



Bay Area Metro Center  
375 Beale Street  
San Francisco, CA 94105

## Meeting Minutes - Draft

### Regional Network Management Council

*Robert Powers, Chair    April Chan, Vice Chair*

---

Monday, March 25, 2024

11:30 AM

Board Room - 1st Floor

---

The Regional Network Management Council is scheduled to meet at 11:30 a.m.

Meeting attendees may opt to attend in person for public comment and observation at BAMC, 375 Beale Street, San Francisco CA 94105, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building.

The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial \*9. When called upon, unmute yourself or dial \*6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/84196024621>

iPhone One-Tap: US: +16699006833,,84196024621# US (San Jose)  
+14086380968,,84196024621# US (San Jose)

Join by Telephone (for higher quality, dial a number based on your current location) US:  
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 841 9602 4621

International numbers available: <https://bayareametro.zoom.us/u/kQmk6YFEk>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/u/kdR1hznEgA>

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at [info@bayareametro.gov](mailto:info@bayareametro.gov) by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances, there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

Clerk: Wally Charles

---

## Roster

### Chair Powers and Vice Chair Chan

**Michelle Bouchard, Bill Churchill, Andrew Fremier, Carolyn Gonot, Michael Hursh, Denis Mulligan, Seamus Murphy, Jeffrey Tumlin, Nancy Whelan**

## 1. Call to Order / Roll Call / Confirm Quorum

Sam Sargent acted as a delegate and voting member of the Task Force in place of Member Bouchard. Attendance and Actions noted below as "Bouchard" were taken by Sargent.

- Present:** 10 - Council Member Bouchard, Council Member Chan, Council Member Churchill, Council Member Fremier, Council Member Hursh, Council Member Mulligan, Council Member Murphy, Council Member Powers, Council Member Tumlin, and Council Member Whelan
- Absent:** 1 - Council Member Gonot

## 2. Welcome

## 3. Consent Calendar

**Upon the motion by Council Member Mulligan and seconded by Council Member Hursh, the Consent Calendar was unanimously approved. The motion carried by the following vote:**

- Aye:** 10 - Council Member Bouchard, Council Member Chan, Council Member Churchill, Council Member Fremier, Council Member Hursh, Council Member Mulligan, Council Member Murphy, Council Member Powers, Council Member Tumlin and Council Member Whelan
- Absent:** 1 - Council Member Gonot

### 3a. [24-0152](#) Minutes of the January 22, 2024 Meeting

**Action:** Approval

**Attachments:** [3a 2024 01 22 Regional Network Management Council Draft Minutes](#)

## 4. Information

### 4a. [24-0346](#) Regional Network Management Performance Measures

The Regional Network Management Council's Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a draft proposal for initial RNM performance measures.

**Action:** Information

**Presenter:** Allison Quach, MTC and Hannah Lindelof, BART

**Attachments:** [4a Summary Sheet RNM Performance Measures](#)  
[4ai AttA RNM Performance Measures Presentation](#)

The following individuals spoke on this Item:  
Aleta Dupree, Team Folds; and Adina Levin, Chair-Regional Network Management Customer Advisory Group.

**4b.**     [24-0153](#)     Accessibility Initiatives Update

Staff will present an update of ongoing activities for accessibility-related items in the Transformation Action Plan

**Action:** Information

**Presenter:** Drennen Shelton, MTC and John Sanderson, County Connection

**Attachments:** [4b Accessibility Initiatives Update](#)  
[4bi Attachment A Transformation Action Plan Accessibility Initiatives](#)  
[4bii Attachment B Transformation Action Plan One-Seat Ride Pilot Program Draft Concepts](#)  
[4biii Attachment C RNM Council Presentation](#)

The following individuals spoke on this Item:  
Aleta Dupree, Team Folds; Warren Cushman, Community Resources for Independent Living; and Adina Levin.

**4c.**     [24-0348](#)     RNM Council Work Plan Progress Report

Update on progress achieved towards the Regional Network Management Council's FY 2023-24 & 2024-25 Work Plan.

**Action:** Information

**Presenter:** Allison Quach, MTC

**Attachments:** [4c Summary Sheet RNM Council Work Plan Progress Report](#)  
[4ci AttA RNM Council Work Plan Progress Report](#)  
[4cii AttB RNM Council Work Plan March 2024 Progress Update](#)

The following individuals spoke on this Item:  
Adina Levin.

## 5. Directors Report- Choy

## **6. Public Comment / Other Business**

The following individuals spoke on this Item:  
Aleta Dupree, Team Folds; and Warren Cushman.

## **7. Adjournment / Next Meetings**

**The next meeting of the Regional Network Management Council is scheduled to be held at 11:30 a.m. on Monday, April 22, 2024, 1:30 p.m. at the Bay Area Rapid Transit, Board Room -1st Floor, 2150 Webster Street, Oakland CA 94612. Any changes to the schedule will be duly noticed to the public.**