## **Attachment C -- 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.

Operator	Customer Service and/or Efficiency Enhancements
All Operators	<ol> <li>Active participation in the following:         <ul> <li>Regional Network Management Council to advance the initiatives in the Transit Transformation Action Plan.</li> <li>Transit Fare Policy and Integration PilotsClipper BayPass Phases 1 and 2, and the No Cost and Reduced Interagency Transfer Policy</li> <li>Mapping and Wayfinding—Prototype and regional standards development, and pilot projects.</li> <li>Accessibility:</li></ul></li></ol>
BART	<ol> <li>Continue progress in implementation of new fare gates system-wide to meet end of 2025 completion timeline.</li> <li>Written report on effectiveness of Ambassador/Crisis Prevention program(s) and recommendations for improvement and/or expansion, and assessment of opportunities for coordination with connecting agencies.</li> </ol>
SFMTA	<ol> <li>Written report on effectiveness of Ambassador/Crisis Prevention program(s) and recommendations for improvement and/or expansion, and assessment of opportunities for coordination with connecting agencies</li> <li>Written report on fare collection procedures and opportunities/recommendations for reducing fare evasion</li> </ol>
AC Transit	Report out on interim findings from "Realign" project and how effort is projected to increase ridership
Caltrain	Written report on effectiveness of Crisis Prevention program and recommendations for improvement and/or expansion, and assessment of opportunities for coordination with connecting agencies
Golden Gate	Active participation and collaboration with Marin and Sonoma County transit providers in efforts to optimize North Bay transit service.