

S T A F F R E P O R T

SUBJECT: FY 2019 4th Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: September 23, 2019

Action Requested

None – information only.

Background

This report is intended to provide a summary and analysis of operations for the fourth quarter of FY2019 (April 2019 to June 2019), including fixed route, paratransit, safety, and customer experience metrics.

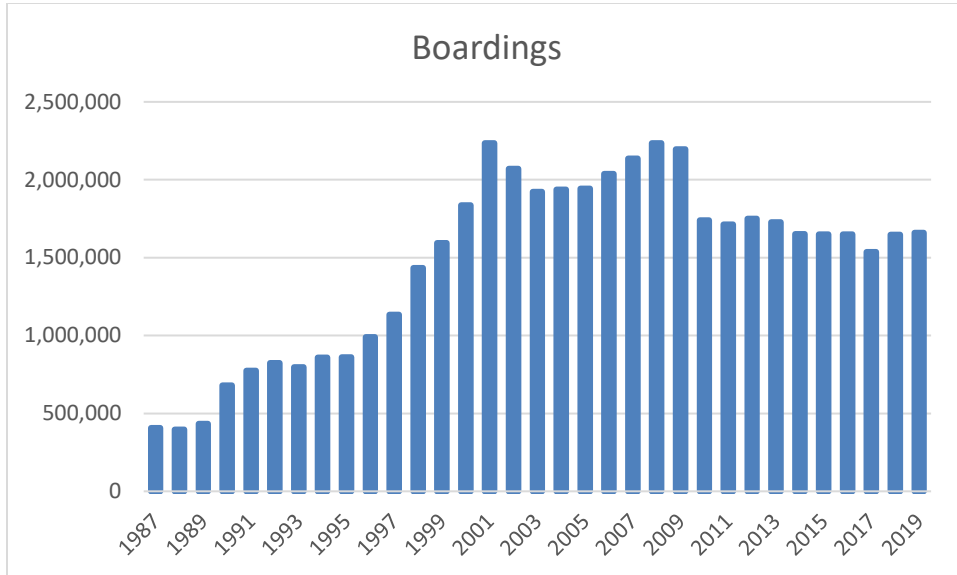
Discussion

Overview:

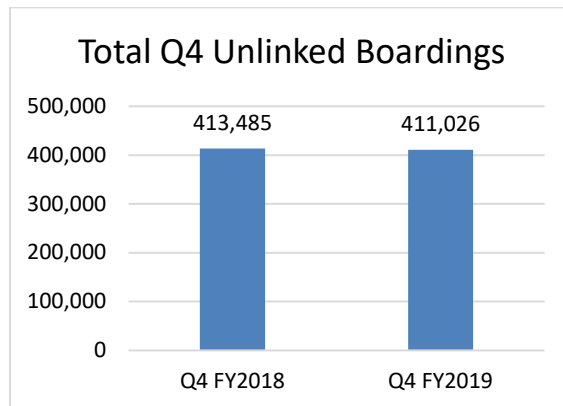
- Fixed Route On-Time Performance stayed relatively level compared to the same quarter the year prior despite heavy road construction.
- Paratransit On-Time Performance continues to improve.
- Customer Service complaints did increase. However, 10 of the complaints (Safety) were in regards to one specific geographical area where residents complained of traffic and buses traveling at speeds higher than the posted speed limit. Upon review, management confirmed the area has a flow of traffic higher than the posted speed limit. Operators were educated and MV safety staff verified that the issue was fixed. Top complaint categories for fixed route were Safety, Late, & Early. Paratransit top complaints were Driver/Dispatch Training & Driver/Dispatch Courtesy. MTM and LAVTA staff have been working on improving employee’s customer service skills and system wide training.
- Ridership, although down, can be contributed to the road construction and deviations we had to schedule due to the construction. A look ahead shows ridership in Q1 of FY2020 is projected to be approximately 9% higher than Q1 of FY18.

Fixed Route

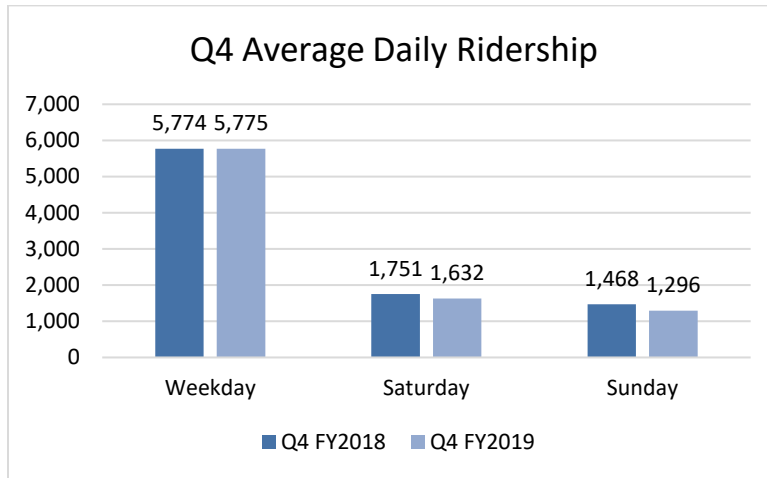
Year-over-year, FY2018 to FY2019 continued the steady positive trend in ridership at +0.8%. The primary drivers in sustaining ridership have been the Las Positas College pass program and increased demand for high school student ridership.



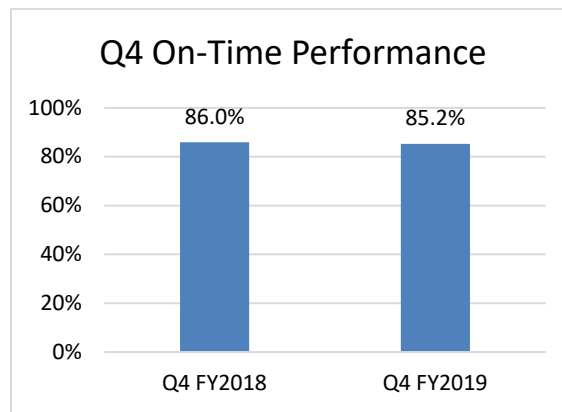
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the fourth quarter of this fiscal year, compared with the same quarter of last year. A total of 411,026 boardings were recorded in Q4 of FY2019 – a slight decrease of -0.6% for the quarter compared to the quarter-year prior.



The Q4 average weekday ridership was virtually identical comparing with the same quarter of last year, while Saturday and Sunday ridership decreased over the same period.

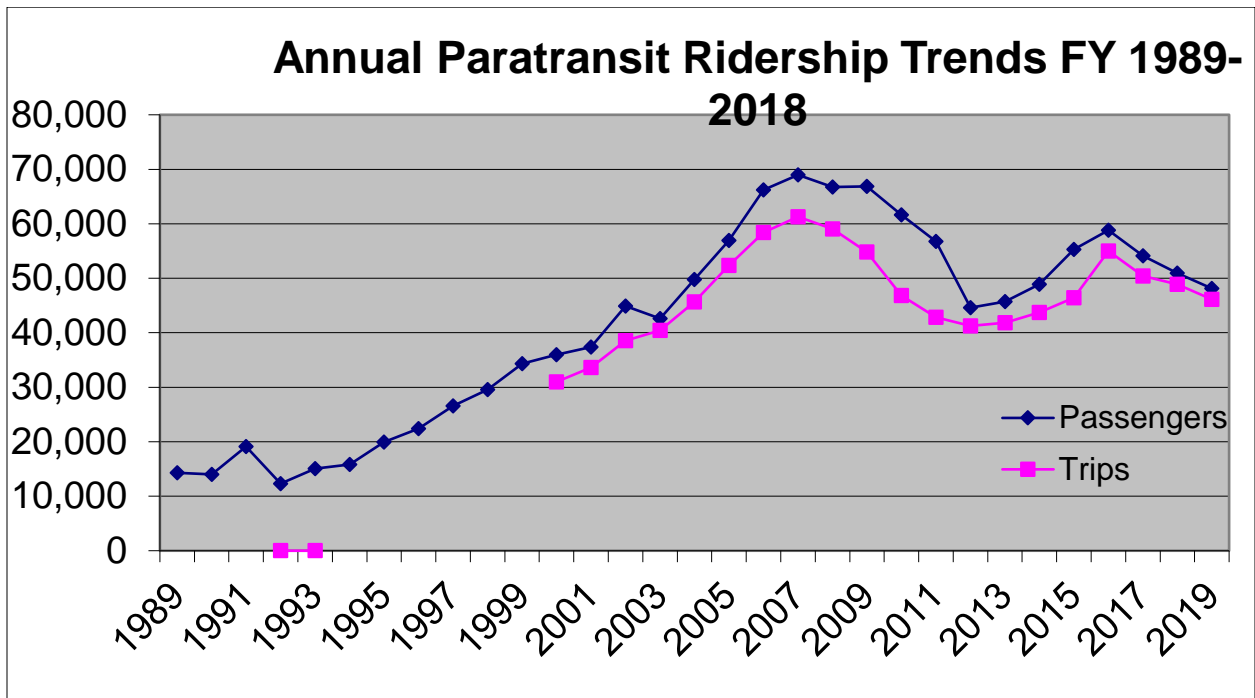


On-time performance for the fixed route system in Q4 was down slightly compared to Q4 last year, with an average on-time percentage of 85.2%.

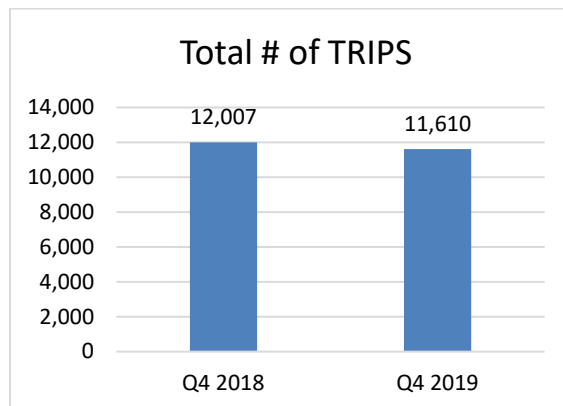


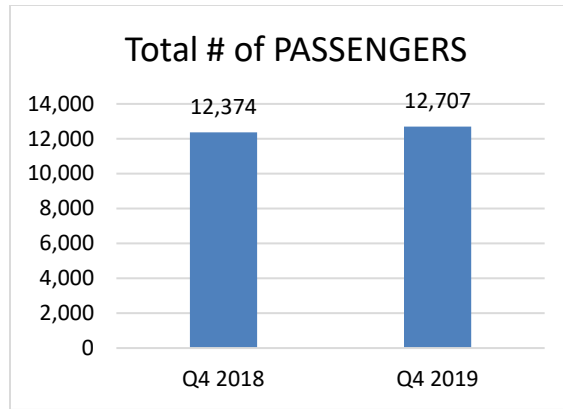
Paratransit

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:

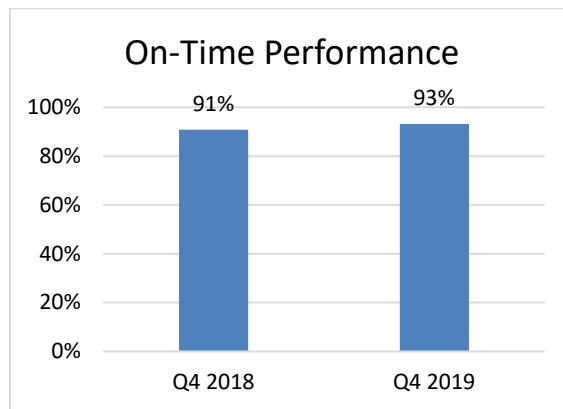


When comparing the Q4, FY19 to the year prior, Q4, FY18, we can see that there has been a decrease of 3.31% in the number of one-way trips while there has been an increase of 2.69 % in the number of total passengers, which the following two graphs illustrate. The total number of passengers' statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders. LAVTA pays the service contractor per trip, not per passenger.



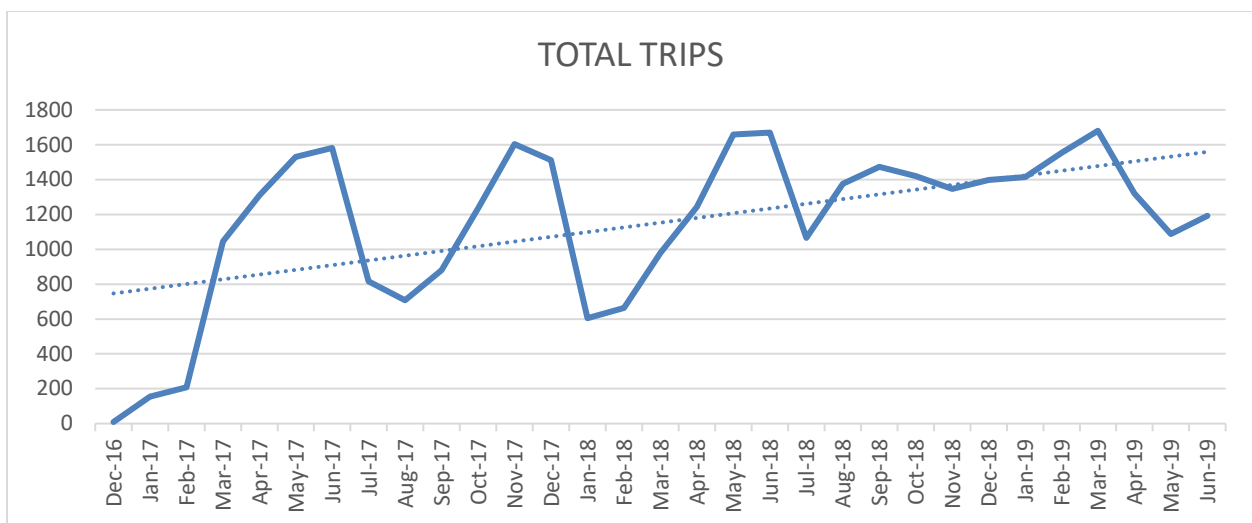


On-time performance (OTP) has improved by 2% from 91% in Q4, FY18 to 93% in Q4, FY19.



GoDublin

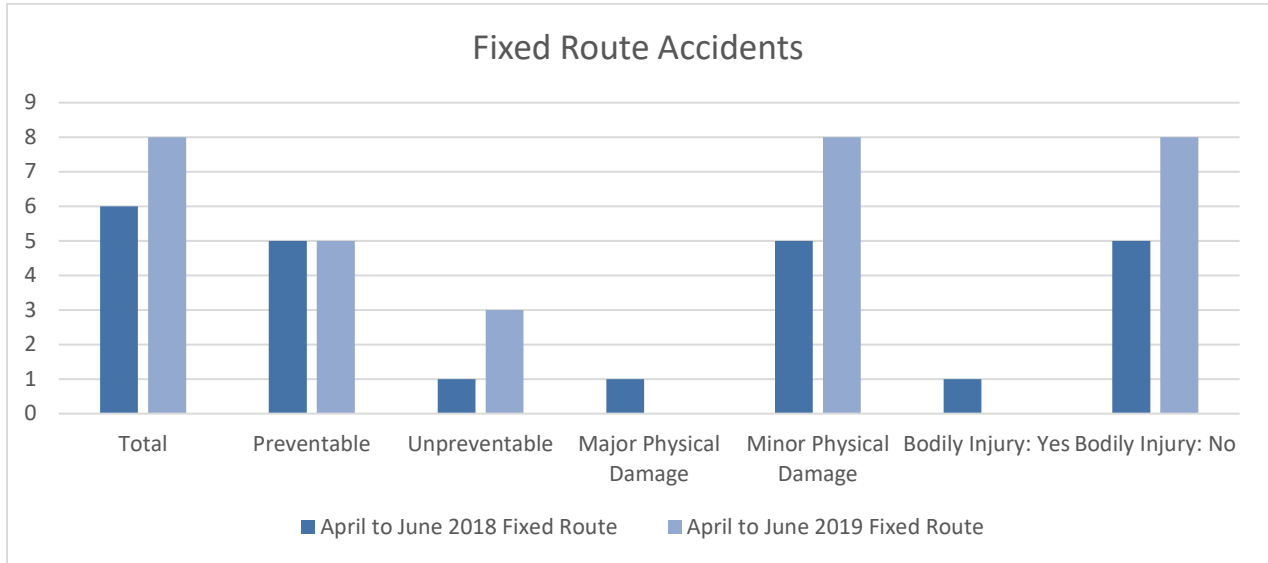
The GoDublin program continues to thrive. In March 2019 the number of rides provided per month peaked at 1,680 rides. The public subsidy per ride average over the duration of the program is \$2.81. While rides did reduce during Q4FY19, there continues to be a positive upward trend overall. In part, the decline in reported ridership is because of an issue with one of the TNC partner’s promotion code that has been fixed.



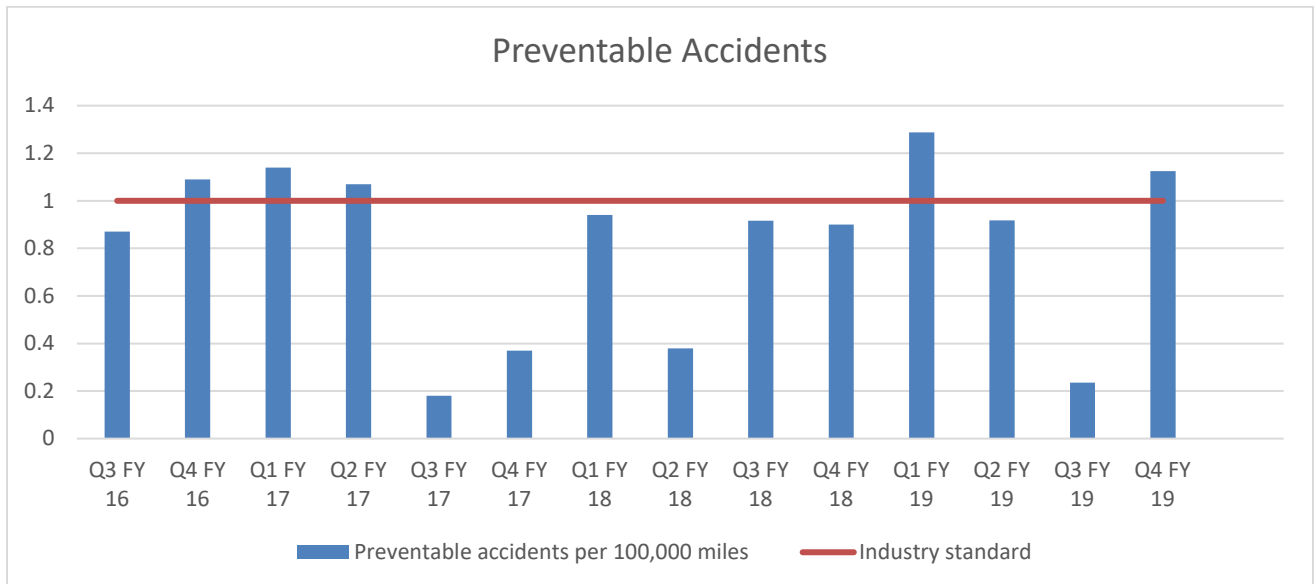
Accidents/Incidents

Fixed Route

The accident/incident statistics for Q4 FY2019 increased from Q4 FY2018.

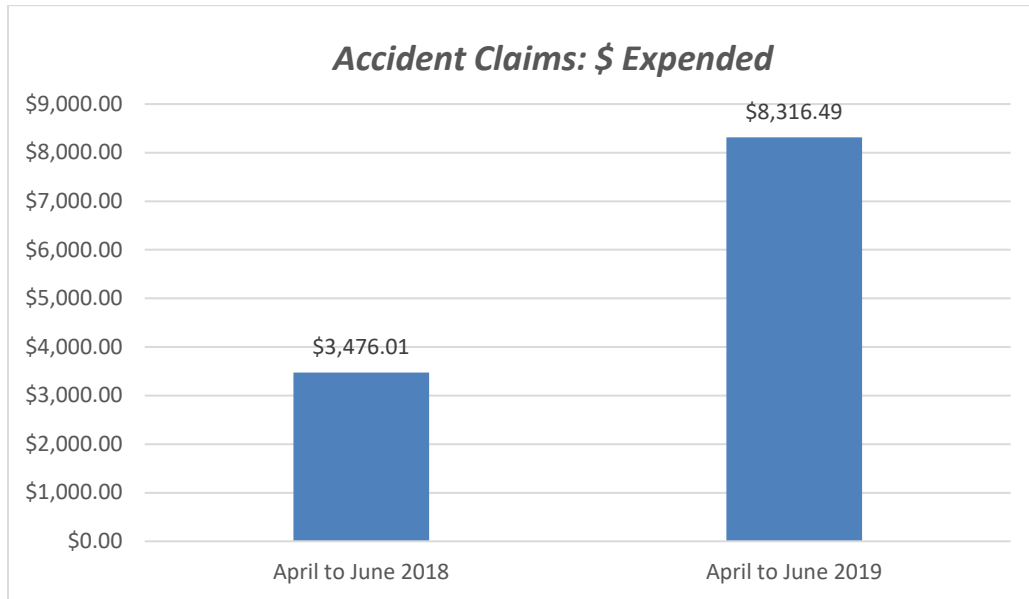


Using the transportation industry standard measurement of accident frequency ratio (AFR), we had a ratio of 1.12 accidents per 100,000 miles which is slightly higher than the industry standard 1.0 and was an increase from Q4FY18 which had a frequency of 0.98 per 100,000 miles.

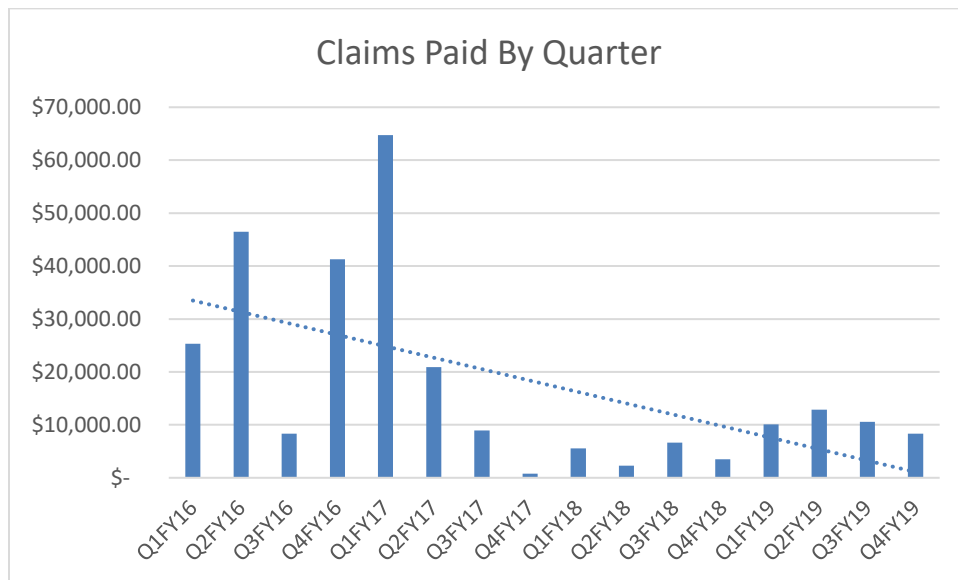


Claims Activity

With respect to the quarterly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the expenditures were for incidents in the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident. In total, the agency expended 42% of its Accident Claims budget in fiscal year 2019.

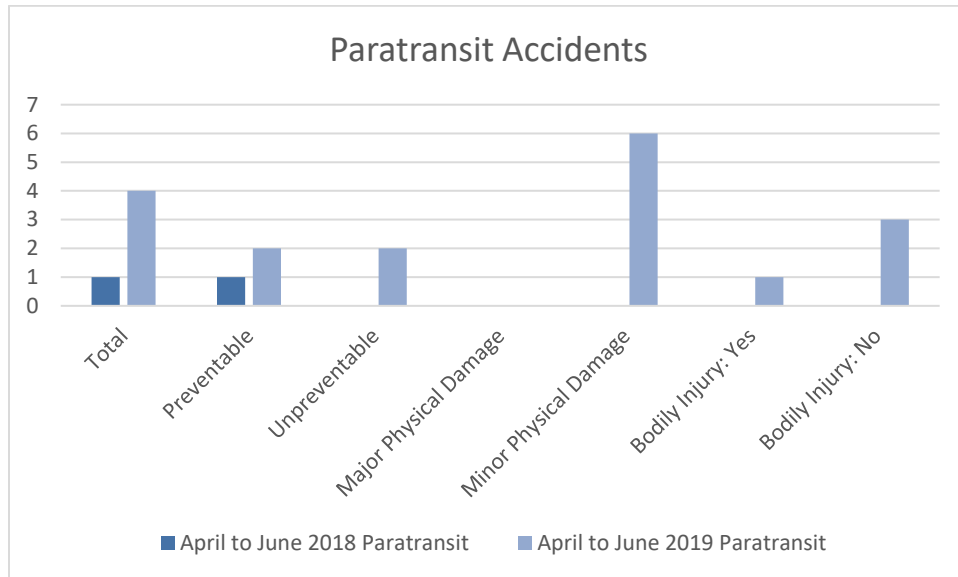


The following is a graph showing the last 4 years of claims paid by the agency:



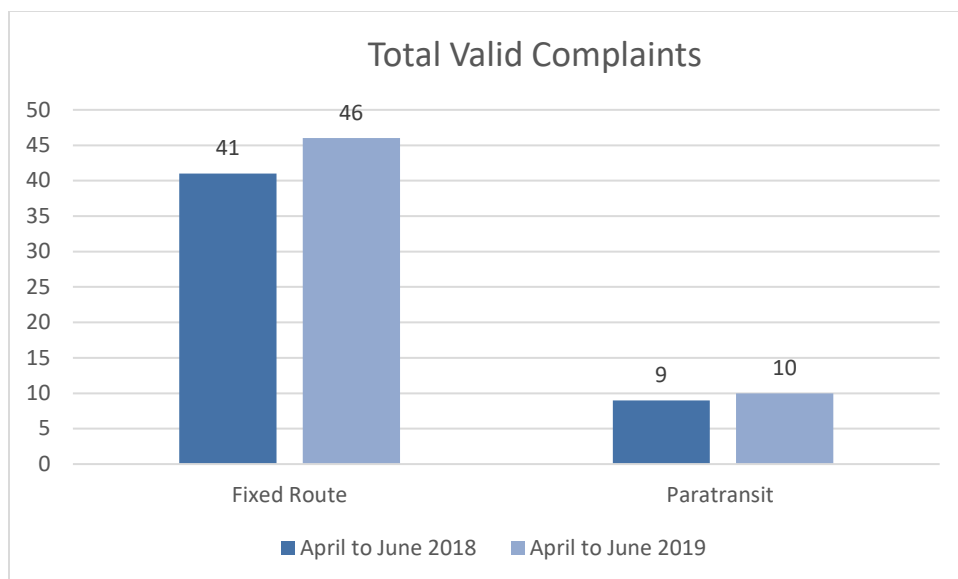
Accidents/Incidents
Paratransit

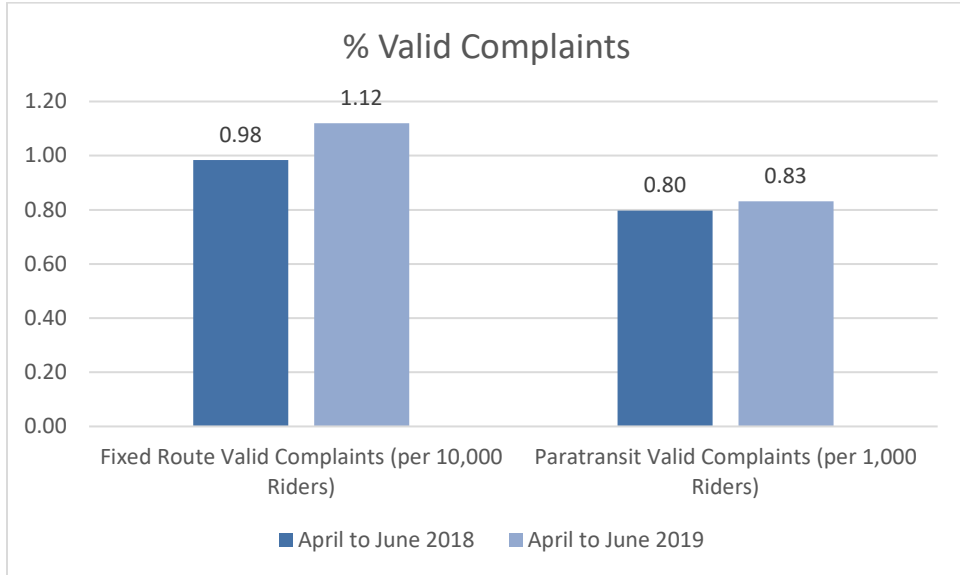
In Q4 FY2019 there was an increase of one preventable accident in paratransit:



Customer Service

Customer Service staff processed a total of 161 customer requests for Q4 FY19. The number of requests reduced by 61 requests compared to Q4 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.





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.

Recommendation

None – information only.