

# Agenda Item 11: Metropolitan Transportation Commission Regional Network Management



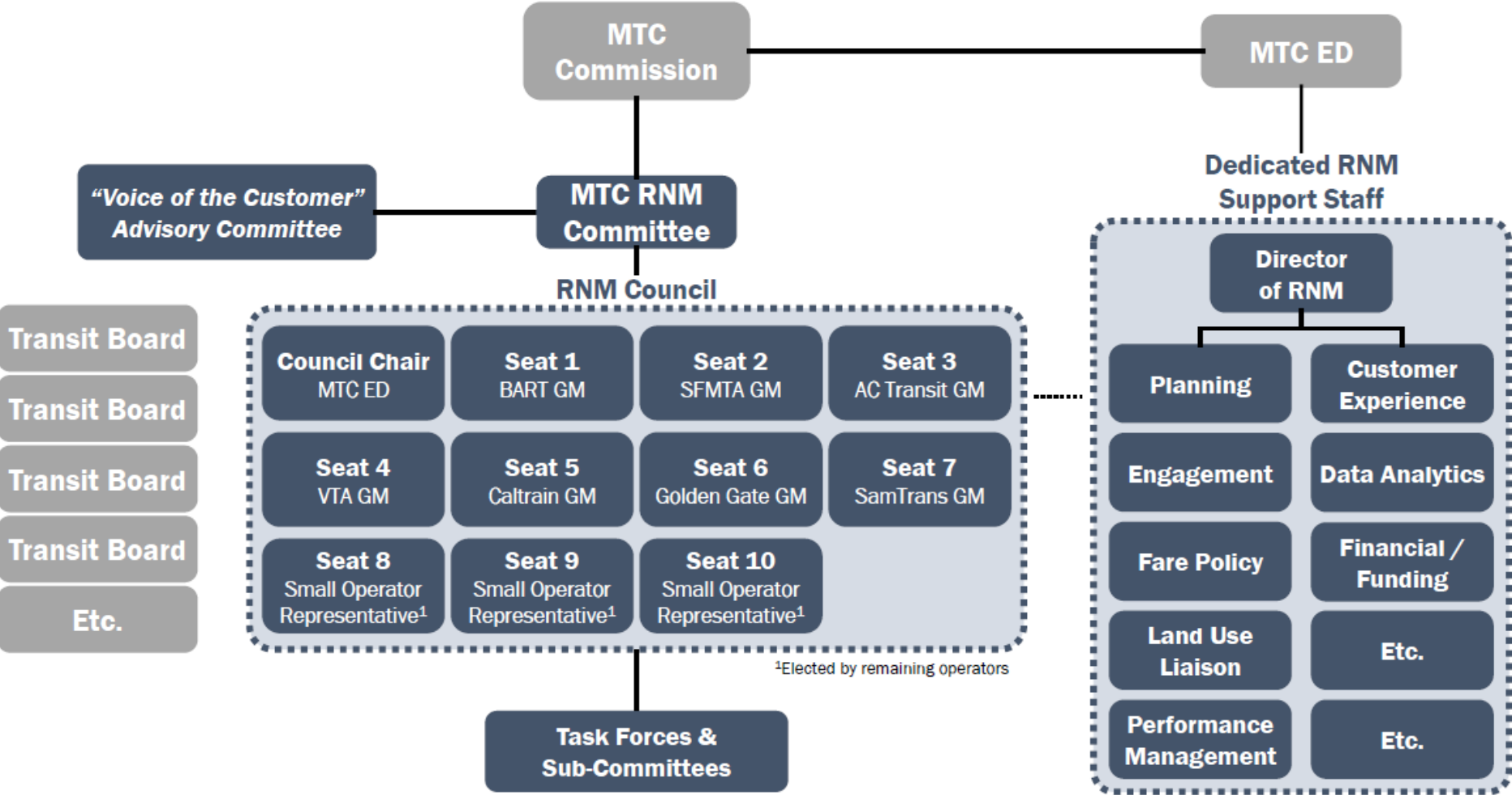
January 4, 2023

# Regional Network Management Background

- **May 2020** – MTC created 32-member Blue Ribbon Transit Recovery Task Force
- **July 2021** – Task Force approved 27 specific near-term actions to re-shape the region’s transit system
- **Sept 2021** – Bay Area Transit Transformation Action Plan identified five areas to achieve transit transformation:
  - Fares & Payment
  - Customer Information
  - Accessibility
  - Funding
  - Transit Network
- **January 2022** – Network Management Business Case Advisory Group convened to carry out Regional Network Management Evaluation
  - **Next step:** Preferred RNM Framework



# Updated Short / Near-Term RNM



<sup>1</sup>Elected by remaining operators

*Note: Charter is intended to provide a simple view of the RNM mission, vision, and objectives as well as set clear expectations for operations*

# Draft Charter for Short/Near-Term RNM (Illustrative)

**Mission**  
To drive transformative improvements in the customer experience for regional Bay Area transit

**Vision**  
To advance regional goals in equity, livability, climate, and resiliency through a unified regional transit system that serves all Bay Area populations

## Roles & Responsibilities

- **MTC/MTC RNM Committee:** Leverage existing regional purview and planning capabilities to help set the regional vision and policies for transit in the Bay Area and drive the direction of the RNM
- **RNM Council:** Council comprised GM-level Operator and MTC representatives who understand transit operations and can represent the interests of their stakeholders, make critical recommendations on regional polices, and provide leadership and implementation of policies
- **“Voice of the Customer” Advisory Committee:** Group of stakeholders who represent the customer and can help inform decision-making with the customer in mind
- **Dedicated RNM Support Staff:** Group of dedicated staff (potential opportunity for seconded staff as well) with a broad range of capabilities and expertise to support the operations and analysis of the RNM
- **Task Forces & Sub-Committees:** Temporary (Task Forces) or longer-term (Sub-Committees) groups comprised a broad range of representatives, including Operators, stakeholders, and subject matter experts, that will help complete analysis and develop policy recommendations / options for topics

## Key Performance Indicators (KPIs)

| Benefits KPIs     |                        |                       | Program KPIs            |
|-------------------|------------------------|-----------------------|-------------------------|
| Customer Benefits | Network Mgmt. Benefits | Other Public Benefits | RNM Program Performance |
| ▪ TBD             | ▪ TBD                  | ▪ TBD                 | ▪ TBD                   |
| ▪ TBD             | ▪ TBD                  | ▪ TBD                 | ▪ TBD                   |
| ▪ TBD             | ▪ TBD                  | ▪ TBD                 | ▪ TBD                   |

*Note: See example KPIs on next page*

## Meeting Cadence

- **MTC RNM Committee:** Every other month (minimum)
- **RNM Council:** Monthly (minimum)
- **“V.O.C.” Advisory Committee:** Every other month (minimum)
- **Task Forces & Sub-Committees:** To be determined on an individual basis

## Continuous Improvement

- RNM Program KPIs to help inform improvement needs
- Continuous improvement of RNM operations to be driven by Director of RNM and Dedicated Support Staff
- Continuous improvements to RNM framework to be driven by RNM Council
- Formal review of RNM to be completed by MTC 2 years after establishment

## Reporting Requirements

- **Bi-Monthly (Every Other Month) Progress Report to MTC RNM Committee** (RNM Council)
- **Semi-Annual Report on Achievements, KPIs, and Next Steps** (RNM Council)
- **Bi-Monthly (Every Other Month) Voice of the Customer Report** (V.O.C. Advisory Committee)



# Questions?



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