

SYSTEM REDESIGN ENGAGEMENT PHASES

PHASE 1 *Design* 2019 - 2024

Initial Design
Created based on elements of Prop 1., customer and internal comments and passenger data.

Internal Engagement
Design concept shared with Operations, Planning and Facilities staff to determine feasibility.

Internal Testing
ITA and CAC briefings conducted. Operations and Planning staff evaluated routes and schedules to identify flaws.

External Outreach
Presentations and meetings with partner agencies and jurisdictions to identify flaws in design.

PHASE 2 *Test* Feb.-Oct. 2025

PHASE 3 *Adoption* Oct.-Dec. 2025

Public Hearing
Draft Service Change Summary and Equity Analysis is developed and posted publicly. An open house is held and public comment collected.

Board Action
After reviewing public comment, the board votes to adopt the new system.

Internal Education
Operations and Facilities staff are trained on new routes.

Public Education
All communication methods are employed to educate community members about the upcoming changes. Including but not limited to:

- In-person engagement.
- Presentations.
- Community partner information.
- Social media.
- Print and radio advertising.

PHASE 4 *Education* Jan.-May. 2026



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