

Regional Network Management Customer Advisory Group

January 26, 2024

Agenda Item 5b

Transit Transformation Action Plan (TAP) Two-Year Status Update

Subject:

Update on the overall implementation status of near-term actions identified in the TAP.

Background:

In September 2021, the Commission adopted the ambitious Bay Area Transit Transformation Action Plan (TAP), which identified specific near-term actions to re-shape the region's transit system into a more connected, more efficient, and more user-focused mobility network, resulting in increased ridership and reduced growth in vehicle miles traveled.

The TAP seeks to drive several transformational outcomes, including a) simpler, consistent, and equitable fare and payment options, b) making transit more straightforward to navigate and more convenient, c) transit services are equitably planned and integrally managed as a unified, efficient and reliable network, d) transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently, and e) use existing resources more efficiently and secure new, dedicated revenue to meet funding needs.

Two-Year Status Update

This month's item is a high-level status update to share overall progress towards the 27 near-term actions in the TAP. The goals of this status update are to share progress toward implementing actions. In addition, this update will serve as the background for discussions to update the TAP in early 2024. As specific TAP initiatives move forward, more detailed updates will be presented for input from the Customer Advisory Group, Policy Advisory Council, or the Equity & Access Subcommittee, depending on the nature of the discussions.

Some initiatives were already underway before the pandemic, while others have been accelerated or enabled by the TAP. The table in Attachment A summarizes the progress toward each Action Plan category.

Next Steps:

Staff will work with the operators to develop proposed amendments to the TAP that will guide customer-focused work over the next 3-5 years and return later in 2024 for additional input from the Customer Advisory Group.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Transformation Action Plan Status Update Summary
- Attachment B: Presentation