

Ask VTA: Transit Service Planning

June 5, 2023

Today's Agenda

- Welcome
- Meet VTA Staff
- Who's Here This Evening?
- VTA's Role in Santa Clara County
- Transit Service Planning & Scheduling
- **Ask VTA: Questions and Discussion**
- Thank you



Participating Staff

- **Deanna Bolio & Laura Posadas** – Community Outreach and Public Engagement
- **Steven Chi** – Transit Service Development Specialist
- **Kermit Cuff** – Transit Service Development Supervisor
- **Nikki Diaz** – Transportation Planner
- **Janice Soriano-Ramos** – Senior Transportation Planner
- **Jay Tyree** – Service Planning Manager

Quick Poll:

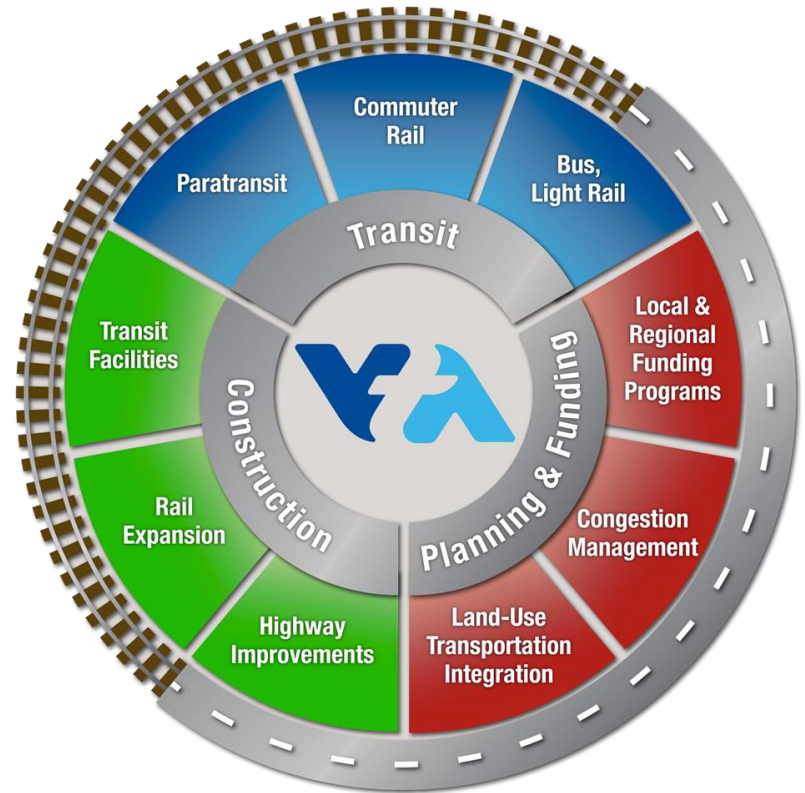
How do you get around Santa Clara County?



VTA's Role in Santa Clara County

VTA is more than buses and light rail. As the County Transportation Agency, we also:

- Act as a funding conduit for local cities and other agencies
- Design and build transit facilities, highway improvements, and expand rail service
- Plan for congestion management and land-use
- Design, build and own BART to Silicon Valley infrastructure in Santa Clara County



Overview of Transit Service Planning



Service Planning

Short + long term service outlook

- Annual Service Plans
- Visionary Transit Network
- Service Partnership Programs
- Ridership & Performance Monitoring



Scheduling

Ongoing transit scheduling coordination

- Quarterly service changes
- Service coordination with neighboring transit services
- Special events service
- Bus bridge service during rail construction

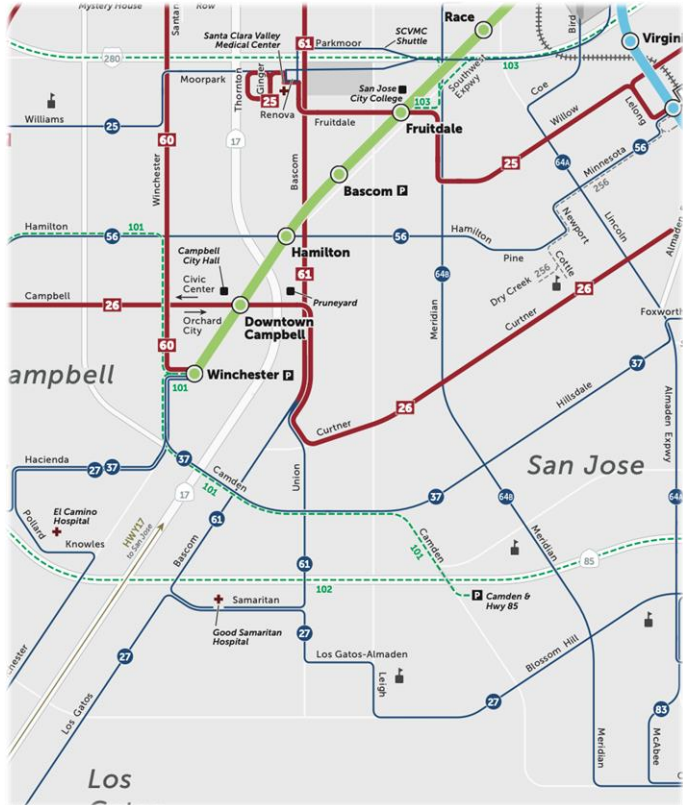


Passenger Facilities

Strategic bus stop planning + maintenance coordination

- Placement/location of bus stops
- Bus stop amenities
- Responses to bus stop related issues with passengers, operators, property owners

VTA's Transit Service Network Structure



3 routes



LIGHT RAIL

Frequent Trains All Day

- Every 15 minutes on weekdays
- Service 7 days a week
- **Wide** stop spacing

4 routes



RAPID

Fast, Frequent, Reliable

- Every 15 minutes on weekdays
- Service 7 days a week
- **Wide** stop spacing

14 routes



FREQUENT

Show Up and Go Service

- Every 15 minutes on weekdays
- Service 7 days a week
- **Local** stop spacing

24 routes



LOCAL

Neighborhood Connections

- Every 30-60 minutes on weekdays
- Service 5-7 days a week
- **Local** stop spacing

5 routes



EXPRESS

Peak-Period Commuter Service

- Weekday morning and afternoon only
- Public-Private Partnership service

FREQUENT NETWORK

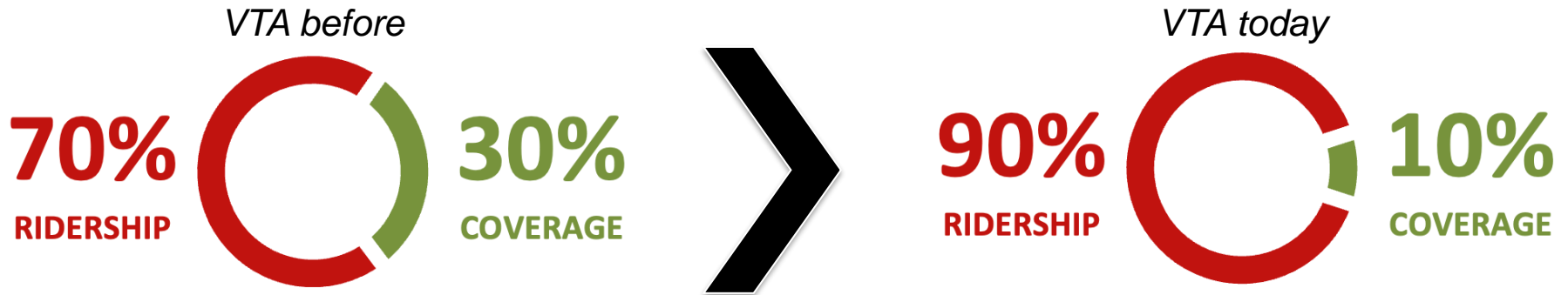
Ridership – Coverage Balance at VTA

Transit operators decide how to allocate their total pool of operating funds

Ridership Goal: Service to high-ridership areas

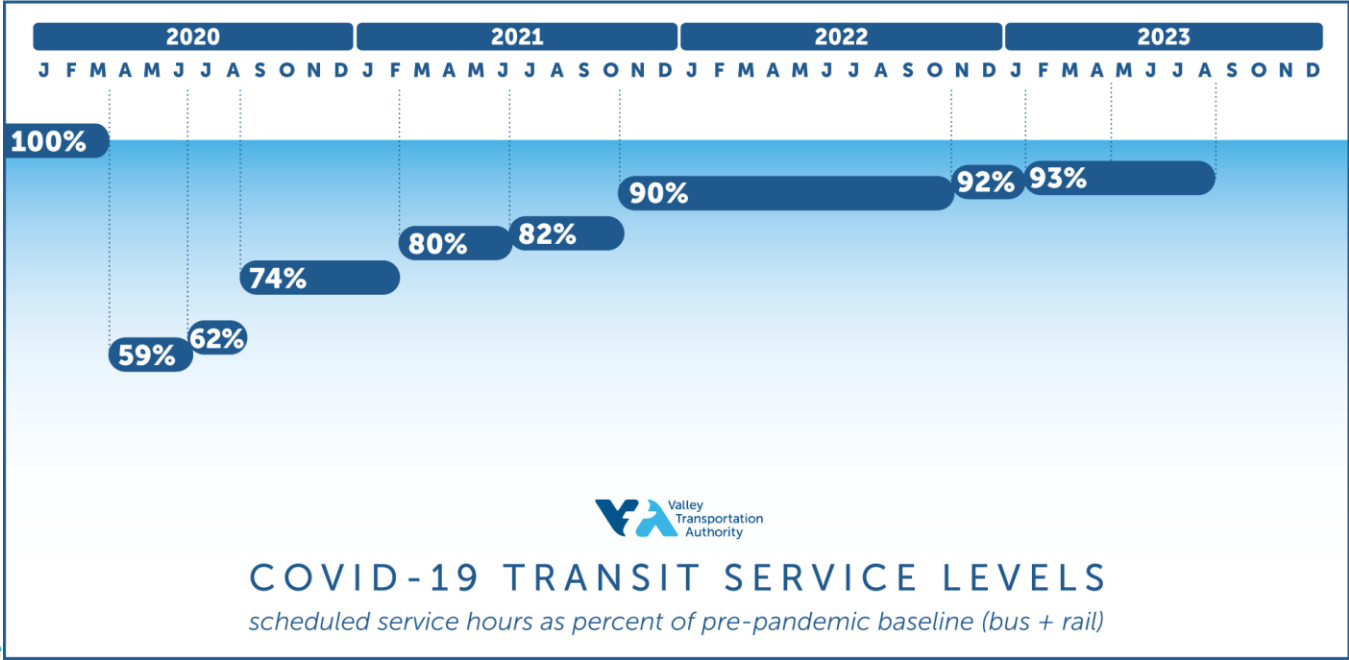
Coverage Goal: Service in low-ridership areas

VTA Board of Directors adopted (2019) a balance of **90% ridership and 10% coverage**



Transit Service Restoration is Priority

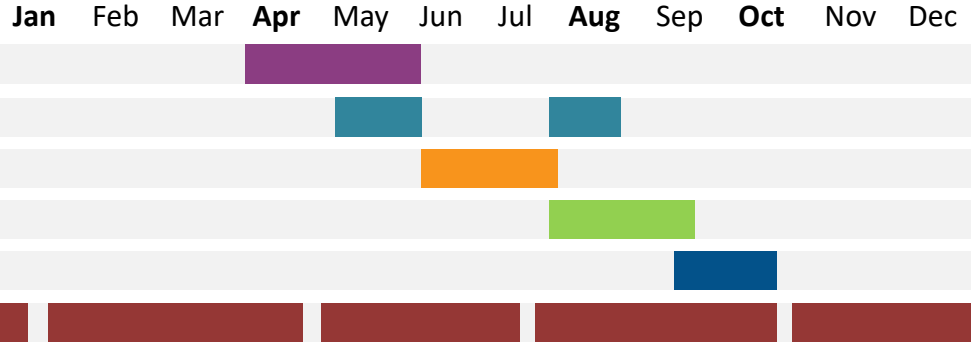
- Service restoration limited by operator shortage
- Continue back-to-back recruiting and training classes
- Full service restoration as soon as we reach sufficient operator staffing



Planning for Transit Service



- Develop Plan
- Title VI Service Equity Analyses
- Community Engagement
- Refine Plan
- Committee/Board Action
- Scheduling



What drives our Annual Service Plan decision making?



Operating Budget & Resources | Service hours, vehicles, operators



Ridership & Route Performance | Helps determine a route's service levels (i.e. frequency + hours of operation)



Resolving Scheduling Challenges | Traffic conditions, delays, transfers, regional connections



Bus Stop Placement | Finding & securing accessible bus stop locations with cities



Community Input | Public comment on transit service year-round



Near- & Long-Term Service | Working towards the Visionary Transit Network, serving upcoming future transit markets

Scheduling Transit Service

Quarterly service changes

Schedules must be finalized months in advance

- Revisit running times & ridership from automatic passenger counters (APCs)
- Coordinate with schools to match bell times
- Coordinate with schedules of other transit services
- Comply schedules with operator break, work shift rules

Special Events Service

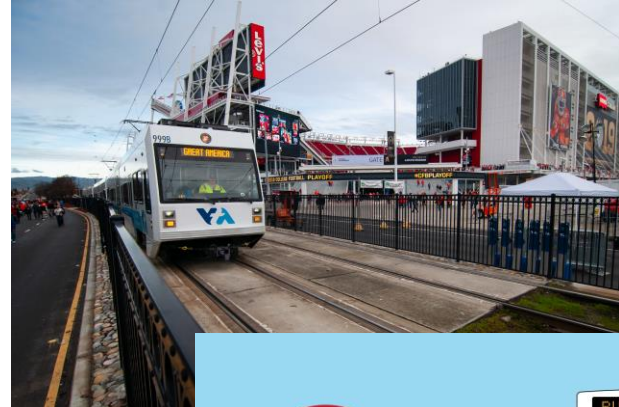
E.g., Levi's Stadium events, downtown holiday events

Bus Bridge Service

Supplements rail service during scheduled rail maintenance



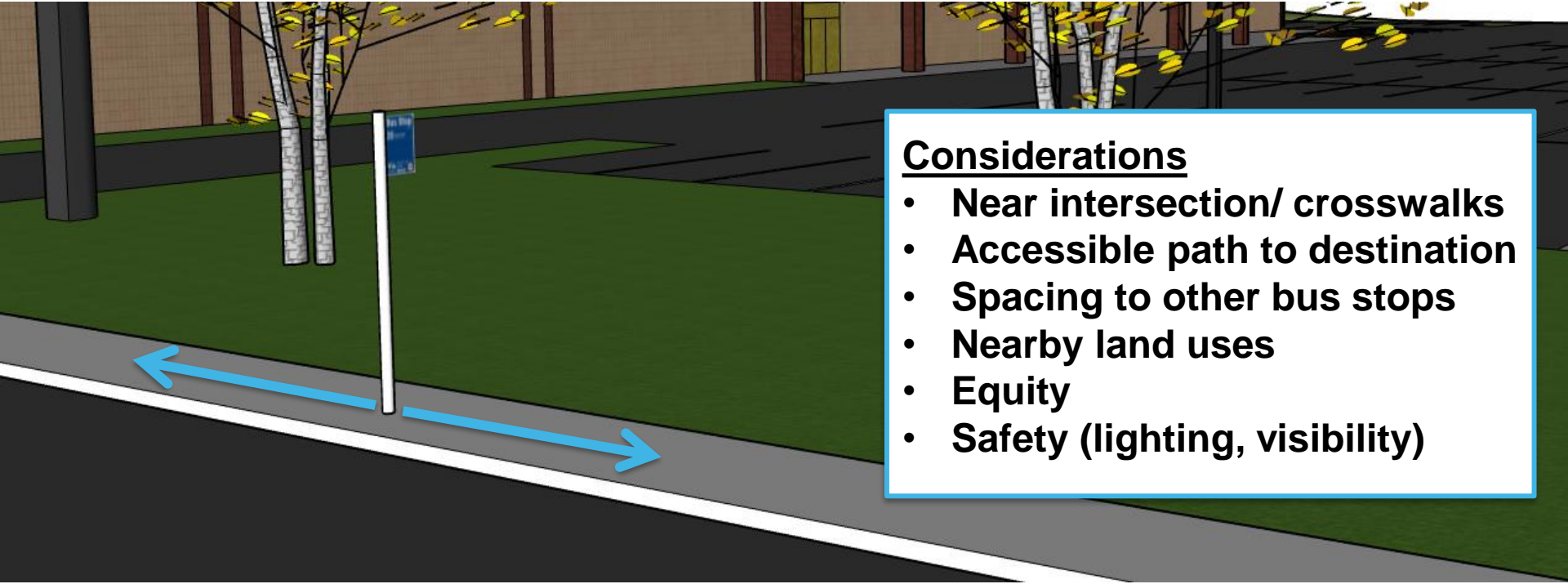
Jan Feb Mar **Apr** May Jun Jul **Aug** Sep **Oct** Nov Dec



The Role of Bus Stops in Service Planning



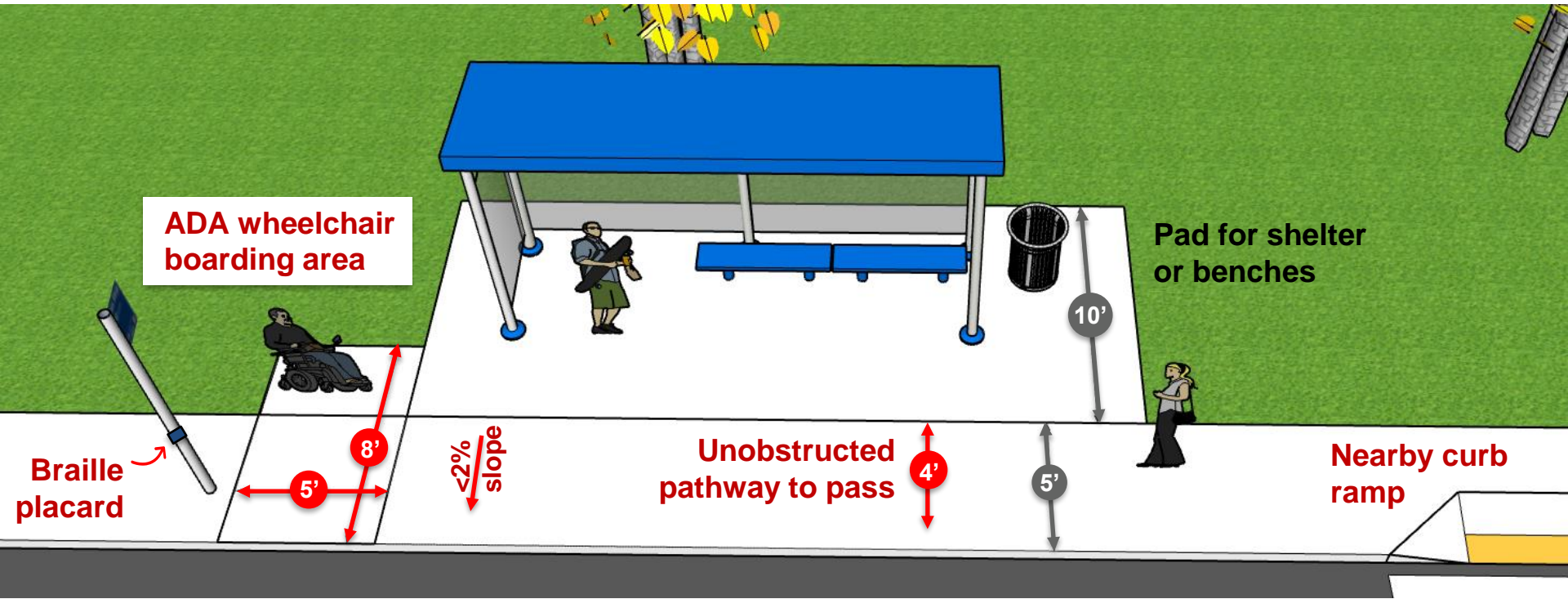
Bus Stop Placement Considerations



Considerations

- **Near intersection/ crosswalks**
- **Accessible path to destination**
- **Spacing to other bus stops**
- **Nearby land uses**
- **Equity**
- **Safety (lighting, visibility)**

Elements of an Accessible (ADA compliant) Bus Stop



Today's Format

Ask VTA has been developed as a chance for the public to have a deeper discussion about the projects and programs that VTA delivers for the residents of Santa Clara County.

Today's Topic: Transit Service Planning and Scheduling

We're here to answer questions about:

- Guidelines for transit service
- Service design
- Resource allocation
- How to provide feedback on routes and schedules





2024 Transit Service Plan

Virtual Community Meeting

Wednesday, June 21, 2023

6:00 p.m.-7:30 p.m.

www.vta.org/2024serviceplan



Thank you!

Join us for future Ask VTA sessions!

www.vta.org/ask-vta

For questions, comments or to suggest a topic, email
community.outreach@vta.org

Extra Slides

Planning for Transit Service

Major service changes

happen in **January**
through the Annual Service Plan:

examples

- Major changes to routing, frequency, or hours
- New routes
- Discontinued routes
- Consolidating/combining routes
- Anything potentially controversial

Minor service changes

happen in
April, August and October:

examples

- Adding a bus stop along a route
- Matching schedules to bell times
- Matching schedules with other transit schedule changes (e.g., BART, Caltrain, etc.)
- Schedule changes due to seasonal traffic conditions
- Minor revisions to schedules for operator shifts

Transit's Ridership – Coverage Balance

High-Ridership Transit Goal

- ✓ FREQUENT
- ✓ ALL-DAY



- ✓ DENSE
- ✓ WALKABLE
- ✓ LINEAR
- ✓ CLOSE



Coverage Transit Goal

- SERVICE FOR NON-RIDERSHIP PURPOSES
- ✓ Geographic coverage
- ✓ Equity
- ✓ Critical community destinations



Ways to provide bus stop feedback year-round

Program page

www.vta.org/better-bus-stops

Visit the program page and click “Read More” to take our Rider Survey and the Rate Your Stop survey to give feedback on stops you use regularly.



VTA Customer Service

408-321-2300

customer.service@vta.org

VTA Bus Stop hotline

408-321-5800

bus.stop@vta.org