

# FY2018 Goals, Strategies and Projects

Last Updated – January May 20, 2018

# MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> <li>1. <b>Provide routes and services to meet current and future demand for timely/reliable transit service</b></li> <li>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</li> <li>3. <b>Optimize existing routes/services to increase productivity and response to MTC projects and studies</b></li> <li>4. <b>Improve connectivity with regional transit systems and participate in BART to Livermore project</b></li> <li>5. Explore innovative fare policies and pricing options</li> <li>6. Provide routes and services to promote mode shift from personal car to public transit</li> </ol>						
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"> <li>• Receive draft Long Range Plan from Nelson/Nygaard</li> <li>• Present final draft to Board</li> <li>• Approval</li> </ul>	DP	Projects/ Services	Apr 2018 May 2018 Jun 2018	→ Staff studying park and ride report, shared mobility and shared autonomous vehicle strategy. Strategic Planning Workshop for Board being planned for later 2018 after new Director of Planning is hired.	
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> <li>• Award of Contract</li> <li>• Public Outreach</li> <li>• Approval of Recommendations</li> </ul>	DP	Projects/ Services	Nov 2016 Jun 2017 Jun 2018	→ Nelson/Nygaard awarded contract. Public meetings held in June. LAVTA Board presentation made in September. Currently developing alternatives. Second round of workshops completed in November. City of Pleasanton analyzing data with near future meeting set on May 11th. <u>City cancelled meeting.</u> Awaiting new date to meet.	X X
Fare Study	<ul style="list-style-type: none"> <li>• Draft Fare Study</li> <li>• Public Hearing (proposed changes on fixed route)</li> <li>• Board Approval</li> </ul>	DP	Projects/ Services	May 2017 Jun 2018 Jul 2018	→ Draft Fare Study for fixed route complete. F&A reviewed in May. Decision made to hold study results to see ridership trends on fixed route and paratransit study fare recommendations. <u>Nelson/Nygaard updated Fare Study w/more conservative model.</u> <u>Staff analyzing.</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>
Three Queue Jumps On Dublin Blvd	<ul style="list-style-type: none"> <li>Award contract for queue jump</li> <li>Finish project</li> </ul>	DP	Projects/ Services	Jul 2016 Oct 2017	→ Board awarded contract queue jump project in March. Some delays in project. Currently 75% completed. Queue jumps are operational.	X X
Transit Signal Priority Project in Rapid 10R Corridor	<ul style="list-style-type: none"> <li>Engineering Work</li> <li>Finish Project</li> </ul>	DP	Projects/ Services	Oct 2017 Dec 2018	→ Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. Project currently in design phase. Equipment to be ordered in summer for fall/winter install.	
Go Dublin Discount Program	<ul style="list-style-type: none"> <li>Get clearance from FTA</li> <li>Implement</li> <li>Results of Program</li> </ul>	DP	Projects/ Services	Nov 2016 Dec 2016 May 2018	→ Program providing approximately 1,000 rides/month. Two mailings to residents accomplished. Study of program behind schedule due to data sharing delays. Fehr & Peers to present final findings in June. <u>Board provided direction to staff to include Go Dublin in FY 2019 budget.</u>	X X
O&M Contract Request for Proposals	<ul style="list-style-type: none"> <li>Develop RFP</li> <li>Award Contract</li> </ul>	DP	Project/ Services	Oct 2017 Mar 2018	→ Three proposals received. Interviews conducted on 25 <sup>th</sup> . Best and final proposals submitted. Board awarded in March. Legal reviewed contract. Contract signed.	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>
Dublin Service Plan	<ul style="list-style-type: none"> <li>• RFP advertised</li> <li>• Contractor Award</li> <li>• Recommendations</li> </ul>	DP	Projects/ Services	Nov 2017	→ Several proposals received. Nelson/Nygaard awarded contract. Data collection being performed. Project workshop held in March. Over 600 surveys completed. <u>Plan reviewed in committee in April. Board to consider in June.</u>	X
				Jan 2018		X
				June 2018		

*Goal:* Marketing and Public Awareness

*Strategies (those highlighted in bold indicate highest Board priority)*

- 1. Continue to build the Wheels brand image, identity and value for customers**
2. Improve the public image and awareness of Wheels
3. Increase two-way communication between Wheels and its customers
- 4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system**
5. Promote Wheels to New Businesses and residents

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Website Upgrades	<ul style="list-style-type: none"> <li>• Place easy to access Commuter Info on homepage</li> </ul>	MKT MGR	Projects/ Services	Nov 2017	→ Better way to BART info landing page and button to be installed on website in November. Working on informative maps and info for this section.	X
LAVTA Rebranding Project	<ul style="list-style-type: none"> <li>• Selection by LAVTA Board of name/rebranding</li> <li>• Event to unveil rebranding.</li> </ul>	MKT MGR	Projects/ Services	Jun 2016	→ New design for buses approved. New logo approved. Buses being wrapped and logos applied. Several stories from media printed.	X
				Feb 2018		X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Individualized Marketing	<ul style="list-style-type: none"> <li>Award Contract</li> <li>Review of results</li> </ul>	MKT MGR	Projects/ Services	Mar 2018 Jun 2018	→ SDG awarded contract. Collateral developed and distributed. Program completed. Post program surveys completed. Project report to LAVTA Board made in December. SmartTrips In Dublin and parts of Livermore approved by Board in March. <u>Project underway. Ends in June.</u>	X X
N Canyons Parkway Rapid Bus Stop Project	<ul style="list-style-type: none"> <li>Engineering work</li> <li>Improvements to site</li> <li>Relocation of shelters</li> </ul>	DP	Projects/ Services	May 2017 Aug 2017 Jun 2018	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. Bids came in high. Board rejected all bids. Bid re-advertised. Board awarded project in November. <u>Permits obtained. Working on final details before releasing Notice to Proceed.</u>	X
Pleasanton SmartTrips Corridor Rapid Bus Stop Project	<ul style="list-style-type: none"> <li>Engineering work</li> <li>Award of construction contract</li> <li>Finish project</li> </ul>	DP	Projects/ Services	Nov 2017 Apr 2018 Jun 2018	→ ACTC grant received to upgrade stops in this corridor to Rapid style. Board awarded engineering to Kimley Horn in November. Bus shelter type is next step. Project award in April. <u>City reviewing Rapid bus shelters. Engineer has completed 35% design of bus stops.</u>	
Dublin School Tripper Bus Shelter Project	<ul style="list-style-type: none"> <li>Identify new locations for shelters</li> <li>Install new shelters</li> </ul>	ED	Projects/ Services	Sept 2016 Dec 2017	→ Five locations with high ridership identified. Kimley Horn performing engineering. First shelter installed in December. 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"> <li>Identify shelters</li> <li>Install</li> </ul>	ED	Projects/ Services	Nov 2016 Apr 2018	→ Shelters identified. 10 shelters delivered. No bids for install received. Rebid. Board approved contract with Hammercraft Construction in March. Contract signed. <u>Negotiating task order.</u>	X
<p><b>Goal: Community and Economic Development</b></p> <p><b>Strategies (those highlighted in bold indicate highest Board priority)</b></p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p><b>3. Partner with employers in the use of transit to meet TDM goals &amp; requirements</b></p>						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> <li>Assist ACTC in promoting the student passes</li> <li>Monitor effectiveness of the program and capacity issues</li> </ul>	DP	Projects/ Services	Ongoing  Ongoing	→ Four schools in Livermore to have free pass via Clipper for Wheels access. Planning/Marketing Departments working with ACTC and school district to market Clipper Cards/bus system. Approximately 200 trips per day. ACTC allocated STA for the project, which will impact funding for Route 14.	X
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> <li>Marketing campaign on campus</li> <li>Student Vote to retain Transit Pass on campus</li> </ul>	MKT MGR	Projects/ Services	Ongoing  Nov 2017	→ Transit pass/marketing efforts ongoing. Students have voted. 90% "yes". <u>Board of Trustees approved student fee.</u>	X  X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> <li>• City Award of Project</li> </ul>	DP	Projects/ Services	Jan 2017	→ FTA clearance given to demo current building. City Council awarded contract. Temporary facility installed. Demo of LAVTA buildings done. Depot moved onto cement foundation. Project extend into April 2018. Board received update in February. <u>Project likely to be completed in August.</u>	X
	<ul style="list-style-type: none"> <li>• Demo of TC Customers Service Buildings</li> </ul>			Jul 2017		X
	<ul style="list-style-type: none"> <li>• Finish Relocation/Renovation</li> </ul>			Jun 2018		
Rehab of Shade Structure and Replacement of Furniture at Livermore Transit Center. Rehab of Custom Shelter adjacent to Livermore TC next to Parking Garage.	<ul style="list-style-type: none"> <li>• Bid Project</li> <li>• Project Completion</li> </ul>	DP	Projects/ Services	Nov 2017  Jun 2018	→Bid spec being developed for painting and purchase of furniture. Exterior furniture on order. Current plan is to install furniture for Historic Depot ribbon cutting and paint during transit center remodel with FTA funds.	
<p><i>Goal: Regional Leadership</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> <li><b>1. Advocate for local, regional, state, and federal policies that support mission of Wheels</b></li> <li>2. Support staff involvement in leadership roles representing regional, state, and federal forums</li> <li>3. Promote transit priority initiatives with member agencies</li> <li>4. Support regional initiatives that support mobility convenience</li> </ol>						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Alameda – San Joaquin Regional Rail Working Group	<ul style="list-style-type: none"> <li>• AB 758</li> </ul>	ED	Projects/ Services	Oct 2017	→ Approved. Legislation 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"> <li>Creation of 2018 Legislative Plan and review/approval by the Board and provide support for key legislation.</li> </ul>	ED	Finance/ Admin	Feb 2018	→ F&A committee looked at draft legislative plan in January 2018. Board approved 2018 Legislative Plan in February.	X
State Legislation to Approve SAV Project in Dublin	<ul style="list-style-type: none"> <li>Introduce SAV legislation</li> </ul>	ED	Finance/ Admin	Feb 2017	→ Approved. Legislation 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"> <li>Staff setting up aggressive monitoring of key performance metrics: on-time performance, accidents and customer service.</li> </ul>	DP	Projects/ Services	Ongoing	→ Daily and weekly meeting to discuss key metrics at staff level. 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>
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
FY17 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> <li>Complete financial audit and all required reporting to Board, local, regional and state agencies.</li> </ul>	DF	Finance/ Admin	Nov 2017	→ Audit ongoing in September. Review of audit at F&A in October. Presentation to LAVTA Board in November. No findings.	X
<i>Other:</i>						
Transit Center Bus Driving Isle Improvement Project	<ul style="list-style-type: none"> <li>Perform demo of asphalt and construction new base and asphalt in driving isle.</li> </ul>	PD	Projects/ Services	Jun 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. Project will be final phase of Depot project in June.	
SAV Project	<ul style="list-style-type: none"> <li>Acquire funding to begin project</li> <li>Approve legislation to test SAVs.</li> <li>Enter into MOUs for testing.</li> </ul>	ED	Projects/ Services	Oct 2016 Dec 2017 Feb 2018	→ AQMD awarded LAVTA approx. \$1 million over 3 years in funding in exchange for advertising. LAVTA Board received a presentation on this project and next steps at Feb meeting. AB 1444 approved and effective January 2018. MOU with County Connection approved in November. MOU with GoMentum approved by Board in February. Site preparation in process. <u>Kick-off w/media being scheduled for June 22nd.</u>	X X X
Triennial Audit	<ul style="list-style-type: none"> <li>Preparation for audit</li> <li>Audit and report to board</li> </ul>	DF	Finance/ Adm	Ongoing Jul 2018	→Comprehensive audit on LAVTA from FTA to be conducted in July 2018.	



<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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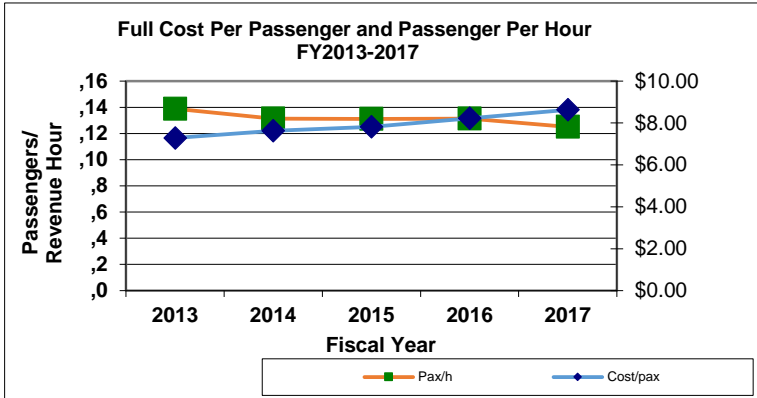
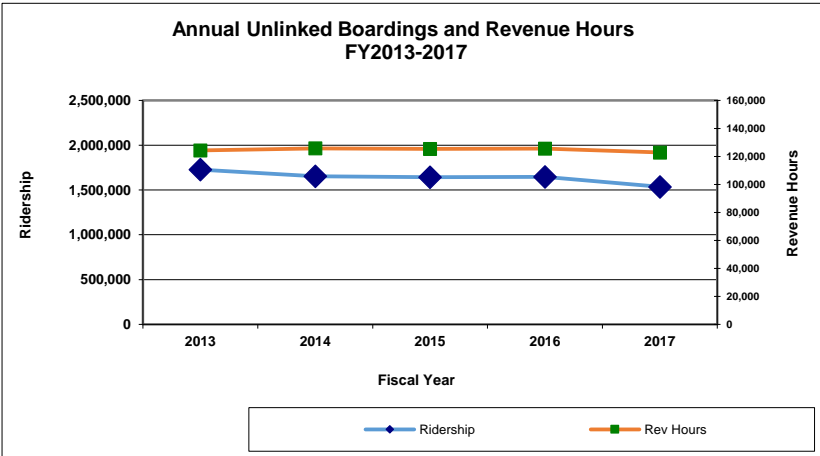
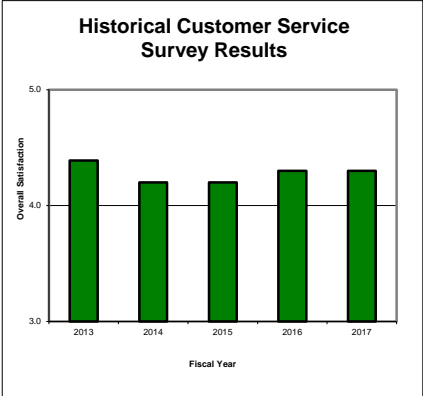
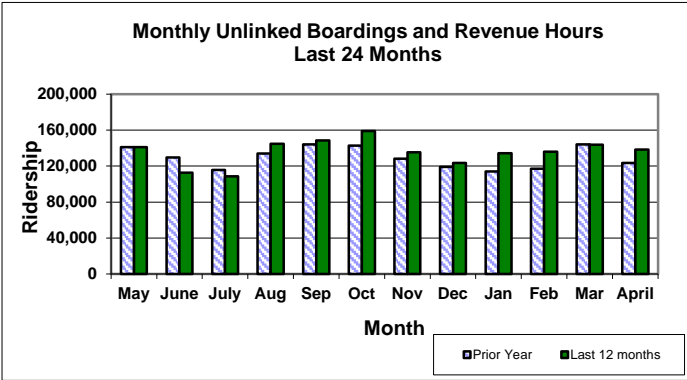
Attachments:

1. Board Statistics
2. FY18 Upcoming Items

**Monthly Summary Statistics for Wheels**  
**April 2018**

**FIXED ROUTE**

	April 2018			% change from one year ago		
Total Ridership FY 2018 To Date	1,371,919			7.0%		
Total Ridership For Month	138,402			12.2%		
Fully Allocated Cost per Passenger	\$8.36			-3.9%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,929	1,647	1,463	9.4%	-4.1%	14.3%
Passengers Per Hour	13.8	10.6	9.4	7.3%	-6.3%	11.7%
	April 2018			% change from last month		
On Time Performance	86.1%			-0.5%		



# Monthly Summary Statistics for Wheels

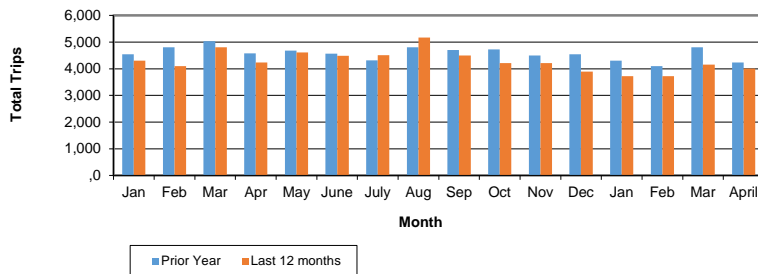
April 2018

## PARATRANSIT

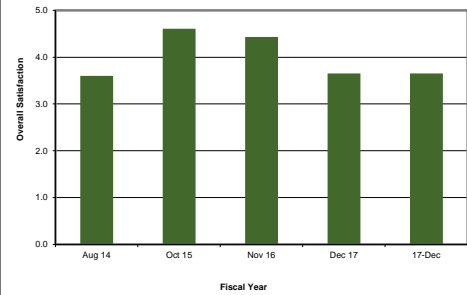
General Statistics	April 2018	% Change from last year	Year to Date
Total Monthly Passengers	4,003	-5.5%	42,758
Average Passengers Per Hour	1.30	-31.6%	6
On Time Performance	89.3%	-6.2%	3
Cost per Trip	\$33.16	2.0%	328
Number of Paratransit Applications	27	28.6%	284
Calls Answered in <1 Minute	76.31%	-10.3%	7

Missed Services Summary	April 2018	Year to Date
1st Sanction - Phone Call	6	49
2nd Sanction - Written Letter	0	1
3rd Sanction - 15 Day Suspension	1	2
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

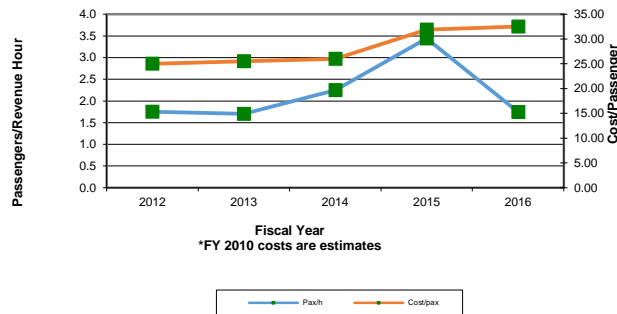
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



## Monthly Summary Statistics for Wheels

**April 2018**

<b>SAFETY</b>							
ACCIDENT DATA	April 2018				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	0		0		2		1
Preventable	0		0		12		2
Non-Preventable	0		0		8		1
<b>Physical Damage</b>							
Major	0		0		0		0
Minor	0		0		20		3
<b>Bodily Injury</b>							
Yes	0		0		0		0
No	0		0		20		3
<b>MONTHLY CLAIMS ACTIVITY</b>							
<b>Amount Paid</b>		<b>Totals</b>					
This Month		\$474.07					
To Date This Fiscal Year		\$14,960.64					
Budget		\$100,000.00					
% Expended		15%					

<b>CUSTOMER SERVICE - ADMINISTRATION</b>		
CATEGORY	Number of Requests	
	April 2018	Year To Date
Praise		5
Bus Stop	2	30
Incident		3
Trip Planning		10
Fares/Tickets/Passes		6
Route/Schedule Planning	5	87
Marketing/Website	1	12
ADA		0
<b>TOTAL</b>	8	153

<b>CUSTOMER SERVICE - OPERATIONS</b>								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	1			12				2
Safety	3	6		24			1	0
Driver/Dispatch Courtesy	1	4		16		2		1
Early				13				1
Late	6	1		45		1		14
No Show	1			12				3
Incident				4				2
Driver/Dispatch Training	1	1		5	2	3		24
Maintenance		1		0				0
Bypass		6		49				0
<b>TOTAL</b>	12	19	0	168	2	6	1	45
<b>Valid Complaints</b>								
Per 10,000 riders	0.87							
Per 1,000 riders					0.50			

## LAVTA COMMITTEE ITEMS - June 2018 - October 2018

### Finance & Administration Committee

<b>June</b>	Action	Info
Minutes	X	
Treasurers Report	X	
Draft Fare Policy Recommendation	X	
Annual Org Review	X	
Legal Contract	X	
<b>July</b>	Action	Info
Minutes	X	
Treasurers Report	X	
Fare Policy Final Recommendation	X	
*Typically July committee meetings are cancelled		
<b>August</b>	Action	Info
Minutes	X	
Treasurers Report	X	
<b>September</b>	Action	Info
Minutes	X	
Treasurers Report	X	
FTA Triennial Review (last in '15)		
<b>October</b>	Action	Info
Minutes	X	
Treasurers Report	X	
CAFR	X	
TDA Triennial Audit (last in '13)	X	

# LAVTA COMMITTEE ITEMS - June 2018 - October 2018

## Projects & Services Committee

<b>June</b>	Action	Info
Minutes	X	
Quarterly Operations		X
Go Dublin Evaluation (DRAFT)		X
WAAC Appointments	X	
Fare Policy Draft Recommendation	X	
Mobility Forward Draft Recommendation	X	
Marketing Work Plan	X	

<b>July</b>	Action	Info
Minutes	X	
Mobility Forward Final Recommendation	X	
Fare Policy Final Recommendation	X	
Go Dublin Evaluation (FINAL)	X	
*Typically July committee meetings are cancelled		

<b>August</b>	Action	Info
Minutes	X	
Quarterly Operations Report		X
DAR Customer Satisfaction Survey		X

<b>September</b>	Action	Info
Minutes	X	
Passenger Surveys	X	

<b>October</b>	Action	Info
Minutes	X	
Winter Service Changes (effective February)	X	