

**Metropolitan Transportation Commission  
RNM Customer Advisory Group Subcommittee**

**October 27, 2023**

**Agenda Item 3a**

**Orientation, Goals, and Schedule**

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**Subject:**

Overview of the Regional Network Manager Customer Advisory Group subcommittee's roles, goals, and schedule.

**Background:**

In February of 2023, the Metropolitan Transportation Commission (Commission) approved the Regional Network Management (RNM) framework, which included a structure for carrying out the objectives of the regional network management program (MTC Resolution No. 4564). In furtherance of the Commission's commitments to that plan, the Operations Committee transitioned to the RNM Committee in July 2023. To advise the RNM Committee, a Customer Advisory Group is a key component of the overall RNM Framework. The purpose of the Customer Advisory Group is to provide diverse customer perspectives to the RNM Committee to help shape regional transit policy and implementation planning.

**Structure:**

The Regional Network Management Committee – formerly the Operations Committee –oversees the transportation system management and operational activities sponsored by MTC and other agencies, with an emphasis on public transportation and multi-modal mobility outcomes to enhance the customer experience, including traveler services such as 511 and Clipper®. . The newly created Customer Advisory Group is guided by a Commission Charter (MTC Resolution No. 4610 attached). The 20-member body will include ten members of the Policy Advisory Council along with ten invited participants from business, equity, and other transit stakeholder organizations. It is anticipated that the Customer Advisory Group will meet bi-monthly, but could be more or less frequent depending on the progress and milestones of the Transit Transformation Action Plan initiatives.

Based on the existing TAP Subcommittee members and interest from Policy Advisory Council members, Council Chair Randi Kinman and MTC staff invited previous Subcommittee Members to continue service on the new Customer Advisory Group. In some cases where Council

Members and stakeholder organization representatives were not able to continue service, an appropriate substitute was made (see MTC Resolution No. 4610 for full roster). Leadership of the new Customer Advisory Group will be formed anew, with elections for Chair and Vice Chair to be conducted at the next scheduled meeting for December 15, 2023.

**Purpose, Roles and Responsibilities:**

The purpose of the Customer Advisory Group is mainly to serve as a forum for stakeholders to discuss and provide input on projects and programs related to the Regional Network Management Committee's work plan. Depending on the nature of discussions, some of the items may also be presented to the full Policy Advisory Council or the Equity and Access Subcommittee. MTC staff will coordinate with Policy Advisory Council and subcommittee chairs to determine the appropriate committee to which specific discussion and updates should be brought.

The following goals are proposed to anchor the work of the Customer Advisory Group:

- 1) Contribute to inclusionary and balanced outcomes leveraging the diverse community perspectives represented on the Customer Advisory Group;
- 2) Applying the principles laid out in MTC's Equity Platform as well as the Equity Principles adopted by the Blue Ribbon Task Force (see attachment B).
- 3) Continually provide input throughout all stages of RNM projects and programs
- 4) Discuss and engage in a comprehensive and constructive manner that allows the full Policy Advisory Council to deliver on its large portfolio of work and engage in the RNM at a broader level.

**Schedule:**

The first Customer Advisory Group meeting is scheduled for October 27, 2023. Subsequent meetings will occur on a bi-monthly basis.

**Member Commitment:**

For effective operation of the Customer Advisory Group, active preparation for meetings and constructive participation at meetings is essential. Members agree to actively listen; associate themselves with remarks they agree with rather than repeating points already expressed; and be

respectful of all participants' time by providing succinct, constructive feedback. Should a member's availability change and the member can no longer prepare for, attend, and participate meaningfully in meetings, the member should inform the Chair of the Customer Advisory Group and a replacement member will be designated.

**Issues:**

None identified.

**Attachments:**

- Attachment A: Equity Principles (from the Bay Area Transit Transformation Action Plan – pages 10-11)
- Attachment B: MTC Resolution No. 4610 (RNM Customer Advisory Group Charter)
- Attachment C: Presentation