

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

S T A F F R E P O R T

SUBJECT: FY 2018 4th Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: November 5, 2018

Action Requested

This is an informational item.

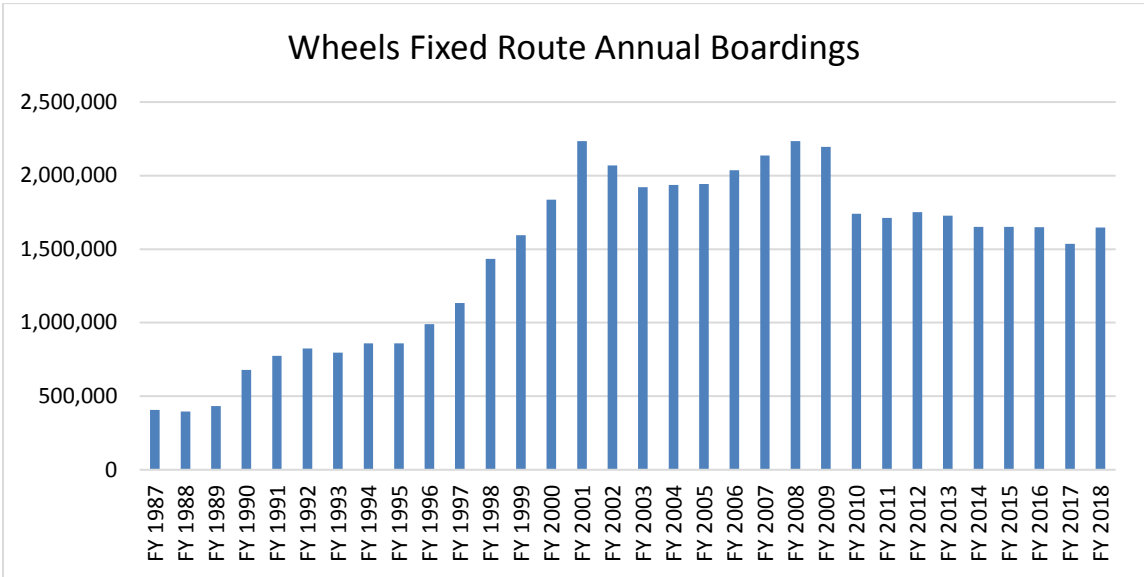
Background

This report is intended to provide a summary and analysis of operations for the fourth quarter of FY2018 (April-June 2018), including fixed route, paratransit, and operational performance metrics.

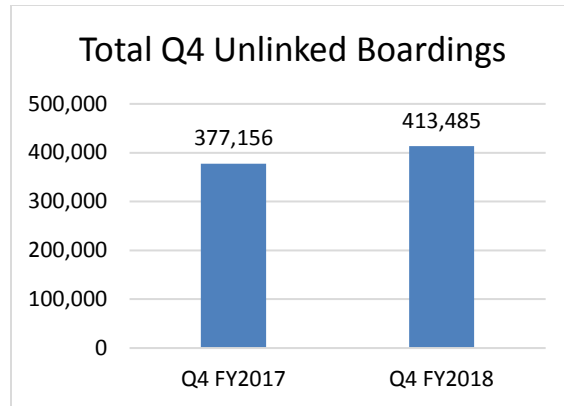
Discussion

Fixed Route

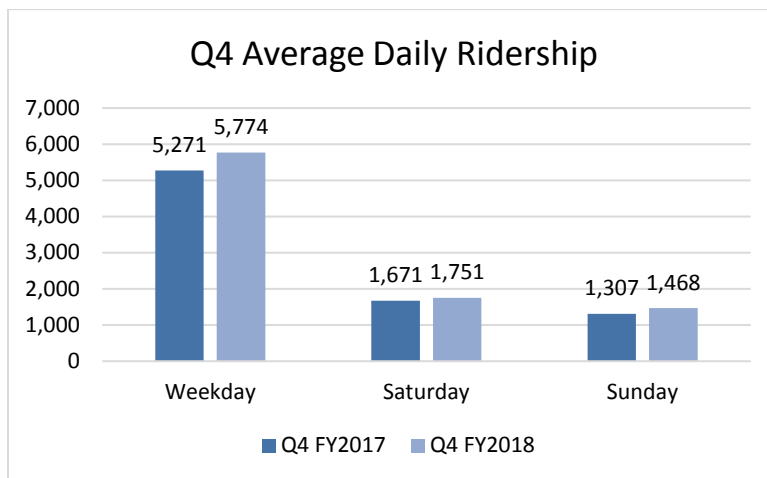
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended on June 30, 2018. Looking specifically at FY2018 increases in ridership were partially attributable to the Las Positas College pass program and increased demand for student ridership in Dublin and Pleasanton, with total ridership increasing 7.2% over FY 2017



Turning to the quarterly year-on-year comparisons, the chart below shows the total amount of boardings for Q4 of this year, compared with the same quarter of last year. A total of 413,485 Q4 boardings were seen this year, up from 377,156 boardings from Q4 of last year – and increase of about 9.5 percent.

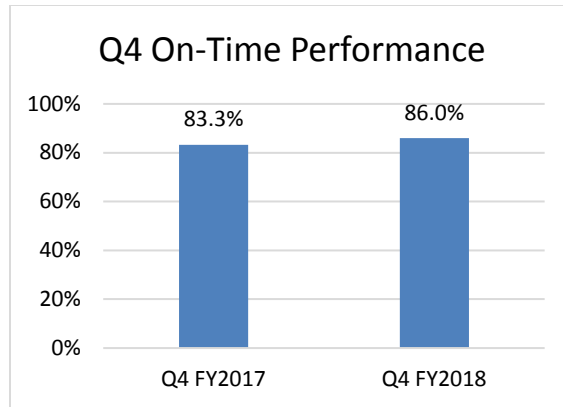


The next chart shows the ridership broken down by average daily boardings by service day during the quarter.



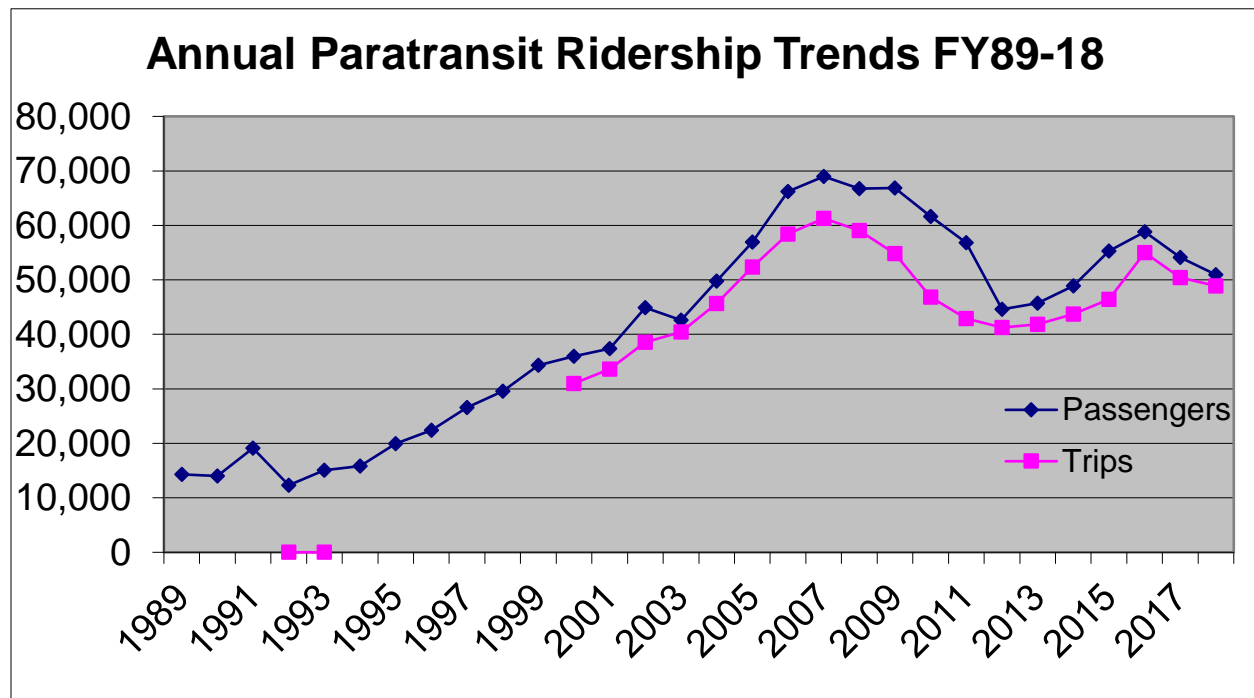
These numbers reflect the general year-on-year trend as well: all service platforms saw some amount of increase in boardings compared to the same quarter of last year.

On the operational side, on-time performance (OTP) continued to increase notably compared with same quarter of the previous year, ending at 86.0%, compared with 83.3% for Q4 of last year. If sustained on an annual basis, this is bringing the agency toward its goal of 85% OTP.

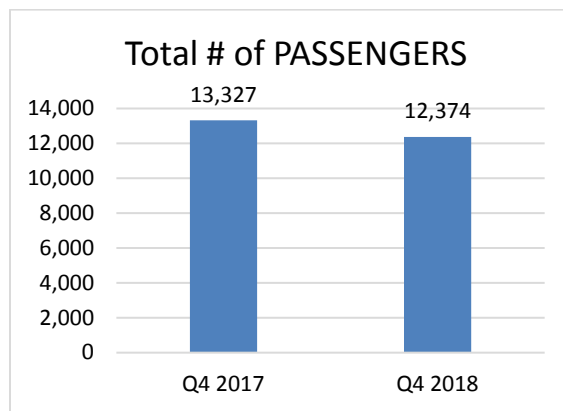
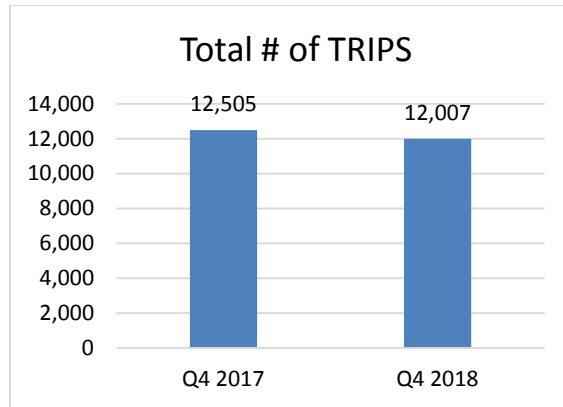


Paratransit

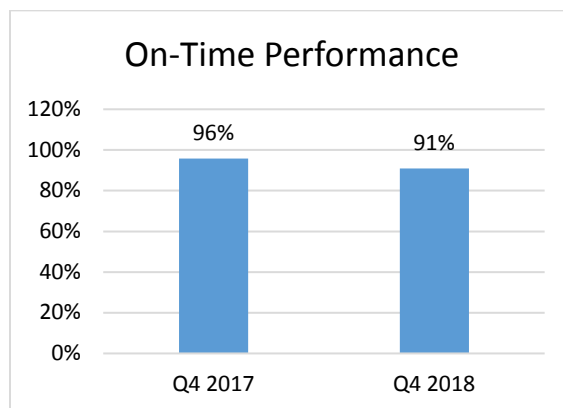
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the end of the fiscal year 2018:



The paratransit ridership has decreased during the fourth quarter of FY18 when comparing it to the fourth quarter ridership in FY17. There has been a decrease of 3.98% in the number of one-way trips as well as a decrease of 7.15% in the number of total passengers, which the two graphs below illustrate. The total number of passengers statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders.



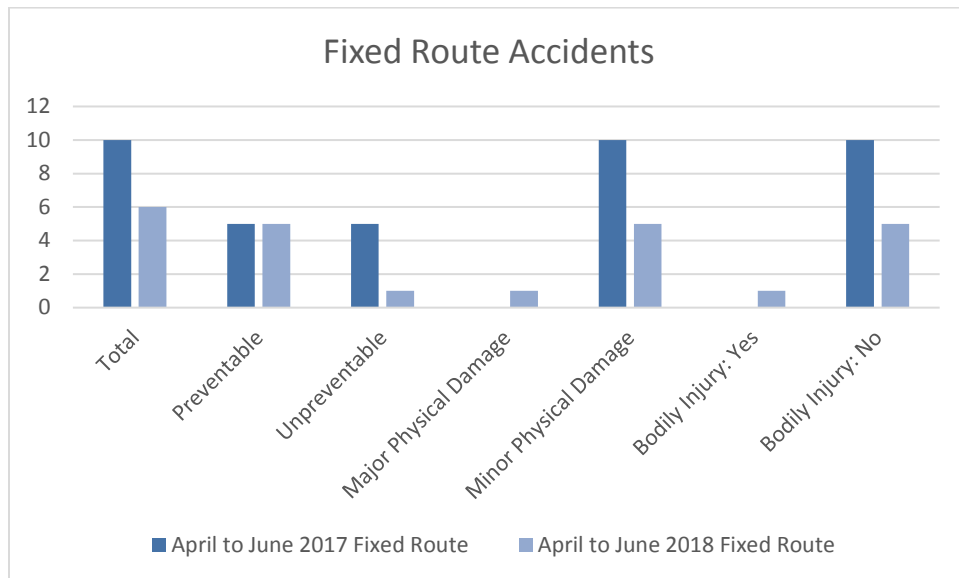
On-time performance (OTP) has decreased by 5.07% from 96% in Q4, FY17 to 91% in Q4, FY18. The OTP decreased mostly due to the extreme driver shortage LAVTA experienced earlier in FY18. However, OTP for FY18 has continued to improve since the driver shortage issue was addressed.



Accidents/Incidents

Fixed Route

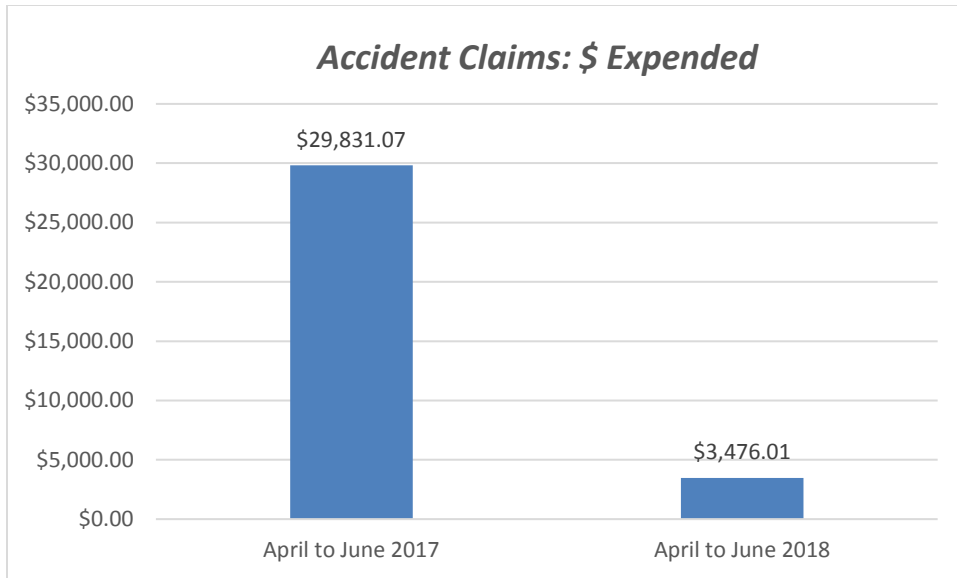
Noted in the figure below for Fixed Route Accidents, in the fourth quarter, there have been six (6) reportable accidents/incidents on the fixed route system, five (5) of which were determined to be preventable, and five (5) deemed non-preventable. None of the accidents resulted in major damage, and all 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 0.78 per 100,000 total miles for a 12-month rolling period from July, 1, 2017 – June 30, 2018.

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.



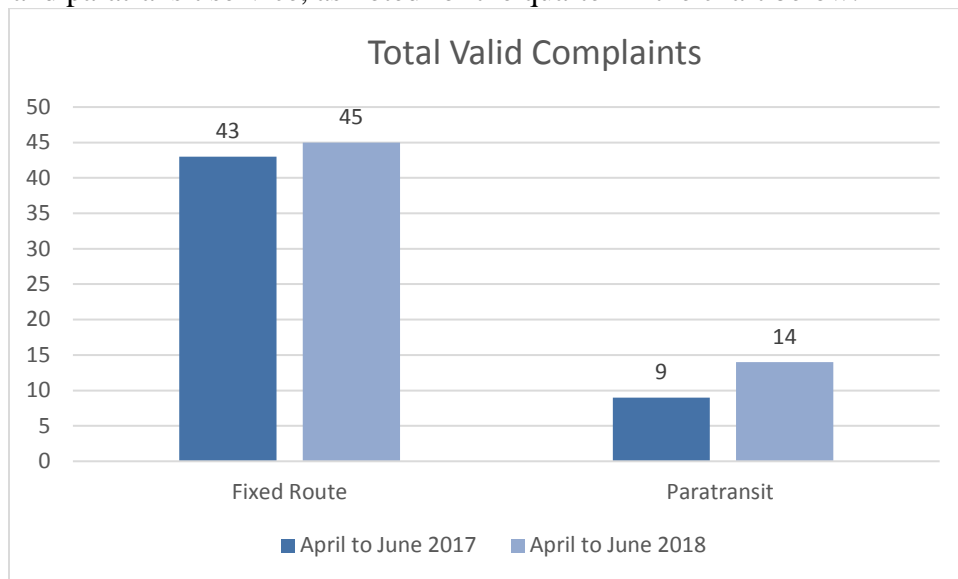
Accidents/Incidents

Paratransit

In the fourth quarter there was one (1) paratransit accident/incidents compared to no (0) paratransit accidents/incidents from second quarter last fiscal year.

Customer Service

Customer Service staff processed a total of 176 customer requests for Q4 FY17 and a total of 170 for Q4 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 Q4 FY17 and Q4 FY18, the number for fixed route has slightly 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” (10 complaints), “late” (10 complaints), and “driver courtesy” (6 complaints).

The paratransit valid complaints increased the same for Q4 FY18 when compared to Q4 FY17. 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 “booking problem” (7 complaints) and “late” (3).

Recommendation

None – information only.

Approved: _____