



Metropolitan Transportation Commission

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

Meeting Agenda

Regional Network Management Committee

David Rabbitt, Chair

Sue Noack, Vice Chair

Friday, May 10, 2024

12:00 PM

Board Room - 1st Floor

The Regional Network Management Committee is scheduled to meet at 12:00 p.m. or immediately following the 9:45 a.m. Joint MTC ABAG Legislation Committee meeting, whichever occurs later.

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/85611658290>

iPhone One-Tap: US: +13052241968,,85611658290#

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: 856 1165 8290

International numbers available: <https://bayareametro.zoom.us/j/85611658290>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/j/85611658290>

<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.

Roster

Eddie Ahn, David Canepa, Carol Dutra-Vernaci, Chad Edison (CalSTA)*, Dorene M. Giacobini*,
Janice Li (BART)*, Matt Mahan, Stephanie Moulton-Peters, Sue Noack (Vice Chair),
David Rabbitt, (Chair), Diane Shaw (AC Transit)*, and James P. Spering
*Non-Voting Member

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the Committee shall be a majority of its voting members (5).

2. Regional Network Management Customer Advisory Group Report

- 2a. [24-0460](#) Report from the Regional Network Management Customer Advisory Group
- Action:** Information
- Presenter:** Adina Levin, Chair Regional Network Management Customer Advisory Group
- Attachments:** [2a 24-0460 April 2024 Report from RNM Customer Advisory Group.pdf](#)

3. Consent Calendar

- 3a. [24-0461](#) Approval of Regional Network Management Committee Minutes of the April 12, 2024 Meeting
- Action:** Committee Approval
- Attachments:** [3a 24-0461 April 12 2024 RNM Committee Draft Meeting Minutes.pdf](#)
- 3b. [24-0491](#) Contract - Integrated Bridge Corridor Project: Kimley-Horn and Associates, Inc. (KHA) (\$600,000)
- Action:** Committee Approval
- Presenter:** Stephen Baker
- Attachments:** [3b 24-0491 Summary Sheet Contract Intergrated Bridge Corridor Project.p](#)
- 3c. [24-0498](#) Contract - Program Planning and Implementation: Traffic Incident Management Support with Kimley Horn and Associates, Inc. (KHA) (\$2,000,000)
- Action:** Committee Approval
- Presenter:** Katelyn Costa
- Attachments:** [3c 24-0498 Summary Sheet Contract Plan Implem Traffic Incident Mgmt .!](#)

- 3d.** [24-0509](#) Contract Amendment - Clipper® Customer Education Services: Moore Iacofano Goltsman, Inc. (MIG) (\$3,600,000)
- Action:** Committee Approval
- Presenter:** Lysa Hale
- Attachments:** [3d 24-0509 Summary Sheet Contract Customer Education Services.pdf](#)
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- 3e.** [24-0510](#) Clipper® In-Person Customer Service Centers Contract Actions:
- i. Contract - TTEC Government Solutions, LLC (TTEC) (\$1,725,000);
- ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$315,000);
- iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$250,000)
- Action:** Committee Approval
- Presenter:** Alison Edwards
- Attachments:** [3e 24-0510 Summary Sheet Clipper In Person CSC Contract Actions.pdf](#)
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- 3f.** [24-0511](#) Clipper® Technical Consultant Contract Actions:
- i. Contract Amendment - ARC Alternatives (\$200,000);
- ii. Contract Amendment - Arcadis, a California Partnership (\$1,200,000)
- Action:** Committee Approval
- Presenter:** Edward Meng
- Attachments:** [3f 24-0511 Summary Sheet Technical Consultant Contract Actions.pdf](#)
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- 3g.** [24-0525](#) Fiscal Year (FY) 2023-24 MTC Service Authority for Freeways and Expressways (SAFE) Statement of Revenues and Expenses for the Period Ended March 31, 2024 (Unaudited)
- Action:** Information
- Presenter:** Grace Martinez
- Attachments:** [3g 24-0525 Summary Sheet SAFE Q3 FY 2024 Revenues and Expenses](#)
 [3g 24-0525 Attachment A SAFE Q3 FY2024 MFR.pdf](#)

4. Approval

- 4a. [24-0496](#) 511 Traveler Information Program Update and 511 Contract Actions:
- i. Contract - 511 SF Bay Interactive Voice Response (IVR) and Operations Support Services: Iteris, Inc. (\$3,750,000);
 - ii. Contract - Transit Data Manager (TDM) Support Services: Arcadis, a California Partnership (\$300,000);
 - iii. Contract - 511 Technical Advisory Services: Kimley-Horn and Associates, Inc (\$400,000);
 - iv. Contract - 511 SF Bay Amazon Web Services (AWS): Amazon Web Services (\$1,350,000)

Update on the Bay Area's Regional 511 Traveler Information Program status and request approval for four contract actions.

Action: Committee Approval

Presenter: Alysha Nachtigall

Attachments: [4a 24-0496 Summary Sheet 511 Update and Contract Actions.pdf](#)
[4a 24-0496 Attachment E PowerPoint 511 Program Update.pdf](#)

- 4b. [24-0499](#) Transit Agency Progress on Transit Priority & MTC Resolution No. 4647: Bus Accelerated Infrastructure Delivery (BusAID) Program

Update on completed and ongoing transit priority efforts throughout the Bay Area, and approval of MTC Resolution No. 4647, which approves approximately \$18 million in funding for eight near-term transit priority projects as part of the Bay Area Transit Transformation Action Plan (TAP) BusAID program.

Action: MTC Commission Approval

Presenter: Britt Tanner, MTC; Michael Rhodes, SFMTA; and Robert del Rosario, AC
Transit

Attachments: [4b 24-0499 Summary Sheet MTC Reso 4647 BusAID Funding Recommer](#)
[4b 24-0499 Attachment A MTC Resolution 4647.pdf](#)
[4b 24-0499 Attachment B BusAID Complete Project Inventory.pdf](#)
[4b 24-0499 Attachment C Presentation BusAID Funding Recommendations](#)

- 4c. [24-0463](#) MTC Resolution No. 4648: Regional Network Management Performance Measures

Proposed initial Regional Network Management (RNM) performance measures for action by the RNM Committee.

Action: MTC Commission Approval

Presenter: Allison Quach, MTC and Hannah Lindelof, BART

Attachments: [4c 24-0463 Summary Sheet MTC Reso 4648 RNM Performance Measure](#)
[4c 24-0463 Attachment A MTC Resolution 4648.pdf](#)
[4c 24-0463 Attachment B Potential Future RNM Performance Measures.pdf](#)
[4c 24-0463 Attachment C PowerPoint RNM Performance Measures.pdf](#)

5. Public Comment / Other Business

*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, June 14, 2024 at noon. 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.

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.

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.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.