



Senate Bill 125 (SB 125) Transit and Intercity Rail Capital Program &
 Zero Emission Transit Capital Program
 Quarterly Report Staff Evaluation Form

Accountability Measures Staff Evaluation Form

SACOG staff will use the following form to evaluate the progress reported on each of the measures through the quarterly report. Staff will provide transit operators a copy of this form one week following submission for a chance to review and amend their quarterly report, if desired. Staff will provide summary updates on reported progress and staff’s evaluation to SACOG’s Transportation Committee and Board as information.

Transit operator:	
Date of quarterly report:	
Reimbursement request total:	
Prepared by:	

Ridership recovery

Accountability measure	Description	Evaluation metric	Staff evaluation
Connect Card 2.0	Report on the implementation of the region’s next generation integrated fare media, colloquially known as Connect Card 2.0	Connect Card 2.0 has been fully implemented by the operator	
		Operator provided quantifiable, detailed progress on the implementation of Connect Card 2.0	
		No response was provided by the operator, or details on progress of Connect Card 2.0 implementation was not provided	
Safety and Security	Report and quantify progress of initiatives and efficacy of efforts to improve safety and security on transit (e.g., transit ambassador programs, technology upgrades, surveys, safety information campaigns, etc.)	Clear metrics and reporting systems are in place to track the effectiveness of safety and security efforts, with regular public reports provided on progress and results	
		Some metrics are tracked, but reporting of effectiveness is not public or progress is not comprehensively documented	
		No clear metrics or reporting systems to assess the success of safety and security initiatives are in place or operator provided no response	
Schedule Coordination	Report on actions taken to coordinate transit schedules and improve inter-agency transfers for riders at key transit hubs when implementing service changes (if any)	Operators’ transit schedules are fully coordinated with relevant agencies, and a formal process is in place to continue schedule coordination when undergoing service changes	
		Some progress in aligning schedules, but gaps remain in coordination with one or more agencies or lacks a formal coordination process when undergoing service changes	
		No coordination of schedules with relevant agencies exists or operator provided no response	
Customer Information	GTFS Schedule. Audit, identify improvements (if needed), and report on progress to enhance the quality and accuracy of GTFS Schedule data	The GTFS Quality report passes all GTFS Compliance Checks. Operator implements all GTFS Schedule Best Practices	
		The attached GTFS Quality report passes some GTFS Compliance	

		Checks. Operator is working to implement all GTFS Schedule Best Practices	
		No audit of GTFS Schedule data was conducted and/or operator provided no response on implementation of GTFS Schedule Best Practices	
	<i>GTFS Realtime</i> . Report on progress to implement GTFS Realtime on all fixed-route modes in operation without existing GTFS Realtime capabilities (if any)	Full integration of GTFS Realtime across all fixed-route modes in operation, with real-time data being broadcast and consumed by third-party applications (e.g., Transit app, Google Maps, etc.) without issues	
		Integration of GTFS Realtime is underway and operator provided a detailed report on progress to implement real-time tracking for public consumption on all fixed-route modes	
	No progress on implementing GTFS Realtime has been made, or operator provided no response		

Performance

Accountability measure	Description	Evaluation metric	Staff evaluation
Cost efficiency, cost effectiveness, and service productivity	Report on planned, in progress, or adopted actions to improve cost efficiency, cost effectiveness, and service productivity without cutting service (e.g., optimized service delivery, reduced service redundancies, etc.) ¹	Operator has fully implemented efficiency recommendations identified through planning efforts and/or has fully implemented plans to improve efficiency and productivity	
		Some efficiency measures have been implemented or are in progress, but have not been fully realized and savings or efficiencies have not been documented	
		No efficiency actions are planned or have been implemented, or operator provided no response	

Inter-agency collaboration

Accountability measure	Description	Evaluation metric	Staff evaluation
Ongoing planning efforts	Report on interim findings of ongoing planning efforts funded by Senate Bill 125 (e.g., Short-Range Transit Plans, Comprehensive Operational Analysis)	Planning efforts funded by Senate Bill 125 have been completed and a final report was provided	
		Operator provided a report on interim findings, ongoing analysis work, and/or engagement efforts underway	
		No interim findings have been documented, or operator provided no response	

¹ Cost efficiency is defined as operating cost per vehicle revenue hour. Cost effectiveness is defined as operating cost per passenger boarding. Service productivity is defined as passenger boardings per vehicle revenue hour.