



# Realign<sup>▶◀</sup>

SR 23-250g  
Att.1.

## Updated Approach Options and Timeline

AC Transit Board of Directors Meeting

WEDNESDAY MARCH 13, 2024



# Key Feedback from Jan 24<sup>th</sup> Board

## Reliability:

Need better link between proposals and District KPIs

## Frequency:

Less frequent service on trunks for reliability ***unacceptable***

Less network coverage ***unacceptable***

## Equity:

Cutting service in Equity Priority Communities (EPCs) ***unacceptable***

Transbay service retention means less local service in EPCs



# Key Questions

***Can we advance on our project guiding principles without heavy frequency cuts?***

***What's needed to realize a higher operator count and fewer trade-offs?***



# Responses to Jan 24<sup>th</sup> Board Motion Items

## Timeline

- **Mar 2024:** Trade-Offs/Strategic Approach
- **May 2024:** Revised Plan #1; Public preview/comment
- **Aug 2024:** Revised Plan #2; set Public Hearings
- **Sept 2024:** Public Hearings (4)
- **Oct 2024:** Plan Adoption
- **Mar 2025:** Plan Implementation

## Service in Equity Priority Communities (EPCs)

- Staff interprets motion as direction to explore retaining frequent service on trunks that serve EPCs; no disparate impacts in EPCs found with Jan 24th plan
- Needs reduced runtime/layover investments or less frequency/coverage in non-EPC areas; i.e. Transbay

## Non-Union Operators

- Board direction clear; non-union operators off the table
- Regional coordination with other union transit operators (i.e. Dumbarton) outside of Realign still a possibility.

## Approach ATU about March 2025

Conversations being led by  
GM / Exec. Dir. of HR



# Staff Recommended Strategy

## **Broaden Frequent Network**

*Run lines 1T, 6, 10, 18, 20/21, 51, 52, 57, 97, and NL every 15 minutes*

## **Improve Reliability (Customer Focused, Operator Supportive)**

*Focus improvements where on-time performance (OTP) < 70%*

## **Tune Frequency for efficiency**

*Minor changes (e.g. 15 -> 17 min.) where savings possible*

# Broaden Frequent Network

Needs 38 operators

## Jan 24 Plan:

Lines 1T, 6, 40, 20/21, 51,  
52, 54, 72/72M, 73 & 97

**22%**

of service area residents  
can access 15 minute or  
better service\*

**Add:** Lines 10, 18, 57, NL  
**Less Frequent:** Lines 54, 73

**32%**

of service area residents  
can access 15 minute or  
better service\*

\*Census 2020 population estimates, quarter-mile buffer



# Broaden Frequent Network

**32%**

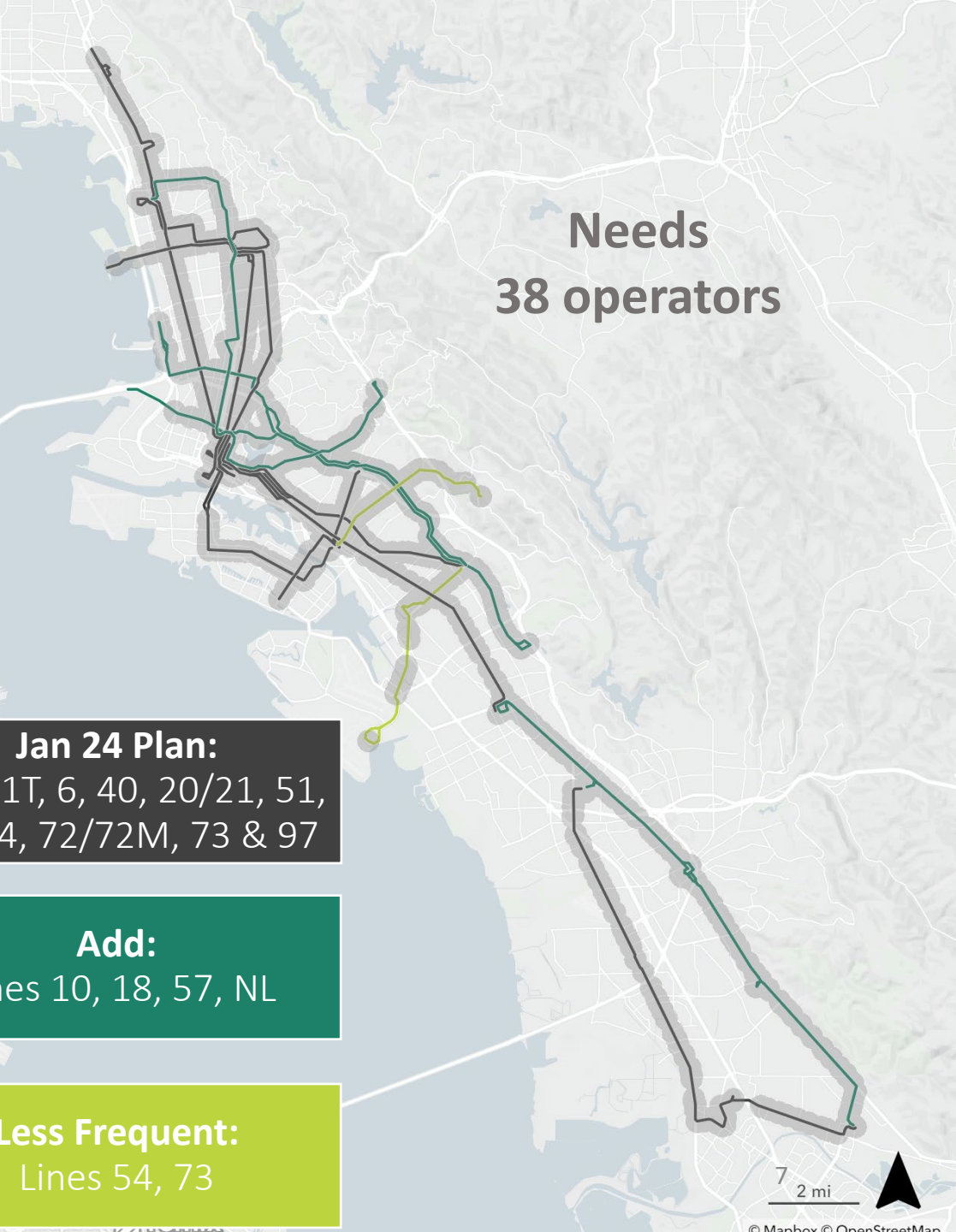
of service area residents  
can access 15 minute or  
better service\*

\*Census 2020 population estimates, quarter-mile buffer

**+ 166k** people total

**+ 48k** people of color

**+ 38k** < 200% Fed Poverty  
Level



## Jan 24 Plan:

Lines 1T, 6, 40, 20/21, 51,  
52, 54, 72/72M, 73 & 97

## Add:

Lines 10, 18, 57, NL

## Less Frequent:

Lines 54, 73

# Improve Reliability (OTP-focused)

Needs 10 operators

- Data from Fall 2023 show eight local lines (6, 12, 18, 56, 72M, 72R, 74, and 96) with OTP under 70%.
- Proposal would add a bus into the cycle to allow for additional runtime and/or layover as necessary where significant changes to line were not already taking place (12, 56, 72M, 74, 96)
- Operator-facing: Identify opportunities to improve layover time where feasible. Ensure few or no lines have minimum layover.



# Tune Frequency for Efficiency

- Clockface headways, while often convenient and more legible, are a luxury with resource constraints and the use of smartphone trip planning.
- Where possible and finding sufficient operator and/or financial resources becomes challenging, staff will reduce frequencies where minor changes (i.e. 15 -> 16 minutes) would yield significant resource savings.
- Examples: Line 46L, which operates at a 62-63 minute frequency with 1 bus rather than a 60 minute frequency with dramatically long layovers or significant interlining.



# Other Options

**Improve Reliability** – *with customer impacts*

*aggressively add layover time across the board*

**Trim Transbay** - *Cut Peak-Only lines and/or run F, NL, O lines to BART*

**Assume Operator Increase?** - *Allows improvements without trade-offs, but requires extrapolation of future operator availability trends*

# Improve Reliability (w/ customer impacts)

Needs 40 operators

- Continue course charted in December, one particularly responsive to operator and union feedback on runtimes and layovers
- Investment in 40 operators' worth of layover additions at the cost of frequency of service throughout the District
- Priority with these investments would be given to aggressively adding layover time rather than direct focus on customer experience



# Trim Transbay

- Transbay per-trip ridership recovery worse than local service.
- Most local bus-to-BART connections are time competitive with Transbay; forthcoming free transfer pilot would offset rider transfer costs.
- BART has capacity today and room for future growth with Fleet-of-the-Future and train control system upgrades.
- Test HASTUS schedules show operator savings even with retention of existing 600-series lines.

| Line                           | Oct 2019<br>Riders per<br>Trip | Oct 2023<br>Riders per<br>Trip | % of Pre-<br>Pandemic<br>Ridership<br>(per Trip) | % of Pre-<br>Pandemic<br>Ridership<br>per Trip<br>(Overall) |
|--------------------------------|--------------------------------|--------------------------------|--|---|
| B                              | 24.4                           | 0                              | 0%   | 0%  |
| C                              | 38                             | 0                              | 0%   | 0%  |
| CB                             | 39.9                           | 0                              | 0%   | 0%  |
| E                              | 40.2                           | 17.3                           | 43%  | 29%   |
| <b>F (Transbay only)</b>       | 15.4                           | 10.8                           | 70%  | 70%   |
| <b>F (all passengers)</b>      | 30.5                           | 31.9                           | 104%   | 104%  |
| FS                             | 53.6                           | 24.5                           | 46%  | 12%   |
| G                              | 39.7                           | 28.7                           | 72%  | 36%   |
| J                              | 57.7                           | 22                             | 38%  | 17%   |
| L                              | 27.6                           | 22.5                           | 82%  | 21%   |
| LA                             | 33                             | 15.4                           | 47%  | 10%   |
| <b>NL (Transbay only)</b>      | 12                             | 7.9                            | 66%  | 65%   |
| <b>NL (all passengers)</b>     | 33.7                           | 19.4                           | 58%  | 57%   |
| NX                             | 41.3                           | 16.4                           | 40%  | 32%   |
| NX3                            | 32.5                           | 16.4                           | 50%  | 27%   |
| <b>O (Transbay only)</b>       | 21.8                           | 10.3                           | 47%  | 44%   |
| <b>O (all passengers)</b>      | 29.2                           | 15.7                           | 54%  | 51%   |
| OX                             | 28.6                           | 11.8                           | 41%  | 16%   |
| P                              | 42.6                           | 25.8                           | 61%  | 27%   |
| V                              | 29.7                           | 18.6                           | 63%  | 19%   |
| W                              | 29.3                           | 17.3                           | 59%  | 22%   |
| Z                              | 17.3                           | 0                              | 0%   | 0%  |
| <b>Subtotal: F, NL, O only</b> | 15.7                           | 9.4                            | 60%  | 59%   |
| <b>Subtotal: Peak TB only</b>  | 35.3                           | 19.8                           | 56%  | 15%   |
| <b>TOTALS</b>                  | 26.8                           | 12.1                           | 45%  | 26%   |

# Trim Transbay

- Ending the F, O, and NL in the East Bay would save resources throughout the week.
- Line F could terminate in Emeryville, preserving access to retail destinations.
- Line NL could terminate at the West Oakland BART station, improving regional connections, though more work on layover locations would be needed.
- Line O could be a timed connection with the Seaplane Lagoon Ferry to save resources.

Cut Peak-Only: Saves 20 operators  
East Bay-Only F, NL, and O: Saves 10 operators



# Trim Transbay

Cut Peak-Only: Saves 20 operators  
East Bay-Only F, NL, and O: Saves 10 operators

- Older rider survey data\* showed more high income riders, fewer low income riders on Transbay than Local.
- Today, ridership, average trip lengths, Realign survey data suggest the following general trends on Transbay:
  - Travel being made to and from the same places on Transbay as pre-pandemic.
  - Fewer trips made, fewer days per week.

\*2017-18 AC Transit On-Board Survey, most recent detailed rider demographics available.

# Trim Transbay

Cut Peak-Only: Saves 20 operators  
East Bay-Only F, NL, and O: Saves 10 operators

- Transbay service is popular among riders who use it, with a vocal customer base.
- The following issues, if possible to address, likely would fall outside Realign's timeframe:
  - Double decker and MCI bus fleets challenging to repurpose for use in Local service.
  - Transbay receives substantial revenues from RM2 and RM3, as well as EasyPass, for which Transbay affects pricing and program appeal.
  - Salesforce Transit Center and Bus Storage facility leases total \$4.35m for FY 23-24.



# Assume Operator Increase?

- 8-operator allocation for August 2024 to be rolled into reliability improvements, reducing need for added operators in Realign for March 2025.
- District focus on operator working conditions and retention could yield improved count
- More than 100 operators in Special Division 7 could be reduced.
- Realign Plan could include a “Realign+” option with improved frequency on 72R for example based on an operator count “trigger” point in Fall 2024.
  - i.e., if we are confident we will have an extra 10 operators in March 2025, we will include that in package for Board adoption.

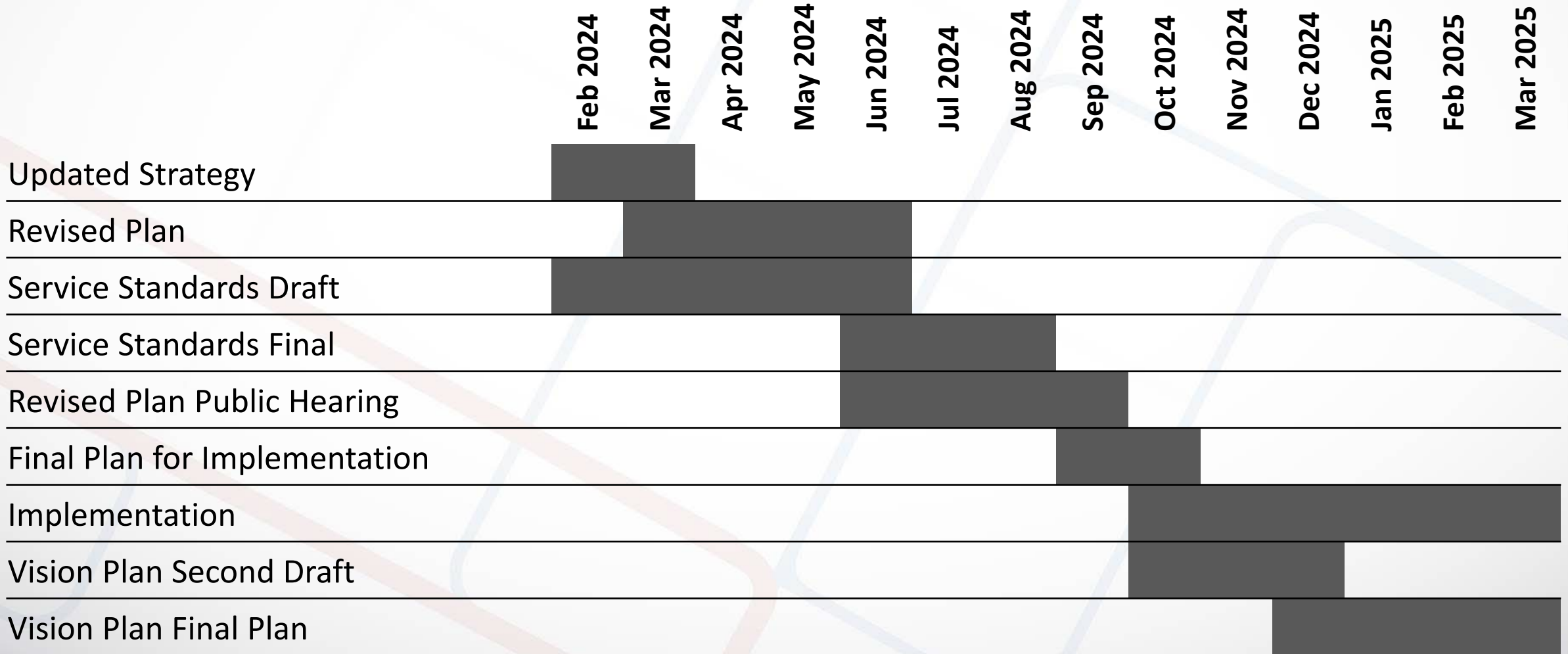


# Recap of Proposed Strategies

| Strategy  | Purpose   | Costs/<br>Savings |
|---|---|-------------------|
|   |   | Operators         |
| <b>Eliminate Blanket 20 Buses for added Layover</b> | Free up resources for frequency and targeted OTP reliability improvements.              | -40               |
| <b>Broaden Frequent Network</b>                     | Respond to Board direction to focus on frequency in EPCs and lines with high ridership. | 38                |
| <b>Improve Reliability</b>                          | Add resources to help OTP for lines below 70%.  | 10                |
| <b>August 2024 Allocation</b>                       | 8 additional operator allocation for Fall 2024 sign-up                                  | -8                |
| <b>Total</b>  |   | <b>0</b>          |

# **Project Schedule/ Outreach and Communications**

# Timeline by Task



# Public Outreach and Communications (towards March 2025)

| Date                       | Phase 4 Activity – Outreach, Communications & Engagement, a 2-part process                         |
|----------------------------|--|
| <b>MAR 13, 2024</b>        | <b>Board Meeting:</b> Realign update, Review/Approve Updated Strategy                              |
| APRIL 2024                 | Provide updated information on website and prepare promotional and outreach activities             |
| MAY 15, 2024               | Public Release of updated Draft Service Plan / Public Engagement window <u>OPENS</u> (3 Weeks)     |
| MAY 23, 2024               | AC Transit Realign Workshop via Zoom – Updated Draft Service Plan Review/Q&A (Public)              |
| <b>JUN 5, 2024</b>         | Updated Draft Service Plan Open House  |
|                            | <b>Special Board Meeting:</b> Realign workshop and feedback on updated Draft Service Plan          |
|                            | <u>CLOSE</u> public feedback window on updated Draft Service Plan                                  |
| JUN 2024                   | <i>Refine Draft Service Plan incorporating Board and public feedback</i>                           |
| JUL 2024                   | <i>Prepare Board Report for August 7</i>   |
| <b>AUG 7, 2024</b>         | <b>Set Public Hearing</b> on draft Final Service Plan / Public Hearing Comment Period <u>OPENS</u> |
| <b>SEP 9, 10, 11, 2024</b> | <b>Public Hearing(s)*</b> / Public Hearing Comment Period <u>CLOSES</u>                            |
| <b>OCT 9, 2024</b>         | <b>Board Decision on Final Service Plan</b>  |
| OCT 10, 2024               | <i>Implementation Team begins, scheduling, testing, training, communications development</i>       |
| FEB 2, 2025                | Public Information, Education and Communications begin and continue thru March 30, 2025            |
| <b>MAR 9, 2025</b>         | <b>Implement new Network Service Plan</b>  |

**\*Public Hearing Notes:** 9/9 @6PM AND 9/10 @9AM (Staff-led); 9/11 @2PM and 6PM (Board-led)

**Legend:** **Bold black font** = key milestone dates. **Green font** = outreach, communications and engagement, and District-wide activities. *Italic black font* = staff/consultant activity

# Public Outreach and Communications (through June 5th)



Five weeks for promotions

Three weeks for outreach

- |                            |                            |                         |                                 |                                 |
|----------------------------|----------------------------|-------------------------|---------------------------------|---------------------------------|
| eNews / Social Media       | Promotions on Buses        | Realign Project Webpage | Media Ad Buys                   | Route Profile Books @ Libraries |
| City Council Announcements | Pop-ups @ Bus Stops/Events | CBO Hosted Events       | Lived Experience Advisory Group | AC Transit Realign Workshop*    |

\* Public Workshop on 5/23/2024 @ 6pm via Zoom.

\*\* Special Board Meeting Date needs to be confirmed.

# Recommended Motion

# Recommended Motion

*(crucial to facilitate March 2025 implementation)*

- Receive updates on project timeline changes and strategic options associated with Realign
- Set a special Board meeting focusing on Realign plan revisions and other Realign-related issues on June 5, 2024
- Direct staff to incorporate the staff recommended strategy in future plan revisions.