

Date: October 25, 2023
W.I.: 1621
Referred by: RNM
Revised: 2/28/24-C
4/24/24-C 9/24/25-C
1/28/26-C 2/25/26-C
4/22/26-C

ABSTRACT

MTC Resolution No. 4610

This resolution defines the role and responsibilities of the Commission's Customer Advisory Group.

This resolution contains the following attachments:

- Attachment A – which outlines the mission statement, roles, responsibilities, procedures, appointment process and membership criteria for the Customer Advisory Group.
- Attachment B – a table listing the currently appointed advisors and their term.

On April 24, 2024, Attachment B was revised to appoint a member to the Customer Advisory Group, to fill a vacancy.

On February 28, 2024, Attachment B was revised to appoint an additional member to the Customer Advisory Group.

On September 24, 2025, the Customer Advisory Group Charter, Attachment A, was revised to update the structure, and Attachment B, Customer Advisory Group Membership, was revised to change the membership to TBD until appointment.

On January 28, 2026, Attachment A was revised to update the total six (6) transit operator seats to require a minimum of four (4) seats for large operators, a minimum of one (1) seat for a small operator, and one (1) seat for either a large or small operator. In addition, Attachment B was revised to appoint eight members to the Customer Advisory Group.

On February 25, 2026, Attachment B was revised to appoint seven members to the Customer Advisory Group.

On April 22, 2026, Attachment B was revised to appoint five members to the Customer Advisory Group.

Further discussion of this action is contained in the Regional Network Management Committee Summary Sheet dated October 13, 2023, February 9, 2024, September 12, 2025, January 9, 2026, February 13, 2026, and April 10, 2026.

Date: October 25, 2023

W.I.: 1621

Re: Commission Customer Advisory Group Charter

METROPOLITAN TRANSPORTATION COMMISSION

RESOLUTION NO. 4610

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to California Government Code Section 66500 et seq.; and

WHEREAS, MTC is the federally designated Metropolitan Planning Organization (MPO), pursuant to Section 134(d) of Title 23 of the United States Code (USC) for the nine-county San Francisco Bay Area region (the Bay Area or region); and

WHEREAS, MTC convened the Blue Ribbon Transit Recovery Task Force (Task Force) in 2020 and 2021 to respond to the COVID-19 pandemic and the impacts to transit; and

WHEREAS, the Blue Ribbon Transit Recovery Task Force developed and endorsed the Transit Transformation Action Plan (Action Plan) in July 2021, which identifies near-term actions needed to achieve a more connected, efficient, and user-focused mobility network across the Bay Area and beyond and the Action Plan was received and accepted by MTC in September 2021; and

WHEREAS, MTC approved Resolution No. 4564 on February 22, 2023, which expressed policy support for a Regional Network Management Framework (RNM) to achieve the desired near-term outcomes in the Action Plan and to improve the Bay Area's regional transit network towards a longer-term transformation; and

WHEREAS, the Regional Network Management Framework outlines initial regional transit focus areas, committees and their roles, and a review process to evolve the RNM structure as needed over the long term; and

WHEREAS, the Regional Network Management Framework proposes a Customer Advisory Group of stakeholders who represent the customer and can help inform decision-making with the customer in mind, now, therefore be it

RESOLVED, that the Commission convene the Customer Advisory Group; and be it further

RESOLVED, that the members of the Customer Advisory Group will be appointed according to the process and shall have the roles and responsibilities as described in Attachment A to this resolution, attached hereto and incorporated herein as though set forth at length; and be it further

RESOLVED, that Customer Advisory Group roster is contained in Attachment B to this resolution; and be it further

RESOLVED, that the Executive Director is instructed to secure nominations to fill expired terms and other vacancies and present them to the Commission for confirmation by periodically revising Attachment B.

METROPOLITAN TRANSPORTATION COMMISSION

Nick Josefowitz, Vice Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California, and at other remote locations, on October 25, 2023.