

EXECUTIVE DIRECTOR'S REPORT

May 2019

CalACT Transit Agency of the Year Award

We were proud to accept CalACT's 2019 Transportation Agency of the Year Award at the CalACT Spring Conference in Coronado on April 24. We were presented with the award by CalACT Board Chair Amy Hance and County Connection General Manager Rick Ramacier, who noted that we were one of the few agencies in California to have experienced ridership growth in the past year. He also mentioned the Valley Link rail project, the Las Positas Student Pass Program and the Go Dublin program as reasons why we were deserving of the award.



After winning a similar honor from the California Transit Association last autumn, we are now the simultaneous holder of both major California Transit Agency of the Year Awards.

Fixed Route Ridership

After a slight decline in ridership for the first quarter of calendar year 2019 due to weather and other variables, ridership in April 2019 was up 3.8% over last year. Staff is watching closely the ridership statistics to view the impact of the recent fare increase. In all, we are pleased to see continuing ridership increases in the system.

Negotiations with GoMentum

Staff continues to meet with GoMentum to negotiate the end of the SAV agreement that will transition to a new management firm. Talks have been productive and we believe that we are close to wrapping up the discussion and coming to a formal agreement. In order to meet the timeline of getting the SAV testing by July 1, we have a recommendation on the agenda to award the contract for management and operations/testing of the SAV to Transdev. Our plan is to continue to negotiate with GoMentum as well as negotiate the final contract details with Transdev. Staff may ask for a special meeting sometime in May for the Boards consideration of the details of the termination of the agreement with GoMentum. The execution of the contract with Transdev will be contingent on a successful exit from the agreement with GoMentum.

Paratransit Contract Adjustments

We have been discussing the current operation of paratransit with MTM. As you recall, we briefly discussed dispatchers being an add-on that MTM provided at no cost to the agency to give platinum service during the initial 4 years of the contract. At issue is what the long-term vision looks like to provide both excellent customer service at an efficient and cost effective rate.

Staff anticipates that the long-term vision will entail both off-site receptionist to book rides and multiple local dispatchers that can ensure timely adjustments to rides and quality assurance with providers. I anticipate that staff will bring to the Board in June a detailed plan and any contract amendments that would be warranted with MTM.

Amador Valley High School Solar Panel Project – Financial Request from LAVTA

The Pleasanton Unified School District (PUSD) is undertaking a construction project to install solar panels in the parking lot at Amador Valley High School (AVHS). The five month project will begin at the end of this school year and will extend into the first two months of the 2019/20 school year. As a result, there will be no on-site parking availability for the 500 student cars that typically utilize the lot.

Following a joint meeting of the PUSD Board and the Pleasanton City Council, we received correspondence from PUSD requesting assistance with student transportation from LAVTA during this two month period. The request had four parts:

1. Add buses to existing routes that travel to Amador Valley High School
2. Add an earlier bus schedule for students who start school at 7 AM
3. Add a later bus schedule for students who end school at 4 PM
4. Allow students who have an Amador Valley High School Student ID to ride the buses free

There are two Wheels routes, the 605 and 611, that serve AVHS. Rapid Route 10R also serves the school. Adding buses to supplement the current schedule (request 1) would be difficult given our lack of additional fleet availability during peak hours. Adding earlier and later buses to the routes 605 and 611 (requests 2 and 3) could be accomplished within the current peak vehicle deployment by running second trips. The financial impact of adding these additional trips for two months would be approximately \$16,000. Based on current ridership, the financial impact of allowing AVHS students to board for free (request 4) would be approximately \$11,000 for the two months. This would not include the additional lost revenue of students riding the requested additional earlier and later buses.

LAVTA staff met with PUSD staff on April 29 to learn more about the project and the request. PUSD staff clarified that their request was that all four of the items listed above be provided at no cost to PUSD. Staff will be following up with PUSD staff the week of May 6, following any feedback and discussion at the May 6 LAVTA Board meeting.

Mobility Forward Report

The Mobility Forward Study that looked at paratransit services in the Tri-Valley will be presented to the City of Pleasanton City Council on May 7th. It will then be presented to the P&S Committee at LAVTA in May and the LAVTA Board in June for consideration.

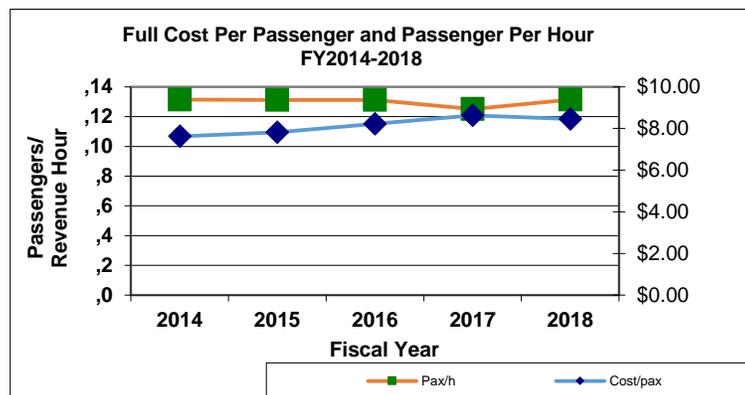
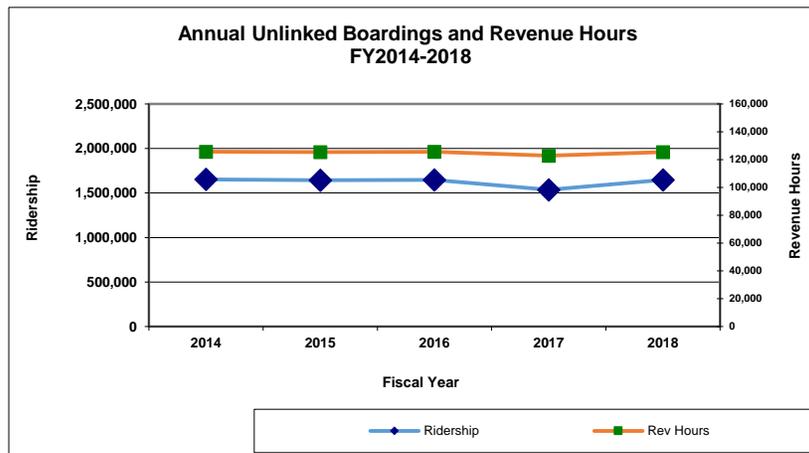
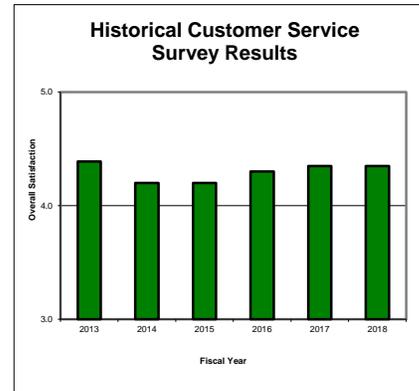
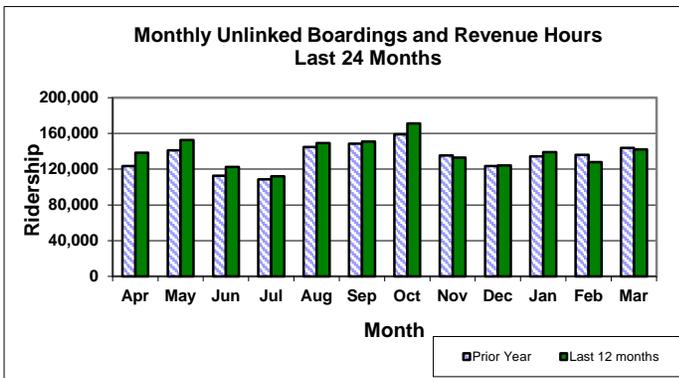
Attachments:

1. Board Statistics March 2019
2. FY19 Upcoming Items

Monthly Summary Statistics for Wheels March 2019

FIXED ROUTE

	March 2019			% change from one year ago		
Total Ridership FY 2019 To Date	1,249,417			1.3%		
Total Ridership For Month	142,195			-1.1%		
Fully Allocated Cost per Passenger	\$8.24			-2.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,103	1,522	1,285	2.5%	-2.6%	3.3%
Passengers Per Hour	13.9	9.8	8.2	1.4%	-2.6%	3.3%
	March 2019			% change from last month		
On Time Performance	84.0%			0.0%		



Monthly Summary Statistics for Wheels

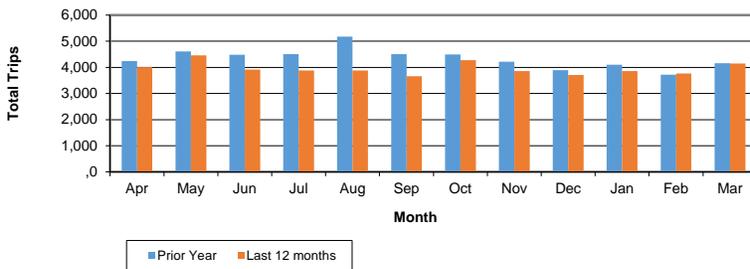
March 2019

PARATRANSIT

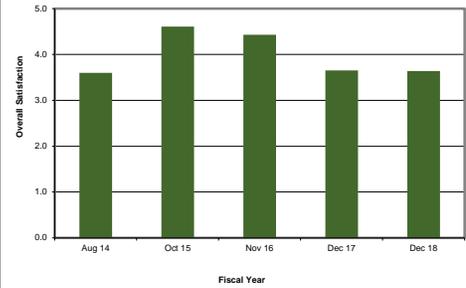
General Statistics	March 2019	% Change from last year	Year to Date
Total Monthly Passengers	4,143	-0.3%	35,037
Average Passengers Per Hour	1.30	0.0%	
On Time Performance	95%	8.2%	
Cost per Trip	\$33.82	2.0%	
Number of Paratransit Assessments	28	-6.7%	251
Calls Answered in <1 Minute	84%	15.7%	

Missed Services Summary	March 2019	Year to Date
1st Sanction - Phone Call	1	16
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

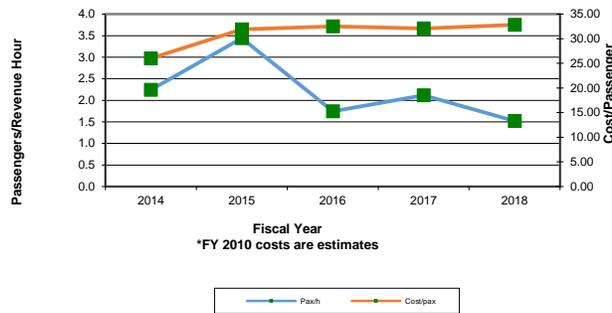
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

March 2019

SAFETY							
ACCIDENT DATA	March 2019				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	4		0		20		1
Preventable	1		0		12		0
Non-Preventable	3		0		8		1
Physical Damage							
Major	0		0		0		0
Minor	4		0		20		0
Bodily Injury							
Yes	1		0		3		1
No	3		0		13		0
MONTHLY CLAIMS ACTIVITY							
Amount Paid		Totals					
This Month	\$5,069.44						
To Date This Fiscal Year	\$31,390.37						
Budget	\$100,000.00						
% Expended	31%						

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	March 2019	Year To Date
Praise	0	5
Bus Stop	0	15
Incident	0	0
Trip Planning	0	14
Fares/Tickets/Passes	1	7
Route/Schedule Planning	0	16
Marketing/Website	0	2
ADA	0	2
TOTAL	1	51

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	0	0	0	5	0	0	0	1
Safety	3	6	1	6	0	0	0	1
Driver/Dispatch Courtesy	0	0	0	7	1	2	0	2
Early	0	0	0	2	0	0	0	1
Late	1	2	1	18	2	1	0	7
No Show	0	0	0	7	4	0	0	4
Incident	2	2	1	3	0	0	0	2
Driver/Dispatch Training	0	0	0	5	2	1	1	15
Maintenance	0	0	0	0	0	0	0	0
Bypass	4	4	1	26	0	0	0	0
TOTAL	10	14	4	79	9	4	1	33
Valid Complaints								
Per 10,000 riders	0.70							
Per 1,000 riders					2.17			

LAVTA COMMITTEE ITEMS - May 2019 - September 2019

Finance & Administration Committee

May	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	
Funding Resolutions - TDA, STA, RM2	X	
Procurement Policy Update	X	
June	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Annual Org Review	X	
Legal Contract	X	
July	Action	Info
Minutes	X	
Treasurers Report	X	
FTA Funding resolutions 5307, 5309, and 5311	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Treasurers Report	X	
September	Action	Info
Minutes	X	
Treasurers Report	X	
Conflict of Interest - even numbered years	X	

LAVTA COMMITTEE ITEMS - May 2019 - September 2019

Projects & Services Committee

May	Action	Info
Minutes	X	
Quarterly Operations		X
Draft Fall Service Changes	X	
June	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
WAAC Appointments	X	
Fixed Route Customer Satisfaction		X
Mobility Forward Draft Recommendation	X	
Marketing Work Plan	X	
Award of Contract for Network Integration Study	X	
Award of Contract for SRTP and Long Range Plan	X	
July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
Mobility Forward Final Recommendation	X	
August	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
Quarterly Operations Report		X
September	Action	Info
Minutes	X	
Draft Winter Service Changes		X
Passenger Surveys		X