

STAFF REPORT

SUBJECT: Wheels Forward: Service Alternatives

FROM: Christy Wegener, Director of Planning and Communications

DATE: October 26, 2015

Action Requested

This is an information item for review and discussion.

Background

As a part of the Wheels Comprehensive Operational Analysis (COA), the Planning Team has developed three service alternative scenarios.

Discussion

The primary goal of the LAVTA Comprehensive Operational Analysis (COA) is to improve transit service in the Tri-Valley area. 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.

The outreach and market assessment indicate that there is more demand for service than there are existing resources. These initial recommendations are intended to offer options for improving service within the existing budget.

Each of the three initial scenarios that have been developed are designed to address existing mobility challenges, find the most productive 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 the most 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.

The overall goal of the scenarios is to improve ridership and utilization of the service. The three scenarios developed are as follows:

- Scenario 1 – Coverage: The goal of this scenario is to maintain as much of the existing route coverage while also improving ridership potential. (Attachment 1)
- Scenario 2 – Core: The goal of this scenario is focus more on core routes through the Tri-Valley area. (Attachment 2)
- Scenario 3 – Hybrid: The goal of this scenario is create a hybrid between the two previous scenarios. (Attachment 3)

Next Steps

The three scenarios will be presented at a series of community meetings on October 27, 28 and 29.

Recommendation

None – information only

Attachments

1. Map - Scenario 1
2. Map - Scenario 2
3. Map – Scenario 3
4. Scenario service level summaries