TO: AC Transit Board of Directors  
FROM: Michael A. Hursh, General Manager  
SUBJECT: Transbay Tomorrow – Phase One Update on Existing Conditions and Outreach

BRIEFING ITEM

RECOMMENDED ACTION(S):

Receive report on the Transbay Tomorrow Existing Conditions and Phase 1 Outreach.

BACKGROUND/RATIONALE:

This January, staff launched the District’s Comprehensive Operations Analysis effort for Bay Bridge Transbay bus service – branded Transbay Tomorrow. This report will describe its progress, and outline the existing conditions analysis, outreach efforts, and guiding principles for the Board to consider.

The District operates 27 Transbay lines crossing the Bay Bridge into San Francisco, providing critical commuter and congestion-relief service for the region. Between 2012 and 2016, Transbay ridership grew 30 percent alongside minimal service increases of around 7 percent. While this has significantly improved the productivity of Transbay service, it comes with operational challenges; overcrowding has worsened on many peak trips and pass-up complaints have increased. In addition, increased congestion across the Bay Bridge and to the Transbay Temporary Terminal via city streets has had a significant impact on the District’s ability to provide reliable Transbay service, leading to reduced schedule adherence and increased passenger complaints regarding reliability.

Planning for this level of growth, congestion, and accompanying solutions is complex due to extended fleet procurement timelines and lack of funds. Meanwhile, the region has undertaken its own Transbay studies to try to address the delta between growth, congestion, and transit capacity across bus, train, and ferry modes. The Metropolitan Transportation Commission’s (MTC’s) Bay Bridge Forward Program (BBFP) and the Core Capacity Transit Study (CCTS) both tackle the Transbay capacity issue. While the BBFP is already addressing capacity problems by providing limited operational funds for additional Transbay service, the CCTS provided recommendations on a longer timeline, stretching from three to thirty years. Transbay Tomorrow intends to build upon this valuable work, and develop specific service and fare recommendations on a shorter timeline, with an initial cost neutral plan ready for implementation in August 2018.
Project Phases and Goals

Transbay Tomorrow comprises three phases with distinct goals:

**Phase One – Project Kick-Off**

Engage stakeholders and existing passengers in a discussion to improve Transbay service, while soliciting meaningful feedback. Identify the issues around the existing conditions and discuss the tradeoffs associated with changing the service.

**Phase Two – Cost Neutral Plan**

Use the feedback and data from Phase One to develop a cost neutral plan. Vet the recommendations through the public and Board to create an approved plan ready for implementation in August 2018.

**Phase Three – Expansion Plan Scenarios and Fare Policy Recommendations**

Solicit feedback from potential riders and consider new service types. Develop expansion scenarios for public review and finalize into an approved plan in preparation for potential Regional Measure 3 (RM3) funds to come online. Develop an accompanying capital plan to support the service plan based on recommendation from Core Capacity with associated RM3 funding.

**Existing Conditions**

Staff developed a series of fact sheets for each line (see Attachment 1) outlining the main metrics for evaluation by each route and each region.

After analyzing these metrics, staff developed a series of characteristics shared by productive and unproductive lines, as measured by average subsidy per passenger and average passengers by trip. The subsidy ranged from approximately $3.00 for a line J passenger to $12.00 for a line NXC passenger. Average passengers per trip ranged from 50 on Line J to 15 on Line Z. Shared characteristics for productive and unproductive service are as follows:

**Characteristics of Productive Service:**

1. Direct routes – Lines operate on one or two urban corridors.
2. Short local street segments – Lines J, G, P and FS run on the shortest local streets segments across all Transbay lines (2-6 miles).
3. High Population Density – Lines in the Berkeley/Emeryville and some Oakland Hills/ MacArthur corridor routes serve areas of high population densities relative to other Transbay lines.

**Characteristics of Unproductive Service:**

1. Indirect Routes – Lines operate on many residential streets.
2. Long local street segments – Lines NX4, NXC, LC, S and SB run on the longest local streets segments across all Transbay lines (10-13 miles). Lines NXC and LC are also lines that operate few trips only outside of the peak.
3. Low Population Density – Lines in the Southern Alameda County and Contra Costa County serve areas of lower population densities.
4. Decreased Ridership – Lines LA, S, SB, and Z are the only routes to experience significant ridership loss over the last 5 years.

Through the existing conditions analysis and a review of the board policy standards, staff then developed a list of major issues to address in the next two phases of the cost neutral and expansion plans:

**Major Issues and Potential Solutions to Consider**

**Overcrowding**

Passenger complaint records and ridership data demonstrate overcrowding has worsened on many routes, with most lines experiencing at least one trip per day over capacity. Solutions staff will explore include:

1. Assigning existing high capacity buses to specific high ridership trips.
2. Reallocating existing resources (buses and revenue hours) from underperforming lines to areas with high demand.
3. Increase the span of service to provide opportunities for peak spreading, acknowledging the trend for passengers shifting to later work start and end times.

**Reliability**

Fluctuating traffic conditions on the Bay Bridge and lack of transit priority lead to a high variability of peak trip running times for Transbay service. This means the variance of the same trip can take a half hour on one day but one hour the next. Notably, the afternoon commute has a wider range of variability than the morning commute. This creates an unreliable journey for passengers and may cause some passengers to switch to BART for their afternoon commute. In addition, it is difficult for staff to operate interlines with high variability in runtimes. Solutions to explore include:

1. Review local turning movements to optimize the route.
2. Move into the Transbay Transit Center. The new facility provides a dedicated right-of-way from the Bay Bridge. This will relieve the on-street traffic variability all lines currently face as buses negotiate through traffic in to and out of the Temporary Terminal in San Francisco.
3. Provide short, medium, and long-term transit priority solutions in the capital plan, including: transit signal priority, traffic signal coordination and dedicated transit lanes.

**Speed**

Comparing the Transbay routes to other modes is helpful to see where the bus ranks in time competition. There is room to speed up the service to make it more efficient and more competitive with other modes. Staff will consider the following:
1. Increase stop spacing. The majority of Transbay routes have an average stop spacing of less than 1/2 mile – not meeting the Board standard of 1/2 to 2/3-mile spacing.

2. Restrict local ridership. Three-quarters of Transbay lines allow local ridership that accounts for between two and four percent on the peak-only lines. The toggling between fare types on Clipper and the boarding and off-boarding add dwell time to those passengers going to San Francisco.

3. As described above, provide short, medium, and long-term transit priority solutions in the capital plan.

**Productivity**

The existing conditions analysis revealed the large differences in subsidy and passengers per trip on a line-by-line basis. While most lines meet the Board Policy 545 standard for Transbay service of 25 passengers per trip, this is a minimum standard and not a goal.

There are two ways to address productivity – adjust the fare to improve subsidy or adjust ridership to improve passengers per trip. There are examples where a line has above average ridership, but also a high fare subsidy per passenger (such as line L which is one of the longer lines from the northern area of the District). This shows there is a limit to improving productivity when fares are flat and line distances (and therefore costs) vary. A thorough Transbay fare evaluation will go before the Board separately in anticipation of a fare change for July 2018. In the meantime, staff will explore the following:

1. Model service changes on the most productive route characteristics to improve productivity
2. Consider a new Transbay fare policy based on distance to reflect the higher cost of operations in outlying areas.

**Outreach Activities**

Staff developed an outreach plan to ensure thorough consultation of internal and external stakeholders, along with soliciting useful input from existing and future passengers. The following is an overview of these activities.

**Technical Advisory Committees (TACs) and Board Liaison**

Before embarking on the major public outreach activities, staff held two TACs: one for City and County staff, and one for Transit regional partners. Both TACs were very helpful in refining the public materials and passenger survey. In addition, the assignment of a Board liaison was a good method of obtaining Board concerns and suggestions before embarking on a public process.

**Passenger Survey**

Between May and July, over 2,100 passengers completed the survey, either online or in person. This represents a statistically significant sample of the Transbay passenger population as a whole. Attachment 2 is a summary of the survey results but the following are the key findings.
Service Use – 40 percent of respondents use multiple Transbay lines. This varies by region depending on the frequency and proximity of other Transbay lines. For example, many Alameda east end residents will alternate between the O,OX, or W. Many Berkeley residents will take the F, J, or FS depending on the day.

Fares - 12 percent of respondents use the Transbay 31-Day Pass on Clipper and overwhelmingly 81 percent use eCash on Clipper, leaving only 3% using cash fares.

Stops - 83 percent of passengers agreed that Transbay bus stops were located near their home and/or destination.

Reliability - 64 percent of passengers agreed with the statement that the service is reliable in the morning, compared to 55 percent in the afternoon. This may help explain skewed ridership patterns seen on some lines.

Improvements – 53 percent of passengers ranked reliability and higher frequency as their top two preferred improvements.

Tradeoffs - 52 percent of passengers are willing to walk further to a bus stop for a faster and more frequent service. However, 51 percent would not be willing to transfer from another mode onto Transbay service even if there were faster and more frequent service.

Demographics – 51 percent of passengers have a household income of over $100,000 and 55% percent identify as White and not Latino/Hispanic.

Public Meetings and Guerilla Outreach

Staff conducted four public meetings: two in the East Bay on weekends and two in San Francisco near the Temporary Terminal after work. While few people attended the public meetings, staff conducted more targeted outreach at the Temporary Terminal to intercept actual Transbay passengers waiting for the buses on their commute home. Staff set up a display area on the central island and roamed around the bus bays talking to passengers about the project and encouraging them to take the survey.

Operator Survey

Staff solicited feedback from Transbay operators, acknowledging they are the front line of the service and would provide valuable feedback. Thirty operators answered the survey and Attachment 3 provides the survey summary. Key findings are as follows:

- 55 percent of operators felt there were too many stops along Transbay Lines.
- 69 percent of operators agreed that stops could be consolidated or removed.
- 64 percent of operators agreed that there are local streets parallel to the freeway which could be faster.
- 69 percent of operators agreed that local boardings affect their ability to operate and drive effectively.
- 71 percent of respondents are in favor of having a few central stops along a route. Many operators feel this will speed up running time and improve on-time performance.
The most common operator comment/complaint pertained to installing dedicated bus only lanes on the Bay Bridge or on local San Francisco streets.

In addition to the operators, staff held presentations for Transbay supervisors and other Transportation staff to engage them with the project and solicit their feedback.

Guiding Principles for Planning Efforts

Staff reviewed the existing guiding principles for Transbay service from the original 2013 Comprehensive Operations Analysis, the District’s Short Range Transit Plan (SRTP) and BP 545 service standards and goals. With this information and the analysis of the existing conditions and the passenger/operator survey, staff developed a series of guiding principles to use for the Transbay Tomorrow plan development. The following guiding principles align with many of the previous principles but are specific to today’s conditions:

Meet the existing and future demand

- Create productive routes to capture latent demand.
- Consider different service models. For example, “point-to-point” involving one or two stop locations in the East Bay on local streets or near-freeway entrances and exits. Consider accessible park and rides or other transit nodes for these types of shorter lines with potential for high productivity.
- Where demand exists, increase span of service with existing fleet resources.
- Pursue pilots for new Transbay services that alleviate BART over-crowding.
- Deploy double decker buses in areas of highest demand and consider short local East Bay segments or “point-to-point” service models to optimize their use.

Improve speed, reliability, and efficiency

- Reconfigure segments or entire lines for more productive service.
- Increase bus stop spacing in line with Board Policy standards.
- Reconsider the Local ridership policy on Transbay routes where practical.
- Consider short, medium and long-term capital improvements for transit priority.
- Incorporate the capital recommendations of MTC’s CCTS where relatable to service proposals.
- Consider new route designs to avoid known areas of congestion or difficulty for buses.

Transbay service should sustain itself

- Consider different funding mechanisms – there is a separate staff report proposing a revised Transbay fare policy.

Think regionally

- Work with regional transit agencies to ensure service is complimentary not redundant.
Standards versus Goals

Board Policy 545 details service standards and provides limited goals for Transbay service. However, while analyzing the existing conditions and measuring the service metrics against current standards, it became clear the goals and standards in the Board Policy are geared towards service preservation, not expansion. The District should aspire to provide excellent service as opposed to minimum service standards for passengers. Staff suggests one key outcome of Transbay Tomorrow would be to reevaluate BP 545 and include clear service goals regarding productivity, reliability, and quality of service.

Timeline

The project is on course for the Phase 2 outreach in October and the Board provided their comments on Transbay fare policy in the August Board workshop.

**BUDGETARY/FISCAL IMPACT:**

There is no budgetary or fiscal impact associated with this report. Phase 2 of Transbay Tomorrow will pursue a cost neutral service plan. Phase 3 will develop an expansion plan based on proposed funding.

**ADVANTAGES/DISADVANTAGES:**

Creating a phased plan based on data analysis and public feedback is a valuable asset for the District. The regional focus is on solving the capacity problem for the Transbay commute and much of the solution will come from increased bus service in the short to medium term. This plan will provide clear direction on how to increase service when funds and resources become available.

The main disadvantage of the plan will be the same as with any proposed service changes: change can be controversial. However, staff hopes that through outreach efforts, any major issues will be addressed before the final recommendations. Also, following the plan, the District must prepare for implementation which will require tremendous resources and effort, as learned from the implementation of AC Go.
ALTERNATIVES ANALYSIS:

Transbay Tomorrow will provide a clear guide on how to restructure and expand Transbay service. Not having an approved plan in place will create delays when funds become available for expansion. In addition, without a plan to follow, Transbay expansion will occur as it has recently – based on isolated analyses and responses to passenger complaints.

Another alternative could be to keep the existing network and only adjust the frequency and span. This would be simpler for passengers but will not address the productivity issue and will not use resources efficiently.

PRIOR RELEVANT BOARD ACTION/POLICIES:

Board Policy 545 – Service Standards
SR 17-053 Bay Bridge Transbay Comprehensive Operations Analysis
SR 12-145 Introduction to the Transbay Comprehensive Service Plan Update
SR 12-291b Inner East Bay Comprehensive Operations Analysis Final Service Recommendations
Board Retreat 03/13/2013 Discussion Regarding the Inner East Bay Comprehensive Operations Analysis

ATTACHMENTS:

1. Transbay Tomorrow Existing Conditions Fact Sheets
2. Transbay Tomorrow Passenger Survey Results
3. Transbay Tomorrow Operator Survey Results

Approved by: Ramakrishna Pochiraju, Executive Director of Planning and Engineering
Reviewed by: Michael Eshleman, Service Planning Manager
Robert del Rosario, Director of Service Development
Prepared by: Linda Morris, Senior Transportation Planner
Dylan Tonningsen, Service Development Intern
TRANSBAY SERVICE
EXISTING CONDITIONS
Northern Alameda County & Contra Costa County

Regional Performance

- Peak ridership has spread by 45 minutes in the afternoon peak and 30 minutes in the morning peak.

- Line H sees the most notable peak spread increase across all Transbay lines.

- Lines L, G & H are the most productive lines in the region with over 30 passengers per trip and require the lowest subsidies per passenger.

- Line G is the only line in the region to have nearly a third more riders in the morning than the afternoon.

- Line LA has nearly a third more riders in the afternoon than the morning.

- Line LA is the only line in the region to experience decreased ridership in the last 5 years averaging -1.6%, while the LC’s ridership has remained static.

- All other lines experienced ridership growth between 4% on Line L and 11% on Line G.

- Line L received the highest number of general complaints compared to any other line in the district.

- Line H has the largest increase in overcrowding complaints.

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

COST & TIME OF A ONE-WAY TRANSBAY TRIP

<table>
<thead>
<tr>
<th>Destination</th>
<th>Cost</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>$7.80</td>
<td>60 mins</td>
<td>INCLUDES BRIDGE TOLL</td>
</tr>
<tr>
<td>$4.20</td>
<td>61 mins</td>
<td>AC TRANSIT TRANSBAY</td>
</tr>
<tr>
<td>$4.55</td>
<td>33 mins</td>
<td>EL CERRITO DEL NORTE</td>
</tr>
<tr>
<td>$10.00</td>
<td>35 mins</td>
<td>TIDELINE WATER TAXI</td>
</tr>
</tbody>
</table>

Average AC Transit Subsidy Per Passenger

<table>
<thead>
<tr>
<th>Line</th>
<th>Subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>LC</td>
<td>$18.00</td>
</tr>
<tr>
<td>LA</td>
<td>$16.00</td>
</tr>
<tr>
<td>L</td>
<td>$14.00</td>
</tr>
<tr>
<td>H</td>
<td>$12.00</td>
</tr>
<tr>
<td>G</td>
<td>$10.00</td>
</tr>
<tr>
<td></td>
<td>$8.00</td>
</tr>
<tr>
<td></td>
<td>$6.00</td>
</tr>
<tr>
<td></td>
<td>$4.00</td>
</tr>
<tr>
<td></td>
<td>$2.00</td>
</tr>
</tbody>
</table>

SUPPORTENGLisch / Assistenti linguam libre / Lëtzebuergesch / Бесплатная помощь переводчиков / ภาษาหมู่มีการใช้ภาษาไทย / भाषात्मक सहायता / Assistance linguistique gratuite
LINE L
San Pablo Dam Road & Princeton Shopping Center to Transbay Terminal, SF via El Portal Dr / Rollingwood Dr San Pablo Ave / Prince St

Ridership by Stop for AM and PM Boardings

Westbound
AM Riders (On)

0-5
6-20
21-50
51-100
101-200

Eastbound
PM Riders (Off)

0-5
6-20
21-50
51-100
101-200
**Average Daily Ridership**

- 2012: 615 riders
- 2013: 697 riders
- 2014: 664 riders
- 2015: 682 riders
- 2016: 711 riders

**Line Statistics**

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Riders per Trip</td>
<td>32 riders</td>
</tr>
<tr>
<td>Average Stop Spacing</td>
<td>1,465 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles</td>
<td>27,344</td>
</tr>
<tr>
<td>Transbay Route Management</td>
<td>8 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>8 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>15 minutes</td>
</tr>
</tbody>
</table>

**AM/PM Peak Span Trips**

- AM Transbay: 45%
- PM Transbay: 53%
- AM Local: 1%
- PM Local: 1%

**Ridership Comparisons**

**Average Passengers By Trip Per Line**

Questions or Comments? Please send them to planning@actransit.org

(510) 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免费语言协助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 우편언어지원 / मुफ्त भाषा सहायता / 免費的語言支援 / ساعدة لتونية مجانية / Assistência linguagem livre / สำเนาหน้าภาษาได้ฟรี / Assistance linguistique gratuite
LINE LA
Hilltop Dr. Park & Ride to Transbay Terminal, San Francisco via Hilltop Dr / Richmond Pkwy / Richmond Pkwy Transit Ctr
Some trips start from Hilltop Green Park

Ridership by Stop for AM and PM Boardings

Westbound
AM Riders (On)

Eastbound
PM Riders (Off)
**Average Daily Ridership**

<table>
<thead>
<tr>
<th>Year</th>
<th>AM</th>
<th>PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>510</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>571</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>541</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>510</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>479</td>
<td></td>
</tr>
</tbody>
</table>

**AM/PM Peak Span Trips**

<table>
<thead>
<tr>
<th>Trips</th>
<th>AM</th>
<th>PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>532</td>
<td>533</td>
<td>629</td>
</tr>
<tr>
<td>643</td>
<td>729</td>
<td>791</td>
</tr>
<tr>
<td>810</td>
<td>1530</td>
<td>1600</td>
</tr>
<tr>
<td>1650</td>
<td>1710</td>
<td>1750</td>
</tr>
<tr>
<td>1815</td>
<td>1835</td>
<td>1915</td>
</tr>
</tbody>
</table>

**Line Statistics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>32 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>1,845 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>6,455</td>
</tr>
<tr>
<td>Transbay Route Management</td>
<td>20 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>4 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>15 minutes</td>
</tr>
</tbody>
</table>

**Ridership Comparisons**

- AM Transbay: 35%
- AM Local: 63%
- PM Transbay: 1%
- PM Local: 1%

**Average Passengers By Trip Per Line**

- G: 60
- F: 50
- S: 40
- H: 30
- N: 20
- K: 10
- J: 0

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

[510] 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료언어지원 / 蘇炳軒 / ភាសាខ្មែរ / 語言支援 / Assistance linguistique gratuite / 易於可達之語言援助
LINE LC
Transbay Terminal, San Francisco to Hilltop Dr. Park & Ride
via I-80 / Richmond Pkwy / Hilltop Dr
From San Francisco only; travel to SF via Line L or LA

Ridership by Stop PM Boardings

Eastbound PM Riders (Off)
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Riders</td>
<td>60</td>
<td>63</td>
<td>60</td>
<td>62</td>
<td>60</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

- PM Transbay: 2%
- PM Local: 98%

Average Passengers By Trip Per Line

<table>
<thead>
<tr>
<th>Line</th>
<th>Average Passengers per trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>J</td>
<td>20 riders</td>
</tr>
<tr>
<td>G</td>
<td>20 riders</td>
</tr>
<tr>
<td>F3</td>
<td>20 riders</td>
</tr>
<tr>
<td>V</td>
<td>20 riders</td>
</tr>
<tr>
<td>P</td>
<td>20 riders</td>
</tr>
<tr>
<td>E</td>
<td>20 riders</td>
</tr>
<tr>
<td>H</td>
<td>20 riders</td>
</tr>
<tr>
<td>NL</td>
<td>20 riders</td>
</tr>
<tr>
<td>C</td>
<td>20 riders</td>
</tr>
<tr>
<td>W</td>
<td>20 riders</td>
</tr>
<tr>
<td>O</td>
<td>20 riders</td>
</tr>
<tr>
<td>SB</td>
<td>20 riders</td>
</tr>
<tr>
<td>NX1</td>
<td>20 riders</td>
</tr>
<tr>
<td>OX</td>
<td>20 riders</td>
</tr>
<tr>
<td>CB</td>
<td>20 riders</td>
</tr>
<tr>
<td>NK2</td>
<td>20 riders</td>
</tr>
<tr>
<td>NX3</td>
<td>20 riders</td>
</tr>
<tr>
<td>S</td>
<td>20 riders</td>
</tr>
<tr>
<td>E</td>
<td>20 riders</td>
</tr>
<tr>
<td>LC</td>
<td>20 riders</td>
</tr>
<tr>
<td>NXC</td>
<td>20 riders</td>
</tr>
</tbody>
</table>

Questions or comments? Please send them to planning@actransit.org

Line Statistics

- Average Passengers per trip: 20 riders
- Average stop spacing: 1,949 feet
- Population within 1/4 miles of route: 33,032
- Transbay Route Segment: 12 miles
- Local Route Segment: 13 miles
- Peak Frequency: 30 minutes
LINE G
Richmond St. & Potrero to Transbay Terminal, San Francisco
via Colusa Ave. / Solano Ave. / San Pablo Ave.

Ridership by Stop for AM and PM Boardings

Westbound
AM Riders
(On)

0-5
6-20
21-50
51-100
101-200

Eastbound
PM Riders
(Off)

0-5
6-20
21-50
51-100
101-200
**Average Daily Ridership**

![Graph showing average daily ridership from 2012 to 2016]

**AM/PM Peak Span Trips**

![Graph showing AM/PM peak span trips]

**Ridership Comparisons**

- **AM Transbay**: 1%
- **AM Local**: 40%
- **PM Transbay**: 58%
- **PM Local**: 1%

**Average Passengers By Trip Per Line**

![Bar chart showing average passengers by trip per line]

**Line Statistics**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>40 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>834 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>28,041</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>10 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>6 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>20 minutes</td>
</tr>
</tbody>
</table>
LINE H
Richmond St. & Potrero to Transbay Terminal, San Francisco via Colusa Ave. / Solano Ave. / San Pablo Ave.

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200

Eastbound PM Riders (Off)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200
Regional Performance

- Overloaded buses are the most common passenger complaints in the region.

- Lines J and FS received the highest number of general complaints compared to any other line in the district. Line FS saw the most notable increase in overcrowding complaints.

- Overall, peak ridership has spread by 20 minutes in the afternoon peaks and 30 minutes in the morning peaks. Lines FS and J experienced the most noticeable ridership span increase.

- This region has both the most productive lines (FS and J) and one of the least productive lines (Z) across all Transbay lines.

- Average annual ridership growth is the highest in this region, ranging from 13% on Line F to 20% on Line J since 2012.

- Line F provides a dual purpose of local and Transbay service; therefore the stop spacing is more in line with local service standards of 800 feet.

- Line Z experiences some of the highest local ridership at 6%.

- Line FS sees most ridership in the morning commute while the other lines in the region have even ridership distribution between the morning and afternoon trips.

Questions or comments? Please send them to planning@actransit.org

Average AC Transit Subsidy Per Passenger

<table>
<thead>
<tr>
<th>Line</th>
<th>Cost</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Z</td>
<td>$7.32</td>
<td>40 mins</td>
</tr>
<tr>
<td>F</td>
<td>$4.20</td>
<td>41 mins</td>
</tr>
<tr>
<td>FS</td>
<td>$3.16</td>
<td>21 mins</td>
</tr>
<tr>
<td>J</td>
<td>$9.00</td>
<td>20 mins</td>
</tr>
</tbody>
</table>

COST & TIME OF A ONE-WAY TRANSBAY TRIP
Average Daily Ridership

Ridership Comparison

AM/PM Peak Span Trips

Average Passengers By Trip Per Line

<table>
<thead>
<tr>
<th>Line Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>35</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>809 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>43,711</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>11 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>4 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>30 minutes</td>
</tr>
</tbody>
</table>

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG
(510) 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료언어지원 / মূলত ভাষাসহায়তা / کمک زبان رایگان / 無料の言語支援 / Assistência linguagem livre / บริการแปลฟรี / Assistência linguistica gratuita / 訳語の援助 / 풍부한 언어 지원 / 免費語言支援 / 帮助 |
LINE FS
Solano Ave & Colusa Street to Transbay Terminal, San Francisco
via Shattuck Avenue / University Avenue

Ridership by Stop for AM and PM Boardings

Westbound
AM Riders
(On)

0-5
6-20
21-50
51-100
101-200

Eastbound
PM Riders
(Off)

0-5
6-20
21-50
51-100
101-200
Average Daily Ridership

AM/PM Peak Span Trips

Ridership Comparison

Average Passengers By Trip Per Line

Line Statistics

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>40</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>986 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>23,728</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>10 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>3 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>20 minutes</td>
</tr>
</tbody>
</table>

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG
LINE Z
Transbay Terminal, SF to San Pablo Ave. & Marin Ave., Albany via Christie St. / Hollis St. / Sixth St. (Continues to Buchanan St. & Pierce St. during the morning)

Ridership by Stop for AM and PM Boardings

Westbound
AM Riders (On)

Eastbound
PM Riders (Off)

0-5
6-20
21-50
51-100
101-200
Average Daily Ridership

- 2012: 75
- 2013: 77
- 2014: 73
- 2015: 59
- 2016: 59

Ridership Comparison

- AM Transbay: 49%
- AM Local: 45%
- PM Transbay: 5%
- PM Local: 1%

Line Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>15 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>817 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles route</td>
<td>13,053</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>8 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>4 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>60 minutes</td>
</tr>
</tbody>
</table>

Average Passengers By Trip Per Line

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

(510) 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thang dịch miễn phí / 
우표인어지원 / मुफ्त भाषा सहायता / 無料の言語支援 / Assistência linguagem livre / บริการสนับสนุนการแปล / Assistance linguistique gratuite
LINE J
Sacramento St. & University Ave., Berkeley to Transbay Terminal, SF via Sacramento St. / Ashby Ave. / Christie St.

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200

Eastbound PM Riders (Off)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200
Oakland Hills

Regional Performance

- Lines P received the highest number of general complaints and the largest increase in overcrowding complaints.

- Overall, peak ridership has stayed consistent with the span spread increasing by only 15 minutes in the morning and staying the same in the afternoon.

- Lines V and P has the highest ridership skew towards afternoon service with 63% and 71% respectively. This suggests a high use of casual carpool used for the morning commute in the region.

- Line C and CB has a ridership skew towards morning service at 66% and 62% respectively.

- Local ridership is notably high at 9% overall on Line C and 7% in the morning commute on Line CB.

- The region has seen variable average ridership growth between 7% on Line V and 17% on Line C in the last five years.

- Lines P and V are on the higher end of overall Transbay productivity with an average of nearly 40 passengers per trip, whereas the CB, E and B Lines average just over 20 passengers per trip.

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 언어 지원 / সহায়তা ইংরেজি ভাষায় / 調度和服务 / Assistência linguagem livre / নিয়মানুসারে সংসদের সহায়তা / Assistencia linguistica gratuita
**Average Daily Ridership**

- 204 (2012)
- 267 (2013)
- 254 (2014)
- 303 (2015)
- 334 (2016)

**Line Statistics**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>22 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>1,595 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>9,496</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>10 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>3 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>25–30 minutes</td>
</tr>
</tbody>
</table>

**AM/PM Peak Span Trips**

- 619
- 719
- 746
- 813
- 835
- 1,645
- 1,720
- 1,750
- 1,820
- 1,820
- 1,909

**Ridership Comparison**

- AM Transbay: 4%
- AM Local: 45%
- PM Transbay: 48%
- PM Local: 3%

**Average Passengers By Trip Per Line**
LINE P
Highland Ave. & Highland Way, Piedmont to Transbay Terminal, SF via Oakland Ave. / Harrison St. / I-580

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)

Eastbound PM Riders (Off)
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>628</td>
</tr>
<tr>
<td>2013</td>
<td>751</td>
</tr>
<tr>
<td>2014</td>
<td>715</td>
</tr>
<tr>
<td>2015</td>
<td>871</td>
</tr>
<tr>
<td>2016</td>
<td>920</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

Ridership Comparison

- AM Transbay: 28%
- AM Local: 71%
- PM Transbay: 1%
- PM Local: 0%

Average Passengers By Trip Per Line

Line Statistics

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>37 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>682 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>11,296</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>10 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>2 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>8–10 minutes</td>
</tr>
</tbody>
</table>

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

(510) 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / مساعدات لغوية مجانية / Assistência linguagem livre / ਸਾਹਿਬ ਦੀ ਰਿਹਾਇਸ਼ ਲਈ ਅਸਾਇਸਟੇਸੀ / 無料の言語支援 / Asistance linguistique gratuite / Бесплатная помощь переводчиков / คำช่วย-lang Na / 自由语种服务 / Assistance linguistique gratuite
LINE V
Broadway & Broadway Terrace to Transbay Terrace to Transbay Terminal, SF
via Broadway Terrace / Moraga Ave. / Park Blvd. / I-580

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)

- 0-5
- 6-20
- 21-50
- 51-100
- 101-200

Eastbound PM Riders (Off)

- 0-5
- 6-20
- 21-50
- 51-100
- 101-200
LINE C
Highland Ave. & Highland Way, Piedmont to Transbay Terminal, SF via Moraga Ave. / Piedmont Ave. / 40th St.

Ridership by Stop for AM and PM Boardings
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>208</td>
</tr>
<tr>
<td>2013</td>
<td>272</td>
</tr>
<tr>
<td>2014</td>
<td>259</td>
</tr>
<tr>
<td>2015</td>
<td>366</td>
</tr>
<tr>
<td>2016</td>
<td>393</td>
</tr>
</tbody>
</table>

**Line Statistics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>33</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>741</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>18,018</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>9</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>4</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>20–30 minutes</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

Ridership Comparison

- AM Transbay: 4%
- AM Local: 30%
- PM Transbay: 61%
- PM Local: 5%

Average Passengers By Trip Per Line

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG
LINE CB
Warren Freeway and Broadway Terrace to Transbay Terminal, SF via Duncan Way / Harboard Ave. / Broadway Terrace
Broadway

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)

Eastbound PM Riders (Off)
Regional Performance

- The most common passenger complaints are Late Buses and No Shows. Line O received the highest number of general complaints. In general, overcrowding complaints have fallen for all lines in Alameda since 2014.

- Overall, peak ridership has spread by 30 minutes in the morning peaks and 60 minutes in the afternoon peaks, with most notable increase on Line O.

- All Alameda lines have seen stagnant ridership growth in the last few years, in contrast to most other Transbay lines that have seen constant growth.

- Local ridership on Line O amounts to 25%, which is the lowest local ridership of the three all-day lines. Line OX has 5% local ridership overall while Line W experiences under 2% local ridership.

- The ridership split in the morning and afternoon is nearly even on all Alameda lines, indicating that there is little casual carpool activity.

- All lines have similar productivities at around 30 passengers per trip.

- The average subsidy per passenger is on the lower end of the scale for Lines O and W, while it is slightly higher for Line OX.

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

(F310) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / Libreng tulong para sa wika / Hỗ trợ giúp thợ dịch miễn phí / 무료 언어 지원 / मुफ्त भाषा सहायता / Maslúirse vērtīgs prātis / 無料の言語支援 / Assistência linguagem livre / บริการแปลภาษาฟรี / Бесплатная помощь переводчиков / Rūpnelmā boļvietas / Ресурс сентября / Assistance linguistique gratuite

COST & TIME OF A ONE-WAY TRANSBAY TRIP

<table>
<thead>
<tr>
<th>Route</th>
<th>Time</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>OX</td>
<td>45 mins</td>
<td>$7.56 INCLUDES BRIDGE TOLL</td>
</tr>
<tr>
<td>AC TRANSIT TRANSBAY</td>
<td>52 mins</td>
<td>$4.20</td>
</tr>
<tr>
<td>FRUITVALE</td>
<td>18 mins</td>
<td>$3.85</td>
</tr>
<tr>
<td>WETA FERRY</td>
<td>20 mins</td>
<td>$6.60</td>
</tr>
</tbody>
</table>

Average AC Transit Subsidy Per Passenger

- OX
- W
- O
LINE O
Fruitvale BART to Transbay Terminal, SF
via Fruitvale Bridge / Fernside Blvd. / High St. / Encinal Ave.
Broadway / Santa Clara Ave. / Webster St.

Ridership by Stop for AM and PM Boardings
### Average Daily Ridership

2012: 1,587
2013: 1,981
2014: 1,887
2015: 2,031
2016: 1,937

### Line Statistics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>31 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>1,076 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>33,428</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>11 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>5 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>

### AM/PM Peak Span Trips

![Graph showing AM/PM peak span trips]

### Ridership Comparison

- AM Transbay: 14%
- AM Local: 36%
- PM Transbay: 39%
- PM Local: 11%

### Average Passengers By Trip Per Line

![Graph showing average passengers by trip per line]

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

(510) 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ dịch miễn phí / 무료언어지원 / भाषा सहायता / वैकल्पिक भाषा सहायता / 替代的な言語支援 / Asistência linguagem livre / ช่วยเหลือภาษาแบบฟรี / Assistência lingüística gratuita

<table>
<thead>
<tr>
<th>Language</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>(510) 891-5470</td>
</tr>
<tr>
<td>Spanish</td>
<td></td>
</tr>
<tr>
<td>Vietnamese</td>
<td></td>
</tr>
<tr>
<td>Korean</td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td></td>
</tr>
<tr>
<td>Tagalog</td>
<td></td>
</tr>
<tr>
<td>German</td>
<td></td>
</tr>
<tr>
<td>Russian</td>
<td></td>
</tr>
<tr>
<td>French</td>
<td></td>
</tr>
</tbody>
</table>
LINE OX
Bay Farm Island to Transbay Terminal, SF
via Island Dr. Park & Ride / Encinal Ave. / Park St.

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)

Eastbound PM Riders (Off)

0-5 6-20 21-50 51-100 101-200

0-5 6-20 21-50 51-100 101-200
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>530</td>
</tr>
<tr>
<td>2013</td>
<td>642</td>
</tr>
<tr>
<td>2014</td>
<td>611</td>
</tr>
<tr>
<td>2015</td>
<td>634</td>
</tr>
<tr>
<td>2016</td>
<td>631</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

Average Passengers By Trip Per Line

Ridership Comparison

<table>
<thead>
<tr>
<th>Line Type</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>AM Transbay</td>
<td>5%</td>
</tr>
<tr>
<td>AM Local</td>
<td>1%</td>
</tr>
<tr>
<td>PM Transbay</td>
<td>50%</td>
</tr>
<tr>
<td>PM Local</td>
<td>45%</td>
</tr>
</tbody>
</table>

Line Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>29 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>996 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>18,599</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>13 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>5 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>
LINE W
Broadway & Blanding Ave., Alameda to Transbay Terminal, SF via Fernside Blvd. / High St. / Otis Dr. / Webster St.

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200

Eastbound PM Riders (Off)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>463</td>
</tr>
<tr>
<td>2013</td>
<td>527</td>
</tr>
<tr>
<td>2014</td>
<td>502</td>
</tr>
<tr>
<td>2015</td>
<td>599</td>
</tr>
<tr>
<td>2016</td>
<td>596</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

Ridership Comparison

- AM Transbay: 50%
- AM Local: 49%
- PM Transbay: 1%
- PM Local: 0%

Average Passengers By Trip Per Line

<table>
<thead>
<tr>
<th>Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>J</td>
</tr>
<tr>
<td>G</td>
</tr>
<tr>
<td>F</td>
</tr>
<tr>
<td>E</td>
</tr>
<tr>
<td>D</td>
</tr>
<tr>
<td>C</td>
</tr>
<tr>
<td>B</td>
</tr>
<tr>
<td>A</td>
</tr>
<tr>
<td>W</td>
</tr>
<tr>
<td>O</td>
</tr>
</tbody>
</table>

Line Statistics

- Average Passengers per trip: 31 riders
- Average stop spacing: 929 feet
- Population within 1/4 miles of route: 26,541
- Transbay Route Segment: 11 miles
- Local Route Segment: 6 miles
- Peak Frequency: 20 minutes

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG
Regional Performance

- The most common passenger complaints for the region are bus maintenance and early departure.

- Line NX3 received the highest number of general complaints and saw the largest increase in overcrowding complaints.

- Overall, ridership span spread has stayed relatively consistent in the morning peaks, however, afternoon peaks have increased by 45 minutes. Line NX3 has the largest increase.

- Line NXC is the longest regional line: a hybrid route comprising all the NXs lines and operates only two evening sweeping trips. It has a high subsidy per passenger and low average passengers per trip.

- Lines NX2, NX1, NX and NL are in the lower average subsidy per passenger range.

- Local ridership on all lines in the region except for Line NL is 3% or lower. Line NL skews heavily towards local ridership at 65%.

- The split between morning and afternoon ridership is by line; Line NX operates the morning route and NX1 and NX2 operate in the afternoon only. Combined afternoon ridership is 27% higher than the morning ridership, suggesting use of casual carpool in the region.

Questions or comments? Please send them to planning@actransit.org

Cost & Time of a One-Way Transbay Trip

- **$7.20** includes bridge toll 40 mins
- **$4.20** AC Transit Transbay 36 mins
- **$3.61** Rockridge 16 mins

Average AC Transit Subsidy Per Passenger
LINE NL
Eastmont Transit Center to Transbaay Terminal, SF
via MacArthur Blvd / Grand Ave / Downtown Oakland
W. Grand Ave. / Makes limited stops

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)

Eastbound PM Riders (Off)
Average Daily Ridership

AM/PM Peak Span Trips

Average Passengers By Trip Per Line

Ridership Comparison

Questions or Comments? Please send them to planning@actransit.org

[510] 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / T漓imag tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료언어지원 / मुफ्त भाषा सहायता / 免費語言支援 / Assistance linguistique gratuite / Assistência linguagem livre / ภาษาไทยมีบริการแปล / Assistance linguistique gratuite
LINE NX
Seminary Ave. & MacArthur Blvd. to Transbay Terminal, SF via MacArthur Blvd. / I-580 (Entering Freeway @Grand Ave.) to San Francisco only; Return via NX1 or NX2

Ridership by Stop for AM Boardings

Westbound AM Riders (On)
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>239</td>
</tr>
<tr>
<td>2013</td>
<td>293</td>
</tr>
<tr>
<td>2014</td>
<td>279</td>
</tr>
<tr>
<td>2015</td>
<td>327</td>
</tr>
<tr>
<td>2016</td>
<td>332</td>
</tr>
</tbody>
</table>

AM Peak Span Trips

<table>
<thead>
<tr>
<th>Ridership</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>553</td>
<td>6</td>
</tr>
<tr>
<td>613</td>
<td>1</td>
</tr>
<tr>
<td>633</td>
<td>2</td>
</tr>
<tr>
<td>653</td>
<td>1</td>
</tr>
<tr>
<td>700</td>
<td>6</td>
</tr>
<tr>
<td>709</td>
<td>1</td>
</tr>
<tr>
<td>729</td>
<td>3</td>
</tr>
<tr>
<td>749</td>
<td>3</td>
</tr>
<tr>
<td>809</td>
<td>3</td>
</tr>
<tr>
<td>829</td>
<td>1</td>
</tr>
</tbody>
</table>

Average Passengers per Trip

- AM Transbay: 33 riders
- AM Local: 33 riders

Average stop spacing: 390 feet
Population within 1/4 miles of route: 28,817
Transbay Route Segment: 10 miles
Local Route Segment: 5 miles
Peak Frequency: 20 minutes

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

Average Passengers By Trip Per Line

<table>
<thead>
<tr>
<th>Line</th>
<th>Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>J</td>
<td>5</td>
</tr>
<tr>
<td>G</td>
<td>5</td>
</tr>
<tr>
<td>FS</td>
<td>5</td>
</tr>
<tr>
<td>V</td>
<td>5</td>
</tr>
<tr>
<td>P</td>
<td>5</td>
</tr>
<tr>
<td>H</td>
<td>5</td>
</tr>
<tr>
<td>NL</td>
<td>5</td>
</tr>
<tr>
<td>L</td>
<td>5</td>
</tr>
<tr>
<td>JX</td>
<td>5</td>
</tr>
<tr>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>L</td>
<td>5</td>
</tr>
<tr>
<td>O</td>
<td>5</td>
</tr>
<tr>
<td>NB</td>
<td>5</td>
</tr>
<tr>
<td>OX</td>
<td>5</td>
</tr>
<tr>
<td>CB</td>
<td>5</td>
</tr>
<tr>
<td>NX2</td>
<td>5</td>
</tr>
<tr>
<td>NX3</td>
<td>5</td>
</tr>
<tr>
<td>NX4</td>
<td>5</td>
</tr>
<tr>
<td>S</td>
<td>5</td>
</tr>
<tr>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>B</td>
<td>5</td>
</tr>
<tr>
<td>LC</td>
<td>5</td>
</tr>
<tr>
<td>NXC</td>
<td>5</td>
</tr>
<tr>
<td>Z</td>
<td>5</td>
</tr>
</tbody>
</table>
LINE NX2
Transbay Terminal, SF to High St. & MacArthur Blvd.
via I-580 / Fruitvale Ave. / MacArthur Blvd.
From San Francisco only; travel to San Francisco via Line NX

Ridership by Stop for AM and PM Boardings

Westbound PM Riders (Off)
Average Daily Ridership

PM Peak Span Trips

Ridership Comparison

Average Passengers By Trip Per Line

Line Statistics

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>27 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>840 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>12,302</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>12 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>2 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>10–20 minutes</td>
</tr>
</tbody>
</table>

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG
LINE NX3
Marlow Dr. & Foothill Way to Transbay Terminal, SF
via MacArthur Blvd. / Eastmont Transit Center / High St.

Ridership by Stop for AM and PM Boardings

**Westbound AM Riders (On)**
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200

**Eastbound PM Riders (Off)**
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>245</td>
<td>328</td>
<td>312</td>
<td>330</td>
<td>323</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

Ridership Comparison

- AM Transbay: 49%
- AM Local: 49%
- PM Transbay: 2%
- PM Local: 2%

Average Passengers By Trip Per Line

Line Statistics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
<td>25 riders</td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>1,795 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>26,514</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>15 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>4 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>20 minutes</td>
</tr>
</tbody>
</table>
LINE NXC
Transbay Terminal SF to Castro Valley Park & Ride
via I-580 / Fruitvale Ave. / MacArthur Blvd. / Foothill Blvd.
From San Francisco only; travel to SF via Line NX, NX3, NX4

Ridership by Stop for PM Boardings

Eastbound PM Riders (Off)
LINE B
Lakeshore Ave. & Longridge Dr. to Transbay Terminal, SF
via Longridge Dr. / Trestle Glen Rd. / I-580

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)

0-5 6-20 21-50 51-100 101-200

Eastbound PM Riders (Off)

0-5 6-20 21-50 51-100 101-200
Regional Performance

- Bus overloading was the most common complaint on Lines NX4 and SB. Line SB received the highest number of general complaints and had the most noticeable increase in overcrowding complaints.

- Peak ridership remained relatively consistent with the exception of Line NX4, which had a peak span spread increase by 90 minutes.

- Lines S, SB and NX4 serve the lowest population densities across all Transbay lines.

- All three routes have the highest subsidy per passenger in the regions, with a range between $12 and $17.

- Line NX4 ridership distribution is highly skewed, with two bus stops providing the majority of the ridership by the freeway entrances at Leona Quarry and MacArthur Blvd and Dutton, all within the first 4 miles of the 13 miles route. The remainder of the route picks up very few passengers.

- Ridership on all lines remained stagnant or decreased in the last two years, countering the growth trend of the majority of Transbay routes.

- The afternoon and morning ridership splits are even, and the local ridership ranges between 2% and 4%.

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSTIT.ORG

(510) 801-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 / মূল্য অনুমোদন সহায়তা / مساعدات لغوية مجانية / Assistance linguagem livre / Бесплатная помощь переводчиков / บริการแปลหรือการให้คำแนะนำ / สนับสนุนการแปล / Assitência linguagem livre / Assistance linguistique gratuite
LINE NX4
Castro Valley Park & Ride to Transbay Terminal, SF
via Center Street / Seven Hills Rd. / Lake Chabot Rd. / Foothill Rd.

Ridership by Stop for AM and PM Boardings

Westbound AM Riders
(On)

0-5
6-20
21-50
51-100
101-200

Eastbound PM Riders
(Off)

0-5
6-20
21-50
51-100
101-200
**Average Daily Ridership**

- 2012: 287
- 2013: 360
- 2014: 343
- 2015: 371
- 2016: 367

**Line Statistics**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers</td>
<td>26 riders</td>
</tr>
<tr>
<td>per trip</td>
<td></td>
</tr>
<tr>
<td>Average stop spacing</td>
<td>1,561 feet</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
<td>26,514</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
<td>16 miles</td>
</tr>
<tr>
<td>Local Route Segment</td>
<td>13 miles</td>
</tr>
<tr>
<td>Peak Frequency</td>
<td>15 minutes</td>
</tr>
</tbody>
</table>

**AM/PM Peak Span Trips**

**Ridership Comparison**

- AM Transbay: 47%
- AM Local: 1%
- PM Transbay: 51%
- PM Local: 1%

**Average Passengers By Trip Per Line**

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG

[510] 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語音協助 / Librement para su wika / Hỗ trợ giúp thông dịch miễn phí / 무료역어지원 / मुफ्त भाषा सहायता / 免费语言支援 / مساعدة شفوية مجانية / Assistência linguagem livre / บริการแปลฟรี / 免费翻译服务 / Assistenza linguistica gratuita / 무료역어지원 / ممکنه زبان رایگان / Assistance linguistique gratuite
LINE S
Eden Shores, Hayward to Transbay Terminal, SF
via Hesperian Blvd. / Paseo Grande / Washington Ave.
Lewwelling Blvd. / Farnsworth St. / Merced St. / 1-880

Ridership by Stop for AM and PM Boardings

Westbound AM Riders (On)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200

Eastbound PM Riders (Off)
- 0-5
- 6-20
- 21-50
- 51-100
- 101-200
Average Daily Ridership

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>225</td>
</tr>
<tr>
<td>2013</td>
<td>258</td>
</tr>
<tr>
<td>2014</td>
<td>246</td>
</tr>
<tr>
<td>2015</td>
<td>270</td>
</tr>
<tr>
<td>2016</td>
<td>263</td>
</tr>
</tbody>
</table>

AM/PM Peak Span Trips

Ridership Comparison

<table>
<thead>
<tr>
<th>Line Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Passengers per trip</td>
</tr>
<tr>
<td>Average stop spacing</td>
</tr>
<tr>
<td>Population within 1/4 miles of route</td>
</tr>
<tr>
<td>Transbay Route Segment</td>
</tr>
<tr>
<td>Local Route Segment</td>
</tr>
<tr>
<td>Peak Frequency</td>
</tr>
</tbody>
</table>

Average Passengers By Trip Per Line

QUESTIONS OR COMMENTS? PLEASE SEND THEM TO PLANNING@ACTRANSIT.ORG
LINE SB
Cedar Blvd. & Stevenson Blvd., Newark to Transbay Terminal, SF via Cedar Blvd. / Newark Blvd. / Union City Blvd. / Hesperian Bl.

Ridership by Stop for AM and PM Boardings

Westbound
AM Riders (On)

Eastbound
PM Riders (Off)
### Average Daily Ridership

![Graph showing average daily ridership from 2012 to 2016](image)

- 2012: 419
- 2013: 477
- 2014: 454
- 2015: 474
- 2016: 426

### AM/PM Peak Span Trips

- AM Transbay
- AM Local
- PM Transbay
- PM Local

### Average Passengers By Trip Per Line

- 60
- 50
- 40
- 30
- 20
- 10

### Line Statistics

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average Passengers</strong></td>
<td>30 riders</td>
</tr>
<tr>
<td><strong>per trip</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Average stop spacing</strong></td>
<td>1,794 feet</td>
</tr>
<tr>
<td><strong>Population within 1/4 miles of route</strong></td>
<td>20,482</td>
</tr>
<tr>
<td><strong>Transbay Route Segment</strong></td>
<td>28 miles</td>
</tr>
<tr>
<td><strong>Local Route Segment</strong></td>
<td>10 miles</td>
</tr>
<tr>
<td><strong>Peak Frequency</strong></td>
<td>20 minutes</td>
</tr>
</tbody>
</table>

### Questions or Comments?

Please send them to planning@actransit.org

[510] 891-5470 / Free language assistance / Asistencia gratis en su idioma / 免費語言協助 / Libreng tulong para sa wika / Hồ trợ giúp thông dịch miễn phí / 무료언어지원 / मुफ्त माध्यमिक सहायता / 免費語言支持 / Assistência linguagem livre / บริการแปลและแปลง 문자 / Assistance linguistique gratuite / Własna obsługa językowa / 語言サービス / 自动化语言服务 / دعم اللغة المجانية / Apoyo al idioma gratis / 言語の無料支援 / 無料の言語支援 / مساعدة لغوية مجانية / Assistência linguagem livre / บริการแปลและท่องชื่อต่างประเทศ / 0158-17Z
Transbay Tomorrow Passenger Survey Summary

Overview:

Between May and July 2017, staff conducted passenger surveys at the Temporary Terminal, on the Transbay buses and online. Surveying occurred on all Bay Bridge Transbay routes and staff attempted to retrieve a statistically significant number per line. While not every line received a statistically significant number of responses, the number of Transbay passenger surveys as a whole is statistically significant.

The survey asked passengers to provide information regarding their trip method, trip location, fare payment, satisfaction pertaining to existing conditions/service, preferences regarding future resource allocation, as well as socioeconomic and demographic information. Approximately 2,100 surveys were returned and used for this analysis.

The following is an overview of all responses and is broken down into subcategories: Trip Information, Fare Type, Preferences & Trade Offs, Tell us more about you, and Additional Questions or Comments.
Section 1A: Trip Information

Key findings from Section 1A: Trip Information

- The vast majority (93%) of riders use Transbay service for work purposes.
- 66% of respondents ride Transbay service every weekday (5 days per week).
- 75% of respondents travel to San Francisco every weekday (5 days per week).
- 40% of respondents said they use another Transbay line.

What is the purpose of your trip?

![Bar chart showing purposes of trips]

Analysis: The vast majority (93%) use Transbay service for work purposes. 2% of riders use Transbay service for school purposes. 2% use Transbay service for recreational purposes.
How often do you ride AC Transit Transbay lines?

Every Weekday (5 days/week)

Some Weekdays (3-4 days/week)

Occasionally (less than 3 days/week)

Rarely (a few times a month)

Everyday Including Weekends (7 days/week)

Some Weekdays and Weekends (3-4 days/week)

Analysis: 66% of respondents ride Transbay every weekday (5 days per week). Over 84% of respondents ride Transbay three or more times a week. This indicates the majority of riders are daily users; however, 18% commute by other modes a few days a week. Only 4% of respondents “rarely” use our Transbay service.
How many days per week do you travel to/from San Francisco?

- Every Weekday (5 days/week)
- Some Weekdays (3-4 days/week)
- Occasionally (less than 3 days/week)
- Rarely (a few times a month)
- Everyday Including Weekends (7 days/week)
- Some Weekdays and Weekends (3-4 days/week)

Analysis: 75% of respondents travel to San Francisco every weekday (5 days per week). 87% of respondents travel to San Francisco three or more times a week. These indicate that at least 9% of Transbay passengers use Transbay service in combination with other modes for their commute.

Do you take other Transbay Lines?

- No
- Yes
Analysis: 60% of Transbay respondents do not use another Transbay line while 40% of respondents use multiple Transbay lines. Often, riders will ride a different Transbay line if that alternative line is in a close geographical area and has a higher frequency. For example, 50% of Line O passengers will alternate between the O, the OX or the W. 45% of Line F respondents will also take the C, J or FS.

Section 1B: Fare Type

The following information is in regards to fare type and method of payment.

Key Findings from Section 1B:

- The vast majority (93%) of respondents paid the “adult” fare while riding Transbay.
- 93% of respondents use Clipper payments.
- 81% of respondents paid for their trip using eCash on Clipper.
- Only 12% of respondents use the 31 day pass on Clipper.

Which type of fare did you pay?

Analysis: 93% of respondents paid the “adult” fare while riding Transbay. The second highest percentage paid the “senior” fare at 3%. However many respondents skipped this question entirely (554 persons).
How did you pay for your trip today?

Analysis: 81% of respondents paid for their trip using eCash on Clipper. 12% of respondents use the Transbay 31-Day Pass on Clipper. 3% of riders use “Cash Fare” for their means of payment.
Section 1C: Preferences and Trade-offs

The following questions discuss transportation preferences and system trade-offs.

Key Findings from Section 1C:

- The majority of respondents (85%) took an AC Transit Transbay line to their final destination. BART was the second most common transportation method for respondents.
- The majority of respondents agreed that Transbay bus stops being conveniently located near my home and/or destination. This question in particular received the highest satisfaction rate among all questions. 83% of respondents “agreed” or “strongly agreed” to this question.
- The option I do not have to wait long for another Transbay bus, if I missed the prior trip received the highest disapproval rating. 42% of respondents “disagreed” or “strongly disagreed” to this option.
- 64% of respondents agreed that Transbay service was reliable in the morning, while 55% of respondents agreed it was reliable in the afternoon.
- Transbay passengers ranked “reliability” and “frequency” as their #1 or #2 tradeoffs. 53% of the respondents who answered this question ranked “reliability” and “frequency” as #1 or #2.
- Transbay passengers ranked “Transbay service should be widely available even in areas with low Transbay demand” as their last preference. 66% of respondents ranked this statement last or second to last.
- The majority of respondents were willing to walk farther to a bus stop in order to have faster and more frequent Transbay bus service. 52% of respondents responded “fairly willing” or “very willing”. This question received the highest number of “fairly willing” and “very willing” responses.
- The majority of respondents were not willing to drive, walk, bike, or bus to a transit center in order to transfer onto a Transbay bus for faster and more frequent Transbay bus service. Only 30% of respondents said they would be “fairly willing” or “very willing”.
- Respondents were relatively indifferent about paying higher fares to cover the cost of providing more Transbay bus service to areas that currently have little or no service. 32% of respondents were “fairly willing” or “very willing” to pay higher fares. 40% of respondents were “not very willing” or “not willing at all” to pay higher fares. 28% of respondents were “Neutral”.
Please check all the Modes of Transportation you would normally take to your final destination.
Analysis: 80% of respondents took an AC Transit Transbay line to their final destination. Based on the result above, most passengers use AC Transit in the Weekday Afternoons and Weekday Mornings; however, very few use the limited Transbay service during the weekends compared to other options.

- Of the respondents who use Transbay service, 50% use AC Transit’s Transbay Service during Weekday Mornings and 50% use Transbay during Weekday Afternoons. Only 11% of respondents use Transbay on the weekends.
- The second most common mode of transportation to San Francisco was BART. BART had an even distribution between Weekday Morning, Weekday Afternoon and Weekend riders. Walking was the third most common mode of transportation; however walking is likely to be a first and last mile solution for most commuters.
- Private Vehicles and Uber/Lyft were used more on the weekend (17%) when there is limited Transbay service. Of the people that used Waze/casual carpool as a means of transportation to and from the city, the majority of these riders utilized Waze/casual carpool in the mornings.
- BART received the highest total number of riders on the weekend.
Why do you choose to ride the Transbay bus? Please indicate how strongly you agree or disagree with the following statements.

- Transbay bus stops are conveniently located near my home and/or destination.
- I am looking forward to the opening of the new Transbay Terminal.
- I am likely to get a seat on a Transbay bus.
- I enjoy the Transbay experience amenities, like the free wi-fi and comfortable seats.
- The Transbay bus has a sufficient span of service hours to accommodate my morning and afternoon commutes.
- The Transbay bus gets me to my destination in a reasonable amount of time.
- The Transbay bus service in the morning is reliable.
- The Transbay bus service in the afternoon is reliable.
- The scenic view on the Bay Bridge is a deciding factor in my Transbay commute.
- Transbay offers a feeling of community that is not available from other modes.
- The Transbay 30 day unlimited ride pass makes the Transbay bus more economical than other transit modes.
- I do not have to wait long for another Transbay bus, if I missed the prior trip.

Analysis: This question asked why passengers currently ride AC Transit’s Transbay service. Using twelve statements, respondents could indicate their agreement with particular characteristics of the District’s Transbay service.

- Out of all twelve statements, most respondents (83%) agreed with Transbay bus stops are conveniently located near my home and/or destination. This question in particular received the highest agreement rate among all questions.
• The majority (70%) of respondents agreed or strongly agreed with the statement I am looking forward to the opening of the new Transbay Terminal.

• 42% of respondents disagreed or strongly disagreed to I do not have to wait long for another Transbay bus if I missed the prior trip. This was the most negative response for all questions and is a clear indication passengers are not satisfied with the current frequency of certain Transbay Lines.

• 75% of respondents agreed they were likely to get a seat on a Transbay bus.

• 60% of respondents agreed that they enjoy the Transbay experience amenities, indicating this is not the most critical reason why passengers ride Transbay buses.

• 68% of respondents agreed that the Transbay bus has a sufficient span of service hours to accommodate morning and afternoon commutes.

• The statement Transbay offers a feeling of community that is not available from other modes received the highest number of neutral responses (40%).

• 66% of respondents answered N/A or neutral when asked if the Transbay 31 day unlimited ride pass makes the Transbay bus more economical than other transit modes. This indicates passengers are likely unaware such an option exists or have not utilized the Transbay 30 day pass.

• The scenic view of the bay bridge plays a small factor to why respondents ride Transbay. Only 37% of respondents agreed that the view of the bay bridge is a contributing reason to why they ride the Transbay bus, while 50% of respondents disagreed or strongly disagreed.

• 77% of respondents believe the Transbay bus gets them to their destination in a reasonable amount of time.

• Respondents considered the Transbay Bus Service slightly more reliable in the morning compared to the afternoons. 64% of respondents agreed Transbay was reliable in the mornings while only 55% of respondents agreed Transbay was reliable in the afternoons, indicating there are more reliability problems in the afternoon commute.
How do you think AC Transit can improve Transbay bus service in the future? Please rank the items below in terms of preference from 1 – Most Preferred to 6 – Least Preferred.

- The Transbay bus should be more reliably on schedule.
- Transbay bus service should be more frequent.
- The Transbay bus service should have buses with more seats, like double decker buses.
- The Transbay bus stop should be located near my home.
- I think the Transbay bus should be an all-day service.
- Transbay service should be widely available even in areas with low Transbay demand.

Analysis: Respondents were asked to rank different features by their preference as to how AC Transit can improve given limited resources. Respondents provided ratings on a scale from 1 – Most Preferred to 6 – Least Preferred.

- Transbay passengers ranked “reliability” and “frequency” as their #1 or #2 ranked preferences. 53% of the respondents who answered this question ranked “reliability” and “frequency” as #1 or #2.
- Transbay passengers ranked “Transbay service should be widely available even in areas with low Transbay demand” as their last preferred characteristic. 66% of respondents ranked this characteristic last or second to last.
The next three questions explore common TRADE-OFFS in transit. All answers are valid, but may lead to different outcomes. It is difficult to achieve all of these characteristics at the same time and we want to understand your preferences to help guide our new plan.

How willing would you be to walk farther to a bus stop in order to have faster and more frequent Transbay bus service?

How willing would you be to drive, walk, bike, or bus to a transit center in order to transfer onto a Transbay bus for faster and more frequent Transbay bus service?

How willing would you be to pay higher fares to cover the cost of providing more Transbay bus service to areas that currently have little or no service?

Analysis: Using a criterion of three statements, respondents could individually categorize their willingness for different trade-offs.

- Out of all three statements, respondents were fairly willing to walk farther to a bus stop in order to have faster and more frequent Transbay bus service. Only 30% of respondents said they would not be willing to walk farther to a bus stop. This question received the highest number of “fairly willing” and “very willing” responses.

- Respondents were not very willing to drive, walk, bike, or bus to a transit center in order to transfer onto a Transbay bus for faster and more frequent Transbay bus service. Only 30% of respondents said they would be in favor of this statement. This question received the highest number of “Not very willing” and “not willing at all” responses.

- Respondents were relatively indifferent about paying higher fares to cover the cost of providing more Transbay bus service to areas that currently have little or no service. 32% of respondents were “fairly willing” or “very willing” to pay higher fares. 40% of
respondents were “not very willing” or “not willing at all” to pay higher fares. **25%** of respondents were “neutral”.

**Section 1D: Tell us more about you**

The following information is in regards to identity, household income, and language proficiency.

**Key Findings from Section 1D:**

Passengers were asked a series of socioeconomic and demographic questions.

- **55%** of respondents identify as “White not Latino/Hispanic”. **20%** identity as “Asian or Pacific Islander. **7%** of respondents identified as “Latino/Hispanic”, **6%** identity as “Black/African American”. **12%** of respondents preferred not to answer this question.
- **51%** of respondents said they have a household income of $100,000 or more.
- **29%** of respondents have a household income between $0-$99,000.
- **97%** of respondents speak English “Very Well”.
- **3%** of respondents speak English “Well”.
- **61%** of respondents do not speak a second language.

**How do you identify? (Select all that apply)**
Analysis: Passengers were asked how they identify.

- **55%** of passengers identify as “White not Latino/Hispanic”.
- **20%** identified as “Asian or Pacific Islander”.
- **7%** identified as “Latino/Hispanic”.
- **7%** identified as “African American/Black”.
- **12%** preferred not to answer this question.

What is your annual household income?
Analysis: Passengers were asked their annual household income. Given the results listed above, Transbay passengers are overwhelmingly "high income" compared to District riders as a whole.

- 51% of respondents said they have a household income of $100,000 or more.
- 29% of respondents have a household income between $0-$99,000.
- 18% of respondents have a household income of $200,000 or more.

How well do you speak English?
Analysis: Passengers were asked how well they spoke English.

- 97% of respondents speak English “Very Well”.
- 3% of respondents speak English “Well”.
- Only 3 respondents speak English “Less than well”.

Do you speak any languages other than English?

Analysis: Passengers were asked if they speak another language other than English.

- 61% of respondents do not speak a second language.
- 39% of respondents speak a second language other than English.

What other languages do you speak?
Analysis:

- **58%** of respondents speak Spanish.
- **32%** of respondents speak Chinese.
- **4%** of respondents speak Vietnamese.

**Section 1E: Additional Questions or Comments**

*The following information is in regards to additional comments*

**Key Findings from Section 1E:**

- The three main comments from the Transbay Tomorrow survey were “Please Fix the NextBus App”, “Please provide more comfortable seats” and “Please Fix the Wi-Fi”. Other complaints regarding overcrowded buses and “no shows” were also common.
Transbay Tomorrow Operator Survey Summary

Overview:

Bay Bridge Transbay operators were invited to take the operator survey between May and July 2017. The survey asked their opinions regarding Transbay bus stop location, bus stop consolidation, interlining local routes with Transbay routes, and recommendations in regards to operations moving forward. Thirty operators completed the survey, which is a small sample of all the operators running Transbay service. While this is not a representative sample of the approximately 200 Transbay operators, staff considers it useful feedback.

Section one provides a general overview of the results, while section two provides a question by question analysis.

Section One - Key Findings:

- 55% of operators felt there were too many stops along Transbay Lines.
- 69% of operators agreed that stops could be consolidated or removed.
- 64% of operators agreed that there are local routes parallel to the freeway, which could be faster.
- 77% of operators agreed that drivers should have the discretion to choose their in-service, no-pick up route after picking up all their passengers.
- 72% of operators feel comfortable with the level of training they receive on Transbay routes.
- 69% of operators agreed that local boardings affect their ability to operate and drive effectively.
- 67% of operators feel comfortable denying passengers to board the bus if all the seats were already occupied.
- 74% of operators disagreed with the idea of interlining Transbay routes with local routes, in regards to vehicle type assignment.
- 54% of operators disagreed with the idea of interlining Transbay routes with school trippers, in regards to vehicle type assignment.
- The most common operator comment/complaint pertained to installing dedicated bus only lanes on the bay bridge or on local San Francisco streets. In addition, many
operators mentioned that school kids often leave messes behind that the driver has to clean up before they can make a Transbay trip.

Section Two: Question Analysis

Are there too many stops along Transbay Lines?

![Bar Chart]

Analysis: 55% of respondents felt there were too many bus stops along Transbay Lines. However, many operators feel there are too many stops only on certain lines. Some operators mentioned Line L has too many stops.

Do you think stops can be consolidated or removed?

![Bar Chart]
Analysis: 69% of respondents agree that bus stops can be consolidated or removed. Many respondents commented “only on some lines” or “not all lines” but did not specify which lines need stop consolidation or removal.

What are your thoughts on having a few central stops along a route (e.g. Park & Ride lots, major transfer/transit connections only) versus the current stop spacing along the routes?

Analysis: The majority of respondents are in favor of having a few central stops along a route. Many operators feel this will speed up running times and on-time performance. Some operators complained about local riders slowing down Transbay buses; however, many operators also said they would feel bad if they left passengers behind if they had enough standing capacity.

Are there local routes parallel to the freeway which could be faster?

Analysis: 64% of operators agreed that there are local routes parallel to the freeway which could be faster. Lines L, LA, O, OX and W were mentioned as lines that have local routes parallel to the freeway which could be faster.
Should drivers have the discretion to choose their in-service, no-pick up route after picking up all their passengers? (i.e. to avoid traffic or congested areas)

Analysis: 77% of operators agreed that drivers should have the discretion to choose their in-service, no-pick up route after picking up all their passengers. Operators noted that they are already aware of the highly congested traffic areas and therefore should have the discretion to choose their in-service no pick up locations. One point of concern is the fact that bus stops at the end of the line might be disproportionally affected by this strategy because Transbay buses are usually full by the time they reach these destinations.

Do you feel comfortable with the level of training you receive on Transbay routes?
Analysis: 72% of operators feel comfortable with the level of training they receive on Transbay routes. Respondents for the most part feel very comfortable; the only complaint that continued to resurface was the fact that AC Transit should train Transbay bus drivers with the longer articulated Transbay buses.

**Do local boardings affect your ability to operate and drive effectively?**

- **Yes**
- **No**

Analysis: 69% of operators agreed that local boarding’s affect their ability to operate and drive effectively. Operators said this is especially a problem on the MCl s where the boarding aisle is narrow and difficult for passengers to maneuver.

**Would you feel comfortable denying passengers to board the bus if all the seats were already occupied?**

- **Yes**
- **No**
Analysis: 67% of operators feel comfortable denying passengers to board the bus if all the seats were already occupied. Operators said they would not deny passengers if there was a sufficient amount of standing room available. Operators did mention that there should be additional handles and support beams for standing passengers to improve safety.

What are your thoughts on interlining Transbay routes with local routes, in regards to vehicle type assignment?

Analysis: 74% of operators disagreed with the idea of interlining Transbay routes with local routes, in regards to vehicle type assignment. Operators said interlining Transbay routes with local routes stresses out drivers, slows down service, and plays a huge factor for why buses are routinely late to the Transbay Terminal.
What are your thoughts on interlining Transbay routes with school trippers, in regards to vehicle type assignment?

Analysis: 54% of operators disagreed with the idea of interlining Transbay routes with school trippers, in regards to vehicle type assignment. Respondents wrote that school kids often make large messes in the mornings, thus operators often have to clean the bus before making a Transbay trip. This slows down service and upsets operators and Transbay passengers who board the bus later in the day.

Do you have any thoughts or recommendations for Transbay service in general?

Analysis of responses: Operators recommended that local ridership should be limited to local routes only. Respondents did agree that local boardings slow down running times and often contribute to buses being routinely late.
Do you have any thoughts or recommendations for a specific Transbay Line?

Analysis of responses:

Traffic delays on the Bay Bridge and on local San Francisco streets is a major concern for operators. Respondents suggested more dedicated bus only lanes and additional queue jumps to speed up running times.

Operators also expressed concern regarding overcrowded buses. Many buses traveling to San Francisco are packed with standing passengers who routinely complain to operators. This is especially true on the G and FS. Multiple respondents suggested the MCIs should not allow standing passengers because there are no support beams to hold onto.