

**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Recommended Fall 2017 Service Changes

FROM: Christy Wegener, Director of Planning and Operations

DATE: May 3, 2017

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**Action Requested**

None – Information Only

**Background**

Included is a summary of the recommended fall 2017 Wheels bus service changes, which include both route and schedule adjustments.

**Discussion**

The Comprehensive Operational Analysis (COA) study for the Wheels fixed-route service was completed last spring. The LAVTA Board of Directors 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. 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/transfers, and some of those could be addressed within a shorter time frame. 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

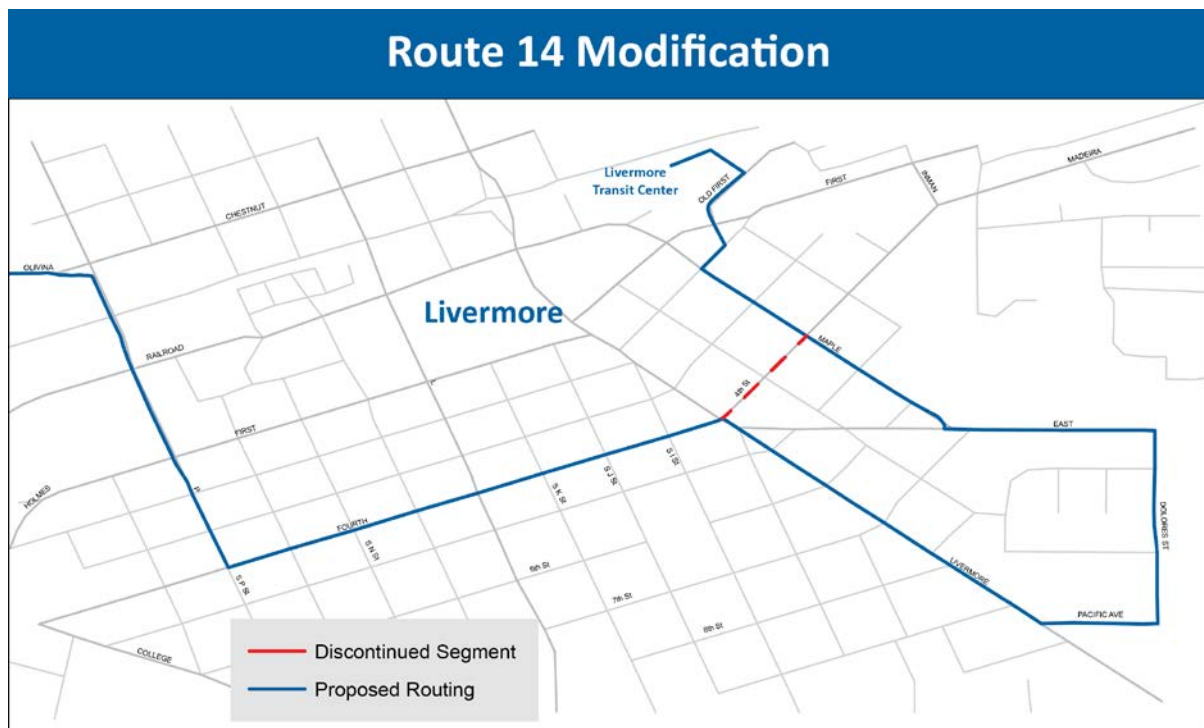
Staff presented a draft list of potential service changes to the LAVTA Board at their April Board meeting, and the Board directed staff to publish the list of potential changes and to solicit public feedback. During the month of April, staff collected public feedback on the potential route and schedule changes. Staff solicited feedback by posting notices on the buses (English and Spanish), sent notices to Dublin High School and Foothill High School, posted on Nextdoor and Facebook, and posted notices at key locations throughout the service area. A total of 23 comments were received.

The following is the list of recommended changes presented to the Board for consideration and approval at their May 1<sup>st</sup> meeting:

### Route and Schedule Recommendations

Staff is planning to develop revised schedules on the majority of Wheels mainline bus routes that will be implemented this coming fall. These modifications would be cost-neutral. Nearly every Wheels fixed route will see a schedule adjustment in August 2017. This will allow for better connectivity between buses and BART.

Route 14: Staff is recommending a permanent modification to Route 14 as shown below:



The frequency of Route 14 would be modified to operate every 30/45 minutes during peak times on weekdays, and every 45/60 minutes midday/evenings. The weekend schedule would not change.

Dublin High School Tripper Routes (501, 502, 504): Staff is recommending modification to the pickup location for routes 501, 502 and 504 to the school side of Village Parkway. Additionally, Route 501 is recommended to operate as an express route from Hacienda direct to Dublin High School.

Foothill High School Tripper Route (602): Staff is recommending a slight extension of Route 602 in the AM only to respond to requests for service. No other changes are recommended.

Route 1: One additional route change to be implemented in fall 2017 is an adjustment of Route 1 to serve the new East County Hall of Justice (ECHOJ), which will open officially on July 1. The Route 1 service change was approved by the LAVTA Board in February 2017 and includes the extension of Route 1 into the ECHOJ and an increase in midday frequency to every 30-minutes all day.

During the WAAC meeting, staff will provide an oral update to the WAAC on the Board action taken at the May 1<sup>st</sup> meeting.

**Action Requested**

None – Information Only