



SR 23-438 Item 2.A.

# Realign



## Realign Project Update

City of Hayward-AC Transit Interagency Liaison Committee (ILC)

FRIDAY SEPTEMBER 15, 2023



# What is Realign?

It's a review of our routes and schedules.

Prioritize where and  
when transit service is  
offered

Align service with  
customer needs and  
equity goals

# Realign Project Phasing

1

Develop Plans  
+  
Learn Rider  
Needs

Mar-Jun 2023

2

Aligning  
Guiding  
Principles with  
Community  
Assessment

Jul-Aug 2023

3

Develop  
Service  
Scenarios  
and Gather  
Feedback

Sep-Dec 2023

4

Draft Final  
Service Plan  
and Plan  
Adoption

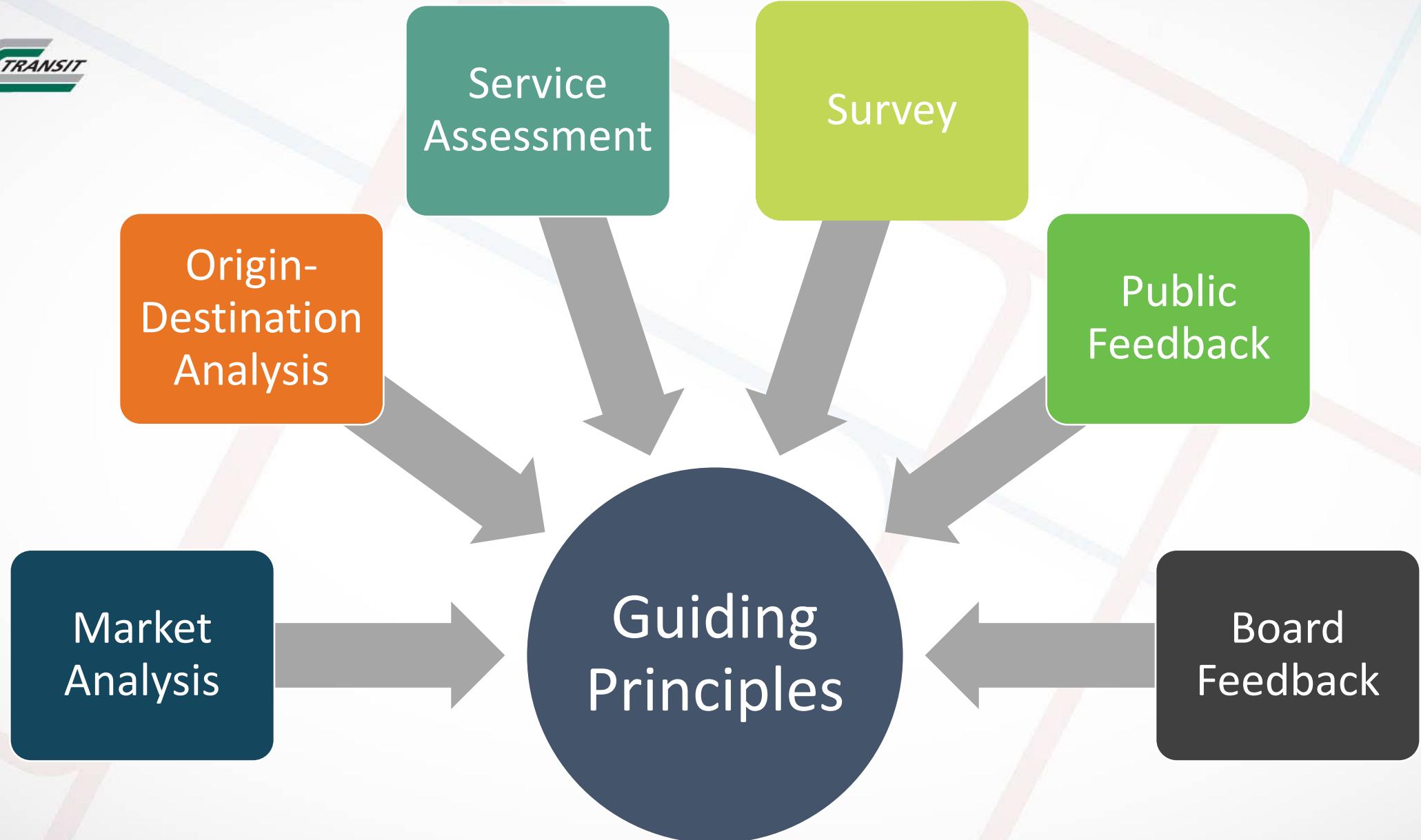
Jan-Apr 2024

5

Develop  
Service  
Standards  
and Inform  
Riders about  
Service  
Changes

Apr-Sep 2024

On-going emphasis on equity and transparency in all project phases and communications

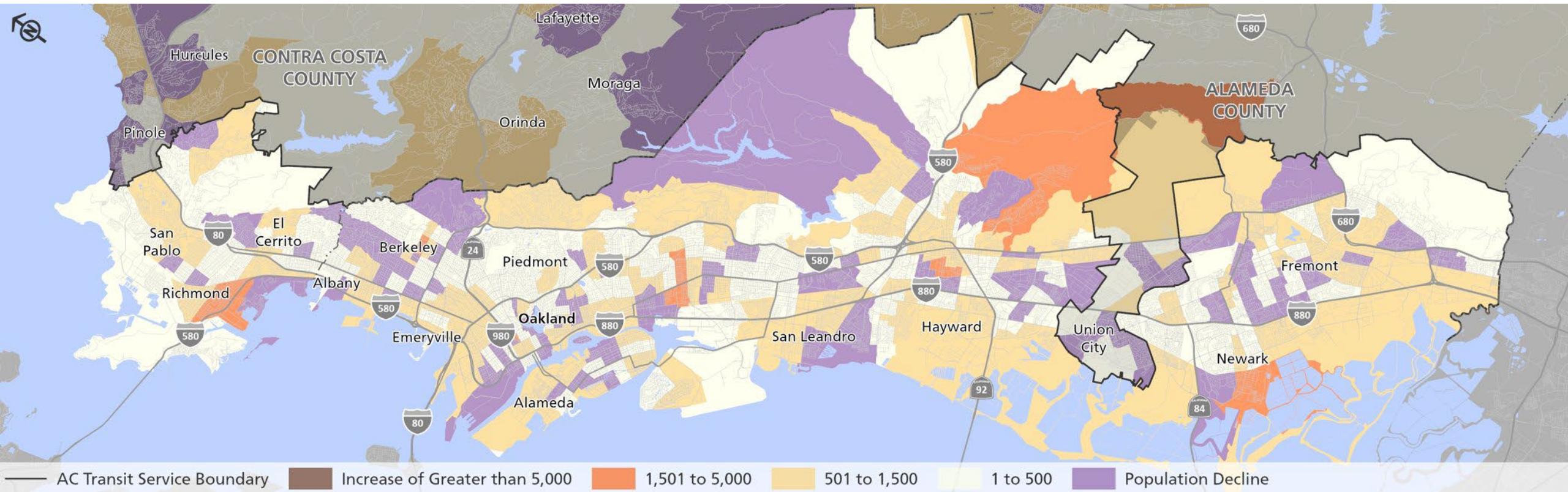


# Key Project Elements (Phases 1 and 2)

# Population Change (2013-2021)

American Community Survey 5-Year dataset

- 2013 Population: 1,522,000
- 2021 Population: 1,589,000
- 2022 – 2023 showing population decline



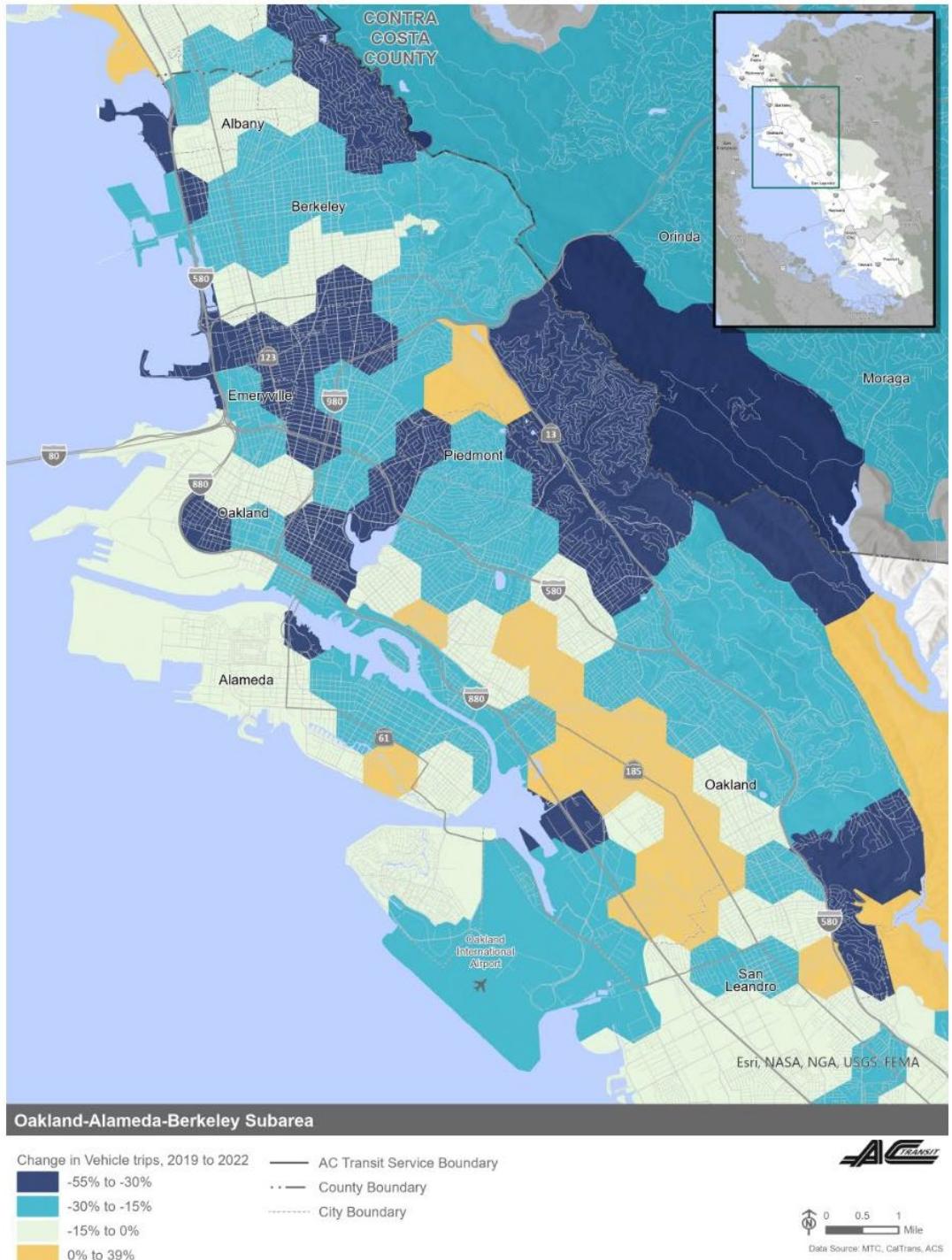


# Travel Markets 2019-22

## Overall Trips, StreetLight Data

- Fewer overall vehicle trips made throughout AC Transit service area, and especially in job centers.
- Notable exceptions with density:
  - Richmond, San Pablo, Int'l Corridor, South Hayward, Cherryland

Note: Vehicle trips include buses and heavy vehicles but not rail.



# Overall Vehicle Trips, 2019-22

## Geography

- Most vehicle trips in AC Transit service area start and end within (over 90%).
- This holds true in smaller geographies to a lesser degree. (~ 60-70%)
- Bus trips skew extra-local as compared to general travel.

## Time of Day

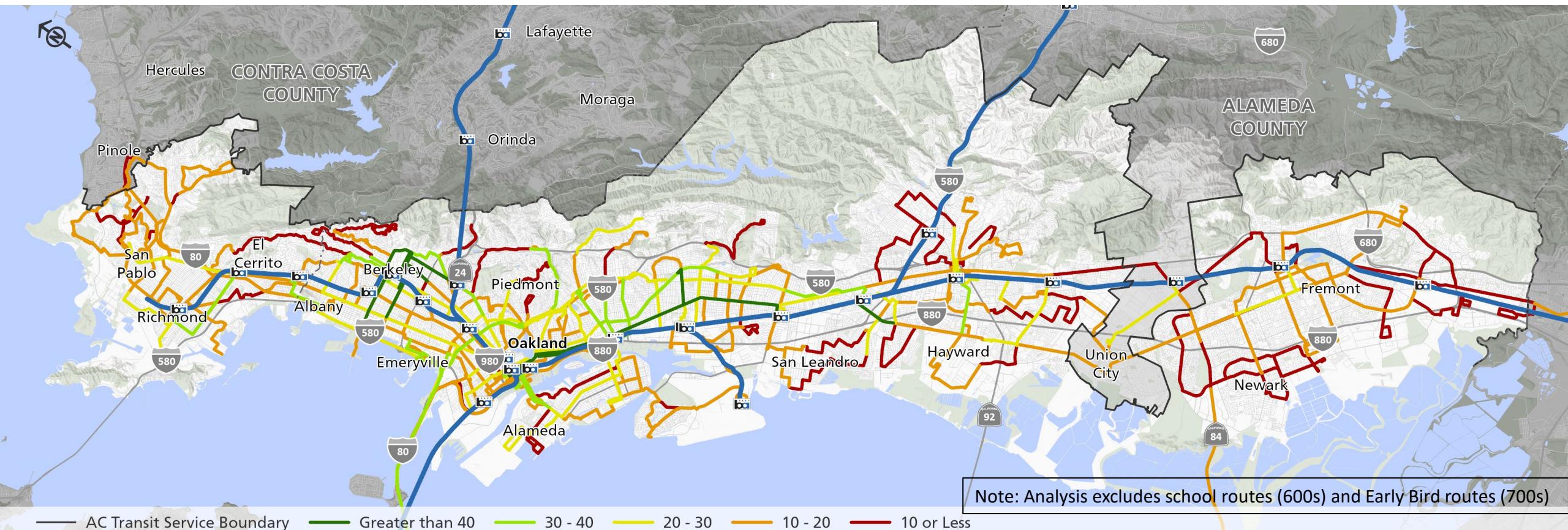
- Seeing declines across all weekday time periods, with midday travel declining least compared to pre-pandemic.
- % drops greatest overnight and in late evenings on weekdays.
- Weekend travel declines spread more uniformly across time periods.

Note: Vehicle trips include buses and heavy vehicles but not rail.

# 2022 Productivity by Segment

(passengers per revenue hour)

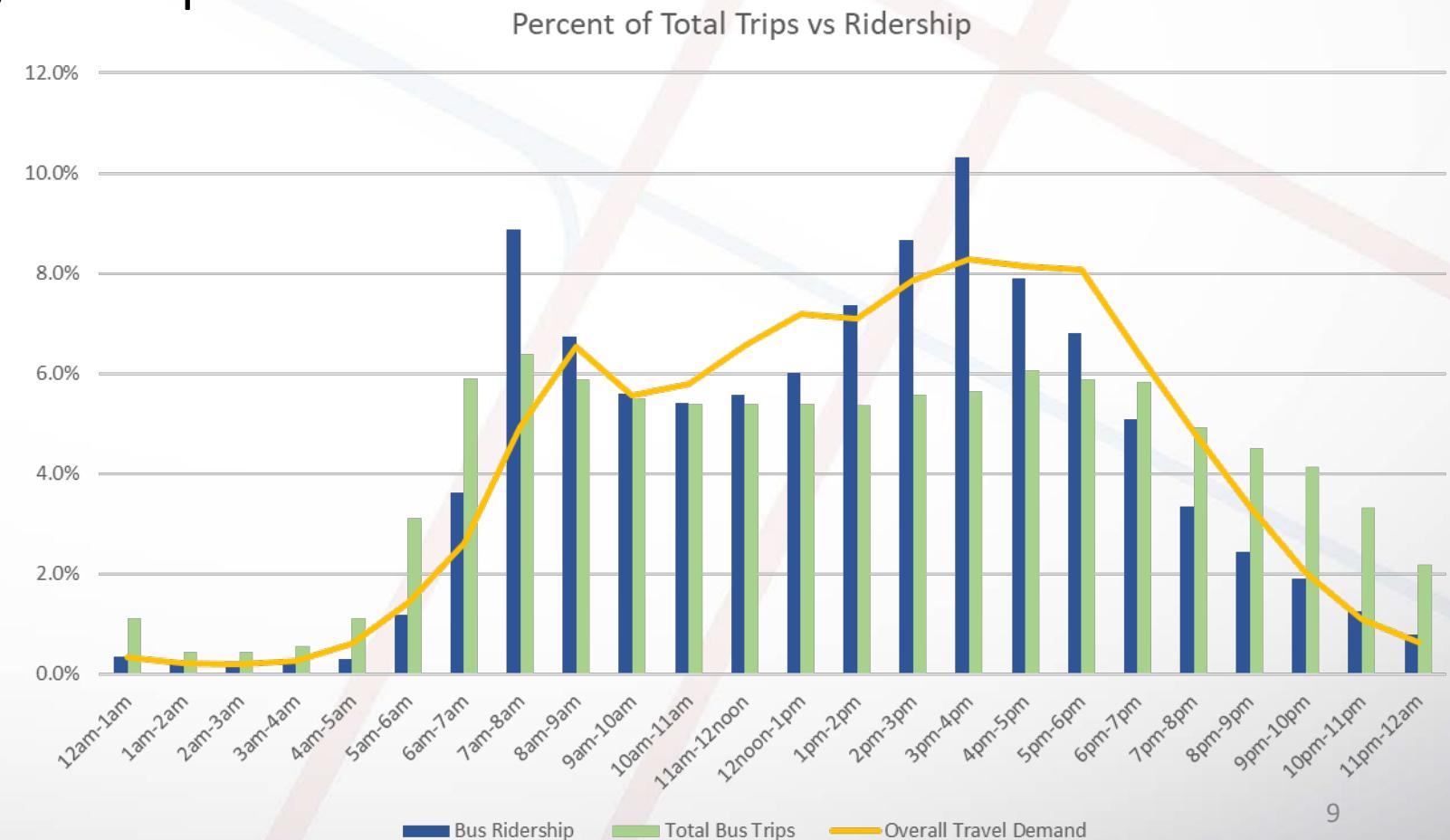
- Highest productivity: Oakland and Berkeley
- Lower productivity: Suburban and low-density areas
- Line 51B is the highest performing route in the system, with a weekday productivity of over 60 passengers per hour.



# Travel Demand vs. Transit Use

Weekday time of day comparison

- Bus ridership is more concentrated in the AM and PM peaks
- Students traveling to and from school generate the heavy demand between 7 and 8 AM and 3 and 4 PM
- Overall travel demand has slight peaks





# Phase 1 – Spring 2023 OUTREACH AND ENGAGEMENT

Impressions



20,861



7,481



1,471

149  
Pop-Up Events



15,718  
Survey Responses



# Phase 2 Engagement Summary





# Phase 2 Engagement Summary

**47** Events  
**914** Touchpoints  
**1** Trilingual digital workshop



# Phase 2 Engagement Summary



# Phase 2 Engagement Summary

Realign Phase 2: Help Build our Future Transit Service

LEARN MORE

ACT Updates

...



**Website Page views: 2,116 total**

- ACT Transit Realign: 1,740
- Realign: What We've Learned: 376

**Social Media Performance**  
(impressions/engagements)

- Twitter: 7,007/137
- Facebook: 4,565/167
- Instagram: 510/22

We are updating our bus network

## Help build our future transit service

at [acttransit.org/realign](http://acttransit.org/realign)

Contact Us  
(510) 267-5631



Estamos actualizando nuestra red de autobuses

## Ayúdanos a construir nuestro futuro servicio de transporte

en [acttransit.org/realign](http://acttransit.org/realign)

Comunicate con nosotros  
(510) 267-5632

# Survey Takeaways

- Respondents riding pre-pandemic and now use the bus for about the same reasons they did before.
- Respondents ride less frequently, but generally see frequency as most key compared to other trade-offs.
- Respondents most prefer additional midday service and early morning and early evening service on weekdays, and additional service throughout the day on Saturdays, then Sundays.

**AC TRANSIT**

**Realign**

**ENCUESTA DE AC TRANSIT REALIGN**

**LLENE LA ENCUESTA PARA TENER LA OPORTUNIDAD DE GANAR UNA DE LAS CIEN TARJETAS DE REGALO VISA DE \$50.**  
Los ganadores recibirán una notificación por correo electrónico o por teléfono.

**INFORMACIÓN SOBRE LA UBICACIÓN**  
¿Cuál es el código postal de su casa? \_\_\_\_\_

**INFORMACIÓN SOBRE RECORRIDOS**

1. ¿Qué líneas utiliza normalmente? (lista desplegable/opción de marcar todas las casillas)

2. ¿Con qué frecuencia viajaba en AC Transit (marque una opción):

2A. ¿Antes de la pandemia de COVID-19?

2B. ¿Ahora?

3. Pliega en las razones por las que utiliza AC Transit (marque en todas las opciones que correspondan):

3A. ¿Antes de la pandemia de COVID-19?

3B. ¿Ahora?

5A. ¿Cómo llegó a la primera parada del transporte público de este recorrido?

5B. ¿Cómo llegó a su destino desde la última parada del transporte público de este recorrido?

**\$50 Visa Gift Card**

# Key Existing Conditions Findings

- The AC Transit service area saw population growth during the last decade but is experiencing a slight decline post-pandemic.
- The makeup of the AC Transit service area is changing due to factors such as an aging population and displacement.
- Travel to and from employment centers is lower today than pre-pandemic; the degree of change varies by location.

# Key Existing Conditions Findings (cont.)

- Riders are using AC Transit less today than prior to the pandemic, but in general the trip purposes are the same.
- In general, customers value more frequent service when considering tradeoffs; however, results are mixed when accounting for demographics and subarea location.
- Customers value AC Transit's network coverage and mentioned more frequent and reliable bus service as areas for improvement.



# Guiding Principles

## Equity

*Provide a network that prioritizes services for communities who need it the most.*

## Reliability

*Provide bus service that is reliable and predictable.*

## Frequency

*Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.*

# What we've heard from the Board

- **Reliability:** this is critical!
- **Access:** consider access to destinations, opportunity, healthcare?
- **Sustainability:** consider service that gets people out of their cars?
- **Connections:** mixed opinions about reconciling interconnected network efforts
- *Incorporate Visionary* plan



# What we've heard from outreach

- **Reliability:** this is critical!
- **Frequency:** not enough service!
- **Recovery:** bringing back pre-pandemic service levels
- **Safety:** wait experience, or walk experience.
- **Connectivity:** improved connections between routes and with BART

# Guiding Principles as a Measuring Stick

- Lack of definitive guidance on Frequency-Coverage values debate
- Guiding Principles aren't mutually exclusive
  - Can't group alternatives by each guiding principles theme
- Use guiding principles as tool for educational public discourse
  - Show frequency-coverage options, show specific implications



# **Ridership/Coverage Focus**

## **Three Plan Options**

**Stay the Course**

**More Frequency, Less Coverage**

**Visionary: More Frequency, More Coverage**

## Equity

*Provide a network that prioritizes mobility for communities who need it the most.*

## Intent

- Provide the greatest level of service where the greatest concentrations of mobility need exist.

## ***Goal and Metric***

- Focus service within MTC Equity Priority Communities (EPCs) within AC Transit service area.
- **Improve access to jobs, groceries, medical facilities for Equity Priority Communities, comparing peoples' access to destinations for existing and proposed networks.**

## Frequency

*Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.*

## Intent

- Provide the greatest level of service where the greatest concentrations of mobility need exist.

## Goal and Metric

- Focus service on higher-density areas according to ridership demand.
- Improve peoples' access to the frequent network (every 15 minutes or better) for existing and proposed networks.

## Reliability

*Provide bus service that is reliable and predictable.*

### *Intent*

- Provide adequate redundancy in operating resources to ensure that trips that are scheduled are operated.

### **Goal and Metric**

- Added buffer in schedules to account for traffic congestion or unforeseen delays.
- Match scheduled service levels to real-world operator availability, **even if that means service reductions.**
- Codify standard operating procedures for delay management.

# Next Steps

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# Realign

A large, bold, black sans-serif font word 'Realign' is positioned above a graphic element consisting of a right-pointing triangle and a double-headed horizontal arrow.

more info at [actransit.org/realign](http://actransit.org/realign)