

## EXECUTIVE DIRECTOR'S REPORT

December 2017

### Stuff-A-Bus Event

The event at Lucky Supermarket on Saturday, November 18th was a huge success. 2,400 pounds of food collected and \$455 in gift cards provided. Open Heart Kitchen and Tri-Valley Haven were on-site and very grateful.



### Las Positas College Transit Pass Election Results

The week of November 13<sup>th</sup> students at Las Positas College had the opportunity to vote on a student fee of \$9 per semester for full-time students and \$8 per semester for part-time students to continue the Transit Pass. The election results show 90% approved the student fee. The Board of Trustees at Chabot-Las Positas Community College District will next consider the fee.

### Go Dublin Update

In September, LAVTA hired Fehr and Peers to evaluate the Go Dublin pilot. The goal of the evaluation is to better understand how the Go Dublin pilot has influenced travel behavior in the City of Dublin and provide information to evaluate the potential continuation of the pilot.

Approximately 1,500 rides per month are being provided with the Go Dublin Discount. Staff is currently working with the consultants to expand the data evaluation to provide more useful information on the pilot. A formal presentation will be made to the LAVTA Board in March 2018.



### Rail Working Group

Currently, member agencies are selecting their representatives for the first meeting of the new rail authority anticipated to take place in January. Other work underway includes obtaining funding for the Authority, the draft bylaws, a scope of work for the feasibility study and potential grant applications.

### **Shared Autonomous Vehicle (SAV) Project**

Included in the Projects & Services Packet is an MOU with Bay Area AQMD for the initial funding of the agency's SAV project. Staff is working with GoMentum, Inc. on a Professional Services Agreement with a Scope of Work to begin testing in April of 2018, and continue testing of LAVTA SAVs through 2019.



### **Rebranding Event for Wheels Logo/Buses**

Staff is working to procure a contractor to wrap Wheels buses with the new brand and logo. Early planning has the new brand and logo being unveiled on Wheels buses at the Historic Depot ribbon cutting in March 2018.

### **Dublin High School Route Changes**

As of Friday, December 1, Route 501 no longer will be operating on the freeways. The route will be modified to its original alignment using Dublin Blvd to Village Parkway. No modifications are being made to the trips, with the exception of the early-bird trip on Wednesdays, which is being cancelled.

### **Winter 2018 Service Changes**

Last month, BART informed LAVTA that it will be implementing train schedule adjustments, affecting the line that serves the two stations in the Tri-Valley. The adjustments, which take effect on 02/12/18, add scheduled travel time for trains in order to take into account delays that are already occurring – especially during commute hours. As connecting to BART is critical for Wheels ridership, Staff is planning with the Contractor (MV Transportation) to do a new driver signup in February simultaneously to that of BART, and to make a systemwide adjustment to the Wheels schedules in order to maintain coordination with the BART schedules after 02/12. The change will amount to 1-2 minutes across most schedules.

As part of the February signup, running time modifications will be made to two routes - #8 (Hopyard) and #15 (Springtown) – as part of Staff's ongoing joint effort with the Contractor to improve and maintain on-time performance in line with LAVTA's established goals.

### **Route 501 Changes effective December 1, 2017**

Based on direction from the Board of Directors, Route #501 (East Dublin to Dublin High) will be realigned away from its current freeway express operation to instead travel on local arterials on the segments west of Hacienda Drive. This change – which will not remove service coverage for existing riders but is expected to add 3-4 minutes of travel time per direction – is first being implemented as a detour starting on 12/01, and will then be made permanent as part of the February signup, at which time a new schedule for the route will be published.

### Attachments

1. Management Action Plan w/Updates
2. Board Statistics October 2017
3. FY18 Upcoming Committee Items

# FY2018 Goals, Strategies and Projects

Last Updated – November 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><b>1. Provide routes and services to meet current and future demand for timely/reliable transit service</b></p> <p>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</p> <p><b>3. Optimize existing routes/services to increase productivity and response to MTC projects and studies</b></p> <p><b>4. Improve connectivity with regional transit systems and participate in BART to Livermore project</b></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"> <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. Strategic Planning Workshop for Board being planned for spring of 2018.	
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. Public meetings held in June. LAVTA Board presentation made in September. Currently developing alternatives. <u>Second round of workshops completed in November. Board presentation in January.</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 Jan 2018	→ Draft Fare Study for fixed route complete. F&A reviewed in May. Decision made to hold study results a few months to see ridership trends on fixed route and paratransit study fare recommendations.	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>			Feb 2018		
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 Oct 2017	→ Board awarded contract queue jump project in March. Some delays in project. Currently 75% completed. Queue jumps are operational.	X X
Transit Signal Priority Project in Rapid 10R Corridor	<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 approved. Board approved MOU with Dublin. Board approved engineering contract with Kimley Horn. <u>Discussions with Pleasanton staff taking place to expand project to additional intersections in SmartTrips Pleasanton 10R corridor.</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 Mar 2018	→ Program providing approximately <u>1,500 rides/month</u> . Mailing to residents occurring in September. <u>Project study expanded to include additional data analysis. Fehr &amp; Peers present final findings in March.</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 released. Bids due in December. Board to award in March.	X
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Dublin Service Plan	<ul style="list-style-type: none"> <li>• RFP advertised</li> <li>• Contractor Award</li> <li>• Recommendations</li> </ul>	DP	Projects/ Services	Nov 2017 Dec 2017 June 2017	→ RFP on the street.	
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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>• Place easy to access Commuter Info on homepage</li> </ul>	MKT MGR	Projects/ Services	Nov 2017	→ Commuter info landing page and button to be installed on website in November.	
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		MKT			→ New design for buses approved. New	
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Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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>	MGR	Projects/ Services	Jun 2016  Feb 2018	logo approved. <u>Unveiling event being scheduled for February 2017. Likely in conjunction with the Depot ribbon cutting event.</u>	X
Individualized Marketing	<ul style="list-style-type: none"> <li>• Award Contract</li> <li>• Review of results</li> </ul>	MKT MGR	Projects/ Services	Oct 2016  Dec 2017	→ SDG awarded contract. Collateral developed and distributed. Program completed. Post program surveys completed. <u>Project report to LAVTA Board in December.</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  Jan 2018	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. Bids came in high. Board rejected all bids. Bid re-advertised. <u>Board awarded project in November. Project to be completed in Jan of 2018.</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	Nov 2017  Apr 2018  Jun 2018	→ ACTC grant received to upgrade stops in this corridor to Rapid style. <u>Board awarded engineering to Kimley Horn in November.</u> Bus shelter type is next step. Project award in April.	
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>Kimley Horn performing engineering. Shelter installation to begin in December.</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>
Replace Shelters Past Useful Life That Are On Livermore Routes	<ul style="list-style-type: none"> <li>Identify shelters</li> <li>Install</li> </ul>	ED	Projects/ Services	Nov 2016 Dec 2017	→ Shelters identified. 10 shelters delivered. IFB being advertised currently to begin install in Dec.	X
<p><b>Goal: Community and Economic Development</b></p> <p><b>Strategies (those highlighted in bold indicate highest Board priority)</b></p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p><b>3. Partner with employers in the use of transit to meet TDM goals &amp; requirements</b></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>
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. Planning/Marketing Departments working with ACTC and school district to distribute and market Clipper Cards/bus system. Preliminary ridership continues at approximately 200 trips per day.	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 have voted. 90% "yes". 10% "no". Board of Trustees to consider the vote and student fee.</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>
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	→ FTA clearance given to demo current building. City Council awarded contract. Temporary facility installed. Demo of LAVTA buildings done. Depot moved onto cement foundation. Project might extend into March or April 2018.	X
				Jul 2017		X
				Feb 2018		
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	→ <u>Bid spec being developed for painting and purchase of furniture. Waiting on architect of Depot Project to provide input on colors.</u>	
<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> </ul>	ED	Projects/ Services	Oct 2017	→ Approved. Legislation becomes effective January 2018.	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>
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. 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.	X
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	→ Approved. Legislation becomes effective January 2018.	X

**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>
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. <u>Presentation on performance of routes provided to the P&amp;S Committee in October.</u>	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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**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"> <li>Complete financial audit and all required reporting to Board, local, regional and state agencies.</li> </ul>	DF	Finance/ Admin	Nov 2017	→ Audit ongoing in September. Review of audit at F&A in October. Presentation to LAVTA Board in November. No findings.	X

**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 MOUs for testing.</li> </ul>	ED	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ AQMD awarded LAVTA approx. \$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. AB 1444 approved and effective January 2018. <u>MOU with County Connection approved in November. MOU with Bay Area AQMD to be considered by Board in December. MOU with GoMentum to be considered in December or January.</u>	X X

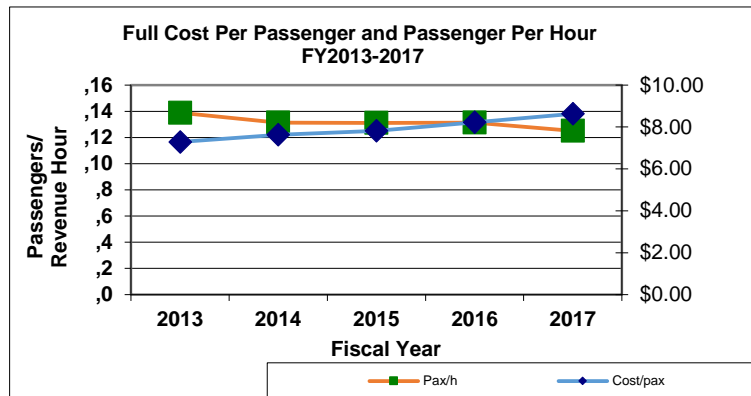
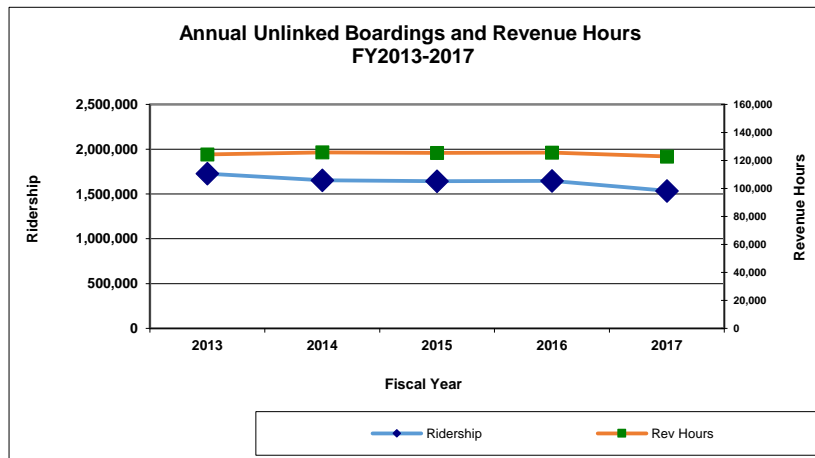
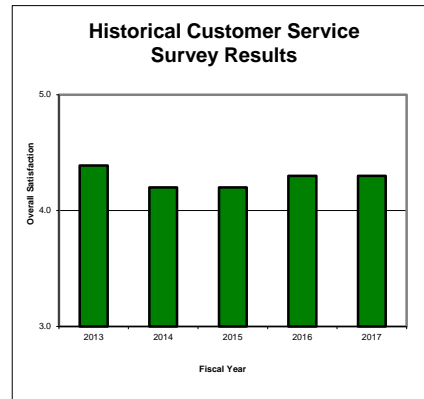
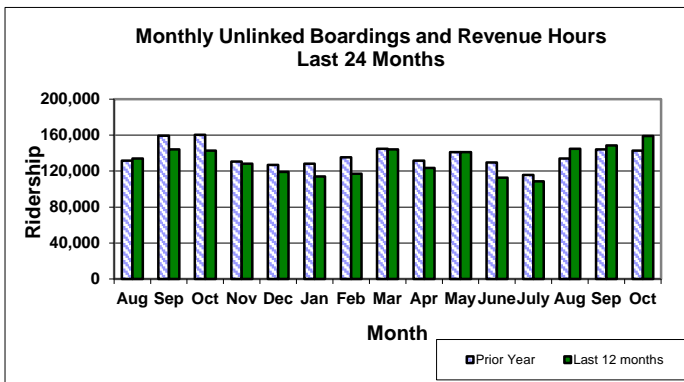
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<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Triennial Audit	<ul style="list-style-type: none"> <li>• Preparation for audit</li> <li>• Audit and report to board</li> </ul>	DF	Finance/ Adm	Ongoing  Jul 2018	→Comprehensive audit on LAVTA from FTA to be conducted in July 2018.	

## Monthly Summary Statistics for Wheels October 2017

### FIXED ROUTE

	October 2017			% change from one year ago		
<b>Total Ridership FY 2018 To Date</b>	560,842			4.5%		
<b>Total Ridership For Month</b>	158,853			11.3%		
<b>Fully Allocated Cost per Passenger</b>	\$7.45			0.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	6,629	1,612	1,311	8.9%	-7.4%	5.6%
<b>Passengers Per Hour</b>	15.3	10.3	8.4	6.4%	-9.4%	3.3%
	October 2017			% change from last month		
<b>On Time Performance</b>	82.0%			2.2%		



# Monthly Summary Statistics for Wheels

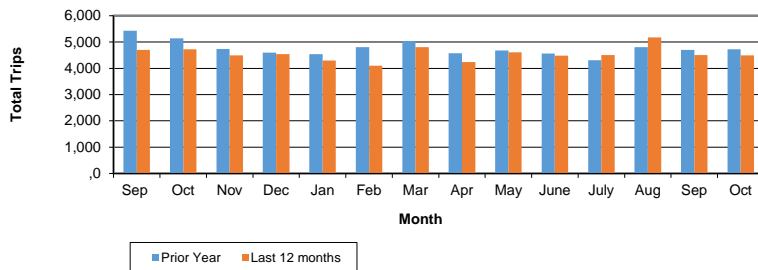
*October 2017*

## PARATRANSIT

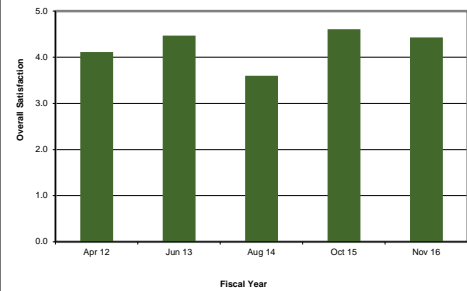
General Statistics	October 2017	% Change from last year	Year to Date
Total Monthly Passengers	4,496	-4.9%	18,671
Average Passengers Per Hour	1.7	-10.5%	8
On Time Performance	96.95%	-0.8%	4
Cost per Trip	\$32.35	2.0%	129
Number of Paratransit Applications	38	-26.9%	139
Calls Answered in <1 Minute	71.00%	-12.7%	3

Missed Services Summary	October 2017	Year to Date
1st Sanction - Phone Call	11	24
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

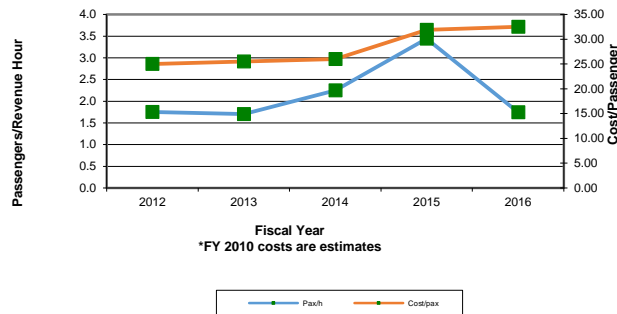
**Paratransit Monthly Unlinked Boardings, Last 24 Months**



**Historical Customer Service Survey Results**



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



**Monthly Summary Statistics for Wheels**  
**October 2017**

SAFETY							
ACCIDENT DATA	October 2017				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	0		0		0		0
Preventable	3		0		8		1
Non-Preventable	1		0		5		1
Physical Damage							
Major	0		0		0		0
Minor	4		0		13		2
Bodily Injury							
Yes	0		0		0		0
No	4		0		13		2
<b>MONTHLY CLAIMS ACTIVITY</b>							
							<b>Totals</b>
Amount Paid							
This Month							\$499.03
To Date This Fiscal Year							\$6,051.26
Budget							
							\$100,000.00
% Expended							6%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	October 2017	Year To Date
Praise	2	4
Bus Stop	2	15
Incident		2
Trip Planning	1	9
Fares/Tickets/Passes		5
Route/Schedule Planning	9	62
Marketing/Website	1	10
ADA		0
<b>TOTAL</b>	15	107

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	1			1				1
Safety	5	6	3	14			1	0
Driver/Dispatch Courtesy	2	4		11				1
Early	2		1	6		1		0
Late	8	9		28		2	1	0
No Show	1	1		6				1
Incident	2	1		3				1
Driver/Dispatch Training		1		1	2			5
Maintenance			2	0				0
Bypass	10	8	1	30				0
<b>TOTAL</b>	30	30	7	99	2	3	2	8
<b>Valid Complaints</b>								
Per 10,000 riders		1.89						
Per 1,000 riders		0.44						

## LAVTA COMMITTEE ITEMS - December 2017 - April 2018

### Finance & Administration Committee

#### December

	Action
Minutes	X
Treasurers Report	X

\*Typically December committee meetings are cancelled

#### January

	Action	Info
Minutes	X	
Treasurers Report	X	
Legislative Program	X	

#### February

	Action	Info
Minutes	X	
Treasurers Report	X	

#### March

	Action	Info
Minutes	X	
Treasurers Report	X	
Funding resolutions 5307	X	

#### April

	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	

# LAVTA COMMITTEE ITEMS - December 2017 - April 2018

## Projects & Services Committee

### December

Minutes

Action

Info

X

\*Typically December committee meetings are cancelled

### January

Minutes (November)

Action

Info

X

Draft Long Range Transit Plan

X

DAR Passenger Surveys Results

X

Mobility Forward Draft Recommendation

X

Winter Service Changes

X

### February

Minutes

Action

Info

X

Quarterly Operations

X

Operations and Maintenance Contract Award

X

Wheels on Demand Evaluation

X

### March

Minutes

Action

Info

X

Draft August 2017 Service Changes

X

### April

Minutes

Action

Info

X