

EXECUTIVE DIRECTOR'S REPORT

March 2017

1. Analysis of the Fixed Route System

Staff had anticipated giving the P&S Committee an update on the performance of the fixed route changes since the system wide redesign in August of 2016. However, with the extensive rain in January and February the latest ridership and other statistical trends are irregular. March is setting itself up to be a more regular month in regard to weather and staff anticipates the true trends will manifest themselves for an April review by the committee.

2. Rebranding of Wheels

With the new Marketing Manager in place (Tony McCaulay), staff has once again resumed the rebranding project. Staff anticipates bringing to the P&S a recommendation on the naming, logo, and bus design for Wheels in April.



3. Route 14

Route 14 has been operating under 60% on-time since the route changes were implemented in August. Measures have been put in place to address the late trips during peak times at BART; however, problems still exist. As the Board is aware, Route 14 is interlined with Route 1 at BART leading to spillover delays between the routes. During peak times, Route 1 is “unhooked” from Route 14 which helps the spillover delays on the western side of the route. However, there are also issues on the east side of Route 14, as well as during off-peak times.

The route currently operates as two distinct patterns: the primary pattern is between BART and the Transit Center; the secondary pattern is called the “Civic Center Loop” and operates between the Transit Center and the Livermore Civic Center complex. The Civic Center loop operates from the Transit Center, to S. Livermore Ave, to the Livermore Library turnaround stop, then back to Pacific Ave to the Transit Center. There is minimal ridership at the Livermore Library stop (approximately 10 boardings per day).

After discussion with Board Chair Spedowfski and Board Member Coomber, both representing Livermore, staff is implementing a change on April 1st which will eliminate service to the library turnaround stop. The bus will still continue to operate to the Civic Center stop on Pacific, which is a 5-minute walk to the Library. This change will allow the bus to save 3-5 minutes of run time, and allow it to arrive at the Transit Center on-time, and start its next westbound trip to BART on time.

4. Shared Autonomous Vehicle Project

Staff currently is working with legal on an MOU with Contra Costa Transit Authority for the shared autonomous vehicle project in the City of Dublin. Additionally, staff and the City of Dublin are working with Assemblymember Baker on AB 1444, which will provide the authority to operate and test the driverless shuttle in Dublin.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics February FY17
3. FY17 Upcoming Committee Items

FY2017 Goals, Strategies and Projects

Last Updated – March 20, 2017

MANAGEMENT ACTION PLAN (MAP)

<p><i>Goal: Service Development</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <p>1. Provide routes and services to meet current and future demand for timely/reliable transit service</p> <p>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</p> <p>3. Optimize existing routes/services to increase productivity and response to MTC projects and studies</p> <p>4. Improve connectivity with regional transit systems and participate in BART to Livermore project</p> <p>5. Explore innovative fare policies and pricing options</p> <p>6. Provide routes and services to promote mode shift from personal car to public transit</p>						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Long Range Transit Plan (Agency's 30 Year Plan)	<ul style="list-style-type: none"> • Receive draft Long Range Plan from Nelson/Nygaard • Present final draft to Board • Approval 	DP	Projects/ Services	Sept 2017 Oct 2017 Nov 2017	→ ACTC Park & Ride study delayed until April. Need the study to move forward with LAVTA Long Range Plan. Also, creating scope of work for planning of SAVs into Wheels system, which will be an important component of the Long Range Plan.	
Follow-up Changes to COA Implementation	<ul style="list-style-type: none"> • Review ridership, passenger comments and on-time performance on a daily/weekly basis to determine issues that need to be resolved. 	DP	Projects/ Services	Jun 2017	→ Straightened out Route 14 in downtown Livermore, rescheduled 502 for improved OTP, added a run into the Livermore Labs on 30R to get workers into lab before 7am. Improved 10R schedule Jan 14 th to improve OTP. Changes to 1 & 14 schedules in June to significantly improve their OTP.	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> Award of Contract Public Outreach #1 Public Outreach #2 Approval of Recommendations 	DP	Projects/ Services	Nov 2016 Apr 2017 Sept 2017 Jan 2018	→ RFP advertised. Interviews held in October. MOU on partnership ratified by the Board in January. City awarded contract. Kick-off meeting held in February. Currently undergoing data collection. <u>Expect stakeholder meetings in April/May and public meetings shortly thereafter.</u>	X
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearing Board Approval Implementation of Fare Changes 	DP	Projects/ Services	Apr 2017 May 2017 Jun 2017 July 2017	→ Draft Fare Study complete. Expect F&A to review in March.	X
Signalization Improvements And Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> Award contract for signal control Award contract for queue jump Finish project 	DP	Projects/ Services	Jul 2016 Mar 2017 Jun 2017	→ Board awarded contract for signal control upgrade in July. <u>Board awarded contract for additional signal control capabilities and queue jump project in March. Expect project completion in June.</u>	X X

<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>
Go Dublin Discount Program	<ul style="list-style-type: none"> • Get clearance from FTA • Sign Agreements with providers • Implement 	ED	Projects/ Services	Nov 2016	→ Participation Agreements signed. Uber, Lyft and DeSoto have activated the promo code. Project area is the city limits of Dublin and two BART stations. Fare is LAVTA will cover 50% of cost of ride, up to \$5. Webpage is completed and soft start initiated. Marketing began in February.	X
				Dec 2016		X
				Dec 2016		X

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

<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>
Website V2.0 Upgrades	<ul style="list-style-type: none"> • Speed up website • Revise homepage for quicker access to commuter info 	MKT MGR	Projects/ Services	Mar 2017 Apr 2017	→ Planeteria continuing to work on website to get page loading down to 2 seconds. Currently at 6-8 seconds. Commuter page being developed by SDG.	

<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>
V2.0 of Timetables and Schedules With Route Changes	<ul style="list-style-type: none"> • Create second version of timetables and route changes to implement new rebranding and fix route issues from COA implementation 	MKT MGR	Projects/ Services	Jan 2017 Jun 2017	→This project broken into two phases. Phase I changes to timetables with January service changes and Phase II upon rebranding completion. Phase I completed. Brochures/street inserts installed.	X
Phone App	<ul style="list-style-type: none"> • Advertise RFP/Contract Award • Introduce Phone App to public 	DP	Projects/ Services	Jun 2017 Dec 2017	→ Scope of Work being revised to take into account Park & Ride Study, SAV project and Go Dublin.	
Wi-Fi Project	<ul style="list-style-type: none"> • Install Wi-Fi on Rapid and Express buses • Introduce Wi-Fi to the public through media 	DP	Projects/ Services	Oct 2016 Feb 2017	→ Wi-Fi installed and working on all Rapid and Express buses. Awaiting a sponsor to introduce formally to the public.	X
Wayfinding at BART Stations	<ul style="list-style-type: none"> • Plan new wayfinding signage • Install signage 	MKT MGR	Projects/ Services	Nov 2016 Jan 2017	→New wayfinding signs installed by BART in December. BART picked up cost of signs.	X X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
LAVTA Rebranding Project	<ul style="list-style-type: none"> • Surveying and Focus Groups • Draft naming of services to Board • Approval final naming and rebranding 	MKT MGR	Projects/ Services	Jun 2016 Aug 2016 Sept 2017	→ Community survey done. Focus groups done. Additional community survey on narrow list of names done. P&S Committee and Board discussed. Marketing Manager to bring new concept name/logo for consideration to April P&S Committee meeting.	X X
Individualized Marketing	<ul style="list-style-type: none"> • Award Contract • Development of collateral • Public Outreach Campaign • Review of results 	MKT MGR	Projects/ Services	Oct 2016 Mar 2017 Aug 2017 Oct 2017	→ SDG awarded contract. Kick-off meeting held to discuss project and partners. Meetings held with partners in Pleasanton. Collateral developed. Visits to neighborhoods beginning last week of March.	X X
580X	<ul style="list-style-type: none"> • Direct Mailing #1 • Door Hangers • Targeted social media 	MKT MGR	Projects/ Services	Sept 2016 Jan 2017 Mar 2017	→ Website slider and page created. Commuter coaches delivered. The first direct mailing was done. Goal is 15 rides per hour. Jan promotions completed; door hangers. Fare free for promotion. Continuing to focus on targeted social media.	X X
Relocated Rapid Shelters No Longer Served By Rapid to N Canyons Parkway (new alignment of Rapid)	<ul style="list-style-type: none"> • Engineering work • Improvements to site • Relocation of shelters 	AS	Projects/ Services	Jan 2017 Apr 2017 Sept 2017	→ Final relocation plan developed. Work to be performed with FTA grant. <u>FTA granted approval in March. Doing in engineering work in March/April. Expect to have project fully completed in Aug/Sept.</u>	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Dispose of Shelters Past Useful Life No Longer Served By Route	<ul style="list-style-type: none"> Identify shelters Award Contract Dispose of shelters 	AS	Projects/ Services	Dec 2016 Apr 2017 Jun 2017	→ Staff has identified shelters past useful life that need to be disposed. <u>IFB being developed to release in April to remove shelters in May/June.</u>	X
Remove Bus Stop Signage No Longer Served By Routes	<ul style="list-style-type: none"> Removal of bus stop signs by MV 	AS	Projects/ Services	Oct 2016	→ Currently 72 stops have temporary no service signs affixed too bus signs/pole. All signage has been removed.	X
Relocate Shelters Not Past Useful Life That Are On Routes No Longer Served	<ul style="list-style-type: none"> Identify shelters Identify new locations for shelters Make site improvements Relocate shelters 	AS	Projects/ Services	Sept 2016 Oct 2016 Apr 2017 Apr 2017	→ Shelters identified and relocation plan created. Currently, shelters have signage on them indicating that they are no longer served. <u>IFB being developed to release in April to relocate shelters in May/June.</u>	X X
Replace Shelters Past Useful Life That Are On Current Routes	<ul style="list-style-type: none"> Identify shelters Award contract Install 	AS	Projects/ Services	Nov 2016 Apr 2017 Jun 2017	→ Shelters identified. Current plan in Livermore, where most shelters past useful life are located, is to replace them with metro style shelters to accommodate artwork. IFB being developed to release in last week of March for shelter replacement in May/June.	X

<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>
Rehabilitate Rapid Benches (wood)	<ul style="list-style-type: none"> • Award contract • Finish project 	AS	Projects/ Services	Apr 2017 Jun 2017	→There are 55 wood benches that need to be stained and clear coat applied. <u>Working on bid specifications that will be released in IFB in April.</u>	
Purchase and Install Light Kits	<ul style="list-style-type: none"> • Identify shelters in need of light kits • Delivery of light kits • Complete Installation of light kits 	AS	Projects/ Services	Nov 2016 Feb 2017 Apr 2017	→Solar light kits delivered. Pleasanton installations to be completed in April. Dublin in May and Livermore in June.	X
<p>Goal: Community and Economic Development</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 1. Integrate transit into local economic development plans 2. Advocate for increased TOD from member agencies and MTC 3. Partner with employers in the use of transit to meet TDM goals & requirements 						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> • Assist ACTC in promoting the student passes • Monitor effectiveness of the program and capacity issues 	DP	Projects/ Services	Ongoing Ongoing	→ Approximately 100 passes sold. Staff to promote and bike on bus event at Livermore Middle School in late January. <u>Looking to expand project to provide all students interested a Clipper card in Livermore schools to use bus system to measure impact.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> Relocate Rapid shelters Implement Pass Marketing campaign on campus Review analytics and create long-term purchase plan from college 	MKT MGR	Projects/ Services	Aug 2016 Aug 2016 Ongoing Jan 2017	→ Installed shelters and implemented Easy Pass. Goal is to increase ridership 100% or get to 500 rides a day and seek long-term funding for the pass. Have reached goal. Continuing marketing and have continued Easy Pass through next academic year. Students to vote on pass early in Spring of next academic year.	X X X X
Charter School Easy Pass Program	<ul style="list-style-type: none"> High School Relocation Implementation of Pass Promotion by HS Review analytics and create long term funding plan 	MKT MGR	Projects/ Services	Sept 2016 Oct 2016 Ongoing Mar 2017	→ High School recently moved to new location on 30R. Easy Pass implemented. Monitoring usage and the potential of school to continue the pass on a long term basis. <u>Staff has tried to meet with the school. Appears there is little interest in continuing the pass into the next academic year.</u>	X X
Plan For TOD Project at Livermore Transit Center	<ul style="list-style-type: none"> Tour of TC area by Projects and Services Committee Apply for planning grant jointly with City 	PM	Projects/ Services		→Project on hold due to work loads.	
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> City Award of Project Demo of TC Customers Service Buildings Finish Relocation/Renovation 	PM	Projects/ Services	Jan 2017 Apr 2017 Feb 2018	→ FTA clearance given to demo current building. Amendment #1 to be considered by the Board in January. Bids received by City. City Council awarded contract. Anticipate temporary facility being installed in 8-10 weeks.	

<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>
Rehab of Shade Structure and Replacement of Furniture at Livermore Transit Center. Rehab of Custom Shelter adjacent to Livermore TC next to Parking Garage.	<ul style="list-style-type: none"> Obtain a cost estimate for painting the shade structure and customer shelter Obtain cost estimate for replacement of furniture Bid Project Project Completion 	PM	Projects/ Services	Apr 2017 Apr 2017 Sept 2017 Jan 2018	→In project planning stages.	

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

<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>
Altamont Regional Rail Working Group	<ul style="list-style-type: none"> Hire Executive Consultant Strategic planning by Working Group 	ED	Projects/ Services	Dec 2016 Feb 2017	→_Executive on board with Working Group. <u>Discussion on DMU option ongoing. AB 758 language being developed.</u>	X
2017 Legislative Plan	<ul style="list-style-type: none"> Research on common issues within regional planning agencies and transit agencies Creation of 2017 Legislative Plan and review/approval by the Board and provide support for key legislation. 	Exec Dir	Finance/ Admin	Feb 2017 Feb 2017	→ Research being done on emerging priorities at local, state and federal level. 2017 Legislative Plan approved by board in February. Staff monitoring legislation to choose optimal time for correspondence of support.	X X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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State Legislation to Approve SAV Project in Dublin	<ul style="list-style-type: none"> Staff working with CCTA lobbyist to determine timing of legislation to allow SAV demonstration project in Dublin. Also, who will introduce legislation being discussed. 	Exec Dir	Finance/ Admin	Feb 2017	→ Entering into discussions with CCTA lobbyist. Legislation to allow testing of SAVs supported by MTC. AB1444 introduced in February. Staff working with Dublin on potential language edits. Legal reviewing MOU with CCTA.	
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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

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Performance Metrics Improvement	<ul style="list-style-type: none"> Staff setting up aggressive monitoring of key performance metrics: on-time performance, accidents and customer service. 	DP	Projects/ Services	Ongoing	→ Daily and weekly meeting to discuss key metrics at staff level. Baseline for key areas of routes established.	
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MTM Contract Oversight	<ul style="list-style-type: none"> Staff reviewing monthly statistics to ensure accuracy Staff working with contractor on seven focus areas to ensure only those using service are those eligible 	PD	Projects/ Services	Ongoing Ongoing	→ Contractor has recently purchased Trapeze software. Statistics appear to be accurate. Staff monitoring. Eligibility interviews being conducted. Paratransit assessment being procured.	
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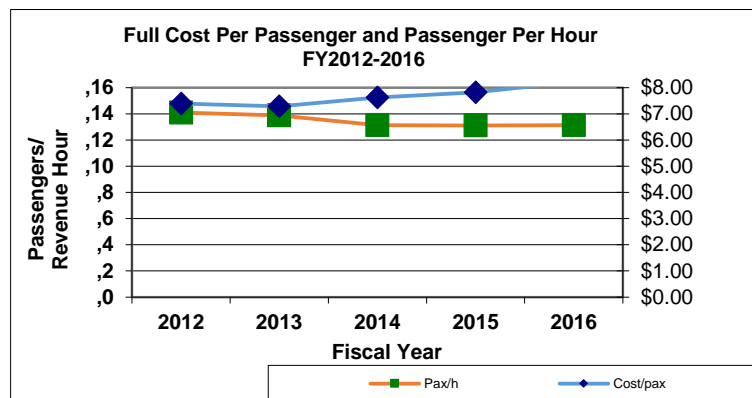
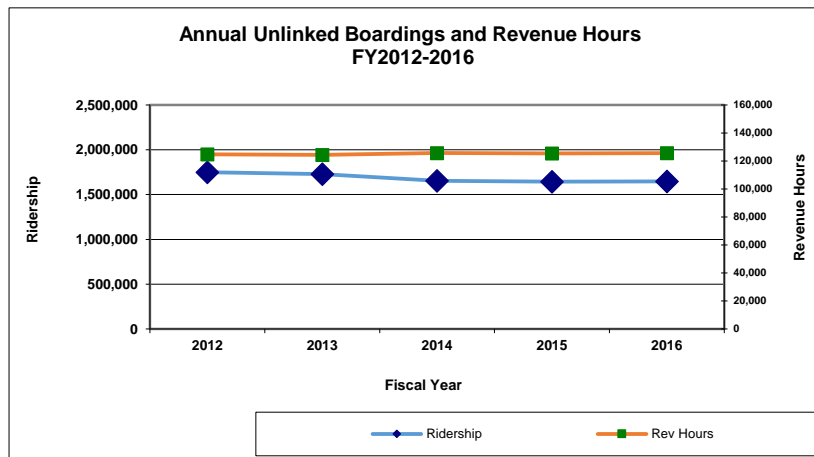
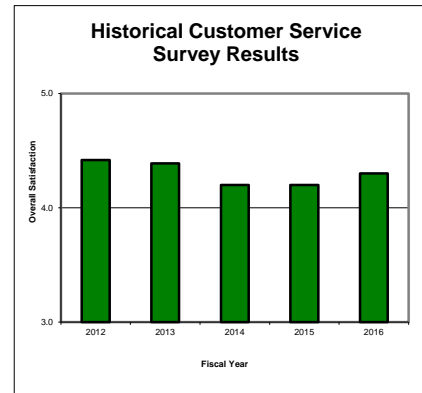
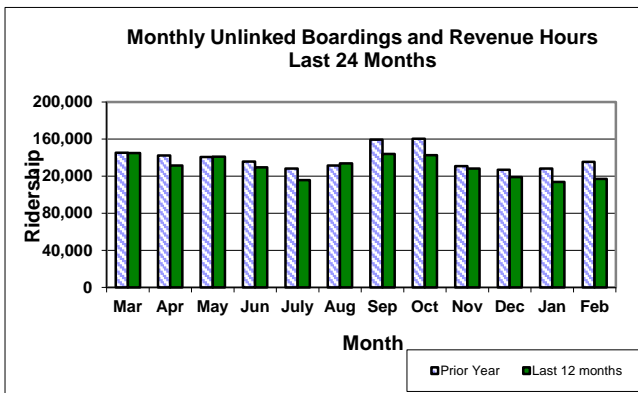
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
MV Contract Oversight	<ul style="list-style-type: none"> • Create and Implement Monitoring Plan of Contract • Provide updates to Board on key trends 	AS	Projects/ Services	Oct 2016 Ongoing	→ Staff has begun meeting with MV weekly to monitor multiple elements of the contract. Staff anticipating a discussion with Board on route/contractor performance in April.	X
<p>Goal: Financial Management</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions 2. Explore and develop revenue generating opportunities 3. Maintain fiscally responsible long range capital and operating plans 						
<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>
FY16 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 2016	→ Audit completed in Sept 2016. Final presentations to Board in Nov 2016.	X
Other:						
Transit Center Concrete Project In Bus Driving Isle	<ul style="list-style-type: none"> • Perform demo of asphalt and construction of concrete in driving isle. 	PM	Projects/ Services	Jun 2017	→ Utilizing City concrete contract. Asphalt to be removed and construction completed in April/May of 2017. This project to tie in closely with Historic Depot Relocation project.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Administrative Offices Asphalt and ADA Project	<ul style="list-style-type: none"> Award Contract Finish Improvements 	PM	Projects/ Services	Mar 2017 May 2017	→ <u>Contractor selected by Board in March. Project on track to be completed in May.</u>	X
SAV Project	<ul style="list-style-type: none"> Acquire funding to begin project Submit legislation to test SAVs. Purchase SAVs for testing. 	PD	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ AQMD awarded LAVTA \$1 million over 3 years in funding in exchange for advertising. Governor signed legislation that will allow Bishop Ranch testing of SAVs. Staff is meeting with Dublin City staff and attending regular consortium meetings, and is working on next steps. LAVTA Board received a presentation on this project and next steps at Feb meeting. <u>Currently working with Dublin on AB1444 and project development and legal on CCTA MOU.</u>	X X
Replace Steam Bay Lift	<ul style="list-style-type: none"> Quotes/Award of Project Complete install 	DA	Projects/ Services	Nov 2016 May 2017	→ The bus lift in the steam room used to clean engines and undercarriage of buses recently failed. It is past its useful life and staff is evaluating budget to replace. Board awarded purchase of lift in January. <u>Cement work completed. Awaiting delivery of lift. Expected delivery/install in late April.</u>	X
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> Award contract for bus purchase Delivery of buses 	DA	Projects/ Services	Sept 2016 May 2017	→ Board approved contract with Gillig for future bus purchases. Delivery date in May & August from new Gillig factory.	X

Monthly Summary Statistics for Wheels February 2017

FIXED ROUTE

	February 2017			% change from one year ago		
Total Ridership FY 2017 To Date	1,014,812			-7.8%		
Total Ridership For Month	116,923			-13.7%		
Fully Allocated Cost per Passenger	\$8.73			13.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,458	1,637	1,258	-9.1%	-18.1%	-6.0%
Passengers Per Hour	12.8	10.7	8.3	-7.1%	0.9%	-29.8%
	February 2017			% change from last month		
On Time Performance	82.3%			-1.4%		



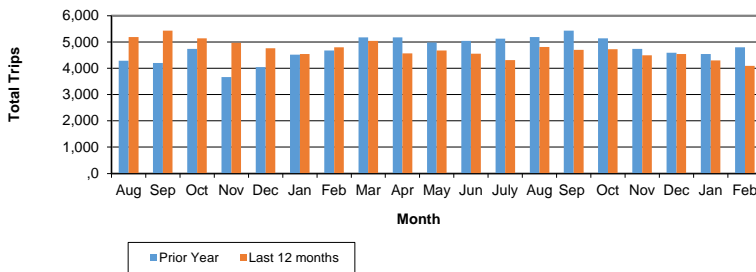
Monthly Summary Statistics for Wheels February 2017

PARATRANSIT

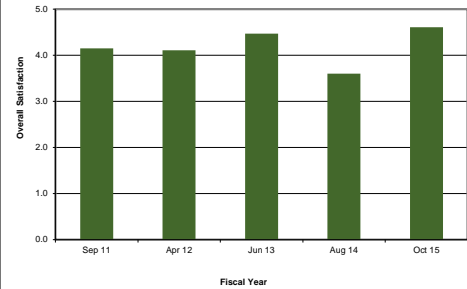
General Statistics	February 2017	% Change from last year	Year to Date
Total Monthly Passengers	4,097	-14.7%	35,980
Average Passengers Per Hour	2.00	11.1%	2
On Time Performance	98.6%	0.3%	1
Cost per Trip	\$32.51	0.0%	65
Number of Paratransit Applications	28	47.4%	299
Calls Answered in <1 Minute	82.84%	-10.1%	2

Missed Services Summary	February 2017	Year to Date
1st Sanction - Phone Call	2	52
2nd Sanction - Written Letter	0	4
3rd Sanction - 15 Day Suspension	0	2
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

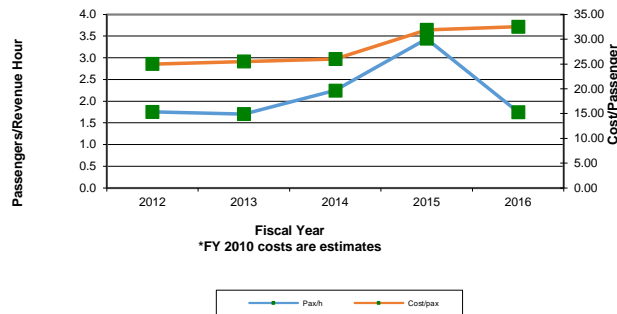
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
February 2017

SAFETY						
ACCIDENT DATA	February 2017				Fiscal Year to Date	
	Fixed Route		Paratransit		Fixed Route	Paratransit
Total	0		0		19	3
Preventable	1		0		10	0
Non-Preventable	0		0		10	3
Physical Damage						
Major	0		0		0	0
Minor	1		0		20	2
Bodily Injury						
Yes	0		0		2	1
No	0		0		17	2
MONTHLY CLAIMS ACTIVITY						
						Totals
Amount Paid						
This Month						\$0.00
To Date This Fiscal Year						\$94,289.40
Budget						
						\$100,000.00
% Expended						94%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	February 2017	Year To Date
Praise		3
Bus Stop	2	24
Incident	1	2
Trip Planning		9
Fares/Tickets/Passes	2	7
Route/Schedule Planning	4	129
Marketing/Website	1	25
ADA		5
TOTAL	10	204

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			12				1
Safety	1	7	3	3				0
Driver/Dispatch Courtesy	1		1	5				0
Early	4			33				0
Late	1	2		64				2
No Show			2	20			1	0
Incident			1	1				0
Driver/Dispatch Training	1		2	7				1
Maintenance				4				0
Bypass	1	2	3	17				0
TOTAL	9	11	12	154	0	0	1	3
Valid Complaints								
Per 10,000 riders				0.77				
Per 1,000 riders				0.00				

LAVTA COMMITTEE ITEMS - April 2017 - August 2017

Finance & Administration Committee

April	Action	Info
Minutes	X	
Treasurers Report	X	
May	Action	Info
Minutes	X	
Treasurers Report	X	
Quarterly Budget & Grants Report		X
Annual Org Review (Maybe in June)	X	
June	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Legal Contract	X	
July	Action	Info
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - April 2017 - August 2017

Projects & Services Committee

	Action	Info
April		
Minutes	X	
Final Fall 2017 Service Changes	X	
Draft Fare Study Recommendations	X	
Tri-Valley Park-and-Ride Study		X
May	Action	Info
Minutes	X	
Quarterly Operations		X
Final Fare Study Recommendations	X	
Draft Long Range Transit Plan		X
June	Action	Info
Minutes	X	
WAAC Appointments	X	
Marketing Work Plan	X	
Final Long Range Transit Plan	X	
Customer Satisfaction Survey	X	
July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Quarterly Operations Report		X