

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, February 26, 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 October 23, 2017 and January 22, 2018 Meeting of the P&S Committee.

Recommendation: Approval

5. FY 2018 2nd Quarter Report – Operations

Recommendation: None – information only.

6. Summer 2018 Summer School Service Accommodation

Recommendation: Staff is asking the Projects & Services Committee to review the proposed service outlined above, and forward a recommendation to the Board

of Directors to:

- Operate Wheels routes #501 and #502 during the DUSD 2018 summer school program, and
- Direct students to the regular Wheels route 10R for the PUSD 2018 summer school program.

7. Dublin Student Transit Service Study

Recommendation: None – information only.

8. Fixed-Route Operations and Maintenance Contract

Recommendation: Staff recommends that the Committee recommend to the Board of Directors that the fixed-route operations and maintenance contract be awarded to MV Transportation. MV’s proposal was ranked highest, its cost was the lowest proposed with the lowest escalators, and the management team has direct experience successfully delivering LAVTA’s services.

9. Contract Award for Individualized Marketing Services

Recommendation: Staff requests that the Project & Services Committee recommend to the LAVTA Board the award of contract for purchase of individualized marketing services to Steer Davies Gleave in the amount of \$129,950 for the option year of the contract. Additionally staff requests a 10% contingency for the project and authorization for the Executive Director to execute the contract.

10. Management Action Plan

Recommendation: None – information only.

11. Preview of Upcoming P&S Committee Agenda Items

12. Matters Initiated by Committee Members

13. Next Meeting Date is Scheduled for: March 26, 2018

14. 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.

/s/ Jennifer Suda

2/21/18

LAVTA Administrative Services Department

Date

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 OCTOBER 23, 2017
LAVTA PROJECT AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Chair David Haubert called the meeting to order at 4:00pm.

2. Roll Call of Members

Members Present

Scott Haggerty, Supervisor, Alameda County
Karla Brown, Councilmember, City of Pleasanton
Steven Spedowski, Vice Mayor, City of Livermore
David Haubert, Mayor, City of Dublin

3. Meeting Open to Public

Robert S. Allen

Robert Allen addressed the Project & Services Committee regarding iiBART (Interim Isabel BART). Mr. Allen has made a perennial plea for an express bus between the Airway Park-n-Ride with a stop at the Livermore Airport and the BART station. Mr. Allen stated that the ride would take about fifteen minutes and the route would require three buses. The Alameda County Transportation Commission (ACTC) came up with an integrated Park-n-Ride and they proposed increasing the parking lot to hold 500 or 1000 cars. Mr. Allen wants this done now in time to get the buses to Park-n-Ride. Mr. Allen urges this to be done quickly and would like to see BART, ACTC, and LAVTA get together and increase Park-n-Ride's parking lot. Mr. Allen agrees with Supervisor Scott Haggerty that we need a connection between BART and ACE. The ideal connection is to run ACE an extension of the former Southern Pacific Right-of-Way for about three miles and restoring some grade crossings. This would allow a good connection between the Central Valley and BART without the cost of running it down the freeway. BART built the Dublin/Pleasanton station in the one place there was a railroad crossing, allowing a good intermodal connection.

4. Minutes of the September 25, 2017 Meeting of the P&S Committee.

Approved: Haggerty/Haubert

Aye: Haubert, Spedowski, Haggerty

No: None

Abstain: Brown

Absent: None

5. Post-COA Analysis

Staff provided the Post-Comprehensive Operational Analysis (COA) to the Project and Services Committee. It has been a full 12 months since the COA changes were implemented on August 13, 2016 and staff can now report a summary of the route analysis on strengths and weakness in the redesign. The COA projected to bring 5-

10% ridership growth in 12-18 months, as well as an improvement in On-Time Performance (OTP). OTP has improved system-wide by 3-5% from pre-COA levels. Route 30R needs to achieve a 20% farebox recovery ratio (approximately 2,100 trips per weekday) and LAVTA is getting closer each month, but have not met the target yet. LAVTA is almost at 2,000 trips per weekday on 30R and key to this ridership has been the Las Positas College Transit Pass. Overall ridership was close to or above 2015 levels, and exceeded 2016 ridership.

Vice Mayor Steven Spedowski requested that the chart colors on page 6 be changed, so they are not all blue.

Councilmember Karla Brown expressed she was excited and thankful that LAVTA went through the difficult challenges with the COA and route change with a lot of outreach by Wheels personnel and public meetings since the numbers are starting to reflect themselves.

Supervisor Scott Haggerty asked if Go Dublin is more successful than LAVTA thought. Staff responded that LAVTA is pleased with Go Dublin and it is carrying more people in Dublin than Route 3 did. Supervisor Scott Haggerty also wanted to know how the finances are for the Go Dublin project. Staff stated that we are on average spending three dollars a person when we were spending 15 dollars on the former fixed route service.

This was informational only.

6. Dublin School Tripper – Follow-up

Staff provided the Dublin School Tripper – Follow-up to the Project and Services Committee. At the October 2, 2017 Board meeting, Mayor Haubert directed staff to return with an analysis of resources required to allow every bus-riding Dublin High School (DHS) student to receive a seat on a bus. For every student to have a seat it would take an additional two vehicles in the morning and five in the afternoon for the DHS routes.

On October 21, 2017 a service change was implemented to pilot early/late bird trips on route 501. LAVTA also modified the trip times for the remaining two trips to allow for longer running time. LAVTA is happy to announce that there were no issues today. In the interest to make sure the service operates as safely as possible LAVTA will reroute 501 routes so that it no longer operates on the freeway during the winter schedule change, or earlier if routing and bus staging issues are resolved with the school district and the City. LAVTA staff is moving forward with a plan to hire a consultant this year to develop a Dublin transit plan for the 2018-19 year (and beyond).

Staff noted that at this point there are no additional resources (articulated buses) available with other agencies. In order to accommodate an articulated bus LAVTA would need to purchase a couple more lifts and provide training.

Supervisor Scott Haggerty asked if MV has marketed to hire part-time bus drivers. Executive Director Michael Tree knows that MV is talking to anyone interested in

driving buses, but is not sure if they have marketed for part-time bus drivers. Supervisor Scott Haggerty stated that he feels that the school tripper routes are for LAVTA to solve and not the city, so if that means acquiring part-time employees MV should consider that as an option.

Mayor David Haubert requested that tomorrow LAVTA reroute buses off the fixed route service to accommodate the school tripper routes in Dublin. Staff responded that fixed route patrons are sensitive to frequency changes and does not recommend rerouting fixed route service to Dublin for school trippers. Staff asked Mayor David Haubert if the issue is the standing students on the buses. Mayor David Haubert stated that standing students are an issue, since it can become a potential safety problem. If you have one or two students standing it is not a big issue, but when you have 50 students standing a day it is. Staff indicated that typically, you see 40 students seated and 20 students standing on the buses. Mayor Haubert said he was fine with monitoring the situation after the Oct 21st schedule change.

Councilmember Karla Brown stated that everyone was a little surprised by the 40% increase. Councilmember Karla Brown was happy that LAVTA is eliminating school tripper routes on the freeway. Councilmember Karla Brown informed that Pleasanton does not have complaints regarding school trippers standing on bus routes.

Supervisor Scott Haggerty informed the Committee that he is okay with school trippers standing, as long as LAVTA can provide them a ride. Supervisor Scott Haggerty agreed that having students on the freeway is not safe and requested MV to look into hiring part-time drivers for peak hours.

This was informational only.

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 the Committee that Safeway will postpone LAVTA's November 4th annual Stuff-A-Bus event, due to charity efforts for the nearby fires. Councilmember Karla Brown asked if LAVTA has considered utilizing Costco for our Stuff-A-Bus event. Supervisor Scott Haggerty requested that staff look into utilizing Lucky Supermarkets for next year's Stuff-A-Bus event and Costco for future events. Staff stated that they will look into this for future events. The Stuff-A-Bus event will not happen prior to Thanksgiving and most likely not before Christmas. Supervisor Scott Haggerty directed staff to look into Cornerstone Fellowship for the Stuff-A-Bus event this year, since we are having difficulties with scheduling the event with Safeway. Staff will pursue something for this year for the event to be conducted on November 18, 2017. Executive Director Michael Tree noted that the Las Positas College ridership is averaging over 600 rides a day. LAVTA will be monitoring the student vote on November 13, 2017 for a student fee to retain the Transit Pass long term. It was also stated that the Student Pass (Measure BB) has over 200 rides a day and that the key is to sustain the ridership increases with marketing.

This was informational only.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

None.

10. Next Meeting Date is Scheduled for: November 27, 2017

11. Adjourn

Meeting adjourned at 4:55pm.

MINUTES OF THE JANUARY 22, 2018
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Vice Chair Steven Spedowfski called the meeting to order at 4:00pm.

2. Roll Call of Members

Members Present

Scott Haggerty, Supervisor, Alameda County
Steven Spedowfski, Vice Mayor, City of Livermore
Karla Brown, Councilmember, City of Pleasanton
Don Biddle, Vice Mayor, City of Dublin

Members Absent

David Haubert, Mayor, City of Dublin

3. Meeting Open to Public

Robert S. Allen

Robert Allen provided the Projects and Services Committee a clarification of his remarks at the November 27, 2017 Projects and Services meeting:

- Parking structure memo: Cost about \$34 million for 398 cars – about \$85,000 per space
- Expand Airway Park/Ride to 500 cars: Cost Est. \$3,256,000 for 500 cars – about \$6,512 per space

Mr. Allen stated that the figure came out of the Park-N-Ride study and is a genuine figure. Mr. Allen suggests that BART pay for this structure.

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

Approved: Brown/Biddle

Aye: Biddle, Spedowfski, Haggerty, Brown

No: None

Abstain: None

Absent: Haubert

5. Wheels Service to the 2018 Alameda County Fair

Councilmember Steven Spedowfski asked for public comment on this agenda item.

Robert S. Allen addressed the Projects and Services on agenda item 5 regarding the bus loading at the BART Dublin/Pleasanton station. Mr. Allen suggested that the buses load at the stop sign in front of the fare gates, or slightly back near the bicycle lockers. Mr. Allen suggested similar loading for all buses departing via Owens Drive, e.g., 3, 8, 10-R, 20-X, and, 580-X.

The Projects and Services endorsed and forwarded a recommendation to the Board of Directors for a repeat of last year's operating a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2018 Alameda County Fair.

Approved: Biddle/Brown

Aye: Biddle, Spedowfski, Haggerty, Brown

No: None

Abstain: None

Absent: Haubert

6. Dial-A-Ride Passenger Survey of 2017

Staff provided data on the latest Dial-A-Ride survey results conducted between December 2017 and January 2018. Staff noted that the survey was conducted during a time of driver shortages that has impacted the results greatly. The number of operators/drivers for Wheels Dial-A-Ride is down 40% from the optimal service level and that has impacted On-Time Performance (OTP). This past year LAVTA has vigilantly enforced policies that the Paratransit customers are not accustomed to. The customer satisfaction survey was administered by a third party surveyor, and a total of 257 (206 phone/51 online) Dial-A-Ride surveys were completed. The Overall satisfaction for the service has fallen. 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, there was satisfaction erosion in the following areas: Overall experience, On-Time Performance (OTP), easy to make arrangements for transportation on the phone, and able to reach customer service quickly. 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". Respondents who expressed dissatisfaction or gave negative feedback about the service were asked if they would like a call back from LAVTA. Out of 257 respondents, 50 asked for a follow-up call and LAVTA staff is currently following up with these respondents. The next satisfaction survey will be conducted in six months instead of a year. 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.

Vice Mayor Don Biddle asked if this will be a long term issue regarding Driver shortages. Staff responded that LAVTA and MTM have been in conversations and MTM is fairly confident this will be under control by mid-February. MTM is recruiting drivers and negotiating with another provider. Vice Mayor Don Biddle also asked if LAVTA should loosen their restrictions. Staff responded that the Mobility Study will give recommendations and the Board of Directors should receive that report within the next sixty days.

Councilmember Karla Brown asked if the contractual agreement with MTM is to provide support with drivers. Ultimately LAVTA is taking the hit for the poor service our supplier is giving LAVTA. Councilmember Karla Brown questioned (from a legal stand point) if there is a commitment MTM made to be held to regarding OTP and a certain amount of drivers. Staff does not recall if there is a

certain amount of drivers, but there is an OTP standard and there are incentives and penalties assessed. Councilmember Karla Brown explained that it is not lost that MTM provided excellent service in the beginning of the contract, but maybe MTM is not providing an offer package that is significant enough with incentives for drivers. What does LAVTA do in that type of situation? Executive Director Michael Tree stated that LAVTA would then cancel the contract and go back out for bids. Staff has requested MTM's contracts with their subcontractors to review.

Staff introduced MTM Interim General Manager Jonathan Stekettee.

This was informational only.

7. Management Action Plan

Executive Director Michael Tree provided the Projects and Services Committee the Management Action Plan (MAP). Executive Director Michael Tree noted that Christy Wegener is resigning from LAVTA and that will be very tough and a big loss. Projects have been getting redistributed and some things will need to be slowed down like the Long Range Transit Plan (LRTP) that was planned for spring. It would be optimal to have a new Director of Planning and Operations on board to assist in the LRTP, so this is one item that will be pushed. Executive Director Michael Tree stated that LAVTA will recruit for the Director of Planning and Operations position. Executive Director Michael Tree is getting up to speed on various projects and Paratransit assessments to know where LAVTA is on these projects. Executive Director Michael Tree explained that LAVTA has a lot of talent on board, so he thinks we will be fine. Executive Director Michael Tree explained that getting the capital projects (TSP) completed is important.

Executive Director Michael Tree also mentioned that the Rail Authority had a meeting for the first time and that was a huge success. A grant is being submitted to access three quarters of a million dollars from the state to do the feasibility report and get kicked-off on a project level EIR.

Executive Director Michael Tree noted a key meeting with GoMentum is tomorrow regarding the Shared Autonomous Vehicle project (SAV). LAVTA is trying to get the MOU in place, but still in discussion over risk issues. Legal Counsel is assisting with the discussions with GoMentum. Executive Director Michael Tree is hopeful that a MOU will be presented to the Board in February.

Supervisor Scott Haggerty asked where the Rideo bus is located when it is not being used for events. Staff stated that it is located at the Atlantis Facility covered with a roof over it. Supervisor Scott Haggerty asked about giving the bus to Pacific Bus Museum. Staff responded that LAVTA looked into this, but there is federal money involved and that we would need to loan it to them rather than hand over the title. Supervisor Scott Haggerty would not want to give the Rideo to the bus museum, but to have it on display. Staff will look into this further.

Councilmember Steven Spedowski contacted the President and Vice President of the Heritage Guild to give a presentation regarding the Historic Train Depot restoration. They are willing to give a presentation to the Board.

This was informational only.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

None.

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

11. Adjourn

Meeting adjourned at 4:34pm.

AGENDA

ITEM 5



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

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

Action Requested

This is an informational item.

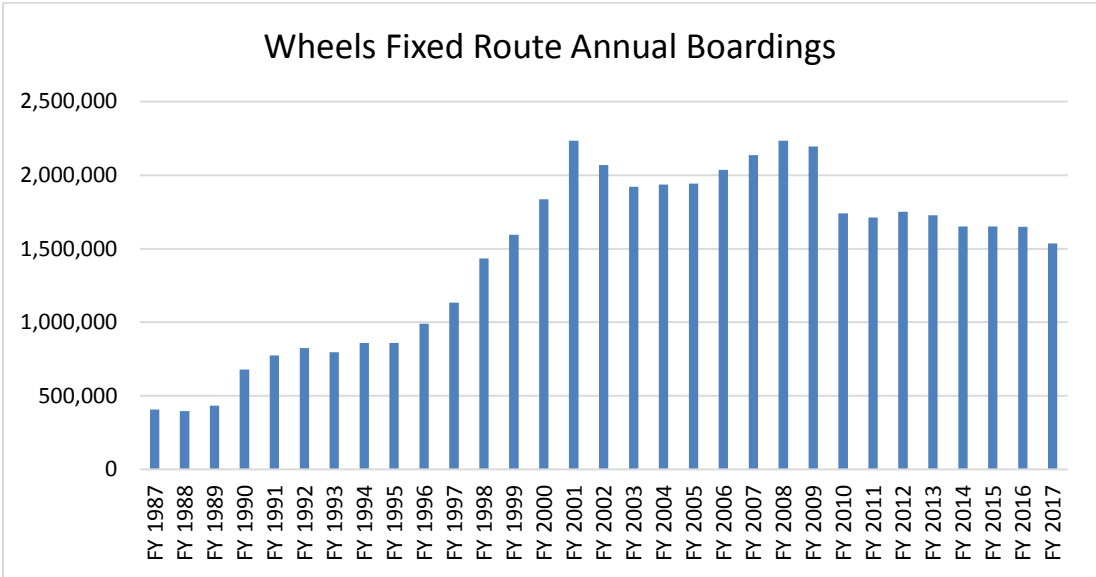
Background

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.

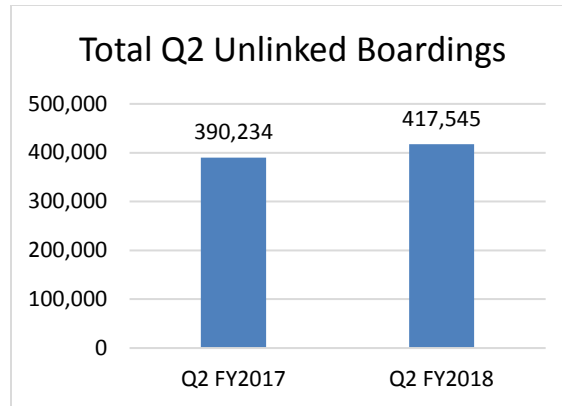
Discussion

Fixed Route

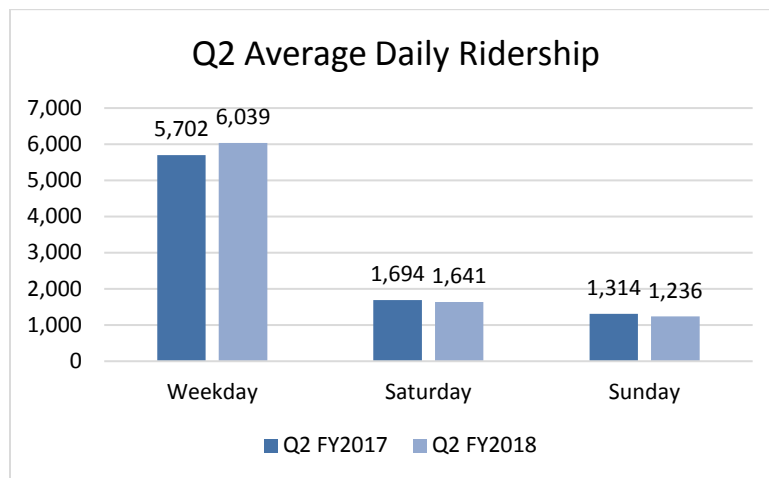
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended on July 30, 2017.



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.



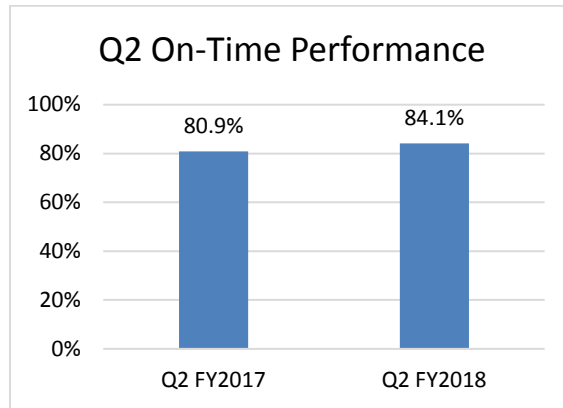
The next chart shows the ridership broken down by average daily boardings by service day during the quarter.



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.

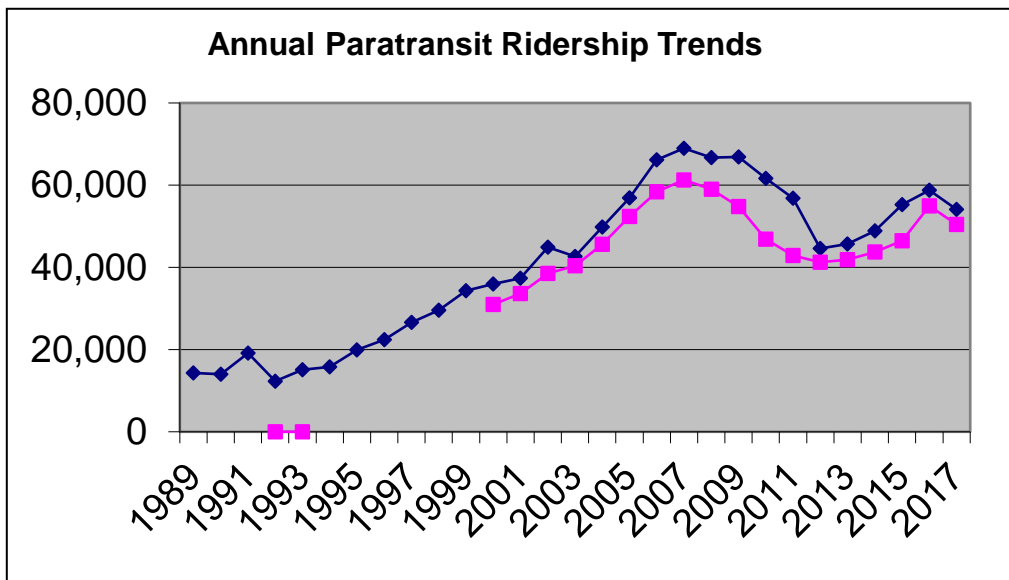
Trends at the individual route level were mixed, but amongst the two major trunk lines, Route 10 continued to trend down and Route 30 continued to trend up, compared with the same quarter of last year.

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.

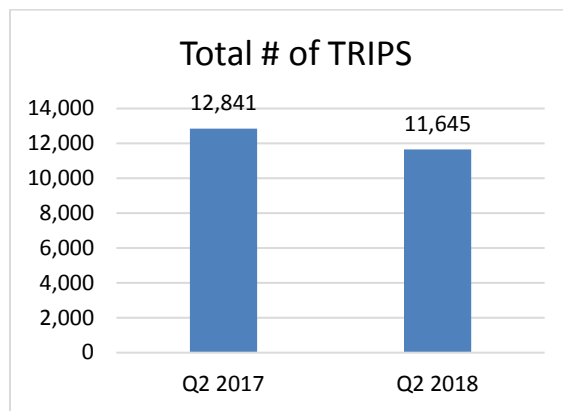
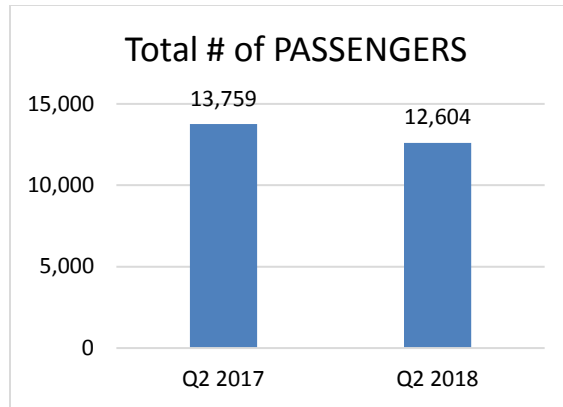


Paratransit

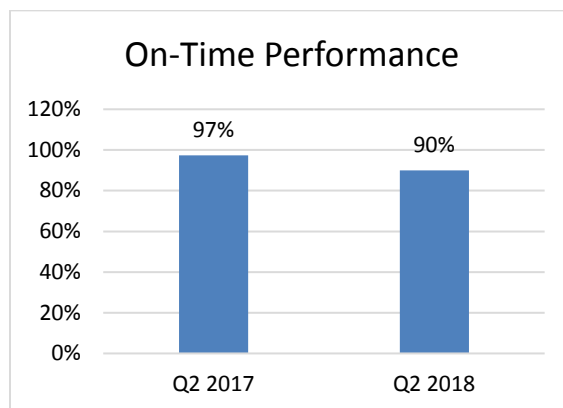
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2017:



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.

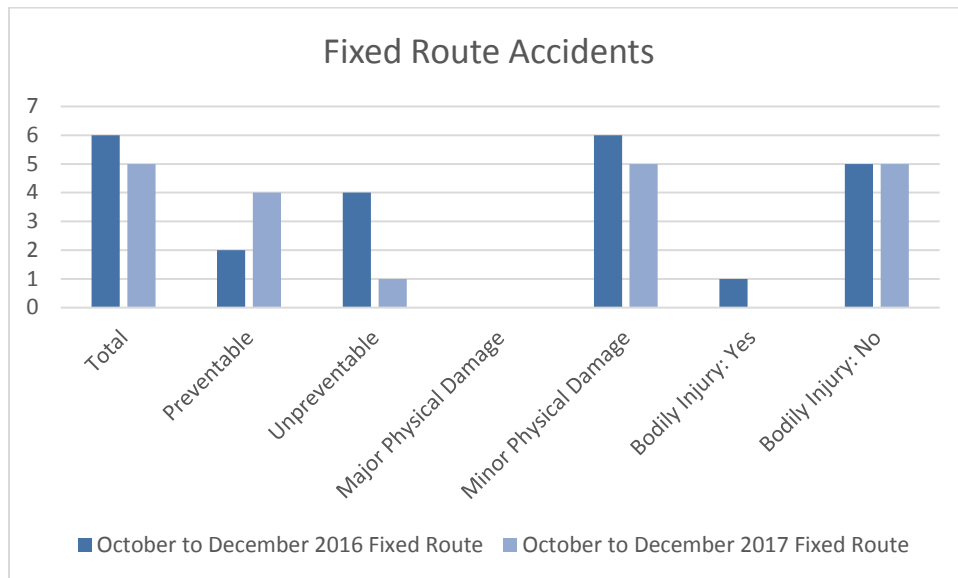


The Dial-A-Ride service has been experiencing serious challenges in the last several months. While the OTP decreased so did the number of trips and passengers. Staff believes that part of the decrease in trips/passengers is due to the low service quality (late trips) and also trip time negotiation.

Accidents/Incidents

Fixed Route

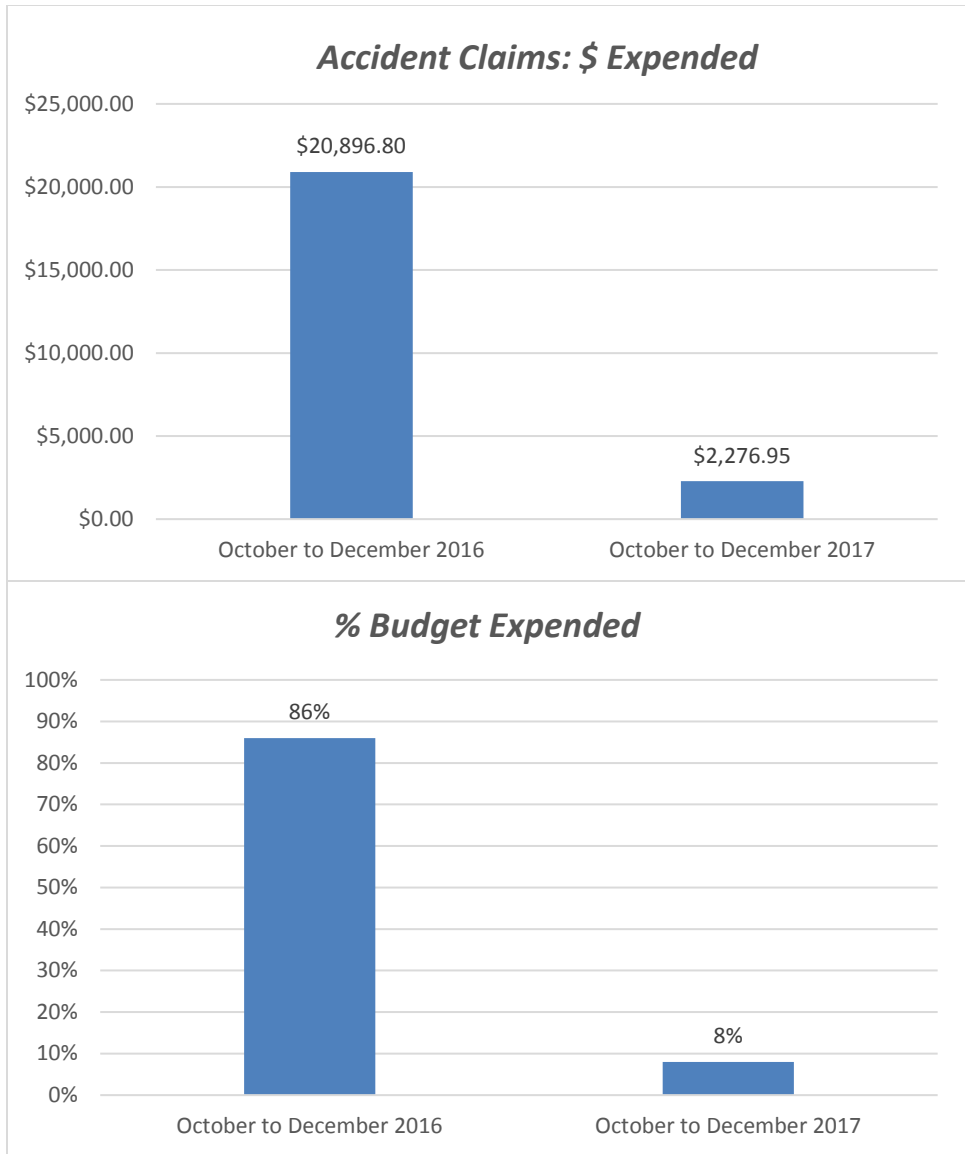
Noted in the figure below for Fixed Route Accidents, in the second quarter, there have been five (5) reportable accidents/incidents on the fixed route system, four (4) of which were determined to be preventable, and one (1) deemed non-preventable. None of the accidents resulted in major damage, and all 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.



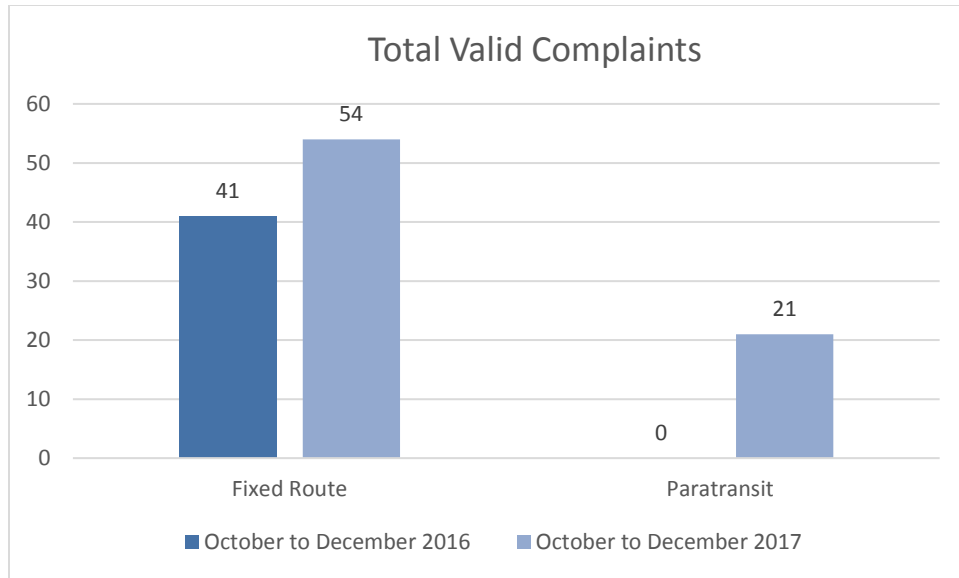
Accidents/Incidents

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.

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Summer 2018 Summer School Service Accommodation

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

DATE: February 26, 2018

Action Requested

To consider the travel needs of students attending the summer school programs in Dublin and Pleasanton, and forward a recommendation to the Board of Directors.

Background

LAVTA in some areas of Dublin and Pleasanton supplements its mainline routes with limited “school tripper” service operating on school days during the main academic year. Since 2014, the agency has also provided a limited subset of this service to accommodate students that attend the summer school sessions of the Dublin Unified School District (DUSD) and Pleasanton Unified School District (PUSD).

Last year, the DUSD summer program was conducted at Dublin High School, and the PUSD summer program at Foothill High School (FHS). LAVTA accommodated these programs by providing service on two supplemental Wheels routes for each - #501 and #502 for Dublin, and #602 and #604 for Pleasanton.

Discussion

The Dublin school district will again run its summer program at the Dublin High School (DHS) location this year, while the Pleasanton program will return back to the location from which it ran two years ago – Amador Valley High School (AVHS). No Wheels mainline route serves DHS, while AVHS is directly located along Route 10R.

The summer supplemental service that was operated in Dublin in 2017 operated across 28 days, and carried a total of 4,018 boardings through the program – or an average of 144 one-way boardings per day operated. Relative to the vehicle hours operated, this equated to approximately 59.1 unlinked passenger boardings per vehicle revenue hour.

The Pleasanton summer supplemental service *in 2016* (year illustrated to provide a usable comparison with the move back to Amador), provided by way of route #605, operated across 21 days, and carried a total of 49 boardings through the program – or about 2 one-way boardings per day operated. This equated to approximately 2.2 boardings per revenue hour.

The table below summarizes these indicators.

PRIOR SUMMERTIME SUPPLEMENTAL SERVICE RIDERSHIP				
<i>City</i>	<i>Days operated</i>	<i>Daily boardings</i>	<i>Total ridership</i>	<i>Pax/h</i>
Dublin (2017)	28	144	4 018	59.1
Pleasanton (2016)	21	2	49	2.2

When comparing the boardings-per-revenue-hour indicator with how the Wheels school tripper routes typically perform during the main academic year (60 pax/h but with a wide spread), the Dublin summer service did well.

However, the virtual absence of ridership on the supplemental service that was provided for the Pleasanton program when it was last based at AVHS indicates that students were able to use the regular mainline Wheels service available there. In 2016, two mainline Wheels routes - #8 and #10 – were operated along Santa Rita Road facing AVHS. However, later that year, the #8 was realigned and no longer travels in the area of the school. Having said this, the #10 is a frequent service that operates every 15 minutes throughout the day, has capacity, and provides connections to #8 at the East Dublin/Pleasanton BART station as well as in downtown Pleasanton.

Service Options for Summer 2018

Dublin: The DUSD summer school program is expected to be offered similarly to last year in terms of duration and bell times, and to run for six weeks, Monday thru Friday, starting June 11. Classes will begin at 8:00a and end at 12:30p, and the program will again be held at Dublin High School. As with last year, these times coincide closely enough with those of the *STEM Enrichment Academy* to be able to accommodate their students as well with a single daily arrival and departure to/from the school (both programs are held at DHS).

All four Wheels supplemental routes that serve Dublin High (#501, #502, and #504 from East Dublin, and #503 from Shannon Park) during the main academic year would technically be suitable for the summer program as well. Given, however, the typically lower enrollment compared to the main academic year and the ridership seen last year, it would likely be more appropriate to only run two of the four routes – similarly to last year. During the main school year, routes #501 and #504 see the most demand; however, with only two routes warranted from a demand perspective, operating the 501 and 502 would provide the best combined neighborhood coverage (Route #503 does provide unique coverage to the Shannon Park area but may not be expected to carry a sufficient number of students to warrant summer service). The following table lists the primary areas served by the 501/502 combo.

ROUTES 501 AND 502 RECOMM. SUMMER SERVICE 2018	
Neighborhoods served	
<i>Area</i>	<i>Route</i>
Positano Hill	501
Signal Hill*	501
Silvera Ranch*	501
Dublin Ranch*	501
Emerald Glen North	501
Bray Commons	502
Emerald Glen South	502
Wildwood Road	502

* Via perimeter arterial

The table below shows the estimated cost factors for running the #501 and #502 for this year’s summer session. The estimate includes the cost of an overflow bus for the afternoon #501 trip, based on the loads that were experienced last year. The anticipated net cost of operating this service, after fare revenue, would be approximately \$2,510.

ROUTES 501 AND 502 RECOMM. SUMMER SERVICE 2018	
Cost estimate	
Daily revenue hours	2.43
Number of days operated	29
Total revenue hours	70.47
Total fully allocated cost	\$7 605
Daily ridership	144
Total program ridership	4 176
Estimated fare revenue	\$5 095
Total net cost (est'd)	\$2 510

Based on the apparent success of the Dublin supplemental service last summer, and on the continued growth in the city’s student population, Staff anticipates service to again be productive this year and recommends that the Committee endorse accommodating the Dublin summer program as shown above.

Pleasanton: As indicated in the background section, the PUSD summer school program location last year was at Foothill High School, but is reverting back to Amador Valley High School this year – the same location as two years ago. The program will offer middle- and high school grade summer classes as well as enrichment courses. Similar to Dublin, the program is anticipated to start on June 11 and run for six weeks, and take place during the hours of 8:00a and 12:30p (middle school grades to let out at 12:00p). There will be no classes on Fridays.

Due to the presence of the frequent Wheels trunk line #10R operating throughout the day in the Santa Rita Road corridor by AVHS, and given the virtual absence of riders on the

supplemental route #605 when running that for the 2016 summer session, Staff recommends *no supplemental service* for the 2018 program in Pleasanton.

In order to maximize students' options with the Pleasanton program, Staff would produce targeted timetables and other materials tailored toward students who could utilize Route 10R for their travel to and from the summer classes. These materials would highlight the scheduled trips that are relevant to the bell times of the summer program, and would contain guidance on transfer options as applicable.

Budget

The current budget contains a contingency placeholder corresponding to 750 additional revenue hours annually for this and similar purposes. The approximately 70 revenue hours required to provide the summer supplemental service recommended above can be accommodated within that contingency amount.

Recommendation

Staff is asking the Projects & Services Committee to review the proposed service outlined above, and forward a recommendation to the Board of Directors to:

- Operate Wheels routes #501 and #502 during the DUSD 2018 summer school program, and
- Direct students to the regular Wheels route 10R for the PUSD 2018 summer school program.

Attachments:

1. Draft Summer Service Resolution 05-2018

Draft RESOLUTION 05-2018

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AUTHORIZING SUMMER SERVICE FOR ROUTES 501 AND 502**

WHEREAS, LAVTA currently operates supplemental fixed route service to accommodate high school student transportation from multiple residential areas of Dublin and Pleasanton during the academic year; and

WHEREAS, LAVTA has operated a selection of its supplemental routes to accommodate summer school programs each year since 2014, and

WHEREAS, the Dublin Unified School District and the Pleasanton Unified School District have expressed interest in, and support for, continuing to provide service during summer session, in order to serve the transportation needs for their summer middle- and high school program; and

WHEREAS, LAVTA wishes to be responsive and supportive of reasonable requests by our partnership with the Dublin and Pleasanton Unified School Districts; and

WHEREAS, Wheels routes 501 and 502 would provide the best neighborhood coverage for the Dublin summer school program relative to the limited resources that are available to LAVTA; and

WHEREAS, Wheels regular mainline Route 10R has the capability and capacity to reasonably facilitate student travel to and from the location of the Pleasanton summer school program location this year; and

WHEREAS, the cost of the incremental service is relatively small and may be partially offset by passenger fares that the Authority believes can be reasonably expected.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing summer service on Wheels routes 501 and 502 during school days in June and July 2018 for the Dublin program, and approves directing students to the regular Wheels mainline Route 10R service for the Pleasanton program.

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

Karla Brown, Chair

Attest:

Michael Tree, Executive Director

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: Dublin Student Transit Service Study

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

DATE: February 26, 2018

Action Requested

This is an informational item.

Background

As a supplement to its Wheels mainline service in Dublin, LAVTA currently provides four school-focused Wheels routes geared toward students attending area middle- and high schools. As residential developments in eastern Dublin continue to be completed at a fast pace, demand and ridership on the Wheels supplemental (school-focused) routes have continued to increase. In the last year alone, the number of boardings on the Dublin trippers has increased in the order of 50 percent.

The additional demand for transit service, as an alternative to solo or chauffeured driving, is a welcome development. At the same time, however, the time-clustered nature of this demand is placing high peak vehicle and manpower requirements upon LAVTA. In order to try and get ahead of current and upcoming issues particularly present in Dublin, Staff identified amounts in the existing budget for Planning Department studies sufficient to have an external party provide support with gathering information and assist with developing a brief transit service plan for Dublin, focusing on student transportation needs.

Discussion

Through competitive procurement, Staff has selected Nelson\Nygaard & Associates to conduct a small-scale study about exiting conditions and near-future challenges/opportunities that LAVTA should be aware of in its service planning in Dublin going forward.

Specifically, the study will identify:

- Current and near-term capacity constraints
- Current and anticipated student population, including its demographics and geographic distribution
- Current and planned middle- and high school capacity and locations, including their circulation elements
- Current and planned street- and pedestrian networks

Based on the above, the study will then recommend:

- Changes and additions to the existing supplemental Wheels route network
- Arrival and departure timeframes, (e.g. main bell, zero period, bell time offsets)
- Appropriate bus vehicle size(s) required to accommodate demand and implement the recommended service plan in a cost- and resource effective manner
- Minor modifications or extensions to existing Wheels mainline routes that could help moderate the demand for dedicated supplemental routes
- Potential new hybrid routes, if any, that - while serving students - could also work well for other trip purposes in the community
- Supporting services or programs (existing or potential) that may help extend the effective radius of existing or proposed transit routes, such as improved walking paths, shared bicycle facilities/parking, and/or connector shuttle services.
- Estimate the total anticipated capital and operating costs to implement the plan.

Budget

The allocated amount for the Dublin service study is \$50,000, and comes from the existing budgeted amount for Planning studies in the current FY2018 budget.

Next Steps

The data collection and outreach components of the study are already underway; a stakeholder meeting was held on 02/21, and a public open house is scheduled for 03/08. An online survey is also planned. Following these, the draft service plan will be developed. Given the very limited scope and timeline for the study, there are no official interim milestone documents planned.

The Consultant will present the study recommendations at the May meeting of the Board of Directors. Staff's goal is to have a fiscally constrained short-range component that can be implemented with August school-starts of this year, and a medium-range component with items/programs that could be deployed beyond 2018.

Recommendation

None – information only.

AGENDA

ITEM 8



STAFF REPORT

SUBJECT: Fixed-Route Operations and Maintenance Contract

FROM: Michael Tree, Executive Director

DATE: February 26, 2018

Action Requested

Recommend to the Board of Directors that the Operations and Maintenance (O&M) Contract for fixed-route bus service be awarded to MV Transportation for a period of three base years commencing on July 1, 2018, with LAVTA holding four additional one-year options. This issue will be brought to the February 26 Projects & Services Committee meeting for a focus on the methods of service delivery, and to the February 27 meeting of the Finance & Administration Committee for a focus on costs and procurement. Both Committee recommendations will be forwarded to the full Board on March 5, 2018, for action.

Background

LAVTA most recently went out to bid for its O&M contract in 2011, and awarded the fixed-route contract to MV Transportation, which has held LAVTA's fixed-route O&M contract continuously since 2003. At that time, the paratransit O&M contract was awarded to American Logistics Company, and since that time the two contracts have been procured and managed separately due to fundamental differences in business models between the two modes of service planning and delivery.

MV's current fixed-route O&M contract commenced on July 1, 2011. The three base years of the current contract expired on June 30, 2014. At that time, the Board of Directors began extending the contract term by exercising each of the four option years in succession, as business conditions remained stable and overall service levels remained fairly consistent throughout the contract period. On July 1, 2016, MV executed a new collective bargaining agreement (CBA) with the Teamsters Local 70, which is in effect through June 30, 2020. On November 27, 2017, MV notified LAVTA staff that it was in negotiations with the union to renegotiate the CBA to raise wages for entry-level drivers based on a market analysis of starting wages in the Livermore area for drivers. On November 29, 2017, MV and the Teamsters executed a Memorandum of Agreement amending the existing agreement accordingly for the remainder of the CBA term.

Discussion

In preparing to re-bid the fixed-route O&M contract, staff developed and refined procurement documents beginning in Summer 2017 to incorporate LAVTA's current

operating conditions, agency priorities, and revenue forecasts. During this time, staff also contemplated the status of the paratransit O&M contract (currently held by Medical Transportation Management, Inc.) and determined that it was in LAVTA’s interests under present business conditions to keep the fixed-route and paratransit contracts separate for the time being. On October 20, 2017, LAVTA issued a Request for Proposals (RFP) for the operation and maintenance of fixed-route bus service.

Five firms attended a pre-proposal conference on November 6, 2017, in which the scope of services was described. The due date for proposals to be submitted was January 5, 2018, and at that time three proposals were received from First Transit, Inc., MV Transportation, Inc., and Ride Right LLC. (Ride Right is the fixed-route counterpart to MTM, Inc.)

Staff convened a panel to evaluate the proposals comprising the following individuals with subject-matter expertise both internal and external to LAVTA, and having direct experience with all three proposing firms:

- Tamara Edwards, Director of Finance, LAVTA
- Steve Ponte, Chief Operating Officer, Tri Delta Transit
- Rob Thompson, Assistant General Manager, WestCAT
- Christy Wegener, Director of Planning and Operations, LAVTA
- Jennifer Yeamans, Senior Grants, Project Management & Contract Specialist, LAVTA

The panel reviewed the written proposals in early January and subsequently conducted in-person interviews on January 25 and 29 with the three proposers, including their proposed management teams.

The evaluation criteria used to rank the proposals and each firm’s average score from the evaluation panel were as follows:

Criterion	First Transit	MV	Ride Right
The experience of the local management team and the company (max 30 points)	20.4	24.8	21.6
Cost of providing the contractual services (max 25 points)	19.0	23.2	22.0
Approach to Scope of Work (max 35 points)	27.4	27.8	31.2
The commitment to the existing workforce (max 10 points; no partial points awarded)	10.0	10.0	10.0
Total (max 100 points)	76.8	85.8	84.8

Because this procurement is an RFP, LAVTA can make its decision based on which proposal is perceived to provide the best value to the agency; it is not a process that mandates an award to the lowest responsible bidder. Staff nevertheless analyzed each firm’s best and final cost proposal carefully and determined MV’s proposal to be lower than the others across several cost factors described further in the Budget section below.

Other key differentiators in the evaluation included:

- Because of its proposed management team’s tenure with the Wheels system and MV’s long-standing presence providing bus service in the Tri-Valley, MV ranked highest in firm and local-management experience. First Transit scored relatively well in terms of the firm’s industry experience but less so in terms of the experience of the proposed local management team. Conversely, Ride Right had a strong proposed local management team but no comparable experience as a firm delivering fixed-route service for a system and fleet of LAVTA’s size and complexity.
- Ride Right scored highest in terms of the proposed approach to LAVTA’s scope of work. Panelists were responsive to several innovative ideas presented and a highly customer-focused approach to delivering service and enhancing employee morale. Both MV and First did not present as many cross-cutting, innovative strategies, and/or demonstrated a lack of knowledge or specificity in interviews of some key aspects of LAVTA’s service goals and/or agency priorities, such as driver recruitment and retention.

After the panel’s evaluation and interviews, and after issuing follow-up questions and receiving clarifying responses, the proposers’ rankings were as follows:

MV Transportation	1st
Ride Right	2nd
First Transit	3rd

Budget

The base-year costs proposed by the three firms and comparison to the agency’s FY 17-18 fixed-route O&M budget of \$9,338,719 at present service and full staffing levels are as follows:

Firm	Proposed	Comparison to FY 17-18	
	FY 18-19 Base Cost	\$	%
MV Transportation	\$10,062,348	+\$723,629	+7.7%
Ride Right	\$10,573,134	+\$1,234,415	+13.2%
First Transit	\$10,667,156	+\$1,328,437	+14.2%

Incorporating the various cost-escalators provided by each firm illustrates the total costs of each firm’s proposed services over the three-year initial contract period as well as the total seven-year term with options.

Firm	Initial 3-Year Term		7-Year Total with Options	
	Average Escalator	Total Obligation	Average Escalator	Total Obligation
MV Transportation	2.77%	\$31,035,975	2.69%	\$76,351,950
Ride Right	3.84%	\$33,039,979	2.76%	\$81,445,247
First Transit	4.95%	\$33,629,781	4.13%	\$85,653,521

Normalizing the cost proposals across minor variations in staffing levels proposed, MV's proposal was nearly \$2,000 less per Full-Time Equivalent (FTE) employee per year over the initial three-year term than the other proposers. All three firms were notified of the Memorandum of Agreement MV executed with its union via an Addendum to the RFP and had the opportunity to incorporate the revised CBA and current employment conditions into their cost proposals.

Finally, both non-incumbent firms proposed transition and startup costs ranging from \$317,585 (First) to \$476,042 (Ride Right) associated with taking over the contract. MV's proposal included no such costs.

Fiscal Impact

Expenses associated with the new Operations and Maintenance contract will be incorporated into the FY18-19 budget development process, which will begin in March and be completed in June with Board approval.

Next Steps

Staff seeks the Board's approval of the O&M contract award at the March 5 meeting. If approved, LAVTA's Executive Director and Legal Counsel will enter into final negotiations to execute a contract for the three-year term beginning July 1, 2018.

Upon execution of the new contract, LAVTA staff will work to align oversight of the contract with LAVTA's key agency goals and priorities with more comprehensive feedback mechanisms between LAVTA and contractor staff to promote the highest standards of performance in support of LAVTA's strategic priorities.

Staff proposes to return to the Board after the end of the second full year of the new contract period for a comprehensive review of the contractor's performance in delivering the scope of work in a way that supports LAVTA's key agency priorities, in order to inform any potential future exercise of option years.

Recommendation

Staff recommends that the Committee recommend to the Board of Directors that the fixed-route operations and maintenance contract be awarded to MV Transportation. MV's proposal was ranked highest, its cost was the lowest proposed with the lowest escalators, and the management team has direct experience successfully delivering LAVTA's services.

Attachments:

1. Resolution 06-2018 Approving a Fixed-Route Operations and Maintenance Contract Award

RESOLUTION NO. 06-2018

**A RESOLUTION OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
APPROVING A FIXED ROUTE OPERATIONS AND MAINTENANCE CONTRACT
AWARD TO MV TRANSPORTATION, INC.**

WHEREAS, the Livermore Amador Valley Transit Authority (LAVTA) has a contract for Operations and Maintenance (O&M) for its fixed-route services which is currently expiring on June 30, 2018; and

WHEREAS, in light of the expiring contract, LAVTA staff initiated a procurement process for an O&M contract in September 2017; and

WHEREAS, LAVTA published the RFP for O&M services on October 20, 2017, conducted a pre-proposal meeting with potential contractors on November 6, 2017, and established a due date for proposals of January 5, 2018; and

WHEREAS, on January 5, 2018, LAVTA received three proposals from firms interested in obtaining LAVTA's fixed-route O&M contract; and

WHEREAS, the three proposals were evaluated, and interviews conducted, by a panel comprised of LAVTA and non-LAVTA transit management staff, and following the evaluation, the proposals were ranked; and

WHEREAS, MV Transportation, Inc., emerged as the top-ranked proposer;

NOW, THEREFORE, BE IT RESOLVED: That the Board of Directors of the Livermore Amador Valley Transit Authority, approves the award of a fixed-route O&M contract to MV Transportation and directs the Executive Director and Legal Counsel to negotiate a contract featuring terms and conditions which are consistent with the Request for Proposals and the proposer's original and subsequent submittals; and

BE IT FURTHER RESOLVED: That the Executive Director shall annually estimate the amount of service to be provided in the upcoming fiscal year, negotiate the terms and conditions for that amount of service with MV Transportation, and present the resulting O&M costs for fixed route services in the annual Budget for the Board's review and approval.

PASSED AND ADOPTED by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 5th day of March 2018.

BY

Karla Brown, Chair

ATTEST

Michael Tree, Executive Director

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Contract Award for Individualized Marketing Services

FROM: Tony McCaulay, Marketing Manager

DATE: February 26, 2018

Action Requested

Staff recommends that the Project & Services Committee forward to the LAVTA Board a recommendation for the award of a contract for the purchase of individualized marketing services to Steer Davies Gleave in the amount of \$129,950, to exercise the contract option extending our existing contract one (1) additional year. Additionally staff requests a 10% contingency for the project and authorization for the Executive Director to execute the contract.

Background

A key goal of the Wheels Forward planning effort was to optimize productivity on existing routes, particularly those routes featuring 15-minute all day frequency. Wheels Forward achieved that end, creating multiple corridors where the bus system is convenient and competes effectively with the personal automobile on destinations along the corridor. Such corridors are best marketed for lasting ridership gains using individualized marketing techniques.

Individualized marketing for public transit entails personal contact by trained travel ambassadors with individuals who live near quality transportation within a corridor. The person-centered approach allows individuals to reflect upon their travel habits in a non-controversial way and consider viable alternatives for their own personal situation, with tailored resources and information.

The FY2018 Marketing Plan included individualized marketing for the Route 30R along the Dublin Boulevard corridor with an identical budget to the SmartTrips Pleasanton project carried out last year. This year's project will also include outreach to a segment of the Route 30R in Livermore along Portola Avenue near Las Positas College. With Board approval, it is anticipated that outreach activities will occur during the latter part of May.

Discussion

Staff released a Request for Proposals (RFP) on August 15, 2016, seeking to procure the services of an experienced firm to conduct the individualized marketing on the Santa

Rita/Owens Drive corridor in FY 2017. The RFP include a second year option for FY2018 to conduct the same individualized marketing along Dublin Boulevard. The proposal submitted by Steer Davies Gleave from Los Angeles was found to be the most qualified and best value, and the LAVTA Board approved award of the initial contract in October 2016.

Fiscal Impact

Funds for this project, including the initial year and the option year of the contract and requested contingencies, are provided through a Transit Performance Initiative (TPI) grant that was awarded to LAVTA by MTC in May 2016.

Recommendation

Staff requests that the Project & Services Committee recommend to the LAVTA Board the award of contract for purchase of individualized marketing services to Steer Davies Gleave in the amount of \$129,950 for the option year of the contract. Additionally staff requests a 10% contingency for the project and authorization for the Executive Director to execute the contract.

Attachments:

1. Resolution 07-2018 Awarding Individualized Marketing Services

RESOLUTION 07-2018

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AWARDING INDIVIDUALIZED MARKETING SERVICES**

WHEREAS, the LAVTA requires the services of a third party contractor to implement individualized marketing strategies for the purpose of generating customers and ridership in key corridors of the Wheels bus system; and

WHEREAS, the agency's issued a Request for Proposals 2016-16; and

WHEREAS, Steer Davies Gleave responded to LAVTA's request for proposals and submitted a proposal which was selected as the "best value" and a responsive and responsible proposal; and

WHEREAS, Steer Davies Gleave was awarded a contract for year one (1) of this project with an option for a second year; and

WHEREAS, LAVTA now wishes to exercise the option year of the contract.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves entering into a contract with Steer Davies Gleave for \$129,950 for year two (2) of this project, and directs the Executive Director to sign a contract on their behalf; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the Executive Director to expend a 10% contingency amount not to exceed \$12,995.

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

Karla Brown, Chair

Attest:

Michael Tree, Executive Director

AGENDA

ITEM 10



FY2018 Goals, Strategies and Projects

Last Updated – January February 20, 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. <u>Strategic Planning Workshop for Board being planned for later 2018 after new Director of Planning is hired.</u>	
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>Draft recommendations being created. Board presentation in April.</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. <u>Board to consider recommendations in April.</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>
				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 Dec 2018	→ Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. <u>Project currently in design phase.</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>May 2018</u>	→ Program providing approximately 1,500 rides/month. Mailing to residents occurring in September. Project study expanded to include additional data analysis. <u>Project behind schedule due to data sharing delays. Fehr & Peers to present final findings in May.</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	→ Three proposals received. Interviews conducted on 25 th . Best and final proposals being submitted. Board to award in March.	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. Nelson/Nygaard awarded contract. Data collection being performed. Public workshops being scheduled in March.	
<p><i>Goal:</i> Marketing and Public Awareness</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

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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. <u>Buses being wrapped and logos applied.</u> <u>Unveiling media story being scheduled for February or March.</u>	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. Project report to LAVTA Board made in December. <u>SmartTrips Dublin to be considered by Board in March for summer 2018.</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. Board awarded engineering to Kimley Horn in November. Bus shelter type is next step. Project award in April. <u>Project currently in design.</u>	
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.</u> Other four shelters will require significant site work. Budgeting for next FY.	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"> Identify shelters Install 	ED	Projects/ Services	Nov 2016 Apr 2018	→ Shelters identified. 10 shelters delivered. <u>No bids for install received. Rebid. Board to consider in March.</u>	X
<p>Goal: Community and Economic Development</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p>3. Partner with employers in the use of transit to meet TDM goals & requirements</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"> 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. <u>Discussion ongoing w/ACTC on how to keep project funded past demonstration project.</u>	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". Board of Trustees to consider the vote and student fee in March or April.	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	• City Award of Project	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 extend into April 2018. <u>Board received update at February meeting.</u>	X
	• Demo of TC Customers Service Buildings			Jul 2017		X
	• Finish Relocation/Renovation			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"> • Bid Project • Project Completion 	DP	Projects/ Services	Nov 2017 Jan 2018	→Bid spec being developed for painting and purchase of furniture. <u>Exterior furniture on order. IFB for rehab of custom shelter to be advertised in early March.</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"> 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>
Alameda – San Joaquin Regional Rail Working Group	<ul style="list-style-type: none"> • AB 758 	ED	Projects/ Services	Oct 2017	→ Approved. Legislation became 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>
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	→ F&A committee looked at draft legislative plan in January 2018. <u>Board approved 2018 Legislative Plan in February.</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

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"> 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

Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
- Explore and develop revenue generating opportunities
- 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>
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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>
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 in April.	
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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 GoMentum approved by Board in February.</u>	X X
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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.	
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AGENDA

ITEM 11



LAVTA COMMITTEE ITEMS - February 2018 - June 2018

Projects & Services Committee

February

	Action	Info
Minutes	X	
Quarterly Operations		X
Operations and Maintenance Contract Award	X	
Summer School Service Changes 2018	X	
Contract Award fir Individualized Marketing Services	X	

March

	Action	Info
Minutes	X	
Mobility Forward Draft Recommendation	X	
Fare Policy Draft Recommendation	X	

April

	Action	Info
Minutes	X	
Draft Fall Service Changes	X	
Mobility Forward Final Recommendation	X	
Go Dublin Evaluation		X
Fare Policy Final Recommendation	X	

May

	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X

June

	Action	Info
Minutes	X	
WAAC Appointments	X	
Marketing Work Plan	X	