

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

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STAFF REPORT

SUBJECT: FY 2017 3rd Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Operations

DATE: May 22, 2017

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**Action Requested**

This is an informational item.

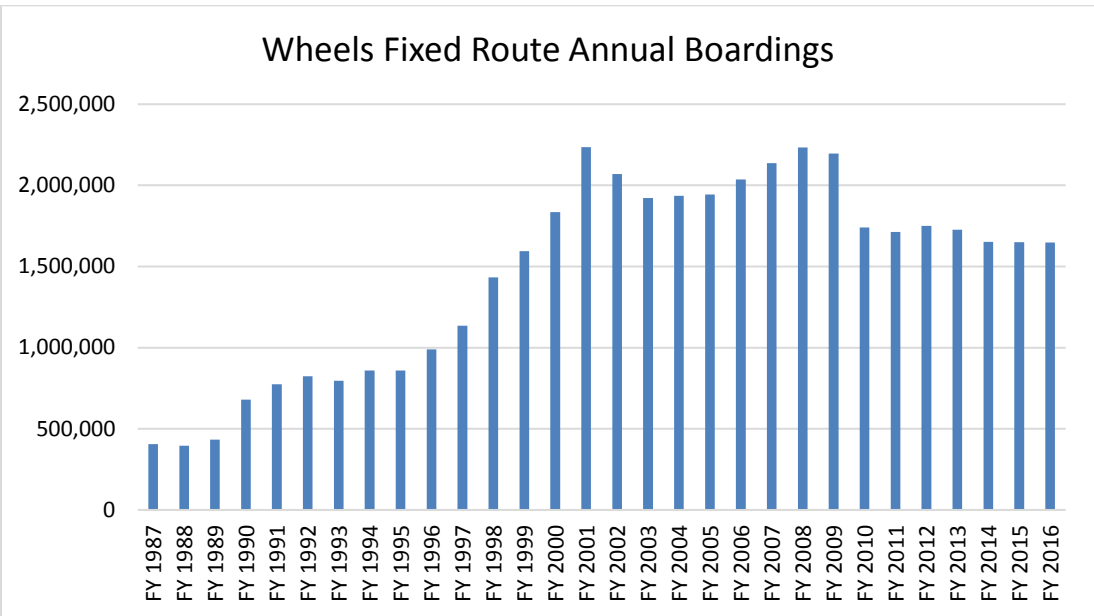
**Background**

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

**Discussion**

Fixed Route

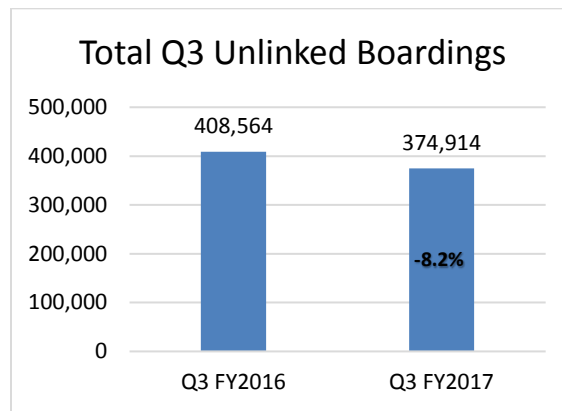
The graph below – which was featured and discussed in the previous quarterly ops report – is displayed again for reference, and shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended July 30, 2016.



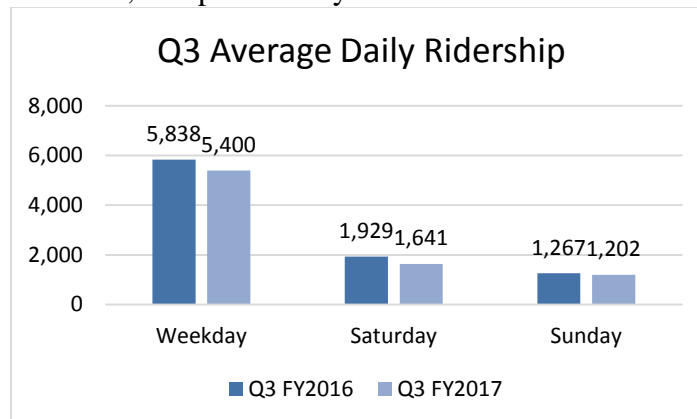
The third quarter (Q3, January thru March 2017) of the fiscal year FY2017, was the second full quarter of operating the substantially revised service that was implemented following the agency's Comprehensive Operational Analysis (COA) study last year. Although the intent of the COA-related changes was 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.

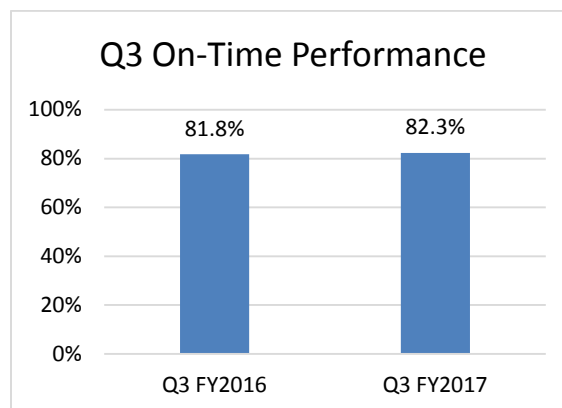
Looking to April 2017, ridership was better at just 6% below the year before. For the first two weeks of May 2017, ridership is above where it was the same time period in 2016 – up by 5%.

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%.

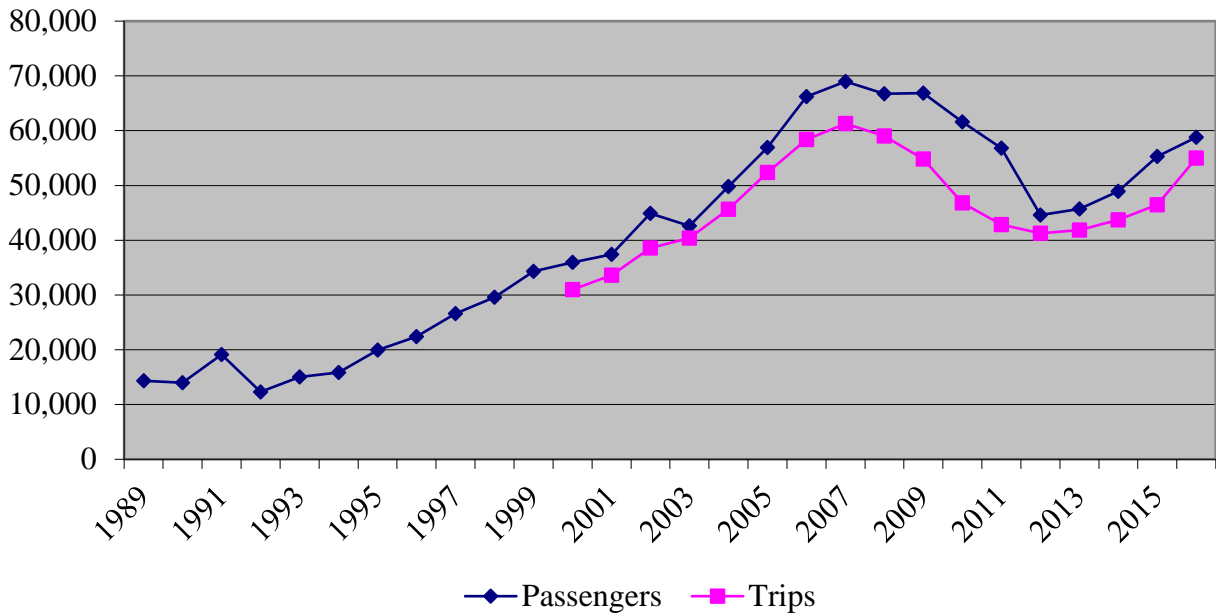


Among the large trunk routes – which contribute the most to systemwide OTP because they have the most total timepoint crossings – Route 10 finished the quarter at 80.6% on time, while Route 30 finished at 86.0% on time. \*\*Please note, this is unadjusted for PM holding at BART\*\* Among the remaining 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%.

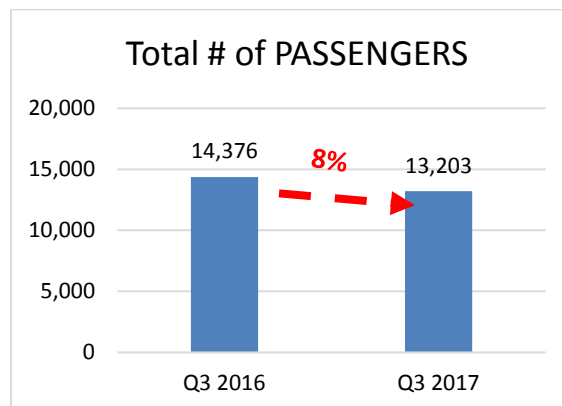
Paratransit

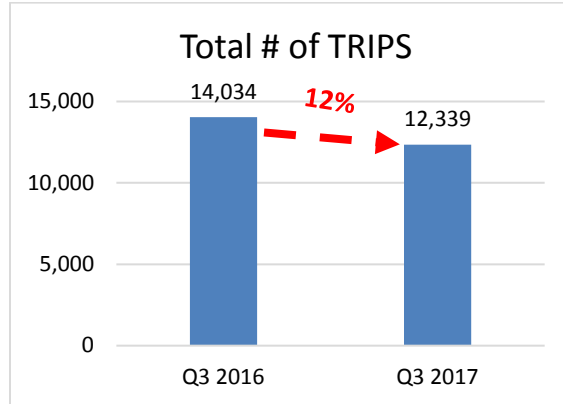
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2016:

Annual Paratransit Ridership FY 1989-2016

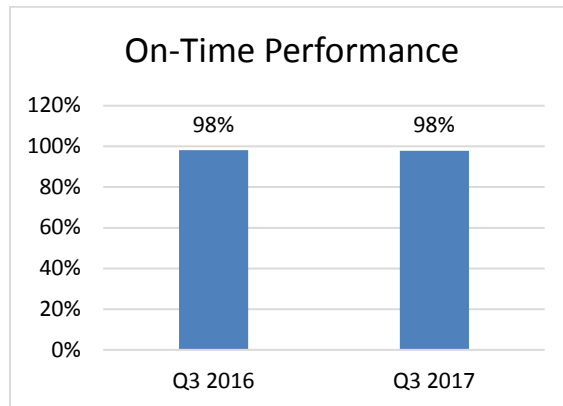


The trend of decreasing ridership continues in the third quarter of the current fiscal year. The FY2017 Q3 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 8% from 14,376 to down to 13,203 when compared to the same three 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.





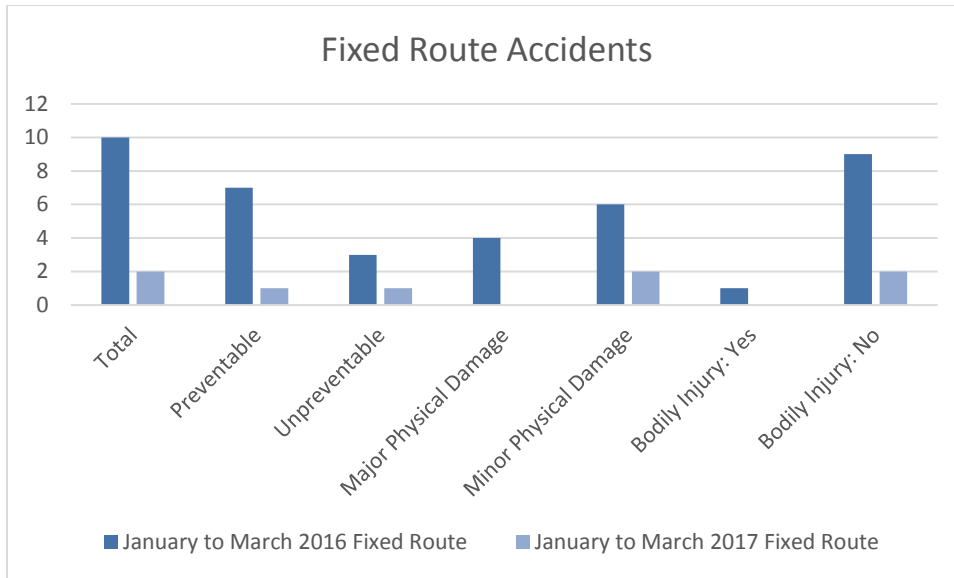
On-time performance (OTP) has remained high at 98% both in Q2, FY17 and F2, FY16. The OTP performance standard is 95%.



Accidents/Incidents

*Fixed Route*

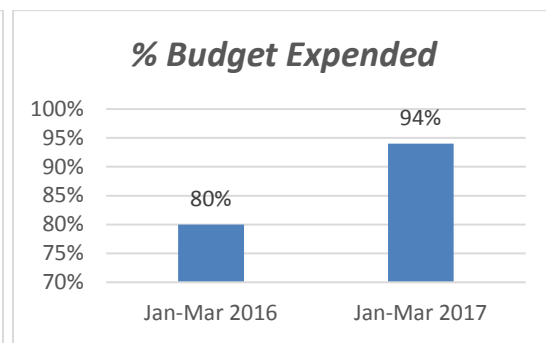
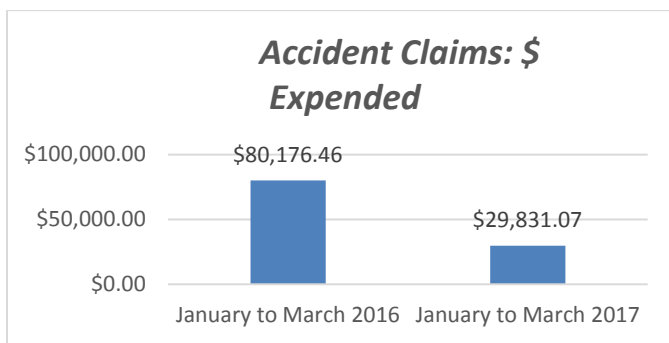
Noted in the figure below for Fixed Route Accidents, in the third quarter, there have been two (2) reportable accidents/incidents on the fixed route system, one (1) of which was determined to be preventable, and one (1) deemed non-preventable. None of the accidents resulted in major damage, and both 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.



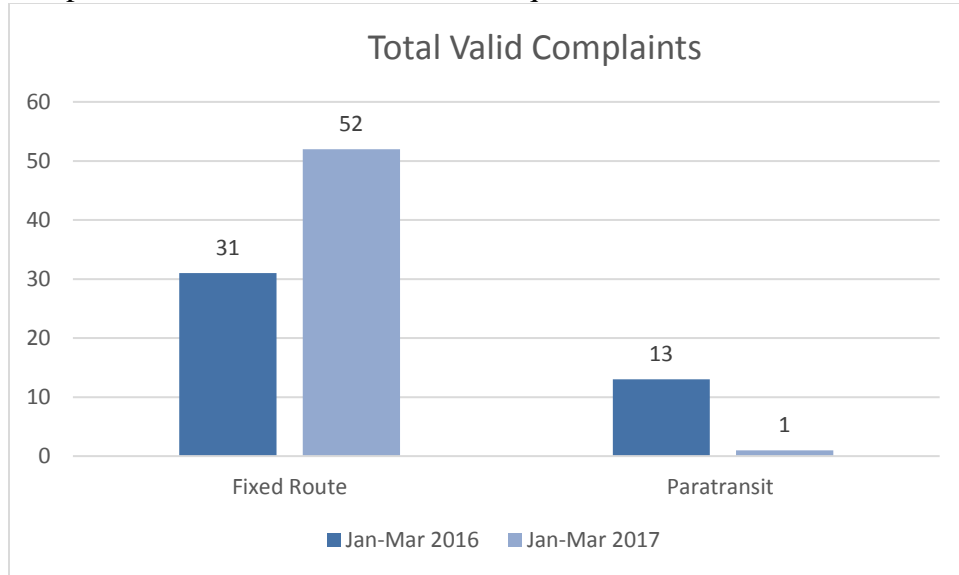
Accidents/Incidents

*Paratransit*

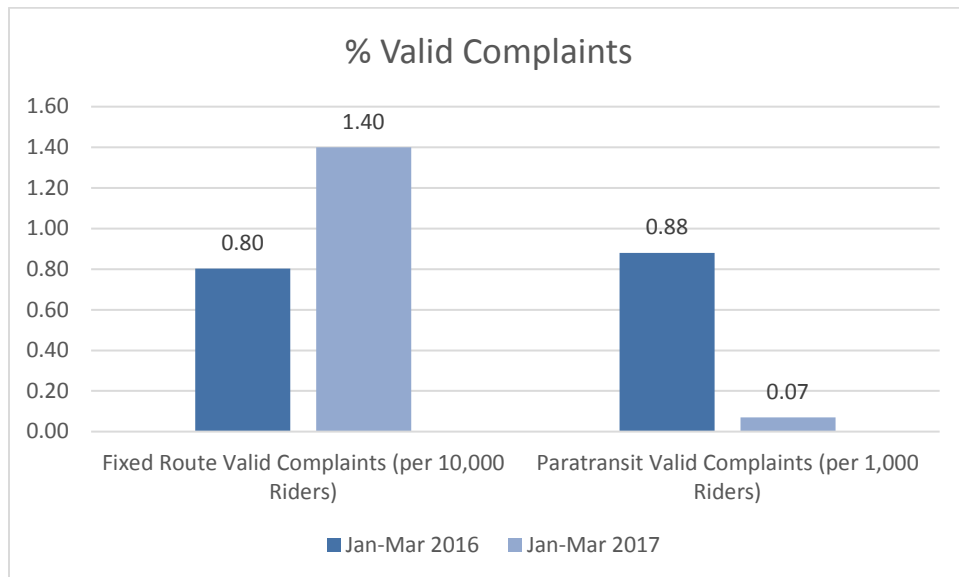
In the third quarter there was one (1) paratransit accident/incidents compared to one (1) paratransit accidents/incidents last year.

### 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.