Meeting Agenda

Regional Network Management Customer Advisory Group

Adina Levin, Chair
Warren Cushman, Vice Chair

Friday, June 28, 2024	1:00 PM	Board Room - 1st Floor

This meeting shall consist of a simultaneous teleconference call at the following location(s):
Ledding Library, Conference Room 1, 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/89956498646
iPhone One-Tap: US: +16694449171,,89956498646# US
+16699006833,,89956498646# 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: 899 5649 8646
International numbers available: https://bayareametro.zoom.us/u/keiur3Gket
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.

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,
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

A quorum of the Customer Advisory Group shall be a majority of its voting members (10).

2. Compensation Announcement (Clerk)

3. Consent Calendar

3a. 24-0802   Minutes of the April 26, 2024 Meeting

Action: Board Approval

Attachments: 3a_Minutes of the April 26, 2024 Meeting

4. Information

4a. 24-0801   Regional Mapping and Wayfinding Project - Implementation Updates

Update on the design and evaluation of the signage prototypes being installed later this year and the subsequent pilot stage of the Regional Mapping & Wayfinding Project (RMWP).

Action: Information

Presenter: Gordon Hansen (MTC) and Jumana Nabti (BART)

Attachments: 4a_Regional Mapping and Wayfinding Project – Implementation Updates

4ai_Presentation RMWP Implementation Updates

5. 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.*

6. Adjournment / Next Meetings

The next meeting of the Regional Network Management Customer Advisory Group will be held on Tuesday September 9, 2024 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 Titulo 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.

Metropolitan Transportation Commission

Legislation Details (With Text)

File #:	24-0802	**Version:** 1	**Name:**
Type:	Minutes	**Status:**	Consent
File created:	5/30/2024	**In control:**	Regional Network Management Customer Advisory Group
On agenda:	6/28/2024	**Final action:**	
Title:	Minutes of the April 26, 2024 Meeting		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	3a_Minutes of the April 26, 2024 Meeting		

Date	Ver.	Action By	Action	Result

Subject:

Minutes of the April 26, 2024 Meeting

Recommended Action:

Board Approval

Attachments:

Meeting Minutes - Draft

Regional Network Management Customer Advisory Group

Adina Levin, Chair
Warren Cushman, Vice Chair

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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/kbaftxlULO
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

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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, 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 Counci_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.

Metropolitan Transportation Commission

Legislation Details (With Text)

File #:	24-0801	**Version:** 1	**Name:**	
Type:	Report		**Status:**	Informational
File created:	5/30/2024		**In control:**	Regional Network Management Customer Advisory Group
On agenda:	6/28/2024		**Final action:**	

Title: Regional Mapping and Wayfinding Project - Implementation Updates

Update on the design and evaluation of the signage prototypes being installed later this year and the subsequent pilot stage of the Regional Mapping & Wayfinding Project (RMWP).

Sponsors:

Indexes:

Code sections:

Attachments: 4a_Regional Mapping and Wayfinding Project – Implementation Updates
4ai_Presentation RMWP Implementation Updates

Date	Ver.	Action By	Action	Result

Subject:

Regional Mapping and Wayfinding Project - Implementation Updates

Update on the design and evaluation of the signage prototypes being installed later this year and the subsequent pilot stage of the Regional Mapping & Wayfinding Project (RMWP).

Presenter:

Gordon Hansen (MTC) and Jumana Nabti (BART)

Recommended Action:
Information
Attachments:

Regional Mapping and Wayfinding Project – Implementation Updates

Subject:

Update on the design and evaluation of the signage prototypes being installed later this year and the subsequent pilot stage of the Regional Mapping & Wayfinding Project (RMWP).

Background:

The Blue Ribbon Transit Recovery Task Force (Task Force) recommended a regionally harmonized mapping and wayfinding system as a key action item in the Task Force's Transformation Action Plan. The goal of the RMWP is to develop and deploy fully standardized wayfinding, mapping, and transit information throughout the Bay Area in all transit environments, while also providing guidance for pedestrian wayfinding and first/last mile opportunities extending from transit areas, to retain existing and attract new transit riders.

In 2022, MTC approved a contract with Applied Wayfinding, Inc. (Applied), to design and support implementation of the new wayfinding system. In 2023, the project team completed a review of wayfinding existing conditions and conducted initial engagement with transit operator working groups, transit riders and non-riders, and members of Equity Priority Communities (EPCs) to develop initial design specifications for a family of wayfinding signs ("standards"). In January 2024, MTC publicly introduced some of these new signs, including the "regional network identity," a consistent design language that seeks to simplify finding and using transit services throughout the region.

Given the complexities of regional transit services, the RMWP is taking an iterative design approach, wherein wayfinding signage and materials will be tested and refined with feedback from transit riders and operators at progressively wider scales. The first stage is to install wayfinding prototypes at El Cerrito del Norte BART station and the Santa Rosa Transit Mall and SMART station, which are served by a variety of transit agencies covering all nine Bay Area counties, offer transfers between bus and rail modes, and are within or near MTC Equity Priority Communities (EPCs). Some preliminary wayfinding designs will also be tested at the Powell Street station in downtown San Francisco.

MTC will solicit public, stakeholder, and transit agency feedback on the prototype signage to inform a revised set of standards for the next development stage, the pilot projects. Expected to be rolled out in 2025 and 2026, the pilots are intended to test the operational feasibility of widescale production, installation, and maintenance of the new wayfinding system. Similar to the prototypes, feedback gathered from the pilot stage will inform potential improvements for expansion throughout the region.

Prototype evaluation plan

The draft prototype evaluation plan includes a wide range of proposed engagement methods with transit riders, stakeholder groups, and transit operators to collect feedback on three main indicators: signage design effectiveness, benefits to travelers, and operational feasibility. More active engagement methods such as recruitment or in-person surveys would be prioritized among current and potential transit riders and customers with disabilities and/or limited English proficiency, as well as disability advocacy groups and frontline operator staff. MTC would also use open surveys to engage the general public for feedback about the prototypes. Evaluation activities will occur throughout the prototype implementation, including before, during, and after wayfinding materials are installed. Lessons learned from the prototype evaluation will be used to improve future community engagement efforts during the pilot stages.

Modification of the pilot stage

The original scope of the pilot projects was to implement new wayfinding signage throughout 1-3 counties including Sonoma, Solano, and eastern Contra Costa and Alameda. During project planning over the past year, staff have received feedback from transit operators and other stakeholders, including:

- Need to test complex urban locations;

- Need to have more geographic diversity of pilot projects throughout the region;

- Consider riders new to transit or new to the area, like tourists; and

- Some agencies have existing projects with signage improvements that are currently on hold pending new regional standards.

In consideration of the feedback received, staff is proposing changes to the scope of the pilots. The modified pilot concept includes the following components:

1. Test customer experience at complex transfer stations, ideally one in each of the nine Bay Area counties (2025)

2. Test customer experience on a selection of end-to-end bus lines of up to two transit agencies each in Sonoma and Solano Counties (2026)

3. Facilitate transit agencies' use of Wayfinding Standards Version 1 (2025) to implement signage projects that are currently on hold

At their May 20, 2024 meeting, the RNM Council expressed support for the prototype evaluation and revised pilot approach. Additionally, Council members stressed the importance of:

- Delivering the prototypes for public feedback to inform next year's pilot projects;

- Managing coordinated transfers;

- Harmonizing static and digital interfaces, including third-party applications; and

- Studying international examples to inform solutions for complex station environments.

Next Steps:

Staff will continue to work with transit agency staff to finalize prototype sign designs that will be tested later this year. In tandem with the prototype implementation, MTC will begin outreach to riders, stakeholder groups, and operators. MTC staff will also work with transit agency staff to identify new pilot locations for implementation in 2025 and 2026.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Presentation

Regional Mapping & Wayfinding Project
Implementation Updates

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COMMISSION

RNM Customer Advisory Group

June 28, 2024

Agenda Item 4a Attachment A

Today's meeting

- **Project context and status**
  - Goals & schedule

- **Focus on the prototypes**
  - Prototype designs
  - Prototype evaluation

- **Focus on the pilot projects**
  - Purpose & recent feedback
  - New proposal

- **Next steps**

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Goals & schedule

Make transit journeys easier to understand to retain existing and attract new riders

- **Better information for customers**
  Dependable, predictable, and familiar

- **Better operations for transit providers**
  Standard wayfinding parts, applications, and guidelines

- **Better outcomes for the region**
  Health, equity, sustainability, and economic vitality

Phases 1 & 2
Project development, harmonization & business case

Completed

- User research & outreach
- Regional map prototype
- Business case
- Map examples
- Tier development

Phase 3
System development

Funded

We are here
- Regional standards
- Prototypes
- Pilot projects
- New mapping database

Phase 4+
Full implementation

Unfunded

- Expand new wayfinding system regionwide
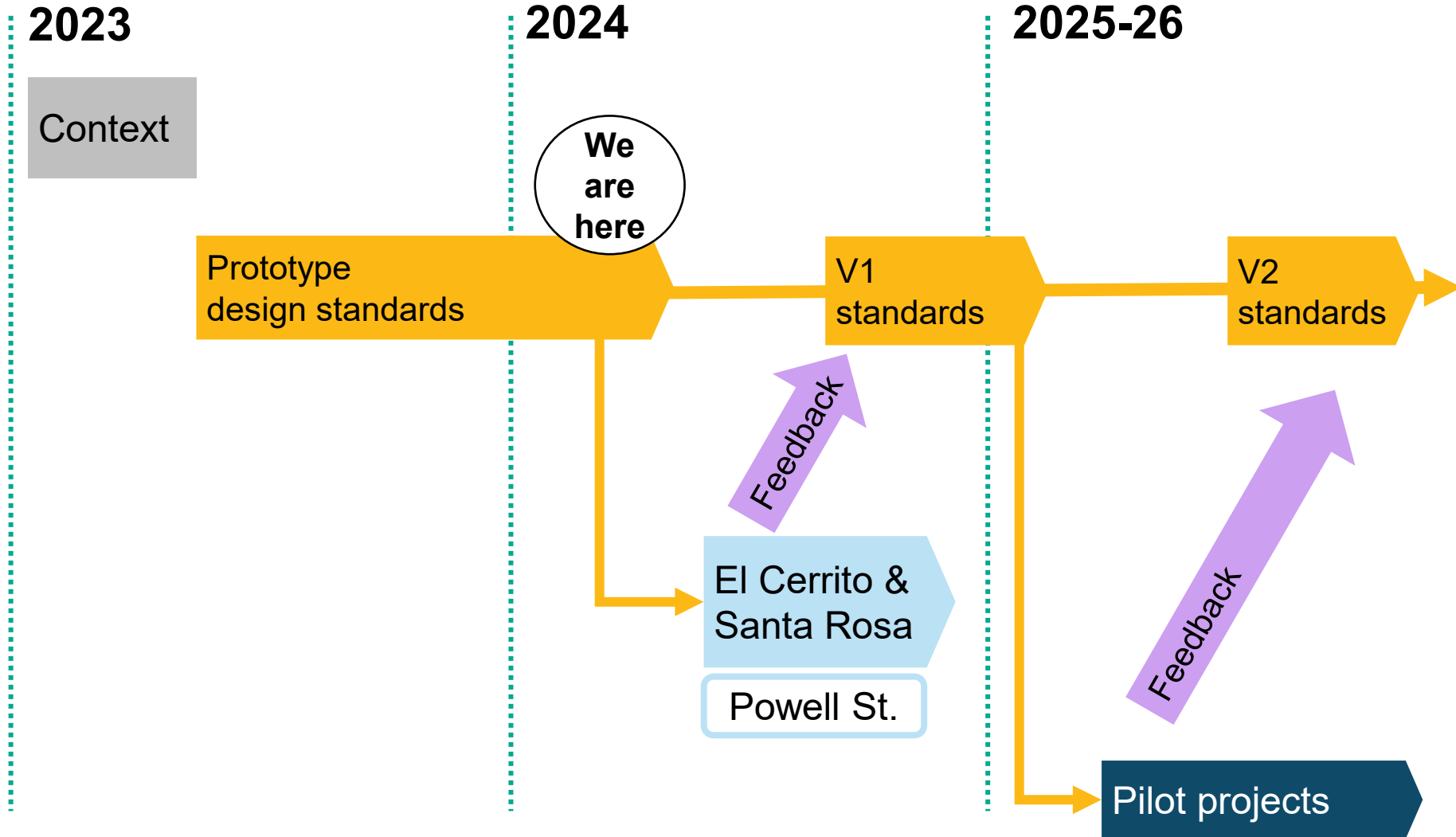
Prototype design

Prototype design
New sign family

The regional network identity creates a design language for prototype wayfinding signs.

Vehicular Facility Beacon

Pedestrian Facility Beacon

Vehicular Entrance Marker

Entrance Monolith

Facility Entrance

System Info Unit

Street / approaching the facility → Entrance → Inside the facility

Location overview

Prototype locations selected because...

- Served by a variety of transit agencies

- Offer transfers between bus and rail modes

- Located within or near Equity Priority Communities (El Cerrito & Santa Rosa)

Santa Rosa Transit Mall & SMART station

El Cerrito del Norte BART station

Powell St BART & Muni (design test)

Prototype design: El Cerrito del Norte
Threshold markers

Entrance Monolith

Vehicular Beacon

Cutting Blvd

BART tracks

San Pablo Ave

P

Bus bays

Station

Bus bays

P

BART Parking Garage

P

Hill St

N
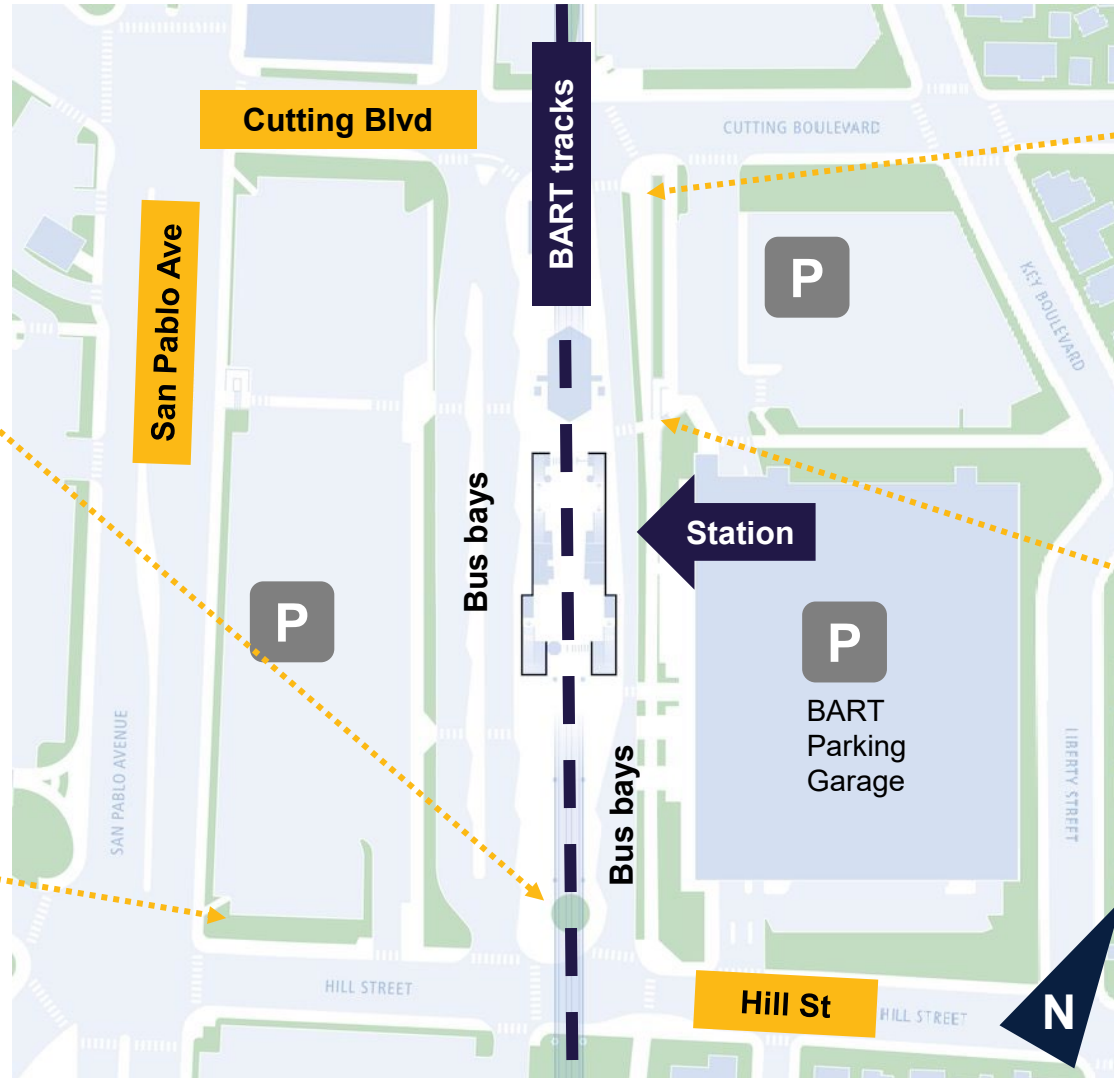
Pedestrian Beacon
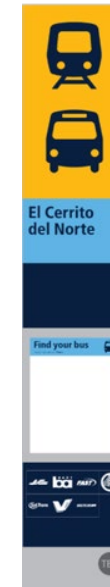
Entrance Monolith

Designs subject to change per agency feedback and forthcoming permitting processes.

Prototype design: El Cerrito del Norte
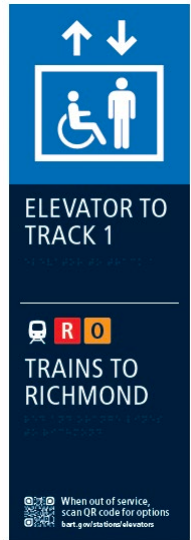# Bus flags & loading

Bus stop flags (and basic design elements)
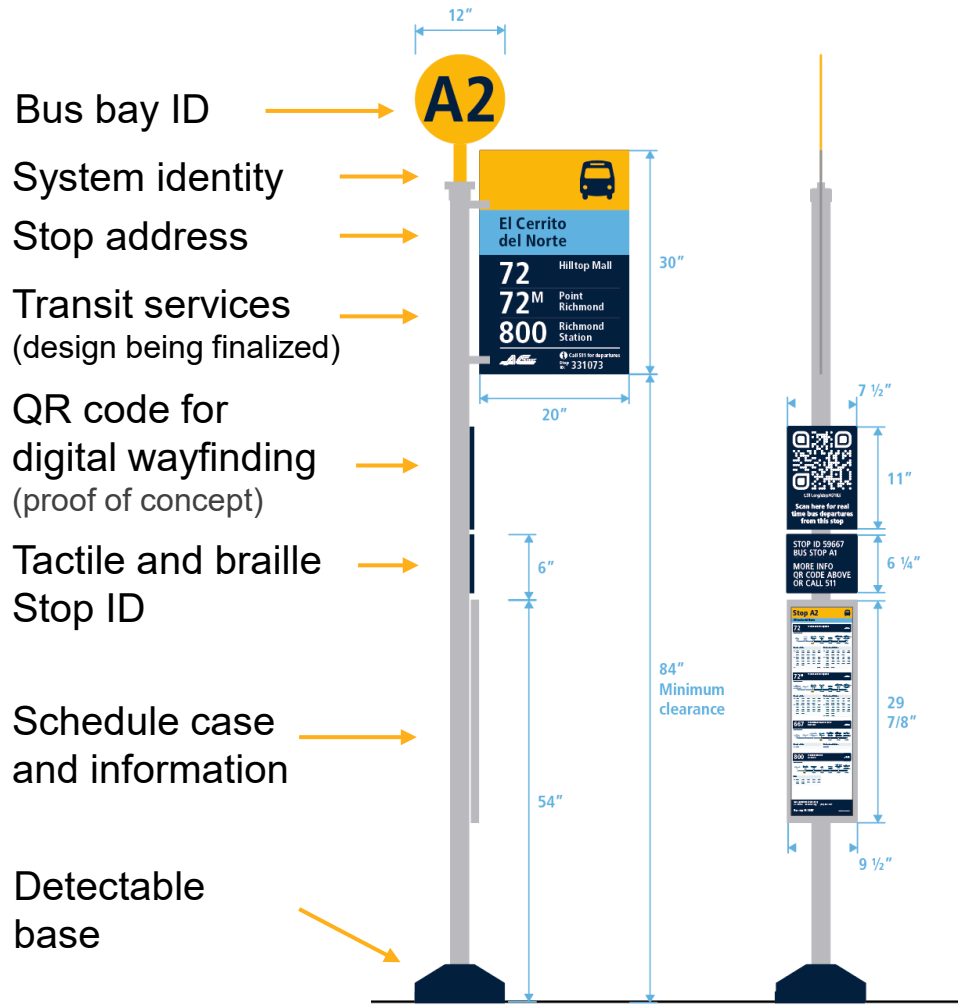
Paratransit loading sign
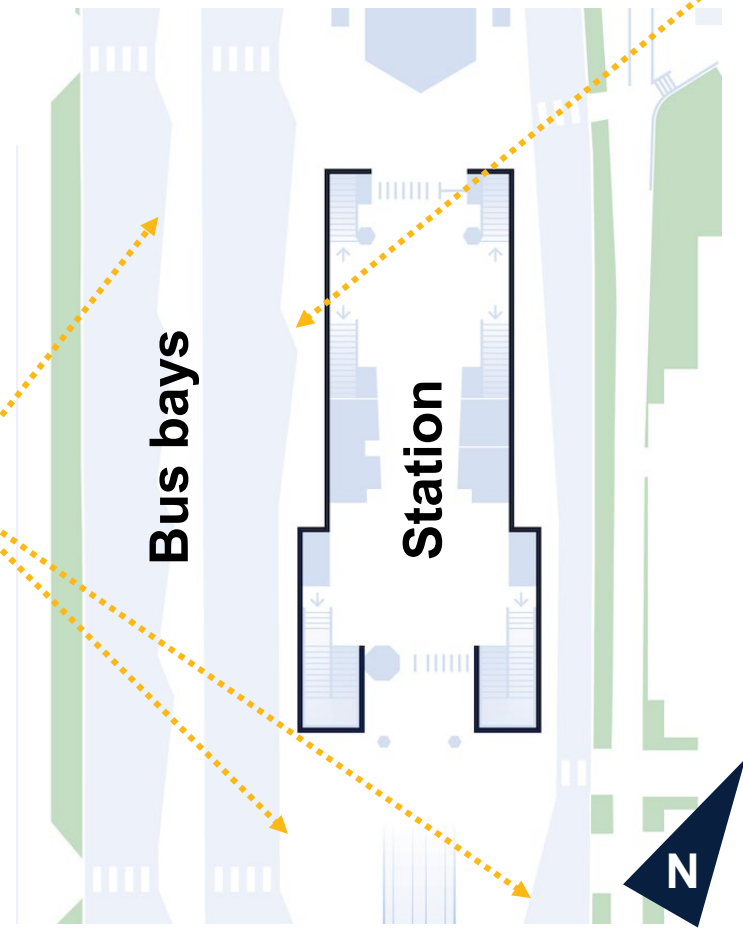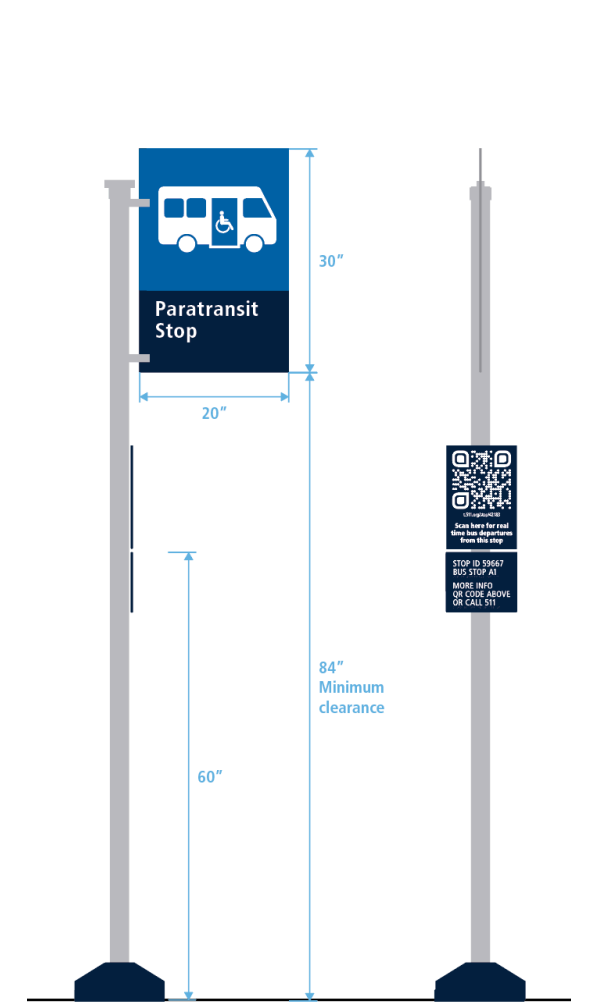
- Bus bay ID
- System identity
- Stop address
- Transit services (design being finalized)
- QR code for digital wayfinding (proof of concept)
- Tactile and braille Stop ID
- Schedule case and information
- Detectable base

Bus bays

Station

N

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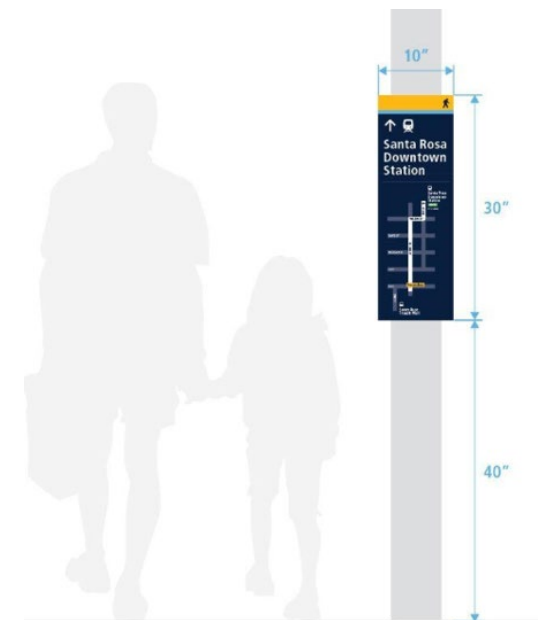*Designs subject to change per agency feedback and forthcoming permitting processes.*

9
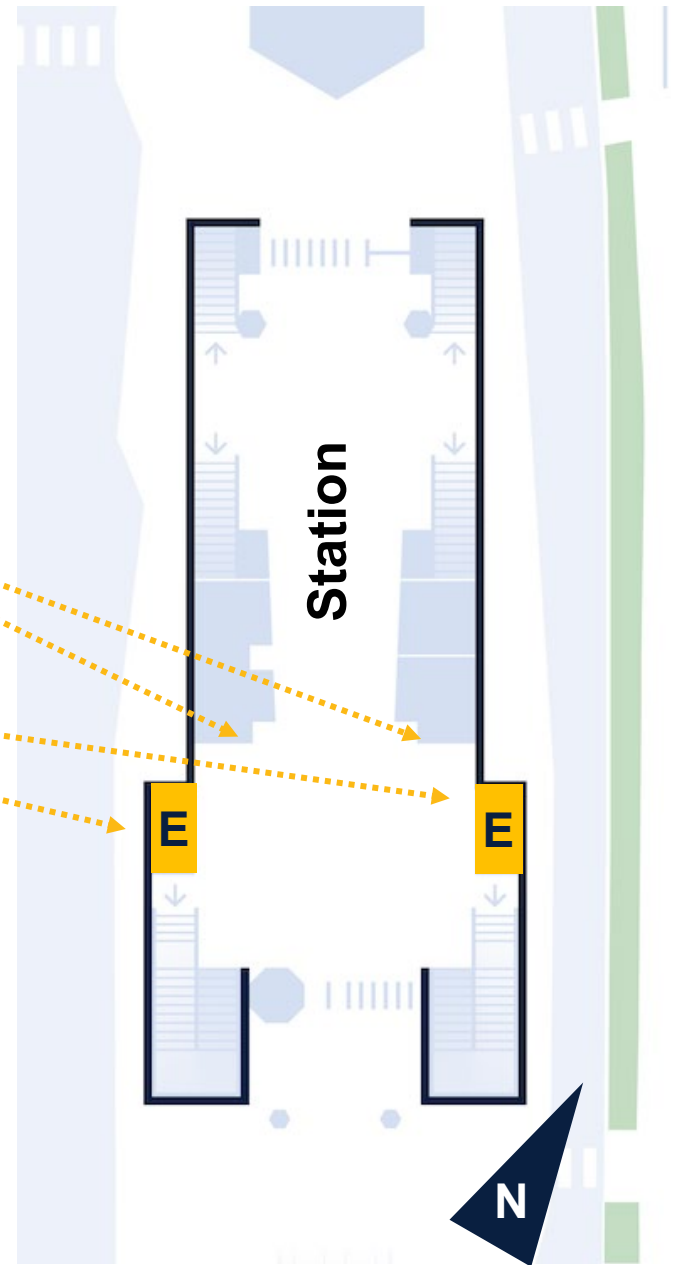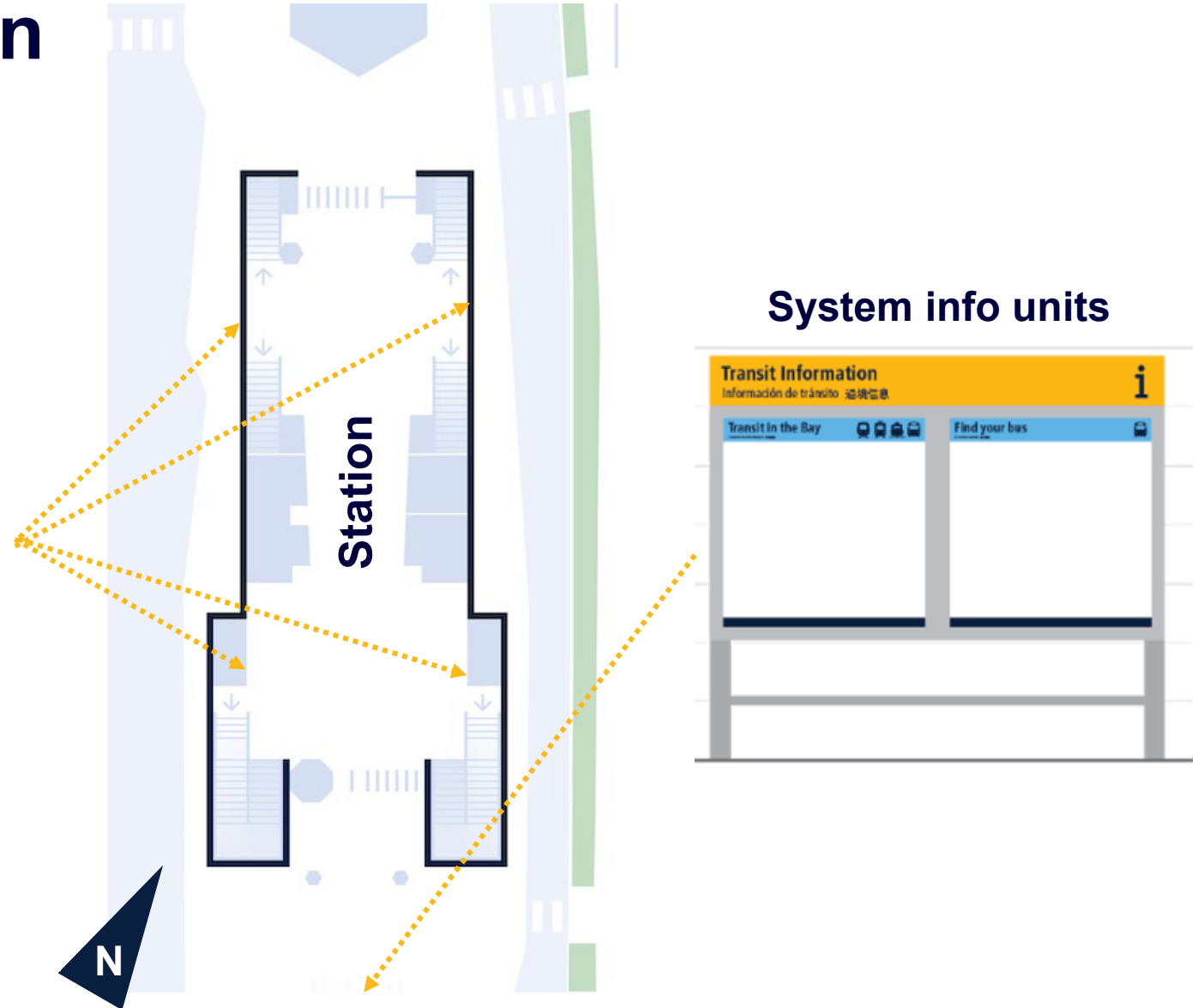
Prototype design
Santa Rosa Transit Mall & SMART Station

★ Pedestrian navigation sign

0.5 miles / 12 min walk

Designs subject to change per agency feedback and forthcoming permitting processes. v06-18

Threshold markers

Pedestrian Beacon

Entrance Monolith

Customer information

Platform signs

Fare threshold sign

Designs subject to change per agency feedback and forthcoming permitting processes. v06-18
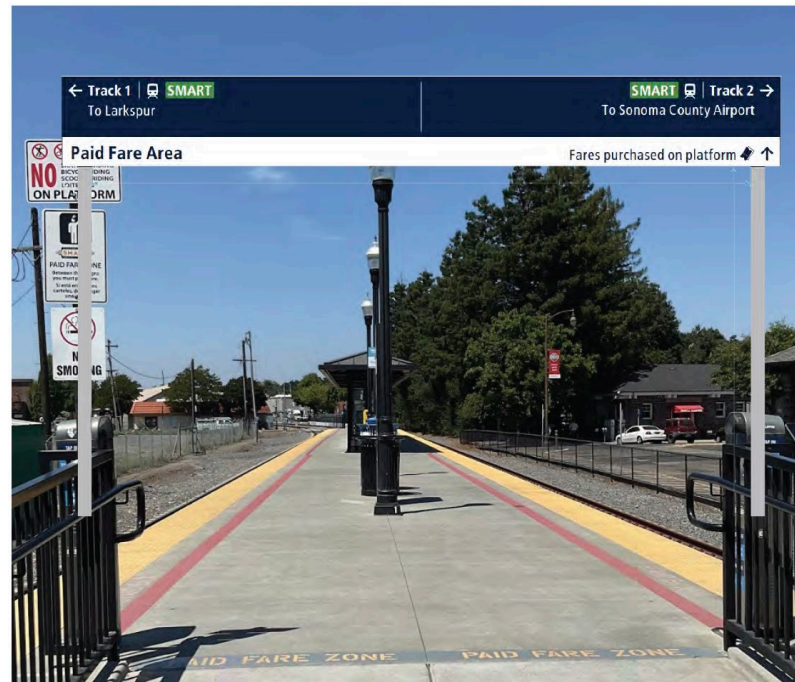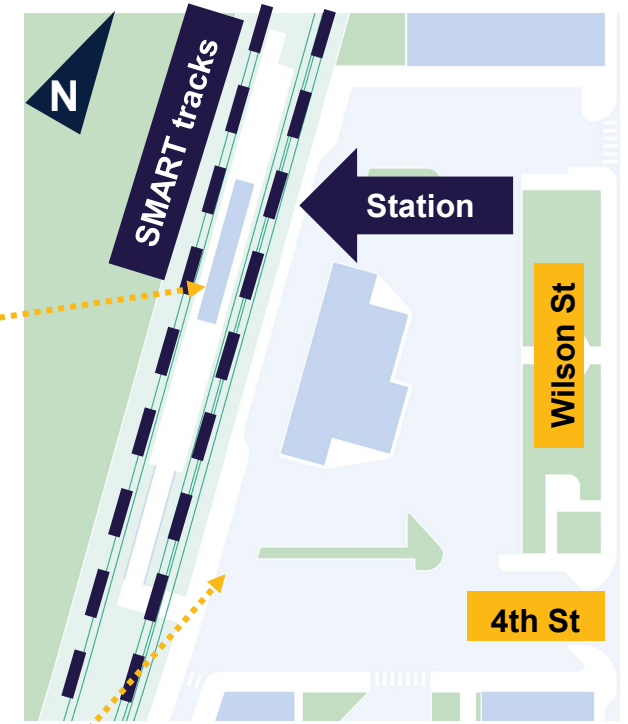
Prototype evaluation

Evaluation objectives

	Design Effectiveness	Traveler Benefits	Operator Experience
Performance Indicators	• Functionality • Form and aesthetics • Accessibility • Scalability • Identity/ brand	• Trip impacts • Transit attitudes • Travel behavior	• Operations • Costs • Skills • Cooperation
Goals (Near-Term)	Wider audience, more inclusive, more accessible	Better travel experience	More cost effective, ease of maintenance and implementation
Goals (Long-Term)	Retain and increase ridership		

Design effectiveness

Is the design useful?

- Helps to refine the standards
- Metrics
  - Functional
  - Accessible to people with disabilities
  - Related to principles of wayfinding
  - Understanding of available transit service
- Examples
  - "Can you find [place] on this map?"
  - "Can you read the sign from here?"

Is the design meaningful?

- Helps meet project objectives
- Metrics
  - Functional and emotional
  - Reinforcement of regional identity
- Examples
  - "Do the modal icons represent Bay Area transit services?"
  - "Do these colors represent the region to you?"

Evaluating traveler benefits

Journey success

- Metrics
  - Trip impacts
- Example
  - "How easy is it to transfer between services?"
  - "Did you get lost or confused within the facility?"

Attitudes and perceptions

- Metrics
  - Attitudes towards facility
  - Attitudes towards service
  - Attitudes towards provider
- Examples
  - "Would you want to recommend transit to someone else?"
  - "Does the information remove a barrier to using transit?

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Operator experience

Value for operators

- Helps to refine the standards
- Metrics
  - Production and updateability
  - Fabrication and installation
  - Inventory
- Example
  - "Could this design be fabricated by your in-house sign shop or vendor?"

Regional coordination

- Helps meet project objectives
- Metrics
  - Support for regional identity
  - Adapting practices to unify information for customers
  - Weighing customer value against implied costs
- Examples
  - "How well did MTC coordinate with your agency on installation?"

Public engagement prioritization

Transit customers

- **On-site**
  - Equity Priority Communities (EPC), especially people with disabilities and limited English proficiency
  - Frequent travelers
  - Potential users

MTC groups

- Project's Accessibility Working Group
- RNM Customer Advisory Group

Stakeholder groups

- **On-site**
  - City staff
  - Disability and other community advocates
  - Transportation advocates
- **Online**
  - City elected representatives
  - Mobility service providers

On-site: includes recruitment or in-person surveys, e.g.
Online: includes open surveys or information distribution, e.g.

Transit operators

- **On-site**
  - Technical staff
  - Operational/ frontline staff
- **Online**
  - Large/inter-regional operator managers
  - Small/local operator managers

Prototype evaluation methods

Method	Definition
Test journeys	10-12 people at both sites undertaking pre-designed wayfinding tasks
Intercept surveys	Weekday pm peak, weekday interpeak, & weekend day intercept surveys at both sites
Organized site tours	Open house/tours for any operator/city over 2 days per site
Accessibility site tours	Guided tours for 10-12 selected stakeholders at each site
Frontline staff groups	2x 10-12 person staff group interviews
Factory demonstration	Arranged signage fabrication factory visit for operators
Online surveys	Open survey at MTC's website
Digital wayfinding: survey	Open survey link in digital wayfinding proof of concept
Digital wayfinding: moderated user group testing	4-6 people per user group for onsite web app testing at El Cerrito Del Norte

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Pilot projects

Focus on the pilot projects
Phase 3 iterative design process

Wayfinding context
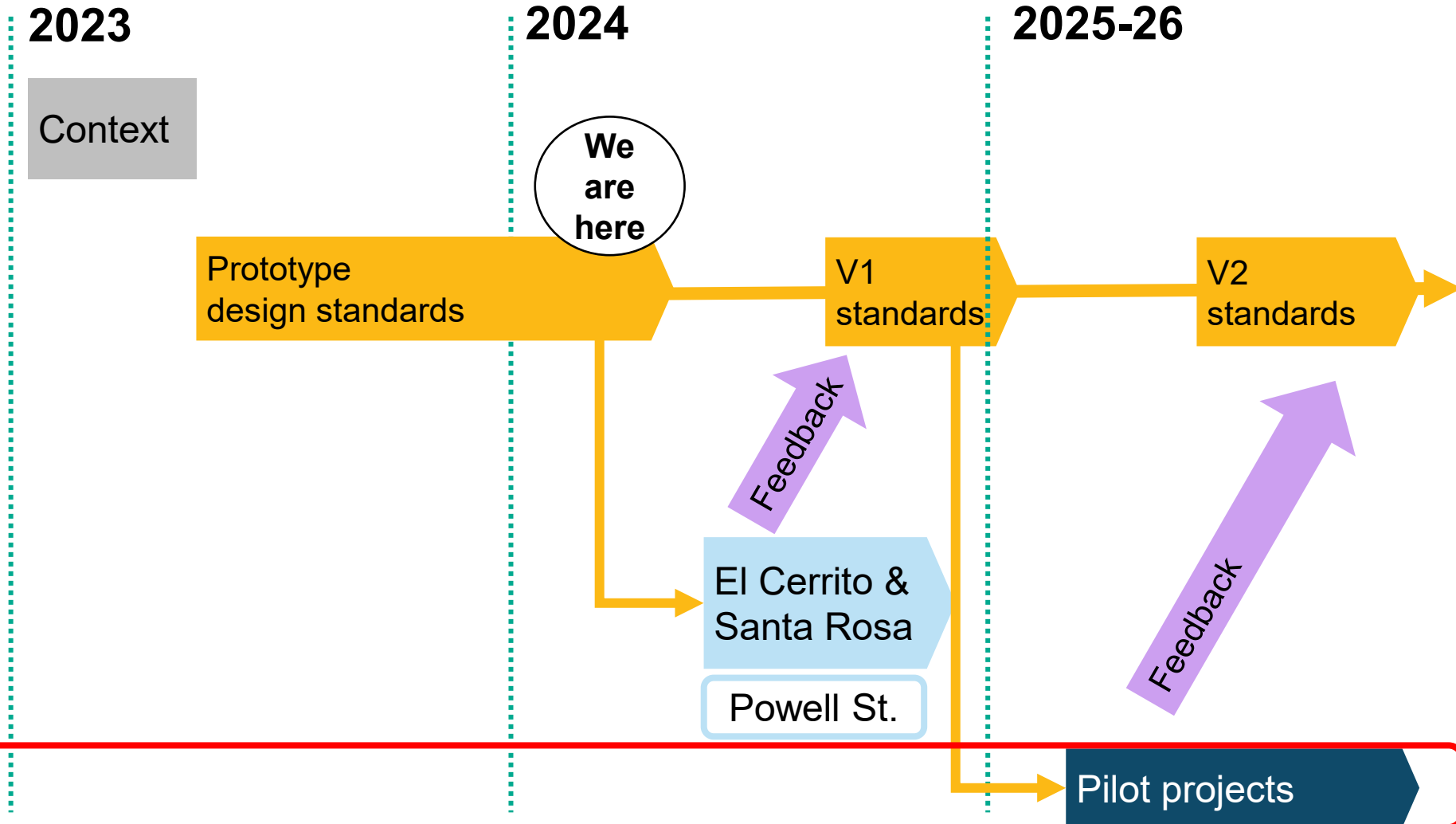- Current practices
- Stakeholder needs

Design standards
- Network identity
- Signage family

Prototypes
- El Cerrito del Norte BART
- Santa Rosa Transit Mall & SMART station
- Powell St. (temporary)

Pilot projects

2023 — Context

2024 — We are here

Prototype design standards

V1 standards

V2 standards

Feedback

El Cerrito & Santa Rosa

Powell St.

2025-26

Pilot projects

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Focus on the pilot projects: context

- **Purpose**
  - Gather agency and public feedback for final set of regional standards
  - Evaluate coordination among operators for sign design, installation, and maintenance – particularly those with many shared bus stops

- **Original pilot stage proposal**
  - Subregional "countywide" pilots
  - Install wayfinding signage throughout 1-3 counties, including Sonoma, Solano, and eastern parts of Contra Costa and Alameda

Focus on the pilot projects: current status

- **Key agency feedback received to date**
  - Test signage in complex urban transit hubs, especially those with multiple rail services
  - Need to have more geographic diversity of pilot projects throughout the region
  - Consider riders new to transit or new to the area, like tourists
  - We have a new project that involves signage and/or maps. When will the new standards be ready?

- **New pilot approach overview**
  - 2025: Test experience at complex transfer stations
  - 2026: Test experience on local and intercity routes
  - 2025+: Advance agency-led & funded capital projects using new standards

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Experience at complex transfer stations (2025)

Santa Rosa Transit Mall & SMART

El Cerrito del Norte BART

Goals:

- Test customer understanding of wayfinding system at complex multimodal stations, particularly for customers making transfers

- Expand project representation throughout the region, including the South Bay

- Demonstrate regional transit coordination

- Refine standards for further expansion

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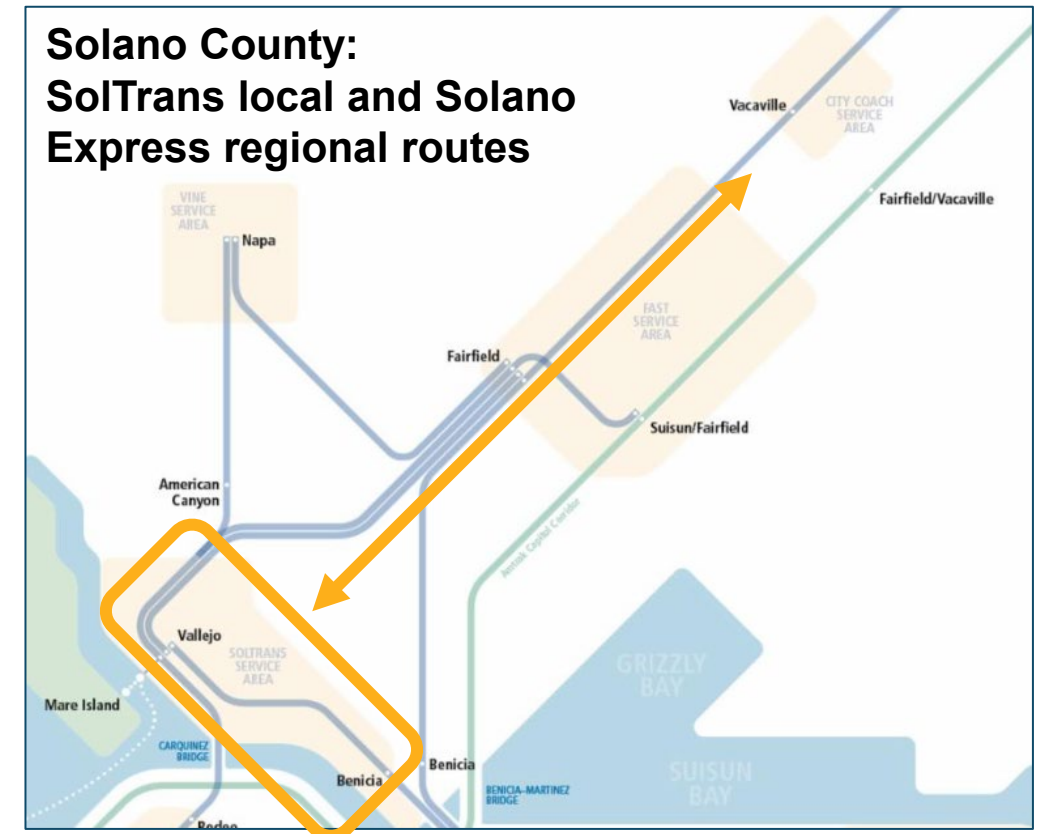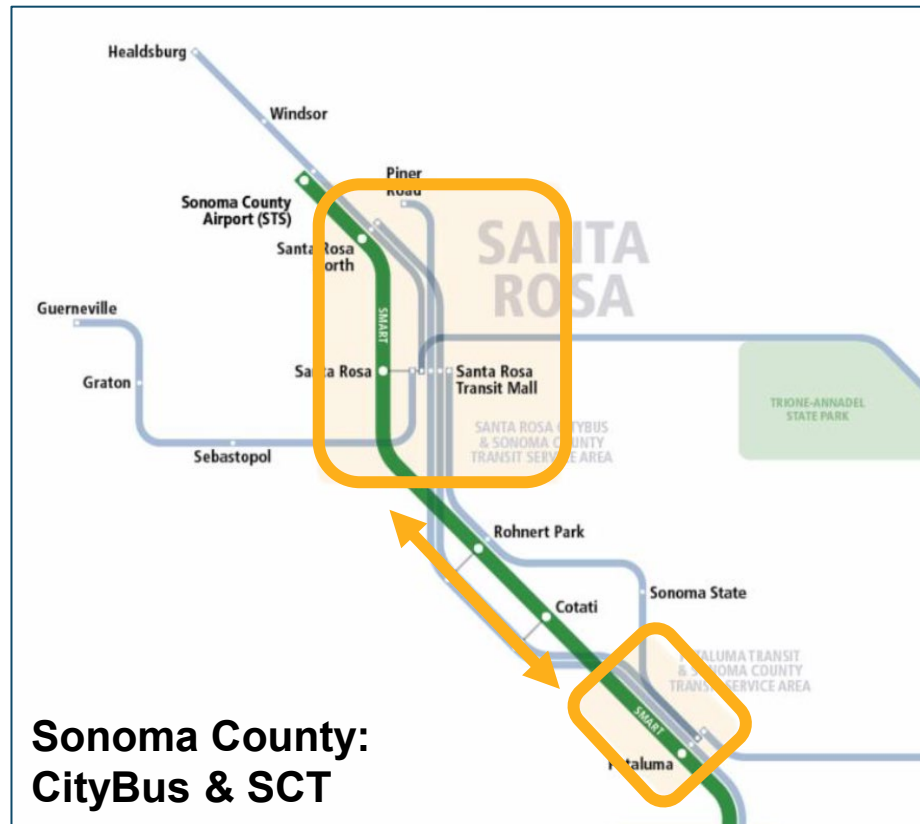# Experience on local and regional bus routes (2026)

Goals

- Test customer experience of new wayfinding on local and regional bus routes, including end-to-end journeys

- Evaluate coordination between agencies (and between agencies & MTC), for sign ownership, procurement, installation, and maintenance – particularly at shared stops

- Install at many local and shared stops in overlapping service areas in Sonoma and Solano Counties

Why Sonoma and Solano Counties

- **Context**: Multiple agencies serve same areas and share stops on local and regional bus routes.
- **Opportunity**: Test customer benefit from simplifying signage in both single- and multiple agency operating environments in rural and suburban areas.
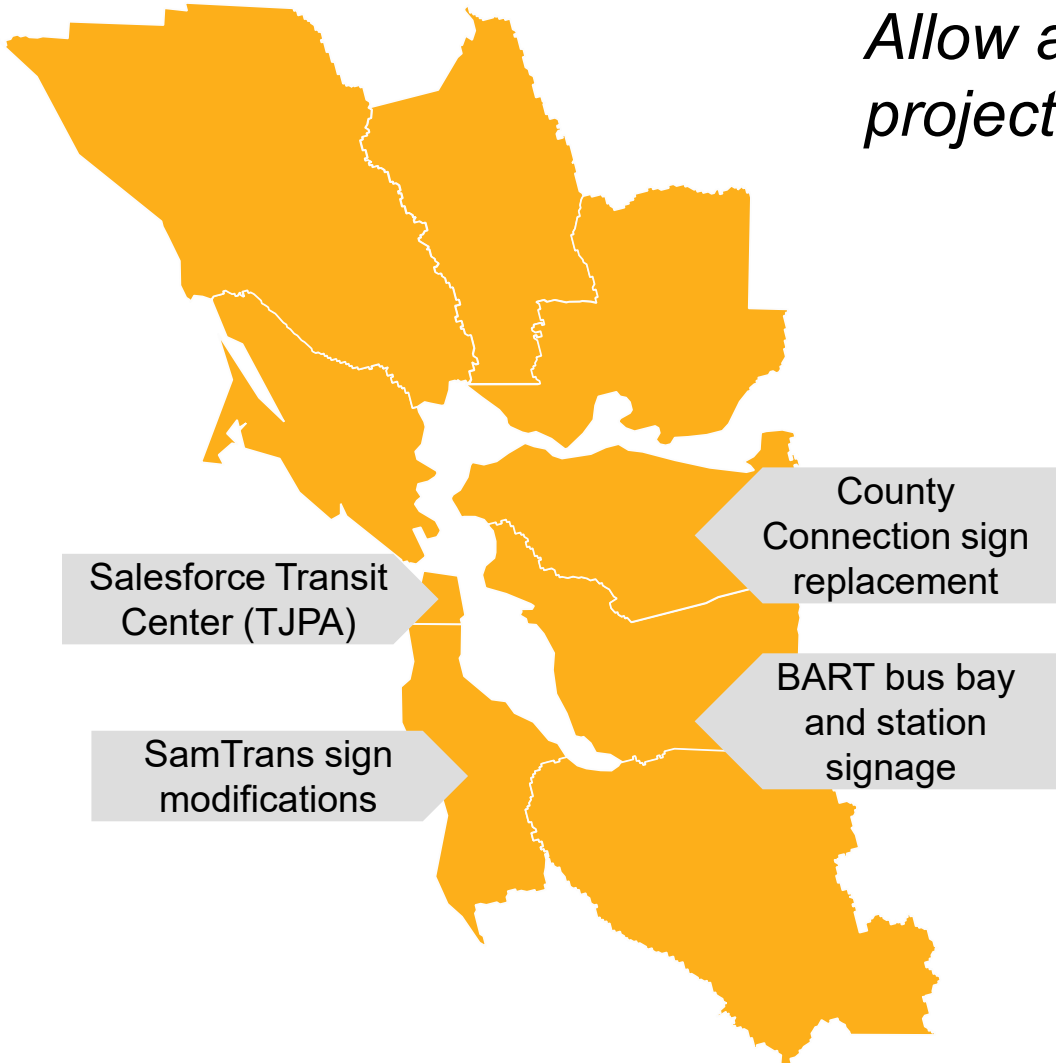- **Proposal**: Upgrade routes of up to 2 agencies per county – examples shown below:

**Sonoma County:
CityBus & SCT**

**Solano County:
SolTrans local and Solano
Express regional routes**

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New pilot locations to be determined in discussion with agencies and per funding availability.

Agency-led projects (2025+)

Allow agencies to start work on planned signage projects once pilot standards are ready

Salesforce Transit Center (TJPA)

County Connection sign replacement

SamTrans sign modifications

BART bus bay and station signage

MTC provides...	Agency provides...
• Wayfinding standards and staff support for interpreting them • Agency-accessible mapping platform	• Planning and preparation work, e.g., sign inventory • Capital funding for wayfinding improvements

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Map shows agencies with known sign replacement projects on hold

Next steps

May 2024
RNM Council

June 2024
RNM Committee

Mid 2024
Collaborative process to identify new pilot locations

Fall 2024
Install prototypes and conduct evaluation to inform V1 standards

Spring 2025
V1 Standards available for pilots and agency-led projects

Agency-led projects

2025+
Test experience at complex transfer stations regionally

2026+
Test experience on selected agencies/routes in Sonoma/Solano Counties

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