

# Regional Network Management Council

March 25, 2024

Agenda Item 4a

## Regional Network Management Performance Measures

---

### Subject:

The Regional Network Management Council's Charter and Work Plan call for the development of new performance measures that provide insight into the experience of transit riders and an overview of transit operations in the region, and that inform the continuous improvement of the RNM framework. This item presents a draft proposal for initial RNM performance measures.

### Background:

In February 2023, the Commission approved the RNM framework (MTC Resolution No. 4564), which included the creation of a Regional Network Management (RNM) Council. The RNM framework calls for the development of key performance indicators (KPIs) to track performance of the RNM. During the November and December 2023 discussions with the RNM Council and RNM Committee about the RNM Council's inaugural Work Plan, the bodies emphasized the importance of performance measures for both tracking and also communicating progress towards achieving tangible outcomes for riders.

### RNM Performance Measures

An initial set of RNM performance measures based on existing and readily available data are being proposed, with plans to work towards a longer-term vision of more robust measures, common data definitions, and centralized reporting processes. RNM performance measures should provide a holistic picture of regional transit and the RNM, through a combination of quantitative and qualitative measures.

Staff propose to organize RNM performance measures into two types of measures:

**Type #1: Transit Rider Outcomes** measures that provide insight into the experience of riders on transit in the region and also conveys the benefits of the RNM's activities for riders. This includes measures of the rider experience across priorities such as transit reliability, connectivity, equity, and safety and comfort, as well as evaluations of individual RNM initiatives, such as ridership increases from fare integration pilots,

reliability improvements from transit priority projects, and easier transfers from mapping and wayfinding prototypes and pilots.

**Type #2: RNM & Transit Operations** measures that provide insight into how well transit operations and the RNM framework are working to deliver on the TAP and RNM Council Work Plan. This includes progress achieved towards the RNM Council's Work Plan, an assessment of the RNM's capabilities and needs, and an overview of regional transit operations.

RNM performance measures would be reported through combination of quarterly work plan progress updates and annual reports that include all other performance measures. As established in the RNM framework, performance measures should be revisited and refined through a formal review every two years.

**Next Steps:**

Draft RNM performance measures are being presented to the RNM Council for discussion in March, and staff will return for endorsement from the RNM Council in April. Subsequently, the performance measures will be shared in April with RNM Customer Advisory Group for additional feedback and brought to the RNM Committee in May for adoption.

Moving forward, MTC and operator staff will work to incorporate feedback on the performance measures, begin scoping the regional rider survey, and monitor and coordinate with state efforts.

**Issues:**

None identified.

**Recommendations:**

None.

**Attachments:**

- Attachment A: Presentation