



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*

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Friday, April 26, 2024

1:00 PM

Board Room - 1st Floor

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This meeting shall consist of a simultaneous teleconference call at the following location:  
Ledding Library, 10660 SE 21st Ave., Milwaukie, OR 97222

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/86497915405>  
iPhone One-Tap: US: +16699006833,,86497915405# US (San Jose)  
+14086380968,,86497915405# 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: 864 9791 5405

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

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**Roster**

**Adina Levin, Chair and Warren Cushman, Vice Chair**

**Bob Allen, Hillary Brown, Zack Deutsch-Gross, Anne Olivia Eldred, Dylan Fabris, Gerry Glaser, Ian Griffiths, 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:** 14 - Chair Levin, Vice Chair Cushman, Member Brown, Member Eldred, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Member Lavery, Member Loper, Member Petty, Member Scott, and Member Stanke

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

**2. Compensation Announcement (Clerk)**

**3. Consent Calendar**

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

**Aye:** 14 - Chair Levin, Vice Chair Cushman, Member Brown, Member Eldred, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Member Lavery, Member Loper, Member Petty, Member Scott and Member Stanke

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

**3a.** [24-0397](#) Minutes of the February 23, 2024 Meeting

**Action:** Board Approval

**Attachments:** [3a Minutes of the February 23, 2024 Meeting](#)

**4. Information**

**4a.** [24-0398](#) 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 proposed approach for initial RNM performance measures.

**Action:** Information

**Presenter:** Allison Quach, MTC

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

The following individuals spoke on this item: Vinay Pimple

**4b.** [24-0255](#) Transformation Action Plan Action 25: Paratransit Eligibility Draft Report

Draft report on Transformation Action Plan Action 25: Adopt standardized eligibility practices for programs that benefit people with disabilities.

**Action:** Information

**Presenter:** Drennen Shelton, MTC and John Sanderson, CCCTA

**Attachments:** [4b. Summary Sheet Transformation Action Plan Action 25](#)  
[4bi. Attach. A Transformation Action Plan Accessibility Initiatives](#)  
[4bii. Action 25 Draft Paratransit Eligibility Action Plan](#)  
[4biii. Paratransit Eligibility Presentation](#)

The following individuals spoke on this item: Debbie Toth, Choice in Aging; and Roland Wong.

**4c.** [24-0513](#) Regional Network Management Programs Update

Verbal update on recent and upcoming activities related to the RNM Council's work plan.

**Action:** Information

**Presenter:** Allison Quach, MTC

**Attachments:** [4c. Summary Sheet RNM Programs Update](#)  
[4ci. AttA RNM Council Work Plan Progress Report](#)

**5. Public Comment / Other Business**

**6. Adjournment / Next Meetings**

**The next meeting of the Regional Network Management Customer Advisory Group will be held on Friday June 28, 2024 at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.**