

Regional Network Management Customer Advisory Group

March 25, 2025

Agenda Item 4c

Regional Network Management Performance Measures Update

Subject:

Informational update on the two-year review of transit Regional Network Management program progress.

Background:

In February 2023, the Commission adopted the Regional Network Management (RNM) framework (MTC Resolution No. 4564). The RNM framework called for performance metrics to be established to track RNM performance and for recurring review to support continuous improvement and drive long-term evolution. In May 2024, the RNM Committee adopted performance measures to track progress towards achieving tangible outcomes for riders and help deliver RNM's mission of achieving a more connected, efficient, and user-focused mobility network in the region (MTC Resolution No. 4648). The performance measures include a combination of quantitative and qualitative measures grouped into two types: 1) Transit Rider Outcomes, including rider experience and rider benefits from RNM activities; and, 2) RNM & Transit Operations, including work plan achievement, RNM capabilities & needs, and regional transit operations.

In December 2024, the RNM Committee approved a contract amendment with Perkins Eastman/KPMG to conduct a review of the RNM framework, including identifying strengths, weaknesses, opportunities and challenges, and developing recommendations on how to evolve the RNM moving forward. Staff have been working with the consultant team to refine the approach and schedule, and the consultant team is preparing to conduct engagement (online survey, interviews, etc.) with stakeholders, including members of the RNM Council, to inform their review.

In parallel, staff have been continuing to refine the approach for the transit rider outcomes and transit operations metrics and will return with additional updates as this work advances.

Issues:

None Identified

Recommendation:

None.

Attachments:

- Presentation
- Attachment A: MTC Resolution 4564, Regional Network Management Framework
- Attachment B: MTC Resolution 4648, Regional Network Management Performance Measures