

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

JEAN JOSEY – CHAIR
CRAIG EICHER

EVAN BRANNING – VICE CHAIR
DAVID HAUBERT

DATE: November 24, 2025

PLACE: LAVTA Offices, Diana Lauterbach Room,
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00 p.m.

TELECONFERENCE LOCATIONS

Scott Haggerty Heritage House
4501 Pleasanton Avenue
Pleasanton CA. 94566

Agenda Questions: Please call the Front Desk at (925) 455-7555 or send an email to frontdesk@lavta.org

Documents received after publication of the Agenda and considered by the Projects and Services Committee in its deliberation will be available for inspection only via electronic document transfer, due to the COVID-19 outbreak. See the COVID-19 provisions outlined below. Please call or email the Executive Director during normal business hours if you require access to any such documents.

MEETING PROCEDURE

This Projects and Service Committee meeting will be conducted in person and on the web-video communication platform, Zoom. In order to view and/or participate in this meeting remotely, members of the public will need to download Zoom from its website, www.zoom.us.

We encourage members of the public to access the meeting online using the web-video communication application, Zoom. Zoom participants will have the opportunity to speak during Public Comment. It is recommended that anyone wishing to participate in the meeting remotely complete the download process before the start of the meeting.

Public comments will also be accepted via email until 1:00 p.m. on Monday, November 24, 2025 at frontdesk@lavta.org. Please include “Public Comment – “11/24/2025” and the agenda item in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

There will be zero tolerance for any person addressing the Committee making profane, offensive and disruptive remarks, or engaging in loud, boisterous, or other disorderly conduct, that disrupts the orderly conduct of the public meeting.

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- From a PC, Mac, iPad, iPhone or Android device click the link below:
<https://zoom.us/j/85868238171>
Passcode: PS1362Mtg
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To submit written comments:

- Provide public written comments prior to the meeting by email, to
frontdesk@lavta.org

If you are submitting public comment via email, please do so by 1:00 p.m. on Monday, November 11, 2025 to frontdesk@lavta.org. Please include “Public Comment – “11/24/2025” and the agenda item to which your comment applies in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

LAVTA PROJECTS & SERVICES COMMITTEE MEETING
AGENDA
NOVEMBER 24, 2025

1. Call to Order and Pledge of Allegiance

2. Roll Call of Members

3. Meeting Open to Public

- Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
- Public comments should not exceed three (3) minutes.
- Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.

4. Minutes of the September 22, 2025 Meeting of the P&S Committee

Recommendation: Approval

5. Minutes of the October 27, 2025 Meeting of the P&S Committee

Recommendation: Approval

6. Route 501 – Final Service Recommendation

Recommendation: Recommend that the Board of Directors approve Resolution 31-2025, authorizing the permanent reduction in Route 501 service.

7. FY26 Fare Increase Recommendation

Recommendation: Forward the FY26 Fare Increase Recommendation and Resolution 32-2025 to the Board of Directors for approval.

8. FY26 Fixed Route Customer Satisfaction Survey Results

Recommendation: This is an informational item.

9. Dublin High Scheduling Update

Recommendation: This is an informational item.

10. Next Meeting Date is Scheduled for: December 22, 2025

11. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

<u>/s/ Michelle Kumar</u>	<u>11/21/2025</u>
<u>LAVTA Administrative Services Department</u>	<u>Date</u>

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*Executive Director
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email: frontdesk@lavta.org*

**MINUTES OF THE SEPTEMBER 22, 2025
LAVTA PRJOECTS AND SERVICES COMMITTEE MEETING**

COMMITTEE MEMBERS

**JEAN JOSEY – CHAIR
CRAIG EICHER**

**EVAN BRANNING – VICE CHAIR
DAVID HAUBERT**

MINUTES

1. Call to Order and Pledge of Allegiance

Meeting called to order 4:01pm

2. Roll Call of Members

Members Present

Jean Josey – City of Dublin

David Haubert – County of Alameda

Evan Branning – City of Livermore

Craig Eicher – City of Pleasanton

3. Meeting Open to Public

No public comments received online, or in person.

4. Minutes of the August 25, 2025 Meeting of the P&S Committee.

Approved

No public comments received online, or in person.

Motion/Second: Branning/Haubert

Aye: Josey/Haubert/Eicher/Branning

No: None

Abstain: None

Absent: None

5. Draft FY26 Fare Increase Proposal

Staff presented the draft fare increase proposal to the Committee which included a recommendation to advertise a base fare of \$2.25 for the public hearing.

Director Branning inquired about whether we could advertise two different fares instead of one.

Chair Josey expressed support for advertising a larger fare increase for the public hearing. Chair Josey indicated this would allow the Board to implement a larger increase at one time, or phase in over two parts. Chair Josey expressed a desire to advertise a fare of \$2.50.

The committee discussed the merits of a higher fare increase. Ultimately the committee expressed interest in obtaining feedback on a larger fare increase which would potentially generate more fare revenue, and public feedback would be beneficial in determining that increase.

The committee acted to modify staff's recommendation and recommend that the Board advertise a higher fare of \$2.50 and open the public comment period and set the public hearing for November 3, 2025.

No public comments received online, or in person.

Motion/Second: Eicher/Haubert
Aye: Josey/Haubert/Eicher/Branning
No: None
Abstain: None
Absent: None

6. Route 501 – Public Hearing

Staff presented the item. The committee recommended that the Board of Directors set a public hearing for November 3, 2025 to hear public comments regarding the reduction of service on Route 501.

No public comments received online, or in person.

Motion/Second: Haubert/Branning
Aye: Josey/Haubert/Eicher/Branning
No: None
Abstain: None
Absent: None

7. Scheduled Bus Arrival Times at Dublin High School

This was an informational item, presented by LAVTA staff Cyrus Sheik and Mike Tobin to respond to Chair Josey's request from the August meeting. The committee discussed if the changes in schedule would improve on time performance. They also want more information on early arrival and current traffic times. Staff agreed to return to the committee in October.

No public comments received online, or in person.

8. 2025 Summer Youth Ride Free Promotion Recap

This was an informational item presented by LAVTA staff Dave Mark. The 2025 Summer Youth Ride Free promotion boosted ridership by 248% over 2023 and increased website traffic, with a minor \$4,227 fare revenue loss. Staff plan to continue the program in 2026.

9. Matters Initiated by Committee Members

Director Eicher brought up the idea of advertising in theatres.

10. Next Meeting Date is Scheduled for: October 27, 2025

11. Adjourn

Meeting adjourned at 4:56pm.

MINUTES OF THE OCTOBER 27,2025
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

COMMITTEE MEMBERS

JEAN JOSEY – CHAIR
CRAIG EICHER

EVAN BRANNING – VICE CHAIR
DAVID HAUBERT

1. Call to Order and Pledge of Allegiance

Meeting called to order 4:00

2. Roll Call of Members

Members Present

Jean Josey – City of Dublin

Evan Branning – City of Livermore

Members Absent

Craig Eicher – City of Pleasanton

David Haubert – County of Alameda

3. Meeting Open to Public

No public comments received online, or in person.

4. Minutes of the September 22, 2025 Meeting of the P&S Committee.

Quorum was not met hence no action was taken. The item was deferred to the next meeting.

5. Scheduled Arrivals at Dublin High Follow Up

Staff provided an informational update; no action was required.

The Committee discussed the informational update and provided feedback to staff, including potentially adjusting Pleasanton tripper routes to reduce early pickups for Dublin students and improve ridership. Chair Josey recommended prioritizing Route 503 and exploring alignment between Pleasanton High and Middle School schedules without adding buses. Staff will review options for spring adjustments and report back with recommendations for the next school semester.

6. Business Outreach Program Overview

Staff provided as an informational update; no action was required.

Committee members were briefed on the Business Program Outreach in Hacienda Business Park.

Suggestions included transitioning Hacienda from a “flash” pass to Clipper Bay Pass, which is the all-agency transit pass sold by MTC. Committee Members noted opportunities for marketing with retail developments along Dublin Blvd as well as to industrial areas in east Livermore. Staff were commended for ongoing outreach and encouraged to continue targeted marketing to boost ridership.

7. Matters Initiated by Committee Members

Vice Chair Branning requested that staff return to the Committee with a plan to serve the Isabel Neighborhood Development in Livermore.

8. Next Meeting Date is Scheduled for: November 24, 2025

9. Adjourn

Meeting adjourned at 4:33

STAFF REPORT

SUBJECT: Route 501 – Final Service Recommendation

FROM: Michael Tobin, Director of Operations & Planning

DATE: November 24, 2025

Action Requested

Request that the Board of Directors approve Resolution 31-2025, authorizing a permanent reduction in Route 501 service.

Background and Discussion

Dublin High School has historically been served by supplemental school routes 501–504. Route 501 specifically serves the Positano, Silvera Ranch, and Dublin Ranch neighborhoods. In August 2024, Emerald High School opened, and students began transitioning from Dublin High School to the new campus. To support this transition, LAVTA introduced Route 201, a dedicated service for Emerald High School students in the Positano and Dublin Ranch neighborhoods.

The Dublin Unified School District projects Emerald High School enrollment to reach 1,765 students in the 2025/26 school year. As a result of this shift, ridership on Route 501 has declined by 62% year-over-year. In anticipation of these reductions in demand, staff correspondingly reduced the number of buses assigned to Route 501 from five to two beginning with the start of the 2025/26 school year on August 12, 2025. Additionally, staff removed the late afternoon trip that operated at 4:25pm due to low ridership in FY25 and FY24; the late trip was put into place in 2023 due to excessive loads on Route 501.

LAVTA's Title VI and Major Service Change Policy mandates that a public hearing be held if there is a twenty-five percent (25%) or more reduction of the number of daily transit revenue vehicles of a route; i.e., the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route.

In accordance with the Title VI policy, the reduction in vehicles from 5 to 2 buses on Route 501 necessitated a public comment period and a public hearing, which was held on November 3. No public comments were received during the public hearing and no comments were submitted during the public comment period.

Recommendation

Recommend that the Board of Directors approve Resolution 31-2025, authorizing the permanent reduction in Route 501 service.

Attachments

1. Resolution 31-2025

RESOLUTION NO. 31-2025

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY AUTHORIZING
THE EXECUTIVE DIRECTOR TO FORMALIZE A PERMANENT REDUCTION IN
ROUTE 501 SERVICE**

WHEREAS, Dublin High School has historically been served by supplemental school routes 501–504, with Route 501 specifically serving the Positano, Silvera Ranch, and Dublin Ranch neighborhoods; and

WHEREAS, in August 2025, Emerald High School opened to Juniors living in East Dublin, further reducing the number of students traveling to Dublin High School from East Dublin; and

WHEREAS, as a result of this shift, ridership on Route 501 has declined by 62% year-over-year; and

WHEREAS, in anticipation of these reductions in demand, staff correspondingly reduced the number of buses assigned to Route 501 from five to two beginning with the start of the 2025/26 school year on August 12, 2025; and

WHEREAS, the Board opened the public comment period on October 6, 2025 and held a public hearing on November 3, 2025 in order to receive public comments about the service reduction on Route 501; and

WHEREAS, no public comments were received about the service reduction.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Livermore Amador Valley Transit Authority that the Board authorizes the formalization of the service reduction on Route 501.

PASSED AND ADOPTED THIS 1st DAY OF DECEMBER 2025.

Julie Testa, Chair

ATTEST

Christy Wegener, Executive Director

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: FY26 Fare Increase Recommendation

FROM: Christy Wegener, Executive Director

DATE: November 24, 2025

Action Requested

Forward the FY26 Fare Increase Recommendation and Resolution 32-2025 to the Board of Directors for approval.

Background and Discussion

Since August, LAVTA has been studying a fare increase for its Wheels fixed route and paratransit services to help address a structural budget deficit. At its October meeting, the Board took action to open the public comment period and set the public hearing date for November 3, 2025 to hear comments on a potential FY26 fare increase. The staff report from October 6, 2025 is included as Attachment 1.

The public comment period has now closed and staff are now returning to the Committee with a recommendation for a FY26 fare increase.

Public Comments Received

Six comments were submitted online during the comment period, and one commenter provided comment during the November 3 public hearing. Additional comments were captured during the November 5, 2025 Tri-Valley Accessible Advisory Committee (TAAC) meeting. A full list of comments is included as Attachment 2.

Based on the comments received, staff recommends approval of the following fare increases:

	Regular Single Ride	Regular Day Pass	Regular Monthly Pass	Senior/ADA Single Ride	Senior/ADA Day Pass	Senior/ADA Monthly Pass	Youth Fare (Clipper)
Current Fare	\$2.00	\$3.75	\$60	\$1.00	\$1.75	\$22	\$1.60
Final Rec.	\$2.50	\$4.00	\$70	\$1.25	\$2.00	\$25	\$2.25

	Paratransit
Current	\$3.75
Final Rec.	\$4.00

Day Pass

Staff recommends increasing the price of the Day Pass to \$4.00. Technically, this will only be applicable to the cash price as the Clipper Day Pass price (\$3.75) is jointly set by the East Bay Operator Group, which includes County Connection, WestCat, Tri Delta Transit and LAVTA. When the region fully transitions to Clipper 2 in Spring 2026, LAVTA will have additional flexibility to set its own Day Pass price in Clipper; however, doing so would mean LAVTA would no longer be able to participate in the East Bay Operator Group shared pass. Once additional transfer data becomes available from the Clipper 2 system, staff can make a recommendation to the Board about remaining in the East Bay Operator Group for the shared Day Pass product on Clipper, or setting the price for a LAVTA-only Clipper Day Pass.

Age of the Senior Discount

At the October Board meeting, staff were directed to follow up on a request to lower the age one is eligible for a senior discount from the current age of 65 years to 62 years or younger (55 years). While LAVTA *does* have the ability to lower the senior age for applicable senior discounts on Wheels-only services, staff does not recommend doing so primarily due to the age required for the Senior Clipper card.

Senior Clipper cards are available to seniors aged 65 years and older; Senior Clipper cards unlock 50% or greater discounts throughout the Bay Area's transit systems. If LAVTA were to modify the senior age for Wheels-only services, it would only be applicable on cash products only. Senior Clipper cards would not offer the fare discount to anyone under 65 years old, potentially leading to passenger and operator confusion, as well as a reduction in Clipper card use. It would also put LAVTA out of alignment with the region for age-related fare discounts, which is something the region has been working to align over the last several years.

Title VI Considerations

Any fare increases are required to follow LAVTA's Title VI and Public Hearing Policy. During the public comment and review period, LAVTA published notices regarding the nature of the proposed changes and the public comment process in The Valley Times legal classifieds zone of the East Bay Times in English, Spanish, and Mandarin (Simplified) Chinese. Staff also solicited multi-lingual passenger input via the following channels: signage on all buses, postings at the Livermore Transit Center and at Wheels headquarters, dedicated landing pages on the wheelsbus.com website, and posts across all social media channels. An online form hosted at wheelsbus.com was also available for feedback.

LAVTA presented the proposal to the TAAC at their November 5, 2025 meeting.

Next Steps

If approved by the Committee and subsequently approved by the Board, staff will work to implement the fare changes on April 1, 2026.

Recommendation

Forward the FY26 Fare Increase Recommendation and Resolution 32-2025 to the Board of Directors for Approval.

Attachments

1. October 6, 2025 Public Hearing Staff Report
2. FY26 Fare Increase Public Comments Received
3. Fare Increase Approval Resolution 32-2025

FY26 Fare Increase Proposal

Fare Category	Current	Fare Proposed
Regular Single Ride	\$2.00	Up to \$2.50
Regular Day Pass	\$3.75	Up to \$4.50
Regular Monthly Pass	\$60.00	Up to \$75.00
Senior/ADA Single Ride	\$1.00	Up to \$1.25
Senior/ADA Day Pass	\$1.75	Up to \$2.25
Senior/ADA Monthly Pass	\$22	Up to \$27.00
Youth (Clipper)	\$1.60	Up to \$2.25
Paratransit	\$3.75	Up to \$4.50

Public Comments Received

Date	Name	Comment	Notes
10/23/2025	Anonymous	The maximum fares proposed are reasonable if that's what it takes to maintain current service levels. Many agencies already have fares at or slightly higher than these levels as a matter of survival. I would suggest the fares be made consistent to agree with the neighboring operators like County Connection. They and other agencies have a \$2.50 cash rate with a 25 or 50 cent discount for Clipper. And honor each others' transfers on Clipper without a surcharge.	Submitted through web form
10/23/2025	Anonymous	With how bad the economy is right now for the common man, this will only make it harder for those struggling to get by to get around.	Submitted through web form
10/24/2025	Anonymous	I depend on the 30R bus daily so would hate to see it affected by budget cuts. The 2.50 fare is ok if that's what it takes to keep the current service going. The \$75 is a bit high for a monthly pass. Maybe \$70, or earn a monthly pass on clipper after a certain # of rides within 30 days. Also, drivers should stop allowing free "courtesy" rides. It's unfair to us hardworking folks who pay our fair share. The repeat offenders who truly can't afford the fares or passes should be encouraged to apply for a Clipper Start card instead of hurting your business.	Submitted through web form
10/30/2025	Anonymous	I depend on the 30R bus to get around. The proposed fares are fair if that's what it takes to keep the service going.	Submitted through web form
10/30/2025	Anonymous	The bus only comes once an hour where I am so I would hate to see it cut out completely. The fare increase is ok as long as the money is well spent to avoid losing service.	Submitted through web form
11/3/2025	Elaine Allen	Subject: Protest Regarding Recent proposed Ride I am writing to formally express my concern and opposition to the r increasing in ride fare. While I understand that operating costs may rise over time, this fare increase places an unfair and unnecessary financial burden	Submitted through web form

		on regular riders, particularly those who rely on this service as their primary means of transportation. Many of us depend on Wheels Paratransit for essential travel—to work, medical appointments, grocery stores, and other vital destinations. For individuals on fixed or limited incomes, this fare hike makes it even more difficult to meet basic daily needs. I respectfully urge to reconsider this decision and explore alternative ways to manage costs—such as operational efficiency improvements, grant funding, or community partnerships—without increasing fares for the riders who can least afford it. Public transportation should remain accessible and affordable to all members of the community. I sincerely hope that you will review the impact of this fare increase and take immediate steps to reduce or reverse a fare increase. Thank you for your attention to this matter. I look forward to your response and to seeing a fair solution that prioritizes the needs of the riders you serve. Sincerely, Elaine Allen	
11/3/2025	Elaine Allen	I am writing to express my strong concern and opposition to the recent fare increase for the [Paratransit / PEX / Wheels service]. While I understand that costs can rise, this increase is coming at a time when service quality has declined and many riders are already struggling financially. Before raising fares, I believe attention should be given to improving operational efficiency. For example, drivers are frequently late, and riders often face up to two-hour waits to be picked up or dropped off. This results in missed medical appointments — and in some cases, being charged as much as \$50 for a missed doctor’s visit due to no fault of our own.	Submitted through web form

		Additionally, some reservation staff are unprofessional and argumentative. Incorrect trip information is sometimes booked, and this makes it stressful and discouraging to even call for a ride. There are also inefficiencies in scheduling: my friend and I have often been placed on two separate vans even though we're going to the same location, which wastes time and resources when we could easily ride together on one larger vehicle. For those of us with mobility challenges, reliable transportation is essential. The PEX program initially seemed like a great solution for same-day rides, but it's disappointing to find that DeSoto Cabs often cannot provide service because the only wheelchair-accessible van is broken down — with no clear repair date. Similarly, Uber WAV rides are frequently unavailable, leaving riders stranded after long waits. To make matters worse, the ongoing government shutdown means that many individuals are without cash or food assistance. This is a difficult and uncertain time for many in our community. It would be far more compassionate and practical to suspend fares temporarily — as was done during the pandemic — and to consider implementing a voucher program for low-income riders similar to the one offered for the regular Wheels bus service. I am grateful for the transportation services provided through Wheels Paratransit, but now is not the time to raise fares when so many aspects of the service need improvement and when so many riders are struggling. I respectfully ask that the fare increase be reconsidered until service reliability improves and the economic situation stabilizes. Thank you for your attention and understanding. I hope you will take these concerns seriously and work with the community to make the service fair, accessible, and dependable for everyone. Sincerely, Elaine Allen	
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11/3/2025	Elaine Allen	OK, I have it took me long enough to just get into the meeting because the information that was on the website was it was it was not correct. And so basically my whole spill is basically that the service that you guys offer as far as the wheels paratransit is inefficient and it should be upgraded to where it's running better before I believe that any funds should be fare should be increased. The buses are always late. You missed your doctor's appointment and then the doctor's office want to charge you \$50.00 because you get to your appointment late. And it's not even my fault that I get there late. And then the PEX program and the like, the total cab, you think you're going to get a ride from them and they only have one wheel accessible van which basically never is running. And the same thing with Uber you'll, you'll book an appointment with them and they never pick you up. They'll cancel the appointment seeing no vans are available. And so at this time with everything that's going on with the government and it's being shut down, people not getting a SNAP benefits in their calworks. And like for myself, I'm on Social Security disability and my income is only like \$1200 a month. And a lot of my income goes towards riding the vans. And so I just, you know, would prefer if you guys would give us a break and not increase the amount and maybe even do like you did when the pandemic came and let us ride for free for a while. Because I don't know what I'm going to do at this point because my aunts are not meeting as it is. I was trying to find other like a voucher program, you know, for us to be able to ride the vans. You have it for the regular route, but you have nothing for a paratransit. And I'm finished.	Comment submitted during BOD public hearing
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11/5/2025	Sue Tuite	Question on the Dial-A-Ride. Why are we going to \$4.50 when it should stay \$3.75. I am just wondering because half of us in here are disabled and on budgets and I don't get why. Safeway is selling Dial-A-Ride. tickets two books for \$75, and we are on tight budgets. I don't get why this is happening.	Comment submitted during TAAC meeting*
	Carmen Rivera-Hendrickson	We need to do more community outreach. Our incomes are very minimum. In Oakland Dial-A-Ride roundtrip is \$10 and ours would be \$9, but do we need to get that high. A lot of people I know don't use Dial-A-Ride. If you are increasing something, we need to know how many people are really using Dial-A-Ride.	Comment submitted during TAAC meeting*
	Jeff Jacobsen	I wanted to add we are all concerned with our budgets and on Social Security.	Comment submitted during TAAC meeting*
	Andrea Renzulli	I echo Carmen's request for more outreach, maybe at the Senior Centers in Dublin and Pleasanton. I heard the November 7th and wanted to see if we can extend the public comment period.	Comment submitted during TAAC meeting*
	Judith LaMarre	I have hard time with \$3.75 and to go up to \$4.50 is not good.	Comment submitted during TAAC meeting*
	Kathryn Gilbreth	My question is if individuals are experiencing financial hardship and are unable to afford the proposed increase, is there an application for financial assistance or any grants or scholarships that they can apply for or would be eligible for to receive to help kind of subsidize the increase of what they previously paid versus what the proposed amount is?	Comment submitted during TAAC meeting*
	Janeen Rubino-Brumm	My only comment is in light of budgets and government shutdowns and SNAP benefits not being paid, I know this doesn't start till April, if it does start. I'm just worried about the timing because people in and, you know, seniors and	Comment submitted during TAAC meeting*

		adults with disabilities and all, you know, they're already stretched so tight, let alone their SNAP cards might not be getting money on them and I'm just very concerned about the timing of this given what is currently going on in our country.	
	Esther Waltz	Many folks are on small budgets. There should be something to soften the blow for disabled or senior citizens.	Comment submitted during TAAC meeting*
	Herb Hastings	You are literally raising 75 cents for Dial-A-Ride. You are giving fixed route passengers a discount, but you don't give Dial-A-Ride riders anything. Match the single ADA/Senior increase of 25 cents for paratransit.	Comment submitted during TAAC meeting*
	Amy Mauldin	Seeking compromise on price, middle ground.	Comment submitted during TAAC meeting*
*Comments summarized from round table discussion.			

RESOLUTION NO. 32-2025

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AUTHORIZING THE FY26 FARE INCREASE**

WHEREAS, LAVTA is facing a structural budget shortfall beginning in FY26 and expenses are outpacing revenues and needs to explore increasing fare revenues; and

WHEREAS, LAVTA staff explored several fare increase alternatives ranging from a \$0.25 to \$1.00 increase on base fixed route Wheels fares with associated increases in paratransit and pass products, calculating associated ridership and revenue impacts; and

WHEREAS, staff collected feedback from LAVTA Committees on the fare increase scenarios, fare discounts and pass multipliers in developing a FY26 fare increase proposal; and

WHEREAS, staff finalized the fare increase proposal, and has solicited and received public input on the proposed changes as requested by the LAVTA Board of Directors; and

WHEREAS, staff has considered the input received and developed a final FY26 fare increase recommendation that includes several revisions to the original proposal, recommending the following fares:

	Regular Single Ride	Regular Day Pass	Regular Monthly Pass	Senior/ADA Single Ride	Senior/ADA Day Pass	Senior/ADA Monthly Pass	Youth Fare (Clipper)
Final Rec.	\$2.50	\$4.00	\$70	\$1.25	\$2.00	\$25	\$2.25

	Paratransit
Final Rec.	\$4.00

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Livermore Amador Valley Transit Authority that the Board authorizes implementation of the FY26 Fare Increase as described above and in the accompanying staff report, and authorizes staff to implement these changes effective April 2026.

PASSED AND ADOPTED this 1st day of December 2025.

Julie Testa, Chair

ATTEST:

Christy Wegener, Executive Director

STAFF REPORT

SUBJECT: Fixed Route Passenger Satisfaction Survey 2025

FROM: Mike Tobin, Director of Operations
Cyrus Sheik, Senior Transit Planner

DATE: November 24, 2025

Action Requested

This is an informational item.

Background

LAVTA at times conducts an on-board survey to assess passenger satisfaction with respect to product delivery in areas such as bus cleanliness and driver courtesy. Both fixed route as well as paratransit riders are surveyed; this report discusses the results from the fixed route survey. The last corresponding survey effort for fixed-route was carried out in 2023.

Methodology

This year's survey was conducted during the months of September and October of 2025 and was undertaken by the agency's own customer service and administrative staff. The surveyors rode various routes and asked each boarding passenger if they would like to complete a Wheels customer satisfaction survey. Surveyed trips were not technically from a statistically random sample, but strove to be as representative as possible across the Wheels system. Most surveys were conducted either midday or during the afternoon peak, but a handful of morning trips were also surveyed.

The survey questionnaire (Attachment 1) was based on a standard customer service survey LAVTA uses each time, with minor updates, and was provided to passengers in English, Spanish, and Chinese.

Survey Results

The full tally of the 2025 survey results is shown in Attachment 2. A total of 286 valid surveys were received. The core component in the survey is a series of quality-of-service aspects that respondents are asked to grade on a scale of 1-5, such as schedule adherence, cleanliness of buses, and driver courtesy. The remainder of questions address rider loyalty, sources of information, and rider profile such as age and household income. As the 2025 survey was almost identical to ones undertaken in recent years, trend comparisons can be made.

Quality of service: As in years past, respondents gave the Wheels service fairly high marks on the quality-of-service aspects, as indicated by their scoring on a 1-5 scale where 1 is the worst and 5 is the best. From the total set, the service quality aspects were given a 3-point grading or better by 95% of the respondents, a 4-point grading or better by 84%, and a 5-point grading or better by 59% of those surveyed.

These results, summarized below, appear to be indicative of a high degree of customer satisfaction with how the Wheels is delivered overall. The average rating across all quality-of-service scorings was 4.4. This falls within the relatively consistent range of 4.2 to 4.5 seen in corresponding surveys over the past decade.

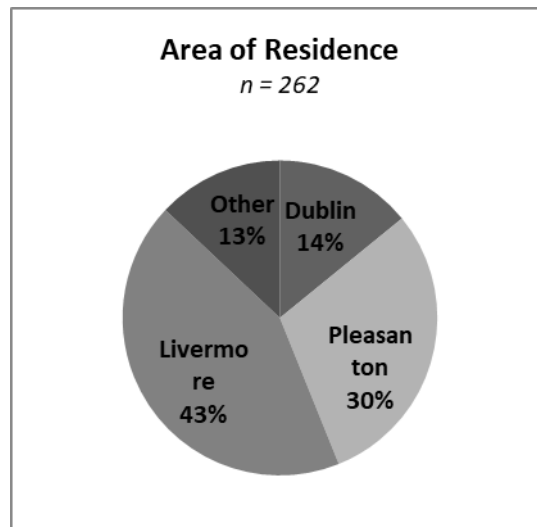
Service quality ratings 2025							
	1	2	3	4	5	Avg Score	2023
Service operates on time	2%	7%	16%	38%	37%	4.0	4.3
Feel safe when riding the bus	1%	1%	7%	23%	69%	4.6	4.6
Drivers are helpful and friendly	2%	2%	9%	18%	69%	4.5	4.6
Route / service information easy to use	2%	3%	11%	21%	62%	4.4	4.4
Buses are clean and well maintained	1%	4%	11%	24%	60%	4.4	4.6
Bus stops clean and well maintained	2%	6%	13%	25%	54%	4.2	4.2
Transit Center is safe and secure	3%	1%	23%	21%	53%	4.2	4.4
Customer service staff friendly and helpful	2%	1%	6%	19%	72%	4.6	4.5
Overall opinion of Wheels service	1%	1%	10%	37%	51%	4.4	4.5
Total						4.4	4.5

The individual areas that were rated the highest (4.6) was regarding feeling safe when riding the bus, and friendliness of the call center, while the lowest (4.0) was in the area of whether services operate on time.

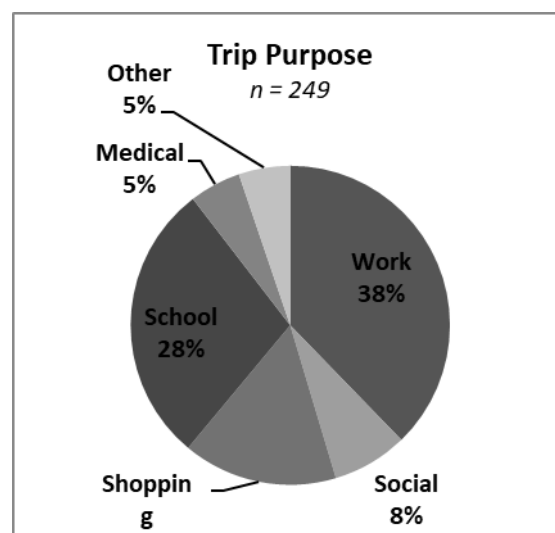
Respondents' General Profile

As previously indicated, the survey also asks a few basic supplemental questions related to rider profile, such as age, household income, and area of residence – keeping in mind that the trips that were surveyed were not technically drawn from a statistically valid random sample of all Wheels riders – as well as a couple of questions related to rider loyalty and about how riders get their route/schedule information.

Area of residence: 87% of survey respondents stated that they live in the Wheels service area. 43% percent stated Livermore as their place of residence, while the corresponding number for Pleasanton was 30%. Only 14% indicated Dublin as their residence. (“n” denotes the number of responses received)

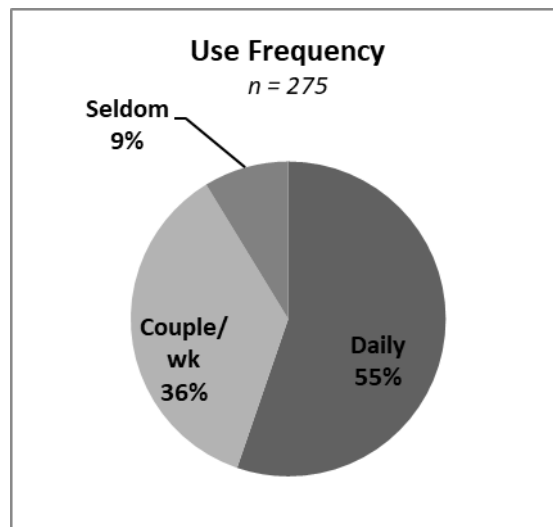


Trip purpose: Not unexpectedly, the most common stated trip purpose was traveling to or from “work” at 38%, followed by “school” at 28%, and “shopping” at 16%. Other categories such as “medical” or “social” were each indicated by 8% or less of respondents.

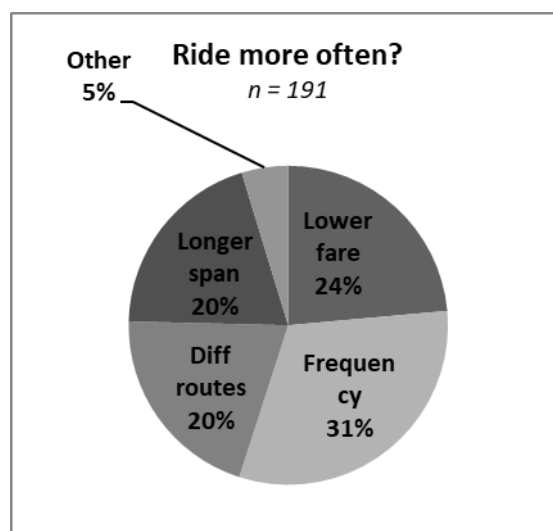


Transfer from another agency: The next question asked whether the respondent was making a transfer between Wheels and another transit provider. A whole 40% stated that they do, with almost all of those indicating “BART”. It should be noted here that Staff takes this response with a grain of salt, as the actual transfer rate as indicated from the farebox and Clipper card numbers are much lower than that.

Frequency of Wheels rides: Respondents were asked how often they use the Wheels service. A small majority, 55%, indicated that they ride “daily or almost daily”, while 36% said that they ride a “couple of times per week. The remaining 9% of those that responded to this question stated that they rode seldom or as a one-off.

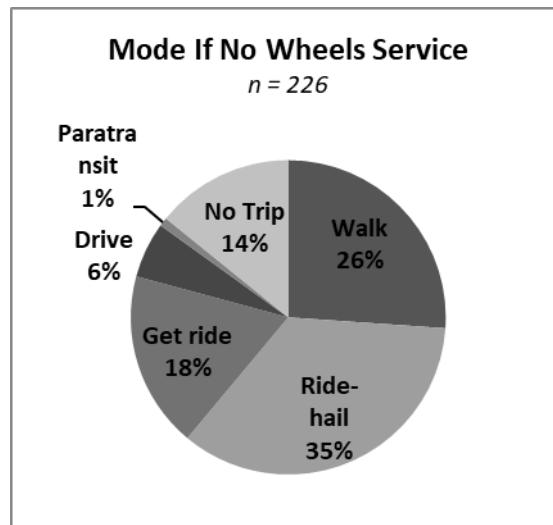


Ride more often? Respondents were offered four different factors that might entice them to ride more often, and asked if any of those would. The responses were fairly evenly distributed among those: The most suggested improvement was “more frequency” (31%), followed by “lower fares” (24%). “Earlier/later buses” (longer span) and “different routes” were prioritized by 20% each.

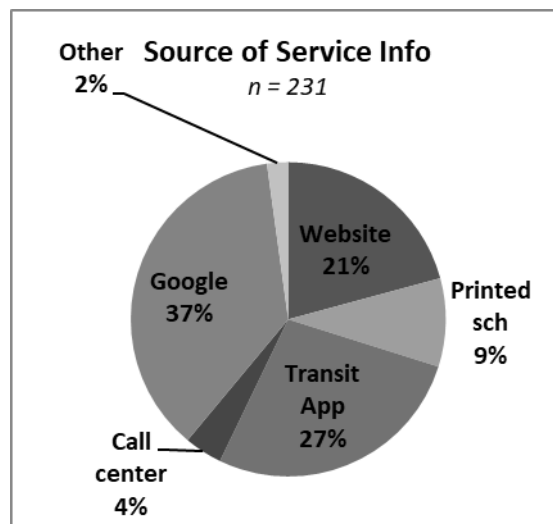


Trip without Wheels: Passengers were asked how they would have made their current trip, if at all, without the bus. Perhaps not unexpectedly, the most common stated alternative was to use a ride-hailing service or taxi (35%), followed by walking or biking (26%), and “get a ride” (18%).

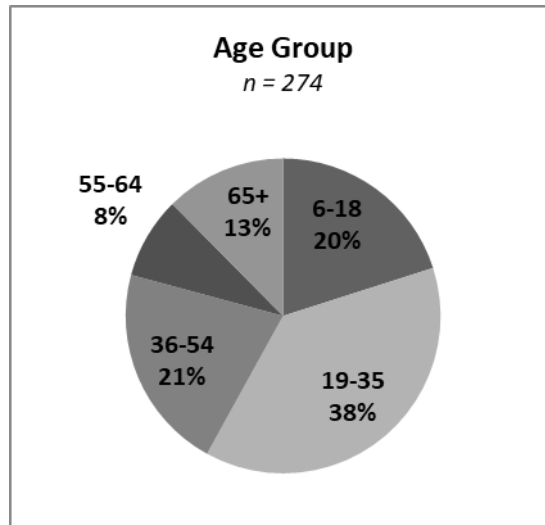
14% of respondents stated that they would not have made the trip at all without the Wheels service, with the remainder stating that they would have driven themselves (6%) or used the Wheels paratransit service (1%).



Source of service information: Patrons were then asked about where they obtain bus schedule- and route information. The most common source stated by responders was “Google/Apple maps” (37%), followed by “Transit App” (27%) and “wheelsbus.com” (21%). Other sources, such as printed schedules or the customer service call center, was mentioned by less than 10% for each.

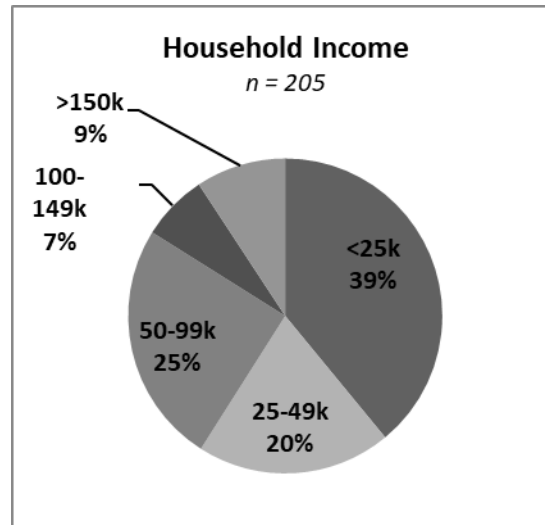


Age: The age distribution of respondents skewed young, with almost two-thirds being of age 35 or younger. The 65+ bracket was a modest 13%, indicating that seniors still constitute a relatively small ridership group for Wheels.



Household size: This question, which hasn't been present in prior surveys, asked respondents whether their household consisted of one, two, three, four, or "five or more" persons. The distribution between these was relatively even (~20%), except for one-person households (28%) and 5+ households (12%).

Household income: When asked about annual income, almost 40% of riders indicated household earnings of less than \$25,000 per year, reflective of the socio-economics of transit-dependent riders in the area. At the same time, 45% stated being in the \$25,000 to \$99,000 range, so not all Wheels riders are of the very-low-income category. The remaining 16% stated a household income of \$100,000 or more.



Open comments: 102 of the 286 passengers surveyed took the opportunity to provide open-ended comments at the end of the survey form, with respondents covering a large variety of topics. On the operational end, many commenters focused on the perceived lack of timely service and of drivers being discourteous. On service-related comments, several respondents asked for higher frequencies or longer service span, while a few had suggestions about ways to improve connectivity between destinations within the Wheels service area, or to expand routes within or outside of it.

The entire set of open-ended comments received is shown in Attachment 3.

Remarks / Summary

As the results described above show, the Wheels fixed route service delivery continues to receive nominally high remarks in all quality-of-service aspects that are probed in the recurring on-board passenger survey. As indicated earlier, the item that received the highest rating this time was in the area of passengers feeling safe while riding the bus, as well as the friendliness of customer service staff (4.6), while the item that received the lowest relative rating was the on-time performance of buses (4.0) on the scale between 1 and 5.

In terms of rider profile, the customer base continues mainly, though not exclusively, to be from low-income households – and skews relatively young. The agency may use this data as a base in seeking to gain modal share from potential riders outside of these categories, in order to broaden its ridership base.

Recommendation

None – information only.

Attachments:

1. Survey form (English version)
2. Detailed summary of results
3. Open-ended comments

Wheels Customer Satisfaction Survey 2025

Route _____

Where do you live?
☐ Dublin ☐ Pleasanton ☐ Livermore ☐ Other (Specify) _____
On a scale of 1 to 5, how strongly do you agree with the following statements?

	Disagree			Agree		
Wheels Buses are on time	1	2	3	4	5	
Riding Wheels is safe	1	2	3	4	5	
Wheels drivers are helpful and friendly	1	2	3	4	5	
Wheels schedules and map information is easy to understand	1	2	3	4	5	
Wheels buses are clean	1	2	3	4	5	
Wheels bus stops are clean and well maintained	1	2	3	4	5	
The Livermore Transit Center is safe and secure	1	2	3	4	5	N/A
Wheels customer service staff is friendly and helpful	1	2	3	4	5	N/A

Please Rate Wheels bus service overall: 1 2 3 4 5**What is the main purpose of your bus trip today? (Check ONE)**
☐ Work ☐ School ☐ Shopping ☐ Social Visit ☐ Medical
☐ Other (Specify) _____
Did you transfer to or from another transit service today?
☐ BART ☐ ACE Rail ☐ Other (Specify) _____
How often do you ride Wheels buses? (Check ONE)
☐ Daily or almost Daily ☐ A couple of days per week ☐ Occasionally /seldom or only today
Which of the following would influence you to ride Wheels more often? (Check all that apply)
☐ Lower fares ☐ More frequency ☐ Different routes ☐ Earlier/later buses
☐ Other (Specify) _____
If Wheels service was unavailable, how would you have made your trip today?
☐ Walk/Bike ☐ Get a ride ☐ Wheels Dial-a-Ride service
☐ Taxi/Uber or Lyft ☐ Drive myself ☐ I would not have made this trip
What is your primary source for trip planning, including route and schedule information? (Check ONE)
☐ wheelsbus.com ☐ Transit App ☐ Google/Apple maps
☐ Printed schedules ☐ Customer service call center ☐ Other (Specify) _____
Your Age
☐ 6-18
☐ 19-35
☐ 36-54
☐ 55-64
☐ 65+
Number of people in the household
☐ Just Me (one)
☐ 2 People
☐ 3 People
☐ 4 people
☐ 5 people or more
Annual Household Income
☐ Under \$25,000
☐ \$25,000-\$49,999
☐ \$50,000-\$99,999
☐ \$100,000-\$149,999
☐ \$150,000+
Please provide any additional feedback on Wheels service.

WHEELS PASSENGER SURVEY RESULTS 2025

1. Area of Residence

Dublin	Pleasanton	Livermore	Other	Tot resp
37	78	113	34	262
14%	30%	43%	13%	

2. Quality Rating

	1	2	3	4	5	n/a	Avg Score	Total Responses Received	Total Points
Service operates on time	6	19	43	106	102		4.0	276	1107
Feel safe when riding the bus	3	2	19	64	192		4.6	280	1280
Drivers are helpful and friendly	5	5	24	51	191		4.5	276	1246
Route / service information easy to use	6	9	30	59	173		4.4	277	1215
Buses are clean and well maintained	4	10	29	66	166		4.4	275	1205
Bus stops clean and well maintained	6	16	36	67	148		4.2	273	1154
Transit Center is safe and secure	7	2	57	53	133		4.2	252	1059
Customer service staff friendly and helpful	4	3	14	44	166		4.6	231	1058
Overall opinion of Wheels service	2	1	18	70	96		4.4	187	818

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	2023
Service operates on time	2%	7%	16%	38%	37%	4.0	4.3
Feel safe when riding the bus	1%	1%	7%	23%	69%	4.6	4.6
Drivers are helpful and friendly	2%	2%	9%	18%	69%	4.5	4.6
Route / service information easy to use	2%	3%	11%	21%	62%	4.4	4.4
Buses are clean and well maintained	1%	4%	11%	24%	60%	4.4	4.6
Bus stops clean and well maintained	2%	6%	13%	25%	54%	4.2	4.2
Transit Center is safe and secure	3%	1%	23%	21%	53%	4.2	4.4
Customer service staff friendly and helpful	2%	1%	6%	19%	72%	4.6	4.5
Overall opinion of Wheels service	1%	1%	10%	37%	51%	4.4	4.5
						4.4	4.5

3. Trip Purpose

Work	Social	Shopping	School	Medical	Other	Tot resp
94	19	39	71	13	13	249
38%	8%	16%	29%	5%	5%	

4. Transfer from other agency

Bart	Ace	Other	Tot resp
105	6	5	116
91%	5%	4%	

5. Frequency of Wheels rides

Daily	Couple/wk	Seldom	Tot resp
152	99	24	275
55%	36%	9%	

6. Ride more often

Lower fare	Frequency	Diff routes	Longer span	Other	Tot resp
45	60	39	38	9	191
24%	31%	20%	20%	5%	

7. Trip without Wheels?

Walk	Ride-hail	Get ride	Drive	Paratransit	No Trip	Tot resp
59	79	41	13	2	32	226
26%	35%	18%	6%	1%	14%	

8. Source of service information

Website	Printed sch	Transit App	Call center	Google	Other	Tot resp
48	21	63	9	85	5	231
21%	9%	27%	4%	37%	2%	

9. Age

6-18	19-35	36-54	55-64	65+	Tot resp
55	104	58	23	34	274
20%	38%	21%	8%	12%	

10. Household Size

1 ppl	2 ppl	3 ppl	4 ppl	5 or more	Tot resp
71	55	44	51	30	251
28%	22%	18%	20%	12%	

11. Income

<25k	25-49k	50-99k	100-149k	>150k	Tot resp
80	41	51	14	19	205
39%	20%	25%	7%	9%	

Total surveys received = 286

General Comments
All is excellent [translated].
All the drivers are so good.
As I am new here, it's sometimes confusing which ride of bus - - - I should take.
At least be on time and make sure they stop at the bus stop. I experienced last time the bus driver did not stop at the bus stop. So had to wait for another 48 minutes and I got lots (unreadable).
Bring back higher frequencies. Buses need to be more on time. Concerning about all the vagrants onboard, lowering the feeling of comfort and safety - ban such riders. (Summarized)
Bus 1701 bike rack middle slot needs repair last six months.
Bus 1701 bike rack, second slot, needs maintenance.
Bus is easy to take!
Buses more often and be on time; run later buses.
Buses need to be more on time. Back to every 15/30-minute schedules, plus one more hour of evening service for the #30.
Combine routes 3 and 4 so we can go directly between Dublin and Stoneridge Mall.
Could we get a bus to Fremont?
Drivers should smile more often [translated].
During the week, no late bus. One Sunday, it was a little bit late at the Transit Center but it was just 7 minutes. It was for the traffic. Thanks.
Enjoy riding Wheels.
Everything is fine; just need more frequency [translated].
Everything is good.
Everything is great!
Excellent service - reliable and on time.
Excellent service for those of us who don't have a car [translated].
Except that the transfer is for the other one [translated].
Free bus pass for College students is good!
Frequency of #14 should increase. It is now after every 1 hr.
Good job Wheels.
Good service [translated].
Good service!
Good service! [translated]
Great bus service.
Great!
How great it would be to have Bart. Early morning Bay Fair to Pleasanton 5am [translated].
I appreciate the truck service [translated].
I like the frequency of buses on school routes.
I like the service a lot. It's how I get to most places. Y'all are doing a great job.
I like to ride buses and relax.
I love taking y'all's buses.
I met a Asian driver on bus #11, and was rude.
I use it everyday for school, but I wish they came more often because missing one bus means being pretty much 20 minutes late for school.
I wish you would start an elevated train service like the Key system.
I would like for buses not to be too late, and for schedules to be more specific [translated].
I would like the buses to arrive more on their scheduled time.
I would like the Wheels bus #8 to be in service until 10pm.
It is a good service [translated].
It makes no sense to propose a fare increase, while others ride free.
It should not take an hour to travel to Dublin/Pleasanton from Livermore.
It's a good service that helps you get where you're going faster [translated].
It's good.
Later schedule times on the #8 bus. I work graveyard shifts. Bus stops running @ 8pm; need 1 hour later, and weekends need to start earlier.
Make outlets and WiFi work on the #30.
More security is needed; sometimes people get on with knives, some people argue, and the drivers are sometimes unfriendly [translated].
Most bus drivers are nice, but some aren't as much.
No, I love it.
None; been good as long as I've used it. Thanks!
Not much; still good as usual.
Partially indecipherable, but appears to be a comment about frequency or span.
Pax stated it's stinky and there are many delays.
Please consider adding another bus for East Avenue Middle School; not safe to have people standing up.
Please consider linking routes 3 and 4 together again. All the everyday shopping is on the Dublin side.
Please increase the frequency on the 30, especially on weekends.
Please increase the frequency. Please add more routes.
Please remember the 15A and 15B, that would be an improvement. (Bi-directional service within the Springtown portion).
Pretty good service. Just more frequency would be nice.

Public transportation is essential!
Really appreciate your service.
Requesting to stop near bus stop. Sometimes they don't stop even when we are standing near stop.
Route 14 is always late and only comes one time every hour and at the worst times.
saishenyeh@gmail.com
Satisfactory.
Service is excellent when buses are on time.
Service is good; excellent.
Similar to Route 30, we need bus Route 8.
Slow almost any day.
Some homeless people on the buses are mentally ill and disruptive.
Thank you for this service [translated].
Thank you for this service [translated].
Thank you for your service.
Thank you Wheels.
Thank you!
Thank you.
Thanks [translated].
Thanks for all you do. :)
Thanks for your service. It's very helpful!
The #14 bus is late a lot of the time. Most of the time only 5-10 min; sometimes 10-20 min late.
The 10R and 30R have been consistently late to the point when I've accrued \$60+ in Lyft payments in order to make it to work on time or at all.
The bus stop across from Stanford Valley Care needs daily attention (...illegible).
The buses wouldn't show up at the time the signs say they're supposed to be. Like, I have to wait for the #1 bus at least 13 min.
The service is good, but some drivers are grumpy, or they're often late. For example, one arrived at 9:09 on the 1st in the morning and was very late [translated].
The service is good; I am satisfied [translated].
This service is great, although I would prefer buses operating after the last Bart trains at 11:04p.
Understanding and bus drivers be more helpful and knowledgeable about routes and services.
Very good [translated].
Very good service, with excellent staff [translated].
Very good service. They just need to be more frequent, but otherwise it's good [translated].
Very good service; friendly and very clean [translated].
Very relaxing and comfortable. Bus driver so friendly.
We appreciate you!
Wheels buses and employees have been doing an amazing job.
Wheels service has been good. Majority of drivers are nice but there are a few who can be rude.
When complaint, same drivers have same behavior, never change. Either park far, never pull ramp when needed, charge no fare from other people (...illegible).
Would like midday service on this route (4).
You are getting better with accurate times, but some still need work.
You guys should make the day-pass either \$3.00 or \$4.00. No more quarters or change.
You rule!

STAFF REPORT

SUBJECT: Scheduled Bus Arrival Times at Dublin High School – Follow-Up

FROM: Michael Tobin, Director of Operations
Cyrus Sheik, Senior Transit Planner

DATE: November 24, 2025

Action Requested

This is an informational item.

Background

At the August Projects & Services Committee meeting, directors inquired as to the reason that the Wheels supplemental 500-series routes arrive relatively early at Dublin High School (DHS) vs. the school's bell time.

Following up on this at the September and October meetings, Staff outlined the reasons that the buses are scheduled this way, and stated that this is being done so that those buses (and drivers) can perform two school routes during their morning runs in order to maximize the agency's limited resources.

Responding to this, Committee Chair Josey suggested that Staff look into the possibility of linking school routes within Pleasanton, instead of from Dublin (Dublin High School) to Pleasanton (Hart Middle School), so that the DHS routes could be moved closer to the school bell time.

Discussion and Conclusion

Staff reviewed the possibility of linking (interlining) the school routes serving the high schools in Pleasanton with the middle school routes in Pleasanton. While this is something that could help increase the efficiency of Agency resources, it would require considerable changes to the Pleasanton schedules in the middle of the academic year. And due to its logistical magnitude, significant lead time would be required as well, making this kind of change better suited for potential implementation at the start of the next school year.

However, as discussed at the October meeting, it *will* be feasible to mitigate the issue at hand by tightening up the allotted running time for the last segment of the a.m. DHS routes, and schedule the preceding portions of the trip(s) for ~8 minutes later. While the formal arrival time at the school would be the same as currently (except for the #503; see below), this will effectively save ~8 minutes of travel time for students compared to the current schedule.

In line with the request from Committee Chair Josey at the last meeting, Route 503 will be prioritized, and scheduled for an arrival to DHS at 8:05a – very close to the “ideal” arrival time of ~8:10a.

This will become the setup for the spring semester, after which Staff will reassess the available resources – including consideration for more interlining between school routes within Pleasanton.

Recommendation

This is an information item only.