

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

S T A F F R E P O R T

SUBJECT: FY 2016 3rd Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: May 23, 2016

Action Requested

This is an informational item.

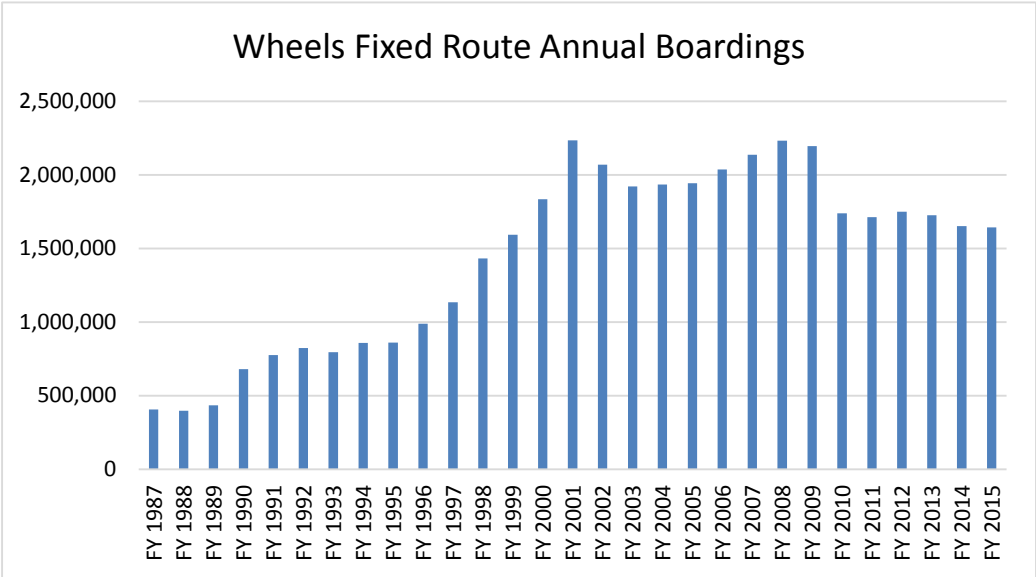
Background

This report is intended to provide the Committee with a summary and analysis of operations for the third quarter of FY2016 (January - March 2016), including fixed route, paratransit, and operational performance metrics.

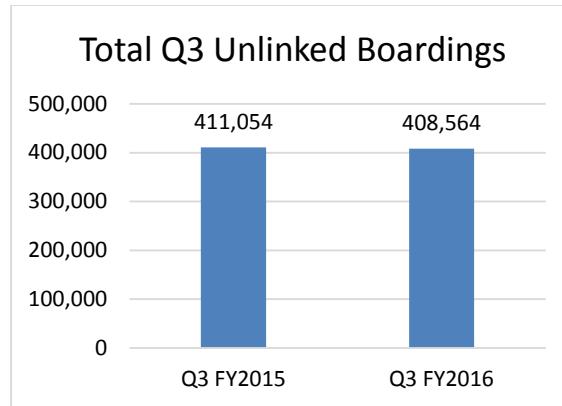
Discussion

Fixed Route

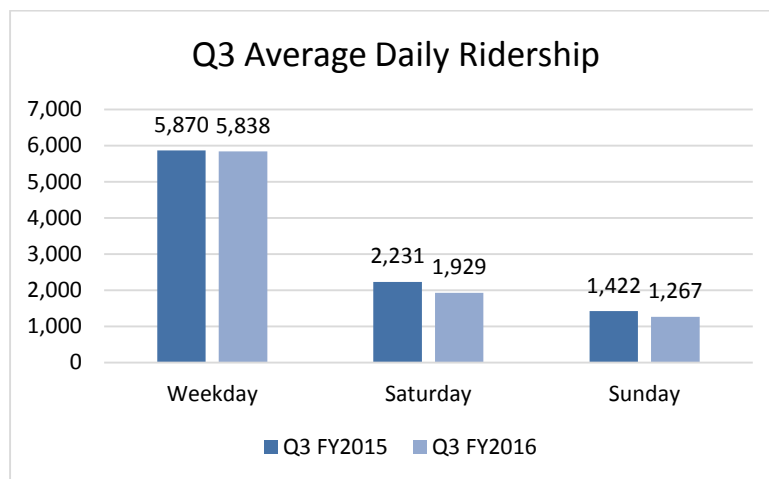
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception thru FY2015.



Turning to the third quarter of FY2016, ridership was down slightly compared to the same quarter of the previous year, at a decrease of 0.6%. Combined with the trend from the first two quarters of the fiscal year (which were positive), the overall trend appears to be one of ridership holding steady. The following chart illustrates the Q3 year-on-year trend and total ridership.

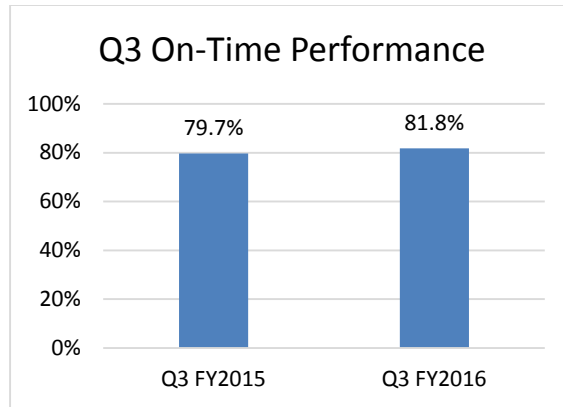


The next chart shows the ridership breakdown by average boardings per service day during the quarter. It shows a continuing trend of weekday ridership increasing slightly (or remaining stationary as in Q3), while weekend ridership is trending significantly down. During the quarter, average Saturday ridership decreased from 2,231 to 1,929, while Sunday ridership decreased from 1,422 to 1,267, compared to a year earlier.



Ridership trends at the individual route level were mixed: The important trunk Route 10 trended downward during all three months of the quarter, while the other main trunk Route 30 (Rapid) was down during two of the three months. Staff is expecting a reversal of this downward trend in ridership after the COA changes are implemented in August 2016.

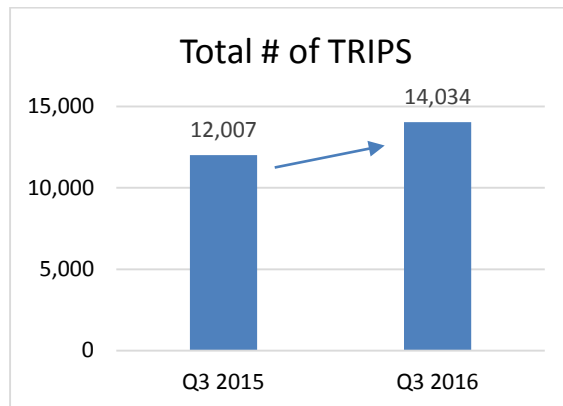
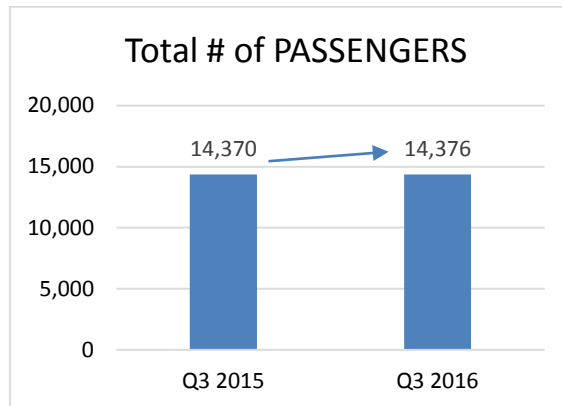
On-time performance (OTP) improved compared with same quarter of the previous year, ending up at 81.8%. Within the quarter, the highest OTP percentage was observed in January, with a reading of 82.4%.



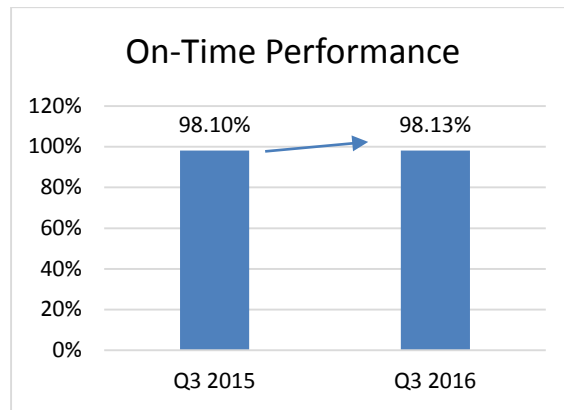
At the route-level, Route 51 (Livermore Library Shuttle) had the best OTP at 95.1%, while Route 54 (Hacienda to ACE Shuttle) saw the poorest percentage during the quarter at 57.8%. Trunk routes 10 and 30/R had percentages close to system average in the low 80s.

Paratransit

The FY2016 Q3 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, was about the same when compared to the same three months the year prior (0.04% increase); however, the number of trips during the same time period has increased by 16.88 %, as the following two charts illustrate.

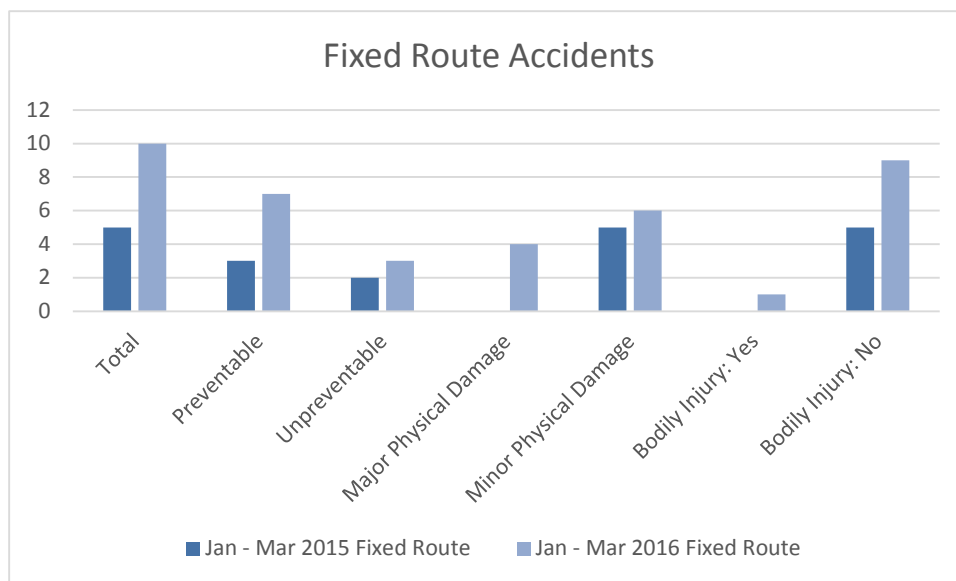


The on-time performance (OTP) for the FY 2016 Q3 is about the same (slightly over 98%) compared to the same quarter during the previous fiscal year (-0.03% increase) as shown in the chart below. The performance standard for OTP is 95%.

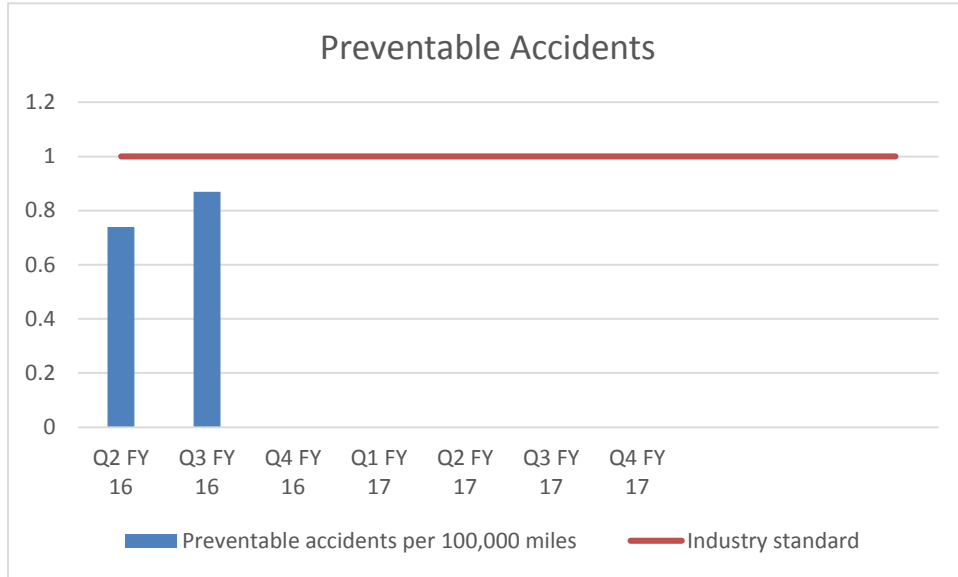


Accidents/Incidents

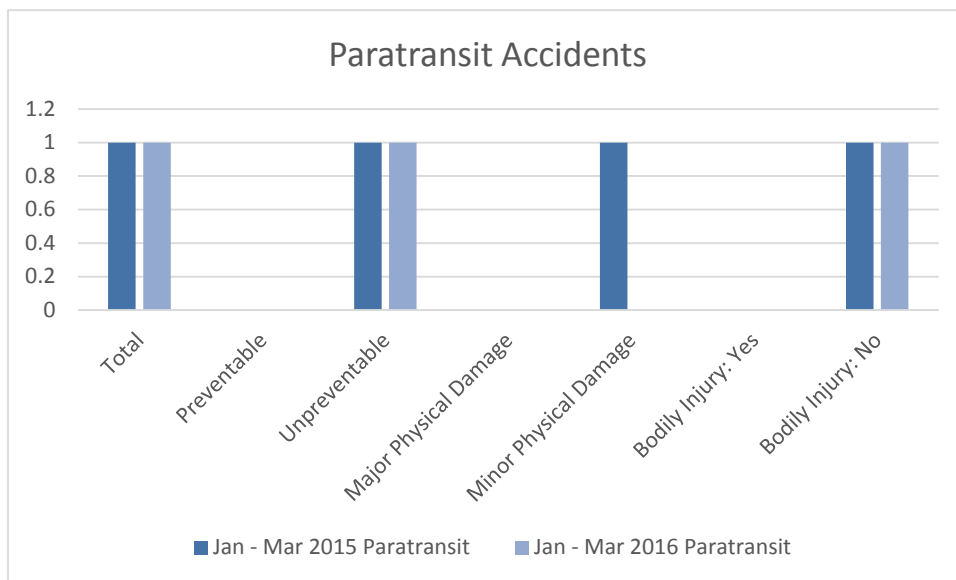
Noted in the figure below for Fixed Route Accidents, in the third quarter, there have been ten (10) reportable accidents/incidents on the fixed route system, seven (7) of which were determined to be preventable, and three (3) deemed non-preventable. Four (4) of the accidents resulted in major damage, and six (6) resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). One (1) of the fixed route accidents resulted in bodily injury. The total number of accidents for the quarter doubled from this time last year; and the number of preventable accidents for the last quarter doubled from this time last year. 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. CalTIP is providing LAVTA and its contractor with two days of training in accident/incident prevention.



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 0.74 for a 12-month rolling period from April 1, 2015 – March 31, 2016. (This is a metric that was not included in this report prior to Q2 FY16)



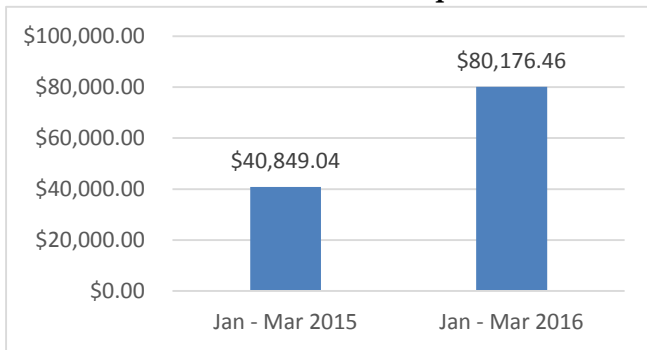
In the third quarter there was one (1) non-preventable paratransit accident/incident compared to one (1) non-preventable accidents/incidents last year. There was no injury involved and only minor damage to the sub-contractors vehicle.



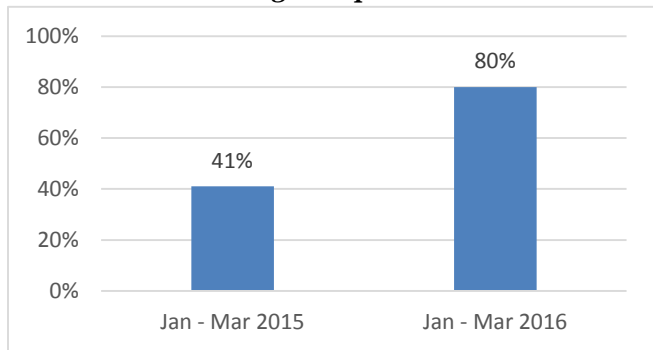
Claims Activity

With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. The dollar amount expended through Q3 was significantly higher this year than last, and the percent of budget expended over the course of the year was higher, and higher than the 75% planned at the three quarter mark. It should be noted that some of the FY16 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/incidents and higher dollars being expended on claims.

Accident Claims: \$ Expended

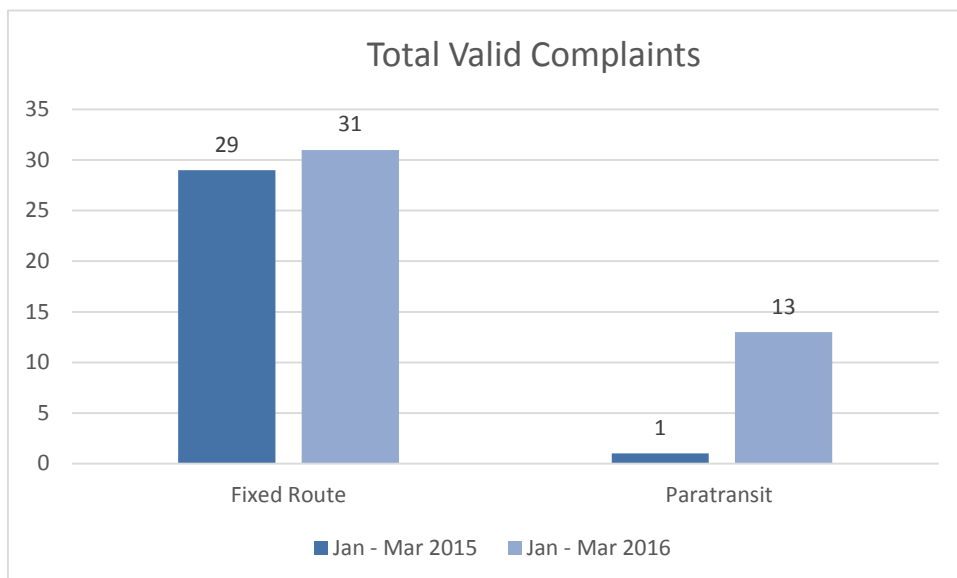


% Budget Expended

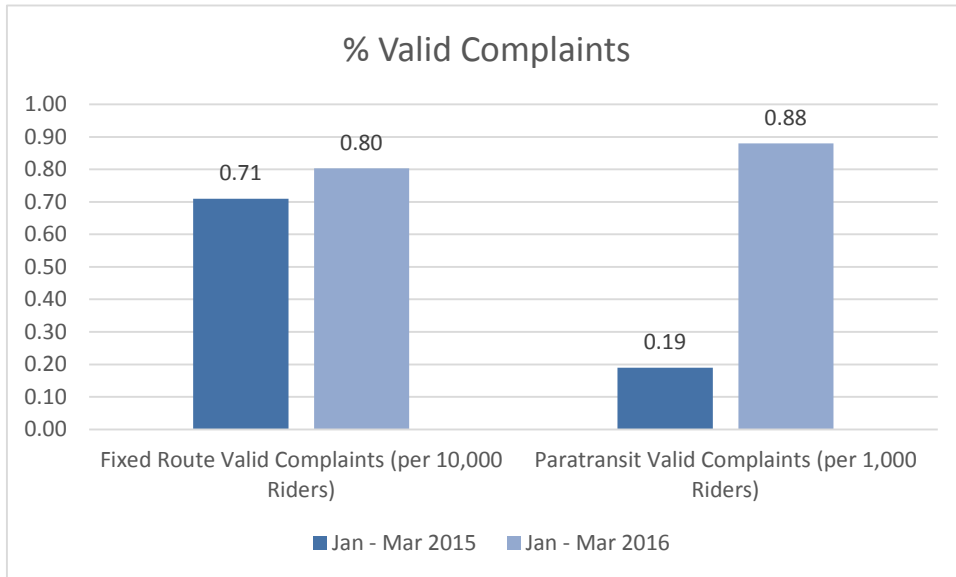


Customer Service

Customer Service staff processed a total of 151 customer requests for Q3 FY15 and a total of 183 for Q3 FY16; the increase is related to the requests LAVTA staff deals with, i.e., route planning requests, and a marked increase in the valid complaints for paratransit service. 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 FY15 and FY16, the number for fixed route has increased slightly 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” (14 complaints), “safety” (5 complaints), and “early” (4 complaints).

The paratransit valid complaints increased by twelve 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 thirteen (13) valid complaints total (five in the area of “driver/dispatcher courtesy/training, four “late,” three “no show” and one “safety”).

Next Steps

None

Recommendation

None – information only.