

EXECUTIVE DIRECTOR'S REPORT

November 2016

1. Special Transportation Session in Sacramento

The State Legislature is currently in the midst of a comprehensive transportation funding discussion as the special session on transportation continues through November 30th. Currently, the Chair of the Senate Committee on Transportation and Housing, Senator Jim Beall, and the Chair of the Assembly Transportation Committee, Assembly Member Jim Frazier, are working with leadership in both the Senate and Assembly, as well as the Governor's Office, to iron out the final details of what could ultimately become the transportation funding package capable of achieving a two-thirds vote necessary for passage. Staff is watching closely the elections and the potential for AB2762 (establishment of Authority to plan and construct a connection with BART and ACE in Tri-Valley) to be part of this approval process.

2. Altamont Regional Rail Working Group

Interviews for an Executive to provide consulting services to the Altamont Regional Rail Working Group have taken place and final discussions and negotiations are underway with the preferred consultant. The next Working Group meeting is November 9th, which will include a presentation by BART on the BART to Isabel project.

3. Shared Autonomous Vehicle Project

On October 19th the Bay Area Air Quality Management District (BA AQMD) voted to approve a \$1 million request from LAVTA, the funds of which can be used by the agency for its Shared Autonomous Vehicle (SAV) project in the City of Dublin. Supervisor Haggerty was 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. A meeting was recently held with City of Dublin staff to discuss the project. Additionally, staff is meeting monthly with consortium members to better define the project and timelines.



4. Rebranding Project

The Project & Services Committee looked at several naming and logo concepts at their November meeting. The direction from the Committee was to explore additional examples of logo concepts for the name Tri-Link. Staff expects Board discussion on the project in December.

5. CalTIP Update

LAVTA is a long-time member of the CalTIP insurance pool for liability. CalTIP has been experiencing multiple years of adverse, severe claims from numerous participants (not LAVTA) that have drawn down the equity of the insurance pool. Staff looks for CalTIP to replenish equity to appropriate levels to continue its marketability in the excess insurance layers in the coming renewal period, which will likely a special assessment for members.

6. Stuff-A-Bus Event with Safeway

This year Safeway has decided to not partner with Wheels in the annual Stuff-A-Bus event. However, staff is looking for alternative partners, such as Costco, for future years to continue the event.



7. Livermore High School Bike-On-Bus Event

An event is being planned with Livermore High School in January to assist students with understanding the simplicity and convenience of placing their bicycles on Wheels buses. Wheels is in the process of upgrading its bicycle racks on buses from 2-slot to 3-slot carriers to accommodate the increasing numbers of bicycles being placed on buses.

8. ACTC Grant Submitted for Rapid Shelters on Santa Rita Corridor in Pleasanton

LAVTA staff has been working this week on the submittal of a grant to ACTC to fund and install Rapid stops along the recently Rapidized Santa Rita Road/Las Positas/Owens Drive corridor to maintain the premium look and feel of the Rapid system. The project will be a big boost in appeal for the Rapid and complete street functionality of the community.

9. Wheels on Phone App *Transit*

In October, staff released news that Wheels is now on the popular phone app *Transit*. Downloads of the app have been brisk and customers are finding the app helpful for planning trips not only in the Tri-Valley, but throughout the Bay Area.

10. Wheels Website Receives Award

The new www.WheelsBus.com website has been awarded a MarCom Gold Award in the Municipality Website Category. The MarCom Awards is a creative competition focusing on concept, writing and design. It's a prestigious award and we're excited to receive.

11. Clipper Usage Up On Wheels

The usage of Clipper is continue to increase on Wheels. Weekly transactions have increase from an average of 580 in August to 720 in October.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics September FY17
3. FY17 Upcoming Committee Items

FY2017 Goals, Strategies and Projects

Last Updated – November 1, 2016

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development Strategies (those highlighted in bold indicate highest Board priority) 1. Provide routes and services to meet current and future demand for timely/reliable transit service 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. Optimize existing routes/services to increase productivity and response to MTC projects and studies 4. Improve connectivity with regional transit systems and participate in BART to Livermore project 5. Explore innovative fare policies and pricing options 6. Provide routes and services to promote mode shift from personal car to public transit						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Long Range Transit Plan (Agency's 30 Year Plan)	<ul style="list-style-type: none"> • Receive draft Long Range Plan from Nelson/Nygaard • Present final draft to Board • Approval 	DP	Projects/ Services	Jan 2017 Mar 2017 May 2017	→ <u>Awaiting the ACTC Park & 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, rescheduled 502 for improved OTP, added a run into the Livermore Labs on 30R to get workers into lab before 7am. Changing 10R schedule in Jan, and 1 and 14 schedules in May to significantly improve OTP.</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	→ RFP advertised. Interviews held in October. <u>Expect City to award contract on November 15th.</u>	
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearing Board Approval Implementation of Fare Changes 	DP	Projects/ Services	<u>Jan 2017</u> <u>Apr 2017</u> <u>May 2017</u> July 2017	→ Nelson/Nygaard currently creating the draft fare study	
Signalization Improvements And Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> Award contract for signal control Award contract for queue jump Finish project 	DP	Projects/ Services	Jul 2016 Jan 2017 Jun 2017	→ MTC providing planning on project. LAVTA Board awarded contract for signal control to WPS in July.	

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>
-----------------	------------------------	--------------	------------------------	--------------------	---------------	------------------

Wheels On Demand Discount Program	<ul style="list-style-type: none"> • Get clearance from FTA • Sign Agreements with providers • Implement 	ED	Projects/ Services	Nov 2016 Nov 2016 Dec 2016	→ FTA analyzing proposal. Have <u>determined that if customer selects between 2 or more TNCs, then exemption with D&A apply.</u>	

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	→ Planeteria working on website to get <u>page loading down to 2 seconds. Planning for video library and commuter pages.</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	Jan 2017	→ <u>This project will begin after rebranding study and after planning for 10R OTP enhancements.</u>	
Social Media Engagement	<ul style="list-style-type: none"> Development of LAVTA goals with Facebook, Twitter, and other social media outlets such as LinkedIn, YouTube and Tumblr 	MKT MGR	Projects/ Services	Jun 2016	→Goals are to go from 550 likes to 1,000 during fiscal year and have 3% engagement (currently at 621). Also, set up YouTube library, and have 1-2 on Facebook, LinkedIn, Twitter daily. <u>Photo contest for Las Positas College on Facebook complete.</u>	
Phone App w/Real Time Info	<ul style="list-style-type: none"> Advertise RFP Contract Award Introduce Phone App to public 	DP	Projects/ Services	<u>Nov 2016</u> <u>Jan 2016</u> <u>Sept 2017</u>	→ <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 installed on all Rapid and Express buses. Software configured. Final terms and conditions for users being reviewed by legal. Awaiting a sponsor.</u>	X

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	Nov 2016 Jan 2017	→Signage included in FY 2017 budget. Signage agreed to by BART. <u>Awaiting rebranding project.</u>	
LAVTA Rebranding Project	<ul style="list-style-type: none"> 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. Additional community survey on narrow list of names done. P&S Committee and Board discussed. <u>Revised names/logos before P&S in Nov, working on direction to bring back additional examples of logo for Tri-Link.</u>	X X
Individualized Marketing	<ul style="list-style-type: none"> Award Contract Development of collateral Public Outreach Campaign Review of results 	MKT MGR	Projects/ Services	Oct 2016 Mar 2017 Aug 2017 Oct 2017	→ <u>SDG awarded contract. Kick-off meeting held to discuss project and partners. Meetings held with partners in Pleasanton. Awaiting final revisions to outline of project.</u>	X

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	→ 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>Awaiting second wave of mailers/door hangers/media outreach until after elections. Banner for downtown TC/overpasses ordered.</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	→ Webpage under development. Direct mailing under development. Awaiting FTA approval of program for implementation.	
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	→ Engineering service proposals being received. Final relocation plan being developed.	

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	→ 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.	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. <u>All signage has been removed.</u>	X
Relocate Shelters Not Past Useful Life That Are On Routes No Longer Served	<ul style="list-style-type: none"> Identify shelters Identify new locations for shelters Make site improvements Relocate shelters 	AS	Projects/ Services	Sept 2016 Oct 2016 Jan 2017 Feb 2017	→ Shelters identified. Staff awaiting ridership #s from route improvements to determine new locations for shelters. Currently, shelters have signage on them indicating that they are no longer served.	X
Replace Shelters Past Useful Life That Are On Current Routes	<ul style="list-style-type: none"> Identify shelters Bid fabrication of new shelters Install 	AS	Projects/ Services	Oct 2016 Jan 2016 Apr 2016	→ Shelters being identified. Current plan in Livermore, where most shelters past useful life are located, is to replace them with metro style shelters to accommodate artwork.	

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

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

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	→ Currently 66 passes sold. Staff monitoring opportunities to assist promotion.	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> • Relocate Rapid shelters • Implement Pass • Marketing campaign on campus • Review analytics and create long-term purchase plan from college 	MKT MGR	Projects/ Services	Aug 2016 Aug 2016 Ongoing Jan 2017	→ Installed shelters and implemented Easy Pass. Goal is to increase ridership 100% over last year and seek long-term funding for the pass. <u>Currently at 85% achievement of goal. 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	→ High School recently moved to new location on 30R. Easy Pass implemented. Monitoring usage.	X X

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	Nov 2016 Dec 2016	→Staff to discuss with Council Members from Livermore	
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> • City Award of Project • Demo of TC Customers Service Buildings • Finish Relocation/Renovation 	PM	Projects/ Services	<u>Jan 2017</u> <u>Feb 2016</u> <u>Feb 2018</u>	→ City to release bid documents in <u>Nov</u> for project. FTA clearance given to demo current customer service buildings.	
<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>Interviews for Exec position took place on Nov 2nd. Board to approve contract on Nov 7th. First meeting for Exec on Nov 9th.</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 Legislative Plan	<ul style="list-style-type: none"> • Research on common issues within regional planning agencies and transit agencies • Creation of 2017 Legislative Plan and review/approval by the Board and provide support for key legislation. 	Exec Dir	Finance/ Admin	Dec 2016 Jan <u>2017</u>	→ Research being done on emerging priorities at local, state and federal level. 2017 Legislative Plan to be approved by Board in January. Staff monitoring new legislative cycle.	
-----------------------	---	----------	----------------	---------------------------------	---	--

Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

1. Promote system wide continuous quality improvement initiatives
2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
4. HR development with focus on employee quality of life and strengthening of technical resources
5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness
6. Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions

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

Install Updated Version Of Viewpoint Software	<ul style="list-style-type: none"> • Install software update • Training on Software 	DP	Projects/ Services	Sept 2016 Sept 2016	→ Software installed and phase I of training took place in third week of September. Software being tested. Focusing on custom reports.	X
---	---	----	--------------------	----------------------------	--	---

Performance Metrics Improvement	<ul style="list-style-type: none"> • Staff setting up aggressive monitoring of key performance metrics: on-time performance, accidents and customer service. 	DP	Projects/ Services	July 2016	→ Staff to begin monitoring through Viewpoint. Weekly meeting to discuss key metrics at staff level.	
---------------------------------	---	----	--------------------	-----------	--	--

<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	→ Staff has begun meeting with MV weekly to monitor multiple elements of the contract.	
<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	→ <u>Audit completed in Sept 2016. Final presentations to Board in Nov 2016.</u>	

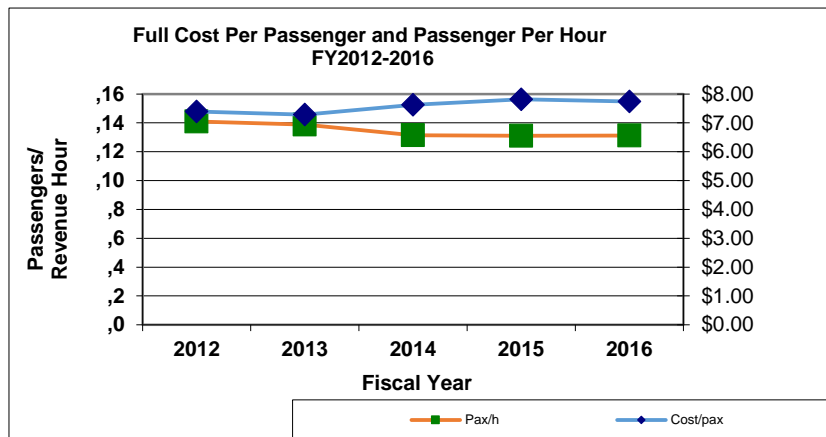
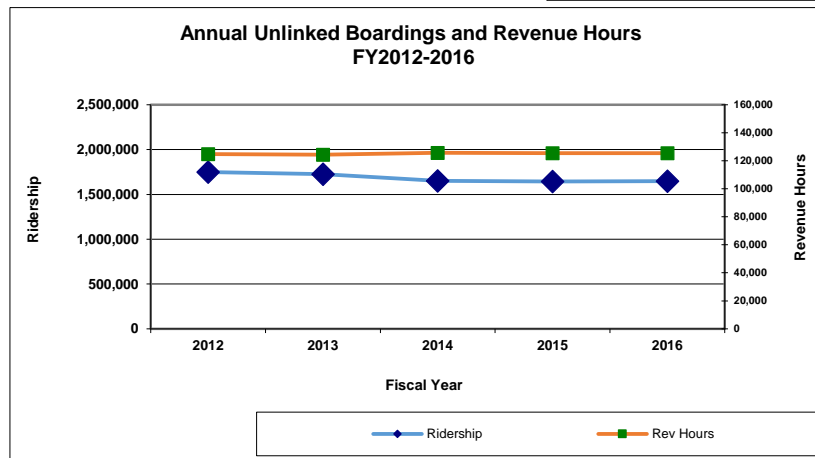
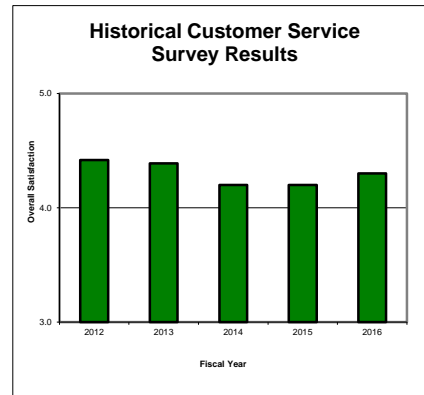
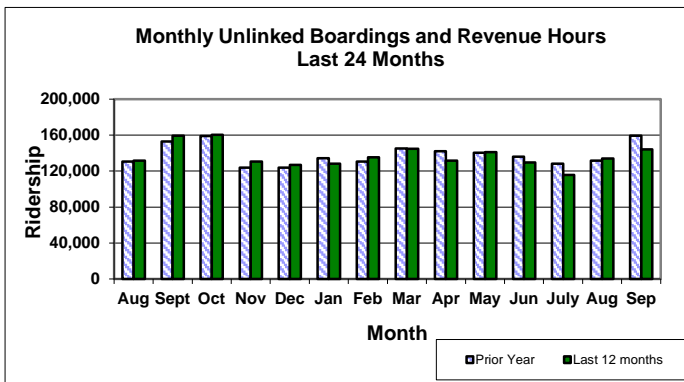
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
<i>Other:</i>						
Transit Center Concrete Project In Bus Driving Isle	<ul style="list-style-type: none"> Perform demo of asphalt and construction of concrete in driving isle. 	PM	Projects/ Services	Apr 2017	→ Utilizing City 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	→ <u>Project being rescinded from contractor due to non-performance, with new project award for Board to consider in Nov.</u>	
SAV Project	<ul style="list-style-type: none"> Acquire funding to begin project Acquire legislation to test SAVs. Purchase SAVs for testing. 	PD	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ <u>AQMD awarded LAVTA \$1 million over 3 years in funding in exchange for advertising. Governor signed legislation that will allow Bishop Ranch testing of SAVs. Staff has meet with Dublin City Staff, is attending weekly consortium meetings, and is awaiting elections to determine path for testing in Dublin.</u>	
Replace Steam Bay Lift	<ul style="list-style-type: none"> Quotes/Award of Project Complete install 	DA	Projects/ Services	Nov 2016 Dec 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. Need to replace in December.</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 May 2017	→ Board approved contract with Gillig for future bus purchases. Board to consider purchase order for buses in December for a delivery date in May/August from new Gillig factory.	X

Monthly Summary Statistics for Wheels September 2016

FIXED ROUTE

	September 2016			% change from one year ago		
Total Ridership FY 2017 To Date	393,780			-6.3%		
Total Ridership For Month	144,123			-10.1%		
Fully Allocated Cost per Passenger	\$7.21			6.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,164	1,882	1,432	-10.2%	-8.9%	0.0%
Passengers Per Hour	14.6	12.4	9.4	-7.1%	1.9%	-25.3%
	September 2016			% change from last month		
On Time Performance	78.5%			1.0%		



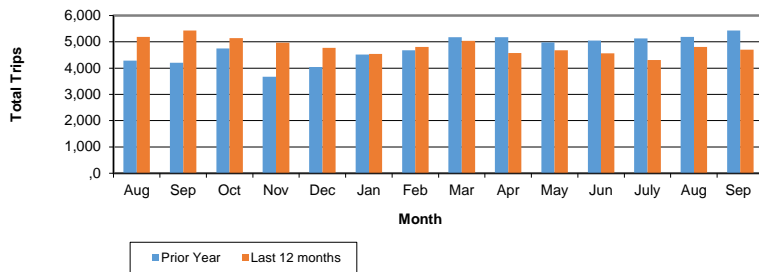
Monthly Summary Statistics for Wheels September 2016

PARATRANSIT

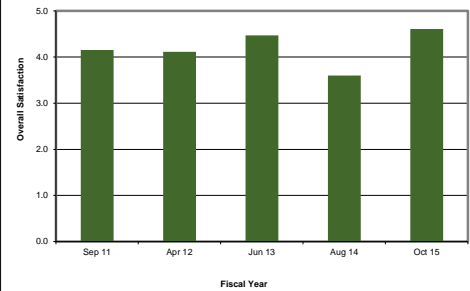
General Statistics	September 2016	% Change from last year	Year to Date
Total Monthly Passengers	4,701	-13.5%	13,823
Average Passengers Per Hour	1.90	11.8%	5.60
On Time Performance	94.9%	-2.8%	288.000%
Cost per Trip	\$31.72	-2.4%	96
Number of Paratransit Applications	25	-44.4%	130
Calls Answered in <1 Minute	84.50%	4.8%	235.60%

Missed Services Summary	September 2016	Year to Date
1st Sanction - Phone Call	5	22
2nd Sanction - Written Letter	0	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

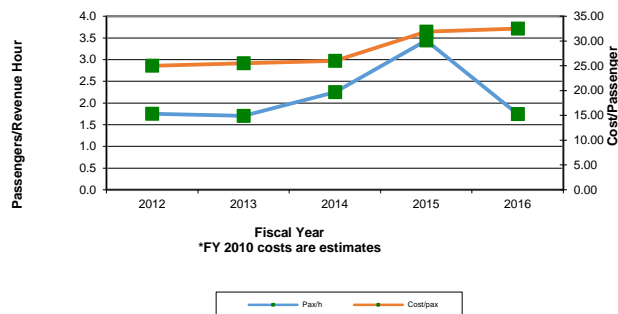
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

September 2016

SAFETY							
ACCIDENT DATA	September 2016				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	6		0		12		0
Preventable	2		0		7		0
Non-Preventable	4		0		5		0
Physical Damage							
Major	0		0		0		0
Minor	6		0		12		0
Bodily Injury							
Yes	1		0		1		0
No	5		0		11		0
MONTHLY CLAIMS ACTIVITY							
		Totals					
Amount Paid							
This Month	\$24,219.34						
To Date This Fiscal Year	\$64,742.49						
Budget							
							\$100,000.00
% Expended							
							65%

CUSTOMER SERVICE - ADMINISTRATION

CATEGORY	Number of Requests	
	September 2016	Year To Date
Praise	0	1
Bus Stop	4	11
Incident	0	0
Trip Planning	1	6
Fares/Tickets/Passes	2	2
Route/Schedule Planning	23	88
Marketing/Website	4	14
ADA	0	2
TOTAL	34	124

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	3	0	0	6	0	0	0	1
Safety	0	4	1	1	0	0	0	0
Driver/Dispatch Courtesy	0	8	4	2	0	0	0	0
Early	2	1	0	8	0	1	0	0
Late	13	1	0	45	0	0	0	2
No Show	0	0	0	12	0	0	0	0
Incident	0	1	0	0	0	0	0	0
Driver/Dispatch Training	2	1	0	5	0	1	0	1
Maintenance	0	0	0	3	0	0	0	0
Bypass	2	3	1	4	0	0	0	0
TOTAL	19	19	6	80	0	2	0	3
Valid Complaints								
Per 10,000 riders	1.32							
Per 1,000 riders	0.00							

LAVTA COMMITTEE ITEMS - NOVEMBER 2016 - MARCH 2017

Finance & Administration Committee

November

	Action	Info
Minutes	X	
Treasurers Reports - October	X	
Quarterly Grants Report		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

March

	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - Prop 1B, TSGP	X	

LAVTA COMMITTEE ITEMS - NOVEMBER 2016 - MARCH 2017

Projects & Services Committee

November

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

December

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

January

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

February

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

March

	Action	Info
Minutes	X	