



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

Meeting Agenda

Regional Network Management Customer Advisory Group

Friday, January 26, 2024

1:00 PM

Board Room - 1st Floor

This meeting shall consist of a simultaneous teleconference call at the following location(s):

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/83731503443>

iPhone One-Tap: US: +13462487799,,83731503443# US (Houston)
+12532158782,,83731503443# US (Tacoma)

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: 837 3150 3443

International numbers available: <https://bayareametro.zoom.us/u/kdhj8jENFV>

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 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.

Roster

Bob Allen, Hillary Brown, Warren Cushman, Zack Deutsch-Gross, Anne Olivia Eldred, Dylan Fabris, Gerry Glaser, Ian Griffiths, Dwayne Hankerson, Wendi Kallins, Adina Levin, Corina Lieu, Emily Loper, Emily Martinez, Sebastian Petty, Phillip Pierce, Terry Scott, Brian Stanke, and Amy Thomson.

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the Committee shall be a majority of its voting members (10).

2. Compensation Announcement (Clerk)

3. Consent Calendar

- 3a. [23-1454](#) Minutes of the October 27, 2023 Meeting
- Action:** Approval
- Attachments:** [3a 10 27 2023 RNM Customer Advisory Group Draft Minutes](#)

4. Approval

- 4a. [23-1458](#) Election of RNM Customer Advisory Group Chair and Vice Chair
- Nomination and election of the Chair and Vice Chair of the RNM Customer Advisory Group.
- Action:** Approval
- Presenter:** Ky-Nam Miller
- Attachments:** [4a 23-1458 Summary Sheet RNM CustAG Chair ViceChair Elections](#)

5. Information

- 5a. [23-1453](#) Regional Mapping and Wayfinding Project Update
- Update on the development of prototype signage for the Regional Mapping & Wayfinding Project (RWMP).
- Action:** Information
- Presenter:** Gordon Hansen, MTC and Jumana Nabti, BART
- Attachments:** [5a 23-1453 Draft RNM CustAdvGrp RMWP Project Update](#)
[5ai 23-1453 Attachment A.pdf](#)

5b. [23-1457](#) Transit Transformation Action Plan Two-Year Status Update

Update on the overall implementation status of near-term actions identified in the Transit Transformation Action Plan (TAP).

Action: Information

Presenter: Allison Quach

Attachments: [5b 23-1457 Transit Transformation Action Plan Two-Year Status Update](#)

[5bi 23-1457 Attachment A](#)

[5bii 23-1457 Attachment B](#)

6. Public Comment / Other Business

*Customer Advisory Group members and 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.*

7. Adjournment / Next Meetings

The next meeting of the Regional Network Management Customer Advisory Group will be held on Friday, February 23, 2023 at 1:00 p.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Título VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.