Regional Network Management Performance Measures

Performance measures will help deliver on the RNM's Mission by measuring regional transit outcomes for riders, providing information to hold the RNM accountable for progress on regional transit initiatives, and helping to inform the continuous improvement of the RNM framework. RNM performance measures should provide a holistic picture of both regional transit and the RNM, through a combination of quantitative and qualitative measures.

An initial set of RNM performance measures based on existing and readily available data are outlined below, with plans to work towards a longer-term vision of more robust measures, common data definitions, and centralized reporting processes.

RNM performance measures are grouped into two types of 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)

Type #1: Transit Rider Outcomes

Type #1: Transit Rider Outcomes measures provide insight into the experience of riders on transit in the region and also convey the benefits of the RNM's activities for riders. This includes measures of the rider experience across priorities such as transit reliability, connectivity, equity, and safety and comfort, as well as evaluations of individual RNM initiatives, such as ridership increases from fare integration pilots, reliability improvements from transit priority projects, and easier transfers from mapping and wayfinding prototypes and pilots.

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Rider Experience Measures

Within the "rider experience" category are four sub-categories of priorities for riders – reliability, connectivity, equity, and safety and comfort. For each of these sub-categories, the table below summarizes initial performance measures that can be derived from readily available data sources.

Subcategory	Initial Performance Measures
Reliability Establishing a dependable system that is on-time and predictable	• On-time performance (including headway adherence) • Percent of scheduled trips operated • Transit speeds (on key regional corridors) • Real-time data (GTFS-RT) availability
Connectivity Creating an integrated network that is coordinated, convenient, and easy to use	• Quantity of interagency transfers (at key regional hubs) • Schedule coordination efforts (SB125 recipients)
Equity Ensuring the transit system is inclusive, accessible, and serves diverse rider needs	• Discounted fare programs enrollment & ridership (e.g., Clipper START, Clipper Access RTC)
Safety & Comfort Providing a safe, secure, and comfortable environment for riders	• Safety & security efforts (SB125 recipients)

Additional qualitative measures of the transit rider experience would be collected through a regional transit rider experience survey and include topics such as:

- Ease of use
- Trip timeliness and delays
- Real-time information
- Transfers (including wait times)

- Signage & wayfinding
- Cleanliness
- Safety
- Rider demographics

Rider Benefits from RNM Activities

A second category of measures are focused specifically on benefits that result from the RNM's activities. These measures will be tailored to each initiative or program and will be established as each initiative advances. Examples of this category of measures include:

- Increased ridership and interagency transfers for Clipper BayPass holders
- Travel time savings, mode shift, improved attitudes towards transit at prototype and pilot sites
- Improved reliability or travel time savings for routes with BusAID projects
- Travel time savings for paratransit one-seat rides and reduced wait times for transfer trips

Type #2: RNM & Transit Operations

Type #2: RNM & Transit Operations measures provide insight into how well transit operations and the RNM framework are working to deliver on the TAP and RNM Council Work Plan, including the following measures:

Category	Initial Performance Measures
Work Plan Achievement	• Recently completed and upcoming activities • Work Plan milestones achieved
RNM Capabilities & Needs	• List of current and planned RNM capabilities • Recommendations/actions that benefited or were challenged by the current RNM design (e.g., collaboration, visibility, efficiency) • Resources needed to support RNM activities
Regional Transit Operations	• Ridership • Passengers per revenue hour • Total passenger miles • Operating cost per service hour, per passenger, and per passenger mile

Reporting Frequency

Staff will prepare quarterly work plan progress reports for the RNM Council, as well as annual reports that are aligned with the fiscal year and the RNM Council's annual work plans.

Future RNM Performance Measures

The long-term vision for RNM performance measures includes:

- Robust measures that provide a holistic story about regional transit and RNM effectiveness;
- Establishing common data definitions and target-setting (where applicable) across operators in the region;
- Developing a central platform and automated processes for regional transit data collection, aggregation, and reporting; and
- Interactive dashboards for data reporting and visualization

Due to limitations in existing data sources, some initial measures are limited in scope (would benefit from additional context) or focus more on operator activities and rider behavior, rather than the rider experience. Staff will regularly review and update performance measures as the RNM's reporting capabilities grow. The table below summarizes focus areas for future performance measures, and provides examples of potential future measures:

Category or Sub-Category	Future Measures Should…	Potential Future Measures
Type #1 Transit Rider Outcomes – Rider Experience		
Reliability	• Provide broader context on transit speed and reliability • Go beyond real-time data availability to include accuracy	• Transit travel time reliability • Transit speed vs driving speed • Transit speed vs roadway speed • Real-time data (GTFS-RT) accuracy
Connectivity	• Shed light on where riders can travel using transit and consider competitiveness with driving • Go beyond rider behavior (# of transfers) and operator activities (schedule coordination) to include quality of interagency transfers	• Transit travel sheds (from select origin points) • Transit travel time vs driving (for select OD pairs) • Wait times for interagency transfers (at key regional hubs)
Equity	• Include disaggregation of other metrics by demographics, time of day, and/or additional geographies • Capture additional aspects of the paratransit rider experience	• Disaggregation by demographics • Disaggregation by time of day • Disaggregation by additional geographies (e.g., Equity Priority Communities) • Ease of booking paratransit trips • Paratransit travel times vs fixed-route
Safety & Comfort	• Go beyond operator activities to include quantitative safety & security metrics	• NTD data on fatalities, injuries, or safety events
Type #2: RNM & Transit Operations		
Regional Transit Operations	• Incorporate other readily-available data from FTA's National Transit Database (NTD) • Consider cost, revenues, and societal benefits analyses • Consider other issues such as mutual aid or workforce development	• NTD data on vehicle revenue miles, vehicle revenue hours, etc. • Transit operating expenses vs revenues
[NEW: Other Regional Benefits]	• Include other regional outcomes, such as mode share and VMT reductions	• Transit mode share • VMT and/or GHG reductions