

Date: May 22, 2024  
W.I.: 1621  
Referred by: RNM

ABSTRACT

MTC Resolution No. 4648

This resolution establishes Regional Network Management (RNM) Performance Measures that will support the continuous review and improvement of the RNM Framework.

This resolution contains the following attachments:

Attachment A – Regional Network Management Performance Measures

Further discussion of this subject is contained in the Regional Network Management Committee Summary Sheet dated May 10, 2024.

Date: May 22, 2024

W.I.: 1621

Re: Regional Network Management Performance Measures

METROPOLITAN TRANSPORTATION COMMISSION

RESOLUTION NO. 4648

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to California Government Code Section 66500 et seq.; and

WHEREAS, MTC is the federally designated Metropolitan Planning Organization (MPO), pursuant to Section 134(d) of Title 23 of the United States Code (USC) for the nine-county San Francisco Bay Area region (the Bay Area or region); and

WHEREAS, MTC convened the Blue Ribbon Transit Recovery Task Force (Task Force) in 2020 and 2021 to respond to the COVID-19 pandemic and the impacts to transit; and

WHEREAS, the Task Force developed and endorsed the Transit Transformation Action Plan (Action Plan) in July 2021, which identifies near-term actions needed to achieve a more connected, efficient, and user-focused mobility network across the Bay Area and beyond and the Action Plan was received and accepted by MTC in September 2021; and

WHEREAS, MTC approved Resolution No. 4564 on February 22, 2023, which expressed policy support for a Regional Network Management (RNM) Framework to achieve the desired near-term outcomes in the Action Plan and to improve the Bay Area's regional transit network towards a longer-term transformation; and

WHEREAS, the RNM Framework called for recurring review to support continuous improvement and drive the long-term evolution of the RNM Framework; and

WHEREAS, the RNM Framework recommended that key performance indicators be established to track the achieved benefits of regional transit and the performance of the RNM; and

WHEREAS, the recommended approach for performance measure reporting and RNM Performance Measures are identified in Attachment A to this resolution; now therefore be it

RESOLVED, that MTC approves the Regional Network Management Performance Measures set forth in Attachment A to this resolution; and be it further

RESOLVED, that the Commission may periodically revise Attachment A to evolve and refine RNM Performance Measures.

METROPOLITAN TRANSPORTATION COMMISSION

A handwritten signature in dark ink, appearing to be 'AP' followed by a long horizontal stroke.

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Alfredo Pedroza, Chair

The above resolution was entered into by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California, and at other remote locations, on May 22, 2024.

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Attachment A  
Resolution No. 4648  
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**Attachment A:  
Regional Network Management Performance Measures**

**I. Overview**

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.

RNM performance measures are grouped into two types of measures:

| Measure Type                               | Category                           | Description                                                                                                                                                                                         |
|--------------------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type #1:<br>Transit Rider<br>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:<br>RNM &<br>Transit<br>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)                                                                         |

## II. 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.

### 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.

Additional qualitative measures of the transit rider experience would be collected through a regional transit rider experience survey.

| Subcategory                                                                                            | Initial Performance Measures                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reliability</b><br>Establishing a dependable system that is on-time and predictable                 | <ul style="list-style-type: none"> <li>On-time performance (including headway adherence)</li> <li>Percent of scheduled trips operated</li> <li>Transit speeds (on key regional corridors)</li> <li>Real-time data (GTFS-RT) availability</li> </ul> |
| <b>Connectivity</b><br>Creating an integrated network that is coordinated, convenient, and easy to use | <ul style="list-style-type: none"> <li>Quantity of interagency transfers (at key regional hubs)</li> <li>Schedule coordination efforts (SB125 recipients)</li> </ul>                                                                                |
| <b>Equity</b><br>Ensuring the transit system is inclusive, accessible, and serves diverse rider needs  | <ul style="list-style-type: none"> <li>Discounted fare programs enrollment &amp; ridership (e.g., Clipper START, Clipper Access RTC)</li> </ul>                                                                                                     |
| <b>Safety &amp; Comfort</b><br>Providing a safe, secure, and comfortable environment for riders        | <ul style="list-style-type: none"> <li>Safety &amp; security efforts (SB125 recipients)</li> </ul>                                                                                                                                                  |

### 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.

**III. 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                                                                                                                                                                                                                                                                  |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Work Plan Achievement</b>        | <ul style="list-style-type: none"> <li>Recently completed and upcoming activities</li> <li>Work Plan milestones achieved</li> </ul>                                                                                                                                                           |
| <b>RNM Capabilities &amp; Needs</b> | <ul style="list-style-type: none"> <li>List of current and planned RNM capabilities</li> <li>Recommendations/actions that benefited or were challenged by the current RNM design (e.g., collaboration, visibility, efficiency)</li> <li>Resources needed to support RNM activities</li> </ul> |
| <b>Regional Transit Operations</b>  | <ul style="list-style-type: none"> <li>Ridership</li> <li>Passengers per revenue hour</li> <li>Total passenger miles</li> <li>Operating cost per service hour, per passenger, and per passenger mile</li> </ul>                                                                               |

**IV. Reporting Processes**

RNM performance measures will be tracked and reported regularly through annual reports.

**V. Long-Term Evolution**

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

As appropriate, staff will coordinate RNM performance measure reporting with other MTC plans and programs and with state efforts.

As reporting capabilities grow, staff will regularly review and update performance measures to move towards the long-term vision for performance measure reporting.