

The following matrix includes summaries of comments received both digitally and as physical comments, as well as summarizing comments relevant to Realign received through in-person outreach and engagement. The matrix also includes corresponding responses from the project team. Note that lines denoted with asterisks indicate that a proposal for this line has seen revisions with Draft Final Plan. Lines without substantive comments have been excluded from the matrix. 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 5<sup>th</sup> Special Board Meeting.

Line	Comment(s) Received	Response
<b>DB1T</b>	The only comment specifically addressing DB1T asked to ensure the schedule matches Fruitvale arrival times late at night. Other riders of the DB1T expressed both appreciation for the Realign project and concern with changes on other lines.	The Tempo line serves many BART stations, and late night connections are designed around the AC Transit All-Nighter service, which features a timed transfer in downtown Oakland. This makes timing the route around a second location not feasible.
<b>DB6*</b>	Community members largely support the extended service of DB6. Some caution about resulting delays or bunching and bring up worries about DB51A in relation to DB6. One commenter suggests increased frequency.	<p>The Line DB6 extension would need to be implemented hand-in-hand with the Line DB51, and specific concerns from the general public, operators, and labor partners about the Line DB51 proposal led staff to preserve Lines 6, 51A, and 51B as they exist today in the Draft Final Service Plan.</p> <p>As bus operator staffing increases, more service is proposed to be added on Line DF6 as part of the Realign+ package of service improvements.</p>
<b>DB7*</b>	DB7 received the highest number of comments extremely concerned with the reductions to DB7, stating that hourly service is unviable. Commenters cite connections to BART, Berkeley High, King Middle School, UC Berkeley and Arlington and other communities. Many ask to at least keep frequency during peak commute hours. One commenter suggests keeping 30 minute frequency but ending the line in Downtown Berkeley, but others appreciate the continued access to Emeryville.	<p>The proposal includes reduced service on the lowest ridership portions of the existing line, including north of the Shattuck Ave segments of the line. In line with the project guiding principles of Equity, Frequency, and Reliability, resources have been invested in other parts of the network.</p> <p>As part of the scheduling process, staff will consider school bell times carefully and evaluate the need for trips timed to school bells in the near term, and include service increases on this corridor as part of vision planning efforts.</p>
<b>DB10</b>	Some commenters were pleased with the proposal for DB10. However, some noted that in relation to DB299 their travel would now require more transfers.	Noted. The intent of DB10 was to eliminate the transfer for those going to or coming from south of Hayward, and to improve frequency to better support the growing transit-oriented corridor serving Equity Priority Communities along E 14th St and Mission Blvd.

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<b>DB12</b>	Overall, commenters expressed great appreciation for the increased frequency of DB12. One commenter suggested a few minor changes to save time, including having the bus turn directly from Piedmont Ave to Linda instead of taking challenging turns on Glen Ave, routing the bus directly from Broadway to 2nd Street, and turn directly from MLK onto 51st/52nd to better serve the Children's Hospital. Another commenter asked if the line could be extended to the Target in Albany. Additional frequency was suggested.	<p>Staff looked into modifications from Piedmont Ave onto Linda instead of using the Glen loop, however road narrowness and geometry make it not operationally feasible to make that turn. High traffic congestion during peak hours and a City plan to install speed bumps on 51st make modifications in front of Children's Hospital not feasible. Line 18 also serves the front door of Children's Hospital on MLK and ridership does not support adding additional service here. Staff have looked into extending to Albany Target but the property owner was not willing to provide necessary layover space for AC Transit buses.</p> <p>As bus operator staffing increases, more service is proposed to be added on Line DF12 as part of the Realign+ package of service improvements.</p>
<b>DB14</b>	Commenters who rely on DB14 to commute expressed frustration with the decreased frequency to 20 minutes and want extended hours. Other acknowledged the current reliability issues and approve of the weekend service. One commenter suggested the WB DB14 Stop 55510 be moved in front of 4248 MacArthur and the EB DBNL should also add Stop 57677 at Maybelle and MacArthur to improve transfers between the two lines.	<p>The City of Oakland is doing a project called MacArthur SMART Cities that is proposing modifying the stops for the 57, NL, 14 on MacArthur. Pending public outreach there is a proposal to move the NL/57 stop to 4248 MacArthur. This would allow the 14 to stop there as well.</p> <p>As bus operator staffing increases, more service is proposed to be added on Line DF14 as part of the Realign+ package of service improvements.</p>
<b>DB18</b>	Overall, commenters appreciate the restoration of DB18, specifically in reviving the connection between East Oakland and North Oakland/Berkeley. One commenter requested extension to Rockridge BART to improve access from Montclair Village. Commenters noted the need for improved connections on Park Blvd.	<p>Rockridge BART is constrained for adding additional lines or layover locations. Staff will add look into connections between Montclair and Rockridge BART as part of vision planning efforts.</p> <p>As bus operator staffing increases, more service is proposed to be added on Line DF18 as part of the Realign+ package of service improvements.</p>
<b>DB19*</b>	Most commenters expressed concern with the reduced frequency of DB19 and frustration over lack of direct and frequent access throughout Alameda. Commenters do not believe hourly access to Kaiser is adequate. One commenter living on Buena Vista Ave appreciates the connection to the Piedmont Ave retail hub. One commenter suggests cutting DB19 across the tube due to redundancy and	<p>Line DF19 proposes to serve the existing Line 19 alignment between Fruitvale BART and Downtown Oakland (so it will not be extended to Kaiser Oakland and the Piedmont Ave retail hub). Service will no longer terminate on Seminary Ave.</p> <p>With the proposed Line DF51A recommendation, a one-seat ride from Alameda to Kaiser Oakland will be retained.</p>

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	low use by the Research Park as a potential solution to improving frequency.	
DB20*	Commenters are content that there is still access to Park Street, but would prefer more frequency and reliability, with a specific suggestion for more frequency at peak times. One commenter would like DB20 to stay on Webster Street. A commenter expressed that in their conversations with operators it seems as though there are many sick calls and that operators don't like the route.	Line DF20 proposes to deviate from part of Webster St and serve more of Alameda's west end to better serve the Equity Priority Community in Alameda Point and improve overall crosstown service in Alameda.
DB21*	DB21 was one of the most highly commented-on lines. Alameda residents are keen on keeping direct bus service to the airport, citing the tedious and expensive process of a bus to BART route for both travelers and employees. Also, one commenter noted that current frequency eliminates DB21 as a viable option for Bay Farm kids to get to school.	The airport segment of Line 21 is proposed to be eliminated due to low ridership and to free up resources to improve service reliability and frequency in other parts of the network with greater transportation needs.  No changes are proposed to Supplemental Service to School lines, so Bay Farm students still have the option to take Lines 631 and 687. Line DF21 remains an option for those near Island Dr/Mecartney Rd.
DB27	Concerns surrounded access for BART connections, work commutes, a family's childcare provider, and affordable housing. Once comment suggested a loop around Berkeley campus as well.	The proposal will provide service to the Ashby and Downtown Berkeley BART stations. As part of vision planning efforts, staff will include additional possibilities for getting around the Berkeley campus.
DB28	Commenters appreciate increased frequency, but one notes unreliable BART connections at Bayfair Station.	It is not always possible to ensure that every bus trip is timed to meet at BART trip, but staff will be evaluating the schedule to maximize potential connections.
DB29*	Comments express appreciation for DB29 restoration and the connection between Emeryville and Rockridge. One comment requests 20 minute frequency during peak times to improve commuting for Crocker Highlands residents. Commenters expressed excitement about bus service to Alcatraz but were disappointed about decreased frequency on the line.	As a cost neutral plan, it is not possible to improve frequency on Line 29 unless a service cut is made elsewhere. Staff recommend adding improved service to Line 29 when operator resources are available.

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<b>DB33</b>	Overall, commenters are disconcerted about the elimination of DB33, which provides important direct connections. Concerns include: a school on Highland Ave. to St. James Drive, Harrison Street to Downtown, west to east side of the Lake, Piedmont/Harrison to Montclair, and general commuting.	Staff identified very few through riders from east to west on the existing Line 33. Line 18 and 88 will provide frequent connecting services around the lake and to downtown.
<b>DB34</b>	One comment requests more buses and another requests a better connection from DB34 to DB97 at Lewelling and Hesperian in the mornings.	No additional buses proposed for addition given a lack of additional operators.  Staff will be evaluating schedules and can keep an eye on the connection at Lewelling Blvd and Hesperian Blvd.
<b>DB35</b>	One rider expressed frustration that service along Fairmont runs only on weekends; one rider expresses frustration with line changes in general.	Adding service along Fairmont Dr on weekdays would require additional resources.
<b>DB36</b>	One commenter appreciates the connections to Rockridge BART, though wishes it extended further, and suggests staggering DB36 with DB27, to improve travel in their direction. Another comments that the DB36 extension is not an adequate replacement of DB79 service to Redwood Garden senior apartments.	The changes to DB36 is to provide new connections between UC Berkeley and connect Equity Priority Communities to Rockridge BART.
<b>DB40</b>	Riders of DB40 expressed appreciation for the new plans and no critiques of this line.	
<b>DB45</b>	This line received one comment about ongoing complaints regarding disruptions caused on Hillmont; suggests routing Edwards to 580 to Kuhlne to Seminary. There was another comment about the irregularity of the line.	Line DB45 includes continued service on Hillmont to provide service to area residents rather than bypassing Hillmont between Seminary and 73rd Ave/Edwards.

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<b>DB46L</b>	This line received a single comment requesting more frequency to improve low income access to the zoo.	Staff will take this feedback and incorporate in its vision planning efforts.
<b>DB51A*</b>	While there were some people in support of the consolidation of 51, many were upset about the changes and the elimination of 51A service into Alameda. One commenter noted delays and requests increased reliability.	<p>Existing lines 51A and 51B to be maintained as is. Original proposal would eliminate transfers at Rockridge BART for those traveling between College and Broadway corridors which would improve accessibility while offsetting with potential reliability impacts by making combined line shorter than previous Line 51. Would maintain high frequency service in Alameda, require transfers in downtown Oakland for those traveling between Alameda and points on the Broadway corridor in Oakland, including Oakland Kaiser.</p> <p>Staff interpreted community and operator feedback as mixed to the proposal, with notable objections coming from City of Alameda residents, comments made by individuals with disabilities at the AC Transit Board meeting, and moderate support from constituents.</p>
<b>DB51B*</b>	While there were some people in support of the consolidation of 51, many were upset about the changes and the elimination of 51A service into Alameda. 51B change has less comments than impact on 51A.	<p>Existing lines 51A and 51B to be maintained as is. Original proposal would eliminate transfers at Rockridge BART for those traveling between College and Broadway corridors which would improve accessibility while offsetting with potential reliability impacts by making combined line shorter than previous Line 51. Would maintain high frequency service in Alameda, require transfers in downtown Oakland for those traveling between Alameda and points on the Broadway corridor in Oakland, including Oakland Kaiser.</p> <p>Staff interpreted community and operator feedback as mixed to the proposal, with notable objections coming from City of Alameda residents, comments made by individuals with disabilities at the AC Transit Board meeting, and moderate support from constituents.</p>
<b>DB52</b>	Most comments were expressing frustration over issues with the 52 during this past spring semester.	Line 52 frequency will improve to 15 minutes; staff expects improvements in service reliability as major construction winds down in University Village.

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<b>DB54</b>	Very few comments on DB54, one rider requested an earlier start to service.	Staff will look into earlier service on Line 54. Existing line starts at 6 AM in line with Board Policy 545.
<b>DB56</b>	A single comment was received noting that changes will mess up 30 minute frequency along Huntwood Ave between Union Landing and Industrial Pkwy.	With DF56 proposed to operate every 40 minutes instead of every 60 minutes, the frequency along Huntwood Ave between Union Landing and Industrial Pkwy (with DF41 and DF56) should be improved to 24 minutes.
<b>DB57</b>	A single comment was received requesting a return to 15 minute service. Another comment was made about extending service closer to the Amtrak station.	The new Realign plan maintains 15 minute service on Line 57, 7 days a week.
<b>DB60</b>	Overall, commenters are concerned about the infrequency of service, especially for education access (CSUEB, Hayward High, Chabot College), and request at least 30 minute frequency on weekdays. They also note current reliability issues.	No additional frequency is proposed for addition given a lack of additional operators.  One Realign Strategy is to improve reliability with focused improvements where on-time performance (OTP) is less than 70%. We will make sure to monitor all routes for changes in reliability, including DF60.
<b>DB62</b>	The few comments request more frequency during peak commuting hours. Another commenter suggests later runtimes to accommodate pm commute times.	Staff recommend restoration of 15 minute service on Line 62 when operator resources are available. Span of hours are maintained to go to midnight for Line 62.
<b>DB65</b>	This line received many comments strongly opposed to the reduction of service that would affect access to schools, the Berkeley Hills, Tilden Park, and Grizzly Peak. Comments request extended service for the weekends and later hours during the week. Other comments thank the newest draft plan for keeping DB65.	This route was eliminated due to low ridership and to free up resources to improve service reliability and frequency in other parts of the network.

Line	Comment(s) Received	Response
<b>DB67</b>	Highly commented-on line with opposition to service cuts. Berkeley Hills residents are concerned about access to schools, jobs, BART, senior service, and general community access without a car.	This route was eliminated due to low ridership and to free up resources to improve service reliability and frequency in other parts of the network.
<b>DB71</b>	Commenters like that the line will stay the same, but one noted current reliability issues.	One Realign Strategy is to improve reliability with focused improvements where on-time performance (OTP) is less than 70%. We will make sure to monitor all routes for changes in reliability, including DB71.
<b>DB72</b>	A commenter notes that the 72 is currently unreliable at night. Another commenter asked why the line is so slow.	Resources (i.e. more buses, schedule tweaks) are being added to DB72 and DB72M to improve reliability.
<b>DB72M</b>	DB72M is only mentioned in relation to comments about DB72R, asking not to cut service to any 72 buses.	See DB72 and DB72R responses.
<b>DB72R</b>	This line received many comments with concern about the reduction in service, especially since it is supposed to be a rapid line. Commenters rely on DB72R for fast and reliable service to work and San Pablo Avenue. Consistent with comments from outreach events as well, who had concerns about currently punctuality and speed.	DB72R's frequency is decreasing in order to improve service reliability on this corridor and in other parts of the network.
<b>DB73*</b>	This line received few comments. One commenter suggested routing up 69th to International instead of Hamilton due to safety concerns, and another requested timed transfers with the 1T.	Due to the frequency of both lines it is not possible to time transfers between the 73 and Tempo. Staff conducted field tests for Line 73 on 69th Avenue and due to speed bumps it is not safe to operate regular bus service on that street.
<b>DB74</b>	Commenters had a few concerns with DB74, including reliability, connection to Orinda BART, and alignment with ferry schedules. One commenter opposes the ending at Olinda, since they are disabled and would now need to schedule paratransit for access.	One Realign Strategy is to improve reliability with focused improvements where on-time performance (OTP) is less than 70%. We will make sure to monitor all routes for changes in reliability, including DB74.  DB74's route ends at Olinda because the segment between Valley View Road and Castro Ranch Road has low ridership. This will provide faster trips from De Anza Senior High

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		<p>School to Richmond and improve reliability over the entire line.</p> <p>Line 74 used to go to Orinda BART through grant money, which ran out. At this time, AC Transit does not have the resources to extend DB74 to Orinda BART. This extension will be included in vision planning efforts.</p>
<b>DB79</b>	A commenter remarks on the first bus of the day being unreliable for Berkeley High Students.	Staff will continue to monitor and coordinate schedules to meet City of Berkeley resident and student needs as resources are available.
<b>DB86</b>	A commenter suggests to improve or add service on Clawiter Road, as there is new development nearby.	DF86 only proposes the addition of service on Clawiter Rd south of Depot Rd. Staff will take this feedback and incorporate in developing its vision plans.
<b>DB88</b>	Overall, commenters approve of changes to DB88.	
<b>DB93</b>	One comment was made about addressing route reliability.	One Realign Strategy is to improve reliability with focused improvements where on-time performance (OTP) is less than 70%. We will make sure to monitor all routes for changes in reliability, including DF93.
<b>DB96</b>	Commenters suggest increasing frequency and covering more area around Alameda.	Adding this service would require additional resources.
<b>DB97</b>	Received few comments but one commenter suggests extending effective service hours from BART to Hesperian corridor and coordinating with Union City Transit to balance out service on the Alvarado-Niles Rd - Dyer St corridor, especially on weekends.	We are proposing to improve the service hours for this line, to start one hour earlier (5:00 AM) and end one hour later (12:00 AM) on weekdays. On weekends, service is proposed to extend to 12:00 AM.



Line	Comment(s) Received	Response
DB99	Commenters suggest maintaining the 99 as is. Other commenters suggest more accurate timing, including timed connections for BART.	<p>The intent of the proposed 10/99 changes was to eliminate the transfer for those going to or coming from south of Hayward, and to improve frequency to better support the growing transit-oriented corridor serving Equity Priority Communities along E 14th St and Mission Blvd.</p> <p>It is not always possible to ensure that every bus trip is timed to meet at BART trip, but staff will be evaluating the schedule to maximize potential connections.</p>
DB200	Comments express approval of current plan.	
DB212	A commenter expressed concerns about the elimination of this line.	This line is not proposed to be eliminated - it will be extended to Milpitas BART, and no longer serve Pacific Commons. Line DF239 will now provide service to Pacific Commons from both Fremont BART and Warm Springs BART.
DB215	A commenter expressed concerns about the elimination of this line.	<p>This line was eliminated due to low ridership and to free up resources to improve service reliability and frequency in other parts of the network.</p> <p>A new microtransit service is being considered to provide replacement service to areas currently covered by Line 215.</p>
DB216	One commenter on Hickory Way in Fremont noted that the connection to Union City BART is now more difficult; others emphasize the importance of this connection being properly timed. Another commenter approves of the changes.	Feedback has been noted; these comments will be helpful in shaping the scheduling process.
DB217	Commenters expressed concern about reduced frequency that affects South Fremont BART connections, elimination of connection between Warm Springs and Ohlone College, and the lack of direct connection between Vineyard Hills and Great Mall. Other commenters approve of the changes.	This will continue to operate every 30 minutes and provide direction connections between Fremont BART, Ohlone College, and South Fremont/Warm Springs BART as it currently does. This line will still travel along Mission Blvd and provide a connection to Vineyard Hills, but getting to Great Mall will require a transfer to DF212.
DB232	A commenter suggests increasing frequency.	No additional frequency is proposed for addition given a lack of additional operators.

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<b>DB239</b>	One commenter requested to keep the route the same to retain the stop at Dixon and Milpitas, the closest stop from a VTA Bus 66, which they use to get to work near Tesla. Another commenter asks to maintain service on Mission Blvd and Grimmer Blvd in the Weibel area.	No changes are being made to DF239.
<b>DB251</b>	A single comment was received; the commenter suggests at least 30 minute frequency for DB251 for better access to Fremont BART and grocery stores along Mowry Ave.	No additional frequency is proposed for addition given a lack of additional operators.
<b>DB299</b>	Commenter emphasizes the importance of frequency to connect Union City riders to hospitals in Fremont.	This line will operate every 30 minutes. No additional frequency is proposed for addition at this time given a lack of additional operators.
<b>DB376</b>	Commenters expressed concern about the elimination of DB376 for residents, commuters, and disabled riders.	This line was eliminated due to low ridership and to free up resources to improve service reliability and frequency in other parts of the network.
<b>DB800</b>	A commenter suggests that the 800 serve West Oakland BART going Westbound.	Adding this service would require additional resources.
<b>DB805*</b>	A commenter suggests moving the route off of Hamilton Street due to safety concerns.	Staff performed extensive testing of routing in this area and has made adjustments to reduce turning movements and avoid speed humps where possible.
<b>DBF</b>	Two commenters mentioned that this line could run more frequently, with one specifying more frequent peak service.	Staff has included more frequent service in Realign+ when additional operators become available.