

MEETING AGENDA

Date: Friday, October 9, 2026 | **Time:** 12 p.m.

Regional Network Management (RNM) Committee

Chair: Candace Andersen

Vice Chair: Marilyn Ezzy Ashcraft

Clerk: Brittny J. Sutherland

This meeting shall consist of a simultaneous teleconference call at the following location(s):
37756 Carriage Circle Common, Fremont, CA 94536

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 the following Zoom link or phone number:

Attendee Link: <https://bayareametro.zoom.us/j/83689595213>

Phone one-tap:

+16694449171,,83689595213# US

+16699006833,,83689595213# US (San Jose)

Webinar ID: 836 8959 5213

International numbers available: <https://bayareametro.zoom.us/u/kbmgy2PRUc>

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.

All standing committee meeting agendas may also be accessed on MTC’s website here:

<https://mtc.ca.gov/meetings-events>

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 during the meeting. In order to be posted to the meeting’s web page and circulated to committee members prior to the meeting,

written comments must be sent by email at info@bayareametro.gov by 5:00 p.m. two (2) business days before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line.

All comments received will be submitted into the record.

Roster

Candace Andersen
Chair

Marilyn Ezzy Ashcraft
Vice Chair

Eddie Ahn
Dorene M. Giacomini*
Matt Mahan

Pat Burt
Alicia John-Baptiste
Mitch Mashburn

Noelia Corzo
Janice Li*
Diane Shaw*

**Non-Voting Members*

Dorene M. Giacomini will be attending remotely per Government Code s. 54953(c).

Agenda

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the Committee shall be a majority of its voting members (6).

2. Consent Calendar

2a. Approval of Regional Network Management Committee Minutes of the September 11, 2026 Meeting [26-2069](#)

Action: Committee Approval

Attachments:

- [2a_2026-09-11_Regional_Network_Management_Committee_Meeting_Minutes_DRAFT.pdf](#)

2b. Contract Amendment – Napa Valley Forward: State Route 29 (SR-29) Intersections Safety and Operational Improvements – GHD Inc. (\$400,000) [26-2014](#)

Action: Committee Approval

Presenter(s): Andrew Wittner

Attachments:

- [2b_26-2014_Summary_Sheet_Contract_Amendment_SR-29_Intersections_Improvements.pdf](#)

- 2c. **Contract - 511 Website Design, Development, Operations, Maintenance, and Hosting Support Services:** [26-2071](#)
Kalamuna, Inc. (\$3,450,000)
Action: Committee Approval
Presenter(s): Corey Dodge
Attachments:
• [2c_26-2071_Contract_Approval-511_Website_Design_Development_Operations_Maintenance_Hosting_SS.pdf](#)
- 2d. **Next Generation Clipper® (C2) Contract - Credit Card Acceptance: American Express Travel Related Services Company, Inc. (AMEX) (\$800,000)** [26-2072](#)
Action: Committee Approval
Presenter(s): Albert Chiu
Attachments:
• [2d_26-2072_Clipper_AMEX_Subscription_Agreement.pdf](#)
- 2e. **MTC Resolution No. 4662, Revised: Clipper BayPass Phase 2 Pilot - Allocation and Authorization to Distribute Revenues to Transit Operators** [26-2073](#)
Action: Commission Approval
Presenter(s): Amy Martin
Attachments:
• [2e_26-2073_Summary_Sheet_BayPass_Allocation_and_Authority_to-Distribute_Revenues.pdf](#)
• [2e_26-2073_TEMP-RES-4662.pdf](#)
• [2e_26-2073_TEMP-RES-4662_Attachment_A.pdf](#)
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3. Regional Network Management Customer Advisory Group Report

- 3a. **Report from the Regional Network Management Customer Advisory Group** [26-2074](#)
Action: Information
Presenter(s): Adina Levin, Chair, Regional Network Management Customer Advisory Group
Attachments:
• [3a_26-2074_CAG_Chair_Report_Sept2026.pdf](#)
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4. Information

- 4a. **Regional Network Management Council and Transit Operator Coordination Update** [26-2075](#)
Update from transit operator General Managers on Regional Network Management (RNM) Council activities and other transit agency-led efforts to improve the rider experience on Bay Area transit.
Action: Information
Presenter(s): Robert Powers, Bay Area Rapid Transit, Carolyn Gonot, Santa Clara Valley Transportation Authority, Denis Mulligan, Golden Gate Bridge, Highway & Transportation District
Attachments:
• [4a_26-2075_Summary_Sheet_RNM_Council_Transit_Agency_Updates.pdf](#)
• [4ai_26-2075_Presentation_RNM_Council_Transit_Agency_Updates.pdf](#)

5. Public Comment / Other Business

Committee 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 Committee will be held on Friday, November 13, 2026, 12:00 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 meetings by completing a request-to-speak card (available from the Clerk) and passing it to the Clerk. 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 meeting body 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: 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 meeting body members, key staff and others as appropriate. Copies will be available at the meeting.



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

Meeting Minutes - Draft

Regional Network Management Committee

Candace Andersen, Chair
Marilyn Ezzy Ashcraft, Vice Chair

Friday, September 11, 2026

11:00 AM

Board Room - 1st Floor

Roster

Candace Andersen (Chair), Marilyn Ezzy Ashcraft (Vice Chair),
Eddie Ahn, Pat Burt, Noelia Corzo, Dorene M. Giacomini (MTC)*+,
Alicia John-Baptiste, Janice Li (BART)*, Matt Mahan, Mitch Mashburn,
Diane Shaw (AC Transit)*, and Vacant (CalSTA)*

*Non-Voting Member

+Remote per Government Code s. 54953(c)

1. Call to Order / Roll Call / Confirm Quorum

Chair Andersen called the RNM Committee meeting to order at 11:56 a.m.

Non-Voting Members Present: Dorene M. Giacomini, MTC; Diane Shaw, AC Transit; and Janice Li, BART

Ex Officio Voting Members Present: Commissioner Chair Noack

The following noticed remote locations were open to the public:
37756 Carriage Circle Common, Fremont, CA 94536

The following members participated from noticed remote locations:
Member Shaw

Present: 6 - Chair Andersen, Vice Chair Ashcraft, Member Ahn, Member Burt, Member Corzo,
and Member John-Baptiste

Absent: 2 - Member Mahan, and Member Mashburn

2. Consent Calendar

Aleta Dupree, Team Folds, provided public comment.

**Upon the motion by Vice Chair Ashcraft and seconded by Member John-Baptiste,
the Consent Calendar was approved. The motion carried by the following vote:**

Aye: 6 - Chair Andersen, Vice Chair Ashcraft, Member Ahn, Member Burt, Member Corzo
and Member John-Baptiste

Absent: 2 - Member Mahan and Member Mashburn

- 2a. [26-0933](#) Approval of Regional Network Management Committee Minutes of the August 14, 2026 Meeting
Action: Committee Approval
Attachments: [2a 2026-08-14 Regional Network Management Committee Meeting Minutes DRAFT.pdf](#)
- 2b. [26-0918](#) Clipper Purchase Order with Paragon ID High Point US (\$3,700,000)
Action: Committee Approval
Presenter: Jennifer Largaespada
Attachments: [2b 26-0918 Clipper Purchase Order Paragon.pdf](#)
- 2c. [26-0624](#) MTC Resolution No. 4610, Revised. Regional Network Management Customer Advisory Group Charter - New Member Appointment
Action: Commission Approval
Presenter: Josie Ahrens
Attachments: [2c 26-0624 Summary Sheet Reso 4610 RNM CAG members.pdf](#)
[2ci Attachment A TEMP-RES-4610.pdf](#)
[2cii Attachment B TEMP-RES-4610 Attachments A B.pdf](#)
- 2d. [26-0961](#) Clipper® Purchase Order - Network Services: AT&T (\$300,000)
Action: Committee Approval
Presenter: Jennifer Largaespada
Attachments: [2d 26-0961 Clipper Purchase Order – Network Services AT&T.pdf](#)
- 2e. [26-0962](#) Contract Amendment - Bay Bridge Forward Project/Program Management Support - William Gray and Company (\$408,000)
Action: Committee Approval
Presenter: Michelle Go
Attachments: [2e 26-0962 Summary Sheet ContractAmendment BBF ProgramManagement GBS.pdf](#)
- 2f. [26-0966](#) Contract Amendment - Bay Bridge Forward Interstate 80 Bus on Shoulder: Kimley-Horn and Associates, Inc. (\$1,200,000)
Action: Committee Approval
Presenter: Michelle Go
Attachments: [2f 26-0966 Summary Sheet ContractAmendment BBF I-80BOS K HA.pdf](#)

3. Regional Network Management Customer Advisory Group Report

3a. [26-0934](#) Report from the Regional Network Management Customer Advisory Group

Action: Information

Presenter: Adina Levin, Chair, Regional Network Management Customer Advisory Group

Attachments: [3a 26-0934 CAG Chair Report August2026.pdf](#)

4. Information**4a. [26-0932](#)** Transit Transformation Action Plan Implementation Progress Update

Progress update on the 2021 Transit Transformation Action Plan (TAP).

Action: Information

Presenter: Stefanie Hom

Attachments: [4a 26-0932 1 Summary Sheet TAP Action Plan Progress.pdf](#)

[4a 26-0932 2 Attachment TAP Action Plan Implementation Progress Update August 2026.pdf](#)

[4a 26-0932 3 Presentation TAP Progress.pdf](#)

Committee Chair Andersen departed at 12:54 p.m. and Committee Vice Chair Ezzy-Ashcraft deputized Commissioner Papan to act as a voting member of the Committee.

The following individuals spoke on this item: Aleta Dupree (Team Folds), Adina Levin (Seamless Bay Area), Evan Tschuy (Hike and Bike Transit), and Roland Lebrun.

5. Approval**5a. [26-0999](#)** Partnership Agreement - Clipper BayPass Pilot Program: University of California, San Francisco (UCSF)

Approval of a Partnership Agreement with the University of California, San Francisco (UCSF) as part of the Clipper BayPass Pilot Program

Action: Committee Approval

Presenter: Amy Martin

Attachments: [5a 26-0999 Summary Sheet Partnership Agreement - Clipper BayPass Pilot Program UCSF.pdf](#)

[5ai 26-0999 Presentation Partnership Agreement - Clipper BayPass Pilot Program UCSF.pdf](#)

Aleta Dupree, Team Folds, provided public comment.

Upon the motion by Vice Chair Ashcraft and seconded by Member John-Baptiste, the approval of a Partnership Agreement with the University of California, San

Francisco (UCSF) as part of the Clipper BayPass Pilot Program was adopted. The motion carried by the following vote:

Aye: 6 - Chair Andersen, Vice Chair Ashcraft, Member Ahn, Member Burt, Member Corzo and Member John-Baptiste

Absent: 2 - Member Mahan and Member Mashburn

6. Public Comment / Other Business

7. Adjournment / Next Meetings

The next meeting of the Regional Network Management Committee will be held on Friday, October 9, 2026, 12:00 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.

Vice Chair Ezzy-Ashcraft adjourned the meeting at 1:03 p.m.

**Metropolitan Transportation Commission
Regional Network Management Committee**

October 9, 2026

Agenda Item 2b – 26-2014

**Contract Amendment - Napa Valley Forward: State Route 29 (SR-29) Intersections Safety
and Operational Improvements - GHD Inc. (\$400,000)**

Subject:

Request for authorization to negotiate and execute a contract amendment with GHD Inc. (GHD) to extend the Napa Valley Forward SR-29 Intersections Safety and Operational Improvements Project (Project) contract term to December 31, 2027, and increase the contract amount by \$400,000 for a new total not to exceed contract amount of \$2,680,000.

Background:

The SR-29 corridor traverses the communities of Rutherford, Oakville, and Yountville in Napa County and serves as a key route providing north-south connectivity within Napa Valley. The corridor experiences high traffic collision rates and heavy congestion during peak periods. As part of the Napa Valley Forward program, the Metropolitan Transportation Commission (MTC) and the Napa Valley Transportation Authority (NVTa) propose to deliver intersection improvements at Rutherford Road, Oakville Cross Road, and Madison Street.

In April 2021, following a competitive procurement process and unanimous recommendation by an evaluation panel, MTC approved the selection of GHD as the prime consultant to provide preliminary engineering, environmental studies, project approval, and final design services to support the Project.

The Project received environmental clearance under the California Environmental Quality Act (CEQA) in 2024 and the National Environmental Policy Act (NEPA) in 2025. In addition, California Department of Transportation (Caltrans) approved the Project in 2025 to advance into final design phase. Project design has since progressed to 95% plans, specifications, and estimates (PS&E) level, with final design approval anticipated in February 2027.

The proposed amendment covers additional design, coordination, and project management effort needed to complete final design. The project requires right-of-way acquisitions from private properties and impacts the adjacent railroad corridor, which has required additional coordination with property owners, the railroad owner and other key project stakeholders. This resulted in

additional design reviews and revisions by GHD to address stakeholder comments, property access needs, and other project requirements, contributing to the extended project schedule and added budget. This work is within the scope of the original April 2021 procurement.

This contract has been modified through previously approved amendments, bringing the current contract value to \$2,280,000. The proposed amendment would add \$400,000 to cover the additional coordination and design revisions described above, bringing the contract to a new total not to exceed the amount of \$2,680,000, and extend the term of the contract through December 31, 2027. The proposed amendment would allow GHD to complete final design and prepare the documents necessary for right-of-way approval.

GHD is not a small business enterprise (SBE), and the SBE subcontracts for this contract are listed in Attachment A.

Issues:

None identified.

Recommendations:

Staff recommend that the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with GHD Inc. in an amount not to exceed \$400,000 and to extend the term of the agreement through December 31, 2027 for the above-described work.

Attachments:

- Attachment A: Small Business Enterprise Status
- Attachment B: Request for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

Small Business Enterprise Status

	Firm Name	Role on Project	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	GHD Inc.	Project Management, Design Engineering	No	N/A
Subcontractor	WSP	Environmental Services and Outreach	No	N/A
Subcontractor	Gannett Fleming TranSystems	Rail Engineering	No	N/A
Subcontractor	HDR	Drainage and Storm Water	No	N/A
Subcontractor	UNICO	Survey and Right of Way	Yes	N/A
Subcontractor	The Alliance Group Enterprise, Inc.	Civil Engineering	Yes	2016581
Subcontractor	Parikh Consultants, Inc.	Geotechnical Engineering	Yes	9361

Footnote

*Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 2663

Consultant: GHD Inc.
Santa Rosa, CA

Work Project Title: Napa Valley Forward: State Route (SR-29) Intersections Safety and Operational Improvements

Purpose of Project: To improve multimodal traffic operations at two intersections along California SR-29 in Napa County.

Brief Scope of Work: Preliminary Engineering; Project Approval and Environmental Document; Plans, Specifications, and Estimates; Advertising and Bid Support; Design Support During Construction

Project Cost Not to Exceed: \$400,000 (this amendment)
Total Contract before this amendment: \$2,280,000
Total Authorized Contract after this amendment: \$2,680,000

Funding Source: STP

Fiscal Impact: Funding is included in the FY 2026-27 MTC Budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with GHD Inc. for the professional services described above and in the Regional Network Management Committee Summary Sheet dated October 9, 2026 and that the Chief Financial Officer is authorized to set aside \$400,000 for such amendment.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: October 9, 2026

**Metropolitan Transportation Commission
Regional Network Management Committee**

October 9, 2026

Agenda Item 2c – 26-2071

**Contract – 511 Website Design, Development, Operations, Maintenance, and Hosting Support
Services: Kalamuna, Inc. (\$3,450,000)**

Subject:

Request for approval of contract for 511 Website Design, Development, Operations, Maintenance, and Hosting Support Services: Kalamuna, Inc. (\$3,450,000).

Background:

MTC's 511.org traveler information website serves as a daily tool for Bay Area commuters, as a portal for accessing 511 Open Data, and as a trusted resource for Bay Area travelers during emergency situations and major transportation events. MTC requires consultant support services to operate, maintain, and enhance the 511.org website, and to provide communications services.

The 511.org website aligns with the core principles of the 511 Program: 1) delivering high-quality, accurate data via application program interface data feeds and bulk feeds, following industry standard formatting; 2) disseminating emergency transportation information through the 511.org website, the 511 interactive voice response phone system, X (@511SF Bay), Bluesky (@511.org), Nixle alerts, and electronic Transit Information Displays at regional transit hubs; and 3) providing meaningful, timely traveler information to the SF Bay Area.

Beyond its core delivery of regional traveler information, the 511.org website serves as a trusted resource during regional emergencies and transportation disruptions such as the 2020 LNU Lightning Complex fires, extreme weather events such as the atmospheric river and bomb cyclone systems of winter 2023, and the significant BART system outages in 2025. During these events, 511.org provided real-time information on traveler impacts across the Bay Area.

In addition, 511.org hosts the 511 Open Data Portal, which provides access to high-quality regional transit and traffic data for the public and private sectors to maximize the number of travelers benefiting from 511 data. Private sector partners include Google, Apple, Bing, Transit App, HERE, and many others.

511.org also serves as the regional digital presence for traveler programs and services, such as the Bay Area Express Lanes Program, the Bay Area Commuter Benefits Program, Carpool and Vanpool information, and the Regional Transit Connection (RTC) Discount Card.

Procurement Process:

In May 2026, MTC issued a competitive Request for Proposals (RFP) to assist MTC with the design, development, operations, maintenance, enhancement, and hosting of the 511.org website. This also includes providing communications services. The procurement notice was sent to 5,355 individuals, 235 firms downloaded the procurement documents, 230 questions and answers were provided, and 50 firms attended the non-mandatory proposer's conference.

MTC received twenty six (26) proposals from: 22nd Century Technologies, Inc., AIM Technical Group, Bridge Technology, Inc., Deloitte, Dynamics Aspired Solutions LLC, Esolvit, Inc., Exemplifi LLC, FSH Tech, Hungry Heart Media Inc., (DBA Wondros), ImageX Media, Infojini, Inc., Kalamuna, Inc., Mayvue, Media Beef, Inc., Palantir.net, Plain Language International Inc., Prophecy Consulting Inc, Proven, QLogic LLC, Ridge Theory, Sapot Systems Inc, Symmetrical Designs, Tech Bunnies, TransSIGHT, XDuce, and Zyxxware Technologies.

The proposals were evaluated by a panel of MTC staff based on the Evaluation Criteria specified in the RFP, listed below in descending order of importance:

Proposer's Approach	(30%)
Project Manager Qualifications and Experience	(20%)
Team Qualifications and Key Personnel	(20%)
Cost Effectiveness	(15%)
Past Performance	(10%)
Presentation	<u>(5%)</u>
	(100%)

Each criterion was scored with a total possible score of 100.

The table below provides the final ranking based upon panel evaluations:

Consultant	Ranking
Kalamuna, Inc.	1
Proven	2
Media Beef, Inc.	3
XDuce	4
TransSIGHT	5
Exemplifi LLC	6
Deloitte	7
Mayvue	8
Hungry Heart Media Inc., DBA Wondros	9
ImageX Media	10
Tech Bunnies	11
Infojini, Inc.	12
Zyxware Technologies	13
22nd Century Technologies, Inc.	14
Palantir.net	15
Prophecy Consulting Inc	16
Ridge Theory	17
Plain Language International Inc.	18
Symmetrical Designs	19
Bridge Technology, Inc.	20
FSH Tech	21
Sapot Systems Inc	22
AIM Technical Group	23
QLogic LLC	24
Esolvit, Inc.	25
Dynamics Aspired Solutions LLC	26

Kalamuna, Inc. was deemed qualified by the evaluation panel and received high scores in all evaluation categories.

After a thorough review of all submissions, the panel unanimously recommended the selection of Kalamuna, Inc. The proposed approach by Kalamuna, Inc. was comprehensive and provided a qualified and experienced project management team. Kalamuna, Inc. demonstrated extensive technical expertise, and the proposed subcontractors provided additional strength and depth to support the needs of the scope. The Kalamuna, Inc. cost proposal is within the \$3,450,000 budget provided in the RFP.

Kalamuna, Inc. and its subcontractors' small business enterprise status is set forth in Attachment A.

Issues:

None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to enter into a contract with Kalamuna, Inc. to perform 511 website design, development, operations, maintenance, and hosting support services in an amount not to exceed \$3,450,000 through June 2030 with an option to extend for four additional years in increments of MTC's choosing.

Attachments:

- Attachment A: Small Business Enterprise Status



Andrew B. Fremier

Small Business Enterprise Status

	Firm Name	Role on Project	SBE* Yes / No	If SBE Yes, List #
Prime Consultant	Kalamuna, Inc.	Prime Consultant	Yes	#2009467
Subcontractor	Convey	Subconsultant	Yes	#1367600
Subcontractor	Anthro-Tech, Inc.	Subconsultant	Yes	#1700605
Subcontractor	GreenInfo Network	Subconsultant	No	

Footnote

*Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract

Work Item No.: 1224

Consultant: Kalamuna, Inc.
Oakland, CA

Work Project Title: 511 Website Design, Development, Operations, Maintenance, and Hosting Support Services

Purpose of Project: Deliver 511 website support services.

Brief Scope of Work: Provide website design, development, and hosting support services to operate, maintain, and enhance the 511.org website, and to provide communications services.

Project Cost Not to Exceed: \$ 3,450,000

Funding Source: STP, Toll Credits

Fiscal Impact: \$700,000.00 is included in the FY 2026-27 budget.
\$875,000.00 is subject to approval of FY 2027-28 agency budget
\$900,000.00 is subject to approval of FY 2028-29 agency budget
\$975,000.00 is subject to approval of FY 2029-30 agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with Kalamuna, Inc. for the purpose described above and in the Regional Network Management Committee Summary Sheet dated October 9, 2026 and that the Chief Financial Officer is authorized to set aside \$ 3,450,000 for such contract, subject to approval of future agency budgets.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved:

October 9, 2026

**Metropolitan Transportation Commission
Regional Network Management Committee**

October 9, 2026

Agenda Item 2d – 26-2072

**Next Generation Clipper® (C2) Contract – Credit Card Acceptance: American Express
Travel Related Services Company, Inc. (AMEX) (\$800,000)**

Subject:

Contract with AMEX to provide American Express® card acceptance services to the Clipper program under the Master Services Agreement (MSA) between the State of California and AMEX in an amount not to exceed \$800,000.

Background:

In February 2021, the Operations Committee approved the selection of Fiserv, Inc. dba First Data Merchant Services, LLC (Fiserv) as the C2 Payment Services vendor, and subsequently MTC duly entered into a contract with Fiserv. While Fiserv, as the C2 payment gateway provider, will process C2 purchase transactions in which an American Express card is used in the same fashion as for Visa, MasterCard, and Discover cards, AMEX initiates the actual deposit of settled funds into the Clipper settlement bank account held by MTC as the C2 “merchant of record”.

The State of California currently has a Master Services Agreement (MSA) with AMEX. This memorandum proposes that MTC become a “Local Authorized User” under the MSA, by executing a “subscription agreement” with AMEX. MTC will thus obtain the same favorable transaction processing percentage rate that AMEX provides the State of California, without the need to negotiate individually with AMEX.

In 2022, the Clipper Program established a subscription agreement contract with AMEX that expired on June 30, 2023. AMEX has been processing C2 transactions and invoicing MTC starting in August 2025 without an active contract. To remedy this, a new subscription agreement contract will need to be established.

The value of the requested contractual authorization is for the estimated payments due to AMEX for the billing period of August 2025 through June 30, 2027. AMEX is not a small business enterprise and has no subcontractors.

Issues:

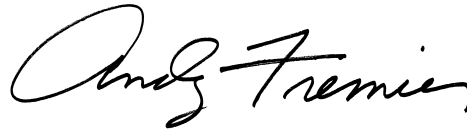
None

Recommendations:

Staff recommends that the Board approve a subscription agreement with American Express Travel Related Services Company, Inc. (AMEX), as permitted by the Master Services Agreement between the State of California and AMEX, to provide American Express card acceptance services for the benefit of Clipper and its customers for Fiscal Year (FY) 2025-26 (\$200,000) and FY 2026-27 (\$600,000), with maximum compensation for such services not to exceed \$800,000.

Attachments:

- Request for Committee Approval – Summary of Proposed Contract



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract

Work Item No.: 1220

Consultant: American Express Travel Related Services Company, Inc.
New York, New York

Work Project Title: American Express® card acceptance

Purpose of Project: Arrange for payments in settlement of purchases by Clipper customers using American Express credit cards in Next Generation Clipper

Brief Scope of Work: Contractor will settle funds daily to MTC’s bank account from purchase transactions made by Clipper customers using American Express credit cards

Project Cost Not to Exceed: \$200,000 for FY 2025-26
\$600,000 for FY 2026-27
Total Contract Amount: \$800,000

Funding Source: Low Carbon Transit Operations Program (LCTOP) and Regional Measure 2 Marketing

Fiscal Impact: Funding included in the approved FY 2025-26 and FY 2026-27 MTC agency budget.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with American Express Travel Related Services Company, Inc., for the purposes described above and in the Regional Network Management Committee Summary Sheet dated October 9, 2026 and that the Chief Financial Officer is authorized to set aside \$800,000 for such contract.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: October 9, 2026

Metropolitan Transportation Commission
Regional Network Management Committee

October 9, 2026

Agenda Item 2e – 26-2073

**MTC Resolution No. 4662, Revised: Clipper BayPass Phase 2 Pilot – Allocation and
Authorization to Distribute Revenues to Transit Operators**

Subject:

Amend MTC Resolution No. 4662 to allocate and authorize the distribution of Clipper BayPass Phase 2 Pilot revenues to transit operators for trips taken during the period from December 10, 2025, to June 30, 2026.

Background:

In January 2024, MTC and transit operators jointly launched Phase 2 of the Clipper BayPass Pilot Program. Phase 2 involves selling the Clipper BayPass product to institutions (employers, educational institutions, housing properties, transportation management associations, etc.) around the Bay Area, with the intent that the revenues generated from the sale of the Clipper BayPass are sufficient to reimburse transit operators for all trips taken using Clipper BayPass.

In November 2023, MTC and transit operators signed a Clipper BayPass Participation Agreement which defines roles and responsibilities for MTC and transit operators during the Clipper BayPass Phase 2 Pilot. Under the terms of the Participation Agreement, MTC is responsible for allocating revenue generated from the sale of Clipper BayPass to the transit operators every six months for the duration of the Phase 2 Pilot. MTC staff intend to bring forward these allocations each fall and spring to reimburse operators for Clipper BayPass trips taken in the preceding six months (January to June for fall allocations and July to December for spring allocations).

Status:

This month's action would distribute revenues from the first six months of 2026 to the transit operators. The current period includes data for 22 days from the prior period due to the launch of the Next Generation Clipper System on December 10, 2025. From December 10, 2025 to June 30, 2026, 4,968,386 trips were taken with the Clipper BayPass Phase 2 Pilot transit pass. These trips represent \$13,339,568 of reimbursable fare revenue to transit operators. Over that same period, the sales of Clipper BayPass to institutional customers generated contract value revenue

of \$10,554,256. The program maintains a cumulative inception-to-date (January 1, 2024 – June 30, 2026) net surplus of \$3,300,915. Staff are incorporating higher-than-projected ridership trends into upcoming contract renewals and are closely monitoring individual contract and overall program performance as well as cash flow timing for ongoing program fiscal sustainability. If needed, an additional \$5 million of State Transit Assistance - Population-Based funding remains available as a backstop to address funding gaps in program revenues. Details on the amount proposed to be allocated and distributed (by transit operator) are included in Attachment A to MTC Resolution No. 4662.

Recommendations:

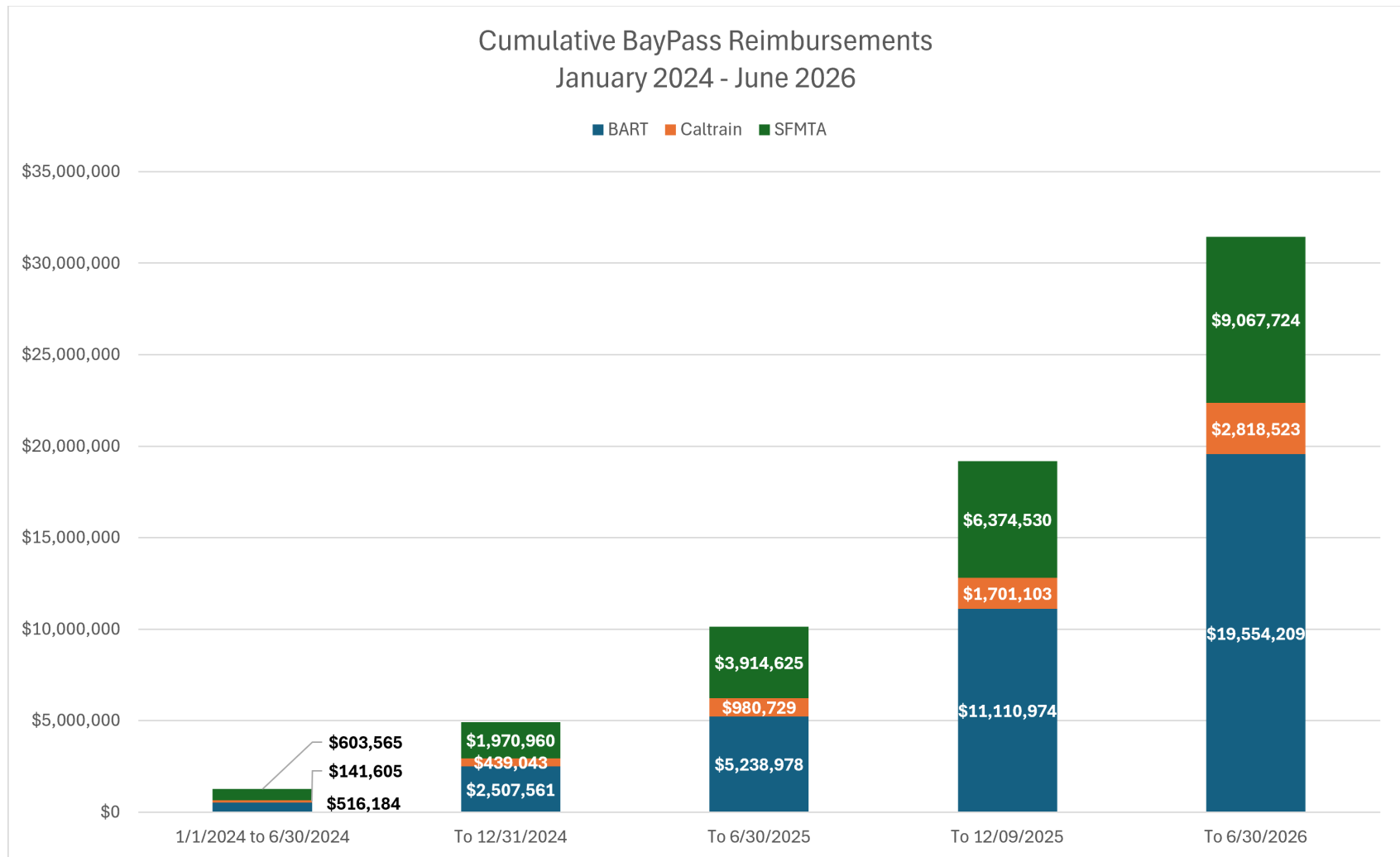
Refer MTC Resolution No. 4662 to the Commission for approval.

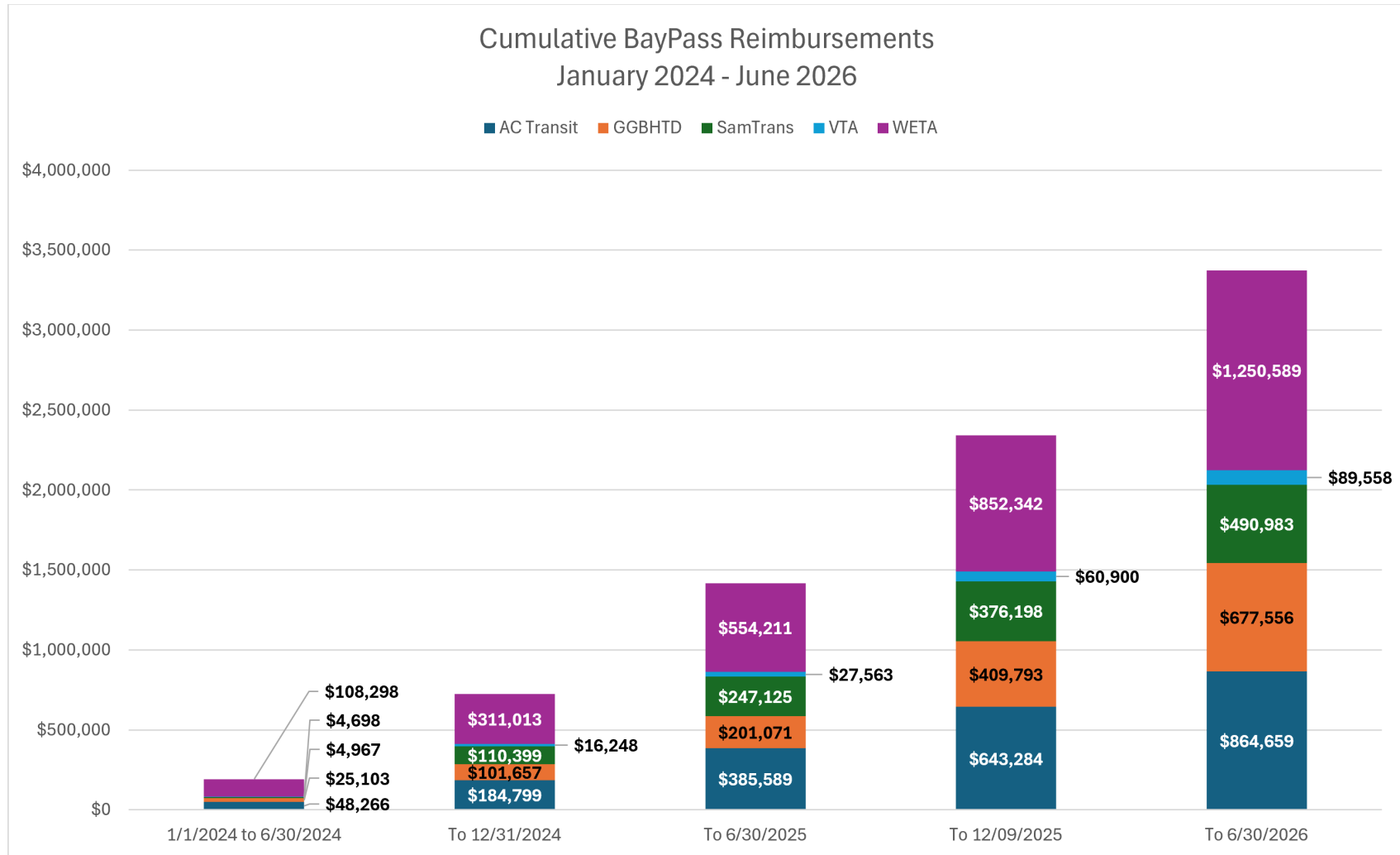
Attachments:

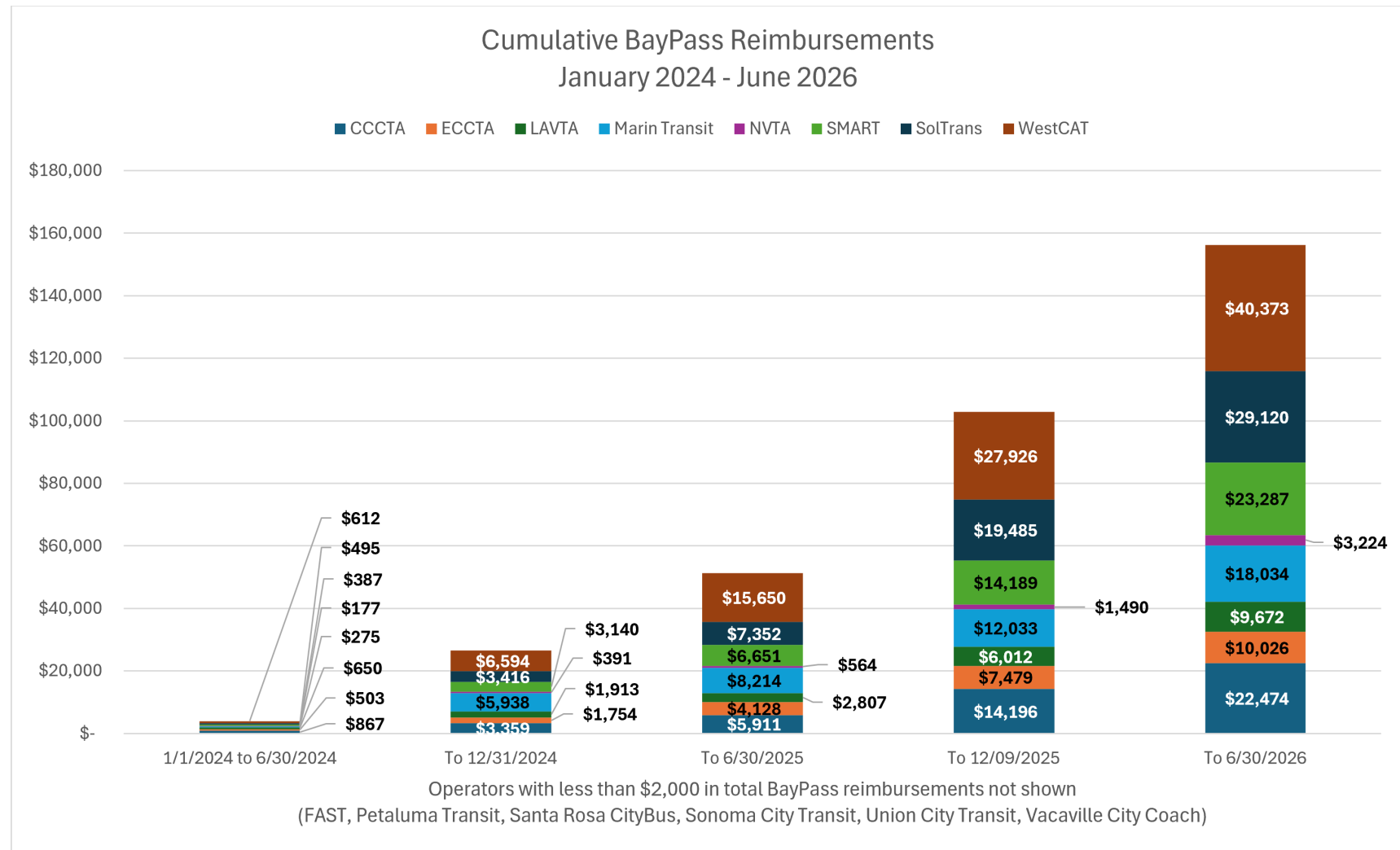
- MTC Resolution No. 4662, Revised
- Attachment A: Cumulative Allocation and Distribution of Revenues by Transit Operator, January 1, 2024 – June 30, 2026



Andrew B. Fremier







Date: September 25, 2024
W.I.: 1621
Referred by: RNM
Revised: 4/23/25-C
10/22/25-C
4/22/26-C
10/28/26-C

ABSTRACT

MTC Resolution No. 4662, Revised

This resolution adopts the allocation and distribution of revenues to transit operators collected by MTC from institutional customers for the Clipper BayPass Phase 2 Pilot Program.

The resolution contains the following attachment:

Attachment A – Clipper BayPass Phase 2 Pilot Program Allocations to Operators

This resolution was revised on April 23, 2025 to reflect the allocation of funds to transit operators from the second half of calendar year 2024 (Attachment A).

This resolution was revised on October 22, 2025 to reflect the allocation of funds to transit operators from the first half of calendar year 2025 (Attachment A).

This resolution was revised on April 22, 2026 to reflect the allocation of funds to transit operators from the second half of calendar year 2025 (Attachment A).

This resolution was revised on October 28, 2026 to reflect the allocation of funds to transit operators for the period of December 10, 2025 to June 30, 2026 (Attachment A).

Further information is contained in the Regional Network Management Committee summary sheet dated September 13, 2024, April 11, 2025, October 10, 2025, April 10, 2026, and October 9, 2026.

Date: September 25, 2024
W.I.: 1621
Referred by: RNM

RE: Clipper BayPass Phase 2 Pilot Program - Allocation of Revenues to Transit Operators

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4662

WHEREAS, the Metropolitan Transportation Commission (MTC) is the Regional Transportation Planning Agency (RTPA) for the San Francisco Bay Area pursuant to Government Code Section 66500 et seq.; and

WHEREAS, MTC is the designated Metropolitan Planning Organization (MPO) for the nine-county San Francisco Bay Area region; and

WHEREAS, MTC, under the terms of the Clipper BayPass Participation Agreement MTC is responsible for entering into contracts with institutional customers for the Clipper BayPass Phase 2 Pilot; and

WHEREAS, as the contract holder for the Clipper BayPass Phase 2 Pilot MTC collects revenue from institutional customers for their purchase the Clipper BayPass transit pass; and

WHEREAS, MTC, under the terms of the Clipper BayPass Participation Agreement MTC is also responsible distributing revenue from the sale of Clipper BayPass to transit operators on a twice yearly basis; and now therefore be it

RESOLVED, that MTC approves the allocation and distribution of revenues from the sale of Clipper BayPass to institutional customers to transit operators as set forth in Attachment A of this Resolution; and be it further

RESOLVED, staff shall return to the Commission to revise this Resolution at least two times per fiscal year to make additional allocations of revenues collected to transit operators for the duration of the Clipper BayPass Phase 2 Pilot.

METROPOLITAN TRANSPORTATION COMMISSION

Alfredo Pedroza, Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a duly called and noticed meeting held in San Francisco, California and at other remote locations on September 25, 2024.

Attachment A: Clipper BayPass Phase 2 Pilot Program - Allocation and Distribution of Revenues by Transit Operator

	1/1/2024 to 6/30/2024	7/1/2024 to 12/31/2024*	1/1/2025 to 6/30/2025*	7/1/2025 to 12/09/2025*	12/10/2026 to 6/30/2026*	7/1/2026 to 12/31/2026*	1/1/2027 to 6/30/2027*	Cumulative to 6/30/26
Allocations of Clipper BayPass Phase 2 Pilot Revenue to Transit Operators								
Transit Operator								
AC Transit	\$48,266	\$136,532	\$200,791	\$257,695	\$221,375			\$864,659
BART	\$516,184	\$1,991,377	\$2,731,417	\$5,871,996	\$8,443,234			\$19,554,209
Caltrain	\$141,605	\$297,438	\$541,686	\$720,374	\$1,117,420			\$2,818,523
CCCTA	\$867	\$2,492	\$2,553	\$8,285	\$8,278			\$22,474
ECCTA	\$503	\$1,251	\$2,374	\$3,351	\$2,547			\$10,026
FAST	\$327	\$18	\$8	\$14	\$89			\$456
GGBHTD	\$25,103	\$76,554	\$99,414	\$208,722	\$267,763			\$677,556
LAVTA	\$650	\$1,264	\$894	\$3,205	\$3,660			\$9,672
Marin Transit	\$275	\$5,663	\$2,275	\$3,820	\$6,001			\$18,034
NVTA	\$177	\$214	\$173	\$926	\$1,735			\$3,224
Petaluma Transit	\$1	\$0	\$0	\$0	\$0			\$1
SamTrans	\$4,967	\$105,432	\$136,727	\$129,072	\$114,786			\$490,983
Santa Rosa CityBus	\$4	\$68	\$114	\$232	\$271			\$688
SFMTA	\$603,565	\$1,367,395	\$1,943,665	\$2,459,905	\$2,693,194			\$9,067,724
SMART	\$387	\$2,753	\$3,512	\$7,538	\$9,099			\$23,287
SoTrans	\$495	\$2,921	\$3,936	\$12,134	\$9,635			\$29,120
Sonoma County Transit	\$8	\$403	\$163	\$585	\$340			\$1,499
Union City Transit	\$40	\$314	\$274	\$476	\$772			\$1,876
Vacaville City Coach	\$59	\$5	\$2	\$5	\$18			\$88
VTA	\$4,698	\$11,550	\$11,315	\$33,338	\$28,658			\$89,558
WestCAT	\$612	\$5,982	\$9,056	\$12,276	\$12,448			\$40,373
WETA	\$108,298	\$202,716	\$243,198	\$298,130	\$398,248			\$1,250,589
Total	\$1,457,089	\$4,212,340	\$5,933,546	\$10,032,077	\$13,339,568			\$34,974,620
Clipper BayPass Phase 2 Pilot Trips								
Trips Taken Using Clipper BayPass Phase 2 Pilot Transit Pass During Period	440,142	1,158,042	1,489,752	4,119,672	4,968,386			12,175,994
Clipper BayPass Phase 2 Pilot Revenue Generated								
Revenue Generated from Invoices Paid by Clipper BayPass Phase 2 Pilot Customers During Period	\$3,281,121	\$6,396,015	\$7,417,251	\$10,626,892	\$10,554,256			\$38,275,535
Clipper BayPass Phase 2 Pilot Remaining Balance								
Balance/Carryover After Allocation/Distribution of Revenues to Operators for Period	\$1,824,032	\$2,183,675	\$1,483,705	\$594,816	(\$2,785,312)			
Cumulative Net Result/Remaining Balance	\$1,824,032	\$4,007,707	\$5,491,412	\$6,086,228	\$3,300,915			

*To be allocated via future revision to MTC Resolution 4662.



Bay Area Metro Center
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San Francisco, CA 94105
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Memorandum

To: Regional Network Management (RNM) Committee

From: Regional Network Management Customer Advisory Group Chair Adina Levin

Date: October 9, 2026

Regarding: September 2026 RNM Customer Advisory Group Chair's Report

During the September 22, 2026 Regional Network Management Customer Advisory Group meeting, the group received staff presentations on two informational items: Regional Mapping & Wayfinding - Project Update and Transformation Action Plan Accessibility Initiatives Overview.

Regional Mapping & Wayfinding - Project Update

MTC and BART staff presented an overview of the Regional Mapping and Wayfinding program, which aims to create a more consistent and intuitive transit navigation experience across the Bay Area. The Mapping & Wayfinding project aims to make it easier for riders, especially new and infrequent users, to navigate transit across multiple agencies by standardizing maps, signs, bus stop information, and station wayfinding at more than 200 rail stations/transit hubs and over 21,000 bus stops. After prototypes were installed and tested at three locations and design standards were adopted by the RNM Council, the project is now entering the pilot implementation phase with signs and maps at more locations and stations across the region. Staff also shared about their close collaboration with the Accessibility Working Group since 2024 to receive direct input from members of the disability community on various features such as tactile signs, QR codes, tactile boundaries, and integration with 511 stop information.

CAG members expressed strong support for the Regional Mapping & Wayfinding program and praised the progress to make transit easier to navigate across agencies. Members asked about how rider testing was conducted, how regional consistency would be balanced with familiar agency logos and branding, and how standards would ultimately be implemented across transit agencies throughout the region. A few members focused on accessibility, raising questions about QR codes, tactile signage, and access to information for riders with visual impairments, while

staff described ongoing accessibility pilots and outreach efforts. Others highlighted the importance of clear bus bay numbering, transfer information, and navigation at major transit hubs, sharing examples of difficulties finding connecting services. Members also discussed station navigation features such as exit numbering, platform wayfinding, and the integration of microtransit and other services into the regional information system. Overall, the discussion reflected broad enthusiasm for the project, with members encouraging continued focus on accessibility, customer experience, and regional coordination.

Transformation Action Plan Accessibility Initiatives Overview

MTC and County Connection staff presented an overview of the regional accessibility initiatives included in the Transit Transformation Action Plan. The initiatives stem from the Coordinated Public Transit-Human Services Transportation Plan and focus on improving transportation for older adults and people with disabilities. Actions include designating Mobility Managers in each county, pilot programs for One-Seat Ride Paratransit trips across agency boundaries, Americans with Disabilities Act (ADA) paratransit and Clipper integration, identifying and addressing paratransit challenges, and standardizing eligibility practices.

During the discussion, CAG members expressed support for the accessibility initiatives and focused their questions on making paratransit services more seamless and customer-friendly. One member asked questions about standardizing ADA paratransit eligibility practices, the use of in-person assessments, and the future role of the Regional Eligibility Database in supporting mobility management and rider access to services. Another member raised concerns about transportation gaps in rural areas. Staff explained the ADA's definition of paratransit as a "complementary" service to fixed-route transit. Members also discussed the challenges riders face when traveling across county and agency boundaries and staff described the ongoing One-Seat Ride Paratransit Pilots, which aim to reduce or eliminate transfers by allowing riders to travel from origin to destination in a single vehicle while agencies coordinate costs and operations behind the scenes.

A few members focused their questions on advancing a regional trip-booking tools that would allow riders to plan and book complex regional paratransit trips more easily, including adding this as an action item to the Transit Transformation Action Plan. A member praised staff for their work with members of the disability community and emphasized the importance of continuing to raise the standard of service beyond minimum ADA requirements. Finally, several members asked about integrating paratransit with Clipper 2.0 and whether paratransit riders would be eligible for Clipper discounts. Staff explained that an initial pilot on SF Paratransit will allow riders to pay paratransit fares using Clipper. While the Clipper Access program provides discounts for eligible riders with disabilities on fixed-route transit, these discounts do not currently apply to paratransit services, and paratransit riders are also not eligible for the regional transit transfer discount. It was noted that paratransit fares are typically twice the cost of fixed-route transit fares, and may be a topic to consider in future Fare Policy discussions and Action Plan updates.

**Metropolitan Transportation Commission
Regional Network Management Committee**

October 9, 2026

Agenda Item 4a-26-2075

Regional Network Management Council and Transit Agency Coordination Update

Subject:

Update from the Regional Network Management (RNM) Council and transit agencies on outcomes from recent activities including major events coordination, fare integration, rider safety and security, transit service enhancements and paratransit.

Background:

The RNM Council brings together transit agency leadership and MTC to advance initiatives that improve how riders experience transit across the region. Since its establishment nearly three years ago, the RNM Council has supported greater regional coordination on priorities including fare integration, customer information, transit priority and accessibility. In parallel, transit agencies are leading complementary efforts such as major events coordination, rider safety and security improvements and coordinated service planning.

At this meeting, transit agency General Managers will share reflections on regional collaboration and highlight examples of recent initiatives that are delivering improvements for transit riders throughout the region.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Presentation



Andrew B. Fremier



Regional Network Management (RNM) Council and Transit Operator Updates



Regional Network Management Committee

October 9, 2026

Introduction

The role of the RNM Council

RNM Goal: Drive transformative improvements in the customer experience for regional Bay Area transit

Council Purpose: Bring together leadership from transit agencies and MTC to provide executive guidance on regional transit policies and actionable implementation plans in pursuit of the RNM's Mission and Vision.

Focus:



Tangible Results

**Advance Initiatives that Deliver
Tangible Results for Riders**



Leveraging Expertise

**Infuse Projects with Regional and
Transit Agency Staff Expertise**



Leadership

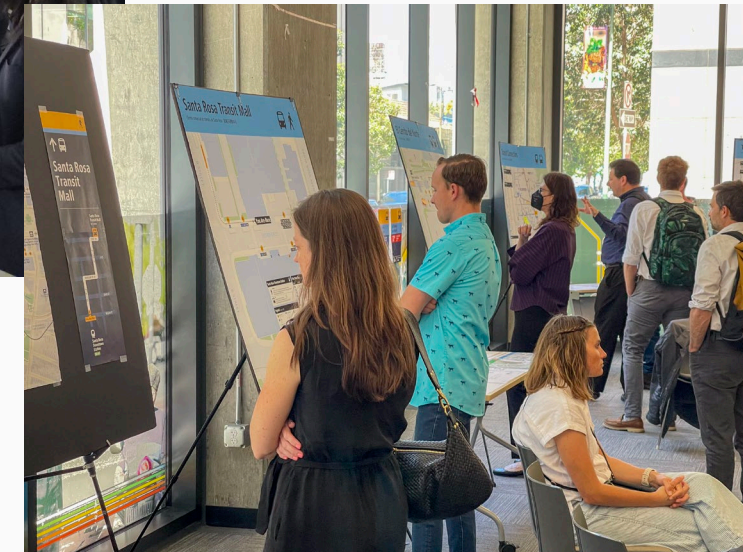
**Provide Leadership and Bridge
Diverse Perspectives**

Collaboration leads to success

- **Working together** to deliver a better experience for transit riders in the Bay Area
- Culture shift to **shared ownership and mutual accountability**
- Collaborative process **builds trust and leads to better outcomes**
- **Partnership model** hard-codes collaboration into initiatives



Transit Priority Policy workshop with transit general managers, operator staff, and MTC staff



Mapping & Wayfinding workshop with transit operator and MTC staff

Mega-event coordination

Super Bowl LX and World Cup 2026: a regional coordination showcase

One Special Events Committee, one plan, one customer experience across operators

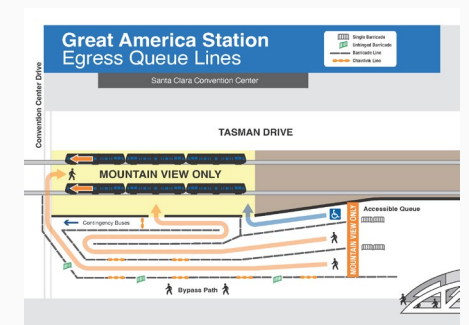
How the region worked as one system

- One Special Events Committee (VTA, Caltrain, BART, SamTrans, SFMTA, MTC, county partners)
- One Transportation Management Plan
- Security subcommittee with AC Transit, Golden Gate, Caltrain CCCTA, SCMTD, ACE, Amtrak, Union Pacific and federal partners
- Joint VTA/Caltrain day pass, QR fares, shared wayfinding
- Great America and Lick Mill egress fed Caltrain and BART
- Unified Command every match; 528 ambassador shifts

Source: VTA Operations, APTA Major Events Session presentation (2026).



Joint operations center during the World Cup



VTA special events ambassadors; Great America Station egress plan

FIFA and Superbowl grew ridership, including record post-COVID ridership levels

FIFA

- A record ~42,000 riders on rail to Levi's Stadium for one match (VTA), 38,500+ across the 6 game days (Caltrain)
- Increase in ridership during 6-week period ~319,000 (BART system)
- Extra trains, longer trains and special late-night express service (VTA, BART, Caltrain, Muni)
- Record Post-COVID average weekday ridership in June



Super Bowl

- Game day ridership: 31,000 riders on rail to Levi's Stadium (VTA), 6,300 (Caltrain)
- Increased ridership the week of Superbowl LX: +150,000 on Muni, +60,000 on BART



Improving the Rider Experience

Regional fare integration and programs increase rider savings and ridership

Transfer Discount

4.9 million trips benefited from an up to \$2.85 transfer discount now available on **all 20+ Bay Area transit agencies***

BayPass

>60% growth in Phase 2 paid participation in the last year, with **130,000+ participants** now benefiting from unlimited transit rides on all agencies

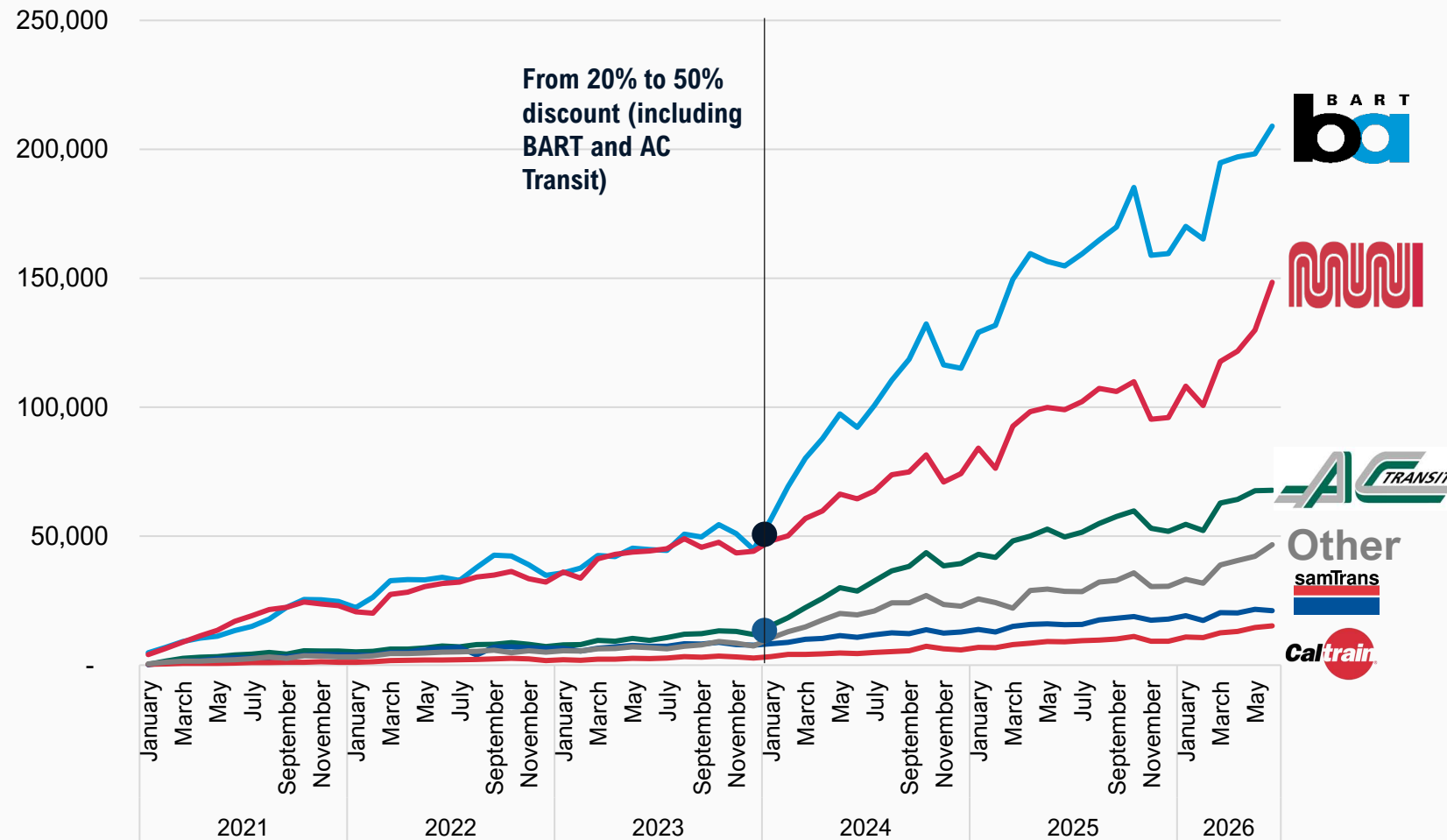
Youth Fare Programs

For example, Contra Costa's program offers youth free rides on County Connection, Tri Delta Transit, and WestCAT during the summer. **After a 1,600% increase in youth ridership when introduced in 2025, ridership grew another 40% in Summer 2026.**

Clipper START ridership has grown for all transit agencies, with BART and AC Transit experiencing a sharp uptick in ridership in 2024 after these agencies increased the discount to 50%.

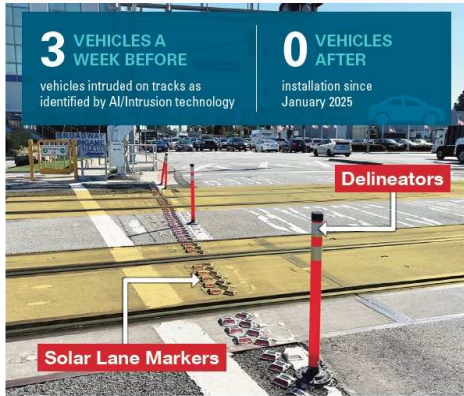
- **42%** of trips to date are on BART
- **30%** of trips to date are on SF Muni
- **13%** of trips to date are on AC Transit

Clipper START Ridership (per month)



Data from July 2020 through June 2026

Improving rider safety and security, and growing fare revenue



Caltrain's Grade Crossing Safety Enhancement Project has significantly reduced vehicle intrusions on tracks.



SFMTA's multi-faceted Fares for our Future campaign has contributed to fare revenue exceeding budgeted levels by \$18 M in FY 2026.



BART's new fare gates make riders feel safer, increase fare revenue, and reduce corrective maintenance. Crime on BART fell 67% from end of 2024 to Spring 2026.



AC Transit and Oakland's Int'l BRT Quick Build enhancements (funded through MTC) reduced traffic speeds, violations and fatalities.



Tri Delta Transit is partnering with Antioch, Pittsburgh, Oakley, + Brentwood Police Depts to enhance on-board presence, improve officer visibility and address safety and security challenges

Service improvements optimized service, improved transfers and added more service where needed



Muni Service Improvements

- Service enhancements to address weekday crowding, improve schedule reliability, and expand Muni access to schools



Caltrain Electrification

- Implemented “clock-faced” schedule to improve the transfer experience to adjoining agencies.
- Doubled service on weekends (strongest recovery market) and reduced travel times.



SamTrans Ride Plus Service Expansion

- Extended Ride Plus microtransit service area and hours for Half Moon Bay, and added Palo Alto Transit Center as a pick-up/drop-off location for East Palo Alto riders.



BART Service Improvements

- In July, BART began running longer trains during peak commute to reduce crowding.



AC Transit Realign

- Increased frequency on major corridors to improve connections and reliability, facilitating easier regional travel on transit.



August 2026 Service improvements

- Retimed bus routes to better match BART, Caltrain and light rail schedules to improve regional connections.



SF Bay Ferry Supplemental Service

- Provided supplement service between Vallejo and SF during the August Carquinez bridge weekend closure

Collaborative service re-configuration grew ridership in Marin and Sonoma counties

- Collaborative effort to look at transit in Marin and Sonoma as if one agency operated all service
- In April 2026, service was reconfigured to where the greatest ridership potential exists while eliminating duplicative and overlapping routes
- Emphasized more frequent and efficient service
- SMART increased service hours by 19%, resulting in a 28% increase in riders
- Golden Gate Transit redeployed service hours, increasing ridership by 8.5%



Four new one-seat ride pilots to make paratransit trips faster + more convenient launched in 2026

Area	Transit Agencies	Pilot Type
Marin County and Sonoma County	Golden Gate Transit, Marin Transit, Sonoma County Transit	Multi-agency cooperative cost-sharing service
San Francisco and San Mateo County	SFMTA, SamTrans	Limited service extending into neighboring jurisdiction for medical trips
Napa County and City of Vallejo	Napa Valley Transportation Authority	Expansion beyond existing service area to an adjacent service area corridor
Alameda County and Santa Clara County	AC Transit, BART, VTA	Limited mutual service area



Transit lanes, signal priority, and more are making trips faster and more reliable for riders



VTA's Route 64 transit signal priority upgrades have produced meaningful travel time savings, saving operating costs



AC Transit's Rapid Corridors Projects have implemented transit signal priority upgrades along the San Pablo, Telegraph, and West Grand/Grand Avenue corridors, improving rider travel time and reliability



SFMTA implemented transit priority projects benefiting 12 different Muni lines, including new transit lanes, newly red colored transit lanes, signal re-timing, and safer boarding areas



County Connection partnered with MTC, CCTA, Walnut Creek, and Concord to implement transit signal priority, reducing travel time and increasing reliability along several local and express routes

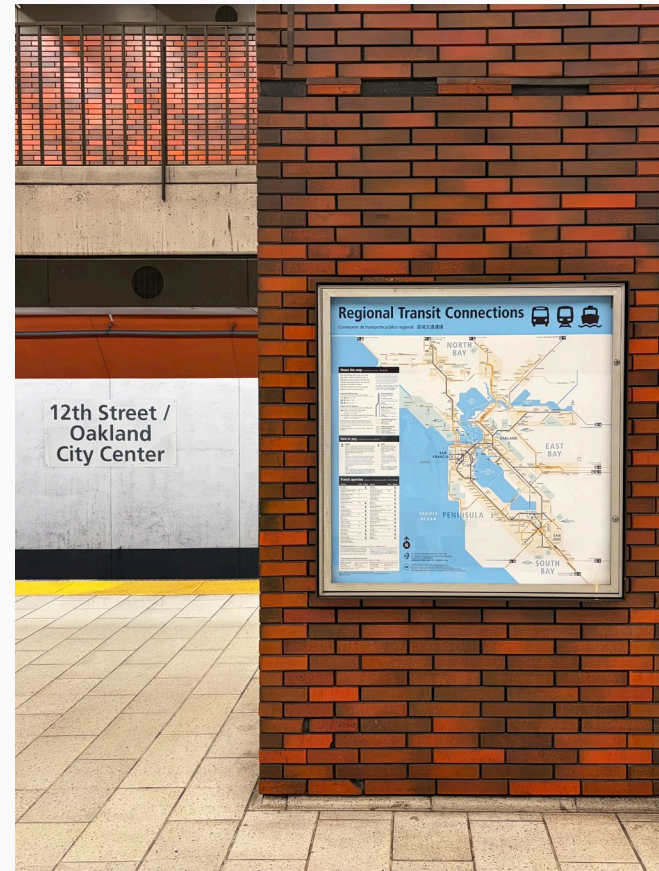
Unified signs and maps are showing up in more and more places



Muni installed entrance signs at Castro Station in January 2026



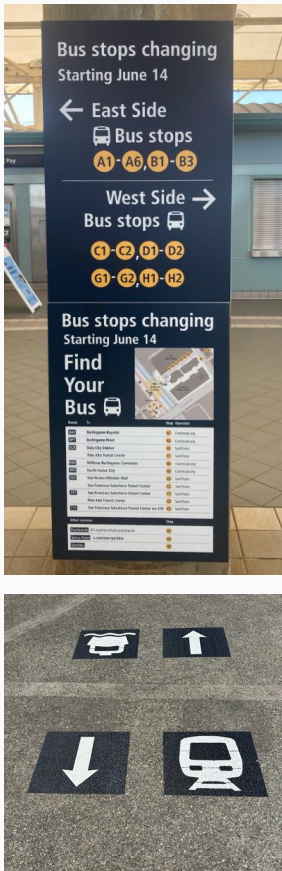
Soltrans installed new bus stops signs systemwide in August 2026



The new regional map was installed at 150+ locations in April and August 2026

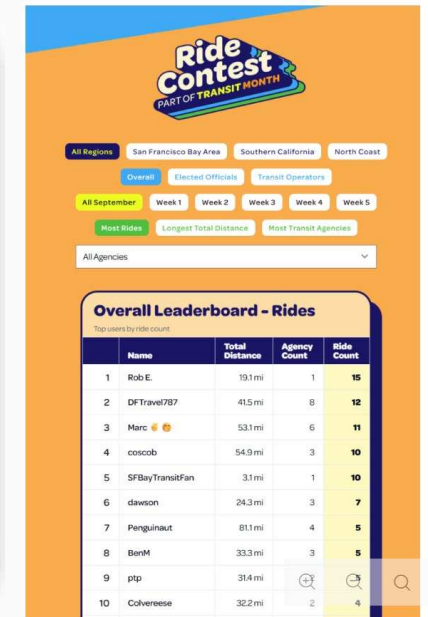
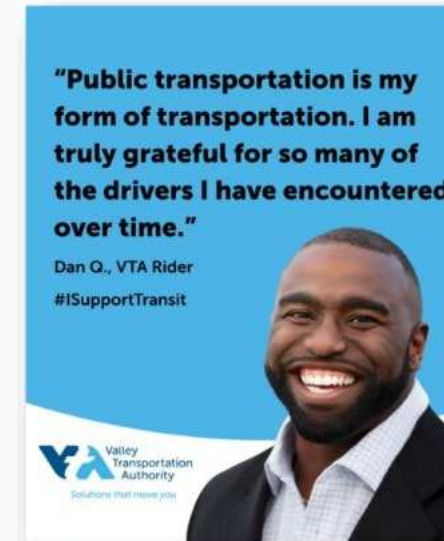


Agencies are starting to use new design standards in passenger information



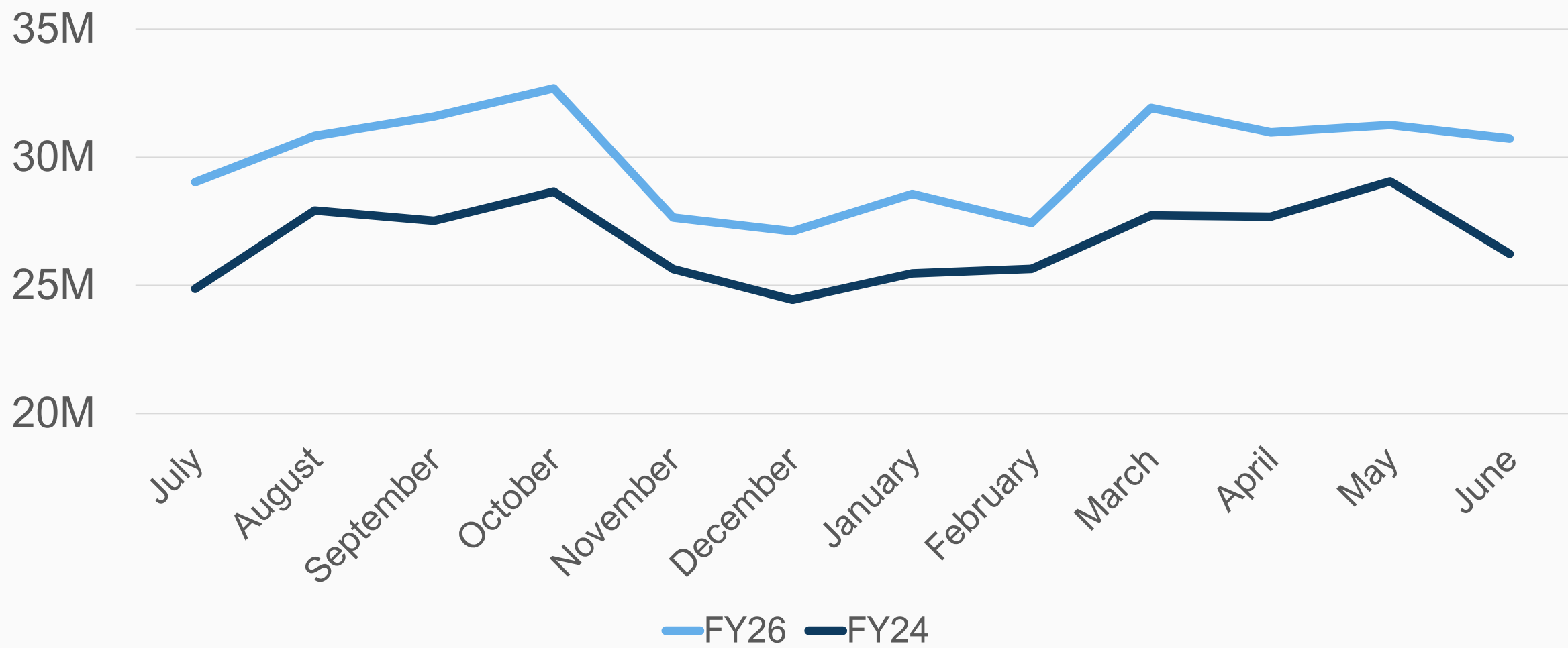
Transit Month 2026 a huge success

Experience our transit network, meet people passionate about transit.

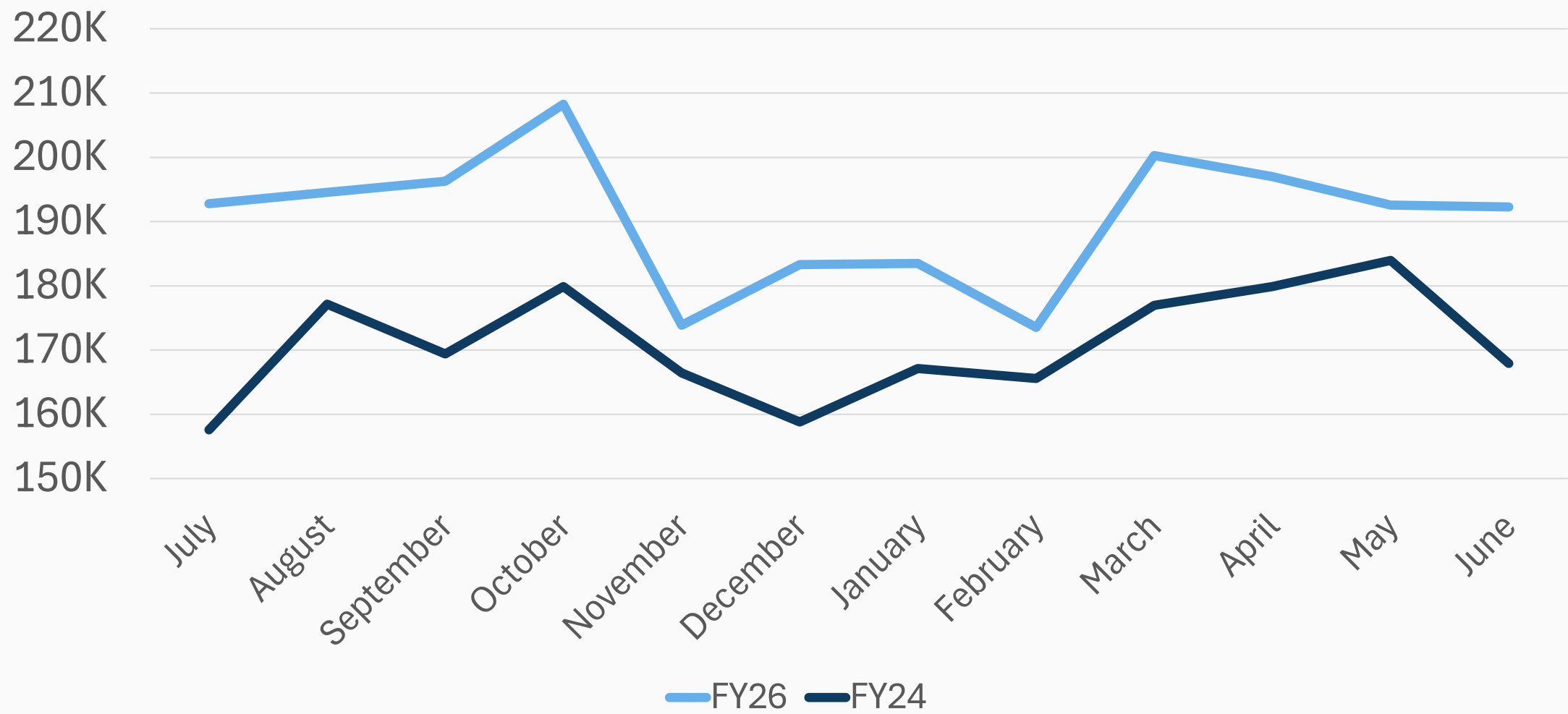


Outcomes

Bay Area transit ridership has continued to grow



Bay Area paratransit and other demand response ridership has also continued to grow



Source: FTA National Transit Database, Monthly Ridership Estimates

Ridership trends

- Bay Area transit is experiencing ongoing year-over-year ridership growth
- Rail has experienced significant recent growth: back-to-back years of double-digit rail ridership growth (BART, Caltrain, Muni Metro, SMART)
 - June saw the highest weekday ridership at nearly 210,000 (BART), 49,000 (Caltrain)
 - Weekends continue to experience strong growth in the last fiscal year, 17% increase on BART and >40% increase on Caltrain
- Concerts, sports, and other events like Pokémon Worlds continue to draw extra riders



Favorable customer ratings, far exceeding national benchmarks, across the board

Agency	Satisfied or Very Satisfied ¹
AC Transit	75%
BART	91%
Caltrain	93%
Muni	78%
SamTrans	82%
SF Bay Ferry	98%
VTA	85%



- All agencies listed above exceed national benchmarks for transit agency satisfaction (56%)²
- General positive trend in overall satisfaction
- Agencies can focus on categories where there is room to improve

¹ Note that each agency's survey metric differs and are not intended for direct comparisons

² ETC Institute national benchmark, a bi-annual national survey of a random sample of several thousand residents' experiences with their local transit across all 50 states

Looking forward

Let's continue to work together to improve rider experience

- Relationships and Partnerships are critical to ongoing success & improving the rider experience
- Operators, MTC, Bay Area cities and counties, Caltrans must work together to advance key initiatives:
 - Transit priority street design & signal priority
 - First-/last-mile connections
 - Partnership with law enforcement on transit safety/security
 - Transit-oriented land use
 - And more...



Thank You!

- Questions?

