

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE**  
**WHOLE**

**COMMITTEE MEMBERS**

<b>SCOTT HAGGERTY – CHAIR</b>	<b>KARLA BROWN</b>
<b>DAVID HAUBERT – VICE CHAIR</b>	<b>STEVEN SPEDOWFSKI</b>

**DATE:** Monday, April 25, 2016

**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 4:00p.m.

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**AGENDA**

- 1. Call to Order and Pledge of Allegiance**
- 2. Roll Call of Members**
- 3. Meeting Open to Public**
  - Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
  - Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
  - Public comments should not exceed three (3) minutes.
  - Agendas are published 72 hours prior to the meeting.
  - No action may be taken on matters raised that are not on the Agenda.
- 4. Minutes of the March 28, 2016 Meeting of the P&S Committee.**

**Recommendation:** Approval
- 5. Accommodation for the 2016 Summer School Program**

**Recommendation:** Staff is asking the Projects & Services Committee to endorse and forward a recommendation to the Board for a repeat of last year’s summer school accommodations as described above. Specifically, Staff recommends to:

  - Continue accommodation of the LARPD ESS summer program in Livermore by operating Route 403 three days per week during summer

2016;

- Continue accommodation of the DUSD and DPIE summer programs at Dublin High School by operating Route 501 five days per week during summer 2016; and
- Accommodate the PUSD summer program at its (new) location at Amador Valley High School by operating Route 605 four days per week during summer 2016, and by way of the regularly scheduled service of Routes 8 and 10.

#### **6. Short Range Transit Plan 2016-2025**

**Recommendation:** Endorse and forward to the Board of Directors for approval.

#### **7. Comprehensive Operations Analysis – Preliminary Recommendations for Approval**

**Recommendation:** The Projects and Services Committee recommends that the Board approve the service changes recommended as a part of the COA Preferred Alternative as detailed in the Attached Resolution, and recommends the Board authorize staff to file a Notice of Exemption under the California Environmental Quality Act (CEQA)

#### **8. East Dublin School Trippers Capacity and Alignment Partitioning**

**Recommendation:** Staff requests that the Projects & Services Committee forward a recommendation to the Board of Directors to approve to cost-neutrally partition the two current eastern Dublin school trippers oriented for Dublin High School into three routes for logistical purposes as outlined above and shown on the attached maps, effective with school starts on August 15, 2016.

#### **9. Management Action Plan**

#### **10. Preview of Upcoming P&S Committee Agenda Items**

#### **11. Matters Initiated by Committee Members**

#### **12. Next Meeting Date is Scheduled for: May 23, 2016**

#### **13. Adjourn**

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

*I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.*

*/s/ Jennifer Suda*

*4/21/2016*

*LAVTA Administrative Services Department*

*Date*

*On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:*

*Executive Director*

*Livermore Amador Valley Transit Authority*

*1362 Rutan Court, Suite 100*

*Livermore, CA 94551*

*Fax: 925.443.1375*

*Email : [frontdesk@lavta.org](mailto:frontdesk@lavta.org)*

**AGENDA**

**ITEM 4**



**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE**  
**WHOLE**

**COMMITTEE MEMBERS**

<b>SCOTT HAGGERTY – CHAIR</b>	<b>KARLA BROWN</b>
<b>DAVID HAUBERT – VICE CHAIR</b>	<b>STEVEN SPEDOWFSKI</b>

**DATE:** Monday, March 28, 2016

**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 4:00p.m.

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**MINUTES**

**1. Call to Order and Pledge of Allegiance**

Committee Chair Scott Haggerty called the meeting to order at 4:20pm.

**2. Roll Call of Members**

**Members Present**

Scott Haggerty, Supervisor, Alameda County  
David Haubert, Mayor, City of Dublin

**Members Absent**

Karla Brown, Councilmember, City of Pleasanton  
Steven Spedowski, Councilmember, City of Livermore

**3. Meeting Open to Public**

Robert S. Allen

Robert Allen addressed the Board regarding item 7 on the agenda. Mr. Allen requested that the Comprehensive Operational Analysis (COA) be referenced at the beginning of the Short Range Transit Plan (SRTP), due to LAVTA's BART route changes in the COA. He is concerned that the SRTP will be outdated in three months and for the next ten years, due to the COA not being accounted for in the SRTP. He urges LAVTA to discard the SRTP based on the COA route structure. He also informed staff that the SRTP had Portola Avenue named Portola Road and that this should be corrected. Mr. Allen requested an express bus between Livermore Park-n-Ride and BART.

Staff addressed Mr. Allen's requests and concerns. Staff agreed that putting text regarding the COA upfront in the SRTP will be included. Staff also will correct Portola Avenue in the SRTP. Staff clarified that the SRTP had to be in to Metropolitan Transportation Commission (MTC) by mid-April and that the COA did not get approved prior. MTC is aware of the changes that LAVTA is implementing, but LAVTA made the decision to go forward with the SRTP prior to the COA implementation. Staff provided information to Mr. Allen that a Tri-Valley Park-n-Ride study is being conducted.

**4. Minutes of the February 22, 2016 Meeting of the P&S Committee.**

Approved: Haubert/Haggerty

Aye: Haubert, Haggerty

No: None

Abstain: None

Absent: Brown, Spedowski

**5. Extra Service during the Alameda County Fair and the Livermore Fourth of July Fireworks Show**

The Projects & Services Committee forwarded a recommendation to the full Board to approve extra service during the Alameda County Fair and the Livermore Fourth of July fireworks show. Resolution 07-2016 (Route 8) and Resolution 08-2016 (Route 15).

Approved: Haubert/Haggerty

Aye: Haubert, Haggerty

No: None

Abstain: None

Absent: Brown, Spedowski

**6. Accommodation for the 2016 Summer School Program**

The Projects & Services Committee did not endorse and forward a recommendation to the Board for a repeat of last year's summer school accommodations. The Committee directed staff to continue to explore options for summer school service that would be more economical for LAVTA. Supervisor Scott Haggerty requested that LAVTA look into providing bicycles, social services/school district funding, and bus passes with travel training included for the summer school program. Staff agreed to bring back an updated recommendation to the Committee in April.

**7. Short Range Transit Plan FY2016-2025**

This item was informational only. Staff requested that they receive feedback from the Project and Services Committee regarding the Short Range Transit Plan (SRTP) FY2016-2025. A draft of the SRTP was submitted to Metropolitan Transportation Commission for review and comment by mid-April. A final approval will be brought back to the Project and Services Committee and Board in May 2016.

Thomas Wittmann from Nelson Nygaard presented a PowerPoint on the Short Range Transit Plan. The purpose of the SRTP is to obtain and maintain LAVTA's federal funding. Mr. Wittmann discussed goals and objectives, service standards, Fixed-route changes, Paratransit service, capital, and budget projections during his presentation. Included was a projection that paratransit costs will nearly double in the next 10 years. Supervisor Scott Haggerty would like the paratransit issues resolved, including adding in interviews and functional assessments so that only qualified patrons utilize the service. Supervisor Haggerty said that anyone that does not qualify for Paratransit should be using LAVTA's fixed-route system. Staff informed the Project and Services Committee that the Wheels Accessible Advisory Committee rides Paratransit free to committee meetings and are also given an annual bus pass for free, due to a LAVTA policy. Supervisor Haggerty would like to discuss this further at a future meeting. Supervisor Haggerty is concerned about the deficit beginning in 2023. Supervisor Haggerty is concerned that BART's train car replacements will affect LAVTA's funding for bus replacements and that LAVTA should be proactively planning to counteract this issue. Michael Tree explained that LAVTA has always looked for resourceful funding opportunities, including pursuing grant opportunities for electric buses.

**8. Preview of Upcoming P&S Committee Agenda Items**

**9. Matters Initiated by Committee Members**

David Haubert requested that staff look into providing bus service to zero period students at Dublin High School. Staff responded that LAVTA has received a few requests for zero period service, but this would require more resources as the agency would have to provide two bus trips in the AM instead of one on school tripper routes. David Haubert requested that staff work with Dublin High School to poll how many students would be willing to take a bus for zero period classes. Staff will follow-up and return with recommendations at the April Committee meeting.

**10. Next Meeting Date is Scheduled for: April 25, 2016**

**11. Adjourn**

Meeting adjourned at 5:30pm.

**AGENDA**

**ITEM 5**





STAFF REPORT

SUBJECT: Accommodation for the 2016 Summer School Program

FROM: Christy Wegener, Director of Planning and Communications  
Cyrus Sheik, Senior Transit Planner

DATE: April 25, 2016

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**Action Requested**

Approve Wheels service accommodation of summer school classes in 2016 in Dublin and Pleasanton, and review / reaffirm provision of service for the summer 2016 Extended Student Service program in Livermore.

**Background**

The Dublin Unified School District (DUSD), Pleasanton Unified School District (PUSD), and Livermore Valley Unified School District (LVUSD) have requested that LAVTA consider continuing service for this year's summer programs.

**Discussion**

At the March Committee meeting, staff presented a recommendation to continue summer school service similar to what was operated last year. The March 28, 2016 staff report is included as Attachment 1. The Committee directed staff to explore options for summer school service that didn't necessarily include operating school tripper service, including offering free bus passes for mainline service, purchasing bicycles for students, and requesting funds from the school districts. The Committee directed staff to also look at availability of mainline bus service to the summer school locations.

In addition to evaluating alternative ways of service delivery, staff continues to work with the school districts to identify potential funding sources to help support the summer school service. A report will be provided to the Committee at the meeting. A resolution is attached for the Committee's convenience should the Committee decide to move forward with approving summer 2016 extended student service.

**Budget**

The recommended service would add about 100 revenue hours to a total of approximately 126,000, for a net cost of about \$8,500 (after fare revenue is deducted); if approved, this would be included into the fiscal year 2017 budget.

**Recommendation**

Staff is asking the Projects & Services Committee to endorse and forward a recommendation to the Board for a repeat of last year's summer school accommodations as described above. Specifically, Staff recommends to:

- Continue accommodation of the LARPD ESS summer program in Livermore by operating Route 403 three days per week during summer 2016;
- Continue accommodation of the DUSD and DPIE summer programs at Dublin High School by operating Route 501 five days per week during summer 2016; and
- Accommodate the PUSD summer program at its (new) location at Amador Valley High School by operating Route 605 four days per week during summer 2016, and by way of the regularly scheduled service of Routes 8 and 10.

**Attachments:**

1. March 28, 2016 Projects and Services Staff Report
2. Draft Resolution 09-2016

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

## STAFF REPORT

SUBJECT: Accommodation for the 2016 Summer School Program

FROM: Christy Wegener, Director of Planning and Communications  
Cyrus Sheik, Senior Transit Planner

DATE: March 28, 2016

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**Action Requested**

Approve Wheels service accommodation of summer school classes in 2016 in Dublin and Pleasanton, and review / reaffirm provision of service for the summer 2016 Extended Student Service program in Livermore.

**Background**

In addition to their regular curriculum during the main academic year, the Tri-Valley school districts – Dublin Unified School District (DUSD), Pleasanton Unified School District (PUSD), and Livermore Valley Unified School District (LVUSD) - operate a school program during the summer. The scope of the programs vary somewhat from year to year and between the three districts, ranging from only providing for academic intervention to offering students an opportunity make up or earn additional credit to advance a grade, raise a grade necessary for college, or earn credit for graduation. Typically, a limited curriculum is available, mostly in academic areas. The programs are usually offered both at the middle- and high school levels.

Other summer programs benefiting students are offered as well. The Dublin Partners in Education (DPIE) is a non-profit organization providing for educational partnerships that benefit the students of the DUSD, and it offers a summer enrichment academy. In Livermore, The Extended Student Services (ESS) is a program by the Livermore Area Parks and Recreation District (LARPD) held at the Smith, Joe Mitchell, and Sunset Elementary Schools and the Police Activities League (PAL) at Mendenhall Middle School. The ESS program was created to provide a safe and caring place for children to be before and after school and during the summer months. The summer program includes field trips, community service projects, and community visits for which Wheels fixed routes can be utilized.

The DUSD, the PUSD, and the LARPD have requested that LAVTA consider continuing service for this year's summer programs.

**Discussion**

The school districts in the LAVTA service area do not operate yellow school buses for their general student population. Instead, students in the middle- and high school grades are expected to make use of existing public transportation (Wheels mainline routes). In cases where either (or both) the school and the neighborhood(s) from which its students need to travel is not located on a mainline, and where there is sufficient demand, LAVTA in some areas supplements its mainline routes with limited “school tripper” service operating during school days, during the academic year. In some cases, this supplemental service also serves as overflow capacity to an existing mainline route.

Typically in the past, the supplemental (school tripper) routes have not been operated during the summer due to the smaller student population enrolled in summer programs and the large number of neighborhoods that would need to be served relative to the summer sessions’ smaller student population base. Based on requests from the districts, however, LAVTA commenced summer pilot programs for Dublin and Pleasanton in 2015 and 2014, respectively, and - Since 2009 - limited service for the summer ESS program in Livermore.

Last year, LAVTA accommodated the summer school programs in both Dublin and Pleasanton by providing service on select school tripper lines. Routes 602 (Del Prado Park, Valley Trails, Parkside) and 604 (Fairlands, Hacienda, Muirwood Park) operated summer service to Foothill High School, while Route 501 (East Dublin, Dublin Ranch) provided service to Dublin High School. In Livermore, summer service was provided on Route 403 (Granada Woods, Sunset) to accommodate the ESS program.

*Indicators from last year:* The Dublin service operated across 33 days, and carried a total of 313 boardings through the program – or just under 10 one-way boardings per day operated. Relative to the vehicle hours operated, this equated to approximately 9.2 unlinked passenger boardings per vehicle revenue hour.

The Pleasanton service operated across 24 days, and carried a total of 1,021 boardings through the program – or about 43 one-way boardings per day operated. This equated to approximately 19.2 boardings per revenue hour.

The Livermore service operated across 26 days, and carried a total of 575 boardings through the program – or about 22 one-way boardings per day operated. This equated to approximately 15.3 boardings per revenue hour.

The table below summarizes these indicators.

<b>SUPPLEMENTAL SERVICE &amp; RIDERSHIP LAST SUMMER</b>					
<b>2015</b>					
<i>City</i>	<i>Days operated</i>	<i>Daily ridership</i>	<i>Total ridership</i>	<i>Pax/h</i>	
Dublin	33	10	313	9.2	
Pleasanton	24	43	1 021	19.2	
Livermore	26	22	575	15.3	

There are two ways one could view the results above. If compared with the typical supplemental (tripper) route during the main academic year, which sees in the range of 50 passenger boardings per vehicle hour, all the summer program supplemental service fell well short of that range last year. However, if compared with the overall average of approximately 14 passenger boardings per vehicle hour that is seen in the Wheels system as a whole, the result is more favorable, as only the Dublin service (for which the service was operated for the first time) fell substantially below the systemwide average.

**Service Options for Summer 2016**

Dublin: Both the DUSD and DPIE summer programs will be offered similarly to last year in terms of duration and bell times, and will run from June 14 thru July 22, Monday thru Friday. Classes will start at 8:00a and end at 1:00p (12:30p on Fridays), and both programs will again be held at Dublin High School.

As the high school grades are in the same, single location during the main academic year as well, all three Wheels supplemental routes that serve Dublin High (501 and 502 from East Dublin, and 503 from Shannon Park), would technically be suitable for the summer program as well. Given, however, the low ridership seen last year and the fact that the service was already operated on the route that has the most ridership (501) of the three Dublin trippers during the academic year, the options for this year would likely be to either repeat operating the 501 again this summer, with additional marketing outreach - or simply run nothing at all.

The table below shows the estimated cost parameters for running the 501 again for this year’s summer session. The revenue estimate is conservatively based on last year’s ridership, but may be higher as more parts of the community become aware of the service. The estimated net cost of operating this service, after anticipated fare revenue, would be approximately \$2,600.

<b>ROUTE 501 POT. SUMMER SVC. REPEAT 2016</b>	
<b>Cost estimate</b>	
Daily revenue hours	1.03
Number of days operated	28
Total revenue hours	28.84
Total fully allocated cost	\$2 964
Daily ridership	10
Total program ridership	280
Estimated fare revenue	\$384
<b>Total net cost (est'd)</b>	<b>\$2 580</b>

Pleasanton: When LAVTA provided its pilot summer service program in Pleasanton in 2014 and 2015, the program location was at Foothill High School (FHS). As this location isn’t served by any mainline Wheels route, two school tripper routes (602 and 604) are operated during the main academic year to bring students from various neighborhoods in Pleasanton to FHS, and these were the routes that were called upon to provide the summer service as well.

This year, however, the PUSD will hold its summer school program at Amador Valley High School (AVHS). The program will run Mondays thru Thursdays, June 20 thru July 28. Although served during the main academic year by two supplemental school tripper routes (605 and 611), AVHS is also well served by Wheels mainline routes that operate throughout the year, throughout the day, including in summer: Route 10 serves the Santa Rita Road corridor bi-directionally, while Routes 8A and 8B operate a loop, including along Santa Rita Road, and connect it with portions of Valley Avenue and Hopyard Road. Although these mainline routes don't operate directly into residential streets like the school tripper routes do, they provide service to several neighborhoods by way of the arterial streets that are along the perimeter of those residential areas. The following table shows the main neighborhoods that are connected to AVHS by routes 8 and 10.

<b>EXISTING ROUTES TO AMADOR VALLEY HIGH SCHOOL</b>	
Neighborhoods with direct bus service to/from AVHS*	
<i>Area</i>	<i>Route(s)</i>
Nielsen Park	8, 10
Fairlands Park	8, 10
Hacienda East	8, 10
Kottinger Park	8
Del Prado Park	8
Valley Trails	8
Parkside	8
Val Vista	8

\* Access to/from neighborhood areas is via arterial streets along the neighborhood perimeter

Left among neighborhoods that are served during the main academic year but wouldn't be served during the summer without supplemental service are Ruby Hill, Oak Hill Park, and Laguna Oaks. Also, portions of the areas in east Pleasanton, such as Meadows Park and Amaral Park, would be quite far walking distance-wise to these mainlines. Given that the ridership seen last summer (as well as the summer prior) was considerably lower on a per-vehicle hour basis than during the main academic year, it is likely not warranted to create special summer routes and deploy a significant amount of additional service hours on them. However, the existing Route 605 would be suitable to operate unmodified for the summer session, helping to reduce the gap for students living in several of the neighborhoods east of Santa Rita Road, including Fairlands, Meadows Park, Nielsen Park, and Amaral Park. The adjacent table summarizes the net cost of operating the 605 during summer session, based on the assumption that it would be no more or less productive than the summer service that was operated in Pleasanton in 2015. Anticipated to operate 23 school days, the net cost after fare revenue is estimated at approximately \$1,700.

<b>ROUTE 605 POTENTIAL SUMMER SERVICE 2016</b>	
<b>Cost estimate</b>	
Daily revenue hours	1.07
Number of days operated	23
Total revenue hours	24.53
Total fully allocated cost	\$2 433
Daily ridership	22
Total program ridership	506
Estimated fare revenue	\$693
<b>Total net cost (est'd)</b>	<b>\$1 740</b>

Livermore: During the main academic year, Wheels school tripper route 403 connects Mendenhall Middle School and Granada High School with the adjoining neighborhood and the Transit Center. In 2014, the Board of Directors approved operating a shortened version of the Route 403 during the summer in order to accommodate the excursion travel needs of the LARPD ESS program on a continual basis year-to-year. However, in light of the potential discontinuation of Livermore supplemental (school tripper) routes as a result of the Comprehensive Operational Analysis (COA) study – as well as to place this service into context relative to that of last year’s summer services operated in Dublin and Pleasanton – this service is highlighted in this staff report for discussion purposes.

This year’s ESS program will run between June 20 and August 17, Monday thru Friday. If the 403 summer service was to be repeated this year in accordance with the 2014 approval, it would be operated Tuesdays, Thursdays, and Fridays, providing two roundtrip loops in the AM and PM, respectively, and starting and ending at the Transit Center. The table below summarizes the anticipated ridership based on last year’s boarding activity, and the estimated net cost.

<b>ROUTE 403 POT. SUMMER SVC. REPEAT 2016</b>	
<b>Cost estimate</b>	
Daily revenue hours	2.00
Number of days operated	25
Total revenue hours	50.00
Total fully allocated cost	\$4 959
Daily ridership	22
Total program ridership	550
Estimated fare revenue	\$754
<b>Total net cost (est'd)</b>	<b>\$4 206</b>

**Budget**

The service outlined above would add about 100 revenue hours to a total of approximately 126,000; if approved, this would be included into the fiscal year 2017 budget.

**Recommendation**

Staff is asking the Projects & Services Committee to endorse and forward a recommendation to the Board for a repeat of last year's summer school accommodations as described above. Specifically, Staff recommends to:

- Continue accommodation of the LARPD ESS summer program in Livermore by operating Route 403 three days per week during summer 2016;
- Continue accommodation of the DUSD and DPIE summer programs at Dublin High School by operating Route 501 five days per week during summer 2016; and
- Accommodate the PUSD summer program at its (new) location at Amador Valley High School by operating Route 605 four days per week during summer 2016, and by way of the regularly scheduled service of Routes 8 and 10.

Attachments:

1. Draft Resolution 09-2016



**RESOLUTION 09-2016**

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
AUTHORIZING SUMMER SERVICE HOURS FOR ROUTES 403, 501, AND 605**

WHEREAS, LAVTA currently operates school tripper service on Routes 501 and 605 in the areas of East Dublin, Fairlands, Amaral Park, Dublin High School, and Amador Valley High School during the academic year; and

WHEREAS, LAVTA operated said or similar routes on a pilot program basis to accommodate the summer school program in 2014 and 2015, and

WHEREAS, the Dublin Unified School District and the Pleasanton Unified School District have expressed interest and support of continuing to provide service during summer session, in order to serve the transportation needs for their summer middle- and high school program; and

WHEREAS, LAVTA wishes to be responsive and supportive of reasonable requests by our partnership with the Dublin and Pleasanton Unified School Districts; and

WHEREAS, the cost of the new service is relatively small and may be partially offset by passenger fares that the Authority believes can be reasonably expected.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing summer service on Wheels Routes 501 and 605 during school days in June and July 2016.

PASSED AND ADOPTED this 4th day of April, 2016.

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Don Biddle, Chair

Attest:

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Michael Tree, Executive Director

**RESOLUTION 09-2016**

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
AUTHORIZING SUMMER SERVICE HOURS FOR ROUTES 403, 501, AND 605**

WHEREAS, LAVTA currently operates school tripper service on Routes 501 and 605 in the areas of East Dublin, Fairlands, Amaral Park, Dublin High School, and Amador Valley High School during the academic year; and

WHEREAS, LAVTA operated said or similar routes on a pilot program basis to accommodate the summer school program in 2014 and 2015, and

WHEREAS, the Dublin Unified School District and the Pleasanton Unified School District have expressed interest and support of continuing to provide service during summer session, in order to serve the transportation needs for their summer middle- and high school program; and

WHEREAS, LAVTA wishes to be responsive and supportive of reasonable requests by our partnership with the Dublin and Pleasanton Unified School Districts; and

WHEREAS, the cost of the new service is relatively small and may be partially offset by passenger fares that the Authority believes can be reasonably expected.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing summer service on Wheels Routes 501 and 605 during school days in June and July 2016.

PASSED AND ADOPTED this 4th day of April, 2016.

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Don Biddle, Chair

Attest:

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Michael Tree, Executive Director

**AGENDA**

**ITEM 6**



STAFF REPORT

**SUBJECT:** Short Range Transit Plan 2016-2025

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** April 25, 2016

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**Action**

Endorse and forward the Short Range Transit Plan (SRTP) 2016-2025 to the Board of Directors for approval.

**Background**

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt, and submit to MTC a “full” Short Range Transit Plan (SRTP) every four years and a “mini” SRTP in the intervening three years. This 2016 SRTP represents a “full” SRTP.

**Discussion**

In March 2016, Staff presented the draft SRTP to the Projects and Services Committee (Attachment 1). At the meeting, the Committee provided the following comments:

- 1) Include additional information about the Comprehensive Operational Analysis (COA) at the beginning of the document;
- 2) Include more information about regional consensus around connecting BART to ACE and the Altamont Regional Rail Working Group;
- 3) Include some information about the Tri-Valley Integrated Park and Ride Study.

Staff sent the draft SRTP to MTC for comments in March. The SRTP has been updated to reflect the comments from the Projects and Services Committee, as well as from MTC, and is included as Attachment 2.

**Recommendation**

Endorse and forward to the Board of Directors for approval.

Attachments:

1. March 28, 2016 SRTP Staff Report
2. Short Range Transit Plan, 2016-2025
3. Resolution 13-2016

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

**SUBJECT:** Short Range Transit Plan FY2016-2025

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** March 28, 2016

---

**Action**

Review the draft Short Range Transit Plan FY2016-2025.

**Background**

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt, and submit to MTC a “full” Short Range Transit Plan (SRTP) every four years and a “mini” SRTP in the intervening three years. This 2016 SRTP represents a “full” SRTP.

Since the last full SRTP update in 2012, major events impacting LAVTA include:

- 2013 Phase I and II of the Atlantis Satellite Fuel and Wash Facility opened
- 2014 Medical Transportation Management (MTM) was awarded a contract to deliver high quality, on demand paratransit service. Under the MTM business model, a flexible mobile fleet is owned and operated by independent subcontractors, eliminating fleet maintenance and fleet replacement costs to LAVTA. Additional efficiencies include a streamlined call center which takes reservations, dispatches trips, and provides customer service.
- 2015 LAVTA began providing static schedule information to Google® for the Google® Transit Trip Planner
- 2015 LAVTA began its first ever Comprehensive Operations Analysis (COA) study, which examines the existing fixed route service and makes recommendations for immediate improvements. The study involves significant public input and direction from policy makers.

2015 Clipper began to be accepted on Wheels Buses in November 2015

2015 LAVTA launched a new www.Wheelsbus.com website

## **Discussion**

This SRTP update was built upon the detailed analysis that was undertaken as a part of LAVTA's 2015 Comprehensive Operational Analysis (COA). The SRTP provides an opportunity to examine if LAVTA's service redesign as a part of the COA is able to meet the needs of future Tri-Valley markets. In making the service recommendations, the COA considered population and employment data from the 2010 Census, fiscal year 2014 and 2015 ridership data, prior SRTPs, on-time performance data, feedback from both riders and non-riders, input from Board members and stakeholders, as well as existing and future land uses. Nelson Nygaard was tasked with leading the COA and with making recommendations for service improvements to be implemented in Fiscal Year 2017.

### Fixed Route

For the fixed route system, Nelson Nygaard made significant recommendations to change the routes to become more streamlined, more productive, less circuitous, and to reduce duplication of services along certain route segments. For example, Nelson Nygaard has recommended that Route 10 and the Rapid no longer overlap along the East Ave segment in Livermore, and that Route 12 be eliminated and the Rapid be realigned to serve Portola Ave, Las Positas College, Canyons Parkway and Dublin Blvd. The Rapid is also recommended to terminate at the West Dublin/Pleasanton BART Station. Route 10 is recommended to operate between the Livermore Transit Center and the East Dublin/Pleasanton BART Station, and to move to 15-minute headways during the day (effectively doubling the existing service levels). Route 8 is recommended to change from two one-way loops to a bi-directional line and to no longer serve Santa Rita Road, where Route 10 would provide service. Due to extremely low ridership, Routes 3 is recommended to be realigned to serve the East Dublin/Pleasanton BART Station and the Stoneridge Mall, no longer providing service to the City of Dublin. Additionally, due to low ridership, Route 2 is recommended to be eliminated. Due to coverage availability of other routes, Route 9 is recommended to be eliminated. Route 14 in Livermore is recommended to be modified to provide service along Jack London Blvd to Stoneridge Drive, terminating at the East Dublin/Pleasanton BART Station.

The COA recommends the elimination of the low productivity services in Dublin (routes 2 and 3), replacing the routes with a demonstration project called *Wheels-on-Demand*. *Wheels-on-Demand* is envisioned to be a real time dynamic ridesharing service provided through collaborative partnerships.

The service changes that are recommended represent a flat level of service hours from what exists today. After the implementation of the COA changes in FY 2017, staff will be closely monitoring system performance and is expected to make minor adjustments to improve operations and respond to customer requests over time. However, no substantial growth in hours is expected in the system for the next 10 years.

The ridership on the system is projected to grow at a modest rate, beginning in FY2018 with a 5% increase associated with the maturation of the COA changes. From FY19-25, we have projected a modest 2% ridership increase per year.

#### Paratransit

The LAVTA paratransit service is a premium service with a service delivery model that provides beyond the minimum requirements of the Americans with Disabilities Act (ADA). Paratransit ridership has grown significantly between FY14 and FY15, and is on an upward trend for FY16. In order to contain costs and manage demand for service, plans for an analysis of the Paratransit service delivery model are being considered for FY17. Staff is also looking into immediate program modifications, include the eligibility process, trip negotiation, fares, and subscription trip rates.

#### Finances and Fares

In addition to service planning, the SRTP includes a ten year financial and capital plan. The financial plan assumes revenue hours to remain fairly flat or slightly rising over the next ten years. Fares are assumed to rise commensurate with ridership over the next ten years. Staff is going to take a series of fare change recommendations to the LAVTA Board for approval in mid-2016.

With the passage of Measure BB in 2014, additional funding for transit operations is available starting in 2015. However, LAVTA has lost some revenue from expired complete Measure B grants, so rather than seeing a growth in total revenues, LAVTA was able to use BB funds to maintain previous revenue levels. LAVTA is currently receiving a number of other competitive grants and anticipates additional ones to become available during the period. Additionally, a few new non-competitive funding sources such as Cap and Trade funding have become available to LAVTA. RM2 funding for the Rapid was put on hold by MTC for FY16, but is expected to return to LAVTA in FY17 after the Board approves the COA changes.

Through FY22, reserves are sufficient to offset the difference between revenues and expenses, but starting in FY23, there is a deficit, and LAVTA would no longer be able to balance its budget. The deficit is shown to continue to increase through FY2025, reaching a total of \$10 million. LAVTA will pursue strategies to achieve a balanced budget. These strategies may include:

- Reduce expenses/costs (e.g. paratransit)
- Increase current revenue sources (e.g. fares, advertising, contract services)
- Pursue other revenue sources (e.g. new local taxes, grants, etc.)

The SRTP informs LAVTA to be conservative in service planning and to continue to strive for opportunities to build ridership. There are several capital projects on the horizon within the next five years, including bus stop maintenance and development, electric bus technology, Historic Depot relocation in Livermore, next phases of the Atlantis maintenance facility, additional Transit Signal Priority, a real time passenger information phone app, and



technology upgrades such as Wi-Fi on the buses. LAVTA staff will have to continue to be resourceful with identifying local, state, and federal dollars to fund the capital projects.

**Next Steps**

The draft SRTP will be submitted to the MTC for review and comment by mid-April. Staff will take the Committee's and MTC's comments into consideration when developing the final SRTP. The final approved SRTP is due to MTC in May 2016.

Attachments:

1. Draft Short Range Transit Plan, 2016-2025



# LAVTA Short Range Transit Plan FY 2016 - 2025

April 2016



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# 1 INTRODUCTION & OVERVIEW

This Short Range Transit Plan (SRTP) will cover a 10 year period between FY 2016 and FY 2025. The purpose of this SRTP is to provide an understanding of Livermore Amador Valley Transit Authority (LAVTA)'s existing conditions, discuss standards achieved, evaluate performance metrics, provide recommendations, and plan for operational sustainability over the next 10 years.

## COMPREHENSIVE OPERATIONS ANALYSIS

In March 2015, LAVTA began a Comprehensive Operations Analysis (COA) of its bus system. The COA is a community planning process designed to produce a multi-phase blue print for improvements to the Wheels bus system through 2040. Through most of 2015, the transit agency's Planning Team worked with key stakeholders and the public (through surveys and several rounds of public workshops) to develop Phase I, or proposed near-future changes to the bus system. The recommended changes create a more easy-to-use transit system that reduces duplication of services, meandering routes, and inconvenient loops, in addition to creating more frequent service to key destinations, such as Las Positas College and the BART and ACE stations in the Tri-Valley.

At the time this SRTP was drafted, the COA was still underway with recommended improvements to the routes not yet approved or implemented. Accordingly, the maps and demographic analysis included in this SRTP are reflective of the existing LAVTA services. Significant route changes are expected to be made in 2016/2017, and will be reflected in the next SRTP.

## AGENCY HISTORY

LAVTA, also known as Wheels, was established in May 1985 as an independent agency by a Joint Powers Agreement (JPA) between the cities of Dublin, Livermore, Pleasanton, and Alameda County to develop and operate local and intercity public transportation in the Tri-Valley. LAVTA's first start in providing transit service began with four fixed routes on nine leased buses in the cities of Dublin and Pleasanton. On July 1, 1987, the City of Livermore's Rideo system fully merged with LAVTA, providing connections between cities within the Tri-Valley area, including the unincorporated portions of Alameda County.

The LAVTA Maintenance, Operations and Administration (MOA) facility was built in 1991 on Rutan Court. This facility is the main base for all Wheels' operations, providing all maintenance and dispatch. The Wheels administration, including agency and contracted operations staff, are located at the MOA as well.

In 1996, LAVTA became fully compliant with the provisions of the Americans with Disabilities Act (ADA), with a fully wheelchair accessible fixed-route and paratransit fleet.

In 1997, the SF Bay Area Rapid Transit (BART) Dublin/Pleasanton extension was completed, which necessitated Wheels to provide service to the new station. That same year, Direct Access

Responsive Transit (DART) was established, which was a fixed-route system with demand-responsive capabilities. Midday and Saturday service for local routes were also discontinued.

In 1999, LAVTA started regional express service, routes 70X and 20X, and a subscription service to Silicon Valley, named the Prime Time Express. Also that year, the Livermore Transit Center was completed at the Railroad and Old First Street intersection in downtown Livermore. This transit center currently allows Wheels riders to transfer seamlessly with Altamont Commuter Express (ACE).

In 2008, the Great Recession occurred, which led to diminished federal, state, and local funding sources. This necessitated LAVTA to reduce revenue hours by 25% in 2009. Additionally, the fare structure was reconfigured to provide increased fare revenue, resulting in increases in fares and the loss of free fixed route services that were available to senior and disabled passengers.

In January 2011, the bus rapid transit (BRT) line, named the Rapid, was implemented, leading to some increases in ridership through 2013. In 2011, LAVTA changed its model for paratransit service delivery from contracted-directly operated to contracted-brokerage and hired American Logistics Company (ALC) to provide the service. Between 2011 and 2014, ALC operated LAVTA's paratransit services. However, the contract ended in 2014 at which time Medical Transportation Management (MTM) assumed paratransit services.

In 2013, LAVTA completed Phase I and II construction of the Atlantis Operations and Maintenance Facility, a secured parking facility with bus wash and fueling functions. This facility is prepared to take on fleet expansions or additions, should they occur in the future.

In 2015, LAVTA joined the majority of the Bay Area transit operators in accepting Clipper® cards onboard all buses.

## **GOVERNANCE**

LAVTA is governed by a seven member Board of Directors. The Board is responsible for establishing policies for the agency and consists of two representatives from the cities of Livermore, Dublin, and Pleasanton, and one member representing Alameda County. Board meetings are held at LAVTA's MOA facility.

The mayors of each municipality appoint elected city council members to terms on the LAVTA Board, with each mayor having sole appointment authority. Board authority is based on a Joint Exercise of Powers Agreement that was approved by all member jurisdictions in 1985. There are no term limits on Board appointments, and Board members may be appointed or discharged at any time. The current members of the LAVTA Board include:

- Don Biddle (Board Chair), Councilmember, City of Dublin
- Steven Spedowski (Board Vice Chair), Councilmember, City of Livermore
- Lauren Turner, Councilmember, City of Livermore
- Jerry Pentin, Councilmember, City of Pleasanton
- Scott Haggerty, Supervisor, First District, Alameda County
- David Haubert, Mayor, City of Dublin
- Karla Brown, Councilmember, City of Pleasanton



Board Chair and Vice Chair serve one-year terms beginning on July 1 of every year. There are no term limits on either position. The Agency's bylaws mandate that the Chair and Vice Chair positions rotate between the three cities and the County.

LAVTA's Board is divided into two committees that meet regularly to consider items within each committee's purview. These two committees are Finance and Administration, and Projects and Services.

The current members of the Finance and Administration Committee are:

- Don Biddle
- Lauren Turner
- Jerry Pentin

The current members of the Projects and Services Committee are

- Scott Haggerty
- Karla Brown
- Steven Spedowski
- David Haubert

In 2015, the LAVTA Board took action to form the Altamont Regional Rail Working Group. The Working Group was formed to ensure that regional rail planning leads to project implementation that is fast, cost-effective and responsive to community goals and objectives. Areas of focus include the planned BART to ACE connection in Livermore, which has regional consensus as a priority project in the Bay Area per the planning documents of the Metropolitan Planning Commission.

Members of the Altamont Regional Rail Working Group consist of elected officials from the cities of Dublin, Livermore, Pleasanton and Tracy; supervisors from the Counties of Alameda and San Joaquin; and board members/directors from ACE, BART and LAVTA.

## **ORGANIZATIONAL STRUCTURE**

### **Organizational Hierarchy**

LAVTA's seven-member Board of Directors governs the activities of the LAVTA staff. The Agency is headed by an Executive Director, who oversees planning, communications, finance, administration, and Agency contracts for transit and paratransit services. An organizational flow chart is shown in Figure 1.

### **Transit and Paratransit Service Contracts**

LAVTA contracts with outside companies for both transit and paratransit management, operations, and maintenance. Medical Transportation Management, Inc. (MTM) operates paratransit and MV Transportation, Inc. (MV) operates fixed-route transit.

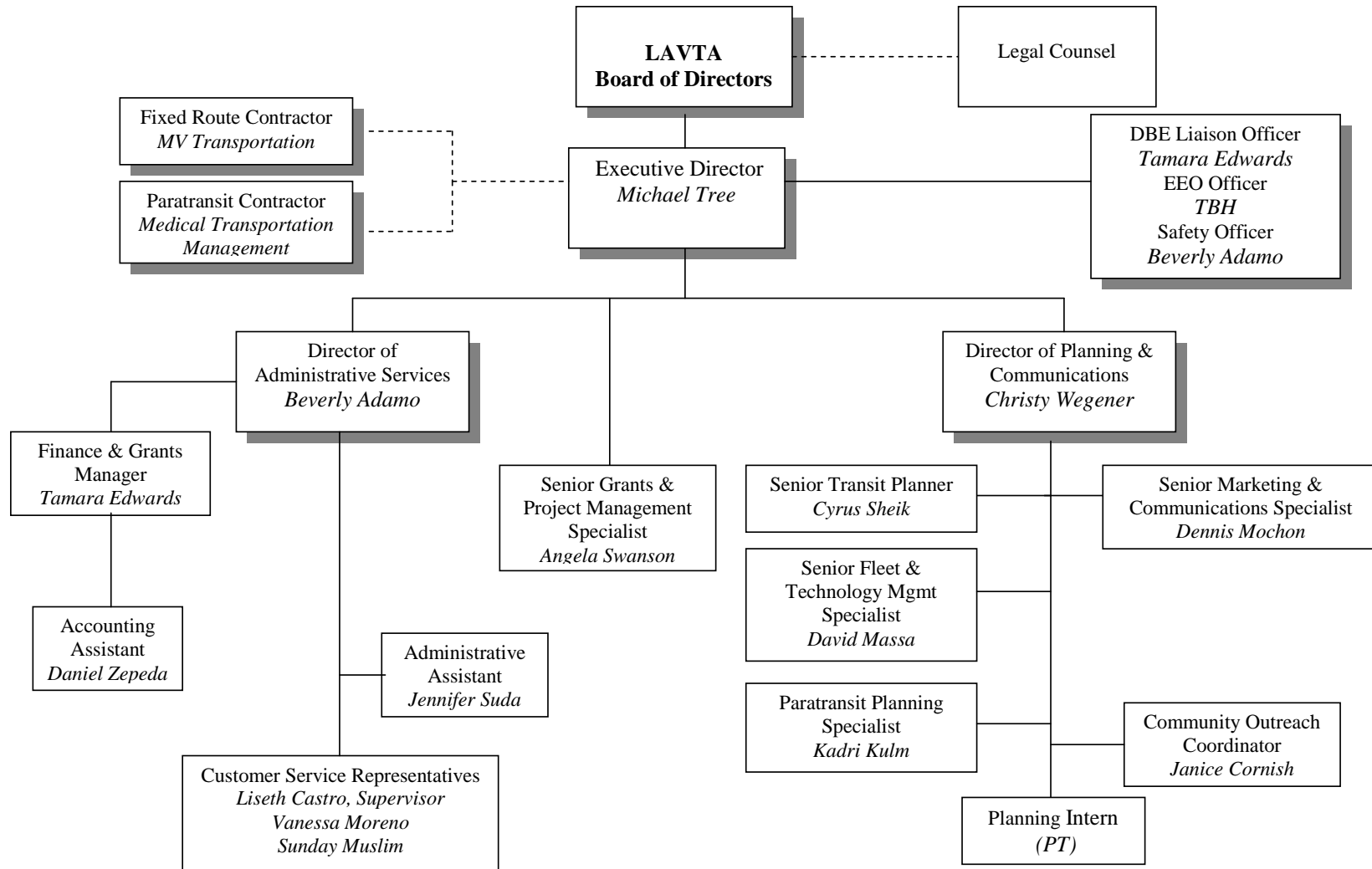
MTM's contract began on May 1, 2014 and ends on June 30, 2017, with four optional one-year extensions. The company bills LAVTA on a per-trip basis, at a current cost of \$32.51 per trip, with a cost increase of two percent per year through the end of the contract.

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MV's contract began on July 1, 2011 and has been extended for an additional one-year term each year since June 30, 2014. MV bills the Agency per revenue hour, with a current rate of \$40.77 per hour. MV also bills the Agency a separate fixed monthly rate for additional costs. This monthly rate currently stands at \$249,885.15. Fixed-route operators are represented by International Brotherhood of Teamsters (IBT) Local #70. The current collective bargaining agreement between IBT Local #70 and MV is in effect from July 1, 2015 to June 30, 2016.

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Figure 1 LAVTA Organization Flow Chart



## 2 DEMOGRAPHIC ANALYSIS

This chapter presents demographic information regarding LAVTA's service area to better understand how portions of the service area differ in terms of characteristics that affect transit usage. The evaluation includes the following characteristics and is based on the 2010 US Census, 2013 American Community Survey (ACS), and 2011 Longitudinal Employer-Household Dynamics (LEHD).

Demographic characteristics covered in this chapter include:

- Population Density
- Employment Density
- Rental households
- Households vehicle ownership
- Households living in poverty
- Older adult populations
- Youth populations
- Demographic trends

### SPATIAL DEMOGRAPHIC ANALYSIS

#### Population

Public transportation is most efficient when it connects population and employment centers where people can easily walk to and from bus stops. The reach of transit is generally limited to within  $\frac{1}{4}$  to  $\frac{1}{2}$  mile of the transit line (depending on the built environment), or a 10-minute walk, and thus the size of the travel market is directly related to the density of population and employment in that area.

In general, areas need at least 7 persons per acre to support productive bus service. The average population per census block in the LAVTA service area is 53 persons, or an average population density of 7 persons per acre. Given that this is an average, some areas will be above the 7 person per acre threshold, while others will not. As shown below in Figure 2, there are numerous areas with relatively high population density, including parts of Dublin north of I-580, parts of Pleasanton east of I-680, and much of Livermore and Springtown. In addition, high-density residential development is planned for Hacienda Business Park near the East Dublin/Pleasanton BART Station, which is not reflected in Figure 2. There are also large expanses of sparsely populated areas between population centers and major barriers that divide residential development (primarily major freeways and other roadways), making efficient transit routing more challenging.

In general, neighborhoods that have the population density required to support transit are currently served by Wheels bus service. Areas that may justify service (based on population density) that do not currently have it include neighborhoods along Stoneridge Drive in east Pleasanton, Valley Avenue in Pleasanton, Concannon Boulevard in Livermore, and San Ramon Road in Dublin. Note that sufficient population density alone is not enough to support productive transit service, as street design and other factors must be supportive as well.

### **Employment**

Employment density is shown in Figure 3. Employment clusters are scattered throughout the Wheels service area, and the locations with the highest density include Lawrence Livermore National Laboratory, Stoneridge Mall and the surrounding area, the Bernal Corporate Park, downtown Livermore, and office and medical facilities in north Pleasanton (Hacienda Business Park). All major employment areas in the Wheels service area are currently served by transit but may not be in the future when service changes proposed in the Comprehensive Operational Analysis are implemented.

### **Rental Households**

The prevalence and density of rental households is another important factor in determining potential transit use, as transit ridership is typically higher in areas with a high percentage of renters. Rental household density is shown in Figure 4. As can be seen, areas with above-average density of rental households include the area near the Stoneridge Shopping Center, Pleasanton near the Tassajara Creek, south Pleasanton, west Livermore, and in Livermore immediately adjacent to the Lawrence Livermore National Laboratory (where several apartment complexes are located). Most areas with significant densities of rental households are served by Wheels, with the exception of rental housing near the intersection of Holmes & Concannon in Livermore, and Valley & Hopyard in Pleasanton.

### **Household Vehicle Ownership**

For self-evident reasons, individuals without access to a vehicle represent a particularly strong market for transit. In some cases, individuals do not have access to an automobile for health, financial, or legal reasons, while others simply choose to live car-free. The Census Block south of Stanley Boulevard in Livermore has the highest density of households without a vehicle (see Figure 5), with the surrounding area of Livermore and Pleasanton east of 1<sup>st</sup> Street and south of Arroyo Valley also relatively dense. Overall the census blocks with low vehicle ownership closely mirror those with high rental densities. All areas with high densities of zero vehicle households are currently served by transit.

### **Households Living in Poverty**

Poverty status is another strong indicator of a higher-than-average propensity to use transit. Figure 6 identifies the number and density of households in the service area living below the federal poverty line. As can be seen below in Figure 6, Census Blocks with above average population living in poverty are located along Bernal Avenue in Pleasanton, south of Stanley Boulevard in west Livermore, and in central Livermore. Most areas with higher poverty levels are currently served by transit, with the exception of neighborhoods along Stoneridge Drive in east Pleasanton and areas of south Livermore near Holmes & Concannon.

## **Older Adults Population**

Older adults (65 and older) are an important transit ridership group since seniors may have limited mobility on foot and may not be able to drive. Many seniors are retirees, and as a result, take fewer daily trips. Transit provides an important option for this population to remain as active and independent as possible, and to age in place. The region's density of older adults is shown in Figure 7. High densities of older adults can be found where there are numerous senior housing complexes, such as west of the intersection of Sunol Boulevard and Bernal Avenue and north of Vineyard Avenue in Pleasanton, as well as scattered throughout Livermore. The Stoneridge Creek Retirement Community in northwest Pleasanton was built too recently to be accounted for in currently available Census data.

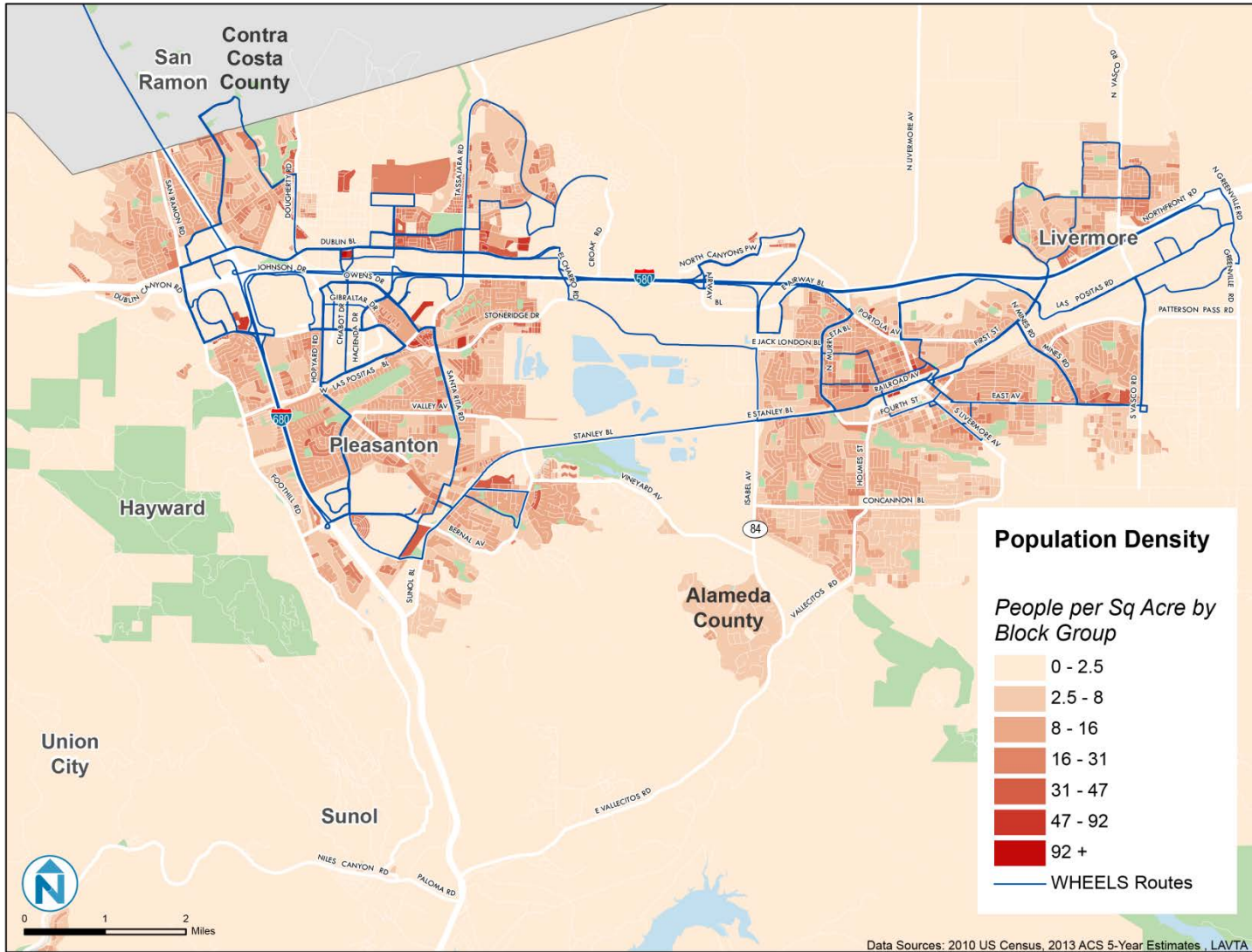
## **Youth Population and Millennials**

College-aged youth (18-24) and Millennials (defined here as people born between 1981 and 1997) are also an important transit demographic since many are students who do not own a vehicle for financial or other reasons, or may prefer transit to driving. As illustrated in Figure 8, the heaviest concentrations of college-aged youth (excluding the Santa Rita Jail) are mostly found at apartment developments located throughout the service area. Youth density is comparatively low in Pleasanton and denser in central Livermore north of Railroad Avenue and along East Avenue.

As illustrated in Figure 9, dense concentrations of Millennials are found throughout the LAVTA service area. These areas are mostly served by LAVTA, but there are significant concentrations unserved in south Livermore, central Pleasanton, and west Dublin.

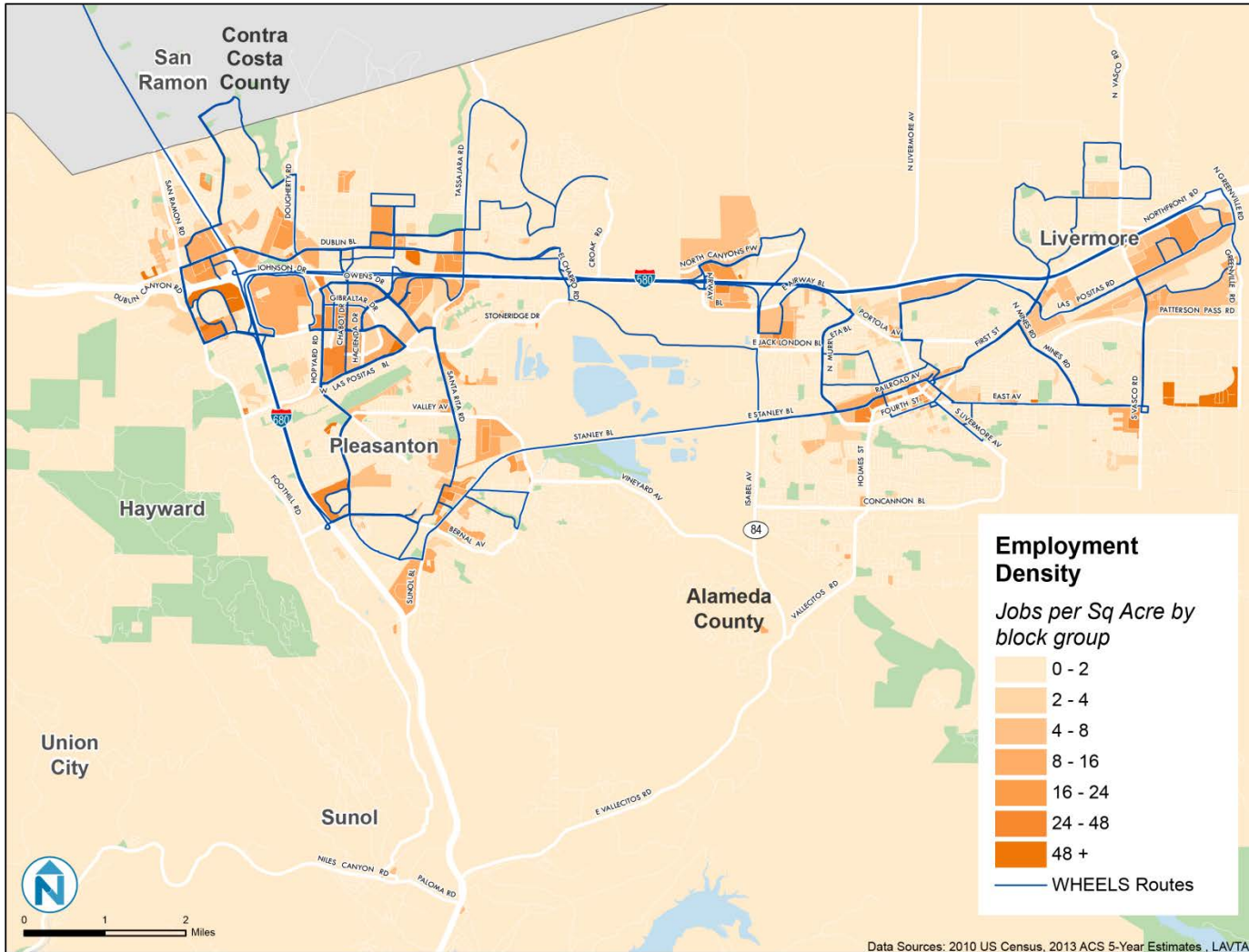
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Figure 2 Population Density



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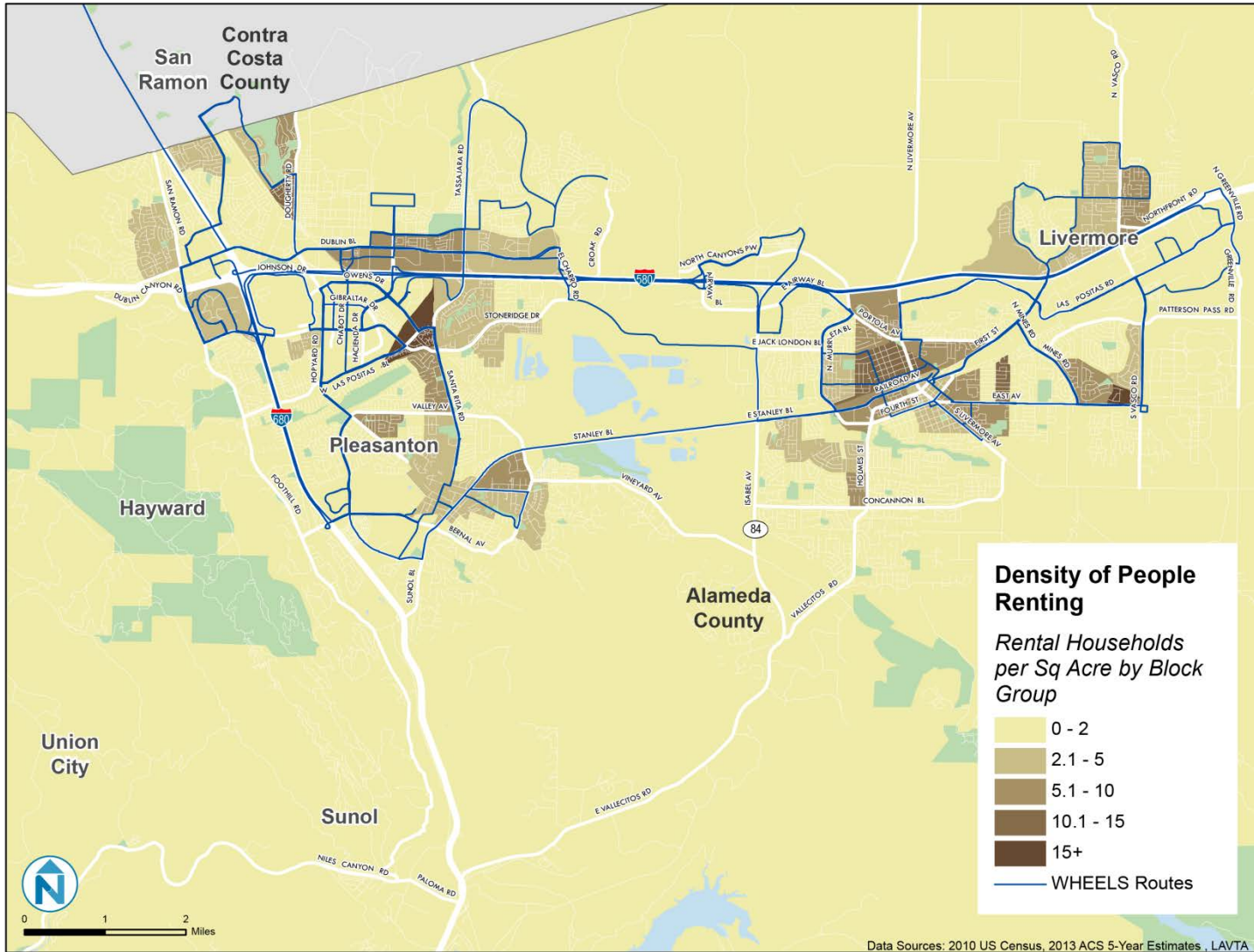
Figure 3 Employment Density





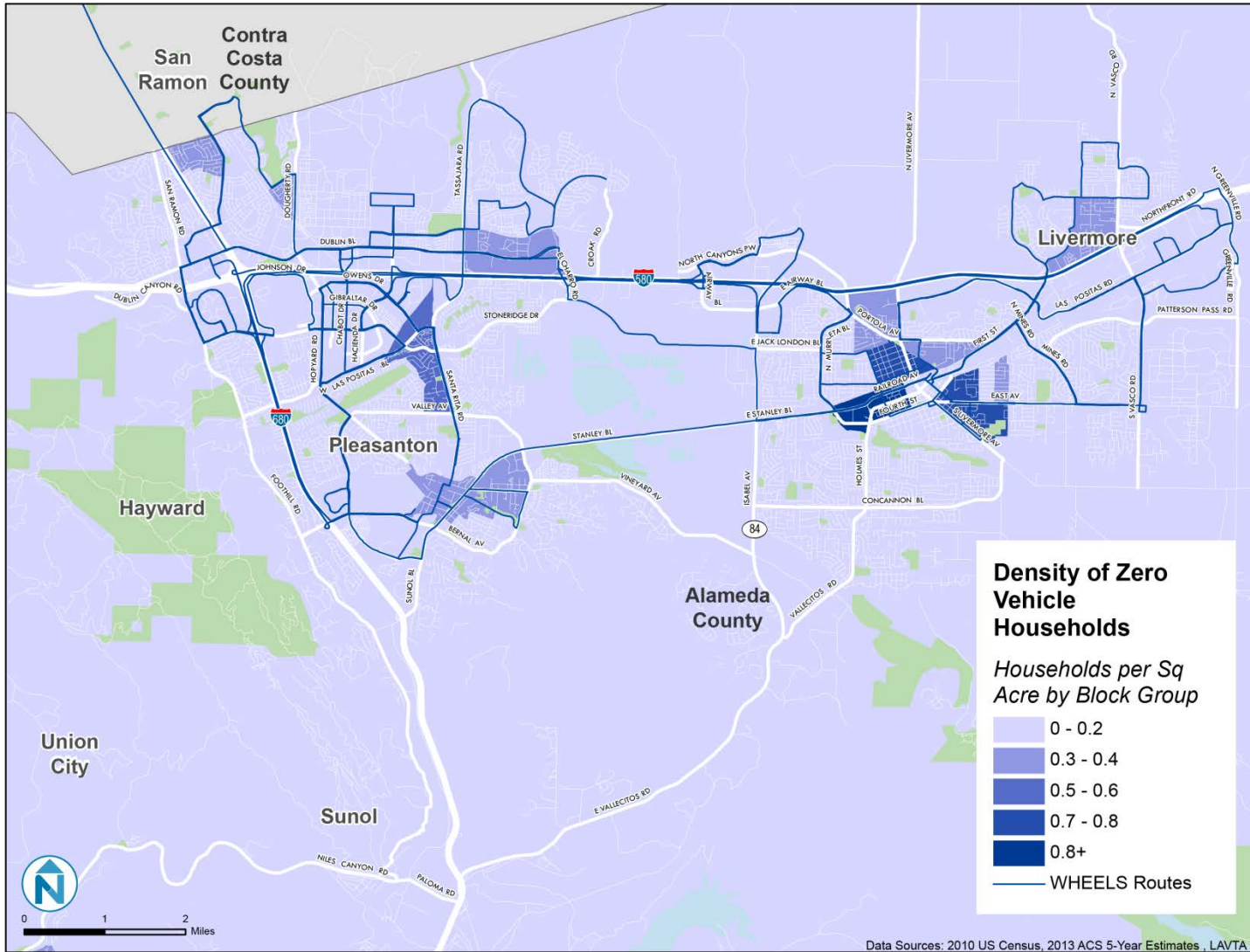
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Figure 4 Density of Rental Households



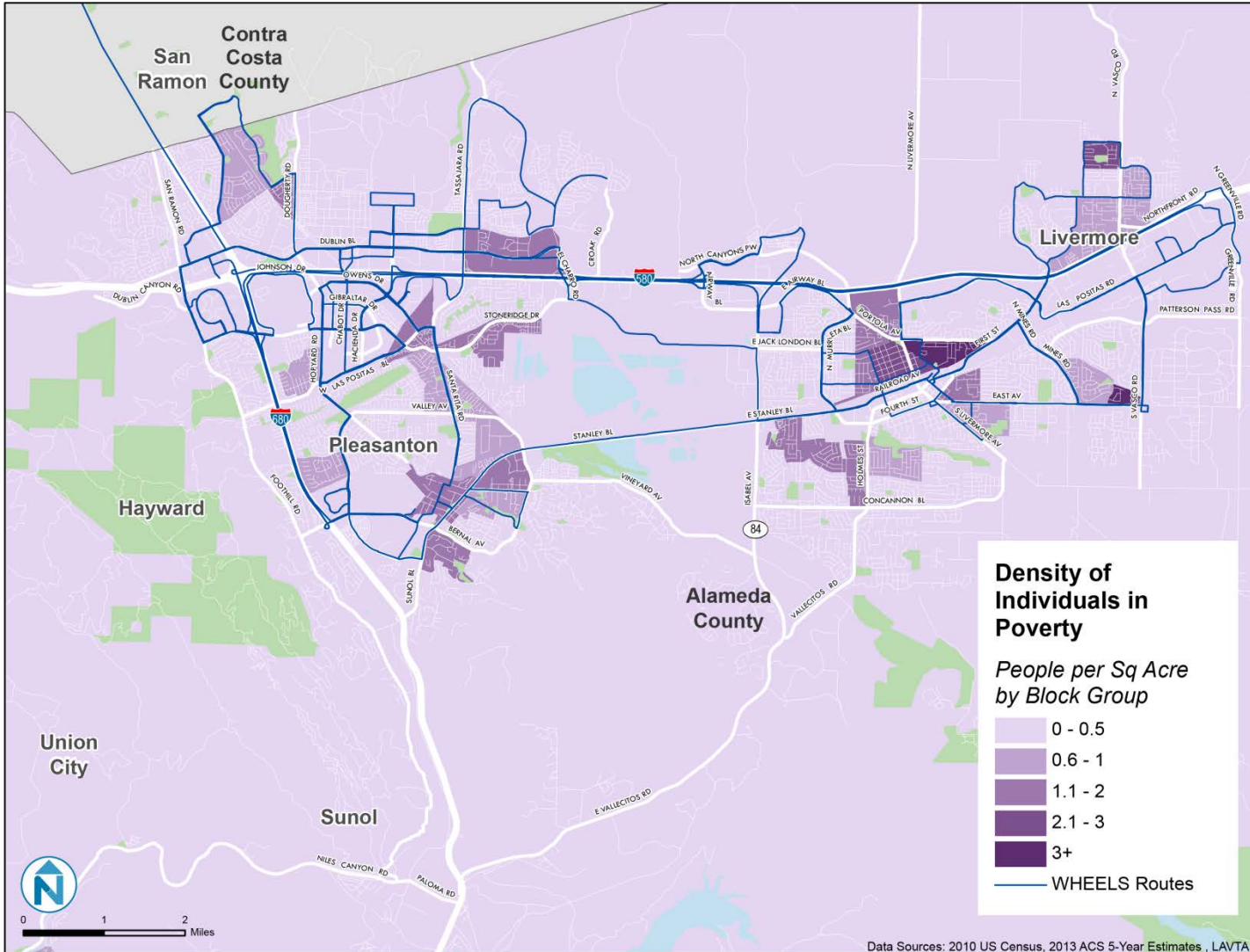
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Figure 5 Density of Zero Vehicle Households



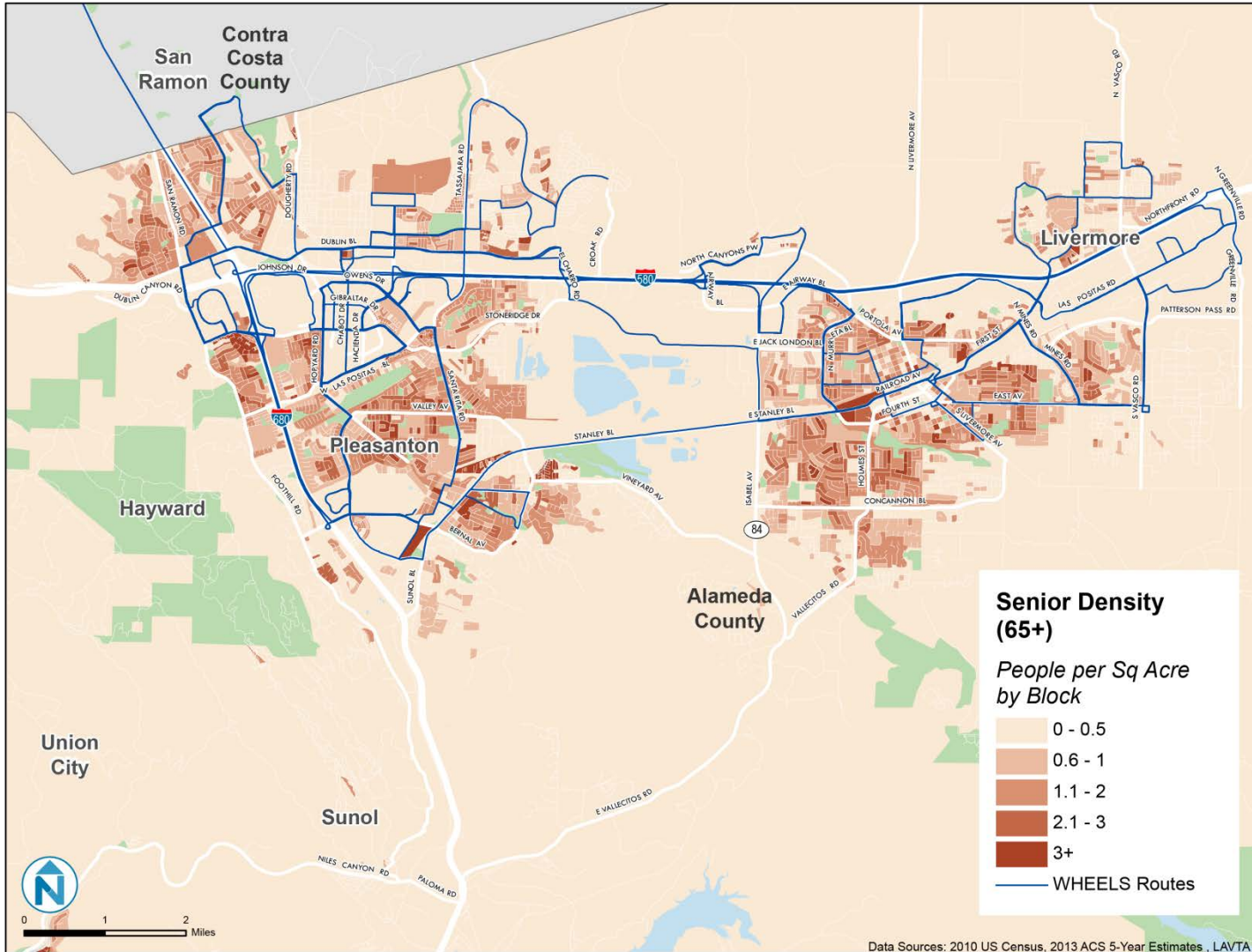
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Figure 6 Density of Individuals below Poverty



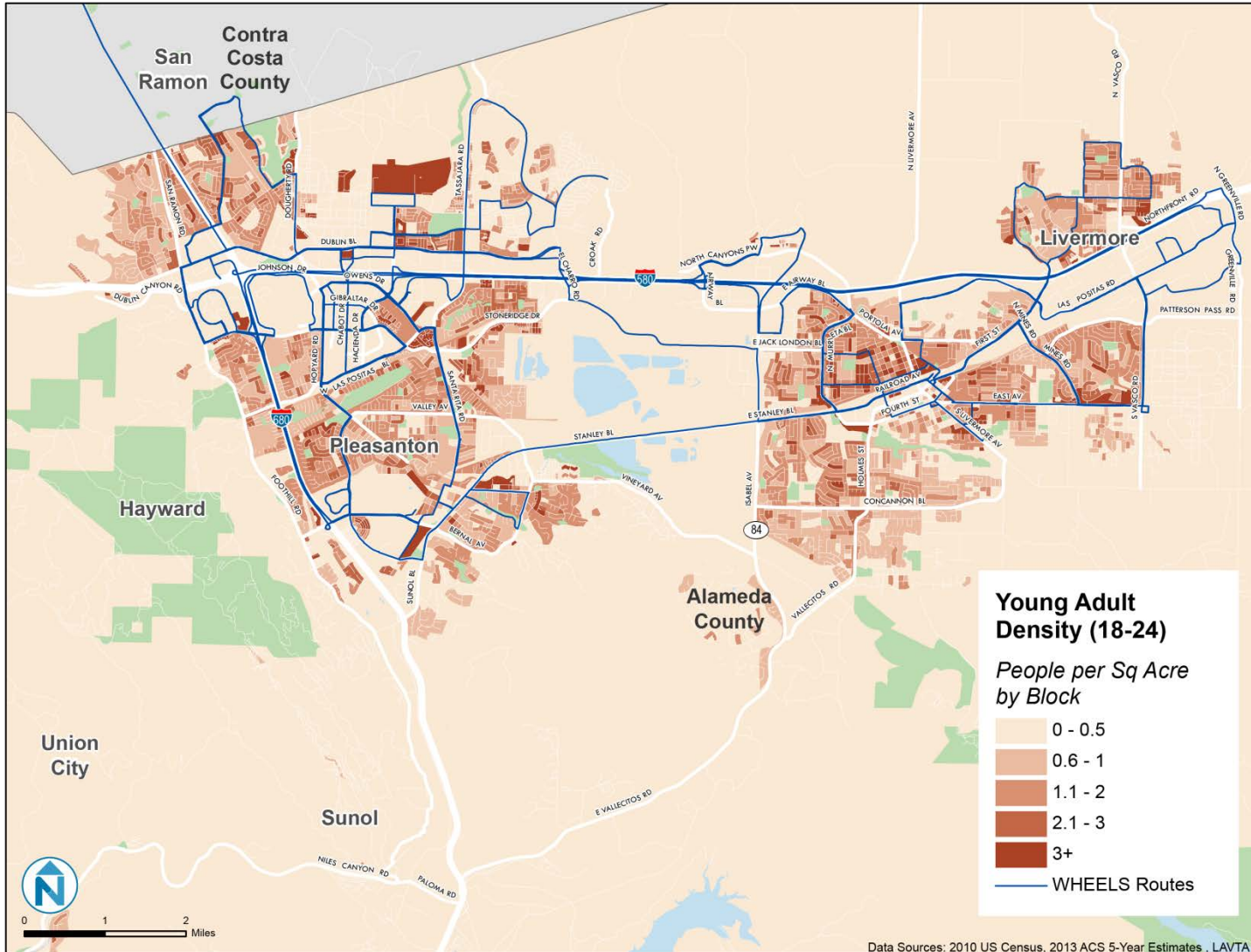
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Figure 7 Density of Seniors Aged 65 and Above



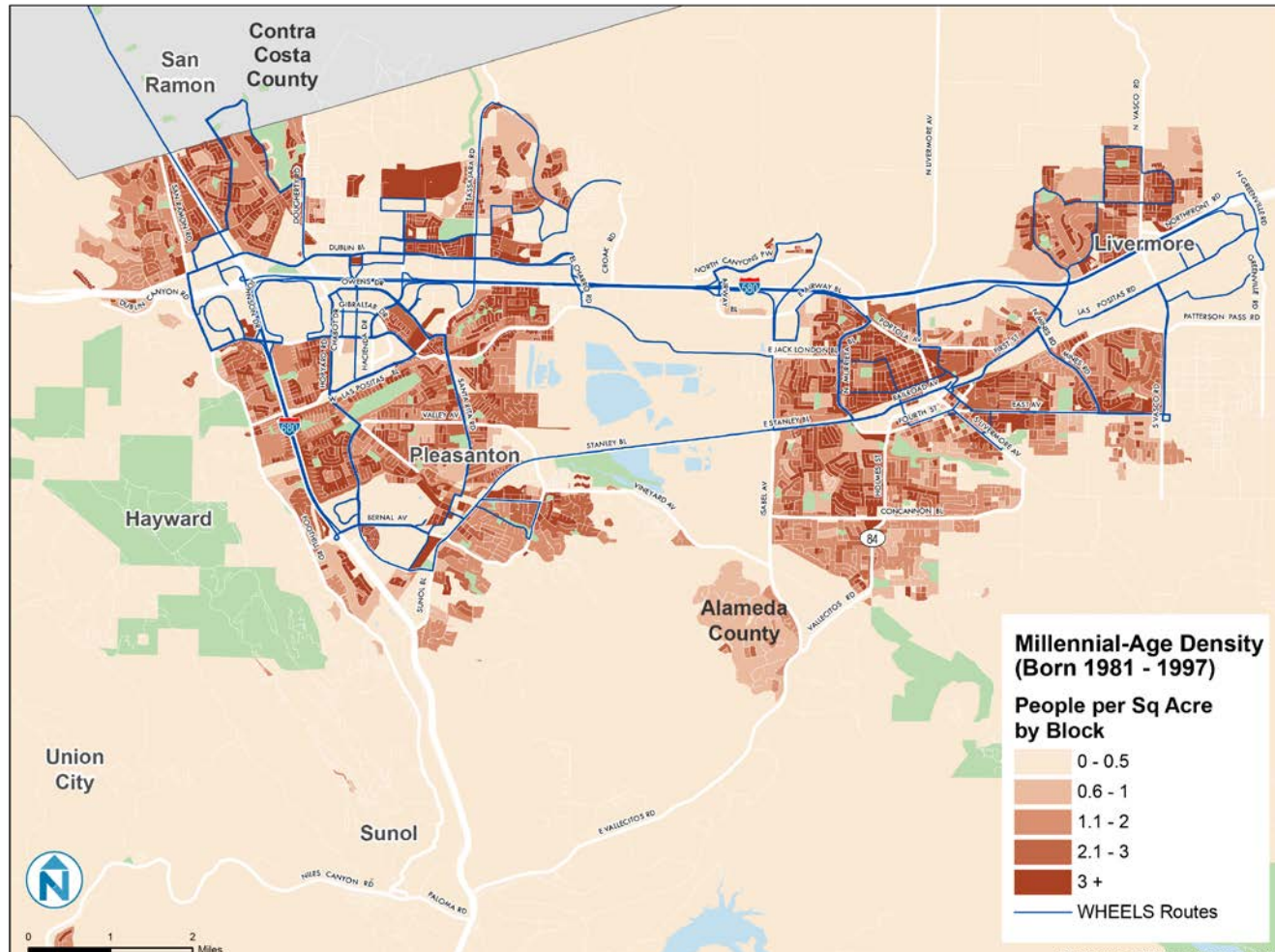
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Figure 8 Density of College-Aged Adults Aged 18-24



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Figure 9 Density of Millennials (Born 1981-1997)

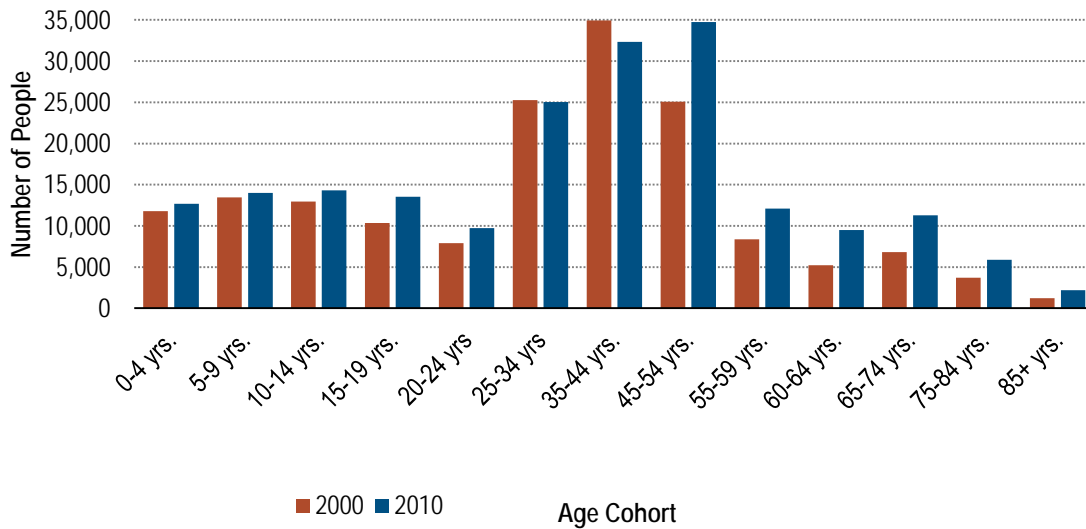


## DEMOGRAPHIC TRENDS

### Population by Age

The population in the LAVTA service area grew from 166,972 to 197,289 between 2000 and 2010. Figure 10 is a general population comparison from the U.S. Census of Dublin, Livermore, and Pleasanton from 2000 to 2010. City-wide general population statistics were summed for a service-area estimate by age cohort. While nearly every cohort grew from 2000 to 2010, the 45 to 54 year cohort increased by almost 10,000 residents. Additionally, cohorts 55 to 59 years, 60 to 64 years, and 65 to 74 all increased by about 5,000 residents. The 35 to 44 cohort declined by about 2,500 residents. This indicates that the population growth in the Tri-Valley is driven in large part by growth in the 45 and over population, including seniors. Increases in the senior-age population will increase demand for paratransit, thus increasing costs for Wheels to provide the service. The population of Millennial-age population increased by approximately 7,500 residents from 2000 to 2010. Given that residents in this age group tend to ride transit more than others, if this trend continues it should have a positive impact on Wheels ridership.

Figure 10 Population in Service Area by Age Cohort



### Race/Ethnicity

Figure 11 shows of the racial demographics of populations in Dublin, Livermore, and Pleasanton from 2000 to 2010. The city-wide race statistics were summed for a service-area estimate. The service area is becoming more racially diverse with a decrease in the percentage of people who identify as white, and increases in the percentage of people who identify as all other categories: Asian, Other, Multiracial, black or African American, and Native Hawaiian and Other Pacific Islander. The only category that did not increase from 2000 to 2010 was American Indian and Alaska Native.

Figure 11 Race in Service Area

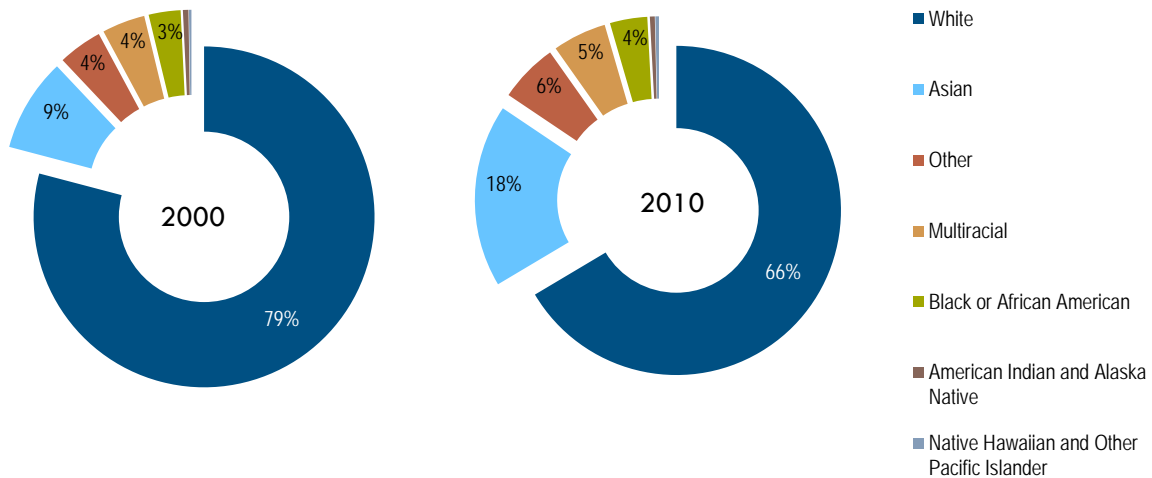
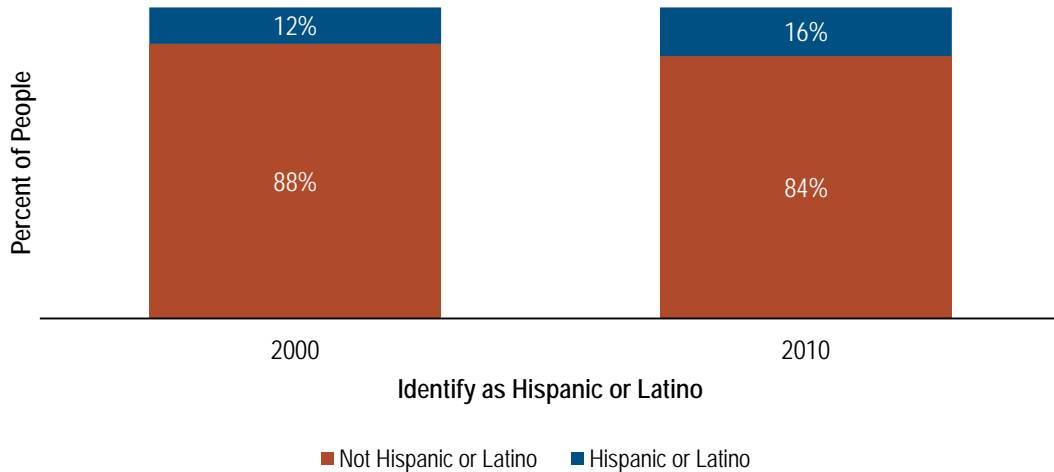


Figure 12 shows people who identify as Hispanic or Latino of Dublin, Livermore, and Pleasanton from 2000 to 2010. Each city-wide statistic was summed for a service-area estimate. The percentage of people who identify as Hispanic or Latino increased in the service area (from 12% to 16%) between 2000 and 2010.

Figure 12 Hispanic or Latino People in Service Area

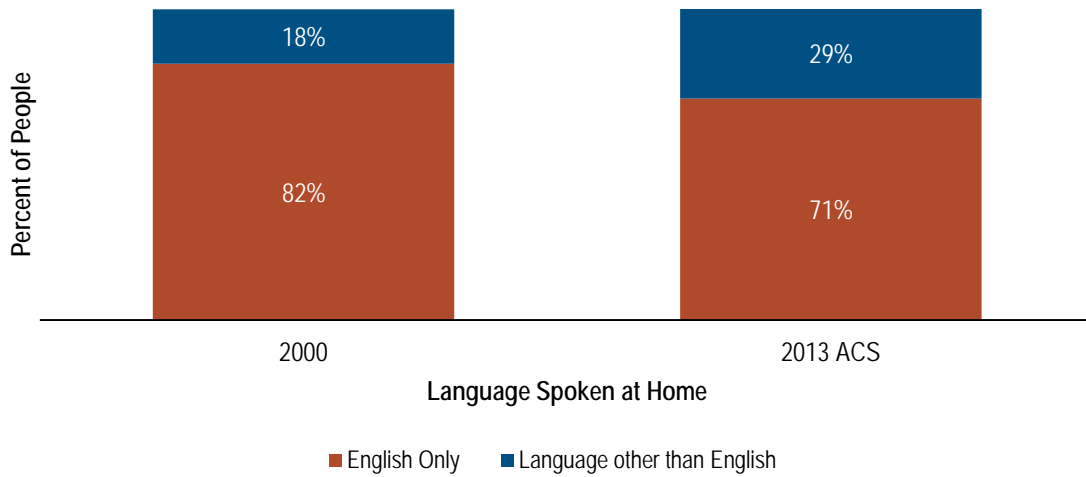


## Language

Figure 13 shows people who speak another language other than English in Dublin, Livermore and Pleasanton from 2000 to 2013. Each city-wide statistic was summed for a service-area estimate. The percentage of people who speak a language other than English at home has increased from 18% to 29% between 2000 and 2013, indicating an increasing need for rider information in languages other than English.



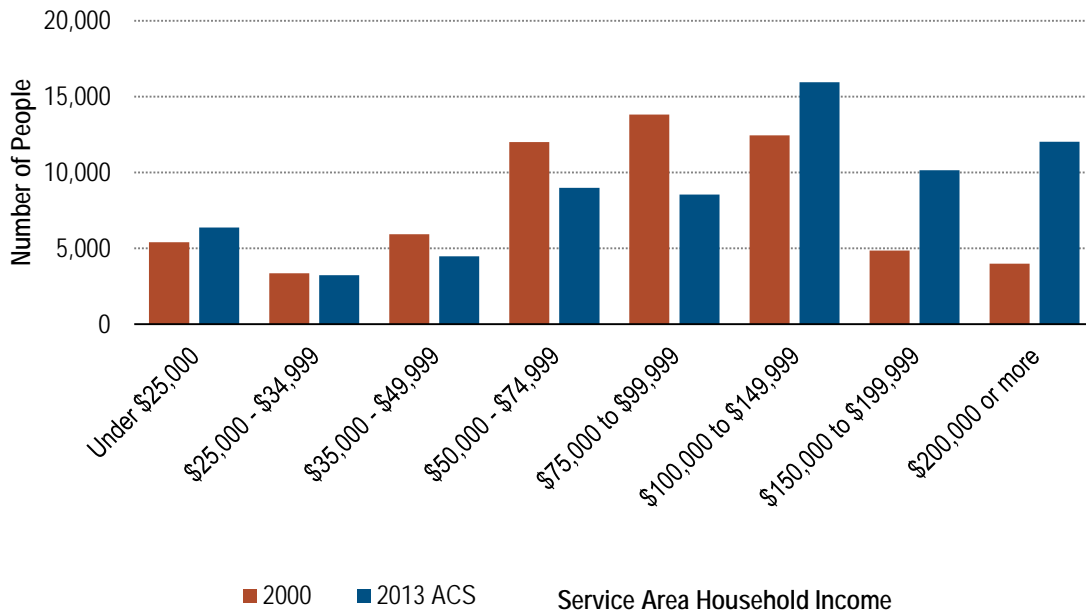
Figure 13 Language Spoken at Home in Service Area



### Income

Figure 14 shows income across Dublin, Livermore, and Pleasanton from 2000 to 2013. Each city-wide statistic was summed for a service-area estimate. In general, the population of higher income groups has increased substantially, while lower income groups have declined, indicating that people with high incomes have been moving into the area at a much faster rate than people with lower incomes. In addition, some people with lower incomes have likely been displaced due to the rising cost of housing. Given that LAVTA’s riders tend to have incomes below \$75,000, declines in this income group may be hurting ridership. If these trends continue, LAVTA may need to explore additional strategies to attract choice riders.

Figure 14 Service Area Household Income



## 3 SYSTEM OVERVIEW

This chapter provides an overview of the existing services provided by LAVTA. In addition to presenting the type of transit services provided and associated service areas, this chapter provides information on the system's fare structure, existing fleet, and facilities.

### EXISTING TRANSIT SERVICES AND SERVICE AREA

The LAVTA Wheels bus system includes a network of 33 routes serving the Dublin, Pleasanton, and Livermore area, including one Rapid route and 16 school-focused routes.

LAVTA/Wheels fixed route service can be divided into four main categories, as follows:

- **Primary:** *Routes 10, 12/12x, and Rapid.* Primary routes operate between the municipalities in the service area. Primary routes generally operate all day with regular frequencies, usually at least half hourly or hourly service. This category includes the Rapid, a high-frequency bus line that connects East Livermore with West Pleasanton and points in-between, including West and East Dublin Pleasanton BART stations.
- **Regional Express:** *Routes 20X and 70X/70XV.* Regional Express service operates at 30-45 minute headways during peak periods. Route 70X/70XV provides peak hours-only service connecting East Dublin/Pleasanton BART to Pleasant Hill BART and Walnut Creek BART, and Route 20X provides peak-hour service from East Dublin/Pleasanton BART to locations in Livermore, including Lawrence Livermore National Laboratory.
- **Neighborhood Feeder:** *Routes 1, 2, 3, 8A/8B, 9, 11, 14, 15, 51, 53, and 54.* Neighborhood Feeder routes serve smaller geographic areas and may operate with limited spans of service, with the exception of Route 15, which operates regularly throughout the day.
- **School:** *Routes 401, 402, 403, 501, 502, 503, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611.* School routes operate Monday through Friday and are intended to help area students get to and from school. Service is always open to the general public.

LAVTA also operates Dial-A-Ride service in compliance with the Americans with Disabilities Act (ADA). This demand-responsive service provides accessible door-to-door paratransit service to eligible people with disabilities in Livermore, Pleasanton, Dublin, and the surrounding unincorporated areas of Alameda County. Dial-A-Ride is public, shared ride transportation and available during the days and times Wheels fixed route bus service is operating. Service in Dublin and Livermore is seven days a week from approximately 4:30 a.m. to 1:30 a.m. Service in Pleasanton is provided by the City of Pleasanton and supplemented by Wheels Dial-A-Ride when Pleasanton paratransit is unable to fulfill trips or is not operating (weekdays from 4:30 a.m. to 8:00 a.m., and 5:00 p.m. to 1:30 a.m., and Sundays and holidays from 4:30 a.m. to 1:30 a.m.).

## **Fixed-Route Services**

The non-school routes vary widely in terms of service frequency and span. Routes operate with headways ranging from 15 to 120 minutes depending on the day and time period. Eight routes provide all day service. Some routes operate only during peak times, while others operate nearly all day from 5 a.m. to midnight or later. Service frequencies and spans for each route are shown in Figure 15. Six routes operate on Saturdays, and five on Sundays.

Figure 16 below shows LAVTA's system-wide routes, and Figure 17 shows the service network with connecting agency routes. Service is strongly oriented towards connections to BART service, with focal points at the East and West Dublin/Pleasanton stations. Several routes also serve stations of the Altamont Corridor Express (ACE), providing rail connections between San Jose to the south and Stockton to the northeast. Several County Connection bus routes also service the LAVTA service area in Dublin and Pleasanton, while LAVTA routes 70X and 70XV serve Walnut Creek BART and Pleasant Hill BART in Contra Costa County.

All fixed-route vehicles are equipped with bike racks. Each bike rack holds at least two bikes, with space available on a first-come, first-served basis. LAVTA's policy also allows riders to bring bikes onboard buses if the rack is full, at the driver's discretion.

LAVTA is funded by a combination of passenger fares and funding from federal, state, and local sources, including the following agencies:

- Alameda County Transportation Commission
- Caltrans
- Metropolitan Transportation Commission
- Bay Area Air Quality Management District
- CalOES
- Federal Transit Administration

Figure 18 illustrates the average February 2015 weekday boarding activity at every fixed-route stop in the LAVTA bus system.

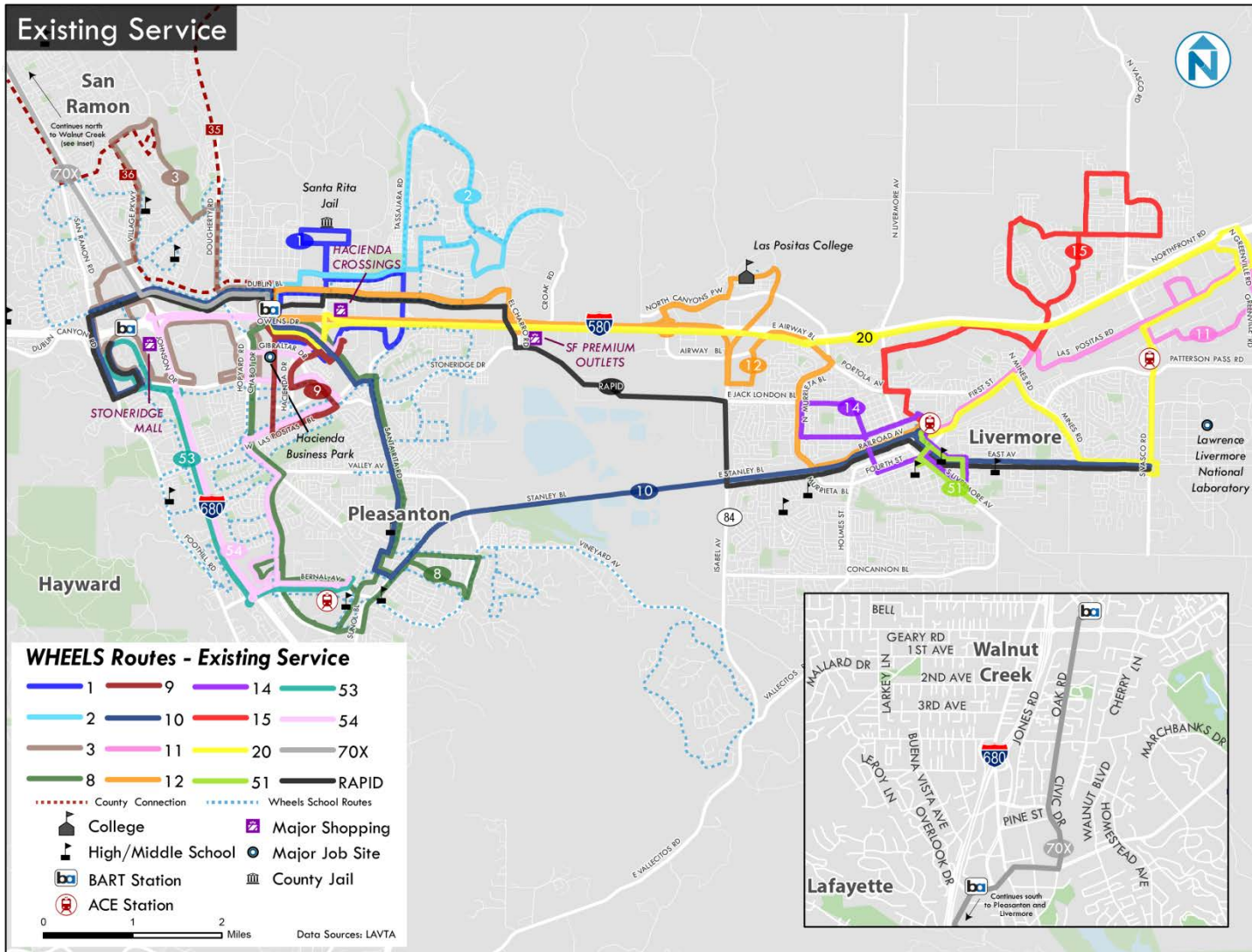
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Figure 15 Frequency and Span of Service by Route

Route	Frequency of Service					Span of Service		
	AM	Midday	PM	Saturday	Sunday	Weekday	Saturday	Sunday
Route 1	30	30	30	30	30	6:00 a.m. – 8:55 p.m.	8:01 a.m. – 9:25 p.m.	8:01 a.m. – 9:25 p.m.
Route 2	60	-	60	-	-	6:30 a.m. – 9:20 a.m. 3:20 p.m. – 6:48 p.m.	-	-
Route 3	30	-	30	60	-	5:55 a.m. – 9:20 a.m., 3:30 p.m. – 8:50 p.m.	9:01 a.m. – 5:51 p.m.	-
Route 8A	60	60	60	-	-	6:15 a.m. – 7:02 p.m.	-	-
Route 8B	60	60	60	-	-	6:45 a.m. – 8:32 p.m.	-	-
Route 8	-	-	-	50-60	40	-	8:01 a.m. – 11:11 p.m.	9:01 a.m. – 2:18 p.m.
Route 9	15-30	-	15	-	-	6:30 a.m. – 9:19 a.m. 3:30 p.m. – 6:19 p.m.	-	-
Route 10	30	30	40	16-48	40	4:12 a.m. – 1:44 a.m.	4:57 a.m. – 1:14 a.m.	5:17 a.m. – 1:14 a.m.
Route 11	45	-	45	-	-	6:42 a.m. – 8:48 a.m. 4:12 p.m. – 6:18 p.m.	-	-
Route 12	15-30	60	15-60	60	120	5:58 a.m. – 10:42 p.m.	9:01 a.m. – 9:47 p.m.	9:02 a.m. – 8:47 p.m.
Route 14	30	30	30	-	-	6:42 a.m. – 8:06 p.m.	-	-
Route 15	30-60	30-60	30-60	60	60	5:12 a.m. – 11:58 p.m.	6:02 a.m. – 11:48 p.m.	7:08 a.m. – 8:43 p.m.
Route 20X	45	-	45	-	-	6:15 a.m. – 9:54 a.m. 3:52 p.m. – 6:36 p.m.	-	-
Route 51	-	-	30	-	-	3:12 p.m. – 6:57 p.m.	-	-
Route 53	65-75	-	60	-	-	6:51 a.m. – 8:41 a.m. 3:55 p.m. – 7:31 p.m.	-	-
Route 54	65 – 75	-	60	-	-	5:33 a.m. – 8:23 a.m. 3:47 p.m. – 6:28 p.m.	-	-
Route 70X/70XV	30	-	30	-	-	5:43 a.m. – 8:53 a.m. 4:00 p.m. – 6:41 p.m.	-	-
Rapid	15	15	15	-	-	5:16 a.m. – 8:04 p.m.	-	-

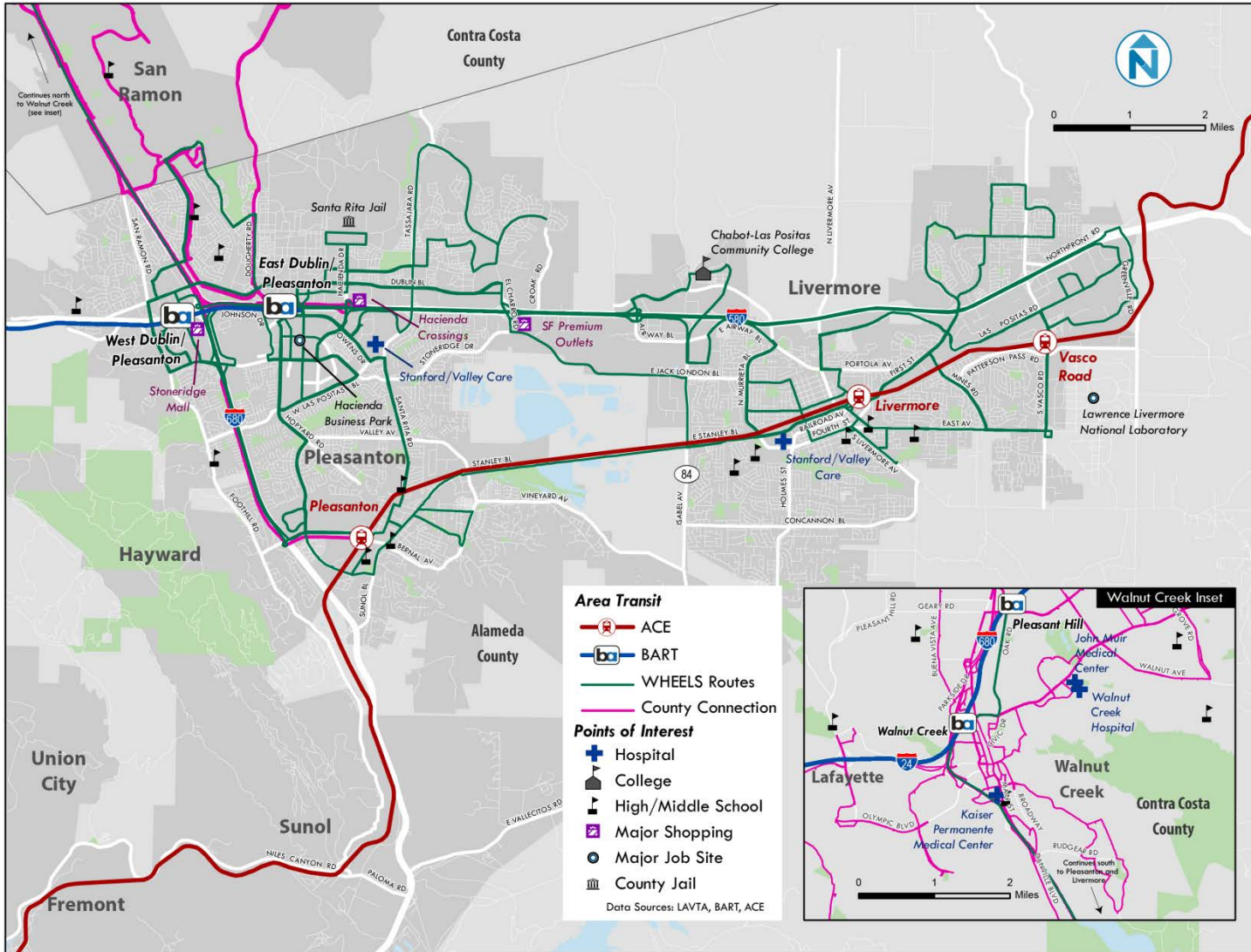
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Figure 16 Systemwide Routes



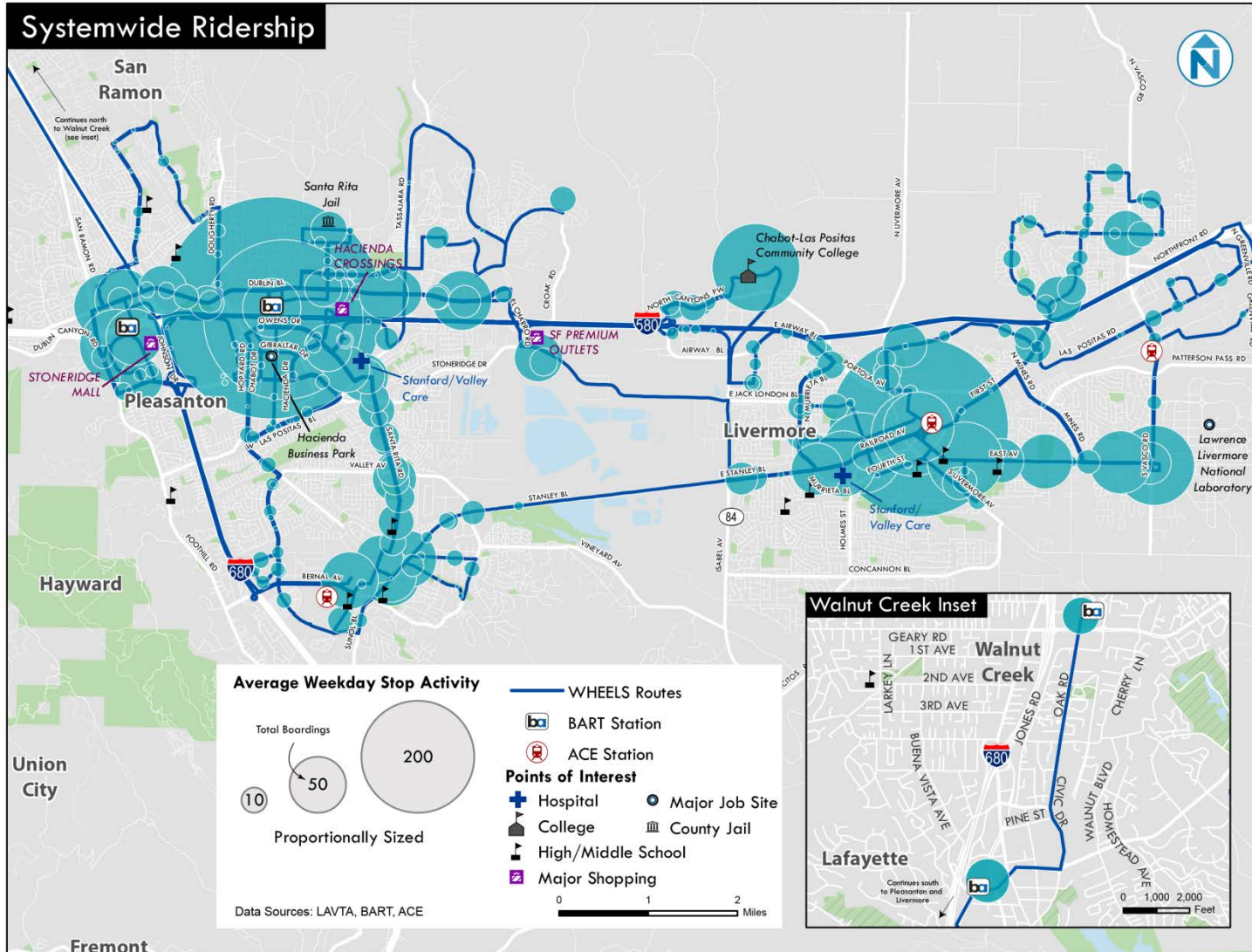
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Figure 17 Transit Service in the LAVTA Service Area



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Figure 18 LAVTA Systemwide Boardings



## **School Routes**

In addition to its base fixed-route service, LAVTA also operates supplemental services as part of its fixed-route system. The supplemental services are mainly geared toward providing additional coverage and capacity for middle and high school students, as well as to cover special events. Services geared toward schools are often operated as “trippers,” meaning that a bus pulls from the yard, operates one trip, and then returns to the yard. School trippers are operated during school days only, providing one or two trips in the morning and afternoon, respectively. Figure 19 below shows the regular school routes and the schools they serve. It is important to note that all services operated by LAVTA, except paratransit, are open to the general public, and school routes are no exception.

## **Demand-Responsive Services**

Wheels operates ADA paratransit service for people who cannot use the fixed-route bus system in Livermore, Dublin, Pleasanton, and surrounding unincorporated areas of Alameda County. The service is available wherever and whenever fixed-route service is operating. As an exception, service is also provided to and from the San Ramon Medical Center and to the V.A. hospital in Livermore if one end of the trip is in Livermore, Dublin, or Pleasanton.

A person must be eligible for paratransit under the ADA to be eligible for Wheels Dial-A-Ride. A person can be ADA paratransit eligible for some or all of their transit trips depending on the individual’s specific condition(s). The guiding principle for paratransit eligibility is the inability to independently use the fixed-route transit due to a disability or health-related condition. Individuals must fill out an application with Wheels, and processing of eligibility occurs within 21 days. Once the individual is ADA-certified, the person may then reserve a paratransit trip one to seven days before the ride is needed.

Reservations are taken seven days a week from 8:30 a.m. to 5 p.m. Passengers are given an approximate 30-minute pick-up window time. For repeated trips, passengers may set a standing order, which is an ongoing reservation for a trip that has the same starting and ending location and the same pick-up day and time.

Wheels Dial-A-Ride coordinates trips with East Bay Paratransit and County Connection LINK. The designated transfer point between Dial-A-Ride and neighboring paratransit services is the East Dublin/Pleasanton BART station. When Wheels Dial-A-Ride receives a passenger from East Bay Paratransit or County Connection LINK, a fare is not collected for the second part of the trip.



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**Figure 19 School Tripper Route Descriptions**

City	Route Number	Route description	Schools Served
Livermore	401	Big Trees Park to Transit Center	Livermore High School, East Ave Middle School
	402	Airway Park N Ride to Junction Avenue Middle School	Junction Ave Middle School
	403	Transit Center to Granada to Transit Center	Del Valle High School, Granada High School, Vineyard High School, Mendenhall Middle School, Joe Mitchell Elementary School
Dublin	501	East Dublin to Dublin High School	Fallon Middle School, Dougherty Elementary School, Wells Middle School, Dublin High School
	502	Dublin Ranch Village to Dublin High School	Dublin High School, Wells Middle School
	503	W. BART to Dublin High School to E. BART	Dublin High School, Wells Middle School
Pleasanton	601	Ruby Hill to Pleasanton Middle School	Pleasanton Middle School
	602	Del Prado Park to Foothill High School	Village High School, Pleasanton Middle School, Foothill High School
	603	Muirwood Park to Hart Middle School to Muirwood Park	Hart Middle School
	604	Fairlands to Foothill High School	Hart Middle School, Foothill High School
	605	Fairlands to Amador Valley High School	Amador Valley High School
	606	Vintage Hills to Pleasanton Middle School to Vintage Hills	Pleasanton Middle School
	607	Laguna Oaks to Hart Middle School	Foothill High School, Hart Middle School
	608	Kamp Drive to Harvest Park Middle School	Harvest Park Middle School
	609	Del Prado Park to Hart Middle School	Hart Middle School
	610	Fairlands to Hart Middle School	Hart Middle School
	611	Ruby Hill to Vintage Hills to Amador Valley High School	Amador Valley High School

## FARE STRUCTURE

### Fare Categories

There are five main categories for Wheels fare products: adult, youth, children, senior citizens or disabled persons, and Americans with Disabilities Act (ADA) certified persons for paratransit. Each is described below.

#### Adult

Adult fares are a full-fare category and do not require any additional identification beyond valid fare payment.

#### Youth

While LAVTA lists a youth fare for youth between the ages of 6 and 18 as part of the overall fare structure, the fare is the same as the fare for adults and does not require additional identification beyond valid payment.

#### Children

Children under the age of 6 ride free with a paying adult.

#### Senior Citizens/Disabled Persons

Discounted fares are available to seniors (ages 65 and older), disabled persons, and Medicare recipients. To qualify for the Senior/Disabled fare, passengers must present one of the following:

- Valid Medicare card. Photo identification must be shown.
- DMV disabled license plate registration
- DMV disabled parking placard printout
- Regional Transit Connection (RTC) discount card, which allows reduced fare rides across all Bay Area transport systems. Individuals must apply to a central office for review. If eligible and application is approved, participants receive a RTC photo ID card within 21 days. The Bay Area Partnership Transit Coordination Committee (PTCC) administers the program.

#### ADA-Certified Persons for Paratransit

Wheels Dial-A-Ride service provides door-to-door, shared ride transportation service for ADA paratransit eligible passengers. Dial-A-Ride fares cost 1.5 times the amount of a regular adult fare, and service eligibility is determined on a case-by-case basis.

## Fare Products

### Single Rides




Single-ride cash fares are \$2 for adults or youth, and \$1 for senior citizens or disabled persons. Children under age 6 and eligible employees and family members can ride for free. Figure 20 summarizes single ride fares for fixed-route service, and Figure 21 shows examples of special one-way ride tickets.

Figure 20 Single Ride Fares

Single Ride Products	Fare
Adults	\$2.00
Youths between ages 6 and 18	\$2.00
Senior Citizens age 65 and over	\$1.00
Disabled Persons or Americans with Disabilities Act (ADA) Certified persons (with RTC Card)	\$1.00
Children under age 6 when accompanied by a fare paying passenger	FREE
Eligible employees and family members/dependents with applicable ID	FREE

Source: Resolution No. 27-2015, "A Resolution for the Board of Directors of the Livermore Amador Valley Transit Authority Updating the Consolidated Fare Schedules and Transfer Agreements for Passengers"

Figure 21 One-Way Ride Tickets

Senior/Disabled Ticket	Promotional Ticket	FareBuster Ticket
		
<ul style="list-style-type: none"> <li>▪ \$1 ticket used by seniors or disabled persons, used with proof of age or disability</li> <li>▪ Not valid on Dial-A-Ride</li> </ul>	<ul style="list-style-type: none"> <li>▪ "Free Ride" Tickets are given as a courtesy for complaints and marketing campaigns</li> <li>▪ Rides must be used prior to expiration date stamped in the middle</li> </ul>	<ul style="list-style-type: none"> <li>▪ Example of individual FareBuster ticket bought in a ride book/script</li> </ul>

Source: LAVTA (2015)

## Transfers

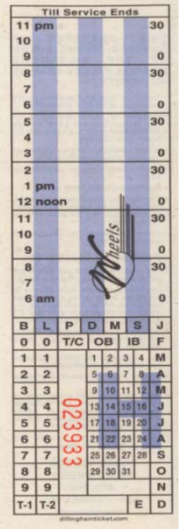



There are more than two dozen transit agencies that serve the San Francisco Bay Area. As such, several trips that begin or end with Wheels may require transfers. The following agencies have reciprocal agreements with LAVTA:

- **City of Pleasanton, Downtown Pleasanton Route (DTR).** Transfer to and from Wheels is free.
- **County Connection (CCCTA).** Transfer to and from Wheels is free within a two hour period of boarding.
- **San Joaquin Regional Rail Commission (SJRRRC) aka Altamont Corridor Express (ACE).** Transfer to Wheels is free. No discount is available from Wheels service.
- **Bay Area Rapid Transit (BART).** \$1 transfer from BART to Wheels. No discount is available from Wheels service.
- **East Bay Paratransit.** Free interagency paratransit transfers to Wheels service. Free interagency paratransit transfers are not available from Wheels service.
- **County Connection Links.** Free interagency paratransit transfers to and from Wheels.

Transfers among different Wheels routes are also free within two hours from the time of fare payment. In late 2015, Wheels integrated its fare payment system with Clipper—the Bay Area’s transit smart card – making riding Wheels and transferring to other East Bay providers easier and more seamless for the rider. With a Clipper card, only one transfer will be allowed within a two-hour window. Figure 22 provides more detail about local transfers.

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Figure 22      Wheels Transfers

County Connection	BART	ACE
 <p><b>THIS TRANSFER IS SUBJECT TO THE RULES OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY</b></p> <ul style="list-style-type: none"> <li>Transfers must be requested by the passenger at the time of boarding.</li> <li>Transfers will be honored only on the day issued and are valid on any Wheels Rapid route bus within two (2) hours after boarding.</li> <li>Wheels accepts County Connection transfers with no additional fare.</li> <li>BART transfers require an additional \$1.00 fare.</li> <li>No transfers to the BART system.</li> <li>Transfers are void if improperly used, and will not be accepted if folded, mutilated, torn or if the information is not readable.</li> <li>Transfers may not be shared with another passenger.</li> </ul> <p><b>Política de Traslados</b></p> <ul style="list-style-type: none"> <li>Los traslados deben ser solicitados por el pasajero al abordar el autobús.</li> <li>Los traslados son sólo válidos el día en que fueron y son aceptados en cualquiera de las rutas fijas de los autobuses Wheels durante dos (2) horas después de abordar el autobús.</li> <li>Wheels acepta traslados de County Connection y no cobra una tarifa adicional.</li> <li>Los traslados de BART requieren una tarifa de \$1.00 adicionales.</li> <li>No hay traslados hacia el sistema de BART.</li> <li>Los traslados serán anulados si se usan incorrectamente. Los traslados no serán aceptados si están empujados, mutilados o rotos o si no se puede leer la información.</li> <li>Los traslados no pueden ser compartidos con otro pasajero.</li> </ul> <p><b>THANK YOU FOR RIDING WHEELS</b> 455-7500 www.wheelabus.com</p>	 <p><b>BART Plus Ticket Change</b> Effective January 1, 2014 BART Plus Ticket color is Fluorescent Yellow</p> 	
<ul style="list-style-type: none"> <li>Free transfer to and from County Connection</li> <li>Transfers are given only when paid fare has been received.</li> <li>Transfers may be retained for a two hour window. When two hours has expired, another fare must be paid to ride.</li> <li>Transfers are not given to yearly or monthly pass holders.</li> </ul>	<ul style="list-style-type: none"> <li>\$1 transfer from BART to Wheels</li> <li>May be obtained at vending machines at foot of escalators at BART stations</li> </ul>	<ul style="list-style-type: none"> <li>Free transfer from ACE to Wheels</li> <li>ACE tickets come in variety of colors and corridor pricings.</li> <li>ACE tickets must be validated in order to transfer to Wheels. Ticket validating machines are located at all ACE stations.</li> <li>Tickets are only valid for current day and are accepted as general fare.</li> </ul>

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Source: LAVTA (2015)

**Passes**



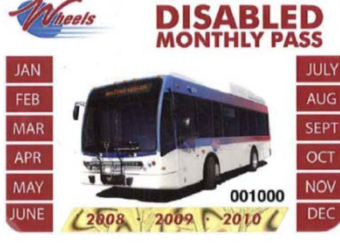
LAVTA offers numerous transit pass options including multiple-ride and unlimited-ride products. Figure 23 summarizes current paper pass products as well as pass products available with the integration of Clipper. Figure 24 provides additional details on current paper pass offerings.

Figure 23 Pass Products Summary

	Pass Products	Fare
Paper Passes	FareBuster 10-ride tickets (Adults and Youths aged 6 through 18 Monthly 10 Ride Book/Script)	\$16.00
	Regular Monthly Pass (or East Bay Value Pass) (Regular Monthly (Calendar) Unlimited Rides Pass)	\$60.00
	Senior Monthly Pass (Senior Citizens Monthly (Calendar) Unlimited Rides Pass)	\$18.00
	Disabled Monthly Pass (Disabled Persons Monthly (Calendar) Unlimited Rides Pass)	\$18.00
Clipper Card passes	Regular Monthly (Rolling 31 Day) Unlimited Rides Pass (or East Bay Value Pass)	\$60.00
	Senior Citizens Monthly (Rolling 31 Day) Unlimited Rides Pass	\$18.00
	Disabled Persons Monthly (Rolling 31 Day) Unlimited Rides Pass	\$18.00
	Day Pass Accumulator Regular	\$3.75
	Day Pass Accumulator Senior/Disabled	\$1.75

Source: Resolution No. 27-2015, "A Resolution for the Board of Directors of the Livermore Amador Valley Transit Authority Updating the Consolidated Fare Schedules and Transfer Agreements for Passengers"

Figure 24 Paper Passes – Monthly Unlimited Ride Passes

East Bay Monthly Pass	Senior Monthly Pass	Disabled Monthly Pass
 <p>The East Bay Value Pass is a monthly unlimited ride pass. It features logos for Wheels, The County Connection, Tri Delta Transit, and WestCat. It includes a 12-month calendar from January to December and the years 2009, 2010, and 2011.</p>	 <p>The Senior Monthly Pass is a monthly unlimited ride pass for seniors. It features the Wheels logo, a photo of a bus, and the number 001400. It includes a 12-month calendar from January to December and the years 2008, 2009, and 2010.</p>	 <p>The Disabled Monthly Pass is a monthly unlimited ride pass for individuals with disabilities. It features the Wheels logo, a photo of a bus, and the number 001000. It includes a 12-month calendar from January to December and the years 2008, 2009, and 2010.</p>
<ul style="list-style-type: none"> <li>▪ \$60</li> <li>▪ Pass is used for general fare.</li> <li>▪ Pass can be used on all East Bay group agencies – Wheels, County Connection, Tri Delta Transit, and WestCat.</li> <li>▪ Pass must have the correct month and year punched, and is invalid if punched more than twice.</li> <li>▪ Pass is valid from 1<sup>st</sup> of the current month until end of month</li> </ul>	<ul style="list-style-type: none"> <li>▪ \$18</li> <li>▪ Must be 65 years or older</li> <li>▪ Pass must have the correct month and year punched, and is invalid if punched more than twice.</li> <li>▪ Pass is valid from 1<sup>st</sup> of the current month until end of month</li> <li>▪ 3-day grace period is given to purchase a new pass</li> </ul>	<ul style="list-style-type: none"> <li>▪ \$18</li> <li>▪ Must show proof of disability to use (Dial-A-Ride ID card, RTC card, physician's letter, DMV placard, etc.)</li> <li>▪ Pass must have the correct month and year punched, and is invalid if punched more than twice.</li> <li>▪ Pass is valid from 1<sup>st</sup> of the current month until end of month</li> <li>▪ 3-day grace period is given to purchase a new pass</li> </ul>

Source: LAVTA (2015)

In addition to the pass products offered to the public, LAVTA offers annual unlimited ride passes to eligible employees and family members. Employees of LAVTA and MV Transportation, which operates the fixed-route services, as well as eligible family members and dependents, are granted free rides on Wheels through a picture identification card and annual sticker showing eligibility. Picture IDs are issued upon date of hire for a period not to exceed one year. Annual stickers are issued to each employee and eligible dependents on July 1<sup>st</sup> at the beginning of each fiscal year. In addition to LAVTA staff, dependents, and contractor staff, Board Members and their dependents are eligible for an ID. Contractor dependents are not eligible for an ID until 90 days after the employee's hire date. Retirees of the agency are not eligible for the ID.<sup>1</sup>

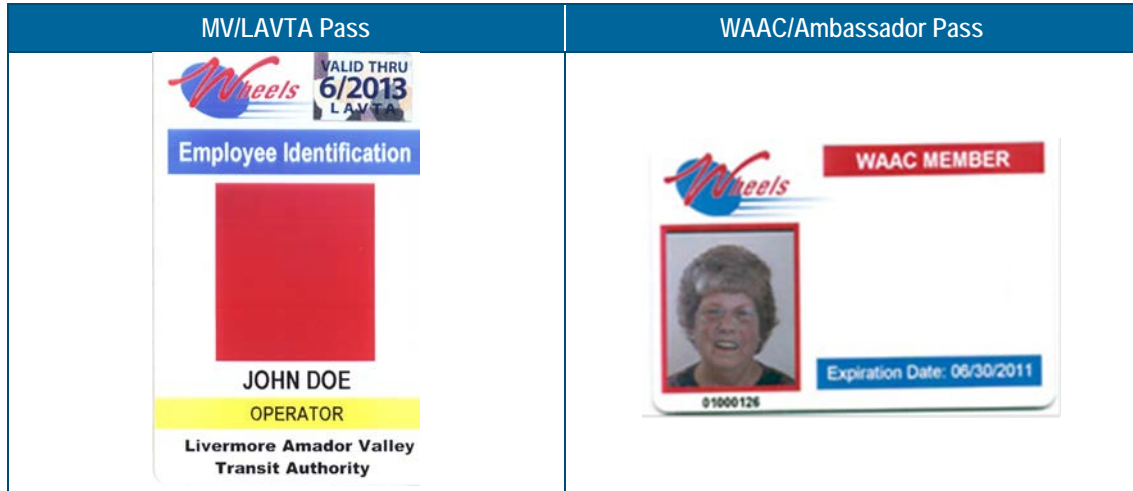
An eligible family member or dependent is defined as a person who is claimed by the employee on their tax return, or a person who is covered on the employee's health benefits. If no tax return is filed and the employee does not elect health benefits, then a notarized statement documenting a dependent would be required.

Dial-A-Ride trips are free for LAVTA and contracted employees who are also eligible for participation in the ADA Paratransit program. These trips must be work related, and dependents are not eligible for complementary Dial-A-Ride trips.

<sup>1</sup> Resolution No. 27-2015, "A Resolution for the Board of Directors of the Livermore Amador Valley Transit Authority Updating the Consolidated Fare Schedules and Transfer Agreements for Passengers."

Additionally, members of the Wheels Accessible Advisory Committee (WAAC) and the Ambassador Program receive a pass. Figure 25 shows the annual unlimited ride passes issued to eligible employees and members.

Figure 25 Annual Unlimited Ride Passes



Source: LAVTA (2015)

### Dial-a-Ride Paratransit Service

LAVTA offers Wheels Dial-A-Ride, a door-to-door shared ride transportation service for ADA paratransit eligible passengers. Figure 26 details fares for paratransit rides.

Figure 26 Dial-A-Ride Paratransit Fares

Dial-A-Ride Paratransit	Fare
Cash fare	\$3.50
Companions accompanying passenger	\$3.50
Dial-A-Ride 10 tickets	\$35.00
Inbound (Wheels receiving) interagency transfers from County Connection Links or East Bay Paratransit	FREE
Personal Care Attendants (PCA) traveling with fare paying passenger	FREE

Source: LAVTA (2015)

### Clipper Card Implementation

Public transit in the San Francisco Bay Area is arguably the most complex in the United States, with more than two dozen unique transit agencies serving the area. Clipper is the all-in-one transit smart card that allows ease of payment and supports transfers across multiple Bay Area agencies. Clipper is overseen and sponsored by Metropolitan Transportation Commission (MTC), the Bay Area’s metropolitan planning organization. First introduced as Translink in 2002, Clipper was rebranded to its current form in 2010. Implementation rolled out beginning with the largest Bay Area transit agencies—BART, Muni, AC Transit, SamTrans, Caltrain, Golden Gate Transit, and VTA.



The implementation of Clipper on Wheels and the East Bay group in 2015 accounts for the most significant fare change in recent history. Most notably, LAVTA is introducing the day pass accumulator, a new fare media that is only available through the use of the Clipper card. LAVTA currently does not have a day pass, unlike its peers WestCat and Tri Delta. Current fareboxes on Wheels do not have the ability to print day passes, but staff are looking for funding opportunities to upgrade the fareboxes in the next few years.

The Clipper Day Pass Accumulator acts as an unlimited day pass, where Wheels riders pay a maximum of \$3.75 per day. For example, riders who ride on Wheels and use Clipper would get \$2 deducted on their first trip. On their return trip, they would get \$1.75 deducted instead of \$2 regular fare due to the maximum of \$3.75 being reached. In other words, adult and youth passengers may make unlimited local bus trips for \$3.75 per day; seniors and disabled passengers pay a maximum of \$1.75 per day.

Figure 27 Clipper Card



## Fare Programs and Promotions

### ECO Pass<sup>2</sup>

An ECO Pass is offered to employees within the Hacienda Business Park, or residents who live in one of the Hacienda residential communities (Anton Hacienda, Avila, Park Hacienda, Siena, or Verona). The ECO Pass is issued as an annual flash pass sticker and valid for unlimited rides on Wheels service. Photo identification for verification may be required.

Established in 1989 and funded by Hacienda, the ECO Pass represents an excellent longstanding public-private partnership. In 2015, Wheels Bus and Hacienda recognized more than 5 million passenger trips utilizing the free ECO Pass program since its inception. Hacienda subsidizes the service based on the number of revenue hours serving the Hacienda Business Park.

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<sup>2</sup> Details about the Hacienda Business Park and ECO Pass program eligibility available online: <http://www.hacienda.org/form/details/wheels%20eco%20pass>; accessed October 12, 2015.

### **Ambassador Program<sup>3</sup>**

Since 2007, LAVTA has offered an “Ambassador Program” to train helpers to assist others in learning how to travel and understand the routes, maps, and all fixed-route service on Wheels. Trainers help promote public transit and support other passengers, giving them the best travel options to suit their needs. The Ambassador Program historically was for senior and ADA riders; however, due to a lack of interest the program has shifted to focus on high school students. Currently, LAVTA staff recruits two high school students each from Dublin, Pleasanton, and Livermore high school, who then help their peers navigate the Wheels system.

Participants attend a minimum two hour classroom training, two hours of onboard training, and one hour of staff observation at the transit center. Ambassadors work with at least eight new riders each year, and spend at least one hour a month on board buses talking to passengers and offering assistance. In return for the service, ambassadors are granted a yearly pass valued at \$720.

### **Class Pass Program<sup>4</sup>**

LAVTA offers a Wheels class pass program, which offers a free bus ride for up to 25 passengers, including children, teachers, and adult supervisors from a school to any Tri-Valley destination that Wheels currently serves. Teachers may request up to two (2) class passes per school year.

### **Try Transit to School Promotion<sup>5</sup>**

Since 2000, Wheels has offered a special two-week promotion during the beginning of the school year to encourage middle and high school students to ride transit. The “Try Transit to School” promotion ran September 7-18 in 2015 and allowed students to ride Wheels to and from school and other destinations for free.

## **FLEET INFORMATION**

The LAVTA fleet currently consists of a mixed fleet of 40’ and 29’ diesel and hybrid fixed-route buses. There are currently 66 fixed-route standard buses. Forty of LAVTA’s 40’ diesel buses will be retired by 2017 and replaced with a mix of 35’ and 40’ hybrid electric and/or electric coaches. LAVTA is pursuing all-electric vehicles for much of the 2017 fleet replacement.

Figure 28 Description of LAVTA's Revenue Vehicle Fleet

Year	Manufacturer	Fuel	Type of Vehicle	Number in Fleet	Capacity	Use
1996	New Flyer	Diesel	40-ft bus	2	33	Fixed route service
2000	Gillig	Diesel	40-ft bus	2	43	Fixed route service

<sup>3</sup> Ambassador program overview and application available online: <http://wheelsbus.com/index.aspx?page=267>; accessed October 12, 2015.

<sup>4</sup> Resolution No. 27-2015, “A Resolution for the Board of Directors of the Livermore Amador Valley Transit Authority Updating the Consolidated Fare Schedules and Transfer Agreements for Passengers.”

<sup>5</sup> Try Transit to School Promotion information available online: <http://wheelsbus.com/index.aspx?recordid=243&page=33>; accessed October 12, 2015.

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2002	Gillig	Diesel	40-ft bus	8	Four with 40 seats; four with 39 seats	Fixed route service
2003	Gillig	Diesel	29-ft bus	10	23	Fixed route service
	Gillig	Diesel	40-ft bus	24	39	Fixed route service
2007	Gillig	Hybrid (diesel/ electric)	29-ft bus	2	22	Fixed route service
2009	Gillig	Hybrid (diesel/ electric)	40-ft bus	12	39	Fixed route service
			29-ft bus	2	22	
2011	Gillig	Hybrid (diesel/ electric)	29-ft bus	4	22	Fixed route service

## EXISTING FACILITIES

The LAVTA maintenance, operations, and administration (MOA) facility on Rutan Court was built in 1991 and is located in a light industrial/office park area near the Livermore general aviation airfield. The facility is well situated within the overall Wheels service area and is near the I-580/Isabel Avenue interchange and Stanley Boulevard. A second property on Atlantis Court, also near the airfield, provides overflow vehicle parking but has limited on-site facilities until construction is completed. A bus probing station, including fueling and washing capabilities as well as a drivers' lounge, has been completed to date. LAVTA is pursuing the option of potential sources that could help fund the completion of additional infrastructure at the Atlantis site. LAVTA owns all fixed facilities and makes them available to MV Transportation for use in the operation and maintenance of Wheels service.

### Administration

All administrative services of the agency are housed within the Rutan MOA facility, including those for executive, planning, finance, and administrative functions. This location also provides office space for the contractor's management and operation functions, such as those for site manager offices, dispatch work stations, and driver break room facilities. Board meetings and other public meetings are held in the Administration building. The Front Desk sells tickets and assists customers with applying for regional transit passes or Clipper cards.

### Maintenance and Fueling

The Rutan MOA facility contains a maintenance facility with a total of six indoor vehicle bays as follows:

- 1 steam bay
- 2 rack lift bays
- 3 general bays

A canopied outdoor area provides two lanes for fueling incoming buses that have returned to the yard from their runs. At that location, the vehicle fareboxes are emptied and the bus interiors are cleaned. Adjacent to the fuel island is an automated bus washer for daily bus washes.

## Vehicle Storage and Staging

With a theoretical maximum capacity of 70 vehicles, the Rutan MOA facility is insufficient for the current daily staging and operation of the entire LAVTA revenue and support fleet. Therefore, some vehicles are stored at the Atlantis location. At the time of the current fall 2015 signup, no vehicles are dispatched directly to or from the Atlantis facility, but given the capacity constraints of the Rutan facility, any notable increase in peak vehicle pull may require that some vehicles be staged from Atlantis.

## Park-and-Ride Lots

There are five park-and-ride locations within the Wheels service area that provide all day parking for the purposes of carpooling or taking transit. The downtown Livermore parking structure is the largest facility and is located adjacent to the Transit Center. The downtown Livermore parking structure offers top deck parking for Wheels and ACE Train passengers. It is a dual-purpose facility in the sense that it also serves as parking for downtown Livermore shoppers or other general trips that terminate in the vicinity of the garage. The California Department of Transportation (CalTrans) operates two surface lots, one on Portola Avenue in Livermore, which is lightly used, and one on Johnson Drive in Pleasanton, which is heavily used by private shuttles. In addition, the BART District owns and maintains a park-and-ride on Airway Boulevard that is minimally used. Finally, there is a park-and-ride-designated portion of the parking lot at the Dublin Center office complex off Tassajara Road which is utilized by private shuttles. All these facilities have lighting and passenger shelter areas. Figure 29 summarizes these locations and their respective car parking capacities.

Figure 29 Description of Park-and-Ride Lots in the LAVTA Service Area

Location	Number of Spaces	Year Built
Transit Center/Livermore Downtown	500 (133 for transit use)	2005
Dublin Center/Tassajara Rd and Dublin Blvd	200	2001
BART Park-and-Ride/Airway Dr and Rutan Ct	150	1990
CalTrans/Portola Ave and P St	100	2003
CalTrans/Johnson Dr and Stoneridge Dr	100	2003

Although LAVTA service is not focused on serving park-and-rides, most of these park-and-ride facilities are served directly or are in the vicinity of Wheels routes. However, many of the park-and-rides are currently used by carpoolers or private shuttle buses and not Wheels passengers.

In 2015, the Alameda County Transportation Commission, in partnership with the Tri-Valley cities and LAVTA, launched a comprehensive Tri-Valley Integrated Park and Ride Study. The Study will examine utilization of park and rides in the Tri-Valley and will make recommendations for improvements to park and ride lots to improve ridership, including amenities, real-time information, and bus service changes. The recommendations, which are expected to be finalized in 2016, will be in addition to the services recommended as a part of the Wheels COA.

## Transit Stops and Stations

### Transit Stops

There are approximately 900 active bus stops in the LAVTA service area. Of these, approximately half are located on mainline routes while the other half are located in areas only served by school tripper routes. The signage and amenities at each individual stop vary widely depending on service levels, patronage, and right-of-way constraints. At the lowest end of the scale, school tripper-only stops are simply a red-and-white stencil marking on the curb. This is not ideal, as it can be difficult for riders to locate these stops. At a minimum, all stops should have a pole and sign. Highly-patronized stops in backbone service corridors typically feature seating, shelters, and full signage including route numbers, schedules, and vicinity maps. Approximately 50 bus stops feature digital displays showing real-time arrival information generated by the agency's automatic vehicle locator (AVL) system. Stops with real-time arrival information are located along the Rapid bus line, at select locations in the Hacienda Business Park area, and also at the Livermore Transit Center and E. Dublin/Pleasanton BART station.

En-route bus stops located within public right-of-way are subject to the features and improvements completed by the municipality that these are located in. Not all bus stops have the same level of improvement. For example, bus stops are not equally well-lit at night or wheelchair accessible, and may have other site-specific or contextual deficiencies. Similarly, a stop may be safe in its immediate spot, but may not have a crosswalk available nearby. The agency works to identify stops with needed safety or ADA improvements and makes the necessary upgrades as funding allows.

The agency provides cleaning and maintenance of its owned bus stop facilities. The remaining locations are the responsibility of their respective owner, typically an apartment complex or a business park. Maintenance for shelters, benches, and signs at the agency-owned locations is performed by LAVTA's operations contractor. Periodic cleaning, such as emptying trash receptacles and power washing, is performed by a separate contractor.

LAVTA has been conducting an inventory of its bus stops approximately every five years. The last such effort was completed in 2010 and included updating an amenities and attributes database as well as digital imagery of each stop. An assessment was also done for each location with regard to accessibility and condition of all stops. School tripper-only stop locations were included for the first time in the 2010 inventory. An informal inventory of sheltered stops was conducted in summer 2015 and a list of shelters in need of updates was generated. LAVTA will be making improvements to these shelters in FY2016.

GPS-satellite based surveys to geocode the bus stop locations are entered into the AVL system. This information is used for passenger counts and to track on time performance.

### Transit Center

The only facility owned by LAVTA classified as a "station" is the Livermore Transit Center, which was built in 1999 in downtown Livermore. The Transit Center features eleven bus bays, restroom facilities, bike racks, and the agency's customer services which sells tickets on site. It is located adjacent to the Livermore ACE Train Station and also is served by one Amtrak bus.

In partnership with the City of Livermore, the Livermore Historic Train Depot, currently located on the southeast corner of Railroad Ave and S. L Street, will be relocated to the Livermore Transit

Center. The existing Transit Center building will be demolished and a temporary ticket office will be utilized until the Depot can be relocated, which is expected to occur in 2017. As part of the Depot project, the electrical utilities will be upgraded for readiness to accommodate potential electrical charging station(s) for all-electric buses potentially operating on select commuter routes.

## **BART Stations**

The Dublin/Pleasanton BART station was opened in 1997 and is owned and operated by the BART District. The facility features a total of 17 bus bays and enables bus-exclusive through operation via a tunnel under the freeway. One elevator and three escalators link the fare gate area on the ground level with the train platform above. Prior to the beginning of recent housing construction activity, a mix of structured and open parking spaces provided close to 3,000 parking spaces at this station exclusively for use by train patrons. However, this number will be eventually be reduced by 800 parking spaces and confined to the structured parking area as the immediate vicinity continues to develop. BART officials have signaled their willingness to partner with LAVTA on the addition of electric quick-charge station(s) at LAVTA's bus bays if funding is secured to convert the fleet to all-electric vehicles. Such addition will require utilities upgrades and modification of the existing bays.

The new West Dublin/Pleasanton BART station, opened in February 2011, provides a total of six bus dwelling locations and approximately 1,150 parking spaces. Bus operations at this station are constrained by the lack of vehicle through access between the Dublin and Pleasanton sides of the station. One elevator and two escalators link the fare gate area on the mezzanine level with the train platform below. A pedestrian bridge across I-580 provides access to the station, which is located in the median.

## **Bicycle Facilities**

Bicycles are accommodated on Wheels buses when available capacity and space permit. For this purpose, all vehicles in the fleet are equipped with a 2- or 3-slot bicycle rack that is mounted on the front outside of the bus.

Stationary bicycle storage is limited; LAVTA does provide bike racks at a few of its Rapid branded bus stops and at the Transit Center. Wheels passengers may also use the bike lockers provided at BART and ACE stations, including the ACE bike lockers located at the Livermore Transit Center.

## 4 SERVICE STANDARDS

### MISSION, VISION, VALUES, GOALS, AND STRATEGIES

In 2012, the Board of Directors for the Livermore Amador Valley Transit Authority (Wheels) adopted a new LAVTA Strategic Plan. The Strategic Plan—developed from interviews and workshops with policy makers and management staff—provides a set of guiding principles, beginning with the overall mission of the agency and ending with a set of goals and strategies.

#### Mission

The Mission of the Livermore Amador Valley Transit Authority (Wheels) is to provide equal access to a variety of safe, affordable, and reliable public transportation choices, increasing the mobility and improving the quality of life of those who live or work in and visit the Tri-Valley area.

#### Vision

An essential link in the regional transportation system, Wheels strives to be a well-recognized highly respected, integrated public agency utilizing appropriate tools and technologies to provide cost-effective, exceptional transit service in response to the needs and priorities of those who live or work in or visit the Tri-Valley area.

#### Values

We value...

- **Integrity** *We act ethically and with integrity in all we do.*
- **Accountability** *We are accountable and responsible for our actions.*
- **Service Quality** *We do high quality work and maintain high standards in order to exceed customer expectations by providing friendly, personable and equal opportunity service.*
- **Community** *We are a viable part of the community we serve and seek community involvement in developing and fostering transit service as an essential aspect of community quality of life.*
- **Cooperation** *We partner with other regional and local agencies to ensure full access to a comprehensive range of community mobility options.*
- **Environment** *We view public transit as a means of improving air quality and conserving our natural resources.*

- **Respect** *We treat all persons with dignity, respecting life, property, and the environment; capitalizing on the wealth of viewpoints that reside in our multi-faceted community; all contributions are valued.*
- **Stewardship** *We are prudent and resourceful stewards of the public dollars with which we have been entrusted.*

## Goals and Strategies

The following are goals identified by the LAVTA Board of Directors:

- A. **Service Development:** Provide effective transit services that increase accessibility to community, services, and jobs.
- B. **Marketing and Public Awareness:** Improve visibility, image and awareness of Wheels.
- C. **Community and Economic Development:** Utilize transit as an essential community and economic development tool for local communities.
- D. **Regional Leadership:** Strengthen Wheels’ leadership position within the region to enhance opportunities for development and maintenance of quality transit service.
- E. **Organizational Effectiveness:** Strengthen organization wide capabilities and resources to improve overall performance and customer satisfaction.
- F. **Financial Management:** Maintain fiscal responsibility to ensure the financial sustainability of existing and new transit services.

The following are strategies designed to help meet the goals outlined above. Strategies highlighted in bold indicate the LAVTA Board of Directors’ highest priorities.

Figure 30 Goals and Strategies

Goals	Strategies	
<i>A. Service Development</i>	A1	Provide routes and services to meet current and future demand for timely and reliable transit service subject to fiscal restraints
	A2	Increase accessibility to community, services, senior centers, medical facilities, and jobs
	A3	<b>Optimize existing routes and services to increase productivity and respond to MTC’s Transit Sustainability Project and MTC’s TriCity/Tri Valley Transit Study</b>
	A4	<b>Improve connectivity with regional transit systems and participate in the activities of projects like BART to Livermore and Altamont Commuter Express to ensure future connectivity</b>
	A5	Explore innovative fare policies and pricing options
	A6	Provide routes and services to promote mode shift from personal car to public transit
<i>B. Marketing and Public Awareness</i>	B1	<b>Continue to build the Wheels brand image, identity and value for customers</b>
	B2	Improve the public image and awareness of Wheels



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Goals	Strategies	
	B3	Increase two-way communication between Wheels and its customers
	B4	<b>Increase ridership, particularly on the Rapid, to fully attain community benefits achieved through optimum utilization of our transit system</b>
	B5	Promote Wheels to new businesses and residents
<i>C. Community and Economic Development</i>	C1	Integrate transit into local economic development plans
	C2	Advocate for increased transit friendly and transit oriented developments in the Cities' planning departments and in the site development processes, MTC's Regional Transportation Plan and Sustainable Communities Strategy, and ACTC's Countywide Transportation Plan, all of which respond to the climate change issue of SB375
	C3	<b>Partner with employers in the use of transit to meet transportation demand management goals or requirements</b>
<i>D. Regional Leadership</i>	D1	<b>Advocate for local, regional, state, and federal policies that support Wheels' goals</b>
	D2	Support Staff involvement in leadership roles representing the agency at regional, state, and federal forums
	D3	Promote transit priority and improvements initiatives with city and county governments
	D4	Develop regional initiatives, for example the Clipper Card, that support riders mobility through more seamless passenger use, in coordination with MTC and nearby CATS operators, in response to what has emerged as regional policy in the Transit Sustainability Project
<i>E. Organizational Effectiveness</i>	E1	Promote system wide continuous quality improvement initiatives
	E2	Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
	E3	<b>Establish performance based metrics with action plans for improvement; monitor, improve, and periodically report on on-time performance and productivity</b>
	E4	Strengthen human resources through staff development and a focus on employee quality of life and strengthen technical resources throughout the organization
	E5	Enhance and improve organizational structures, processes and procedures to increase system effectiveness
	E6	Develop policies that hold Board and Staff accountable, providing clear direction through sound policy making decisions
<i>F. Financial Management</i>	F1	<b>Develop budget in accordance with the Strategic Plan, integrating fiscal review processes into all decisions</b>
	F2	Explore and develop revenue generating opportunities

Goals	Strategies	
	F3	Maintain fiscally responsible long range capital and operating plans

## PERFORMANCE STANDARDS

### Goals of Standards

Service standards provide a consistent framework for the effective management, evaluation, and planning of public transit services. At the system level, an agency can see big picture operational and financial trends. At the route level, performance can be compared to the system averages, and can give transit planners information to justify service decisions. Service standards should:

- Reflect and support community goals and strategies for transit, program objectives and service policies. Goals and strategies serve as guidance for the transit agency to best serve riders in the community, whereas standards provide a formal, quantifiable structure for how the service should perform and be implemented.
- Provide a clear rationale for service increases, expansion, and reductions. Service standards help management justify critical decisions affecting service delivery.
- Provide benchmark measures that should strike a balance between setting realistic goals and aspiring for a level of service that will ensure a quality of service for riders.
- Ensure compliance with all applicable federal, California, and local regulatory requirements.
- Provide criteria for the design and operation of safe and effective transit service.

### Existing Standards

LAVTA’s existing objectives and standards were outlined in the 2009 Strategic Plan and include numerous objectives and standards related to service development, marketing and public awareness, community and economic development, and financial management. The standards are a mix of quantitative and qualitative standards, some of which are straightforward to track and others that are not. In this SRTP, it is proposed to modify and simplify the performance standards while reducing the overall number to make tracking them more feasible for LAVTA staff, while still ensuring that they are still useful in monitoring performance.

### Proposed Fixed-Route Standards

The following categories of fixed-route standards are proposed:

- System-Level Productivity Standards
- Route-Level Productivity Standards
- Route-Level On-Board Load Standards
- System-Level Service Quality Standards

### System-Level Productivity Standards

LAVTA's ongoing performance trends and anticipated service improvements were taken into account in formulating attainable short-term goals. It is an industry wide practice that targets

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should generally reflect current performance. Service standards should be thought of as benchmarks that are adjusted as needed to continue to improve the system. Evaluating performance measures such as passengers per hour, passengers per mile, and farebox recovery ratio will help LAVTA evaluate whether the system as a whole is meeting expectations.

Efficiency standards were developed based on LAVTA’s current performance and standards of comparably sized systems. Farebox recovery ratio is set at 20% to meet the requirements of the local Transportation Development Act (TDA) funding statute. Standards should be attainable in the next year to five years and should be reevaluated annually in order to keep improving the system. The proposed service standards that LAVTA can use to work towards improving system efficiency are described below and summarized in Figure 31. For comparison, 2015 performance data is included.

Figure 31 Proposed System-Level Productivity Standards

Category/Measure	2015	Systemwide Service Standards	Explanation
Ridership	1,650,388	Increase from prior year	Ridership should be expected to increase every year.
Passengers per Revenue Hour	13.2	At least 15.0	Passengers per revenue hour on LAVTA routes has been below 15 since 2011. A standard of 15 passengers per hour is attainable in the next 1-5 years, and the standard should be increased in the long term if ridership increases.
Passengers per Revenue Mile	0.90	At least 1.0	Passengers per revenue mile on LAVTA routes has been below 1.0 since 2011. A standard of 1 passenger per mile is attainable in the next 1-5 years, and the standard should be increased in the long term if ridership increases.
Farebox Recovery Ratio	18%	At least 20%	Farebox recovery ratio is set at 20% to meet the requirements of the local Transportation Development Act (TDA) funding statute.
Change in Operating Cost per Hour	-2.5%	Growth less than five percentage points above change in Bay Area CPI (2.3% in FY 2015)	Operating costs generally rise due to inflation, but they are significantly influenced by wages and the cost of fuel and parts. This performance standard provides a reasonable goal to maintain efficiency and reduce growth in operating costs.

## Route-Level Standards

### Route Classification System

A route classification system has been developed to reflect the array of travel markets and customer needs. Route types are designed to permit a consistent means of evaluating service. This approach avoids the difficulty of comparing routes with fundamentally different designs, purposes, and operating characteristics.

For example, a route that runs all day on a primary arterial that connects passengers to a major commercial destinations and a BART station would be expected to carry far more passengers per unit of service than a route that only serves a specific neighborhood for a few hours a day.

Recommended fixed-route types are described below. Complementary paratransit services must be designed in accordance with specific Federal Transit Administration (FTA) regulations and are not addressed in this document.

1. **Primary (Trunk) Routes:** Trunk routes are typically direct and operate along main arterials, constituting a primary form of local fixed-route bus service. Typically, trunk routes operate every 15 to 30 minutes on weekdays, with a relatively long service span.
2. **Regional Express Routes:** Regional Express routes provide direct service during peak commute hours, focusing on linking cities or neighborhoods with high concentrations of passengers traveling to a specific employment area or a major transit hub.
3. **Neighborhood Feeders:** Feeder buses are designed to “feed” trunk routes and intercity express bus services. They often cover shorter distances and typically have longer headways.
4. **School Trippers:** School trippers look like neighborhood feeders, but are designed to serve a specific market – students – and are often provided as a way to address what would be overcrowding on primary and neighborhood feeder routes. These routes are open to the general public, but run very limited schedules on school days only.

A list of routes by classification is provided in Figure 32. These classifications represent existing routes, and new classifications may be added in the future.

Figure 32 LAVTA Route Classification

Route Classification	Routes
Primary	Rapid, 10, 12/12X
Regional Express	20X, 70X, 70XV
Neighborhood Feeder	1, 2, 3, 8, 9, 11, 14, 15, 51, 53, 54
School Tripper	All 400, 500, 600 series routes

### Route-Level Productivity Standards

LAVTA tracks ridership, vehicle hours, and vehicle miles on a route-level basis. Primary and neighborhood feeder routes are evaluated based on passengers per revenue hour, which is calculated by dividing the total number of boardings by the total number of vehicle revenue hours. Regional express routes and school trippers are unique in that passengers typically ride for a longer period of time or a high percentage of the one-way route length. Ridership productivity for these services is based on passengers per revenue trip, as described in Figure 33.

The following standards should be used for evaluating existing, modified, and proposed services. Any newly proposed services should be evaluated against the standards to ensure they will meet them.

Figure 33 Proposed Route-Level Service Standards

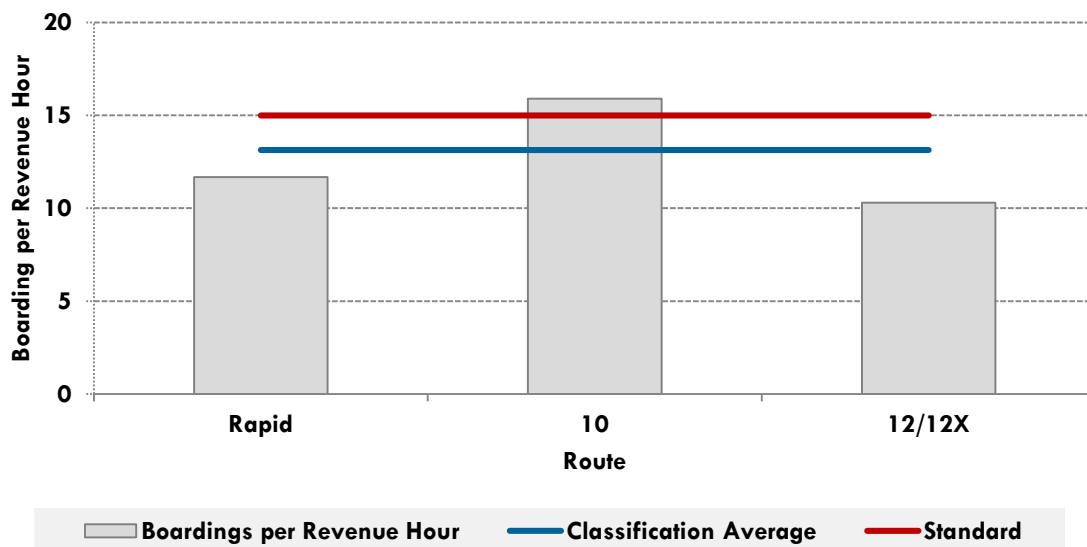
Category	Measure	Service Standard
Primary	Passengers per Revenue Hour	Greater than 15 boardings per revenue hour
Regional Express	Passengers per Trip	Greater than 15 boardings per trip
Neighborhood Feeder	Passengers per Revenue Hour	Greater than 10 boardings per revenue hour
School Tripper	Passengers per Trip	Greater than 15 boardings per trip

Primary Routes

Primary routes serve as the backbone of the LAVTA system and are expected to perform higher than neighborhood feeder routes. The average productivity of primary routes was 13.1 passengers per hour in FY15. This is relatively low, as similar routes at peer agencies are typically closer to 20 boardings per hour. LAVTA’s primary routes have lower productivity than those at peer agencies in part because of the land use patterns in the Tri-Valley. Significant portions of LAVTA primary routes serve low-density areas, including areas with little development between Livermore and Pleasanton, and inward-oriented subdivisions surrounded by walls which make it difficult for residents to access transit. There is little ridership in these areas, which contributes to low route productivity.

Primary routes averaging fewer than 15 boardings per revenue hour should be evaluated for schedule modifications or alignment modifications to improve productivity. Routes averaging fewer than 10 boardings per hour should be considered for route elimination or consolidation. Figure 34 depicts the 2015 ridership productivity of primary routes.

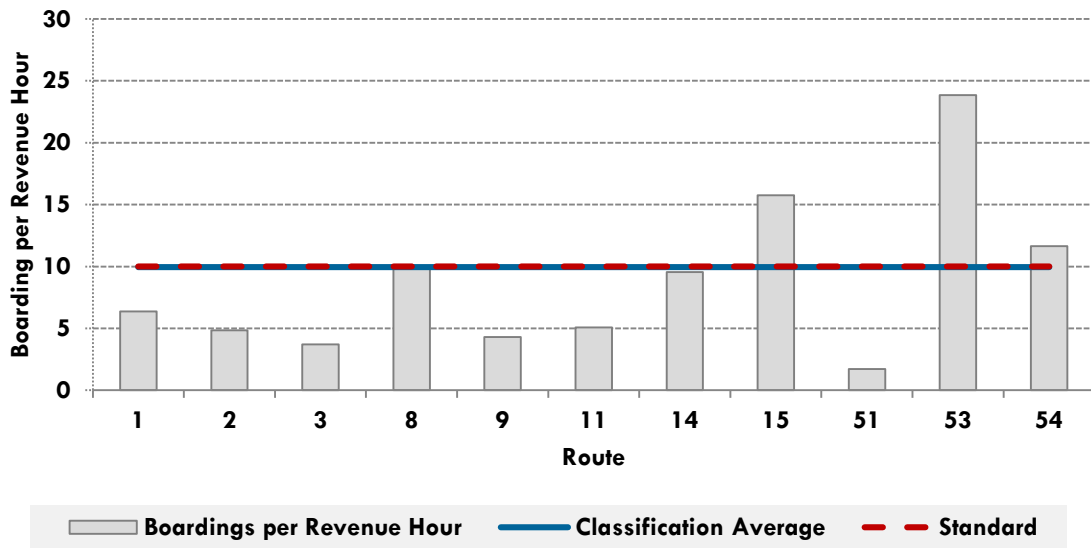
Figure 34 Ridership Productivity Comparison: Primary Route Classification



Neighborhood Feeder Routes

Figure 35 depicts the 2015 ridership productivity of routes classified as neighborhood feeders. The average boardings per revenue hour for these routes is 10.0, equal to the standard of 10. Neighborhood feeder routes averaging fewer than 10 boardings per revenue hour should be evaluated for schedule modifications or alignment modifications to improve productivity. Routes averaging fewer than 5 boardings per hour should be considered for route elimination or consolidation.

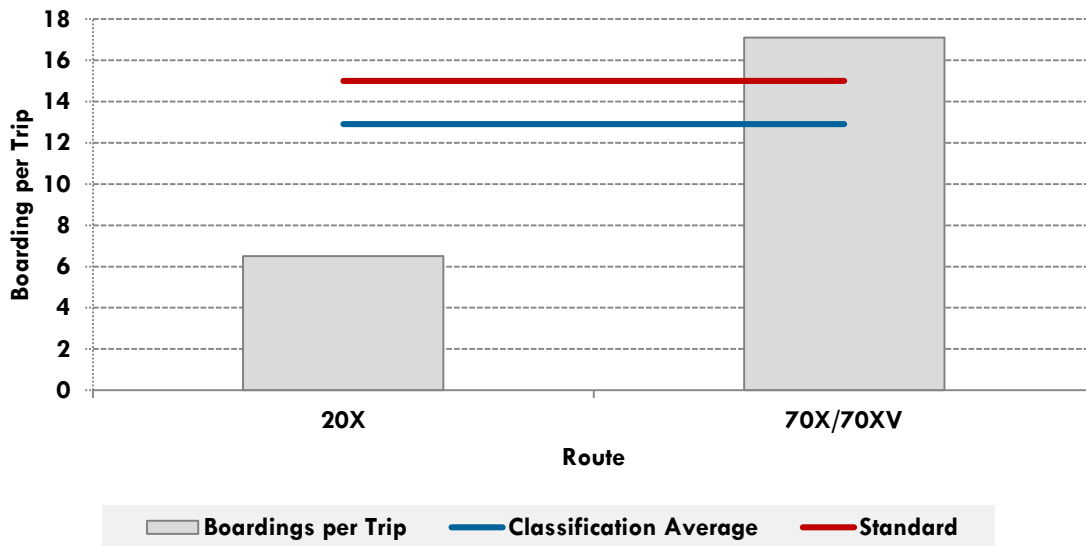
Figure 35 Ridership Productivity Comparison: Neighborhood Feeder Route Classification



Regional Express Routes

Figure 36 depicts the 2015 ridership productivity of Regional Express routes, which include Route 20X and Route 70X/70XV. Regional express routes averaging fewer than 15 boardings per trip should be evaluated for schedule modifications or alignment modifications to improve productivity. Routes averaging fewer than 10 boardings per trip should be considered for route elimination or consolidation.

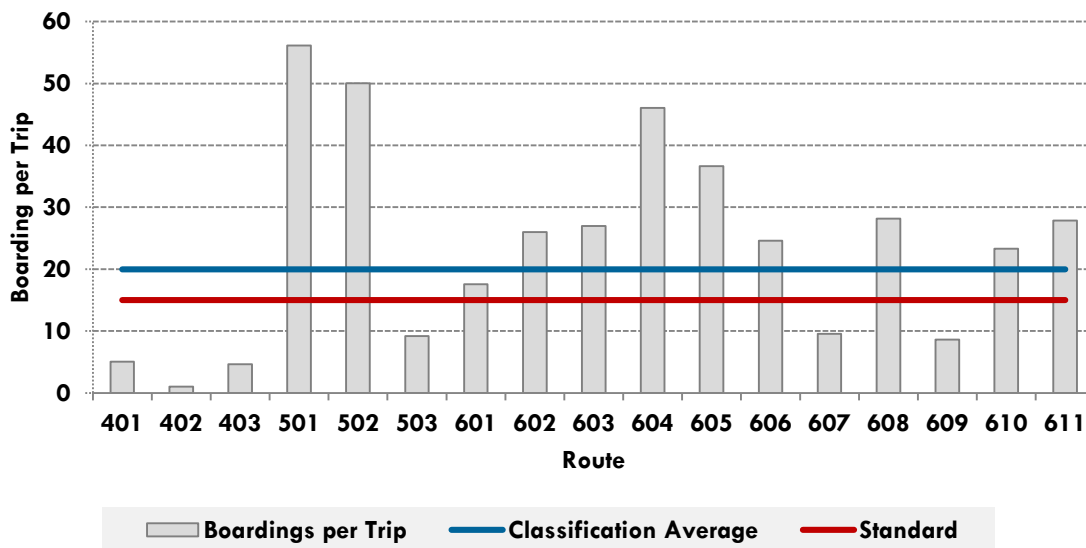
Figure 36 Ridership Productivity Comparison: Regional Express Route Classification



School Routes

Figure 37 depicts the 2015 ridership productivity of School routes. School routes averaging fewer than 15 boardings per trip should be evaluated for schedule modifications or alignment modifications to improve productivity. Routes averaging fewer than 10 boardings per trip should be considered for route elimination or consolidation.

Figure 37 Ridership Productivity Comparison: School Route Classification



**On-Board Load Standards**

The route-level productivity standards discussed above are designed to ensure that routes have a minimum level of ridership to warrant operating the service. In addition to these ridership minimums, it is important to have ridership maximums that identify when a route is experiencing

overcrowding. The LAVTA Board has adopted the on-board load standards shown in the table below to identify routes where additional service is needed to relieve overcrowding. Local and school routes have load standards of 60 riders. The seating capacity of 40-foot buses is approximately 40 passengers, so a load of 60 would mean there are approximately 20 passengers standing, or 1.5 times the seated load. Regional express routes operate for long distances on the freeway, making standing uncomfortable, so the load standards for those routes are at 40 passengers so that each passenger has a seat.

Figure 38 Route-Level Overcrowding Standards

Category	Measure	Service Standard
Primary	On-Board Load	Load greater than 60 riders (1.5x seated capacity)
Regional Express	On-Board Load	Load greater than 40 riders (1x seated capacity)
Neighborhood Feeder	On-Board Load	Load greater than 60 riders (1.5x seated capacity)
School Tripper	On-Board Load	Load greater than 60 riders (1.5x seated capacity)

### System-Level Service Quality Standards

Service quality standards encompass measures that influence riders' and potential riders' perception of the transit service. High service quality standards communicate to riders that they can depend on transit service, and improving service quality increases the likelihood of attracting choice riders.

### Proposed Service Quality Measures

LAVTA currently tracks a number of measures of service quality to monitor performance by the operations contractor, including measures of complaints, accidents, fleet readiness, on-time performance, miles between roadcalls and missed trips, and overall customer satisfaction. Of these measures, the following are proposed to measure system performance. LAVTA does not have a single existing standard for these measures, but the contractor is awarded a bonus or penalty based on a sliding scale of performance. Figure 39 below illustrates past performance on these metrics and includes a proposed standard for each.

- **Overall Customer Service Satisfaction – Fixed Route:** A simple survey of Wheels riders is conducted annually of fixed-route passengers. The measure is determined by the percentage of "5" and "4" ratings on fixed-route divided by total respondents.
- **Total Complaints/Passenger – All Modes:** The number of valid complaints per ridership.
- **Miles between Preventable Accidents:** Total Number of preventable accidents divided by total number of systemwide miles (revenue and non-revenue).
- **Fleet Readiness – Percent Bus Days Out of Service:** Tracked per vehicle, the total number of days out of service is divided by the total number of vehicles in the LAVTA fleet. The measure is based upon the sum total of downed vehicle days/ total vehicle days.



- **On-Time Performance:** The percentage of time a route leaves timepoints between one minute early and five minutes late of the time listed on the published timetable.
- **Miles between Preventable Roadcalls and Missed Trips:** Total number of preventable roadcalls divided by total f systemwide miles (revenue and non-revenue).

Figure 39 LAVTA Service Quality Measures

Measure	Proposed Standard	2011	2012	2013	2014	2015
Overall Customer Service Satisfaction – Fixed Route	>85%	89%	94%	90%	81%	80%
Total Complaints/Passenger – All Modes	<1/10,000	1/12,824	1/12,436	1/11,514	1/17,032	1/18,543
Miles Between Preventable Accidents	>100,000	139,923	109,143	62,857	113,557	83,156
Fleet Readiness – Percent Bus Days Out of Service	<8%	6.18%	9.99%	5.18%	5.54%	5.26%
On-Time Performance	>85%	81%	81%	79%	81%	80%
Miles between Preventable Roadcalls and Missed Trips	>25,000	5,323	37,866	56,965	43,260	44,620

On-time performance can be measured a number of ways. LAVTA considers a trip on time if it departs a timepoint between zero minute early to five minutes late of the time listed on the published timetable, and it is recommended that this measure continue to be used.

Having reliable vehicles and a strong maintenance program means fewer breakdowns while passengers are on board. Road calls per revenue miles operated is a way to measure this. A high number of road calls reflects poor bus reliability, and may indicate the need for changes to maintenance procedures and practices. In 2012, LAVTA averaged over 15,000 miles between revenue vehicle failures, compared to fewer than 6,500 miles in the three previous years.

### Fixed-Route Service Quality Standards Index

LAVTA holds its fixed-route contractor to specific standards, which make up the Service Quality Standard Index (SQSI). There are ten total metrics, as illustrated in Figure 41. The contractor is awarded a bonus or given a penalty based on its performance for the metric on an annual or quarterly basis.

### Paratransit Service Standards

LAVTA also holds its paratransit contractor to specific standards outlined in a Service Quality Standard Index (SQSI), which contains four metrics. The contractor is awarded a bonus or given a penalty based on whether they’ve met the SQSI per quarter. In FY 2013 and FY 2014, the contractor was ALC (American Logistics Company), and the quarterly bonus and penalty for SQSI was only based on a single metric: valid complaints per 1,000 passengers. Currently, quarterly bonus and penalty for SQSI necessitates the contractor to meet four out of four metrics. The following table shows these standards:

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**Figure 40 Paratransit Service Standards**

Measure	Service Standard
Valid Complaints per 1,000 Passengers	Less than 1.0
On Time Performance	Greater than 95%
Phone Calls Answered within 60 seconds	Greater than 95% of the time
Preventable Accidents per 100,000 Miles	Less than 1.0

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Figure 41 Fixed-Route Service Quality Standards Index

COURTESY BASED PROGRAM (Awarded Annually)							
Category		Source	A	B	C	D	F
			\$2,000	\$1,000	\$0.00	(\$1,000)	(\$2,000)
Overall Customer Service Satisfaction – Fixed Route only	A simple survey of Wheels riders shall be conducted annually of fixed-route passengers. The measure will be determined by the % of "5" and "4" ratings on fixed-route divided by total respondents is the measure	Annual Survey	95% and Above	94.9% to 90.0%	89.9% to 85.0%	84.9% to 80.0%	79.9% and Below
Driver Courtesy	A simple survey of Wheels riders shall be conducted annually of fixed-route passengers. The measure will be determined by the % of "5" and "4" ratings on fixed-route divided by total respondents is the measure	Annual Survey	95% and Above	94.9% to 90.0%	89.9% to 85.0%	84.9% to 80.0%	79.9% and Below
COURTESY BASED PROGRAM (Awarded Quarterly)							
Category		Source	A	B	C	D	F
			\$2,000	\$1,000	\$0.00	(\$1,000)	(\$2,000)
Total Complaints - All modes	The number of valid complaints per ridership	Customer service database and Fixed-Route Task Force	< 1/10,000	Between 1/10,000 and 1/5,000	Between 1/5,000 and 1/1,000	Between 1/1,000 and 1/750	> 1/750
PREVENTABLE ACCIDENT BASED PROGRAM (Awarded Annually)							
Category		Source	A	B	C	D	F
			\$4,000	\$2,000	\$0	(\$2,000)	(\$4,000)

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Severity of Claims	Total monetary payments per year	Claims Reports (York Insurance Adjusters)	20%+ below average	11-20% below average	-/+10% of the three-year average	11-20% above average	20%+ above average
<b>PREVENTABLE ACCIDENT BASED PROGRAM (Awarded Quarterly)</b>							
Category		Source	A	B	C	D	F
			\$1,000	\$500	\$0	(\$500)	(\$1,000)
Miles Between Preventable accidents (Systemwide)	Total Number of Preventable Accidents divided by total number of Systemwide Miles (Revenue and Non-Revenue)	Contractor Monthly Reporting and Safety Task Force/Committee	200,000 and Above	199,999 to 100,000	99,999 to 85,000	84,999 to 65,000	64,999 and below
Claims Submittals	Total number of claims submitted within 24 hours of an incident	Monthly Incident Log and Claims Reports (York Insurance Adjusters)	Greater than 90%	82.1-90%	82-78%	77.9-65%	Less than 65%
<b>PRODUCTIVITY BASED PROGRAM (Awarded Monthly)</b>							
Category		Source	A	B	C	D	F
			\$1,000	\$500	\$0.00	(\$500)	(\$1,000)
On Time Performance – Fixed Route, Express Bus, Subscription	AVL Siemens On-Time Performance Reports (excluding missing trips)	Siemens AVL Transitmaster OTP Reports	Above 96.1%	96-92.1%	92-88%	87.9-84%	Below 84%
<b>CORRECTIVE ACTION BASED PROGRAM (Awarded Quarterly)</b>							
Category		Source	A	B	C	D	F
			\$1,000	\$500	\$0.00	(\$500)	(\$1,000)
Miles between Preventable Roadcalls and Missed Trips (Systemwide)	Total number of Systemwide Miles (Revenue and Non-Revenue) divided by the sum of Loss of Service Roadcalls and Missed Trips	Contractor Monthly Reporting	25,000 and Above	24,999 to 20,000	19,999 to 17,000	16,999 to 13,500	13,499 and below

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Preventive Maintenance Program	Percentage of PMs completed within 10% of the scheduled mileage	Contractor Monthly Reporting	100-96.1%	96-92.1%	92-88.1%	88-84.1%	Below 84%
Fleet Readiness - Percent Bus Days Out of Service (Based on Down Vehicles - Average Number of Days)	Tracked Per Vehicle, the total number of days out of service is divided by the total number of vehicles in the LAVTA fleet. The measure is based upon the sum total of downed vehicle days/ total vehicle days	Contractor Monthly Reporting	8% (.08) or fewer	8.1% (.081) to 9% (.09)	9.1% (.091) to 10% (.10)	10.1% (.101) to 11% (.11)	11.1% (.111) and higher

# 5 SERVICE EVALUATION

## ROUTE LEVEL EVALUATION

### System-Level Comparison

In order to analyze the productivity of routes, LAVTA's 2012 - 2021 Short Range Transit Plan (SRTP) proposed route categories so that routes with a similar purpose were compared against each other. The categories of routes as they exist today are as follows:

- Primary: Routes 10, 12/12x, and Rapid
- Regional Express: Routes 20X and 70X/70XV
- Neighborhood Feeder: Routes 1, 2, 3, 8A/8B, 9, 11, 14, 15, 51, 53, and 54
- School: 401, 402, 403, 501, 502, 503, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611

Primary routes operate between municipalities in the service area and generally operate all day with regular frequencies, usually at least half hourly or hourly service. Regional Express service operates at 30 minute headways during peak periods. This is specifically a peak hours-only service to connect people to multiple BART stations. Neighborhood Feeder routes serve smaller geographic areas and may operate with limited spans of service, with the exception of Route 15, which operates regularly throughout the day. School routes operate Mondays through Fridays, and are intended to help area students get to and from school, although the service is always open to the general public.

Due to the special nature of school-based services, these routes will not be evaluated at the same level of detail as the other routes in this document. School-based services are an important part of any transit system because they provide coverage to a transit-dependent cohort. They can be very expensive due to the fact that they usually only have one or two trips but require a vehicle and driver at peak times.

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**Figure 42 Annual Revenue Hours by Route**

Route	FY 2013	FY 2014	% Change	FY 2015	% Change
1	5,214.4	5,242.7	0.5%	5,244.9	0.0%
2	1,531.5	1,556.3	1.6%	1,547.1	-0.6%
3	3,328.5	3,921.3	17.8%	3,888.7	-0.8%
8A/B	6,827.9	7,938.3	16.3%	7,706.2	-2.9%
9 <sup>A</sup>	2,329.9	1,248.3	-46.4%	1,590.4	27.4%
10	31,946.0	30,938.3	-3.2%	31,003.9	0.2%
11	1,212.5	1,075.4	-11.3%	1,054.2	-2.0%
12/X	13,997.4	14,697.8	5.0%	14,721.9	0.2%
14	3,344.5	3,324.7	-0.6%	3,359.0	1.0%
15	8,479.8	8,752.8	3.2%	8,761.2	0.1%
18	1,832.8	NA	NA	NA	NA
20X	1,564.8	1,717.6	9.8%	1,648.0	-4.1%
30 (Rapid)	32,418.9	31,121.8	-4.0%	31,348.6	0.7%
51	NA	NA	NA	937.5	NA
53	1,452.0	1,608.3	10.8%	1,622.9	0.9%
54	1,528.7	1,403.9	-8.2%	1,339.5	-4.6
70X/70XV <sup>A</sup>	3,834.8	5,173.6	34.9%	4,994.4	--3.5%
401	405.0	405.0	0.0%	409.0	1.0%
403	NA	789.5	NA	566.7	-28.2%
501	210.0	276.0	31.4%	374.4	35.6%
502	168.0	168.0	0.0%	193.1	14.9%
601	309.0	316.6	2.4%	334.6	5.7%
602	312.5	306.6	-1.9%	324.2	5.8%
603	90.0	90.5	0.6%	90.0	-0.6%
604	282.0	288.7	2.4%	337.2	16.8%
605	174.0	175.0	0.6%	199.7	14.2%
606	198.0	199.1	0.6%	186.0	-6.6%
607	129.0	129.7	0.6%	129.0	-0.6%
608	159.0	159.9	0.6%	159.0	-0.6%
609	150.0	150.8	0.6%	150.0	-0.6%
610	114.0	114.6	0.6%	111.0	-3.2%
611	270.0	271.5	0.6%	267.0	-1.7%
701	51.3	18.6	-63.6%	NA	NA
702	58.7	122.8	109.1%	18.7	-84.8%
703	55.0	115.0	109.1%	17.5	-84.8%
704	NA	761.3	NA	Renamed Route 51	NA

Note: <sup>A</sup> In 2015, some Route 70X service was converted to Route 9 service, leading to an increase in Route 9 service and a decrease in Route 70X service.

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**Figure 43 Annual Boardings per Revenue Hour by Route**

Route	FY 2013		FY 2014			FY 2015		
	Boardings	Boardings/Hr	Boardings	Boardings/Hr	Change	Boardings	Boardings/Hr	% Change
1	37,287	7.2	35,628	6.8	-4.4%	33,385	6.2	-6.3%
2	7,870	5.1	7,491	4.8	-4.8%	7,508	4.9	0.2%
3	10,017	3.0	14,177	3.6	41.5%	14,448	3.9	1.9%
8A/B	60,536	8.9	64,124	8.1	5.9%	75,609	10.2	17.9%
9	34,639	14.9	10,446	8.4	-69.8%	6,837	4.3	-34.5%
10	560,478	17.5	522,622	16.9	-6.8%	493,421	16.8	-5.6%
11	7,611	6.3	4,240	3.9	-44.3%	5,339	5.1	25.9%
12/X	158,463	11.3	146,247	10.0	-7.7%	151,491	10.1	3.6%
14	46,204	13.8	28,552	8.6	-38.2%	32,045	9.5	12.2%
15	141,627	16.7	136,965	15.6	-3.3%	138,108	15.9	0.8%
18	5,782	3.2	NA	NA	NA	NA	NA	NA
20X	16,849	10.8	16,040	9.3	-4.8%	14,743	8.9	-8.1%
30 (Rapid)	358,447	11.1	363,420	11.7	1.4%	367,082	11.7	1.0%
51	NA	NA	NA	NA	NA	2,168	2.3	NA
53	33,924	23.4	35,738	22.2	5.3%	37,755	23.3	5.6%
54	23,678	15.5	24,748	17.6	4.5%	23,733	17.7	-4.1%
70X/70XV	48,847	12.7	64,530	12.5	32.1%	60,449	12.1	-6.3%
401	4,484	11.1	3,731	9.2	-16.8%	3,601	8.8	-3.5%
403	NA	NA	3,736	4.7	NA	3,814	6.7	2.1%
501	23,621	112.5	27,371	99.2	15.9%	30,150	80.5	10.2%
502	13,360	79.5	14,416	85.8	7.9%	17,916	92.8	24.3%
503	4,519	12.1	4,287	11.2	-5.1%	4,921	12.2	14.8%
601	9,880	32.0	10,051	31.7	1.7%	10,246	30.6	1.9%
602	15,822	50.6	15,461	50.4	-2.3%	15,414	47.5	-0.3%
603	10,245	113.8	7,603	84.0	-25.8%	9,823	109.1	29.2%
604	22,962	81.4	26,392	91.4	14.9%	27,440	81.4	4.0%
605	9,650	55.5	9,951	56.9	3.1%	13,262	66.4	33.3%
606	8,481	42.8	7,035	35.3	-17.0%	8,907	47.9	26.6%
607	7,727	59.9	5,681	43.8	-26.5%	3,515	27.2	-38.1%
608	15,666	NA	14,892	93.1	-4.9%	15,451	97.2	3.7%
609	2,572	17.1	2,378	15.8	-7.5%	3,115	20.8	31.0%
610	11,509	101.0	10,786	94.1	-6.3%	8,434	76.0	-21.8%
611	12,469	46.2	10,546	38.8	-15.4%	10,089	37.8	-4.3%
701	3	0.1	4	0.2	33.3%	NA	NA	NA
702	280	4.8	181	1.5	-35.5%	60	3.2	-67.0%
703	242	4.4	223	1.9	-7.9%	52	2.9	-76.9%
704	NA	NA	1,542	2.0	NA	356	2.3	-76.9%



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**Figure 44 On-Time Performance by Route**

Route	FY 2013	FY 2014	FY 2015
1	91.3%	92.1%	91.2%
2	90.1%	88.9%	89.2%
3	76.1%	67.8%	67.1%
8A/B	80.0%	76.3%	80.3%
9	67.7%	80.4%	72.9*
10	83.3%	81.7%	81.8%
11	89.8%	86.8%	81.7%
12N/X	82.5%	77.9%	77.0%
14	87.1%	82.8%	83.2%
15	84.4%	80.3%	76.3%
18	90.5%	85.0%	NA
20X	84.4%	83.8%	76.3%
30 (Rapid)	NA	82.6%	78.4%
51	NA	NA	93.5%
53	91.0%	85.6%	89.7%
54	82.2%	79.0%	66.9%
70X/70XV	62.7%	60.7%	58.5%
401	95.0%	83.2%	83.8%
403	86.4%	85.4%	82.8%
501	90.1%	55.4%	70.6%
502	81.1%	72.4%	55.4%
601	79.5%	69.9%	88.2%
602	93.8%	71.7%	82.7%
603	84.3%	85.1%	90.6%
604	78.4%	68.6%	76.7%
605	87.6%	79.1%	77.9%
606	87.6%	81.2%	81.6%
607	87.8%	59.7%	75.4%
608	88.3%	87.5%	89.1%
609	96.4%	70.4%	82.6%
610	94.2%	74.9%	75.4%
611	76.5%	59.3%	81.5%
701	72.7%	44.4%	NA
702	70.9%	40.5%	NA
703	73.1%	57.5%	NA
704	NA	93.7%	NA
<b>Total</b>	<b>84.0%</b>	<b>80.3%</b>	<b>79.5%</b>

**Local Routes**

The following charts illustrate levels of service, ridership, and productivity by route and route category. Figure 45 shows the annual revenue hours by route, and Figure 46 illustrates the annual ridership by route.

Boardings per revenue hour is one of the most commonly used measures to identify the efficiency of a route. This metric helps account for differences in levels of service provided, and Figure 47 illustrates this measure by category.

Figure 45 Annual Revenue Hours by Route

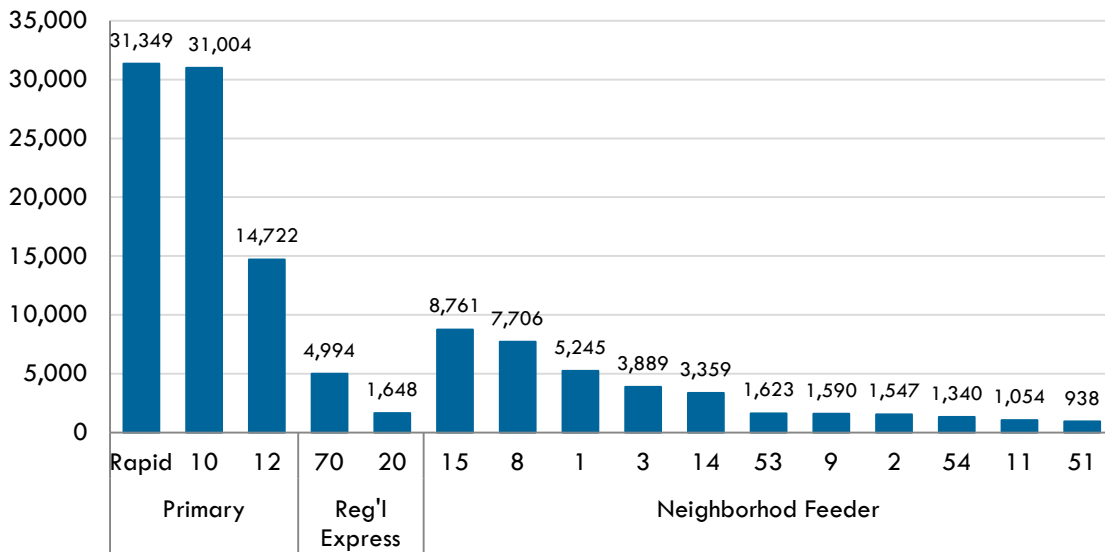


Figure 46 Annual Boardings by Route

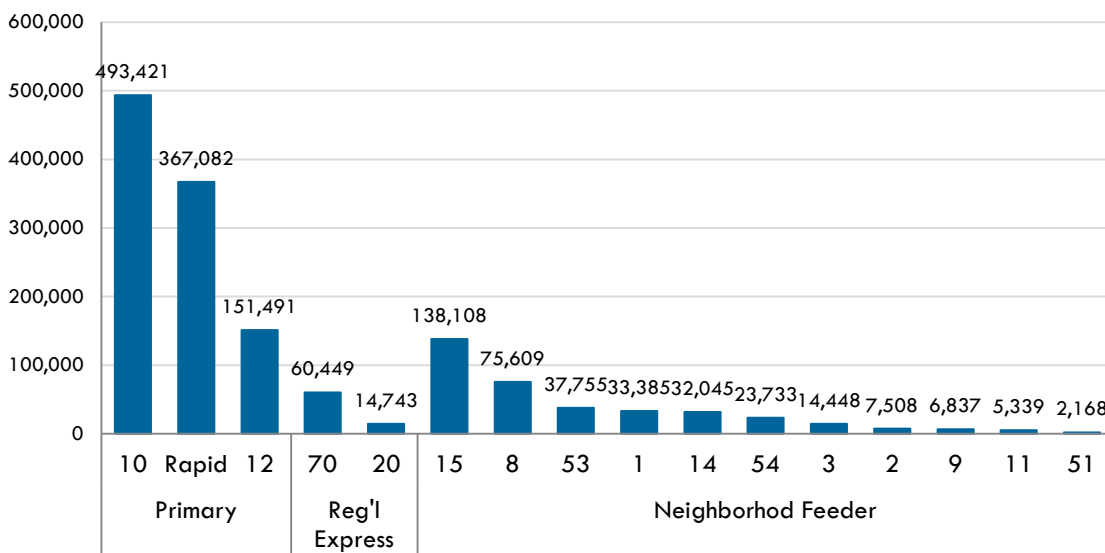
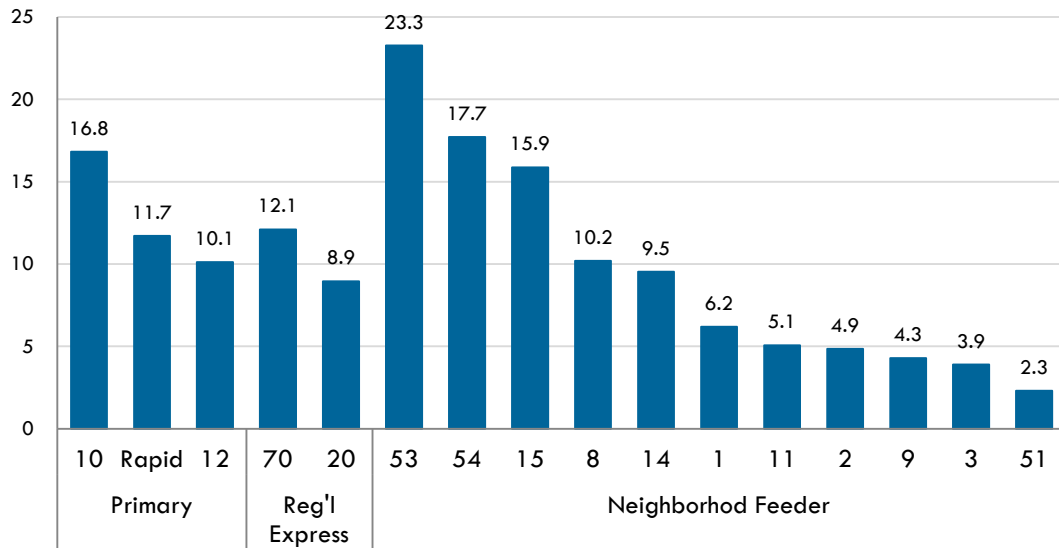


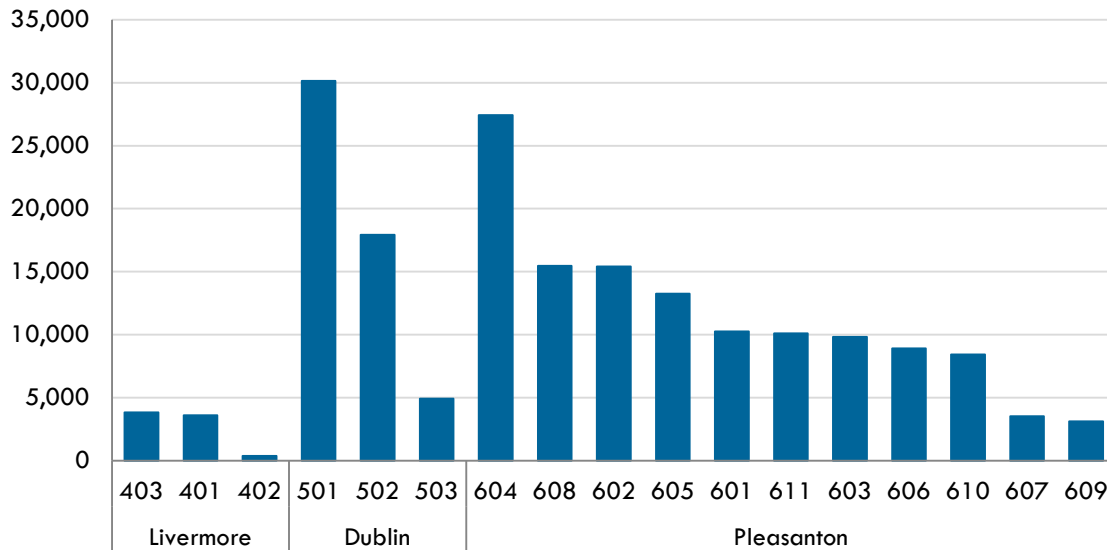
Figure 47 Average Boardings per Revenue Hour by Route



### School Routes

The following charts illustrate levels of ridership and productivity by school route and city. Figure 48 illustrates the annual ridership by route.

Figure 48 School Route Annual Boardings



Boardings per trip is the most appropriate measure of service productivity for school routes, as the number of trips is limited and a trip should have a sufficient amount of riders to justify operating it. Figure 49 illustrates this measure by city.

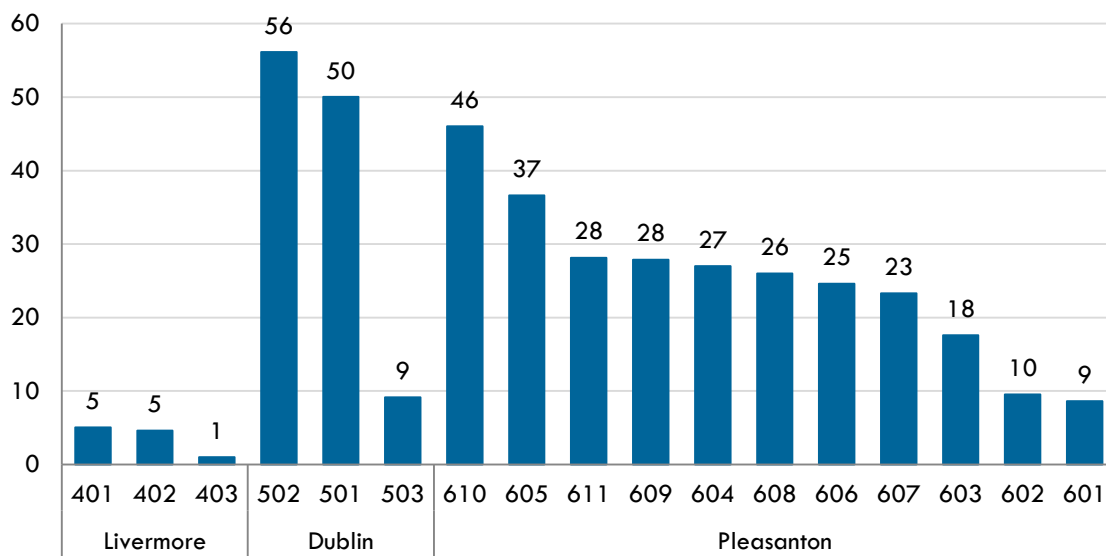
Livermore school trippers are underperforming. Route 402 averages only one passenger per trip. Most of Route 402's alignment duplicates Route 12 and Route 14. Route 401 averages 5 passengers per trip, and Route 403 averages 6 passengers per trip. These routes do not meet the

performance standard of 15 boardings per trip for school routes. It should be noted that many Livermore students utilize the fixed route buses for their transportation, including routes 10, 15 and the Rapid.

In Dublin, school trippers are significantly more utilized. Both Routes 501 and 502 carry students from East Dublin to Dublin High School and Wells Middle School. Due to high demand on these routes, additional vehicles have been added to provide sufficient capacity. Route 503 has lower performance at 9 boardings per trip, which is under the performance standard.

All Pleasanton school trippers average approximately 10 boardings per trip or higher. Several trips, including afternoons on 604 and 608 require more than one vehicle to accommodate passenger loads. Two routes, 601 and 602, do not meet the performance standard.

Figure 49 School Route Boardings per Trip



## Local Route by Route Evaluation

This section describes performance on a route-by-route basis for local non-school services. Ridership data comes from multiple sources. Overall daily ridership and productivity comes from farebox data, while ridership at the stop level and by time period (e.g. AM peak, midday) comes from weekday automatic passenger counter (APC) data.

### Route 1 – E. BART to East Dublin to E. BART

Route 1 is a neighborhood feeder route operating between the East Dublin/Pleasanton BART station and East Emerald Glen Park, operating primarily in a one-way loop along Dublin Boulevard, Central Parkway, and Santa Rita Road.

Productivity on Route 1 is 6.2 boardings per revenue hour, which is well below the performance standard of 10 boardings per revenue hour. The biggest generators on Route 1 East are Dublin/Pleasanton BART and Santa Rita Jail. Productivity does not vary much by time – there are no real peak trips or peak times, as almost every trip carries fewer than 5 passengers. The recent relocation of the Ross Stores headquarters on XXX drive, and the opening of the Alameda

County Hall of Justice (across from the Santa Rita Jail) provide an opportunity to improve ridership. Productivity

Route 1 has above average on-time performance, with 91% of trips arriving on time to scheduled time points.

### **Route 2 – E. BART to Dublin Ranch to E. BART**

Route 2 operates between the East Dublin/Pleasanton BART station and the Positano master-planned community in Dublin. From the BART station, Route 2 operates along Central Parkway before completing a one-way clockwise loop consisting primarily of Tassajara Road and Fallon Road. Route 2 was extended to Positano Parkway in August 2014.

Productivity on Route 2 is very low with 4.9 boardings per revenue hour, which is well below the performance standard of 10 boardings per revenue hour. Only one daily trip carries more than 6 passengers.

Route 2 has 12 minutes of layover mid-route at Positano/Valentano, which reduces route productivity. APC data show 19 riders a day at this stop, but they are likely to be operators boarding and alighting the bus, and not passengers.

Route 2 has the second-best on-time performance systemwide, with 95% of trips arriving on time to scheduled time points.

### **Route 3 – E. BART to Stoneridge Mall to West Dublin to E. BART**

Route 3 operates as a large loop, providing service between East Dublin/Pleasanton BART, Stoneridge Mall, and west Dublin. Route 3 operates primarily along Johnson Drive before serving Stoneridge Mall and continuing north primarily along Village Parkway. It returns south along Stagecoach Road and Dougherty Road. The route operates clockwise in the morning and counterclockwise in the afternoon.

Route 3 has the lowest productivity of any neighborhood feeder route at 3.9 boardings per revenue hour. Ridership is highest at the two BART stations, with the overall pattern being oriented to serving stops north of the BART stations. Overall, ridership is low throughout the route, with only two trips carrying more than 6 people. The segments south of the BART stations attract only 6 passengers on a circuitous alignment, resulting in productivity less than half that of the northern segments. Overall, there are no times when Route 3 carries more than 7 passengers per hour.

Route 3 has below average on-time performance, with 64% of trips arriving on time to scheduled time points, 35% late, and 1% of trips arriving early.

### **Route 8A – E. BART to Downtown Pleasanton to E. BART**

Route 8A operates counterclockwise between the East Dublin/Pleasanton BART station and downtown Pleasanton. Routes 8A and 8B are combined for the purposes of ridership tracking, and together they have 9.8 boardings per revenue hour, just below the productivity standard of 10 for neighborhood feeder service.

Ridership productivity is highest on the route segment from the East Pleasanton BART station to Hopyard Road & Las Positas Boulevard, with an average of 38.7 weekday boardings per service hour. Ridership productivity is lowest on the route segment from Koll Center Parkway & Koll

Center Drive to Neal Street & First Street, with 1.2 weekday boardings per service hour. The biggest generators on Route 8A are the East Pleasanton BART station and Pleasanton Middle School.

Morning and afternoon peak periods are the most productive, and midday service is also more productive than the route average. Evening service is the least productive (5.9 weekday boardings per hour). Load factors on Route 8A are relatively constant throughout the day with no trips exceeding 10 passengers.

Routes 8A and 8B have above average on-time performance, with 81% of trips arriving on time to scheduled time points. Early running occurs at a rate of 17%.

### **Route 8B – E. BART to Downtown Pleasanton to E. BART**

Route 8B operates clockwise between the East Dublin/Pleasanton BART station and downtown Pleasanton. Routes 8A and 8B are combined for the purposes of ridership tracking, and together they have 10.2 boardings per revenue hour, just above the productivity standard of 10 for neighborhood feeder service.

Ridership productivity is highest on the route segment from the East Pleasanton BART station to Santa Rita Road & Valley Avenue, with an average of 32.1 weekday boardings per service hour. This segment duplicates Route 10. The only other segment with productivity greater than 10 passengers per service hour is the segment from Neal Street & First Street to Bernal Avenue & Palomino Drive, with an average of 14.5 weekday boardings per service hour. Ridership productivity is lowest on the route segment from Bernal Avenue & Palomino Drive to Valley Avenue & Wild Rose Place, with 5.9 weekday boardings per service hour. The biggest generators on Route 8B are the East Pleasanton BART station, Amador Center, and downtown Pleasanton.

The afternoon peak period is the most productive (16.1 weekday boardings per service hour), while morning and midday services are also more productive than the route average. Evening service is the least productive (10.0 weekday boardings per service hour). Load factors on Route 8B are consistent throughout the day, and no trips experience a maximum load greater than 10 passengers.

Routes 8A and 8B have above average on-time performance, with 81% of trips arriving on time to scheduled time points. Early running occurs at a rate of 17%.

### **Route 9 – E. BART/California Center/Hacienda Business Park/E. BART**

Route 9 operates between the East Dublin/Pleasanton BART station and Las Positas Boulevard, providing service to the Hacienda Business Park. In the morning, Route 9 operates a clockwise loop consisting primarily of Owens Drive, Hacienda Drive, Stoneridge Drive, Las Positas Boulevard, and Willow Road. The route is reversed in the afternoon, operating in the counterclockwise direction.

Route 9 has 4.3 boardings per revenue hour, which is well below the neighborhood feeder productivity standard of 10. Ridership productivity is highest on the route segment from the East Pleasanton BART station to California Center, with an average of 18.5 weekday boardings per service hour. No other segment has ridership productivity greater than 10 weekday boardings per service hour. Ridership productivity is lowest on the route segment from California Center to Stoneridge Drive & Gibraltar Drive, with 2.1 weekday boardings per service hour. The biggest

ridership generators on Route 9 are the East Dublin/Pleasanton BART station and California Center. No Route 9 trips having a maximum load exceeding 5 passengers.

Route 9 has below average on-time performance, with 72% of trips arriving on time to scheduled time points. Most trips that are not on time are caused by trips arriving late (27% of all trips).

### **Route 10 – Livermore, Pleasanton, Dublin, E. BART**

Route 10 operates between the Lawrence Livermore National Laboratory (LLNL) and downtown Livermore, Pleasanton, and Dublin. From LLNL, Route 10 operates primarily along East Avenue, Stanley Boulevard, Santa Rita Road, and Dublin Boulevard.

The route serves LLNL, Livermore Transit Center, Valley Care Livermore Campus, Village High School, Amador Valley High School, Walmart, and East Dublin/Pleasanton BART station. On evenings and weekends when Rapid is not operating, Route 10 is extended to serve Dublin Plaza, West Dublin/Pleasanton BART station, and Stoneridge Mall.

Route 10 is very productive, with 16.8 boardings per revenue hour, which meets the standard of 15 boardings per revenue hour for primary routes.

Ridership productivity is highest on the route segment from the East Pleasanton BART station to Santa Rita Road & Valley Ave, with an average of 37.4 weekday boardings per service hour. The only other segment that has more than 20 weekday boardings per service hour is the segment from Stanley Boulevard & Valley Memorial Hospital to Livermore Transit Center (22.4 weekday boardings per service hour). Ridership productivity is lowest on the route segment from Dublin Boulevard & Golden Gate Drive to East Pleasanton BART station, with 6.2 weekday boardings per service hour. The biggest generators on Route 10 are the East Dublin/Pleasanton BART station and Livermore Transit Center.

Morning and afternoon peak periods are the most productive, and midday service is also more productive than the route average. Early morning service is the least productive (9.0 weekday boardings per service hour). Load factors on Route 10 are consistent throughout the day with no trips having a maximum load of greater than 25 passengers.

Route 10 has above average on-time performance, with 81% of trips arriving on time to scheduled time points. Trips that are not on time are caused by late running in 17% of those instances.

### **Route 11 – Transit Center to Greenville Road to Transit Center**

Route 11 operates between the transit center in downtown Livermore and Greenville Road. Three morning and three afternoon trips are offered. From the transit center, Route 11 operates via 1<sup>st</sup> Street and Las Positas Road before operating in a clockwise loop consisting of Greenville Road and National Drive.

The route serves the downtown Livermore Transit Center and Target, as well as industrial and commercial districts northeast of Livermore.

Route 11 has low productivity at 5.1 boardings per revenue hour, which does not meet the neighborhood feeder standard of 10 boardings per revenue hour.

Ridership is heavily centered on the Livermore Transit Center, with more than half of the daily 31 boardings coming from that location. No other stop had more than 2 boardings or 3 alightings. This ridership pattern (along with survey data) suggests that most Route 11 riders transfer to other routes.

Route 11 only operates during the morning and afternoon peak periods, with the morning period (9.1 boardings per service hour) having a slightly better productivity than the afternoon (8.1 boardings per service hour). Load factors on Route 11 are highest on the first trip of each peak period. No trips have maximum loads exceeding 10 passengers.

Route 11 has below average on-time performance, with 74% of trips arriving on time to scheduled time points. Trips that are not on time are more often early (21 %) than late (3%).

### **Route 12/12X – Transit Center to E. BART**

Route 12 and Route 12x operate between the East Dublin/Pleasanton BART station and the downtown Livermore Transit Center. Route 12 operates primarily along Dublin Boulevard, Canyons Parkway, Isabel Avenue, Airway Boulevard, Murrieta Boulevard, and Stanley Boulevard. Route 12x is an express variant that operates along I-580 before following the same alignment as Route 12 along Isabel Avenue towards Livermore.

Route 12 has 10.1 boardings per revenue hour, which is below the performance standard of 15 boardings per revenue hour for primary routes. Ridership productivity for Route 12 is highest on the route segment from the East Dublin BART station to Dublin Boulevard & Fallon Gateway, with an average of 32.2 weekday boardings per service hour. Ridership productivity is lowest on the route segment from Las Positas College to Airway Boulevard Park-and-Ride, with 10.6 weekday boardings per hour. Only 2 boardings and 2 alightings occur at the Airway Boulevard Park-and-Ride, and there are only 21 boardings in the 3.5 mile long segment between the Airway Boulevard Park-and-Ride and Los Positas College.

For Route 12x, the segment with the highest productivity is from Stanley Boulevard & Valley Memorial Hospital to the Livermore Transit Center, with an average of 9.2 weekday boardings per service hour. It is worth noting that this is lower than the worst performing segment on Route 12. Ridership productivity is lowest on the route segment from Kittyhawk Road & Armstrong Street to Airway Boulevard Park-and-Ride, with 4.6 boardings per service hour.

The biggest trip generators on Route 12 are the East Dublin BART station, the Livermore Transit Center, and Las Positas College. Route 12x's highest ridership stops are the East Dublin BART station and the Livermore Transit Center.

Midday service is the most productive on Route 12, with an average of 22.6 boardings per service hour on weekdays. Ridership productivity is also above average in the morning and afternoon peak periods. Night service is the least productive at 9.2 boardings per hour on weekdays. Load factors on Route 12 are relatively consistent throughout the day, with a peak in the eastbound direction in the morning (towards Livermore Transit Center) and in the westbound direction in the afternoon (towards East Dublin BART station). This suggests that the route may primarily be used for directional commuting.

Route 12x only operates during peak times. The 7:30 a.m. eastbound trip carries 8 passengers, with none of the remaining trips carrying more than 4 passengers.

Route 12 has average on-time performance with 78% of trips arriving on time to scheduled time points. Trips that are not on time are mostly caused by late running (21%). For Route 12x, 63% of trips arrive on time to scheduled time points, and 36% are late.



### **Route 14 – Transit Center to Downtown Livermore to Transit Center**

Route 14 is a neighborhood circulator that operates between the Livermore Civic Center and downtown Livermore, serving the Livermore Transit Center. Route 14 operates in a one way loop primarily along Chestnut Street, Pine Street, P Street and 4<sup>th</sup> Street.

The route serves the Livermore Transit Center, Junction Avenue Middle School, Livermore High School, and the Livermore Public Library and Civic Center.

Route 14 has 9.5 boardings per revenue hour, which is just below the neighborhood feeder standard of 10 boardings per revenue hour. Ridership productivity is highest on the route segment from the Livermore Transit Center to Murrieta Boulevard & Olivina Avenue, with an average of 32.8 boardings per service hour. Productivity is also high on the segment from Pacific Avenue & South Livermore Avenue to Livermore High School with an average of 22.6 boardings per service hour. The 4<sup>th</sup> Street & P Street to Pacific Avenue & South Livermore Avenue segment has the lowest productivity, carrying only 1.7 passengers per service hour. The biggest generators on Route 14 are the Livermore Transit Center and the Livermore Public Library and Civic Center.

The morning peak period is the most productive with boardings per service hour declining throughout the service day. Night service is the least productive (9.5 boardings per service hour). Load factors on Route 14 are relatively low throughout the day, peaking at 8 passengers in the morning.

Route 14 has slightly below average on-time performance with 76% of trips arriving on time to scheduled time points, 21% late, and 3% arriving early.

### **Route 15 – Transit Center to Springtown to Transit Center**

Route 15 operates between the transit center in downtown Livermore and Springtown. From downtown Livermore, Route 15 operates via Las Positas Road before operating in a figure eight pattern consisting primarily of Springtown Boulevard and Scenic Avenue.

The route serves the downtown Livermore Transit Center, Walmart, Kaiser, Target, and the Christensen School

Route 15 has strong productivity at 15.9 boardings per revenue hour, which is significantly higher than the neighborhood feeder standard of 10 boardings per revenue hour. Ridership productivity is highest between the Livermore Transit Center and Las Positas Road & Hilliker Place (Walmart), with an average of 74.9 weekday boardings per service hour along this segment. The only other segment with productivity greater than 20 weekday boardings per service hour is Bluebell Drive & Las Flores Road to Las Positas Road & Hilliker Place (Walmart), with 23.5 weekday boardings per service hour. Ridership productivity is lowest on the segment from Bluebell Drive & Galloway Street to Dalton Avenue & Pasatiempo Street, with 3.8 weekday boardings per service hour. The highest ridership stop on Route 15 is the downtown Livermore Transit Center, followed by Walmart.

Service is most productive during midday and afternoon peak periods with 29.4 and 29.3 weekday boardings per service hour, respectively. The morning peak period also performs above the route average with 24.1 weekday boardings per service hour. Early morning service is the least productive (9.1 weekday boardings per service hour). Load factors on Route 15 range from 5 to 20 passengers most of the day.

Route 15 has slightly below average on-time performance, with 75% of trips arriving on time to scheduled time points. Late running occurs at a rate of 22%.

### **Route 20X – BART to Vasco Road to Transit Center**

Route 20X operates between the East Dublin/Pleasanton BART station and the downtown Livermore Transit Center. From the BART station, Route 20x operates for almost 10 miles on I-580 and then circulates on Las Positas Road, Vasco Road, and 1<sup>st</sup> Street.

The route provides peak directional service between the East Dublin/Pleasanton BART station, Lawrence Livermore National Laboratory (LLNL), the Vasco ACE station, and the downtown Livermore Transit Center. Trips originate in the morning at BART and terminate in the afternoon at BART, so the route serves the reverse commute market.

Route 20X averages 8.9 boardings per trip, which is well below the regional express standard of 15 boardings per trip. The East Dublin/Pleasanton BART station is the highest ridership stop. No other stop attracts more than 10 boardings. The LLNL is the primary single destination for passengers boarding at the BART station. The segment of the route between East Ave & Vasco Rd and Livermore Transit Center has very little boarding activity, with just two daily boardings at Livermore Transit Center and very little activity at other stops.

Six of the nine Route 20x trips carry 6 or fewer passengers, which is low for a peak oriented commuter route that operates for 10 miles on the freeway. The highest observed load was 11 passengers.

Route 20X has above average on-time performance, with 82% of trips arriving on time to scheduled time points. Late running occurs at a rate of 16%.

### **Route 51 – Transit Center to Civic Library**

Route 51 operates on a loop between the Livermore Transit Center in downtown Livermore and the Livermore Civic Library. From the transit center, Route 51 travels via Maple Street, Livermore Avenue, and Dolores Street. The route also serves Livermore High School. It only operates in the afternoons and evenings on weekdays.

Route 51 averages just 2.3 boardings per revenue hour, which does not meet the neighborhood feeder productivity standard of 10 boardings per revenue hour. Ridership productivity is highest on the route segment from the downtown Livermore Transit Center to the Livermore Library and Civic Center, with an average of 19.1 boardings per service hour. Ridership productivity is lowest on the route segment from Livermore Library to Livermore High School, with 12.4 boardings per service hour. The biggest generators on Route 51 are the Livermore Transit Center and Livermore Library.

Average boardings per service hour is slightly higher in the afternoon peak, with an average of 13.2, compared to the evening productivity of 12.7 boardings per service hour. Load factors fluctuate throughout the day, peaking at four passengers on the 5:12 p.m. trip.

Route 51 has the best on-time performance systemwide at 98%.

### **Route 53 – Pleasanton ACE Station to W. BART**

Route 53 operates between the Pleasanton ACE station and West Pleasanton BART Station. From the ACE station, Route 53 travels via Bernal Avenue, I-680, and Stoneridge Mall Road. The route serves the Pleasanton ACE Station, Corporate Commons, Safeway Corporate Headquarters, and

Stoneridge Mall. Schedules on Route 53 are coordinated with ACE trains, with ACE subsidizing the route through a grant from the Bay Area Air Quality Management District (BAAQMD).

Route 53 has high productivity at 23.3 boardings per revenue hour which is well above the performance standard of neighborhood feeders of 10 boardings per revenue hour. Morning ridership is heavily oriented to connections between ACE and BART, as it is a quick, freeway-based trip between the two. Likewise, the predominant pattern in the afternoon is connecting BART to ACE. The biggest generators on Route 53 are the Pleasanton ACE station, the West Dublin/Pleasanton BART station, and Stoneridge Mall.

Morning and afternoon peak periods are the most productive, with an average productivity of 35.8 and 36.4 boardings per service hour, respectively. Evening service is the least productive time period with 13.3 boardings per service hour. Load factors are highest in the morning and decline throughout the service day. On average, no trips exceed 25 passengers on board at one time.

Route 53 has the third-highest on-time performance systemwide, with 92% of trips arriving on time to scheduled time points.

#### **Route 54 – Pleasanton ACE Station to Hacienda Business Park to BART**

Route 54 operates between the Pleasanton ACE Station, Hacienda Business Park, and the Dublin/Pleasanton BART Station. From the ACE Station, it travels northbound primarily along Valley Avenue and Las Positas Boulevard before returning southbound along I-680. The direction of travel is reversed during the afternoon peak. Major destinations on the route include the Pleasanton ACE Station, Bernal Business Park, Hart Middle School, Alameda County Court, Rosewood Commons, and the East Dublin/Pleasanton BART Station. Schedules on Route 54 are coordinated with ACE trains, with ACE subsidizing the route through a grant from the Bay Area Air Quality Management District (BAAQMD).

Route 54 has 17.7 boardings per revenue hour, which exceeds the neighborhood feeder standard of 10 boardings per revenue hour. Ridership productivity is highest between the East Dublin BART Station and California Center, with an average of 37.4 boardings per service hour. The Pleasanton ACE Station and the East Dublin/Pleasanton BART Station are the biggest trip generators.

The first morning trip was eliminated in August 2015 due to low ridership. In the afternoon, load factors are highest on the first trip and decline throughout the rest of the peak. The highest load recorded was 20 passengers.

Route 54 has below average on-time performance, with 70% of trips arriving on time to scheduled time points. Running early occurred on 11% of trips, and 18% run late.

#### **Route 70X/70XV – Pleasant Hill BART to E. Dublin/Pleasanton BART/Pleasant Hill BART to E. BART**

Route 70X operates every 30 minutes during peak periods between the East Dublin/Pleasanton BART station and the Pleasant Hill BART station during weekdays and on holidays. From the East Dublin/Pleasanton station, it travels via Dublin Boulevard, I-680, and Oak Road. The route serves the East Dublin/Pleasanton BART station, the Walnut Creek BART station, and the Pleasant Hill BART station.

Route 70XV operates one morning trip from Pleasant Hill BART station to the East Dublin/Pleasanton BART station, and one evening trip between the East Dublin/Pleasanton BART station and Pleasant Hill BART station. Unlike the 70X, both travel deviate to Stoneridge Mall. Route 70XV travels along Johnson Drive to Stoneridge Mall and then along I-680.

Route 70X was modified in August 2015 to bypass Walnut Creek in the general non-commute direction in order to improve on-time performance.

Route 70X/70XV averages 12.1 boardings per trip, which is short of the regional express performance standard of 15 boardings per trip. Farebox data do not distinguish between Routes 70X and 70XV, but APC data indicate that productivity on Route 70XV is much lower, with just 5 passengers per trip, which is below the performance standard.

For Route 70X, productivity is relatively consistent across route segments; ridership is highest between the Walnut Creek BART station and the Pleasant Hill BART station. In contrast, Route 70XV has significant variation in productivity along the route. Ridership productivity is highest on the route segment from Stoneridge Mall Road & McWilliams to Stoneridge Mall with 13.8 boardings per service hour. Productivity is the lowest on the route segment between Stoneridge Drive & Hopyard Road to Johnson Drive & Commerce Drive at 1.8 boardings per hour, which is not surprising given the low density in this area. The biggest trip generators on Route 70X and 70XV are the East Dublin and Walnut Creek BART stations.

Load factors on Route 70X are relatively consistent throughout the day, and no trips experience maximum loads greater than 15 passengers.

Route 70X and Route 70XV have the lowest average on-time performance system wide, with only 57% and 35% of trips arriving on time to scheduled time points, respectively. For both routes, the remaining trips run late.

### **Rapid – Livermore to E. BART to Stoneridge Mall**

The Rapid operates between Stoneridge Mall in Pleasanton, downtown Livermore, and Lawrence Livermore National Laboratories (LLNL). From LLNL, the Rapid travels via East Avenue, Stanley Boulevard, Isabel Avenue, Fallon Road, Dublin Boulevard and Foothill Boulevard.

The route serves Stoneridge Mall, the West Dublin/Pleasanton BART station, the East Dublin/Pleasanton BART station, the downtown Livermore Transit Center, Livermore High School, Valley Memorial Medical Center, and Lawrence Livermore National Laboratories. The Rapid does not operate on weekends.

The Rapid has 11.7 boardings per revenue hour, which does not meet the performance standard of 15 for primary routes. Ridership productivity is highest on the route segment from Stanley Boulevard & Murdell Lane to Railroad Avenue & Bankhead Theater, averaging 30.5 boardings per service hour. The only other segment with ridership productivity above 20 boardings per service hour is between the East Dublin BART station and Dublin Boulevard & Keegan Street. Ridership productivity is lowest on the segment from Dublin Boulevard & Keegan Street to Stanley Boulevard & Murdell Lane, with 3.4 boardings per service hour, where density is low. The biggest generators along the Rapid are the East Dublin BART station, Livermore Transit Center, and Dublin Blvd @ Golden Gate Drive (by the West Dublin/Pleasanton BART station).

Boardings per service hour are highest in the afternoon peak, with 18.1 boardings per service hour, followed by the early morning (16 boardings per hour). Evening service is the least productive, with 12.8 boardings per service hour. Load factors on the Rapid increase throughout

the day in the eastbound direction and decline throughout the day in the westbound direction, indicating that the route is likely being used for directional commuting. The Rapid does not have any trips that experience a maximum load greater than 20 passengers.

The Rapid has above average on-time performance, with 81% of trips arriving on time to scheduled time points. On average, trips run late 18% of the time.

## THREE-YEAR RETROSPECTIVE OF PERFORMANCE MEASURES

### Fixed-Route Operation

The following tables summarize fixed- route operations in the past three years.

- Operating costs increased by a total of 3.2% from 2013 to 2015. In 2014, revenue hours increased by 1,191; however, the agency reduced revenue hours by 625 in 2015 to ensure costs were reduced and more sustainable into the future (see Figure 50). Ridership declined by 4.4% over the three year period.
- Productivity declined from 2013 to 2014 but increased very slightly in 2015 due to a decrease in revenue hours (see Figure 50).
- Service quality measures have varied over the past three years. Overall Customer Service Satisfaction has declined from 90% in 2013 to 80% in 2015, but total complaints per passenger have gone down. On-time performance has been relatively steady (see Figure 52).

Figure 50 Fixed Route Statistics

Measure	2013	2014	2015	3-Year Total
Operating Cost	\$12,333,360	\$13,062,559	\$12,733,073	\$38,128,992
% Change	-	5.9%	-2.5%	3.2%
Passenger Fares	\$1,787,567	\$1,723,635	\$1,781,547	\$5,292,749
% Change	-	-3.6%	3.4%	-0.3%
Net Subsidy	\$10,545,793	\$11,338,924	\$10,951,526	\$32,836,243
% Change	-	7.5%	-3.4%	3.8%
Revenue Vehicle Miles	1,826,997	1,818,649	1,831,125	5,476,771
% Change	-	-0.5%	0.7%	0.2%
Revenue Vehicle Hours	124,635	125,826	125,201	375,662
% Change	-	1.0%	-0.5%	0.5%
Annual Ridership	1,727,085	1,652,151	1,650,388	5,029,624
% Change	-	-4.3%	-0.1%	-4.4%

**SHORT RANGE TRANSIT PLAN FY 2016 – 2025 | SERVICE STANDARDS**

Livermore Amador Valley Transportation Authority

**Figure 51 Fixed Route Performance Metrics**

Measure	2013	2014	2015	3-Year Average
Passengers per Revenue Hour	13.9	13.1	13.2	13.4
<i>% Change</i>	-	-5.2%	0.4%	-4.9%
Passengers per Revenue Mile	0.9	0.9	0.9	0.9
<i>% Change</i>	-	-3.9%	-0.8%	-4.7%
Operating Cost per Passenger	\$7.14	\$7.91	\$7.72	\$7.59
<i>% Change</i>	-	10.7%	-2.4%	8.0%
Operating Cost per Revenue Mile	\$6.75	\$7.18	\$6.95	\$6.96
<i>% Change</i>	-	6.4%	-3.2%	3.0%
Operating Cost per Revenue Hour	\$98.96	\$103.81	\$101.70	\$101.49
<i>% Change</i>	-	4.9%	-2.0%	2.8%
Net Subsidy per Passenger	\$6.11	\$6.86	\$6.64	\$6.53
<i>% Change</i>	-	12.4%	-3.3%	8.7%
Farebox Recovery Ratio	14%	13%	14%	13.9%
<i>% Change</i>	-	-9.0%	6.0%	-3.5%

**Figure 52 Fixed Route Service Quality Metrics**

Measure	2013	2014	2015
Overall Customer Service Satisfaction – Fixed Route	90%	81%	80%
Total Complaints/Passenger – All Modes	1/11,514	1/17,032	1/18,543
Miles Between Preventable Accidents	62,857	113,557	83,156
Fleet Readiness – Percent Bus Days Out of Service	5.18%	5.54%	5.26%
On-Time Performance	79%	81%	80%
Miles between Preventable Roadcalls and Missed Trips	56,965	43,260	44,620

Figure 53 Fixed-Route System Level Service Standards

Measure	Service Standard	2013	2014	2015
Ridership	Increase from prior year	-1.4%	-4.3%	-0.1%
	Standard Met?	No	No	No
Passengers per Revenue Hour	At least 15.0	13.9	13.1	13.2
	Standard Met?	No	No	No
Passengers per Revenue Mile	Greater than 1.0	0.9	0.9	0.9
	Standard Met?	No	No	No
Farebox Recovery Ratio	At least 20%	14%	12%	14%
	Standard Met?	No	No	No
Change in Operating Cost Per Hour	Growth less than five percentage points above change in Bay Area CPI (2.3% in FY 2015)	-1.8%	15.9%	-11.3%
	Standard Met?	Yes	No	Yes

Standards that were not achieved in FY 15 include:

- Ridership: this has decreased for the past three years; however the rate of ridership loss is slowing; route changes made as part of the COA will seek to increase ridership.
- Passengers per Revenue Hour: this has consistently stayed around 13-14 passengers for the past three years, but attaining 15 passengers per revenue hour in the next several years is possible.
- Passengers per Revenue Mile: this has consistently stayed at 0.9 passengers for the past three years, which is very close to the standard; as with passengers per revenue hour, it will be possible to reach the standard over the next several years.
- Farebox Recovery Ratio: with the loss in ridership and addition of service over the past several years, it has been difficult reaching the standard of 20%.

## Paratransit Operations

Paratransit performance metrics are shown below in Figure 54. Significant increases in the number of paratransit trips have occurred over the years, which have been largely due to group trips provided to social service agencies as well as individual trips provided to dialysis centers and adult day programs. It can be seen that total costs have significantly increased due to the increase in total trips and the increased cost per trip from LAVTA's new contractor, MTM. Over the three-year period, total cost jumped almost 36%. While farebox revenue also increased, it was not enough to cover the increased costs. To ensure the increased costs were balanced in the budget, LAVTA utilized a greater amount of TDA revenue each year, resulting in the need to utilize 73% more TDA revenue in FY 2015 than FY 2013.

Figure 54 Paratransit Performance Metrics

Measure	2013	2014	2015	3-Year Average
Total Fare Revenue	\$173,817	\$196,974	\$203,821	\$574,612
% Change	-	13.3%	3.5%	17.3%
Total TDA Revenue	\$410,101	\$519,139	\$709,263	\$1,638,502
% Change	-	26.6%	36.6%	72.9%
TDA Revenue per Trip	\$9.80	\$11.87	\$15.27	\$12.31
% Change	-	21.2%	28.7%	55.9%
Total Trips	41,855	43,731	46,441	44,009
% Change	-	4.5%	6.2%	11.0%
Operating Cost per Trip	\$28.80	\$31.23	\$35.21	\$31.74
% Change	-	8.4%	12.8%	22.3%
Total Cost	\$1,205,257	\$1,365,572	\$1,635,154	\$1,401,994
% Change	-	13.3%	19.7%	35.7%
Farebox Recovery Ratio	14%	14%	12%	13.44%
% Change	-	0.0%	-2.0%	-13.6%

It is expected that the number of trips will only increase into the near future, which is not sustainable to LAVTA’s operations as funding sources diminish and change. Staff is currently considering a comprehensive assessment of paratransit services in the Tri-Valley to evaluate the paratransit service delivery model which will provide a plan of action in creating a more sustainable paratransit service. The assessment will include a market analysis, peer review, community outreach, utilization analysis, ridership forecasts, and recommendations for modification.

The following is an excerpt from a staff report presented on October 5, 2015 regarding the areas that may be examined in the paratransit comprehensive assessment.

- ***Service Area:*** The Americans with Disabilities Act (ADA) requires that complementary paratransit services be provided no less than 3/4 miles from a fixed-route bus line. LAVTA’s paratransit service area is extended to all the cities in the Tri-Valley, and as far north as San Ramon medical center, beyond the 3/4 mile boundary of the fixed route system.
- ***Functional Assessments:*** ADA allows agencies to assess the passenger’s ability to utilize (or not utilize) the fixed-route bus system based on trip purpose. Currently, LAVTA certifies a passenger as ADA eligible with an application signed by their doctor. However, many other agencies who provide paratransit service require in-person functional assessments to determine whether a passenger may be eligible to ride fixed-route buses for particular trips.



- **Subscription Trips:** ADA does not require that an agency offer subscription trips, which are trips that are scheduled to occur at regular intervals (i.e. once per week) that do not require the customer to call and make a reservation. The majority of the current subscription trips are for adult daycare programs and dialysis.
- **Group Trips:** Providing group trips to and from the social service centers and activity sites could be examined.
- **Negotiating Pickup Time:** Currently, a paratransit trip can be scheduled at any time requested by the passenger and pickups occur within a 30-minute window. ADA allows for an agency to negotiate a pick-up time up to one hour before and after the requested time.
- **Fare:** The current fare to ride Paratransit is \$3.50. ADA allows agencies to charge up to double the base fixed route fare for paratransit trips. LAVTA may want to explore a fare increase for paratransit trips.

Figure 55 presents qualitative service standards that LAVTA holds to its paratransit contractors, which is called the Service Quality Standard Index (SQSI); it contains four metrics. The contractor is awarded a bonus or given a penalty each quarter based on whether they meet the SQSI per quarter. In FY 2013 and FY 2014, the contractor was ALC (American Logistics Company) and the quarterly bonus and penalty for SQSI was only based on a single metric: Valid Complaints per 1,000 passengers. Currently, quarterly bonus and penalty for SQSI necessitates the contractor to meet four out of four metrics. As of FY 2015, the paratransit contractor is MTM (Medical Transportation Management). They were able to meet three out of four metrics; MTM did not answer phone calls within 60 seconds 95% of the time, which resulted in some quarterly penalties. LAVTA will continue to hold its paratransit contractors to these standards throughout the SRTP period.

Figure 55 Paratransit Service Standards

Measure	Service Standard	2013	2014	2015
Valid Complaints per 1,000 Passengers	Less than 1.0	2.1	2.15	0.24
	Standard Met?	No	No	Yes
On Time Performance	Greater than 95%	94%	95%	97%
	Standard Met?	No	Yes	Yes
Phone Calls Answered within 60 seconds	Greater than 95% of the time	97%	92%	80%
	Standard Met?	Yes	No	No
Preventable Accidents per 100,000 Miles	Less than 1.0	0.00	0.00	0.02
	Standard Met?	Yes	Yes	Yes

## OTHER MTC PERFORMANCE RELATED CATEGORIES

### Equipment and Facility Deficiencies/Remedies

LAVTA’s capital assets include its bus fleet, its Rutan Maintenance/ Operations/ Administration Facility (MOA), Atlantis Court bus staging facility, 90 bus stops, and one transit center (in

Downtown Livermore). The MOA facility includes a bus probing area that fuels and washes the bus fleet, allowing for clean and well maintained vehicles.

LAVTA does not foresee significant deficiencies with its equipment or facilities during the SRTP period. The agency expects its fleet to remain at the same size during this period; the existing facilities would be able to accommodate more vehicles should there be a need.

## **Community-Based Transportation Planning Program (CBTP)**

LAVTA does not have any CBTP or welfare-to-work programs. Low-income projects and services that have received lifeline funding include bus stop improvements and Route 14 service.

## **Title VI and Equity Policies**

LAVTA operates its services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. LAVTA's latest Title VI Program was submitted on April 1, 2013 and includes the following sections to comply with FTA Circular 4702.1B:

- Notify beneficiaries of protection under Title VI
- Title VI discrimination complaint procedures
- Title VI investigations, complaints, and lawsuits records
- Public participation plan
- Language assistance to persons with limited English proficiency
- Racial breakdown of LAVTA's appointed committees
- Reporting subrecipient compliance (not applicable)
- Equity analysis for the location of new construction (not applicable)
- Fixed-route transit provider requirements
  - System wide service standards
  - Systemwide policies

## **FTA Triennial Review**

LAVTA completed the FTA Triennial Review in March 2015. The review focused on 17 areas; 10 deficiencies within the following 7 areas were found:

- Technical Capacity
- Maintenance
- ADA
- Procurement
- DBE
- Planning/Program of Projects
- Charter Bus

These deficiencies were not found in previous FTA Triennial Reviews. In response to the review, LAVTA has taken the following corrective actions:

- LAVTA submitted to FTA regional office procedures for spending older funds first, tracking projects, identifying project balances, reprogramming the unused project funds to other projects, or closing out the projects.
- LAVTA submitted to FTA regional office a revised facility/equipment maintenance program.
- LAVTA submitted to the Regional Civil Rights Officer procedures for monitoring its operations for compliance with required ADA service provisions. In addition, fixed-route contractor training and inspection forms have been updated to include appropriate ADA compliance and were also submitted for review.
- LAVTA submitted to the Regional Civil Rights Officer procedures for its ADA eligibility appeals process to meet the regulatory requirements.
- LAVTA provided the FTA regional office documentation that it has updated its procurement process to include development of independent cost estimates prior to receipt of bids or proposals. For the next procurement, LAVTA will submit to the FTA regional office documentation that the required process was implemented.
- LAVTA submitted to the FTA regional office procedures to search the System of Award Management (SAM) website before entering into applicable transactions. For the next procurement, the grantee must submit to that same office documentation that the required process was implemented.
- LAVTA submitted a missing Uniform Report of DBE Awards or Commitments and Payments in TEAM-Web. It also submitted to the Regional Civil Rights Officer an implemented procedure to ensure that future reports are submitted on time.
- LAVTA submitted documentation to the Regional Civil Rights Officer to demonstrate that it has implemented a corrective action plan establishing specific steps and milestones to correct problems related to DBE goal achievement analysis.
- LAVTA submitted to FTA regional office language relating to the program of projects public participation procedures and a listing of designated recipient transit operators.
- LAVTA submitted a missing quarterly report in TEAM-Web related to charter buses. It also submitted to the FTA regional office procedures for completing the required reports for all applicable exceptions on time.

## Environmental Justice

To ensure that service and fare changes are not disproportionately impacting any populations within the LAVTA service area, extensive public outreach and involvement is performed prior to any major service change or fare increase.

The most recent public outreach and involvement process occurred in October 2015 was to present proposed alternative service scenarios for the LAVTA route network as part of the Wheels Forward planning effort (or Comprehensive Operational Analysis). Three workshops were held at various locations in the Tri-Valley area including one meeting each in Dublin, Livermore, and Pleasanton. All venues were ADA accessible, and interpreters were available with advance notification.

To advertise these events, flyers were posted in the communities, on buses, at bus stops, and at transit facilities the weeks before the meetings. Meeting advertisements were provided in English, Spanish, and Mandarin. Information about the proposed service scenarios was available in

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English and Spanish on the LAVTA website. Radio advertisements and newspaper notices were also incorporated into the public outreach. Based on input from the community, LAVTA created a recommended service change plan. This plan will be presented to the LAVTA Board of Directors in February 2016, and a public hearing will be conducted in March 2016. As a public hearing, public comment on the service changes will be taken prior to the Board of Directors voting on adopting the plan. The plan is expected to be in front of the Board for approval in April 2016.

# 6 OPERATIONS PLAN & BUDGET

## OPERATIONS PLAN

### Introduction

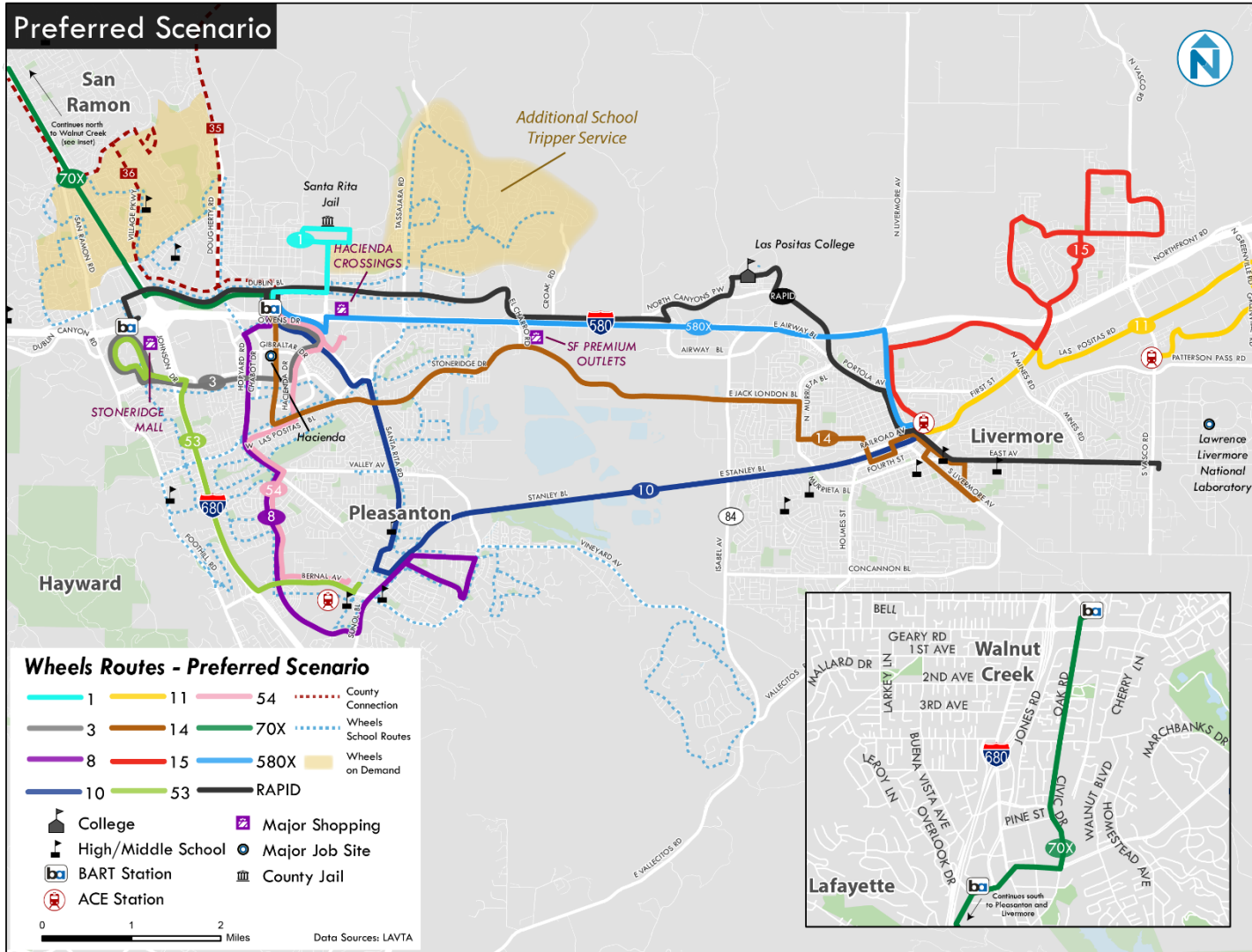
As a result of the Comprehensive Operational Analysis (COA), to be completed in 2016, LAVTA is planning a series of service changes to improve ridership and utilization. Four common themes guided the development of the service changes:

- Improve ridership and farebox recovery ratio of the Rapid
- Improve access to BART
- Reduce duplication of service
- Simplify the service

A map of the future service network is shown on the following page, and route-by-route changes are described in the following section.

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Figure 56 Future LAVTA Network Map



## Local Routes

### Rapid

The ridership and productivity of the Rapid service has not met market expectations. Moreover, due to poor performance, MTC is withholding operating funding. Rapid also suffers from variable running times. The Stoneridge Mall area is the area where travel time differences by time of day are most acute. Recommendations include:

- **End the Rapid at the West Dublin/Pleasanton BART station** – the existing alignment to the Stoneridge Mall is indirect, fraught with traffic conflicts, and is less productive than almost all other segments. Stoneridge Mall itself could still be accessed from the Rapid via a walk across the BART station skybridge. A restructured Route 3 will continue to provide service to Stoneridge Mall and the Stoneridge Mall Road loop.
- **Extend Hours of Service** – Rapid service currently ends at about 7 p.m. and does not operate on weekends. Rapid should operate 7 days a week to be consistent. In addition, Rapid should operate to midnight 7 days a week.
- **Extend Rapid to serve Las Positas Community College via I-580** – Rapid’s alignment should be adjusted to serve a bigger all-day market. Stops on Stanley Boulevard in Livermore would no longer be served by Rapid, but would be served by expanded Route 10 service. The Outlet Mall would be served by a revised Route 14.
- **Reduce Duplication of Service with Local Routes** – In conjunction with recommendations for Route 10 no longer operating on East Avenue in Livermore and Route 12 no longer operating on Dublin Boulevard in Dublin, Rapid service would need to add additional stops along both East Avenue and Dublin Boulevard. Travel time would increase slightly as a result.

These recommendations will improve ridership and likely achieve the 20% farebox recovery ratio goal set by MTC.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:15 - Midnight	5:15 - Midnight	5:15 - Midnight

Headways (min)	Weekday	Saturday	Sunday
Early AM	15	60	60
AM peak	15	60	60
Midday	15	60	60
PM peak	15	60	60
Evening	30	60	60
Night (after 9 pm)	60	60	60

**Route 1 – Santa Rita Jail to E. BART**

Route 1 is a feeder route for the E Dublin/Pleasanton BART station whose only unique market is service to the Santa Rita jail and the Rose Pavilion. Route 1 is a one-way loop which ensures out-of-direction travel on any round trip. Route 1 duplicates segments of Routes 2, 12, and 9.

Recommendations for Route 1 are designed to create a unique market for Route 1, and include:

- **Operate as a connector between East Dublin/Pleasanton BART to the Santa Rita Jail** – This recommendation will provide bi-directional service between the Jail, employers along Hacienda Drive, and BART. It will reduce duplication of service with other routes in both Dublin and Pleasanton. The Rose Pavilion stops will no longer be served, but are within a 0.4 mile walk of frequent Route 10 service.
- **Interline Route 1 with a restructured Route 8**

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	6:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

**Route 2 – E. BART to Dublin Ranch to E. Bart**

Route 2 is a feeder route for the E Dublin/Pleasanton BART station that operates during peak hours only. Its markets are service to BART as well as to Fallon Middle School. The route includes a circuitous one-way loop, and it carries few riders. Recommendations include:

- **Delete Route 2 due to low ridership**
- **Replace Route 2 with a demonstration project named *Wheels-On-Demand***, which will utilize real-time, dynamic ridesharing in the East Dublin area instead of a large, fixed-route bus.
- **Add school tripper trips in the area currently served by Route 2** to replace service to Fallon Middle School.

**Route 3 – E. BART to Stoneridge Mall**

Route 3 is a peak-only feeder route serving two BART stations. Despite 30-minute peak frequency, Route 3 is a very low performing route. The alignment is circuitous, difficult to understand, and requires out-of-direction travel. It is a peak only route on weekdays, and operates one direction in the morning and another in the afternoon. Two County Connection routes (35 and 36) provide service between the Dublin/Pleasanton BART station and the area of Dublin served by Route 3. Recommendations for Route 3 include:



- **Delete segments serving Village Parkway and Dougherty Road** – Ridership is low in these areas and County Connection serves these corridors. County Connection has similar fares and accepts transfers from Wheels as well. Additional replacement service would be provided by the “*Wheels on Demand*” demonstration project.
- **Restructure Route 3 to feed BART and serve area around Stoneridge Mall**– Route 3 would operate bi-directionally between the two Dublin/Pleasanton BART stations, serving the Hacienda Business Park and Stoneridge Mall.
- **Extend Route 3 span of service to 1:00 a.m.**
- **Operate every 45 minutes during the day on weekdays, every 40 minutes on weekends, and every 60 minutes at night**
- **Operate seven days a week**
- **Interline Route 3 with Route 10 after 9:00 p.m.**

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	6:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.

Headways (min)	Weekday	Saturday	Sunday
AM peak	45	40	40
Midday	45	40	40
PM peak	45	40	40
Evening	45	40	40
Night (after 9 pm)	60	60	60

**Route 8 – E. BART to Downtown Pleasanton**

Routes 8A and 8B are feeder routes that operate as large counter-clockwise and clockwise loops on weekdays, with several differences in route deviations. There are three different variants of this route, depending on day and time. The following recommendations are made for Route 8:

- **Create a consistent bi-directional route between BART and Pleasanton** – Route 8 would operate the same alignment, seven days a week. The Santa Rita segments of the route would no longer be served by Route 8, but instead be served by more frequent Route 10 service.
- **Streamline Route 8 so that it can operate hourly all-day, seven days a week** - The deviations into the Bernal Business Park would be eliminated due to low ridership.
- **Operate the existing Kottinger loop seven days a week**
- **Operate every 30 minutes during peak periods, and hourly during the off peak**
- **Interline with Route 1**
- **Expand span of service until 9 p.m. on Sundays**

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	6:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.	8:00 a.m. - 9:00 p.m.

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

**Route 9 – E. BART/California Center/Hacienda Business Park**

Route 9 is a feeder route designed as a short collector to distribute BART passengers to the Hacienda Business Park. Despite operating every 15 minutes during peak periods, ridership is very low. Recommendations for Route 9 include:

- **Delete Route 9 due to low productivity.** Route 9 would be replaced by enhanced Route 10 service, a revised Route 3, a revised Route 14, and Route 54 service.

**Route 10 – Livermore, Pleasanton, Dublin, E. BART**

Route 10 is one of LAVTA’s strongest performers. Route 10 has several different variants. During early mornings and late evenings, and weekends (when Rapid is currently not operating), Route 10 is extended to serve Stoneridge Mall. In Livermore, not all trips are extended to the East Avenue terminus. The East Avenue and Stanley Boulevard segments duplicate the Rapid. Recommendations include:

- **Terminate Route 10 at the Livermore Transit Center to reduce duplication with Rapid on East Avenue.** Rapid would continue to serve East Avenue, including new service on evenings and weekends.
- **Improve weekday frequency to every 15 minutes during peak and midday hours** – This will improve the ability for Livermore and Pleasanton residents to access BART, and will facilitate transferring to other local routes along the alignment.
- **Operate Route 10 at 30 minute service during Saturdays and Sundays** – Waits at BART will still be reasonable, but this will also enhance connections with other LAVTA routes, including Route 15, 3, 8, and 1.
- **Cease the extension to Stoneridge Mall** – A restructured Route 3 will make that connection 7 days a week.
- **Interline with Route 3 after 9:00 p.m.**

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**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	4:30 a.m. - 1:00 a.m.	5:30 a.m. - 1:00 a.m.	6:00 a.m. - 1:00 a.m.

Headways (min)	Weekday	Saturday	Sunday
Early AM	30	45	-
AM peak	15	45	45
Midday	15	30	30
PM peak	15	30	30
Evening	30	45	45
Night (after 9 p.m.)	60	60	60

**Route 11 Transit Center to Greenville Road and Vasco Road ACE**

Route 11 is a peak only service that connects the Livermore Transit Center with employment sites in northeast Livermore. Service is every 45 minutes, and ridership is low. Recommendations include:

- **Extend to Vasco Road ACE Station** – Route 11 would be converted to a bidirectional route between Livermore Transit Center and the Vasco Road ACE station, serving the industrial area in between. In the morning, the route would connect to two ACE trains at Vasco Road, and another ACE train at the Transit Center. In the afternoon, it would connect with three ACE trains at Vasco Road. This will improve connections for the many workers who live in the San Joaquin Valley and work in the industrial area.
- **Adjust schedule to operate every 60 minutes to facilitate transfers** – Transfers to Route 10 and 15 could be made at the Livermore Transit Center for all trips in both directions, which should increase the ridership market.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	6:00 a.m. – 9:00 a.m. 4:00 p.m. – 7:00 p.m.	-	-

Headways (min)	Weekday	Saturday	Sunday
AM peak	60	-	-
Midday	-	-	-
PM peak	60	-	-
Evening	-	-	-

**Route 12 – Livermore Transit Center to E. BART**

Route 12 connects Livermore with Las Positas College and Dublin. Route 12 duplicates Route 10 and Rapid service on Stanley Boulevard. Route 12 duplicates Rapid service on Dublin Boulevard. The unique market of Los Positas College is the defining feature of Route 12. Recommendations for Route 12 include:

- **Consolidate Route 12 with Rapid** – With the recommendation to revise the Rapid to serve Las Positas College, Route 12 no longer has a unique market. Rapid would serve the Dublin Boulevard segments and a restructured Route 14 would serve the Livermore segments of the existing Route 12.

**Route 12X – Livermore Transit Center to E. BART Express**

Route 12X is designed to be an express version of Route 12 that skips Las Positas College during peak times. Route 12X and Route 20 are interlined, so the same vehicle does both. Route 12X does not attract significant ridership. Recommendations for Route 12X include:

- **Delete route due to low ridership and duplication with Rapid**

**Route 14 West Livermore – Outlet Mall – E. Dublin BART**

Route 14 is a feeder/circulator route in Livermore that has above average ridership. Recommendations include:

- **Extend Route 14 to Dublin via Stoneridge** – This recommendation would transform Route 14 from a neighborhood circulator to a regional connector. It will also provide one-seat ride service from multiple Livermore neighborhoods to BART and employment areas in Pleasanton. Route 14 would be extended to serve Jack London, San Francisco Premium Outlets, Hacienda Business Park, and the E. Dublin BART station. This route would also address one of the biggest requests for service to Stoneridge Creek. Route 14 would operate within ¼ mile of the LAVTA facility on Rutan Court, but not serve it directly. The route would also serve the Civic Center Library seven days a week, which was a frequent request by the public.
- **Operate on weekends** – Route 14 would operate on weekends. Employer access to the Premium Outlets is one of the prime drivers of this recommendation.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	7:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	60

**Route 15 – Livermore Transit Center to Springtown**

Route 15 is productive feeder route in Livermore. Recommendations include:

- **Operate every 30 minutes during midday weekday periods** – This will improve frequency for Route 15 riders and improve transfers between Route 15 and other routes, such as Route 10, at Livermore Transit Center.
- **Modify alignment to improve route directness** - Route 15 should have a minor realignment to operate on Junction Ave to N. Livermore Ave.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:00 a.m. – Midnight	6:00 a.m. – 10:00 p.m.	7:00 a.m. – 9:00 p.m.

Headways (min)	Weekday	Saturday	Sunday
Early AM	60	-	-
AM peak	30	60	60
Midday	30	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	-

**Route 20X – BART to Vasco Road to Transit Center**

Route 20X is a Primary route that travels on I-580 to the LLNL via Vasco Road. Despite travel time between BART and Lawrence Livermore National Laboratory being quicker on Route 20X, fewer than 15 people a day are making this trip. Recommendations for Route 20X include:

- **Delete Route 20X service due to low ridership** – there are insufficient numbers of passengers to warrant express service between BART and the employment areas of East Livermore.
- **Two alternatives are proposed for Route 20X riders:**
  - **A new Route 580X would provide non-stop service between BART and the Livermore Transit Center.** At the Livermore Transit Center, connections to the Lawrence Livermore National Laboratory would be available via the Rapid and connections to the industrial area along Los Positas would be available via Route 11.
  - **BART-Based Vanpool Service**– Alternatively, Route 20X service can be provided with a BART-Based vanpool service. A vanpool(s) would be better able to match times with BART and be able to distribute riders within the Lab itself. Vans would have reserved parking at BART.

**Route 51 – Transit Center to Civic Library**

Route 51 is a feeder route that operates only in the afternoons and evenings. Almost the entire route is served more frequently by Route 14. Recommendations for Route 51 include:

- **Consolidate Route 51 with Route 14.** The restructured Route 14 would serve the Civic Center/Library stop every 30 minutes during the afternoon peak times, which would remove the need to operate Route 51.

**Route 53 Pleasanton ACE Station to W. BART**

Route 53 provides a peak-hour connection between ACE trains and BART and has very high productivity. No changes are recommended to Route 53.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:30 a.m. – 8:45 a.m. 4:00 p.m. – 7:15 p.m.	-	-

Headways (min)	Weekday	Saturday	Sunday
AM peak	25 - 75	-	-
Midday	-	-	-
PM peak	60	-	-
Evening		-	-

**Route 54 – Pleasanton ACE Station to Hacienda / E. BART**

Route 54 provides peak-hour connections between ACE trains and BART, but is designed to circulate through the Hacienda business park. Ridership is relatively high, especially near the BART station. Recommendations for Route 54 include:

- **Streamline route** – To provide faster travel times, streamline the route to serve Bernal, Hopyard, Las Positas, Hacienda, Owens, and Rosewood. The deviation to serve Bernal Business Park would be eliminated due to low ridership.
- **Connect BART to Rosewood Commons** – Current out-of-service trips between the BART and ACE stations would stop at Rosewood Commons to provide a direct connection between the employment site and BART.
- **Route 54 would continue to meet the ACE trains it currently meets.**

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	6:50 a.m. – 8:30 a.m. 3:45 p.m. – 6:30 p.m.	-	-

Headways (min)	Weekday	Saturday	Sunday
AM peak	2 trips	-	-
Midday	-	-	-
PM peak	3 trips	-	-
Evening	-	-	-

**Route 70X and 70XV – Pleasant Hill BART to E. Dublin BART**

Routes 70X and 70XV are peak bi-directional express routes between the Dublin/Pleasanton BART line and the Pittsburg/Bay Point line at Walnut Creek and Pleasant Hill. Productivity for Route 70X is better than 70XV. Recommendations include:

- **Eliminate Route 70XV** – Route 70XV does not show the ridership to support a separate targeted trip. Existing Route 70XV riders can utilize Route 70X and transfer to the Rapid or Route 3 to access their destinations.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:45 a.m. – 9:00 p.m. 4:00 p.m. – 7:00 p.m.	-	-

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	-	-
Midday	-	-	-
PM peak	30	-	-
Evening	-	-	-

**Route 580X Livermore to BART Express**

In order to better connect Livermore residents to BART, and address concerns regarding parking availability at BART, a new Route 580X should be operated, connecting the Livermore Transit Center and BART.

Route 580X would operate on weekdays only, providing non-stop service between these two transit centers. Route 580X would utilize the HOT lanes on I-580 to improve speed and reliability between these two destinations.

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During weekday midday and evening periods, patrons who have either walked to or parked their vehicle at the Livermore Transit Center would have the option of returning to the Livermore Transit Center with the Rapid route.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:30 a.m. – 8:30 a.m. 4:00 p.m. – 7:00 p.m.	-	-

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	-	-
Midday	-	-	-
PM peak	30	-	-
Evening	-	-	-



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**Local-Route Summary**

Figure 57 Existing and Proposed Service Frequencies

Route	Existing								Proposed							
	Early AM	AM Peak	Midday	PM Peak	Eve.	Night	Sat	Sun	Early AM	AM Peak	Midday	PM Peak	Eve.	Night	Sat	Sun
Rapid	15	15	15	15	15	-	-	-	15	15	15	15	30	60	60	60
Route 1	-	30	30	30	30	-	30	30	-	30	60	30	60	-	60	60
Route 2	-	60	-	60	60	-	-	-	-	-	-	-	-	-	-	-
Route 3	-	30	-	30	60	-	60	-	-	45	45	45	45	60	40-60	40-60
Route 8	-	60	60	60	60	-	50-60	40	-	30	60	30	60	-	60	60
Route 9	-	15-30	-	15	-	-	-	-	-	-	-	-	-	-	-	-
Route 10	30	30	30	30	30	40	16-48	40	30	15	15	15	30	60	30-60	30-60
Route 11	-	45	-	45	-	-	-	-	-	60	-	60	-	-	-	-
Route 12	-	30	60	30	60	60	60	120	-	-	-	-	-	-	-	-
Route 12X	-	30	-	30	-	-	-	-	-	-	-	-	-	-	-	-
Route 14	-	30	30	30	30	-	-	-	-	30	60	30	60	60	60	60
Route 15	60	30	30-60	30	30-60	60	60	60	60	30	30	30	60	60	60	60
Route 20X	-	45	-	45	-	-	-	-	-	-	-	-	-	-	-	-
Route 51	-	-	-	30	30	-	-	-	-	-	-	-	-	-	-	-
Route 53	-	25-75	-	60	-	-	-	-	-	25 - 75	-	60	-	-	-	-
Route 54	-	65 – 75	-	60	-	-	-	-	-	2 trips	-	3 trips	-	-	-	-
Route 70X/70XV	-	30	-	30	-	-	-	-	-	30	-	30	-	-	-	-
Route 580X	-	-	-	-	-	-	-	-	-	30	-	30	-	-	-	-

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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**Figure 58 Existing and Proposed Service Spans**

Route	Existing			Proposed		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Rapid	5:16 a.m. – 8:04 p.m.	-	-	5:15 a.m. – Midnight	5:15 a.m. – Midnight	5:15 a.m. – Midnight
Route 1	6:00 a.m. – 8:55 p.m.	8:01 a.m. – 9:25 p.m.	8:01 a.m. – 9:25 p.m.	6:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.
Route 2	6:30 a.m. – 9:20 a.m. 3:20 p.m. – 6:48 p.m.	-	-	-	-	-
Route 3	5:55 a.m. – 9:20 a.m. 3:30 p.m. – 8:50 p.m.	9:01 a.m. – 5:51 p.m.	-	6:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.
Route 8	6:15 a.m. – 8:32 p.m.	8:01 a.m. – 11:11 p.m.	9:01 a.m. – 2:18 p.m.	6:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.
Route 9	6:30 a.m. – 9:19 a.m. 3:30 p.m. – 6:19 p.m.	-	-	-	-	-
Route 10	4:12 a.m. – 1:44 a.m.	4:57 a.m. – 1:14 a.m.	5:17 a.m. – 1:14 a.m.	4:30 a.m. – 1:00 a.m.	5:30 a.m. – 1:00 a.m.	6:00 a.m. – 1:00 a.m.
Route 11	6:42 a.m. – 8:48 a.m. 4:12 p.m. – 6:18 p.m.	-	-	6:00 a.m. – 9:00 a.m. 4:00 p.m. – 7:00 p.m.	-	-
Route 12	5:58 a.m. – 10:42 p.m.	9:01 a.m. – 9:47 p.m.	9:02 a.m. – 8:47 p.m.	-	-	-
Route 12X	7:12 a.m. – 9:12 a.m. 3:54 p.m. – 7:15 p.m.	-	-	-	-	-
Route 14	6:42 a.m. – 8:06 p.m.	-	-	7:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.
Route 15	5:12 a.m. – 11:58 p.m.	6:02 a.m. – 11:48 p.m.	7:08 a.m. – 8:43 p.m.	5:00 a.m. – Midnight	6:00 a.m. – 10:00 p.m.	7:00 a.m. – 9:00 p.m.
Route 20X	6:15 a.m. – 9:54 a.m. 3:52 p.m. – 6:36 p.m.	-	-	-	-	-
Route 51	3:12 p.m. – 6:57 p.m.	-	-	-	-	-
Route 53	5:36 a.m. – 8:41 a.m. 3:55 p.m. – 7:16 p.m.	-	-	5:30 a.m. – 8:45 a.m. 4:00 p.m. – 7:15 p.m.	-	-
Route 54	5:36 a.m. – 8:23 a.m. 3:47 p.m. – 6:19 p.m.	-	-	6:50 a.m. – 8:30 a.m. 3:45 p.m. – 6:30 p.m.	-	-
Route 70X/70XV	5:43 a.m. – 8:53 a.m. 4:00 p.m. – 7:10 p.m.	-	-	5:45 a.m. – 9:00 p.m. 4:00 p.m. – 7:00 p.m.	-	-
Route 580X	-	-	-	5:30 a.m. – 8:30 a.m. 4:00 p.m. – 7:00 p.m.	-	-

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**Figure 59 Existing and Proposed Revenue Hours and Peak Vehicles**

Route	Existing						Proposed					
	Revenue Hours			Peak Vehicles			Revenue Hours			Peak Vehicles		
	Wkdy	Sat	Sun	Wkdy	Sat	Sun	Wkdy	Sat	Sun	Wkdy	Sat	Sun
Rapid	125	-	-	10	-	-	123	38	38	9	2	2
Route 1	15	13	13	1	1	1	9	8	8	0.7	0.6	0.6
Route 2	6	-	-	1	-	-						
Route 3	14	9	-	2	1	-	23	15	15	1	1	1
Route 8	26	13	5	2	1	1	27	18	18	2.3	1.4	1.4
Route 9	9	-	-	1	-	-	-	-	-	-	-	-
Route 10	82	111	70	5	9	4	102	48	47	7	3	3
Route 11	4	-	-	1	-	-	6	-	-	1	-	-
Route 12/12X	50	26	12	7	2	1	-	-	-	-	-	-
Route 14	13	-	-	1	-	-	40	28	28	4	2	2
Route 15	28	16	14	2	1	1	28	16	14	2	1	1
Route 20X	7	-	-	2	-	-	-	-	-	-	-	-
Route 51	4	-	-	1	-	-	-	-	-	-	-	-
Route 53	6	-	-	1	-	-	6	-	-	1	-	-
Route 54	4	-	-	1	-	-	4	-	-	1	-	-
Route 70X/70XV	16	-	-	5	-	-	16	-	-	4	-	-
Route 580X	-	-	-	2	-	-	12	-	-	2	-	-
<b>Total</b>	<b>410</b>	<b>188</b>	<b>114</b>	<b>40</b>	<b>13</b>	<b>8</b>	<b>395</b>	<b>170</b>	<b>167</b>	<b>35</b>	<b>11</b>	<b>11</b>

## School Routes

Several changes to school routes are proposed. In Livermore, all three school routes (401, 402, and 403) are proposed for elimination, as students prefer to utilize the Rapid, Route 10, Route 15 and others that provide quality transportation to Livermore middle and high schools.

In Dublin, an additional route that will provide service to high school students traveling from east Dublin to Dublin High School is proposed. The exact routing is being developed with input from the Dublin School District.

No changes to school routes are planned for the Pleasanton area.

## **Wheels on Demand**

A demonstration project is proposed to provide subsidized trips on taxi and Transportation Network Company (TNC) services to and from designated areas in Dublin. Most areas within the City of Dublin, north of Dublin Blvd, do not have the density of housing or employment to support Wheels fixed route service. However, large numbers of single occupancy trips are taken daily in Dublin to repeat locations for work and other activity centers. Under this program, users traveling to or from designated areas in Dublin, which are shown in Figure 56, would receive a subsidy towards their taxi or TNC trips.

The initial funding would be through a partnership of Wheels and Alameda County Transportation Commission. The funding would not include federal dollars. The demonstration project would be a 1-year duration, or until funding is exhausted, to evaluate the productivity and efficiencies of the program.

## **Paratransit**

Wheels operates ADA paratransit service for people who cannot use the fixed route bus system in Livermore, Dublin, Pleasanton, and surrounding unincorporated areas of Alameda County. The service is available wherever and whenever fixed-route service is operating. As an exception, service is also provided to and from the San Ramon Medical Center and to the V.A. hospital in Livermore if one end of the trip is in Livermore, Dublin, or Pleasanton.

No significant changes to paratransit service are planned at this time. However, LAVTA staff is examining a variety of potential changes to the paratransit program to manage costs, which have increased significantly in recent years due to increased ridership. In the future, changes may be made to eligibility, trip negotiation, trip subscription allowances, and other components of the paratransit service.

## **OPERATIONS BUDGET**

This section summarizes the operating budget for the SRTP period. Fixed-route and paratransit budgets are presented separately.

### **Fixed-Route Budget**

Figure 60, Figure 61, and Figure 62 display the budgeted fixed-route expenses, operating characteristics, and revenues from FY 2016 through 2025. TDA 4.0 funds are assumed to balance the budget over the course of the SRTP period. Three-year retrospectives are shown in Tables 5-6 on the pages following the budget.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 60 Fixed-Route Expense Budget for SRTP Period (FY 2016-2025)

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Labor (b)</b>	\$1,208,506	\$1,229,051	\$1,249,944	\$1,268,694	\$1,286,455	\$1,303,179	\$1,322,727	\$1,342,568	\$1,364,049	\$1,387,238
<b>Fringe Benefits (c)</b>	\$648,575	\$749,721	\$762,466	\$773,903	\$784,738	\$794,939	\$806,863	\$818,966	\$832,070	\$846,215
<b>Services (e)</b>	\$1,033,335	\$1,050,902	\$1,068,767	\$1,086,936	\$1,105,414	\$1,124,206	\$1,143,318	\$1,162,754	\$1,182,521	\$1,202,624
<b>Fuel and Lube (d)</b>	\$1,541,300	\$1,564,754	\$1,603,996	\$1,662,412	\$1,715,543	\$1,774,493	\$1,837,654	\$1,892,894	\$1,949,194	\$2,010,260
<b>Utilities (f)</b>	\$260,880	\$262,856	\$265,850	\$268,337	\$270,167	\$271,666	\$274,714	\$275,898	\$278,974	\$279,431
<b>Insurance (e)</b>	\$527,048	\$536,008	\$545,120	\$554,387	\$563,812	\$573,396	\$583,144	\$593,058	\$603,140	\$613,393
<b>Purchased Transportation (a)</b>	\$8,855,346	\$8,868,596	\$9,316,030	\$9,370,367	\$9,631,801	\$9,900,528	\$10,176,753	\$10,460,684	\$10,752,537	\$11,052,533
<b>LAVTA Administration and Legal (b)</b>	\$492,349	\$500,719	\$509,231	\$516,870	\$524,106	\$530,919	\$538,883	\$546,966	\$555,718	\$565,165
<b>Total</b>	<b>\$14,567,339</b>	<b>\$14,762,606</b>	<b>\$15,321,406</b>	<b>\$15,501,906</b>	<b>\$15,882,035</b>	<b>\$16,273,327</b>	<b>\$16,684,056</b>	<b>\$17,093,788</b>	<b>\$17,518,202</b>	<b>\$17,956,858</b>

Notes:

- (a) Current contract escalators through end of option years- remaining years are calculated using the last year's escalator. FY17-18 includes \$200,000 to account for potential startup costs associated with a new contractor
- (b) Increase based on CPI projections from California DOT
- (c) Assume 61% of labor costs based on analysis of prior benefit trends
- (d) Based on projected increases in prices from Energy Information Administration
- (e) Assumed to increase by 1.7% a year
- (f) Based on projected increases for commercial electricity from Energy Information Administration

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 61 Fixed-Route Operating Characteristics

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Revenue Hours</b>	125,706	125,706	125,706	125,706	125,706	125,706	125,706	125,706	125,706	125,706
<b>Deadhead hours</b>	12,660	12,660	12,660	12,660	12,660	12,660	12,660	12,660	12,660	12,660
<b>Ridership(a)</b>	1,652,151	1,652,151	1,734,759	1,769,454	1,804,843	1,840,940	1,877,758	1,915,314	1,953,620	1,992,692
<b>% Ridership Increase</b>	0%	0%	5%	2%	2%	2%	2%	2%	2%	2%
<b>Average Fare Per Passenger</b>	\$1.17	\$1.18	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.17	\$1.16
<b>Passenger per Revenue Hour</b>	13.1	13.1	13.8	14.1	14.4	14.6	14.9	15.2	15.5	15.9
<b>Farebox Recovery Ratio</b>	13%	13%	13%	13%	13%	13%	13%	13%	13%	13%
<b>Cost per Hour</b>	\$115.88	\$117.44	\$121.88	\$123.32	\$126.34	\$129.46	\$132.72	\$135.98	\$139.36	\$142.85

Notes:

(a) Ridership forecast to increase by 5% in FY17-18 due to Comprehensive Operational Analysis service changes, and then 2% per year thereafter

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Figure 62 Fixed-Route Revenue Budget for SRTP Period (FY 2016-2025)

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Passenger Fares (a)</b>	\$1,603,894	\$1,603,894	\$1,684,089	\$1,717,770	\$1,752,126	\$1,787,168	\$1,822,912	\$1,859,370	\$1,896,557	\$1,934,489
<b>Business Parks (b)</b>	\$141,504	\$143,910	\$146,356	\$148,551	\$150,631	\$152,589	\$154,878	\$157,201	\$159,717	\$162,432
<b>Special Contract Fares (b)</b>	\$195,001	\$198,316	\$201,687	\$204,713	\$207,579	\$210,277	\$213,431	\$216,633	\$220,099	\$223,841
<b>Interest (c)</b>	\$2,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Concessions (b)</b>	\$38,500	\$39,155	\$39,820	\$40,417	\$40,983	\$41,516	\$42,139	\$42,771	\$43,455	\$44,194
<b>Advertising (d)</b>	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
<b>STA (e)</b>	\$1,083,797	\$1,280,646	\$1,390,651	\$1,510,086	\$1,639,788	\$1,780,630	\$1,843,989	\$1,909,602	\$1,977,548	\$2,047,914
<b>STA Lifeline</b>	\$194,324	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>BART Subsidy (f)</b>	\$622,455	\$638,819	\$655,614	\$672,850	\$690,540	\$706,065	\$721,939	\$738,171	\$754,767	\$771,736
<b>Measure B Express Bus (g)</b>	\$0	\$500,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Measure B and BB (h)</b>	\$1,515,343	\$1,555,172	\$1,596,066	\$1,638,023	\$1,681,088	\$1,718,884	\$1,757,535	\$744,163	\$760,896	\$778,006
<b>JARC and New Freedom/5310 (i)</b>	\$64,517	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>RM2 (j)</b>	\$0	\$580,836	\$580,836	\$580,836	\$580,836	\$580,836	\$580,836	\$580,836	\$580,836	\$580,836
<b>TFCA (k)</b>	\$126,250	\$138,875	\$152,763	\$168,039	\$184,843	\$203,327	\$223,660	\$246,026	\$270,628	\$297,691
<b>FTA</b>	\$43,683	\$884,200	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>TDA 4.0 Funds needed to balance budget</b>	8,886,071	7,148,783	8,823,524	8,770,620	8,903,621	9,042,034	9,272,737	10,549,015	10,803,698	11,065,720
<b>Total Revenues</b>	<b>\$14,567,339</b>	<b>\$14,762,606</b>	<b>\$15,321,406</b>	<b>\$15,501,906</b>	<b>\$15,882,035</b>	<b>\$16,273,327</b>	<b>\$16,684,056</b>	<b>\$17,093,788</b>	<b>\$17,518,202</b>	<b>\$17,956,858</b>
<b>Total Expenditures</b>	<b>\$14,567,339</b>	<b>\$14,762,606</b>	<b>\$15,321,406</b>	<b>\$15,501,906</b>	<b>\$15,882,035</b>	<b>\$16,273,327</b>	<b>\$16,684,056</b>	<b>\$17,093,788</b>	<b>\$17,518,202</b>	<b>\$17,956,858</b>
<b>Difference</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Notes:

- (a) Assumes no fare increase
- (b) Increases based on CPI
- (c) Interest calculation: Assume zero interest as analysis fees offset interest.
- (d) Based on current contract, and assumes that bus wraps are no longer used
- (e) Assumes STA program per MTC projections(plan Bay Area) with a one year budgeting lag
- (f) BART's payments to LAVTA for providing feeder bus service to BART. Assumes contributions increase at the same rate as TDA 4.0
- (g) Forecasts based on ACTC estimates of amounts available and historical receipts.
- (h) Forecasts based on FY15 projections and escalated at the same rate as TDA. Measure B sunsets after FY 21-22.
- (i) JARC, New Freedom, 5310 funds through a competitive grant process
- (j) RM2 funds for BRT service reinstated in FY17
- (k) Increases by 10% a year

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Figure 63 Three-Year Retrospective of Fixed-Route Expenses

Category	ACTUAL	ACTUAL	ACTUAL	3-Year
	FY 12-13	FY 13-14	FY 14-15	% Growth
<b>Labor</b>	\$949,800	\$1,069,649	\$972,179	2.4%
<b>Fringe Benefits</b>	\$564,112	\$506,587	\$443,442	-21.4%
<b>Services</b>	\$673,883	\$477,244	\$680,447	1.0%
<b>Purchased Transportation</b>	\$8,078,745	\$8,272,858	\$8,416,907	4.2%
<b>Fuel, Parts, Supplies, and Other Operation Costs</b>	\$1,766,792	\$1,981,054	\$1,494,411	-15.4%
<b>Insurance (a)</b>	\$73,613	\$469,474	\$417,526	467.2%
<b>Administration and Legal</b>	\$226,415	\$285,693	\$308,161	36.1%
<b>Total</b>	<b>\$12,333,360</b>	<b>\$13,062,559</b>	<b>\$12,733,073</b>	<b>3.2%</b>

Notes:

(a) Insurance expenses increased in FY 13-14 because LAVTA chose to exercise a large credit against the FY12-13 premium

Over the past three years, LAVTA's expenses increased in FY 2014, but then decreased in FY2015, leading to a modest 3.2% increase over the period. Reductions in the expense categories of fringe benefits, and fuels, parts, supplies, and other operation costs allowed LAVTA to reduce expenses in FY 2015 by \$329,486 (from FY 2014). LAVTA will continue to work toward additional reductions in expenses and/or increasing revenue sources for the SRTP period to ensure the budget remains balanced.



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Figure 64 Three-Year Retrospective of Fixed-Route Revenue

Category	ACTUAL	ACTUAL	ACTUAL	3-Year
	FY 12-13	FY 13-14	FY 14-15	% Growth
Fares	\$1,787,567	\$1,723,635	\$1,781,547	-0.3%
Special Contract Revenue (a)	\$521,441	\$286,085	\$268,485	-48.5%
Advertising	\$222,653	\$245,295	\$307,378	38.1%
Interest and Miscellaneous	\$5,608	\$58,918	\$90,673	1,516.9%
TDA 4.0	\$3,546,783	\$3,504,695	\$5,168,806	45.7%
STA	\$1,944,252	\$1,669,277	\$1,802,747	-7.3%
Local Operating Assistance	\$208,538	\$36,347	\$176,611	-15.3%
FTA	\$1,897,680	\$2,993,915	\$579,080	-69.5%
Local Sales Tax - Measure B - Allocations	\$793,899	\$816,561	\$851,519	7.3%
Local Sales Tax - Measure B - Grants	\$741,551	\$1,000,000	\$1,000,000	34.9%
Local Sales Tax - Measure BB - Allocations	\$0	\$0	\$125,391	100.0%
Bridge Tolls	\$663,388	\$727,831	\$580,836	-12.4%
<b>Total</b>	<b>\$12,333,360</b>	<b>\$13,062,559</b>	<b>\$12,733,073</b>	<b>3.2%</b>

Notes:

- (a) Special Contract Revenue was higher in FY 12-13 than in other years because a developer obtained a one-time grant that was passed through to LAVTA

LAVTA has maintained appropriate revenue levels in the past several years, ensuring that expenses have been balanced. LAVTA will need to find solutions to attain additional revenue as sources diminish or become unavailable. From FY 2013 to FY 2015, certain revenue sources declined, including FTA funds, which were received due to the deferment of vehicle replacements. During those years, LAVTA had additional FTA funds from bus deferments that were used for operating expenses in order to increase TDA reserves. In order to balance the budget in the past three years, expenses were reduced, and LAVTA used revenue from advertising, interest and miscellaneous, TDA, and Measure B categories. LAVTA will continue to pursue revenue sources to maintain a balanced operational budget into the future.

## Paratransit Budget

Figure 65, Figure 66, and Figure 67 display paratransit expenses, operating characteristics, and revenue from FY 2016 through 2025. Three-year retrospectives are shown in Figure 68 and Figure 69. TDA 4.0 funds are assumed to balance the budget through FY 2023, and unsecured funding is assumed for FY 2024 and 2025.

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Figure 65 Paratransit Expense Budget for SRTP Period (FY 2016-2015)

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Labor (a)</b>	\$85,374	\$86,825	\$88,301	\$89,626	\$90,881	\$92,062	\$93,443	\$94,845	\$96,362	\$98,000
<b>Fringe Benefits (b)</b>	\$37,981	\$52,963	\$53,864	\$54,672	\$55,437	\$56,158	\$57,000	\$57,855	\$58,781	\$59,780
<b>Services (d)</b>	\$44,250	\$45,002	\$45,767	\$46,545	\$47,337	\$48,141	\$48,960	\$49,792	\$50,639	\$51,499
<b>Utilities (c)</b>	\$3,420	\$3,446	\$3,485	\$3,518	\$3,542	\$3,561	\$3,601	\$3,617	\$3,657	\$3,663
<b>Insurance (d)</b>	\$9,115	\$9,270	\$9,428	\$9,588	\$9,751	\$9,917	\$10,085	\$10,257	\$10,431	\$10,608
<b>Purchased Transportation (e)</b>	\$1,838,033	\$2,156,013	\$2,309,090	\$2,473,036	\$2,648,621	\$2,836,673	\$3,038,077	\$3,253,780	\$3,484,799	\$3,732,220
<b>LAVTA Administration and Legal (a)</b>	\$26,936	\$27,394	\$27,860	\$28,278	\$28,673	\$29,046	\$29,482	\$29,924	\$30,403	\$30,920
<b>Total</b>	<b>\$2,045,109</b>	<b>\$2,380,914</b>	<b>\$2,537,795</b>	<b>\$2,705,262</b>	<b>\$2,884,241</b>	<b>\$3,075,559</b>	<b>\$3,280,648</b>	<b>\$3,500,070</b>	<b>\$3,735,071</b>	<b>\$3,986,691</b>

Notes:

- (a) Increase based on CPI projections from California DOT
- (b) Assume 61% of labor costs based on analysis of prior benefit trends
- (c) Based on projected increases in prices from Energy Information Administration
- (d) Assumed to increase by 1.7% a year
- (e) Costs are on a per-trip basis. FY15-16 trips totals are estimated based on existing trip trends. Trip totals for future years are assumed to increase by 15% in FY17, then 5% each year thereafter. Cost per trip is assumed to increase by 2% each year.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
Livermore Amador Valley Transportation Authority

Figure 66 Paratransit Operating Characteristics

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Revenue Hours</b>	31,838	36,613	38,444	40,366	42,385	44,504	46,729	49,066	51,519	54,095
<b>Passenger Trips (a)</b>	56,542	65,023	68,274	71,688	75,273	79,036	82,988	87,137	91,494	96,069
<b>Ridership</b>	57,390	65,999	69,299	72,764	76,402	80,222	84,233	88,445	92,867	97,510
<b>% Ridership Increase</b>	27.6%	15.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%
<b>Average Fare Per Passenger (b)</b>	\$3.15	\$3.38	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60
<b>Passenger per Revenue Hour</b>	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8
<b>Farebox Recovery Ratio (W/ Special Contract)</b>	10%	11%	11%	11%	11%	10%	10%	10%	10%	10%
<b>Cost per Hour</b>	\$70.28	\$72.38	\$76.00	\$78.28	\$80.63	\$84.66	\$87.20	\$89.82	\$92.52	\$95.29

Notes:

- (a) FY15-16 trips totals are estimated based on existing trip trends. Trip totals for future years are assumed to increase by 15% in FY17, then 5% each year thereafter.
- (b) A mid-year FY16-17 fare increase is assumed from \$3.50 to \$4.00

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 67 Paratransit Revenue Budget for SRTP Period (FY 2016-2015)

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Passenger Fares (a)</b>	\$180,779	\$222,745	\$249,475	\$261,949	\$275,046	\$288,798	\$303,238	\$318,400	\$334,320	\$351,036
<b>Special Contract Fares</b>	\$33,600	\$33,600	\$33,600	\$33,600	\$33,600	\$33,600	\$33,600	\$33,600	\$33,600	\$33,600
<b>TDA 4.5 (b)</b>	\$129,379	\$123,457	\$126,790	\$130,214	\$133,729	\$136,805	\$139,952	\$143,171	\$146,464	\$149,832
<b>STA Regional Paratransit (b)</b>	\$49,123	\$46,875	\$48,140	\$49,440	\$50,775	\$51,943	\$53,137	\$54,359	\$55,610	\$56,889
<b>Measure B and BB Paratransit (c)</b>	\$442,073	\$453,692	\$465,622	\$477,863	\$490,426	\$501,452	\$512,728	\$319,154	\$326,331	\$333,669
<b>FTA</b>	\$350,965	\$340,965	\$362,736	\$373,649	\$384,837	\$396,414	\$408,274	\$420,532	\$433,087	\$446,148
<b>TDA 4.0 Funds</b>	\$859,191	\$1,159,580	\$1,251,431	\$1,378,548	\$1,515,828	\$1,666,546	\$1,829,719	\$2,210,853	\$234,381	\$226,236
<b>Funding Not Secured</b>	-	-	-	-	-	-	-	-	\$2,171,279	\$2,389,281
<b>Total Revenues</b>	<b>\$2,045,109</b>	<b>\$2,380,914</b>	<b>\$2,537,795</b>	<b>\$2,705,262</b>	<b>\$2,884,241</b>	<b>\$3,075,559</b>	<b>\$3,280,648</b>	<b>\$3,500,070</b>	<b>\$3,735,071</b>	<b>\$3,986,691</b>
<b>Total Expenditures</b>	<b>\$2,045,109</b>	<b>\$2,380,914</b>	<b>\$2,537,795</b>	<b>\$2,705,262</b>	<b>\$2,884,241</b>	<b>\$3,075,559</b>	<b>\$3,280,648</b>	<b>\$3,500,070</b>	<b>\$3,735,071</b>	<b>\$3,986,691</b>
<b>Difference</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Notes:

- (a) A mid-year FY16-17 fare increase is assumed from \$3.50 to \$4.00
- (b) Assumed continuation of STA program, revenue estimates from Plan Bay Area
- (c) Forecasts based on FY15 projections and escalated at the same rate as TDA. Measure B sunsets after FY 21-22.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 68 Three-Year Retrospective of Paratransit Expenses

Category	ACTUAL	ACTUAL	EST/ACT	3-Year
	FY 12-13	FY 13-14	FY 14-15	% Growth
Labor	\$70,676	\$80,730	\$82,332	16.5%
Fringe Benefits	\$35,287	\$30,062	\$31,254	-11.4%
Services	\$15,547	\$32,440	\$12,695	-18.3%
Purchased Transportation	\$1,064,120	\$1,194,535	\$1,480,075	39.1%
Fuel, Parts, Supplies, and Other Operation Costs	\$3,465	\$3,579	\$4,517	30.4%
Insurance	\$0	\$1,953	\$2,152	100.0%
Administration and Legal	\$16,162	\$22,273	\$22,129	36.9%
<b>Total</b>	<b>\$1,205,257</b>	<b>\$1,365,572</b>	<b>\$1,635,154</b>	<b>35.7%</b>

Paratransit expenses have grown significantly over the past three years. Most of the categories of expenses increased significantly, contributing to a total growth of 35.7%. The only categories of expenses that were reduced were fringe benefits and services. At the current expense growth rate, the paratransit budget is not sustainable. This will be especially true with diminishing revenue sources and without any plans to make changes to services, fare structure, and/or ridership. Accordingly, staff is working on a variety of changes to the paratransit program to manage costs, including eligibility, trip negotiation, fares, and trip subscription allowances. Additionally, staff is expected to complete a comprehensive assessment of the Wheels Paratransit service delivery model assessment in FY17.

Figure 69 Three-Year Retrospective of Paratransit Revenue

Category	ACTUAL	ACTUAL	EST/ACT	3-Year
	FY 12-13	FY 13-14	FY 14-15	% Growth
Fares	\$147,025	\$163,730	\$174,870	18.9%
Special Contract Revenue	\$26,792	\$33,244	\$28,951	8.1%
Advertising	\$0	\$0	\$0	0.0%
Interest and Miscellaneous	\$0	\$0	\$0	0.0%
TDA 4.0	\$410,101	\$519,139	\$709,263	72.9%
TDA 4.5	\$98,270	\$110,519	\$123,138	25.3%
STA	\$66,997	\$72,846	\$74,130	10.6%
FTA	\$304,235	\$312,968	\$315,862	3.8%
Local Sales Tax - Measure B - Allocations	\$149,807	\$153,126	\$158,020	5.5%
Local Sales Tax - Measure B - Grants	\$2,030	\$0	\$0	-100.0%
Local Sales Tax - Measure BB - Allocations	\$0	\$0	\$50,920	100.0%
<b>Total</b>	<b>\$1,205,257</b>	<b>\$1,365,572</b>	<b>\$1,635,154</b>	<b>35.7%</b>

Over the past three years, LAVTA has used increasing levels of TDA 4.0 fixed route funds to balance the budget, with three year growth of 72.9%. LAVTA will continue to pursue paratransit funding sources to ensure the budget is balanced throughout the SRTP period.

## Summary

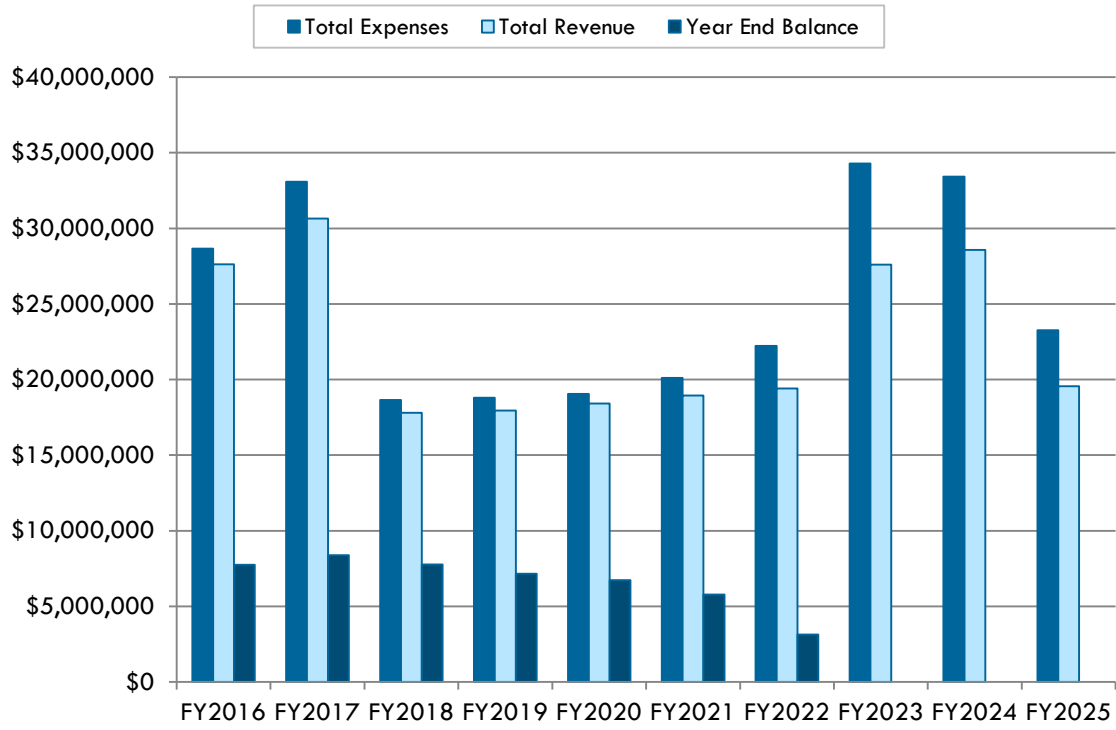
Projected expenses, revenues, and reserves for the SRTP are illustrated in Figure 70 and Figure 71. As shown below, expenses are projected to be greater than revenues from TDA 4.0 and other sources in each of the years, leading to declining reserves. Through FY22, reserves are projected to be sufficient to offset the difference between revenues and expenses, but starting in FY23, reserves would be extinguished, and LAVTA would no longer be able to balance its budget without decreased expenses or increased revenues.

LAVTA will pursue strategies to achieve a balanced budget. These strategies may include:

- Reduce expenses/costs (e.g. paratransit)
- Increase current revenue sources (e.g. fares, advertising, contract services)
- Pursue other revenue sources (e.g. new local taxes, grants, etc.)

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 70 Ten Year Total Revenues versus Expenses with Cumulative Reserve Balances



**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 71 TDA 4.0 Reserve Balance

Category	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
<b>Prior Year TDA Carryover</b>	\$8,349,000	\$10,490,754	\$8,377,374	\$7,764,143	\$7,157,353	\$6,736,800	\$5,784,126	\$3,133,048	\$0	\$0
<b>TDA 4.0 Interest earned on reserves (Alameda Cty)</b>	\$250,470	\$314,723	\$251,321	\$232,924	\$214,721	\$202,104	\$173,524	\$93,991	\$0	\$0
<b>TDA 4.0 Revenue Forecast</b>	\$8,899,101	\$9,304,213	\$9,555,427	\$9,813,423	\$10,078,386	\$10,310,189	\$10,547,324	\$10,789,911	\$11,038,079	\$11,291,956
<b>TDA 4.0 Usage:</b>										
<b>Operations</b>	\$9,745,262	\$8,308,363	\$10,074,955	\$10,149,168	\$10,419,450	\$10,708,580	\$11,102,455	\$12,759,869	\$11,038,079	\$11,291,956
<b>Capital (excludes prior year allocations)</b>	\$0	\$3,423,953	\$345,024	\$503,971	\$294,209	\$756,388	\$2,269,470	\$1,257,082	\$0	\$0
<b>Reserve Balance</b>	<b>\$7,753,309</b>	<b>\$8,377,374</b>	<b>\$7,764,143</b>	<b>\$7,157,353</b>	<b>\$6,736,800</b>	<b>\$5,784,126</b>	<b>\$3,133,048</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>



## 7 CAPITAL IMPROVEMENT PROGRAM

This chapter provides a 3-year retrospective overview of LAVTA's capital expenses and revenues, as well as a ten-year budget that is based on historical data, policies, guidelines, and vehicle prices set by MTC. The largest expenses in capital within the next ten years are expected to come from revenue fleet replacement, followed by major components rehab. FTA Section 5307 and TDA Article 4.0 are two of the major revenue sources that LAVTA is dependent on in balancing the ten-year capital improvement program budget.

Expenses within LAVTA's capital improvement program include the replacement, maintenance, and repair of: revenue and non-revenue vehicles (though significantly less often than years before), non-vehicle items (including equipment, furniture, IT, security, etc.), and facilities (MOA, Atlantis, bus stops, etc.). The budget's expenses and revenue do not reflect those associated with the construction of the Atlantis Facility. This facility's construction has been on hold for an extended number of years, and it is unknown how and when significant amounts of revenue will be attained to complete the facility.

Assumptions for the ten-year capital improvement program include:

- Fiscal years where revenue vehicles are expected to be replaced are: 2016, 2017, 2023, and 2024.
- Fiscal years where non-revenue vehicles are expected to be replaced are: 2017, 2020, 2022, 2023, 2024, and 2025.

### THREE-YEAR RETROSPECTIVE

Figure 72 shows a three-year retrospective of capital expenses. The largest total capital expense between FY 13 and FY 15 was from the construction of the Atlantis Facility. Costs for this project dropped significantly in the latter two years due to the lack of available funding and LAVTA's decision to put the construction on hold. Fewer capital expenses were required in the latter two years, and expenses were 93.7% lower in FY 2014-15 compared to FY 2012-13.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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**Figure 72 Three-Year Retrospective of Capital Expenses**

Project	FY 12-13	FY 13-14	FY 14-15	3-Year Change
Atlantis Facility	\$4,702,258	\$92,798	\$1,025	-100.0%
BRT	\$600,641	\$46,470	\$44,736	-92.6%
Civic Center Driveway	\$9,125	\$0	\$0	-100.0%
<b>TOTAL SPECIALIZED</b>	<b>\$5,312,024</b>	<b>\$139,268</b>	<b>\$45,761</b>	<b>-99.1%</b>
Particulate Matter Retrofitting Program	\$58,312	\$0	\$0	-100.0%
Bus Shelters and Stops	\$19,808	\$223,204	\$119,372	502.6%
Radios	\$577,573	\$157,269	\$0	-100.0%
Office and Facility Equipment	\$50,097	\$143,757	\$165,029	229.4%
Non-Revenue Vehicles	\$6,632	\$35,657	\$0	-100.0%
Shop Repairs and Replacements	\$60,672	\$71,642	\$4,982	-91.8%
Rideo Bus Restoration	\$114,234	\$121,032	\$0	-100.0%
Major Component Rehab	\$1,211,058	\$852,387	\$0	-100.0%
Signage	\$0	\$18,742	\$0	-100.0%
IT upgrades and replacement	\$0	\$0	\$64,609	100.0%
Bus Replacement	\$0	\$0	\$0	100.0%
Security Upgrades	\$0	\$0	\$38,134	100.0%
511 integration	\$0	\$0	\$28,844	100.0%
<b>TOTAL ONGOING AND ROUTINE</b>	<b>\$2,098,386</b>	<b>\$1,623,690</b>	<b>\$420,970</b>	<b>-79.9%</b>
<b>Total Capital Expenses</b>	<b>\$7,410,410</b>	<b>\$1,762,958</b>	<b>\$466,731</b>	<b>-93.7%</b>

Figure 73 below shows a three-year retrospective of capital revenues. Revenues during the past three years include funds from TDA, FTA, AB664, Proposition 1B, STA, STIP, and RM2.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 73 Three-Year Retrospective of Capital Revenues

	FY 12-13	FY 13-14	FY 14-15	10-Year Growth Rate
TDA	\$408,498	\$821,649	\$230,303	-43.6%
FTA	\$3,991,864	\$403,473	\$86,710	-97.8%
AB 664	\$70,195	\$0	\$0	-100.0%
Proposition 1B-PTMISEA	\$1,242,373	\$537,063	\$111,868	-91.0%
STA	\$9,125	\$0	\$0	-100.0%
STIP	\$1,688,355	\$0	\$0	-100.0%
RM2	\$0	\$773	\$37,850	4,796.5%
Total	\$7,410,410	\$1,762,958	\$466,731	-93.7%

## CAPITAL BUDGET

Figure 74 below presents the capital improvement program over the SRTP period. The total amount of funding needed for the capital improvement program over the SRTP period will be \$63,315,949.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 74 Capital Improvement Program for SRTP Period FY 2016-2025

<b>EXPENSES</b>											
Category	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	10 Year Total
Fixed-Route Vehicle Program	\$14,320,000	\$14,560,000	\$0	\$0	\$0	\$0	\$0	\$10,946,428	\$11,571,337	\$0	\$51,397,765
<i># of Vehicles</i>	<i>20</i>	<i>20</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>10</i>	<i>10</i>	<i>0</i>	<i>60</i>
Support Vehicle Replacement	\$0	\$380,000	\$0	\$0	\$30,000	\$0	\$40,000	\$211,750	\$108,900	\$139,150	\$909,800
<i># of Vehicles</i>	<i>0</i>	<i>8</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>4</i>	<i>2</i>	<i>2</i>	<i>18</i>
Major Components Rehab	\$794,729	\$286,499	\$454,483	\$109,581	\$112,868	\$374,006	\$2,025,556	\$2,086,322	\$352,355	\$362,925	\$6,959,323
Miscellaneous Needs	\$169,597	\$379,853	\$95,524	\$430,333	\$101,342	\$354,382	\$191,914	\$360,739	\$114,061	\$454,416	\$2,652,160
Facility	\$301,000	\$241,400	\$249,500	\$46,000	\$50,000	\$28,000	\$12,000	\$92,000	\$14,000	\$363,000	\$1,396,900
<b>Total Capital Expenses</b>	<b>\$15,585,326</b>	<b>\$15,847,751</b>	<b>\$799,507</b>	<b>\$585,914</b>	<b>\$294,209</b>	<b>\$756,388</b>	<b>\$2,269,470</b>	<b>\$13,697,239</b>	<b>\$12,160,653</b>	<b>\$1,319,491</b>	<b>\$63,315,949</b>
<b>REVENUES</b>											
FTA Section 5307	\$11,742,400	\$11,939,200	\$0	\$81,943	\$0	\$0	\$0	\$8,976,071	\$9,488,496	\$0	\$42,674,867
PTMISEA	\$301,000	\$117,398	\$454,483	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$872,881
Bridge Tolls	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA Article 4.0	\$3,541,926	\$3,791,153	\$345,024	\$503,971	\$294,209	\$756,388	\$2,269,470	\$1,257,082	\$0	\$0	\$12,850,097
Proposition 1B PTMISEA	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Funding Not Secured	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,464,087	\$2,672,157	\$1,319,491	\$7,455,734
<b>Total Capital Revenues</b>	<b>\$15,585,326</b>	<b>\$15,847,751</b>	<b>\$799,507</b>	<b>\$585,914</b>	<b>\$294,209</b>	<b>\$756,388</b>	<b>\$2,269,470</b>	<b>\$13,697,239</b>	<b>\$12,160,653</b>	<b>\$1,319,491</b>	<b>\$63,315,949</b>

Vehicle replacement program costs are based on MTC's price list as show in the next section

## REVENUE VEHICLES

The existing LAVTA revenue fleet is shown below in Figure 75. The current fleet size is 66 vehicles. There are 49 vehicles used at maximum pullout, and the spare ratio is 35%. LAVTA has been actively reducing its fleet size to reduce its spare ratio. This process will be complete in 2016 with a fleet size of 60 and a spare ratio of 22%, assuming a peak pull of 49 vehicles. Vehicles that are removed from the fleet are typically sold. The vehicle replacement schedule is shown in Figure 78.

Figure 75 Current Revenue Fleet

Manufacturer	Year of Manufacture	VIN	Size	Seating Capacity	Wheelchair capacity	Mode of Power	Major Rehab	Year of Retire
New Flyer	3/18/1996	2FYD2LL06TU016307	40	33	2	Diesel	No	2016
New Flyer	3/18/1996	2FYD2LL01TU016313	40	33	2	Diesel	No	2016
Gillig	8/23/2000	15GCD2017Y1110533	40	43	2	Diesel	No	2016
Gillig	8/23/2000	15GCD2014Y1110537	40	43	2	Diesel	No	2016
Gillig	8/28/2002	15GGD271421073441	40	40	2	Diesel	No	2016
Gillig	8/28/2002	15GGD271621073442	40	40	2	Diesel	No	2016
Gillig	8/28/2002	15GGD271821073443	40	40	2	Diesel	No	2016
Gillig	8/28/2002	15GGD271X21073444	40	40	2	Diesel	No	2016
Gillig	8/28/2002	15GDD271521110872	40	39	2	Diesel	No	2016
Gillig	8/28/2002	15GDD271721110873	40	39	2	Diesel	No	2016
Gillig	8/28/2002	15GDD271921110874	40	39	2	Diesel	No	2016
Gillig	8/28/2002	15GDD271021110875	40	39	2	Diesel	No	2016
Gillig Hybrid	6/1/2009	15GGD301891078670	40	39	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGD301X91078671	40	39	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGD301191078672	40	39	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGD301391078673	40	39	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGD301591078674	40	39	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGD301791078675	40	39	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGD301991078676	40	39	2	Diesel Electric	No	2024
Gillig Hybrid	6/1/2009	15GGD301091078677	40	39	2	Diesel Electric	No	2024
Gillig Hybrid	6/1/2009	15GGD301291078678	40	39	2	Diesel Electric	No	2024
Gillig Hybrid	6/1/2009	15GGD301491078679	40	39	2	Diesel Electric	No	2024

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Manufacturer	Year of Manufacture	VIN	Size	Seating Capacity	Wheelchair capacity	Mode of Power	Major Rehab	Year of Retire
Gillig Hybrid	6/1/2009	15GGD301091078680	40	39	2	Diesel Electric	No	2024
Gillig Hybrid	6/1/2009	15GGD301291078681	40	39	2	Diesel Electric	No	2024
Gillig	8/1/2003	15GGD201331073703	40	39	2	Diesel	No	2016
Gillig	8/1/2003	15GGD201531073704	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201731073705	40	39	2	Diesel	No	2016
Gillig	8/1/2003	15GGD201931073706	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201031073707	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201231073708	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201431073709	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201031073710	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201231073711	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201431073712	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201631073713	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201831073714	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201X31073715	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201131073716	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201531073717	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201731073718	40	39	2	Diesel	No	2016
Gillig	8/1/2003	15GGD201731073719	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201531073720	40	39	2	Diesel	No	2016
Gillig	8/1/2003	15GGD201531073721	40	39	2	Diesel	No	2016
Gillig	8/1/2003	15GGD201731073722	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201931073723	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201031073724	40	39	2	Diesel	No	2017
Gillig	8/1/2003	15GGD201231073725	40	39	2	Diesel	No	2016
Gillig	8/1/2003	15GGD201431073726	40	39	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181231090746	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181431090747	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181631090748	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181831090749	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181431090750	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181631090751	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181831090752	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181X31090753	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181131090754	29	23	2	Diesel	No	2017
Gillig	6/25/2003	15GGE181331090755	29	23	2	Diesel	No	2017

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Manufacturer	Year of Manufacture	VIN	Size	Seating Capacity	Wheelchair capacity	Mode of Power	Major Rehab	Year of Retire
Gillig Hybrid	10/29/2007	15GGE191871091288	29	22	2	Diesel Electric	No	2023
Gillig Hybrid	10/29/2007	15GGE191X71091289	29	22	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGE301491091784	29	22	2	Diesel Electric	No	2023
Gillig Hybrid	6/1/2009	15GGE301691091785	29	22	2	Diesel Electric	No	2023
Gillig Hybrid	9/20/2011	15GGE3019B1092287	29	22	2	Diesel Electric	No	2024
Gillig Hybrid	9/20/2011	15GGE3010B1092288	29	22	2	Diesel Electric	No	2024
Gillig Hybrid	9/20/2011	15GGE3012B1092289	29	22	2	Diesel Electric	No	2024
Gillig Hybrid	9/20/2011	15GGE3012B1092289	29	22	2	Diesel Electric	No	2024

Based on MTC vehicle price guidelines (see Figure 76), LAVTA will require \$51,397,765 to replace 64 revenue vehicles as they reach the end of their life cycles over the ten-year period.

Figure 77 lists the breakdown of revenue vehicles to be purchased, the costs associated, and the revenue sources that will be used to purchase the vehicles for the SRTP period. Fleet replacement is expected to occur in FY 2016, 2017, 2023, and 2024. All planned LAVTA bus purchases are hybrid vehicles. However, LAVTA is looking at vehicles with alternative propulsion technologies, such as all-electric, for future vehicle purchases. If LAVTA is successful in securing supplemental grant funding to make the leap to all-electric battery operated buses, the Agency will consider commencing conversion as early as the 2017 fleet replacement purchase. The technology conversion is driven by the Board-articulated commitment to environmentally responsible operations. The conversion would also pre-empt pending emission standards of California Air Resources Board (CARB) which call for even stricter limits on Green House Gas (GHG) emissions.

LAVTA will be evaluating the size of vehicles it uses as a part of the Comprehensive Operational Analysis to be completed in 2016. Vehicle sizes will be evaluated to determine the appropriate size for different service types. The fixed-route vehicle procurement program may change in the future if it is determined that a new size of vehicle should be added to the fleet, or if the fleet mix should be modified.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 76 MTC Vehicle Price List

	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
<b>40' bus Hybrid</b>										
Federal	\$621,560	\$632,778	\$670,744	\$710,989	\$753,648	\$798,867	\$846,799	\$897,607	\$951,464	\$1,008,551
Local	\$136,440	\$138,902	\$147,237	\$156,071	\$165,435	\$175,361	\$185,883	\$197,036	\$208,858	\$221,389
<b>Total</b>	<b>\$728,000</b>	<b>\$771,680</b>	<b>\$817,981</b>	<b>\$867,060</b>	<b>\$919,083</b>	<b>\$974,228</b>	<b>\$1,032,682</b>	<b>\$1,094,643</b>	<b>\$1,160,321</b>	<b>\$1,229,941</b>
<b>30' bus Hybrid</b>										
Federal	\$595,320	\$631,039	\$668,902	\$709,036	\$751,578	\$796,672	\$844,473	\$895,141	\$948,850	\$1,005,781
Local	\$130,680	\$138,521	\$146,832	\$155,642	\$164,980	\$174,879	\$185,372	\$196,494	\$208,284	\$220,781
<b>Total</b>	<b>\$726,000</b>	<b>\$769,560</b>	<b>\$815,734</b>	<b>\$864,678</b>	<b>\$916,558</b>	<b>\$971,552</b>	<b>\$1,029,845</b>	<b>\$1,091,636</b>	<b>\$1,157,134</b>	<b>\$1,226,562</b>



**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 77 Fixed-Route Revenue Vehicle Procurement Program for SRTP Period

<b>EXPENDITURES</b>						
<b>Purchased Vehicles</b>	<b># of Vehicles</b>	<b>FY2016</b>	<b>FY2017</b>	<b>FY2023</b>	<b>FY2024</b>	<b>10 Year Total</b>
40 ft standard hybrid coaches	16	\$11,456,000	\$0	\$0	\$0	\$11,456,000
40 ft standard hybrid coaches	4	\$2,864,000	\$0	\$0	\$0	\$2,864,000
40 ft commuter hybrid coaches	20	\$0	\$14,560,000	\$0	\$0	\$14,560,000
40 ft standard hybrid coaches	10	\$0	\$0	\$10,946,428	\$0	\$10,946,428
29 ft standard hybrid coaches	10	\$0	\$0	\$0	\$11,571,336	\$11,571,336
<b>TOTAL CAPITAL EXPENSES</b>	<b>60</b>	<b>\$14,320,000</b>	<b>\$14,560,000</b>	<b>\$10,946,428</b>	<b>\$11,571,336</b>	<b>\$51,397,764</b>
<b>REVENUE SOURCES</b>						
FTA Section 5307		\$11,742,400	\$11,939,200	\$8,976,071	\$9,488,496	\$42,146,168
FTA Section 5309		\$0	\$0	\$0	\$0	\$0
Other Federal Funds		\$0	\$0	\$0	\$0	\$0
State/Regional Funds		\$0	\$0	\$0	\$0	\$0
RM2		\$0	\$0	\$0	\$0	\$0
TDA Article 4.0		\$2,577,600	\$2,620,800	\$1,257,082	\$0	\$9,251,598
Funding Not Secured		\$0	\$0	\$713,276	\$2,082,841	\$0
<b>TOTAL CAPITAL REVENUES</b>		<b>\$14,320,000</b>	<b>\$14,560,000</b>	<b>\$10,946,428</b>	<b>\$11,571,337</b>	<b>\$51,397,765</b>
Local Match Needed		\$2,577,600	\$2,620,800	\$1,970,357	\$2,082,841	\$9,251,598

\*FTA 5307 Funding and Bridge Toll assumed for replacement purchases. TDA additional local match may be required when purchasing replacements as shown in the table.  
Years not listed between 2016 and 2025 do not have any plans for vehicle procurement

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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**Figure 78 Summary of Fleet and Vehicle Replacement Schedule**

In or Out of Service	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out
Length, Year & Manufacturer	2015		2016		2017		2018		2019		2020		2021		2022		2023		2024		2025	
40' 1996 New Flyer	2	5	0	2																		
40' 2000 Gillig Phantom	2	3	0	2																		
40' 2002 Gillig Phantom	4		0	4																		
40' 2002 Gillig Low-Floor	4		0	4																		
29' 2003 Gillig Low-Floor	10		10		0	10																
40' 2003 Gillig Low-Floor	24		17	7	0	17																
29' 2007 Gillig Hybrid	2				2		2		2		2		2		2		0	2				
22' 2008 Cut-away	0	6	2																			
29' 2009 Gillig Hybrid	2				2		2		2		2		2		2		0	2				
40' 2009 Gillig Hybrid	12		2		12		12		12		12		12		12		6	6	0	6		
29' 2011 Gillig Hybrid	4		12		4		4		4		4		4		4		4		0	4		
40' 2016 Fixed Route Replacement			4		20		20		20		20		20		20		20		20		20	
29' 2017 Fixed Route Replacement			20		5		5		5		5		5		5		5		5		5	
40' 2017 Fixed Route Replacement					15		15		15		15		15		15		15		15		15	
29' 2023 Fixed Route Replacement																	5		5		5	
40' 2023 Fixed Route Replacement																	5		5		5	
29' 2024 Fixed Route Replacement																			5		5	
40' 2024 Fixed Route Replacement																			5		5	
<b>Buses Retired</b>	<b>14</b>		<b>19</b>		<b>27</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>10</b>		<b>10</b>		<b>0</b>	
<b>Replacement buses purchased <i>a</i></b>	<b>0</b>		<b>20</b>		<b>20</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>10</b>		<b>10</b>		<b>0</b>	
<b>FTA Reported Fleet Size</b>	<b>66</b>		<b>67</b>		<b>60</b>		<b>60</b>		<b>60</b>		<b>60</b>		<b>60</b>		<b>60</b>		<b>60</b>		<b>60</b>		<b>60</b>	
<b>Spare Ratio <i>b</i></b>	<b>35%</b>		<b>37%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>		<b>22%</b>	

*a* Assumes no change to fleet size  
*b* Spare ratio assumes a 49 bus pull out

## NON-REVENUE VEHICLES

Existing non-revenue vehicle details are shown in Figure 79 below. There are a total of ten vehicles. Non-revenue vehicles have a variety of uses, including supervision, operator shift changes, marketing, and maintenance department use.

Figure 79 Current Non-Revenue Vehicles

Manufacturer	Year of Manufacture	Years Left in Service	Retirement Year	Replacement Year	Estimated Replacement Cost	Vehicle Type	Mode of Power
CHEV / ELDO	2002	1	2017	2017	\$45,000	Minivan	Gasoline
CHRYSLER	2008	4	2020	2020	\$30,000	Minivan	Gasoline
FORD	2003	1	2017	2017	\$80,000	Service Truck	Diesel
CHRYSLER	2007	1	2017	2017	\$25,000	Minivan	Gasoline
CHRYSLER	2007	1	2017	2017	\$25,000	Minivan	Gasoline
CHEV / ELDO	2008	1	2017	2017	\$45,000	Minivan	Gasoline
HONDA	2009	1	2017	2017	\$45,000	Car	Gasoline
CHEVY	2008	1	2017	2017	\$80,000	Service Truck	Diesel
DODGE	2014	6	2022	2022	\$40,000	Truck	Diesel
TOYOTA	2005	1	2017	2017	\$35,000	Car	Gasoline

These vehicles will be replaced as they reach the end of their life cycles. Figure 80 lists the breakdown of non-revenue vehicles to be purchased, the costs associated, and the revenue sources that will be used to purchase the vehicles over the SRTP period. Non-revenue vehicles are expected to be replaced in FY 2017, 2020, 2022, 2023, 2024, and 2025. The total cost for non-revenue vehicle replacements will be \$909,800. This plan may change in the future as the use of non-revenue vehicles by the fixed-route operations contractor is reevaluated.

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Figure 80 Non-Revenue Vehicle Procurement Program for SRTP Period

<b>EXPENDITURES</b>							
<b>Existing Service (Non-Revenue) Vehicles</b>	<b>FY2017</b>	<b>FY2020</b>	<b>FY2022</b>	<b>FY2023</b>	<b>FY2024</b>	<b>FY2025</b>	<b>10 Year Total</b>
2015 Dodge Ram	\$0	\$0	\$40,000	\$0	\$0	\$0	\$40,000
2002 Low Floor Activan (6402)	\$45,000	\$0	\$0	\$54,450	\$0	\$0	\$99,450
2003 Ford F550 Truck (6403)	\$80,000	\$0	\$0	\$96,800	\$0	\$0	\$176,800
2007 Chrysler Town & Country (6404) (a)	\$25,000	\$0	\$0	\$30,250	\$0	\$0	\$55,250
2007 Chrysler Town & Country (6405) (a)	\$25,000	\$0	\$0	\$30,250	\$0	\$0	\$55,250
2008 Chevy Uplander (6406)	\$45,000	\$0	\$0	\$0	\$54,450	\$0	\$99,450
2007 Honda Civic Hybrid (6407) (a)	\$45,000	\$0	\$0	\$0	\$54,450	\$0	\$99,450
2008 Chevy Truck (6408)	\$80,000	\$0	\$0	\$0	\$0	\$96,800	\$176,800
Marketing Town and Country	\$0	\$30,000	\$0	\$0	\$0	\$0	\$30,000
2005 Prius Hybrid (6420)	\$35,000	\$0	\$0	\$0	\$0	\$42,350	\$77,350
<b>TOTAL VEHICLE EXPENSES</b>	<b>\$380,000</b>	<b>\$30,000</b>	<b>\$40,000</b>	<b>\$211,750</b>	<b>\$108,900</b>	<b>\$139,150</b>	<b>\$909,800</b>
# of vehicles	8	1	1	4	2	2	18
<b>REVENUE SOURCES</b>							
PTMISEA	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA Article 4.0	\$12,800	\$30,000	\$40,000	\$0	\$0	\$0	\$0
Proposition 1B PTMISEA	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FTA (exchange for bus deferral)	\$367,200	\$0	\$0	\$0	\$0	\$0	\$367,200
Funding Not Secured	\$0	\$0	\$0	\$211,750	\$108,900	\$139,150	\$542,600
<b>TOTAL CAPITAL REVENUES</b>	<b>\$380,000</b>	<b>\$30,000</b>	<b>\$40,000</b>	<b>\$211,750</b>	<b>\$108,900</b>	<b>\$139,150</b>	<b>\$909,800</b>

## **FACILITIES & NON-VEHICLES**

Figure 81 shows facility costs over the SRTP period. Maintenance facility expenses are expected to be most significant between FY 2016 and 2018, as well as in FY 2025. Funding sources are expected to be limited to PTMISEA and TDA Article 4.0. Maintenance facility costs include any equipment, tree maintenance at owned facilities, and maintenance of bus stops.

Other miscellaneous categories not categorized as revenue vehicles, non-revenue vehicles, or maintenance are shown in Figure 82 and Figure 83 on the following pages.

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 81 Facility Costs for SRTP Period

EXPENSES	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	10-Year Total
Maintenance Facility	\$301,000	\$241,400	\$249,500	\$46,000	\$50,000	\$28,000	\$12,000	\$92,000	\$14,000	\$363,000	\$1,396,900
<b>REVENUES</b>											
FTA Section 5307	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
FTA Section 5309	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Federal Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
PTMISEA	\$301,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$301,000
RM2	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA Article 4.0	\$0	\$241,400	\$249,500	\$46,000	\$50,000	\$28,000	\$12,000	\$0	\$0	\$0	\$626,900
Sale of Existing Facility	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Funding Not Secured	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$92,000	\$14,000	\$363,000	\$469,000
<b>TOTAL CAPITAL REVENUES</b>	<b>\$301,000</b>	<b>\$241,400</b>	<b>\$249,500</b>	<b>\$46,000</b>	<b>\$50,000</b>	<b>\$28,000</b>	<b>\$12,000</b>	<b>\$92,000</b>	<b>\$14,000</b>	<b>\$363,000</b>	<b>\$1,396,900</b>

Budget does not include the purchase of additional land or sale of existing facility

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**Figure 82** Miscellaneous Capital Improvement Program for SRTP Period

Facilities Needs	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	10-Year Total
Miscellaneous Facility/ Office Equipment	\$90,041	\$129,853	\$95,524	\$98,390	\$101,342	\$104,382	\$107,513	\$110,739	\$114,061	\$117,483	\$1,069,327
Other Facility Needs	\$66,856	\$20,000	\$62,855	\$62,920	\$85,684	\$88,255	\$57,681	\$39,709	\$61,194	\$63,029	\$608,183
Computers	\$13,911	\$14,329	\$14,758	\$15,201	\$15,657	\$16,127	\$16,611	\$17,109	\$17,622	\$18,151	\$159,477
Servers, Server Software	\$9,274	\$95,524	\$0	\$20,268	\$0	\$0	\$33,222	\$34,218	\$35,245	\$36,302	\$264,054
Windows and Office Upgrade	\$0	\$0	\$17,911	\$0	\$0	\$0	\$0	\$19,702	\$0	\$0	\$37,613
Bus Stop Improvements	\$0	\$250,000	\$0	\$250,000	\$0	\$250,000	\$0	\$250,000	\$0	\$250,000	\$1,250,000
<b>TOTAL FACILITY NEEDS</b>	<b>\$90,041</b>	<b>\$379,853</b>	<b>\$95,524</b>	<b>\$348,390</b>	<b>\$101,342</b>	<b>\$354,382</b>	<b>\$107,513</b>	<b>\$360,739</b>	<b>\$114,061</b>	<b>\$367,483</b>	<b>\$2,319,327</b>

Vehicle Needs	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	10 Year Total
Trapeze Upgrade	\$79,556	\$0	\$0	\$81,943	\$0	\$0	\$84,401	\$0	\$0	\$86,933	\$332,833
<b>TOTAL VEHICLE NEEDS</b>	<b>\$79,556</b>	<b>\$0</b>	<b>\$0</b>	<b>\$81,943</b>	<b>\$0</b>	<b>\$0</b>	<b>\$84,401</b>	<b>\$0</b>	<b>\$0</b>	<b>\$86,933</b>	<b>\$332,833</b>

<b>TOTAL MISCELLANEOUS NEEDS</b>	<b>\$169,597</b>	<b>\$379,853</b>	<b>\$95,524</b>	<b>\$430,333</b>	<b>\$101,342</b>	<b>\$354,382</b>	<b>\$191,914</b>	<b>\$360,739</b>	<b>\$114,061</b>	<b>\$454,416</b>	<b>\$2,652,160</b>
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REVENUES	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	10 –Year Total
FTA Section 5307	\$79,556	\$0	\$0	\$81,943	\$0	\$0	\$0	\$0	\$0	\$0	\$251,540
PTMISEA	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Bridge Tolls	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA Article 4.0	\$90,041	\$379,853	\$95,524	\$348,390	\$101,342	\$354,382	\$191,914	\$0	\$0	\$0	\$1,561,446
Proposition 1B PTMISEA	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Funding Not Secured	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$360,739	\$114,061	\$454,416	\$929,215
<b>TOTAL CAPITAL REVENUES</b>	<b>\$169,597</b>	<b>\$379,853</b>	<b>\$95,524</b>	<b>\$430,333</b>	<b>\$101,342</b>	<b>\$354,382</b>	<b>\$191,914</b>	<b>\$360,739</b>	<b>\$114,061</b>	<b>\$454,416</b>	<b>\$2,652,160</b>

**SHORT RANGE TRANSIT PLAN FY 2016 - 2025**  
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Figure 83 Major Components Rehab Plan for SRTP Period

Major Components										
Category	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Transmissions	\$182,783	\$95,524	\$98,390	\$101,342	\$104,382	\$107,513	\$110,739	\$114,061	\$117,483	\$121,007
<i>Quantity</i>	8	4	4	4	4	4	4	4	4	4
Batteries for Hybrids	\$604,406	\$183,204	\$47,175			\$257,747	\$212,384	\$218,755	\$225,318	\$232,077
<i>Quantity</i>	14	4	1	0	0	5	4	4	4	4
Engine, transmission for Service Vehicles	\$7,535	\$7,761	\$7,994	\$8,234	\$8,481	\$8,735	\$8,998	\$9,267	\$9,545	\$9,832
<i>Quantity</i>	1	1	1	1	1	1	1	1	1	1
<b>TOTAL MAJOR COMPONENTS</b>	<b>\$794,729</b>	<b>\$286,499</b>	<b>\$454,483</b>	<b>\$109,581</b>	<b>\$112,868</b>	<b>\$374,006</b>	<b>\$2,025,556</b>	<b>\$2,086,322</b>	<b>\$352,355</b>	<b>\$362,925</b>
Revenues										
FTA Section 5307	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
PTMISEA	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
RM2	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA Article 4.0	\$794,729	\$169,101	\$0	\$109,581	\$112,868	\$374,006	\$2,025,556	\$0	\$0	\$0
Proposition 1B PTMISEA	\$0	\$117,398	\$454,483	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Funding Not Secured	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,086,322	\$352,355	\$362,925
<b>TOTAL CAPITAL REVENUES</b>	<b>\$794,729</b>	<b>\$286,499</b>	<b>\$454,483</b>	<b>\$109,581</b>	<b>\$112,868</b>	<b>\$374,006</b>	<b>\$2,025,556</b>	<b>\$2,086,322</b>	<b>\$352,355</b>	<b>\$362,925</b>



**RESOLUTION 13-2016**

**A RESOLUTION OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY ADOPTING THE FY 2016-2025 SHORT RANGE TRANSIT PLAN**

**WHEREAS**, the Metropolitan Transportation Commission (MTC) requires transit operators in the nine county region including LAVTA to complete an annual short range transit plan (SRTP) in compliance with MTC guidelines and financial projections; and

**WHEREAS**, LAVTA staff completed and submitted a draft short range transit plan to MTC before the March 31, 2016 deadline; and

**WHEREAS**, MTC has reviewed and found the draft SRTP to be in compliance with MTC guidelines and procedures; and

**WHEREAS**, the LAVTA Board must approve the draft plan before the plan can be finalized and provided to MTC before the May 31, 2016 deadline.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of the Livermore Amador Valley Transit Authority that the FY 2016- 2025 LAVTA SRTP is adopted and may be delivered in its final format to MTC.

**PASSED AND ADOPTED** this 2nd day of May 2016.

\_\_\_\_\_  
Don Biddle, Chair

ATTEST:

\_\_\_\_\_  
Michael Tree, Executive Director

Approved as to form:

\_\_\_\_\_  
Michael Conneran, Legal Counsel

**AGENDA**

**ITEM 7**



STAFF REPORT

**SUBJECT:** Comprehensive Operations Analysis – Preliminary Recommendations for Approval

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** April 25, 2016

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**Action**

Review preliminary staff recommendations for COA/Wheels Forward service changes and forward to the Board for consideration and potential approval.

**Background**

The COA preferred alternative (Attachment 1) was made available for public comment on March 7. Included in this staff report is a background of the Wheels Forward project, a summary of the preferred alternative, a summary of comments received as of April 19, 2016 and a preliminary staff recommendation of COA service changes for consideration and approval, to be implemented in Fall 2016.

**Discussion**

Wheels Forward will provide a multi-phase blueprint for improvements to Wheels through 2040, with the highest priority being a more user friendly transit system that achieves greater efficiencies and an increasing number of riders. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span. Prior to developing any recommendations, existing ridership, on-time performance, travel patterns, and demographic data were analyzed. Public meetings, stakeholder meetings, an on-line survey, and a non-user household telephone survey all indicated that later service, more frequent service, and better connections to BART are some of the improvements desired most by riders and non-riders.

Initially, three scenarios were developed to illustrate how Wheels fixed-route services could operate in the future. Each of the initial scenarios that were developed were designed to address existing mobility challenges, find new markets, and address operational issues. Four common themes are introduced that guided the development of the scenarios:

- **Improve Ridership and Farebox Recovery Ratio of the Rapid** – The Metropolitan Transportation Commission (MTC) has a mandated 20% farebox recovery ratio (the percentage of costs covered by fares). The Rapid currently only has a farebox recovery ratio of 14-15%. Reducing duplication of service with other routes,

changing the alignment to focus on more productive areas, and adding new ridership destinations are all strategies recommended in the scenarios.

- **Improve Access to BART** – The market research and household telephone survey clearly indicated that BART was a primary destination for Tri-Valley residents. Parking at the BART stations is at capacity, and residents are looking for other options. Improving access was a primary goal of the scenarios.
- **Reduce Duplication of Service** – An examination of the existing system map shows significant overlaps of service. One route in a given corridor is easier for potential riders to understand and reduces the chances that multiple routes are chasing the same market. The scenarios reduce duplication of service between the Rapid, local routes, and County Connection service.
- **Simplify the Service** – The existing service consists of many routes that are one-way loops and include deviations. In addition, several routes have one alignment on weekdays and another on weekends, which is confusing to potential customers. The scenarios focus on reducing one-way loops, making service more direct, and operating consistently seven days a week.

#### Preferred Alternative

The preferred alternative (Attachment 1) was developed based on input in response to the initial three service scenarios and was built upon the Board-approved service design guidelines.

The following is a route-level summary of the changes recommended as a part of the preferred alternative. A map depicting areas that would no longer have bus service if all the COA changes were eliminated is included as Attachment 2.

- Route 1 – Service is streamlined for direct service to and from the Santa Rita Jail via Hacienda.
- Route 2 – Service is eliminated due to low ridership. Options for replacement include a demonstration project named *Wheels-On-Demand*, and additional school bus service.
- Route 3 – Route is eliminated in Dublin and realigned in Pleasanton to provide a direct connection between the East Dublin/Pleasanton BART Station and the Stoneridge Mall. Options for replacement in Dublin include the *Wheels-On-Demand* demonstration project.
- Route 8 – Route is realigned to a bi-directional line between the East Dublin/Pleasanton BART Station and south Pleasanton.
- Route 10 – Service is increased to every 15-minutes during the day on Weekdays. Route truncated at the Livermore Transit Center and the East Dublin/Pleasanton BART Station.
- Route 11 – Route is realigned to connect to the Vasco Road ACE Station.
- Route 12 – Route is eliminated (see Rapid, below)
- Route 14 – Route is realigned to provide service from central Livermore to the San Francisco Premium Outlets, Stoneridge Creek retirement facility, and Stoneridge Drive to the East Dublin/Pleasanton BART Station.

- Route 15 – Service is increased to every 30-minutes all day on Weekdays
- Route 20x – Service is eliminated.
- Rapid (Route 30) – Route is realigned to serve Las Positas College and Dublin Blvd, replacing the local 12 service; route terminates at the West Dublin Pleasanton BART Station and no longer directly serves Stoneridge Mall. Route is proposed to run 7-days per week.
- Route 53 – No changes.
- Route 54 – Route is streamlined along Valley Ave and in Hacienda; service is eliminated along Koll Center Parkway and in parts of Hacienda.
- Route 70X – Service is maintained with the exception of Route 70XV (two trips per day).
- New Route 580X – Service would be provided from the Livermore Transit Center to the Dublin/Pleasanton BART Station via the I-580 Express Lanes during peak times on Weekdays.

Wheels-On-Demand Demonstration Project: Staff has done additional research and development on the Wheels on Demand Demonstration Project, which would replace Routes 2 and 3 service in Dublin. An updated project description is included as Attachment 3.

Public Outreach on the Preferred Alternative

Significant outreach has been done to solicit input on the preferred alternative. Attachment 4 summarizes the outreach efforts to solicit comments on the Preferred Alternative.

Comments on the Preferred Alternative

There have been 206 comments received from 162 people on the proposed route changes as of April 19, 2016. Major themes include:

- Objection to the elimination of Route 2 and service to East Dublin/Positano (31 comments)
- Objection to the elimination of Route 20X/service to Lawrence Livermore National Laboratory (25 comments)
- Support for Rapid service changes (20 comments)
- Objection to removing the Stoneridge Mall/Medical Offices from the Rapid and Route 10 (15 comments)
- Support for service to Stoneridge Creek Retirement home via proposed Route 14 (16 comments)
- Objection to the elimination of Route 3 service in Dublin (12 comments)
- Objection to removing the Stoneridge Mall/Medical Offices from the Rapid and Route 10 (15 comments)
- Objection to removing service to the Wheels Administrative Office/Rutan/Airway P&R (6 comments)
- Objection to changes on Route 54 (5 comments)
- Objection to elimination of Route 9 service in Hacienda (5 comments)
- Support of new Route 580X (5 comments)

The full list of comments received as of April 19, 2016 are included as Attachment 5.

### Preliminary Staff Recommendation

Based on feedback received to-date, staff preliminarily recommends implementing the changes recommended as a part of the preferred alternative included in Attachment 1, with the exception of Route 54.

Route 54 is partially funded by ACE Rail, who receives funding from the Bay Area Air Quality Management District (BAAQMD). ACE Rail staff objects to the realignment of Route 54 at this point, as the proposed changes have not been approved by BAAQMD. Staff understands the objection and based on feedback from existing Route 54 passengers (predominately negative), recommends not changing the route at this time.

### California Environmental Quality Act (CEQA)

It is recommended that the Committee recommend the Board authorize staff to file a Notice of Exemption under the California Environmental Quality Act (CEQA) on the basis that the COA changes being recommended are categorically exempt under CEQA Guideline §15378 (No possibility of impact). Staff has done an analysis of the potential environmental impacts associated with implementing the changes being recommended. The changes being recommended include the removal of low-productivity routes, streamlining routes to improve directness, and improved headways on major BART-feeder lines. No net reduction in the total amount of bus operation is contemplated. Accordingly, while some passengers whose bus service is being changed or eliminated may start to drive as a result of the changes, staff expects that number to be low as most passengers will continue to have an alternative. Moreover, additional service being provided instead of the changed routes will carry higher numbers of passengers, more than offsetting any potential impacts. If authorized by the Board, staff will file the Notice of Exemption with the County of Alameda.

### Title VI

While LAVTA does not have to complete a service equity analysis as a part of its Title VI plan, is it worthwhile to note that the changes recommended as a part of the COA do not appear to disproportionately impact or burden low-income or limited-English proficient populations. The majority of LAVTA's ridership is transit-dependent currently, and those demographics were considered in the development of the service recommendations. The majority of existing riders will see better service after the recommendations are implemented.

### **Action Requested**

The Projects and Services Committee recommends that the Board approve the service changes recommended as a part of the COA Preferred Alternative as detailed in the Attached Resolution, and recommends the Board authorize staff to file a Notice of Exemption under the California Environmental Quality Act (CEQA).

### **Attachments:**

1. March 7, 2016 Preferred Alternative Staff Report
2. System Map – Before and After
3. Wheels On Demand White Paper
4. Summary of Preferred Alternative Outreach Efforts
5. Public Comments Received as of April 19, 2016

6. Draft Resolution 15-2016

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

## STAFF REPORT

**SUBJECT:** Comprehensive Operations Analysis – Preferred Alternative

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** March 7, 2016

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**Action**

Review and open the public comment period and set the public hearing date for the Wheels Forward Comprehensive Operations Analysis (COA) preferred alternative.

**Background**

The Wheels Forward Planning Team has developed a final preferred service alternative. The draft preferred alternative was presented to the Projects and Services Committee on January 25, 2016 and the Board on February 1, 2016. The feedback received at those meetings has been incorporated into the final preferred alternative, which was presented to the Projects and Services Committee on February 22, 2016 and is detailed in this staff report. Two maps of the preferred alternative are included in Attachment 1, one map of the route network and one map of the route network frequencies, and the route by route details are included in Attachment 2.

**Discussion**

Wheels Forward will provide a multi-phase blueprint for improvements to Wheels through 2040, with the highest priority being a more user friendly transit system that achieves greater efficiencies and an increasing number of riders. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span. Prior to developing any recommendations, existing ridership, on-time performance, travel patterns, and demographic data were analyzed. Public meetings, stakeholder meetings, an on-line survey, and a non-user household telephone survey all indicated that later service, more frequent service, and better connections to BART are some of the improvements desired most by riders and non-riders.

Initially, three scenarios were developed to illustrate how Wheels fixed-route services could operate in the future. Each of the initial scenarios that were developed were designed to address existing mobility challenges, find new markets, and address operational issues. Four common themes are introduced that guided the development of the scenarios:

- **Improve Ridership and Farebox Recovery Ratio of the Rapid** – The Metropolitan Transportation Commission (MTC) has a mandated 20% farebox recovery ratio (the percentage of costs covered by fares). The Rapid currently only has a farebox



recovery ratio of 14-15%. Reducing duplication of service with other routes, changing the alignment to focus on more productive areas, and adding new ridership destinations are all strategies recommended in the scenarios.

- **Improve Access to BART** – The market research and household telephone survey clearly indicated that BART was a primary destination for Tri-Valley residents. Parking at the BART stations is at capacity, and residents are looking for other options. Improving access was a primary goal of the scenarios.
- **Reduce Duplication of Service** – An examination of the existing system map shows significant overlaps of service. One route in a given corridor is easier for potential riders to understand and reduces the chances that multiple routes are chasing the same market. The scenarios reduce duplication of service between the Rapid, local routes, and County Connection service.
- **Simplify the Service** – The existing service consists of many routes that are one-way loops and include deviations. In addition, several routes have one alignment on weekdays and another on weekends, which is confusing to potential customers. The scenarios focus on reducing one-way loops, making service more direct, and operating consistently seven days a week.

### Public Comments

The preferred alternative was developed based on input in response to the initial three service scenarios. A total of 425 comments about the three service scenarios were received during the open comment period; these include 289 responses to the online (and printed) survey, as well as 96 comments received via email. A memorandum summarizing the comments received during the open comment period October 26 - December 4 is provided in Attachment 3. As a reminder, the first three scenarios that were developed for public comment are provided in Attachment 4.

The most frequent comment received was from Stoneridge Creek retirement facility, where the residents strongly favored Route 14 in scenario #3. Additional comments were received from 70X riders, from Vocational Flight Resources (VFR) on Airway Blvd, and from existing Route 2 passengers who were not in favor of losing bus service in any scenario.

The preferred alternative does not match exactly with any of the initial scenarios, but instead is a hybrid with elements of each, along with new elements. The overall goal of the preferred alternative is to improve ridership and utilization of the service. The outreach and market assessment indicate that there is more demand for service than there are existing resources. These recommendations are intended to offer options for improving service within the existing budget. Accordingly, not all comments can be addressed in the preferred alternative.

### Service Design Guidelines

In November 2015, the Board approved a series of service design guidelines intended to provide a framework for future route planning decisions. The following design guidelines were used in developing the preferred alternative:

- **Headways/Frequency:** There is a clear role for a frequent BART feeder network within the Wheels Bus system. An effort should be made to maximize frequency on

major arterials that act as extensions to the BART system (Dublin Blvd., Santa Rita Road, Stanley Blvd.)

- Direct Alignments: Routes should be designed to operate as directly as possible to maximize average speed for the bus and minimize travel time for passengers while maintaining access to service.
- Route Alignment: Routes should ideally operate along the same alignment in both directions to make it easy for riders to know how to return to their trip origin location.
- Spacing Between Routes. To maximize use of operating resources and avoid duplication of services, routes should in most cases be spaced to duplication of service in the same corridor.
- Route Deviations: Routes should not deviate from the most direct alignment unless there is a compelling reason.
- Transfers. If routes are to be made relatively direct and frequent, it may not always be necessary to provide “one-seat” rides between riders’ origins and destinations. Connections should be designed to be as seamless as possible, with relatively frequent service and timed connections at key hubs (BART, Transit Center)
- Route Consistency: Routes should follow the same pattern when in operation. Route variants that only operate during parts of the day or on weekends should be avoided if possible to improve ease of understanding.
- Stop Spacing: The distance between stops is a key element in balancing transit access and service efficiency. Where possible, stops should be located one quarter to one third of a mile apart.

#### Major Highlights of Preferred Alternative

The preferred alternative includes a realignment of resources in order to provide 15-minute “Rapid” service on Route 10, and extend the hours of the existing Rapid line (Route 30). The recommendation to operate a second Wheels bus line with 15-minute BART feeder service increases the likelihood that ridership will improve, especially along Santa Rita corridor in Pleasanton. Currently, Wheels’ 15-minute BART feeder service is available to 11,976 households and 27,220 jobs within a ¼ mile of the route; in the preferred alternative, these numbers increase to 18,263 households and 32,758 jobs within a ¼ mile of a 15-minute BART feeder route. Additional major highlights include:

- Route 2 – Service is eliminated due to low ridership. Options for replacement include a demonstration project named *Wheels-On-Demand*, and additional school bus service. Information about *Wheels-On-Demand* is included in Attachment 5.
- Route 3 – Route is eliminated in Dublin and realigned in Pleasanton to provide a direct connection between the East Dublin/Pleasanton BART Station and the Stoneridge Mall. Approximately 15 passengers per day currently utilize Route 3 in Dublin. Options for replacement in Dublin include the *Wheels-On-Demand* demonstration project (Attachment 5). Additionally, current Route 3 riders will have service provided by County Connection Routes 35 and 36. Route 35 operates along Dougherty Road every 30 minutes in peak periods and every 60 minutes during off-peak times M-F. Route 36 operates along Village Parkway every 60 minutes M-F. The realigned Route 3 with service to the Stoneridge Mall is expected to carry at least 100 passengers per day at just the Stoneridge Mall stops.

- Route 8 – Route is realigned to a bi-directional line between the East Dublin/Pleasanton BART Station and south Pleasanton. Route will no longer operate on Santa Rita Road (service will be provided by Route 10).
- Route 10 – Service is increased to every 15-minutes during the day on Weekdays. Route truncated at the Livermore Transit Center and the East Dublin/Pleasanton BART Station.
- Route 11 – Route is realigned to connect to the Vasco Road ACE Station. Realigned route will provide for opportunities to pick up Wheels bus passengers at the Livermore Transit Center and ACE rail passengers at the VASCO Road station for transportation to the industrial area of Livermore.
- Route 12 – Route is eliminated (see Rapid, below)
- Route 14 – Route is realigned to provide service from central Livermore to the San Francisco Premium Outlets, Stoneridge Creek retirement facility, and Stoneridge Drive to the East Dublin/Pleasanton BART Station.
- Route 15 – Service is increased to every 30-minutes all day on Weekdays
- Route 20x – Service is eliminated and replaced with a pilot vanpool program for Lawrence Livermore Lab employees. Details forthcoming.
- Rapid (Route 30) – Route is realigned to serve Las Positas College and Dublin Blvd, replacing the local 12 service; route terminates at the West Dublin Pleasanton BART Station and no longer directly serves Stoneridge Mall. Route is proposed to run 7-days per week.
- Route 70X – Service is maintained with the exception of Route 70XV (two trips per day). The alternatives to Route 70X are BART, which would take 63 minutes with two transfers, or County Connections, which would take 59 minutes with one transfer.
- New Route 580X – Service would be provided from the Livermore Transit Center to the Dublin/Pleasanton BART Station via the I-580 Express Lanes during peak times on Weekdays.

#### Wheels-On-Demand Demonstration Project

At both the January Projects and Services Committee and the February Board meeting there was significant discussion about the development of a pilot *Wheels-On-Demand* project. The Board directed staff to come back with information on the former Direct Access Responsive Transit (DART) service that Wheels previously operated from 1997-2005. Additionally, the Board wanted to explore operating a Flex service versus Wheels-On-Demand. The following section describes the different service alternatives to serve the areas in Dublin where fixed route bus service is eliminated.

*DART Service:* LAVTA's DART service began operating in 1997, coinciding with the opening of the Dublin/Pleasanton extension of BART. DART service operated during the off peak times (midday and evening time periods) on weekdays, and operated all-day on Saturdays in place of the smaller, less productive routes in the Dublin and Pleasanton areas. There was one timepoint for the service, which was at the Dublin/Pleasanton BART Station, and customers could request a drop-off in front of their final destination. Customers could access DART by making a telephone reservation or by walk-up at the BART Station. There were three vehicles used on the service and each vehicle was assigned to one of three areas

(East Pleasanton, West Pleasanton, and Dublin). The service operated for approximately 7 hours on weekdays and 9.5 hours on Saturdays. The productivity on the DART was 2.8 passengers per hour in FY2002. In 2005, DART service was phased out and fixed-route service was implemented in its place (Routes 1, 3 and 8).

*FLEX Service:* FLEX service would be similar to the DART service but is designed to be more responsive to demand. Instead of having a timed departure at BART, riders would request their pick-up utilizing a mobile application. Service would not be provided in a curb-to-curb fashion; instead, bus stop locations would be established within the neighborhoods as pick-up/drop-off locations. There would be two vehicles assigned to this service in order to reduce passenger wait times. This service would be operated in-house, and accordingly, would have the same hourly cost as regular fixed-route bus service.

*Wheels-On-Demand:* Staff envisions this demonstration project to include a partnership with private Transportation Network Companies (TNC) and utilize real-time, dynamic ridesharing in two project areas in Dublin. In late 2015, LAVTA Staff developed a white paper that details the project description, which is included as Attachment 5.

Below is a chart comparing the costs of the *Wheels-On-Demand* project operated as a partnership with TNC's versus operating it in-house, similar to DART.

	DART	FLEX	TNC
Est. Capital Costs			
Vehicle:	\$80,000/6 years (1 vehicle)	\$160,000/6 years (2 vehicles)	\$0
Technology:	\$0	Minimum \$50,000	\$0
Annual O&M Costs	~\$150,000	~\$300,000	~\$61,000
Daily O&M Costs	\$590 (6 hours)	\$1,176 (12 hours)	\$480-\$1200
Est. Daily Ridership	33	90 (7.5 pax per hour)	120
Cost/Ride	\$17.82	\$14.70	\$4-\$10 to LAVTA
Reduced ADA Costs?	Yes	Yes	No

### Action Requested

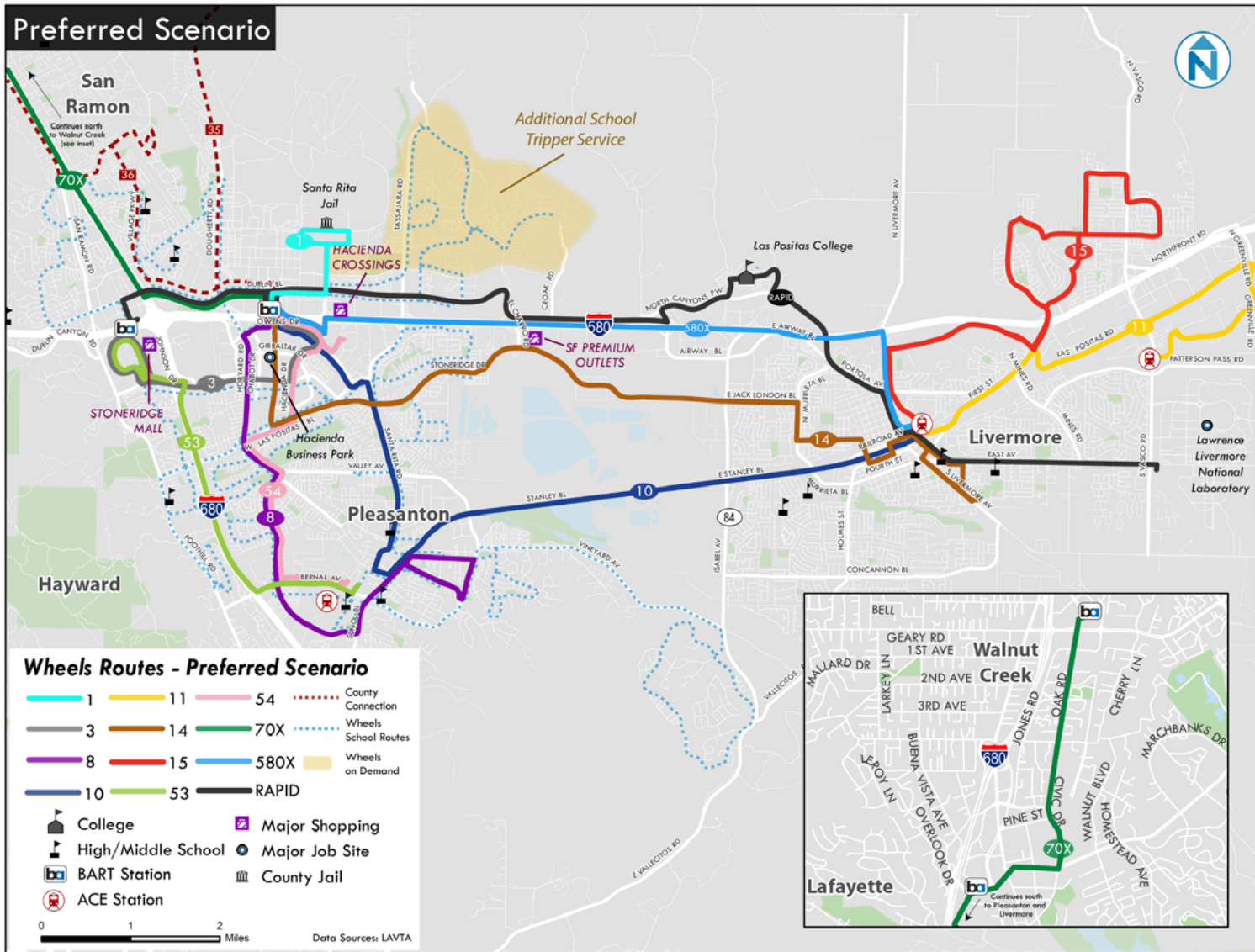
The Projects and Services Committee recommends that the Board open the public comment period from March 7 – April 8, 2016; and set the public hearing date for April 4, 2016 for the COA Preferred Alternative.

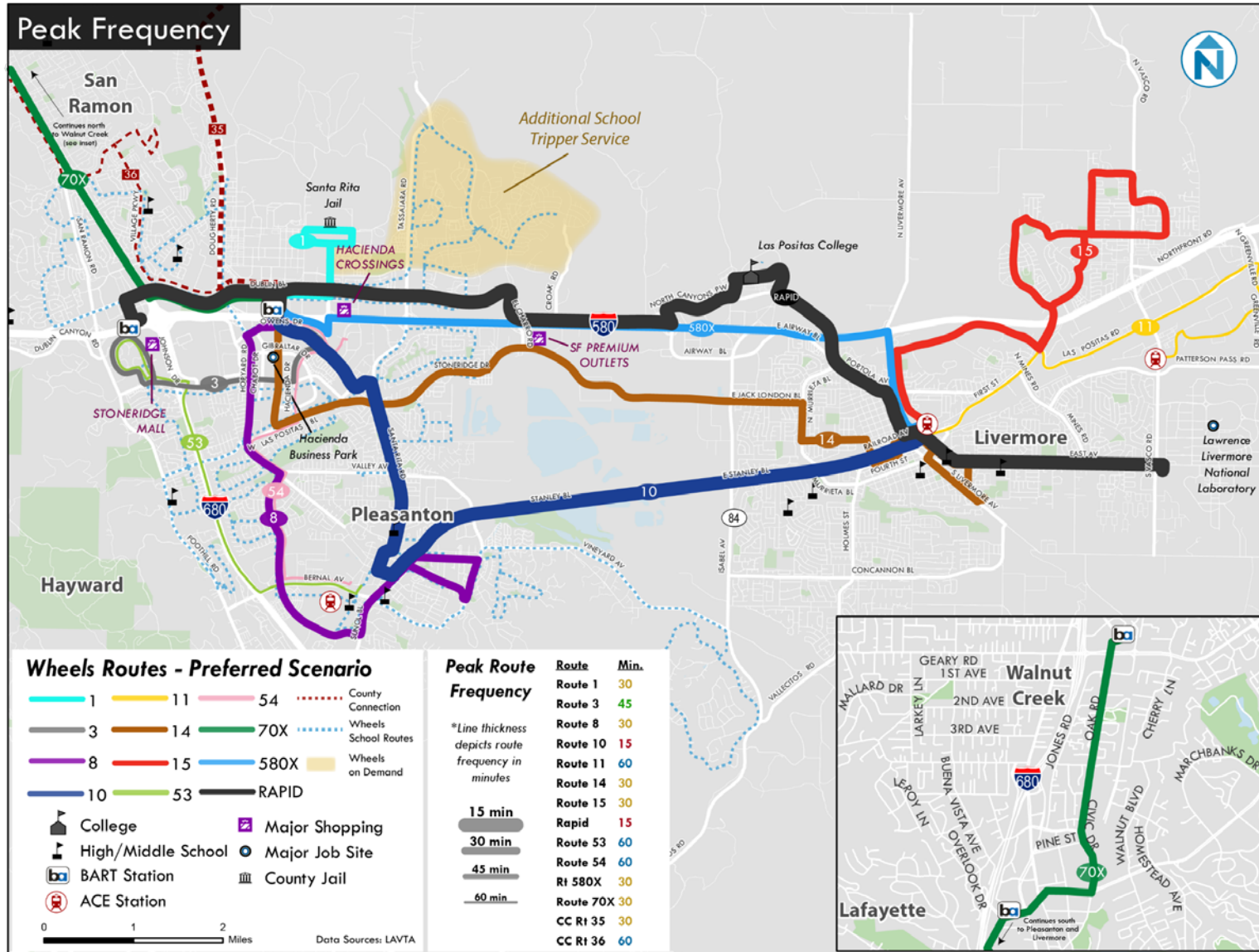
### Attachments:

1. Preferred Alternative Map

2. Preferred Alternative Service Details
3. Comments Received on Service Scenarios
4. Wheels Forward Three Service Scenario Maps
5. Wheels-On-Demand White Paper

*Approved:* \_\_\_\_\_





## Rapid

The ridership and productivity of the Rapid service has not met market expectations. Moreover, due to poor performance, MTC is withholding operating funding. Rapid also suffers from variable running times. The Stoneridge Mall area is the area where travel time differences by time of day are most acute. Recommendations include:

- **End the Rapid at the West Dublin/Pleasanton BART station** – the existing alignment to the Stoneridge Mall is indirect, fraught with traffic conflicts, and is less productive than almost all other segments. Stoneridge Mall itself could still be accessed from the Rapid via a walk across the BART station skybridge. A restructured Route 3 will continue to provide service to Stoneridge Mall and the Stoneridge Mall Road loop.
- **Extend Hours of Service** – Rapid service currently ends at about 7 p.m. and does not operate on weekends. Rapid should operate 7 days a week to be consistent. In addition, Rapid should operate to midnight 7 days a week.
- **Extend Rapid to serve Las Positas Community College via I-580** – Rapid’s alignment should be adjusted to serve a bigger all-day market. Stops on Stanley Boulevard in Livermore would no longer be served by Rapid, but would be served by expanded Route 10 service. The Outlet Mall would be served by a revised Route 14.
- **Reduce Duplication of Service with Local Routes** – In conjunction with recommendations for Route 10 no longer operating on East Avenue in Livermore and Route 12 no longer operating on Dublin Boulevard in Dublin, Rapid service would need to add additional stops along both East Avenue and Dublin Boulevard. Travel time would increase slightly as a result.

These recommendations will improve ridership and likely achieve the 20% farebox recovery ratio goal set by MTC.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:15 - 24:00	5:15 - 24:00	5:15 - 24:00

Headways (min)	Weekday	Saturday	Sunday
Early AM	15	60	60
AM peak	15	60	60
Midday	15	60	60
PM peak	15	60	60
Evening	30	60	60
Night (after 9 pm)	60	60	60



## Route 1 – Santa Rita Jail to E. BART

Route 1 is a feeder route for the E Dublin/Pleasanton BART station whose only unique market is service to the Santa Rita jail and the Rose Pavilion. Route 1 is a one-way loop which ensures out-of-direction travel on any round trip. Route 1 duplicates segments of Routes 2, 12, and 9. Recommendations for Route 1 are designed to create a unique market for Route 1, and include:

- **Operate as a connector between East Dublin/Pleasanton BART to the Santa Rita Jail** – This recommendation will provide bi-directional service between the Jail, employers along Hacienda Drive, and BART. It will reduce duplication of service with other routes in both Dublin and Pleasanton. The Rose Pavilion stops will no longer be served, but are within a 0.4 mile walk of frequent Route 10 service.
- **Interline Route 1 with a restructured Route 3 and Route 8**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 21:00	8:00 - 21:00	8:00 - 21:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

## Route 2 – E. BART to Dublin Ranch to E. Bart

Route 2 is a feeder route for the E Dublin/Pleasanton BART station that operates during peak hours only. Its markets are service to BART as well as to Fallon Middle School. The route includes a circuitous one-way loop, and it carries few riders. Recommendations include:

- **Replace Route 2 with a demonstration project named *Wheels-On-Demand*. Wheels-On-Demand will utilize real-time, dynamic ridesharing in the East Dublin area instead of a large, fixed-route bus.**
- **Add school tripper trips in area currently served by Route 2**

## Route 3 – E. BART to Stoneridge Mall

Route 3 is a peak-only feeder route serving two BART stations. Despite 30-minute peak frequency, Route 3 is a very low performing route. The alignment is circuitous, difficult to understand, and requires out-of-direction travel. It is a peak only route on weekdays, and operates one direction in the morning and another in the afternoon. Two County Connection routes (35 and 36) provide service between the Dublin/Pleasanton BART station and the area of Dublin served by Route 3. Recommendations for Route 3 include:

- **Delete segments serving Village Parkway and Dougherty Road** – Ridership is low in these areas and County Connection serves these corridors. County Connection has similar fares and accepts transfers from Wheels as well.

- **Restructure Route 3 to feed BART and serve area around Stoneridge Mall**– Route 3 would operate bi-directionally between the two Dublin/Pleasanton BART stations, serving the Hacienda Business Park and Stoneridge Mall.
- **Extend Route 3 span of service to 1:00 a.m.**
- **Operate every 45 minutes during the day on weekdays, every 40 minutes on weekends, and every 60 minutes at night.** These frequencies will allow all trips to connect with BART.
- **Operate seven days a week**
- **Interline Route 3 with Route 10 after 9:00 p.m.**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 – 1:00	8:00 – 1:00	8:00 – 1:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	45	40	40
Midday	45	40	40
PM peak	45	40	40
Evening	45	40	40
Night	60	60	60

### Route 8 – E. BART to Downtown Pleasanton

Routes 8A and 8B are feeder routes that operate as large counter-clockwise and clockwise loops on weekdays, with several differences in route deviations. There are three different variants of this route, depending on day and time. The following recommendations are made for Route 8:

- **Create a consistent bi-directional route between BART and Pleasanton** – Route 8 would operate the same alignment, seven days a week. The Santa Rita segments of the route would no longer be served by Route 8, but instead be served by more frequent Route 10 service.
- **Streamline Route 8 so that it can operate hourly all-day, seven days a week** - The deviations into the Bernal Business Park would be eliminated due to low ridership.
- **Operate the existing Kottinger loop seven days a week**
- **Operate every 30 minutes during peak periods, and hourly during the off peak**
- **Interline with Route 1 and Route 3**
- **Expand span of service until 9 p.m. on Sundays**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 21:00	8:00 - 21:00	8:00 - 21:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

## Route 9 – E. BART/California Center/Hacienda Business Park

Route 9 is a feeder route designed as a short collector to distribute BART passengers to the Hacienda Business Park. Despite operating every 15 minutes during peak periods, ridership is very low. Recommendations for Route 9 include:

- **Delete Route 9 due to low productivity.** Route 9 would be replaced by enhanced Route 10 service, a revised Route 3, a revised Route 14, and Route 54 service.

## Route 10 – Livermore, Pleasanton, Dublin, E. BART

Route 10 is one of LAVTA's strongest performers. Route 10 has several different variants. During early mornings and late evenings, and weekends (when Rapid is currently not operating), Route 10 is extended to serve Stoneridge Mall. In Livermore, not all trips are extended to the East Avenue terminus. The East Avenue and Stanley Boulevard segments duplicate the Rapid. Recommendations include:

- **Terminate Route 10 at the Livermore Transit Center to reduce duplication with Rapid on East Avenue.** Rapid would continue to serve East Avenue, including new service on evenings and weekends.
- **Improve weekday frequency to every 15 minutes during peak and midday hours** – This will improve the ability for Livermore and Pleasanton residents to access BART, and will facilitate transferring to other local routes along the alignment.
- **Operate Route 10 at 30 minute service during Saturdays and Sundays** – Waits at BART will still be reasonable, but this will also enhance connections with other LAVTA routes, including Route 15, 3, 8, and 1.
- **Cease the extension to Stoneridge Mall** – A restructured Route 3 will make that connection 7 days a week.
- **Interline with Route 3 after 9:00 p.m.**

## Span and Headway

	Weekday	Saturday	Sunday
Span of Service	4:30 AM - 1:00 AM	5:30 AM - 1:00 AM	6:00 AM - 12:45 AM

Headways (min)	Weekday	Saturday	Sunday
Early AM	30	45	-
AM peak	15	45	45
Midday	15	30	30
PM peak	15	30	30
Evening	30	45	45

Night (after 9 p.m.)	60	60	60
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## Route 11 Transit Center to Greenville Road and Vasco Road ACE

Route 11 is a peak only service that connects the Livermore Transit Center with employment sites in northeast Livermore. Service is every 45 minutes, and ridership is low. Recommendations include:

- **Extend to Vasco Road ACE Station** – Route 11 would be converted to a bidirectional route between Livermore Transit Center and the Vasco Road ACE station, serving the industrial area in between. In the morning, the route would connect to two ACE trains at Vasco Road, and another ACE train at the Transit Center. In the afternoon, it would connect with three ACE trains at Vasco Road. This will improve connections for the many workers who live in the San Joaquin Valley and work in the industrial area.
- **Adjust schedule to operate every 60 minutes to facilitate transfers** – Transfers to Route 10 and 15 could be made at the Livermore Transit Center for all trips in both directions, which should increase the ridership market.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:12 – 9:02 16:12 – 19:02		

Headways (min)	Weekday	Saturday	Sunday
AM peak	60		
Midday			
PM peak	60		
Evening			

## Route 12 – Livermore Transit Center to E. BART

Route 12 connects Livermore with Las Positas College and Dublin. Route 12 duplicates Route 10 and Rapid service on Stanley Boulevard. Route 12 duplicates Rapid service on Dublin Boulevard. The unique market of Los Positas College is the defining feature of Route 12. Recommendations for Route 12 include:

- **Consolidate Route 12 with Rapid** – With the recommendation to revise the Rapid to serve Las Positas College, Route 12 no longer has a unique market. Rapid would serve the Dublin Boulevard segments and a restructured Route 14 would serve the Livermore segments of the existing Route 12.

## Route 12X – Livermore Transit Center to E. BART Express

Route 12X is designed to be an express version of Route 12 that skips Las Positas College during peak times. Route 12X and Route 20 are interlined, so the same vehicle does both. Route 12X is does not attract significant ridership. Recommendations for Route 12X include:

- **Delete route due to low ridership and duplication with Rapid**

## Route 14 West Livermore – Outlet Mall – E. Dublin BART

Route 14 is a feeder/circulator route in Livermore that has above average ridership. Recommendations include:

- **Extend Route 14 to Dublin via Stoneridge** – This recommendation would transform Route 14 from a neighborhood circulator to a regional connector. It will also provide one-seat ride service from multiple Livermore neighborhoods to BART and employment areas in Pleasanton. Route 14 would be extended to serve Jack London, San Francisco Premium Outlets, Hacienda Business Park, and the E. Dublin BART station. This route would also address one of the biggest requests for service to Stoneridge Creek. Route 14 would operate within ¼ mile of the LAVTA facility on Rutan Court, but not serve it directly. The route would also serve the Civic Center Library seven days a week, which was a frequent request by the public.
- **Operate on weekends** – Route 14 would operate on weekends. Employer access to the Premium Outlets is one of the prime drivers of this recommendation.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	7:00 - 22:00	8:00 - 22:00	8:00 - 22:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	60

## Route 15 – Livermore Transit Center to Springtown

Route 15 is productive feeder route in Livermore. Recommendations include operating Route 15 every 30-minutes all day on Weekdays.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 23:58	6:02 - 21:48	7:02 - 20:48

Headways (min)	Weekday	Saturday	Sunday
Early AM	60	-	-
AM peak	30	60	60
Midday	30	60	60
PM peak	30	60	60
Evening	60	60	60

Night (after 9 p.m.)	60	60	-
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## Route 20X – BART to Vasco Road to Transit Center

Route 20X is a Primary route that travels on I-580 to the LLNL via Vasco Road. Despite travel time between BART and Lawrence Livermore National Laboratory being quicker on Route 20X, fewer than 15 people a day are making this trip. Recommendations for Route 20X include:

- **Delete Route 20X service due to low ridership** – there are insufficient numbers of passengers to warrant express service between BART and the employment areas of East Livermore.
- **Replace Route 20X with BART-Based Vanpool Service**– Currently, there are less than 10 daily riders between BART and the LLNL using Route 20X. A vanpool(s) will be better able to match times with BART and be able to distribute riders within the Lab itself. Vans would be parked in reserved parking spaces at the East Dublin/Pleasanton BART station. Users would drive vans to the LLNL in the morning and return to BART in the afternoon/evening.

## Route 51 – Transit Center to Civic Library

Route 51 is a feeder route that operates only in the afternoons and evenings. Almost the entire route is served more frequently by Route 14. Recommendations for Route 51 include:

- **Consolidate Route 51 with Route 14.** Ridership response for a separate Route 51 has not materialized.

## Route 53 Pleasanton ACE Station to W. BART

Route 53 provides a peak-hour connections between ACE trains and BART and has very high productivity. No changes are recommended to Route 53.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:36 – 8:41 15:55 – 19:16		

Headways (min)	Weekday	Saturday	Sunday
AM peak	25 - 75		
Midday			
PM peak	60		
Evening			

## Route 54 – Pleasanton ACE Station to Hacienda / E. BART

Route 54 provides peak-hour connections between ACE trains and BART, but is designed to circulate through the Hacienda business park. Ridership is relatively high, especially near the BART station. Recommendations for Route 54 include:

- **Streamline route** – To provide faster travel times, streamline the route to serve Bernal, Hopyard, Las Positas, Hacienda, Owens, and Rosewood. The deviation to serve Bernal Business Park would be eliminated due to low ridership.
- **Connect BART to Rosewood Commons** - Current out-of-service trips from between the BART and ACE would stop at Rosewood Commons to provide a direct connection between the employment site and BART.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:36 – 8:23 15:47 – 18:19		

Headways (min)	Weekday	Saturday	Sunday
AM peak	65 - 75		
Midday			
PM peak	60		
Evening			

**Route 70X and 70XV – Pleasant Hill BART to E. Dublin BART**

Routes 70X and 70XV are peak bi-directional express routes between the Dublin/Pleasanton BART line and the Pittsburg/Bay Point line at Walnut Creek and Pleasant Hill. Productivity for Route 70X is better than 70XV. Recommendations include:

- **Eliminate 70XV trips** – Route 70XV does not show the ridership to support a separate targeted trip. Reinvest 70XV resources to provide service on Route 580X.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:43 – 8:53 16:00 – 19:10		

Headways (min)	Weekday	Saturday	Sunday
AM peak	30		
Midday			
PM peak	30		
Evening			

## Route 580X – Livermore Transit Center to BART

Route 580X would be a new route providing express service between Livermore Transit Center and East Dublin/Pleasanton BART. It will supplement the Rapid service with quicker, peak directional trips. Passengers wishing to return during midday or evening times have the option of using the Rapid to return from BART to the Livermore Transit Center.

Route 580X would utilize the new HOT lanes for operating on I-580 to improve speed and reliability on that heavily congested roadway. Service between the Livermore Transit Center and BART would be non-stop. Trips would be timed to meet with BART trains.

- **Provide service every 30 minutes during peak periods**
- **Create new express route connecting Livermore and BART via I-580 HOT lanes**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:30 – 8:30 16:00 – 19:00		

Headways (min)	Weekday	Saturday	Sunday
AM peak	30		
Midday			
PM peak	30		
Evening			



## SCENARIO SUMMARY TABLES

## Existing and Proposed Service Frequencies

Route	Existing								Proposed							
	Early AM	AM Peak	Midday	PM Peak	Eve.	Night	Sat	Sun	Early AM	AM Peak	Midday	PM Peak	Eve.	Night	Sat	Sun
Route 1	-	30	30	30	30	-	30	30	-	30	60	30	60	-	60	60
Route 2	-	60	-	60	60	-	-	-	-	-	-	-	-	-	-	-
Route 3	-	30	-	30	60	-	60	-	-	45	45	45	45	60	40-60	40-60
Route 8	-	60	60	60	60	-	50-60	40	-	30	60	30	60	-	60	60
Route 9	-	15-30	-	15	-	-	-	-	-	-	-	-	-	-	-	-
Route 10	30	30	30	30	30	40	16-48	40	30	15	15	15	30	60	30-60	30-60
Route 11	-	45	-	45	-	-	-	-	-	60	-	60	-	-	-	-
Route 12	-	30	60	30	60	60	60	120	-	-	-	-	-	-	-	-
Route 12X	-	30	-	30	-	-	-	-	-	-	-	-	-	-	-	-
Route 14	-	30	30	30	30	-	-	-	-	30	60	30	60	60	60	60
Route 15	60	30	30-60	30	30-60	60	60	60	60	30	30	30	30-60	60	60	60
Route 20X	-	45	-	45	-	-	-	-	-	-	-	-	-	-	-	-
Rapid	15	15	15	15	15	-	-	-	15	15	15	15	30	60	60	60
Route 51	-	-	-	30	30	-	-	-	-	-	-	-	-	-	-	-
Route 53	-	25-75	-	60	-	-	-	-	-	25-75	-	60	-	-	-	-
Route 54	-	65 – 75	-	60	-	-	-	-	-	65 – 75	-	60	-	-	-	-
Route 70X/70XV	-	30	-	30	-	-	-	-	-	30	-	30	-	-	-	-
Route 580X	-	-	-	-	-	-	-	-	-	30	-	30	-	-	-	-

## Existing and Proposed Service Spans

Route	Existing			Proposed		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Route 1	6:00 a.m. – 8:55 p.m.	8:01 a.m. – 9:25 p.m.	8:01 a.m. – 9:25 p.m.	6:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.
Route 2	6:30 a.m. – 9:20 a.m. 3:20 p.m. – 6:48 p.m.	-	-	-	-	-
Route 3	5:55 a.m. – 9:20 a.m. 3:30 p.m. – 8:50 p.m.	9:01 a.m. – 5:51 p.m.	-	6:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.
Route 8	6:15 a.m. – 8:32 p.m.	8:01 a.m. – 11:11 p.m.	9:01 a.m. – 2:18 p.m.	6:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.
Route 9	6:30 a.m. – 9:19 a.m. 3:30 p.m. – 6:19 p.m.	-	-	-	-	-
Route 10	4:12 a.m. – 1:44 a.m.	4:57 a.m. – 1:14 a.m.	5:17 a.m. – 1:14 a.m.	4:30 a.m. – 1:00 a.m.	5:30 a.m. – 1:00 a.m.	6:00 a.m. – 1:00 a.m.
Route 11	6:42 a.m. – 8:48 a.m. 4:12 p.m. – 6:18 p.m.	-	-	6:12 a.m. – 9:02 a.m. 4:12 p.m. – 7:02 p.m.	-	-
Route 12	5:58 a.m. – 10:42 p.m.	9:01 a.m. – 9:47 p.m.	9:02 a.m. – 8:47 p.m.	-	-	-
Route 12X	7:12 a.m. – 9:12 a.m. 3:54 p.m. – 7:15 p.m.	-	-	-	-	-
Route 14	6:42 a.m. – 8:06 p.m.	-	-	7:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.
Route 15	5:12 a.m. – 11:58 p.m.	6:02 a.m. – 11:48 p.m.	7:08 a.m. – 8:43 p.m.	5:12 a.m. – 11:58 p.m.	6:02 a.m. – 11:48 p.m.	7:08 a.m. – 8:43 p.m.
Route 20X	6:15 a.m. – 9:54 a.m. 3:52 p.m. – 6:36 p.m.	-	-	-	-	-
Rapid	5:16 a.m. – 8:04 p.m.	-	-	5:15 a.m. – Midnight	5:15 a.m. – Midnight	5:15 a.m. – Midnight
Route 51	3:12 p.m. – 6:57 p.m.	-	-	-	-	-
Route 53	5:36 a.m. – 8:41 a.m. 3:55 p.m. – 7:16 p.m.	-	-	5:36 a.m. – 8:41 a.m. 3:55 p.m. – 7:16 p.m.	-	-
Route 54	5:36 a.m. – 8:23 a.m. 3:47 p.m. – 6:19 p.m.	-	-	5:36 a.m. – 8:23 a.m. 3:47 p.m. – 6:19 p.m.	-	-
Route 70X/70XV	5:43 a.m. – 8:53 a.m. 4:00 p.m. – 7:10 p.m.	-	-	5:43 a.m. – 8:53 a.m. 4:00 p.m. – 7:10 p.m.	-	-
Route 580X	5:30 a.m. – 8:30 a.m.	-	-	4:00 p.m. – 7:00 p.m.	-	-

## Existing and Proposed Revenue Hours and Peak Vehicles

Route	Existing						Proposed					
	Revenue Hours			Peak Vehicles			Revenue Hours			Peak Vehicles		
	Wkdy	Sat	Sun	Wkdy	Sat	Sun	Wkdy	Sat	Sun	Wkdy	Sat	Sun
Route 1	15	13	13	1	1	1	9	8	8	0.7	0.6	0.6
Route 2	6	-	-	1	-	-						
Route 3	14	9	-	2	1	-	23	15	15	1	1	1
Route 8	26	13	5	2	1	1	27	18	18	2.3	1.4	1.4
Route 9	9	-	-	1	-	-	-	-	-	-	-	-
Route 10	82	111	70	5	9	4	102	48	47	7	3	3
Route 11	4	-	-	1	-	-	6	-	-	1	-	-
Route 12/12X	50	26	12	7	2	1	-	-	-	-	-	-
Route 14	13	-	-	1	-	-	40	28	28	4	2	2
Route 15	28	16	14	2	1	1	28	16	14	2	1	1
Route 20X	7	-	-	2	-	-	-	-	-	-	-	-
Rapid	125	-	-	10	-	-	123	38	38	9	2	2
Route 51	4	-	-	1	-	-	-	-	-	-	-	-
Route 53	6	-	-	1	-	-	6	-	-	1	-	-
Route 54	4	-	-	1	-	-	4	-	-	1	-	-
Route 70X/70XV	16	-	-	5	-	-	16	-	-	4	-	-
Route 580X	-	-	-	2	-	-	12	-	-	2	-	-
<b>Total</b>	<b>410</b>	<b>188</b>	<b>114</b>	<b>40</b>	<b>13</b>	<b>8</b>	<b>395</b>	<b>170</b>	<b>167</b>	<b>35</b>	<b>11</b>	<b>11</b>

## MEMORANDUM

To: Michael Tree, Christy Wegener, and Cyrus Sheik  
From: Thomas Wittmann, Sam Erickson, Victor Stover  
Date: January 15, 2016  
Subject: Summary of Public Comments on the LAVTA COA Scenarios

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### SURVEY PURPOSE

Three alternative scenarios were presented to the public to illustrate potential LAVTA Wheels service changes. These scenarios took into account existing ridership, on-time performance, travel patterns, and demographic data, as well as input from public meetings, and surveys. The scenarios were:

- Scenario 1: Coverage – maintains much of the existing network
- Scenario 2: Core – focuses on core routes in the Wheels service area
- Scenario 3: Hybrid – combines elements of a coverage-based system and a core network system

### OUTREACH

The public was asked to comment on these scenarios via an online survey, the LAVTA website, and at public meetings. There were 289 responses from the online survey, of which 255 specified a preference for a scenario. This includes online surveys that were printed and submitted in paper format, including 163 paper surveys received from Stoneridge Creek in favor of Route 14 in Scenario 3. There were 96 comments submitted on the LAVTA WheelsForward website, of which 46 specified a preference for one of the scenarios. Public meetings held at the end of October included 11 people at the meeting at Amador Valley High School in Pleasanton, 7 at Las Positas College in Livermore, and 7 at the Dublin Civic Center meeting. Twenty comments were received from these meetings. Of those, six specified a preference for one of the scenarios. And although not tied to any of the scenarios, about 20 letters were also submitted in favor of keeping Route 2 in the Wheels network.

These results described below are qualitative in nature because the quantitative results cannot be considered statistically significant because the survey was not a random sample. Residents of the Stonecreek Retirement Community made up a large number of responses for both the WheelsForward website and the online survey. In some instances people filled out comments at a public meeting and on the WheelsForward website, and there is no way of knowing whether some respondents also filled out a survey resulting in preferences being accounted for more than once.

### MAJOR FINDINGS

Of those who specified a preference, Scenario 3 (Hybrid) was chosen by approximately 60% of the survey respondents, over 95 % of website comments, and all of the public meeting attendees. Approximately one-third of survey respondents preferred Scenario 1 (Coverage). Although there

was some overlap on the elements of each plan, there were only a few routes that received specific feedback. The main themes included:

- Support for service to Stoneridge Creek Retirement Community (Scenario 3 only)
- Support for increased service to Las Positas College (Scenario 2 and Scenario 3)
- Fear of Route 2 being eliminated (all scenarios)
- Concern that the consolidation of 70X and 70XV service would mean reduced service (Scenarios 1 and 3), and opposition to the elimination Route 70X/70XV (Scenario 2)

## DETAILED QUALITATIVE RESULTS

### Coverage Scenario 1 Comments:

- This was the second most popular choice among the public respondents.
- People who preferred this option supported offering the most Rapid service between Livermore and BART as possible. Others defended eliminating routes that had low ridership.
- Among those who preferred other alternatives, the most common comments revolved around the 70X and Route 2, even though the 70X was not proposed to be eliminated in this scenario, and Route 2 was proposed for elimination in all three scenarios.
- Interestingly, there were no comments on changes to routes 3 or 14.
- The elimination of Route 2 in this scenario was a concern for several people.
- People liked the service to the airport, which is lacking in the other two scenarios.

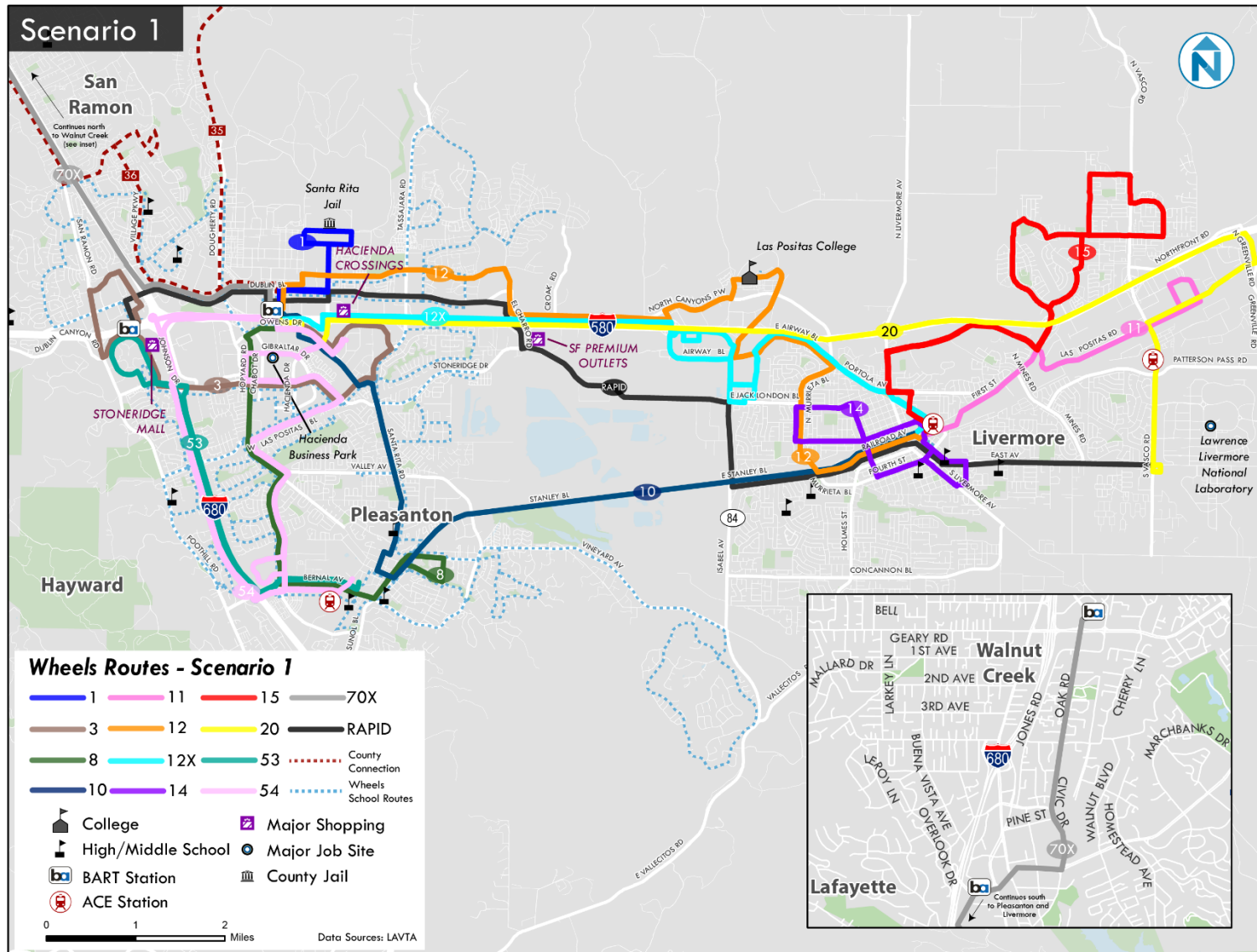
### Core Scenario 2 Comments:

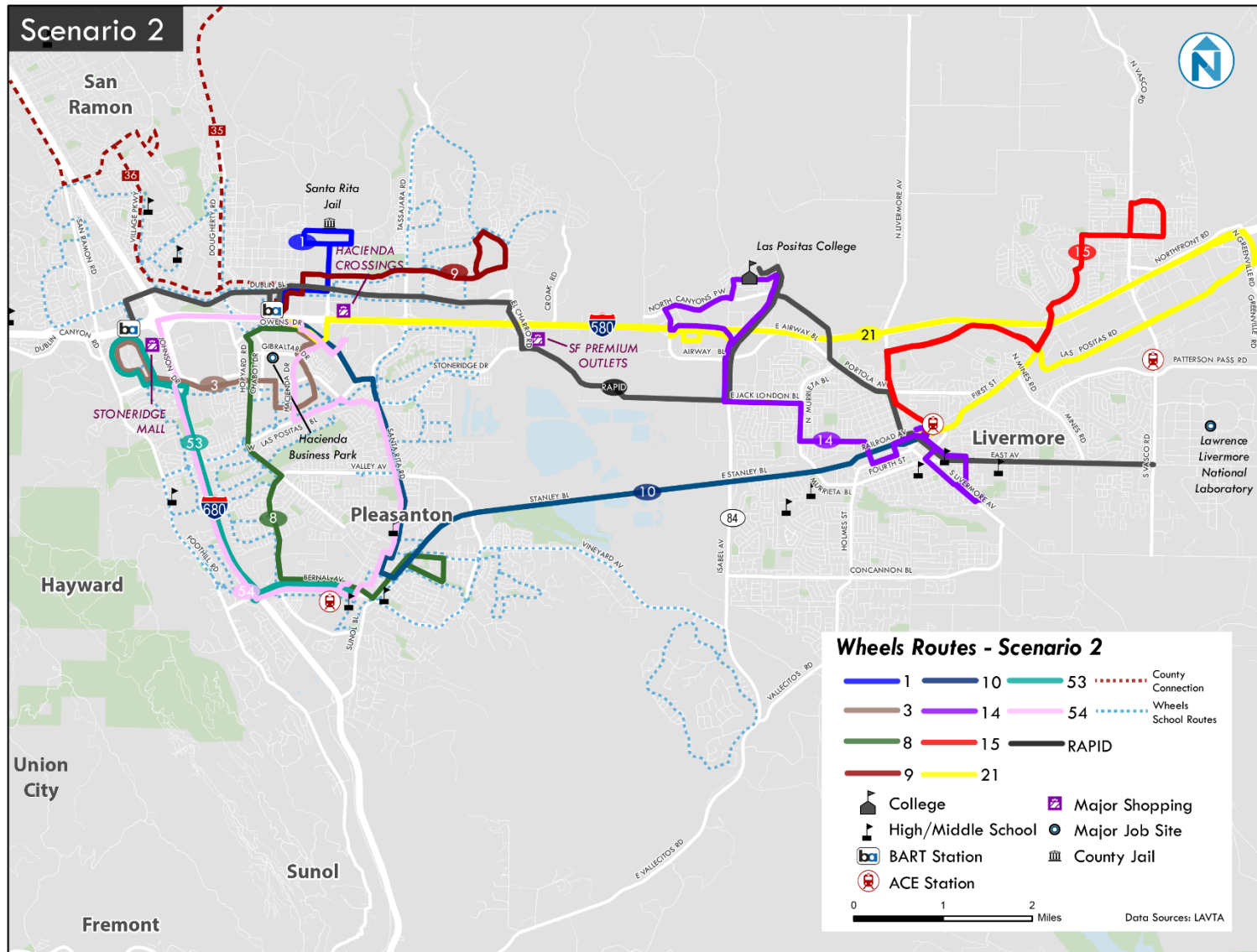
- This was the least favorable choice among respondents. Overall, comments stated that other scenarios were better options, and that this plan would cause people to incur much larger transportation costs.
- Among those that liked Scenario 2, the elements of the plan they commented on were also present in Scenario 3, such as weekend service, more service to Las Positas College, and consolidating Route 12.
- Of the respondents that did not like this scenario, the overwhelming concern was that Route 70X/XV was slated to be eliminated. Route 2 being eliminated was also brought up, although as mentioned before, this recommendation was true under all scenarios. People who work near the airport did not like the scenario because it would eliminate service to their workplace.

### Hybrid Scenario 3 Comments:

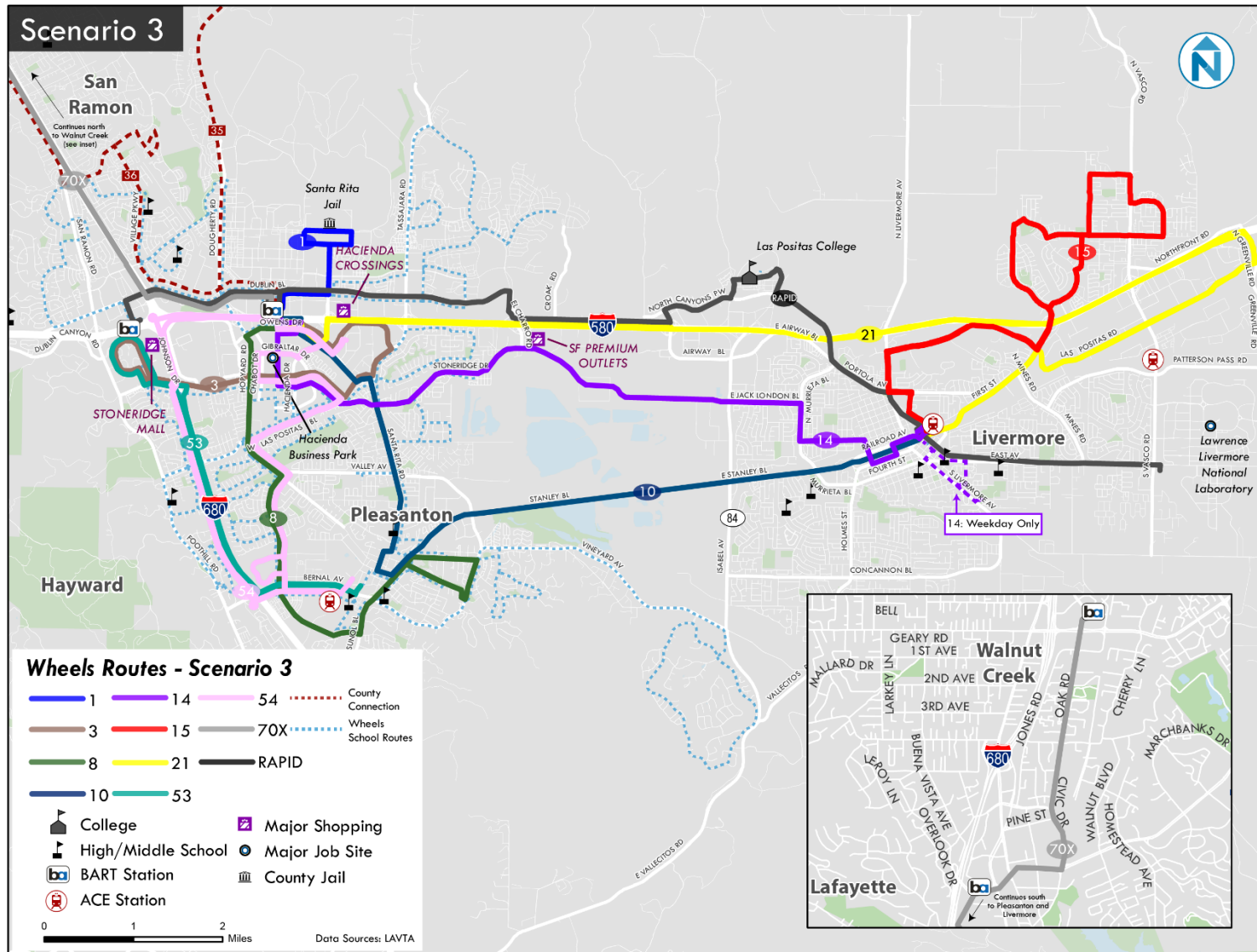
- This alternative was the most popular choice, and was preferred by approximately 60% of online survey respondents.
- The Stoneridge Creek Retirement Community was well represented in the survey, which was clear in the comments. The new coverage to this facility was very well received.

- The proposed changes to Route 70X received a significant number of comments, with many people okay with the proposed changes as long as they could still get to work at the same times on the weekdays.
- People also favored additional service to Las Positas College, and the changes to Route 14 in Livermore.
- The elimination of Route 2 remained a common area of concern for respondents, as did the elimination of service near the airport.









Problem/Solution/Goals

Most areas within the City of Dublin, north of Dublin Blvd, do not have the density of housing or employment to support Wheels fixed route service. However, large numbers of single occupancy trips are taken daily in Dublin to repeat locations for work and other activity centers. With the transactional costs of ridesharing having been significantly reduced by technology and the existence of the sharing economy, Wheels proposes a discount program within two demonstration project areas as a financial incentive for Dublin residents to utilize the dynamic, real-time ride sharing capacities of the Transportation Network Companies (Uber, Lyft, Scoop, taxicabs, etc.).

The measurable goal of the Wheels discount will be to reduce the number of single occupancy vehicles and congestion in Dublin, and to reduce trip costs to those economically challenge.

How Customers Would Use the Discount Program

On the Wheels website (and near-future phone app) customers will be informed about discount program and will be able to easily obtain a discount code. After obtaining the discount code the customer will simply choose the transportation provider of his/her choice, provide their pick-up and drop-off data, click the ridesharing option (Lyft Line for example) and enter in the discount code. Because the customer is utilizing the ridesharing option, as opposed to the option of riding alone, the ride will receive multiple discounts—one from the rideshare company itself and the other through Wheels—thus creating a shared ride that on the average slightly more expensive than what one would pay on fixed route service, but with a far smaller public subsidy and the convenience of being on demand. The rideshare companies would assure Wheels that trips taken would both start and end within the project area so that the discount is not inappropriately applied.

Example: Joe lives in east Dublin 5 miles northeast of the East Dublin/Pleasanton BART station. Joe needs more travel options. Parking at BART stations is causing him delays and frustration. Joe learns about the Wheels discount, obtains the Wheels discount code and uses his smart phone to obtain a Lyft Line ride, which means Lyft will set up a dynamic, real-time route that will pick up multiple customers-including Joe-that are going in a similar direction. For Joe's effort in using Lyft Line he is rewarded by Lyft with a reduction in his fare from \$12 to \$8 (Lyft Line fares can be reduced up to 60% per Lyft). With the Wheels discount code automatically applied, Joe's fare is reduced another \$4, bringing his total one-way trip cost to \$4. Joe notes the \$3 parking fee he is currently paying at BART and the cost per mile of operating his vehicle and believes convenience of real-time, dynamic ride sharing now makes sense.

At the end of the month, Lyft sends an invoice to Wheels with information on rides that received the Wheels discount, including sufficient information needed by NTD to record the trip for Wheels.

### Two Demonstration Areas

Staff are proposing to operate the Wheels-On-Demand demonstration project in two project areas. One area would encompass the neighborhoods served by the former Route 2 (East Dublin) and the other would include the neighborhoods served by the former area served by Route 3 north of I-580 (West Dublin). The demonstration project would be operated with two different subsidy models in each area: one area (West Dublin) would operate using a fixed cost to the passenger (i.e. \$4 per trip where Wheels covers the cost above \$4) and the other would operate using a fixed subsidy to the passenger (i.e. \$4 per trip where the customer pays the cost above \$4). Both models will be important to run and study in an effort to offer an optimal service for Dublin. Finally, both models offer a substantial savings over other LAVTA alternatives.

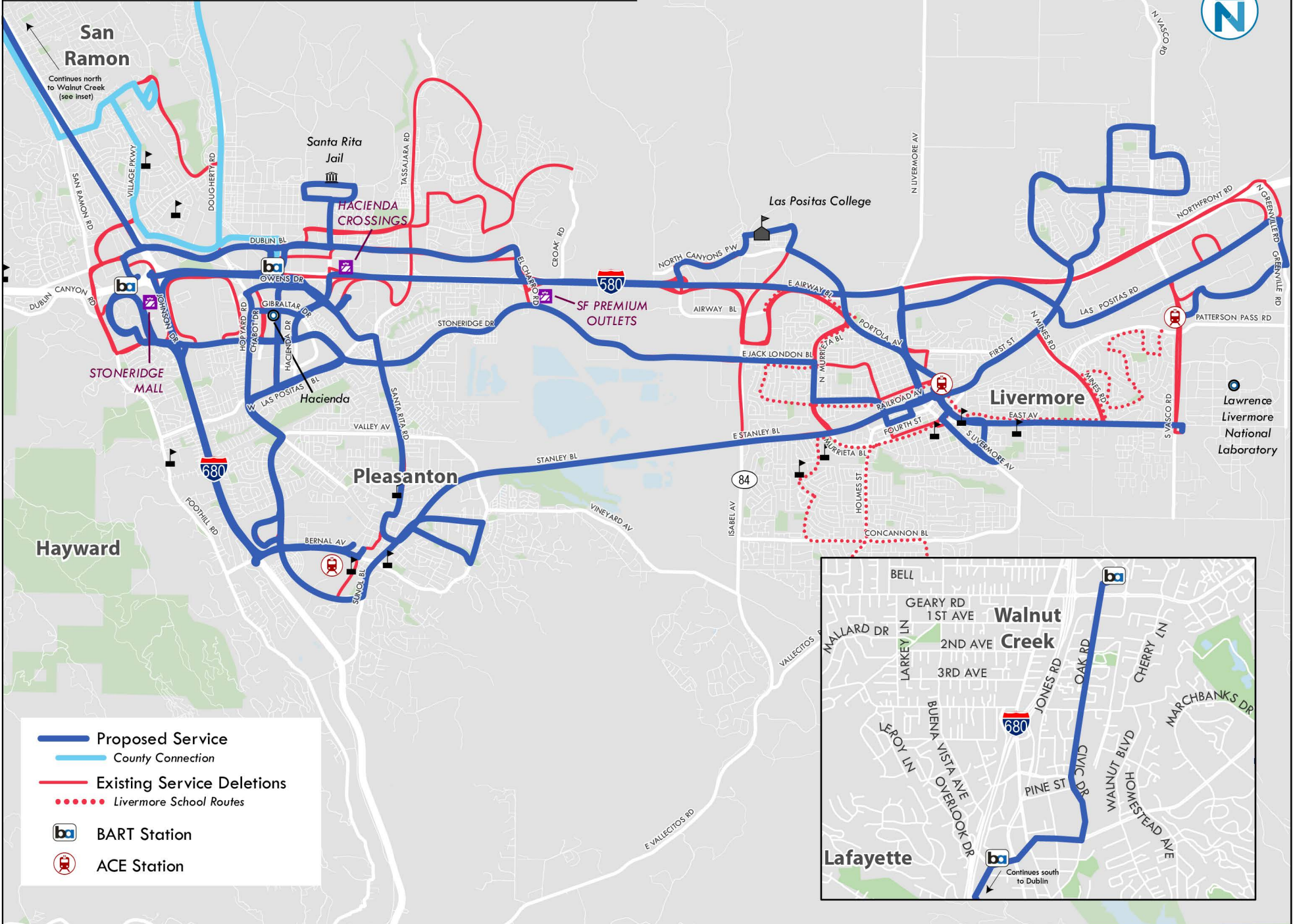
### Initial Demonstration Project and Funding

The initial funding would be through a partnership of Wheels and Alameda County Transportation Commission. The funding would not include federal dollars. The demonstration project would be a 1-year duration, or until funding is exhausted, to evaluate the productivity and efficiencies of the programs.

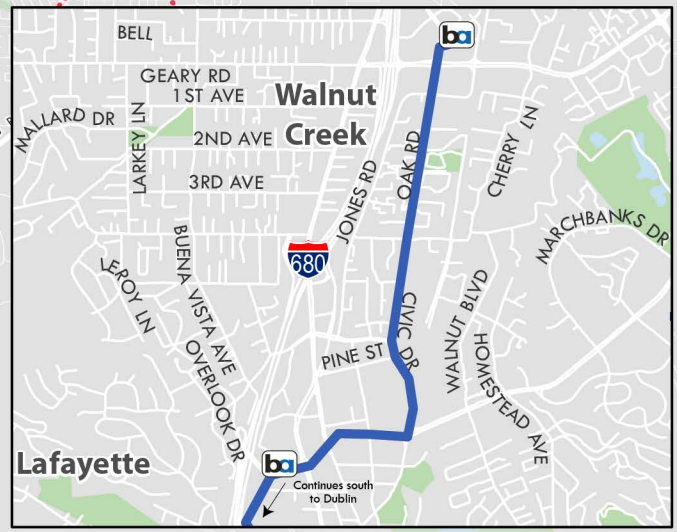
### Sample Questions/Answers

1. What about ADA requirements? In the Tri-Valley area at least one taxicab company has an accessible vehicles. Additionally, although not part of this program, Wheels para-taxi program and Wheels paratransit is available where applicable and for those who qualify.
2. What about Governance? Wheels would contract with providers who wish to be participants. Providers would agree to provide Wheels information needed to record a trip for NTD data.
3. What about Customers without a smart phone and credit card? Taxicabs have traditionally been available to schedule rides through a phone call. Taxicabs also traditionally take cash for payment. Additionally, TNCs are currently developing “concierge” services to allow accommodations.
4. Is supply for potential demand sufficient? Generally speaking taxicabs, Uber, Lyft and other companies are quick to add supply as demand warrants. Recent experience has shown that wait times in Dublin are less than 10 minutes on average.
5. What about other technology issues? Wheels website and phone app will have information on the discount program, including links and phone numbers to schedule rides with participating companies. Bus schedules and informational kiosks at transit centers will also have the information for ease of use.

# Proposed Routes & Existing Service Deletions



- █ Proposed Service
- █ County Connection
- █ Existing Service Deletions
- ⋯ Livermore School Routes
- BART Station
- ACE Station



## **Wheels on Demand Service Area and Description**

**April 14, 2016**

### **Introduction**

Providing transit service to low-density suburban areas is one of the most challenging environments for transit. Typically, the housing density is such that frequent fixed-route bus service cannot be operated efficiently. As an example, Wheels Route 2, which connects suburban residential areas in East Dublin to BART during peak times, carries approximately 5 passengers per hour and has a subsidy of over \$15/passenger trip. The proposed Wheels on Demand Service allows LAVTA to provide service into areas where traditional “big bus” service does not make sense, and provide mobility to more people at a lower cost.

Wheels on Demand is a proposed partnership with the private sector to provide service to low-density suburban areas where existing Wheels service is underperforming. Wheels on Demand is an extension of a traditional user side subsidy program, which is used by transit systems nationwide to partner with taxi-cab companies, and extends this partnership to Transportation Network Companies (TNC) such as Uber or Lyft.

While it is anticipated that most potential passengers would utilize a smartphone app to access the service, the option to complete the trip with a phone call to a taxicab will also be available to those without a smartphone. In addition, the taxicab option will allow the ability to use cash.

Two different service areas are proposed. Each is described separately in the following pages.

### **East Dublin Wheels on Demand**

The East Dublin Wheels on Demand service area is shown shaded below. It replaces the existing underperforming Route 2 service, and serves residential areas almost exclusively. The purpose of the Wheels on Demand service is to provide connectivity to/from the Dublin/Pleasanton BART station, where connections to BART or other Wheels routes may take place.

#### *Proposed Service Availability*

The East Dublin Wheels on Demand service should be available weekdays only, and correspond to BART operating times. Route 2, which provides service to BART, currently only operates during weekday peaks, so this is an expansion of service to these areas.

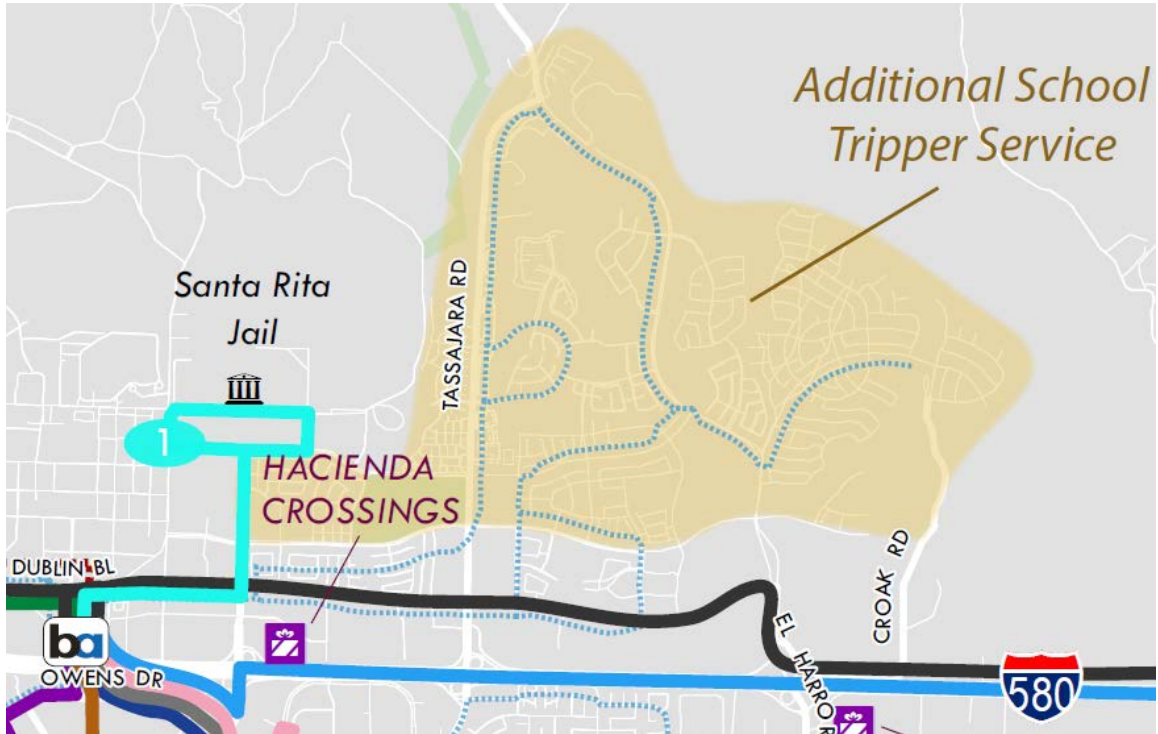
Within the service area, Wheels on Demand would not require walking to a designated bus stop. However, the provider may ask riders to walk to a street corner to facilitate service and ensure on-time performance.

#### *Proposed Fare Structure*

LAVTA would provide a subsidy for any trip that takes passengers between the Dublin/Pleasanton BART station and their location in the proposed service area. Trips that do not go to/from BART would not be subsidized. In addition, for passengers to receive the subsidy, they must be willing to share the vehicle with other passengers by using a TNC ridesharing option such as Lyft Line and UberPool, which offer shared rides for a reduced price. Existing LAVTA passes would not be valid on Wheels on Demand.

Wheels on Demand is a premium service, as it provides more direct service and more flexible service between BART and East Dublin. Therefore, a premium fare for passengers should be

charged. LAVTA should pay for half the cab or TNC fare up to \$5 for passengers travelling from BART to the service area. The average passenger fare would be around \$3, which reflects a premium fare.



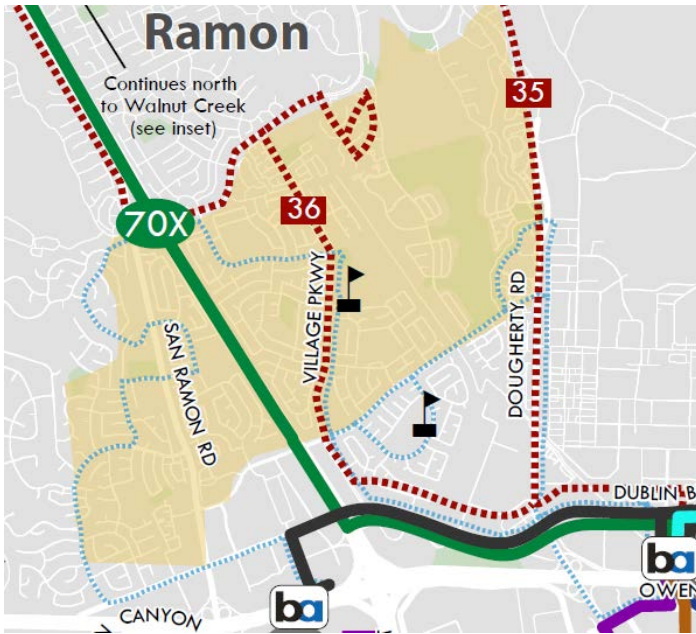
*Estimated Costs to LAVTA*

Currently, there are approximately 16 boardings and 16 alightings at the BART station on Route 2. This suggests, at a minimum, that 32 passengers per day would utilize Wheels on Demand. Given the extended span of service and the ability to access every BART train, the number of passengers could double in the first year. The ridership rate could be higher after the first year. If ridership doubles, then a total of 64 passengers per day would be using East Dublin Wheel on Demand. Assuming a conservative \$5 subsidy per trip, the annual subsidy would be approximately \$82,000 annually. This compares to the \$200,000 annually necessary to run Route 2.

**Wheels on Demand could carry twice as many people for 40% the cost of the existing Route 2.**

### Dublin Wheels On Demand

The Dublin service area is shown shaded below. It replaces the existing underperforming Route 3 service, and serves predominantly residential areas, but several schools and commercial areas as well. For the Dublin Wheels On Demand service, LAVTA would subsidize any trip that has an origin and a destination within the proposed service area. Service to and from the proposed service area to either Dublin BART station would also be permitted. For passengers to receive the subsidy, they must be willing to share the vehicle with other passengers, by using a TNC ridesharing option such as Lyft Line and UberPool, which offer shared rides for a reduced price



#### *Proposed Service Availability*

The Dublin Wheels on Demand service should be available weekdays and Saturdays, and correspond to BART operating times. Route 3, which provides service to BART, operates weekdays during peaks only and on a limited Saturday schedule. The Wheels on Demand service represents an expansion of service.

#### *Proposed Fare Structure*

The Dublin Wheels on Demand is a premium service and premium fare should be charged. The proposed Dublin Wheels on Demand fare is a flat \$3 fare for each passenger. LAVTA would subsidize the remainder of the trip. It should be noted that this is a different fare model from the East Dublin Wheels on Demand Service.

Existing LAVTA passes would not be valid on Wheels on Demand.

#### *Estimated Costs to LAVTA*

The anticipated ridership is more difficult to predict, as the span and service area are more extensive than the existing Route 3. There are approximately 25 existing weekday Route 3 passengers boarding or alighting in North Dublin. Most of these passengers will transition to County Connection with implementation of the preferred alternative. However, because Wheels

on Demand is more flexible from a schedule and timing perspective, new passengers will be attracted to the service. In the first year, ridership could double over today's ridership levels. That suggests that in year one, up to 50 passengers per day will use the Dublin Wheels on Demand. Assuming that the TNC/taxicab fare is \$10 one-way, the average subsidy per trip for LAVTA is \$7/trip. This translates to an annual subsidy of approximately \$108,000. This compares to the estimated \$180,000 annual cost of providing Route 3 service to Dublin.

**The Dublin Wheels on Demand could carry twice as many people for 60% percent the cost of the existing Route 3.**



# **Wheels Public Outreach for Wheels Forward Comment Period/Public Hearing**

The following is an outline of the outreach efforts to promote the Wheels Forward meetings:

1. Advertising
  - a. KKIQ Radio – 40 - 30 second spots & additional PSAs and Facebook posts– ran April 18-May 1
  - b. Newspaper 1/8 page ads - The Independent, Pleasanton Weekly – 4 weeks – March 30-April 22
  - c. Newspaper 1/16 page Legal notice ads – The Independent, Pleasanton Weekly – 2 weeks – April 14-22
  - d. Las Positas Express – Full Page Ads – April 8 & 15
2. Press – 2 news releases
  - a. Newspaper stories – The Independent, Las Positas Express, Pleasanton Weekly
  - b. Newsletters – Livermore and Pleasanton Chambers included mention
  - c. TV – Community Channel 30 interview
3. Public Outreach
  - a. Flyers in English/Spanish delivered to: 15 Senior Centers, 4 Libraries and 2 BART stations
  - b. 3 School Districts – Livermore emailed flyer to parents; Pleasanton posted flyer on website; Dublin High School and Middle School parents reached through Peachjar email blast
  - c. Outreach event at Las Positas College
  - d. Outreach at booth at Dublin St. Patrick’s Festival
4. Business Outreach
  - a. Two Employer Eblasts to over 50 major Tri-Valley employers
  - b. Emails to Hacienda employers/residents
  - c. Outreach/Presentation at brown bag lunch event at Lawrence Livermore Labs
5. Government/Stakeholder Outreach
  - a. Cities – Presentations were made to Livermore, Dublin and Pleasanton City Councils
  - b. Chambers – Flyers were delivered to every chamber. Presentations were made at the Dublin and Livermore Business Chamber meetings
  - c. Livermore and Pleasanton Downtown Association received flyers
  - d. Rotary – Presentation was made to Livermore Rotary in April
  - e. Flyers sent/distributed by ACTC, Air Resource Group, MTC, ACE, County Connection

- f. Presentation at Alameda County Transportation Forum
- 6. Wheels Riders
  - a. English, Spanish and Chinese posters in buses
  - b. English/Spanish Flyers distributed in Wheels buses
  - c. English, Spanish and Chinese Posters at Transit Center, Admin Office and major bus stops
  - d. On hold message for customer service recorded
- 7. Wheels Website
  - a. Flyer posted in English and Spanish with link on homepage
  - b. News releases posted
  - c. Meetings posted on calendar
- 8. Social Media
  - a. Facebook – various posts on Wheelsbus page
  - b. Twitter – 6 tweets on comment period/workshop numerous retweets from local agencies
  - c. Nextdoor – 2 posts to residents in Livermore, Dublin and Pleasanton including event posting and reminder posts

## Public Comments Received as of April 19, 2016

Number	Comment	Route(s)
1	Route 1 should serve the future water slide park in Dublin.	1
2	Route 1 service to the jail continues to be truly outstanding! Is this warranted?	
3	Fallon Middle school starts at 8:35am. Route 1 leave Central Parkway 7:36am. Then it circles all the way around Silvera Ranch before it gets to Fallon at 8:10am. This is way too early for kids who live in the Central Parkway area. Please provide a bus service that leaves at 8am and gets to Fallon by 8:20.	
4	Lastly, I don't think the 1 will be very productive. I suggest just running it during weekday peak periods (to serve the office parks) and run only on-demand on other days and times per coordination with the Jail's visitation and inmate release schedules. Thanks for your careful consideration.	
5	I hear the #1 will only go to Santa Rita & back to Bart?? This is NOT good, for I and others shop on the Rosewood side.	

Number	Comment	Route(s)
6	<p>Cutting the route 2 due to "low ridership" is questionable as every time I have caught this bus it has a good bunch of people aboard despite its limited hours and the general lack of apparent interest in serving this area. I question whether you are presenting accurate ridership data. Arranging for an alternative on demand service passes the buck as well as this will be more costly. There is no longer the cost benefit of using a monthly pass, for example, nor is there a free transfer between bus and this alternate transportation. Most Dublin residents will feel compelled to just give up on trying to use the alleged public transportation they are paying for with their tax dollars. This is such a shame and will be remembered next time a transportation measure comes to the ballot.</p>	
7	<p>Hello, We live in the Positano community and my daughter takes the route 2 bus and it has been the best mode of transfer for her from home to school(Fallon Middle) and back. We are highly concerned that this bus route is going to be deleted. Can you please keep this route to help kids who take this bus. Please let me know what can be done to keep this. Thanks Madhavi</p>	
8	<p>My son takes Fallon school bus to go to Fallon the Fallon bus route from Positano and it's been very easy for hi to take the bus to school. Request to continue to this line.</p>	2
9	<p>Route 2 has plenty of passengers. I believe that service for Route 2 should continue. Service for Route 2 is necessary. Route 2 serves the fastest growing areas in Dublin. Route 2 serves residents in Dublin Ranch, Positano Parkway, and Jordan Ranch. Areas in Dublin Ranch, Positano Parkway, and Jordan Ranch are fastest growing areas in Dublin. These passengers take Route 2 to BART and from BART. Best Regards, Peter</p>	
10	<p>Hi there, I have two middle school kids who take Bus Route # 2, from East Dublin (Positano Parkway - first stop of # 2) to go to Fallon Middle school and come back home. If this route is taken away, there is no alternative for kids to go/come back from school. The Dublin school district doesn't have any bus service and states that Wheels bus service is designated bus service for the kids. Please don't leave parents like us stranded, by taking # 2 off the route. Regards, Deb</p>	

Number	Comment	Route(s)
11	Hi there, I have a 6th grader who takes # 2 daily to/from Positano Parkway to Fallon Middle school. DUSD doesn't provide any bus service and if Wheels takes #2 bus off service - there will be no options left behind for my and neighboring kids for commuting to schools, and you are killing the whole logic behind having a community school where kids can go to school with friends and grow socially. Please don't take # 2 off the route. Regards, Sandeep	
12	Route 2 - Yes may be eliminated as there is hardly any ridership;	
13	Wheelsbus should allow bus service for Route 2 to continue. Route 2 serves areas in or near Dublin Ranch, Positano Parkway, and Jordan Ranch. Areas in Dublin Ranch, Positano Parkway, and Jordan Ranch are probably some of the fastest growing areas in Dublin. Route 2 has significant number of passengers. These passengers take Route 2 to BART and from BART. Route 2 runs only six time a day on weekdays.	2
14	Wheelsbus should allow bus service for Route 2 to continue. Areas in Dublin Ranch, Positano Parkway, and Jordan Ranch are probably some of the fastest growing areas in Dublin. Many of us rely on this service to go to the BART station and we should encourage connectivity to BART. With the growth in these communities, I am sure many more people will use this service from/to BART. Service should be continued atleast for the commute hours if not throughout the day	
15	Route 2 is a required route for many passengers who are dependent on it to travel to and from BART. Please do not remove it. Thanks.	

Number	Comment	Route(s)
16	I'm writing to request the route 2 service to be continued. This is the only bus for our community to commute to E. Dublin Bart station. It is very important to keep this route 2 running for our community. Thanks in advance.	
17	Wheelsbus should allow bus service for Route 2 to continue. Route 2 serves areas in or near Dublin Ranch, Positano Parkway, and Jordan Ranch. Areas in Dublin Ranch, Positano.	
18	Positano community reiterated many times there is no other bus from Bart to Positano especially school hours this is very important and even there are 3 or 4 students coming from Bart at 330 pm after the school Makes sense for community. What other options community and students have from Bart after school say at 330 or 346 pm to Positano ? I see many students and volunteer come by this bus around community Thanks in advance. Also during summer there will be classes at Dublin high school starting June 16 to July 22 class time at 8 am to 1 pm is there a bus service during this time from Positano to Dublin. Highschool ?	
19	Hi, we really depend on route 2 service. please don't remove the service. my kid go to high school/ my husband takes to / and from bart. he can not drive and whole family depend on the one person. we need the bus service for day to day activities. please consider keeping the route 2.	2
20	Hello, I am a regular user of Wheels Bus Route 2 from Valentano/Positano to BART. However I noticed that the morning time has few inconveniences. Currently it starts from Positano at the hour (7am, 8am, 9am) in the morning, but it would help better if we run on the middle of the hour (7:30am, 8:30am etc). I work in San Francisco and I find that neither 8am nor 9am bus timing suites my schedule. 8am is too early to drop my kids at school and take the bus. If I take the bus at 9am, it reaches BART at 9:18am. That means that I will catch the 9:30 BART to SF and will reach work much after 10:15am. If there was a bus at 8:30am, I could easily send off my kids to school, catch that bus, get the 9am BART and be at SF/Work before 10am. I talked to many of my neighbors and they felt the same. And I will be deeply impacted if this service is stopped altogether. Please consider altering the schedule instead. If you move it to 8:30am, you may not even need a 9:30am bus service in the morning. Thanks, Pallav	
21	This is the only bus in our area. My parents don't drive so this is the major transportation if they go to Bart or Emerald park. I strongly oppose the cancellation of the route.	
22	Hello, Please do not eliminate the route 2.our family mostly use the Bus service to and from BART on a daily basis. Thanks Vamsi	

Number	Comment	Route(s)
23	Hi, There is 1 bus service currently near amador elementary that goes to fallon middle, glen park and hacienda shopping areas. Please continue these services for kids and elderly people who live in the positano community.	
24	We use the bus route #2 to Bart every day and it is critical bus service for many who commutes to Bart. Please do not eliminate the route.	
25	Hi Sir/Madam I have reiterated multiple times this route 2 is really required for the school students who come as student exchange program for volunteering in and around Positano , especially from BART to Positano (JM Amador Elementary school) timings 345 pm starting from Dublin E Bart to Positano . This Bus currently starts from BART at about 335 pm and reaches in Positano (JM Amador Ele school dublin) at 4 pm . Please have this bus . It is really critical for few needy students to continue on this bus at this timing may be you can delay by 10 more minutes and say by 345 ., or please have alternate bus in case this route is eliminated Another suggestion if this route is eliminated then have the 503 bus which starts from Dublin Highschool and reaches to Positano , have this bus to take a stop at BART and pick up students at 345 pm Thanks Kailash	2
26	hi, Please do not eliminate route 2. me and my family takes this bus for riding to Bart station and this is the only public transport available for us. Also, school students use this bus to go to other schools. So please dont stop this service and also extend this till croak road as more people can use this from the newer community	

Number	Comment	Route(s)
27	<p>hi, I am public commuter to bart station and i regularly use the rout 2 bus for my commute. I am disappointed to see this service being put up for cancellation. Please do not stop this service and also make sure this is extended till croak road so that few other communities can use this service.</p>	
28	<p>We have one bus coming into our East Dublin Positano Parkway route community and taking stops at middle school, Bart station, Glen park, and Regal cinemas. Please do not stop this service. This will restrict mobility for kids and elders who don't drive. This service needs to be retained and also need to get the bus to start using the stop built at Croak/Volterra Road and Terracina.</p>	
29	<p>Hi, Please continue the service into Positano community in Dublin that takes children to Middle school, Bart station and other places. People without cars will really be stranded and it is important for us to have means of transportation that works for all classes of people. I sincerely request you to continue the service. Thanks Karthik</p>	2
30	<p>I took the bus few times from Bart East Dublin but was very disappointed and dissatisfied for these reasons: 1. no bus stop near my home 3579 Rimini Ln Dublin, CA closest stop was like half a mile away, 20 minute walk. Waste of time, energy, sweat literally. 2. the routes are not efficient for going to East Dublin, east of Tassajara Rd. It is like the last stop. Need direct routes heading east. 3. depart frequency after 6PM is inadequate. Many commuters arrive after 6PM at Bart. Then you have more obstacles like no stops or skipped stops around 630PM, making it miserable, unreal to take the bus. It's simple, I want to get to/from Bart from near my home, no more than a 7 minute walk to the bus stop.</p>	
31	<p>Hi. I was happy to see that there is some kind of option to replace Route 2 from the Positano area to Fallon Middle School but its not clear how this on-demand option will work so please provide more details for discussion. But for sure there MUST be an option to go to and from Fallon Middle school and Positano. Also, there should be bus service during the summer so children can attend camps at the various locations in Dublin. Its a bit ludicrous that there is absolutely nothing and it makes it incredibly challenging for working parents. I also appreciate the addition of a much needed additional bus from the East side to the High School as that is sorely needed, and it needs to cover all areas in the East. Also, with Fallon Middle school being at its limit for the next 2 years, we would need to ensure there is an option for transportation from all areas in the East side to Wells Middle school. I would also strongly request some kind of senior transportation throughout the day from all areas of the East, to central points such as the Library, Fallon Gateway, etc. Its very challenging for seniors to get around! I look forward to an enhanced service!</p>	



Number	Comment	Route(s)
32	We live in KB Homes Heights Community (Vasari Street) and we use this bus a lot please continue this bus service. Right now its only stops at the Elementary school but request you to extend this upto Heights Community. Regards Sanjeev	2
33	I'm a Dublinresident. After reading the proposed changes and speaking to the bus drivers, I am concerned! Dublin has tripled in residency in the last 3 years as well as additional housing and retail has been added. I ride several buses; options are good! Changes: the #2, I understand that being eliminated-less riders there.	
34	<p style="text-align: center;">Please DO Not discontinue Route 2....</p> <p>I moved to Silvera Ranch in 2007 and it has taken 9 years to get a bus line up to this new area. I take this bus to BART every morning and evening and it is the only bus line that goes along this route. What should your patrons do during this weekdays?  With the building of Wallis Ranch of over 800 homes on Tassajara, a bus line will also be needed for this area. Why discontinue a GREAT bus line now and then have to re-plan a line again later because a bus route will be needed again with all the new homes.</p> <p style="text-align: center;">Please reconsider discontinuing the route, it is our only transportation to Bart.</p>	
35	Does not want Route 2 to be cancelled. Takes it to work every day	
36	We take the Route 2 bus to Dublin bart station and back home everyday. My parents also take Route 2 to visit us every other day. There is no other alternative to service Positano/Valentano. There is a substantial number of passenger and user for this route. Using Public transport is one the key theme to reduce the congestion on 580. This is the same idea behind setting up the carpool lane and along 580 east/west bound. We do need to keep Route 2. Thanks Kwok	
37	Lives in Positano, doesn't want Route 2 to be eliminated	

Number	Comment	Route(s)
38	Route 3 - proposed change is endorsed for a direct connection in Pleasanton to the Stoneridge Mall;	
39	I am delighted to see the proposed changes to route 3 and 8, especially that route 3 will now have buses all day rather than just at commute times.	
40	I'm very concerned that the Preferred Scenario shows a significant loss of service to the Dublin/Regional, westbound Dublin/Golden Gate Dr, westbound Foothill/Canyon, and Pleasanton Kaiser stops where I've heard riders having to already walk significant distances from these stops to reach their commercial business destinations on Amador Valley Blvd, San Ramon Rd, Marriott hotel area, etc.	3
41	I take route 3 to work several days a week. Without this, I will be driving to BART. I am very disappointed to hear this route is being eliminated. The new proposed route does not come near me. You are putting another car on the road.	
42	Dear Wheels: I request that you add plans to address unserved areas such as West Dublin. I have attended numerous planning meetings and the standard answer is that the operating budget is zero sum and nothing can be added without subtracting something else, therefore there are no plans to add West Dublin service. Given the longterm need to make extensive transit reach to all areas, it would be good to have a regional transit plan that addresses what is currently not feasible. I am extremely disappointed with the lack of priority and creativity by the LAVTA Board, Wheels management, Dublin City elected officials and Dublin City Staff toward addressing the lack of transit options in West Dublin. Best regards, Howard Hirano	

Number	Comment	Route(s)
43	wants Route 3 to operate every 15 minutes	
44	Seems like you are making it harder for people to use some of the buses. I do ride the 3 bus in the afternoon when I have a chance which isn't always easy because of my work schedule. County CONNECTION 35 and 36 does not run on weekends. It also seems like you are limiting bus service and how many bus routes that goes to Stoneridge Mall forcing people to transfer. It doesn't make sense.	
45	Hi, couple of employees and people has been using this bus service Route 3 to commute to Bart to San Francisco from long time, this has been very helpful even though there are only limited trips. now we have been hearing that this Bus route will be changing to a different Route, which leaves us to look for other options. Once again i request to please re-consider keeping the same Bus Route as it is very comfortable for us to commute everyday to reach workplace on time. Thanks, Sreedhar Chava Regular Bus Commuter of Route 3 from Stagecoach Road.	3
46	My wife uses Route 3 occasionally to go to her office from Amador Lakes Apts. We choose to live in Amador Lakes Apts because there is a bus availability. Going forward she might use Bus 3 more. It's the only bus route from Stagecoach road and we should have this service(which is already limited).	
47	There needs to be service to the community center in Dublin,	
48	Pulling almost all service for Dublin residents is a major disappointment. Leaving them to be served by County Connection (which is not technically their service area) is short sighted. County Connection does not operate in East Dublin and does not operate at all on weekends.	
49	Hello, I ride Wheels every day to and from Bart. I live in the Amador Lakes apartment complexes and am served by Route 3. I understand Route 3 is up for elimination, and I am very concerned about this proposed change. I read in The Independent that there will be a Wheels on Demand service to serve constituents who live on this route. Can you please provide information about what this is and exactly how service will be replaced? Thank you, Meredith	

Number	Comment	Route(s)
50	I'm very concerned that the Preferred Scenario shows a significant loss of service to the Dublin/Regional, westbound Dublin/Golden Gate Dr, westbound Foothill/Canyon, and Pleasanton Kaiser stops where I've heard riders having to already walk significant distances from these stops to reach their commercial business destinations on Amador Valley Blvd, San Ramon Rd, Marriott hotel area, etc.	3
51	Hi, Me and some other people are using Route No 3 from Stagecoach. If you stop the service in Dublin, there is no public transport to the stagecoach road area. Pls reconsider.	
52	Seems like you are making it harder for people to use some of the buses. I do ride the 3 bus in the afternoon when I have a chance which isn't always easy because of my work schedule. County CONNECTION 35 and 36 does not run on weekends. It also seems like you are limiting bus service and how many bus routes that goes to Stoneridge Mall forcing people to transfer. It doesn't make sense.	
53	Hi, I stay at AmadorLakes apartments in stage coach road which is covered by route 3 of wheels service. I work in city and taking BART everyday, this bus service was a boon to me as this was the only service that connects BART to my home. I know couple of other riders in my apartments who utilises this service who will be affected. If low ridership is the reason to stop this service, that can be improved by providing more awareness to people. Being a morning and evening service many folks are not aware of this service. The apartments and other residential communities can help a lot in this regard. Also where can I find more details about the wheelsondemand, proposed as alternatives? Thanks, Hari	
54	Please don't eliminate Route 3! We need Amador Valley Blvd. Don't leave out Dublin. Lutz	

Number	Comment	Route(s)
55	<p>I live in Amador Lakes and Route 3 is my only affordable option for commuting to BART after 7:30am when the BART parking garage is full. Please keep this route! Also, I rarely take the bus home because it's scheduled to leave BART on exactly the hour or half hour and I get held up in the flood of commuters leaving the station and miss the bus. I've literally seen people sprint off the train to catch buses at both West Dublin and East Dublin so this is a widespread problem. Scheduling the buses even 5 minutes later would make a big difference. Thanks for your consideration, Sara</p>	3
56	<p>I think that you guys shouldn't take away this route only because a lot of people like me take this bus home after they they get off of work. there is no other way to get down to stagecoach and beyond stagecoach. if you take this bus away that will be a bad idea. i have asked a lot of people on this bus do they know about the changes happening to this route. and most people said that they didn't know about it and it wouldn't be right if they did. also all of us that live down this way dont drive at all . i hope this works if not it will be very sad to see people not getting to work or school</p>	

Number	Comment	Route(s)
57	I think the change to route 8 is well considered.	8
58	Passenger Cecile would like to suggest not eliminating the route 8A/8B as she appreciates not having to go to Bart and Transfer to head towards Santa Rita Rd and Downtown Pleasanton . No call back	
59	Making route 8 more direct for service between north Pleasanton and downtown is also a welcome improvement.	
60	My interest is strictly with the #8 bus. 1. Will the new route now provide service from Valley Ave. to BART on Saturdays and Sundays? (clockwise). At the moment it only goes one way which does not work for me. 2. Start using the words clockwise and counterclockwise instead of, or as well as, A & B route 3.. Hoping the frequency would be moved up to every 30 minutes all day long..	
61	And, changing routes 10 and 8 gets rid of the route overlap further a more efficient system. I hope this feedback helps. And, I look forward the new plans being put into action. Sincerely, Janeen Porter	
62	Wants the 8 to continue to serve Case Ave. She lives at the senior housing on Case and takes Route 8	
63	I do appreciate the additional #10 buses on Santa Rita but I oppose the changes to the #8. I sometimes take this bus from Santa Rita and Valley to the Pls Senior Center and would like to be able to continue doing that. Thank you/Susan ps: I also want to mention that the drivers are generally very pleasant, very helpful.	

Number	Comment	Route(s)
64	<p>Hello - I ride route 9 to get between work in the Hacienda Business Park and the Dublin/Pleasanton BART station every weekday. I understand that low ridership on this route is a reason that this route is being considered for elimination. However, I feel that if route 9 is to be discontinued, then the frequency of the alternative routes be reviewed. The proposed routes 3 and 54 are the nearest alternative for me and my coworkers, but I see that these routes run infrequently. Please consider increasing the frequency of these routes during the morning and afternoon commute hours. Thanks!</p>	9
65	<p>I am also really familiar with the 10 route but I live farther down Stoneridge Dr. and W. Las Positas Blvd. and the 9 route runs only morning and evening times and doesn't run on the weekends. Since I would have to walk farther down to catch the other route, can you please make a proposal for route 9 to run more frequently during the weekdays and start running on the weekends. I'd love to take the bus to and from where I live and explore other areas of Pleasanton. Last question would the Rapid route be coming to Pleasanton as well? Thank you!</p>	

Number	Comment	Route(s)
66	<p>Since March 4, 2013, I have been a loyal rider and supporter of Wheels route - 70X. During my numerous trips up and down highway 680, I am very appreciative of the LAVTA planning team that allows me the convenience of the pick-up/drop-off at the Pleasant Hill BART station and right to the Rosewood Commons facility near Building 6. During inclement weather such as the recent rain storms and even during the stifling heat in the summer, I consider myself fortunate that I don't have to walk far or suffer through the weather due to the safe haven of the blue/red/white bus. Additionally, I am thankful for the helpful and courteous drivers who take the brunt and chaos of rush hour traffic every day to allow me the time to organize my day on my planner, catch up on my emails on my laptop, or help me relax in the comfort of the bus after a taxing day. I'm productive when I arrive in the office and I'm de-compressed for my family when I come home. As a resident of Martinez, I'm glad I don't have to drive and it's another car off the road.</p> <p>As an employee of Gap Inc., I was among the first occupants of the 4th Floor in Building 5 back in 2013. Now that the company has bought Building 4, we're going to have a new influx of our technology employees in the 3rd quarter which will add incremental employee count from our current space. I'm starting to see more individuals from my company who are asking about the transportation options since they are commuting from San Francisco, the Peninsula and other parts of the East Bay. Having Wheels continue to drop off at Rosewood Commons would certainly diminish the anxiety that these employees have about making the move to our new building and will increase ridership of your services. Moreover, in just the past 2 months, I'm already seeing more people picking up from or dropping off in Rosewood Commons from not only on my floor BUT from the other tenants in the complex. Hopefully, your drivers have conveyed this feedback to you. In closing, LAVTA has made a significant difference in my work/life balance and has also made working at Rosewood Commons a valuable convenience rather than a hindrance. Again, thank you!</p>	9
67	<p>Hello, I was informed by one of our members that Wheels is eliminating Route 9. After reviewing the proposed route section, the replacement routes listed (3, 14, &amp; 54) are very far from our office Alameda County Child Support Services. My concern is for those members who are disabled and do not have the ability to walk swiftly or walk to the stops that are further away from our office. I've discussed with riders who take Route 9 (coworkers &amp; members), who have stated the reason for low ridership may be due to the frequency of the stops. A suggestion is to eliminate every other bus from the current route. As many riders stay on the bus before and after the bus becomes 9 or 70x, the suggestion is to eliminate the buses on Route 9, that run when the trip does not continue to/from the Pleasant Hill as Route 70x. If looking at the schedule, the non highlighted routes are suggested to be eliminated. As mentioned a main concern is for those riders who are disabled and do not have the same access to walk across buildings or long distances. Please feel free to contact me if you should have any questions. Best regards, Patricia Leyva Alameda County, DCSS Patricia.Leyva@acgov.org</p>	



Number	Comment	Route(s)
68	I understand that several route changes are being considered. In case you're taking votes, I'd like to say that I hope the 9 route does not get cancelled. It's very convenient in that it goes right past my office, and continues as the 70x after the BART station. Thank you.	9

Number	Comment	Route(s)
69	Route 10 should continue to go to the Mall	
70	A number of cutbacks to basically support doubling the route 10 service weekdays. Sounds fantastic for route 10 riders but wonder if it will increase ridership on this already popular route. Probably just means twice as many buses with half the people aboard each one? Is it worth leaving the riders of the other routes behind to pay for it?	
71	I am very concerned about the proposed changes to the bus system. I am disabled. I live on East Avenue. I mostly use the #10 bus, and sometimes the Rapid. I can only walk short distances. If you eliminate the #10 bus, I cannot walk the longer distance to reach the bus stop for the Rapid bus. I don't have enough money to take a paratransit ride for my errands regularly. This would make it impossible for me to get where I need to go, whereas I've been able to successfully use public transit for 20 years now. Please reconsider.	
72	Route 10 - It should stay as such as it covers pleasanton and dublin and is a lifeline for commuters between the two cities. Increasing frequency to every 15-minutes is a very good idea as many people avail this route. All route 10s should go to stoneridge mall.	10
73	I am fine with some of the proposed bus service changes. I do have 2 questions for you or whoever is involved. If certain routes on the proposal eliminate services to Stoneridge Mall, then which routes would service to Stoneridge Mall?	
74	10: If you intend to end the Dublin Blvd portion of the Rapid You should extend the route 10 from Bart to the Stonebridge Mall. This continue the service to the Kaiser Offices direct service and the West Dublin Bart Station	

Number	Comment	Route(s)
75	Irene Inman, Route 10. Lives on Valley and Santa Rita and currently rides the Route 10 to the Stoneridge Mall for Kaiser. In checking with the new proposals, she would now have to ride the Route 10 to E. BART, or Owens to transfer to the Route 3. Doesn't like the idea of having to take 2 buses to get to the Mall just from Santa Rita and Valley.	10
76	Please consider extending the 10 bus farther into Dublin on evenings and Sundays, when the 3 is no longer running. I would suggest using Village Parkway/Alcosta/San Ramon Rd. At those times, the area between the San Ramon Transit Center and Dublin Blvd is a transit wasteland lying between two counties and two transit agencies. However, with Dublin being part of Wheels' territory, you should travel into Dublin just as far as you serve Livermore on the other end of the route. Thank You, Eric Thomsen	
77	Mrs. Condo is not happy with the proposed changes. She would like the route #10 to stay the same as she usually catches the bus on East Ave/Charlotte Way and the Rapid does not service that bus stop.	
78	And, changing routes 10 and 8 gets rid of the route overlap further a more efficient system. I hope this feedback helps. And, I look forward the new plans being put into action. Sincerely, Janeen Porter	
79	I am a disabled senior and live at Livermore Gardens and the 10 picks me up and drops me off right in front of the apartments. How will the changes affect me?	
80	Your changes look reasonable, unless you fail to add extra stops for Rapid (replacing 10) on East Avenue. My trip from Pleasanton to LLNL will now require a transfer to the R, but the 15 minutes between 10's will make it worth it.	
81	Stongeridge mall is a very important area that includes Kaiser medical office and Stongeridge medical office. hope Route 10 will still serve the Stongeridge Mall.	
82	Route 11 changes are good. Should it also make a run down to the lab stop as part of its route?	

Number	Comment	Route(s)	
83	Service to the businesses in the Livermore airport area has been increasingly scarce and now will be eliminated completely along with service to the Park and Ride lot on Airway Blvd. Another big disappointment.	12	
84	Route 12 - yes, may be eliminated as Rapid will cover it's route.		
85	I want to take this opportunity to express a few concerns I have about the Rapid route change/Route 12 elimination. I live in east Dublin, and have at rush hour counted on the Route 12 bus to get me to Bart on time if the Rapid is running late. Though this doesn't happen often, it does happen occasionally and I'm concerned that my "backup" bus is being eliminated.		
86	Concerned about eliminating service to the LAVTA offices along Rutan Dr.		
87	I would not take away the #12; if the R is late for some reason, we need options! Please consider this! I speak for other riders, but please No more changes : ( ! The great city of Dublin is popular than every and we depend on YOU!! Thank you!		
88	#2. Number 12 bus helped serve low-income/ disabled members of our society to get to their ARC program, Wheels office, and VFR program. Taking this away, and at the same time reducing the scheduled dial a ride reservations, does not allow them to access the community in the way they need to be fully independent. Per Title VI provisions- Does the planning process seek to identify the needs of low-income and minority populations? Does the planning process seek to utilize demographic information to examine the distributions across these groups of the benefits and burdens of the transportation investments included in the plan. Does the planning process have an analytical process in place for assessing the regional benefits and burdens of transportation system investments for different socio-economic groups? Keep this in mind. #		

Number	Comment	Route(s)
89	<p>I am disappointed to read that the Wheels bus will not stop at the Park &amp; Ride lot at Rutan Ct./Airway Blvd. With a lack of parking during the day at the Pleasanton BART station and no bus stops anywhere near Isabel/Concannon neighborhoods, this seems like a move in the wrong direction for south Livermore residents who wish to take public transit to places served by BART. After all, it is a "Park &amp; Ride Lot", shouldn't it have a bus stop?</p>	
90	<p>Terry works at the ARC center on Rutan and doesn't want Route 12 to be eliminated. He has a bad knee and can't walk to Jack London.</p>	
91	<p>I will not be able to attend the May 2nd meeting because I shall be out of town that day.</p> <p>Also, I think that discontinuing the rt. 12 would have a negative impact on our work environment. First of all, it would make it more difficult to get to our work site if we were ever decide to take the bus to work. Before You decided to re-route the 12 to pass on Rutan Dr., we had to cross Airway, which was dangerous because there were (&amp; still are) no lights. Second, the "proposed" route 14 looks like it does not go through there at all, which probably means that we would have to cross Jack London Bl., in which has a pretty heavy traffic flow, again putting us in danger. So is there any way whatsoever to keep the rt. 12 or getting the rt. 14 to go through Rutan Dr.? Because there are some days I would rather take the bus other than using my bike every day, &amp; without taking our independence away from those who use the regular bus route?? Because that would be unfair for them &amp; myself as well. Because those who take the regular buses would like to continue to do so versus taking private routes to &amp; from work...</p> <p>So I really hope You get this comment &amp; think about it, long &amp; hard! Because obviously NOT everyone is happy about Your decision to discontinue the 12 NOR not going through Rutan at all!</p> <p>So this is something You All might want to check into.</p> <p>Because we do not deserve to be put in danger!</p>	12
92	<p>Doesn't want route 51 to be cut. Also not happy with changes to the 12 bus understands</p>	

Number	Comment	Route(s)
93	#12 rider - takes the bus every day. Wants to maintain a 7:00am bus in the new schedule	12
94	Takes the #12 bus to Rutan/ARC center. Doesn't want the bus to be cut	
95	Help!!! I am begging you not to eliminate the 12X! This line is extremely limited to begin with, but without it I will be walking over a mile each morning and afternoon in order to get to work! I am sure this is not a very well used line, but I need it!	

Number	Comment	Route(s)
96	Route 14 should be called Route 12	
97	I think the stop at Stone Ridge Creek Retirement Center on route 14 is a great addition and will serve a lot of residents and employees. Thanks.	
98	I am a resident of Stoneridge Creek Retirement Community and would like to see Route 14 implemented. This would allow me, and other residents, to easily access public transportation for local shopping trips plus provide easy access to BART. What a great idea!!	
99	I work at the outlets and I think we need more service to the area Monday-Saturday the outlets close at 9pm but the last rapid is about 7:30. The outlet mall is the largest this side of the Mississippi bringing in international tourists and more bus service would help increases mall profits and could increase revenue to the rest of Livermore Dublin and Pleasanton.	14
100	IF this routing is not cost feasible, you could instead eliminate the 3 altogether and just have the 14 come straight out Stoneridge to the Mall area more frequently, terminating at the West Bart. I think this 14 would do very well than having the short 3 where usually no one rides along Stoneridge in evenings & weekends.	
101	Route 14 should be implemented as illustrated on the preferred scenario map as that seems to be the most economical and direct way for the population to move in this area. Thank you for making it possible for us seniors without wheels at Stoneridge to get out on trips of our own.	
102	As a senior living at Stoneridge Creek Retirement Community located on Stoneridge Drive, route 14 is an important route. For quality of life I would take public transportation to the BART station and continue to visit family and friends. It's important to the residents at Stoneridge Creek and to me to maintain independence in our senior years. Route 14 would make that possible. Thank you for making Route 14 happen for us.	
103	Please keep intact so it stops at Stoneridge Creek.	

Number	Comment	Route(s)
104	Please keep intact so it stops at Stoneridge Creek.	
105	We would like the proposed Route 14 to be kept as it is. Thank you.	
106	Route 14 rider - thinks service should not be changed. Commutes via bus to the high school 4-5x per week. Thinks the proposal removes service from areas that need it the most.	
107	Please keep Rt 14 as it is	14
108	I strongly support the new bus route 14 that will directly connect the Stoneridge Creek retirement community with BART and other nearby venues. It only makes sense to provide bus service to this community of nearly 600 (soon to be 800) residents, many of whom no longer drive.	
109	Just wanted to voice my support for the proposed route 14, running by Stoneridge Creek Retirement Community. It will allow me to get to BART. I can also connect with other lines to get around town. Thank you, Candy	
110	There are almost 600 residents here, with more to come after the the new construction is finished. A stop was built in front of our development, and we really need to be able to access bus transportation now. The average age of our residents is over eighty, and many of us have given up driving.	



Number	Comment	Route(s)
111	I request that Route 14 be kept as presented on the proposed changed route, e.g. to go past Stoneridge Creek Retirement Center to the east Dublin-Pleasanton BART station.	14
112	We hope the proposed route 14 past Stoneridge Creek Retirement Living on Stoneridge Drive to the BART station will be implemented.	
113	I live at Stoneridge Creek Retirement facility, and support route 14. For the residents who can't drive, this change is very important. Please approve.	
114	I am very much in favor of the proposed changes to route 14 and ask that they be implemented. This will be immensely helpful to the elderly residents of Stoneridge Creek who no longer can drive. And the bus stop is already installed. thank you	
115	wants service to Stoneridge Creek	
116	Please keep Route 14 as presented on the proposed changed route. It will stop at Stoneridge Creek Retirement Community and that will be of help to residents and employees.	

Number	Comment	Route(s)
117	In favor of the changes to the 15. Rides the 15 every day to and from work, likes the idea of adding in extra trips. Lives in Springtown.	
118	The bus routes don't serve me well. I live in Springtown which only has route 15. I have children needing to get to Las Positas College and the Bart station daily, but there is no way for them to get there in an hour. I wish there were more trips, and trips going the opposite direction, and more direct routes. LATER COMMENT: I appreciate the route changes you are proposing. I'm looking forward to those improvements, which I'm sure will translate to increased ridership for Wheels.	15
119	Doesn't want route 51 to be cut. Also not happy with changes to the 12 bus understands	51

Number	Comment	Route(s)
120	The proposed changes completely cut off all Koll Center stops. This is not a viable option for me, or a number of others that currently rely on the service to get us from the ACE Train to our work. Personally I'm a disabled Vet. I cannot easily walk the distance from the proposed drop off location on Valley Rd to my work on Koll Center.	54
121	There are a quite few people that use the 54 route to get to the businesses on Koll Center Parkway. Removing that route is not a good idea.	
122	o I love the proposed changes to route 54. The bus is late every day and we often come close to missing ACE (we actually have missed it a few times recently). Having fewer stops and a more streamlined route would certainly reduce the chances we miss ACE. Thank you for putting this together.	
123	I work on Willow and Gibraltar but it looks like there will not a 54 stopping at the bus stops anymore. How do I get to and from work from the Ace train?	
124		
125	Hello, I currently ride bus 54 from the ACE train everyday. I get on in the afternoon 4:55pm at Hopyard and Gilbrltar dr. I found out my bus stop will be cancelled from bus 54 route. Do you know, when the new routes will go into effect and have any suggestions where how I will get to the ACE train? I am not really that familiar with Pleasanton and I am really not sure what busses I can take to catch the ACE train. Any suggestions would be helpful. Thank you!!!	

Number	Comment	Route(s)
126	<p>Description: Hello - I'm writing in regards to the "Wheels Forward" plan posted on buses and on the website. Sadly, it seems like the main theme there is to slash all the side routes pretty much regardless of who they serve and why. Ok fine (not really), but why the hit against service in busy areas like downtown Dublin and the Stoneridge Mall area? If I read the map correctly, downtown Dublin will be essentially abandoned with no bus stop west of I-680 in the westerly direction except for the BART station down at I-580. No bus stop on Dublin Boulevard, nothing on Regional Street, nothing on Amador Valley. And on the Pleasanton (mall) side, both the Rapid and the 10 route would be taken out and appear to be replaced by a new stub route from the eastern BART station (which would also run very infrequently, if I understand the online narrative correctly). An equally big concern for me is the severing of links between western Dublin and the Mall area, including Kaiser. Please take the riders concerns seriously, and revise the plan to preserve more elements of the current great Wheels system. I appreciated the posting of the plans on board buses and at some of the bus stops. Thank you - Andrew.</p>	10/R
127	<p>5. I'm surprised by the lack of routes between Livermore and Stoneridge. I personally don't care but maybe other people do. Or maybe not.</p>	
128	<p>In general it looks good. I'm glad you're increasing the frequency and extending my favorite routes (Rapid and 10) to late at nights and weekends.</p>	
129	<p>Hello! I reviewed the potential routes changes and I'm surprised to see it will take longer time to get to and from Stoneridge mall to downtown Pleasanton. It was already pretty complicated , please find a way to make it easier. Same thing with the access to Paragon Outlets. It takes a long time to get there from Pleasanton. That's pretty inconvenient for seniors and for people who work there or who might seek employment there. Thank you for your time! Carmen</p>	

Number	Comment	Route(s)
130	<p>Hello! Looking at the proposed changes for later 2016 and I notice that route 10 and rapid will no longer serve stoneridge mall. The only one that mention the mall is route 3, but doesn't specify how often will run and if includes weekends. It is already taking a very long time to get from downtown Pleasanton to stoneridge mall especially during the week when we have to transfer from #10 to rapid and viceversa. But for some people this is the only reliable transportation to work. If you eliminate this options too,what's that going to leave us with? Please find the best options. Thank you for your time! Carmen</p>	10/R

Number	Comment	Route(s)
131	<p>Eliminating the 20 line due to "low ridership" seems odd as I have taken this bus regularly and looks like a healthy productivity to me. But the 580X line might be acceptable in its place. Otherwise all of those people I see currently catching the 20 to their jobs in that east Livermore Industrial area will most likely give up on using the bus at all to get to work. The travel time to the transit center and the limited availability of the 11 line would otherwise make the trip less than worthwhile.</p>	
132	<p>I am currently a regular rider of the 20X bus, which to my surprised it has been proposed for cancellation. I do not have a car and this is my only way to get to Livermore Labs. As it is the ride from San Francisco using public transportation is challenging and very time consuming. Currently I spend approximately 1 hour and 45 minutes each way commuting from my home to work and back. If the 20X route is eliminated I believe that the proposed alternative is the route R. If this is what you have in mind my commute will be even longer in the tune of an additional 15 to 20 minutes each way, if the route R has no change in route. Unfortunately, if I understand the proposed changes there is also a proposal to modify the way that the rapid reaches Livermore by also serving Positas college. I am not sure what the time implication of this additional change will be, but it does not look encouraging. Furthermore, I have noticed several riders that use the 20X route for the Livermore industrial park which as I understand will have no replacement. I would very much appreciate your reconsideration of the elimination of the route 20X. I am hoping you to decide to keep the 20X route for a bunch of us that really depend on it. Thank in advance for your consideration and looking forward to hearing from you. Jose Milovich</p>	20X
133	<p>I use 20X daily to commute to Lawrence Livermore National Laboratory. If this service is removed I do not intend to use the bus service anymore. R is not acceptable alternative as it is ridiculously slow and inconvenient. I do not feel a need to visit every corner of Livermore, Dublin and Pleasanton on my commute to and back from work. This is how most of my colleagues feel too. If 20X is removed we will start carpooling. We are busy professionals and we need to get from A to B fast. We are reliable customers as long as 20X stays. If 20X is not profitable at the moment, for me it would be totally acceptable to pay higher fare for this service. What is unacceptable is to use R instead.</p>	
134	<p>Please don't remove the 20X route. It is by far the best and fastest way to get from BART to LLNL and back via bus. In addition to the LLNL riders, quite a few people that work out in the warehouses between Greenville and Vasco also use 20X. Thanks. Ogden Jones</p>	

Number	Comment	Route(s)
135	<p>Please continue the 20X service as it is. For me, this is the only service for the commute to my work and also I don't have a car. If you cancel this service, I have to walk 3miles from East Vasco/ LLNL stop to reach my office. Also, there are many employees I see daily who is using this service. I request you to please consider my opinion and continue this service. Thank you, -Naveen</p>	
136	<p>First, thank you very, very much for installing the Clipper Card readers! It really is wonderful to not have to worry about carrying singles for the rides leaving the BART station. Next, please, please, please do not get rid of the 20X. It will make a long commute (from Emeryville to LLNL, 1:40 each way) even longer, and it is hard enough to find time in the day as it is. I do support more cost-effective public transit, but isn't the footprint of the 20X small enough already? Would you at least consider cutting back from 3 trips each way to 2 trips, instead of no trips? Also, I have ridden with most of the 20X drivers over the past year, and I want to say that they've all been terrific. It would be truly saddening if any of your drivers who are doing great work were to lose their livelihoods due to the proposed changes.</p>	
137	<p>The 20X bus service is a very important part of my daily commute. Being able to catch an express bus that connects BART to Lawrence Livermore National Lab makes using mass transit a viable option when coming from Berkeley. Having to catch the R --- which admittedly also makes this connection --- adds so much time to my commute that public transit becomes intractable. I urge the committee to reconsider dropping this service. Perhaps a middle ground would be to run one less 20X in the morning and the evening.</p> <p>Thank you.</p>	20X
138	<p>I strongly oppose the proposed elimination of route 20X from the Dublin BART station to LLNL/SNL. A number of my colleagues at LLNL use this bus route and would be severely inconvenienced by this proposed change. Not having this route that provides a potential transportation means to a BART hub for nearly 7000 employees is a giant step backward in my view. Please keep route 20X!</p> <p>Peter</p>	
139	<p>Although the elimination of the 20X will increase my commute time by a few minutes each way, the increase will be tolerable if my Actual commute times on the R from East Dublin BART to the Lawrence Livermore National Lab is reliably reduced by at least 5 minutes to the currently scheduled 35 minutes or so. The convenience of a bus leaving every 15 minutes will make my morning commute less stressful than trying to hit the 45 minute Window for the 20X - which I can miss if BART is late. My major concern is the service from BART to the industrial center just north of LLNL. Those riders will have to transfer at the Transit Center - making a long commute still more difficult.</p>	

Number	Comment	Route(s)
140	Eliminating 20X will make bus commute slower between BART and Lawrence Livermore Lab, the largest employer in Livermore, and other companies along the route, contradictory to the "faster" service claim. The current low ridership can be overcome by a little reaching out campaign to the lab employees, and it could easily result in ten more regular bus riders from about seven thousand workers there. Most of them are not aware of the express service of 20X. Please keep 20X. Alternatively, 580X can be extended to Vasco and East Ave, adding about 8 minutes. The route changes should not result in slower commute service between East Dublin/Pleasanton BART and Livermore's largest employer. Thanks for your consideration.	20X
141	Rather than eliminating the 20X route, have you considered raising the fare for this "express" service? I, for one, would be willing to pay a premium for the convenience of the current 20X route which does not require an intermediate transfer, like the new one you're proposing.	
142	I usually take 20x from Dublin Bart to the west gate at LLNL. Would anything be replacing that bus since its up for elimination? Thanks.	
143	To whom it may concern, I am a frequent user of the 20x service to and from the BART direct to LLNL. I have just noted that the 20x service is scheduled for closure. The closure of the 20x will negatively impact me and a large number of colleagues that use this service to efficiently connect between BART and LLNL on a daily basis. I would strongly advocate for the maintenance of the 20x service and its current schedule. For more information please contact me on my office telephone (925) 422 5208. Thanks, Paul	
144	The proposed changes make access to Lawrence Livermore Lab take even longer. Especially troubling is the loss of 20X service.	



Number	Comment	Route(s)
145	<p>Hi. I noticed that the 20X is proposed for removal, and that it would be replaced with the proposed RAPID route for going between LLNL and the East Dublin BART. I would like to express opposition because I depend on the 20X daily to get me to/from LLNL and the BART in a timely manner. Currently, the 20X is the fastest route from LLNL to the BART, and it makes a stop at the West Gate (which is much closer to my office than the East Ave LLNL stop). I save time by using the 20X rather than the RAPID. If the 20X is eliminated, will there be a faster route from the West Gate to the East Dublin BART?</p>	
146	<p>I recently noticed that there are some discussions about creating new routes and elimination of others. I think the lack of a good North-South route on Vasco has been a problem for some time. The new arrangement takes away the little bit of presence on Vasco that we already have. Also, it appears that with the elimination of route 20X, there will no longer be a direct route from Bart to the Labs (LLNL and Sandia). The 2 labs combine to be Livermore's largest employer. With the proposed plans, there will also be no ACE train (Vasco station) link to the labs. This is a big concern as there are a lot of lab employees that ride the ACE. Another negative aspect of eliminating route 20X is the waste of the existing infrastructure on Vasco (All the very nice existing bus stops). My proposal is this: Instead of having yet another redundant and congestive route going to the transfer Center, have the new 58X route stay on the highway and go all the way to Vasco and go South on Vasco from there. This way you have a direct route from Bart to the labs, you maintain a route to the Vasco ACE station, and you use the beautiful Vasco infrustrcture. I really believe this will be a very popular route if it is used that way. Thank you for your consideration. Thank</p>	20X
147	<p>Wants to have service up Vasco Road to serve the west gate of LLNL. Location of the East Ave/Vasco Transit Center is not convenient for Lab employees. Internal shuttle stops running at 445p. Thinks we need to continue service to other gates.</p>	

Number	Comment	Route(s)
148	<p>I am using Wheels route 20X from BART station to LLNL work every day. I heard that Wheels is considering to eliminate 20X and change Rapid R route with considerably longer time to reach the Livermore Lab. Please keep the 20X and R in present form so that I (and other numerous riders in the lab and in North Livermore industrial area) can keep riding the public transit instead of driving from east bay area. Thank you for your considerations. Organize a van pool from BART station to lab is definitely not a practical solution. If 20X is to be eliminated, please consider to extend the proposed 580X route from Livermore downtown to Livermore Lab during the commute hours. Also, if budgeting is a concern for Wheels, you might consider to compensate the extension by shortening Route 10 or R to downtown only during commute hours. (In section from downtown to the lab, Route 10 and R run unnecessary duplicating service.) This would be win-win for both Wheels and riders who depend on 20X bus service from BART to work.</p>	20X
149	<p>However, I have some concerns: 1. Will the new Rapid take the same amount of time from LLNL to BART? That's where most of my bus trips are. Not going by Livermore Outlets will probably help with the speed. 3. When I reverse-commuted to Livermore I rarely used the 20X because the Rapid was just as good, and ran during more hours (I purposely avoided normal commute times). So getting rid of it is good in my opinion, except it had the Daphne &amp; Vasco Rd stop. It would be nice to have a stop there with the new routes. 4. I don't like the vanpool idea because of the strict schedule. Plus I usually have my bike (not sure if this is an issue for most people). In summary, my main concern is the lack of choices between LLNL and BART, but I'm happy if the Rapid takes the same amount of time (or shorter). There are also non-lab people who live east of the transit center who probably have similar concerns. I think part of the reason the 20X ridership is low is it's only certain hours for a certain direction so I expect 580X to have similar issues. I'm really excited for the all-day and weekend Rapid and the more frequent 10 (when I don't go all the way to the lab)! As a whole I think this plan is better than the current system.</p>	

Number	Comment	Route(s)
150	I heard about service discontinuation of the 20X bus. I have taken the bus to commute to work for a few years and find it to be more convenient for me and many other people. I strongly suggest to keep the line running.	
151	I ride from Berkeley out to a small business on South Vasco near to the 580. I and several other low-income workers rely on the 20X to get us from the BART out to Vasco/Las Positas businesses. Without this bus route, we would either have to spend an hour more on our commute (which is unacceptable) or quit and work somewhere else. This is a disservice to small businesses in the still-developing Vasco/LasPo area. I see no reason why, if I were to start a business, I would want to put my business here if there were no way to get low-wage workers out here.	
152	I'm affected by the route changes and would prefer the 20X continue. It seems as well populated as any other route. However I understand the motivation to try drive R-ridership higher by eliminating it. I would be happy taking the R more if it moved faster or more frequently, particularly in the evening. During peak commute hours if it ran at double frequency it would help a lot. Using R to get to BART on time simply does not work, though I think part of the blame there is with the individual drivers, who are strangely universally lackadaisical and drive at about 15 mph, compared to say drivers on the 10 route. I also do not like the side seating layout on the R buses. Ultimately I think eliminating service to the lab will result in me riding less often, unless the new service is closely integrated with BART to the level of knowing when each BART train arrives in real-time. Last comment is that I would pay a higher fare, up to a \$5 fare one-way for a route from BART to the Lab, which took under 30 minutes, and would only leave the Dublin BART when the BART coming from SFO arrived.	20X
153	I'm writing to voice my support to retain the 20X bus route on behalf of my employees who regularly use the route for their daily work commute. Our office is located near the Vasco/580 intersection and eliminating this route will significantly increase their travel time to and from work. I have had several employees use this route over the past three years since we moved in, and having it available is part of our recruiting package for new employees who rely on BART to get to Sandstone. While offering a direct-to-the-Labs route makes sense, there are many other businesses that rely on our public transportation system for their employees and I ask that you please reconsider the decision and keep the 20X route in service.	

Number	Comment	Route(s)
154	I am a regular user of bus 20X and I am very concerned about the proposal of deleting the route. I commute to Lawrence Livermore Nat. Lab. from Castro Valley and therefore need a fast route to transfer from the BART station to the lab. The proposed routes would increase my commute which is currently already long at 75 minutes each way. Wheels should try encourage the use of transit over driving and you could do so by increasing service not decreasing it. There are many people commuting to the lab from BART and I think more people would do so if the service was more efficient (faster and/or more frequent). Sincerely, Carolina Romero	20X
155	Doesn't want Route 20X to be cut. Works out on Greenville and I-580. There are lots of business moving out to that area. Eliminating the 20X will put more cars on the road	
156	I ride the 70x from Pleasant Hill to the East Dublin/Pleasanton BART Station every morning. I also ride the Rapid in the morning to East/Vasco in Livermore. I would prefer to take the 20x for this second stretch to East/Vasco, but the 70x arrival time does not make this feasible, as both the 70x and 20x are pretty rare buses. In any event, I see the proposal to end 20x service to the East/Vasco area, leaving the only bus headed in that direction the Rapid.	
157	3. The school routes in Livermore are being dropped, while the school routes in Pleasanton and Dublin remain. There aren't any bus routes serving South Livermore. More travelers are coming to Livermore to experience the wine country. There is no bus service to these areas. Many people will be drinking and should have access to public transportation. There needs to be some route for the south side of Livermore.	401/2/3

Number	Comment	Route(s)
158	The new 580X is also a possibility for me as it may be even quicker than the Rapid. One caveat though...I put my bike at the front of the bus and the double rack may not accommodate all of the bike riders. Is it possible for the 580X to have an additional bike rack added to the rear of the bus? Thanks for constantly trying to make the service better!	
159	While this new route is better than the early proposals, it is no substitute for the ABLE commute route I have proposed. BART trains run dependably on 15 minute headways all day; 580X would run only every half hour and only during peak hours. Station parking at BART fills early and often not available mid-day; when it is full, one is forced to drive all the way to destination, or hope to find parking at another BART station. The Transit Center parking structure is out of direction for most Livermore BART users. As parking becomes harder to find in downtown Livermore, the structure would better be used for business parking than for all-day commuter parking. For the decade until full BART can reach Livermore, ABLE - rather than the blue line - more closely matches what over 8300 Livermore voters sought when they signed an initiative petition in 2011 asking for the initial BART station at Isabel/580	
160	Also the 580X looks like a great route as long as there are few stops. I do have a question/comment - will either the Rapid or 580X still pick up people at the parking garage in Livermore? It is next to the Transit Center but for people driving to the Rapid it is extremely convenient. If not, I would suggest adding the stop in front of the Livermore parking garage. These are great ideas and having the Rapid run on weekends is great. Thanks	580X
161	I noticed at the proposed 580x route only runs til 7pm. On weekday evenings, 580x should run long enough after 7:00pm in order to pick up riders at East Dublin Pleasanton BART arriving off the last 70x bus (arrives at 6:53pm).	
162	Regarding 580X, I like the idea. I have two questions. First, will there be fast transfers between the Rapid and 580X? (I would be interested.) Second, where will the 580X bus stop be for the Livermore transit center? I am hoping that the bus does not have to waste time crossing first street twice like the 10 bus does.	

Number	Comment	Route(s)
163	2. The 580 seems pointless to commuters to LLNL because of the transfer. It's a great idea for non-commuters who want to go between BART and downtown Livermore (except the hours). For commuters it would be easier just to use the Rapid.	
164	What is the point of bus lines with multiple routes only to head to two different spots (East Dublin/Pleasanton BART transit center to the Livermore transit center)? Why not have the proposed 580x head to East/Vasco instead? From how it looks, the 580x will only exclusively serve the proposed 11 and 15 lines, both of which are the only lines passing through the Livermore transit center that don't also go to the East Dublin/Pleasanton BART transit center. The function, then, of the 580x appears to simply travel back and forth between two points, which is what all of the other lines will do that pass through the Livermore transit center. This hardly appears to be reducing inefficiencies and duplications of effort. The 580x would be much more popular with riders if it went all the way to East/Vasco. Remember: People getting to the labs have already made one or two commutes. In my case, it's a car ride to the Pleasant Hill BART station to the 70x from Pleasant Hill at 5:43am. In other peoples' cases, it's a car ride to BART then riding BART to the East Dublin/Pleasanton from wherever they started. Without some reasonable options to get to East/Vasco from the East Dublin/Pleasanton BART transit center, these proposed changes are only going to a) crowd the Rapid or b) force people who have already made one or two commute stretches to make two additional transfers. Too many moving parts. Without options beyond the Rapid line, these proposed changes will force people to transfer lines more often, leading to lower ridership and increase cost to the customer and taxpayer.	580X
165	Uses the 70X to get to the pleasant hill BART station - wants to keep the 630AM departure from Dublin and the 551PM departure from Pleasant Hill. She connects to County Connections routes. Also wants an additional PM trip around 6/605pm	70X
166	If Route 70XV is going to be deleted then the bicycle rack capacity of the Route 70X buses needs to be increased. I take the 70XV mainly because I can't rely on being able to put my bicycle on the 70X buses. Without that assurance I will be forced to revert to driving.	70XV

Number	Comment	Route(s)
167	The Rapid should continue to the Mall	R
168	Rapid service to the college will bring you ridership and fix the productivity problem but makes me wonder what qualifies this new route now as "Rapid" service. It doesn't seem any different than the route 12 it is replacing. Does this new configuration qualify for BRT funding sources? If I was in Livermore and needed to get to BART I would probably choose the 10 or the 14 instead. It seems quicker. They don't go all the way out to the college and fight the traffic and speed bumps there. Rapid also doesn't serve the Transit Center directly and it looks like that will continue to be the case. Have you ever tried to transfer to a bus at the Transit Center after coming off the eastbound Rapid? It can take several minutes to cross the heavy Railroad Avenue traffic and make that hike into the transit center. More often than not you will arrive just in time to wave goodbye to the bus you were hoping to catch.	
169	Currently the Rapid only stops at certain "R" stops. Will it stop at all #12 stops in Livermore? I work by Costco at North Canyons Parkway and Independence Dr.	
170	I currently take Rapid to/from RLCC and East Dublin Bart. If the new route past LPC does not increase the time, I'm all for it.	
171	The Rapid should continue to run to stoneridge mall as it does now;	
172	Can We have San Francisco Premium Outlets time stamp for the Rapid on Weekdays Monday-Friday Please	

Number	Comment	Route(s)
173	I have looked at the Preferred Routes that you recently released. I actually think they look pretty good. I live in Springtown and have a couple of concerns. First and most importantly, I travel to Cornerstone Fellowship (Across from Costco on North Canyons Parkway) three days a week and would hate to lose that bus stop because it is the Rapid Route. And secondly, would it require 3 buses to get from Springtown to Stoneridge Mall? That would not be good	
174	The new rapid route to BART through Las Positas college is god send. Most of the BART riders coming from the city in the evenings come between 6:10 PM and 6:20 PM due to the office timings and standard BART delays (1-5 mins) during peak hours. If new the rapid route's 15 min frequency can be extended to 6:30 PM compared to proposed 6 PM, it would help a lot of BART riders.	
175	I fully support re-structuring the Rapid. I take it weekdays and have been using it since inception. Jack London can be at time slow when cars move from I-580 to Jack London to avoid traffic, so taking it off Jack London makes sense.	R
176	VERY supportive of the Rapid realignment.	
177	<p>I am writing to inform you of my concerns regarding your plans to make changes to several routes in the Wheels fixed route service and the Dial Ride service. Listed below are my concerns about the following routes. Please understand that many of these changes will effect a large amount of passengers who life with disabilities and seniors.</p> <p>Rapid: Removing the Dublin Blvd portion will not allow people to go to several shopping centers. It also removes a direct service for a Dublin resident to go to the Kaiser medical offices in Pleasanton and the Stonebridge Mall. Moving the Rapid to 580 wasn't part of the original intent of the service. You stated in your original plan this route would never be on the Freeway. To remind you the system has a stop light over ride system installed in the bus. This system was installed to allow a Rapid bus to continue through a stop light. As I am aware this device is not in use.This device was paid by the Tax payers from transit funds from the Alameda County Transit Commission. My request and solution regarding this route is to activate these devices in all of the Rapid fleet. Both Dublin and Livermore cities should allow this to be used. There are other agencies that run this system. By using the system it will help the on time performance for the Rapid.</p>	



Number	Comment	Route(s)
178	I am now taking Bus 12 at Dublin Blvd/Fallon Stop from/to Bart station. After Route 12 is eliminated, will Bus R stop at Dublin Blvd/Fallon Stop?	
179	The proposed route changes look great for me, especially the Rapid route which will include LPC and run til midnight allowing easier access to Bart. Great changes IMO to create a leaner system focused on popular destinations.	
180	Mrs. Wolfe is a Senior who resides at Heritage Estate here in Livermore and she would like to request for the Rapid to Continue down Stanley Blvd as it makes it so much easier to get to Bart. Now with the new proposed changes she is very unhappy she has to ride through downtown Pleasanton. Also stating having to transfer to two different buses just to get to the Mall is unacceptable, very inconvenient and she is sure Stoneridge Shopping Center will lose a lot of business because of it.	
181	I'd suggest having westbound Rapid turn left off Dublin Blvd and follow the current afternoon 3 routing which goes briefly onto I-680 & comes around to the PLEASANTON side of the West Bart station, and then exiting the area onto Foothill and going to the Dublin/Regional (Burger King) stop. The route terminal could be at Burger King (for drivers' restroom convenience) or the West Bart station with peak time afternoon layover possibly in the preceding block at Stoneridge Mall Rd & Embarcadero (since the curb in front of Bart is painted as a white, not red zone). I'm concerned the Rapid in general will no longer be "fast" with having to make extra stops along Dublin Blvd & N. Canyons Pkwy & dealing with college traffic. Maybe just add Dublin/Fallon & the one Costco stop. Maybe have only every other Rapid go to the College or skip it altogether when the College is closed.	R
182	I very much approve the proposed Rapid route; it's much more convenient for LPC/Isabel Neighborhood riders to get to BART and the Labs. This change and losing route 12 makes getting to the Outlet stores more difficult from the northwest side, but serious shopping trips there usually require a car in any case.	
183	So I hope that the Rapid's on time dependability is not diminished by this change. Also, without the Route 12, there will be more patrons on the Rapid at rush hour, and I would hope that the "baby" (29') buses might be utilized on a lighter route other than the Rapid. My last concern is that the Rapid will no longer stop at Golden Gate Dr in Dublin, and that I will have to walk an extra couple of blocks from downtown to the Bart station to board. Not a big concern, but I wish there was a better solution. On the whole I'm very pleased with the service Wheels provides me. Thanks. Jim Hull	

Number	Comment	Route(s)
184	Wants to make sure the Rapid stops at additional stops on East Ave if Route 10 service is removed	R
185	The "R" would be great to run every 15 mins.	
186	Sounds like a great idea. Quicker bus service = more convenient for Las Positas Students	
187	I'm a Las Positas Student and I would have to have a faster way to Las Positas	
188	Have Rapid come to LPC and Transit Station ever 15 minutes!	
189	I'm a student at LPC and really depend on the bus to get to campus or back home. So if we can keep a route from here to Dublin it would be really important	
190	I use Wheels Route 12 twice a day 5 days a week to go from BART to LP College	

Number	Comment	Route(s)
191	Hi. I was reviewing the proposed changes for the bus routes and overall I feel they are good changes. The routes I frequent are the Rapid, 10, 12, 8A & 8B. Elimating the 12 and restructuring the Rapid to cover Las Positas College will improve the frequency of coverage to the college, elimating the bus stop confusion on Dublin Blvd. near Hacienda Crossings Shopping Center, and contribute to streamlining the entire service route.	
192	Very happy if the Rapid were available on weekends. Would like the 15 to run every 30 minutes on Saturdays. I can't find a direct route to Stoneridge Mall in your changes. Unlikely to continue shopping there without a direct route	
193	1. Rapid bus- I would like you to add one more stop after the w.Pleasanton BART stop, and that would be to Kaiser hospital, and then turn around. That would add very little added time to route since it's just down the street. This would allow patients from Livermore & Dublin to take the Rapid directly to their doctors appt's without having to take that extra time to transfer. Pleasanton has a bus that takes them directly to Kaiser without transferring and Livermore and Dublin should as well. This one extra stop would extremely make a huge difference in residents getting to the doctor, and without having to rely on dial a ride/ paratransit service. It wouldn't add much time to the route, but would make a huge difference in the lives of many that depend on taking the bus to their doctors appt's. WIN/ WIN sollution!	R
194	PLEASE, PLEASE develop a route that allows people without personal transportation attend church with their families on Sunday. There has to be a way to include most of the larger churches, St. Charles, Holy Cross, Cedar Grove, Asbury, First Presbyterian, St. Michaels, Celebration, Cornerstone Fellowship and Crosswinds. Current statistics indicate that 90% of the East Bay is 'unchurched' - a direct correlation to crime and the break-down of the family. Hoping our community can step up and make a positive change here. I believe most of these churches will provide bus tickets for attendees. That would be amazing!!	
195	The bus routes don't serve me well. I live in Springtown which only has route 15. I have children needing to get to Las Positas College and the Bart station daily, but there is no way for them to get there in an hour. I wish there were more trips, and trips going the opposite direction, and more direct routes. LATER COMMENT: I appreciate the route changes you are proposing. I'm looking forward to those improvements, which I'm sure will translate to increased ridership for Wheels.	

Number	Comment	Route(s)
196	<p>o I recently moved to Dublin and thoroughly enjoy taking the R bus to and from the East Dublin Bart station. The drivers are wonderful and polite. The Dublin/Pleasanton Bart line in the evening is often over-crowded at Embarcadero Station and impossible to board. I am always on the R bus between 7 and 7:30. Please add a 7:45 and an 8pm bus. After which, I hope you will run busses every 30 minutes until 10pm in consideration of those who work late or have classes that don't end on the hour.</p>	
197	<p>wants to keep the Rapid as it is today. wants to maintain weekend service on Dublin Blvd</p>	
198	<p>The Rapid is fine in the morning, albeit an incredibly long journey with an insane number of stops for a bus with "Rapid" as its name, while headed to East/Vasco from the East Dublin/Pleasanton BART Station. However, the Rapid is rarely on time or reliable for the return trip from East/Vasco to the East Dublin/Pleasanton BART Station. Traffic congestion and the stop at the outlets always - ALWAYS - presents an issue. Unless there are plans to increase the reliability and route speed of the Rapid, it will simply spiral downhill to nothing better than the 14 Mission in San Francisco. That bus never is anywhere close to being on time. But I digress. I don't understand how the primary public transportation service in the valley here is going to neglect the largest employer by far in the valley. Why would the Wheels bus line only offer one route (Rapid) to get to the laboratories? Not everybody takes the ACE train in from the Central Valley. It is sort of like the 70x... Only runs a few times in the mornings and afternoons, but vital for those who take it. This proposed route will force people to either cram into Rapid buses (if they are even reliable) or transfer from one transit center in East Dublin to the other in Livermore, only to get on another bus (11 line) to catch a laboratory shuttle that goes so far as to where the Wheels bus drops people off anyway. Too many transit centers and transfers. For the love of anything rational, cut the 51 line and all of the non-major lines that duplicate efforts or are not crowded to be economically feasible to run as shown in your PowerPoint presentation. Leave more than just the Rapid bus line to service the largest employer in your jurisdiction. Thank you - Rob</p>	R
199	<p>6. What is the real-time ridesharing? I've been looking for that kind of thing without success. Please make it available by calling or text, for those of us (few, I know) without smartphones.</p>	Wheels on Demand
200	<p>Don't change the route numbers.</p>	ALL

Number	Comment	Route(s)
201	I think these will be fantastic, it will help getting more people to use public transportation. Edwin	ALL
202	Please make bus service available for school kids during school hours, to & from JM Amador Elementary School , DUBlin surroundings to Middle & High School to BART	Dublin school routes
203	We are hearing the necessity of having a bus that connects east Dublin residents with the Dublin Library. Any thoughts given to this? Many thanks, Lee Jouthas Dublin Library Manager	
204	Ten years before BART rail might reach Livermore? I'll be age 100 by then! Until BART rail comes, link the Isabel station site with every weekday BART train from early AM through the evening commute, as I have long proposed. A simple three-bus route would do the job well at low cost. Pair it with improved park/ride for Altamont commuters, enlarging the Airway Park/Ride, and improved bus berths near the station fare gates.	
205	Please add a weekday all-day bus at 15-minute headways between BART park/ride at the planned Isabel station site and the station - early AM thru the evening commute. I have given LAFTA a draft schedule: three buses, each making nineteen loops per day, just over 14 hours/day. Plan to use the new HOV lanes between Airway and Hacienda freeway interchanges. Consider a stop at the Livermore Airport/Golf Course. Make station berth for this bus as well as your new 580X close to the fare gates (by the bicycle lockers). Enter from Dublin Blvd. Exit via Owens/Hacienda. Time this bus to and from the berth to coincide with train arrival and departure times. Ask BART to install Train Arrival light similar to ones at Bayfair. Base Livermore end of this bus at your Rutan facility for driver rest/relief, bus changeout as needed, and attended waiting room/ticket office in LAVTA office. Request interim expansion of the little-used park/ride on adjacent vacant, level BART-owned land, compatible with future station parking when BART rail comes. Work with BART, the City of Livermore, and others to limit use of the park/ride to vehicles registered in Livermore. Provide for taxi, Uber/Lyft, bicycle, and kiss-ride access there.	none specified

Number	Comment	Route(s)
206	<p>Route 3 - Dougherty to BART. It's a mistake to eliminate the route - especially with the widening of the Road. There will be more people who need to take the bus. Not the right time to eliminate as there is more development coming up. The widening of the road will cause a lot of traffic and disruption and the bus will take help it. There should be more lines on Dougherty up to San Ramon.</p> <p>Please do not eliminate Route 3. There will be more people who will use it.</p>	

**RESOLUTION NO. 15-2016**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
AUTHORIZING FALL 2016 SERVICE CHANGES**

WHEREAS, LAVTA projects that the agency can financially sustain to operate 125,759 revenue service hours in FY 2017, and

WHEREAS, LAVTA conducted a Comprehensive Operational Analysis (COA) of the Wheels bus system to identify changes that would make the bus system easier to use, less duplicative, and create more frequent service to key destinations in the Tri-Valley in order to grow ridership and reduce inefficient service, and

WHEREAS, the COA involved extensive public outreach to riders, non-riders and local stakeholders, and

WHEREAS, staff, with help from the community, has identified a package of service changes to improve Wheels bus service; and

WHEREAS, all such service changes were thoroughly discussed with the public and a public hearing was held on May 2, 2016.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Livermore Amador Valley Transit Authority that the Board authorizes implementation of the Fall 2016 service changes as briefly described below and more thoroughly in the accompanying staff report, and authorizes staff to implement these measures as described herein:

Route 1 – Realign Route to provide direct service to the Santa Rita Jail from BART via Hacienda

Route 2 – Eliminate Route; operate additional school-focused service in its place

Route 3 – Realign Route to provide direct service to the Stoneridge Mall area from Pleasanton; operate Route every 45-60 minutes on Weekdays and Weekends; Eliminate service in Dublin

Route 8 – Realign Route to provide direct service to southern Pleasanton via Hopyard and Valley; operate Route every 30-60 minutes on Weekdays and every 60-minutes on Weekends

Route 9 – Eliminate Route

Route 10 – Truncate Route at E. Dublin BART Station and Livermore Transit Center; operate Route every 15-minutes until 7pm and every 30-60 minutes until midnight on Weekdays, and every 60-minutes on Weekends

Route 11 – Realign route to terminate at the Vasco Road ACE Station

Route 12 – Eliminate Route

Route 12X – Eliminate Route

Route 14 – Realign Route to provide service along Jack London and Stoneridge Drive, W. Las Positas and Willow to the E. Dublin BART Station; operate route 7-days per week

Route 15 – Remove service on Enos and Portola for streamlined service on Junction Ave; operate route every 30-minutes on Weekdays

Route 20X – Eliminate Route

Route 30/Rapid – Realign Route to provide service to Las Positas College; truncate Route at W. Dublin BART Station; operate Route every 15-minutes until 7pm and every 30-60 minutes until midnight on Weekdays, and every 60-minutes on Weekends

Route 53 – No Changes

Route 54 – No Changes

Route 51 – Eliminate Route

Route 70X – No Changes to Routing

Route 70XV – Eliminate Route

Route 401 – Eliminate Route

Route 402 – Eliminate Route

Route 403 – Eliminate Route

PASSED AND ADOPTED this 2nd day of May, 2016.

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Don Biddle, Chair

ATTEST:

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Michael Tree, Executive Director

APPROVED AS TO FORM:

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Michael Conneran, Legal Counsel



**AGENDA**

**ITEM 8**



STAFF REPORT

SUBJECT: East Dublin School Trippers Capacity and Alignment Partitioning

FROM: Christy Wegener, Director of Planning and Communications  
Cyrus Sheik, Senior Transit Planner

DATE: April 25, 2016

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**Action Requested**

To split two of the high school-oriented Wheels routes in eastern Dublin into three routes in response to increased demand; finalize service levels for 2016/2017 academic year.

**Background**

The school districts in the LAVTA service area do not operate yellow school buses for their general student population. Instead, students in the middle- and high school grades are expected to make use of existing public transportation (Wheels mainline routes). In cases where either (or both) the school and the neighborhood(s) from which its students need to travel is not located on a mainline, and where there is sufficient demand, LAVTA in some areas supplements its mainline routes with limited “school tripper” service operating only during school days. In some cases, the supplemental routes also serve as overflow capacity for one or more existing mainline routes.

In Dublin, Wheels school tripper routes 501 and 502 connect eastern residential areas with Dublin High School (DHS), while Route 503 connects the Shannon Park neighborhood with both DHS and Wells Middle School (WMS). Additionally, Route 2, a mainline that operates during commute hours in eastern Dublin, provides certain trips that are timed for the bell at Fallon Middle School (FMS).

As eastern Dublin has seen expanded residential development, ridership demand on these routes has continued to climb. Currently, routes 501 and 502 carry a combined 300 unlinked boardings per school day, and an overflow bus is supplied both in the AM and PM for the 501, and in the PM for the 502. The adjacent table shows the February 2016 ridership breakdown across the routes operating in the residential areas of eastern Dublin, and the increase trend compared with the same month in the previous year.

<b>CURRENT RIDERSHIP AND TRENDS, EAST DUBLIN ROUTES</b>				
<b>February 2016 vs. February 2015</b>				
	<b>Current daily average boardings</b>	<b>Percent Increase YoY</b>	<b>AM overflow bus</b>	<b>PM overflow bus</b>
Route 2	72	202%		
Route 501	184	23%	X	X
Route 502	115	24%		X

**Discussion**

Among the two high school routes shown above (501 and 502), three out of four daily one-way trips currently require an overflow bus in order to safely accommodate passenger loads. Given this, Staff analyzed the distribution of boardings and alightings on routes 501 and 502 in order to determine whether the ridership could be better accommodated by three instead of two routes serving the same general area. Although the aim for the moment is not geographic expansion, the addition of a route could allow capacity growth to be better accommodated without a gradual increase in travel times, and allow more flexibility to expand to new neighborhoods in the near future, as additional subdivisions are completed.

The boarding and alighting analysis indicated that activity on the existing 501 and 502 routes is somewhat evenly distributed within the eastern Dublin area. The busiest locations are Central Parkway near Dougherty Elementary School, Bray Commons/Keegan Street, the Dublin Ranch Drive loop, the area north of Fallon Sports Park, and Positano Hill.

Based on the locations and numbers of this boarding activity, Staff determined that the current 501 and 502 could potentially be partitioned into three routes, as follows.

- New ROUTE 501: Positano Parkway – Fallon Road – Tassajara Road – Gleason Drive – Hacienda Drive – Dublin Boulevard – Village Parkway
- New ROUTE 502: Dublin Boulevard – Lockhart Street – Central Parkway – Hacienda Drive – Dublin Boulevard – Dougherty Road – Wildwood Road – Amador Valley Boulevard – Village Parkway
- New ROUTE 504 : Gleason Drive – Fallon Road – Antone Way – Dublin Ranch Road – Tassajara Road – Dublin Boulevard – Village Parkway

Map depictions of these alignments are shown in the attachment.

Per LAVTA’s overflow policy, the threshold for deploying an overflow bus is a load of 60+ passengers on a particular trip, on a consistent basis. The following table summarizes the anticipated passenger loads, together with vehicle and hours requirements for the potential routes 501, 502 and 504. Note that passenger loads were estimated based on known current boarding and alighting numbers by location, and do not reflect future growth.

<b>POTENTIAL EAST DUBLIN TRIPPER PARTITION</b>					
<b>Route (new)</b>	<b># AM buses</b>	<b># PM buses</b>	<b>Est'd AM boardings</b>	<b>Est'd PM alightings</b>	<b>Est'd daily rev hours</b>
504	1	1	36	46	0.97
501	1	2	53	76	1.35
502	1	1	38	53	1.17
<b>Total</b>	<b>3</b>	<b>4</b>	<b>126</b>	<b>175</b>	<b>3.48</b>

With the would-be partitioning into three routes being optimized to minimize bus requirements, the analysis shows that the three routes would require 3 morning and 4 afternoon bus trips, for a total of 7 daily bus trips. This would be no more than the 7 that are required by today’s two-route setup. It should be noted, however, that the AM Route 501 and the PM Route 502 show as not being far from the 60+ threshold, and would thus require overflow buses at some point if ridership continues to grow.

End to end travel times for these routes would range from 29 to 35 minutes, compared with the current 30-37 minutes. While not a drastic reduction, this represents about a 10-percent decrease in total route trip times.

The estimate also shows a revenue hours requirement of 3.48 per day of operation – this is actually slightly lower than the current level of 3.85 hours.

The next table summarizes the daily and annualized ridership, cost, and revenue assumptions for the potential three-route setup:

<b>POTENTIAL EAST DUBLIN TRIPPER PARTITION</b>	
<b>Cost estimate - total for all three routes</b>	
Daily revenue hours	3.48
Number of days operated	181
Total revenue hours	630
Total fully allocated cost	\$62 531
Daily ridership	302
Total annual ridership	54 590
Estimated fare revenue	\$67 691
<b>Total net cost (est'd)</b>	<b>-\$5 160</b>

These numbers indicate that, due to the heavy-ridership nature of the eastern Dublin trippers, fare revenues are anticipated to exceed the operating costs for the service. The fully allocated cost to operate the new setup is estimated at approximately \$62,500, while anticipated fare revenues are in the order of \$67,700 annually. Total unlinked boardings are expected to be at least in the order of currently seen levels, or close to 55,000 one-way boardings per year.

Zero Period Service: At the March Projects and Services Committee, Mayor David Haubert inquired about providing bus service to zero period students at Dublin High School. Staff reached out to DUSD for zero period enrollment numbers in order to determine the likelihood of ridership. According to current enrollment information obtained from the district, only

about 8 percent of the total student population at DHS are enrolled in zero period. Based on the assumption that extra Wheels service would carry a similar percentage portion of the student population for the zero bell as it does for the main morning bell (~5-6% of students), the ridership for an extra morning Wheels trip on each Route 501 and 502 is estimated at less than 10 daily boardings combined. As such, Staff would not recommend adding zero period service to DHS at this point.

### **Budget**

As indicated above, the potential partitioned setup of the eastern Dublin to Dublin High School trippers into three routes is not anticipated to incur a required increase in resources based on current ridership levels. However, given the pace of residential development and the current upward ridership trend in eastern Dublin, Staff will request an increase in the budgeted service hours of 120 revenue hours for FY2017 to reflect overflow service contingency needs in this area.

### **Next Steps**

The partitioning of the eastern Dublin tripper routes, as outlined, would be a logistical change that would neither increase travel time, remove the current ability of students to travel between their home and the school, take net resources away from other routes, nor otherwise degrade service. As such, no formal public hearing would be required. If the proposed setup into three routes meets with the Committee's approval, Staff would ask the Board for approval of a mid-August implementation in conjunction with the start of the 2016/17 academic year.

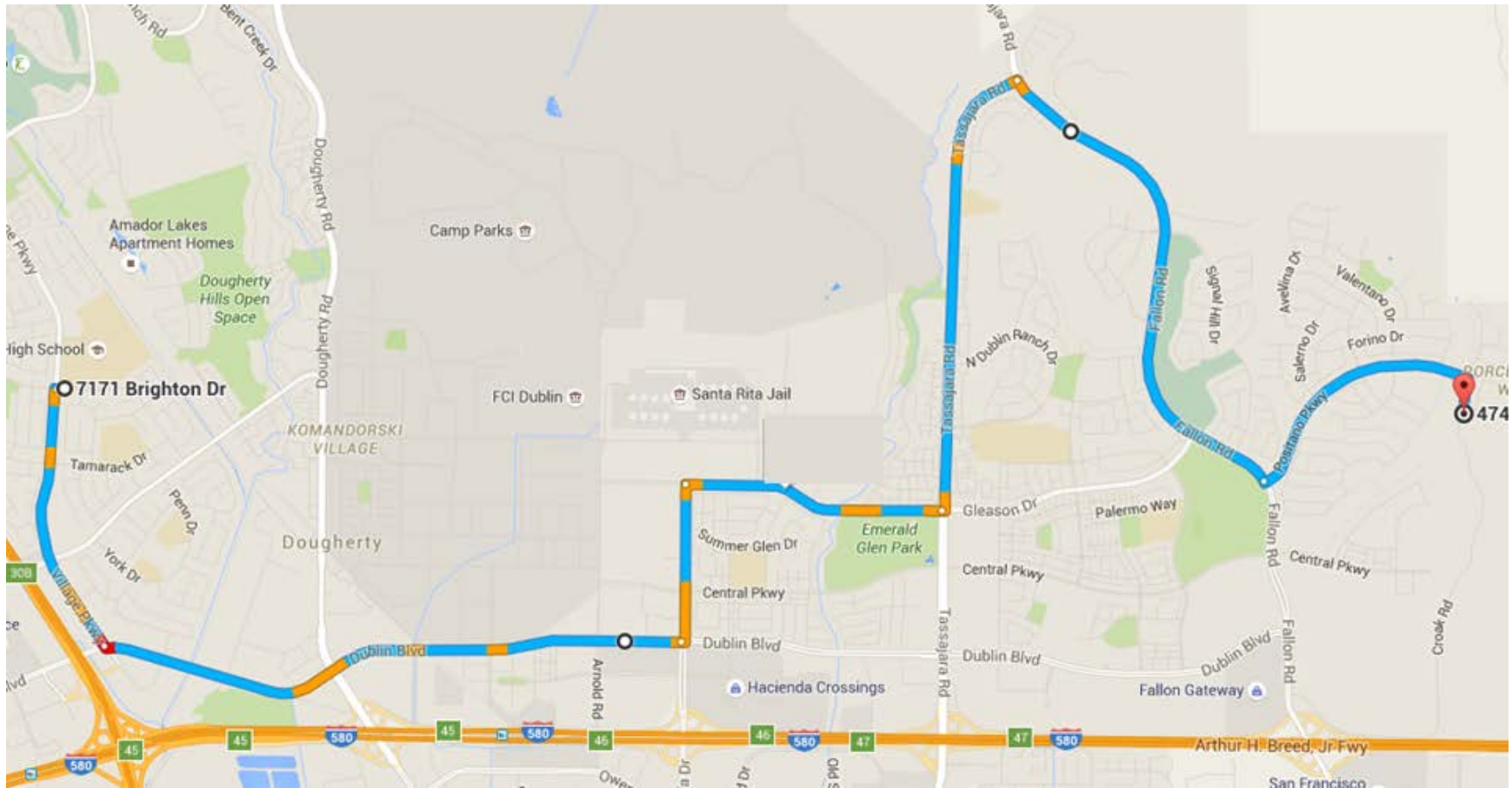
### **Recommendation**

Staff requests that the Projects & Services Committee forward a recommendation to the Board of Directors to approve to cost-neutrally partition the two current eastern Dublin school trippers oriented for Dublin High School into three routes for logistical purposes as outlined above and shown on the attached maps, effective with school starts on August 15, 2016.

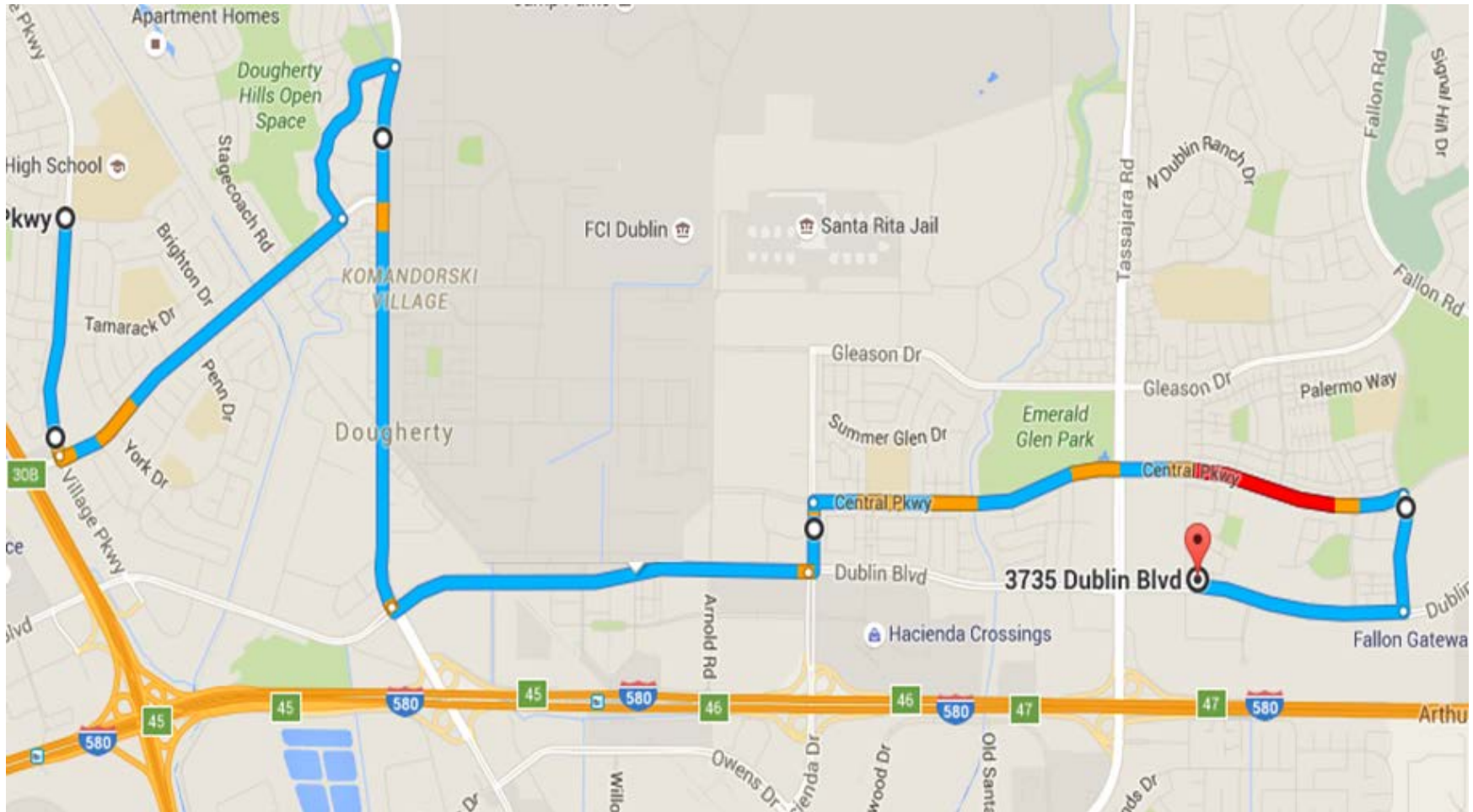
Attachments:

1. Proposed Route 501, 502 and 504 alignment maps
2. Resolution 14-2016

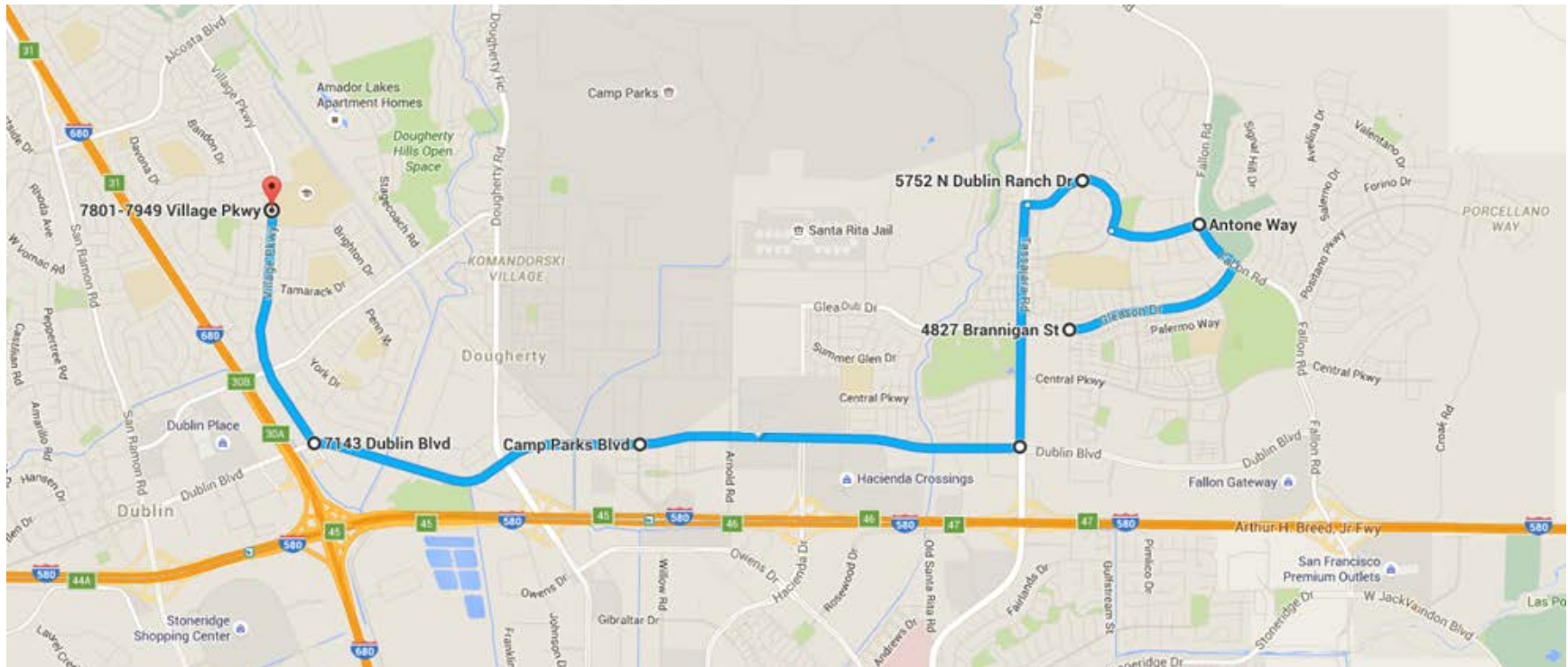
ROUTE 501



ROUTE 502



ROUTE 504





**RESOLUTION 14-2016**

**A RESOLUTION OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY AUTHORIZING THE PARTITIONING OF THE EXISTING TWO EAST DUBLIN SCHOOL-ORIENTED ROUTES 501 AND 502 INTO THREE ROUTES**

**WHEREAS**, the current school-oriented Wheels routes 501 and 502 operate between eastern Dublin and Dublin High School; and

**WHEREAS**, said routes are at capacity, and overflow buses currently being provided to safely accommodate all students; and

**WHEREAS**, partitioning the current two routes into three would reduce travel times for existing users and better enable the accommodation of future ridership growth in eastern Dublin; and

**WHEREAS**, such change would be cost-neutral and neither displacing existing riders nor encroach upon the provision of other Wheels services.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves partitioning the current two routes 501 and 502 into three routes, effective with fall school starts on August 15, 2016.

**PASSED AND ADOPTED** this 2nd day of May 2016.

\_\_\_\_\_  
Don Biddle, Chair

ATTEST:

\_\_\_\_\_  
Michael Tree, Executive Director

Approved as to form:

\_\_\_\_\_  
Michael Conneran, Legal Counsel

**AGENDA**

**ITEM 9**



# FY2016 Goals, Strategies and Projects

Last Updated– April 18, 2016

# MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> <li>1. <b>Provide routes and services to meet current and future demand for timely/reliable transit service</b></li> <li>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</li> <li>3. <b>Optimize existing routes/services to increase productivity and response to MTC projects and studies</b></li> <li>4. <b>Improve connectivity with regional transit systems and participate in BART to Livermore project</b></li> <li>5. Explore innovative fare policies and pricing options</li> <li>6. Provide routes and services to promote mode shift from personal car to public transit</li> </ol>						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Comprehensive Operational Analysis (COA)	<ul style="list-style-type: none"> <li>• Development of RFP/Selection of Contractor</li> </ul>	DP	Projects/ Services	Mar 2015	→ Project awarded to Nelson/Nygaard.	X
	<ul style="list-style-type: none"> <li>• Completion of scope of work</li> </ul>			Feb 2016	→ Service Design Guidelines approved by Board. First and second round of public workshops completed. Comments on 3 service alternatives received. Draft preferred alternative created. P&S Committee has provided comment. <u>Board has reviewed twice. Public comment open until April 22<sup>nd</sup>. Public Hearing on May 2<sup>nd</sup>.</u>	X
	<ul style="list-style-type: none"> <li>• Approval of route improvements</li> </ul>			Apr 2016		
Short Range Transit Plan (SRTP is a 10-year plan)	<ul style="list-style-type: none"> <li>• Create preferred alternative</li> </ul>	DP	Projects/ Services	May 2016	→ Preferred alternative in draft form	X
	<ul style="list-style-type: none"> <li>• Create 10-year SRTP based on direction of planning efforts.</li> </ul>				→ Kickoff meeting held with consultant team on August. Consultant rewrote COA to meet MTC SRTP specs. <u>Draft SRTP completed. P&amp;S reviewed SRTP in March. Will review again in April for May approval.</u>	X
Long Range Transit Plan (LRTP is a 30 year plan)	<ul style="list-style-type: none"> <li>• COA planning firm will conduct the LRTP</li> </ul>	DP	Projects/ Services	Sept 2016	→ LRTP to be completed after approval of preferred alternative of COA. Fall of 2016.	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Schedule Development	<ul style="list-style-type: none"> <li>Develop timetables for each route, with time points, running times and schedules.</li> </ul>	DP	Projects/ Services	Apr 2016	→ This project will begin after preferred alternative is identified in COA.	
Fare Analysis	<ul style="list-style-type: none"> <li>Evaluate fare analysis proposal of firm with best COA submittal</li> <li>Fare analysis conducted with COA/SRTP/LRTP project.</li> <li>Implement fare changes</li> </ul>	DP	Projects/ Services	Feb 2015 Apr 2016 Sept 2016	<p>→ Fare analysis awarded to Nelson/Nygaard.</p> <p>→ Draft fare analysis received by staff for comment. This project will coincide with the development of the Long Range Transit Plan in fall of 2016.</p>	X
BART to ACE	<ul style="list-style-type: none"> <li>Provide guidance on bus routes in four alternatives being considered as part of the environmental study. Coordinate with LAVTA COA/Short &amp; Long Range Planning. Establish Advisory Group to provide input on rail planning in region.</li> </ul>	DP	Projects/ Services	Jun 2016	<p>→ Staff and Nelson/Nygaard providing ongoing feedback on bus routes within four alternatives. Feedback provided on street design in specific plan for development adjacent to BART station on Isabel. Next TAC meeting on April 19<sup>th</sup>. Ridership #s to be discussed.</p> <p>→ Inaugural meeting of Altamont Regional Rail Working Group held. <u>Legislation introduced/retracted in Sacramento for new authority plan and construct the project.</u> <u>Next working group meeting on May 4th.</u></p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
MTC Plan Bay Area Update	<ul style="list-style-type: none"> <li>• Provide technical expertise</li> <li>• Participate in public workshops to ensure Priority Development Areas and public transit in Tri-Valley area is adequately planned.</li> </ul>	DP	Projects/ Services	May 2015  Apr 2016	<p>→ MTC convened meeting with staff</p> <p>→ Project/budget spreadsheets submitted for business as usual model to 2040. Capital asset inventory and maintenance plan submitted. MTC working on performance standards for major projects.</p>	X
ACTC County Transit Study	<ul style="list-style-type: none"> <li>• Serve on TAC and participate in public workshops.</li> </ul>	DP	Projects/ Services	Feb 2015	<p>→ Staff has attended TAC meetings and provided input on key activity centers in Tri-Valley and performance standards. Key activity center incorporated into LAVTA preferred alternative. <u>Working on draft performance measures.</u></p>	
ACTC Tri-Valley Integrated Park & Ride Study	<ul style="list-style-type: none"> <li>• Serve on TAC.</li> </ul>	DP	Projects/ Services	Apr 2016	<p>→ Kickoff meeting with DKS and project TAC held. DKS working on potential park &amp; ride locations/modeling. <u>Next TAC meeting is April 26<sup>th</sup> to review modeling on potential P&amp;R lots.</u></p>	
CCTA: I-680 Express Bus Study/I- 680 Transit Investment & Transit Relief Study	<ul style="list-style-type: none"> <li>• Serve on TAC and participate in public workshops.</li> </ul>	DP	Projects/ Services	Apr 2015	<p>→ Projects are ongoing. Geographic focus on Walnut Creek to Dublin. Existing conditions report completed. <u>Looked at full range from full BART to light bus. Enhanced bus/intelligent vehicle technology in corridor was preferred alternative.</u></p>	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Clipper Project	<ul style="list-style-type: none"> <li>• Policy development</li> <li>• Site work</li> <li>• Installation</li> <li>• Implementation</li> </ul>	DP	Projects/ Services	Jul 2015	→ Day Pass Accumulator Approved. Amended MOU approved.	X
				Jul 2015	→ Site work has been finished. Equipment install completed on buses. Testing in progress. Employers in Tri-Valley being notified of Clipper progress.	X
				Sept 2015	Training of on-board and ticket-office terminal equipment done. Customer service and operator training done.	X
				Nov 2015	→Customer service training occurred in early October. Operator training done. Go-live successful on Nov 1, 2015.	X
Dublin Signalization improvements, queue jumps on Dublin Blvd	<ul style="list-style-type: none"> <li>• Feasibility study for queue jumps on lanes</li> <li>• Secure final FTA approvals and transfer the FHWA funds to FTA to admin</li> <li>• Engineering of signalization improvements and queue jumps</li> </ul>	DP	Projects/ Services	Jan 2016	→Scope of Work completed. Feasibility study by Kimley Horn completed. <u>3 intersections identified for queue jumps.</u>	X
				Mar 2016	→FTA moved to TRAMs from TEAM program. <u>Done.</u>	X
				Jun 2017	→RFP for active signalization project on street. <u>Due end of April. Board award in July. Queue Jump project to follow active signalization project.</u>	
<p><i>Goal:</i> Marketing and Public Awareness</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> <li><b>1. Continue to build the Wheels brand image, identity and value for customers</b></li> <li>2. Improve the public image and awareness of Wheels</li> <li>3. Increase two-way communication between Wheels and its customers</li> <li><b>4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system</b></li> <li>5. Promote Wheels to New Businesses and residents</li> </ol>						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website Redesign	<ul style="list-style-type: none"> <li>Develop/Advertise RFP/Evaluate proposals/execute contract</li> <li>New website goes live</li> </ul>	DP	Projects/ Services	Mar 2015	→RFP advertised. Planeteria awarded contract	X
				Dec 2015	→ Draft final version of website reviewed by staff. Final graphics and design work being performed. New website is live.	X
Social Media Engagement	<ul style="list-style-type: none"> <li>Development of LAVTA goals with Facebook/Twitter</li> </ul>	DP	Projects/ Services	Jun 2016	→ <u>Recrafting goals with Social Media engagement. Interns posting on Facebook with staff. Goal is 3 to 5 posts/week.</u>	
Phone App w/Real Time Info	<ul style="list-style-type: none"> <li>MTC reviewing funding availability on secured grant.</li> <li>Create scope of work/RFP</li> <li>Phone app live</li> </ul>	DP	Projects/ Services	Mar 2015 Jun 2016 Sept 2016	→ Funding has been allocated and staff is awaiting MTC clearance to begin project. <u>Some issues with contract language resolved. GTFS feed purchased. Looking to release phone app RFP this summer for fall launch.</u>	X
Google Transit Trip Planner	<ul style="list-style-type: none"> <li>Submit data for review/approval to Google</li> <li>Go live with planner on new website</li> </ul>	DP	Projects/ Services	Sept 2015	→ Most trip planning in US is done through Google Trip Planner. Google Trip Planner available online. Will be on homepage of new website, which is scheduled to go live in December.	X
				Oct 2015		X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Wayfinding at BART Stations	<ul style="list-style-type: none"> <li>Plan new wayfinding signage</li> <li>Seek funding and install signage</li> </ul>	DP	Projects/ Services	Feb 2015  Jun 2016	<p>→ Staff has taken pictures and provided conceptual of wayfinding signage to BART.</p> <p>→ <u>Signage being budgeted in FY2017 budget.</u></p>	X
High School Ambassador Project	<ul style="list-style-type: none"> <li>Finalize program</li> <li>Appoint ambassadors and train</li> <li>Implementation of program</li> </ul>	DP	Projects/ Services	April 2015 Aug/Sept 2015 Oct 2015	<p>→ Applications for Ambassadors being developed for all high schools. No students signed up for program. Regrouping for sign-ups in September.</p> <p>→ Five applicants selected. Training of ambassadors performed in December. <u>50 students mentored on how to ride the bus thus far.</u></p>	X
LAVTA Rebranding Project	<ul style="list-style-type: none"> <li>Create RFP</li> <li>Award consultant</li> <li>Finish project</li> </ul>	DP	Projects/ Services	Jan 2016 Mar 2016 Jun 2016	<p>→ Project to look at agency logo, naming and logos of services, and bus paint/graphics design. <u>PAVLOV awarded contract. Kick off mtg on April 21<sup>st</sup> and 22<sup>nd</sup>.</u></p>	X
Comprehensive Dial-A-Ride Rider Publication	<ul style="list-style-type: none"> <li>Review dial-a-ride policies</li> <li>Publisher to design and create publication.</li> </ul>	DP	Projects/ Services	May 2016 Jun 2016	<p>→ Staff currently reviewing policies. Looking to insert policy regarding reasonable modification rules into document. Project on track.</p>	



<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Dial-A-Ride Customer Service Survey	<ul style="list-style-type: none"> <li>Hire consultant/Develop Survey/Conduct Survey</li> <li>Report to Board survey results</li> </ul>	DP	Projects/ Services	Oct 2015 Nov 2015	→ Scope of work finalized. RFQ will be issued the week of 9/21. Awarded to Invictus. Survey completed and being presented in Nov committee meeting.	X X
<p><b>Goal: Community and Economic Development</b></p> <p><b>Strategies (those highlighted in bold indicate highest Board priority)</b></p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p><b>3. Partner with employers in the use of transit to meet TDM goals &amp; requirements</b></p>						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> <li>Attend ACTC meetings on student pass program development.</li> <li>Assist in the development of a timeline for policy and project implementation</li> </ul>	DP	Projects/ Services	Jun 2016 Sept 2016	→ Staff assisted ACTC in interviewing/scoring the potential consultants. Contract awarded to Nelson/Nygaard. <u>Livermore HS, Del Valle Continuation HS, Wells, Christianson, East, Hart middle schools on short list to be chosen. Program to begin in the fall.</u>	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> <li>Discuss financing of pass program, including student fee and potential demonstration project</li> <li>Implementation of pass demonstration project to coincide with implementation of COA improvements.</li> </ul>	Exec Dir	Projects/ Services	Nov 2015 Apr 2016	→ Researching appropriate method to introduce easy pass. 9,000 students. Chabot college vote failed. Made presentation to Student Senate in Sept. Met with administration in Dec to discuss Easy Pass 1-year pilot program that could coincide with implementation of improvements. <u>College on board. Project a go. Working through demonstration project funding. ACE has offered ½ price discount as part of project.</u>	X X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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**Goal: Regional Leadership**

**Strategies (those highlighted in bold indicate highest Board priority)**

- 1. Advocate for local, regional, state, and federal policies that support mission of Wheels**
2. Support staff involvement in leadership roles representing regional, state, and federal forums
3. Promote transit priority initiatives with member agencies
4. Support regional initiatives that support mobility convenience

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Altamont Pass Regional Rail Working Group	<ul style="list-style-type: none"> <li>• Creation of Advocacy Group</li> <li>• Establish goals and regular meeting schedule</li> </ul>	Exec Dir	Projects/ Services	Oct 2015 Jan 2016	→ Board approved the Working Group in October. <u>Inaugural meeting held. Legislation introduced and retracted to create authority. Strategic Planning for future of bill ongoing. Next working group meeting May 4<sup>th</sup>.</u>	X
2016 Legislative Plan	<ul style="list-style-type: none"> <li>• Research on common issues within regional planning agencies and transit agencies</li> <li>• Creation of 2016 Legislative Plan and review/approval by the Board</li> </ul>	Exec Dir	Finance/ Admin	Dec 2015 Jan 2016	→ Research being done on emerging priorities at state and federal level. 2016 Legislative Plan approved by Board in January. Staff monitoring new legislative cycle.	X X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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**Goal: Organizational Effectiveness**

**Strategies (those highlighted in bold indicate highest Board priority)**

1. Promote system wide continuous quality improvement initiatives
2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
4. HR development with focus on employee quality of life and strengthening of technical resources
5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness
6. Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Trapeze Viewpoint Software	<ul style="list-style-type: none"> <li>• Work through custom software issues</li> </ul>	DP	Projects/ Services	Dec 2015	→ Software installed at LAVTA. Custom reports being created with assistance of Trapeze. Bugs identified and fixed. Staff actively using software to monitor OTP and for planning activities.	X
Performance Metrics Improvement	<ul style="list-style-type: none"> <li>• Staff setting up aggressive monitoring of key performance metrics. <i>Focus on actions to improve on time performance (OTP).</i></li> </ul>	DP	Projects/ Services	July 2016	→ Changes made to routes 70X, 15, 53, 54, 3. Incentive program established with drivers. Tracking of OTP and operators leaving yard on-time happening on a daily basis.	X

**Goal: Financial Management**

**Strategies (those highlighted in bold indicate highest Board priority)**

- 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
2. Explore and develop revenue generating opportunities
3. Maintain fiscally responsible long range capital and operating plans

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Leasing Opportunities at Atlantis	<ul style="list-style-type: none"> <li>Conduct outreach to private and non-profit organizations.</li> <li>Work with agency attorney to bring good offers to the Board for consideration.</li> </ul>	Exec Dir	Finance/ Admin	Nov 2015	→ LAVTA and Google staff working on final version of lease agreement. Attorneys have approved agreement. Agreement signed in December. Google has begun to use the facility.	X
FY15 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> <li>Complete financial audit and all required reporting to Board, local, regional and state agencies.</li> </ul>	DA	Finance/ Admin	Dec 2015	→ Audit completed Oct 2015. Final presentations to Board Dec 7, 2015. 19 <sup>th</sup> year of excellence in reporting.	X
<i>Other:</i>						
Bus Shelter Rehab/Replacement Project	<ul style="list-style-type: none"> <li>Refinish Rapid bus shelter benches</li> <li>Dozens of bus shelters throughout the system have reached their life expectancy and are in need of rehabilitation or replacement.</li> </ul>	DA	Projects/ Services	Oct 2016 Dec 2016	<p>→ Glass/stripping repair of Rapid shelters completed. 43 benches to be rehabbed in Spring, Summer, Fall of 2016. <u>Project pushed to 2017 to deal with COA changes.</u></p> <p>→ Bus stop inventory of current conditions completed. Planning underway to phase rehabilitation of shelters. <u>Shelter maintenance specialist out on surgery.</u> <u>Project initiated in April.</u></p>	
Security Lighting at Transit Facilities (Bus Shelters)	<ul style="list-style-type: none"> <li>Purchase security lighting in/at bus shelters in high priority areas</li> <li>Install lighting. Focusing on key corridors with a high level of evening service.</li> </ul>	DA	Projects/ Services	Mar 2016 Aug 2016	<p>→ Funded through FY14 &amp; FY15 CalOES Security Program ,(Total \$73,392). Funds released Jan '16.</p> <p>Installation will focus on key corridors identified and programmed for night service in COA.</p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Replace Info Stations on Kiosks at Livermore Transit Center	<ul style="list-style-type: none"> <li>Get quotes for repairs and complete project</li> <li>Replace Info Stations at Kiosks</li> </ul>	DA	Projects/ Services	Dec 2015	→ Info kiosks at Livermore Transit Center have been vandalized over several years. Staff replacing 12 custom info stations on kiosks. Info stations arrived and were installed in October.	X X
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> <li>Negotiate acceptable terms for rehab of Depot to be used for customer service.</li> <li>Create agreement</li> </ul>	Exec Dir / GPM	Projects/ Services	Sept 2015 Nov 2015	→LAVTA has been meeting regularly with City staff. Environmental work nearing completion. Final location set for passenger island. <u>Agreement signed in November. Working with A/E team on electrical, security, interior and circulation design issues.</u>	X X
2016 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> <li>Board approval of purchase. Purchase order and notice to proceed to Gillig.</li> <li>Final details for buses performed with Gillig.</li> </ul>	DA	Projects/ Services	Aug 2015 Aug 2016	→ Approval granted in mid-2014. Purchase order and notice to proceed provided to Gillig.  →LAVTA met with Gillig in Dec to finalize details on buses. <u>Buses scheduled for deliver in July and August of 2016.</u>	X X
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> <li>LAVTA releases RFP for minimum of 20 hybrid replacement buses</li> <li>Agreement and notice to proceed to manufacturer</li> </ul>	DA	Projects/ Services	Jun 2016 Nov 2017	→ RFP has been advertised. Electric bus option within the RFP. <u>Addendum #1 and #2 with requested deviations by manufacturers completed. RFP due in May of 2016.</u>	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Atlantis Phases I, II Fare Vault Project	<ul style="list-style-type: none"> <li>Phases I and II completed with exception of \$134,000 in miscellaneous projects (funded).</li> <li>Select vendor for Fare Vault.</li> <li>Select engineer for design</li> <li>Bid and perform construction. Close grant.</li> </ul>	DA	Projects/ Services	Feb 2015	→\$134,000 left for future improvements. Fare vault is selected as project.	X
				Nov 2015	→ Genfare GFI selected vendor. Will complete work in June.	
				Nov 2015	→ OLMM selected engineer. Engineering work completed.	X
				Jun 2016	→ Will close out project in June.	
Atlantis Security Video Equipment Project	<ul style="list-style-type: none"> <li>Identify and spec the type of security system desired at Atlantis. To include license plate camera.</li> </ul>	DA	Projects/ Services	Dec 2015 Jan 2016 Mar 2016	→ Cal OES transit security grant, funding by Prop 1B. - \$36,696. Project completed in first week of March.	X
Rutan Rehabilitation Projects (Shop Floor and Parking Lot Rehab/ADA Improvements).	<ul style="list-style-type: none"> <li>\$537,000 grant awarded for shop floor replacement and for parking lot improvements.</li> <li>Initiate and execute procurement for Shop Floor Replacement.</li> <li>Initiate and execute procurement for parking lot slurry sealing and ADA upgrades</li> </ul>	DA	Projects/ Services	Dec 2015	→ Grant funds available	X
		DA		May 2016	Shop Floor → IFB issued. Ryan Co. awarded contract. <u>Some delays with construction schedule. Expect Jun, Jul, Aug for 130 days construction timeline.</u>	
		DA		Jun 2016	Parking Lot Rehab/ADA Upgrades → <u>Kimley Horn engineering work completed. Project to be bid in May for June construction.</u>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Rapid Projects	<ul style="list-style-type: none"> <li>Identify remaining projects to fix productivity issues on Rapid. Also complete Rapid shelters.</li> </ul>	Exec Dir	Projects/ Services	Jun 2016	→ Approximately \$300,000 in federal funding remaining for Rapid project. Staff working with FTA on moving the 17 Rapid shelters in Rapid realignment. Shelter inventory provided list of incomplete Rapid shelters.	
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**AGENDA**

**ITEM 10**





# LAVTA COMMITTEE ITEMS - APRIL 2016 - AUGUST 2016

## Projects & Services Committee

<b>April</b>	Action	Info
Minutes	X	
Final Short Range Transit Plan	X	
Dublin School Tripper Service	X	
COA Preliminary Recommendations for Approval	X	
Summer School Service	X	
<b>May</b>	Action	Info
Minutes	X	
WAAC Appointments	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X
Relocation of Livermore Historic Train Depot		X
FY2017 Marketing Work Plan	X	
<b>June</b>	Action	Info
Minutes	X	
Fare Study Recommendations	X	
<b>July</b>	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
<b>August</b>	Action	Info
Minutes	X	
Comprehensive Operational Analysis Update		X
Quarterly Operations Report		X
Quarterly Marketing Report		X
WAAC Bylaws Modification	X	
LAVTA Fares & Clipper Day Pass Accumulator	X	