

## EXECUTIVE DIRECTOR'S REPORT

December 2019

### ***2019 Stuff-A-Bus Food Drive***

Our annual Stuff-a-Bus Food Drive was held on Saturday November 16 at the Lucky Supermarket in Pleasanton. Individual donations ranged from a single can to about 50 pounds. In addition, employees from Gillig held their own food drive in support of the Stuff-a-Bus event and donated 300 pounds of non-perishable food items. Our fixed route and paratransit service providers MV and MTM each donated \$250 in gift cards. The total weight of donated items exceeded 1,750 pounds. In addition, cash and gift card donations totaled over \$880. All donations were delivered to Open Heart Kitchen and Tri-Valley Haven. Both organizations were quite pleased with the results, which were up more than 10 percent over last year.



### ***Tri-Valley Hub Network Integration Study***

The Tri-Valley Hub Network Integration Study's Technical Advisory Committee (TAC) had their first meeting on Tuesday November 19. Fourteen agencies were invited to participate and twelve were represented at the meeting. Shannon Simonds with the Caltrans Division of Rail & Mass Transportation provided an overview of the State Rail Plan and how this hub study project fit in with other similar efforts throughout the state. The meeting also included a review of I-580 and I-680 corridor planning studies that had been completed in the past five years so that those efforts could be reviewed and incorporated into this effort. The study is expected to be completed in late 2020.

### ***Short Range Transit Plan Kickoff***

On Thursday November 21, Planning and Marketing Director Tony McCaulay and I met with the consulting team from Nelson\Nygaard to kick off the Short Range Transit Plan project. The first step in the project is the data gathering phase. A survey of current riders and an online community survey are scheduled for the latter part of the first quarter of 2020. The project also includes the development of a transit service improvement plan and a short and long range capital improvement plan, with associated budgets for each. This project is also scheduled for completion by the end of 2020.

### ***KKIQ Wayne Coy's Toy Drive***

We are again helping radio station KKIQ with their annual Wayne Coy's Toys toy drive. The event will take place at the Stoneridge Mall on Friday December 6 from 6 am – 6 pm. KKIQ will be broadcasting live and our bus will be located near the Macy's entrance between PF Chang's and the Cheesecake Factory. All donated toys will be given to the Toys for Tots organization.

### ***Holiday Parades***

Again this year, we will have vehicles entered in the holiday parades in both Livermore and Pleasanton. Both events are scheduled for Saturday December 7. The Livermore parade starts at 6:00 pm and the Pleasanton parade starts at 5:00 pm.

### ***Update on Shared Autonomous Vehicle (SAV) Program***

Staff continues to work on the site preparation for the SAV while we are waiting for the NHTSA letter to arrive. Staff has been calling NHTSA staff daily to check on the status of the letter. Indication for NHTSA is that the letter is drafted and just waiting a signature. Meanwhile, Staff has been working with our contractor, Transdev and the City of Dublin for final site requirements including signage and foliage trimming. Additionally, myself and Staff have been working on the amendment with BAAQMD for the SAV Project and will be finalizing the amendment concurrent with receiving the authorization to test letter from NHTSA so that timelines are in sync and no further amendments are necessary.

### ***GoTri-Valley***

We received a draft funding agreement in regards to the BAAQMD grant that LAVTA was awarded to expand GoDublin into the rest of our service area. Staff will be working with BAAQMD staff to finalize the agreement. Service is scheduled to start by July 1, 2020, although it could start sooner.

### ***Dublin Parking Garage***

Alameda County GSA has brought on new staff for the project. Once the County updates LAVTA on the project schedule, LAVTA should be able to execute project-specific funding agreements with both Caltrans and GSA to pass through state TIRCP funding for the project, which the California Transportation Commission allocated in October.

### ***Pleasanton BRT Enhancements***

Final plans and specifications were delivered by Kimley-Horn earlier this month, with only minor issues outstanding. The IFB is under review by Alameda CTC for compliance with their funding requirements, after which LAVTA will advertise the construction project for bid. Staff is finalizing procurements for equipment needed for the project based on the final plans and specifications. Construction is currently expected to begin in early spring and be completed by the end of summer.

### ***Transit Signal Priority Upgrade and Expansion***

Intersection equipment was received in late September. Project staff from LAVTA and GTT held a kick-off meeting earlier this month to survey on-board equipment installations. Bids from qualified contractors to install the intersection equipment are due December 6. Installations can be expected in late winter/early spring followed by system testing and acceptance.

Attachments:

1. Quarterly Operations Report
2. Board Statistics October 2019
3. FY20 Upcoming Items

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: FY 2020 1st Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: December 2, 2019

---

**Action Requested**

None. Informational Only

**Background**

This report is intended to provide a summary and analysis of operations for the first quarter of FY2020 (July 2019 to September 2019), including fixed route, paratransit, safety, and customer experience metrics.

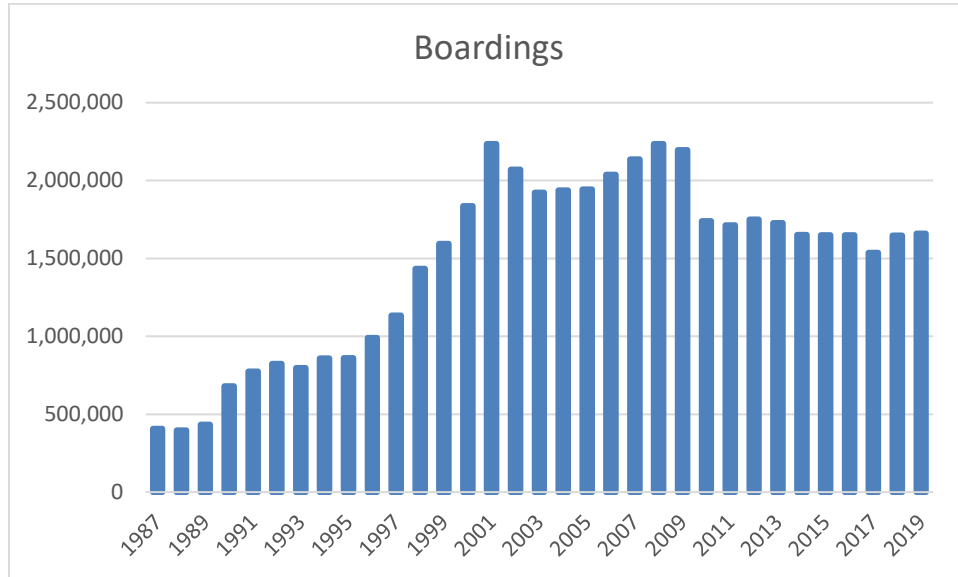
**Discussion**

**Overview:**

- Ridership on fixed route increased by 11.3% compared to Q1FY19!
- On Time Performance for the fixed route remained consistent in the mid 80 percentile.
- Paratransit ridership remained consistent with the year prior.
- Paratransit on time performance during Q1FY20 was lower than Q1FY19. Staff is working on an action plan with MTM in order to address the on time performance.
- Accidents were significantly reduced for both fixed route and paratransit systems.

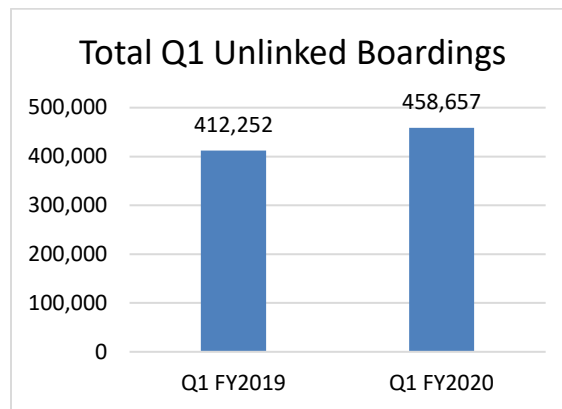
**Fixed Route**

The following graph shows the long-term ridership trend for the Wheels service from the agency’s inception through the fiscal year that ended on June 30, 2019. The agency saw its highest ridership period during the 2000s; following which ridership receded to pre-2000 levels and has remained relatively stationary since.

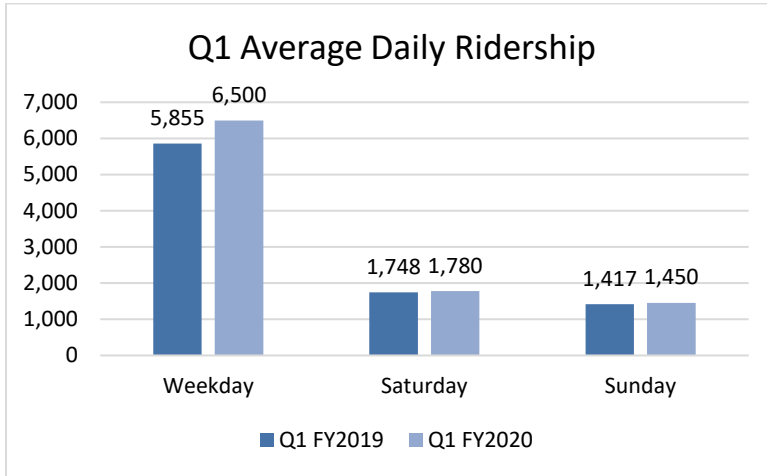


Year-over-year, FY2018 to FY2019 continued the steady trend, at +0.8%. The primary drivers in sustaining ridership have been the Las Positas College pass program and increased demand for high school student ridership in Dublin.

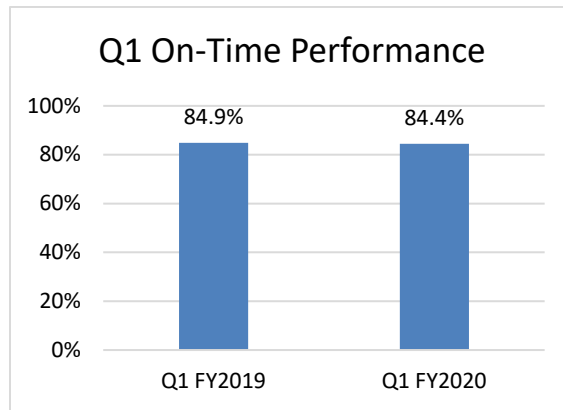
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the first quarter of this fiscal year, compared with the same quarter of last year. A total of 458,657 boardings were recorded in Q1 of FY2020 – an increase of 11.3% for the quarter compared to the quarter-year prior.



The Q1 average weekday ridership was approximately 650 boardings above the same quarter of last year, while Saturday and Sunday ridership was largely stationary.

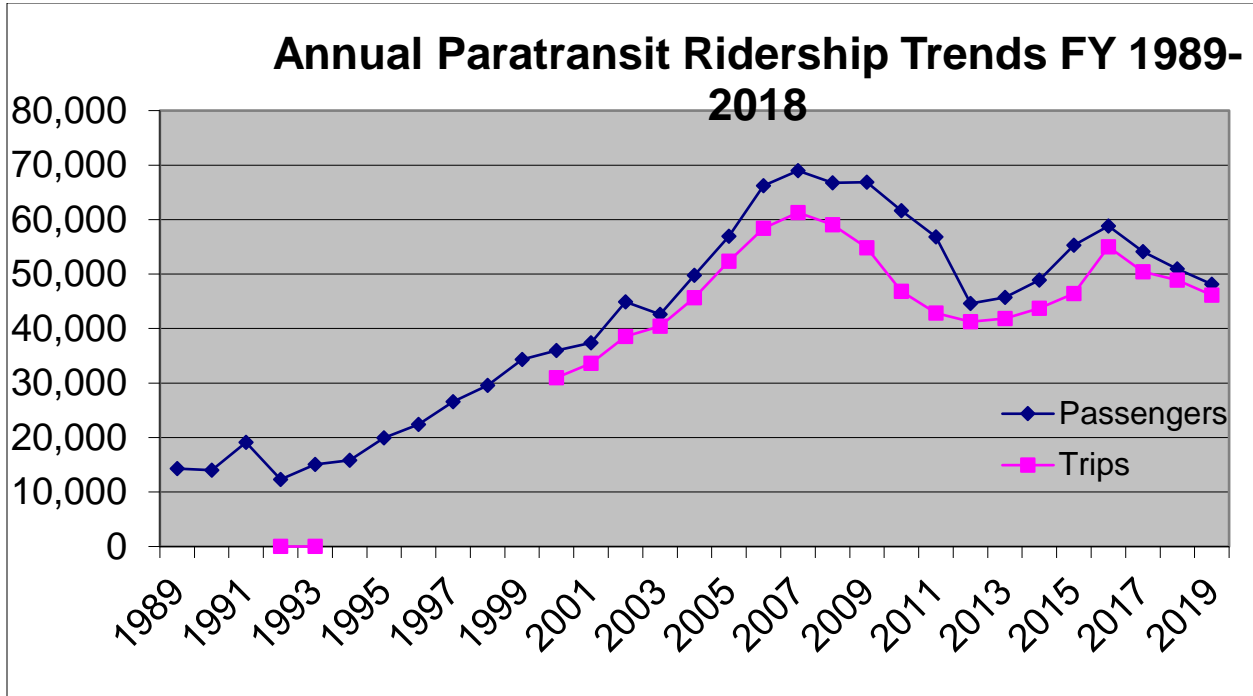


On-time performance for the fixed route system in Q1 was relatively stable compared to Q1 last year, ending at an average on-time percentage of 84.4%.

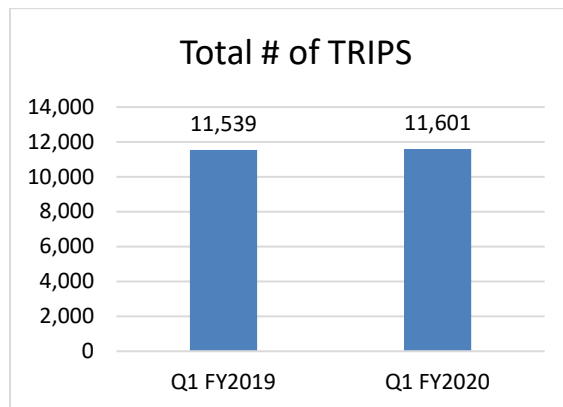


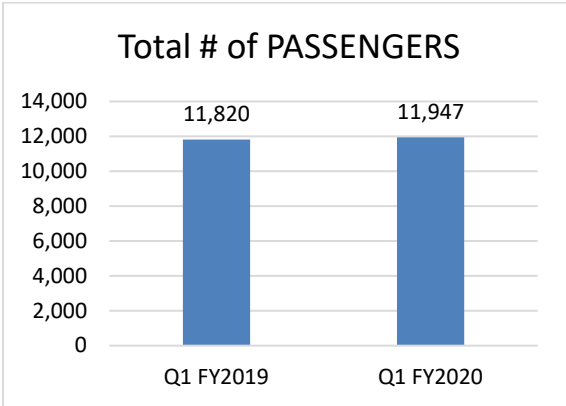
**Paratransit**

The graph below provides an overview of the historic annual paratransit ridership trend from the agency’s inception thru the end of fiscal year 2019:

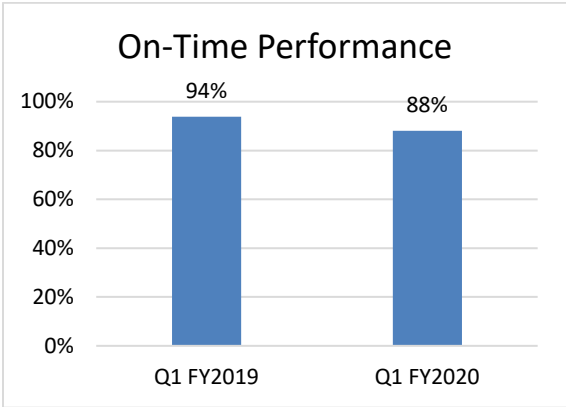


When comparing the Q1, FY20 to the year prior, Q1, FY19, we can see that there has been a slight decrease of 0.54% in the number of one-way trips while there has been a small increase of 1.07 % in the number of total passengers, which the following two graphs illustrate. The total number of passengers’ statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders. LAVTA pays the service contractor per trip, not per passenger.





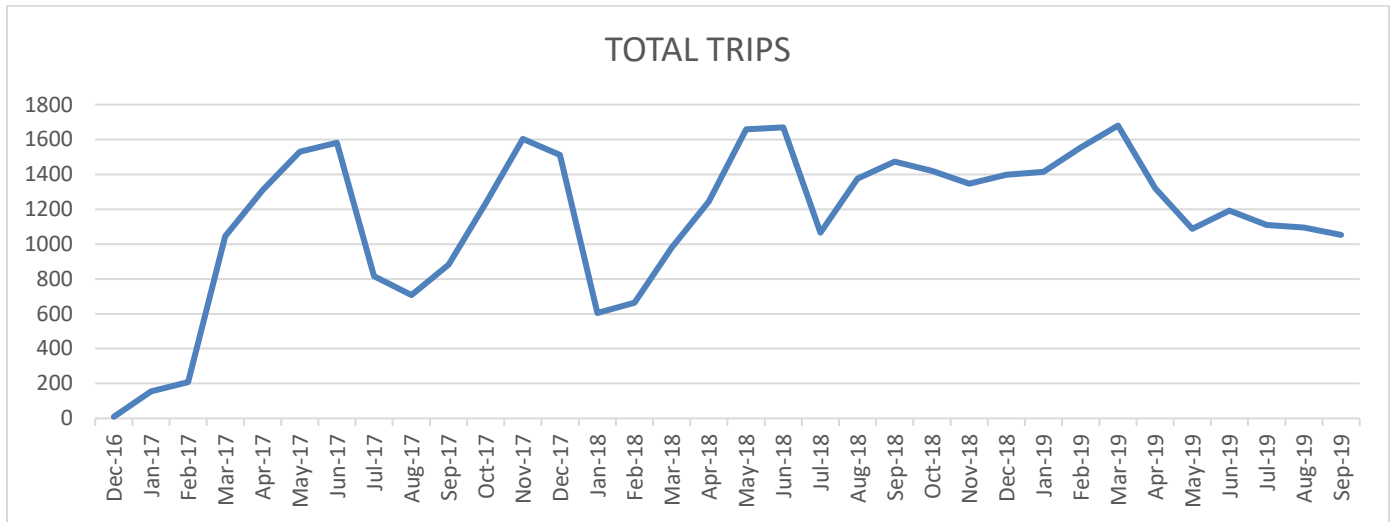
On-time performance (OTP) has **decreased** from 94% in Q1, FY19 to 88% in Q1, FY20.





**GoDublin**

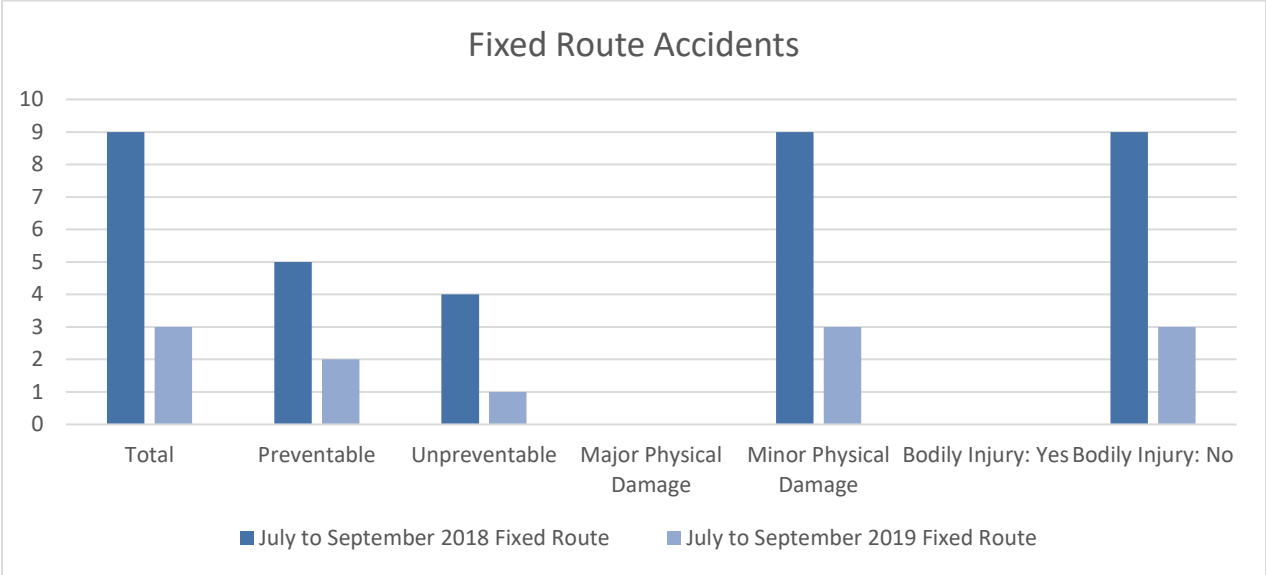
The GoDublin program has leveled off with ridership at about 1,200 trips per month. In March 2019 the number of rides provided per month peaked at 1,680 rides. The cost per ride averaged over the duration of the program is \$3.11 compared to approximately the \$26 per passenger on the routes eliminated during the service adjustment following the comprehensive operational analysis. Rides did reduce during Q4FY19 due to an issue with one of the TNC partner’s promo code. Staff has worked with the partnership to ensure resolution of the issue. Additionally, staff is working with the company to do a direct marketing to those that were affected. Because of the issue, ridership continues to be low with that company.



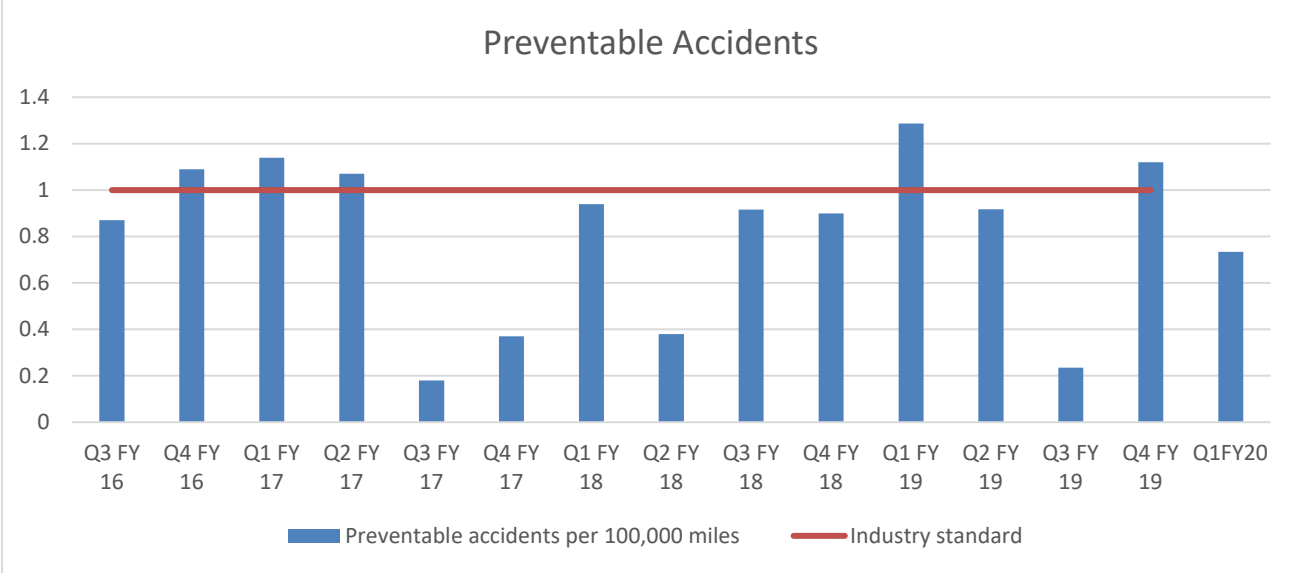
**Accidents/Incidents**

*Fixed Route*

The accident/incident statistics for Q1 FY2020 decreased significantly from Q1 FY2019.

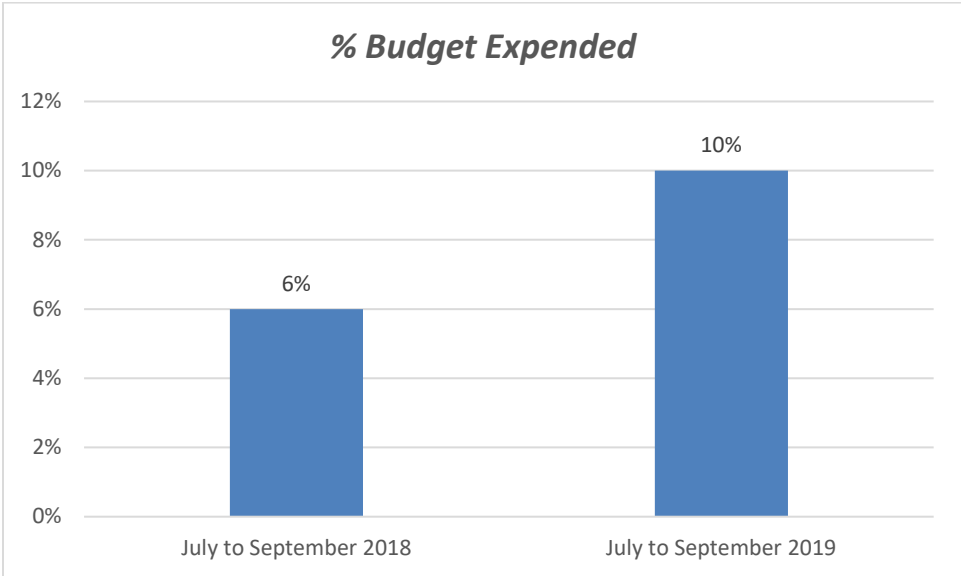
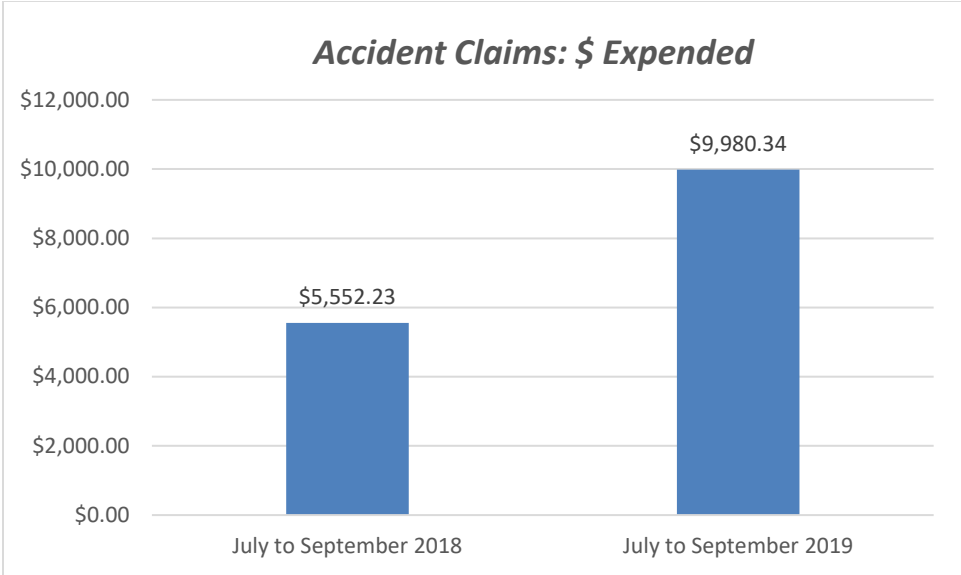


Using the transportation industry standard measurement of accident frequency ratio (AFR), we had a ratio of 0.73 accidents per 100,000 miles which was a large decrease from Q1FY19 which had a frequency of 1.29 per 100,000 miles.

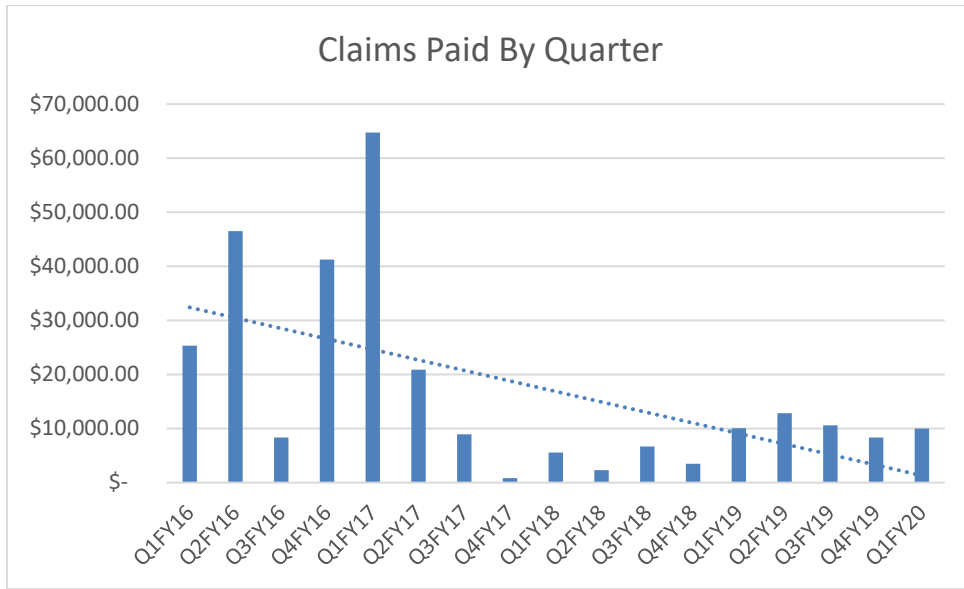


Claims Activity

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.

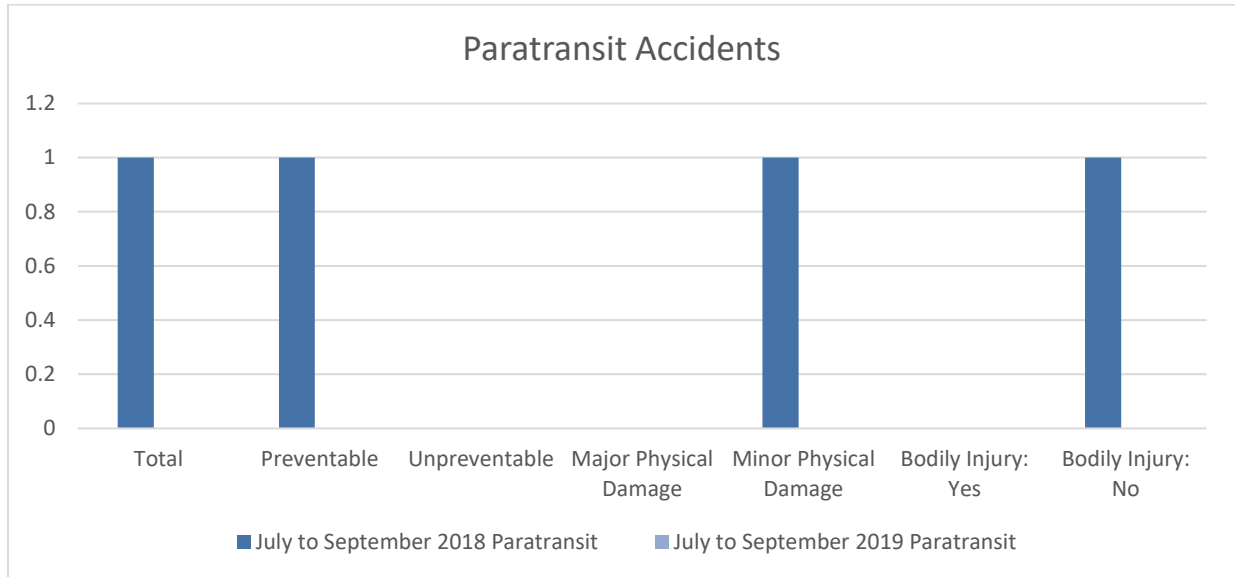


It is important to note that even though more dollars were expended in Q1FY20 than in Q1FY19, the current trend in claim expenditures continues to decline. Dollars expended are for claims settled during the quarter and not for the specific claims originating in the quarter.



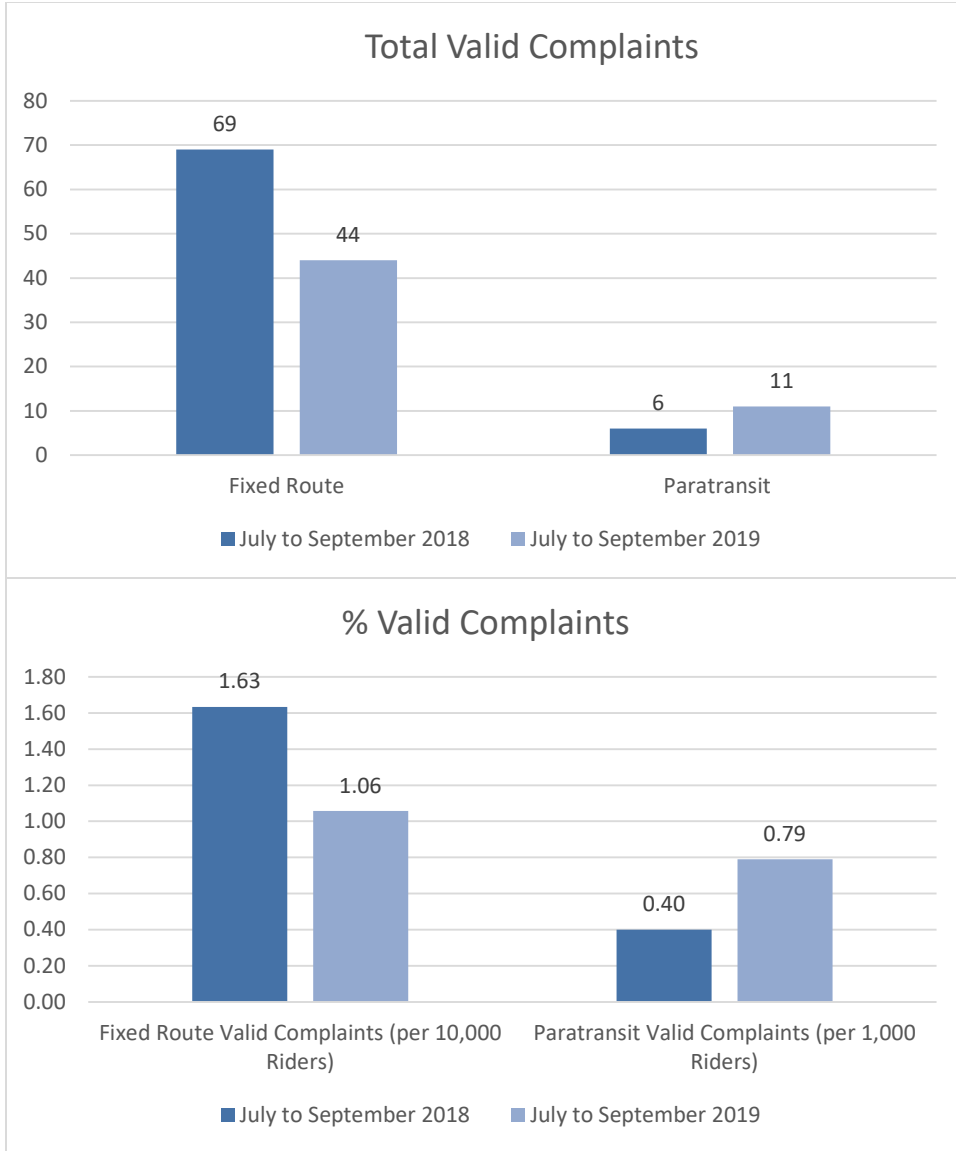
Accidents/Incidents  
*Paratransit*

In Q1 FY2020 there was a decrease in paratransit accident/incidents. Paratransit was accident free for the quarter!



Customer Service

Customer Service staff processed a total of 278 customer requests for Q1 FY20. The number of requests increased by 64 requests compared to Q1 FY19. It should be noted, we had several individuals contact us via our customer service request in regards to the expansion of service to Schaefer Ranch in Dublin. 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.

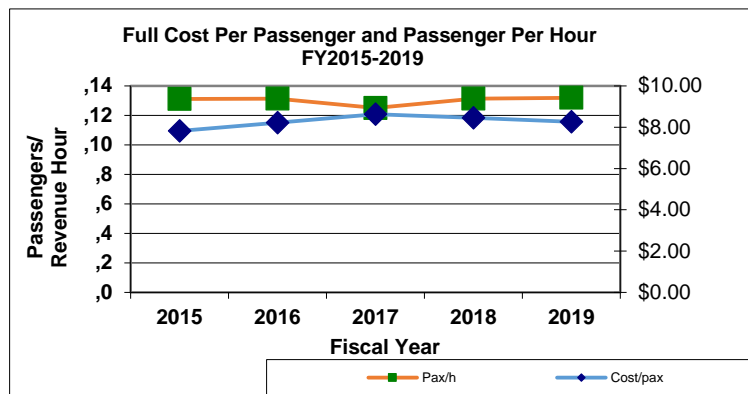
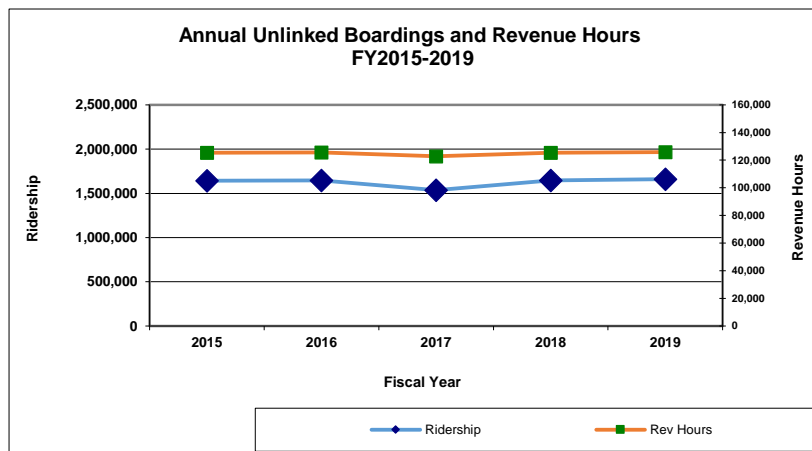
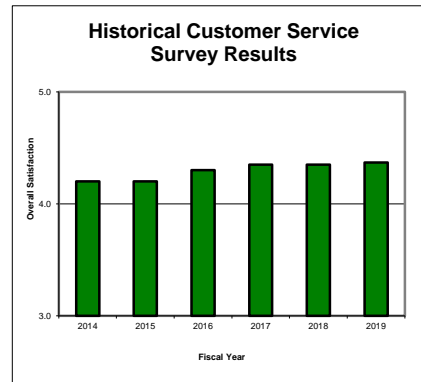
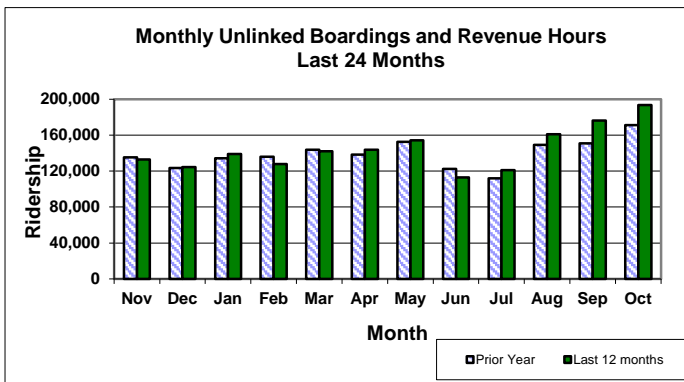


Fixed Route complaints are measured by a ratio of number of complaints per 10,000 riders and paratransit is measured at complaints per 1,000 riders.

## Monthly Summary Statistics for Wheels October 2019

### FIXED ROUTE

	October 2019			% change from one year ago		
Total Ridership FY 2019 To Date	652,378			11.8%		
Total Ridership For Month	193,731			13.2%		
Fully Allocated Cost per Passenger	\$7.19			-0.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	7,852	1,870	1,416	13.6%	12.5%	3.6%
Passengers Per Hour	17.7	11.8	9.1	12.1%	10.4%	3.6%
	October 2019			% change from last month		
On Time Performance	84.1%			-0.5%		



# Monthly Summary Statistics for Wheels

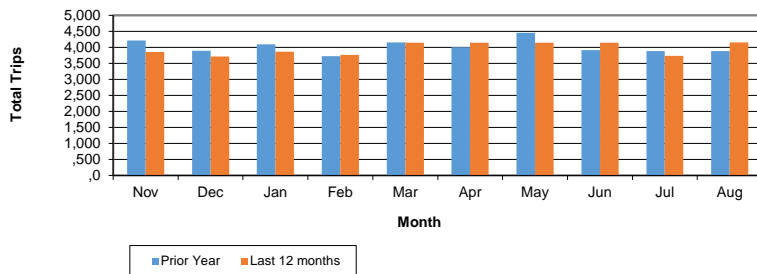
October 2019

## PARATRANSIT

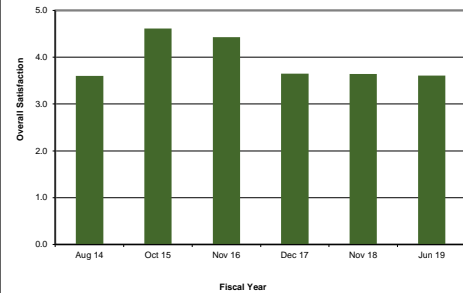
General Statistics	October 2019	% Change from last year	Year to Date
Total Monthly Passengers	4,289	0.2%	16,236
Average Passengers Per Hour	1.30	18.2%	5
On Time Performance	89.3%	-5.1%	4
Cost per Trip	\$36.22	9.8%	141
Number of Paratransit Assessments	28	55.6%	100
Calls Answered in <1 Minute	84.02%	-5.6%	3

Missed Services Summary	October 2019	Year to Date
1st Sanction - Phone Call	4	7
2nd Sanction - Written Letter	1	1
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

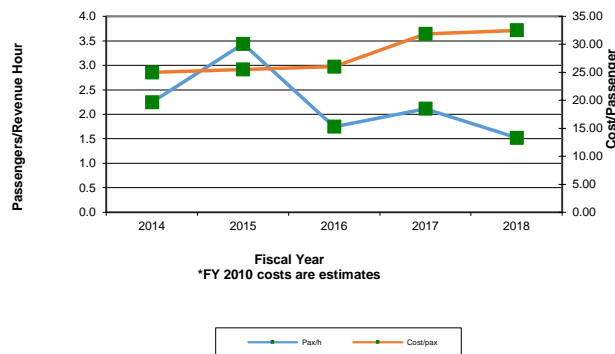
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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





## Monthly Summary Statistics for Wheels

**October 2019**

SAFETY							
ACCIDENT DATA	October 2019				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>					<b>3</b>		<b>0</b>
Preventable	3		0		5		0
Non-Preventable	0		0		1		0
<b>Physical Damage</b>							
Major	0		0		0		0
Minor	3		0		6		0
<b>Bodily Injury</b>							
Yes	0		0		0		0
No	3		0		6		0
<b>MONTHLY CLAIMS ACTIVITY</b>							
		<b>Totals</b>					
<b>Amount Paid</b>							
This Month	\$279.68						
To Date This Fiscal Year	\$10,260.02						
<b>Budget</b>							
							\$100,000.00
<b>% Expended</b>							
							10%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	October 2019	Year To Date
Praise	0	5
Bus Stop	1	2
Incident	0	0
Trip Planning	0	1
Fares/Tickets/Passes	0	1
Route/Schedule Planning	0	7
Marketing/Website	0	0
ADA	1	2
<b>TOTAL</b>	<b>2</b>	<b>15</b>

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	0	7	0	0	0	0
Safety	5	1	0	14	0	0	1	2
Driver/Dispatch Courtesy	2	3	0	6	0	0	1	3
Early	3	0	0	12	0	0	0	0
Late	3	5	2	6	1	0	0	5
No Show	2	0	0	4	0	0	0	0
Incident	3	4	0	5	1	0	1	2
Driver/Dispatch Training	0	0	0	1	0	0	0	1
Maintenance	0	0	0	0	0	0	0	0
Bypass	4	6	1	12	0	0	0	0
<b>TOTAL</b>	<b>22</b>	<b>19</b>	<b>3</b>	<b>67</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>13</b>
<b>Valid Complaints</b>								
Per 10,000 riders	1.14							
Per 1,000 riders	0.47							

## LAVTA COMMITTEE ITEMS - December 2019 - April 2020

### Finance & Administration Committee

#### December

	Action
Minutes	X
Treasurers Report	X

\*Typically December committee meetings are cancelled

#### January

	Action	Info
Minutes	X	
Treasurers Report	X	
2020 Legislative Program	X	

#### February

	Action	Info
Minutes	X	
Treasurers Report	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	

# LAVTA COMMITTEE ITEMS - December 2019 - April 2020

## Projects & Services Committee

### December

Minutes

Action

Info

X

SAV Updates

X

\*Typically December committee meetings are cancelled

### January

Minutes

Action

Info

X

SAV Updates

X

### February

Minutes

Action

Info

X

Quarterly Operations Report

X

SAV Updates

X

### March

Minutes

Action

Info

X

Alameda County Fair Service

X

SAV Updates

X

### April

Minutes

Action

Info

X

Draft Fall Service Changes

X

SAV Updates

X