



## *Memorandum*

### **MTC Memo**

**To:**

Regional Network Management Committee (RNM)

**From:**

Adina Levin, RNM Customer Advisory Group Chair

**Date:**

May 10, 2024

**Regarding:**

April RNM Customer Advisory Group Report to the RNM

[April 26, 2024 Meeting](#)

The RNM Customer Advisory Group met on April 26, 2024.

[Regional Network Management Performance Measures](#)

The Group received a presentation on a proposed approach for initial RNM performance measures, which are intended to provide insight into the experience of transit riders and an overview of transit operations in the region. We had many comments, and I'll summarize a few themes.

- Ridership and trends in ridership are important.
- Metrics for access should consider the share of population with access to jobs, healthcare, key destinations.
- Competitiveness with driving in cost and time is important.
- Improve metrics related to paratransit and accessibility for seniors and people with disabilities.
- Quantitative and qualitative metrics for safety and comfort are important, including how people about safety with law enforcement, both positive and negative

We're excited for these to be a living process where we see the data and the metrics change over time.

#### [Transformation Action Plan Action 25: Paratransit Eligibility Draft Report](#)

The Group received a draft report on Transformation Action Plan Action 25, which aims to adopt standardized eligibility practices for programs that benefit people with disabilities.

Committee members appreciated this direction and also urged MTC and agencies to eliminate the need to re-certify people with permanent disabilities, separate from the value of collecting updated information about people's travel needs.

#### [Regional Network Management Programs Update](#)

The group also received a verbal update on recent and upcoming activities related to the RNM Council's work plan, which was appreciated.

[Sincerely,](#)

Adina Levin

RNM Customer Advisory Group Chair