

SR 25-248
Att.2

All Door Boarding Performance

SR 25-248 Attachment 2

AC Transit Board of Directors

April 9, 2025

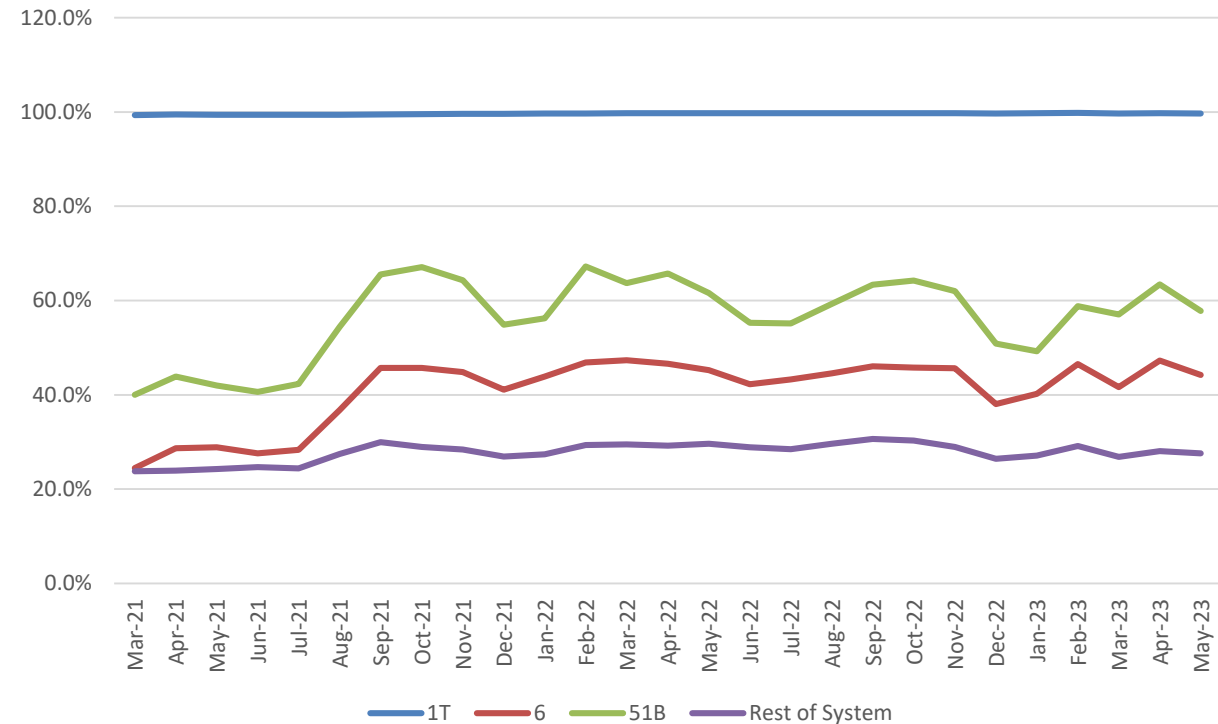


Background

- All-door Boarding launched on lines 6 and 51B on March 1, 2021
 - Clipper Card users are able to board these routes through the rear-door and tag their card on the Clipper Reader
 - Readers are now available on all buses
- Staff measured performance of All-door Boarding on lines 6 and 51B up until May 2023
- Performance Report includes findings on:
 - Compliance with Procedures
 - Ridership and Revenue
 - Reliability and Dwell
 - Fare Evasion

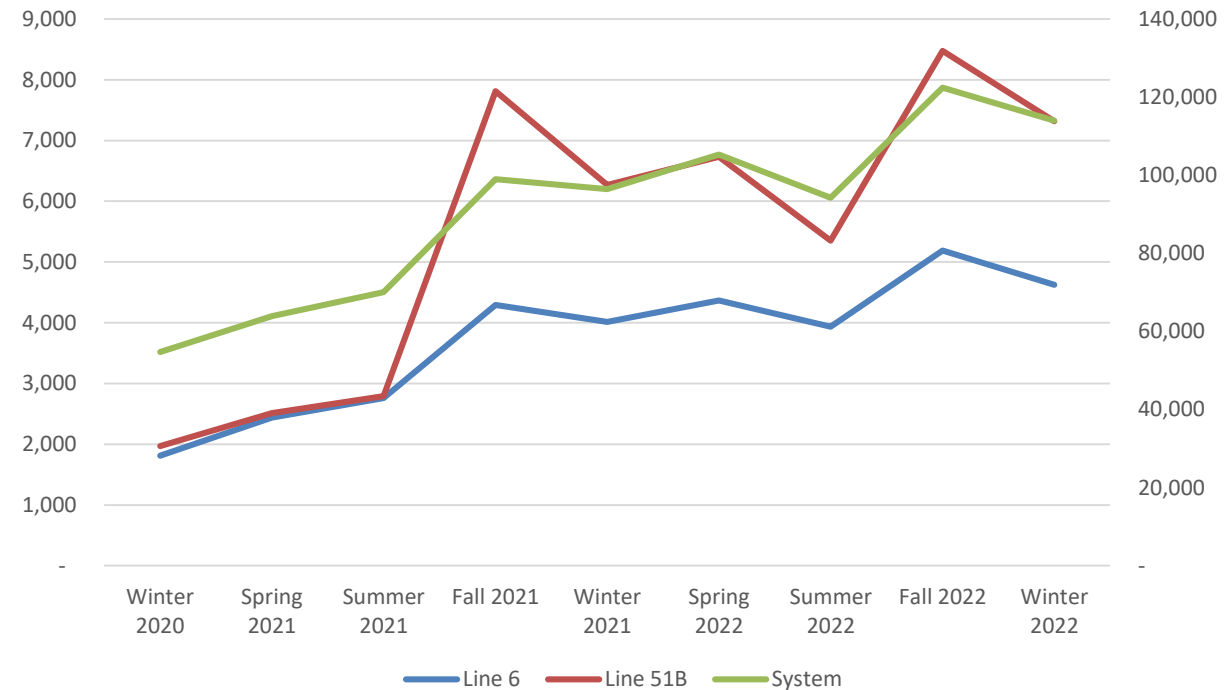
Compliance With Procedures

- Full compliance means operator opens all doors of the bus at stops where passenger are waiting to board
 - 1T had near full compliance as expected
 - 51B had about 60% compliance
 - 6 had about 40% compliance
 - Rest of system opened rear doors about 30% of the time
- Full compliance on routes with All-door Boarding will help with realizing full benefits of the program



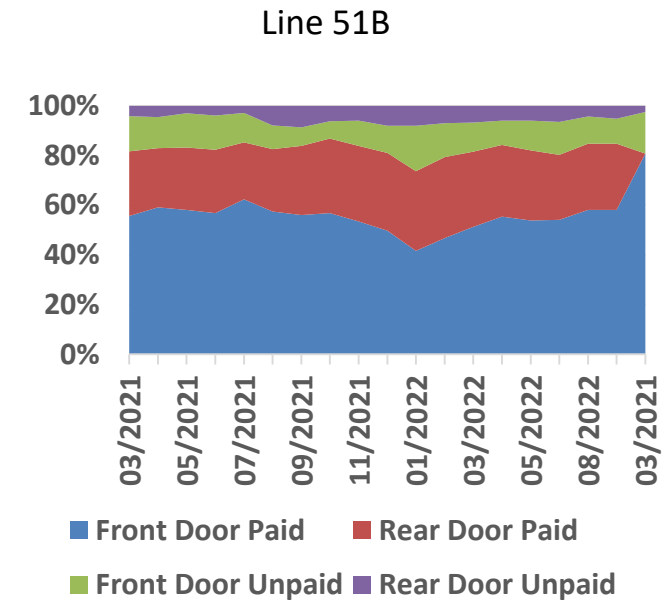
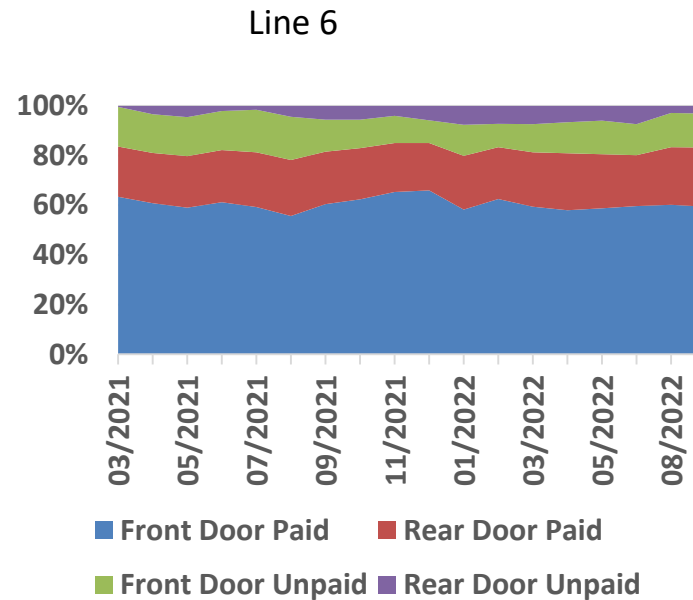
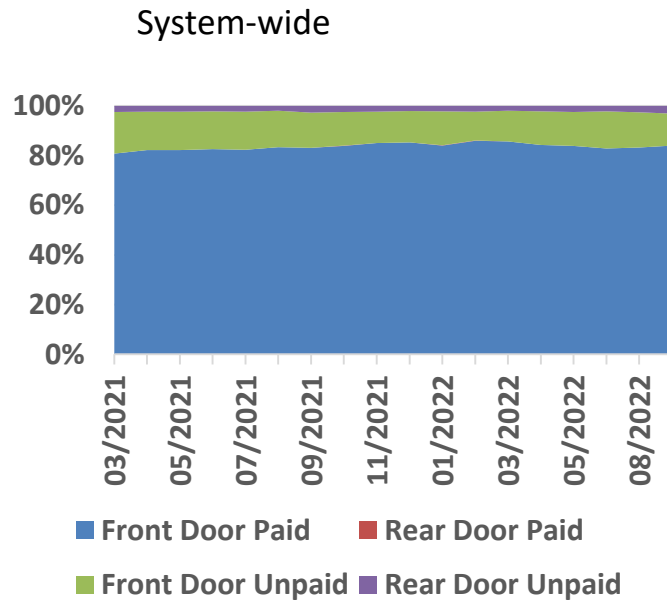
Ridership and Revenue

- Ridership grew on lines 6 and 51B as systemwide ridership grew
- Ridership growth on Line 51B was more pronounced than the system average as students returned to in-person instruction at UC Berkeley
- Ridership growth in Berkeley, including lines 6 and 51B, helped anchor the increase in systemwide ridership
- More riders meant more use for All-door Boarding



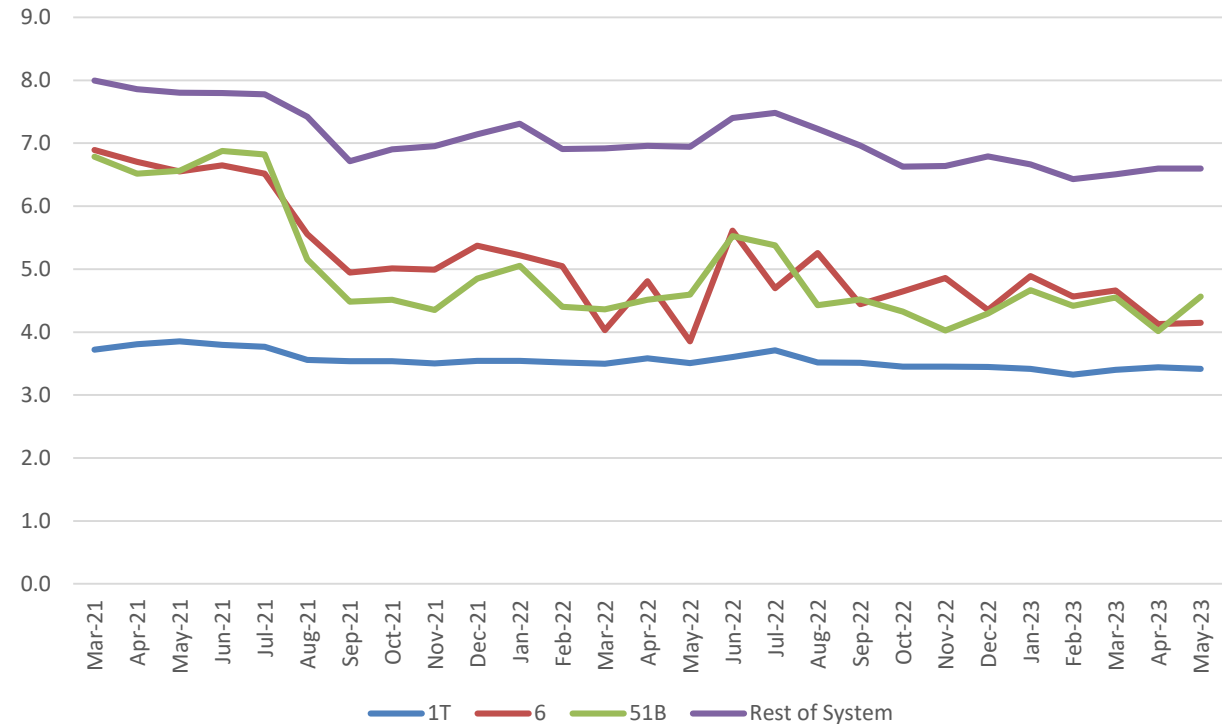
Fare Evasion

- Systemwide fare evasion rates ranged from 15%-17% at time of observation
 - 2%-3% of evasion occurred through the rear-door
- On lines 6 and 51B, fare evasion ranged from 17%-20% with only slight increases in rear-door evasion during All-door Boarding observations
- Staff validated the data with a sample of observations of video recordings of boardings.
 - Observations concluded that fare evasion was lower than the data results and vast majority of evasion occurred at the front door



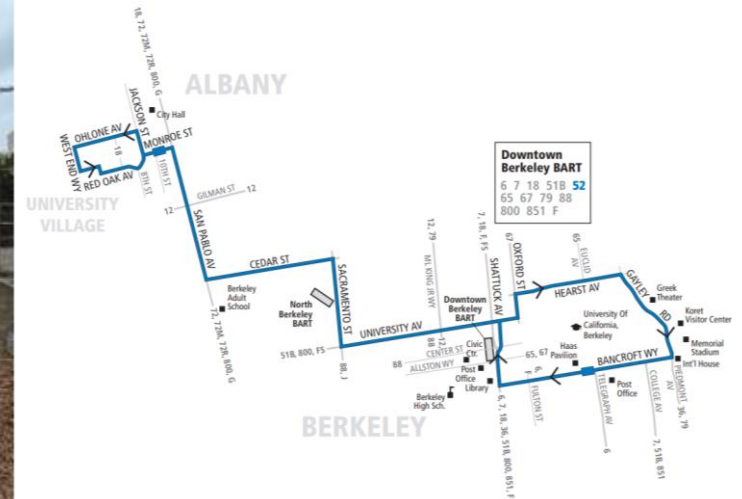
Reliability & Dwell Time

- Dwell time systemwide decreased by about one second during the observation period
- Dwell time on lines 6 and 51B decreased by about 2.5 seconds during
- By comparison, dwell time on Tempo is about half to one second shorter than lines 6 and 51B
- These savings are significant, particularly at stops with a high number of riders boarding the bus



Potential Expansion and Next Steps

- Gather and analyze data to identify routes with high Clipper pass usage and high ridership that would be proposed for All-door Boarding Expansion
- Consider expansion to unique service types such as Transbay and
- Supplementary, which presumably have higher Clipper pass usage than the system as a whole
- Implement All-door Boarding on Line 52 prior to the start of the Fall 2025 semester
 - Line has chronic overcrowding and pass-ups during the AM peak
 - Passengers tend to crowd the front of the bus near the front door
 - Line is predominantly UC Berkeley students traveling from student housing in UC Village to campus
 - All-door Boarding will assist with reliability and load management



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Thank you

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