

Date: November 15, 2023  
W.I.: 1514  
Referred By: PAC  
Revised: 12/20/2023 - C

Attachment B  
Resolution No. 4619  
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**Regional Accountability Measures**

*Transit Operations funding provided in accordance with Senate Bill 125 (State or Regional Contribution) is conditioned on satisfactory progress and/or implementation of the following enhancements.*

<b>Operator</b>	<b>Customer Service and/or Efficiency Enhancements</b>
All Operators	<ol style="list-style-type: none"> <li>1. Operators will participate actively in the following venues, and in the advancement of the following initiatives: <ul style="list-style-type: none"> <li>○ Regional Network Management Council -- advance the initiatives in the Transit Transformation Action Plan.</li> <li>○ Transit Fare Policy and Integration Pilots--Clipper BayPass Phases 1 and 2, and the No Cost and Reduced Interagency Transfer Policy</li> <li>○ Mapping and Wayfinding—Development of the prototype and regional standards, and pilot projects.</li> <li>○ Accessibility: <ul style="list-style-type: none"> <li>▪ Support regional and local efforts to improve Americans with Disabilities Act paratransit service including maintaining standardized paratransit eligibility, cost sharing agreements, and transfer policies, along with other improvement recommendations.</li> <li>▪ Support county-based mobility management efforts</li> </ul> </li> </ul> </li> <li>2. Schedule Coordination – Provide on-going participation in efforts to improve scheduled connections between operators and take necessary steps to align operator/driver sign-up processes to facilitate connections.</li> <li>3. General Transit Feed Specification (GTFS) – Audit performance of agency’s GTFS to identify quality of delivery and usage. Develop recommendations for improvement if needed.</li> </ol>
BART	<ol style="list-style-type: none"> <li>1. Continue progress in implementation of new fare gates system-wide in a manner that facilitates completion by the end of 2025.</li> <li>2. Provide a written report on the effectiveness of BART’s Ambassador/Crisis Prevention program(s) including recommendations for improvement and/or expansion, and an assessment of opportunities for coordination with connecting agencies.</li> </ol>
SFMTA	<ol style="list-style-type: none"> <li>1. Provide a written report on the effectiveness of SFMTA’s Ambassador/Crisis Prevention program(s) including recommendations for improvement and/or</li> </ol>

	<p>expansion, and an assessment of opportunities for coordination with connecting agencies.</p> <p>2. Provide a written report on fare collection procedures and opportunities and/or recommendations for reducing fare evasion.</p>
AC Transit	Report to MTC on interim findings from AC Transit’s “Realign” project and how the effort is projected to increase ridership.
Caltrain	Provide a written report on the effectiveness of Caltrain’s Crisis Prevention program including recommendations for improvement and/or expansion, and an assessment of opportunities for coordination with connecting agencies.
Golden Gate	Provide active participation and collaboration with Marin and Sonoma County transit providers in efforts to optimize North Bay transit service.

Notes:

- 1.) To operationalize transit agency board acceptance and monitoring, the Regional Accountability Measures will be identified as projects in MTC’s annual Productivity Improvement Program (PIP) for any agency receiving funding under SB125.
- 2.) Consistent with the process for requesting other transit operating revenues administered by MTC, operators will be required to submit a board resolution approving their request of SB125-related revenues as part of their annual claim, including acknowledgement of the Regional Accountability Measures, and operator-provided information on progress toward implementation of the measures.
- 3.) The Programming and Allocations Committee will receive a summary of operator progress toward the Regional Accountability Measures when they approve allocations of SB 125 funding. If sufficient progress has not been made, MTC may impose remedies that the operators must complete prior to receiving SB 125 funding and may withhold SB 125 funding until satisfactory progress has been made.