LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: FY 2019 2nd Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: March 25, 2019

Action Requested
None – Information Only

Background
This report is intended to provide a summary and analysis of operations for the second quarter of FY2019 (October 2018 to December 2018), including fixed route, paratransit, safety, and customer experience metrics.

Discussion

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

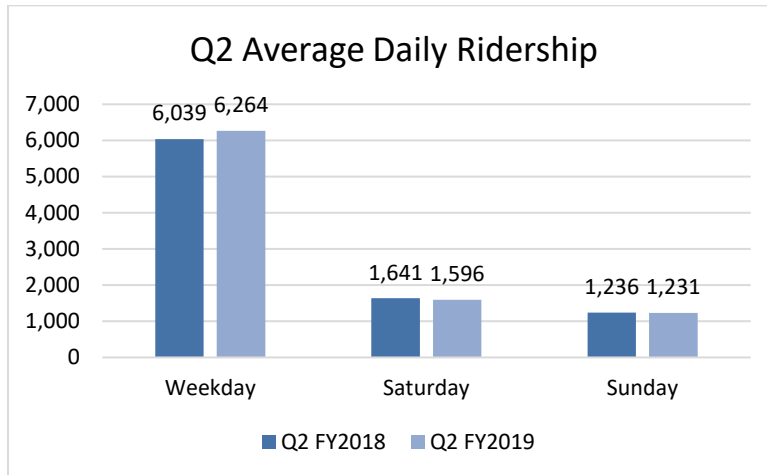Wheels Fixed Route Annual Boardings
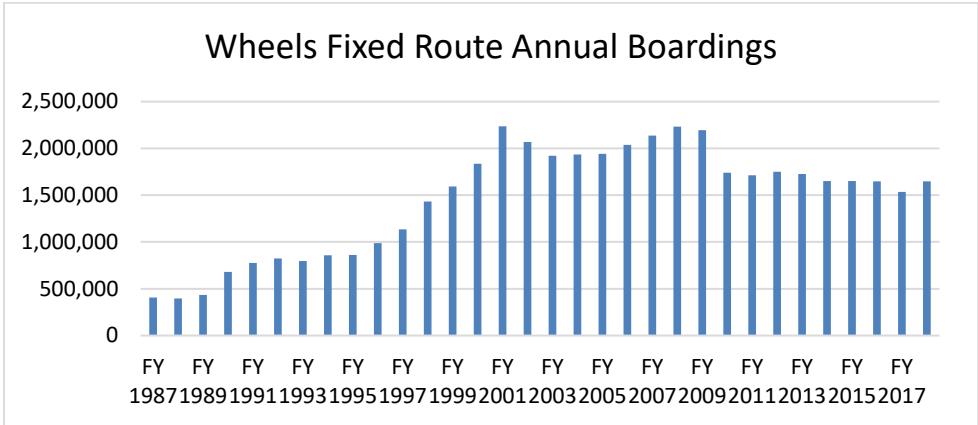
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for Quarter 2 of this year, compared with the same quarter of last year. A total of
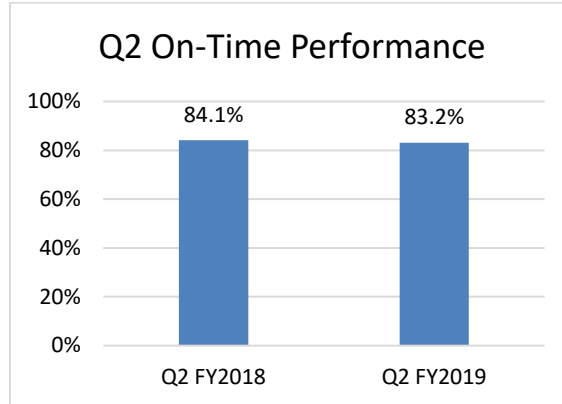
428,238 boardings were recorded in Quarter 2 of FY2019 a 2.6% increase for the quarter compared to the quarter year prior.

Total Q2 Unlinked Boardings

Q2 FY2018	Q2 FY2019
417,545	428,238
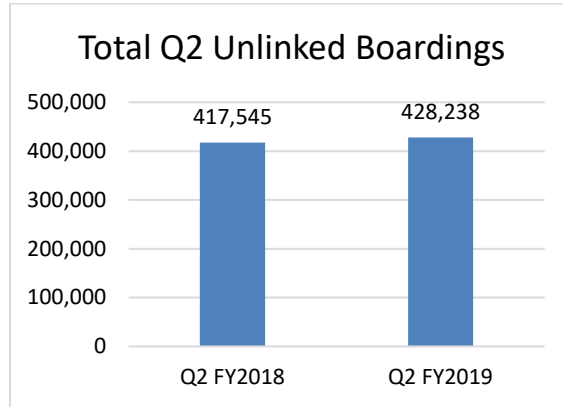
Ridership increased on the weekdays and decreased on the weekends comparing Q2 FY2019 to Q2 FY2018.

Q2 Average Daily Ridership

|	Q2 FY2018	Q2 FY2019
Weekday	6,039	6,264
Saturday	1,641	1,596
Sunday	1,236	1,231

On Time Performance for our fixed route system stayed consistent year to year.

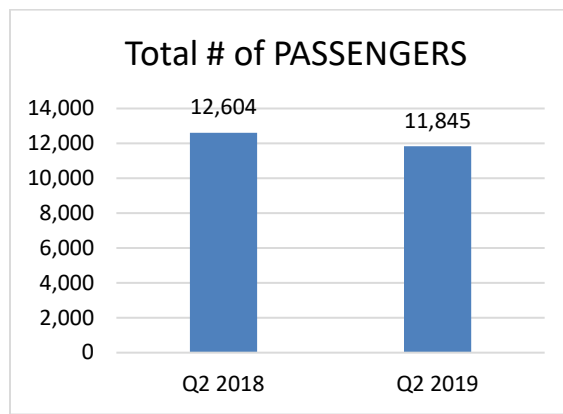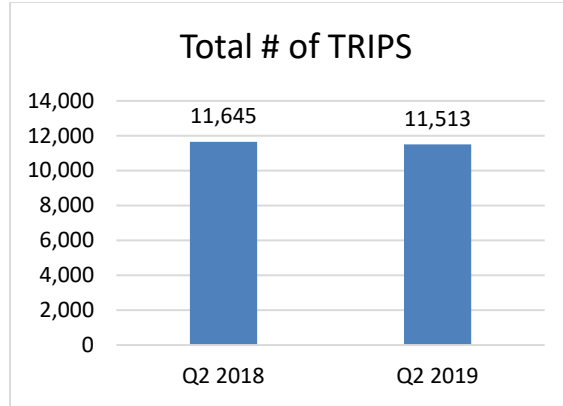**Q2 On-Time Performance**

Paratransit

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

Annual Paratransit Ridership Trends FY89-18
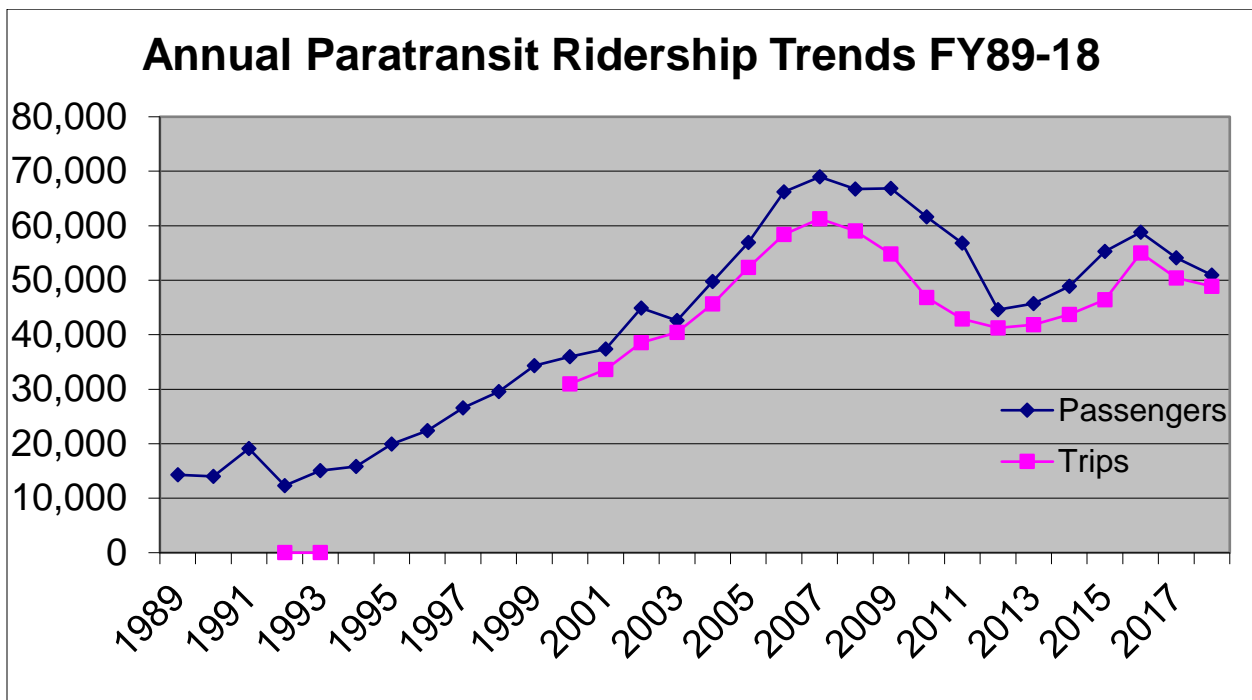
The paratransit ridership has decreased slightly during the second quarter of FY19 when comparing it to the second quarter ridership in FY18. There has been a decrease of 1.13% in the number of one-way trips as well as a decrease of 6.02% in the number of total passengers, which the following two graphs illustrate. The total number of passengers statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders.

Total # of TRIPS

	Q2 2018	Q2 2019
Total # of TRIPS	11,645	11,513

Total # of PASSENGERS

	Q2 2018	Q2 2019
Total # of PASSENGERS	12,604	11,845

On-time performance (OTP) has **improved by 5%** from 90% in Q2, FY18 to 95% in Q2, FY19.

On-Time Performance

|	Q2 2018	Q2 2019
On-Time Performance	90%	95%
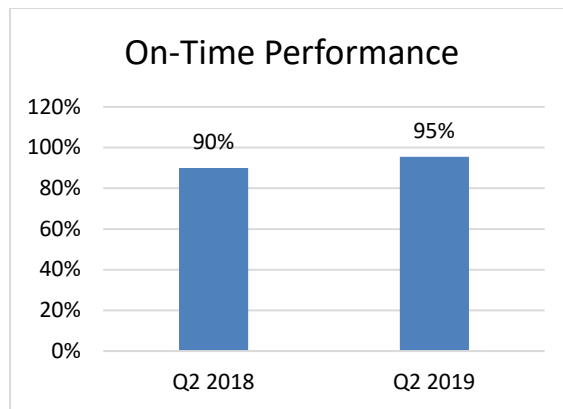
Accidents/Incidents
Fixed Route
The accident/incident statistics for Q2 FY2019 remained low and on trend. There was no difference between Q2 FY2018 and Q2 FY2019.
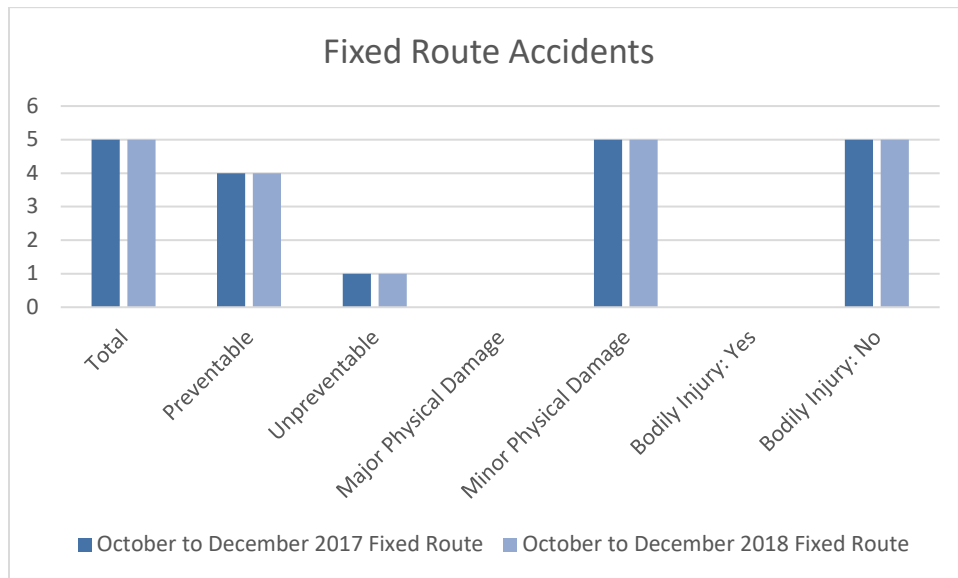

Using the transportation industry standard measurement of accident frequency ratio (AFR), we ended Q2 FY2019 at 0.92 AFR, below the threshold of 1 accident every 100,000 miles.
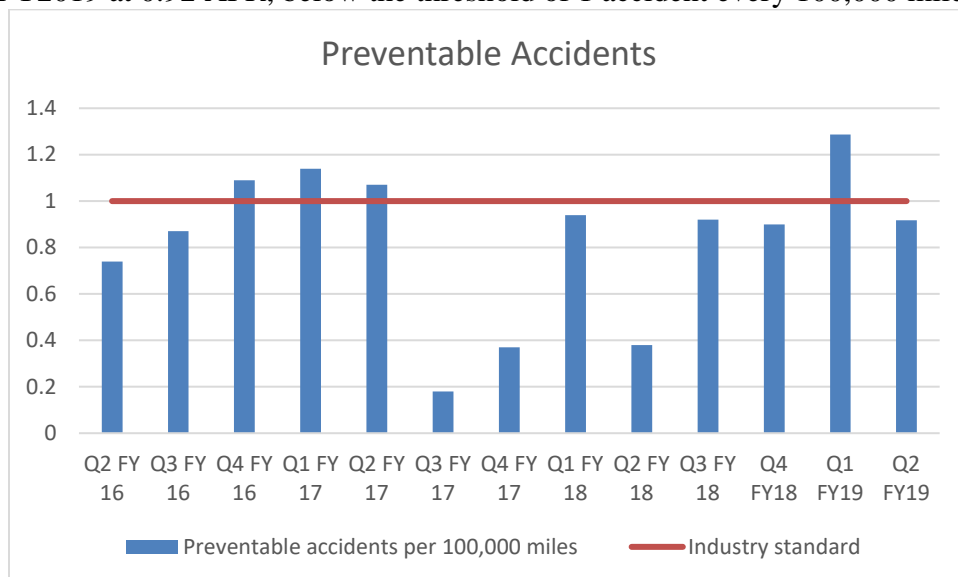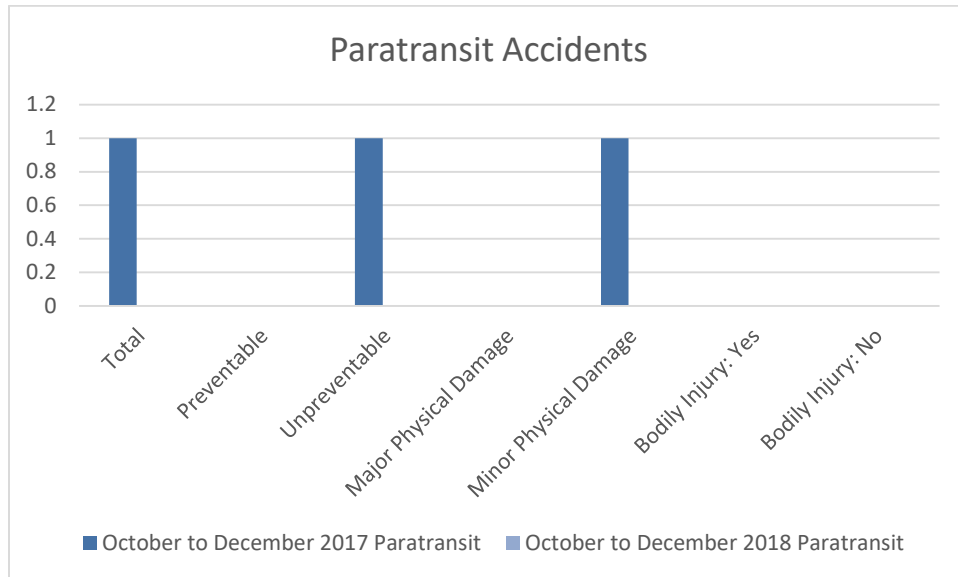
Claims Activity

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.

Claim Cost Per Quarter
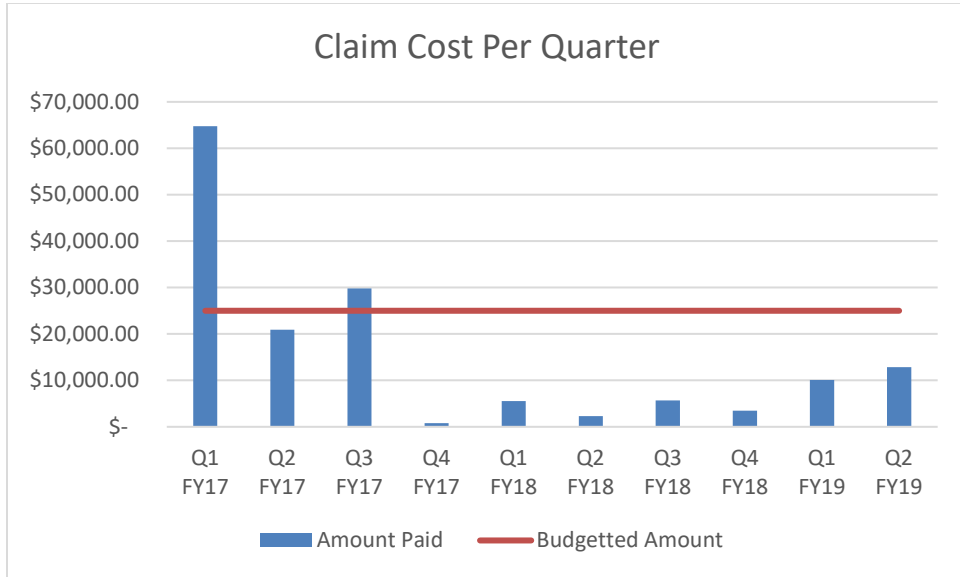
Accidents/Incidents

Paratransit

In Q2 FY2019 there was one (1) paratransit accident/incidents. This is up 1 accident from Q2 FY2018.

Paratransit Accidents

Categories (x-axis): Total, Preventable, Unpreventable, Major Physical Damage, Minor Physical Damage, Bodily Injury: Yes, Bodily Injury: No

Legend: October to December 2017 Paratransit, October to December 2018 Paratransit

(Bars showing value of 1 for Total, Unpreventable, and Minor Physical Damage for October to December 2017 Paratransit)

Customer Service

Customer Service staff processed a total of 165 customer requests for Q2 FY19. The number of requests reduced by 53 requests compared to 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.

Total Valid Complaints

	Fixed Route	Paratransit
October to December 2017	54	21
October to December 2018	26	8
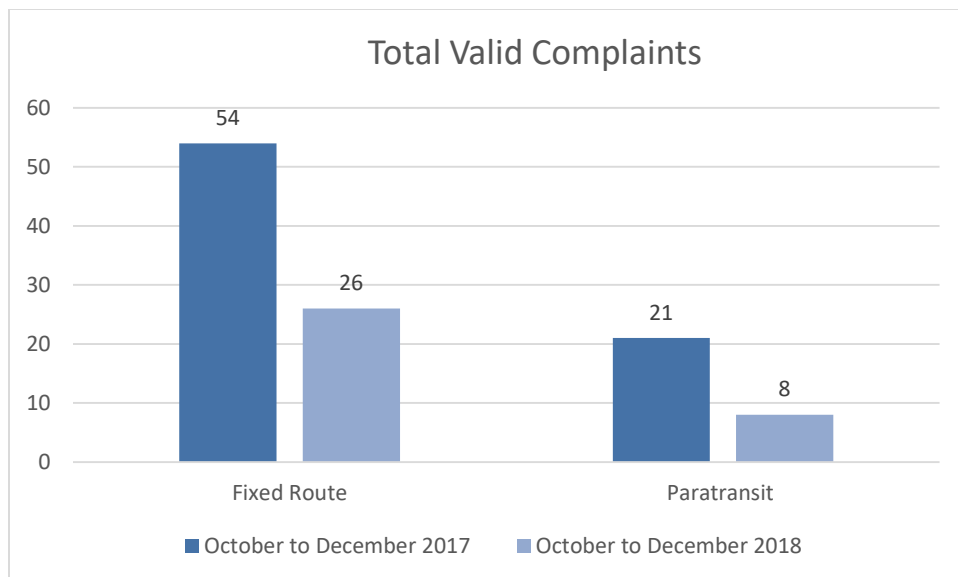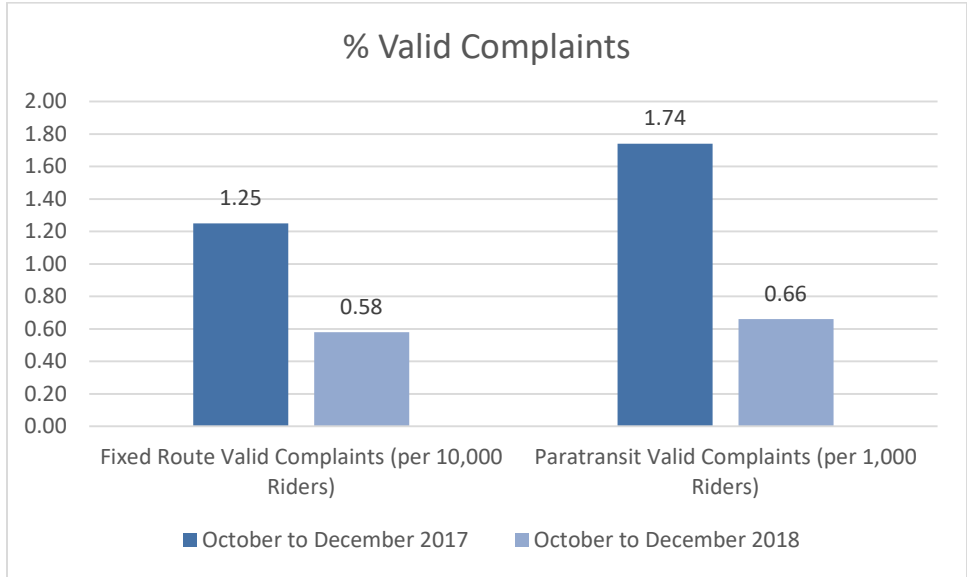
% Valid Complaints

Fixed Route complaints are measured by a ratio of number of complaints per 10,000 riders and paratransit is measured at complaints per 1,000 riders. In both Fixed Route and Paratransit the number of valid complaints dramatically reduced comparing Q2 FY19 to Q2 FY18. The top three categories for fixed route service were Bypass (7), Safety (5), & Bus Early/Late (5). Paratransit's top three categories were Booking Problem (3), Driver Courtesy (1), & Safety (1).

Next Steps
None

Recommendation
None – information only.