

Run Structure and Sign Up Improvements Related to Service Reliability

SR 25-202 Attachment 1

AC Transit Board of Directors

3.26.2025



Background

- Staff routinely receive input from operators and field staff regarding runtime, layover, and run structure issues.
- These locations affect the quality of service for riders and quality of life for operators.
- Staff talked with operators and evaluated schedule data between 2019 and 2023 to identify trends and themes.
- This analysis informed a list of recommendations
- Goal: improve operator quality of life and service reliability.

Overview

- Layover Conditions
- Action Items
 - Runtime Fixes
 - ATU 192 Memorandum of Understanding
 - Meal & Rest Break Improvements
 - Improved Sign-up Process
- Overview of Future Reports

Layover Conditions

- ATU 192 CBA:
 - Layover is 10% of one-way running time + 4 minutes
- COVID-19 changed AC Transit service
 - Fewer revenue trips in 2023 than 2019
- Different operator experience at each Division
- System-wide layover higher in 2023 than in 2019, but lower than 2020.

| Layover Minutes per Trip | | | | | |
|--------------------------|--------------|--------------|--------------|--------------|--------------|
| Division | Fall 2019 | Fall 2020 | Fall 2021 | Fall 2022 | Fall 2023 |
| D2 | 12.54 | 14.42 | 14.24 | 14.69 | 16.07 |
| D3 | 15.11 | 20.76 | 17.55 | 16.76 | 17.41 |
| D4 | 12.00 | 16.66 | 13.91 | 13.93 | 13.85 |
| D6 | 13.87 | 15.52 | 15.49 | 15.66 | 15.85 |
| System | 12.99 | 16.17 | 14.75 | 14.87 | 15.39 |

Action Item #1: Runtime Fixes

- Staff is working with Drivers' Committee to fix runtimes with available resources
- Cost neutral fixes added into each sign-up
- More changes planned with Major Service change in August 2025



IMPROVEMENTS WITH ADDED RESOURCES

| | | | | | |
|----|------|----------|--------|-----|---|
| D2 | 6 | Weekday | Aug-24 | Add | Extended block (No additional operators) |
| D2 | 18 | Weekday | Aug-24 | Add | Added all-day block (2 operators) |
| D3 | 72 | Weekday | Aug-24 | Add | Added PM block (1 combined 72/72M operator) |
| D3 | 72M | Weekday | Aug-24 | Add | Added PM block (1 combined 72/72M operator) |
| D3 | 72R* | Weekday | Dec-24 | Add | Added PM block (1 operator) |
| D4 | 1T | Weekday | Aug-24 | Add | Added all-day block (2 operators) |
| D4 | 1T | Sat/Sun | Dec-24 | Add | Added Weekend block (2 weekend operators) |
| D4 | 51A | Weekday | Aug-24 | Add | Added PM block (1 operator) |
| D4 | 51A | Sunday | Dec-24 | Add | Added Sunday block (2 Sunday operators) |
| D4 | O | Saturday | Dec-24 | Add | Added Saturday block (2 Saturday operators) |
| D6 | 93 | Weekday | Aug-24 | Add | Added all-day block (2 operators) |
| D6 | 56* | Weekday | Dec-24 | Add | Added PM block (1 operator) |

*Line added by DC request

IMPROVEMENTS WITHOUT ADDED RESOURCES

| | | | | | |
|----|------|------------|--------|--------|---|
| D2 | 6 | Week/Sat | Dec-24 | Adjust | Run times/blocking adjusted |
| D2 | 7 | Weekday | Aug-24 | Adjust | Run times/blocking adjusted |
| D2 | 12 | Weekday | Dec-24 | Adjust | Run times/blocking adjusted |
| D2 | 57* | Weekday | Dec-24 | Adjust | Run times/blocking adjusted |
| D2 | 33* | Weekday | Aug-24 | Adjust | Added three peak hour school trippers |
| D3 | 71 | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D3 | 76 | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D3 | 72R* | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D3 | 74* | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D4 | 0 | Weekday | Aug-24 | Adjust | Run times/blocking adjusted |
| D6 | 10 | Week/Sat | Dec-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 28 | Sat/Sun | Dec-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 34 | Wk/Sat/Sun | Dec-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 60 | Weekday | Dec-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 97 | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 99 | Weekday | Dec-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 232 | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 200* | Sat/Sun | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 217* | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |
| D6 | 56* | Weekday | Aug-24 | Adjust | Run times/blocking adjusted (all day types) |

*Line added
by DC request

Action Item #2: MOU

- Earlier June Sign-up with rehang of runs
- Incentive pay for Trunk Line Operators
 - 1T, 6, 10, 18, 40, 51A, 51B, 57, 72s, 97, 99
- Active monitoring for Service Operated KPI to achieve 98%
 - Lines that fail to meet mutual goal will be considered for removal from Incentive Pay eligibility

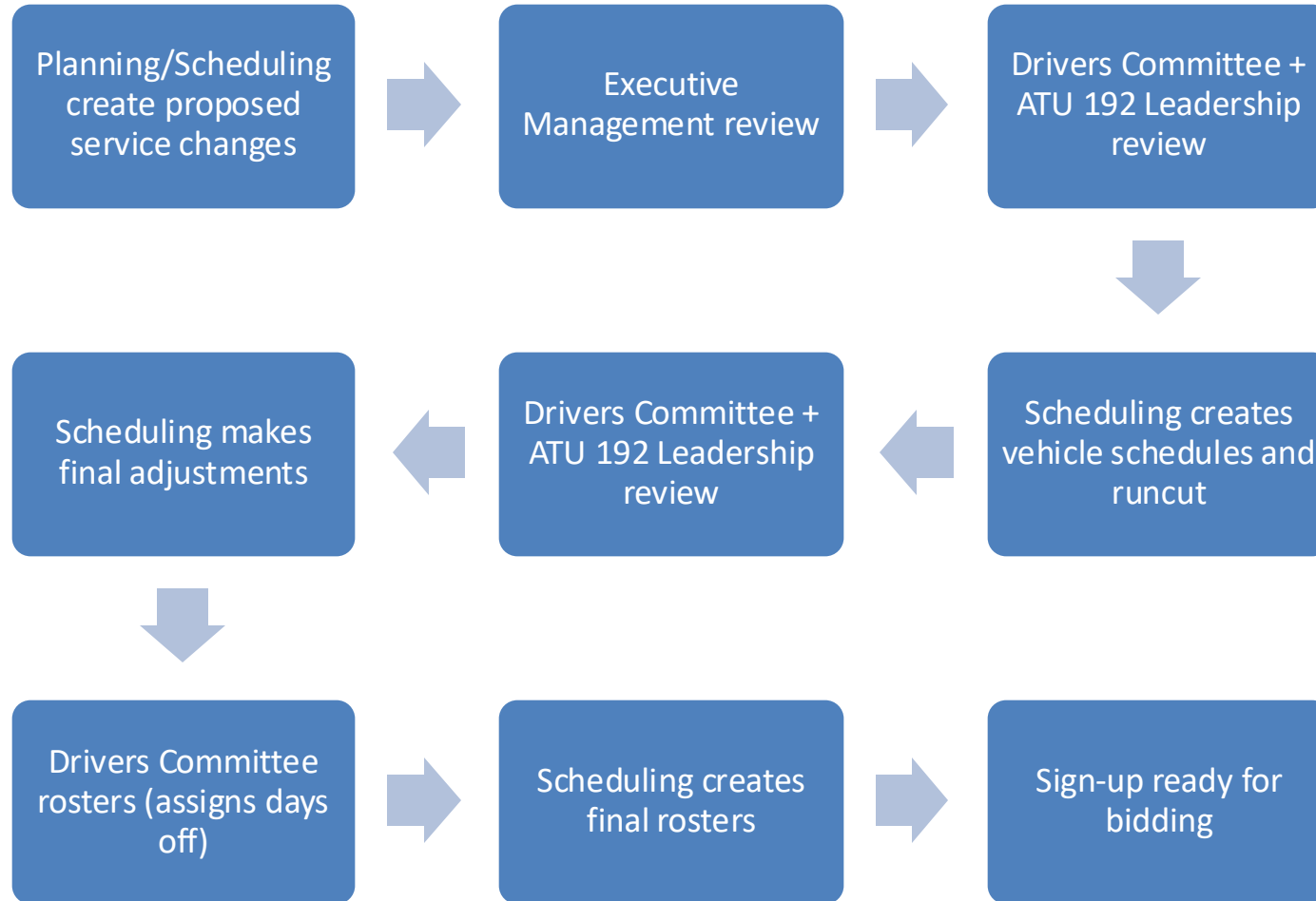
SIDELETTER AGREEMENT BETWEEN
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
(the "DISTRICT")
AND
AMALGAMATED TRANSIT UNION
LOCAL 192 (AFL-CIO)
(the "Union")

Action Item #3: Meal & Rest Break Improvements

- Committee consisting of ATU Leadership, staff, and management
- Targeted and global improvements:
 - December 2023: 24 violations
 - December 2024: 4 violations
- Continued monitoring for future service changes



Action Item #4: Process Improvement



Update Structure

- Staff will update the Board regularly on each focus area.
- Team is evaluating other aspects of operations that affect reliability and workforce quality-of-life.
- Process is continuous, as issues are identified and addressed, new priorities will be set.