

Date: November 15, 2017
W.I.: 1514
Referred By: PAC

ABSTRACT

Resolution No. 4304

This resolution adopts MTC's FY2017-18 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 November 8, 2017.

Date: November 15, 2017
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Re: MTC Productivity Improvement Program

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4304

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



Jake Mackenzie, Chair

The above resolution was adopted by the Metropolitan Transportation Commission at a regular meeting of the Commission held in San Francisco, California, on November 15, 2017.

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Attachment A
Resolution No. 4304
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Large Operators

Transit Operator: AC Transit, BART, Caltrain, Golden Gate Transit, SamTrans, SFMTA, and SCVTA

Project Title: Transit Sustainability Project – Performance Measures

Project Goal: Progress towards achieving a 5% reduction by FY2016-17 in at least one of the three performance measures outlined in MTC Resolution 4060.

Project Description: MTC Resolution No. 4060 established performance measures and targets for the largest seven Bay Area transit operators to achieve a five percent (5%) reduction by FY2016-17 in one of three performance measures and with no growth beyond the Consumer Price Index (CPI) thereafter. These measures are:

- Cost Per Vehicle Service Hour;
- Cost Per Passenger; and
- Cost per Passenger Mile.

Each agency adopted a strategic plan in FY2012-13 that described how the agency intends to meet one or more of the performance targets. Beginning in FY2013-14, each agency is required to submit performance data on all three measures and targets as part of MTC's ongoing monitoring of progress towards meeting the targets.

Estimated Completion Date: Evaluation of FY 2016-17 will be presented in Fall 2018.

Small Operators

Regional

Transit Operator: All Small Operators

Project Title: Transit Asset Management Plan

Project Goal: Meet federal requirements and maintain transit networks in a state of good repair.

Project Description: The Metropolitan Transportation Commission (MTC), is sponsoring and coordinating the development of a group Transit Asset Management (TAM) plan on behalf of the small operators in the San Francisco Bay Area region. This Plan will help the region's small operators meet core requirements in FTA's Final TAM Rule and enable agencies to refine and expand their asset management practices to deliver passenger services safely and effectively across the region. The Plan will include an inventory of capital assets, condition assessment, decision support tools, and investment prioritization for all the small operators in the region.

Estimated Completion Date: June 2018

Transit Operator: Water Emergency Transportation Authority (WETA)

Project Title: Alameda Terminals Access Improvements

Project Goal: Improve opportunities for accessing both ferry terminals in Alameda, encouraging non-automotive modes such as transit, walking and biking.

Project Description: The Alameda Terminals Access Plan, currently underway and being developed, will identify a series of capital and programmatic improvements to encourage more riders to take the ferry in Alameda. The Access Improvements will likely range from bike lane gap closures, bicycle parking, pedestrian safety improvements and bus routing and scheduling changes.

Estimated Completion Date: October 2017

Alameda County

Transit Operator: Livermore Amador Valley Transit Authority (LAVTA)

Project Title: Fixed Route Bus Service On-Time Performance Improvement Project

Project Goal: Examine causes and prepare a plan for improving on-time performance of the fixed route bus service.

Project Description: LAVTA's fixed-route on-time performance for the three years of the most current TDA audit period was consistently in the 80 percent range. The previous Short Range Transit Plan included a standard of 90 percent. LAVTA has examined its fixed-route bus service to determine the cause(s) for the underperforming on-time scheduled bus service through the process of a comprehensive operations analysis that was completed in FY16. LAVTA will implement the changes over the course of the next 18 months, with the goal of reaching 85% within that timeframe.

Estimated Completion Date: February 2018

Transit Operator: Union City

Project Title: Computer Aided Dispatch (CAD)/Automatic Vehicle Location (AVL) Service Monitoring Program (*NEW*)

Project Goal: Enhance fixed-route service performance via remote system monitoring and provide real-time information to customers.

Project Description: Union City Transit will implement a cloud-based service monitoring system that includes Computer Aided Dispatch, GPS Automatic Vehicle Location, Automatic Passenger Counters and other ITS features. The system will also provide real-time information to passengers for real-time arrival and trip planning purposes.

Estimated Completion Date: June 2018

Transit Operator: Union City

Project Title: Student Transit Pass Pilot Program (*NEW*)

Project Goal: Increase student ridership and reduce barriers to transportation access to/from school.

Project Description: Alameda County Transportation Commission (ACTC) has a three-year student transit pass pilot project to test different pass programs to determine if and which pass programs will increase student ridership. ACTC contracted with Union City to purchase passes for students in the first year and in the second year (current FY) will reimburse Union City Transit for trips taken. Pilot started in FY17 and will conclude in FY19 with the goal of creating a countywide student transit pass program.

Estimated Completion Date: July 2019

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 2018

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

Project Title: Non-ADA Paratransit to Fixed Route Incentive Program (*NEW*)

Project Goal: Increase efficiency by reducing the number of non-ADA trips and reduce the per passenger operating costs of our paratransit service by incentivizing non-ADA users to utilize fixed route and Transportation Network Company partner alternatives.

Project Description: Tri Delta Transit will implement a pilot program to provide incentives for non-ADA users to use existing fixed route and TNC partner services rather than existing

paratransit. Efforts will include major fare incentives as well as significant public outreach and travel training.

Estimated Completion Date: June 2018

Transit Operator: Western Contra Costa Transit Authority (WestCat)

Project Title: Implement Timed Transfers at Hercules Transit Center

Project Goal: The project seeks to improve the predictability and convenience of transfers between local feeder routes and express services. The project will also allow WCCTA to gauge the effectiveness of feeder connections and to make adjustments accordingly.

Project Description: WCCTA proposes to implement a new comprehensive local & express bus schedule in October 2017. The schedule will focus on creating a pulse system where local & express routes converge on a transit hub to maximize transfer opportunities. Ridership data from before and after the schedule is implemented will be analyzed to assess the ability of the new system to increase transfer activity and to increase the use of local feeder routes.

Estimated Completion Date: April 2018

Marin County

Transit Operator: Marin Transit

Project Title: Clipper Improvements

Project Goal: Increase Clipper usage on local Marin Transit services.

Project Description: Since 2007 Marin Transit has monitored Clipper usage on its routes and has observed a very low rate of participation by riders. Between FY15 and FY16 Clipper usage dropped from 10% of ridership in FY15 to just 7.5% of ridership in FY2016. The reason for the decline appears to be a preference on the part of Marin Transit riders for other pass options. This project aims to increase use of Clipper by simplifying the system, increasing availability of Clipper cards and decreasing the minimum value required to be added to cards.

Estimated Completion Date: June 2018

Transit Operator: Marin Transit

Project Title: Scheduling Software for Demand Responsive Transportation Services

Project Goal: Implement technology solutions to increase productivity on demand responsive services.

Project Description: Marin Transit recognizes that advances in technology and increased rates of internet and smart phone use present the opportunity for more seamless experiences and new options for travel. Marin Access riders are adopting technology, and have expressed interest in the benefits technology has to offer for transportation. The District will identify, procure, or develop technology tools that will best address identified technology needs included in the 2016 report on Marin Access Strategic Analysis and Recommendations.

Estimated Completion Date: December 2017

Transit Operator: Marin Transit

Project Title: Service Performance Review (NEW)

Project Goal: Identify and implement service improvements to help meet performance goals.

Project Description: In June 2016, Marin Transit implemented a major service change, which added almost 20% more service. Now that the changes have been in place for over a year, this project will include a comprehensive assessment of all fixed-route services, including performance trends relative to the Districts' adopted targets, and will identify any underperforming routes. The primary targets used to evaluate route-level performance are productivity, measured in passengers per hour, and cost effectiveness, measured in average subsidy per passenger. The District also plans to perform a comprehensive ridecheck, which will provide data on stop-level ridership by route. Using the results of the assessment, Marin Transit will develop recommendations for service improvements.

Estimated Completion Date: June 2018

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

Estimated Completion Date: June 2018

Transit Operator: Napa Valley Transportation Authority (NVTA)

Project Title: VINE Transit Comprehensive Operational Analysis (COA)

Project Goal: The goal of the COA is to find inefficiencies in the transit system and recommend corrective or mitigating actions. The study will also give NVTA potential areas where service is lacking and what can be done to increase service in those areas. This study will cover fixed route as well as on demand services. It will exclude express services but will incorporate findings from the Vine Transit Express Bus Study.

Project Description: NVTA will analyze data regarding Vine's current fixed and on demand services and make recommendations to improve service efficiencies.

Estimated Completion Date: January 2018

Transit Operator: Napa Valley Transportation Authority (NVTA)

Project Title: VINE Transit Express Bus Study

Project Goal: The goal of the VINE Transit Express Bus Study is to identify potential areas for expansion of service, capital improvements and efficiency enhancements.

Project Description: NVRTA will hire a consultant to survey current conditions, gather data and make suggestions for future improvements to the Vine Express Bus network.

Estimated Completion Date: November 2017

Solano County

Transit Operator: Solano Transportation Authority for all Solano County Operators (Dixon, FAST, Rio Vista, Soltrans, Vacaville)

Project Title: Solano County Mobility Management Program Enhancements

Project Goal: Implement a Mobility Management Plan for Seniors, People with Disabilities and the Low-Income to assist individuals find the right transportation to maintain and/or develop their mobility.

Project Description: The four components of the Mobility Management are 1) One Stop Call Center; 2) Travel Training Program; 3) Countywide In-Person ADA Eligibility Determination; and 4) Intercity Taxi Scrip. The first three have been implemented. Solano Transportation Authority will now administer the Intercity Taxi Scrip Program and incorporate non-ambulatory service into the program.

Estimated Completion Date: July 2018

Transit Operator: Solano Transportation Authority for all Solano County Operators (Dixon, FAST, Rio Vista, Soltrans, Vacaville)

Project Title: Solano Express Operations Implementation Plan

Project Goal: Implement the revised Express Bus service to improve intra-county and inter-regional service, increase ridership, and meet performance standards.

Project Description: In July 2017, the Board approved the Solano Express Operations Implementation Plan to consolidate the seven existing routes into three routes. Staff is finalizing route schedules, making needed capital improvements, and preparing a marketing plan. FAST and Soltrans' will need to have public hearings and outreach regarding the proposed service

changes. Operational changes are planned to be implemented in two phases: July 2018 and July 2019.

Estimated Completion Date: July 2019

Transit Operator: Fairfield

Project Title: Fleet Replacement Program *(NEW)*

Project Goal: Decrease the mechanical failure rate.

Project Description: The City of Fairfield maintains the FAST bus fleet, including both fixed-route and paratransit vehicles. City staff is observing a high rate of mechanical failures as a result of the aging fleet. City staff will outline a fleet replacement schedule for both fixed route buses and paratransit buses in order to manage the spare ration and reduce the average age of the fleet, resulting in decreased mechanical failures.

Estimated Completion Date: March 2018

Transit Operator: Fairfield

Project Title: Plan to Improve Preventable Accident Rate *(NEW)*

Project Goal: Decrease the number of preventable accidents per 100,000 bus miles traveled.

Project Description: Staff will implement an improved training program that includes more comprehensive operator training to reduce the preventable accident rate and ensure it remains at a reduced level.

Estimated Completion Date: June 2018

Transit Operator: Fairfield

Project Title: Outreach Plan for No-Shows and Late Cancellations *(NEW)*

Project Goal: Implement an outreach plan for individuals who habitually have no-shows or late cancellations.

Project Description: Staff will implement an outreach plan for new and current paratransit riders and offer specialized training for individuals on how to schedule/cancel paratransit trips.

Estimated Completion Date: June 2018

Transit Operator: City of Vacaville

Project Title: Service Evaluation and Route Planning (NEW)

Project Goal: Identify fixed route transit improvements which can be implemented by August 2018.

Project Description: Vacaville will hire a transportation consultant to aid staff in the evaluation of City Coach fixed routes with the goal of identifying improvements which can be implemented by Fall 2018.

Estimated Completion Date: September 2018

Sonoma County

Transit Operator: City of Petaluma

Project Title: Quality of Service Performance Monitoring Program (NEW)

Project Goal: Improve data collection and reporting for quality of service statistics.

Project Description: Petaluma will begin collecting quality of service data for both bus and paratransit services, and develop a comprehensive set of performance indicators to include with their existing performance monitoring system.

Estimated Completion Date: June 2018

Transit Operator: Santa Rosa

Project Title: Reimagining CityBus Implementation

Project Goal: The Reimagining CityBus project has redesigned the existing fixed-route system with extensive public input to make transit more frequent and provide direct service. The City will advertise, promote and implement the Reimagining CityBus project.

Project Description: "Reimagining Santa Rosa CityBus" is the first comprehensive re-design of Santa Rosa's transit system in over 25 years. It is a complete redesign of the CityBus system with improved more frequent and more direct service. Staff will expand awareness of this reimagined CityBus service through an expansive, enthusiastic, coordinated marketing campaign. This newly designed system operates 15-minute service on the major corridors with strong anchor points at both ends making travelling throughout the city much easier and faster. It will provide excellent service to major shopping areas, local schools, the junior college, the SMART station, businesses and major medical facilities. Service changes were implemented in May 2017 and staff will monitor and make adjustments as necessary.

Estimated Completion Date: June 2018

Transit Operator: Santa Rosa

Project Title: Implement Paratransit Efficiency Recommendations Tier One

Project Goal: Implement Council-approved recommendations for increasing efficiency of paratransit service delivery to improve the level of paratransit service utilizing existing resources.

Project Description: This project involves implementation and monitoring of Paratransit efficiency review tier one recommendations focused on reducing demand during peak service hours, including: 1) Reducing level of subscription trips through the implementation of a moratorium on new requests 2) Negotiating requested trip times 3) Reducing level of demand for paratransit service to Earle Baum Center for the Blind 4) Limiting level of paratransit service to the Oakmont Community.

Estimated Completion Date: July 2018

Transit Operator: Sonoma County (NEW)

Project Title: New Service in Conjunction with SMART Opening

Project Goal: Coordinate service with SMART and provide a first/last mile connection.

Project Description: Sonoma County Transit will introduce a new route to connect Sonoma County Airport Business Park commuters using SMART rail service. Schedule and routing will be reviewed and adjusted as needed.

Estimated Completion Date: January 2018