

## City of Hayward/AC Transit ILC Notes – December 13, 2024

### 1. Opening – called to order at 10:00am

#### a. Roll Call

- i. Present: Councilmember Zermeno, Councilmember Syrop, Director McCalley, Director Shaw, as well as additional AC Transit and City of Hayward employees, Representatives from Chabot College, Hayward Area Parks District, and other City of Hayward Representatives

#### b. Announcements/public comments

- i. Charlie Cameron, Hayward Resident, wants bus stop at b and main street. When is the stop going to be implemented and put back?

#### c. Notes from previous meeting

### 2. Discussion Items

#### a. Clipper 2.0 Update

- i. Lysa Hale, MTC: As you know, we are soon launching the Next Generation of Clipper. Currently clipper covers 22 transit operators across the bay. There are 16 million users of the clipper system, so we feel fully adopted. Among clipper users, 94% say they are satisfied with the program. There are some system drawbacks with the current system: the technology is from 1999 and it is difficult to get replacement parts. We serve all kinds of customers, and we are excited to move them to the new clipper system. We have new equipment including new card readers on all the buses, we're working with BART to update their fare readers. In the next phase you will be able to use credit cards to tap and pay for fares. In the clipper mobile app you'll be able to see your instant balance and there will be updates to make it more family friendly so parents can manage their children's card(s). This also works for aging parents, friends, etc. We're also rolling out a new customer service center with live chat to interact with a real person. Our retail locations will be updated with new smaller, wireless equipment. Transit agencies will be able to do targeted fare discounts and promotions. It will also be able to be used on paratransit, Baywheels, and parking services. This will be very helpful to both customers and operators. It is more reliable, a cloud-based system with greater security, and we'll be prepared for new partnerships.
- ii. McCalley: How does clipper distinguish whether to use my clipper card or my credit card when I tap onto transit.
- iii. Hale: You have to make sure to turn on express transit for the card you want to use.
- iv. Councilmember Syrop: Can you talk more about the timeline
- v. Hale: We're going to start a pilot in late January, early February and fully open to the public in April 2025. The only thing that my take a little bit longer is the family ticketing.
- vi. Shaw: Fare inspectors being able to add value is new and exciting to me. The question I have is about retailers, will this happen right away, or will this take a while?

- vii. Hale: There will be some new locations in April but this will be a rolling process. We also hope to work with our transit operators to identify good locations for this.
- viii. Peeples: when do you think the rollout will happen for paratransit? And is there a limit to retail outlets?
- ix. Hale: I will follow up about paratransit and there is no limit the number of retail outlets we serve.
- x. Public Comment: Is there any promotion for students to more easily get to school?
- xi. Hale: each transit operator can set their own student discounts.
- xii. Deb Garcia: AC Transit works with ACTC and local middle and high schools to provide free transit access to students. We attend events such as orientations at the beginning of the school year
- b. Bus Shelter Maintenance Agreement Council Approval**
  - i. Carissa: Our contractor pressure washes the shelters 1 a month, and they check for graffiti and things like that twice a week. We also have a maintenance department that interacts with the maintenance contractors.
- c. Grant Opportunities**
  - i. Hayward: Metropolitan transportation commission had a recent grant related to a policy to look at housing, land use, etc. We pursued a grant about access to the fire stations because we want to think multi-modally about how these locations are accessed. We are happy to have AC Transit and BART as partners on this. We just submitted this at the end of last month and we will know early spring of next year. It is about planning and design of the station area.
  - ii. Syrop: Is this related to the area between unincorporated and hayward?
  - iii. Hayward: This is not related.
- d. AC Transit Realign Update**
  - i. Mike Eshleman: We want to give you an update on where we are, what we did, and where we're going with Realign. Based on our feedback we got a number of comments that we made changes regarding but none specifically in Hayward. We also have realign plus which is our unconstrained plan. We have an ongoing service standards update.
  - ii. McCalley: Thank you staff for all the community outreach. How does realign plus affect Hayward?
  - iii. Eshleman: the intent right now of realign plus is to double down on our current service, increasing frequency
  - iv. Diane: even in the cases where we weren't able to increase frequency as much as we wanted, we were still able to improve it.
- 3. Update on Past Items**
  - a. Roadway and Streetscaping Projects Update**
    - i. Hayward: Mission Blvd complete streets project is in construction as is the main street complete streets. There is also repaving work going on at various sites. The east bay greenway draft bike facility recommendations are also in

the works. We're looking at all ages and abilities facilities. We're also doing major transportation studies on speed management, High injury networks and community-based transportation.

- b. New Development Update**
  - i.** Steve Kawalski: Not a whole lot has changed in the past 3 months from a construction standpoint. We have 655 total new residential units approved along Mission Blvd. and about 2/3 are reserved for low income and seniors. We also have approved and proposed units in downtown hayward and about 1/3 are reserved for low income and seniors
- c. Bus Stop Benches and Assessments**
  - i.** Samah Itani: Overview of the bus stop assessments. Last year we assessed conditions and feasibility of installing seating. We did a phase 1 pilot where we made recommendations for 30 bus stops and in phase 2 there were over 200. We made bench installation recommendations based on if the sidewalk was wide enough and could maintain a clear path with the addition of a simme seat. We came up with 169 yes locations, 47 maybe, and 48 no. We shared those with the city and are excited to see what's next
  - ii.** Syrop: How are the yes stops affected by realign?
  - iii.** Hayward: We are paying attention to that, and the list has been prioritized based on equity priority communities and other characteristics.
- d. AC Transit Service Planning and Performance Updates**
  - i.** Crystal Wang: Our on-time performance goal is 72% which has been nearly met for most lines with the exception of the 56 which has a lot of twist and turns where it gets stuck.
  - ii.** Syrop: How do you measure on time performance? I've noticed some buses arriving and leaving early.
  - iii.** Eshleman: not supposed to leave a stop more than 1 minute before scheduled but we only account for on time performance at about 7 timepoints across the route.
- e. Transit Supportive Design Guidelines**
  - i.** Crystal: This is an update to ac transit's 2018 multimodal corridor guidelines document. It also provides additional guidance on paratransit. In terms of outreach we've gone to ILCs like this one as well as transportation commissions, bike/ped advocacy groups and more. In terms of the timeline, we expect to have the final document completed by early 2025.
- f. Mission Blvd. TSP Project**
  - i.** Crystal Wang: This includes two elements: the installation of transit signal priority and updating it where there is existing infrastructure. The purpose of this is to increase the efficiency of transit operations. All the work has been done but we do need to do a before and after study. We haven't been able to do this yet because there has been a fiber cut issue in the city of Hayward, but we have been coordinating with city staff closely in the past week.
  - ii.** McCalley: Do we have a goal or target on what we'd like to see in terms of time savings?

iii. Wang: I'd have to follow up, we don't have a particular goal.

**4. Future Agenda Items**

a.

**5. Committee Member Comments**

**6. Next meeting:**

a. Friday March 7, 2025 at 10am

**7. Adjourned: 11:34pm**