

STAFF REPORT

SUBJECT: On-Time Performance Update  
FROM: Christy Wegener, Director of Planning and Operations  
DATE: February 27, 2017

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**Action Requested**

None – Information Only

**Background**

LAVTA staff have been aggressively focused on achieving system-wide On-Time Performance (OTP) of 85% or greater. This is an update on efforts currently underway and a status on January OTP.

**Discussion**

When the LAVTA Board adopted the Agency’s Short Range Transit Plan in May 2016, the system-wide OTP goal was established at 85%. 85% is a realistic and achievable metric that the Agency feels confident can be attained in the short term. When the Comprehensive Operational Analysis (COA) changes were implemented in August 2016, the system-wide OTP was about 79-80%. As a reminder, OTP is measured at every time point crossing in the system –close to 3,000 time point crossings per day. Route level OTP post-COA implementation, from September 2016 through January 2017, is included as Attachment 1. As you can see, the majority of the routes have seen increases in OTP since the changes were introduced in August.

Several schedule adjustments, including some major changes to the Route 10R schedule, were implemented in January 2017. Plans for additional schedule adjustments to Route 14 are scheduled for implementation this summer.

*BART Connectivity Challenge*

The COA Market Analysis report identified current BART riders as the key target marketing for “choice ridership”; second to that were millennial riders going to Las Positas College. With the new bus system in place, and with the focus on attracting the choice rider who will be less tolerant of late buses and/or missed connections, there arose a conflict between achieving high system-wide OTP and ensuring connectivity to BART.

One of the most common complaints heard since the route changes were implemented was that riders were missing their afternoon/evening connections to the buses at BART due to late

arriving BART trains. The bus schedules are built around the BART schedule, allowing 6-8 minutes between a bus's scheduled arrival/departure and the BART train scheduled arrival/departure. In the morning, BART trains typically leave on-time; if they are late, passengers are already on the platform waiting for the train. However, in the afternoon, if BART trains arrive late, the buses may have already left, which leads to rider frustration and missed connections. Staff reached out to BART scheduling staff who indicated that, on average, trains are arriving about 1-2 minutes late at the Dublin/Pleasanton Station. In the 5-6pm hour, trains arrive on average 3-4.5 minutes late.

In January 2017, to respond to the complaints, staff initiated a policy where in the afternoons from approximately 4:30-6:00p, buses are to hold up to 6 minutes at BART for late-arriving trains. While great for passengers, holding up to 6 minutes can have a significant impact on OTP. Staff has completed some analysis, and when Route 10R holds at BART in the afternoon peak periods, it reduces that route's OTP by 2-5%, and it can drag down the system-wide OTP by 1%.

For all future schedules, staff will be looking at a working policy of bus departures 10-minutes after the BART train's scheduled arrival. This may not eliminate the need to hold for extremely-late arriving trains from time to time, but it should accommodate trains that are regularly arriving a few minutes late. Once BART makes adjustments to the train schedule later this year, staff will look at another adjustment of the Wheels bus schedules to ensure proper connectivity.

**Recommendation**

None – Information only.

Attachments:

1. Post-COA OTP Chart

**ROUTE-LEVEL OTP  
TREND  
September 2016 thru January  
2017**

	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
Route 1	90.5%	91.9%	91.2%	90.7%	88.5%
Route 2	84.8%	87.4%	86.7%	91.5%	91.3%
Route 3	80.6%	81.0%	82.7%	86.5%	83.2%
Route 8	80.8%	81.5%	81.9%	81.6%	82.8%
Route 10R	73.2%	76.2%	79.2%	77.6%	79.3%
Route 11	82.2%	83.3%	84.2%	92.0%	93.4%
Route 14	66.4%	70.6%	73.2%	71.1%	72.6%
Route 15	79.2%	80.0%	79.9%	78.6%	85.1%
Route 20X	93.5%	92.8%	90.8%	93.4%	100.0%
Route 30R	84.2%	84.9%	85.2%	85.3%	87.6%
Route 53*	92.2%	86.7%	88.2%	85.7%	88.2%
Route 54*	89.0%	85.1%	92.7%	89.6%	78.8%
Route 70X**	47.6%	52.1%	41.6%	42.6%	45.7%
Route 580X	91.5%	94.7%	95.1%	95.7%	97.9%
<b>System</b>	<b>77.7%</b>	<b>79.3%</b>	<b>80.7%</b>	<b>80.5%</b>	<b>82.5%</b>

\*Buses hold for late ACE trains  
\*\*Data unreliable

