



To: Regional Network Management Council  
Re: Performance Measures Update, Agenda 3d  
Date: April 28, 2025

To the Regional Network Management Council,

Thank you for reviewing and updating performance measures for regional network management initiatives. This is an important step to assess and make progress.

Here are several comments on the performance measures.

Overall, please focus on outcomes where it is feasible.

With regard to rider experience with the end to end journey, it would be valuable:

- Over time, to include first and last mile options including safe bike/ped connections, micromobility and shuttles
- To make progress toward service led planning practices in upcoming network planning, by defining the regional network including key hubs, links, end to end travel times, and to use this to plan improvements
- To use transfer times for key hubs and journeys as a metric
- To set goals to improve the quality and completeness of GTFS data including accessibility data, with standards, incentives for quality, and technical assistance
- For accessible transportation, to incorporate the goals and metrics in the Coordinated Human Services Transportation Plan and to incorporate the perspectives of people with lived experience to evaluate goals and outcomes

With regard to the workplan, it would be valuable to show:

- Timeliness with respect to goals
- Capacity to achieve the goals, including “centers of excellence” and technical assistance to help build up the needed capacity
- Needs and opportunities to refine organizational structure to improve ability to achieve the goals
- In particular, what changes may be helpful to speed decision-making and implementation

Thank you for your consideration,

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