

Recap of Scope and Process

Current Scope

Future Steps

Our Work:

Review existing studies, project lessons learned, staff interviews, data collection for 6- Functional Areas.

Findings:

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

RNM Recommendation:

Programs and process changes within today's context with path to forward compatibility. Focus governance change on areas with greatest impact.

Additional Business
Case Development

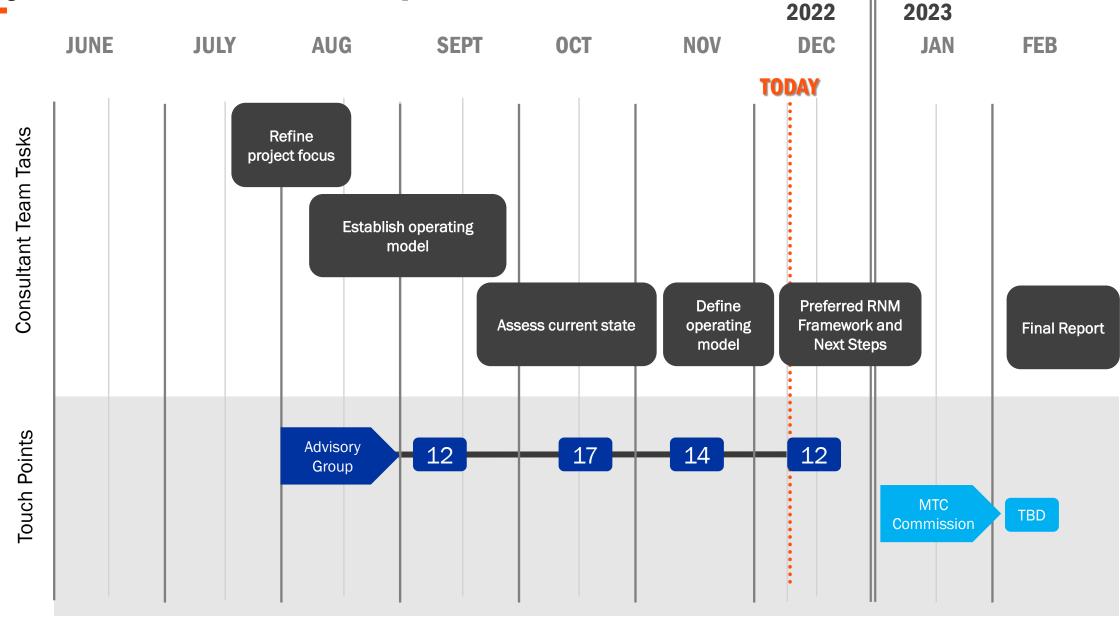


Integration of Initiatives



Incorporation into overall network strategy

Project Schedule & Touchpoints



Regionalization for each Functional Area is based on the 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

Unlock Efficiencies

Such as:

and

/ or

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

Be Feasible

Such as:

and

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

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Preliminary Regional Role for Functional Area Activities

Fare Integration Policy

Wayfinding & Mapping

Accessibility

Connected Network Planning

Bus Transit Priority

Rail Network Mgmt.

Key Takeaways

- 1) Regional Role: Regional entity will set the vision, make select funding decisions, develop the regional policies, create implementation plans, and implement regional programs (as needed) by coordinating stakeholders
- 2) Operator Role: Operators will be highly involved in regional decision making, provide local stakeholder perspectives / needs, and implement regional policies
- 3) RNM Framework: RNM Framework will need to be designed to facilitate the effective and efficient interplay of these two roles (see slide 14 for key operating model needs)

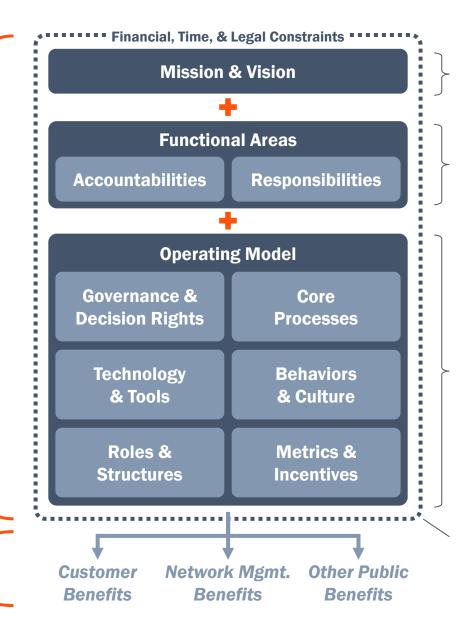
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The RNM Framework

The Regional Network

Management Framework

Benefits of the RNM Framework



The **mission** (the RNM's purpose) and **vision** (what the RNM hopes to accomplish) serve as guiding principles for the Functional Areas and Operating Model within the RNM

The **Accountabilities** and **Responsibilities** define what activities within each functional area for which the RNM is responsible (vs. the Operators or MTC)

The $\bf Operating\ Model\ defines\ \it how\ the\ RNM\ will\ deliver\ its\ Accountabilities\ and\ Responsibilities$

The **Financial, Time, & Legal Constraints** place boundaries on the Mission, Vision, Functional Areas, and Operating Model for the RNM

NETWORK MANAGEMENT - NOV 14, 2022

Proposed RNM Mission & Vision Statements

Proposed Mission Statement

("Core Purpose")

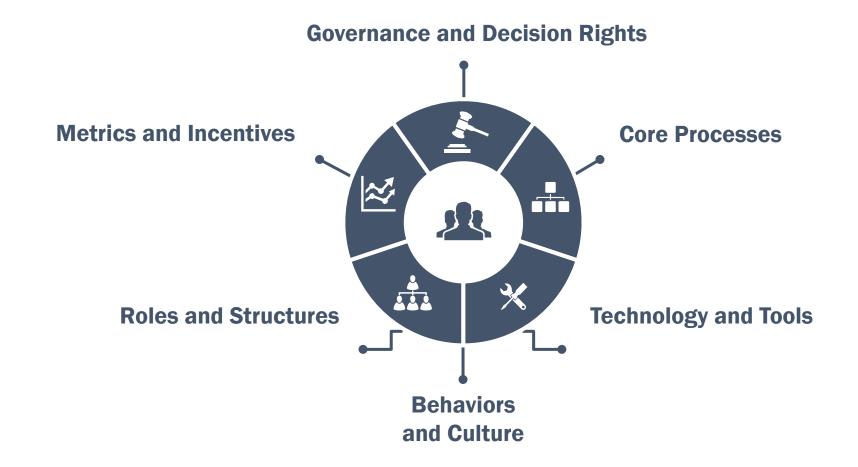
To drive transformative improvements in the customer experience for regional Bay Area transit

Proposed Vision Statement

("Why")

To advance regional goals in affordability, connectivity, diversity, health, and vibrancy through a unified regional transit system that serves all Bay Area populations

The current-state assessment revealed cross-cutting challenges for which the RNM Operating Model will be focused to address:



To address these challenges, the RNM will need three key elements

Regional Visioning Element

MTC: Leverage existing regional purview and planning capabilities to help set the regional vision for transit in the Bay Area and drive the direction of the RNM

Steering Element

RNM Executive Board: Board comprised GM-level Operator and MTC representatives who understand transit operations and can represent the interests of their stakeholders, make critical decisions on regional polices, and provide leadership

"Voice of the Customer" Advisory Function: Group of stakeholders who represent the customer and can help inform decision-making with the customer in mind

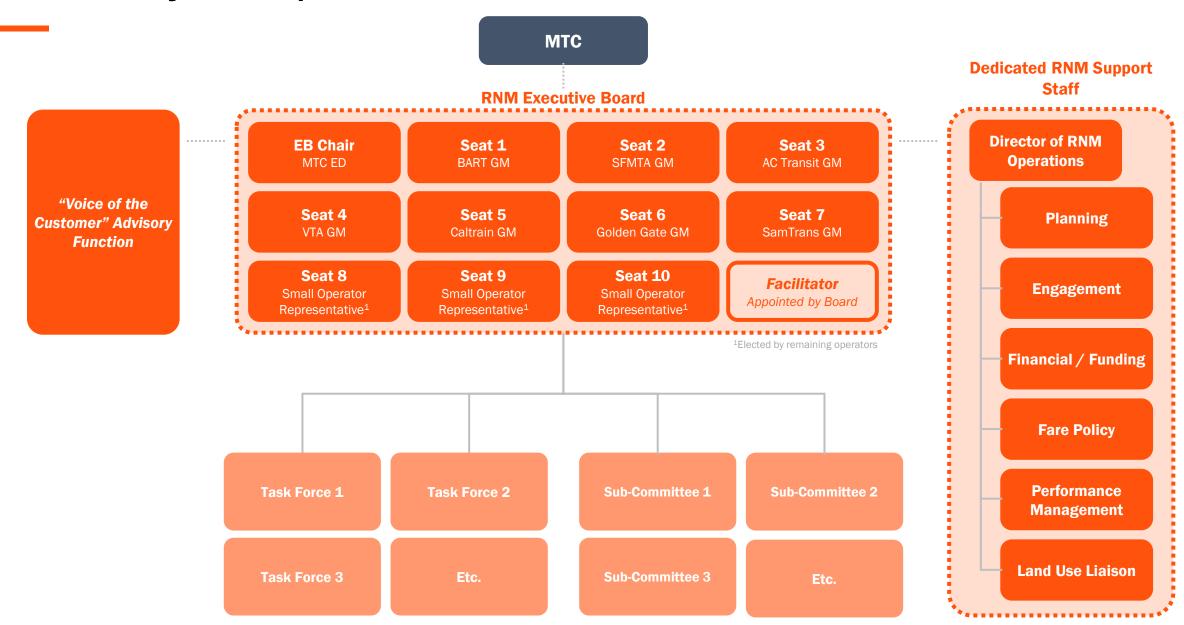
Administrative / Operational Element

Dedicated RNM Support Staff: Group of dedicated staff (potential opportunity for seconded staff as well) with a broad range of capabilities and expertise to support the operations and analysis of the RNM

Task Forces: *Temporary* groups comprised a broad range of representatives, including Operators, stakeholders, and subject matter experts, that will help complete analysis and develop policy recommendations / options for *targeted* topics

Sub-Committees: Longer-term groups comprised a broad range of representatives, including Operators, stakeholders, and subject matter experts, that will help complete analysis and develop policy recommendations / options for *ongoing* topics

Preliminary Short / Near-Term RNM Structure



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How the Operating Model Framework will Drive Long-Term Evolution of the RNM Framework

Establish & Expand



Develop tools and technology to drive standardization and improve efficiency

Refine Processes & Enhance Incentives



Update processes to meet changing needs / goals and enhance incentives to support process implementation

Sharpen **Authorities**



Enhance agency authorities to align decision-making capabilities with regional goals

Long-Term RNM Framework



Short / Near-Term

RNM Framework

Establish foundational leadership roles while scaling support elements to meet changing priorities

Establish Leadership & Scale Roles

2026

0-4 Years

Note: Illustrative