

**STAFF REPORT**

SUBJECT: FY 2016 2nd Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: February 22, 2016

**Action Requested**

This is an informational item.

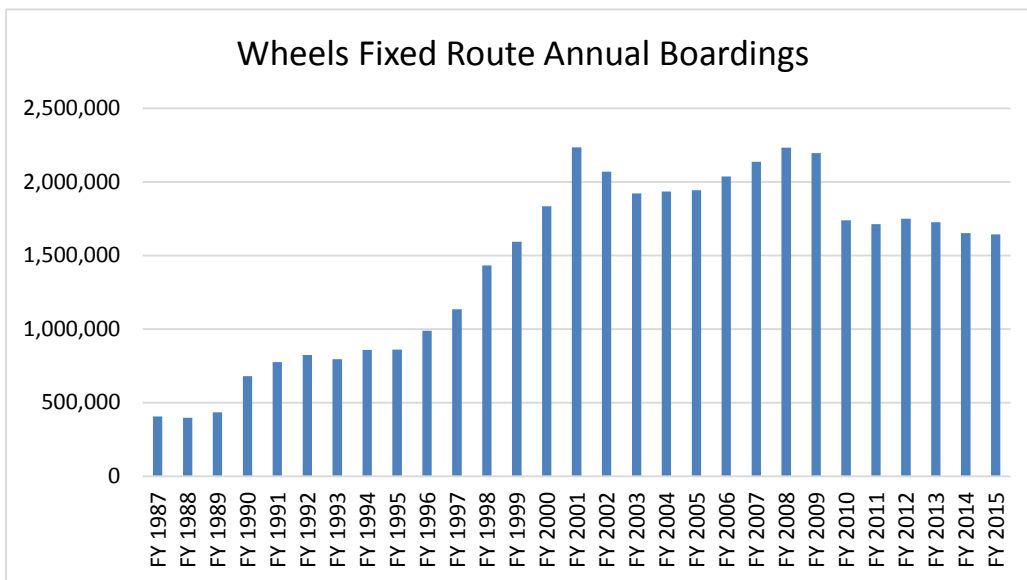
**Background**

This report is intended to provide the Committee with a summary and analysis of operations for the second quarter of FY2016 (October - December 2015), including fixed route, paratransit, and operational performance metrics.

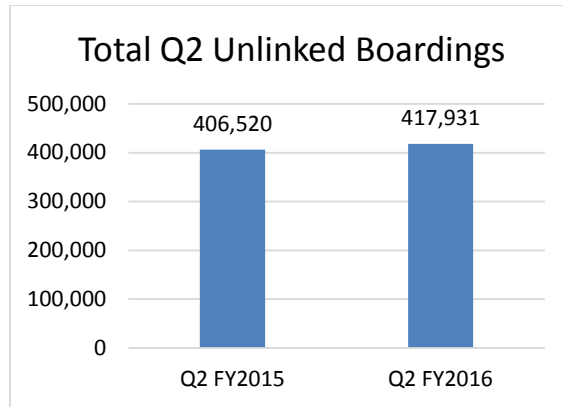
**Discussion**

Fixed Route

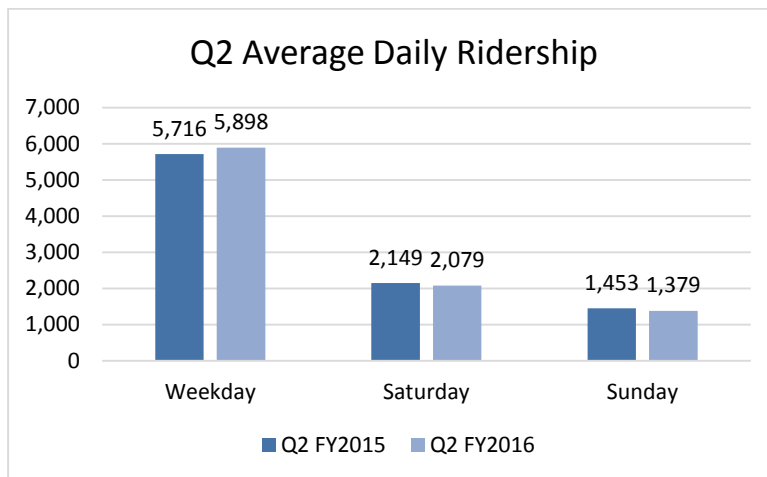
The graph below shows the long-term ridership trend for the Wheels service from the agency's inception thru FY2015.



Turning to the second quarter of FY2016, ridership was up compared to the same quarter of the previous year. The increase of 2.8% is a continuation of the trend from the three prior quarters, during each of which approximately a one-percent year-on-year increase was observed.

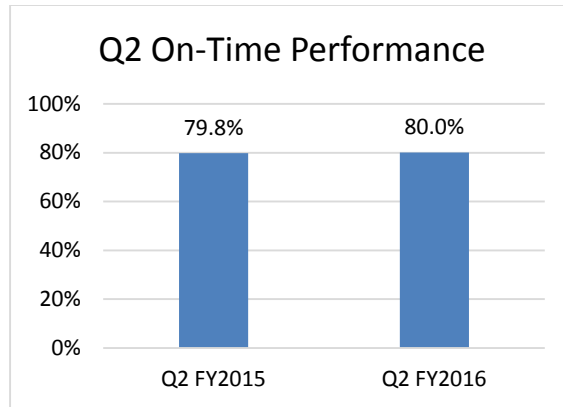


The next chart shows the ridership breakdown by average boardings per day during the quarter. It shows that the ridership gain was attributable to the weekday service, as both Saturday and Sunday ridership was down slightly compared to Q2 of FY15. This trend was also observed in the previous two quarters.



Ridership trends at the individual route level were also mainly positive, in particular on some of the local lines: Route 2 saw the largest increase in percentage terms (albeit from a low level), while routes 3 and 12 both saw smaller but still notable year-on-year percentage increases. Only one mainline route, 20X, showed a substantial negative trend. Similar to what was observed during the prior quarter, the important trunk lines 10 and 30 (*Rapid*) remained stable as they both trended within a  $\pm 2\%$  range. For Saturdays and Sundays, Route 12 – which serves the S.F. Outlets on weekends – showed notable ridership gains, while other routes were mainly trending down.

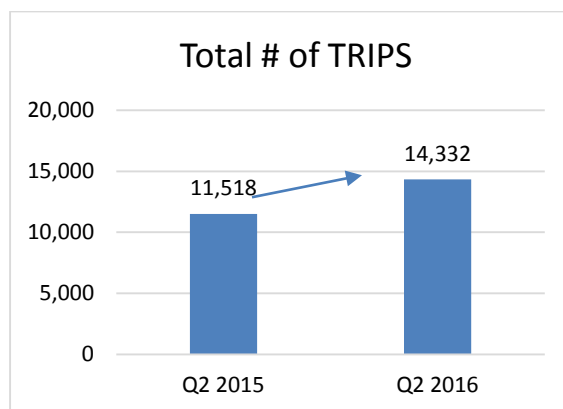
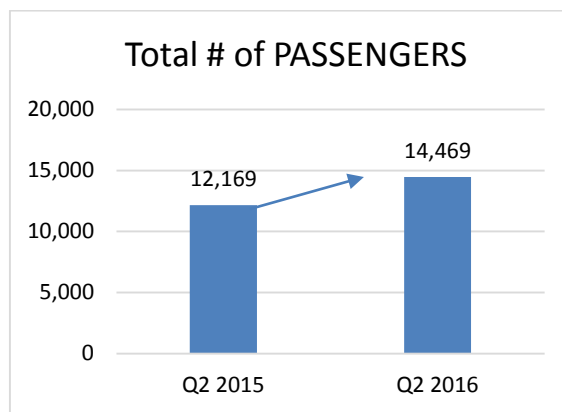
On-time performance (OTP) went up slightly compared with same quarter of the previous year, ending up at 80% even. Within the quarter, the highest OTP percentage was observed in December, with a reading of 80.4%.



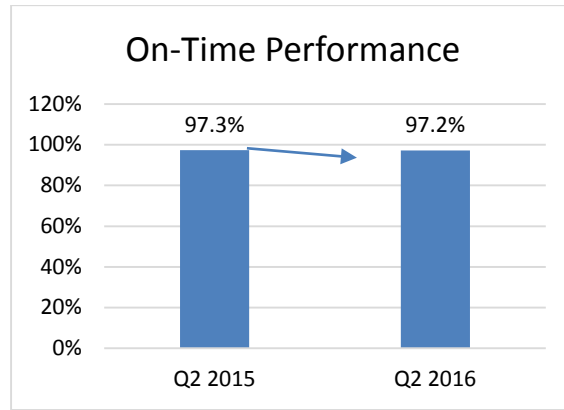
At the route-level, OTP showed a similar distribution from previous quarters, where several of the local neighborhood routes had percentages in the low 90s, the express routes 70X and 70XV had percentages in the mid-60s, and the local trunk routes had percentages close to system average at the 80s threshold.

#### Paratransit

The FY2016 Q2 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 18.9% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 24.4%, as the following two charts illustrate.

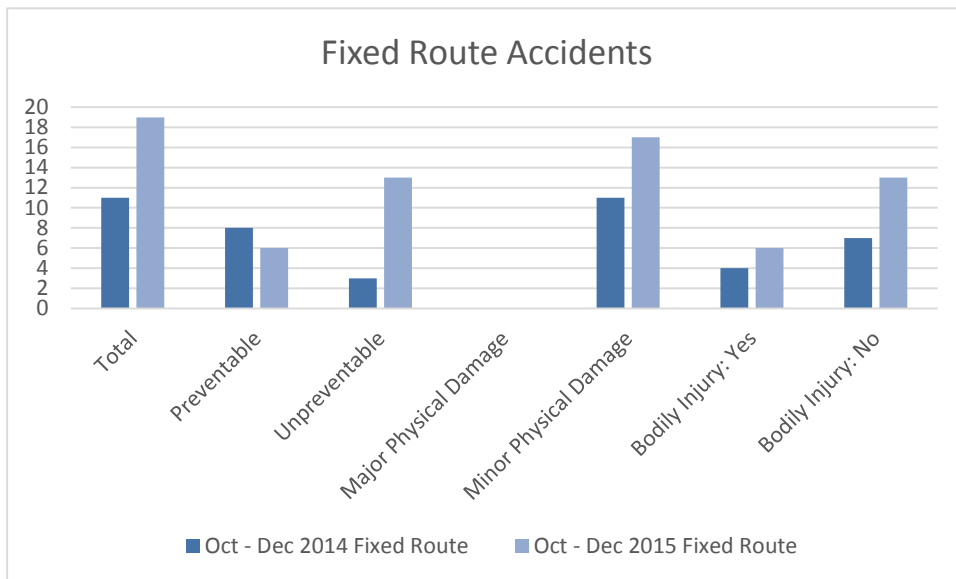


The on-time performance (OTP) for the FY 2016 Q2 is 97.2% compared to 97.3% for the same quarter during the previous fiscal year (-0.1% decrease) as shown in the chart below. The performance standard for OTP is 95%.

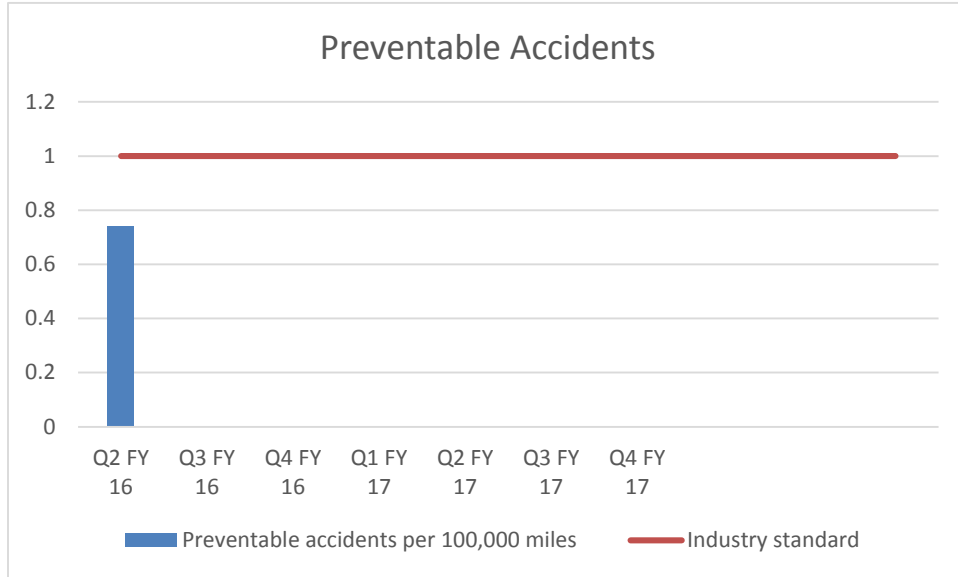


Accidents/Incidents

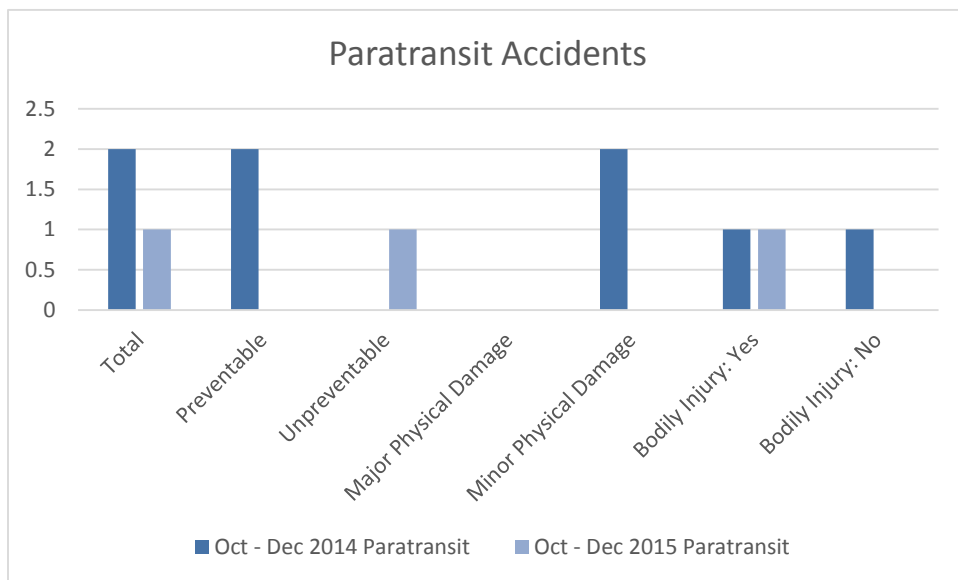
Noted in the figure below for Fixed Route Accidents, in the second quarter, there have been nineteen (19) reportable accidents/incidents on the fixed route system, six (6) of which were determined to be preventable, and thirteen (13) deemed non-preventable. None of the accidents resulted in major damage, and seventeen (17) resulted in minor and two (2) in no damage to the vehicles (only fixed route are LAVTA owned vehicles). Six (6) of the fixed route accidents resulted in bodily injury. The total number of accidents for the quarter has increased from this time last year; and the number of preventable accidents for the last quarter decreased slightly from this time last year. Staff continues to work with the operations contractor to identify trends in preventable accidents, and continues to work with CalTIP to ensure appropriate oversight and resources are available in this area.



Many contractor-operated transportation companies use 1 preventable accident per 100,000 total miles as a goal. Looking at preventable accidents per 100,000 total miles, MV comes in at 0.74 for a 12-month rolling period from January 1, 2015 – December 31, 2015. (This is a metric that was not previously included in this report and will be going forward.)



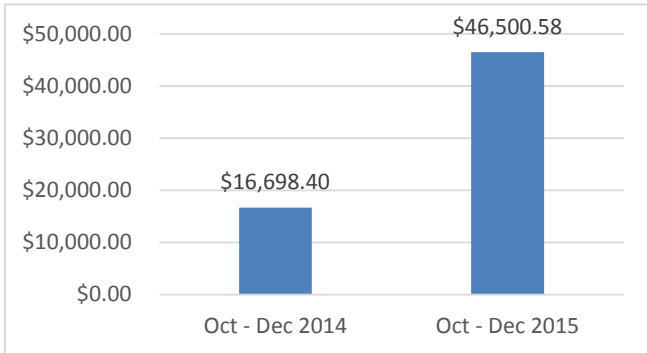
In the second quarter there was one (1) non-preventable paratransit accidents/incidents compared to two (2) preventable accidents/incidents last year. While the passenger requested the driver complete an injury report at the time, the passenger stated medical attention was not needed at that time and during a follow up call, the passenger stated all was well.



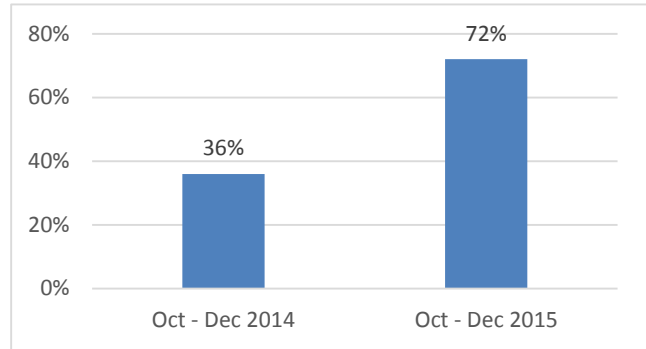
### Claims Activity

With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. The dollar amount expended during Q2 was higher this year than last, and the percent of budget expended over the course of the year was higher, and higher than the 50% allowable at the half year mark. It should be noted that some of the FY16 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/incidents and higher dollars being expended on claims.

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

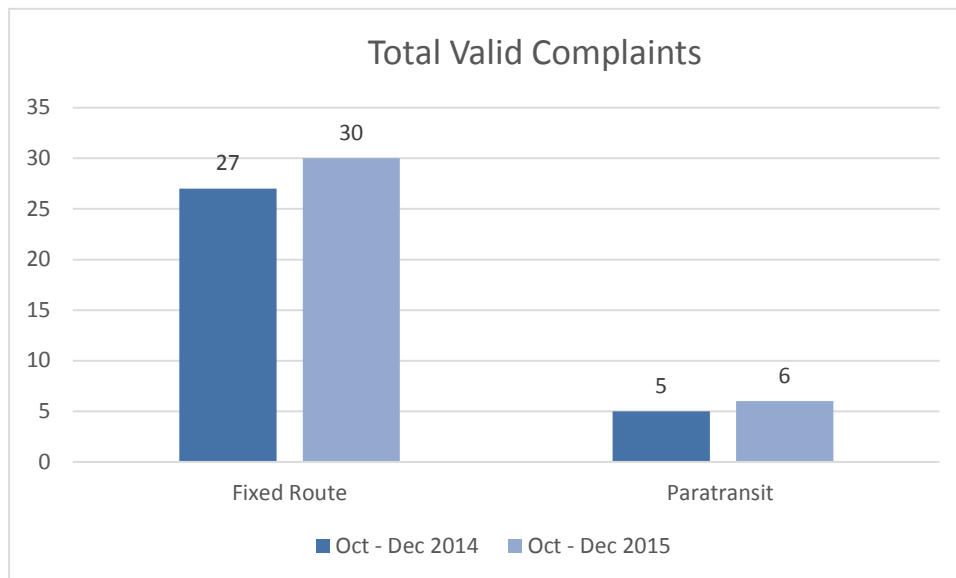


***% Budget Expended***

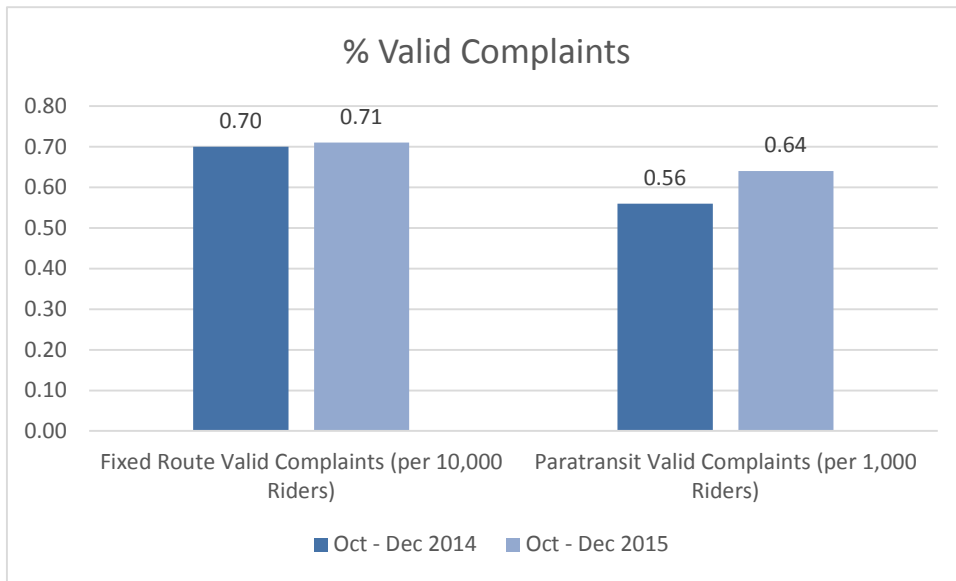


### Customer Service

Customer Service staff processed a total of 109 customer requests for Q2 FY15 and a total of 165 for Q2 FY16; the increase however has more to do with the requests LAVTA staff deals with, i.e., route planning requests, rather than complaints regarding service being delivered. LAVTA's Service Quality Standards Index, a measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The SQSI's established a standard of excellence for complaints of less than 1 per 10,000 rides for fixed route and 1 per 1,000 rides for paratransit.



Comparing the total valid complaints from FY15 and FY16, the number for fixed route has increased slightly 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” (9 complaints), “no show” (6 complaints), and “driver training” (6 complaints).

The paratransit valid complaints increased by one complaint as compared to the quarter last year. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with six (6) valid complaints (one in the area of “driver/dispatcher courtesy, one “late,” one “no show” and three in “driver/dispatch training”).

### **Next Steps**

None

### **Recommendation**

None – information only.