Metropolitan Transportation Commission

Meeting Minutes

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

Regional Network Management Customer Advisory Group

Tuesday, July 28, 2026 | **1:00 PM** | **Yerba Buena Conference Room - 1st Floor**

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

+Remote per Government Code s. 54953.8.6

1. Call to Order / Roll Call / Confirm Quorum

Chair Levin call the RNM Customer Advisory Group meeting to order at 1:03 p.m.

Present: 15 - Member Allen, Member Levin, Member Cantrell, Member Cushman, Member Fabris, Member Kallins, Member Lavery, Member Saunders, Member Stanke, Member Wong, Member Yu, Member Leifer, Member Crowe, Member Gupta, and Member Tenscher

Absent: 4 - Member Loper, Member Petty, Member Rahman-Davies, and Member Fong

2. Compensation Announcement (Clerk)

3. Consent Calendar

Upon the motion by Member Leifer and seconded by Member Saunders, the Consent Calendar was approved. The motion carried by the following vote:

Aye: 14 - Member Allen, Member Levin, Member Cantrell, Member Fabris, Member Kallins, Member Lavery, Member Saunders, Member Stanke, Member Wong, Member Yu, Member Leifer, Member Crowe, Member Gupta and Member Tenscher

Absent: 4 - Member Loper, Member Petty, Member Rahman-Davies and Member Fong

Abstain: 1 - Member Cushman

3a. 26-0686 Minutes of the May 26, 2026 Meeting

Action: Approval

Attachments: 2026_26_05_26-0686_RNM Customer Advisory Group Draft Minutes.pdf

4. Information

4a. 26-0687 Regional Fare Programs and Initiatives Overview

Information about ongoing regional multi-operator fare programs and initiatives, including Clipper START, Clipper BayPass, free/discounted transfers, and recommendations contained in the Fare Policy Vision Statement.

Action: Information

Presenter: William Bacon, MTC and Ryan Reeves, BART

Attachments: 4a_26-0687_Summary_Sheet_Fare_Programs_Overview.pdf
4a_1_26-0687_Fare_Programs_Presentation.pdf

Aleta Dupree, of Team Folds, spoke on this item.

4b. 26-0688 Next- Generation Clipper Update

Progress update on Next-Generation Clipper system implementation, including resolution of issues and transition of Clipper cardholders to the Next-Generation system.

Action: Information

Presenter: Jason Weinstein, MTC, and Kelly Jackson, MTC

Attachments: 4b_26-0688_1__Summary Sheet_Clipper.pdf
4b_26-0688_2__Presentation_Clipper.pdf

Aleta Dupree, of Team Folds, spoke on this item.

4c. 26-0848 Customer Advisory Group Work Plan.

Proposed topics areas for the Customer Advisory Group Work Plan through December 2027.

Action: Information

Presenter: Josie Ahrens, MTC

Attachments: 4c_26-0848_Summary_Sheet_CAG_WorkPlan.pdf
4c_26-0848_AttachmentA_2026 CAG_Work_Plan_Draft.pdf

5. Public Comment / Other Business

6. Adjournment / Next Meetings

The meeting was adjourned at 3:17 p.m. The next meeting of the Regional Network Management Customer Advisory Group will be held on Tuesday, August 25, 2026, at the Bay Area Metro Center, 1st Floor - Board Room, 375 Beale Street, San Francisco, CA 94105.