



Regional Network Management Performance Measures

Regional Network Management Council

March 25, 2024

Agenda Item 4a Attachment A

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

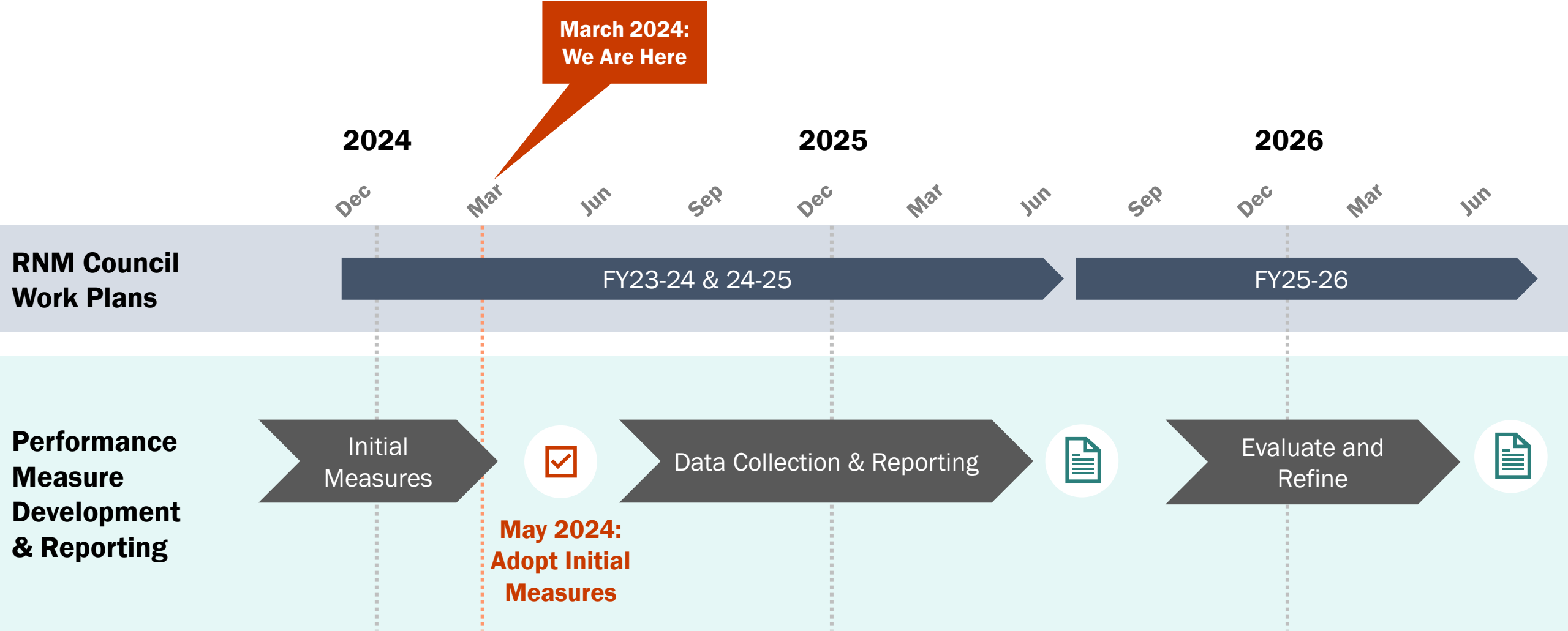
- Adopt **initial measures** based on existing and **readily available data**
- **Establish capabilities** (e.g. reporting processes, refine measures, etc.)
- Provide **quarterly work plan updates** and report on most other measures **annually/semi-annually**
- Review performance measures in 2 years (per Res. No. 4564) to **re-evaluate and refine**



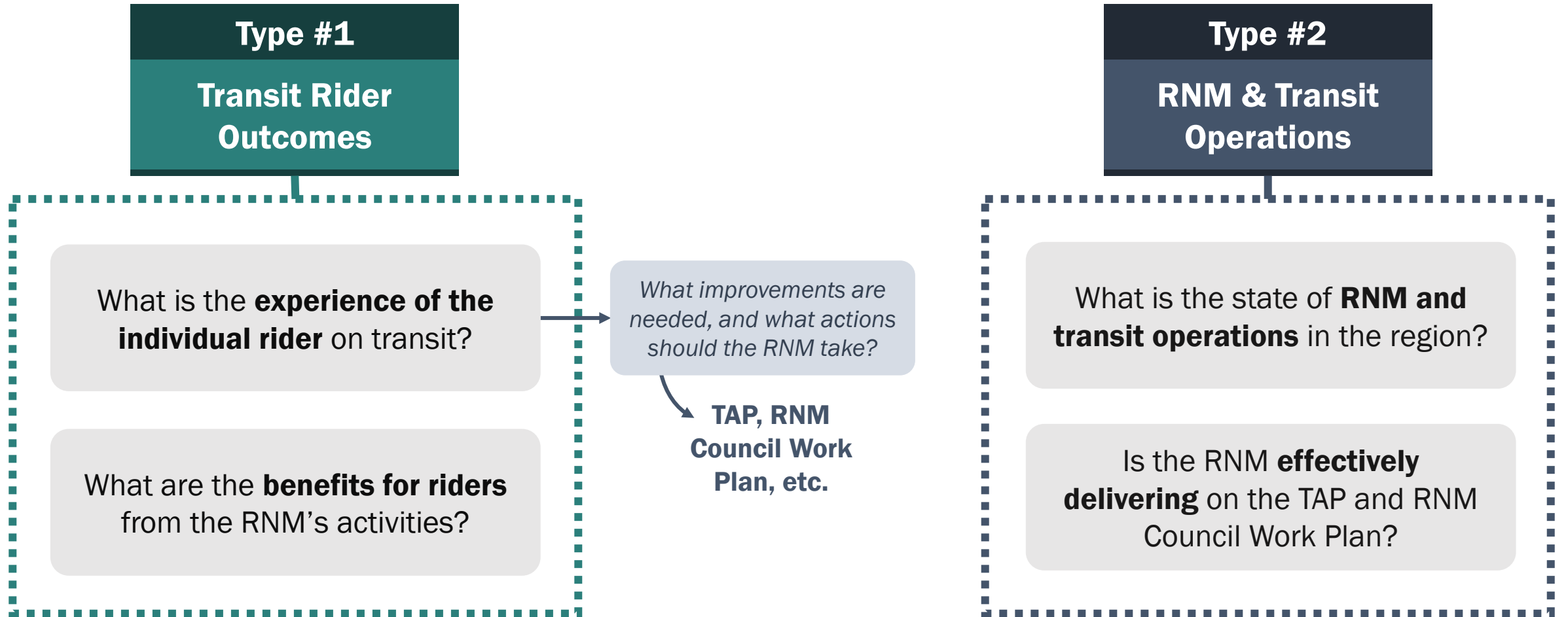
Long-Term Vision

- ✓ **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

Timeline for RNM Performance Measures



RNM Performance Measures: Proposed Categories



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	<ul style="list-style-type: none"> On-time performance (including headway adherence) Percent of scheduled trips operated Real-time data (GTFS-RT) availability 	<ul style="list-style-type: none"> Trip timeliness and delays Real-time information
Connectivity Creating an integrated network that is coordinated, convenient, and easy to use	<ul style="list-style-type: none"> Quantity of interagency transfers (at key regional hubs) Schedule coordination efforts (SB125 recipients) 	<ul style="list-style-type: none"> Ease of use Transfers (including wait times) Signage & wayfinding
Equity Ensuring the transit system is inclusive, accessible, and serves diverse rider needs	<ul style="list-style-type: none"> Discounted fare programs enrollment & ridership (e.g., Clipper START, Clipper Access RTC) 	<i>Disaggregation of responses by demographics</i>
Safety & Comfort Providing a safe, secure, and comfortable environment for riders	<ul style="list-style-type: none"> Safety & security efforts (SB125 recipients) 	<ul style="list-style-type: none"> Cleanliness Safety

* Some measures (e.g. on-time performance) to be disaggregated

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

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
<i>[Other Work Plan Activities]</i>	<i>Additional measures to be established as initiatives advance</i>

Type #2: RNM & Transit Operations

Category	Initial Measures
Work Plan Achievement	<ul style="list-style-type: none"> ▪ Recently completed and upcoming activities ▪ Work Plan milestones achieved
RNM Capabilities & Needs	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Ridership ▪ Passengers per revenue hour ▪ Total passenger miles ▪ Operating cost per service hour, per passenger, and per passenger mile

Next Steps

Upcoming Meetings

TODAY

RNM Council: Feedback on approach and proposed initial performance measures

APR
22

RNM Council: Endorse initial performance measures

APR
26

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

MAY

RNM Committee & MTC Commission: Adopt initial performance measures

Next steps...

- Incorporate feedback and comments ahead of April RNM Council meeting
- Begin scoping regional transit rider survey
- Monitor and coordinate with state performance efforts