



Realign[™]

Realign Project Update

West Contra Costa Transportation Advisory Committee (WCCTAC)

FRIDAY JULY 28, 2023

What is Realign?

It's a review of our routes and schedules.

Prioritize where and when transit service is offered

Align service with customer needs and equity goals

Realign's Expectations

- Hard Choices
- Proactive public engagement and feedback
- Opportunity for an unconstrained scenario

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

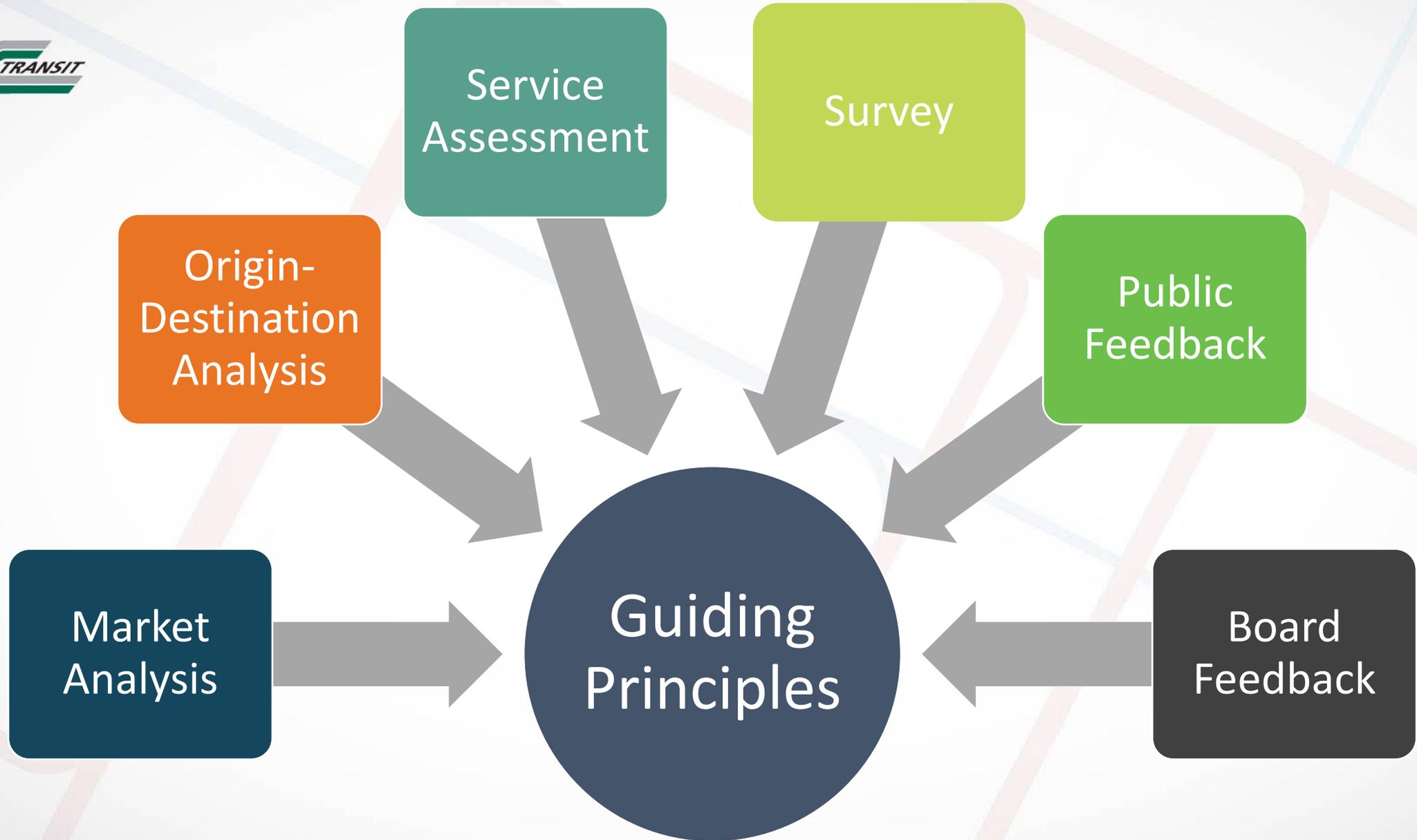
Draft Final
Service Plan
and Plan
Adoption

Jan-Apr 2024

5

Develop
Service
Standards
and Inform
Riders about
Service
Changes

Apr-Sep 2024



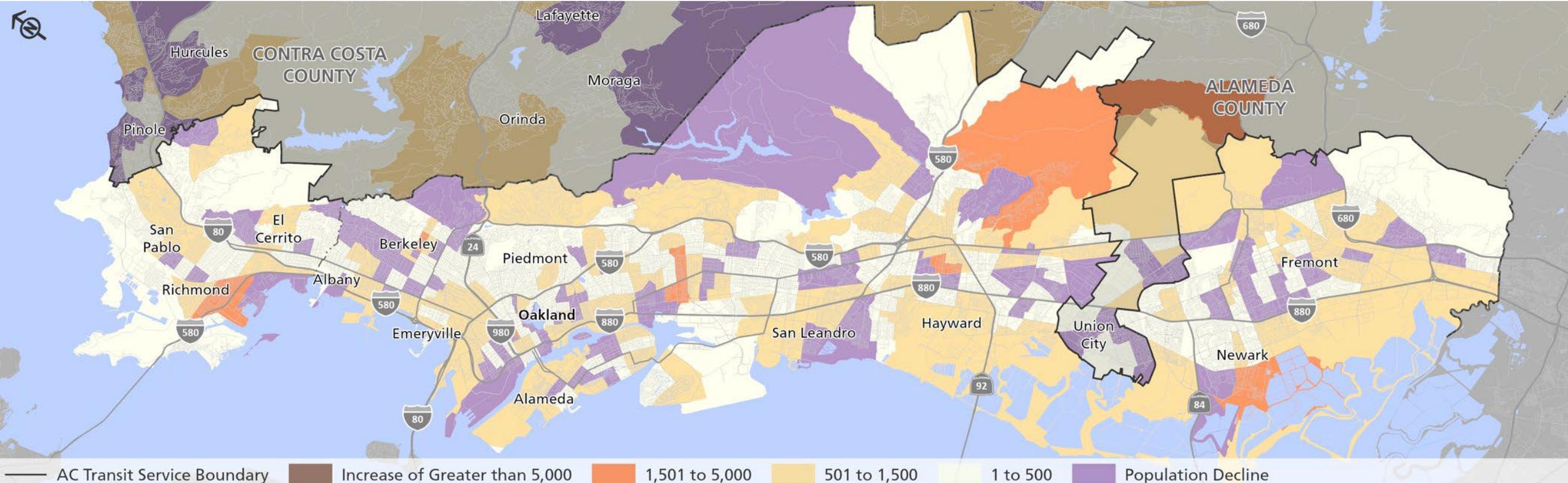
Key Project Elements (Phases 1 and 2)

Population Change

(2013-2021)

American Community Survey 5-Year dataset

- 2013 Population: 1,522,000
- 2021 Population: 1,589,000
- 2022 – 2023 showing population decline

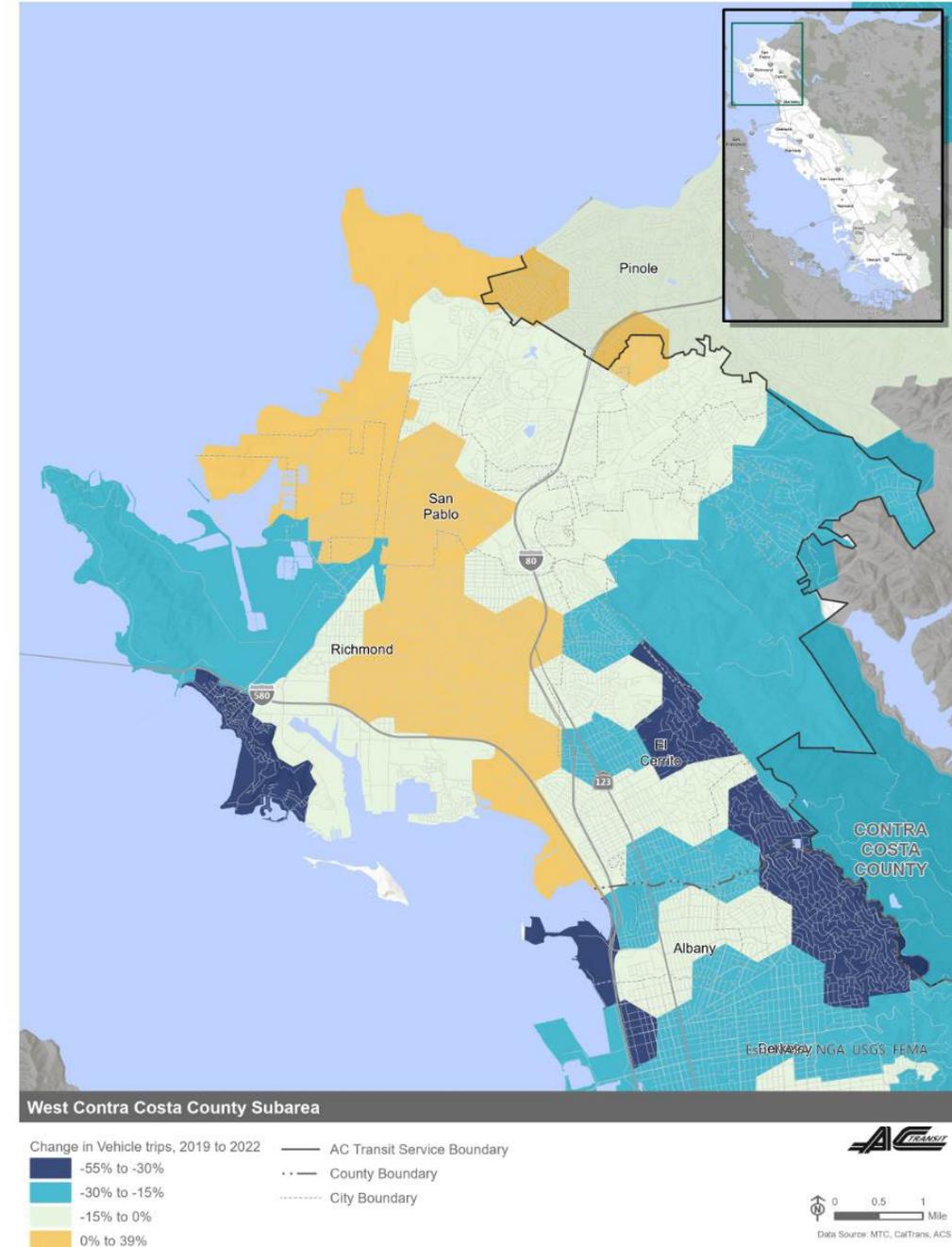


Travel Markets 2019-22

Overall Trips, StreetLight Data

- Fewer overall vehicle trips made throughout AC Transit service area, and especially in job centers.
- Notable exceptions with density:
 - **Richmond**, San Pablo, Int'l Corridor, South Hayward

Note: Vehicle trips include buses and heavy vehicles but not rail.



Overall Vehicle Trips, 2019-22

Geography

- Most vehicle trips in AC Transit service area start and end within (over 90%).
- This holds true in smaller geographies to a lesser degree. (~ 60-70%)
- Bus trips skew extra-local as compared to general travel.

Time of Day

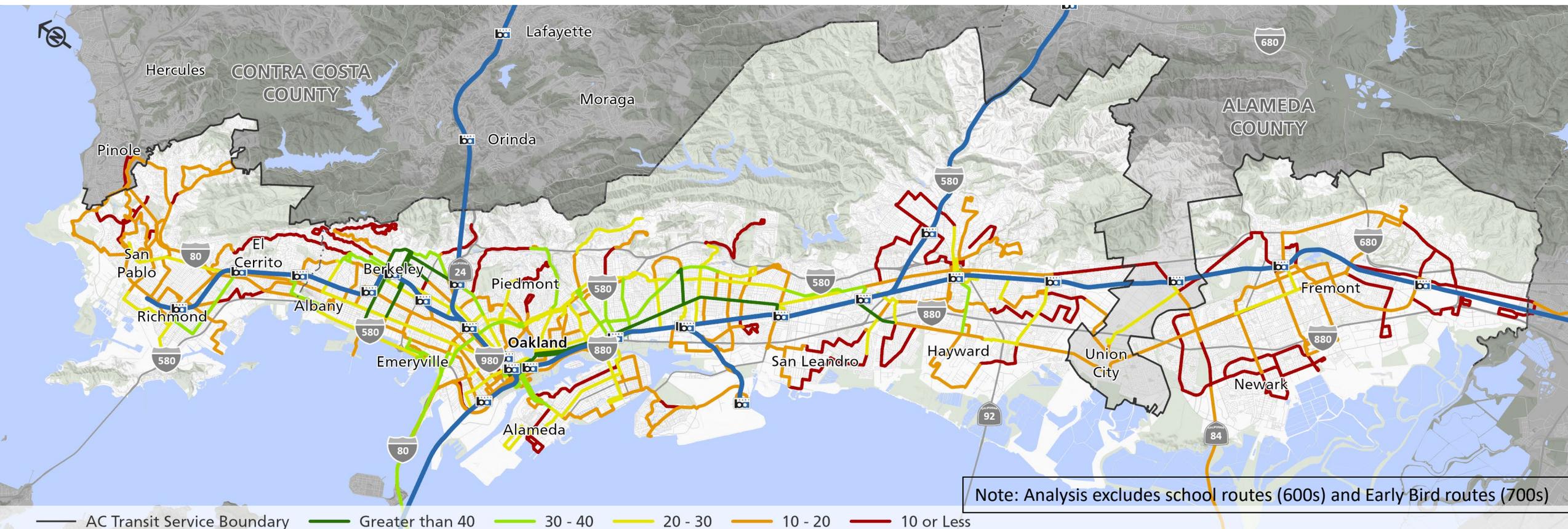
- Seeing declines across all weekday time periods, with midday travel declining least compared to pre-pandemic.
- % drops greatest overnight and in late evenings on weekdays.
- Weekend travel declines spread more uniformly across time periods.

Note: Vehicle trips include buses and heavy vehicles but not rail.

2022 Productivity by Segment

(passengers per revenue hour)

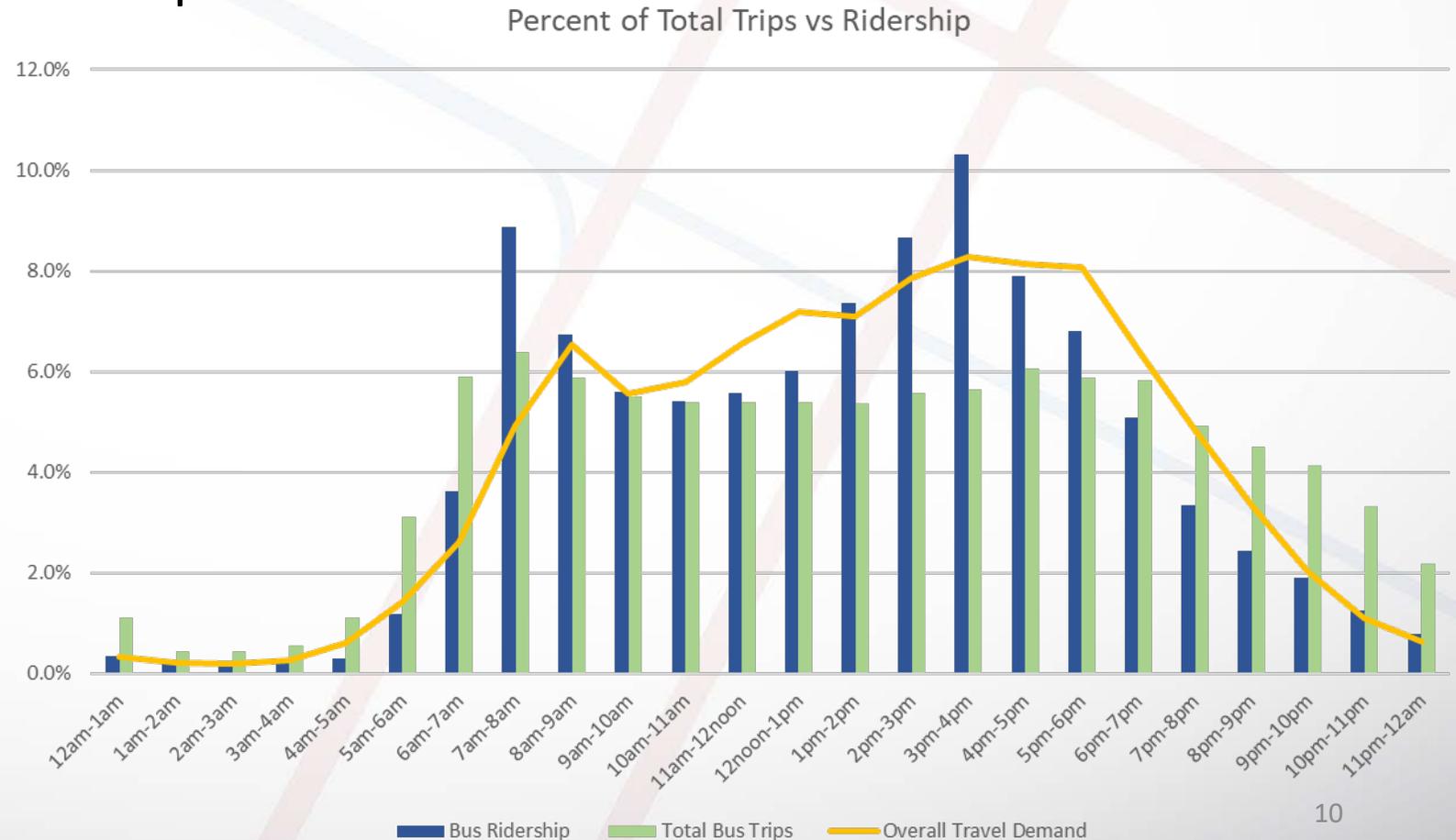
- Highest productivity: Oakland and Berkeley
- Lower productivity: Suburban and low-density areas
- Line 51B is the highest performing route in the system, with a weekday productivity of over 60 passengers per hour.



Travel Demand vs. Transit Use

Weekday time of day comparison

- Bus ridership is more concentrated in the AM and PM peaks
- Students traveling to and from school generate the heavy demand between 7 and 8 AM and 3 and 4 PM
- Overall travel demand has slight peaks





Engagement Phase 1 – Survey Promotions

- Available online and printed surveys from April 17 through June 7, 2023.
- Summary of Strategies used to drive survey participation and awareness:

Website Project Page (actransit.org/Realign)	City Council Announcements
At Stop signage	District Breakfast Briefings
Rail hangers on buses	Community outreach and engagement
Ad cards on buses	<ul style="list-style-type: none"> • At bus stop/onboard bus intercepts
Promotional Postcard	<ul style="list-style-type: none"> • Community Based Organizations Partnerships
Promotional Postcards at libraries	<ul style="list-style-type: none"> • Community events/meetings (Pop-ups/Pop-ins)
Informational Boards for in-person meetings	<ul style="list-style-type: none"> • Outreach to policymaker & CBO list (1,000+)
eNews/AC Transit Social Media channels	<ul style="list-style-type: none"> • Project email and multi-lingual phone lines
On Facility Digital sign boards (Customer Service, Salesforce, BRT Platforms)	Printed surveys in English, Spanish, Chinese, Vietnamese



Phase 1 Engagement report by the numbers

SURVEY COLLECTION

Survey Responses
(valid completes)
15,718

14,583
Online Surveys

1,135
Paper Surveys

By language:

14,011
English

937
Spanish

770
Chinese
(Simplified + Trad.)

Limited Vietnamese

By geography:

7% West CoCo

58% Northern Alameda

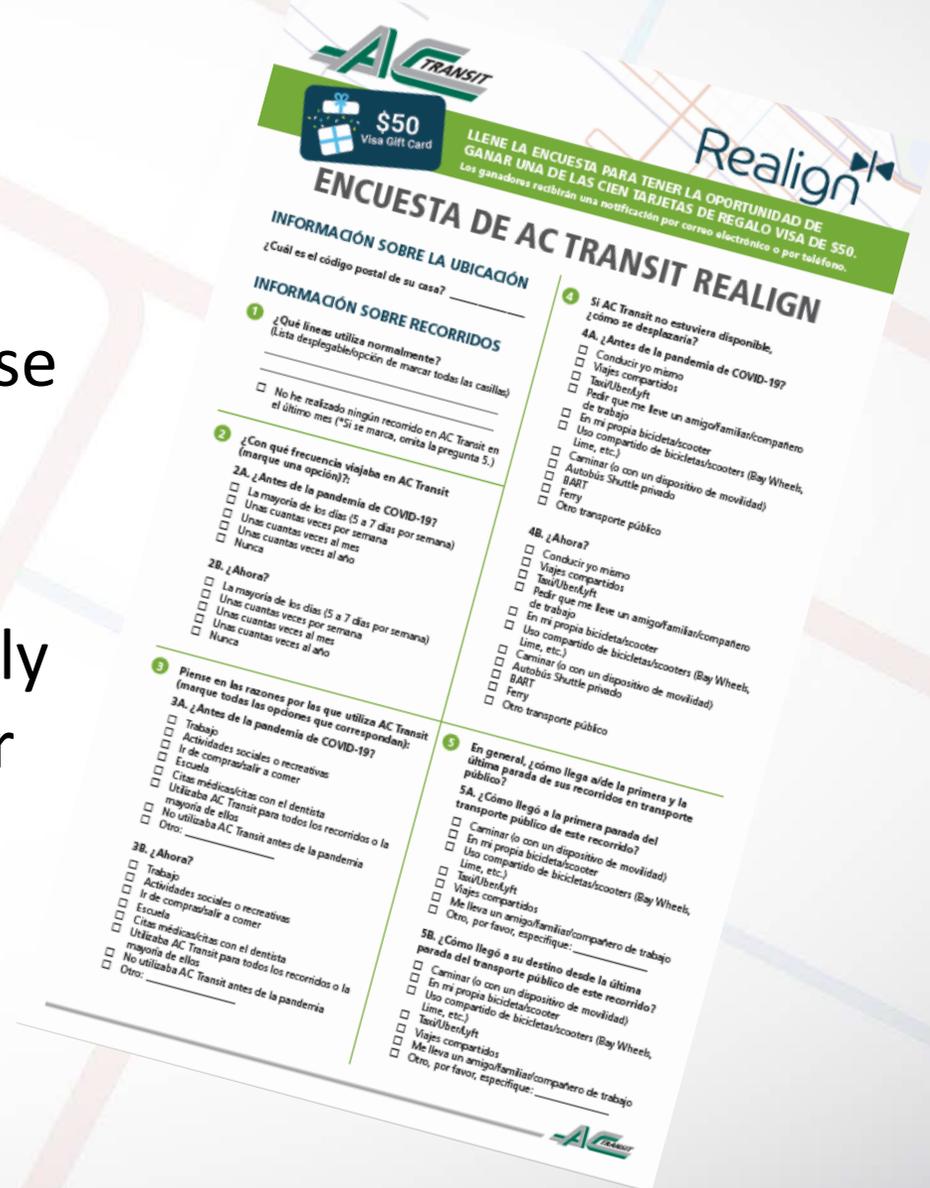
11% Central Alameda

4% Southern Alameda

21% Unknown

Survey Takeaways

- Respondents riding pre-pandemic and now use the bus for about the same reasons they did before.
- Respondents ride less frequently, but generally see frequency as most key compared to other trade-offs.
- Respondents most prefer additional midday service and early morning and early evening service on weekdays, and additional service throughout the day on Saturdays, then Sundays.



Key Existing Conditions Findings

- The AC Transit service area saw population growth during the last decade but is experiencing a slight decline post-pandemic.
- The makeup of the AC Transit service area is changing due to factors such as an aging population and displacement.
- Travel to and from employment centers is lower today than pre-pandemic; the degree of change varies by location.

Key Existing Conditions Findings (cont.)

- Riders are using AC Transit less today than prior to the pandemic, but in general the trip purposes are the same.
- In general, customers value more frequent service when considering tradeoffs; however, results are mixed when accounting for demographics and subarea location.
- Customers value AC Transit's network coverage and mentioned more frequent and reliable bus service as areas for improvement.

Guiding Principles

Equity

Provide a network that prioritizes mobility for communities who need it the most.

Reliability

Provide bus service that is reliable and predictable.

Frequency

Provide frequent service to the most people; frequency's importance will vary by location and be balanced against geographic coverage and community needs.

Upcoming Promotions – Phase 2 Outreach

We are updating our bus network

Help build our future transit service

我们正在更新公交网络

请帮我们共建未来的交通服务



JOIN US AT • 加入我们

actransit.org/realign • realign@actransit.org

CONTACT US • 联系我们

▶ Community Project Line
社区项目电话



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Estamos actualizando nuestra red de autobuses

Ayúdanos a construir nuestro futuro servicio de transporte

Chúng tôi đang cập nhật mạng lưới xe buýt của mình

Hãy giúp xây dựng dịch vụ vận chuyển trong tương lai của chúng tôi



ÚNETE A NOSOTROS EN • THAM GIA VỚI CHÚNG TÔI TẠI

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COMUNICATE CON NOSOTROS • LIÊN LẠC VỚI CHÚNG TÔI

▶ Línea de proyectos comunitarios (510) 267-5632
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Upcoming Activities – Phase 2 *(Partial List)*

Date	Activity (Upcoming – Phase 2: July 12 through August 18, 2023)
7/26/23	AC Transit Board Workshop – Realign Survey results, Existing Conditions, draft Guiding Principles
7/26/23	CBO Focus Group: Community Resources for Independent Living (CRIL)
7/28/23	Community Pop-up Event: Eden Night Live (Castro Valley/Hayward)
7/29/23	Community Pop-up Event: Unity in the Community (Free) Health & Wellness Fair (Richmond)
8/5 & 6/23	Community Pop-up Event: Fremont Festival of the Arts (Fremont)
8/12/23	Lived Experience Advisory Group (LEAG) Meeting #1 (Hybrid)
8/12/23	Community Pop-up Tabling: Foods Co (East Oakland)
8/12/23	Community Pop-up Event: Laurel StreetFair World Music Festival (Oakland)
8/15/23	Community Pop-up Event: South Berkeley Farmer’s Market (Berkeley)
8/15/23	Phase 2 Community Workshop (Virtual) – Aligning Guiding Principles w/Community Assessment
8/18/23	Community Pop-up Event: Richmond Certified Farmer’s Market (Richmond)
9/13/23	AC Transit Board Meeting – consider approval of Guiding Principles



Realign

more info at actransit.org/realign