

Blue Ribbon Laid the Foundation for Shifting Network Management Authority

Blue Ribbon Task Force Problem Statement Sets Out the Challenge

Challenge:

Transit in the Bay Area is not organized to optimize customerfriendly, inter-agency travel.

Root Cause:

Unique policies, procedures, and operating practices for 27 agencies

Effect/Consequence:

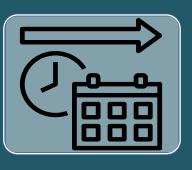
Transit ridership and targets associated with Plan Bay Area 2050's vision

Selecting the Best Structure for Regional Network Management



PURPOSE

- Business case to determine extent of authority and best form.
- Evaluate the benefits, costs, and risks of selected alternatives and present rationale for preferred solution.



ADVISORY GROUP

- Guide and review analysis and recommendations, provide periodic updates to Commission
- Limited Jan '22 Dec '22 (~12 months)



COMMISSION ACTION

- Select Business Case Consultant
- Final action on Consultant recommendations (Feb 2023)

Changing routes to the same destination

Current Scope

Future Steps

Research:

Review existing studies, project lessons learned, staff interviews, data collection for six Functional Areas.

Findings:

Articulate
boundaries between
"regional" and
"local" activities
and relationship
to regional
outcomes.

Recommendation:

Focus changes to areas with greatest impact and develop a preferred NM framework. Make near term program and process changes within today's context with path to forward compatibility.

Next steps on Implementation



Integration of Initiatives



Incorporation into overall network strategy

High-Level Approach and Tasks



- Review previous work product
- Define 6 functional areas
- Outline and describe operating model elements
- Develop template and undertake initial analysis and evaluation
- Evaluate current state of process, roles, governance, etc. for 6 functional areas
- Document findings for gap analysis and recommendations
- Highlight where operating model shifts could be beneficial or detrimental in the future state by identifying operational issues, gaps to leading practice, potential benefits derived, etc.
- Identify interdependencies and risks across the areas that require further consideration

- Reconcile findings across 6 areas
- Expand thinking to incorporate remaining functional areas
- Translate into preferred RNM framework and actionable plan with Next Steps

Work Completed to Date

Operating Model Development

Six Representative Areas Identified

• · · · · · Baseline · · · · · · · •

Wayfinding

Fare Integration Policy

Accessibility

Bus Transit Priority

Rail Network Management Network Planning

•------Project Focus: Developing the Operating Model for the Functional Areas

Define Accountability for Functional Areas

	Regional Accountability*	Local Accountability*
Wayfinding		0
Fare Integration Policy	0	(A)
Accessibility	0 ,	
Bus Transit Priority	(3)	•
Rail Network Management	11/2	Ø
Network Planning	•	•

Design the Future Operating Model



Note: The current project will provide a high-level operating model for each functional area and the collective RNM to enable an initial framework that can be further refined

End Product: The Regional Network Management Framework

Financial, Time, & Legal Constraints The **mission** (the RNM's purpose) and **vision** (what the RNM **Mission & Vision** hopes to accomplish) serve as guiding principles for the Functional Areas and Operating Model within the RNM **Functional Areas** The Accountabilities and Responsibilities define what activities within each functional area for which the RNM is **Accountabilities** Responsibilities responsible (vs. the Operators or MTC) **Operating Model The Regional Network Management Framework Governance &** Core **Decision Rights Processes** The **Operating Model** defines how the RNM will deliver its Accountabilities and Responsibilities across all of its **Technology Behaviors** Functional Areas. As more Functional Areas are incorporated & Tools & Culture into the RNM, the Operating Model will continue to evolve Roles & **Metrics & Incentives Structures** The **Financial**, **Time**, & **Legal Constraints** place boundaries **Benefits of the** on the Mission, Vision, Functional Areas, and Operating Customer **Network Mgmt.** Model for the RNM **RNM Framework Benefits Benefits**

Regionalization Considerations & Categories

Will regionalizing this accountability / responsibility...

Improve the customer experience

Such as:

- Reduce travel times
- Improve equity
- Simplify the user interface
- Enhance accessibility

2 Unlock efficiencies

and Such as:

/ or

- Enable sharing of costs
- Generate economies of scale
- Reduce time spent on coordination activities
- Reduce duplicative efforts / activities

3 Be feasible

Such as:

and

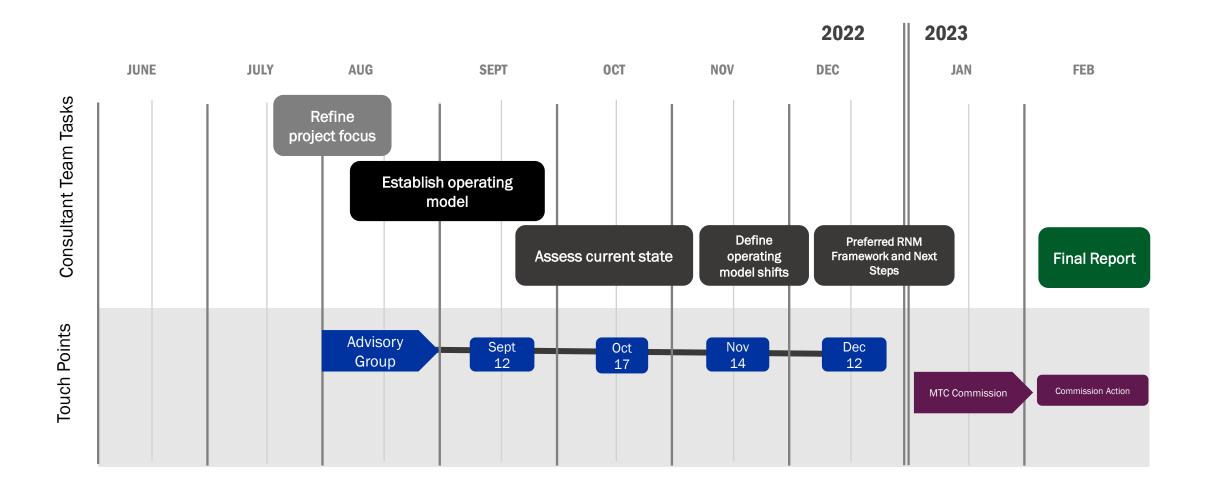
/ or

- Is not cost prohibitive
- Within achievable legal / regulatory limitations
- Agency has path to authority, where required
- Is operationally possible



These considerations build upon the basis for regionalization in Memo #1 by creating three overarching categories; this will inform the allocation of accountabilities and responsibilities between the Operators, MTC, and the RNM

Project Schedule & Touchpoints



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Staff Contact

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