

# Transit RNM Performance Measures Update

Regional Network Management Customer  
Advisory Group  
March 25, 2025



**METROPOLITAN  
TRANSPORTATION  
COMMISSION**  
REGIONAL NETWORK MANAGEMENT

# How We Got Here

# Today

## 2020

Blue Ribbon Transit Recovery Task Force



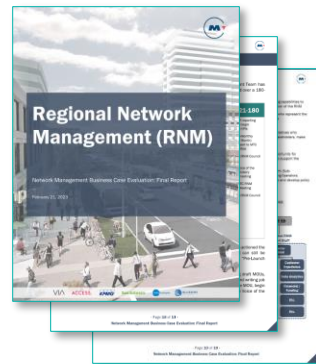
## 2021

Bay Area Transit Transformation Action Plan



## 2022

Network Management Evaluation



## 2023

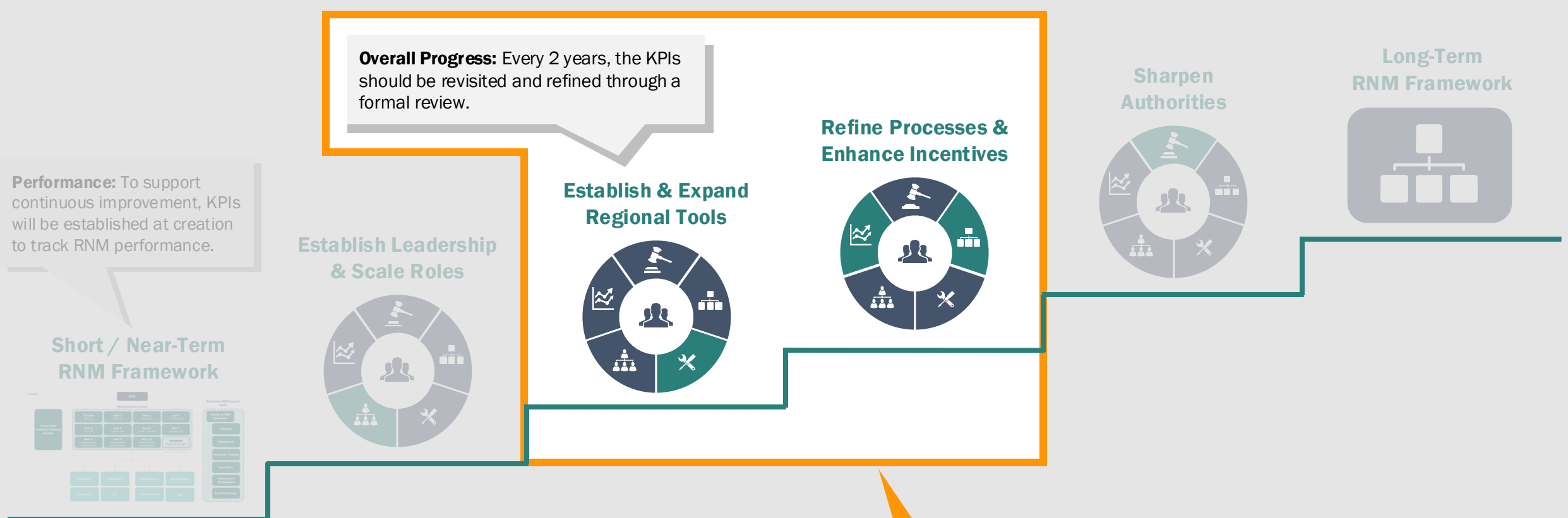
Standing up Regional Network Management

- **February 2023:** RNM Framework approved (Res. 4564)
- **July 2023:** First meeting of RNM Committee
- **September 2023:** RNM Customer Advisory Group established (Res. 4610)
- **November 2023:** RNM Council established (Res. 4622)

Delivering on the RNM Council's Work Plan & Transformation Action Plan



# RNM Review & Evolution



**Feb 2023**  
RNM Framework approved

**Summer-Fall 2023**  
RNM bodies established

**May 2024**  
RNM Performance Measures approved

**We Are Here**

# Framework for RNM Performance Measures

## RNM Mission:

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

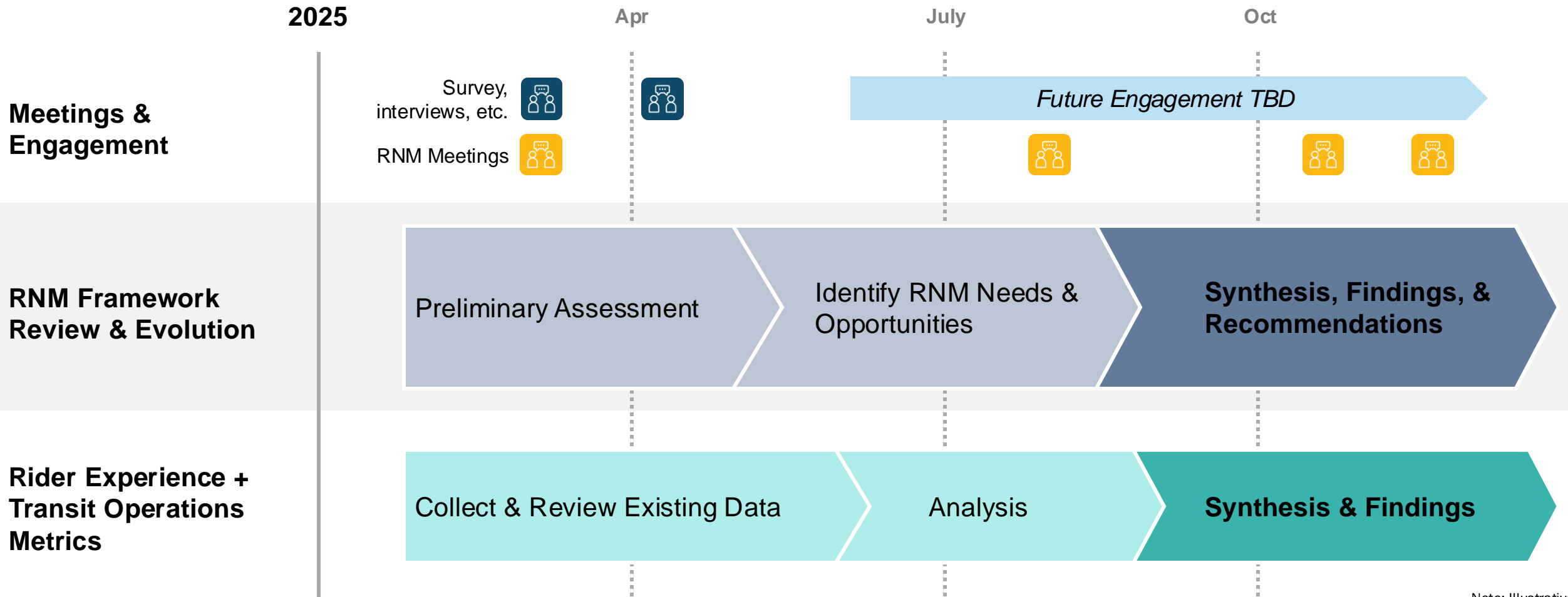
## RNM Performance Measures should...

- 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

# RNM Performance Measures: Approved 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)

# RNM Performance Measures: Draft Schedule



Note: Illustrative

# Next Steps

- Refine approach and conduct initial engagement (online survey, interviews, etc.) to inform RNM Framework Review & Evolution
- Collect & review existing rider experience and transit operations data