

report

GENERAL MANAGER'S



New Bus Network AC TRANSIT Is Out August 10

CHANGES TO: BUS STOPS • ROUTES • SCHEDULES

What comes with Realign? Riders can look forward to more direct and reliable routes, longer hours of operation, and improved reliability across the bus network.

Plan ahead: actransit.org

19 New Bus Operators Take a Lap in Victory Lane

On July 8, the Training and Education Center waved the checkered flag as 19 New Bus Operators proudly crossed the finish line – completing all federal and state requirements to become certified professional Bus Operators. These new Operators are now ready to hit the road and serve riders from Division 2 – Emeryville with newly minted skill, enthusiasm, and above all, commitment to the communities we serve.

Their successful matriculation through rigorous regulatory standards is a testament to the dedication of NBO 155. Even more noteworthy, the class experienced low attrition – starting with 22 candidates and finishing strong – highlighting their resilience from day one. In keeping with trends at the close of the last fiscal year, the graduation rate keeps climbing – now reaching an impressive 86% certification. This class is now in pole position, certifying at the perfect moment, with each new Bus Operator set to begin service just in time for the upcoming Realign Service Changes.



With certificates in hand and smiles all around, the proud graduates of NBO 155 gear up to drive the future of the District and Realign.
Front Row, Left to Right: S. Webb, S. Sharma, H. Sandhu, K. Singh, A. Evans, T. King, T. Collins, N. Harris, C. Nabor
Back Row, Left to Right: J. Singh, A. Sanchez, T. Harris, I. Jones, K. Lee, J. Ashley, G. Counts, P. Ducey, J. McNeal, O. Arevalo Jr.

City-by-City: The Riders' Guide to Navigating Realign

After two years of planning and design – guided by rider feedback, community voices, and a strong commitment to equity – AC Transit proudly launches its all-new bus network, Realign, on August 10.

This comprehensive overhaul comes in response to shifting travel patterns and an overall drop in ridership since the COVID-19 pandemic. While AC Transit's ridership is showing positive recovery trends, it's clear the way people move around the East Bay has changed.

Riders will see fresh new flags and decals.

To meet the evolving needs of today's commuters, Realign is a bold, systemwide review of every bus line, undertaken amid a historic \$41.5 million budget shortfall. Despite the financial challenges, AC Transit preserved service by implementing strategic cost-saving measures and carefully managing reserves.

The result is a streamlined and forward-looking bus network that enhances service in high-growth areas, adjusts routes to reflect shifting rider demand, and supports new and emerging travel patterns across the region.

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- Brand ambassadors hit the streets to spread the word about Realign
- 1,558 Bus Stops Mark the Start of Realign
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- One of North America's Top Honors is awarded to AC Transit

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Riders will notice improvements like more direct and reliable connections through targeted "route changes" and longer hours of operation thanks to updated "schedule changes." In select areas, frequency on some lines has been reduced to reallocate resources, ultimately improving reliability across the broader network. Riders will see these improvements denoted as "replaced."

Here's an overview of Realign service changes, organized by city, across the communities AC Transit has served for the past 65 years.

Alameda, Oakland, Piedmont, San Leandro

- Route changes have been made to the following lines: 9 (previously 10), 18, 19, 22 (previously 29), 28, 31 (previously 21), 35, 36, 45, 72, 73, 88, 96, and W.
- Schedule changes have been made to the following lines: 12, 14, 30 (previously 20), 34, 40, 57, 62, 65, 72L (previously 72R), 72M, 97, O, and 801.
- The following lines have been replaced: 33, 39, 79, and OX.

Albany, Berkeley, El Cerrito, Emeryville

- Route changes have been made to the following lines: 7, 18, 22, 27, 36, 70, 72, 76, 88, and L.
- Schedule changes have been made to the following lines: 12, 52, 57, 65, 67, 72L (previously 72R), and 72M.
- The following lines have been replaced: 33, 79, 376, and LA.

Bags over the sign are tailored to differentiate the old and new lines served by the stop, plus zip-tied pole signs packed with detailed information from the service change charts.

Fremont, Hayward, Newark, Union City, Unincorporated Alameda County

- Route changes have been made to the following lines: 9 (previously 10), 28, 35, 86, 200, 211, 216, 231 (previously 212), 239, and 281 (previously 232).
- Schedule changes have been made to the following lines: 34, 40, 56, 60, 95, 97, 210, 251, and 801.
- The following lines have been replaced: 10, 99, 212, 215, 217, and 232.

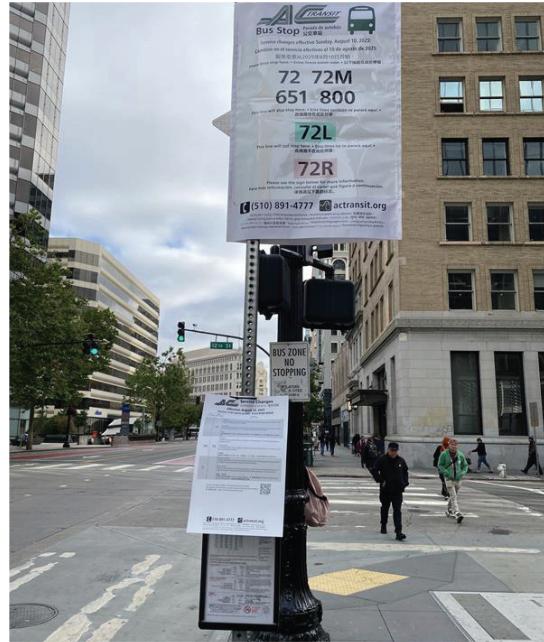
Richmond, San Pablo, Unincorporated Contra Costa County

- Route changes have been made to the following lines: 7, 70, 72, 74, 76, and L.
- Schedule changes have been made to the following lines: 67, 72L (previously 72R), and 72M.
- The following lines have been replaced: 79, 376, and LA.

While many bus lines were adjusted to better align with current demand and improve reliability, several routes remain unchanged. These include lines 1T, 93, 800, 802, 805, 840, 851, E, FS, G, J, NL, NX, NX3, P, U, and V, which continue to provide consistent service across the network.

Realign focuses on improving operational efficiencies while meeting evolving mobility needs. As part of this approach, several bus lines that were initially suspended during the COVID-19 pandemic have now been removed from our bus network. These include routes 46, 47, 80, 83, 94, 314, 339, 356, as well as B, BF3, C, CB, H, M, NX4, NXC, S, SB, and Z.

A preview of each bus line's route, hours of operation, and the cities served is available at: <https://www.actransit.org/realign/service-changes>.



In downtown Oakland, bagged stops are already in place to separate Realign's updated lines from the old, making it easier for riders to navigate the change.

Realign's Reach and Spreading the Word

As AC Transit works to deliver more reliable service and keep pace with the shifting needs of today's riders, the launch of the all-new Realign bus network marks just the first step. Creating better transit alone is not enough – our bus lines need to connect with the people they are designed to serve. That is where outreach takes over, delivering the message directly to riders and communities.

For many years, AC Transit has relied on a trusted model for community outreach: brand ambassadors. While the term may conjure different meanings in today's digital world, for the District, brand ambassadors remain a vital human connection.

To reach a broad number of bus riders in person, District staff volunteers and Bus Operators in training will be joined by paid brand ambassadors.



From car cards to tri-fold brochures, riders get the full picture of Realign service changes and new maps.

Riders using AC Transit's Official App or third-party apps will start seeing line-specific Service Alerts about Realign one week.

Outreach begins Monday, July 21, and runs through August 18 – one week after the service change. Approximately 170 outreach shifts are planned, with a focus on key transit hubs including downtown Oakland, the Salesforce Transbay Terminal, Eastmont Transit Center, and various BART stations across AC Transit's service areas.

The Pole Crew is working to make sure 1,558 bus stops are fully prepared and ready for service.

Armed with the latest details, ambassadors will be on the front lines – ready to guide riders through major changes and new line replacements. Together with staff, they will share vital updates, answer questions, and point riders to helpful resources like the customer call center, ensuring everyone feels connected every step of the way.

As the school year kicks off, outreach efforts will hit full stride – bringing Realign updates directly to students and families heading back to class. From schoolyards to college campuses, ambassadors will connect in person and online, making sure all levels of students stay in the loop as their semesters begin.



Before the first Realign ride rolls out, AC Transit's pole crew is making sure every stop tells the right story – updating bus stop signs that clearly distinguish between new and prior lines.

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Alongside face-to-face outreach, the District launched print and digital campaigns to reach our diverse ridership. This outreach began on July 7, following the fare change and Independence Day, and will continue in phases well past the August 10 launch.

Starting July 6, car cards alerted riders to upcoming changes. Tri-fold brochures in three languages, tailored by bus division and including service charts, will be available weeks before Realign. These will support outreach efforts, with head sign messages notifying riders on replaced lines just before changes take effect.

A social media campaign is engaging riders about upcoming changes. Line-specific eNews subscribers get detailed updates, while others receive general info. This is also shared with cities, officials, transit agencies, community groups, and EasyPass coordinators for broader outreach.

The District also launched a wide-ranging paid advertising campaign in June centered on Realign, which will continue encouraging riders to check their line changes. The campaign includes ads at 16 BART stations, BART platform screens, radio, streaming, podcasts, bus ads, search engine marketing, digital displays, and paid social media.

The External Affairs team is hitting the community circuit, sharing updates and engaging with city councils across the service area. Their presentations bring the Realign story directly to local leaders.

At the heart of this transition is our Call Center, where representatives are trained to guide riders through the changes and help plan their commutes with confidence. With resources available at the Customer Service Center and a dedicated team across the District, AC Transit is committed to making the shift to the all-new bus network as smooth and seamless as possible.



Billboards at Ashby and 16 BART stations grab riders' attention, encouraging them to prepare for Realign.



2341 Pairs of Hands, One Promise to Our Riders

Behind every route change revision, new bus stop sign, and digital alert in the all-new Realign network is a vast team of transit professionals that span every corner of AC Transit. In addition to network overhaul, Realign is a districtwide collaboration built on 24 months of internal coordination, innovation, and shared purpose.

From Planning and Engineering developing route specifications, vehicle schedules, and operator assignments, Scheduling optimizing system efficiency, and Marketing and Communications getting the word out - Realign was built on the efforts of both frontline and behind-the-scenes teams.

The Print Shop produced maps, brochures, and thousands of decals, while Legislative Affairs and Budget and Finance aligned outreach efforts with funding. Human Resources, Transportation – including our legion of Bus Operators – and Maintenance teams, from Mechanics to Service Employees, ensured both the workforce and fleet were fully prepared.

Departments like Civil Rights and Compliance, Innovation and Technology, and Public Safety and Security made sure Realign was equitable, forward-thinking, and safe. Media Affairs, Legal, and the District Secretary helped shape messaging and policy, while Procurement and Materials ensured the totality of Realign was delivered on time.

Even the Training and Education Center and Business Sciences team played a vital role in preparing staff and streamlining operations.

Realign is more than a redesigned bus network – it is a testament to the power of collaboration that defines AC Transit. Across the Central Maintenance Facility, four operating divisions, and the General Office, 2,341 dedicated employees brought Realign to life, contributing expertise, passion, and precision.

With an average tenure of more than ten years, AC Transit is an agency of veteran transit professionals whose deep-rooted knowledge of the East Bay fuels the District's ability to navigate complex, multi-departmental initiatives.

The 2,341 employees behind Realign may serve in many different roles, but all are united by one mission: delivering better service for our riders.



Procurement Department Clinches One of North America's Top Honors

AC Transit is thrilled to announce the Procurement and Materials Team has been honored with the 2025 Achievement of Excellence in Procurement (AEP) Award by the National Procurement Institute (NPI). Celebrating its 30th anniversary, this prestigious national award honors public agencies that excel in innovation, professionalism, e-procurement, productivity, and leadership in procurement.

For the first time in AC Transit's 65-year history, the Procurement team has taken the bold step of applying to NPI, marking a milestone not just for the District but for the East Bay communities we serve. This decision did not come lightly. It was fueled by the growing realization that our operational footprint has become a cornerstone of the region's infrastructure and that, in recent years, we have quietly built a foundation of best-practice policies and innovations that now stand shoulder-to-shoulder with, and in many cases surpasses, those of our peers.

Long before the award's May 15 deadline, the Procurement team rolled up their sleeves and dove headfirst into an ambitious journey that began in early 2025. Crafting a masterful 115-page application was not just paperwork, it was a showcase of excellence, weaving together 13 stringent criteria into a compelling story of innovation and dedication.

Every page reflected the District's commitment to policies, dynamic staff development, groundbreaking cooperative efforts, and bold sustainability initiatives. The team's meticulous planning unfolded through weekly strategy sessions, deep dives into industry benchmarks, and a treasure trove of detailed evidence, all shining a spotlight on their commitment to excellence, cutting-edge technology, and unwavering compliance with federal and state standards. This application was more than a submission - it was a statement of leadership to the department's unstoppable drive.

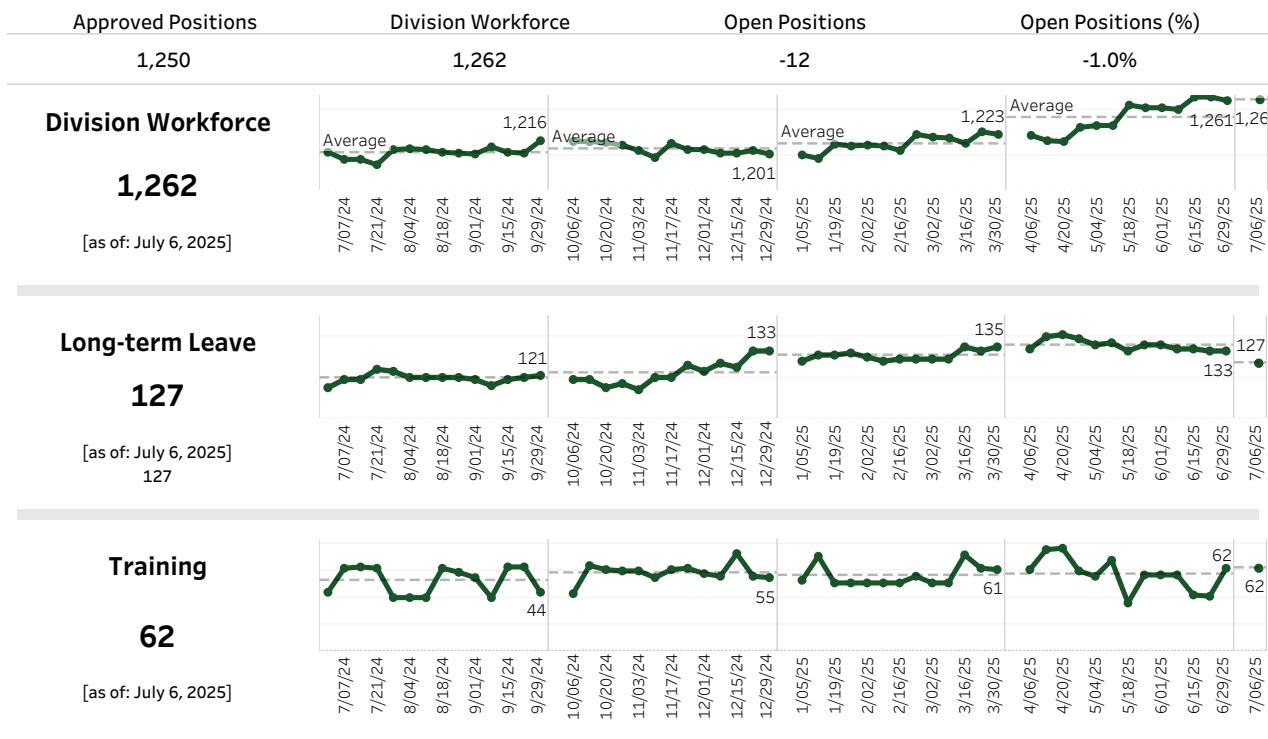
In the 2025 awards cycle, 216 organizations from the United States and Canada were honored. Alongside AC Transit, notable Bay Area transit agencies recognized included Golden Gate Transit, San Mateo Transit District, Valley Transportation Authority, and Sonoma Marin Rail Transit.



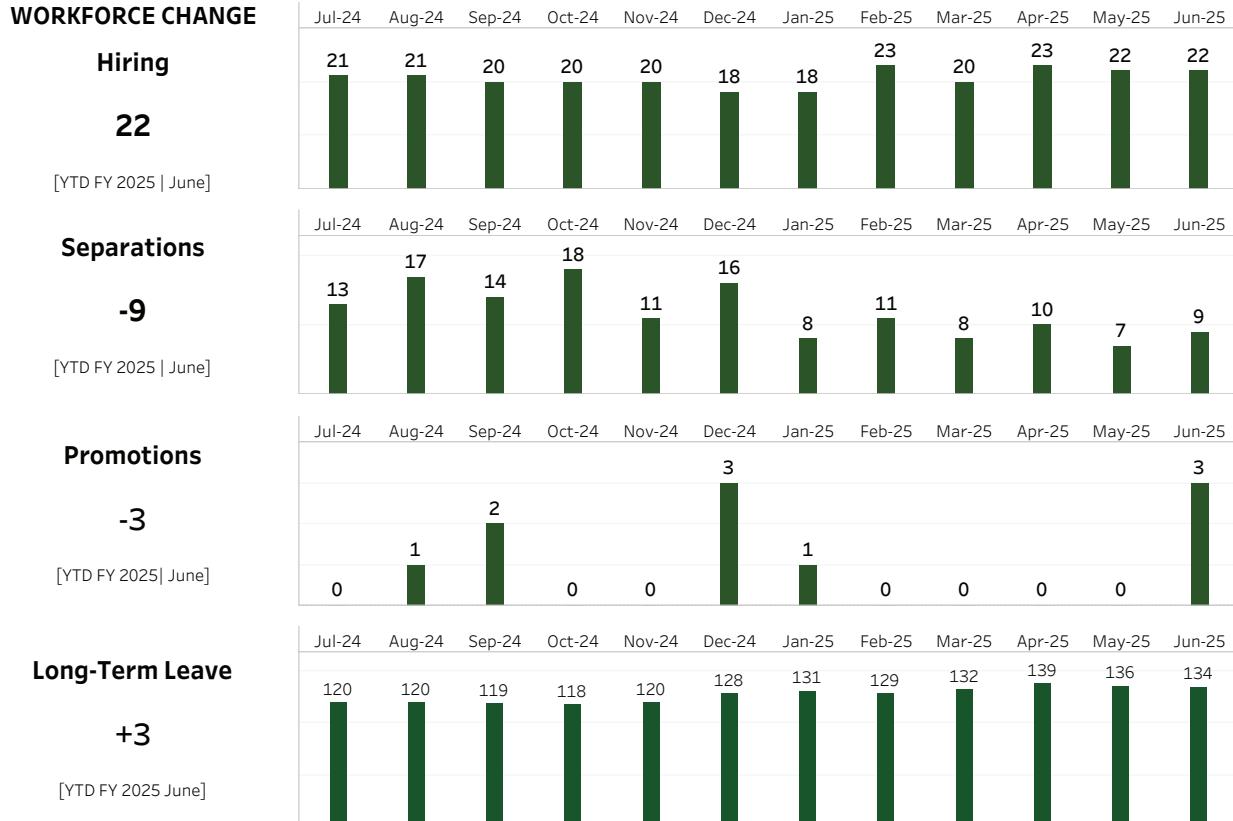
The Procurement and Materials department are proud architects of excellence – the collective team celebrates their 115-page masterpiece that earned the 2025 Achievement of Excellence in Procurement Award.

Human Resources Personnel Report

OPEN POSITIONS | Bus Operator: [Approved positions - Division workforce] as of July 6, 2025



MONTHLY | Bus Operator: Hiring & Workforce Trends



JUNE 2025 NET GAIN: +13

