

EXECUTIVE DIRECTOR'S REPORT

May 2016

1. **Statistics: Ridership, On-Time Performance and Complaints**

Fixed route ridership in the month of March was flat over the same time period in 2015 (.001 percent decrease). Year-to-date the fixed route ridership is up 1.1%. Additionally, the number of trips on the Paratransit system were up 16% in March over the previous year.

On time performance in March was at 82.2%, up 1.3% over the same time period last year. With complaints on the fixed route system, the industry standard is 1 per 10,000 boardings. In the month of March the fixed route system incurred 1 complaint per 13,092 boardings; YTD is 1 per 15,040 boardings.

2. **Rebranding Study Kick Off**

During the month of April the Rebranding Study for Wheels was awarded to the firm of PAVLOV, a nationally recognized marketing firm that has led several successful rebranding projects across the country, including recently the Dallas Area Rapid Transit System. The consulting team will first engage in research and anticipates their first discussion with the LAVTA Board in June.

3. **Functional Assessments for Paratransit Service**

LAVTA will begin functional assessments for applicants wishing to use the Wheels paratransit service in May. Functional assessments will assist the agency in ensuring that only those who truly need paratransit services are using the system.

4. **CHP Inspection Results**

In March the CHP completed their annual inspection. The random inspection included a look at Wheels buses and maintenance records. The inspection also included a thorough look at operator training records and the agency's drug and alcohol program for operators. For the 13th consecutive year the CHP inspection found no deficiencies.

5. **Financial Award for LAVTA**

For the 20th consecutive year, LAVTA has earned the Certificate of Achievement for Excellence Award in Financial Reporting. The Government Finance Officers Association established the award to encourage agencies to exceed minimum requirements in preparing their annual financial reports.

6. **Historic Train Depot Relocation Project**

The Livermore Historic Preservation Commission met in April to review the renovation and relocation plans for the Livermore Historic Depot. The project was well received. Next, the Planning Commission will review the plans on May 31st. In other news on this project, LAVTA received formal authorization in April from the Federal Transit Administration to move forward with the relocation of the Historic Depot (and correspondingly the demo of the current restrooms and customer service buildings).

Attachments

1. Management Action Plan w/updates
2. Board Statistics February FY16
3. Board Statistics March FY16
4. FY16 Upcoming Committee Items

FY2016 Goals, Strategies and Projects

Last Updated– April 18, 2016

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<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 						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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.	X
	<ul style="list-style-type: none"> Completion of scope of work 			Feb 2016	→ Service Design Guidelines approved by Board. First and second round of public workshops completed. Comments on 3 service alternatives received. Draft preferred alternative created. P&S Committee has provided comment. <u>Board has reviewed twice. Public comment open until April 22nd. Public Hearing on May 2nd.</u>	X
	<ul style="list-style-type: none"> Approval of route improvements 			Apr 2016		
Short Range Transit Plan (SRTP is a 10-year plan)	<ul style="list-style-type: none"> Create preferred alternative 	DP	Projects/ Services	May 2016	→ Preferred alternative in draft form	X
	<ul style="list-style-type: none"> Create 10-year SRTP based on direction of planning efforts. 				→ Kickoff meeting held with consultant team on August. Consultant rewrote COA to meet MTC SRTP specs. <u>Draft SRTP completed. P&S reviewed SRTP in March. Will review again in April for May approval.</u>	X
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	Sept 2016	→ LRTP to be completed after approval of preferred alternative of COA. Fall of 2016.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Schedule Development	<ul style="list-style-type: none"> Develop timetables for each route, with time points, running times and schedules. 	DP	Projects/ Services	Apr 2016	→ This project will begin after preferred 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 with COA/SRTP/LRTP project. Implement fare changes 	DP	Projects/ Services	Feb 2015 Apr 2016 Sept 2016	<p>→ Fare analysis awarded to Nelson/Nygaard.</p> <p>→ Draft fare analysis received by staff for comment. This project will coincide with the development of the Long Range Transit Plan in fall of 2016.</p>	X
BART to ACE	<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. Establish Advisory Group to provide input on rail planning in region. 	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. Next TAC meeting on April 19th. Ridership #s to be discussed.</p> <p>→ Inaugural meeting of Altamont Regional Rail Working Group held. <u>Legislation introduced/retracted in Sacramento for new authority plan and construct the project.</u> <u>Next working group meeting on May 4th.</u></p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
MTC Plan Bay Area Update	<ul style="list-style-type: none"> • Provide technical expertise • Participate in public workshops to ensure Priority Development Areas and public transit in Tri-Valley area is adequately planned. 	DP	Projects/ Services	May 2015 Apr 2016	<p>→ MTC convened meeting with staff</p> <p>→ Project/budget spreadsheets submitted for business as usual model to 2040. Capital asset inventory and maintenance plan submitted. MTC working on performance standards for major projects.</p>	X
ACTC County Transit Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. 	DP	Projects/ Services	Feb 2015	<p>→ Staff has attended TAC meetings and provided input on key activity centers in Tri-Valley and performance standards. Key activity center incorporated into LAVTA preferred alternative. <u>Working on draft performance measures.</u></p>	
ACTC Tri-Valley Integrated Park & Ride Study	<ul style="list-style-type: none"> • Serve on TAC. 	DP	Projects/ Services	Apr 2016	<p>→ Kickoff meeting with DKS and project TAC held. DKS working on potential park & ride locations/modeling. <u>Next TAC meeting is April 26th to review modeling on potential P&R lots.</u></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. 	DP	Projects/ Services	Apr 2015	<p>→ Projects are ongoing. Geographic focus on Walnut Creek to Dublin. Existing conditions report completed. <u>Looked at full range from full BART to light bus. Enhanced bus/intelligent vehicle technology in corridor was preferred alternative.</u></p>	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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. Go-live successful on Nov 1, 2015.	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 • Engineering of signalization improvements and queue jumps 	DP	Projects/ Services	Jan 2016	→Scope of Work completed. Feasibility study by Kimley Horn completed. <u>3 intersections identified for queue jumps.</u>	X
				Mar 2016	→FTA moved to TRAMs from TEAM program. <u>Done.</u>	X
				Jun 2017	→RFP for active signalization project on street. <u>Due end of April. Board award in July. Queue Jump project to follow active signalization project.</u>	
<p><i>Goal:</i> Marketing and Public Awareness</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 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

Underlined text indicates changes since last report.

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	→RFP advertised. Planeteria awarded contract	X
				Dec 2015	→ Draft final version of website reviewed by staff. Final graphics and design work being performed. New website is live.	X
Social Media Engagement	<ul style="list-style-type: none"> Development of LAVTA goals with Facebook/Twitter 	DP	Projects/ Services	Jun 2016	→ <u>Recrafting goals with Social Media engagement. Interns posting on Facebook with staff. Goal is 3 to 5 posts/week.</u>	
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 Jun 2016 Sept 2016	→ Funding has been allocated and staff is awaiting MTC clearance to begin project. <u>Some issues with contract language resolved. GTFS feed purchased. Looking to release phone app RFP this summer for fall launch.</u>	X
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	Projects/ Services	Sept 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
				Oct 2015		X

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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Wayfinding at BART Stations	<ul style="list-style-type: none"> Plan new wayfinding signage Seek funding and install signage 	DP	Projects/ Services	Feb 2015 Jun 2016	<p>→ Staff has taken pictures and provided conceptual of wayfinding signage to BART.</p> <p>→ <u>Signage being budgeted in FY2017 budget.</u></p>	X
High School Ambassador Project	<ul style="list-style-type: none"> Finalize program Appoint ambassadors and train Implementation of program 	DP	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>→ Five applicants selected. Training of ambassadors performed in December. <u>50 students mentored on how to ride the bus thus far.</u></p>	X
LAVTA Rebranding Project	<ul style="list-style-type: none"> Create RFP Award consultant Finish project 	DP	Projects/ Services	Jan 2016 Mar 2016 Jun 2016	<p>→ Project to look at agency logo, naming and logos of services, and bus paint/graphics design. <u>PAVLOV awarded contract. Kick off mtg on April 21st and 22nd.</u></p>	X
Comprehensive Dial-A-Ride Rider Publication	<ul style="list-style-type: none"> Review dial-a-ride policies Publisher to design and create publication. 	DP	Projects/ Services	May 2016 Jun 2016	<p>→ Staff currently reviewing policies. Looking to insert policy regarding reasonable modification rules into document. Project on track.</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>
Dial-A-Ride Customer Service Survey	<ul style="list-style-type: none"> Hire consultant/Develop Survey/Conduct Survey Report to Board survey results 	DP	Projects/ Services	Oct 2015 Nov 2015	→ Scope of work finalized. RFQ will be issued the week of 9/21. Awarded to Invictus. Survey completed and being presented in Nov committee meeting.	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 Sept 2016	→ Staff assisted ACTC in interviewing/scoring the potential consultants. Contract awarded to Nelson/Nygaard. <u>Livermore HS, Del Valle Continuation HS, Wells, Christianson, East, Hart middle schools on short list to be chosen. Program to begin in the fall.</u>	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> 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 Apr 2016	→ Researching appropriate method to introduce easy pass. 9,000 students. Chabot college vote failed. Made presentation to Student Senate in Sept. Met with administration in Dec to discuss Easy Pass 1-year pilot program that could coincide with implementation of improvements. <u>College on board. Project a go. Working through demonstration project funding. ACE has offered ½ price discount as part of project.</u>	X 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>
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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>
Altamont Pass Regional Rail Working Group	<ul style="list-style-type: none"> • Creation of Advocacy Group • Establish goals and regular meeting schedule 	Exec Dir	Projects/ Services	Oct 2015 Jan 2016	→ Board approved the Working Group in October. <u>Inaugural meeting held. Legislation introduced and retracted to create authority. Strategic Planning for future of bill ongoing. Next working group meeting May 4th.</u>	X
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	Dec 2015 Jan 2016	→ Research being done on emerging priorities at state and federal level. 2016 Legislative Plan approved by Board in January. Staff monitoring new legislative cycle.	X 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>
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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

<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>
Trapeze Viewpoint Software	<ul style="list-style-type: none"> • Work through custom software issues 	DP	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. <i>Focus on actions to improve on time performance (OTP).</i> 	DP	Projects/ Services	July 2016	→ Changes made to routes 70X, 15, 53, 54, 3. Incentive program established with drivers. Tracking of OTP and operators leaving yard on-time happening on a daily basis.	X

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

<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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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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. Attorneys have approved agreement. Agreement signed in December. Google has begun to use the facility.	X
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	→ Audit completed Oct 2015. Final presentations to Board Dec 7, 2015. 19 th year of excellence in reporting.	X
<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	Oct 2016 Dec 2016	<p>→ Glass/stripping repair of Rapid shelters completed. 43 benches to be rehabbed in Spring, Summer, Fall of 2016. <u>Project pushed to 2017 to deal with COA changes.</u></p> <p>→ Bus stop inventory of current conditions completed. Planning underway to phase rehabilitation of shelters. <u>Shelter maintenance specialist out on surgery. Project initiated in April.</u></p>	
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	Mar 2016 Aug 2016	<p>→ Funded through FY14 & FY15 CalOES Security Program ,(Total \$73,392). Funds released Jan '16.</p> <p>Installation will focus on key corridors identified and programmed for night service in COA.</p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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.	X X
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 / GPM	Projects/ Services	Sept 2015 Nov 2015	→LAVTA has been meeting regularly with City staff. Environmental work nearing completion. Final location set for passenger island. <u>Agreement signed in November. Working with A/E team on electrical, security, interior and circulation design issues.</u>	X X
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	Aug 2015 Aug 2016	→ Approval granted in mid-2014. Purchase order and notice to proceed provided to Gillig. →LAVTA met with Gillig in Dec to finalize details on buses. <u>Buses scheduled for deliver in July and August of 2016.</u>	X X
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> LAVTA releases RFP for minimum of 20 hybrid replacement buses Agreement and notice to proceed to manufacturer 	DA	Projects/ Services	Jun 2016 Nov 2017	→ RFP has been advertised. Electric bus option within the RFP. <u>Addendum #1 and #2 with requested deviations by manufacturers completed. RFP due in May of 2016.</u>	X

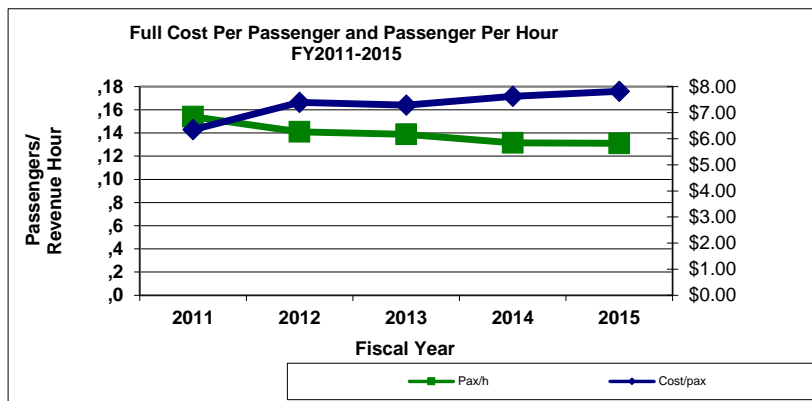
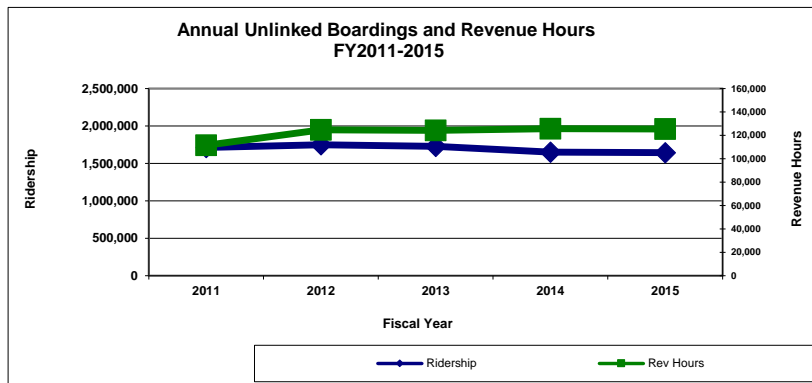
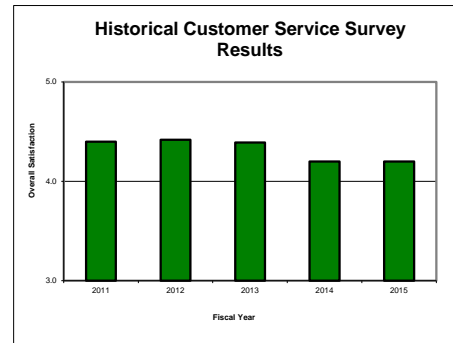
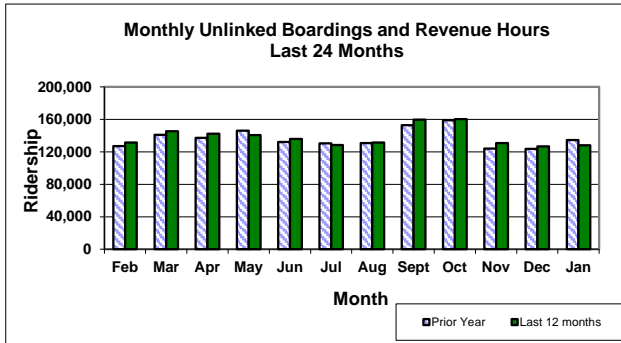
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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Atlantis Phases I, II Fare Vault Project	<ul style="list-style-type: none"> Phases I and II completed with exception of \$134,000 in miscellaneous projects (funded). Select vendor for Fare Vault. Select engineer for design Bid and perform construction. Close grant. 	DA	Projects/ Services	Feb 2015	→\$134,000 left for future improvements. Fare vault is selected as project.	X
				Nov 2015	→ Genfare GFI selected vendor. Will complete work in June.	
				Nov 2015	→ OLMM selected engineer. Engineering work completed.	X
				Jun 2016	→ Will close out project in June.	
Atlantis Security Video Equipment Project	<ul style="list-style-type: none"> Identify and spec the type of security system desired at Atlantis. To include license plate camera. 	DA	Projects/ Services	Dec 2015 Jan 2016 Mar 2016	→ Cal OES transit security grant, funding by Prop 1B. - \$36,696. Project completed in first week of March.	X
Rutan Rehabilitation Projects (Shop Floor and Parking Lot Rehab/ADA Improvements).	<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 	DA	Projects/ Services	Dec 2015	→ Grant funds available	X
		DA		May 2016	Shop Floor → IFB issued. Ryan Co. awarded contract. <u>Some delays with construction schedule. Expect Jun, Jul, Aug for 130 days construction timeline.</u>	
		DA		Jun 2016	Parking Lot Rehab/ADA Upgrades → <u>Kimley Horn engineering work completed. Project to be bid in May for June construction.</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>
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	Jun 2016	→ Approximately \$300,000 in federal funding remaining for Rapid project. Staff working with FTA on moving the 17 Rapid shelters in Rapid realignment. Shelter inventory provided list of incomplete Rapid shelters.	

Monthly Summary Statistics for Wheels February 2016

FIXED ROUTE						
February 2016			% change from one year ago			
Total Ridership FY 2016 To Date			1,100,769			1.3%
Total Ridership For Month			135,496			3.0%
Fully Allocated Cost per Passenger			\$7.67			4.8%
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,007	1,999	1,338	-0.3%	-11.5%	-6.4%
Passengers Per Hour	13.2	10.3	10.8	-4.1%	-14.4%	-14.1%
	February 2016			% change from last month		
On Time Performance	80.7%			-2.1%		



Monthly Summary Statistics for Wheels

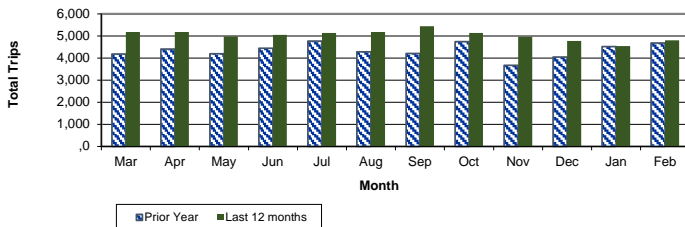
February 2016

PARATRANSIT

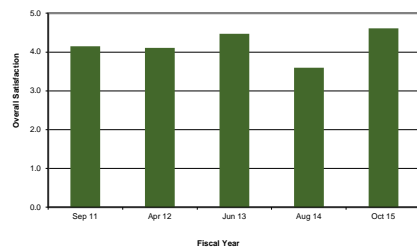
General Statistics	February 2016	% Change from last year	Year to Date
Total Monthly Passengers	4,804	2.8%	39,559
Average Passengers Per Hour	1.80	-50.0%	
On Time Performance	98.3%	0.2%	
Cost per Trip	\$32.51	2.0%	
Number of Paratransit Applications	19	-26.9%	303
Calls Answered in <1 Minute	92.10%	-2.7%	

Missed Services Summary	February 2016	Year to Date
1st Sanction - Phone Call	6	37
2nd Sanction - Written Letter	2	10
3rd Sanction - 15 Day Suspension	3	3
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

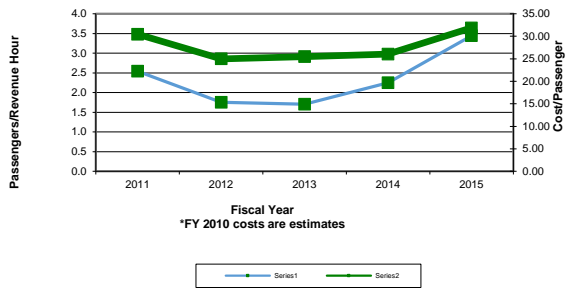
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
February 2016

SAFETY							
ACCIDENT DATA	February 2016				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	5		0		32		1
Preventable	4		0		14		0
Non-Preventable	1		0		21		2
Physical Damage							
Major	4		0		5		0
Minor	1		0		28		0
Bodily Injury							
Yes	0		0		9		1
No	5		0		26		0

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$8,377.77
To Date This Fiscal Year	\$75,580.29
Budget	\$100,000.00
% Expended	76%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	February 2016	Year To Date
Praise	0	0
Bus Stop	3	22
Incident	0	1
Trip Planning	0	3
Fares/Tickets/Passes	2	14
Route/Schedule Planning	3	50
Marketing/Website	0	15
ADA	1	7
TOTAL	9	112

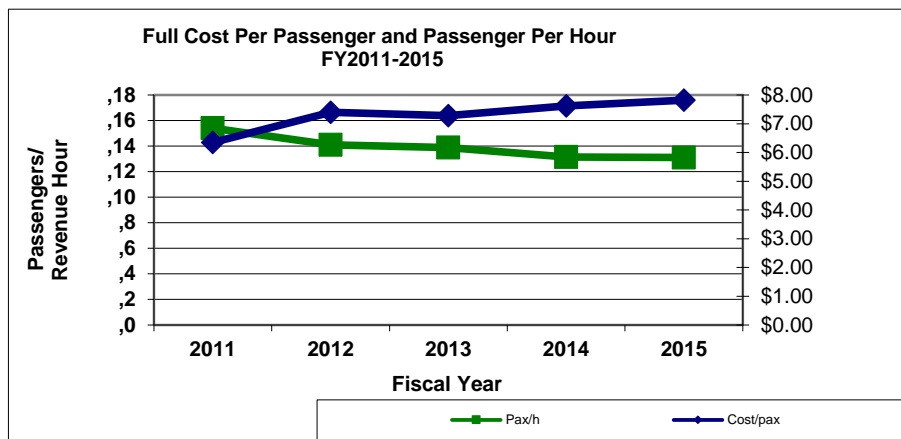
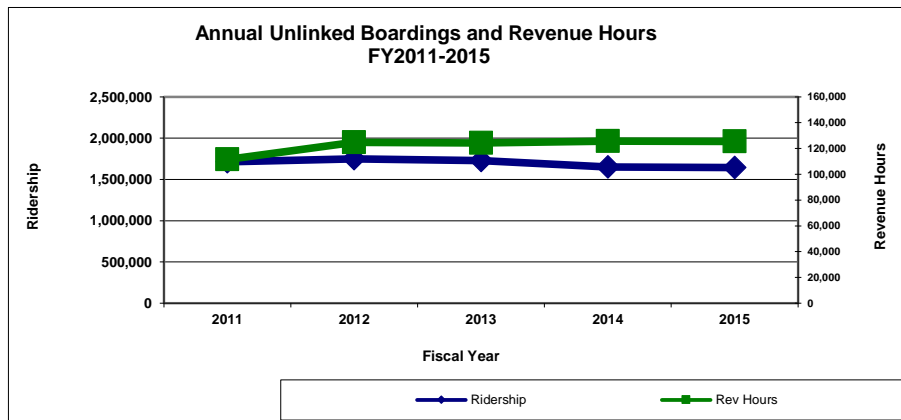
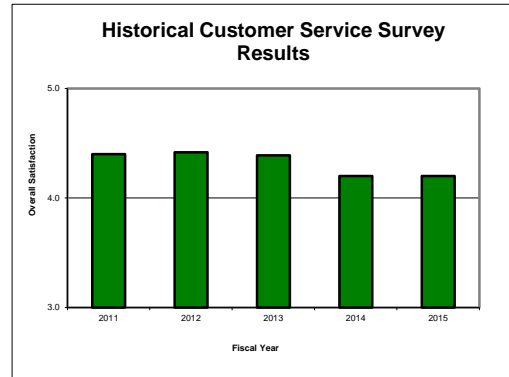
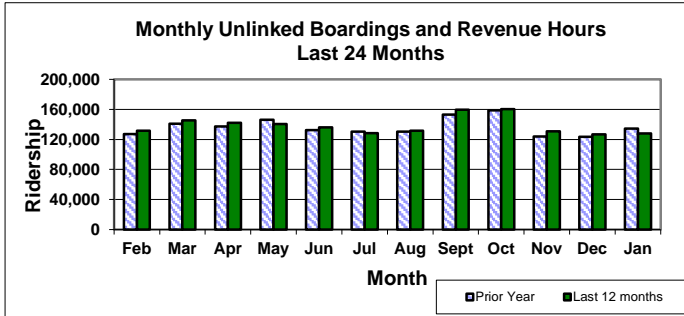
CUSTOMER SERVICE - OPERATIONS								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	2	0	0	10	0	0	0	2
Safety	1	1	1	9	0	0	2	1
Driver/Dispatch Courtesy	1	8	1	7	2	0	0	4
Early	1	0	0	4	0	0	0	0
Late	6	3	1	30	1	0	0	3
No Show	3	0	0	20	1	0	0	2
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	0	0	1	11	0	0	1	3
Maintenance	0	0	0	1	0	0	0	0
Bypass	0	5	1	7	0	0	0	0
TOTAL	12	17	5	89	4	0	3	13
Valid Complaints								
Per 10,000 riders	0.89				0.83			
Per 1,000 riders								

Monthly Summary Statistics for Wheels

March 2016

FIXED ROUTE

	March 2016			% change from one year ago		
Total Ridership FY 2016 To Date	1,245,728			1.1%		
Total Ridership For Month	144,959			-0.2%		
Fully Allocated Cost per Passenger	\$7.96			7.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,767	1,853	1,228	-1.2%	-19.0%	-19.8%
Passengers Per Hour	13.3	12.2	10.8	-1.5%	0.0%	-20.0%
	March 2016			% change from last month		
On Time Performance	82.2%			1.9%		



Monthly Summary Statistics for Wheels

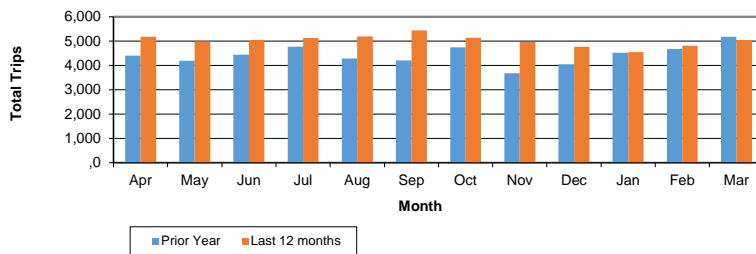
March 2016

PARATRANSIT

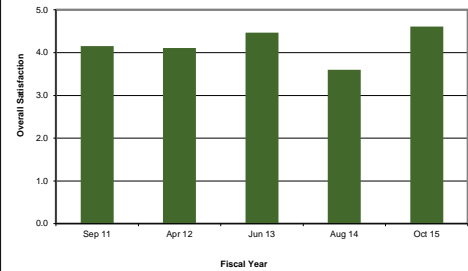
General Statistics	March 2016	% Change from last year	Year to Date
Total Monthly Passengers	5,038	-2.7%	44,597
Average Passengers Per Hour	1.90	-48.6%	
On Time Performance	98.3%	1.4%	
Cost per Trip	\$32.51	2.0%	
Number of Paratransit Applications	32	88.2%	335
Calls Answered in <1 Minute	87.80%	2.1%	

Missed Services Summary	March 2016	Year to Date
1st Sanction - Phone Call	16	53
2nd Sanction - Written Letter	4	14
3rd Sanction - 15 Day Suspension	1	4
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

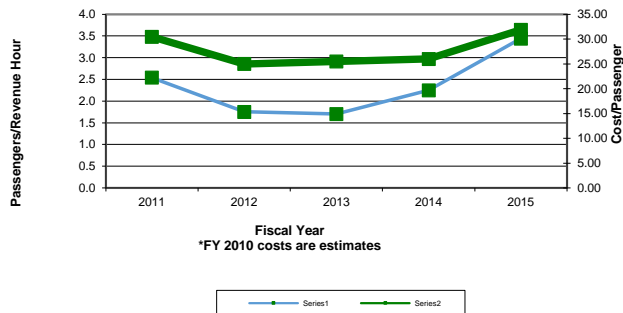
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
March 2016

SAFETY							
ACCIDENT DATA	March 2016				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	2		0		34		1
Preventable	2		0		16		0
Non-Preventable	0		0		21		2
Physical Damage							
Major	0		0		5		0
Minor	2		0		30		0
Bodily Injury							
Yes	0		0		9		1
No	2		0		28		0

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$4,596.17
To Date This Fiscal Year	\$80,176.46
Budget	\$100,000.00
% Expended	80%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	March 2016	Year To Date
Praise	0	0
Bus Stop	3	25
Incident	1	2
Trip Planning	0	3
Fares/Tickets/Passes	0	14
Route/Schedule Planning	7	57
Marketing/Website	1	16
ADA	0	7
TOTAL	12	124

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	11	0	0	0	2
Safety	3	7	0	12	0	2	0	1
Driver/Dispatch Courtesy	1	6	2	8	0	0	0	4
Early	2	0	0	6	0	0	0	0
Late	5	2	1	35	3	2	0	6
No Show	0	1	0	20	2	0	1	4
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	1	0	0	12	3	3	0	6
Maintenance	0	1	1	1	0	0	0	0
Bypass	2	5	2	9	0	0	0	0
TOTAL	14	22	6	103	8	7	1	21
Valid Complaints								
Per 10,000 riders	0.97				1.59			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - MAY 2016 - SEPTEMBER 2016

Finance & Administration Committee

May

	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Quarterly Budget & Grants Report		X
Draft FY17 Budget	X	
Annual Org Review	X	

June

	Action	Info
Minutes	X	
Treasurers Report	X	

July

	Action	Info
Minutes	X	
Treasurers Report	X	

*Typically July committee meetings are cancelled

August

	Action	Info
Minutes	X	
Treasurers Report	X	
Legislative Update	X	
Quarterly Budget & Grants Update		X

September

	Action	Info
Minutes	X	
Treasurers Report	X	
Financial Audit		X

LAVTA COMMITTEE ITEMS - MAY 2016 - SEPTEMBER 2016

Projects & Services Committee

May	Action	Info
Minutes	X	
WAAC Appointments	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X
Relocation of Livermore Historic Train Depot		X
FY2017 Marketing Work Plan	X	
June	Action	Info
Minutes	X	
Fare Study Recommendations	X	
July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Comprehensive Operational Analysis Update		X
Quarterly Operations Report		X
Quarterly Marketing Report		X
WAAC Bylaws Modification	X	
LAVTA Fares & Clipper Day Pass Accumulator	X	
September	Action	Info
Minutes	X	
Comprehensive Operational Analysis Update		X
On Time Performance Action Plan Update		X
Paratransit Strategic Planning		X
Clipper Card Implementation		