



## **Board Policy No. 544**

### **Service Adjustments**

**ADOPTED:** 01/12/94

**RECENT AMENDMENT:** 11/12/20

**SEE ALSO:** 110, 545

**SUBJECT CATEGORY:** SECTION 500, PLANNING & SERVICE DEVELOPMENT

**SUBSECTION:** SERVICE PLANNING

**CONTROL DEPARTMENT:** PLANNING & ENGINEERING

#### **I. PURPOSE**

As a public transit provider, it is the District's goal to provide cost effective, efficient service in order to maximize the number of riders. The District has established Board Policy No. 545 - Service Effectiveness Standards to provide maximum service with the best use of District resources. In addition, other adjustments to schedules and service routes are needed in order to best serve the needs of our riders with available resources.

To optimize changes in transit service effectiveness while maintaining overall efficiency, the District's goal is to limit the implementation of service adjustments and operator sign-ups to no more than four times each year, or as outlined in the most current Collective Bargaining Agreement with Amalgamated Transit Union, Local 192.

#### **II. PERSONS AFFECTED**

All departments and staff involved in the creation and implementation of service adjustments, including the Board of Directors.

#### **III. DEFINITIONS**

**"Service Adjustments"** mean adjustments in service that allow the District to update vehicle schedules, travel times, add/remove bus stops from service, and introduce or eliminate by routes or route segments. Service adjustments can include minor changes for optimal route maintenance or major service changes.

**"Emergency Service Adjustment"** means changes in routes or service frequencies which may be necessitated due to a major catastrophe or emergency which severely impairs public health or safety, changes in access to public streets, or the ability of District equipment to travel on public streets.

**"Major Service Change"** means major adjustments in transit service, excluding Emergency Service Adjustments, lasting 12 months or more, including the following:

- A. A new transit route; or
- B. Any aggregate change of 10 percent or more of the number of transit revenue miles or hours system-wide; or

- C. Any aggregate change of 20 percent or more of the number of transit revenue miles or hours in one of the four planning areas of the District (West Contra Costa County, North Alameda County, Central Alameda County, South Alameda County); or
- D. Any aggregate change of 25 percent or more of the number of transit revenue vehicle hours or miles of a route computed on a daily basis for the day of the week for which the change is proposed.

**“Sign-up”** means an event in which operators select their work shifts and assignments for the next service adjustment.

**“Division Sign-up”** means a sign-up that allows operators to select a new work assignment at their current operating division only.

**“General Sign-up”** means a sign-up that allows operators to select a new work assignment at any division based on their seniority.

#### IV. POLICY

##### A. Timing for Service Adjustments

1. Service adjustments shall occur in March, June, August, and December of each calendar year.

In the month prior to a scheduled service adjustment, the District may conduct an operator sign-up to allow operators to select new work assignments. General sign-ups should occur in conjunction with the August service adjustments to accommodate the start of the school year. Divisional sign-ups can occur in conjunction with the March, June and December service adjustments.

2. The Service Planning and Scheduling Departments shall develop the vehicle schedules and operator assignments in accordance with the service planning and research process ~~is~~ detailed in Board Policy 545 and the public hearing process outlined in Board Policy 110.

Appendix A is a sample of all the necessary tasks required for conducting a service adjustment, along with the duration of time to complete each task in a service adjustment. This policy incorporates the attached timeline of events to effectively identify how service improvements are built and aid the Board in scheduling Public Hearings accordingly.

3. In the event of unforeseen external circumstances, such as significant reductions in District revenues, service changes may be considered at other times.

##### B. Board Review of Service Adjustments

1. Adjustments not requiring a public hearing:

Prior to implementation of each sign-up, the General Manager shall present the Board of Directors with a Service Adjustment Status Report which describes staff's proposed service plans. The report shall outline service adjustments that do not require a public hearing and are under review or have been finalized but not yet implemented. Adjustments not requiring a public hearing include:

- a. A reassignment of route numbers resulting from combining existing routes, which results in the creation of a new route "number".
- b. Standard seasonal variations, unless the variation, as compared to operations during the previous season, falls within the definitions of major adjustments of transit service listed above.
- c. Emergency service adjustments may be implemented immediately without a public hearing provided that a finding identifying the circumstances under which the change is being taken is made by the General Manager.
- d. The restoration of service which had been eliminated within the past ten years due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations which do not exceed the major adjustment of transit service requirements above.
- e. The introduction or discontinuance of short-term or temporary service which will be/has been in effect for less than twelve months.
- f. Changes to service on routes with fewer than ten total trips in a typical service day.
- g. Discontinuance of District-operated service that is replaced by a different mode or operator, providing a service with the same or better headways, fare, transfer options, span of service, and stops served.

2. Adjustments requiring public hearings:

A public hearing is held if a recommendation from the Service Planning Department constitutes a Major Service Change as defined in this policy. The recommendations shall be presented pursuant to Board Policy 545. Once placed on an agenda, the Board of Directors may (1) request further review of the proposed service adjustment without a public hearing; or (2) direct that a public hearing be scheduled prior to final determination and implementation of the proposed service adjustment pursuant to Board Policy 110.

Major service changes should be implemented in conjunction with the August service adjustment; therefore, Board approval of major service changes following a public hearing

must be received five months in advance of the proposed service adjustment effective date.

3. Process for Board Review:

Any Board member may request that a specific service adjustment be placed on an upcoming Board agenda for review. Once placed on an agenda, the Board of Directors may (1) request further review of the proposed service adjustment without a public hearing or (2) may direct that a public hearing be scheduled prior to final determination and implementation of the proposed service adjustment with any subsequent implementation to be scheduled during the upcoming August service changes.

C. Emergency Service Adjustments

In the event of a major catastrophe or emergency, the timing of service adjustments mentioned in Section A and concomitant sign-up processes would not apply. A decision on what constitutes an emergency shall be informed by state and local public safety agencies. Additional operating protocols for coordinating and delivering emergency services can be found in the San Francisco Bay Area Transit Operators Mutual Aid Agreement developed by the Metropolitan Transportation Commission, of which AC Transit is partner agency. Emergency service adjustments shall also be made internally in concert with emergency operations protocols and include multiple departments and labor representatives so that any service change is well planned, well communicated, and well executed in the event of an emergency. Board Policy 470 provides an example of what emergency services can look like.

**V. AUTHORITY**

**A. Board Authority**

The Board of Directors has the authority to set the number of service adjustments per year and approve any major service changes included therein.

**B. General Manager's Authority**

The General Manager has the authority to approve service adjustments that do not require a public hearing.

**VI. ATTACHMENTS**

Appendix A - Sample Service Adjustment Timeline of Tasks

## APPENDIX A to Board Policy 544

### SAMPLE SERVICE ADJUSTMENT TIMELINE OF TASKS

The following is a list of tasks drawn from the master sign-up schedule that are required for completion prior to a service adjustment becoming effective. Though each task has a specific duration and are generally in sequential order, many tasks happen concurrently. On average, it takes approximately four months to complete all tasks. There are three general phases for programming and deploying a service adjustment:

- A Planning phase where vehicle schedules are developed, analyzed and modified;
- A Runcutting phase where vehicle schedules are broken down into operator assignments;
- A Sign-up phase where relevant route, schedule and assignment information is distributed and operators select their work.

	TASK NAME	DURATION
	<b>PLANNING</b>	
1	Service change proposals and instructions delivered	1 day
2	Schedulers begin work on vehicle schedules	20 days
3	Progress check meeting	1 day
4	Projected fleet numbers for day of service adjustment	3 days
5	Vehicle task assignments and fleet balancing	10 days
6	Draft schedules and vehicle blocks completed	1 day
7	Fleet and blocks report	1 day
8	Draft Recap Report	1 day
9	Review draft recap report and any changes implemented	1 day
10	Final vehicle schedules completed	1 day
11	Fleet vehicle assignments completed	5 days
12	All bus stops geocoded and driving instructions inputted	1 day
13	Final recap report completed	1 day
	<b>RUNCUTTING</b>	
14	Runcut begins	5 days
15	Draft runcut complete	1 day
16	Review of draft runcut	6 days
17	Shop Stewards select runs	1 day
18	Print materials for Drivers Committee review	1 day
19	Runcut complete	1 day
20	Assign operator positions	3 days
21	Validate operator positions	2 days
22	CAD AVL Export	6 days
23	Extra Board numbers assigned by yards	1 day
24	Final TR38 completed	3 days
	<b>SIGN-UP</b>	
25	Employee information updated on Peoplesoft	2 days

26	Import PeopleSoft Employee to HASTUS Bid	1 day
27	Create BID sessions and groups	1 day
28	Bidweb equipment set-up	5 days
29	Produce and review sign-up material	3 days
30	CAD AVL Export - second iteration	3 days
31	Run timetable trip differential report	1 day
32	Compile and send timetable list	1 day
33	Public timetables created and sent for review	10 days
34	Pocket timetables printed and delivered	1 day
35	Produce posting documents	3 days
36	Distribute posting documents for review	3 days
37	Produce Mini Synopsis Sets and Paddles	2 days
38	Print and deliver posting documents	3 days
39	Post documents	1 day
40	Distribute Mini Synopsis review	4 days
41	Print and deliver Mini Synopsis	4 days
42	BidWeb open for research and selection	7 days
43	Conduct BidWeb Sign-Up	7 days
44	BidWeb remains open for bid results	5 days
45	BidWeb closed out and verified	1 day
46	Produce final documents	3 days
47	Export timekeeping materials	3 days
48	Distribute timekeeping materials for further processing	1 day
49	Timekeeping updates	3 days
50	Print and Deliver Final Documents	5 days
51	Post and assign details	2 days
	<b>SERVICE CHANGE EFFECTIVE DATE</b>	