

Metropolitan Transportation Commission Regional Network Management Customer Advisory Group

April 28, 2026

Agenda Item 4a

Welcome and Orientation

Subject:

Staff will provide Customer Advisory Group members with an overview of Regional Network Management initiatives, describe members' roles and responsibilities, and answer members' questions. Members will also have an opportunity to introduce themselves.

Background:

In February of 2023, the Metropolitan Transportation Commission (MTC) 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 framework, the Operations Committee transitioned to the RNM Committee in July 2023 and in September 2023 a Customer Advisory Group (CAG) of stakeholders who represent transit customers was established (MTC Resolution No. 4610). The purpose of the CAG is to provide diverse customer perspectives to the RNM Committee to help shape regional transit policy and implementation planning. Since October 2023, the CAG has played an important role in shaping the direction of key RNM initiatives, including fare programs, regional mapping and wayfinding, transit priority, and accessibility.

In September 2025, the MTC Commission approved an update to MTC Resolution 4610, which updated the membership structure for the CAG to coincide with the new term for the MTC-ABAG Community Advisory Council. One substantive change to the membership of the CAG was inclusion of six members who also sit on local transit operators' own public advisory bodies such as citizen, community, or accessibility advisory councils or committees.

Roles and Responsibilities:

The CAG membership comprises representatives from different constituencies, including staff from policy organizations, a disability community member, a business organization representative, members of transit operators' public advisory bodies, and members of the MTC-ABAG Community Advisory Council. The role of the CAG members is to advise the RNM Committee based on input from their networks, communities, and customers.

The RNM Committee leadership provides input to the CAG leadership to set the CAG's work plan and schedule for the year. The RNM Committee identifies priority areas in which it desires feedback and/or deeper inquiry from the CAG and establishes appropriate goals and performance measures. CAG leaders have the opportunity to recommend priority areas to the RNM Committee for inclusion in the work plan, and the Committee and CAG together may update and re-prioritize the work plan as needed. The Chair is responsible for reporting back on the CAG's meetings and perspectives to the RNM Committee to support regional visioning, policy development, and implementation planning by the RNM Committee.

Input from CAG members plays a critical role in advancing RNM initiatives. As such, preparation for meetings and productive participation during meetings is essential. Members agree to actively listen; participate in a collaborative manner; and be respectful of all participants' time by providing succinct, constructive feedback.

Schedule:

The CAG is scheduled to meet every other month on the fourth Tuesday of the month at the Bay Area Metro Center. Staff will strive to provide sufficient advance notice if a meeting will be canceled or called in consecutive months, which may occur from time to time. Although participation in-person is preferred to increase collaboration, members may participate remotely in accordance with the Brown Act (MTC Resolution No. 4761). The CAG will elect its Chair and Vice Chair at its meeting scheduled for May 26, 2026.

Next Steps:

Over the coming months, MTC staff will work with the RNM Committee leadership to provide input to the CAG leadership to set the CAG's work plan for the year.

Issues:

None identified.

Recommendations:

None.

Attachments:

- Attachment A: Presentation
- Attachment B: MTC Resolution No. 4610, Revised
- Attachment C: MTC Resolution No. 4761