

# Metropolitan Transportation Commission

## Programming and Allocations Committee

January 13, 2021

Agenda Item 2f - 21-0051

### MTC Resolution No. 4433

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**Subject:** FY 2020-21 Transportation Development Act (TDA) Productivity Improvement Program (PIP).

**Background:** In accordance with TDA legislation, MTC annually adopts a PIP, which is a set of projects to be undertaken by transit operators in the region in the near-term to improve productivity and lower operating costs. Before MTC can allocate TDA or State Transit Assistance (STA) funds to transit operators for FY 2021-22, MTC must approve the FY 2020-21 PIP and affirm that operators have made a reasonable effort to implement their PIP project(s).

Staff understands that the unprecedented conditions created by the COVID-19 pandemic may affect operators' ability to implement the PIP projects and control operating costs. All operators are responding to the pandemic by adjusting operations as appropriate, with a goal to provide sustainable transit service to their communities within fiscal constraints. MTC understands the strain that transit agencies are currently experiencing but must adopt the PIP as required by statute.

Attachment 1 to this memo summarizes the PIP projects for each operator while Attachment A to this resolution provides a more detailed description of all PIP projects. Historically, PIP projects were derived from recommendations made in the operators' most recently completed triennial TDA performance audits conducted by an independent auditing firm. These recommendations must be included in the PIP as required by statute. PIP projects may also come from other plans or efforts at the agency.

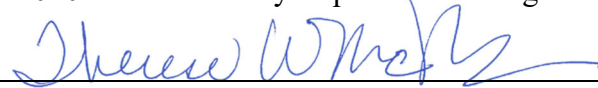
Since 2014, the large operators (AC Transit, BART, Caltrain, Golden Gate, SamTrans, SFMTA, and VTA) have had a project to implement their Transit Sustainability Project (TSP) Strategic Plan. Since COVID-19 has drastically restricted and reshaped travel and severely impacted transit ridership and revenue, the performance metrics identified in the TSP are suspended. A Blue Ribbon Transit Recovery Task Force has been convened by MTC to guide the future of the Bay Area's public transportation network as the region adjusts to new conditions created by the COVID-19 pandemic. All operators are participating in this Task Force either directly or through operator working groups. A Public Transit Transformation Action Plan will be developed by the Task Force. This plan is one of the PIP projects for Bay Area operators.

Last year, staff intended to recommend ways to modernize the PIP process. However, given the focus on the Blue Ribbon Transit Recovery Task Force and COVID-19 pandemic response, efforts to reform the PIP process will be considered at a later date.

**Issues:** None

**Recommendation:** Refer MTC Resolution No. 4433 to the Commission for approval.

**Attachments:** Attachment 1 – Summary of PIP Projects  
MTC Resolution No. 4433  
- Attachment A, Fiscal Year 2020-21 Productivity Improvement Program

  
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Therese W. McMillan

## **Attachment 1 – Summary of PIP Projects**

### **Regional Projects**

<b>Agency</b>	<b>Project</b>	<b>Status</b>
AC Transit, BART, Caltrain, Golden Gate Transit, SamTrans, SFMTA, VTA	Transit Sustainability Project (TSP) Strategic Plan	Suspended
All operators	Transformational Transit Action Plan	New

### **Regional Operators**

<b>Agency</b>	<b>Project</b>	<b>Status</b>
WETA	Mobile Ticketing Project	Completed
BART	Reduce Unscheduled Absences	Ongoing

### **Alameda County**

<b>Agency</b>	<b>Project</b>	<b>Status</b>
LAVTA	Paratransit Service Data Project	New
Union City	Install Automated Vehicle Location and Counters on Fixed-Route Service	Completed

**Contra Costa County**

Agency	Project	Status
CCCTA (County Connection)	Bus Stop Access Improvement Project	Continuing
ECCTA (Tri Delta Transit)	Demand Response Productivity Improvement Project	New
WCCTA (WestCat)	Implement Strategies to Track Bus Service On-time Performance	Continuing

**Marin County**

Agency	Project	Status
Marin Transit	AVL Upgrades and On-Time Performance Integration	New
	Fare Policy Update	Completed

**Napa County**

Agency	Project	Status
NVRTA	VINE Bus Stop Informational Signs Upgrade	Continuing
	Preventable Accident Reduction Project	New

**Solano County**

Agency	Project	Status
Soltrans	Local Fare Increase	Suspended

**Sonoma County**

<b>Agency</b>	<b>Project</b>	<b>Status</b>
City of Petaluma	Real-Time Signage Installation at Major Bus Stops	Continuing
	Mechanical Failure Rate Reduction Project	New
	Preventable Accident Reduction Program	New
Santa Rosa	Trip Cancellations and No-shows Reduction Project	New
	Preventable Accident Reduction Project	New
	Mechanical Failure Rate Reduction Project	New

Date: January 27, 2021  
W.I.: 1514  
Referred By: PAC

ABSTRACT

Resolution No. 4433

This resolution adopts MTC's FY2020-21 Productivity Improvement Program (PIP).

This resolution includes the following attachments:

Attachment A: Productivity Improvement Program for Large and Small Transit Operators

Further discussion of this action is contained in the Programming and Allocations Committee Summary Sheet for January 13, 2021.

Date: January 27, 2021  
W.I.: 1514  
Referred By: PAC

Re: MTC Productivity Improvement Program

METROPOLITAN TRANSPORTATION COMMISSION  
RESOLUTION NO. 4433

WHEREAS, Public Utilities Code (PUC) section 99244 provides that each transportation planning agency shall annually identify, analyze, and recommend potential productivity improvements which could lower the operating costs of transit operators within the area under its jurisdiction; and

WHEREAS, as provided for in Government Code sections 66500 et seq., the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area; and

WHEREAS, PUC section 99244 provides that recommendations for improvements and productivity shall include, but not be limited to, those recommendations related to productivity made in the triennial performance audits of transit operators conducted pursuant to PUC section 99246; and

WHEREAS, in accordance with PUC section 99244, MTC is required each fiscal year, to make a finding that a transit operator has made a reasonable effort in implementing productivity improvement recommendations prior to approving the allocation of Transportation Development Act (TDA) funds in an amount greater than was allocated to the operator in the preceding fiscal year; and

WHEREAS, in accordance with PUC section 99314.7, MTC is required each fiscal year, to make a finding that a transit operator has made reasonable effort in implementing productivity improvements pursuant to PUC section 99244, prior to approving the allocation of State Transit Assistance (STA) funds to the operator for operating purposes; and

WHEREAS, in accordance with PUC section 99233.2, MTC may support the regional transportation planning process by providing technical assistance funding to transit operators or other entities to implement transit productivity improvements; now, therefore, be it

RESOLVED, that MTC adopts the productivity improvement projects set forth in Attachment A to this resolution, and incorporated herein by reference; and

RESOLVED, that MTC finds that all transit operators identified in Attachment A have made reasonable effort in implementing productivity improvements and are eligible for allocations of TDA and STA funds next fiscal year in accordance with PUC sections 99244 and 99314.7.

METROPOLITAN TRANSPORTATION COMMISSION

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Scott Haggerty, Chair

The above resolution was approved by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California, and at other remote locations, on January 27, 2021.



Date: January 27, 2021  
W.I.: 1514  
Referred By: PAC

Attachment A  
Resolution No. 4433  
Page 1 of 7

## **Fiscal Year 2020-2021 Productivity Improvement Program**

### **All Operators**

Transit Operator: All Bay Area Transit Operators

Project Title: Transformational Transit Action Plan

Project Goal: Guide the future of the Bay Area's public transportation network as the region adjusts to new conditions created by the COVID-19 pandemic.

Project Description: The Blue Ribbon Transit Recovery Task Force was convened by MTC to guide the future of the Bay Area's public transportation network as the region adjusts to new conditions created by the COVID-19 pandemic. All operators are participating in this Task Force either directly or through operator working groups. There are four goals of the Blue Ribbon effort: 1. Recognize the recovery challenges facing transit agencies; 2. Advance equity in transit and through transit; 3. Identify near-term actions to implement beneficial long-term network management and governance reform, and; 4. Establish how current MTC and state transit initiatives should integrate with network management and governance reforms. The Task Force will develop a Transformational Transit Action Plan and submit it to MTC for consideration and possible adoption.

Estimated Completion Date: Summer 2021

### **Regional**

Transit Operator: Bay Area Rapid Transit District (BART) (NEW)

Project Title: Reduce Unscheduled Absences

Project Goal: Curtail unscheduled absences.

Project Description: Develop and implement a process to reduce unscheduled absences including improving understanding of absences, target communication to employees with excessive absences, provide training to supervisors, and audit attendance.

Estimated Completion Date: Ongoing

## **Alameda County**

Transit Operator: Livermore Amador Valley Transit Authority (LAVTA)

Project Title: Paratransit Service Data Project (NEW)

Project Goal: Continue to ensure that data is collected and reported accurately for paratransit service.

Project Description: LAVTA will work with its existing paratransit operator and new contractor service provider that will start in 2021 to ensure that data collection and reporting is set-up correctly and maintained. With a potential new contractor, LAVTA staff will increase oversight of data to ensure reporting accuracy. LAVTA is also considering contracting with County Connection for paratransit service which may eliminate the need for this project and increase efficiency and coordination of paratransit service across the two service areas.

Estimated Completion Date: Summer 2021

## **Contra Costa County**

Transit Operator: Central Contra Costa Transit Authority (CCCTA)/ County Connection

Project Title: Bus Stop Access Improvement Project

Project Goal: Improve access to bus stops by providing passenger amenities, improved signage, and ADA accessibility.

Project Description: Recommendations in the Bus Stop Access Improvement Study will be implemented to improve passenger amenities, provide additional information to the public, and improve ADA accessibility.

Estimated Completion Date: December 2021

Transit Operator: Eastern Contra Costa Transit Authority/Tri Delta Transit

Project Title: Demand Response Productivity Improvement Project (NEW)

Project Goal: Improve the productivity of our Demand Response services to level above 3.1 Passengers per Revenue Hour.

Project Description: Tri Delta Transit will work with its Demand Response system vendors to update/improve system parameters to improve the efficiency of our Demand Response Services. This project includes improvements to the integrated voice response (IVR) system and re-drawing the polygon maps.

Estimated Completion Date: June 2022

Transit Operator: Western Contra Costa Transit Authority (WestCat)

Project Title: Implement Strategies to Track Bus Service On-time Performance

Project Goal: Obtain complete and accurate data on all aspects of the fixed-route service with new CAD/AVL/APC system.

Project Description: A new CAD/AVL/APC system will be tested on the commuter bus routes in late 2018. Depending on available funding, it will be implemented on the entire fixed-route fleet after testing is complete. This system will provide complete and accurate data for fixed-route service.

Estimated Completion Date: January 2021

## **Marin County**

Transit Operator: Marin Transit

Project Title: AVL Upgrades and On-Time Performance Integration (NEW)

Project Goal: Improve the tracking of systemwide on-time performance

Project Description: Marin Transit monitors service reliability on the fixed route services using a combination of schedule adherence (route on-time performance) and missed service. Due to

incompatibilities between contractor AVL systems, route level on-time performance data is merged from two different systems (Syncromatics and INIT) to get a snapshot of performance. These two datasets have inherent incompatibilities and discrepancies in reporting methodologies. Thus, this data is not compiled, processed, and reported monthly or annually as part of the District's regular reporting. The AVL upgrade project will expand the current Syncromatics tracking system from Marin Transit's system to the vehicles operated under contract by Golden Gate Transit. This system will allow a single, consistent data set and allow the District to accurately report on-time performance across all services.

Estimated Completion Date: Spring 2021

## **Napa County**

Transit Operator: Napa Valley Transportation Authority (NVTa)

Project Title: VINE Bus Stop Informational Signs Upgrade

Project Goal: Replace existing bus signage with new signs containing more customer service options and information.

Project Description: The new bus stop signs will inform riders of automated phone and text lines for information relating to bus service at the specific stop. The signs will also contain information on access to service information via internet or phone application for those possessing smart phones. The purpose of this is to direct some customer service questions to automated sources and reduce the amount of time spent answering routine questions by VINE staff thereby increasing customer service efficiency.

Estimated Completion Date: February 2021

Transit Operator: Napa Valley Transportation Authority (NVTa)

Project Title: Preventable Accident Reduction Project (NEW)

Project Goal: Take steps to reduce preventable accidents on NVTa's bus and paratransit services.

Project Description: NVTa attributes increases in preventable accidents due to high rates of driver attrition throughout the region that have resulted in the contractor hiring more individuals with driving experience. In that context, Transdev has developed and implemented a series of detailed measures to decrease the number of preventable accidents. Efforts include additional strategies to improve operator training and enhance monitoring activities to ensure that safety issues are identified and corrected before they have a chance to escalate further.

Estimated Completion Date: June 2021

## **Sonoma County**

Transit Operator: Petaluma

Project Title: Real-Time Signage Installation at Major Bus Stops

Project Goal: Improve customer experience through the availability of real-time information at high ridership locations.

Project Description: Install real-time signage, using the existing Automated Vehicle Location (AVL) system, at bus stops on the Petaluma Transit system with the highest boardings or at key transfer points. Based on current funding and pricing, signs will be installed at 10-15 stops in the system.

Estimated Completion Date: Fall 2021

Transit Operator: Petaluma

Project Title: Mechanical Failure Rate Reduction Project *(NEW)*

Project Goal: Take steps to address recently increasing mechanical failure rates on the bus and paratransit services.

Project Description: This project will improve the mechanical failure rates in the bus fleet by providing additional oversight of vehicle maintenance and implementing best practices aimed at reducing the failure rate of the bus fleet

Estimated Completion Date: Fall 2021

Transit Operator: Petaluma

Project Title: Preventable Accident Reduction Program (NEW)

Project Goal: Take steps to reduce preventable accidents across the system

Project Description: This program has the following elements: 1. Review and update operator and dispatcher safety training and preventative maintenance programs; 2. Implement operator of the month program with an emphasis on safe vehicle operations; 3. Install safety improvements at the transit depot to increase safety at the facility, and 4. Develop and implement expanded operator and dispatcher safety protocols.

Estimated Completion Date: Summer 2021

Transit Operator: Santa Rosa

Project Title: Trip Cancellations and No-shows Reduction Project (NEW)

Project Goal: Continue efforts to reduce trip cancellations and no shows/late trip cancellations on the paratransit service.

Project Description: Trip cancellations and no shows/late trips increased in the most recent TDA audit period. These rates, previously being lower, should be reduced. Several measures (including resuming ongoing enforcement of current policies) are/will be enacted to assist in preventing and responding to these events.

Estimated Completion Date: June 2023

Transit Operator: Santa Rosa

Project Title: Preventable Accident Reduction Project (NEW)

Project Goal: Continue taking steps to reduce preventable accidents on the paratransit service.

Project Description: Preventable accident rates increased during the audit period. Efforts have been taken and will be taken to improve operator training and enhance monitoring activities to ensure safety issues are identified prior to becoming an incident.

Estimated Completion Date: June 2023

Transit Operator: Santa Rosa

Project Title: Mechanical Failure Rate Reduction Project (NEW)

Project Goal: Continue to address the recently increasing mechanical failure rates on the paratransit service.

Project Description: Mean distance between major failures and all failures declined during the audit period. These rates were previously better and should be brought back up to a higher standard. Newer vehicles and retention of qualified maintenance staff at the contractor will be enacted to assist in bringing improve the mechanical failure rate.

Estimated Completion Date: June 2023