Metropolitan Transportation Commission
Policy Advisory Council

September 23, 2025   **Agenda Item 7b**

Proposed Updates to Regional Network Management Customer Advisory Group Structure

Subject:

Proposed updates to the Regional Network Management Customer Advisory Group Structure to have greater representation from local transit operators' own public advisory boards for the new term beginning in January 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 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 Action Plan. The RNM 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 shall be 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 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.

The table below summarizes the proposed changes to the CAG structure, effective January 2026:

Topic	Proposal
Roles and Responsibilities	Remain the same
Meeting Structure and Timing	Remain the same

Membership	• 5 Members from the MTC ABAG Community Advisory Council *(change from 10 Policy Advisory Council members for 2023-2025 term)*
	
	• 6 Members from Transit Operators' public advisory boards (staff recommend 4 members from large operators and 2 members from small operators) *(new)*
	
	• 9 Members from customer interests:
	    • 3 from policy organizations *(change from 4)*
	    • 1 from transit rider group
	    • 1 from students/youth *(change from 2)*
	    • 1 from business
	    • 1 from city transportation or public works department *(change to include "or public works")*
	    • 1 from disability community
	    • 1 at-large seat *(new)*

Chair/Vice-Chair	Chair and Vice Chair may be selected by a majority vote of the CAG from any duly serving member of the CAG.

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 and the CAG members. Based on the feedback, MTC staff developed the current proposal before the Policy Advisory Council today. Staff presented the proposal at the July 22, 2025 Customer Advisory Group meeting and the item was on the consent calendar for the September 12, 2025 RNM Committee meeting, which included proposed revisions to MTC Resolution No. 4610.

Next Steps:

The proposed changes will be on the consent calendar for the September 24, 2025, Metropolitan Transportation Commission meeting. In the Fall, staff will conduct recruitment for the CAG member positions not proposed to be drawn from the MTC ABAG Community Advisory Council. Transit Operators will also select their six representatives from their local advisory bodies this Fall. Any changes to the CAG structure approved by the RNM Committee and the MTC Commission through MTC Resolution No. 4610 would apply to the new term starting in January 2026.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Presentation