

STAFF REPORT

SUBJECT: Winter 2017 Service Changes

FROM: Christy Wegener, Director of Planning and Communications

DATE: November 28, 2016

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**Action Requested**

This is an informational item only.

**Background**

Since the implementation of the Comprehensive Operational Analysis (COA) service changes on August 13, 2016, staff has been closely monitoring On-Time Performance (OTP). To address OTP issues, staff has developed a list of schedule adjustments to be implemented on January 14, 2017.

**Discussion**

The winter 2017 service changes are focused primarily on schedule adjustments to four local routes (3, 8, 11, 53) to address early departures, and a full overhaul of the weekday Route 10R schedule to address late trips. Outside of Route 10R, the routes identified for schedule adjustments were determined by several factors: 1) whether the schedule changes were cost-neutral; 2) whether the schedule changes required significant analysis and data; and, 3) whether the schedule changes would result in positive changes to the customer experience. Lastly, ACE rail staff has received approval from the Bay Area Air Quality Management District to streamline the routing of Route 54 in Hacienda, which they would like to implement in January 2017.

Since the COA changes were implemented, staff has received a handful of complaints about operators holding the bus at timepoints in order to avoid an early departure. This can be a frustrating experience for the customer onboard the bus. Accordingly, for the winter 2017 service change, staff identified the routes with too much running time and developed updated schedules based on operations feedback and run time data analysis.

Route 10R was identified for a schedule overhaul because it has been operating at under 80% OTP since the COA changes were implemented. Because Route 10R operates so frequently, it carries nearly 25% of all the daily timepoint crossings for the agency's OTP report. In order to achieve system-wide OTP of 85% or above, Route 10R's schedule must be addressed. Additionally, a major individualized marketing initiative will be rolling out along

the Santa Rita corridor in spring 2017, and it will be essential that Route 10R operate on-time to ensure that new riders have a positive experience on Wheels.

Route and/or schedule changes that require more significant analysis and public input will be considered in May/June 2017.

The following is a summary of the schedule adjustments to be implemented on January 14, 2017:

Route 3 (BART-Stoneridge Mall): The schedule for Route 3 will be adjusted to remove one minute of running time from each of two segments along the route in order to reduce the likelihood of early timepoint departures en route.

Route 8 (Hopyard): The schedule for Route 8 will be adjusted to remove four minutes of running time in the early AM, and to remove one minute across all trips for the route's first timepoint segment after departing BART. The departure time of the four last trips will be pushed out by one minute in order to bring schedule consistency and better accommodate outbound train connections.

Route 11 (Vasco Road): Route 11 has too much running time allocated in both directions; a total of five minutes of running time will be drained and placed at the route's layover points at the Transit Center and Vasco ACE. Layovers at the ACE stop are being adjusted accordingly in order to preserve the train transfer coordination of the original schedule.

Route 53 (Pleasanton ACE to BART): Morning trips from Pleasanton ACE to W. Dublin/Pleasanton BART have too much running time and two minutes will be removed from the schedule.

Route 54 (Pleasanton ACE to Hacienda): The COA produced a recommendation to streamline Route 54 through Hacienda; however, because Route 54 is primarily funded by ACE Rail through grants from the Bay Area Air Quality Management District (BAAQMD), BAAQMD needed to approve any and all routing changes, so the change to Route 54 was postponed. In November, ACE Rail Staff received BAAQMD approval on the route realignment and would like to move forward with the change. A map of the proposed routing change through Hacienda is included as Attachment 1.

Route 10R (Livermore to Pleasanton via Santa Rita): Route 10R has been operating at under 80% OTP since the COA changes were implemented. The most serious OTP issues occur in the peak periods when commuters are traveling to/from work, and during high school bell times (Granada and Amador Valley) in the morning and afternoon. Route 10R also has insufficient recovery time in the peak periods, resulting in one very late trip having a snowball effect on an entire block of trips. After analyzing three weeks of run time data post-COA, staff have developed an updated schedule that adds one peak bus into the daily 10R service to allow for additional running and recovery time. The entire weekday schedule is being revised.

**Budget**

Based on the route adjustments identified above, below is a table showing the change in service hours and associated costs.

Route	Proposed Change	Annual Hours Difference	Annual Cost
3	Remove running time	0	\$0
8	Remove running time	0	\$0
11	Remove running time	0	\$0
53	Remove running time	0	\$0
54	Streamline in Hacienda	0	\$0
10R	Full weekday schedule overhaul	837.5 (3.35/day)	\$34,340

The additional resources required to correct the Route 10R schedule are included in the FY2017 budget of revenue hours.

**Next Steps**

Staff will be finalizing the schedules by December 1 and transmitting the full package to Operations and Marketing. The run cut will be held after the Christmas holiday. New timetables will be printed in the New Year, and outreach will be conducted the week before the service change.

**Recommendation**

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Attachment:

1. Route 54 Map