

STAFF REPORT

SUBJECT: Summer 2025 Service Change Update

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

DATE: March 5, 2025

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**Action Requested**

None – this is an informational update.

**Background**

In October 2024, staff presented the Projects and Services Committee with potential service changes under consideration for the June 2025 Sign-Up (Attachment 1). Staff were considering swapping the East Ave corridor in Livermore from Route 30R to Route 10R, as well as looking at modifications to the 10R in downtown Pleasanton. Since that update, staff have conducted onboard surveying along the 30R in the East Ave corridor, as well as briefed the Tri-Valley Accessible Advisory Committee (TAAC) on the potential changes at their November 2024 meeting.

**East Avenue Corridor**

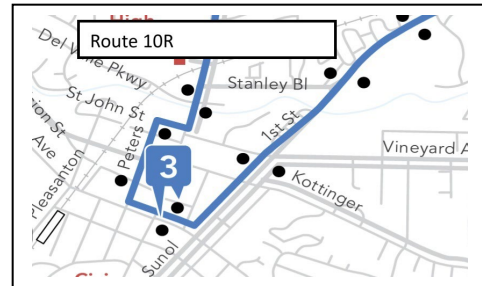
The East Avenue corridor in Livermore is currently served by Wheels “Rapid” branded Route 30R, which is a trunk link operating between the Lawrence Livermore National Lab (LLNL) on East Ave and Vasco Road in Livermore, and the W. Dublin/Pleasanton BART Station. The route connects to other Wheels routes at the Livermore Transit Center via the Signature Stop on Railroad Ave, and provides connections to Las Positas College, Dublin Blvd corridor and the Dublin/Pleasanton BART Station. Route 30R operates every 20-minutes on weekdays, every 40-minutes on Saturdays, and hourly on Sundays.

Staff were considering changing the East Ave corridor service from Route 30R to Route 10R. An onboard survey was conducted, where passengers were asked about their final destination to determine if a route change would be beneficial or negatively impact them. After analysis of the surveys, the data was inconclusive, indicating a nearly even-split between riders who would benefit from direct service on the 10R versus riders who would be negatively affected by a change to the 30R. Staff is still interested in examining this further, but any change will require more extensive public outreach to better determine the impacts and ridership potential of such a change.

### **Downtown Pleasanton Service**

The “Rapid” branded Wheels Route 10R is a trunk line operating between the Livermore Transit Center and the East Dublin/Pleasanton BART station, and vice versa. It operates every 20-minutes on weekdays, every 20-minutes on Saturdays, and every-40 minutes on Sundays. It provides an important connection to BART from Livermore and Pleasanton, as well as enables connections at the Livermore Transit Center to routes serving Springtown and East Livermore. On average, the 10R carries 27% of Wheels monthly riders (non-school routes).

Route 10R extends right through the middle of Downtown Pleasanton, using First Street, Neal Street, Rose Avenue, Peters Avenue, Saint John Street, and Main Street on its way from Stanley Boulevard to Santa Rita Road. The stop pair on Neal Street are a major ridership generator for the route.



The 10R alignment is susceptible to ongoing and intermittent disruptions due to general traffic conditions in downtown Pleasanton. This is especially evident in the summer when special events lead to street closures, requiring detours. During Concerts in the Park, the route is typically extended to Bernal Avenue and Old Bernal Avenue, while during First Weekends on Main, it is rerouted away from the downtown core via a direct Stanley Boulevard-to-Main Street detour.

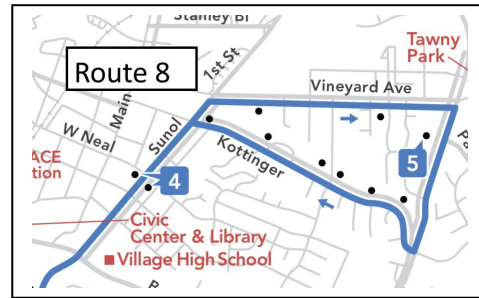
In 2024, in order to respond to a number of complaints about traffic and safety concerns associated with traffic at the Meadowlark Dairy, which is located on Neal Street next to the westbound 10R bus shelter, the City of Pleasanton implemented an organized Dairy queue. Dairy traffic was directed from the westbound direction only on Neal Street, extending to southbound First Street during the summer months. As a result of the queue line, access to the 10R sheltered bus stop on westbound Neal Street was blocked.

In order to maintain access to downtown Pleasanton, staff worked with the city to implement a detour for the first half of summer whereby the westbound 10R continued straight on First Street past Neal Street, taking a right on Bernal, continuing with a right onto Old Bernal then continuing on Peters Street, resuming the regular 10R route. This detour enabled access at downtown Pleasanton bus stops, but added approximately 4-5 minutes to the schedule. Importantly, this detour was only possible due to the closure of the left turn lane from southbound Old Bernal to Bernal, which in doing so provided more clearance for the detoured westbound 10R bus to turn right onto Old Bernal. The eastbound 10R was not detoured.

Staff were notified in July that the city had plans to open the southbound Old Bernal left turn lane to accommodate school traffic beginning in mid-August, which meant the westbound 10R detour needed to change. At this time there was no indication that the Meadowlark Dairy queues would change/lessen, so using Neal Street was not an option. After a thorough and comprehensive analysis of all routing alternatives, staff developed a new plan whereby the

westbound 10R would detour out of downtown Pleasanton, turning right on Stanley from First Street, continuing onto Main Street and Santa Rita Road. This secondary detour resulted in the loss of direct access to downtown Pleasanton and four 10R stops went unserved in the westbound direction. However, it provided travel time savings of 6 minutes in each direction, on average. Furthermore, in Fall 2023, the 10R Westbound OTP in the Pleasanton corridor was 80%, whereas in Fall 2024 when the Old Stanley detour was in place, the OTP was 90%. After the end of the detour, from September 9, 2024, and onward, the OTP dropped down to 75%.

While the westbound 10R was detoured away from downtown during the secondary detour, access continued to be provided via Route 8 which services a pair of stops on First Street at Neal Street. To mitigate the loss of access to downtown for later-night Friday events, staff extended the span of service on Route 8 to 9:37 PM.



The secondary detour ended in early November, and resulted in a mix of compliments and complaints; operators enjoyed the more direct route, but several passengers complained about the loss of service at four downtown Pleasanton stops.

### **Short-Term Solution: Temporary Detour(s) for Summer 2025**

Given the operating experience from recent summers, Staff is recommending setting up another two-part detour in advance for the summer of 2025, as shown on the map in Attachment 2.

Beginning the first week of June, the 10R buses would continue south, past Neal Street, instead turning on Bernal Avenue, Old Bernal Avenue, and Peters Avenue, then back to regular route after crossing Rose Avenue – and vice versa. This will require the city to shut down the left turn lane from southbound Old Bernal to Bernal, as they did in 2024.

Then, beginning with school-starts (expected during the second week of August), the detour would be enlarged (for traffic and operational reasons) to operate via Pleasanton Avenue and Rose Avenue instead of Old Bernal Avenue, also resuming regular route when reaching Peters Avenue – and vice versa.

No existing bus stops would be affected during the above detour(s), except that access from the Route 10 bus stop pair on the west side of the Neal Street & First Street intersection would shift to the Route 8 bus stop pair on the south side of the same intersection.

Delays in the order of 4-5 minutes per direction could be expected as a result of both detour(s). Given that staff is planning for this two-part detour, the 10R bus schedule can be updated to reflect the additional time needed, ensuring connectivity to BART and other Wheels routes.

### **Long-Term Solution: Develop Options to Realign Route 10R**

Given the fact that the current route downtown alignment cannot be operated consistently throughout the year, staff will continue to analyze options for the permanent realignment of Route 10R and take those options through the public process in FY26. Options could include removing the 10R from downtown with the direct Stanley Boulevard-to-Main Street routing, as well as formalizing the 10R routing used in the secondary summer detour.

Due to the extensive public outreach that a change of this order likely will require, as well the thorough analysis of the trade-offs between the more efficient, direct routing and person throughput savings versus the potential loss in ridership, the earliest a permanent realignment(s) could occur would not be until June 2026. Following such a change, detours generally would not be required in the downtown area.

Note: The potential long-term solution is *not yet* proposed or recommended. Staff are developing an outreach plan to collect feedback from riders and the community, funding for which will be included in the proposed FY26 budget.

### **Budget**

Based on current operating schedules, the proposed (“short-term”) summer detour can be absorbed within existing cycle times and is not expected to incur additional direct costs.

### **Recommendation**

None -this item is informational only

### **Attachments:**

1. October 28, 2024 Staff Report
2. Map of the proposed 10R downtown detours for summer 2025


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LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

**STAFF REPORT**

**SUBJECT:** Potential Summer 2025 Service Modifications

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

**DATE:** October 28, 2024

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**Action Requested**

This is an informational item.

**Background**

The *Wheels-in-Motion* service changes were implemented in March 2024; the changes were based on feedback received after a month-long outreach effort that took place in Fall 2023. The route and schedule changes aligned the Wheels service frequencies to match those of the post-Pandemic BART schedule, restored several routes that were suspended due to the Pandemic, expanded the service footprint to more areas of the community, and added frequency on Weekends.

With those major changes having been completed, the service change efforts can now resume a cycle where smaller-scale changes are implemented on a periodic basis. Such changes may be recommended based on factors such as new developments, input from customers and front-line staff, and/or evolving operational conditions. If there are no additional resources or revenues forecasted, any proposed changes will need to be cost-neutral in their implementation.

**Potential Service / Route Modifications for 2025**

The two “Rapid” branded routes 10R and 30R form the spine of the Wheels system, connecting Livermore with Pleasanton and Dublin, respectively, and carrying over half of the total fixed-route ridership. With this, the focus on the next round of service changes is on these routes in particular, to ensure that they are optimal, both with regard to customer utility as well as operational reliability. Staff is looking at how these routes serve the downtown Pleasanton area, as well as East Avenue in Livermore, respectively.

**Downtown Pleasanton Service**

This area is served by routes 8 and 10R. The 10R connects the downtown with Livermore to the east, as well as north Pleasanton to the west – including the East Dublin/Pleasanton BART hub – with service seven days a week at a typical frequency of 20 minutes. The 8 connects the downtown with Vintage Hills to the east, and with Hopyard Road to the northwest, also serving BART, on service frequencies of 40-60 minutes, seven days a week.



### *Current Routing of 10R in Downtown Pleasanton*

The downtown Pleasanton area has been presenting an increasing operational challenge to the Wheels service, particularly for Route 10R, whose alignment serves the core of downtown including Neal, Peters, and Main Streets. Many street-closure events take place around the year along or around Main Street, and the car queuing into the Meadowlark Dairy on Neal Street causes delays and poses ongoing safety-related challenges with making turns and serving bus stops. Various detours and bus stop closures to avoid these issues have resulted in inconsistent service delivery and schedule delays, thus negatively impacting customers and further stretching resources.

Upon reviewing this situation and evaluating potential alternatives, Staff is evaluating realigning Route 10R out of Downtown Pleasanton, so that instead of traveling along Stanley Boulevard – First Street – Neal Street – Peters Avenue – Saint John Street – Main Street – Santa Rita Road (and vice versa), the route would use a more direct path along the northern perimeter of the downtown, traveling Stanley Boulevard – Main Street – Santa Rita Road.



### *Potential Realignment of 10R in Downtown Pleasanton*

While this would remove trunk line service from the southern portion of the downtown, the 10R would continue to serve the area via Main Street and Stanley Boulevard. Meanwhile, Route 8 would continue to serve the southern portion of the downtown area, along First Street. In addition, Staff is looking at potential options to extend or realign Route 8 in order to mitigate downtown coverage impacts from a Route 10R alignment change and ensure a transfer point between the two routes.

### **East Avenue Service**

Currently, as the two “Rapid” branded routes 10R and 30R arrive into Livermore from the west, the 10R terminates (turns around) at the Livermore Transit Center, whereas the 30R continues to East Avenue and terminates at East Avenue & Vasco Road in front of the Lab. It is important to note the 30R does not turn into the Livermore Transit Center and instead stays on Railroad Ave.

This is positive for residents of East Avenue traveling to/from Las Positas College or Dublin Blvd (which is served by the 30R). However, the current route network necessitates a transfer for East Avenue passengers traveling to/from central Livermore (Railroad Avenue/Stanley Boulevard corridor), which features a range of local commercial uses, including retail, restaurants, and health care. Also, the fact that the 30R does not go into the Transit Center makes it somewhat disconnected from the local Livermore routes, making timed transfers less convenient.

With this in mind, Staff are collecting data to determine whether the riders on East Avenue would be better served by the 10R instead of the 30R. If the data points in favor of a switch, the necessary public outreach would be conducted and a recommendation would likely be made to that effect. In conjunction with this, both lines would be routed through the Transit Center for ease of timed transfers.

The following table summarizes the conceptually proposed service adjustments at this time.

<b>POTENTIAL 2025 SERVICE ADJUSTMENTS BY ROUTE</b>	
8	Extend or realign route to improve downtown and crosstown connectivity (TBD)
10R	Realign to direct routing Stanley Boulevard > Main Street v.v.
10R	Extend route to East Avenue
30R	Terminate route at Livermore Transit Center

Map illustration(s) of proposed routing adjustments are shown in Attachment 1 (upcoming).

### **Implementation**

The target implementation date at this time is the summer signup, beginning on or around June 1, 2025.

### **Budget**

Depending on the final recommendation, there may be a small fiscal impact which will be determined at a later time.

### **Next Steps**

Staff will deploy an onboard survey on East Avenue to gather relevant origin and destination information, and reach out to front-line staff, in order to gather input on the conceptual service changes described above, as well as any other desired adjustments to the Wheels service. Once the data has been collected and analyzed, a final recommendation will be developed and presented to the Committee in early winter. If the final iteration of the recommended service changes to the level of a major service change per LAVTA's Title VI policy, then staff will conduct a formal public outreach process culminating in a public hearing.

### **Recommendation**

None at this time.



Proposed Route 10 downtown detour for summer 2025

