



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Regional Network Management Council

Robert Powers, Chair April Chan, Vice Chair

Monday, March 25, 2024

11:30 AM

Board Room - 1st Floor

The Regional Network Management Council is scheduled to meet at 11:30 a.m.

Meeting attendees may opt to attend in person for public comment and observation at BAMC, 375 Beale Street, San Francisco CA 94105, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building.

The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

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Attendee Link: <https://bayareametro.zoom.us/j/84196024621>

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<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances, there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

Clerk: Wally Charles

Roster**Chair Powers and Vice Chair Chan**

Michelle Bouchard, Bill Churchill, Andrew Fremier, Carolyn Gonot, Michael Hursh, Denis Mulligan, Seamus Murphy, Jeffrey Tumlin, Nancy Whelan

1. Call to Order / Roll Call / Confirm Quorum

A quorum of the Commission shall be a majority of its voting members (6).

2. Welcome

Chair Powers

3. Consent Calendar

- 3a. [24-0152](#) Minutes of the January 22, 2024 Meeting

Action: Approval

Attachments: [3a_2024_01_22_Regional_Network_Management_Council_Draft_Minutes](#)

4. Information

- 4a. [24-0346](#) Regional Network Management Performance Measures

The Regional Network Management Council's Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a draft proposal for initial RNM performance measures.

Action: Information

Presenter: Allison Quach, MTC and Hannah Lindelof, BART

Attachments: [4a_Summary_Sheet_RNM_Performance_Measures](#)
[4ai_AttA_RNM_Performance_Measures_Presentation](#)

4b. [24-0153](#) Accessibility Initiatives Update

Staff will present an update of ongoing activities for accessibility-related items in the Transformation Action Plan

Action: Information

Presenter: Drennen Shelton, MTC and John Sanderson, County Connection

Attachments: [4b Accessibility Initiatives Update](#)
[4bi Attachment A Transformation Action Plan Accessibility Initiatives](#)
[4bii Attachment B Transformation Action Plan One-Seat Ride Pilot Program Dr](#)
[4biii Attachment C RNM Council Presentation](#)

4c. [24-0348](#) RNM Council Work Plan Progress Report

Update on progress achieved towards the Regional Network Management Council's FY 2023-24 & 2024-25 Work Plan.

Action: Information

Presenter: Allison Quach, MTC

Attachments: [4c Summary Sheet RNM Council Work Plan Progress Report](#)
[4ci AttA RNM Council Work Plan Progress Report](#)
[4cii AttB RNM Council Work Plan March 2024 Progress Update](#)

5. Directors Report- Choy**6. Public Comment / Other Business**

*Council Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial *9. When called upon, unmute yourself or dial *6.*

7. Adjournment / Next Meetings

The next meeting of the Regional Network Management Council is scheduled to be held at 11:30 a.m. on Monday, April 22, 2024, 1:30 p.m. at the Bay Area Rapid Transit, Board Room -1st Floor, 2150 Webster Street, Oakland CA 94612. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0152 **Version:** 1 **Name:**

Type: Minutes **Status:** Consent

File created: 1/4/2024 **In control:** Regional Network Management Council

On agenda: 2/26/2024 **Final action:**

Title: Minutes of the January 22, 2024 Meeting

Sponsors:

Indexes:

Code sections:

Attachments: [3a_2024_01_22_Regional_Network_Management_Council_Draft_Minutes](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the January 22, 2024 Meeting

Recommended Action:
Approval

Attachments:



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes - Draft

Regional Network Management Council

Robert Powers, Chair April Chan, Vice Chair

Monday, January 22, 2024

11:30 AM

Board Room - 1st Floor

The Regional Network Management Council is scheduled to meet at 11:30 a.m.

This meeting shall consist of a simultaneous teleconference call at the following location(s):

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

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International numbers available: <https://bayareametro.zoom.us/u/kbuAEp3tM>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/u/kdR1hznEgA>

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

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Roster

Chair Robert Powers and Vice Chair April Chan

Michelle Bouchard, Bill Churchill, Andrew Fremier, Carolyn Gonot, Michael Hursh, Denis Mulligan, Seamus Murphy, Jeffrey Tumlin, Nancy Whelan

1. Call to Order / Roll Call / Confirm Quorum

Present: 11 - Council Member Bouchard, Council Member Chan, Council Member Churchill, Council Member Fremier, Council Member Gonot, Council Member Hursh, Council Member Mulligan, Council Member Murphy, Council Member Powers, Council Member Tumlin, and Council Member Whelan

2. Welcome

3. Consent Calendar

Upon the motion by Council Member Mulligan and seconded by Council Member Bouchard, the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 11 - Council Member Bouchard, Council Member Chan, Council Member Churchill, Council Member Fremier, Council Member Gonot, Council Member Hursh, Council Member Mulligan, Council Member Murphy, Council Member Powers, Council Member Tumlin and Council Member Whelan

3a. [24-0072](#) Minutes of the December 18, 2023 Meeting

Action: Approval

Attachments: [3a. 2023 12 18 Regional Network Management Council Minutes](#)

4. Information

4a. [24-0074](#) Regional Mapping and Wayfinding Project Update

Update on the development of prototype signage for the Regional Mapping & Wayfinding Project (RWMP).

Action: Information

Presenter: Gordon Hansen, MTC and Jumana Nabti, BART

Attachments: [4a Summary Sheet Draft RNM_RMWP Project Update](#)
[4ai Regional Mapping and Wayfinding Presentation](#)

The following individuals spoke on this Item:

Aleta Dupree, Eric Schilling; Rich Hedges; Roland Wong; Howard Wong; and Adina Levin, Seamless Bay Area.

- 4b.** [24-0073](#) Transit 2050+: Existing Conditions & Preliminary Needs, Gaps, and Opportunities Findings
- Update on the Transit 2050+ long-range plan, including preliminary findings related to existing conditions and identified needs, gaps, and opportunities for the region’s transit system.

Action: Information

Presenter: Kara Vuicich, MTC and Andy Metz, AC Transit

Attachments: [4b Transit 50Plus summary memo](#)
[4bi Transit 2050+ Presentation](#)

The following individuals spoke on this Item:
Ian Griffith; Adrian Brandt; Howard Wong; and Sara Greenwald.

- 4c.** [24-0162](#) Switzerland Transit Study Delegation Report

Summary of a study trip to Switzerland taken by Bay Area transit leaders and advocates.

Action: Information

Presenter: Hannah Lindelof, BART and Robert Del Rosario, AC Transit

Attachments: [4c Summary Sheet SwitzerlandStudyTrip](#)
[4ci Swiss Study Tour Joint Report Presentation](#)
[4cii Swiss Study Tour Joint Report](#)

The following individuals spoke on this Item:
Aleta Dupree; Eric Schilling; Adrian Brandt; Howard Wong; and Adina Levin, MTC Policy Advisory Council, Regional Network Management Customer Advisory Group and Seamless Bay Area.

5. Directors Report-Choy

This Item was deferred to the next scheduled RNM Council Meeting.

6. Public Comment / Other Business

The following individuals spoke on this Item:
Aleta Dupree.

7. Adjournment / Next Meetings

The next meeting of the Regional Network Management Council is scheduled to be held at 11:30 a.m. on Monday February 26, 2024 at the BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612. Any changes to the schedule will be duly noticed to the public.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0346 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 2/27/2024 **In control:** Regional Network Management Council

On agenda: 3/25/2024 **Final action:**

Title: Regional Network Management Performance Measures

The Regional Network Management Council’s Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a draft proposal for initial RNM performance measures.

Sponsors:

Indexes:

Code sections:

Attachments: [4a Summary Sheet RNM Performance Measures](#)
[4ai AttA RNM Performance Measures Presentation](#)

Date	Ver.	Action By	Action	Result
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Subject:

Regional Network Management Performance Measures

The Regional Network Management Council’s Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a draft proposal for initial RNM performance measures.

Presenter:

Allison Quach, MTC and Hannah Lindelof, BART

Recommended Action:

Information

Attachments:

Regional Network Management Council

March 25, 2024

Agenda Item 4a

Regional Network Management Performance Measures

Subject:

The Regional Network Management Council's Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a draft proposal for initial RNM performance measures.

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 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 bodies emphasized the importance of performance measures for both tracking and also communicating progress towards achieving tangible outcomes for riders.

RNM Performance Measures

An initial set of RNM performance measures based on existing and readily available data are being proposed, with plans to work towards a longer-term vision of more robust measures, common data definitions, and centralized reporting processes. RNM performance measures should provide a holistic picture of regional transit and the RNM, through a combination of quantitative and qualitative measures.

Staff propose to organize RNM performance measures into two types of measures:

Type #1: Transit Rider Outcomes measures that provide insight into the experience of riders on transit in the region and also conveys the benefits of the RNM's activities for riders. This includes measures of the rider experience across priorities such as transit reliability, connectivity, equity, and safety and comfort, as well as evaluations of individual RNM initiatives, such as ridership increases from fare integration pilots,

reliability improvements from transit priority projects, and easier transfers from mapping and wayfinding prototypes and pilots.

Type #2: RNM & Transit Operations measures that provide insight into how well transit operations and the RNM framework are working to deliver on the TAP and RNM Council Work Plan. This includes progress achieved towards the RNM Council's Work Plan, an assessment of the RNM's capabilities and needs, and an overview of regional transit operations.

RNM performance measures would be reported through combination of quarterly work plan progress updates and annual reports that include all other performance measures. As established in the RNM framework, performance measures should be revisited and refined through a formal review every two years.

Next Steps:

Draft RNM performance measures are being presented to the RNM Council for discussion in March, and staff will return for endorsement from the RNM Council in April. Subsequently, the performance measures will be shared in April with RNM Customer Advisory Group for additional feedback and brought to the RNM Committee in May for adoption.

Moving forward, MTC and operator staff will work to incorporate feedback on the performance measures, begin scoping the regional rider survey, and monitor and coordinate with state efforts.

Issues:

None identified.

Recommendations:

None.

Attachments:

- Attachment A: Presentation



Regional Network Management Performance Measures

Regional Network Management Council

March 25, 2024

Agenda Item 4a Attachment A

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

Proposed Approach for Establishing RNM Performance Measures

Near-Term Approach

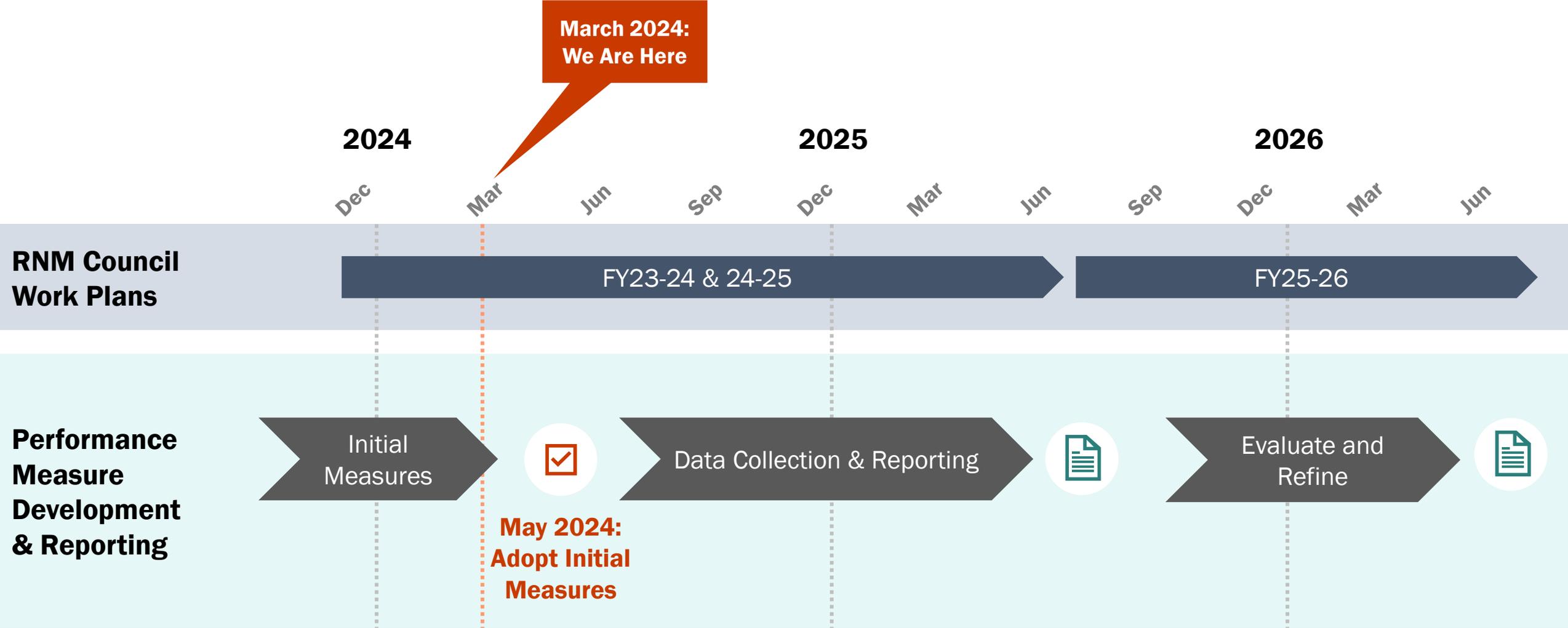
- Adopt **initial measures** based on existing and **readily available data**
- **Establish capabilities** (e.g. reporting processes, refine measures, etc.)
- Provide **quarterly work plan updates** and report on most other measures **annually/semi-annually**
- Review performance measures in 2 years (per Res. No. 4564) to **re-evaluate and refine**



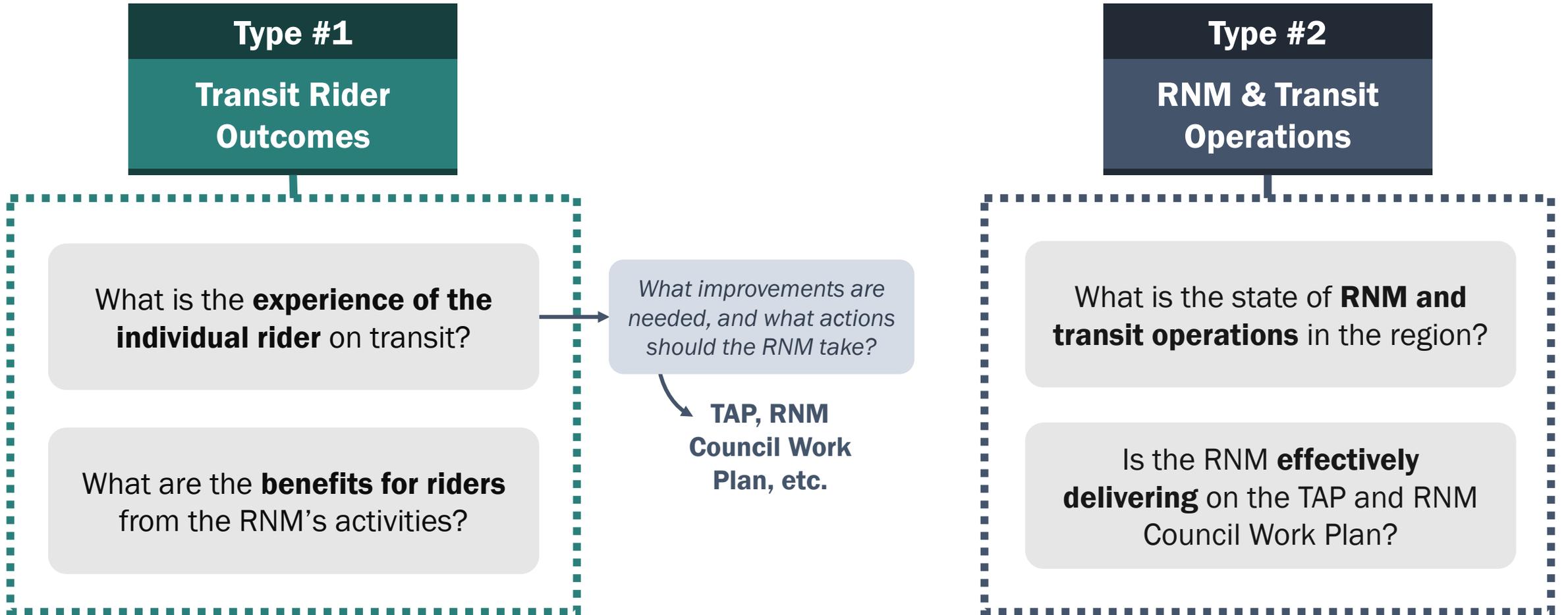
Long-Term Vision

- ✓ **Robust measures** that provide a holistic story about regional transit and RNM effectiveness
- ✓ **Common data definitions and target-setting** (where applicable) across operators in the region
- ✓ **Central platform and automated processes** for regional transit data collection, aggregation, and reporting
- ✓ **Interactive dashboards** for data reporting and visualization

Timeline for RNM Performance Measures



RNM Performance Measures: Proposed Categories



RNM Performance Measures: Proposed Categories

Measure Type	Category	Description
Type #1: Transit Rider Outcomes	Rider Experience	The end-to-end journey and overall experience (reliability, connectivity, equity, safety & comfort) of riders on transit
	Rider Benefits from RNM Activities	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.)
Type #2: RNM & Transit Operations	Work Plan Achievement	Progress achieved on the RNM Council's Work Plan
	RNM Capabilities & Needs	Assessment of the RNM's capabilities and how actions benefited from or were challenged by the RNM
	Regional Transit Operations	The overall performance of transit operations across the region (including ridership, productivity, and cost-effectiveness)

Type #1: Transit Rider Outcomes

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

* Some measures (e.g. on-time performance) to be disaggregated

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

Rider Benefits from RNM Activities	Example Measures
Clipper BayPass	Increased ridership and interagency transfers for Clipper BayPass holders
Mapping & Wayfinding	Travel time savings, mode shift, improved attitudes towards transit at prototype and pilot sites
Transit Priority (BusAID)	Improved reliability or travel time savings for routes with BusAID projects
<i>[Other Work Plan Activities]</i>	<i>Additional measures to be established as initiatives advance</i>

Type #2: RNM & Transit Operations

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

Next Steps

Upcoming Meetings

TODAY

RNM Council: Feedback on approach and proposed initial performance measures

APR
22

RNM Council: Endorse 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 feedback and comments ahead of April RNM Council meeting
- Begin scoping regional transit rider survey
- Monitor and coordinate with state performance efforts



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0153 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 1/4/2024 **In control:** Regional Network Management Council

On agenda: 2/26/2024 **Final action:**

Title: Accessibility Initiatives Update

Staff will present an update of ongoing activities for accessibility-related items in the Transformation Action Plan

Sponsors:

Indexes:

Code sections:

- Attachments:** [4b Accessibility Initiatives Update](#)
[4bi Attachment A Transformation Action Plan Accessibility Initiatives](#)
[4bii Attachment B Transformation Action Plan One-Seat Ride Pilot Program Draft Concepts](#)
[4biii Attachment C RNM Council Presentation](#)

Date	Ver.	Action By	Action	Result
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Subject:

Accessibility Initiatives Update

Staff will present an update of ongoing activities for accessibility-related items in the Transformation Action Plan

Presenter:

Drennen Shelton, MTC and John Sanderson, County Connection

Recommended Action:

Information

Attachments:

Regional Network Management Council

March 25, 2024

Agenda Item 4b

Accessibility Initiatives Update

Subject:

An overview of the five accessibility-related initiatives outlined in the Transit Transformation Action Plan, with a focus on one-seat ride pilots in the Bay Area as we prepare for future pilots.

Background:

The Transformation Action Plan (Action Plan) identified five desired outcomes with associated near-term action items to achieve a more connected, efficient, and user-focused mobility network. One outcome was “Accessibility: Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently,” and with it came five actions, listed in Attachment A: Transformation Action Plan Accessibility Initiatives. Staff has begun work on four of five accessibility initiatives. An update of activities is provided below.

One-Seat Ride Pilot Program

Action 22 of the Transformation Action Plan is to “fund additional subregional one-seat Americans with Disabilities Act (ADA) paratransit ride pilots and develop cost-sharing policies for cross-jurisdictional ADA paratransit trips.”

As with fixed routes, traveling across transit agency service boundaries on a paratransit ride necessitates a transfer between systems. Although paratransit transfer trips account for approximately 10% of all paratransit trips, they have an outsized impact on operations. While riders only need to book the trip through the agency managing the trip origination, transit agencies take considerable resources and time to book, schedule, dispatch, and deliver a cross-jurisdictional paratransit trip. The trip can be very expensive for both the agency and the rider, take several hours, and be arduous for the rider due to the transfer process. Transfers often do not go smoothly, leaving riders in potentially vulnerable situations while awaiting their next vehicle. Instead, a one-seat paratransit ride is a trip to a rider’s final destination without transferring vehicles when crossing transit agency service boundaries.

During COVID, County Connection headed up a pilot for Contra Costa county transit agencies to deliver one-seat inter-jurisdictional paratransit trips. Similarly, Santa Rosa CityBus and Sonoma County Transit began providing one-seat paratransit rides. Building upon the work done by Contra Costa County and Sonoma County transit agencies, MTC's One-Seat Ride Pilot Program is intended to test different concepts for delivering non-transfer paratransit trips to improve paratransit service for riders traveling across transit agency boundaries.

Developing One-Seat Ride Pilot Concepts

Staff developed a draft list of service concepts for delivering a non-transfer paratransit trip. The draft concepts list also provides background on existing Bay Area one-seat ride pilots and proposes methods to focus pilot service on existing transfer trip demand. In September 2023, staff held two information sessions with the transit agency and contracted paratransit staff and two information sessions with members of the Bay Area's nine county-based paratransit coordinating councils to discuss the concepts, receive feedback, and field questions about the pilot program. Following these meetings, staff revised the draft concepts (Attachment B, Transformation Action Plan One-Seat Ride Pilot Program Draft Concepts) to include more examples of non-transfer paratransit trips service within the Bay Area.

Next Steps on One-Seat Ride Pilots

Staff is seeking feedback on the program concepts and the considerations to focus service on existing trip demand. One million dollars has been preliminarily identified for the program and aims to fund three one-year pilots. Staff will work cooperatively with transit agency staff to develop pilot proposals over the coming months and anticipates returning in late spring with the pilot proposals. Following pilot awards, staff will work with transit agency staff to evaluate the pilot projects.

Later in 2024, staff will begin working on the second part of Action 22, which will examine formal and informal cost-sharing agreements for cross-jurisdictional paratransit trips, and potentially develop new cost-sharing agreements. This work will also include evaluating and identifying safer transfer points and policies for cross-jurisdictional paratransit trips.

Other Accessibility Initiatives Updates:

Staff has also been working on other accessibility action items.

- Action 21: staff has begun developing stakeholder lists for holding county-based mobility management meetings, which will be held in later in 2024 and into 2025.
- Action 23: MTC has executed a contract with paratransit software company Trapeze and will begin developing an API that will connect Clipper Next Gen with paratransit software. Once the API is developed, it will be tested on a pilot basis later in 2024 on SF Paratransit. Following the testing phase, the API will be rolled out to the rest of the region.
- Action 24: Staff has not begun work on this initiative but will begin later this summer.
- Action 25, staff, in cooperation with transit agency staff, has developed a report which contains best practice research and draft recommendations towards a more standard approach to determining paratransit eligibility across the region. This draft report will be shared with the Council later this spring.

Issues:

None identified

Recommendations:

Information and Feedback

Attachments:

- Attachment A: Transformation Action Plan Accessibility Initiatives
- Attachment B: Transformation Action Plan One-Seat Ride Pilot Program: Background and Considerations for Discussion, December 2023
- Attachment C: One-Seat Ride Pilot Program Slide Presentation

Transformation Action Plan Accessibility Initiatives

Action #	Action Description
Action 21	Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the 2018 Coordinated Plan
Action 22	Fund additional subregional one seat paratransit ride pilot projects and develop cost-sharing policies for cross jurisdictional paratransit trips
Action 23	Identify the next steps for the full integration of ADA-paratransit services on Clipper Next Generation
Action 24	Identify key paratransit challenges and recommend reforms through the Coordinated Plan update
Action 25	Adopt standardized eligibility practices for programs that benefit people with disabilities (paratransit and Clipper RTC)



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375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
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Transformation Action Plan One-Seat Ride Pilot Program: Background and Considerations for Discussion

Contents

- **Concept of the One-Seat Ride Pilot Program**
- **Existing One-Seat Ride Delivery Models in the Bay Area**
- **Consideration to Focus One-Seat Ride Service on Existing Transfer Trip Demand**

Concept of the One-Seat Ride Pilot Program

A One-Seat Ride (OSR) program provides ADA paratransit rides across existing transit agency service-area boundaries without requiring a transfer. OSR service should continue to be shared-ride service to the extent possible.

The intent of the OSR pilot program is to focus service principally on ADA paratransit trips that are currently being made with transfers. Since paratransit vehicle transfers would no longer need to be coordinated, riders would receive more convenient service while transit agencies (in theory) could achieve cost savings or, at least, avoid incurring added costs. Testing whether this mutual benefit is achievable in practice is one of the aims of the OSR pilot program.

Existing One-Seat Ride Delivery Models in the Bay Area

a. **Limited overlapping service. Each agency serves its own customers**

Example: Santa Rosa CityBus and Sonoma County Transit (SCT)

SCT already operates within Santa Rosa with at least two routes that go all the way through the city, but its ADA service area leaves out much of the city. Under their agreement, SCT now takes its customers to and from anywhere in the Santa Rosa ADA area. Typically, this would take an SCT paratransit vehicle no more than a mile beyond the strict ADA paratransit service area.

For its part, Santa Rosa, whose ADA service area roughly corresponds to the city limits, takes its customers to and from points within the SCT ADA corridors extending roughly two miles beyond the Santa Rosa ADA area.

This arrangement requires no on-going coordination or cost-sharing agreement between the two agencies and allows riders to arrange their trips using procedures they are already familiar with. The arrangement was implemented during the pandemic as a way to reduce contact between riders and drivers.

Application: Where two agencies with overlapping service areas maintain separate ADA paratransit operations. Any two agencies with adjoining service areas could agree to extend their service by a limited amount, creating areas of service overlap that would include many of the most-desired cross-boundary trips.

b. Service beyond existing corridors within another agency's service area

Example: Golden Gate Transit and East Bay Paratransit (EBP) service in San Francisco

Both Golden Gate and East Bay Paratransit (BART) have obligations within San Francisco, including trips to and from limited corridors in San Francisco and Marin / the East Bay respectively. Both Golden Gate and EBP provide one-seat ride trips for their customers to and from anywhere in San Francisco and their home jurisdiction. This includes customers who live in San Francisco. Without this arrangement, transfers would need to be arranged between San Francisco Paratransit and both Golden Gate and EBP. In consideration of the arrangement, San Francisco Paratransit pays a portion of the trip cost.

Application: Applies where one agency already has an ADA paratransit obligation in a neighboring jurisdiction.

c. Third-party, non-dedicated operators for non-overlapping areas

Example: Solano Inter-city Taxi

The Solano Transportation Authority STA (aka Solano Mobility) operates a taxi subsidy program that allows ADA paratransit registrants to travel between jurisdictions within Solano County. This enables ADA registrants to travel between Vallejo/Benicia, Fairfield, Vacaville, Rio Vista, and Dixon. The system uses a prepaid card. Credit available for taxi rides can be purchased in increments of \$100 for \$40 (or \$20 for qualified low-income users). Accessible vehicles are available, operated by a separate vendor. Fares are based on a zone system. Some representative fares (before the discount) are:

- Vallejo – Fairfield: \$65

- Fairfield – Vacaville: \$35
- Vacaville – Dixon: \$35

STA’s scope is the entire county, but taxis are licensed by individual cities. As a result, users typically need to call two different companies for their going and return trips.

Application: In principle, a similar program could be created wherever two agencies have non-overlapping (or minimally overlapping) service areas. There may be few other cases where an umbrella agency covering multiple agencies could implement a similar program. Where there is no appropriate umbrella agency, the transit agencies would need to negotiate some division of responsibilities for a joint program. Although the Solano program uses taxis, a similar program could use TNCs instead of taxis. A wheelchair accessible option would be required.

d. **Dedicated Contractor**

Example: Contra Costa County One Seat Regional Ride Program

County Connection contracts for one-seat ride service on behalf of itself, Tri-Delta Transit, WestCAT, and LAVTA (East Bay Paratransit does not participate). County Connection bills the participating transit agencies based on miles of service provided to riders within each of their service areas.

The contract is with County Connection’s regular provider of ADA paratransit service, Transdev. Transdev in turn contracts with a supplemental provider that works with a flexible pool of independent contractors. This arrangement reduces costs compared to using the regular paratransit fleet, both because the supplemental provider has lower rates and because the regular fleet vehicles are not sent out of the service area. However, there are times when the supplemental provider is unable to provide a trip, resulting in the need for a “rescue trip” provided using CCCTA’s regular ADA paratransit fleet.

Application: In principle any agency could administer a similar program for itself and one or more adjoining agencies.

e. **One agency extends service into a neighboring jurisdiction**

Examples: SamTrans service into Santa Clara; WestCAT service to Richmond and San Pablo

The San Mateo County Transit District (SamTrans) operates some routes in Santa Clara County, but provides ADA paratransit even beyond that, including three specific destinations: the Palo Alto Veterans Administration Medical Center; the Vista Center for the Blind and Visually Impaired; and the REACH program. These

locations provide unique services that are not available in San Mateo County. SamTrans does not plan to add more locations.

The Western Contra Costa Transit Authority (WestCAT) provides trips for medical appointments and county services to and from the neighboring cities of San Pablo and Richmond. The service is limited certain hours on weekdays. It avoids the need to arrange a transfer and only takes a vehicle five to ten minutes out of the way.

Application: Applies where an agency can include specific destinations that are requested frequently by its riders and would not cause undue hardship for existing service.

Considerations to Focus One-Seat Ride Service on Existing Transfer Trip Demand

One-Seat Ride service is not a required component of ADA paratransit since it requires operation beyond any one agency's ¼-mile corridor. Therefore, other ADA service criteria regarding fares, trip limits, service hours, etc. do not apply either. This allows for multiple ways to manage cross-jurisdiction trip demand, to keep it similar to the existing level of demand.

Managing demand will allow the pilot program to extend limited funding in order to test multiple concepts on the existing trip demand. Some demand management features to focus the pilots that may be appropriate are listed below.

a. Limited-service area

One concern about one-seat ride service is that vehicles can be taken far from an operator's core service area, resulting in a lot of unproductive vehicle time that is unavailable for ADA-mandated service. To address this concern, one-seat ride service could be restricted to areas where providing service would require the least amount of unproductive travel beyond an agency's service area. These are also likely to be where there is the greatest demand and, as a result, the greatest opportunity to reduce transfers. The Sonoma County program described earlier is an example of a limited-service area one-seat ride program.

b. Limited number of trips per person

Although the ADA regulations prohibit trip limits, this prohibition does not apply to a one-seat ride program. It is possible to incorporate a per rider monthly trip limit to extend program benefits to a broader number of riders. In the same vein, subscription

trips (trips on a repeated or recurring basis, such as to school, work, religious services, dialysis treatment, etc.) could also be excluded from the pilot.

c. Non-standard fare

Currently, the fare of a transfer trip is the combined fare of the two participating agency's fares. One-seat ride fares could be assessed at using other methods, including distance-based and means-based. It would be reasonable to charge up to an amount equivalent to the combined fares of the two participating agencies.

d. Specific times of service

It may be possible to create a quasi-scheduled shuttle service that would provide trips between specified destinations in each agency's service area. In practice, there are few examples of such service. Soltrans at one time attempted to provide scheduled paratransit service for its riders linking to East Bay Paratransit but found it operationally difficult. Shopping shuttles (described below under "Trip purpose limitations") may be a more feasible concept.

e. Off-peak hours only

Transit agency's may be concerned about one-seat rides taking much-needed vehicles far from the regular service area, so it is not available to carry ADA-mandated trips. A one-seat ride pilot limited to off-peak hours would minimize this issue. Paratransit demand typically peaks around 8 AM and around 2 PM, so off-peak service may result in have very limited hours.

f. Trip purpose limitations

Trips could be limited to certain purposes, for example shopping or medical appointments. In the case of shopping trips, an agency could establish a flexible shuttle service that goes to specific destinations, typically local shopping complexes. Typically, a vehicle collects riders at their homes and goes to the shopping location for that day where the driver may wait for an hour or so before returning to riders' homes. Typically, a weekly schedule identifies a specific location for each day of the week. (San Francisco operates a program of this type, limited to destinations within San Francisco, called Shop-a-Round - <https://www.sfmta.com/getting-around/accessibility/shop-round.>)

TAP Accessibility Initiatives Update

BAY AREA TRANSIT TRANSFORMATION **ACTION PLAN**



TAP Accessibility Initiatives

Action	Description
Action 21	Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the 2018 Coordinated Plan
Action 22	Fund additional subregional one seat paratransit ride pilot projects and develop cost-sharing policies for cross jurisdictional paratransit trips
Action 23	Identify the next steps for the full integration of ADA-paratransit services on Clipper Next Generation
Action 24	Identify key paratransit challenges and recommend reforms through the Coordinated Plan update
Action 25	Adopt standardized eligibility practices for programs that benefit people with disabilities (paratransit and Clipper RTC)



OSR Pilots Underway

Contra Costa County

Operators: County Connection, LAVTA, Tri-Delta, WestCAT

Formal; Under MOU

Dedicated supplemental operator, based on miles of service provided in each service area

Started November 2020

Evaluation: Late 2024

Sonoma County

Santa Rosa CityBus, Sonoma County Transit

Informal; No coordination or cost-sharing

Limited overlapping service for its own customers

Started spring 2021

Evaluation: Integrated Transit Service Planning Study

Action 22:

One-Seat Ride Pilot Program: Purpose and Goals

Fund additional one seat paratransit ride pilots across the region

- Go beyond the minimums set by the Americans with Disabilities guidance for paratransit
- Review trip data to help determine where pilots should be
- Test several concepts in contained pockets of the region
- NOT intended to provide one seat ride trips outside of the pilot areas
- Lessen the burden for both riders and transit agencies

Action 22:

Other Delivery Models for Consideration

1) Service into Limited Corridors Where Obligation Exists Now

- Service with paratransit fleet into high use areas
- Simple for customer; could take vehicles out of ADA service for an extended period of time
- East Bay Paratransit and Golden Gate

2) Third-Party, Non-Dedicated Operators (taxis)

- Service provided into other areas using non-dedicated fleet
- Can be used when customer wants; vehicle may not be available
- Solano Mobility Intercity Taxi Program

3) Service to Specific Destinations Near Service Boundaries

- Service with paratransit fleet to specific destinations, like hospitals or schools
- Simple for customers; could increase usage
- SamTrans and WestCAT

Possible Factors to Define Service Offerings

- Limit Service Area
- Limit Trips per Person
- Non-Standard Fares
- Scheduled Shuttles
- Off-Peak Hours
- Limit Trip Purpose

Action 22 Next Steps

- Staff is seeking feedback on the program concepts and considerations to focus service on existing trip demand.
- Fund one-seat paratransit ride pilots and develop cost-sharing/ transfer policies*.



Anticipated Timing	Activity
2024	MTC review transit agency transfer trip data on a monthly basis
Late Winter/ Early Spring 2024	Discussions with Transit Steering Committee, Small Operators, RNM Council
Late Spring 2024	Pilot Proposals

** Examination of and development of new cost-sharing agreements and evaluation of transfer policy work will begin in late 2024.*



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 24-0348 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 2/27/2024 **In control:** Regional Network Management Council

On agenda: 3/25/2024 **Final action:**

Title: RNM Council Work Plan Progress Report

Update on progress achieved towards the Regional Network Management Council's FY 2023-24 & 2024-25 Work Plan.

Sponsors:

Indexes:

Code sections:

- Attachments:** [4c Summary Sheet RNM Council Work Plan Progress Report](#)
[4ci AttA RNM Council Work Plan Progress Report](#)
[4cii AttB RNM Council Work Plan March 2024 Progress Update](#)

Date	Ver.	Action By	Action	Result
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Subject:

RNM Council Work Plan Progress Report

Update on progress achieved towards the Regional Network Management Council's FY 2023-24 & 2024-25 Work Plan.

Presenter:

Allison Quach, MTC

Recommended Action:

Information

Attachments:

Regional Network Management Council

March 25, 2024

Agenda Item 4c

Regional Network Management Council Work Plan Progress Report

Subject:

Update on progress achieved towards the Regional Network Management Council's FY 2023-24 & 2024-25 Work Plan.

Background:

MTC and transit operator staff collaborated to develop a Work Plan to guide the RNM Council's activities in FY 2023-24 & 2024-25, which was adopted by the RNM Council at its December 2023 meeting. Staff will bring quarterly progress reports on Work Plan activities to the RNM Council.

Attachment A in your packet includes a summary of recent and upcoming activities at the category level (e.g., Transit Network), as well as more detailed updates at the level of the individual work plan item (e.g., transit priority implementation, regional transit priority policy, etc.).

Issues:

None identified.

Recommendations:

None.

Attachments:

- Attachment A: RNM Council FY 2023-24 & 2024-25 Work Plan Progress Report
- Attachment B: Presentation

Regional Network Management Council FY 2023-24 & FY 2024-25 Work Plan

Quarterly Progress Report – March 2024

RNM Council Work Plan Progress Update Summary

Category	March 2024 Status	Recent & Upcoming Activities
RNM Council Management		<ul style="list-style-type: none"> RNM Council Charter & Work Plan adopted. Developing approach for TAP update – will return for Council feedback. RNM Performance Measure development underway.
Fare Integration¹		<ul style="list-style-type: none"> Identifying and implementing strategies to grow and evolve Clipper START and Clipper BayPass pilots. No-cost/reduced-cost interagency transfer pilot MOU under review. Title VI analysis launching. Developing approach for regional fares – will return for Council feedback.
Customer Information		<ul style="list-style-type: none"> Ongoing development of standards and preparation to launch prototypes. Beginning discussions for pilot projects – will return for feedback. Developing approaches for real-time data, communications, and surveys – will return for Council feedback.
Transit Network		<ul style="list-style-type: none"> BusAID recommendations being developed (feasibility/readiness). Beginning discussions to develop regional transit priority policy – will return for feedback. Transit 2050+ project performance assessment in progress and draft network under development.
Accessibility		<ul style="list-style-type: none"> Draft standardized paratransit eligibility practices under review. Identifying pilot opportunities for one-seat paratransit rides.
Funding		<ul style="list-style-type: none"> Developing TAP/RNM funding plan update. Approved funding plan to address transit operator funding shortfalls. Regional transportation measure discussions underway.

Table Legend	Initial Discussions	Pilot/Program Launch
	Planning	Evaluation & Refinement

¹ Some Fare Integration activities are currently overseen by the Fare Integration Task Force.

Detailed RNM Activity Update – March 2024

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
RNM Council Management				
RNM Standup Activities	<ul style="list-style-type: none"> Develop and adopt FY 2023-24 & FY 2024-25 Work Plan Develop and endorse RNM Council Charter Elect Chair and Vice Chair 	End of 2023	RNM Council leadership elected at inaugural November 2023 meeting. RNM Council Charter and inaugural work plan endorsed December 2023.	N/A - Complete
Transit Transformation Action Plan (TAP)	<ul style="list-style-type: none"> Review TAP two-year status update Review and adopt an amendment to TAP 	Late 2023 to early 2024	Staff prepared a two-year status update for the RNM Committee and Customer Advisory Group in late 2023 and early 2024.	RNM Council to review proposed amendment to TAP.
RNM Performance Measures & KPIs	<ul style="list-style-type: none"> Develop & endorse RNM performance measures 	Early 2024	Approach for developing performance measures presented in December 2023. Staff to present recommended initial RNM performance measures March-April 2024.	Initial performance measures planned for endorsement in early 2024.
RNM Council FY 2025-26 Work Plan	<ul style="list-style-type: none"> Develop and adopt the FY 2025-26 RNM Council Work Plan 	Early to mid-2025	Not started.	N/A

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Fares & Payment				
Clipper START	<ul style="list-style-type: none"> Program refinements to increase awareness and participation 	2024-2025	Beginning 2024, all Clipper operators offer a consistent 50% discount. MTC engaged a consultant in January 2024 to assess strategies to increase participation and improve customer experience in coordination with other MTC means-based programs.	Coordinated marketing campaign ongoing. Continuous program monitoring and marketing improvements.
<i>[Fare Integration Task Force (FITF) Activity]</i>	<ul style="list-style-type: none"> Evaluate and contemplate extension of the Clipper BayPass Phase 1 pilot 	Ongoing	Staff developed recommendations for how to proceed with Phase 1 partners and other interested academic institutions.	<i>FITF to discuss next steps for the BayPass Phase 1 pilot, including possible extension of the Phase 1 pilot and establishing a path for Phase 1 institutions to become self-funding BayPass customers.</i>
Clipper BayPass launch and expansion	<ul style="list-style-type: none"> Launch BayPass Phase 2 Pilot to employers 	Ongoing	Launched Phase 2 with UCSF, Menlo Park, and Alameda TMA.	Ongoing recruitment for remaining Phase 2 employers. Conduct preliminary evaluation.
	<ul style="list-style-type: none"> Explore expansion of products for the general public 	Ongoing	N/A	Staff will develop approaches and return for FITF feedback.
<i>[FITF Activity]</i> No-cost/reduced-cost interagency transfers	<ul style="list-style-type: none"> Approve interagency transfer pilot MOU Program evaluation and recommendations 	Early 2024 to mid-2026	MOU for interagency transfer pilot being developed/reviewed by MTC and transit operator staff. Launching Title VI analysis.	FITF to endorse MOU. Transit agency boards and MTC to approve MOU in the coming months.
<i>[FITF Activity]</i> Refine vision for common fare structure for regional transit	<ul style="list-style-type: none"> Refine the vision and develop next steps 	TBD	N/A	Staff will develop approaches and return for FITF feedback.

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Customer Information				
Prototypes and pilots for regional mapping & wayfinding signage	<ul style="list-style-type: none"> • Mapping & Wayfinding prototypes • Final Wayfinding Standards • Expand implementation throughout the region, including pilots 	Standards adoption in 2024	Prototype design standards are currently under development, including a new regional network identity. Hired accessibility consultant (Ron Brooks) to advise project team.	Staff will be working to finalize prototype designs, such as service-related signage, with the aim of installing prototypes by mid-2024. RNM Council to provide input on prototype evaluation and engagement plan.
Availability and reliability of regional real-time transit data	<ul style="list-style-type: none"> • Availability and reliability of real-time transit data feeds (GTFS-RT) • Identify opportunities to improve real-time information 	2024-2025	MTC adopted SB125 regional accountability measures, which includes completion of a GTFS checklist for operators receiving SB125 funding.	Staff will be developing approaches and return for RNM Council feedback.
Strategic/ cohesive communications	<ul style="list-style-type: none"> • Improve responsiveness and regional cooperation in communications to riders 	Ongoing	Ongoing coordination occurs around regional programs such as fare integration pilots, major events, etc.	Staff will be developing approaches and return for RNM Council feedback.
Coordinated customer experience surveys	<ul style="list-style-type: none"> • Implementation of a regional transit rider experience survey 	2024-2025	Initial discussions between MTC and operators on purpose and potential approaches for a regional transit rider survey.	Staff will be developing approaches and return for RNM Council feedback.

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Transit Network				
Transit priority implementation	<ul style="list-style-type: none"> • Bus Accelerated Infrastructure Delivery (BusAID) program draft scoring and funding recommendations 	Early to mid 2024	Staff have developed a draft prioritized project list and are assessing the feasibility of projects.	RNM Council to review and endorse project funding recommendations.
Regional Transit Priority Policy	<ul style="list-style-type: none"> • Development of a Regional Transit Priority Policy • Implementation of the Regional Transit Priority Policy 	2024	Kicked off regional transit priority discussion with workshop in December 2023.	Ad hoc committee will be meeting to develop a draft policy and supportive materials, and return for feedback later in 2024.
Transit 2050+	<ul style="list-style-type: none"> • Transit project performance assessments • Recommended transit network 	Early to mid 2024	Reviewed existing conditions, needs, gaps, and opportunities analysis. MTC is in the process of conducting the project performance assessment and is beginning to develop a draft transit network.	RNM Council to review project performance results and provide input on draft recommended Transit 2050+ network.
Accessibility				
Standardize paratransit and Clipper RTC eligibility practices	<ul style="list-style-type: none"> • Adopt standardized eligibility practices 	Early 2024	Staff have developed draft standardized eligibility practices and have been soliciting feedback for refinement.	RNM Council to support implementation of standardized eligibility practices.

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Improve regional paratransit trips	<ul style="list-style-type: none"> Identify one-seat ride (OSR) pilot opportunities 	2024	Staff are gathering input from transit agency staff, including executive staff, on OSR pilot concepts.	Staff to begin analyzing paratransit transfer trip data and hold discussions to identify OSR pilot opportunities. RNM Council to review OSR pilot proposals.
	<ul style="list-style-type: none"> Cost-sharing agreements and regional standards/policies for paratransit transfer trips 	2024-25	Not started.	N/A
Funding				
Develop strategies to fully fund TAP initiatives	<ul style="list-style-type: none"> Prioritize the use of limited funding to advance RNM initiatives Identify opportunities for ongoing funding for priority programs 	Ongoing	Staff are working to prepare a funding plan update for TAP/RNM initiatives.	RNM Council to provide feedback on funding plan update in mid-2024.
Advocacy for funding	<ul style="list-style-type: none"> Facilitate cooperative activities to support ongoing advocacy to secure funding for transit throughout the region. 	Ongoing	<p>MTC adopted a Short-Term Financial Plan in December 2023 that outlines how state and additional regional funds will be used to support operator shortfalls.</p> <p>Staff worked to develop a vision and key provisions for a potential transportation revenue measure for voters to consider in 2026. MTC Commission voted to seek enabling legislation in 2024.</p>	Ongoing engagement to develop enabling legislation to authorize a transportation funding measure in 2026.



RNM Council Work Plan Progress Update

Regional Network Management Council

March 25, 2024

Agenda Item 4c Attachment B

RNM Council FY2023-24 & FY2024-25 Work Plan

RNM Council Management

- RNM standup activities (Charter, Work Plan, budget, staffing, etc.)
- TAP two-year status update and amendment
- Develop program and benefit KPIs
- Develop FY2025-26 Work Plan

Transit Transformation Action Plan

 Fares & Payment	 Customer Information	 Transit Network	 Accessibility	 Funding
<ul style="list-style-type: none"> • Clipper START <div style="border: 1px dashed black; padding: 5px; margin-top: 10px;"> <p><i>Currently overseen by the Fare Integration Task Force:</i></p> <ul style="list-style-type: none"> + Clipper BayPass launch and expansion (e.g. for major events) • <i>No-cost/reduced-cost interagency transfers</i> • <i>Refine vision for common fare structure for regional transit</i> </div>	<ul style="list-style-type: none"> • Prototypes and pilots for regional mapping & wayfinding signage • Availability and reliability of regional real-time transit data <ul style="list-style-type: none"> + Strategic/cohesive communications + Coordinated customer experience surveys 	<ul style="list-style-type: none"> • Transit priority implementation (e.g., BusAID) • Regional Transit Priority Policy • Transit 2050+ project performance assessment and network concepts 	<ul style="list-style-type: none"> • Standardize paratransit and Clipper RTC eligibility practices • Improve regional paratransit trips through one-seat ride pilot programs, improved cost-sharing, and enhanced transfer policies 	<ul style="list-style-type: none"> + Develop strategies to fully fund TAP initiatives • Ongoing advocacy for funding

Legend

- Ongoing TAP work that creates tangible outcomes for riders
- Ongoing TAP work related to planning and policymaking
- + **New activities**

RNM Council Work Plan Progress Update

MARCH 2024 STATUS UPDATE

Legend		Initial Discussions
		Planning
		Pilot/Program Launch
		Evaluation & Refinement

	Status	Recent & Upcoming Activities
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