

## Regional Network Management Customer Advisory Group

April 26, 2024

Agenda Item 4a

### Regional Network Management Performance Measures

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**Subject:**

Staff will present initial Regional Network Management (RNM) performance measures for input from the Customer Advisory Group.

**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 for feedback. 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). On April 22, 2024 the RNM Council will consider approval of the RNM performance measures as presented in Attachment A, which includes revisions to address Council member comments.

Attachment A summarizes the proposed types and categories of measures, initial performance measures, the long-term vision for performance measure reporting, and potential future measures. Staff are seeking additional input from Customer Advisory Group members prior to bringing the RNM Performance Measures to the RNM Committee in May 2024.

**Next Steps:**

After incorporating any feedback from the Customer Advisory Group, staff will present the RNM Performance Measures to the RNM Committee in May for action. Thereafter, MTC and operator staff will work to collect and aggregate data, begin scoping the regional rider survey, and monitor and coordinate with state performance measure efforts.

**Issues:**

None identified.

**Recommendations:**

None.

**Attachments:**

- Attachment A: RNM Performance Measures
- Attachment B: Presentation