



Launching the RNM Customer Advisory Group

Regional Network Management (RNM) Customer Advisory Group

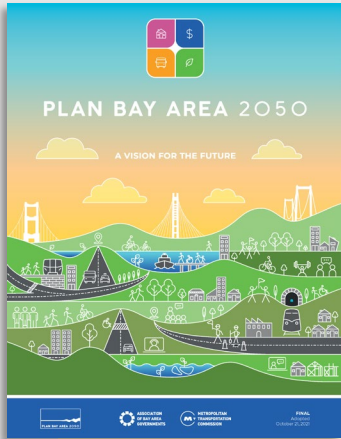
October 27, 2023

Agenda Item 3a Attachment C



METROPOLITAN
TRANSPORTATION
COMMISSION

Long and Near-Term Plans Underscore Transit's Importance for the Region



Plan Bay Area 2050 (PBA)

- Infuses billions of dollars into faster, more reliable transit (including rail and express bus service.)
- Improves access to frequent transit and to safe bicycle and pedestrian facilities.
- Achieves state-mandated greenhouse gas reduction target.



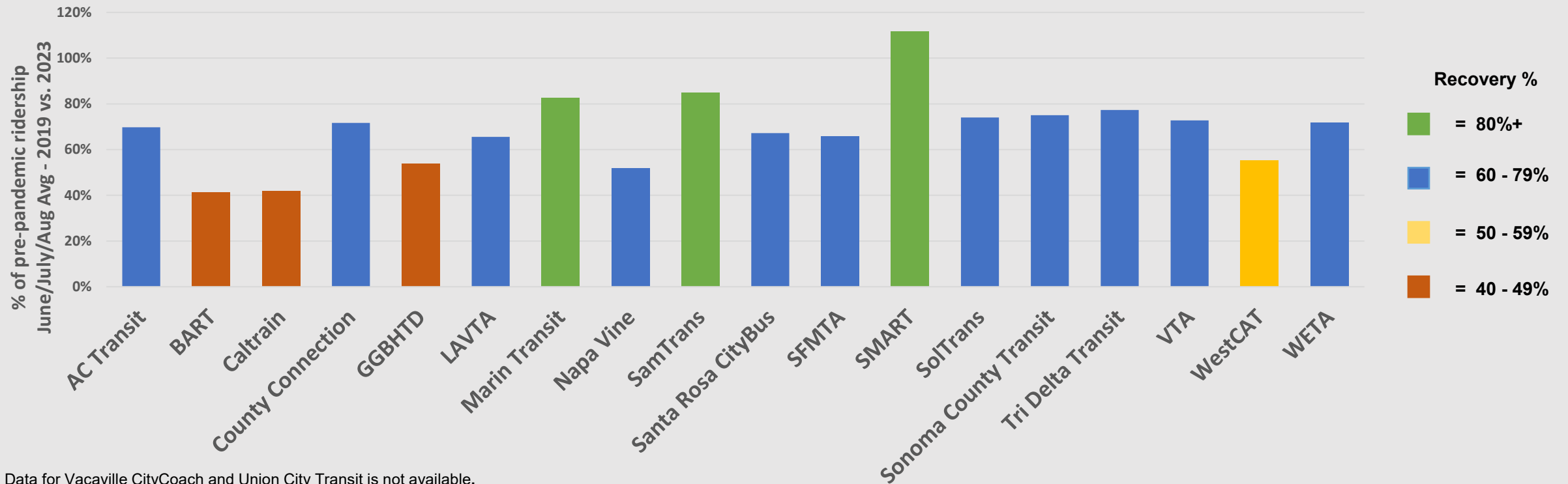
Transit Transformation Action Plan

- Key component of PBA 2050's Implementation Plan.
- Near-term implementation helps revitalize Bay Area transit.

Ridership Recovery Varies Greatly by Operator



Ridership recovery by operator generally reflects the type of destinations served and the demographics of riders of each agency. Operators serving few commuters with jobs open to remote work



Note: Data for Vacaville CityCoach and Union City Transit is not available.

Source: National Transit Database. August 2023

Bay Area Ridership Recovery



Total Bay Area Transit Ridership



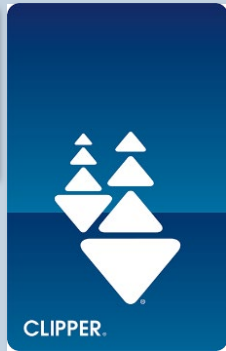
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Transit Transformation Action Plan – Desired Outcomes

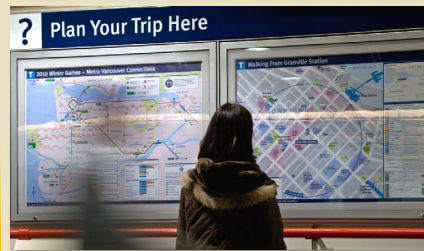
I. Fares and Payment

Simpler, consistent, and equitable fare and payment options.



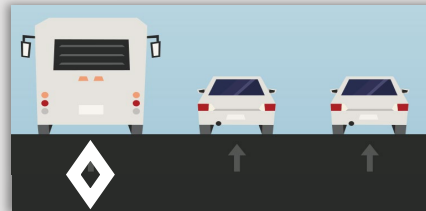
II. Customer Information

Make transit easier to navigate and more convenient.



III. Transit Network

Transit services managed as a unified, efficient, and reliable network.



IV. Accessibility

Transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently.



V. Funding

Use existing resources more efficiently and secure new, dedicated revenue to meet funding needs.



Regional Network Manager (RNM) Framework Overview

RNM Mission:

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

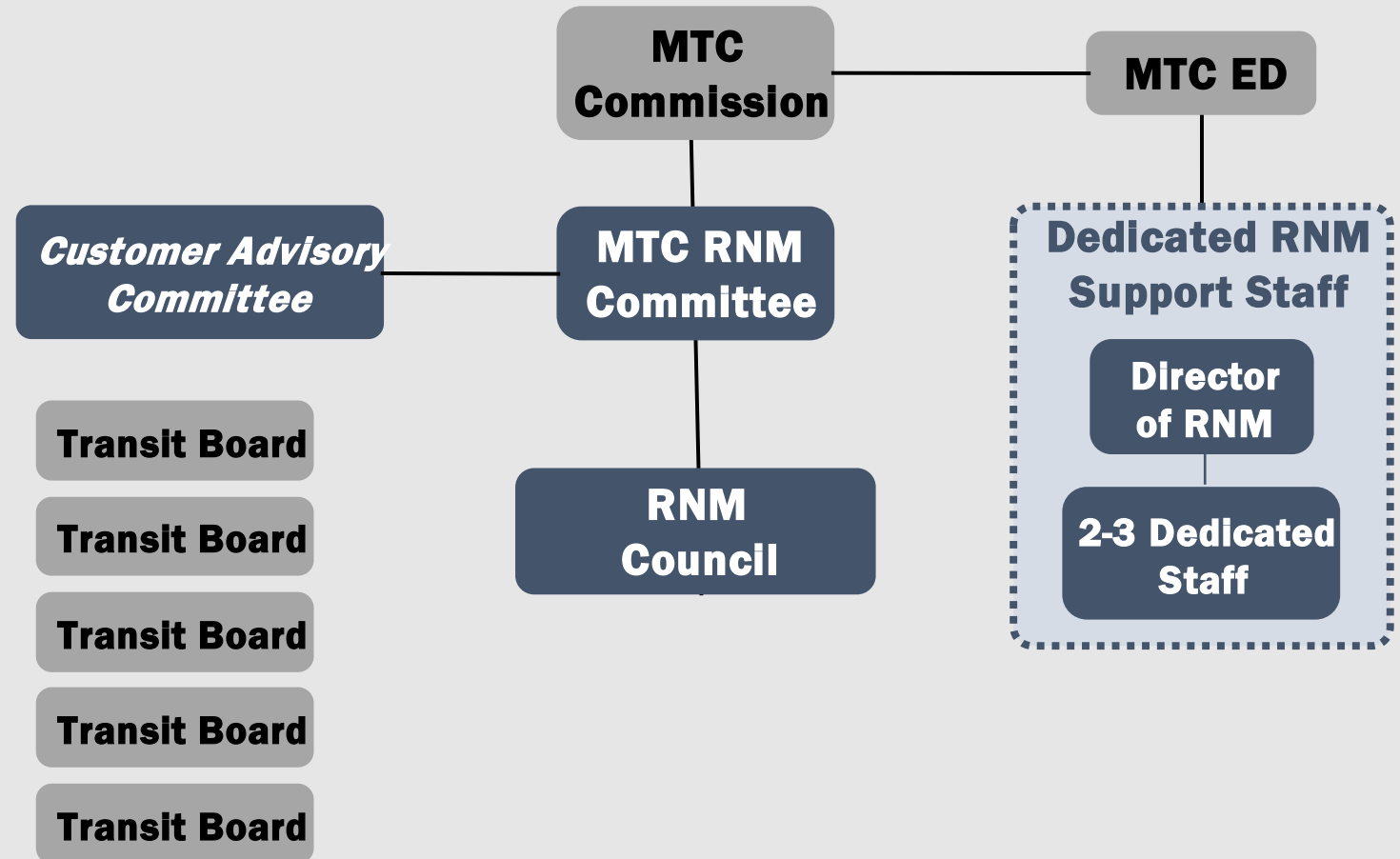
RNM Vision:

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

RNM Objectives:

- Deliver Customer Benefits (e.g., enhanced experience, improved safety, increased accessibility, reduced travel times)
- Deliver Network Management Benefits (e.g., improved planning, economies of scale, increased ridership, improved decision making)
- Deliver Other Public Benefits (e.g., reduced VMT, economic growth, enhanced connectivity, increased equity)

RNM Organizational Structure:



Sample of Transit Related Topics and Committee Scope

| RNM Committee | Proposed One Year Work Plan | Purview of Other MTC Committees |
|--|---|--|
| <p>Existing Operations Committee Focus</p> <ul style="list-style-type: none"> • Clipper • 511 Traveler Information System • Forwards/Corridor Management • Transit Coordination Plan • Freeway Service Patrol/ Callbox/ SAFE <p>RNM Expanded Focus</p> <ul style="list-style-type: none"> • RNM Implementation Plan • Transit Transformation Action Plan • Fare Integration • Mapping and Wayfinding • Transit Priority and Network <p>(Customer Advisory Committee directly reports to RNM Committee)</p> | <p>Existing Operations Committee Items + RNM Focus Areas</p> <p>Fare Integration</p> <ul style="list-style-type: none"> • Clipper BayPass Pilot • No Cost and Reduced Transfer Pilot • Clipper START Pilot <p>Mapping and Wayfinding</p> <ul style="list-style-type: none"> • Design Standards/ Prototype • Digital Mapping Platform <p>Transit Priority</p> <ul style="list-style-type: none"> • Bay Area and Caltrans Policy Development and Collaboration • Near-term Improvement Recommendations • Advancing Operator Initiatives <p>Accessibility Initiatives</p> <ul style="list-style-type: none"> • Standardization of Paratransit Eligibility Practices • One-Seat Ride Pilots <p>Other</p> <ul style="list-style-type: none"> • Transit Transformation Action Plan Updates • Performance Assessment/ Key Performance Indicators | <ul style="list-style-type: none"> • New Revenue Measure (Legislation) • Transit Capital (Programming and Allocations) • Transit Operations Financial Sustainability (Programming and Allocations + Legislation) • Federal, State, Regional Funding Programs (Programming and Allocations) |

* Some topics may be shared between the RNM Committee and other MTC Committees, such as Transit 2050+.

Customer Advisory Group Leadership Selections

- Nominations today
- Elections at Dec. 15, 2023 meeting
- Two categories: Policy Advisory Council Reps + non-Council reps
- Both categories represented in Chair and Vice Chair positions
- Everyone gets to vote for both
- Most votes becomes Chair; most votes for non-represented group candidate becomes Vice Chair

The word "VOTE" is written in a bold, yellow, hand-drawn style font with black outlines. The letters are slightly irregular and have a textured, wood-like appearance. Below the text, three hands are shown reaching up towards the word, symbolizing participation and voting. The background is a solid teal color.

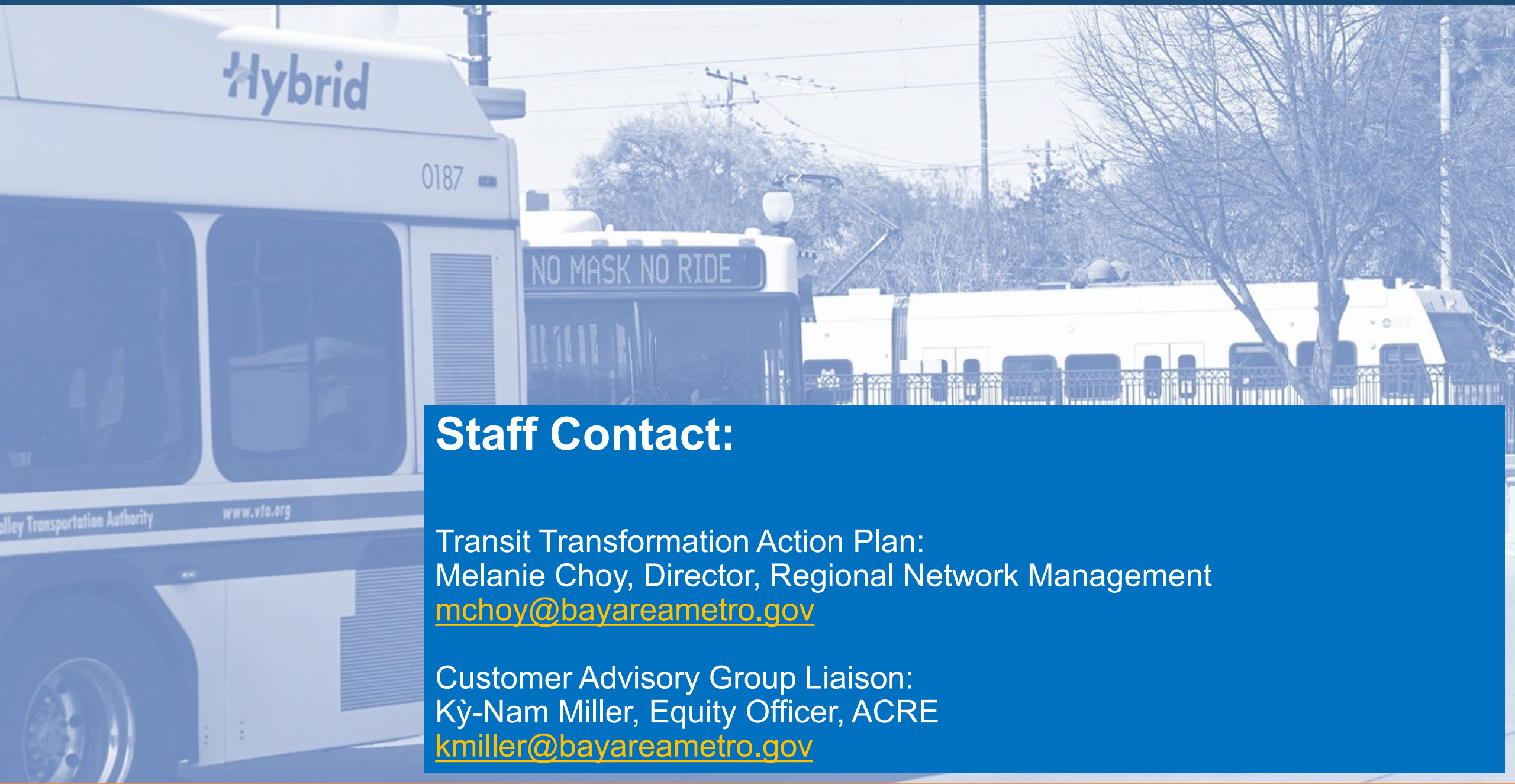
RNM Customer Advisory Group Members

Policy Advisory Council Members

- Adina Levin
- Anne Olivia Eldred
- Carina Lieu
- Dwayne Hankerson
- Gerry Glaser
- Phillip Pierce
- Terry Scott
- Wendi Kallins
- Zack Deutsch-Gross
- Vacant (TBD)

Non-Councilmembers

- Amy Thomson (TransForm)
- Bob Allen (Urban Habitat)
- Brian Stanke (San Jose DOT)
- Dylan Fabris (SF Transit Riders Union)
- Emily Loper (Bay Area Council)
- Emily Martinez (Youth rep)
- Hillary Brown (Youth rep)
- Ian Griffiths (Seamless Bay Area)
- Sebastian Petty (SPUR)
- Warren Cushman (CA Council of the Blind)



Staff Contact:

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