

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

SCOTT HAGGERTY – CHAIR	KARLA BROWN
DAVID HAUBERT – VICE CHAIR	STEVEN SPEDOWFSKI

DATE: Monday, November 28, 2016

PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00p.m.

AGENDA

- 1. Call to Order and Pledge of Allegiance**
- 2. Roll Call of Members**
- 3. Meeting Open to Public**
 - Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
 - Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
 - Public comments should not exceed three (3) minutes.
 - Agendas are published 72 hours prior to the meeting.
 - No action may be taken on matters raised that are not on the Agenda.
- 4. Minutes of the October 24, 2016 Meeting of the P&S Committee.**

Recommendation: Approval
- 5. Contract Award for Tri-Valley Comprehensive Paratransit Assessment**

Recommendation: Staff recommends the Projects and Services Committee recommend that the LAVTA Board of Directors authorize the Executive Director to enter into the MOU with the City of Pleasanton for the Comprehensive Tri-Valley Paratransit Assessment.
- 6. FY 2017 1st Quarter Report – Operations**

Recommendation: None – information only

7. Winter 2017 Service Changes

Recommendation: None – information only

8. Management Action Plan

Recommendation: None – information only

9. Preview of Upcoming P&S Committee Agenda Items

10. Matters Initiated by Committee Members

11. Next Meeting Date is Scheduled for: December 26, 2016

12. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

<u>/s/ Jennifer Suda</u>	<u>11/23/15</u>
<u>LAVTA Administrative Services Department</u>	<u>Date</u>

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*Executive Director
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email : frontdesk@lavta.org*

AGENDA

ITEM 4

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

SCOTT HAGGERTY – CHAIR	KARLA BROWN
DAVID HAUBERT – VICE CHAIR	STEVEN SPEDOWFSKI

DATE: Monday, October 24, 2016

PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00p.m.

MINUTES

1. Call to Order and Pledge of Allegiance

Committee Chair Scott Haggerty called the meeting to order at 4:00 pm.

2. Roll Call of Members

Members Present

Scott Haggerty, Supervisor, Alameda County
Karla Brown, Councilmember, City of Pleasanton
David Haubert, Mayor, City of Dublin
Steven Spedowski, Councilmember, City of Livermore

3. Meeting Open to Public

No comments

4. Minutes of the September 26, 2016 Meeting of the P&S Committee.

Approved: Haubert/Brown
Aye: Brown, Haggerty, Haubert, Spedowski
No: None
Abstain: None
Absent: None

5. Rebranding Project

Staff provided a PowerPoint presentation regarding the rebranding project. Three

names (Tri-Valley Transit, Tri-Link and Wheels) and logos were presented to the Project and Services Committee for discussion. PAVLOV and staff recommended the name Tri-Link as the replacement for Wheels. One recommendation the Project and Services Committee discussed is changing the organization name to Tri-Valley Transit, but concluded it would be an enormous, expensive. The Project and Services Committee requested a revised Tri-Link logo and one brand new logo for Tri-Link be presented.

6. COA Ridership and On-Time Performance Update

Staff reported that after the Comprehensive Operational Analysis (COA) was implemented on August 13, 2016 On-Time Performance (OTP) has improved, but is still below LAVTA's goal. As anticipated, ridership has gone down, but is beginning to rebound. Over the last few months LAVTA has adjusted some routes to improve OTP and the next changes will be January 7, 2017. In May/June 2017 Route 1 will be rerouted to serve the East County Hall of Justice and a new schedule will be implemented on Route 14. With Route 1 and 14 changes OTP is expected to improve. LAVTA's goal is to have system OTP at 90% by this time next year.

Mayor David Haubert was concerned that the Route 502 bus did not always arrive. Staff stated that with the service changes on August 13th there were challenges that had to be resolved regarding a few school tripper routes. Mayor David Haubert also questioned if LAVTA could do a subscription bus service for school trippers. Councilmember Steven Spedowski explained that San Ramon has a Joint Powers Authority (JPA) between the cities that oversees the subscription bus service for school trippers. Councilmember Steven Spedowski will find out more information for LAVTA regarding the JPA in San Ramon. Councilmember Karla Brown questioned if a subscription bus service would impact our grant funding. Staff explained that FTA requires a map with bus stops that anyone can board and that if we go to a subscription base school tripper service it would impact FTA funding.

This item was informational only.

7. Management Action Plan

Executive Director Michael Tree included a Management Action Plan for the Project and Services Committee to review. Executive Director Michael Tree noted that the Bay Air Quality Management District awarded one million dollars over a three year period for the autonomous shuttle project. Executive Director Michael Tree explained that LAVTA now needs to look for legislation that authorizes the agency to test driverless shuttles in Dublin. LAVTA is also working on an ACTC grant for Rapid bus stops on Santa Rita/Las Positas corridor.

This item was informational only.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

Supervisor Scott Haggerty requested that LAVTA have a policy in place for safety reasons that states buses should not be within a certain distance of each other.

10. Next Meeting Date is Scheduled for: November 28, 2016

11. Adjourn

Meeting adjourned at 4:51pm.

AGENDA

ITEM 5

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Contract Award for Tri-Valley Comprehensive Paratransit Assessment

FROM: Christy Wegener, Director of Planning and Communications

DATE: November 28, 2016

Action Requested

Authorize staff to enter into a Memorandum of Understanding (MOU) with the City of Pleasanton to conduct the Comprehensive Tri-Valley Paratransit Assessment.

Background

In order to manage the demand for paratransit services in the Tri-Valley, to put in place measures to prepare for future growth, to better streamline services for all Tri-Valley consumers, and to identify gaps in services, LAVTA and the City of Pleasanton (the City) desire to conduct a comprehensive study of paratransit services throughout the Tri-Valley.

While collaborating on the project and developing the scope of work, staff from both LAVTA and the City agreed that the City would take the lead on the procurement and enter into the contract with the successful contractor. After the scope of work was finalized, a Request for Proposals (RFP) for professional services was issued by the City on August 24, 2016 (Attachment 1). Proposals were due on September 23, 2016. One addendum was issued on September 9, 2016. LAVTA and the City received four proposals for the project from the firms noted below:

- Nelson Nygaard, San Francisco, CA
- IBI Group, Irvine, CA
- Transportation Management & Design, Carlsbad, CA
- LSC, Colorado Springs, CO

Discussion

In order to select a qualified firm, proposals were rated in four (4) categories and assigned points (100% total) as noted below

Evaluation Criteria - % Weight (100% Best)	Scoring
Complete and thorough conformance with the terms and requirements of this RFP	Pass/Fail
Project Plan and Technical Approach including proposed timeline for accomplishing the project	30 points
Innovation. Consultant demonstrates an ability to conceive, develop and implement creative solutions to clients.	5 points
Project Team	25 points

Firm Qualification and Experience	30 points
Price	10 points
Total Points	100 points

A selection advisory committee was formed comprised of City and LAVTA staff, and members from the Wheels Accessible Advisory Committee (WAAC), and the Pleasanton Human Services Commission. The evaluation committee reviewed the technical proposals to determine the strengths and weaknesses of each firm, and ranked each firm in order of preference. After all the rankings were tallied, the top two firms (IBI and Nelson Nygaard) were invited in for an in-person interview in early October. After the interview, the reviewers determined that the project would be best managed and executed by Nelson Nygaard. Nelson Nygaard has significant experience with both LAVTA and the City and has conducted several similar paratransit studies throughout the country. Nelson Nygaard also has an in-depth understanding of local funding streams.

Budget Considerations

The contract with Nelson Nygaard is for \$170,125. Of this amount, LAVTA will be responsible for 65%, or \$110,581.25, as well as a 10% contingency of \$11,058.13.

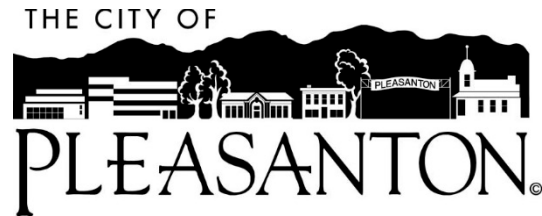
\$100,000 has been included in the FY17 budget and the remaining funds will be programmed in the FY18 budget as the work is expected to span over two fiscal years. A MOU with the City of Pleasanton (Attachment 2) has been drafted, highlighting how the project will be jointly funded and managed.

Recommendation

Staff recommends the Projects and Services Committee recommend that the LAVTA Board of Directors authorize the Executive Director to enter into the MOU with the City of Pleasanton for the Comprehensive Tri-Valley Paratransit Assessment.

Attachment:

1. RFP
2. Draft MOU
3. Resolution 40-2016



REQUEST FOR PROPOSAL

CONSULTING SERVICES FOR PLEASANTON PARATRANSIT ASSESSMENT

1. INTRODUCTION

Request for Proposals (RFP)

The City of Pleasanton, in partnership with the Livermore Amador Valley Transit Authority (LAVTA), is soliciting proposals from qualified consultants to conduct a comprehensive assessment evaluating overall organizational, management and delivery effectiveness of paratransit services in Pleasanton, Sunol and the Tri-Valley area as defined in this Scope of Work.

Reporting & Contractual Relationships

The City of Pleasanton will act as the contracting agent for all services provided through this solicitation and will function as the point of contact for all questions related to this solicitation, the selection process and award. The City will hold the Consultant contract. Administrative and billing functions for each agency will be determined and outlined in the final contract with the consultant. Consultant shall work with designated representatives of both agencies in the accomplishment of the scope of work.

Background Information

The City of Pleasanton is a full service municipality located in Eastern Alameda County, roughly 40 miles east of San Francisco; strategically located at the intersections of two (2) interstate highways (I580 and I680). Pleasanton has benefitted from substantial growth of the region over the last 30 years.

Historically an agricultural area, Pleasanton has developed to become a dynamic and involved community making it a highly desirable place to live for all ages. The City of Pleasanton is approximately 24 square miles in size and has become increasingly diverse in recent years. Presently, the population is approximately 74,000, with 10.8% of the population considered a senior (65 or older). The City of Pleasanton's residential boom is complimented with commercial growth and infrastructure improvements. Developments in the City along with the heritage of the surrounding region have also made it attractive to tourists.

With a staff of approximately 500 employees, the City provides a wide range of services to the public. Currently, the Community Services Department is comprised of 25 full-time employees and an abundance of temporary/seasonal staff, volunteers and numerous community partnerships.

The Community Services Department has long been associated with award-winning programming, quality events and pristine parks/trails. Pleasanton is the only city in the Tri-Valley that provides a transportation service for senior and ADA residents. In addition to providing a Paratransit service, Pleasanton also takes pride in providing services such as the RADD Program (Recreation for Adults with Developmental Disabilities).

Pleasanton Paratransit Services (PPS) provides transportation services for adults age 70 and above and disabled adults 18 years or older and operates Monday through Friday at the Pleasanton Senior Center located at 5353 Sunol Boulevard in Pleasanton. Services currently provided include:

- door-to-door transportation service for residents living in Pleasanton city limits, unincorporated Pleasanton and Sunol;
- fixed route shuttle providing access to the Pleasanton Senior Center, senior living facilities, shopping locations and designated medical facilities.

The Livermore Amador Valley Transit Authority (LAVTA), also known as Wheels, was formed in 1985 under the provisions of the California Joint Exercise of Powers Act, Government Code Sections 6500 et.seq. and represents the Cities of Livermore, Pleasanton and Dublin as well as the unincorporated portions of eastern Alameda County. LAVTA is responsible for the provision of the public transit fixed route and paratransit service within an approximate 40 square mile service area with a population of approximately 200,000.

The LAVTA Board of Directors is the governing body which establishes transit policy. The Board is composed of seven (7) members, two representatives appointed from the city council of each member city of Dublin, Livermore and Pleasanton and one member representing the County of Alameda. The Board is organized into two standing committees, namely, (1) Finance and Administration, and (2) Projects and Services. Other committees are appointed for the duration of specific projects only.

The Executive Director oversees the operation of the transit system in accordance with the policy direction prescribed by the Board of Directors and is responsible for the overall administration of the fixed route and paratransit system. At present, the Executive Director is supported by a staff of fourteen (14) employees. Consultants are retained as needed to provide specialized planning, marketing and technical assistance.

LAVTA contracts with a private company, MV Transportation, for the operation and maintenance of the fixed route services and with Medical Transportation Management (MTM) for paratransit services. The services of the private companies were solicited through a Request for Proposals process. MTM operates the paratransit services through a brokerage model.

Pleasanton Paratransit Services – History

Senior transportation services in Pleasanton began in 1972 by a local Women's Club. This organization donated a van and provided volunteer drivers and introduced a service called Dial-A-Ride. This was a free service for Pleasanton residents.

The City of Pleasanton eventually assumed management of the Dial-A-Ride transportation service. This included hiring drivers, purchasing and maintaining buses, in addition to developing and implementing policies and procedures. This service was completely subsidized by the City of Pleasanton.

In 1990, the Americans with Disabilities Act (ADA) federal legislation was adopted. Livermore Amador Valley Transit Authority (LAVTA) was created and became the primary ADA service provider in the Tri-Valley. The City of Pleasanton applied for and received Transportation Development Act (TDA) 4.5 funding from the Metropolitan Transportation Commission (MTC) and Measure B - Alameda County Transportation Commission (ACTC) funding to provide transportation services for Pleasanton and Sunol seniors 60 years and older and ADA certified 18 years and older. The City subcontracted with LAVTA to continue ADA service for Pleasanton and Sunol during the hours that Pleasanton Dial-A-Ride did not operate.

Re-engineering of Pleasanton Paratransit Services

1998-1999, a consultant team was hired to review Pleasanton Dial-A-Ride services and provide service alternatives. The Pleasanton City Council voted to continue the paratransit program and increase the general fund allocation. Enhancements were also added, including a name change to Pleasanton Paratransit Services (PPS), extended hours, development of a group trip program, and automated dispatching. Eligibility for paratransit services included all Pleasanton and Sunol residents age 60 and above and ADA certified residents between the ages of 18 and 59. New policies and procedures and a Rider's Handbook were developed and a PPS Task Force (a consortium of Senior and ADA Paratransit users, Tri-Valley transportation providers, Human Services Commissioner and Community Resources for Independent Living - CRIL) created to help review and recommend current and proposed policies and procedures. The PPS Rider's Handbook is included as Attachment A. Geographic boundaries were established to provide more efficient trips and limited service locations outside of Pleasanton were identified and approved for necessary medical appointments. An updated Memorandum of Understanding with LAVTA and PPS was developed.

In 2007, a fixed route shuttle service was introduced. This transportation service offers seniors rides from senior living facilities to various destinations such as grocery stores, medical facilities and department stores.

In 2009, Alameda County Transportation Commission, a funding source for PPS, established new criteria for minimum service standards, which increased rider eligibility from age 60 to 70.

Funding

Currently a fee structure is in place for users of the service. In addition to fare revenue, PPS receives capital and operating funding assistance from a variety of sources: City of Pleasanton General Fund, Alameda County Transportation Commission (ACTC), Measure B (county sales tax through 2022) and Measure BB (30 year transportation county sales tax), and the Metropolitan

Transportation Commission (MTC). Funding for the Downtown Route comes from a Measure B Gap Grant, scheduled to expire on June 30, 2017.

Transit policy is established by City of Pleasanton City Council. The Recreation Supervisor at the Pleasanton Senior Center oversees the administration and implementation of approved policies and procedures of Pleasanton Paratransit Services.

LAVTA Paratransit History

LAVTA operated paratransit services as a contract operation similar to its fixed routes services, (where the agency owned the vehicles and directly contracted for the operations and maintenance) until 2011 when the agency switched to a brokerage model. The first contractor, American Logistics Company (ALC), provided the service for nearly three years. MTM was awarded the most recent contract in 2014, and began providing service on May 1, 2014. MTM's base contract expires on June 30, 2017 and there are four, optional one-year extensions. MTM began the contract utilizing Medi-Routes to schedule, dispatch and monitor the service. MTM switched to Trapeze Novus/TripSpark on April 18, 2016.

LAVTA provides ADA services throughout the Tri-Valley regardless of location of fixed routes. LAVTA provides paratransit services during the hours that Route 10 operates 7-days a week. LAVTA currently charges below the maximum fare allowed by ADA (\$3.50 per passenger, 1.5x the cost of a fixed route fare). LAVTA's current Paratransit Policies are included as attachment B.

LAVTA receives capital and operating assistance from a variety of sources, including the Federal Transit Administration (FTA) of the United States Department of Transportation, the State of California Transportation Development Act (TDA), State Transit Assistance (STA), Regional Measure 2 (RM2) funds, Measure B and BB funds, and a number of other funding sources. LAVTA does not receive Measure B or BB funds for paratransit services in Pleasanton; however, approximately 15% of LAVTA's paratransit trips are provided to Pleasanton residents. LAVTA provides Paratransit services for Pleasanton residents during non-operating hours or when PPS is at capacity.

2. Scope of Services

The City of Pleasanton and LAVTA seek a qualified consultant to conduct a comprehensive assessment of the paratransit system and non-fixed route services provided within Pleasanton, Sunol, and the greater Tri-Valley area. The two agencies have been faced with unique challenges over the past year – PPS has seen ridership stagnate or decrease, and LAVTA has seen paratransit ridership gains of nearly 30% over fiscal year 2015. Both agencies are facing increasing costs that are unsustainable in the long term. The primary goal of this assessment is to determine if greater efficiencies and effectiveness of specialized transportation services currently delivered can be better achieved by alternative means, including partnership, collaboration, or consolidation opportunities. Additionally, the selected consultant will analyze the current paratransit services operations and recommend short and long term service modifications for both agencies. These

alternatives should not be limited to changes in service provisions, but also include options to improve the passenger experience, and to bring innovation in transportation opportunities and technology to both systems.

The project will require core tasks, including, but not limited to:

- Project Management
- Study/Data Review
- Data Collection and Analysis
- Peer Review
- Market Analysis
- Community, Stakeholder and Policy-maker Outreach
- Development of Alternatives
- Recommendations and Implementation Plan

Task 1: Project Management and Coordination/Establish Timelines and Schedules

- Establish project timelines, milestones and schedule;
- Develop schedule for meetings between consultant and project management team (PPS and LAVTA)

<i>Task</i>	<i>Deliverable</i>
<i>1</i>	<i>Final Scope of Work, Project Work Plan and Timeline</i>

Task 2: Study/Data Review

- Conduct a full assessment and review of all senior and ADA transportation services throughout the Tri-Valley.
- Review transportation plans and services currently offered through PPS, the local cities, Alameda County, LAVTA, private entities (hospitals, dialysis centers, Regional Center, etc.) and local social service agencies.
- Review available information and data applicable to Alameda County and Tri Valley planning studies, data and documents completed by LAVTA, Alameda County Transportation Commission (Alameda CTC) or the Metropolitan Transportation Commission (MTC). This would also include the results from the LAVTA Comprehensive Operational Analysis study, and the Eastern Alameda 2011 Human Services Needs Assessment Findings Report.
- Review and evaluate all available transportation options for the Paratransit and ADA population in Pleasanton/Sunol.

<i>Task</i>	<i>Deliverable</i>
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2	<i>Itemize and describe existing transit services currently being offered in the Tri-Valley area. Identify service issues and options to address key issues. Summarize potential problems, gaps, areas of overlap, strengths and weaknesses in a preliminary analysis.</i>
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Task 3: Data Collection and Analysis

- Consultant shall review and analyze existing paratransit ridership and operational statistics for both PPS and LAVTA for the past two fiscal years (FY15 and FY16)
- Consultant shall develop NTD reportable statistics for LAVTA for FY16, including but not limited to revenue hours and miles, and passenger miles.
- Review socioeconomic and existing senior and ADA population statistics. Review other population forecast reports.
- Consultant shall prepare ridership forecasts and key trends for the senior and ADA population in the Tri-Valley for 5, 10 and 25 year time frames (through 2040)

Task	Deliverable
3	<i>Conduct review of existing ridership data from PPS system - TripSpark (Novus Transportation Software) and from LAVTA's contractor's system (MTM – Medi-Routes, and TripSpark). Provide estimated short term (5, 10 year) and longer (25 year) term ridership forecasts for Tri Valley based on population and other demographic data.</i>

Task 4: Peer Review

- Consultant shall evaluate paratransit service delivery models and policies for sister agencies in the Bay Area.

Task	Deliverable
4	<i>Peer review report</i>

Task 5: Market Analysis

- Develop and execute a survey instrument to households within Pleasanton, Sunol, and the greater Tri-Valley service area, including users and non-users of Pleasanton Paratransit Services and LAVTA's paratransit services. Instrument required to incorporate multi-lingual component
- Information collected shall include attitude and awareness of Paratransit services in addition to identifying current and potential customer segments. It will be important to gauge attitudes towards potential use of various transportation modes including demographic and socio-economic data.
- The survey should be administered to a statistically significant sample within Pleasanton, Sunol, and the greater Tri-Valley service area.

Task	Deliverable
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5	<i>Report summarizing the attitudes and awareness of Paratransit Services and the potential for use of other modes of transportation.</i>
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Task 6 – Stakeholder Outreach

Task 6A: Stakeholder Advisory Committee Outreach

- Develop and coordinate a Stakeholder Advisory Committee (SAC).
- Stakeholder Committee shall consist of riders of paratransit, advocates, social service agencies, medical company representatives, residential care facilities, and shall also include members of the LAVTA Wheels Accessible Advisory Committee (WAAC) and Pleasanton Paratransit Task Force.
- Coordinate and facilitate at least two meetings of the SAC during the study, including all materials and public information.

<i>Task</i>	<i>Deliverable</i>
6A	<i>SAC outreach plan: Report details of attendees and comments received at each scheduled meeting. A complete summary and analysis of findings.</i>

Task 6B – Pleasanton Paratransit Task Force and LAVTA Wheels Accessible Advisory Committee (WAAC) outreach

- Develop outreach plan to gather input from agency steering committees.
- Make presentations to at least two meetings of the Pleasanton Paratransit Task Force
- Make presentations to at least two meetings of the LAVTA WAAC
- One presentation shall take place prior to the development of alternatives to gather feedback; the second presentation shall take place after the development of alternatives to gather input.

<i>Task</i>	<i>Deliverable</i>
6B	<i>Outreach plan. Report details of attendees and comments received at each presentation. A complete summary and analysis of findings.</i>

Task 7: Community Outreach

- Develop and execute a community outreach plan to obtain information from existing riders and non-riders in Pleasanton, Sunol, and the greater Tri-Valley service area.
- Coordinate and facilitate community workshops before, during and upon development of alternatives. Consultant will supply all public information materials and translation services (as needed) for the meetings.

<i>Task</i>	<i>Deliverable</i>
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7	<i>Community Outreach plan: Report details of attendees and comments received at each scheduled meeting. A complete summary and analysis of findings.</i>
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Task 8: Development of Alternatives

- Consultant shall develop alternatives for changes to both PPS and LAVTA's paratransit services.
- Alternatives shall be developed for each agency, as well as alternatives that universally apply to both systems.
- In one alternative, the Consultant shall consider the viability of Pleasanton Paratransit Services continuing to provide transportation services to Pleasanton/Sunol aging and ADA residents.
- Consultant shall develop alternatives for modifications to LAVTA's paratransit policies and service delivery model.
- Consultant shall develop alternatives for innovative changes to either or both agencies, taking advantage of the latest advances in technology.
- Each alternative shall be clearly outlined with a cost-benefit analysis.
- Any alternative requiring a change to LAVTA's paratransit policies must be properly vetted with significant public input, and in line with FTA and ADA requirements.

<i>Task</i>	<i>Deliverable</i>
8	Task 8 Deliverables: Report detailing all the alternatives. The cost, benefit, and feedback (public, stakeholder, and Board/Council input) for each alternative should also be summarized in the report.

Task 9: Recommendations and Implementation Plan

- In consideration of feedback collected after the presentation of alternatives, Consultant shall make a set of final recommendations to LAVTA/PPS that respond to comments and feedback received during the public input process.
- Consultant shall develop an implementation plan for the LAVTA/PPS recommended changes, including identifying costs and potential funding opportunities for each recommendation. Plan should include recommended changes based on feedback from both agencies.

<i>Task</i>	<i>Deliverable</i>
9	Final report with recommendations and implementation plan for each agency.

3. Required Information

Proposal Preparation

The City of Pleasanton and LAVTA will consider only written proposals submitted in hard copy, and all responses to the RFP must be made in accordance with the specifications as set forth herein.

Proposal Contents

To participate in the selection process, the following is required to demonstrate satisfactory evidence indicating the ability to meet the scope of services detailed in this RFP. The proposal must include the following information:

- Cover Letter shall contain:
 - The name, address, email address and telephone number of the firm and identify the person(s) with the authority to enter into contractual agreement with the City of Pleasanton.
 - The proposal shall be signed by an individual authorized to bind the offer of said proposal. The proposal should contain a statement that all work will be performed at a not-to-exceed price.
 - If a proposal is signed by an individual, it must be signed with the full name of the agency and include their address.
 - If a proposal is being made by partnership, it must be signed with a partnership name and by the authorized general partner.
 - If a proposal is being made by a joint venture, it must include the full name, address and signature of each member of the joint venture.
 - If a proposal is being made by a corporation, it shall be signed by the president and the secretary and the corporate seal shall be affixed.
- **Firm Experience.** A listing of your agency's experience related to conducting similarly scoped assessments in the past 5-10 years. Include details of the product delivered, the process used to conduct the project. Where possible include information on the types of implementation plans resulting from the assessment work, the types of public engagement employed and innovative solutions. Include the name, title, email and phone number of the client if using as a reference.

If any sub consultants are included as part of the team, the Consultant shall include sub-consultant firm profiles and representative experience information.

- **Project Approach.** Prepare a detailed work plan for meeting the Scope of Services outlined in Section 2. The work plan should include as much detail as you determine appropriate to allow evaluation of your overall approach and expertise to deliver these services.
- **Project Schedule.** Work plan should include a schedule reflecting durations for activities in this RFP, Section 2 "Scope of Services". Schedule should also include the milestones set in RFP's "Section 5. Project Timeline". If the Consultant believes the

project will require a different end date, Consultant should provide a rationale for the proposed project duration.

- **Project Team.** Include the team that will be assigned to this project, identifying their roles, and providing resumes showing pertinent experience. If Consultant is using sub consultants, both the firm and the resumes of their team representative should be included.
- **Price Proposal.** Estimated costs and resources required to complete the scope of services. The cost proposal is on a Cost plus Fixed Fee basis with a total not-to-exceed dollars cost for the total work effort. The budget for this project is \$150,000. The proposal shall be fully inclusive of all services required to complete the project including the implementation plan scope of services, and shall include the consultant's overhead rate, profit percent, and an itemized list for direct costs.

Proposal Submission

One original and six (6) copies of the proposal including a project schedule must be submitted in hard copy and two (2) digital copies of the proposal on CD or memory stick.

Proposal should be delivered in a sealed envelope, plainly marked with the consultant's name, address and telephone number, with ***"Technical Proposal for the Tri-Valley Comprehensive Paratransit Assessment"*** clearly visible on the front of the mailing envelope. The proposer should submit their fees in a separate sealed envelope, plainly marked with the agency's name, address, and telephone number, with ***"Cost Proposal for the Tri-Valley Comprehensive Paratransit Assessment"*** clearly visible on the front of the mailing envelope. It is the consultant's sole responsibility to ensure that their proposal is received on or before the submission deadline. The consultant bears all risks and delays associated with delivery of the RFP.

Proposals must be received by the City of Pleasanton City Clerk's Office, no later than 2:00 p.m. on September 14, 2016.

If mailing the proposal, the address is:

City of Pleasanton
City Clerk's Office
Attn: Technical Proposal or Cost Proposal
P.O. Box 520
Pleasanton, CA 94566

If delivering the proposal in person, the address is:

City of Pleasanton
City Clerk's Office
Attn: Technical Proposal or Cost Proposal
123 Main Street
Pleasanton, CA 94566

For additional information and/or inquiries contact about the RFP:

Becky Hopkins, Community Services Manager
925-931-5346 or bhopkins@cityofpleasantonca.gov

4. Selection Process and Evaluation Criteria

Selection/Evaluation Process

All proposals will be evaluated based on the criteria below. After evaluating proposals based on described criteria, a list of top-ranked proposals will be developed by a review panel comprised of members from both agencies. At their discretion, the agencies may invite representatives from the community and/or other transit-related agencies to participate in the evaluation process. As part of the process, top-ranked proposers may be required to participate in a presentation before a panel comprised of City of Pleasanton, LAVTA and invited representatives. Short-listed proposers may be required to appear at City Council meetings. The consultant selected through this process will be presented to the City of Pleasanton's City Council and the LAVTA Board of Directors for approval.

The City of Pleasanton reserves the right to negotiate terms with selected Consultant prior to award. Negotiations may or may not be conducted with Consultant, therefore, the proposal submitted should contain the most favorable terms and conditions.

Consultants who submit a proposal in response to this RFP shall be notified by mail regarding the City of Pleasanton's intent to award the contract.

Upon approval by the City Council, the City of Pleasanton will enter into contract with the Consultant on behalf of both agencies. Consultant shall work with designated representatives of both agencies in the accomplishment of the scope of work.

Evaluation Criteria

The proposals will be reviewed by a committee comprised of the City's Community Services Department staff and LAVTA staff. Representatives from the paratransit community or social service agencies may be invited to also participate in the review committee. Selection will be based on identification of the most qualified Consultant. The City of Pleasanton and LAVTA are seeking a consulting team that meets the following considerations:

- Thorough and thoughtful approach to completing the project objectives

- Demonstrated knowledge and experience in providing the services as outlined in the Scope of Services and consistent with the needs of the Tri-Valley community
- Experienced and innovative project team
- Demonstrates ability to understand the unique needs of the senior and ADA population in a suburban setting
- Firm track record, history, and viability/financial stability
- Capacity to complete the project in a set timeframe
- Firm's demonstrated ability with introducing innovative mobility concepts in a community
- Cost

These criteria have been condensed into the scoring criteria shown in the table below:

Criteria	Scoring
Complete and thorough conformance with the terms and requirements of this RFP (In your submittal, state if you have any exceptions to the requirements.)	Pass/Fail
Project Plan and Technical Approach including proposed timeline for accomplishing the project	30
Innovation. Consultant demonstrates an ability to conceive, develop and implement creative solutions to clients.	5
Project Team	25
Firm Qualification and Experience	30
Price	10
Total Points	100

To be considered for evaluation, all proposals must be responsive to this Request for Proposals with respect to required submissions and must be compliant with all provisions as documented. The City and LAVTA reserve the right to reject as nonresponsive any proposal not meeting the requirements of this RFP.

5. Proposed Project Schedule

Request for Proposals available on-line on the City of Pleasanton website, www.cityofpleasantonca.gov

Proposer questions submittal deadline

Responses to questions released

Proposal Submittal Deadline

Invitations to Selected Consultants for Interview

Consultant Interviews

Notification of Selection*

City Council Awards Contract

Commencement of Project

Final Report

* Pending Pleasanton City Council approval

August 24, 2016

September 2, 2016

September 9, 2016

September 23, 2016

September 30, 2016

October 6 & 7, 2016

October 14, 2016

November 15, 2016

November 30, 2016

January 10, 2018

For additional information and/or inquiries contact:

**Becky Hopkins, Community Services Manager
925-931-5346 or bhopkins@cityofpleasantonca.gov**

**Memorandum of Understanding between
the City of Pleasanton
And
The Livermore Amador Valley Transit Authority
For Joint Tri-Valley Paratransit Services Assessment**

This Memorandum of Understanding (MOU) is entered into as of December 7, 2016, between the City of Pleasanton, a municipal corporation (City) and the Livermore Amador Valley Transit Authority, a joint powers authority (LAVTA).

RECITALS

- a. The City of Pleasanton offers door-to-door Paratransit services to persons who are either age 70 and older or persons qualified for such service under the Americans with Disabilities Act (ADA) between the ages of 18 and 69. Additionally, in order to qualify for this service, these persons must reside in the City of Pleasanton, unincorporated portions of Alameda County within the City's sphere of influence, or Sunol.
- b. Livermore Amador Valley Transit Authority provides door-to-door complementary Paratransit services for ADA-qualified individuals residing in Dublin, Livermore, and Pleasanton and within the unincorporated areas of Alameda County within LAVTA's service area.
- c. LAVTA and the City desire to enter into this MOU to clarify the responsibilities of both parties in regards to conducting a Paratransit Services Assessment.
- d. The term on this agreement is from December 7, 2016 through June 30, 2018 or when the Paratransit Assessment is fully completed, whichever occurs later.

NOW, THEREFORE, in consideration of the promises herein, the parties agree as follows:

- 1. The City and LAVTA agree to retain Nelson/Nygaard (Consultant) as the consulting firm to conduct a Paratransit Assessment for the areas currently served by the City and LAVTA. The City will engage the Consultant and LAVTA will pay its share of the contract costs. At the conclusion of the study, recommendations will be provided for consideration by the City and LAVTA. Each body will have the latitude to adopt their own set of recommendations. After adoption of recommendations, Nelson/Nygaard will provide an Implementation Plan for each entity.

2. The City and LAVTA have made financial commitments for execution and completion of the project through allocations in each agency's budget for Fiscal Year 16-17 and will do so for FY 17-18.
3. The financial responsibilities to conduct the assessment for each agency is based on the population of each of the areas they serve (based upon US Census data 2015 estimates for population). Accordingly, the parties will be responsible for paying costs by percentage with LAVTA paying 65% and the City of Pleasanton paying 35%. Based on the actual cost of the study, LAVTA is responsible for paying \$110,581.25 and Pleasanton is responsible for paying \$59,543.75. . LAVTA will pay its share to Pleasanton within 30 days of receiving an invoice from the City.
4. Additionally, each agency agrees to budget for a 10% contingency of program costs which will be paid by the established cost allocation, with LAVTA paying 65% and Pleasanton paying 35%. Should the costs of the program exceed the expected cost, these budgets will be used to pay any overrun. Neither party will authorize the Consultant to exceed the contracted costs without the consent of the other party.
5. Should either agency ask the Consultant to initiate a specific task unique to their organization, the financial obligation and project management for that specific task will be the sole responsibility of that agency.
6. Contractual arrangements, financial reporting and invoicing for the project will be administered by the City of Pleasanton.
7. Project management for City of Pleasanton will be provided by Becky Hopkins, Interim Assistant to the City Manager and for LAVTA by Christy Wegner, Director of Planning and Operations.
8. The decision-making process for each phase of the assessment will involve both the City and LAVTA. The Consultant will serve as the arbiter in the event of an impasse on critical decisions.

The City and LAVTA agree to communicate and meet continuously throughout the project to keep the project on track and to prepare for implementation of adopted recommendations in a timely manner.

9. The City and LAVTA will openly communicate the partnership between both agencies as it relates to the study and implementation efforts (e.g., at public meetings, community engagement efforts, and publicity related to the Assessment).

10. The City and LAVTA will follow their agencies' protocols when communicating and making decisions throughout the process.

11. At the conclusion of the Assessment and the adoption of recommendations by both entities, staff will work collaboratively to implement recommendations. At that time, the parties may consider entering into a new MOU to further this collaborative process.

THIS AGREEMENT executed the date and year first above written.

LIVERMORE AMADOR VALLEY
TRANSPORTATION AUTHORITY

CITY OF PLEASANTON

Michael Tree, Executive Director

Nelson Fialho, City Manager

ATTEST:

Karen Diaz, City Clerk

APPROVED AS TO FORM:

APPROVED AS TO FORM:

Michael Conneran
Legal Counsel to LAVTA

Daniel Sodergren, City Attorney

RESOLUTION 40-2016

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
FOR THE PURPOSE OF ENTERING INTO A MEMORANDUM OF
UNDERSTANDING WITH THE CITY OF PLEASANTON TO CONDUCT A
COMPREHENSIVE TRI-VALLEY PARATRANSIT ASSESSMENT STUDY**

WHEREAS, the Livermore Amador Valley Transit Authority (LAVTA) and the City of Pleasanton (the City) desire to hire a firm to conduct a Comprehensive Tri-Valley Paratransit Assessment of paratransit and specialized transportation services; and

WHEREAS, the City has taken the lead on the procurement of consultant services; and

WHEREAS, the City, in cooperation with the Authority, have conducted a competitive procurement soliciting proposals from qualified firms to conduct the study; and

WHEREAS, Nelson Nygaard submitted a reasonable and responsible proposal in response to the Request for Proposals; and

WHEREAS, the proposal submitted by Nelson Nygaard was determined through a formal scoring process to be the best value for the Authority and the City, and that Nelson Nygaard has experience developing and implementing this type of study within the Transit Industry; and

WHEREAS, the City will be entering into a contract with Nelson Nygaard at their December 15, 2016 meeting; and

WHEREAS, the Authority and the City seek to enter into a Memorandum of Understanding for administration of the study.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board authorizes the Executive Director to execute an MOU with the City of Pleasanton for the completion of the Comprehensive Tri-Valley Paratransit Assessment Study; authorizes the Executive Director to spend \$110,581.25 for the completion of this study; and approves a 10% project contingency of \$11,058.13 to be used at the discretion of the Executive Director for a total project cost not to exceed \$121,639.38.

PASSED AND ADOPTED this 5th day of December 2016.

Steven Spedowfski, Chair

Attest:

Michael Tree, Executive Director

AGENDA

ITEM 6

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

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.

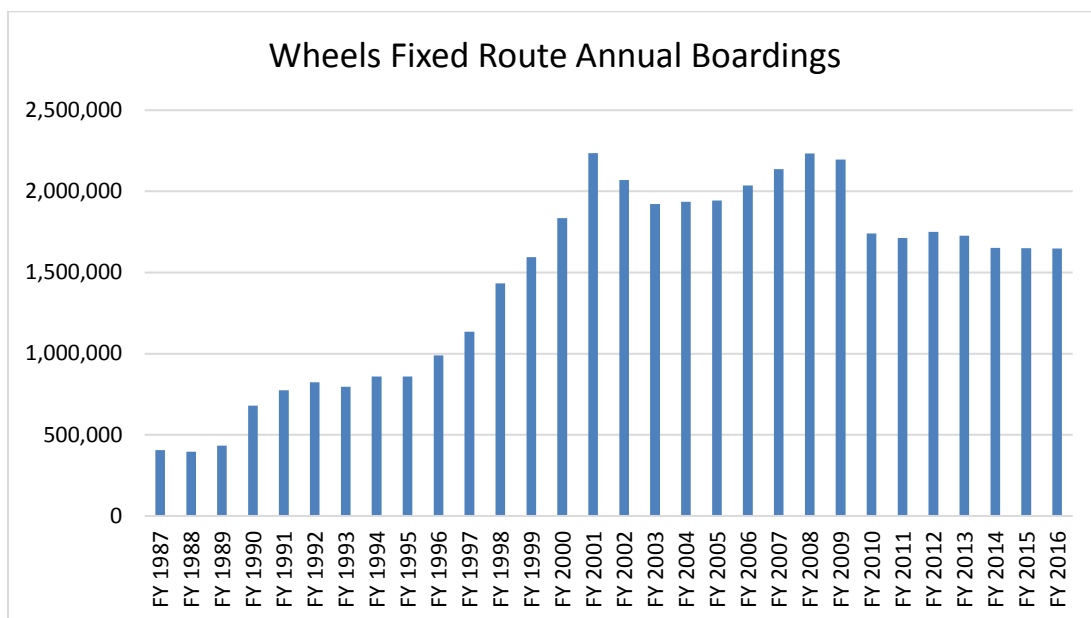
Background

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

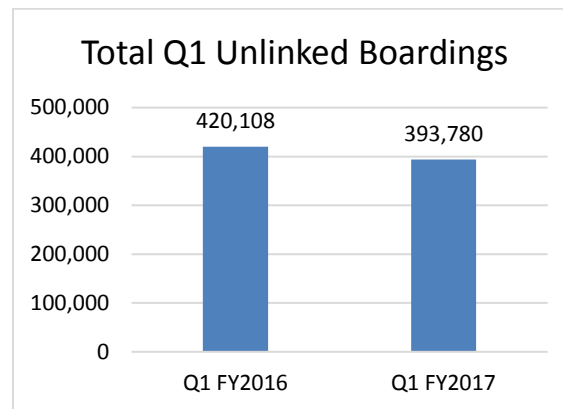
Fixed Route

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.

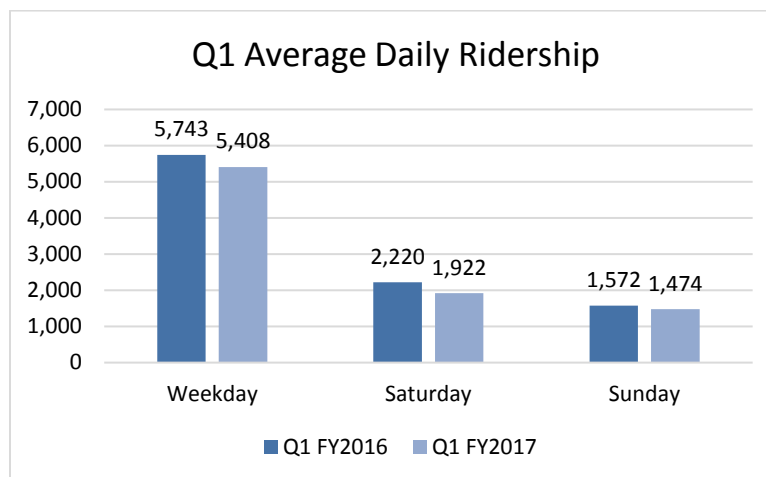


For the first quarter (Q1, July thru September, 2016) of the new fiscal year FY2017, several factors were at play that would be expected to have affected ridership compared to the same time period of last year: Halfway into the quarter, the school year started one week earlier than last fall, the student 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.

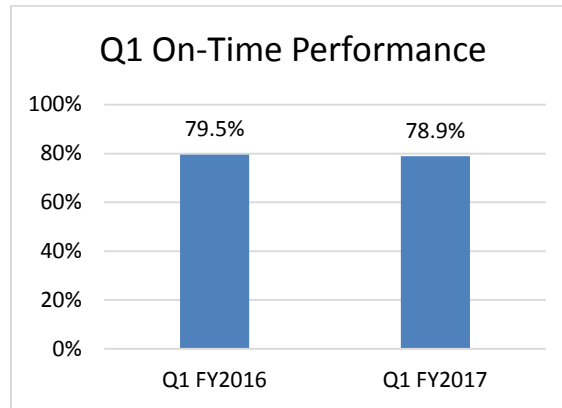


The next chart shows the ridership breakdown by average boardings per service day during the quarter, mirroring the trend of the quarter overall. During this time, average weekday ridership decreased from 5,743 to 5,408, and average Saturday ridership decreased from 2,220 to 1,922, compared to a year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

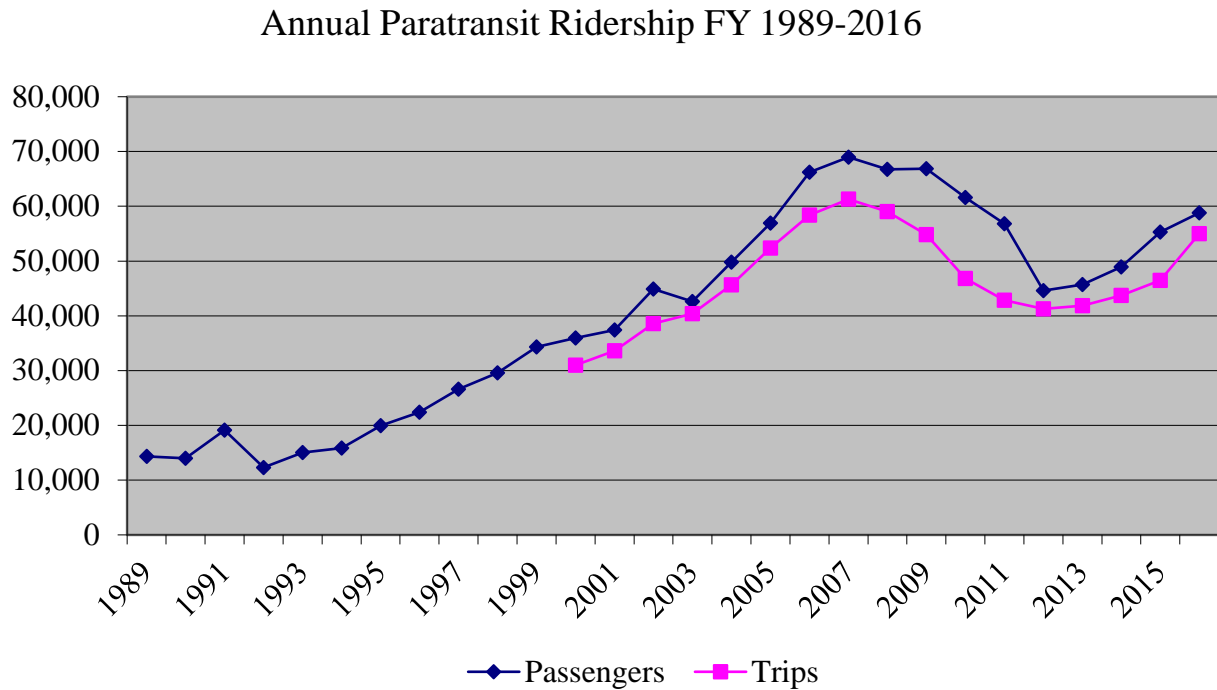


At the route-level, perhaps the most important trend was the divergence in OTP between the two important trunk lines 10 and 30. Prior to the COA changes, both had been trending around 80% -- following the change (which implemented new schedule timings), #30 improved to approximately 82%, while #10 slipped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

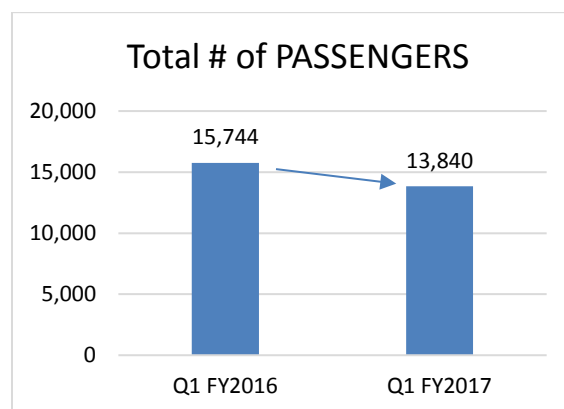
Among other mainlines, local routes #1 (BART – Santa Rita Jail) and #53 (ACE - Stoneridge) had among the best OTP with on-time percentages in the upper 80s, while routes #70 (Dublin – Pleasant Hill) and #14 (Livermore – Pleasanton via SF Outlets) were in the lowest range at 50 and 60 percent on-time,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

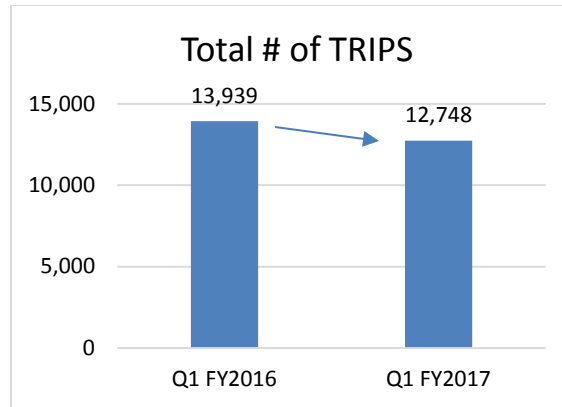
Paratransit

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

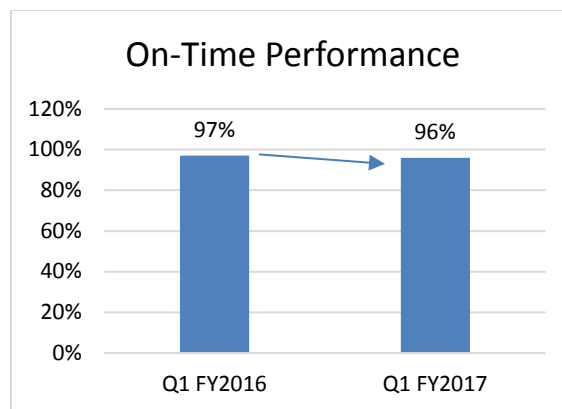


The previous quarter's trend of decreasing ridership continues in the first quarter of the current fiscal year. The FY2017 Q1 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 12% from 15,744 to down to 13,840 when compared 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.





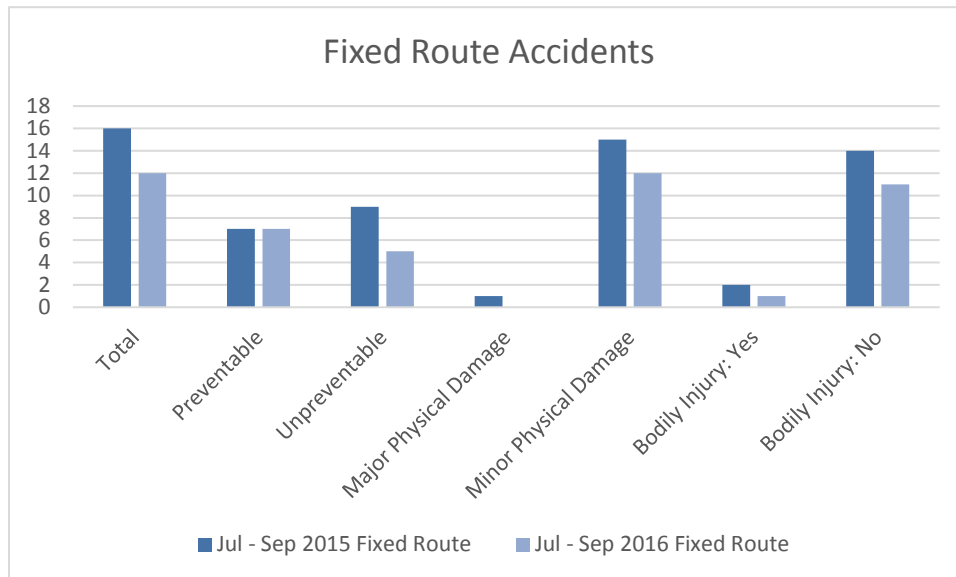
On-time performance (OTP) was 96% during the Q1, 2017, which is a 1% increase from the previous quarter, but 1% decrease from the same quarter the year prior. The OTP performance standard is 95%.



Accidents/Incidents

Fixed Route

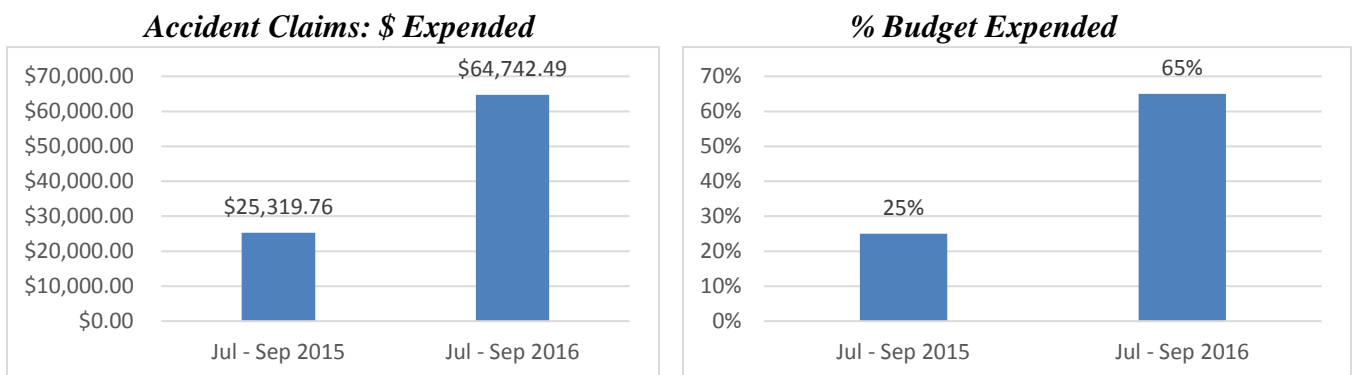
Noted in the figure below for Fixed Route Accidents, in the first quarter, there have been twelve (12) reportable accidents/incidents on the fixed route system, seven (7) of which were determined to be preventable, and five (5) deemed non-preventable. None of the accidents resulted in major damage, and 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.



Accidents/Incidents

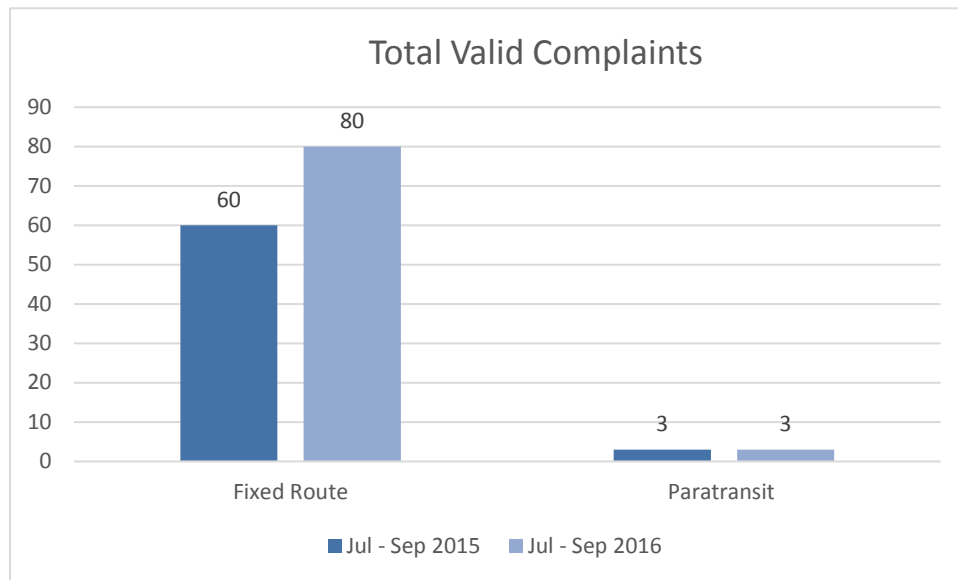
Paratransit

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

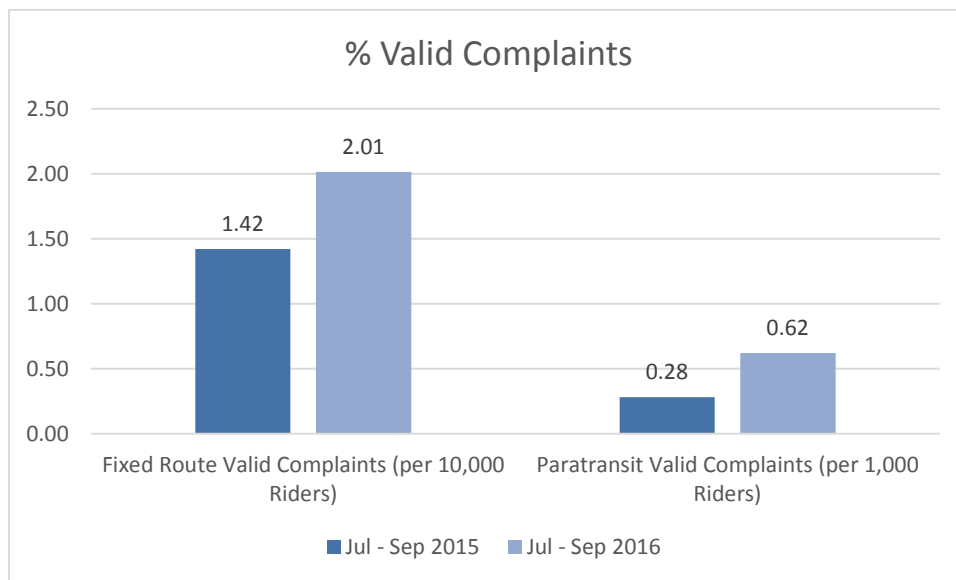
Customer Service

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.

AGENDA

ITEM 7

STAFF REPORT

SUBJECT: Winter 2017 Service Changes

FROM: Christy Wegener, Director of Planning and Communications

DATE: November 28, 2016

Action Requested

This is an informational item only.

Background

Since the implementation of the Comprehensive Operational Analysis (COA) service changes on August 13, 2016, staff has been closely monitoring On-Time Performance (OTP). To address OTP issues, staff has developed a list of schedule adjustments to be implemented on January 14, 2017.

Discussion

The winter 2017 service changes are focused primarily on schedule adjustments to four local routes (3, 8, 11, 53) to address early departures, and a full overhaul of the weekday Route 10R schedule to address late trips. Outside of Route 10R, the routes identified for schedule adjustments were determined by several factors: 1) whether the schedule changes were cost-neutral; 2) whether the schedule changes required significant analysis and data; and, 3) whether the schedule changes would result in positive changes to the customer experience. Lastly, ACE rail staff has received approval from the Bay Area Air Quality Management District to streamline the routing of Route 54 in Hacienda, which they would like to implement in January 2017.

Since the COA changes were implemented, staff has received a handful of complaints about operators holding the bus at timepoints in order to avoid an early departure. This can be a frustrating experience for the customer onboard the bus. Accordingly, for the winter 2017 service change, staff identified the routes with too much running time and developed updated schedules based on operations feedback and run time data analysis.

Route 10R was identified for a schedule overhaul because it has been operating at under 80% OTP since the COA changes were implemented. Because Route 10R operates so frequently, it carries nearly 25% of all the daily timepoint crossings for the agency's OTP report. In order to achieve system-wide OTP of 85% or above, Route 10R's schedule must be addressed. Additionally, a major individualized marketing initiative will be rolling out along

the Santa Rita corridor in spring 2017, and it will be essential that Route 10R operate on-time to ensure that new riders have a positive experience on Wheels.

Route and/or schedule changes that require more significant analysis and public input will be considered in May/June 2017.

The following is a summary of the schedule adjustments to be implemented on January 14, 2017:

Route 3 (BART-Stoneridge Mall): The schedule for Route 3 will be adjusted to remove one minute of running time from each of two segments along the route in order to reduce the likelihood of early timepoint departures en route.

Route 8 (Hopyard): The schedule for Route 8 will be adjusted to remove four minutes of running time in the early AM, and to remove one minute across all trips for the route's first timepoint segment after departing BART. The departure time of the four last trips will be pushed out by one minute in order to bring schedule consistency and better accommodate outbound train connections.

Route 11 (Vasco Road): Route 11 has too much running time allocated in both directions; a total of five minutes of running time will be drained and placed at the route's layover points at the Transit Center and Vasco ACE. Layovers at the ACE stop are being adjusted accordingly in order to preserve the train transfer coordination of the original schedule.

Route 53 (Pleasanton ACE to BART): Morning trips from Pleasanton ACE to W. Dublin/Pleasanton BART have too much running time and two minutes will be removed from the schedule.

Route 54 (Pleasanton ACE to Hacienda): The COA produced a recommendation to streamline Route 54 through Hacienda; however, because Route 54 is primarily funded by ACE Rail through grants from the Bay Area Air Quality Management District (BAAQMD), BAAQMD needed to approve any and all routing changes, so the change to Route 54 was postponed. In November, ACE Rail Staff received BAAQMD approval on the route realignment and would like to move forward with the change. A map of the proposed routing change through Hacienda is included as Attachment 1.

Route 10R (Livermore to Pleasanton via Santa Rita): Route 10R has been operating at under 80% OTP since the COA changes were implemented. The most serious OTP issues occur in the peak periods when commuters are traveling to/from work, and during high school bell times (Granada and Amador Valley) in the morning and afternoon. Route 10R also has insufficient recovery time in the peak periods, resulting in one very late trip having a snowball effect on an entire block of trips. After analyzing three weeks of run time data post-COA, staff have developed an updated schedule that adds one peak bus into the daily 10R service to allow for additional running and recovery time. The entire weekday schedule is being revised.

Budget

Based on the route adjustments identified above, below is a table showing the change in service hours and associated costs.

Route	Proposed Change	Annual Hours Difference	Annual Cost
3	Remove running time	0	\$0
8	Remove running time	0	\$0
11	Remove running time	0	\$0
53	Remove running time	0	\$0
54	Streamline in Hacienda	0	\$0
10R	Full weekday schedule overhaul	837.5 (3.35/day)	\$34,340

The additional resources required to correct the Route 10R schedule are included in the FY2017 budget of revenue hours.

Next Steps

Staff will be finalizing the schedules by December 1 and transmitting the full package to Operations and Marketing. The run cut will be held after the Christmas holiday. New timetables will be printed in the New Year, and outreach will be conducted the week before the service change.

Recommendation

This is an informational item only.

Attachment:

1. Route 54 Map



AGENDA

ITEM 8

FY2017 Goals, Strategies and Projects

Last Updated – November 21, 2016

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development

Strategies (those highlighted in bold indicate highest Board priority)

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
Long Range Transit Plan (Agency's 30 Year Plan)	<ul style="list-style-type: none"> • Receive draft Long Range Plan from Nelson/Nygaard • Present final draft to Board • Approval 	DP	Projects/ Services	Jan 2017 Mar 2017 May 2017	→ Awaiting the ACTC Park & Ride study to complete in December to move forward with Long Range Plan.	
<u>Shared Autonomous Vehicle Study to Determine Where and How to Utilize SAVs in Wheels system.</u>	<ul style="list-style-type: none"> • <u>Develop Scope of Work for study</u> • <u>Advertise RFP</u> • <u>Award contract for study</u> 	DP	<u>Projects/ Services</u>	<u>Jan 2017</u> <u>Feb 2017</u> <u>Apr 2017</u>	→Doing initial research on elements of scope of work. Looks like we are first in nation to do this type of study.	

<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>
Follow-up Changes to COA Implementation	<ul style="list-style-type: none"> Review ridership, passenger comments and on-time performance on a daily/weekly basis to determine issues that need to be resolved. 	DP	Projects/ Services	Jun 2017	→ Straightened out Route 14 in downtown Livermore, rescheduled 502 for improved OTP, added a run into the Livermore Labs on 30R to get workers into lab before 7am. <u>Changing 10R schedule in Jan, and 1 and 14 schedules in May to significantly improve OTP.</u>	
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> Award of Contract Public Outreach #1 Public Outreach #2 Approval of Recommendations 	DP	Projects/ Services	Nov 2016 Apr 2017 Sept 2017 Jan 2018	→ RFP advertised. Interviews held in October. <u>MOU on partnership to be considered by the Board in December. Expect City to award contract in December.</u>	
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearing Board Approval Implementation of Fare Changes 	DP	Projects/ Services	Feb 2017 Apr 2017 May 2017 July 2017	→ <u>Draft Fare Study complete. Expect F&A to review in December or January.</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>
Signalization Improvements And Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> Award contract for signal control Award contract for queue jump Finish project 	DP	Projects/ Services	Jul 2016 Jan 2017 Jun 2017	→ MTC providing planning on project. LAVTA Board awarded contract for signal control to WPS in July.	
Wheels On Demand Discount Program	<ul style="list-style-type: none"> Get clearance from FTA Sign Agreements with providers Implement 	ED	Projects/ Services	Nov 2016 Dec 2016 Dec 2016	→ <u>Participation Agreements being finalized. Project areas reduced to one project area for implementation phase of project, with one fare equation. Goal is set to implement the project on December 15th.</u>	
<p>Goal: Marketing and Public Awareness</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</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 						
<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>

<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>
Website V2.0 Upgrades	<ul style="list-style-type: none"> • Speed up website • Develop video library • Revise homepage for quicker access to commuter info 	MKT MGR	Projects/ Services	Nov 2016 Feb 2016 Feb 2016	→ Planeteria working on website to get page loading down to 2 seconds. <u>Planning for video library and commuter pages.</u>	
V2.0 of Timetables and Schedules With Route Changes	<ul style="list-style-type: none"> • Create second version of timetables and route changes to implement new rebranding and fix route issues from COA implementation 	MKT MGR	Projects/ Services	Jan 2017	→ <u>This project broken into two phases. Phase I changes to timetables with January service changes and Phase II upon rebranding completion.</u>	
Social Media Engagement	<ul style="list-style-type: none"> • Development of LAVTA goals with Facebook, Twitter, and other social media outlets such as LinkedIn, YouTube and Tumblr 	MKT MGR	Projects/ Services	Jun 2016	→ Goals are to go from 550 likes to 1,000 during FY and have 3% engagement (currently at 625). Also, set up YouTube library, and have 1-2 on Facebook, LinkedIn, Twitter daily.	
Phone App w/Real Time Info	<ul style="list-style-type: none"> • Advertise RFP/Contract Award • Introduce Phone App to public 	DP	Projects/ Services	<u>Feb 2016</u> <u>Sept 2017</u>	→ <u>RFP being reviewed by legal.</u>	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Wi-Fi Project	<ul style="list-style-type: none"> • Install Wi-Fi on Rapid and Express buses • Introduce Wi-Fi to the public through media 	DP	Projects/ Services	Oct 2016 Dec 2016	→ <u>Wi-Fi installed on all Rapid and Express buses. Working through some software issues. Awaiting a sponsor.</u>	X
Wayfinding at BART Stations	<ul style="list-style-type: none"> • Plan new wayfinding signage • Install signage 	MKT MGR	Projects/ Services	Nov 2016 Jan 2017	→ Signage included in FY 2017 budget. Signage agreed to by BART. <u>Awaiting rebranding project.</u>	
LAVTA Rebranding Project	<ul style="list-style-type: none"> • Surveying and Focus Groups • Draft naming of services to Board • Approval final naming and rebranding 	MKT MGR	Projects/ Services	Jun 2016 Aug 2016 Mar 2017	→ Community survey done. Focus groups done. Additional community survey on narrow list of names done. P&S Committee and Board discussed. Revised names/logos before P&S in Nov. <u>Working on logos.</u>	X X
Individualized Marketing	<ul style="list-style-type: none"> • Award Contract • Development of collateral • Public Outreach Campaign • Review of results 	MKT MGR	Projects/ Services	Oct 2016 Mar 2017 Aug 2017 Oct 2017	→ <u>SDG awarded contract. Kick-off meeting held to discuss project and partners. Meetings held with partners in Pleasanton. Awaiting final revisions to outline of project.</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>
580X	<ul style="list-style-type: none"> • Direct Mailing #1 • Door Hangers • Banner • Radio/Print 	MKT MGR	Projects/ Services	Sept 2016 Oct 2016 Nov 2016 Nov 2016 Ongoing	→ Website slider and page created. Commuter coaches delivered. The first direct mailing was delivered. Ridership doubled to 5.9 rides per hour. However, not from mailing. Goal is 15 rides per hour. <u>Banner info placed at Downtown TC. Nextdoor a focus of 580X. Tabling at BART to continue. Revised wave of marketing to be deployed in December.</u>	X
Wheels On Demand Discount Program	<ul style="list-style-type: none"> • Develop webpage slider and page • Social media campaign • Direct mailing • Radio and print adds 	MKT MGR	Projects/ Services	Aug 2016 Nov 2016 Jan 2016 Ongoing	→ Webpage under development. Direct mailing under development. Working with partners on marketing campaign.	
Relocated Rapid Shelters No Longer Served By Rapid	<ul style="list-style-type: none"> • Engineering work • Bid relocation work • Improvements to site • Relocation of shelters 	AS	Projects/ Services	Nov 2016 Dec 2016 Jan 2017 Feb 2017	→ Final relocation plan being developed.	

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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>
Dispose of Shelters Past Useful Life No Longer Served By Route	<ul style="list-style-type: none"> Identify shelters Procure contractor Dispose of shelters 	AS	Projects/ Services	Sept 2016 Oct 2016 Nov 2016	→ Staff has identified shelters past useful life that need to be disposed. IFB being developed to remove shelters.	X
Remove Bus Stop Signage No Longer Served By Routes	<ul style="list-style-type: none"> Removal of bus stop signs by MV 	AS	Projects/ Services	Oct 2016	→ Currently 72 stops have temporary no service signs affixed too bus signs/pole. All signage has been removed.	X
Relocate Shelters Not Past Useful Life That Are On Routes No Longer Served	<ul style="list-style-type: none"> Identify shelters Identify new locations for shelters Make site improvements Relocate shelters 	AS	Projects/ Services	Sept 2016 Oct 2016 Jan 2017 Feb 2017	→ Shelters identified. Staff awaiting ridership #s from route improvements to determine new locations for shelters. Currently, shelters have signage on them indicating that they are no longer served.	X
Replace Shelters Past Useful Life That Are On Current Routes	<ul style="list-style-type: none"> Identify shelters Bid fabrication of new shelters Install 	AS	Projects/ Services	Oct 2016 Jan 2016 Apr 2016	→ Shelters being identified. Current plan in Livermore, where most shelters past useful life are located, is to replace them with metro style shelters to accommodate artwork.	

<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>
Rehabilitate Rapid Benches (wood)	<ul style="list-style-type: none"> Award contract Finish contract 	AS	Projects/ Services	Nov 2016 Mar 2017	→There are more than 50 wood benches that need to be stained and clear coat applied. Working on bid specifications.	
Rehabilitate Rapid Shelters And Signage With Rust	<ul style="list-style-type: none"> Award contract Finish Contract 	AS	Projects/ Services	Nov 2016 Apr 2017	→Correct rust issues on Rapid shelters and monument signage.	
Purchase And Install Light Kits	<ul style="list-style-type: none"> Identify shelters in need of light kits Delivery of light kits Complete Installation of light kits 	AS	Projects/ Services	Nov 2016 Nov 2016 Jan 2017	→ Currently awaiting ridership numbers from route improvements to determine shelters to receive light kits.	
Get Caught Up On Deferred Maintenance of Bus Shelters	<ul style="list-style-type: none"> Monitor spreadsheet of deferred maintenance to ensure maintenance is completed by end of FY2017 	AS	Projects/ Services	Jun 2017	→ Staff currently monitoring spreadsheet containing deficiencies.	

<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: Community and Economic Development

Strategies (those highlighted in bold indicate highest Board priority)

1. Integrate transit into local economic development plans
2. Advocate for increased TOD from member agencies and MTC
- 3. Partner with employers in the use of transit to meet TDM goals & requirements**

<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"> Assist ACTC in promoting the student passes Monitor effectiveness of the program and capacity issues 	DP	Projects/ Services	Ongoing Ongoing	→ Approx 100 passes sold. Staff monitoring opportunities to assist promotion.	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> Relocate Rapid shelters Implement Pass Marketing campaign on campus Review analytics and create long-term purchase plan from college 	MKT MGR	Projects/ Services	Aug 2016 Aug 2016 Ongoing Jan 2017	→ Installed shelters and implemented Easy Pass. Goal is to increase ridership 100% over last year and seek long-term funding for the pass. Currently at 85% achievement of goal. Marketing to date includes e-blasts, web slider/page, LPC web link, yard signs, ambassadors on campus weekly.	X X
Charter School Easy Pass Program	<ul style="list-style-type: none"> High School Relocation Implementation of Pass Promotion by HS Review analytics and create long term funding plan 	MKT MGR	Projects/ Services	Sept 2016 Oct 2016 Ongoing Mar 2016	→ High School recently moved to new location on 30R. Easy Pass implemented. Monitoring usage.	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>
Plan For TOD Project At Livermore Transit Center	<ul style="list-style-type: none"> • Tour of TC area by Projects and Services Committee • Apply for planning grant jointly with City 	PM	Projects/ Services	Nov 2016 Dec 2016	→Staff to discuss with Council Members from Livermore	
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> • City Award of Project • Demo of TC Customers Service Buildings • Finish Relocation/Renovation 	PM	Projects/ Services	<u>Jan 2017</u> <u>Feb 2016</u> <u>Feb 2018</u>	→ City to release bid documents in <u>Nov</u> for project. FTA clearance given to demo current customer service buildings. Amendment #1 to be considered by the Board Committees in December.	
<u>Rehab of Shade Structure and Replacement of Furniture at Livermore Transit Center. Rehab of Custom Shelter adjacent to Livermore TC next to Parking Garage.</u>	<ul style="list-style-type: none"> • <u>Obtain a cost estimate for painting the shade structure and customer shelter</u> • <u>Obtain cost estimate for replacement of furniture</u> • <u>Bid Project</u> • <u>Project Completion</u> 	PM	<u>Projects/ Services</u>	<u>Jan 2017</u> <u>Jan 2017</u> <u>Sept 2017</u> <u>Jan 2018</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>
Altamont Regional Rail Working Group	<ul style="list-style-type: none"> Hire Executive Consultant Strategic planning and implementation by Working Group 	ED	Projects/ Services	Oct 2015 Mar 2017	→ Staff in final contract negotiations with preferred candidate for Executive position.	
2017 Legislative Plan	<ul style="list-style-type: none"> Research on common issues within regional planning agencies and transit agencies Creation of 2017 Legislative Plan and review/approval by the Board and provide support for key legislation. 	Exec Dir	Finance/ Admin	Dec 2016 Jan <u>2017</u>	→ Research being done on emerging priorities at local, state and federal level. 2017 Legislative Plan to be approved by Board in January. Staff monitoring new legislative cycle.	
<u>State Legislation to Approve SAV Project in Dublin</u>	<ul style="list-style-type: none"> <u>Staff working with CCTA lobbyist to determine timing of legislation to allow SAV demonstration project in Dublin. Also, who will introduce legislation being discussed.</u> 	<u>Exec Dir</u>	<u>Finance/ Admin</u>	<u>Jan 2017</u>	→ Entering into discussions with CCTA lobbyist. <u>Legislation to allow testing of SAVs supported by MTC.</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>
<u>State Legislation to Approve Bus On Shoulder</u>	<ul style="list-style-type: none"> <u>Staff working CTA on this important legislation.</u> 	<u>Exec Dir</u>	<u>Finance/Admin</u>	<u>Jan 2017</u>	<u>→Discussions with MTC, CTA and others ongoing.</u>	
<p>Goal: Organizational Effectiveness</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> Promote system wide continuous quality improvement initiatives Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity HR development with focus on employee quality of life and strengthening of technical resources Enhance and improve organizational structures, processes and procedures to increase system effectiveness 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>
Install Updated Version Of Viewpoint Software	<ul style="list-style-type: none"> Install software update Training on Software 	DP	Projects/ Services	Sept 2016 Sept 2016	→ Software installed and phase I of training took place in third week of September. Software being tested. Focusing on custom reports.	X
Performance Metrics Improvement	<ul style="list-style-type: none"> Staff setting up aggressive monitoring of key performance metrics: on-time performance, accidents and customer service. 	DP	Projects/ Services	July 2016	→ Staff to begin monitoring through Viewpoint. Weekly meeting to discuss key metrics at staff level.	
MTM Contract Oversight	<ul style="list-style-type: none"> Staff reviewing monthly statistics to ensure accuracy Staff working with contractor on seven focus areas to ensure only those using service are those eligible 	PD	Projects/ Services	Ongoing Ongoing	→Contractor has recently purchased Trapeze software. Statistics appear to be accurate. Staff monitoring. Eligibility interviews being conducted. Paratransit assessment being procured.	

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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>
MV Contract Oversight	<ul style="list-style-type: none"> Create and Implement Monitoring Plan of Contract Provide updates to Board on key trends 	AS	Projects/ Services	Oct 2016 Ongoing	→ Staff has begun meeting with MV weekly to monitor multiple elements of the contract.	
<p>Goal: Financial Management</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 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>
FY16 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 2016	→ Audit completed in Sept 2016. Final presentations to Board in Nov 2016.	X
Other:						
Transit Center Concrete Project In Bus Driving Isle	<ul style="list-style-type: none"> Perform demo of asphalt and construction of concrete in driving isle. 	PM	Projects/ Services	Apr 2017	→ Utilizing City concrete contract. Asphalt to be removed and construction completed in April of 2017.	
Administrative Offices Asphalt and ADA Project		PM	Projects/			

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
	<ul style="list-style-type: none"> Award Contract Finish Improvements 		Services	Oct 2016 Nov 2016	→ <u>New contractor selected by LAVTA Board in November. Spring completion of improvements.</u>	
SAV Project	<ul style="list-style-type: none"> Acquire funding to begin project Acquire legislation to test SAVs. Purchase SAVs for testing. 	PD	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ AQMD awarded LAVTA \$1 million over 3 years in funding in exchange for advertising. Governor signed legislation that will allow Bishop Ranch testing of SAVs. Staff has meet with Dublin City Staff, is attending weekly consortium meetings, and is awaiting elections to determine path for testing in Dublin. Staff meet with CCTA to look at next steps.	
Replace Steam Bay Lift	<ul style="list-style-type: none"> Quotes/Award of Project Complete install 	DA	Projects/ Services	Nov 2016 Dec 2017	→ The bus lift in the steam room used to clean engines and undercarriage of buses recently failed. It is past it's useful life and staff is evaluating budget to replace. <u>Board to consider approval of contractor in December to replace lift.</u>	
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> Award contract for bus purchase Board approval on bus purchases Delivery of buses 	DA	Projects/ Services	Sept 2016 Nov 2016 May 2017	→ Board approved contract with Gillig for future bus purchases. Board approve contract with Gillig in December for a delivery date in May/August from new Gillig factory. <u>Board to consider in December or January for purchase of 3 electric buses.</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>

AGENDA

ITEM 9

LAVTA COMMITTEE ITEMS - NOVEMBER 2016 - MARCH 2017

Projects & Services Committee

November

	Action	Info
Minutes	X	
Quarterly Operations		X
Quarterly Marketing		X
Recommended Service Changes Winter 2016/17	X	

December

	Action	Info
Minutes	X	
Draft Fare Study Recommendations		X
Paratransit Customer Satisfaction		X

January

	Action	Info
Minutes (November)	X	
Draft long Range Transit Plan		X
Award of Phone App.	X	
Alameda County Fair Service	X	

February

	Action	Info
Minutes	X	
Quarterly Operations		X
Quarterly Marketing		X
Final Long Range Transit plan	X	
Final Fare Study Recommendations	X	

March

	Action	Info
Minutes	X	