

# FY2018 Goals, Strategies and Projects

Last Updated – January 2, 2018

# MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> <li>1. <b>Provide routes and services to meet current and future demand for timely/reliable transit service</b></li> <li>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</li> <li>3. <b>Optimize existing routes/services to increase productivity and response to MTC projects and studies</b></li> <li>4. <b>Improve connectivity with regional transit systems and participate in BART to Livermore project</b></li> <li>5. Explore innovative fare policies and pricing options</li> <li>6. Provide routes and services to promote mode shift from personal car to public transit</li> </ol>						
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"> <li>• Receive draft Long Range Plan from Nelson/Nygaard</li> <li>• Present final draft to Board</li> <li>• Approval</li> </ul>	DP	Projects/ Services	Apr 2018 May 2018 Jun 2018	→ Staff studying park and ride report, shared mobility and shared autonomous vehicle strategy. Strategic Planning Workshop for Board being planned for spring of 2018.	
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> <li>• Award of Contract</li> <li>• Public Outreach</li> <li>• Approval of Recommendations</li> </ul>	DP	Projects/ Services	Nov 2016 Jun 2017 Jun 2018	→ Nelson/Nygaard awarded contract. Kick-off meeting held in February. Public meetings held in June. LAVTA Board presentation made in September. Currently developing alternatives. Second round of workshops completed in November. <u>Board presentation in March.</u>	X X
Fare Study	<ul style="list-style-type: none"> <li>• Draft Fare Study</li> <li>• Public Hearing (proposed changes on fixed route)</li> <li>• Board Approval</li> </ul>	DP	Projects/ Services	May 2017 May 2018 Jun 2018	→ Draft Fare Study for fixed route complete. F&A reviewed in May. Decision made to hold study results a few months to see ridership trends on fixed route and paratransit study fare recommendations.	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> <li>Award contract for queue jump</li> <li>Finish project</li> </ul>	DP	Projects/ Services	Jul 2016	→ Board awarded contract queue jump project in March. Some delays in project. Currently 75% completed. Queue jumps are operational.	X
				Oct 2017		X
Transit Signal Priority Project in Rapid 10R Corridor	<ul style="list-style-type: none"> <li>Engineering Work</li> <li>Finish Project</li> </ul>	DP	Projects/ Services	Oct 2017 <u>Dec 2018</u>	→ Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. <u>Starting data collection.</u>	
Go Dublin Discount Program	<ul style="list-style-type: none"> <li>Get clearance from FTA</li> <li>Implement</li> <li>Results of Program</li> </ul>	DP	Projects/ Services	Nov 2016 Dec 2016 <u>Mar 2018</u>	→ Program providing approximately <u>1,500</u> rides/month. Mailing to residents occurring in September. Project study expanded to include additional data analysis. <u>Fehr &amp; Peers present final findings in March.</u>	X X
O&M Contract Request for Proposals	<ul style="list-style-type: none"> <li>Develop RFP</li> <li>Award Contract</li> </ul>	DP	Project/ Services	Oct 2017 Mar 2018	→ RFP released. Bids due in <u>January</u> . Board to award in March.	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Dublin Service Plan	<ul style="list-style-type: none"> <li>RFP advertised</li> <li>Contractor Award</li> <li>Recommendations</li> </ul>	DP	Projects/ Services	Nov 2017 Jan 2018 June 2018	→ Several proposals received. <u>Staff negotiating final contract terms with Nelson/Nygaard.</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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website Upgrades	<ul style="list-style-type: none"> <li>Place easy to access Commuter Info on homepage</li> </ul>	MKT MGR	Projects/ Services	Nov 2017	→ Better way to BART info landing page and button to be installed on website in November. <u>Working on informative maps and info for this section.</u>	X
LAVTA Rebranding Project	<ul style="list-style-type: none"> <li>Selection by LAVTA Board of name/rebranding</li> <li>Public event to unveil rebranding.</li> </ul>	MKT MGR	Projects/ Services	Jun 2016 Feb 2018	→ New design for buses approved. New logo approved. Unveiling event being scheduled for Depot ribbon cutting event.	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Individualized Marketing	<ul style="list-style-type: none"> <li>Award Contract</li> <li>Review of results</li> </ul>	MKT MGR	Projects/ Services	Oct 2016 Dec 2017	→ SDG awarded contract. Collateral developed and distributed. Program completed. Post program surveys completed. <u>Project report to LAVTA Board made in December.</u>	X X
N Canyons Parkway Rapid Bus Stop Project	<ul style="list-style-type: none"> <li>Engineering work</li> <li>Improvements to site</li> <li>Relocation of shelters</li> </ul>	DP	Projects/ Services	May 2017 Aug 2017 <u>Jun 2018</u>	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. Bids came in high. Board rejected all bids. Bid re-advertised. <u>Board awarded project in November. Project to be completed by Jun of 2018.</u>	X
Pleasanton SmartTrips Corridor Rapid Bus Stop Project	<ul style="list-style-type: none"> <li>Engineering work</li> <li>Award of construction contract</li> <li>Finish project</li> </ul>	DP	Projects/ Services	Nov 2017 Apr 2018 Jun 2018	→ ACTC grant received to upgrade stops in this corridor to Rapid style. <u>Board awarded engineering to Kimley Horn in November.</u> Bus shelter type is next step. Project award in April.	
Dublin School Tripper Bus Shelter Project	<ul style="list-style-type: none"> <li>Identify new locations for shelters</li> <li>Install new shelters</li> </ul>	ED	Projects/ Services	Sept 2016 Dec 2017	→ Five locations with high ridership identified. Kimley Horn performing engineering. <u>First shelter installed in December. Other four shelters will require significant site work. Budgeting for next FY.</u>	X
Replace Shelters Past Useful Life That Are On Livermore Routes	<ul style="list-style-type: none"> <li>Identify shelters</li> <li>Install</li> </ul>	ED	Projects/ Services	Nov 2016 Mar 2018	→ Shelters identified. 10 shelters delivered. IFB being advertised currently to begin install in Dec. <u>No bids received. Rebidding IFB.</u>	X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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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
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> <li>• Assist ACTC in promoting the student passes</li> <li>• Monitor effectiveness of the program and capacity issues</li> </ul>	DP	Projects/ Services	Ongoing  Ongoing	→ Four schools in Livermore to have free pass via Clipper for Wheels access. Planning/Marketing Departments working with ACTC and school district to distribute and market Clipper Cards/bus system. Preliminary ridership continues at approximately 200 trips per day.	X
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> <li>• Marketing campaign on campus</li> <li>• Student Vote to retain Transit Pass on campus</li> </ul>	MKT MGR	Projects/ Services	Ongoing  Nov 2017	→ Transit pass/marketing efforts ongoing. Students have voted. 90% "yes". 10% "no". <u>Board of Trustees to consider the vote and student fee in February.</u>	X  X
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> <li>• City Award of Project</li> <li>• Demo of TC Customers Service Buildings</li> <li>• Finish Relocation/Renovation</li> </ul>	DP	Projects/ Services	Jan 2017  Jul 2017  Feb 2018	→ FTA clearance given to demo current building. City Council awarded contract. Temporary facility installed. Demo of LAVTA buildings done. Depot moved onto cement foundation. Project might extend into March or April 2018.	X  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>
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"> <li>• Bid Project</li> <li>• Project Completion</li> </ul>	DP	Projects/ Services	Nov 2017 Jan 2018	→ Bid spec being developed for painting and purchase of furniture. Waiting on architect of Depot Project to provide input on colors.	
<p><i>Goal: Regional Leadership</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> <li><b>1. Advocate for local, regional, state, and federal policies that support mission of Wheels</b></li> <li>2. Support staff involvement in leadership roles representing regional, state, and federal forums</li> <li>3. Promote transit priority initiatives with member agencies</li> <li>4. Support regional initiatives that support mobility convenience</li> </ol>						
<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>
Alameda – San Joaquin Regional Rail Working Group	<ul style="list-style-type: none"> <li>• AB 758</li> </ul>	ED	Projects/ Services	Oct 2017	→ Approved. Legislation becomes effective January 2018.	X
2018 Legislative Plan	<ul style="list-style-type: none"> <li>• Creation of 2018 Legislative Plan and review/approval by the Board and provide support for key legislation.</li> </ul>	ED	Finance/ Admin	Feb 2018	→ New project.	
State Legislation to Approve SAV Project in Dublin	<ul style="list-style-type: none"> <li>• Introduce SAV legislation</li> </ul>	ED	Finance/ Admin	Feb 2017	→ Approved. Legislation becomes effective January 2018.	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: 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>
Performance Metrics Improvement	<ul style="list-style-type: none"> <li>• Staff setting up aggressive monitoring of key performance metrics: on-time performance, accidents and customer service.</li> </ul>	DP	Projects/ Services	Ongoing	→ Daily and weekly meeting to discuss key metrics at staff level. Presentation on performance of routes provided to the P&S Committee in October.	X

**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>
FY17 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> <li>• Complete financial audit and all required reporting to Board, local, regional and state agencies.</li> </ul>	DF	Finance/ Admin	Nov 2017	→ Audit ongoing in September. Review of audit at F&A in October. Presentation to LAVTA Board in November. No findings.	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>
<i>Other:</i>						
Transit Center Bus Driving Isle Improvement Project	<ul style="list-style-type: none"> <li>Perform demo of asphalt and construction new base and asphalt in driving isle.</li> </ul>	PD	Projects/ Services	Feb 2018	→ Utilizing City pavement contract. Asphalt to be removed and construction completed after the Transit Center cement work is completed. This project to tie in closely with Historic Depot Relocation project. Will be final phase of Depot project.	
SAV Project	<ul style="list-style-type: none"> <li>Acquire funding to begin project</li> <li>Approve legislation to test SAVs.</li> <li>Enter into MOUs for testing.</li> </ul>	ED	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ AQMD awarded LAVTA approx. \$1 million over 3 years in funding in exchange for advertising. LAVTA Board received a presentation on this project and next steps at Feb meeting. AB 1444 approved and effective January 2018. MOU with County Connection approved in November. <u>MOU with Bay Area AQMD approved in December.</u> MOU with GoMentum under negotiation.	X X
Triennial Audit	<ul style="list-style-type: none"> <li>Preparation for audit</li> <li>Audit and report to board</li> </ul>	DF	Finance/ Adm	Ongoing Jul 2018	→Comprehensive audit on LAVTA from FTA to be conducted in July 2018.	

Attachments:

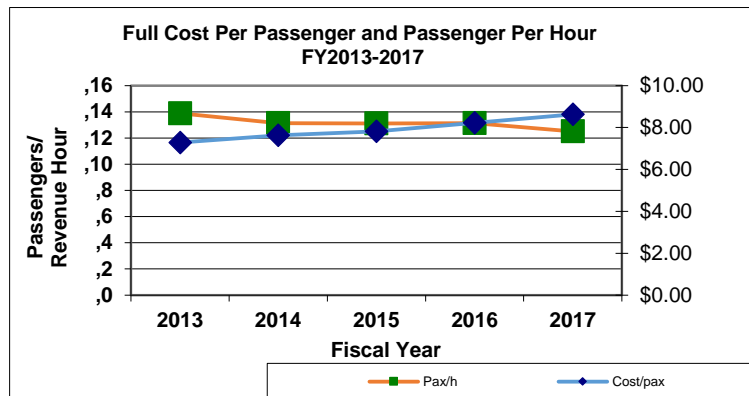
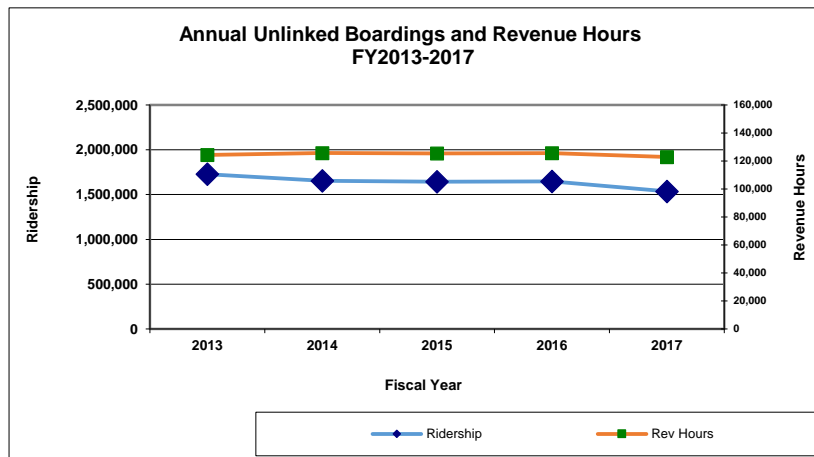
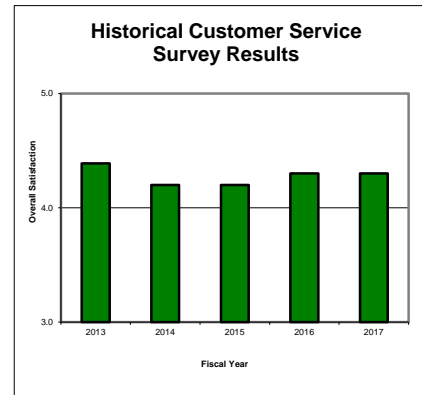
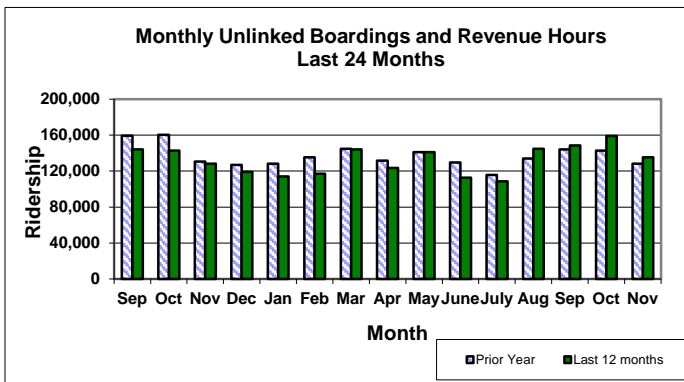
1. Board Statistics November 2017
2. FY18 Upcoming Committee Items



## Monthly Summary Statistics for Wheels November 2017

### FIXED ROUTE

	November 2017			% change from one year ago		
Total Ridership FY 2018 To Date	696,193			4.7%		
Total Ridership For Month	135,351			5.5%		
Fully Allocated Cost per Passenger	\$8.29			-1.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,034	1,698	1,235	6.0%	1.6%	-6.5%
Passengers Per Hour	14.1	10.9	8.2	4.1%	-0.7%	-5.3%
	November 2017			% change from last month		
On Time Performance	85.2%			3.9%		



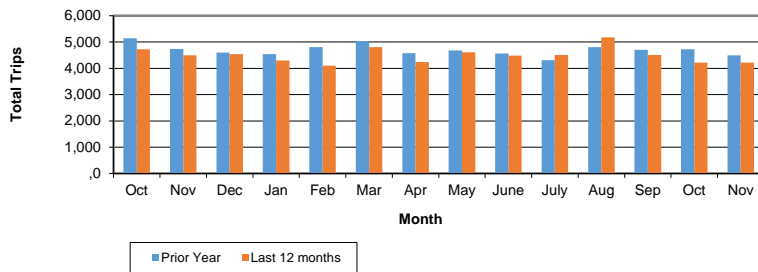
## Monthly Summary Statistics for Wheels November 2017

### PARATRANSIT

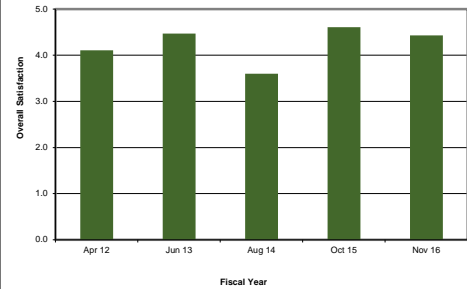
General Statistics	November 2017	% Change from last year	Year to Date
Total Monthly Passengers	4,217	-6.2%	22,888
Average Passengers Per Hour	1.80	-10.0%	10
On Time Performance	92.20	9346.7%	96
Cost per Trip	\$33.16	2.0%	163
Number of Paratransit Applications	30	15.4%	169
Calls Answered in <1 Minute	75.00%	-9.2%	4

Missed Services Summary	November 2017	Year to Date
1st Sanction - Phone Call	4	28
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	1
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

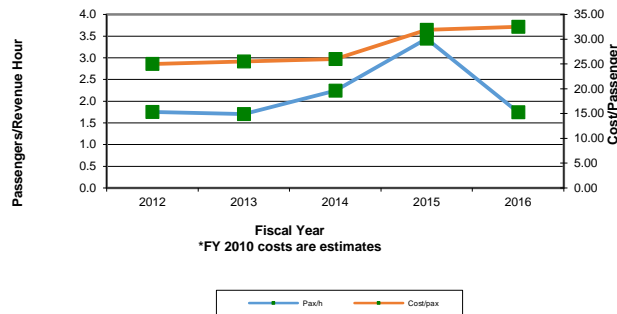
**Paratransit Monthly Unlinked Boardings, Last 24 Months**



**Historical Customer Service Survey Results**



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



## Monthly Summary Statistics for Wheels

**November 2017**

<b>SAFETY</b>							
ACCIDENT DATA	November 2017				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	0		0		0		0
Preventable	0		0		8		1
Non-Preventable	0		0		5		1
<b>Physical Damage</b>							
Major	0		0		0		0
Minor	0		0		13		2
<b>Bodily Injury</b>							
Yes	0		0		0		0
No	0		0		13		2
<b>MONTHLY CLAIMS ACTIVITY</b>							
<b>Amount Paid</b>		<b>Totals</b>					
This Month	\$562.44						
To Date This Fiscal Year	\$6,613.70						
Budget	\$100,000.00						
% Expended	7%						

<b>CUSTOMER SERVICE - ADMINISTRATION</b>		
CATEGORY	Number of Requests	
	November 2017	Year To Date
Praise		4
Bus Stop		15
Incident		2
Trip Planning	1	10
Fares/Tickets/Passes		5
Route/Schedule Planning	6	68
Marketing/Website		10
ADA		0
<b>TOTAL</b>	<b>7</b>	<b>114</b>

<b>CUSTOMER SERVICE - OPERATIONS</b>								
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	5			6				1
Safety		2	1	14				0
Driver/Dispatch Courtesy	1	1	1	12				1
Early	1	1		7				1
Late	2	3	1	30		1	1	0
No Show	1			7		1		1
Incident	1	2		4				1
Driver/Dispatch Training	1			2	4		4	11
Maintenance				0				0
Bypass	5	4	2	35				0
<b>TOTAL</b>	<b>12</b>	<b>13</b>	<b>5</b>	<b>111</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>15</b>
<b>Valid Complaints</b>								
Per 10,000 riders	<b>0.89</b>							
Per 1,000 riders					<b>0.95</b>			

## LAVTA COMMITTEE ITEMS - January 2018 - May 2018

### Finance & Administration Committee

	Action	Info
<b>January</b>		
Minutes (November)	X	
Legislative Program	X	
<b>February</b>		
Minutes	X	
Treasurers Report	X	
<b>March</b>		
Minutes	X	
Treasurers Report	X	
Funding resolutions 5307	X	
<b>April</b>		
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
<b>May</b>		
Minutes	X	
Treasurers Report	X	
Quarterly Budget & Grants Report		X
Annual Org Review	X	
Prelim Budget	X	
FTA Triennial Review (last in '12)	X	

# LAVTA COMMITTEE ITEMS - January 2018 - May 2018

## Projects & Services Committee

	Action	Info
<b>January</b>		
Minutes (November)	X	
DAR Passenger Surveys Results	X	
<b>February</b>		
Minutes	X	
Quarterly Operations		X
Operations and Maintenance Contract Award	X	
Mobility Forward Draft Recommendation	X	
Alameda County Fair Service	X	
<b>March</b>		
Minutes	X	
Go Dublin Evaluation		X
<b>April</b>		
Minutes	X	
Draft Fall Service Changes	X	
Draft Long Range Transit Plan		X
<b>May</b>		
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X