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

Meeting Agenda

Regional Network Management Customer Advisory Group

Tuesday, August 25, 2026 **1:00 PM** **Yerba Buena Conference Room - 1st Floor**

The RNM Customer Advisory Group is scheduled to meet at 1:00 p.m

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Yerba Buena Conference 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:
iPhone One-Tap: US:
+16699006833,,86474531002# US (San Jose)
+14086380968,,86474531002# US (San Jose)
Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: [Add Information]
International numbers available:[Add Information]
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 business day 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.

Clerk: Rachel Arbios

Roster
Bob Allen, Chuck Cantrell, John Crowe, Warren Cushman,
Dylan Fabris, Shawn Fong, Anya Gupta, Wendi Kallins, Charles Lavery,
Aaron Leifer, Adina Levin, Emily Loper, Sebastian Petty, Abibat Rahman-Davies
Joshua Saunders, Brian Stanke, Ashley Tenscher, Janelle Wong, Andrea Yu, Vacant-1

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the RNM Customer Advisory Group shall be a majority of its voting members (11).

2. Compensation Announcement (Clerk)

3. Consent Calendar

3a. **26-0956** Minutes of the July 28, 2026 Meeting

Action: Approval

Attachments: 3a_2026_07_28_RNM Customer Advisory Group_Minutes_Draft.pdf

4 Approval

4a. 26-0957 Customer Advisory Group Work Plan

Approval of the Customer Advisory Council Work Plan through December 2027. Staff will also report on the Transit Transformation Action Plan status.

Action: Approval

Presenter: Josie Ahrens (MTC) and Stephanie Hom (MTC)

Attachments: 4a_26-0957_Summary_Sheet_CAG_WorkPlan_and_TAP_Progress.pdf
4a_26-0957_1_Presentation_CAG_Work_Plan_and_TAP_Progress.pdf
4a_26-0957_2_Attachment_2026 CAG_Work_Plan.pdf
4a_26-0957_3_Attachment_TAP Action Plan Implementation Progress Update

5. Public Comment / Other Business

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

6. Adjournment / Next Meetings

The next meeting of the Regional Network Management Customer Advisory Group will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章：MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.