

Presentation Overview

Metropolitan Transportation Commission (MTC) Regional Coordination Next Steps

1. Regional Network Management Business Case - Update
2. Transformation Action Plan
 - Overview



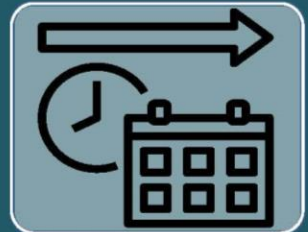
MTC's Regional Network Management (RNM) Business Case Evaluation

Selecting the Best Structure for Regional Network Management



PURPOSE

- Business case to determine extent of authority and best form.
- Evaluate the benefits, costs, and risks of selected alternatives and present rationale for preferred solution.



ADVISORY GROUP

- Guide and review analysis and recommendations, provide periodic updates to Commission
- Limited Jan '22 – Dec '22 (~12 months)



COMMISSION ACTION

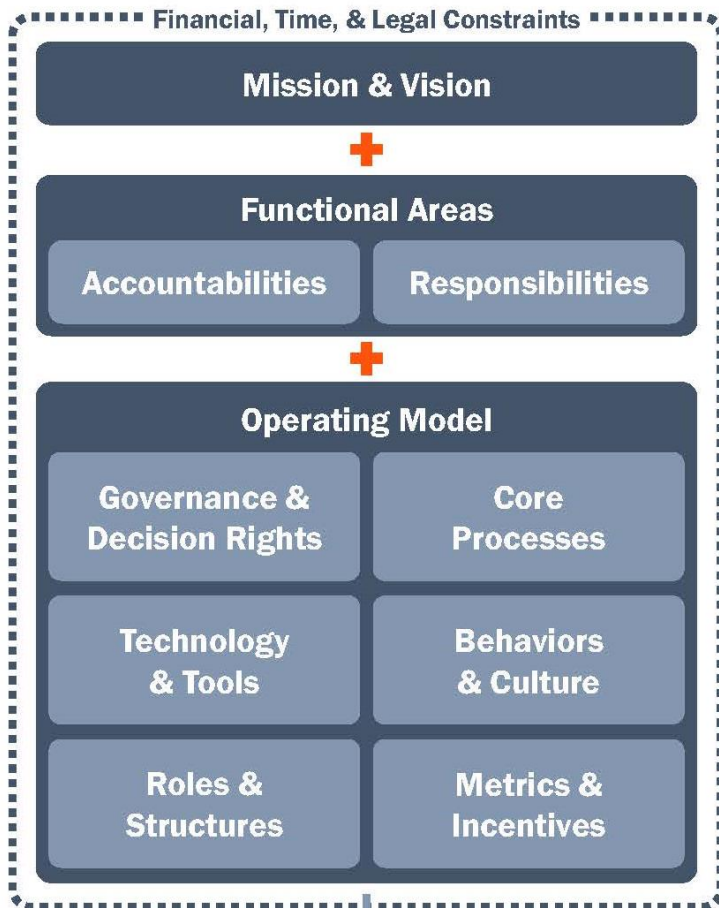
- Select Business Case Consultant
- Final action on Consultant recommendations (Feb 2023)

MTC's RNM Framework

- Six Functional Areas:
- Wayfinding
 - Accessibility
 - Rail Network Management
 - Fare Integration Policy
 - Bus Transit Priority
 - Network Planning

The Regional Network Management Framework

Benefits of the RNM Framework



The **mission** (the RNM's purpose) and **vision** (what the RNM hopes to accomplish) serve as guiding principles for the Functional Areas and Operating Model within the RNM

The **Accountabilities** and **Responsibilities** define what activities within each functional area for which the RNM is responsible (vs. the Operators or MTC)

The **Operating Model** defines *how* the RNM will deliver its Accountabilities and Responsibilities

The **Financial, Time, & Legal Constraints** place boundaries on the Mission, Vision, Functional Areas, and Operating Model for the RNM

MTC's Assessment Identified Challenges for which the RNM Operating Model will be focused to Address

Governance and Decision Rights

- Need to establish a single entity to coordinate / drive regional decision making
- Need to place existing / potential customers at the forefront of decision making
- Need to provide then RNM with clear policy purpose and hold the RNM accountable for delivery
- Need to establish common regional objectives / vision

Metrics and Incentives

- Need to establish standardized regional metrics
- Need to give the RNM authority / incentivize participation in regional activities (e.g., through new approaches to funding)
- Need to be able to obtain commitment from the participants in the RNM

Roles and Structures

- Need to leverage existing resource capabilities and capacities in the short/near term, but enable ability to scale over the long term
- Need to provide technical and communications capacity to support Operators
- Need to include a broad range of stakeholders



Core Processes

- Need to improve planning / coordination processes
- Need to provide a simpler interface for key stakeholders / riders to provide input or coordinate activities
- Need to enable faster and more inclusive decision-making processes

Technology and Tools

- Need to establish regional tools (e.g., regional travel market/demand model)
- Need to establish common language for data collection and reporting
- Need to enable centralized / shared procurement, where beneficial / possible

Behaviors and Culture

- Need to promote collaboration and trust between policy funding bodies and implementation bodies
- Need to ensure cross-integration of regional priorities
- Need to find right leader to drive the growth and success of the RNM and regional objectives

MTC's Identified Components to Deliver on Three Elements

Regional Visioning Element

MTC: Leverage existing regional purview and planning capabilities to help set the regional vision for transit in the Bay Area and drive the direction of the RNM

Steering Element

RNM Executive Board: Board comprised GM-level Operator and MTC representatives who understand transit operations and can represent the interests of their stakeholders, make critical decisions on regional policies, and provide leadership

“Voice of the Customer” Advisory Function: Group of stakeholders who represent the customer and can help inform decision-making with the customer in mind

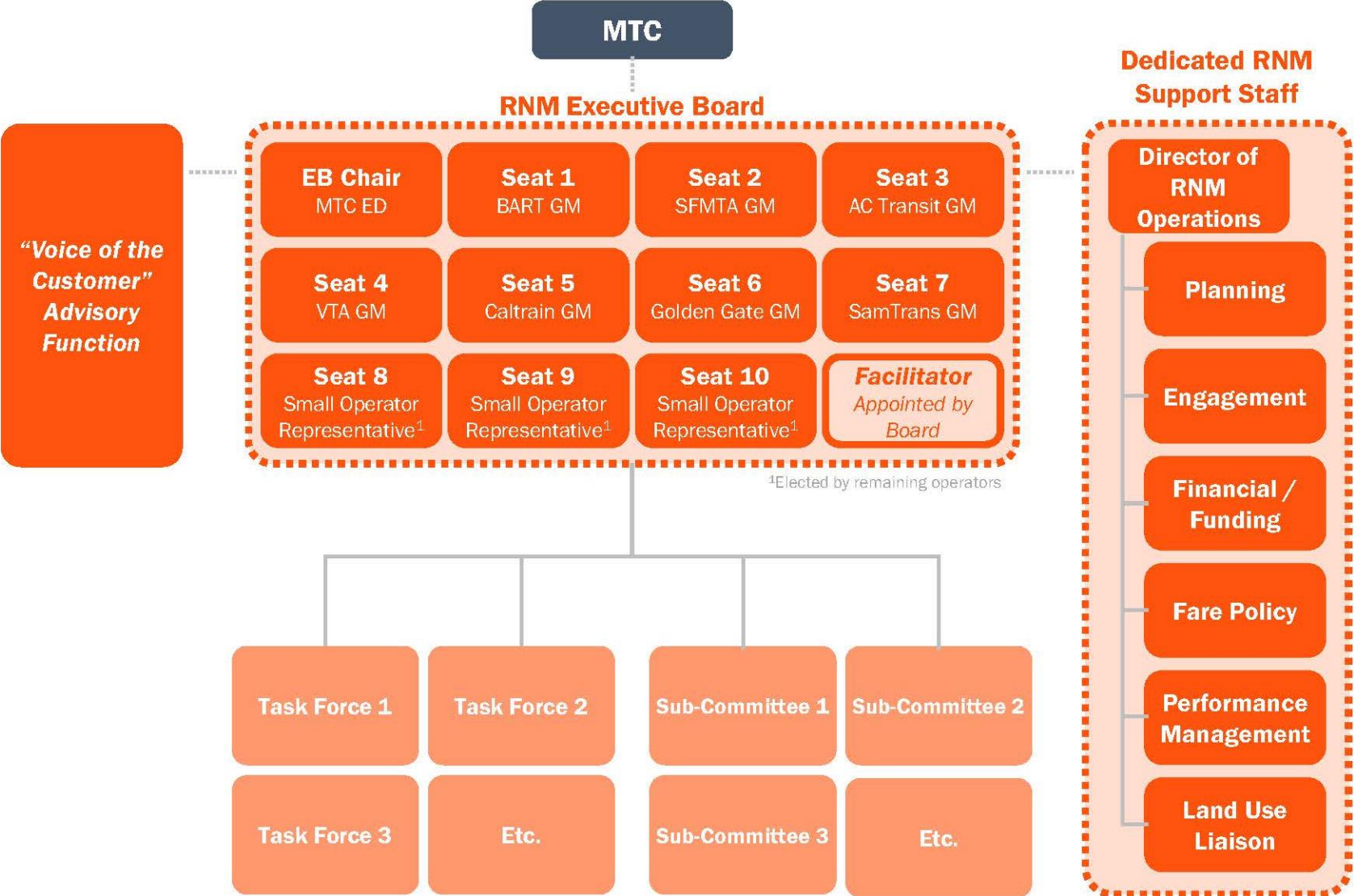
Administrative / Operational Element

Task Forces: *Temporary* 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 *targeted* topics

Sub-Committees: *Longer-term* 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 *ongoing* topics

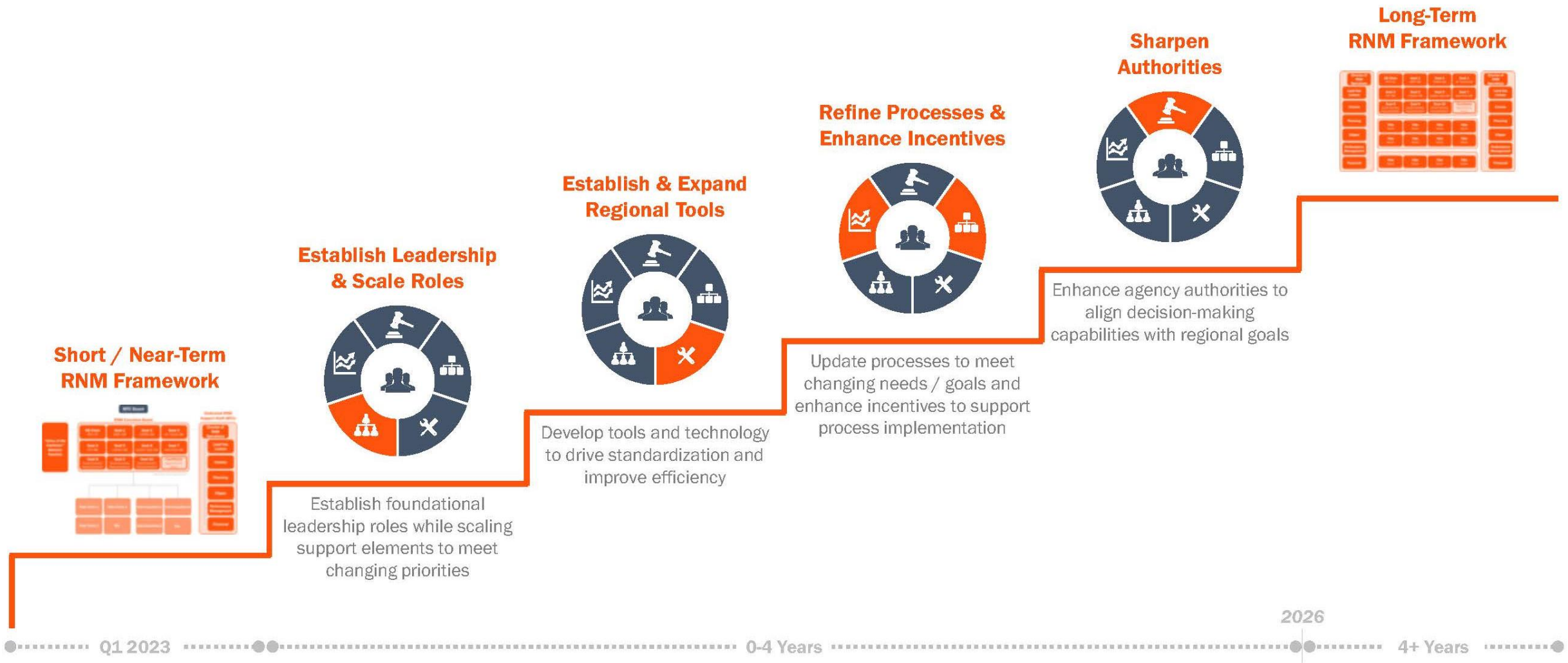
Dedicated RNM Support Staff: Group of dedicated staff (potential opportunity for seconded staff as well) with a broad range of capabilities and expertise to support the operations and analysis of the RNM

MTC's Proposed Preliminary Short / Near-Term RNM Structure



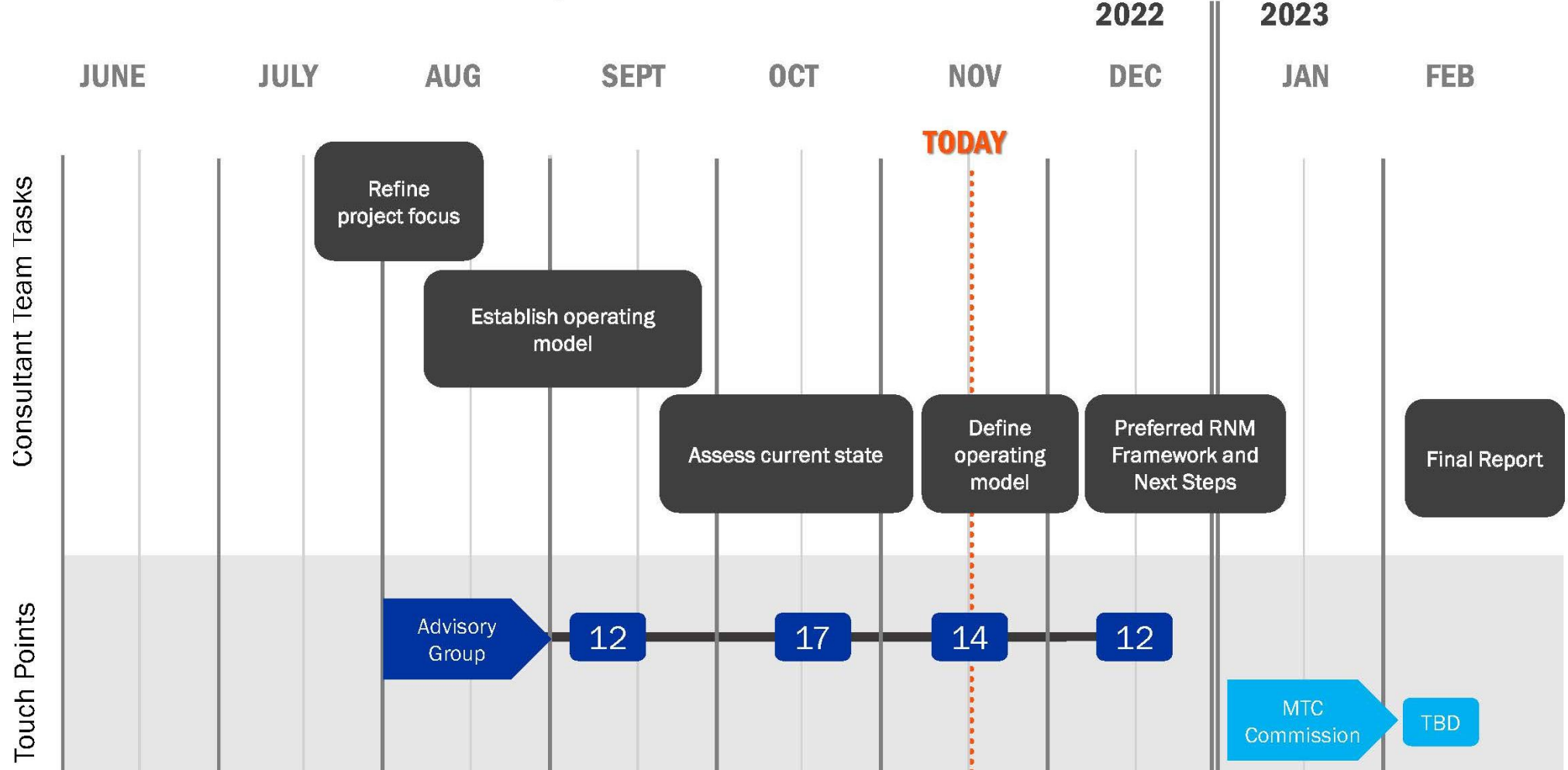
- ✓ **Customer Focused:**
 - Enables highly inclusive decision making to bring a broad range of perspectives
 - Dedicated “Voice of the Customer” element to keep the customer at the forefront of decision making
- ✓ **Structured for Scale:**
 - Task Forces and Sub-Committees can be added or subtracted as additional Functional Areas are added or regional priorities shift
 - Team of Dedicated Support Staff can grow over time to provide needed capacity to Operators
 - Joint teams, with potential opportunities for seconded staff, enable high quality proposals to reach the Executive Board, driving effective use of GM time
- ✓ **Balances Short-Term Momentum with Long-Term Transformation:**
 - Allows RNM to be stood up quickly to begin working on priority items, but also allows continuous evolution
 - Seeks to drive cost and time effectiveness
 - Feasible within current legislative constraints

MTC's Approach: How the Operating Model Framework will Drive Long-Term Evolution of the RNM Framework



Note: Illustrative

MTC's Network Management Business Case Schedule



Board Engagement

Board Info Item
Dec 14

Board Info Item
January

MTC's Transit Transformation Action Plan & Ongoing Regional Transit Coordination

- MTC's Transit Transformation Action Plan identifies 27 near-term actions related to five key outcomes
- Progress on all five outcomes in partnership with MTC
- Weekly coordination by all operators to support progress on the Action Plan and share best practices

