



Realign^{▶◀}

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Draft Final Service Plan Proposal

AC Transit Board of Directors

January 24, 2024

Presentation Overview

- Project Phasing
- Phase 3 Engagement
- Draft Service Plan Proposal
- Next Steps

Realign Project Phasing



On-going emphasis on equity and transparency in all project phases and communications

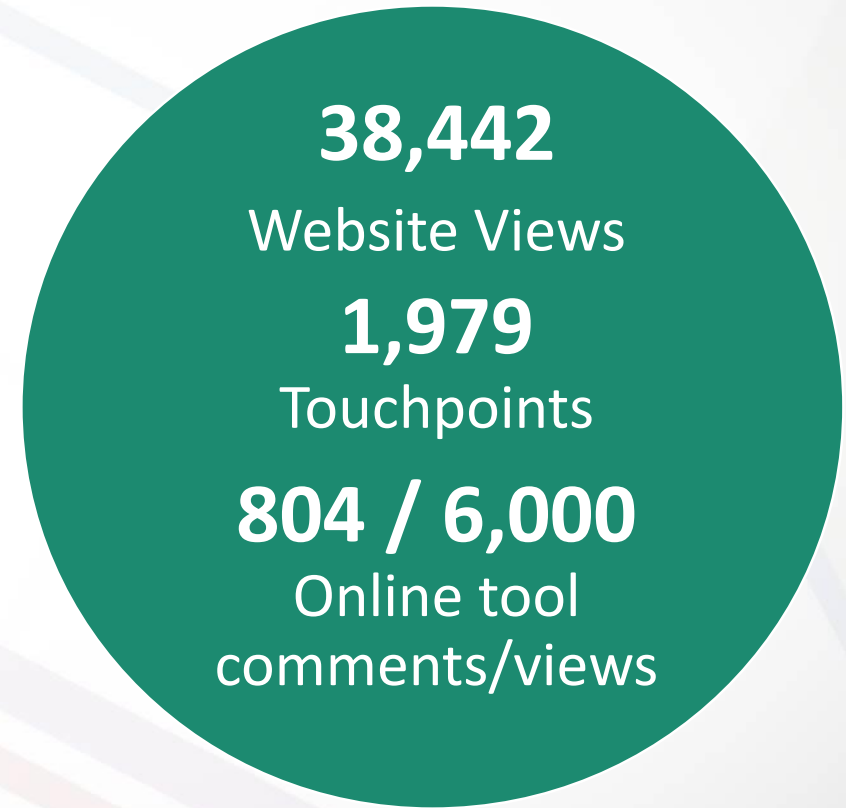
Why We're Here Today

- Summarize What We Heard in Phase 3
- Introduce Draft Final Service Plan Proposal
- Call for Public Hearing
- Open Public Comment & Phase 4 Engagement Period

Phase 3 Engagement

Public Engagement: Phase 3

November 1 – December 13, 2023



Public Engagement: Phase 3

November 1 – December 13, 2023

Engagement metric highlights:

- **38,442** Website Views
- **804 / 6,000** Online Survey tool responses / Online tool views
- **68 / 1,979** Community events / Touchpoints
- **310** Project emails
- **14** Project calls
- **123,723** Social Media Performance (Impressions/Engagements)



Public Engagement: Phase 3 Promotions

Ad Card

Shape the future of AC Transit's bus network
Service proposals are here: Make your voice heard!

Review & comment on bus service proposals online, in person, or at a local library

Learn & comment online: actransit.org/realign Call us: (510) 267-5631

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Comment Card Box Sticker

Shape the future of AC Transit's bus network

Review service change proposals in our book and then deposit your comments here.

Comment Cards

Por favor, revise el libro de AC Transit Realign para aprender sobre las propuestas de cambio de servicio, después proporcione sus comentarios con esta tarjeta o en actransit.org/realign.

請閱讀《AC Transit Realign》一書，了解服務變更相關資訊，然後透過此卡或訪問 actransit.org/realign 提供您的反馈意见。

Presentation Boards & Website

Car Card

Make your voice heard!
Review and comment on bus service proposals

Linea F60

MTAD

Take One Card

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Board of Directors Meeting Boards

Existing Conditions, Takeaways, and Trends

Realign

CBO Meeting Boards

Realign Goals

- Redesigning the network to be more attractive for riders
- Improve service to our heartland from the peaks
- Reflect how people travel today
- Get people where they want to go
- Work with available resources

Existing Conditions, Takeaways, and Trends

Market:

- Over the Peak Decline: Aging population, fewer youth, lower low-income households, fewer new vehicle households
- Shore the Peaks: Overcrowding in select bus lines with lower frequency, more density, job centers demand demand significantly

Survey:

- Dependents relying on the bus for about the same reasons they did before, but less frequently
- More frequency generally preferred over clustering walk distances, increasing transfers, reduced coverage
- Prefer additional midday service and early morning and early evening service on weekdays, and additional service throughout the day on Saturdays than Sundays

What we heard in outreach conversations:

- Desire for better service reliability, more frequency on high density routes, more weekend service, more weekday early morning and late evening service
- Reduction of stop-pending service hours

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Check out our proposals online: actransit.org/realign

Call us at realign@actransit.org

Call us on our Community Project Line:

English: (510) 267-5631 Chinese: (510) 267-5633
Spanish: (510) 267-5633 Vietnamese: (510) 267-5633

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Public Engagement: Phase 3

November 1 – December 13, 2023



Richmond Event w/Latina Center



San Lorenzo School Board Presentation

Public Engagement: Phase 3

November 1 – December 13, 2023

What we heard: key themes

- **Reliable service:** Strong need for bus service that arrives when scheduled.
- **Increased frequency:** Strong overall support.
- **Preserve coverage & connections:** Transit-dependent riders in West Contra Costa County & Central/Southern Alameda County, along with Berkeley Hills made strong demands to preserve coverage to help them make connections to essential destinations, including BART stations.

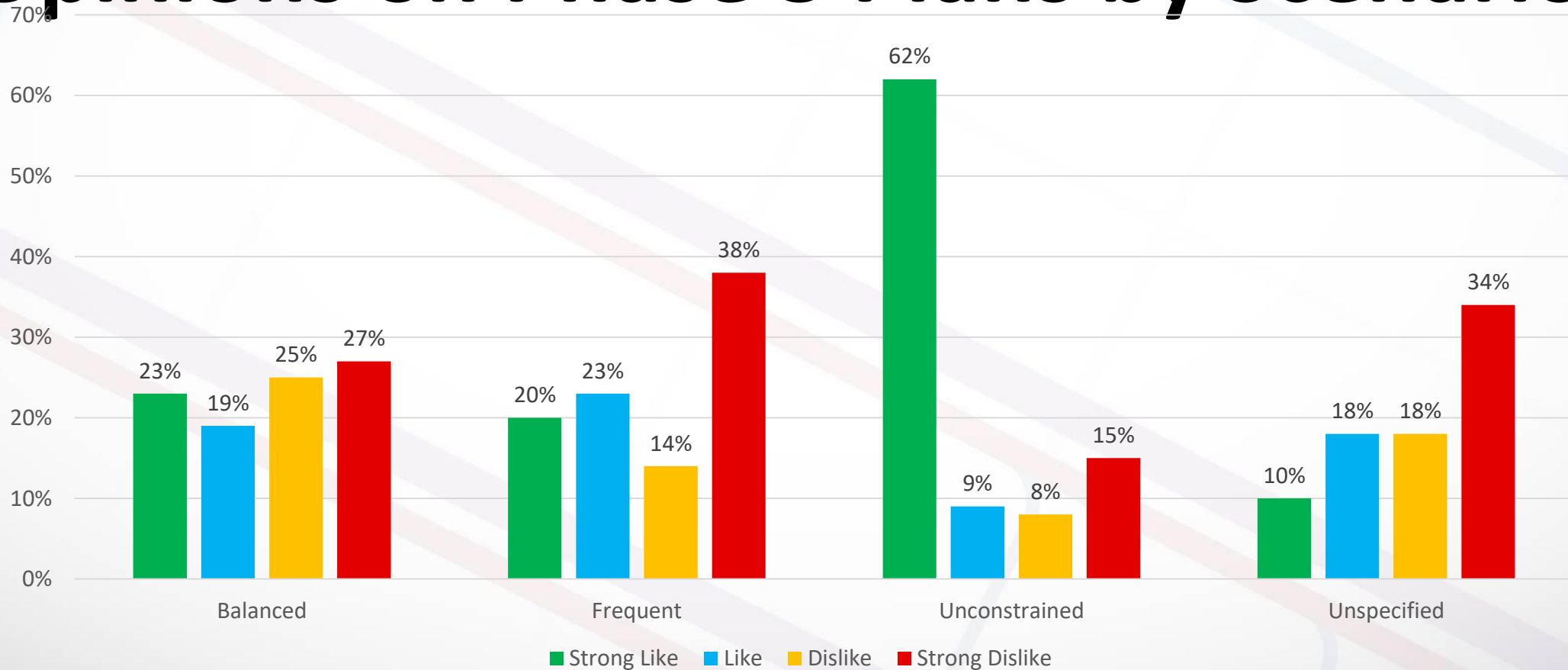
Public Engagement: Phase 3

November 1 – December 13, 2023

What we heard: additional feedback notes

- Balanced Coverage and Frequent Service scenarios was roughly split. The Frequent Service scenario received the highest share of “strong dislikes” registering at 38%.
- Across all scenarios, Line G and Line 65 received significantly more comments compared to other bus lines.
- Online comments were received from communities throughout the service area, with most comments coming from the cities of Oakland, Alameda, and Berkeley.

Public Engagement: Opinions on Phase 3 Plans by Scenario



Public Engagement: Select Written Comments

November 1 – December 13, 2023

Lines 65/67

“Many people in this area rely on bus service, including middle and high schoolers who need it to get to/from school and activities and people with physical limitations who do not or cannot always drive.... as people are trying to find ways to cut down on their reliance on driving, this is absolutely moving in the wrong direction.”

Line 74

“PLEASE DO NOT DO THIS. Line 74's link from El Sobrante to the (Richmond) Marina is very important to the El Sobrante community at large, and the connection from El Sobrante to Contra Costa College is invaluable to students in the area.”

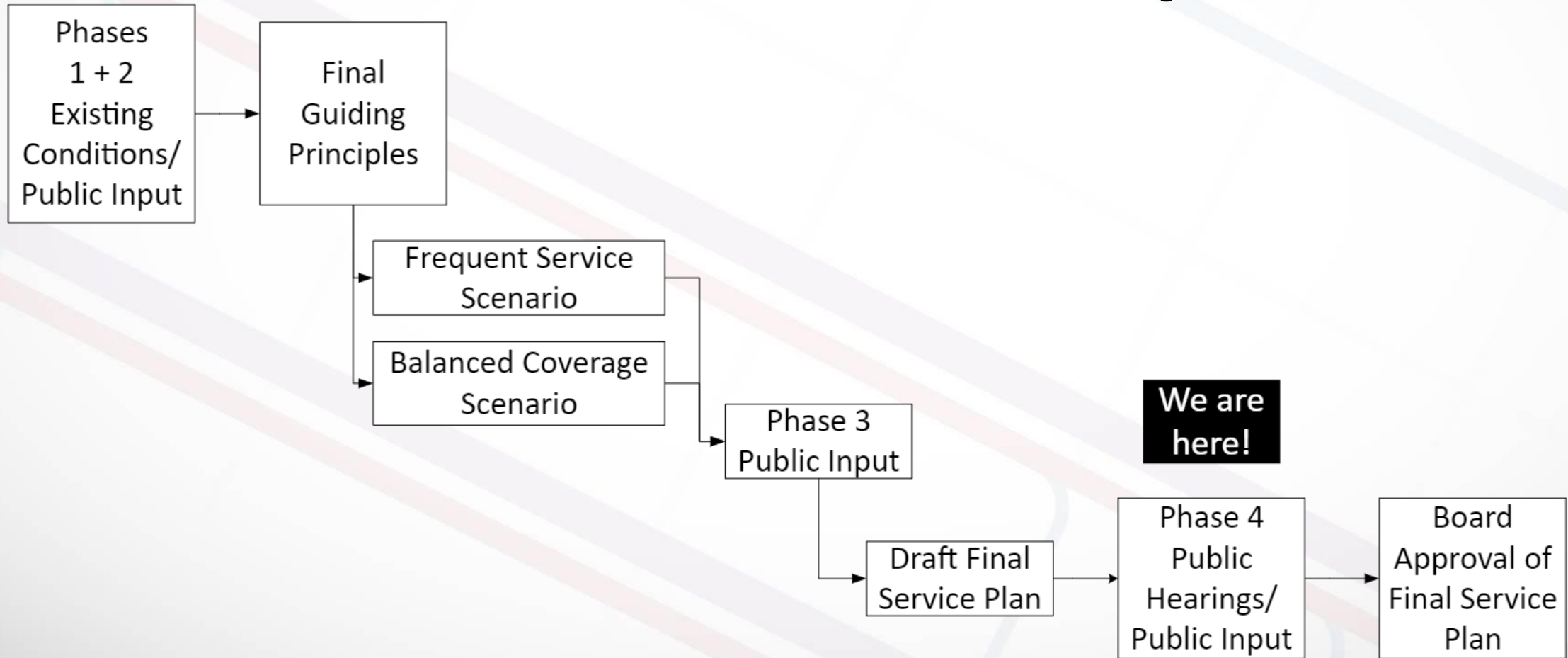
Line G

“...the G line would effectively not be of use to the whole west Berkley (sic) community, which is what it mostly serves.... I am curious what motivated this change, because it makes the bus line somewhat useless in this case....”

Line 72/72M/72R

“The 72R is a rapid line down San Pablo Ave., with fewer stops. The realignment scenarios talk about changing the frequency, but doesn't mention changes in the number of stops, or the speed of the line. I think San Pablo Ave is a prime candidate for a Bus Rapid Transit (BRT) line. It parallels the BART line, but serves different (and lower income) neighborhoods. Plus Alameda County is in the process of redesigning San Pablo Ave, with better bus treatment. A rapid line on San Pablo should be a priority.”

Process: Near-Term Service Options



Draft Final Service Plan Proposal

Key Plan Elements

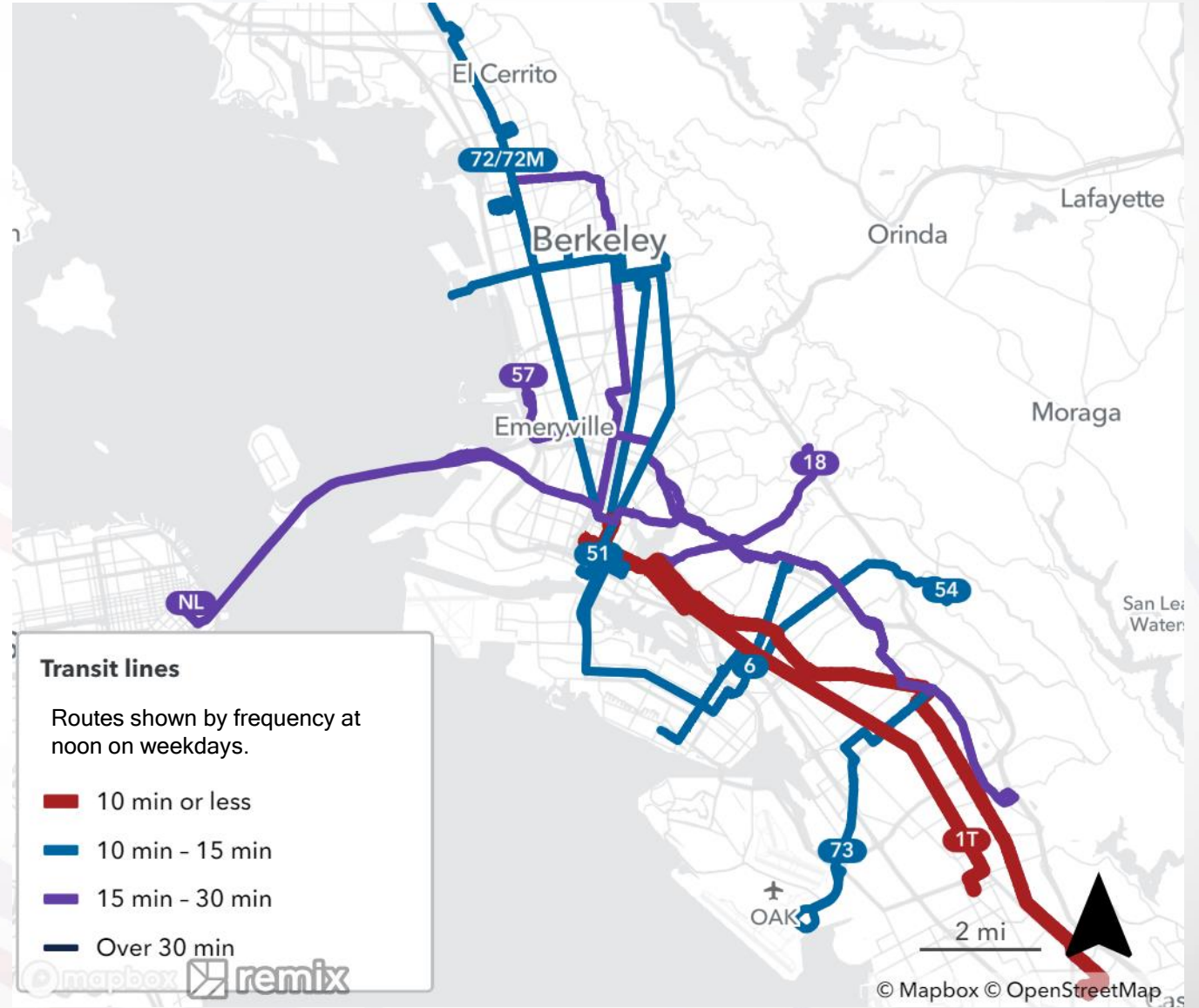
- Built primarily on Balanced Coverage Scenario, retaining more network coverage over expanding frequent network
- Budgets resources for additional runtime and layover as applicable
- Applies Guiding Principles, incorporates feedback heard throughout our communities
- Cost-neutral, operator-neutral

Why these elements?

- Of the three project guiding principles, community members emphasized the need for reliable service.
- Community members want an expanded frequent transit network...
 - ...but in equity priority communities (EPCs) & non-EPCs alike, not at the cost of continued cuts in network coverage.
- We've heard and are proactively addressing plan feedback from operator in-reach and labor partners.

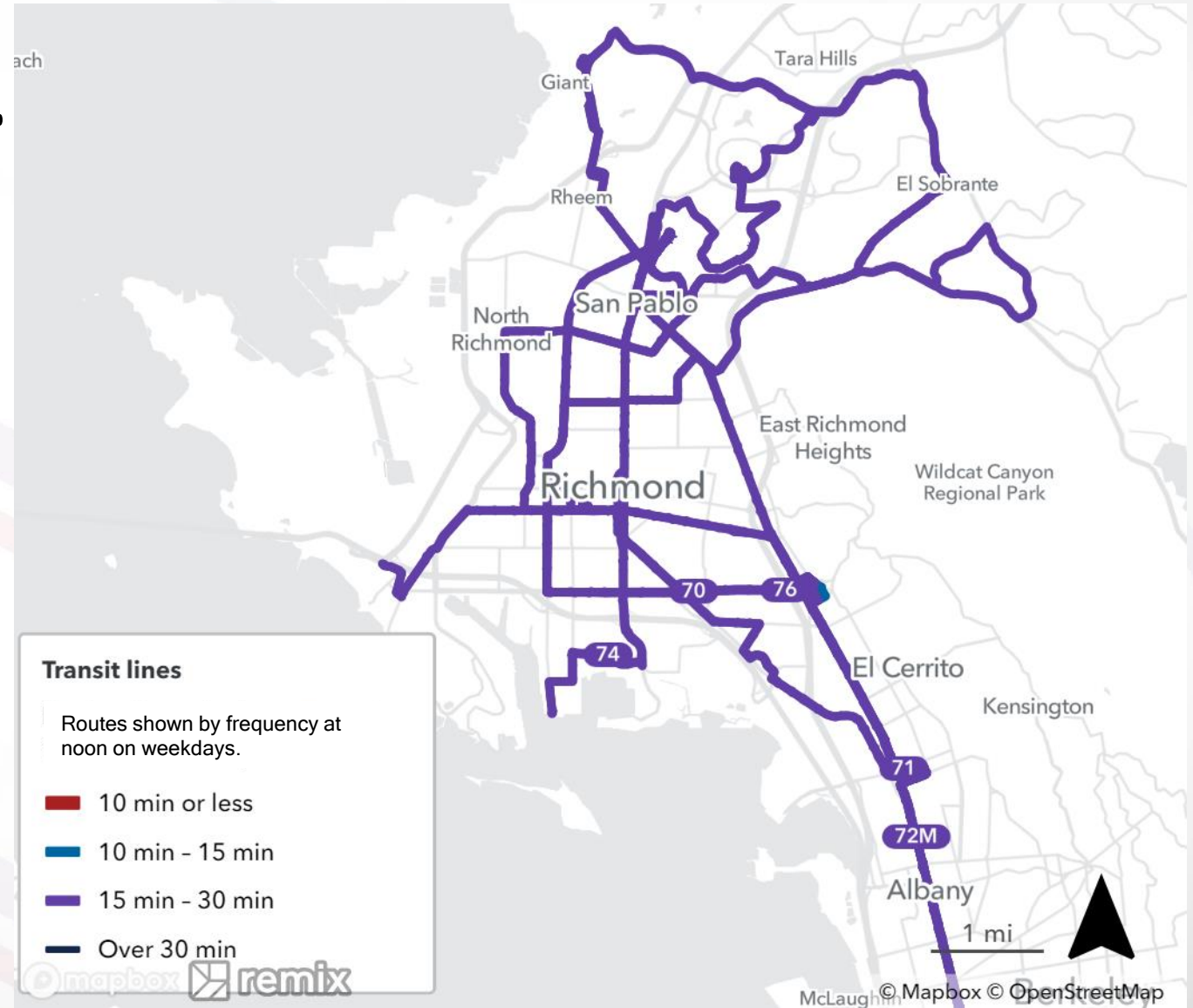
Core Network

- Revised lines 6 and 51 to balance transfer-free service with reliability needs
- Lines 72/72M/72R retained, with local service frequency preserved
- Net service reductions on lines 18, 57, 72R, and NL invested in system reliability



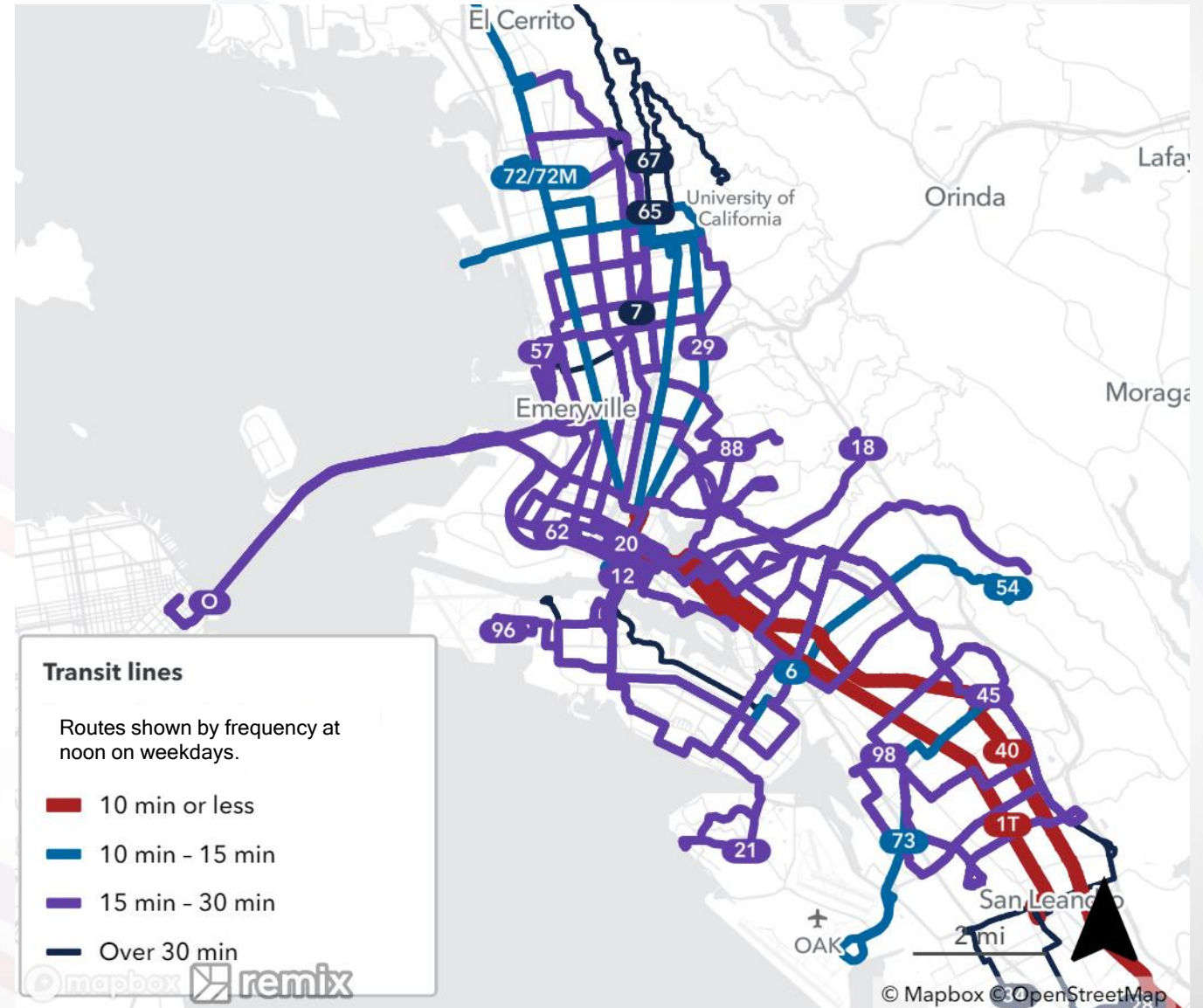
Western Contra Costa Co.

- Redesigned Line 70 provides additional service on high-demand Cutting Corridor
- More frequent weekday service on Line 71
- Coverage retained in El Sobrante Hills on Line 74
- Redesigned Line 76 provides service to areas currently served by Line 72



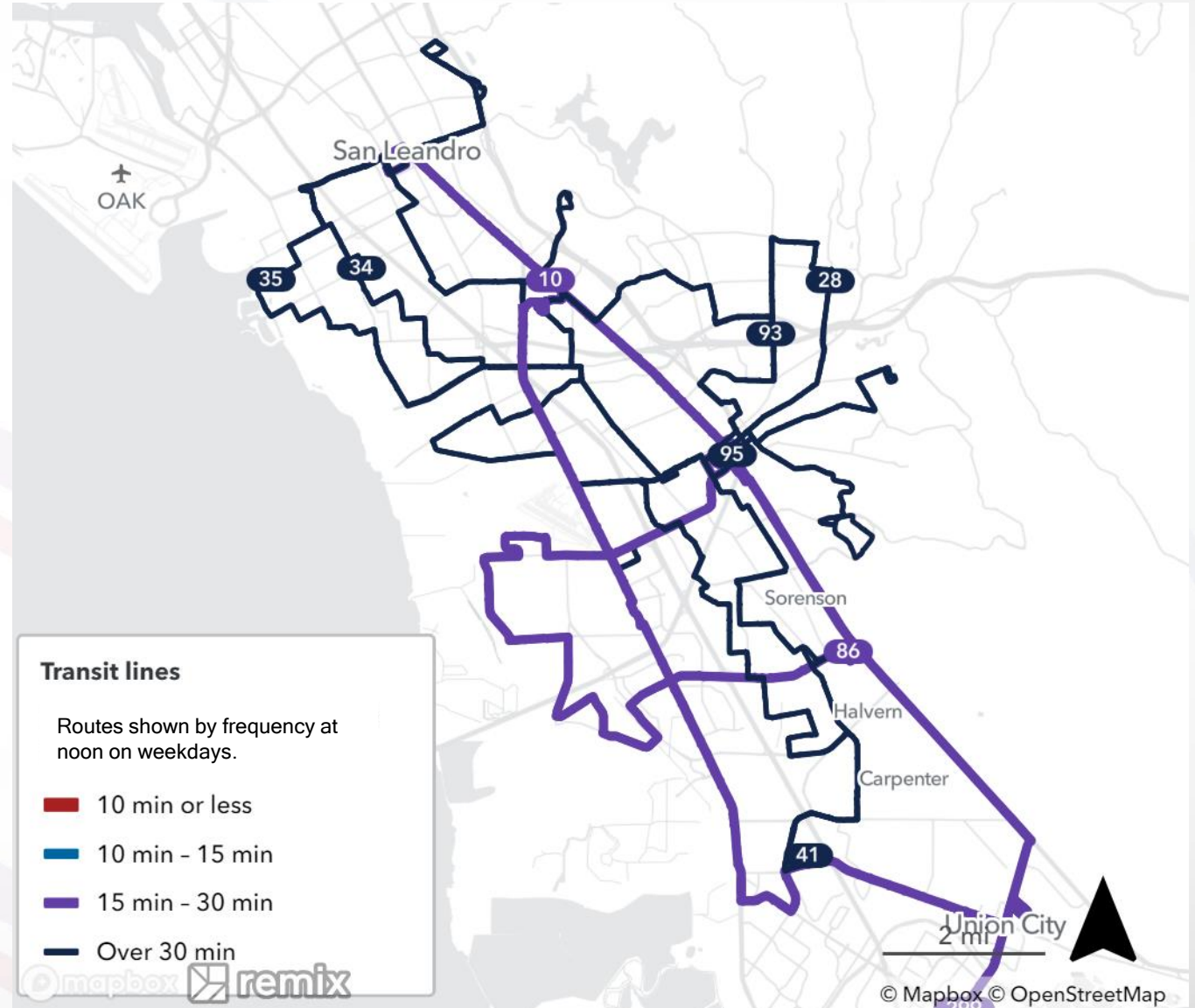
Northern Alameda Co.

- Redesigned Line 29 provides new service on Alcatraz
- Redesigned Line 96 now provides service to Brooklyn Basin
- Service on Ashby is now provided by new Line 27
- Line 21 no longer serves OAK airport, replaces Line 39 service on Skyline.
- Redesigned Line 20 provides new service on Alameda's West End



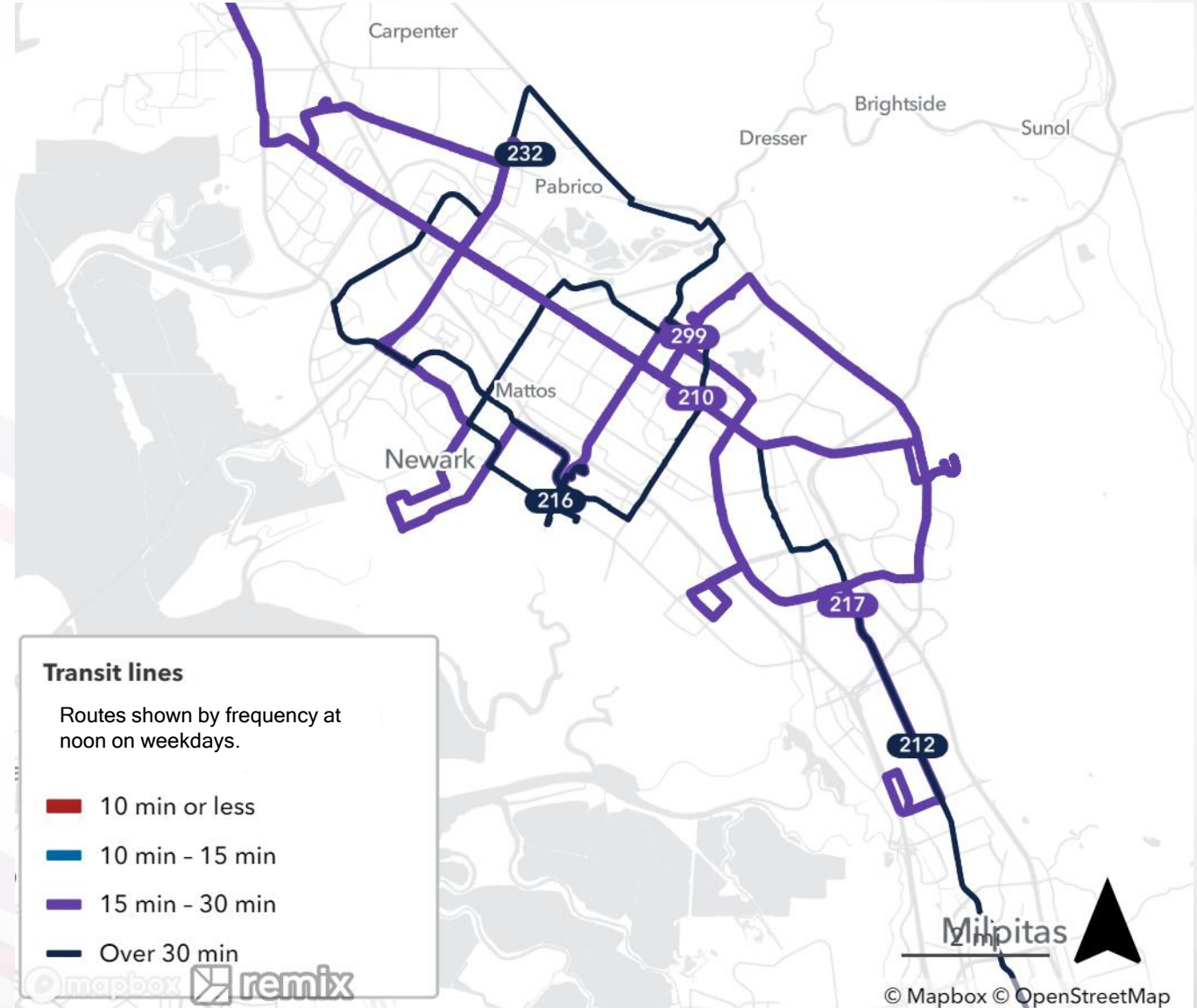
Central Alameda Co.

- Extends Line 10 to Union City to lengthen the route and reduce the number of transfers in Hayward
- Weekday service improved to every 40 minutes on lines 28, 34, 35, 41, and 56
- Service retained on all neighborhood lines currently in operation.



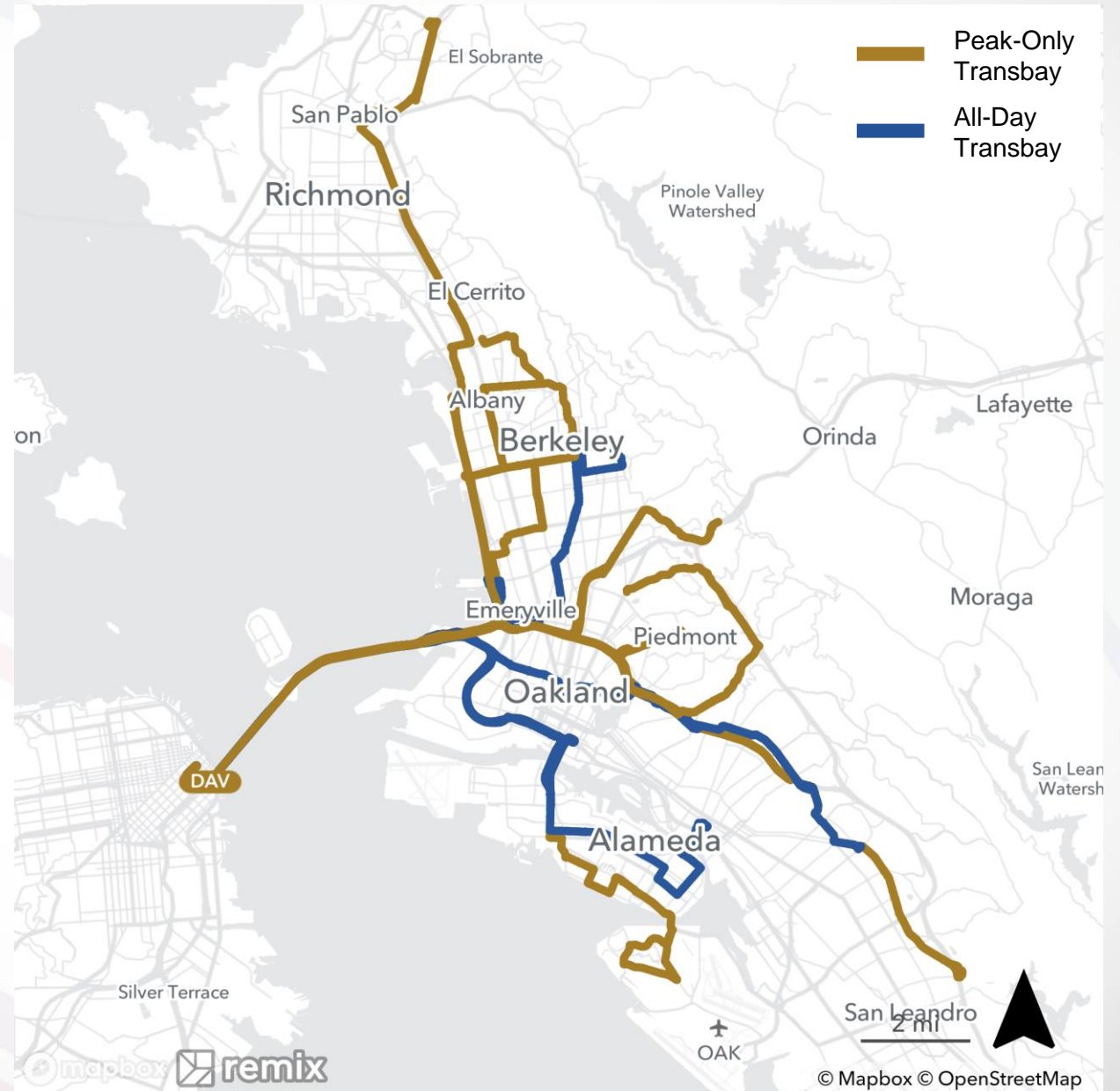
Southern Alameda Co.

- Service on weekdays every 30-60 minutes.
- Redesigned Line 212 now provides service into Santa Clara County instead of Route 217
- Redesigned Line 239 connects Pacific Commons with both Warm Springs and Fremont BART
- Warm Springs microtransit possible for post-August 2024 implementation.



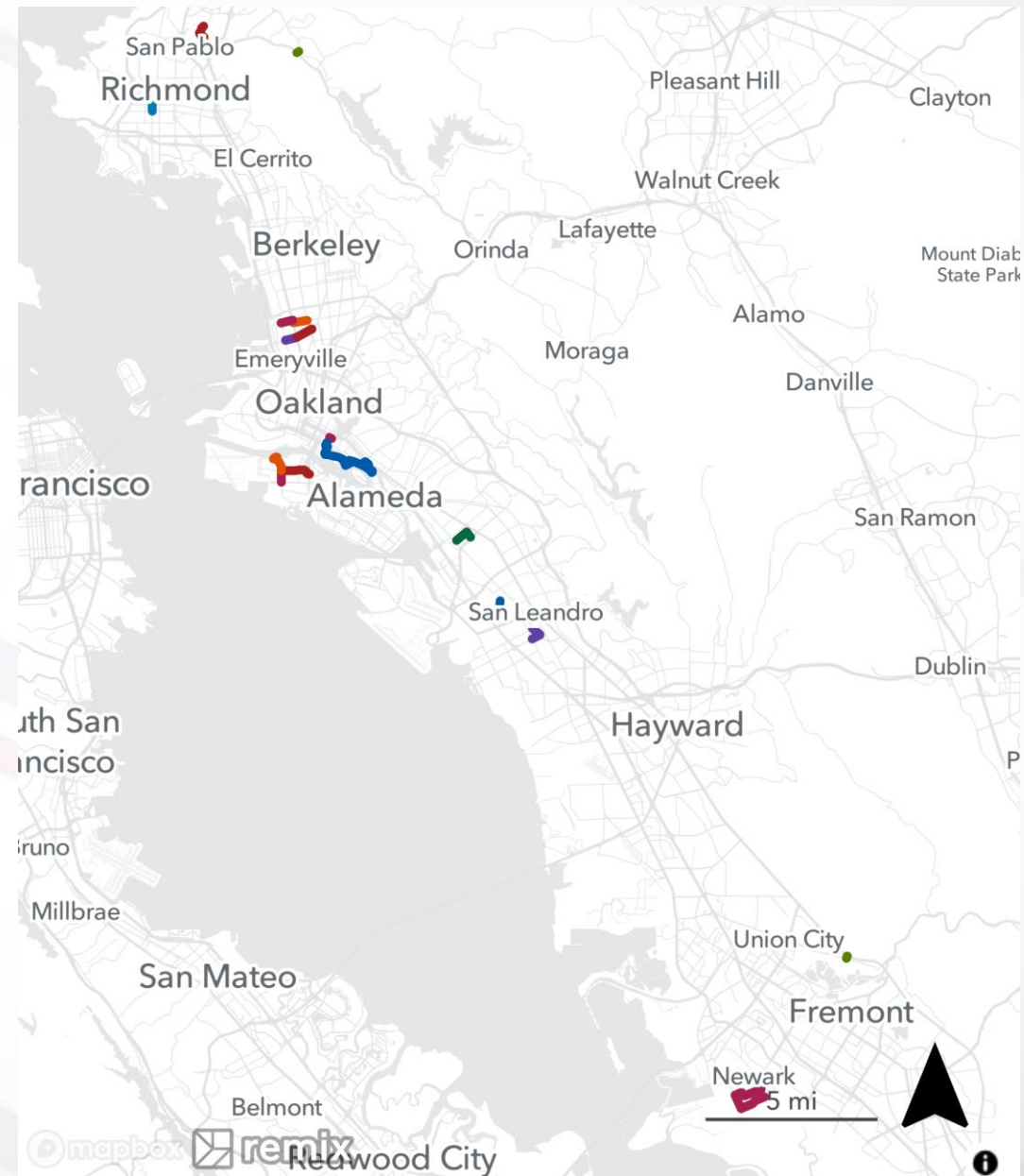
Transbay

- No changes to line E, F, FS, G, J, NL, NX, NX3, O, P, U, V alignments
- Lines L and LA are consolidated
- Lines OX and W are consolidated



New Route Segments

- New Route segments on:
Lines 7, 19, 20, 96, 28, 29, 45, 51, 70, 73,
74, 76, 96, 200, and 216
- These fall within jurisdictions of Richmond, unincorporated Rollingwood, El Sobrante, Oakland, Emeryville, Alameda, San Leandro, Fremont, and Newark



Discontinued Route Segments

- Discontinued Route segments on:
Lines 6, 19, 21, 28, 33, 35, 39, 45, 70, 72, 73, 74, 76, 86, 376, 805, LA, O, OX, and W
- These fall within jurisdictions of Richmond, El Sobrante, Oakland, Piedmont, Alameda, San Leandro, Hayward, Fremont, and Newark



Frequency and Reliability Impacts



-5.2%

population with access
to 15-minute service



- 7.3%

zero-vehicle
households with access
to 15-minute service



-9.3% change

jobs with access to 15-
minute service



15

lines changed to
improve reliability

Job Access

Weekday AM Peak

% Change, Job Access within 30 minutes

% Change, Job Access within 60 minutes

Weekday Midday

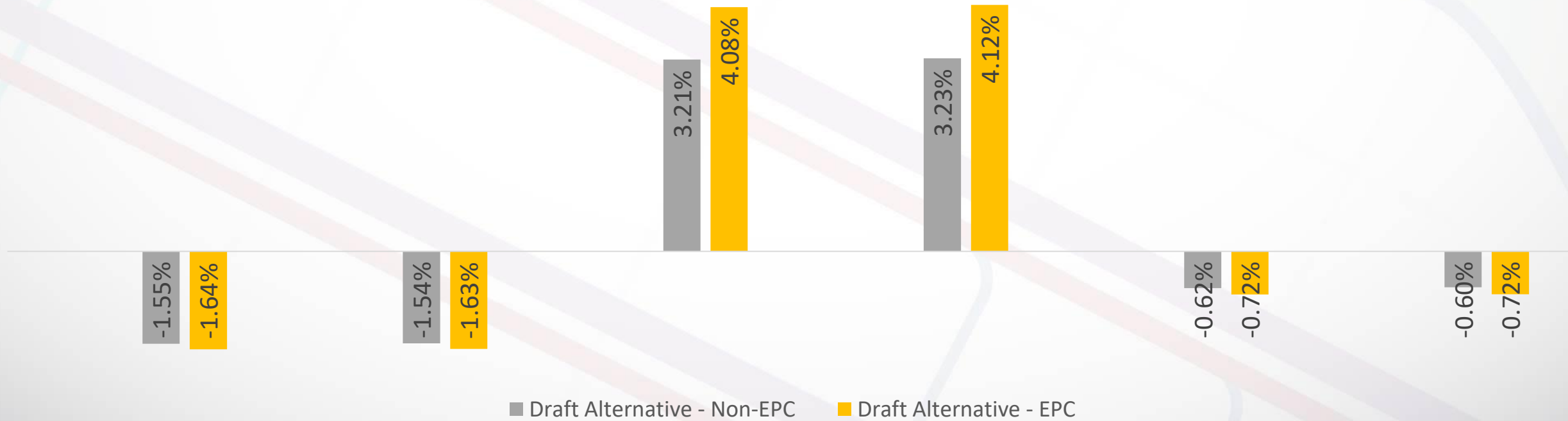
% Change, Job Access within 30 minutes

% Change, Job Access within 60 minutes

Weekend Day

% Change, Job Access within 30 minutes

% Change, Job Access within 60 minutes



Grocery and Hospital Access

Weekday AM Peak

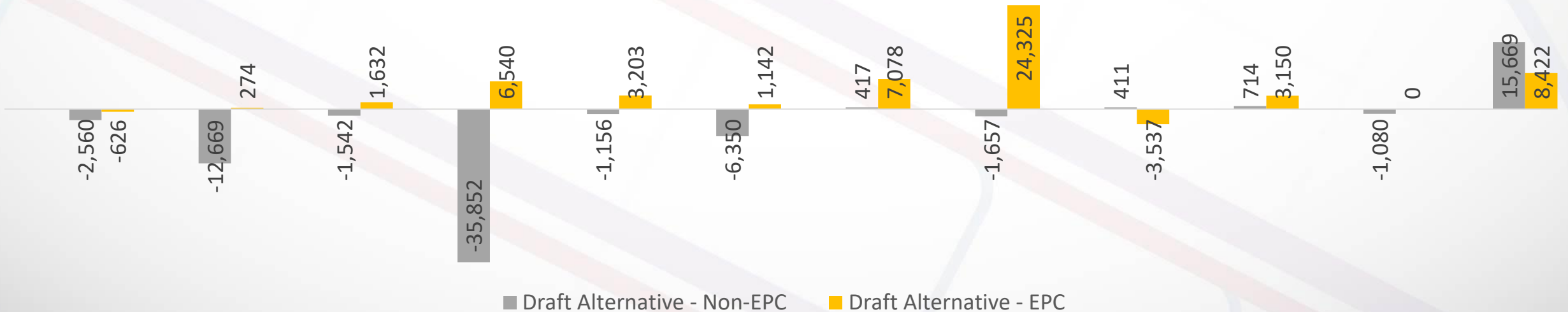
Change, People within 15 min. of 2 Grocery Stores	Change, People within 30 min. of 2 Grocery Stores	Change, People within 15 min. of a Hospital	Change, People within 30 min. of a Hospital
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Weekday Midday

Change, People within 15 min. of 2 Grocery Stores	Change, People within 30 min. of 2 Grocery Stores	Change, People within 15 min. of a Hospital	Change, People within 30 min. of a Hospital
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Weekend Day

Change, People within 15 min. of 2 Grocery Stores	Change, People within 30 min. of 2 Grocery Stores	Change, People within 15 min. of a Hospital	Change, People within 30 min. of a Hospital
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Network Frequencies

	Existing Network	Recommended Scenario
10 minutes or less	2 routes	2 routes
11 – 15 minutes	8 routes	5 routes
16 – 20 minutes	10 routes	10 routes
21 – 30 minutes	24 routes	24 routes
Over 30 minutes	21 routes	23 routes
Total	65 routes	64 routes

Table excludes supplemental and Transbay Lines

Plan Success Metrics

- Incorporated into Service Standards development
- Review of industry best practices forthcoming
 - Consider additional metrics focused on service quality, like successful headway metrics, first timepoint departure adherence, equity-based quality measurement
- If bus operator availability continues to affect service reliability, meeting most potential success metric goals will be challenging

Next Steps

Public Engagement: Phase 4

January 19, 2024 – March 13, 2024



**Community
Workshop &
Outreach**

**Public
Comment &
Hearings**

**Board
Decision**

Note: Service Standards and Unconstrained Vision Plan to be refined in latter half of 2024.

Realign Project Phasing

1

Develop Plans
+
Learn Rider
Needs

Mar-Jun 2023

2

Aligning
Guiding
Principles with
Community
Assessment

Jul-Aug 2023

3

Develop
Service
Scenarios
and Gather
Feedback

Sep-Dec 2023

4

**Draft Final
Service Plan
and Plan
Adoption**

Jan-Apr 2024

5

Develop
Service
Standards
and Inform
Riders about
Service
Changes

Apr-Sep 2024

On-going emphasis on equity and transparency in all project phases and communications