

EXECUTIVE DIRECTOR'S REPORT

December 2018

Wheels Ridership Trends

Ridership on the Wheels bus system was 171,068 passengers, up 7.7% from October of 2017.

Food Drive

At the LAVTA Stuff-A-Bus 1,500 pounds of food and \$600 in gift cards was collected for Open Heart Kitchen and Tri-Valley Haven. Many thanks to co-sponsors KKIQ 101.7 and Lucky Supermarkets.



LAVTA SAV Project

LAVTA continues to work with CCTA & AAA to advance the Authority's SAV project. While testing of the SAV on public roads in Dublin was anticipated in November, several factors including the need to install signage and delays with digital mapping have led to continuing delays. Staff will have a report at the Board meeting.

Regional Rail Authority

The Regional Rail Authority has signed an \$8.5 million contract with AECOM for the environmental work and 30% design of Valley Link. Additionally, staff is in final negotiations with JCOMM to produce a promotional video of Valley Link. Finally, staff is in final negotiations for consulting services that will



provide a Senior Project Manager and a Senior Engineer Lead in the near future. This consulting work will be full-time and the consultants will work from the LAVTA offices.



Go Dublin

In December Uber and MV will team up to provide accessible vehicles in Dublin. The partnership will provide riders using the Go Dublin discount with accessibility throughout Dublin.



New Video Systems on Buses

20 Wheels buses containing video surveillance systems that are past their useful life (they had been transferred to the buses from retired buses years ago) received new video surveillance systems that are high definition and feature easy to use Wi-Fi downloading were installed over the past 30 days.

Financial Audit for FY2018

The FY2018 Financial Audit report is on the LAVTA Board's agenda in December. There are no findings in the audit.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics FY19
3. FY19 Upcoming Items

FY2019 Goals, Strategies and Projects

Last Updated – November 20, 2018

MANAGEMENT ACTION PLAN (MAP)

| Goal: Service Development Strategies (those highlighted in bold indicate highest Board priority) 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 Valley Link 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 |
| Strategic Plan/Long Range Transit Plan (Agency's 30 Year Plan) | <ul style="list-style-type: none"> • RFP • Award of Contract • Consideration of Changes | DP | Projects/ Services | Nov 2018 Feb 2019 May 2019 | → New project for Spring 2019. | |
| Review of Fixed Routes | <ul style="list-style-type: none"> • RFP • Award of Contract • Consideration of Changes | DP | Projects/ Services | Nov 2018 Feb 2019 May 2019 | → It's been 24 months since the Wheels fixed route system redesign. This project will review the performance of the system since the redesign and recommend changes. New project for Spring 2019. | |

| <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> |
|--|---|--------------|------------------------|--------------------------------------|--|------------------|
| Comprehensive Paratransit Assessment | <ul style="list-style-type: none"> • Award of Contract • Public Outreach • Approval of Recommendations | ED | Projects/ Services | Nov 2016 Jun/Nov 2017 Feb 2019 | → Nelson/Nygaard awarded contract. Public meetings held in June. LAVTA Board presentation made in September. Second round of workshops completed in November. City of Pleasanton analyzing data with near future meeting set on May 11th. City cancelled meeting. Awaiting new date to meet from City. | X X |
| Fare Study | <ul style="list-style-type: none"> • Draft Fare Study • Public Hearings • Board Approval | PD | Projects/ Services | May 2017 Sept 2018 Oct 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. Public Hearings held in September. Board approved in October. Implementation in January. | X X X |
| Hacienda Pass | <ul style="list-style-type: none"> • Review Pass Program • Work with Hacienda on Improving the Program | ED | Finance/ Admin | Oct 2018 Jun 2019 | → Initial correspondence with Hacienda provided. Upcoming meeting in November. | |
| Transit Signal Priority Upgrade Project in Rapid Corridors | <ul style="list-style-type: none"> • Engineering Work • Finish Project | DP | Projects/ Services | Oct 2017 Jun 2019 | → Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. Design completed and submitted to Cities for review. <u>Equipment purchase in Jan/Feb and install in summer of 2019.</u> | |

| Projects | Action Required | Staff | Board Committee | Target Date | Status | Task Done |
|---|---|-------|--------------------|----------------------------------|---|-----------|
| Go Dublin Discount Program | <ul style="list-style-type: none"> Explore use of Uber WAV Secure additional funding Develop long-term strategy | ED | Projects/ Services | Nov 2018 Jun 2019 Jun 2019 | → Program continuing into FY2019. Uber & MV to implement Uber WAV in Dublin in December (MV provides wheelchair accessible rides through Uber). Negotiations ongoing for wheelchair accessible vehicles w/GoDublin program through MTM. | X |
| Dublin Service Plan | <ul style="list-style-type: none"> Explore use of articulated buses | DP | Projects/ Services | Dec 2019 | → Nelson/Nygaard looking at merits of LAVTA operating articulated buses. <u>Expect report in late November. Discussion with committees in December or January.</u> | |
| SAV Project | <ul style="list-style-type: none"> Complete storage facility/electrical Work through first set of tests Seek long-term funding for project | CM | Projects/ Services | Nov 2018 Jun 2019 Jun 2019 | → BART working on storage and electrical. Regular meetings being held. <u>Update to be provided to P&S Committee in November.</u> | |
| Advanced Intelligent Intersection Project | <ul style="list-style-type: none"> Install equipment on buses Evaluate performance of project | CM | Projects/ Services | Jun 2019 Jun 2020 | → City of Dublin funded. Working with City and MTC on scope of work and procurement of equipment. MOU approved by LAVTA and City. <u>Equipment on order.</u> | |

| Projects | Action Required | Staff | Board Committee | Target Date | Status | Task Done |
|--|---|-------|--------------------|----------------------|---|-----------|
| Install and Upgrade Video System on Vehicles | <ul style="list-style-type: none"> • Install video cameras on paratransit vehicles • Upgrade 20 video systems on Wheels buses | ED | Projects/ Services | Mar 2019 Jun 2019 | → Staff evaluating cameras/video systems for paratransit vehicles. → <u>20 buses upgraded with new video systems</u> | X |

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

| Projects | Action Required | Staff | Board Committee | Target Date | Status | Task Done |
|--------------------------|---|-------|--------------------|-------------|---|-----------|
| Website Upgrades | <ul style="list-style-type: none"> • More fully develop Better Way to BART section of website | PD | Projects/ Services | Mar 2019 | → Project under development. | |
| App Development | <ul style="list-style-type: none"> • Mobile Ticketing App • Improve integration on CityMapper • Mobile Ticketing in Transit and CityMapper | PD | Projects/ Services | Feb 2019 | → Working with City Mapper and Transit apps on requirements for integration of mobile ticketing. Creating RFP for mobile ticketing. <u>In final evaluation period. Report to Board in December or January on mobile ticketing app strategy.</u> | |
| LAVTA Rebranding Project | <ul style="list-style-type: none"> • Bus stop sign replacement with new branding. | PD | Projects/ Services | Jun 2019 | → Replace bus stop signs throughout service area with newly branded bus stop signs. Replace stencil stops with bus stop signs. <u>Spring/early summer project.</u> | |

Underlined text indicates changes since last report.

| Projects | Action Required | Staff | Board Committee | Target Date | Status | Task Done |
|--|---|-------|--------------------|----------------------------------|--|-------------|
| Individualized Marketing | <ul style="list-style-type: none"> • Award Contract • Marketing • Review of Results | PD | Projects/ Services | Jan 2019 May 2019 Jun 2019 | → Targeting Pleasanton's high density housing areas along Rapid near BART. <u>RFP to be advertised in December. Board to consider award in January.</u> | |
| N Canyons Parkway Rapid Bus Stop Project | <ul style="list-style-type: none"> • Begin planning/engineering work • Improvements to site • Relocation of shelters | FD | Projects/ Services | May 2017 Jun 2018 Aug 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. Construction completed. | X X X |
| Pleasanton SmartTrips Corridor Rapid Bus Stop Project | <ul style="list-style-type: none"> • Engineering work • Award of construction contract • Finish project | FD | Projects/ Services | Nov 2017 Apr 2018 Jun 2019 | → 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. 35% design completed. 65% design completed. <u>City approved plans. Final design in progress.</u> | |
| Replace Shelters Past Useful Life That Are On Livermore Routes | <ul style="list-style-type: none"> • Identify shelters • Install | FD | 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. Evaluating cost for MV to provide work vs Hammercraft. | X |

| <i>Projects</i> | <i>Action Required</i> | <i>Staff</i> | <i>Board Committee</i> | <i>Target Date</i> | <i>Status</i> | <i>Task Done</i> |
|-----------------|------------------------|--------------|------------------------|--------------------|---------------|------------------|
|-----------------|------------------------|--------------|------------------------|--------------------|---------------|------------------|

Goal: Community and Economic Development

Strategies (those highlighted in bold indicate highest Board priority)

1. Integrate transit into local economic development plans
2. Advocate for increased TOD from member agencies and MTC
- 3. Partner with employers in the use of transit to meet TDM goals & requirements**

| <i>Projects</i> | <i>Action Required</i> | <i>Staff</i> | <i>Board Committee</i> | <i>Target Date</i> | <i>Status</i> | <i>Task Done</i> |
|---------------------------|---|--------------|------------------------|--------------------|---|------------------|
| TMA Development in Dublin | <ul style="list-style-type: none"> Develop guidelines in partnership with City of Dublin | PD | Finance Admin | Jun 2019 | → <u>TMA in Mountain View provided sample for City of Dublin to consider.</u> | |
| TOD Development | <ul style="list-style-type: none"> Assist City in creating a master plan for the area around transit center in City of Livermore | PD | Project/ Services | Jun 2019 | → After finishing Historic Depot project staff will schedule a meeting to continue discussions with City staff on this future project. <u>Meeting set for December.</u> | |

Goal: Regional Leadership

Strategies (those highlighted in bold indicate highest Board priority)

- 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> |
|-----------------|---|--------------|------------------------|--------------------|---|------------------|
| Valley Link | <ul style="list-style-type: none"> Provide staff support | ED | Projects/ Services | Jun 2019 | → Staff continuing to provide support. Agency working on Phase II of Feasibility Report and environmental work/30% design of Valley Link. MTC approved \$10.1M request in September. EIR underway. <u>Proposals for Phase II of Feasibility Report received. Proposals for Sr Project Mgr and Sr Engineer received.</u> | |

| <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 Parking Garage | <ul style="list-style-type: none"> • Provide staff support in administering the grant • Provide support for evaluation of bus circulation near project for inter-regional connections | ED | Projects/ Services | Jun 2019 | → Staff meeting with County and Caltrans and CalSTA to support the project. Ground breaking held. <u>F&A reviewing TIRCP report on project in November.</u> | |
| Calendar Year Legislative Plan | <ul style="list-style-type: none"> • Creation of Legislative Plan and review/approval by the Board and provide support for key legislation. | ED | Finance/ Admin | Feb 2019 | → F&A committee looked at draft legislative plan in January 2018. Board approved 2018 Legislative Plan in February. <u>Prop 6 failed. Staff to bring next version of Legislative Plan to Committee in January.</u> | |

Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

1. Promote system wide continuous quality improvement initiatives
2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
4. HR development with focus on employee quality of life and strengthening of technical resources
5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness
6. 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> |
|--------------------|--|--------------|------------------------|--------------------|---|------------------|
| ViewPoint Software | <ul style="list-style-type: none"> • Staff to complete development of software ViewPoint w/Trapeze. | ED | Projects/ Services | Mar 2019 | → Met with Trapeze. <u>Trapeze to present and train on new dashboard in December.</u> | |

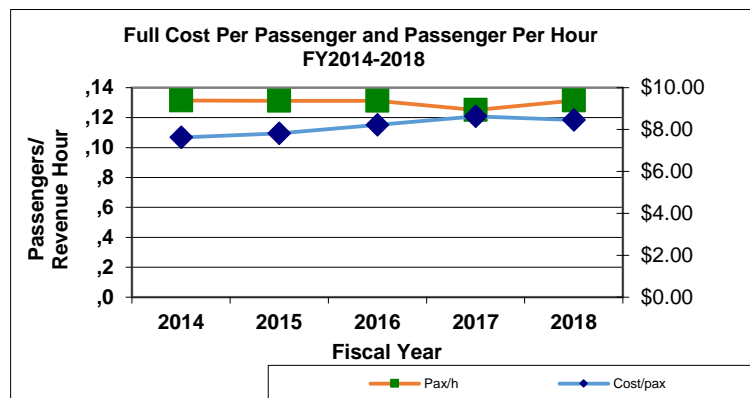
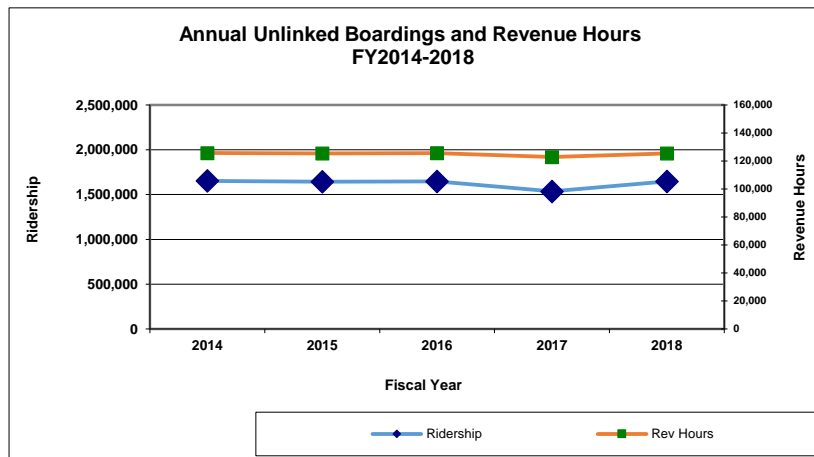
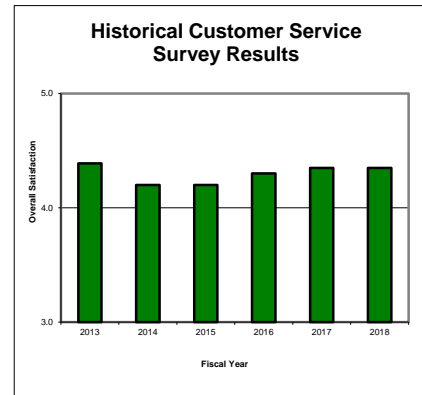
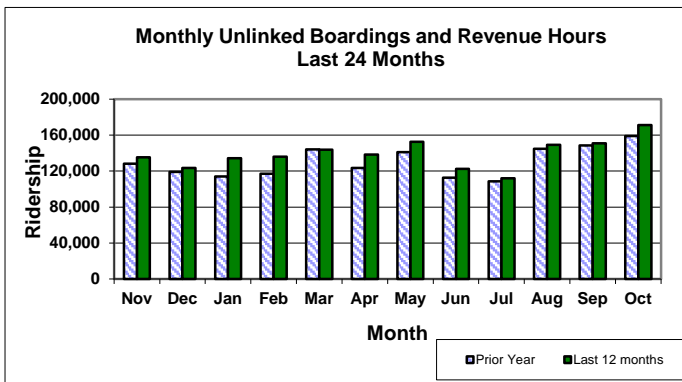
| <i>Projects</i> | <i>Action Required</i> | <i>Staff</i> | <i>Board Committee</i> | <i>Target Date</i> | <i>Status</i> | <i>Task Done</i> |
|--|--|--------------|------------------------|---|--|------------------|
| Contract Management | <ul style="list-style-type: none"> • Implement quarterly and annual contractor audits • Develop staff field observation reports and process • Implement regular reviews of system performance | ED | Projects/ Services | Sept 2018 Oct 2018 Jan 2019 | → New project for Contract Compliance Manager. Audits and reports and review procedures under development. Quarterly random audits being performed. | X |
| Explore Quality of Life Opportunities for Workforce | <ul style="list-style-type: none"> • Explore opportunities to enhance quality of life to retain workforce | FD | Finance/ Admin | Feb 2019 | → New project. Report to be made to the Board in February for implementation. | |
| Continue Planning of Atlantis Operating & Maintenance Facility | <ul style="list-style-type: none"> • Review previous conceptual planning and recommendations. | FD | Finance/ Admin | Apr 2019 | → Currently LAVTA is out of office space/bus parking space. Review of plans to take place in late fall early spring for recommendations to the Board in April. | |
| <p>Goal: Financial Management</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions 2. Explore and develop revenue generating opportunities 3. Maintain fiscally responsible long range capital and operating plans | | | | | | |
| <i>Projects</i> | <i>Action Required</i> | <i>Staff</i> | <i>Board Committee</i> | <i>Target Date</i> | <i>Status</i> | <i>Task Done</i> |
| FY18 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 2018 | → Audit performed. <u>Review of audit at F&A in November.</u> | |

Attachments

Monthly Summary Statistics for Wheels October 2018

FIXED ROUTE

| | October 2018 | | | % change from one year ago | | |
|------------------------------------|--------------|----------|--------|----------------------------|----------|--------|
| Total Ridership FY 2018 To Date | 583,320 | | | 4.0% | | |
| Total Ridership For Month | 171,068 | | | 7.7% | | |
| Fully Allocated Cost per Passenger | \$7.23 | | | -2.9% | | |
| | Weekday | Saturday | Sunday | Weekday | Saturday | Sunday |
| Average Daily Ridership | 6,911 | 1,662 | 1,367 | 4.3% | 3.1% | 4.3% |
| Passengers Per Hour | 15.7 | 10.7 | 8.8 | 3.3% | 3.0% | 4.3% |
| | October 2018 | | | % change from last month | | |
| On Time Performance | 81.0% | | | -2.4% | | |



Monthly Summary Statistics for Wheels

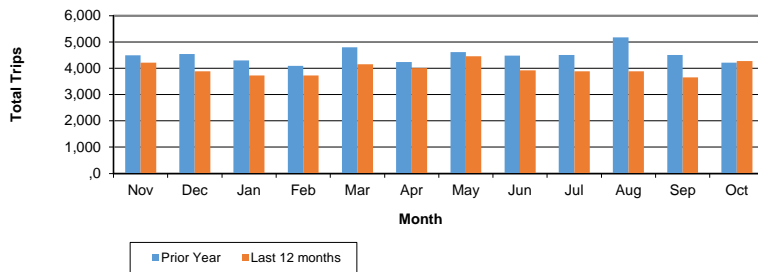
October 2018

PARATRANSIT

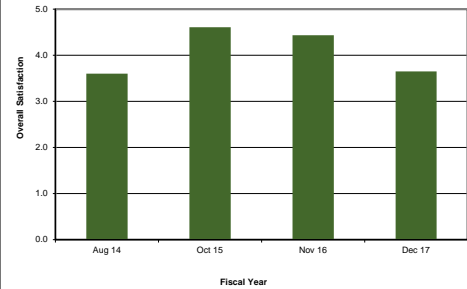
| General Statistics | October 2018 | % Change from last year | Year to Date |
|-----------------------------------|--------------|-------------------------|--------------|
| Total Monthly Passengers | 4,279 | -4.8% | 15,702 |
| Average Passengers Per Hour | 1.10 | -35.3% | 1 |
| On Time Performance | 94.1% | -2.9% | 1 |
| Cost per Trip | \$33.00 | 2.0% | 33 |
| Number of Paratransit Assessments | 18 | -52.6% | 127 |
| Calls Answered in <1 Minute | 89.00% | 25.4% | 1 |

| Missed Services Summary | October 2018 | Year to Date |
|----------------------------------|--------------|--------------|
| 1st Sanction - Phone Call | 0 | 11 |
| 2nd Sanction - Written Letter | 0 | 0 |
| 3rd Sanction - 15 Day Suspension | 0 | 0 |
| 4th Sanction - 30 Day Suspension | 0 | 0 |
| 5th Sanction - 60 Day Suspension | 0 | 0 |
| 6th Sanction - 90 Day Suspension | 0 | 0 |

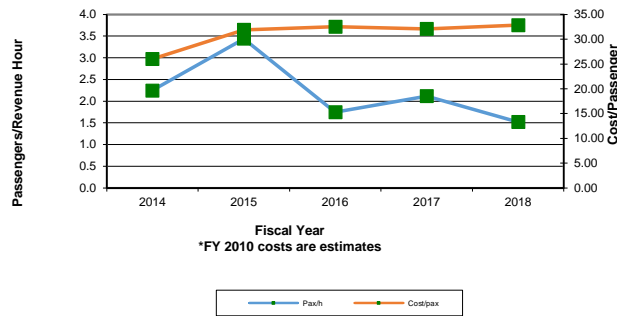
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



Paratransit Full Cost Per Trip and Average Passengers Per Hour FY2014-2018



Monthly Summary Statistics for Wheels

October 2018

| SAFETY | | | | | | | |
|--------------------------------|--------------|---------------|-------------|--|---------------------|--|--------------|
| ACCIDENT DATA | October 2018 | | | | Fiscal Year to Date | | |
| | Fixed Route | | Paratransit | | Fixed Route | | Paratransit |
| Total | 1 | | 0 | | 12 | | 1 |
| Preventable | 1 | | 0 | | 8 | | 0 |
| Non-Preventable | 0 | | 0 | | 4 | | 1 |
| Physical Damage | | | | | | | |
| Major | 0 | | 0 | | 0 | | 0 |
| Minor | 1 | | 0 | | 12 | | 0 |
| Bodily Injury | | | | | | | |
| Yes | 0 | | 0 | | 2 | | 1 |
| No | 1 | | 0 | | 10 | | 0 |
| MONTHLY CLAIMS ACTIVITY | | | | | | | |
| | | Totals | | | | | |
| Amount Paid | | | | | | | |
| This Month | \$697.84 | | | | | | |
| To Date This Fiscal Year | \$10,758.90 | | | | | | |
| Budget | | | | | | | |
| | | | | | | | \$100,000.00 |
| % Expended | | | | | | | |
| | | | | | | | 11% |

| CUSTOMER SERVICE - ADMINISTRATION | | |
|--|--------------------|--------------|
| CATEGORY | Number of Requests | |
| | October 2018 | Year To Date |
| Praise | | 4 |
| Bus Stop | 1 | 10 |
| Incident | | 0 |
| Trip Planning | | 13 |
| Fares/Tickets/Passes | | 4 |
| Route/Schedule Planning | | 12 |
| Marketing/Website | | 0 |
| ADA | 1 | 1 |
| TOTAL | 2 | 44 |

| CUSTOMER SERVICE - OPERATIONS | | | | | | | | |
|--------------------------------------|-------------|-----------|--------------------|--------------------|-------------|-----------|--------------------|--------------------|
| CATEGORY | FIXED ROUTE | | | | PARATRANSIT | | | |
| | VALID | NOT VALID | UNABLE TO VALIDATE | VALID YEAR TO DATE | VALID | NOT VALID | UNABLE TO VALIDATE | VALID YEAR TO DATE |
| Praise | | | | 1 | | | | 0 |
| Safety | | | | 2 | | | 1 | 1 |
| Driver/Dispatch Courtesy | 2 | 3 | | 5 | | | 1 | 0 |
| Early | | | | 1 | | | | 0 |
| Late | 3 | 5 | 2 | 13 | | | 1 | 1 |
| No Show | 2 | | | 6 | | | | 0 |
| Incident | 3 | 4 | | 0 | 1 | | 1 | 1 |
| Driver/Dispatch Training | | | | 1 | 3 | | 1 | 8 |
| Maintenance | | | | 0 | | | | 0 |
| Bypass | 4 | 6 | 1 | 15 | | | | 0 |
| TOTAL | 14 | 18 | 3 | 44 | 4 | 0 | 5 | 11 |
| Valid Complaints | | | | | | | | |
| Per 10,000 riders | 0.82 | | | | | | | |
| Per 1,000 riders | | | | | 0.93 | | | |

LAVTA COMMITTEE ITEMS - December 2018 - April 2019

Finance & Administration Committee

December

| | Action |
|-------------------|--------|
| Minutes | X |
| Treasurers Report | X |

*Typically December committee meetings are cancelled

January

| | Action | Info |
|---------------------|--------|------|
| Minutes | X | |
| Treasurers Report | X | |
| Legislative Program | X | |

February

| | Action | Info |
|----------------------------------|--------|------|
| Minutes | X | |
| Treasurers Report | X | |
| FY18-19 LCTOP Allocation Request | X | |

March

| | Action | Info |
|-------------------|--------|------|
| Minutes | X | |
| Treasurers Report | X | |

April

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

LAVTA COMMITTEE ITEMS - December 2018 - April 2019

Projects & Services Committee

December

Minutes

Action Info

X

*Typically December committee meetings are cancelled

January

Minutes (November)

Action Info

X

DAR Customer Satisfaction Survey

X

Quarterly Operations

X

SAV Update

X

February

Minutes

Action Info

X

Quarterly Operations

X

Mobility Forward Draft Recommendation

X

March

Minutes

Action Info

X

Mobility Forward Final Recommendation

X

April

Minutes

Action Info

X

Draft Fall Service Changes

X