ttachment : Community Engagement Responses

A. ONLINE FEEDBACK FORM RESPONSE SUMMARY AND RESPONSES COLLECTED

The District included an online feedback form on the Contingency Service Plan page. We received 56 responses. Below are the key findings.

Key Findings

1. Most Needed Bus Service Times

- Of the options listed, late evening (after 7:00 p.m.) is the most important off-peak time for bus service, as ranked by respondents.
- Other times, such as early morning (before 7:00 a.m.), 9:00 a.m. to noon, and noon to 3:00 p.m. were less important compared to late evening.

2. Service Features to Preserve

- Respondents want to preserve service frequency (shorter wait times) and weekend service (Saturdays/Sundays) if cuts are necessary.
- Off-peak service (before 7:00 a.m. and after 7:00 p.m.) is also valued, but the highest priority is maintaining frequent and reliable service during the most important times

3. Frequency vs. Coverage Trade-off

- The majority of respondents prefer high frequency (buses arrive more often) even if it means fewer routes or longer walks to stops.
- Sample comment: “Frequency is more important and would keep people’s faith in public transport.”

4. Impact of Service Cuts

- Many respondents say that cuts to late evening service or frequency would significantly disrupt their ability to get to work, return home, or access essential activities. Some would be forced to drive, use rideshare or lose mobility options.
- Sample comment: “I would have to get a car, which I don’t want.”

5. Communication and Outreach

- Respondents learned about the proposed changes through email, city government notifications, social media, and other channels, indicating effective outreach.

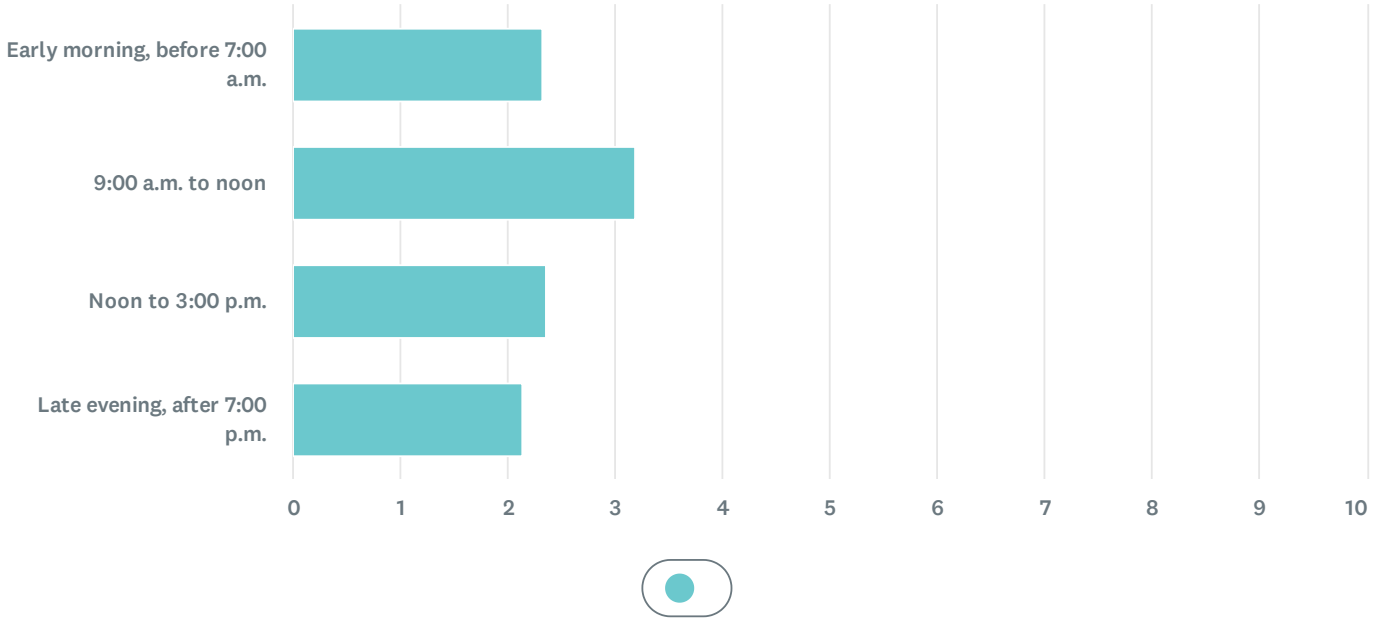
ctionable Insights

- Prioritize protecting late evening service, as it is the most important off-peak time for riders.
- Maintain high frequency and weekend service where possible.
- If cuts are unavoidable, reduce service during less important times first while shielding late evening service.
- Continue transparent, multi-channel communication to keep riders informed about changes and alternatives.

Online Feedback Form Results (6/10/26-7/18/26)

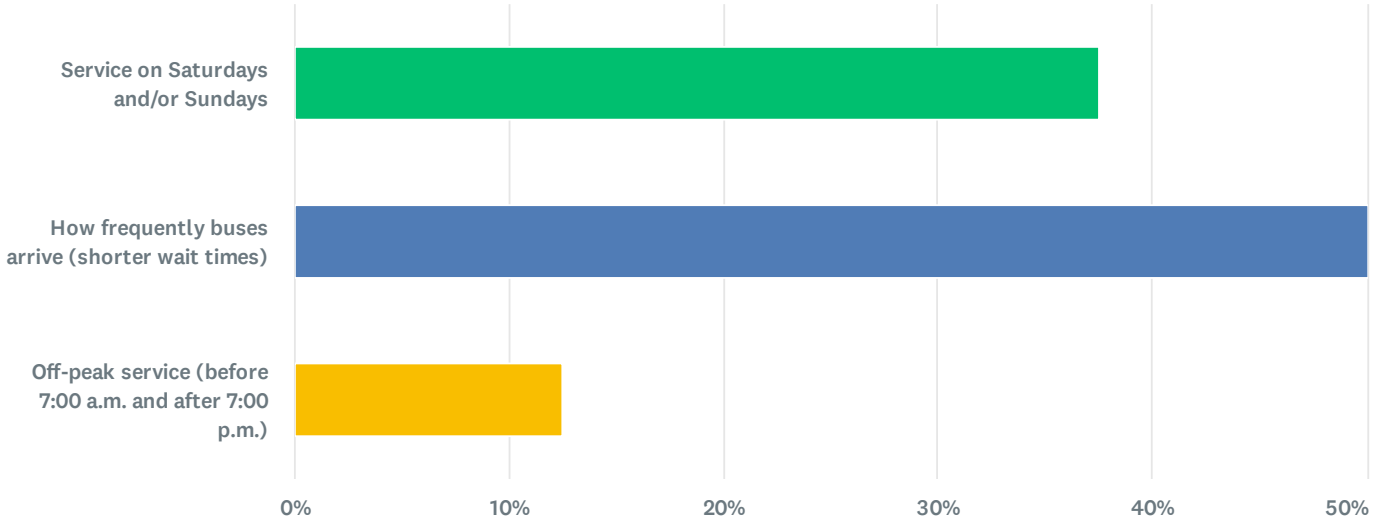
Q1 55 responses

At what times do you most need bus service? Rank them from 1 to 4, with 1 being most important and 4 being least important.



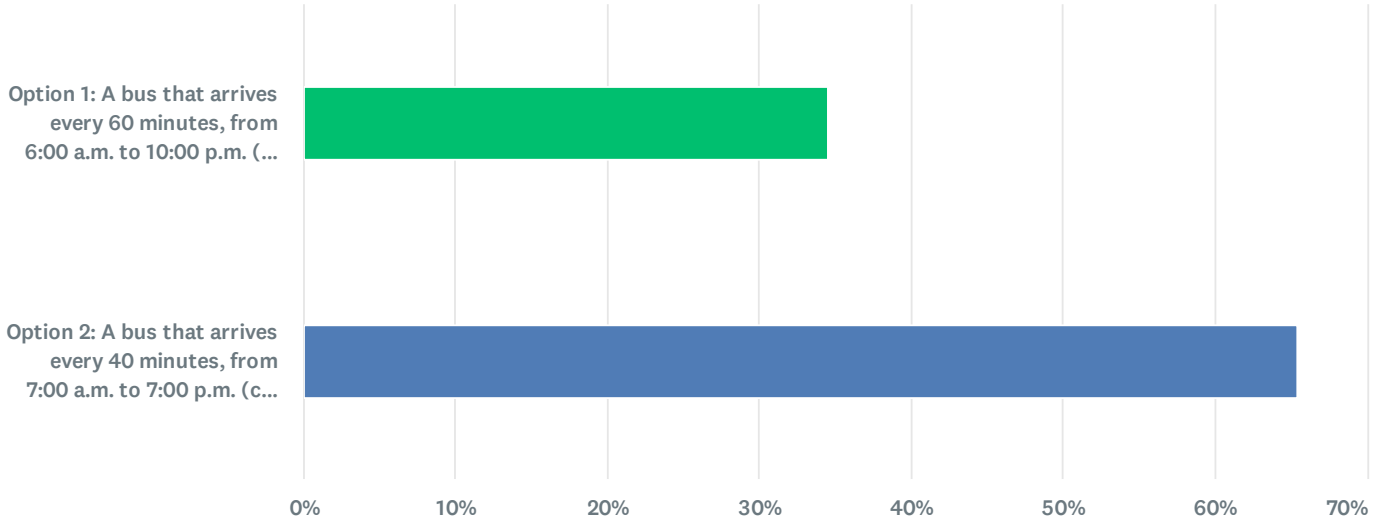
Q2 56 responses

Thinking about the line you ride, what would you most need AC Transit to preserve if service cuts are necessary?



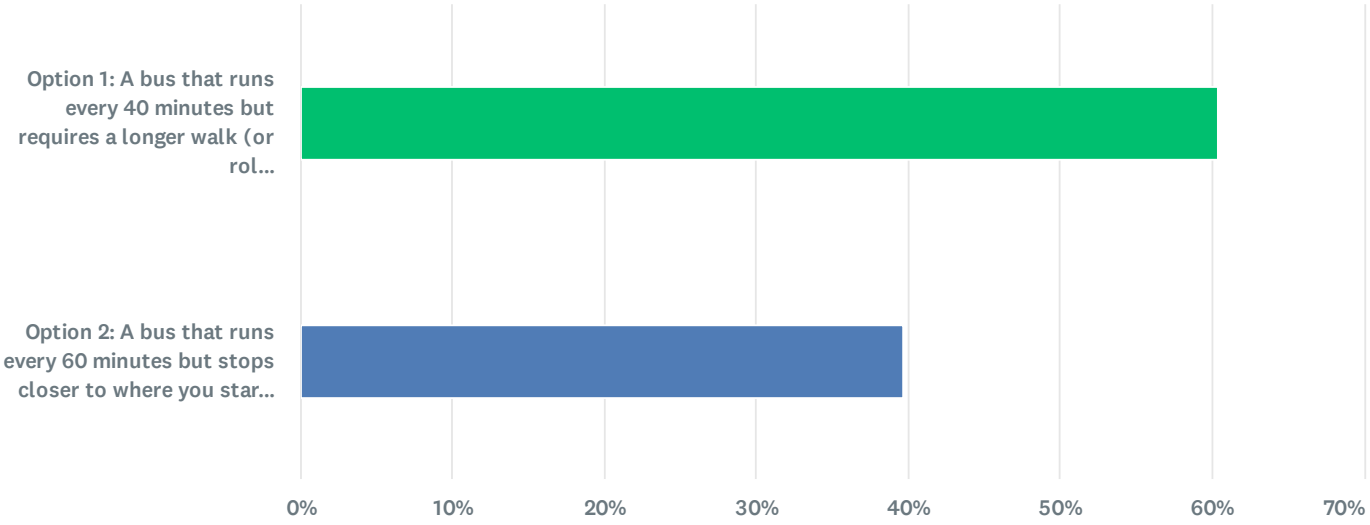
Q3 55 responses

Which option would be better for you?



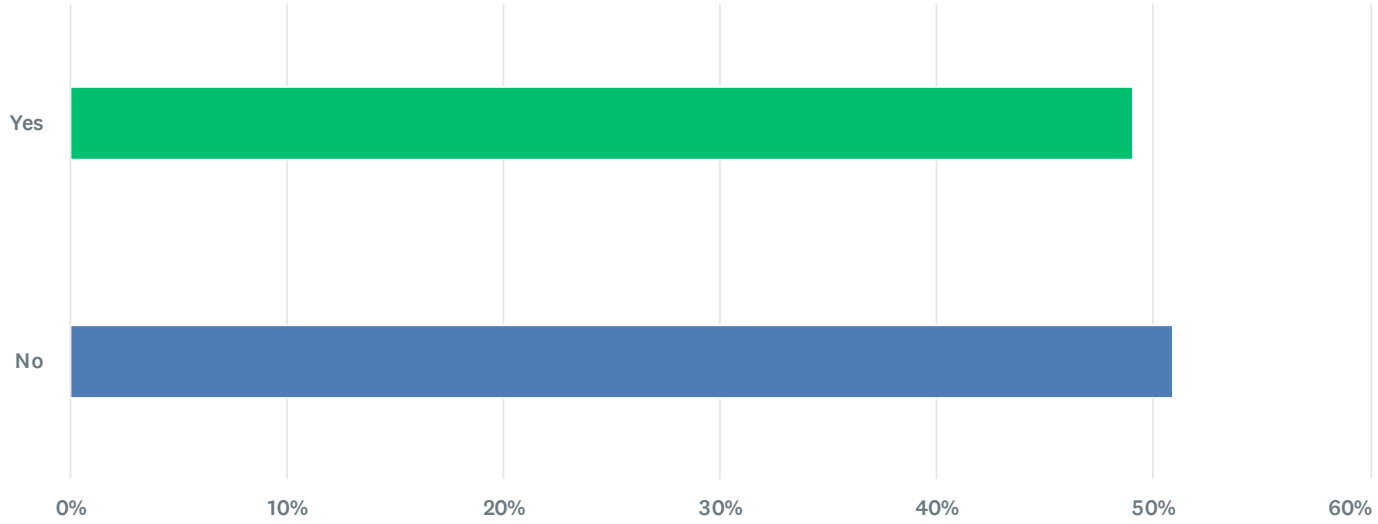
Q4 53 responses

Which option would be better for you?



Q5 53 responses

Would you, personally, choose a bus that gets you more places even if it arrives less often? Why or why not?



#	PLEASE EXPLAIN.	DATE
1	Honestly, frequency is more important and would keep people's faith in public transport.	7/17/2026 6:00 PM
2	Usually I need consistency in my bus route, and perfect it to not be full	7/16/2026 8:02 PM
3	The issue is greater probability of a bus running late can mess up your itinerary for connecting buses, and with less frequent service, that becomes a bigger issue.	7/16/2026 7:58 PM
4	I can plan to use a bus based on it’s schedule.	7/16/2026 7:43 PM
5	My work day starts early in SF. I would need to in SF no later than 7:30am. If the bus schedule doesn’t line up, I would have to find another way to work.	7/16/2026 6:52 PM
6	I need a reliable and frequent bus service. I would prefer if it arrives more often, even if it gets me to less places. If the location I need to get to is close, then I can walk the rest of the way. AC Transit needs to centralize services to the main boulevards that will connect cities and rebuild local economies. TEMPO bus line is a perfect example of the seamless connection that AC Transit needs to expand to Oakland, San Leandro, Hayward and San Lorenzo. Please use these bus lines to restore the Key System streetcars.	7/14/2026 2:29 PM
7	I value the option of being able to take public transit even to places that are usually restricted only to drivers	7/12/2026 3:45 PM
8	I don't want to wait.	7/12/2026 10:58 AM
9	As a commuter, I travel all over the Bay Area and getting to where I need to go is important. There have been many times when BART has been unavailable due to some type of medical emergency or police activity. AC Transit has been a lifesaver in those cases, even if it takes longer to reach my destination.	7/10/2026 2:14 PM
10	I rely on public transit and there are places and neighborhoods I can’t get to. I can plan for the timing even if it’s inconvenient.	7/9/2026 7:57 AM
11	AC Transit wouldn't have to face so many dreadful choices like this if abusive simpletons like Director Joel Young understood how the rest of the world implements all-door boarding for buses. Instead the agency has been in managed decline even before covid. Thanks to parochial scum like you we'll get third-world service soon.	7/8/2026 11:03 AM

12	I like knowing that another bus will come within 10 - 15 minutes if I miss the previous bus.	7/7/2026 9:50 AM
13	I prefer the variety of destinations (I assume "gets you more places" is this choice). I ride the bus to shop in different places or attend different activities.	7/6/2026 6:02 PM
14	I can likely plan my day so that I can get to the bus at the time I need- it’s more important to be able to get to more places.	7/6/2026 11:23 AM
15	The frequency of bus service is key. It's a tax on people who can't afford to drive, or are physically unable to drive to take more time out of their day to commute to their end location. These are often the most financially challenged individuals.	7/2/2026 12:08 PM
16	If timing of bus doesn’t work out and fit with my schedule, I have the privilege and means to consider alternate transport (driving, ride share, biking)	7/2/2026 10:01 AM
17	Would rather get to my destination but if it's less frequent it makes me waste more time planning things around that one time	7/1/2026 10:54 PM
18	In the Fremont area, I would prefer not to have the frequency of the lines be reduced. This makes it harder to catch a bus when needed, especially after trips / days that are not regular routines.	7/1/2026 8:48 PM
19	Transfers are risky w. all the time they can gobble up a good many sometimes, tho not quite usually.....	7/1/2026 3:35 PM
20	I can use other modes of transportation to get me the extra mile. Like walking or biking.	7/1/2026 9:43 AM
21	Because I don't drive- I depend on the number 7 bus route- and the recent cuts (last August) have made it hard for me to get around. I need 7 day a week bus service from 9 am to 10 pm.	6/30/2026 7:32 PM
22	I do not have a vehicle, and while I can walk I would rather have the bulk of my transportation needs met by a bus that can get me into the general area of where I am trying to go.	6/30/2026 4:01 PM
23	My bus needs are mostly specific.	6/30/2026 3:58 PM
24	It's more reliable for the places I frequent.	6/30/2026 10:39 AM
25	I would rather wait a little longer than have my only option to be to walk.	6/29/2026 1:59 PM
26	Since I don't have a fixed schedule like needing to be at work every day I have more flexibility time-wise but would prefer a stop that is closer to where I am going.	6/28/2026 2:59 PM
27	It would allow me to make stops along the way to take care of shopping, medical appointments, etc.	6/28/2026 2:40 PM
28	N/a	6/27/2026 10:19 PM
29	I am disabled. I am on 3x weekly Dialysis. my chair time is by 7am. to make my clinic appointment , I need to be at the stop #51163 Shellmound & Christie before 6am. IF 57 outbound was made into like line 800 service , would make things Difficult in scheduling.	6/27/2026 5:57 PM
30	Some places I need to get to that I may not be able to get to any other way.	6/27/2026 4:08 PM
31	Personally, over 90% of my trips on AC Transit are a point-to-point commute. The current configuration of line 27 is great for me because I no longer need to change in downtown Berkeley.	6/27/2026 3:05 PM
32	Accessibility	6/27/2026 2:44 PM
33	A bus with infrequent arrivals is a bus I’d take only if the arrival time is convenient for me. If not, I’d likely take Uber instead. Less frequent arrivals decrease the chances that I’d actually take that bus, and having to wait longer than 30 minutes isn’t worth it. My time is valuable; I don’t want to waste it waiting for a bus.	6/27/2026 9:57 AM
34	Less Transfers, Shorter Walk to/from my destination.	6/27/2026 8:50 AM
35	If it arrives less often then I won’t be able to use it because i need to get places on time	6/27/2026 3:09 AM
36	That sounds like a logical trade-off. If a bus is going to arrive less often, then what would compensate for that? What can a bus do to compensate? It can have fewer stops so it's an express bus for you (assuming that you don't have to walk significantly farther to get on the	6/26/2026 8:44 PM

	bus in the first place). It can stop at more places that you want to stop at (so more frequent stops or, compared to an alternative bus line, it could have a longer route than the other lines). What else could a bus do? So arrives less often, gets me to more places.	
37	My legs work perfectly fine. Having to wait 15+ minutes for the bus is insane and, to me, feels like a massive waste of time.	6/26/2026 7:37 PM
38	I want a bus that operates more frequency so that I can get to my job.	6/26/2026 5:04 PM
39	A bus that goes more places tends to be more variable in its timing -- I'd rather have shorter routes with more predictable timing even if meant more transfers -- rideshare also makes this easier. Although expensive, having to use rideshare occasionally for when a transfer doesn't work out and timing is important is much better than just defaulting to rideshare because you can't count on the timing for a long route	6/26/2026 5:03 PM
40	I'm happy to bring my bike on the bus and be flexible with timing.	6/26/2026 4:49 PM
41	I primarily ride the 51A, 51B, and E, with very occasional rides on the 6 or 12. Most of the time that I choose AC Transit, it is because these buses will get me to my destination faster than walking to/from BART for the same trip. If the bus came less often, then this benefit of the faster trip on the bus wouldn't really be a benefit.	6/26/2026 2:38 PM
42	With the exception of the P, I don't use transit at the same times or either the frequency all the time, but it is valuable to me that if I need to go somewhere, I can get there with minimal transfers. I'm happy to spend longer on the bus if I don't have to change buses and potentially miss a connection and have to wait in an unideal area for 30+ minutes.	6/26/2026 2:15 PM
43	frequency top priority... NEW location areas next, but not closer-spaced stops, just going to new areas	6/26/2026 2:12 PM
44	If the bus can’t get me where I need to go by the time I need to be there it’s of no use. Time is money. I’ll take ride share.	6/26/2026 2:02 PM
45	because then i would continue to have access to it even if the frequency decreased.	6/26/2026 2:01 PM
46	More often	6/26/2026 1:48 PM
47	Need it for regular rides to work on weekends.	6/26/2026 1:23 PM
48	This question isn't very clear. If there's only 1 bus every 60 min, if it doesn't show up you're totally out of luck for transfers and can only get somewhere way too early or too late.	6/26/2026 1:20 PM

Q6 If these service cuts are made, how would they affect your daily life?

Answered: 52 Skipped: 7

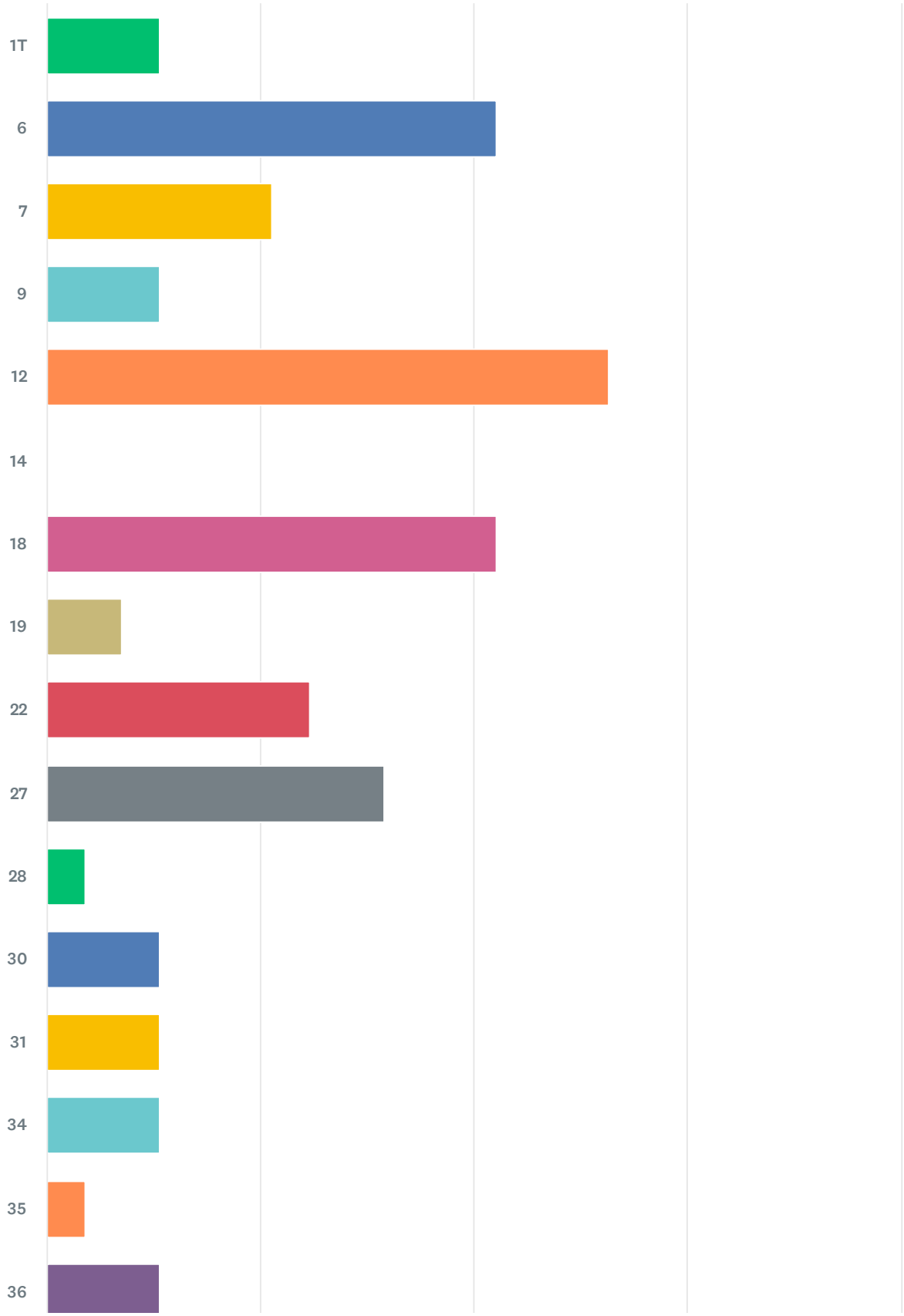
#	RESPONSES	DATE
1	I would ride my bike to BART and back every time. But what about people who are not as mobile?	7/17/2026 6:00 PM
2	It would affect commute times on days I need to support childcare pickup and drop off	7/16/2026 8:02 PM
3	I'd need to consider driving as a single person to work and start my day earlier. Overall driving more roundtrip.	7/16/2026 7:58 PM
4	I would need to drive more, which I really prefer not to do	7/16/2026 7:43 PM
5	It would make commuting to work and back home more stressful.	7/16/2026 6:52 PM
6	I already do not use AC Transit buses because the service is inadequate and I am forced to drive a car. However, the United States is in an oil shock, which means that people will need to depend more on public transit and less on cars. We should get people to give up their cars and use AC Transit.	7/14/2026 2:29 PM
7	I work on Saturdays, so reducing or eliminating Line F weekend service would make it much more difficult for me to get to work. It would negatively affect my ability to commute reliably.	7/12/2026 10:58 AM
8	Not much. I used to ride the No. 19 as an alternative to the 51A to reach downtown Oakland, but the current route thru Alameda Point takes way too long. Besides, the bus was nearly empty.	7/10/2026 2:14 PM
9	A lot. I mostly use bus to get around and do not drive. I am already struggling with the cuts made in the past years. I use the bus to get to work and it often doesn't line up with when I need to be there. I am either late or early to Everything. There are places I just can't get to. I hate that it's even harder to get anywhere on the weekend.	7/9/2026 7:57 AM
10	I would leave the bay area. There would be no point in living in an economically deprived shithole embodied by AC Transit.	7/8/2026 11:03 AM
11	For me, I live near frequent transit service that isn't as impacted by the cuts. However, I imagine there may be more traffic on the roads so buses overall will be slowed down.	7/7/2026 9:50 AM
12	Reduce the variety of places I shop and venues of activities	7/6/2026 6:02 PM
13	I would have to get a car, which I don't want.	7/6/2026 11:23 AM
14	Access to Alameda Point is essential. There is already very limited bus service. This impacts the economic development of the area and access to the social services that are centralized in the district.	7/2/2026 12:08 PM
15	My morning commute (72L or 72M) seems to not be impacted.	7/2/2026 10:01 AM
16	They would affect my ability to get to work on time in a timely manner that doesn't waste my life sitting in transit instead of living my life and having more time before.after work. AND the elimination of the F bus on the weekends would prevent me from accessing the city SF on the weekends. How the heck would I get there from Emeryville, F is the only transbay service that even gets close!!! Eliminating key times on the J bus would drastically impact my housemate's ability to get to work- the J bus gets too full and only has 2 bike racks and so eliminating multiple busses would make them even more crowded making less of a chance to get on a bus with a bike.	7/1/2026 10:54 PM
17	Less frequent service means less flexibility for me to catch a bus when I need it.	7/1/2026 8:48 PM
18	Walk and ride bike more	7/1/2026 3:35 PM
19	I would have to switch to biking everyday instead of having the choice of bike or bus.	7/1/2026 9:43 AM

20	I would be isolated in my home	6/30/2026 7:32 PM
21	It would make my work commutes longer and less flexible, meaning my productivity for the rest of the day (chores, studying, appointments) would be strained.	6/30/2026 4:01 PM
22	Reduced convenience and flexibility	6/30/2026 3:58 PM
23	I would have to rely on my vehicle instead. Walking only is not an option.	6/30/2026 10:39 AM
24	I would explore and travel around less and go out less in the evening and after dark.	6/29/2026 1:59 PM
25	Just have to plan ahead more.	6/28/2026 2:59 PM
26	I probably would drive my truck or use a ride share vehicle.	6/28/2026 2:40 PM
27	I would have to wait around for the bus or take Bart	6/27/2026 10:19 PM
28	would have to change lines, take earlier bus if available. possibly walk to another line farther away.	6/27/2026 5:57 PM
29	AC transit has already abandoned those who live in the Berkeley Hills so I don't feel particularly inclined to support it because it doesn't offer anything of use to me or my family. As an example: to get my daughter to Berkeley High School at 8:30am, she would have to start out at 7:17am, walk 0.9 miles take a bus that would get her to Berkeley HS 1 hour 10 minutes later. I compared this to if she just walked the 2.3 miles and it would take 53 minutes. I took AC transit every day to school growing up and it was clean, didn't have anyone harassing me on board and it was reliable. This is no longer is true. On top of that, when I asked the bus driver for directions, they declined. I guess I get it -- they have to stay on time and some of the riders are awful but the last 2 times have been awful. I'm not asking for anything special but I just got back from NYC and we were able to get everywhere for $3/trip and only had to wait ~ 15-20 minutes. Plus (contrary to what I expected) the staff were nice - gave directions and appeared to want to help.	6/27/2026 5:04 PM
30	I would not be able to get where I needed to go. Uber and Lyft aren’t always available and if they are, they cost a lot more than the bus.	6/27/2026 4:08 PM
31	The cuts in the plan won't affect me, because I rarely take the bus in the late evening and never in the early morning.	6/27/2026 3:05 PM
32	Mildly as I live in SF	6/27/2026 2:44 PM
33	Make it hard to get to/from work and around the bay more generally	6/27/2026 1:58 PM
34	Extremely. I don’t drive and I rely on transit for work and everything else. I am not alone as people who cant drive — under 16, elders, and those why disabilities live better and can live with thanks	6/27/2026 10:27 AM
35	I’d feel frustrated, might take Uber more often in order to get to my destinations in a timely manner.	6/27/2026 9:57 AM
36	No Problem	6/27/2026 8:50 AM
37	It would be detrimental to me as I would have to pay triple the price to take an uber	6/27/2026 3:09 AM
38	I need the bus very early sometimes (5am or 4:30am) and sometimes I need a bus very late (after 12am).	6/26/2026 8:44 PM
39	I usually take the NL to get from east Oakland to downtown and San Francisco because it is faster than the 57. If it were eliminated on weekends, I would likely go out less often.	6/26/2026 7:37 PM
40	I will not be able to go to job and eventually become homeless.	6/26/2026 6:29 PM
41	Really bad.	6/26/2026 5:04 PM
42	Shopping on weekends will become more difficult due to reduced frequency (there will be more waiting around, having coffee, etc.). In general, rideshare will become necessary more often	6/26/2026 5:03 PM
43	They wouldn't - I use ACT sometimes, but prefer to bike anyway, and so can usually get where I need to faster than ACT.	6/26/2026 4:49 PM
44	I am fortunate to live near bus lines with frequent service that is not projected to change very much, so I would probably ride AC Transit a little less often, but I would not personally	6/26/2026 2:38 PM

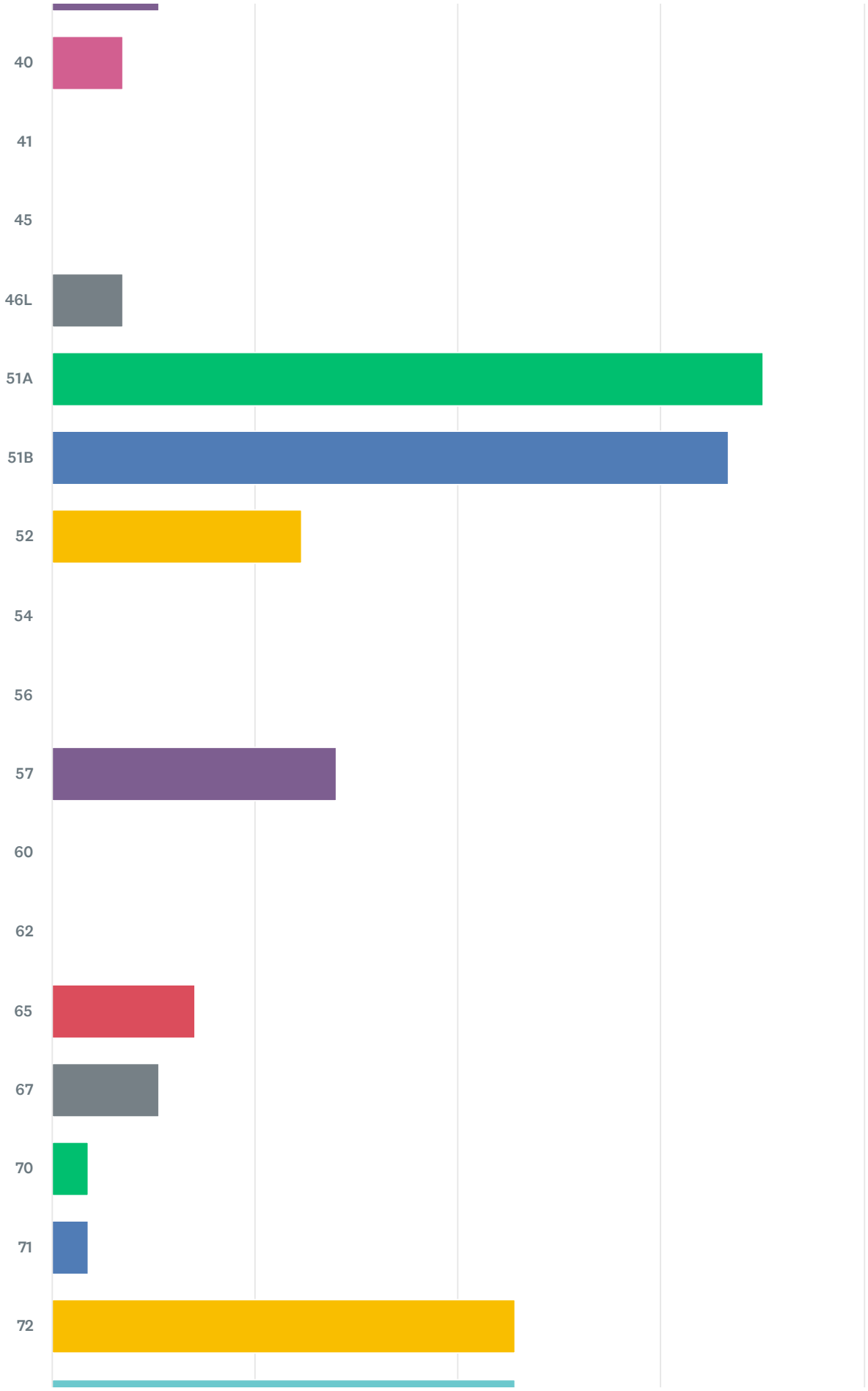
	experience a huge change. I know others are not so lucky.	
45	I almost exclusively use the 88 and the P, and I've already felt the negative impact from the cancelation of the 33 in favor of the 88 (there is no longer a bus route that allows me to catch bart to either Lake Merritt or 12th/19th. The 88 not servicing Lake Merritt means that if I miss an evening bart train, I might have a 20 minute wait instead of being able to catch the next blue/green train that comes sooner). More service cuts, especially on these routes, would cut off my part of my neighborhood from Downtown Oakland and San Francisco and I would have to rely more on rideshare and driving (I have a car but deeply prefer to ride transit). I used to regularly take the P westbound but since the pandemic the service has decreased and also ends earlier. I regularly take the eastbound 7pm P and eliminating that would double my commute so I really hope that's not one of the ones on the chopping block.	6/26/2026 2:15 PM
46	!!!	6/26/2026 2:12 PM
47	The 7 already comes only hourly making it almost impossible to use based on my schedule needs and meeting up with BART. The G is two miles away. So is BART. BART is faster and less expensive. The H is long since discontinued.	6/26/2026 2:02 PM
48	it would make it unattractive to go to most of Oakland or any town that service has been cut to.	6/26/2026 2:01 PM
49	Will not impact me because I take a line that will not be affected	6/26/2026 1:48 PM
50	Tougher	6/26/2026 1:23 PM
51	I'd have to take the bus less frequently.	6/26/2026 1:20 PM
52	They would give me less flexibility in getting to work and I would likely have to take Uber some times which would be costly.	6/26/2026 9:58 AM

Q7 57 responses

What lines are you commenting on?



Feedback - Contingency Service Plan



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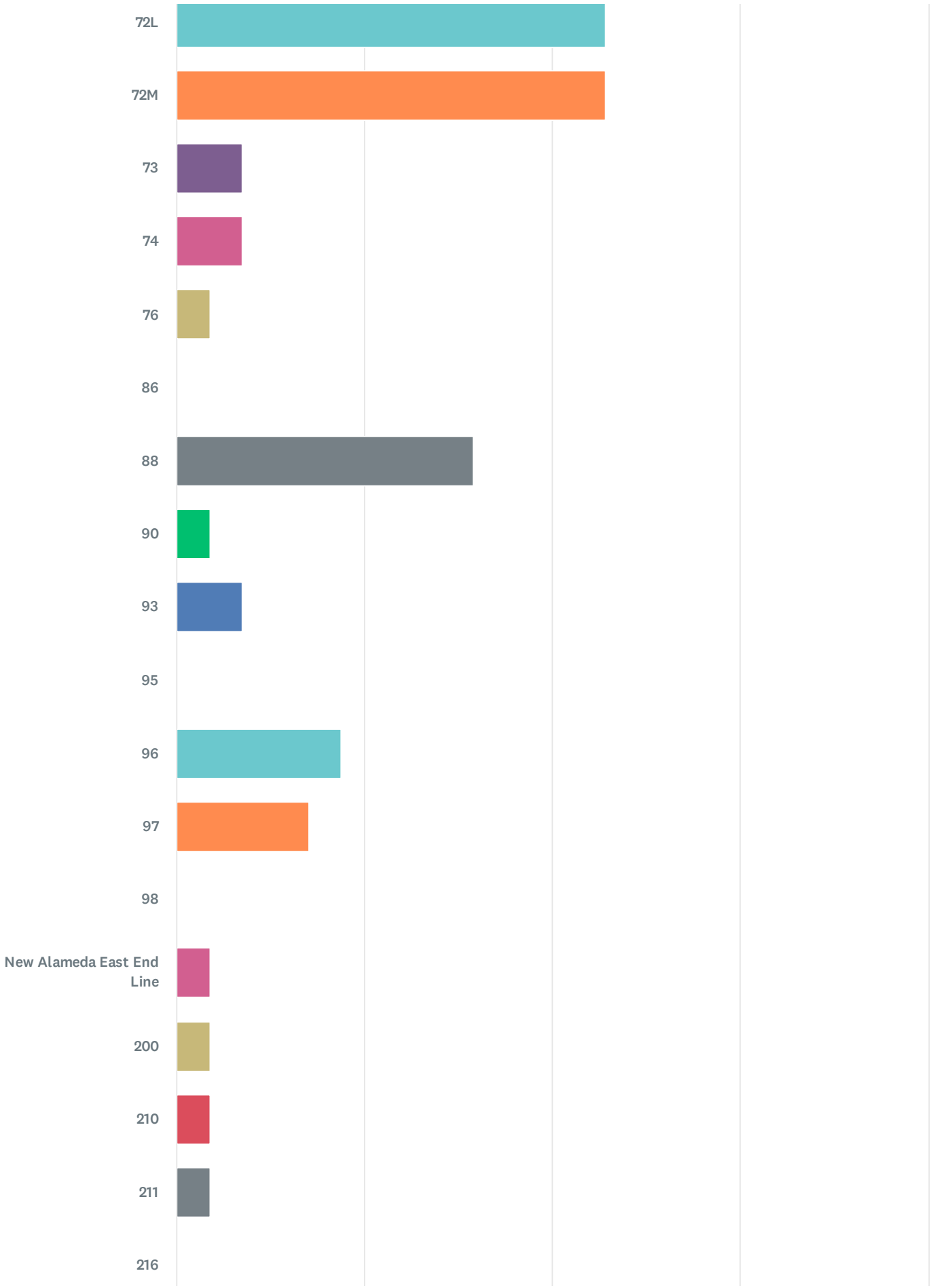

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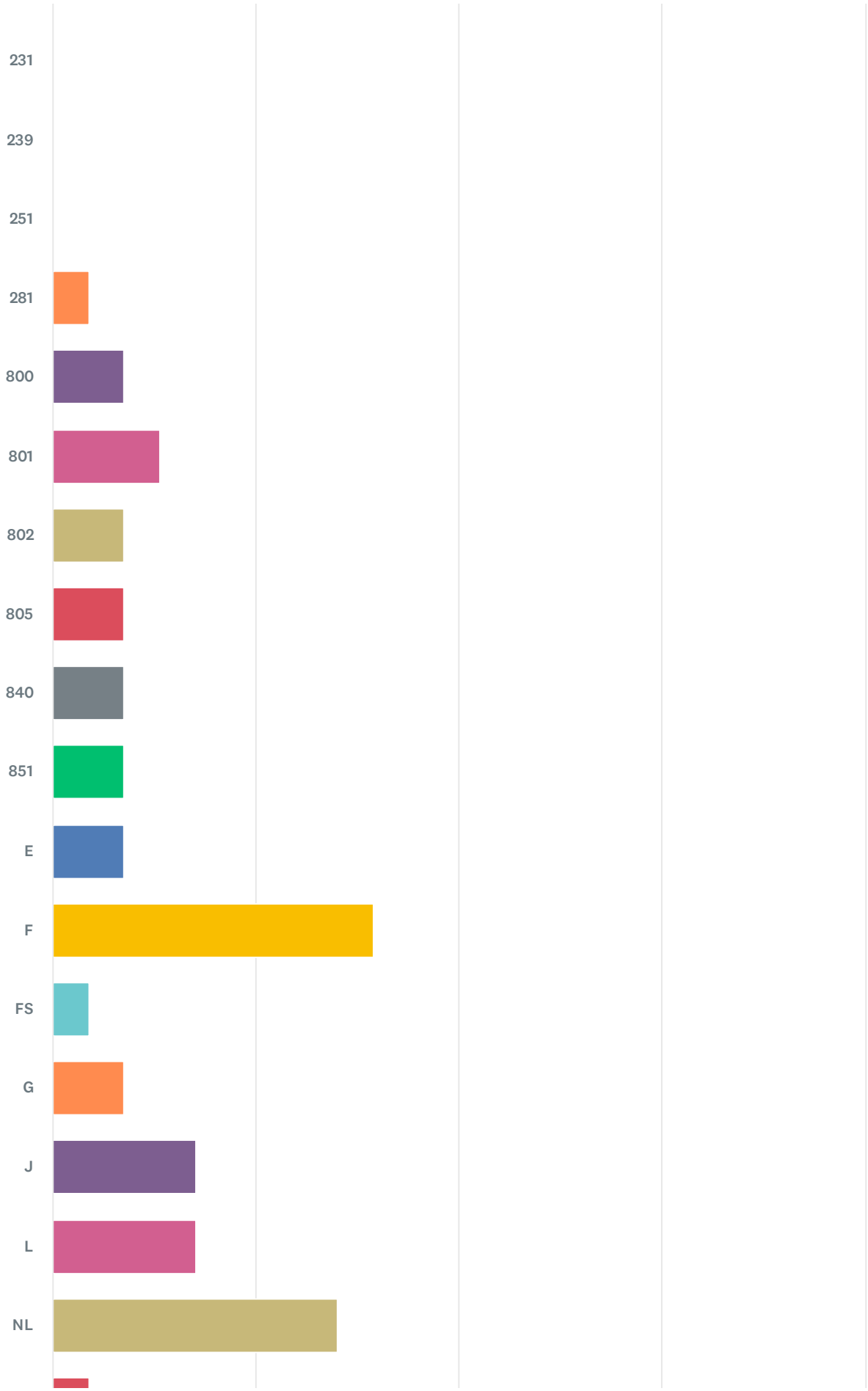

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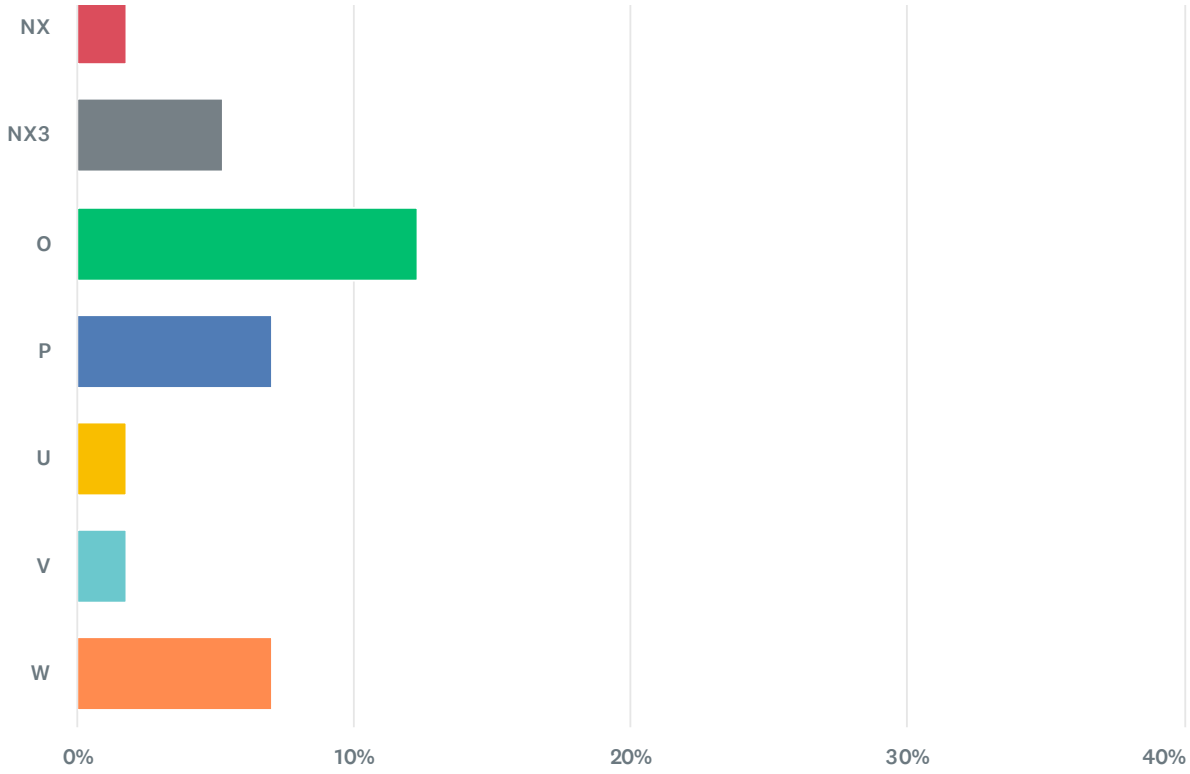
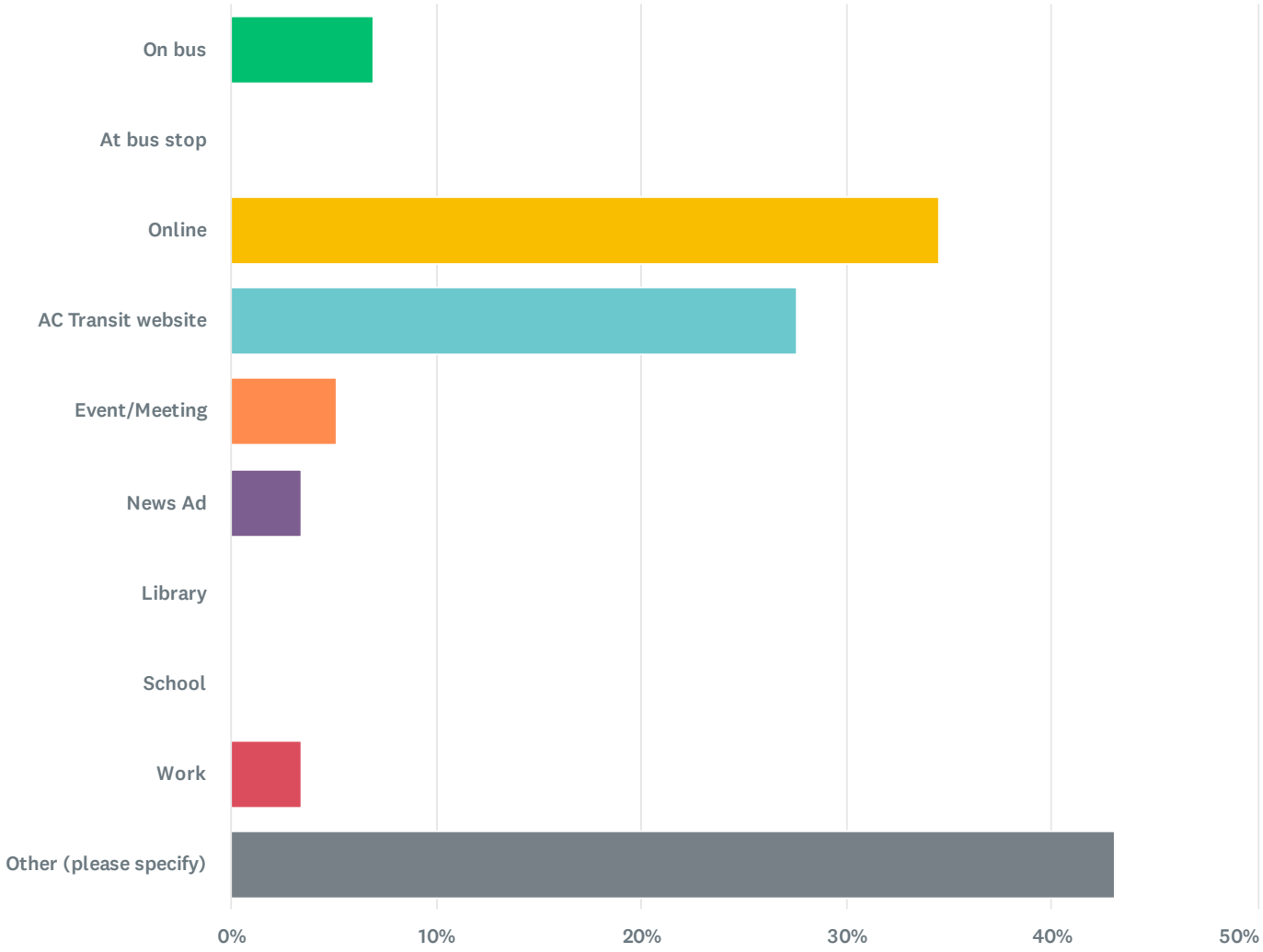


Q8 58 responses

How did you hear about the Proposed Contingency Service Plan? Check all that apply.



#	OTHER (PLEASE SPECIFY)	DATE
1	In personal email	7/17/2026 6:00 PM
2	Alameda City council notification	7/16/2026 7:58 PM
3	City Government	7/14/2026 2:29 PM
4	Email from district representative	7/12/2026 3:45 PM
5	A woman sent me a note at Salesforce transit centre	7/12/2026 10:58 AM
6	Family member	7/6/2026 11:23 AM
7	City of Alameda	7/2/2026 12:08 PM
8	email	7/1/2026 10:54 PM
9	e-mail---thank you for them	7/1/2026 3:35 PM

10	email newsletter	6/30/2026 3:58 PM
11	email	6/30/2026 10:39 AM
12	Instagram	6/29/2026 1:59 PM
13	Instagram	6/27/2026 10:19 PM
14	Friend	6/27/2026 2:33 PM
15	Neighbor	6/27/2026 1:58 PM
16	Socials	6/27/2026 10:27 AM
17	email from AC Transit	6/27/2026 9:57 AM
18	Friend	6/26/2026 8:44 PM
19	email	6/26/2026 7:53 PM
20	you emailed me	6/26/2026 4:49 PM
21	Email sent by AC Transit on 6/26/2026.	6/26/2026 2:38 PM
22	A friend	6/26/2026 2:15 PM
23	email newsletter from actransit	6/26/2026 2:12 PM
24	Got a text message form ACT.	6/26/2026 1:20 PM
25	AC Transit personnel sent me an email	6/10/2026 3:21 PM

Q10 General Comments

Answered: 35 Skipped: 24

#	RESPONSES	DATE
1	I really appreciate the 19 line and it has increased potential with all the housing that has come in off Clement.	7/16/2026 7:43 PM
2	Please try to keep the transby buses running. This is a much safer option than Bart.	7/16/2026 6:52 PM
3	DO NOT CUT: 1T, 9, 40, 97, 801, and 35. 1. Change 1T and 9 into one bus line. Keep the 801 bus line. 2. Change the 40 and 97 into one bus line. 3. Make the intersection of E 14th St, Hesperian Blvd, and Bancroft Ave the place for bus transfers. 4. Remove hostile architecture. Bus benches should be replaced with comfortable benches that do not slant at an angle or have bars on them. 5. Prioritize the 3:00PM to 7:00PM bus service operating hours because they are crucially important to get access from work to home. 6. Increase high-income ridership on AC Transit. Get rich people to give up their cars.	7/14/2026 2:29 PM
4	Please keep Line F operates on Saturday.	7/12/2026 10:58 AM
5	I think the suggested route cuts and schedule changes are fairly reasonable. Additionally, I am glad to see the requirement that fares be paid by all. Many individuals take advantage of requesting free rides as if it was an entitlement.	7/10/2026 2:14 PM
6	Please fix the 67 line to go back through the park again. People are still waiting at the stops and it’s unsafe to have to walk along the road. As a move to increase accessibility, it would provide a huge benefit.	7/9/2026 7:57 AM
7	Joel Young, this is your legacy.	7/8/2026 11:03 AM
8	Consistency and reliability of starting a bus ride is more important the how long it takes to arrive at my destination	7/6/2026 6:02 PM
9	Thanks for all you do for the community.	7/1/2026 8:48 PM
10	I'm doing wht I CAN to raise awareness and nudge up support for the transit bond we'll vote on 11/3. Though not as much as my acquainatnce Zef. He's got more time and energy and mobility for now----I'll catch up eventually, or get close... :-)	7/1/2026 3:35 PM
11	By stopping the 97 at Union landing the trip time will be much longer for those transferring.	7/1/2026 9:43 AM
12	I like AC transit- but the recent cuts ton once an hour, and having the route not go to the UC Campus, have made it hard for me in the past year. I am a senior citizen and need the 7 Arlington Line to be preserved, from 9 am to 10 pm seven days a week	6/30/2026 7:32 PM
13	Public transit should be a cornerstone of public service funding and should be treated as such, not another backburner item to axe for budget cuts.	6/30/2026 4:01 PM
14	Federal cuts may prove ruinous, because it may take years to get us back to where we were.	6/30/2026 3:58 PM
15	Riding the NL is very convenient way of not only getting to San Francisco on weekends, but also to uptown/downtown Oakland.	6/28/2026 2:40 PM
16	I wish you had the nx4 bring it back	6/27/2026 10:19 PM
17	if , you were to eliminate ALL legacy fleet DIESEL bus and replace with 100% BEV , that would eliminate your shortfall and ADD stability to your fleet.	6/27/2026 5:57 PM
18	Support buses based on working class and community needs. Thank you.	6/27/2026 2:44 PM
19	Please do lots of advertising for connect Bay Area regional ballot measure! Or if you cannot, find ways to support those who are. If that passes the contingency plan is not needed!	6/27/2026 10:27 AM
20	I love AC Transit, enjoy taking busses rather than BART. It’s more relaxing. The drivers are mostly wonderful: friendly and professional.	6/27/2026 9:57 AM

21	By severely reducing the number of bus stops on Telegraph Avenue, AC Transit has made my AC travel extremely difficult, and I'll be keeping this in mind at the General Election this November. AC Transit's HR costs, salaries, wages, paid benefits, retirement plans, and retirees health plan costs, are a major reason for AC's financial situation. AC must start to contract out bus service ASAP. SamTrans does this and has done so for decades. Contracting out bus services will result in major cost savings for AC. AC must return to placing passenger convenience and service, as their first priority, not employee compensation. When you reduce employee compensation, you will be able to increase passenger convenience and service. AC should have done this in the 1980's, nevertheless, better late that not at all.	6/27/2026 8:50 AM
22	I've been really happy with the changes that ac transit have made in recent years especially to my local bus the 7. I really hope that these changes can stay	6/27/2026 3:09 AM
23	I would rather maintain bus frequency and walk farther to bus stops, rather than maintain bus frequency and cut bus lines that I use.	6/26/2026 8:44 PM
24	Service cuts should be the absolute last option, not the first. AC Transit should double down on fare recovery and cost reduction by hiring fare monitors, raising non-clipper fare massively (50%+) across all ticket types, and phasing out paper tickets.	6/26/2026 7:37 PM
25	I don't want service cuts on any bus routes. I want a bus route that operates 7 days a week at the Lawrence Hall of Science in Berkeley, Chabot Space and Science Center in Oakland, and the Oakland Zoo.	6/26/2026 5:04 PM
26	I think this plan is a pretty good compromise considering the reductions involved. It's too bad that the people of Alameda County elected leaders that have seen this coming all across local government for years and now routinely uses service cuts as a "scare tactic" to raise taxes -- I don't think it will work any more, people are tired of it, and even though AC Transit has been much better than other agencies about it, they'll bear the brunt of others' bad behavior.	6/26/2026 5:03 PM
27	Why not show us where the money is, and allow people to suggest plans to deal with the cuts? Also, why not renegotiate with the unions to cut salaries? Clearly, they are too great, right? In addition, cut all extraneous expenses, conference travel, etc. In addition, consider adding more flexible route vans that are smaller and can serve riders better than the large buses.	6/26/2026 4:49 PM
28	It breaks my heart that you have to be thinking like this. I am relieved that the changes for my own lines will not be very serious. I know others will have a tougher time if the funding does not come through. I have my fingers crossed that this plan can stay on the shelf!	6/26/2026 2:38 PM
29	You all are doing a phenomenal job and I hate that these are the decisions that have to be made.	6/26/2026 2:15 PM
30	You barely offer bare bones service as it is.	6/26/2026 2:02 PM
31	no comment.	6/26/2026 2:01 PM
32	1. Reduce the number of Directors by 50% 2. Reduce Management positions by 20% 3. Reduce Pension payments by 5% per year for the next 5 years. 4. No change to service/routes. 5. Sell a portion of your public property.	6/26/2026 1:31 PM
33	With high gas prices, we really need reliable, more frequent transit!	6/26/2026 1:20 PM
34	Stop favoring cars. We need a functional public transport system. These cuts would be devastating to people without cars or those of us who choose not to drive.	6/10/2026 3:43 PM
35	I checked all the lines that I frequently ride. Our community would like to see more run times for 27, 72, 72L and 72M. It would be ideal if there was a 57L or 57R. The community would like to cleaner buses for the Tempo.	6/10/2026 3:21 PM

B. In-Person Feedback Summary and Responses

In-Person Feedback Summary

The document compiles **public comments and elected-official feedback** gathered between **June 10 and July 22, 2026** across AC Transit's public outreach events, city council presentations, Inter-Agency Liaison Committee meetings, and Municipal Advisory Councils. Comments relate to AC Transit's **Contingency Service Plan (CSP)** and the potential impacts if the regional funding measure (SB 63) does not pass.

Key Themes Across All Comments

1. **Concern About Service Reductions**

Many officials and members of the public voiced serious concern about:

- Cuts to paratransit, questioning how projected reductions (e.g., 1,500 trips) were calculated.
- Cuts to key local lifeline routes (e.g., Lines 7, 19, 72-series, 74) and Transbay weekend service.
- Potential mobility gaps if AC Transit and BART reduce evening or weekend service simultaneously.
- New concerns about whether supplemental school service—including lines serving Skyline, Montera, and Line 28—would be affected.

2. **Equity and Vulnerable Riders**

Across West Contra Costa, Oakland, Berkeley, Alameda, and San Leandro:

- Commenters emphasized protecting service for seniors, people with disabilities, low-income riders, and students.
- Several noted that West County service has already been reduced "to the bone," and further cuts would disproportionately harm those with few alternatives.
- Alameda feedback added new attention to equity concerns tied to east-end detours and BEB deployment choices.

3. **Importance of the November Regional Transit Measure (SB 63)**

There was broad consensus that:

- The measure is critical to prevent deep cuts.

- Its failure would lead to “complete gridlock” and harm the regional economy.
- Advocacy groups (Seamless Bay Area, Public Advocates) and elected officials are actively campaigning for passage.
- Community members stressed that without SB 63, significant service reductions to lifeline and Transbay routes would be unavoidable.

4. Funding, Operations, and Inter-Agency Coordination

Commenters requested clarity on:

- The relationship between Measure BB, SB 63, and AC Transit’s operating budget.
- How AC Transit achieved $33 million in annual savings since FY 2020.
- Coordination with school districts for supplemental service (Skyline, Montera, Line 28/31).
- How AC Transit determines “need” and prioritizes service in high-equity areas.
- How service reductions will be coordinated with BART to avoid late-night or weekend access gaps.

5. Customer Experience, Fare Payment, and Infrastructure

Feedback highlighted:

- Lack of shelters along long stretches of certain corridors.
- Difficulty loading Clipper cards with cash in many neighborhoods.
- Concerns about BRT median maintenance, channelizers, and illegal dumping.
- General complaints about reliability and frequency.
- Suggestions to make bus riding easier and learn from international best practices.

6. Route-Specific Concerns Examples include:

- Line 7 as a critical lifeline to BART—concern about any span reduction.
- Line 74 as the only connection to Richmond Ferry.
- Growth in weekend ridership on 72-series routes.
- Line 19 impacts due to new housing development and potential stop changes.

- Maintaining Transbay NL to preserve late-night access when BART is closed.
- Questions about Battery Electric Bus (BEB) deployment and why certain routes are not receiving electric buses.

7. General Support and Appreciation Several officials thanked AC Transit for:

- Advanced contingency planning.
- Transparent communication.
- Efforts to preserve core “backbone” routes at 15-min frequency when possible.
- Long-standing fiscal responsibility.
- Efforts to coordinate regionally and communicate proactively during a challenging funding period.

In-Person Feedback (6/10/26- 7/22/26)

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
GO Open House Contingency Service Plan	ALL	Tabling Outreach	06/10/26			Some Alameda east end residents asking about the CSP for Alameda, in addition to questions about current detours on the east end.
GO Open House Contingency Service Plan	ALL	Tabling Outreach	06/10/26			One rider asked about Battery Electric Buses (BEB) and how we decide where they get deployed. They wanted to know why there aren't BEBs deployed on the routes they take.
GO Open House Contingency Service Plan	ALL	Tabling Outreach	06/10/26			Questions about if supplemental service would be impacted.
GO Open House Contingency Service Plan	ALL	Tabling Outreach	06/10/26			General complaints about service reliability and frequency.
AC Transit/Fremont and Newark Inter-Agency Liaison Committee (ILC)	5,6	Standing Meeting	06/18/26	Councilmember Campbell (Fremont)	Public Official	I was a little concerned about the paratransit impact on this contingency plan. That is a vulnerable population. I would be concerned about how the estimated reduction in that services was decided. How did we estimate that there will be an estimated 1500 unlinked paratransit trips- how did we determine that? Is there a contingency plan for that population if the routes are reduced?
AC Transit/Fremont and Newark Inter-Agency Liaison Committee (ILC)	5,6	Standing Meeting	06/18/26	Councilmember Little (Newark)	Public Official	You said you'll be attending a September event in Newark. Are you talking Newark Days? Will you have a stand at Newark Days to talk about these possible changes? For a futiure request- Can you label the routes on the slides included in the presentation? It would be nice to know exactly what routes are being shown.

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
Berkeley City Council	2	Presentation	07/07/26	Adena Ishi, Mayor of Berkeley	Public Official	Have you shared the survey with UC Berkeley or Berkeley City College. Can you share the survey link with us so we can share out through newsletters?
Oakland City Council	2,3	Presentation	07/07/26		General Public	The Tempo line has impacted businesses and destoyed the aethetics of the community. What AC Transit did to East Oakland is just horrible.
Oakland City Council	2,3	Presentation	07/07/26		General Public	You didn't say anything about supplementary service to schools. You have ten buses to Skyline and 8 to Montera. You also added Line 31 to Skyline High in January. Who pays for that? Does the school district pay for this service?
Oakland City Council	2,3	Presentation	07/07/26		General Public	Transit reduces cars on the road and it's best at reducing injuries and fatalities. We need to make sure Oakland doesn't do anything that risks the passsing of this measure on the ballot in November. We need to figure out what we can do to keep AC Transit moving.
Oakland City Council	2,3	Presentation	07/07/26	Councilmember Gallo	Public Official	Can you share with us your future projection to serving our student population, including our senior that are are utilizing the bus system on a daily basis. I know you provide certain passes and so forth for services to the schools. Does OUSD pay for the bus service to schools or does AC Transit?

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
Oakland City Council	2,3	Presentation	07/07/26	Councilmember Houston	Public Official	AC Transit destroyed my neighborhood (District 7), from San Leandro border to 73rd. I would have never voted for that (BRT) if I was a councilmember. They promised to keep that illegal dumping off the median. Who takes care of the delineators or the channelizers that get hit?
Oakland City Council	2,3	Presentation	07/07/26	Councilmember Wang	Public Official	I'm a proud AC Transit rider. Working class people are using the bus system, that's the other thing we need to talk about. With these service cuts, which are drastic, I'd like to here how we can helpful to insure that this ballot measure passes because it is critically important that this transit service continues.
Fairview Municipal Advisory Council (MAC)	4	Presentation	07/07/26			
El Sobrante Municipal Advisory Council (MAC)	1	Presentation	07/08/26	Mikki Norris, Mac Member	Public Official	Has this already happened, or only if the measure doesn't pass. Is this the same as the measure for BART. School buses are same as the regular bus?
El Sobrante Municipal Advisory Council (MAC)	1	Presentation	07/08/26	George Cleveland, MAC Member	Public Official	How are you combat tax fatigue? What is the value proposition.
El Sobrante Municipal Advisory Council (MAC)	1	Presentation	07/08/26	Teri Edlinger, MAC Member	Public Official	Why do we have such long stretches that do not have shelters?

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
El Sobrante Municipal Advisory Council (MAC)	1	Presentation	07/08/26	N/A	General Public	How do you coordinate how service reductions happen with respect to coordination with BART? Also, bringing professional services in-house? Does that mean you are hiring more people?
Newark City Council	5,6	Presentation	07/09/26			
San Leandro City Council Work Session	3,4	Presentation	07/13/26	Councilmember Bowen	Public Official	Councilmember Bowen reminded AC Transit that we have worked together on the timing of Line 28 for school drop off and she is urging AC Transit to continue that coordination under the CSP.
San Leandro City Council Work Session	3,4	Presentation	07/13/26	Vice Mayor Viveros-Walton	Public Official	Vice Mayor emphasized the importance of a Title VI disperate impact analyses, give the current federal Title VI situation.
Eden Area Municipal Advisory Council (MAC)	4	Presentation	07/14/26			
City of Oakland/AC Transit Inter-Agency Liaison Committee (ILC)	2,3	Standing Meeting	07/15/26	Seemless Bay Area	General Public	Working on regional transit ballot measure. Supporting it. Doing everything we can to help prevent these cuts to not come to pass. Organizing over 1000 volunteers around five counties gathering signatures. Regarding fares and payment, one thing that is a challenge for low income AC Transit users is sometimes- a lot of people use cash- and if someone wants to use a Clipper card, there aren't a lot of places to add cash. Also, credit card users don't get a discount when using credit or debit card. Having Oakland support for these features to make it easier to pay for transit will be helpful.

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
City of Oakland/AC Transit Inter-Agency Liaison Committee (ILC)	2,3	Standing Meeting	07/15/26	Public Advocates	General Public	We are working very hard to make sure the measure passes. I did want to mention that the impact to cutting weekend Transbay service will leave a gap if BART also ends service at 9 p.m. , between 9 p.m. and 12:30 a.m. on Saturday and Sunday without any transit across the Bay Bridge. The NL also, effectively serves as local transit on the stretch of West Grand, coming off the bridge and into downtown. Cutting weekend service on the NL without any change to the local bus network would effectively cut access on the weekends to people in that stretch of West Grand. If we're planning for a contingency, we need to make sure there are not major gaps in the network, either by time of day or locations.
City of Oakland/AC Transit Inter-Agency Liaison Committee (ILC)	2,3	Standing Meeting	07/15/26	Councilmember Wang	Public Official	When we say that we are preserving these "backbone" lines for 15 minutes or better, is that the current service level or is that a reduction?
City of Oakland/AC Transit Inter-Agency Liaison Committee (ILC)	2,3	Standing Meeting	07/15/26	Councilmember Gallo	Public Official	Just for the public's information, and the rest of us politically, the ballot measure for 2026, it includes- is a five county sales tax measure, 0.5% in Alameda County, Contra Costa County, San Mateo County and Santa Clara County and 1% in San Francisco. What about our public schools? Historically, Oakland Unified contributes $500,000. Considering the budget challeges that we're all having, is that still on the schedule to continue?

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
East Richmond Heights Municipal Advisory Council (MAC)	1	Presentation	07/15/26	Jon Sargent, MAC Member	Public Official	Line 7 is the lifeline connection to the BART station.
East Richmond Heights Municipal Advisory Council (MAC)	1	Presentation	07/15/26	Victoria Lyn Curtis, MAC Member	Public Official	What percentage are hydrogen, electric vs. gas? It seems going to electric or hydrogen would save a ton of money
East Richmond Heights Municipal Advisory Council (MAC)	1	Presentation	07/15/26	Bara Sapir, MAC Member	Public Official	Has there ever been a bus up Alpine into north Arlington? (Staff Answer: Not that we are aware of)
East Richmond Heights Municipal Advisory Council (MAC)	1	Presentation	07/15/26	Joanna	Public Official	Emphasized that the 7 is the lifeline to BART. If the span gets cut makes it harder for people using BART to use the rest of the system. Make sure to have the free AC Transit app on your phone with real-time information. Get the app and ride the bus.
East Richmond Heights Municipal Advisory Council (MAC)	1	Presentation	07/15/26	N/A	General Public	What was the measure called?
City of Berkeley/City of Emeryville/AC Transit Inter-Agency Liaison Committee (ILC)	2	Standing Meeting	07/16/26	Councilmember Taplin	Public Official	Underscore protecting this important lifeline – I will do everything that I can to keep the buses running.
City of Berkeley/City of Emeryville/AC Transit Inter-Agency Liaison Committee (ILC)	2	Standing Meeting	07/16/26	Councilmember Mourra	Public Official	Echo sentiments. Hopefully in 6 months we can talk about growing the network instead of shrinking it. But it is important that we contingency plan.
San Pablo City Council	1	Presentation	07/20/26	Councilmember Cruz	Public Official	We hope things improve so you can continue running the service for the Bay Area.

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
San Pablo City Council	1	Presentation	07/20/26	Councilmember Pineda	Public Official	Concerning that this is a growing trend. What is the cause of the ridership growth. Do appreciate the contingency planning for pre-planning? Weekend service for Transbay lines? We have to recognize our privilege of being able to get ourselves around on our own.
San Pablo City Council	1	Presentation	07/20/26	Councilmember Xavier	Public Official	74 is the only line that serves the Richmond Ferry. Cutting service would really be detrimental.
San Pablo City Council	1	Presentation	07/20/26	Councilmember Cruz	Public Official	Do you receive gas tax? Gas prices going up, does that help you?
Castro Valley MAC	4	Presentation	07/20/26			

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
El Cerrito City Council	1	Presentation	07/21/26	Councilmember Saltzman	Public Official	Thanks for planning to future. Hope it doesn't come. People are more aware of BART but truth is all agencies will suffer. Some of smaller bus agencies more than half come from transfers from BART. Appreciate you planning for this. CCTA may consider a measure in 2028 or in the future. Critical for West County to champion transit operations funding. CCTA is doing a summer listening survey. Link can be found on the website. Cuts seem less devastating here because service has already been cut to the bone. Line 7 has been reduced so only those who have to take transit, take it. I used to take the bus on a daily basis and now I barely take it. Let's assume we get more funding for transit. How are we going to determine what service does get increased?

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
El Cerrito City Council	1	Presentation	07/21/26	Mayor Quinto	Public Official	I recall the service reductions in West Contra Costa County in the early 2000s. The network is really a shell of what it used to be. Line 72 used to be express bus and now it's gone. I noticed the bus is much more crowded weekends then weekdays. Can you tell us what is happening to Line 7? I do not want it to disappear. Can you tell us more about the 72s and if they will be impacted? Can we make sure our seniors and people who can't drive have choices? For our residents I want them to know importance of transit. If this measure fails we'll have complete gridlock on our streets.
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	How does Measure BB funding relate to SB 63, the regional transit measure? What funds what?
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	We state in our slides/talking points that the SB 63 Financial Efficiency Review confirmed that we have saved $33M/year since FY 2020. Where and how did we achieve those savings?
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	Any possible cuts if SB 63 passes?
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	Concern re: service reductions in equity priority communities (West End) while adding a new line in the East End

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	Possible changes to Lines 19 and 96 impact the most vulnerable Alamedans
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	If Line 19 isn't needed you should repurpose the resources.
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	What are you doing to grow ridership?
Alameda Transportation Commission	3	Presentation	07/22/26	Commissioner	Public Official	How do you approach/measure "need" (i.e., ID most vulnerable riders) when developing service? How is this quantified?
Alameda Transportation Commission	3	Presentation	07/22/26		General Public	Supportive of the measure; reroute Alameda routes to achieve cost savings
Alameda Transportation Commission	3	Presentation	07/22/26		General Public	Make it easier to ride the bus -- look at what/ how other countries do it
Alameda Transportation Commission	3	Presentation	07/22/26		General Public	Raise fares if you must; don't let riders board if they can't/ won't pay the fare
Alameda Transportation Commission	3	Presentation	07/22/26		General Public	Line 19- need to consider that additional housing will soon be built on/near the line; new bus stop at J Street + Buena Vista Ave -- remove these and make room for parking if Line 19 is eliminated

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
West County Mayors	1	Presentation	07/23/26	Mayor Gabriel Quinto (El Cerrit	Public Official	Appreciate the presentation. Looking at our region of West Contra Costa the importance of equity. If you look at the huge population—a lot of seniors, people with disabilities, and low-income populations that use the bus every day. I'm reminded of our colleague on San Pablo, CM Xavier who spoke to the increased ridership on weekends. Looking into extending the 72 extended bus stops and increased weekend ridership. I'm hoping you're going to every city and that we can use the meeting recording to make sure we get the word out to residents. I've been taking AC Transit since I was a kid and I still take it. To see how fiscally responsible ACT has always been. Thank you for the presentation. I appreciate Senator Arreguin's SB63 Connect Bay Area bill. We hope to see Director Sandhu speaking on the importance of this at the Mayor's Forum. If this measure doesn't pass we will have complete traffic gridlock. We see it everyday now.

Event/Meeting	Ward	Event Type	Date	Name of Commenter	General Public/ Public Official	Comment
West County Mayors	1	Presentation	07/23/26	Mayor Chris Kelly (Hercules	Public Official	The bridge loan, if the November measure doesn't pass do you have to pay back the bridge loan or is that forgiven? What percentage of ridership has returned since the pandemic? What is supplementary service? I grew up in Los Angeles and I took the public bus to middle and high school every day. CCTA is looking into a possible BRT line along San Pablo Avenue that won't happen for some time. Can you speak to that at all from AC Transit's perspective? If this measure doesn't pass it's going to be a disaster for the Bay Area we are urging every to support SB63 for all transit agencies.
West County Mayors	1	Presentation	07/23/26	Mayor Eduardo Martinez (Richm	Public Official	Curious about full recovery of pre-pandemic ridership. We know that the economy has changed. Downtown SF is not the same as before. Have you considered the economics of the cities and restoration of ridership?