



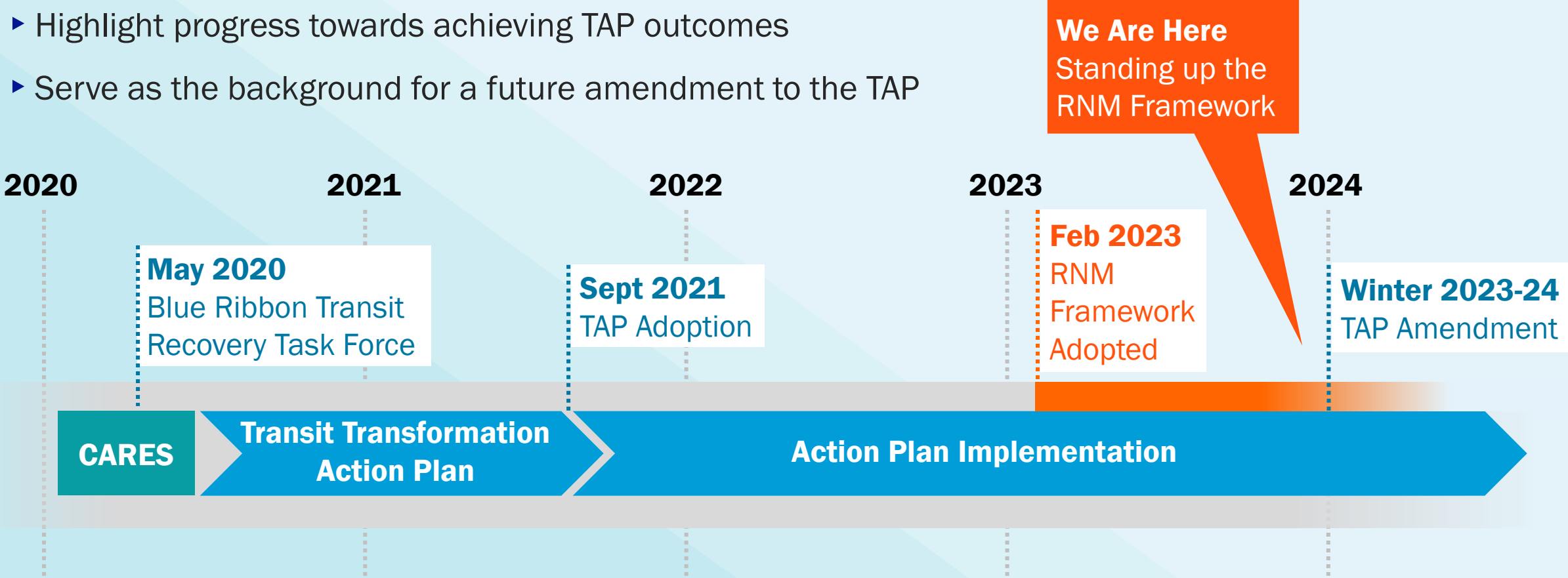
# **Transit Transformation Action Plan Two-Year Status Update**

Regional Network Management Customer Advisory Group  
January 26, 2024

# TAP Two-Year Status Update

Today's update is a **high-level update** on the overall Transit Transformation Action Plan (TAP) program that will:

- ▶ Highlight progress towards achieving TAP outcomes
- ▶ Serve as the background for a future amendment to the TAP



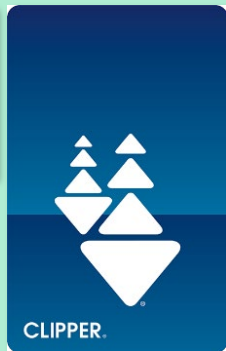
# Transit Transformation Action Plan – Desired Outcomes



## MTC & Operator Co-PM

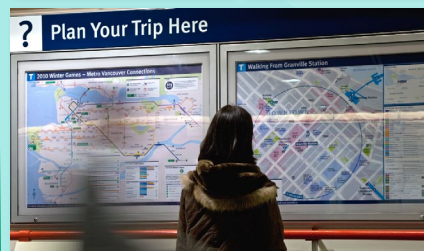
### I. Fares and Payment

Simpler, consistent, and equitable fare and payment options.



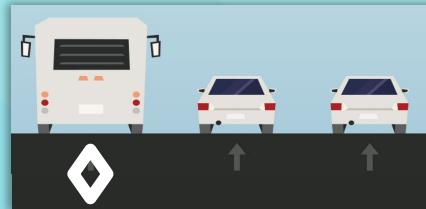
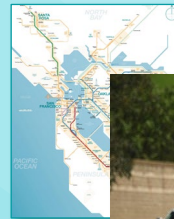
### II. Customer Information

Make transit easier to navigate and more convenient.



### III. Transit Network

Transit services managed as a unified, efficient, and reliable network.



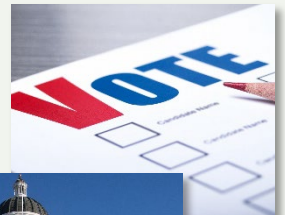
### IV. Accessibility

Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently.



### V. Funding

Use existing resources more efficiently and secure new, dedicated revenue to meet funding needs.



# Updates on Actions: Fares & Payments



Simpler, consistent, and equitable fare and payment options attract more riders.

## Results for Riders

- ▶ **Clipper BayPass**
  - ▶ University Students and Affordable Housing Residents (2022-Present)
  - ▶ Pilot with Employers, Transportation Management Associations and Property Managers
- ▶ **No-Cost and Reduced Cost Interagency Transfer Pilot**
  - ▶ Launch with Next Generation Clipper in Summer 2024

## Behind the Scenes

- ▶ MTC and Operator collaboration to develop MOUs
- ▶ Outreach to BayPass customers
- ▶ Program monitoring & evaluation



# Updates on Actions: Customer Information

Integrated mapping, signage and real-time schedule information makes transit easier to navigate and more convenient for both new and existing riders

## Results for Riders



- ▶ **Regional Mapping & Wayfinding Standards Development & Implementation**
  - ▶ 2023 - Identified current practices, stakeholder needs, and project vision, and drafted design standards for prototypes
  - ▶ 2024 – install and evaluate prototypes; revise standards
  - ▶ 2025 and beyond – wider pilots and implementation

## Behind the Scenes


- ▶ **Regional Mapping Services Platform**
  - ▶ \$1 million contract awarded January 2023
  - ▶ Platform design in progress




# Updates on Actions: Bus Transit Priority

Bay Area transit services are equitably planned and integrally managed as a unified, efficient and reliable network.

## Results for Riders

- ▶ **Transit Priority on Arterials: Bus Accelerated Infrastructure Delivery (BusAID)** 
  - ▶ Call for projects to address hotspots; funding awards mid-2024
- ▶ **Near-Term Transit Priority on I-80: Bay Bridge Forward**
  - ▶ HOV Lane Extensions
  - ▶ I-80 Design Alternatives Assessment completed 2023, implementation underway
    - ▶ HOV Lane Hours of Operation & Lane Access Restrictions
    - ▶ Localized Transit Priority/HOV Strategies

## Behind the Scenes

- ▶ **Regional Transit Priority Policy** 
- ▶ **Coordination with Caltrans**



# Updates on Actions: Bus/Rail Network Management

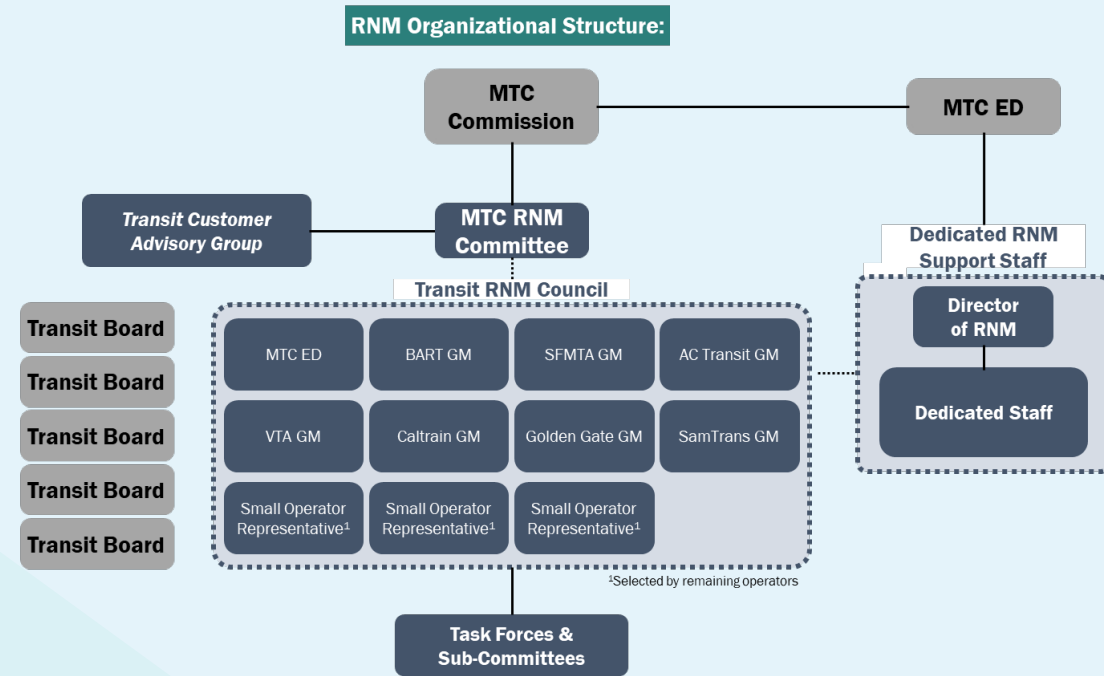
Bay Area transit services are equitably planned and integrally managed as a unified, efficient and reliable network.

## Results for Riders

- ▶ **Sub-Regional Transit Integration Efficiency Studies**
  - ▶ Funded; studies and implementation underway in Sonoma, Solano, and Contra Costa
- ▶ **Transit Equity**
  - ▶ TAP Equity Principles adopted January 2021
  - ▶ Integrated on a project-by-project basis

## Behind the Scenes

- ▶ **Standing up Regional Network Management**
  - ▶ Framework adopted February 2023; implementation underway
- ▶ **Rail Partnership & Governance Assessment**
  - ▶ Completed March 2023



# Updates on Actions: Connected Network Planning & Transit Data

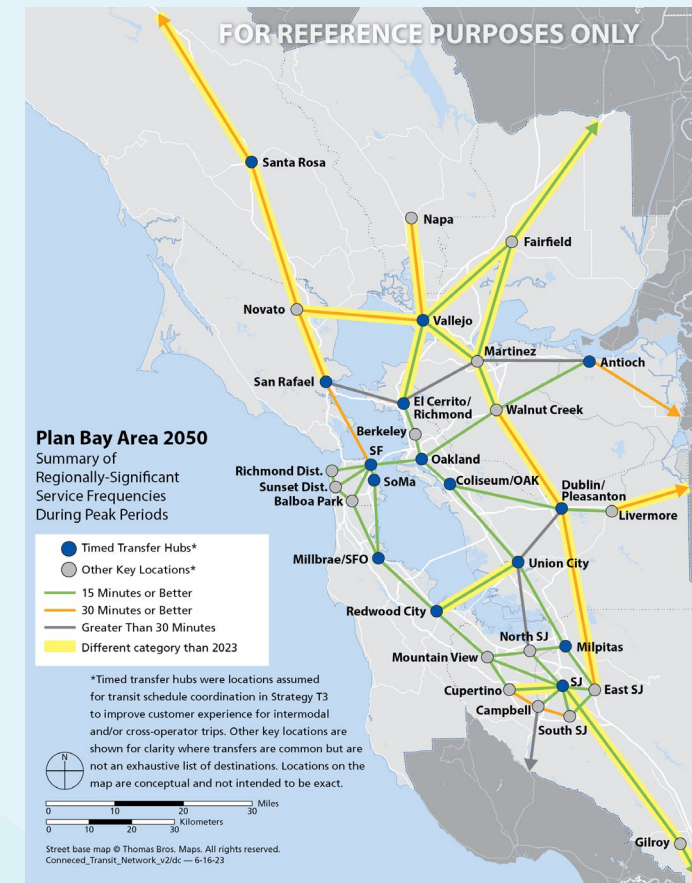
Bay Area transit services are equitably planned and integrally managed as a unified, efficient and reliable network.

## Results for Riders

- ▶ Operator-led schedule coordination improvements

## Behind the Scenes

- ▶ Transit 2050+ Connected Network Planning
  - ▶ Existing conditions, needs, gaps & opportunities in progress
  - ▶ Project performance assessment & recommended transit network concept mid-2024
- ▶ Improve Real-Time Transit Data
  - ▶ Regional GTFS standards adopted & preliminary assessment in 2022





# Updates on Actions: Accessibility

Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently.

## Results for Riders

- ▶ **Regional paratransit trips**
  - ▶ One-seat ride pilot program under development
- ▶ **Integrate ADA-paratransit services on Next Generation Clipper**
  - ▶ Contract awarded to Trapeze in Spring 2023; software integration in progress
- ▶ **Standardize eligibility practices for Clipper RTC and ADA-paratransit**
  - ▶ In progress, recommendations in early 2024

## Behind the Scenes

- ▶ **Coordinated Plan update**
  - ▶ In final stages, additional engagement and implementation starting 2024

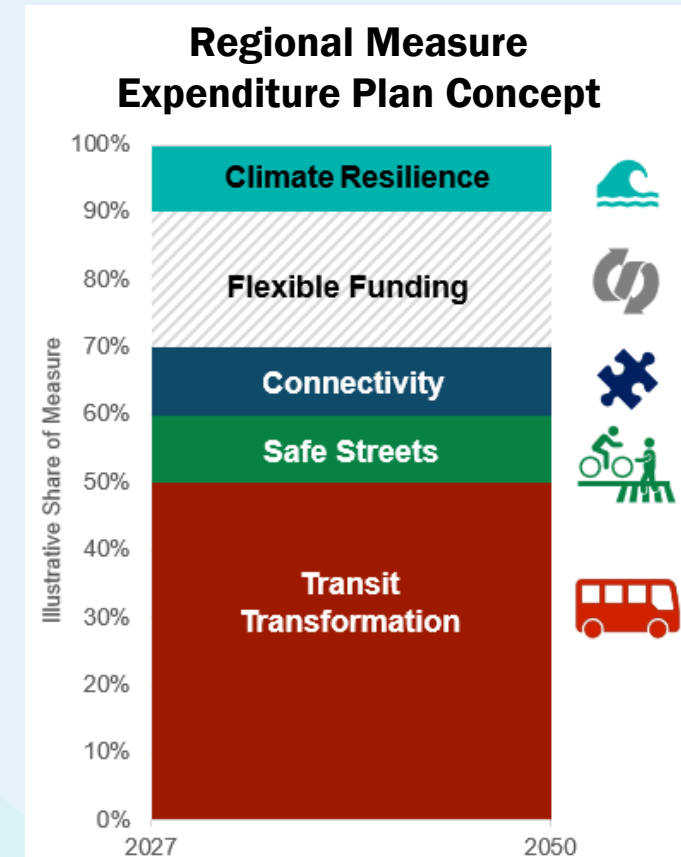


# Updates on Actions: Funding

The Bay Area's transit system uses its existing resources more efficiently and secures new, dedicated revenue to meet its capital and operating needs.

## Behind the Scenes

- ▶ Initial funding identified for dedicated RNM staff
- ▶ Efforts underway to identify new funding for transit
  - ▶ Stakeholder engagement, polling, and public engagement throughout 2023
  - ▶ Commission approval of enabling legislation in early 2024



# Look-Ahead: What's Next?

- ▶ **Transit Transformation Action Plan Update**

- ▶ Discussions in early 2024 with RNM Council, RNM Customer Advisory Group, RNM Committee, and other stakeholders

- ▶ **Future TAP & RNM Work Plan Status Updates**

- ▶ To be refined through ongoing efforts to develop RNM Performance Measures