



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

Meeting Minutes - Draft

Regional Network Management Customer Advisory Group

Adina Levin, Chair
Warren Cushman, Vice Chair

Tuesday, January 28, 2025

1:00 PM

Board Room - 1st Floor

The RNM Customer Advisory Group is scheduled to meet at 1:00 p.m.

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, 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/88927026722>

iPhone One-Tap: US: +16694449171,,88927026722# US
+16699006833,,88927026722# 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: 889 2702 6722

International numbers available: <https://bayareametro.zoom.us/j/kdplWggX6s>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/j/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 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. All comments received will be submitted into the record.

Clerk: Wally Charles

Roster

Adina Levin, Chair and Warren Cushman, Vice Chair

**Bob Allen, Hillary Brown, Zack Deutsch Gross, Anne Olivia Eldred, Dylan Fabris, Gerry Glaser,
Dwayne Hankerson, Wendi Kallins, Charley Lavery, Corina Lieu, Emily Loper, Sebastian Petty,
Phillip Pierce, Abibat Rahman Davies, Terry Scott, and Brian Stanke.**

1. Call to Order / Roll Call / Confirm Quorum

Present: 13 - Chair Levin, Vice Chair Cushman, Member Allen, Member Brown, Member Eldred,
Member Fabris, Member Glaser, Member Hankerson, Member Kallins, Member
Lavery, Member Loper, Member Scott, and Member Stanke

Absent: 5 - Member Deutsch-Gross, Member Lieu, Member Petty, Member Pierce, and
Member Rahman-Davies

2. Compensation Announcement (Clerk)

3. Consent Calendar

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

Aye: 13 - Chair Levin, Vice Chair Cushman, Member Allen, Member Brown, Member Eldred,
Member Fabris, Member Glaser, Member Hankerson, Member Kallins, Member
Lavery, Member Loper, Member Scott and Member Stanke

Absent: 5 - Member Deutsch-Gross, Member Lieu, Member Petty, Member Pierce and Member
Rahman-Davies

3a. [25-0120](#) Minutes of the November 19, 2024 Meeting

Action: Approval

Attachments: [3a 25-0120 1 Nov 19 2024 RNM Customer Advisory Group Draft
Minutes](#)

4. Approval / Information

4a. [25-0121](#) Mapping & Wayfinding - Prototype Implementation Update

Update on El Cerrito del Norte and Santa Rosa Transit Mall and SMART station Prototypes and the Pilot Projects.

Action: Information

Presenter: Gordon Hansen, MTC and Jumana Nabti, BART

Attachments: [4a 25-0121 1 CAG Summary Sheet M&W - Prototype Update](#)
[4a 25-0121 2 CAG Presentation RMWP Maps and Signs](#)
[4a 25-0121 3 Attachment B Pilot Project Locations](#)
[4a 25-0121 4 Attachment C Regional Map Criteria](#)

The following individuals spoke on this Item:
Vinay Pimple, and Michael Baldini.

4b. [25-0141](#) Next Generation Clipper and Fare Programs Update

Update on the customer features associated with the forthcoming transition to the Next Generation Clipper® fare payment system.

Action: Information

Presenter: Kelly Jackson, MTC and Thalia Leng, MTC

Attachments: [4b 25-0141 1 Summary Sheet Clipper Update](#)
[4b 25-0141 2 Clipper Update RNM Customer Advisory Group 01 28 2025](#)

5. Public Comment / Other Business

6. Adjournment / Next Meetings

The next meeting of the Regional Network Management Customer Advisory Group will be held at a time and location to be duly noticed.