



Realign[»]

Realign Project Update

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

FRIDAY SEPTEMBER 15, 2023

What is Realign?

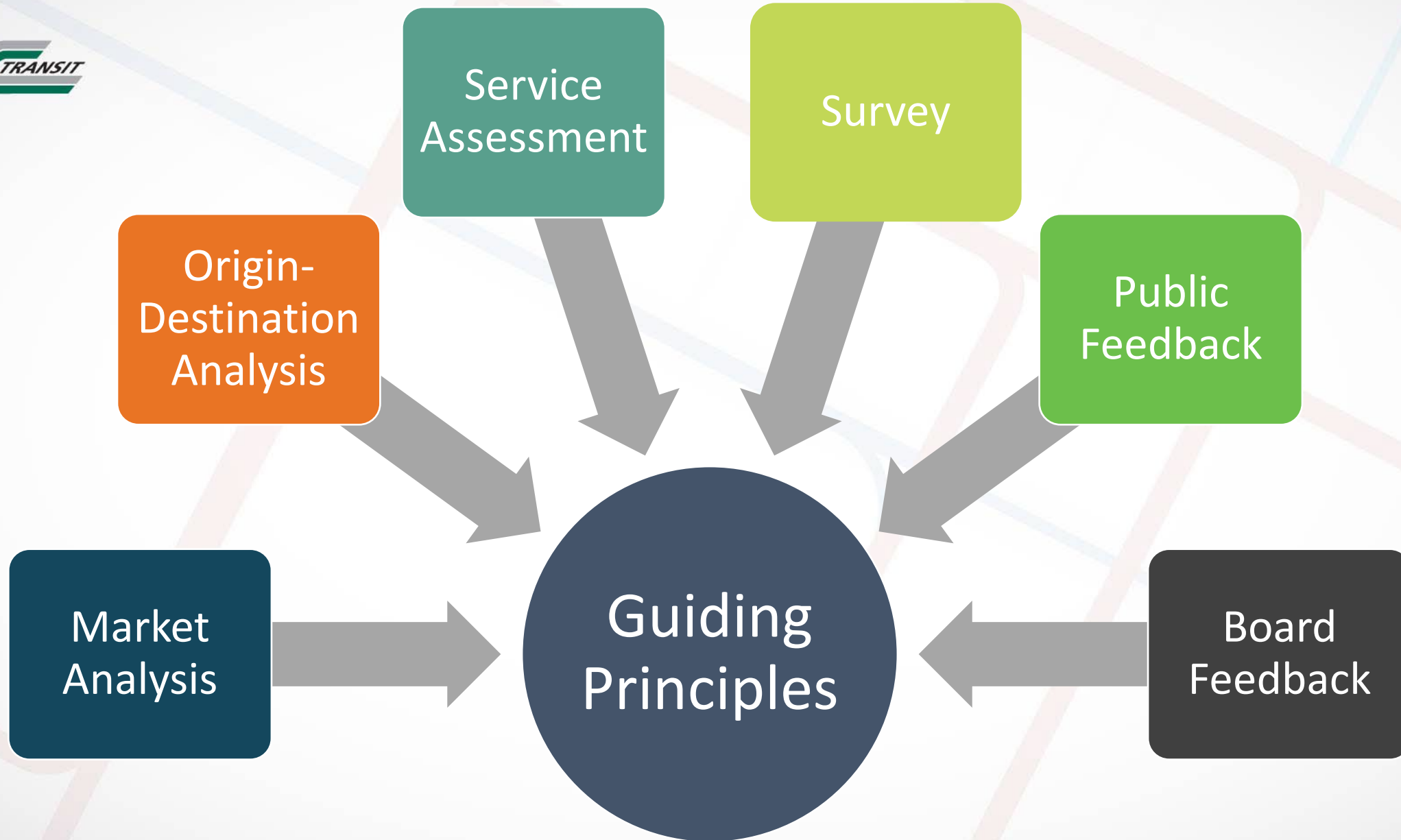
It's a review of our routes and schedules.

Prioritize where and when transit service is offered

Align service with customer needs and equity goals

Realign Project Phasing



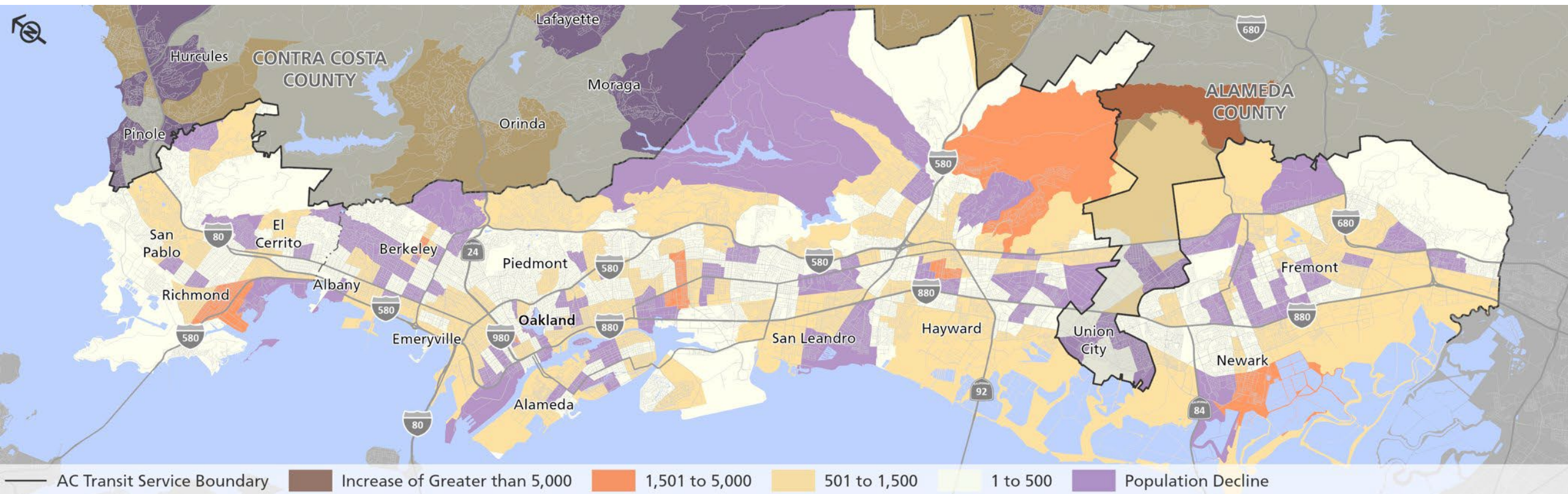


Key Project Elements (Phases 1 and 2)

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

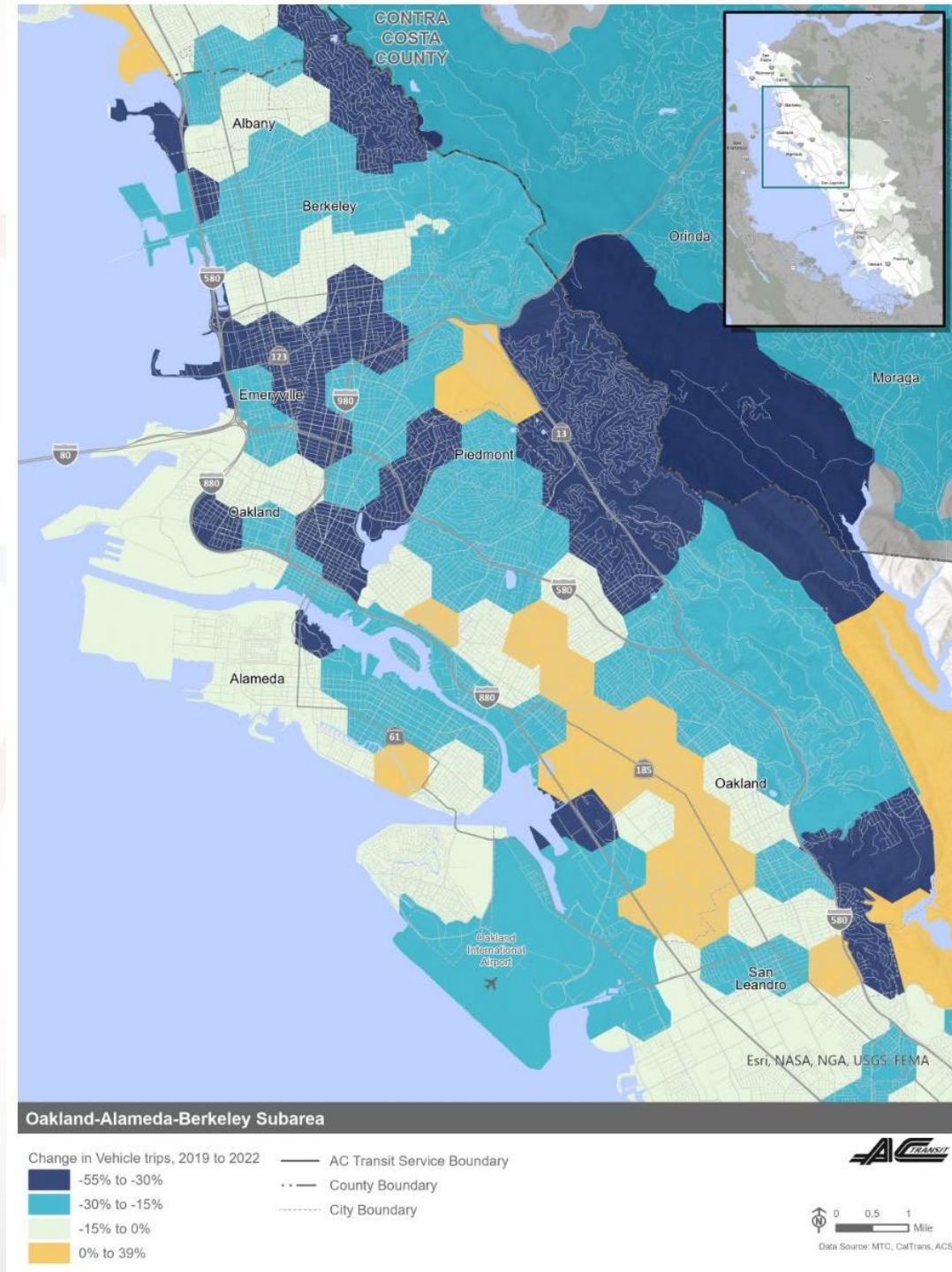


Travel Markets 2019-22

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

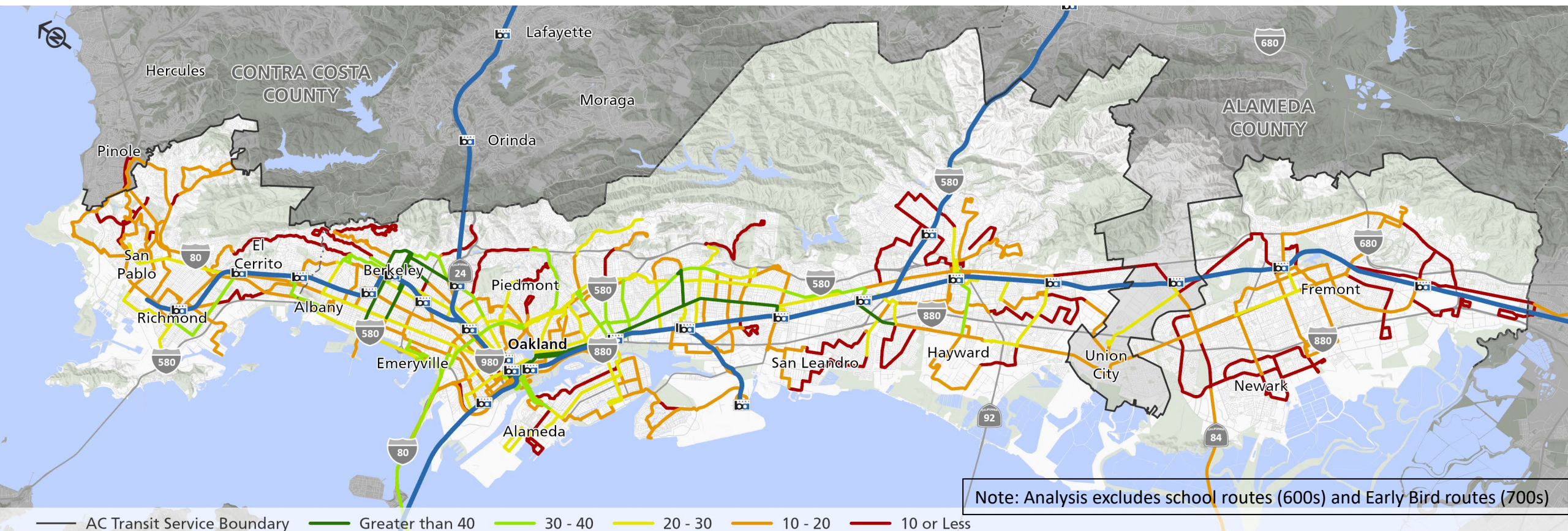
- Seeing declines across all weekday time periods, with midday travel declining least compared to pre-pandemic.
- % drops greatest overnight and in late evenings on weekdays.
- Weekend travel declines spread more uniformly across time periods.

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

2022 Productivity by Segment

(passengers per revenue hour)

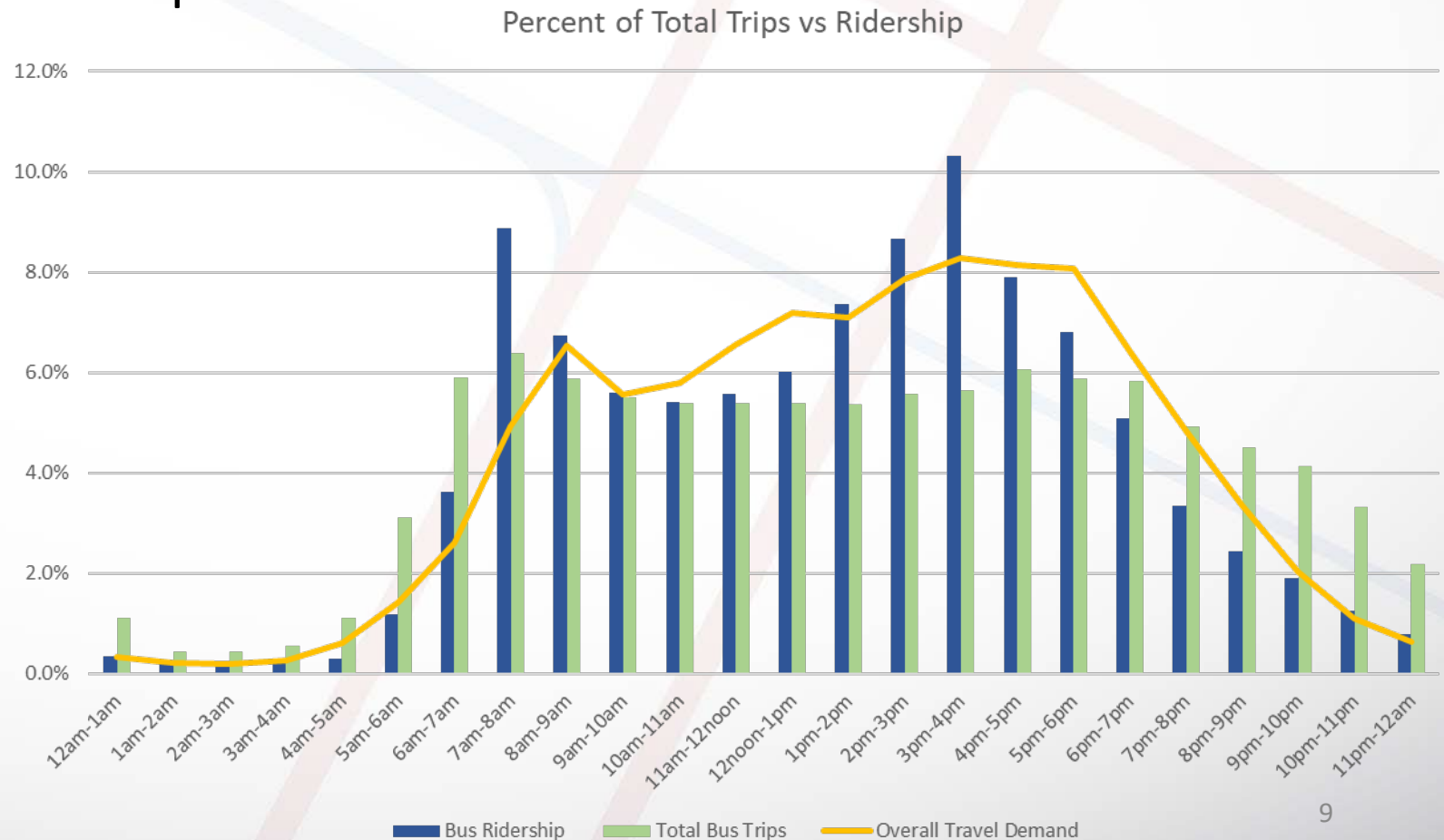
- Highest productivity: Oakland and Berkeley
- Lower productivity: Suburban and low-density areas
- Line 51B is the highest performing route in the system, with a weekday productivity of over 60 passengers per hour.



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





Impressions

Phase 1 – Spring 2023

OUTREACH AND ENGAGEMENT



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



Website Page views: 2,116 total

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

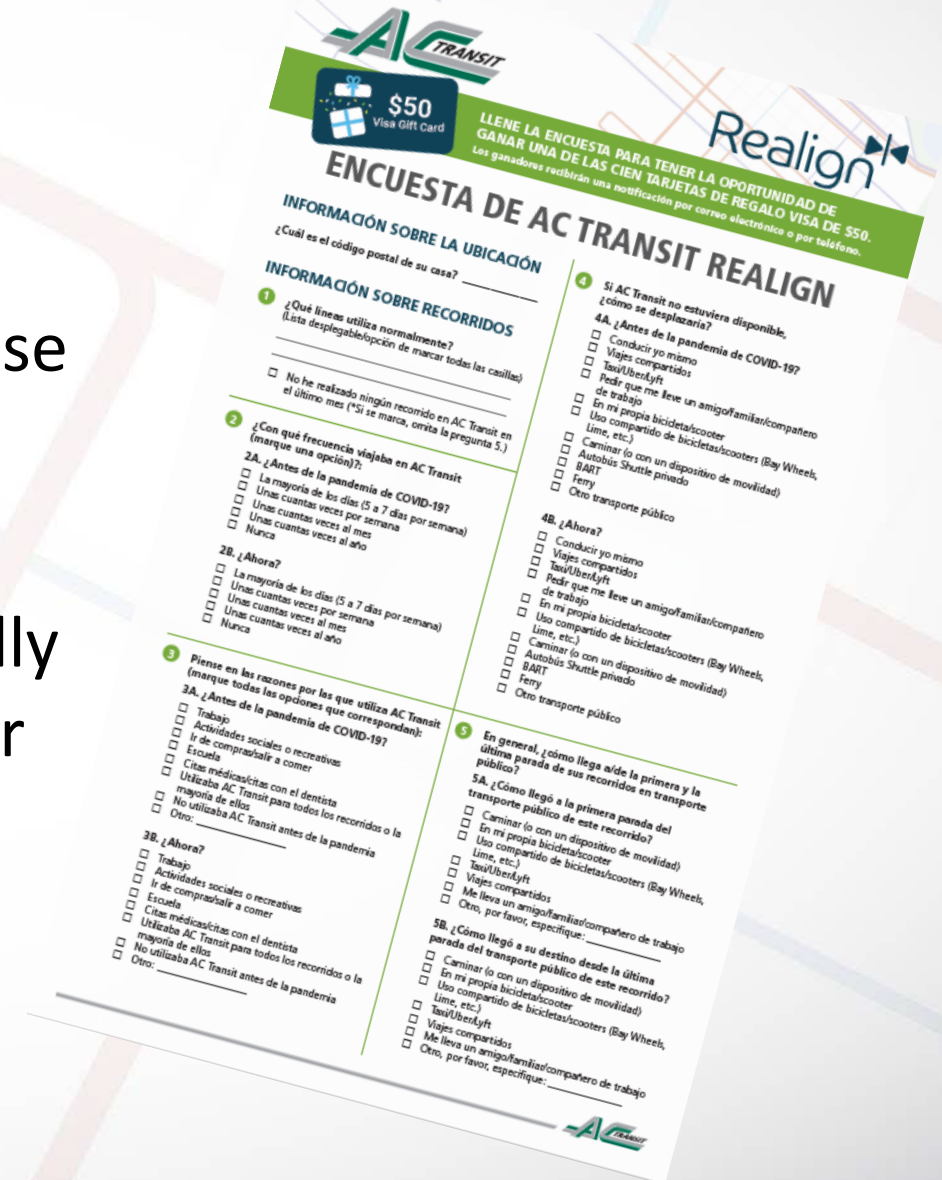
Social Media Performance (impressions/engagements)

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

The graphic has an orange background. At the top, it says "We are updating our bus network" in white. Below that, in large white letters, is "Help build our future transit service". Underneath is the URL "at actransit.org/realign" in white. On the right, there is an illustration of a person holding a document and a QR code. At the bottom, there is a white section with the text "Contact Us (510) 267-5631" and "Estamos actualizando nuestra red de autobuses Ayúdanos a construir nuestro futuro servicio de transporte en actransit.org/realign". On the right side of this white section, it says "Comunicate con nosotros (510) 267-5632". There are also several green and grey play button icons in the middle.

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

\$50 Visa Gift Card

Realign

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

ENCUESTA DE AC TRANSIT REALIGN

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)
☐ No he realizado ningún recorrido en AC Transit en el último mes (*Si se marca, omita la pregunta 5.)

2. ¿Con qué frecuencia viajaba en AC Transit (marque una opción)?
2A. ¿Antes de la pandemia de COVID-19?
☐ La mayoría de los días (5 a 7 días por semana)
☐ Unas cuantas veces por semana
☐ Unas cuantas veces al mes
☐ Nunca
2B. ¿Ahora?
☐ La mayoría de los días (5 a 7 días por semana)
☐ Unas cuantas veces por semana
☐ Unas cuantas veces al mes
☐ Nunca

3. Pienso en las razones por las que utiliza AC Transit (marque todas las opciones que correspondan):
3A. ¿Antes de la pandemia de COVID-19?
☐ Trabajo
☐ Actividades sociales o recreativas
☐ Ir de compras/salir a comer
☐ Escuela
☐ Citas médicas/citas con el dentista
☐ Utilizaba AC Transit para todos los recorridos o la mayoría de ellos
☐ No utilizaba AC Transit antes de la pandemia
Otro: _____
3B. ¿Ahora?
☐ Trabajo
☐ Actividades sociales o recreativas
☐ Ir de compras/salir a comer
☐ Escuela
☐ Citas médicas/citas con el dentista
☐ Utilizaba AC Transit para todos los recorridos o la mayoría de ellos
☐ No utilizaba AC Transit antes de la pandemia
Otro: _____

4. Si AC Transit no estuviera disponible, ¿cómo se desplazaría?
4A. ¿Antes de la pandemia de COVID-19?
☐ Conducir yo mismo
☐ Viajes compartidos
☐ Taxi/Uber/Lyft
☐ Pedir que me lleve un amigo/familiar/compañero de trabajo
☐ En mi propia bicicleta/scooter
☐ Uso compartido de bicicletas/scooters (Bay Wheels, Lime, etc.)
☐ Caminar (o con un dispositivo de movilidad)
☐ Autobús Shuttle privado
☐ BART
☐ Ferry
☐ Otro transporte público
4B. ¿Ahora?
☐ Conducir yo mismo
☐ Viajes compartidos
☐ Taxi/Uber/Lyft
☐ Pedir que me lleve un amigo/familiar/compañero de trabajo
☐ En mi propia bicicleta/scooter
☐ Uso compartido de bicicletas/scooters (Bay Wheels, Lime, etc.)
☐ Caminar (o con un dispositivo de movilidad)
☐ Autobús Shuttle privado
☐ BART
☐ Ferry
☐ Otro transporte público

5. En general, ¿cómo llega a/de la primera y la última parada de sus recorridos en transporte público?
5A. ¿Cómo llegó a la primera parada del transporte público de este recorrido?
☐ Caminar (o con un dispositivo de movilidad)
☐ En mi propia bicicleta/scooter
☐ Uso compartido de bicicletas/scooters (Bay Wheels, Lime, etc.)
☐ Taxi/Uber/Lyft
☐ Viajes compartidos
☐ Me lleva un amigo/familiar/compañero de trabajo
☐ Otro, por favor, especifique: _____
5B. ¿Cómo llegó a su destino desde la última parada del transporte público de este recorrido?
☐ Caminar (o con un dispositivo de movilidad)
☐ En mi propia bicicleta/scooter
☐ Uso compartido de bicicletas/scooters (Bay Wheels, Lime, etc.)
☐ Taxi/Uber/Lyft
☐ Viajes compartidos
☐ Me lleva un amigo/familiar/compañero de trabajo
☐ Otro, por favor, especifique: _____

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

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



Realign^{▶◀}

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