Regional Network Management Performance Measures

Regional Network Management Customer Advisory Group

April 26, 2024

Agenda Item 4c Attachment B

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

Proposed Approach for Establishing RNM Performance Measures
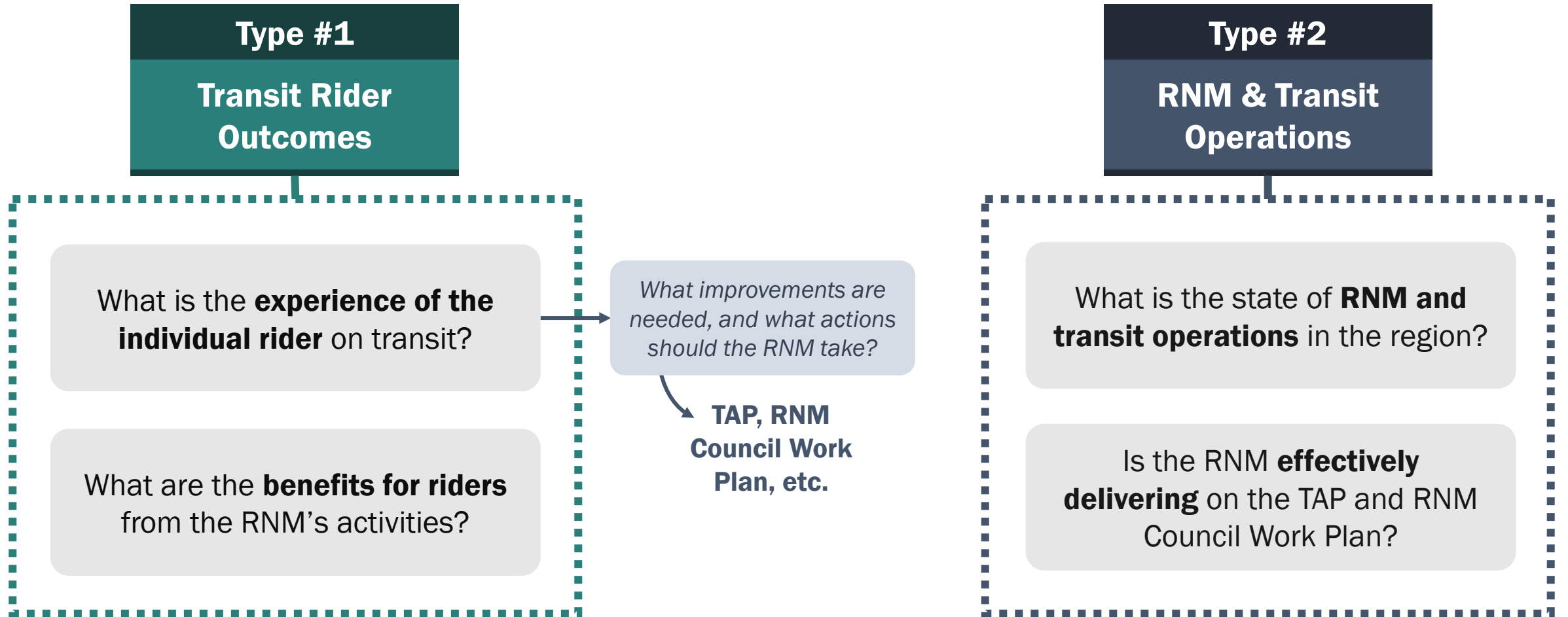
Near-Term Approach

- Adopt **initial measures** based on existing and **readily available data**

- **Establish capabilities** (e.g. reporting processes, refine measures, etc.)

- Provide **quarterly work plan updates** and report on most other measures **annually/semi-annually**

- Review performance measures in 2 years (per Res. No. 4564) to **re-evaluate and refine**

Long-Term Vision

- ✓ **Robust measures** that provide a holistic story about regional transit and RNM effectiveness

- ✓ **Common data definitions and target-setting** (where applicable) across operators in the region

- ✓ **Central platform and automated processes** for regional transit data collection, aggregation, and reporting

- ✓ **Interactive dashboards** for data reporting and visualization

RNM Performance Measures: Proposed Categories

Type #1

Transit Rider Outcomes

What is the **experience of the individual rider** on transit?

What are the **benefits for riders** from the RNM's activities?

What improvements are needed, and what actions should the RNM take?

TAP, RNM Council Work Plan, etc.

Type #2

RNM & Transit Operations

What is the state of **RNM and transit operations** in the region?

Is the RNM **effectively delivering** on the TAP and RNM Council Work Plan?

RNM Performance Measures: Proposed Categories

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

Rider Experience Sub-Categories	Existing Data Sources*	Regional Rider Survey**
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	▪ Trip timeliness and delays ▪ Real-time information
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)	▪ Ease of use ▪ Transfers (including wait times) ▪ Signage & wayfinding
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)	*Disaggregation of responses by demographics*
Safety & Comfort Providing a safe, secure, and comfortable environment for riders	▪ Safety & security efforts (SB125 recipients)	▪ Cleanliness ▪ Safety

Rider Benefits from RNM Activities***	Example Measures
Clipper BayPass	Increased ridership and interagency transfers for Clipper BayPass holders
Mapping & Wayfinding	Travel time savings, mode shift, improved attitudes towards transit at prototype and pilot sites
Transit Priority (BusAID)	Improved reliability or travel time savings for routes with BusAID projects
Improve Regional Paratransit Trips	Travel time savings, reduced wait times and/or improved comfort for transfer trips

* Some measures (e.g. on-time performance) to be disaggregated (including for paratransit services, where feasible)

** Regional transit rider surveys are currently under development as part of the RNM Council's Work Plan

*** Measures to be established as each initiative advances
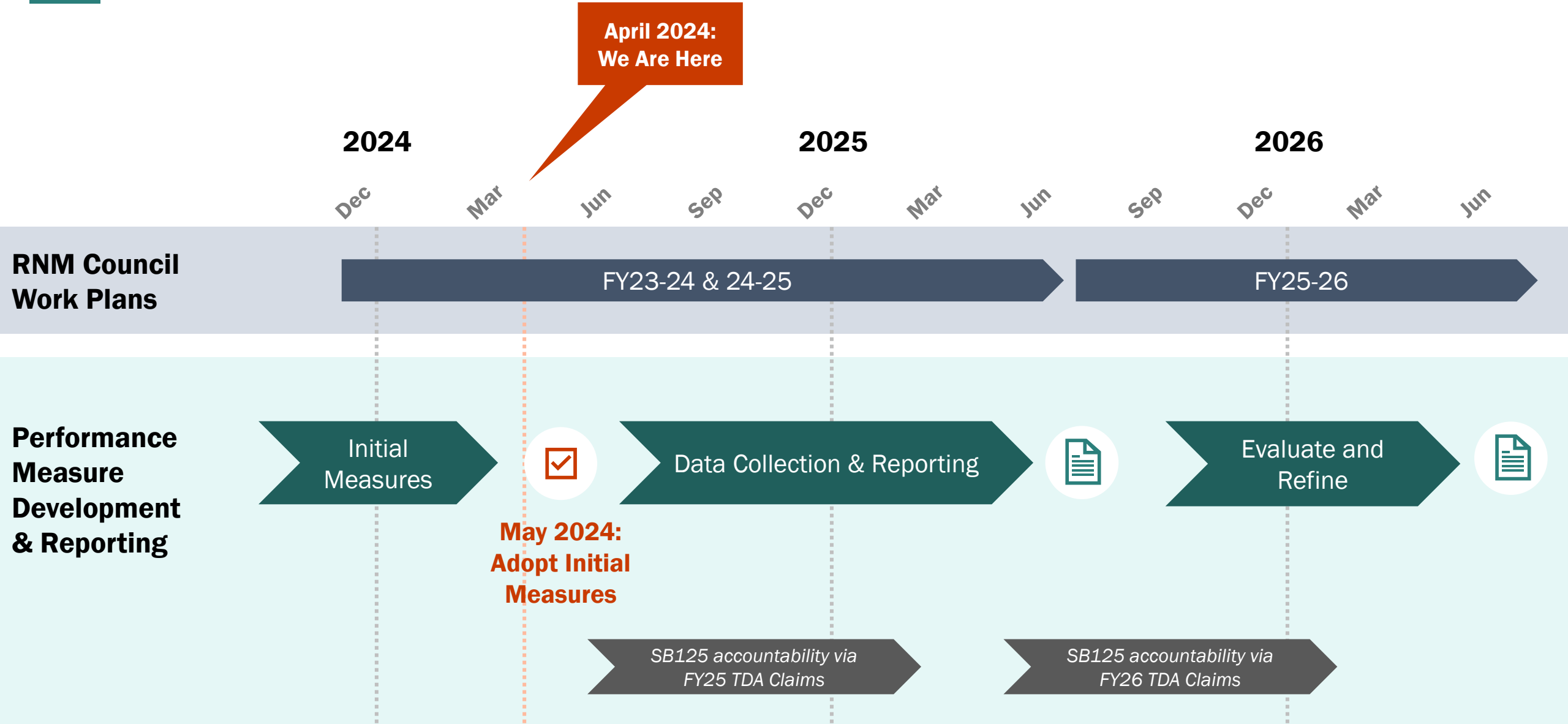
Type #2: RNM & Transit Operations

Category	Initial 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

Moving Towards a Long-Term Vision

Rider Experience	Future measures should...
Reliability	▪ Provide broader context on transit speed/delay (e.g. comparing transit speeds to driving or roadway speeds) ▪ Go beyond real-time data availability to include accuracy
Connectivity	▪ Shed light on where riders can travel using transit and consider competitiveness with driving ▪ Go beyond rider behavior (# transfers) and operator activities (schedule coordination) to include quality of interagency transfers (e.g. wait times)
Equity	▪ Include disaggregation of other metrics by demographics, time of day, and/or additional geographies ▪ Capture additional aspects of the paratransit rider experience (e.g. ease of booking trips)
Safety & Comfort	▪ Go beyond operator activities to include quantitative safety & security metrics

RNM & Transit Operations	Future measures should...
Regional Transit Operations	▪ Incorporate other readily-available data from NTD ▪ Consider cost, revenues, and societal benefits analyses ▪ Consider other issues such as mutual aid or workforce development
[NEW: Other Regional Benefits]	▪ Include other regional outcomes, such as mode share and VMT reductions

Timeline for RNM Performance Measures

**April 2024:
We Are Here**

2024   **2025**   **2026**

Dec   Mar   Jun   Sep   Dec   Mar   Jun   Sep   Dec   Mar   Jun

**RNM Council
Work Plans**

FY23-24 & 24-25 | FY25-26

**Performance
Measure
Development
& Reporting**

Initial Measures | ☑ | Data Collection & Reporting | | Evaluate and Refine |

**May 2024:
Adopt Initial
Measures**

*SB125 accountability via
FY25 TDA Claims*   *SB125 accountability via
FY26 TDA Claims*

Next Steps

Upcoming Meetings

TODAY

RNM Customer Advisory Group: Feedback on approach and initial performance measures

MAY

RNM Committee & MTC Commission: Adopt initial performance measures

Next steps...

- Incorporate additional feedback from the Customer Advisory Group and RNM Committee

- Begin collecting data for initial measures and continue development of future measures (including scoping the regional transit rider survey)

- Monitor and coordinate with state performance efforts