

FY2017 Goals, Strategies and Projects

Last Updated – May 15, 2017

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> 1. Provide routes and services to meet current and future demand for timely/reliable transit service 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. Optimize existing routes/services to increase productivity and response to MTC projects and studies 4. Improve connectivity with regional transit systems and participate in BART to Livermore project 5. Explore innovative fare policies and pricing options 6. Provide routes and services to promote mode shift from personal car to public transit 						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	Sept 2017 Oct 2017 Nov 2017	→ <u>Staff finalizing scope of work for Long Range Plan. Work to include park and ride and SAV strategy.</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	→ Straightened out Route 14 in downtown Livermore, rescheduled 502 for improved OTP, added a run into the Livermore Labs on 30R to get workers into lab before 7am. Improved 10R schedule. Changes to 1 & 14 schedules in June to improve their OTP.	X
		DP			→ RFP advertised. Interviews held in	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> Award of Contract Public Outreach #1 Public Outreach #2 Approval of Recommendations 		Projects/ Services	Nov 2016 Jun 2017 Sept 2017 Jan 2018	October. MOU on partnership ratified by the Board in January. City awarded contract. Kick-off meeting held in February. Currently undergoing data collection. <u>Expect stakeholder meetings and public meetings in June.</u>	X
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearing (proposed changes on fixed route) Board Approval 	DP	Projects/ Services	May 2017 <u>Sept 2017</u> <u>Sept 2017</u>	→ Draft Fare Study complete. F&A to reviewed in May. <u>Decision to hold a few months to see ridership trends on fixed route. Paratransit changes to be considered with paratransit study.</u>	X
Signalization Improvements And Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> Award contract for signal control Award contract for queue jump Finish project 	DP	Projects/ Services	Jul 2016 Mar 2017 Jun 2017	→ Board awarded contract for signal control upgrade in July. Board awarded contract for additional signal control capabilities and queue jump project in March. Expect project completion in June.	X X
Go Dublin Discount Program	<ul style="list-style-type: none"> Get clearance from FTA Sign Agreements with providers 	ED		Nov 2016	→ Participation Agreements signed. Uber, Lyft and DeSoto have activated the promo code. Project area is the city limits of Dublin and two BART stations. Fare is LAVTA will	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
	<ul style="list-style-type: none"> Implement 		Projects/ Services	Dec 2016	cover 50% of cost of ride, up to \$5. Marketing began in February. <u>Expect discussion on progress with P&S in June.</u>	X
				Dec 2016		X

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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website V2.0 Upgrades	<ul style="list-style-type: none"> Speed up website Revise homepage for quicker access to commuter info 	MKT MGR	Projects/ Services	Mar 2017 <u>Jun 2017</u>	→ Website speed up to industry standard. Commuter page being developed.	X
V2.0 of Timetables and Schedules With Route Changes	<ul style="list-style-type: none"> Create second version of timetables and route changes to implement new rebranding and fix route issues from COA implementation 	MKT MGR	Projects/ Services	Jan 2017 <u>Jun 2017</u>	→This project broken into two phases. Phase I changes to timetables with January service changes and Phase II upon rebranding completion. Phase I completed. Brochures/street inserts installed.	X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Future Phone App	<ul style="list-style-type: none"> • Advertise RFP/Contract Award • Introduce Phone App to public 	DP	Projects/ Services	<u>Aug 2017</u> <u>Jul 2018</u>	→ Currently using Transit as phone app. Scope of Work being created for a future phone app to take into account Park & Ride strategy, SAV project, paratransit study and Go Dublin.	
Wi-Fi Project	<ul style="list-style-type: none"> • Install Wi-Fi on Rapid and Express buses 	DP	Projects/ Services	Oct 2016 Feb 2017	→ Wi-Fi installed and working on all Rapid and Express buses.	X
Wayfinding at BART Stations	<ul style="list-style-type: none"> • Plan new wayfinding signage • Install signage 	MKT MGR	Projects/ Services	Nov 2016 Jan 2017	→New wayfinding signs installed by BART in December. BART picked up cost of signs.	X X
LAVTA Rebranding Project	<ul style="list-style-type: none"> • Surveying and Focus Groups 	MKT MGR	Projects/	Jun 2016	→ Community survey done. Focus groups done. Additional community survey on narrow list of names done. P&S Committee and Board discussed. Wheels is recommendation for name. <u>New paint</u>	X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
	<ul style="list-style-type: none"> Draft naming of services to Board Approval final naming, logo and rebranding of buses 		Services	Aug 2016 Sept 2017	<u>scheme for buses reviewed by P&S/Board and favored. New logo being further developed based on input.</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	→ SDG awarded contract. Kick-off meeting held to discuss project and partners. Meetings held with partners in Pleasanton. Collateral developed. <u>Program at halfway point. Challenges in reaching goals of participation households. Update to Board in June.</u>	X X X
580X	<ul style="list-style-type: none"> Direct Mailing #1 Door Hangers Targeted social media 	MKT MGR	Projects/ Services	Sept 2016 Jan 2017 Mar 2017	→ Website slider and page created. Commuter coaches delivered. The first direct mailing was done. Goal is 15 rides per hour. Jan promotions completed; door hangers. Fare free for promotion. Continuing to focus on targeted social media.	X X X
Relocated Rapid Shelters No Longer Served By Rapid to N Canyons Parkway (new alignment of Rapid)	<ul style="list-style-type: none"> Engineering work Improvements to site Relocation of shelters 	AS	Projects/ Services	May 2017 Aug 2017 Sept 2017	→ Final relocation plan developed. Work to be performed with FTA grant. FTA granted approval in March. Doing engineering work in April/May. Expect to have project fully completed in Sept.	
Dispose of Shelters Past Useful Life No Longer Served By Route	<ul style="list-style-type: none"> Identify shelters Award Contract Dispose of shelters 	AS	Projects/	Dec 2016 May	→ Staff has identified shelters past useful life that need to be disposed. <u>IFB being developed to release in June to remove shelters in Jul/Aug.</u>	X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
			Services	2017 Aug 2017		
Remove Bus Stop Signage No Longer Served By Routes	<ul style="list-style-type: none"> Removal of bus stop signs by MV 	AS	Projects/ Services	Oct 2016	→ Currently 72 stops have temporary no service signs affixed too bus signs/pole. All signage has been removed.	X
Relocate Shelters Not Past Useful Life That Are On Routes No Longer Served	<ul style="list-style-type: none"> Identify shelters Identify new locations for shelters Relocate shelters 	AS	Projects/ Services	Sept 2016 Oct 2016 Aug 2017	→ Shelters identified and relocation plan created. Currently, shelters have signage on them indicating that they are no longer served. <u>IFB being developed to release in June to relocate shelters in Jul/Aug.</u>	X X
Replace Shelters Past Useful Life That Are On Current Routes	<ul style="list-style-type: none"> Identify shelters Award contract Install 	AS	Projects/ Services	Nov 2016 Apr 2017 Aug 2017	→ Shelters identified. Current plan in Livermore, where most shelters past useful life are located, is to replace them with metro style shelters to accommodate artwork. Brasco awarded contract to build 10 shelters that will accommodate art work. <u>IFB for installation to take place in June for a Jul/Aug install after shelters arrive.</u>	X
Purchase and Install Light Kits	<ul style="list-style-type: none"> Identify shelters in need of light kits Complete Installation of 	AS	Projects/	Nov 2016 Jul	→Solar light kits delivered. Pleasanton installations to be completed in <u>June</u> . Dublin in <u>June</u> and Livermore in <u>Jul</u> .	X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	light kits		Services	2017		
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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
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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	→ Approximately 100 passes sold. Staff to promote and bike on bus event at Livermore Middle School in late January. Will expand project to provide all students interested in Wheels a Clipper card in four Livermore schools to use bus system. <u>Marketing Department collaborating with ACTC on pass. Update to be provided P&S in June.</u>	X
				Ongoing		

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	→ Installed shelters and implemented Easy Pass. Goal is to increase ridership 100% or get to 500 rides a day and seek long-term funding for the pass. Have reached goal. Continuing marketing and have continued Easy Pass through next academic year. Students to vote on pass early in Spring of next academic year.	X
				Aug 2016		X
				Ongoing		X
				Jan 2017		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 	MKT MGR	Projects/ Services	Sept 2016	→ High School recently moved to new location on 30R. Easy Pass implemented. Monitoring usage and the potential of school to continue the pass on a long term basis. <u>Charter school actively negotiating with LAVTA for Easy Pass next academic year.</u>	X
				Oct 2016		X
				Ongoing		

<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 term funding plan			Mar 2017		
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		→Project on hold due to work loads.	
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	Jan 2017 <u>Jun 2017</u> Feb 2018	→ FTA clearance given to demo current building. Amendment #1 to be considered by the Board in January. Bids received by City. City Council awarded contract. <u>Temporary facility installed. Demo of current buildings at TC and the relocation of Depot to take place after the 4th of July.</u>	
Rehab of Shade Structure and Replacement of Furniture at Livermore Transit Center. Rehab of Custom Shelter adjacent to Livermore TC next to Parking Garage.	<ul style="list-style-type: none"> • Obtain a cost estimate for painting the shade structure and customer shelter • Obtain cost estimate for replacement of furniture • Bid Project • Project Completion 	PM	Projects/ Services	<u>May 2017</u> <u>May 2017</u> Sept 2017 Jan 2018	→In project planning stages.	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Goal: Regional Leadership

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Advocate for local, regional, state, and federal policies that support mission of Wheels**
2. Support staff involvement in leadership roles representing regional, state, and federal forums
3. Promote transit priority initiatives with member agencies
4. Support regional initiatives that support mobility convenience

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Altamont Regional Rail Working Group	<ul style="list-style-type: none"> Hire Executive Consultant Strategic planning by Working Group 	ED	Projects/ Services	Dec 2016 Feb 2017	→ Executive on board with Working Group. AB 758 language developed. <u>Assembly Transportation Committee approved 12-0 in April. Appropriations voted 14-0 in May. On Assembly Floor for vote on June 1st.</u>	X X
2017 Legislative Plan	<ul style="list-style-type: none"> Creation of 2017 Legislative Plan and review/approval by the Board and provide support for key legislation. 	Exec Dir	Finance/ Admin	Feb 2017 Feb 2017	→ Research being done on emerging priorities at local, state and federal level. 2017 Legislative Plan approved by board in February. Staff monitoring legislation to choose optimal time for correspondence of support.	X
State Legislation to Approve SAV Project in Dublin	<ul style="list-style-type: none"> Introduce SAV legislation 	Exec Dir	Finance/ Admin	Feb 2017	→ Entering into discussions with CCTA lobbyist. Legislation to allow testing of SAVs supported by MTC. <u>AB1444 approved by Assembly Transportation Committee, Communication and Conveyance, Appropriations and Assembly Floor.</u>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Goal: 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

<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>
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	Ongoing	→ Daily and weekly meeting to discuss key metrics at staff level. Baseline for key areas of routes established.	
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	→ Staff has begun meeting with MV weekly to monitor multiple elements of the contract. Staff anticipating a discussion with P&S on route/contractor performance in June.	X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
2. Explore and develop revenue generating opportunities
3. Maintain fiscally responsible long range capital and operating plans

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
FY16 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> • Complete financial audit and all required reporting to Board, local, regional and state agencies. 	DA	Finance/ Admin	Dec 2016	→ Audit completed in Sept 2016. Final presentations to Board in Nov 2016.	X

Other:

Transit Center Concrete Project In Bus Driving Isle	<ul style="list-style-type: none"> • Perform demo of asphalt and construction of concrete in driving isle. 	PM	Projects/ Services	Feb 2018	→ Utilizing City concrete contract. Asphalt to be removed and construction completed in May/Jun of 2017. This project to tie in closely with Historic Depot Relocation project. Will be final phase of Depot project.	
Administrative Offices Asphalt and ADA Project	<ul style="list-style-type: none"> • Award Contract • Finish Improvements 	PM	Projects/ Services	Mar 2017 May 2017	→ Contractor selected by Board in March. Project completed in May.	X X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
SAV Project	<ul style="list-style-type: none"> Acquire funding to begin project Submit legislation to test SAVs. Purchase SAVs for testing. 	PD	Projects/ Services	Oct 2016	→ AQMD awarded LAVTA \$1 million over 3 years in funding in exchange for advertising. Governor signed legislation that will allow Bishop Ranch testing of SAVs. Staff is meeting with Dublin City staff and attending regular consortium meetings. LAVTA Board received a presentation on this project and next steps at Feb meeting. <u>AB1444 approved by Assembly Transportation Committee, Communication and Conveyance, Appropriations and Assembly Floor. Staff working with CCCTA for a possible partnership.</u>	X
				Dec 2017		X
				Feb 2018		
Replace Steam Bay Lift	<ul style="list-style-type: none"> Quotes/Award of Project Complete install 	DA	Projects/ Services	Nov 2016	→ The bus lift in the steam room used to clean engines and undercarriage of buses recently failed. It is past its useful life and staff is evaluating budget to replace. Board awarded purchase of lift in January. Cement work completed. Lift installed in May.	X
				May 2017		X
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> Award contract for bus purchase Delivery of buses 	DA	Projects/ Services	Sept 2016 May 2017	→ Board approved contract with Gillig for future bus purchases. Delivery date in May & August from new Gillig factory.	X

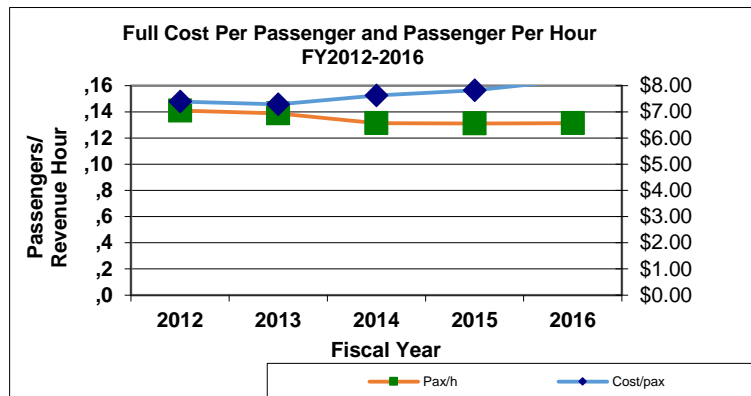
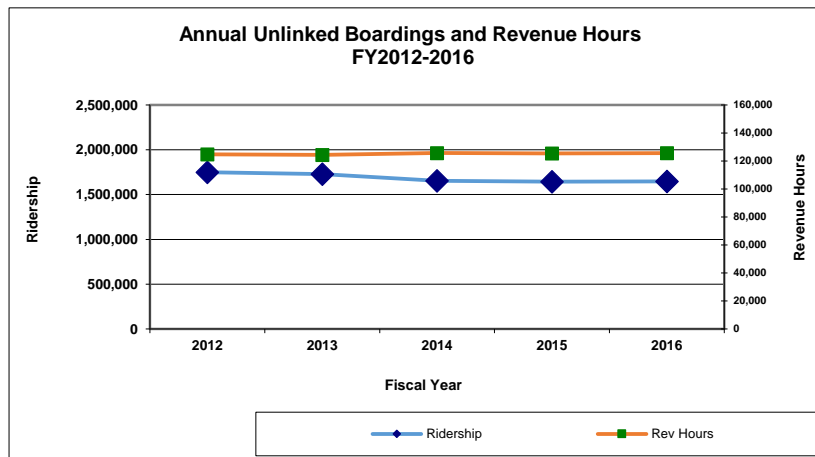
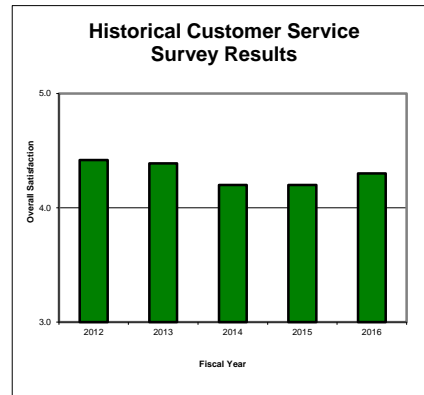
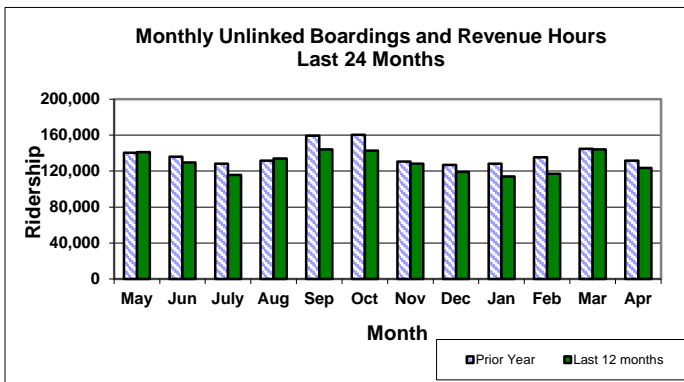
Attachments

1. Board Statistics April FY17
2. FY17 Upcoming Committee Items
3. 3rd Quarter Operations Update

Monthly Summary Statistics for Wheels April 2017

FIXED ROUTE

	April 2017			% change from one year ago		
Total Ridership FY 2017 To Date	1,282,328			-6.9%		
Total Ridership For Month	123,400			-6.2%		
Fully Allocated Cost per Passenger	\$8.70			9.3%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,420	1,718	1,280	-2.3%	-13.6%	-2.1%
Passengers Per Hour	12.9	11.3	8.4	-0.3%	6.5%	-26.9%
	April 2017			% change from last month		
On Time Performance	84.2%			4.0%		



Monthly Summary Statistics for Wheels

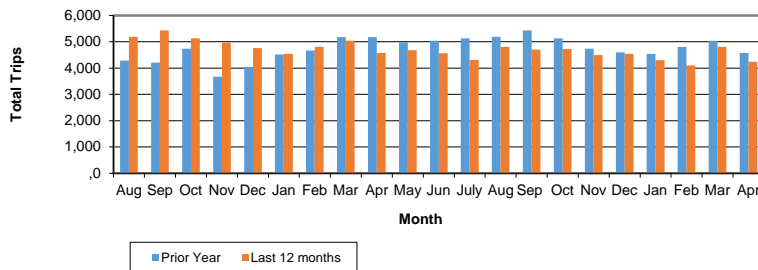
April 2017

PARATRANSIT

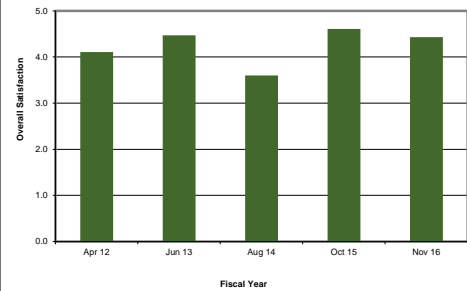
General Statistics	April 2017	% Change from last year	Year to Date
Total Monthly Passengers	4,236	-7.3%	45,021
Average Passengers Per Hour	1.90	11.8%	2
On Time Performance	95.2%	1.5%	1
Cost per Trip	\$32.51	0.0%	33
Number of Paratransit Applications	21	-43.2%	342
Calls Answered in <1 Minute	85.04%	1.7%	1

Missed Services Summary	April 2017	Year to Date
1st Sanction - Phone Call	11	63
2nd Sanction - Written Letter	0	4
3rd Sanction - 15 Day Suspension	0	2
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

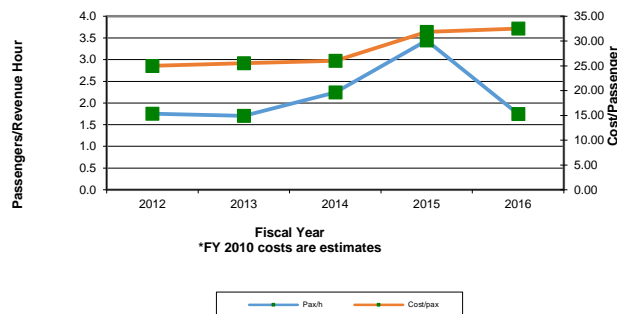
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

April 2017

SAFETY							
ACCIDENT DATA	April 2017				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	0		0		19		3
Preventable	1		0		11		0
Non-Preventable	3		0		13		3
Physical Damage							
Major	0		0		0		0
Minor	4		0		24		2
Bodily Injury							
Yes	0		0		2		1
No	4		0		21		2
MONTHLY CLAIMS ACTIVITY							
		Totals					
Amount Paid							
This Month	\$241.41						
To Date This Fiscal Year	\$94,530.81						
Budget							
							\$100,000.00
% Expended							
							95%

CUSTOMER SERVICE - ADMINISTRATION

CATEGORY	Number of Requests	
	April 2017	Year To Date
Praise		4
Bus Stop	2	33
Incident		2
Trip Planning		9
Fares/Tickets/Passes		11
Route/Schedule Planning	38	172
Marketing/Website		25
ADA		5
TOTAL	40	261

CUSTOMER SERVICE - OPERATIONS

CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	2			18				1
Safety	3	4		14				0
Driver/Dispatch Courtesy	4	5	2	19			1	0
Early	4			37				0
Late	2	3		69				2
No Show	2	1		25				1
Incident				4				3
Driver/Dispatch Training	1	1	1	14			8	3
Maintenance				5				0
Bypass		3		24				0
TOTAL	16	17	3	211	0	0	9	9
Valid Complaints								
Per 10,000 riders	1.30							
Per 1,000 riders					0.00			

LAVTA COMMITTEE ITEMS - June 2017 - October 2017

Finance & Administration Committee

June	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	
July	Action	Info
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Treasurers Report	X	
September	Action	Info
Minutes	X	
Treasurers Report	X	
Conflict of Interest - even numbered years	X	
Financial Audit	X	
October	Action	Info
Minutes	X	
Treasurers Report	X	
TDA Triennial Audit (last in '16)	X	

LAVTA COMMITTEE ITEMS - June 2017 - October 2017

Projects & Services Committee

June	Action	Info
Minutes	X	
Draft Fare Study Recommendations	X	
Marketing Work Plan	X	
Fixed Route Customer Satisfaction Survey	X	
Tri-Valley Park-and-Ride Study/Long Range Transit Plan		X
Route Analysis		X
July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Quarterly Operations Report		X
Final Long Range Transit Plan	X	
September	Action	Info
Minutes	X	
Passenger Surveys	X	
October	Action	Info
Minutes	X	
Winter Service Changes (effective February)	X	

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: FY 2017 3rd Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Operations

DATE: May 22, 2017

Action Requested

This is an informational item.

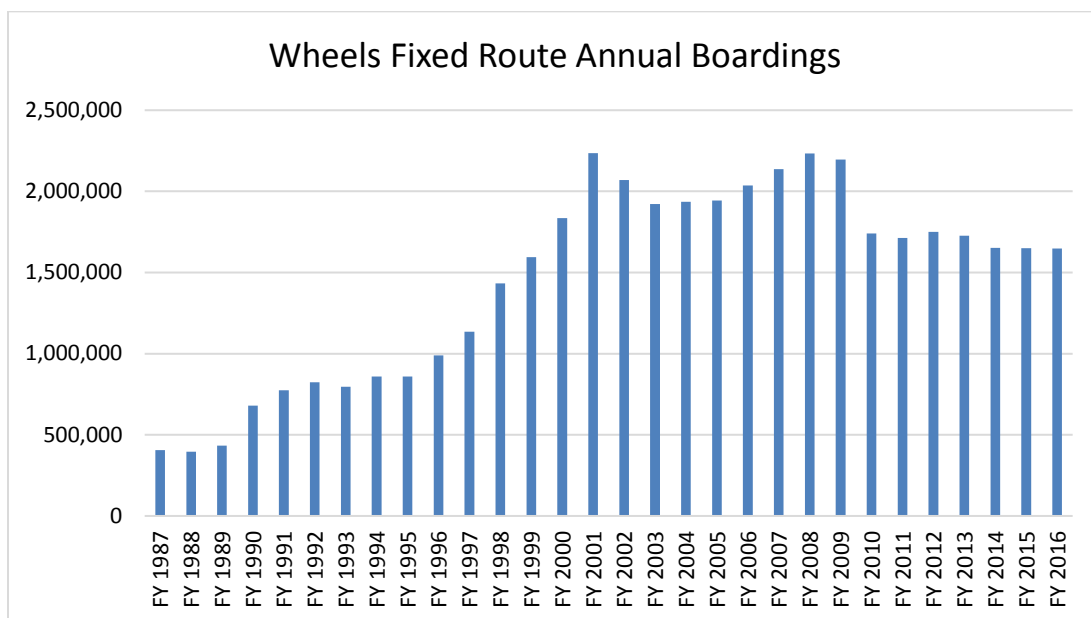
Background

This report is intended to provide the Committee with a summary and analysis of operations for the third quarter of FY2017 (January-March 2017), including fixed route, paratransit, and operational performance metrics.

Discussion

Fixed Route

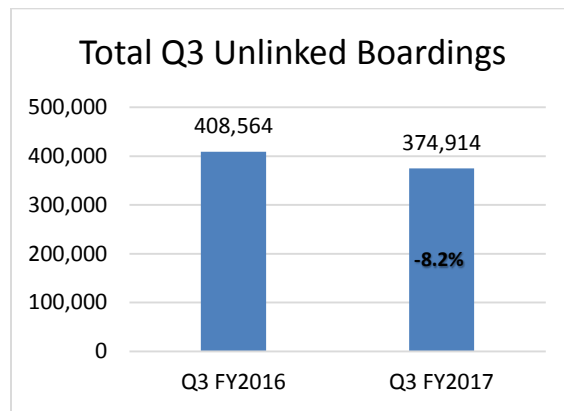
The graph below – which was featured and discussed in the previous quarterly ops report – is displayed again for reference, and shows the long-term ridership trend for the Wheels service from the agency's inception through the fiscal year that ended July 30, 2016.



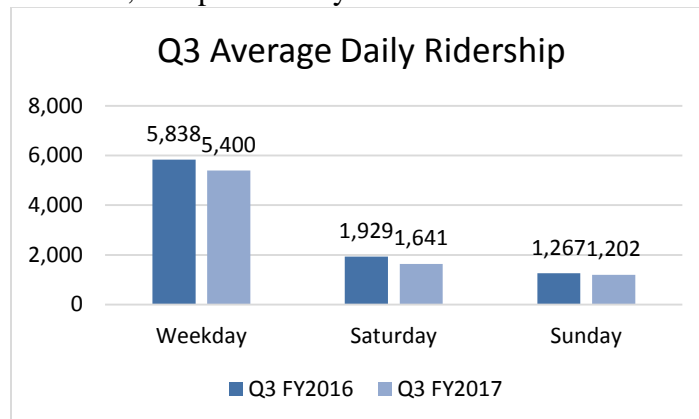
The third quarter (Q3, January thru March 2017) of the fiscal year FY2017, was the second full quarter of operating the substantially revised service that was implemented following the agency’s Comprehensive Operational Analysis (COA) study last year. Although the intent of the COA-related changes was to help grow ridership in the medium/long-term, it was expected that ridership would fall initially as a portion of existing riders were adversely impacted by the changes and exited the system, but that ridership would then rebound as riders from new markets entered the system.

As outlined in the previous quarterly report, the initial trend from the first full post-COA quarter (Q2) was a ridership decrease of 6.6 percent compared with the corresponding quarter of the prior year. For Q3 2017, this trend is continuing as the system saw a year-on-year ridership loss in the order of 8.2 percent. As a reminder, with the magnitude of changes implemented as a part of the COA, ridership was anticipated to dip 10%.

The chart below displays this trend and shows the total amount of boardings for Q3 of this year, compared with the same quarter of last year. A total of 374,914 Q3 boardings were seen this year, compared with 408,564 boardings from Q3 of last year.



The next chart shows the ridership broken down by average boardings per service day during the quarter. This mirrored the trend of the quarter overall, with average weekday ridership decreasing from 5,838 to 5,400, or about 7.5%. The COA changes - which effectively reduced Saturday service and increased Sunday service by merging the two schedules - also appear to be reflected in the weekend ridership trends. Saturday ridership fell by 15%, while Sundays held a little steadier at a 5% decrease, compared to a year earlier.



Ridership trends at the individual route level were somewhat mixed but also mostly followed the overall downward trend of the quarter. However, due to the fact that many routes were realigned while retaining the same route number, direct route-level trend comparisons are difficult to make: The general picture, though, was that of a decrease in both ridership and per-hour productivity for local routes, a mixed picture for trunk routes, and an increase in ridership for school tripper routes.

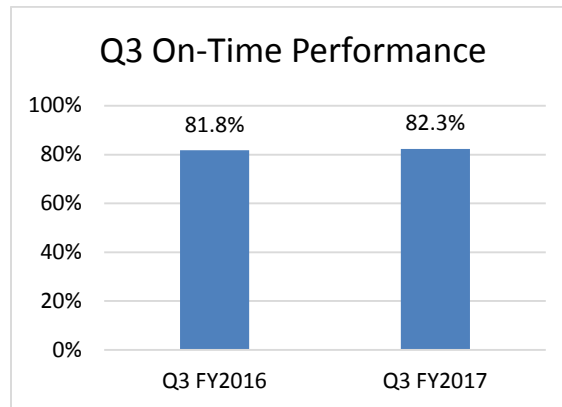
Looking to April 2017, ridership was better at just 6% below the year before. For the first two weeks of May 2017, ridership is above where it was the same time period in 2016 – up by 5%.

Comparing this year to last year, it is worthwhile to note that this year’s rain levels have far exceeded those of last year. The following chart represents rainfall by month:

Rainfall Totals from Livermore Airport

	OCT	NOV	DEC	JAN	FEB	MAR	APR
2016/17	3.26	0.74	2.46	8.11	6.93	1.83	2.02
2015/16	0.01	2.49	2.56	3.94	1.03	3.54	1.67

As shown in the next chart, on-time performance (OTP) increased slightly compared with same quarter of the previous year, ending at 82.3%. Within the quarter, the highest OTP monthly percentage was observed in January, with a reading of 83.5%.

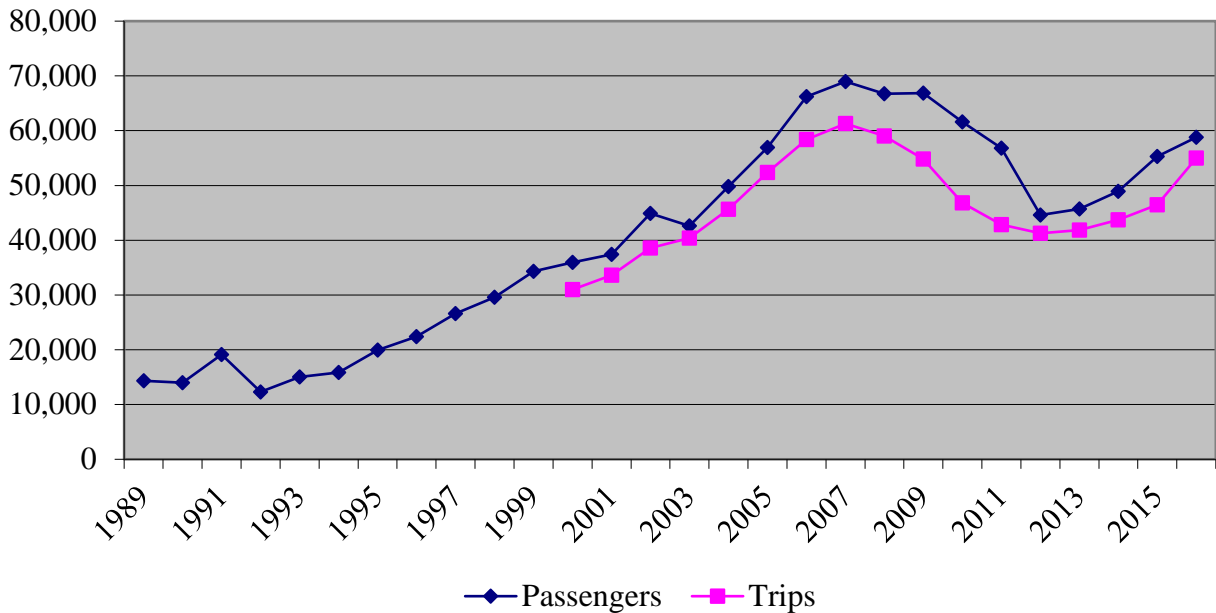


Among the large trunk routes – which contribute the most to systemwide OTP because they have the most total timepoint crossings – Route 10 finished the quarter at 80.6% on time, while Route 30 finished at 86.0% on time. **Please note, this is unadjusted for PM holding at BART** Among the remaining routes, two of the system’s express routes showed themselves at the extreme ends of the OTP spectrum: Route 580 (Transit Center to BART) showed the highest route-level OTP at 95.8%.

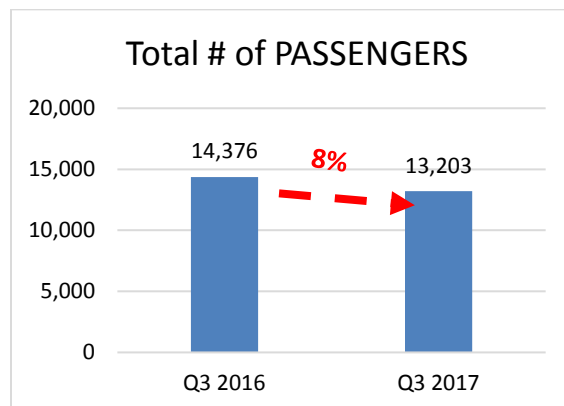
Paratransit

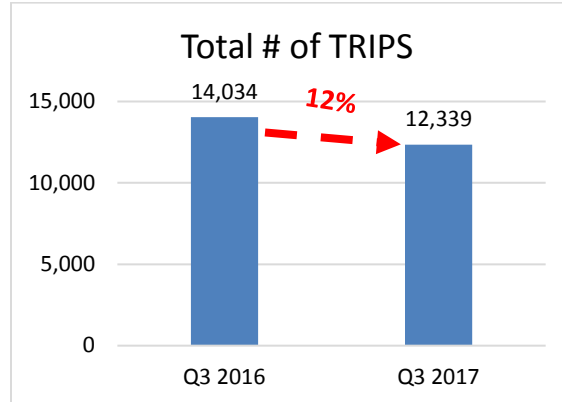
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2016:

Annual Paratransit Ridership FY 1989-2016

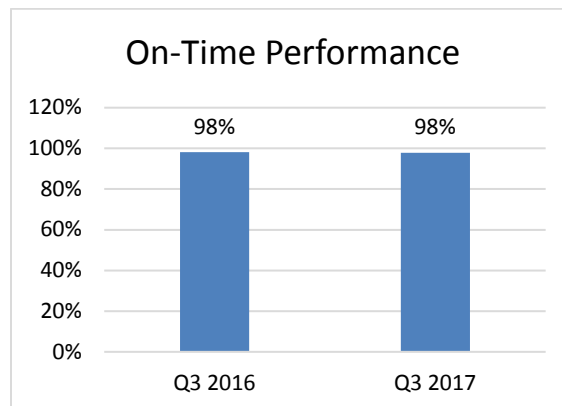


The trend of decreasing ridership continues in the third quarter of the current fiscal year. The FY2017 Q3 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 8% from 14,376 to down to 13,203 when compared to the same three months the year prior. The number of trips during the same time period decreased by 12% from 14,469 to 13,759, as the two charts below illustrate. LAVTA pays the contractor on the per trip bases.





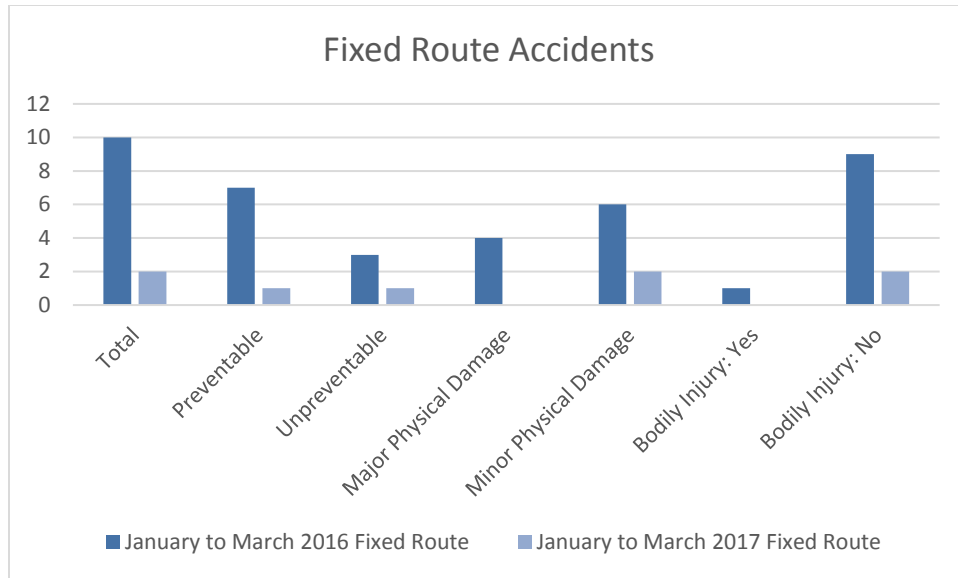
On-time performance (OTP) has remained high at 98% both in Q2, FY17 and F2, FY16. The OTP performance standard is 95%.



Accidents/Incidents

Fixed Route

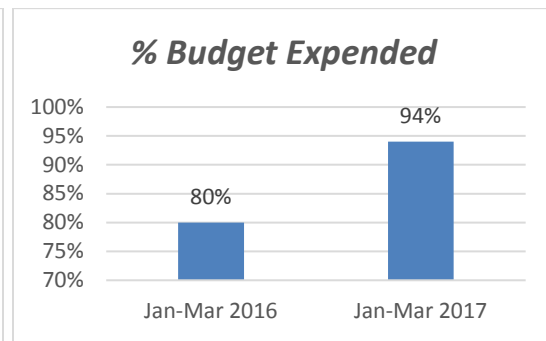
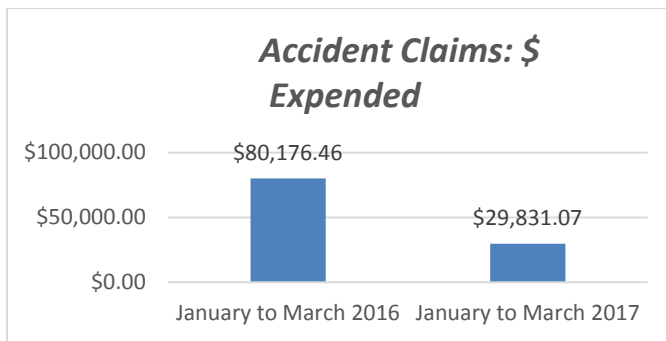
Noted in the figure below for Fixed Route Accidents, in the third quarter, there have been two (2) reportable accidents/incidents on the fixed route system, one (1) of which was determined to be preventable, and one (1) deemed non-preventable. None of the accidents resulted in major damage, and both resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). None of the fixed route accidents resulted in bodily injury. Staff continues to work with the operations contractor to identify trends in preventable accidents.



Many contractor-operated transportation companies use 1 preventable accident per 100,000 total miles in fixed route service as a goal. Looking at preventable accidents per 100,000 total miles, MV comes in at .87 for a 12-month rolling period from April 1, 2016 – March 31, 2017. (This is a metric that was not included in this report prior to Q2 FY16)

Claims Activity

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



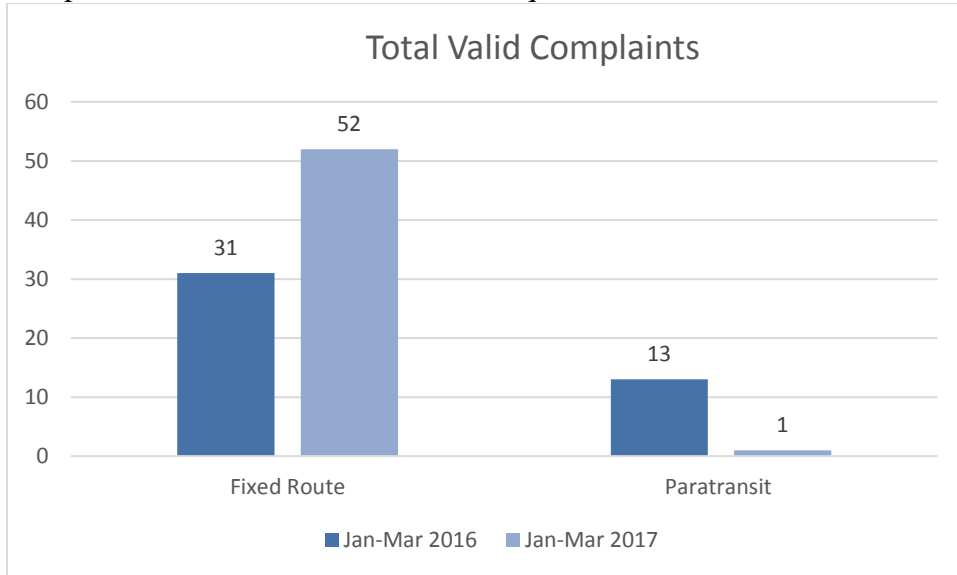
Accidents/Incidents

Paratransit

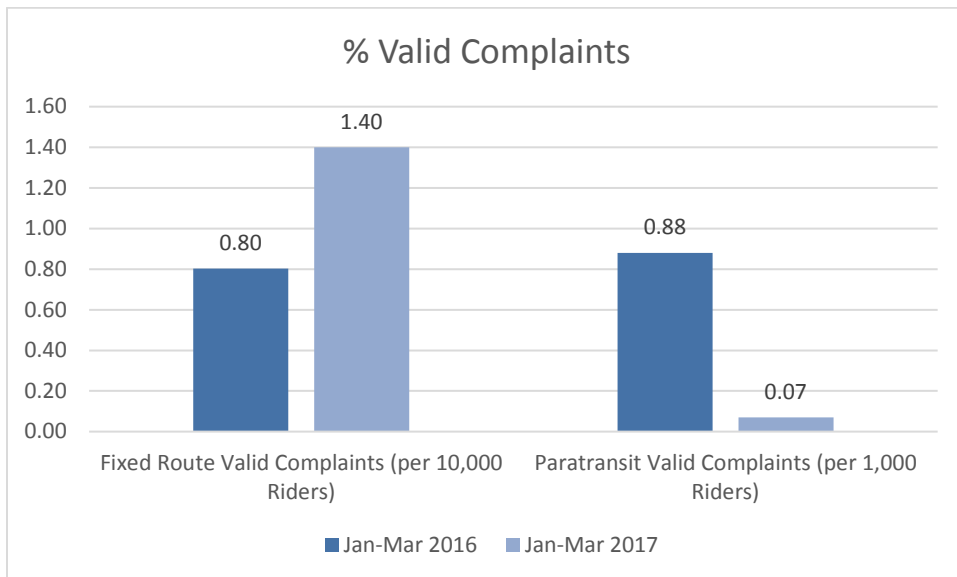
In the third quarter there was one (1) paratransit accident/incidents compared to one (1) paratransit accidents/incidents last year.

Customer Service

Customer Service staff processed a total of 183 customer requests for Q3 FY16 and a total of 174 for Q3 FY17. LAVTA’s Service Quality Standards Index, a measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The SQSI’s established a standard of excellence for complaints of less than 1 per 10,000 rides for fixed route and 1 per 1,000 rides for paratransit.



Comparing the total valid complaints from FY16 and FY17, the number for fixed route has increased and staff continues to work with the fixed route contractor in the Fixed Route Task Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the areas of “late” (8 complaints), “early” (13 complaints), and “bypass” (9 complaints).

The paratransit valid complaints decreased from this quarter last year. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with zero (0) valid complaints.

Next Steps

None

Recommendation

None – information only.