



SR 24-261 Item 3.A.

# Realign



## Updated Approach Options and Timeline

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

THURSDAY APRIL 25, 2024



# 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



# Key Feedback from Jan 24<sup>th</sup> Board

## **Reliability:**

Need better link between proposals and District KPIs

## **Frequency:**

Less frequent service on trunks for reliability ***unacceptable***

Less network coverage ***unacceptable***

## **Equity:**

Cutting service in Equity Priority Communities (EPCs) ***unacceptable***

Transbay service retention means less local service in EPCs



# Staff Recommended Strategy

## Broaden Frequent Network

*Run lines 1T, 6, 10, 18, 20/21, 51, 52, 57, 97, and NL every 15 minutes*

## Improve Reliability (*Customer Focused, Operator Supportive*)

*Focus improvements where on-time performance (OTP) < 70%*

## Tune Frequency for efficiency

*Minor changes (e.g. 15 -> 17 min.) where savings possible*



# Broaden Frequent Network

Needs 38 operators

## Jan 24 Plan:

Lines 1T, 6, 40, 20/21, 51,  
52, 54, 72/72M, 73 & 97

**22%**

of service area residents  
can access 15 minute or  
better service\*

**Add:** Lines 10, 18, 57, NL  
**Less Frequent:** Lines 54, 73

**32%**

of service area residents  
can access 15 minute or  
better service\*

\*Census 2020 population estimates, quarter-mile buffer



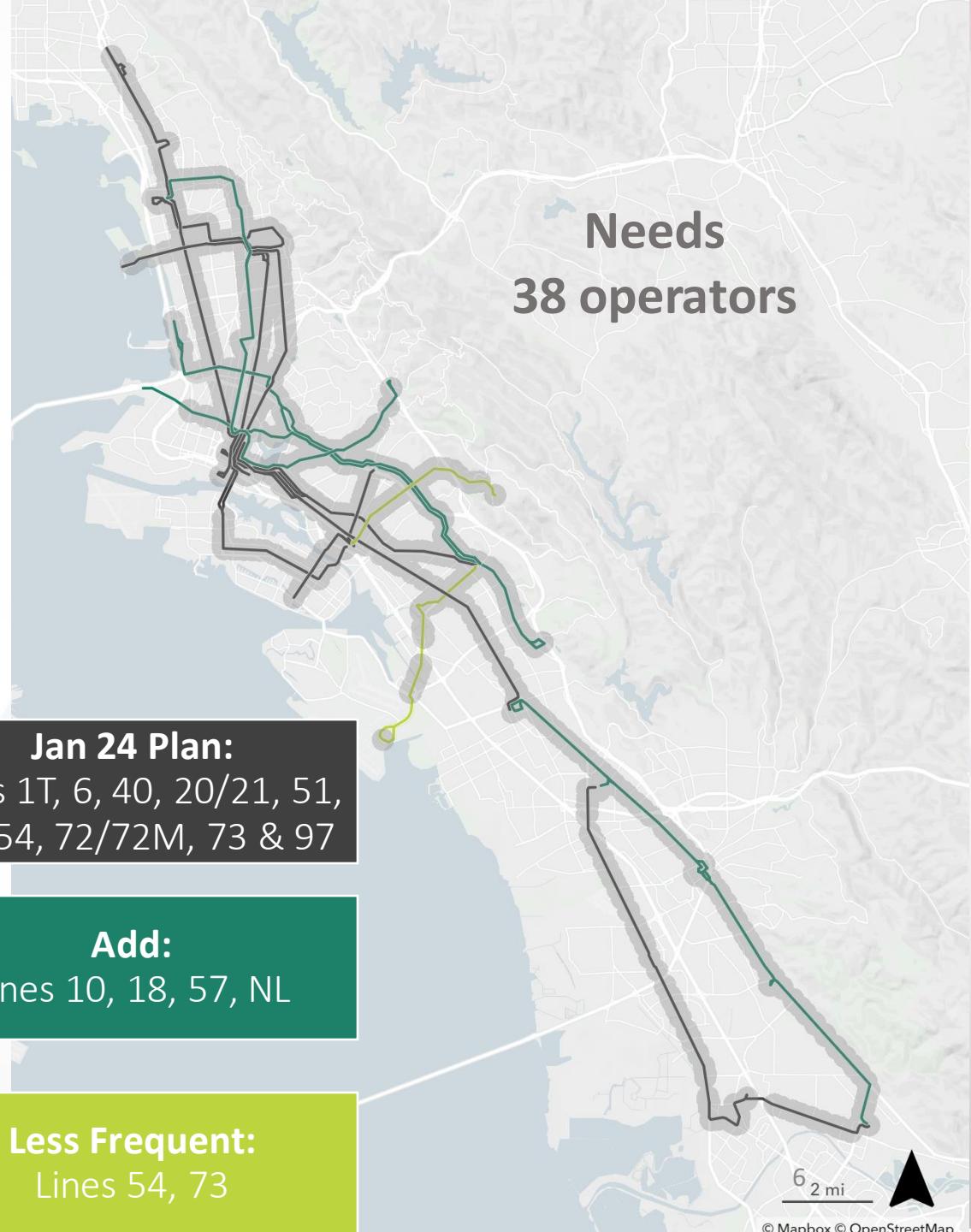
# Broaden Frequent Network

**32%**

of service area residents  
can access 15 minute or  
better service\*

\*Census 2020 population estimates, quarter-mile buffer

+ **166k** people total  
+ **48k** people of color  
+ **38k** < 200% Fed Poverty  
Level



**Less Frequent:**  
Lines 54, 73

**Add:**  
Lines 10, 18, 57, NL

**Jan 24 Plan:**  
Lines 1T, 6, 40, 20/21, 51,  
52, 54, 72/72M, 73 & 97



# Improve Reliability (OTP-focused)

Needs 10 operators

- Data from Fall 2023 show eight local lines (Bus Lines 6, 12, 18, 56, 72M, 72R, 74, and 96) with On-time-Performance (OTP) under 70%.
- Proposal would add a bus into the cycle to allow for additional runtime and/or layover as necessary where significant changes to line were not already taking place (Bus Lines 12, 56, 72M, 74, 96)
- Operator-facing: Identify opportunities to improve end-of-line layover times where feasible to improve reliability and support operators.



# Tune Frequency for Efficiency

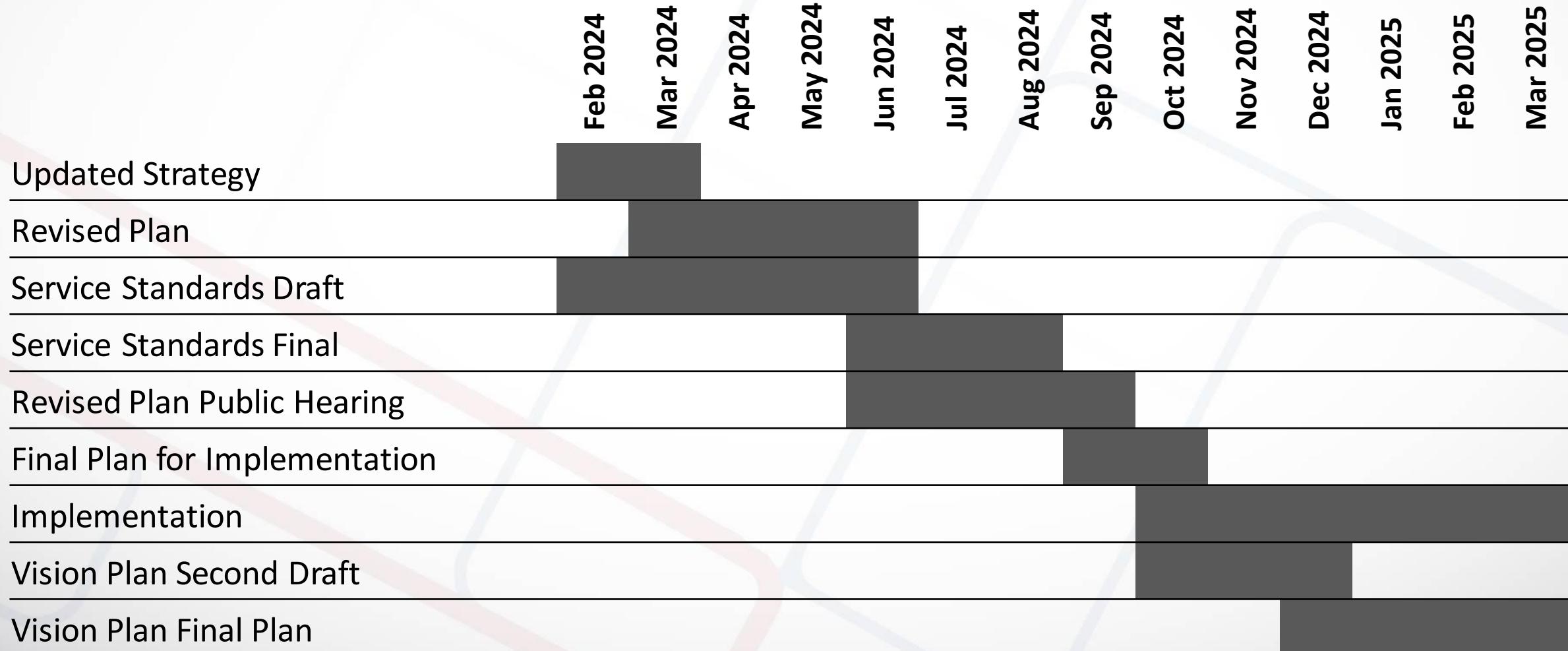
- Clockface headways, while often convenient and more legible, are a luxury with resource constraints and the use of smartphone trip planning.
- Where possible and finding sufficient operator and/or financial resources becomes challenging, staff will reduce frequencies where minor changes (i.e., 15 -> 16 minutes) would yield significant resource savings.
- Examples: Line 46L, which operates at a 62-63 minutes frequency with 1 bus rather than a 60-minute frequency with very long layovers or significant interlining.



# **Project Schedule/ Outreach and Communications**



# Timeline by Task



# Public Outreach and Communications (towards March 2025)

Date	Phase 4 Activity – Outreach, Communications & Engagement, a 2-part process
MAR 13, 2024	<b>Board Meeting:</b> Realign update -- Review/Approve Updated Strategy <b>[APPROVED]</b>
MAY 15, 2024	Public Release of Updated Draft Service Plan / Public Engagement window <u>OPENS</u> (3 Weeks)
MAY 23, 2024	AC Transit Realign Workshop via Zoom – Updated Draft Service Plan Review/Q&A (Public Meeting)
JUN 5, 2024 (5PM)	Updated Draft Service Plan Open House (4PM – 6:30PM) <b>Special Board Meeting: Realign workshop and feedback on updated Draft Service Plan</b> <u>CLOSE</u> public feedback window on updated Draft Service Plan
AUG 7, 2024	<b>Set Public Hearing</b> on draft Final Service Plan / Public Hearing Comment Period <u>OPENS</u>
SEP 9, 10, and 11, 2024	<b>Public Hearing(s)*</b> <ul style="list-style-type: none"><li>• 9/9 at 6PM and 9/10 at 9AM (Two staff-led public hearings)</li><li>• 9/11 at 2PM and 6PM (Two Board-led public hearings)</li></ul>
SEP 11, 2024	Public Hearing Comment Period <u>CLOSES</u>
OCT 9, 2024	<b>Board Decision on Final Service Plan</b>
OCT 10, 2024	Implementation Team begins, scheduling, testing, training, communications development
FEB 2, 2025	Public Information, Education and Communications begin and continue thru March 30, 2025
MAR 2025	<b>Implement new Network Service Plan</b>



# Public Outreach and Communications (through June 5th)

**March 13th**

**Board Meeting**  
Board Reviews/Approves  
Updated Strategy

**April-May**

**Updates** available  
online

**May 15th**

**Plan Preview** in  
Market;  
outreach begins

**June 5<sup>th</sup>**

**Special Board  
Meeting;** comment  
period/outreach  
closes

Five weeks for promotions

Three weeks for outreach

eNews / Social  
Media

Promotions  
on Buses

Realign Project  
Webpage

Media Ad Buys

Route Profile  
Books @  
Libraries

City Council  
Announcements

Pop-ups at Bus  
stops & onboard  
Buses

CBO Hosted  
Events

Lived  
Experience  
Advisory Group

AC Transit  
Realign  
Workshop\*

\* Public Workshop on 5/23/2024 @ 6pm via Zoom.