

## EXECUTIVE DIRECTOR'S REPORT

March 2018

### Fixed Route and Paratransit Ridership

YTD fixed route ridership is up 6.2% from one year ago. Total ridership for the month of January is up 17.8%. Total monthly paratransit ridership for the month of January is down 4.8%. This is due to many factors, including applicant screening, ride negotiations, and driver shortages. With the driver shortage on paratransit, on-time performance dipped to 80.4% in January. However, several additional drivers were hired by the agency's contractor, MTM, in February to improve service.

**Dublin Student Transit Service Study.** Due to rapid residential growth, the system has seen a surge in demand for the Dublin supplemental (school tripper) routes – particularly those serving the High School. As this is placing significant capacity strains on the fixed-route service delivery, we have retained Nelson\Nygaard & Associates to gather more information and assist with developing a short-term service plan for Dublin, focusing on student transportation needs. This “mini-study” kicked off in January, and is currently in the outreach phase. There will be a community meeting at Dublin High School on March 8<sup>th</sup>, followed by a survey of student riders and families. The recommendations from this effort will be brought to the Board of Directors at the May meeting, with the aim of implementing some of the recommended components in conjunction with school starts in August 2018.

### Shared Autonomous Vehicle (SAV) Project

The SAV is on order and is expected to arrive in early April. Meanwhile, the area is being digitally mapped by Easy Mile and Go Mentum Station. Staff believes the project is still on track for an April project kick-off with the community. Additionally, the DMV released its regulations on autonomous vehicles, which will allow LAVTA to continue testing beyond the sunset of AB1444.

### Rebranding of Wheels Fleet

New Wheels buses are being rebranded in February and March and are being introduced into service. Staff is working on a story with the East Bay Times and local newspapers to introduce the new Wheels look and to highlight the innovation at the agency, including bus system redesign that is creating a ridership growth, the SAV project, the Go Dublin project and others.



### Comprehensive Paratransit Assessment and Fare Study

Recommendations from both the Comprehensive Paratransit Assessment and the Fare Study will be considered by the LAVTA Board in April. The Paratransit Assessment has a focus on

improving both the short and long-term paratransit service in Pleasanton and staff is actively working with City staff on the recommendations. The Fare Study includes recommendations to improve the customer service experience and maintain the financial health of the agency.

### **Recruitment of Director of Planning and Operations**

Recruitment is ongoing for the new Director of Planning and Operations. Applications are due on Friday, March 16<sup>th</sup> for the position.

### Attachments

1. Management Action Plan w/Updates
2. Board Statistics
3. FY18 Upcoming Items
4. FY18 2<sup>nd</sup> Quarter Operations Report

# FY2018 Goals, Strategies and Projects

Last Updated – January March 1, 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. <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"> <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. 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>Board presentation in April to consider recommendations.</u>	X X
Fare Study	<ul style="list-style-type: none"> <li>• Draft Fare Study</li> <li>• Public Hearing (proposed changes on fixed route)</li> </ul>	DP	Projects/ Services	May 2017 May 2018	→ 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>
	<ul style="list-style-type: none"> <li>• Board Approval</li> </ul>			Jun 2018		
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. <u>Project currently in design phase.</u>	
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 <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 &amp; 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"> <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. <u>Board to award in March.</u>	X
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 Jan 2018 June 2018	→ Several proposals received. Nelson/Nygaard awarded contract. Data collection being performed. <u>Public workshop scheduled for March 8<sup>th</sup> at High School.</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"> <li><b>1. Continue to build the Wheels brand image, identity and value for customers</b></li> <li>2. Improve the public image and awareness of Wheels</li> <li>3. Increase two-way communication between Wheels and its customers</li> <li><b>4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system</b></li> <li>5. Promote Wheels to New Businesses and residents</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>
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. <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"> <li>• Selection by LAVTA Board of name/rebranding</li> <li>• Public event to unveil rebranding.</li> </ul>	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"> <li>• Award Contract</li> <li>• Review of results</li> </ul>	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"> <li>• Engineering work</li> <li>• Improvements to site</li> <li>• Relocation of shelters</li> </ul>	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. Board awarded project in November. <u>Project to be completed by Jun of 2018.</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>Project currently in design.</u>	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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
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. <u>Rebid. Board to consider in March.</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**

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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 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"> <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. 80% "yes". <u>Board of Trustees to consider the vote and student fee in April.</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> <li>• Demo of TC Customers Service Buildings</li> <li>• Finish Relocation/Renovation</li> </ul>	DP	Projects/ Services	Jan 2017 Jul 2017 Feb 2018	→ 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 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"> <li>• Bid Project</li> <li>• Project Completion</li> </ul>	DP	Projects/ Services	Nov 2017 Jan 2018	→ Bid spec being developed for painting and purchase of furniture. Exterior furniture on order. <u>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"> <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>



<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
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. <u>Board approved 2018 Legislative Plan in February.</u>	
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
<p><b>Goal: Organizational Effectiveness</b></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> <li>Promote system wide continuous quality improvement initiatives</li> <li>Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service</li> <li><b>Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity</b></li> <li>HR development with focus on employee quality of life and strengthening of technical resources</li> <li>Enhance and improve organizational structures, processes and procedures to increase system effectiveness</li> <li>Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions</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>
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

<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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**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

<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

**Other:**

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	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. <u>Project will be final phase of Depot project in April.</u>	
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. <u>MOU with GoMentum approved by Board in February. DMV regulations will be in effect in April to allow project to continue past AB1444 sunset of May 1, 2018.</u>	X X

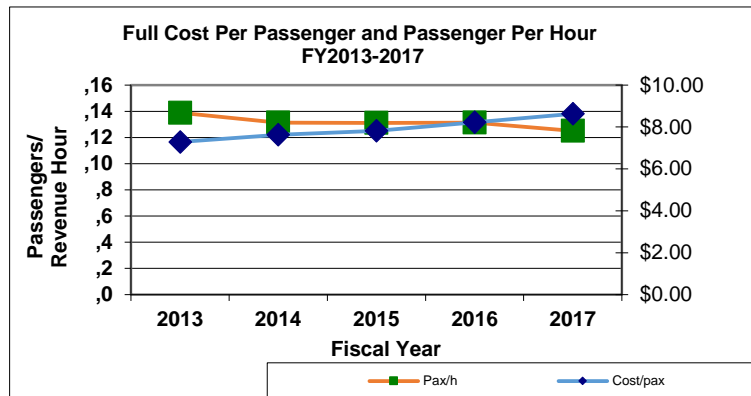
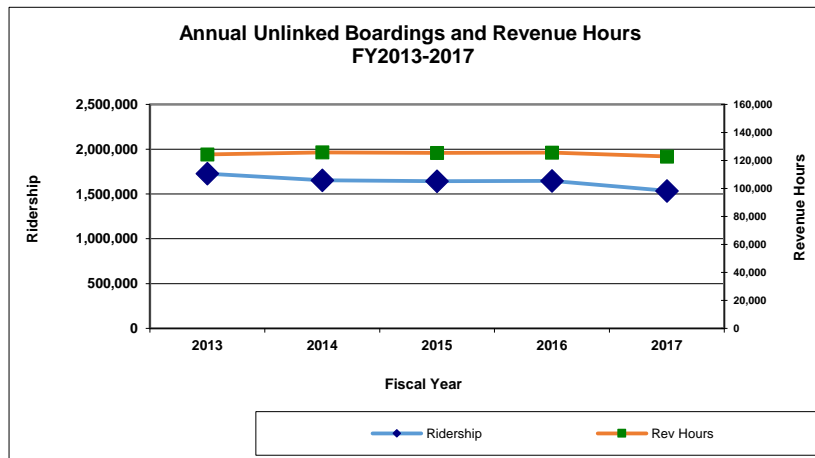
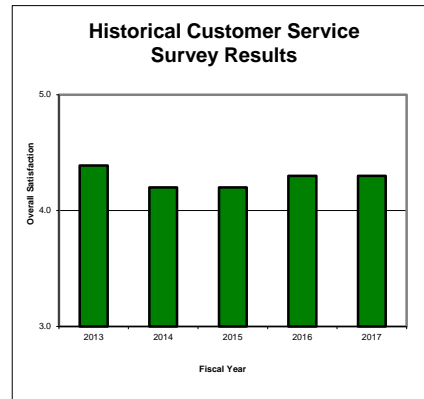
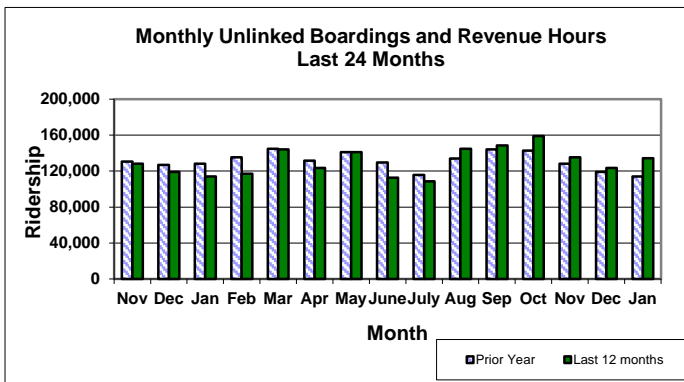
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<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Triennial Audit	<ul style="list-style-type: none"> <li>• Preparation for audit</li> <li>• Audit and report to board</li> </ul>	DF	Finance/ Adm	Ongoing  Jul 2018	→Comprehensive audit on LAVTA from FTA to be conducted in July 2018.	

## Monthly Summary Statistics for Wheels January 2018

### FIXED ROUTE

	January 2018			% change from one year ago		
<b>Total Ridership FY 2018 To Date</b>	953,720			6.2%		
<b>Total Ridership For Month</b>	134,186			17.8%		
<b>Fully Allocated Cost per Passenger</b>	\$8.72			-8.4%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	5,742	1,561	1,159	14.8%	3.2%	5.4%
<b>Passengers Per Hour</b>	13.4	10.0	7.7	12.2%	2.7%	6.9%
	January 2018			% change from last month		
<b>On Time Performance</b>	87.3%			2.5%		



# Monthly Summary Statistics for Wheels

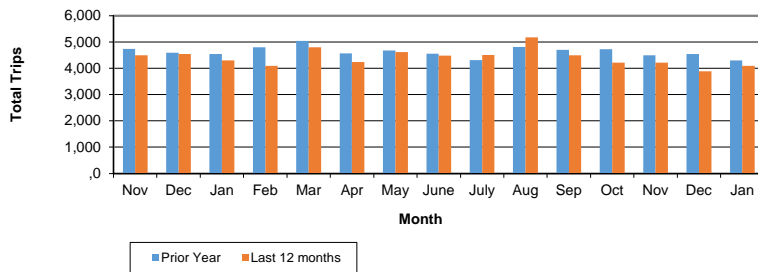
January 2018

## PARATRANSIT

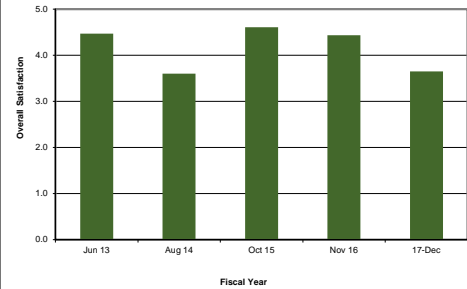
General Statistics	January 2018	% Change from last year	Year to Date
Total Monthly Passengers	4,096	-4.8%	30,875
Average Passengers Per Hour	1.70	-15.0%	2
On Time Performance	80.4%	-17.8%	1
Cost per Trip	\$33.16	2.0%	229
Number of Paratransit Applications	17	-15.0%	205
Calls Answered in <1 Minute	75.00%	-11.8%	5

Missed Services Summary	January 2018	Year to Date
1st Sanction - Phone Call	4	35
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

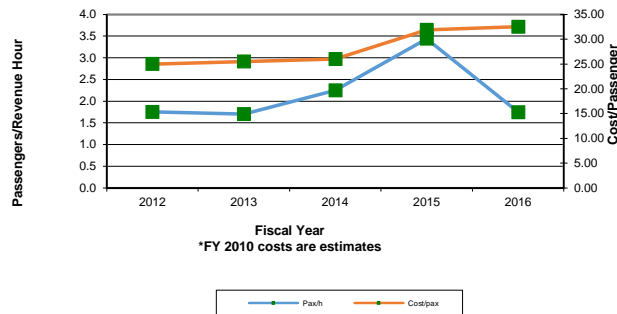
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



## Monthly Summary Statistics for Wheels

*January 2018*

SAFETY							
ACCIDENT DATA	January 2018				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	0		0		0		0
Preventable	0		0		9		1
Non-Preventable	0		0		5		1
<b>Physical Damage</b>							
Major	0		0		0		0
Minor	0		0		14		2
<b>Bodily Injury</b>							
Yes	0		0		0		0
No	0		0		14		2
<b>MONTHLY CLAIMS ACTIVITY</b>							
		<b>Totals</b>					
<b>Amount Paid</b>							
This Month	\$2,621.51						
To Date This Fiscal Year	\$10,450.69						
<b>Budget</b>							
							\$100,000.00
<b>% Expended</b>							
							10%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	January 2018	Year To Date
Praise		4
Bus Stop		19
Incident		2
Trip Planning		10
Fares/Tickets/Passes		5
Route/Schedule Planning		71
Marketing/Website		11
ADA		0
<b>TOTAL</b>	0	122

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				7				1
Safety				15				0
Driver/Dispatch Courtesy				12				1
Early				8				1
Late				34				9
No Show				9				2
Incident				4				2
Driver/Dispatch Training				2				14
Maintenance				0				0
Bypass				39				0
<b>TOTAL</b>	0	0	0	123	0	0	0	29
<b>Valid Complaints</b>								
Per 10,000 riders	0.00							
Per 1,000 riders					0.00			

## LAVTA COMMITTEE ITEMS - March 2018 - July 2018

### Finance & Administration Committee

#### March

	Action	Info
Minutes	X	
Treasurers Report	X	
Draft Fare Policy Recommendation	X	

#### April

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

#### May

	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Org Review	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	
FTA Funding Resolutions 5307, 5309, and 5311	X	

\*Typically July committee meetings are cancelled

# LAVTA COMMITTEE ITEMS - March 2018 - July 2018

## Projects & Services Committee

<b>March</b>	Action	Info
Minutes	X	
Mobility Forward Draft Recommendation	X	
Fare Policy Draft Recommendation	X	

<b>April</b>	Action	Info
Minutes	X	
Draft Fall Service Changes	X	
Mobility Forward Final Recommendation	X	
Go Dublin Evaluation		X
Fare Policy Final Recommendation	X	

<b>May</b>	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X

<b>June</b>	Action	Info
Minutes	X	
WAAC Appointments	X	
Marketing Work Plan	X	

<b>July</b>	Action	Info
Minutes	X	

\*Typically July committee meetings are cancelled



**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

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**Action Requested**

This is an informational item.

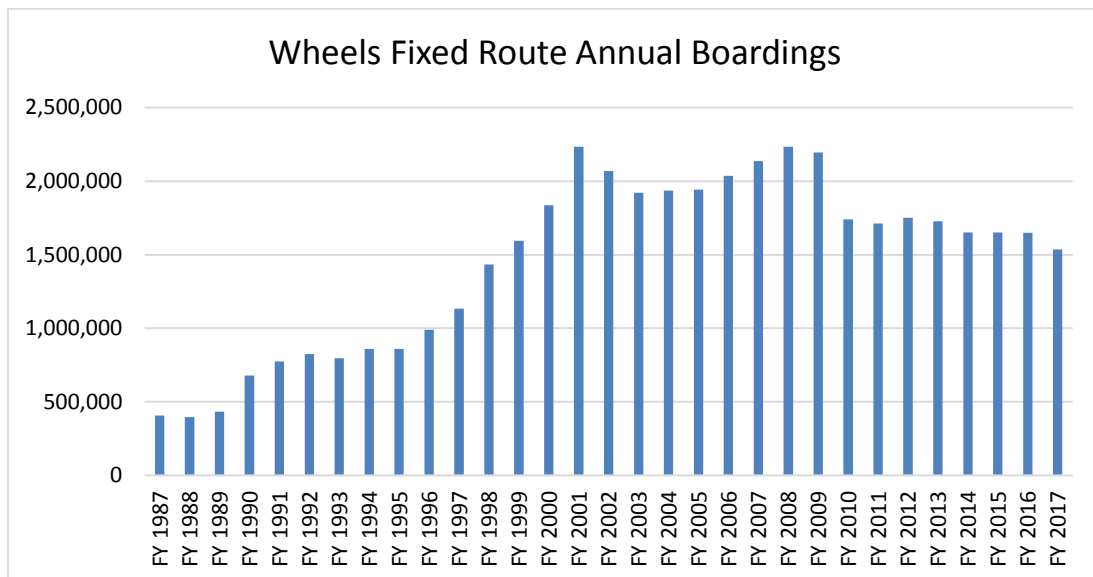
**Background**

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.

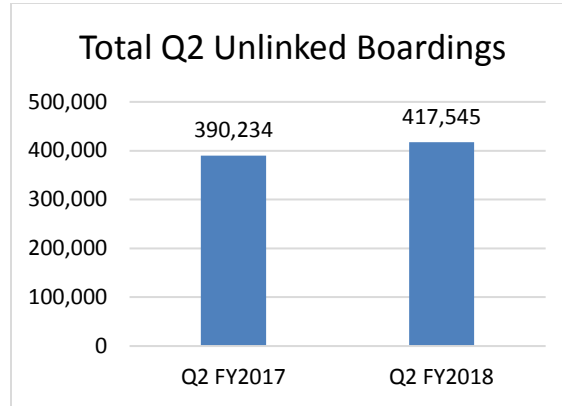
**Discussion**

Fixed Route

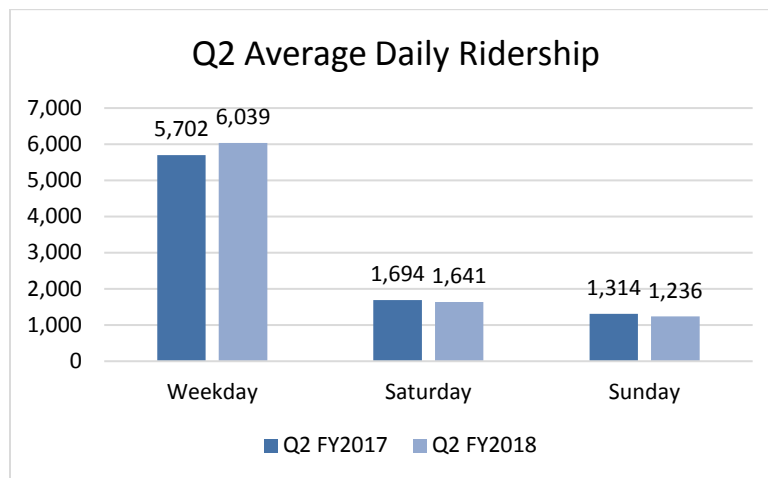
The graph below shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended on July 30, 2017.



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.



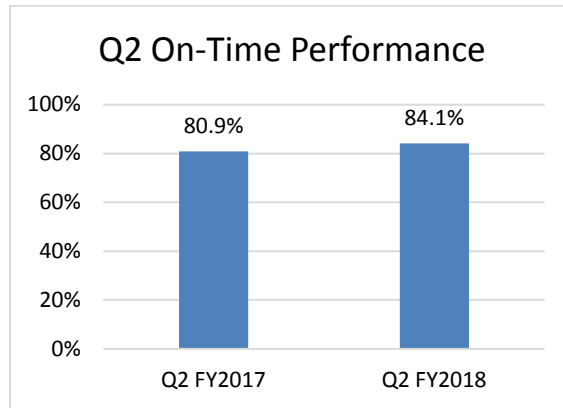
The next chart shows the ridership broken down by average daily boardings by service day during the quarter.



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.

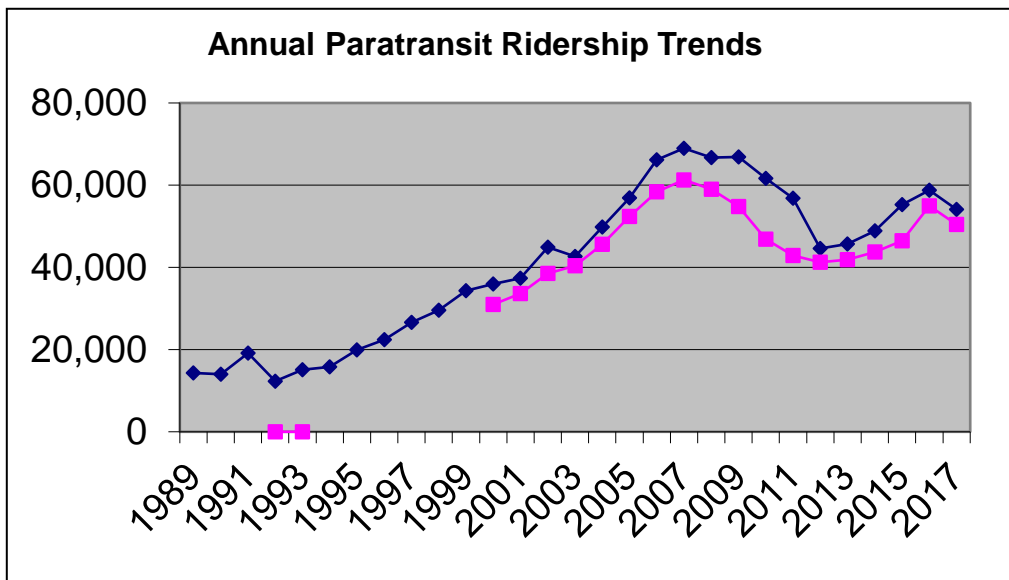
Trends at the individual route level were mixed, but amongst the two major trunk lines, Route 10 continued to trend down and Route 30 continued to trend up, compared with the same quarter of last year.

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.

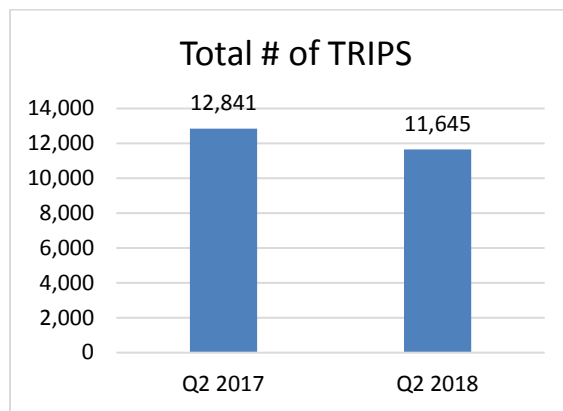
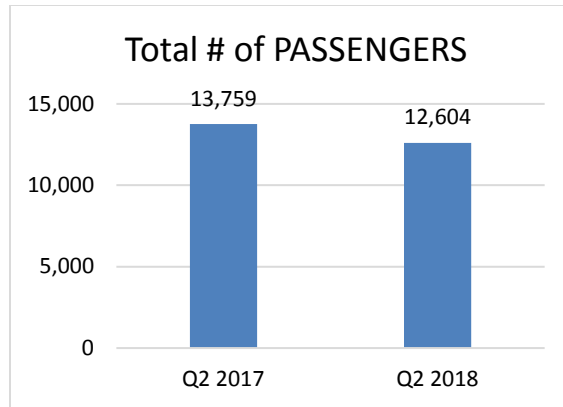


Paratransit

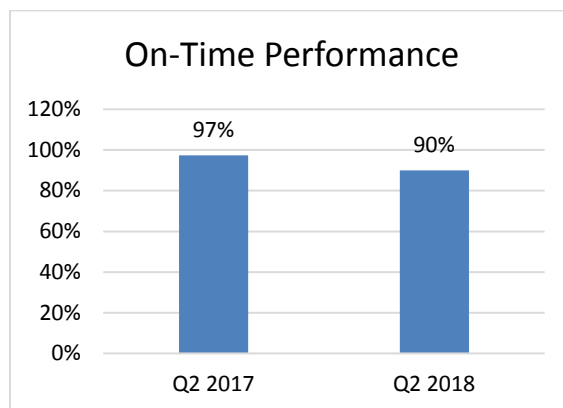
The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2017:



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.

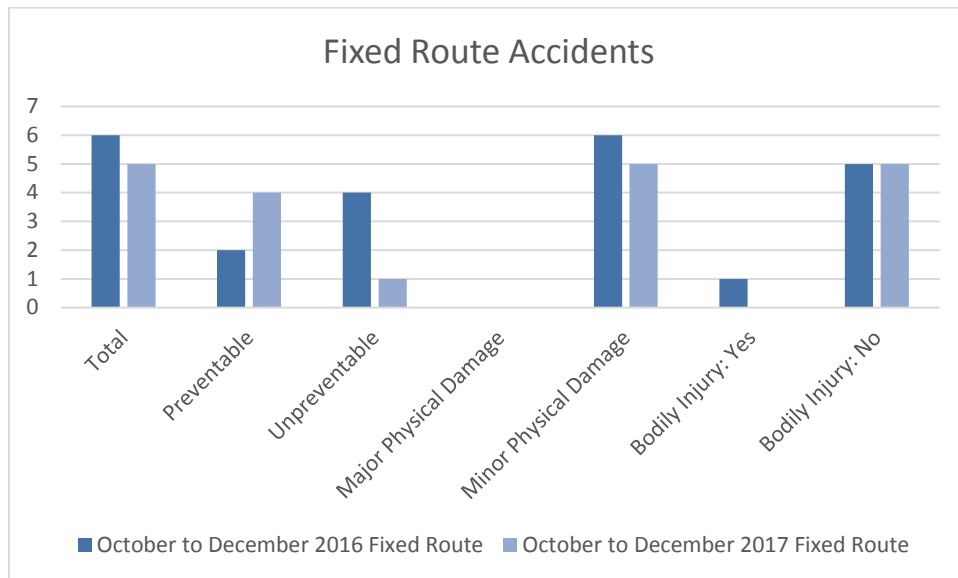


The Dial-A-Ride service has been experiencing serious challenges in the last several months. While the OTP decreased so did the number of trips and passengers. Staff believes that part of the decrease in trips/passengers is due to the low service quality (late trips) and also trip time negotiation.

## Accidents/Incidents

### *Fixed Route*

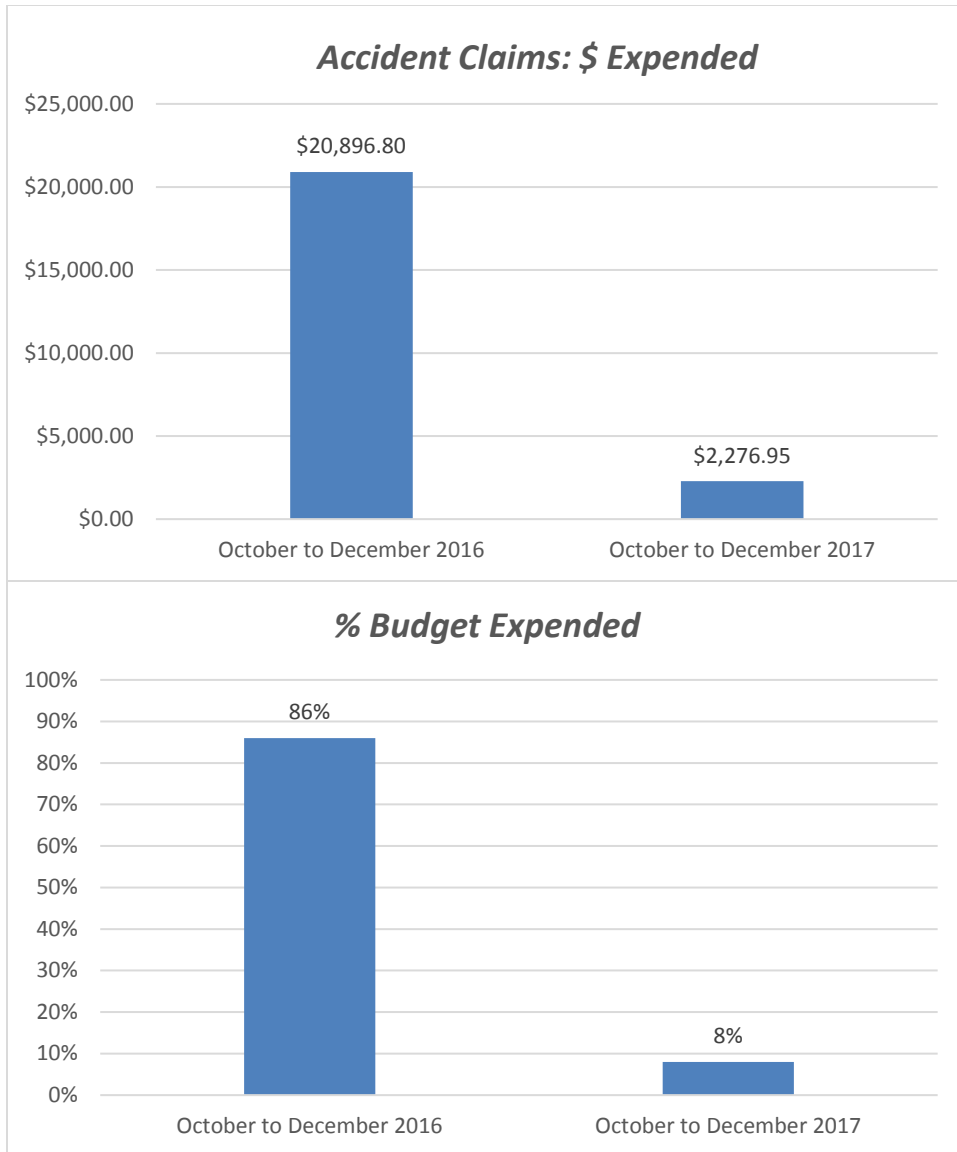
Noted in the figure below for Fixed Route Accidents, in the second quarter, there have been five (5) reportable accidents/incidents on the fixed route system, four (4) of which were determined to be preventable, and one (1) deemed non-preventable. None of the accidents resulted in major damage, and all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



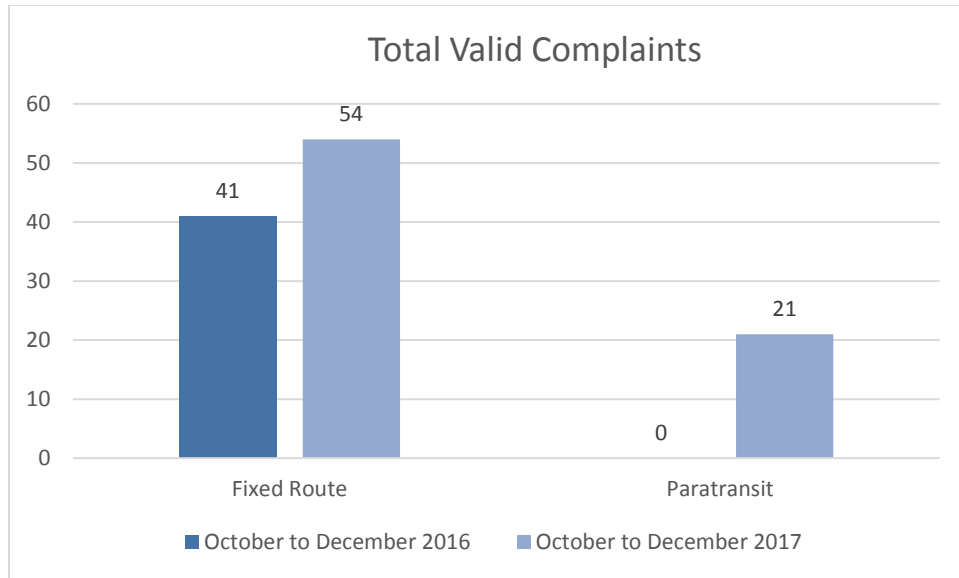
Accidents/Incidents

*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.