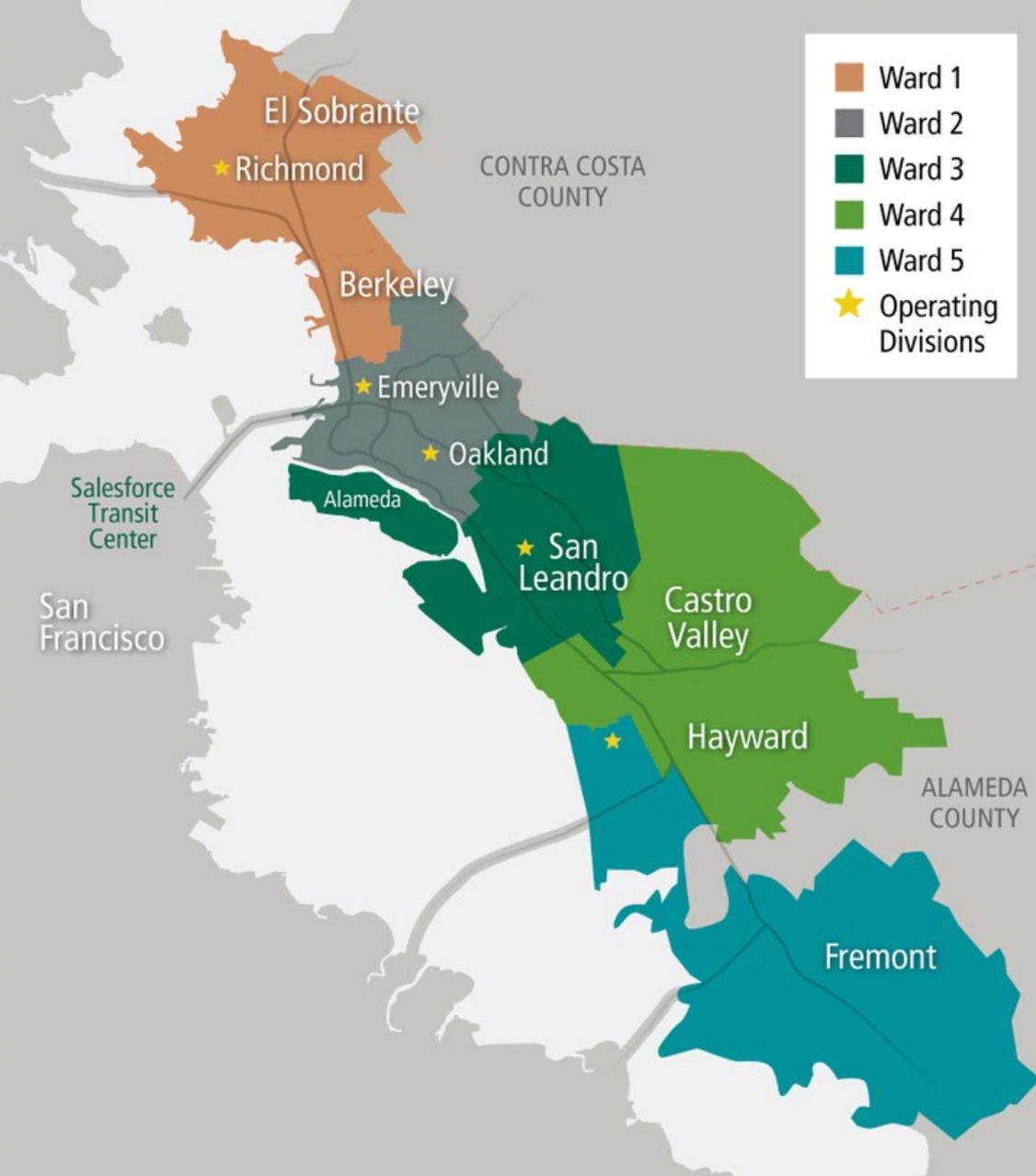


# Alameda-Contra Costa Transit District (AC Transit)



- California's largest public bus-only system
- 3<sup>rd</sup> largest bus only transit agency in U.S.
- 364 sq. miles, 1.5 million people
- **Our riders...**
  - **65% low income**
  - **75% people of color**
  - **43% riders do not have access to a car**
  - **30,000 students every school day**

# Recovery Priorities Rank Bus Lines on Three Weighted Factors:

- 1. Pre-COVID Weekday Productivity*
- 2. People with Low Incomes within ¼ mile*
- 3. People of Color within ¼ mile*

Service across Bay Area bridges delayed until demand increases

# Improved Reliability, Greater Connectivity

- Paused reactivating low ridership lines
- Reducing operator overtime (and stress)
- Adjusted schedules and frequencies
  - Enhanced reliability
  - 97% of scheduled trips completed in March
- Transit 2050+
  - Projects to improve transit
  - Dedicated program staff
  - Deeper regional coordination



PLAN BAY AREA 2050

# Building & Retaining Our Workforce



**Recruiting and retaining bus operators is the greatest barrier to delivering our service.**

- \$2,000 operator hiring bonus
- \$500 referral bonus
- Hosting in-person recruiting events
  - May 20 "Spring Into Your New Career"
  - Recruiting bus
  - Conditional on-site offers
- Award-winning recruitment advertising campaigns (*TV, radio, billboards, social media, and more*)

# Ongoing Ridership Recovery Efforts

- “**Riding Together: Bay Area Healthy Transit Plan**” to protect riders from COVID
- “**All Aboard Bay Area Transit!**” to encourage riders back to transit
- **Suspended scheduled fare increases**
- Offered **fare-free rides**
- Joined the **Clipper START** pilot program (20% discount on fares)
- Reactivated **service to schools**
- Launched **rider app** with real-time arrival info and contactless payment
- Released **new system map**, making it easier to explore where buses go
- Piloted **all-door boarding**, plus new ferry and BART connections
- Conducted several virtual **community town halls** to update riders
- Launched **AC Transit Realign** to update service network

# Phases of Realign

1

Learn Rider  
Needs  
+  
Project  
Groundwork

*Mar-Jun 2023*

2

Ensure Guiding  
Principles  
Reflect Rider  
Needs

*Jul-Aug 2023*

3

Develop 3  
Draft Plan  
Options and  
Get Feedback

*Sep-Dec 2023*

4

Feedback on  
Preferred  
Option  
+  
Board Plan  
Adoption

*Jan-Apr 2024*

5

Develop  
Service  
Standards and  
Inform Riders  
about Service  
Changes

*Apr-Sep 2024*