

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

BOARD OF DIRECTORS MEETING

DATE: October 3, 2016
PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore CA
TIME: 4:00pm

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 Board of Directors on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Unless members of the audience submit speaker forms before the start of the meeting requesting to address the board on specific items on the agenda, all comments must be made during this item of business. Speaker cards are available at the entrance to the meeting room and should be submitted to the Board secretary.
- Public comments should not exceed three (3) minutes.
- Items are placed on the Agenda by the Chairman of the Board of Directors, the Executive Director, or by any three members of the Board of Directors. Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.
- For the sake of brevity, all questions from the public, Board and Staff will be directed through the Chair.

4. September Wheels Accessible Advisory Committee Minutes Report

5. Consent Agenda

Recommend approval of all items on Consent Agenda as follows:

- A. **Minutes of the September 12, 2016 Board of Directors meeting.**
- B. **Treasurer's Report for the month of August 2016**

Recommendation: Staff recommends approval of the August 2016 Treasurer's Report.

6. Contract Award for Individualized Marketing Services

Recommendation: The Project & Services Committee recommends the LAVTA Board award a contract to Steer Davies Gleave in the amount of \$129,950 for individualized marketing services for the period of one (1) year, with an option to extend the contract one (1) additional

year. Additionally the Committee recommends a 15% contingency for the project and authorization for the Executive Director to execute the contract.

7. Rebranding Project

Recommendation: The staff recommendation is that the Board receives a report on the FY2017 Rebranding Project and provides direction to staff.

8. Executive Director's Report

9. Closed Session - PUBLIC EMPLOYEE PERFORMANCE EVALUATION (Gov't Code §54957)

Title: Executive Director

10. Reconvene to OPEN SESSION

11. Matters Initiated by the Board of Directors

- Items may be placed on the agenda at the request of three members of the Board.

12. Next Meeting Date is Scheduled for: November 7, 2016

13. Adjournment

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.

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

/s/ Jennifer Suda

9/29/2016

LAVTA, Administrative Assistant

Date

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, September 7, 2016

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

TIME: 3:33 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:33 pm.

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Amy Mauldin	Social Services Member
Regina Linse	City of Pleasanton – Alternate
Jennifer Cullen	Social Services Member
Pam Deaton	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Kristen Anaya	LAVTA
Angela Swanson	LAVTA
David Garcia	LAVTA
Juana Lopez	MTM
Maria Zacarias	MV Transit

Members of the Public:

Judy LaMarre	Livermore resident and WAAC applicant
Helen Buckholz	Dublin resident and WAAC applicant
Julie Parkinson	City of Pleasanton
Robert Allen	Livermore resident
Steve Sneeringer	Livermore resident
Carrie Conover (CRIL)	Community Resources for Independent Living

- 2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**
Steve Sneeringer told the committee about his company's wheelchair device IndeeLift and distributed his business cards.
- 3. Minutes of the July 6, 2016 Meeting of the Committee**
Approved with changes.
Mack/Deaton
- 4. Comprehensive Paratransit Assessment**
In late August, the City of Pleasanton released a Request for Proposals (RFP) to bring onboard a consultant to conduct a comprehensive assessment of paratransit services throughout the Tri-Valley. The project management team is comprised of LAVTA and City of Pleasanton.
The WAAC elected the new member Helen Buckholz to participate on the selection committee.
Approved.
Deaton/Cullen
- 5. WAAC Applications**
LAVTA received two new applications for the WAAC's open positions in the City of Dublin and County of Alameda. Both candidates were present at the meeting.
WAAC forwarded their recommendation to LAVTA Board of Directors to appoint Helen Buckholz for the City of Dublin alternate position and Judith LaMarre for the County of Alameda alternate position.
Approved.
Hastings/Costello
- 6. WAAC Bylaws**
The WAAC forwarded the following update to the committee bylaws to the LAVTA's Board of Directors:

- Add the Measure BB information to the definitions:
 - SECTION 2.9.“ALAMEDA COUNTY MEASURE B” refers to local funding for paratransit service generated by the one-half percent (0.5%) transportation sales tax in Alameda County. Collections for the sales tax authorized by Measure B will be in effect for 20 years, beginning on April 1, 2002 and extending through March 31, 2022.
 - SECTION 2.10.“ALAMEDA COUNTY MEASURE BB” augments the half-cent Measure B sales tax by a half-cent, beginning April 1, 2015 through March 31, 2022. The full one-cent sales tax authorized by Measure BB will begin April 1, 2022 and will extend through March 31, 2045.
- Add the word “or” to the section 3.2.a to reflect that the social services representative can either work for an agency physically located in the Tri-Valley or represent people of the Tri-Valley (not necessarily both):
 - Three members shall be representatives of social service agencies, which are located in and/or represent people who use or could use transit services in Livermore, Pleasanton and Dublin, and ex-officio members from the connecting transit service providers.

Approved.

Hastings/Riley

7. **FY 2016 4th Quarter Operations Report**

Between the FY2015 and FY2016 the agency experienced a drastic 18% increase in the percentage of trips. In Q4 of 2016 the number of trips decreased by 10% when comparing it to the Q3 of the same year. The FY2016 Q4 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 9.2% when compared to the same three months the year prior. The number of trips during the same time period decreased by 3%.

The on-time performance (OTP) for the FY 2016 Q4 was 95% compared to the 98% the year prior. While the OTP in has decreased by 3% it still meets the performance standard of 95%.

The SQSI’s established a standard of excellence for complaints of less 1 per 1,000 rides for paratransit. In Q4 there were 0.73 complaints per 1,000 rides (10 valid complaints total).

8. **Fixed Route Operational Issues – Suggestions for Changes**

Robert Allen addressed the committee saying he would like to see a direct shuttle between the Airway Park and Ride and BART station and it should operate in every 15 minutes.

Carmen Rivera-Hendrickson reported that some drivers have indicated to the consumers that they are there for a paycheck and that the new Route 14 did not come on the weekend. Staff responded that the Route 14 was late on the weekend, but since then adjustments have been made to the schedule. She also suggested that smaller buses be used on Route 14. Carmen noted that number 1100 buses smell through their AC units and there is an issue with the seatbelts, and that number 1600s securements are not hooked well.

Connie Mack said that the new route 30R has connection problems with the BART station and the outlet mall.

Herb Hasting reported he had to tell people where the new 10 is.

Esther Waltz noted that the walk from the bus stop closest to LAVTA office is too long and that Route 14 has no bus stop by the Safeway. Staff said that the Safeway stop is in the works.

8. Dial-A-Ride Operational Issues – Suggestions for Changes

Helen Buckholz reported that some residents at her senior living facility in Dublin have been having problems with Dial-A-Ride.

Shawn Costello said that the driver who came to pick him up didn't have a nametag.

Herb Hastings said that the automated ride reminder call should list the actual Dial-A-Ride reservations number that people are familiar with and not the 800 number.

9. PAPCO Report

Esther Waltz reported on the latest PAPCO meeting.

10. Adjourn

The meeting was adjourned at 4:56pm.

AGENDA

ITEM 5 A



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

BOARD OF DIRECTORS MEETING

DATE: September 12, 2016
PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore CA
TIME: 4:00pm

MINUTES

1. Call to Order and Pledge of Allegiance

Meeting was called to order by Board Chair Steven Spedowski at 4:00 pm

2. Roll Call of Members

Members Present

Scott Haggerty – Supervisor, County of Alameda
Don Biddle – Councilmember, City of Dublin
David Haubert – Mayor, City of Dublin
Karla Brown – Councilmember, City of Pleasanton
Jerry Pentin – Councilmember, City of Pleasanton
Steven Spedowski – Councilmember, City of Livermore
Laureen Turner – Councilmember, City of Livermore

3. Meeting Open to Public

Robert Allen

Mr. Allen is requesting direct shuttle service from Park-N-Ride to BART during the peak hours during the weekdays connecting with every train. Mr. Allen explained that the ABLÉ commute would save commuters about 40 minutes a day. Mr. Allen provided the Board of Director's with an email regarding the ABLÉ commute and aerial photos. Mr. Allen would like the ABLÉ commute agendaed.

4. July Wheels Accessible Advisory Committee Minutes Report

Laureen Turner, Councilmember, City of Livermore, arrived during the July Wheels Accessible Advisory Committee (WAAC) Minutes Report.

Councilmember Karla Brown asked Herb Hastings if he was advised of LAVTA's potential rebranding. Christy Wegener responded that the WAAC will be advised of the rebranding at the next meeting.

5. Consent Agenda

Recommend approval of all items on Consent Agenda as follows:

A. Minutes of the August 1, 2016 Board of Directors meeting.

B. Treasurer's Report for the month of June 2016 and July 2016

The Board of Directors approved the Preliminary June 2016 and Preliminary July 2016 Treasurer's Report.

C. WAAC Appointment for FY17

The Board of Directors adopted Resolution 32-2016 appointing Helen Buckholz as the Dublin alternate representative and Judith LaMarre as the County of Alameda alternate representative to the Wheels Accessible Advisory Committee (WAAC).

D. Declaration of Surplus Property in Compliance with LAVTA Policy for Disposition of Surplus Property

Supervisor Scott Haggerty asked if the monies paid for the surplus buses will need to be returned to FTA. Staff indicated that if the sale amount were over \$5,000, it would need to be returned.

The Board of Directors declares as surplus twenty (20) buses, and authorizes their disposal through a method consistent with LAVTA's Policy for Disposition of Surplus Property.

E. Contract Award for LAVTA On-Call Zero Emissions Bus Consulting Services

The Board of Directors approved Resolution 31-2016 authorizing the Executive Director to execute an agreement for the initial contract period of three (3) years from the effective date, with two (2) one year option to be exercised solely at LAVTA's discretion.

Approved: Pentin/Turner

Aye: Brown, Pentin, Turner, Spedowski, Biddle, Haubert, Haggerty

No: None

Absent: None

6. Transportation Development Act (TDA) Triennial Performance Audit for the Livermore Amador Valley Transit Authority (LAVTA) Prepared for the Metropolitan Transportation Commission for the Fiscal Years 2013 Through 2015

Staff reported that every three years the Metropolitan Transportation Commission (MTC) conducts an audit on any transit operator receiving Transportation Development Act Article 4 funds. LAVTA is in compliance with the data collection and reporting requirements; However, the accuracy of reported paratransit statistics does not appear to be consistent for the audit period. LAVTA implemented a new industry standard paratransit software system as of April 2016 and fully expects the new system to improve data collection and reporting efforts to ensure accuracy of the data reported. MTC also requested that LAVTA examine causes and prepare a plan for improving on-time performance of the fixed route bus service. LAVTA reported that fixed route On-Time Performance (OTP) has been updated with service standards to a more realistic 85% on-time service goal and has just implemented significant route changes as part of

the Comprehensive Operational Analysis (COA) that will improve system wide on-time performance.

Councilmember Karla Brown noted that the Project and Services Committee asked questions regarding the report and reiterated those questions for the Board. Councilmember Karla Brown asked if LAVTA is concerned that they were overcharged by MTM based on the data ridership collected. Staff reported that we did not overpay MTM.

Councilmember Karla Brown asked Executive Director Michael Tree to comment regarding if the Board gave full approval for the on-time performance that has always been at 90% to be adjusted to 85%. Executive Director Michael Tree addressed the on-time performance being adjusted to 85% and stated that staff knows this is an issue, but this was approved by the Board when Nelson Nygaard assisted with the system standards moving forward. Executive Director Michael Tree explained that this can be re-evaluated in the future, if needed for adjustments. Supervisor Scott Haggerty commented that he feels LAVTA's OTP should be closer to 95%. Mayor David Haubert would like school routes to be on-time and a priority for consistency. Christy Wegener addressed the Board regarding good news. The 30R is hitting the upper 80s for OTP and is a 10% improvement. Christy Wegener explained that we are making adjustments to help OTP. Christy Wegener noted that in October/November staff will give a report on OTP and other data, since the route changes have been implemented.

The Board of Directors accepted the TDA Performance Audit Report for Fiscal Years 2013-2015.

Approved: Turner/Biddle

Aye: Brown, Pentin, Turner, Spedowski, Biddle, Haubert, Haggerty

No: None

Absent: None

7. Contract Award for LAVTA Purchase and Delivery of Heavy-Duty Buses

Staff reported that LAVTA issued a Request for Proposals (RFP) in December 2015 for Heavy Duty Buses. LAVTA was approached by eight other transit agencies with a need for the procurement of heavy duty buses. LAVTA received four proposals with one firm providing Category 1 buses and 3 providing Category 2 buses. The Proposal submitted by Gillig LLC was the only proposal submitted for Category 1, but was determined by the Evaluation Committee and LAVTA legal counsel, to meet all of the factors set forth in the RFP. LAVTA was not awarded grant funding and does not have an alternative funding source for Category 2 buses at this time. LAVTA will not move forward with a recommendation to award a contract for Category 2 vehicles.

Staff did receive a letter from Los Angeles Department of Transportation (LADOT) requesting that LAVTA select Category 2 buses, due to putting LADOT in a difficult position with their funding partners as well as set them back ten months to start a new procurement. Michael Conneran addresses the BOARD regarding LADOT's request. Michael Conneran said that staff decided that there is no need for Category 2 buses at this time, so we would not award that contract. Michael Conneran said staff will take a further look to see if we can assist LADOT. LAVTA's perspective is we will not disadvantage our agency in order to accommodate another agency. Michael Conneran explained that we will help LADOT if we can. LAVTA will reach

out to LADOT to have a discussion. LAVTA is asking the Board to authorize award in Category 1 and to do nothing in Category 2.

The Board of Directors approved Resolution 33-2016 awarding the contract for Purchase and Delivery of Heavy-Duty Buses in Diesel, Hybrid Drive and Compressed Natural Gas configurations and authorize the Executive Director to execute an agreement for the initial contract period of five (5) years from the effective date, for the purchase of a minimum of twelve (12) and maximum of twenty (20) buses, with the understanding that Board action will be obtained separately through the term of the contract to authorize the purchase of buses in quantities and configurations to be specified, in conformance with the contract documents.

Approved: Turner/Haggerty

Aye: Brown, Pentin, Turner, Spedowski, Biddle, Haubert, Haggerty

No: None

Absent: None

8. Executive Director's Report

The Executive Director's Report provided information on Implementation of Fixed Route Changes on August 13th, Marketing Efforts, Financial Audit, Legislation in Sacramento, Comprehensive Paratransit Study, Advertisement for Executive Consultant for Altamont Regional Working Group, Alameda County Fair Ridership, Historic Depot Renovation and Relocation, and Wheels on Demand Discount Project.

Michael Tree provided some information regarding the marketing efforts. He announced that overall ridership since the route changes only decreased 1.8% and LAVTA expected to see a 10%-15% decrease. LAVTA has not completed significant marketing for the route changes and we are confident the changes will be productive and positive. He also announced that a mailer will be sent out for 580x the week of September 12th highlighting that it will be fare free from September 12th through September 30th. It was noted that the rebranding will be brought back to the Board in October. Currently a community survey is being conducted for public participation with our rebranding process. By the end of October WiFi will be on all the Rapid and Express Buses and marketing efforts on the new service and sponsor starting the first week of November.

Michael Tree reported that the financial audit is this week and that Tamara Edwards is currently working on that.

Michael Tree explained that the Board will receive a Management Action Plan at the next meeting.

Supervisor Scott Haggerty is concerned that the Altamont Regional Rail Working Group (ARRWG) Executive Consultant proposal will be brought to the LAVTA Board of Directors for approval. Michael Conneran responded that the proposal is a contract with a consulting firm and that is why it is being brought to the Board of Directors for approval. Michael Tree explained that the approval given by the Board was for MTC RM1 funding and that had to be provided by a recognized entity that could be held accountable. Michael Conneran noted that once an agency is created the consulting contract can be assigned to that agency.

Councilmember Karla Brown and Don Biddle expressed that many people are happy with the Las Positas Easy Pass.

9. Matters Initiated by the Board of Directors

None.

10. Next Meeting Date is Scheduled for: October 3, 2016

11. Adjournment

Meeting adjourned at 5:11pm

AGENDA

ITEM 5 B



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Treasurer's Report for August 2016
FROM: Tamara Edwards, Finance and Grants Manager
DATE: September 27, 2016

Action Requested

Review and approve the LAVTA Treasurer's Report for August 2016.

Discussion

Cash accounts:

Our petty cash account (101) has a balance of \$200, (decreased from \$500) and our ticket sales change account (102) continues with a balance of \$240 (these two accounts should not change).

General checking account activity (105):

Beginning balance August1, 2016	\$2,058,772.66
Payments made	\$1,327,170.29
Deposits made	\$12,322,092.98
Transfer from Fixed Route to General	\$200,000.00
Ending balance August 31, 2016	\$13,253,695.27

Farebox account activity (106):

Beginning balance August1, 2016	\$214,671.40
Deposits made	\$61,384.43
Transfer to General Checking	\$200,000.00
Ending balance August 31, 2016	\$76,055.83

LAIF investment account activity (135):

Beginning balance August1, 2016	\$658,214.33
Ending balance August 31, 2016	\$658,214.33

Operating Expenditures Summary:

As this is the second month of the fiscal year, in order to stay on target for the budget this year expenses (at least the ones that occur on a monthly basis) should not be higher than 16.66%. The agency is at 16.68% overall, however this is caused by prepayment of some invoices.

Operating Revenues Summary:

While expenses are at 16.68%, revenues are at 55.6%, providing for a healthy cash flow.

Recommendation

Staff recommends the Board approve the August 2016 Treasurer's Report.

Attachments:

1. August 2016 Treasurer's Report

Approved: _____

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
BALANCE SHEET
FOR THE PERIOD ENDING:
August 31, 2016**

ASSETS:

101 PETTY CASH	200	
102 TICKET SALES CHANGE	240	
105 CASH - GENERAL CHECKING	13,253,793	
106 CASH - FIXED ROUTE ACCOUNT	76,056	
107 Clipper Cash	350,023	
120 ACCOUNTS RECEIVABLE	(1,259,156)	
135 INVESTMENTS - LAIF	658,214	
150 PREPAID EXPENSES	(24)	
160 OPEB ASSET	351,947	
165 DEFFERED OUTFLOW-Pension Related	174,004	
170 INVESTMENTS HELD AT CALTIP	222,425	
111 NET PROPERTY COSTS	44,738,630	
TOTAL ASSETS		58,566,352

LIABILITIES:

205 ACCOUNTS PAYABLE	(5,984)	
211 PRE-PAID REVENUE	1,705,540	
21101 Clipper to be distributed	304,646	
22000 FEDERAL INCOME TAXES PAYABLE	(8,260)	
22010 STATE INCOME TAX	(2,854)	
22020 FICA MEDICARE	(2,060)	
22050 PERS HEALTH PAYABLE	0	
22040 PERS RETIREMENT PAYABLE	(7,536)	
22030 SDI TAXES PAYABLE	(508)	
22070 AMERICAN FIDELITY INSURANCE PAYABLE	(1,348)	
22090 WORKERS' COMPENSATION PAYABLE	7,428	
22100 PERS-457	(916)	
22110 Direct Deposit Clearing	0	
23101 Net Pension Liability	617,185	
23104 Deferred Inflow- Pension Related	235,023	
23103 INSURANCE CLAIMS PAYABLE	45,378	
23102 UNEMPLOYMENT RESERVE	20,000	
TOTAL LIABILITIES		2,905,734

FUND BALANCE:

301 FUND RESERVE	3,917,566	
304 GRANTS, DONATIONS, PAID-IN CAPITAL	44,738,630	
30401 SALE OF BUSES & EQUIPMENT	83,500	
FUND BALANCE	6,920,922	
TOTAL FUND BALANCE		55,660,618
TOTAL LIABILITIES & FUND BALANCE		58,566,352

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
REVENUE REPORT
FOR THE PERIOD ENDING:
August 31, 2016**

ACCOUNT	DESCRIPTION	BUDGET	CURRENT MONTH	YEAR TO DATE	BALANCE AVAILABLE	PERCENT BUDGET EXPENDED
4010100	Fixed Route Passenger Fares	1,548,670	94,561	187,986	1,360,684	12.1%
4020000	Business Park Revenues	191,030	14,949	14,949	176,081	7.8%
4020500	Special Contract Fares	171,286	0	0	171,286	0.0%
4020500	Special Contract Fares - Paratransit	37,000	0	0	37,000	0.0%
4010200	Paratransit Passenger Fares	205,968	12,423	26,279	179,689	12.8%
4060100	Concessions	44,135	5,125	6,374	37,761	14.4%
4060300	Advertising Revenue	95,000	13,341	13,341	81,659	14.0%
4070400	Miscellaneous Revenue-Interest	4,500	0	0	4,500	0.0%
4070300	Non transportation revenue	91,733	4,000	4,000	87,733	100.0%
4090100	Local Transportation revenue (TFCA RTE B	137,500	0	0	137,500	100.0%
4099100	TDA Article 4.0 - Fixed Route	9,435,973	9,433,761	9,433,761	2,212	100.0%
4099500	TDA Article 4.0-BART	84,324	0	0	84,324	0.0%
4099200	TDA Article 4.5 - Paratransit	123,457	0	0	123,457	0.0%
4099600	Bridge Toll- RM2	580,836	0	0	580,836	0.0%
4110100	STA Funds-Paratransit	49,787	0	0	49,787	0.0%
4110500	STA Funds- Fixed Route BART	654,479	0	0	654,479	0.0%
4110100	STA Funds-pop	700,785	0	0	700,785	0.0%
4110100	STA Funds- rev	198,153	0	0	198,153	0.0%
4110100	STA Funds- Lifeline	194,324	0	0	194,324	0.0%
4130000	FTA Section 5307 Preventative Maint.	424,167	0	0	424,167	100.0%
4130000	FTA Section 5307 ADA Paratransit	341,367	0	0	341,367	0.0%
4130000	FTA 5304	-	0	0	-	100.0%
4130000	FTA JARC and NF	84,517	0	0	84,517	0.0%
4130000	FTA 5311	38,951	0	0	38,951	0.0%
4640500	Measure B Gap		0	0	-	100.0%
4640500	Measure B Express Bus	-	0	0	-	100.0%
4640100	Measure B Paratransit Funds-Fixed Route	884,690	(59,440)	0	884,690	0.0%
4640100	Measure B Paratransit Funds-Paratransit	167,445	(11,250)	0	167,445	0.0%
4640200	Measure BB Paratransit Funds-Fixed Route	660,528	(43,103)	0	660,528	0.0%
4640200	Measure BB Paratransit Funds-Paratransit	283,285	(18,486)	0	283,285	0.0%
TOTAL REVENUE		17,433,890	9,445,880	9,686,689	7,747,201	55.6%

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
OPERATING EXPENDITURES
FOR THE PERIOD ENDING:
August 31, 2016**

	BUDGET	CURRENT MONTH	YEAR TO DATE	BALANCE AVAILABLE	PERCENT BUDGET EXPENDED
501 02 Salaries and Wages	\$1,381,056	\$103,819	\$211,886	\$1,169,170	15.34%
502 00 Personnel Benefits	\$815,347	\$48,845	\$164,030	\$651,317	20.12%
503 00 Professional Services	\$699,156	\$37,413	\$46,644	\$652,512	6.67%
503 05 Non-Vehicle Maintenance	\$574,029	\$33,600	\$194,162	\$379,867	33.82%
503 99 Communications	\$10,500	\$102	\$94	\$10,406	0.90%
504 01 Fuel and Lubricants	\$1,231,310	\$46,659	\$85,805	\$1,145,505	6.97%
504 03 Non contracted vehicle maintenance	\$15,000	\$0	\$0	\$15,000	0.00%
504 99 Office/Operating Supplies	\$50,500	\$1,516	\$1,841	\$48,659	3.64%
504 99 Printing	\$60,000	\$6,188	\$6,277	\$53,723	10.46%
505 00 Utilities	\$266,900	\$18,415	\$20,039	\$246,861	7.51%
506 00 Insurance	\$590,936	\$0	\$386,995	\$203,941	65.49%
507 99 Taxes and Fees	\$152,000	\$4,490	\$8,296	\$143,704	5.46%
508 01 Purchased Transportation Fixed Route	\$9,018,334	\$751,684	\$1,463,851	\$7,556,973	16.23%
2-508 02 Purchased Transportation Paratransit	\$2,102,600	\$143,416	\$274,677	\$1,827,923	13.06%
508 03 Purchased Transportation Paratransit	\$100,000	\$0	\$0	\$100,000	0.00%
509 00 Miscellaneous	\$126,504	\$4,073	\$26,957	\$99,291	21.31%
509 02 Professional Development	\$39,718	\$1,420	\$1,420	\$38,298	3.57%
509 08 Advertising	\$190,000	\$12,731	\$12,731	\$177,269	6.70%
TOTAL	\$17,423,890	\$1,214,371	\$2,905,706	\$14,520,418	16.68%

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
CAPITAL REVENUE AND EXPENDITURE REPORT (Page 1 of 2)
FOR THE PERIOD ENDING:
August 31, 2016

ACCOUNT	DESCRIPTON	BUDGET	CURRENT MONTH	YEAR TO DATE	BALANCE AVAILABLE	PERCENT BUDGET EXPENDED
REVENUE DETAILS						
4090594	TDA (office and facility equip)	20,000	0	0	20,000	0.00%
4090194	TDA Shop repairs and replacement	67,000	0	0	67,000	0.00%
4091794	Bus stop improvements	767,005	0	0	767,005	0.00%
4092394	TDA Bus replacement	2,476,208	1,812,118	1,812,118	664,090	73.18%
4090994	TDA IT Upgrades and Replacements	15,500	0	0	15,500	0.00%
4090794	TDA Transit Center Improvements	56,200	0	0	56,200	0.00%
409??94	TDA (Transit Capital)	100,000	0	0	100,000	0.00%
4092094	TDA (Major component rehab)	120,000	0	0	120,000	0.00%
4091394	TDA Board Room upgrade	25,600	0	0	25,600	0.00%
4091294	TDA Doolan Tower Upgrade	10,000	0	0	10,000	0.00%
4090894	TDA TPI	66,000	0	0	66,000	0.00%
4092194	TDA Rebranding bus wrap	95,000	0	0	95,000	0.00%
4091494	TDA WIFI	13,304	0	0	13,304	0.00%
4091594	TDA Farebox upgrade	101,758	0	0	101,758	0.00%
4090394	TDA Non revenue vehicle replacement	144,800	0	0	144,800	0.00%
4092396	Bridge Tolls Bus Replacement	535,578	519,943	519,943	15,635	97.08%
4111700	PTMISEA Shelters and Stops	116,719	0	0	116,719	0.00%
41124	Prob 1B Security upgrades	73,392	0	0	73,392	0.00%
41114	Prop 1B Wifi	36,696	0	0	36,696	0.00%
41123	PTMISEA Bus Replacement	572,778	0	0	572,778	0.00%
41107	PTMISEA Transit Center Improvements	125,625	0	0	125,625	0.00%
41105	PTMISEA Office improvements	177,390	0	0	177,390	0.00%
41101	PTMISEA Shop Repairs	184,124	0	0	184,124	0.00%
41308	TPI	504,564	0	0	504,564	0.00%
41315	FTA Farebox upgrade	398,242	0	0	398,242	0.00%
41303	FTA non revenue vehicle upgrade	367,200	0	0	367,200	0.00%
41323	FTA Bus replacements	12,315,205	0	0	12,315,205	0.00%
	TOTAL REVENUE	19,485,888	2,332,061	2,332,061	17,153,827	11.97%

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
CAPITAL REVENUE AND EXPENDITURE REPORT (Page 2 of 2)
FOR THE PERIOD ENDING:
August 31, 2016

ACCOUNT	DESCRIPTON	BUDGET	CURRENT MONTH	YEAR TO DATE	BALANCE AVAILABLE	PERCENT BUDGET EXPENDED
EXPENDITURE DETAILS						
CAPITAL PROGRAM - COST CENTER 07						
5550107	Shop Repairs and replacement	251,124	0	0	251,124	0.00%
5550207	New MOA Facility (Satelite Facility)	-	3,500	3,500	(3,500)	#DIV/0!
5550307	Non revenue vehicle replacement	512,000	0	0	512,000	0.00%
5550407	BRT	-	24,059	24,059	(24,059)	#DIV/0!
5550507	Office and Facility Equipment	20,000	563	563	19,437	2.82%
5550607	511 Integration	-	0	0	0	#DIV/0!
5550707	Driveway resurfacing project	177,390	850	850	176,540	0.48%
5550807	Dublin TPI project	570,564	0	0	570,564	0.00%
5550907	IT Upgrades and replacement	15,500	0	0	15,500	0.00%
5551007	Transit Center Upgrades and Improvements	181,825	0	0	181,825	0.00%
5551207	Doolan Tower upgrade	10,000	0	0	10,000	0.00%
5551307	Board Room upgrade	25,600	0	0	25,600	0.00%
5551407	Wifi	50,000	0	0	50,000	0.00%
5551507	Farebox upgrade	500,000	0	0	500,000	0.00%
5551707	Bus Shelters and Stops	883,724	26,133	26,133	857,591	2.96%
5552007	Major component rehab	120,000	0	0	120,000	0.00%
5552107	Rebranding bus wrap	95,000	0	0	95,000	0.00%
5552307	Bus replacement	15,899,769	17,816	2,352,118	13,547,651	14.79%
5552407	Security upgrades	73,392	0	0	73,392	0.00%
555?07	Transit Capital	100,000	0	0	100,000	0.00%
	TOTAL CAPITAL EXPENDITURES	19,485,888	72,920	2,407,222	17,078,666	12.35%
	FUND BALANCE (CAPITAL)	0.00	2,259,141	(75,161)		
	FUND BALANCE (CAPTIAL & OPERATING)	0.00	10,492,085	6,708,056		

Local Agency Investment Fund
P.O. Box 942809
Sacramento, CA 94209-0001
(916) 653-3001

www.treasurer.ca.gov/pmia-laif/laif.asp
September 01,
2016

LIVERMORE/AMADOR VALLEY TRANSIT
AUTHORITY
GENERAL MANAGER
1362 RUTAN COURT, SUITE 100
LIVERMORE, CA 94550

PMIA Average Monthly Yields

Account Number:
80-01-002

Tran Type Definitions

August 2016 Statement

Account Summary

Total Deposit:	0.00	Beginning Balance:	657,465.73
Total Withdrawal:	0.00	Ending Balance:	657,465.73

LAVTA
 Month End Payable Activity Report
 Report for 08-16

Period	Vendor # (Name)	Invoice Number	Invoice Date	Due Date	Disc. Terms	Gross Amount	Description
08-16	AIM01 (AIM TO PLEASE JANITORIAL SE	1023	06/30/16	07/30/16	A	10500.00	AIM01, 1023, JUN-16 BUS STOP CLEANING SERVIC
		1024	07/27/16	08/26/16	A	10500.00	AIM01, 1024, JULY-16 BUS STOP CLEANING SERVI
		73802	07/27/16	08/26/16	A	2870.00	AIM01, 73802, PO #5828 BUS SHELTER ASSIST HO
		11JULY-16	08/10/16	09/09/16	A	2719.34	AIM01, JULY-16 MONTHLY JANITORIAL SERVICES
		Vendor's Total ----->				26589.34	
08-16	ALA02 (ALANCO EQUIPMENT)	11672	08/19/16	09/18/16	A	241.43	ALA02, 11672, PO #5850 TIRE MACHINE MAINT
08-16	AME06 (AMERICAN FIDELITY ASSURANCE)	SUPO92016H	08/18/16	09/17/16	A	336.35	AME06, SEPT-16 SUPPLEMENTAL INSURANCE
		08/C1/16	08/31/16	A	1105.80	AME06, SEPT-16 FLEXIBLE SPENDING ACCOUNT	
		Vendor's Total ----->				1442.15	
08-16	AMP01 (AMP PRINTING INC.)	64474	07/27/16	08/26/16	A	1779.38	AMP01, 64474, PO #5744 650 UV LETTERS & NCMB
		64605	08/08/16	09/07/16	A	8210.31	AMP01, 64605, PO #5756 NEW WHEELS TIMETABLES
		64721	08/08/16	09/07/16	A	788.40	AMP01, 64721, PO #5806 REPRINT 150 UV LETTER
		64849	08/16/16	09/15/16	A	2598.83	AMP01, 64849, PO #5816 2ND REPRINT TIMETABLE
		64903	08/16/16	09/15/16	A	1397.00	AMP01, 64903, PO #5824 2ND PRINT TIMETABLES
		65011	08/22/16	09/21/16	A	1509.00	AMP01, 65011, PO #5840 3RD TIMETABLES REPRIN
		Vendor's Total ----->				16282.92	
08-16	ANA01 (KRISTEN ANAYA)	AUG-2016H	08/24/16	09/23/16	A	21.61	ANA01, AUG-16 SURVEYING EXPENSES REIMBURSE
08-16	ATT02 (AT&T)	8338709	07/13/16	08/12/16	A	794.65	ATT02, 8338709, PAYER #9391035694 6/13-7/12/
		8456130	08/13/16	09/12/16	A	801.95	ATT02, 8456130, PAYER-9391035694 7/13-8/12/1
		Vendor's Total ----->				1596.60	
08-16	AVI01 (AMADOR VALLEY INDUSTRIES)	573823	07/31/16	08/30/16	A	341.71	AVI01, 573823, JULY-16 GARBAGE PICK UP SERVI
08-16	BAN03 (BANKCARD CENTER)	JULY-2016H	07/28/16	08/27/16	A	47.71	BAN03, JULY-16 BOW CC STATEMENT
08-16	BAY03 (BAY AREA NEWS GROUP)	985870	07/31/16	08/30/16	A	563.40	BAY03, 985870, PO #5724 LAVTA PARKING NOTICE
08-16	BAY08 (BAY CITY ELECTRIC WORKS)	W162161	07/31/16	08/30/16	A	250.00	BAY08, W162161, JULY-16 GENERATOR PREVENT MA
08-16	BID01 (DON BIDDLE)	AUG-2016H	08/24/16	09/23/16	A	300.00	BID01, AUG-16 BOD STIPEND
		JULY-2016H	07/31/16	08/30/16	A	100.00	BID01, JULY-16 BOD STIPEND
		Vendor's Total ----->				400.00	
08-16	BRO03 (KARLA SUE BROWN)	AUG-2016H	08/24/16	09/23/16	A	300.00	BRO03, AUG-16 BOD STIPEND
		JULY-2016H	08/31/16	08/31/16	A	100.00	BRO03, JULY-16 BOD STIPEND
		Vendor's Total ----->				400.00	
08-16	CAL04 (CALIFORNIA WATER SERVICE)	198071916H	07/19/16	08/18/16	A	472.93	CAL04, 0198655555, BUS WASH 6/17-7/18/16
		257072916H	07/29/16	08/28/16	A	64.11	CAL04, 2575555555, TC FIRE 8/1-8/31/16
		361080116H	08/01/16	08/31/16	A	31.88	CAL04, 3616555555, TC WATER 6/30-7/29/16
		461080116H	08/01/16	08/31/16	A	436.94	CAL04, 4616555555, TC IRRG. 6/30-7/29/16
		475072916H	07/29/16	08/28/16	A	85.48	CAL04, 4755555555, MOA FIRE 8/1-8/31/16
		575072916H	07/29/16	08/28/16	A	85.48	CAL04, 5755555555, CONTRACTOR FIRE 8/1-8/31/16
		909071916H	07/19/16	08/18/16	A	526.71	CAL04, 9098655555, MOA WATER 6/17-7/18/16
		Vendor's Total ----->				1703.53	
08-16	CAL05 (CALTEST LABS)	560644	07/27/16	08/26/16	A	885.40	CAL05, 560644, PO #5805 2016 ANNUAL MANHOLE
08-16	CAL13 (CALIFORNIA TRANSIT)	062016JUL	08/08/16	09/07/16	A	15207.06	CAL13, 06.2016.JULY, INSURANCE CLAIMS FY16
08-16	CAL15 (CALTRONICS BUSINESS SYS)	2076953H	08/15/16	09/14/16	A	706.39	CAL15, 2076953, BIZHUB THRU 8/7/16
08-16	CHR02 (RONDAL MEUSER)	10208	07/28/16	08/27/16	A	114.98	CHR02, 10208, PO #5760 GFI FAREBOX DECALS

LAVTA
 Month End Payable Activity Report
 Report for 08-16

Period	Vendor # (Name)	Invoice Number	Invoice Date	Due Date	Disc. Terms	Gross Amount	Description
08-16	CIT01 (CITY OF LIVERMORE)	1294-FY17	08/10/16	09/09/16	A	1356.45	CIT01, 1294 (16-17), PO #5827 WASTEWATER FER
08-16	CIT06 (CITY OF LIVERMORE SEWER)	BW081616	08/16/16	09/15/16	A	48.27	CIT06, 138143-00, BUS WASH 7/19-8/16/16
		TC080916	08/09/16	09/08/16	A	43.88	CIT06, 133389-00, TRANSIT CENTER 7/12-8/9/16
		MOA081616	08/16/16	09/15/16	A	99.51	CIT06, 133294-00, MOA SEWER 7/19-8/16/16
		Vendor's Total ----->				191.66	
08-16	CIT07 (CITY OF LIVERMORE - WATER)	361071916H	07/19/16	08/18/16	A	46.60	CIT07, 139361-00, ATLANTIS SEWER 6/21-7/19/16
		361081616H	08/16/16	09/15/16	A	69.90	CIT07, 139361-00, ATLANTIS SEWER 7/19-8/16/16
		388071916H	07/19/16	08/18/16	A	126.05	CIT07, 139388-00, BUS WASH 6/21-7/19/16
		388081616H	08/16/16	09/15/16	A	139.45	CIT07, 139388-00, BUS WASH 7/19-8/16/16
		399071916H	07/19/16	08/18/16	A	40.06	CIT07, 139399-00, ATLANTIS SEWER 6/21-7/19/16
		399081616H	08/16/16	09/15/16	A	43.88	CIT07, 139399-00, ATLANTIS SEWER 7/19-8/16/16
		430071916H	07/19/16	08/18/16	A	59.05	CIT07, 138430-01, ATLANTIS INDOOR 6/21-7/19/16
		430081616H	08/16/16	09/15/16	A	63.27	CIT07, 138430-01, ATLANTIS SEWER 7/19-8/16/16
		431071916H	07/19/16	08/18/16	A	323.25	CIT07, 138431-00, ATLANTIS IRRG. 6/21-7/19/16
		431081616H	08/16/16	09/15/16	A	72.15	CIT07, 138431-00, ATLANTIS IRRG. 7/19-8/16/16
		432071916H	07/19/16	08/18/16	A	26.65	CIT07, 138432-00, ATLANTIS FIRE 6/21-7/19/16
		432081616H	08/16/16	09/15/16	A	26.65	CIT07, 138432-00, ATLANTIS FIRE 7/19-8/16/16
		Vendor's Total ----->				1035.96	
08-16	COR01 (CORBIN WILLITS SYSTEMS)	B608151	08/15/16	09/14/16	A	239.45	COR01, B608151, AUG-16 SERVICE
08-16	COR03 (JAN CORNISH)	0804-0805H	08/11/16	09/10/16	A	103.84	COR03, 8/4-8/5 MILEAGE TRAVEL REIMBURSE
		0826MILESH	08/31/16	09/30/16	A	57.24	COR03, 8/26/16 MILEAGE REIMBURSE
		Vendor's Total ----->				163.08	
08-16	DAY02 (DAY & NIGHT PEST CONTROL)	115738	07/29/16	08/28/16	A	218.00	DAY02, 115738, 7/29/16 RUTAN SERVICE
08-16	DEL05 (ALLIED ADMIN/DELTA DENTAL)	SEPT-2016H	08/25/16	09/24/16	A	2205.94	DEL05, SEPT-16 DENTAL INSURANCE
08-16	DIG01 (SAMEER SIRUGURI)	LVTA0004	07/14/16	08/13/16	A	600.00	DIG01, LVTA0004, PO #5787 UPDATE 511 INTERFA
08-16	DIR01 (DIRECT TV)	207931448	08/11/16	09/10/16	A	14.00	DIR01, 29207931448, AUG-16 SERVICE
08-16	DIR02 (DIRECT DEPOSIT OF PAYROLL C	20160729H	07/29/16	08/28/16	A	37878.91	DIR02, PR DIRECT DEPOSIT 7/15-7/29/16
		20160812H	08/19/16	09/18/16	A	38926.71	DIR02, PR DIRECT DEPOSIT 7/29-8/12/16
		Vendor's Total ----->				76805.62	
08-16	DOT02 (DOTTO GLASS INC)	225051H	05/12/16	06/11/16	A	12556.00	DOT02, 225051, PO #5641 RAPID PANELS REPLAC
08-16	EFT01 (ELECTRONIC FUND TRANFERS)	20160729H	07/29/16	08/28/16	A	7093.59	EFT01, FEDERAL TAXES 7/15-7/29/16
		20160812H	08/17/16	09/16/16	A	7558.68	EFT01, FEDERAL TAXES 7/29-8/12/16
		20160826H	08/26/16	09/25/16	A	7476.18	EFT01, FEDERAL TAXES 8/12-8/26/16
		20160901FH	08/31/16	09/30/16	A	2878.15	EFT01, FEDERAL TAXES 9/1/16 JAN CORNISH FINA
		Vendor's Total ----->				25006.60	
08-16	EME01 (EMERALD LANDSCAPE CO INC)	286163	08/01/16	08/31/16	A	1155.00	EME01, 286163, AUG-16 LANDSCAPING SERVICE
08-16	EMP01 (EMPLOYMENT DEVEL DEPT)	20160729H	07/29/16	08/28/16	A	2335.80	EMP01, STATE TAXES 7/15-7/29/16
		20160812H	08/17/16	09/16/16	A	2510.68	EMP01, STATE TAXES 7/29-8/12/16
		20160826H	08/26/16	09/25/16	A	2518.16	EMP01, STATE TAXES 8/12-8/26/16
		20160901FH	08/31/16	09/30/16	A	833.03	EMP01, STATE TAXES 9/1/16 JAN CORNISH FINAL
		Vendor's Total ----->				8197.67	
08-16	FED01 (FedEx)	551906022	08/19/16	09/18/16	A	102.55	FED01, 551906022, AUG-16 STATEMENT
08-16	GEN01 (GENTEC SERVICES, INC.)	14294	08/16/16	09/15/16	A	850.00	GEN01, 14294, PO #5834 ADA DOOR ELECTRICAL-R

LAVTA
 Month End Payable Activity Report
 Report for 08-16

Period	Vendor # (Name)	Invoice Number	Invoice Date	Due Date	Disc. Terms	Gross Amount	Description
08-16	GEN05 (GENFARE)	90107795	08/04/16	09/03/16	A	3500.00	GEN05, 90107795, RFP-2015-09 ATLANTIS VAULT I
08-16	GET01 (GETTLER-RYAN INC.)	58908	08/10/16	09/09/16	A	1329.24	GET01, 58908, PO #5832 REPAIR FUEL ISLAND PU
08-16	HAG01 (SCOTT HAGGERTY)	AUG-2016H	08/24/16	09/23/16	A	200.00	HAG01, AUG-16 BOD STIPEND
		JULY-2016H	08/01/16	08/31/16	A	100.00	HAG01, JULY-16 BOD STIPEND
		Vendor's Total ----->				300.00	
08-16	HAN01 (HANSON BRIDGETT MARCUS)	1171148	07/26/16	08/25/16	A	2704.00	HAN01, 1171148, JUN-16 CONTRACT LEGAL FEES
		1171149	07/26/16	08/25/16	A	5077.00	HAN01, 1171149, JUN-16 ADMIN LEGAL FEES
		Vendor's Total ----->				7781.00	
08-16	HAU01 (DAVID HAUBERT)	JULY-2016H	08/01/16	08/31/16	A	100.00	HAU01, JULY-16 BOD STIPEND
08-16	HCD01 (HAMMERCRAFT CONSTRUCTION &	1052	08/09/16	09/08/16	A	2700.00	HCD01, 1052, PO #5802 WESTBOUND LAS POSITAS
		1053	08/09/16	09/08/16	A	2700.00	HCD01, 1053, PO #5801 EASTBOUND LAS POSITAS R
		1054	08/15/16	09/14/16	A	7000.00	HCD01, 1054, PO #5803 MOVE RAPID EAST LAS PO
		1055	08/15/16	09/14/16	A	7000.00	HCD01, 1055, PO #5804 MOVE RAPID WEST LAS PO
		1056	08/17/16	09/16/16	A	4999.00	HCD01, 1056, PO #5841 PAINT 2 BUS SHELTERS L
		Vendor's Total ----->				24399.00	
08-16	HOT01 (HOTSYPACIFIC)	50556	08/05/16	09/04/16	A	999.20	HOT01, 50556, PO #5815 REPAIR PRESSURE WASHE
08-16	IPC01 (IPC (USA) INC)	143529	08/09/16	09/08/16	A	12359.02	IPC01, 143529, 8/9/16 FUEL DELIVERY
08-16	JTH01 (J. THAYER COMPANY)	1069080-0	08/11/16	09/10/16	A	99.05	JTH01, 1069080-0, 8/11/16 PRINTING PAPER
08-16	L&D01 (L&D PRINTING INC)	45332	07/20/16	08/19/16	A	683.28	L&D01, 45332, PO #5727 LAVTA STUDENT PASS LA
08-16	LAS02 (LAS POSITAS COLLEGE)	20300-1	08/09/16	09/08/16	A	1155.00	LAS02, 20300-1, PO #5611 WHEELS PUBLIC HEARI
08-16	LIV10 (LIVERMORE SANITATION INC)	760990	07/31/16	08/30/16	A	2317.45	LIV10, 760990, JULY-16 GARBAGE SERVICE RUTAN
08-16	LUM01 (LUMINATOR MASS TRANSIT LLC)	503278	08/12/16	09/11/16	A	492.76	LUM01, 503278, PO #5719 PROGRAM UPDATE BUS S
08-16	MER01 (MERCHANT SERVICES)	TCC073116H	08/01/16	08/31/16	A	212.61	MER01, JULY-16 TRANSIT CENTER CC FEES
		MOA073116H	08/01/16	08/31/16	A	233.94	MER01, JULY-16 MOA CC FEES
		Vendor's Total ----->				446.55	
08-16	MIG01 (MOORE IACOFANO GOLTSMAN)	45320	08/17/16	09/16/16	A	1442.50	MIG01, 45320, PO #5730 FACILITATION JULY-16
08-16	MOC01 (DENNIS MCCON)	JULY-2016H	08/11/16	09/10/16	A	57.24	MOC01, JULY-16 TRAVEL REIMBURSE
08-16	MTM01 (MEDICAL TRANSPORTATION MANA	JUN-2016H	07/13/16	08/12/16	A	120599.95	MTM01, JUN-16 MONTHLY SERVICE
		MTM112064H	08/02/16	09/01/16	A	3136.00	MTM01, MTM-112064 7/26-8/2/16
		MTM112065H	08/09/16	09/08/16	A	3045.00	MTM01, MTM-112065 8/3-8/9/16
		MTM112066H	08/24/16	09/23/16	A	5610.50	MTM01, MTM-112066 8/10-8/23/16
		Vendor's Total ----->				132391.45	
08-16	MUT01 (MUTUAL OF OMAHA)	SEPT-2016H	08/16/16	09/15/16	A	1125.14	MUT01, SEPT-16 LTD & LIFE INSURANCE
08-16	MVT01 (MV TRANSPORTATION, INC.)	69647H	07/10/16	08/09/16	A	61698.66	MVT01, 69647, JUN-16 FIXED ROUTE SERVICE
		69935H	08/02/16	09/01/16	A	337810.88	MVT01, 69935, AUG-16 1ST INSTALL PAYMENT
		69936H	08/02/16	09/01/16	A	337810.88	MVT01, 69936, AUG-16 2ND INSTALL PAYMENT
		Vendor's Total ----->				737320.42	

Period	Vendor # (Name)	Invoice Number	Invoice Date	Due Date	Disc. Terms	Gross Amount	Description
08-16	NAR01 (KATHERINE NARUM)	JULY-2016H	08/01/16	08/31/16	A	100.00	NAR01, JULY-16 BOD STIPEND
08-16	NEL01 (NELSON\NYGAARD CONSULTING A	67773H	08/05/16	09/04/16	A	2585.77	NEL01, 67773, JULY-16 PROFESSIONAL SERVICES
08-16	OFF01 (OFFICE DEPOT)	315356001	08/04/16	09/03/16	A	133.62	OFF01, 855315356001, 8/4/16 OFFICE SUPPLIES
		655649001	07/21/16	08/20/16	A	60.78	OFF01, 852655649001, 7/22/16 OFFICE SUPPLIES
		655743001	07/25/16	08/24/16	A	167.88	OFF01, 852655743001, 7/25/16 OFFICE SUPPLIES
		846324002	07/21/16	08/20/16	A	22.63	OFF01, 850846324002, 7/21/16 OFFICE SUPPLIES
		Vendor's Total ----->				384.91	
08-16	PAC01 (AT&T)	ATT070716H	07/07/16	08/06/16	A	33.29	PAC01, ACCT #232-351-6260, CONTRACTOR FIRE 7
		ATT071116H	07/11/16	08/10/16	A	354.19	PAC01, ACCT #436-951-0106, ATLANTIS T1 7/11-
		ATT071316H	07/13/16	08/12/16	A	145.01	PAC01, ACCT #925-243-9029,ATLANTIS ALARM 7/1
		Vendor's Total ----->				532.49	
08-16	PAC02 (PACIFIC GAS AND ELECTRIC)	580080116H	08/01/16	08/31/16	A	9188.81	PAC02, 5809326332-3, MOA ELECTRIC 6/30-7/31/
		606072916H	07/29/16	08/28/16	A	1418.25	PAC02, 6062256368-6, ATLANTIS 6/29-7/26/16
		726080816H	07/21/16	08/20/16	A	504.76	PAC02, 7264840356-5, RAPID STOPS 6/21-7/20/1
		764080116H	07/13/16	08/12/16	A	140.30	PAC02, 7649646868-7, DOOLAN TWR 6/13-7/12/16
		764082916H	08/12/16	09/11/16	A	153.18	PAC02, 7649646868-7, DOOLAN TWR 7/13-8/11/16
		980080116H	07/14/16	08/13/16	A	615.85	PAC02, 9800031052-8, TRANSIT CENTER 6/14-7/1
		Vendor's Total ----->				12021.15	
08-16	PAC11 (PACIFIC ENVIROMENTAL SERV)	2006160	08/08/16	09/07/16	A	120.00	PAC11, 2006160, JULY-16 RUTAN MONTHLY SERVIC
		2006161	08/08/16	09/07/16	A	120.00	PAC11, 2006161, JULY-16 ATLANTIS MONTHLY SER
		Vendor's Total ----->				240.00	
08-16	PEN01 (JERRY PENTIN)	AUG-2016H	08/24/16	09/23/16	A	100.00	PEN01, AUG-16 BOD STIPEND
08-16	PER01 (PERS)	14811361H	08/04/16	09/03/16	A	1300.00	PER01, 14811361, GASB-68 REPORTING FEES FY15
		20160729CH	07/29/16	08/28/16	A	3987.09	PER01, PERS CLASSIC CONTRIBUTION 7/15-7/29/1
		20160729NH	07/29/16	08/28/16	A	3037.57	PER01, PERS NEW CONTRIBUTIONS 7/15-7/29/16
		20160812CH	08/18/16	09/17/16	A	3987.09	PER01, PERS CLASSIC CONTRIBUTIONS 7/29-8/12/
		20160812NH	08/17/16	09/16/16	A	3037.57	PER01, PERS NEW CONTRIBUTIONS 7/29-8/12/16
		20160826CH	08/26/16	09/25/16	A	4167.86	PER01, PERS CLASSIC CONTRIBUTION 8/12-8/26/1
		20160826NH	08/26/16	09/25/16	A	3037.57	PER01, PERS NEW CONTRIBUTIONS 8/12-8/26/16
		Vendor's Total ----->				22554.75	
08-16	PER03 (CAL PUB EMP RETIRE SYSTM)	SEPT-2016H	08/15/16	09/14/16	A	33725.34	PER03, SEPT-16 HEALTH INSURANCE
08-16	PER04 (CALPERS RETIREMENT SYSTEM)	20160729H	07/29/16	08/28/16	A	916.01	PER04, PERS 457 CONTRIBUTIONS
		20160812H	08/17/16	09/16/16	A	916.63	PER04, PERS 457 CONTRIBUTION 7/29-8/12/16
		20160826H	08/26/16	09/25/16	A	916.01	PER04, PERS 457 CONTRIBUTION 8/12-8/26/16
		Vendor's Total ----->				2748.65	
08-16	PLA02 (PLANETERIA MEDIA LLC)	14011	07/15/16	08/14/16	A	200.00	PLA02, 14011, JULY-16 WEB HOSTING
08-16	QUI01 (QUILL CORPORATION)	7795701	07/28/16	08/27/16	A	77.84	QUI01, 7795701, 7/27/16 OFFICE SUPPLIES
08-16	RHT01 (R.H. TINNEY, INC.)	4255S-IN	07/31/16	08/30/16	A	101.00	RHT01, 4255S-IN, TC HVAC QTRLY MAINT FY17
		4256S-IN	07/31/16	08/30/16	A	591.00	RHT01, 4256S-IN, RUTAN HVAC QTRLY MAINT FY17
		4257S-IN	07/31/16	08/30/16	A	243.00	RHT01, 4257S-IN, ATLANTIS HVAC QTRLY MAINT F
		Vendor's Total ----->				935.00	
08-16	SAF01 (SAFETY-KLEEN SYSTEMS INC)	71067667	08/01/16	08/31/16	A	255.31	SAF01, 71067667, LEASE FOR PARTS WASHER FY17
08-16	SCF01 (SC FUELS)	3108299	07/20/16	08/19/16	A	13054.71	SCF01, 3108299, 7/20/16 FUEL DELIVERY
		3125155	08/03/16	09/02/16	A	11642.44	SCF01, 3125155, 8/3/16 FUEL DELIVERY
		3127029	08/13/16	09/12/16	A	12699.16	SCF01, 3127029, 8/13/16 FUEL DELIVERY
		Vendor's Total ----->				37396.31	

LAVTA
 Month End Payable Activity Report
 Report for 08-16

Period	Vendor # (Name)	Invoice Number	Invoice Date	Due Date	Disc. Terms	Gross Amount	Description
08-16	SEL00 (SELECT IMAGING)	78727	07/27/16	08/26/16	A	328.50	SEL00, 78727, PO #5743 2016 TRY TRANSIT FLYE
08-16	SHA02 (SHAMROCK OFFICE SOLUTIONS)	263690	08/05/16	09/04/16	A	108.68	SHA02, 263690, 7/12-8/11 LAVTA PRINTER FRONT
08-16	SHE05 (SHELL)	981641608H	08/05/16	09/04/16	A	79.96	SHE05, AUG-16 CC STATEMENT
08-16	SOL01 (SOLUTIONS FOR TRANSIT)	16-805LAV	08/05/16	09/04/16	A	2083.33	SOL01, 16-0805 LAVTA, JULY-16 CLIPPER ANALYS
08-16	SPE03 (SPECTRIO)	690348	08/22/16	09/21/16	A	1034.09	SPE03, 690348, PO #5852 ANNUAL ON HOLD BILLI
08-16	SPE04 (STEVEN G. SPEDOWFSKI)	AUG-2016H	08/24/16	09/23/16	A	200.00	SPE04, AUG-16 BOD STIPEND
		CATCHUP16H	08/24/16	09/23/16	A	300.00	SPE04, TRI VALLEY RAIL STIPENDS CATCH UP 201
		JULY-2016H	08/01/16	08/31/16	A	100.00	SPE04, JULY-16 BOD STIPEND
		Vendor's Total ----->				600.00	
08-16	SPO01 (SPORTWORKS NORTHWEST, INC)	113687	07/27/16	08/26/16	A	14770.00	SPO01, 113687, PO #5733 2016 BUS BIKE RACKS
08-16	STA01 (STATE COMPENSATION FUND)	SEPT-2016H	08/23/16	09/22/16	A	2280.42	STA01, SEPT-16 WORKER'S COMP PREMIUM
08-16	STA13 (STAPLES CREDIT PLAN)	AUG-2016H	08/09/16	09/08/16	A	251.84	STA13, AUG-16 STATEMENT OFFICE SUPPLIES
08-16	SWA01 (ANGELA SWANSON)	AUG-2016H	08/24/16	09/23/16	A	168.68	SWA01, AUG-2016 STAFF CAKE FOR COMPANY BEQ
		0716-0816H	08/11/16	09/10/16	A	40.87	SWA01, JULY-AUG 16 BIRTHDAY PARTY FOOD REIMB
		Vendor's Total ----->				209.55	
08-16	TAX14 (KAREN ADAMS)	0701-0815H	08/24/16	09/23/16	A	29.75	TAX14, PARATAXI REIMBURSE 7/1-8/15/16
08-16	TAX32 (SUE TSANG)	0707-0729H	08/24/16	09/23/16	A	198.47	TAX32, PARATAXI REIMBURSE 7/7-7/29/16
08-16	TAX60 (ANNA FONG)	0701-0724	08/24/16	09/23/16	A	28.05	TAX60, PARATAXI REIMBURSE 7/1-7/24/16
08-16	TAX67 (CHRISTEL RAGER)	0701-0730H	08/11/16	09/10/16	A	154.70	TAX67, PARATAXI REIMBURSE 7/1-7/30/16
08-16	TAX72 (JUSTIN HART)	0705-0731H	08/11/16	09/10/16	A	128.14	TAX72, PARATAXI REIMBURSE 7/5-7/31/16
08-16	TAX83 (JUDITH BAAR)	4-1-2016	08/11/16	09/10/16	A	14.88	TAX83, PARATAXI REIMBURSE 4/1/16
08-16	TAX87 (DELORES M. POWLEY)	0712-0801H	08/24/16	09/23/16	A	48.80	TAX87, PARATAXI REIMBURSE 7/12-8/1/16
08-16	TAX91 (VIVIAN MARIE MILLER)	0724-0816H	08/24/16	09/23/16	A	125.44	TAX91, PARATAXI REIMBURSE 7/24-8/16/16
08-16	TCG01 (THE CREATIVE GROUP)	46290333	07/26/16	08/25/16	A	3825.18	TCG01, 46290333, PO #5750 TEMP MGR W/E 7/22/
		46290334	07/26/16	08/25/16	A	2998.26	TCG01, 46290334, PO #5754 TEMP DEVELOPER W/E
		46355710	08/03/16	09/02/16	A	3077.14	TCG01, 46355710, PO #5754 TEMP DEVELOPER W/E
		46355711	08/03/16	09/02/16	A	3792.00	TCG01, 46355711, PO #5750 TEMP MGR W/E 7/29/
		46391312	08/09/16	09/08/16	A	3120.48	TCG01, 46391312, PO #5754 TEMP DEVELOPER W/E
		46391313	08/09/16	09/08/16	A	3326.53	TCG01, 46391313, PO #5750 TEMP MGR W/E 8/5/1
		46441647	08/16/16	09/15/16	A	3792.00	TCG01, 46441647, PO #5750 TEMP MGR W/E 8/12/
		46441648	08/16/16	09/15/16	A	3756.71	TCG01, 46441648, PO #5754 TEMP DEVELOPER W/E
		Vendor's Total ----->				27688.30	
08-16	TOL06 (TOLAR MFR CO INC)	11695	08/04/16	09/03/16	A	9229.00	TOL06, 11695, PO #5659 REPLACE REAR WALL MAP
		11696	08/04/16	09/03/16	A	2273.58	TOL06, 11696, PO #5729 REPLACE LED LIGHTS RA
		Vendor's Total ----->				11502.58	
08-16	TOM01 (TOM GREENE)	525915	08/12/16	09/11/16	A	250.00	TOM01, 525915, PO #5833 WEED ABATEMENT ATLAN

LAVTA
 Month End Payable Activity Report
 Report for 08-16

Period	Vendor # (Name)	Invoice Number	Invoice Date	Due Date	Disc. Terms	Gross Amount	Description
08-16	TRC01 (TRC ENGINEERING SERVICES LL)	513B-16A	07/31/16	08/30/16	A	2241.00	TRC01, 513B00407-16A, PO #5652 9 BUSES INSPEC
08-16	TRE01 (MICHAEL TREE)	7-23-16LH	08/11/16	09/10/16	A	23.21	TRE01, 7/23/16 LUNCH WITH CHRISTY W.
		7-28-16PH	08/11/16	09/10/16	A	3.00	TRE01, 7/28/16 PARKING FOR ACTC MEETING REIM
		AUG-2016H	08/24/16	09/23/16	A	751.20	TRE01, AUG-16 REIMBURSE FOR EXPENSE
		Vendor's Total ----->				782.41	
08-16	TUR01 (LAUREEN TURNER)	AUG-2016H	08/24/16	09/23/16	A	200.00	TUR01, AUG-16 BOD STIPEND
08-16	TX113 (RODGER RAGER)	0711-0728H	08/11/16	09/10/16	A	191.25	TX113, PARATAXI REIMBURSE 7/11-7/28/16
08-16	TX123 (OLGA PRINZ)	0717-0729H	08/11/16	09/10/16	A	74.80	TX123, PARATAXI REIMBURSE 7/17-7/29/16
		0801-0817H	08/24/16	09/23/16	A	106.04	TX123, PARATAXI REIMBURSE 8/1-8/17/16
		Vendor's Total ----->				180.84	
08-16	TX124 (LISA BALL)	0720-0723H	08/11/16	09/10/16	A	30.60	TX124, PARATAXI REIMBURSE 7/20-7/23/16
08-16	TX125 (VIRGINIA RAUCH)	0609-0701H	08/11/16	09/10/16	A	38.89	TX125, PARATAXI REIMBURSE 6/9-7/1/16
08-16	TX139 (ROBERT MCNAGHAN)	0517-0727	08/11/16	09/10/16	A	468.50	TX139, PARATAXI REIMBURSE 5/17-7/27/16
08-16	TX143 (KIM BRETOI)	0701-0720H	08/24/16	09/23/16	A	199.75	TX143, PARATAXI REIMBURSE 7/1-7/20/16
08-16	TX158 (MARGARITA UMANSKAYA)	0725-0801	08/11/16	09/10/16	A	24.01	TX158, PARATAXI REIMBURSE 7/25-8/1/16
08-16	TX159 (ROSALIE PEREIRA)	7-26-16	08/11/16	09/10/16	A	34.45	TX159, PARATAXI REIMBURSE 7/26/16
08-16	TX160 (MARY ANNE HAUSER)	0513-0527	08/24/16	09/23/16	A	40.80	TX160, PARATAXI REIMBURSE 5/13-5/27/16
		1005-0503	08/11/16	09/10/16	A	92.44	TX160, PARATAXI REIMBURSE 10/5/15-5/3/16
		Vendor's Total ----->				133.24	
08-16	TX161 (JYOTSNA MEHTA)	0802-0813H	08/24/16	09/23/16	A	61.63	TX161, PARATAXI REIMBURSE 8/2-8/13/16
08-16	USB01 (U S BANK)	JUN-2016H	07/06/16	08/05/16	A	5390.97	USB01, JUN-16 US BANK CC STATEMENT
		JULY-2016H	08/06/16	09/05/16	A	2733.51	USB01, JULY-16 CC STATEMENT
		Vendor's Total ----->				8124.48	
08-16	UST01 (UST COMPLIANCE TESTING IN)	3647	08/22/16	09/21/16	A	1200.00	UST01, 3647, PO #5849 ANNUAL CERT & SPILL TE
08-16	UTC01 (UTC FIRE & SECURITY AMERI)	4689145	08/04/16	09/03/16	A	7988.03	UTC01, 4689145, PO #5711 CONFIGURE & TEST LA
		4689147	08/04/16	09/03/16	A	805.00	UTC01, 4689147, PO #5508 INSTALL LABOR
		Vendor's Total ----->				8793.03	
08-16	VER01 (VERIZON WIRELESS)	769168305H	07/22/16	08/21/16	A	187.47	VER01, 9769168305, JULY-16 SERVICE
08-16	VSP01 (VSP)	SEPT-2016H	08/24/16	09/23/16	A	534.76	VSP01, SEPT-16 VISION INSURANCE
08-16	WEG01 (CHRISTY WEGENER)	JULY-2016H	08/11/16	09/10/16	A	76.96	WEG01, JULY-16 TRAVEL REIMBURSE
08-16	WEL03 (WELLS SWEEPING)	201607106	07/30/16	08/29/16	A	377.00	WEL03, 2016-07-106, QTRLY PARKING LOT SWEEPI
08-16	ZUM01 (ZUMAR INDUSTRIES INC.)	165825	07/25/16	08/24/16	A	773.33	ZUM01, 165825, PO #5757 REPLACE BUS STOP FOR
		165870	07/27/16	08/26/16	A	666.90	ZUM01, 165870, PO #5774 REPLACE BUS STOPS EA
		166000	08/03/16	09/02/16	A	293.28	ZUM01, 166000, PO #5774 REPLACE BUS STOP STG
		Vendor's Total ----->				1733.51	
Total of Purchases -->						1327170.29	=====

Period	Check Number	Check Date	Vendor # (Name)	Disc. Terms	Gross Amount	Disc Amount	Net Amount	Check Description
08-16	H6604	08/01/16	BID01 (DON BIDDLE)		100.00		100.00	BID01, JULY-16 BOD STIPEN
	H6605	08/01/16	BRO03 (KARLA SUE BROWN)		100.00	.00	100.00	BRO03, JULY-16 BOD STIPEN
	H6606	08/01/16	HAG01 (SCOTT HAGGERTY)		100.00	.00	100.00	HAG01, JULY-16 BOD STIPEN
	H6607	08/01/16	HAU01 (DAVID HAUBERT)		100.00	.00	100.00	HAU01, JULY-16 BOD STIPEN
	H6608	08/01/16	SPE04 (STEVEN G. SPEDOWFSKI)		100.00	.00	100.00	SPE04, JULY-16 BOD STIPEN
	H6609	08/01/16	NAR01 (KATHERINE NARUM)		100.00	.00	100.00	NAR01, JULY-16 BOD STIPEN
	H6615	07/11/16	PAC01 (AT&T)		354.19	.00	354.19	PAC01, ACCT #436-951-0106
	H6616	08/12/16	PAC01 (AT&T)		145.01	.00	145.01	PAC01, ACCT #925-243-9029
	H6617	08/12/16	PAC01 (AT&T)		33.29	.00	33.29	PAC01, ACCT #232-351-6260
	H6618	08/12/16	CIT07 (CITY OF LIVERMORE - WATER)		46.60	.00	46.60	CIT07, 139361-00, ATLANTI
	H6619	08/12/16	CIT07 (CITY OF LIVERMORE - WATER)		40.06	.00	40.06	CIT07, 139399-00, ATLANTI
	H6620	08/12/16	CIT07 (CITY OF LIVERMORE - WATER)		323.25	.00	323.25	CIT07, 138431-00, ATLANTI
	H6621	08/12/16	CIT07 (CITY OF LIVERMORE - WATER)		126.05	.00	126.05	CIT07, 139388-00, BUS WAS
	H6622	08/12/16	CIT07 (CITY OF LIVERMORE - WATER)		26.65	.00	26.65	CIT07, 138432-00, ATLANTI
	H6623	08/12/16	CIT07 (CITY OF LIVERMORE - WATER)		59.05	.00	59.05	CIT07, 138430-01, ATLANTI
	H6624	07/21/16	PAC02 (PACIFIC GAS AND ELECTRIC)		504.76	.00	504.76	PAC02, 7264840356-5, RAPI
	H6625	08/12/16	PAC02 (PACIFIC GAS AND ELECTRIC)		140.30	.00	140.30	PAC02, 7649646868-7, DOOL
	H6626	08/12/16	PAC02 (PACIFIC GAS AND ELECTRIC)		615.85	.00	615.85	PAC02, 9800031052-8, TRAN
	H6627	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		64.11	.00	64.11	CAL04, 2575555555, TC FIR
	H6628	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		31.88	.00	31.88	CAL04, 3616555555, TC WAY
	H6629	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		436.94	.00	436.94	CAL04, 4616555555, TC IRR
	H6630	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		526.71	.00	526.71	CAL04, 9098655555, MOA WA
	H6631	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		472.93	.00	472.93	CAL04, 0198655555, BUS WA
	H6632	08/01/16	PER04 (CALPERS RETIREMENT SYSTEM)		916.01	.00	916.01	PER04, PERS 457 CONTRIBUT
	H6633	08/01/16	PER01 (PERS)		3,987.09	.00	3,987.09	PER01, PERS CLASSIC CONTR
	H6634	08/01/16	EMP01 (EMPLOYMENT DEVEL DEPT)		2,335.80	.00	2,335.80	EMP01, STATE TAXES 7/15-7
	H6635	08/01/16	EFT01 (ELECTRONIC FUND TRANSFERS)		7,093.59	.00	7,093.59	EFT01, FEDERAL TAXES 7/15
	H6636	08/01/16	DIR02 (DIRECT DEPOSIT OF PAYROLL CH		37,878.91	.00	37,878.91	DIR02, PR DIRECT DEPOSIT
	H6637	08/01/16	PER01 (PERS)		3,037.57	.00	3,037.57	PER01, PERS NEW CONTRIBUT
	H6638	08/12/16	MTM01 (MEDICAL TRANSPORTATION MANAG		3,045.00	.00	3,045.00	MTM01, MTM-112065 8/3-8/9
	H6639	08/12/16	MTM01 (MEDICAL TRANSPORTATION MANAG		120,599.95	.00	120,599.95	MTM01, JUN-16 MONTHLY SER
	H6640	08/12/16	MVT01 (MV TRANSPORTATION, INC.)		61,698.66	.00	61,698.66	MVT01, 69647, JUN-16 FIXE
	H6641	08/12/16	MVT01 (MV TRANSPORTATION, INC.)		337,810.88	.00	337,810.88	MVT01, 69935, AUG-16 1ST
	H6642	08/12/16	TRE01 (MICHAEL TREE)		23.21	.00	23.21	TRE01, 7/23/16 LUNCH WITH
	H6643	08/12/16	TRE01 (MICHAEL TREE)		8.00	.00	8.00	TRE01, 7/28/16 PARKING FO
	H6644	08/12/16	MOC01 (DENNIS MOCHON)		57.24	.00	57.24	MOC01, JULY-16 TRAVEL REI
	H6645	08/12/16	COR03 (JAN CORNISH)		105.84	.00	105.84	COR03, 8/4-8/5 MILEAGE TR
	H6646	08/12/16	WEG01 (CHRISTY WEGENER)		76.96	.00	76.96	WEG01, JULY-16 TRAVEL REI
	H6647	08/12/16	SWA01 (ANGELA SWANSON)		40.87	.00	40.87	SWA01, JULY-AUG 16 BIRTHD
	H6648	08/12/16	VER01 (VERIZON WIRELESS)		187.47	.00	187.47	VER01, 9769168305, JULY-1
	H6649	08/12/16	PAC02 (PACIFIC GAS AND ELECTRIC)		1,418.25	.00	1,418.25	PAC02, 6062256368-6, AYLA
	H6650	08/12/16	PAC02 (PACIFIC GAS AND ELECTRIC)		9,188.81	.00	9,188.81	PAC02, 5809326332-3, MCA
	H6651	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		85.48	.00	85.48	CAL04, 4755555555, MOA FJ
	H6652	08/12/16	CAL04 (CALIFORNIA WATER SERVICE)		85.48	.00	85.48	CAL04, 5755555555, CONTRA
	H6653	08/12/16	NEL01 (NELSON NYGAARD CONSULTING AS		2,585.77	.00	2,585.77	NEL01, 67773, JULY-16 PRO
	H6654	08/09/16	DOT02 (DOTTO GLASS INC)		12,556.00	.00	12,556.00	DOT02, 225051, PO #5641 R
	H6655	08/12/16	MTM01 (MEDICAL TRANSPORTATION MANAG		3,136.00	.00	3,136.00	MTM01, MTM-112064 7/26-8/
	H6656	08/12/16	TX124 (LISA BALL)		30.60	.00	30.60	TX124, PARATAXI REIMBURSE
	H6657	08/12/16	TX125 (VIRGINIA RAUCH)		38.89	.00	38.89	TX125, PARATAXI REIMBURSE
	H6658	08/12/16	TAX72 (JUSTIN HART)		128.14	.00	128.14	TAX72, PARATAXI REIMBURSE
	H6659	08/12/16	TX123 (OLGA PRINZ)		74.80	.00	74.80	TX123, PARATAXI REIMBURSE
	H6660	08/12/16	TX113 (RODGER RAGER)		191.25	.00	191.25	TX113, PARATAXI REIMBURSE
	H6661	08/12/16	TAX67 (CHRISTEL RAGER)		154.70	.00	154.70	TAX67, PARATAXI REIMBURSE
	H6662	08/01/16	USB01 (U S BANK)		5,390.97	.00	5,390.97	USB01, JUN-16 US BANK CC
	H6663	08/26/16	CAL15 (CALTRONICS BUSINESS SYS)		706.39	.00	706.39	CAL15, 2076953, BIZHUB TH
	H6664	08/26/16	TRE01 (MICHAEL TREE)		751.20	.00	751.20	TRE01, AUG-16 REIMBURSE F
	H6665	08/26/16	SWA01 (ANGELA SWANSON)		168.68	.00	168.68	SWA01, AUG-2016 STAFF CAK
	H6666	08/26/16	DEL05 (ALLIED ADMIN/DELTA DENTAL)		2,205.94	.00	2,205.94	DEL05, SEPT-16 DENTAL INS
	H6667	08/26/16	PER03 (CAL PUB EMP RETIRE SYSTM)		33,725.34	.00	33,725.34	PER03, SEPT-16 HEALTH INS
	H6668	08/26/16	BAN03 (BANKCARD CENTER)		47.71	.00	47.71	BAN03, JULY-16 BOW CC STA
	H6669	08/26/16	PER01 (PERS)		3,037.57	.00	3,037.57	PER01, PERS NEW CONTRIBUT
	H6670	08/26/16	PER01 (PERS)		3,987.09	.00	3,987.09	PER01, PERS CLASSIC CONTR
	H6671	08/26/16	PER04 (CALPERS RETIREMENT SYSTEM)		916.63	.00	916.63	PER04, PERS 457 CONTRIBUT
	H6672	08/26/16	EFT01 (ELECTRONIC FUND TRANSFERS)		7,558.68	.00	7,558.68	EFT01, FEDERAL TAXES 7/29
	H6673	08/26/16	EMP01 (EMPLOYMENT DEVEL DEPT)		2,510.68	.00	2,510.68	EMP01, STATE TAXES 7/29-8
	H6674	08/26/16	DIR02 (DIRECT DEPOSIT OF PAYROLL CH		38,926.71	.00	38,926.71	DIR02, PR DIRECT DEPOSIT
	H6675	08/26/16	MER01 (MERCHANT SERVICES)		212.61	.00	212.61	MER01, JULY-16 TRANSIT CE
	H6676	08/26/16	MER01 (MERCHANT SERVICES)		233.94	.00	233.94	MER01, JULY-16 MOA CC FEE
	H6677	08/26/16	MVT01 (MV TRANSPORTATION, INC.)		337,810.88	.00	337,810.88	MVT01, 69936, AUG-16 2ND
	H6678	08/26/16	MTM01 (MEDICAL TRANSPORTATION MANAG		5,610.50	.00	5,610.50	MTM01, MTM-112066 8/10-8/
	H6679	08/26/16	STA13 (STAPLES CREDIT PLAN)		251.84	.00	251.84	STA13, AUG-16 STATEMENT C
	H6680	08/26/16	SHE05 (SHELL)		79.96	.00	79.96	SHE05, AUG-16 CC STATEMEN
	H6681	08/26/16	STA01 (STATE COMPENSATION FUND)		2,280.42	.00	2,280.42	STA01, SEPT-16 WORKER'S C
	H6682	08/26/16	SPE04 (STEVEN G. SPEDOWFSKI)		300.00	.00	300.00	SPE04, TRI VALLEY RAIL ST
	H6683	08/26/16	PER01 (PERS)		1,300.00	.00	1,300.00	PER01, 14811361, GASB-68
	H6684	08/26/16	ANA01 (KRISTEN ANAYA)		21.61	.00	21.61	ANA01, AUG-16 SURVEYING E
	H6685	08/26/16	BID01 (DON BIDDLE)		300.00	.00	300.00	BID01, AUG-16 BOD STIPEND
	H6686	08/26/16	BRO03 (KARLA SUE BROWN)		300.00	.00	300.00	BRO03, AUG-16 BOD STIPEND
	H6687	08/26/16	HAG01 (SCOTT HAGGERTY)		200.00	.00	200.00	HAG01, AUG-16 BOD STIPEND
	H6688	08/26/16	PEN01 (JERRY PENTIN)		100.00	.00	100.00	PEN01, AUG-16 BOD STIPEND
	H6689	08/26/16	SPE04 (STEVEN G. SPEDOWFSKI)		200.00	.00	200.00	SPE04, AUG-16 BOD STIPEND
	H6690	08/26/16	TUR01 (LAUREEN TURNER)		200.00	.00	200.00	TUR01, AUG-16 BOD STIPEND

Period	Check Number	Check Date	Vendor # (Name)	Disc. Terms	Gross Amount	Disc Amount	Net Amount	Check Description
08-16	H6691	08/26/16	VSP01 (VSP)		534.76	.00	534.76	VSP01, SEPT-16 VISION INS
	H6692	08/26/16	AME06 (AMERICAN FIDELITY ASSURANCE		336.35	.00	336.35	AME06, SEPT-16 SUPPLEMENT
	H6693	08/26/16	AME06 (AMERICAN FIDELITY ASSURANCE		1,105.80	.00	1,105.80	AME06, SEPT-16 FLEXIBLE S
	H6694	08/26/16	MUT01 (MUTUAL OF OMAHA)		1,126.14	.00	1,126.14	MUT01, SEPT-16 LTD & LIFE
	H6695	08/26/16	USB01 (U S BANK)		2,733.51	.00	2,733.51	USB01, JULY-16 CC STATEME
	H6696	08/26/16	TAX91 (VIVIAN MARIE MILLER)		126.44	.00	126.44	TAX91, PARATAXI REIMBURSE
	H6697	08/26/16	TX143 (KIM BRETOI)		199.75	.00	199.75	TX143, PARATAXI REIMBURSE
	H6698	08/26/16	TAX32 (SUE TSANG)		198.47	.00	198.47	TAX32, PARATAXI REIMBURSE
	H6699	08/26/16	TAX14 (KAREN ADAMS)		29.75	.00	29.75	TAX14, PARATAXI REIMBURSE
	H6700	08/26/16	TAX87 (DELORES M. POWLEY)		48.80	.00	48.80	TAX87, PARATAXI REIMBURSE
	H6701	08/26/16	TX123 (OLGA PRINZ)		106.04	.00	106.04	TX123, PARATAXI REIMBURSE
	H6702	08/26/16	TX161 (JYOTSNA MEHTA)		61.63	.00	61.63	TX161, PARATAXI REIMBURSE
	H6703	08/31/16	EMP01 (EMPLOYMENT DEVEL DEPT)		833.03	.00	833.03	EMP01, STATE TAXES 9/1/16
	H6704	08/31/16	PER04 (CALPERS RETIREMENT SYSTEM)		916.01	.00	916.01	PER04, PERS 457 CONTRIBUT
	H6705	08/31/16	EMP01 (EMPLOYMENT DEVEL DEPT)		2,518.16	.00	2,518.16	EMP01, STATE TAXES 8/12-8
	H6706	08/31/16	EFT01 (ELECTRONIC FUND TRANFERS)		2,878.15	.00	2,878.15	EFT01, FEDERAL TAXES 9/1/
	H6707	08/31/16	PER01 (PERS)		3,037.57	.00	3,037.57	PER01, PERS NEW CONTRIBUT
	H6708	08/31/16	PER01 (PERS)		4,167.86	.00	4,167.86	PER01, PERS CLASSIC CONTR
	H6709	08/31/16	EFT01 (ELECTRONIC FUND TRANFERS)		7,476.18	.00	7,476.18	EFT01, FEDERAL TAXES 8/12
	H6710	08/31/16	COR03 (JAN CORNISH)		57.24	.00	57.24	COR03, 8/26/16 MILEAGE RE
	H6711	08/31/16	PAC02 (PACIFIC GAS AND ELECTRIC)		153.18	.00	153.18	PAC02, 7649646868-7, DCOL
	H6712	08/31/16	CIT07 (CITY OF LIVERMORE - WATER)		26.65	.00	26.65	CIT07, 138432-00, ATLANTI
	H6713	08/31/16	CIT07 (CITY OF LIVERMORE - WATER)		43.88	.00	43.88	CIT07, 139399-00, ATLANTI
	H6714	08/31/16	CIT07 (CITY OF LIVERMORE - WATER)		63.27	.00	63.27	CIT07, 138430-01, ATLANTI
	H6715	08/31/16	CIT07 (CITY OF LIVERMORE - WATER)		69.90	.00	69.90	CIT07, 139361-00, ATLANTI
	H6716	08/31/16	CIT07 (CITY OF LIVERMORE - WATER)		72.15	.00	72.15	CIT07, 138431-00, ATLANTI
	H6717	08/31/16	CIT07 (CITY OF LIVERMORE - WATER)		138.45	.00	138.45	CIT07, 139388-00, BUS WAS
	019336	08/12/16	AIM01 (AIM TO PLEASE JANITORIAL SER		21,000.00	.00	21,000.00	Automatic Generated Check
	019337	08/12/16	AMP01 (AMP PRINTING INC.)		10,778.09	.00	10,778.09	Automatic Generated Check
	019338	08/12/16	AT&T (AT&T)		794.65	.00	794.65	Automatic Generated Check
	019339	08/12/16	BAY03 (BAY AREA NEWS GROUP)		563.40	.00	563.40	Automatic Generated Check
	019340	08/12/16	CAL05 (CALTEST LABS)		885.40	.00	885.40	Automatic Generated Check
	019341	08/12/16	CAL13 (CALIFORNIA TRANSIT)		15,207.06	.00	15,207.06	Automatic Generated Check
	019342	08/12/16	CHR02 (RONDAL MEUSER)		114.98	.00	114.98	Automatic Generated Check
	019343	08/12/16	CIT01 (CITY OF LIVERMORE)		1,356.45	.00	1,356.45	Automatic Generated Check
	019344	08/12/16	DAY02 (DAY & NIGHT PEST CONTROL)		218.00	.00	218.00	Automatic Generated Check
	019345	08/12/16	DIG01 (SAMEER SIRUGURI)		600.00	.00	600.00	Automatic Generated Check
	019346	08/12/16	EME01 (EMERALD LANDSCAPE CO INC)		1,155.00	.00	1,155.00	Automatic Generated Check
	019347	08/12/16	HAN01 (HANSON BRIDGETT MARCUS)		7,781.00	.00	7,781.00	Automatic Generated Check
	019348	08/12/16	HCD01 (HAMMERCRAFT CONSTRUCTION & D		5,400.00	.00	5,400.00	Automatic Generated Check
	019349	08/12/16	HOT01 (HOTSYPACIFIC)		999.20	.00	999.20	Automatic Generated Check
	019350	08/12/16	L&D01 (L&D PRINTING INC)		683.28	.00	683.28	Automatic Generated Check
	019351	08/12/16	LAG02 (LAS POSITAS COLLEGE)		1,155.00	.00	1,155.00	Automatic Generated Check
	019352	08/12/16	LIV10 (LIVERMORE SANITATION INC)		2,317.45	.00	2,317.45	Automatic Generated Check
	019353	08/12/16	OFF01 (OFFICE DEPOT)		384.91	.00	384.91	Automatic Generated Check
	019354	08/12/16	PLA02 (PLANETERIA MEDIA LLC)		200.00	.00	200.00	Automatic Generated Check
	019355	08/12/16	QUI01 (QUILL CORPORATION)		77.84	.00	77.84	Automatic Generated Check
	019356	08/12/16	SCF01 (SC FUELS)		13,054.71	.00	13,054.71	Automatic Generated Check
	019357	08/12/16	SEL00 (SELECT IMAGING)		328.50	.00	328.50	Automatic Generated Check
	019358	08/12/16	SHA02 (SHAMROCK OFFICE SOLUTIONS)		108.68	.00	108.68	Automatic Generated Check
	019359	08/12/16	SOL01 (SOLUTIONS FOR TRANSIT)		2,083.33	.00	2,083.33	Automatic Generated Check
	019360	08/12/16	SPO01 (SPORTWORKS NORTHWEST, INC)		14,770.00	.00	14,770.00	Automatic Generated Check
	019361	08/12/16	TAX83 (JUDITH BAAR)		14.88	.00	14.88	Automatic Generated Check
	019362	08/12/16	TCG01 (THE CREATIVE GROUP)		13,692.58	.00	13,692.58	Automatic Generated Check
	019363	08/12/16	TRC01 (TRC ENGINEERING SERVICES LLC		2,241.00	.00	2,241.00	Automatic Generated Check
	019364	08/12/16	TXI39 (ROBERT MONAGHAN)		468.50	.00	468.50	Automatic Generated Check
	019365	08/12/16	TXI58 (MARGARITA UMANSKAYA)		24.01	.00	24.01	Automatic Generated Check
	019366	08/12/16	TXI59 (ROSALIE PEREIRA)		34.45	.00	34.45	Automatic Generated Check
	019367	08/12/16	TXI60 (MARY ANNE HAUSER)		92.44	.00	92.44	Automatic Generated Check
	019368	08/12/16	UTC01 (UTC FIRE & SECURITY AMERI)		8,793.03	.00	8,793.03	Automatic Generated Check
	019369	08/12/16	ZUM01 (ZUMAR INDUSTRIES INC.)		1,440.23	.00	1,440.23	Automatic Generated Check
	019370	08/17/16	HCD01 (HAMMERCRAFT CONSTRUCTION & D		18,999.00	.00	18,999.00	Automatic Generated Check
	019371	08/26/16	AIM01 (AIM TO PLEASE JANITORIAL SER		5,589.34	.00	5,589.34	Automatic Generated Check
	019372	08/26/16	ALA02 (ALANCO EQUIPMENT)		241.43	.00	241.43	Automatic Generated Check
	019373	08/26/16	AMP01 (AMP PRINTING INC.)		5,504.83	.00	5,504.83	Automatic Generated Check
	019374	08/26/16	AT&T (AT&T)		801.95	.00	801.95	Automatic Generated Check
	019375	08/26/16	AVI01 (AMADOR VALLEY INDUSTRIES)		341.71	.00	341.71	Automatic Generated Check
	019376	08/26/16	BAY08 (BAY CITY ELECTRIC WORKS)		250.00	.00	250.00	Automatic Generated Check
	019377	08/26/16	CIT06 (CITY OF LIVERMORE SEWER)		191.66	.00	191.66	Automatic Generated Check
	019378	08/26/16	COR01 (CORBIN WILLITS SYSTEMS)		239.45	.00	239.45	Automatic Generated Check
	019379	08/26/16	DIR01 (DIRECT TV)		14.00	.00	14.00	Automatic Generated Check
	019380	08/26/16	FED01 (FedEx)		102.55	.00	102.55	Automatic Generated Check
	019381	08/26/16	GEN01 (GENTEC SERVICES, INC.)		850.00	.00	850.00	Automatic Generated Check
	019382	08/26/16	GEN05 (GENFARE)		3,500.00	.00	3,500.00	Automatic Generated Check
	019383	08/26/16	GET01 (GETTLER-RYAN INC.)		1,329.24	.00	1,329.24	Automatic Generated Check
	019384	08/26/16	IPC01 (IPC (USA) INC)		12,359.02	.00	12,359.02	Automatic Generated Check
	019385	08/26/16	JTH01 (J. THAYER COMPANY)		90.05	.00	90.05	Automatic Generated Check
	019386	08/26/16	LUM01 (LUMINATOR MASS TRANSIT LLC)		492.76	.00	492.76	Automatic Generated Check
	019387	08/26/16	MIG01 (MOORE IACOFANO GOLTSMAN)		1,442.50	.00	1,442.50	Automatic Generated Check
	019388	08/26/16	PAC11 (PACIFIC ENVIROMENTAL SERV)		240.00	.00	240.00	Automatic Generated Check
	019389	08/26/16	RHT01 (R.H. TINNEY, INC.)		935.00	.00	935.00	Automatic Generated Check
	019390	08/26/16	SAF01 (SAFETY-KLEEN SYSTEMS INC)		255.31	.00	255.31	Automatic Generated Check

REPORT.: Sep 15 16 Thursday
 RUN....: Sep 15 16 Time: 11:17
 Run By.: Daniel Zepeda

LAVTA
 Month End Cash Disbursements Report
 Prior Period Report for 08-16 BANK ACCOUNT 105

PAGE: 003
 ID #: PY-CD
 CTL.: WHE

Period	Check Number	Check Date	Vendor # (Name)	Disc. Terms	Gross Amount	Disc Amount	Net Amount	Check Description
08-16	019391	08/26/16	SCF01 (SC FUELS)		24,341.60	.00	24,341.60	Automatic Generated Check
	019392	08/26/16	SPE03 (SPECTRIO)		1,034.09	.00	1,034.09	Automatic Generated Check
	019393	08/26/16	TAX60 (ANNA FONG)		28.05	.00	28.05	Automatic Generated Check
	019394	08/26/16	TCG01 (THE CREATIVE GROUP)		13,995.72	.00	13,995.72	Automatic Generated Check
	019395	08/26/16	TOL06 (TOLAR MFR CO INC)		11,502.58	.00	11,502.58	Automatic Generated Check
	019396	08/26/16	TOM01 (TOM GREENE)		250.00	.00	250.00	Automatic Generated Check
	019397	08/26/16	TX160 (MARY ANNE HAUSER)		40.80	.00	40.80	Automatic Generated Check
	019398	08/26/16	UST01 (UST COMPLIANCE TESTING IN)		1,200.00	.00	1,200.00	Automatic Generated Check
	019399	08/26/16	WEL03 (WELLS SWEEPING)		377.00	.00	377.00	Automatic Generated Check
	019400	08/26/16	ZUM01 (ZUMAR INDUSTRIES INC.)		293.28	.00	293.28	Automatic Generated Check
Total for Bank Account 105 ----->					1,327,170.29	.00	1,327,170.29	
Grand Total of all Bank Accounts ----->					1,327,170.29	.00	1,327,170.29	

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Contract Award for Individualized Marketing Services

FROM: Michael Tree, Executive Director

DATE: October 3, 2016

Action Requested

The Project & Services Committee recommends the LAVTA Board award a contract to Steer Davies Gleave in the amount of \$129,950 for individualized marketing services for the period of one (1) year, with an option to extend the contract one (1) additional year. Additionally the Committee recommends a 15% contingency for the project and authorization for the Executive Director to execute the contract.

Background

A key goal of the Wheels Forward planning effort was to optimize productivity on existing routes, particularly those routes featuring 15-minute all day frequency. Wheels Forward achieved that end, creating multiple corridors where the bus system is convenient and competes effectively with the personal automobile on destinations along the corridor. Such corridors are best marketed for lasting ridership gains using individualized marketing techniques.

Individualized marketing for public transit entails personal contact by trained travel ambassadors with individuals who live near quality transportation within a corridor. The person-centered approach allows individuals to reflect upon their travel habits in a non-controversial way and consider viable alternatives for their own personal situation, with tailored resources and information.

In May 2016, the LAVTA Board approved the FY2017 Marketing Plan that includes individualized marketing for the Santa Rita/Owens Drive corridor in the amount of \$130,000 with a 15% contingency. It is envisioned that the FY2018 Marketing Plan will include individualized marketing for the Dublin Boulevard corridor with a like budget. Each project area has approximately 6,500 households within a 5-minute walk of a Rapid (Routes 30R and 10R) bus route. The goal is to increase long-term ridership in each corridor through individualized marketing by 14% or 20,000 rides/year.

Discussion

Staff released a Request for Proposals (RFP) on August 15, 2016, seeking to procure the services of an experienced firm to conduct the individualized marketing on the Santa

Rita/Owens Drive corridor in FY 2017. The RFP include a second year option for FY2018 to conduct the same individualized marketing on Dublin Boulevard. Over 300 potential vendors were sent information on the RFP. LAVTA received two proposals by the deadline of September 9, 2016 at 5:00 p.m. Both firms were interviewed on September 16, 2016. The limited number of responses did not concern staff as individualized corridor marketing for public transit is relatively new and specialized marketing technique with relatively few firms providing experience.

An Evaluation Committee, consisting of the Executive Director and the Marketing Manager, proceeded with the evaluation and scoring process as outlined in the RFP. Proposals were rated in five (5) categories and assigned points (100 total) as noted below:

Vendor has successfully implemented previous individualized marketing program	40 points
Vendor has address all deliverables clearly and provided examples	20 points
Vendor has provided additional ideas or different approaches that align with criteria and objectives	15 points
Vendor has copious internal resources dedicated to customer marketing materials and outreach efforts	10 points
Price	15 points

The proposal submitted by the team of Steer Davies Gleave from Los Angeles was found to be the most qualified and best value, followed by the proposal from the Alta Planning & Design team from Portland.

Fiscal Impact

Funds for this project, including the optional year of the contract and requested contingencies, are provided through a Transit Performance Initiative (TPI) grant that was awarded to LAVTA by MTC in May 2016.

Recommendation: The Project & Services Committee recommends the LAVTA Board award a contract to Steer Davies Gleave in the amount of \$129,950 for individualized marketing services for the period of one (1) year, with an option to extend the contract one (1) additional year. Additionally the Committee recommends a 15% contingency for the project and authorization for the Executive Director to execute the contract.

Attachment:

1. Resolution 34-2016

Submitted: _____

RESOLUTION 34-2016

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AWARDING INDIVIDUALIZED MARKETING SERVICES**

WHEREAS, the LAVTA requires the services of a third party contractor to implement individualized marketing strategies for the purpose of generating customers and ridership in key corridors of the Wheels bus system ; and

WHEREAS, the agency's issued a Request for Proposals 2016-16; and

WHEREAS, Steer Davies Gleave responded to LAVTA's request for proposals and submitted a proposal which was selected as the "best value" and a responsive and responsible proposal; and

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves entering into a contract with Steer Davies Gleave for \$129,950 for year one (1) of this project, and directs the Executive Director to sign a contract on their behalf; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the Executive Director to expend a 15% contingency amount not to exceed \$19,500.

PASSED AND ADOPTED this 3rd day of October 2016.

Steven Spedowski, Chair

Attest:

Michael Tree, Executive Director

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: Rebranding Project
FROM: Corine Reed, Marketing Manager
DATE: October 3, 2016

Action Requested

The staff recommendation is that the Board receives a report on the FY2017 Rebranding Project and provides direction to staff.

Background

With the major improvements made to the fixed routes in August to make the system easier-to-use and more convenient, and the near future introduction of premium improvements such as new buses, Wi-Fi on Rapid and Express routes, a new phone app, and an aggressive marketing plan, there has likely never been a more appropriate moment to contemplate a new brand for the agency.

LAVTA contracted with the marketing agency PAVLOV in April of 2016 to lead the rebranding efforts. PAVLOV has since conducted research and in June of 2016 presented to the LAVTA Board the findings for the Brand Discovery and Brand Strategy Development process. Through its research with the public, and inspired by the system changes that were launched in August, PAVLOV recommended a guiding brand strategy built around the concept of the agency being a Rebel brand and Rider-Centric, meaning positive, ongoing improvement designed around people and their mobility needs.

Within the first two months of name explorations, PAVLOV has provided the agency with 3 rounds of names that better align with the LAVTA'S desired brand essence and strategy. Additionally, PAVLOV presented a list of 8 potential names, including Wheels, to two focus groups of which they were tasked to rank the list of names provided. Both focus groups and PAVLOV recommended the name of TRI-GO as the preferred name.

At the August 2016 Project & Services meeting, PAVLOV presented the short list of names to replace the Wheels brand. The Project & Services Committee expressed interest in the name TRI-GO and directed staff to conduct a community survey to receive input. The community survey was conducted electronically and advertised thru several mediums, including Nextdoor, Facebook, Twitter, and surveying at Las Positas College.

There were a total of 391 surveys taken (survey and results available in Attachment 1 to this staff report). A review of the survey shows that 44.2% voted in favor of keeping the Wheels brand, which is an understandable reaction given the Wheels brand has strong recognition in the Tri-

Valley. When setting aside the current Wheels brand result in the survey and considering the other 14 names that were presented, names starting with TRI proved to have strong performance; over 67% of respondents resonated with names starting with TRI. Further, looking into participant feedback, TRI-GO took the lead out of all other names that were suggested.

The Project & Services Committee felt that the survey information had helped them narrow down the decision to two possibilities—keeping the current name Wheels and working on an updated logo and messaging, or going with Tri-GO and moving forward to final logo and messaging. The direction of the Project & Services Committee was to forward the information to the LAVTA Board for discussion.

Discussion

The consultant recommendation is to replace the current Wheels brand with TRI-GO. Although Wheels has leverage able assets such as the name being easy to remember, strong name recognition, and associations with transportation, it does carry undesirable barriers—mainly the perception by many residents that it is inconvenient. Additionally, the name triggers to many residents images of a cartoon nursery song, or organizations that have a similar brand, such as Meals On Wheels. Re-immersing in the Tri-Valley with a new name gives LAVTA the opportunity to start fresh with messaging about new convenience with additional 15-minute frequency, speed in its express runs, etc.

At the Board meeting staff will provide a brief presentation and anticipates a robust discussion on the rebranding project. Additionally, attached to this staff report is a sample TRI-GO logo to facilitate discussion. The goal is to have a name selected at the latest in November so that marketing efforts are not delayed.

Recommendation

The staff recommendation is that the Board receives a report on the FY2017 Rebranding Project and provides direction to staff.

Attachment:

1. Marketing Survey
2. Sample TRI-GO logo

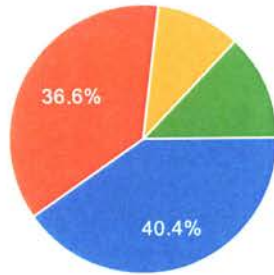
Approved: _____

391 responses

[View all responses](#) [Publish analytics](#)

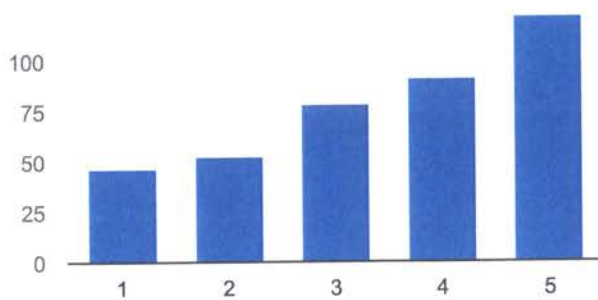
Summary

What does the name "WHEELS" mean to you?



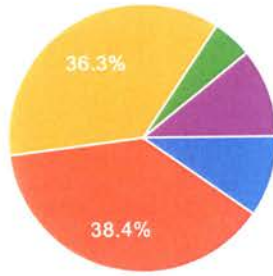
Bus service	158	40.4%
A way of transportation	143	36.6%
Constantly moving	40	10.2%
Other	50	12.8%

How memorable is the name "WHEELS" to you?



Not memorable: 1	47	12%
2	53	13.6%
3	78	19.9%
4	91	23.3%
Very memorable: 5	122	31.2%

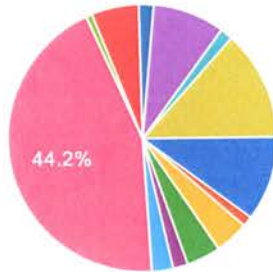
What factor matters to you the most when making mass transit a fit with your life?



Prompt – quick service once I’m on the bus	38	9.7%
Frequent – short time waiting for a bus to pick me up	150	38.4%
Easy to ride – I know where to catch, how to pay, where the routes are	142	36.3%
Saves money – I save on gas, car payments, auto insurance	19	4.9%
App-enabled – I can check status, routes etc. on an app	42	10.7%

Almost there!

Thinking of the factor for mass transit that mattered most to you in the previous question, which of these possible brand names feels like the best fit?



TRI-GO – it’s how people in the Tri-Valley get going	40	10.2%
OTRO – Optimized Transit Options, the alternative way to get around	5	1.3%
TRIO – TRI-valley optimized, offering smart solutions for getting around	16	4.1%
PULSE - Connects riders to what’s going on around them	16	4.1%
ZAG - When everyone else is stuck in their cars and traffic, our riders can Zag	7	1.8%
MY RIDE - My choice on how I travel	10	2.6%
WHEELS - Keeping the tri-valley in motion	173	44.2%
ARRIVE - A premium service that gets you to where you need to be	3	0.8%
TRI-RIDE - Tri-valley’s ride share service	22	5.6%
PEDAL - Service dedicated to Pleasanton, Dublin, and Livermore	7	1.8%
TRI-BUS - The official bus of the tri-valley	34	8.7%
ROUTER - Transportation the best way possible	6	1.5%
None of the above	52	13.3%

If you chose "None of the above" in the previous question OR if you were to rename "WHEELS" to something better that was not listed above, what would it be?"

Tri-Valley Transit

Options

iRIDE Transit

TRI Link

ECO RIDE

Town Bus

Any "TRI-***" not being native make me feel it's an acronym. Applies to

Eco Bus

Tri-Trans: modern, reliable, and affordable Public Valley Transport

TRI-TRANS : Tri-valley Transportation

DPL-TRANSIT

Keep it "Wheels". If it's not broke, don't fix it. The name is fine, it's what everyone is already familiar with.

Wheels always reminds me of "the wheels on the bus" song. But the other names sound contrived and weird.

WAVE - Wine Area Valley Express

Name doesn't matter so much to me. Keep up the good work.

Tri-valley Transit (keep it simple)

TART Tri valley Area Rapid Transit

Tri-Valley Trolley

Why not Tri-Valley Transit in keeping with other places like AC Transit Just use a TLA like VTA in the south bay.

Stick with Wheels, it's already well-established. If you must rebrand, modernize the logo and advertising!

TVT - Tri-Valley Transit

TRANSIT

People Mover, or PEDAL

Trip Valley Transit Authority

Tri-Valley Transit (TVT)

Livermore Municipal Bus ("muni")

Tri Valley Easy Ride

UBERBUS

Keep WHEELS. There is no need for a change, and you all have better uses for your time and energy than messing with the name. Wes Nelson

My vote is to keep WHEELS

Tri-valley transit

The branding of Wheels is not an issue and would be quite expensive to change (a big waste of money in my opinion). I live in an unserved area of Pleasanton so no way to use the service.

Wheels!

Something memorable. I'm terrible with ideas, but - TV2 - Tri-Valley Transportation Vehicles.

Router, pulse, and zag are ok.

TVT - TriValley Transit

Motion

WHEELS - Keep it

TriValley Metro

Tri-Connect or Tri-Shuttle

NIZE -

Rideo

"THE BUS"

Something more along the lines of environmentally friendly- like Green Machine..

MOVE IT!

Ride

TRI-TRANS - Tri-Valley's Transportation Service

Wheels feels like an "old" name to me as it's been called that since I was a child. However pretty much all the names listed here sound horrible. Honestly I thought you guys already changed your name to "rapid" which sounds like a great name to me, it's already written on a lot of your busses, just use that one.

Don't spend money on promoting a new name nor repainting buses. Current name fine. Use the funds to keep 'em clean and rolling.

LAVTA

How much taxpayer money would be spent on this rebranding? Wheels is a perfectly appropriate name.

WHEELS is fine. We need better connection to BART

The Bus or Wheels Transit

Lidp

TVT (Tri-Valley Transit)

LAMB - Livermore Area Motor Buss

EZ Rider

I like Wheels better than any of the others. Why change it?

Tri-Valley Transit (alliterative and simple: where & what)

ADDITIONAL ROUTES

Tri-Valley Rapid

TRI-VTA (tried valley transportation authority)

TCS - Tri-valley Commuter service

Like it the way it is wheels!

TVT - Tri-Valley Transportation

LAVA BUS (Livermore and Amador Valley Access) - Your Hot Ticket to Access in the Valleys!

OR: SEAT (Southeastern Alameda Transit) - Your comfortable way to get around Tri-Valley!

ValGO

Keep it simple and direct - TTS or TVTS - Tri-Valley Transportation Service

Keep Wheels! This is a waste of \$\$.

Merge with AC Transit or rebrand the service as AC Wheels, Livermore Tri Valley Transit, Eastern Alameda County Transit, Tri Valley Transit. Those sounds more like a bus service.

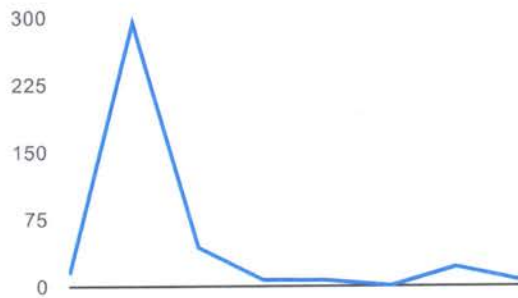
Alameda County Wheels

DePART dublin pleasanton area rapid transit

Local Motion

It's so much better that Rideo!

Number of daily responses



***tri*GE**

AGENDA

ITEM 8



EXECUTIVE DIRECTOR'S REPORT

October 2016

1. Altamont Regional Rail Working Group

Under the leadership of Scott Haggerty, the MTC Commissioners on September 28th approved \$660,000 in funding towards the hiring of an Executive for two years. The recruitment for the consultant is currently ongoing. The next Working Group meeting is November 9th.

2. Shared Autonomous Vehicle Project

On October 19th the Bay Area Air Quality Management District (BA AQMD) will vote on a \$1 million request from LAVTA to fund the agency's SAV project in the City of Dublin. Supervisor Haggerty is key in this funding request that will allow for the agency to purchase its first set of SAVs and conduct the testing needed. In return for the \$1 million over three years, LAVTA has agreed to allow a Spare the Air day message to be advertised on a small percentage of the LAVTA fleet.

3. Implementation of Bus System Redesign

Staff is close to getting its first full calendar month of data to review how the Wheels bus system changes are performing. Going into the changes, the agency new that ridership would likely dip between 10% to 15%, and then slowly build for 18 months towards an increase in ridership of approximately 10% over pre-redesign changes. Staff is closely watching and reacting to the data and notes that on-time performance is an issue on multiple routes, including the 10R with 15 minute all day service. There have been several minor changes to the routes that have challenges with on-time performance and the agency is seeing improvement. In regard to ridership, staff anticipates a decrease of between 5% and 7% in September over last year's numbers, which is better than anticipated. Finally, Route 580X is new to the line-up with the redesign. Ridership is up nearly 40% since the first wave of direct mail to residents within a 5-minute walk of the two bus stops for this service were mailed, which is promising. An extensive report will be provided for the Board at their November meeting.

4. Comprehensive Paratransit Study

Staff received four proposals and interviews are set for October 6th on this joint project with the City of Pleasanton. The contract is planned for approval in November, with the completion timeline set for December of 2017.

5. FY2017 Management Action Plan

Attached to this staff report is the FY2017 Management Action Plan. Staff will be available at the board meeting to answer questions.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics August FY17
3. Fixed Route Passenger Satisfaction Survey 2016
4. FY17 Upcoming Committee Items

FY2016 Goals, Strategies and Projects

Last Updated– September 20, 2016

MANAGEMENT ACTION PLAN (MAP)

<p><i>Goal: Service Development</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 1. Provide routes and services to meet current and future demand for timely/reliable transit service 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. Optimize existing routes/services to increase productivity and response to MTC projects and studies 4. Improve connectivity with regional transit systems and participate in BART to Livermore project 5. Explore innovative fare policies and pricing options 6. Provide routes and services to promote mode shift from personal car to public transit 						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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	→ <u>Awaiting the ACTC Park and Ride study to complete in December to move forward with Long Range Plan.</u>	
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	→ <u>Straightened out Route 14 in downtown Livermore in Sept. Also, added a run into the Livermore Labs on 30R to get workers into lab before 7am. Evaluating the linkage of Route 1 and Route 14. Evaluating 10R on-time performance and options.</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>
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	→ <u>RFP being advertised. Interviews scheduled for October.</u>	
Fare Study	<ul style="list-style-type: none"> • Draft Fare Study • Public Hearing • Board Approval • Implementation of Fare Changes 	DP	Projects/ Services	Oct 2016 Jan 2017 Mar 2017 July 2017	→ <u>Nelson/Nygaard currently creating the draft fare study</u>	
Signalization Improvements And 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	→ <u>MTC providing planning on project. LAVTA Board awarded contract for signal control to WPS in July.</u>	

Underlined text indicates changes since last report.

<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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Wheels On Demand Discount Program	<ul style="list-style-type: none"> • Get clearance from FTA • Sign Agreements with providers • Implement 	ED	Projects/ Services	Sept 2016 Oct 2016 Oct 2016	→ <u>Project description sent to FTA for approval before signing agreements with providers</u>	
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Goal: Marketing and Public Awareness

Strategies (those highlighted in bold indicate highest Board priority)

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

<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	→ <u>Currently negotiating contract with provider to speed up website.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	Dec 2016	→ <u>This project will begin after rebranding study and after identification of significant route changes.</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 is to go from 550 likes to 1,000 during fiscal year and have 3% engagement. Also, set up YouTube library, and have 2-3 posts on facebook, linkedin, Twitter daily. This week agency broke the 600 barrier in likes on Facebook. Photo contest for Las Positas College on Facebook underway.	
Phone App w/Real Time Info	<ul style="list-style-type: none"> Advertise RFP Contract Award Introduce Phone App to public 	DP	Projects/ Services	Oct 2016 Dec 2016 Aug 2017	→ <u>RFP being reviewed by legal.</u>	
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 Nov 2016	→ <u>Wi-Fi currently being installed on older Rapid buses. Software being configured.</u>	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Wayfinding at BART Stations	<ul style="list-style-type: none"> Plan new wayfinding signage Install signage 	MKT MGR	Projects/ Services	Oct 2016 Dec 2016	→ <u>Signage included in FY 2017 budget. Signage agreed to by BART.</u>	
LAVTA Rebranding Project	<ul style="list-style-type: none"> Award of contract Surveying and Focus Groups Draft naming of services to Board Approval final naming and rebranding 	MKT MGR	Projects/ Services	Jun 2016 Aug 2016 Nov 2016 Jan 2017	→ PAVLOV awarded contract. Community survey done. Focus groups done. <u>Additional community survey on narrow list of names done. P&S Committee to discuss in Sept and provide direction.</u>	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	→ Proposals and recommendation to be discussed at Sept P&S Committee and Oct Board meeting.	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
580X	<ul style="list-style-type: none"> • Direct Mailing #1 • Door Hangers • Direct Mailing #2 • Banner • Radio/Print 	MKT MGR	Projects/ Services	Sept 2016 Oct 2016 Nov 2016 Nov 2016 Ongoing	→ <u>Website slider and page created. Commuter coaches delivered. The first direct mailing was delivered. Ridership doubled to 5.9 rides per hour. Goal is 15 rides per hour.</u>	X
Wheels On Demand Discount Program	<ul style="list-style-type: none"> • Develop webpage slider and page • Direct mailing #1 • Direct mailing #2 • Radio and print adds 	MKT MGR	Projects/ Services	Aug 2016 Nov 2016 Jan 2016 Ongoing	→ <u>Webpage under development. Direct mailing under development. Awaiting FTA approval of program for implementation.</u>	
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	→ <u>Engineering service proposals being received. Final relation plan being developed.</u>	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	→ <u>Awaiting burn in period with new routes to make sure no route modifications are needed. Staff has identified shelters past useful life that need to be disposed.</u>	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. Signs will be removed in Sept and Oct.	
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	→ <u>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.</u>	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	→ <u>Shelters being identified. Current plan is to replace them with metro style shelters to accommodate artwork.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Rehabilitate Rapid Benches (wood)	<ul style="list-style-type: none"> • Award contract • Finish contract 	AS	Projects/ Services	Nov 2016 Mar 2017	→ <u>There are more than 50 wood benches that need to be stained and clear coat applied. Working on bid specifications.</u>	
Rehabilitate Rapid Shelters And Signage With Rust	<ul style="list-style-type: none"> • Award contract • Finish Contract 	AS	Projects/ Services	Nov 2016 Apr 2017	→ <u>Correct rust issues on Rapid shelters and monument signage.</u>	
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	→ <u>Currently awaiting ridership numbers from route improvements to determine shelters to receive light kits.</u>	
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	→ <u>Staff currently monitoring spreadsheet containing deficiencies.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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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**

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	→ <u>Currently 66 passes sold. Staff monitoring opportunities to assist promotion.</u>	
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	→ <u>Installed shelters and implemented Easy Pass. First two weeks ridership doubled over previous year. Goal is to increase ridership 7X over last year and seek long-term funding for the pass. Marketing to date includes e-blasts, web slider/page, LPC web link, yard signs, ambassadors on campus weekly.</u>	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	→ <u>High School recently moved to new location on 30R. Discussing with administration the Easy Pass.</u>	

Underlined text indicates changes since last report.

<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	Sept 2016 Oct 2016	→ <u>Staff discussing with Council Members from Livermore</u>	
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	Nov 2016 Dec 2016 Oct 2017	→ <u>City in process of releasing bid documents for project. FTA clearance given to demo current customer service buildings.</u>	
<p>Goal: Regional Leadership</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 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	→ <u>Currently advertising for Exec position. MTC Commission to consider approval of funding on Sept 28th. On tract to hire position in October.</u>	

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

Strategies (those highlighted in bold indicate highest Board priority)

- 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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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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	→ <u>Software installed and training to take place in third week of September. Software will allow staff to better monitor system performance.</u>	
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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	→ <u>Staff to begin monitoring through Viewpoint. Weekly meeting to discuss key metrics at staff level.</u>	
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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>
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.	
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	→ In process of creating monitoring plan.	
<p>Goal: Financial Management</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></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 to be completed in Sept 2016. Final presentations to Board Dec 2016.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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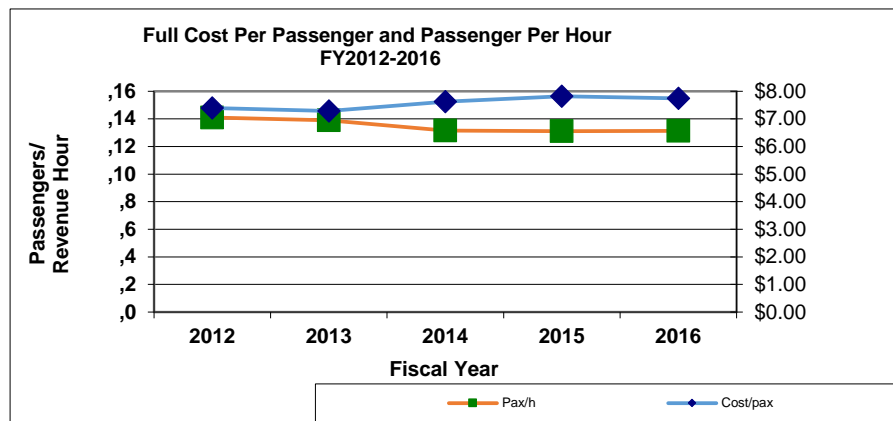
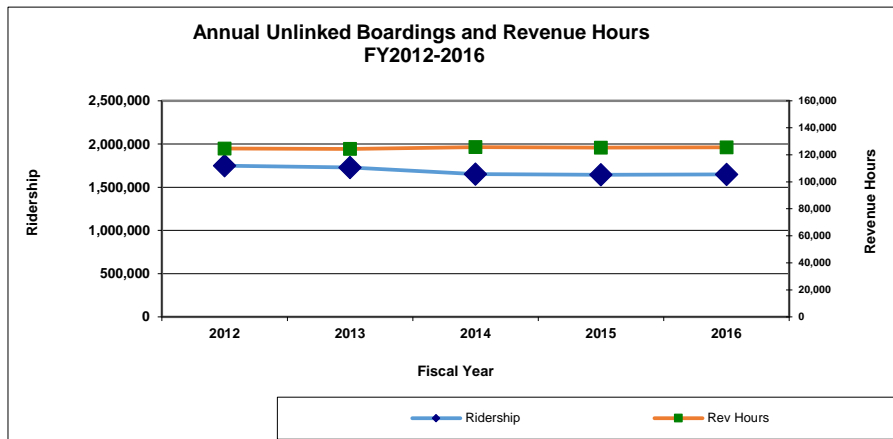
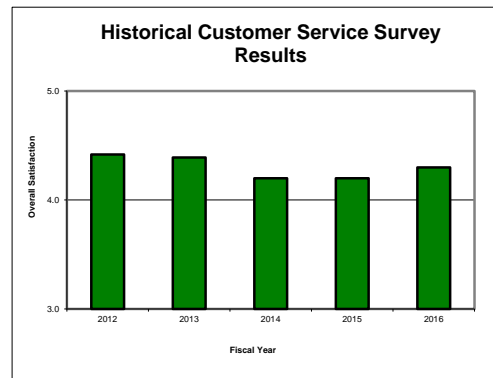
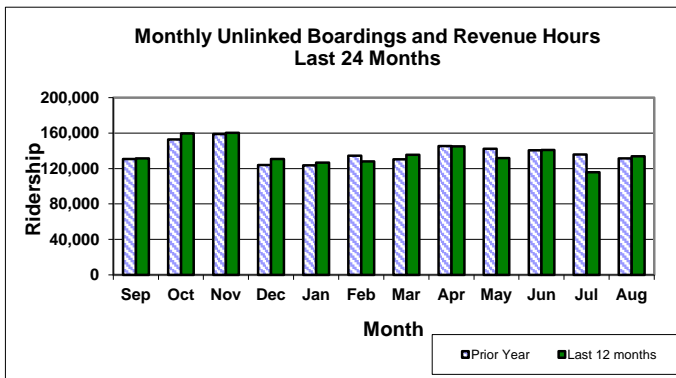
Other:						
Transit Center Concrete Project In Bus Driving Isle	<ul style="list-style-type: none"> Perform demo of asphalt and construction of concrete in driving isle. 	PM	Projects/ Services	Apr 2017	→ Utilizing City concrete contract. Asphalt to be removed and construction completed in April of 2017.	
Administrative Offices Asphalt and ADA Project	<ul style="list-style-type: none"> Award Contract Finish Improvements 	PM	Projects/ Services	Oct 2016 Nov 2016	→Project being rebid in September.	
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	→ <u>Staff is working with AQMD to acquire \$1 million in funding in exchange for advertising. Staff monitoring Governor and the pending legislation that will allow Bishop Ranch testing of SAVs.</u>	
Replace Steam Bay Lift	<ul style="list-style-type: none"> Bid project Complete install 	DA	Projects/ Services	Oct 2016 Jan 2017	→ <u>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. Estimated cost of \$175,000.</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>
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	→ Board approved contract with Gillig for future bus purchases. Board to consider purchase order for buses in October or November for a delivery date in May from new Gillig factory.	X

Monthly Summary Statistics for Wheels August 2016

FIXED ROUTE

	August 2016			% change from one year ago		
Total Ridership FY 2017 To Date	249,657			-3.9%		
Total Ridership For Month	133,822			1.8%		
Fully Allocated Cost per Passenger	\$8.22			5.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,256	1,799	1,431	-2.0%	-19.9%	-5.8%
Passengers Per Hour	12.6	11.2	10.0	-1.7%	-6.7%	-24.9%
	August 2016			% change from last month		
On Time Performance	77.7%			-3.4%		



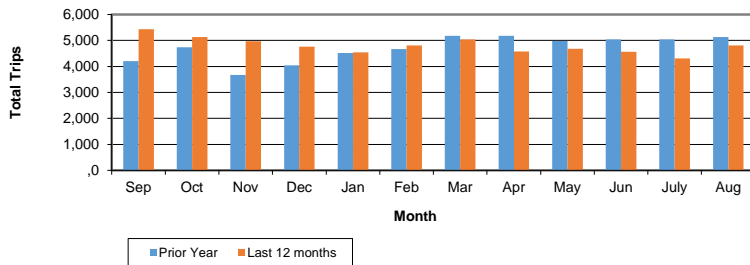
Monthly Summary Statistics for Wheels August 2016

PARATRANSIT

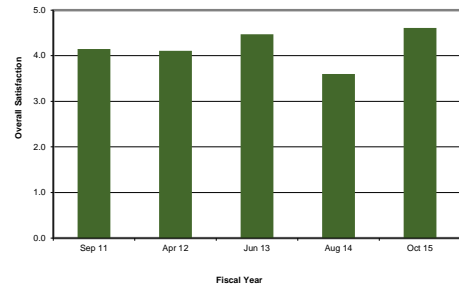
General Statistics	August 2016	% Change from last year	Year to Date
Total Monthly Passengers	4,810	-7.2%	9,122
Average Passengers Per Hour	1.80	5.9%	3.70
On Time Performance	96.4%	-0.4%	193.10%
Cost per Trip	\$31.72	-2.4%	64
Number of Paratransit Applications	48	118.2%	105
Calls Answered in <1 Minute	78.90%	-7.9%	151.10%

Missed Services Summary	August 2016	Year to Date
1st Sanction - Phone Call	12	17
2nd Sanction - Written Letter	2	2
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

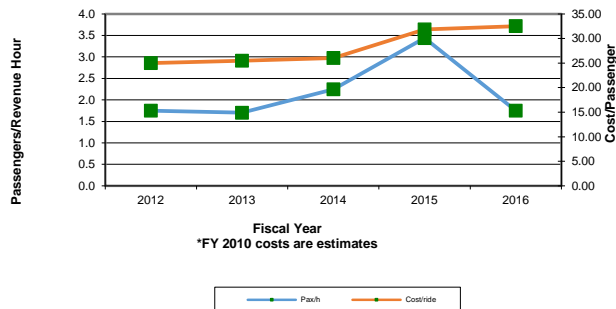
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
August 2016

SAFETY								
ACCIDENT DATA	August 2016				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	5		0		6		0	
Preventable	4		0		5		0	
Non-Preventable	1		0		1		0	
Physical Damage								
Major	0		0		0		0	
Minor	5		0		6		0	
Bodily Injury								
Yes	0		0		0		0	
No	5		0		6		0	
MONTHLY CLAIMS ACTIVITY								
Totals								
Amount Paid								
This Month	\$25,316.09							
To Date This Fiscal Year	\$40,523.15							
Budget	\$100,000.00							
% Expended	41%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	August 2016	Year To Date						
Praise	1	1						
Bus Stop	5	7						
Incident	0	0						
Trip Planning	4	5						
Fares/Tickets/Passes	0	0						
Route/Schedule Planning	48	65						
Marketing/Website	7	10						
ADA	1	2						
TOTAL	66	90						
CUSTOMER SERVICE - OPERATIONS								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	1	0	0	3	0	0	0	1
Safety	1	6	1	1	0	0	0	0
Driver/Dispatch Courtesy	1	3	1	2	0	0	1	0
Early	5	1	0	6	0	0	0	0
Late	28	3	2	32	2	2	0	2
No Show	7	5	0	12	0	0	0	0
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	3	1	2	3	1	0	1	1
Maintenance	1	0	0	3	0	0	0	0
Bypass	1	20	6	2	0	0	0	0
TOTAL	47	39	12	61	3	2	2	3
Valid Complaints								
Per 10,000 riders	3.51				0.62			
Per 1,000 riders								

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Fixed Route Passenger Satisfaction Survey 2016

FROM: Cyrus Sheik, Senior Transit Planner

DATE: September 19, 2016

Action Requested

This is an informational item only.

Background

LAVTA conducts an annual on-board fixed-route passenger survey to gauge passenger satisfaction in order to continually improve the quality of its service. The results of the surveys are also used to calculate service quality standard indicators upon which the operations contractors' annual incentives are based. Both fixed route as well as paratransit riders are surveyed; this report discusses the results from the fixed route survey.

Discussion

Methodology

This year's survey was conducted during the months of June and July, 2016, prior to the major service (COA) changes that were implemented on August 13. To complete the survey, LAVTA hired temporary staff as well as deployed interns to ride Wheels buses and administer the survey to passengers. These surveyors boarded mainline routes and asked each boarding passenger if they would like to complete a Wheels customer satisfaction survey. Surveyed trips were focused on the trunk routes, Routes 10 and 30 (Rapid), but also included surveying the shorter local routes. A total of 215 completed surveys were received.

The survey questionnaire (Attachment 1) was based on the basic customer service survey LAVTA uses each year, and was provided to passengers in English and Spanish.

Survey Results

The full tally of the 2016 survey results is shown in Attachment 2. The core item in the survey related to quality-of-service aspects, such as schedule adherence, cleanliness of buses, and driver courtesy, while the remainder of questions addressed rider profile, such as age and household income. As the 2016 survey was similar to ones undertaken in recent years, a meaningful trend comparison can be made; however, note that as last year's (2015) survey was done as part of the COA study and tallied slightly differently, some of the rider profile indicators from this year's survey will be compared with the survey undertaken in 2014.

Quality of service: As in recent years past, respondents this year gave the Wheels service fairly high marks on quality-of-service aspects, as indicated by their scoring on a 1-5 scale where 1 is the worst and 5 is the best. All of the service quality aspects were given a 3 point grading or better by 93% of the respondents, a 4 point grading or better by 72%, and an excellent (5) rating by 39% or better of those surveyed.

The area that was given the highest share of excellence was whether passengers felt safe when riding the bus, while that related to on-time performance received the lowest relative share. Passengers’ opinion rating of the Wheels service across the board averaged a 4.3 point score on the 1-5 scale.

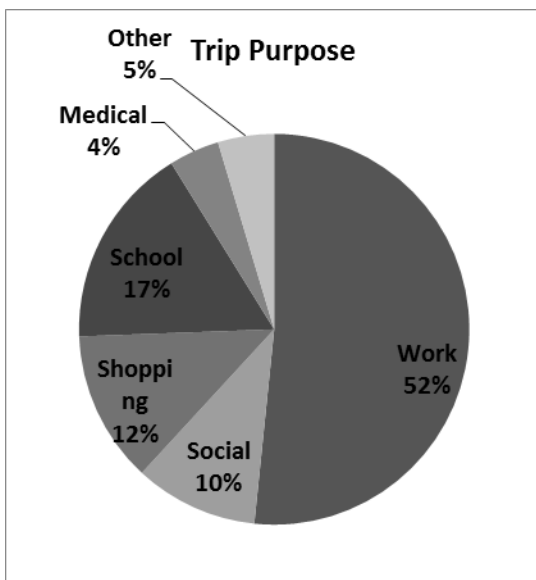
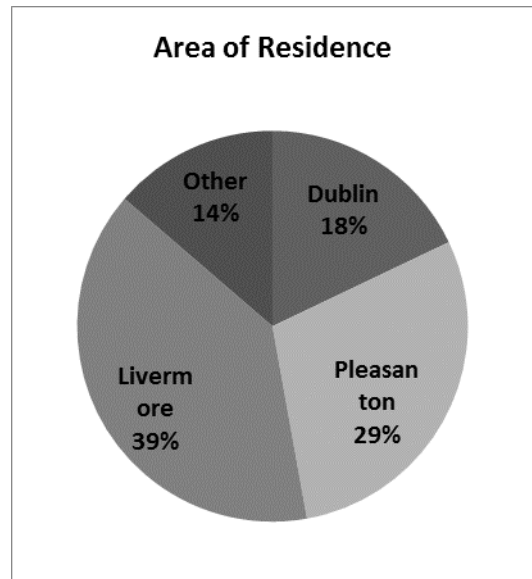
These results appear to be indicative of a high degree of customer satisfaction with the Wheels service overall, and in this year’s survey, every quality indicator except one received a higher average score than last year. The average across all quality-of-service scorings went from 4.2 last year to 4.3 this year; the average score was also higher within all of the nine individual quality areas probed in the survey, except in the area of driver friendliness / helpfulness.

As in all years that the current survey format has been used, all quality rating areas continued to receive scores exceeding the agency-adopted goal of 4.0.

The adjacent table summarizes the quality-of-service scores given by passengers in this year’s survey about Wheels.

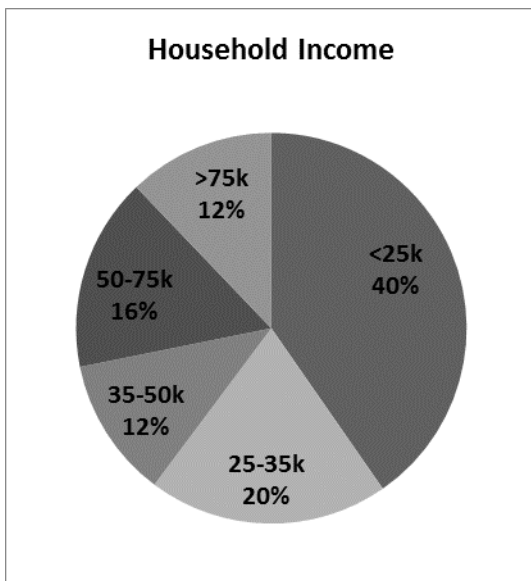
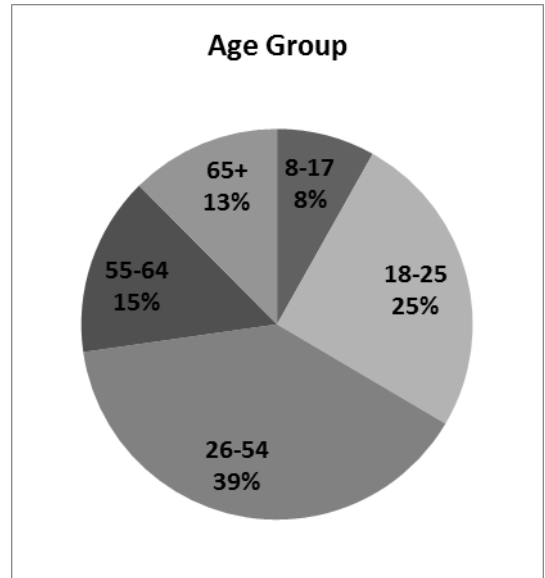
Quality Ratings	1	2	3	4	5	Avg	Last yr
Service operates on time	1%	4%	24%	33%	39%	4.1	4.0
Feel safe when riding the bus	0%	1%	5%	21%	73%	4.7	4.4
Drivers are helpful and friendly	0%	6%	15%	28%	50%	4.2	4.3
Route / service information easy to use	1%	3%	17%	25%	54%	4.3	4.2
Buses are clean and well maintained	0%	2%	11%	30%	56%	4.4	4.2
Transit Center is safe and secure	1%	2%	10%	26%	61%	4.4	4.1
Bus stops clean and well maintained	1%	3%	16%	25%	55%	4.3	4.1
Customer service staff friendly and helpful	1%	6%	10%	32%	52%	4.3	4.2
Overall opinion of Wheels service	0%	0%	5%	48%	46%	4.4	4.3
Total						4.3	4.2

Area of residence: Turning now to the rider profile-related questions, over two-thirds of respondents (68%) indicated either Livermore or Pleasanton as their primary residence, while 18 percent stated Dublin as their home. 14 percent indicated another municipality or city, broken down as follows as number of persons in alphabetical order: Alameda (1), Castro Valley (3), Danville (1), Fremont (2), Hayward (3), Oakland (5), Oakley (1), Pittsburg (1), San Leandro (2), San Ramon (4), Stockton (1), San Francisco (1), and Tracy (4).



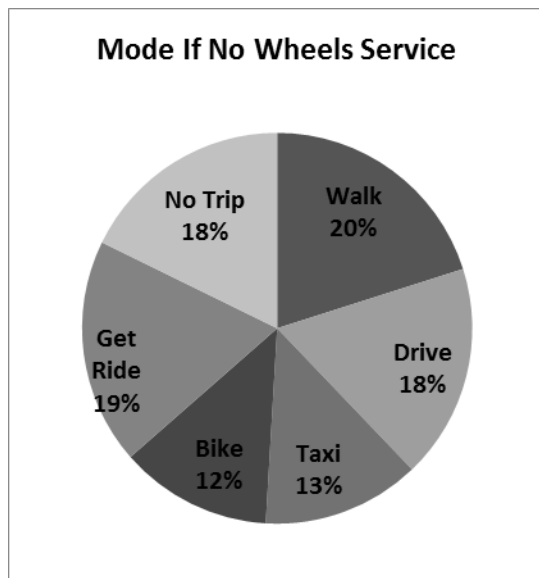
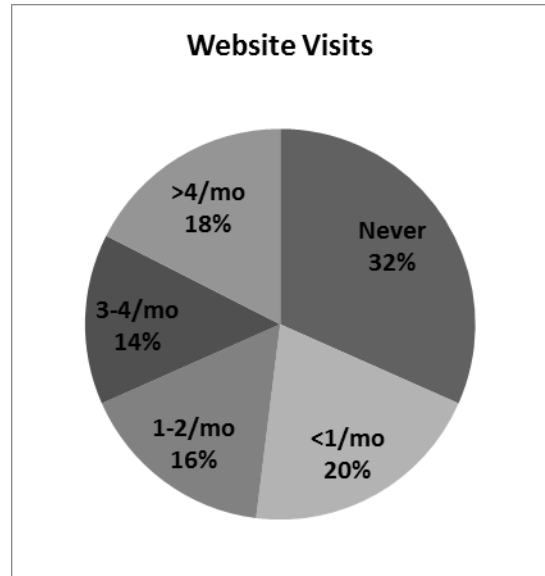
Trip purpose: More than half of the passengers surveyed (52%) indicated “work” as their trip purpose – relatively consistent with recent survey year findings. “School” and “shopping” was indicated by 17% and 12% of respondents, respectively, while other trip purposes such as “social” and “medical” each were cited by 10% or less of respondents. [It should be noted that school tripper routes were not surveyed as part of this effort, so these results will understate the overall “school” trip purpose to a certain extent.]

Age: The age distribution of respondents was somewhat similar to that found in previous surveys, with individuals under 18 and over 65 each comprising relatively small percentages of the overall ridership sampled (at 8% and 13%, respectively). 39 percent of this year's respondents were in the central age group category of 26-54 years of age, and an additional 25 percent was made up of the 18-25 age category. Although seniors are still not a big rider group within LAVTA's fixed route service, the trend over the past decade has been that the 65+ Wheels ridership percentage is increasing – and indeed the percentage of respondents in the 65+ category this year was almost double that seen in the 2014 survey (13% vs. 7%).



Household income: When asked about annual income, a majority of respondents (60%) indicated household earnings of under \$35,000 per year. 28% stated incomes in the \$35,000 to \$75,000 range, with only the remaining 12% indicating household incomes above the \$75,000 mark. Although the Wheels riders have traditionally been found to be from low-income households, the income distribution has shifted somewhat upward from the 2014 survey when 57% of respondents were in the sub-25k bracket, and only 7% were in the 75k+ bracket.

Wheels website visits: Up until a few years ago, the long-term trend had been one of increased awareness and usage of the Wheels website and by 2013, 74% of respondents indicated that they visit the Wheels website, albeit with varying frequency. However, in the 2014 survey, 69% indicated visiting the Wheels website at least on occasion, while 31% stated that they never visit the website. And this year, the reverse trend continued, with 32% stating that they never visit the Wheels website – and of the remainder, the percentage of riders who visit the site more than four times a month decreased from 21 to 18 percent.

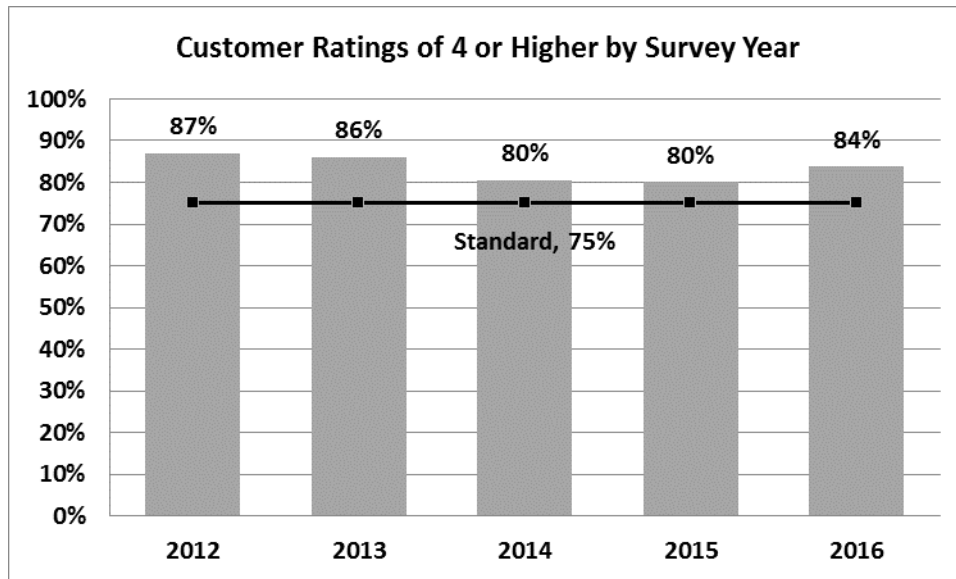


Trip without Wheels: Passengers were asked how they would have made their current trip without the bus. A large majority of respondents (82%) indicated that they would have been able to get around using other means of transportation, while 18% stated that they would not have made the trip. Of the 82% that indicated alternative means to get around, 20% said that they would have walked, 19% stated that they could have gotten a ride, and 13% stated taxi as an alternative. The most notable shift compared with the 2014 survey was that the passengers stating that they would be able to walk as an alternative to taking the bus went down 10 percentage points from 2014.

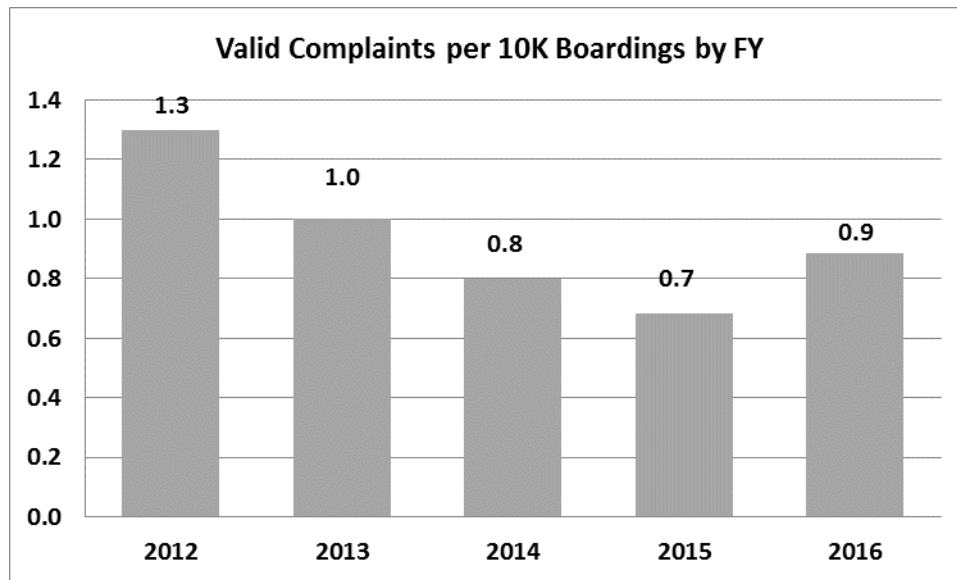
Open comments: 103 of the 215 passengers surveyed took the opportunity to provide open-ended comments at the end of the survey form. Most of the comments addressed a broad spectrum of issues, although some recurring themes were present, such as requests for longer service hours and improved passenger information. Common operational topics included issues about schedule adherence (late buses) and customer service. A number of respondents also stated concern regarding the major service changes for fall 2016, which had been published but not yet implemented at the time the surveys were taken. The entire set of open comments received is shown in Attachment 3.

Recent-Years Trend Comparison

The following chart shows the five-year trend for overall customer satisfaction, as well as compares it to the agency's standard of receiving an average score of 4 or better from 75% of survey respondents. In this year's survey, 84% of the total pool of scores received were 4 or 5. This is lower than what was seen four and five years ago when customers graded the service in the 86-87% range, but is an improvement over 2014 and 2015 when an overall 4+ rating of 80% was received.



Although not data collected from the annual onboard survey, for illustration purposes the next chart shows the number of valid customer complaints per 10,000 boardings for the past five fiscal years. It shows that valid complaints trended downward thru FY2015, but increased in FY2016, going from a rate of 0.7 valid customer complaints per 10,000 boardings in FY2015 to 0.9 valid customer complaints per 10,000 boardings in FY2016. [“Valid” complaints often pertain to operational issues that can be either confirmed or dismissed, such as bypasses, early timepoint departures, speeding, and driver courtesy.]



Remarks / Summary

As the results described above show, the Wheels fixed route service is continuing to receive nominally high remarks in all quality-of-service aspects that are probed in the annual on-board passenger survey, and the average respondent this year scored the service quality slightly higher across the board than last year. The item that received the highest rating this year was in the areas of passengers feeling safe while riding the bus (4.7), while the item that received the lowest relative rating was the on-time performance of buses (4.1).

The Wheels ridership base continues to be from low-income households, albeit somewhat less so than in recent years. However, as the responses to the trip-without-Wheels question indicate, most riders stated that they might have had alternative means of getting to their destination and are not entirely captive to the service.

Past studies have indicated that the Wheels ridership base is relatively young, and has a high turnover rate in terms of ridership. The coarse scale used in the annual survey regarding riders' age makes it difficult to draw firm trend conclusions, but other surveys and observations indicate that the Wheels ridership base continues to be relatively young. And senior riders (individuals aged 65 or over) in the system still represent a small, but growing, ridership group in the Wheels fixed route system.

Recommendation

None – information only.

Attachments:

1. Survey form (English version)
2. Detailed summary of results
3. Open-ended comments

1. Which general area do you live? Check ONE.

_____ Pleasanton _____ Dublin _____ Livermore
 _____ Other (please specify): _____

2. Please rate Wheels Service using a scale of 1-5, with 1 being the worst (strongly disagree) and 5 being the best (strongly agree).

Question	Score (1-5)
Transit services operate on-time	
I feel safe when riding the bus	
Drivers are helpful and friendly	
Route / Service Information is easy to use	
Buses are clean and well-maintained	
Transit Center is safe and secure	
Bus Stops are clean and well maintained	
Transit Center (& Telephone) staff are friendly and helpful	
Overall opinion of Wheels service	

3. What was the main purpose in making your trip today? Check ONE.

_____ Work _____ School
 _____ Social Visit _____ Medical
 _____ Shopping _____ Other (please specify: _____)

4. What is your age?

_____ 8-17 _____ 55-64
 _____ 18-25 _____ 65+
 _____ 26-54

5. What is your annual household income?

_____ Under \$25,000
 _____ \$25,000-\$34,999
 _____ \$35,000-\$49,999
 _____ \$50,000-\$74,999
 _____ \$75,000+

6. How often do you visit www.wheelsbus.com?

_____ 5 or more times in the last month
 _____ 3-4 times in the last month
 _____ 1-2 times in the last month
 _____ Less than once per month
 _____ Never

7. How would you have made your current trip without the bus? Check ONE.

_____ Walk _____ Bike
 _____ Drive myself _____ Get a ride
 _____ Take a taxi _____ I would not have made this trip

Please provide Wheels Management with your thoughts on how our service works for you and/or how we may improve our service.

WHEELS PASSENGER SURVEY RESULTS 2016

ATTACHMENT 2

1. Area of Residence

Dublin	Pleasanton	Livermore	Other	Tot resp
38	62	83	29	212
18%	29%	39%	14%	

2. Quality Rating

	1	2	3	4	5	n/a	Avg Score	Total Responses Received	Total Points
Service operates on time	1	7	48	66	78	15	4.1	200	813
Feel safe when riding the bus	0	3	10	42	149	11	4.7	204	949
Drivers are helpful and friendly	1	13	30	56	101	13	4.2	201	846
Route / service information easy to use	2	7	34	51	110	11	4.3	204	872
Buses are clean and well maintained	0	5	23	62	114	11	4.4	204	897
Transit Center is safe and secure	2	4	19	51	117	22	4.4	193	856
Bus stops clean and well maintained	2	6	32	51	111	13	4.3	202	869
Customer service staff friendly and helpful	2	11	18	60	98	26	4.3	189	808
Overall opinion of Wheels service	1	1	11	96	93	13	4.4	202	885

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	1%	4%	24%	33%	39%	4.1	4.0	200
Feel safe when riding the bus	0%	1%	5%	21%	73%	4.7	4.4	204
Drivers are helpful and friendly	0%	6%	15%	28%	50%	4.2	4.3	201
Route / service information easy to use	1%	3%	17%	25%	54%	4.3	4.2	204
Buses are clean and well maintained	0%	2%	11%	30%	56%	4.4	4.2	204
Transit Center is safe and secure	1%	2%	10%	26%	61%	4.4	4.1	193
Bus stops clean and well maintained	1%	3%	16%	25%	55%	4.3	4.1	202
Customer service staff friendly and helpful	1%	6%	10%	32%	52%	4.3	4.2	189
Overall opinion of Wheels service	0%	0%	5%	48%	46%	4.4	4.3	202

3. Trip Purpose

Work	Social	Shopping	School	Medical	Other	Tot resp
111	22	27	36	9	10	215
52%	10%	13%	17%	4%	5%	

4. Age

8-17	18-25	26-54	55-64	65+	Tot resp
17	53	82	31	26	209
8%	25%	39%	15%	12%	

5. Income

<25k	25-35k	35-50k	50-75k	>75k	Tot resp
73	36	21	29	22	181
40%	20%	12%	16%	12%	

6. Website Visits

Never	<1/mo	1-2/mo	3-4/mo	>4/mo	Tot resp
56	36	29	25	31	177
32%	20%	16%	14%	18%	

7. Trip without Wheels?

Walk	Drive	Taxi	Bike	Get Ride	No Trip	Tot resp
43	38	28	27	40	38	214
20%	18%	13%	13%	19%	18%	

Total surveys received = 215

General Comments
Overall, it's good.
As of August 13th the Route is changing for bus no. 3. Could you please continue service through Amador or provide some alternative? They are perfect.
I travel in Route 3 from Amada lakes to BART. I wish this route stays after Aug. 13. Have clear maps for clear understanding.
Please don't take away this route. This is the only route I have. If your taking away please replace with some other bus for this route.
Route #3 should exist as it is. We don't want to change. How will people like me come from San Ramon Senior Center when this route will be terminated from 13th August. Not a good change.
Need garbage cans at each bench. Need overhead cover at each bench. Bus drivers should know how far next bus is behind him. Buses should be able to contact each other to hold transfer bus if bus is behind schedule so passengers can make their connections. I will lose my job since you're stoping some routes.
I think the service is great. I wouldn't improve your services.
Great Service
Will the new routes cover the old 3 in Dublin?
The R should ride weekends.
I would like for the Rapid to operate on weekends.
Based on my answers, you should know what needs to be fixed. *
I like it when the bus is on time!
You guys get me from point A to point B so I'm happy.
First, the Drivers are really helpful. I needed water to drink and he gave me some. Be best on being on time and stay well maintained and drive safe. Thank you Wheels.
The delays should not be more than 20 minutes. *
Route change affects me to go to work.
Buses are on time in the morning but delayed after 7:30 am and before 9:00 am.
The service is useful and necessary. The service is late at times. A few drivers are lacking in friendliness; sometimes we greet and thank them for their service, and they don't reply. When we get out of work and board the bus, it is not pleasant to find drivers with long faces. *
Overall good. Make sure electric signs at bus stations are accurate.
Make sure you're on time.
Move wheel chair space.
More frequent buses.
No bus on East Avenue around 11pm week.
The buses need to run later.
The Wheels management service are really good service for this transportation.
I think your service is good my problem is in the weekends when the service is every 40 mins. And it starts late in the morning.
Less opinions from drivers more professional attitude/demeaner.
The service gets me to where I got to be thank you Wheels.
Well, it works great for me.
No
It has good service.
Excellent work. *
Springtown 15 direct bus to BART needed
Some drivers are friendly some aren't, I've also noticed a lot of broken bike racks.
More buses during commute time.
Buses should be on-time. Increase frequency from BART to Pleasanton to avoid wait time (Mon-Fri).
Always on-time and very nice to passengers.
Hire friendly bus drivers. I ride the 15 everyday and I have bad experiences with the women they are rude, have attitude.
R & 12 run almost at same time and that results in one bus going empty. If we space them properly it will be helpful.
Improvements on all above asked questions, but I'd like to thank you all, w/no buses I couldn't be independent.
It would be nice of buses came on-time.
I enjoy taking the bus to get to work and other places.
Bus Drivers need to be more thorough when checking bus stops at night.
It's great!
Your service is great . It's just that I have to walk over the over pass just to get to work on weekdays. 12x should run from 2-close.
More handicap space. During rush hour you run out of room for my wheel chair.
N/A
Just make sure buses are on-time or have the bus stop by more often. Maybe a radio installed, but that's simply an idea.
No
More flexible time with the bus schedule.
More connections to BART.
All Good.
Being a bit more on time would help. Other than that, I like taking the bus because most of the drivers are very helpful and friendly.
Add a garbage can.
Great bus rides when I need it.
Ironically, its sometimes better if the bus is a bit late, as I get out of class about ten minutes after the bus leaves, and having this route come every 30 minutes would be better. Ensure seat cushions are maintained.

I feel that the system planner and online schedules should be updated such that one can plan trips better based on timing and location.
I usually ride the 20x everyday to and from work, and wouldn't be able to get to work on time without it.
Just be nice.
More bus stops in Livermore going to transit center.
A few of the stops are out in the sun and have no seating. Would be great to fix that.
Some drivers should be more friendly.
The customer service is not friendly sometimes. Some buses leave without looking back if a passenger is rushing.
Middle-aged B.American female driver is rude and unhelpful (Route 10, afternoon shift). Children aggravate her. The driver instructs riders to get ready to get off before stopping. Some riders are afraid to stand while bus is in motion.
Have buses come on time.
The website doesn't give clear times with the bus number on the same page.
Just try to be on time.
Works ok for my needs. Perhaps more frequent buses (mine was every 30 minutes).
Cleaner buses.
It would be great if you guys could have later routes and larger bus for the rapid.
Sometimes I bring my bike with me to work and I truly feel that you need better bike racks.
Bike racks need improvement
The service is good. I don't know why the 8 runs every 60 minutes? It was better before when it use to run every 30 minutes. *
Service during later hours would be good.
Better bike ramps
Later time for routes. I usually have to walk home.
Wait a little longer at bus stops. I have been left plenty of times.
Better road maps.
Overall, good service.
Put signs at Bart station showing Livermore to the left, Dublin to the right, etc. and to explain the bus ticket there better or easier to see.
Better signs at Bart station
Really good experience. A lady that drives route 10 is scary; she drives bus #0331
Made me happy today.
Please keep #10 and 8 in service because it is the only transportation I have.
I seldom use it, but the service seems good. *
Works well.
Some of the bus drivers appear stressed out--so, these guys aren't really friendly.
The bus is really useful to me. I take it everyday, I'm more than satisfied.
Currently, it appears to me that the service is running well. *
Friendly drivers *
Excellent service, keep being better and better. I think you should have some more route around Dublin. Thank you!!
Everything is fine.
Just my opinion, drivers must attend a seminar on customer service to greatly improve their skill on dealing with riders.
More routes to Koll Center Pkwy. One bus went right by me so I had to wait for next bus from Pleasanton to Livermore.
I think the service at Wheels transit is amazing. They are easy to use and are dependable in getting to your destination.
Wheels has been very helpful when needed.
Keep 10 Route as is.
The drivers should be friendly with people. *
The service is great and cheap. *
15 needs to run more often on weekends. Hillcrest/East Ave stop should remain open. In general, more weekend service.
There isn't a fast route to school (Las Positas).
No cans in people's bags on buses. Unclean. People board the bus with bags of recyclables (unsanitary, and sometimes creates a mess-spill).
Casey and Josh love the service!
Excellent service.

*Translated from Spanish

LAVTA COMMITTEE ITEMS - OCTOBER 2016 - FEBRUARY 2017

Finance & Administration Committee

October	Action	Info
Minutes	X	
Treasurers Report	X	
Quarterly Grants Report		X
Legislative Quarterly Report		X
CAFR	X	
Contract Award - A&E On-Call Services	X	
Contract Award - Rutan Parking Area Resurfacing Project	X	
Contract Award - Rutan Maintenance Area Resurfacing Project	X	
November	Action	Info
Minutes	X	
Treasurers Reports - October	X	
December	Action	
Minutes	X	
Treasurers Reports - October	X	
Meeting Dates	X	
January	Action	Info
Minutes (November)	X	
Treasurers Report	X	
Legislative Program	X	
February	Action	Info
Minutes	X	
Treasurers Report	X	
Quarterly Budget & Grants Report		X

LAVTA COMMITTEE ITEMS - OCTOBER 2016 - FEBRUARY 2017

Projects & Services Committee

October

	Action	Info
Minutes	X	
Try Transit to Schools 2016 Results		X
COA Update		X
Relocation of Livermore Historic Train Depot		X

November

	Action	Info
Minutes	X	
Paratransit Customer Satisfaction		X
Quarterly Operations		X
Quarterly Marketing		X
Award of Phone App.	X	
Recommended Service Changes Winter 2016/17	X	

December

	Action	Info
Minutes	X	
Draft Fare Study Recommendations		X

January

	Action	Info
Minutes (November)	X	
Draft long Range Transit Plan		X

February

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

**COMMITTEE
MINUTES**



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, September 26, 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
Don Biddle, Councilmember, City of Dublin

Members Absent

Steven Spedowfski, Councilmember, City of Livermore

3. Meeting Open to Public

Robert Allen

Mr. Allen is requesting direct shuttle service from Park-N-Ride to BART during the peak hours during the weekdays connecting with every train. Mr. Allen explained that the ABLE commute would save commuters about 40 minutes a day. Mr. Allen would like the ABLE commute agendized. Executive Director Michael Tree gave a status update regarding Mr. Allen’s request and explained that ACTC is conducting a Park-N-Ride study that will be completed by the end of the year. ACTC is taking Mr. Allen’s request into consideration. Mayor David Haubert would like LAVTA to notify Mr. Allen when the Park-N-Ride study is completed

and when it will be agendized, so that he does not need to come to every meeting.

4. Minutes of the August 22, 2016 Meeting of the P&S Committee.

Mr. Allen requested that Agenda Item 3 on the minutes be corrected to say the following: Mr. Allen is requesting direct shuttle service from Park-N-Ride to BART connecting with every daytime (Monday through Friday) BART train.

Approved: Haubert/Brown

Aye: Brown, Haggerty, Haubert, Biddle

No: None

Abstain: None

Absent: Spedowfski

5. Fixed Route Passenger Satisfaction Survey 2016

Staff provided data on the latest Fixed Route survey results. The survey was conducted during the months of June and July 2016 prior to the COA changes and LAVTA received 215 responses to the survey. LAVTA's scoring went from 4.2 last year to 4.3 this year; the average score was also higher within all of the nine individual quality areas, except in the area of driver friendliness/helpfulness.

Mayor David Haubert asked if LAVTA noticed any comments made during the survey that LAVTA fixed and the comment should not be repeated on the survey next year. Christy Wegener pointed out that Las Positas College service was one area of comment that should not be on next year's survey, since LAVTA now has direct service there. Councilmember Karla Brown noticed a correlation between driver friendliness and the open ended comments made by passengers.

Councilmember Karla Brown wanted to know LAVTA's response to the comments made regarding driver friendliness. Executive Director Michael Tree said it is unacceptable and that a few of the drivers are not customer service oriented.

LAVTA has been in discussions with the contractor regarding ways to improve customer service on the system and on-time performance. Councilmember Karla Brown requested a response for bike racks need improvement. Christy Wegener responded that LAVTA's new buses have new bike racks and so will the next buses we order. Next year 40 out of 66 buses will have brand new bike racks that hold three bicycles. Councilmember Karla Brown pointed out a discrepancy with school ridership. Cyrus Sheik responded that the survey was completed during summer and that is why the numbers are skewed. Christy Wegener offered that the customer satisfaction surveys will be conducted twice this year. Supervisor Scott Haggerty requested to see the survey again during the school year.

This was informational only.

After the Fixed Route Passenger Satisfaction Survey 2016 report, Agenda Item 7 was moved up on the agenda for the convenience of the group in managing the balance of the meeting.

7. Contract Award for Individualized Marketing Services

The Project and Services Committee forward a recommendation to the Board of Directors the award of contract for purchase of individualized marketing services to Steer Davies Gleave in the amount of \$129,950 for the period of one (1) year, with an option to extend the contract one (1) additional year. Additionally staff requests a 15% contingency for the project and authorization for the Executive Director to execute the contract. Resolution 34-2016.

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

6. 2017 Fiscal Year Marketing Plan Update and Rebranding

Staff presented a PowerPoint to the Projects and Services Committee with the fiscal year 2017 Marketing Plan and Rebranding Project. LAVTA received 391 survey responses regarding the rebranding. The names that received the highest ratings was Wheels and TriGO. Councilmember Karla Brown wants the rebranding name to be simple and have a connection that you can get around our city or to BART easily (TriGO to BART; TriGO to the doctor; TriGO to school etc.). The direction of the Committee was to forward the information to the LAVTA Board for input.

8. Management Action Plan

Executive Director Michael Tree included a Management Action Plan for the Project and Services Committee review.

This item was informational only.

9. Preview of Upcoming P&S Committee Agenda Items

10. Matters Initiated by Committee Members

None.

11. Next Meeting Date is Scheduled for: October 24, 2016

12. Adjourn

Meeting adjourned at 5:00pm.