

EXECUTIVE DIRECTOR'S REPORT

December 2015

1. **Clipper® Project**

The Clipper® Project launched on November 1. There have been some minor technical issues with implementation, mostly related to Clipper hardware on the buses, but overall the project has launched smoothly. Clipper personnel are working to fix the hardware issues.

2. **Comprehensive Operational Analysis Update**

The public comment period for the three service scenarios ends on December 4. The preferred alternative will be developed during the month of December and presented to the Projects and Services Committee in January. Of note, staff has been working with Uber, Lyft, Scoop and other dynamic ridesharing companies to provide a form of this innovative service as part of the preferred alternative. Additionally, staff has been working diligently with Las Positas College to have an Easy Pass in place for students, faculty and staff if the Rapid serves the college after the planning efforts. The Easy Pass would be a one-year demonstration project to gauge the market potential before deciding on a long-term funding strategy for the pass program.

3. **New Website Nearing Completion**

It's anticipated that the new Wheels website will go live in early December. The website will feature a new, easy to use Google Trip Planner, as well as the agency's latest news, a social media section with latest social media posts, and a rider alert section for up-to-date info on bus routes.

4. **Bus Shelter Improvement Plan**

An action plan for bus shelter improvements has been completed. The plan identifies shelters that are in need of replacement, as well as those with state of good repair issues. With the project, staff is also looking at consistency with amenities (passenger information, lighting, branding, etc.). Funding for the first phase of improvements with the Bus Shelter Improvement Plan is budgeted and improvements will take place during the winter months.

5. **2015 MTC TDA Triennial Performance Audit**

As the administrator of TDA Article 4 funds in the San Francisco Bay Area, MTC is obligated by law to hire an independent auditor to conduct a performance audit of transit operators that are allocated these funds. The audit period covered will be FYs 2012-13, 2013-14, and 2014-15. The kick-off meeting is scheduled between MTC's Audit contractor and LAVTA staff for December 17, 2015. Once the Audit is completed, the report will be brought to the Board for review.

6. **2015 Dial A Ride Customer Satisfaction Survey**

The annual Dial-A-Ride customer satisfaction survey was conducted in October 2015. 100 Dial-A-Ride customers participated in the survey, representing a statistically significant sample of customers. Overall, the rider satisfaction scores have increased when comparing them to the scores from prior years. It is staff's observation that customer satisfaction scores are very closely correlated to on-time-performance and valid customer complaints per 1,000 rides metrics, which both have been on a positive trend. The full report is provided in Attachment 7.

Attachments

1. Management Action Plan w/updates
2. Board Statistics October FY16
3. FY16 Upcoming Committee Items
4. SR 1st Quarter Operations Update
5. SR_1st 2016-Qtr Marketing Update
6. SR_1st Qtr Grants Update
7. SR_DAR Passenger Survey 2015

FY2016 Goals, Strategies and Projects

Last Updated– November 17, 2015

MANAGEMENT ACTION PLAN (MAP)

<i>Goal: Service Development</i>						
<i>Strategies (those highlighted in bold indicate highest Board priority)</i>						
<ol style="list-style-type: none"> 1. Provide routes and services to meet current and future demand for timely/reliable transit service 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. Optimize existing routes/services to increase productivity and response to MTC projects and studies 4. Improve connectivity with regional transit systems and participate in BART to Livermore project 5. Explore innovative fare policies and pricing options 6. Provide routes and services to promote mode shift from personal car to public transit 						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Comprehensive Operational Analysis (COA)	<ul style="list-style-type: none"> • Development of RFP/Selection of Contractor 	DP	Projects/ Services	Mar 2015	→ Project awarded to Nelson/Nygaard.	
	<ul style="list-style-type: none"> • Completion of scope of work 			Feb 2016	→ Draft household survey received. <u>Service alternatives scheduled to be received. Promotion on winning an iPad® mini by filling out a COA survey done. 227 surveys received. Public workshops in October lightly attended. Service Design Guidelines approved by Board. Service alternatives received and posted online for review until end of the November. Draft preferred alternative being created.</u> Project on schedule.	X
	<ul style="list-style-type: none"> • Implementation of improvements 			Aug 2016		X
Short Range Transit Plan (SRTP is a 10-year plan)	<ul style="list-style-type: none"> • COA will provide info for the SRTP • COA planning firm scheduled to conduct the SRTP 	DP	Projects/ Services	Mar 2016	<p>→ This project is now part of the COA. Agreement with MTC in place for funding. Will begin as service alternative are identified in COA. Staff involved with regional planning efforts to ensure collaboration and inclusion of LAVTA planning.</p> <p>Kickoff meeting held with consultant team on 8/7. Consultant will rewrite COA to meet MTC SRTP specs. Project on schedule.</p>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Long Range Transit Plan (LRTP is a 30 year plan)	<ul style="list-style-type: none"> COA planning firm will conduct the LRTP 	DP	Projects/ Services	Feb 2016	→ This project will begin after service alternative is identified in COA. Staff involved with regional planning efforts to ensure collaboration and inclusion of LAVTA planning.	
Schedule Development	<ul style="list-style-type: none"> Develop timetables for each route, with time points, running times and schedules. 	DP	Projects/ Services	Feb 2016	→ This project will begin after service alternative is identified in COA.	
Fare Analysis	<ul style="list-style-type: none"> Evaluate fare analysis proposal of firm with best COA submittal Fare analysis conducted at same time as COA/SRTP/LRTP Implement fare changes 	DP	Projects/ Services	Feb 2015 Feb 2016 Jul 2016	→ Fare analysis awarded to Nelson/Nygaard. → This project is underway. LAVTA submitted fare data including utilization and fare policies to Nelson Nygaard. ECO Pass to be a part of the fare analysis.	X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
BART to Livermore	<ul style="list-style-type: none"> Provide guidance on bus routes in four alternatives being considered as part of the environmental study. Coordinate with LAVTA COA/Short & Long Range Planning. 	DP	Projects/ Services	Jun 2016	<p>→ Staff and Nelson/Nygaard providing ongoing feedback on bus routes within four alternatives. Feedback provided on street design in specific plan for development adjacent to BART station on Isabel.</p> <p>→ LAVTA Board approved a Tri-Valley Regional Rail Advisory Group. Letters sent to member agencies requesting representative. <u>LAVTA Board to select representative in Dec. First meeting being scheduled.</u></p>	
MTC Plan Bay Area Update	<ul style="list-style-type: none"> Provide technical expertise Ensure that LAVTA Short/Long Range Plans are incorporated into County Long Range Transportation Plan and then the MTC Plan Bay Area Update. Participate in public workshops to ensure Priority Development Areas and public transit in Tri-Valley area is adequately planned. 	DP	Projects/ Services	<p>May 2015</p> <p>Sept 2015</p> <p>Apr 2016</p>	<p>→ MTC convened meeting with staff</p> <p>→ COA/Short & Long Range Plan underway.</p> <p>→ Project/budget spreadsheets submitted for business as usual model to 2040. Capital asset inventory and maintenance plan submitted. ACTC has included the plans in their planning documents that are approved and being forwarded to MTC.</p>	X
ACTC County Transit Study	<ul style="list-style-type: none"> Serve on TAC and participate in public workshops. Ensure that LAVTA Short/Long Range Plans are incorporated into Study 	DP	Projects/ Services	<p>Feb 2015</p> <p>Dec 2015</p>	<p>→ Staff has attended TAC meetings and is providing input on key activity centers in Tri-Valley and performance standards.</p> <p>→ Nelson/Nygaard is coordinating LAVTA COA with ACTC.</p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
ACTC Tri-Valley Integrated Park & Ride Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP	Projects/ Services	May 2015 Dec 2015	<p>→ Nelson/Nygaard has begun LAVTA planning work and will contact project consultant to coordinate work.</p> <p>→ Kickoff meeting with DKS and project TAC held in August.</p> <p>→ <u>Existing Conditions report and Travel Behavior and Market Analysis completed. Discussing dynamic, real-time parking and person-to-person ridesharing with ACTC staff.</u></p>	
ACTC Goods Movement Study and Arterials Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP	Projects/ Services	Dec 2015 Dec 2015	<p>→ Staff working on TAC. Staff provided comment on methodology to rank arterials and priority for improvements and performance measures. Next TAC meeting in November.</p>	
CCTA: I-680 Express Bus Study/I-680 Transit Investment & Transit Relief Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP	Projects/ Services	Dec 2015 Dec 2015	<p>→ Projects are ongoing. Geographic focus on Walnut Creek to Dublin. Existing conditions report completed. <u>Main options being explored at this point include bus rapid transit in combination with ITS options. Bus on shoulder option being explored in combination with the abovementioned.</u></p>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Clipper Project	<ul style="list-style-type: none"> • Policy development • Site work • Installation • Implementation 	DP	Projects/ Services	Jul 2015	→ Day Pass Accumulator Approved. Amended MOU approved.	X
				Jul 2015	→ Site work has been finished. Equipment install completed on buses. Testing in progress. Employers in Tri-Valley being notified of Clipper progress.	X
				Sept 2015	Training of on-board and ticket-office terminal equipment done. Customer service and operator training done.	X
				Nov 2015	→Customer service training occurred in early October. Operator training done. <u>Go-live successful on Nov 1, 2015.</u>	X
Dublin Signalization improvements, queue jumps on Dublin Blvd	<ul style="list-style-type: none"> • Feasibility study for queue jumps on lanes • Secure final FTA approvals and transfer the FHWA funds to FTA to admin • Design/install queue jumps 	DP	Projects/ Services	Dec 2015	→Scope of Work completed. Study underway with Kimley Horn.	
				Feb 2016	→FTA moving to TRAMs from TEAM program. Launch delays slowing the application processing. Expect done in Feb.	
				Mar 2017	→Once FTA done, staff will select consultants to design and build project.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Marketing and Public Awareness

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Continue to build the Wheels brand image, identity and value for customers**
2. Improve the public image and awareness of Wheels
3. Increase two-way communication between Wheels and its customers
- 4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system**
5. Promote Wheels to New Businesses and residents

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website Redesign	<ul style="list-style-type: none"> Develop/Advertise RFP/Evaluate proposals/execute contract New website goes live 	DP	Projects/ Services	Mar 2015 May 2015 Dec 2015	→RFP advertised. Planeteria awarded contract → <u>Draft final version of website reviewed by staff. Final graphics and design work being performed. Go live date set for December.</u>	X
Social Media Engagement	<ul style="list-style-type: none"> Development of strategic communications plan Development of LAVTA goals with Facebook/Twitter 	DP	Projects/ Services	Apr 2015 Jun 2016	→Regular sweepstakes initiated to engage Facebook/Twitter followers. Goal is 2,500 “likes” from customers and residents in service area. Currently at over 564 from 150. Bicycle Sweepstakes in July. iPad sweepstake in Aug/Sept.	
Phone App w/Real Time Info	<ul style="list-style-type: none"> MTC reviewing funding availability on secured grant. Create scope of work/RFP Phone app live 	DP	Projects/ Services	Mar 2015 Mar 2015 Aug 2016	→ Funding has been allocated and staff is awaiting MTC clearance to begin project. Scope of work being created. Presentations made to staff from RideRight, Transloc, and Double Map.	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Google Transit Trip Planner	<ul style="list-style-type: none"> • Submit data for review/approval to Google • Go live with planner on new website 	DP/Exec Dir	Projects/Services	Sept 2015 Oct 2015	→ Most trip planning in US is done through Google Trip Planner. Google Trip Planner available online. Will be on homepage of new website, which is scheduled to go live in December.	X
Wayfinding at BART Stations	<ul style="list-style-type: none"> • Plan new wayfinding signage • Seek funding and install signage 	DP/Exec Dir	Projects/Services	Feb 2015 Jun 2016	<p>→ Staff has taken pictures and provided conceptual of wayfinding signage to BART. Currently in RFP that is being advertised.</p> <p>→ \$900,000 allocated to various improvements at Dublin/Pleasanton station. Working with BART to use portion of funds for improvements. <u>BART contact out for surgery until January. Project in a holding pattern.</u></p>	X
High School Ambassador Project	<ul style="list-style-type: none"> • Finalize program • Appoint ambassadors and train • Implementation of program 	DP/Exec Dir	Projects/Services	April 2015 Aug/Sept 2015 Oct 2015	<p>→ Applications for Ambassadors being developed for all high schools. No students signed up for program. Regrouping for sign-ups in September.</p> <p><u>Six applications already received. Training of ambassadors in Dec w/ go live in January.</u></p>	X
LAVTA Rebranding Project	<ul style="list-style-type: none"> • Create RFP • Award consultant • Finish project 	DP/Exec Dir	Projects/Services	Oct 2015 Nov 2015 Jun 2016	→ Project to look at agency logo, naming and logos of services, and bus paint/graphics design. <u>Rework of scope finalized. RFP to be advertised/awarded in December.</u>	X

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<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Comprehensive Dial-A-Ride Rider Publication	<ul style="list-style-type: none"> Review dial-a-ride policies Publisher to design and create publication. 	DP/ Exec Dir	Projects/ Services	Mar 2016 Apr 2016	→ Staff currently reviewing policies. Looking to insert policy regarding reasonable modification rules into document.	
Dial-A-Ride Customer Service Survey	<ul style="list-style-type: none"> Hire consultant/Develop Survey/Conduct Survey Report to Board survey results 	DP/ Exec Dir	Projects/ Services	Oct 2015 Nov 2015	→ Scope of work finalized. RFQ will be issued the week of 9/21. <u>Awarded to Invictus. Survey completed and being presented in Nov committee meeting.</u>	X X
<p>Goal: Community and Economic Development</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p>3. Partner with employers in the use of transit to meet TDM goals & requirements</p>						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> Attend ACTC meetings on student pass program development. Assist in the development of a timeline for policy and project implementation 	DP	Projects/ Services	Jun 2016 TBD	→ Staff assisted ACTC in interviewing/scoring the potential consultants. Contract in award process. Last meeting with TAC included discussion on current programs with transit operators that could hint as to how program might move forward. Expect Tri-Valley to be a demonstration area.	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Explore TOD Partnerships	<ul style="list-style-type: none"> Explore TOD partnership near Livermore TC 	DP	Finance/ Admin	Jul 2016	→ Discussed Livermore TC TOD project with city staff. Mtgs held with TOD experts at BART. <u>Exploring opportunity for a grant to move potential project forward.</u>	
City of Livermore Ridership Development Study	<ul style="list-style-type: none"> Provide technical assistance and attend public meetings 	DP	Projects/ Services	Dec 2015	→ Specific Plan being drafted for 1,000+ acres adjacent to BART/Isabel station. Provided input on SWAT analysis from a transit perspective. <u>Also provided input on street design/streetscape in specific plan.</u> <u>Staff attended public workshop in November.</u>	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> Develop guidelines for pass Discuss financing of pass program, including student fee and potential demonstration project Implementation of pass demonstration project to coincide with implementation of COA improvements. 	Exec Dir	Projects/ Services	Nov 2015 Dec 2015 Mar 2016	→ Researching appropriate cost of pass for pilot program with 8,000/year purchased. Chabot college vote failed. Made presentation to Student Senate in Sept and received positive feedback on developing college ridership/student pass. <u>Exploring a Try Transit week at college to market Wheels.</u> <u>Met with administration in October to discuss near future system improvements and funding for pilot program that could coincide with implementation of improvements.</u> <u>Follow-up meeting being held in December.</u>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Goal: Regional Leadership

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Advocate for local, regional, state, and federal policies that support mission of Wheels**
2. Support staff involvement in leadership roles representing regional, state, and federal forums
3. Promote transit priority initiatives with member agencies
4. Support regional initiatives that support mobility convenience

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Tri-Valley Regional Rail Advocacy Group	<ul style="list-style-type: none"> • Creation of Advocacy Group • Establish goals and regular meeting schedule 	Exec Dir	Projects/ Services	<p>Oct 2015</p> <p>Nov 2015</p>	→ Board approved the Advisory Group in October. Letters sent to members to choose a representative. <u>First meeting being planned.</u>	
2016 Legislative Plan	<ul style="list-style-type: none"> • Research on common issues within regional planning agencies and transit agencies • Creation of 2016 Legislative Plan and review/approval by the Board 	Exec Dir	Finance/ Admin	<p>Nov 2015</p> <p>Jan 2016</p>	→ Research being done on emerging priorities at state and federal level. Coordinating priorities at regional level.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

1. Promote system wide continuous quality improvement initiatives
2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
4. HR development with focus on employee quality of life and strengthening of technical resources
5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness
6. Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Trapeze Viewpoint Software	<ul style="list-style-type: none"> • Work through custom software issues 	DP/ Exec Dir	Projects/ Services	Dec 2015	→ Software installed at LAVTA. Custom reports being created with assistance of Trapeze. Bugs identified and fixed. Staff actively using software to monitor OTP and for planning activities.	X
Performance Metrics Improvement	<ul style="list-style-type: none"> • Staff setting up aggressive monitoring of key performance metrics. <u>Focus on actions to improve on time performance (OTP).</u> 	DP	Projects/ Services	July 2016	→ Changes made to routes <u>70X</u> , 15, 53, 54, 3. Incentive program established with drivers. Tracking of OTP and operators leaving yard on-time happening on a daily basis.	

Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
2. Explore and develop revenue generating opportunities
3. Maintain fiscally responsible long range capital and operating plans

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Leasing Opportunities at Atlantis	<ul style="list-style-type: none"> Conduct outreach to private and non-profit organizations. Work with agency attorney to bring good offers to the Board for consideration. 	Exec Dir	Finance/ Admin	Nov 2015	→ LAVTA and Google staff working on final version of lease agreement. <u>Attorneys have approved agreement. Anticipate signing agreement in late November.</u>	
FY15 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> Complete financial audit and all required reporting to Board, local, regional and state agencies. 	DA	Finance/ Admin	Dec 2015	→ <u>Audit completed Oct 2015. Final presentations to Board Dec 7, 2015..</u>	
<i>Other:</i>						
Bus Shelter Rehab/Replacement Project	<ul style="list-style-type: none"> Refinish Rapid bus shelter benches Dozens of bus shelters throughout the system have reached their life expectancy and are in need of rehabilitation or replacement. 	DA	Projects/ Services	Jun 2016 Mar 2016	→ Glass/stripping repair of Rapid shelters completed. 43 benches to be rehabbed this fiscal year. → <u>Bus stop inventory of current conditions completed. Planning underway to phase rehabilitation of shelters. Presentation to LAVTA Board in January.</u>	
Bus Shelters for Routes 501, 502, and 503 in City of Dublin	<ul style="list-style-type: none"> Plan financing mechanism for purchase and installation of bus shelters in residential areas, to include ADA upgrades. Construct improvement and install shelters. 	Exec Dir	Projects/ Services	Jun 2016 TBD	→ Meeting held with Dublin School District to look at how many bus shelters might be needed and to discuss potential funding sources. Exploring with City and School District funding opportunities.	

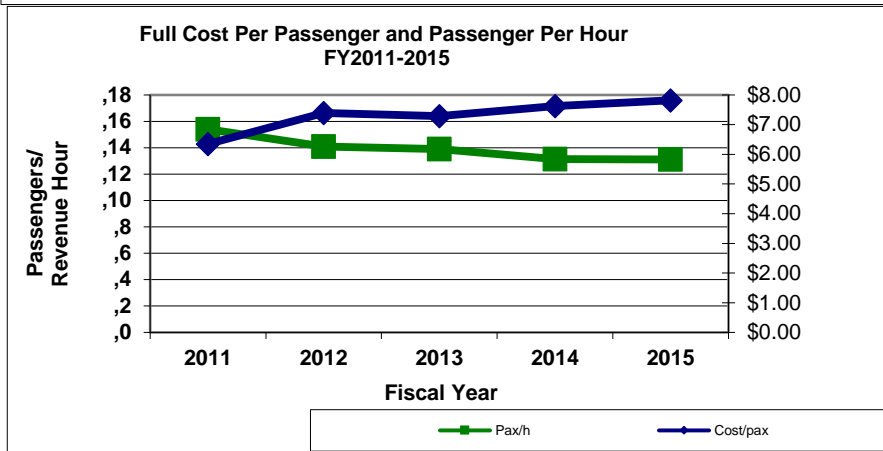
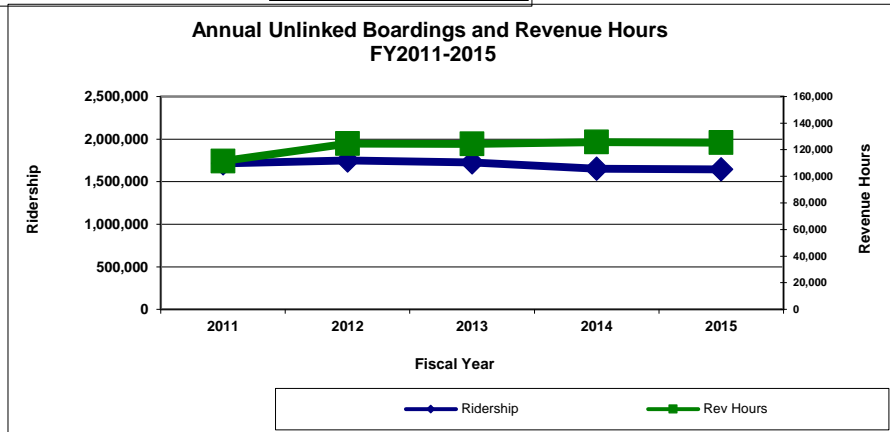
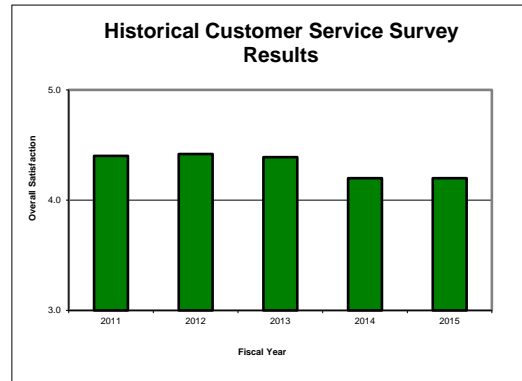
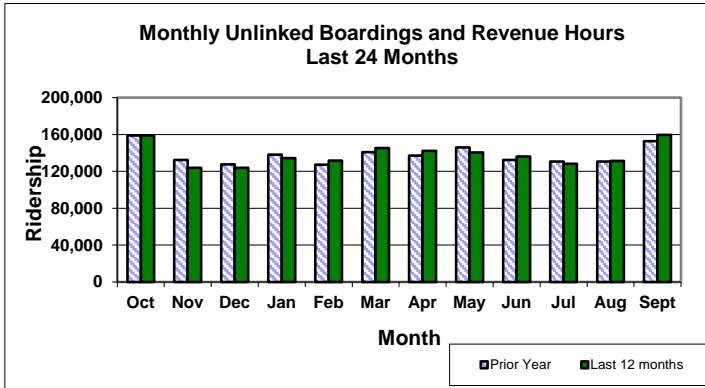
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Security Lighting at Transit Facilities (Bus Shelters)	<ul style="list-style-type: none"> Purchase security lighting in/at bus shelters in high priority areas Install lighting. Focusing on key corridors with a high level of evening service. 	DA	Projects/ Services	<p>Mar 2016</p> <p>Aug 2016</p>	<p>→ Waiting on state to issue funds to begin project. \$73,392 available for equipment purchase.</p> <p>→ Funded through FY14 & FY15 CalOES Security Program. Awarded but not funded.</p>	
Replace Info Stations on Kiosks at Livermore Transit Center	<ul style="list-style-type: none"> Get quotes for repairs and complete project Replace Info Stations at Kiosks 	DA	Projects/ Services	Dec 2015	→ Info kiosks at Livermore Transit Center have been vandalized over several years. Staff replacing 12 custom info stations on kiosks. Info stations arrived and were installed in October.	<p>X</p> <p>X</p>
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> Negotiate acceptable terms for rehab of Depot to be used for customer service. Create agreement 	Exec Dir	Projects/ Services	<p>Sept 2015</p> <p>Nov 2015</p>	→LAVTA has been meeting regularly with City staff. Environmental work nearing completion. Final location set for passenger island. <u>Agreement signed in November</u>	<p>X</p> <p>X</p>
Audio/Video Project in LAVTA Board room	<ul style="list-style-type: none"> Plan out project Contractor Award 	DA	Projects/ Services	<p>Dec</p> <p>Feb</p>	→ This project is not funded in FY16 budget. <u>Staff working with experts to plan the project. Looking to include in budget at mid-point of budget cycle, pending overall performance of budget.</u>	
2016 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> Board approval of purchase. Purchase order and notice to proceed to Gillig. Final details for buses performed with Gillig. 	DA	Projects/ Services	<p>Aug 2014</p> <p>Nov 2014</p>	<p>→ Approval granted in mid-2014. Purchase order and notice to proceed provided to Gillig.</p> <p>→LAVTA will meet with Gillig in Dec to finalize details on buses.</p>	<p>X</p> <p>X</p>

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> LAVTA releases RFP for minimum of 12 hybrid replacement buses in consortium Agreement and notice to proceed to manufacturer 	DA	Projects/ Services	Dec 2015 Nov 2017	<p>→ RFP in development. <u>Exploring an RFP for 12 hybrid buses, with a separate partnership with an electric bus company for remaining 8 buses.</u></p> <p>→</p>	
Atlantis Phases I, II	<ul style="list-style-type: none"> Phases I and II completed with exception of \$134,000 in miscellaneous projects (funded). Select vendor for Fare Vault. Select engineer for design Bid and perform construction. Close grant. 	Exec Dir	Projects/ Services	Feb 2015 Oct 2015 Oct 2015 Mar 2016	<p>→ \$134,000 left for future improvements. Fare vault is selected as project.</p> <p>→ Genfare GFI selected vendor. Working on contract.</p> <p>→ OLMM selected engineer. Working on a contract.</p> <p>→ Awaiting planning.</p>	X
Atlantis Phases III, IV, V, VI	<ul style="list-style-type: none"> Conduct review of current Atlantis project and cost estimates. Confirm space requirements and location with COA/SRTP/LRTP planning efforts Work with local, regional, state and federal entities to procure funding for Atlantis. 	Exec Dir	Projects/ Services	Jun 2016 Ongoing	<p>→ Staff review finds latest space requirements correct for Atlantis. Will confirm the spacing requirements, etc. through near future planning process.</p> <p>→ ACTC and MTC have both had briefings on Atlantis and the need for a larger facility. Additional RM2 funding not an option at this point. Atlantis in ACTC and MTC planning documents.</p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Atlantis Security and Video Equipment	<ul style="list-style-type: none"> Identify and spec the type of security system desired at Atlantis To include license plate camera. Issue IFB for equipment and install. Award Contract/Install equipment. 	DA	Projects/ Services	Dec 2015 Jan 2016 Mar 2016	→ Cal OES transit security grant funding by Prop 1B. Requested and received a one year extension in April 2015. Funds must be expended by March 31, 2016 - \$36,696.	
Rutan Rehabilitation Projects	<ul style="list-style-type: none"> \$537,000 grant awarded for shop floor replacement and for parking lot improvements. Initiate and execute procurement for Shop Floor Replacement. Initiate and execute procurement for parking lot slurry sealing and ADA upgrades 	AD	Projects/ Services	April 2015 Oct 2015 Jan 2016	→ Grant funds available → IFB issued and bids rejected due to non responsiveness. Reissuing the IFB. →Waiting for bid/construction in the spring for more favorable conditions.	X
Rapid Projects	<ul style="list-style-type: none"> Identify remaining projects to fix productivity issues on Rapid. Also complete Rapid shelters. 	Exec Dir	Projects/ Services	Mar 2016	→ Approximately \$300,000 in federal funding remaining for Rapid project. Staff working with FTA to keep in abeyance until planning completed to fix the Rapid productivity. <u>Conference calls with FTA in September and October included draft Rapid improvement plans and discussion on handling movement of bus stops. Shelter inventory provided list of incomplete Rapid shelters.</u>	

Monthly Summary Statistics for Wheels October 2015

FIXED ROUTE						
	October 2015			% change from one year ago		
Total Ridership FY 2015 To Date	579,668			1.2%		
Total Ridership For Month	160,434			1.0%		
Fully Allocated Cost per Passenger	\$7.00			-0.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,492	2,301	1,524	3.6%	5.6%	1.5%
Passengers Per Hour	15.0	12.3	13.4	4.9%	6.0%	3.1%
	October 2015			% change from last month		
On Time Performance	79.8%			1.9%		



Monthly Summary Statistics for Wheels

October 2015

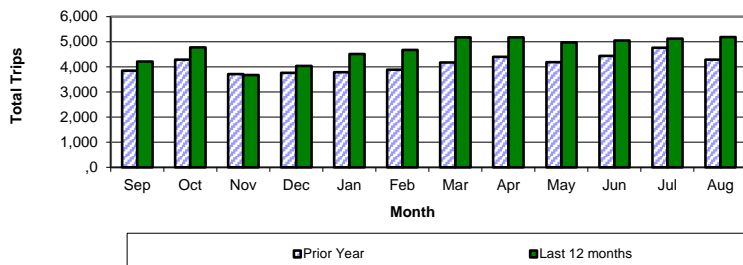
PARATRANSIT

General Statistics	October 2015	% Change from last year	Year to Date
Total Monthly Passengers	5,136	8.3%	10,263
Average Passengers Per Hour	1.68	-47.5%	
On Time Performance	97.5%	0.5%	
Cost per Trip	\$32.51	2.0%	
Number of Paratransit Applications	60	106.9%	95
Calls Answered in <1 Minute	83.60%	6.1%	

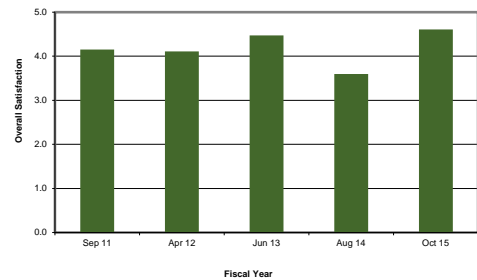
36 applications from Pleasanton residents

Missed Services Summary	October 2015	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

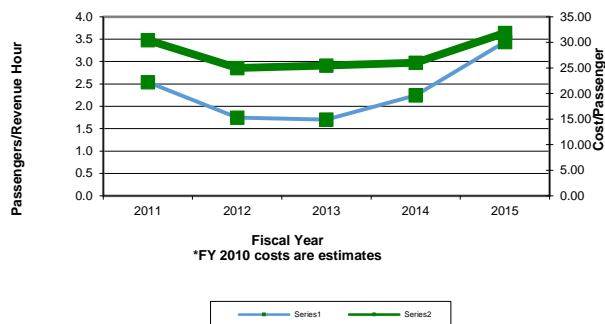
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2011-2015



Monthly Summary Statistics for Wheels

October 2015

SAFETY								
ACCIDENT DATA	October 2015				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	7		0		15		0	
Preventable	2		0		5		0	
Non-Preventable	5		0		10		0	
Physical Damage								
Major	0		0		1		0	
Minor	7		0		14		0	
Bodily Injury								
Yes	3		0		5		0	
No	4		0		10		0	

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$22,618.90
To Date This Fiscal Year	\$47,938.66
Budget	\$100,000.00
% Expended	48%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	October 2015	Year To Date
Praise	0	0
Bus Stop	3	16
Incident	0	0
Trip Planning	1	2
Fares/Tickets/Passes	1	1
Route/Schedule Planning	6	23
Marketing/Website	0	7
ADA	0	5
TOTAL	11	54

CUSTOMER SERVICE - OPERATIONS								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	1	0	0	3	0	0	0	1
Safety	2	9	0	7	0	0	0	0
Driver/Dispatch Courtesy	1	7	0	3	0	1	1	1
Early	0	0	0	1	0	0	0	0
Late	3	3	5	15	0	0	0	1
No Show	3	0	0	14	0	1	0	0
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	3	2	0	7	0	0	0	0
Maintenance	0	2	0	1	0	0	0	0
Bypass	0	5	0	4	0	0	0	0
TOTAL	12	28	5	52	0	2	1	2
Valid Complaints								
Per 10,000 riders	0.75							
Per 1,000 riders					0.00			

LAVTA COMMITTEE ITEMS - JANUARY 2016 - MAY 2016

Finance & Administration Committee

January	Action	Info
Minutes (November)	X	
Treasurers Report (November & December)	X	
Legislative Program (if not Nov)	X	
CalTIP Resolution	X	
		Info
February	Action	
Minutes	X	
Treasurers Report	X	X
Quarterly Budget & Grants Report	X	
		Info
March	Action	
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	
		Info
April	Action	
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
Preliminary Budget	X	X
10 Year Projections		
		Info
May	Action	
Minutes	X	
Treasurers Report	X	
LAIF	X	
FTA Triennial Review	X	
Final Budget	X	X
Quarterly Budget & Grants Report		
Clipper Fare Approval	X	

Projects & Services Committee

January

	Action	Info
Minutes (November)	X	
Draft SRTP	X	
Draft COA Recommendations	X	
Draft Title VI Report	X	

February

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

March

	Action	Info
Minutes	X	
Alameda County Fair and Fourth of July Service	X	
Pleasanton Summer School Service	X	

April

	Action	Info
Minutes	X	
Relocation of Livermore Historic Train Depot		X
Draft Employer Pass Program		X

May

	Action	Info
Minutes	X	
WAAC Appointments	X	
FY2017 Marketing Work Plan	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
S T A F F R E P O R T

SUBJECT: FY 2016 1st Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: November 23, 2015

Action Requested

This is an informational item.

Background

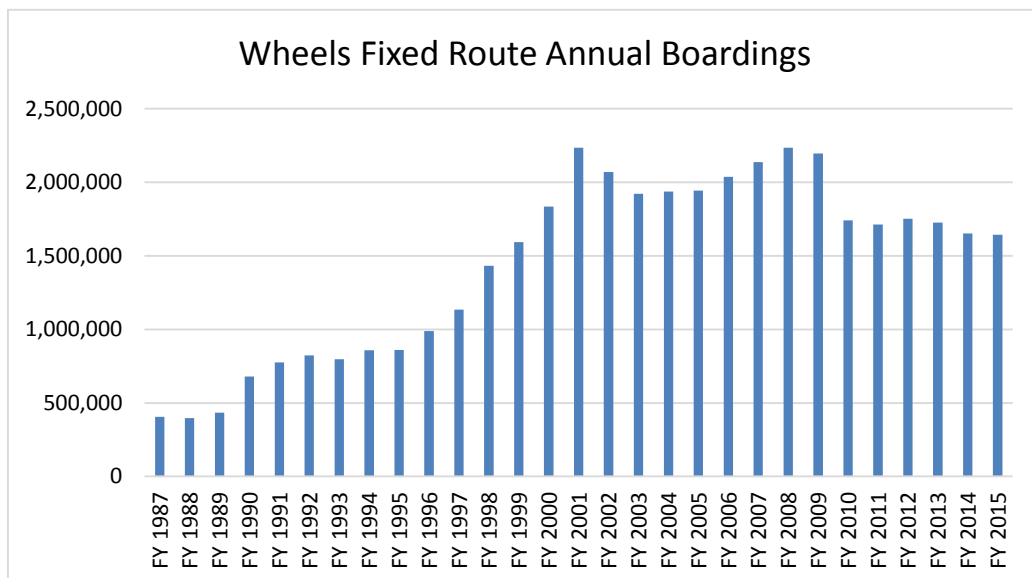
This report is intended to provide the Committee with a summary and analysis of operations for the first quarter of FY2016 (July – September 2015), including fixed route and operational performance metrics.

Discussion

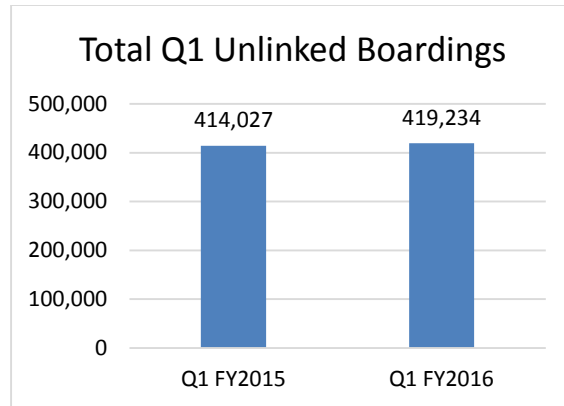
Fixed Route

As indicated in the previous quarterly update staff report, ridership on the Wheels fixed-route system remained roughly stationary between fiscal years 2014 and 2015, during both of which the agency saw a total of approximately 1.65 million unlinked boardings.

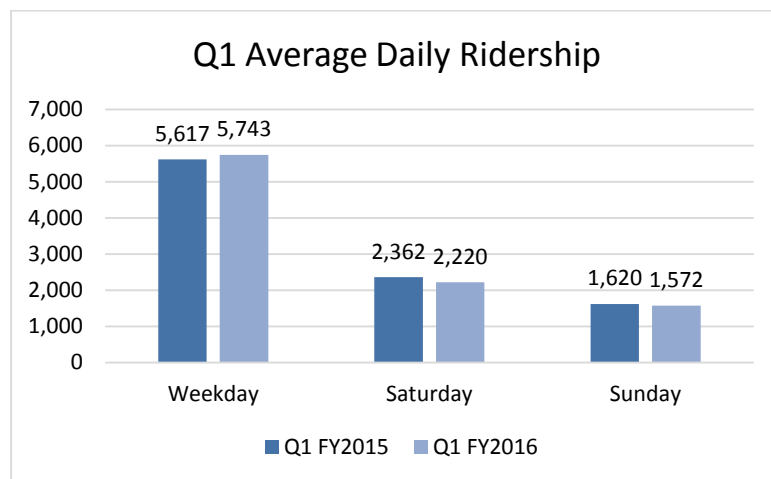
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception thru FY2015.



Turning to the first quarter of FY2016, ridership was up compared to the same quarter of the previous year. The increase was slight (1.3%), but is a continuation of the trend from the two prior quarters, where approximately a one-percent year-on-year increase was observed.



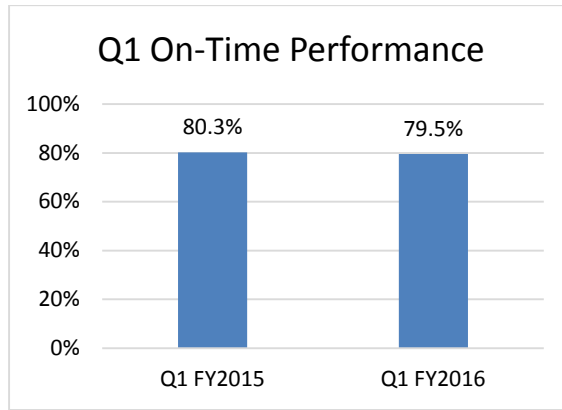
The next chart shows the ridership breakdown by average boardings per day during the quarter. It shows that the slight ridership gain was attributable to the weekday service, as both Saturday and Sunday ridership was down slightly compared to Q1 of FY14. This trend was also observed in the previous quarter.



It is difficult to draw short-term conclusions from these trend variations in ridership, but it is worth noting that the last three quarters have been trend-positive.

Ridership trends at the individual route level were also mainly positive, in particular on some of the local lines: Routes 2, 3, and 11 all saw double-digit year-on-year percentage increases, albeit from small levels. The important trunk lines 10 and 30 (*Rapid*) remained stable as they both trended within a $\pm 2\%$ range during the quarter. Weekend route-by-route trends were mixed, but the 10 line receded somewhat on both Saturdays and Sundays.

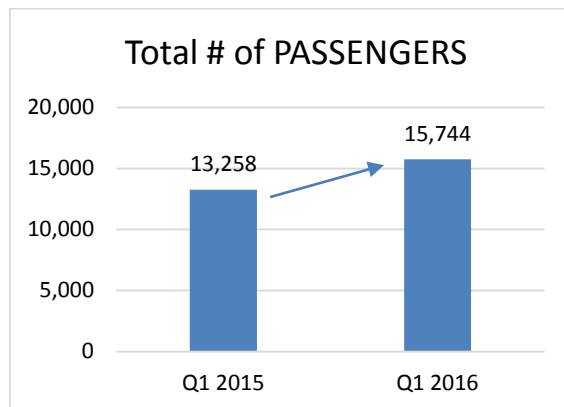
On-time performance (OTP) decreased slightly compared with same quarter of the previous year, ending up at just under 80%. Within the quarter, the highest OTP percentage was observed in August, with a reading of 80.3%.

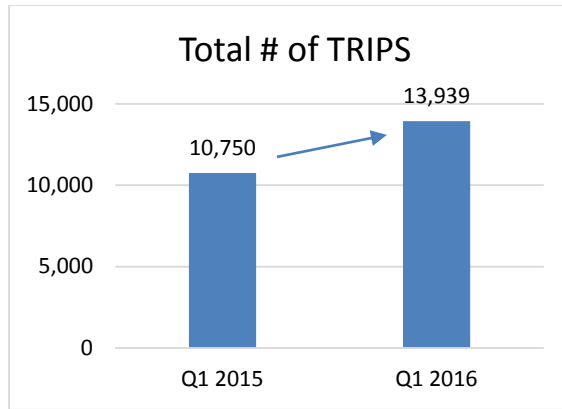


Looking at route-level OTP, the shorter local routes 1, 2 14, and 51 all stayed above 88% during the quarter, while only one – Route 3 – had an adherence less than 70%. The large trunk lines 10 and 30 (*Rapid*) both performed close to the systemwide average at 80.5% and 78.7%, respectively. Of note is also that the I-680 corridor Route 70X saw a marked improvement during the quarter, following a revision to the route specifically to address its on-time adherences effective August 24. Starting out with an OTP percentage of 52% during the month of July, this route had advanced to 70% during the month of September. As the majority of system trips are operated on routes 10 and 30, however, the overall OTP percentage tends to be mostly determined by those two routes.

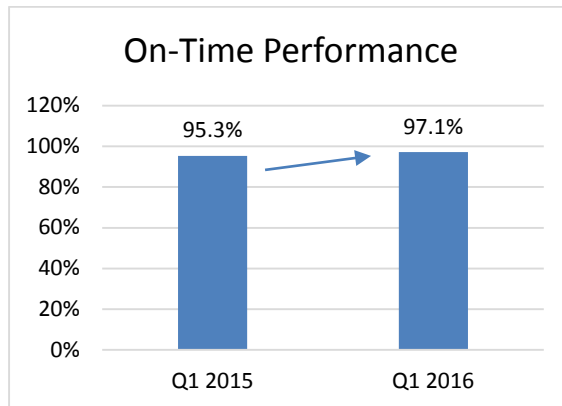
Paratransit

The FY2016 Q1 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 18.8% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 29.7 %, as the following two charts illustrate.





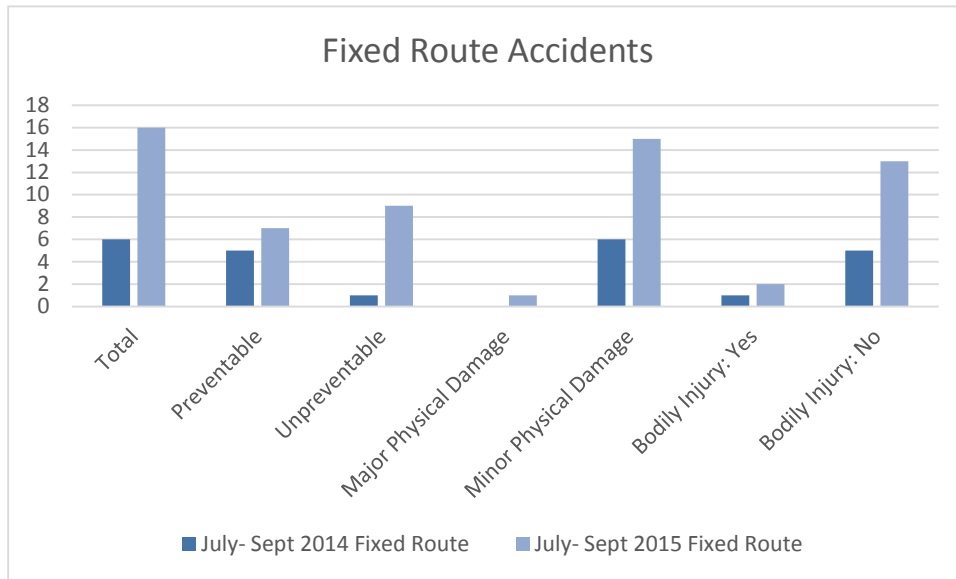
The on-time performance (OTP) for the FY 2016 Q1 is 97.1% compared to 95.3% for the same quarter during the previous fiscal year (1.9% increase) as shown in the chart below. The performance standard for OTP is 95%.



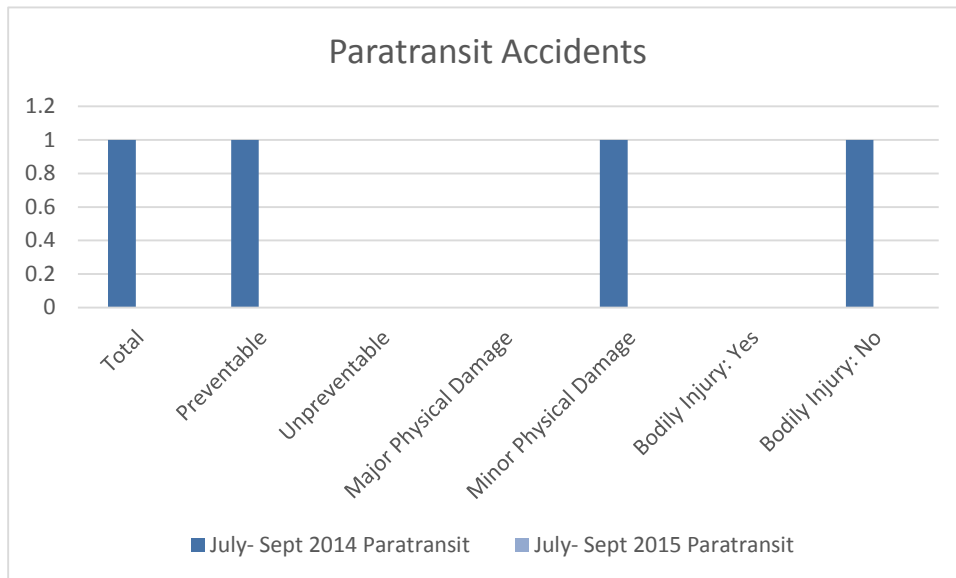
Accidents

Noted in the figure below, in the first quarter, there have been sixteen (16) accidents for fixed route, seven (7) of which were determined to be preventable, and nine (9) deemed non-preventable. One of the accidents resulted in major damage, and fifteen (15) resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). Two (2) of the fixed route accidents resulted in bodily injury. The total number of accidents for the quarter has increased from this time last year; and the number of preventable accidents continue to rise. Staff is working with the operations contractor to identify trends in preventable accidents and has engaged CalTIP Safety resources to provide additional training for fixed operations staff to improve the Safety program.

Many contractor-operated transportation companies use 1 preventable accident per 100,000 miles as a goal. Looking at preventable accidents per 100,000 miles, MV comes in at 0.52 for the 2015 calendar year.



In the first quarter there were zero paratransit accidents compared to one (1) last year.

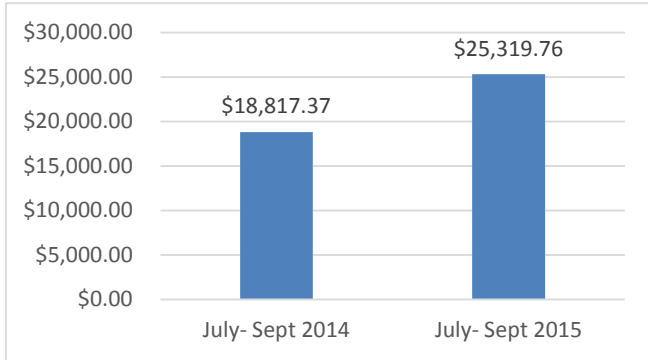


Claims Activity

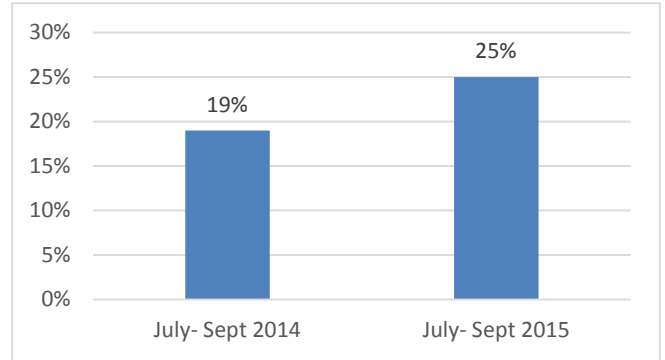
With respect to the monthly accident claim activity, the below charts highlight claims **for fixed route only**. The dollar amount expended during Q1 was higher this year than last, and the percent of budget expended over the course of the year was higher, albeit at the allowable 25%. It should be noted that some of the FY15 expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident. Even so, there is

an increased focus on Safety with LAVTA's fixed route contractor in light of the preventable accidents and higher dollars being expended on claims.

Accident Claims: \$ Expended

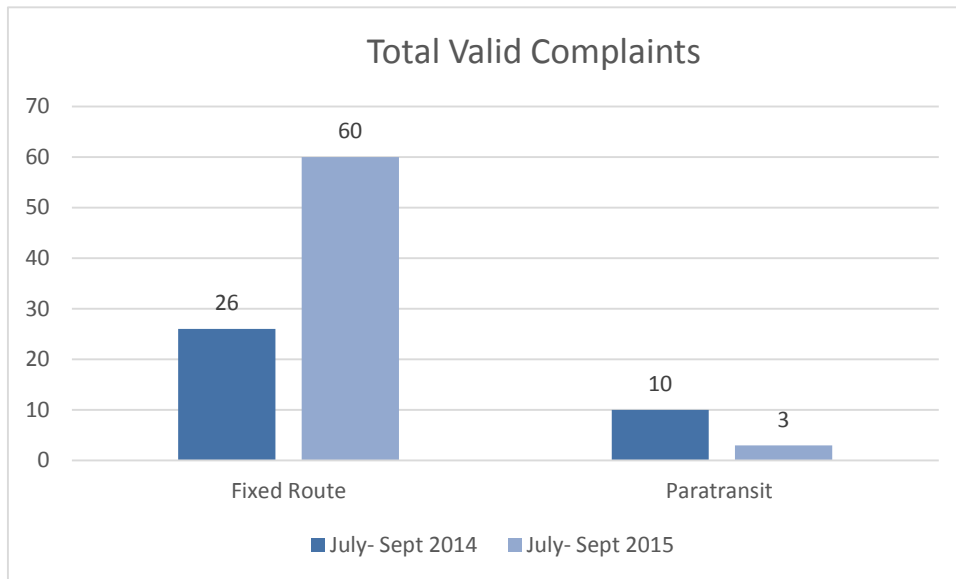


% Budget Expended

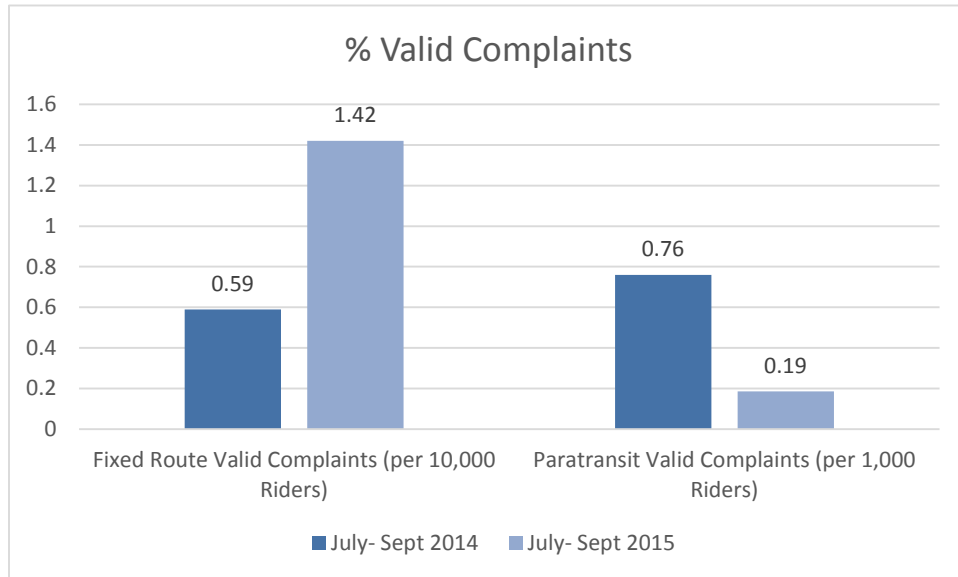


Customer Service

Customer Service staff processed a total of 174 customer requests for Q1 FY15 and a total of 214 for Q1 FY16. LAVTA's Service Quality Standards Index, a measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The SQSI's established an industry standard of excellence for complaints of less than 1 per 10,000 riders for fixed route and 1 per 1,000 riders for paratransit.



Comparing the total valid complaints from FY15 and FY16, the number for fixed route has increased and staff continues to work with the fixed route contractor in the Fixed Route Task Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the areas of “late” (19 complaints), “no show” (15 complaints), and “safety” (8 complaints).

The paratransit valid complaints continues to decrease. Staff and the contractor have worked hard to ensure that the complaints have been reduced, with only three (3) valid complaints (one in the area of “driver courtesy, one “late,” and one in the area of safety”) for all three months of Q1 for FY16. Staff and the contractor deserve recognition for decreasing and maintaining a very respectable standard in this area.

Next Steps

None

Recommendation

None – information only.

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: First Quarter 2016 Marketing and Outreach Activities

FROM: Dennis Mochon, Senior Marketing and Communications Specialist

DATE: November 23, 2015

Action Requested

Informational item only. No action required.

Background

This report is intended to provide the Committee with a summary of the marketing and outreach activities for the first quarter of FY 2016.

Discussion

Activities completed in the first quarter:

August Service Change & General Outreach

On August 22, 2015, the agency implemented a minor Wheels service change. To inform customers of the change, the agency produced a new bus book, car cards, website information, bus stop schedules, on-hold phone messages and a press release.

Try Transit to Schools

LAVTA targeted middle and high school students through a two week initiative in September to promote Wheels services. The Try Transit to Schools promotion offered students free rides on all regular fixed routes from September 7th – 18th. The agency promoted the event through traditional media channels, including the website and Facebook, as well as through the Tri-Valley schools. In addition, radio spots ran on KKIQ as part of the service change promotion as well as the outreach activities noted in the outreach attachment.

Wheels Forward Public Meetings

LAVTA promoted the Wheels Forward customer input and the first round of meetings (held in July) through extensive outreach, communications and marketing.

Wheels in the News

Wheels produced eleven press releases during the first quarter. These included: LAVTA joins Next Door; Hacienda's 5 millionth Wheels passenger; Wheels Forward meetings; Wheels schedules Day Pass Accumulator public hearing; Wheels August 2015 service change; Try Transit to School promotion; Wheels offers Google Maps feature; Wheels tablet promotion; and

Wheels announces High School Student Ambassador program. Wheels received major local and national industry articles in The Independent, Pleasanton Weekly, The Patch and Mass Transit.

Outreach

Wheels participated in 26 outreach activities targeting schools, seniors, employers and other community organizations as highlighted in Attachment 1.

The following activities are currently planned for the second quarter of FY 2016.

Stuff a Bus

On December 6th from 12pm. to 4pm., the agency will be partnering with Safeway again to hold three Stuff-a-Bus events at three Safeway stores in the Tri Valley. The locations are: 1) 7499 Dublin Blvd. in Dublin; 2) 4495 First Street in Livermore; and 3) 6790 Bernal Avenue in Pleasanton. The event will benefit two local food banks, Open Heart and Tri-Valley Haven.

To promote the events, the agency is running advertising on KKKI and having the station host a live radio remote broadcast at the Livermore Safeway from noon to 2pm. The station will have a prize wheel that the public can spin and win prizes for providing a food donation. As part of the partnership with LAVTA, Safeway will provide 20-\$25 gift cards as prizes as well as a food donation of 100 turkeys.

High School Ambassador Program

In October, Wheels solicited for applicants for its High School Ambassador program. The selected high school students will be trained as Wheels Ambassadors helping other students learn to ride the bus and navigate the Wheels bus system. As an incentive, the agency will be offering Ambassadors a free yearly pass valued at \$720.

Clipper Card Introduction

Wheels has worked with the other East Bay small operators to successfully launch Clipper Card on each system. The system went live November 1 and is being promoted through bus cards, flyers, posters, news release, customer outreach and social media. More major marketing will run from January through March 2016.

New Wheels Website

Wheels continues to work with contractor Planetaria to launch a new website. The website is in the final stages of development and testing and is planned to go live in November.

Budget

No budgetary impact.

Recommendation

None – information only.

Attachment 1: Summary of Outreach Activities

1st Quarter Community Outreach Summary Report

July 2015 - September 2015

Describe significant accomplishments this quarter:

Increased participation in committees and civic meetings throughout the Tri-Valley.

Describe significant challenges or barriers encountered this quarter.

Establishing parameters for the Clipper Card implementation and assisting with outreach for the COA

Organization Name	Date	Comments
Alameda County Fair	7/2/2015	Senior Days Outreach
Livermore Senior Center	7/9/2015	Consultations for Seniors
Hispanic Business Council	7/9/2015	Networking
Livermore Needs Committee	7/14/2015	Networking
Hillcrest Gardens	7/16/2015	Outreach
Dublin Senior Center	7/21/2015	Consultations for Seniors
SF Premium Outlets	7/24/2015	Job Fair
Livermore Community Center	7/28/2015	COA Workshop
Dublin Civic Center	7/29/2015	COA Workshop
Pleasanton Civic Library	7/30/2015	COA Workshop
Spare the Air Resource Team	8/4/2015	Awards/Planning Meeting
Liv. Chambers Econ. Dev. Mtg	8/5/2015	Networking
Livermore Needs Committee	8/11/2015	Networking
MV Transit/LAVTA CSR's	8/18, 19 & 20/2015	Service Change Brief Drivers/Staff
Dublin School Dist-Dublin HS	8/22/2015	Tabling information
Livermore School Dist	8/26/2015	Tabling information
Dublin Senior Center	9/2/2015	Transit Forum
Livermore Needs Committee	9/8/2015	Networking
Livermore Senior Center	9/10/2015	Consultations for Seniors
Hispanic Business Council	9/10/2015	Networking
Pleasanton Senior Center	9/10/2015	Transit Forum
Pleasanton Farmers' Market	9/12/2015	Outreach
Dublin Senior Center	9/15/2015	Consultations for Seniors
Livermore Senior Center	9/16/2015	Transit Forum
State Comp Insurance	9/24/2015	Outreach
SF-Ferry Bldg.	9/30/2015	Travel Training Trip to SF

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Quarterly Grants Update

FROM: Angela Swanson, Senior Grants & Project Management Specialist

DATE: November 24, 2015

Action Requested

Review and forward to the Board of Directors the FY16 First Quarter Grants Update.

Discussion

The Board of Directors requested a quarterly update of the budget and grants noting any significant changes for both revenues and expenses. This report provides a focus on grant updates. In keeping with our previously introduced system of grant classification, the attached report details activity through October 30, 2015. Closed out grants are not reported here. Pending grants are included; no applications were denied or 'not awarded'.

Recommendation

NA – information only.

Active/Not at Risk				
Project Name	Funding Type	Funding Source	Grant Award	Notes
Repair & Improve Amenities at the Livermore Transit Center	PTMISEA	Caltrans	\$125,625	NEW!! Funds available Feb '16
Para-taxi Voucher and Administration Support	5310	Caltrans	\$80,000	NEW!!! Parataxi subsidy for riders. Effective Jan '16 for 24 months.
FY 15 Operating Assistance Rural Routes 2, 11, 12 & 20	5311	FTA	\$43,683	NEW!! Operating subsidy for the Concord UZA rural routes
Bus Purchase (2016)	Prop 1B PTMISEA	MTC	\$572,778	Applying funds to bus purchase
Electric/Diesel Hybrid Bus (2016)	LCTOP	Caltrans	\$107,192	Applying funds to bus purchase
Trapeze upgrade (viewpoint)	RM2	MTC	\$74,535	Project complete, moving to close-out
Bus Stop Repair/Replacement	Prop 1B PTMISEA	MTC / Caltrans	\$240,910	Project nearing 50%. \$116K grant balance. Anticipate final work complete by spring '16
LAVTA Facility Upgrade and Improvements	PTMISEA	Caltrans	\$357,966	Funds Rutan projects incl. shop floor resurfacing, parking lots slurry seal etc. Projects underway.
LAVTA Facility FY'08		FTA	\$326,879	Atlantis project. Final project activities underway. Vault purchased; design work to retrofit the facility pending. Install expected Feb '16
Transit Planning Interns (2 for 2 yrs)	5304	FTA/Caltrans	\$56,000	25% into grant. 2 interns on staff working 20 hr/wk supporting planning, grants, marketing
Rapid Operation	RM2	MTC	\$580,836	Funds reserved pending 20% Farebox Recovery threshold. Reapply 2016
BRT	Small Starts	FTA	\$559,355	Construction funds remaining
Parataxi, Dublin/Pleasanton	New Freedom	FTA	\$33,000	Reimbursement funding
Fleet DVR's	Prop 1B Security	CalOES	\$36,696	Board approved 2/24/15
The Tri-Valley Multi-Modal Access	SC-TAP	ACTC	\$1,385,000	ACTC the lead agency; LAVTA a participating partner

and PDA Connectivity Study				
Local TFCA; Routes 8, 12, 15	Local TFCA	ACTC	\$278,000	Entering second and final year

Inactive or At Risk				
Project Name	Funding Type	Funding Source	Amount Requested	Expected Notification
Fleet DVRs	Prop 1B Transit Security Gran	CalOES	\$36,696	DVRs are part of the 20 bus fleet order underway at Gillig. Fleet arriving June '16. Grant expires March '16. Will need to apply for extension with April '16 reporting. Request ministerial in nature. No issues expected.
Atlantis Security/DVRs	Prop 1B Transit Security Gran	CalOES	\$36,696	One year extension expires 3/31/16. Staff expect purchase and install of equipment complete by end of January '16

Pending/Not yet Awarded				
Project Name	Funding Type	Funding Source	Amount Requested	Expected Notification
8 Electric Buses and Charging Stations for Routes 10, 53, 54	Low or No Emission Program (LoNo)	FTA	\$2,136,550	NEW!!! Applied 11/16/15. Response expected by June 2016
Onboard Digital Communications (WiFi) systems and/or IT maintenance FY 15-16	Prop 1B Transit Security Grants Program	CalOES	\$36,696	NEW!!! Submitting grant in December 2015. Expect funds from CA bond sale in June 2016.
Tri-Valley Paratransit Assessment	Sustainable Communities Grant Program	Caltrans	\$163,780	NEW!!! Partnered with Pleasanton Paratransit Services. Grant due 12/30. Highly competitive program.
Livermore Transit Center TOD Feasibility Study	Sustainable Communities Grant Program	Caltrans	\$195,000	NEW!!! Partnering with Livermore to explore opportunities to consolidate adjacent parcels for transit oriented

				development, and to create improved visibility and access to the Transit Center.
Security Lighting for Bus Shelters FY 13-14	Prop 1B Transit Security Grants Program	CalOES	\$36,696	NEW!!! Submitted grant in October 2015. Expect funds from CA bond sale in February 2016. Thereafter project can be initiated.
BRT Route	TFCA	ACTC	\$400,000	Applied 6/19/15. Two year grant. Response expected by September
TPI Dublin Boulevard Project (LAVTA Sponsor, City of Dublin and MTC Co-Sponsors)	TPI via FHWA	MTC	\$1,570,000	Award authority held up due to FTA system changeover. Moving forward with non-expenditure activities including a feasibility study for additional queue jumps. Expect project to ramp up in May 2016.
Facility Lighting/ Security Upgrades FY 14-15	Prop 1B Security	CalOES	\$36,696	Prop 1B bonds sold. Expect receipt in Feb '16. Project initiation in Spring '16.
Rural Route Operating Assistance	FTA 5311	FTA via Caltrans via MTC	\$43,683	Unofficially hear we are awarded. No formal word.

Agency Acronyms:

ACE: Altamont Corridor Express
ACTC: Alameda County Transportation Commission
BAAQMD: Bay Area Air Quality Management District
CalTrans: California Department of Transportation
CalOES: California Office of Emergency Services
FHWA: Federal Highway Administration
FTA: Federal Transportation Agency
MTC: Metropolitan Transportation Commission

Program Acronyms

1B: *California State Proposition 1B, bond act passed by voters in 2006*
Measure B: *½ cent sales tax for transportation passed 2000 in Alameda County*
JARC: *Job Access Reverse Commute, a federal fund to improve mobility for low-income*
Lifeline: *Transportation Program funds projects that result in improved mobility for low-income residents*
Measure BB: *½ cent sales tax for transportation passed 2014 in Alameda County*
PTMISEA: *Public Transportation Modernization, Improvement, & Service Enhancement Account. Part of Prop 1B bond act of 2006*
RM2: *Regional Measure 2, passed in 2004 by Bay Area voters, increases bridge tolls for infrastructure \$\$*
SC-TAP: *Sustainable Communities Technical Assistance Program*
TFCA: *Transportation Fund for Clean Air*
5304: *Apportioned annually to states for use in rural planning and research including planning support for non-urbanized areas, and human-resource development.*

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey 2015

FROM: Christy Wegener, Director of Planning and Communications

DATE: December 7, 2015

Action Requested

None. This is an informational item only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service.

Methodology

The 2015 annual Dial-A-Ride customer satisfaction survey was conducted between October 26 and October 28 via telephone by randomly calling currently active Dial-A-Ride passengers. Active riders are those who have used Dial-A-Ride at least once within the last twelve months. The survey was administered by a third party surveyor, and a total of 100 Dial-A-Ride surveys were completed. The results are statistically reliable at 95% confidence interval ± 8.5 point margin of error.

The surveyors asked the 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.

DiscussionDial-A-Ride Survey Results

Overall satisfaction was very high across all stages of the rider experience. The average score for the reservation process was 4.45, pick-up experience 4.45, ride experience 4.38, drop-off experience 4.37, and the overall satisfaction score was 4.61 on the scale of 1 to 5.

Areas where scores were exceptionally high included:

- Person on the phone was courteous 4.47
- Person on the phone was able to arrange request for transportation 4.5
- Driver arrived at correct address and spot 4.48

- Driver was dressed appropriately and clean 4.47
- Driver operated vehicle safely and followed all traffic laws 4.55

Areas where scores were lower than average:

- Driver was on time for pickup 4.05
- Prefer use of new smaller vehicles 3.86
- No problems navigating phone menu 4.23

The key areas where riders consistently expressed the importance to them were timeliness, scheduling ease and accuracy, courteousness, quick return pickups, disabled accessibility and equipment friendly.

The following table compares the average customer satisfaction ratings of the surveys conducted over the last four years:

Service Aspect	Apr 2012		Jun 2013		Jul 2014		Oct 2014		Oct 2015	
	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median
Reservation	4.29	5	4.67	5	3.67	4	4.29	5	4.45	5
Pickup	3.97	4	4.27	4	3.58	4	4.11	4	4.45	5
Ride	4.08	4	4.6	5	4.6	5	4.68	5	4.38	5
Dropoff	4.28	5	4.5	5	4.1	5	4.61	5	4.37	4
Overall rating	4.11	5	4.47	5	3.55	4	4.36	4	4.61	5

The 2015 survey showed the four-year highest ratings in the areas of pick-up experience and overall rating, which indicates that high on-time performance is highly correlated with the overall satisfaction with the service.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service, the surveyors also encouraged respondents to provide any verbal open-ended feedback/comments/suggestions about the service. The open-ended passenger comments are attached to the staff report.

Summary

Overall, the rider satisfaction scores have increased when comparing them to the scores from prior years. It is staff’s observation that customer satisfaction scores are very closely correlated to on-time-performance and valid customer complaints per 1,000 rides metrics, which both have been on a positive trend. LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents.

Attachment:

Dial-A-Ride Survey Comments

LAVTA Rider Satisfaction Survey - Oct 2015 - Q24 Open Ended Comments	
1	No comments
2	They have on occasion been late and got me to my destination late.
3	Umm, one time they sent a vehicle that didn't have a lift, I really had a very hard time getting in the vehicle that only happened once as an example, one time out of ten I had a bad experience, it was unpleasant because I had a hard time getting in the vehicle
4	I wish that we had some way of knowing that once we have booked a ride that they are really going to come the next day. There is an automated call that comes through the night before, but if the call doesn't come through I don't have a way of knowing if they won't show up. There should be a cal saying that the ride will not show up if so. There have been times that I haven't been picked up.
5	As of July 2014 when you people were bought out by MTM i will say that the people who are operating from the Missouri office do not know California traffic patterns. Might it be possible to put somebody who is in the California office on the handling of dispatch because there are certain people who will ask for certain drop offs at certain times. It would help
6	Ummmm/ No / Umm / The service has been like that for a couple of years or so. / I'm satisfied.
7	I have no problems the drivers are always friendly and helpful.
8	No
9	No, I'm thankful that they are there and I appreciate their service otherwise I couldn't go to a doc appointment and sometimes go to grocery store, so I'm satisfied with service
10	No.
11	No
12	When I'm picked up from my second pick up to go somewhere out other home than I should be able to change it if I want to and they won't allow me to do that.
13	No comments
14	You may need a few new vehicles./ The stopper had fallen off the door. The door rolled out of place. And then the van could not be put into gear. It has happened to several vans. The administrative people came out to see what the issue was right away. The driver was complaining about it. Even the back up driver talked about it happening to several of the vans. / The doors are extra strong./ Eadh time the driver Alex comes to pick me up he uses his own van.
15	I seem to have a problem on Friday afternoon. But I don't know if it's me or them so I can't complain.
16	no I don't
17	No, he's good
18	I use them a lot every Monday at six am, my destination is only a mile to a mile and a half. I'm always on time, sometimes they show up earlier than six and they will sometimes pick up someone else then drop off to their destination even if it is further away than mine/. It only takes the driver seven minutes to get me to my destination at the hospital so I think I should be dropped off first before the other people since I was on time and waiting outside and picked up before the other people. I should be dropped off first. There are times that I am in the vehicle for around 40 minutes. The driver should use common sense and think who is closer to their destination and who was waiting first and get them dropped off first instead of making me wait and drive all around town. I don't want to experience Driving Miss Daisy.
19	No
20	No.
21	No

22	Not that I know of
23	Long interview, and called late.
24	Uh, thankful and congratulates her driver for good service
25	If I had an unusually long wait I would object but that doesn't happen very often.
26	They need ot get to pick up as soon as they can./ On Wednesdays I go to Target and I need to get there on time or I get in trouble./ In the afternoons they don't have a ramp./ Please make certain they will get me to work on time. I was late - not the last time but before that./ Please know what time thay are picking up./ Please don't call at night.
27	The drivers are all great. Like the drivers
28	Uh I love the service and um am thankful that I get to use the service.
29	Overall very good.
30	I wish they would get back to having a basic contract with a local company when you do it with a company out of Salt Lake City or out of state their business practices can really be improved on
31	They usually com on time or withing half an hour. / Rarely they're not. / Keep up the good work.
32	No
33	I said one time that I haven't heard about that. I sat one time and I bruised my back.
34	none nothing
35	no very happy with service.
36	They should have smaller vehicles. Several times they sent a huge van when it was only me in it.
37	No
38	I am a satisfied rider. They come and get me, right place right time, very polite very kind, very patient.
39	Don't give your drivers to many stops on the same drive. / Don't have your driver pickup people first, dispatch doesn't seems smooth enough.
40	I have been using this service for almost seven years. This company is better than others that I have tried. I like the newer vehicles some don't look that great they are working well but don't look that great. Overall the service is good.
41	several times the drivers are texting while driving or are on the phone and i think thats distracting. i had somebody pick me up and they didn't tell me we were picking somebody up and they were late picking me up and it was an overall i was not happy also bamen or something like that i cant remember his name he has a dark beard and he did not put my seatbelt on and he just pulled off and drove off i told him to pullover and put my seatbelt on and he didnt listen to me and finally he pulled over and picked somebody up and put my seatbelt on.
42	none
43	a lot of times the operator doesnt give driver enough times to make stops or pick ups sometimes im late to the va hospital and i dont like that.
44	There was one driver that made really late for an appointment, he picked me up late and he was a strange person. I reported him and explained that I did not want to be picked up by him again. Overall the company is good.
45	This is a great improvement since your company came to work in May / Previous company wasn't great, your company is really doing a great job
46	Timing was bad on Sunday but the other times they pick up when supposed to.
47	no.
48	no comments
49	No
50	i only had one bad experience they picked me up and drove me around for forty minutes driving around picking up other people but it was only once//

51	no comments
52	I think I had a wait half a hour / but I appreciation that the service is available to me.
53	no.
54	Except for the timing / Hardly on time, on the pick up on the turn, they make me wait an hour there.
55	I do a lot of transfers. The dispatch has been horrible. They don't always get the right time, I make appointments for night, they arrive in the morning. Drivers are good, reservation is good, but dispatch is not good
56	no i was very impressed and really happy with it
57	No
58	Like the new company that took over arranging the trips, and drivers are local that's good.
59	No
60	Not really.
61	nope your company has been a pretty darn good company as how it was before.
62	just one i wish they would if im only ten minutes away just drive me there instead of driving me around everywhere/ i wish i could schedule the pick up online//
63	no comments
64	No other comments.
65	Here is one just recently. I did not care for. She got real snotty with me because I told her don't knock on the door, use the doorbell because when I'm in the bathroom I can't hear the knock I can hear the doorbell better and she just took off with ought me. So I don't want her anymore I like Matt he is a good driver. Another thing that I like are the low vans not the high vans. And another thing is, one of the vans does not have a seat belt in back of it. I think they should get rid of it. Because if somebody fell backwards they could hurt themselves and hit their head and they would have a big loss suit on themselves.
66	I did have a problem yesterday and had a transfer trip and they took me to the wrong address and then tried to pick me up at the wrong address as well, so I don't know what happened but that was my only bad experience.
67	No other comments.
68	No other than I'm very grateful we have it it's a fantastic service for us I'm very appreciative.
69	Wondering how I would be able to sign up
70	very good but sometimes new drivers or somebody that doesn't know the area but its very good i feel very happy.
71	Eventually I'm sure it's going to change as time goes on, but the service has been great when I have used it
72	no
73	Maybe more timeliness of the pick up and drop off, if they are late for the pick up then you miss the connection, its like a domino effect / Sometimes the rides are arranged in a weird way too.
74	No, I've been very happy with them.
75	No no comments other than I really appreciate the service.
76	some of the stuff outstanding there has been some that can kill people and i made sure that the supervisors were informed with completly dates and times full info with what happened and what was wrong the whole deal and was properly taken care of i will write letters to people that are in the office that are wonderful and outstanding and are outstanding to company and i would like to work with them and as an inspector i could straighten out and help fix that becuse i know what im doing
77	I have run out of tickets and need to know how to get them.

78	You guys are doing a wonderful job I want you to know.
79	No comments.
80	The drivers are very helpful and courteous. They're gentleman and ladies. Great help
81	They should quit double booking the drivers.
82	rosemary and tony are excellent/ the two brothers that pick up are excellent/ all drivers are good except the man with the beard/
83	No
84	No comments
85	No
86	I wish it was a little cheaper and that I could take my grand kids with me but no i appreciate it so much and I'm so grateful.
87	When it comes to connecting with other areas like links or something to have them be the ones hauling you back a lot of times they wont be the one calling you back so its a different area code so I won't answer and won't actually know ho they are and would just prefer them to be the ones to call with the connection.
88	On the average my drivers have been very good, nice and helpful. Really happy with the service. Polite, friendly chit chat, they explain the order of pick up/drop off, explain what they're going to do. They're very accommodating
89	no just about the other passangers make sure theyre not to far//
90	no.
91	No.
92	It's nice if you can have the same driver coming and going because its seems like the pickup works better
93	There is to much of a window of time and there were times where I was there at the doctors appointment much to early; I can understand that they have to be efficient' but I had to kind of park myself.
94	The coordination between counties are poor. He has to take the wheels dial-a-ride to a neutral transfer point where another county picks him up. He's on the bus for four hours a day going back and forth. It's poor service to the rider to transfer rather than taking him directly to the destination. Some drivers are great, others are poor. It would be great if we had the same drivers everyday. I make arrangements on email, the phone calls I have made to arrange have been horrendous. Every time I have called, I called to the mid-west trying to get rides to places they don't know about because the city wasn't listed even though the city exists. There's a tendency to blame the other county when there is a problem but my son is the one who suffers. We have had exceptional service with Jauna Lopez, a supervisor. If it wasn't for her, it would be a complete disaster.
95	Keep it up.
96	No they are doing a great job.
97	My comment is that it's not fair that they pick me up first and then drop me off last / They need to add air conditioning / They need to clean the cars most of the people are sick and I don't want to catch anything else.
98	It's great! It's the only way to go if your going into that area I never thought I could go there until I found dial-a-ride. Now I can go to other events like venues. It broadens my horizons very much.
99	I think that's it.