

STAFF REPORT

SUBJECT: COA Ridership and On-Time Performance Update  
FROM: Christy Wegener, Director of Planning and Communications  
DATE: October 26, 2016

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**Action Requested**

This is an informational item only.

**Background**

This is an update on the implementation of the Comprehensive Operational Analysis (COA) service recommendations, which took effect on August 13, 2016. Included is an analysis of the first two months of operating statistics including ridership and on-time performance (OTP), and an action plan to address concerns.

**Discussion**

The Board-approved COA service changes (Attachment 1), which included the realignment of nearly every fixed-route, elimination of whole routes or route segments, and retiming of all route schedules, have been in place for over 2 months. Preliminary ridership and on-time performance statistics are promising; however, there is still some work to accomplish.

*Ridership*

Historical information and transit ridership trends suggest that with the implementation of a major service change, ridership numbers should immediately dip 5-10%, increasing back to normal levels within 6-12 months of the change. The recommendations included in the COA project a 10% growth in existing Wheels bus ridership within a 12-18 month period.

Ridership statistics over the first eight weeks of operating (August 13-October 7, 2016) compared to the same eight weeks in FY2016 (August 22-October 16) suggest the total ridership is down -8.92%. When looking at the most recent four weeks of data (September 10-October 7, 2016) compared to the same four weeks in 2015, ridership is down -6.0%. This suggests that the ridership lost post-COA is already beginning to rebound.

Average daily weekday ridership by line (compared to FY2016) is available in Attachment 2. Many routes have experienced declining ridership, but some routes have already improved over last year's numbers. The 30R has seen an immediate increase of 16% over last year's

ridership numbers. This is due in no small part to the ridership generated at Las Positas College with the pilot Easy Pass available to the student body.

### On-Time Performance

On-time performance remains a challenge at LAVTA. A route by route comparison of OTP pre and post-COA is included as Attachment 3. The majority of the routes have seen improved OTP numbers since the implementation of the COA; however, there are a few routes that are struggling and staff is working diligently on a plan to reschedule/retime those routes.

### OTP Action Plan

As noted in Attachment 3, OTP has improved slightly over last year's metric. However, the system is still falling over 6 points short of the Agency's short-term 85% goal. Daily OTP is measured at over 3,100 daily timepoint crossings – the three routes that do the heaviest lifting in terms of number of timepoint crossings are routes: 30R (838), 10R (709), and 14 (330). If these three routes don't each achieve 85% OTP, there is no way the system average will meet the metric.

Route 30R is consistently averaging over 84%, so the OTP action plan primarily focuses on routes 10R and 14 and the steps necessary to achieve 85% on those two routes by summer 2017. Implementation dates/timeframes are in-line with the Operator bid times as many of these changes will require a new bid. For route changes that do not require a new bid, changes can be implemented more fluidly.

*September/October 2016:* Since the service began operating on August 13, staff has taken immediate steps to address OTP issues as they have arisen. This included a rescheduling of the AM service on Route 502, a reroute of Route 20X at BART, a reroute of Route 14 in downtown Livermore, and a peak period reblocking of Routes 1 and Routes 14. A strategic bus is being deployed at the Livermore Transit Center in the morning peak to cover late trips on Route 10R until a new schedule can be implemented. Three weeks of running time data has been collected and compiled for Route 10R and 14, and is currently being analyzed by Nelson Nygaard. Draft revised schedules for the 10R and 14 are expected in November.

*January 7, 2017:* New schedule on Route 10R will be implemented and it is expected to bring OTP up to at least 85% for the route; Route 53 schedule in the PM will be shifted up three minutes to account for early time point arrivals; Route 11 schedule will be adjusted to address early arrivals.

*May/June 2017:* Concurrent with the opening of the East County Hall of Justice, Route 1 will be rerouted to serve the new facility and reblocked; new schedule will be implemented on Route 14. With these two changes, Route 14's OTP is expected to improve to at least 85%.

*August 2017:* New schedule is projected to be implemented on Route 30R as a result of three new queue jumps on Dublin Blvd; Dublin High School service may be rerouted in the afternoons.

Additional ongoing schedule adjustments will be considered on an as-needed basis.

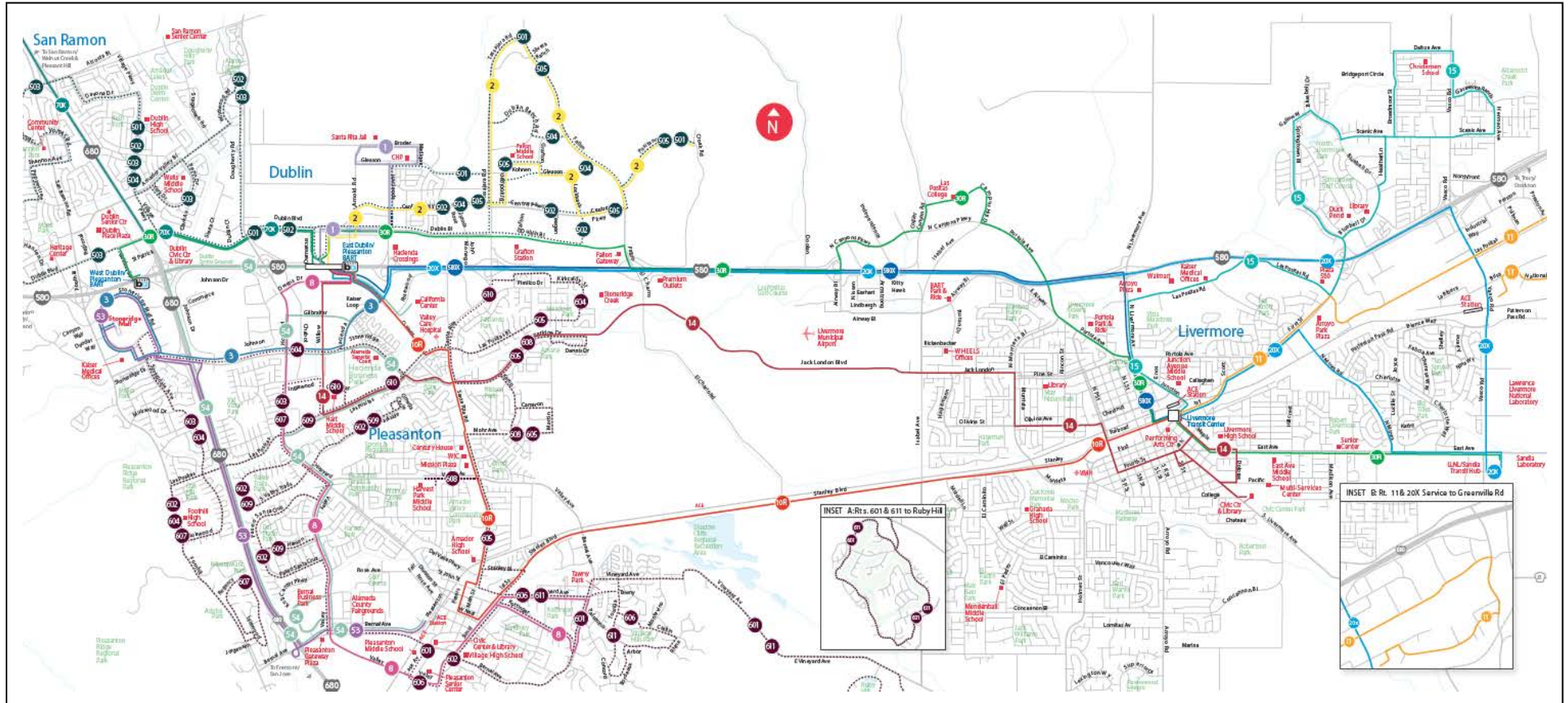
**Recommendation**

None – information only.

Attachments:

1. Updated Wheels System Map
2. Average Weekday Ridership by Route
3. OTP by Route

# Wheels Bus System Map – August 2016



Ridership By Route Pre-and-Post COA

Attachment 2

Route	Average Weekday Ridership			Explanation
	2016	2015	% difference	
1	41	97	-57.2%	Reduced service to 60-minutes midday (from 30-minutes); Removed service on Rosewood Drive
2	38	70	-45.2%	Started new Route 505 tripper service which now connects to Fallon MS
3	107	76	40.5%	Rerouted to serve the Mall
8	176	295	-40.3%	Removed service on Santa Rita Road, Case Ave
9	N/A	43	N/A	Eliminated Route
10/10R	1,547	1485	4.2%	Improved the frequency to 15-minutes; removed service from East Ave and the Mall
11	28	20	39.3%	Rerouted to serve Vasco ACE
12/12X	N/A	651	N/A	Eliminated Route
14	342	139	145.8%	New Route 14 covers former Route 12 territory, including the Outlets.
15	403	488	-17.5%	Removed service from Enos Way
20X	38	51	-25.5%	Eliminated several trips; rerouted to Vasco Road (from Greenville)
Rapid/30R	1,773	1528	16.0%	Rerouted to serve Las Positas College
51	N/A	13	N/A	Eliminated. Former Route 51 is now covered by Route 14
53	146	182	-19.5%	No Changes
54	75	114	-34.2%	No Changes
70X	163	206	-21.1%	Eliminated Route 70XV; also eliminated Route 9 which many 70X passengers utilized
580X	34	N/A	N/A	New Route
School Trippers	1,186	1,117	6.2%	Added new tripper service in Dublin.
<b>TOTAL</b>	<b>6,095</b>	<b>6,573</b>	<b>-7.3%</b>	

**On-Time Performance by Route**  
**Pre-and-Post COA**

<b>Route</b>	<b>Sep-16</b>	<b>Sep-15</b>	<b>Difference</b>
1	90.5%	88.4%	2.1%
2	84.8%	85.2%	-0.4%
3	80.6%	65.0%	15.6%
8	80.8%	77.5%	3.3%
9	N/A	71.3%	N/A
10/10R	73.2%	78.8%	-5.6%
11	82.2%	81.3%	0.9%
12/12X	N/A	78.7%	N/A
14	66.4%	86.5%	-20.1%
15	79.2%	75.3%	3.9%
20X	93.5%	76.8%	16.7%
Rapid/30R	84.2%	77.2%	7.0%
51	N/A	95.0%	N/A
53	92.2%	83.1%	9.1%
54	89.0%	76.1%	12.9%
70X	47.6%*	61.5%*	-13.9%
580X	91.5%	N/A	N/A
School Trippers	83.8%	82.7%	1.1%
Monthly OTP	78.5%	78.3%	0.2%

\*Data is not reliable due to lack of radio coverage along the I-680 corridor