



Agenda Planning Request Form



No Instructions

Complete this form for any new or amended Agenda Planning (AP) Request. Each request requires the endorsement of **at least three (3) Directors** (including the requestor). Directors are limited to a **maximum of fifteen (15)** AP requests per calendar year, with no more than two requests made per meeting. AP requests are non-transferrable to any other Director and any “unused” AP requests shall not be carried over to the next calendar year. Requests for presentations by individuals or organizations outside of AC Transit are excluded from the AP request limit.

Prior to making a request, Directors shall make their best effort to discuss the item with the General Manager, a member of his/her Executive Staff or appropriate Board Officer in advance of the Board meeting at which the request will be made.

AP Request Forms are due to the District Secretary no later than 5:00 p.m. on the Wednesday one week prior to the scheduled Board meeting in order for the form to be included in the agenda packet. Email completed forms to districtsecretary@actransit.org

Information

Directors Name:	Meeting Date the AP Request will be presented:		
Jean Walsh	August 2025		
This Request is:	<input checked="" type="checkbox"/> New <input type="checkbox"/> Amended	Include in the GMs Report:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Type:	<input type="checkbox"/> Action <input checked="" type="checkbox"/> Briefing	Expected Staff Report Due Date (if known):	
Discussed w/ GM, Board Officer or Exec Team Member:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Item Description: (Please be thorough. Attach additional information if needed.)

Detours, while often unavoidable, make transit unreliable and negatively impact the rider experience when not communicated effectively.

Board policy 544 was amended in 2024 to include more information about how staff communicate detours. The policy identifies short term detours that happen with too little notice to be reflected in publicly available scheduling data, and long-term detours, which last at least one service adjustment/sign up period of more than three months.

The board received a staff report about communicating short term detours in May 2025. The report identified many obstacles to notifications of service disruptions and committed to bringing back another report with updates on improvements in one year.

The board would like to better understand the scale of the issue of short term detours so that progress can be measured over time. Just as we have key performance indicators for on-time performance and service operated, we should have data on detours and how they are communicated to riders.

Please provide data on short term detours including the number, duration, lines affected, type of detour, and number of stops affected over a sample period of 3-6 months. Please include whether or not a “dynamic detour” was created for each incident to enable a service alert to appear in mobile transit apps. Please also include whether road supervisors were able to place signage at the affected stops. This information will help the Board understand how frequently unplanned detours are happening, whether there are any common issues that might be able to be addressed, how riders are affected, and will identify communication gaps. Tracking this data over time will enable us to measure our progress.

This data should accompany the follow up report coming to the board in May 2026.

Purpose:

The Board will better understand the extent to which short term detours are affecting riders and how they might be affecting ridership. With this information, we can identify any new policies that might be needed to improve the customer experience which in turn will increase ridership and customer satisfaction.

What will be accomplished/desired outcome:

Improved detour notifications will lead to a better customer experience and better overall customer satisfaction.

For Office Use Only

Information on requested additions by Board Members:

Click or tap here to enter text.

Concurrence By: Beckles Walsh Syed McCalley Shaw Young Peoples

Tracking Number (if applicable): Click or tap here to enter text.