

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

SCOTT HAGGERTY
DAVID HAUBERT – CHAIR

KARLA BROWN
STEVEN SPEDOWFSKI – VICE CHAIR

DATE: Monday, January 22, 2018

PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00p.m.

AGENDA

1. Call to Order and Pledge of Allegiance

2. Roll Call of Members

3. Meeting Open to Public

- Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
- Public comments should not exceed three (3) minutes.
- Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.

4. Minutes of the November 27, 2017 Meeting of the P&S Committee.

Recommendation: Approval

5. Wheels Service to the 2018 Alameda County Fair

Recommendation: Similar to last year, Staff asks the Projects & Service Committee to endorse operating a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2018 Alameda County Fair, as outlined above, and to forward a recommendation of approval to the Board of Directors.

6. Dial-A-Ride Passenger Survey of 2017

Recommendation: None – Information only.

7. Management Action Plan

Recommendation: None – Information only.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

10. Next Meeting Date is Scheduled for: February 26, 2018

11. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

| | |
|---|----------------|
| <u>/s/ Jennifer Suda</u> | <u>1/18/18</u> |
| <u>LAVTA Administrative Services Department</u> | <u>Date</u> |

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*Executive Director
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email : frontdesk@lavta.org*

AGENDA

ITEM 4



MINUTES OF THE NOVEMBER 27, 2017
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee member Karla Brown called the meeting to order at 4:01pm.

2. Roll Call of Members

Members Present

Karla Brown, Councilmember, City of Pleasanton
Bob Coomber, Councilmember, City of Livermore
Don Biddle, Vice Mayor, City of Dublin

Members Absent

Scott Haggerty, Supervisor, Alameda County
Steven Spedowfski, Vice Mayor, City of Livermore
David Haubert, Mayor, City of Dublin

3. Meeting Open to Public

Robert S. Allen

Robert Allen provided the Projects & Services Committee a letter that was sent to the BART Board of Directors regarding a request to consider an alternative to the parking structure expansion at the Dublin-Pleasanton BART station. Mr. Allen stated that the original parking structure would cost approximately \$30,000,000, but the alternative 500-space site expanding the Airway Park-and-Ride would cost \$3,256,000. Mr. Allen hopes someday LAVTA, Alameda County, and BART will get together and expand the parking lot at Airway Park-and-Ride and start iiBART (Interim Isabel BART). iiBART is a weekday freeway express bus linking Airway/Isabel to the Dublin-Pleasanton station, connecting with every train in or out from early morning through the evening commute.

4. Minutes of the October 23, 2017 Meeting of the P&S Committee.

Minutes of the October 23, 2017 meeting of the Projects and Services Committee were pushed to the next meeting on January 22, 2017, so all Committee members that attended the October Committee can vote.

5. FY 2018 1st Quarter Report – Operations

Staff provided information on the 1st Quarter FY2018 (July-September 2017) Operation statistics. Discussed was the fixed route, paratransit, and operational performance metrics. This is the first full Fiscal Year of operations after the system wide COA changes implemented last fall. LAVTA had a 2.1% increase of ridership compared to FY 2017. LAVTA's weekday ridership increased about +4%. On-time performance (OTP) increased to 81.9%. The highest OTP monthly percentage was observed in July, with a reading of 83.9%. Paratransit increased by 2.87% for one-way trips and increased 1.3% for passengers. Paratransit On-Time

Performance decreased to 93% and is below the standard, due to driver shortages. LAVTA's fixed route contractor recorded nine accidents/incidents in the 1st quarter, five was determined to be preventable and four deemed non-preventable. No accidents resulted in major damage or injury. In the 1st quarter there were two paratransit accident/incidents, one was determined non-preventable and one was preventable. Both paratransit accidents were minor in nature and neither had any bodily injury. Fixed Route complaints decreased in the 1st quarter. The top valid complaints for fixed route are in the areas of "late" (20 complaints), "bypass" (20 complaints), "driver/dispatcher courtesy" (9 complaints), and "safety" (9 complaints). Paratransit valid complaints increased overall, but decreased per 1,000 riders from last year.

This was informational only.

6. Approval of Bus Advertising Service Contract with the Bay Area Air Quality Management District

Staff provided Approval of Bus Advertising Service Contract with the Bay Area Air Quality Management District to the Projects and Services Committee. The advertising contract is a one-year contract with two, one-year extensions that are executable at the Air District's discretion. LAVTA will have 7 fixed-route buses wrapped with Spare-the-Air advertising. LAVTA will receive \$322,000 in revenue per year. If this is approved by the Board of Directors on Monday the next step is to finalize an agreement with GoMentum to do the Project Management of the Shared Autonomous Vehicle (SAV) project.

The Finance and Administration Committee forwarded a recommendation to the Board of Directors to approve the Bus Advertising Service Contract with the Bay Area Air Quality Management District. Resolution 36-2017.

Approved: Coomber/Biddle
Aye: Brown, Biddle, Coomber
No: None
Abstain: None
Absent: Haubert, Spedowski, Haggerty

7. Executive Director's Report

Executive Director Michael Tree provided the Executive Director's Report to the Project and Services Committee. Executive Director Michael Tree informed that the Stuff-A-Bus event at Lucky Supermarket on November 18th was a huge success. 2,400 pounds of food collected and \$455 in gift cards. Supervisor Scott Haggerty purchased 4 full basket of food for the Stuff-A-Bus event.

Executive Director Michael Tree announced the Las Positas College Transit Pass election results show 90% approved the student fee and the Board of Trustees at Chabot-Las Positas Community College District will consider the fee for final approval. The student fee would be \$9 per semester for full-time students and \$8 per semester for part-time students. Councilmember Karla Brown requested that we inform the Board of Trustees at Chabot-Las Positas Community College

District how important this pass is to LAVTA. Vice Mayor Don Biddle asked staff if LAVTA considers a pass program for the High School level. Staff responded that LAVTA could try this program and stated that there is a program in place at some Livermore schools through the Measure BB program. The key issue would be capacity and what can be sustained.

Executive Director Michael Tree stated that Go Dublin continues to do well and that there are amendments made to the study to look at the positive and negatives of the program. A formal presentation from the consultants will be made to the LAVTA Board in March 2018. Go Dublin pilot deadline will be extended to June 30, 2018.

Executive Director Michael Tree informed that the Rail Working Group is very busy trying to get the funding in place for their scope of work that needs to be completed over the next 18 months.

Executive Director Michael Tree announced that the SAV ribbon cutting is planned for late March or Early April. The Board of Directors, media, AQMD, KKIQ, and the partners will be present at this event. LAVTA is also trying to find the right timing for the Wheels Logo and bus unveiling and are considering to do this at the Historic Depot ribbon cutting event in February of 2018.

Executive Director Michael Tree highlighted the Transit Signal Priority Project, since this will assist the bus system to excel. Christy Wegener is working hard with Mike Tassano in the SmartTrips Pleasanton 10R Corridor to expand the Transit Signal Priority Project.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

Councilmember Karla Brown stated that driving down Santa Rita going past Amador Valley High School there is a pedestrian crossing going from the corner of Safeway across Santa Rita and there was a woman sitting on a bench in the total darkness waiting for a bus. Councilmember Karla Brown stated that it seemed odd that on that side of the street there was no bus shelter or light. Councilmember Karla Brown requested a light for that bus stop. Staff responded that the bus stop will be upgraded with a shelter when the Santa Rita project is completed. Staff also stated that there should be a solar panel kit and LAVTA will check this light.

10. Next Meeting Date is Scheduled for: December 25, 2017

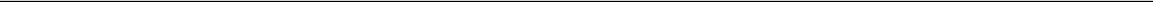
The Projects and Services meeting on December 25, 2017 will be canceled, so the next meeting is on January 22, 2018.

11. Adjourn

Meeting adjourned at 4:36pm.

AGENDA

ITEM 5



STAFF REPORT

SUBJECT: Wheels Service to the 2018 Alameda County Fair

FROM: Christy Wegener, Director of Planning and Communications
 Cyrus Sheik, Senior Transit Planner

DATE: January 22, 2018

Action Requested

Forward a recommendation to the Board of Directors to operate a dedicated shuttle during the 2018 Alameda County Fair.

Background

This year's Alameda County Fair will be held between Friday, June 15 and Sunday July 8, 2018 at the Fairgrounds in Pleasanton. During this time, the event will be open daily except June 19 and 26, and generally operate between the hours of 10AM and 10PM. The Fair is a major event that draws visitors from across the Tri-Valley as well as other parts of Alameda County and the Bay Area.

Most fairgoers from outside the Tri-Valley that are taking public transportation to the event travel on BART and then transfer to a Wheels route to complete their trip to the Alameda County Fairgrounds, which are not within walking distance from a BART station.

Discussion

The accommodation of fairgoers on the Wheels service has varied over the years. Through 2004, a dedicated BART shuttle was provided, whereas in most subsequent years the agency accommodated these trips by applying detours and extensions to one or more existing routes. However, the current route setup does not lend itself to detouring without substantial disruption and delays to regular service, so last year, the Board of Directors approved a return to a dedicated shuttle (Route 52), which was operated during the 2017 Fair.

Staff is proposing a repeat to a dedicated shuttle service between BART and the Fairgrounds for the 2018 County Fair, with similar parameters and budget as last year. The shuttle would be provided during all 22 days that the Fair will be open, and run between the hours of approximately 9:30a and 10:30p. During *Carnival* days (TBD), service would be extended until 11:30p or 12:30a, as applicable, as the Fair will end later on those days. Using one bus, the service would operate hourly between the East Dublin/Pleasanton BART station and the Pleasanton ACE bus stop on Pleasanton Avenue, which is located just across from the

Fairgrounds main entrance. The shuttle would use Hopyard Road between BART and the Fair, and pick up at local bus stops in order to serve local fairgoers wishing to use the service as well. All regular Wheels rules and fares would apply to this service, and its schedule would be published through the same channels as that of regular Wheels routes as well as additional dissemination through the Fair Association's information channels. All of the above are the same as last year, except for the operation of two additional days, reflective of the corresponding variation in the Fair calendar.

The following table summarizes the parameters for the proposed repeat of the BART-Fair shuttle.

| PROPOSED COUNTY FAIR SHUTTLE 2018 | |
|--|---|
| General service parameters | |
| <i>Days operated</i> | June 15 thru July 8, excl June 19, 26 |
| <i>Hours of operation</i> | 9:30a--10:30p |
| <i>Frequency</i> | 60 min |
| <i># Buses</i> | 1 |
| <i>Termini</i> | E Dublin BART / Ala Co Fairgrounds main entrance |
| <i>via</i> | Owens - Hopyard - Fair - Rose - Pleasanton v.v. |
| <i>Fare</i> | \$2.00 cash fare; regular Wheels discounts as appl. |
| <i>Local pickups allowed</i> | Yes |

Estimated costs and contingencies. If approved, a dedicated shuttle service as outlined above would incur approximately 13 vehicle hours of service per day operated, for a total of 286 revenue hours. An additional 10 vehicle hours is also proposed to be budgeted for the Carnival days when Fair hours are extended, and on July 4 for providing supplemental vehicle capacity on that day. The following table summarizes the gross and net cost estimates for the proposed service.

| PROPOSED COUNTY FAIR SERVICE 2018 | |
|---|-----------------|
| Cost estimate | |
| <i>Dedicated hourly shuttle Bart-Fairgrounds</i> | |
| Daily revenue hours | 13.00 |
| Number of days operated | 22 |
| <i>Carnival days extensions and July 4 suppl</i> | |
| Extra hours operated | 10.00 |
| Total extra revenue hours | 296.00 |
| Total fully allocated cost | \$32 886 |
| Total est'd additional ridership | 3 915 |
| Estimated add'l fare revenue | \$4 776 |
| Total net cost (est'd) | \$28 109 |

The fully allocated cost to operate the proposed shuttle is estimated at approximately \$32,900. Based on last year's ridership, the service would be expected to see in the order of 3,900 one-way passenger boardings, resulting in an estimated total net cost of \$28,100 after fare revenues.

Marketing and Coordination with the Fair. Last year, the Fair purchased \$1,500 in radio advertisements on radio station KKIQ promoting the shuttle to the fair. In addition, the Fair also purchased a pole wrap ad at the East Dublin/Pleasanton BART Station, promoting the shuttle and assisting with wayfinding to the shuttle boarding area. The value of that ad was \$4,500.



In addition to those direct expenses, the Fair also provided Wheels with prime space near the entrance to the horse track to display our Rideo bus, a value of \$12,500 over the duration of the fair. An ad promoting our shuttle was also in the rotation on the video display sign at the corner of Bernal and Valley, a value of \$1,000. The Fair also purchased bus advertising highlighting the Fair and the Wheels service, a value of \$13,000. The Fair also paid for the printing of the Route 52 timetables and printed special 2 for 1 admission tickets that were made available on all Wheels and Rapid buses, a value of \$1,000. We will begin meeting with the Fair Marketing staff next month to discuss marketing opportunities for 2018.

Other Wheels service available to the Fair. Wheels Route 10 operates locally between the East Dublin/Pleasanton BART station and the Transit Center in Livermore, via downtown Pleasanton, from early morning to late evening, every day of the week. Serving a pair of bus stops on Peters Avenue, it is well suited for local Tri-Valley resident fairgoers who are familiar with navigating the short walk from Peters Avenue to the main Fairgrounds gate on Pleasanton Avenue. It would also be able to function as a “frequency filler” to the dedicated BART shuttle for out-of-area passengers who have a similar knowledge of the local downtown street network. Based on last year's ridership analysis, the #10 would be estimated to carry an additional 450 one-way passenger boardings during the Fair.\\

Budget

The service outlined above would add 296 revenue hours to an annual total of approximately 125,800. This service can be accommodated within the FY2018 revenue hour budget.

Recommendation

Similar to last year, Staff asks the Projects & Service Committee to endorse operating a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2018 Alameda County Fair, as outlined above, and to forward a recommendation of approval to the Board of Directors.

Attachments:

1. Draft Resolution 01-2018

Draft RESOLUTION 01-2018

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AUTHORIZING ADDITIONAL SERVICE DURING THE ALAMEDA COUNTY FAIR**

WHEREAS, LAVTA currently operates routes serving a corridor between the Dublin/Pleasanton BART station and downtown Pleasanton; and

WHEREAS, the Alameda County Fair is an annual regional attraction, but is not held within walking distance of BART; and

WHEREAS, regular daylong Wheels routes do not operate directly to the Fairgrounds, and detouring those would be disruptive; and

WHEREAS, a dedicated shuttle service was successfully operated in 2017;

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing a dedicated Wheels shuttle bus during the 2018 Alameda County Fair, and providing additional service on the Fourth of July.

PASSED AND ADOPTED this 5th day of February, 2018.

Karla Brown, Chair

Attest:

Michael Tree, Executive Director

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey of 2017

FROM: Kadri Klm, Paratransit Planner

DATE: January 22, 2018

Action Requested

None – Information only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service.

Methodology

The 2017 annual Dial-A-Ride customer satisfaction survey were conducted in December 2017 and early January 2018. This year, the methodology for the customer satisfaction survey changed; staff incorporated both telephone surveys as well as offered an online survey. Previously, only a telephone survey was conducted.

The participants surveyed via telephone by were randomly selected, and the online survey was sent to the LAVTA paratransit database of email addresses. The survey was administered by a third party surveyor, and a total of 257 Dial-A-Ride surveys were completed, which included 206 phone surveys and 51 online surveys. The results are statistically reliable at 95% confidence interval \pm 6 point margin of error.

New in this 2017 survey when comparing it to the surveys in prior years:

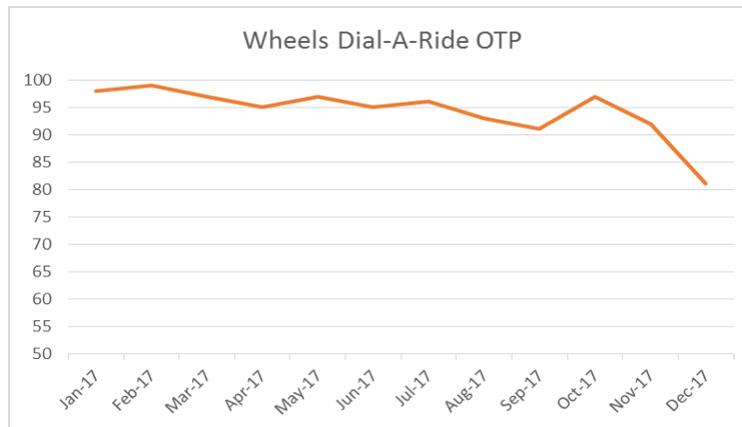
- Adding online surveys in addition to the phone surveys
- Lower margins of error as larger number of total surveys was conducted (from 150 people surveyed in 2016 to 257 people surveyed in 2017 – 71% increase)
- Raffle of four prizes of \$25 was offered to participants
- Adding a question on whether the respondents is the Rider or Caregiver

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

Discussion

The Dial-A-Ride service has been experiencing serious challenges in the last couple of months, particularly in December, 2017 when the OTP, due to the extreme driver shortage,

fell sharply. It is important to note that this customer satisfaction survey was also conducted in December 2017, which cannot be ignored when it comes analyzing the survey results. The following chart presents OTP, month by month, for the last 12 months:



Additionally, over the last year, customers have expressed dissatisfaction at both the trip time negotiating and the requirement for an in-person assessment, which may have led to the lower customer satisfaction scores.

When comparing this survey to the survey conducted a year ago the satisfaction scores have decreased in nearly all aspects of the Dial-A-Ride service as shown in the table below:

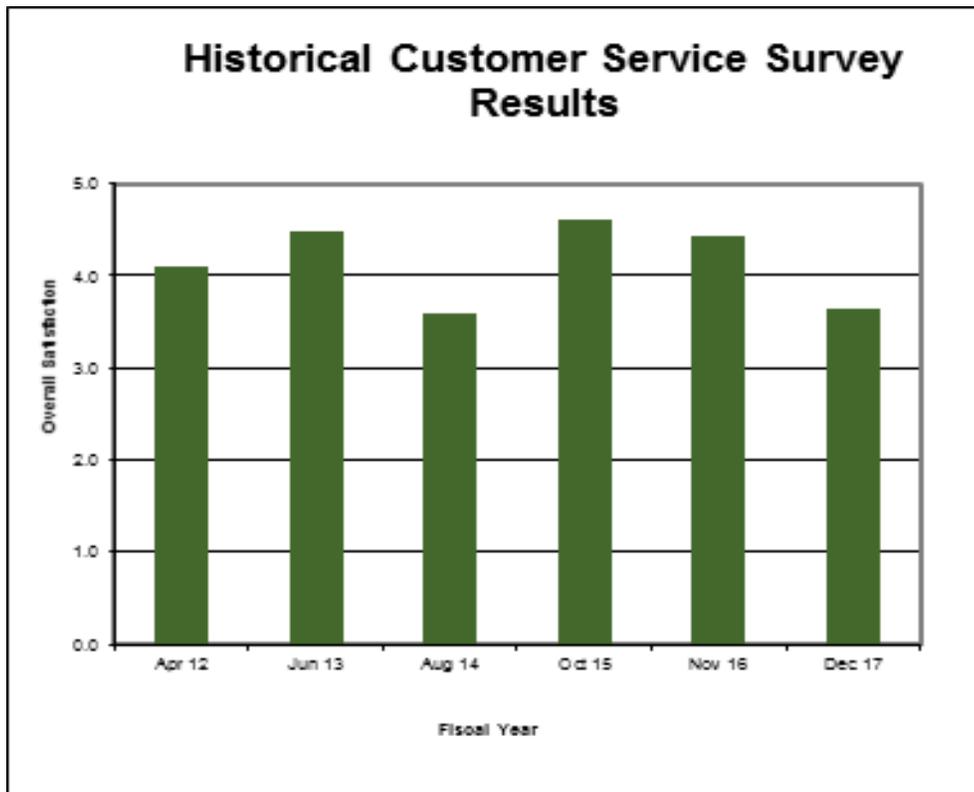
| Satisfaction with Service Aspects on a 1-5 Point Scale | 2017 | 2016 | 2015 | 2017 v. 2016 |
|---|-------------|-------------|-------------|---------------------|
| Overall experience | 3.65 | 4.43 | 4.61 | -0.78 |
| Overall high level of satisfaction with pickup experience | 3.81 | 4.36 | 4.45 | -0.55 |
| Driver on time | 3.47 | 4.00 | 4.05 | -0.53 |
| Able to reach customer service quickly | 3.79 | 4.21 | 4.40 | -0.42 |
| Easy to make arrangements for transportation on phone | 3.85 | 4.22 | 4.45 | -0.37 |
| Driver dropped me off on time/in correct place | 3.96 | 4.32 | 4.30 | -0.36 |
| Overall high level of satisfaction with ride experience | 4.03 | 4.37 | 4.38 | -0.34 |
| Overall high level of satisfaction with drop off experience | 4.09 | 4.42 | 4.37 | -0.33 |
| Person on phone able to arrange request for transportation | 3.87 | 4.16 | 4.50 | -0.29 |
| Driver arrived correct address/pickup spot | 4.09 | 4.38 | 4.48 | -0.29 |
| Driver operated vehicle safely/followed traffic laws | 4.20 | 4.49 | 4.55 | -0.29 |
| Driver courteous and helpful | 4.29 | 4.57 | 4.41 | -0.28 |
| Person on phone courteous | 4.14 | 4.40 | 4.47 | -0.26 |
| Person on phone knowledgeable | 3.86 | 4.09 | 4.31 | -0.23 |
| Hold times not an issue | 3.73 | 3.92 | 4.26 | -0.19 |
| Driver dressed appropriately/clean | 4.30 | 4.46 | 4.47 | -0.16 |
| Vehicle/shuttle was in working order | 4.17 | 4.30 | 4.34 | -0.13 |
| Driver offered me help during drop off | 4.08 | 4.21 | 4.35 | -0.13 |

| Satisfaction with Service Aspects on a 1-5 Point Scale | 2017 | 2016 | 2015 | 2017 v. 2016 |
|--|------|------|------|--------------|
| Vehicle/shuttle was clean | 4.21 | 4.32 | 4.39 | -0.11 |
| No problems with phone menu | 4.08 | 4.07 | 4.23 | 0.01 |
| Prefer use of smaller vehicles | 3.69 | 3.61 | 3.86 | 0.08 |

Summary of Findings:

- The overall experience rating is not directly comparable since the wording was worded slightly differently in 2017, but the drop of .78 in the mean ratings is a clear sign of dissatisfaction compared to previous years.
- Overall level of experience with the pickup dropped .55.
- The rating of the timeliness of the driver (-.53) dropped nearly as much (-.53). Ratings on the ability to reach customer service quickly dropped as well (.42).
- There were two areas in which the satisfaction scores increased from last year to this year, and these included “no problems with phone menu” and “prefer use of smaller vehicles”.
- The overall results are still in the positive, and some overwhelmingly so.

The table below shows the historic trend over the last six years (based on the ratings in the “overall” satisfaction category):



In cases where the respondents expressed dissatisfaction or gave negative feedback about the service, the surveyors were instructed to ask if the respondent would like a call back from

staff to follow-up on their concern(s). Out of the 257 respondents, 50 asked for a follow-up phone call and LAVTA staff is currently following up with these riders.

Next Steps

LAVTA is working with the contractor to take immediate steps to not only address the staffing issues but also to communicate with riders that we are aware of the issues and are taking specific steps to fix them. LAVTA will look to re-administer the survey in six-months instead of a year. The Mobility Forward study recommendations coming this spring will be another touch-point opportunity to communicate with paratransit users about the state of the system.

Action Requested

None – Information only.

AGENDA

ITEM 7



FY2018 Goals, Strategies and Projects

Last Updated – January 18, 2018

MANAGEMENT ACTION PLAN (MAP)

| Goal: Service Development | | | | | | |
|---|---|-------|--------------------|----------------------------------|---|-----------|
| Strategies (those highlighted in bold indicate highest Board priority) | | | | | | |
| <ol style="list-style-type: none"> 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 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 Jun 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. Second round of workshops completed in November. <u>Board presentation in March.</u> | X X |
| Fare Study | <ul style="list-style-type: none"> • Draft Fare Study • Public Hearing (proposed changes on fixed route) • Board Approval | DP | Projects/ Services | May 2017 May 2018 Jun | → 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> |
|---|---|--------------|------------------------|---|--|------------------|
| | | | | 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. Queue jumps are operational. | X X |
| Transit Signal Priority Project in Rapid 10R Corridor | <ul style="list-style-type: none"> • Engineering Work • Finish Project | DP | Projects/ Services | Oct 2017 <u>Dec 2018</u> | → Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. <u>Starting data collection.</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 <u>Mar 2018</u> | → Program providing approximately 1,500 rides/month. Mailing to residents occurring in September. Project study expanded to include additional data analysis. <u>Fehr & 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> |
|--|---|--------------|------------------------|-----------------------------------|---|------------------|
| O&M Contract Request for Proposals | <ul style="list-style-type: none"> • Develop RFP • Award Contract | DP | Project/ Services | Oct 2017 Mar 2018 | → <u>Three proposals received. Interviews w/firms on 25th. Board to award in March.</u> | X |
| Dublin Service Plan | <ul style="list-style-type: none"> • RFP advertised • Contractor Award • Recommendations | DP | Projects/ Services | Nov 2017 Jan 2018 June 2018 | → Several proposals received. <u>Staff negotiating final contract terms with Nelson/Nygaard.</u> | |
| <p><i>Goal: Marketing and Public Awareness</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 1. Continue to build the Wheels brand image, identity and value for customers 2. Improve the public image and awareness of Wheels 3. Increase two-way communication between Wheels and its customers 4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system 5. Promote Wheels to New Businesses and residents | | | | | | |
| <i>Projects</i> | <i>Action Required</i> | <i>Staff</i> | <i>Board Committee</i> | <i>Target Date</i> | <i>Status</i> | <i>Task Done</i> |
| Website Upgrades | <ul style="list-style-type: none"> • Place easy to access Commuter Info on homepage | MKT MGR | Projects/ Services | Nov 2017 | → Better way to BART info landing page and button to be installed on website in November. <u>Working on informative maps and info for this section.</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> |
|---|---|--------------|------------------------|---|---|------------------|
| | | | | | | |
| LAVTA Rebranding Project | <ul style="list-style-type: none"> • Selection by LAVTA Board of name/rebranding • Public event to unveil rebranding. | MKT MGR | Projects/ Services | Jun 2016 Feb 2018 | → New design for buses approved. New logo approved. Unveiling event being scheduled for Depot ribbon cutting event. | X |
| Individualized Marketing | <ul style="list-style-type: none"> • Award Contract • Review of results | 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 made in December.</u> | X 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 <u>Jun 2018</u> | → 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 by Jun of 2018.</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 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. | |

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> |
|--|---|--------------|------------------------|-----------------------|---|------------------|
| 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 Dec 2017 | → Five locations with high ridership identified. Kimley Horn performing engineering. <u>First shelter installed in December. Other four shelters will require significant site work. Budgeting for next FY.</u> | X |
| Replace Shelters Past Useful Life That Are On Livermore Routes | <ul style="list-style-type: none"> Identify shelters Install | ED | Projects/ Services | Nov 2016 Mar 2018 | → Shelters identified. 10 shelters delivered. IFB being advertised currently to begin install in Dec. <u>No bids received. Rebidding IFB.</u> | X |

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> |
|--|---|--------------|------------------------|---------------------|--|------------------|
| 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. Preliminary ridership continues at approximately 200 trips per day. | X |
| 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 have voted. 90% "yes". 10% "no". <u>Board of Trustees to consider the vote and student fee 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> |
|---|---|--------------|------------------------|----------------------------------|---|------------------|
| | | | | | | |
| 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 onto cement foundation. <u>Project extend into April 2018.</u> | X X |
| 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 | → Bid spec being developed for painting and purchase of furniture. Waiting on architect of Depot Project to provide input on colors. | |
| <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"> 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> |

| <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 | → Approved. Legislation becomes effective January 2018. | X |
| 2018 Legislative Plan | <ul style="list-style-type: none"> Creation of 2018 Legislative Plan and review/approval by the Board and provide support for key legislation. | ED | Finance/ Admin | Feb 2018 | → <u>F&A committee to look at draft legislative plan in January 2018.</u> | |
| State Legislation to Approve SAV Project in Dublin | <ul style="list-style-type: none"> Introduce SAV legislation | ED | Finance/ Admin | Feb 2017 | → Approved. Legislation became effective January 2018. | X |
| <p>Goal: Organizational Effectiveness</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 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"> 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. Presentation on performance of routes provided to the P&S Committee in October. | 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> |
|-----------------|------------------------|--------------|------------------------|--------------------|---------------|------------------|
|-----------------|------------------------|--------------|------------------------|--------------------|---------------|------------------|

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 | → 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"> 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 MOUs for testing. | 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. MOU with County Connection approved in November. <u>MOU with Bay Area AQMD approved in December.</u> MOU with GoMentum under negotiation. | 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"> • Preparation for audit • Audit and report to board | DF | Finance/ Adm | Ongoing Jul 2018 | →Comprehensive audit on LAVTA from FTA to be conducted in July 2018. | |

AGENDA

ITEM 8



LAVTA COMMITTEE ITEMS - January 2018 - May 2018

Projects & Services Committee

| | Action | Info |
|---|--------|------|
| January | | |
| Minutes (November) | X | |
| DAR Passenger Surveys Results | X | |
| Alameda County Fair Service | X | |
| February | | |
| Minutes | X | |
| Quarterly Operations | | X |
| Operations and Maintenance Contract Award | X | |
| Mobility Forward Draft Recommendation | X | |
| March | | |
| Minutes | X | |
| Go Dublin Evaluation | | X |
| April | | |
| Minutes | X | |
| Draft Fall Service Changes | X | |
| Draft Long Range Transit Plan | | X |
| May | | |
| Minutes | X | |
| Fall Service Changes (effective August) | X | |
| Quarterly Operations | | X |