

Regional Network Management Customer Advisory Group

February 23, 2024

Agenda Item 4a

Annual Work Plan Development

Subject:

Proposed 2024 Work Plan for the Customer Advisory Group

Background:

In February of 2023, the Metropolitan Transportation Commission (Commission) approved the Regional Network Management (RNM) framework, which included a structure for carrying out the objectives of the regional network management program (MTC Resolution No. 4564). As described in the Customer Advisory Group's charter (MTC Resolution No. 4610), 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, focused on topics identified in its Work Plan. The following goals were proposed at the Customer Advisory Group's inaugural meeting in October 2023 to anchor its Work Plan:

- 1) Contribute to inclusionary and balanced outcomes leveraging the diverse community perspectives represented on the Customer Advisory Group;
- 2) Applying the principles laid out in MTC's Equity Platform as well as the Equity Principles adopted by the Blue Ribbon Task Force;
- 3) Continually provide input throughout all stages of RNM projects and programs; and
- 4) Discuss and engage in a comprehensive and constructive manner that allows the full Policy Advisory Council to deliver on its large portfolio of work and engage in the RNM at a broader level.

The RNM Committee will identify priority areas in which it desires feedback and/or deeper inquiry from the Customer Advisory Group. Customer Advisory Group leadership is also given the opportunity to recommend priority areas to the RNM Committee for inclusion in the work plan. Depending on the nature of discussions, some items may also be presented to the full Policy Advisory Council or the Equity and Access Subcommittee. MTC staff will coordinate with Policy Advisory Council and subcommittee chairs to determine the appropriate committee to which specific discussion and updates should be brought.

In advance of this Annual Work Plan discussion, RNM Committee Chair Rabbitt, Vice Chair Noack, Customer Advisory Group Chair Adina Levin, and Vice Chair Warren Cushman will meet on February 20 to discuss and identify focus areas in the coming year that align with the RNM Committee's priorities. The main topics proposed for that discussion include:

- Fare Integration & Coordination (including Clipper START¹)
- Regional Mapping & Wayfinding
- Transit Priority
- Transit 2050+²
- Access & Mobility Work Plan¹
- Transit Transformation Action Plan Update
- RNM Performance Measures

This meeting will provide an opportunity to discuss these proposed Work Plan topics with the goal of establishing a 2024 Work Plan that allows the Customer Advisory Group to be most effective in its advisory role to the RNM Committee.

Issues:

None identified.

Recommendations:

Staff recommends that the Customer Advisory Group vote to adopt the proposed Work Plan.

Attachments: none

¹ May also be presented to the Equity and Access Subcommittee.

² May also be presented to the full Policy Advisory Council.