

STAFF REPORT

SUBJECT: Service Recovery Process

FROM: Tony McCaulay, Planning and Marketing Director

DATE: April 25, 2022

Action Requested

Information only. No action required.

Background

The Projects and Services Committee has asked staff to provide information regarding the process that will be used to restore LAVTA service to pre-pandemic levels. Since many members of the Board were not serving when service levels were reduced, some background information will also be provided.

Service Reductions

On March 16, 2020, the Alameda County Public Health Department announced that as of the following day all residents were to shelter at home limiting activity, travel and business functions to only the most essential needs. In anticipation of declining resources, ridership, and this public health mandate, LAVTA staff developed a five-level service reduction process to provide our passengers with an easy way to find out what services were still available. Attachment 1 details the five service levels.

Service Level 1 was implemented on March 17, 2020. All regular service was still operational, except school routes since in classroom instruction was halted effective March 16. Ridership on our remaining fixed routes dropped dramatically following the shelter at home order, from a high of 7,404 passengers on March 2 to a low of 786 on March 26.

Because of the nearly 90 percent ridership loss, Service Level 2 was implemented on Monday March 30, 2020. Additional cuts were implemented on Monday April 6, as we began operating at Service Level 3, which included discontinued service on three express routes as well as the Routes 2 and 11, all of which were either performing poorly prior to the pandemic or served areas where alternate service was available. The remaining routes were reduced to a weekend level of service and service after 11 pm was discontinued.

Service Restoration to Date

In March 2021, area school districts started to resume in classroom instruction. As a result, we restored school services concurrently with the resumption of classes. The next phase of

service restoration was done in conjunction with the State of California announcing plans to fully reopen the economy in June 2021. Effective Monday June 14, weekday service was reinstated to pre-COVID levels from approximately 6:00-9:00 am and 3:00-6:00 pm on Routes 1, 3, 8, 10R, 14, and 30R. Route 15 returned to full weekday pre-COVID service levels. Service continued to end at 11 pm. The service resumption was possible because drivers were available during the summer when school services were not operating.

The goal at that time was to continue hiring drivers so that when school services started back in August 2021, there would be sufficient drivers for the restored regular route service and the school services. Unfortunately, this did not happen, and as a result, we reduced peak hour service on the Rapid Routes 10R and 30R from every 15 minutes back to every 30 minutes, resulting in all regular services having the same 30-minute frequency during weekday peak hours. This is where service stands as of the present time. The table below compares the weekday revenue service hours for each regular route at three points in time: pre-COVID; the pandemic low point; and the current service level.

Route	Weekday Revenue Hours - Pre-Covid	Weekday Revenue Hours – Pandemic Low	Weekday Revenue Hours - Current
1	14.78	5.13	9.82
2	6.23	0	1.17
3	19.52	13.87	17.77
8	26.62	12.80	26.67
10R	100.27	53.43	49.90
11	5.53	0	0
14	36.12	22.60	31.37
15	32.65	15.80	30.87
30R	135.27	77.90	77.95
20X	2.87	0	0
70X	13.52	0	0
580X	8.00	0	0

Service Restoration Moving Forward

With extra service hours that will become available with the end of the current school year, staff anticipates bringing back approximately one-third of the pre-COVID service on the Route 70X serving the East Dublin/Pleasanton, Walnut Creek and Pleasant Hill BART Stations and both trips on the Route 20X service between the East Dublin/Pleasanton BART Station and LLNL via Vasco Road. Several requests have been received regarding the resumption of these routes. Additionally, during the summer, we run service to Dublin High School summer school and the Alameda County Fair.

Bringing back 15-minute peak hour service to the two RAPID routes is the next priority since these routes serve both BART Stations, the Livermore ACE Station, Las Positas College, employment centers, medical facilities, and multiple middle and high schools. These, and any additional service restorations to move our service back to pre-COVID levels, will be predicated on the successful recruitment of additional operators.

Recommendation

Information only. No action required.

Attachments:

1. COVID-19 Five-Level Service Reduction Plan

COVID-19 Five-Level Service Reduction Plan

Service Level 1: Regular service, no disruptions

- All Wheels and Rapid buses operating on regular schedules
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available
- Supplemental school routes discontinued until school resumes

Service Level 2: Frequency reductions on Rapid Routes, other reductions

- Rapid Routes 10R and 30R will operate on a 30-minute frequency during hours when 15-minute frequency was previously offered
- Routes 20X and 580X will not operate due to extremely low ridership; alternate service available using Route 30R
- Route 2 will not operate due to extremely low ridership; alternate service available using LAVTA's GoDublin program
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available

Service Level 3: Weekend service schedules except for Rapid routes

- Rapid Routes 10R and 30R will continue to operate at the Service Level 2 frequencies
- Routes 1, 3, 8, 14 and 15 will operate on weekend schedules
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Route 2, 11, 20X, 70X and 580X will not operate
- All service after 11pm discontinued
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available

Service Level 4: Additional service frequency reductions

- Service frequency on Rapid Routes 10R and 30R changed to hourly
- Weekend service level continues on Routes 1, 3, 8, 14 and 15
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- All service after 9pm discontinued
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available

Service Level 5: No service

- All service discontinued due to public health mandates or other circumstances beyond our control