

Regional Network Management Council

April 22, 2024

Agenda Item 4c

Regional Network Management Performance Measures

Subject:

Staff will present initial Regional Network Management (RNM) performance measures for action by the RNM Council.

Background:

In February 2023, the Commission approved the RNM framework (MTC Resolution No. 4564), which included the creation of a Regional Network Management (RNM) Council. The RNM framework calls for the development of key performance indicators (KPIs) to track performance of the RNM. During the November and December 2023 discussions with the RNM Council and RNM Committee about the RNM Council's Work Plan, the members emphasized the importance of performance measures for both tracking and also communicating progress towards achieving tangible outcomes for riders.

Staff presented draft RNM performance measures at the March 18, 2024 RNM Council meeting. RNM Council members emphasized the importance for performance measures to evolve over time, the need to contextualize performance in the larger context in which transit operates, being thoughtful about holding operators and other parties accountable, and ensuring that staff capacity exists to implement the adopted measures. In addition, Council members identified the need to work towards including additional measures of reliability or delay (such as travel times and speeds), accessibility and paratransit, and capturing other ways that operators coordinate (e.g., providing mutual aid). Staff responses to address RNM Council comments are summarized in Attachment A.

At the end of 2023, the California State Transportation Agency (CalSTA) convened a statewide Transit Transformation Task Force, supported by a Technical Working Group, to develop policy recommendations to grow transit ridership, improve the transit experience and address long-term operational needs. The Task Force and Working Group are also considering objectives, goals and

standards for transit; with numerous members from the Bay Area, staff will continue to track state-led efforts and strive for alignment where appropriate.

Attachment B summarizes the proposed types and categories of measures, initial performance measures, the long-term vision for performance measure reporting, and potential future measures.

Next Steps:

Following endorsement by the RNM Council, staff will present the proposed RNM performance measures to the RNM Customer Advisory Group in April for additional feedback, and subsequently to the RNM Committee in May for approval.

Moving forward, MTC and operator staff will work to collect and aggregate data, begin scoping the regional rider survey, and monitor and coordinate with state efforts.

Issues:

None identified.

Recommendations:

Approval of the initial set of RNM performance measures as presented in Attachment B, and of the proposed approach to evolve performance measure reporting moving forward.

Attachments:

- Attachment A: Summary of RNM Council Comments
- Attachment B: RNM Performance Measures
- Attachment C: Presentation