



BLUE RIBBON



TRANSIT RECOVERY  
TASK FORCE

## NETWORK MANAGEMENT: PRIORITIZING ROLES & RESPONSIBILITIES

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# NETWORK MANAGEMENT: PRIORITIZING ROLES & RESPONSIBILITIES

## Feedback from March Task Force meeting:

- All listed Network Management roles and responsibilities are relevant, but some warrant greater focus in the near term.
- Additional roles were identified as priorities for evaluation.
- Roles should be tied to outcomes and timing priorities.

## TODAY'S GOAL:

- Identify primary Network Management roles and responsibilities to review with consultant in May.
- Consider which Network Management roles should continue being voluntarily coordinated at this time.

# ROLES & RESPONSIBILITIES PROCESS

April 26, 2021

July 2020

21 potential transit transformation building blocks presented

January 2021

Administrative and customer-facing framing of potential roles & responsibilities reviewed by the Task Force

February 2021

Priority and potential agency lead for roles & responsibilities reviewed by the Task Force

March 2021

Initial screening of priority roles & responsibilities offered by the Task Force

April 2021

**Identify primary Network Management roles & responsibilities to review with Evaluation Consultant**

May 2021

Approve priority Network Management roles & responsibilities after review with Evaluation Consultant

# ROLES AND RESPONSIBILITIES – CONTINUAL REFINEMENT

April 2021

**Task Force** to narrow down initial prioritized list for consultant review and outline questions for consultant to address

May 2021

- **NM Evaluation consultant** to affirm, readjust, define prioritized list of roles and responsibilities for Task Force consideration
- **Task Force** consideration, refinement, and approval of the prioritized list

June 2021

- **NM Evaluation consultant** will use the prioritized list for initial input into the Alternatives Assessment

August 2021 and Beyond

- **Business case** will revisit the roles and responsibilities and further refine and adjust as appropriate.



# KEY POINTS

- **Priority Network Management roles and responsibilities should focus on adopted Problem Statement issues**
- **Selected roles and responsibilities become the underpinning of the consultant's Network Management Evaluation**
- **Prioritized roles and responsibilities represent near-term focus, not elimination of future opportunity to integrate others**
- **Evaluation consultant will further define specific roles and responsibilities as part of their Evaluation**
- **Future Business Case analysis will further review and refine the roles and responsibilities**

# BLUE RIBBON EQUITY PRINCIPLES

Invest  
Equitably

Increase  
Accessibility

Be  
Inclusive

Use Data to  
Inform Decisions

Advance Health  
& Safety

- Equity is an essential building block in the foundation of any viable vision of a better world.
- Working to achieve equity acknowledges unequal starting places and the need to correct the imbalance.
- Equity and excellence cannot be divided. If a Plan's goals and specific responsibilities do not align with the core values of those involved, the effort cannot succeed.

# NETWORK MANAGEMENT: PRIORITIZING ROLES & RESPONSIBILITIES

(List from March 22, 2021, Blue Ribbon Task Force meeting)

## Customer Facing

- Fare Policy and Collection
- Connected Network Planning
- Current Services Coordination
- Branding, Mapping and Wayfinding
- Station Hub Design Review
- Technology and Mobile Standards
- Marketing/ Public Information Services
- Paratransit Coordination
- Bus Transit Priority
- Micro-mobility Integration

## Administrative/Institutional

- Procurement and Contracting
- Capital Project Prioritization
- Mega-project Delivery and Oversight
- Emergency Coordination
- Data Collection and Coordination
- Centralized Program Eligibility Verification
- Performance Management Standards
- Financial Assessment and Advocacy
- Bus Network Management Reforms
- Rail Network Management Reforms

## KEY

MTC/Partner  
Initial Network Priorities

Reserve for Future NM  
Consideration

Roles & Responsibilities yet  
to be confirmed and  
categorized

# NETWORK MANAGEMENT: PRIORITIZING ROLES & RESPONSIBILITIES

## What Task Force added at its March meeting (Light Blue)

### Customer Facing

- Fare Policy and Collection
- Connected Network Planning
- Current Services Coordination
- Branding, Mapping and Wayfinding
- Station Hub Design Review
- Technology and Mobile Standards
- Marketing/ Public Information Services
- **Accessible Services** (includes Paratransit)
- Bus Transit Priority
- **Public Mobility Integration**
- **School Services** (added to list)

### Administrative/Institutional

- Procurement and Contracting
- **Capital Project Prioritization ?**
- Mega-project Delivery and Oversight ?
- Emergency Coordination
- Data Collection and Coordination
- Centralized Program Eligibility Verification
- Performance Management Standards
- Financial Assessment and Advocacy
- Bus Network Management Reforms
- Rail Network Management Reforms

### KEY

Initial MTC/Partner  
NM Priorities

Additional NM Priorities  
Identified by Task Force at  
3/22 meeting

Reserve for Future NM  
Consideration





**?**  
Indicates lack of consensus  
during 3/22 meeting



# NETWORK MANAGEMENT: RESPONSIBILITIES SUPPORT DESIRED OUTCOMES

NETWORK MANAGEMENT (NM) OUTCOMES	ROLES & RESPONSIBILITIES
Coordinated, equitable fares and simpler payment options that attract more riders	Fare Policy
	Technology and Mobile Standards (Clipper)
Reliable, integrated, customer-focused transit network with coordinated routes, service, schedules, and long-term planning	Bus Transit Priority
	Connected Network Planning
	Station Hub Design Review
	Data Collection and Coordination
	Performance Management Standards
	Capital Project Prioritization
	Public Mobility Integration
Customer Information that attracts more riders due to convenience, uniformity, and real-time accuracy	Branding, Mapping and Wayfinding
	Marketing / Public Information
	Technology and Mobile Standards (Real Time Info)
Equitably distributed community transit services that are efficiently and cost effectively administered to maximize customer benefits	Current Services Coordination
	Accessible Services (including Paratransit)
	School Services
	Emergency Coordination
	Procurement and Contracting
	Centralized Program Eligibility Verification
Transit Network Management reforms resulting in efficient, customer-focused policies and operation	Bus Network Management Reform
	Rail Network Management Reform
	Mega-project Delivery and Oversight
Increased cost-effectiveness and public transit funding at federal, state and regional level	Funding Advocacy


## Legend


-  **NM/C:** Initial Support of High Priority Initiatives to be part of Network Management Evaluation
-  **NM:** Responsibilities to be confirmed for focus in Network Management Evaluation
-  **O/MTC:** Ongoing regional coordination led by MTC, not a focus of near term NM Evaluation  
**O/O:** Ongoing regional coordination led by Operators, not a focus of near term NM Evaluation  
**O/MTC/O:** Ongoing Network Management responsibilities jointly led by MTC and Operators  
**MTC/CP:** Community Partners- Ongoing advocacy for New Network Management Funding facilitated by MTC
-  **D:** Deferred Network Management Integration


# NETWORK MANAGEMENT: PROPOSED ROLES & RESPONSIBILITIES OUTSIDE INITIAL EVALUATION (IN YELLOW)


NETWORK MANAGEMENT (NM) OUTCOMES	ROLES & RESPONSIBILITIES	Primary focus of Network Management Evaluation (indicated in Blue)
Coordinated, equitable fares and simpler payment options that attract more riders	Fare Policy	NM/C
	Technology and Mobile Standards (Clipper)	O/MTC/O
Reliable, integrated, customer-focused transit network with coordinated routes, service, schedules, and long-term planning	Bus Transit Priority	NM/C
	Connected Network Planning	NM
	Station Hub Design Review	NM
	Data Collection and Coordination	NM
	Performance Management Standards	O/MTC
	Capital Project Prioritization	O/MTC
	Public Mobility Integration	D
Customer Information that attracts more riders due to convenience, uniformity, and real-time accuracy	Branding, Mapping and Wayfinding	NM/C
	Marketing / Public Information	O/MTC/O
	Technology and Mobile Standards (Real Time Info)	NM/C
Equitably distributed community transit services that are efficiently and cost effectively administered to maximize customer benefits	Current Services Coordination	O/O
	Accessible Services (including Paratransit)	NM
	School Services	O/O
	Emergency Coordination	O/O
	Procurement and Contracting	O/O
	Centralized Program Eligibility Verification	NM
Transit Network Management reforms resulting in efficient, customer-focused policies and operation	Bus Network Management Reform	NM
	Rail Network Management Reform	NM
	Mega-project Delivery and Oversight	NM
Increased cost-effectiveness and public transit funding at federal, state and regional level	Funding Advocacy	MTC/CP

## Legend


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 **D:** Deferred Network Management Integration





## QUESTIONS FOR DISCUSSION

Shades of blue indicate the consultant's primary evaluation focus.

1. Should any **BLUE** roles be changed to yellow or red?
2. Should any **YELLOW** roles be changed to blue?
3. Should any more specific roles be added?





[www.mtc.ca.gov/mtc.ca.gov/blue-ribbon-transit-recovery-task-force](http://www.mtc.ca.gov/mtc.ca.gov/blue-ribbon-transit-recovery-task-force)