

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

S T A F F R E P O R T

SUBJECT: FY 2017 1st Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: November 28, 2016

Action Requested

This is an informational item.

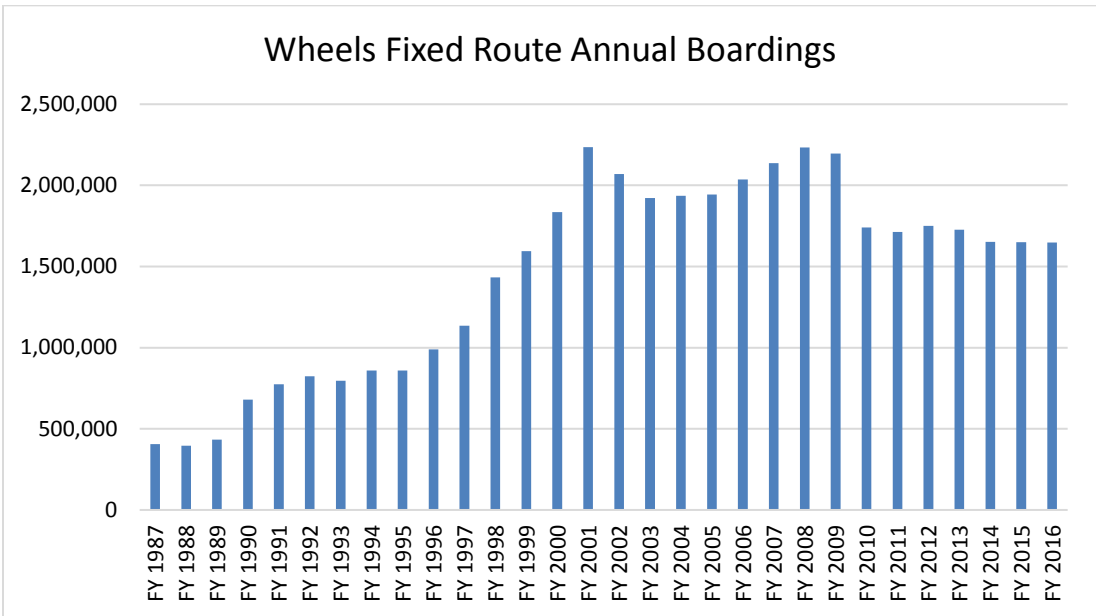
Background

This report is intended to provide the Committee with a summary and analysis of operations for the first quarter of FY2017 (July – September 2016), including fixed route, paratransit, and operational performance metrics.

Discussion

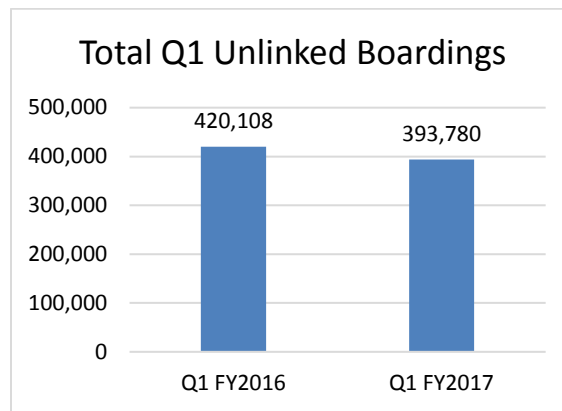
Fixed Route

The graph below – which was featured and discussed in the previous quarterly ops report – is displayed again for reference, and shows the long-term ridership trend for the Wheels service from the agency’s inception thru the fiscal year that ended this past July 30, 2016.

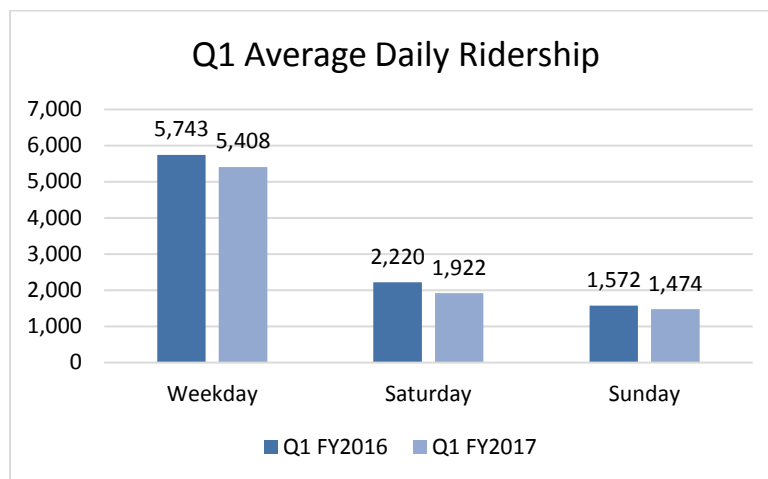


For the first quarter (Q1, July thru September, 2016) of the new fiscal year FY2017, several factors were at play that would be expected to have affected ridership compared to the same time period of last year: Halfway into the quarter, the school year started one week earlier than last fall, the student pass program at Las Positas College was launched, and the COA-related changes were implemented. It was anticipated that the COA-related changes would result in an initial 5% to 10% ridership decrease.

The chart below shows the total amount of boardings for Q1 of this year, and compares it with the same quarter of last year. A total of 393,780 Q1 boardings were seen this year, representing a decrease of 6.3% compared with the 420,108 boardings from Q1 of last year.

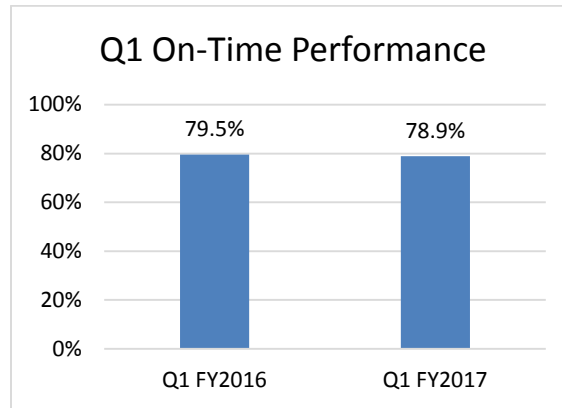


The next chart shows the ridership breakdown by average boardings per service day during the quarter, mirroring the trend of the quarter overall. During this time, average weekday ridership decreased from 5,743 to 5,408, and average Saturday ridership decreased from 2,220 to 1,922, compared to a year earlier. The Sunday average was also down.



Ridership trends at the individual route level were somewhat mixed but also mostly followed the overall downward trend of the quarter: Post-COA implementation, the main exception was the realigned Route 30/R, which during the month of September (the first full month after the COA implementation) saw a ridership increase in the order of 30 percent, and a weekday productivity (boardings per vehicle revenue hour) increase of approximately 10 percent.

On-time performance (OTP) slipped slightly compared with same quarter of the previous year, ending at 78.9%. Within the quarter, the highest OTP monthly percentage was observed in July, with a reading of 80.4%.



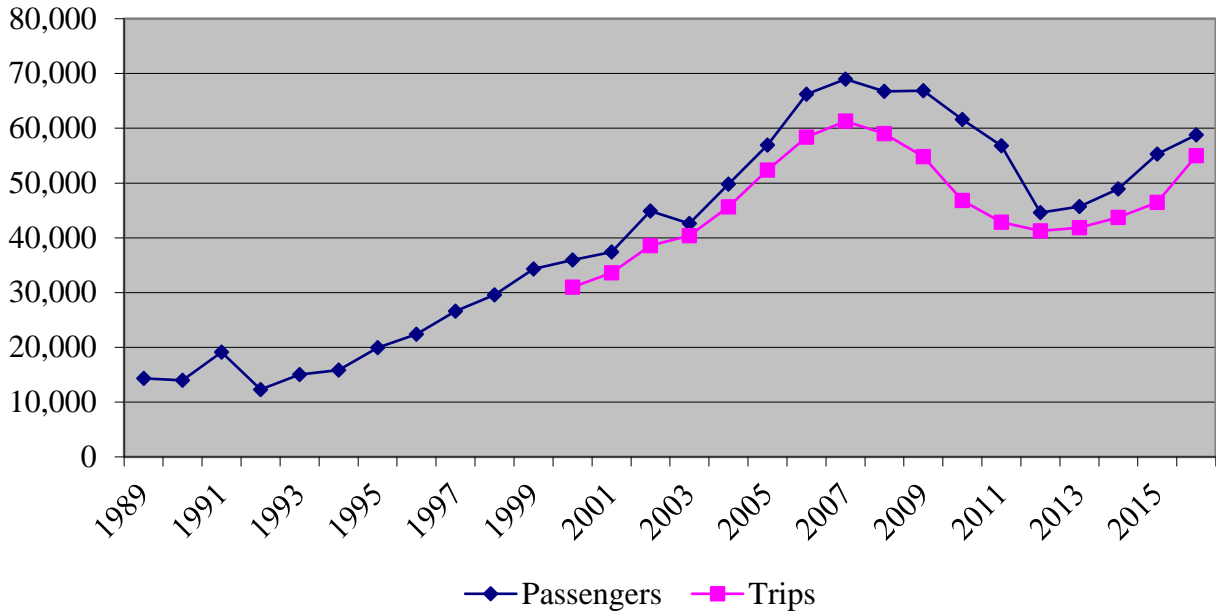
At the route-level, perhaps the most important trend was the divergence in OTP between the two important trunk lines 10 and 30. Prior to the COA changes, both had been trending around 80% -- following the change (which implemented new schedule timings), #30 improved to approximately 82%, while #10 slipped to approximately 72% OTP thru quarter-end.

Among other mainlines, local routes #1 (BART – Santa Rita Jail) and #53 (ACE - Stoneridge) had among the best OTP with on-time percentages in the upper 80s, while routes #70 (Dublin – Pleasant Hill) and #14 (Livermore – Pleasanton via SF Outlets) were in the lowest range at 50 and 60 percent on-time, respectively.

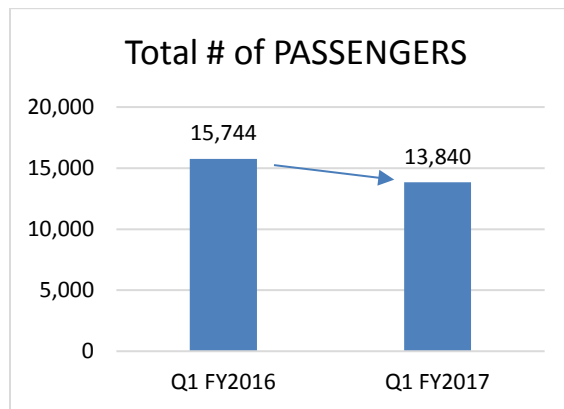
Paratransit

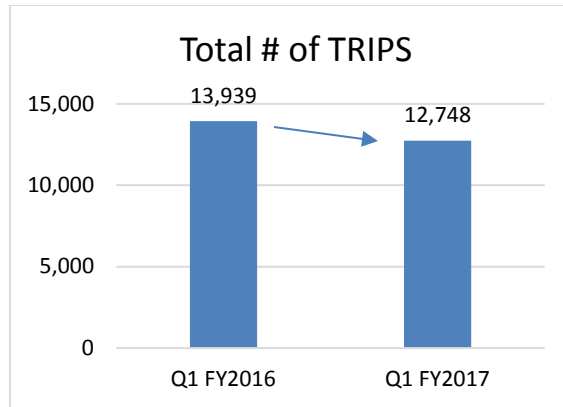
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2016:

Annual Paratransit Ridership FY 1989-2016

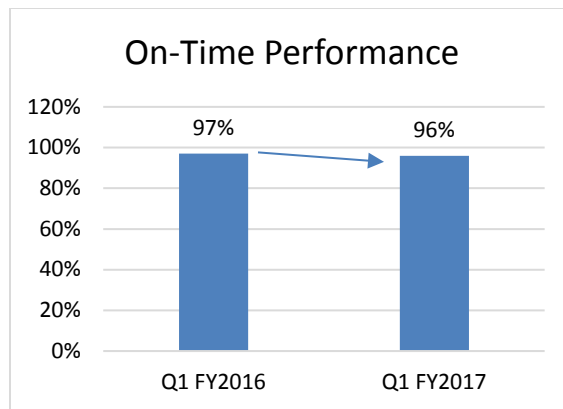


The previous quarter's trend of decreasing ridership continues in the first quarter of the current fiscal year. The FY2017 Q1 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 12% from 15,744 to down to 13,840 when compared to the same three months the year prior. The number of trips during the same time period decreased by 9% from 13,939 to 12,748, as the two charts below illustrate.





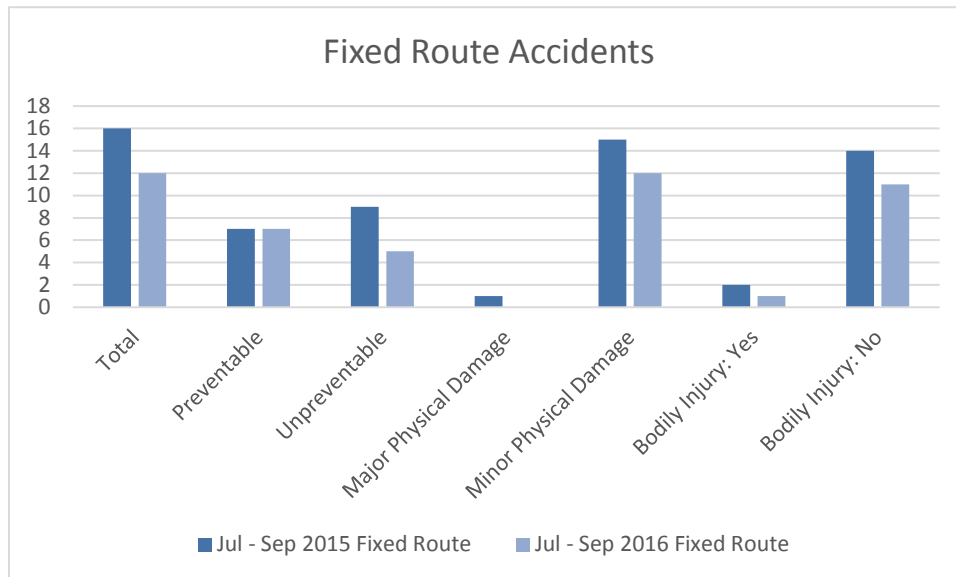
On-time performance (OTP) was 96% during the Q1, 2017, which is a 1% increase from the previous quarter, but 1% decrease from the same quarter the year prior. The OTP performance standard is 95%.



Accidents/Incidents

Fixed Route

Noted in the figure below for Fixed Route Accidents, in the first quarter, there have been twelve (12) reportable accidents/incidents on the fixed route system, seven (7) of which were determined to be preventable, and five (5) deemed non-preventable. None of the accidents resulted in major damage, and twelve (12) resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). One of the fixed route accidents resulted in bodily injury. Staff continues to work with the operations contractor to identify trends in preventable accidents, and continues to work with CalTIP to ensure appropriate oversight and resources are available in this area. Notably, over the past several safety meetings the fixed route contractor has been conducting behind-the-wheel skills testing to drivers on an obstacle course at Atlantis. As of the date of this report, fixed route operators have completed 35 days without a preventable accident.

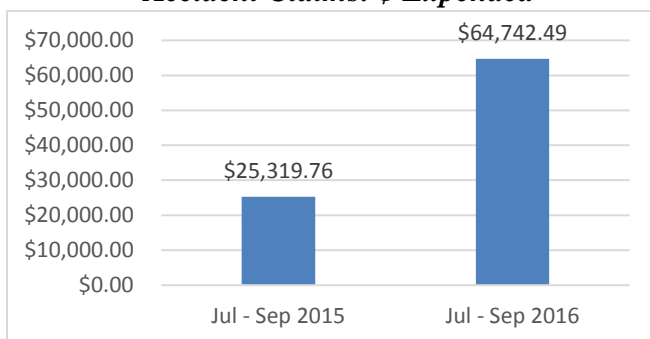


Many contractor-operated transportation companies use 1 preventable accident per 100,000 total miles in fixed route service as a goal. Looking at preventable accidents per 100,000 total miles, MV comes in at 1.14 for a 12-month rolling period from September 1, 2015 – September 30, 2016. (This is a metric that was not included in this report prior to Q2 FY16)

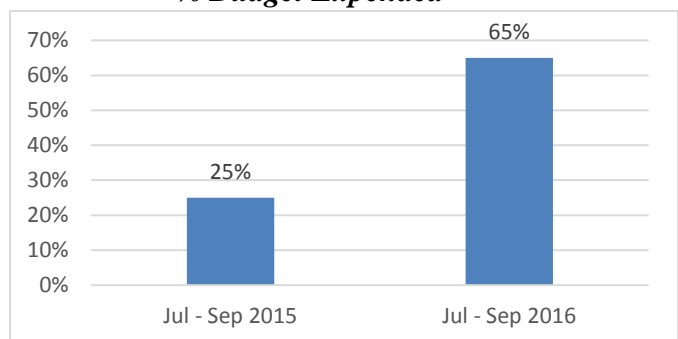
Claims Activity

With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the FY17 expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.

Accident Claims: \$ Expended



% Budget Expended



Accidents/Incidents

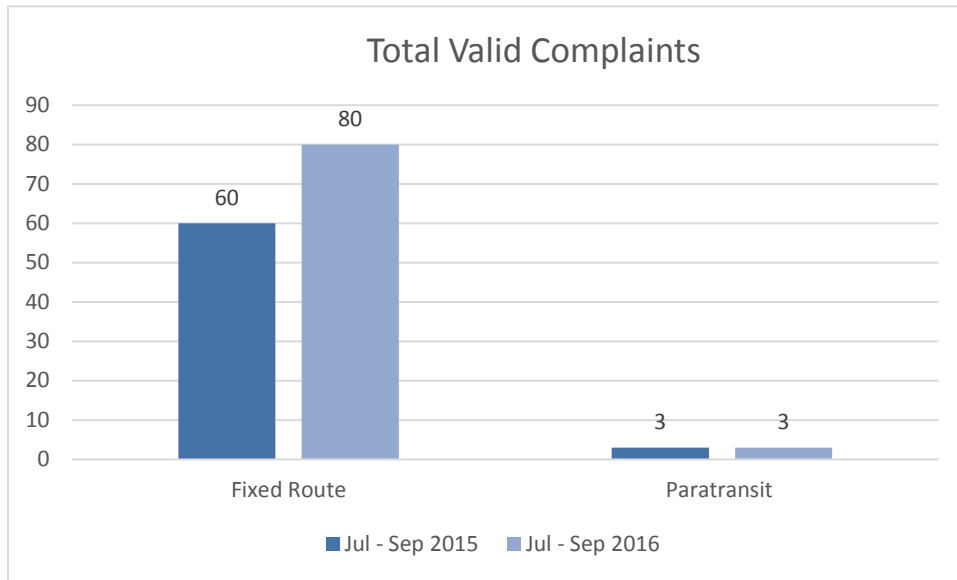
Paratransit

In the first quarter there were no paratransit accident/incidents compared to one (1) paratransit accidents/incidents last year.

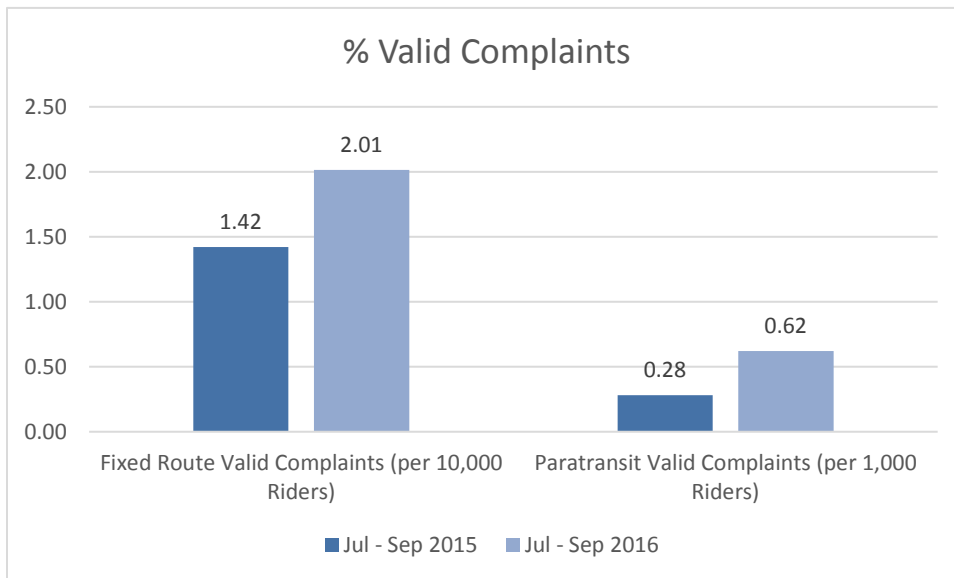
Customer Service

Customer Service staff processed a total of 88 customer requests for Q1 FY16 and a total of 214 for Q1 FY17; the increase is related to the COA service changes and operational issues.

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 a standard of excellence for complaints of less than 1 per 10,000 rides for fixed route and 1 per 1,000 rides for paratransit.



Comparing the total valid complaints from FY16 and FY17, 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” (45 complaints), “no shows” (12 complaints), and “early” (8 complaints).

The paratransit valid complaints remained the same number of complaints as compared to the quarter last year. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with three (3) valid complaints total (two in the area of “late,” and one in the area of “driver/dispatcher courtesy/training”).

Next Steps

None

Recommendation

None – information only.