

90 Attachment B – Senate Bill 125 Regional Accountability Measure Progress Update for Claimant(s)

MTC Resolution No. 4619 identifies Regional Accountability Measures for operators receiving Senate Bill (SB) 125 funds. These measures have been identified as projects in MTC Resolution No. 4630, the Fiscal Year 2023-24 Productivity Improvement Program (PIP). In accordance with MTC's standard procedures, operators report on progress toward PIP projects when submitting their claims of transit operating funds on a rolling annual basis.

This document summarizes the progress made toward PIP projects for large operators that are due to receive SB 125 funds in either Fiscal Year 2024-25 or Fiscal Year 2025-26. Cells are color coded using the following schema:

Shading	Significance
Green	SB 125 Regional Accountability Measure has been fulfilled. Operator should maintain current performance moving forward
Yellow	SB 125 Regional Accountability Measure is in-progress and satisfactory progress has been made. Operator should continue to advance the initiative moving forward
Red	SB 125 Regional Accountability Measure is in-progress but satisfactory progress has not been made. Operator should act to significantly advance the initiative moving forward

Staff will continue to provide updates on the status of SB 125 Regional Accountability Measures as claims are received, and will provide another mid-year update on PIP progress for all operators to the Programming and Allocations Committee in early 2026.

San Francisco Municipal Transportation Authority / SFMTA

SB 125 Regional Accountability Measure	Progress Summary	MTC Assessment and Recommendations
Active Participation in Advancement of Regional Initiatives	• SFMTA is currently participating in all applicable initiatives identified by MTC • In coordination with BART and MTC, SFMTA launched a mini-prototype of mapping and wayfinding at Powell Street Station in May and June 2025	• SFMTA has fulfilled this SB 125 Regional Accountability Measure
Schedule Coordination	• SFMTA conducts sign-ups three times per year, aligning with BART (who is on the common operator sign-up schedule) • SFMTA is actively participating in the Bay Area TRANSFER Plan • SFMTA reviews schedules to ensure bus service is available for the last BART trains at certain stations • Muni service scheduling is headway based. Even spacing between vehicles allows for seamless connections to regional services without gaps	• This SB 125 Regional Accountability Measure is in-progress and SFMTA has made satisfactory progress toward fulfillment • MTC recommends that SFMTA continue to coordinate with connecting operators to more efficiently align schedules
General Transit Feed Specification (GTFS) Audit	• SFMTA is in compliance with basic GTFS best practices • SFMTA does not provide a publicly accessible GTFS-RT feed; instead, this information is provided to MTC • SFMTA is in compliance with some but not all best practices that go beyond basic standards • SFMTA is collaborating with its CAD/AVL provider to significantly update the GTFS and GTFS-RT data that is being generated and sent to various systems • To monitor the accuracy of their GTFS-RT data, SFMTA created a dashboard that monitors arrival	• This SB 125 Regional Accountability Measure is in-progress and SFMTA has made satisfactory progress toward fulfillment • MTC recommends that SFMTA make the following technical revisions: • Revise stops.txt file to provide accurate wheelchair_boarding and tts_stop_name values

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	predictions by route, stop, etc. SFMTA also receives reporting from their prediction vendor on the performance of the predictions	Revise trips.txt file to provide accurate information for wheelchair_accessible and bikes_allowed values
Report on Fare Collection	- Starting in FY 2024-25, SFMTA increased the number of transit fare inspector positions in the budget by 36, bringing the total to 90. As of September 2025, there were 64 rostered fare inspectors, including 14 new hires since January 2025 - Since July 2024, the number of fare inspections has doubled and SFMTA has observed a nearly 30% decline in the fare evasion rate - In FY 2024-25, fare revenue increased by approximately \$5.4 million compared to FY 2023-24. The growth in single-ride payments is greater than the growth in ridership, indicating that more existing riders are paying their fare - In late 2024, SFMTA conducted a fare enforcement study to evaluate national best practices and identify technological and deployment policies to better address both unintentional and deliberate fare evasion - SFMTA is currently undertaking the second phase of a public education campaign to deter fare evasion	- This SB 125 Regional Accountability Measure is in-progress and SFMTA has made satisfactory progress toward fulfillment - MTC recommends that SFMTA provide an update on the public education campaign and continue to monitor fare evasion trends while completing hiring of transit fare inspectors
Report on Ambassador Program	In 2023, SFMTA conducted its first dedicated Rider Safety survey and developed Safety Equity Initiative Action Plans for FY 2025-26 and FY 2026-27. Recommendations included capital improvements, service changes,	This SB 125 Regional Accountability Measure is in-progress and SFMTA has made satisfactory progress toward fulfillment

SB 125 Regional Accountability Measure	Progress Summary	MTC Assessment and Recommendations
	staffing, communications, and community-centered announcements • SFMTA completed analysis of the 2024/2025 Rider Safety Survey and focus groups in June 2025. Although the majority of respondents felt safe on Muni “always or almost always,” most respondents did not know there was a way to report incidents or did not feel it would make a difference. SFMTA is in the process of comparing the data against the 2023 survey • In 2025, SFMTA also established a cross-divisional working group of customer-facing staff to advise on rider safety issues and potential actions for improvement. Staff have also engaged with multilingual media to build broader awareness of the Safety Equity Initiative and the importance of reporting harassment on Muni • From FY 2017-18 to FY 2024-25, SFMTA observed a 62% decrease in incidents of crime. As of April 2025, the FY 2024-25 average was 2.14 incidents per 100,000 miles, which meets SFMTA’s goal of less than 2.7 incidents per 100,000 miles	• MTC recommends that SFMTA share a full analysis of the 2024/2025 Rider Safety Survey results