



375 Beale Street, Suite  
800  
San Francisco, CA 94105

## Meeting Agenda

### Regional Network Management Customer Advisory Group

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Friday, October 27, 2023

12:00 PM

Board Room - 1st Floor

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#### Special Meeting

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/89502916325>

iPhone One-Tap: +13462487799,,89502916325# US (Houston)  
+12532158782,,89502916325# 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: 895 0291 6325

International numbers available: <https://bayareametro.zoom.us/j/kd4ovJcEQa>

Detailed instructions on participating via Zoom are available at:

<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.

## Roster

Bob Allen, Hillary Brown, Warren Cushman, Zach Deutsch-Gross, Anne Olivia Eldred, Dylan Fabris, Gerry Glaser, Ian Griffith, 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 Meeting to Order / Roll Call / Confirm Quorum

*Quorum: A quorum of this subcommittee shall be a majority of its regular voting members (10).*

### 2. Welcome - Ky-Nam Miller and Melanie Choy

### 3. Information

3a. [23-1205](#) Orientation, Goals, and Schedule

Overview of the Regional Network Management Committee Customer Advisory Group (Customer Advisory Group) roles, goals, and schedule.

**Action:** Information

**Presenter:** Ky-Nam Miller and Melanie Choy

**Attachments:** [3a\\_Summary Sheet Orientation Customer Advisory Group](#)  
[3ai\\_Attachment A-Equity Principles-Extracted from TAP](#)  
[3aii\\_Attachment B TEMP-RES 4610](#)  
[3aiii\\_Attachment C Intro CustAdvGrp](#)

3b. [23-1260](#) Bus Accelerated Infrastructure Delivery (BusAID) Program: Draft Scoring Criteria

The Bus Accelerated Infrastructure Delivery (BusAID) effort serves to inventory transit operator-identified “hotspot” locations with delay or reliability issues and fund the delivery of near-term (quick-build) transit priority projects at high-priority locations. Project staff have developed draft scoring criteria and weighting, which will be applied to the inventory of delay hotspots to develop a draft project list that informs funding recommendations.

**Action:** Information

**Presenter:** Joel Shaffer, MTC and Mika Miyasato, AC Transit

**Attachments:** [3b\\_BusAID Scoring Criteria](#)  
[3bi\\_Attachment A BusAID Scoring Criteria](#)

#### **4. New Business**

*Members of the subcommittee may bring up new business for discussion or addition to a future agenda.*

#### **5. Public Comments / Other Business**

*Note: The subcommittee will not take action on items not listed on today's agenda.*

*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 Meeting**

**The next meeting of the Regional Network Management Committee Customer Advisory Group will be held on Friday, December 15, 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](http://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.

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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.



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 23-1205      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 9/13/2023      **In control:** Regional Network Management Customer Advisory Group

**On agenda:** 10/27/2023      **Final action:**

**Title:** Orientation, Goals, and Schedule

Overview of the Regional Network Management Committee Customer Advisory Group (Customer Advisory Group) roles, goals, and schedule.

**Sponsors:**

**Indexes:**

**Code sections:**

- Attachments:** [3a Summary Sheet Orientation Customer Advisory Group](#)  
[3ai Attachment A-Equity Principles-Extracted from TAP](#)  
[3aii Attachment B TEMP-RES 4610](#)  
[3aiii Attachment C Intro CustAdvGrp](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Orientation, Goals, and Schedule

Overview of the Regional Network Management Committee Customer Advisory Group (Customer Advisory Group) roles, goals, and schedule.

**Presenter:**

Ky-Nam Miller and Melanie Choy

**Recommended Action:**

Information

**Attachments:**

**Metropolitan Transportation Commission  
RNM Customer Advisory Group Subcommittee**

October 27, 2023

Agenda Item 3a

**Orientation, Goals, and Schedule**

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**Subject:**

Overview of the Regional Network Manager Customer Advisory Group subcommittee's roles, goals, and schedule.

**Background:**

In February of 2023, the Metropolitan Transportation Commission (Commission) approved the Regional Network Management (RNM) framework, which included a structure for carrying out the objectives of the regional network management program (MTC Resolution No. 4564). In furtherance of the Commission's commitments to that plan, the Operations Committee transitioned to the RNM Committee in July 2023. To advise the RNM Committee, a Customer Advisory Group is a key component of the overall RNM Framework. The purpose of the Customer Advisory Group is to provide diverse customer perspectives to the RNM Committee to help shape regional transit policy and implementation planning.

**Structure:**

The Regional Network Management Committee – formerly the Operations Committee –oversees the transportation system management and operational activities sponsored by MTC and other agencies, with an emphasis on public transportation and multi-modal mobility outcomes to enhance the customer experience, including traveler services such as 511 and Clipper®. . The newly created Customer Advisory Group is guided by a Commission Charter (MTC Resolution No. 4610 attached). The 20-member body will include ten members of the Policy Advisory Council along with ten invited participants from business, equity, and other transit stakeholder organizations. It is anticipated that the Customer Advisory Group will meet bi-monthly, but could be more or less frequent depending on the progress and milestones of the Transit Transformation Action Plan initiatives.

Based on the existing TAP Subcommittee members and interest from Policy Advisory Council members, Council Chair Randi Kinman and MTC staff invited previous Subcommittee Members to continue service on the new Customer Advisory Group. In some cases where Council

Members and stakeholder organization representatives were not able to continue service, an appropriate substitute was made (see MTC Resolution No. 4610 for full roster). Leadership of the new Customer Advisory Group will be formed anew, with elections for Chair and Vice Chair to be conducted at the next scheduled meeting for December 15, 2023.

**Purpose, Roles and Responsibilities:**

The purpose of the Customer Advisory Group is mainly to serve as a forum for stakeholders to discuss and provide input on projects and programs related to the Regional Network Management Committee's work plan. Depending on the nature of discussions, some of the items may also be presented to the full Policy Advisory Council or the Equity and Access Subcommittee. MTC staff will coordinate with Policy Advisory Council and subcommittee chairs to determine the appropriate committee to which specific discussion and updates should be brought.

The following goals are proposed to anchor the work of the Customer Advisory Group:

- 1) Contribute to inclusionary and balanced outcomes leveraging the diverse community perspectives represented on the Customer Advisory Group;
- 2) Applying the principles laid out in MTC's Equity Platform as well as the Equity Principles adopted by the Blue Ribbon Task Force (see attachment B).
- 3) Continually provide input throughout all stages of RNM projects and programs
- 4) Discuss and engage in a comprehensive and constructive manner that allows the full Policy Advisory Council to deliver on its large portfolio of work and engage in the RNM at a broader level.

**Schedule:**

The first Customer Advisory Group meeting is scheduled for October 27, 2023. Subsequent meetings will occur on a bi-monthly basis.

**Member Commitment:**

For effective operation of the Customer Advisory Group, active preparation for meetings and constructive participation at meetings is essential. Members agree to actively listen; associate themselves with remarks they agree with rather than repeating points already expressed; and be

respectful of all participants' time by providing succinct, constructive feedback. Should a member's availability change and the member can no longer prepare for, attend, and participate meaningfully in meetings, the member should inform the Chair of the Customer Advisory Group and a replacement member will be designated.

**Issues:**

None identified.

**Attachments:**

- Attachment A: Equity Principles (from the Bay Area Transit Transformation Action Plan – pages 10-11)
- Attachment B: MTC Resolution No. 4610 (RNM Customer Advisory Group Charter)
- Attachment C: Presentation



# SPOTLIGHT: EQUITY

**Residents of the Bay Area, much like the United States as a whole, have dramatically different household incomes, educational attainment and health outcomes depending on race. These differences reflect generations of exploitative and discriminatory policies that denied Black, Indigenous and other people of color the opportunities afforded to white Americans. COVID-19 further exacerbated America's long-standing disparities: the disease spread more easily in under-resourced areas and imposed greater risk on low-income, transit dependent and low-wage essential workers who often had to work in less safe conditions.**

While a significant number of Bay Area workers shifted to remote work overnight, a disproportionate share of people of color did not have this option, working as essential or low-wage workers in settings where they were at higher risk of exposure to COVID-19. As shelter-in-place orders took hold, only those with no other choice remained on transit, and were especially impacted by cutbacks in service and social distancing rules that placed limits on passenger capacity.

The Blue Ribbon Transit Recovery Task Force recognized these harsh and unfair consequences, and sought to address equity in its work. At the core of transit equity is the notion that transit is a fundamental public good – equitable and inclusive – that everyone benefits from, regardless of age, race, gender identity, disability, or class.

An equitable transportation system is one that is safe, affordable, and reliable in meeting the needs of all residents, but especially those with the fewest options. Equity also means thoughtful consideration of who benefits from a transportation investment when prioritizing projects. Quality service should be affordable and accessible.

One of the Task Force's four Plan Goals (see *Appendix I*) called for the inclusion of input from underserved populations, transit-dependent riders, and persons with disabilities to inform this Action Plan.



## Blue Ribbon Transit Recovery Task Force Equity Principles

(adopted January 25, 2021)

### INVEST EQUITABLY

Prioritize equitable planning, policies, decision-making and implementation through proportionally greater investments in communities of color and low-income communities to address transit disparities and reflect needed mobility options.

### INCREASE ACCESSIBILITY

Increase transit access, prioritize service investments, and improve travel experiences for seniors and riders with disabilities and/or low incomes by increasing fare affordability and service connectivity.

### BE INCLUSIVE

Pursue anti-racist strategies as a core element of transit's mission and actions. Ensure full participation of underserved residents to co-create strategies and solutions by engaging meaningfully and directly, in partnership with culturally specific, community-trusted local organizations.

### USE DATA TO INFORM DECISIONS

Make people-centered and transparent transit investment and strategy decisions by collecting and using race, gender identity, disability, age and income data. Routinely monitor data to ensure equitable investments for underserved communities.

### ADVANCE HEALTH & SAFETY

Incorporate public health and safety measures for transit riders and staff in the day-to-day operations of the transit system. Partner with social service and public health agencies to improve personal health and safety of riders and staff.

**“TRUE INCLUSION, AUTHENTIC INCLUSION, IS [WHEN] THE PEOPLE WHO WE SAY WE WANT TO FEEL WELCOME ACTUALLY HAVE SOME DECISION-MAKING POWER.”**

**“WE MUST LOOK BACK AT THE INJUSTICES IN THE POLICIES AND DESIGNS WHICH WERE ACTIVELY RACIST IN ORDER TO BE INTENTIONALLY ANTI-RACIST. HOW DO YOU LOOK AT THE PAST, THE PRESENT, AND THE FUTURE ALTOGETHER TO INFORM DECISIONS, SO YOU DO NOT REPEAT RACIST ACTIONS MOVING FORWARD?”**

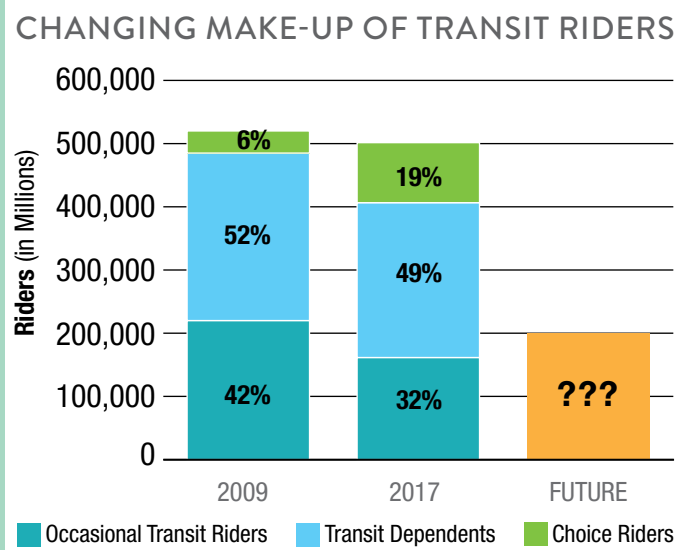
– Insights heard during Blue Ribbon listening session with Bay Area CBO leaders, January 14, 2021

The Task Force also adopted five Equity Principles central to planning and operations (*see previous page*), based on input directly from disadvantaged riders and community leaders. These principles can serve as a compass to continually point leaders, public agencies, advocates, and communities toward an equitable and lasting recovery.

The Task Force’s adopted Problem Statement (*see Appendix II*) acknowledges historic disparities facing persons of color due to failed housing and lending practices, and cites the lack of a unified plan in the region to address the legacy of disenfranchisement and marginalization.

As our transit system starts to rebuild, this Action Plan seeks to achieve specific, near-term actions that advance equity, including addressing customer experience through more integrated fares that reward frequent riders; faster, more frequent service to improve travel speeds for those who rely on transit; and improvements to paratransit.

In partnership with transit agencies, community-based and non-profit organizations, and equity-priority communities, MTC has an opportunity to accelerate progress toward equity goals. This Action Plan also calls for MTC to adopt Transit Equity Principles and develop a process for applying them, an endeavor that could help address enduring injustices and have wider-reaching impacts for transit equity. The expanded use of equity analyses and inclusive decision-making, for example, could shape transit investments by prioritizing funding for projects that expand access to opportunity to underserved residents and those with lower incomes.



*Who is riding transit now? How can we meet the needs of current riders, and what other data do we need in the future?*

(2009 & 2017 Data Source: UCLA Institute of Transportation Studies, “What’s Behind Recent Transit Ridership Trends in the Bay Area?” February 2020 )

Date: October 25, 2023  
W.I.: 1621  
Referred by: RNM

ABSTRACT

MTC Resolution No. 4610

This resolution defines the role and responsibilities of the Commission's Customer Advisory Group.

This resolution contains the following attachments:

- Attachment A – which outlines the mission statement, roles, responsibilities, procedures, appointment process and membership criteria for the Customer Advisory Group.
- Attachment B – a table listing the currently appointed advisors and their term.

Further discussion of this action is contained in the Regional Network Management Committee memorandum dated October 13, 2023.

Date: October 25, 2023

W.I.: 1621

Re: Commission Customer Advisory Group Charter

METROPOLITAN TRANSPORTATION COMMISSION  
RESOLUTION NO. 4610

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to California Government Code Section 66500 et seq.; and

WHEREAS, MTC is the federally designated Metropolitan Planning Organization (MPO), pursuant to Section 134(d) of Title 23 of the United States Code (USC) for the nine-county San Francisco Bay Area region (the Bay Area or region); and

WHEREAS, MTC convened the Blue Ribbon Transit Recovery Task Force (Task Force) in 2020 and 2021 to respond to the COVID-19 pandemic and the impacts to transit; and

WHEREAS, the Blue Ribbon Transit Recovery Task Force developed and endorsed the Transit Transformation Action Plan (Action Plan) in July 2021, which identifies near-term actions needed to achieve a more connected, efficient, and user-focused mobility network across the Bay Area and beyond and the Action Plan was received and accepted by MTC in September 2021; and

WHEREAS, MTC approved Resolution No. 4564 on February 22, 2023, which expressed policy support for a Regional Network Management Framework (RNM) to achieve the desired near-term outcomes in the Action Plan and to improve the Bay Area's regional transit network towards a longer-term transformation; and

WHEREAS, the Regional Network Management Framework outlines initial regional transit focus areas, committees and their roles, and a review process to evolve the RNM structure as needed over the long term; and

WHEREAS, the Regional Network Management Framework proposes a Customer Advisory Group of stakeholders who represent the customer and can help inform decision-making with the customer in mind, now, therefore be it

RESOLVED, that the Commission convene the Customer Advisory Group; and be it further

RESOLVED, that the members of the Customer Advisory Group will be appointed according to the process and shall have the roles and responsibilities as described in Attachment A to this resolution, attached hereto and incorporated herein as though set forth at length; and be it further

RESOLVED, that Customer Advisory Group roster is contained in Attachment B to this resolution; and be it further

RESOLVED, that the Executive Director is instructed to secure nominations to fill expired terms and other vacancies and present them to the Commission for confirmation by periodically revising Attachment B.

METROPOLITAN TRANSPORTATION COMMISSION

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Alfredo Pedroza, Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California, and at other remote locations, on October 25, 2023.

Date: October 25, 2023  
W.I.: 1621  
Referred by: RNM

Attachment A  
Resolution No.: 4610  
Page 1 of 6

**Metropolitan Transportation Commission  
Regional Network Management: Customer Advisory Group Charter**

**A. Regional Network Management Mission, Vision, and Objectives**

The mission of the Regional Network Manager (“RNM”) is to drive transformative improvements in the customer experience for regional Bay Area transit.

The vision for the RNM is to advance regional goals in equity, livability, climate, and resiliency through a unified regional transit system that serves all Bay Area populations.

The objectives of the RNM are to deliver regional customer benefits, network management benefits, and other public benefits.

The RNM is intended to deliver its mission, vision and goals, by providing regionalized efforts across functional areas of activities required to deliver regional transit outcomes.

The RNM focus is centered on delivering operational changes that will directly benefit present and future customers. An initial set of focus areas has been defined as:

1. Fare Integration Policy;
2. Wayfinding, and Mapping;
3. Connected Network Planning;
4. Bus Transit Priority (BTP);
5. Rail Network Management
6. Accessibility

**B. Customer Advisory Group Purpose, Roles and Responsibilities**

The Customer Advisory Group is one component of the overall RNM Framework (MTC Resolution No. 4564). The purpose of the Customer Advisory Group is to provide diverse customer perspectives to the RNM Committee to help shape regional transit policy and implementation planning.

**1. Identifying Customer Perspectives and Needs**

The Customer Advisory Group shall meet to discuss customer perspectives and needs on certain topics as determined by its Work Plan. Customer Advisory Group members are expected to obtain input from their networks, communities and customers for discussion in these meetings.

**2. Customer Advisory Group Work Plan**

The MTC RNM Committee leadership will provide input to the Customer Advisory Group leadership to set the Customer Advisory Group's work plan and schedule for the year. The RNM Committee will identify priority areas in which it desires feedback and/or deeper inquiry from the Customer Advisory Group and will establish appropriate goals and performance measures. Customer Advisory Group leaders will be given the opportunity to recommend priority areas to the RNM Committee for inclusion in the work plan. As the Customer Advisory Group is intended to be agile and responsive in nature, the MTC RNM Committee and Customer Advisory Group may update, and re-prioritize the work plan, as needed.

**3. Advising the MTC RNM Committee**

Customer Advisory Group members are invited to attend MTC RNM Committee meetings. The Customer Advisory Group Chair shall be responsible for reporting back on the Group's meetings and perspectives to the MTC RNM Committee meeting to support regional visioning, policy development, and implementation planning by the MTC RNM Committee. The Customer Advisory Group shall have a standing agenda item at the MTC RNM Committee meeting, as appropriate. The Customer Advisory Group Chair may designate other Customer Advisory Group Members to provide reports to the MTC RNM Committee as they see fit.

**4. Advising Other RNM Components**

The Customer Advisory Group may be asked by the MTC RNM Committee to meet with the RNM Council, MTC Staff and/or Task Forces and Sub-Committees as needed to report on customer perspectives in support of policy development and implementation planning.

## **5. Limitation on Advisor Activities**

The role of the Customer Advisory Group members is to advise the MTC RNM Committee. The Customer Advisory Group members are not to convey positions to outside agencies on behalf of the Customer Advisory Group or the RNM Committee, independent of MTC RNM Committee direction.

## **C. Customer Advisory Group Membership and Roles**

### **1. Membership**

The Customer Advisory Group shall be composed of twenty (20) members. Ten (10) members from MTC's Policy Advisory Council and Ten (10) members shall be selected to represent the interests of customers. Of the 10 customer interest members:

- a) Four members shall represent policy organizations
- b) One member shall represent transit rider groups
- c) Two members shall represent students and/or youth
- d) One member shall represent business
- e) One member shall represent a city transportation department
- f) One member shall represent the disability community

There shall be no alternates to the appointed membership.

### **2. Appointment Process**

MTC Staff shall secure nominations to fill terms and vacancies for the Customer Advisory Group and present them to the appropriate MTC Commission members for confirmation. Appointments will be made by the Commission's Chair and Vice Chair. Nominations for members of the Customer Advisory Group will be solicited from a wide range of sources including, but not limited to: Commission members, current advisors, relevant organizations in the community, and via news releases or display ads sent to media outlets in the nine-county Bay Area.

In general, Customer Advisory Group members will serve four-year terms. Terms shall be concurrent with the MTC Policy Advisory Council, to the degree feasible. Although there are no term limits, Commission members are to consider length of service and effectiveness before recommending the reappointment of Customer Advisory Group members. All Customer Advisory Group members wishing to be reappointed must reapply.



### **3. Chair and Vice Chair**

There are two subgroups within the Customer Advisory Group: members of the Policy Advisory Council, and non-Policy Advisory Council stakeholder representatives. A Chair and Vice Chair of the Customer Advisory Group will be elected, with both subgroups represented in leadership. For example, if the Chair is from the Policy Advisory Council, the Vice Chair should be selected from the non-Policy Advisory Council members. Similarly, if the Chair is not from the Policy Advisory Council, the Vice Chair should be from the Policy Advisory Council. The only exception will be if no candidate from the non-represented group stands for election. In the event of a vacancy, replacement candidates should come from the same subgroup as the person who vacated the office.

The Chair shall be the person who receives the most votes from all Customer Advisory Group members. The Vice Chair shall be the person from the non-represented group who receives the most votes from all Customer Advisory Group members.

The Chair and Vice Chair shall be responsible for the agenda-setting and facilitation of Customer Advisory Group meetings and presentations. The Chair and Vice Chair of the Customer Advisory Group shall be elected by the Customer Advisory Group members for a two-year term. Although Customer Advisory Committee leaders may be re-elected, regular rotation of these positions among the Customer Advisory Group membership is strongly encouraged.

### **4. Membership Requirements**

Customer Advisory Group members are expected to attend, in person, the Customer Advisory Committee's regularly scheduled meetings throughout the year and make constructive contributions to the work of the Customer Advisory Group. Customer Advisory Group members must attend at least two-thirds of the meetings; those who do not do so may be subject to dismissal at the discretion of the Customer Advisory Group Chair, in consultation with MTC staff. Exceptions will be made for properly noticed remote attendance. Customer Advisory Group members must live or work in the nine-county Bay Area.

## **5. Compensation**

Subject to the Commission Procedures Manual (MTC Resolution No. 1058, Revised, Appendix D), Customer Advisory Group members will receive a stipend for each Customer Advisory Group meeting attended as well as for attending a Regional Network Management meeting as the designated speaker for the Customer Advisory Group report to that body. Members will be reimbursed for actual expenses for travel, with a maximum of five meetings per month. Meetings are defined as a) publicly noticed meetings the Customer Advisory Group; b) noticed Regional Network Management meetings where the designated Member attends to speak on behalf of the Customer Advisory Group; or c) attendance at a community meeting at the request of the Commission, MTC staff, Dedicated RNM staff or MTC RNM Committee to provide outreach assistance (i.e., when he/she attends a community meeting with MTC staff to provide an introduction to a particular community).

## **6. Conflicts of Interest Policy**

To avoid potential conflict of interest, no person shall sit on the Customer Advisory Group and concurrently be in a business relationship with MTC/BATA. A member is considered to have a business relationship with MTC/BATA when that member is employed by or serves on the Board of Directors of an organization that has received a grant or contract award from MTC – where MTC staff alone reviews proposals and recommends an organization or organizations for award of that grant or contract. In such cases, the member shall resign from the Customer Advisory Group for the duration of the contract or grant but may reapply for any vacancies upon completion of the contract or grant.

## **7. Ethics Training**

All members of the Customer Advisory Group shall complete an ethnics training course within the first year of their term on the Customer Advisory Group.

## **D. Customer Advisory Group Meetings**

### **1. Meeting Cadence**

The Customer Advisory Group will meet on a bi-monthly basis or as required by its annual work plan. As needed, the Customer Advisory Group may hold additional, special meetings at the discretion of the Customer Advisory Group Chair and Vice Chair or by a majority vote of the Customer Advisory Group Members. Customer Advisory Group members shall be notified of special meetings no less than one week prior to a meeting's occurrence.

**2. Meeting Location**

Public meetings will be held at the MTC offices or other locations at a regular time to be agreed upon by the members of the Customer Advisory Group.

**3. Agenda Setting**

In consultation with MTC Staff, the Customer Advisory Group Chair and Vice Chair will determine the agenda for Customer Advisory Group Meetings. Customer Advisory Group members may provide input to the Chair and Vice Chair. The agenda should be reflective of the Customer Advisory Group Work Plan.

**4. Quorum Requirements**

At least 50 percent plus one of the Customer Advisory Group appointed members must be present to constitute a quorum, conduct a meeting, and vote on issues. The Customer Advisory Group cannot hold discussions in the absence of a quorum.

**5. Ad Hoc Working Groups**

To implement the Customer Advisory Group Work Plan, the Customer Advisory Group may establish working groups, with participation from MTC and Transit Operator Staff, on an ad hoc basis.

**6. Public Meetings**

All Customer Advisory Group meetings will be noticed and open to the public.

**E. Continuous Improvement of the Customer Advisory Group**

The Customer Advisory Group, as described above, is subject to change. The MTC RNM Committee will review all RNM components to identify continuous improvement opportunities for each component, including the Customer Advisory Group. These reviews are expected to occur every 2 years.

Date: October 25, 2023

W.I.: 1621

Referred by: RNM

Resolution No.: 4610

Attachment B

### Customer Advisory Group Membership

(October 25, 2023 to Dec. 31, 2025)

Advisor Name	Representing
Adina Levin	Policy Advisory Council Member
Carina Lieu	Policy Advisory Council Member
Dwayne Hankerson	Policy Advisory Council Member
Gerry Glaser	Policy Advisory Council Member
Phillip Pierce	Policy Advisory Council Member
Wendi Kallins	Policy Advisory Council Member
Zach Deutsch-Gross	Policy Advisory Council Member
Terry Scott	Policy Advisory Council Member
Anne Olivia Eldred	Policy Advisory Council Member
[Name]	Policy Advisory Council Member
Amy Thomson	Policy Organization – TransForm
Sebastian Petty	Policy Organization – SPUR
Bob Allen	Policy Organization - Urban Habitat
Ian Griffith	Policy Organization – Seamless Bay Area
Dylan Fabris	Transit Riders Group – SF Transit Riders
Emily Martinez	Student Advocate
Michelle Brown	Student Advocate
Emily Loper	Business – Bay Area Council
Brian Stanke	City DOT – City of San Jose DOT
Warren Cushman	Disability Community – CA Council of the Blind



# Launching the RNM Customer Advisory Group

Regional Network Management (RNM) Customer Advisory Group

October 27, 2023

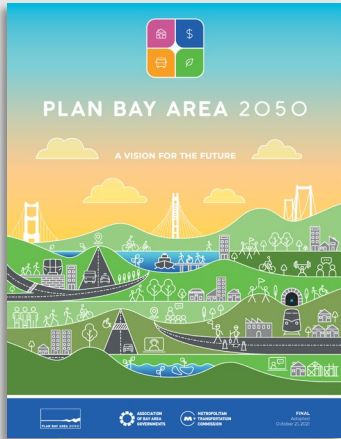
Agenda Item 3a Attachment C



METROPOLITAN  
TRANSPORTATION  
COMMISSION



# Long and Near-Term Plans Underscore Transit's Importance for the Region



## Plan Bay Area 2050 (PBA)

- Infuses billions of dollars into faster, more reliable transit (including rail and express bus service.)
- Improves access to frequent transit and to safe bicycle and pedestrian facilities.
- Achieves state-mandated greenhouse gas reduction target.



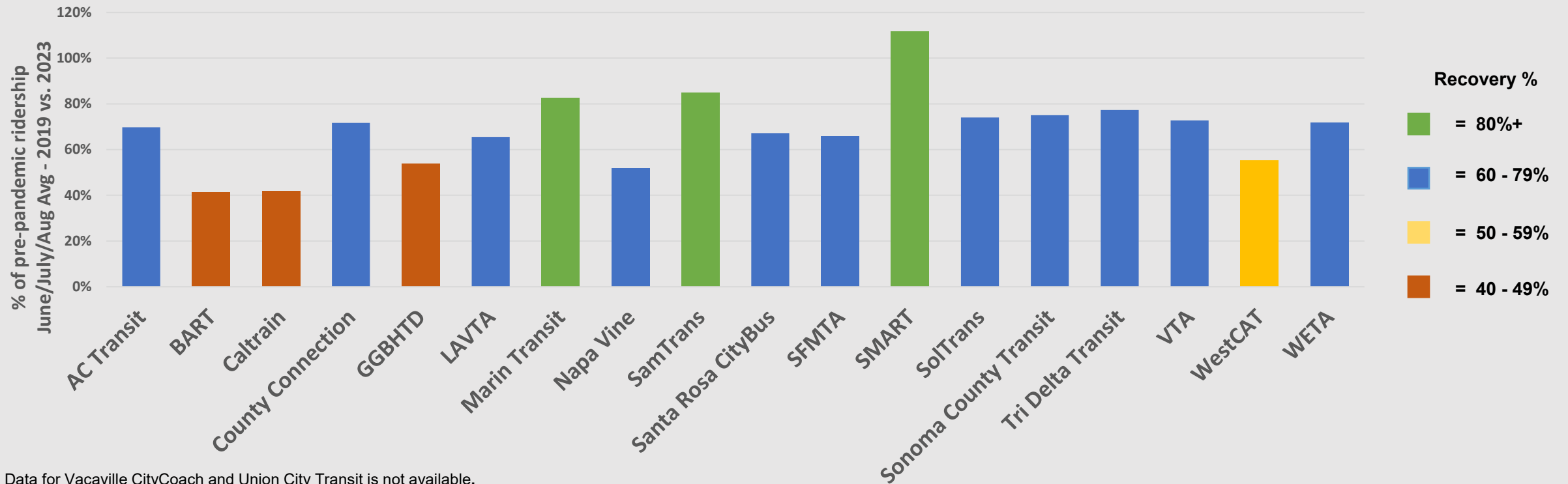
## Transit Transformation Action Plan

- Key component of PBA 2050's Implementation Plan.
- Near-term implementation helps revitalize Bay Area transit.

# Ridership Recovery Varies Greatly by Operator



Ridership recovery by operator generally reflects the type of destinations served and the demographics of riders of each agency. Operators serving few commuters with jobs open to remote work



**Note:** Data for Vacaville CityCoach and Union City Transit is not available.

**Source:** National Transit Database. August 2023

# Bay Area Ridership Recovery



Total Bay Area Transit Ridership



**Note:** Data for Vacaville CityCoach and Union City Transit is not available.

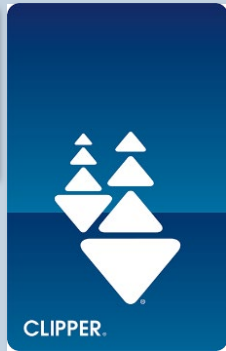
**Source:** National Transit Database.



# Transit Transformation Action Plan – Desired Outcomes

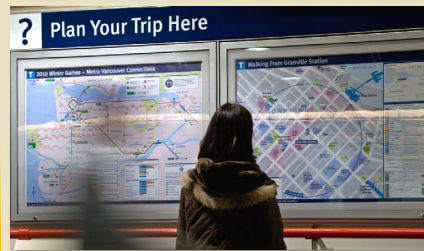
## I. Fares and Payment

Simpler, consistent, and equitable fare and payment options.



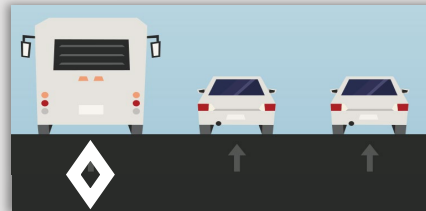
## II. Customer Information

Make transit easier to navigate and more convenient.



## III. Transit Network

Transit services managed as a unified, efficient, and reliable network.



## IV. Accessibility

Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently.



## V. Funding

Use existing resources more efficiently and secure new, dedicated revenue to meet funding needs.



# Regional Network Manager (RNM) Framework Overview

## RNM Mission:

To drive transformative improvements in the customer experience for regional Bay Area transit

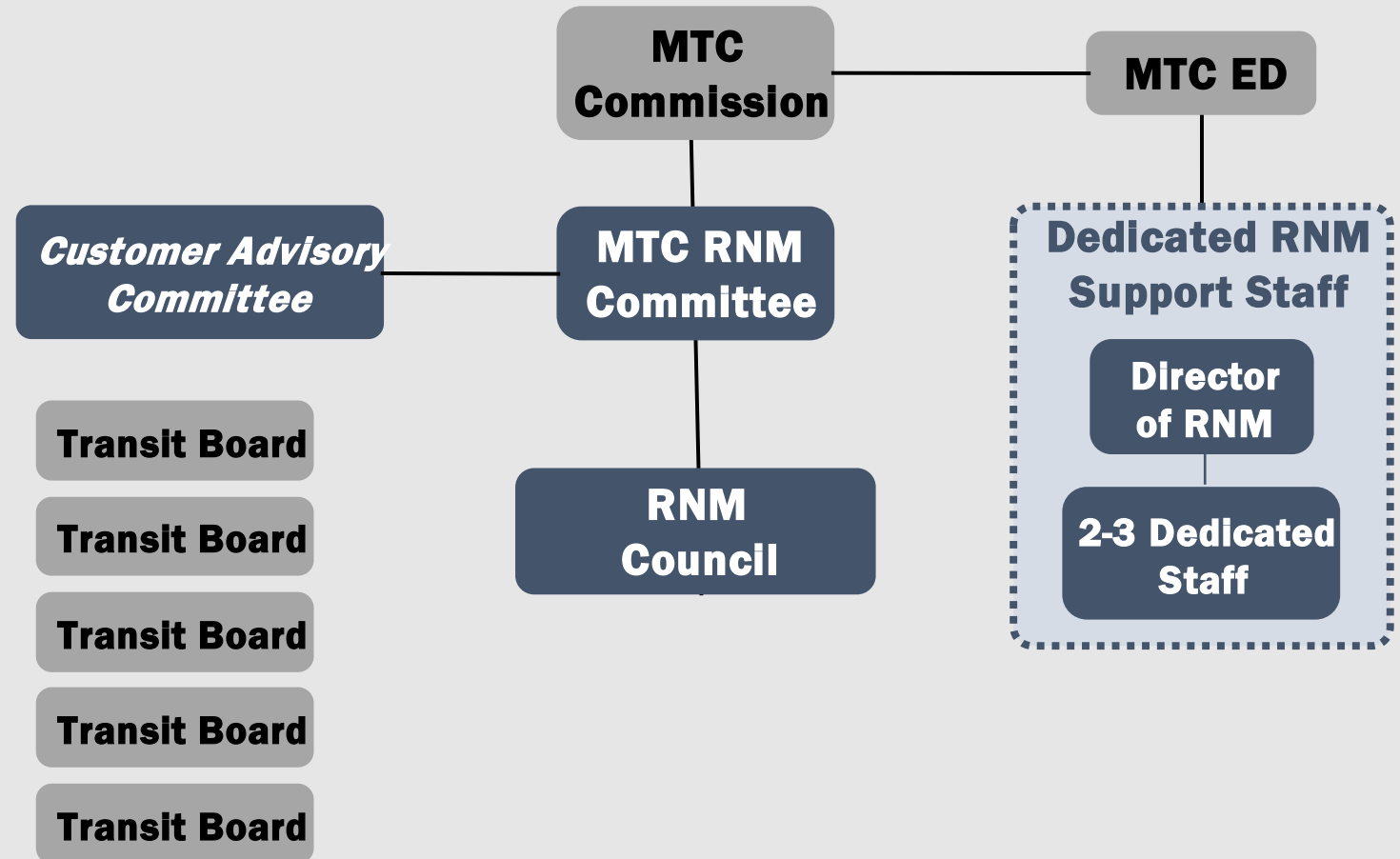
## RNM Vision:

To advance regional goals in equity, livability, climate, and resiliency through a unified regional transit system that serves all Bay Area populations

## RNM Objectives:

- Deliver Customer Benefits (e.g., enhanced experience, improved safety, increased accessibility, reduced travel times)
- Deliver Network Management Benefits (e.g., improved planning, economies of scale, increased ridership, improved decision making)
- Deliver Other Public Benefits (e.g., reduced VMT, economic growth, enhanced connectivity, increased equity)

## RNM Organizational Structure:



# Sample of Transit Related Topics and Committee Scope

RNM Committee	Proposed One Year Work Plan	Purview of Other MTC Committees
<p><b>Existing Operations Committee Focus</b></p> <ul style="list-style-type: none"> <li>• Clipper</li> <li>• 511 Traveler Information System</li> <li>• Forwards/Corridor Management</li> <li>• Transit Coordination Plan</li> <li>• Freeway Service Patrol/ Callbox/ SAFE</li> </ul> <p><b>RNM Expanded Focus</b></p> <ul style="list-style-type: none"> <li>• RNM Implementation Plan</li> <li>• Transit Transformation Action Plan</li> <li>• Fare Integration</li> <li>• Mapping and Wayfinding</li> <li>• Transit Priority and Network</li> </ul> <p>(Customer Advisory Committee directly reports to RNM Committee)</p>	<p><b>Existing Operations Committee Items + RNM Focus Areas</b></p> <p><b>Fare Integration</b></p> <ul style="list-style-type: none"> <li>• Clipper BayPass Pilot</li> <li>• No Cost and Reduced Transfer Pilot</li> <li>• Clipper START Pilot</li> </ul> <p><b>Mapping and Wayfinding</b></p> <ul style="list-style-type: none"> <li>• Design Standards/ Prototype</li> <li>• Digital Mapping Platform</li> </ul> <p><b>Transit Priority</b></p> <ul style="list-style-type: none"> <li>• Bay Area and Caltrans Policy Development and Collaboration</li> <li>• Near-term Improvement Recommendations</li> <li>• Advancing Operator Initiatives</li> </ul> <p><b>Accessibility Initiatives</b></p> <ul style="list-style-type: none"> <li>• Standardization of Paratransit Eligibility Practices</li> <li>• One-Seat Ride Pilots</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Transit Transformation Action Plan Updates</li> <li>• Performance Assessment/ Key Performance Indicators</li> </ul>	<ul style="list-style-type: none"> <li>• New Revenue Measure (Legislation)</li> <li>• Transit Capital (Programming and Allocations)</li> <li>• Transit Operations Financial Sustainability (Programming and Allocations + Legislation)</li> <li>• Federal, State, Regional Funding Programs (Programming and Allocations)</li> </ul>

\* Some topics may be shared between the RNM Committee and other MTC Committees, such as Transit 2050+.

# Customer Advisory Group Leadership Selections

- Nominations today
- Elections at Dec. 15, 2023 meeting
- Two categories: Policy Advisory Council Reps + non-Council reps
- Both categories represented in Chair and Vice Chair positions
- Everyone gets to vote for both
- Most votes becomes Chair; most votes for non-represented group candidate becomes Vice Chair

The word "VOTE" is written in a bold, yellow, hand-drawn style with thick black outlines. The letters are set against a teal background. Below the text, three hands of different skin tones are shown reaching upwards, symbolizing participation and voting.

# RNM Customer Advisory Group Members

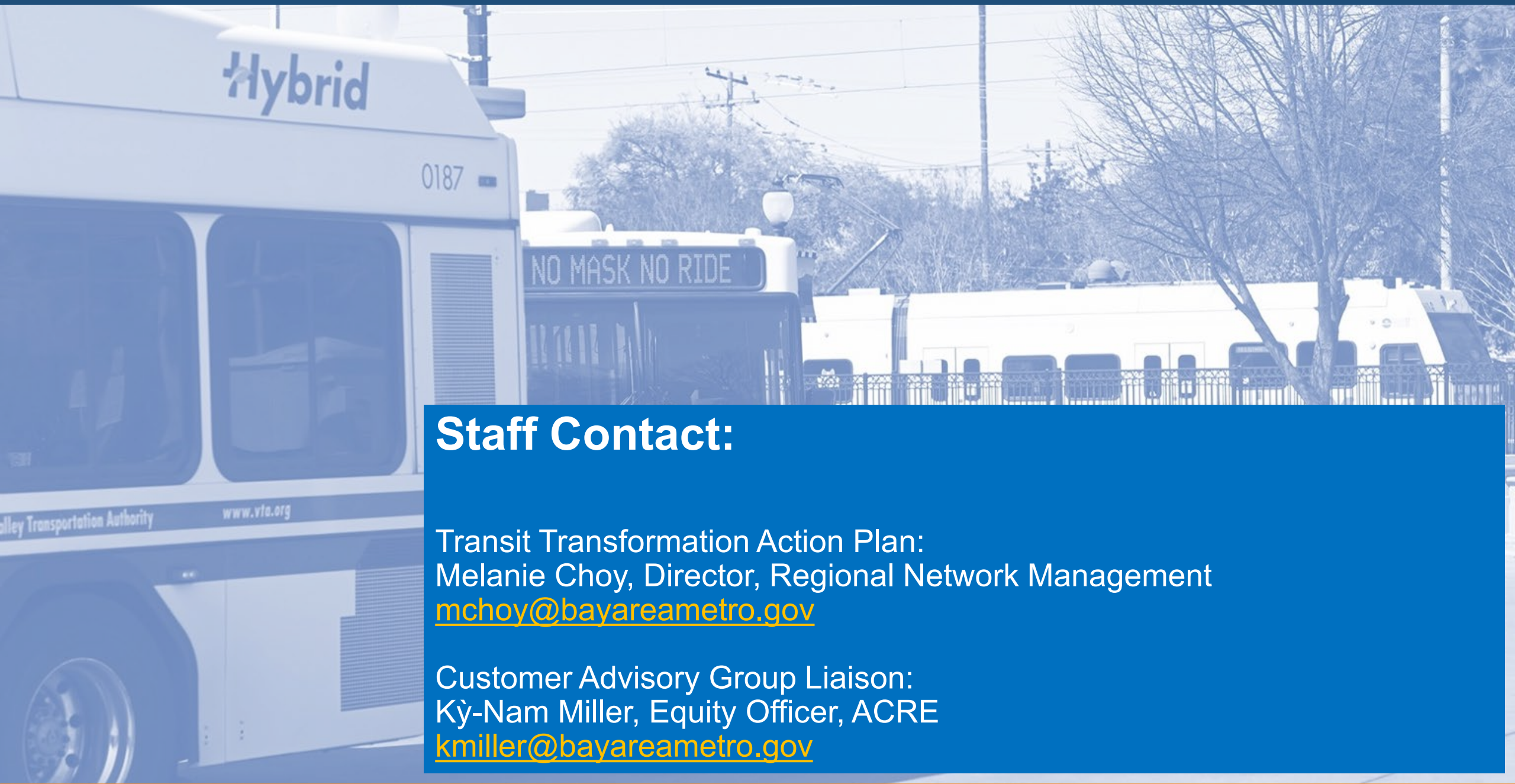
## Policy Advisory Council Members

- Adina Levin
- Anne Olivia Eldred
- Carina Lieu
- Dwayne Hankerson
- Gerry Glaser
- Phillip Pierce
- Terry Scott
- Wendi Kallins
- Zack Deutsch-Gross
- Vacant (TBD)

## Non-Councilmembers

- Amy Thomson (TransForm)
- Bob Allen (Urban Habitat)
- Brian Stanke (San Jose DOT)
- Dylan Fabris (SF Transit Riders Union)
- Emily Loper (Bay Area Council)
- Emily Martinez (Youth rep)
- Hillary Brown (Youth rep)
- Ian Griffiths (Seamless Bay Area)
- Sebastian Petty (SPUR)
- Warren Cushman (CA Council of the Blind)





## Staff Contact:

Transit Transformation Action Plan:  
Melanie Choy, Director, Regional Network Management  
[mchoy@bayareametro.gov](mailto:mchoy@bayareametro.gov)

Customer Advisory Group Liaison:  
Kỳ-Nam Miller, Equity Officer, ACRE  
[kmiller@bayareametro.gov](mailto:kmiller@bayareametro.gov)



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 23-1260      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 9/27/2023      **In control:** Regional Network Management Customer Advisory Group

**On agenda:** 10/27/2023      **Final action:**

**Title:** Bus Accelerated Infrastructure Delivery (BusAID) Program: Draft Scoring Criteria

The Bus Accelerated Infrastructure Delivery (BusAID) effort serves to inventory transit operator-identified “hotspot” locations with delay or reliability issues and fund the delivery of near-term (quick-build) transit priority projects at high-priority locations. Project staff have developed draft scoring criteria and weighting, which will be applied to the inventory of delay hotspots to develop a draft project list that informs funding recommendations.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [3b BusAID Scoring Criteria](#)  
[3bi Attachment A BusAID Scoring Criteria](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

Bus Accelerated Infrastructure Delivery (BusAID) Program: Draft Scoring Criteria

The Bus Accelerated Infrastructure Delivery (BusAID) effort serves to inventory transit operator-identified “hotspot” locations with delay or reliability issues and fund the delivery of near-term (quick-build) transit priority projects at high-priority locations. Project staff have developed draft scoring criteria and weighting, which will be applied to the inventory of delay hotspots to develop a draft project list that informs funding recommendations.

**Presenter:**

Joel Shaffer, MTC and Mika Miyasato, AC Transit

**Recommended Action:**

Information

**Attachments:**

**Metropolitan Transportation Commission**  
**Regional Network Management Committee Customer Advisory Group**

**October 27, 2023**

**Agenda Item 3b**

**Bus Accelerated Infrastructure Delivery Program: Draft Scoring Criteria**

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**Subject:**

The Bus Accelerated Infrastructure Delivery (BusAID) effort serves to inventory transit operator-identified “hotspot” locations with delay or reliability issues and fund the delivery of near-term (quick-build) transit priority projects. Project staff have developed draft criteria for evaluating the inventory of delay hotspots to develop a project list that informs future funding recommendations.

**Background:**

Investing in transit priority throughout the Bay Area roadway network is one of many strategies adopted by MTC to improve the transit customer experience and encourage more people to use transit; doing so works towards overarching climate and equity goals of Plan Bay Area 2050 (PBA 2050) and the Transit Transformation Action Plan (TAP). In particular, funding the design and delivery of prioritized near-term transit projects that improve bus speed and reliability is specifically called out in Action 6F of PBA 2050 and Actions 9 and 12 of the TAP.

Transit priority efforts are being developed in close partnership with transit agency partners. The BusAID program is being co-led by staff at MTC and AC Transit. A Transit Priority Working Group (TPWG) consisting of transit operator staff was formed in July 2023 to provide regular input on the transit priority work at all stages.

**BusAID Overview & Draft Scoring Criteria:**

BusAID Phase 1 kicked off in spring 2023. Staff interviewed each of the 20 bus operators in the Bay Area to document barriers to transit priority and inventory operator-identified hotspot locations with delay or reliability issues. Staff completed transit operator interviews and compiled a consolidated inventory of hotspot locations in summer 2023. At that time, staff initiated Phase 2 and drafted weighted criteria that will be applied to the hotspot inventory to develop a project list that informs future funding recommendations. Staff presented the hotspot inventory and draft scoring criteria at the August TPWG meeting. The draft criteria include



metrics related to transit service characteristics, equity considerations, and PBA 2050 Priority Development Areas. Draft criteria were informed by the goals of PBA 2050 and the TAP as well as the BusAID program purpose:

Fund the design and delivery of prioritized near-term transit priority projects that maximize travel time savings and service reliability improvements for the most people as quickly as possible, while centering populations that depend on transit the most.

**Next Steps:**

Staff are scheduled to present the draft scoring criteria to the RNM Council in November. Criteria will then be updated based on feedback received from the Customer Advisory Group (CAG), TPWG, and RNM Council and applied to the hotspot inventory to generate a draft project list. Staff will present the draft project list to the CAG, TPWG, and RNM Council in December, before finalizing based on feedback received. Afterwards, staff will commence Phase 3 and evaluate the feasibility/readiness of the highest scoring projects to determine which are most appropriate for near-term implementation. Staff will use the feasibility/readiness evaluation to develop project funding recommendations, to be presented to the RNM Council and RNM Committee for review and action (Phase 4).

**Table 1: BusAID Schedule**

<b>Phase 1</b> (Spring 2023)	<b>Phase 2 – Active Phase</b> (Summer/Fall 2023)	<b>Phase 3</b> (Winter/Spring 2024)	<b>Phase 4</b> (Mid-2024 Onward)
Operators Interviews and Hotspot Inventory	Hotspot Project List	Feasibility/Readiness Assessment and Funding Recommendations	Project Advancement

**Issues:**

None identified.

**Recommendations:**

Information only.

**Attachments:**

- Attachment A: Presentation



# **Bus Accelerated Infrastructure Delivery (BusAID) Program: Draft Scoring Criteria**

Regional Network Management Committee Customer Advisory Group  
October 27, 2023 Agenda Item 3b Attachment A

# Today's Agenda

- **2023-2024 Program Priorities**
  - **Regional Transit Priority Policy**
    - Program Overview & Schedule
  - **Bus Accelerated Infrastructure Delivery (BusAID)**
    - Program Overview & Schedule
    - Draft Scoring Criteria & Weighting



# 2023-2024 Program Priorities

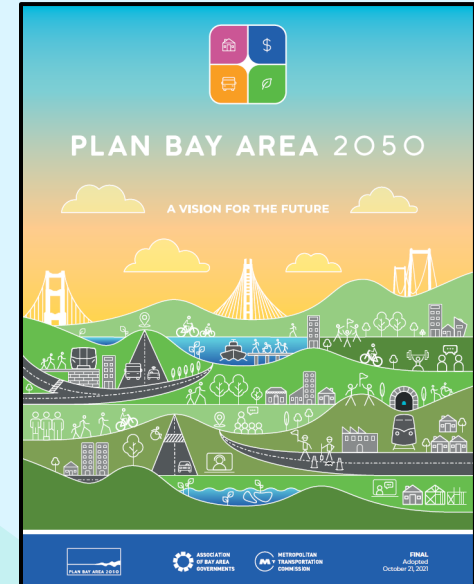
- **Regional Transit Priority Policy**
  - Foster more efficient and effective delivery of transit priority throughout the Bay Area, to be kicked off with an interactive workshop.
- **Bus Accelerated Infrastructure Delivery (BusAID)**
  - Inventory and prioritize operator-identified delay “hotspot” locations with transit speed and reliability issues.
  - Recommend projects for funding and facilitate the delivery of quick-build projects.



Action

9

12



Action

6F

# Regional Transit Priority Policy Overview

- Develop a **regional policy to accelerate implementation of transit priority treatments** that increase transit speed and reliability.
- Address existing barriers to transit priority such as:
  - Inconsistent or inefficient project development and delivery process
  - Nonexistent or ineffective coordination between transit operators and roadway owners
  - Finite space for different roadway configurations and uses
  - Limited funding for transit priority projects
  - Limited staff knowledge or capacity

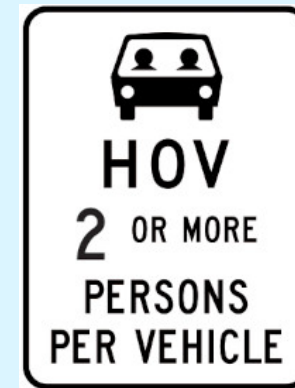
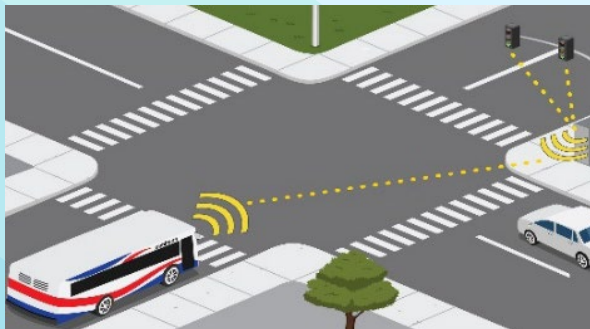
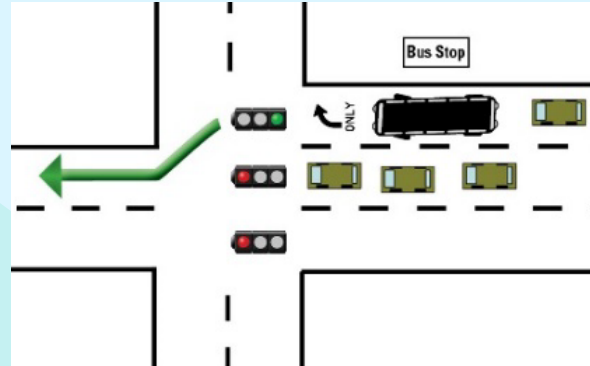
# Transit Priority Policy Schedule

CAG  
feedback on  
draft policy  
document

Phase 1 (Fall 2023)	Phase 2 (Winter/Spring 2024)	Phase 3 (Mid-2024 Onward)
<p><b>Early Coordination &amp; Workshop:</b> Review Caltrans Director’s Policy on Transit Priority, SPUR transit priority policy report, and other existing policy documents. Plan December workshop to kick off development of regional transit priority policy with variety of stakeholders.</p>		
	<p><b>Policy Development:</b> Develop regional transit priority policy (and supporting documents) to increase bus speed and reliability.</p>	
		<p><b>Policy Adoption &amp; Implementation:</b> Adopt policy and facilitate its implementation.</p>

# BusAID Overview

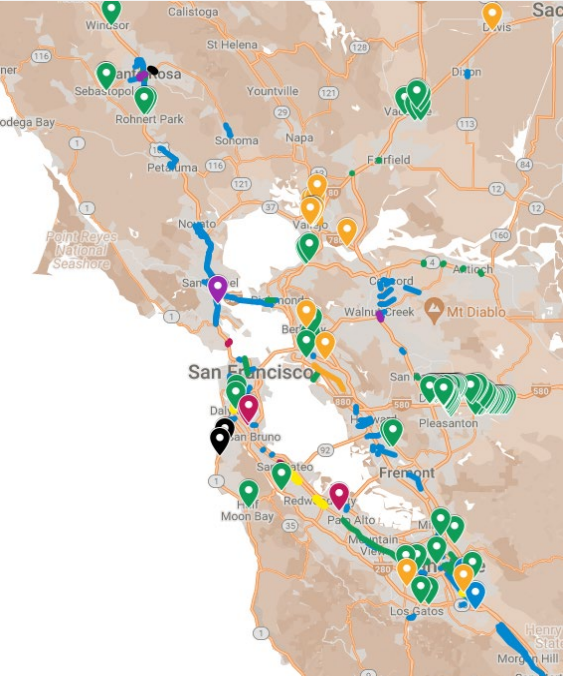
- Identify and prioritize **near-term transit priority projects that maximize travel time savings and service reliability improvements** for the most people as quickly as possible, while centering populations that depend on transit the most.
- Seek/recommend funding for projects



# BusAID Schedule

CAG feedback on draft criteria

CAG feedback on draft project list

Phase 1 (Spring 2023)	Phase 2 (Summer/Fall 2023)	Phase 3 (Winter/Spring 2024)	Phase 4 (Mid-2024 Onward)
<p><b>Operator Interviews:</b> Inventory transit operator-identified "hotspot" points and segments throughout the region that would benefit from transit priority treatments.</p>			
	<p><b>Hotspot Project List:</b> Develop criteria and weighting and use to score and rank hotspot locations for quick-build investments.</p>	<p><b>Feasibility/Readiness Assessment &amp; Funding Recommendations:</b> Evaluate project feasibility and readiness at high scoring hotspot locations; Recommend projects to be awarded funding.</p>	<p><b>Project Advancement:</b> Award funds and facilitate the delivery of near-term transit priority projects.</p>



# BusAID Criteria & Weighting (Draft)

Criteria	Metrics	Weighting
Transit Service	<ul style="list-style-type: none"><li>• Total ridership</li><li>• Total delay reduction</li></ul>	60%
Equity	<ul style="list-style-type: none"><li>• Rider demographics</li><li>• Presence of Equity Priority Community (EPC)</li></ul>	30%
Priority Development Area	<ul style="list-style-type: none"><li>• Presence of Priority Development Area (PDA)</li></ul>	10%

# BusAID Criteria & Weighting (Draft)

Criteria	Metrics	Weighting
<p><b>Transit Service</b></p>	<ul style="list-style-type: none"> <li>Total ridership: average weekday ridership of all routes traversing hotspot location               <ul style="list-style-type: none"> <li>- preferred: known ridership at hotspot location (pending data availability)</li> <li>- backup: interpolated ridership based on hotspot context along route</li> </ul> </li> <li>Total delay reduction: potential reduction in average weekday delay at hotspot location               <ul style="list-style-type: none"> <li>- preferred: known/observed delay at hotspot location (pending data availability)</li> <li>- backup: runtime variability and/or difference between roadway speed limit and average transit vehicle speed</li> </ul> </li> </ul> <p><b>Total potential reduction in average weekday person-delay to be calculated by multiplying these figures.</b></p>	<p>60%</p>

# BusAID Criteria & Weighting (Draft)

Criteria	Metrics	Weighting
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Rider demographics:               <ul style="list-style-type: none"> <li>- race, income, English proficiency, zero-vehicle households, age, people with disabilities, single parent families, rent-burdened households (per PBA 2050 EPC methodology)</li> <li>- <i>preferred: route-level demographic data (pending data availability)</i></li> <li>- <i>backup: systemwide rider demographics or census tract-level demographic data</i></li> </ul> </li> <li>• Presence of EPC along route(s) traversing hotspot (Y/N)</li> </ul>	30%

# BusAID Criteria & Weighting (Draft)

Criteria	Metrics	Weighting
Priority Development Area	<ul style="list-style-type: none"><li>• Presence of PDA along route(s) traversing hotspot (Y/N)</li></ul>	10%

# BusAID Criteria & Weighting (Draft)

## Feasibility/Readiness Assessment

*Not part of project scoring. Used to filter project list to develop funding recommendations, given emphasis on near-term improvements to the transit network.*

- Project cost
- Project delivery phase (e.g., pre-planning, planning, design, construction/implementation)
- Project construction/implementation timeline (potential for 18-24 month quick-build)
- Environmental clearance anticipated
- Scalability
- Coordination/support from ROW agency
- Project sponsor/project delivery agency
- Identification of type of assistance needed from BusAID program

# Discussion

**Joel Shaffer, P.E.**  
Transit Network Priority  
Program Manager (MTC)

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