

Metropolitan Transportation Commission 2025 Commission Workshop (Day 1)

October 22, 2025

Agenda Item 3-25-1389

Regional Network Management- Transforming the Rider Experience

Background:

MTC is working to support faster, more reliable transit that moves more people in the Bay Area, putting into action the vision and goals of Plan Bay Area 2050+ and the Bay Area Transit Transformation Action Plan (Action Plan). The Regional Network Management (RNM) team has made progress on implementing various components of the Action Plan in close collaboration with Bay Area transit agencies.

Rider-Focused Improvements:

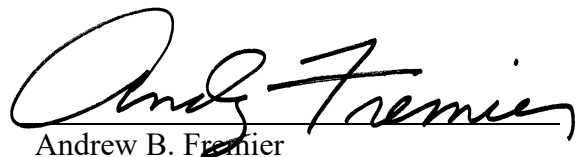
The Commission has a long track record of supporting Bay Area transit coordination to improve the transit rider experience — work that accelerated during the COVID-19 pandemic with the Blue Ribbon Transit Recovery Task Force and the 2021 adoption of the *Action Plan*. That work has yielded results: deploying Clipper START, two Clipper BayPass pilots, and the upcoming launch of the Free and Discounted Transfer pilot. These initiatives are increasing ridership and making fares simpler, more consistent and affordable. Staff will provide an update on these efforts that are helping to improve the rider experience — a key strategy in Plan Bay Area 2050+ — focusing on changes to fares and payment and highlighting some early wins.

Issues:

None identified.

Attachments:

- Attachment A: Presentation



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