



# Transit RNM Performance Measures Update



METROPOLITAN  
TRANSPORTATION  
COMMISSION

Regional Network Management Council

March 30, 2026

Agenda Item 3b

# Framework for RNM Performance Measures

## RNM Mission:

*“To drive transformative improvements in the customer experience for regional Bay Area transit”*

## RNM Performance Measures should...

- Measure **progress on regional transit initiatives**, with a focus on **benefits to riders**
- Assess how well the **RNM framework** is working to deliver its intended outcomes
- Inform **continuous evolution and improvement** of the RNM
- Tell a holistic story through a combination of **quantitative and qualitative measures**
- Be **feasible** for MTC and transit operators to report on an ongoing basis
- **Evolve over time** as needed

# Approved Categories for RNM Performance Measures

Measure Type	Category	Description
Type #1: Transit Rider Outcomes	Rider Experience	The end-to-end journey and overall experience (reliability, connectivity, equity, safety & comfort) of riders on transit
	Rider Benefits from RNM Activities	The benefit of RNM initiatives for riders (e.g., ridership increases from fare integration pilots, reliability improvements from transit priority projects, easier transfers from wayfinding, etc.)
Type #2: RNM & Transit Operations	Work Plan Achievement	Progress achieved on the RNM Council's Work Plan
	RNM Capabilities & Needs	Assessment of the RNM's capabilities and how actions benefited from or were challenged by the RNM
	Regional Transit Operations	The overall performance of transit operations across the region (including ridership, productivity, and cost-effectiveness)

# RNM Performance Measures Timeline

2025

2026

★ March 2026  
We Are Here

**RNM Framework Review**



**Rider Experience + Transit Operations Metrics**



Note: Illustrative

# Summary of RNM Framework Review Inputs



## Stakeholder Survey

Online survey collected over **75 responses** anonymously, including RNM body members and select executives and staff



## Interviews & Small Group Discussions

Conversations with **~40 participants** (some overlap with survey respondents)



## RNM Council Work Plan Progress

Progress towards **completing work plan items**, including target dates



## Scan of Models from Other Regions

Review of **regional network management models** and responsibilities from other regions

# Rider Experience + Transit Operations Data



## Reliability

- On-time performance (including headway adherence)
- Percent of scheduled trips operated
- Transit speeds
- Real-time data (GTFS-RT) availability



## Connectivity

- Quantity of interagency transfers (at key regional hubs)
- Schedule coordination efforts



## Regional Transit Operations

- Ridership
- Passengers per revenue hour
- Total passenger miles
- Operating cost per service hour
- Operating cost per passenger
- Operating cost per passenger mile



## Safety & Comfort

- Safety & security efforts



## Equity

- Discounted fare programs enrollment & ridership

*Individual RNM initiatives assess rider benefits as part of project evaluations - relevant findings from those efforts will be incorporated into this report as appropriate. Additional qualitative data on rider experience from existing customer satisfaction surveys will be incorporated to complement quantitative data analysis.*

# Data Analysis Approach & Considerations

- Focus on **recent data (2021-present)**, but bring in more historical data when appropriate
- Where available, use **standardized data sources** (National Transit Database, Clipper, GTFS) and **other existing reporting** (including operator on-time performance data and customer satisfaction surveys)
- **Aggregate data** at the appropriate (regionally, by mode, location, operator size, etc.)

# Next steps

## This quarter

- **RNM Framework Review**
  - Review consultant assessment and report with RNM bodies
  - Discuss and prioritize recommendations
- **Rider Experience + Transit Operations Metrics**
  - Data analysis and report development
  - Bay Area transit ridership dashboard

## Future actions

- Implement recommendations prioritized through the RNM Framework
- RNM performance metrics findings and report
- Incorporate other regional transit and RNM data into dashboards