

**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: April 27, 2026

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
Board/Finance and Administration/Projects and Services Committee in its
deliberations will be available for inspection at the Authority's office at:
1362 Rutan Court, Suite 100, Livermore, CA 94551.*

MEETING PROCEDURE

This Projects and Services 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, April 27, 2026 at frontdesk@lavta.org. Please include “Public Comment – “04/27/2026” and the agenda item in the subject line. In the body of the email please include your name. Public comments submitted will be provided to the Board and to the general public at the meeting location.

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.

How to listen and view meeting video:

- From a PC, Mac, iPad, iPhone or Android device click the link below:
<https://zoom.us/j/85868238171>
Passcode: PS1362Mtg
- To supplement a PC, Mac, tablet or device without audio, please also join by phone:
Dial: 1 (669) 900-6833
Webinar ID: 858 6823 8171
Passcode: 622062

To comment by video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on the Agenda item. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.

How to listen only to the meeting:

- For audio access to the meeting by telephone, use the dial-in information below:
Dial: 1 (669) 900-6833
Webinar ID: 858 6823 8171
Passcode: 622062

*Please note to submit public comment via telephone dial *9 on your dial pad. The meeting’s host will be informed that you would like to speak. If you are chosen, you will be notified that your request has been approved and you will be allowed to speak. You will then dial *6 to unmute when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.*

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, April 27, 2026 to frontdesk@lavta.org. Please include “Public Comment – “04/27/2026” 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 provided to the board and to the general public at the meeting location.

LAVTA PROJECTS & SERVICES COMMITTEE MEETING
AGENDA – APRIL 27, 2026

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 March 23, 2026 Meeting of the Projects and Services Committee**

Recommendation: Approval
5. **FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey Results**

Recommendation: Staff recommend that the Projects and Services Committee review and forward the results of the FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey results to the Board for approval.
6. **Recommended Modifications to Wheels School Routes in Dublin, Fall 2026**

Recommendation: Staff recommend that the Projects and Services Committee review and provide feedback on the proposed changes to LAVTA’s Dublin School Tripper service for the 2026/27 academic year.
7. **Matters Initiated by Committee Members**
8. **Next Meeting Date is Scheduled for: May 18, 2026**
9. **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.

<i>/s/ Michelle Kumar</i>	<i>4/24/2026</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

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 MARCH 23, 2026
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Chair Josey called the meeting to order at 4:00 p.m.

2. Roll Call of Members

Members Present:

Jean Josey – Chair, City of Dublin

Evan Branning – Vice Chair, City of Livermore

Craig Eicher – City of Pleasanton

Members Absent:

David Haubert – County of Alameda

3. Meeting Open to Public

No public comments were received.

4. Minutes of the February 23, 2026 Meeting of the Projects and Services Committee

Motion/Second: Eicher/Branning

Aye: Josey, Eicher, Branning

No: None

Abstain: None

Motion approved.

5. Approval of Route 74: Shuttle to the City of Livermore’s Fourth of July Celebration

Motion/Second: Eicher/Branning

Aye: Josey, Eicher, Branning

No: None

Abstain: None

Motion approved.

Staff presented the proposed Route 74 shuttle service to support the City of Livermore’s Fourth of July Celebration at the Livermore Municipal Airport, operating between Las Positas College and the event site to reduce traffic congestion experienced at prior events.

No public comments were received.

6. **Proposed Modifications to Wheels School Routes in Pleasanton for Fall 2026**

This was an informational item.

Staff with consultants Nelson\Nygaard presented proposed pilot modifications to school routes, including routing adjustments, evaluation timelines, and data collection for future Board consideration. Staff indicated that outreach materials would be developed and feedback monitored.

No public comments were received.

7. **Matters Initiated by the Committee Members**

No matters were initiated; however, committee members provided informational comments regarding the City of Pleasanton's upcoming event, including planned fireworks and potential traffic impacts, coordination related to bus stop locations near the Alameda County Fairgrounds, and ongoing social media advertising related to fuel prices and transit use.

8. **Next Meeting is Scheduled for:**

April 27, 2026

9. **Adjournment**

The meeting was adjourned at 4:44 p.m.

STAFF REPORT

SUBJECT: FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey Results

FROM: Kadri Klm, Senior Paratransit Planner

DATE: April 27, 2026

Action Requested

Staff requests that the Projects and Services committee review and forward the FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey results to the Board for approval.

Background

LAVTA historically conducts Dial-A-Ride (paratransit) customer surveys to gauge rider satisfaction with the service, particularly as a means of tracking and benchmarking opinions and perception of the service over the years. The previous survey was conducted two years ago in FY2024.

Methodology

This year’s survey was conducted in early 2026 using a similar methodology as in prior years, utilizing both telephone and online survey instruments. To better understand current or more recent trends, only those who had utilized LAVTA’s paratransit service (or their caregivers) in the previous 12 months were contacted.

The survey was administered by a third-party vendor Quantum Marker Research (QMR), and a total of 205 Dial-A-Ride surveys were completed, which included 173 phone surveys and 32 online surveys. The sample provided by LAVTA included a total of 348 individuals, including 53 residing in nursing homes.

The surveyors asked passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service. They were also given the opportunity to provide open-ended comments.

Discussion

Unfortunately, this year’s survey showed decreasing scores across every question from FY2024. The table below shows the comparison of mean ratings over the years, with the largest drops in:

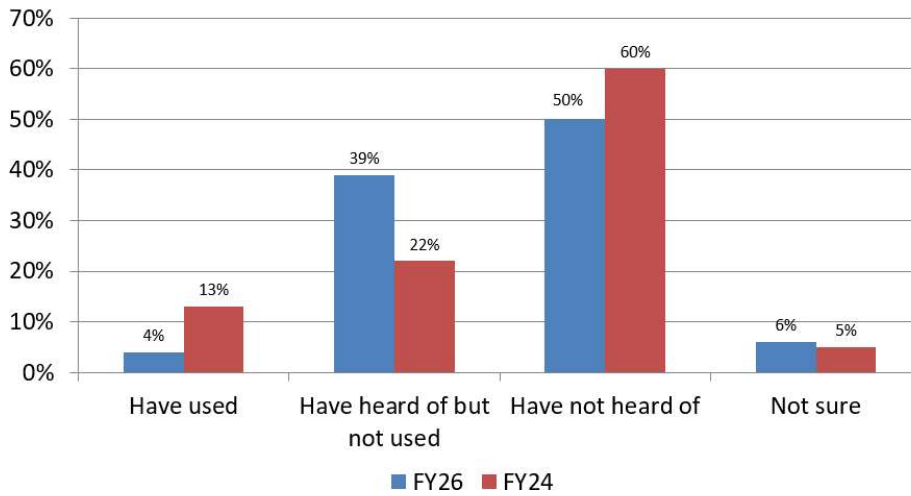
	<u>FY26</u>	<u>FY24</u>	<u>FY23</u>	<u>FY22</u>	<u>FY26</u> <u>FY24</u>	<u>v FY26</u> <u>FY23</u>	<u>v</u>
Overall experience	3.52	3.93	4.02	3.74	-0.41	-0.50	
Overall high level of satisfaction with pickup experience	3.49	4.09	3.85	3.90	-0.60	-0.36	
Overall high level of satisfaction with ride experience	3.79	4.17	3.85	4.14	-0.38	-0.06	
Overall high level of satisfaction with drop off experience	3.84	4.25	3.84	4.12	-0.41	0.00	
Driver dressed appropriately/clean	4.17	4.24	3.97	4.27	-0.07	0.20	
Driver courteous and helpful	4.14	4.26	4.19	4.21	-0.12	-0.05	
Driver offered me help during drop off	4.13	4.13	3.85	4.14	0.00	0.28	
Driver operated vehicle safely/followed traffic laws	4.12	4.24	4.03	4.28	-0.12	0.09	
Vehicle/shuttle was clean	4.07	4.19	4.25	4.21	-0.12	-0.18	
My wheelchair/scooter was safely secured	4.04	4.48	NA	NA	-0.44	NA	
Important that vehicle has Wheels Dial-A-Ride logo	4.01	NA	NA	NA	NA	NA	
No problems with phone menu	3.98	4.16	3.77	4.11	-0.18	0.21	
Driver arrived at the correct address/pickup spot	3.93	4.13	4.19	4.12	-0.20	-0.26	
Vehicle/shuttle was modern and in working order	3.91	4.14	3.95	4.14	-0.23	-0.04	
Hold times were not an issue	3.89	3.98	3.18	3.90	-0.09	0.71	
Person on phone knowledgeable	3.85	4.01	4.21	4.08	-0.16	-0.36	
Easy to make arrangements for transportation on phone	3.72	4.10	3.90	4.06	-0.38	-0.18	
Driver dropped me off on time/in correct place	3.63	4.17	4.00	4.05	-0.54	-0.37	
Driver on time	2.88	3.74	3.95	3.62	-0.86	-1.07	

The mean rating for the driver arriving on time showed the steepest decline, falling from 3.74 on the 5-point scale to 2.88, or -.86. Given that rating, it is no surprise that the overall level of satisfaction with the pickup experience showed the second largest decline, down from 2023’s 4.09 to 3.49 this year, a drop of .60. The other significant drop was seen in the driver dropping the rider off on time and in the correct place (-.54). While not statistically significant, other large declines were seen in ratings for the wheelchair or scooter being safely secured (-.44), the overall experience (-.41), overall level of satisfaction (-.41), overall level of satisfaction with the ride experience (-.38), and ease of making arrangements on the phone (-.38).

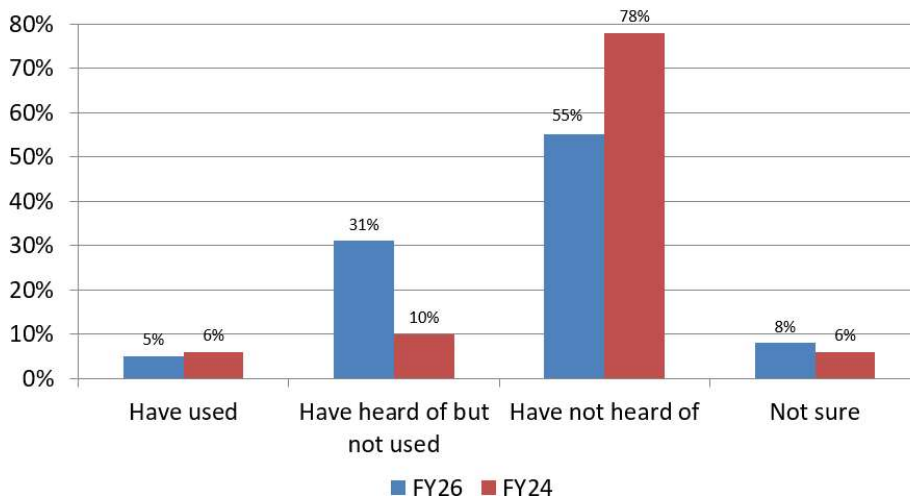
The survey also asked about familiarity with Para-Taxi and One Seat Ride programs as well as the My Transit Manager phone app. The familiarity with all three has increased significantly in FY2026 when compared to FY2024 as the following charts illustrate:



Familiarity with Para-Taxi Program

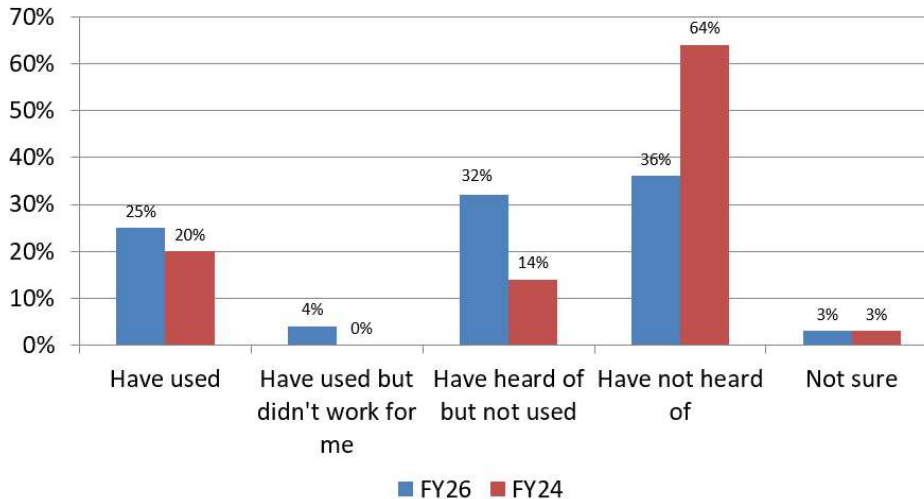


Familiarity with One Seat Ride Program





Familiarity with My Transit App



Note: "Have used but did not work for me" added in FY26

In terms of usage, the My Transit App has the highest adoption rate; however, only one-quarter (25%) of riders' report having used it. Only 4% of riders report on using Para-Taxi, down from 13% in 2023, but it's important to note that there are Para-Taxi users who were excluded from this study due to not having used Wheels Dial-A-Ride in the past 12 months. While Dial-A-Ride ridership decreased by about 11% compared to a year earlier, Para-Taxi ridership has about doubled during the same timeframe (going from 2,312 trips between 3/24 to 2/25 to 4,781 trips between 3/25 to 2/26).

This year, a new question was added relating to receiving one-on-one travel training on Wheels fixed route. Fifteen percent of the respondents were interested in it while three-quarters were unsure. Both demographic categories – race and income – showed significant changes compared to 2023 (when the questions were first posed). The percentage of white riders has decreased (-15 percentage points). In terms of income, there was a significant increase of 12 percentage points in the number of those at the lowest income level (less than \$29,750). This year, more riders were willing to provide their income level as opposed to in 2023.

The survey also included an open-ended question about how Dial-A-Ride service could be improved. Those who gave a general rating of neutral to high were asked, "Please provide Wheels Management with your thoughts on how our service can be even better." Those who gave a low rating were asked, "Please provide Wheels Management with your thoughts on how we may improve our service." The data from the open-ended questions was analyzed and compiled into the following table:

Coded Responses to Verbatim Suggestions on Ways to Improve Dial-a-Ride Service

	Satisfied	Dissatisfied	Total	%
Timeliness	141	46	187	40.6%
Need better routes/GPS makes trip longer	22	10	32	6.9%
Driver leaves them outside the dialysis place unattended	30	1	31	6.7%
General process issues: problem with scheduling/payment/management*	20	10	30	6.5%
Drivers should be compassionate/respectful/courteous. Need more help for people with disabilities/accommodate handicapped or special wheelchairs or scooters/Better accommodations for the blind and hear impaired	17	7	24	5.2%
Rudeness/harassment/don't say hello/Dispatcher rude & unprofessional	16	5	21	4.6%
Dispatcher lack of competence (eg. Don't know distances, Sent wrong kind of vehicle, Sent drivers to wrong place	13	3	16	3.5%
No comments	15		15	3.3%
General process positive: scheduling/payment/service. It's good./Love the driver!/Love the app	11	3	14	3.0%
Need more drivers/better vehicles/Need modern vans/vehicles too small/Vehicle quality varies	11	3	14	3.0%
Safety issues and concerns*	4	7	11	2.4%
Safety issues: Driver high or smells of weed/vaping/Afraid of Driver/Left stranded	9	1	10	2.2%
Need logo	9		9	2.0%
Driver lack of personal hygiene or smells bad/not dressed professionally/need ID or uniform/should wear a mask	6	2	8	1.7%
Need same day appointments/one-week appointment too long /2 days/Need more flexibility with pickups (sometimes I work late)	8		8	1.7%
App issues/Need help to set it up/has glitches/App can't book NEW times	7		7	1.5%
Disconnect/miscommunication between dispatcher and drivers	4	3	7	1.5%
Quit Wheels/Not using as much because of service performance		7	7	1.5%
Personal car issues (can't accommodate wheelchairs/walkers), Car condition	4		4	0.9%
Too expensive/Price increase concern	2	1	3	0.7%
Flexibility in scheduling/They don't have availability when I need it & have to schedule earlier than I need	1	1	2	0.4%
Customer service slowly/ never returns calls/emails	1		1	0.2%
Grand Total	351	110	461	

In 2021, 26% cited timeliness as needing improvement, compared to 34% in 2023. This year, 41% identify timeliness as an area needing improvement. Notably, there is almost no difference between positive and negative raters: scheduling issues are cited by 42% of negative raters versus 40% of positive raters.

Next Steps

The survey results are concerning, and since receiving the result staff have been taking proactive measures to improve the service and address customer complaint trends. LAVTA staff have brought the survey results to the contractor's (Transdev) and County Connection staff's attention and we will be monitoring and following up on any new customer service complaints closely, as well as following up with a number of complaints each month moving forward.

Staff also intends to add Liquidated Damages (LDs) for KPI's, such as OTP and customer complaints, into the next paratransit operations and maintenance contract; the procurement for the next joint paratransit contract is slated to begin this fall.

LAVTA intends to conduct the next customer satisfaction survey again before the end of 2026.

Recommendation

Staff recommend that the Projects and Services committee review and forward the results of the FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey results to the Board for approval.

Strategic Plan Goal

Operational Effectiveness: Streamline LAVTA's operational effectiveness through the application of innovative technology and proven best practices in public transit operations.

Attachments:

1. Summary of Findings presentation



Livermore Area Valley Transportation Authority (LAVTA)
Ridership Satisfaction
Phone and Online Survey

Summary of Findings

Prepared March 2026

Quantum Market Research



Background

- Overall goal of the study is to gauge rider satisfaction with LAVTA's Wheels Dial-A-Ride service, particularly as a means of tracking opinions over the years.
- Survey has been conducted in English over the telephone since 2015.
- Since 2017, interviewing includes online surveys and Spanish-language interviewing, in addition to English-language surveys.
- QMR has conducted every survey since 2017, with the exception of 2022.
- Respondents were users or caregivers of users of Wheels Dial-A-Ride service in the previous 12 months.

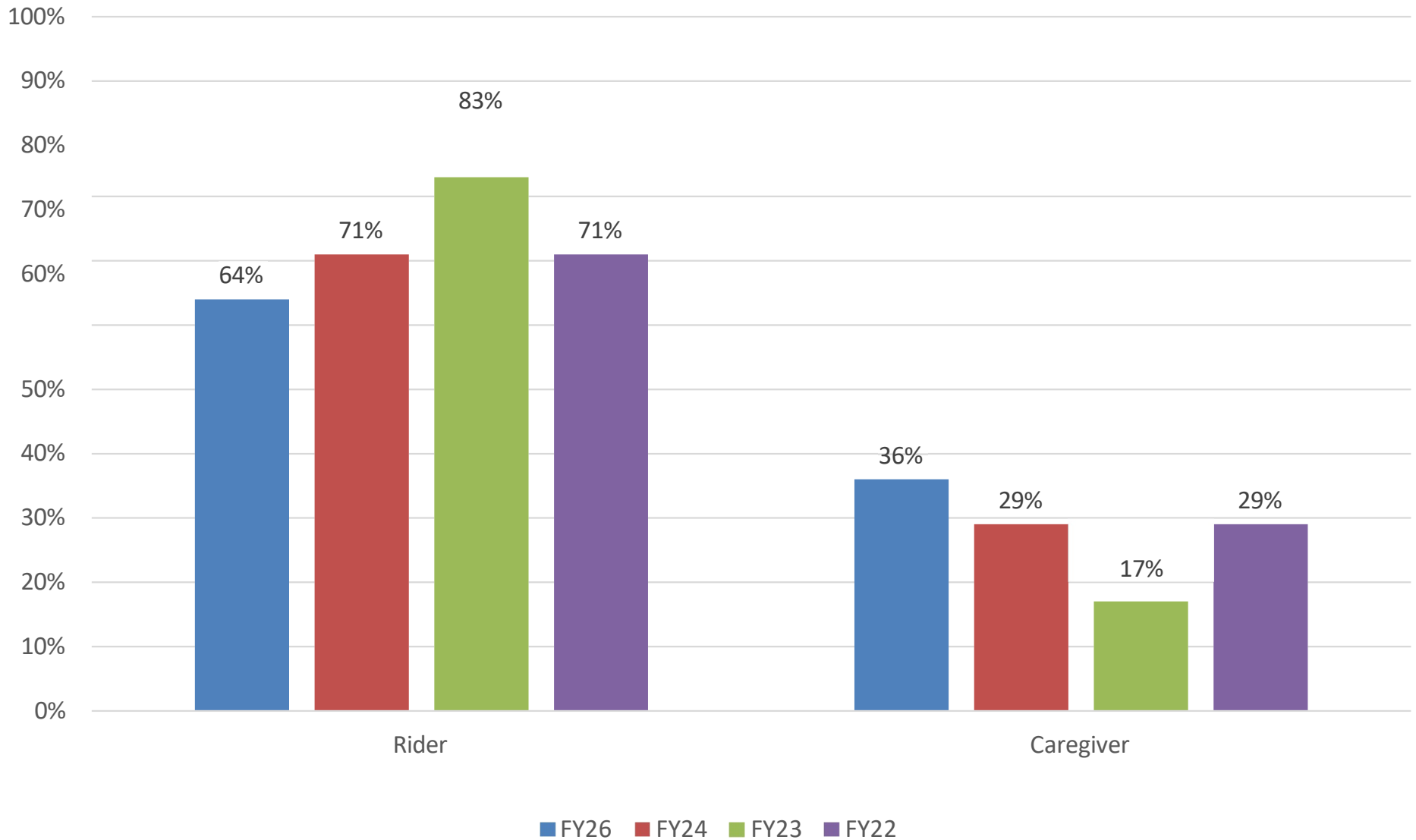


Methodology

- This year, 205 surveys were conducted, with 173 surveys completed on the phone and 32 completed online.
- As has been the case each year, nearly everyone completed the survey in English, with just 3 opting to complete in Spanish.
- It should be noted that, unlike in previous years, only riders who used the service in the previous year were eligible to complete the survey. QMR cautions the reader to keep that in mind when viewing comparisons to previous years. In the past, all eligible riders were included in the sample, even those who had not used the service in the previous 12 months. In 2023, the last time the study was conducted, while nearly 8 in 10 (79%) had used the service in the previous 12 months, the remaining 21% had not
- The margin of error is $\pm 4.5\%$ at the 95% confidence level.
- The sample provided by LAVTA included a total of 348 individuals, including 53 residing in nursing homes.
- Postcards were sent to all riders in individual residences inviting them to complete the survey online or over the phone. Non-respondents with a valid email address also received an email invitation to participate.
- Two staff members at nursing homes each received an honorarium of \$100 for completing the survey for multiple residents
- As the data collection period neared to a close, \$15 incentives were offered to individuals to complete the survey. 35 riders received that incentive.
- A raffle of four prizes of \$50 was offered to all respondents.

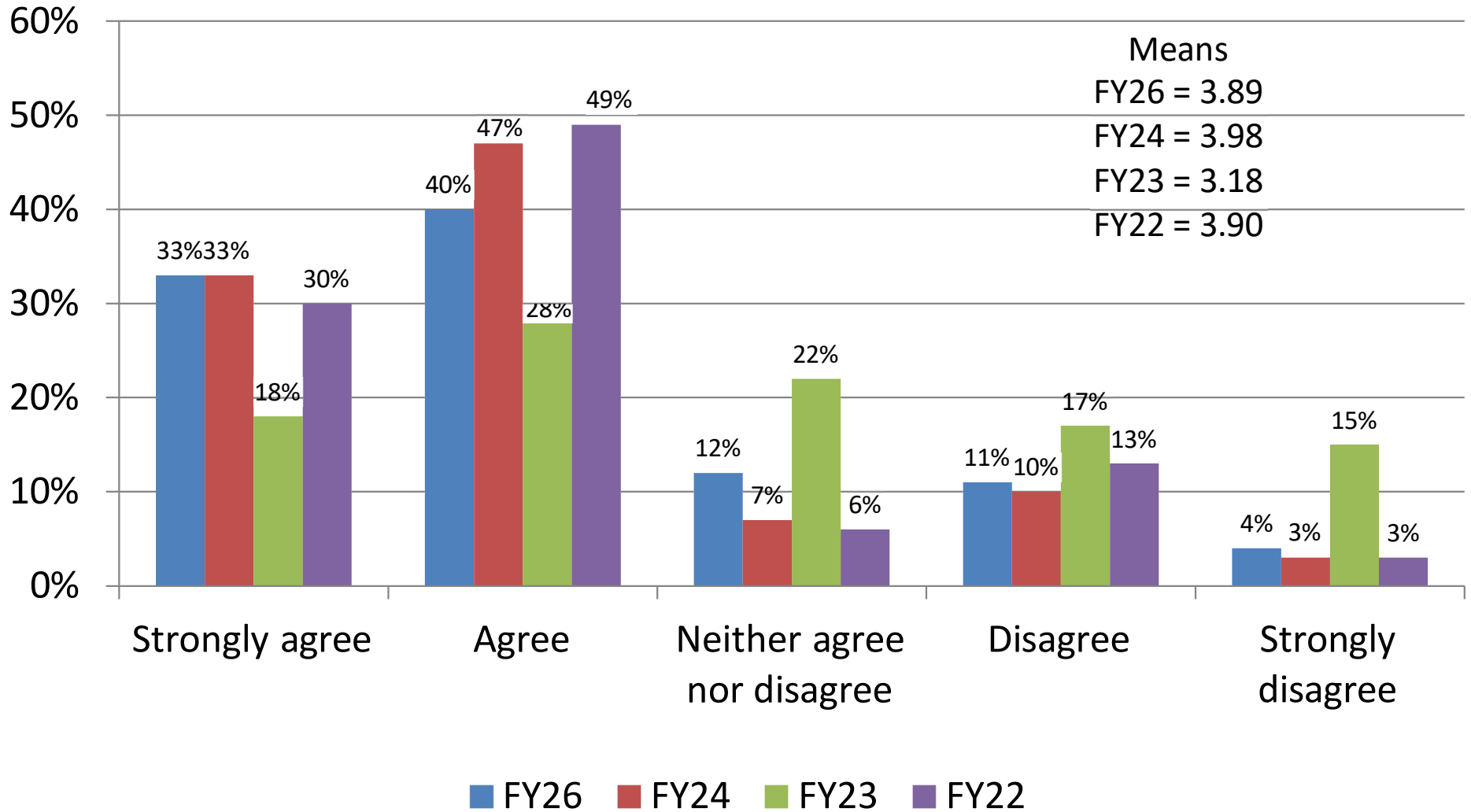


Rider or Caregiver



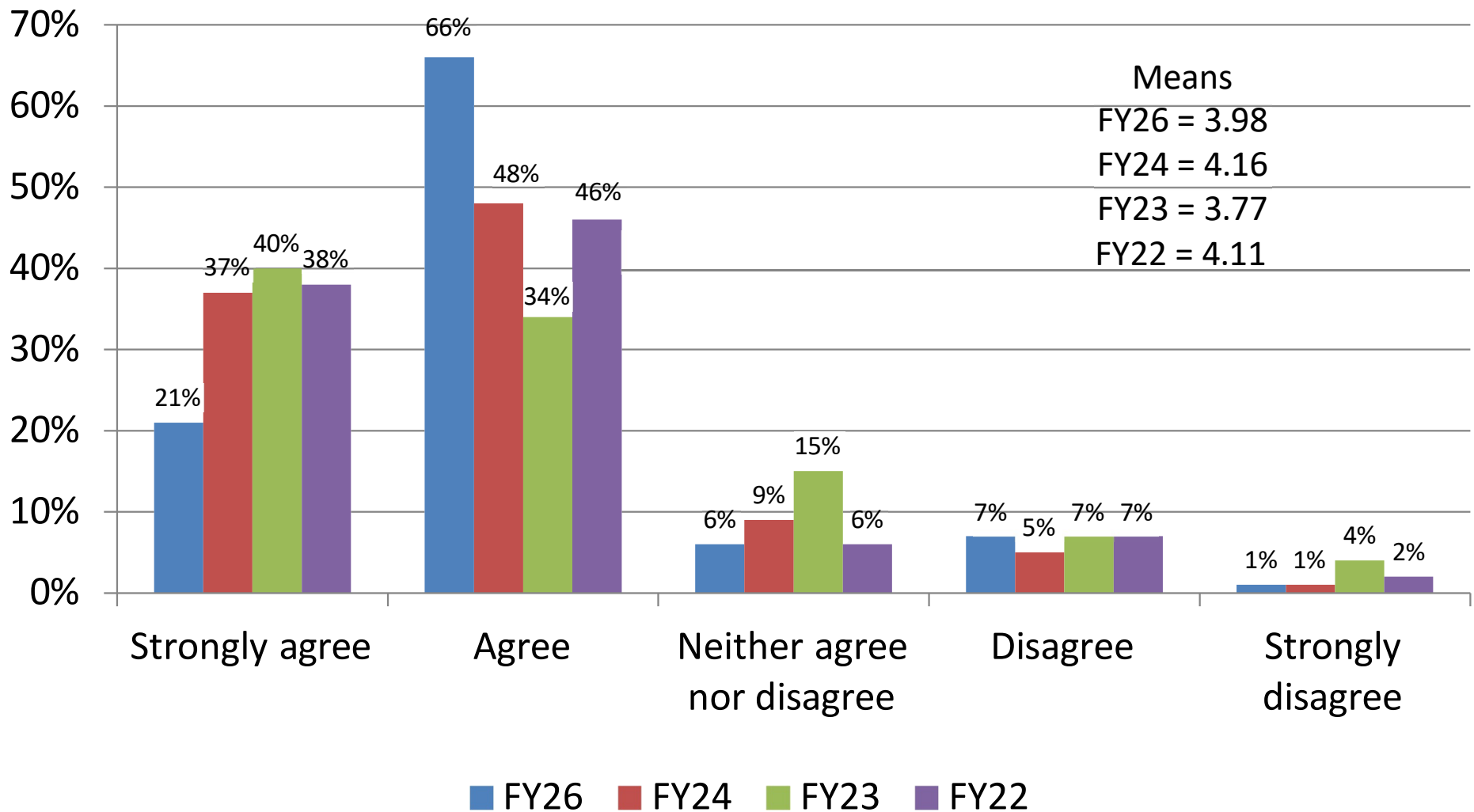


Hold Times Were Not an Issue



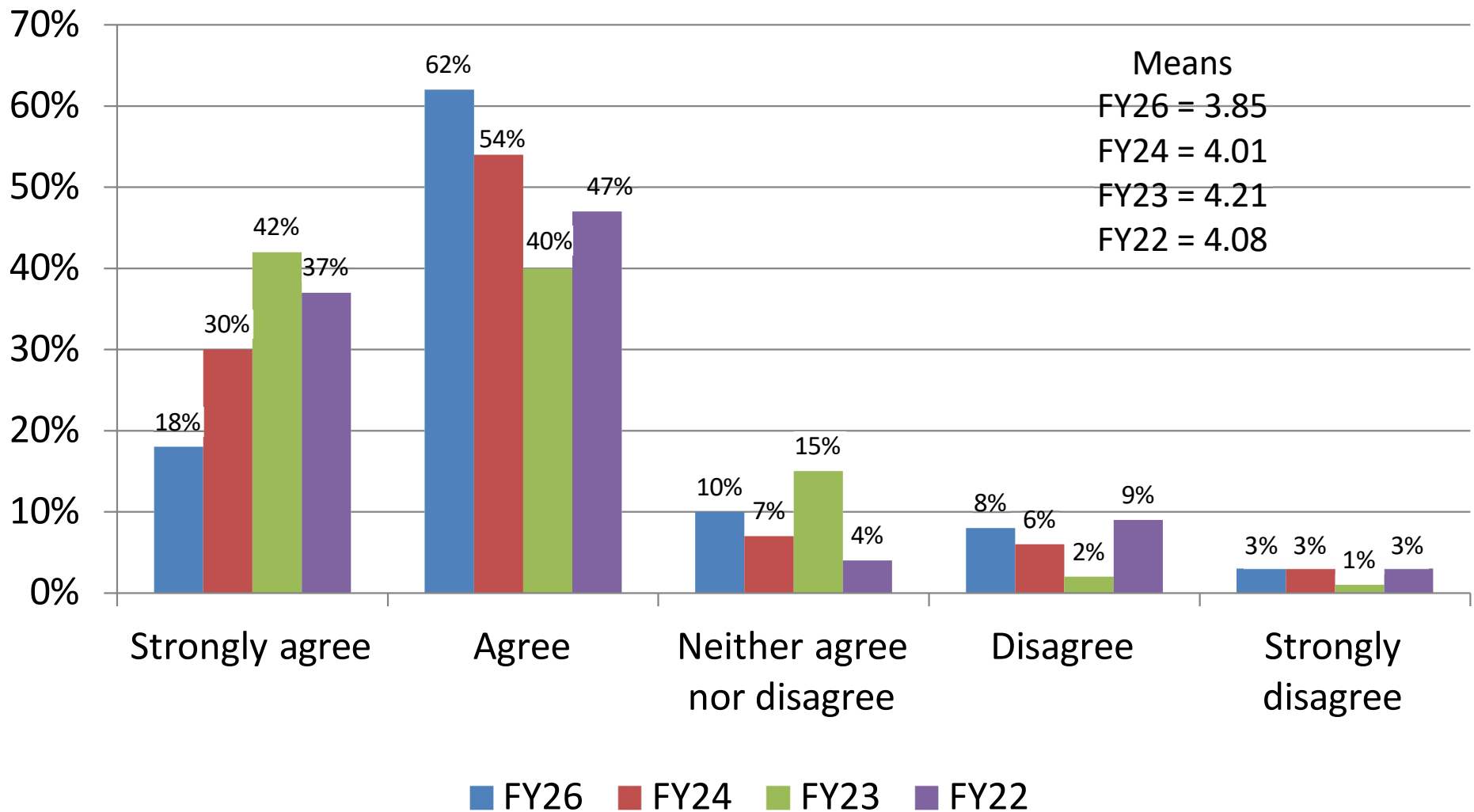


No Problems with Phone Menu



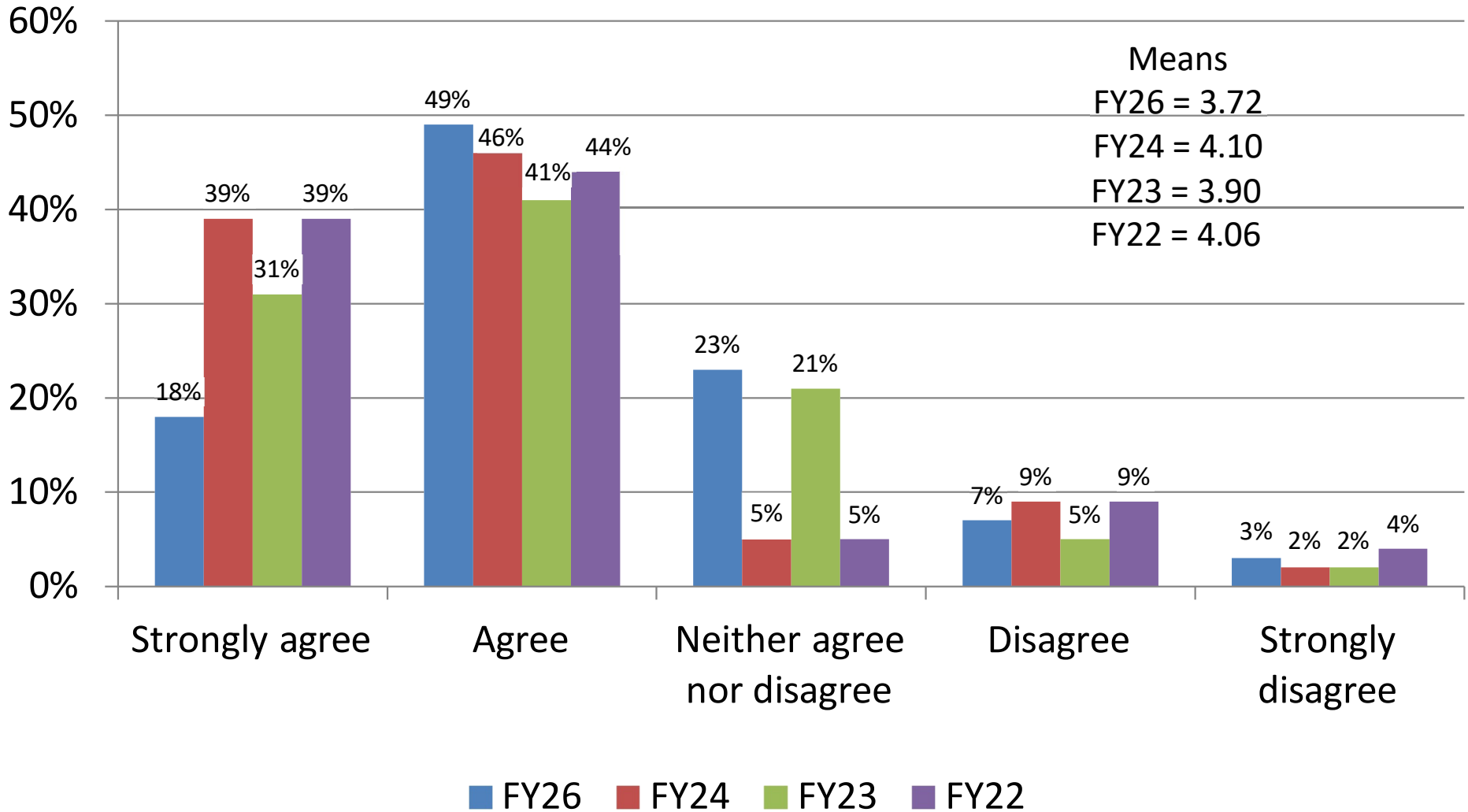


Person on Phone Was Knowledgeable



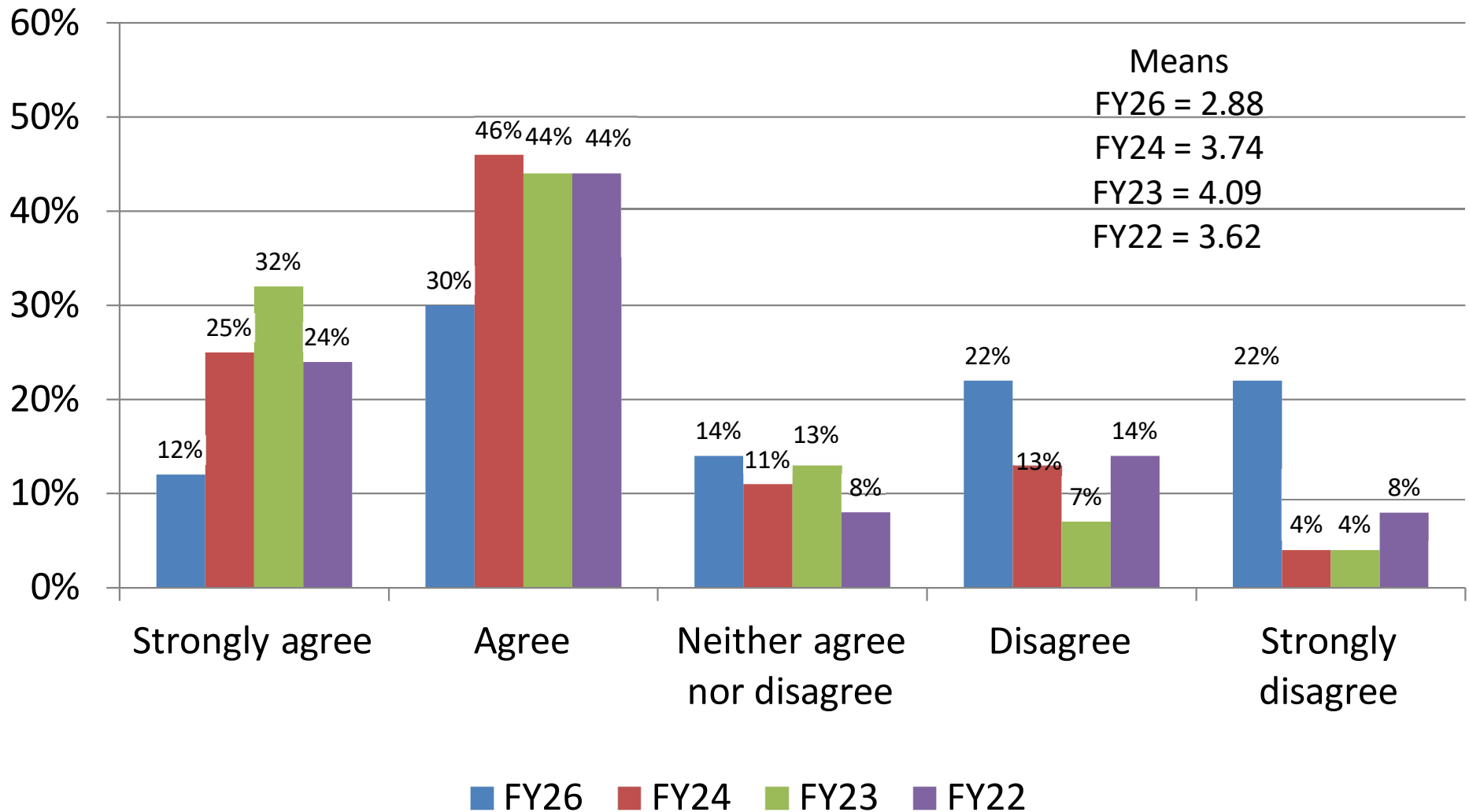


It was Easy to Make Arrangements for Transportation on Phone



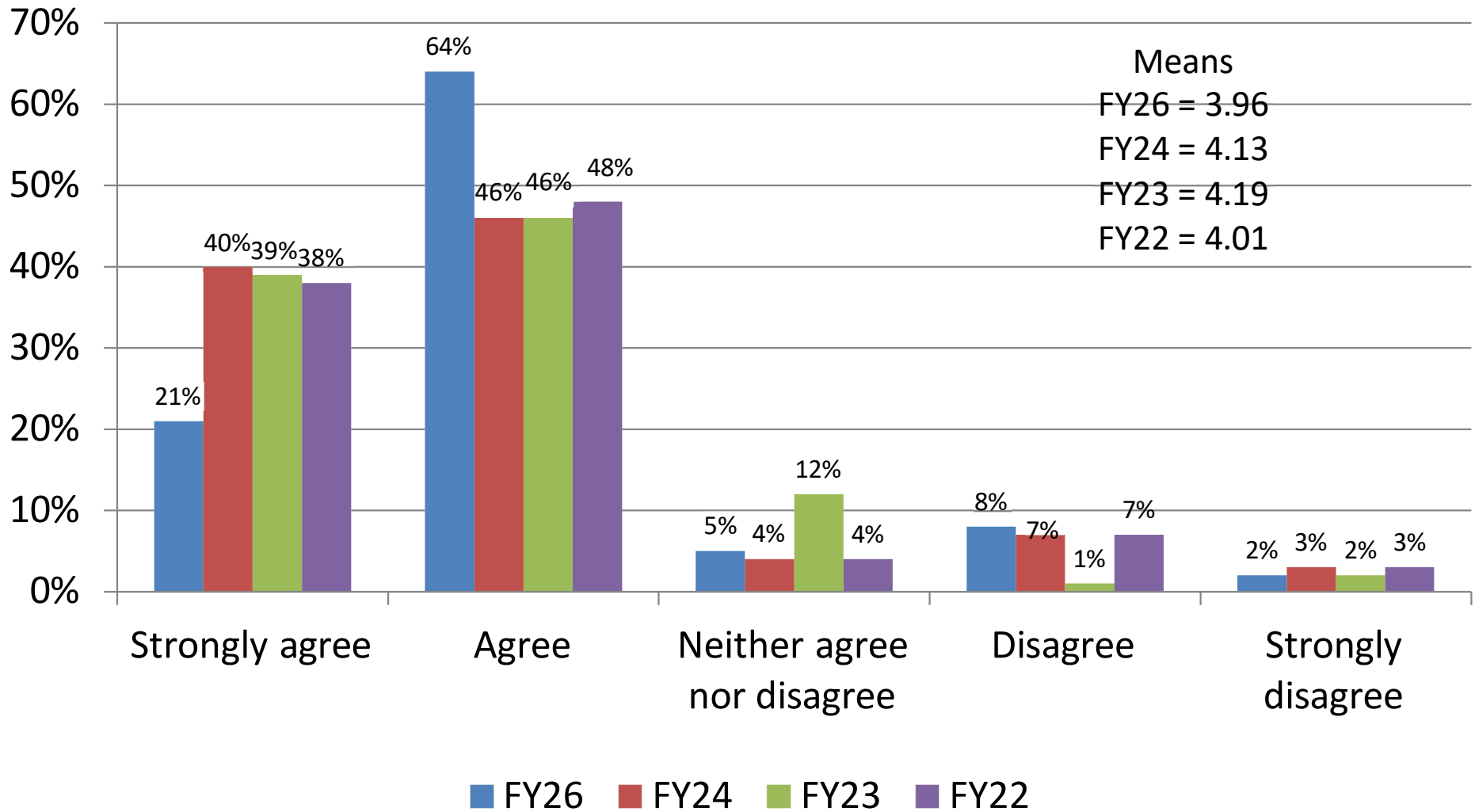


Driver was on Time



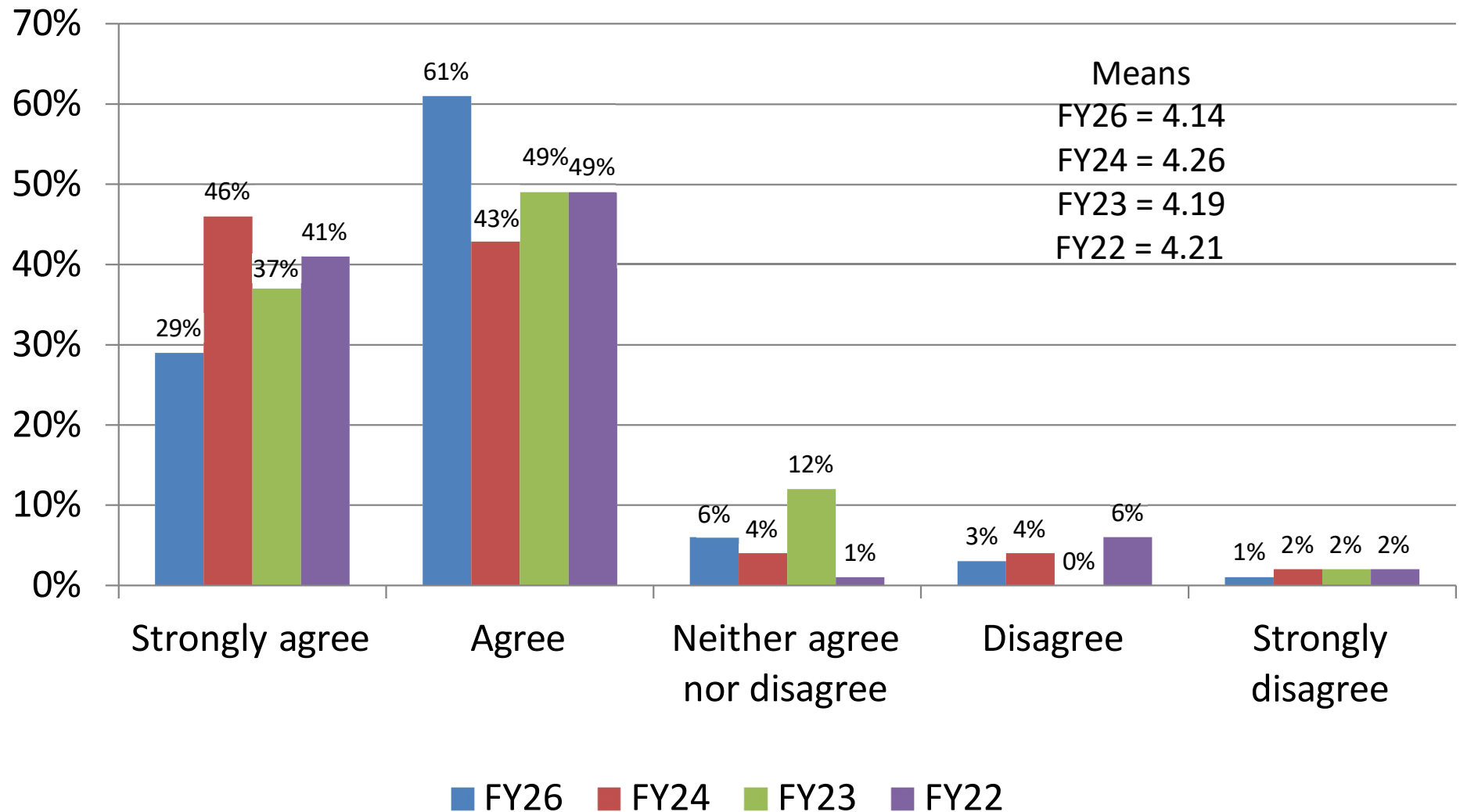


Driver Arrived at Correct Address/Pick up Spot



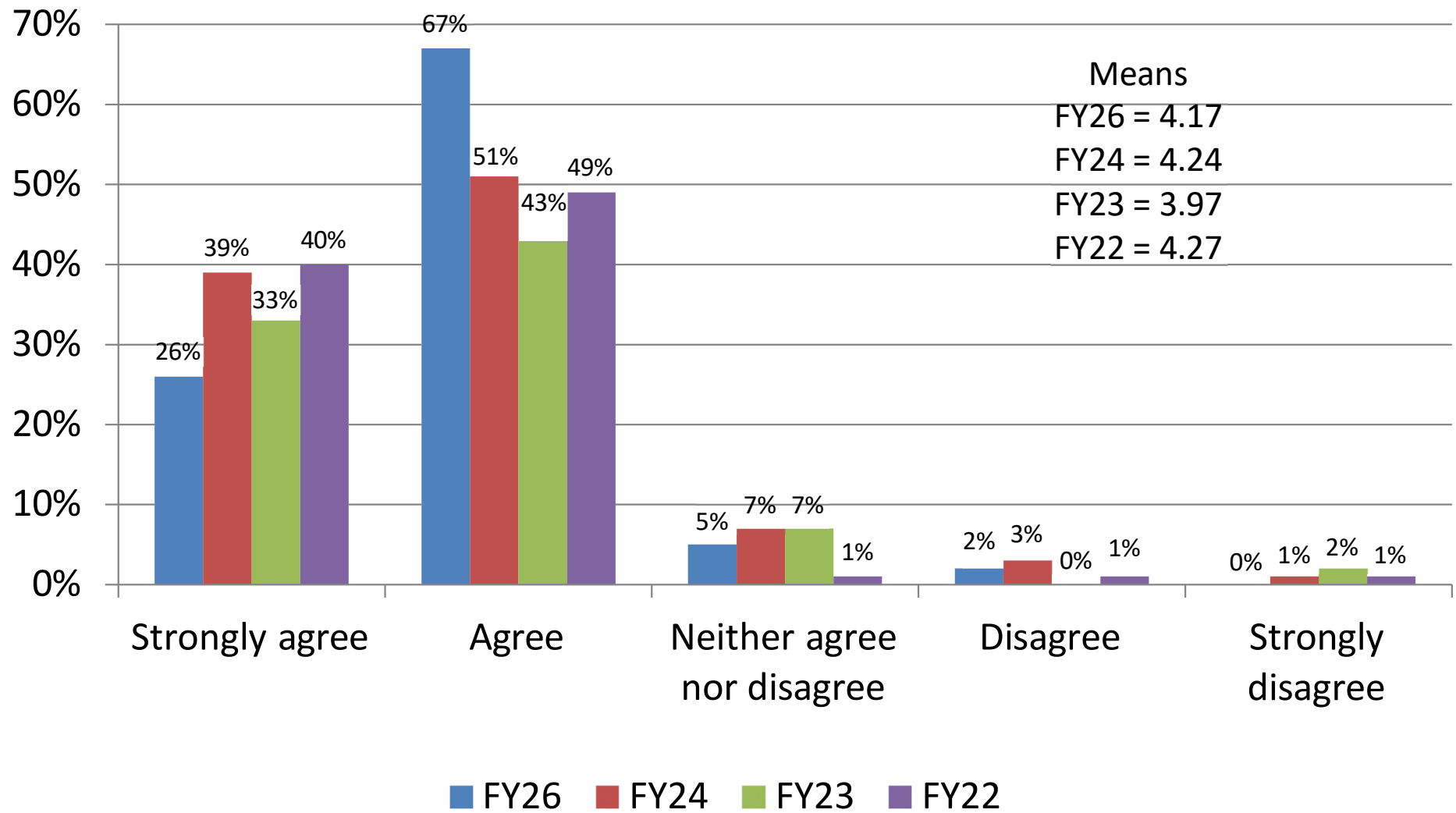


Driver was Courteous and Helpful



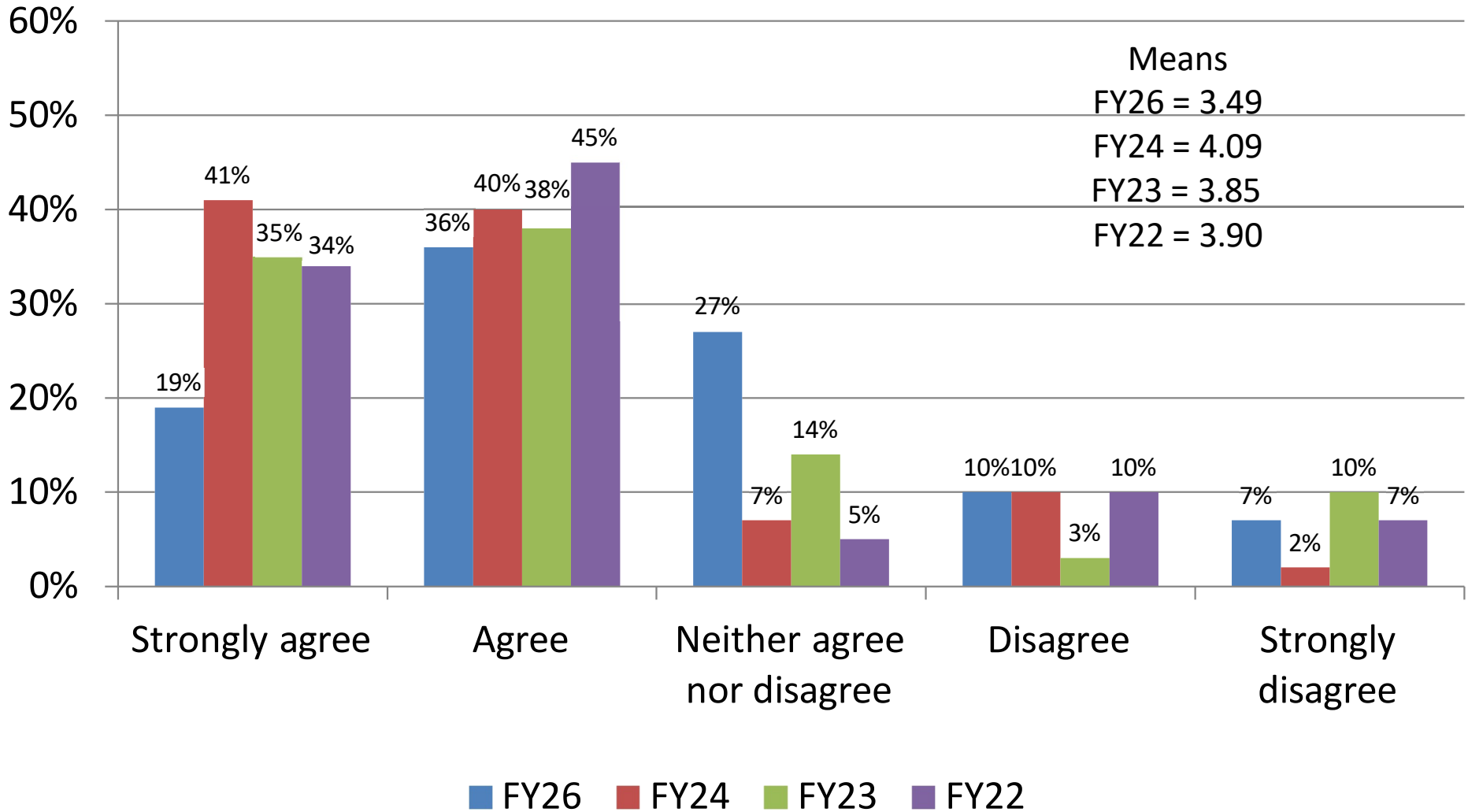


Driver was Dressed Appropriately/Clean



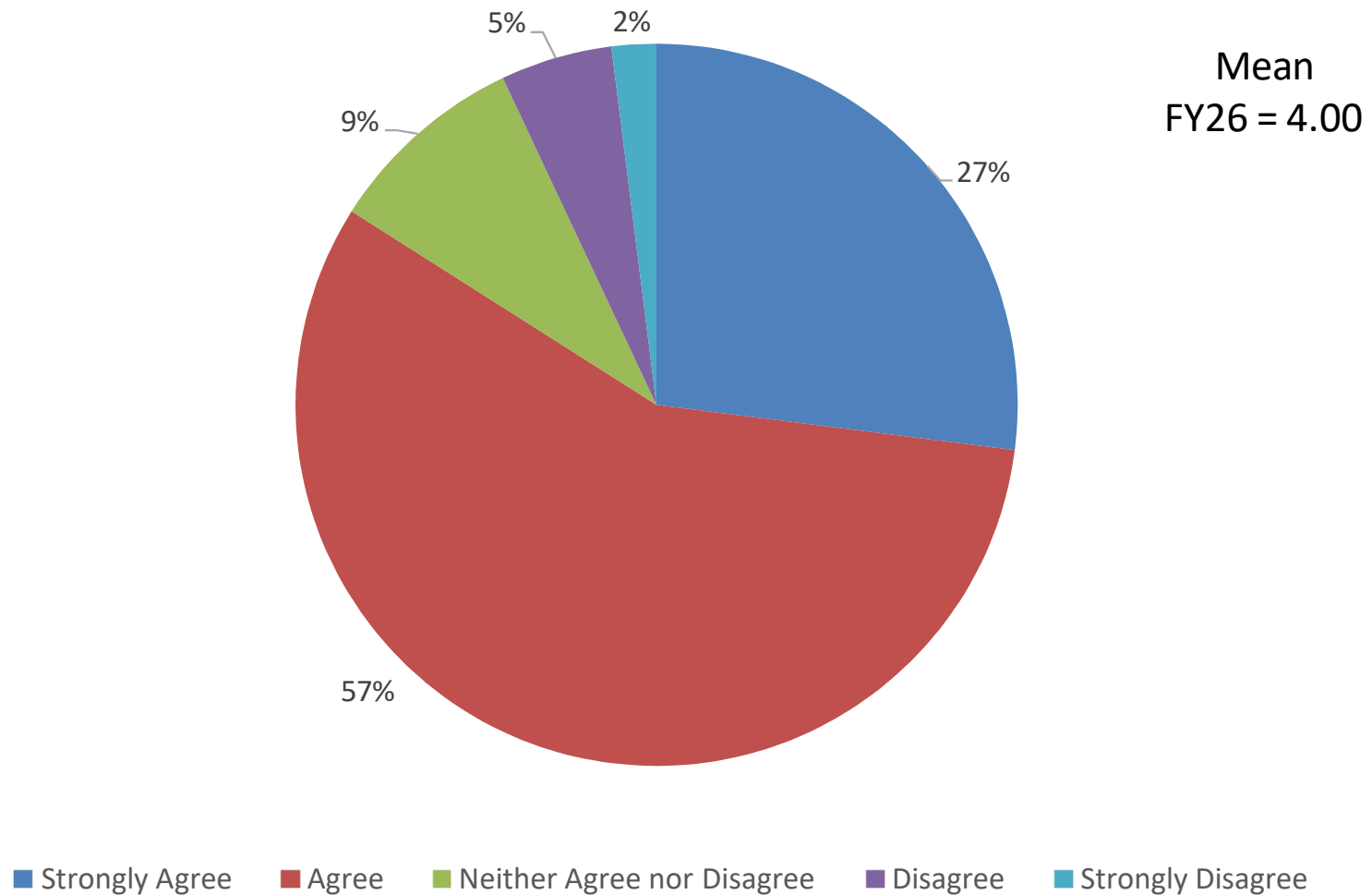


Overall High Level of Satisfaction with Pickup Experience



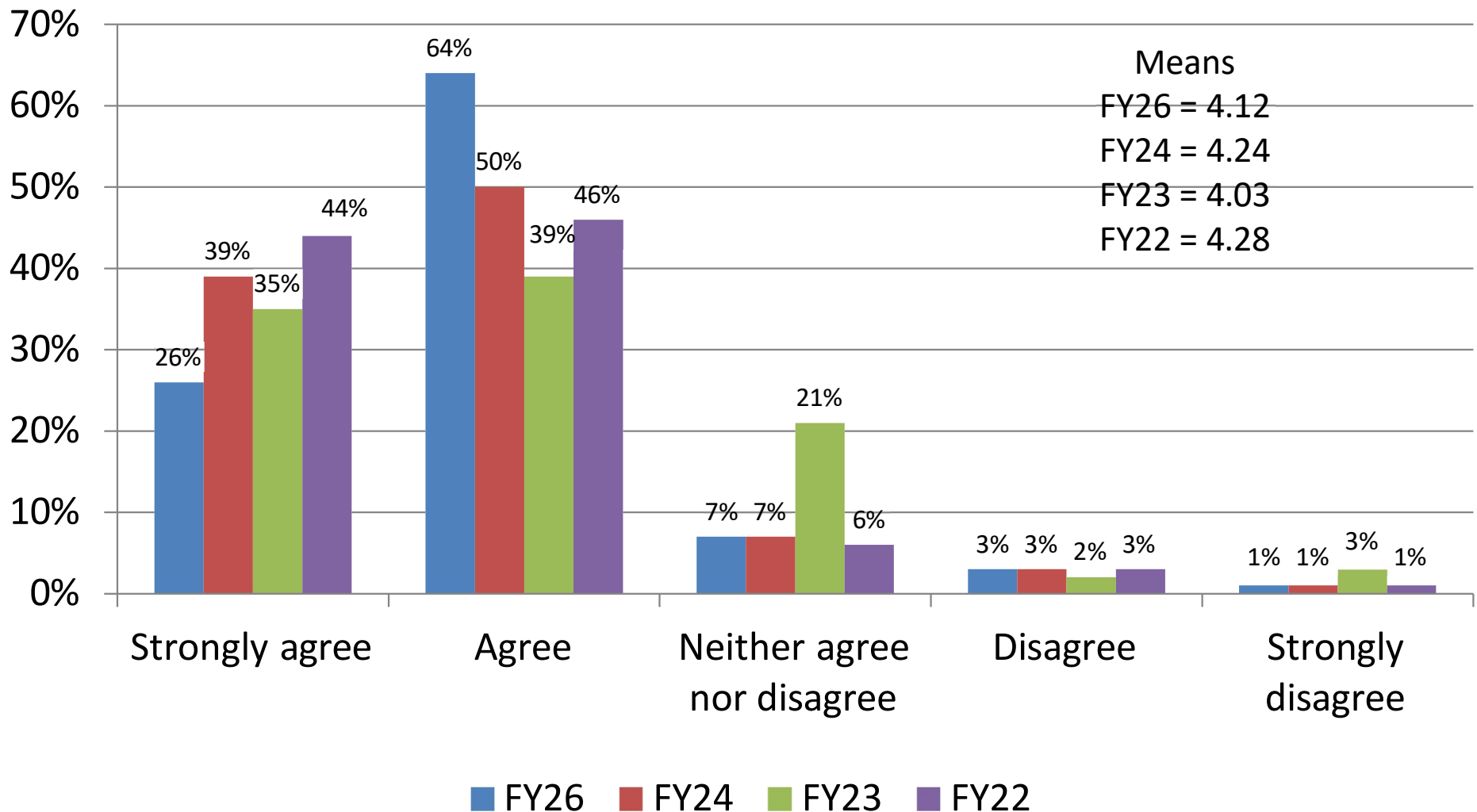


Important That Vehicle Has Wheels Dial-a-Ride Logo (New Question in FY26)



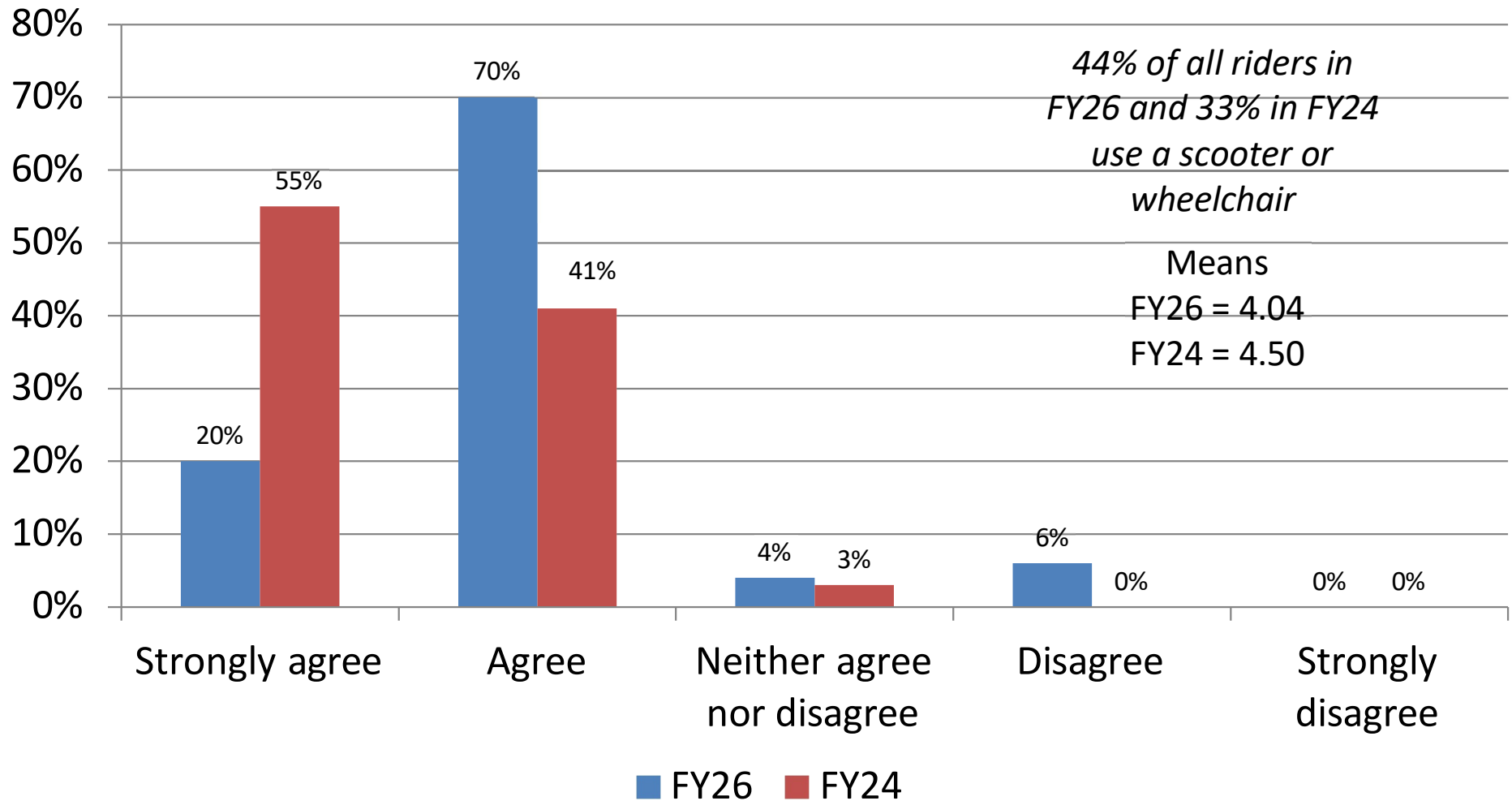


Driver Operated Vehicle Safely/ Followed Traffic Laws



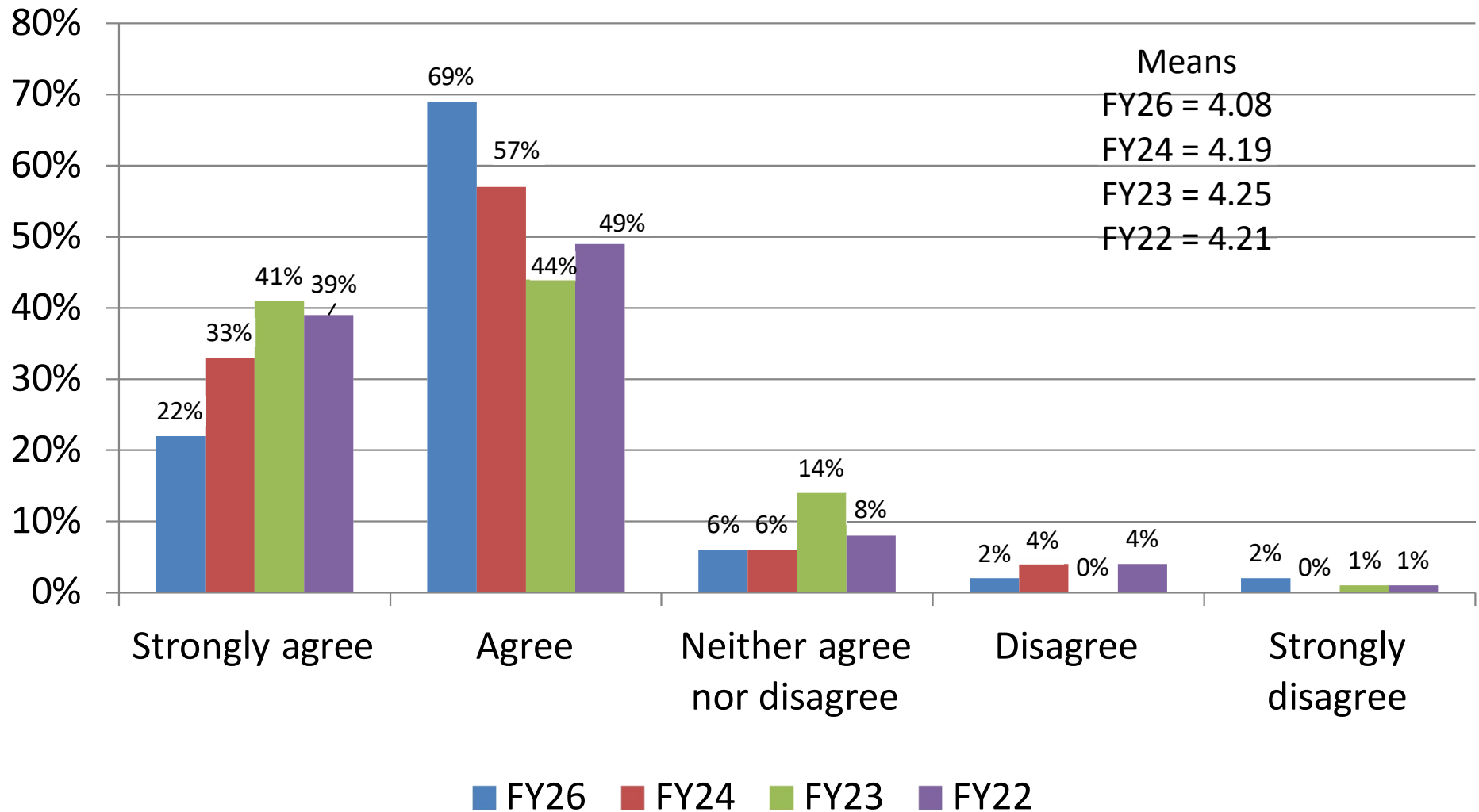


Wheelchair/Scooter Safely Secured



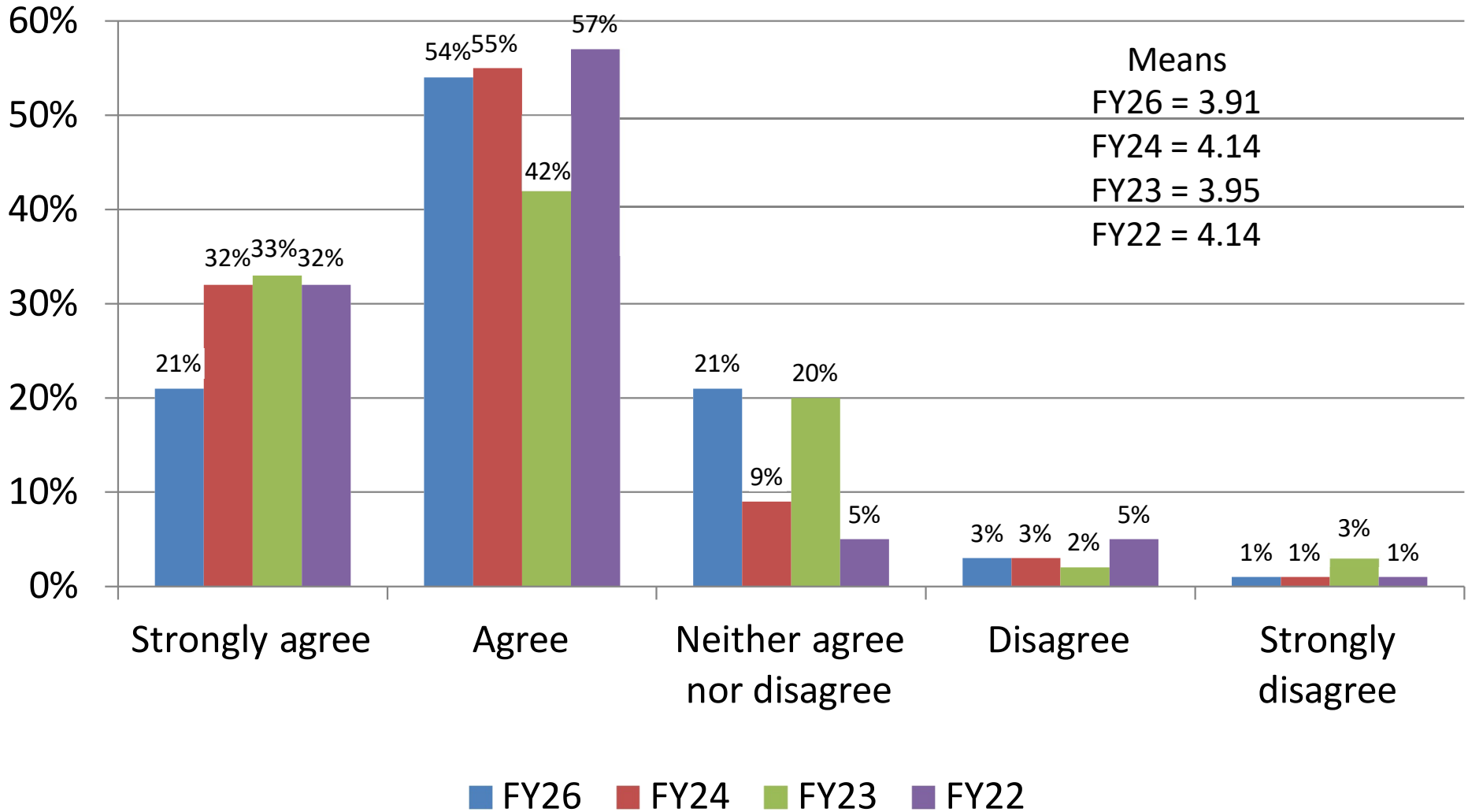


Vehicle/Shuttle was Clean



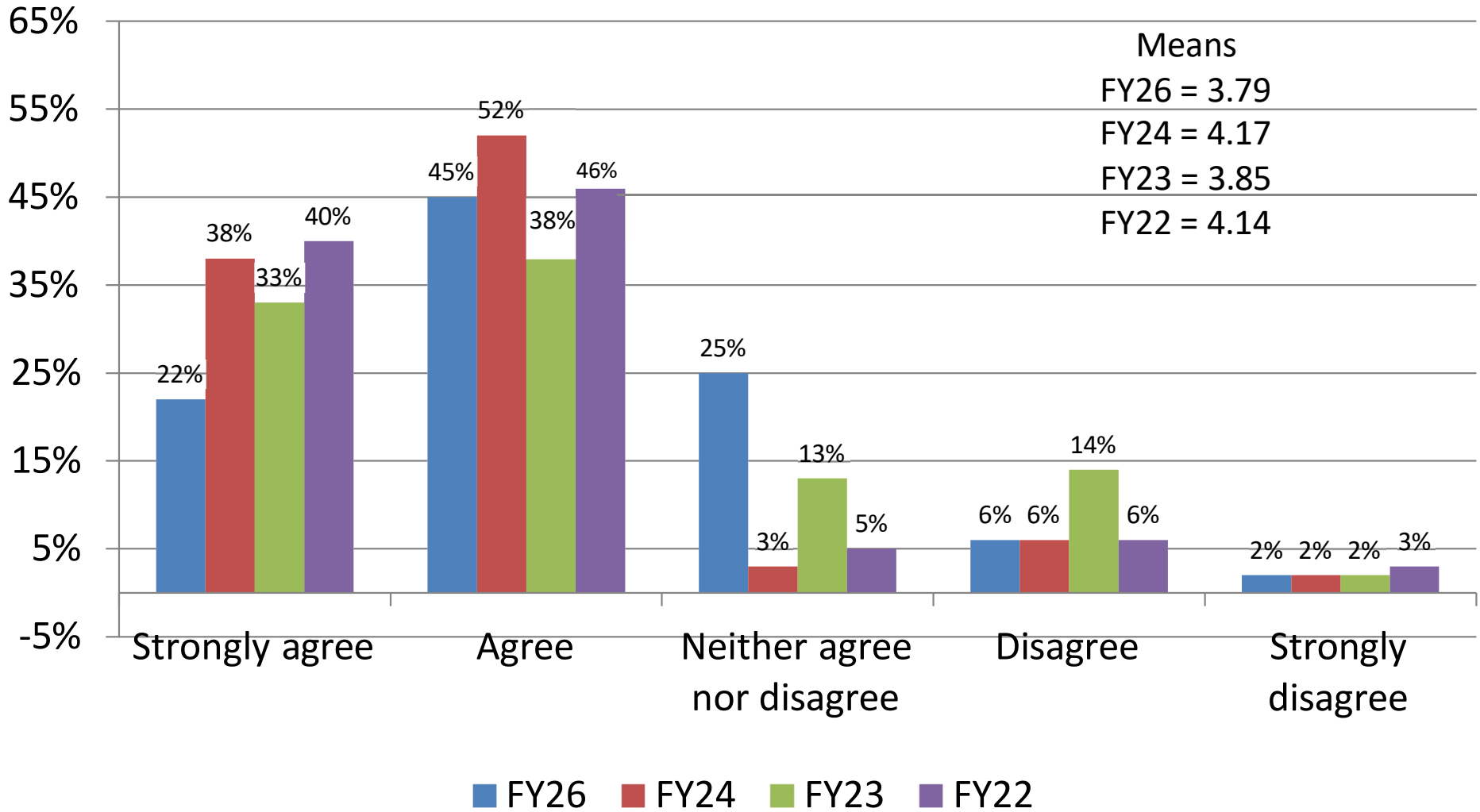


Vehicle/Shuttle was Modern and in Working Order



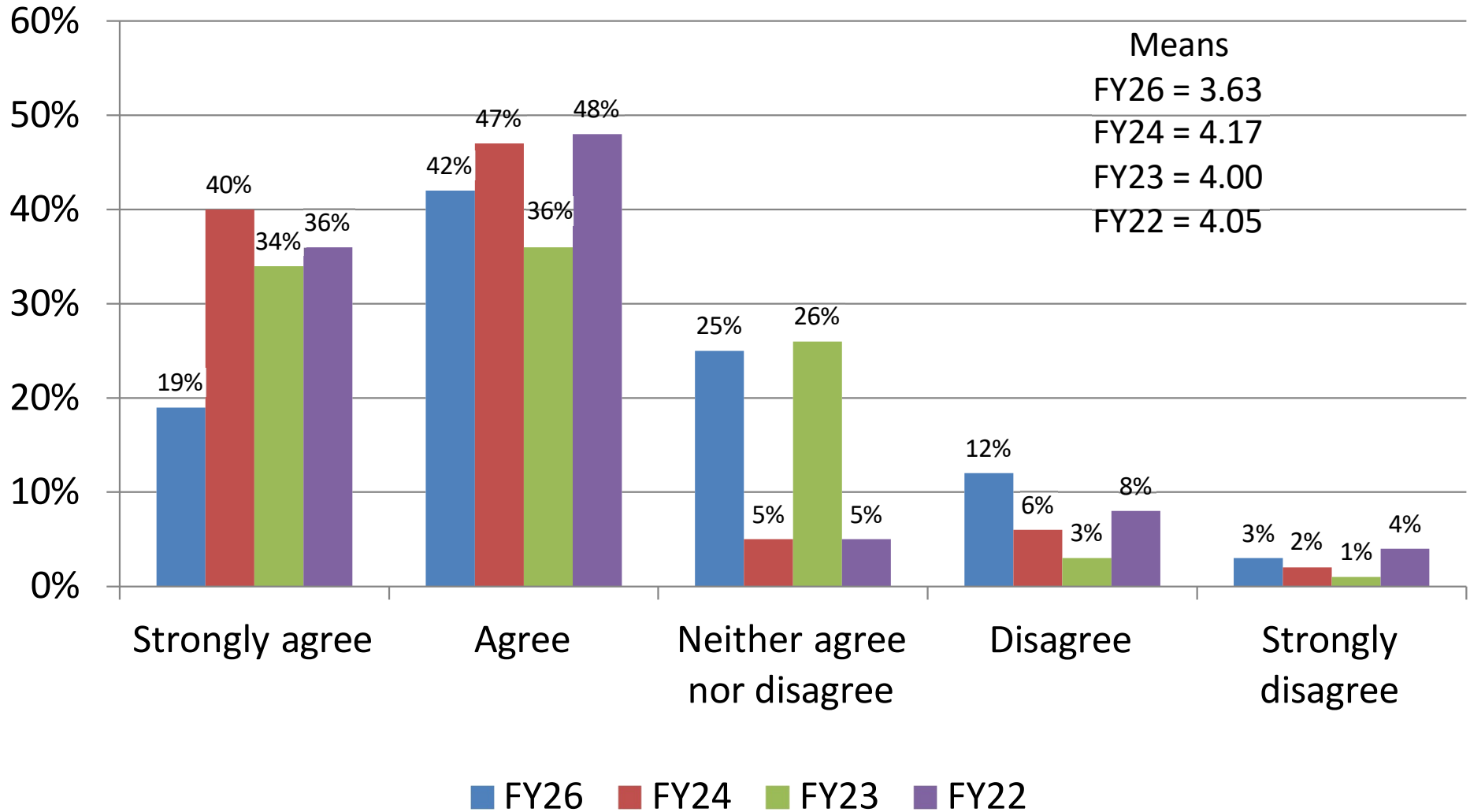


Overall High Level of Satisfaction with Ride Experience



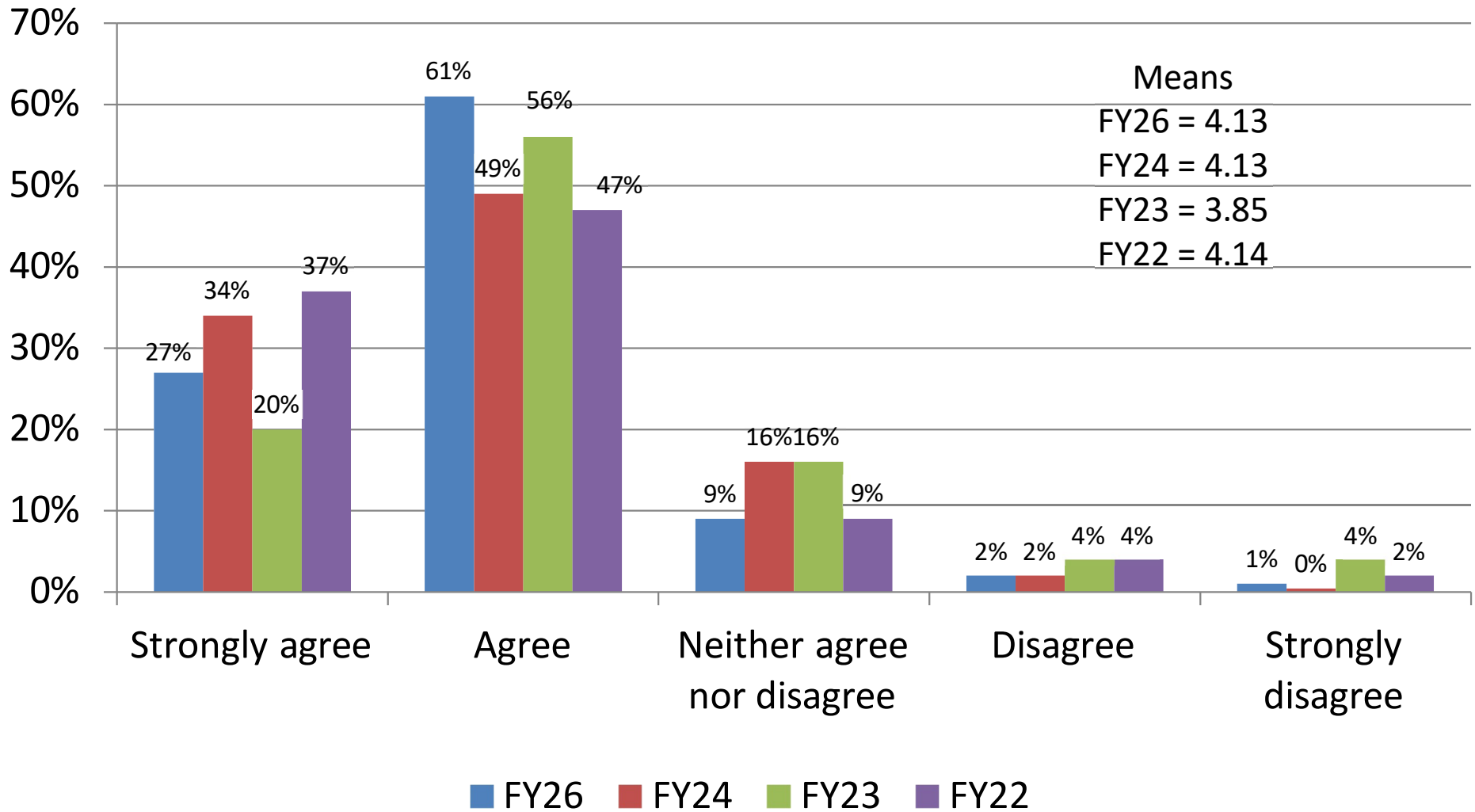


Driver Dropped me off on Time and in Correct Place



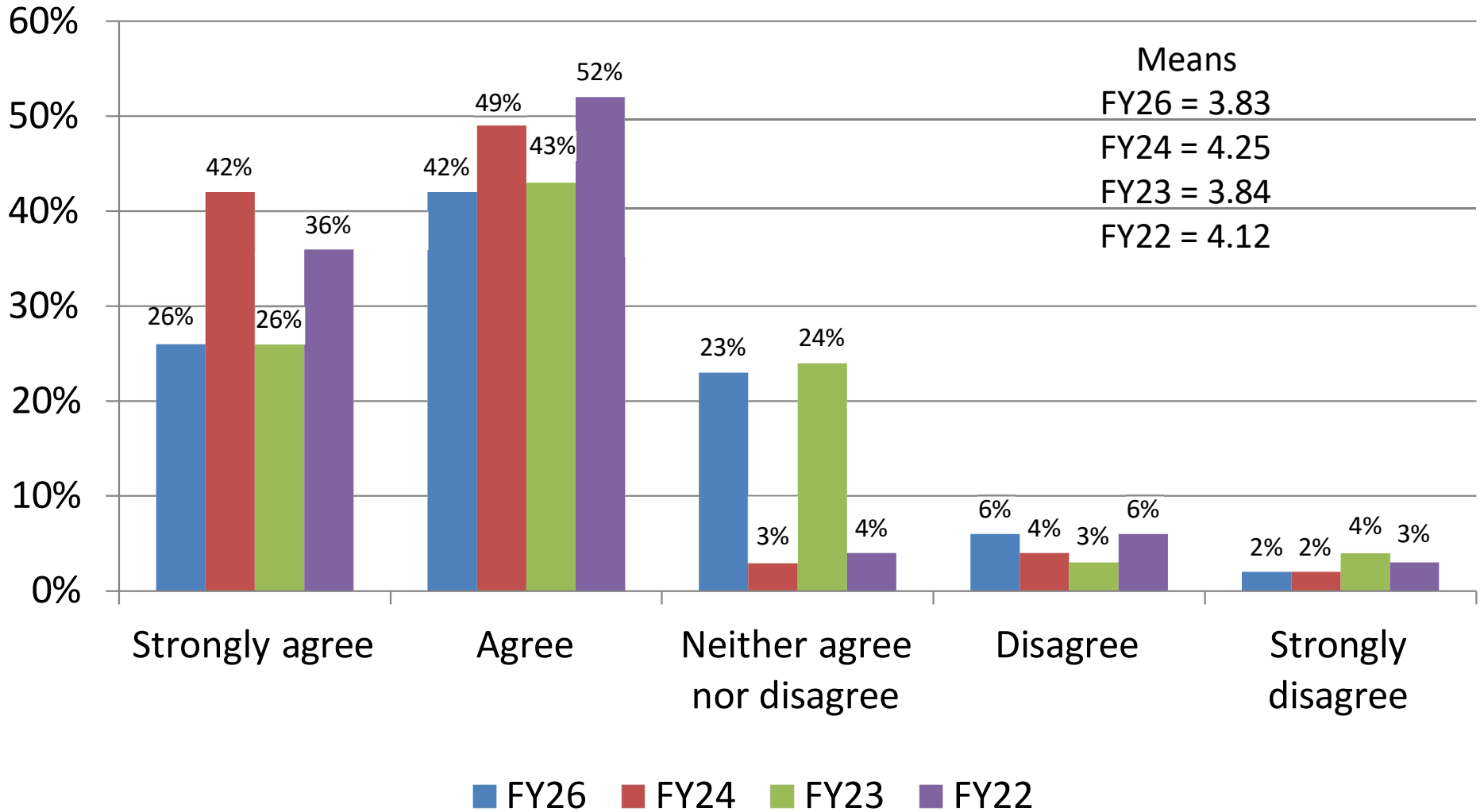


Driver Offered Me Help During Drop Off



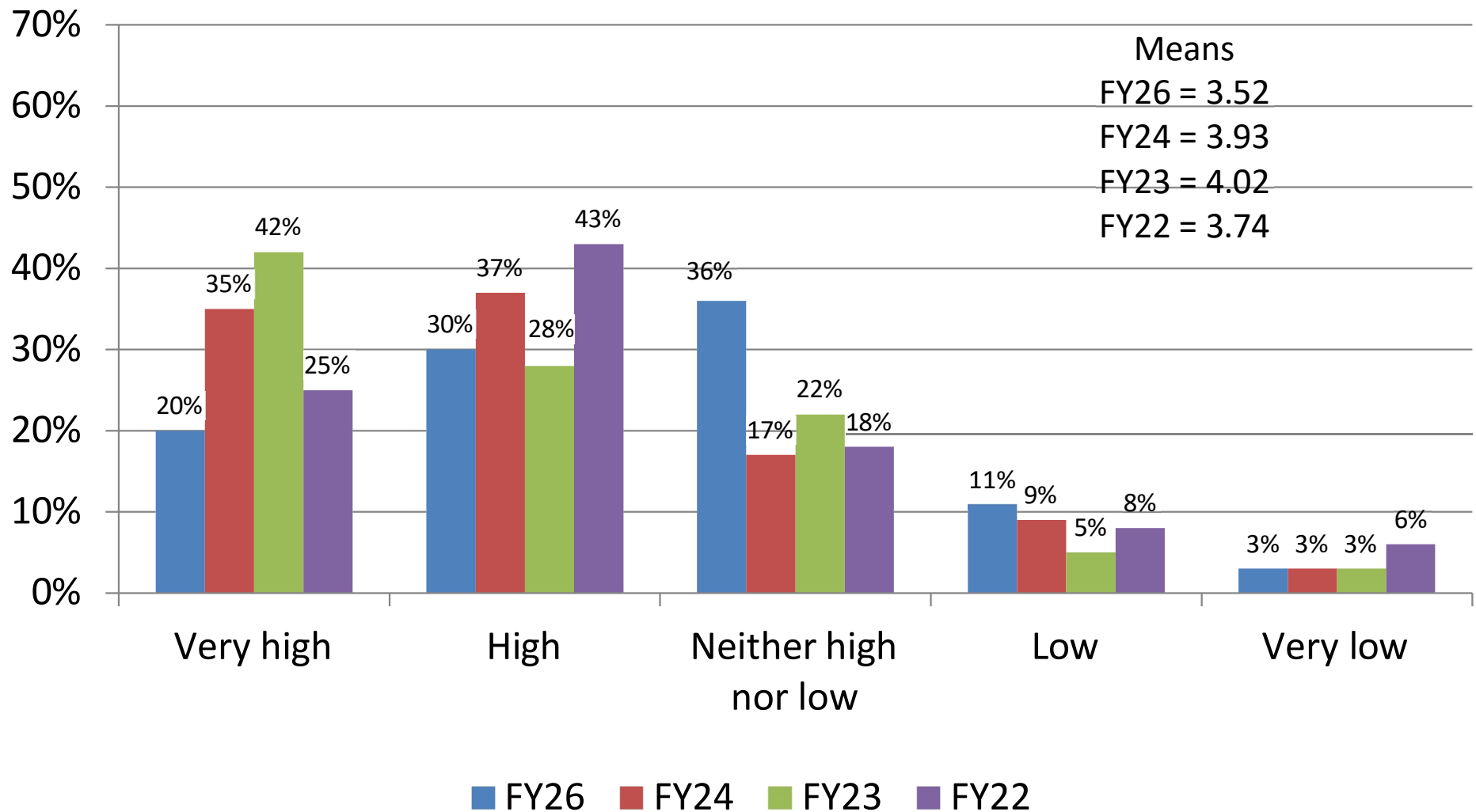


Overall High Level of Satisfaction with Drop Off Experience



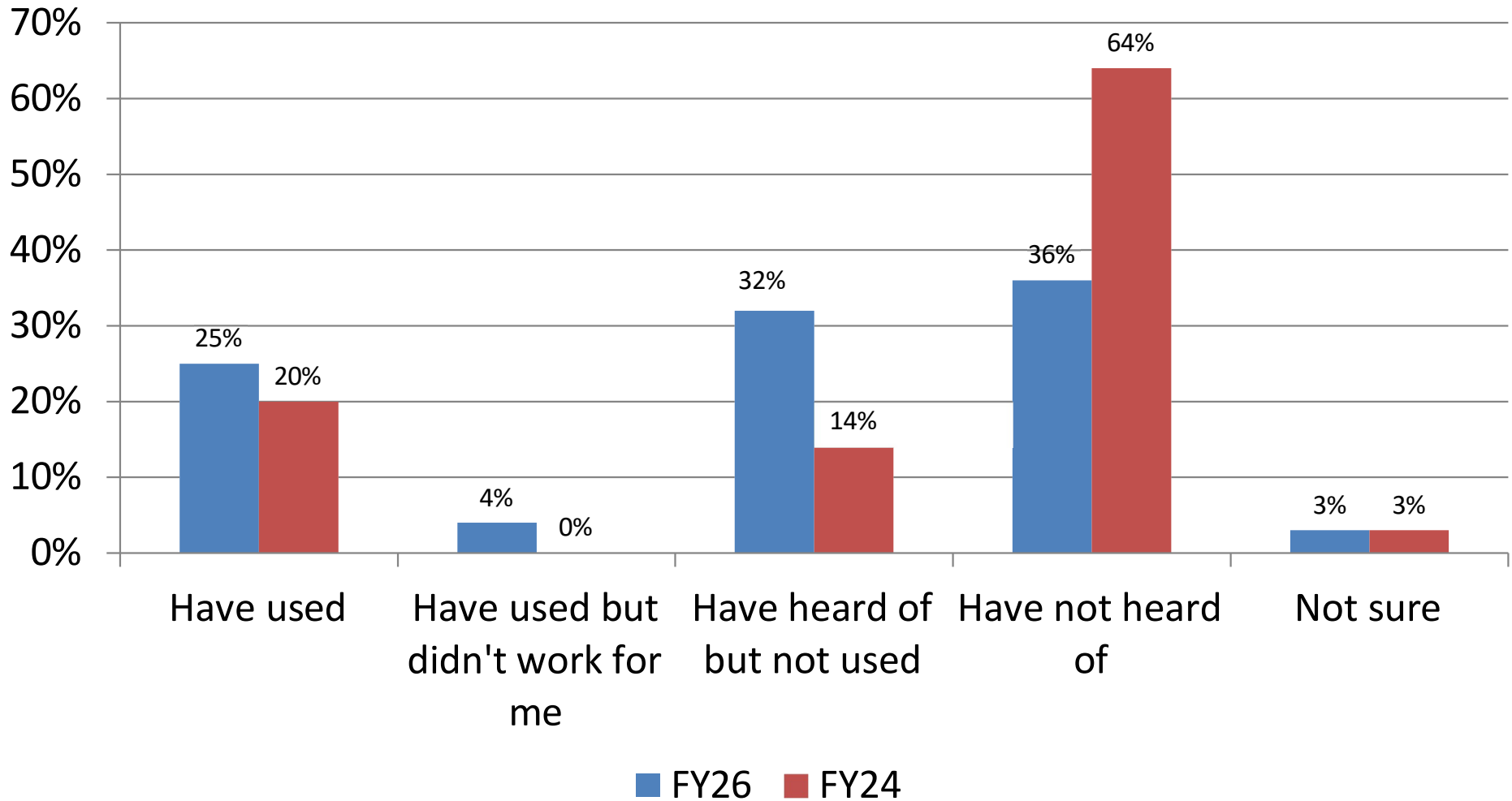


Overall Experience





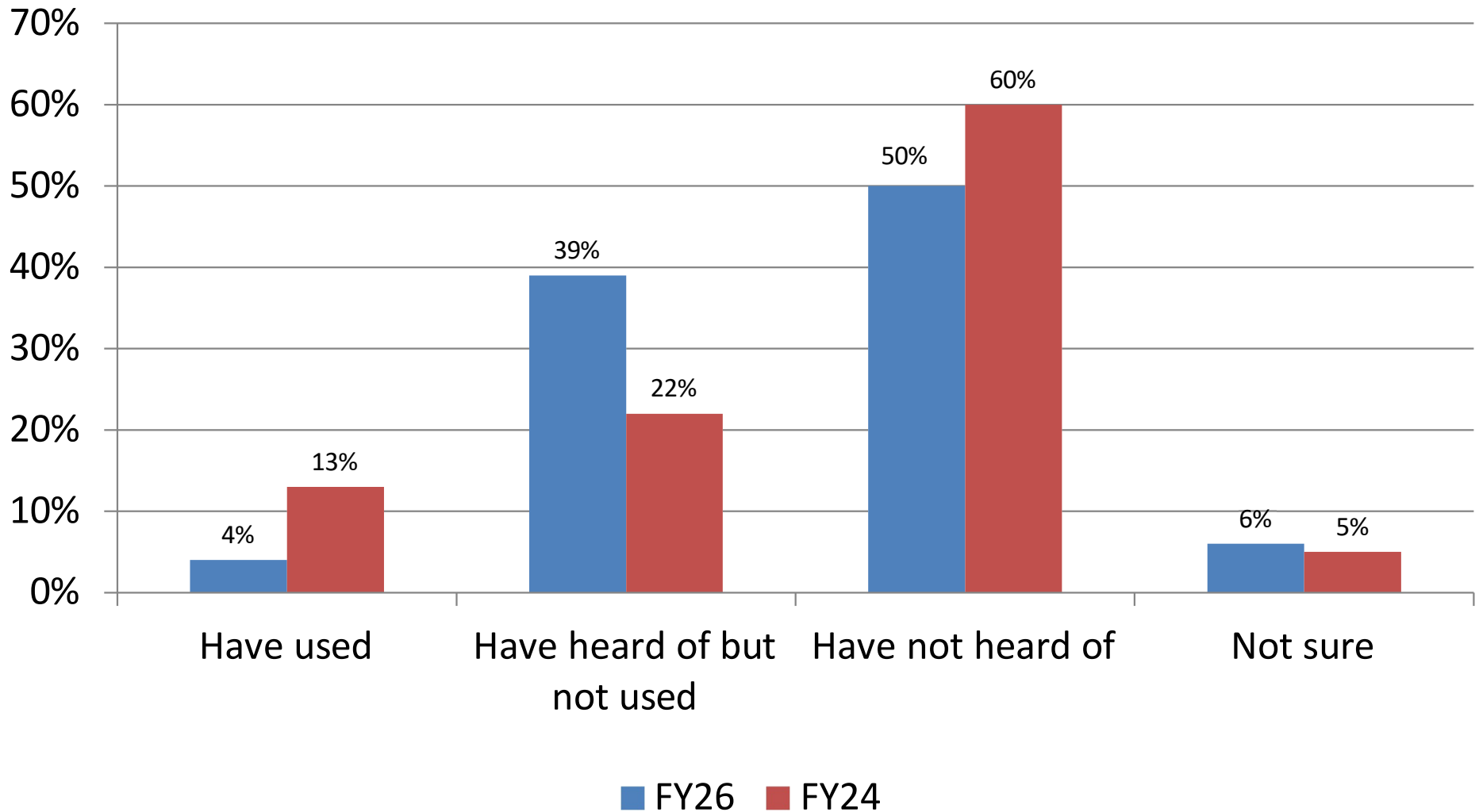
Familiarity with My Transit App



Note: "Have used but did not work for me" added in FY26

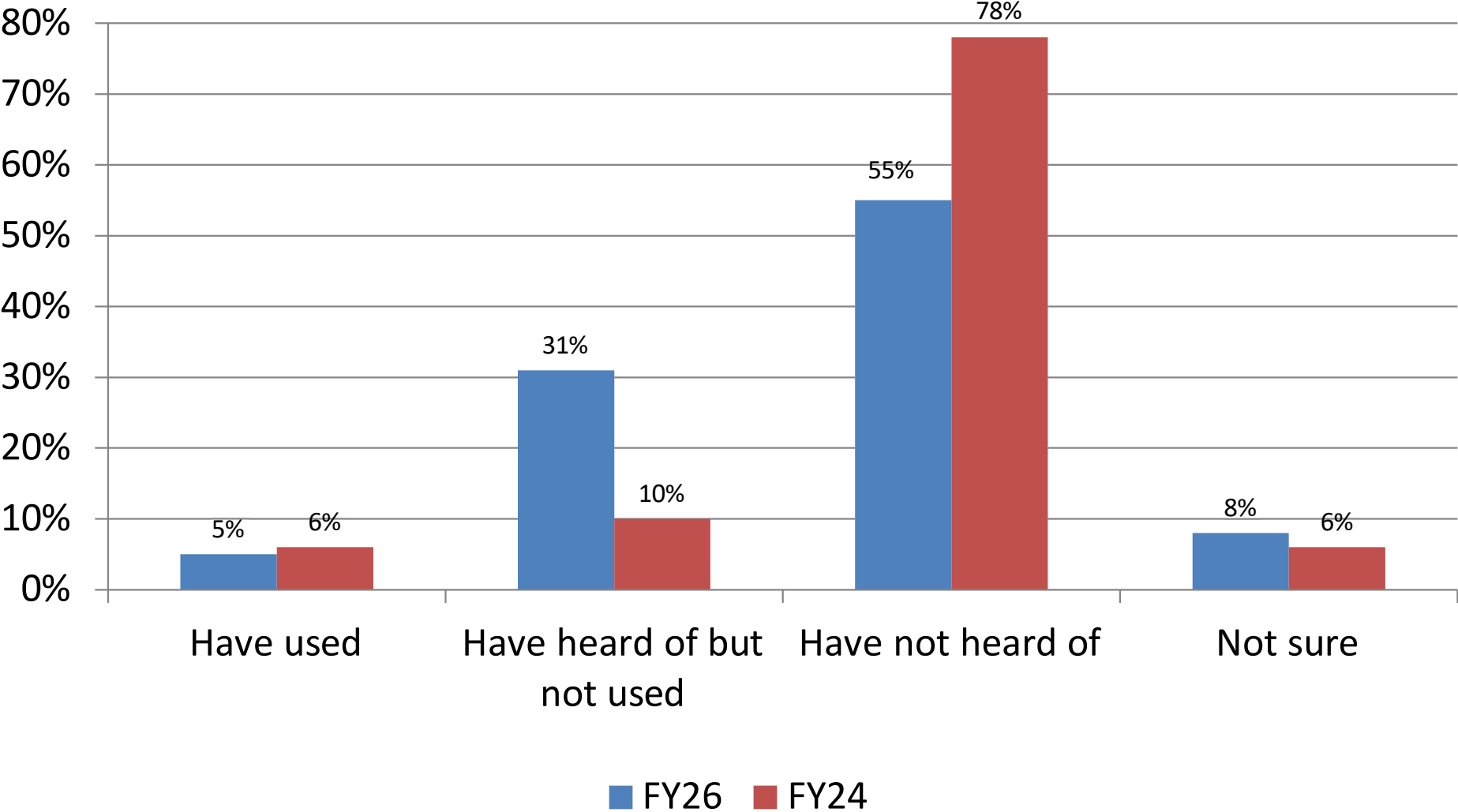


Familiarity with Para-Taxi Program



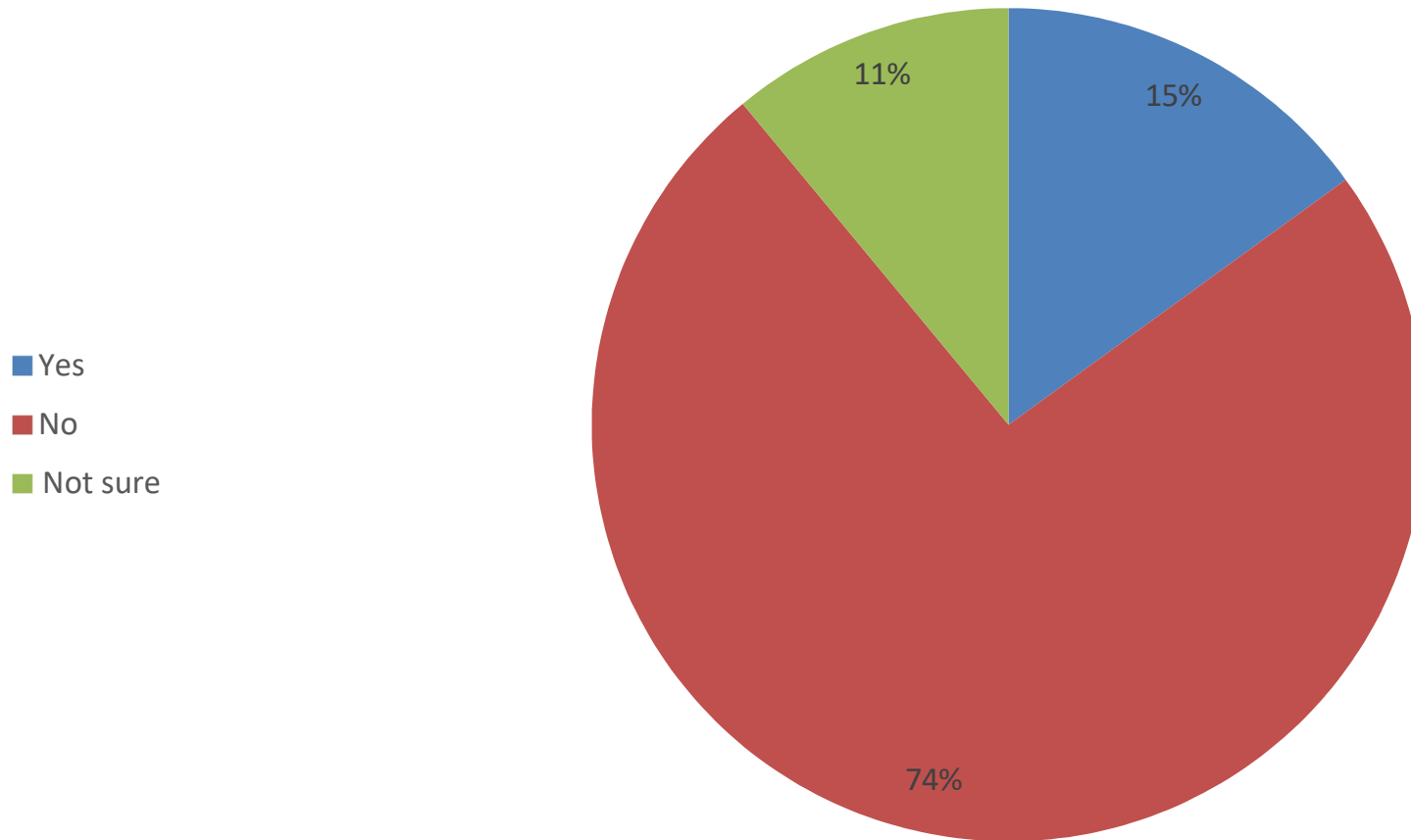


Familiarity with One Seat Ride Program





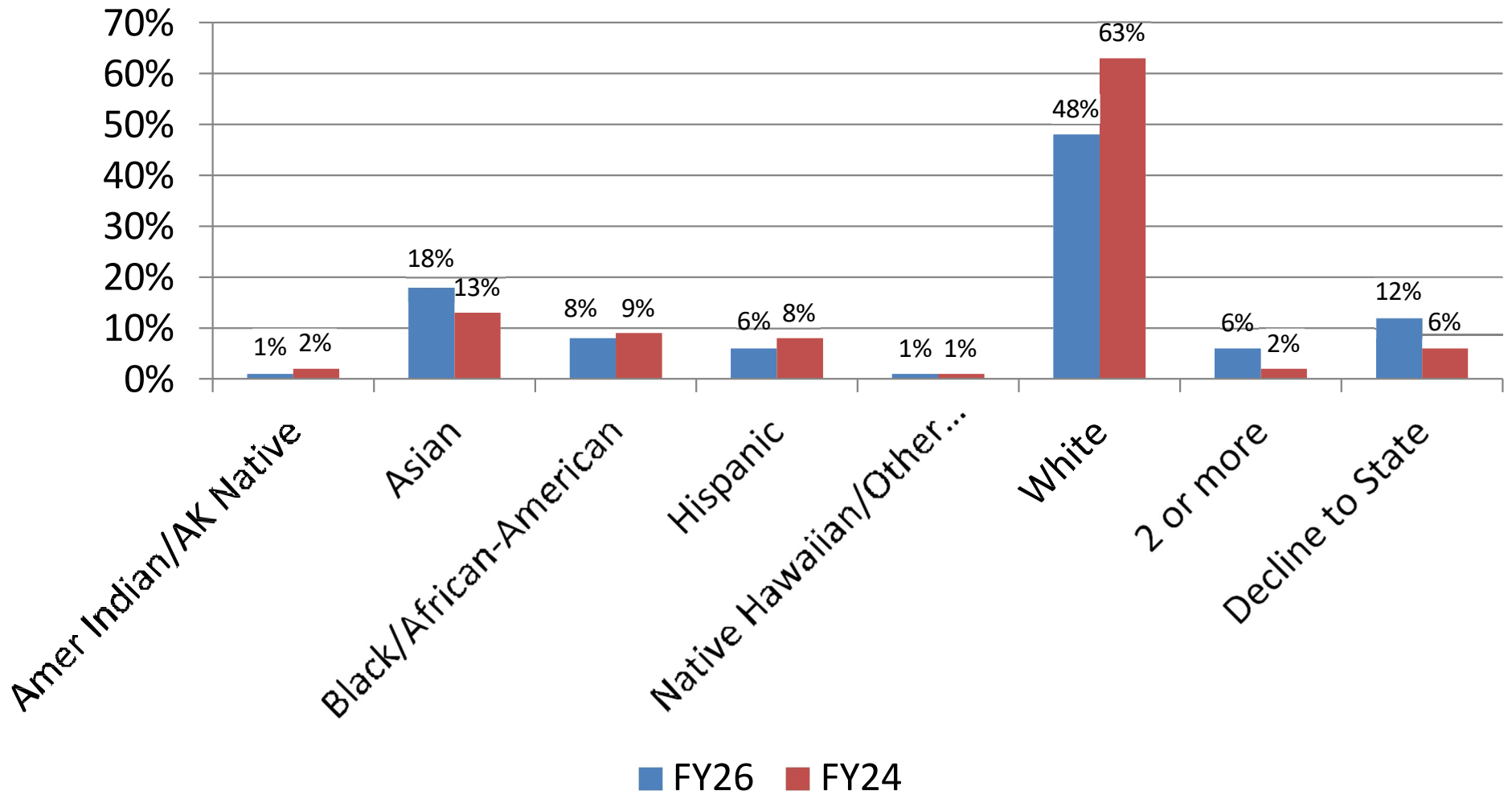
Interested in Receiving One-on-one Travel Training



FY26

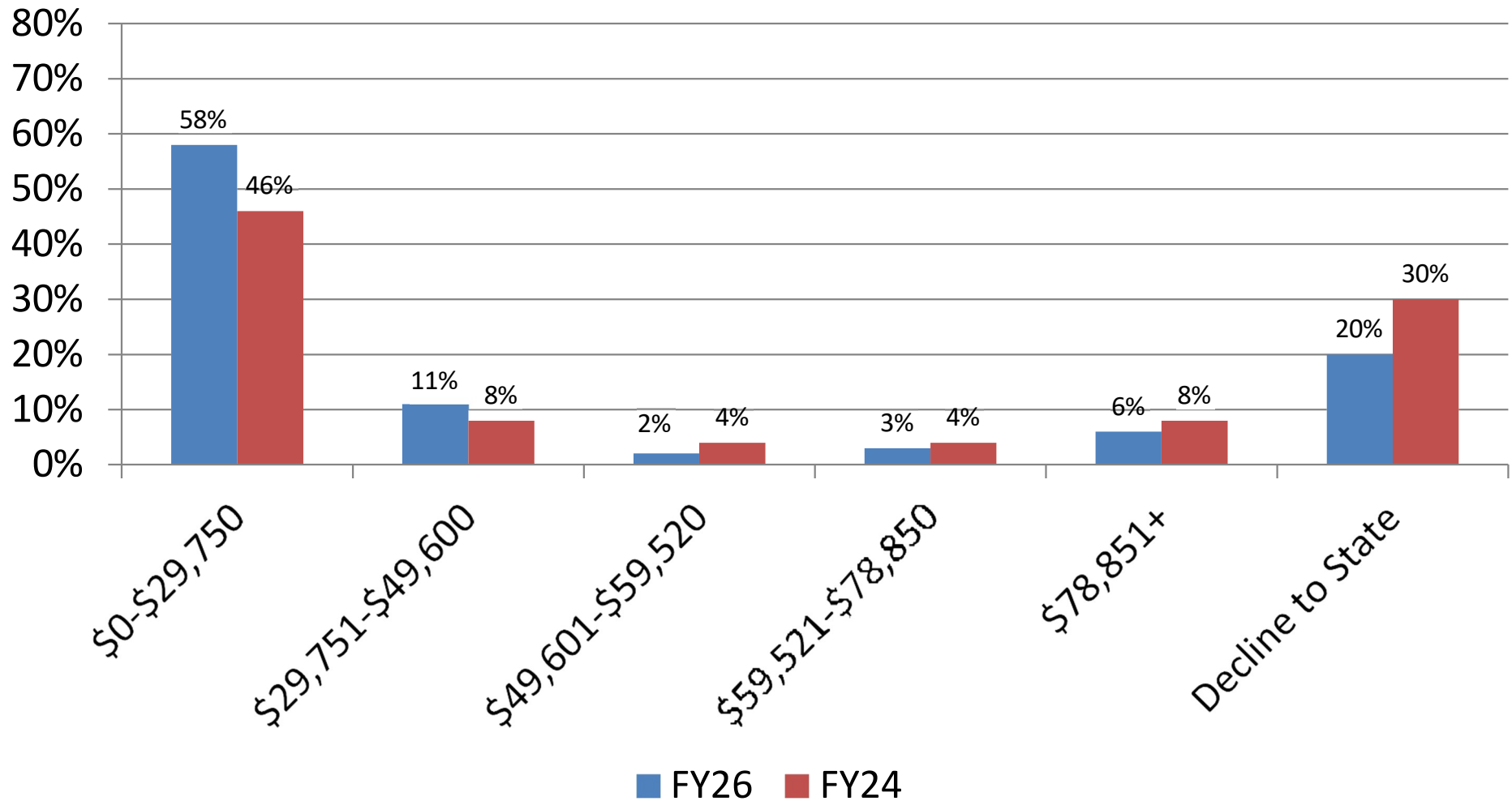


Race/Ethnicity





Annual Household Income





Comparisons of Mean Ratings

	<u>FY26</u>	<u>FY24</u>	<u>FY23</u>	<u>FY22</u>	<u>FY26 v FY24</u>	<u>FY26 v FY23</u>
Overall experience	3.52	3.93	4.02	3.74	-0.41	-0.50
Overall high level of satisfaction with pickup experience	3.49	4.09	3.85	3.90	-0.60	-0.36
Overall high level of satisfaction with ride experience	3.79	4.17	3.85	4.14	-0.38	-0.06
Overall high level of satisfaction with drop off experience	3.84	4.25	3.84	4.12	-0.41	0.00
Driver dressed appropriately/clean	4.17	4.24	3.97	4.27	-0.07	0.20
Driver courteous and helpful	4.14	4.26	4.19	4.21	-0.12	-0.05
Driver offered me help during drop off	4.13	4.13	3.85	4.14	0.00	0.28
Driver operated vehicle safely/followed traffic laws	4.12	4.24	4.03	4.28	-0.12	0.09
Vehicle/shuttle was clean	4.07	4.19	4.25	4.21	-0.12	-0.18
My wheelchair/scooter was safely secured	4.04	4.48	NA	NA	-0.44	NA
Important that vehicle has Wheels Dial-A-Ride logo	4.01	NA	NA	NA	NA	NA
No problems with phone menu	3.98	4.16	3.77	4.11	-0.18	0.21
Driver arrived correct address/pickup spot	3.93	4.13	4.19	4.12	-0.20	-0.26
Vehicle/shuttle was modern and in working order	3.91	4.14	3.95	4.14	-0.23	-0.04
Hold times were not an issue	3.89	3.98	3.18	3.90	-0.09	0.71
Person on phone knowledgeable	3.85	4.01	4.21	4.08	-0.16	-0.36
Easy to make arrangements for transportation on phone	3.72	4.10	3.90	4.06	-0.38	-0.18
Driver dropped me off on time/in correct place	3.63	4.17	4.00	4.05	-0.54	-0.37
Driver on time	2.88	3.74	3.95	3.62	-0.86	-1.07



Summary of Findings

- Almost without exception, ratings fell compared to FY24, and in some cases the decline was stark:
 - The mean rating for the driver arriving on time showed the steepest decline, falling from 3.74 on the 5-point scale to 2.88, or $-.86$.
 - Given that rating, it is no surprise that the overall level of satisfaction with the pickup experience showed the second largest decline, down from FY24's 4.09 to 3.49 this year, a drop of $.60$.
 - The other significant drop was seen in the driver dropping the rider off on time and in the correct place ($-.54$).
 - While not statistically significant, other large declines were seen in ratings for the wheelchair or scooter being safely secured ($-.44$), the overall experience ($-.41$), overall level of satisfaction ($-.41$), overall level of satisfaction with the ride experience ($-.38$), and ease of making arrangements on the phone ($-.38$).
- Looking specifically at the three overall levels of satisfaction – the drop-off experience was the highest at 3.84, followed closely by the ride experience at 3.79. The overall level of satisfaction with the pickup experience was lowest among the three, coming in at 3.49. With 3.0 being the neutral midpoint, all three landed more positive than negative.



Summary of Findings (cont'd)

- When it comes to familiarity with the three programs and apps posed for the first time in FY24, significantly fewer riders were unaware of My Transit App (36% this time compared to 64% not having heard of it in FY24). In the case of the One Seat Ride Program, 55% report not having heard of it now, compared to 78% being unfamiliar with it in FY24. While half (50%) in FY26 had not heard of the Para-Taxi Program, that is lower than in FY24 (60%). In terms of usage, the My Transit App had the greatest usage, but still only one-quarter (25%) have used it.
- This year, one new question was added relating to receiving one-on-one travel training, and just 15% were interested in it. Three-quarters were unsure, likely because they were unclear on precisely what that training would entail.
- Both demographic categories – race and income – showed significant changes compared to FY24 (when the questions were first posed):
 - The percentage of white riders has decreased (-15 percentage points).
 - In terms of income, there was a significant increase of 12 percentage points in the number of those at the lowest income level (less than \$29,750). This year, more riders were willing to provide their income level as opposed to in FY24.

STAFF REPORT

SUBJECT: Recommended Modifications to Wheels School Routes in Dublin, Fall 2026

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

DATE: April 27, 2026

Action Requested

Staff requests that the Projects and Services Committee review and provide feedback on the proposed changes to LAVTA’s Dublin School Tripper service for the 2026/27 academic year.

Background

When Emerald High School (EHS) opened for students in 2023, with on-campus instruction beginning the following year for freshman and sophomore students, it started a transition of high school students living in East Dublin away from Dublin High School (DHS) to the new EHS.

As part of accommodating this transition, overflow bus capacity on the three supplemental routes that serve students traveling between East Dublin and DHS (routes 501, 502, and 504) have been gradually drawn down, while a new route (201) was started to serve students at EHS.

As of the upcoming 2026/27 school year, the DHS-to-EHS transition will have been completed, and all high school students living east of Hacienda Drive will reside within the boundary of EHS, while those living west of Hacienda Drive will continue to be assigned to DHS.

Dublin High School Service

With students in East Dublin no longer assigned to DHS, Wheels Routes **501** (Silvera Ranch / Positano Hill) and **504** (Dublin Ranch) will no longer be needed and can be discontinued.

Route **502**, which currently serves areas as far east as Cottonwood Creek, can be truncated near Dublin Boulevard & Hacienda Drive. At the same time, this presents an opportunity to serve the new “Boulevard” residential development. It is therefore recommended that the 502 be routed to serve Sterling Street, Horizon Parkway, and Scarlett Drive. The modified route would serve existing physical bus stop locations that were approved and have been installed as part of the Boulevard development.

Route **503** (Shannon Park, Schaefer Ranch), which serves both DHS and Wells Middle School (WMS), is not affected by the EHS transition.

Based on a suggestion by Committee member Josey, Staff explored the possibility of splitting Route 503 into two routes in order to provide more direct and faster service from west and central Dublin to DHS. Staff looked at expanding 503 service off the main collector streets on which this route currently operates; specifically, to Creekside Drive / Rolling Hills Drive and Inspiration Circle.

A ridership estimate based on enrollment numbers received from the school district as well as the current modal split at DHS indicated that 5 or so students would be likely to use or benefit from the expansion (based on the Wheels typical carrying share of students). This – together with the fact that no parent requests have been received for service to those areas – prompted Staff to not recommend any changes to the 503 at this time. If the demand picture changes in the future, however, this can be revisited. It should also be noted that splitting Route 503 into two routes would require an additional peak bus.

Lastly for DHS, it should be noted that it is also served by Wheels **Route 4**, a local line serving various areas of Central Dublin.

Emerald High School Service

Due to its relatively central placement within the general East Dublin area, EHS does not generate the same level of demand relative to the student population that, for example, the East Dublin-to-DHS corridor did.

As indicated earlier, Wheels currently operates a single supplemental route (201) to/from EHS. This route is a loop, serving neighborhoods to the northwest and northeast of the school, including Dublin Ranch, Silvera Ranch, and Positano Hill.

With the EHS student population increasing with the final phase of the transition from DHS, the threshold to create a second route is being reached. As such, it is proposed that the 201 be split / expanded into two routes as follows:

Route **201** would be modified to provide expanded service to the Tassajara Hills subdivision, operating there primarily on Palisades Drive with one new bus stop. It would continue to serve the Tassajara Road corridor – including Dublin Ranch – on its way to/from the school. It would no longer serve Fallon Road or Positano Hill.

Route **202** (new) would take over coverage along Fallon Road and at Positano Hill. In addition, this new route would provide expanded service to Francis Ranch (Croak Road extension) and Cottonwood Creek (Central Parkway east). The latter expansion would be subject to the date of a Croak Road dedication to the city and subsequent public access.

In addition to the proposed expansion outlined above, Staff looked into the possibility of direct service to the Wallis Ranch subdivision, off Tassajara Road. However, the subdivision itself is a gated community, and when road-testing the one street that loops outside of it (Rutherford Drive) in a bus together with Operations staff, it was determined that routing there would present too many hazards for safe city bus operation and as such would not be feasible.

Lastly for EHS, it should be noted that it is also served by Wheels **Route 30R**, a trunk line that operates to the east and west of the school, along Dublin Boulevard.

The following table summarizes the recommended service adjustments for the supplemental service in Dublin.

FALL 2026 RECOMMENDED SUPPLEMENTAL SERVICE CHANGES DUBLIN		
Route	School	Change
201	EHS	Modify alignment to focus on Tassajara Road; expand to Tassajara Hills
202	EHS	Create new route serving Fallon Road and Positano Hill; expand to Francis Ranch and Cottonwood Creek
501	DHS	Discontinue route; no longer needed following the boundary transition
502	DHS	Remove East Dublin portion, and add new service to "Boulevard" development
503	DHS+WMS	Retain current route as-is
504	DHS	Discontinue route; no longer needed following the boundary transition

Fiscal Impact

The resource impact from the supplemental school routes is more associated with peak vehicle and manpower requirements than with service (revenue) hours; the net effect on the latter is relatively small as a result of the recommended changes. Two routes are removed, and one route is added, resulting in an estimated net reduction of 1.8 daily revenue hours.

Due to interlining (where a bus/driver is utilized to operate more than one route during a run), the exact effect on peak-pull from a set of changes like this will depend on final scheduling. However, from a resource-attributable perspective, the recommended changes would result in a net reduction of 0.5 buses in the a.m. and p.m., respectively.

Next Steps

The route changes and expansions will be implemented in conjunction with school-starts in August 2026 on a pilot basis. Staff will return with a recommendation for Board approval within six months.

Recommendation

Staff recommend that the Projects and Services Committee review and provide feedback on the proposed changes to LAVTA’s Dublin School Tripper service for the 2026/27 academic year.

Strategic Plan Goal

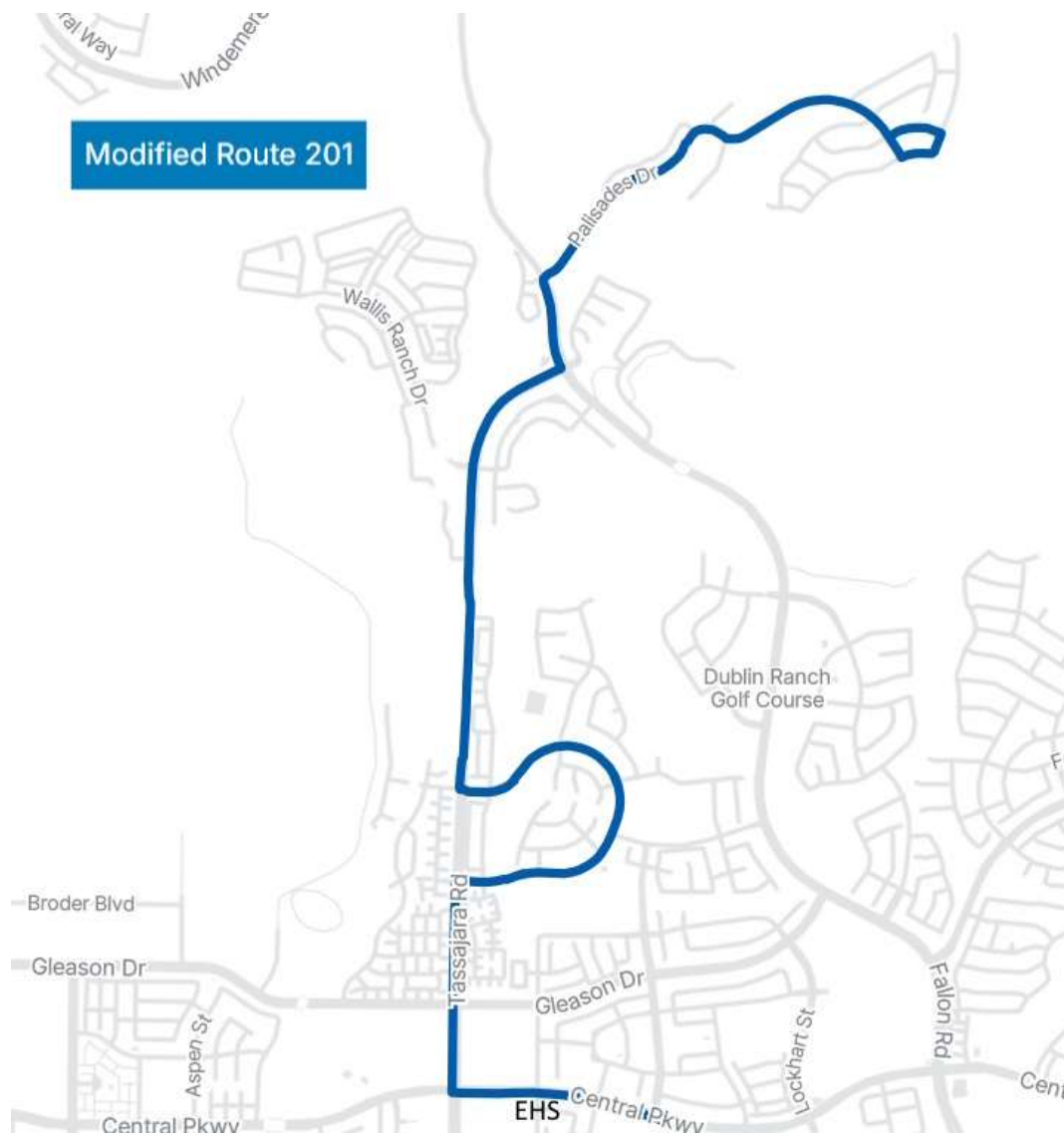
Service Development: Assess LAVTA’s service area network, monitor ridership trends, evaluate routes, and make recommendations for meeting current demand and community priorities

Attachments:

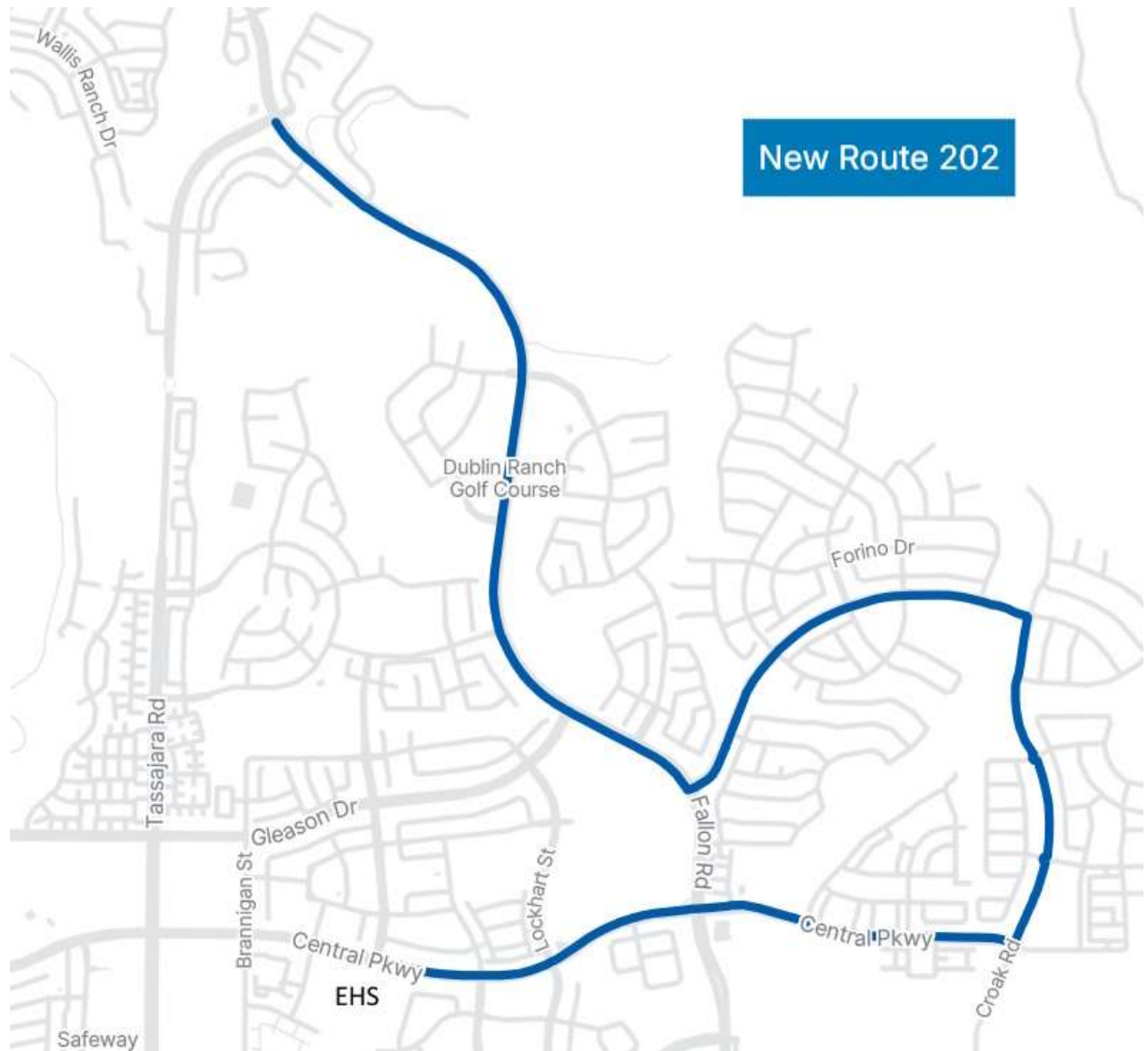
1. Maps (3) of the recommended new alignments of routes 201, 202, and 502.

NEW OR MODIFIED ROUTES

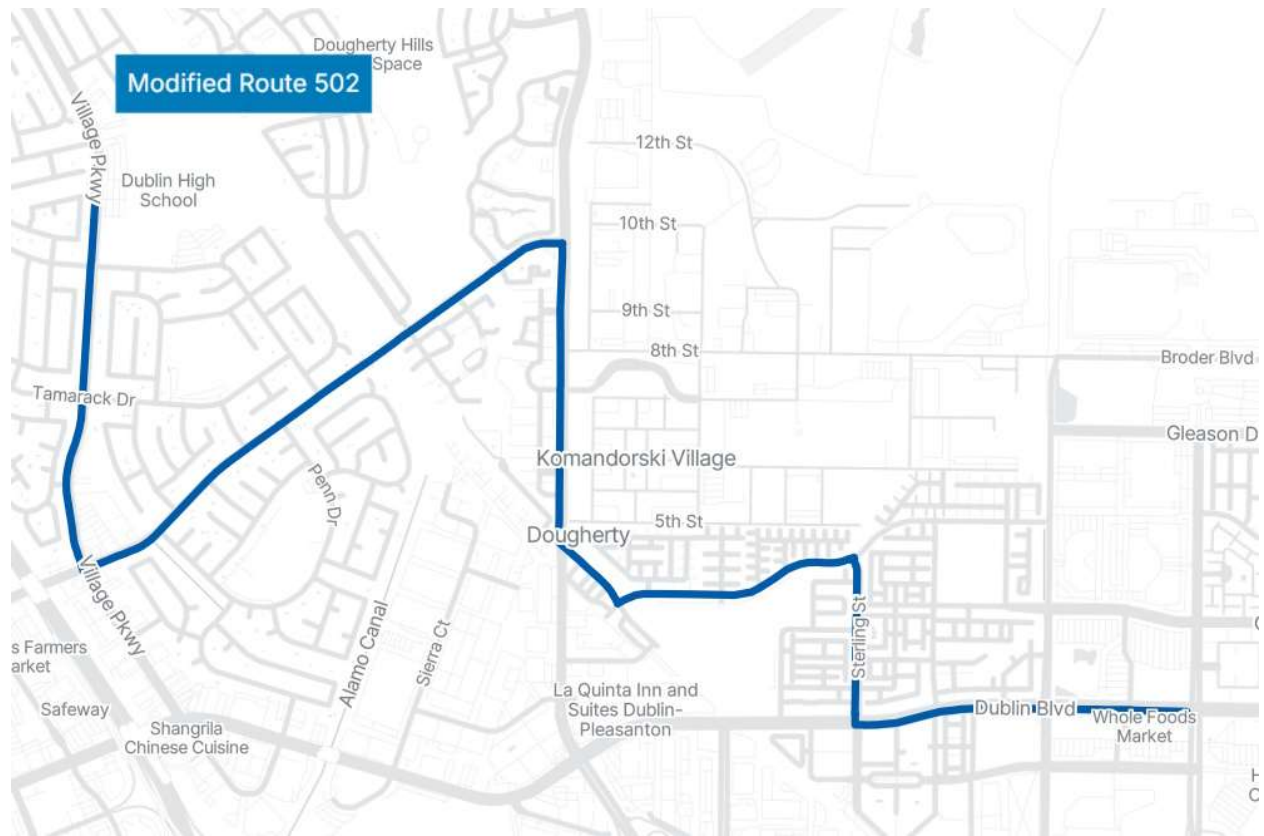
MODIFIED ROUTE 201:



NEW ROUTE 202



MODIFIED ROUTE 502



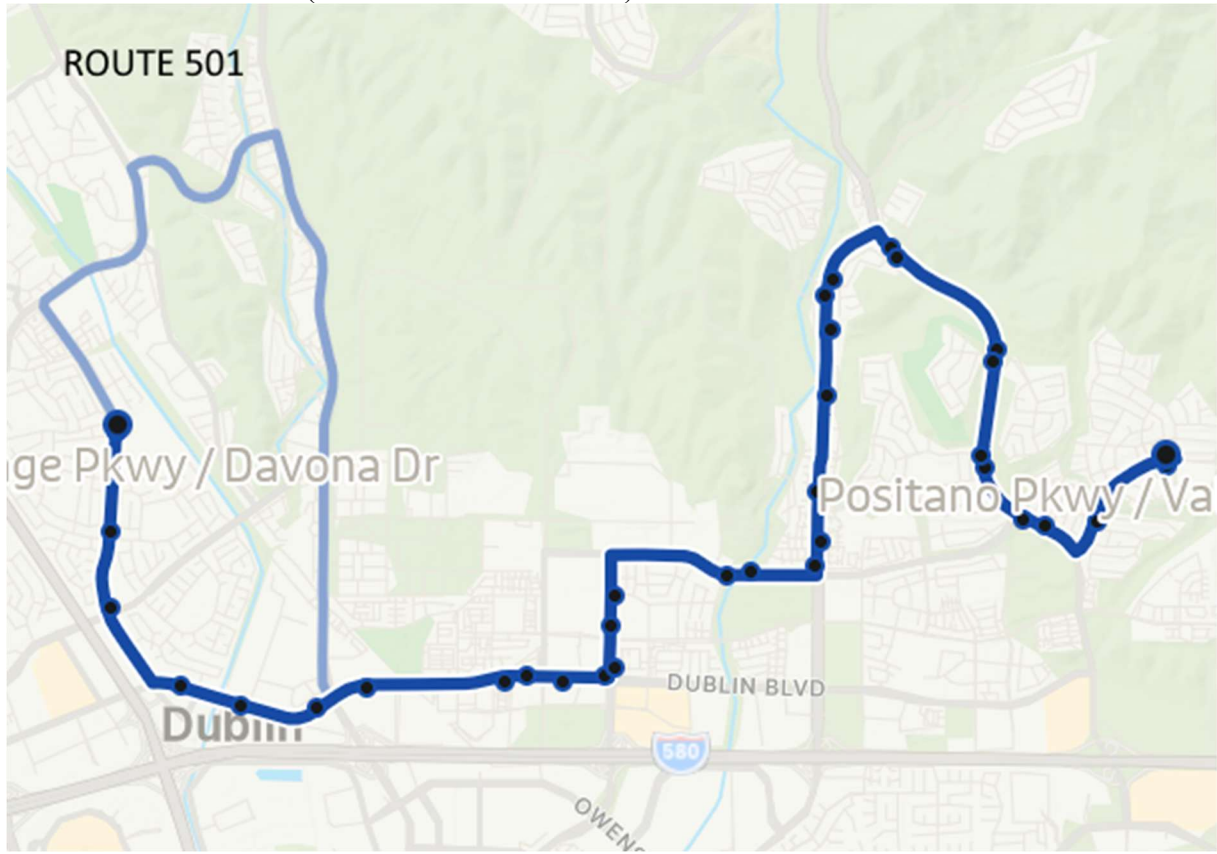
CURRENT ROUTES

EXISTING ROUTE 201 (TO BE MODIFIED AS PER PRIOR MAP)

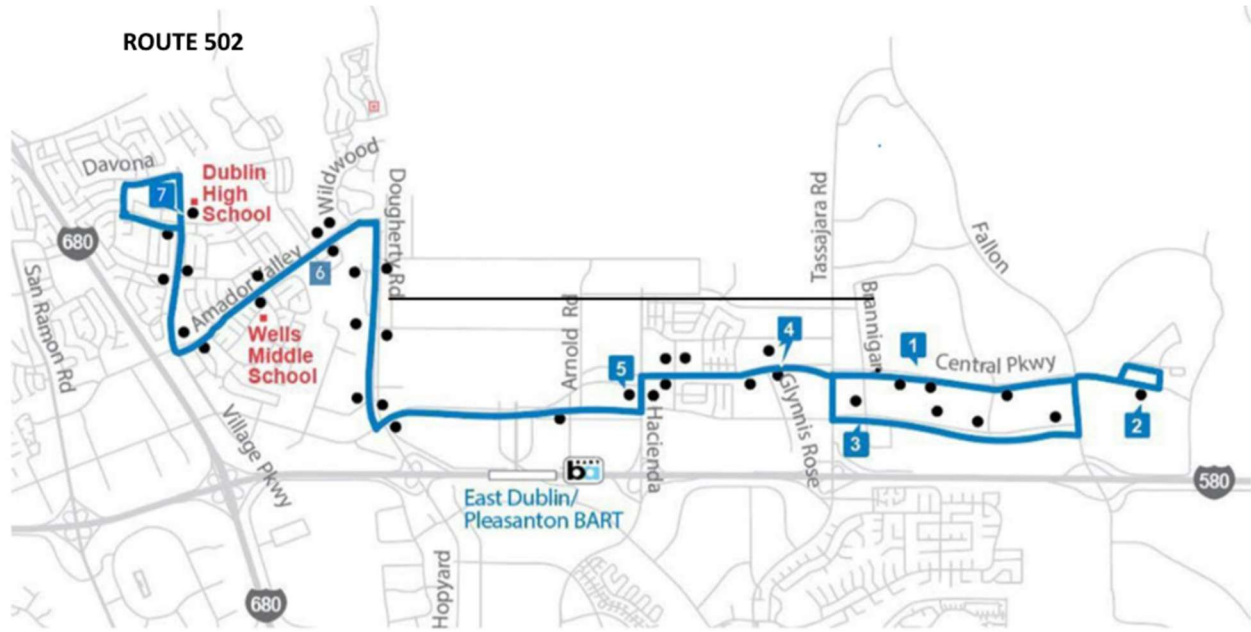
ROUTE 201



EXISTING ROUTE 501 (TO BE DISCONTINUED)



EXISTING ROUTE 502 (TO BE MODIFIED AS PER PRIOR MAP)



EXISTING ROUTE 504 (TO BE DISCONTINUED)

