

Regional Network Management Committee

May 10, 2024

Agenda Item 4c

MTC Resolution No. 4648: Regional Network Management Performance Measures

Subject:

Proposed initial Regional Network Management (RNM) performance measures for action by the RNM Committee.

Background:

In February 2023, the Commission approved the RNM framework (MTC Resolution No. 4564), which included the creation of a Regional Network Management (RNM) Council. The RNM framework calls for the development of key performance indicators (KPIs) to track the performance of the RNM. During the November and December 2023 discussions with the RNM Council and RNM Committee about the RNM Council's inaugural Work Plan, the members emphasized the importance of performance measures for tracking and communicating progress towards achieving tangible outcomes for riders.

Staff presented draft RNM performance measures at the March RNM Council meeting. RNM Council members emphasized the importance of evolving performance measures over time, the need to contextualize performance in the larger context in which transit operates, being thoughtful about holding operators and other parties accountable, and ensuring staff capacity exists to implement the adopted measures. In addition, Council members identified the need to work towards including additional measures of reliability or delay (such as travel times and speeds), accessibility and paratransit, and capturing other ways that operators coordinate (e.g., providing mutual aid).

Staff incorporated feedback received and the RNM Council took approval action at its April meeting. In April, staff presented the measures to the RNM Customer Advisory Group, who expressed general support for the approach and initial measures, provided suggestions for additional measures to be considered in the future, and expressed an interest in more information on the implementation timeline.

Attachment A (MTC Resolution No. 4648) presents the proposed types and categories of measures and initial performance measures and lays out a long-term vision for performance measure reporting. Potential future measures are presented in Attachment B.

Next Steps:

Following adoption, MTC and operator staff will work to collect and aggregate data, begin scoping the regional rider survey, and monitor and coordinate with state efforts.

Issues:

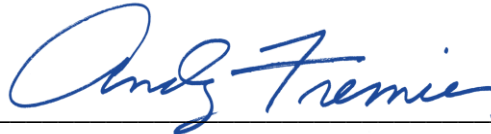
None identified.

Recommendations:

Refer MTC Resolution No. 4648 to the Commission for approval.

Attachments:

- Attachment A: MTC Resolution No. 4648, Regional Network Management Performance
- Attachment B: Potential Future RNM Performance Measures
- Attachment C: PowerPoint



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