ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

STAFF REPORT

MEETING DATE: 9/10/2025 **Staff Report No.** 25-284

TO: **AC Transit Board of Directors**

FROM: **Salvador Llamas, General Manager/Chief Executive Officer**

SUBJECT: **Service Reliability Report**

BRIEFING ITEM

AGENDA PLANNING REQUEST: ☐

RECOMMENDED ACTION(S):

Consider receiving the semi-annual Service Reliability Report for AC Transit Fixed Route Services covering the second half of Fiscal Year 2024-2025.

Staff Contact:
Salvador Llamas, General Manager/Chief Executive Officer

STRATEGIC IMPORTANCE:

Goal - Convenient and Reliable Service
Goal - Safe and Secure Operations
Goal - High-Performing Workforce
Initiative - Service Quality

This semi-annual Service Reliability Report presents a detailed assessment of the District's operational performance for Q3 and Q4 of FY2025 and supports the goals outlined in AC Transit's Strategic Plan.

BUDGETARY/FISCAL IMPACT:

There are no budgetary or fiscal impacts related to this report.

BACKGROUND/RATIONALE:

The Service Reliability Report provides a comprehensive overview of service reliability, fleet cleanliness, passenger safety, and staffing trends, measured against established Key Performance Indicators (KPIs) that support transparent, accountable, and data-driven decision-making. The report aligns with these strategic goals: Convenient & Reliable Service, Safe & Secure Operations, and a High-Performing Workforce.

The report includes two supporting attachments:

Attachment 1- Data Visualization (Jan - Jun 2025): Figures and tables that display historical trends of KPIs along with comparative benchmarks.

Attachment 2- Trips Not Operated (Jan - Jun 2025): A breakdown of missed trip patterns by service type and route, supporting corrective measures to minimize service disruptions.

PERFORMANCE BY STRATEGIC GOAL:

Goal: Convenient and Reliable Service

SERVICE OPERATED PERCENTAGE (ATTACHMENT 1, FIGURE 1)
Service Operated (SO) measures the percentage of scheduled transit trips that are actually completed, with a goal of at least 99.5%, ensuring a high level of service across the network. In the second half of FY2025, SO averaged 96.6%, with a modest improvement in Q4 to 96.8%, up 0.38% from 96.4% in the previous quarter. Although quarter-over-quarter improvements were documented, the SO goal was narrowly missed in Q4: 95.9% in April, 96.9% in May, and 97.5% in June.

The shortfall in achieving the SO target was driven primarily by workforce unavailability. In Q3, operator shortages at Division 3-Richmond and Division 4-East Oakland contributed to lower SO in February and April 2025. To mitigate these shortages, consecutive New Bus Operator (NBO) classes were assigned to Divisions 3 and 4 in January and February, with a third class dedicated to Division 3 in April. These actions directly addressed service challenges and resulted in improved SO performance.

Unquestionably, operator availability remains critical to service reliability. To strengthen performance, staff have implemented both immediate and long-term measures, including targeted communications that emphasize to all Bus Operators-particularly new and recently certified operators-their essential role in delivering dependable service. This message is reinforced through ongoing engagement with ATU Local 192.

Long-term, the District is strengthening its collaboration with Local 192 through the Trunkline Incentive Program (TIP) pilot, launched in June to advance the 'gold standard' of SO and OTP. The TIP pilot offers a $2-per-hour bonus with the goal of maintaining a 98% cumulative SO target. This initiative addresses the SO challenge head-on, as improvements in SO directly drives better on-time performance. TIP was informed by an analysis of trips not operated (TNO) on 13 high-frequency trunk lines - 1T, 6, 10, 18, 40, 51A, 51B, 57, 72, 72M, 72R, 97, and 99 - which revealed operator shortages, canceled trips, missed timepoints, and late relief. When the focus was narrowed to operator unavailability, 1,248 TNOs were recorded in 2023, with only a modest decrease to 1,162 in 2024. However, following June's launch of the TIP pilot, TNOs resulting from unavailability, plummeted 54%, to just 536. Early pilot results indicate that TIP is delivering a meaningful breakthrough for operators, riders, and overall network reliability.

ON-TIME PERFORMANCE (ATTACHMENT 1, FIGURE 2)
Rider satisfaction and confidence remain closely tied to on-time performance, which continues to serve as a cornerstone of the District's service operations and a priority for ongoing improvement.

During the second half of FY2025, systemwide on-time performance (OTP) averaged 75.22%, with Q4 improving slightly to 75.36%, up 0.28% from Q3's 75.08%. The District exceeded its systemwide OTP goal each month in the second half of FY2025. Transbay routes averaged 73.21% over the same period, with Q4 at 73.87%, up from 72.56% in the previous quarter. In FY25-26, the goal increased to 75%.

In Q4, June's on-time performance improved significantly, reflecting the early impact of the TIP pilot and signaling momentum for continued reliability gains. Q3's performance was affected by several low-performing routes, most notably supplementary school bus lines and specific all-nighter and local services. In March 2025, Lines 675, 623, 657, 682, 625, and 667-primarily school-oriented-were among the most significant contributors to delays. These routes often face congestion during school drop-off periods, and once boarded, frequently operate at standing capacity. Operators must travel at slower speeds to ensure passenger safety, particularly for younger riders.

All-nighter service is also subject to unique operational considerations. These routes are designed to converge in downtown Oakland for passenger transfers. If a bus arrives late, Transportation Supervisors may hold connecting buses to allow for transfers, which can further affect schedule adherence.

Given these operational differences, staff are evaluating whether to track supplemental school service and all-nighter service separately. In these cases, the primary measure of success is service completion rather than adherence to a fixed schedule, making them distinct from the rest of the fixed-route network.

TRIPS NOT OPERATED BY SERVICE TYPE/ROUTE (ATTACHMENT 2, SECTIONS 1 - 3)

Missed trips are a crucial tracking KPI throughout the fiscal year, helping to maintain reliable service, identify operational challenges, and improve the efficiency of our bus network. By monitoring trips not operated, staff can analyze patterns, address issues such as staffing shortages or mechanical failures, implement corrective measures to minimize disruptions, and communicate service reliability to the public.

Data on Trips Not Operated (TNO) is provided in two formats: service type (Attachment 2, Sections 1-2) and route (Sections 3-4) to support targeted analysis and informed decision-making. In the third quarter (Q3), a total of 452,883 Revenue Trips were scheduled systemwide, consisting of Local 415,331, Transbay 29,134, and School Services 8,418, where 16,037 trips were not operated. In the fourth quarter (Q4), 456,791 Revenue Trips were scheduled systemwide, comprising 421,142 Local trips, 29,677 Transbay trips, and 5,972 School Services trips, with 14,593 trips not operated. For the reporting period, the total number of operated trips was 879,044, with 36,774 not operated due to Operator availability for a variety of reasons, including accidents, safety incidents, road calls, and other disruptions.

To strengthen operations, NBO class deployments have been restructured to prioritize divisions facing the greatest workforce challenges, ensuring limited resources are focused where they can most effectively improve service reliability and reduce missed trips.

Board Policy 471 outlines the response protocol for missed trips, prioritizing supplementary service to schools, followed by local service, and ultimately, transbay service. The data on missed trips data indicates that Transbay service performed slightly better than local service. This modest improvement may be due to the interlining of some Transbay runs with Supplementary Service, which enhances the priority of those Transbay trips.

RIDERSHIP (ATTACHMENT 1, FIGURE 3)

From January to June 2025, average monthly ridership reached 3.3 million, totaling 19.8 million rides. Systemwide ridership for FY2025 climbed to 40 million, a 1.9% increase over the prior year. Mutual aid support

for BART and promotion of major sporting events helped drive growth, with Transbay service seeing a notable 12% increase over the period. A full ridership report will be provided to the Board in October as part of the FY2025 Annual Ridership Performance Staff Report.

FIRST TIME POINT DEPARTURE

A first timepoint departure marks the scheduled departure from a route's first designated stop, with AC Transit targeting departures within zero to one minute of schedule. Industry best practices highlight that delays at this point can propagate through the route, affecting overall reliability. Staff are developing a new KPI to monitor first timepoint departures, with the dataset expected for the next reporting period.

MILES BETWEEN CHARGEABLE ROAD CALLS (ATTACHMENT 1, FIGURE 4)

Miles Between Chargeable Road Calls (MBCRC) is a key KPI measuring the average distance a bus travels before a chargeable road call-an incident caused by a mechanical failure or other issue that prevents a bus from completing its route. Monitoring MBCRC helps the District pinpoint vehicles needing more frequent maintenance or component replacement, guide fleet midlife repair decisions, and improve service reliability.

The District's target is 7,500 miles or greater. In the second half of FY2025, the systemwide average was 9,739 miles, with Q4 climbing to 10,756 miles-up 2,034 miles from the prior quarter's 8,723 miles. Each month in Q3 and Q4 exceeded the performance goal. In FY25-26, the goal has been increased to 9,500 MBCRC.

The Road Call Reduction Taskforce (RCRT) meets monthly to review road call data, address recurring issues, and implement strategies that drive these gains. Supported by a strong preventative maintenance program and analytical tools, staff refine maintenance practices to sustain peak fleet performance. In February, the District saw a rise in door and electrical defects, which impacted performance; however, performance remained above the established KPI. While some older buses continue to pose challenges, Q4's results highlight the effectiveness of these efforts.

BUS CLEANLINESS RATING (ATTACHMENT 1, FIGURE 5)

Bus cleanliness is a key component of service reliability, directly influencing customer experience and the District's reputation. The District tracks cleanliness ratings to spot operational or staffing challenges-such as insufficient cleaning schedules or resource constraints-and to ensure accountability in maintaining high standards.

During the second half of FY2025, the systemwide cleanliness rating averaged 8.12. Q4 averaged 8.10, a slight decrease of 0.03 from the prior quarter's 8.13, yet the District still met or exceeded its goal each month with scores of 8.05 in April, 8.15 in May, and 8.10 in June.

The Bus Cleanliness Taskforce meets monthly to review inspection data, address areas receiving the lowest scores in Quality Assurance inspections and implement process improvements. Through consistent quality checks, timely feedback, and targeted actions, all four operating divisions met or exceeded their cleanliness goals in Q3 and sustained that performance in Q4.

Goal: Safe and Secure Operations

PASSENGER FALLS (ATTACHMENT 1, FIGURE 6)

Tracking passenger falls helps identify issues like abrupt braking, slippery floors, improper use of grabrails, or securement of wheelchair riders, permitting the District to implement targeted solutions, such as better vehicle maintenance, operator training, and passenger education. This KPI supports our commitment to providing Safe & Secure Operations.

The systemwide average rate of passenger falls per 100,000 miles in Q4 was 2.32 versus 2.22 in the prior quarter. Throughout the quarter, the District remained at or below the KPI target of less than 3.25 per 100,000 miles, with monthly rates of 2.87 in April, 2.21 in May, and 1.88 in June. In FY25-26, the goal will be less than 3.00 per 100,000 miles.

This quarter, the District's Accident Reduction Committee targeted the root causes of passenger falls, launching new campaigns and reinforcing existing initiatives to reduce, and ultimately eliminate, such incidents. One campaign involves direct interactions with operators about collisions, whether preventable or not, to gather better insight on roadway concerns, while simultaneously raising awareness.

Another campaign involved daily safety messages from the Operations Control Center, broadcast to all buses and displayed on the Safety Boards, focusing on defensive driving strategies. As the bus network faces higher ridership and rising traffic congestion, the Accident Reduction Committee is adapting safety practices to better support operators navigating these challenging conditions. These efforts are proving effective, as reflected in the District's passenger fall rates, which have remained below the 3.25 target threshold over the last 12 months, with an average of 2.26 per 100,000 miles.

OPERATOR LOG-ON RATE (ATTACHMENT 1, FIGURE 7)

The Bus Operator log-on rate measures the percentage of scheduled operators who log on and are available for duty. When Operators are logged on to the bus it ensures the District's various operating systems remain connected to collect safety and performance monitoring data, which is used for real-time bus location and passenger notifications.

The District's KPI goal for the Operator Log-On rate is set at 95.0%. In Q4, the system-wide average was 97.71% versus 97.55% in the prior quarter. The District successfully met or exceeded this goal every month of the quarter with monthly rates of 97.58% in April, 97.57% in May, and 97.99% in June. This steady performance underscores the effectiveness of the District's efforts to ensure high log-on rates across the system. In FY25-26, the goal was increased to 97%.

The Operations Control Center (OCC) Transportation Supervisors actively monitor log-on performance, addressing systematic issues, providing reminders to operators, and ensuring log-on are completed before leaving the yard. Field Transportation Supervisors, using mobile tablets, also track log-on activity, contributing to the sustained improvement of this KPI.

Additionally, the District is testing bilateral data integration between the Clever Devices CAD/AVL system and HASTUS scheduling software, allowing for a streamlined single-point log-on through the Vehicle Operator Assignment Module (VOAM). VOAM was fully implemented in June 2024, setting the stage for the introduction of Secure Bus Technology (SBT), which will require badge tap access for operators to engage and operate their assigned coaches, further boosting log-on rate performance.

Goal: High-Performing Workforce

EMPLOYEES OF THE MONTH (ATTACHMENT 1, TABLE 1)

Outstanding frontline employees play a foundational role in achieving the goals of the Strategic Plan. Their dedication and expertise personify a high-performing workforce that upholds service quality. Despite roadway hazards, disruptive patrons, inclement weather, mechanical challenges, and an array of unplanned hurdles, each of the recognized employees have demonstrated excellence and is essential to ensuring Safe & Secure Operations and delivering Convenient & Reliable Service.

WORKFORCE RECRUITMENT

The District continues to face industry-wide challenges in recruiting and retaining Bus Operators, driven by a competitive job market, high cost of living, and an aging workforce experiencing accelerated retirements ("silver tsunami"). While AC Transit offers unique advantages-such as in-house commercial licensing authorization from the California DMV and a paid ten-week training program with full benefits-the demanding nature of the role impacts long-term retention. The district ended Q4 with 127 Bus Operator and 19 Journey Level Mechanic vacancies. With the implementation of Realign in August 2025, vacancies will decrease as we right-size our staffing levels to meet our new service needs level.

In parallel, High Volume Talent Acquisition Team (HVTAT) is actively recruiting Journey Level Mechanics (JLM) to meet fleet maintenance needs. Collaborative programs with Amalgamated Transit Union Local 192-such as the current Mechanic Helper program and the upcoming Master Journey Level Mechanic program-provide career pathways for internal staff and enhance AC Transit's attractiveness as an employer. Staffing levels continue to be evaluated against operating service needs to ensure alignment with budgeted positions. Operator net gains/loss can be found in the monthly General Manager's Report.

OPERATOR TOTAL UNAVAILABILITY (ATTACHMENT 1, FIGURE 8)

Operator unavailability directly impacts the District's commitment to a High-Performing Workforce and Service Quality. The District's Operator Unavailability KPI target is to maintain a combined total of less than 22.50%, with the breakdown as follows: (1) Scheduled unavailability at 8.50% and (2) Unscheduled unavailability at 14.00%. The systemwide average for Operator Unavailability was 31.54% in Q4 versus 32.24% in the prior quarter.

OPERATOR UNSCHEDULED UNAVAILABILITY (ATTACHMENT 1, FIGURE 9)

High levels of unavailability, whether due to illness, absenteeism, or other factors, are linked to missed trips, service delays, and increased strain on available operators. The systemwide average for Unscheduled Operator Unavailability in Q4 was 23.21% versus 23.37% in the prior quarter. Unscheduled Operator Unavailability exceeded the 14.00% threshold in all three months of Q4 : 23.83% in April, 23.58% in May, and 22.21% in June.

Tracking this KPI throughout the fiscal year aids the District in identifying its workforce challenges, planning for staffing needs, and implementing recruitment solutions like.

OPERATOR SCHEDULED UNAVAILABILITY (ATTACHMENT 1, FIGURE 10)

Districtwide Scheduled Operator Unavailability primarily results from division staff managing planned time off, such as medical appointments, vacations, and family commitments. The systemwide average for Scheduled

Operator Unavailability in Q4 was 8.33% versus 8.87% in the prior quarter. Scheduled Operator Unavailability was below the 8.50% threshold in April at 6.48% but it exceeded it in May at 8.54% and June at 9.97%.

In Q3, Operator Scheduled Unavailability increased noticeably in January and February. This was largely due to a group of Operators who traditionally schedule their seniority vacations at the end of the year and into the new year, resulting in a spike in Scheduled Operator Unavailability at the start of the quarter.

In Q4, Scheduled Operator Unavailability rose again in May and June, primarily driven by school graduations and the beginning of the summer vacation season.

MEAL/REST BREAK (ATTACHMENT 1, FIGURE 11)

To enhance operator comfort, starting with the June 2024 signup, the District worked with ATU Local 192 to collaborate on addressing operator reports of missed meal/rest breaks. For over a year, using available resources, schedule changes were implemented during each signup to improve the likelihood that operators will receive the contractually required uninterrupted meal break time. The number of adjudicated meal break violations decreased in the signups following the implementation of this policy.

As part of the service quality strategic initiative, the District has developed a new Key Performance Indicator (KPI) for Meal and Rest Breaks. This KPI sets a target goal of 96% based on real-time performance, measuring when Bus Operators arrive at their designated break locations.

To track adherence to this KPI, the District combines data from the HASTUS scheduling system and the Clever CAD/AVL system. This methodology is aligned with the meal and rest requirements in the ATU contract. Staff has validated the data to ensure the KPI's accuracy and reliability. Additionally, analytics tools with drill-down capabilities have been developed to facilitate discussion in team meetings regarding areas of focus, analyzed by division, run, block, early/late arrivals, and more.

In the fourth quarter, the Meal Break Compliance percentage was 95.22%, compared to 94.46% in the previous quarter. The District achieved its strongest performance during the month of June at 95.71%.

OPERATOR RESTROOMS

The District’s Operator Restroom Executive Committee, which includes ATU leadership, Bus Operators from each Division, and members of Transportation, Safety, Legislative Affairs and Community Relations, Scheduling, and Planning, meet regularly to identify restroom locations, monitor availability and cleanliness, and provide updates.

In Q3, the District launched a 12-month pilot project with Throne Labs to provide 10 self-contained, fully accessible restrooms for Bus Operators throughout AC Transit’s service areas. Locations for these Throne restroom capsules were carefully selected in collaboration with ATU Leadership and District Management, targeting areas where traditional restroom access is limited, including during off-hours, at nearby businesses, or at BART stations where transit service continues. Since the launch of the pilot, Bus Operators’ feedback has been overwhelmingly positive, highlighting the convenience, accessibility, and cleanliness of the facilities. To ensure continuous improvement and responsiveness to Bus Operator needs, the District will administer ongoing surveys and scorecards throughout the pilot, tracking satisfaction, through detailed feedback, and identifying opportunities to expand or adjust restroom locations as needed. This initiative reflects the District’s

commitment to supporting frontline operators with safe, reliable, and accessible facilities that enhance daily operations and overall job experience.

In Q3, the District added "Co-Biz" as a new restroom option in Richmond, CA. In Q4, the District completed construction of the new AC Transit restroom at the Richmond Parkway Transit Center. With these additions, the District ended the fiscal year with 517 restroom units available districtwide. Operators have expressed sincere appreciation for the continued progress in expanding restroom availability

ADVANTAGES/DISADVANTAGES:

This report does not recommend a course of action with notable advantages or disadvantages.

ALTERNATIVES ANALYSIS:

This report does not recommend an alternative analysis.

PRIOR RELEVANT BOARD ACTION/POLICIES:

There are no prior relevant Board actions/polices.

ATTACHMENTS:

1. Data Visualization (Jan - Jun 2025)
2. Trips Not Operated (Jan - Jun 2025)

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