

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**

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**S T A F F   R E P O R T**

**SUBJECT:**    FY 2018 2nd Quarter Report – Operations

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

**DATE:**        February 26, 2018

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**Action Requested**

This is an informational item.

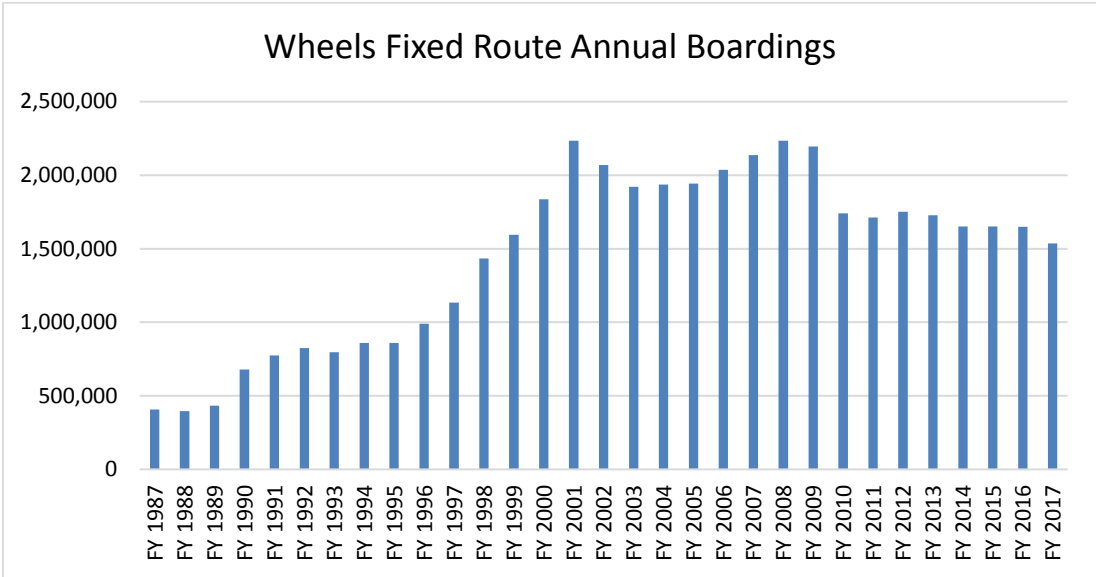
**Background**

This report is intended to provide the Committee with a summary and analysis of operations for the second quarter of FY2018 (October-December 2017), including fixed route, paratransit, and operational performance metrics.

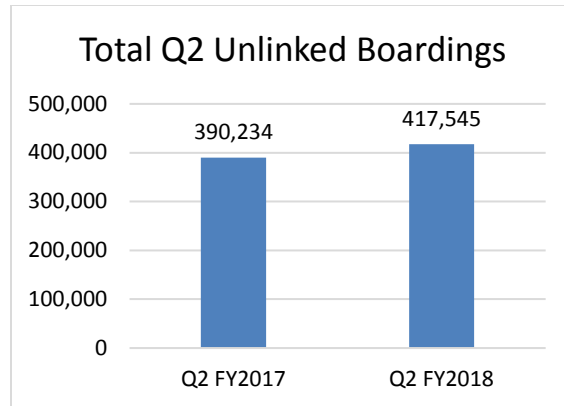
**Discussion**

Fixed Route

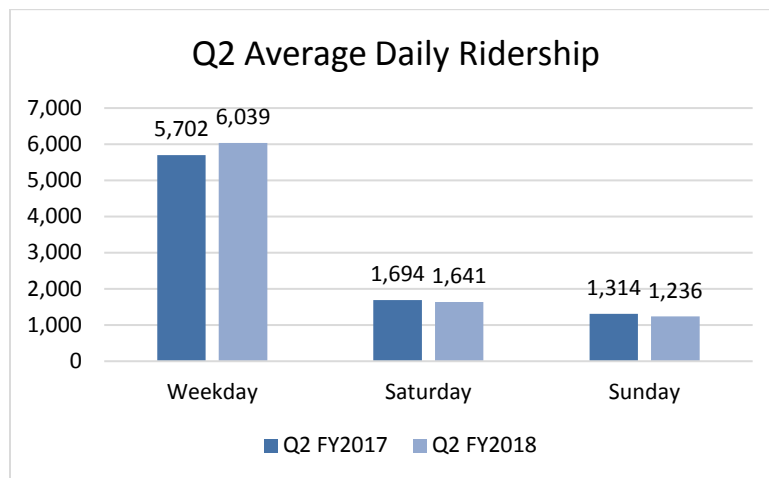
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended on July 30, 2017.



Turning to the quarterly year-on-year comparisons, the chart below shows the total amount of boardings for Q2 of this year, compared with the same quarter of last year. A total of 417,545 Q2 boardings were seen this year, up from 390,234 boardings from Q2 of last year - or about 7 percent.



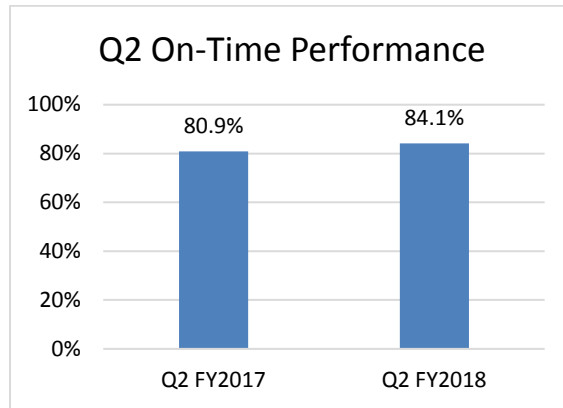
The next chart shows the ridership broken down by average daily boardings by service day during the quarter.



This breakdown illustrates a mixed trend picture, with weekday ridership up 5.9% from one year ago, and 2.3% from two years ago. At the same time, weekend ridership is down, the number of Saturday boardings has decreased by 3.1% from a year ago, and 23.6% from two years ago before COA changes eliminated service hours from the weekends; Sundays show a similar trend as well.

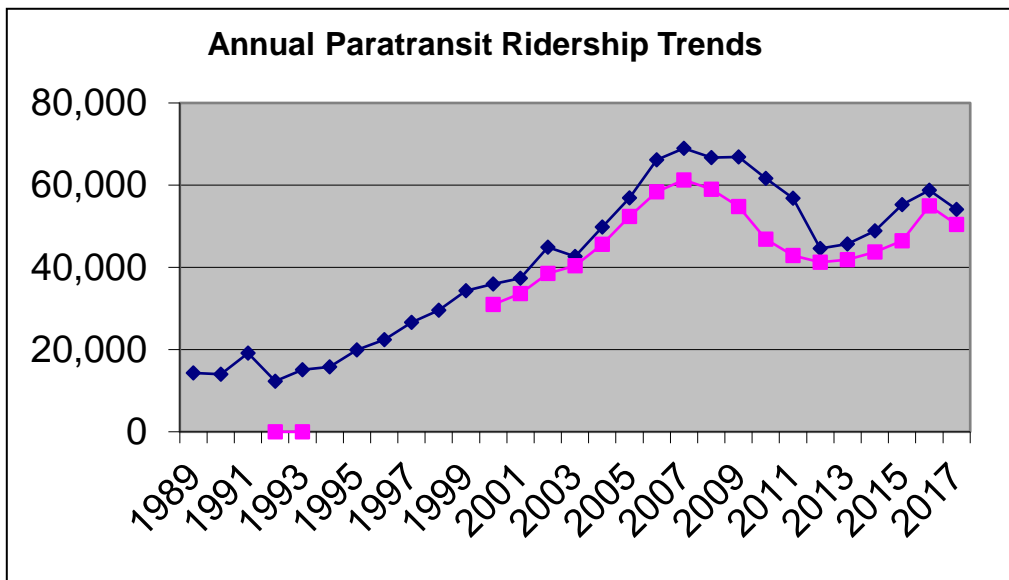
Trends at the individual route level were mixed, but amongst the two major trunk lines, Route 10 continued to trend down and Route 30 continued to trend up, compared with the same quarter of last year.

On the operational side, on-time performance (OTP) continued to increase notably compared with same quarter of the previous year, ending at 84.1%, compared with 80.9% for Q2 of last year. If sustained, this is bringing the agency close to its goal of 85% OTP.

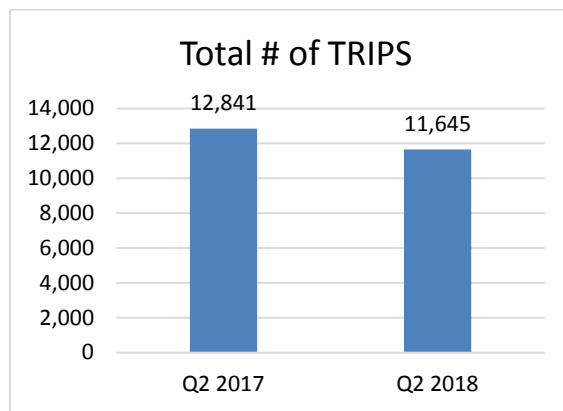
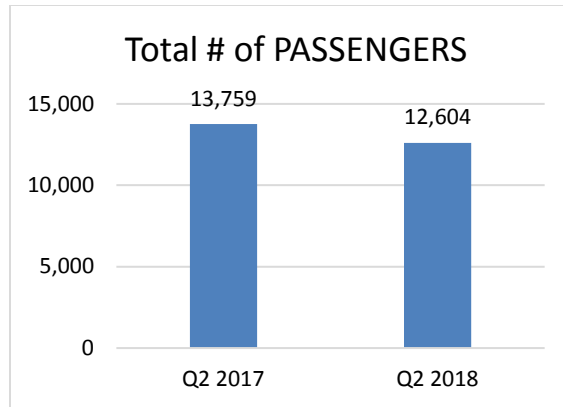


Paratransit

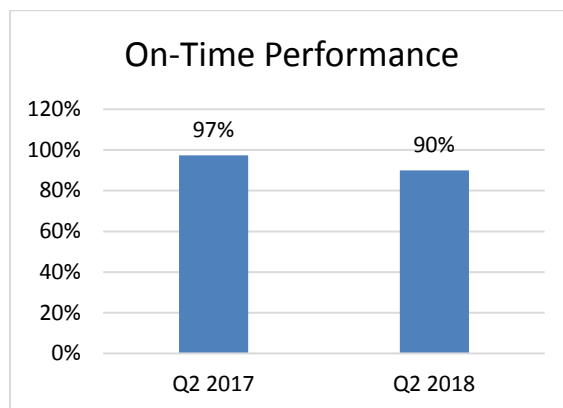
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2017:



The paratransit ridership has decreased significantly during the second quarter in FY18 when comparing it to the second quarter ridership in FY17. There has been a decrease in the total number of one-way trips (9.31% decrease = 1,196 total one way trips) as well as the number of total passengers (8.4% decrease = 1,155 total passengers), which the two graphs below illustrate.



On-time performance (OTP) has decreased by 7.59% from 97% in Q2, FY17 to 90% in Q2, FY18. As the OTP performance standard is 95% the performance in Q2 FY18 is below the standard. The OTP suffered mostly due to the extreme driver shortage in November and December.

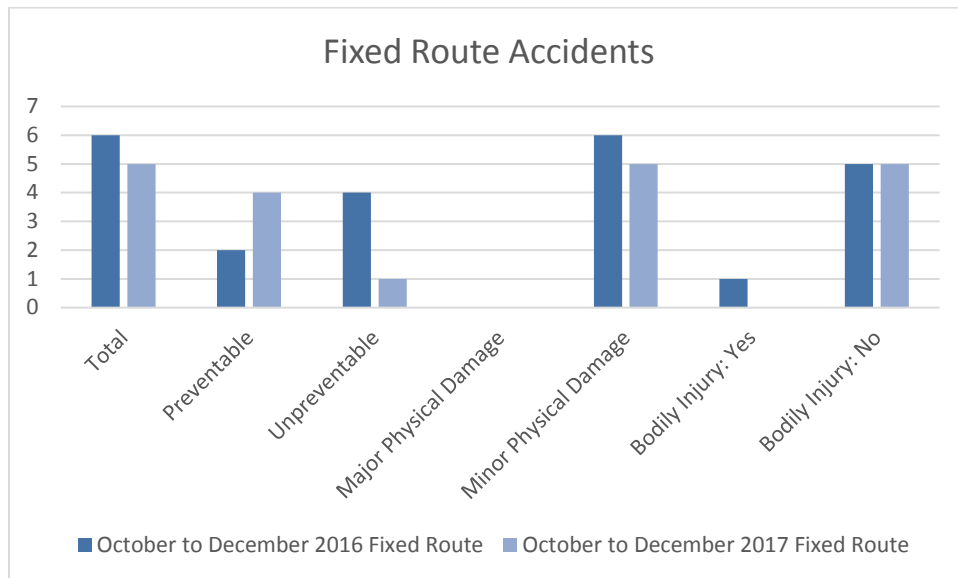


The Dial-A-Ride service has been experiencing serious challenges in the last several months. While the OTP decreased so did the number of trips and passengers. Staff believes that part of the decrease in trips/passengers is due to the low service quality (late trips) and also trip time negotiation.

## Accidents/Incidents

### *Fixed Route*

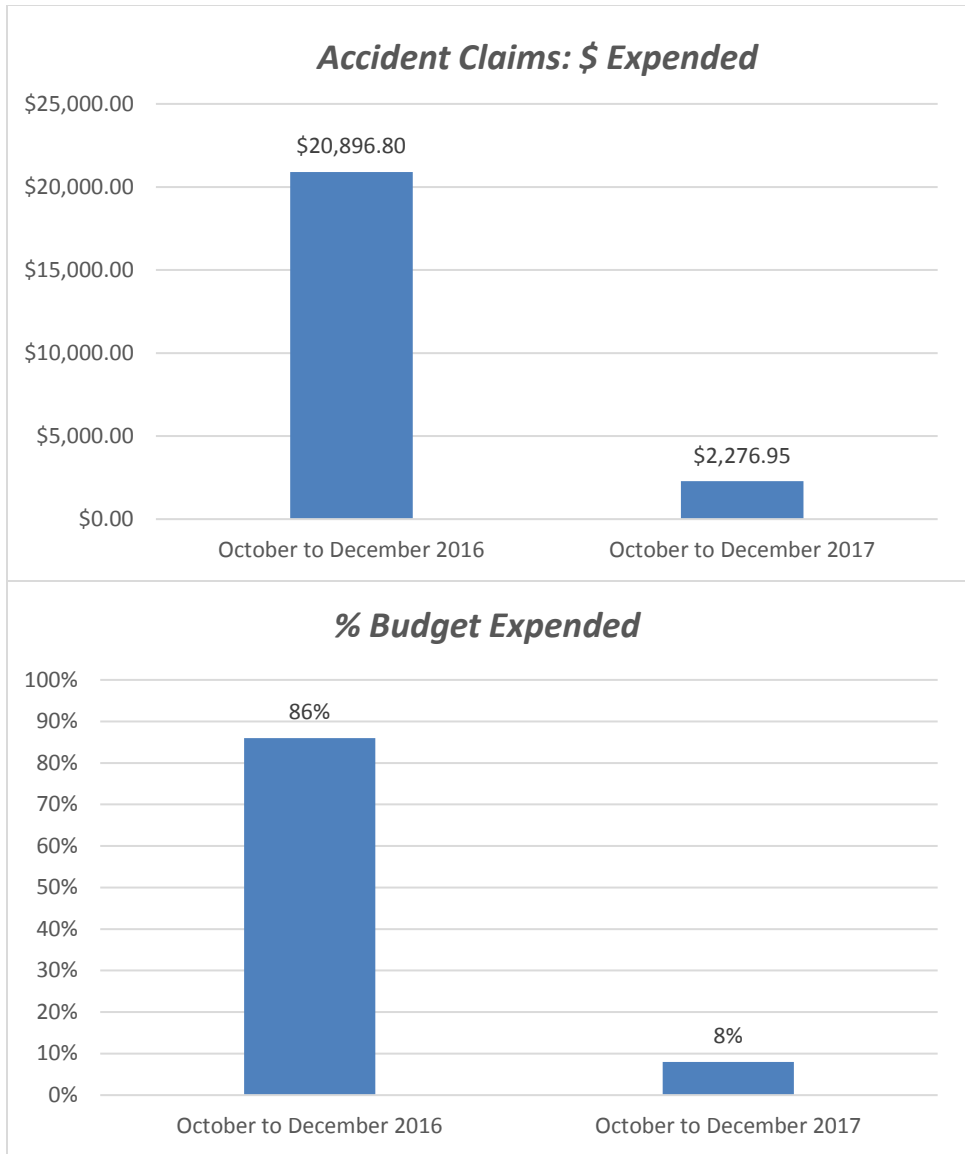
Noted in the figure below for Fixed Route Accidents, in the second quarter, there have been five (5) reportable accidents/incidents on the fixed route system, four (4) of which were determined to be preventable, and one (1) deemed non-preventable. None of the accidents resulted in major damage, and all 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, MV comes in at .47 per 100,000 total miles for a 12-month rolling period from January 1, 2017 – December 31, 2017.

### 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 expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.



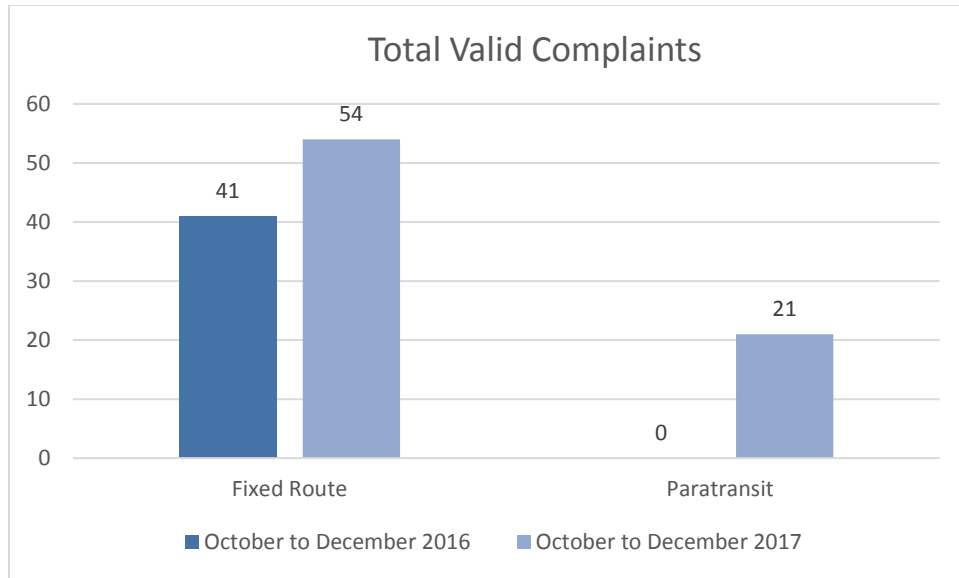
Accidents/Incidents

*Paratransit*

In the second quarter there were zero (0) paratransit accident/incidents compared to two (2) paratransit accidents/incidents from second quarter last fiscal year.

Customer Service

Customer Service staff processed a total of 167 customer requests for Q2 FY17 and a total of 194 for Q2 FY18. 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.



Comparing the total valid complaints from FY17 and FY18, the number for fixed route has increased and staff continues to work with the fixed route contractor in the daily management meetings and 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 “bypass” (19 complaints), “late” (14 complaints), and “safety” (6 complaints).

The paratransit valid complaints increased 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 a goal of zero (0) valid complaints. The top valid complaints for paratransit for this quarter are in the areas of “late” (9) and “driver/dispatcher training (9).

**Next Steps**

None

**Recommendation**

None – information only.