

The following matrix includes comments received at Town Hall-style forums with AC Transit bus operators at all 4 divisions (Emeryville Division 2, Richmond Division 3, East Oakland Division 4, and Hayward Division 6) in June 2024. The matrix also includes comments received from leadership from the Amalgamated Transit Union, Local 192, in the same month. The matrix also includes corresponding responses from the project team. Note that the “DB” prefixes stand for “Draft B,” and correspond to individual lines introduced as part of the Draft Plan presented at the June 5th Special Board Meeting.

Line	Unique to Realign?	Comment	Received From	Response
DB10	Yes	There should be enough running time on the extended Line 10.	ATU Leadership	Staff is committed to increasing the number of buses on the line relative to the existing Line 10 in order to ensure that there is sufficient runtime and resources that account for the increased distance the route will travel given it is proposed to end at the Union City BART station rather than the Hayward BART station.
DB10	Yes	For extension from San Leandro to Fremont, how much runtime is going to be added to be able to make the extension?	Division 6 (Hayward) Town Hall	Staff is committed to increasing the number of buses on the line relative to the existing Line 10 in order to ensure that there is sufficient runtime and resources that account for the increased distance the route will travel given it is proposed to end at the Union City BART station rather than the Hayward BART station.
DB20	Yes	Concerns about bad traffic on Willie Stargell, suggestion that the proposed change would hurt ridership more than help; concern that there are lots of events on the West Side that will impact operations.	Division 4 (East Oakland) Town Hall	There is significant new housing going into Alameda Point and residents and the City have expressed continued interest in crosstown service improvements, and we are in good faith exploring this possibility. Should ridership be lower than expected, the planning and scheduling groups will review the recommendation going forward. There are major events like the Antiques Faire that take place periodically, and buses may need to be detoured occasionally but the need for detours a small percentage of the week wouldn't outweigh the opportunity during the rest of the week to provide better connections.
DB21	Yes	Route change on 21 would significantly impact the bus operators because it would not be safe at the top of the hill for a female operator to take a layover break.	Division 4 (East Oakland) Town Hall	A key goal with the revised proposal for public hearing is to improve restroom facilities and layover conditions at Skyline and at Chabot in response to concerns like this one. The District is in talks with both organizations to improve conditions for operators.

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DB21	Yes	Route 21 to get to the airport is the safest way to get there for Alamedans and anyone in Downtown Oakland	Division 4 (East Oakland) Town Hall	Line 21 ridership to and from Airport amounts to just 2 people per hour on an average weekday, which is substantially fewer than both the Oakland Airport Connector and Line 73, suggesting that most individuals do not share this opinion. Transit travel times to the airport by other transit options are generally time competitive with Line 21, except for those traveling from the East End and Bay Farm Island, where ridership to the airport is low.
DB21	Yes	Working people use it near Harbor Way. Removal of the 21 to airport would remove their service.	Division 4 (East Oakland) Town Hall	Ridership is low to and from the Airport, as well as near Harbor Way -- many of those who might consider using Line 21 to access the Harbor Bay Business Park are already better served by Harbor Bay shuttle services.
DB28	Yes	ATU Leadership wants the opportunity to more closely review of the proposals for lines 28, 34, 35, 41 and 56.	ATU Leadership	District staff agreed to walk selected ATU members through all of the proposals, and asked that ATU leadership identify a shortlist of subject matter expert operators with whom to consult. As of 7/11/2024, the ATU leadership has not further engaged with the District to identify those ATU members that would review these lines.
DB34	Yes	ATU Leadership wants the opportunity to more closely review of the proposals for lines 28, 34, 35, 41 and 56.	ATU Leadership	See Line DB28.
DB35	Yes	ATU Leadership wants the opportunity to more closely review of the proposals for lines 28, 34, 35, 41 and 56.	ATU Leadership	See Line DB28.
DB40	Yes	Consider extending Line 40 down Bancroft as late as 10pm	Division 4 (East Oakland) Town Hall	The current proposal includes service on Bancroft as late as 10:00 p.m.
DB41	Yes	ATU Leadership wants the opportunity to more closely review of the proposals for lines 28, 34, 35, 41 and 56.	ATU Leadership	See Line DB28.
DB45	Yes	More layover time/running time on the weekend, should match the weekday schedule. Three buses would be good.	Division 4 (East Oakland) Town Hall	Staff will investigate possibilities as part of its normal quarterly service adjustments, and also as part of Realign. Runtime improvements are at this time to be prioritized for lines where reliability is most

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				poor, which does not include Line 45 on weekends.
DB51	Yes	Recommend keeping the 51A and 51B separate, and suggests that operators were assured that it'd be staying the same as the 6.	Division 6 (Hayward) Town Hall	No promises have been made through Realign that lines would remain exactly as they are today, but following feedback we've heard from operators, community members, and others, in addition to the challenges of keeping trunk lines on time without resources and procedures dedicated to active line management, lines 51A and 51B are proposed to be retained as they exist today.
DB56	Yes	ATU Leadership wants the opportunity to more closely review of the proposals for lines 28, 34, 35, 41 and 56.	ATU Leadership	See Line DB28.
DB70	Yes	Will Line 70 and 71 still be interlined at Richmond Parkway? Operators prefer not to interline.	Division 3 (Richmond) Town Hall	Staff has yet to finalize timetables but will keep this comments in mind. Interlining can be an important scheduling strategy so that the District can balance layovers between routes so that rather than giving one route lots of layover and short changing around route, we can ensure that more routes and more operators get the recovery time that's necessary within the operator counts we have.
DB71	Yes	Will Line 70 and 71 still be interlined at Richmond Parkway? Operators prefer not to interline.	Division 3 (Richmond) Town Hall	See Line DB70.
DB72	Yes	Will end at Contra Costa College—what will cover the Rollingwood neighborhood?	Division 3 (Richmond) Town Hall	Line 76 will now cover the Rollingwood neighborhood rather than Line 72.
DB72	Yes	Are stop removals proposed for Line 72?	Division 3 (Richmond) Town Hall	Not at this time, but staff welcomes operator suggestions.

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DB72R	Yes	The 72R should be maintained at current frequencies because it serves as a "sweeper route for the 72/72M local routes along San Pablo.	ATU Leadership	The DB72R proposal reduces frequency so that investments can be made in reliability elsewhere in the network. There is sufficient capacity on the 72 corridor to accommodate current demand for service even without frequent service on Line 72R. Restoring frequent service is a key early action priority as part of Realign+, the plan to restore service to 100% of pre-pandemic service levels.
DB72R	Yes	Why is it going to 30 minutes?	Division 3 (Richmond) Town Hall	The DB72R proposal reduces frequency so that investments can be made in reliability elsewhere in the network. There is sufficient capacity on the 72 corridor to accommodate current demand for service even without frequent service on Line 72R. Restoring frequent service is a key early action priority as part of Realign+, the plan to restore service to 100% of pre-pandemic service levels.
DB72R	Yes	Will there still be the same amount of timepoints?	Division 3 (Richmond) Town Hall	Most likely, but staff welcomes operator suggestions.
DB73	Yes	What about the road conditions on Line 73 behind the BART station? How can that improve? Cars are parked up to the corner making turns tight.	Division 4 (East Oakland) Town Hall	Staff will follow up with OakDOT staff about pavement quality. The revised Line DF73 recommendation will include changes in the SF/Oakland International Airport direction to improve the flow of buses through the neighborhood north of the Coliseum BART station.
DB74	Yes	Will it still go to Hilltop on weekends?	Division 3 (Richmond) Town Hall	One route pattern is proposed to operate to El Sobrante; the route will no longer go to Hilltop Mall on weekends to reduce confusion for riders.
DB76	Yes	Starting to get busy, will there be changes to frequency to address this?	Division 3 (Richmond) Town Hall	Frequency will stay the same on Line 76, and it will will cover the Rollingwood neighborhood and go to the Hilltop Mall. Line 70 is proposed to run along Cutting and help with ridership increases on Line 76 along this street.
DB83	Yes	What about issues with Line 83 being discontinued?	Division 6 (Hayward) Town Hall	The former Line 83 is not proposed to return as part of Realign, but Line 86 will serve portions of the old Line 83. As we look towards the future with aspirational planning efforts for the future, new service

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				that serves previously served areas will be considered.
DB95	Yes	Recommendation that Line 95 shouldn't be a straight line.	Division 6 (Hayward) Town Hall	Industry best practices say buses that go in straight lines are easier for customers to understand, which is why no changes have been proposed to Line 95, which operates with relatively few deviations.
DB96	Yes	The proposed DB96 shouldn't happen unless the developer for Brooklyn Basin pays.	ATU Leadership	District staff is working on financial arrangements together with the City of Oakland.
DB96	Yes	Embarcadero headed to Brooklyn Basin is in poor conditions and will affect the speed of the bus and the operator's safety when traveling over potholes, and questions about whether the service will be reliable.	ATU Leadership	Nearly all proposed segments of Embarcadero and Embarcadero West between Oak St and 16th Avenue were repaved by the City of Oakland in 2018-2019; before that date, pavement quality was poor, but the repaving addressed those issues. Within the new Brooklyn Basin development, the roadway is all new.
DB96	Yes	Given the service is being redirected from the Eastlake neighborhood, will serving Brooklyn Basin generated more ridership than the eliminated segment?	ATU Leadership	Thousands of housing units are to be built and hundreds are still under construction at Brooklyn Basin and new parkland of interest to individuals both in the neighborhood and beyond with potential for new transit ridership. With the dearth of new quality parkland in East Oakland, extending Line 96 gives more Oaklanders access to the great recreation opportunities afforded by the new neighborhood. The Eastlake neighborhood still is very well served by transit service, including the Tempo and Line 62, and this proposal will provide new destinations to Eastlake residents and others. If we find that the new Line 96 alignment exhibits low ridership, planning staff will address through its on-going service monitoring and adjustment processes post-implementation.
DB96	Yes	The proposed DB96 shouldn't happen unless the developer for Brooklyn Basin pays.	Division 2 (Emeryville) Town Hall	District staff is working on financial arrangements together with the City of Oakland.

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DB99	Yes	People <i>are</i> riding the whole length of the 99.	Division 6 (Hayward) Town Hall	Yes, some individual do ride the whole length of some of our routes, but based on APC data, average trip lengths along the Mission corridor are nowhere near the whole length of the route, suggesting that most trips are on just a portion of the route alignment. All segments of the existing Line 99 will be covered by different routes, including the proposed DF10 and DF299.
DB801	Yes	The proposal includes 60 minute service – recommend more trips between 3:00 a.m. and 7:00 a.m. because there are a lot of commuters going to work at this time who can't just be standing out in the cold for their own safety.	Division 4 (East Oakland) Town Hall	The proposal includes reductions to 60 minute service because of low ridership. For years prior to the pandemic the 801 operated hourly overnight, and only during the pandemic did we add additional service to accommodate the needs of essential workers given COVID-era physical distancing requirements. Post-pandemic, the need for service is not as great, and those resources are to be reinvested in service reliability elsewhere in the network.
DBH	Yes	Are you restoring Line H?	Division 3 (Richmond) Town Hall	Current travel patterns suggest that restoring additional Transbay service over bolstering local service wouldn't best serve community needs. The approach to maintain existing Transbay service levels while investing in local trunk service is consistent with the broad outreach and engagement staff has conducted as part of the plan and the Board-adopted plan guiding principles focusing on Equity and Frequency.
DBOX	Yes	Asked for the reason why the W and OX are consolidated.	ATU Leadership	Ridership on Lines W and OX has seen less recovery than on other Transbay services and this consolidation will preserve access for riders while improving efficiency and allowing for investments in service reliability and frequency elsewhere in the network.
DBW	Yes	Asked for the reason why the W and OX are consolidated.	ATU Leadership	See Line DBOX.
DBW	Yes	An operator asked if the W would continue to pick up local passengers.	Division 4 (East Oakland) Town Hall	Yes, Line W will continue to pick up local passengers.

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DBW	Yes	Will the W have MCI commuter buses on it?	Division 4 (East Oakland) Town Hall	That is to be determined at a future date, depending on operational needs when the service is fully scheduled in the implementation process.
General	Yes	Oakland is reducing speed limits on a number of streets and installing speed detection cameras to issue tickets. Need data on the speed of the buses in order to make it to the end of the line on time.	ATU Leadership	The District is committed to better understanding if and when operators may be exceeding the speed limit and understanding the root causes. In general, average speed data off-hand suggest operators are not exceeding the speed limit with frequency, but more detailed study is on-going, especially in the context of where speed limits are dropping.
General	Yes	ATU leadership believes that not reinstating Transbay service is not a good strategy to return ridership, especially with BART's upcoming financial challenges.	ATU Leadership	Current travel patterns suggest that restoring additional Transbay service over bolstering local service wouldn't best serve community needs. The approach to maintain existing Transbay service levels while investing in local trunk service is consistent with the broad outreach and engagement staff has conducted as part of the plan and the Board-adopted plan guiding principles focusing on Equity and Frequency.
General	Yes	An operator opined about the short length of layovers, giving operators limited options during breaks, and requested that scheduling consider operators as humans, not machines.	Division 2 (Emeryville) Town Hall	Time will be added to the 72 and other lines with this plan to address issues.
General	Yes	Operators identified the 18, 6, 88, and 51B as the least reliable and hardest to keep on schedule.	Division 2 (Emeryville) Town Hall	Staff will investigate possibilities as part of its normal quarterly service adjustments, and also as part of Realign. Runtime improvements are at this time to be prioritized for lines where reliability is most poor.
General	Yes	What about the runtimes?	Division 3 (Richmond) Town Hall	As part of Realign, the Scheduling department is building mock schedules for review. Any additional buses will be identified in the mock schedules. Runtime improvements are to be prioritized for lines where reliability is most poor.

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DB1T	No	ATU leadership questioned why standard operating practice for Tempo is to stop at every stop and believe the practice puts buses behind schedule.	ATU Leadership	While this practice is not the focus of Realign, the District should evaluate changing this policy and potential impacts on riders, operators, and supervisors. Additional training for District staff and education for riders would be required.
DB54	No	ATU suggested to return to having layovers on each end of Line 54.	ATU Leadership	Staff will investigate possibilities as part of its normal quarterly service adjustments.
DB90	No	Recommend adding drop-off only stop behind Foothill Square.	Division 4 (East Oakland) Town Hall	Staff will investigate the possibility.
DB210	No	An operator commented on the bus stop at Fremont Blvd & Decoto Rd, suggesting it should be moved closer to the Walgreens driveway due to unsafe driving conditions and visibility issues for pedestrians at the current location.	Division 4 (East Oakland) Town Hall	Stops were relocated under supervision of City of Fremont traffic engineers to improve access for those traveling along the corridor and reduce the walk distance required to transfer between services at this intersection. Stops were also moved farside as applicable to work better with Transit Signal Priority on the Decoto corridor.
DBG	No	Are you adding more trips in August?	Division 3 (Richmond) Town Hall	Two trips in the AM and in the PM are being added in August 2024.
General	No	Running time can't be the same on schedule for a whole day. Traffic conditions change during the peaks necessitating more running time.	ATU Leadership	The scheduling department reviews runtimes and schedules quarterly and makes adjustments based on real-world conditions, getting information from observed runtime data from the automatic vehicle location system, ridechecks in the field, and outreach with operators at divisions. Running times for most routes change over the course of the day and many routes add extra buses at peak times to help ensure that operators can make schedules work. Schedule design fundamentally can't account for all exceptional events that happen in the field, and that's where more active line management by transportation supervision staff can help operators.
General	No	ATU wanted to know how the District plans to improve streets and restroom access for better service reliability.	ATU Leadership	Key parts of the strategy include more restrooms closer to layover locations, working with partner jurisdictions to improve signal timing and advocate for dedicated bus lanes and other transit priority infrastructure.

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General	No	ATU expressed that morale would be better if operators had our own break room at ends of lines; Fruitvale is an example of a place that needs a dedicated restroom. ATU asked if facilities at the Eastmont Transit Center could be improved.	ATU Leadership	District staff cited the work that AC Transit has been doing in collaboration with BART to build break room facilities for operators, including at Fremont BART, and is expanding efforts. The District has put a renewed focus on bathroom locations, including permanent dedicated facilities.
General	No	ATU shared that AC Transit used to be a fun place to work with a healthy extra board and comfortable running times on the neighborhood routes.	ATU Leadership	District staff recognizes operator morale issues -- these aren't new concerns and staff has confirmed these sentiments in its Service Reliability Task Force work.
General	No	High platform runs are only good when they are split runs; if an operator has nine hours of platform, they should get paid more	ATU Leadership	Work on the Service Reliability Task Force revealed that operator preferences differ across the workforce and that there has to be a better diversity of different types of work assignments that match peoples' different work preferences. For example, some people like working a straight run, others like splits, and others like the ability to pick up overtime shifts.
General	No	An operator asked about the extension process and how runtime changes were accounted for, expressing frustration with a perceived lack of detailed evidence about runtime changes.	Division 2 (Emeryville) Town Hall	More detail is available on the website and in presentations to the AC Transit Board as to what runtime additions are being included in detail. Improvements are to be focused where reliability is most poor.
General	No	An operator commented on the driving experience in Berkeley, highlighting issues with Bancroft due to new road designs and unpredictable pedestrian and cyclist behavior.	Division 2 (Emeryville) Town Hall	Expanded bus lane infrastructure on Bancroft and Durant Ave should help with congestion.
General	No	Current schedules didn't account for the reality of driving, such as wheelchair loading and accidents, causing stress and frustration.	Division 2 (Emeryville) Town Hall	Staff acknowledged the issue and apologized. Schedule design fundamentally can't account for all exceptional events that happen in the field, and that's where more active line management by transportation supervision staff can help operators.

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General	No	Operator mentioned daily delays due to a disabled rider, affecting the schedule.	Division 2 (Emeryville) Town Hall	Schedule design fundamentally can't account for all exceptional events that happen in the field, but for delay events that happen regularly enough, schedules generally are designed to account. On lines 18 and 52, construction-caused delays around University Village have compounded these issues.
General	No	How were the number of trips per run calculated?	Division 2 (Emeryville) Town Hall	Trips per run are generally based on the number of platform and layover hours, not the number of trips. There's a challenge in balancing how we design runs in line with operator preferences about how runs are designed with operator retention in mind.
General	No	An operator asked how often planners rode the bus and about incentives for operators.	Division 2 (Emeryville) Town Hall	Planners ride AC Transit buses and transit in general regularly and are open to feedback. Attention and retention bonuses were items suggested as part of the Service Reliability Task Force as better incentives than hiring bonuses, along with improving break rooms and facility events.
General	No	Rear door boarding is a safety issue and slows down routes.	Division 2 (Emeryville) Town Hall	Rear door boarding was only available on two routes, and any uncovered back door boarding devices should be reported to maintenance. Trends so far show that dwell times with all-door boarding have made dwell time per passenger decrease rather than slowing down routes. The Board elected to not pursue an expansion due to concerns about fare evasion, and staff is to continue study.
General	No	What about exploring a cash-less system? BART moved towards a cash-less system.	Division 3 (Richmond) Town Hall	Board is interested in moving towards a cash-less system. Trying to increase the Clipper usage, encourage use of ACT's mobile app. Challenges with some people depending on cash. Operator Comment: Rear-door boarding would decrease boarding dwell times.
General	No	Rear-door boarding would decrease boarding dwell times.	Division 3 (Richmond) Town Hall	Trends so far show that dwell times with all-door boarding have made dwell time per passenger decrease rather than slowing down routes. The Board elected to not pursue an expansion due to concerns about fare evasion, and staff is to continue study.

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General	No	An operator asked why there are so many runs despite the operator shortage.	Division 4 (East Oakland) Town Hall	Scheduling changes have decreased the number of bus operators needed to run the the service, while bus operator counts continue to improve.
General	No	An operator stated that buses are showing big breaks in the data but are pulling in late, so full breaks aren't achieved.	Division 4 (East Oakland) Town Hall	Data shown to operators at the town hall included actual break time, not scheduled break time, to show true recovery time and that overall, layover time is up on average since 2019 but down since 2020.
General	No	Underscored challenge between high cost-of-living versus current bus operator wages.	Division 4 (East Oakland) Town Hall	Operator wages are not within the scope of Realign planning, but operator well-being is impacted by the Realign process, and the planning and scheduling groups are mindful of this.
General	No	The schedule should account for time to pick up wheelchaired passengers. When you're building a schedule it's for a 3 or 4 hour period so it may be that 1 of those trips always gets hurt but the others are fine. You also must prioritize break and restroom time for the operator as well as scheduled time for pick up/extra time	Division 6 (East Oakland) Town Hall	Schedule design fundamentally can't account for all exceptional events that happen in the field, but for delay events that happen regularly enough, schedules generally are designed to account for these. With Realign and other initiatives the District is redoubling efforts to prioritize operator health and well being and restroom access by broadening restroom availability and pursuing more permanent dedicated restrooms at layovers.
General	No	Need for additional extra board operators so that runs don't get cancelled.	Division 6 (East Oakland) Town Hall	The district is making progress on hiring and retaining operators and will add additional extra board runs as new operators join the ranks.
General	No	You should follow up with operators about their concerns. This is also beneficial for new drivers.	Division 6 (East Oakland) Town Hall	The planning department agrees -- operators are our eyes and ears out on the streets and we appreciate their perspectives in helping us make our service better for customers and operators alike.
General	No	Can't afford to walk around and step away from the bus during layovers any more because there's not enough time.	Division 6 (East Oakland) Town Hall	Data shown to operators at the town hall included actual break time, not scheduled break time, to show true recovery time and that overall, layover time is up on average since 2019 but down since 2020. There is still work to be done on this, but the scheduling department, together with other departments, is working actively to improve service delivery and operator quality of life.

Line	Unique to Realign?	Comment	Received From	Response
General	No	The way assignments are created right now creates burnout. There is a need to improve working conditions.	Division 6 (East Oakland) Town Hall	District staff recognizes operator morale issues -- these aren't new concerns and staff has confirmed these sentiments and others in its Service Reliability Task Force work.