The Regional Network Management Customer Advisory Group is scheduled to meet on Friday February 23, 2024 at 1:00 p.m.

This meeting shall consist of a simultaneous teleconference call at the following location(s):
500 metros, Este del Canopy, Calle, Montezuma-Delicias Rd, Provincia de Puntarenas,
Montezuma, 60111, Costa Rica

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/89140000203
iPhone One-Tap: US: +13462487799,,89140000203# US (Houston)
+16694449171,,89140000203# US

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: 891 4000 0203

International numbers available: https://bayareametro.zoom.us/u/kMMmQopsJ
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; Warren Cushman, Vice Chair

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

1. Call to Order / Roll Call / Confirm Quorum

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

2. Compensation Announcement (Clerk)

3. Consent Calendar

3a. 24-0221 Minutes of the January 26, 2024 Meeting

Action: Board Approval

Attachments: 3a_01_26_2024_RNM_Customer_Advisory_Group_Draft_Minutes

4. Approval

4a. 24-0223 Annual Work Plan Development

Action: Approval

Presenter: Ky-Nam Miller, MTC

Attachments: 4a_Annual_Work_Plan_Development

5. Information

5a. 24-0303 Clipper START Pilot Program Update

Action: Information

Presenter: Judis Santos, MTC

Attachments: 5a_Clipper_START_Summary_Sheet
5ai_Clipper_START_Update_Attachment_A
5aii_Attachment_B
5b. **24-0224** Fare Integration Updates

Progress update on the Clipper BayPass pilot and Reduce/No-Cost Transfer Policy.

**Action:** Information

**Presenter:** Terrence Lee, MTC and Michael Eiseman, BART

**Attachments:**
- 5b_Fare Integration Update_Memo
- 5bi_Fare Integration Update Presentation_Attachment A

6. **Public Comment / Other Business**

Customer Advisory Group members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial *9. When called upon, unmute yourself or dial *6.

7. **Adjournment / Next Meetings**

The next meeting of the Regional Network Management Committee Customer Advisory Group will be held on Friday, April 26, 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.
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.

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.

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.