



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, September 24, 2024

1:00 PM

Board Room - 1st Floor

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/81074686600>  
 iPhone One-Tap: US: +16699006833,,81074686600# US (San Jose)  
 +14086380968,,81074686600# 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: 810 7468 6600

International numbers available: <https://bayareametro.zoom.us/j/keEZdsHluY>  
 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](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. 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 Brown, Member Fabris, Member Glaser, Member Hankerson, Member Kallins, Member Lavery, Member Loper, Member Petty, Member Rahman-Davies, Member Scott, and Member Stanke
- Absent:** 5 - Member Allen, Member Deutsch-Gross, Member Eldred, Member Lieu, and Member Pierce

**2. Compensation Announcement (Clerk)**

**3. Consent Calendar**

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

- Aye:** 13 - Chair Levin, Vice Chair Cushman, Member Brown, Member Fabris, Member Glaser, Member Hankerson, Member Kallins, Member Lavery, Member Loper, Member Petty, Member Rahman-Davies, Member Scott and Member Stanke
- Absent:** 5 - Member Allen, Member Deutsch-Gross, Member Eldred, Member Lieu and Member Pierce

**3a. [24-1095](#) Minutes of the June 28, 2024 Meeting**

**Action:** Board Approval

**Attachments:** [3a Minutes of the June 28, 2024 Meeting](#)

**4. Approval / Information**

**Item 4b. was deferred**

**4a. [24-1100](#) Mapping & Wayfinding - Prototype Maps and Signage Preview**

Staff will preview additional maps and signs that will be installed at the prototype stations this fall.

**Action:** Information

**Presenter:** Gordon Hansen, MTC and Jumana Nabti, BART

**Attachments:** [4ai Summary Sheet CAG RNM RMWP Prototype Map Sign Preview](#)  
[ew](#)  
[4aii DRAFT RMWP Maps and Signs CAG - 9-24-24](#)

**4b.**     [24-1097](#)     Draft 2024 Coordinated Public Transit-Human Services Transportation Plan

Transit-related recommendations from the draft 2024 Coordinated Public Transit-Human Services Transportation Plan

**Action:** Information

**Presenter:** Drennen Shelton, MTC

**Attachments:** [4b Summary Sheet Draft 2024 Coordinated Plan](#)  
[4bi Attachment A Coordinated Plan TAC](#)  
[4bii Attachment B Crosswalk of Coordinated Plan Recommendations and Transformation Action Plan Accessibility Initiatives](#)  
[4biii Attachment C Draft Coord Plan presentation](#)

**4c.**     [24-1096](#)     Progress Report on Transformation Action Plan Action 22: One-Seat Ride Pilot Program

Update on Action 22 of the Transformation Action Plan: One-Seat Ride Pilot Program

**Action:** Information

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

**Attachments:** [4c Summary Sheet Progress Report on Action 22 of the TAP One-Seat Ride Pilot Program](#)  
[4ci Attachment A TAP Accessibility Initiatives](#)  
[4cii Attachment B TAP One-Seat Ride Pilot Program Draft Concepts](#)  
[4ciii Attachment C One-Seat Ride Presentation](#)

**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.**