

Metropolitan Transportation Commission
Regional Network Management Committee

September 12, 2025

Agenda Item 2f

**MTC Resolution 4610, Revised. Regional Network Management Customer Advisory
Group – Overview and Proposed Structure**

Subject:

Overview of the Regional Network Management Customer Advisory Group (CAG), including a proposed membership structure for the CAG for the new term beginning in 2026.

Background:

In February 2023, the Commission approved the Regional Network Management (RNM) framework (MTC Resolution No. 4564), which included a structure for carrying out the objectives of the regional network management program. In furtherance of the Commission's commitment to that plan, a RNM Customer Advisory Group (CAG) of stakeholders who represent customers and can help inform decision-making with the customer in mind was established in September 2023 (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.

The RNM CAG was initially established in the fall of 2023 and was developed out of two previous Policy Advisory Council subcommittees that have now sunset. The initial advisory body was the 2020 Fare Coordination/Integration Subcommittee, which advised on improving transit fare policy as a cornerstone of regional transit and the subsequent 2022 Transit Transformation Action Plan (TAP) Subcommittee that advised on the implementation of the TAP. The CAG met for the first time in October 2023 and the current members' terms expire on December 31, 2025.

Current Roles and Responsibilities

The RNM CAG is currently comprised of representatives from advocacy organizations, MTC's Policy Advisory Council, and local government. Of the twenty members, ten members are from MTC's Policy Advisory Council and ten are from other organizations that represent specific constituencies, such as policy organizations, youth/student representatives, and the disability

community. 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 CAG Chair is responsible for reporting back on the Group's meetings and perspectives to the MTC RNM Committee to support regional visioning, policy development, and implementation planning by the MTC RNM Committee.

Proposed Updates:

In January 2026, the Policy Advisory Council will transition to a new MTC ABAG Community Advisory Council which combines the ABAG Regional Planning Committee and the Policy Advisory Council into a single unified body. In alignment with the timing of this change, staff are proposing an update to the CAG structure for the new CAG term also beginning in January 2026. To strengthen the connection and understanding between regional and local transit agency advisory bodies, staff propose to set aside six seats on the CAG for representatives from transit operators' own public advisory bodies such as citizen or community advisory councils or committees. Staff recommend there be four seats for members from large operators and two seats for members from small operators. This update aims to foster greater collaboration and cross-fertilization in which local advisory board members will bring their local expertise to the CAG and take back a regional perspective to their local advisory bodies. Attachment B summarizes the proposed changes to the CAG structure effective January 2026.

Stakeholder Review:

MTC staff met with the current CAG Chair and Vice Chair to discuss how to improve the CAG given the impending changes from the Policy Advisory Council. In addition, MTC staff also solicited input from transit operator staff, Policy Advisory Council members, and the current CAG.

Next Steps:

If approved, the MTC Executive Director will put forward to the RNM Committee the proposed membership roster for the CAG member positions not proposed to be drawn from the MTC ABAG Community Advisory Council, in accordance with the process outlined in Resolution No. 4610. The new CAG membership term would start in January 2026.

Issues:

None identified.

Recommendations:

Refer MTC Resolution No. 4610, Revised to the Commission for approval.

Attachments:

- Attachment A: MTC Resolution No. 4610, Revised
- Attachment B: Summary of Proposed Changes
- Attachment C: RNM Committee Presentation



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