

**Metropolitan Transportation Commission**  
**Regional Network Management Committee**

**October 13, 2023**

**Agenda Item 3a**

**MTC Resolution No. 4610 – Setting up the Regional Network Management Committee  
Customer Advisory Group**

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**Subject:**

Regional Network Management Committee Customer Advisory Group (Customer Advisory Group) Charter and member appointments to the body, which will report to the Regional Network Management (RNM) Committee (MTC Resolution No. 4610).

**Background:**

In February of this year, 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, staff will be convening a Customer Advisory Group of stakeholders who represent customers and can help inform decision-making with the customer in mind. The Customer Advisory Group is one component of the overall RNM Framework. 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.

A Policy Advisory Council Transit Transformation Action Plan (TAP) Subcommittee was established as a subcommittee of the Policy Advisory Council in September 2022 to advise the implementation of the Action Plan. Based on overlapping purview and represented geographies and interests of the TAP Subcommittee with the RNM Customer Advisory Group, MTC staff recommends that the TAP Subcommittee be converted and serve as the Customer Advisory Group of the RNM Committee. The TAP subcommittee would sunset as the new Customer Advisory Group launches (anticipated in October 2023). Additionally, MTC staff recommend approving the current members of the TAP subcommittee to continue to serve on the Customer Advisory Group, with minor adjustments detailed in Attachment B of MTC Resolution No. 4610.

**Issues:**

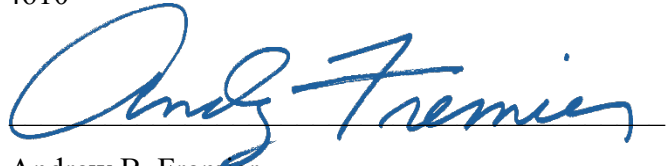
None identified.

**Recommendations:**

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

**Attachments:**

- Attachment A: MTC Resolution No. 4610



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