



Realign^{▶◀}

SR 23-250c
Att.1.

Revised Guiding Principles

AC Transit Board of Directors Meeting

WEDNESDAY SEPTEMBER 13, 2023



Realign Project Phasing



On-going emphasis on equity and transparency in all project phases and communications

Guiding Principles

Equity

Provide a network that prioritizes services for communities who need it the most.

Reliability

Provide bus service that is reliable and predictable.

Frequency

Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.



What we've heard from the Board

- **Reliability:** this is critical!
- **Access:** consider access to destinations, opportunity, healthcare?
- **Sustainability:** consider service that gets people out of their cars?
- **Connections:** mixed opinions about reconciling interconnected network efforts
- *Incorporate **Visionary** plan*



What we've heard from outreach

- **Reliability:** this is critical!
- **Frequency:** not enough service!
- **Recovery:** bringing back pre-pandemic service levels
- **Safety:** wait experience, or walk experience.
- **Connectivity:** improved connections between routes and with BART



Frequency/Coverage – How Much?

More frequency?

More coverage?

Stay the course?



Frequency/Coverage – How Much?

More frequent
More coverage?
No Clear Mandate
Same course?



Guiding Principles

Proposed Revisions

Guiding Principles as a Measuring Stick

- Lack of definitive guidance on Frequency-Coverage values debate
- Guiding Principles aren't mutually exclusive
 - Can't group alternatives by each guiding principles theme
- Use guiding principles as tool for educational public discourse
 - Show frequency-coverage options, show specific implications



Ridership/Coverage Focus Three Plan Options

Stay the Course

More Frequency, Less Coverage

Visionary: More Frequency, More Coverage

Equity

Provide a network that prioritizes mobility for communities who need it the most.

Intent

- Provide the greatest level of service where the greatest concentrations of mobility need exist.

Goal and Metric

- Focus service within MTC Equity Priority Communities (EPCs) within AC Transit service area.
- **Improve access to jobs, groceries, medical facilities for Equity Priority Communities, comparing peoples' access to destinations for existing and proposed networks.**

Frequency

Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.

Intent

- Provide the greatest level of service where the greatest concentrations of mobility need exist.

Goal and Metric

- Focus service on higher-density areas according to ridership demand.
- **Improve peoples' access to the frequent network (every 15 minutes or better) for existing and proposed networks.**

Reliability

Provide bus service that is reliable and predictable.

Intent

- Provide adequate redundancy in operating resources to ensure that trips that are scheduled are operated.

Goal and Metric

- Added buffer in schedules to account for traffic congestion or unforeseen delays.
- **Match scheduled service levels to real-world operator availability, even if that means service reductions.**
- **Codify standard operating procedures for delay management.**

Next Steps

1

Develop Plans
+
Learn Rider
Needs

Mar-Jun 2023

2

Aligning
Guiding
Principles with
Community
Assessment

Jul-Aug 2023

3

Develop
Service
Scenarios
and Gather
Feedback

Sep-Dec 2023

4

Draft Final
Service Plan
and Plan
Adoption

Jan-Apr 2024

5

Develop
Service
Standards
and Inform
Riders about
Service
Changes

Apr-Sep 2024

On-going emphasis on equity and transparency in all project phases and communications

Phase 2 Engagement Summary





Phase 2 Engagement Summary

47 Events
914 Touchpoints
1 Trilingual digital workshop



Phase 2 Engagement Summary





Phase 2 Engagement Summary



We are updating our bus network
Help build our future transit service
at actransit.org/realign

Contact Us
(510) 267-5631



Estamos actualizando nuestra red de autobuses
Ayúdanos a construir nuestro futuro servicio de transporte
en actransit.org/realign

Comunicate con nosotros
(510) 267-5632

Website Page views: 2,116 total

- ACT Transit Realign: 1,740
- Realign: What We've Learned: 376

Social Media Performance (impressions/engagements)

- Twitter: 7,007/137
- Facebook: 4,565/167
- Instagram: 510/22



Realign^{▶◀}

Questions?

Help build our future transit service at
actransit.org/realign

Equity

Provide a network that prioritizes mobility for communities who need it the most.

Background

- Cost of living, displacement, and gentrification make staying local difficult for low-income households.
- The service area is aging with fewer and fewer youth under 18.
- Community members mentioned the need for weekend, early morning and late evening schedules for those with nontraditional work hours.

Intent

- Provide the greatest level of service where the greatest concentrations of mobility need exist.

Implementation

- Focus service within MTC Equity Priority Communities (EPCs) within AC Transit service area.
- Maintain or increase service within these areas, with the goal of providing high-frequency service (15 minutes or better) for all EPCs.
- Frequency or hours of operation may be reduced; suspended lines outside of EPCs would not be restored.

Reliability

Provide bus service that is reliable and predictable.

Background

- 39% of survey respondents identified reliability as an improvement area (the single most-mentioned area).
- Riders shared in person that they feel AC Transit bus service is unreliable and unpredictable.
- These trends track with continued operator availability issues.

Intent

- Provide adequate redundancy in operating resources to ensure that trips that are scheduled are operated.

Implementation

- Added buffer in schedules to account for traffic congestion or unforeseen delays.
- More resources spent on existing service means fewer resources available to increase service frequencies, expand hours of operation, or operate other existing service.
- Reductions in service levels may occur to ensure that trips can be delivered consistently and reliably.

Frequency

Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.

Background

- Survey respondents marked more frequent service as the number one improvement that could improve their travel.
- Denser neighborhoods beget more riders, for AC Transit, most high ridership lines are in the densest parts in the system.
- Feedback from engagement efforts underscored the importance for frequent service on busier routes throughout the week.

Intent

- This principle is intended to provide the highest frequency service where the greatest demand exists while maintaining a network of high-frequency corridors (15 minutes or better) that includes all Planning Areas.

Frequency

Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.

Implementation

- Focus service on higher-density areas according to ridership demand. Pre-pandemic service levels may be restored where demand exists.
- Implementation of frequent service to be balanced against geographic coverage, with at least one high-frequency corridor maintained in each sub-area.
- Transbay routes and school routes prioritized within Equity Priority Communities, but some routes may be reduced in favor of providing high-frequency service where the highest demand exists.
- Microtransit or other alternatives to fixed-route service may be explored in areas with low ridership.



Frequency/Coverage
~~Three~~ Four Options

More Frequency

More Coverage

Stay the Course

More Frequency, More Coverage