

# Regional Network Management Council FY 2025-26 & FY 2026-27 Work Plan

## Overview of Activities & Progress (Prepared February 2026)

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
RNM Council Management			
Biennial Elections	<ul style="list-style-type: none"> <li>Elect Chair and Vice Chair (late 2025)</li> </ul>	Deferred to February 2026 to align with Clipper Executive Board elections.	Elections in February 2026.
Annual Work Plan Updates	<ul style="list-style-type: none"> <li>Adopt annual work plans (annually; mid-year)</li> </ul>	N/A	Will begin planning for FY26-27 & FY27-28 Work Plan development in Spring 2026.
RNM Framework Review	<ul style="list-style-type: none"> <li>Consider recommendations from two-year RNM framework review (late 2025)</li> </ul>	Staff have been reviewing consultant findings and are preparing to bring an update to the RNM bodies in early/mid 2026.	Update to RNM bodies anticipated early/mid 2026.
TAP Amendment	<ul style="list-style-type: none"> <li>Develop approach for updating the Action Plan, including discussion of priorities (early 2026)</li> </ul>	N/A - staff have been focused on the RNM Framework Review. TAP Amendment to follow.	Anticipated to start in 2026 following adoption of the PBA 2050+ Implementation Plan and in coordination with the RNM Framework Review.
Performance Measures Reporting & Transit Customer Experience Surveys	<ul style="list-style-type: none"> <li>Review Transit RNM Performance Measures Report (late 2025-early 2026)</li> <li>Provide recommendations on implementation of a potential regional transit rider experience survey (late 2025)</li> </ul>	<ul style="list-style-type: none"> <li>Consultant work underway - data collection and preliminary analyses.</li> </ul>	<ul style="list-style-type: none"> <li>Continue data analysis and coordinate with transit operator staff as needed to review preliminary findings. Provide update to RNM Council in early/mid 2026.</li> <li>Additional discussions needed to develop potential paths forward for a regional survey.</li> </ul>

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
<b>Fares &amp; Payment</b>			
Clipper START	<ul style="list-style-type: none"> <li>• Improve customer service with live operators (late 2025)</li> <li>• Continue targeted marketing in multiple languages through various channels to increase awareness and uptake (ongoing)</li> <li>• Build partnerships with community organizations and county social service agencies to increase program enrollment and awareness and leverage Community Action Resource &amp; Empowerment (CARE) Program to support these efforts (ongoing)</li> <li>• Explore streamlining application process through technology advancements (late 2025)</li> </ul>	<ul style="list-style-type: none"> <li>• Second phase of Clipper START program evaluation is underway.</li> <li>• In coordination with the California Department of Technology (CDT), launched a pilot in January 2026 to streamline eligibility verification for CalFresh participants and improve the Clipper START application process. Applicants who participate in CalFresh can now be approved for Clipper START in one sitting.</li> <li>• Initiated partnerships and shared communication materials with Santa Clara and Solano counties to cross-promote means-based programs, including Clipper START.</li> <li>• Finalized materials for Clipper START Spring 2026 Marketing Campaign.</li> <li>• To continue to improve customer service for Clipper START, Cubic added staff in January.</li> </ul>	<ul style="list-style-type: none"> <li>• Review program performance and identify remaining barriers to uptake.</li> <li>• Provide update on Clipper START evaluation, marketing and operations (early 2026).</li> <li>• Continue to build partnerships with community organizations and county social service agencies to increase program enrollment and awareness.</li> <li>• Monitor CDT pilot usage and plan to conduct targeted marketing in coordination with the Spring 2026 Clipper START Marketing Campaign.</li> </ul>

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
Clipper BayPass	<ul style="list-style-type: none"> <li>• Conduct Phase 2 evaluation that will study ridership and impacts to multi-agency trips (mid 2026)</li> <li>• Continue to sign up new program participants, existing participant program support, recruitment/outreach (ongoing)</li> <li>• Outline vision for the future of Clipper BayPass beyond summer 2027 as an ongoing program (late 2026)</li> <li>• Explore additional use cases, such as special events (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>• Continued Phase 2 evaluation.</li> <li>• Continued to sign up new program participants and providing administration support for partners and recruitment/outreach (currently at 20 contracts with approx. 90K participants).</li> <li>• Solicited input from transit agencies to identify updates to the BayPass Participation Agreement to extend the pilot program.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue Phase 2 evaluation.</li> <li>• Continue to sign up new program participants and providing administration support for partners and recruitment/outreach (ongoing).</li> <li>• Seek endorsement from RNM Council for BayPass Agreement Update and pilot Extension (early 2026).</li> </ul>
Free/Discounted Interagency Transfers	<ul style="list-style-type: none"> <li>• Launch pilot with NextGen Clipper (mid 2025)</li> <li>• Evaluate ridership data (looking specifically at new trips) within a year after launch (late 2026)</li> <li>• Identify funding for potentially continuing free/discounted transfers as an ongoing fare policy (mid 2026)</li> </ul>	<ul style="list-style-type: none"> <li>• Pilot launched with NextGen Clipper.</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting transfers after full transition to C2.</li> <li>• Distribute first group of upfront payments to operators.</li> <li>• Evaluate ridership data, with a focus on new trips.</li> <li>• Issue RFP for contractor to formally evaluate the Transfer Pilot.</li> </ul>
Study common regional fare structure	<ul style="list-style-type: none"> <li>• Refine the vision and develop next steps for a common fare structure for regional transit services (mid 2026)</li> </ul>	<p>N/A - Staff have been focused on advancing other fare programs.</p>	<p>TBD - Continue to assess potential paths forward. Work with Caltrain to coordinate with their potential fare study.</p>

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
<b>Customer Information</b>			
Regional Mapping & Wayfinding	<ul style="list-style-type: none"> <li>• Issue v1 regional standards (late 2025)</li> <li>• Implement pilots at 9 regional hubs and select North Bay pilots (starting in 2026)</li> <li>• Develop internal content production tools to facilitate deployment at scale (mid 2026)</li> <li>• Support agency-led signage projects (mid 2026)</li> <li>• Identify roles and responsibilities for regionwide implementation and ongoing operations and maintenance (starting in 2027)</li> </ul>	<ul style="list-style-type: none"> <li>• Prepared Transit Stop Signage Design Guidelines and Regional Network Identity.</li> <li>• Investigated and finalized approach for procuring a contractor for pilot installation.</li> <li>• SFMTA installed new regional wayfinding signage at Castro Muni Metro station.</li> </ul>	<ul style="list-style-type: none"> <li>• Release RFQ for Progressive Design Build Contractor.</li> <li>• Seek RNM Council approval of Transit Stop Signage Design Guidelines and Regional Network Identity.</li> <li>• Develop Signage Plans for pilot sites in partnership with transit agencies.</li> <li>• Print and install Regional Transit Maps at pilot sites.</li> <li>• Identify requirements for Automated Artworking Tool to produce transit stop signs at scale.</li> </ul>
Real-Time Transit Information	<ul style="list-style-type: none"> <li>• Conduct a needs assessment to identify opportunities to improve real-time transit information</li> </ul>	<ul style="list-style-type: none"> <li>• Continued to review and suggest improvements based on GTFS checklists and submitted by operators receiving SB125 funding.</li> </ul>	<ul style="list-style-type: none"> <li>• Integrate discussions to develop approach as part of TAP Amendment.</li> </ul>
Strategic & Cohesive Communications	<ul style="list-style-type: none"> <li>• Identify opportunities to improve responsiveness and regional cooperation in communications to transit riders (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>• Presented update on coordinated transit communications efforts to the RNM Committee and Council (December 2025).</li> <li>• Coordinated shared transit communications for Super Bowl LX.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing coordination on communications for RNM initiatives and other regional transit activities as appropriate.</li> </ul>

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
<b>Transit Network</b>			
Transit Priority Funding Programs	<ul style="list-style-type: none"> <li>• Complete BusAID Round 1 and IDEA TSP projects (initial projects as early as mid-2026)</li> <li>• Evaluate benefits of BusAID Round 1 and IDEA TSP projects (ongoing as projects are completed)</li> <li>• Identify and award funding to additional transit priority projects through BusAID Round 2 (late 2025 through early 2026)</li> </ul>	<ul style="list-style-type: none"> <li>• Held kick-offs for 2 remaining IDEA TSP contracts (SamTrans, TAM); all projects are now underway.</li> <li>• Continued coordination (kickoffs and stakeholder meetings, monitoring project progress) for 9 BusAID and 5 IDEA TSP projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing coordination to kick off and support approved BusAID and IDEA TSP projects. Some projects are expected to be implemented as early as mid- to late 2026.</li> </ul>
Bay Area Transit Priority Policy for Roadways	<ul style="list-style-type: none"> <li>• Review draft and final Transit Priority Policy for Roadways (late 2025)</li> <li>• Update Complete Streets Checklist to strengthen review of potential project impacts to transit (early 2026)</li> </ul>	<ul style="list-style-type: none"> <li>• Finalized Policy materials based on RNM body feedback. Policy adopted by MTC at 1/28 Commission meeting.</li> <li>• Incorporated Policy requirements into the redesigned MTC Complete Streets Checklist online portal.</li> </ul>	<ul style="list-style-type: none"> <li>• Begin developing a technical assistance and performance monitoring program to support Policy implementation.</li> <li>• MTC staff will begin identifying opportunities to incorporate transit priority-related funding incentives into discretionary funding programs.</li> </ul>
Transit Priority Roadway Assessment	<ul style="list-style-type: none"> <li>• Review findings from the assessment, which will provide a “snapshot in time” of existing transit operations in the Bay Area to help inform transit priority investments throughout the region (mid to late 2026)</li> <li>• Develop regional Transit Priority Network (based on analyses)</li> </ul>	<ul style="list-style-type: none"> <li>• Existing Conditions data collection underway. Completed initial stakeholder engagement on methodology for initial tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Draft existing conditions analysis, delay hotspot analysis, and development of regional Transit Priority Network (as called for in Policy).</li> </ul>

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
<b>Accessibility</b>			
Paratransit Eligibility Practices	<ul style="list-style-type: none"> <li>Continue prioritizing and implementing policy recommendations, such as streamlined application and recertification processes (late 2025 to mid 2026)</li> </ul>	<ul style="list-style-type: none"> <li>Defined requirements for paratransit eligibility training and curriculum design.</li> </ul>	<ul style="list-style-type: none"> <li>Procure provider for paratransit eligibility training and curriculum design.</li> </ul>
Regional Paratransit Trips	<ul style="list-style-type: none"> <li>Implement regional paratransit and one-seat ride pilot projects (starting early to mid 2026)</li> <li>Evaluate pilot projects and assess long-term feasibility (following pilots)</li> </ul>	<ul style="list-style-type: none"> <li>RNM Council and Committee approved recommended four One-Seat Ride pilot projects (December 2025 and January 2026, respectively).</li> <li>Secured consultant support (Steer) for evaluation contract.</li> </ul>	<ul style="list-style-type: none"> <li>Finalize contract for One-Seat Ride pilot evaluation.</li> <li>Work with transit agency staff and consultant to begin pilot implementation and evaluation.</li> </ul>
Paratransit Analysis	<ul style="list-style-type: none"> <li>Commence activities to identify key paratransit challenges and recommend improvements, including convening meetings with paratransit riders and transit/paratransit providers (starting late 2025)</li> </ul>	N/A – new addition to work plan; not yet started.	TBD - anticipate beginning to plan approach later in FY25-26.
Mobility Management	<ul style="list-style-type: none"> <li>Designate a Mobility Manager in each county and assist each county in implementing regional Mobility Management framework (starting late 2025)</li> </ul>	N/A – On hold; staff have been focused on advancing other prioritized accessibility items.	TBD - anticipate beginning to plan approach in FY26-27.

Work Plan Item	Activity (Target Date)	Recently Completed Activities	Upcoming Activities
<b>Funding</b>			
Funding for Action Plan Initiatives	<ul style="list-style-type: none"> <li>• Manage and prioritize the use of limited funding to advance RNM initiatives (ongoing)</li> <li>• Identify opportunities for ongoing funding for priority programs (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>• Programming and allocation of funding as needed to support TAP actions, including the approved One-Seat Ride paratransit pilots.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing support as needed.</li> </ul>
Advocacy for Funding	<ul style="list-style-type: none"> <li>• Support ongoing advocacy to secure funding for transit throughout the region (ongoing)</li> </ul>	<p>Advanced outside the RNM Council:</p> <ul style="list-style-type: none"> <li>• MTC, affected transit operators, and state leaders coordinated to secure a \$590M bridge loan, which will prevent FY 2026–27 service cuts at AC Transit, BART, Caltrain, and Muni.</li> </ul>	<p>Anticipated activities, which may occur outside the RNM Council:</p> <ul style="list-style-type: none"> <li>• Provide public factual information, should the SB 63-authorized transit measure be placed on the November 2026 ballot.</li> <li>• Advocacy for Bay Area transit funding through the state budget and upcoming federal surface transportation authorization.</li> </ul>