

**S T A F F   R E P O R T**

SUBJECT: Wheels in Motion – Outreach Results

FROM: Mike Tobin, Director of Operations  
Christy Wegener, Executive Director

DATE: October 23, 2023

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**Action Requested**

Staff recommends that the Projects and Services Committee receive the presentation and provide feedback to staff.

**Background**

As part of the Wheels in Motion effort to reimagine LAVTA’s existing mainline fixed route service, a survey instrument was created to solicit input and feedback from the community and Wheels riders regarding three different service scenarios:

1. **Scenario 1** – Bus schedules and routes would remain essentially unchanged.
2. **Scenario 2** – Buses would come more often on the Rapid routes, but service on other routes would be reduced or eliminated.
3. **Scenario 3** – Most buses would come every 20-40 minutes to align with the new BART schedule. Service would be restored in several areas that are currently unserved.

**Discussion**

Methodology

The survey outlined each of the three scenarios and then asked respondents a series of questions including whether or not they “Liked”, “Disliked”, or “Neither Liked nor disliked” the changes that were included in each scenario. The survey was opened on September 7<sup>th</sup> and was closed on October 8<sup>th</sup>. Surveys were issued in both English and Spanish. To promote the survey, LAVTA staff attended multiple outreach events throughout the Tri-Valley during the month of September to engage with the community and to answer questions regarding the different service scenarios being considered. Staff also

held operator outreach events as well as presented to the Tri-Valley Accessible Advisory Committee.

### Results

A total of 228 participants completed the survey, and we are now pleased to provide you with a high-level summary of the survey results below in Table 1:

Scenario	Like	Neither like nor dislike	Dislike
Scenario 1	19%	35%	46%
Scenario 2	17%	26%	57%
Scenario 3	69%	16%	16%

*Table 1*

From the survey results, it is evident that an overwhelming majority of respondents expressed a strong preference for Scenario 3. Respondents' support for this scenario primarily revolved around the idea of expanding coverage to historically underserved areas within the Tri-Valley region, specifically in West Dublin and South Livermore, as well as keeping commuter routes such as Route 20X and 580X, both of which run between the East Dublin/Pleasanton BART station and the Lawrence Livermore National Laboratory.

Staff will present the in-depth survey results and a comprehensive breakdown of participant feedback during the Committee meeting. Staff will also discuss next steps, including the staff recommendation for the preferred alternative, the timing for the public hearing, and the timeline for Board approval.

### **Recommendation**

Staff recommends that the Projects and Services Committee receive the presentation and provide feedback to staff.

### Attachments:

1. Wheels in Motion Survey Instrument



## LAVTA Service Scenario Assessment Survey DRAFT August 30, 2023

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The following draft survey questions will be used to assess Wheels riders' opinions and preferences for three LAVTA service scenarios. Once the draft is finalized, the questions will be transferred into a survey tool (Alchemer) and distributed to members of the public.

### [LANGUAGE]

Please select your preferred language:

- English
- Tomar la encuesta en español



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito /  
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### [INTRODUCTION]

## Welcome to the Wheels in Motion Survey!

The Livermore Amador Valley Transit Authority (LAVTA) operates the Wheels Bus in the Tri-Valley Area (Livermore, Dublin, and Pleasanton). We are launching a public outreach program called *Wheels in Motion* to gather input on possible bus service changes.

With the current bus routes, Wheels buses are scheduled to drop people off at the East Dublin/Pleasanton BART station so they can easily catch the BART train. However, starting in September, BART will be changing train frequency on the Dublin line from every 15 minutes to every 20 minutes and increasing service during off-peak times and weekends.

As a result of the BART schedule change, we're taking a fresh look at the Wheels schedules and routes and considering adjustments to better serve our riders and the transportation needs throughout the Tri-Valley. Once approved by our Board, these route changes would take effect in early 2024.

*Wheels in Motion* includes three different bus service scenarios for Wheels Local, Express and Rapid bus routes, each of which is summarized below:

**Scenario 1** – Bus schedules and routes would remain essentially unchanged.

**Scenario 2** – Buses would come more often on the Rapid routes, but service on other routes would be reduced or eliminated.

**Scenario 3** – Most buses would come every 20-40 minutes to align with the new BART schedule. Service would be restored in several areas that are currently unserved.

You'll find more information about the scenarios in the survey questions below.

Important note: Our School Service bus routes will not change. This survey is only for our Local, Express, and Rapid bus routes.

### **Please provide your input on these scenarios!**

The purpose of this survey is to get your feedback on these scenarios to help us develop a better bus system for Wheels riders and Tri-Valley residents.

Participation in this survey is **voluntary** and the results will be **completely confidential**. This survey should take between 5-7 minutes to complete.

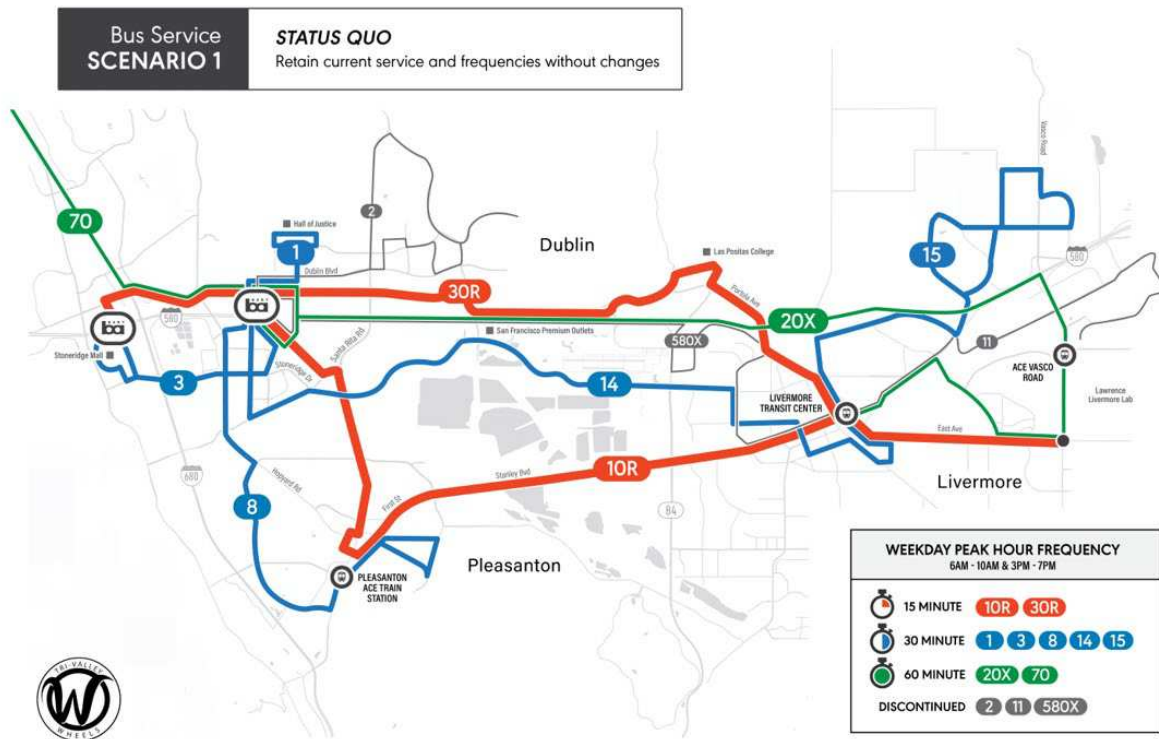
As a token of our appreciation, you will be entered into a raffle to **win one of ten \$50 Clipper Cards** for filling out the survey.

As you make comments, please provide as much detail as possible about what you like and don't like. Thanks so much for your help!

[Start the survey!](#)

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## SCENARIO 1



- All routes and schedules would stay the **SAME** as today
- Local routes 2, 11 and express routes 580X: Would be formally **ELIMINATED**
- Local routes 1, 3, 8, and 14: Midday frequency would be formally **REDUCED** to hourly (every 60 minutes)
- Alignment with BART: Most weekday schedules would **NOT BE TIMED** to connect with the new BART train schedule
- Weekend schedule: No changes from the current weekend service

*\*Peak hours are typically between 6 AM – 10 AM and 3 PM – 7 PM.*

### 1. Overall, what do you think of Scenario 1?

- Dislike
- Neither like nor dislike
- Like

### 2. Please tell us about how this scenario would affect your traveling needs:

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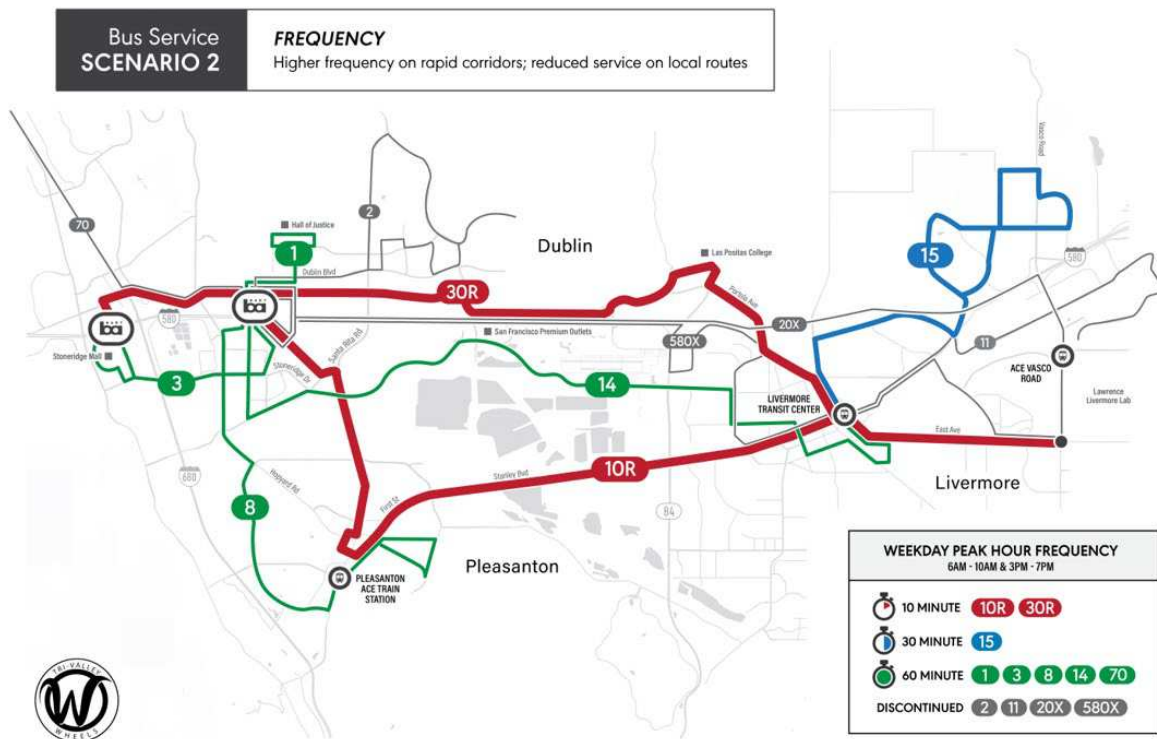
**3. Please indicate whether you like or dislike the following changes being considered in Scenario 1:**

	Dislike	Neither like nor dislike	Like
All routes and schedules would stay the <b>SAME</b> as today	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local routes 2,11 and express routes 580X: Would be formally <b>ELIMINATED</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local routes 1, 3, 8, and 14: Midday frequency would be formally <b>REDUCED</b> to hourly (every 60 minutes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alignment with BART: Most weekday schedules would <b>NOT BE TIMED</b> to connect with the new BART train schedule			
Weekend schedule: No changes from the current weekend service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Do you have any general comments about Scenario 1?**

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## SCENARIO 2



- Rapid Routes 10R and 30R: Peak-hour\* frequency would **INCREASE** from every 15 minutes to every 10 minutes. Off-peak, these routes would continue to run every 15 minutes.
- Local routes 1, 3, 8, and 14: Peak-hour\* frequency would **DECREASE** to hourly (every 60 minutes)
- Local routes 2, 11, and all Express routes (including 20X, 70X, and 580X): Would be **ELIMINATED**
- Alignment with BART: Rapid routes 10R and 30R would **BE TIMED TO CONNECT** with the new BART train schedule during peak hours\*
- Weekend schedule: Rapid routes 10R and 30R would be **INCREASED** to every 20-40 minutes on Saturdays; all other weekend service would stay the **SAME** as now

\*Peak hours are typically between 6 AM – 10 AM and 3 PM – 7 PM.

### 5. Overall, what do you think of Scenario 2?

- Dislike
- Neither like nor dislike

- Like

**6. Please tell us about how this scenario would affect your traveling needs:**

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**7. Please indicate whether you like or dislike the following changes being considered in Scenario 2:**

	Dislike	Neither like nor dislike	Like
Rapid Routes 10R and 30R: Peak-hour* frequency would <b>INCREASE</b> to every 10 minutes. Off-peak, these routes would continue to run every 15 minutes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local routes 1, 3, 8, and 14: Peak-hour* frequency would <b>DECREASE</b> to hourly (every 60 minutes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local routes 2 and 11, and all Express routes (including 20X, 70X, and 580X): Would be <b>ELIMINATED</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alignment with BART: Rapid routes 10R and 30R would <b>BE TIMED TO CONNECT</b> with the new BART schedule during peak hours*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend schedule: Rapid routes 10R and 30R would be <b>INCREASED</b> to every 20-40 minutes on Saturdays; all other weekend service would stay the <b>SAME</b> as now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



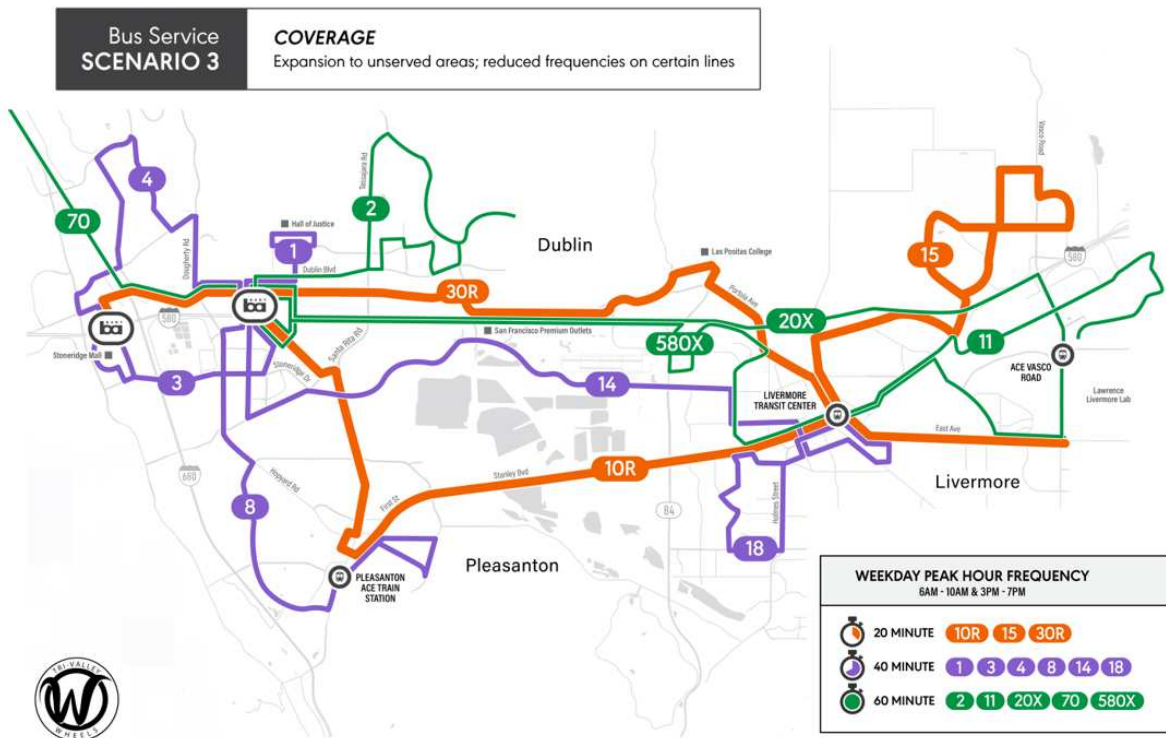
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8. Do you have any general comments about Scenario 2?

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**SCENARIO 3**



- Rapid routes 10R and 30R: Frequency would be slightly **REDUCED** from every 15 minutes to every 20 minutes
- Local routes 1,3, and 8: Peak-hour\* frequency would be **REDUCED** slightly from every 30 minutes to every 40 minutes
- Local service: In East Dublin, West Dublin and to Sunset/Granada in Livermore would be **ADDED**
- Alignment with BART: All routes would **BE TIMED TO CONNECT** with the new BART train schedule

- Weekend schedule: Rapid route 10R would be **INCREASED** to every 20 minutes and 30R would be **INCREASED** to every 40 minutes on Saturdays; all other weekend service would stay the **SAME** as now

*\*Peak hours are typically between 6 AM – 10 AM and 3 PM – 7 PM.*

**9. Overall, what do you think of Scenario 3?**

- Dislike
- Neither like nor dislike
- Like

**10. Please tell us about how this scenario would affect your traveling needs:**

\_\_\_\_\_

**11. Please indicate whether you like or dislike the following changes being considered in Scenario 3:**

	Dislike	Neither like nor dislike	Like
Rapid routes 10R and 30R: Frequency would be slightly <b>REDUCED</b> from every 15 minutes to every 20 minutes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local routes 1,3, and 8: Peak-hour* frequency would be <b>REDUCED</b> slightly from every 30 minutes to every 40 minutes			
Local service: In East Dublin, West Dublin and to Sunset/Granada in Livermore would be <b>ADDED</b>			
Alignment with BART: All routes would <b>BE TIMED TO CONNECT</b> with the new BART train schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend schedule: Rapid route 10R	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

would be <b>INCREASED</b> to every 20 minutes and 30R would be <b>INCREASED</b> to every 40 minutes on Saturdays; all other weekend service would stay the <b>SAME</b> as now			
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**12. Do you have any general comments about Scenario 3?**

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**COMPARING SCENARIOS**

Now we would like to know your overall preference for the three scenarios.

**13. Rank the scenarios in order of preference – 1 being the best and 3 being the worst.**

Choose an item.	<b>Scenario 1</b> – Bus schedules and routes would remain essentially unchanged.
Choose an item.	<b>Scenario 2</b> – Buses would come more often on the Rapid routes, but service on other routes would be reduced or eliminated.
Choose an item.	<b>Scenario 3</b> – Most buses would come every 20-40 minutes to align with the new BART schedule. Service would be restored in several areas that are currently unserved.

**14. Please specify the reasons for ranking the scenarios in this order and any general comments you may have:**

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## DEMOGRAPHICS

Please tell us a little bit about yourself. Your responses to these questions are **OPTIONAL** and answers will be kept completely confidential.

**15. How often do you ride the Wheels bus?**

- Never
- Rarely (once in 6 months)
- Sometimes (once in 1-2 months)
- Often (once a month or more)

**If yes:**

**16. Have you used Wheels to connect to one or more of the following? Select all that apply.**

- BART
- ACE Rail
- Other Wheels buses
- Other (please specify): \_\_\_\_\_

**17. What is your home ZIP code?**

\_\_\_\_\_

**18. How old are you?**

- Under 18
- 18-29
- 30-49
- 50-69
- 70+
- Prefer not to say

**19. What is your household income?**

- \$0-\$25,000
- \$25,000-\$50,000
- \$50,00-\$100,000
- \$100,000-150,000
- \$150,000+
- Prefer not to say

**20. How many people live in your household (Adults and children)?**

\_\_\_\_\_

**21. Would you like to be entered into the raffle for one of ten \$50 clipper cards?**

- Yes
- No

**If yes:**

**22. Please share your contact information below. NOTE: Your information will be kept completely confidential and only used to contact you about the raffle prize.**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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Thank you for taking our survey! If selected, you will be contacted by our team with more information.

Please visit our website <https://wheelsbus.com/> to learn more.

If you have any questions or want to share anything else with us, email us at [research@conveyinc.com](mailto:research@conveyinc.com).

----- END OF SURVEY -----