

EXECUTIVE DIRECTOR'S REPORT

Projects and Services **August 2025**

August Service Change

On August 9, Wheels implemented a service change across all its local routes to better connect with the new BART Blue Line Schedule. Dubbed The Big Sync, the adjustments focused on improved transferring between inbound and outbound Wheels buses and BART. Additionally, school-focused routes were modified in Dublin and all routes were resynced to updated bell times throughout the Tri-Valley. While there were some minor hiccups, the service change was overall executed successfully. Staff are closely monitoring ridership and on-time performance post-service change.

Route 501 – Public Hearing

For approximately 2 years LAVTA operated a late afternoon trip on Route 501 that departed Dublin High School around 445p. This trip was put into the schedule to offer another option to students who were unable to get on the earlier bus due to crowding, or who wanted to stay on campus later. Unfortunately, ridership never materialized on the late afternoon trip (often carried zero passengers) and since the opening of Emerald High School, Route 501 ridership has dropped substantially. Accordingly, LAVTA staff have removed this trip from the 501 schedule effective with the start of school, however, LAVTA's major service change policy requires that this change be taken through a public hearing process and to the Board for action within 6 months of the change. Staff will return to the Committee and Board in October with a recommendation to set the public hearing for November, and consider approving the change in December.

Upcoming Fixed Route and Paratransit Customer Satisfaction Surveys:

In FY26, LAVTA will conduct its biannual fixed route and customer satisfaction surveys. The surveys are designed to gather input from LAVTA customers on the perceptions of Wheels fixed route and paratransit service, including scores for service quality, reliability, safety and cleanliness, and driver courtesy. Demographic information and trip purpose questions are also included. The fixed route survey will be conducted onboard all local, express and Rapid buses this fall; the paratransit survey is conducted over the phone and will be complete in the early New Year. Staff will return to the Committee with the survey results once complete and compiled.

Downtown Pleasanton Bus Service Plan

Staff are working on a mini-RFP for consultant support to conduct technical analysis and public outreach related to modifications to the 10R in Downtown Pleasanton. The consultant will analyze ridership and operational data related to the 10R performance in downtown Pleasanton, develop routing alternatives for the 10R and possibly route 8, and facilitate public outreach to gather input on the route alternatives. The consultant team will work with the LAVTA Ad Hoc Committee, LAVTA staff and the City of Pleasanton staff on a recommendation which will be

presented to the Projects and Services Committee in late winter 2026. Staff will be looking to implement the recommendations in summer 2026.

Go Tri-Valley Subsidy Reduction:

On August 1, the Go Tri-Valley subsidy was reduced from \$5 to \$4. Communication was sent out via the TNC partner applications to those Go Tri-Valley users who have been actively using the discount in the past 6-months. No complaints have been received.