

STAFF REPORT

SUBJECT: Potential Fall 2017 Schedule and Service Modifications
FROM: Christy Wegener, Director of Planning and Operations
DATE: April 3, 2017

Action Requested

Review the proposed schedule and service modifications for Fall 2017; publish the proposed changes for public review and comment.

Background

The Comprehensive Operational Analysis (COA) study for the Wheels fixed-route service was completed last spring. The LAVTA Board of Directors subsequently adopted most of the recommendations from the study, which were in turn implemented in August 2016.

The COA-related changes were extensive, and affected both the route structure and overall geographical coverage of the Wheels service. The COA consultant work also included one-time deliverables of bus schedules and other operational support documents, which also became part of the service changes.

Following the August changes, the agency has received continual input from riders and other stakeholders as to what seems to be working with the restructured service and what is not. Staff believes that the new route structure still needs to mature a bit more before conclusive post-implementation assessments are made – however, much of the customer feedback pertains to issues about connectivity, and some of those could be addressed within a shorter time frame.

Customer comments have been received online, via telephone, and at an open house held at the Dublin Library on March 7, and are attached in summary form.

In addition to those, a few logistical issues have emerged that could be addressed short-term as well, particularly pertaining to supplemental (school-oriented) routes, as well as modifications to Route 14 that are a follow-up to the changes to Route 1 that the Board of Directors approved at their February meeting.

Staff presented the report to the Projects and Services Committee on March 27, 2017. The Committee had several comments and questions about particular route changes, which have been addressed in this staff report.

Transfer Connectivity

Customer comments received by Staff have indicated that Wheels riders place high value on connectivity. Routes need to not only intersect or converge at logical and convenient transfer points – the schedules themselves need to be coordinated in a way that allows transfers that aren't excessively time consuming but at the same time provide a sufficient window for passengers to make the transfer reliably.

Although transfers between Wheels buses may be made at any route intersecting point, the main transfer activity occurs at the hubs of the East Dublin/Pleasanton BART station and the Livermore Transit Center. The BART station in particular offers both the biggest opportunities as well as challenges when it comes to the accommodation of timely transfers, which involve those from bus to bus, bus to train, and train to bus.

Customer feedback indicates that the schedules that were implemented in August are not working satisfactorily with regard to transfers. Areas of particular concern are:

- Not enough time to catch a bus after exiting BART, particularly during peak times when there are late-arriving BART Trains
- Lack of schedule coordination at the Transit Center
- Challenges with transfers between Wheels routes, especially on weekends when the service frequency is lower

Staff is planning to develop revised schedules that could be implemented this coming fall, which will to address the issues above to the extent that would be possible without adding substantial resources or severely disrupt other aspects of the service. Specifically planned to be addressed are:

- Widening the bus layover window at BART and pushing out departures by two minutes
- Conform more, or all, schedules to a departure bank that is coordinated with train departures and arrivals for BART's Dublin/Pleasanton – Daly City line
- Improve schedule coordination at the Transit Center between the #10R trunk line and the local Livermore routes

Route- and Logistical Modifications

For the reasons indicated above, any recommended route modifications this year will be limited. Staff is looking at accommodating a request to slightly extend Route 2, adjustments to Route 14 relating to the additional resources required for the recently-approved Route 1 extension to the new East County Hall of Justice (routes 1 and 14 were linked as part of the Fall 2016 changes), a safety-driven modification to the supplemental routes that serve Dublin High School, removing a neighborhood which has no ridership from the Foothill High School supplemental service, and removing redundancy in the service to Fallon Middle School.

Route 14 Civic Center Loop Modification and Route Frequency Adjustment. Stemming from the COA study, this route became a Livermore – Pleasanton v.v. trunk line in Fall 2016. The core portion operates between the Livermore Transit Center and the East Dublin/Pleasanton BART station, while loop extensions on either end continue toward Santa Rita Jail (as Route 1) and the Livermore Civic Center, respectively.

The Board of Directors recently approved an extension of Route 1 to the new East County Hall of Justice in Dublin, which will be implemented following the opening of the new facility this coming summer. This extension will require a dedicated bus, and the current linking (interlining) between Route 1 and Route 14 will no longer be necessary. The new setup, however, effectively dedicates a bus to Route 1 that had previously partially supported the cycle for Route 14, and at least a part of those resources (hours) need to be reduced from Route 14. In addition, the #14 has continued to have on-time performance issues with an OTP of about 60%, which any revised setup should address as well. Staff is proposing two simultaneous ways to accomplish these goals in a way that does not cause an unacceptable service degradation on the route:

- Reduce the alignment, or reduce potentially redundant sequencing of areas served
- Reduce or rearrange trips and frequencies

Alignment: Currently, the route arrives from Pleasanton into Livermore by going into the Transit Center, then serving a loop to the Civic Center area, and then returning back to the Transit Center before beginning its trip back toward Pleasanton. In order to save trip (cycle) time and maintain coverage at the same time, Staff is proposing that Route 14 no longer has a local appendix that double-dips into the Transit Center but instead operates the Civic Center portion as part of its trunk trips to and from Pleasanton. With this, the before-and-after sequence of main areas served would be as follows:

>> BEFORE: Pleasanton – Livermore Transit Center – Livermore Civic Center – Livermore Transit Center – Pleasanton

>> AFTER: Pleasanton – Livermore Civic Center – Transit Center – Livermore Civic Center – Pleasanton

A map containing an inset of the Livermore portion of Route 14 as it would look like if this change were implemented is shown in the attachment.

Frequency: The current weekday service frequency of Route 14 is 30 minutes during the AM and PM commute hours of 6AM to 9AM and 3PM to 6PM, and 60 minutes at other times. With an alignment adjustment such as the one outlined above, and with the Route 1 bus no longer available to lend part of its cycle time to Route 14, the best average frequency on #14 could be accomplished by providing an alternating 30/45-minute frequency during the AM and PM commute hours, and an alternating 45/60-minute frequency at other times. (These correspond to preserving denominators of the 15-minute BART frequency). A draft schedule created by Staff to test this approach shows that the total number of daily roundtrips on the route would only decrease from 23 to 21 with this setup.

The annual reduction from this item alone would amount to 1,250 vehicle revenue hours. If the #14 change above is implemented in conjunction with the previously-approved modification of #1, the net increase compared to current service is estimated at approximately 700 revenue hours, which would be within the amount of 800 hours that was estimated with the Route 1 change approval last month.

Due to the approved extension of Route 1 only affecting the weekday schedule, frequency modifications to Route 14 are not proposed for weekend service at this point, which would continue to interline with Route 1 and operate unchanged on an all-day hourly frequency during Saturdays, Sundays, and select holidays. However, for consistency, the alignment modification is proposed to apply for all days of service.

Dublin High School PM Boarding Area. Supplemental (school tripper) service is provided to Dublin High School by way of Wheels routes 501 thru 504. Routes 501, 502, and 504 currently drop off passengers in front of the school in the morning at the bus stop on northbound Village Parkway; in the afternoon, these routes are reversed and pick up on the opposite side of the school, in the southbound direction of Village Parkway.

As residential developments have continued in east Dublin and the Wheels supplemental route ridership to/from Dublin High has increased, staff of LAVTA's Operations contractor have indicated that the PM loadings have begun to present problems with students crowding the narrow sidewalk on southbound Village Parkway and spilling out on the street as they gather to board. Consultations with the Operations staff have yielded a proposed solution that would allow the buses to load on northbound Village Parkway (in front of the school) in the afternoon, without creating an undue increase in travel times, as follows:

Route 501: Instead of operating on the southern portion of Village Parkway and on Dublin Boulevard, the route would express to/from the school via I-580 and I-680, entering and exiting the school vicinity via Alcosta Boulevard.

Route 502: In the PM, the route will start on northbound Village Parkway (in front of the school) and will head northbound, making a left on Davona, left on Lucania, left on Brighton, and right on Village to resume normal routing.

Route 504: In the PM, the route will start on northbound Village Parkway (in front of the school) and will head northbound, making a left on Davona, left on Lucania, left on Brighton, and right on Village to resume normal routing.

Maps depicting the proposed 500s revisions are attached.

Discontinuation of supplemental Route 505. Wheels Route 505 is a school tripper connecting several east Dublin subdivisions with Fallon Middle School. It began service in August 2016, and was intended as a replacement for Route 2, which had been marked for discontinuation in the COA study. As #2 was ultimately preserved, and the #505 coverage

areas and travel times are effectively identical to those of Route 2, the #505 is superfluous to #2.

Staff is proposing discontinuation of Route 505 as a standalone service, and to instead adjust the Route 2 schedule, if necessary, to accommodate the main bell at Fallon Middle School.

Wheels Route 602 - Discontinuation of Parkside Loop. Route 602 is a supplemental service connecting three primary neighborhoods – Valley Trails, Parkside, and Del Prado Park - with Foothill High School. In the morning, one bus serves all three subdivisions, while in the afternoon two buses operate as follows:

- Bus #1: Valley Trails + Del Prado Park
- Bus #2: Parkside + Del Prado Park

After completing its route, one of the two PM buses converts (interlines) into Route 601 upon reaching Pleasanton Middle School, and continues toward Ruby Hill. Due to the sequencing of bell times at Foothill and Pleasanton Middle, the wait time for Pleasanton Middle students is about 10-15 minutes longer than the typical bell timing for the Wheels supplemental routes.

Following a parent complaint in regard to the student wait times at Pleasanton Middle, Staff has studied the current ridership loads and patterns in order to try and determine whether a solution could be found for their students that would not have an adverse impact on travel times for the Foothill High students, while at the same time maintaining balanced loads on the two PM buses in order to avoid an overflow problem. Although neighborhoods tend to be cyclical in terms of their student population, Route 602 currently has no boarding or alighting activity on its Parkside Drive loop, so Staff is proposing for the Parkside loop to be discontinued.

At the request of Board Member Karla Brown at the March Projects and Services Committee meeting, Staff looked at the Parkside loop ridership from earlier in the school year, as well as during the 2015-2016 school year. Several samples from fall of 2016 shows no boarding/alighting activity on Parkside Drive; Fall 2015 appears to show two consistent daily riders.

The AM service would continue to be operated by a single bus, which would serve Del Prado Park and Valley Trails, but not Parkside. The PM service would continue to be operated by two buses but with the following subdivision split:

- Bus #1: Valley Trails
- Bus #2: Del Prado Park

A map depicting what coverage would look like with the proposed change is attached.

It is anticipated that this would enable the bus that is interlined to #601 to be scheduled to arrive for its pickup at Pleasanton Middle School 5 minutes earlier than currently.

The following table summarizes the proposed schedule and service modifications for Fall 2017.

Fall 2017 Proposed Service Adjustments	
Route	Measure
Multiple	Multiple schedule revisions to improve transfer connectivity at hubs
1	Extend service to new East County Courthouse **previously approved**
14	Change the sequencing of service areas in downtown Livermore
14	Adjust weekday frequencies from 30/60 peak/base to 30-45/45-60 peak/base
501	Adjust circulation pattern around Dublin High School
502	Adjust circulation pattern around Dublin High School
504	Adjust circulation pattern around Dublin High School
505	Discontinuation of route as standalone service
602	Discontinuation of service to Parkside Drive

Budget

The COA changes were about 4,100 annualized revenue hours under the budgeted amount of approximately 125,800 hours in order to maintain a contingency of hours that could be applied later on toward fixing issues that might be expected to arise from such a major change in service and schedules. Of the 4,100 hours, about 1,500 have been used prior to this point to address ongoing issues (such as adding resources to Route 10 to improve OTP), and the proposed changes above to Routes 1 and 14 would add approximately 600 hours to this amount. With that, the fixed-route service would continue to operate slightly below budget after Fall 2017, at about 123,800 hours on an annualized basis.

Next Steps

If the Board agrees with the potential changes, Staff will solicit public input during the month of April. Based on additional input received, the proposals will be modified if/as applicable, and recommendations be brought to the April P&S Committee, followed by a request for Board approval at their May meeting. The target implementation date for the revisions is in conjunction with school-starts in mid-August 2017.

Recommendation

The Projects and Services Committee recommends the Board of Directors publish these potential changes for public review and comment.

Attachments:

1. Summary of public comments
2. Maps of proposed alignment modifications for Wheels routes 14, 501, 502, 504, and 602

Approved: _____

CUSTOMER / COMMUNITY COMMENTS & SUGGESTIONS - FALL 2017 SIGNUP		
Date	Comment	Requester
5/9/2016	Concern about #15 revision away from Enos Way	T Rossow
5/24/2016	Would like #610 routed to serve apartments on Owens Drive	R Ambrosiewicz
6/16/2016	Would like #8 extended to mobile homes on Vineyard Avenue, near Valley Avenue	M Conning
6/30/2016	Would like #14 a.m. service to start a little earlier for traveling from Hacienda area apartments to Bart	K Shah
7/7/2016	Would like #14 a.m. service to start a little earlier for traveling from Hacienda area apartments to Bart	K Sagi
7/15/2016	Would like an additional five minutes before the p.m. school trippers depart Dublin High	T Ficarra
7/18/2016	Would like service extended to Hopyard Road south of Valley Avenue	W Veit
7/25/2016	Would like service restored to the Dougherty Road corridor	Elisabeth
7/26/2016	Would like #14 a.m. service to start a little earlier for traveling from Hacienda area apartments to Bart	R Mohan
7/26/2016	Would like to keep #3 bus service	V Galvan
7/27/2016	Wants the tripper to pick up 5 min earlier in the p.m. at Fallon Middle	G Valentina
7/29/2016	Concerned about removal of service on Airway Boulevard near the mobile homes	G Betz
8/1/2016	Would like service restored to Johnson Drive	J Alvarez
8/2/2016	Would like to keep #3 bus service	M Radu
8/8/2016	Would like to keep service on Airway Boulevard	O Martinez
8/10/2016	Unhappy with the downgrade of service levels to the Stoneridge Mall area	H Kumaraguru
8/10/2016	Would like better late-evening frequencies on #10 for pax arriving by Bart	I Ceja
8/11/2016	Would like earlier start-of-service on weekends for #30 and better-timed connections during the same timeframe	T Shiek
8/12/2016	Upset about the removal of #403 service to Granada	Sheryl
8/15/2016	Would like higher frequencies for #30 on weekends (west Dublin area)	S Wheeler
8/16/2016	Would like to see service-start on #10 be restored to approximately 4:10a	A Lopez
8/16/2016	Concerned about removal of service to Granada area	Anonymous
8/16/2016	Would like direct connection restored between Outlets and east Dublin Blvd; also needs a later p.m. departure from Outlets	L Mack
8/16/2016	Would like to see later evening service on #14	J Reyes
8/16/2016	Pax is a paratransit client but would like to see #3 fixed-route service retained on Stagecoach Road	T Bringhurst

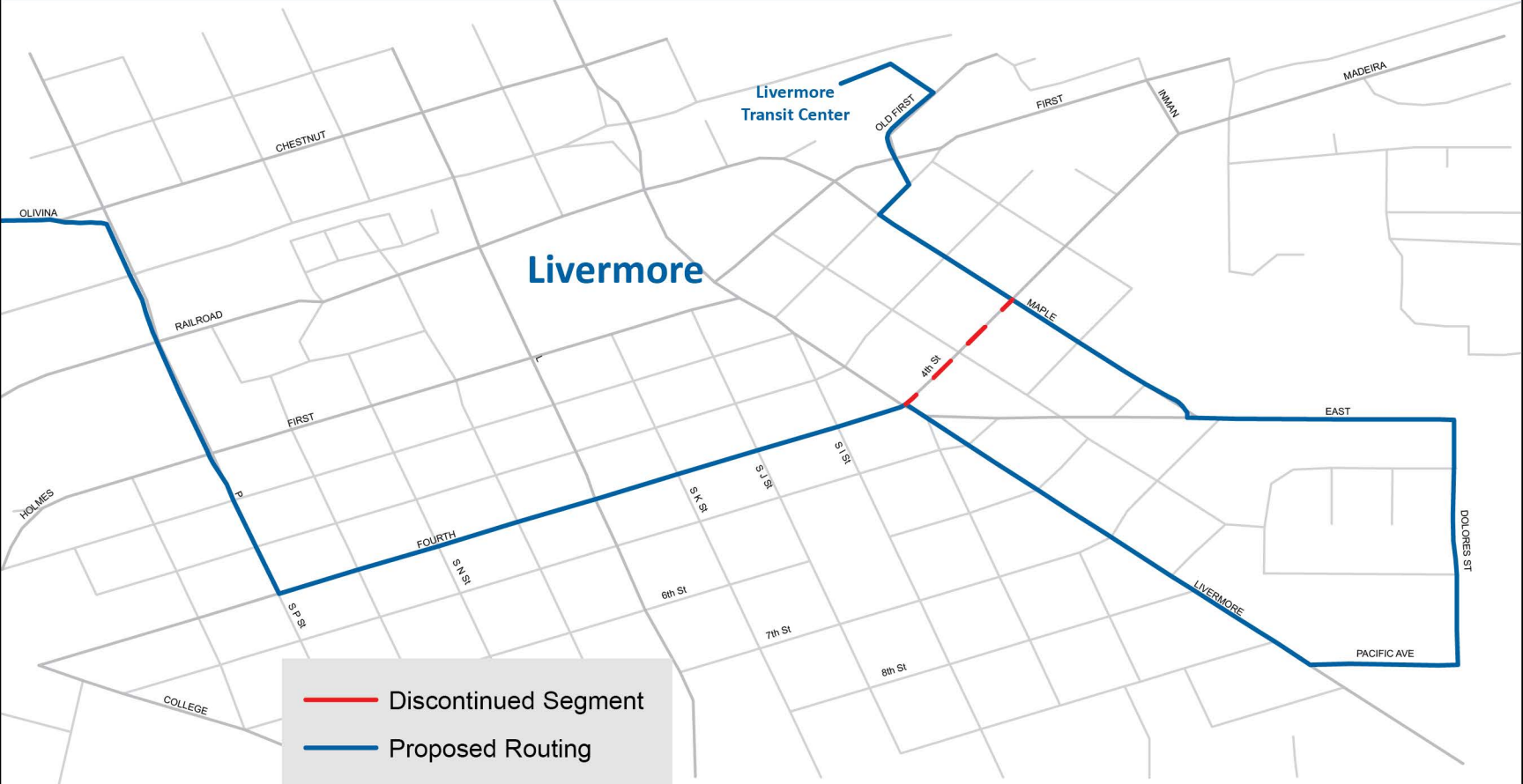
8/16/2016	Would like #3 to run on a 30-minute frequency throughout the day	Maria
8/16/2016	Finds it unacceptable that the #30 and #70 have been removed from the Stoneridge Mall area	J Henry
8/17/2016	Likes the new #580, and would like its frequency to be increased to 15 min, as demand allows	S Wilson
8/18/2016	Would like to see direct service between Amador High and Las Positas College	Anonymous
8/19/2016	Would like to have a #30 eastbound departure that connects to 6:42a Ace train at the Transit Center	L Stanley
8/19/2016	Would like to have #30 go to Stoneridge Mall, or have #3 run more frequently	Sarah
8/20/2016	Would like to see #11 continue south of Vasco Ace and connect with #30 at East / Vasco	Anonymous
8/22/2016	Has kids at both Granada and Mendenhall, and is concerned about the discontinuation of #403	D Beesley
8/22/2016	Unhappy about connection mismatch between #2 and #3	O Prinz
8/22/2016	States that the removal of #30 from the Stoneridge Mall area makes in more difficult to connect and trip-chain when going to/from Kaiser on Springdale Avenue	P Mann
8/22/2016	Would like to have a #30 eastbound departure that connects to 6:42a Ace train at the Transit Center	Laura
8/23/2016	Frustrated with delays on #30	L Cabot
8/23/2016	States that the changeover has made things less convenient and buses slower; particularly concerned with major delays on #30 in the p.m.	A Tetreault
8/24/2016	Upset about the disconnection of Hacienda from #70, and about delays on #14	K Wells
8/24/2016	Disappointed with the removal of school trippers in Livermore	V Monge
8/24/2016	States that they made location decision based on the presence of #401, and are unhappy about its removal	K McCutcheon
8/25/2016	Would like to have Amador High shown as a timepoint in the #10 schedule	Anonymous
8/29/2016	Would like to have a #30 departure that connects to 6:42a Ace train at the Transit Center	Scott
8/29/2016	Would like #15 to have a tailored departure time for the p.m. bell at LHS	P Postolaki
8/30/2016	Would like service to the west part of Dublin and better bus connections at the Bart station	Anonymous
8/31/2016	Would like to be able to use #53 for travel between west Pleasanton Bart and Koll Center Parkway	B Glen
8/31/2016	Liked the way the prior #14 ran; thinks it is confusing to have two directions of the route at the Transit Center	Michael
9/1/2016	Would like better schedule coordination to facilitate transfers between #10 and #30 at/near the Transit Center	Tim
9/1/2016	Would like #30 to serve Airway Blvd	M Calladine

9/2/2016	Would like better eastbound schedule coordination to facilitate transfers between #3 and #10 on weekends	R Thomas
9/2/2016	Would like direct connection restored between downtown (west) Dublin and Stoneridge Mall / Kaiser	L Kan
9/6/2016	Unhappy that the only option for travel to Bart from Stanley / Murrieta is #10, short of backtracking to the Transit Center	J Rzaca
9/6/2016	Dislikes the #30 alignment and that the buses don't go into the Transit Center for connection to other routes (disabled)	P Miller
9/6/2016	States that the new configuration and schedule for #14 doesn't work as well for her daughter attending Del Valle school	L Norton
9/6/2016	Unhappy with the changes to #14; would like 30-min frequency throughout the day and eliminate the Library stop	M Justice
9/7/2016	States that the 8:54a westbound bus at Dublin/Keegan is always late (Ops confirmed school traffic issue upstream in Livermore)	Vashi
9/8/2016	States that 1) #30 buses don't connect well with other routes' schedules; 2) The #14 should run more frequently and later into the evening; 3) is unhappy about the disconnect between Dublin and the Rosewood area in Pleasanton; 4) can no longer travel directly between east Dublin and the Outlets; 5) buses don't connect well with the Bart schedule. Would like to see 15-30 min frequencies systemwide.	L Mack
9/9/2016	Lives on East Avenue, and states that she now has to take two buses to go anywhere; also would like #14 to run more frequently	Lourdes
9/17/2016	States that it is impossible to connect from #30 to #14 Civic Ctr loop	M Justice
9/21/2016	Would like to have #14 service restored on Rincon Avenue	C Rouzer
9/26/2016	Would like to have better weekend frequencies on Dublin Blvd	A Miller
9/26/2016	Would like to see better timing of connections at/near the Transit Center, especially on evenings and weekends	J McCorkle
9/26/2016	Would like #20 thru-service restored between the Vasco Ace area and Bart	B Bondili
9/27/2016	Would like #10 schedule adjusted to accommodate consistently late Bart train arrivals at E Dublin, especially around the 6-7p timeframe	S Bhayani
10/2/2016	States that the removal of #3 from Dublin has stranded pax traveling between Stagecoach Road and Bart, the Mall, and other shopping centers	P Guha
10/4/2016	Would like to have a 7a departure for #20 at Bart	M Mosallaei

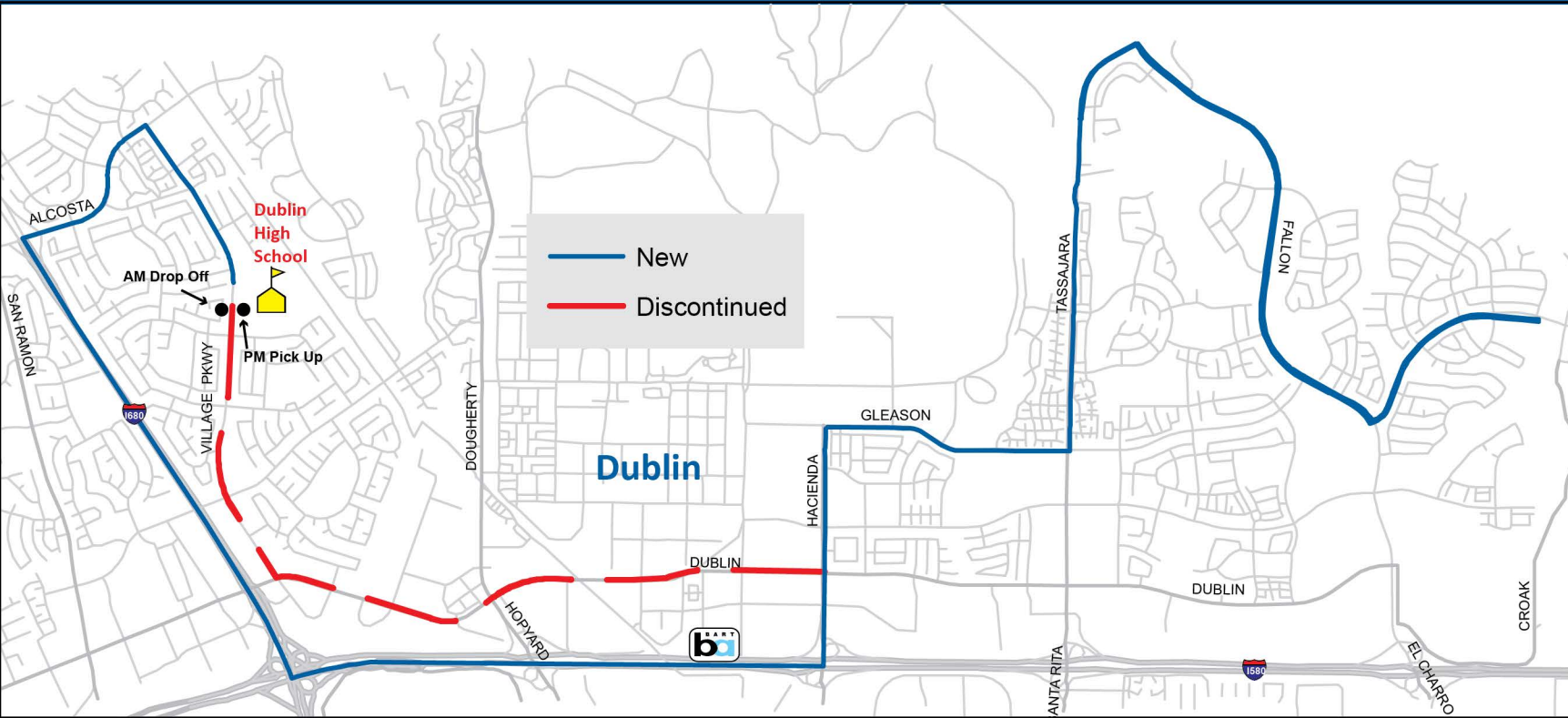
10/4/2016	Would like to have #30 serve the stop at the Livermore Gardens complex on East Ave	C Condo
10/6/2016	Needs to travel between East Ave and the Kaiser at Stoneridge, and feels the journey is cumbersome	P Mann
10/7/2016	Would like service restored to Rose Pavilion	H Lopez
10/10/2016	States that it has become more difficult to travel between East Ave and the retail on the west side of town since the change; also dislikes route #30 no longer serving stops in downtown Dublin west of Golden Gate Dr/Amador Pz	E Uber
10/24/2016	Would like #14 to accommodate p.m. bell at LHS	K Kukan
10/24/2016	Would like service frequency on #3 increased to 15 min	M Rodrigues
10/25/2016	Would like #580 to start by 4:55a, and to run every 15 min in the p.m. peak	F Sneddon
10/26/2016	Would like new service between the Arroyo Road / College Ave area and Bart / Ace	D Clark
10/26/2016	Would like #20 to depart Bart a few minutes later to accommodate late train connections	J Henrikson
10/28/2016	Would like service to/from the Airway Blvd PnR	C Balen
10/31/2016	Would like service restoration to the Ravenswood Park area	J Oscherwitz
10/31/2016	Would like the #30 to continue west on Dublin Blvd and on to Stoneridge Mall	Olga
11/2/2016	Would like #8 service restored to the Pleasanton Civic Center and Library	Anonymous
11/9/2016	Would like the previous #14 to be restored to serve the Pine and Rincon Ave areas	C Rouzer
11/14/2016	Would like #15 to accommodate Ace train arrivals at the Transit Center	Vasundra
11/15/2016	Would like #3 service restored to connect the Amador Lakes area with Bart and Stoneridge Mall	Praval
12/6/2016	Would like service between Danville and the office park around Stoneridge Mall	J Fritz
12/7/2016	Would like the direct connection restored between (east) Dublin and Stoneridge Mall	W Wong
12/9/2016	Would like the p.m. #601 departure at PMS scheduled closer to the bell time; and would like faster tripper service between Amador Valley High School and Ruby Hill than currently provided via #611	V Pohray
12/19/2016	Would like #14 to run more frequently during the mid day	Anonymous
12/20/2016	Recruiter for Ellie Mae would like #9 service restored from Bart to Rosewood Commons	Anonymous
12/22/2016	States that local travel on #15 takes too long, as route runs only in one direction in Springtown; would also like to see considered a direct service from Springtown to Bart	H Meier
12/23/2016	Would like the #3 and #30 to run more frequently on weekends, and to have better transfer timings	Lisa

1/3/2017	Would like #54 to use local streets on its "return" trips to enable a faster local commute to Ace	Anonymous
1/5/2017	Would like to see extended service span on #580	S Sidana
1/11/2017	Would like #580 to not have intermediate stops and connect better at Bart	J Larson
1/19/2017	Would like to have service between E Dublin Bart and Wells Middle School	M Bohdanyk
1/26/2017	Would like a link or better connection between #1 and #8	R Comito
1/27/2017	Would like #1 departures from E Dublin Bart pushed out a bit to accommodate connections from trains	M Patel
2/1/2017	Would like #11 to run every 30 minutes	C Diaz
2/6/2017	Would like #30 schedule to be revised to hold for 6:40a Ace train at the Transit Center	S van der Ploeg
2/7/2017	Would like #501 to be extended to Croak Road	V Thai
2/14/2017	Would like to have a bus stop for #30 at the Portola/Isabel area	R Guruju
2/15/2017	Would like to see the bus stop at East/Research be reinstated for #30	D Ellis
2/24/2017	Would like service between Schäfer Ranch and W Dublin Bart	K Wang
2/26/2017	Would like weekend service on Village Parkway, and better weekend scheduled connections between #10 and #30	Anonymous
3/7/2017	Feels that even with the GoDublin discount, the ride-hailing service is too expensive to use regularly, and would like fixed-route service that comes closer to the Sorrento subdivision in east Dublin	R Gupta
3/7/2017	Would like service restored to/from LAVTA offices; keep bus stop in front of Livermore Library and run service until 11:15p; and to bring back #18 / #403 (Granada Woods)	E Waltz
3/8/2017	Keep the I-680 Express (#70X) going	T Bell
3/15/2017	Would like to see service restored to Case Avenue on #8	S Jarrow
3/15/2017	Would like the direct service on #14 to the Livermore Library to continue	A Asplund
3/22/2017	Would like #14 service to Livermore Library to continue, at least during off-peak hours	T May
3/22/2017	Would like adjustment to the #10 schedule to meet up with 8:07a Ace train	Ruth

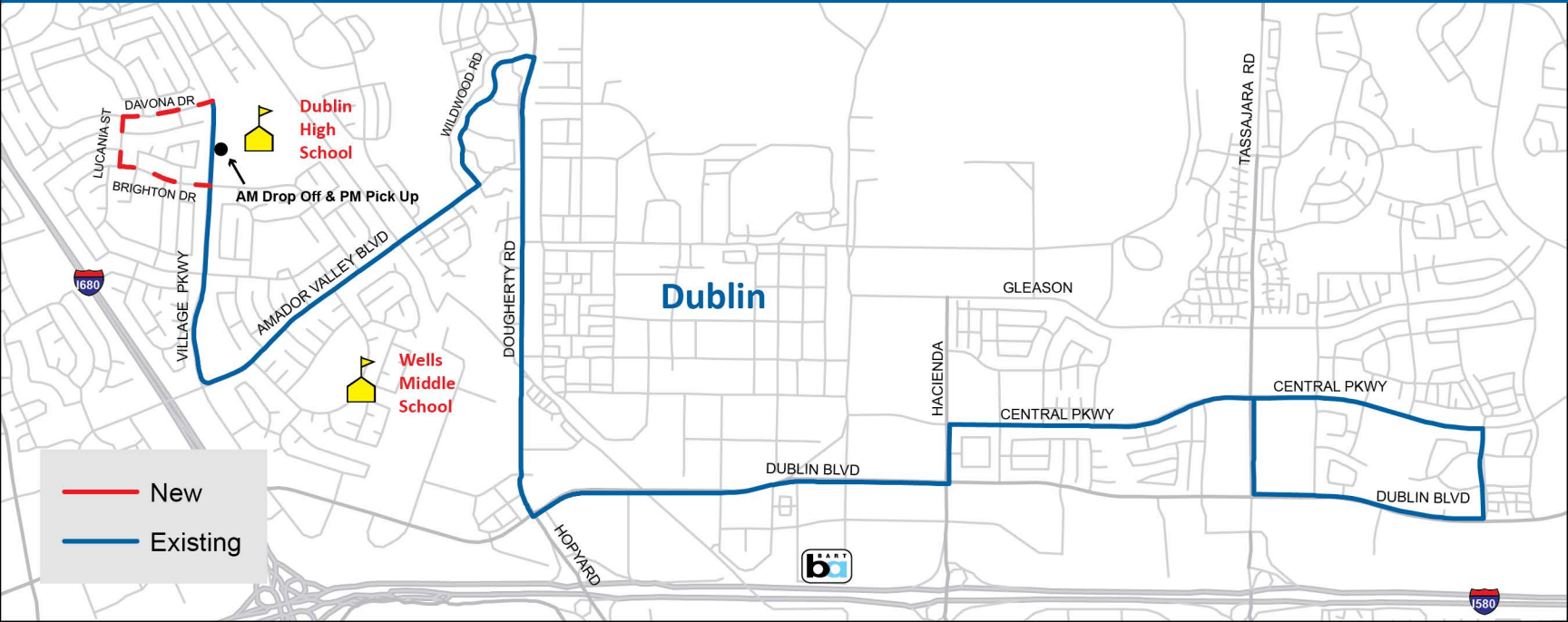
Route 14 Modification



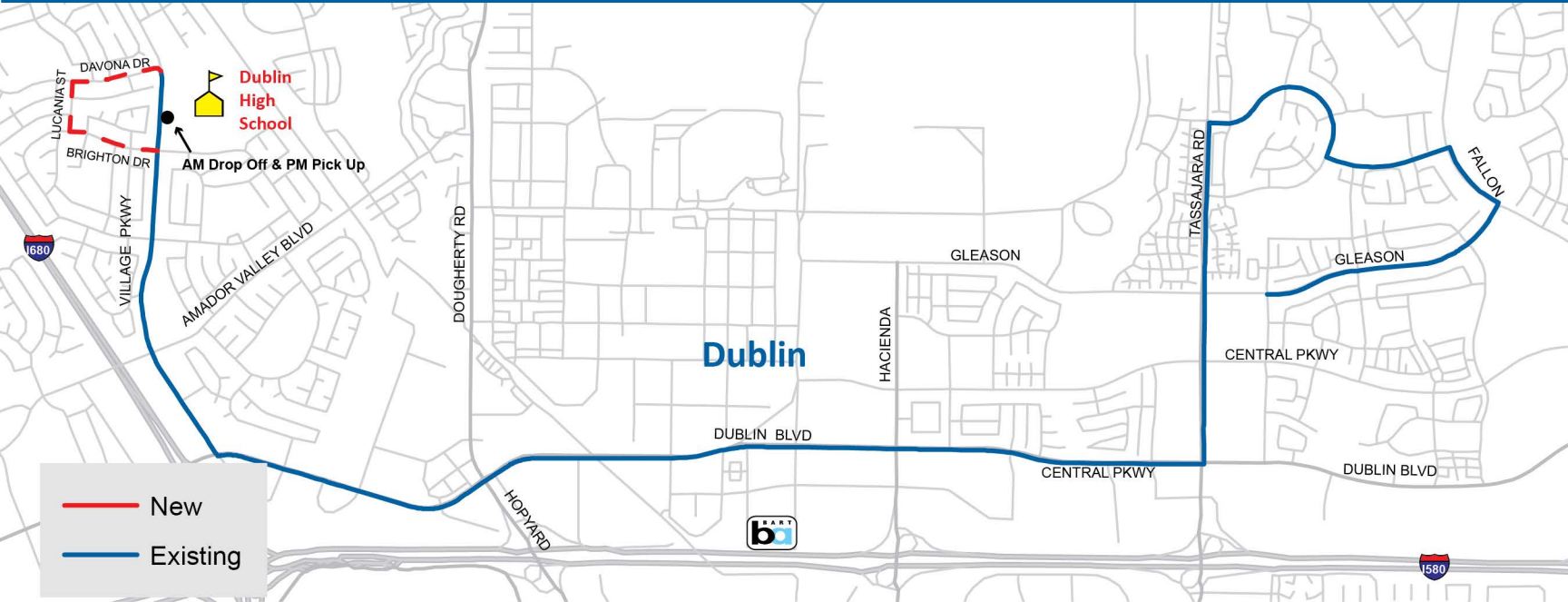
Route 501 Modification



Route 502 Modification



Route 504 Modification



Route 602 Modification

