

## STAFF REPORT

SUBJECT: Six-Month Ridership Trend Update

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### Action Requested

This is an informational item.

### Background

The Wheels-in-Motion (WiM) service changes, implemented on March 23, 2024, were developed in response to community feedback gathered through a robust outreach effort, and were triggered due to a change in the BART Blue Line train frequency. The WiM adjustments aligned Wheels service frequencies with the post-pandemic BART schedule, ensuring better connectivity, and expanded service coverage to reach more areas within the community. Importantly, the changes were designed to be cost-neutral, maintaining the current budget while improving service.

### Six-Month Trend Analysis

This analysis evaluates ridership performance one year after the implementation of the Wheels-in-Motion (WiM) service changes, with a focus on the six-month trend between November 2024 and April 2025. Pre-existing routes are assessed year-on-year (YoY) by comparing April 2025 metrics—total ridership, average weekday boardings, and boardings per service hour—with April 2024 data. Analyzing these three metrics helps gauge both overall ridership demand and route productivity.

Newly introduced or restored routes are evaluated based on April 2025 ridership numbers and their growth trajectory since last November, 2024. Additionally, April 2019 ridership data is included to provide context on ridership recovery compared to pre-pandemic levels.

Pre-existing routes. A key question following the WiM changes was whether slightly reducing the frequency of the trunk lines 10R and 30R—from every 15 minutes to every 20 minutes—would impact ridership. The assumption was that riders would adapt to the new schedule, as it better aligned with post-pandemic BART frequencies. This was indeed the case at the first eval last October, 2024, when year-on-year (YoY) numbers indicated that ridership was indeed not lost because of this adjustment, but rather continued their upward

post-pandemic trend: the 10R boardings were up by ~11%, and the 30R boardings were up by ~16% during this time.

At this checkpoint of April 2025, the YoY trend for the trunk lines is a more mixed picture: the 30R gave up some of its gains, while the 10R continue to climb – albeit at a slower pace than prior.

The other routes that received frequency adjustments last year (mostly from 30 minutes to 40 minutes, and unchanged hourly service midday) were up ~4% YoY on average at the last six-month check last October. These include routes 1, 3, 8, and 14; route 15 received a 20-minute peak frequency. In April 2025, however (with the exception of Route 1), these were all in negative territory – down an average of 8%. The boardings per service hour followed a similar trend.

The table below shows the individual route trends.

*Table 1 – YoY monthly ridership for existing routes that received frequency adjustments.*

TREND - EXISTING ROUTES THAT RECEIVED FREQUENCY ADJUSTMENTS					
Route		Boardings Apr '19	Boardings Apr '24	Boardings Apr '25	YoY Change
1	Central Dublin	2,148	959	2,200	129%
3	Stoneridge	3,216	1,884	1,537	-18%
8	Hopyard	4,716	3,669	3,476	-5%
10R	Intermunicipal	35,040	25,225	26,183	4%
14	Intermunicipal	9,159	9,059	8,406	-7%
15	Springtown	9,640	9,108	8,961	-2%
30R	Intermunicipal	44,959	33,422	29,817	-11%

*Table 2- Average Weekday Boardings for existing routes that received frequency adjustments.*

AVERAGE WEEKDAY BOARDINGS ON EXISTING ROUTES THAT RECEIVED FREQUENCY ADJUSTMENTS				
Route		Apr '24	Apr '25	Change
1	Central Dublin	36	48	33%
3	Stoneridge	68	56	-18%
8	Hopyard	140	137	-2%
10R	Intermunicipal	978	1,020	4%
14	Intermunicipal	343	312	-9%
15	Springtown	365	351	-4%
30R	Intermunicipal	1,347	1,226	-9%

Table 3 - Weekdays BVSH for existing routes that received frequency adjustments.

WEEKDAY BOARDINGS PER SERVICE HOUR ON EXISTING ROUTES THAT RECEIVED FREQUENCY ADJUSTMENTS				
Route		Apr '24	Apr '25	Change
1	Central Dublin	4.4	5.5	25%
3	Stoneridge	3.9	3.2	-18%
8	Hopyard	6.1	5.9	-3%
10R	Intermunicipal	12.2	12.8	5%
14	Intermunicipal	11.7	10.7	-9%
15	Springtown	11.4	11.0	-4%
30R	Intermunicipal	13.4	12.0	-10%

New / restored routes. This group, which comprises routes 2, 4, 11, 18, and 580X, have now operated for a full year. The expectations of those routes are different than the trunk lines, given their primary role to provide coverage in previously underserved areas, as well as acting as feeders to the main trunk lines.

That said, their trend over the past six months presents a mixed picture: as shown in the table below, routes 2 and 11 did not continue an upward trend, while routes 4, 18, and 580X continued to build ridership. (When looking at average weekday boardings vs. the month-totals, the picture is a little bit different; this is due primarily to having had fewer weekdays (and school days) overall in November compared with April.)

Table 4 - Year-on-Year monthly ridership for new/restored routes

TREND - NEW / RESTORED ROUTES				
Route		Boardings Nov '24	Boardings Apr '25	Change
2	East Dublin	1,274	958	-25%
4	West Dublin	1,014	1,240	22%
11	Greenville Rd	102	97	-5%
18	Granada	444	514	16%
580X	Express	327	351	7%

Table 5 – Average Weekday Boardings for new/restored routes.

AVERAGE WEEKDAY BOARDINGS ON NEW / RESTORED ROUTES				
Route		Nov '24	Apr '25	Change
2	East Dublin	39	43	10%
4	West Dublin	41	49	20%
11	Greenville Rd	5	4	-20%
18	Granada	23	23	0%
580X	Express	17	16	-6%

Table 6 - Weekdays BVSH for new/restored routes.

WEEKDAY BOARDINGS PER SERVICE HOUR ON NEW / RESTORED ROUTES				
Route		Nov '24	Apr '25	Change
2	East Dublin	7.7	8.5	10%
4	West Dublin	3.4	4.0	18%
11	Greenville Rd	1.6	1.3	-19%
18	Granada	3.7	3.7	0%
580X	Express	2.9	2.7	-7%

Systemwide. The total number of boardings across all Wheels mainline (excluding the supplemental school routes) in April 2025 was 87,499. This represents a decrease of 2.4% over the same month of last year. As discussed in the last few monthly ED reports, the general post-pandemic recovery appears to have leveled off. This is something that seems to be occurring at some of LAVTA's peer agencies as well, and there may be macro factors at work that are potentially affecting short-term ridership trends across the region.

### Next Steps

Staff will receive the Committee's feedback during the meeting.

### Recommendation

This is an informational item.