



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

Meeting Minutes - Final

Regional Network Management Customer Advisory Group

Adina Levin, Chair
Warren Cushman, Vice Chair

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

- Present:** 13 - Member Allen, Member Brown, Vice Chair Cushman, Member Deutsch-Gross, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Chair Levin, Member Petty, Member Scott, and Member Stanke
- Absent:** 6 - Member Eldred, Member Lieu, Member Loper, Member Martinez, Member Pierce, and Member Thomson

2. Compensation Announcement (Clerk)

3. Consent Calendar

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

- Aye:** 13 - Member Allen, Member Brown, Vice Chair Cushman, Member Deutsch-Gross, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Chair Levin, Member Petty, Member Scott and Member Stanke
- Absent:** 6 - Member Eldred, Member Lieu, Member Loper, Member Martinez, Member Pierce and Member Thomson

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](#)

Upon the motion by Member Scott and seconded by Member Stanke, the Nomination for Chair, Adina Levin and Gerry Glaser, and Vice Chair, Warren Cushman, was closed. The motion carried by the following vote:

Aye: 13 - Member Allen, Member Brown, Vice Chair Cushman, Member Deutsch-Gross, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Chair Levin, Member Petty, Member Scott and Member Stanke

Absent: 6 - Member Eldred, Member Lieu, Member Loper, Member Martinez, Member Pierce and Member Thomson

The Customer Advisory Group voted to elect Member Adina Levin as Chair of the Regional Network Management Customer Advisory Group, with the following vote:

Member Adina Levin-11: Member Allen, Member Brown, Member Cushman, Member Deutsch-Gross, Member Fabris, Member Griffiths, Member Hankerson, Member Kallins, Member Levin, Member Petty and Member Stanke.

Member Gerry Glaser -2: Member Glaser and Member Scott

Absent-6: Member Eldred, Member Lieu, Member Loper, Member Martinez, Member Pierce and Member Thomson

The Customer Advisory Group voted to elect Member Warren Cushman as Vice-Chair of the Regional Network Management Customer Advisory Group, by the following vote:

Aye-13: Member Allen, Member Brown, Member Cushman, Member Deutsch-Gross, Member Fabris, Member Glaser, Member Griffiths, Member Hankerson, Member Kallins, Member Levin, Member Petty, Member Scott and Member Stanke.

Absent-6: Member Eldred, Member Lieu, Member Loper, Member Martinez, Member Pierce and Member Thomson

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](#)

The following individuals spoke on this item: Aleta Dupree

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](#)

The following individuals spoke on this item: Aleta Dupree

6. Public Comment / Other Business

The following individuals spoke on this item: Aleta Dupree

7. Adjournment / Next Meetings

The next meeting of the Regional Network Management Customer Advisory Group will be held on Friday, February 23, 2024 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.