

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

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STAFF REPORT

SUBJECT: FY 2015 4th Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: August 24, 2015

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**Action Requested**

This is an informational item.

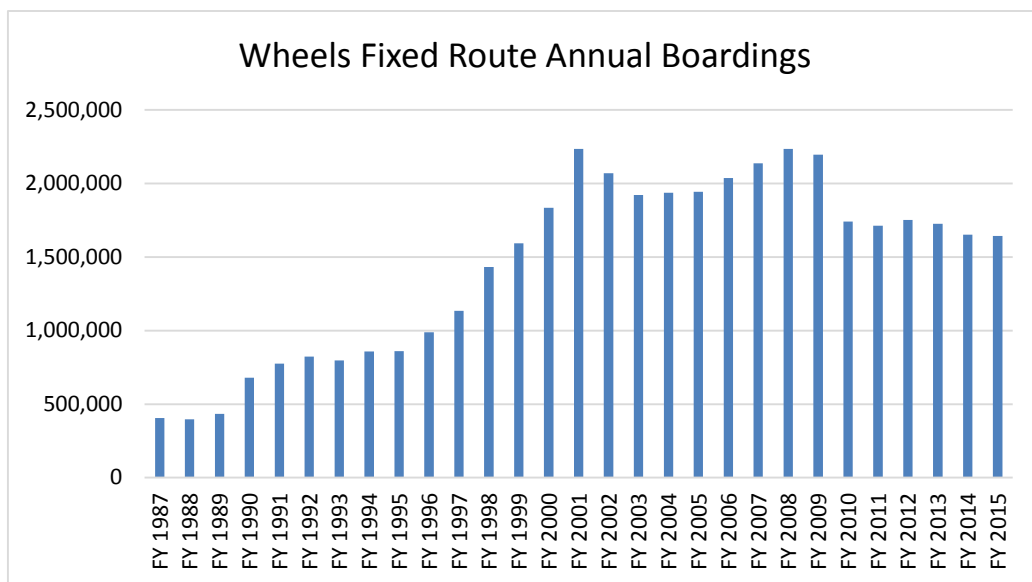
**Background**

This report is intended to provide the Committee with a summary and analysis of operations for the fourth quarter of FY2015 (April – June 2015), including fixed route and operational performance metrics.

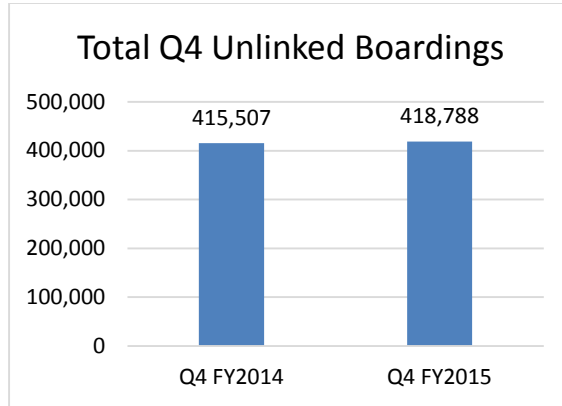
**Discussion**

Fixed Route

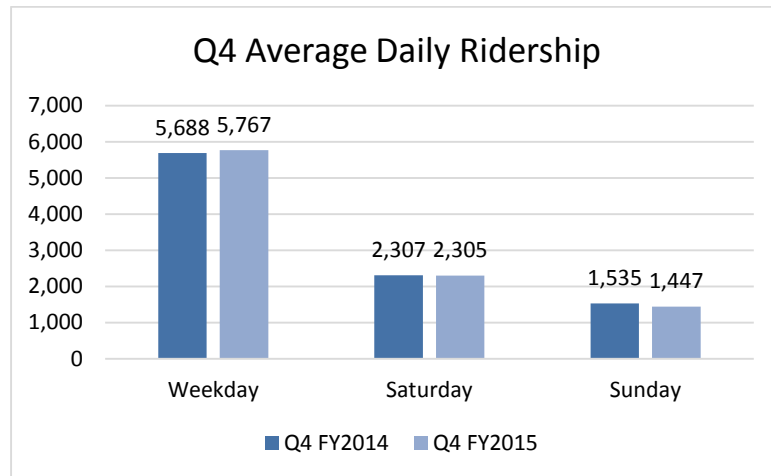
During the fiscal year that just ended on June 30 (FY2015), LAVTA saw 1,644,043 unlinked boardings. This represents a fractional decrease of -0.8% compared with the previous fiscal year. In viewing the longer-term trend shown in the graph below, this appears to continue the trend of slightly declining-to-flat ridership that the agency has seen since FY2010, the first full year following the major service reductions implemented during calendar year 2009.



Turning specifically to the fourth quarter of FY2015, ridership was up compared to the same quarter of the previous year. The increase was slight (0.8%), and is a continuation of the trend from the prior quarter, where approximately a one-percent year-on-year increase was observed.



The next chart shows the ridership breakdown by average boardings per day during the quarter. It shows that the slight ridership gain was attributable to the weekday service, as both Saturday and Sunday ridership was down slightly compared to Q4 of FY14.

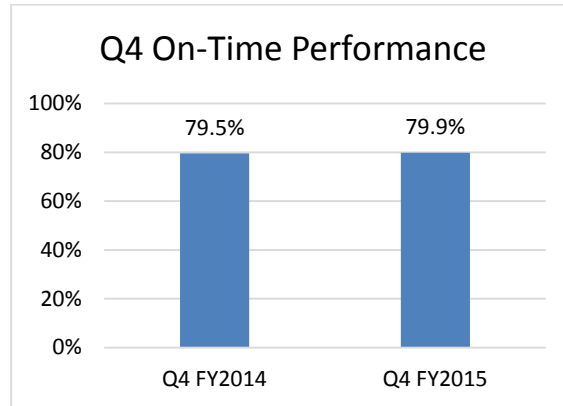


It is difficult to draw short-term conclusions from these trend variations in ridership, but it is worth noting the last two quarters both were ridership-positive.

As in previous quarters, trends at the individual route level were mixed: local routes 3, 8, 11, and 14 all saw sustained productivity increases, while the two ACE connecting routes 53 and 54 both trended down. The important trunk lines 10 and 30 (*Rapid*) both trended slightly down in the quarter compared to the same time frame of the previous year. On weekends, the Sunday service of routes 12 and 15 showed a significant upward trend, as did the Saturday

route 3 service (albeit from a low level). These gains, however, were not sufficient to offset a net loss in Sunday ridership on route 10.

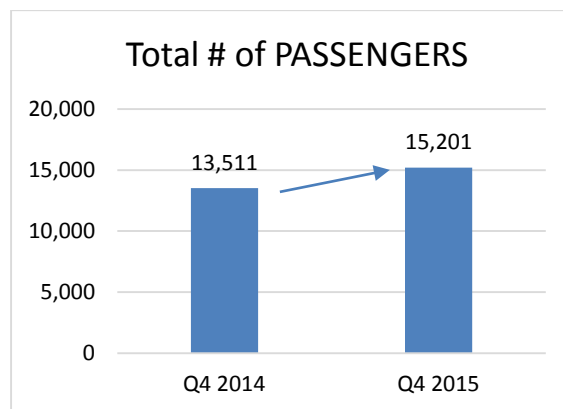
On-time performance (OTP) increased slightly compared with same quarter of the previous year, though still remaining under 80%. Within the quarter, the highest OTP percentage was observed in May, with a reading of 81.6%.

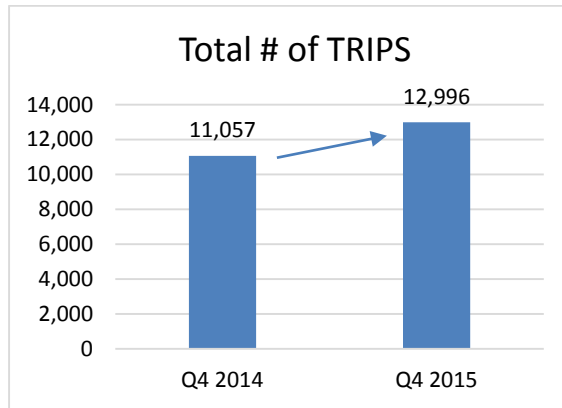


As with previous quarters, the route experiencing the biggest challenge adhering to the published schedules during the quarter was the 70X service between Pleasant Hill and Dublin, which is subjected to significant variability in traffic along its I-680 segment. During the quarter, its on-time performance ranged from 42 percent to 64 percent. An adjustment to the routing of Route 70X is being made with the fall 2015 service changes and is expected to have a positive impact on OTP. Routes 1 (East Dublin) and 53 (Ace / Stoneridge) consistently performed above 90 percent, whereas the large trunk lines 10 and 30 (*Rapid*) performed in the 80-82% range, slightly above the system average.

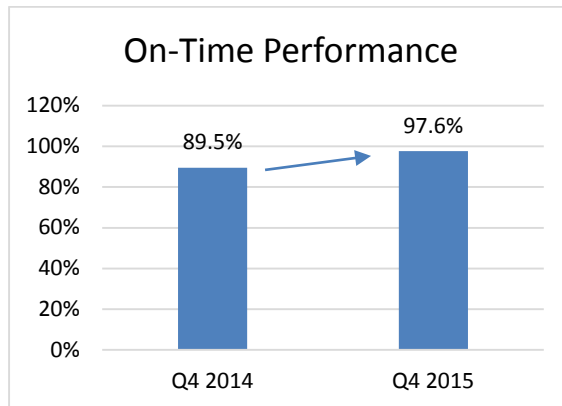
### Paratransit

The FY2015 Q4 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 12.5% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 17.5 %, as the following two charts illustrate.



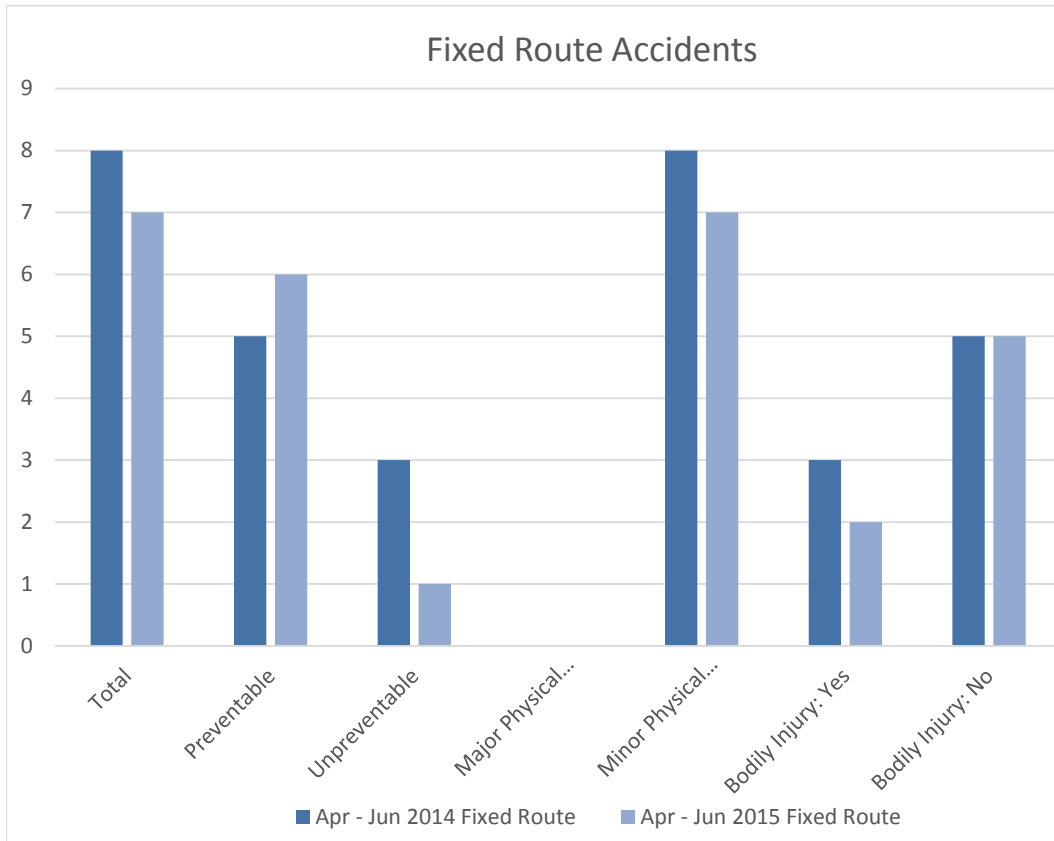


The on-time performance (OTP) for the FY 2015 Q4 is 97.6% compared to 89.5% for the same quarter during the previous fiscal year (8.5% increase) as shown in the chart below.

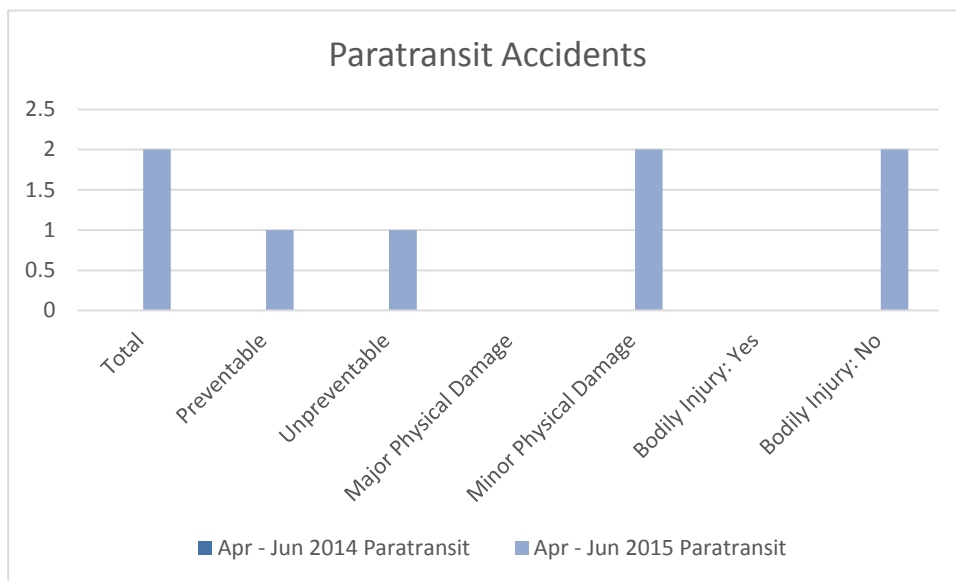


### Accidents

In the fourth quarter, there have been seven (7) accidents for fixed route, six (6) of which were determined to be preventable, and one (1) deemed non-preventable. None of the accidents resulted in major damage, and seven (7) resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). Three (3) of the fixed route accidents resulted in bodily injury. The total number of accidents for the quarter has decreased from this time last year; however the number of preventable accidents continue to rise. Staff is working with the operations contractor to identify trends in preventable accidents and recently completed a review with CalTIP Safety resources to identify an action plan to improve the Safety program.



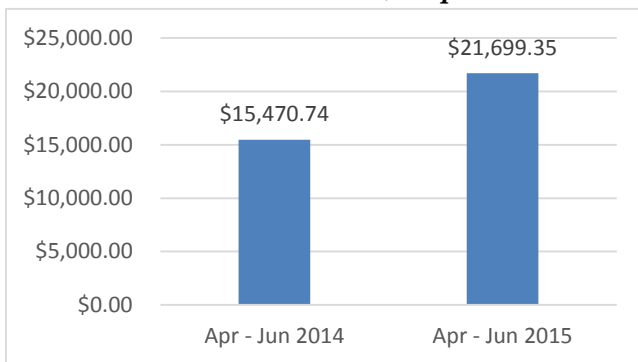
In the fourth quarter there were two (2) paratransit accidents compared to zero last year. One (1) was preventable, and the damage to the non-LAVTA vehicle was minor and there were no injuries.



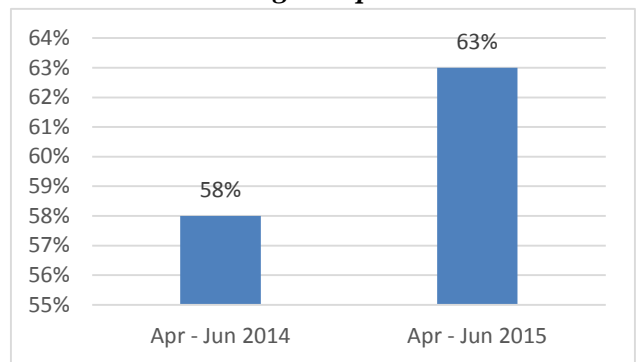
### Claims Activity

With respect to the monthly accident claim activity, the below charts highlight claims **for fixed route only**. The dollar amount expended during Q4 was higher this year than last, and the percent of budget expended over the course of the year was higher, albeit below the allowable 100%. It should be noted that some of the FY15 expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident. Even so, there is an increased focus on Safety with LAVTA's fixed route contractor in light of the preventable accidents and higher dollars being expended on claims.

***Accident Claims: \$ Expended***

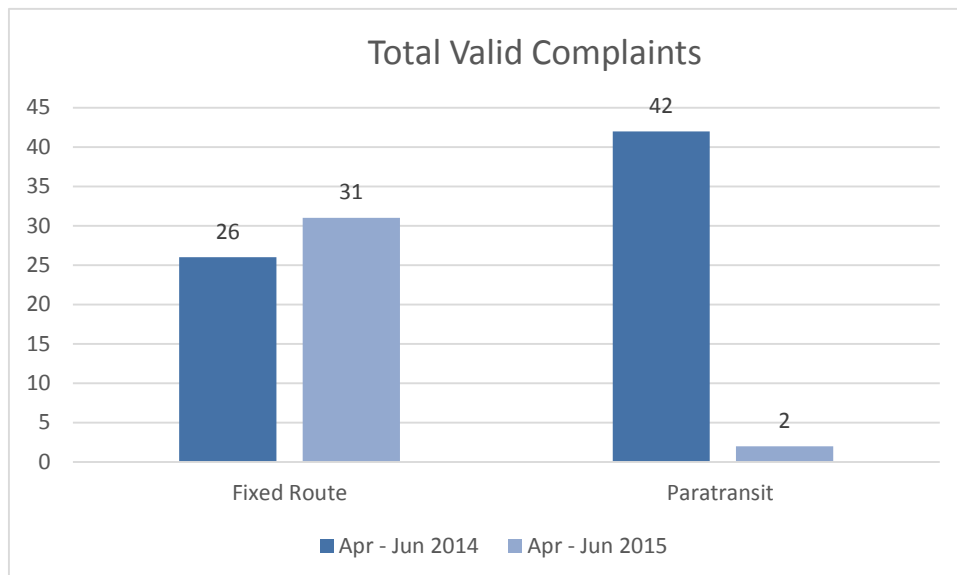


***% Budget Expended***

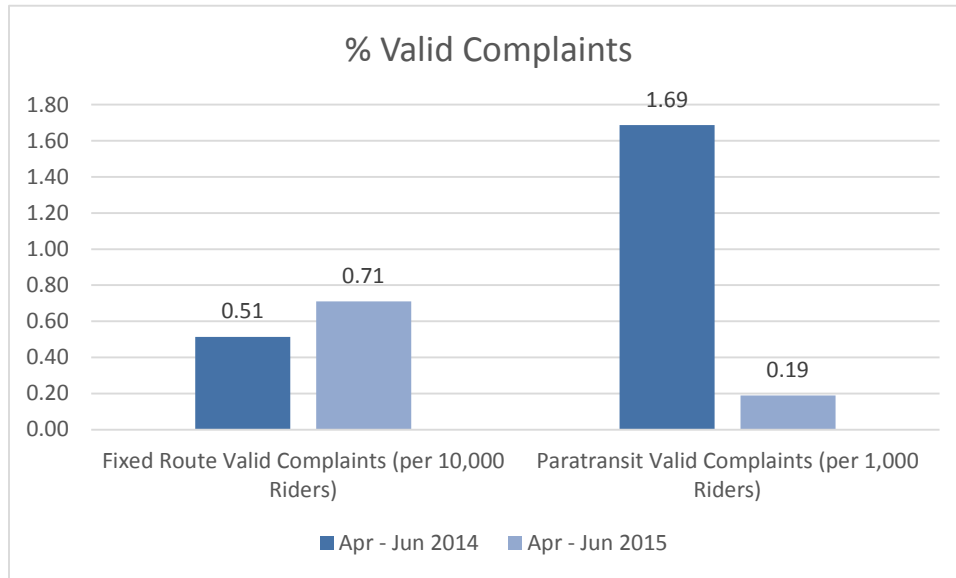


### Customer Service

Customer Service staff processed a total of 226 customer requests for Q4 FY14 and a total of 162 for Q4 FY15. LAVTA's Service Quality Standards Index, a measurement of performance for contractors, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The following chart looks at the percentage of valid complaints, per 10,000 riders for fixed route and 1,000 riders for paratransit.



Comparing the total valid complaints from FY14 and FY15, the number for fixed route has increased and staff continues to work with the fixed route contractor in the Fixed Route Task Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the areas of “late” (13 complaints), “bypass” (5 complaints), and “driver courtesy” (5 complaints).

The paratransit contractor was different in April FY14, and for the first two months of 2014 when the new contractor was onboard, valid complaints soared. Staff and the contractor have worked hard to ensure that the complaints have been reduced drastically, with only two (2) valid complaints (both in the area of “dispatcher training”) for all three months of Q4 for FY15. Staff and the contractor deserve recognition for decreasing and maintaining a very respectable standard in this area.

### **Next Steps**

None

### **Recommendation**

None – information only.