

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE**  
**WHOLE**

**COMMITTEE MEMBERS**

<b>SCOTT HAGGERTY– CHAIR</b>	<b>KARLA BROWN</b>
<b>DAVID HAUBERT - VICE CHAIR</b>	<b>STEVEN SPEDOWFSKI</b>

**DATE:** Monday, September 28, 2015

**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 4:00p.m.

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**AGENDA**

- 1. Call to Order**
- 2. Meeting Open to Public**
  - Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
  - Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
  - Public comments should not exceed three (3) minutes.
  - Agendas are published 72 hours prior to the meeting.
  - No action may be taken on matters raised that are not on the Agenda.
- 3. Minutes of the August 24, 2015 Meeting of the P&S Committee.**

**Recommendation:** Approval
- 4. Tri-Valley Regional Rail Advisory Group**

**Recommendation:** Staff recommendation is that the Projects & Services Committee discuss the formation and membership of the proposed Tri-Valley Regional Rail Advisory Group, including the LAVTA Executive Director providing the ongoing administration of the group.
- 5. Paratransit Comprehensive Assessment**

**Recommendation:** None – Information only

**6. Clipper Card Implementation**

**Recommendation:** Information only

**7. On-Time Performance Improvement Action Plan**

**Recommendation:** None – Information only

**8. Comprehensive Operational Analysis/Short and Long Range Plans**

**Recommendation:** This is an informational item

**9. Preview of Upcoming P&S Committee Agenda Items**

**10. Matters Initiated by Committee Members**

**11. Next Meeting Date is Scheduled for: October 26, 2015**

**12. Adjourn**

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

*I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.*

<u>/s/ Jennifer Suda</u>	<u>9/23/15</u>
<u>LAVTA Administrative Services Department</u>	<u>Date</u>

*On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:*

*Executive Director  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551  
Fax: 925.443.1375  
Email : [frontdesk@lavta.org](mailto:frontdesk@lavta.org)*

**AGENDA**

**ITEM 3**



**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE**  
**WHOLE**

**COMMITTEE MEMBERS**

<b>SCOTT HAGGERTY– CHAIR</b>	<b>KARLA BROWN</b>
<b>DAVID HAUBERT - VICE CHAIR</b>	<b>STEVEN SPEDOWFSKI</b>

**DATE:** Monday, August 24, 2015

**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 4:00p.m.

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**MINUTES**

**1. Call to Order**

Committee Vice Chair David Haubert called the meeting to order at 4:00pm.

**Members Present**

Karla Brown, Vice Mayor, City of Pleasanton  
David Haubert, Mayor, City of Dublin  
Dawn Argula, Chief of Staff, Alameda County  
Steven Spedowski, Councilmember, City of Livermore

**Members Absent**

Scott Haggerty, Supervisor, Alameda County

**2. Meeting Open to Public**

Herb Hastings spoke about requested improvements for two bus stops; one in Livermore on Railroad Avenue, North of the Bankhead Theatre and one in Pleasanton located at Lyons Wayfinding Park (First and Neal). He mentioned that the curb at the Bankhead theater stop made it difficult for passengers with visual impairments to alight the bus at the rear doors. He requested that LAVTA add lighting to the First/Neal stops.

**3. Minutes of the June 22, 2015 Meeting of the P&S Committee.**

Approved: Spedowski/Brown  
Aye: Haubert, Brown, Argula, Spedowski  
No: None

Abstain: None

**4. FY 2015 4th Quarter Report – Operations**

Staff provided an overview of the statistics for the 4<sup>th</sup> Quarter of FY2015. These included fixed route and paratransit statistics. In the discussion regarding accidents and claims, it was explained that the funds paid for claims are usually reflective of claims from previous quarters, as there is some lag time from when an accident occurs and when claims are paid. Some claims are paid over a lengthy period of time. Valid complaints for both the fixed route and paratransit service were discussed, including what constitutes a “bypass” and how complaints are validated. This item was informational only.

**5. Fourth Quarter 2015 Marketing and Outreach Activities**

Completed activities included Stand Up 4 Transportation Event, Livermore Wine Festival, Alameda County Fair, Wheels website redesign, the Facebook Bike Giveaway and a number of items regarding Wheels in various news features. Wheels was featured in the July issue of APTA’s Passenger Transport for the art mural dedication. Upcoming activities include Try Transit To School, from September 7 – 18, 2015. This item was informational only.

**6. Amendment to the Wheels Accessible Advisory (WAAC) Committee Bylaws**

The WAAC requested the Board amend the WAAC Bylaws to add ACTC’s Paratransit Advisory Committee (PAPCO) representative position to the committee membership. This would increase membership from 10 representatives to 11. The Committee is forwarding the recommendation to amend the bylaws as proposed by the WAAC and Staff.

Approved: Brown/Spedowfski  
Aye: Haubert, Brown, Argula, Spedowfski  
No: None  
Abstain: None

**7. Clipper Memorandum of Understanding**

Staff brought the Amended and Restated Clipper Memorandum of Understanding to the Committee for review. There were questions regarding the MOU and although the staff recommendation was for the Committee to recommend approval of the MOU to the Board, the Committee opted to move the item forward to the Board for discussion and action without a vote in Committee.

**8. LAVTA Fares and Clipper Day Pass Accumulator**

Information was provided regarding the proposed update to LAVTA’s fares policy, including the public hearing held earlier in the month to request comments on the Clipper Day Pass Accumulator. Only three comments were received during the comment period and hearing. Although the staff recommendation was for the Committee to recommend approval to the Board of the resolution adding Clipper

fares, including the Day Pass Accumulator, to LAVTA's Consolidated Fares and Transfer Agreements, the Committee opted to move the item forward to the Board for discussion and action without a vote in Committee.

**9. Comprehensive Operational Analysis/Short and Long Range Plans**

Staff gave a status update of the COA, including activities that have taken place over the past 60 days. David Haubert asked that staff reach out to him to discuss the COA, as he was unable to attend the July Board retreat. The next round of public meetings, as well as the Technical/Stakeholder Advisory Committee meetings, will be the week of October 26. Steven Spedowski asked that staff send him a list of members of the Stakeholder Advisory Committee (SAC) so that he could make sure key stakeholders are present at the next SAC meeting. This item was informational only.

**10. Preview of Upcoming P&S Committee Agenda Items**

**11. Matters Initiated by Committee Members**

Karla Brown asked for clarification regarding the membership and Chair/Vice Chair positions for this Committee. Staff explained that the Chair positions are determined by the Board Bylaws and that the change in the positions was effective July 1, 2015.

**12. Next Meeting Date is Scheduled for: September 28, 2015**

**13. Adjourn**

Meeting adjourned 5:15pm.

**AGENDA**

**ITEM 4**



STAFF REPORT

SUBJECT: Tri-Valley Regional Rail Advisory Group

FROM: Executive Director

DATE: September 28, 2015

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**Subject:**

Tri-Valley Regional Rail Advisory Group

**Action Requested:**

Staff recommendation is that the Projects & Services Committee discuss the formation and membership of the proposed Tri-Valley Regional Rail Advisory Group, including the LAVTA Executive Director providing the ongoing administration of the group.

**Background:**

In summer 2006, the City of Livermore formed the Tri-Valley Regional Rail Working Group (TRWG). Made up of both technical and policy advisory committees, this group met periodically to identify regional rail issues, develop a consensus vision statement for rail priorities, and to ensure cooperative interaction with the efforts of both BART to Livermore and the California High Speed Rail project. The TRWG policy advisory committee was made up of elected officials or directors of all of the Tri-Valley cities, Alameda County, BART, LAVTA, the Altamont Commuter Express (ACE), the Metropolitan Transportation Commission, and others. The TRWG was successful in focusing the California High Speed Rail Authority's attention on planning improvements to ACE train service through the Altamont Corridor to provide faster, more frequent trips, as well as a platform connection to a future BART extension to Livermore. The group ended their meetings in 2009 subsequent to certification of the BART to Livermore Program EIR by the BART Board of Directors.

In September of 2015, a presentation on the ACE forward planning efforts was provided to the LAVTA Board by Dan Leavitt, Manager of Regional Initiatives at ACE. The presentation outlined many of the opportunities and challenges relating to passenger rail improvements in the near future for the Tri-Valley, including the future intermodal connection of ACE and BART. At the conclusion, Board Member Scott Haggerty ask for a future agenda item that would create a new Tri-Valley Regional Rail Advisory Group.



**Discussion:**

As currently envisioned, the goal of the Tri-Valley Regional Rail Advisory Group will be to ensure that regional rail planning in the Tri-Valley leads to project implementation that is fast, cost-effective and responsive to community goals and objectives. Areas of focus will include the review of plans for the interregional rail connection to ACE, the Phase 1 BART to Isabel Avenue/I-580 project, and improved rail connectivity throughout the Bay Area and Northern California Mega Region.

**Next Steps and Recommendation:**

Staff recommendation is that the Projects & Services Committee discuss the formation and membership of the proposed Tri-Valley Regional Rail Advisory Group, including the LAVTA Executive Director providing the ongoing administration of the group.

**AGENDA**

**ITEM 5**



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Paratransit Comprehensive Assessment

FROM: Christy Wegener, Director of Planning and Communications

DATE: September 28, 2015

**Action Requested**

None – Information only

**Background**

This staff report is meant to provide the Projects and Services Committee with information on a plan to complete an overall assessment of LAVTA’s Paratransit service delivery model, and an evaluation of Paratransit services in the Tri-Valley.

**Discussion**

As the Committee is aware, the number of Paratransit/Dial-A-Ride trips has been increasing month over month for at least the past year. The following charts represents the number of annual trips and the cost per trip between 2012 and 2017:

Fiscal Year	Contractual Cost per Trip	Actual Annual trips	Annual cost
2012	\$25.00 (ALC)	40,932	\$1,023,300
2013	\$25.50	41,855	\$1,067,302
2014	\$26.01	43,731	\$1,178,428
2015	\$31.87 (MTM)	46,441	\$1,480,075
2016	\$32.51	TBD	TBD
2017	\$33.16	TBD	TBD

Additionally, revenues from Transportation Development Act (TDA) 4.0, which are traditionally used for fixed route operating/capital costs, have been utilized to cover the Paratransit costs not covered by passenger fares, Federal Transit Administration (FTA) funds, State Transportation Assistance (STA) Paratransit funds, TDA 4.5 Paratransit funds, and Measure B funds. The following chart represents the TDA 4.0 funds used to cover Paratransit costs:

Fiscal Year	TDA Revenues used for Paratransit costs
2012	\$351,724.94
2013	\$410,100.81
2014	\$519,138.79
2015 (preliminary)	\$709,262.83

Because of the new Measure BB funds expected to be received in FY2016, the TDA 4.0 revenues needed to cover Paratransit costs are expected to be reduced, but not eliminated. Measure BB is expected to provide \$275,133.10 per year in Paratransit operating revenue in FY2016.

In June 2015, Staff presented an information item to the Projects and Services Committee in response to Committee questions about the increase in Paratransit trips (Attachment 1). As the report indicates, there has been a significant increase in the number of Paratransit trips, largely due to group trips provided to social service agencies as well as individual trips provided to dialysis centers.

Moving forward, staff is looking at how to plan for the future and, through discussions with Pleasanton Paratransit Services (PPS), recommends completing a comprehensive assessment of the Paratransit services in the Tri-Valley. This would include an evaluation of existing Paratransit services, market assessment, peer review, community outreach, utilization analysis, ridership forecasts, and recommendations for modifications with a plan for implementation. In addition, the assessment would identify opportunities for collaboration and efficiencies with PPS.

In completing a comprehensive assessment, there are several areas that may be examined for modification. These include but are not limited to:

Service Area: The Americans with Disabilities Act (ADA) requires that complementary paratransit services be provided no less than  $\frac{3}{4}$  miles from a fixed route bus line. LAVTA's paratransit service area is extended to all the cities in the Tri-Valley, and as far north as San Ramon medical center (Attachment 2), beyond the  $\frac{3}{4}$  mile boundary of the fixed route system.

Functional Assessments: ADA allows agencies to assess the passenger's ability to utilize (or not utilize) the fixed route bus system based on trip purpose. Currently, LAVTA certifies a passenger as ADA eligible with an application signed by their doctor. However, many other agencies who provide Paratransit service require in-person functional assessments to determine whether a passenger may be eligible to ride fixed route buses for particular trips.

Subscription Trips: ADA does not require that an agency offer subscription trips, which are trips that are scheduled to occur at regular intervals (i.e. once per week) that do not require the customer to call and make a reservation. The majority of the current subscription trips are for adult daycare programs and dialysis. Currently, 54% of LAVTA's monthly paratransit trips are provided via subscription services.

Group Trips: Providing group trips to and from the social service centers and activity sites could be examined.

Negotiating Pickup Time: Currently, a paratransit trip can be scheduled at any time requested by the passenger and pickups occur within a 30-minute window. ADA allows for an agency to negotiate a pick-up time up to one hour before and after the requested time.

Fare: The current fare to ride Paratransit is \$3.50. ADA allows agencies to charge up to double the base fixed route fare for paratransit trips. LAVTA may want to explore a fare increase for Paratransit trips.

### **Next Steps**

Partnering with PPS, Staff would like to explore grant funding for this project through Sustainable Communities, with a submission deadline of October 30. If the grant is not awarded for the project, staff will explore opportunities through Measure BB-Gap funding.

### **Attachments**

1. Staff Report on the Increase in Paratransit Trips (June 2015)
2. LAVTA Paratransit Service Area Map

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

## STAFF REPORT

SUBJECT: ADA Paratransit Ridership Increase Analysis

FROM: Kadri Klm, Paratransit Planner

DATE: June 22, 2015

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### **Action Requested**

Information only.

### **Background**

Over the last few months there has been a noticeable increase in LAVTA's ADA paratransit (Dial-A-Ride) ridership when comparing it to the same months the year prior. Staff has been evaluating this phenomenon in more detail.

### **Discussion**

Staff compared the 11-month period of July 1, 2014 to May 31, 2015, to the same months the fiscal year prior for the number of total one way trips provided as well as the number of total passengers served (see attached chart). Of particular note is the increase in number of passengers between January and May of 2015, which averages more than a 17% increase each month as compared to the same months in the previous year.

Looking further into the ridership increases during these five months, a staff analysis revealed that the destination with the most significant ridership increase was from the "Go Group Program" of Futures Explored, Inc. in Livermore, which is a day program for the developmentally disabled. The total number of rides to this program from January to May 2015 was 1,232 compared to the 514 trips that were provided from January to May, 2014, which represents a 140% increase in rides.

Staff learned through a site visit that program administrators of the Go Group Program were previously providing rides to clients. However, due to a reduction in funding, were now encouraging clients to ride the Wheels ADA paratransit system. Staff will continue meeting with Futures Explored, Inc. to find the most efficient way to transport its clients.

Additionally, staff noted that a significant ridership increase (24.6%) was from Livermore's DaVita dialysis center. Staff is currently reaching out to DaVita to better understand the increases, but notes that other ADA paratransit providers in the region are experiencing similar increases from this company.

**Recommendation**  
Information only.

Attachments

1. Chart comparing Trips and Ridership

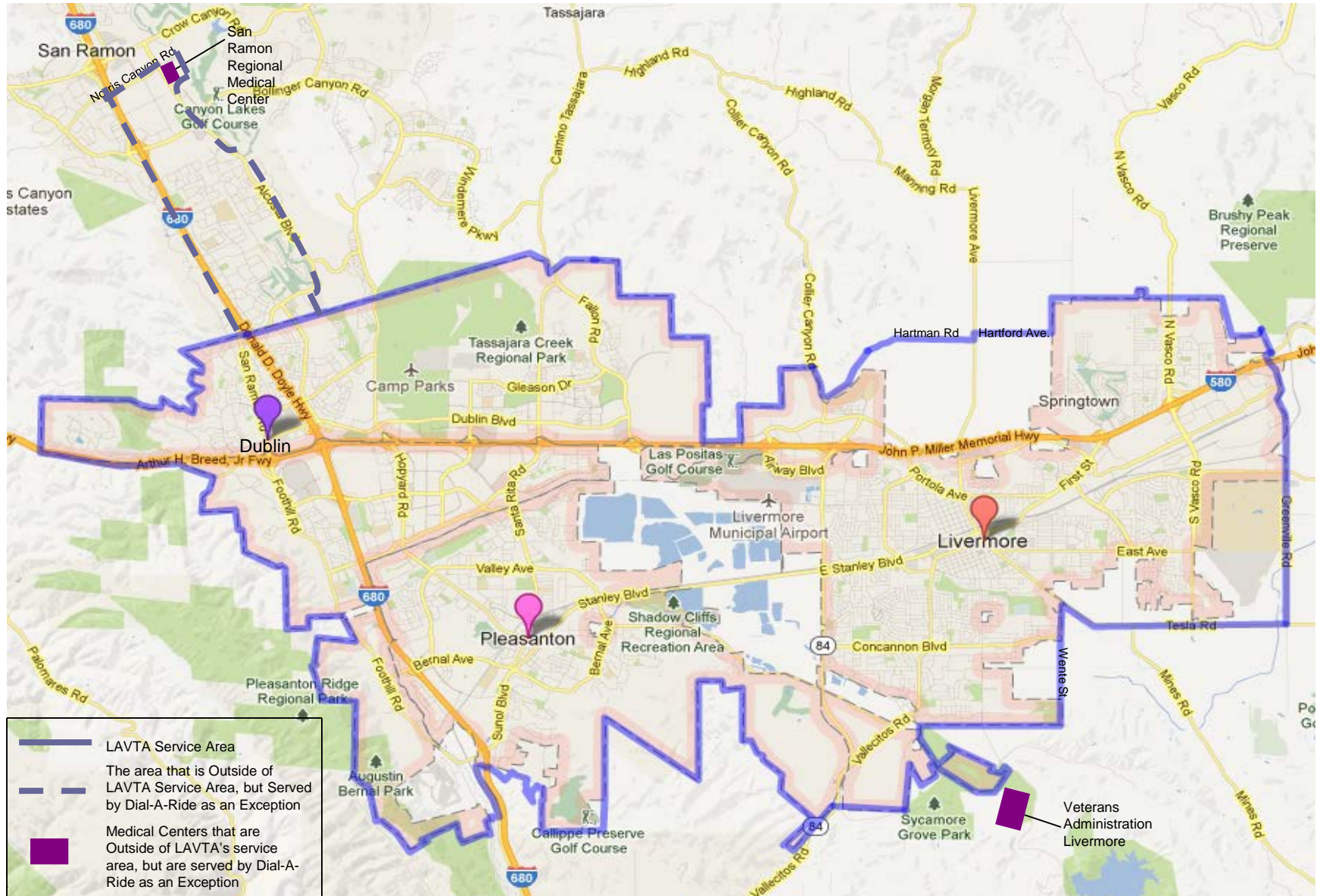
## Attachment #1

Comparison of Trips and Ridership on Wheels Paratransit Service  
July 2014 through May 2015

	<b># of Trips FY 2015</b>	<b># of Trips FY 2014</b>	<b>% Change from Last Year</b>	<b># of Total PAX in FY2015</b>	<b># of Total PAX in FY2014</b>	<b>% Change from Last Year</b>
<b>July</b>	3,759	3,599	4.45%	4,767	3,893	22.45%
<b>August</b>	3,472	3,740	-7.17%	4,284	4,047	5.86%
<b>September</b>	3,532	3,539	-0.20%	4,207	3,851	9.24%
<b>October</b>	4,064	3,966	2.47%	4,744	4,284	10.74%
<b>November</b>	3,175	3,411	-6.92%	3,670	3,707	-1.00%
<b>December</b>	3,436	3,473	-1.07%	4,041	3,762	7.42%
<b>January</b>	3,838	3,503	9.56%	4,517	3,789	19.21%
<b>February</b>	3,890	3,569	8.99%	4,674	3,885	20.31%
<b>March</b>	4,279	3,874	10.45%	5,179	4,178	23.96%
<b>April</b>	4,401	4,063	8.32%	5,179	4,401	17.68%
<b>May</b>	4,259	3,525	20.82%	4,978	4,193	18.72%
<b>TOTAL:</b>	<b>42,105</b>	<b>40,262</b>	<b>4.58%</b>	<b>50,240</b>	<b>43,990</b>	<b>14.21%</b>



# Attachment 2: LAVTA Service Area



**AGENDA**

**ITEM 6**



STAFF REPORT

SUBJECT: Clipper Card Implementation

FROM: Beverly Adamo, Director of Administrative Services

DATE: September 28, 2015

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**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.

**AGENDA**

**ITEM 7**



STAFF REPORT

SUBJECT: On-Time Performance Improvement Action Plan  
FROM: Christy Wegener, Director of Planning and Communications  
DATE: September 28, 2015

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**Action Requested**

None – Information only

**Background**

This staff report is an update of efforts to improve On-Time Performance (OTP)

**Discussion**

In April 2015, staff presented an OTP Action Plan to the Board (Attachment 1), which included an outline of actions to immediately improve OTP. Since that time, several adjustments have been made to route schedules and alignments, as well as improvements to the software that monitors OTP.

- 1) Fine tuning of software: Over the past five months, staff has worked to adjust the Transit Master software so that it more accurately records OTP. This has included adjusting the stop interval distances, re-geocoding stops, and adjusting the arrival and departure zones for each stop. This process typically takes several attempts in order to achieve the desired results. This involves inputting the data into the system, exporting it to the database, pushing it out to the buses, and finally analyzing the data over several days.
- 2) Improve the OTP of the Route 10 and the Rapid by 3%: Adjustments have been made to the Route 10 afternoon schedule to better time with the bell at Amador High School. Additional schedule adjustments were made to early morning trips as part of the February 2015 sign-up. However, achieving a 3% improvement in OTP has not been attained at this point. Improvement in OTP for these routes has been negligible.
- 3) Identify the top two worst performing routes (Route 3 and Route 54) and make adjustments to schedules to improve respective OTP by 10%. OTP-related schedule and alignment adjustments have been made to Route 3 as part of the June 2015, and August 2015 signups, and to Route 54 as part of the June 2015 signup. Similarly, Route 70X received OTP-related routing- and schedule adjustments with the August

2015 signup. The following table represents OTP before and after the adjustments were made:

<b>Route</b>	<b>Action Taken</b>	<b>Implementation Date</b>	<b>Pre-OTP</b>	<b>Post-OTP</b>	<b>% Difference</b>
3	Runtime adjustments	June 13, 2015	66.2%	67.2%	+1.0%
3	Runtime adjustments	August 22, 2015	60.6%	66.8%	+6.2%
54	Runtime adjustments	June 13, 2015	65.7%	74.7%	+9.0%
70X	Route was modified to only serve the Walnut Creek BART station once on each trip.	August 22, 2015	52.3%	70.4%	+18.1%

4) Working with the contractor, work with Operations staff on operator re-training, as needed: MV has been diligently tracking OTP by operator and retraining/counseling operators on an as-needed basis.

**Next Steps**

Staff will continue to work on improving OTP until the COA recommendations can be implemented.

**Attachments:**

1. March 2015 On-Time Performance Action Plan Staff Report

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

## STAFF REPORT

SUBJECT: On-Time Performance Improvement Action Plan

FROM: Christy Wegener, Director of Planning and Communications

DATE: March 23, 2015

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**Action Requested**

None – Information only

**Background**

Since at least 2009, On-Time Performance percentage at Wheels has hovered in the low 80s, falling well below the Board's goal of 95%. Staff is working hard to improve the metric, both in the short term through minor adjustments to route schedules, and long term through the implementation of the Comprehensive Operational Analysis (COA) recommendations, which will take place in mid-2016. The purpose of this staff report is to introduce to the Board the short term On-Time Performance Improvement Action Plan.

**Discussion**

On-Time Performance (OTP) is a measure of a transit system's ability to keep to its published schedule. OTP is viewed as a measure of reliability, which is typically a major factor in an individual's decision as to whether or not to utilize public transportation. At LAVTA, a trip/route is considered on-time if the bus arrives at the pre-designated time point within one minute early to five minutes late of the scheduled time. There are typically five to seven time points for every route, one at the beginning and at the end of each trip, and a few scattered along the route. For a given month, over 75,000 time points are measured in the overall OTP calculation for the Wheels system.

***Achieving 95% OTP***

Achieving 95% OTP would mean that the buses depart from all time points (beginning, middle and end of the route) within -1 to 5 minutes of the scheduled time. For most passengers, departing the first time point and arriving at the last time point on time are the most important time points to meet to ensure connections with trains or other buses. To ensure 95% along the full route would require extra time in the schedule to account for traffic, passenger boardings, bicycle boardings, wheelchairs, strollers/carts, etc. on every trip. The extra slack time would mean the bus would periodically have to hold at mid-route time points until it has caught up to the schedule. Having a bus hold at a time point would more than likely have a negative impact on the riders, and can be viewed as inefficient service delivery. Fine-tuning running time at a very granular level, especially to account for major



fluctuations in the peak period running times, with constant evaluation and re-adjustment, is a better way to improve OTP along the route rather than building in extra padding.

Adding recovery time to the end of the line is another way to ensure an on-time departure for routes. However, some of the most schedule-challenged routes (70X/XV, for example, operating on the highly unpredictable I-680) operate as a loop. To build in additional recovery time at the northbound terminus in Pleasant Hill would mean the bus could potentially have to hold there for 15+ minutes every trip. Since some riders board at Walnut Creek, they would be onboard the bus during the recovery time when the recovery time is not needed.

When possible, LAVTA adds at least 10% recovery time into each trip (industry standard), ensuring in most cases that the next trip begins on time. When looking at LAVTA start times for trips as a measure for OTP in February, for example, LAVTA achieves an approximate 90% OTP.

### ***Factors that influence On-Time Performance***

Traffic: Traffic has a major influence on a route's ability to stay on schedule, especially growing traffic or incidents on major roadways such as I-580 and I-680. Traffic along secondary roadways in the Tri-Valley has also increased and changed patterns over the last several years, and without a corresponding adjustment in running times within the schedule, many routes are and will be challenged to stay on time.

Running time: Many of the routes' running times have remained constant over the years or have only been slightly adjusted when segment-level issues have been identified. Past scheduling practices have focused maintaining the routes' schedule consistency (maintaining a "pulse" schedule where routes arrive/depart at the same time at key locations to facilitate transfers between routes, and maintaining consistent headways/frequencies of buses so that routes operate at 15, 20, 30 or 60 minute intervals), which has affected the OTP metric. Reassessing a full routes' running time and essentially starting from scratch on developing running times hasn't been done for some time, with the exception of the Rapid in 2011. Because of the change in congestion in the Tri-Valley, a full schedule reassessment of every route is overdue, especially in order to account for variability in running time by time of day. Additionally, the connectivity and transferability between routes and trains at key transfer locations needs to be examined and potentially modified.

Transfer activity (ACE, BART and other buses): Passengers transferring from ACE or BART to the bus may occasionally request the bus to hold to meet late-arriving trains. Current LAVTA policy is to allow for a 3-minute hold at transfer hubs when a passengers requests it. A three-minute hold at a route's departure time will have a spillover effect on its ability to remain on-time throughout the remainder of the trip. Additionally, when ACE trains run seriously late for any particular reason, Wheels buses (route 53 and/or 54) hold until the train arrives.

Passenger activity: Passengers boarding will have an impact on OTP, especially if passengers have carts or strollers, which many passengers do. Some of the 40' buses have cart/stroller areas that enable a passenger to have a seat on the bus without having to fold their stroller or cart; however, if that area is occupied, or there is a smaller bus assigned to the route, the passenger has to fold their stroller or cart which can take a significant amount of time. Staff is currently looking into the impact of having unfolded strollers or carts in the wheelchair area, when available.

Length of the Route: The longer the route, the more difficult the route's ability to remain on time. Traffic, traffic lights and passenger boarding along a lengthy route will have a cascading effect on the OTP. The shorter the route, especially the routes that remain off major arterials, historically the better the OTP. Route 70, which travels from the Dublin/Pleasanton BART Station to Walnut Creek has very low OTP; it is 20 miles long each way and often gets stuck in unpredictable I-680 traffic. The Rapid and Route 10 are also very long routes and have OTP in the low-80s.

### ***Steps Taken to Date***

Throughout FY2015, staff has adjusted schedules to improve OTP and connectivity within the Wheels network. The following table illustrates the actions taken to address OTP:

<b>Date</b>	<b>Route</b>	<b>Action</b>
August 2014	3	Modified alignment to utilize I-680 for PM trips to save running time
August 2014	15	Modified alignment in the Walmart area to save running time
August 2014	R	Adjusted PM peak runtimes within west Dublin segment
August 2014	70	Adjusted runtimes between Dublin and Pleasant Hill
August 2014	503	Added mid-route recovery (time cushion) point
August 2014	604	Adjusted AM and PM running time
August 2014	various	Adjusted certain specific deadhead times to improve start times on select routes/trips
February 2015	3	Re-blocked #303 so that Route 3 starts on time
February 2015	12	Adjusted eastbound PM peak runtimes in Murrieta/Stanley area
February 2015	15	Adjusted PM peak runtimes in Springtown area
February 2015	R	Adjusted eastbound runtimes between Dublin and Livermore

In addition, staff worked diligently to repair the two intersection queue jumps to improve the Rapid's on-time performance. The queue jumps were back in working order in January/February 2015 and staff is in the process of determining how their operation has affected the Rapid's OTP.

### ***Action Plan***

To continue to address the OTP and move the dial in a positive direction while the COA recommendations are being created and implemented, staff proposes the following:

- 1) Agency will complete the installation and fine tuning of critical software that is needed to monitor time points on all routes within the next three months. Staff will notify the Board when the software installation and fine tuning is complete and demonstrate to the Projects & Services Committee the effectiveness of the software in monitoring and fixing on-time performance within the system.
- 2) Improve the OTP of the Route 10 and the Rapid by 3%: Route 10 and the Rapid account for 45% of the total OTP time points (there are 75,000 time points reached per month in the system). Current average OTP for these routes is 80-81%. The agency will improve the OTP of these two routes by working with operators and fine-tuning the time points within the schedule. An improvement of 3% OTP equates to improving approximately 1,000 time points within these two routes each month from a late status to on-time.
- 3) Identify the top two worst performing routes (Route 3 and Route 54) and make adjustments to schedules to improve respective OTP by 10%. Schedule adjustments would be done without adding resources and would instead be a reflection of existing conditions.

**Impact**

The proposed changes will likely have a positive, modest impact on the calculation of OTP.

**Next Steps**

Unless otherwise directed by the Board, staff will implement the OTP Action Plan.

**AGENDA**

**ITEM 8**



STAFF REPORT

SUBJECT: Comprehensive Operational Analysis/Short and Long Range Plans  
FROM: Christy Wegener, Director of Planning and Communications  
DATE: September 28, 2015

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**Action Requested**

This is an informational item.

**Update**

During the previous 30-days there has been significant activity with the agency's Comprehensive Operational Analysis (COA) study.

Service Alternatives: The consultant team met with LAVTA staff on August 31 and September 1 to discuss preliminary service alternatives. The final package of three service alternatives are due to staff on September 27.

Las Positas Outreach: On September 4, Staff met with the Student Senate at Las Positas to brief them on the COA and offer ways they could get involved.

Apple iPad® mini Giveaway: Staff is running a contest to win an Apple iPad® mini. Participants need to fill out the COA survey on wheelsforward.com for a chance to win. The contest runs from September 9-30. A press release about the contest was issued the week of September 14, and an eBlast was sent to over 50 of the largest employers in the Tri-Valley.

Public Meetings: The next round of public meetings 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

At each of the public meetings, there will be an open house for 30 minutes, followed by a presentation of service alternatives and questions/answers. Comments on the service alternatives will be collected. All service alternatives will be posted to the Wheels Forward website one week before the public meetings are scheduled. Widespread outreach to publicize the meetings will be conducted by LAVTA staff and the contractor.

Stakeholder Advisory Committee Meeting: The next Stakeholder Advisory Committee meeting is scheduled for October 27 from 10am-12pm at the Doubletree Hotel in Pleasanton.

Technical Advisory Committee Meeting: The next Technical Advisory Committee meeting has been scheduled on October 28 from 10am-12pm at LAVTA's offices.

WAAC Meeting: The consultant team has set up a special meeting of the WAAC on October 28 from 3-4pm.

Project Deliverables: Staff has reviewed the draft (Communications and Outreach plan, Existing Conditions Report and Service Standards) and has provided feedback to the consultant team.

Looking ahead to the Next 30 Days: The next thirty days will involve extensive public outreach and comment on the service alternatives at the public meetings and through various communication channels (voice mail, email, etc.).

**AGENDA**

**ITEM 9**



# Projects & Services Committee

## September

	Action	Info
Minutes	X	
Comprehensive Operational Analysis Update		X
On Time Performance Action Plan Update		X
Paratransit Strategic Planning		X
Clipper Card Implementation		

## October

	Action	Info
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