

## EXECUTIVE DIRECTOR'S REPORT

October 2019

### *Fixed Route Ridership*

In the 1<sup>st</sup> Quarter of fiscal year 2020, fixed route ridership has increased significantly, with an 8.4% increase in July, an 8.0% increase in August and a 16.6% increase in September compared to the same months last year. Our average weekday ridership in September was 8,007, which was the first time we have exceeded the 8,000 mark since November 2008, 129 months ago. Ridership gains on our Dublin and Pleasanton school services account for approximately half of the increase and increased ridership by Las Positas students accounted for another 10% of the growth.

The 4<sup>th</sup> quarter of fiscal year 2019 included two months with slight ridership gains over FY18 and one month (June) with a decline in ridership compared to the previous year. Overall, ridership was slightly down by 2,459 rides (0.6%) over the quarter. Accidents increased by two, but featured no major physical damage or bodily injury. Finally, complaints saw a slight increase of 5 as compared the 4<sup>th</sup> quarter a year ago.

### *Mobility Forward*

Staff continues to work with the City of Pleasanton on the recommendations from the Mobility Forward study that was completed in 4<sup>th</sup> quarter of 2019. Highest on the priority list is the implementation plan for LAVTA to assume all ADA paratransit service in Pleasanton from Pleasanton Paratransit. Study anticipates completing this transition by the end of the fiscal year.

### *Shared Autonomous Vehicle Project*

The Authority received notice that the National Highway Transportation Safety Administration (NHTSA) has authorized the right for LAVTA to operate its shared autonomous vehicle (SAV) in Dublin. Staff is currently working with Transdev on final site preparations for testing of the SAV, which should occur over the next 60-90 days.

### *Award for LAVTA's Jonathan Steketee*

Mass Transit Magazine has published its annual "Top 40 Under 40" list, which honors outstanding young individuals making a name in the public transit industry. The list recognizes individuals for their industry contributions, demonstrated capacity for innovation, demonstrated leadership, and a commitment to making an impact in transit. This year, our Customer Service & Contract Compliance Manager Jonathan Steketee made the list and will be featured in an upcoming issue of Mass Transit.

### *Veterans Day Ice Cream Social*

This year, for the first time, we will be hosting an ice cream social to honor LAVTA's veterans. The event will take place on Wednesday November 6 from 11:00am-3:30pm in the drivers' break room. Board members are encouraged to attend.

### *New Customer Service Module for Wheels Operators*

Recently our fixed route contractor acquired a new and improved customer service module for Wheels operators. The following is the vision of the program:

***“We will deliver the **Best Customer Experience** with Industry-leading **Safety, Reliability, and Innovation.**”***

The **Best Customer Experience** training has been provided to all current operators and is ongoing in the monthly safety meetings. Additionally, new operators receive 3-4 hours of training as part of the new hire and training process. The focus is on the following (flyers in use at Wheels facility to reinforce the program are provided as attachments to this report):

**Attitude:** Keep a positive attitude no matter the situation. A positive attitude allows you to handle stress better and be able to come up with solutions more effectively. When dealing with customers, it's important to remember to not take things personally and to not let it affect your attitude.

**Choice:** We can choose to be friendly, patient and accepting and provide excellent customer service or we can choose to be indifferent and grumpy or even rude and uncaring. The choice is up to us.

**Empathy:** The ability to understand and share the feelings of others. We are in the business of people, and that requires an increased openness and sensitivity on our part.

### *Welcoming New Interns at LAVTA*

Simran Saraan in marketing

Roxanne Bullanday in paratransit

Mikaela Honeycutt in accounting

### Attachments:

1. Attitude Flyer
2. Choice Flyer
3. Empathy Flyer
4. FY2019 3<sup>rd</sup> Quarter Operations Report
5. Board Statistics August 2019
6. FY19 Upcoming Items



# HOW IS YOUR ATTITUDE?

We treat every customer with the Platinum Rule:  
**Treat others the way THEY want to be treated.**

It's the type of customer service we provide at MV that allows us to connect with our customers and provide an excellent brand of customer service. PCCS will help you ACE customer service. Attitude is the first part of **ACE - Attitude, Choice & Empathy**.

## Do you have Self-Awareness?

Self-awareness is your ability to understand your emotions and attitude. It's you being aware of how you are behaving. It's you being able to know your feelings, interests, values, strengths and weaknesses.

When dealing with customers both internal and external it's important to remember not to take things personally and to not let it affect your attitude. Everybody has issues from time-to-time and we need to do our best to always treat others with respect. They could be dealing with something stressful that you are unaware of and may not have a very good attitude.



## What do our customers want and expect?

Being self-aware and understanding your customers' expectations helps you have the right attitude. The right attitude means you always ACE the situation. The right attitude has the greatest impact on your ability to provide Platinum Connection Customer Service.



# WILL YOU MAKE THE RIGHT CHOICE?

We treat every customer with the Platinum Rule:  
**Treat others the way THEY want to be treated.**

It's the type of customer service we provide at MV that allows us to connect with our customers and provide an excellent brand of customer service. PCCS will help you ACE customer service. Choice is the second part of **ACE - Attitude, Choice & Empathy.**

## Choose wisely

We always have a choice. We can choose to be friendly, patient and accepting and provide Platinum Connection Customer Service, or we can choose to be difficult and grumpy or even rude and uncaring. BUT, you always have a choice. The best way to make correct choices is to focus on the customer, on solutions and using positive communication. Choosing positive communication will keep the situation pleasant and the customer happy.



## What do our customers want and expect?

Platinum Connection Customer Service is all about making customer-centric choices. It means that you make the choice that puts the customer first. Choosing positive words instead of negative ones helps keep customers happy and feel respected. Customers are, after all, why we do what we do.



# DO YOU HAVE EMPATHY?

We treat every customer with the Platinum Rule:  
**Treat others the way THEY want to be treated.**

It's the type of customer service we provide at MV that allows us to connect with our customers and provide an excellent brand of customer service. PCCS will help you ACE customer service. Empathy is the last part of **ACE - Attitude, Choice & Empathy.**

## What is Empathy?

Empathy is the ability to understand and share the feelings of others. It's means putting yourself in someone else's shoes. Have you ever heard the saying - walk a mile in a persons shoes? Think about what your customer is experiencing when you are working together. Whether it's an internal or external customer there are multiple ways you can practice empathy. You won't always get it right but if you are respectful and apply the Platinum Rule you will be successful.



## What do our customers want and expect?

When you act with empathy you are treating the customers the way they expect and shows you respect them. Having the right attitude and empathy towards your customers will help MV make the more customer centric and solution focused choices. These choices allow us to connect with our customers and give us the ability to provide Platinum Connection Customer Service.

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: FY 2019 4th Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: October 7, 2019

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**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.

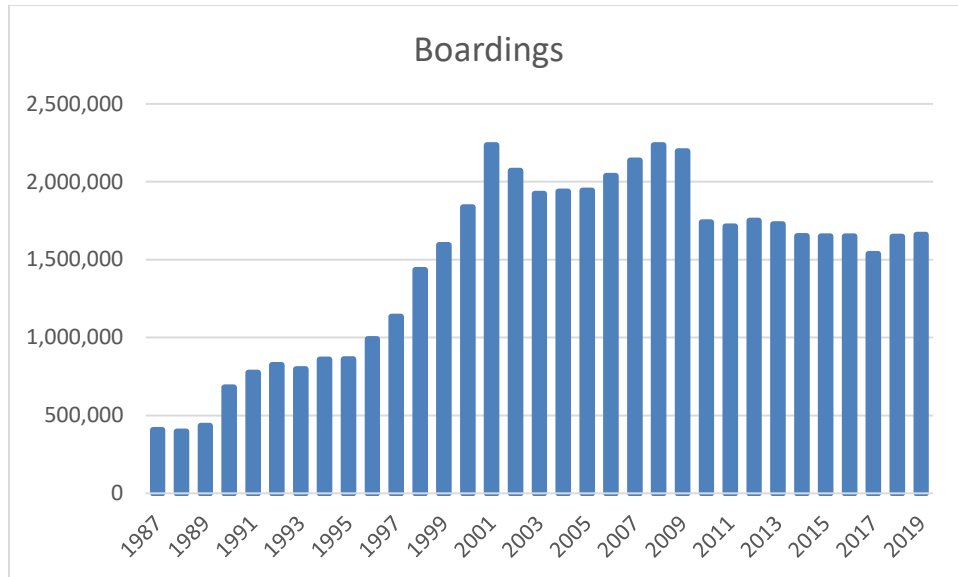
**Discussion**

**Overview:**

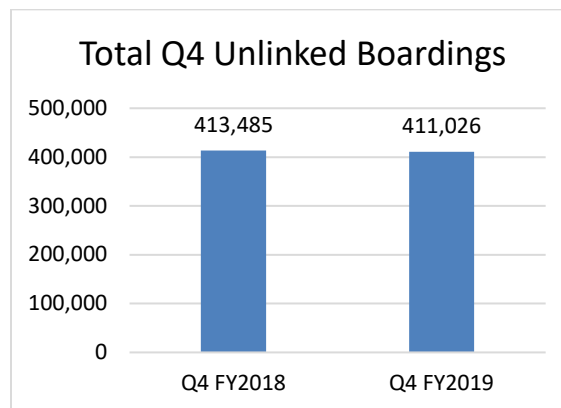
- Fixed Route On-Time Performance stayed relatively level compared to the same quarter the year prior despite heavy road construction.
- Paratransit On-Time Performance continues to improve.
- Customer Service complaints did increase. However, 10 of the complaints (Safety) were in regards to one specific 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

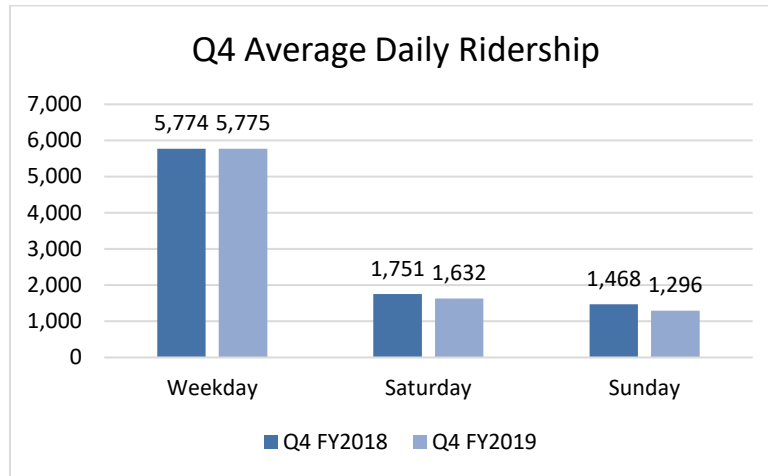
Year-over-year, FY2018 to FY2019 continued the steady positive trend in ridership at +0.8%. The primary drivers in sustaining ridership have been the Las Positas College pass program and increased demand for high school student ridership.



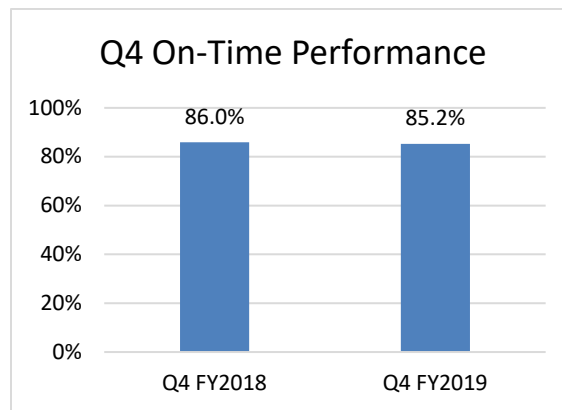
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the fourth quarter of this fiscal year, compared with the same quarter of last year. A total of 411,026 boardings were recorded in Q4 of FY2019 – a slight decrease of -0.6% for the quarter compared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

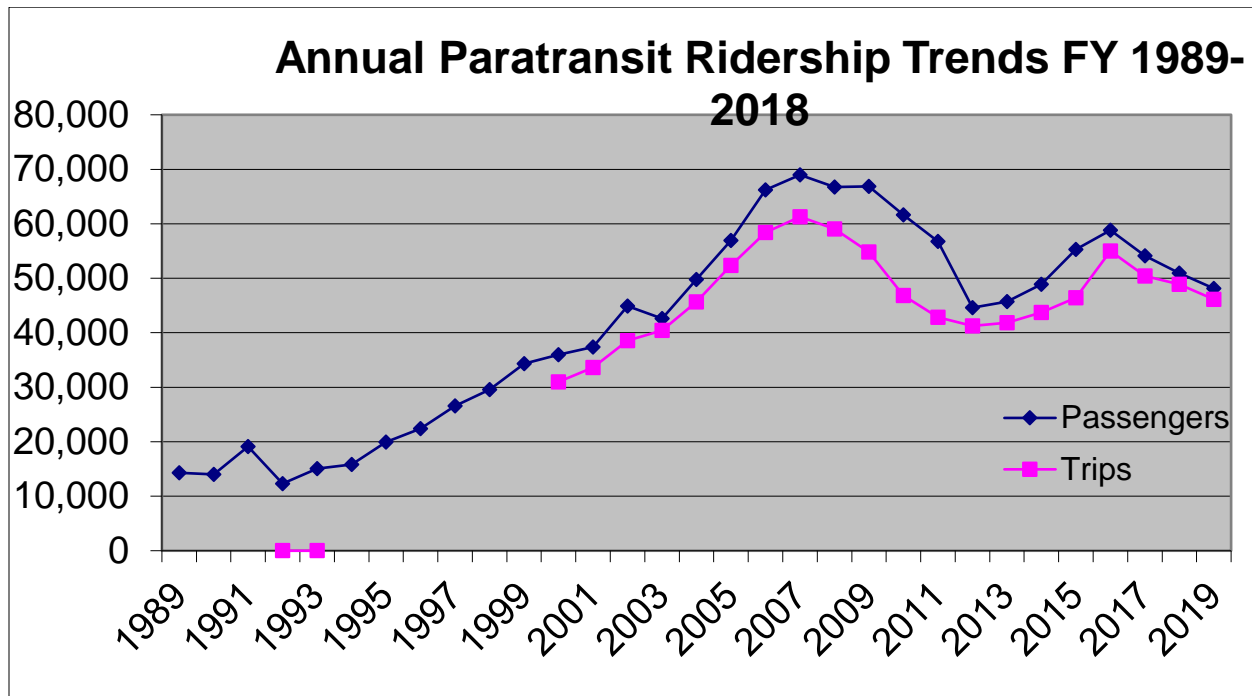


On-time performance for the fixed route system in Q4 was down slightly compared to Q4 last year, with an average on-time percentage of 85.2%.

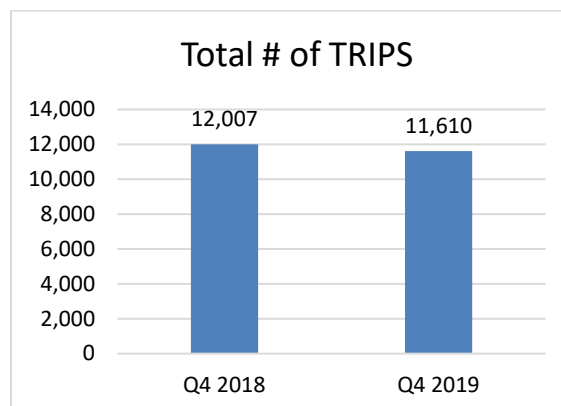


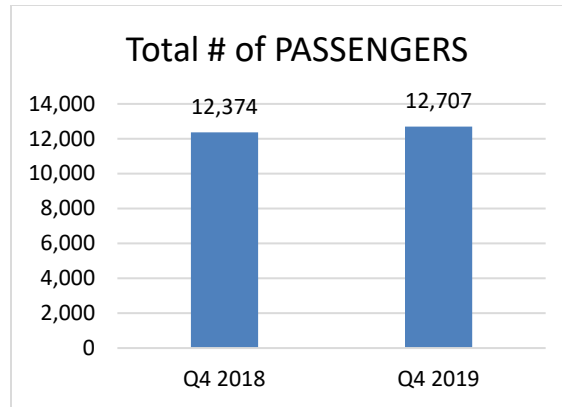
## Paratransit

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:

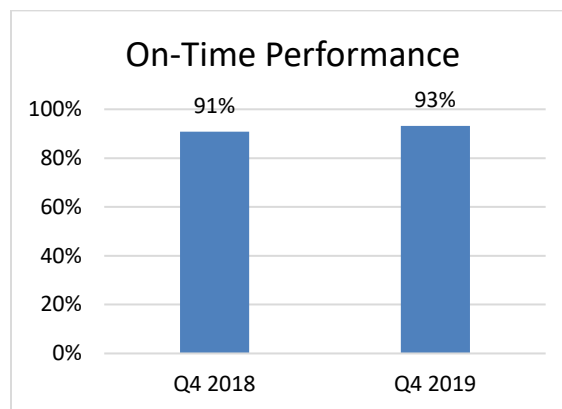


When comparing the Q4, FY19 to the year prior, Q4, FY18, we can see that there has been a decrease of 3.31% in the number of one-way trips while there has been an increase of 2.69 % in the number of total passengers, which the following two graphs illustrate. The total number of passengers' statistics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



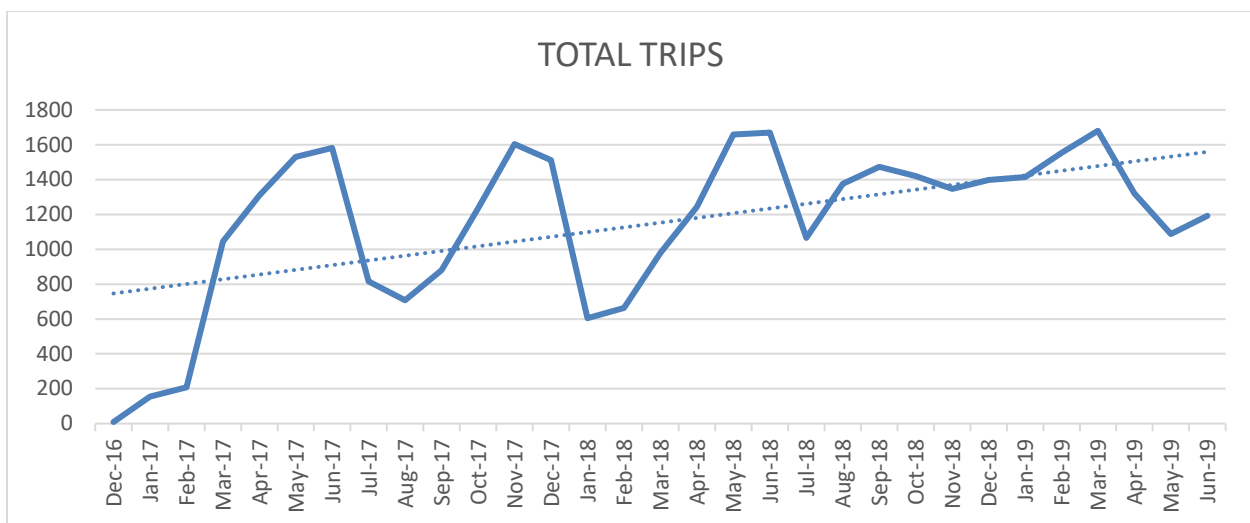


On-time performance (OTP) has improved by 2% from 91% in Q4, FY18 to 93% in Q4, FY19.



### GoDublin

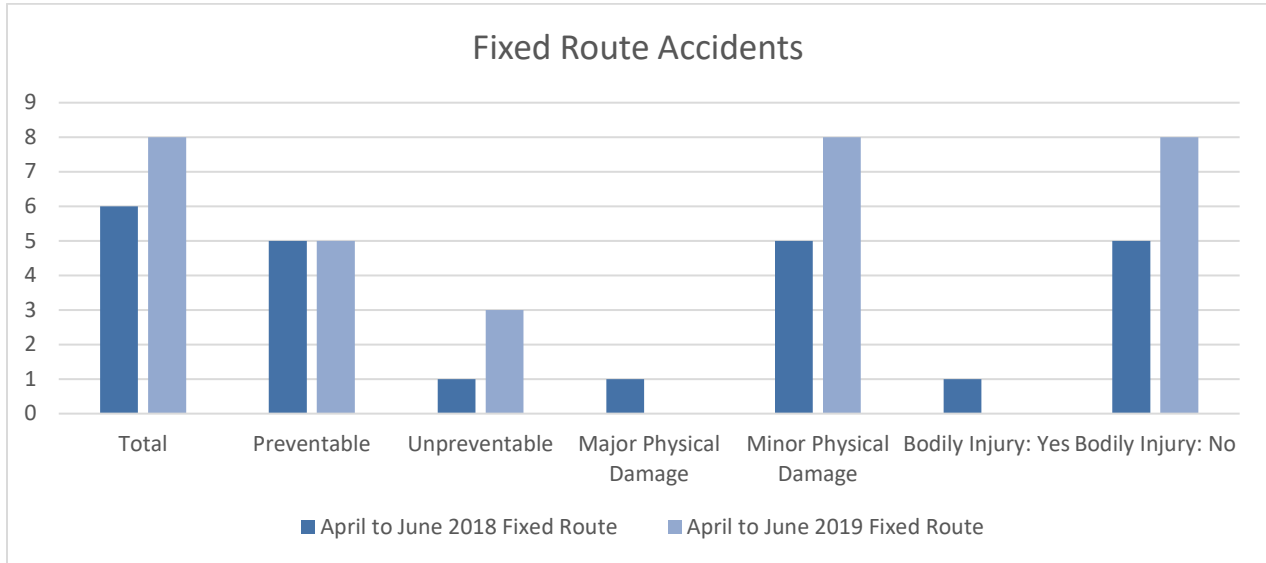
The GoDublin program continues to thrive. In March 2019 the number of rides provided per month peaked at 1,680 rides. The public subsidy per ride average over the duration of the program is \$2.81. While rides did reduce during Q4FY19, there continues to be a positive upward trend overall. In part, the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



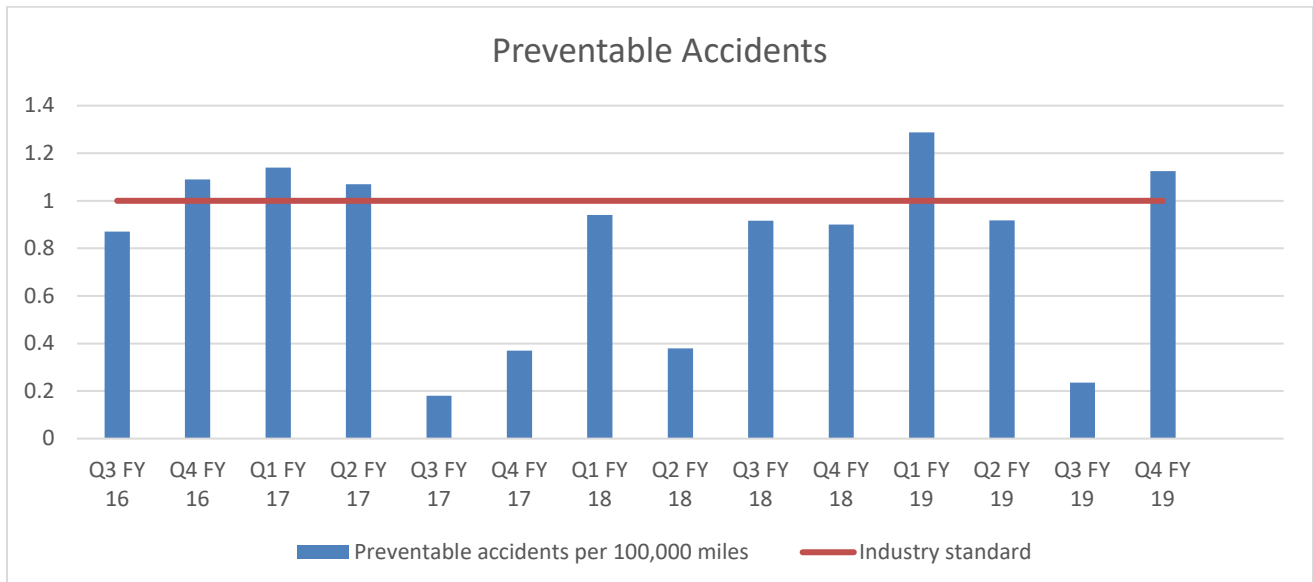
## Accidents/Incidents

### Fixed Route

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

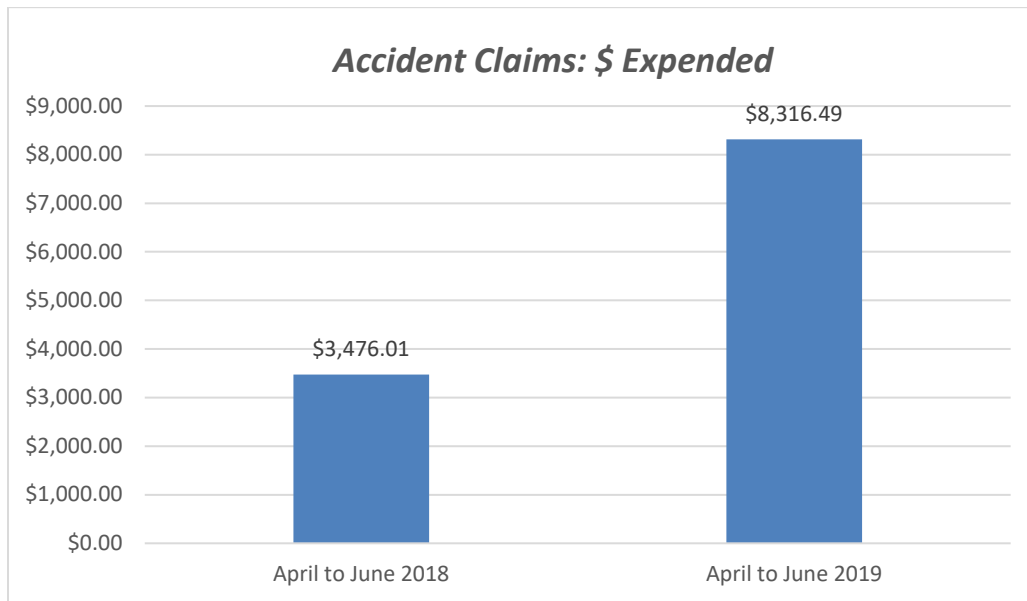


Using the transportation industry standard measurement of accident frequency ratio (AFR), we had a ratio of 1.12 accidents per 100,000 miles which is slightly higher than the industry standard 1.0 and was an increase from Q4FY18 which had a frequency of 0.98 per 100,000 miles.

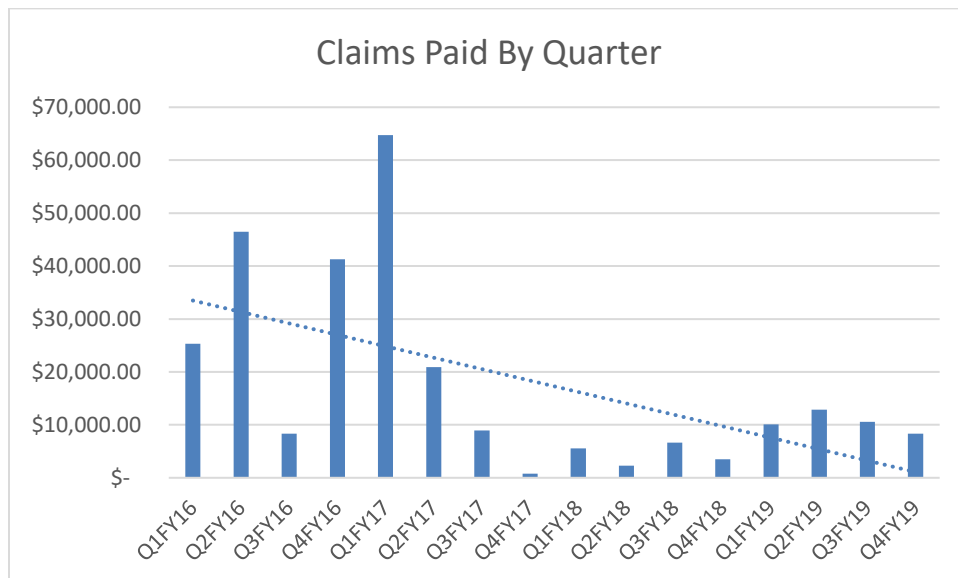


### Claims Activity

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.

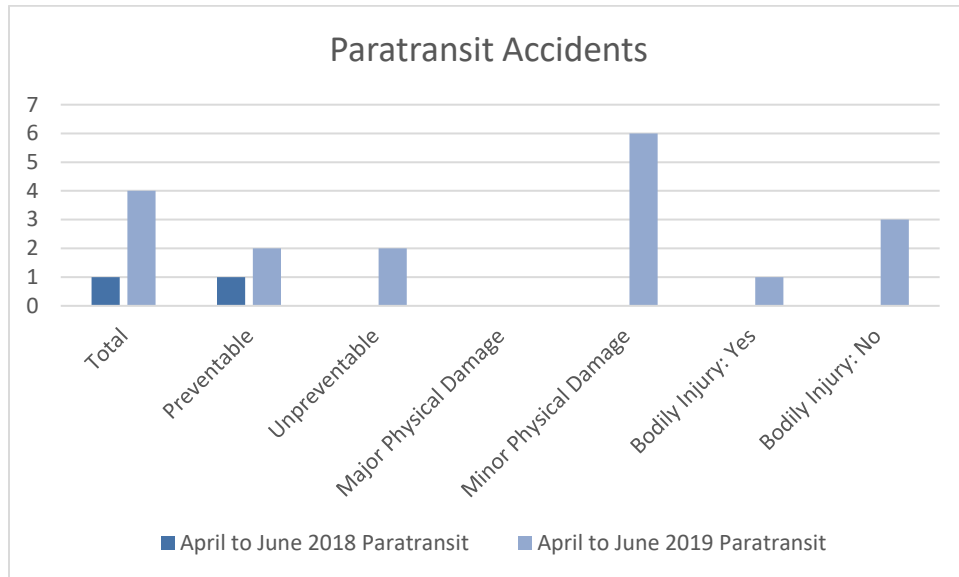


The following is a graph showing the last 4 years of claims paid by the agency:



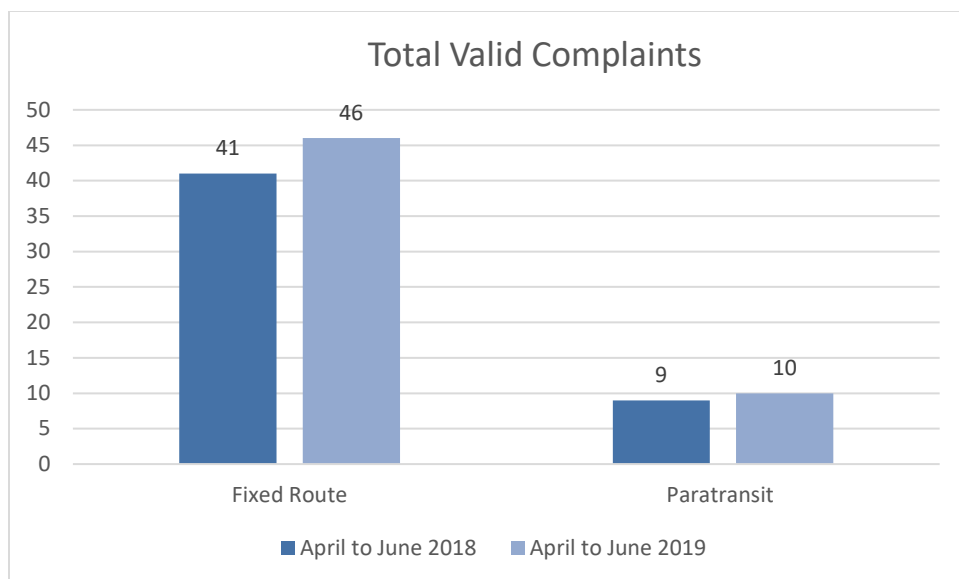
### Accidents/Incidents *Paratransit*

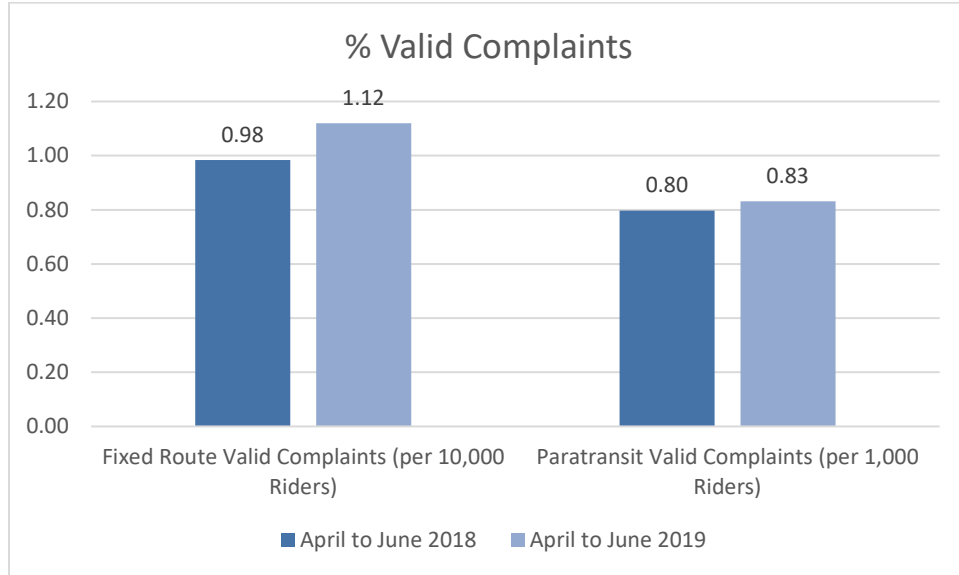
In Q4 FY2019 there was an increase of one preventable accident in paratransit:



### 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.

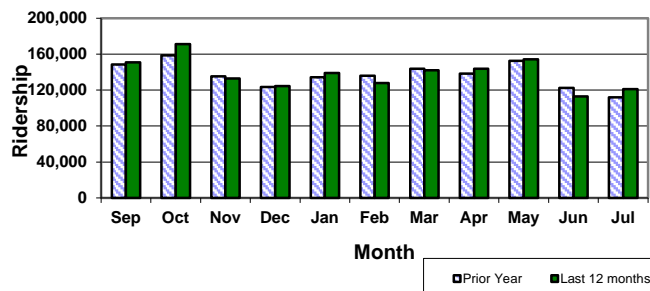
# Monthly Summary Statistics for Wheels

## August 2019

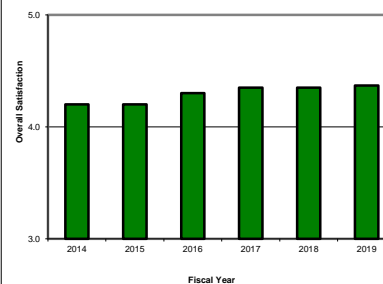
### FIXED ROUTE

	August 2019			% change from one year ago		
Total Ridership FY 2019 To Date	282,467			8.1%		
Total Ridership For Month	161,208			8.0%		
Fully Allocated Cost per Passenger	\$7.43			-10.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,643	1,835	1,478	11.3%	9.7%	10.0%
Passengers Per Hour	15.3	11.6	9.5	9.6%	8.1%	10.0%
	August 2019			% change from last month		
On Time Performance	83.0%			-3.3%		

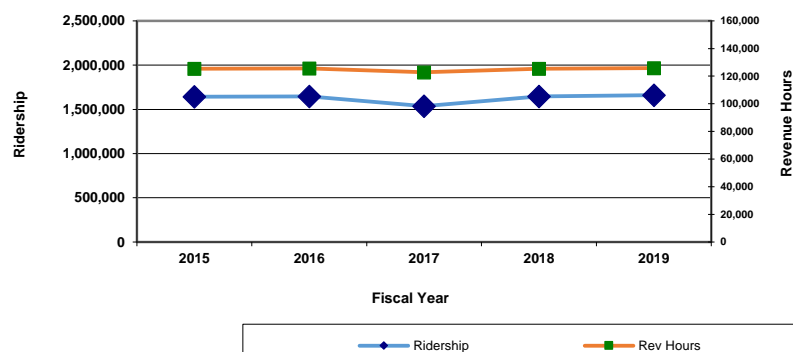
Monthly Unlinked Boardings and Revenue Hours  
Last 24 Months



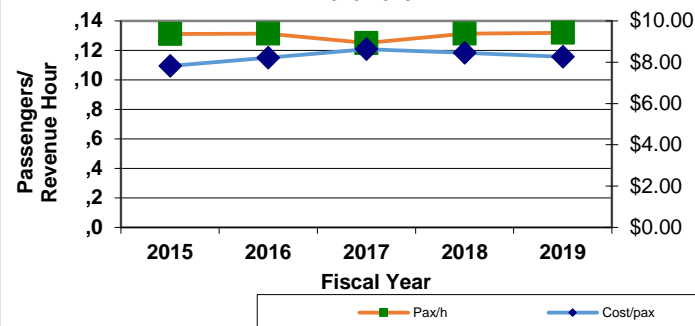
Historical Customer Service  
Survey Results



Annual Unlinked Boardings and Revenue Hours  
FY2015-2019



Full Cost Per Passenger and Passenger Per Hour  
FY2015-2019



## Monthly Summary Statistics for Wheels

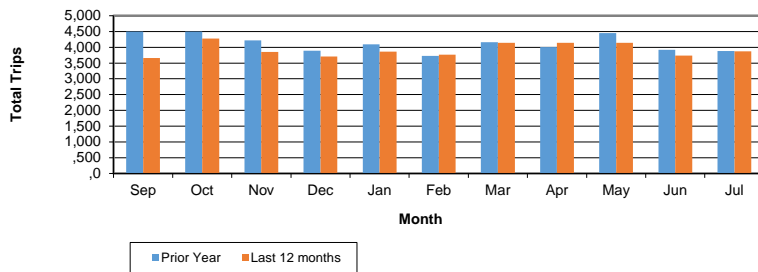
**August 2019**

### PARATRANSIT

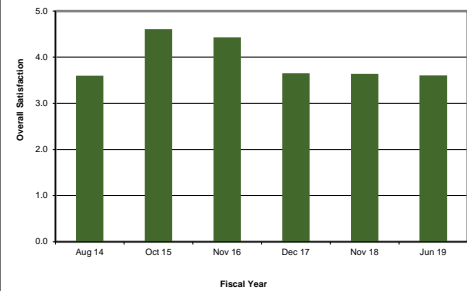
General Statistics	August 2019	% Change from last year	Year to Date
Total Monthly Passengers	4,154	-2.9%	8,027
Average Passengers Per Hour	1.30	8.3%	3
On Time Performance	87.1%	-5.9%	2
Cost per Trip	\$34.50	4.0%	69
Number of Paratransit Assessments	21	-32.3%	43
Calls Answered in <1 Minute	86.13%	14.8%	2

Missed Services Summary	August 2019	Year to Date
1st Sanction - Phone Call	1	3
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

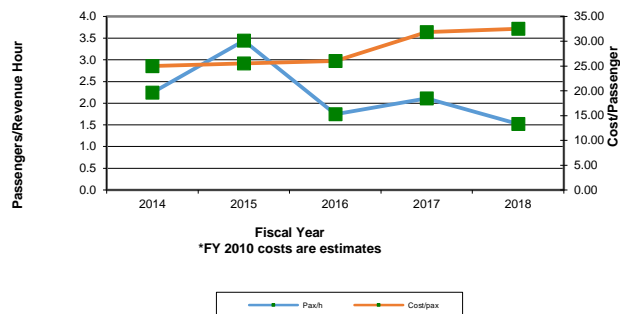
**Paratransit Monthly Unlinked Boardings, Last 24 Months**



**Historical Customer Service Survey Results**



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



## Monthly Summary Statistics for Wheels

**August 2019**

SAFETY								
ACCIDENT DATA	August 2019				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		2		0	
Preventable	1		0		2		0	
Non-Preventable	0		0		0		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		2		0	
Bodily Injury								
Yes	0		0		0		0	
No	1		0		2		0	
MONTHLY CLAIMS ACTIVITY	Totals							
Amount Paid								
This Month	\$5,505.51							
To Date This Fiscal Year	\$8,623.90							
Budget	\$100,000.00							
% Expended	9%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	August 2019	Year To Date						
Praise	5	5						
Bus Stop	1	1						
Incident	0	0						
Trip Planning	0	0						
Fares/Tickets/Passes	0	1						
Route/Schedule Planning	2	4						
Marketing/Website	0	0						
ADA	0	0						
TOTAL	8	8						
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	3	0	0	6	0	0	0	0
Safety	4	0	0	8	1	1	0	1
Driver/Dispatch Courtesy	0	4	0	3	0	0	0	2
Early	0	1	0	6	0	0	0	0
Late	2	1	1	2	1	1	0	3
No Show	0	0	0	1	0	1	0	0
Incident	2	0	0	2	0	0	0	1
Driver/Dispatch Training	1	0	0	1	1	0	1	1
Maintenance	0	0	0	0	0	0	0	0
Bypass	6	6	1	6	0	0	0	0
TOTAL	15	12	2	35	3	3	1	8
Valid Complaints								
Per 10,000 riders	0.93							
Per 1,000 riders					0.72			

## LAVTA COMMITTEE ITEMS - October 2019 - February 2020

### Finance & Administration Committee

#### October

	Action	Info
Minutes	X	
Treasurers Report	X	
CAFR	X	
Personnel Policy	X	

#### November

	Action	Info
Minutes	X	
Treasurers Report	X	

#### December

	Action	
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	

## LAVTA COMMITTEE ITEMS - October 2019 - February 2020

### Projects & Services Committee

#### October

	Action	Info
Minutes	X	
Marketing Work Plan	X	
SAV Updates		X

#### November

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Transit Signal Priority GPS Upgrade (Construction)	X	
SAV Updates		X

#### December

	Action	Info
Minutes	X	
*Typically December committee meetings are cancelled		
SAV Updates		X

#### January

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
SAV Updates		X

#### February

	Action	Info
Minutes	X	
Quarterly Operations Report		X
SAV Updates		X