

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

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**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.

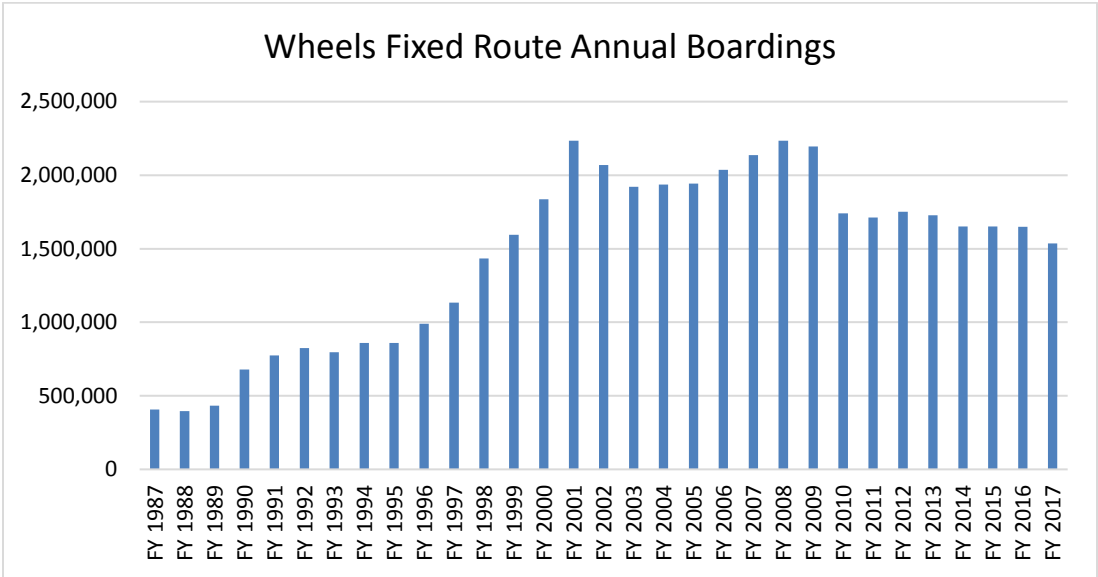
**Background**

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

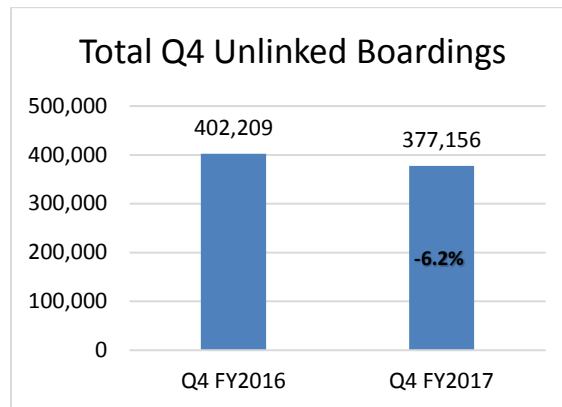
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that just ended on July 30, 2017.



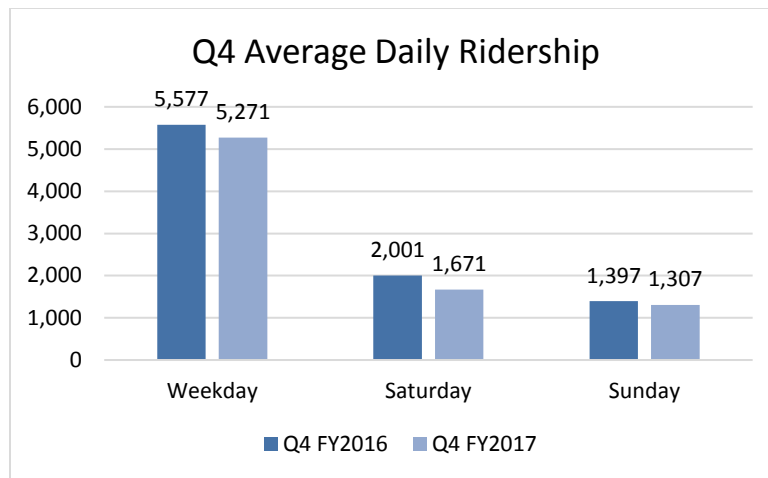
This systemwide indicator shows that the Wheels ridership saw an anticipated drop in FY 2017, which is the first full year of operations following the Wheels bus system redesign. Staff had anticipated a drop in ridership between 5% to 10%. The actual drop in ridership was 6.8%.

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.

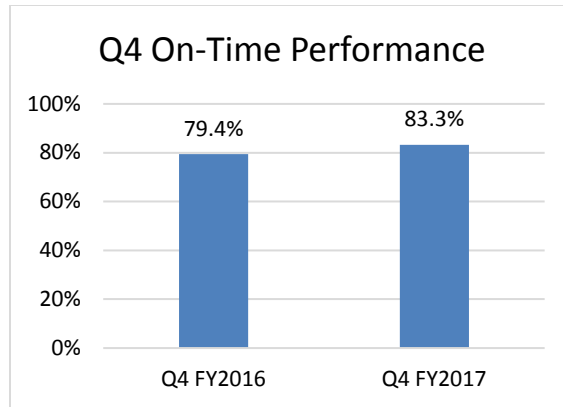


The next chart shows the ridership broken down by average boardings per service day during the quarter. This mirrored the trend of the quarter overall, with average weekday ridership decreasing from 5,577 to 5,271, or about 6%, compared to a year earlier. The same trend is also reflected in the weekend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

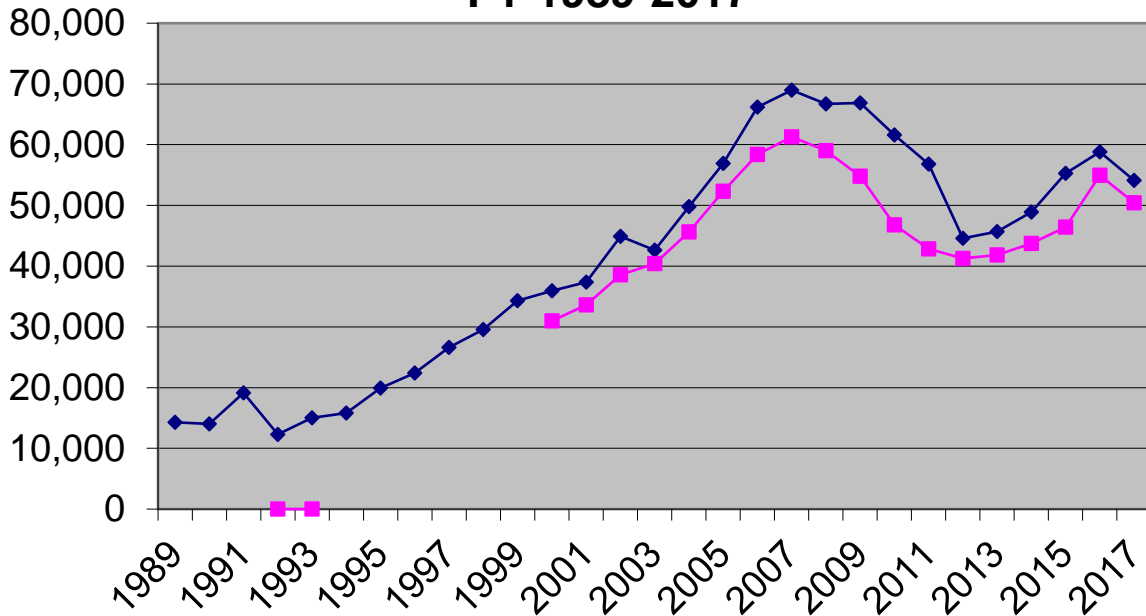


Among the large trunk routes – which contribute the most to systemwide OTP because they have the most total timepoint crossings – Route 10 ran the quarter at 79.1% on time, while Route 30 finished at 88.5% on time. Among the local routes, Route 3 operated the least on time at 82.3%, while Route 11 was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

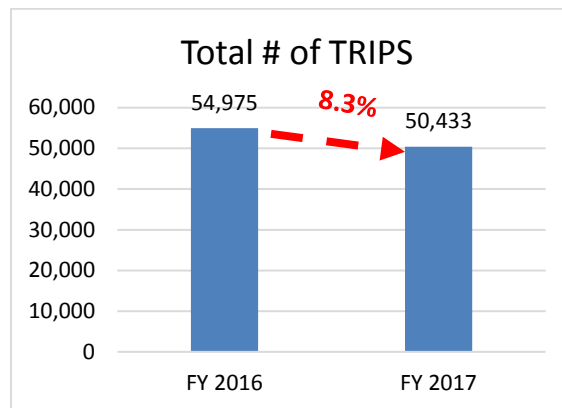
Paratransit

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

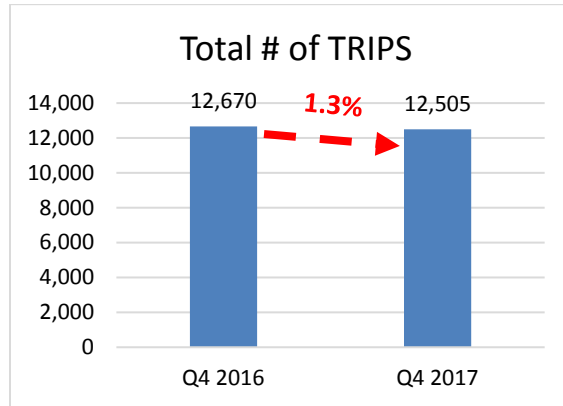
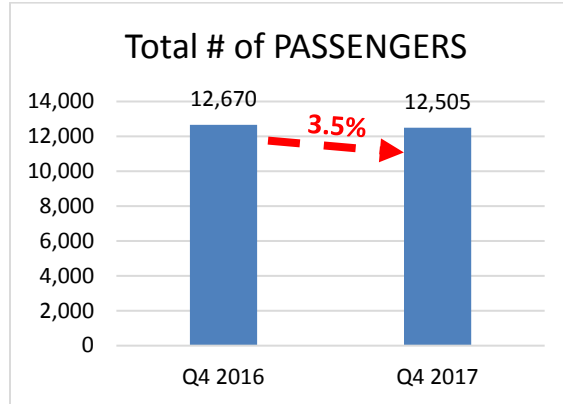
### Annual Paratransit Ridership Trends FY 1989-2017



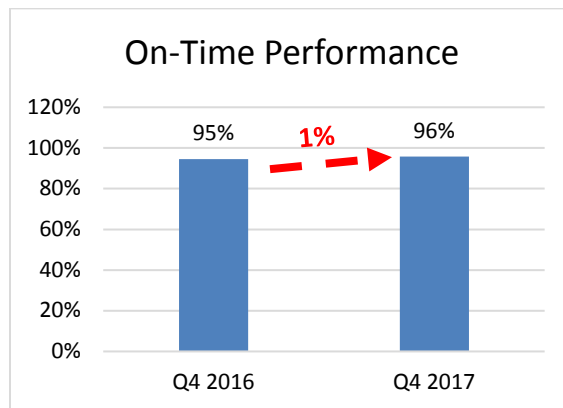
Between the FY2016 and FY2017 the agency experienced an 8.3% decrease in the percentage of trips from 54,975 trips provided in FY2016 to 50,433 trips in FY2017 as the chart below illustrates:



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%.

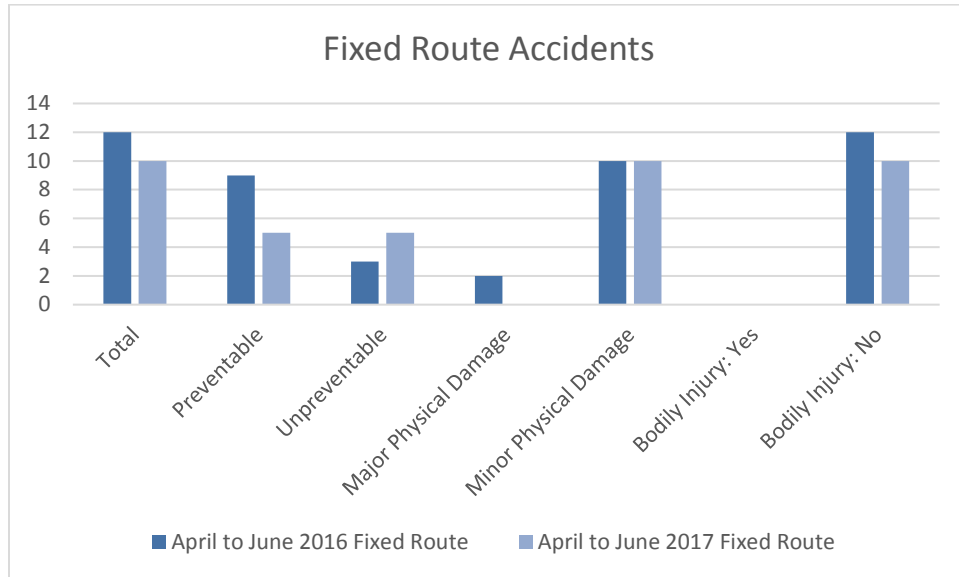


## Accidents/Incidents

### *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

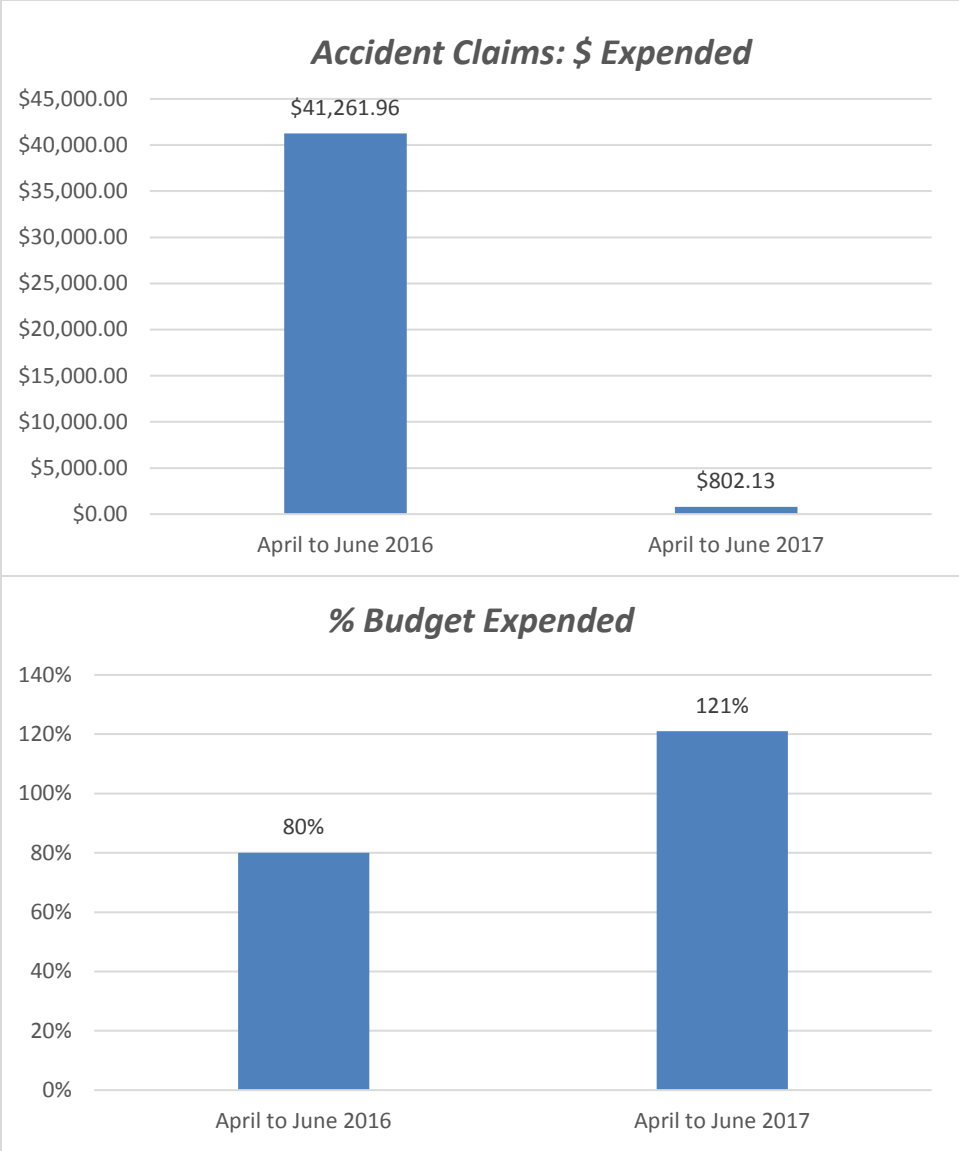
to be preventable, and five (5) deemed non-preventable. None of the accidents resulted in major damage, and all resulted in minor or no damage to the vehicles (only fixed route are LAVTA owned vehicles). None of the fixed route accidents resulted in bodily injury. Staff continues to work with the operations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



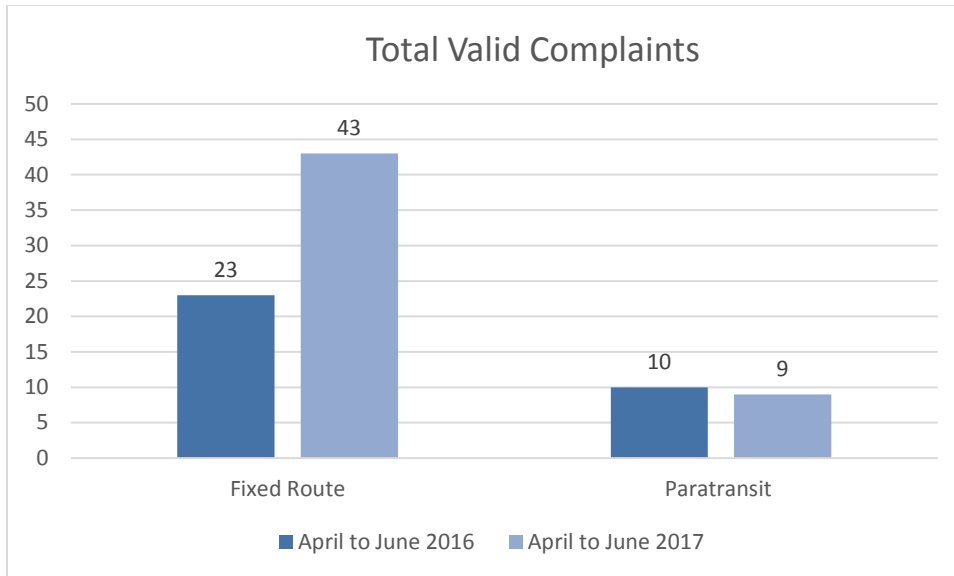
Accidents/Incidents

*Paratransit*

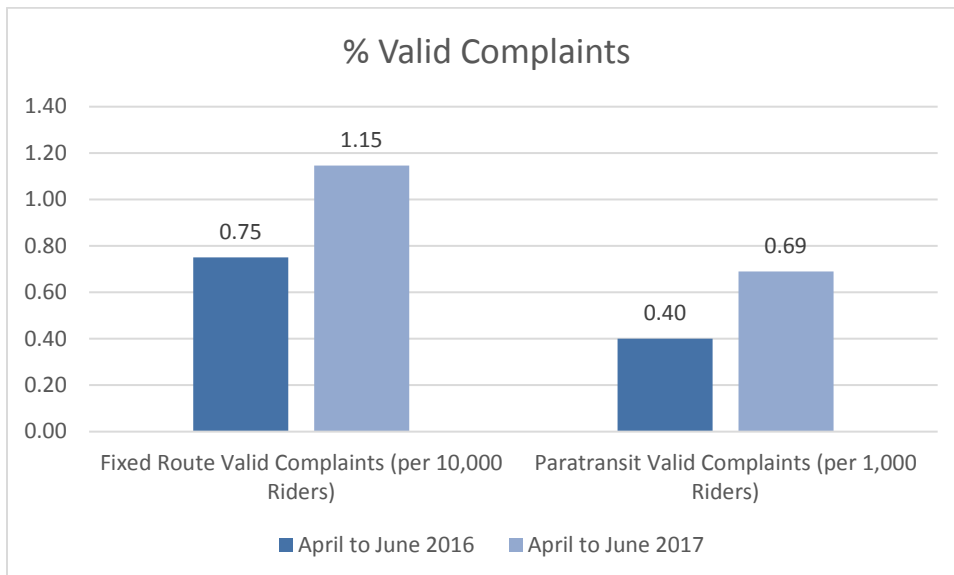
In the third quarter there was zero (0) paratransit accident/incidents compared to zero (0) paratransit accidents/incidents last year.

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.