

EXECUTIVE DIRECTOR'S REPORT

January 2016

1. Ridership Increases

The month of November 2015 saw a healthy 5.5% ridership increase on the fixed route system over November of the previous year. Additionally, ridership continues to climb steeply on the Paratransit system, with ridership up 35.2% in November over the previous year. Staff continues to analyze and work with community programs that are driving the increases in Paratransit ridership. Additionally, staff is working to better manage the application process and optimize trips through trip negotiation. An update will be provided for the Project & Services Committee in January.

2. Comprehensive Operational Analysis Update

The preferred alternative has been developed and will be presented to the Board at the February meeting. At that meeting, the Board will set the date for the public hearing and the 30-day public comment period will open. Of note, staff has been working with Uber, Lyft, Scoop and other dynamic ridesharing companies to provide a form of this innovative service as part of the preferred alternative. Additionally, staff has been working diligently with Las Positas College to have an Easy Pass in place for students, faculty and staff if the Rapid serves the college after the planning efforts. The Easy Pass would be a one-year demonstration project to gauge the market potential before deciding on a long-term funding strategy for the pass program.

3. New Website Live

The new www.wheelsbus.com site launched the week of Thanksgiving.

4. 2015 MTC TDA Triennial Performance Audit

As the administrator of TDA Article 4 funds in the San Francisco Bay Area, MTC is obligated by law to hire an independent auditor to conduct a performance audit of transit operators that are allocated these funds. The audit period covered will be FYs 2012-13, 2013-14, and 2014-15. The kick-off meeting between MTC's Audit contractor and LAVTA was held on December 17, 2015. Once the Audit is completed, the report will be brought to the Board for review.

5. 2015 Stuff A Bus Food Drive

A record amount of food was collected at the annual Wheels Stuff-A-Bus food drive, which was held on December 6. Over 5,700 total pounds of food was collected at three Safeway locations.

6. Tri-Valley Regional Rail Advisory Group

It's been difficult to find dates during the holiday months for the first meeting of the Tri-Valley Regional Rail Advisory Group. At this point staff is working on a date for the first meeting in early February.

7. Additional Queue Jumps for Dublin Blvd

Queue jumps are a feature at intersections that allow priority or preference to buses (buses in the queue jump lane get a "head start" over other vehicles and can then merge into the regular travel lanes immediately beyond the signal). The queue jumps allow buses to stay on schedule and provide an incentive to ride public transit. Wheels has currently has a queue jump for The Rapid at the intersections of Murrieta and Stanley in Livermore, and Dublin Blvd and Dougherty in Dublin. In a partnership with the City of Dublin, Wheels is also studying seven additional intersections to look at the feasibility of two additional queue jumps in the future that have been fully funded through an MTC transit performance investment grant.

Attachments

1. Management Action Plan w/updates
2. Board Statistics November FY16
3. FY16 Upcoming Committee Items

FY2016 Goals, Strategies and Projects

Last Updated– December 21, 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	Projects/ Services	Mar 2015 Apr 2016 Aug 2016	→ Project awarded to Nelson/Nygaard. → <u>Service Design Guidelines approved by Board. First and second round of public workshops completed. Comments on 3 service alternatives received. Draft preferred alternative being created. Project on schedule for LAVTA board to review preferred alternative and set public hearing in February, conduct public hearing on preferred alternative in March and approve in April.</u>	X
Short Range Transit Plan (SRTP is a 10-year plan)	<ul style="list-style-type: none"> • Create preferred alternative • Create 10-year SRTP based on direction of planning efforts. 	DP	Projects/ Services	Apr 2016	→ Preferred alternative in draft form → Kickoff meeting held with consultant team on August. Consultant will rewrite COA to meet MTC SRTP specs. <u>SRTP nearing completion in draft form. Project on schedule to be completed in April of 2016.</u>	
Long Range Transit Plan (LRTP is a 30 year plan)	<ul style="list-style-type: none"> • COA planning firm will conduct the LRTP 	DP	Projects/ Services	Apr 2016	→ LRTP to be completed after approval of preferred alternative of COA.	

<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>
Schedule Development	<ul style="list-style-type: none"> Develop timetables for each route, with time points, running times and schedules. 	DP	Projects/ Services	Apr 2016	→ This project will begin after preferred 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 with COA/SRTP/LRTP project. Implement fare changes 	DP	Projects/ Services	Feb 2015 Apr 2016 Aug 2016	→ Fare analysis awarded to Nelson/Nygaard. → Draft fare analysis received by staff for comment. Approval by board to be considered after approval preferred alternative in April.	X
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. Establish Advisory Group to provide input on rail planning in region. 	DP	Projects/ Services	Jun 2016	→ 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. → LAVTA Board approved a Tri-Valley Regional Rail Advisory Group. <u>Member agencies have selected a representative.</u> <u>First meeting being scheduled in January.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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. 	DP	Projects/ Services	<p>May 2015</p> <p>Apr 2016</p> <p>Apr 2016</p>	<p>→ MTC convened meeting with staff</p> <p>→ LAVTA preferred alternative and short range plan to be approved in April.</p> <p>→ Project/budget spreadsheets submitted for business as usual model to 2040. Capital asset inventory and maintenance plan submitted. <u>MTC working on performance standards for major projects.</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	Projects/ Services	<p>Feb 2015</p> <p>Apr 2016</p>	<p>→ Staff has attended TAC meetings and provided input on key activity centers in Tri-Valley and performance standards. Key activity center incorporated into LAVTA preferred alternative.</p>	
ACTC Tri-Valley Integrated Park & Ride Study	<ul style="list-style-type: none"> • Serve on TAC • Ensure that LAVTA Short/Long Range Plans are incorporated into study. 	DP	Projects/ Services	<p>Sept 2015</p> <p>Apr 2016</p>	<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. <u>DKS has provided draft existing conditions report and draft travel behavior/market analysis report for comment.</u></p>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	Projects/ Services	Dec 2015 Apr 2015	→ Projects are ongoing. Geographic focus on Walnut Creek to Dublin. Existing conditions report completed. <u>Main options being explored at this point include bus rapid transit in combination with ITS options. Bus on shoulder option being explored in combination with the abovementioned.</u>	
Clipper Project	<ul style="list-style-type: none"> Policy development Site work Installation Implementation 	DP	Projects/ Services	Jul 2015 Jul 2015 Sept 2015 Nov 2015	→ Day Pass Accumulator Approved. Amended MOU approved. → Site work has been finished. Equipment install completed on buses. Testing in progress. Employers in Tri-Valley being notified of Clipper progress. Training of on-board and ticket-office terminal equipment done. Customer service and operator training done. →Customer service training occurred in early October. Operator training done. Go-live successful on Nov 1, 2015.	X X X X
Dublin Signalization improvements, queue jumps on Dublin Blvd	<ul style="list-style-type: none"> Feasibility study for queue jumps on lanes Secure final FTA approvals and transfer the FHWA funds to FTA to admin Engineering of signalization improvements and queue jumps 	DP	Projects/ Services	Jan 2016 Mar 2016 Jun 2017	→Scope of Work completed. Feasibility study underway with Kimley Horn. →FTA moving to TRAMs from TEAM program. Launch delays slowing the application processing. Expect done in Feb. →Once FTA done, staff will select consultants to design and build project.	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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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	Projects/ Services	Mar 2015	→RFP advertised. Planeteria awarded contract	X
				Dec 2015	→ <u>Draft final version of website reviewed by staff. Final graphics and design work being performed. New website is live.</u>	X
Social Media Engagement	<ul style="list-style-type: none"> Development of LAVTA goals with Facebook/Twitter 	DP	Projects/ Services	Jun 2016	→Regular sweepstakes initiated to engage Facebook/Twitter followers. Goal is 1,500 “likes” from customers and residents in service area (currently nearing 600). <u>New sweepstakes in January.</u>	
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	Projects/ Services	Mar 2015 Mar 2016 Aug 2016	→ Funding has been allocated and staff is awaiting MTC clearance to begin project. Scope of work being created. Presentations made to staff from RideRite, Transloc, and Double Map.	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Google Transit Trip Planner	<ul style="list-style-type: none"> Submit data for review/approval to Google 	DP/ Exec Dir	Projects/ Services	Sept 2015	→ Most trip planning in US is done through Google Trip Planner. Google Trip Planner available online. Will be on homepage of new website, which is scheduled to go live in December.	X
	<ul style="list-style-type: none"> Go live with planner on new website 			Oct 2015		X
Wayfinding at BART Stations	<ul style="list-style-type: none"> Plan new wayfinding signage 	DP/ Exec Dir	Projects/ Services	Feb 2015	→ Staff has taken pictures and provided conceptual of wayfinding signage to BART. → <u>BART contact out for surgery until January. Project in a holding pattern.</u>	X
	<ul style="list-style-type: none"> Seek funding and install signage 			Jun 2016		
High School Ambassador Project	<ul style="list-style-type: none"> Finalize program 	DP/ Exec Dir	Projects/ Services	April 2015	→ Applications for Ambassadors being developed for all high schools. No students signed up for program. Regrouping for sign-ups in September. → <u>Six applicants selected. Training of ambassadors performed in December. First report due in January.</u>	X
	<ul style="list-style-type: none"> Appoint ambassadors and train 			Aug/Sept 2015		
	<ul style="list-style-type: none"> Implementation of program 			Oct 2015		
LAVTA Marketing/Rebranding Project	<ul style="list-style-type: none"> Create RFP 	DP/ Exec Dir	Projects/ Services	Dec 2015	→ Project to look at agency logo, naming and logos of services, and bus paint/graphics design. <u>Rework of scope being finalized. RFP to be advertised/awarded in January/February.</u>	X
	<ul style="list-style-type: none"> Award consultant 			Feb 2015		
	<ul style="list-style-type: none"> Finish project 			Jun 2016		

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	Mar 2016 Apr 2016	→ Staff currently reviewing policies. Looking to insert policy regarding reasonable modification rules into document.	
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	Oct 2015 Nov 2015	→ Scope of work finalized. RFQ will be issued the week of 9/21. <u>Awarded to Invictus. Survey completed and being presented in Nov committee meeting.</u>	X X
<p>Goal: Community and Economic Development</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p>3. Partner with employers in the use of transit to meet TDM goals & requirements</p>						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	→ Staff assisted ACTC in interviewing/scoring the potential consultants. Contract in award process. Last meeting with TAC included discussion on current programs with transit operators that could hint as to how program might move forward. Expect Tri-Valley to be a demonstration area.	

<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>
Explore TOD Partnerships	<ul style="list-style-type: none"> Explore TOD partnership near Livermore TC 	DP	Finance/ Admin	Jul 2016	→ Discussed Livermore TC TOD project with city staff. Mtgs held with TOD experts at BART. <u>Exploring opportunity for a grant submittal in January to move potential project forward.</u>	
City of Livermore Ridership Development Study	<ul style="list-style-type: none"> Provide technical assistance and attend public meetings 	DP	Projects/ Services	Jun 2016	→ Specific Plan being drafted for 1,000+ acres adjacent to BART/Isabel station. Provided input on SWAT analysis from a transit perspective. Also provided input on street design/streetscape in specific plan. Staff attended public workshop in November.	
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 demonstration project Implementation of pass demonstration project to coincide with implementation of COA improvements. 	Exec Dir	Projects/ Services	Nov 2015 Dec 2015 Apr 2016	→ Researching appropriate cost of pass for pilot program 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. Met with administration in Dec to discuss Easy Pass 1-year pilot program that could coincide with implementation of improvements. Follow-up meeting being held in January.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Regional Leadership

Strategies (those highlighted in bold indicate highest Board priority)

- 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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Tri-Valley Regional Rail Advisory Group	<ul style="list-style-type: none"> • Creation of Advocacy Group • Establish goals and regular meeting schedule 	Exec Dir	Projects/ Services	<p>Oct 2015</p> <p>Jan 2016</p>	→ Board approved the Advisory Group in October. Representatives of member agencies chosen. <u>First meeting being planned for January.</u>	
2016 Legislative Plan	<ul style="list-style-type: none"> • Research on common issues within regional planning agencies and transit agencies • Creation of 2016 Legislative Plan and review/approval by the Board 	Exec Dir	Finance/ Admin	<p>Dec 2015</p> <p>Jan 2016</p>	→ Research being done on emerging priorities at state and federal level. <u>Coordinating priorities at regional level. Legislative Plan on Jan Board agenda.</u>	<p>X</p> <p>X</p>

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

- Promote system wide continuous quality improvement initiatives
- Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
- HR development with focus on employee quality of life and strengthening of technical resources
- Enhance and improve organizational structures, processes and procedures to increase system effectiveness
- Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Trapeze Viewpoint Software	<ul style="list-style-type: none"> Work through custom software issues 	DP/ Exec Dir	Projects/ Services	Dec 2015	→ Software installed at LAVTA. Custom reports being created with assistance of Trapeze. Bugs identified and fixed. Staff actively using software to monitor OTP and for planning activities.	X
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. Incentive program established with drivers. Tracking of OTP and operators leaving yard on-time happening on a daily basis.	X

Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
- Explore and develop revenue generating opportunities
- Maintain fiscally responsible long range capital and operating plans

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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<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>
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	Nov 2015	→ LAVTA and Google staff working on final version of lease agreement. <u>Attorneys have approved agreement. Agreement signed in December.</u>	X
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 completed Oct 2015. Final presentations to completed on Board Dec 7, 2015.</u>	X
<i>Other:</i>						
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	Jun 2016 Jun 2016	→ Glass/stripping repair of Rapid shelters completed. 43 benches to be rehabbed this fiscal year. → <u>Bus stop inventory of current conditions completed. Planning underway to phase rehabilitation of shelters.</u>	
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. Exploring with City and School District funding opportunities.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Security Lighting at Transit Facilities (Bus Shelters)	<ul style="list-style-type: none"> Purchase security lighting in/at bus shelters in high priority areas Install lighting. Focusing on key corridors with a high level of evening service. 	DA	Projects/ Services	Mar 2016 Aug 2016	<p>→ Waiting on state to issue funds to begin project. \$73,392 available for equipment purchase.</p> <p>→ Funded through FY14 & FY15 CalOES Security Program. Awarded but not funded. Installation will focus on key corridors identified and programmed for night service in COA.</p>	
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	<p>→ Info kiosks at Livermore Transit Center have been vandalized over several years. Staff replacing 12 custom info stations on kiosks. Info stations arrived and were installed in October.</p>	X X
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> Negotiate acceptable terms for rehab of Depot to be used for customer service. Create agreement 	Exec Dir	Projects/ Services	Sept 2015 Nov 2015	<p>→LAVTA has been meeting regularly with City staff. Environmental work nearing completion. Final location set for passenger island. <u>Agreement signed in November</u></p>	X X
Audio/Video Project in LAVTA Board room	<ul style="list-style-type: none"> Plan out project Contractor Award 	DA	Projects/ Services	Jan 2016 Feb 2016	<p>→ This project is not funded in FY16 budget. <u>Staff working with experts to plan the project. Looking to include in budget at mid-point of budget cycle, pending overall performance of budget.</u></p>	
2016 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> Board approval of purchase. Purchase order and notice to proceed to Gillig. Final details for buses performed with Gillig. 	DA	Projects/ Services	Aug 2014 Dec 2015	<p>→ Approval granted in mid-2014. Purchase order and notice to proceed provided to Gillig.</p> <p>→LAVTA met with Gillig in Dec to finalize details on buses.</p>	X X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> LAVTA releases RFP for minimum of 12 hybrid replacement buses in consortium Agreement and notice to proceed to manufacturer 	DA	Projects/ Services	Dec 2015 Nov 2017	→ RFP in development. <u>Electric bus option within the RFP.</u>	
Atlantis Phases I, II Fare Vault Project	<ul style="list-style-type: none"> Phases I and II completed with exception of \$134,000 in miscellaneous projects (funded). Select vendor for Fare Vault. Select engineer for design Bid and perform construction. Close grant. 	Exec Dir	Projects/ Services	Feb 2015 Oct 2015 Oct 2015 Mar 2016	<p>→ \$134,000 left for future improvements. Fare vault is selected as project.</p> <p>→ Genfare GFI selected vendor. Working on contract.</p> <p>→ OLMM selected engineer. Working on a contract.</p> <p>→ Awaiting planning.</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>	

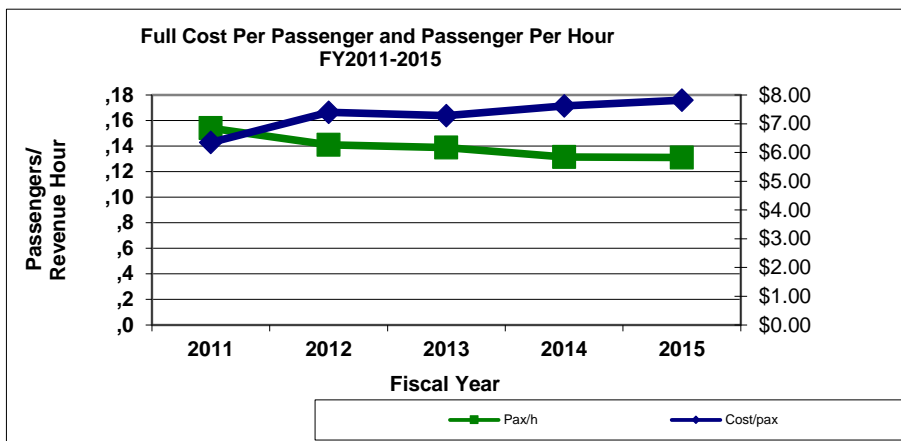
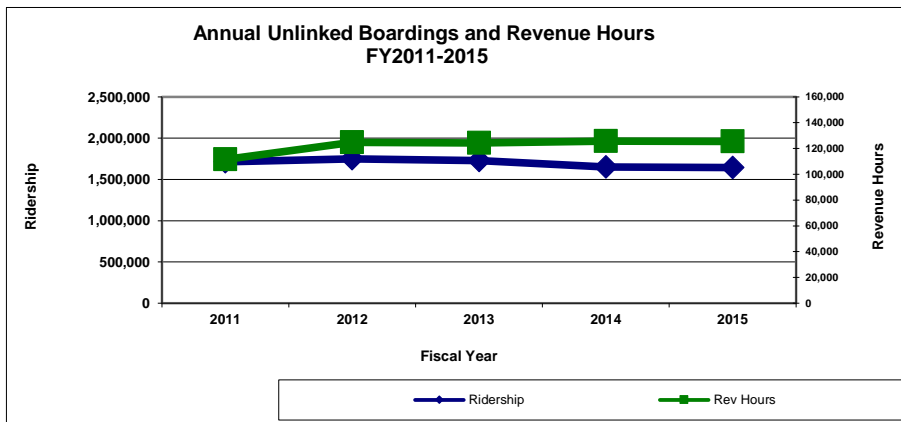
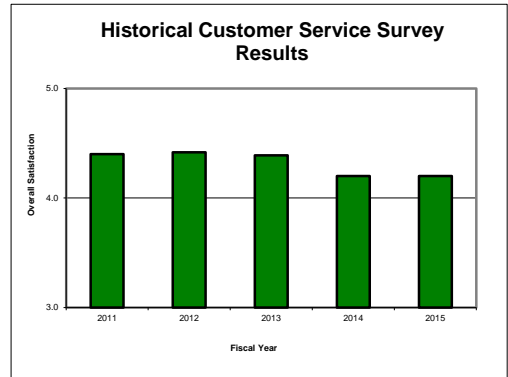
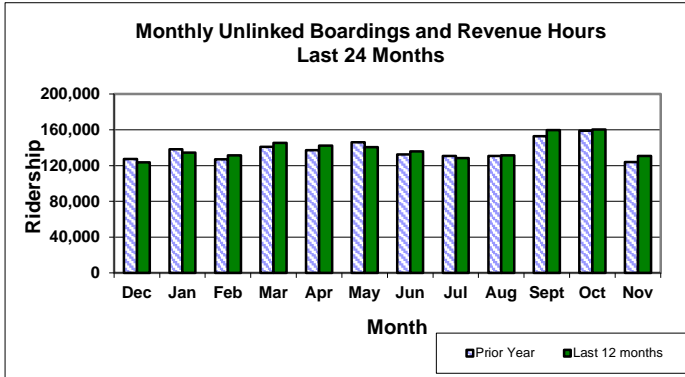
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Atlantis Security Video Equipment Project	<ul style="list-style-type: none"> Identify and spec the type of security system desired at Atlantis. To include license plate camera. Issue IFB for equipment and install. Award Contract/Install equipment. 	DA	Projects/ Services	Dec 2015 Jan 2016 Mar 2016	→ Cal OES transit security grant funding by Prop 1B. Requested and received a one year extension in April 2015. Funds must be expended by March 31, 2016 - \$36,696.	
Rutan Rehabilitation Projects (Shop Floor and Parking Lot Rehab/ADA Improvements).	<ul style="list-style-type: none"> \$537,000 grant awarded for shop floor replacement and for parking lot improvements. Initiate and execute procurement for Shop Floor Replacement. Initiate and execute procurement for parking lot slurry sealing and ADA upgrades 	DA/ Exec Dir	Projects/ Services	Dec 2015 May 2016 May 2016	→ Grant funds available → IFB issued and bids rejected due to non responsiveness. Reissuing the IFB. →Waiting for bid/construction in the spring for more favorable conditions.	X
Rapid Projects	<ul style="list-style-type: none"> Identify remaining projects to fix productivity issues on Rapid. Also complete Rapid shelters. 	Exec Dir	Projects/ Services	Mar 2016	→ Approximately \$300,000 in federal funding remaining for Rapid project. Staff working with FTA to keep in abeyance until planning completed to fix the Rapid productivity. <u>Conference calls with FTA in September and October included draft Rapid improvement plans and discussion on handling movement of bus stops. Shelter inventory provided list of incomplete Rapid shelters.</u>	

LAVTA Procurements Project Management Schedule

	PM	15					16					17					Notes									
		J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	
MTC																										
TPI Dublin	CW/AS																									
Feasibility Study																										
FTA Award Authority																										
Queue Jumps																										
GTFS Feed Secured																										
Phone App																										
Adaptive Signal Technology																										
MISC																										
Depot Relocation	MT/AS																									
Design Phase																										
Bid & Award																										
Construction																										

Monthly Summary Statistics for Wheels November 2015

FIXED ROUTE						
	November 2015			% change from one year ago		
Total Ridership FY 2015 To Date	710,371			1.9%		
Total Ridership For Month	130,703			5.5%		
Fully Allocated Cost per Passenger	\$7.65			0.3%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,891	2,266	1,369	2.7%	5.6%	-5.2%
Passengers Per Hour	13.7	12.1	12.0	4.2%	5.6%	-5.2%
	November 2015			% change from last month		
On Time Performance	79.9%			0.1%		



Monthly Summary Statistics for Wheels

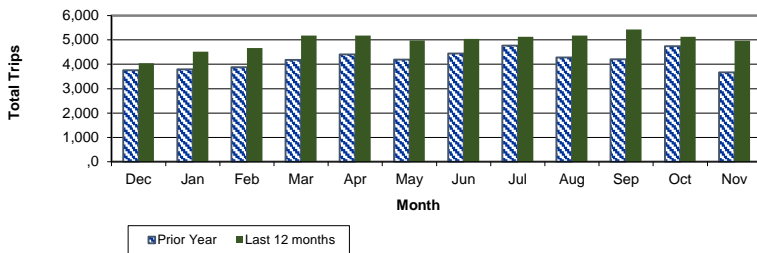
November 2015

PARATRANSIT

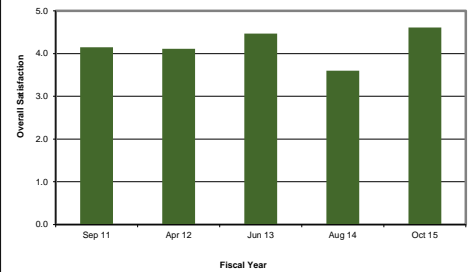
General Statistics	November 2015	% Change from last year	Year to Date
Total Monthly Passengers	4,965	35.2%	25,845
Average Passengers Per Hour	1.60	33.3%	
On Time Performance	97.0%	-1.1%	
Cost per Trip	\$32.51	2.0%	
Number of Paratransit Applications	36	12.5%	198
Calls Answered in <1 Minute	85.50%	2.6%	

Missed Services Summary	November 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

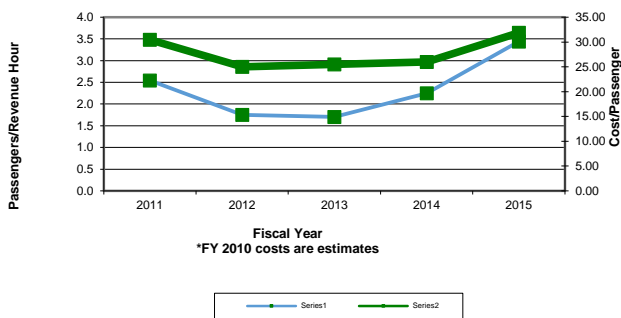
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

November 2015

SAFETY							
ACCIDENT DATA	November 2015				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	6		0		21		0
Preventable	2		0		7		0
Non-Preventable	4		0		14		0
Physical Damage							
Major	0		0		1		0
Minor	4		0		18		0
Bodily Injury							
Yes	3		0		8		0
No	3		0		13		0

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$21,971.80
To Date This Fiscal Year	\$69,910.46
Budget	\$100,000.00
% Expended	70%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	November 2015	Year To Date
Praise	0	0
Bus Stop	0	16
Incident	0	0
Trip Planning	0	2
Fares/Tickets/Passes	6	7
Route/Schedule Planning	11	34
Marketing/Website	2	9
ADA	0	5
TOTAL	19	73

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	6	0	0	0	1
Safety	0	6	0	7	0	0	0	0
Driver/Dispatch Courtesy	1	2	1	4	0	0	0	1
Early	0	0	0	1	0	0	0	0
Late	4	1	0	19	1	1	1	2
No Show	3	0	0	17	0	1	2	0
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	3	0	0	10	3	0	3	3
Maintenance	0	0	0	1	0	0	0	0
Bypass	3	7	0	7	0	0	0	0
TOTAL	14	16	1	66	4	2	6	6
Valid Complaints								
Per 10,000 riders	1.07							
Per 1,000 riders					0.81			

LAVTA COMMITTEE ITEMS - FEBRUARY 2016 - JUNE 2016

Finance & Administration Committee

February

	Action	
Minutes	X	
Treasurers Report	X	X
Quarterly Budget & Grants Report		
	X	
		Info

March

	Action	
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	
		Info

April

	Action	
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
Preliminary Budget	X	X
10 Year Projections		
		Info

May

	Action	
Minutes	X	
Treasurers Report	X	
LAIF	X	
FTA Triennial Review	X	
Final Budget	X	X
Quarterly Budget & Grants Report		
Clipper Fare Approval	X	
		Info

June

	Action	
Minutes	X	
Treasurers Report	X	
Funding Resolution - PTMISEA	X	
Funding Resolutions - 5307 and 5309	X	

Projects & Services Committee

February

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

March

	Action	Info
Minutes	X	
Final COA Recommendations	X	
Alameda County Fair and Fourth of July Service	X	
Pleasanton Summer School Service	X	

April

	Action	Info
Minutes	X	
Relocation of Livermore Historic Train Depot		X
Draft Employer Pass Program		X

May

	Action	Info
Minutes	X	
WAAC Appointments	X	
FY2017 Marketing Work Plan	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

June

	Action	Info
Minutes	X	
DAR Policy Modification	X	
DAR Ridership Increase Analysis		X
Interim Schedule Adjustments to Improve OTP		X
COA Update		X