

FY2018 Goals, Strategies and Projects

Last Updated – January March 30, 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>City of Pleasanton analyzing data with near future meeting to be set to discuss recommendations.</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 Jun 2018 Jul	→ 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>Nelson/Nygaard updating Fare Study to include impact of eliminating fare busters.</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 May 2018	→ Program providing approximately 1,500 rides/month. Mailing to residents occurring in September. Project study expanded to include additional data analysis. Project behind schedule due to data sharing delays. Fehr & Peers to present final findings in May.	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 submitted. <u>Board awarded in March. Legal reviewing contract.</u>	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. <u>Project workshop held in March. Over 600 surveys completed. Recommendations scheduled for May.</u>	
<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. Working on informative maps and info for this section.	X
	<ul style="list-style-type: none"> • Selection by LAVTA Board 	MKT MGR		Jun 2016		

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"> of name/rebranding Public event to unveil rebranding. 		Projects/ Services	Feb 2018	→ New design for buses approved. New logo approved. Buses being wrapped and logos applied. Unveiling media story being scheduled for February or March.	X
Individualized Marketing	<ul style="list-style-type: none"> Award Contract Review of results 	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. <u>SmartTrips In Dublin and parts of Livermore approved by Board in March. Kick-off meeting held and project in ramp up stages for May implementation.</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 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. Project schedule for completion in Jun of 2018.	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>Bus stops currently in design. City reviewing Rapid bus shelters.</u>	
	<ul style="list-style-type: none"> Identify new locations for shelters 	ED		Sept 2016	→ Five locations with high ridership identified. Kimley Horn performing engineering. <u>First shelter installed in</u>	X

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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>
Dublin School Tripper Bus Shelter Project	<ul style="list-style-type: none"> Install new shelters 		Projects/ Services	Dec 2017	December. Other four shelters will require significant site work. Budgeting for next FY.	
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. No bids for install received. Rebid. <u>Board approved contract with Hammercraft Construction in March. Final contract under legal review.</u>	X

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>
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. Discussion ongoing w/ACTC on how to keep project funded past demonstration project.	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". <u>Board of Trustees to consider the vote and student fee on May 15th.</u>	X X

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Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> • City Award of Project • Demo of TC Customers Service Buildings • Finish Relocation/Renovation 	DP	Projects/ Services	Jan 2017 Jul 2017 <u>Jun 2018</u>	→ 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 in February. Project likely to be completed in May/June.</u>	X X
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 Jun 2018	→Bid spec being developed for painting and purchase of furniture. Exterior furniture on order. <u>Looking for projects to be done by end of fiscal year.</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 						
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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
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. Board approved 2018 Legislative Plan in February.	
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
<p>Goal: Organizational Effectiveness</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- 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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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	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. <u>Project will be final phase of Depot project in June.</u>	
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. MOU with GoMentum approved by Board in February. Site preparation in process. Kick-off w/media being scheduled.	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.	

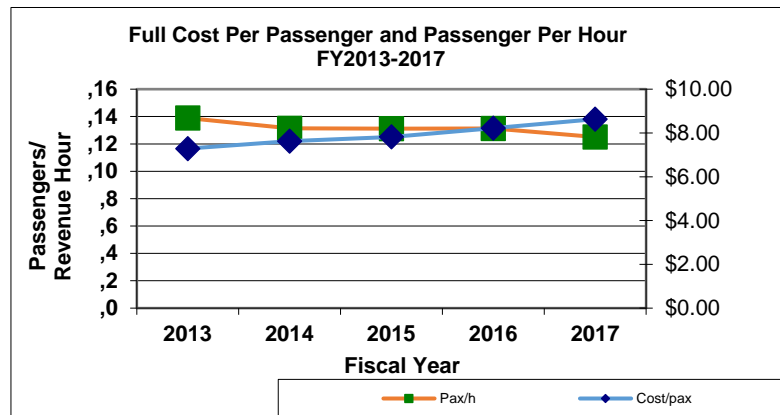
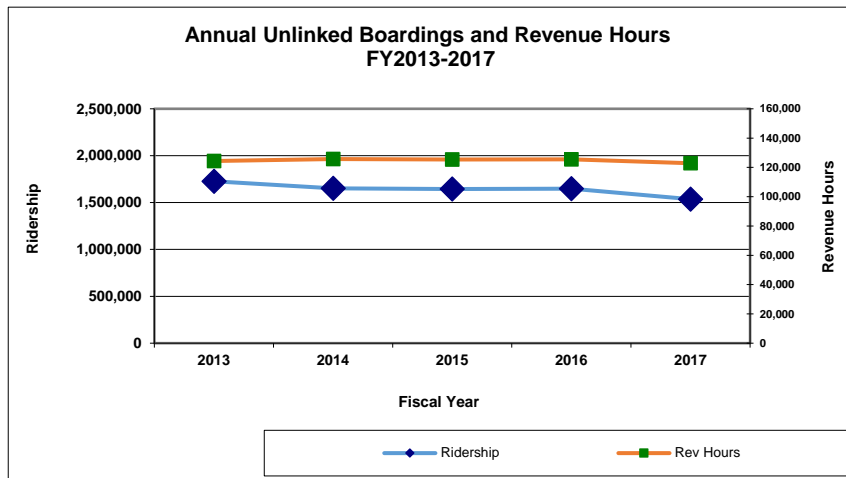
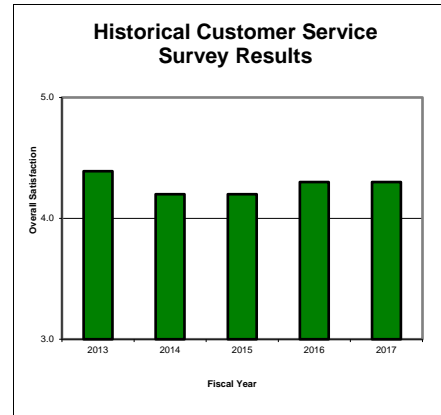
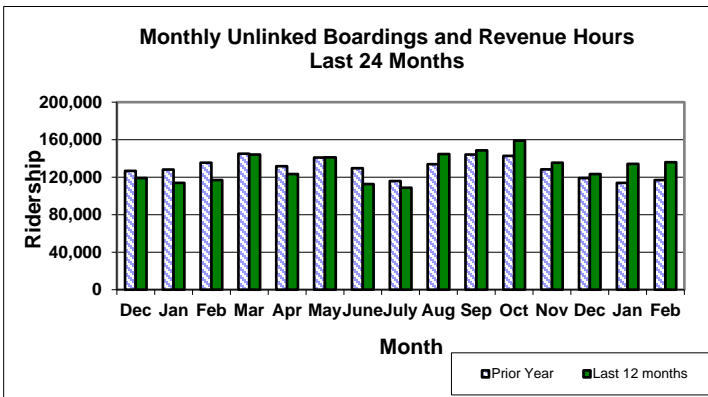
Attachments

1. Board Statistics

Monthly Summary Statistics for Wheels February 2018

FIXED ROUTE

	February 2018			% change from one year ago		
Total Ridership FY 2018 To Date	1,089,725			7.4%		
Total Ridership For Month	136,005			16.3%		
Fully Allocated Cost per Passenger	\$7.88			-9.7%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,450	1,691	1,252	18.2%	3.3%	-0.5%
Passengers Per Hour	14.9	10.9	8.0	15.9%	1.0%	-2.7%
	February 2018			% change from last month		
On Time Performance	85.0%			-2.6%		



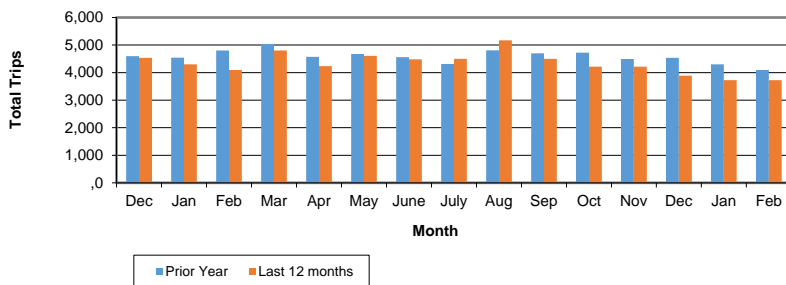
Monthly Summary Statistics for Wheels February 2018

PARATRANSIT

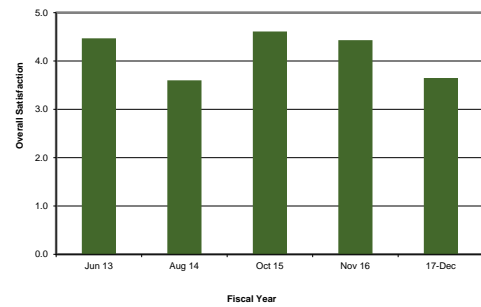
General Statistics	February 2018	% Change from last year	Year to Date
Total Monthly Passengers	3,723	-9.1%	34,598
Average Passengers Per Hour	1.50	-25.0%	3
On Time Performance	82.4%	-16.4%	2
Cost per Trip	\$33.16	2.0%	262
Number of Paratransit Applications	22	-21.4%	227
Calls Answered in <1 Minute	75.00%	-9.5%	6

Missed Services Summary	February 2018	Year to Date
1st Sanction - Phone Call	5	40
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	1
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

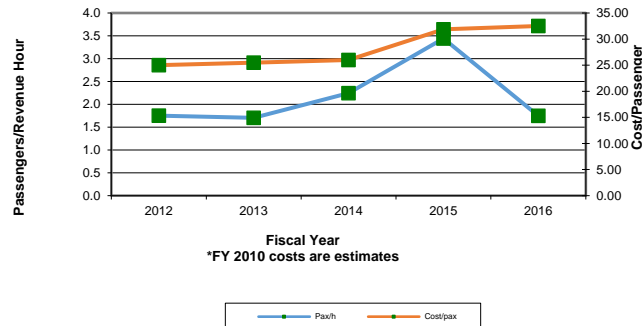
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
February 2018

SAFETY								
ACCIDENT DATA	February 2018				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	2		1		2		1	
Preventable	1		1		10		2	
Non-Preventable	1		0		6		1	
Physical Damage								
Major	0		0		0		0	
Minor	2		1		16		3	
Bodily Injury								
Yes	0		0		0		0	
No	2		1		16		3	
MONTHLY CLAIMS ACTIVITY								
Totals								
Amount Paid								
This Month	\$3,590.79							
To Date This Fiscal Year	\$14,041.48							
Budget	\$100,000.00							
% Expended	14%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	February 2018	Year To Date						
Praise	1	5						
Bus Stop	4	23						
Incident	1	3						
Trip Planning		10						
Fares/Tickets/Passes		5						
Route/Schedule Planning	7	78						
Marketing/Website		11						
ADA		0						
TOTAL	13	135						
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	3			10	1			2
Safety	3	3		18		1	1	0
Driver/Dispatch Courtesy	1	3		13			1	1
Early	2	1		10				1
Late	2	3		36	3	3		12
No Show				9	1	2		3
Incident				4			1	2
Driver/Dispatch Training	2			4	4	7	1	18
Maintenance				0				0
Bypass	6	1	2	45				0
TOTAL	16	11	2	139	8	13	4	37
Valid Complaints								
Per 10,000 riders	1.18							
Per 1,000 riders					2.15			

LAVTA COMMITTEE ITEMS - April 2018 - August 2018

Finance & Administration Committee

April	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
Draft Fare Policy Recommendation	X	
May	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '12)	X	
June	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Legal Contract	X	
July	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	
FTA Funding Resolutions 5307, 5309, and 5311	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - April 2018 - August 2018

Projects & Services Committee

	Action	Info
April		
Minutes	X	
Draft Fall Service Changes	X	
Go Dublin Evaluation		X
Fare Policy Draft Recommendation	X	
Mobility Forward Draft Recommendation	X	
May	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X
Fare Policy Final Recommendation	X	
Mobility Forward Final Recommendation	X	
June	Action	Info
Minutes	X	
WAAC Appointments	X	
Marketing Work Plan	X	
July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Quarterly Operations Report		X
DAR Customer Satisfaction Survey		X