

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

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**S T A F F   R E P O R T**

SUBJECT:    FY 2017 2nd Quarter Report – Operations

FROM:        Christy Wegener, Director of Planning & Operations

DATE:        February 27, 2017

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**Action Requested**

This is an informational item.

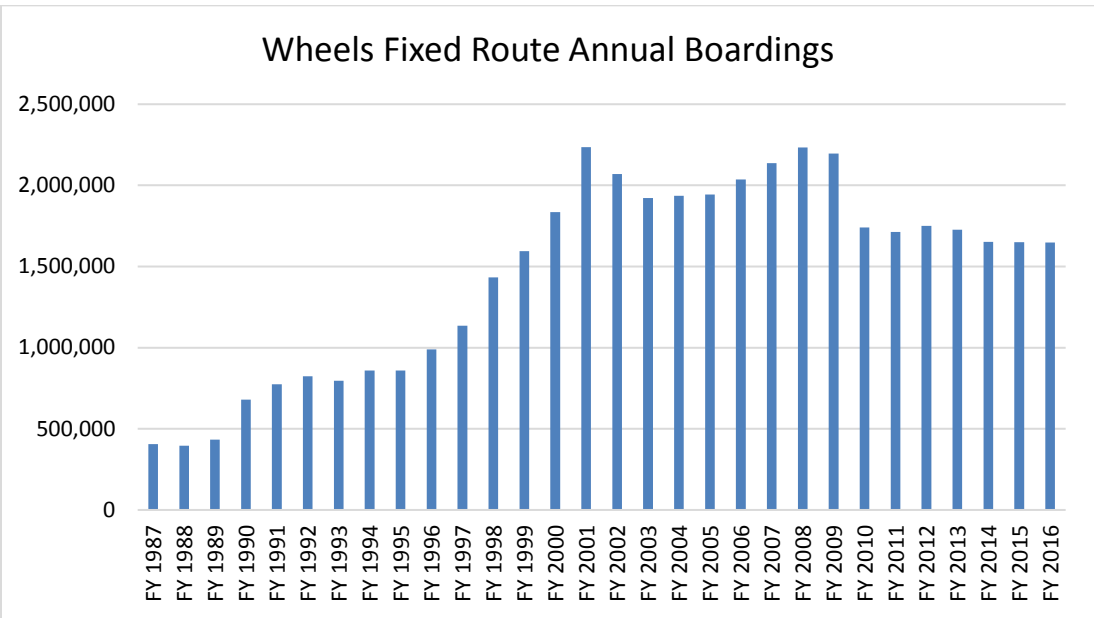
**Background**

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

**Discussion**

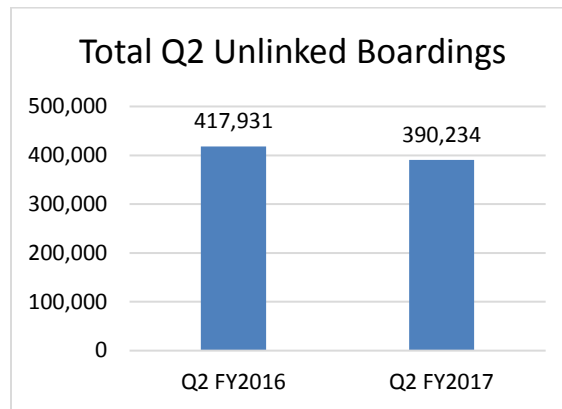
Fixed Route

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

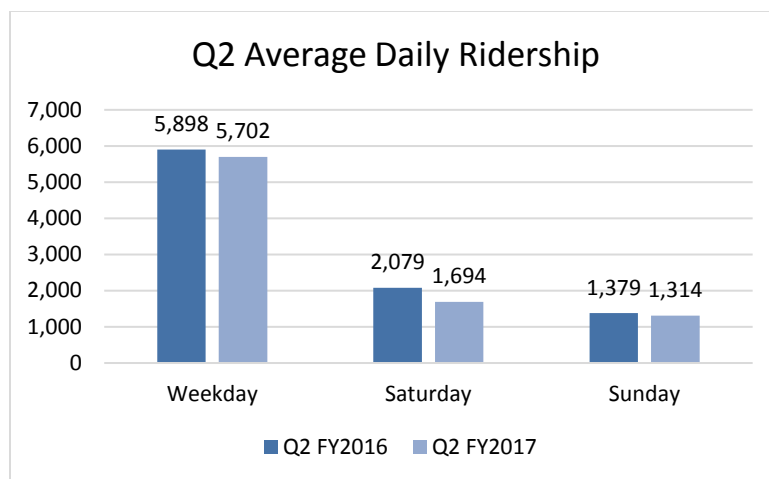


The second quarter (Q2, October thru December 2016) of the fiscal year FY2017, was the first full quarter of operating the substantially revised service that was implemented following the Comprehensive Operational Analysis (COA) study. Although the intent of the COA-related changes was to help grow ridership 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. This appears to have indeed materialized: Systemwide ridership of the Wheels service decreased by 6.6 percent during Q2 compared with the same quarter of last year.

The chart below displays this trend and shows the total amount of boardings for Q2 of this year, compared with the same quarter of last year. A total of 390,234 Q2 boardings were seen this year, compared with 417,931 boardings from Q2 of last year.



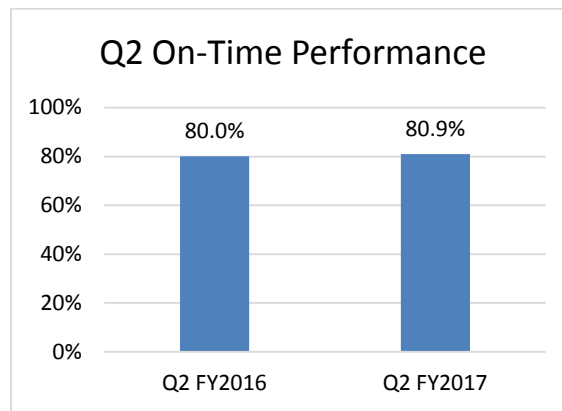
The next chart shows the ridership breakdown by average boardings per service day during the quarter, mirroring the trend of the quarter overall, with average weekday ridership decreasing from 5,898 to 5,702. The COA changes - which effectively reduced Saturday service and increased Sunday service by merging the two schedules - also appear to be reflected in the weekend ridership trends. Saturday ridership fell substantially from 2,079 to 1,694, while Sundays held a little steadier at 1,379 vs. 1,314, 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: The main exception was the realigned Route 30R, which saw a ridership increase in the order of 28 percent, and a weekday productivity (boardings per vehicle revenue hour) increase of approximately 8 percent. Among other main service, routes 3, 11, and 14 also saw increases in ridership, but all other mainlines – including the trunk 10R route - were down by various degrees compared to the same period of last year.

The supplemental (school tripper) routes - although mixed at the individual route level - generally did well, with year-on-year boarding increases for the quarter of 5 and 15 percent for Pleasanton and Dublin, respectively.

On-time performance (OTP) increased slightly compared with same quarter of the previous year, ending at 80.9%. Within the quarter, the highest OTP monthly percentage was observed in November, with a reading of 81.5%.



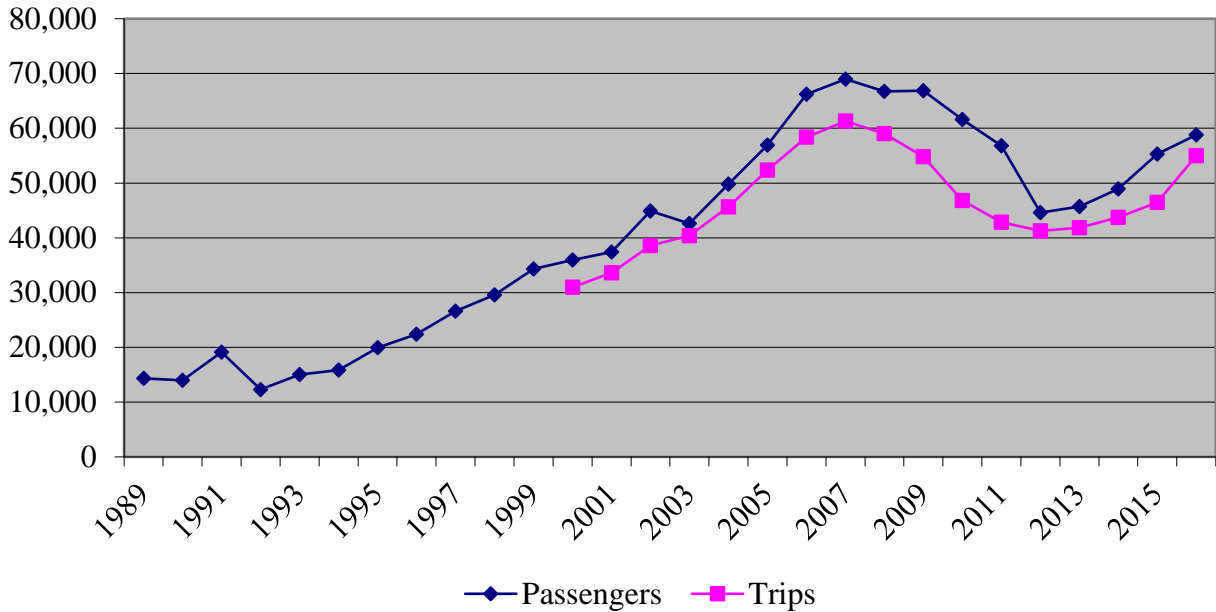
Among the large trunk routes – which contribute the most to systemwide OTP because they have the most total timepoint crossings – the 10R took a dip after the COA changes and saw less than the systemwide average on-time at 77.6%, while the 30R was on time at a rate above the average at 85.1% OTP. Among other route-level highlights, the 14 continued to see on-time issues, and finished the quarter at 71.6%.

It should be noted that a re-timed 10R weekday schedule was put in place on January 17, 2017, which, at the time of writing, has helped bring its OTP to date above 80%. In conjunction with the fall 2017 sign-up, Staff is also planning to address, among other things, the OTP issues surrounding Route 14.

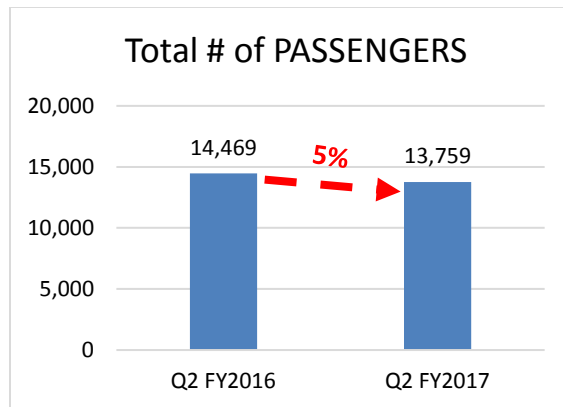
Paratransit

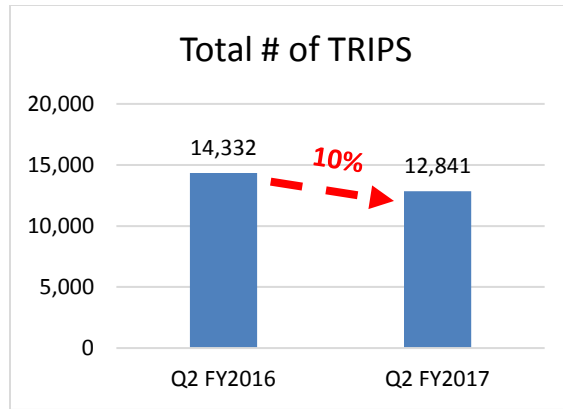
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2016:

Annual Paratransit Ridership FY 1989-2016

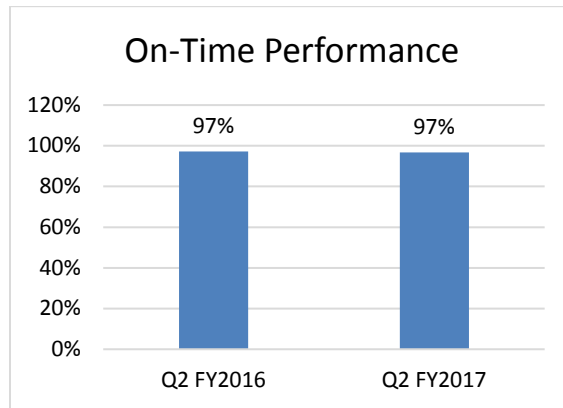


The trend of decreasing ridership continues in the second quarter of the current fiscal year. The FY2017 Q2 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 5% from 14,469 to down to 13,759 when compared to the same three months the year prior. The number of trips during the same time period decreased by 10% from 14,332 to 12,841, as the two charts below illustrate. LAVTA pays the contractor on the per trip bases.





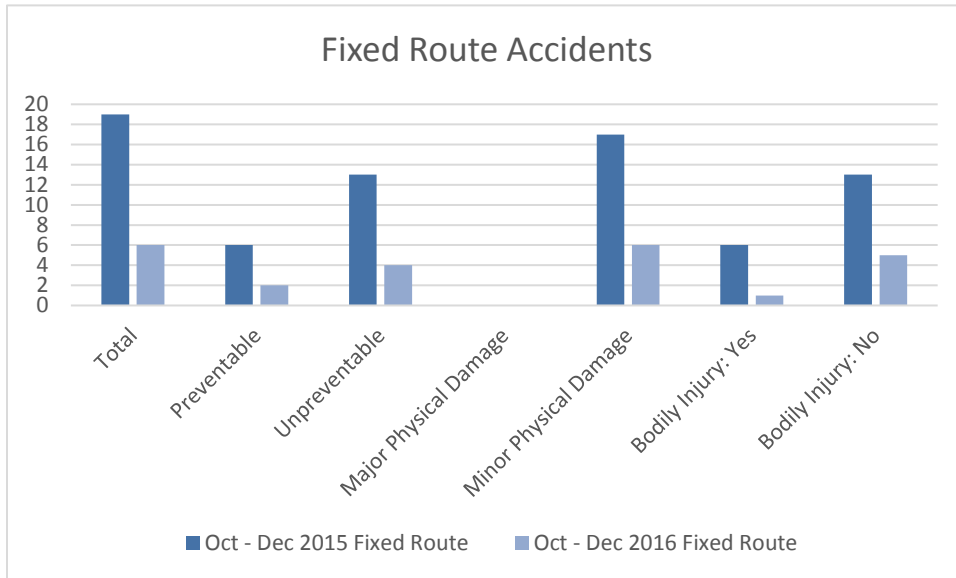
On-time performance (OTP) has remained high at 97% both in Q2, FY17 and F2, FY16. The OTP performance standard is 95%.



### Accidents/Incidents

#### *Fixed Route*

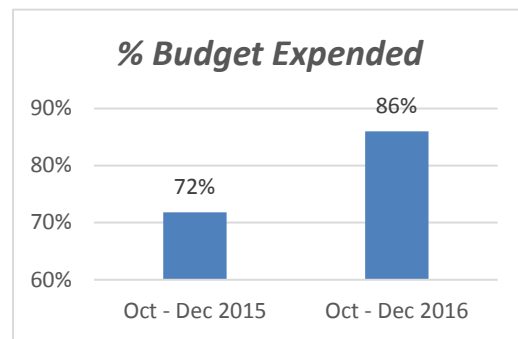
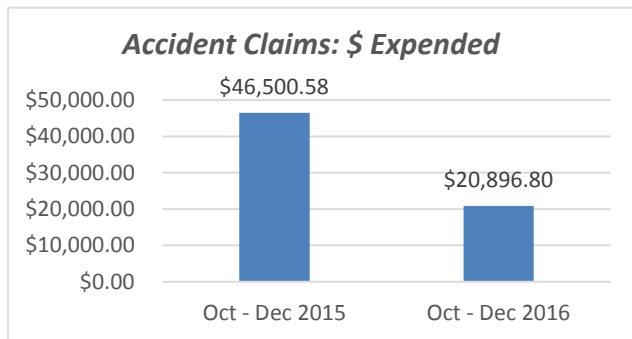
Noted in the figure below for Fixed Route Accidents, in the second quarter, there have been six (6) reportable accidents/incidents on the fixed route system, two (2) of which were determined to be preventable, and four (4) deemed non-preventable. None of the accidents resulted in major damage, and six (6) resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). One of the fixed route accidents resulted in bodily injury. Staff continues to work with the operations contractor to identify trends in preventable accidents. Notably, as of January 28<sup>th</sup>, fixed route operators had completed 100 days without a preventable accident.



Many contractor-operated transportation companies use 1 preventable accident per 100,000 total miles in fixed route service as a goal. Looking at preventable accidents per 100,000 total miles, MV comes in at 1.07 for a 12-month rolling period from December 1, 2015 – December 31, 2016. (This is a metric that was not included in this report prior to Q2 FY16)

Claims Activity

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



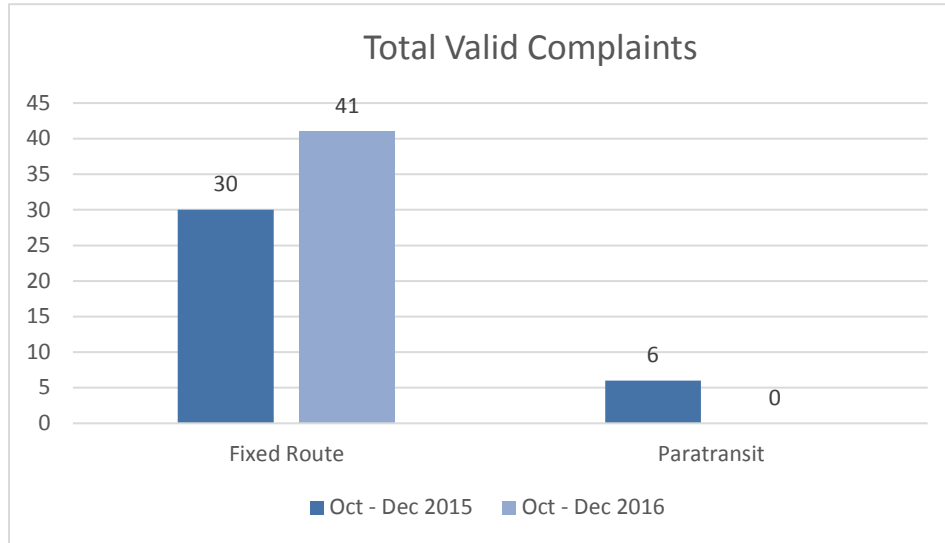
Accidents/Incidents

*Paratransit*

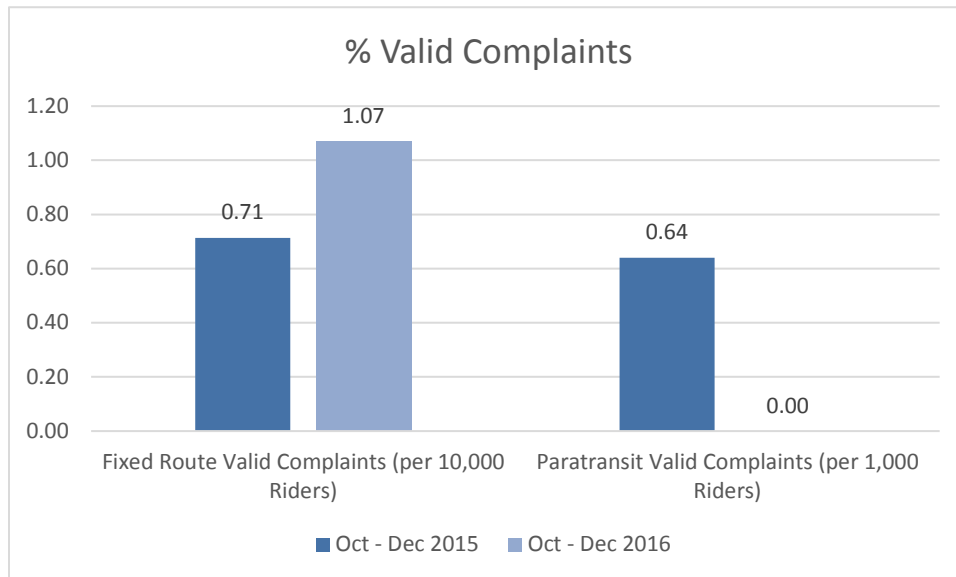
In the second quarter there were two (2) paratransit accident/incidents compared to one (1) paratransit accidents/incidents last year.

### Customer Service

Customer Service staff processed a total of 140 customer requests for Q2 FY16 and a total of 168 for Q2 FY17; the increase is related to the COA service changes and operational issues. LAVTA's Service Quality Standards Index, a measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



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



Comparing the total valid complaints from FY16 and FY17, the number for fixed route has increased and staff continues to work with the fixed route contractor in the Fixed Route Task Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the areas of “late” (14 complaints), “early” (12 complaints), and both “no show” and “bypass” (5 complaints each).

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.