

Metropolitan Transportation Commission

Policy Advisory Council Transit Transformation Action Plan Subcommittee

January 9, 2023

Agenda Item 4

Regional Network Management “Voice of the Customer” Advisory Committee

Recommendation

Subject:

Review of the consultant’s recommendation for creating a Regional Network Management (RNM) Advisory Committee as one of the entry points for the voice of the customer.

Background:

The Policy Advisory Council Transit Transformation Action Plan (TAP) Subcommittee received an update on the Regional Network Management Business Case Evaluation at its November meeting and the Policy Advisory Council received a revised RNM recommendation at its December meeting. As a reminder, the Business Case evaluation identifies a preferred framework for RNM in a format that sets an adaptable structure for future improvement and recommends specific steps to achieve implementation. One element of the recommendation elevates the current TAP Subcommittee to serve in the role of the “Voice of the Customer” Advisory Committee, with any revision to the composition and membership as appropriate. Given the recommended framework specifically relates to this Subcommittee, staff will provide a short overview, answer questions, and take your input.

Next Steps:

The RNM recommendation will be considered by the Commission at several meetings in January and February. In addition, MTC will host a Regional Network Management Business Case Progress Update Webinar for transit operator board members in early January. Staff will be at your January 9, 2023 meeting to discuss and solicit your feedback on the proposed “Voice of the Customer” Advisory Committee, as included in the attached presentation.

Issues:

None identified.

Recommendations:

Information

Attachments:

- Attachment A: Presentation