

## EXECUTIVE DIRECTOR'S REPORT

September 2017

### **Ridership Increasing**

The month of August 2017 saw strong increases in ridership on the Wheels system as compared to August of 2016. Las Positas College ridership is up 72%. College students are expected to vote in November on a student fee that would establish a long-term Transit Pass. Ridership at Dublin Schools is up 42%, and ridership at Pleasanton Schools is up 6.5%. System wide ridership is up 10%.

### **Sacramento Legislation**

AB 1444 (Baker) was approved by the Assembly and Senate and has been forwarded to the Governor's office for consideration. This is the agency's legislation to operate shared autonomous vehicles on public roads in Dublin. The Governor's staff anticipates that the Governor will be supportive of the bill.



AB 758 (Eggman) is currently being negotiated and is expected to be considered by the legislature before the September 15<sup>th</sup> deadline.

### **SB 1 and State Transit Assistance**

MTC recently released a letter outlining two options for future expenditure of current State Transit Assistance (STA) funds and new STA funding brought to fruition by SB1. In all about \$1.2 M is at stake for LAVTA with the proposed expenditure plan. One options is for STA (both current and new) to flow to ACTC for decision making on how the funds would be spent by transit operators. The other option would be for STA (again both current and new) to be spent on a means-based fare program and the implementation of Clipper 2.0. LAVTA currently uses STA for operations and either of the options would create potential cuts in LAVTA service.

### **Operator Shortage**

Operations and Maintenance Contractor MV continues to struggle with obtaining and retaining operators for Wheels bus services. Currently, the contractor is approximately 10 operators short of the optimal level for our system, which means there are very few on-call operators to cover vacations and sick days. To cover the required pull-outs in the morning MV is consistently using supervisors to operate buses. Staff is watching the issue closely and notes that MV is slowly improving the situation through aggressive marketing of job vacancies.

### **CHP Inspection**

Annually, the CHP randomly inspects LAVTA buses and maintenance/operator files to ensure compliance with regulations and safety requirements. On Tuesday, September 5<sup>th</sup> the CHP performed their inspection for 2017 and provided LAVTA its highest rating.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics June 2017
3. Board Statistics July 2017
4. FY18 Upcoming Committee Items
5. 4<sup>th</sup> Quarter Operations Update

# FY2018 Goals, Strategies and Projects

Last Updated – September 1, 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> <ol style="list-style-type: none"> <li><b>1. Provide routes and services to meet current and future demand for timely/reliable transit service</b></li> <li>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</li> <li><b>3. Optimize existing routes/services to increase productivity and response to MTC projects and studies</b></li> <li><b>4. Improve connectivity with regional transit systems and participate in BART to Livermore project</b></li> <li>5. Explore innovative fare policies and pricing options</li> <li>6. Provide routes and services to promote mode shift from personal car to public transit</li> </ol>						
<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"> <li>• Receive draft Long Range Plan from Nelson/Nygaard</li> <li>• Present final draft to Board</li> <li>• Approval</li> </ul>	DP	Projects/ Services	Apr 2018 May 2018 Jun 2018	→ Staff studying park and ride report, shared mobility and shared autonomous vehicle strategy. <u>Strategic Planning Workshop for Board being planned for spring of 2018.</u>	
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> <li>• Award of Contract</li> <li>• Public Outreach</li> <li>• Approval of Recommendations</li> </ul>	DP	Projects/ Services	Nov 2016 Jun 2017 Feb 2018	→ Nelson/Nygaard awarded contract. Kick-off meeting held in February. <u>Public meetings held in June. LAVTA Board presentation in September.</u>	X X
Fare Study	<ul style="list-style-type: none"> <li>• Draft Fare Study</li> <li>• Public Hearing (proposed changes on fixed route)</li> </ul>	DP	Projects/ Services	May 2017 <u>Sept 2017</u>	→ 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

<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>
	<ul style="list-style-type: none"> <li>• Board Approval</li> </ul>			<u>Sept 2017</u>		
Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> <li>• Award contract for queue jump</li> <li>• Finish project</li> </ul>	DP	Projects/ Services	Jul 2016 <u>Oct 2017</u>	→ Board awarded contract queue jump project in March. Some delays in project. Currently 75% completed. Expect to be operational in October.	X X
Transit Signal Priority Project in Rapid corridors	<ul style="list-style-type: none"> <li>• Engineering Work</li> <li>• Finish Project</li> </ul>	DP	Projects/ Services	Oct 2017 Jun 2018	→ Grant by TVTAC. <u>Board to consider MOU with Dublin in September for project.</u>	
Go Dublin Discount Program	<ul style="list-style-type: none"> <li>• Get clearance from FTA</li> <li>• Implement</li> <li>• Results of Program</li> </ul>	DP	Projects/ Services	Nov 2016 Dec 2016 Nov 2017	→ <u>Program providing over 1,000 rides/month. Fehr &amp; Peers 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"> <li>• Develop RFP</li> <li>• Award Contract</li> </ul>	DP	Project/ Services	Oct 2017 Mar 2018	→ RFP under development.	
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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"> <li>• Update w/Rebranding</li> <li>• Revise homepage for quicker access to commuter info</li> </ul>	MKT MGR	Projects/ Services	Oct 2017 Oct 2017	→ Rebranding and Commuter Box for homepage of website underway. To be completed in October 2017.	
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LAVTA Rebranding Project	<ul style="list-style-type: none"> <li>• Selection by LAVTA Board of name/rebranding scheme.</li> <li>• Public event to unveil rebranding</li> </ul>	MKT MGR	Projects/ Services	Jun 2016 Oct 2017	→ New design for buses approved. New logo approved. Unveiling event being scheduled for October 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"> <li>• Award Contract</li> <li>• Review of results</li> </ul>	MKT MGR	Projects/ Services	Oct 2016 Oct 2017	developed and distributed. <u>Program completed. Post program surveys being completed. Project report to Board in October.</u>	X
N Canyons Parkway Rapid Bus Stop Project	<ul style="list-style-type: none"> <li>• Engineering work</li> <li>• Improvements to site</li> <li>• Relocation of shelters</li> </ul>	DP	Projects/ Services	May 2017 Aug 2017 Sept 2017	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. <u>Bids came in high. Board to consider rebid of project in September.</u>	X
Pleasanton SmartTrips Corridor Rapid Bus Stop Project	<ul style="list-style-type: none"> <li>• Engineering work</li> <li>• Award of construction contract</li> <li>• Finish project</li> </ul>	DP	Projects/ Services	Oct 2017 Dec 2017 Jun 2018	→ ACTC grant received to upgrade stops in this corridor to Rapid style.	
Dublin School Tripper Bus Shelter Project	<ul style="list-style-type: none"> <li>• Identify new locations for shelters</li> <li>• Install new shelters</li> </ul>	ED	Projects/ Services	Sept 2016 Dec 2017	→ Five locations with high ridership identified. <u>IFB being developed to release in Sept to install shelters in Nov/Dec.</u>	X
Replace Shelters Past Useful Life That Are On Current Routes	<ul style="list-style-type: none"> <li>• Identify shelters</li> <li>• Award contract</li> <li>• Install</li> </ul>	ED	Projects/ Services	Nov 2016 Apr 2017 Sept	→ 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. Brasco awarded contract to build 10 shelters that will accommodate art work.	X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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				2017	<u>IFB for installation to take place in Sept for a Oct.</u>	
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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**

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> <li>• Assist ACTC in promoting the student passes</li> <li>• Monitor effectiveness of the program and capacity issues</li> </ul>	DP	Projects/ Services	Ongoing  Ongoing	→ Four schools in Livermore to have free pass via Clipper for Wheels access. <u>Planning/Marketing Departments working with ACTC and school district to distribute and market Clipper Cards/bus system. Over 600 enrolled with Clipper Card as of September 5<sup>th</sup>.</u>	X
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> <li>• Marketing campaign on campus</li> <li>• Student Vote to retain Transit Pass on campus</li> </ul>	MKT MGR	Projects/ Services	Ongoing  Nov 2017	→ Transit pass/marketing efforts ongoing. <u>Students to vote on student fee to continue pass in November.</u>	X
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> <li>• City Award of Project</li> <li>• Demo of TC Customers Service Buildings</li> <li>• Finish Relocation/Renovation</li> </ul>	DP	Projects/ Services	Jan 2017  Jul 2017  Feb 2018	→ FTA clearance given to demo current building. City Council awarded contract. Temporary facility installed. <u>Demo of LAVTA buildings done. Depot moved. Development of foundation in progress.</u>	X  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>
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"> <li>• Bid Project</li> <li>• Project Completion</li> </ul>	DP	Projects/ Services	Nov 2017 Jan 2018	→In project planning stages.	
<p><i>Goal: Regional Leadership</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> <li><b>1. Advocate for local, regional, state, and federal policies that support mission of Wheels</b></li> <li>2. Support staff involvement in leadership roles representing regional, state, and federal forums</li> <li>3. Promote transit priority initiatives with member agencies</li> <li>4. Support regional initiatives that support mobility convenience</li> </ol>						
<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"> <li>• AB 758</li> <li>• Planning for connection of BART/ACE in Tri-Valley</li> </ul>	ED	Projects/ Services	Oct 2017 Ongoing	→ <u>AB 758 being negotiated in the legislature. September 15<sup>th</sup> is deadline for bill to move out of the legislature and onto Governor's office.</u>	



<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>
2017 Legislative Plan	<ul style="list-style-type: none"> <li>Creation of 2017 Legislative Plan and review/approval by the Board and provide support for key legislation.</li> </ul>	ED	Finance/ Admin	Feb 2017	→ Staff monitoring legislation to choose optimal time for correspondence of support. <u>F&amp;A discussed SB 595 in Aug. Forwarded recommendations for LAVTA Board to consider.</u>	
State Legislation to Approve SAV Project in Dublin	<ul style="list-style-type: none"> <li>Introduce SAV legislation</li> </ul>	ED	Finance/ Admin	Feb 2017	→ <u>AB1444 approved by legislature. Will be considered by Governor's office. MOUs being crafted with AQMD,CCCTA,CCTA.</u>	
<p><b>Goal:</b> Organizational Effectiveness</p> <p><b>Strategies (those highlighted in bold indicate highest Board priority)</b></p> <ol style="list-style-type: none"> <li>Promote system wide continuous quality improvement initiatives</li> <li>Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service</li> <li><b>Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity</b></li> <li>HR development with focus on employee quality of life and strengthening of technical resources</li> <li>Enhance and improve organizational structures, processes and procedures to increase system effectiveness</li> <li>Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions</li> </ol>						
<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"> <li>Staff setting up aggressive monitoring of key performance metrics: on-time performance, accidents and customer service.</li> </ul>	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.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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**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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
FY17 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> <li>Complete financial audit and all required reporting to Board, local, regional and state agencies.</li> </ul>	DF	Finance/ Admin	Sept 2017	→ Audit to be performed in November.	

**Other:**

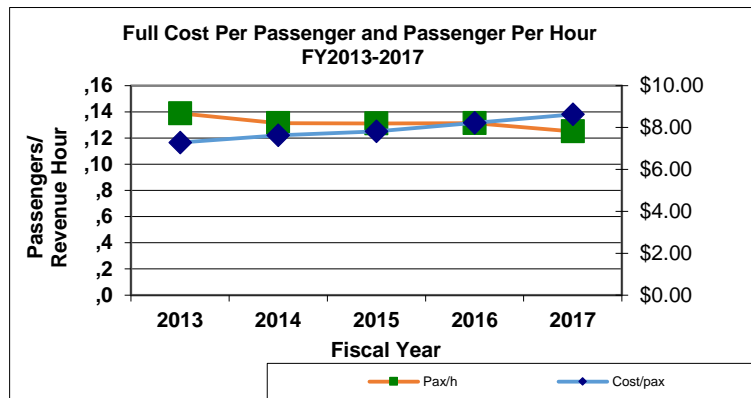
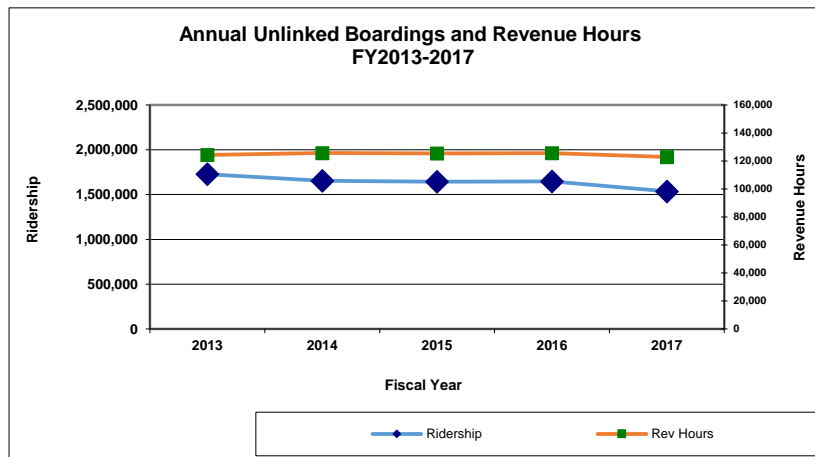
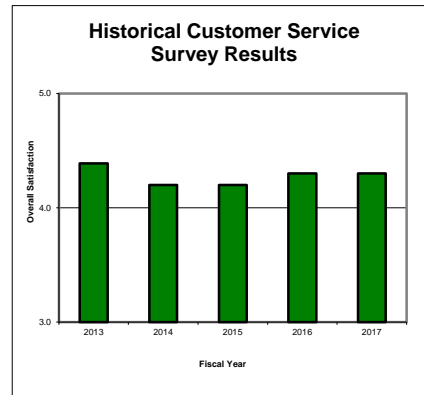
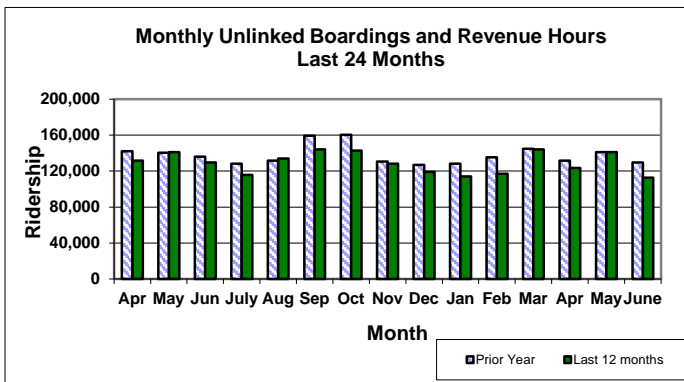
Transit Center Bus Driving Isle Improvement Project	<ul style="list-style-type: none"> <li>Perform demo of asphalt and construction new base and asphalt in driving isle.</li> </ul>	PD	Projects/ Services	Feb 2018	→ Utilizing City pavement contract. Asphalt to be removed and construction completed after 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"> <li>Acquire funding to begin project</li> <li>Approve legislation to test SAVs.</li> <li>Enter into MOU for testing.</li> </ul>	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 being considered by Governor. Staff working with AQMD, CCCTA, CCTA on MOUs.</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>
Triennial Audit	<ul style="list-style-type: none"> <li>• Preparation for audit</li> <li>• Audit and report to board</li> </ul>	DF	Finance/ Adm	Ongoing May 2018	→Comprehensive audit on LAVTA from FTA	

## Monthly Summary Statistics for Wheels June 2017

### FIXED ROUTE

	June 2017			% change from one year ago		
<b>Total Ridership FY 2017 To Date</b>	1,536,084			-6.8%		
<b>Total Ridership For Month</b>	112,592			-13.1%		
<b>Fully Allocated Cost per Passenger</b>	\$10.02			19.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	4,577	1,675	1,297	-12.6%	-19.2%	-14.3%
<b>Passengers Per Hour</b>	11.0	10.5	8.1	-11.0%	-4.7%	-38.7%
	June 2017			% change from last month		
<b>On Time Performance</b>	83.6%			2.0%		



# Monthly Summary Statistics for Wheels

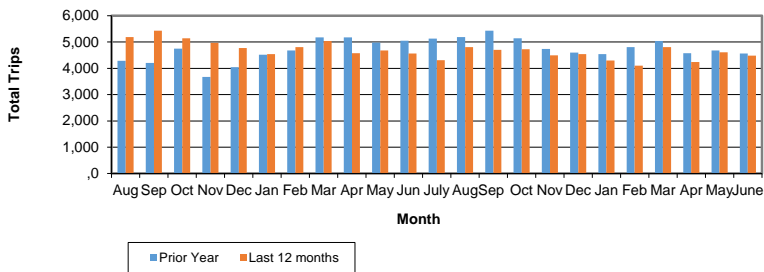
June 2017

## PARATRANSIT

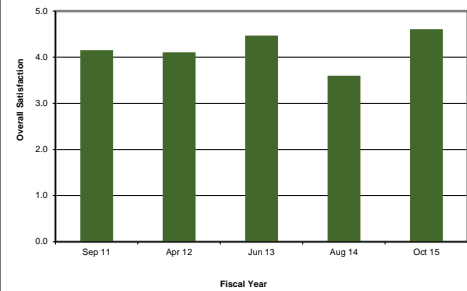
General Statistics	June 2017	% Change from last year	Year to Date
Total Monthly Passengers	4,480	-1.8%	54,112
Average Passengers Per Hour	2.00	17.6%	6
On Time Performance	95.0%	-0.6%	3
Cost per Trip	\$31.72	-2.4%	96
Number of Paratransit Applications	34	70.0%	404
Calls Answered in <1 Minute	76.34%	-11.7%	2

Missed Services Summary	June 2017	Year to Date
1st Sanction - Phone Call	1	70
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

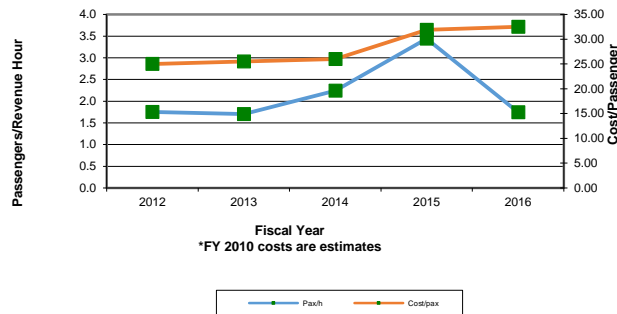
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



## Monthly Summary Statistics for Wheels

**June 2017**

<b>SAFETY</b>						
ACCIDENT DATA	June 2017				Fiscal Year to Date	
	Fixed Route		Paratransit		Fixed Route	Paratransit
<b>Total</b>	0		0		19	3
Preventable	3		0		15	0
Non-Preventable	1		0		15	3
<b>Physical Damage</b>						
Major	0		0		0	0
Minor	4		0		30	2
<b>Bodily Injury</b>						
Yes	0		0		2	1
No	3		0		26	2
<b>MONTHLY CLAIMS ACTIVITY</b>						
		<b>Totals</b>				
<b>Amount Paid</b>						
This Month	\$345.79					
To Date This Fiscal Year	\$95,091.53					
<b>Budget</b>						
						\$100,000.00
<b>% Expended</b>						95%

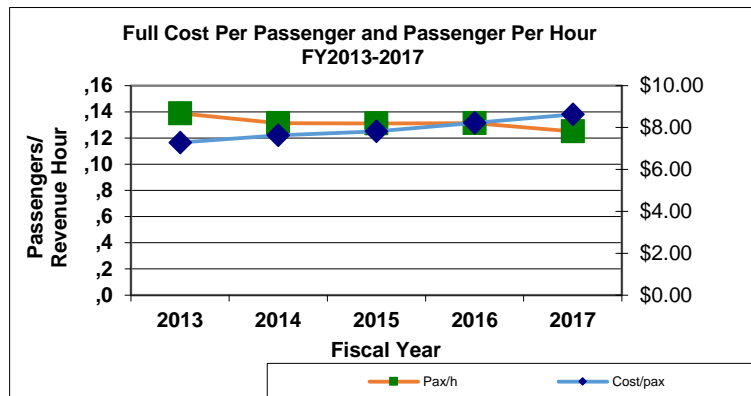
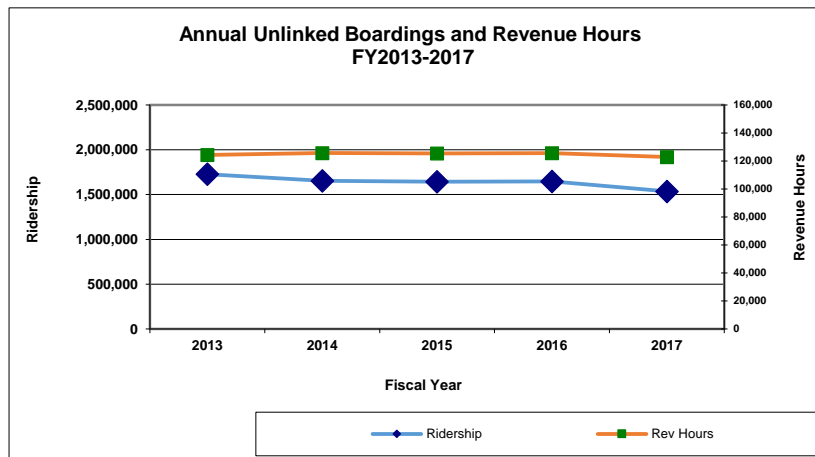
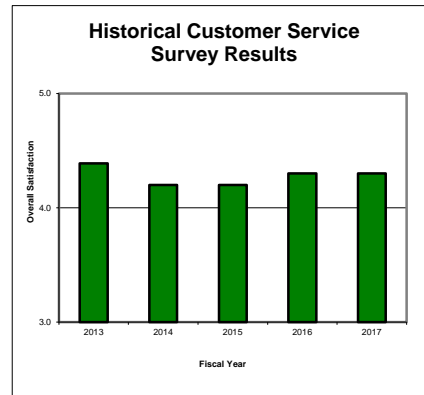
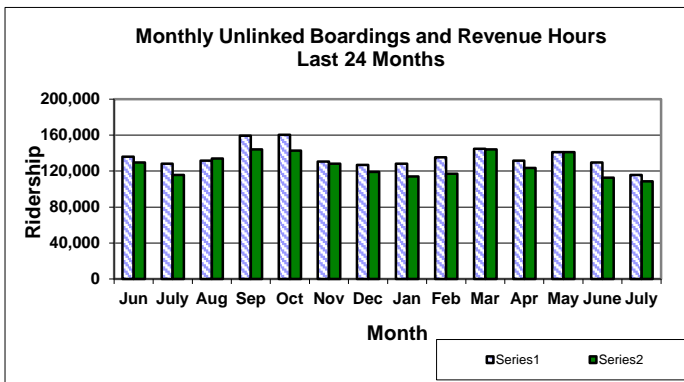
<b>CUSTOMER SERVICE - ADMINISTRATION</b>		
CATEGORY	Number of Requests	
	June 2017	Year To Date
Praise	2	7
Bus Stop	3	45
Incident		2
Trip Planning		10
Fares/Tickets/Passes	1	12
Route/Schedule Planning	6	185
Marketing/Website	2	28
ADA		5
<b>TOTAL</b>	14	294

<b>CUSTOMER SERVICE - OPERATIONS</b>								
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	6			25				1
Safety		4	1	15			1	0
Driver/Dispatch Courtesy	4	4		24				0
Early	2			44		1		0
Late	1	2		74		2		2
No Show	1			27			1	1
Incident		2		4				3
Driver/Dispatch Training				14		1	1	3
Maintenance	2	2		7				0
Bypass	3	5		29		1		0
<b>TOTAL</b>	13	19	1	238	0	5	3	9
<b>Valid Complaints</b>								
Per 10,000 riders	1.15							
Per 1,000 riders					0.00			

## Monthly Summary Statistics for Wheels July 2017

### FIXED ROUTE

	July 2017			% change from one year ago		
Total Ridership FY 2018 To Date	108,720			-6.1%		
Total Ridership For Month	108,720			-6.1%		
Fully Allocated Cost per Passenger	\$9.93			14.4%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,498	1,904	1,538	-6.4%	-8.6%	-1.3%
Passengers Per Hour						
	July 2017			% change from last month		
On Time Performance	83.9%			0.4%		



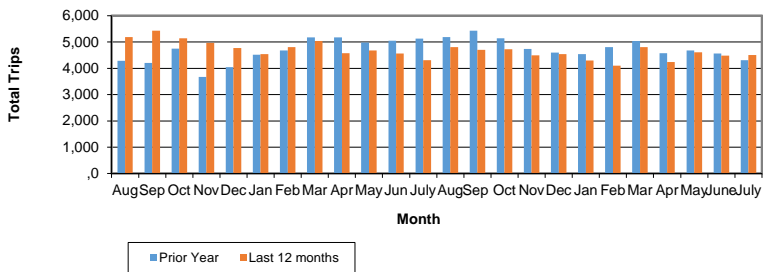
## Monthly Summary Statistics for Wheels July 2017

### PARATRANSIT

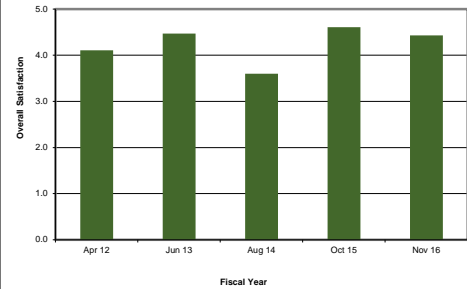
General Statistics	July 2017	% Change from last year	Year to Date
Total Monthly Passengers	4,503	4.4%	4,503
Average Passengers Per Hour	2.00	5.3%	2
On Time Performance	96.0%	-0.7%	1
Cost per Trip	\$32.35	-0.5%	32
Number of Paratransit Applications	20	-64.9%	20
Calls Answered in <1 Minute	74.79%	3.6%	1

Missed Services Summary	July 2017	Year to Date
1st Sanction - Phone Call	7	7
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	1	1
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

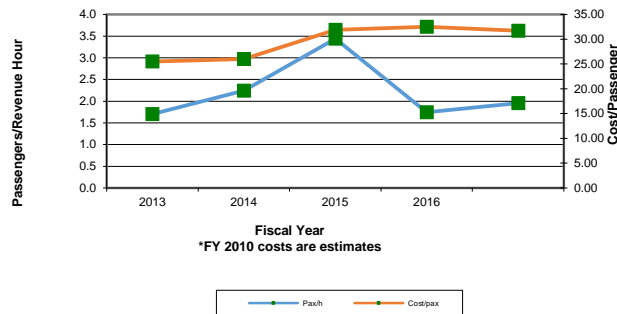
**Paratransit Monthly Unlinked Boardings, Last 24 Months**



**Historical Customer Service Survey Results**



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





**Monthly Summary Statistics for Wheels**  
**July 2017**

SAFETY							
ACCIDENT DATA	July 2017				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	0		0		0		0
Preventable	3		0		3		0
Non-Preventable	1		0		1		0
Physical Damage							
Major	0		0		0		0
Minor	4		0		4		0
Bodily Injury							
Yes	0		0		0		0
No	4		0		4		0
<b>MONTHLY CLAIMS ACTIVITY</b>							
Totals							
Amount Paid							
This Month							
To Date This Fiscal Year							
Budget							
% Expended							

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	July 2017	Year To Date
Praise	1	1
Bus Stop	3	3
Incident		0
Trip Planning	2	2
Fares/Tickets/Passes	1	1
Route/Schedule Planning	5	5
Marketing/Website	2	2
ADA		0
<b>TOTAL</b>	14	14

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	2	2		2		1		0
Driver/Dispatch Courtesy	2	4	2	2				0
Early		1		0				0
Late	2	3		2		1	1	0
No Show	1			1				0
Incident		1		0	1			1
Driver/Dispatch Training				0				0
Maintenance				0				0
Bypass	1	6	1	1		2	1	0
<b>TOTAL</b>	<b>8</b>	<b>17</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>
<b>Valid Complaints</b>								
Per 10,000 riders								
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - September 2017 - January 2018

### Finance & Administration Committee

#### September

	Action	Info
Minutes	X	
Treasurers Report	X	
Conflict of Interest - even numbered years	X	
Financial Audit	X	

#### October

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

#### November

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

# LAVTA COMMITTEE ITEMS - September 2017 - January 2018

## Projects & Services Committee

### September

	Action	Info
Minutes	X	
TSP Project Management Contract Award	X	
Try Transit to School Results		X

### 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

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**S T A F F   R E P O R T**

**SUBJECT:** FY 2017 4th Quarter Report – Operations

**FROM:** Christy Wegener, Director of Planning & Operations

**DATE:** August 28, 2017

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**Action Requested**

This is an informational item.

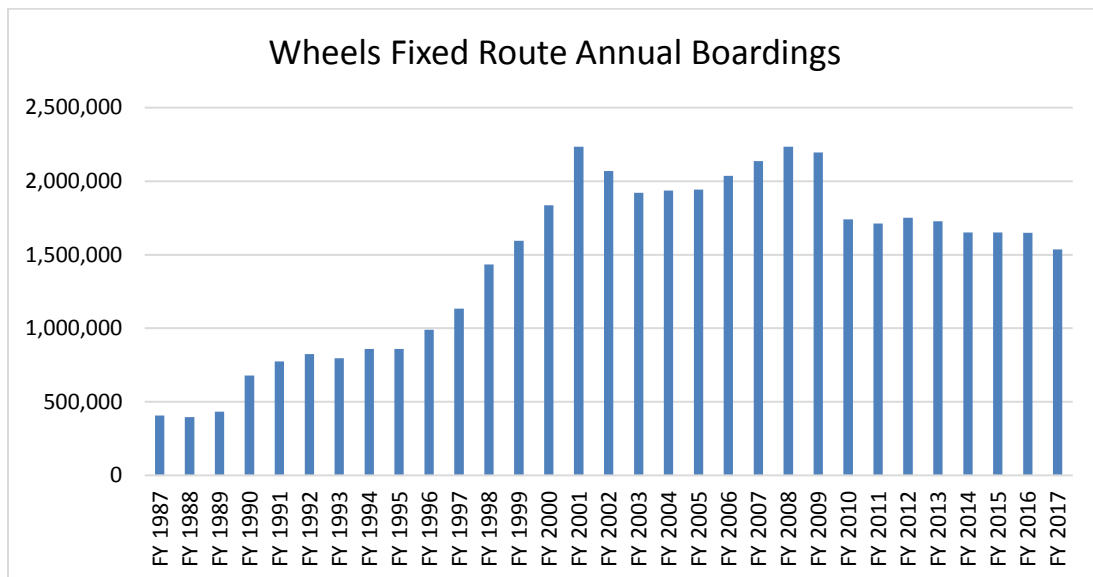
**Background**

This report is intended to provide the Committee with a summary and analysis of operations for the fourth quarter of FY2017 (April - June 2017), including fixed route, paratransit, and operational performance metrics.

**Discussion**

Fixed Route

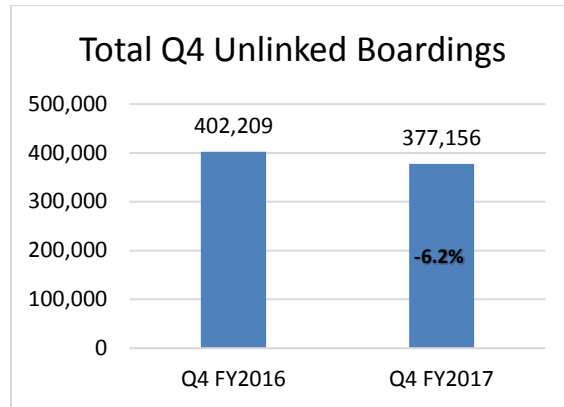
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that just ended on July 30, 2017.



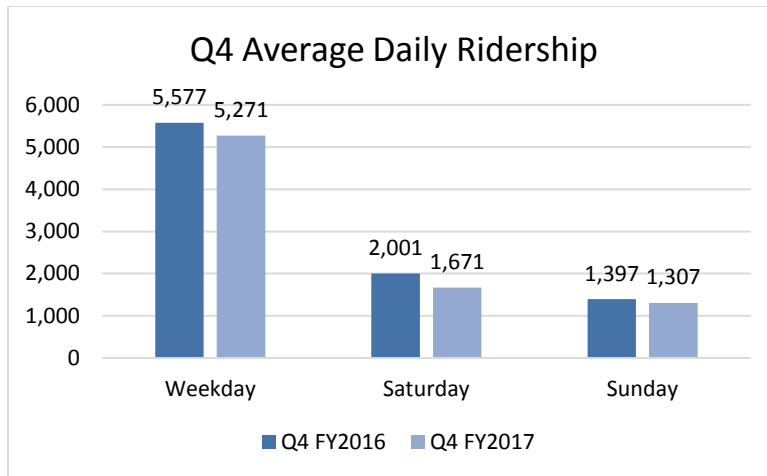
This systemwide indicator shows that the Wheels ridership saw an anticipated drop in FY 2017, which is the first full year of operations following the Wheels bus system redesign. Staff had anticipated a drop in ridership between 5% to 10%. The actual drop in ridership was 6.8%.

As outlined in the previous two quarterly reports, the initial trend from the first two full post-COA quarters was a ridership decrease of 6.6 and 8.2 percent, respectively, compared with the corresponding quarters of the prior year. For Q4 2017, this trend is improving slightly as the system saw a year-on-year ridership loss in the order of 6.2 percent for this quarter.

The chart below displays this trend and shows the total amount of boardings for Q4 of this year, compared with the same quarter of last year. A total of 377,156 Q4 boardings were seen this year, compared with 402,209 boardings from Q4 of last year.

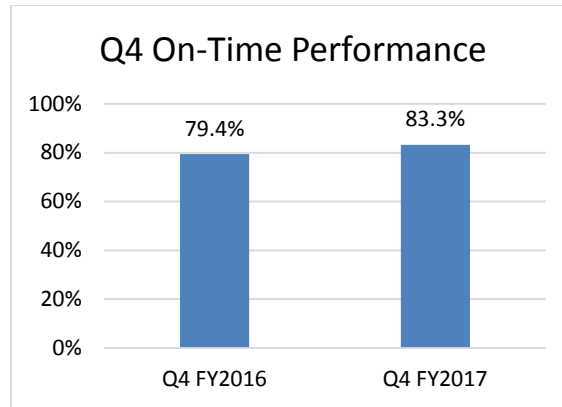


The next chart shows the ridership broken down by average boardings per service day during the quarter. This mirrored the trend of the quarter overall, with average weekday ridership decreasing from 5,577 to 5,271, or about 6%, compared to a year earlier. The same trend is also reflected in the weekend ridership.



During the month of May 2017, five of the non-school tripper routes saw weekday productivity increases, while eight routes lost in productivity compared with May 2016.

On the operational side, on-time performance (OTP) increased notably compared with same quarter of the previous year, ending at 83.3%. Within the quarter, the highest OTP monthly percentage was observed in April, with a reading of 84.2%.

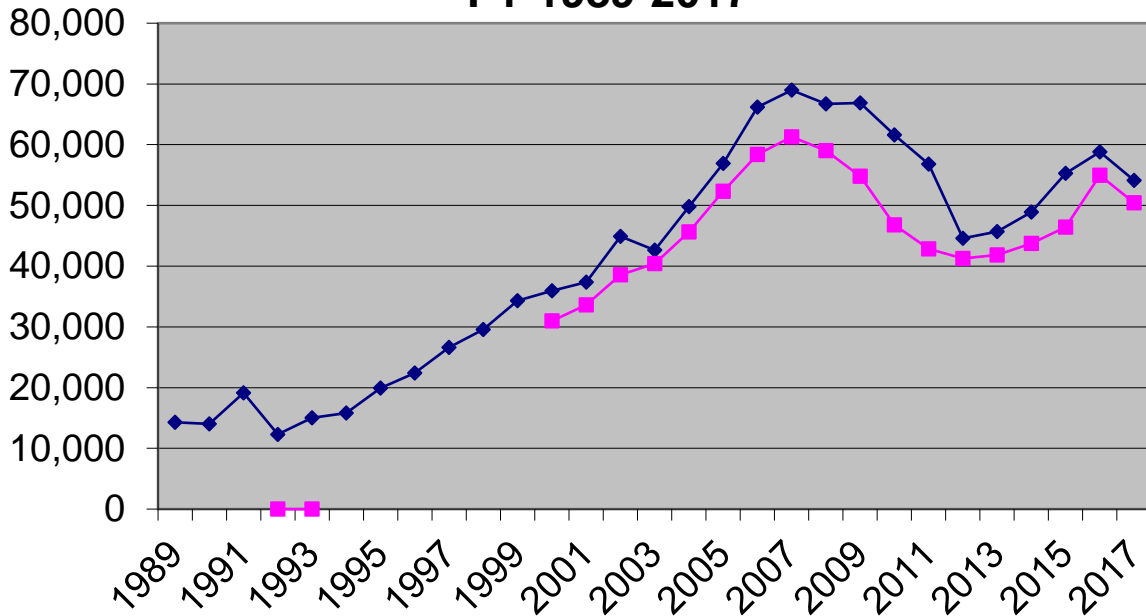


Among the large trunk routes – which contribute the most to systemwide OTP because they have the most total timepoint crossings – Route 10 ran the quarter at 79.1% on time, while Route 30 finished at 88.5% on time. Among the local routes, Route 3 operated the least on time at 82.3%, while Route 11 was the most on time at 91.8%.

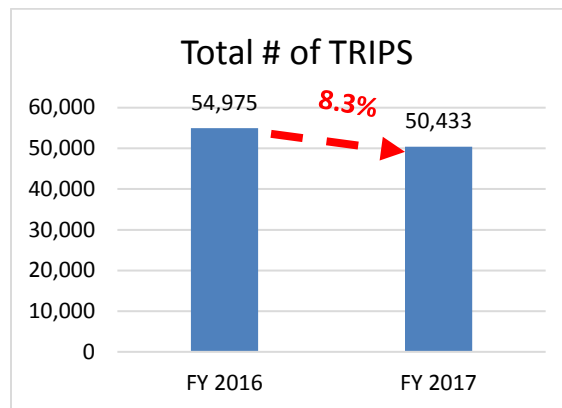
Paratransit

The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2017:

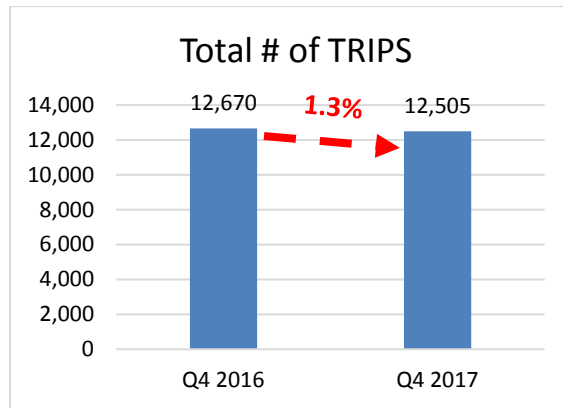
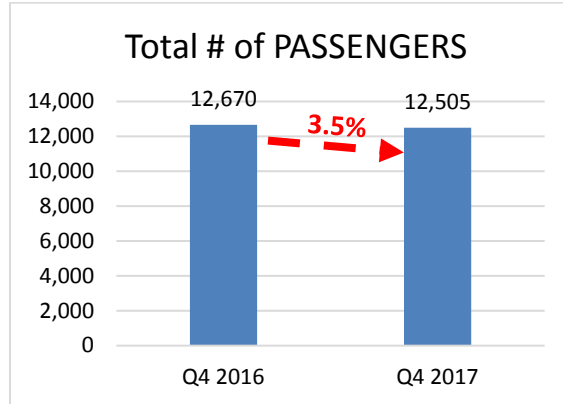
### Annual Paratransit Ridership Trends FY 1989-2017



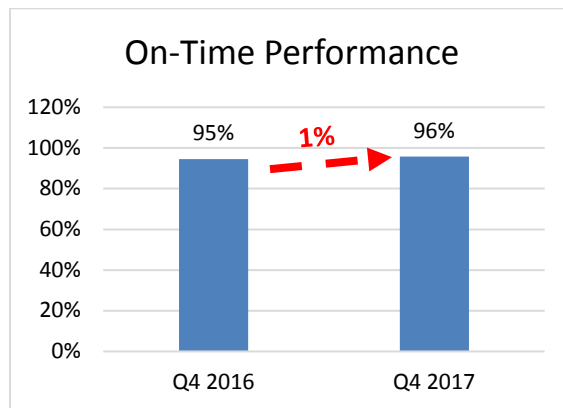
Between the FY2016 and FY2017 the agency experienced an 8.3% decrease in the percentage of trips from 54,975 trips provided in FY2016 to 50,433 trips in FY2017 as the chart below illustrates:



The trend of decreasing ridership continues in the fourth quarter of the current fiscal year. The FY2017 Q4 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 3.5% from 13,810 to down to 13,327 when compared to the same three months the year prior. The number of trips during the same time period decreased by 1.3% from 12,670 to 12,505, as the two charts below illustrate. LAVTA pays the contractor on the per trip bases.



On-time performance (OTP) has increased by 1% from 95% in Q4, FY16 to 96% in Q4, FY17. The OTP performance standard is 95%.



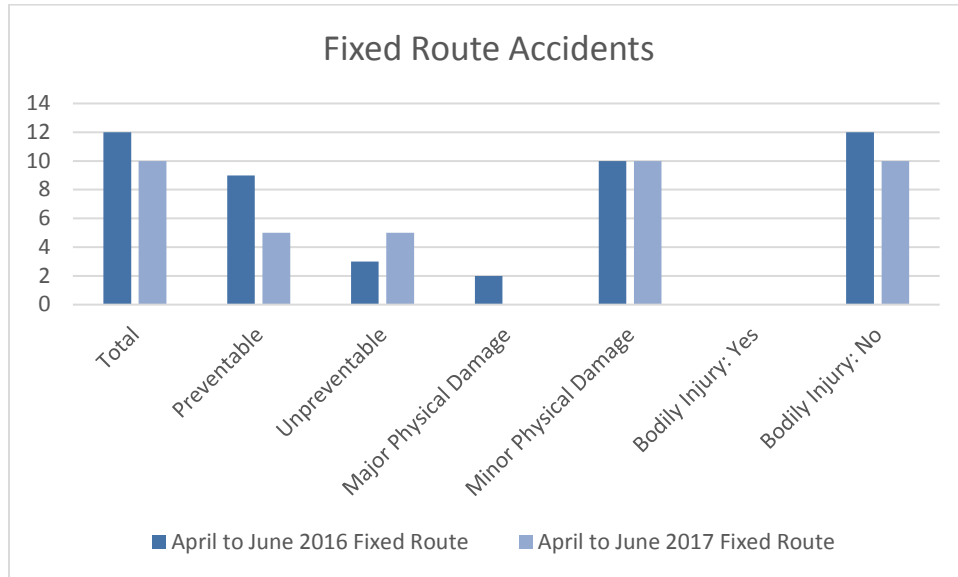
Accidents/Incidents

*Fixed Route*

Noted in the figure below for Fixed Route Accidents, in the fourth quarter, there have been ten (10) reportable accidents/incidents on the fixed route system, five (5) of which was determined



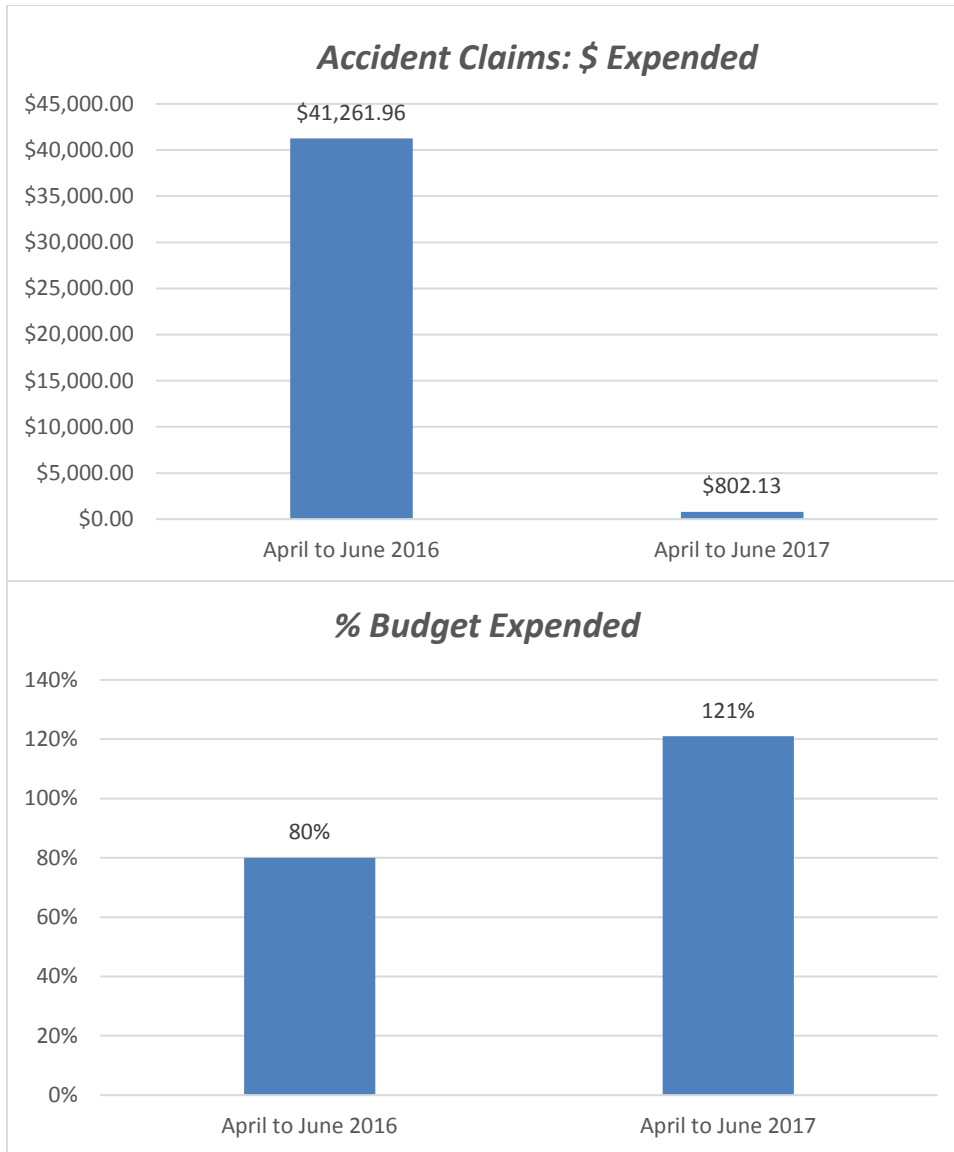
to be preventable, and five (5) deemed non-preventable. None of the accidents resulted in major damage, and all resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). None of the fixed route accidents resulted in bodily injury. Staff continues to work with the operations contractor to identify trends in preventable accidents.



Many contractor-operated transportation companies use 1 preventable accident per 100,000 total miles in fixed route service as a goal. Looking at preventable accidents per 100,000 total miles, MV comes in at .69 for a 12-month rolling period from July 1, 2016 – June 30, 2017. (This is a metric that was not included in this report prior to Q2 FY16)

Claims Activity

With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the FY17 expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.



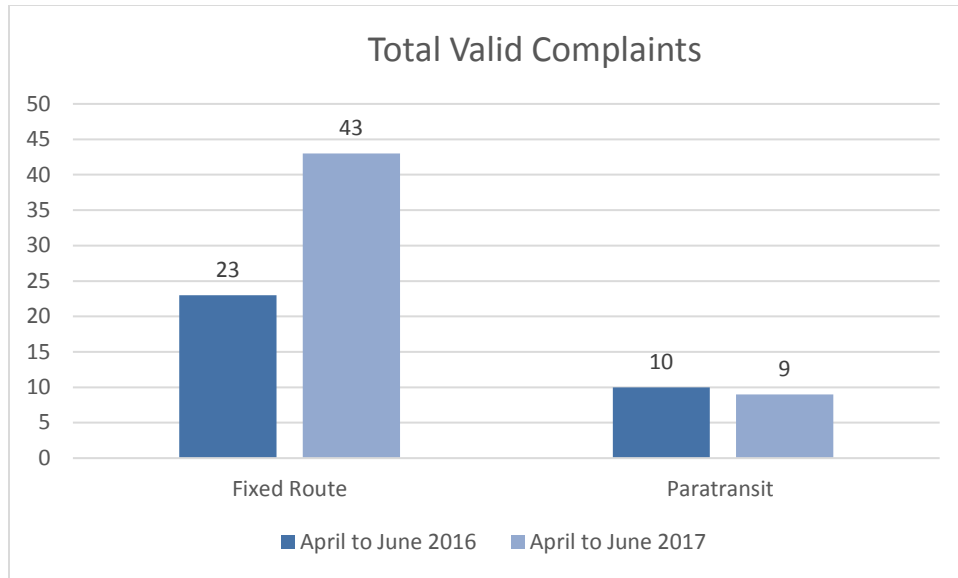
Accidents/Incidents

*Paratransit*

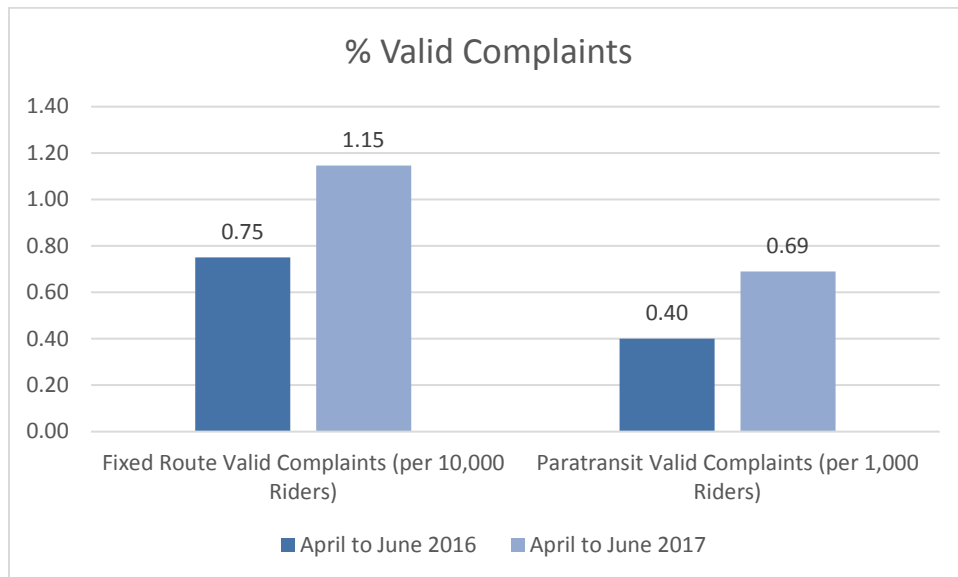
In the third quarter there was zero (0) paratransit accident/incidents compared to zero (0) paratransit accidents/incidents last year.

Customer Service

Customer Service staff processed a total of 121 customer requests for Q4 FY16 and a total of 176 for Q4 FY17. 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 FY16 and FY17, the number for fixed route has increased and staff continues to work with the fixed route contractor in the Fixed Route Task Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the

areas of “late” (7 complaints), “early” (11 complaints), and “driver/dispatcher courtesy” (9 complaints).

The paratransit valid complaints decreased overall but increased per 1,000 riders from 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 zero (0) valid complaints.

**Next Steps**

None

**Recommendation**

None – information only.