

3. Update on Past Items

A. Service and Operations Updates - BART and AC Transit

AC Transit:

AC Transit is currently operating about 85 percent of pre-pandemic service and this is partly driven by the lack of bus operators. The District is working diligently to address this workforce shortage by:

- 1) Increasing hiring and training.
- 2) Improving operator retention by actively working to address operator concerns, including better service reliability and restroom access.

AC Transit plans to improve reliability under the development of its Realign network plan.

AC Transit is also coordinating with BART on scaling back the Early Bird Express trips. The reduction will take effect in June of this year.

BART:

Accessibility Improvement Program (AIP)

BART is coordinating with AC Transit on the Accessibility Improvement Program (AIP) to improve accessibility in and around BART stations and better meet the needs of the disabled community. The project includes replacing sections of bus and passenger loading zones, ramps, sidewalks and accessible paths. Architectural improvements include handrails, wall protrusion detection, wheelchair-accessible phones, TTY devices, courtesy phones; and electrical work includes lighting improvements at elevator lobbies.

The construction work will require bus bay relocations at Bay Fair, Fremont, Hayward, Castro Valley, Fruitvale, and Richmond stations. Construction at Bay Fair and Fremont are planned to be complete in February. The next stations will be Hayward and Castro Valley. BART and AC Transit staff coordinate to ensure minimal impacts to operators and passengers. Due to multiple re-locations, bus bay numbering has been and will continue to be used to support in messaging to passengers. The project is planned to last from one to five months at each station, depending on the extent of work and phasing needed, the full project is planned to be completed in Fall 2024.

Bus Bridge:

BART's next major track improvement project will focus on replacing track equipment near Richmond Station, tree removal work will take place at the same time. Free buses will replace train service between Richmond and El Cerrito del Norte stations on the following four weekends: February 17-19 (Presidents' Day Weekend), 3/16-17, 4/13-14, and 4/27-28. For more information, see the news item at: <https://www.bart.gov/news/articles/2024/news20240122>

B. Paratransit Update - BART and AC Transit

EBP Software Procurement

The procurement is for a 7-year service agreement for software as a service composed of a 2-year implementation period and followed by 5 years of operation and maintenance. Bids were received

in October 2023. Bidders submitted questions and received responses to several rounds of questions. Oral interviews were conducted in December 2023. It is anticipated that the award will be brought to both Boards in March 2024.

Broker RFP

Proposals for the Broker/Service Provider RFP were received on January 30, 2024. The procurement is for a 5-year base period and a 5-year option period. It is anticipated that a recommendation for award will be brought to both Boards in Spring 2024, in time for a smooth transition from the current contract, which expires June 30, 2024

Paratransit Coordinators Office (PCO) RFP

The RFP for a 5-year fixed fee for the PCO will need to be re-released. Proposals were due in January, 2024, but no bids were received. Staff is looking into ways to generate interest in this contract and are scheduled to rebid this contract in Spring, 2024.

East Bay Paratransit (EBP) Access Committee

The next East Bay Paratransit (EBP) Access Committee (formerly the Service Review Advisory Committee (SRAC)) meeting is scheduled for March 5, 2024. The EBPAC is actively recruiting to fill several vacant seats and has two new applicants, which are scheduled to be interviewed mid-February 2024.

C. Regional Coordination Update – BART and AC Transit

Fare Coordination and Integration

Under phase 1 of the Clipper BayPass pilot, more than 3 million trips have been taken by participants. The pilot currently runs through the end of June 2024 for four educational institutions and 12 affordable housing properties.

Under phase 2 of the Clipper BayPass pilot - MTC and BART finalized agreements with the Alameda Transportation Management Association (Alameda TMA) and City of Menlo Park to join the Clipper BayPass pilot – providing nearly 2,000 unlimited travel passes across more than two dozen member organizations (such as light manufacturing, breweries/distilleries, and other small companies).

They join UCSF as the first partner in BayPass (For nearly 6000 health employees in SF). Employers are invited to submit an interest form at clipperbaypass.com to find out more about the pilot.

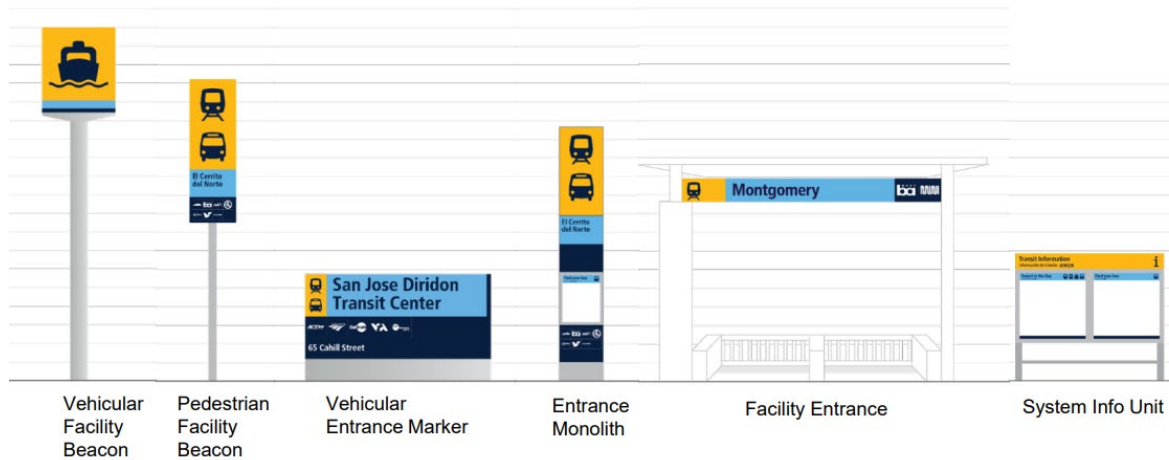
Regional Mapping and Wayfinding

The project recently presented to the Regional Network Management (RNM) Council (1/22) and Customer Advisory Group (1/26), and will present to the RNM Committee (2/9). These presentations provide information on the project's process and progress, how it is centering accessibility, and core elements of the regional network identity (or the "look and feel"). This includes:

- The color palette (golden yellow, sky blue, and dark blue)
- The use of a consolidated set of modal icons (train, bus, and ferry, with limited use of the cable car icon)

- The hierarchy of symbols on key entrance signs (placing modal icons as the largest symbols at the top on yellow, facility name below on sky blue, with operator agency logos shown smaller, towards the lower portion of signs on dark blue)

The image below shows examples of station entrance signs illustrating the network identity colors, modal icons, and symbol hierarchy that will be tested in prototypes, as described above.



The update also presented the inclusion in the project of “extended digital wayfinding” that would support the physical signage by providing real-time and alert information through QR codes at select locations leading to a mobile-friendly stop or station-specific website.

Operator staff are closely involved in reviewing all aspects of the project. Key feedback received from transit operators so far includes that signage needs to be tested in a more complex transit environment, that bus stop services shown on flags and maps need to accommodate needs of both large and small operators in a customer-friendly way; that consideration should be given into how to integrate signage into recently retrofitted stations; and consideration of how to use the standards in projects that are already funded and waiting to be implemented.

Prototype signage is planned to be installed at El Cerrito Del Norte and Santa Rosa Transit Mall/SMART station in mid-2024 for evaluation and feedback. The project is currently addressing detailed design issues, coordinating with prototype fabricators and host agencies, and developing the evaluation plan. Revision of the standards are planned for Fall 2024, with the standards anticipated to be ready for use in capital projects by the end of the year.

Transit 2050+ and TRANSFER Plan

Recent Achievements:

- MTC in conjunction with the transit operators recently completed the **Needs, Gaps, and Opportunities analysis**. They are also working with members of the operator-led Project Management Team to modify existing projects and/or identify new projects to fill transit gaps in the regional network.
- **Latest findings** were recently presented to the Regional Network Management Council (January 22nd), Policy Advisory Council (January 26th), and Small Operator GMs (January 30th) and have received valuable feedback that we will incorporate into the next steps in the process.

Upcoming Milestones:

- **Presentations on the latest findings** will continue throughout February with:
 - February 2nd: BACTA Planning Directors
 - February 9th: Joint MTC Planning/ABAG Administrative Committee
 - February 23rd: BACTA Executive Director Meeting
- The team is beginning to put together what the **Transit 2050+ Draft Network** will look like. This process is in its early stages and will be taken to the operator-led Project Management Team for input and discussion in late February.
- Work is ongoing for a key component of Transit 2050+: the **Project Performance Assessment**. This work will continue throughout Winter 2024.

Transit Priority Project

Scoring criteria for the Bus Accelerated Infrastructure Delivery (BusAID) Program was presented at the RNM Customer Advisory Group in October and Council in December 2023. Using the scoring criteria, staff evaluated 90 hotspot projects identified by transit agencies. In February, Staff will evaluate feasibility and readiness of highly scored projects and develop a recommended project list. The recommended project list will be presented to the RNM Council and Customer Advisory Group in Spring 2024.

Regional Transit Priority Policy

Regional Transit Priority Policy work was kicked off at the Regional Transit Priority Workshop held in December 2023. In late February 2024, staff will convene the Transit Priority Policy Ad-hoc Working Group comprised of transit agencies, cities, County Transportation Agencies, Caltrans, MTC, and advocacy groups. The ad-hoc working group will draft the regional transit priority policies and refine the policy based on feedback received from various advisory bodies, including the RNM Committee, Council and Customer Advisory Group, BACTA Executive Round Table, Arterial Operations Committee, Transit Priority Working Group, and Bay Area Partnership Accessibility Committee (BAPAC).