

## EXECUTIVE DIRECTOR'S REPORT

February 2018

**Update on Operator Shortage:** Fixed Route: MV lost a net of five operators in January 2018, operating one full operator down (76) from the required staffing levels for peak service (77). MV has been recruiting new drivers; there are two drivers currently in behind-the-wheel training, and a class of three starting February 1.

Paratransit: MTM continues to operate down four operators/vehicles. MTM has been working to remedy the problem, bring in an operator from their sister agency Ride-Right who is staying in the Tri-Valley until the operations stabilize; they have requested that their providers hire more drivers; and they are actively recruiting more providers. MTM expects that the situation will be resolved by mid-February.

**Update on Ridership:** December 2017 ridership on the fixed route system is up 3.5% over December of 2016, with weekday ridership up 2.4% and passengers per hour productivity up 1.1%. OTP for December of 2017 was 85.2% as compared to 81.2% for December of 2016.

December 2017 paratransit ridership is down 14.3% over December of 2016, with on-time performance down 16.5% as the contractor MTM struggles with bringing on board additional providers.

**Cost/Benefit Ratio for Dublin Active Transportation Project:** LAVTA and the City of Dublin recently completed the MTC-funded Transit Performance Initiative Project. LAVTA sponsored the project to improve travel times on Dublin Boulevard for the Rapid service by deploying a new adaptive traffic signal control system to reduce congestion along the corridor and improve transit operations with the addition of three new queue-jump signals for Rapid buses. MTC recently completed an evaluation of the project that demonstrated a benefit-cost ratio of nearly 9 to 1 for the project, including a decrease of 8% in travel times along the corridor eastbound and 10% in the westbound direction. Eastbound bus travel times for the Rapid were reduced by nearly one minute per trip (averaged over all trips), which were attributable to the project improvements.

### Attachments

1. Management Action Plan w/Updates
2. Board Statistics
3. FY18 Upcoming Items

# FY2018 Goals, Strategies and Projects

Last Updated – January February 1, 2018

## MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development  Strategies (those highlighted in bold indicate highest Board priority) 1. <b>Provide routes and services to meet current and future demand for timely/reliable transit service</b> 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. <b>Optimize existing routes/services to increase productivity and response to MTC projects and studies</b> 4. <b>Improve connectivity with regional transit systems and participate in BART to Livermore project</b> 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"> <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. Strategic Planning Workshop for Board being planned for 2018.	
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>Draft recommendations being created. Board presentation in March.</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.	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>			<u>Jun</u> 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  <u>Dec</u> 2018	→ Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. Starting data collection.	
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>Mar</u> 2018	→ Program providing approximately 1,500 rides/month. Mailing to residents occurring in September. Project study expanded to include additional data analysis. <u>Fehr &amp; Peers present final findings in March.</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	→ <u>Three proposals received. Interviews conducted on 25<sup>th</sup>. Best and final proposals being submitted. 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. <u>Nelson/Nygaard awarded contract. Data collection being performed. Public workshop in March.</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

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>Unveiling event being scheduled for February.</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. <u>Board awarded project in November. 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.	
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. <u>First shelter installed in December. Other four shelters will require significant site work. Budgeting for next FY.</u>	X

Underlined text indicates changes since last report.

<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>
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. IFB being advertised currently to begin install in Dec. <u>No bids received. Rebid and received one proposal. Board to consider in March.</u>	X

**Goal:** Community and Economic Development

**Strategies (those highlighted in bold indicate highest Board priority)**

- Integrate transit into local economic development plans
- Advocate for increased TOD from member agencies and MTC
- 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"> <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. 90% “yes”. 10% “no”. Board of Trustees to consider the vote and student fee in March.	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> </ul>	DP	Projects/ Services	Jan 2017	→ 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 to receive an update on Historic Depot in February.</u>	X
	<ul style="list-style-type: none"> <li>• Demo of TC Customers Service Buildings</li> </ul>			Jul 2017		X
	<ul style="list-style-type: none"> <li>• Finish Relocation/Renovation</li> </ul>			Feb 2018		
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. Waiting on architect of Depot Project to provide input on colors.	
<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>
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

<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 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	→ <u>F&amp;A committee looked at draft legislative plan in January 2018. Board to consider 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

**Goal:** Organizational Effectiveness

**Strategies** (those highlighted in bold indicate highest Board priority)

- 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"> <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

**Goal:** Financial Management

**Strategies** (those highlighted in bold indicate highest Board priority)

- Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
- Explore and develop revenue generating opportunities
- 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>
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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>
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. Will be final phase of Depot project.	
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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 to be considered by Board in February.</u>	X X
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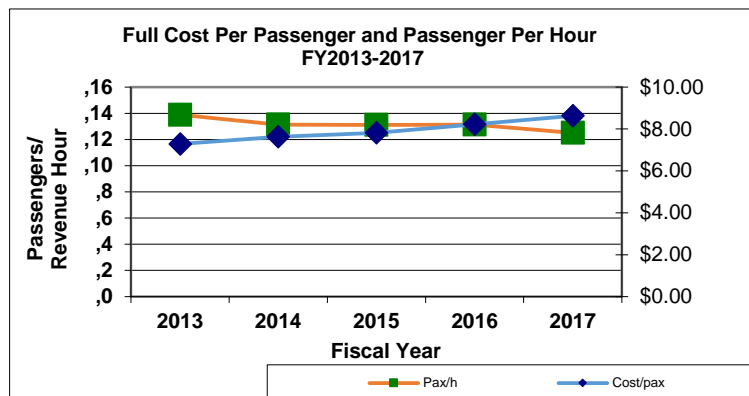
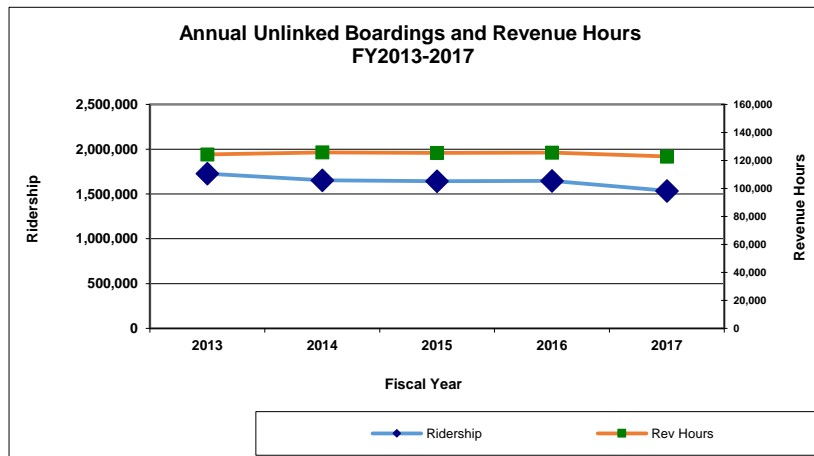
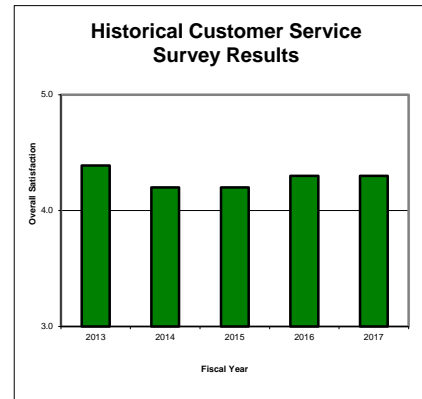
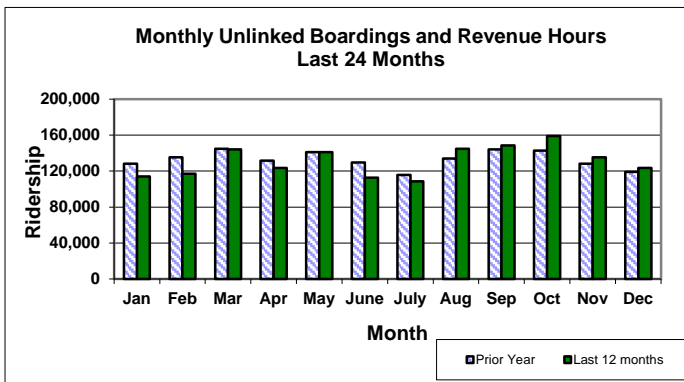
Triennial Audit	<ul style="list-style-type: none"> <li>Preparation for audit</li> <li>Audit and report to board</li> </ul>	DF	Finance/ Adm	Ongoing Jul 2018	→ Comprehensive audit on LAVTA from FTA to be conducted in July 2018.	
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<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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## Monthly Summary Statistics for Wheels December 2017

### FIXED ROUTE

	December 2017			% change from one year ago		
Total Ridership FY 2018 To Date	819,534			4.5%		
Total Ridership For Month	123,341			3.5%		
Fully Allocated Cost per Passenger	\$9.24			3.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,453	1,612	1,163	2.4%	-3.4%	-15.7%
Passengers Per Hour	12.7	10.3	6.9	1.1%	-5.5%	-24.3%
	December 2017			% change from last month		
On Time Performance	85.2%			0.0%		



# Monthly Summary Statistics for Wheels

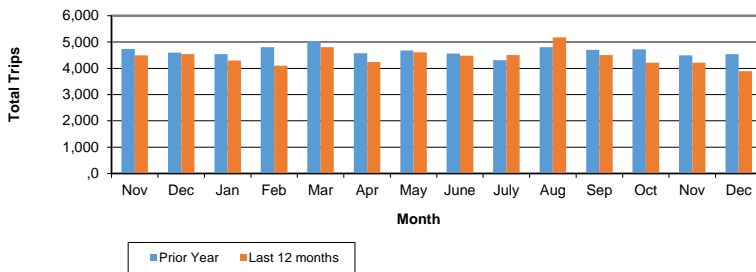
December 2017

## PARATRANSIT

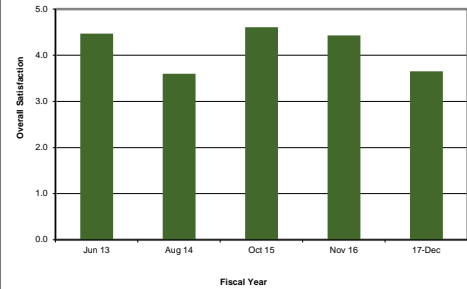
General Statistics	December 2017	% Change from last year	Year to Date
Total Monthly Passengers	3,891	-14.3%	26,779
Average Passengers Per Hour	1.60	-20.0%	
On Time Performance	80.9%	-16.5%	
Cost per Trip	\$33.16	4.5%	196
Number of New Paratransit Applications	19	-55.8%	188
Calls Answered in <1 Minute	78.00%	-6.1%	4

Missed Services Summary	December 2017	Year to Date
1st Sanction - Phone Call	3	31
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

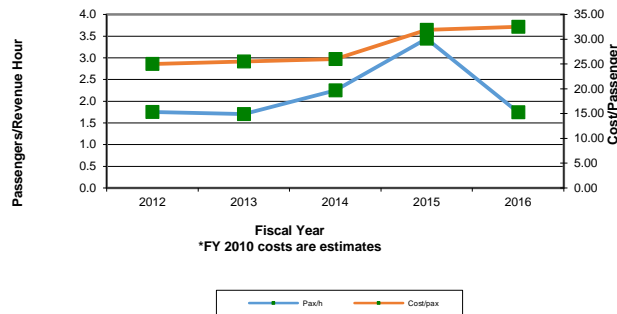
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



## Monthly Summary Statistics for Wheels

**December 2017**

<b>SAFETY</b>							
ACCIDENT DATA	December 2017				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	0		0		0		0
Preventable	1		0		9		1
Non-Preventable	0		0		5		1
<b>Physical Damage</b>							
Major	0		0		0		0
Minor	1		0		14		2
<b>Bodily Injury</b>							
Yes	0		0		0		0
No	1		0		14		2
<b>MONTHLY CLAIMS ACTIVITY</b>							
		<b>Totals</b>					
<b>Amount Paid</b>							
This Month	\$1,215.48						
To Date This Fiscal Year	\$7,829.18						
<b>Budget</b>							
							\$100,000.00
<b>% Expended</b>							
							8%

<b>CUSTOMER SERVICE - ADMINISTRATION</b>		
CATEGORY	Number of Requests	
	December 2017	Year To Date
Praise		4
Bus Stop	4	19
Incident		2
Trip Planning		10
Fares/Tickets/Passes		5
Route/Schedule Planning	3	71
Marketing/Website	1	11
ADA		0
<b>TOTAL</b>	8	122

<b>CUSTOMER SERVICE - OPERATIONS</b>								
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			7				1
Safety	1	3		15				0
Driver/Dispatch Courtesy		1	1	12				1
Early	1			8		1	1	1
Late	4			34	9	2		9
No Show	2	1		9	1	3		2
Incident		1	1	4	1	1		2
Driver/Dispatch Training				2	3	2		14
Maintenance			1	0				0
Bypass	4	2	1	39				0
<b>TOTAL</b>	12	8	4	123	14	9	1	29
<b>Valid Complaints</b>								
Per 10,000 riders	0.97							
Per 1,000 riders					3.60			

## LAVTA COMMITTEE ITEMS - February 2018 - June 2018

### Finance & Administration Committee

#### February

	Action	Info
Minutes	X	
Treasurers Report	X	
Operations and Maintenance Contract Award	X	
Fare Policy Recommendation	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	

#### May

	Action	Info
Minutes	X	
Treasurers Report	X	
Quarterly Budget & Grants 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	

# LAVTA COMMITTEE ITEMS - February 2018 - June 2018

## Projects & Services Committee

### February

	Action	Info
Minutes	X	
Quarterly Operations		X
Operations and Maintenance Contract Award	X	
Fare Policy Draft Recommendation	X	

### March

	Action	Info
Minutes	X	
Go Dublin Evaluation		X
Mobility Forward Draft Recommendation	X	
Fare Policy Final Recommendation	X	

### April

	Action	Info
Minutes	X	
Draft Fall Service Changes	X	
Draft Long Range Transit Plan		X
Mobility Forward Final Recommendation	X	

### May

	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X

### June

	Action	Info
Minutes	X	
WAAC Appointments	X	
Marketing Work Plan	X	