



## Board Policy No. 544

### Service Adjustments

**ADOPTED:** 01/12/94

**RECENT AMENDMENT:**

~~(Retyped)~~ 9/9/2020

**SEE ALSO:** ~~—~~ 110, 545

**SUBJECT CATEGORY:** SECTION 500, PLANNING & SERVICE DEVELOPMENT

**SUBSECTION:** SERVICE PLANNING

**CONTROL DEPARTMENT:** PLANNING & ENGINEERING

#### I. PURPOSE

As a public transit provider, it is the District's goal to provide cost effective, efficient service in order to maximize the number of riders. The District has established Board Policy No. 545 - a Service Effectiveness Standards ~~Policy No. 545~~ to provide maximum service with the best use of District resources. In addition, other adjustments to schedules and service routes are needed ~~from time to time~~ in order to ~~best~~ serve the needs of our riders with available resources.

To optimize changes in transit service effectiveness while maintaining overall efficiency, the District's goal is to limit the implementation of service adjustments and operator sign-ups to no more than four times each year, or as outlined in the most current Collective Bargaining Agreement with Amalgamated Transit Union, Local 192. To minimize changes in service schedules which impact our riders' commute and travel patterns, the District's goal is to limit implementation of service adjustments to two times each year.

#### II. PERSONS AFFECTED

All departments and staff involved in the creation and implementation of service adjustments, including the Board of Directors.

#### III. DEFINITIONS

"Service Adjustments" mean adjustments in service that allow the District to update vehicle schedules, travel times, add/remove bus stops from service, and introduce or eliminate by routes or route segments. Service adjustments can include minor changes for optimal route maintenance or major service changes.

"Emergency Service Adjustment" means changes in routes or service frequencies which may be necessitated due to a major catastrophe or emergency which severely impairs public health or safety, changes in access to public streets, or the ability of District equipment to travel on public streets.

"Major Service Change" means major adjustments in transit service, excluding Emergency Service Adjustments, lasting 12 months or more, including the following ~~changes if they last 12 months or more:~~

A. A new transit route; or

- B. Any aggregate change of 10 percent or more of the number of transit revenue miles or hours system-wide; or
- C. Any aggregate change of 20 percent or more of the number of transit revenue miles or hours in one of the four planning areas of the District (West Contra Costa County, North Alameda County, Central Alameda County, South Alameda County); or
- D. Any aggregate change of 25 percent or more of the number of transit revenue vehicle hours or miles of a route computed on a daily basis for the day of the week for which the change is proposed.

“Sign-up” means an event in which operators select their work shifts and assignments for the next service adjustment.

“Division Sign-up” means a sign-up that allows operators to select a new work assignment at their current operating division only.

“General Sign-up” means a sign-up that allows operators to select a new work assignment at any division based on their seniority.

#### IV. POLICY

##### A. Timing for Service Adjustments

1. Service adjustments shall occur in March, June, August, and December of each calendar year.

In the month prior to a scheduled service adjustment, the District may conduct an operator sign-up to allow operators to select new work assignments. General sign-ups should occur in conjunction with the August service adjustments to accommodate the start of the school year. Divisional sign-ups can occur in conjunction with the March, June and December service adjustments.

- ~~1. The first adjustment during the fiscal year will take place during September. Adjustments implemented in conjunction with the September District-wide operator sign-up shall include all service adjustments which:
  - ~~a. Have been considered and subsequently approved by the Board of Directors as a result of public hearings held during the preceding year; or~~
  - ~~b. Have been evaluated and identified by staff and included in the quarterly service review update report as adjustments to be implemented (See subsection B.2. below) but do not require a public hearing prior to implementation.~~~~

2. The Service Planning and Scheduling Departments shall develop the vehicle schedules and operator assignments in accordance with the service planning and research process as detailed in Board Policy 545 and the public hearing process outlined in Board Policy 110.

Appendix A is a sample of all the necessary tasks required for conducting a service adjustment, along with the duration of time to complete each task in a service adjustment. This policy incorporates the attached timeline of events to effectively identify how service improvements are built and aid the Board in scheduling Public Hearings accordingly.

- ~~2. The second adjustment during the fiscal year will take place during June of each year. Adjustments implemented in conjunction with the June Division operator sign-ups shall generally include service adjustments necessary to reflect changes in schedules caused by school summer recesses.~~
3. In the event of unforeseen external circumstances, such as significant reductions in District revenues, service changes may be considered at other times.

#### **B. Board Review of Service Adjustments**

~~B.~~

1. Adjustments not requiring a public hearing:

Prior to implementation of each sign-up, the General Manager shall present the Board of Directors with a Service Adjustment Status Report which describes staff's proposed service plans. The report shall outline service adjustments that do not require a public hearing and are under review or have been finalized but not yet implemented. Adjustments not requiring a public hearing include:

- a. A reassignment of route numbers resulting from combining existing routes, which results in the creation of a new route "number".
- b. Standard seasonal variations, unless the variation, as compared to operations during the previous season, falls within the definitions of major adjustments of transit service listed above.
- c. Emergency service change adjustments, including changes in routes or service frequencies which may be necessitated due to a disaster which severely impairs public health or safety, changes in access to public streets, or the ability of District equipment to travel on public streets. Emergency service changes may be implemented immediately without a public hearing provided that a finding identifying the circumstances under which the change is being taken is made by the General Manager.
- d. The restoration of service which had been eliminated within the past ten years due to budget constraints, provided the service runs on the same route as it had prior to its

elimination, subject to minor deviations which do not exceed the major adjustment of transit service requirements above.

e. The introduction or discontinuance of short-term or temporary service which will be/have been in effect for less than twelve months.

f. Changes to service on routes with fewer than ten total trips in a typical service day.

g. Discontinuance of District-operated service that is replaced by a different mode or operator, providing a service with the same or better headways, fare, transfer options, span of service, and stops served.

~~On a quarterly basis, the General Manager shall cause to be prepared, distributed to members of the Board of Directors, and placed on the Board's Planning Development and Operations Committee agenda a Service Review Status Report which describes service projects which are under review by staff. The report shall outline service projects which do not require a public hearing which are under review or have been finalized but not yet implemented.~~

## 2. Adjustments requiring public hearings:

A public hearing is held if a recommendation from the Service Planning Department constitutes a Major Service Change as defined in this policy. The recommendations shall be presented pursuant to Board Policy 545. Once placed on an agenda, the Board of Directors may (1) request further review of the proposed service adjustment without a public hearing; or (2) direct that a public hearing be scheduled prior to final determination and implementation of the proposed service adjustment pursuant to Board Policy 110.

Major service changes should be implemented in conjunction with the August service adjustment; therefore, Board approval of major service changes following a public hearing must be received five months in advance of the proposed service adjustment effective date.

~~No later than May 1\* of each year, staff will present to the Board of Directors recommendations for service efficiency adjustments which require a public hearing. The recommendations shall be presented pursuant to Board Policy 545. The Board of Directors shall review the recommendations and consider setting a public hearing pursuant to Board Policy No. 110. (\*Target date will be February 1<sup>st</sup>, but in no event should proposals be submitted later than May 1<sup>st</sup>.)~~

## 3. Process for Board Review:

Any ~~Boardmember~~Board member may request that a specific service ~~project adjustment~~ be placed on an upcoming Board agenda for review. Once placed on an agenda, the Board of Directors may (1) request further review of the proposed service adjustment without a public hearing or (2) may direct that a public hearing be scheduled prior to final

determination and implementation of the proposed service adjustment with any subsequent implementation to be scheduled during the upcoming ~~September~~ August service changes.

### C. Emergency Service Adjustments

In the event of a major catastrophe or emergency, the timing of service adjustments mentioned in Section A and concomitant sign-up processes would not apply. A decision on what constitutes an emergency shall be informed by state and local public safety agencies. Additional operating protocols for coordinating and delivering emergency services can be found in the San Francisco Bay Area Transit Operators Mutual Aid Agreement developed by the Metropolitan Transportation Commission, of which AC Transit is partner agency. Emergency service adjustments shall also be made internally in concert with emergency operations protocols and include multiple departments~~department directors~~ and labor representatives so that any service change is well planned, well communicated, and well executed in the event of an emergency. Board Policy 470 provides an example of what emergency services can look like.

## IV. AUTHORITY

### A. Board Authority

The Board of Directors has the authority to set the number of service adjustments per year and approve any major service changes included therein.

### B. General Manager's Authority

The General Manager has the authority to approve service adjustments that do not require a public hearing.

## VI. ATTACHMENTS

Appendix A - Sample Service Adjustment Timeline of Tasks