



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

# 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