

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 style="list-style-type: none"> 1. Active participation in the following: <ul style="list-style-type: none"> ○ Regional Network Management Council to advance the initiatives in the Transit Transformation Action Plan. ○ Transit Fare Policy and Integration Pilots--Clipper BayPass Phases 1 and 2, and the No Cost and Reduced Interagency Transfer Policy ○ Mapping and Wayfinding—Prototype and regional standards development, and pilot projects. ○ Accessibility: <ul style="list-style-type: none"> ▪ Support regional and local efforts to improve Americans with Disabilities Act paratransit service including maintaining standardized paratransit eligibility, cost sharing agreements, and transfer policies, along with other improvement recommendations. ▪ Support county-based mobility management efforts 2. Schedule Coordination – On-going participation in efforts to improve connections between operators, including necessary steps for sign-ups alignment. 3. General Transit Feed Specification (GTFS) – Perform audit of GTFS to identify quality of delivery and usage. Develop recommendations for improvement if needed.
BART	<ol style="list-style-type: none"> 1. Continue progress in implementation of new fare gates system-wide to meet end of 2025 completion timeline. 2. 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.
SFMTA	<ol style="list-style-type: none"> 1. 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 2. Written report on fare collection procedures and opportunities/recommendations for reducing fare evasion
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.