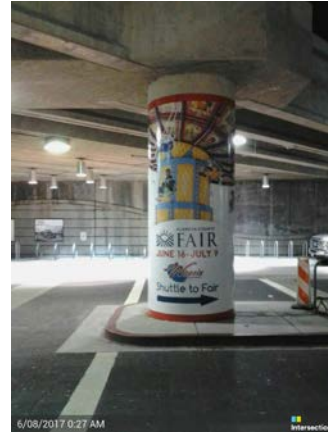


EXECUTIVE DIRECTOR'S REPORT

October 2017

Alameda County Fair Ridership: For the 2017 Alameda County Fair, Wheels operated a shuttle (Route 52) hourly during Fair times between BART and the Fairgrounds. The dedicated shuttle itself carried a total of 3,559 boardings throughout its operation during the Fair. Combined with the additional riders on Route 10R, in total Wheels carried approximately 4,000 passenger trips to the Fair. The shuttle was very well received by Fair patrons and the WAAC.



Government Finance Officers Association Award: For the 21st consecutive year, LAVTA has earned the prestigious Certificate of Achievement for Excellence Award in Financial Reporting. This award was received for LAVTA's excellence in financial reporting in their 2015 Comprehensive Annual Financial Report (CAFR). The Government Finance Officers Association (GOFA) established the award to encourage government agencies to exceed the minimum requirements in preparing their annual financial report.

Dublin School Tripper Ridership: Dublin school trippers have experienced a 40% increase in ridership this school year compared to last. LAVTA staff have been deploying additional resources to accommodate the overcrowding and will launch a pilot early/late bird service for Route 501 on October 21st. LAVTA staff met with Dublin Unified School District on September 27, 2017 to discuss launching a joint study to evaluate the current tripper service and make recommendations for modifications, given the likely growth in student enrollment from East Dublin over the next five years. Staff will be preparing a scope of work for the study in October.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics August 2017
3. Try Transit to School Results Staff Report
4. FY18 Upcoming Committee Items

FY2018 Goals, Strategies and Projects

Last Updated – September 21, 2017

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development Strategies (those highlighted in bold indicate highest Board priority) 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
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	Apr 2018 May 2018 Jun 2018	→ Staff studying park and ride report, shared mobility and shared autonomous vehicle strategy. Strategic Planning Workshop for Board being planned for spring of 2018.	
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> Award of Contract Public Outreach Approval of Recommendations 	DP	Projects/ Services	Nov 2016 Jun 2017 Feb 2018	→ Nelson/Nygaard awarded contract. Kick-off meeting held in February. Public meetings held in June. <u>LAVTA Board presentation made in September. Currently developing alternatives. Second workshop in Nov/Dec.</u>	X X
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearing (proposed changes on fixed route) 	DP	Projects/ Services	May 2017 Jan 2018	→ Draft Fare Study complete. F&A reviewed in May. Decision made to hold study results a few months to see ridership trends on fixed route. Paratransit fare changes to be considered with paratransit study.	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
	<ul style="list-style-type: none"> Board Approval 			Feb 2018		
Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> Award contract for queue jump Finish project 	DP	Projects/ Services	Jul 2016 Oct 2017	→ Board awarded contract queue jump project in March. Some delays in project. Currently 75% completed. <u>Queue jumps in testing phase. To be operational Oct 9th.</u>	X X
Transit Signal Priority Project in Rapid corridors	<ul style="list-style-type: none"> Engineering Work Finish Project 	DP	Projects/ Services	Oct 2017 Jun 2018	→ Grant by TVTAC approved. <u>Board approved MOU with Dublin. Board to consider approval of engineering contract with Kimley Horn in October.</u>	
Go Dublin Discount Program	<ul style="list-style-type: none"> Get clearance from FTA Implement Results of Program 	DP	Projects/ Services	Nov 2016 Dec 2016 Dec 2017	→ Program providing approximately 1,000 rides/month. Mailing to residents occurring in September. <u>Fehr & Peers held kick off meeting to evaluate program and present results in December.</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>
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O&M Contract Request for Proposals	<ul style="list-style-type: none"> • Develop RFP • Award Contract 	DP	Project/ Services	Oct 2017 Mar 2018	→ RFP on track to be released in October. Bids due in December. Board to award in March.	
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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

<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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Website Upgrades	<ul style="list-style-type: none"> • Update w/Rebranding • Revise homepage for quicker access to commuter info 	MKT MGR	Projects/ Services	Nov 2017 Oct 2017	→ Button has been created for commuter area, landing page under construction. Rebranding of website with new Wheels logo to take place in November with Wheels bus design unveiling.	
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LAVTA Rebranding Project	<ul style="list-style-type: none"> • Selection by LAVTA Board of name/rebranding scheme. • Public event to unveil rebranding 	MKT MGR	Projects/ Services	Jun 2016 Nov 2017	→ New design for buses approved. New logo approved. Unveiling event being scheduled for <u>November</u> 2017.	X
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					→ SDG awarded contract. Collateral	
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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Individualized Marketing	<ul style="list-style-type: none"> Award Contract Review of results 	MKT MGR	Projects/ Services	Oct 2016 Oct 2017	developed and distributed. Program completed. Post program surveys completed. Project report to P&S Committee in October.	X
N Canyons Parkway Rapid Bus Stop Project	<ul style="list-style-type: none"> Engineering work Improvements to site Relocation of shelters 	DP	Projects/ Services	May 2017 Aug 2017 Jan 2018	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. <u>Bids came in high. Board rejected all bids. Bid re-advertised. Board to consider award in November.</u>	X
Pleasanton SmartTrips Corridor Rapid Bus Stop Project	<ul style="list-style-type: none"> Engineering work Award of construction contract Finish project 	DP	Projects/ Services	Nov 2017 <u>Apr 2018</u> <u>Jun 2018</u>	→ ACTC grant received to upgrade stops in this corridor to Rapid style. <u>Working on scope of work with Kimley Horn. Bus shelter type is next step. Project award in April.</u>	
Dublin School Tripper Bus Shelter Project	<ul style="list-style-type: none"> Identify new locations for shelters Install new shelters 	ED	Projects/ Services	Sept 2016 Nov 2017	→ Five locations with high ridership identified. <u>5 art shelters delivered for mural projects. IFB being developed to release in Oct to install shelters in Nov.</u>	X
Replace Shelters Past Useful Life That Are On Current Routes	<ul style="list-style-type: none"> Identify shelters Award contract Install 	ED	Projects/ Services	Nov 2016 Apr 2017 Dec	→ Shelters identified. Current plan in Livermore, where most shelters past useful life are located, is to replace them with flat roof art style shelters to accommodate murals. <u>5 shelters delivered. IFB being developed t release in Oct to install in Nov.</u>	X

Underlined text indicates changes since last report.

<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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				2017		
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Goal: Community and Economic Development

Strategies (those highlighted in bold indicate highest Board priority)

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>
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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	→ Four schools in Livermore to have free pass via Clipper for Wheels access. Planning/Marketing Departments working with ACTC and school district to distribute and market Clipper Cards/bus system. <u>Over 660 enrolled with Clipper Card as of Sept 21st.</u>	X
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Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> • Marketing campaign on campus • Student Vote to retain Transit Pass on campus 	MKT MGR	Projects/ Services	Ongoing Nov 2017	→ Transit pass/marketing efforts ongoing. Students to vote on student fee to continue pass in November.	X
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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 	DP	Projects/ Services	Jan 2017 Jul 2017 Feb 2018	→ FTA clearance given to demo current building. City Council awarded contract. Temporary facility installed. Demo of LAVTA buildings done. Depot moved. <u>Foundation poured. Next step is moving of Depot onto foundation.</u>	X X
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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>
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"> • Bid Project • Project Completion 	DP	Projects/ Services	Nov 2017 Jan 2018	→In project planning stages.	
<p>Goal: Regional Leadership</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 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>
Alameda – San Joaquin Regional Rail Working Group	<ul style="list-style-type: none"> • AB 758 	ED	Projects/ Services	Oct 2017	→ <u>AB 758 approved in legislature and sent to Governor for signatures.</u>	X
2017 Legislative Plan	<ul style="list-style-type: none"> • Creation of 2017 Legislative Plan and review/approval by the Board and provide support for key legislation. 	ED	Finance/ Admin	Feb 2017	→ Staff monitoring legislation to choose optimal time for correspondence of support. <u>SB 595 approved in legislature and sent to governor for signature. Report to LAVTA Board on our legislative plan and how bills fared overall to be presented in November.</u>	X
State Legislation to Approve SAV Project in Dublin	<ul style="list-style-type: none"> • Introduce SAV legislation 	ED	Finance/ Admin	Feb 2017	→ <u>AB1444 approved by legislature and sent to Governor for signature.</u>	X

Underlined text indicates changes since last report.

<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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Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

1. Promote system wide continuous quality improvement initiatives
2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
4. HR development with focus on employee quality of life and strengthening of technical resources
5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness
6. 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>
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. OTP increasing into low 80%. Ridership increasing over last year.	

Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- 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>
FY17 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> • Complete financial audit and all required reporting to Board, local, regional and state agencies. 	DF	Finance/ Admin	Nov 2017	→ <u>Audit ongoing in September.</u> <u>Presentation to LAVTA Board in November.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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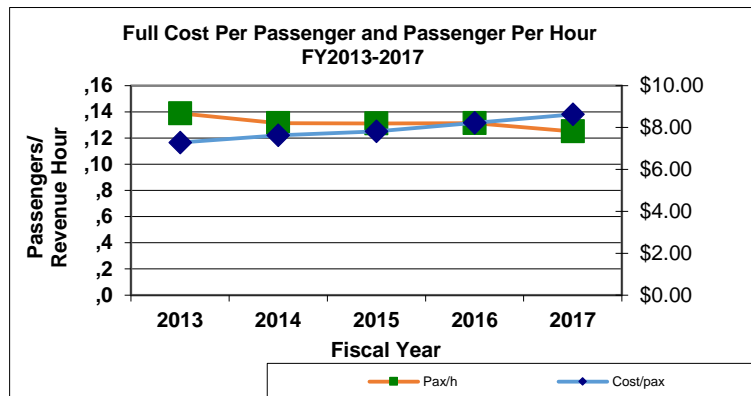
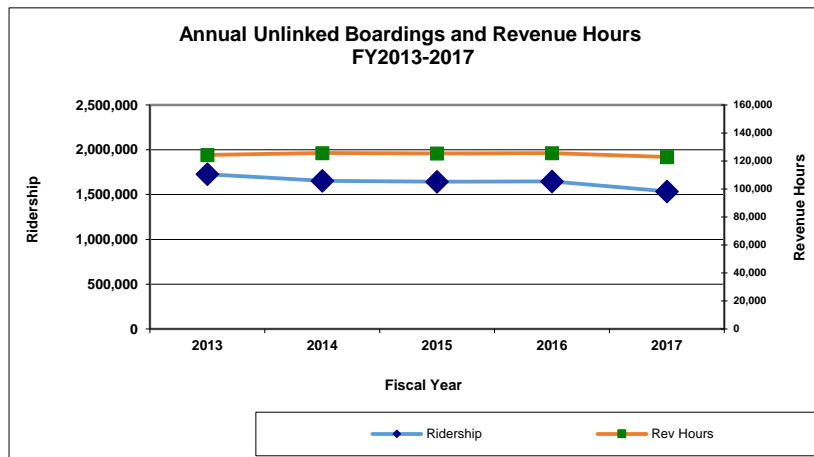
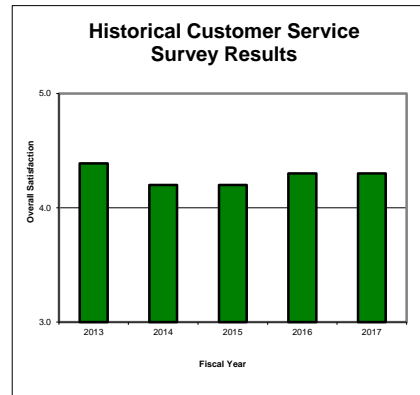
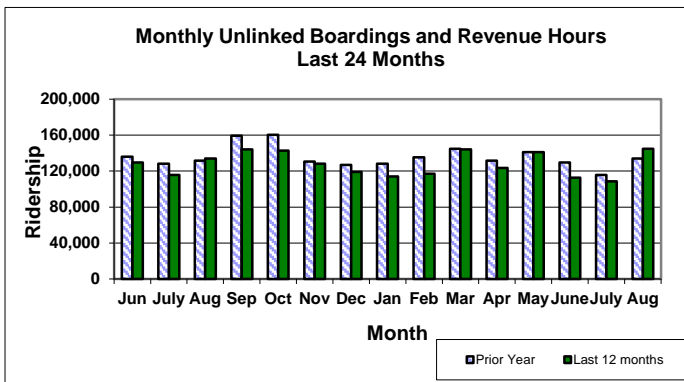
Other:

Transit Center Bus Driving Isle Improvement Project	<ul style="list-style-type: none"> Perform demo of asphalt and construction new base and asphalt in driving isle. 	PD	Projects/ Services	Feb 2018	→ Utilizing City pavement contract. Asphalt to be removed and construction completed after the Transit Center cement work is completed. This project to tie in closely with Historic Depot Relocation project. Will be final phase of Depot project.	
SAV Project	<ul style="list-style-type: none"> Acquire funding to begin project Approve legislation to test SAVs. Enter into MOU for testing. 	ED	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ AQMD awarded LAVTA \$1 million over 3 years in funding in exchange for advertising. LAVTA Board received a presentation on this project and next steps at Feb meeting. <u>AB1444 approved by legislature and sent to Governor. Staff working with AQMD, CCCTA, CCTA on MOUs.</u>	X X
Triennial Audit	<ul style="list-style-type: none"> Preparation for audit Audit and report to board 	DF	Finance/ Adm	Ongoing May 2018	→ Comprehensive audit on LAVTA from FTA	

Monthly Summary Statistics for Wheels August 2017

FIXED ROUTE

	August 2017			% change from one year ago		
Total Ridership FY 2018 To Date	253,400			1.5%		
Total Ridership For Month	144,680			8.1%		
Fully Allocated Cost per Passenger	\$8.19			-0.4%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,719	1,856	1,431	8.8%	3.2%	0.0%
Passengers Per Hour	13.5	12.0	9.2	7.3%	7.3%	-7.9%
	August 2017			% change from last month		
On Time Performance	81.5%			-2.9%		



Monthly Summary Statistics for Wheels

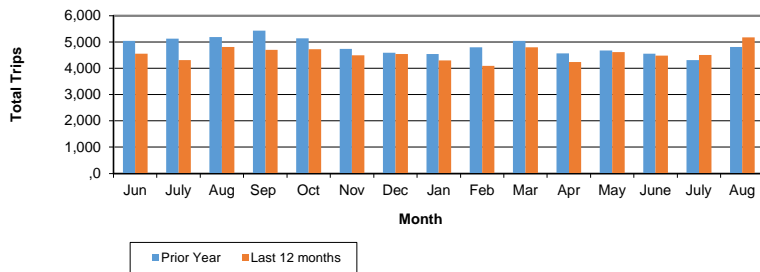
August 2017

PARATRANSIT

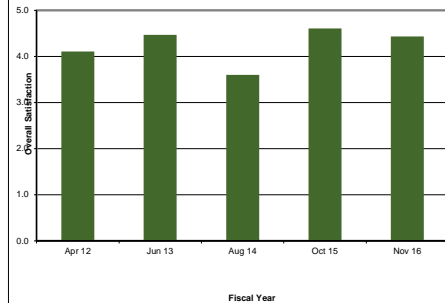
General Statistics	August 2017	% Change from last year	Year to Date
Total Monthly Passengers	5,171	7.5%	9,674
Average Passengers Per Hour	2.10	16.7%	4
On Time Performance	93.0%	-3.5%	2
Cost per Trip	\$32.35	2.0%	65
Number of Paratransit Applications	50	4.2%	70
Calls Answered in <1 Minute	74.63%	-5.4%	1

Missed Services Summary	August 2017	Year to Date
1st Sanction - Phone Call	5	12
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	1
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

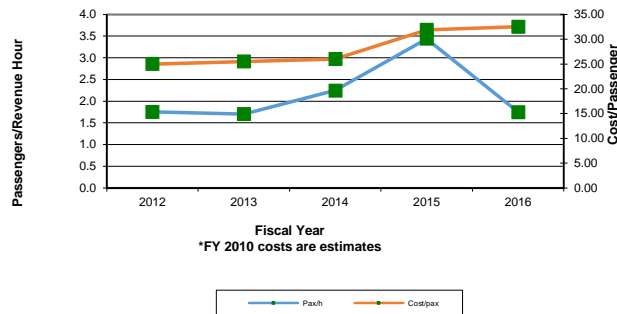
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

August 2017

SAFETY							
ACCIDENT DATA	August 2017				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	0		0		0		0
Preventable	1		0		4		0
Non-Preventable	1		0		2		0
Physical Damage							
Major	0		0		0		0
Minor	2		0		6		0
Bodily Injury							
Yes	0		0		0		0
No	2		0		6		0
MONTHLY CLAIMS ACTIVITY							
Amount Paid		Totals					
This Month	\$3,654.58						
To Date This Fiscal Year	\$4,868.40						
Budget	\$100,000.00						
% Expended	5%						

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	August 2017	Year To Date
Praise	1	2
Bus Stop	6	9
Incident	1	1
Trip Planning	2	4
Fares/Tickets/Passes	4	5
Route/Schedule Planning	34	39
Marketing/Website	6	8
ADA		0
TOTAL	54	68

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				0				0
Safety	3	13		5		2		0
Driver/Dispatch Courtesy	5	5	1	7			1	0
Early	1	1		1		1		0
Late	9	5		11				0
No Show				1	1			1
Incident				0				1
Driver/Dispatch Training	1			1	3	4		3
Maintenance				0				0
Bypass	9	11	1	10			1	0
TOTAL	28	35	2	36	4	7	1	5
Valid Complaints								
Per 10,000 riders	1.94							
Per 1,000 riders					0.77			

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

S T A F F R E P O R T

SUBJECT: Try Transit to School Results

FROM: Tony McCaulay, Marketing Manager

DATE: September 25, 2017

Action Requested

Informational item only. No action required.

Background

Try Transit to School is a two week promotional initiative that targets middle and high school students in the Tri-Valley. The purpose of this campaign is to promote environmentally sustainable transportation solutions to the youth population and increase ridership and awareness of bus routes that serve public middle and high schools. During this two week initiative, Wheels offers free rides on all regular fixed routes seven days a week. Students simply board any Wheels bus and their ride is free. Try Transit to School generally takes place the second and third week after school starts up in the fall, and this year, the campaign was held from August 21-September 1, 2017.

Discussion

During this year's two week Try Transit to School promotion, approximately 19,640 student trips were recorded system-wide, an increase of approximately 35 percent compared to 2016's campaign. The event was promoted through traditional media channels, including our website, Facebook, and Twitter, as well as through the Tri-Valley schools. A poster promoting Try Transit to School was developed and sent to our contacts at each school district for posting at schools. Radio station KKIQ provided public service announcements and provided a link on their website.

Budget

The foregone fare revenue amounted to approximately \$20,367.

Next Steps

Try Transit is an annual promotion so it will occur next year as well.

Recommendation

None – information only.

LAVTA COMMITTEE ITEMS - October 2017 - February 2018

Finance & Administration Committee

October

	Action	Info
Minutes	X	
Treasurers Report	X	
TDA Triennial Audit (last in '16)	X	
Financial Audit	X	
CAFR	X	

November

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

December

	Action	Info
Minutes	X	
*Typically December committee meetings are cancelled		
Treasurers Report	X	
Meeting Dates	X	
Legislative Program	X	

January

	Action	Info
Minutes	X	
Treasurers Report	X	

February

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

LAVTA COMMITTEE ITEMS - October 2017 - February 2018

Projects & Services Committee

October

	Action	Info
Minutes	X	
Winter Service Changes (effective February)	X	
Route Analysis		X

November

	Action	Info
Minutes	X	
Quarterly Operations		X
DAR Passenger Surveys Results	X	
Wheels on Demand Evaluation		X

December

	Action	Info
Minutes	X	
*Typically December committee meetings are cancelled		

January

	Action	Info
Minutes (November)	X	
Draft Long Range Transit Plan		X

February

	Action	Info
Minutes	X	
Quarterly Operations		X
Operations and Maintenance Contract Award	X	