



Image Credit: Noah Berger

FY2023-24 Productivity Improvement Program and SB 125 Regional Accountability Measure Implementation



METROPOLITAN
TRANSPORTATION
COMMISSION

Raleigh McCoy
MTC Programming and Allocations Committee
February 14, 2024

SB 125 Regional Accountability Measures Adopted Through MTC Resolution No. 4619

Operator	Customer Service and/or Efficiency Enhancements
All Operators	<ul style="list-style-type: none"> • Active Participation in: <ul style="list-style-type: none"> • RNM Council and advancement of the initiatives in the Transit Transformation Action Plan • Transit Fare Policy and Integration Pilots • Mapping and Wayfinding – Prototype and regional standards development • Accessibility – Support for county-based mobility management efforts, and regional and local efforts to improve ADA paratransit service • Schedule Coordination – Participation in short-term and longer-term strategies to improve connections • General Transit Feed Specification (GTFS) – Perform audit to identify quality of delivery and usage
AC Transit	<ul style="list-style-type: none"> • Report on interim findings from “Realign” project and how effort could increase ridership
Golden Gate	<ul style="list-style-type: none"> • Active participation and collaboration in efforts to optimize North Bay transit service
BART	<ul style="list-style-type: none"> • Implementation of new fare gates systemwide to meet end of 2025 completion timeline
SFMTA	<ul style="list-style-type: none"> • Report on fare collection procedures and opportunities for reducing fare evasion
BART and SFMTA	<ul style="list-style-type: none"> • 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
Caltrain	<ul style="list-style-type: none"> • Report on effectiveness of Crisis Prevention program and recommendations for improvement and/or expansion, and assessment of opportunities for coordination with connecting agencies

Proposed SB 125 Regional Accountability Measure Reporting Process

February
2024

FY2023-24 PIP Adoption

On a
Rolling
Basis –
Starting
June
2024

Operators Submit Request for Allocation and SB 125 Accountability Measure Progress Update (*Requires Operator Board Approval*)

Staff Assesses Advancement of SB 125 Accountability Measures

Staff Report to PAC on Operator Progress and Request Approval of Allocation (Beginning Summer 2024)

Staff Mid-Year Report to PAC on Operator Progress and Request Approval of FY2024-25 PIP (Early 2025)

Recommended Action and Next Steps

Recommended Action

- Staff request referral of MTC Resolution No. 4630, FY2023-24 Productivity Improvement Program (PIP), to the Commission for adoption

Next Steps

- Operators will report on progress toward PIP projects when they request allocation of FY2024-25 operating funds
- Staff will provide an update on progress toward PIP projects to this committee prior to the allocation of FY2024-25 SB 125 funds in summer 2025