

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

S T A F F R E P O R T

SUBJECT: FY 2018 1st Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Operations

DATE: November 27, 2017

Action Requested

This is an informational item.

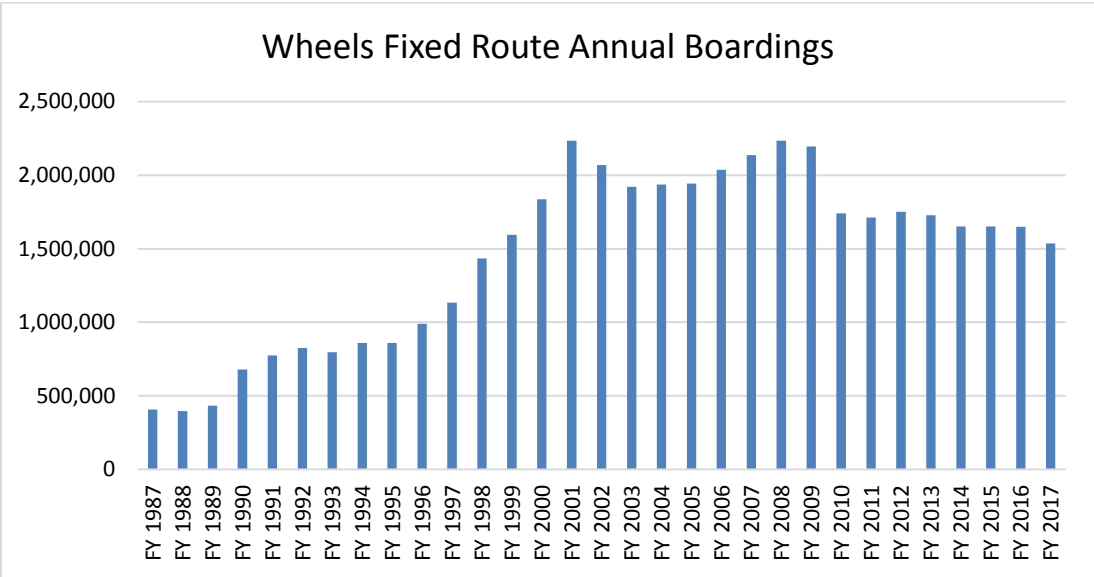
Background

This report is intended to provide the Committee with a summary and analysis of operations for the first quarter of FY2018 (July – September 2017), including fixed route, paratransit, and operational performance metrics.

Discussion

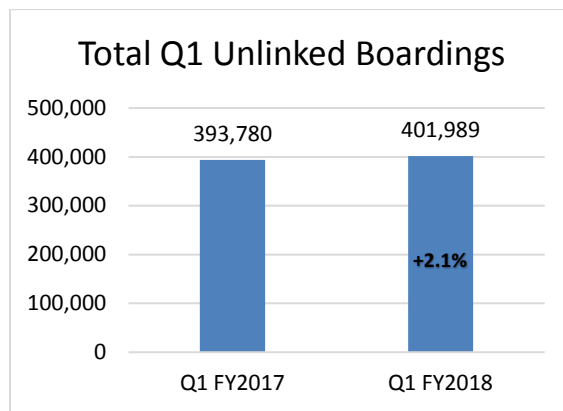
Fixed Route

The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended on July 30, 2017.

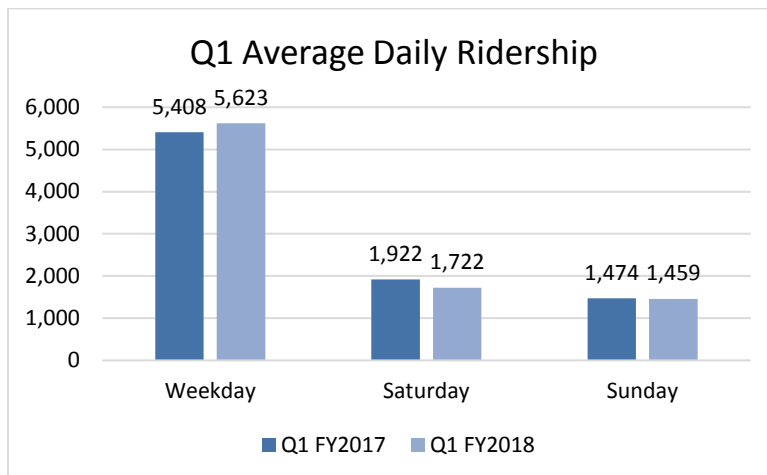


Turning to the quarterly year-on-year comparisons, it should be noted that it has now been more than a year since the significant COA-related changes were implemented last fall. As such, regular year-on-year trend comparisons will effectively shift from showing pre- versus post-COA trends, to instead showing how the system is currently faring versus the timeframe shortly after COA implementation (or in the case of this particular quarter, half/half, as the changes were implemented mid-quarter of last year). With this in mind, the discussion about the fixed-route numbers may occasionally reference the corresponding pre-COA quarter from two years ago in order to illustrate the bigger-picture trend with regard to Wheels ridership following the service changes.

The chart below shows the total amount of boardings for Q1 of this year, compared with the same quarter of last year. A total of 401,989 Q1 boardings were seen this year, up from 393,780 boardings from Q1 of last year - or about 2 percent.



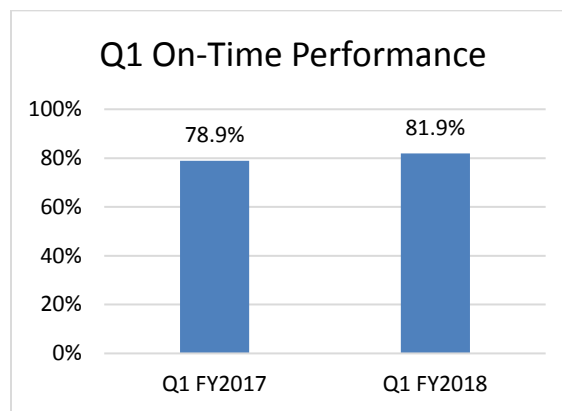
The next chart shows the ridership broken down by average daily boardings by service day during the quarter.



The weekday ridership mirrored the positive year-on-year trend of the quarter overall, with average daily ridership increasing from 5,408 to 5,623, or about +4%. At the same time, the weekend ridership has continued struggle.

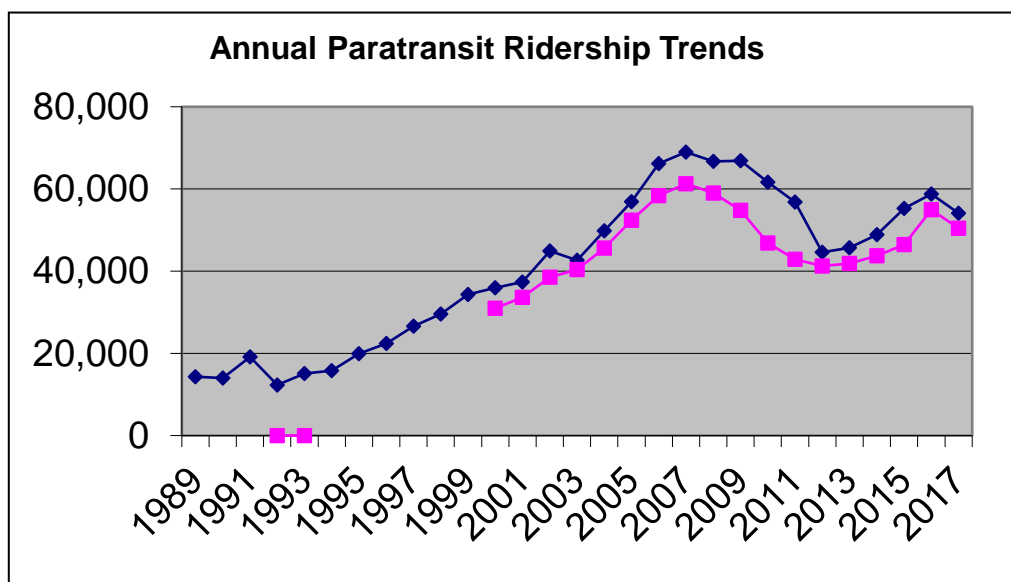
The system is receiving ridership gains from a few major items: 1) the free passes for students at the Las Positas College; the 2) the surge in demand for student transportation from rapidly growing eastern Dublin residential areas; 3) the free passes at four Livermore schools through Alameda County’s Affordable Student Transit Pass Pilot. During the month of September 2017 – the first full calendar month where post/post COA comparisons can be made – the routes (or group of routes) that serve those locations indeed showed a positive trend: Route 30, which serves the College, increased by 2.4% year-on-year - while the 500-series routes, which serve Dublin schools, increased by a spectacular 48% compared to September of 2016.

On the operational side, on-time performance (OTP) continued to increase notably compared with same quarter of the previous year, ending at 81.9%. Within the quarter, the highest OTP monthly percentage was observed in July, with a reading of 83.9%.

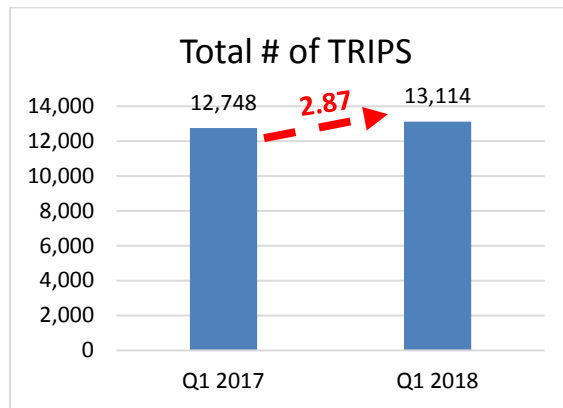
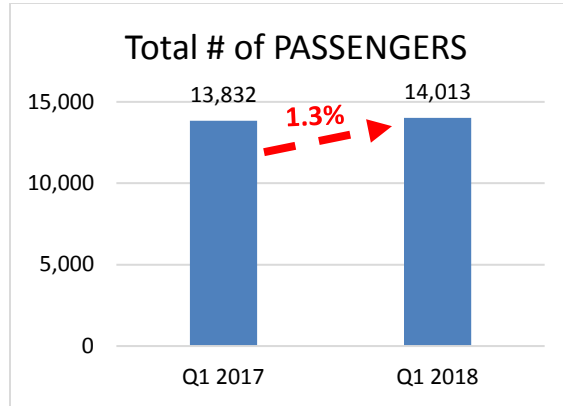


Paratransit

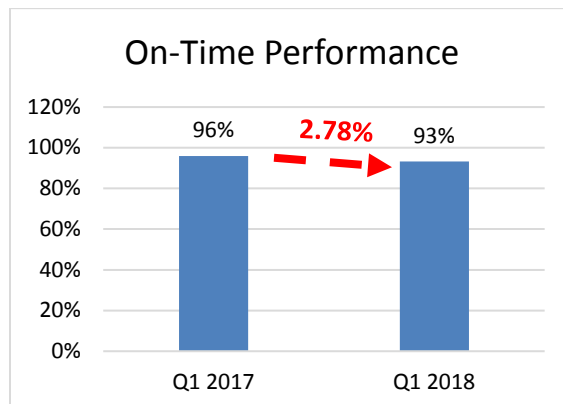
The graph below provides an overview of the historic paratransit ridership trend from the agency’s inception thru the fiscal year FY2017:



The paratransit ridership has increased slightly during the first quarter in FY18 when comparing it to the first quarter ridership in FY17. There has been a small increase in the total number of one-way trips (2.87% increase) as well as the number of total passengers (1.3% increase), which the two graphs below illustrate.



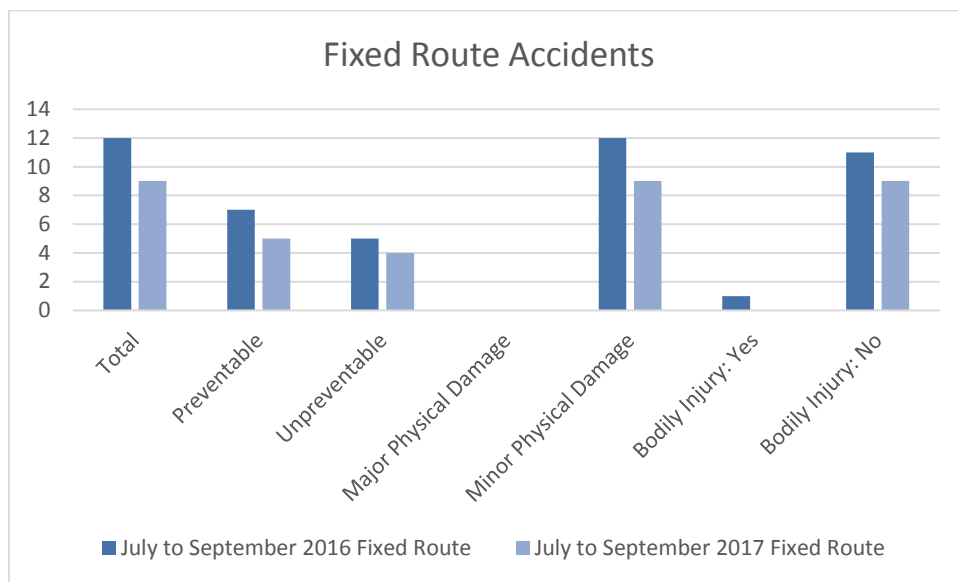
On-time performance (OTP) has decreased by 2.97% from 96% in Q1, FY17 to 93% in Q1, FY18. As the OTP performance standard is 95% the performance in Q1 FY18 is below the standard. The OTP has suffered partly due to the driver shortage in the beginning of the current FY.



Accidents/Incidents

Fixed Route

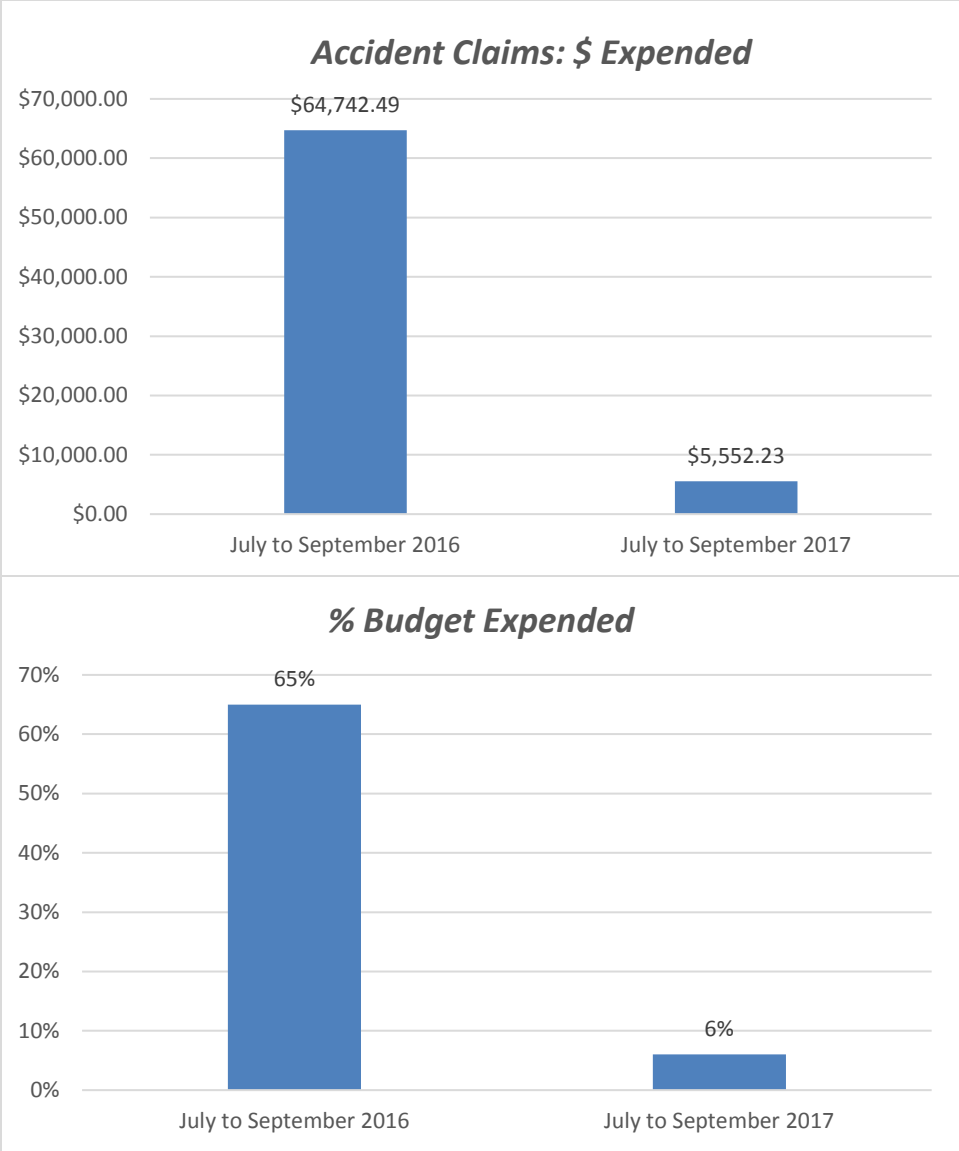
Noted in the figure below for Fixed Route Accidents, in the first quarter, there have been twelve (12) reportable accidents/incidents on the fixed route system, seven (7) of which were determined to be preventable, and five (5) deemed non-preventable. None of the accidents resulted in major damage, and all 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 .64 for a 12-month rolling period from October 1, 2016 – September 30, 2017.

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 expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.



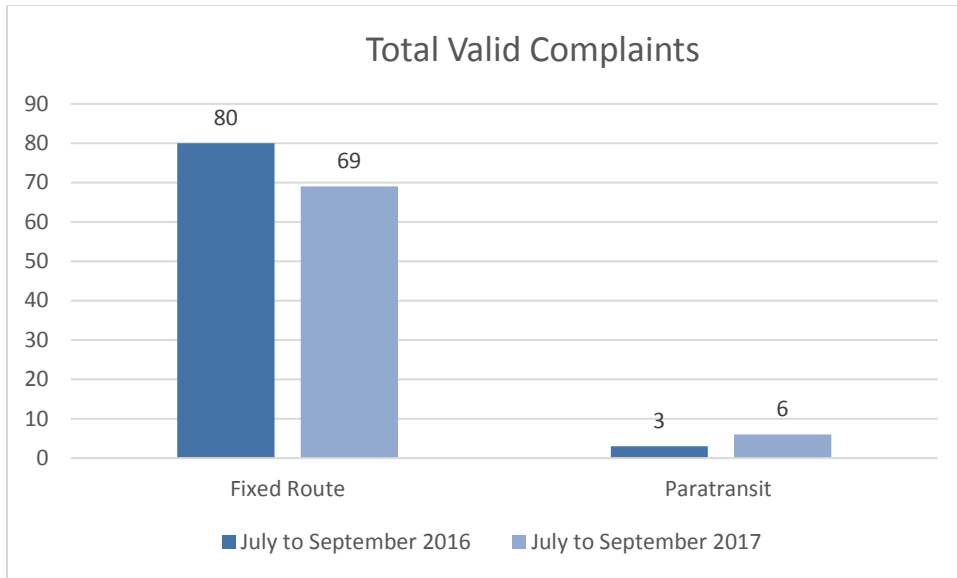
Accidents/Incidents

Paratransit

In the first quarter there were two (2) paratransit accident/incidents compared to zero (0) paratransit accidents/incidents from first quarter last fiscal year. One was non-preventable and one was preventable. Both were minor in nature and neither had any bodily injury.

Customer Service

Customer Service staff processed a total of 214 customer requests for Q1 FY17 and a total of 281 for Q1 FY18. 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 FY17 and FY18, the number for fixed route has decreased 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” (20 complaints), “bypass” (20 complaints), “driver/dispatcher courtesy” (9 complaints), and “safety” (9 complaints).

The paratransit valid complaints increased overall but decreased per 1,000 riders from 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 a goal of zero (0) valid complaints.

Next Steps

None

Recommendation

None – information only.