



AC TRANSIT REALIGN

PHASE TWO ENGAGEMENT REPORT

JULY 2023 - AUGUST 2023

AUGUST 2023

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Phase 2 Outreach Purpose

The second phase of AC Transit Realign aimed to solidify guiding principles and assess their alignment with community values. To achieve this, focus groups and public engagement events were conducted to gather feedback. This feedback informed AC Transit's potential adjustments or enhancements to these guiding principles.

The draft guiding principles crafted to guide the progression of the project were:

- **Equity:** Provide a network that prioritizes mobility for communities who need it the most.
- **Frequency:** Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.
- **Reliability:** Provide bus service that is reliable and predictable.

Engagement during this phase included two focus groups with two partner Community Based Organizations (CBOs), Community Resources for Independent Living and Black Cultural Zone. Engagement also included a series of pop-up and pop-in events, and a digital workshop which was conducted in English, Spanish, and Chinese. The first Lived Experience Advisory Group (LEAG) meeting was held to inform members of their role, to discuss the draft guiding principles, and to give an overview of upcoming phases of the project.

Outreach Process

After concluding Phase 1 in June 2023, the subsequent phase of outreach for AC Transit Realign took place between July and August 2023. This phase aimed to refine and gather feedback on the guiding principles established to direct the forthcoming stages of the AC Transit Realign project.

In Phase 2, collaborations were solidified with two additional CBOs, for a total of 10 CBO partnerships for the Realign project. Through this collaborative endeavor with CBOs, two dedicated focus groups were held, serving as a platform for inclusive feedback exchange and discussions among community members familiar with or utilizing AC Transit service.

Further engagement with the community was achieved via pop-up and pop-in events, a district-wide virtual community workshop, and the first LEAG meeting. These activities helped us gather insights from a diverse range of community members about the guiding principles and AC Transit Realign overall.

I. Community Engagement Key Performance Indicators (KPIs)

Digital Engagement

- 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

In-person Engagement

- 47 events
- 914 touchpoints
- One trilingual digital workshop and telephone conference held on 8/15/23 with 55 attendees, languages offered: English, Spanish, and Chinese
- Two focus groups with two CBO partners
- First Lived Experience Advisory Group (LEAG) meeting
- Attendance and participation at Board of Directors Workshop on 7/26/23

Digital and Print Promotions

AC Transit produced marketing materials in print and digital formats to promote the Realign project focused on introducing a set of draft guiding principles that align with community assessment and research.

- Website project page (actransit.org/realign)
- Website carousel for Phase 1 (actransit.org)
- AC Transit eNews (3 releases)
- Social media images and promotions via AC Transit's social media channels.
- Promotional flyer
- Ad Cards in 4 languages on buses
- Multilingual informational boards and an activity board on guiding principles
- Print Ads for newsletters.

We are updating our bus network
Help build our future transit service

我们正在更新公交网络
请帮我们共建未来的交通服务

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Community Project Line (510) 267-5631
 社区项目电话 (510) 267-5633

@rideact

(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료언어지원 / मुफ्त भाषा मे सहायता / मदद ही भाषा में मदद / 無料の言語支援 / زبان سے متعلق مدد / مدد سے متعلق / مساعدة لغوية مجانية / Assistance linguistique gratuite / Assistência gratuita para idiomas / Бесплатная языковая помощь / மலிகை உதவியளிப்பதற்கான உதவிகள்

Phase 2 Ad Card in English and simplified Chinese.

Estamos actualizando nuestra red de autobuses
Ayúdanos a construir nuestro futuro servicio de transporte

Chúng tôi đang cập nhật mạng lưới xe buýt của mình
Hãy giúp xây dựng dịch vụ vận chuyển trong tương lai của chúng tôi

ÚNETE A NOSOTROS EN • THAM GIA VỚI CHÚNG TÔI TẠI
actransit.org/realign • realign@actransit.org

COMUNICÁTE CON NOSOTROS • LIÊN LẠC VỚI CHÚNG TÔI

Línea de proyectos comunitarios (510) 267-5632
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Phase 2 Ad Card in Spanish and Vietnamese.

Realign Phase 2: Help Build our Future Transit Service

LEARN MORE

ACT Updates

Realign Phase 2 website carousel at: actransit.org



II. CBO Partnerships

A central focus of AC Transit Realign is ensuring an equitable community engagement approach. The ten Community-Based Organization (CBO) partners will implement at least 10 events in their communities throughout Realign. These events will occur primarily in Phases 2, 3, and 4. Most of these events are expected to be focus groups to enable in-depth conversations with equity communities, with the format determined in collaboration with CBO partners. In Phase 1, four CBOs helped administer surveys and one CBO held a pop-in event for AC Transit Realign. In Phase 2, the CBO partnerships were finalized with the addition of Black Cultural Zone and Trybe, for a total of 10 CBO partners. Two CBO partners held focus groups during phase 2.

The Black Cultural Zone is a collaborative of residences, churches, government agencies, and grassroots organizing and community groups to help keep Blacks in East Oakland and to support thriving neighborhoods. They are based in east Oakland, actively engaging with the African American and larger community of all ages. The Black Cultural Zone held their first hosted Realign event in phase 2.

Trybe is a community nonprofit based in east Oakland with a youth centered mission that also focuses on families. Their philosophy is that the household is what will provide the stability and sustainability needed to transform communities. Trybe plans on hosting at least one Realign event in Phase 3. Below is a listing of all ten CBO partners.

See list on next page →

CBO Partners	Ward	Base Demographics
Oakland Chinatown Chamber of Commerce	2	Chinese & Chinese American Community
Glad Tidings Community Church	4,5	Faith-based, African American , Latinx
Cherryland Community Association	4	Unincorporated Alameda County, Latinx
Community Resources for Independent Living (CRIL)	1,2,3,4,5	Disability community
The United Seniors of Oakland & Alameda County	1,2,3,4	Seniors
The Latina Center	1	Low-income, Latinx
La Familia	1,2,3,4,5	Low-income, Latinx, African American
Genesis	2,3,4	Seniors, youth, faith-based, transportation advocacy
Black Cultural Zone*	2,3	African American
Trybe*	2,3	Faith-based, African American

*CBO partnership finalized during Phase 2

III. CBO Led Focus Groups

In collaboration with CRIL and Black Cultural Zone, the project team arranged focus group meetings on **July 19th** and **July 29th**. In each focus group session, participants were reminded of the AC Transit Realign's purpose, followed by an exploration of the developed guiding principles. Participants were actively encouraged to engage in discussions about the value and impact of each principle, considering its significance for community benefits in the context of AC Transit's network realignment.

- **Community Resources for Independent Living (CRIL)**

Held entirely in Spanish, the CRIL focus group engaged with communities in Ward 4, and the needs of people with disabilities. 28 community members participated. The conversations in this meeting focused on the topic of guiding principles and on how to use and navigate the AC Transit bus system as many were newcomers who would like to ride the bus.

CBO Led Focus Groups (continued)

- **Black Cultural Zone**

This focus group engaged with communities from Wards 2 and 3, primarily capturing residents of East Oakland. An estimated 44 community members participated. In the event with Black Cultural Zone, a significant portion of time was spent listening to concerns about bus service in East Oakland, particularly as it relates to Tempo, leaving limited time to dive into the guiding principles discussion.



Participants engaging at CRIL focus group.



Participants engaging at the Black Cultural Zone Breakfast meeting at Liberation Park.

IV. Pop-up Events

During Phase 2, the engagement team attended existing community events where the team displayed 5 exhibit boards in English, Spanish, and Chinese. Community members could provide comments using post-it notes on the feedback board along with their zip code, sign up for the Realign email list and they could also discuss the project with staff.

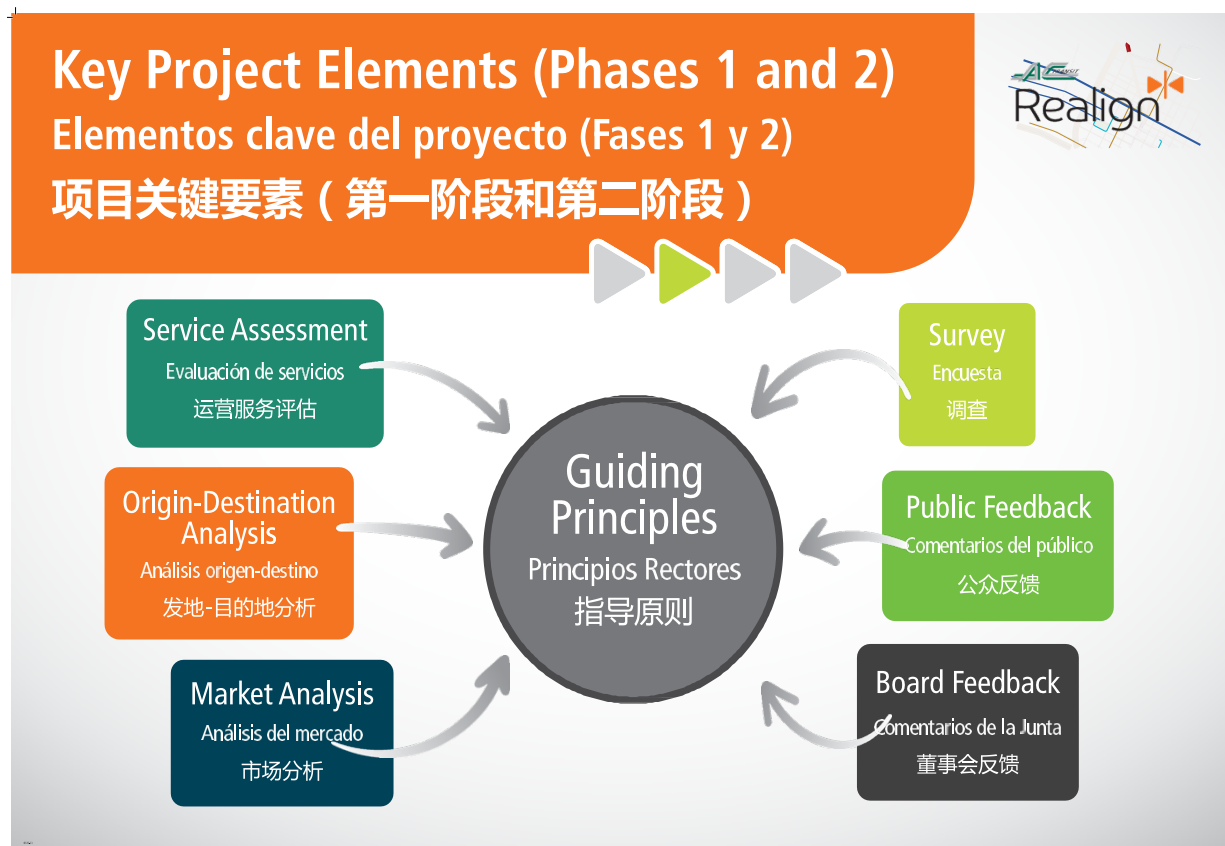
Pop-up Events (Continued)

Informational boards focused on:

- An explanation of how staff integrated key project elements (including both community input and technical work) from Phase 1 to create the draft guiding principles.
- An explanation of each draft guiding principle

The fifth board provided a space for people to leave their feedback. Prompts included:

- Are these guiding principles of Equity, Frequency, and Reliability aligned with your core priorities for bus service?
- Is there anything else that you would like to include or emphasize about Equity, Frequency, and Reliability of bus service in your community?



Board describing key project elements that informed the draft guiding principles.

Pop-up Events (Continued)

<p>Guiding Principle: Principio rector: 指导原则:</p> <p>Equity Equidad 公平</p> <ul style="list-style-type: none"> Provide a network that prioritizes mobility for communities who need it the most. Proporcionar una red de que prioriza a la movilidad de las comunidades que más la necesitan. 为迫切需求出行的社区提供一个优先考虑出行的网络。 <p>Background</p> <ul style="list-style-type: none"> 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. Feedback from engagement efforts underscored the importance of frequent service on busier routes throughout the week. <p>Intent</p> <ul style="list-style-type: none"> Provide the greatest level of service where the greatest concentrations of mobility need exist. <p>Implementation</p> <ul style="list-style-type: none"> 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. <p>Contexto</p> <ul style="list-style-type: none"> El costo de vida, los desplazamientos y la gentrificación dificultan la permanencia en el lugar para los hogares con bajos ingresos. El área de servicio está envejeciendo y cada vez hay menos jóvenes menores de 18 años. Los comentarios de la participación comprometida subrayaron la importancia de un servicio frecuente en las rutas más concurridas durante toda la semana. <p>Intención</p> <ul style="list-style-type: none"> Proporcionar el mayor nivel de servicio donde existan las mayores concentraciones de necesidades de movilidad. <p>Implementación</p> <ul style="list-style-type: none"> Proporcionar el servicio en las Comunidades Prioritarias de Equidad (EPC) de la Comisión Metropolitana de Transporte (MTC) dentro del área de servicio de AC Transit. Mantener o aumentar el servicio en estas zonas, con el objetivo de proporcionar un servicio de alta frecuencia (15 minutos o mejorado) para todos los EPC. La frecuencia o las horas de funcionamiento pueden verse reducidas; las líneas suspendidas fuera de las EPC no se restablecerán. <p>背景</p> <ul style="list-style-type: none"> 生活成本、人口迁移和绅士化使低收入家庭难以留在本地。 运营服务区域老龄化，18岁以下青少年越来越少。 我们从参与和工作中的反馈强调了在整个星期中繁忙路线上高频次运营服务的重要性。 <p>意图</p> <ul style="list-style-type: none"> 在出行需求最集中的地方提供最高水平的运营服务。 <p>措施</p> <ul style="list-style-type: none"> 在 AC Transit 运营服务区域内 MTC 公平优先社区 (EPC) 中重点提供运营服务。 维持或增加这些区域内的运营服务，目标是所有公平优先社区 (EPC) 提供高频次的运营服务 (班次间隔 15 分钟或以下)。 运营频率或时间可能会降低，不会恢复公平优先社区 (EPC) 外暂停的线路。 	<p>Guiding Principle: Principio rector: 指导原则:</p> <p>Frequency Frecuencia 频率</p> <ul style="list-style-type: none"> Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs. Proporcionar un servicio frecuente al mayor número de personas; la importancia de la frecuencia variará según el lugar y se equilibrará con la cobertura geográfica y las necesidades de la comunidad. 为大多数人提供高频次的运营服务；频率的重要性因地而异，并应用均衡覆盖高频率社区需求来达成平衡。 <p>Background</p> <ul style="list-style-type: none"> Survey respondents marked more frequent service as the number one improvement that could improve their travel. Denser neighborhoods target 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. <p>Intent</p> <ul style="list-style-type: none"> 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. <p>Implementation</p> <ul style="list-style-type: none"> Focus service on high-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 subarea. Transit routes and school routes prioritized within Equity Priority Communities, but other 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. <p>Contexto</p> <ul style="list-style-type: none"> Los encuestados señalaron que la mejora número uno a un servicio más frecuente que podría mejorar sus desplazamientos. Las vecindades más densas atraen más pasajeros; para AC Transit, la mayoría de las líneas con mayor índice de pasajeros se encuentran en las zonas más densas del sistema. Los comentarios de la participación comprometida subrayaron la importancia de un servicio frecuente en las rutas más concurridas durante toda la semana. <p>Intención</p> <ul style="list-style-type: none"> Este principio pretende proporcionar el servicio de mayor frecuencia allí donde existe mayor demanda, manteniendo al mismo tiempo una red de corredores de alta frecuencia (15 minutos o mejorado) que incluye todas las Áreas de Planificación. <p>Implementación</p> <ul style="list-style-type: none"> El énfasis del servicio en las zonas de mayor densidad en función de la demanda del índice de pasajeros. Los niveles de servicio anteriores a la pandemia podrán restablecerse cuando exista demanda. La implementación de un servicio frecuente debe equilibrarse con la cobertura geográfica, manteniendo al menos un corredor de alta frecuencia en cada subárea. Las rutas de tránsito y las rutas escolares tienen prioridad dentro de las Comunidades Prioritarias de Equidad, pero algunas rutas pueden reducirse a favor de proporcionar un servicio de alta frecuencia donde existe la mayor demanda. El microtránsito u otras alternativas al servicio de ruta fija pueden explorarse en áreas con bajo índice de pasajeros. <p>背景</p> <ul style="list-style-type: none"> 调查受访者将提供最高频率的运营服务视为可改善其出行的首要改进事项。 城区人口越密集，乘客越多。对于 AC Transit 而言，乘客数量或频率较高的公交线路位于人口最密集的区域。 我们从参与和工作中的反馈强调了在繁忙路线上高频提供运营服务的重要性。 <p>意图</p> <ul style="list-style-type: none"> 本原则旨在为需求最大的地区提供最高频率的运营服务，同时保持一个包含所有规划区在内的均衡交通走廊网络 (班次间隔 15 分钟或以下)。 <p>措施</p> <ul style="list-style-type: none"> 根据乘客需求，将运营服务重点放在人口密度较高的区域，当存在足够的需求时恢复疫情前的运营服务水平。 实施高频的运营服务应与地理覆盖范围达成平衡，每个子区域至少维持一条高频次公交线路。 在公平优先社区内优先考虑通勤线路和学校线路，但可能降低其他线路，以便在需求最高的地方提供高频次的运营服务。 可能在乘客量较小的区域探索某些公共交通工具替代固定路线运营服务的其他方式。
<p>Guiding Principle: Principio rector: 指导原则:</p> <p>Reliability Fiabilidad 可靠性</p> <ul style="list-style-type: none"> Provide bus service that is reliable and predictable. Proporcionar un servicio de autobuses fiable y predecible. 提供既可靠又可预测的公交运营服务。 <p>Background</p> <ul style="list-style-type: none"> 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. <p>Intent</p> <ul style="list-style-type: none"> Provide adequate redundancy in operating resources to ensure that trips that are scheduled are operated. <p>Implementation</p> <ul style="list-style-type: none"> 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 services. Reductions in service levels may occur to ensure that trips can be delivered consistently and reliably. <p>Contexto</p> <ul style="list-style-type: none"> El 39% de los encuestados señalaron la fiabilidad como área de mejora (la más mencionada). Los pasajeros compartieron en persona que consideran que el servicio de autobuses de AC Transit es poco fiable e impredecible. Estas tendencias coinciden con los continuos problemas de disponibilidad de los operadores. <p>Intención</p> <ul style="list-style-type: none"> Proporcionar una redundancia adecuada en los recursos operativos para garantizar que se realicen los viajes programados. <p>Implementación</p> <ul style="list-style-type: none"> Mayor margen en los horarios para tener en cuenta la congestión del tráfico o los retrasos imprevistos. Más recursos gastados en el servicio existente significa menos recursos disponibles para aumentar las frecuencias de servicio, ampliar las horas de funcionamiento u operar otro servicio existente. Pueden producirse reducciones en los niveles de servicio para garantizar que los viajes puedan realizarse de forma consistente y fiable. <p>背景</p> <ul style="list-style-type: none"> 39% 的调查受访者将可靠性视为需改进的领域 (最常被提及的一个领域)。 乘客们当面表示，他们认为 AC Transit 公交运营服务既不可靠又不可预测。 这些趋势与长久以来的可用司机短缺问题一致。 <p>意图</p> <ul style="list-style-type: none"> 提供充分冗余运营资源，确保按时运营既定班次。 <p>措施</p> <ul style="list-style-type: none"> 在时间表中添加缓冲时间，应对交通拥堵或不可预见的延误情况。 在现有运营服务上花费的资源越多，意味着可用于增加运营服务频率、延长运营时间或运营其他现有服务的资源就越少。 为了确保稳定、可靠地提供班次服务，可能会降低运营服务水平。 	<p>We are updating our bus network. Help build our future transit service.</p> <p>Estamos actualizando nuestra red de autobuses. Ayúdenos a construir nuestro futuro servicio de transporte.</p> <p>我们正在更新公交线路网络。请帮助我们共建未来的交通服务。</p> <p>Are these guiding principles of Equity, Frequency, and Reliability aligned with your core priorities for bus service?</p> <p>¿Están estos principios rectores de equidad, frecuencia y fiabilidad alineados con sus prioridades principales para el servicio de autobuses?</p> <p>Is there anything else you would like to include or emphasize about Equity, Frequency, and Reliability of bus service in your community?</p> <p>¿Hay algo más que le gustaría incluir o enfatizar sobre la equidad, la frecuencia y la fiabilidad del servicio de autobús en su comunidad?</p> <p>关于您所在社区公交运营服务的公平、频率和可靠性方面，您是否还有要添加或强调的其他内容？</p> <p>Realign</p>

Three informational boards on the draft guiding principles along with an activity board to seek comments from the community.

See list on next page →

The Realign team tabled at 19 Community events:

Date	Community Event Name	Touchpoints
7/15/23	Taste of Richmond	25
7/15/23	Castro Valley Pride	35
7/16/23	Newark Mariachi Festival	52
7/20/23	Hayward July Street Fair	33
7/21/23	Trybe Town Nights	25
7/22/23	Alameda Farmers Market	22
7/28/23	Community Safety Task Force 'Day of Action'	15
7/28/23	Oakland City Councilmember Treva Reid's "Community Safety Task Force 'Day of Action'"	24
7/28/23	Eden Night Live	22
7/28/23	Movie in the Park (Super Pets) - Willard Park	22
7/29/23	Music in the Park - San Pablo Park	15
8/1/23	National Night Out Block Party (Oregon St/Stuart St, Berkeley)	6
8/1/23	National Night Out in Berkeley	5
8/5/23	Fremont Festival of the Arts	70
8/6/23	Fremont Festival of the Arts	86
8/12/23	Laurel Street Fair	100
8/15/23	South Berkeley Farmers Market	24
8/16/23	Richmond Farmers Market	35



Realign pop-up at Laurel Street Fair in Oakland.



Realign pop-up at Fremont Festival of the Arts.

Pop-up Events (Continued)

Additionally, a Realign informational flyer was shared along with some one-on-one conversations, as part of the annual back-to-school day activities at school sites throughout the AC Transit service area in coordination with school districts. Here is a list of 13 school sites (20 events) where outreach was conducted during the phase 2 period, resulting in 30 Realign engagements with parents and students at middle school and high school sites. The primary focus of these back to school outreach events is to share bus schedules, routes, and general information on bus service for students and parents. More outreach at school sites to continue throughout August and September 2023:

School site	City	Ward	# of Engagements
Albany High School	Albany	1	5
Bret Harte Middle School	Hayward	4	1
Creekside Middle School (3)	Castro Valley	4	9
DeJean Middle School (2)	Richmond	1	0
El Cerrito High School (2)	El Cerrito	1	0
Hayward High School	Hayward	4	0
Helms Middle School (2)	San Pablo	1	0
Horner Middle School	Fremont	5	0
Martin Luther King Middle School	Berkeley	1	1
Newark Memorial High School (2)	Newark	5	8
Richmond High School (2)	Richmond	1	5
San Lorenzo High School	San Lorenzo	4	1
Soskin Middle School	El Sobrante	1	0

Numbers denoted in parenthesis represent the number of tabling events at that school site.



Albany High School Orientation



Newark Memorial High School Orientation

7/28/23	West Contra Costa Transportation Advisory Committee
8/2/23	Alameda County Healthy Communities Collaborative
8/3/23	Fremont Family Resource Center (FRC)

VI. District-wide Digital Workshop



Realign Community Workshop No. 1

The August 15, 2023, District-wide community workshop is available at actransit.org/realign

The district-wide digital workshop served as an opportunity for community members across the district to provide input on the draft guiding principles and ask clarifying questions regarding the Realign process. Followed by an overview of AC Transit Realign, AC Transit staff engaged in an interactive Q&A session that allowed members of the public to ask relevant questions of AC Transit staff members. The draft guiding principles were outlined, and more feedback was welcomed via phone and email.

This district-wide digital workshop was held in English, with Spanish and Chinese interpretation both on Zoom and via conference call connections to encourage participation from non-English speaking community members.



VII. Lived Experience Advisory Group (LEAG)

The Lived Experience Advisory Group (LEAG) consists of 5 AC Transit District residents (one resident per AC Transit ward) with lived experience using AC Transit and/or a deep understanding of communities that depend on its services. The LEAG's role is to offer feedback on the planning and outreach processes to ensure equitable engagement. Through the creation of this space, the perspectives of those most impacted by AC Transit service changes will be considered at key phases of the AC Transit Realign effort.

AC Transit hosted its first LEAG meeting on August 12, 2023. At its first meeting, the LEAG received an informational presentation on AC Transit's services and geographic footprint, an overview of AC Transit Realign, a summary of community engagement carried out to date, and a brief look at the community engagement approach for Phase 3. The LEAG also participated in a feedback session focused on the AC Transit Realign guiding principles and their applicability to community needs and expectations.

Formation

The Realign team assembled the Lived Experience Advisory Group in collaboration with partner Community-Based Organizations (CBOs). Starting in early July, the Realign team sent CBO partners written communications explaining the purpose of the LEAG, interest forms to send eligible community members, and an invitation to meet with the Realign team to learn more about the initiative. The Realign team met with partner CBOs in the first half of July to discuss the LEAG in more detail, answer questions, and receive feedback.

Starting in mid-July, the Realign team received LEAG candidate recommendations from CBOs. LEAG candidates submitted interest forms in English and Cantonese. Other candidates were contacted by the Realign team directly through contact information shared by CBOs. Screening conversations with individual candidates were held in English and Spanish, with one conversation taking place through a Cantonese speaking interpreter. In all, the Realign outreach consultant met with over 20 candidates, with 13 of those candidates participating in scheduled 30-minute conversations via Zoom or phone. Seven candidates did not move beyond the nomination stage because they were either non-responsive, could not meet the availability requirements for the initial 30-minute call, or became ineligible given Ward requirements (e.g., all LEAG members cannot live in the same city.)

In screening conversations, the Realign consultant team introduced themselves and learned more about the candidate and their lived experiences as related to AC Transit. Additional items discussed included the framework for LEAG involvement through four meetings spanning the

Lived Experience Advisory Group (LEAG) (Continued)

duration of the Realign project. It was also highlighted that each participating member would receive compensation of \$150 stipend for their participation in each meeting.

Based on screening conversations, the consultant team weighed agreed-upon criteria and presented their recommendations of the proposed five LEAG members to AC Transit staff for concurrence.

Selection Criteria for the LEAG included the following:

At minimum, each LEAG member had to have experience as a transit rider and live within one of the five Wards in AC Transit's service area. One representative from each ward would be selected. The full list of Selection Criteria for the LEAG is as follows:

- **Relevant Lived Experience(s):** The ideal LEAG candidate should have direct experience with AC Transit transportation and the issues riders face in each ward.
- **Community Involvement:** The LEAG candidate has a history of involvement in advocacy or community organizations.
- **Communication Skills:** The LEAG candidate is able to clearly and effectively communicate the needs and concerns of the community.
- **Problem Solving Skills:** The LEAG candidate is able to identify and analyze issues related to the AC Transit system and propose practical solutions.
- **Commitment and Availability:** The LEAG candidate is committed to actively participating in the AC Transit realignment project and is available to attend meetings and events as required.
- **Diversity:** The selection of the LEAG candidate should consider the local community's diversity and strive for the representation of different perspectives, experiences, and backgrounds. This can include representation based on race, ethnicity, age, income, ability, unhoused, and geographic location.

In selecting members for the Lived Experience Advisory Group, the outlined criteria worked to create a diverse and representative body that can provide meaningful insights and recommendations for enhancing the AC Transit experience for all riders.

LEAG Member Composition

All selected LEAG members met all five criteria, but it’s important to note that the final criteria, diversity, was approached holistically in the sense that the LEAG as a group should be diverse within itself. The following is a breakdown of the LEAG’s diversity:

Member Ward	City	Ethnicity	Age Group	Ridership Patterns	Non-English Speaker	Transit/ Planning Expertise	Lived Experience Related to Disability/ Unhoused
1	Richmond	Latinx	Middle	Low	Speaks Spanish		X
2	Oakland	Asian	Senior	High	Speaks Cantonese		
3	Oakland	African American	Younger	High		X	
4	Hayward	African American	Senior	Low			
5	Fremont	Asian	Senior	Low			

It is worth noting that while some LEAG members currently have low ridership patterns, some LEAG members have a long history of being AC Transit riders, and some are particularly knowledgeable on the transit habits of their community.

LEAG Input and Key Learnings

The LEAG met for the first time on August 12, 2023. LEAG members joined the conversation in person and through Zoom. Key insights from the Conversation included the following:

1. Motivations for LEAG Participation:

The conversation revealed that individuals joined the LEAG for various reasons including a strong desire to revisit elements not initially covered by the AC Transit Realign framework as publicly presented on the website and within focus group conversations. LEAG members highlighted the importance of having a platform to voice concerns, aiming for tangible outcomes and positive changes in AC Transit’s services. There was consensus on the value of community engagement.

2. Engagement Findings and Guiding Principles:

- LEAG members expressed that the conversation on equity as a guiding principle is nuanced. A LEAG member highlighted the importance of balancing the reduction of vehicle trips with equitable access to public transit, along with a concern for air pollution and its disparate impacts on different communities. LEAG members were concerned that reduced service, even in less transit-dependent areas, will lead to increased vehicle use and pollution in communities of color, which will spur further inequitable outcomes.
- Reliability as a guiding principle was supported by LEAG members, especially in relation to essential activities that drive ridership such as school attendance and medical appointments.
- The conversation highlighted the tension between frequency and crowding, with LEAG members agreeing that overcrowding was a major concern. LEAG members shared specific experiences of peak-hour congestion. These experiences spurred discussions about adding more buses and optimizing routes to alleviate overcrowding and provide a more comfortable riding experience. The idea of revisiting frequency on popular lines was supported but LEAG members recognized the need to strike a balance between frequency and shorter bus stop distances to enhance overall rider experience and satisfaction.



LEAG Meeting #1 (Hybrid Meeting)

Community Input Received

During Phase 2 outreach, 344 individual comments were analyzed. A number of them are related to individual bus routes, some were not related to Realign and will be passed on to the customer service department, and a number were positive comments about AC Transit Service and operators.

Key themes that emerged regarding the three guiding principles are as follows:

Equity: 13 comments explicitly named equity as a top priority.

- Closer bus stops in general, as walks between bus stops are concerns for the senior community and the disability community. (15 comments)
- Later bus service on weekdays and weekends is important. (15 comments)
- It is important that transit provide people with access to nature, green space, parks, and recreational spaces. (12 comments)
- It is important to ensure that seniors and young people have access to safe and reliable transit. (12 comments)
- There should be bus stops that are closer to people's homes/neighborhoods. (11 comments)
- Access to medical care and social services is important. (6 comments)
- Equity has to do with reducing service as little as possible. (3 comments)

Reliability: 27 comments explicitly listed reliability as an important guiding principle and/or stated that AC Transit's current state of reliability was a problem.

- Reliability is important to community members who rely on AC Transit to get to work and appointments on time. (17 comments)
- Community members pointed out many specific lines that are not reliable. (12 comments)

Frequency: 58 comments emphasized the importance of frequency as a guiding principle and/or requested more frequent service. These comments ranged from the general need to requests on specific lines. Ranging across the comments, community members felt 30-60 minutes was too infrequent.

Community Input Received (Continued)

- Community members would use the bus more if buses came more often. (6 comments)
- Service frequency is part of what makes bus service in some areas better than others, with community members comparing the Oakland/Berkeley area to Hayward as an example. (3 comments)

Additional themes were as follows:

- AC Transit should prioritize good connections to BART in terms of timing transfers better and having buses that head to BART stations regularly. (38 comments)
- Community members stated that they want either to maintain or expand Transbay service. (7 comments)
- There was also a significant amount of feedback during Phase 2 related to safety. Safety—including both concerns about personal safety and traffic safety while reaching or boarding the bus—came up in more than ten percent of the comments received.



Conclusion & Next Steps

At the end of Phase 2, the AC Transit Board of Directors will be asked to adopt final guiding principles in September 2023.

Following Board adoption of guiding principles, Realign will move into Phase 3 (November-December 2023), draft service scenarios that offer alternative configurations of AC Transit's routes and schedules throughout the service area will be presented to the community for feedback. In Phase 4 (January-April 2024), the Realign team will narrow down to one potential service scenario and the community will be asked to respond to that. In Phase 5, August 2024, a new service network plan is expected to begin.



APPENDIX

Below is a small sampling of community posts in newsletters and online via social media.

nextdoor



What's on your mind, neighbor?



City of San Leandro ✓



Communications Intern Mikayla Carter • 26 Jul

Take AC Transit's three-question community survey to contribute to their Realign planning process!

See more...



AC Transit Realign Community Feedback

surveymonkey.com



Share

OAKLAND

CHAMBER *of* COMMERCE

AC Transit Board Workshop

When: Wednesday, July 26, 5:00 pm
Where: 1600 Frankin St., 2nd Floor Board Room
or via [Zoom](#).



The pandemic has significantly changed riders' travel patterns, presenting AC Transit with the critical need to update where, when, and how buses move throughout AC Transit's service area. In addition, they are facing considerable budget constraints and encountering difficulties in hiring and retaining Bus Operators. These challenges require them to uncover new and viable solutions for their bus network. Central to their recovery solution is Realign.

Following valuable community input, they are excited to unveil the findings from Phase 1 of our Realign planning process. Through extensive data collection, including surveys, market analysis, origin-destination analysis, and service assessment, they have started building a new bus service network aimed at enhancing the experience for their existing riders and, ideally, attracting new ones as well. They are now entering Realign's Phase 2. During this phase, they will present key findings from their research, introduce a draft set of guiding principles, and invite you to provide feedback on their importance to your travel needs. This stage also allows them to revisit their progress, ensuring that they have addressed all relevant aspects of the project. Your input is critical in helping to shape their future plans.

[Full Event Info](#)



El Cerrito
CHAMBER OF COMMERCE
Linking Business and Community Since 1936

July 22, 2023
Events and News
for Business and
Community





We are updating our bus network

Help build our future transit service

at actransit.org/realign



▶ **Contact Us**
(510) 267-5631

▶ **Comunicate con nosotros**
(510) 267-5632

Estamos actualizando nuestra red de autobuses

Ayúdanos a construir nuestro futuro servicio de transporte

en actransit.org/realign



Join us at actransit.org:



- ▶ AC Transit Board Workshop (Hybrid)
July 26, 2023
5:00pm
- ▶ AC Transit Community Workshop (Virtual)
August 15, 2023
6:00pm

facebook



City of San Leandro

July 26 at 10:56 AM · 🌐

Take AC Transit's three-question community survey to contribute to their Realign planning process!

In Phase 2 of the Realign planning process, they want to check-in and hear feedback from the community on the draft guiding principles. In September, the AC Transit Board will adopt a set of final revised guiding principles that will provide the framework for how they will design future network options in the fall of 2023 and respond to transit needs throughout our communities. Take the survey here!

<https://www.surveymonkey.com/r/826GGPL>

Learn more at: <https://www.actransit.org/realign>



👍 2

4 shares

👍 Like

💬 Comment

AC Transit
 Sat 8/5/2023 11:58 am...

Find us at the Fremont Festival of the Arts! Learn about Realign Phase 2, ask us...

Total Engagements	51
Reactions	18
Comments	1
Shares	2
Post Link Clicks	3
Other Post Clicks	27

@rideact
 Mon 8/14/2023 7:00 am...

Join us tomorrow, 8/15 at 6pm for our online Realign Community Workshop. Provi...

Total Engagements	40
Likes	4
@Replies	0
Retweets	2
Post Link Clicks	13
Other Post Clicks	21
Other Engagements	0

AC Transit
 Sat 7/15/2023 8:00 am...

On Sunday, we'll be at the Mariachi Festival in Newark! Enjoy mariachi bands,...

Total Engagements	40
Reactions	8
Comments	2
Shares	0
Post Link Clicks	6
Other Post Clicks	24

Realign topped tagged social media published posts during Phase 2.