

AC TRANSIT FLEX

FLEX



THE FUTURE OR FOLLY?

USING ON-DEMAND TRANSIT TO BUILD A FREQUENT CORE NETWORK

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Alameda-Contra Costa Transit
actransit.org



WHAT IS AC TRANSIT FLEX?

On-demand public transit
launched in July 2016

Operated on
AC Transit vehicles by
AC Transit operators

Targeted as **cost neutral**
replacement of fixed-route
service in **low-density** areas



WHAT IS AC TRANSIT FLEX?

1 BOOK YOUR TRIP ON-DEMAND OR IN ADVANCE

CONFIRM YOUR 10-MINUTE PICKUP WINDOW

1a WE'LL SEND YOU A PICKUP ETA WHEN YOUR BUS IS ON THE WAY

1b TRAVEL TO BUS STOP

1c TRACK YOUR BUS WHILE WAITING AT INTERSECTION

2 SHARE YOUR RIDE AS OTHER PASSENGERS GET PICKED UP AND DROPPED OFF

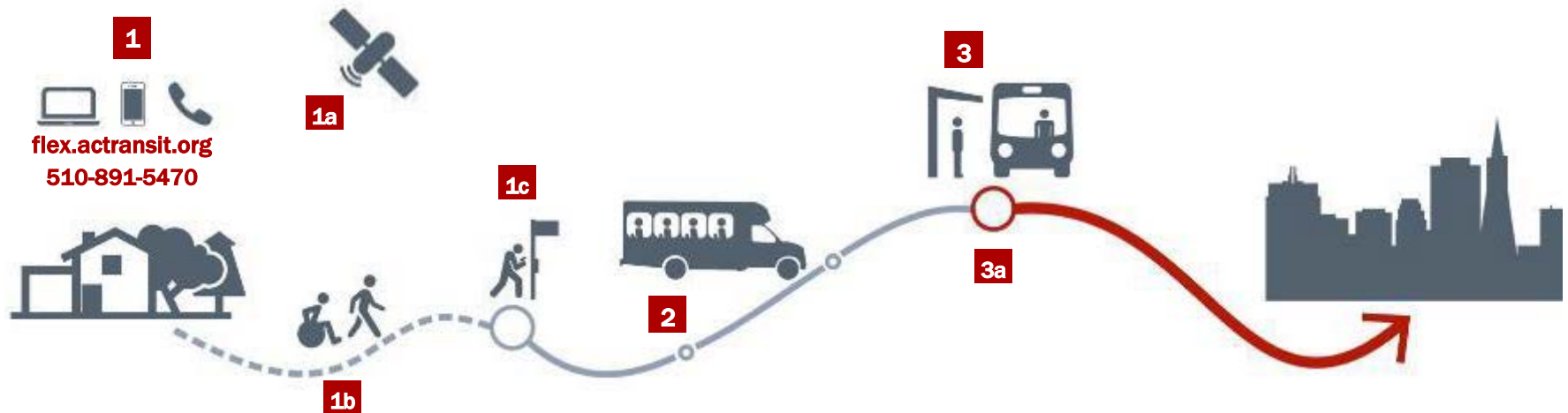
BOARD BUS AND PAY WITH CASH, CLIPPER, OR PASS

3 ARRIVE AT DROP-OFF POINT AND WALK TO DESTINATION

TRANSFER AT BART FOR DESTINATIONS IN THE EAST BAY AND SAN FRANCISCO

3a ON YOUR RETURN, BOARD FLEX AT BART EVERY 30 MINUTES WITHOUT RESERVATION

*RESERVATIONS CAN ALSO BE MADE IN ADVANCE, OR ON A SUBSCRIPTION BASIS



WHERE IS AC TRANSIT FLEX?

CASTRO VALLEY



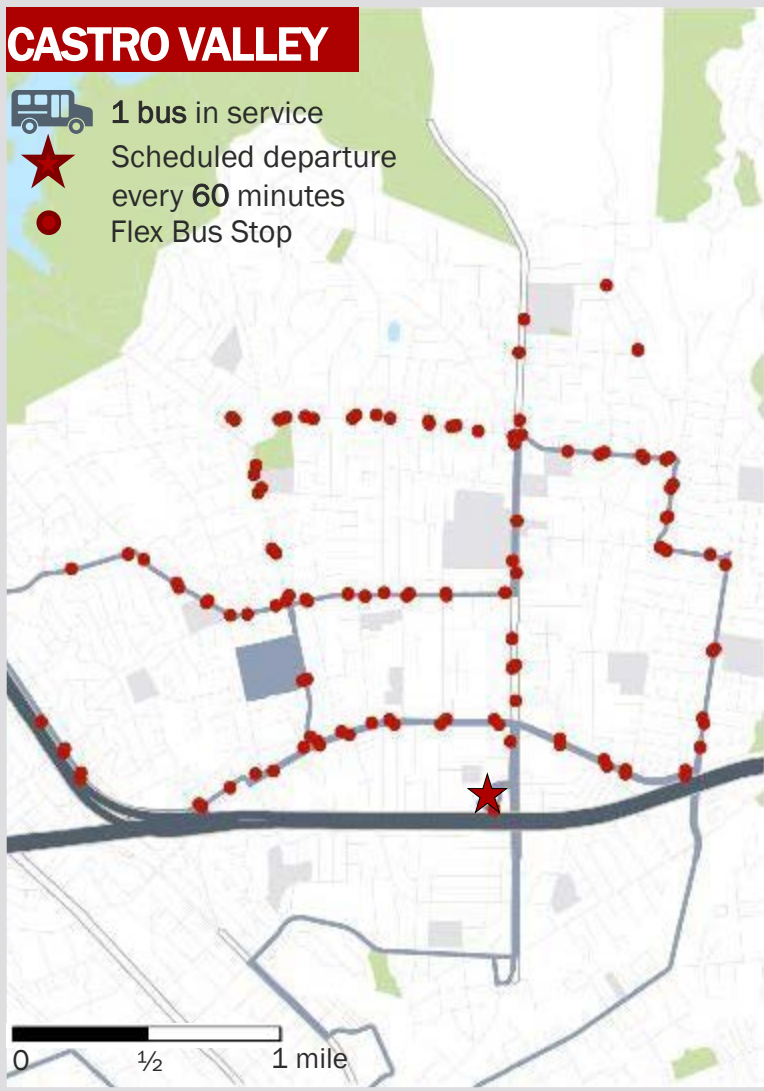
1 bus in service



Scheduled departure every 60 minutes



Flex Bus Stop



NEWARK



2 buses in service



Scheduled departure every 30 minutes



Flex Bus Stop

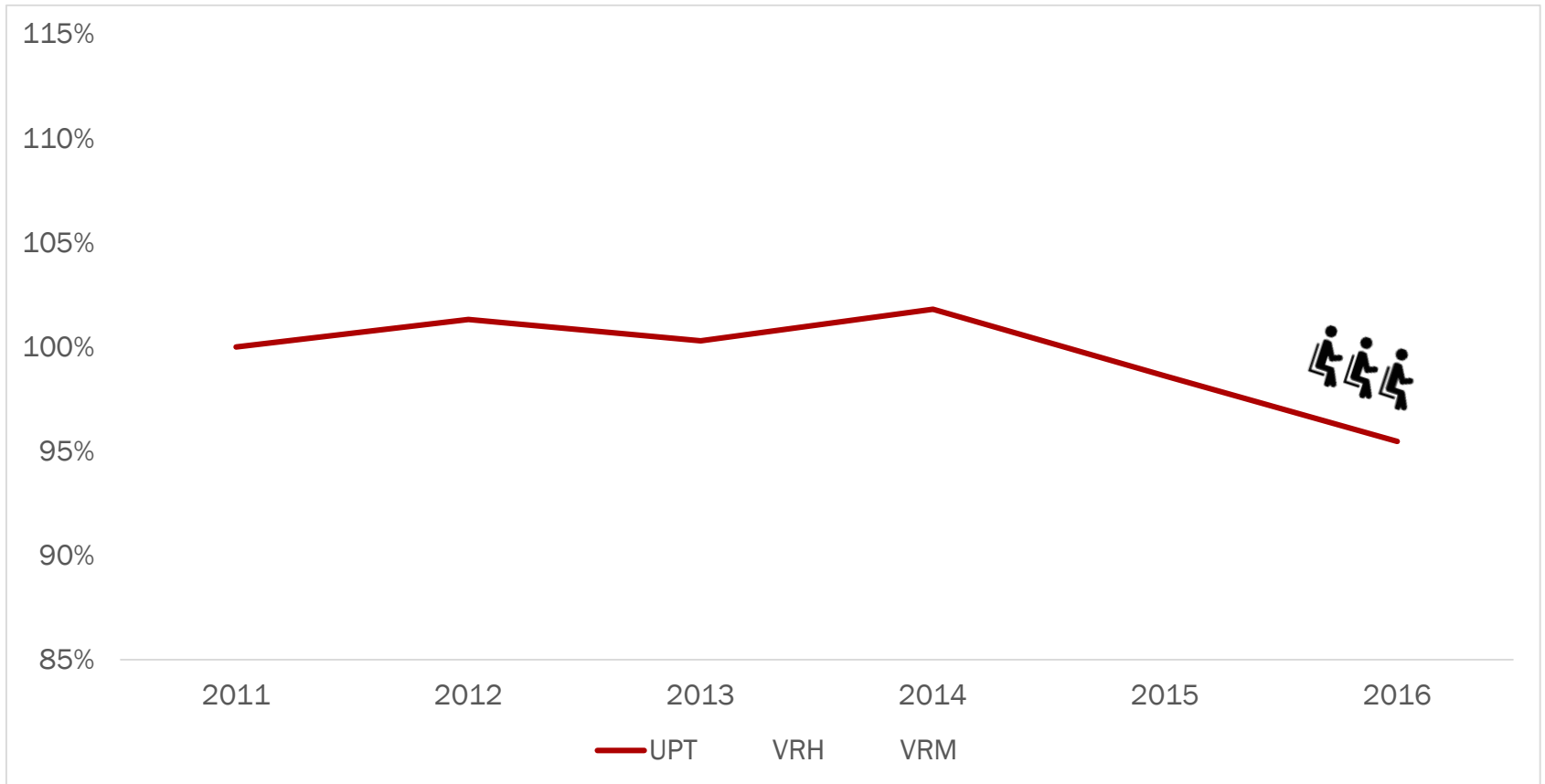


WHY AC TRANSIT FLEX?

In sufficiently **low-density** areas, could **on-demand** transit improve service quality at an **equal** or **reduced cost**, freeing up resources that could be invested in a **higher-frequency fixed-route network**?

WHY AC TRANSIT FLEX?

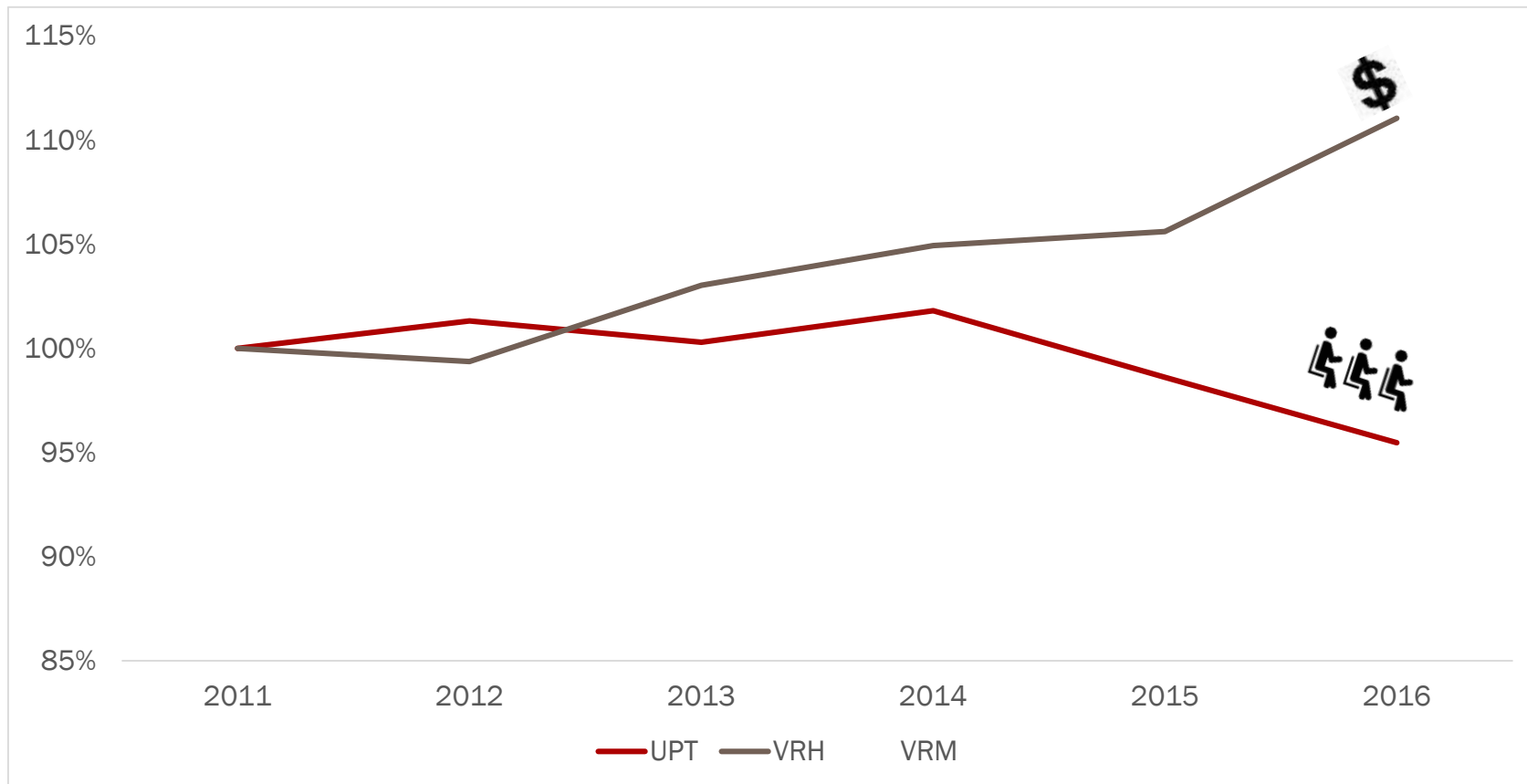
Ridership down 6% since 2014



AC TRANSIT SERVICE SUPPLY AND CONSUMPTION (2011-PRESENT)

WHY AC TRANSIT FLEX?

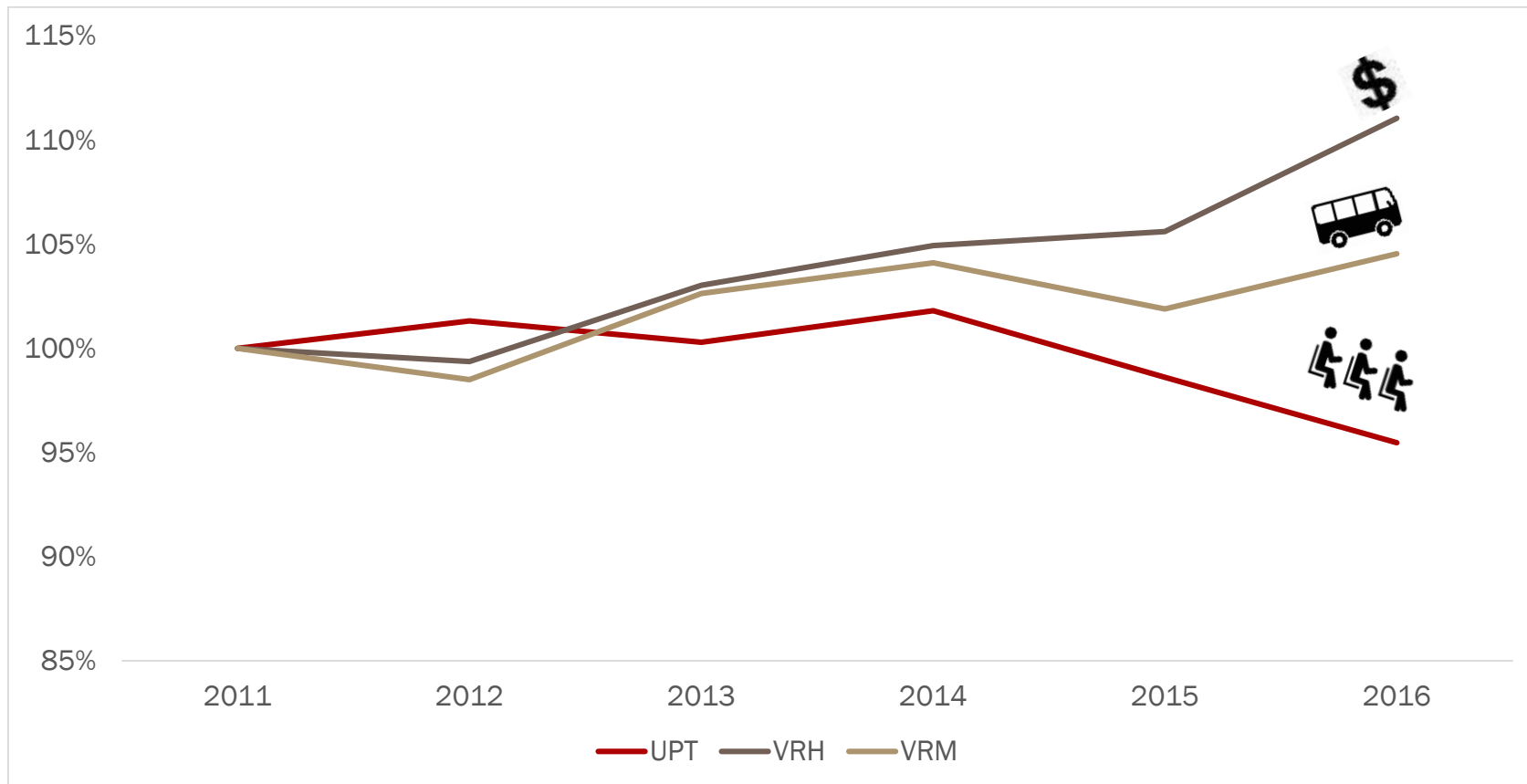
Ridership down 6% since 2014; Revenue hours up 12%



AC TRANSIT SERVICE SUPPLY AND CONSUMPTION (2011-PRESENT)

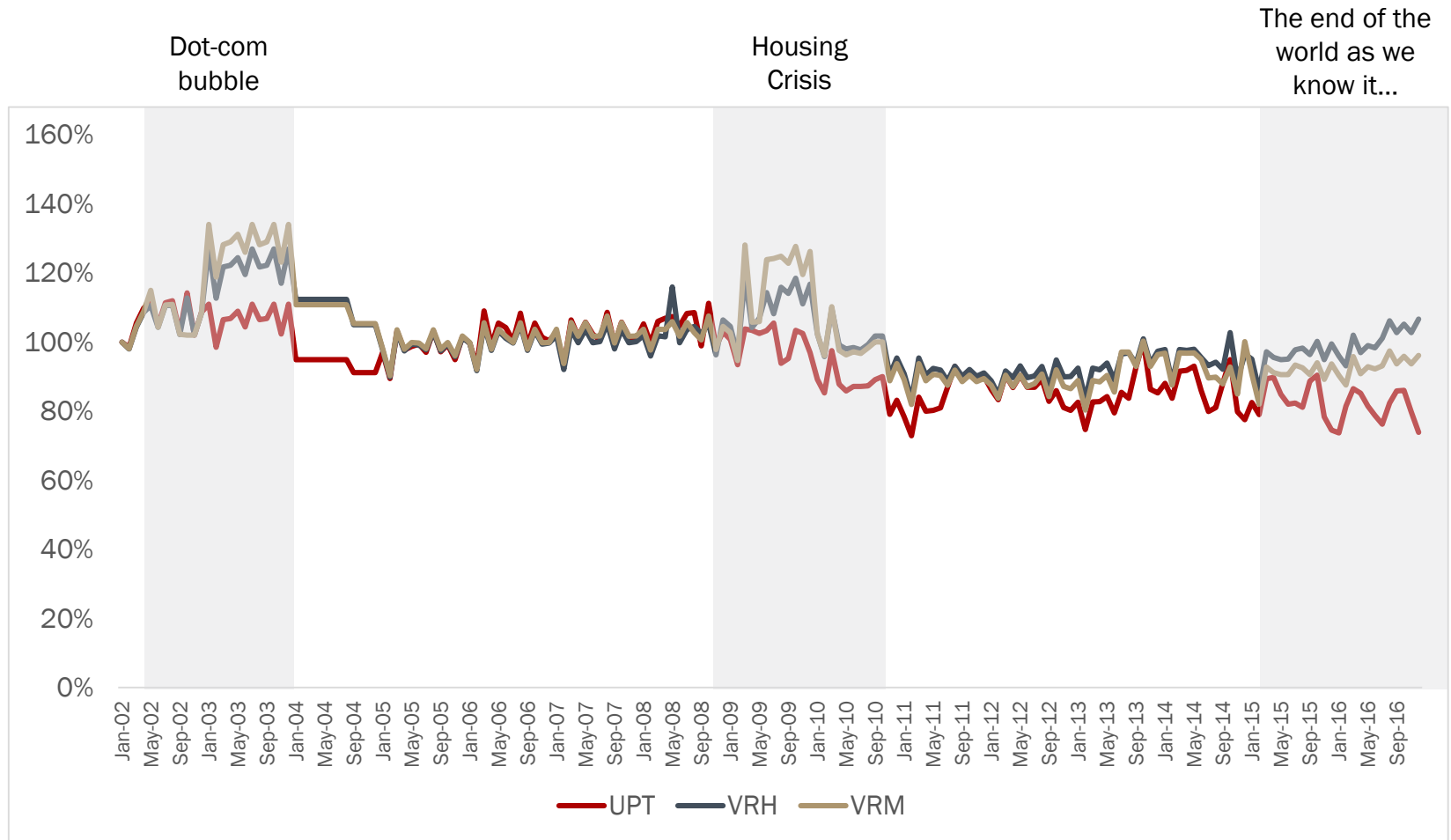
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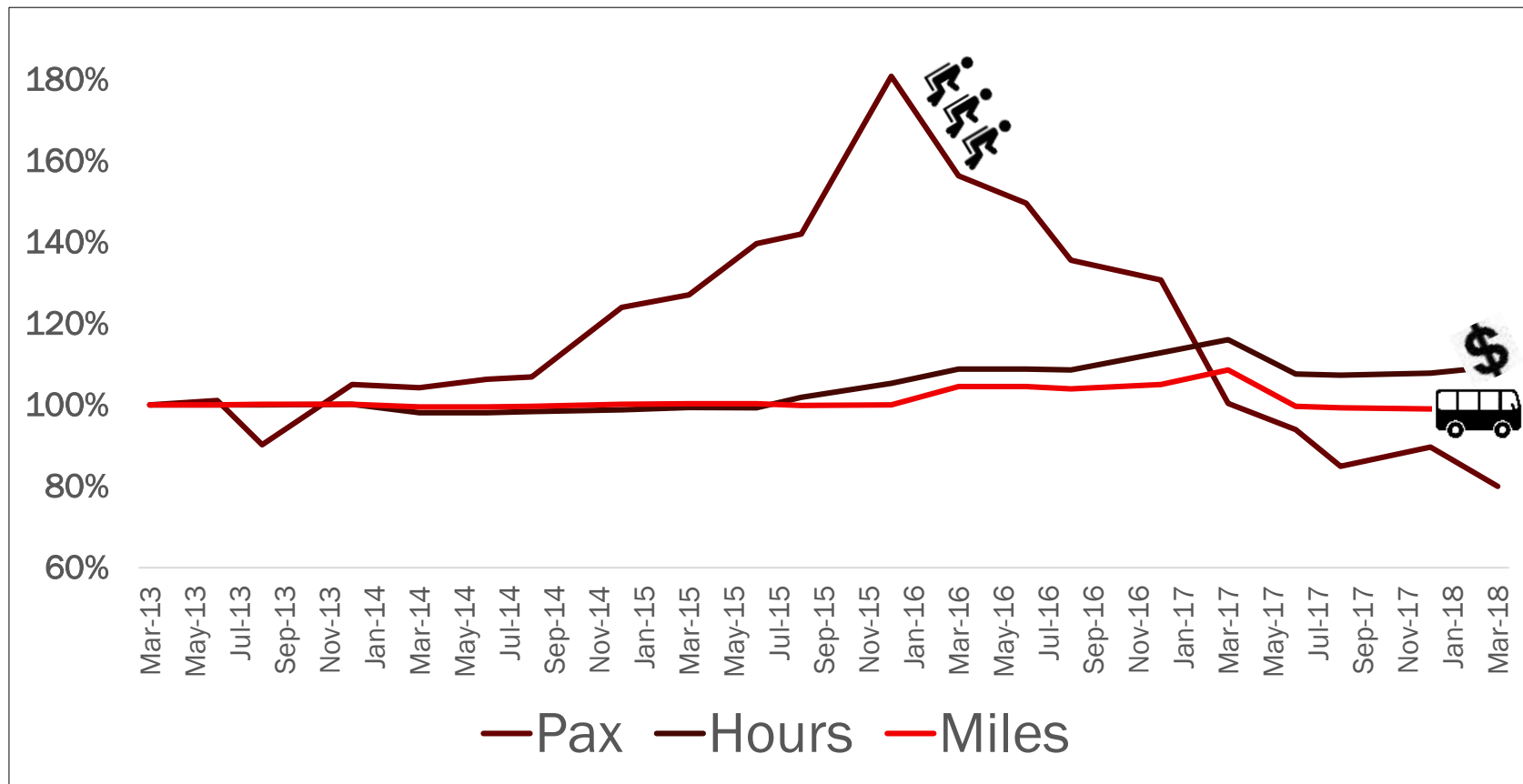
WHY AC TRANSIT FLEX?



AC TRANSIT SERVICE SUPPLY AND CONSUMPTION (2002-PRESENT)

WHY AC TRANSIT FLEX?

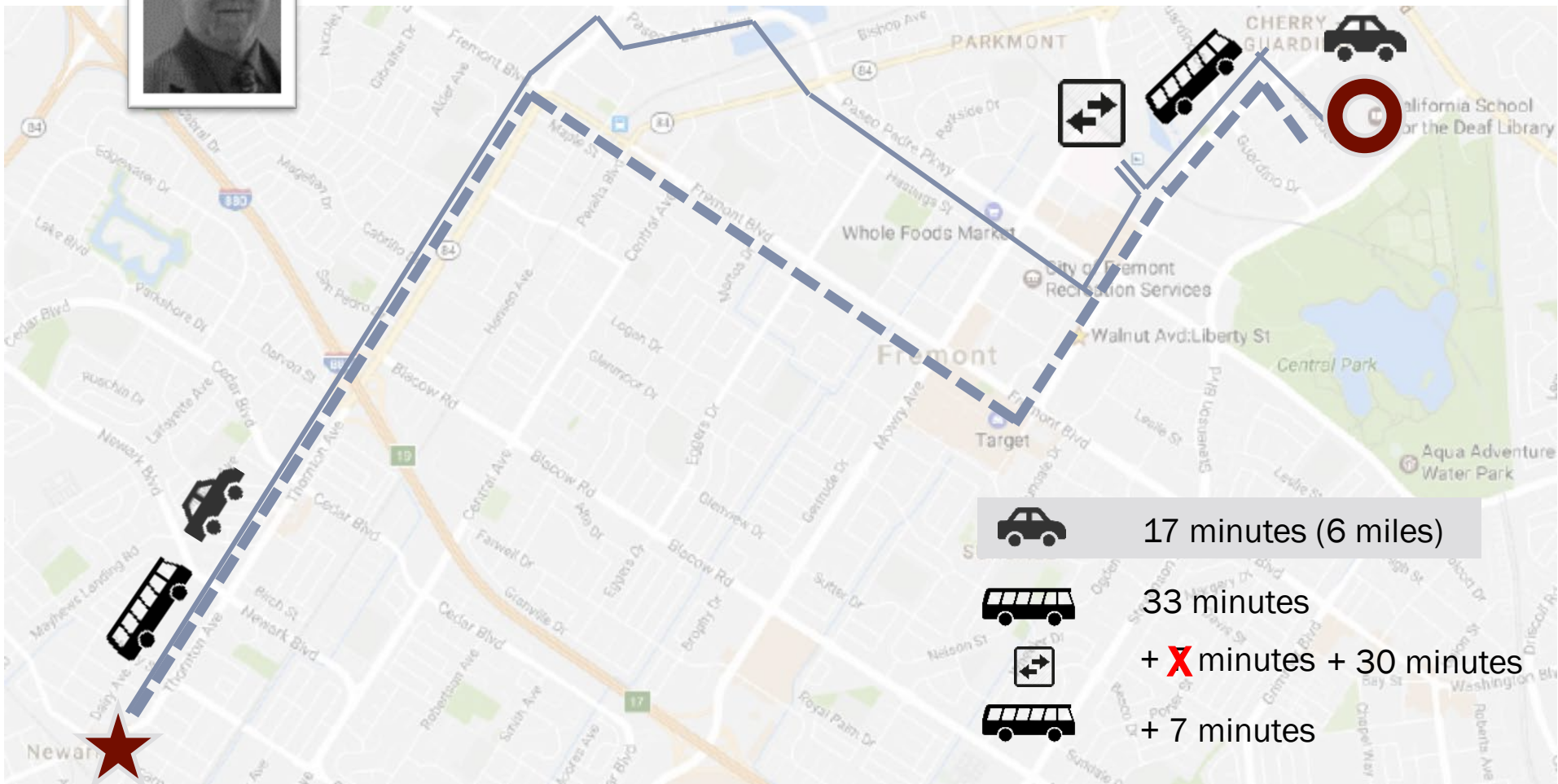
“District 2” Ridership down 20% since 2014, Revenue hours up 10%



WHY AC TRANSIT FLEX?



Director Davis rides the bus...for three hours



CAN WE DO BETTER HERE...



WHILE RESPONDING TO THIS...

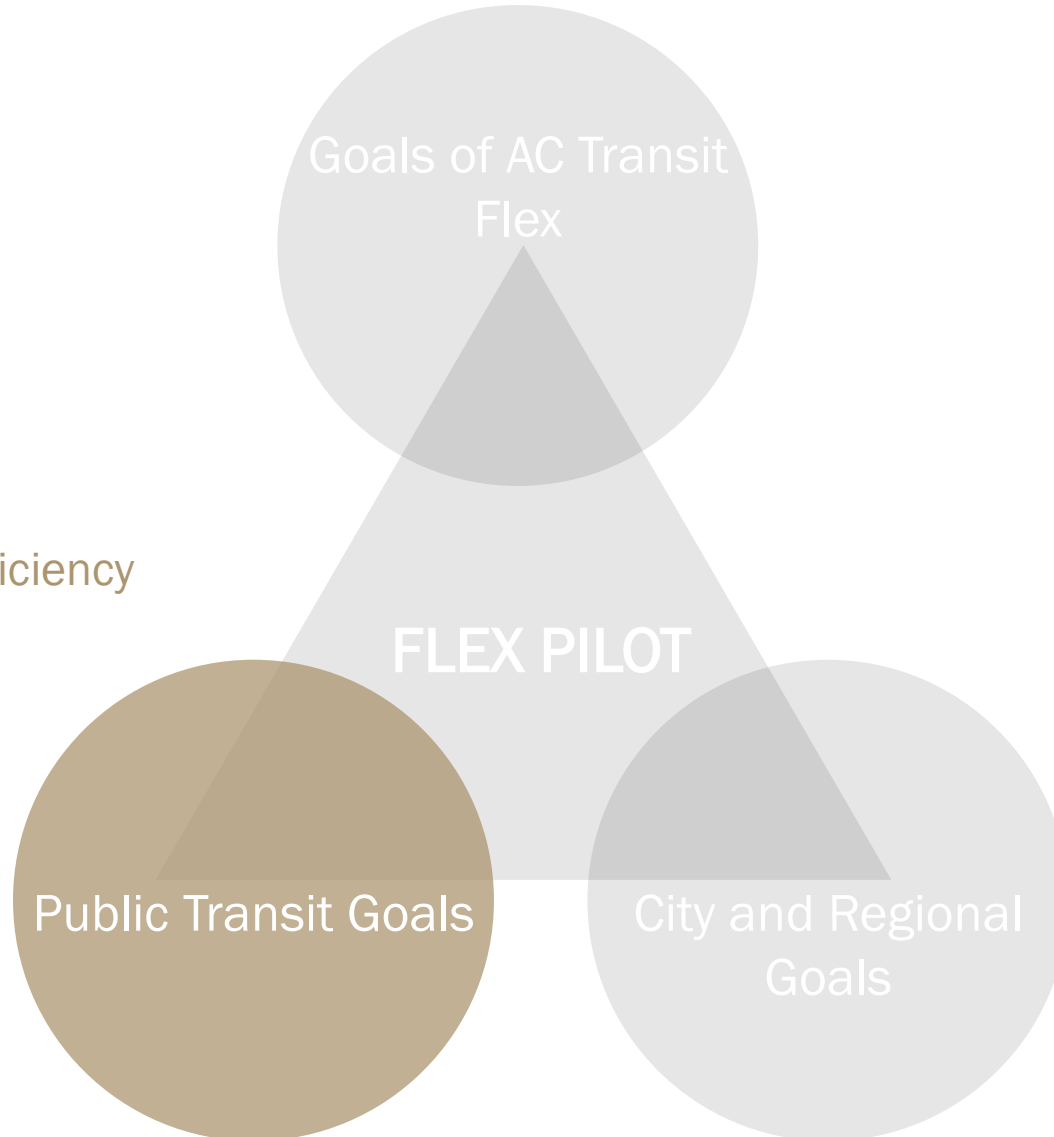


AND STILL SERVE THOSE IN NEED?

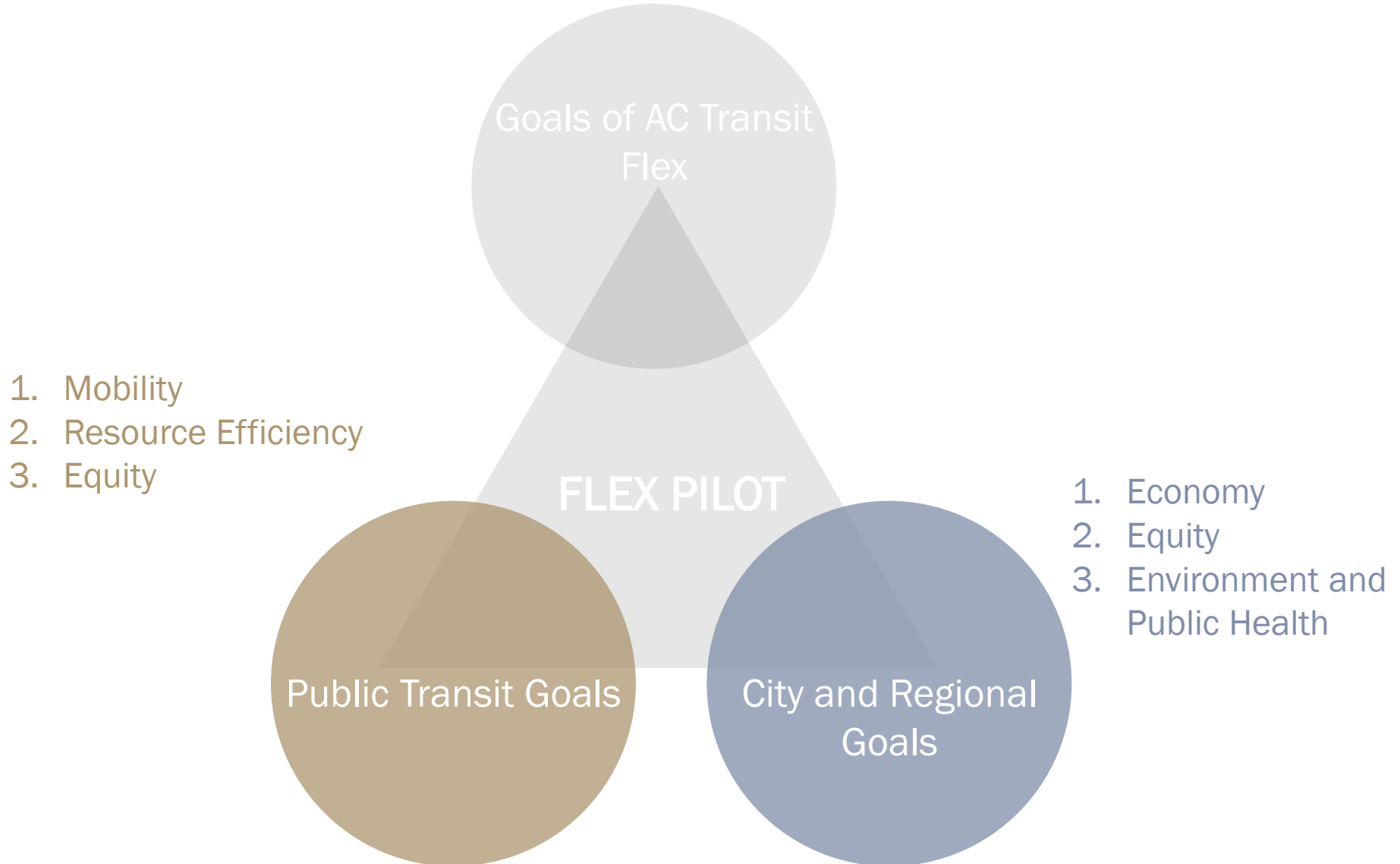


GUIDING PRINCIPLES

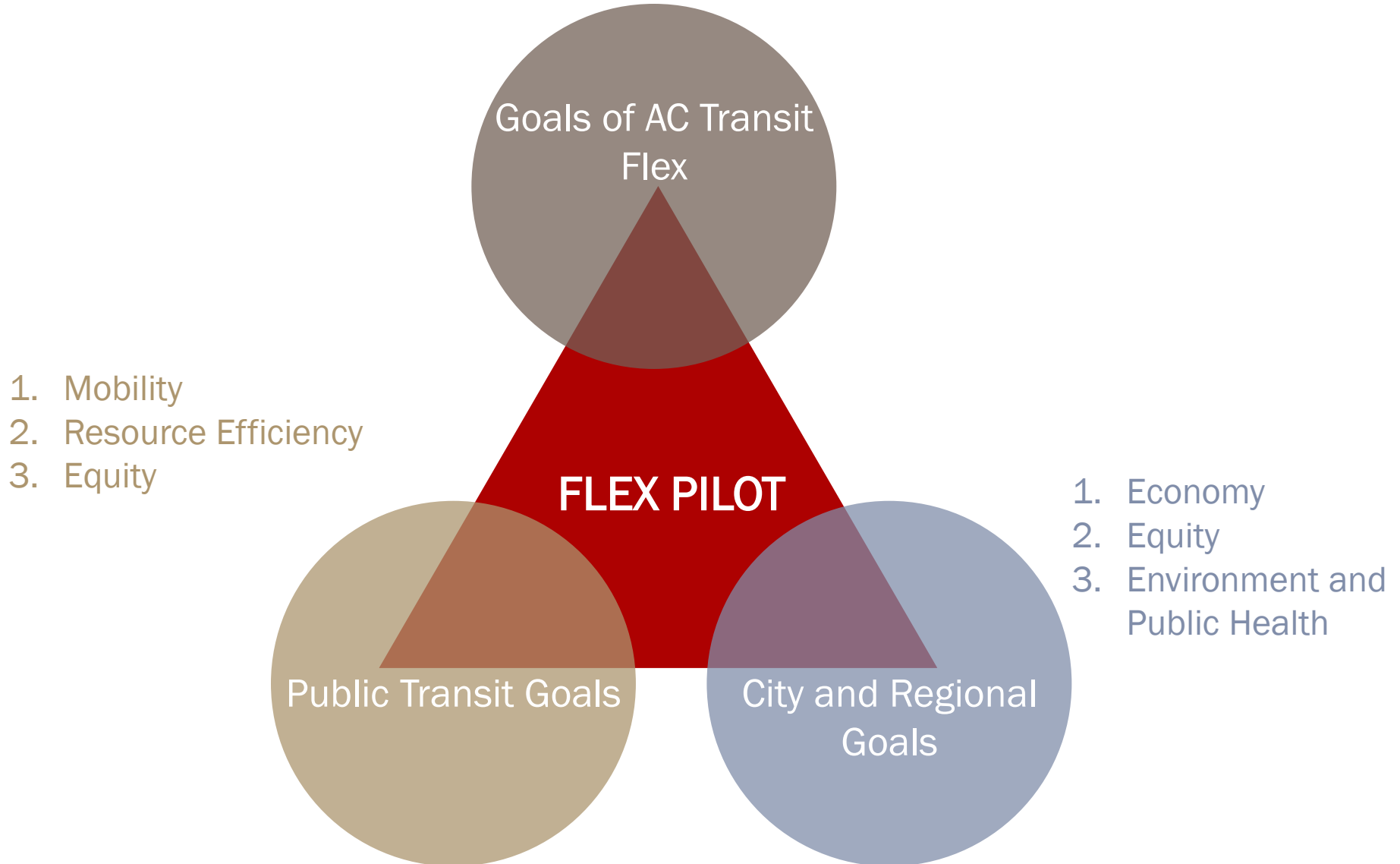
1. Mobility
2. Resource Efficiency
3. Equity



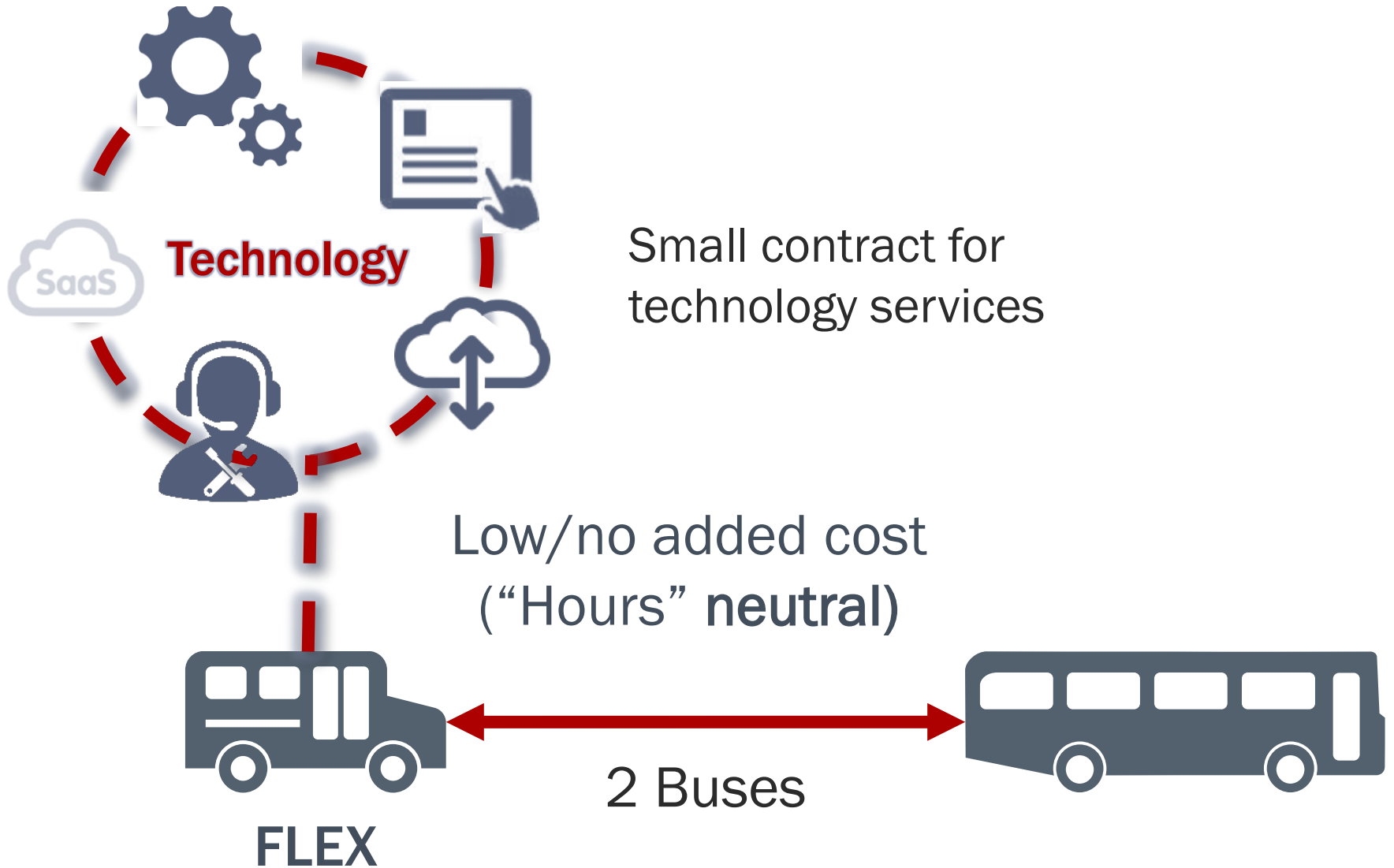
GUIDING PRINCIPLES



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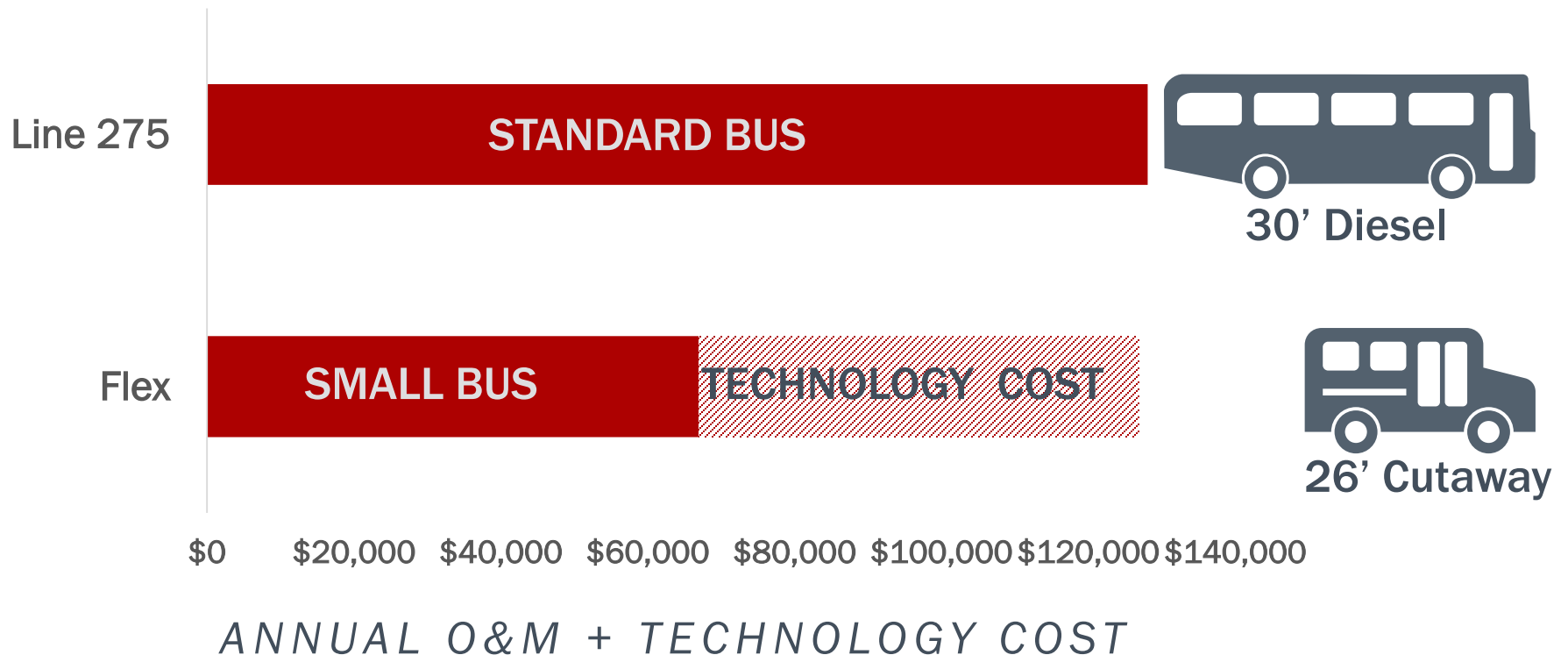


COSTS AND FUNDING



COSTS AND FUNDING

Maintenance and Operating **Cost Neutral**

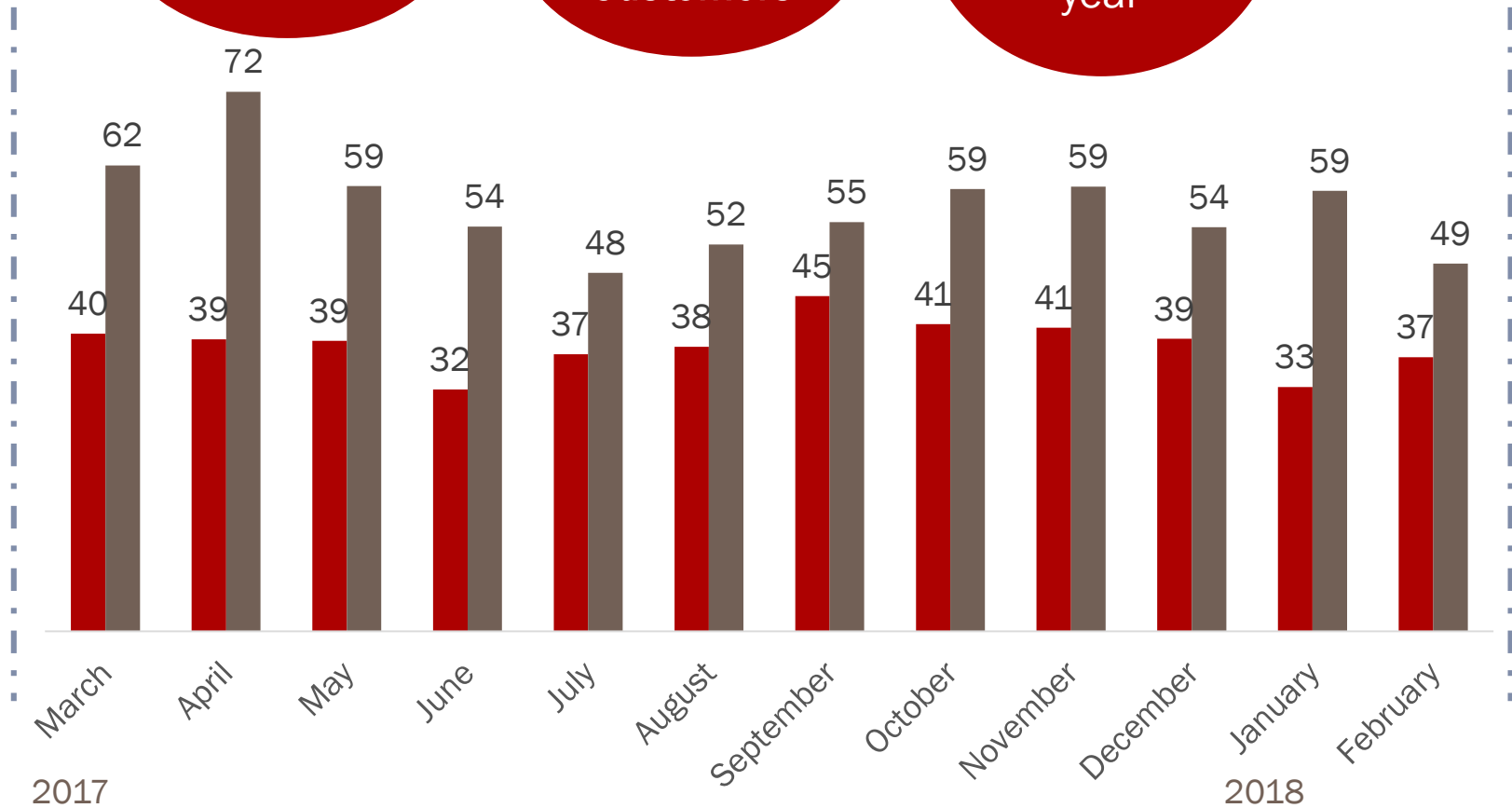


PERFORMANCE TO DATE

700+
Unique
Riders

70%
Return
Customers

23,000+
passenger
trips in first
year



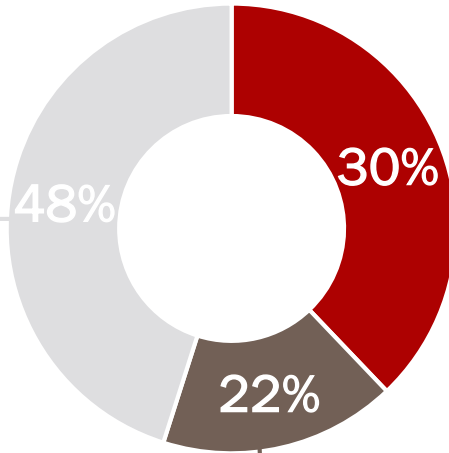
■ Castro Valley ■ Newark

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PERFORMANCE TO DATE

Online Booking

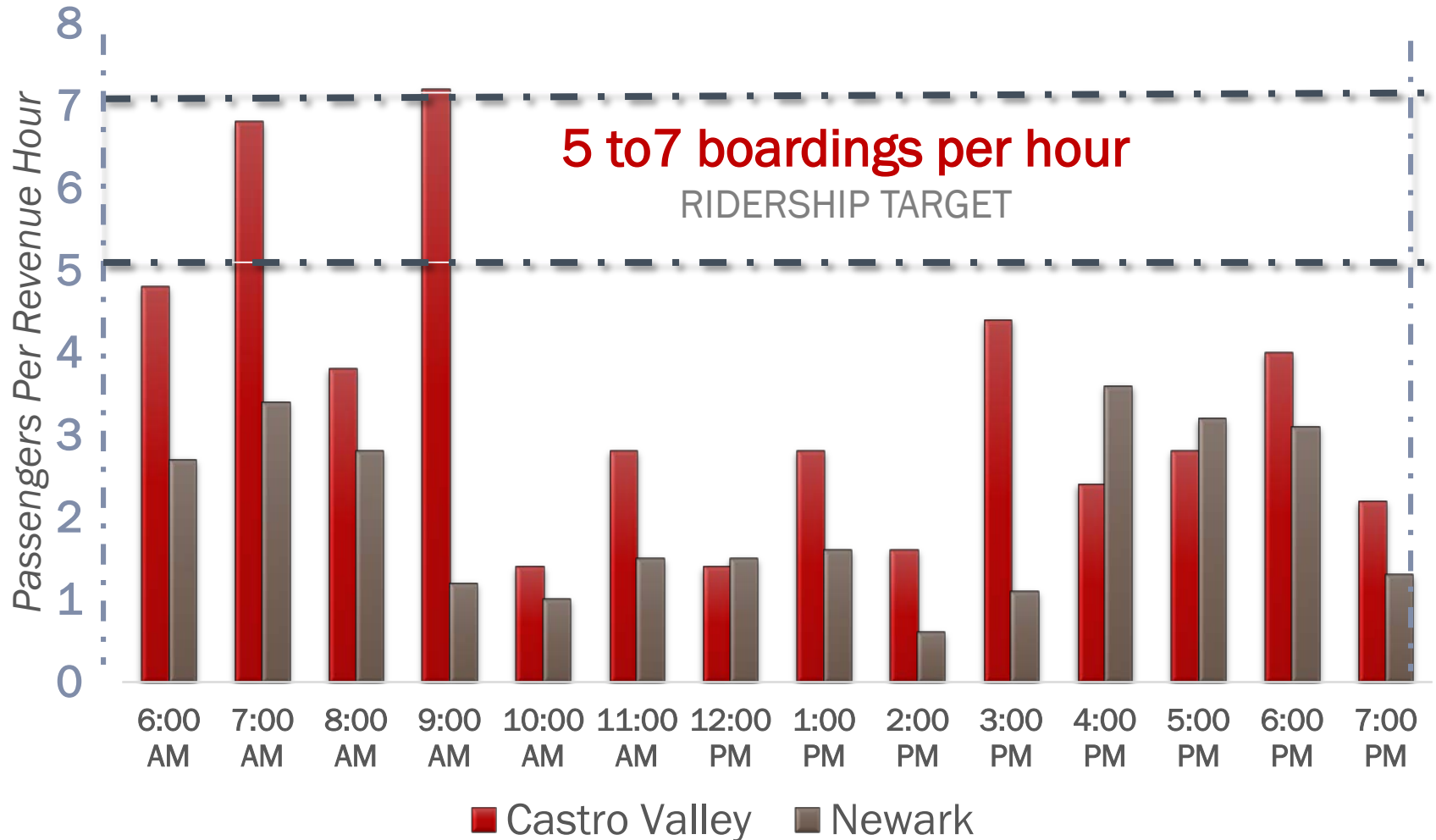


Walk On



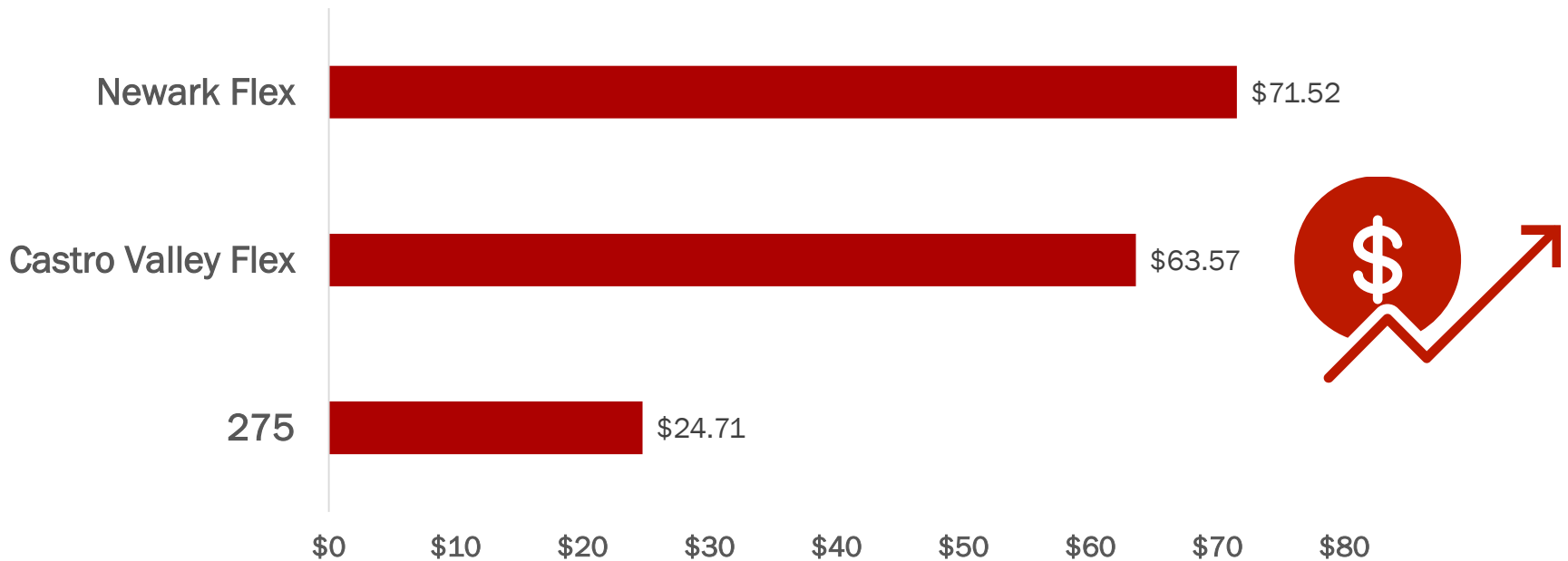
Call Agent Booking

PERFORMANCE TO DATE



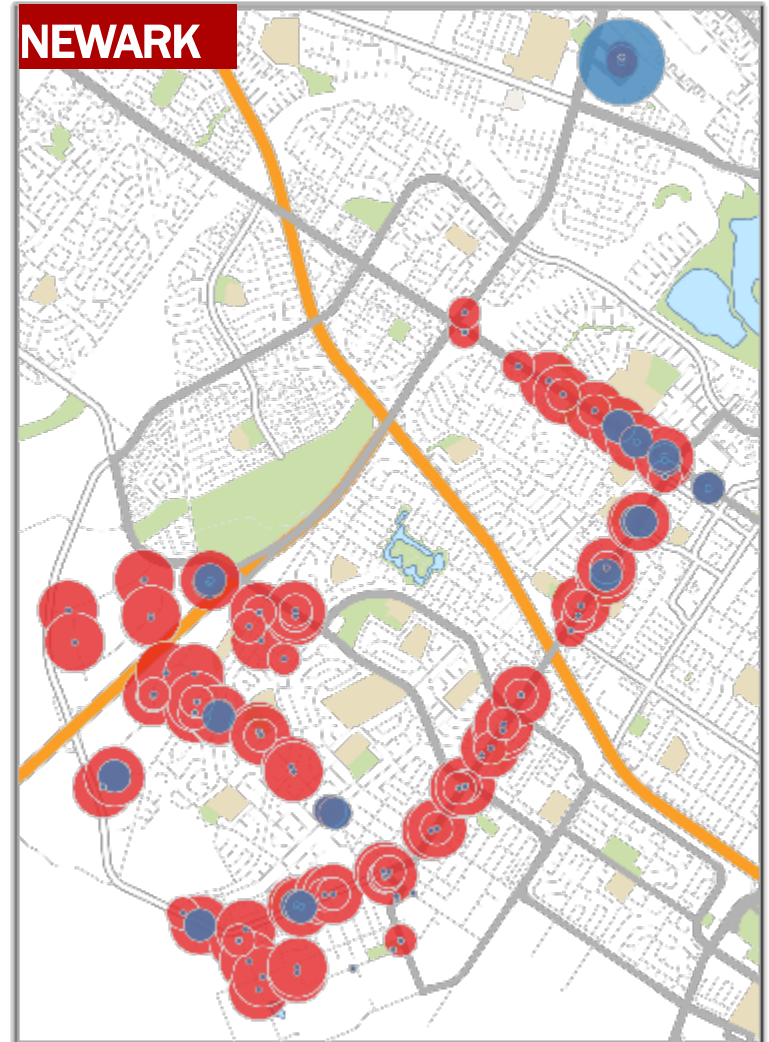
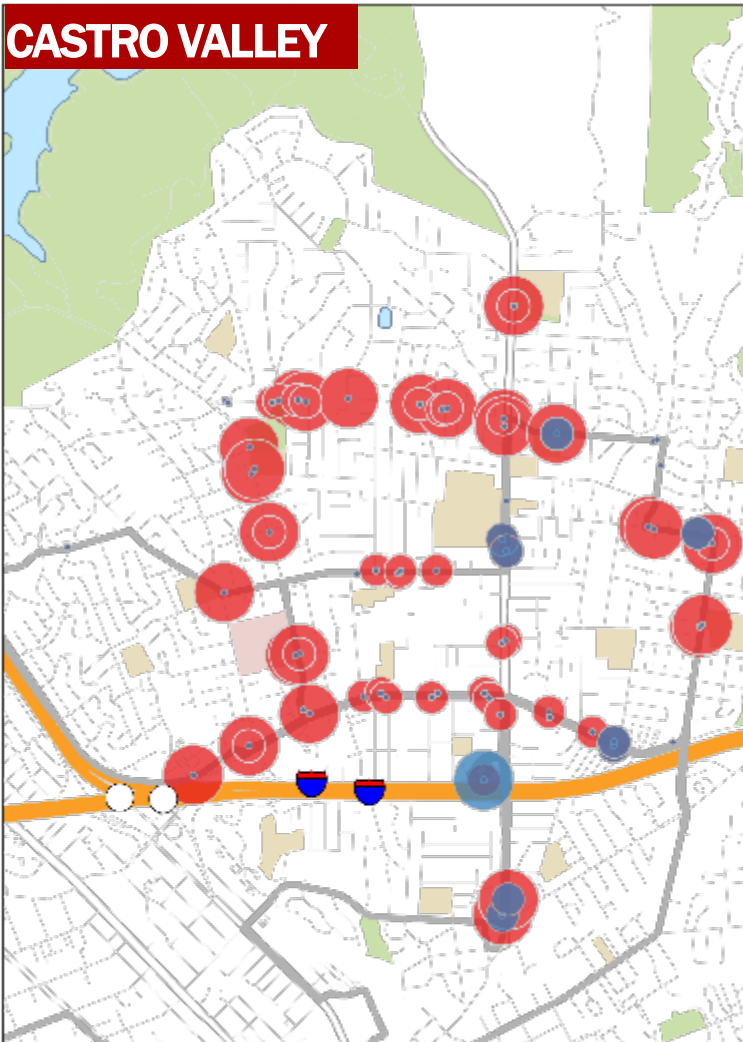
PERFORMANCE TO DATE

AVERAGE SUBSIDY PER PASSENGER TRIP



PERFORMANCE TO DATE

- 40% of passengers riding *from* BART are not taking the service *to* BART

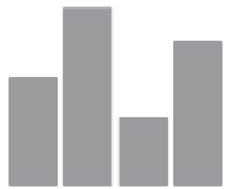


Blue = Boarding, Red = Alighting

LESSONS LEARNED



Reservation-less + Scheduled + On-demand trips boost productivity (but lower reliability)



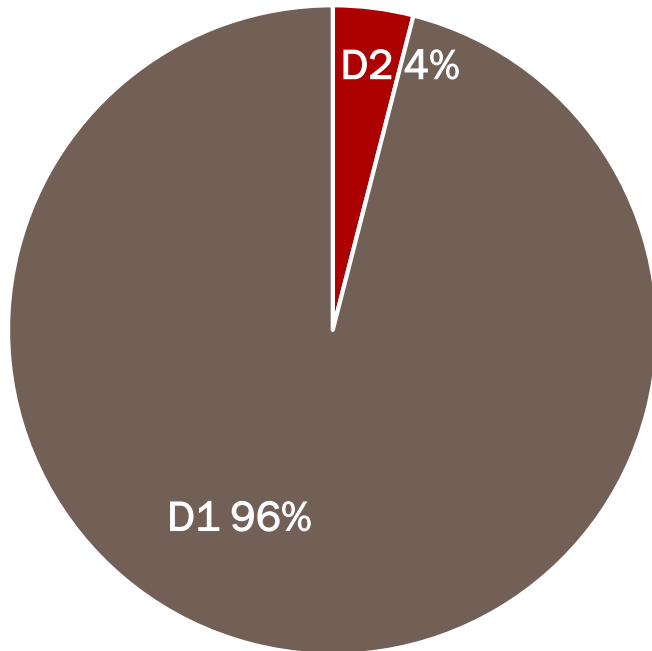
Upper limit of 7 (or 3?) passengers/revenue hour



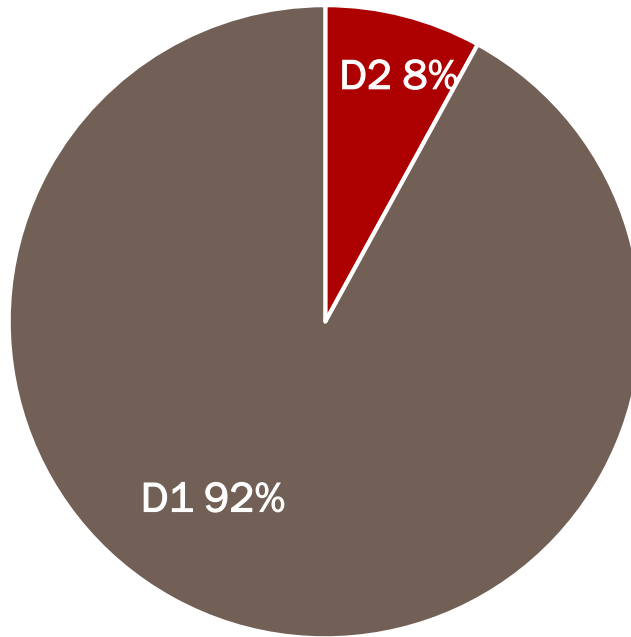
Technology leads to greater **efficiency** and **on-time performance** (and lots and lots of **headaches**)

THE FUTURE OF FLEX: REDESIGNING THE NETWORK

Existing network (District 1 vs District 2)



Ridership



Cost

28
passengers
per hour

14
passengers
per hour



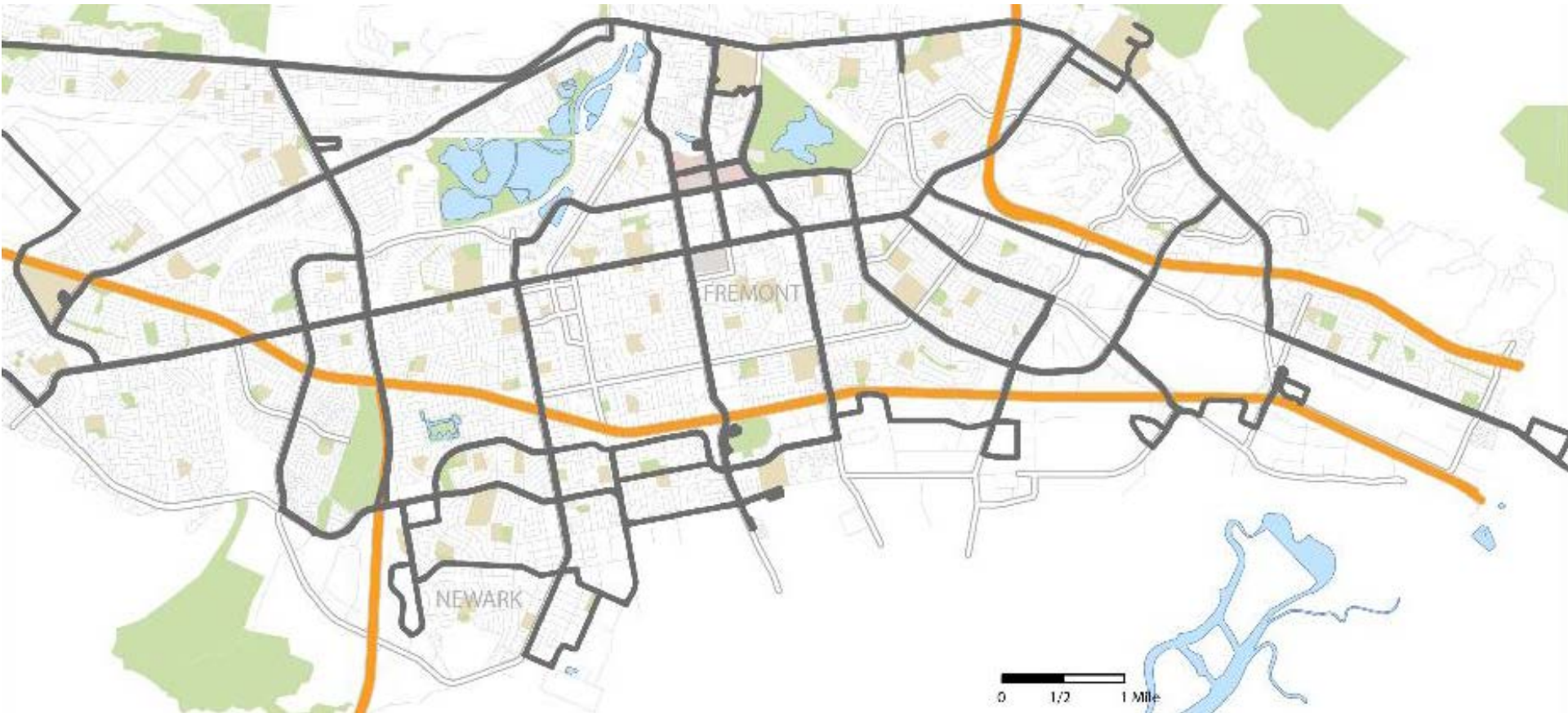
District 1



District 2

THE FUTURE OF FLEX: REDESIGNING THE NETWORK

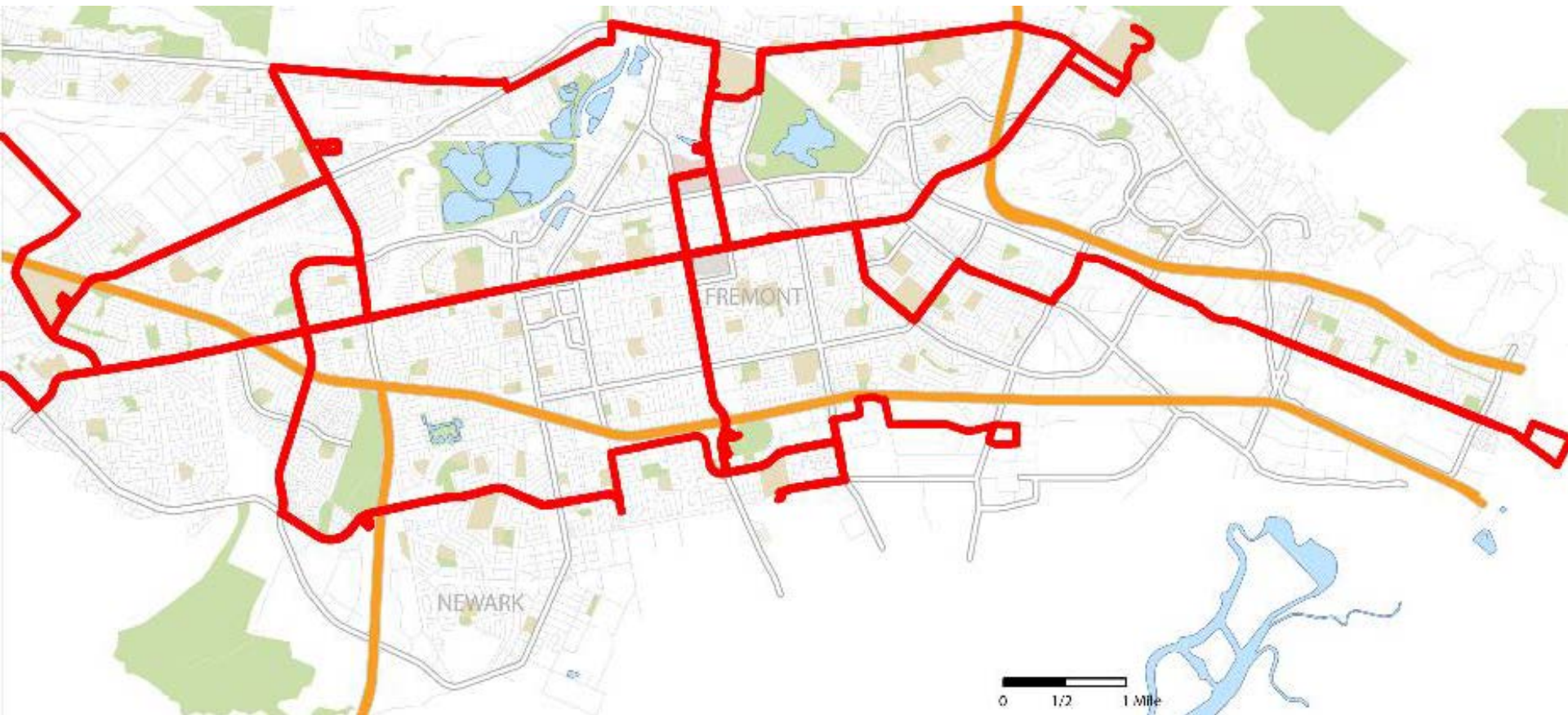
Existing network



6 Hourly Routes + 4 Half-Hourly Routes = **100% Coverage**

THE FUTURE OF FLEX: REDESIGNING THE NETWORK

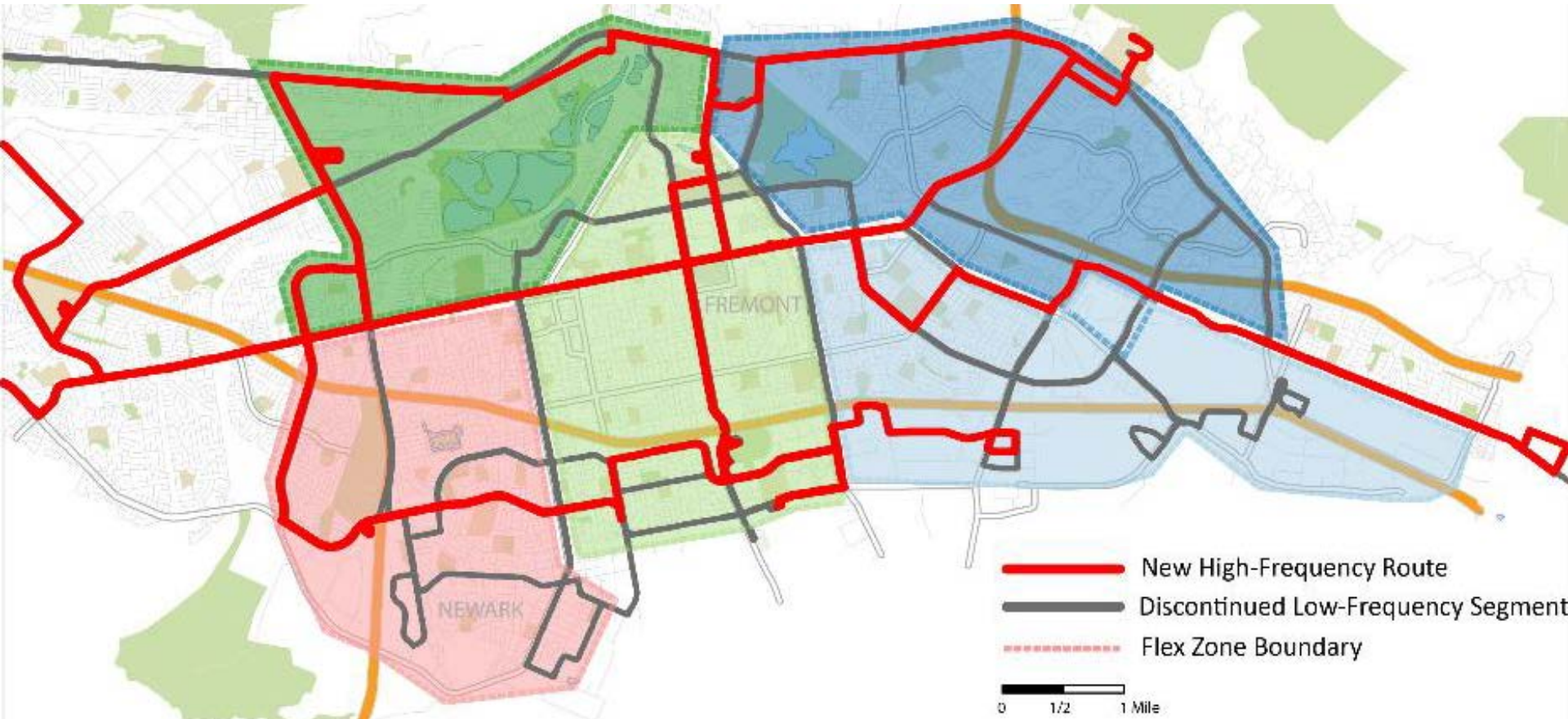
Proposed network



(4) 15-Minute Routes

THE FUTURE OF FLEX: REDESIGNING THE NETWORK

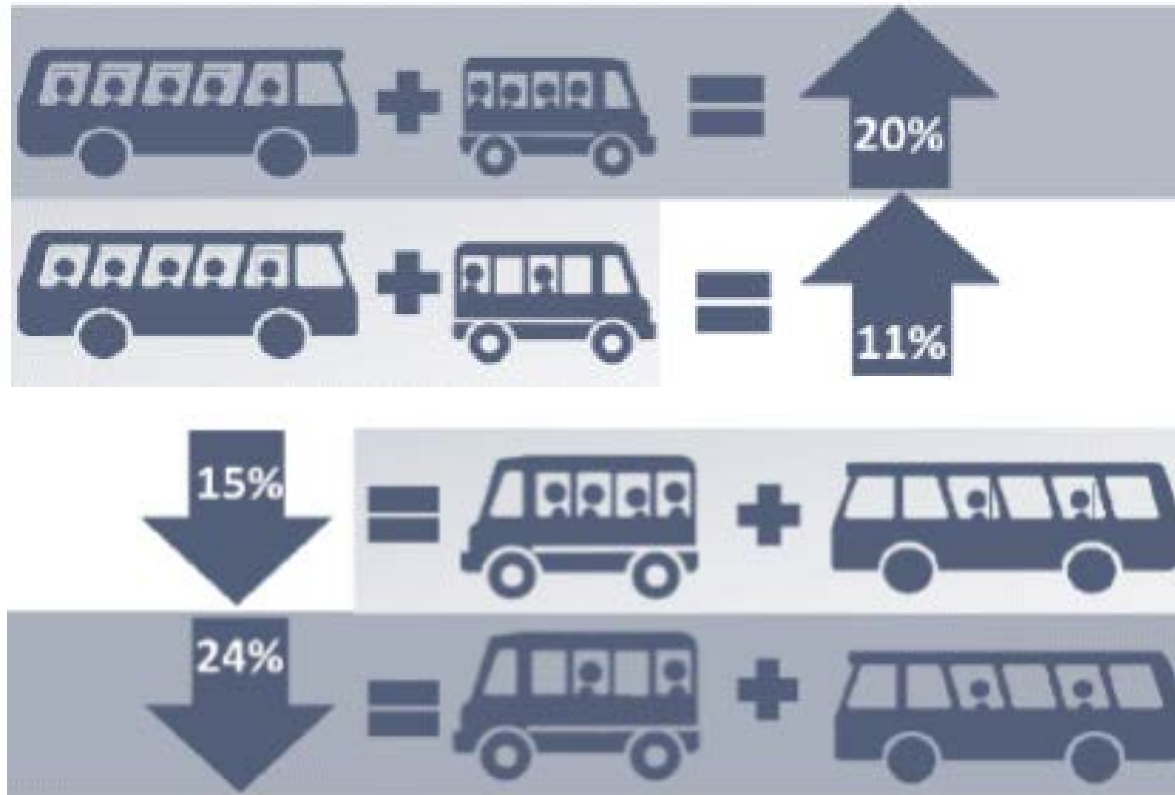
Proposed network



(4) 15-Minute Routes + 5 Flex Zones = **70%-30% Frequent-Coverage**

THE FUTURE OF FLEX

→ Will a **high frequency** + **flex** network sustain ridership?



High Ridership

High Fixed Route

Low Fixed Route

Low Ridership

 = 22 pax/hour
 = 14 pax/hour

 = 7 pax/hour
 = 3 pax/hour

THANK YOU!

- Visit www.actransit.org/flex/ or call (510) 891-5470 more information

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