

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 4/26/2023

Staff Report No. 23-250

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager/Chief Executive Officer
SUBJECT: Realign Network Plan Update

BRIEFING ITEM

AGENDA PLANNING REQUEST: ☐

RECOMMENDED ACTION(S):

Consider receiving an update on progress, next steps, and upcoming engagement opportunities associated with Realign - the District's system-wide service planning effort.

Staff Contact:

Ramakrishna Pochiraju, Executive Director of Planning & Engineering

Beverly Greene, Executive Director of External Affairs, Marketing & Communications

STRATEGIC IMPORTANCE:

Goal - Convenient and Reliable Service

Initiative - Service Quality

The Realign planning effort combines a comprehensive review of existing service, robust public and stakeholder engagement, and market research and analysis to craft a new service network for the District that responds to the changing travel needs of the communities we serve and maximizes service within forecast resource constraints. This report provides an update on where the plan is today and critical next steps.

BUDGETARY/FISCAL IMPACT:

There is no fiscal impact associated with this informational item.

BACKGROUND/RATIONALE:

This report is an update on progress associated with the "Realign" system-wide planning effort. AC Transit Realign is an inclusive planning process - supported by a qualified consultant group led by Kittleson & Associates - that is evaluating our existing service network to respond to changing travel patterns with a strategic evaluation of our lines and schedules. This quantitative and qualitative assessment of bus lines in our transit network will utilize data and the feedback of riders and the larger community to develop a new network plan focused on people and equity. Rider and community feedback will help tell us how well our service is currently operating, meeting travel needs, and ultimately how to realign our service while balancing financial and operator workforce challenges in this post pandemic new normal. Our service realignment

process will require analyzing many data sources and evaluating difficult choices to right-size our operations.

AC Transit Realign will also result in a renewed focus around service quality through a review and revamping of AC Transit's service policies and standards, aligning them with industry best practices and current transit conditions. In doing so, AC Transit will be better positioned to equitably plan and deliver a high-quality customer experience for riders now and in the future.

The project is split into five key phases:

1. Learn Rider Needs and Develop Project Groundwork (Mar 2023-Jun 2023)
2. Ensure Guiding Principles Reflect Rider/Community Needs (Jul 2023-Aug 2023)
3. Develop Service Plan Scenarios and Get Feedback (Sep 2023-Dec 2023)
4. Feedback on Draft Final Service Plan and Plan Adoption (Jan 2024-Apr 2024)
5. Develop Service Standards and Inform Riders about Service Changes (Apr 2024 - Sep 2024)

The project is currently in Phase 1 which is focused on learning about how our customers use the service and what they'd like to see from a future network. It also includes evaluation of the performance of the existing system, analysis of the travel market, and a review of origins and destinations of people moving about the service area.

A survey was launched on April 17 and the District has also begun holding Breakfast Briefings in each Ward where the Realign effort is a core part of the discussion. We are also rolling out brand ambassadors, Community-Based Organization partnerships, and District ambassadors to support the survey effort. Finally, the project team is also ramping up a range of in-person engagement efforts, from pop-ups at transit centers to community meetings and survey promotion through elected officials and community based organizations.

ADVANTAGES/DISADVANTAGES:

There is no action associated with this report and as such there are no advantages or disadvantages.

ALTERNATIVES ANALYSIS:

No alternatives were considered to this progress update.

PRIOR RELEVANT BOARD ACTION/POLICIES:

SR 22-502 Network Redesign Timeline Update and Procurement Approval

ATTACHMENTS:

1. Presentation

Prepared by:

Michael Eshleman, Service Planning Manager

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Approved/Reviewed by:

Robert del Rosario, Director of Service Development and Planning

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