



Regional Network Management Performance Measures

Regional Network Management Committee
May 10, 2024

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

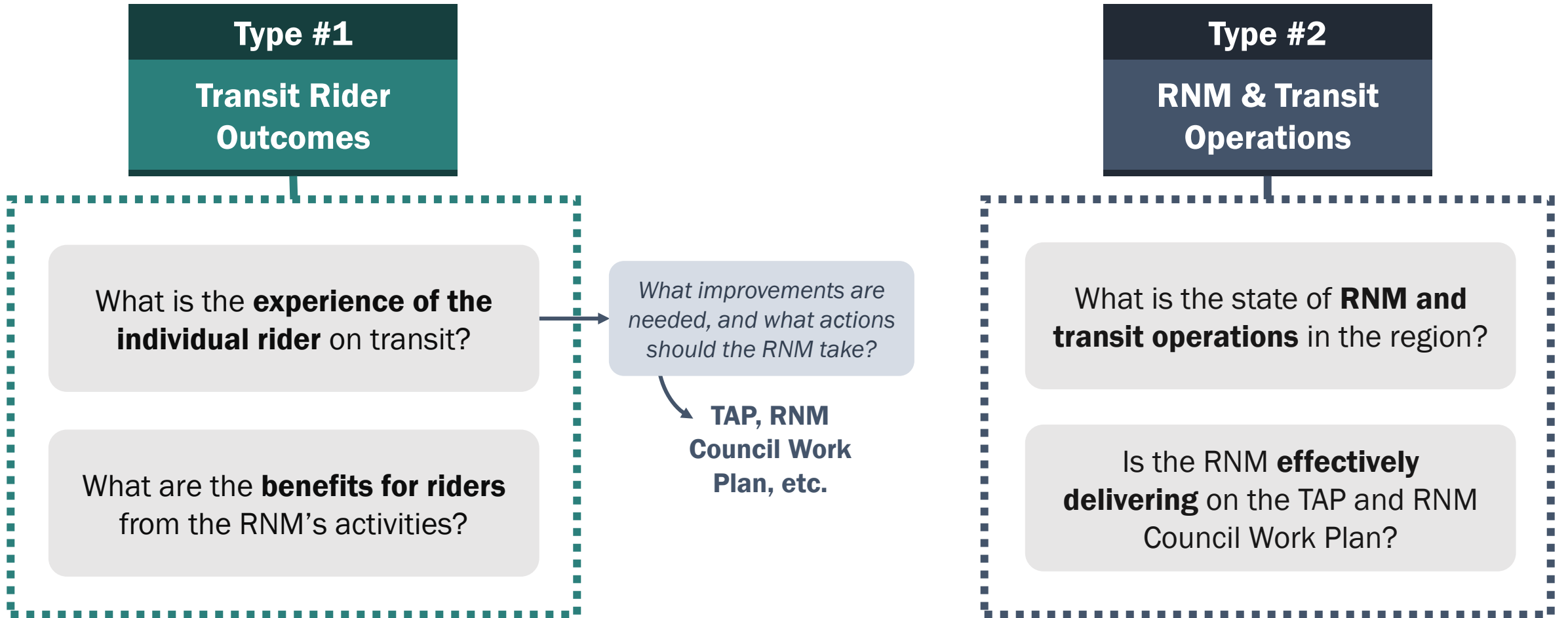
- Adopt **initial measures** based on existing and **readily available data**
- **Establish capabilities** (e.g. reporting processes, refine measures, etc.)
- Provide **quarterly work plan updates** and report on most other measures **annually/semi-annually**
- Review performance measures in 2 years (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

RNM Performance Measures: Proposed Categories



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| 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 Transit speeds (on key regional corridors) 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 |

| 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 |
| Improve Regional Paratransit Trips | Travel time savings, reduced wait times and/or improved comfort for transfer trips |

* Some measures (e.g. on-time performance) to be disaggregated (including for paratransit services, where feasible)

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

*** Measures to be established as each initiative advances

Type #2: RNM & Transit Operations

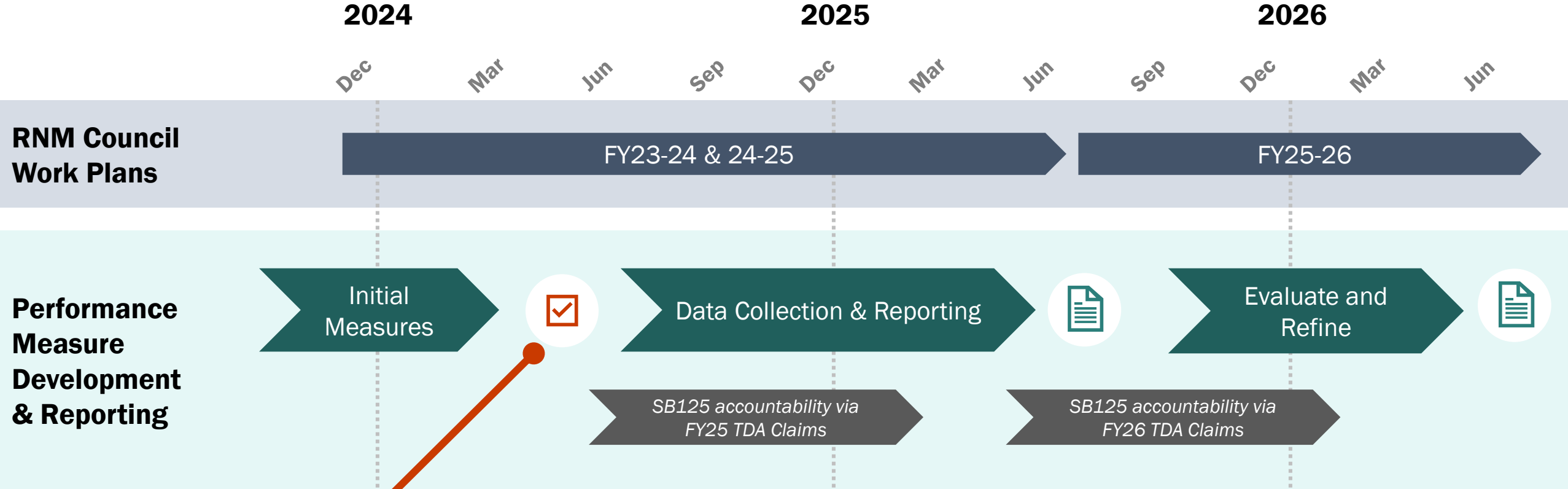
| Category | Initial Measures |
|-------------------------------------|---|
| Work Plan Achievement | <ul style="list-style-type: none">▪ Recently completed and upcoming activities▪ Work Plan milestones achieved |
| RNM Capabilities & Needs | <ul style="list-style-type: none">▪ List of current and planned 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 |

Moving Towards a Long-Term Vision

| Rider Experience | Future measures should... |
|-----------------------------|---|
| Reliability | <ul style="list-style-type: none"> Provide broader context on transit speed/delay (e.g. comparing transit speeds to driving or roadway speeds) Go beyond real-time data availability to include accuracy |
| Connectivity | <ul style="list-style-type: none"> Shed light on where riders can travel using transit and consider competitiveness with driving Go beyond rider behavior (# transfers) and operator activities (schedule coordination) to include quality of interagency transfers (e.g. wait times) |
| Equity | <ul style="list-style-type: none"> Include disaggregation of other metrics by demographics, time of day, and/or additional geographies Capture additional aspects of the paratransit rider experience (e.g. ease of booking trips) |
| Safety & Comfort | <ul style="list-style-type: none"> Go beyond operator activities to include quantitative safety & security metrics |

| RNM & Transit Operations | Future measures should... |
|---------------------------------------|---|
| Regional Transit Operations | <ul style="list-style-type: none"> Incorporate other readily-available data from NTD Consider cost, revenues, and societal benefits analyses Consider other issues such as mutual aid or workforce development |
| [NEW: Other Regional Benefits] | <ul style="list-style-type: none"> Include other regional outcomes, such as mode share and VMT reductions |

Timeline and Next Steps



Today's Requested Action: Approve proposed initial performance measures.