

RNM Council Work Plan Progress Update

Regional Network Management Council

March 25, 2024






Agenda Item 4c Attachment B

RNM Council FY2023-24 & FY2024-25 Work Plan

RNM Council Management

- RNM standup activities (Charter, Work Plan, budget, staffing, etc.)
- TAP two-year status update and amendment
- Develop program and benefit KPIs
- Develop FY2025-26 Work Plan

Transit Transformation Action Plan

 Fares & Payment	 Customer Information	 Transit Network	 Accessibility	 Funding
<ul style="list-style-type: none"> • Clipper START <div style="border: 1px dashed black; padding: 5px; margin-top: 10px;"> <p><i>Currently overseen by the Fare Integration Task Force:</i></p> <ul style="list-style-type: none"> + Clipper BayPass launch and expansion (e.g. for major events) • <i>No-cost/reduced-cost interagency transfers</i> • <i>Refine vision for common fare structure for regional transit</i> </div>	<ul style="list-style-type: none"> • Prototypes and pilots for regional mapping & wayfinding signage • Availability and reliability of regional real-time transit data <ul style="list-style-type: none"> + Strategic/cohesive communications + Coordinated customer experience surveys 	<ul style="list-style-type: none"> • Transit priority implementation (e.g., BusAID) • Regional Transit Priority Policy • Transit 2050+ project performance assessment and network concepts 	<ul style="list-style-type: none"> • Standardize paratransit and Clipper RTC eligibility practices • Improve regional paratransit trips through one-seat ride pilot programs, improved cost-sharing, and enhanced transfer policies 	<ul style="list-style-type: none"> + Develop strategies to fully fund TAP initiatives • Ongoing advocacy for funding





Legend

























- Ongoing TAP work that creates tangible outcomes for riders
- Ongoing TAP work related to planning and policymaking
- + **New activities**

RNM Council Work Plan Progress Update

MARCH 2024 STATUS UPDATE

Legend

-  Initial Discussions
-  Planning
-  Pilot/Program Launch
-  Evaluation & Refinement

	Status	Recent & Upcoming Activities
RNM Council Management	   	<ul style="list-style-type: none"> • RNM Council Charter & Work Plan adopted. • <i>Developing approach for TAP update – will return for Council feedback.</i> • RNM Performance Measure development underway.
Fare Integration*	   	<ul style="list-style-type: none"> • Identifying and implementing strategies to grow and evolve Clipper START and Clipper BayPass pilots. • No-cost/reduced-cost interagency transfer pilot MOU under review. Title VI analysis launching. • Developing approach for regional fares – will return for Council feedback.
Customer Information	   	<ul style="list-style-type: none"> • Ongoing development of standards and preparation to launch prototypes. <i>Beginning discussions for pilot projects – will return for Council feedback.</i> • <i>Developing approaches for real-time data, communications, and surveys – will return for feedback.</i>
Transit Network	   	<ul style="list-style-type: none"> • BusAID recommendations being developed (feasibility/readiness). • Beginning discussions to develop regional transit priority policy – will return for feedback. • Transit 2050+ project performance assessment in progress and draft network under development.
Accessibility	   	<ul style="list-style-type: none"> • Draft standardized paratransit eligibility practices under review. • Identifying pilot opportunities for one-seat paratransit rides.
Funding	   	<ul style="list-style-type: none"> • Developing TAP/RNM funding plan update. • Approved funding plan to address transit operator funding shortfalls. Regional transportation measure discussions underway.

* Some fare integration activities are currently overseen by the Fare Integration Task Force.

Regional Network Management Council FY 2023-24 & FY 2024-25 Work Plan

Quarterly Progress Report – March 2024

RNM Council Work Plan Progress Update Summary





























Category	March 2024 Status	Recent & Upcoming Activities
RNM Council Management	   	<ul style="list-style-type: none"> • RNM Council Charter & Work Plan adopted. • Developing approach for TAP update – will return for Council feedback. • RNM Performance Measure development underway.
Fare Integration¹	   	<ul style="list-style-type: none"> • Identifying and implementing strategies to grow and evolve Clipper START and Clipper BayPass pilots. • No-cost/reduced-cost interagency transfer pilot MOU under review. Title VI analysis launching. • Developing approach for regional fares – will return for Council feedback.
Customer Information	   	<ul style="list-style-type: none"> • Ongoing development of standards and preparation to launch prototypes. Beginning discussions for pilot projects – will return for feedback. • Developing approaches for real-time data, communications, and surveys – will return for Council feedback.
Transit Network	   	<ul style="list-style-type: none"> • BusAID recommendations being developed (feasibility/readiness). • Beginning discussions to develop regional transit priority policy – will return for feedback. • Transit 2050+ project performance assessment in progress and draft network under development.
Accessibility	   	<ul style="list-style-type: none"> • Draft standardized paratransit eligibility practices under review. • Identifying pilot opportunities for one-seat paratransit rides.
Funding	   	<ul style="list-style-type: none"> • Developing TAP/RNM funding plan update. • Approved funding plan to address transit operator funding shortfalls. Regional transportation measure discussions underway.

Table Legend	 Initial Discussions	 Pilot/Program Launch
	 Planning	 Evaluation & Refinement

¹ Some Fare Integration activities are currently overseen by the Fare Integration Task Force.

Detailed RNM Activity Update – March 2024

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
RNM Council Management				
RNM Standup Activities	<ul style="list-style-type: none"> Develop and adopt FY 2023-24 & FY 2024-25 Work Plan Develop and endorse RNM Council Charter Elect Chair and Vice Chair 	End of 2023	RNM Council leadership elected at inaugural November 2023 meeting. RNM Council Charter and inaugural work plan endorsed December 2023.	N/A - Complete
Transit Transformation Action Plan (TAP)	<ul style="list-style-type: none"> Review TAP two-year status update Review and adopt an amendment to TAP 	Late 2023 to early 2024	Staff prepared a two-year status update for the RNM Committee and Customer Advisory Group in late 2023 and early 2024.	RNM Council to review proposed amendment to TAP.
RNM Performance Measures & KPIs	<ul style="list-style-type: none"> Develop & endorse RNM performance measures 	Early 2024	Approach for developing performance measures presented in December 2023. Staff to present recommended initial RNM performance measures March-April 2024.	Initial performance measures planned for endorsement in early 2024.
RNM Council FY 2025-26 Work Plan	<ul style="list-style-type: none"> Develop and adopt the FY 2025-26 RNM Council Work Plan 	Early to mid-2025	Not started.	N/A

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Fares & Payment				
Clipper START	<ul style="list-style-type: none"> Program refinements to increase awareness and participation 	2024-2025	Beginning 2024, all Clipper operators offer a consistent 50% discount. MTC engaged a consultant in January 2024 to assess strategies to increase participation and improve customer experience in coordination with other MTC means-based programs.	Coordinated marketing campaign ongoing. Continuous program monitoring and marketing improvements.
<i>[Fare Integration Task Force (FITF) Activity]</i>	<ul style="list-style-type: none"> Evaluate and contemplate extension of the Clipper BayPass Phase 1 pilot 	Ongoing	Staff developed recommendations for how to proceed with Phase 1 partners and other interested academic institutions.	<i>FITF to discuss next steps for the BayPass Phase 1 pilot, including possible extension of the Phase 1 pilot and establishing a path for Phase 1 institutions to become self-funding BayPass customers.</i>
Clipper BayPass launch and expansion	<ul style="list-style-type: none"> Launch BayPass Phase 2 Pilot to employers 	Ongoing	Launched Phase 2 with UCSF, Menlo Park, and Alameda TMA.	Ongoing recruitment for remaining Phase 2 employers. Conduct preliminary evaluation.
	<ul style="list-style-type: none"> Explore expansion of products for the general public 	Ongoing	N/A	Staff will develop approaches and return for FITF feedback.
<i>[FITF Activity]</i> No-cost/reduced-cost interagency transfers	<ul style="list-style-type: none"> Approve interagency transfer pilot MOU Program evaluation and recommendations 	Early 2024 to mid-2026	MOU for interagency transfer pilot being developed/reviewed by MTC and transit operator staff. Launching Title VI analysis.	FITF to endorse MOU. Transit agency boards and MTC to approve MOU in the coming months.
<i>[FITF Activity]</i> Refine vision for common fare structure for regional transit	<ul style="list-style-type: none"> Refine the vision and develop next steps 	TBD	N/A	Staff will develop approaches and return for FITF feedback.

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Customer Information				
Prototypes and pilots for regional mapping & wayfinding signage	<ul style="list-style-type: none"> • Mapping & Wayfinding prototypes • Final Wayfinding Standards • Expand implementation throughout the region, including pilots 	Standards adoption in 2024	Prototype design standards are currently under development, including a new regional network identity. Hired accessibility consultant (Ron Brooks) to advise project team.	Staff will be working to finalize prototype designs, such as service-related signage, with the aim of installing prototypes by mid-2024. RNM Council to provide input on prototype evaluation and engagement plan.
Availability and reliability of regional real-time transit data	<ul style="list-style-type: none"> • Availability and reliability of real-time transit data feeds (GTFS-RT) • Identify opportunities to improve real-time information 	2024-2025	MTC adopted SB125 regional accountability measures, which includes completion of a GTFS checklist for operators receiving SB125 funding.	Staff will be developing approaches and return for RNM Council feedback.
Strategic/ cohesive communications	<ul style="list-style-type: none"> • Improve responsiveness and regional cooperation in communications to riders 	Ongoing	Ongoing coordination occurs around regional programs such as fare integration pilots, major events, etc.	Staff will be developing approaches and return for RNM Council feedback.
Coordinated customer experience surveys	<ul style="list-style-type: none"> • Implementation of a regional transit rider experience survey 	2024-2025	Initial discussions between MTC and operators on purpose and potential approaches for a regional transit rider survey.	Staff will be developing approaches and return for RNM Council feedback.

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Transit Network				
Transit priority implementation	<ul style="list-style-type: none"> • Bus Accelerated Infrastructure Delivery (BusAID) program draft scoring and funding recommendations 	Early to mid 2024	Staff have developed a draft prioritized project list and are assessing the feasibility of projects.	RNM Council to review and endorse project funding recommendations.
Regional Transit Priority Policy	<ul style="list-style-type: none"> • Development of a Regional Transit Priority Policy • Implementation of the Regional Transit Priority Policy 	2024	Kicked off regional transit priority discussion with workshop in December 2023.	Ad hoc committee will be meeting to develop a draft policy and supportive materials, and return for feedback later in 2024.
Transit 2050+	<ul style="list-style-type: none"> • Transit project performance assessments • Recommended transit network 	Early to mid 2024	Reviewed existing conditions, needs, gaps, and opportunities analysis. MTC is in the process of conducting the project performance assessment and is beginning to develop a draft transit network.	RNM Council to review project performance results and provide input on draft recommended Transit 2050+ network.
Accessibility				
Standardize paratransit and Clipper RTC eligibility practices	<ul style="list-style-type: none"> • Adopt standardized eligibility practices 	Early 2024	Staff have developed draft standardized eligibility practices and have been soliciting feedback for refinement.	RNM Council to support implementation of standardized eligibility practices.

Work Plan Item	Activity	Timeframe	Recently Completed Activities	Upcoming Activities
Improve regional paratransit trips	<ul style="list-style-type: none"> Identify one-seat ride (OSR) pilot opportunities 	2024	Staff are gathering input from transit agency staff, including executive staff, on OSR pilot concepts.	Staff to begin analyzing paratransit transfer trip data and hold discussions to identify OSR pilot opportunities. RNM Council to review OSR pilot proposals.
	<ul style="list-style-type: none"> Cost-sharing agreements and regional standards/policies for paratransit transfer trips 	2024-25	Not started.	N/A
Funding				
Develop strategies to fully fund TAP initiatives	<ul style="list-style-type: none"> Prioritize the use of limited funding to advance RNM initiatives Identify opportunities for ongoing funding for priority programs 	Ongoing	Staff are working to prepare a funding plan update for TAP/RNM initiatives.	RNM Council to provide feedback on funding plan update in mid-2024.
Advocacy for funding	<ul style="list-style-type: none"> Facilitate cooperative activities to support ongoing advocacy to secure funding for transit throughout the region. 	Ongoing	<p>MTC adopted a Short-Term Financial Plan in December 2023 that outlines how state and additional regional funds will be used to support operator shortfalls.</p> <p>Staff worked to develop a vision and key provisions for a potential transportation revenue measure for voters to consider in 2026. MTC Commission voted to seek enabling legislation in 2024.</p>	Ongoing engagement to develop enabling legislation to authorize a transportation funding measure in 2026.