

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 11/12/2020

Staff Report No. 20-340

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: Amendments to Board Policy Nos. 544 and 110

ACTION ITEM

RECOMMENDED ACTION(S):

Consider approving amendments to Board Policy No. 544, Service Adjustments; and No. 110, Public Hearing Process for the Board of Directors.

STRATEGIC IMPORTANCE:

Goal - Convenient and Reliable Service
Initiative - Service Quality

Board Policy 544 - Service Adjustments, was last updated in 1994. This amendment updates the policy with more recent methods of planning and scheduling, and the most recent practices deployed by the District for conducting operator sign-ups. It also includes language from BP 110 that is more relevant under BP 544. The policy will ensure a clear understanding of how and when service adjustments are to occur.

BUDGETARY/FISCAL IMPACT:

There is no budgetary/fiscal impact associated with the proposed policy amendments.

BACKGROUND/RATIONALE:

In an effort to update Board policies to match current practices, staff proposes that the Board approve the attached BP 544 and BP 110 amendments. The existing policy states that service adjustments will be held twice annually and lays out a sequence of events based on these biannual service adjustments. Previously, there was enough time between operator sign-ups for modifications to be implemented as the policy describes. However, parallel with the operator sign-up schedule, the District has four service adjustments per year and protocols in the existing policy are outdated and do not match current sign-up timelines.

With service adjustments occurring four times per year and more opportunities to update schedules and assignments, the planning and implementation of sign-ups requires additional lead time as new information, communication and sign-up systems have been introduced which require additional work with new requirements not in existence in the 1994 policy. An amended policy is needed to clarify terms and timelines with regards to service adjustments. Appendix A has been attached to BP 544 to highlight the steps and tasks within a service adjustment process.

The definition of Major Service Adjustments has been transferred from BP 110 to BP 544.

Furthermore, a description of emergency service changes has been added and references to existing protocols and agreements with MTC and BART have also been included in the policy.

ADVANTAGES/DISADVANTAGES:

Advantages - Updating the policy to eliminate old practices and include current practices will provide a clear understanding of the expectations for service adjustments and operator sign-ups. The new policy will ensure uniform processes across all departments. Adhering to the new policy will ensure that sign-ups and service adjustments proceed on time and vehicle schedules are updated on a consistent basis.

Disadvantages -With only two service adjustment periods mentioned in the existing policy, this creates challenges for the District to be flexible as current practice is to hold four service adjustments per year. The updated policy acknowledges that there are longer lead times to implement service changes, requiring the District to simultaneously work on the immediate, upcoming service adjustment while also preparing for changes two service adjustments into the future.

ALTERNATIVES ANALYSIS:

Staff considered not updating the policies, but current practice for implementing service adjustments and sign-ups would not match the policy.

PRIOR RELEVANT BOARD ACTION/POLICIES:

Board Policy 544 - Service Adjustments; 01/12/1994

Board Policy 110 - Public Hearing Process for the Board of Directors, 08/05/2020

ATTACHMENTS:

1. Amended BP 544 - Service Adjustments
2. Appendix A to BP 544 - Sample Service Adjustment Timeline of Tasks
3. Amended BP 110 - Public Hearing Process for the Board of Directors

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