

FY2019 Goals, Strategies and Projects

Last Updated – November 1, 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 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. <u>Board approved in October. Implementation in January.</u>	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 2018	→ <u>Initial correspondence with Hacienda provided. Upcoming meeting in November.</u>	
Transit Signal Priority Upgrade Project in Rapid Corridors	<ul style="list-style-type: none"> • Engineering Work • Finish Project 	DP	Projects/ Services	Oct 2017 Mar 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. Equipment purchase in Nov/Dec and install in Feb/March.	

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. Contact made with Uber & MV to discuss Uber WAV in Dublin (MV provides wheelchair accessible rides through Uber). <u>Negotiations ongoing for wheelchair accessible vehicles w/GoDublin program through MTM.</u>	
Dublin Service Plan	<ul style="list-style-type: none"> Explore use of articulated buses 	DP	Projects/ Services	Nov 2018	→ Nelson/Nygaard looking at merits of LAVTA operating articulated buses.	
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 monthly meetings scheduled w/Project Partners. Update to be provided to Board in November.	
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>	
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. →Board awarded cameras/video systems for 20 buses in September. <u>Equipment on order.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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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>Holding off on advertising RFP until after elections to await fate of SB 1 dollars.</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.	

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 under development.</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 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. 35% design completed. 65% design completed. Awaiting approval by City.	
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. <u>Evaluating cost for MV to provide work vs Hammercraft.</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>
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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	Dec 2019	→ Working with TMAs to draft program and agreements for City of Dublin to consider.	
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 2018	→ After finishing Historic Depot project staff will schedule a meeting to continue discussions with City staff on this future project.	

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. <u>MTC approved \$10.1M request in September. EIR underway. RFP for Phase II of Feasibility Report advertised.</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. <u>Ground breaking held.</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 2018	→ F&A committee looked at draft legislative plan in January 2018. Board approved 2018 Legislative Plan in February. <u>All eyes on Prop 6.</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 w/Trapeze. 	ED	Projects/ Services	Mar 2019	→ Met with Trapeze. <u>Dashboard for software to be installed/functional by Nov 2018.</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 Oct 2018	→ 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. Review of audit at F&A delayed due to auditor work load.	

Attachments

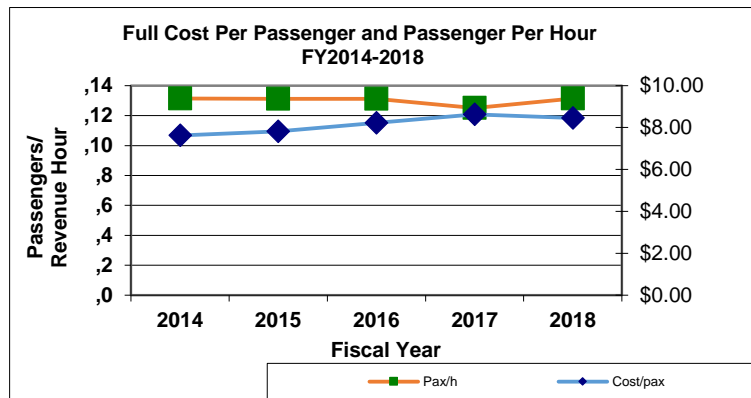
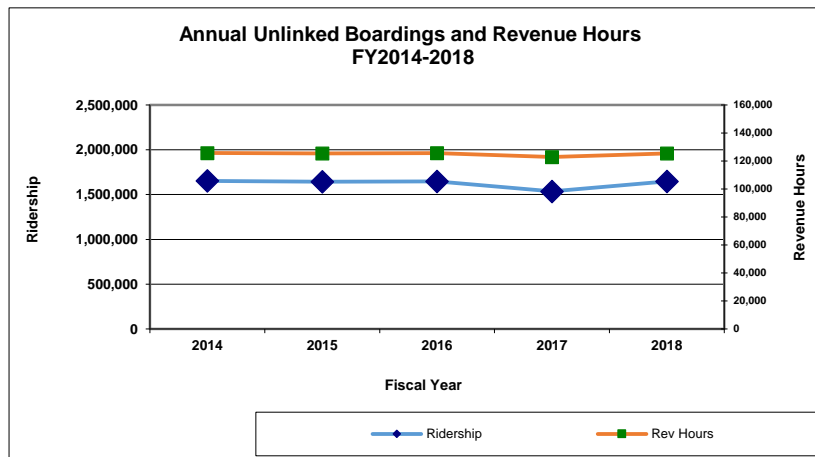
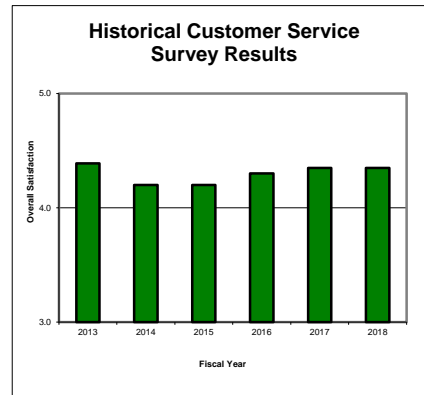
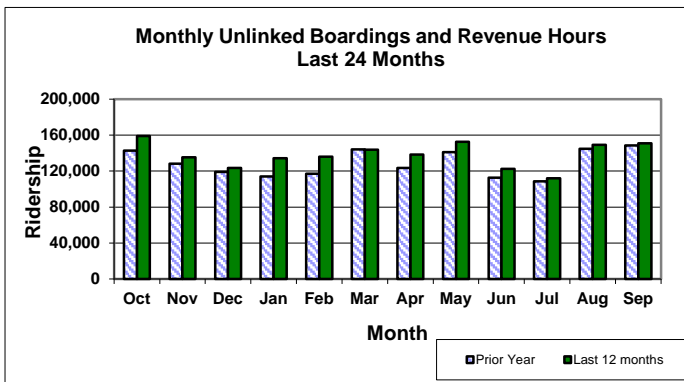
1. Board Statistics FY19
2. FY19 Upcoming Items

Underlined text indicates changes since last report.

Monthly Summary Statistics for Wheels September 2018

FIXED ROUTE

	September 2018			% change from one year ago		
Total Ridership FY 2018 To Date	412,252			2.6%		
Total Ridership For Month	151,048			1.7%		
Fully Allocated Cost per Passenger	\$7.27			-2.4%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	7,049	1,754	1,391	6.0%	2.9%	-1.1%
Passengers Per Hour	16.0	11.3	8.9	4.7%	2.8%	-1.1%
	September 2018			% change from last month		
On Time Performance	83.0%			-1.1%		



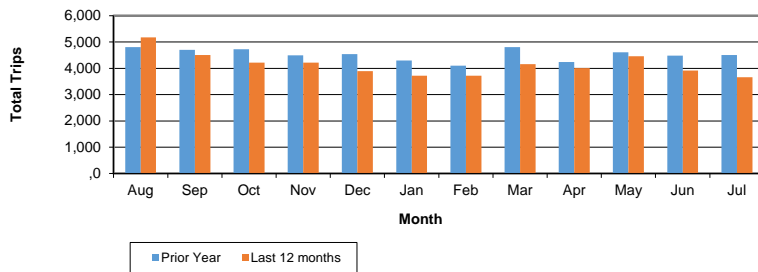
Monthly Summary Statistics for Wheels September 2018

PARATRANSIT

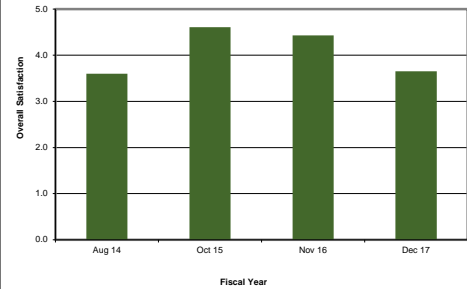
General Statistics	September 2018	% Change from last year	Year to Date
Total Monthly Passengers	3,659	-18.7%	11,423
Average Passengers Per Hour	1.20	-40.0%	
On Time Performance	95.3%	4.7%	
Cost per Trip	\$33.16	2.5%	
Number of Paratransit Assessments	24	-22.6%	109
Calls Answered in <1 Minute	77.00%	5.2%	

Missed Services Summary	September 2018	Year to Date
1st Sanction - Phone Call	2	9
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

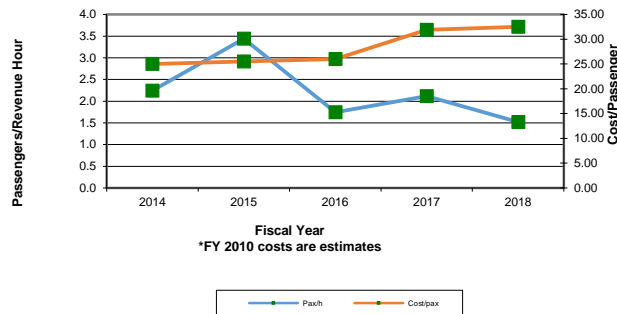
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

September 2018

SAFETY							
ACCIDENT DATA	September 2018				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total					11		1
Preventable					7		0
Non-Preventable					4		1
Physical Damage							
Major					0		0
Minor					11		0
Bodily Injury							
Yes					2		1
No					9		0
MONTHLY CLAIMS ACTIVITY							
	Totals						
Amount Paid							
This Month	\$4,711.79						
To Date This Fiscal Year	\$10,061.06						
Budget	\$100,000.00						
% Expended	10%						

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	September 2018	Year To Date
Praise	1	4
Bus Stop	2	9
Incident	0	0
Trip Planning	4	13
Fares/Tickets/Passes	2	4
Route/Schedule Planning	3	12
Marketing/Website	0	0
ADA	0	0
TOTAL	12	42

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
Driver/Dispatch Courtesy				3				0
Early				1				0
Late				10				1
No Show				4				0
Incident				0				0
Driver/Dispatch Training				1				5
Maintenance				0				0
Bypass				11				0
TOTAL	0	0	0	33	0	0	0	7
Valid Complaints								
Per 10,000 riders	0.00							
Per 1,000 riders	0.00							

LAVTA COMMITTEE ITEMS - November 2018 - March 2019

Finance & Administration Committee

November

	Action	Info
Minutes	X	
Treasurers Report	X	
CAFR	X	

December

	Action	Info
Minutes	X	
Treasurers Report	X	
Legislative Program	X	

*Typically December committee meetings are cancelled

January

	Action	Info
Minutes	X	
Treasurers Report	X	

February

	Action	Info
Minutes	X	
Treasurers Report	X	

March

	Action	Info
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - November 2018 - March 2019

Projects & Services Committee

November

	Action	Info
Minutes	X	
Quarterly Operations		X
DAR Customer Satisfaction Survey		X

December

	Action	Info
Minutes	X	
Mobility Forward Draft Recommendation	X	

*Typically December committee meetings are cancelled

January

	Action	Info
Minutes (November)	X	
DAR Customer Satisfaction Survey		X
Mobility Forward Final Recommendation	X	

February

	Action	Info
Minutes	X	
Quarterly Operations		X

March

	Action	Info
Minutes	X	