

Date: October 25, 2023
W.I.: 1621
Referred by: RNM
Revised: 2/28/24-C

Attachment A
Resolution No.: 4610
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Metropolitan Transportation Commission
Regional Network Management: Customer Advisory Group Charter

A. Regional Network Management Mission, Vision, and Objectives

The mission of the Regional Network Manager (“RNM”) is to drive transformative improvements in the customer experience for regional Bay Area transit.

The vision for the RNM is to advance regional goals in equity, livability, climate, and resiliency through a unified regional transit system that serves all Bay Area populations.

The objectives of the RNM are to deliver regional customer benefits, network management benefits, and other public benefits.

The RNM is intended to deliver its mission, vision and goals, by providing regionalized efforts across functional areas of activities required to deliver regional transit outcomes.

The RNM focus is centered on delivering operational changes that will directly benefit present and future customers. An initial set of focus areas has been defined as:

1. Fare Integration Policy;
2. Wayfinding, and Mapping;
3. Connected Network Planning;
4. Bus Transit Priority (BTP);
5. Rail Network Management
6. Accessibility

B. Customer Advisory Group Purpose, Roles and Responsibilities

The Customer Advisory Group is one component of the overall RNM Framework (MTC Resolution No. 4564). The purpose of the Customer Advisory Group is to provide diverse customer perspectives to the RNM Committee to help shape regional transit policy and implementation planning.

1. Identifying Customer Perspectives and Needs

The Customer Advisory Group shall meet to discuss customer perspectives and needs on certain topics as determined by its Work Plan. Customer Advisory Group members are expected to obtain input from their networks, communities and customers for discussion in these meetings.

2. Customer Advisory Group Work Plan

The MTC RNM Committee leadership will provide input to the Customer Advisory Group leadership to set the Customer Advisory Group's work plan and schedule for the year. The RNM Committee will identify priority areas in which it desires feedback and/or deeper inquiry from the Customer Advisory Group and will establish appropriate goals and performance measures. Customer Advisory Group leaders will be given the opportunity to recommend priority areas to the RNM Committee for inclusion in the work plan. As the Customer Advisory Group is intended to be agile and responsive in nature, the MTC RNM Committee and Customer Advisory Group may update, and re-prioritize the work plan, as needed.

3. Advising the MTC RNM Committee

Customer Advisory Group members are invited to attend MTC RNM Committee meetings. The Customer Advisory Group Chair shall be responsible for reporting back on the Group's meetings and perspectives to the MTC RNM Committee meeting to support regional visioning, policy development, and implementation planning by the MTC RNM Committee. The Customer Advisory Group shall have a standing agenda item at the MTC RNM Committee meeting, as appropriate. The Customer Advisory Group Chair may designate other Customer Advisory Group Members to provide reports to the MTC RNM Committee as they see fit.

4. Advising Other RNM Components

The Customer Advisory Group may be asked by the MTC RNM Committee to meet with the RNM Council, MTC Staff and/or Task Forces and Sub-Committees as needed to report on customer perspectives in support of policy development and implementation planning.

5. Limitation on Advisor Activities

The role of the Customer Advisory Group members is to advise the MTC RNM Committee. The Customer Advisory Group members are not to convey positions to outside agencies on behalf of the Customer Advisory Group or the RNM Committee, independent of MTC RNM Committee direction.

C. Customer Advisory Group Membership and Roles

1. Membership

The Customer Advisory Group shall be composed of twenty (20) members. Ten (10) members from MTC's Policy Advisory Council and Ten (10) members shall be selected to represent the interests of customers. Of the 10 customer interest members:

- a) Four members shall represent policy organizations
- b) One member shall represent transit rider groups
- c) Two members shall represent students and/or youth
- d) One member shall represent business
- e) One member shall represent a city transportation department
- f) One member shall represent the disability community

There shall be no alternates to the appointed membership.

2. Appointment Process

MTC Staff shall secure nominations to fill terms and vacancies for the Customer Advisory Group and present them to the appropriate MTC Commission members for confirmation. Appointments will be made by the Commission's Chair and Vice Chair. Nominations for members of the Customer Advisory Group will be solicited from a wide range of sources including, but not limited to: Commission members, current advisors, relevant organizations in the community, and via news releases or display ads sent to media outlets in the nine-county Bay Area.

In general, Customer Advisory Group members will serve four-year terms. Terms shall be concurrent with the MTC Policy Advisory Council, to the degree feasible. Although there are no term limits, Commission members are to consider length of service and effectiveness before recommending the reappointment of Customer Advisory Group members. All Customer Advisory Group members wishing to be reappointed must reapply.

3. Chair and Vice Chair

There are two subgroups within the Customer Advisory Group: members of the Policy Advisory Council, and non-Policy Advisory Council stakeholder representatives. A Chair and Vice Chair of the Customer Advisory Group will be elected, with both subgroups represented in leadership. For example, if the Chair is from the Policy Advisory Council, the Vice Chair should be selected from the non-Policy Advisory Council members. Similarly, if the Chair is not from the Policy Advisory Council, the Vice Chair should be from the Policy Advisory Council. The only exception will be if no candidate from the non-represented group stands for election. In the event of a vacancy, replacement candidates should come from the same subgroup as the person who vacated the office.

The Chair shall be the person who receives the most votes from all Customer Advisory Group members. The Vice Chair shall be the person from the non-represented group who receives the most votes from all Customer Advisory Group members.

The Chair and Vice Chair shall be responsible for the agenda-setting and facilitation of Customer Advisory Group meetings and presentations. The Chair and Vice Chair of the Customer Advisory Group shall be elected by the Customer Advisory Group members for a two-year term. Although Customer Advisory Committee leaders may be re-elected, regular rotation of these positions among the Customer Advisory Group membership is strongly encouraged.

4. Membership Requirements

Customer Advisory Group members are expected to attend, in person, the Customer Advisory Committee's regularly scheduled meetings throughout the year and make constructive contributions to the work of the Customer Advisory Group. Customer Advisory Group members must attend at least two-thirds of the meetings; those who do not do so may be subject to dismissal at the discretion of the Customer Advisory Group Chair, in consultation with MTC staff. Exceptions will be made for properly noticed remote attendance. Customer Advisory Group members must live or work in the nine-county Bay Area.

5. Compensation

Subject to the Commission Procedures Manual (MTC Resolution No. 1058, Revised, Appendix D), Customer Advisory Group members will receive a stipend for each Customer Advisory Group meeting attended as well as for attending a Regional Network Management meeting as the designated speaker for the Customer Advisory Group report to that body. Members will be reimbursed for actual expenses for travel, with a maximum of five meetings per month. Meetings are defined as a) publicly noticed meetings the Customer Advisory Group; b) noticed Regional Network Management meetings where the designated Member attends to speak on behalf of the Customer Advisory Group; or c) attendance at a community meeting at the request of the Commission, MTC staff, Dedicated RNM staff or MTC RNM Committee to provide outreach assistance (i.e., when he/she attends a community meeting with MTC staff to provide an introduction to a particular community).

6. Conflicts of Interest Policy

To avoid potential conflict of interest, no person shall sit on the Customer Advisory Group and concurrently be in a business relationship with MTC/BATA. A member is considered to have a business relationship with MTC/BATA when that member is employed by or serves on the Board of Directors of an organization that has received a grant or contract award from MTC – where MTC staff alone reviews proposals and recommends an organization or organizations for award of that grant or contract. In such cases, the member shall resign from the Customer Advisory Group for the duration of the contract or grant but may reapply for any vacancies upon completion of the contract or grant.

7. Ethics Training

All members of the Customer Advisory Group shall complete an ethnics training course within the first year of their term on the Customer Advisory Group.

D. Customer Advisory Group Meetings

1. Meeting Cadence

The Customer Advisory Group will meet on a bi-monthly basis or as required by its annual work plan. As needed, the Customer Advisory Group may hold additional, special meetings at the discretion of the Customer Advisory Group Chair and Vice Chair or by a majority vote of the Customer Advisory Group Members. Customer Advisory Group members shall be notified of special meetings no less than one week prior to a meeting's occurrence.

2. Meeting Location

Public meetings will be held at the MTC offices or other locations at a regular time to be agreed upon by the members of the Customer Advisory Group.

3. Agenda Setting

In consultation with MTC Staff, the Customer Advisory Group Chair and Vice Chair will determine the agenda for Customer Advisory Group Meetings. Customer Advisory Group members may provide input to the Chair and Vice Chair. The agenda should be reflective of the Customer Advisory Group Work Plan.

4. Quorum Requirements

At least 50 percent plus one of the Customer Advisory Group appointed members must be present to constitute a quorum, conduct a meeting, and vote on issues. The Customer Advisory Group cannot hold discussions in the absence of a quorum.

5. Ad Hoc Working Groups

To implement the Customer Advisory Group Work Plan, the Customer Advisory Group may establish working groups, with participation from MTC and Transit Operator Staff, on an ad hoc basis.

6. Public Meetings

All Customer Advisory Group meetings will be noticed and open to the public.

E. Continuous Improvement of the Customer Advisory Group

The Customer Advisory Group, as described above, is subject to change. The MTC RNM Committee will review all RNM components to identify continuous improvement opportunities for each component, including the Customer Advisory Group. These reviews are expected to occur every 2 years.

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**Customer Advisory Group Membership
(October 25, 2023 to Dec. 31, 2025)**

| Advisor Name | Representing |
|--------------------|--|
| Adina Levin | Policy Advisory Council Member |
| Carina Lieu | Policy Advisory Council Member |
| Dwayne Hankerson | Policy Advisory Council Member |
| Gerry Glaser | Policy Advisory Council Member |
| Phillip Pierce | Policy Advisory Council Member |
| Wendi Kallins | Policy Advisory Council Member |
| Zack Deutsch-Gross | Policy Advisory Council Member |
| Terry Scott | Policy Advisory Council Member |
| Anne Olivia Eldred | Policy Advisory Council Member |
| Charley Lavery | Policy Advisory Council Member |
| Amy Thomson | Policy Organization – TransForm |
| Sebastian Petty | Policy Organization – SPUR |
| Bob Allen | Policy Organization - Urban Habitat |
| Ian Griffiths | Policy Organization – Seamless Bay Area |
| Dylan Fabris | Transit Riders Group – SF Transit Riders |
| Emily Martinez | Student Advocate |
| Hillary Brown | Student Advocate |
| Emily Loper | Business – Bay Area Council |
| Brian Stanke | City DOT – City of San Jose DOT |
| Warren Cushman | Disability Community – CA Council of the Blind |