

# Regional Network Management (RNM) Council






FY 2023-24 & 2024-25 WORK PLAN

December 18, 2023





# RNM Council FY2023-24 & FY2024-25 Work Plan

RNM Council Management	Transit Transformation Action Plan				
<ul style="list-style-type: none"> <li>RNM standup activities (Charter, Work Plan, budget, staffing, etc.)</li> <li>TAP two-year status update and amendment</li> <li>Develop program and benefit KPIs</li> <li>Develop FY2025-26 Work Plan</li> </ul>	<div data-bbox="509 401 901 515">  <h3>Fares &amp; Payment</h3> </div> <ul style="list-style-type: none"> <li>Clipper START</li> </ul> <div data-bbox="501 618 901 1123" style="border: 1px dashed gray; padding: 5px;"> <p><i>Currently overseen by the Fare Integration Task Force:</i></p> <ul style="list-style-type: none"> <li>+ <b>Clipper BayPass launch and expansion (e.g. for major events)</b></li> <li>No-cost/reduced-cost interagency transfers</li> <li>Refine vision for common fare structure for regional transit</li> </ul> </div>	<div data-bbox="909 401 1302 515">  <h3>Customer Information</h3> </div> <ul style="list-style-type: none"> <li>Prototypes and pilots for regional mapping &amp; wayfinding signage</li> <li>Availability and reliability of regional real-time transit data</li> <li>+ <b>Strategic/cohesive communications</b></li> <li>+ <b>Coordinated customer experience surveys</b></li> </ul>	<div data-bbox="1309 401 1702 515">  <h3>Transit Network</h3> </div> <ul style="list-style-type: none"> <li>Transit priority implementation (e.g., BusAID)</li> <li>Regional Transit Priority Policy</li> <li>Transit 2050+ project performance assessment and network concepts</li> </ul>	<div data-bbox="1709 401 2102 515">  <h3>Accessibility</h3> </div> <ul style="list-style-type: none"> <li>Standardize paratransit and Clipper RTC eligibility practices</li> <li>Improve regional paratransit trips through one-seat ride pilot programs, improved cost-sharing, and enhanced transfer policies</li> </ul>	<div data-bbox="2109 401 2502 515">  <h3>Funding</h3> </div> <ul style="list-style-type: none"> <li>+ <b>Develop strategies to fully fund TAP initiatives</b></li> <li>Ongoing advocacy for funding</li> </ul>
<b>Legend</b>	<ul style="list-style-type: none"> <li>Ongoing TAP work that creates tangible outcomes for riders</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing TAP work related to planning and policymaking</li> </ul>	<ul style="list-style-type: none"> <li>+ <b>New activities</b></li> </ul>		

# General Framework for RNM Performance Measures

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## **RNM Performance Measures should...**

- Measure **progress on regional transit initiatives**, with a focus on **benefits to riders**
- Assess how well the **RNM framework** is working to deliver its intended outcomes
- Inform **continuous evolution and improvement** of the RNM
- Tell a holistic story through a combination of **quantitative and qualitative measures**
- Are **feasible** for MTC and transit operators to report on an ongoing basis
- **Evolve over time** as needed

# RNM Performance Measures: Proposed Categories

## Regional Transit Outcomes ("Benefits KPIs")

Measures of the performance of the regional transit network from the **perspective of riders and operators**, that can demonstrate progress and help inform where RNM activity is needed

## RNM Effectiveness ("Program KPIs")

Measures of the RNM's performance and ability to deliver the intended benefits that can **inform the continuous evolution of the RNM structure**

### **Additional questions to be addressed through this effort:**

- **Targets:** What measures should have targets? How should we determine those targets?
- **Frequency:** What is the appropriate frequency for reporting for each measure?
- **Format:** What is the appropriate format (report, dashboard, etc.) for presenting the metrics?

# RNM Performance Measures: Categories & Potential Sub-Categories

Measure Type	Category & Sub-Categories		Description
<b>Regional Transit Outcome Measures</b>	<b>Rider Experience</b> The end-to-end journey and experience of individual riders on transit	<b>Safety</b>	Providing a safe, secure, and comfortable environment for riders
		<b>Reliability</b>	Establishing a dependable system that is on-time and predictable
		<b>Connectivity</b>	Creating an integrated network that is coordinated, convenient, and easy to use
		<b>Equity</b>	Ensuring the transit system is inclusive, accessible, and serves diverse rider needs
	<b>Regional Transit Operations</b> The overall health of the regional transit network	Growing regional ridership levels and supporting transit operations by delivering on the RNM Mission and Vision	
<b>RNM Effectiveness Measures</b>	<b>RNM Effectiveness</b> How effective the RNM framework is in delivering its Mission and Vision		Measures that inform the continuous improvement of the RNM framework (e.g., actions taken, work plan progress, capabilities)

# Next Steps

