

Solano Connected Mobility Guidelines, Performance Measures, Benchmarks			
#	Item	CORRESPONDING BLUE RIBBON TASK FORCE RECOMMENDATION	DRAFT CRITERIA FOR ACCEPTABILITY
<b>Overarching Guidelines for Connected Mobility</b>			
1.1	Solano County should have a defined set of transit equity principles and a clear process for their application.	17	Transit equity policy exists with a clearly-defined application method.
1.2	The average cost per transit trip (fares paid) should not exceed \$2.87 for all households, and \$1.49 for households with low incomes.	[Relates to Play Bay Area 2050 "Connected" Metrics]	Average transit trip cost is equal TO or less than the following: "\$2.87 for all households, and \$1.49 for households with low incomes."
1.3	5.1% of all Solano County residents and 7.9% of Solano County Communities of Concern residents should be able to access their job within 45 minutes by transit .	[Relates to Play Bay Area 2050 "Connected" Metrics]	At least 5.1% of all Solano County residents and at least 7.9% of Solano County Communities of Concern residents are able to access their job within 45 minutes by transit.
1.4	2.7% of all Solano County residents and 3.4% of Solano County Communities of Concern residents should be able to access their job within 20 minutes by bike .	[Relates to Play Bay Area 2050 "Connected" Metrics]	At least 2.7% of all Solano County residents and at least 3.4% of Solano County Communities of Concern residents are able to access their job within 20 minutes by bike.
1.5	0.2% of all Solano County residents and 0.4% of Solano County Communities of Concern residents should be able to access their job within 20 minutes by walking.	[Relates to Play Bay Area 2050 "Connected" Metrics]	At least 0.2% of all Solano County residents and at least 0.4% of Solano County Communities of Concern residents are able to access their job within 20 minutes by walking.
1.6	Ensure that transit integration initiatives are prioritized, progressing, and well-funded.	15	STA and transit agencies have included transit integration initiatives in their Capital Improvement Programs and other plans and programming efforts, with funding sources identified.
1.7	Ensure that transit integration initiatives and other connected mobility-oriented plans and exercises are regionally-focused and supportive of a future Bay Area Connected Network Plan.	18	Identified transit integration initiatives reference Bay Area regional needs and are supportive of regional connectivity.
1.8	Convene stakeholders to focus on connected mobility by identifying needs, network priorities, and funding and implementation strategies/opportunities.	27	STA and/or transit agencies have assembled, or are in the process of assembling, stakeholder groups focused on connected mobility.
<b>Mobility Policy Benchmarks</b>			
2.1	Transit fare structures for all Solano County transit agencies should be integrated and coordinated.	1	Transit agencies within Solano County provide integrated, seamless fare structures that offer pricing, fare and pass options, and payment methods that are coordinated with one another and with agencies serving the greater Bay Area region.
2.2	Solano County should define, or support the regional definition of, a cooperative agreement process to expedite travel time improvements on arterial streets & bus rights-of-way.	11	Jurisdictions in Solano County offer coordinated, standardized cooperative agreement processes for transit improvements, which are ideally coordinated with other Bay Area jurisdictions.
2.3	Solano County should have a liaison to better coordinate trips for customers across multiple transit agencies and mobility programs.	21	STA is coordinating with MTC on a mobility manager or liaison.
2.4	Solano County should adopt standardized eligibility practices for programs that benefit people with disabilities, including paratransit and Clipper RTC cards .	25	Solano County transit agencies offer ADA eligibility practices that are standardized with one another and with the practices provided by agencies serving the greater Bay Area region.
2.5	All Solano County transit facilities should feature standardized maps and wayfinding materials when updating materials and transit hubs should feature optimized station design and connectivity.  Region should work with transit operators to identify and fund maintenance of systems.	4, 5, 6, 19	Transit facilities are designed in a way that promotes inter-route, interagency, and intermodal connectivity, and are equipped with upgraded, standardized amenities that enhance the rider experience of transferring customers. First-time users should be able to easily navigate the facility when making connections.
2.6	Solano County should fund, develop, and adopt a transit priority policy and corridor assessment for improving bus speeds & reliability.  Transit operators should have the same process and policy for transit priority (e.g. TSP) in all jurisdictions, Countywide.	9, 12	STA and/or transit agencies have adopted or are in the process of funding, developing, and adopting a transit priority policy and corridor assessment program.
<b>Mobility Program Design Standards &amp; Performance Measures</b>			

3.1	Routing: To provide efficient and effective service that offers competitive travel times, routes across Solano County in different service tiers should be strategically aligned on corridors that support tier-specific purposes, based on specified criteria for defined service tiers.	11	Intercity Express, BRT/Rapid Bus, Rural Intercity, and Local routes are strategically and primarily aligned on the roadway types specified in the draft. Microtransit provides service to areas warranting transit service that can't be served by fixed routes meeting the criteria specified above.
3.2	Key Connecting Points: Across Solano County, the service network should be coordinated through key mobility hubs, and regionally significant transit facilities, to provide efficient and effective transfers between regional and community service tiers.	11	Transit centers and key transfer points are strategically located on Intercity Express, BRT/Rapid, and Rural Intercity routes to avoid compromising both customer travel time and operating resources on those service types.
3.3	Service Span: The service span for all routes in Solano County should be coordinated with passenger activity and demand and with local transit networks, based on specified criteria for defined service tiers.	12	Intercity Express, BRT/Rapid, Rural Intercity service spans meet the following criteria: <ul style="list-style-type: none"> <li>•Intercity Express service span may vary between routes based on passenger demand and route performance.</li> <li>•BRT/Rapid service should operate at least 16 hours per day on weekdays and 12 hours per day on weekends</li> <li>•Rural Intercity service span may be sharply limited to community demand in rural areas, which is more confined than in areas of greater population.</li> </ul>
3.4	Service Frequency and Headway: Frequencies for all routes in Solano County should be based on demand, clock-face scheduling, and the maximum headway guideline for each defined service tier.	12	Intercity Express, BRT/Rapid, and Rural Intercity frequencies and headways meet the following criteria: <ul style="list-style-type: none"> <li>•Intercity Express – 15 minutes during peak periods and 30 minutes during off-peak periods .</li> <li>•BRT/Rapid – 15 minutes on weekdays and 20 minutes on weekends.</li> <li>•Rural Intercity – 60 minutes during peak periods. 60 to 120 minutes during off peak periods based on demand.</li> </ul>
3.5	Coordination of Corridor Service: Operation of more than one route of the same tier on the same street (or a closely parallel corridor) should be avoided, except where there is a high demand, an HOV lane, or special transit priority treatment.	12	Intercity Express, BRT/Rapid, Rural Intercity, and Local routes are aligned to minimize duplication and optimize service headways within corridors.
3.6	Route Anchors: All Intercity Express, BRT/Rapid, and Rural Intercity Local routes and microtransit, should be anchored at current and planned key transit generators.	12	All Intercity Express, BRT/Rapid, Rural Intercity Routes, and Local routes, as well as microtransit services, are aligned to originate and terminate at or close to locations of high transit propensity.
3.7	Stop Spacing: Stops on all Solano County routes should be located based on specified considerations determined for each defined service tier.	12	Stop spacing on Intercity Express, BRT/Rapid, and Rural Intercity meets the criteria specified in the draft.
3.8	Productivity: Express Bus Routes across Solano County should meet specified productivity levels determined for each defined service tier.	12	Productivity rates for Intercity Express, BRT/Rapid, Rural Intercity, and Local route, as well as for microtransit, meet the following levels: <ul style="list-style-type: none"> <li>•Intercity Express – 15 Boardings Per Trip</li> <li>•BRT/Rapid – 20 Boardings Per Hour</li> </ul>
3.9	On-Time Performance: Routes across Solano County should meet specified on-time performance rates determined for route points of origin, terminii, and intermediate timepoints.	12	Intercity Express, BRT/Rapid, Rural Intercity, and Local route on-time performance rates meet the following specified levels: <ul style="list-style-type: none"> <li>• Express: 75% depart no more than 5 min. late and zero mintues early.</li> <li>• Local: 80% depart no more than 5 min. late and zero mintues early.</li> </ul>
3.10	Customer Complaints: Transit agencies in Solano County should not receive more than 2 complaints per 10,000 boardings. Initial responses should occur within one business day.	20	Transit agencies in Solano County should not receive more than 2 valid complaints per 10,000 boardings. Initial responses should occur within one business day.
3.11	Operated as Scheduled: Transit agencies in Solano County should deliver no less than 99.8 percent of its trips as published.	20	Transit agencies in Solano County deliver no less than 99.8 percent of its trips as published.

3.14	Solano County ADA Eligibility Program: The ADA eligibility process should be standardized for countywide use and should adhere to industrywide best practices.	N/A	<p>Solano County's ADA eligibility program is available and standardized on a countywide basis and meets the following conditions:</p> <ul style="list-style-type: none"> <li>• Offers accessibility for ADA assessment, including accessible over-the-phone and online opportunities</li> <li>• Issuing clear communications about the program and about all accessible transportation services offered, with information that is readily available, issued in accessible formats and in relevant foreign languages, and easily understandable.</li> <li>• Accommodates applicant needs by providing transportation to and from interviews and functional assessments, as well as interpretation in sign language.</li> <li>• Administers interviews and assessments effectively, with ample time provided for applicants to complete necessary processes, adequately preparing applicants for these sessions, and allowing applicants to provide consent for information collection.</li> <li>• Effectively communicates eligibility decisions by providing responses listing applicant name, agency name, eligibility status, agency contact information, any conditions that may be placed on an individual's eligibility, an eligibility expiration date if applicable, and information about how to appeal the decision</li> </ul>
3.15	Solano County Older Adults Medical Trip Concierge Service: The service should be available for use by older adults countywide and should adhere to industrywide best practices.	N/A	<p>Solano County's Older Adults Medical Trip Concierge Service is available to older adults countywide and meets the following conditions:</p> <ul style="list-style-type: none"> <li>• Adequately informs recipients and other stakeholders, including veterans, about the availability of the service, eligibility for use, the service authorization process, and how to access the service. This should include a variety of informational materials for distribution that accommodates Limited English Proficiency (LEP) individuals.</li> <li>• Operates a toll-free telephone contact center that allows recipients to request services. The contact center should accommodate recipients with disabilities and/or who are hearing impaired.</li> <li>• Manages the program to ensure that cost-effective and appropriate services are delivered, with collection and distribution of monthly trip level data reports that indicate performance levels.</li> <li>• Coordinates with local stakeholders to maximize service cost-effectiveness and quality. This includes collaboration with public transit programs, public welfare programs, and aging services where appropriate, and linkages/integrations with existing older adult medical transportation services.</li> <li>• Verifies recipient eligibility and need in a clear and standardized way, with a clearly-defined and mutually-accessible application process.</li> </ul>
3.16	Travel Training: The program should be available to participants countywide and should adhere to industrywide best practices.	N/A	Solano Mobility Travel Training program covers the industrywide best practice-based education topics and facilitates at least two new travel trainings each month.
3.17	Solano Mobility Call Center: Inquiries and requests are handled clearly and responsively in a way that enhances mobility program usability and accessibility.	N/A	<p>Solano Mobility Call Center program has clearly-defined customer service standards that are oriented to ensure quality, effectiveness, and efficiency of responsiveness. Call Center activity should meet the following conditions:</p> <ul style="list-style-type: none"> <li>• Average call answer time: &lt;20 seconds</li> <li>• Average call hold time: &lt;30 seconds</li> <li>• Returned msgs avg time: Next business day</li> <li>• Address complaints within 48 hours</li> <li>• 5% increase in program participation each year</li> </ul>
3.18	Solano Mobility Vanpool Program: The program should be managed, funded, operated, marketed, priced, and evaluated in adherence to industrywide best practices.	N/A	Solano Mobility Vanpool program covers the industrywide best practice-based program aspects, sustains 90% of existing vanpools annually, and grows by at least five vanpools each year.

3.19	Solano Mobility Intercity Taxi (ITX) Card Program: The program should adhere to industrywide best practices that ensure service quality, stakeholder participation, and safety compliance.	N/A	<p>Solano Mobility's ITX Card program is available to all qualified ADA-certified Solano County residents, including veterans, for utilizing local taxis as a form of paratransit and meets the following criteria:</p> <ul style="list-style-type: none"> <li>•Ensures quality services from taxi companies with an established agreement/commitment from taxi company owners or managers to provide optimal service to ADA paratransit customers, defined customer service standards, an extensive and meaningful driver training program, sufficient driver compensation that is processed in a timely manner, a complaint processing and response program, and ongoing performance monitoring.</li> <li>•Maintains regular communications between Solano Mobility, taxi company management, taxi drivers, and customers that establish a good working relationship between all involved parties and mutually benefits all stakeholders.</li> <li>•Participates with multiple taxi providers and allowing riders to select their provider of choice.</li> <li>•Ensures taxi company and driver compliance with regulations.</li> <li>• Ensures that responses are submitted for all program complaints within 48 hours of complaint receipt.</li> </ul>
3.20	Solano Mobility Guaranteed Ride Home Program: The program should be accessible to all Solano County employees and should be administered in adherence to industrywide best practices .	N/A	<p>Solano Mobility Guaranteed Ride Home Program covers the industrywide best practice-based program aspects and meets the following conditions:</p> <ul style="list-style-type: none"> <li>•Responses to initial program applications are submitted within two business days of application receipt</li> <li>•Responses to initial requests for guaranteed ride home reimbursements are submitted within two business days of request receipt</li> <li>•Reimbursements to riders are processed by STA within 45 days of guaranteed ride home request</li> </ul>
3.21	Solano Mobility Bucks for Bikes Program: The program should be administered in adherence to industrywide best practices.	N/A	<p>Solano Mobility Guaranteed Bucks for Bikes Program covers the industrywide best practice-based program aspects and meets the following conditions:</p> <ul style="list-style-type: none"> <li>•Responses to initial program applications are submitted within two business days of application receipt</li> </ul>