



# Regional Network Management Performance Measures

**Regional Network Management Council**

April 22, 2024

Agenda Item 4c Attachment C

# Framework for RNM Performance Measures

## RNM Mission:

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

## 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**
- Be **feasible** for MTC and transit operators to report on an ongoing basis
- **Evolve over time** as needed

# RNM Performance Measures: Proposed Categories

Measure Type	Category	Description
<b>Type #1: Transit Rider Outcomes</b>	<b>Rider Experience</b>	The end-to-end journey and overall experience (reliability, connectivity, equity, safety & comfort) of riders on transit
	<b>Rider Benefits from RNM Activities</b>	The benefit of RNM initiatives for riders (e.g., ridership increases from fare integration pilots, reliability improvements from transit priority projects, easier transfers from wayfinding, etc.)
<b>Type #2: RNM &amp; Transit Operations</b>	<b>Work Plan Achievement</b>	Progress achieved on the RNM Council's Work Plan
	<b>RNM Capabilities &amp; Needs</b>	Assessment of the RNM's capabilities and how actions benefited from or were challenged by the RNM
	<b>Regional Transit Operations</b>	The overall performance of transit operations across the region (including ridership, productivity, and cost-effectiveness)

# Type #1: Transit Rider Outcomes

Orange text = Added measures

Rider Experience Sub-Categories	Existing Data Sources*	Regional Rider Survey**
<b>Reliability</b> Establishing a dependable system that is on-time and predictable	<ul style="list-style-type: none"> <li>On-time performance (including headway adherence)</li> <li>Percent of scheduled trips operated</li> <li><b>Transit speeds (on key regional corridors)</b></li> <li>Real-time data (GTFS-RT) availability</li> </ul>	<ul style="list-style-type: none"> <li>Trip timeliness and delays</li> <li>Real-time information</li> </ul>
<b>Connectivity</b> Creating an integrated network that is coordinated, convenient, and easy to use	<ul style="list-style-type: none"> <li>Quantity of interagency transfers (at key regional hubs)</li> <li>Schedule coordination efforts (SB125 recipients)</li> </ul>	<ul style="list-style-type: none"> <li>Ease of use</li> <li>Transfers (including wait times)</li> <li>Signage &amp; wayfinding</li> </ul>
<b>Equity</b> Ensuring the transit system is inclusive, accessible, and serves diverse rider needs	<ul style="list-style-type: none"> <li>Discounted fare programs enrollment &amp; ridership (e.g., Clipper START, Clipper Access RTC)</li> </ul>	<i>Disaggregation of responses by demographics</i>
<b>Safety &amp; Comfort</b> Providing a safe, secure, and comfortable environment for riders	<ul style="list-style-type: none"> <li>Safety &amp; security efforts (SB125 recipients)</li> </ul>	<ul style="list-style-type: none"> <li>Cleanliness</li> <li>Safety</li> </ul>

Rider Benefits from RNM Activities***	Example Measures
<b>Clipper BayPass</b>	Increased ridership and interagency transfers for Clipper BayPass holders
<b>Mapping &amp; Wayfinding</b>	Travel time savings, mode shift, improved attitudes towards transit at prototype and pilot sites
<b>Transit Priority (BusAID)</b>	Improved reliability or travel time savings for routes with BusAID projects
<b>Improve Regional Paratransit Trips</b>	<b>Travel time savings, reduced wait times and/or improved comfort for transfer trips</b>

\* Some measures (e.g. on-time performance) to be disaggregated (including for paratransit services, where feasible)

\*\* Regional transit rider surveys are currently under development as part of the RNM Council's Work Plan

\*\*\* Measures to be established as each initiative advances

# Type #2: RNM & Transit Operations

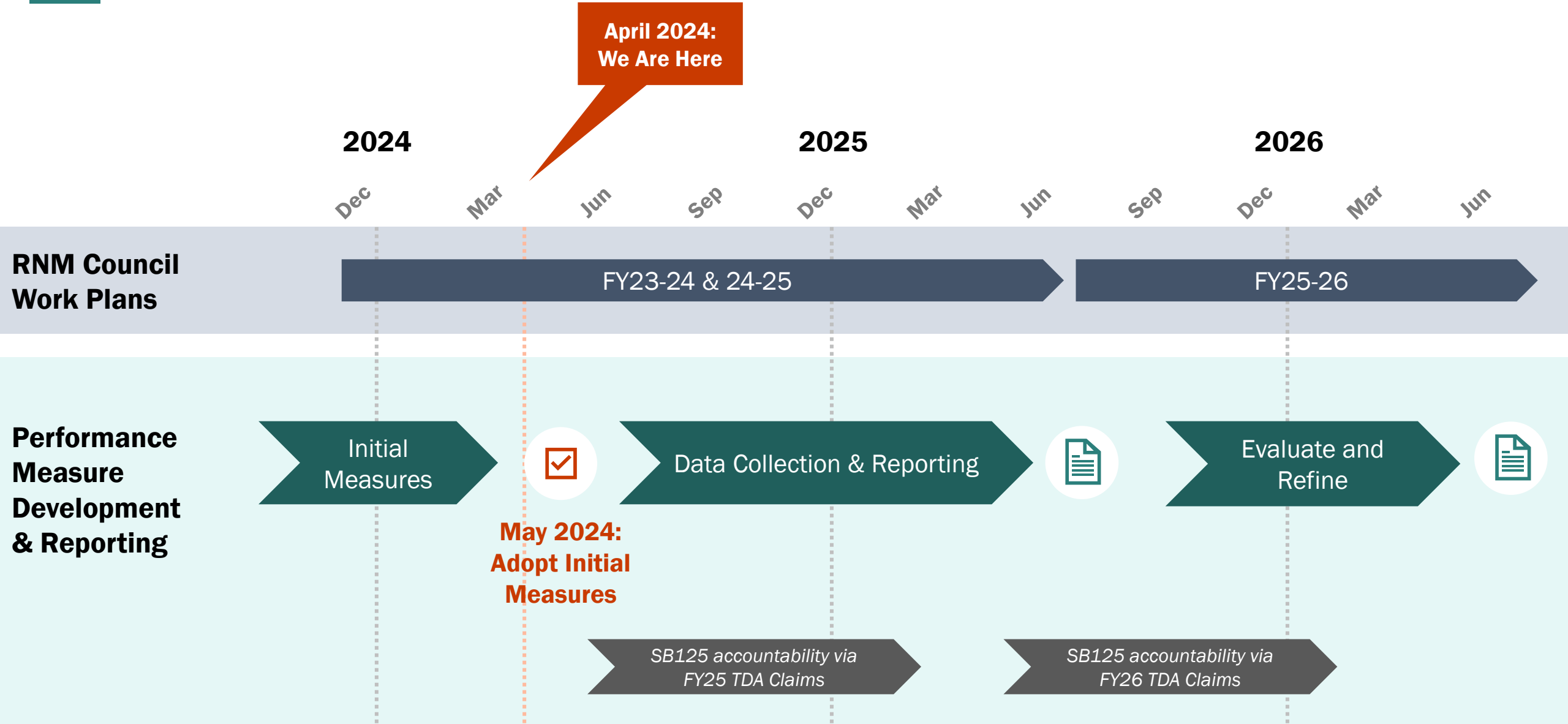
Category	Initial Measures
<b>Work Plan Achievement</b>	<ul style="list-style-type: none"><li>▪ Recently completed and upcoming activities</li><li>▪ Work Plan milestones achieved</li></ul>
<b>RNM Capabilities &amp; Needs</b>	<ul style="list-style-type: none"><li>▪ List of current and planned RNM capabilities</li><li>▪ Recommendations/actions that benefited or were challenged by the current RNM design (e.g., collaboration, visibility, efficiency)</li><li>▪ Resources needed to support RNM activities</li></ul>
<b>Regional Transit Operations</b>	<ul style="list-style-type: none"><li>▪ Ridership</li><li>▪ Passengers per revenue hour</li><li>▪ Total passenger miles</li><li>▪ Operating cost per service hour, per passenger, and per passenger mile</li></ul>

# Moving Towards a Long-Term Vision

Rider Experience	Future measures should...
<b>Reliability</b>	<ul style="list-style-type: none"> <li>Provide broader <b>context</b> on transit speed/delay (e.g. comparing transit speeds to driving or roadway speeds)</li> <li>Go beyond real-time data availability to include <b>accuracy</b></li> </ul>
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>Shed light on <b>where riders can travel using transit</b> and consider competitiveness with driving</li> <li>Go beyond rider behavior (# transfers) and operator activities (schedule coordination) to include <b>quality</b> of interagency transfers (e.g. wait times)</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Include disaggregation of other metrics by <b>demographics, time of day, and/or additional geographies</b></li> <li>Capture additional aspects of the <b>paratransit rider experience</b> (e.g. ease of booking trips)</li> </ul>
<b>Safety &amp; Comfort</b>	<ul style="list-style-type: none"> <li>Go beyond operator activities to include <b>quantitative safety &amp; security metrics</b></li> </ul>

RNM & Transit Operations	Future measures should...
<b>Regional Transit Operations</b>	<ul style="list-style-type: none"> <li>Incorporate other readily-available data from NTD</li> <li>Consider <b>cost, revenues, and societal benefits</b> analyses</li> <li>Consider other issues such as <b>mutual aid or workforce development</b></li> </ul>
<b>[NEW: Other Regional Benefits]</b>	<ul style="list-style-type: none"> <li>Include other regional outcomes, such as <b>mode share and VMT reductions</b></li> </ul>

# Timeline for RNM Performance Measures



# Next Steps

## Upcoming Meetings

TODAY

**RNM Council:** Approve initial performance measures

APR  
26

**RNM Customer Advisory Group:** Feedback on approach and initial performance measures

MAY

**RNM Committee & MTC Commission:** Adopt initial performance measures

### Next steps...

- Incorporate additional feedback from the Customer Advisory Group and RNM Committee
- Begin collecting data for initial measures and continue development of future measures (including scoping the regional transit rider survey)
- Monitor and coordinate with state performance efforts