

EXECUTIVE DIRECTOR'S REPORT

October 2015

1. **Clipper® Project**

The Clipper® Project is currently on schedule with a go-live date of November 1. Operator/customer service training will occur in October. See Attachment 4 below that was presented to the Projects & Services Committee.

2. **Comprehensive Operational Analysis Update**

System alternatives are being delivered to LAVTA staff the week of September 28. The next round of public meetings to present and gather feedback on the system alternatives are scheduled for the last week of October. The dates and times are as follows:

Tuesday, October 27: Amador High School, Pleasanton, 6:30pm-9pm.

Wednesday, October 28, Las Positas College, Livermore, 5:30-8pm

Thursday, October 29, Dublin Civic Center Regional Room, Dublin, 5:30-8pm

3. **Legislative Update**

Leaders of the House Transportation & Infrastructure Committee continue to discuss elements of a multi-year surface transportation authorization bill. The game plan is to have the full House pass the bill by mid-October, but a lot depends on the House Ways and Means Committee's progress finding a funding source.

Key public transportation improvements being urged by transit agencies include a greater growth in the bus and formula programs and more funding for state of good repair. Since it's unlikely a final House-Senate bill will reach the President's desk before the current funding extension expires October 29th, Congress is expected to pass another short-term extension in the coming weeks.

4. **September a Difficult Month for On-Time Performance**

As has been the case in previous years, the month of September saw a dip in on-time performance. The cyclical fall and rise is due mainly to the schools being back in session, which creates congestion at peak times near campuses. The dip typically rebounds within a few weeks and staff is seeing that rebound. In addition to closely watching on-time performance, staff is monitoring on a daily basis pull times by operators from the yard at the start of shifts.

5. **New Website Nearing Completion**

It's anticipated that the new Wheels website will be completed and go live in October. The website will feature a new, easy to use Google Trip Planner, as well as the agency's latest news, a social media section with latest social media posts, and a rider alert section for up-to-date info on bus routes.

6. **Bus Shelter Improvement Plan**

An action plan for bus shelter improvements will be completed in October. The plan will identify shelters that are in need of replacement, as well as those with state of good repair issues. With the project, staff is also looking at consistency with amenities (passenger information, lighting, branding, etc.). Funding for the first phase of improvements with the Bus Shelter Improvement Plan is budgeted and improvements will take place during the winter months.

Attachments

1. Management Action Plan w/updates
2. Board Statistics August FY16
3. FY16 Upcoming Committee Items
4. Staff Report Clipper Implementation

FY2016 Goals, Strategies and Projects

Last Updated– September 28, 2015

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> 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
Comprehensive Operational Analysis (COA)	<ul style="list-style-type: none"> • Development of RFP/Selection of Contractor • Completion of scope of work • Implementation of improvements 	DP/ Exec Dir	Projects/ Services	Nov 2014 Mar 2015 Feb 2016 Jul 2016	→ Project awarded to Nelson/Nygaard. <u>9/22: Draft household survey/non-user report received 9/22. Service alternatives scheduled to be received on 9/27. Promotion on winning an iPad® mini by filling out a COA survey ends 9/30. Outreach for public meetings will begin in October. Public meetings to be held Oct 27, 28, 29.</u>	X X
Short Range Transit Plan (SRTP is a 10-year plan)	<ul style="list-style-type: none"> • COA will provide info for the SRTP • COA planning firm scheduled to conduct the SRTP 	DA/DP/ Exec Dir	Projects/ Services	Feb 2016	→ This project is now part of the COA. Agreement with MTC in place for funding. Will begin as service alternative are identified in COA. Staff involved with regional planning efforts to ensure collaboration and inclusion of LAVTA planning. Kickoff meeting held with consultant team on 8/7. Consultant will rewrite COA to meet MTC SRTP specs. On schedule.	

<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>
Long Range Transit Plan (LRTP is a 30 year plan)	<ul style="list-style-type: none"> COA planning firm will conduct the LRTP 	DP/ Exec Dir	Projects/ Services	Feb 2016	→ This project will begin after service alternative is identified in COA. Staff involved with regional planning efforts to ensure collaboration and inclusion of LAVTA planning.	
Schedule Development	<ul style="list-style-type: none"> Develop timetables for each route, with time points, running times and schedules. 	DP	Projects/ Services	Feb 2016	→ This project will begin after service alternative is identified in COA.	
Fare Analysis	<ul style="list-style-type: none"> Evaluate fare analysis proposal of firm with best COA submittal Fare analysis conducted at same time as COA/SRTP/LRTP Implement fare changes 	DP	Projects/ Services	Feb 2015 Mar 2015 Feb 2016 Jul 2016	→ Fare analysis awarded to Nelson/Nygaard. → <u>This project is underway. LAVTA to submit fare data including utilization and fare policies to Nelson Nygaard on 9/23</u>	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
BART to Livermore	<ul style="list-style-type: none"> Provide guidance on bus routes in four alternatives being considered as part of the environmental study. Coordinate with LAVTA COA/Short & Long Range Planning. 	DP/ Exec Dir	Projects/ Services	Jun 2016	<p>→ Staff and Nelson/Nygaard providing ongoing feedback on bus routes within four alternatives. Feedback provided on street design in specific plan for development adjacent to BART station on Isabel. Study to finish in mid-2016. <u>Next TAC meeting scheduled for late October or early November.</u></p> <p>→ <u>LAVTA Board considering a Tri-Valley Regional Rail Advisory Group.</u></p>	
MTC Plan Bay Area Update	<ul style="list-style-type: none"> Provide technical expertise Ensure that LAVTA Short/Long Range Plans are incorporated into County Long Range Transportation Plan and then the MTC Plan Bay Area Update. Participate in public workshops to ensure Priority Development Areas and public transit in Tri-Valley area is adequately planned. 	DA/ Exec Dir	Projects/ Services	<p>May 2015</p> <p>Sept 2015</p> <p>Apr 2016</p>	<p>→ MTC convened meeting with staff</p> <p>→ COA/Short & Long Range Plan underway.</p> <p>→ Project/budget spreadsheets submitted for business as usual model to 2040. Capital asset inventory and maintenance plan submitted. <u>ACTC has included the plans in their planning documents that are approved and being forwarded to MTC.</u></p>	X
ACTC County Transit Study	<ul style="list-style-type: none"> Serve on TAC and participate in public workshops. Ensure that LAVTA Short/Long Range Plans are incorporated into Study 	DP/ Exec Dir	Projects/ Services	<p>Feb 2015</p> <p>Dec 2015</p>	<p>→ Staff attended and co-sponsored the opening public workshop in Dublin. Staff has attended all TAC meetings and has provided input to consultant.</p> <p>→ Nelson/Nygaard is coordinating LAVTA COA with ACTC.</p>	

<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>
ACTC Tri-Valley Integrated Park & Ride Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP	Projects/ Services	May 2015 Dec 2015	<p>→ Nelson/Nygaard has begun LAVTA planning work and will contact project consultant to coordinate work.</p> <p>→ Kickoff meeting with DKS and project TAC held in August.</p>	
ACTC Goods Movement Study and Arterials Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP/ Exec Dir	Projects/ Services	Dec 2015 Dec 2015	<p>→ Staff working on TAC. Staff provided comment on methodology to rank arterials and priority for improvements and performance measures. TAC meeting in September attended.</p>	
CCTA: I-680 Express Bus Study/I-680 Transit Investment & Transit Relief Study	<ul style="list-style-type: none"> • Serve on TAC and participate in public workshops. • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP/ Exec Dir	Projects/ Services	Dec 2015 Dec 2015	<p>→ Projects are ongoing. Geographic focus on Walnut Creek to Dublin. Study will review traffic patterns, technological advancements since last study in 2003 and transit service levels. Existing conditions report completed. CCTA Board to review and discuss range of options for study in near future workshop.</p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Clipper Project	<ul style="list-style-type: none"> • Policy development • Site work • Installation • Implementation 	DP/ Exec Dir	Projects/ Services	Jul 2015	→ Day Pass Accumulator Approved. Amended MOU approved.	X
				Jul 2015	→ Site work has been finished.	X
				Sept 2015	→ Equipment install completed on buses. Testing in progress. Nov 1 st soft launch on schedule. Employers in Tri-Valley being notified of Clipper progress.	
				Oct 2015	<u>Training of on-board and ticket-office terminal equipment occurred week of 9/1. Customer service and operator training scheduled for October.</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 Redesign	<ul style="list-style-type: none"> • Develop/Advertise RFP • Evaluate proposals/execute contract • New website goes live 	DP/ Exec Dir	Projects/ Services	Mar 2015	→RFP advertised. Planeteria awarded contract	X
				May 2015	→ Planeteria has completed the wire frames for the project and is working on content.	X
				Oct 2015	→ <u>Draft final version of website reviewed by staff. Website scheduled to go live by the end of October.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Social Media Engagement	<ul style="list-style-type: none"> Development of strategic communications plan Development of LAVTA goals with Facebook/Twitter 	DP/Exec Dir	Projects/Services	Apr 2015 Jun 2016	→Regular sweepstakes initiated to engage Facebook/Twitter followers. Goal is 2,500 "likes" from customers and residents in service area. <u>Currently at over 550 from 150. Bicycle Sweepstakes in July. iPad sweepstake in Aug/Sept.</u>	X
Phone App w/Real Time Info	<ul style="list-style-type: none"> MTC reviewing funding availability on secured grant. Create scope of work/RFP Phone app live 	DP/Exec Dir	Projects/Services	Sept 2015 Nov 2015 Jun 2016	→ Funding has been allocated and staff is awaiting MTC clearance in October to begin project. Scope of work being created. Presentations made to staff from RideRight, Transloc, and Double Map.	
Google Transit Trip Planner	<ul style="list-style-type: none"> Submit data for review/approval to Google Go live with planner on new website 	DP/Exec Dir	Projects/Services	Sept 2015 Oct 2015	→ Most trip planning in US is done through Google Trip Planner. Staff is working with Google on this data intense project to get LAVTA on Google Trip Planner, which will be a strong feature on redesigned LAVTA website homepage. Data and testing of Google Trip Planner complete. Webpage expected to go live in October.	X
Wayfinding at BART Stations	<ul style="list-style-type: none"> Plan new wayfinding signage Seek funding and install signage 	DP/Exec Dir	Projects/Services	Feb 2015 Jun 2016	→Staff has taken pictures and provided conceptual of wayfinding signage to BART. Currently in RFP that is being advertised. → \$900,000 allocated to various improvements at Dublin/Pleasanton station. <u>Working with BART to use portion of funds for improvements.</u>	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
High School Ambassador Project	<ul style="list-style-type: none"> Finalize program Appoint ambassadors and train Implementation of program 	DP/Exec Dir	Projects/Services	<p>April 2015</p> <p>Aug/Sept 2015</p> <p>Oct 2015</p>	<p>→ Applications for Ambassadors being developed for all high schools. No students signed up for program. Regrouping for sign-ups in September.</p> <p><u>Revised Ambassador program launched on website with deadline for applications 9/30. Two applications already received.</u></p>	X
LAVTA Rebranding Project	<ul style="list-style-type: none"> Create RFP Award consultant Finish project 	DP/Exec Dir	Projects/Services	<p>Oct 2015</p> <p>Nov 2015</p> <p>Jun 2016</p>	<p>→ Project to look at agency logo, naming and logos of services, and bus paint/graphics design. <u>Scope of work being finalized. RFP to be advertised in October for a December award.</u></p>	X
Comprehensive Dial-A-Ride Rider Publication	<ul style="list-style-type: none"> Review dial-a-ride policies Publisher to design and create publication. 	DP/Exec Dir	Projects/Services	<p>Mar 2016</p> <p>Apr 2016</p>	<p>→ Staff currently reviewing policies. Looking to insert policy regarding reasonable modification rules into document.</p>	
Dial-A-Ride Customer Service Survey	<ul style="list-style-type: none"> Hire consultant/Develop Survey/Conduct Survey Report to Board survey results 	DP/Exec Dir	Projects/Services	<p>Oct 2015</p> <p>Nov 2015</p>	<p>→ <u>Scope of work finalized. RFQ will be issued the week of 9/21.</u></p>	

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
Employer ECO Pass	<ul style="list-style-type: none"> • Conduct research and planning for pass • Draft ECO pass program review by committee • ECO pass to Board for consideration 	DP	Projects/ Services	Nov 2015 Feb 2016 Mar 2016	→ Project is being done by Nelson/Nygaard at same time fare analysis is taking place with planning efforts.	
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> • Attend ACTC meetings on student pass program development. • Assist in the development of a timeline for policy and project implementation 	DP	Projects/ Services	Jun 2016 TBD	→ <u>ACTC consultant to facilitate project being awarded in October or November.</u> 4 project areas to be pilot program. Presentation provided to ACTC TAC on school tripper service and student/youth ridership. <u>LAVTA and school districts in Tri-Valley have made it clear that they want to be a project demonstration area. Next TAC scheduled for October.</u>	
Explore TOD Partnerships	<ul style="list-style-type: none"> • Explore TOD partnership near Livermore TC 	DP/ Exec Dir	Finance/ Admin	Jul 2016	→ Discussed Livermore TC TOD project with city staff. Mtgs held with TOD experts at BART. <u>CalTrans Transportation Sustainability grant being applied for with City of Livermore to continue planning of area.</u>	

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>
City of Livermore Ridership Development Study	<ul style="list-style-type: none"> • Provide technical assistance and attend public meetings 	Exec Dir	Projects/ Services	Dec 2015	→ Specific Plan being drafted for 1,000+ acres adjacent to BART/Isabel station. Provided input on SWAT analysis from a transit perspective. Provided input in 2 nd TAC meeting on street design/streetscape in specific plan.	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> • Develop guidelines for pass • Discuss financing of pass program, including student fee and potential ACTC demonstration project • Implementation of pass program 	Exec Dir	Projects/ Services	Nov 2015 Dec 2015 Mar 2016	<p>→ Pass to be loaded on Clipper Card w/ picture of customer on front. Electronically tracked w/ability to deactivate.</p> <p>→ Researching appropriate cost of pass with 8,000/year purchased. Chabot college vote failed. Made presentation to Student Senate in Sept and received positive feedback on developing college ridership/student pass. <u>Exploring a Try Transit week at college to market Wheels.</u></p> <p>→ Working with college and student government to gain interest.</p>	
<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"> 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>

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Tri-Valley Regional Rail Advocacy Group	<ul style="list-style-type: none"> • Creation of Advocacy Group • Establish goals and regular meeting schedule 	Exec Dir	Projects & Services	Oct 2015 Nov 2015	→ Board to consider formation of group in October meeting.	
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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>
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Trapeze Viewpoint Software	<ul style="list-style-type: none"> • Work through custom software issues • Provide presentation to the Project & Services Committee 	DP/ Exec Dir	Projects/ Services	Dec 2015	→ Software installed at LAVTA. Custom reports being created with assistance of Trapeze. Bugs identified and fixed. <u>Additional training on Trapeze Viewpoint scheduled for week of 9/28.</u>	
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Performance Metrics Improvement	<ul style="list-style-type: none"> • Staff setting up aggressive monitoring of key performance metrics. <i>Focus on actions to improve on time performance (OTP).</i> 	DP	Projects/ Services	July 2016	→ Changes made to routes <u>70X</u> , 15, 53, 54, 3. Looking at changes to "big 3" (10, 12, R) for January service change.	
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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Leasing Opportunities at Atlantis	<ul style="list-style-type: none"> • Conduct outreach to private and non-profit organizations. • Work with agency attorney to bring good offers to the Board for consideration. 	Exec Dir	Finance/ Admin	Oct 2015	→ LAVTA and Google staff working on final pricing and lease agreement. <u>Close session for LAVTA Board in October.</u>	
FY15 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 2015	→ <u>Audit nearing completion. Presentation to Finance Committee October 2015 and the Board November 2015.</u>	

Other:

Bus Shelter Rehab/Replacement Project	<ul style="list-style-type: none"> • Refinish Rapid bus shelter benches • Dozens of bus shelters throughout the system have reached their life expectancy and are in need of rehabilitation or replacement. 	DA	Projects/ Services	<p>Jun 2016</p> <p>Mar 2016</p>	<p>→ Glass/stripping repair of Rapid shelters completed. <u>43 benches to be rehabbed this fiscal year.</u></p> <p>→ <u>Bus stop inventory of current conditions due for completion in October. First phase of improvements this fiscal year.</u></p>	
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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Bus Shelters for Routes 501, 502, and 503 in City of Dublin	<ul style="list-style-type: none"> Plan financing mechanism for purchase and installation of bus shelters in residential areas, to include ADA upgrades. Construct improvement and install shelters. 	Exec Dir	Projects/ Services	Jun 2016 TBD	→ Meeting held with Dublin School District to look at how many bus shelters might be needed and to discuss potential funding sources. <u>Potential to have shelter in next school bond. Meeting with school district and City held to explore school bond and other areas of funding.</u>	
Replace Info Stations on Kiosks at Livermore Transit Center	<ul style="list-style-type: none"> Get quotes for repairs and complete project Replace Info Stations at Kiosks 	DA	Projects/ Services	Dec 2015	→ Info kiosks at Livermore Transit Center have been vandalized over several years. Staff replacing 12 custom info stations on kiosks. <u>Info stations have been ordered. Installation to occur before end of calendar year.</u>	
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> Modify MOU and create a lease agreement Move Depot and construct improvements with building and onsite. 	Exec Dir	Projects/ Services	Oct 2015 Mar 2017	→LAVTA has been meeting regularly with City staff. Environmental work nearing completion. Final location set for passenger island. <u>Terms of new MOU and a lease agreement being negotiated. Close session for LAVTA Board in October.</u>	

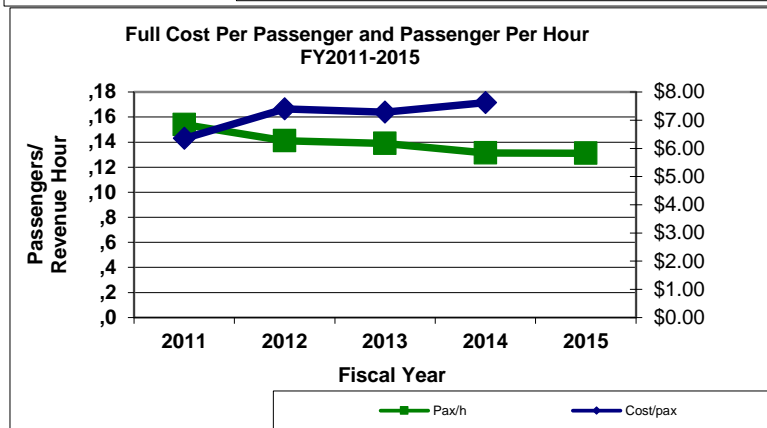
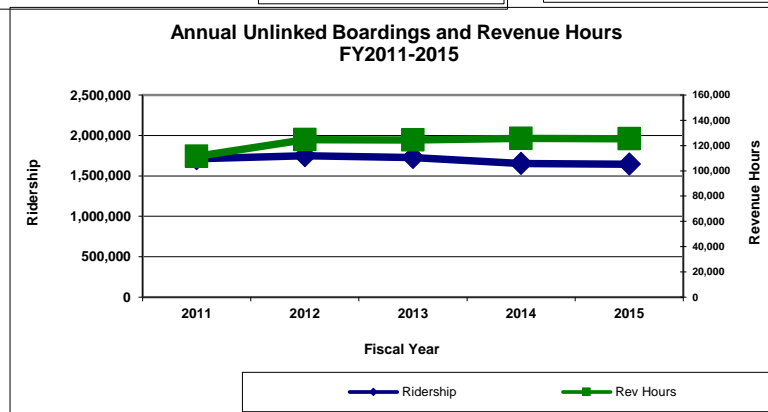
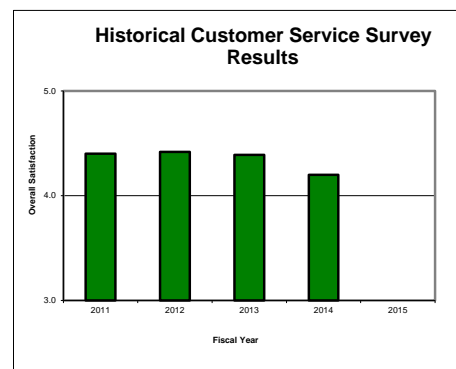
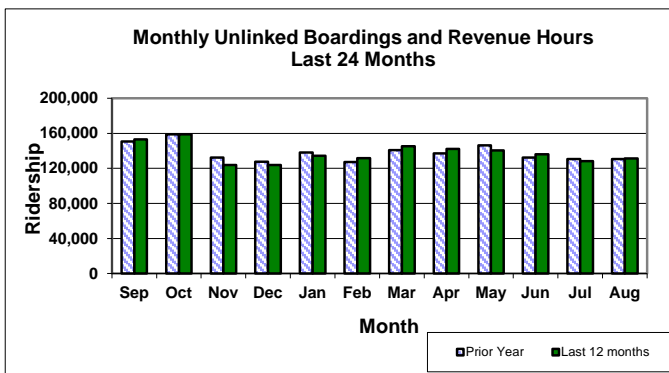
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Audio/Video Project in LAVTA Board room	<ul style="list-style-type: none"> Plan out project Contractor Award 	DA	Projects/ Services	Dec Feb	→ New project.	
2016 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> Board to approve “piggy back” of 20 Gillig replacement buses. Purchase order and notice to proceed to Gillig Buses scheduled for delivery 	DA	Projects/ Services	Aug 2014 Nov 2014 Jun 2016	<p>→ Approval granted in mid-2014.</p> <p>→ Purchase order and notice to proceed provided to Gillig.</p> <p>→LAVTA awaiting conference scheduled for July 2015 to finalize options and build specifications. Buses scheduled for delivery in July 2016.</p>	X X
Atlantis Phases I, II	<ul style="list-style-type: none"> Phases I and II completed with exception of \$125,000 in miscellaneous projects (funded). Evaluate project list. Select vendors and perform construction. Close grant 	Exec Dir	Projects/ Services	Feb 2015 Oct 2015	<p>→\$125,000 left for future improvements. Fare vault is selected as project.</p> <p>→ RFB created for project. 1 vendor bid on project. Awaiting award of project.</p>	X
Atlantis Phases III, IV, V, VI	<ul style="list-style-type: none"> Conduct review of current Atlantis project and cost estimates. Confirm space requirements and location with COA/SRTP/LRTP planning efforts Work with local, regional, state and federal entities to procure funding for Atlantis. 	Exec Dir	Projects/ Services	Jun 2016 Ongoing	<p>→ Staff review finds latest space requirements correct for Atlantis. Will confirm the spacing requirements, etc. through near future planning process.</p> <p>→ ACTC and MTC have both had briefings on Atlantis and the need for a larger facility. Additional RM2 funding not an option at this point. Atlantis in ACTC and MTC planning documents.</p>	

<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>
Rapid Projects	<ul style="list-style-type: none"> Identify remaining projects to fix productivity issues on Rapid. 	Exec Dir	Projects/ Services	Feb 2016	→ Rapid near completion with approximately \$300,000 in federal funding remaining. Staff working with FTA to keep in abeyance until planning completed to fix the Rapid productivity. <u>Conference call with FTA in September included draft Rapid improvement plans and discussion on handling movement of bus stops.</u>	

Monthly Summary Statistics for Wheels

August 2015

FIXED ROUTE						
	August 2015			% change from one year ago		
Total Ridership FY 2015 To Date	259,707			-0.5%		
Total Ridership For Month	131,463			0.7%		
Fully Allocated Cost per Passenger	\$7.77			-1.2%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,364	2,245	1,519	1.6%	-4.8%	-4.9%
Passengers Per Hour	12.8	12.0	13.3	2.2%	-4.5%	-4.5%
	August 2015			% change from last month		
On Time Performance	80.3%			0.5%		

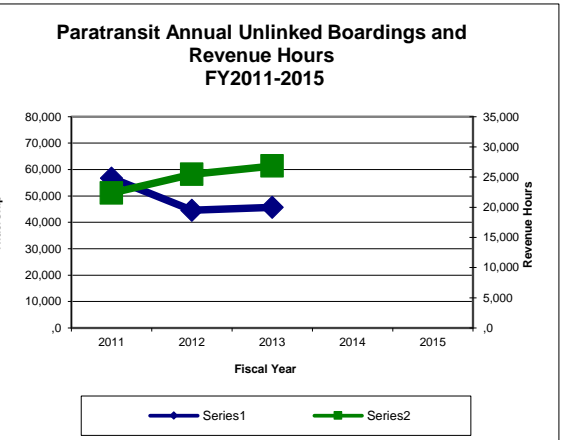
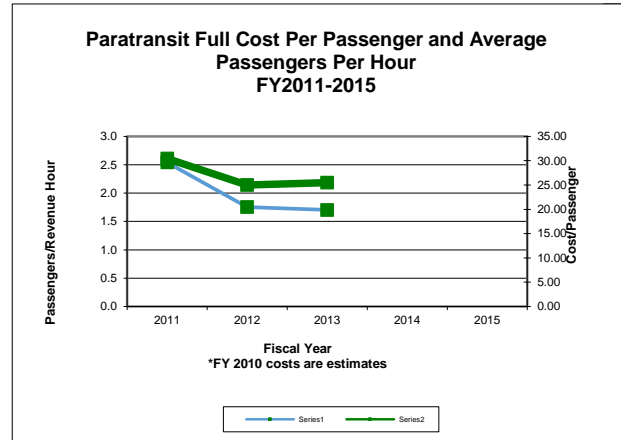
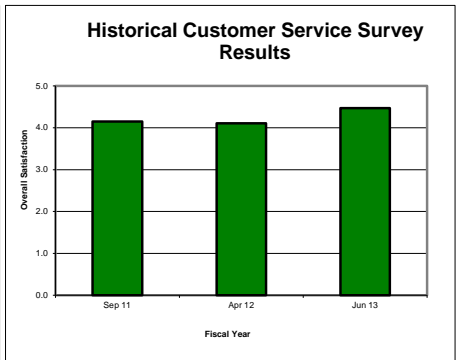
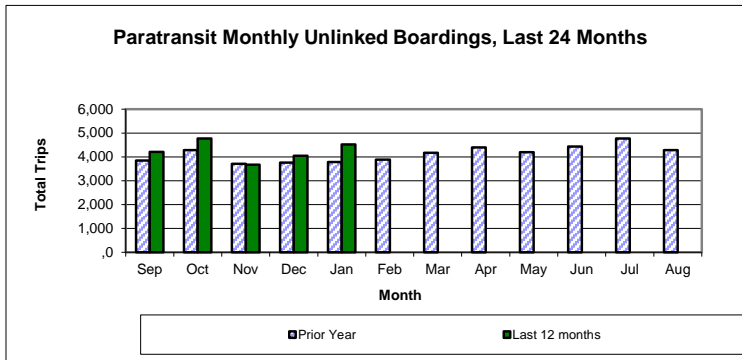


Monthly Summary Statistics for Wheels August 2015

PARATRANSIT

General Statistics	August 2015	% Change from last year	Year to Date
Total Monthly Passengers	5,184	21.0%	10,311
Average Passengers Per Hour	1.70	-52.8%	
On Time Performance	96.8%	0.8%	
Cost per Trip	\$ 32.51	2.0%	
Number of Paratransit Applications	22	-4.3%	57
Calls Answered in <1 Minute	85.70%	60.8%	

Missed Services Summary	August 2015	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
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



Monthly Summary Statistics for Wheels

August 2015

SAFETY							
ACCIDENT DATA	August 2015				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	8		1		10		1
Preventable	4		1		4		1
Non-Preventable	4		0		6		0
Physical Damage							
Major	0		0		1		0
Minor	8		1		9		1
Bodily Injury							
Yes	0		0		0		0
No	8		1		10		1

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$11,170.74
To Date This Fiscal Year	\$24,731.60
Budget	\$100,000.00
% Expended	25%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	August 2015	Year To Date
Praise	0	0
Bus Stop	5	11
Incident	0	0
Trip Planning	0	0
Fares/Tickets/Passes	1	1
Route/Schedule Planning	9	21
Marketing/Website	2	3
ADA	0	3
TOTAL	17	39

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	4	0	0	0	1
Safety	3	0	1	6	1	0	0	1
Driver/Dispatch Courtesy	1	4	1	2	0	0	0	0
Early	1	0	0	1	0	0	0	0
Late	7	0	0	11	0	1	0	0
No Show	4	0	0	5	0	0	0	0
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	2	0	1	5	0	0	1	0
Maintenance	0	0	0	1	0	0	0	0
Bypass	2	8	7	4	0	0	0	0
TOTAL	20	12	10	39	1	1	1	2
Valid Complaints								
Per 10,000 riders	1.52				0.19			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - OCTOBER 2015 - MARCH 2016

Finance & Administration Committee

October	Action	Info
Minutes	X	
Treasurers Report	X	
Comprehensive Annual Financial Report (CAFR)	X	
November	Action	Info
Minutes	X	
Treasurers Report	X	
Quarterly Budget & Grants Report		X
January	Action	Info
Minutes (November)	X	
Treasurers Report (November & December)	X	
Legislative Program	X	
CalTIP Resolution	X	
February	Action	Info
Minutes	X	
Treasurers Report	X	
Quarterly Budget & Grants Report		X
Funding Resolutions - Prop 1B, TSGP	X	
March	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	

LAVTA COMMITTEE ITEMS - OCTOBER 2015 - MARCH 2016

Projects & Services Committee

	Action	Info
October		
Minutes	X	
Try Transit To School Results		X
Tentative Minor Service & Schedule Revisions for Winter 2016		X
Comprehensive Operational Analysis Alternatives		X
November	Action	Info
Minutes	X	
Dial A Ride Passenger Survey Results		X
Quarterly Operations Report		X
Quarterly Marketing Report		X
January	Action	Info
Minutes (November)	X	
Draft COA Recommendations		X
February	Action	Info
Minutes	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X
March	Action	Info
Minutes	X	
Alameda County Fair and Fourth of July Service	X	
Pleasanton Summer School Service	X	

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Clipper Card Implementation

FROM: Beverly Adamo, Director of Administrative Services

DATE: September 28, 2015

Action Requested

Information only.

Background

At the September Board meeting, staff was requested to provide the Board with information regarding the Clipper Card Implementation at LAVTA, including feedback from some of the other “small operators” that have recently implemented the electronic payment system.

Discussion

Staff spoke with the small operator group that implemented Clipper almost a year ago. Their greatest challenges and LAVTA’s staff comments are listed below.

- Making decisions for Clipper implementation as a collective.
LAVTA comments: The collective group of LAVTA, County Connection, Tri-Delta and WestCat worked well together over the last year to ensure that decisions were made timely and in consideration of each other. County Connection is currently working on a Memorandum of Understanding (MOU) that will further ratify how the LAVTA and the other operators will work together moving forward.
- Cubic reporting of transactions were not user friendly and found to be incomplete. A contracted software solution was sought out and implemented and that is working well.
LAVTA comments: The operators in our group were aware of the issues and the software solution and are in process of procuring the software solution to ensure the financial reporting is easy to manage as possible.
- Drivers who do not sign on properly or do not sign on at all. Initially, all transactions that were not identifiable by route were attributed to a “real” route for one of the operators in the group. This led to inaccurate reporting with NTD. It took them 2-3 months to determine how to deal with the problem of financial transactions not associated with routes.
LAVTA comments: MTC learned from this lesson with the last group and now has a null route into which any unidentifiable transactions will be entered. The software will assist in then identifying to which operator the transaction belongs. Further, LAVTA

has been talking with MV staff regarding the possibility of a penalty for any drivers who do not log on properly or fail to log on.

- Marketing efforts were conducted by MTC and input from the operators was not encouraged. There were no funds available from MTC for local operator marketing.
LAVTA comments: Another lesson learned by MTC that now benefits LAVTA is that we have been involved with marketing efforts, including having the option to provide a great deal of input to the process. Additionally, MTC is spending \$60,000 in marketing efforts for the rollout of Clipper in the East Bay.
- Customer service is handled by Cubic/MTC first line. This has worked out well for them since they are small operators and do not have the staff to handle Clipper customer service complaints/issues. Most of the response from passengers was positive with respect to the Clipper implementation
LAVTA comments: For the first time, MTC is providing Clipper customer service training to all LAVTA personnel. While it is likely that the first line of support for Wheels passengers will be Cubic/MTC, staff will be trained regarding the Clipper process and how to advise users to ensure a smooth and problem-free experience when using the Clipper Card on Wheels.

With respect to the question regarding what happens when a passenger is attempting to board the bus and the Clipper Card does not function properly, staff recommends allowing passengers to ride without paying the fare (unless they have other means, i.e. cash), and refer the passenger to the customer service number to assist the passenger in determining why the Clipper Card did not function properly. This recommendation is based on past practice of not leaving passengers behind if they do not have the fare (forgot a ticket, lost the bus pass, left wallet at home, etc.) While there has been the rare passenger who attempts to ride free more than once, these issues are addressed by a supervisor. In all cases, the good will that has been generated by this practice has encouraged passengers to appreciate Wheels service even more and to continue using Wheels.

Budget Considerations

While staff does not expect a significant impact, we will be monitoring the fare transactions and keep the Board informed of any trends.

Next Steps

Additional testing of onboard Clipper equipment will occur the weeks of September 28 and October 5. Marketing materials will be produced, posted, and distributed during the month of October. Operator training on onboard equipment will occur the third week in October. A date for the soft launch is tentatively scheduled for November 1.

Recommendation

Information only.