Regional Network Management Performance Measures – Summary of RNM Council Comments

On March 25, 2024, staff presented draft Regional Network Management (RNM) Performance Measures to the RNM Council. The table below summarizes comments received from the RNM Council and staff responses and recommendations.

RNM Council Comments (Summarized)	Staff Response/ Recommendation
What data will be used for on-time performance?	A variety of approaches are under consideration for reporting on-time performance at the regional level, such as compiling reporting by individual operators or using regionally-available data such as GTFS feeds. In developing this performance measure, MTC and operator staff will discuss the best approach for regional reporting to address variability in definitions of on-time performance, where headway adherence is more appropriate than schedule adherence, appropriate disaggregation, etc.
Transit delay and/or transit speeds are important measures of reliability. In addition to comparing transit speeds to average auto speeds, it may be helpful to include comparisons to roadway speed limits.	We added a transit speeds metric to the list of initial measures. Staff have been examining the feasibility of regular reporting on transit speeds, and data are generally available (for example, Cal-ITP data was used for the Transit 2050+ Existing Conditions, Needs, and Gaps analysis). Additional work is needed to identify which corridors/routes to prioritize for reporting, and to establish processes to streamline analysis. As staff move this measure forward, we will assess the feasibility of comparisons to both auto speeds and posted speed limits, to help contextualize reporting of transit speeds.
Transit travel time (wait times, overall travel time) and competitiveness compared to driving are important factors in influencing travel behavior.	These were identified as potential future measures since additional work is needed to develop estimates of transit and auto travel times and to define representative origin-destination pairs to prioritize for reporting. The list of potential future measures has been added to the presentation materials.

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It will be important to develop more metrics for accessibility and paratransit.	Where feasible (e.g., data are available and can be collected), proposed initial metrics such as ridership and on-time performance will be disaggregated for paratransit services. MTC and operator staff focused on paratransit and accessibility will continue to work to develop additional measures – both for specific projects (e.g., one-seat ride pilots) and for paratransit more broadly.
How can we capture different perspectives on transit (e.g., riders, non-riders, new riders, etc.)?	Staff are working to develop a regional transit rider experience survey for RNM. While initial discussions have been focused on expanding existing customer satisfaction/experience surveys, this effort will also explore ways to consider other perspectives, including non-riders.
Can performance measures capture other ways that operators coordinate with each other, such as providing mutual aid (e.g., bus bridges)?	Staff will investigate how mutual aid efforts can be collected/shared in RNM performance measure reporting, or in other venues. One venue, for example, may be describing mutual aid efforts as context for the reliability category of measures.
How can we consider revenue recovery in comparison to ridership in evaluating various fare pilots (e.g. reduced fares, Clipper START, Clipper BayPass)?	Impacts on revenue are being considered in the evaluation of fare integration and coordination pilots and will help to inform how pilots evolve into permanent programs – for example, the Clipper BayPass measures includes an assessment of whether ridership changes allow for at a minimum revenue neutral pricing.
While consistency is generally good, it may not be appropriate in every situation – for example, different reliability metrics may be needed for different types of services (on-time performance vs headway adherence). **How will we accommodate different metrics for different types of services, but also be able to pull all the information together cohesively?**	Understood and agree. As MTC and operator staff work to implement reporting, we will consider how to account for slightly different measures/targets depending on service characteristics, operating context, etc.

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Reporting needs to be clear on whether we are measuring individual operators or the regional network as a whole. **How will targets be set and how can the appropriate entities (which may not necessarily be transit operators alone) be held accountable?**	The goal of RNM is to look at the transit system holistically and performance measures will be reported in a way that provides that comprehensive look at transit at the regional level. Where appropriate, staff will disaggregate data to drill down into specific subregions or operators as needed. Initial reporting will be focused on documenting how the regional transit system has been functioning and where there may be gaps – either in performance or availability of data to assess performance. Targets will be established for a subset of measures once there is a better understanding of the regional transit system. Setting targets and holding the appropriate entities accountable for meeting targets will be established in a future phase of RNM performance reporting and as initiatives progress. (For example, RNM staff are engaging not just with operator staff but also with right-of-way owners in the development of a regional transit priority policy.)
There may be factors outside of the control of individual transit operators that affect the rider experience and transit operations. Performance measures in a vacuum do not tell a complete story about transit. For example, the impact of supply chain inflation-driven impacts should be included in future reports.	Performance measure reporting will likely include descriptions of the broader context in which transit operates – such as cost inflation, workforce shortage, operating environment, etc. – where appropriate to contextualize and explain the data.
Clarify the relationship between and timelines for RNM performance measure reporting and SB125 accountability measures.	Reporting on state accountability metrics for SB 125 was completed in December 2023. Regional accountability measures have been incorporated into Productivity Improvement Program (PIP) projects, and will be reported through the Transit Application Workbooks that operators submit when claiming TDA and STA funds. MTC's Funding Policy and Programs (FPP) staff have sent the FY2024-25 workbooks to operator financial staff. Workbooks are typically submitted on a rolling basis to MTC. For RNM performance measures that rely on reporting that overlaps with SB 125, MTC staff will use information submitted in the Transit Application Workbooks.

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We should curate a running list of future measures – that we may need to establish processes for – to work towards.	A list of potential future measures has been added.
Is it possible to report more quickly than Summer 2025?	Staff will work to establish performance measures as quickly as possible over the next year. Where data collection is currently more standardized (e.g., NTD or Clipper data), staff will be able to present interim reporting sooner than Summer 2025. In addition, individual initiatives will continue to provide progress updates and evaluations as they advance, and would not be limited by the formal RNM performance measure reporting timeline. As appropriate, RNM staff will work with communications and public affairs staff to communicate with the public, policy makers, and others, about progress on RNM and transit initiatives.
It's important to balance RNM performance measure reporting with staff capacity.	The approach for RNM performance measures is designed to be flexible and evolve as reporting capabilities grow. Initial measures that have been identified are based on existing and readily available data sources. Potential future measures provide a basis for evolving RNM performance measures.
Council members acknowledged and expressed support for the following additional aspects of RNM performance measures: • **Collaboration between MTC and operator staff** • **Focusing on the rider experience and what matters to riders** • **That this is intended to be a living document with room for performance measures to grow/evolve**	Noted.