

# Regional Network Management Council

December 18, 2023

Agenda Item 4b

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

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### **Subject:**

Approval of the Regional Network Management (RNM) Council's FY 2023-24 and 2024-25 Work Plan.

### **Background:**

In February of this year, the Commission approved the RNM framework (MTC Resolution No. 4564), which included the creation of a Regional Network Management (RNM) Council. Initial work to stand up the RNM Council includes adoption of a Work Plan.

### **Work Plan Development:**

MTC and transit operator staff have collaborated to develop a Draft Work Plan to guide the RNM Council's activities in FY 2023-24 & 2024-25. The RNM Council Work Plan is anchored by the Transit Transformation Action Plan (TAP) "desired outcomes" and the Mission and Vision of the RNM. Items included in this year's Work Plan aim to balance between initiatives already having momentum and funding (such as the roll-out of the regional mapping and wayfinding system) and introducing new priorities that would benefit from systematic, consistent regional implementation support, such as cross-agency pilots and initiatives. Work Plan items share a common focus on tangible customer benefits.

Furthermore, entering its first year, the RNM Council Work Plan must also attend to and advance its evolving competencies, including developing program accountability tools measuring the RNM structure's effectiveness at driving ambitious TAP outcomes.

### **Next Steps:**

Staff have received feedback from the RNM Council and RNM Committee on the Draft Work Plan and are returning for approval of the Work Plan. No changes were made to the Draft Work Plan being presented this month; however, changes will be incorporated into future updates of the Work Plan. The Draft Work Plan was presented to the RNM Council in November and to the RNM Committee in December for review and feedback. At its November meeting, the RNM Council emphasized the importance of the Work Plan as the foundation for listening to and

effectively communicating with the public, achieving tangible outcomes for riders, and establishing and reporting on performance measures. At its December meeting, the RNM Committee, expressed similar interest in achieving tangible outcomes for riders and better defining timelines for work plan items, as well as identifying potential challenges to implementation.

Following adoption of the RNM Council FY 2023-24 and 2024-25 Work Plan, staff will work with the Council to update the Work Plan as needed, including refining timelines for work plan items. In response to the importance of establishing performance measures, this month's presentation will outline an overall process and initial thinking for the development of RNM performance measures and key performance indicators (KPIs). These performance measures will address the frequency of updates as well as timelines/milestones for work plan items.

**Issues:**

None identified.

**Recommendations:**

Approval of the RNM Council FY 2023-24 and 2024-25 Work Plan.

**Attachments:**

- Attachment A: RNM Council FY 2023-24 & 2024-25 Work Plan
- Attachment B: Presentation