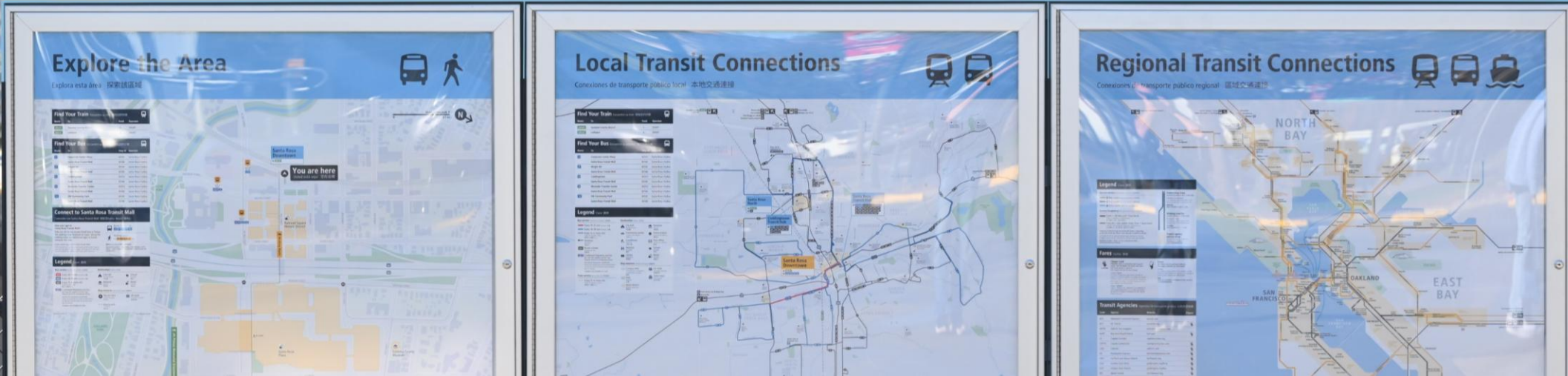


Transit Information

Información de transporte público 公共交通資訊



Proposed Updates to the Customer Advisory Group Structure



METROPOLITAN
TRANSPORTATION
COMMISSION

Regional Network
Management

Policy Advisory Council

September 23, 2025

Background



Regional Network Management: Collaborating for Transit Transformation

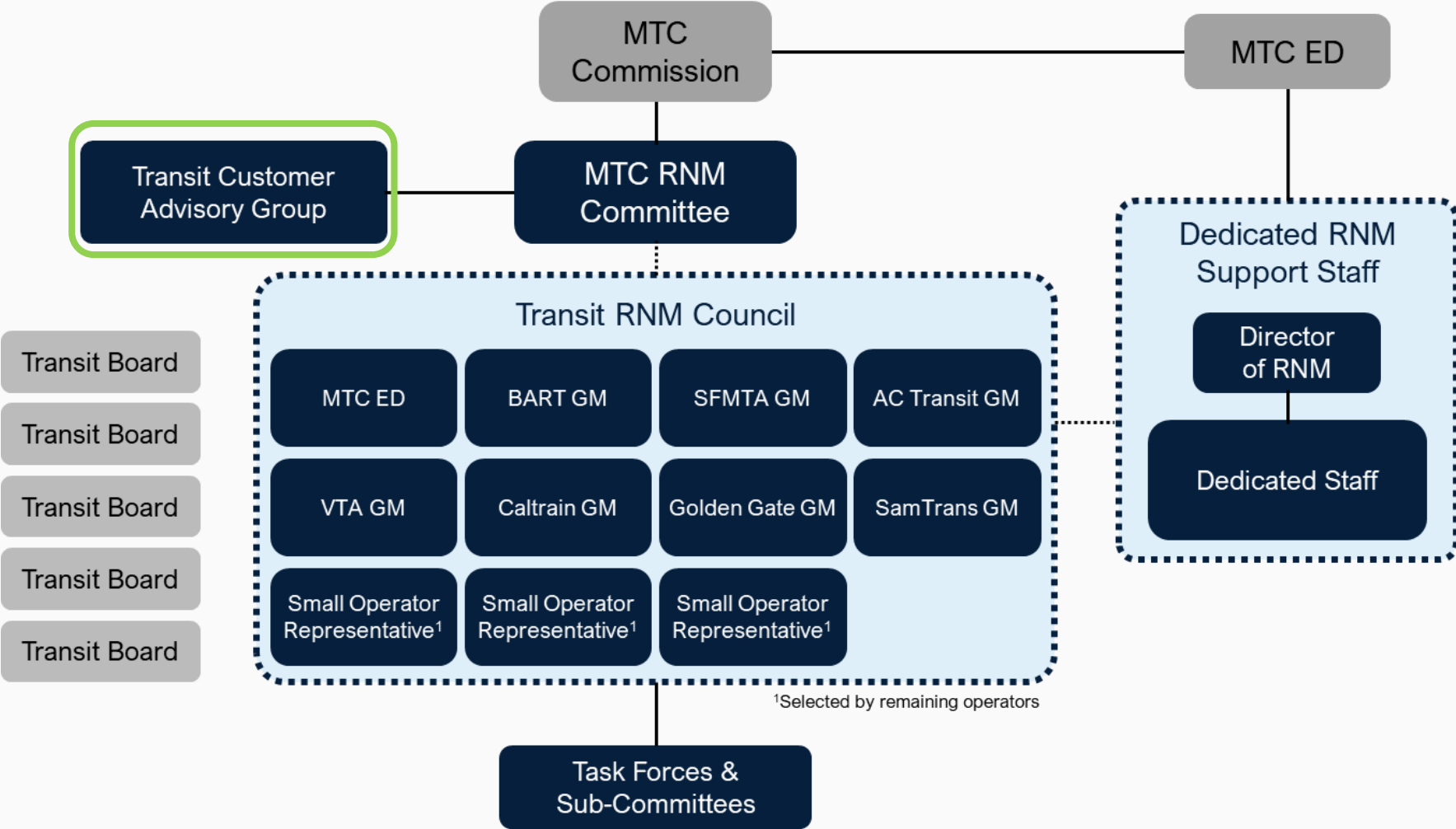
RNM Mission:

To drive transformative improvements in the customer experience for regional Bay Area transit

RNM Vision:

To advance regional goals in equity, livability, climate, and resiliency through a unified regional transit system that serves all Bay Area populations

RNM Organizational Structure:



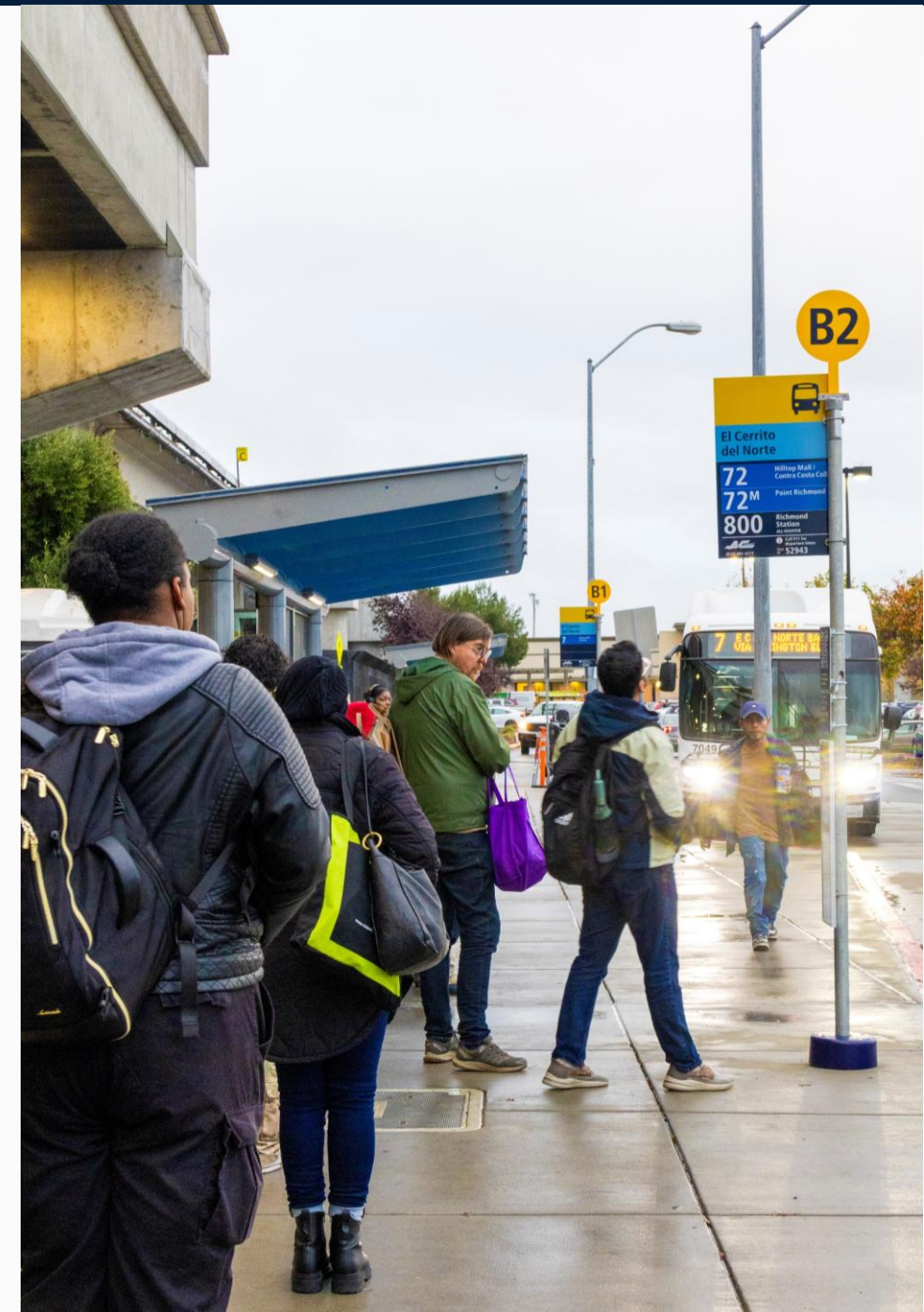
Current Customer Advisory Group Roles and Responsibilities

- **Purpose:** CAG advises the MTC RNM Committee based on input from their communities and constituencies
- CAG recommends priority areas to RNM Committee
- RNM Committee sets workplan for CAG, and may update or reprioritize the workplan, in tandem with CAG.

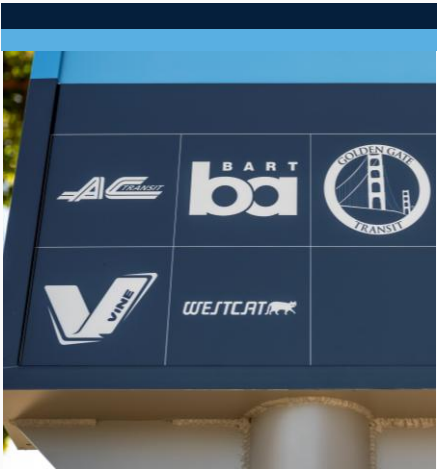


Goals for Proposed Updates

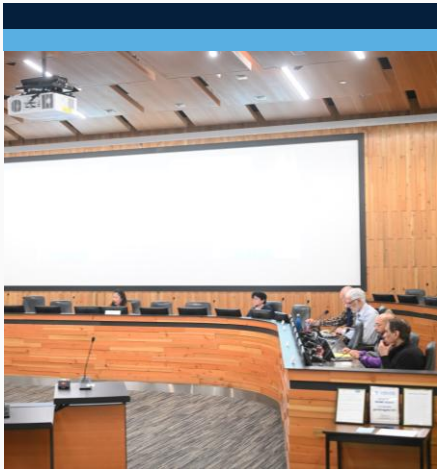
- Align with new Community Advisory Council term beginning January 2026
- Enable stronger connection and understanding between regional and local transit operators' advisory bodies:
 - Bring local expertise to the Customer Advisory Group
 - Take back regional perspective to local advisory bodies



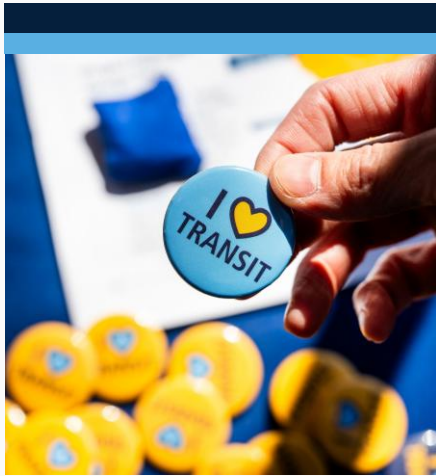
Proposed Updates (1 of 2)



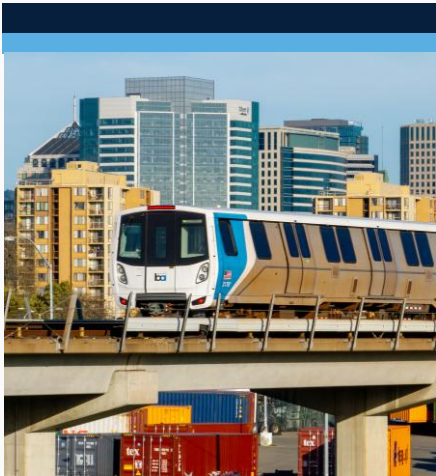
**6 Members from
Transit Operators’
advisory bodies**



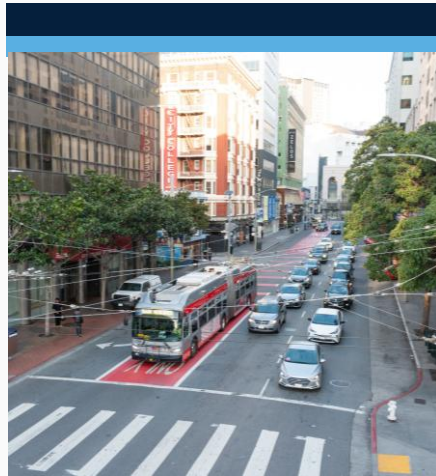
**5 Members from
MTC ABAG
Community
Advisory Council**



1 At-Large Member



**3 Members from
Policy Orgs**



**1 Member from
city Transportation
or *Public Works***



**1 Member from
Student/Youth
Advocates**

Proposed Updates (2 of 2)

Current

10 Policy Advisory Council Members
4 Policy Organization Members
2 Student Advocates
1 Transit Rider Group Member
1 Business Member
1 City DOT Member
1 Disability Community Member

Proposed

5 Community Advisory Council Members
3 Policy Organization Members
1 Student Advocate
1 Transit Rider Group Member
1 Business Member
1 City DOT or PW Member
1 Disability Community Member
1 At-Large Member
6 Members from Transit Operators' Advisory Bodies (4 from large operators, 2 from small)*

*Transit operators would collectively determine which transit agencies are represented and how they select a representative from their own advisory bodies to serve on the CAG.

Next Steps

- Selection Process this fall:
 - Recruitment for general Customer Advisory Group members
 - Nomination for transit operator public advisory board members
- January 1, 2026: Changes would apply for the new term

