

Board Member Comments (9/25/24)			Staff Response
1	Shaw	Desired clarity on the definition of Equity Priority Communities (EPCs) is and suggested that clarity to be explicitly included in the document.	Staff has taken language from MTC defining EPCs and embedded it with modifications to fit the AC Transit context within the standards document.
2	Shaw	When we talk about the level of service according to development characteristics -- and different communities' funding levels -- does that come into play in the standards?	The standards don't explicitly include different funding levels but rather outline priorities for places we serve within the District with service levels above minimums based around productivity, crowding, and other performance data points mentioned in the standards.
3	Shaw	In terms of corrective actions, would free shuttles have a difference in some of these? Should we be looking at other services offered by others?	With the active performance-based approach outlined in the standards, if, for example, staff would see if a competing free shuttle would be negatively impacting a service's performance and would investigate the root cause and potentially pursue corrective actions per the standards. These could include pursuing new partnerships with funding partners, service reductions to maintain performance at acceptable levels, or other strategies to identified in the standards.
4	Shaw	On the low performing service, we don't talk about destination reviews, maybe we're not serving the right areas if we're seeing low ridership.	The Service Warrants section discusses the network role and market opportunities with respect to designing our network and individual lines within that network, covering these kinds of themes. Additionally, the Route and Potential Improvement Actions section also covers this -- destinations would be covered in segment-level analysis, which looks within a route to see which parts of a route are generating the most passenger activity and productivity. Through pilots, the District can investigate potential ridership opportunities with new services or extensions to existing services and then monitor performance according to the thresholds in the standards to make a decision about continued service.
5	Shaw	Should this be where we define what a pilot is?	The standards establish a Period of Performance for a new service of two years. This comes in addition to federal Title VI regulations, which stipulate that the District must hold a public hearing and conduct a Title VI analysis within a year of instituting a new service pilot, and there must be affirmative board action to continue the service past the one-year mark.

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6	Peeples	Is the policy aimed to be used with different funding levels, including the aspirational not fiscally constrained scenario?	The policy aims to scale to the available amount of funding we have.
7	Beckles	Some of the key metrics may have been removed -- we run some pretty frequent lines, workers were expressing that a 6 minute spread means that we could be leaving the start of the line bunched or if we're meeting our on-time performance goals, how can we do better in a data-driven way.	Staff has incorporated on-time performance metrics in the standards, which includes an increase in the overall on-time performance standard relative to existing KPIs and a new first timepoint departure metric.
8	Walsh	What does the public engagement look like? Could do some smaller focus groups and targeted sessions. Wanted to make sure that key stakeholders would be engaged so we can put together a document that will stand the test of time.	Staff conducted focus groups with the stakeholder groups outlined in the report, with comments summarized in the report.
9	Walsh	Why are we still looking at this big distinction between weekday and weekend? Is that still what we're looking at?	With the Fall 2025 sign-up weekends will look more like weekdays in terms of spans based on the feedback we heard as part of our outreach and engagement process but in order to find resources for significant investments for more frequent service, the District would have to cut more frequency on weekdays. The District also sees more significant crowding on weekdays. With the performance-based approach proposed staff can look more critically at all day types and determine what makes the most sense on a line-by-line basis.
10	McCalley	Have we applied what's being proposed under Realign and if so, would it impact what is being proposed under Realign?	An overview of changes provides some details about what service might look like under Realign, in addition to how the existing service complies with the proposed standards.
11	Syed	Wanted to see how the standards would impact what is being proposed under Realign.	An overview of changes provides some details about what service might look like under Realign, in addition to how the existing service complies with the proposed standards.
12	Syed	The standards will guide how we cut service in the future -- would want to better understand how that would look.	The overview provided shows how staff might engage in identifying low performing services, which could aid in the process of determining efficiencies that could possible be made.

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13	Syed	Have we run the numbers how the District looks according to these standards?	An overview of changes provides details about how the existing service complies with the proposed standards.
14	Syed	What reliability standards have been included here? Are there any metrics proposed? What do other agencies do?	Staff has incorporated on-time performance metrics in the standards, which includes an increase in the overall on-time performance standard relative to existing KPIs and a new first timepoint departure metric. This is based on our peer review, which was included as an attachment to SR 24-384.
15	Syed	How well do the standards apply to the visionary plan?	Staff has included an overview of how well the District currently complies with the aspirational standards for the Primary Route Network (PRN).
16	Syed	Microtransit policy merits more analysis and a pilot policy needs to be developed to support the service standards. Concerned about planning for higher cost microtransit.	Staff will address microtransit metrics and policy with a future Board update pending more work on the operating configuration and a software procurement. This feedback, in addition to that received from members of the public, will be incorporated in any future policy revisions that come back to the Board.
17	Syed	Question about on-time performance -- have staff considered on-time performance metrics that really focus on the first timepoint of a line? This may be more appropriate as a metric that is incorporated as an internal KPI rather than in the standards.	Staff has incorporated a metric for first timepoint departures in the standards, which includes an increase in the overall on-time performance standard relative to existing KPIs and a new first timepoint departure metric. More detail is provided in Attachment 5.