



# Regional Network Management (RNM) Council and Transit Operator Updates



METROPOLITAN  
TRANSPORTATION  
COMMISSION

Regional Network  
Management

Regional Network Management Committee

September 12, 2025

# The Role of the RNM Council

**RNM Goal:** Drive transformative improvements in the customer experience for regional Bay Area transit

**Council Purpose:** Bring together leadership from transit agencies and MTC to provide executive guidance on regional transit policies and actionable implementation plans in pursuit of the RNM's Mission and Vision.

## Focus:



### Tangible Results

Advance Initiatives that Deliver  
Tangible Results for Riders



### Leveraging Expertise

Infuse Projects with Regional and  
Transit Agency Staff Expertise



### Leadership

Provide Leadership and Bridge  
Diverse Perspectives

# How We Work Together

- **Working together** to deliver a better experience for transit riders in the Bay Area
- Culture shift to **shared ownership and mutual accountability**
- Collaborative process **builds trust and leads to better outcomes**
- **Partnership model** hard-codes collaboration into initiatives



*Transit Priority Policy workshop with transit general managers, operator staff, and MTC staff*



*Mapping & Wayfinding workshop with transit operator and MTC staff*



# RNM Progress & Rider Impact

## Making Transit Affordable and Easy to Use



### Clipper BayPass

- ✓ **80k people** have access to Clipper BayPass **via 15 partner organizations**
  - ✓ UC Berkeley student BayPass referendum passed with **90% support**



### Clipper START

- ✓ **57k** Clipper START enrollees receiving 50% discount
  - ✓ **Up 82%** since 2024
  - ✓ **Average of 1,500** participants joining per month



### Next Gen Clipper

- ✓ **Accelerated "Tap and Ride"** at BART ahead of Clipper 2 roll-out
- ✓ Coming soon: **Free and Discounted Transfer Program**

# RNM Progress: Building the Foundation for Better Customer Experience



## Making Transit Easier to Navigate & More Convenient

- ✓ Developed Draft **Regional Wayfinding Standards**
- ✓ Upgraded Mapping & Wayfinding at **3 prototype stations** (El Cerrito del Norte, Santa Rosa, Powell Street)
- ✓ **9 more Pilot stations** to receive upgrades in 2026



## Building a Unified, Efficient & Reliable Network

- ✓ Awarded \$22M of transit priority grant funding to **14 projects**
- ✓ **K-Ingleside boarding islands expanded Fall 2024**
- ✓ Upcoming projects include **transit signal priority, red lanes, bus bulbs, and planning efforts to support future improvements**



## Improving Accessibility

- ✓ Streamlined eligibility for **ADA paratransit riders** into Regional Transit Connection Clipper Program
- ✓ Piloting integration of **Clipper for paratransit payments**
- ✓ **3+ one-seat ride pilots** under development



# Improving Customer Experience is a Multifaceted Effort

**RNM initiatives** are critical to an improved and seamless rider experience in the region

**Operator-led coordination** at the regional and sub-regional scale with tangible rider benefits

**Agency-specific efforts** to make meaningful improvements

**Robust engagement & communication** with our riders and the public

**ALL ABOARD  
BAY AREA  
TRANSIT**  
**THE BIG SYNC**



# The Big Sync

Transit operators have coalesced around two main service change dates in January and August. Service Change alignment is critical for our riders:

- It **simplifies communication** of schedule changes and coordination.
- It is a **foundational component to improve transfer timing** at key regional hubs.

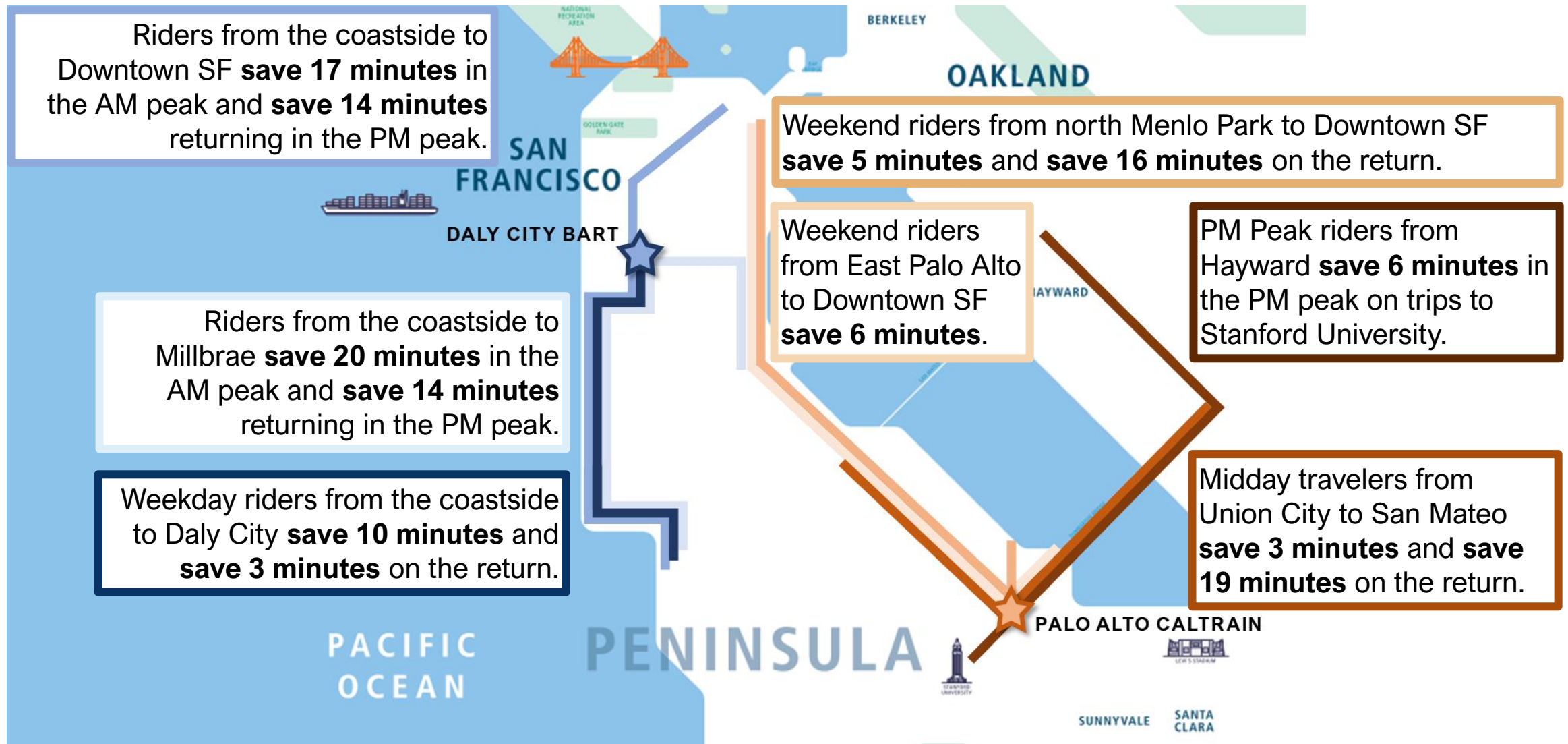


The Bay Area TRANSFER Plan is an effort to improve transfer timing at **key regional hubs**. For the August 2025 Service Change, the effort focused on:

- Daly City
  - BART, SFMTA, SamTrans
- Palo Alto
  - Caltrain, VTA, SamTrans, Dumbarton Exp., Stanford
- Dublin/Pleasanton
  - BART, LAVTA, County Connection, StanRTA, SJRTD
- Concord
  - BART, County Connection, Tri Delta Transit

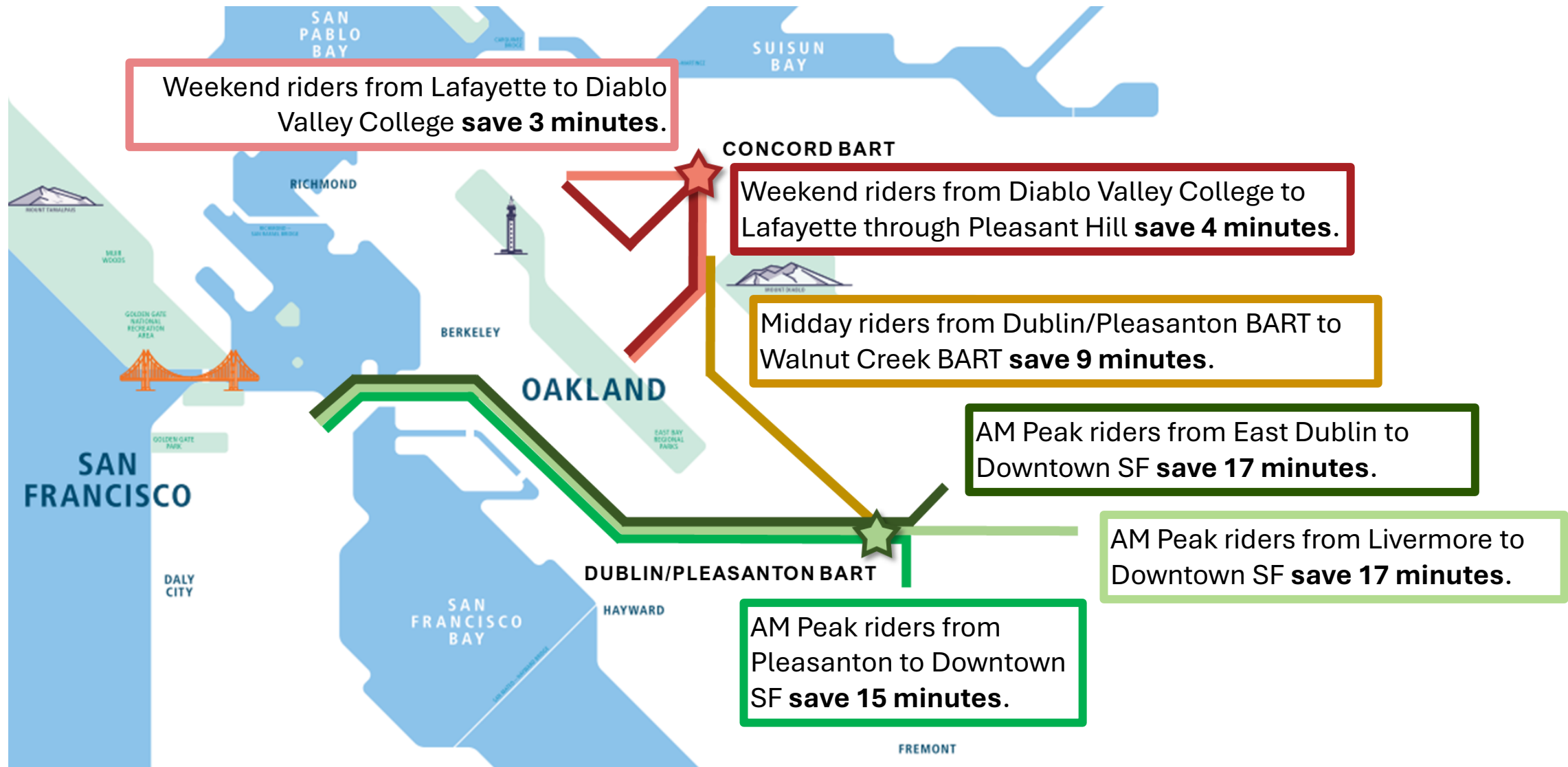
**Schedule changes were made to 18 routes**

# Coordinated Transfers Save Riders Time: Peninsula





# Coordinated Transfers Save Riders Time: East Bay

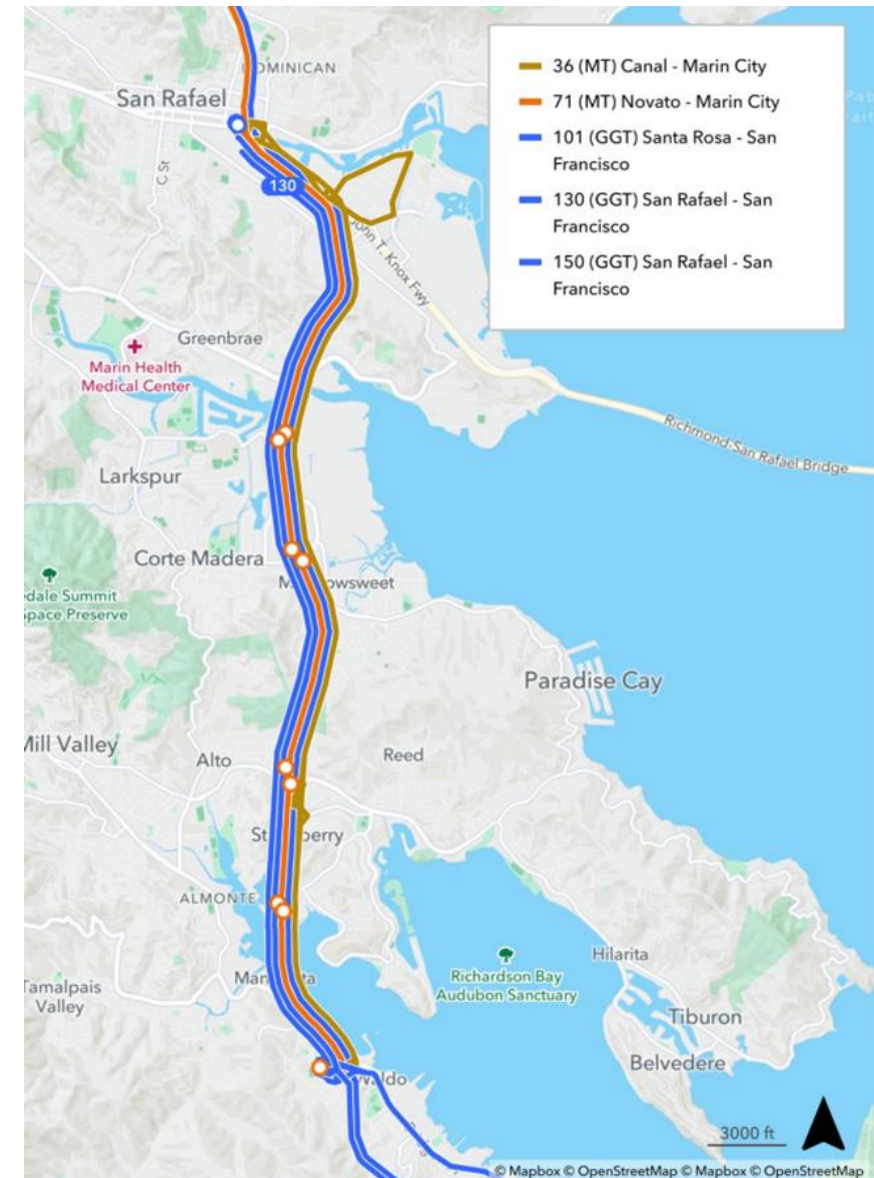


# Marin-Sonoma Coordinated Transit Service (MASCOTS) Plan

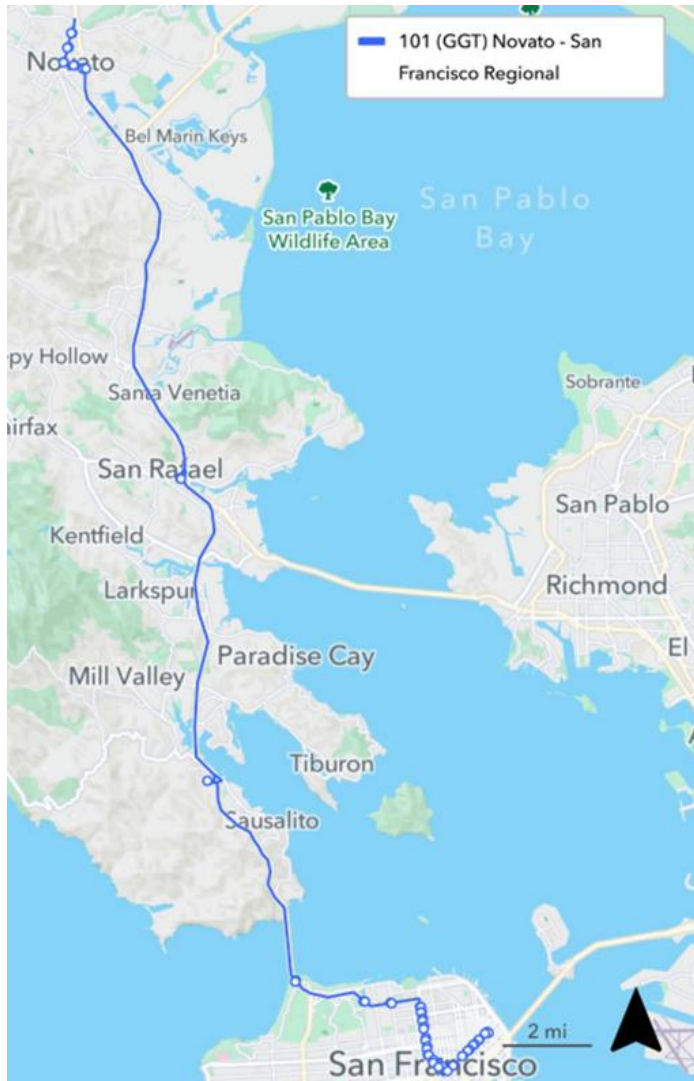
Multi-agency collaboration focused on improving service efficiency, effectiveness, and legibility along Highway 101 corridor to better serve existing and future transit customers

## Goals of MASCOTS Plan

- Reduce duplication:
  - Streamline overlapping services
  - Major corridors would have one option that comes more frequently
- Improve connections:
  - Make the network more usable and improve connections between operators
- Match service to demand, supporting ridership growth:
  - Redirect resources to where ridership growth potential is highest
  - Reduce or remove service on low-ridership routes and alignments
  - Maintain or increase overall amount of transit service



# MASCOTS: Sub-Regional Service Recommendations



## Recommendations

- Increase SMART frequency and span of service (earlier and later).
- Truncate Golden Gate Transit Route 101 in Novato and increase frequency between San Rafael and San Francisco.
- Streamline routes between San Rafael, Southern Marin, and SF.
- Improve local bus connections to SMART Stations.

## Next Steps

- Robust public outreach was conducted this Summer, and agency boards will finalize changes this Fall for a Spring 2026 implementation.
- This three-year pilot will be evaluated after year two.



# Agency Efforts to Improve Service & Coordination



## Muni Headway Service Management

- Even spacing between vehicles allows for seamless connections to regional services without gaps.

## Caltrain Electrification

- Electrified service schedule intentionally designed as a “clock-faced” schedule to improve the transfer experience to adjoining agencies.

## AC Transit Realign

- Increased service on major corridors to improve connections to other regional operators, facilitating easier regional travel on transit.



# Join Us for Transit Month!

Experience our transit network, meet people passionate about transit.

There are many events still planned for the month!



September 26, 3pm - 6:30pm  
Starting at 19th St./Oakland



September 23  
All Day, all modes!





# Thank You



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