

Regional Network Management (RNM) Council
Fiscal Year (FY) 2023-24 & FY 2024-25 Work Plan

The RNM Council FY 2023-24 and FY 2024-25 Work Plan operationalizes collaboration among MTC and the Bay Area's Transit Operators to help realize transit riders' needs across the region.

The RNM Work Plan is anchored by the Transit Transformation Action Plan (TAP) "desired outcomes" and the mission and vision of the RNM.

RNM Mission: To drive transformative improvements in the customer experience for regional Bay Area transit

RNM Vision: To advance regional goals in equity, livability, climate, and resiliency

Items included in this year's Work Plan aim to balance between initiatives already having momentum and funding (such as the roll-out of the regional mapping and wayfinding system) and introducing new priorities that would benefit from systematic, consistent regional implementation support, such as cross-agency pilots and initiatives. Work Plan items share a common focus on tangible customer benefits. Proactive attention to these items leads to improved transit competitiveness, faster deployment of change, and regional consistency.

Furthermore, entering its first year, the RNM Work Plan must also attend to and advance its evolving competencies, including developing program accountability tools measuring the RNM structure's effectiveness at driving ambitious Transit Transformation Action Plan (TAP) outcomes, as shown below. The Work Plan also introduces an initiative to adopt new regional and customer-focused performance measures to track system improvements and better create a predictable feedback loop with the regional customer.

Transit Transformation Action Plan Desired Outcomes

Fares and Payment	Customer Information	Transit Network	Accessibility	Funding
Simpler, consistent and equitable fare and payment options	Make transit easier to navigate and more convenient	Transit services managed as a unified, efficient, and reliable network	Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently.	Using resources more efficiently to secure new, dedicated revenue to meet funding needs

RNM Council FY23-24 & 24-25 Work Plan

Work Plan Item	Rationale and RNM Council Activities	Timeframe
RNM Council Management		
RNM Standup Activities	<ul style="list-style-type: none"> Develop and adopt FY23-24 & 24-25 Work Plan. RNM Council Charter development and referral by the RNM Committee to the Commission for approval Elect Chair and Vice Chair (2-year term) 	End of 2023
Transit Transformation Action Plan (TAP) two-year status update & amendment	<ul style="list-style-type: none"> Review TAP two-year status update Review and adopt an amendment to TAP 	Late 2023 to early 2024

Work Plan Item	Rationale and RNM Council Activities	Timeframe
Propose RNM "Program" Key Performance Indicators (KPIs)	<p>Per the Charter, the RNM Council will be held accountable to a set of Key Performance Indicators to track the performance of the RNM structure and promote continuous improvement. Measures will be evaluated on a 2-year cycle.</p> <ul style="list-style-type: none"> Recommend measures that will track RNM Structure effectiveness in driving outcomes. 	Early 2024
Define and Adopt "Benefit" Key Performance Indicators (KPIs)	<p>New regional transit measures focused on the customer benefits are needed to drive the ambitious TAP outcomes and RNM Mission and Vision.</p> <ul style="list-style-type: none"> Oversee a process to identify and adopt measures to track performance of the regional transit network. The process will build on industry best practices; be conducted in coordination with the region's operators; and will include a phased data management plan. 	Early 2024
RNM Council FY25-26 Work Plan	<ul style="list-style-type: none"> Develop and adopt the RNM Work Plan for FY25-26 	Early to mid-2025
<p>Fares & Payment – simpler consistent and equitable fare and payment options attract more riders.</p> <p><i>Some activities remain under purview of the Fare Integration Task Force (FITF) but are included below to demonstrate the breadth of fare integration & coordination initiatives currently underway.</i></p>		
(RNM Council) Clipper START	<p>The Clipper START pilot program, launched in July 2020, provides reduced fares for low-income riders. In 2024, all agencies will participate in the program at a consistent 50% discount.</p>	2024-2025

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	<ul style="list-style-type: none"> Program refinements to increase program awareness and participation by eligible persons 	
<p><i>(FITF) Clipper BayPass launch and expansion (e.g. for major events) [New Activity]</i></p>	<p><i>Clipper BayPass was launched to educational institutions and affordable housing properties in 2022. It will be expanded to employers by the end of 2023.</i></p> <ul style="list-style-type: none"> <i>Evaluate the Clipper BayPass pilot, contemplate extension of BayPass Phase 1 Pilot, and launch Phase 2 Pilot to employers</i> <i>Explore expansion of Clipper BayPass products for the general public, such as for major events.</i> 	Ongoing
<p><i>(FITF) No-cost/reduced-cost interagency transfers</i></p>	<p><i>The no-cost and reduced cost interagency transfer pilot has been approved by the FITF and will launch with rollout of Next Generation Clipper System.</i></p> <ul style="list-style-type: none"> <i>Approve interagency MOU</i> <i>Program evaluation and recommendations after 12 months</i> <i>Support ongoing efforts to identify permanent funding for policy.</i> 	Early 2024 to mid-2026
<p><i>(FITF) Refine vision for common fare structure for regional transit</i></p>	<p><i>A common fare structure for regional transit is the 3rd policy initiative of Fare Policy Vision Statement. A study is needed to develop common fare structure for regional transit services.</i></p>	TBD
<p>Customer Information – integrated mapping, signage and real-time schedule information makes transit easier & more convenient</p>		

Work Plan Item	Rationale and RNM Council Activities	Timeframe
Prototypes and pilots for regional mapping & wayfinding signage	<p>Work to develop Regional Mapping & Wayfinding Standards is currently underway.</p> <ul style="list-style-type: none"> Review physical prototype design, installed prototypes, and approve the Final Wayfinding Standards Following adoption, provide guidance to implement standards throughout the region, including identifying pilot locations. 	<p>Standards adoption by mid 2024.</p> <p>Implementation ongoing.</p>
Availability and reliability of regional real-time transit data	<p>While MTC aggregates real-time transit data from operators across the region through 511 SF Bay, additional assessments are needed to further improve customer information.</p> <ul style="list-style-type: none"> Assess the availability and reliability of real-time transit data feeds (GTFS-RT) produced by each operator. Identify opportunities to improve real-time information, including hardware/software upgrades, or changes to processes, etc. Support execution of priority findings. 	2024-2025
Strategic/cohesive communications [New Activity]	<ul style="list-style-type: none"> Opportunities to improve responsiveness and regional cooperation in communications to regional transit riders. 	Ongoing

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Coordinated customer experience surveys [New Activity]	<p>An RNM-initiated regional transit rider survey can provide new perspectives on the transit experience and can contribute to regional transit system measures, target setting and tracking. Data collected in the survey can provide an input to RNM Benefit KPIs.</p> <ul style="list-style-type: none"> • Provide recommendations on implementation of a proposed regional transit rider experience survey 	2024-2025
Transit Network – transit services are equitable planned & integrally managed as a unified, efficient & reliable network		
Transit priority implementation	<p>Several efforts are underway to advance transit priority projects throughout the region.</p> <ul style="list-style-type: none"> • Provide input on the Bus Accelerated Infrastructure Delivery (BusAID) program to fund the delivery of transit priority treatments on arterials, including draft project scoring criteria and weighting and project funding recommendations 	Early to mid 2024
Regional Transit Priority Policy	<p>A December 2023 transit priority workshop will be convened with stakeholders across the region.</p> <ul style="list-style-type: none"> • Input and feedback on the development of a Regional Transit Priority Policy • On-going guidance on implementation of the Regional Transit Priority Policy 	2024

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Transit 2050+	<p>Transit 2050+ will develop a service-oriented, fiscally constrained regional transit network plan for the nine county Bay Area.</p> <ul style="list-style-type: none"> Review MTC transit project performance assessments and provide guidance on the development of transit network concepts Provide input on and recommend a final transit network concept 	Early to mid 2024
Accessibility – transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently		
Standardize paratransit and Clipper RTC eligibility practices	<p>Work is currently underway to develop standardized eligibility practices between ADA paratransit and Clipper Regional Transit Connection (RTC) programs.</p> <ul style="list-style-type: none"> Review and approval of recommended standardized eligibility practices 	Early 2024
Improve regional paratransit trips through one-seat ride pilots, improved cost-sharing, and enhanced transfer policies.	<p>Regional paratransit trips are served by a combination of one-seat rides and transfer trips with two or more operators. Initiatives to improve regional paratransit trips include a call for projects to expand one-seat rides (OSR) is currently under development.</p> <ul style="list-style-type: none"> One-seat ride pilot projects Cost-sharing agreements between operators for cross-jurisdictional trips Regional standards for paratransit transfer trips 	OSR recommendations in 2024. Cost-sharing and transfer policies in 2024-25.

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Funding – transit system uses its resources more efficiently and secures new, dedicated revenue to meet capital and operating needs.		
Develop strategies to fully fund TAP initiatives	<p>Additional funds are needed to support the entire suite of RNM initiatives. Many TAP initiatives are pilot programs that require identification of ongoing funding.</p> <ul style="list-style-type: none">• Prioritizing the use of limited funding to advance RNM initiatives• Identify opportunities for ongoing funding for priority programs	Ongoing
Advocacy for funding	Facilitate cooperative activities to support ongoing advocacy to secure funding for transit throughout the region.	Ongoing