

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

SCOTT HAGGERTY
DAVID HAUBERT

KARLA BROWN – VICE CHAIR
BOB WOERNER – CHAIR

DATE: Monday, March 25, 2019

PLACE: LAVTA Offices, Room 110
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00p.m.

AGENDA

1. Call to Order and Pledge of Allegiance

2. Roll Call of Members

3. Meeting Open to Public

- Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
- Public comments should not exceed three (3) minutes.
- Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.

4. Minutes of the February 25, 2019 Meeting of the P&S Committee.

Recommendation: Approval

5. Strategic Planning Services RFP Scope of Work

Recommendation: None – Information only.

6. Wheels Service to the 2019 Alameda County Fair

Recommendation: Staff recommends that the Projects & Services Committee forward a recommendation to the Board of Directors to operate a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the

Fairgrounds during the 2019 Alameda County Fair, as outlined above.

7. Dial-A-Ride Passenger Survey of 2018

Recommendation: None – Information only.

8. Year Two Individualized Marketing Program Summary

Recommendation: None – Information only.

9. Summer School Service Accommodation for 2019

Recommendation: Staff is asking the Projects & Services Committee to review and discuss the service options outlined above, and forward a recommendation to the Board of Directors to:

- Operate Wheels routes #501, #502, #503, and #504 during the DUSD 2019 summer school program, and
- Operate the selected option above for an additional three days to accommodate the earlier start of the DPIE STEM program at DHS, and
- Direct students to the regular Rapid Route 10R for the PUSD 2019 summer school program.

10. FY 2019 2nd Quarter Report – Operations

Recommendation: None – Information only.

11. Management Action Plan

Recommendation: None – Information only.

12. Preview of Upcoming P&S Committee Agenda Items

13. Matters Initiated by Committee Members

14. Next Meeting Date is Scheduled for: April 22, 2019

15. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

Executive Director

Livermore Amador Valley Transit Authority

1362 Rutan Court, Suite 100

Livermore, CA 94551

Fax: 925.443.1375

Email : frontdesk@lavta.org

AGENDA

ITEM 4



MINUTES OF THE FEBRUARY 25, 2019
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Vice Chair Karla Brown called the meeting to order at 4:08pm.

2. Roll Call of Members

Members Present

David Haubert, Mayor, City of Dublin
Karla Brown, Councilmember, City of Pleasanton
Scott Haggerty, Supervisor, Alameda County

Members Not Present

Bob Woerner, Councilmember, City of Livermore

3. Meeting Open to Public

No comments.

4. Minutes of the January 28, 2019 Meeting of the P&S Committee.

Approved: Haggerty/Haubert
Aye: Brown, Haubert, Haggerty
No: None
Abstain: None
Absent: Woerner

5. Proposed AT&T Cell-Site at LAVTA Administration and Maintenance Facility

Executive Director Michael Tree provided the Projects and Services Committee the proposed AT&T Cell-Site at LAVTA Administration and Maintenance Facility. The AT&T cell-site will be located next to the T-Mobile cell-site, but will be 10 feet taller (50' total height). AT&T is in discussion with the City of Livermore to receive approvals for installation and is still in negotiations with LAVTA.

The item was discussed by the Projects and Services Committee and staff. Committee Members asked for information on whether the proposed AT&T cell-site will be 5G, discussed the potential of co-locating the cell-sites, and compared the escalator rate to other cell towers agreements.

This was informational only.

6. Executive Director's Report

Executive Director Michael Tree provided the Projects and Services (P&S) Committee the Executive Director's Report. Executive Director Michael Tree

discussed the Strategic Planning Short Transit Range Plan (SRTP) and Long Range Transit Plan (LRTP). The state awarded LAVTA \$500,000, through the grant tied to the award for the parking garage in Dublin, to conduct the Tri-Valley Hub Network Integration Study. LAVTA will have a Request for Proposal (RFP) in March for Strategic Planning Services with two parts. Part one is the Tri-Valley Hub Network Integration Study and part two is the SRTP and LRTP. The recommendation will come to the Board of Directors this summer.

Executive Director Michael Tree informed that staff is working with BART on the storage and charging infrastructure for the Shared Autonomous Vehicle (SAV) project. Legal Counsel is looking at LAVTA's RFP, so we can procure a firm to assist with the SAV project.

Executive Director Michael Tree highlighted the grant applications for the ParaTaxi program, the implementation of a ParaTaxi debit card, and a potential GoDublin expansion into Pleasanton and Livermore. Also provided was information on the Advanced Intelligent Intersection Project.

This was informational only.

7. Preview of Upcoming P&S Committee Agenda Items

8. Matters Initiated by Committee Members

None.

9. Next Meeting Date is Scheduled for: March 25, 2019

10. Adjourn

Meeting adjourned at 4:48pm.

AGENDA

ITEM 5



STAFF REPORT

SUBJECT: Strategic Planning Services RFP Scope of Work
FROM: Tony McCaulay, Director of Planning and Marketing
DATE: March 25, 2019

Action Requested

None – Information Only

Background

At the February Projects and Services Committee meeting, Executive Director Michael Tree referenced an upcoming Request for Proposals (RFP) for Strategic Planning Services and indicated that the draft Scope of Work for the project would be brought to the committee. The draft scope of work is attached to this staff report.

Discussion

The Request for Proposals for Strategic Planning Services contains two projects:

- Project 1. The Tri-Valley Hub Network Integration Study, which will identify future needs and service integration, including future regional bus service along the I-680 corridor and future rail service to the San Joaquin Valley via Altamont Pass, by planning for the evolution of a Tri-Valley Hub at the current Dublin/Pleasanton BART Station.
- Project 2. A five-year Short Range Transit Plan (SRTP) and a 20-year Long Range Transit Plan focused exclusively on the Livermore Amador Valley Transit Authority.

Fiscal Impact

100 percent of the funds for Tri-Valley Hub Network Integration Study were included in 2018 Transit and Intercity Rail Capital Program (TIRCP) grant award that also funded the new parking garage adjacent to the Dublin/Pleasanton BART Station. The total allocated for the Network Integration Study is \$500,000.

Funds for the SRTP and LRTP will come from a combination of grant funds from the Alameda County Transportation Commission (ACTC) and LAVTA.

It is anticipated that the recommendations for project awards will be brought to the Board in June.

Recommendation

None – Information Only

Attachment:

1. Strategic Planning Services RFP Scope of Work

SECTION II

SCOPE OF WORK

SCOPE OF WORK

STRATEGIC PLANNING SERVICES

1 SCOPE OF WORK

1.1 Project Summary

The Livermore Amador Valley Transit Authority (LAVTA) seeks the services of a qualified firm or firms to provide strategic planning services for two distinct projects:

Project 1. Identifying future needs and service integration, including future regional bus service along the I-680 corridor and future rail service to the San Joaquin Valley via Altamont Pass, by planning for the evolution of a Tri-Valley Hub at the current Dublin/Pleasanton BART Station.

Project 2. A five-year Short Range Transit Plan (SRTP) and a 20-year Long Range Transit Plan focused exclusively on the Livermore Amador Valley Transit Authority.

Proposers may submit for Project 1 only, Project 2 only or on both projects. Cost estimates for Project 1 and Project 2 should be submitted independent of each other. Proposers submitting on both projects may submit a third cost estimate for a combined award of both projects.

LAVTA will utilize the “Best Value” method of procurement, in conformance with applicable procurement guidelines.

1.2 LAVTA Background

LAVTA operates Wheels and Rapid bus services, providing fixed route, school tripper and commuter express services, and Dial-A-Ride paratransit service to ADA eligible citizens in the cities of Dublin, Livermore, Pleasanton and adjacent unincorporated areas of Alameda County. Funding for the system is provided by Federal, State and Alameda County sources. The seven-member LAVTA Board of Directors is responsible for the development of policy and oversight of LAVTA’s services and programs.

The Executive Director oversees the operation of the transit system in accordance with the policy direction prescribed by the Board of Directors and is responsible for the overall administration of the fixed route and paratransit system. At present, the Executive Director is supported by a staff of fourteen (14) employees. Consultants are retained as needed to provide specialized planning, marketing and technical assistance.

In August 2016, LAVTA implemented a major restructuring of its fixed route bus services. LAVTA had experienced five consecutive years of ridership declines and there were service related issues that needed to be addressed to attract more choice riders. The highlights of the service changes included improved access to the BART and ACE rail stations, as well as other key destinations in the Tri-Valley. Public response has been positive. Ridership for the 2018 fiscal year was 7.2 percent higher

than the previous 12 month period. The trend has continued for the first half of FY19, with average weekday ridership up 4.4 percent over FY18 figures.

The passage of Assembly Bill 758 by the California Legislature on September 15, 2017 authorized the creation of the new Tri-Valley-San Joaquin Valley Regional Rail Authority. The legislation defines the roles of the new rail authority as "...planning, developing, and delivering cost-effective and responsive transit connectivity between the Bay Area Rapid Transit District's rapid transit system and the Altamont Corridor Express commuter rail service in the Tri-Valley".

The authority held its inaugural meeting on January 17, 2018. It is governed by a 15-member Board of Directors. LAVTA staff will provide all necessary executive and administrative support to enable the rail authority board to perform its duties and responsibilities. The legislation requires the authority to develop a feasibility report on the plans for the development and implementation of transit connectivity by July 1, 2019.

1.3 Project 1: Tri-Valley Hub Network Integration Study

As part of the 2018 Transit and Intercity Rail Capital Program ('TIRCP'), LAVTA was successful in securing \$20,500,000 in state funds to increase the parking capacity at the Dublin/Pleasanton Station via construction of a new parking garage.

LAVTA 2018 TIRCP Grant Award:

"Increase BART ridership through construction of a new multi-level parking structure to create over 500 additional parking spaces, including prioritized vanpool parking, at the Dublin-Pleasanton BART station."

At opening, the envisioned parking garage will add much-needed parking in a critical transit center that includes BART, County Connection, MAX BART Express, San Joaquin RTD, Stanislaus Regional Transit and Wheels (LAVTA) and will facilitate commuters that are seeking to utilize transit, but are often denied due to lack of parking as early as 7:30 a.m. at the station.

As part of that award, the California State Transportation Agency ('CalSTA') awarded an additional \$500,000 to LAVTA for study of incorporating megaregional bus services into the needs of the capacity expansion at Dublin/Pleasanton and achieving key state strategic goals for a future 'Tri-Valley Hub' as outlined in the 2018 California State Rail Plan ('Rail Plan'). The current Dublin/Pleasanton BART Station is ideally situated at a crossroads of major megaregional transportation infrastructure and travel flows at the juncture of east-west travel from the San Joaquin Valley to Alameda County and the Bay Area and north-south flows along I-680. These existing geographic and infrastructure assets provide an opportunity to achieve state and local goals in improving not only Dublin/Pleasanton Station, but providing for regional and statewide mobility as outline in the Rail Plan.

The Rail Plan makes specific recommendations for services designed around what is described as the 'Tri-Valley Hub'. The Tri-Valley Hub will serve as a major statewide hub for future rail service providing connectivity between the Bay Area and the San Joaquin Valley.

Time Horizon	Service Goal
2022	<ul style="list-style-type: none"> • <i>Plan for phased growth in east-west service across the Altamont Pass to hourly off-peak and half-hourly peak service, enabling connectivity to regional transit and statewide rail networks, including connectivity in the Tri-Valley.</i> • <i>Provide half-hourly integrated express bus service in the I-680 corridor, providing connections at the Solano County Hub, Martinez, the Tri-Valley Hub, and the Pleasanton ACE station.</i>
2027	<ul style="list-style-type: none"> • <i>Provide up to half-hourly peak service in the Altamont corridor connecting San Jose and the Stockton Area, with timed connections in the Tri-Valley and East Bay to integrated transit and express bus services.</i> • <i>Assist communities throughout the East Bay, South Bay, Peninsula, and Tri-Valley in better connecting transit systems to rail, and enhancing station area functions.</i>
2040	<ul style="list-style-type: none"> • <i>Provide half-hourly peak and hourly off-peak service, 7 days per week, between the Stockton Area and San Jose through a Tri-Valley Hub and an East Bay Hub.</i>

Given the strategic imperative of the Tri-Valley Hub and the necessary physical connections and services goals, the Dublin/Pleasanton Station is uniquely positioned to evolve and serve the statewide transportation network as the future Tri-Valley Hub. Achieving these goals requires quick implementation of an integrated express bus service along the I-680 corridor from a Solano County Hub to the Pleasanton ACE Station, via Dublin/Pleasanton.

In accordance with state and local goals, the Consultant will take a service planning based approach to understanding the future facilities needs at Dublin/Pleasanton Station and translating those service and facilities needs into an implementation plan.

The Consultant will deliver a study of operations and facilities needs for Dublin/Pleasanton Station and its evolution toward a future Tri-Valley Hub ('Study'). The Study will be comprised of four components; (1) strategic planning and feasibility analysis, (2) operations planning, (3) facilities planning; and (4) implementation planning. The goal of the Study is to provide the strategic and technical requirements to move forward toward initiating future regional transportation services via hubbed model at Dublin/Pleasanton Station and for the near-term evolution of that station into the Tri-Valley Hub as envisioned in the Rail Plan.

- **Task 1: Kick Off and Management**

The Consultant will prepare a detailed scope, budget, and project timeline to clearly establish project goals, milestones, and deliverables. The Consultant will convene a project kick-off meeting with interagency staff from LAVTA and CalSTA as necessary. The Consultant will meet with LAVTA as needed to complete the study. The Consultant will provide monthly invoices and manage the scope and budget.

Task 1 Deliverables:

- Meeting Agendas and Notes
- Monthly Invoices

• **Task 2: Strategic Planning and Feasibility Analysis**

The Consultant will perform a strategic analysis for the service needs of the future Tri-Valley Hub and a high-level feasibility analysis of those services and how they are supported by the evolution of the Dublin/Pleasanton Station toward a future Tri-Valley Hub. Major service components of the Tri-Valley Hub include the current BART service, current local and regional bus transit services, current employee shuttle and van pool services, future regional rail service east to the San Joaquin Valley, and future integrated express bus service on the I-680 corridor. The Consultant will develop sketch level facilities needs based on analysis of future service goals. The Consultant will use transportation demand analysis to estimate the scale of future passenger flows. The Consultant will also analyze the physical station location, incorporating plans for the future parking garage and regional rail service into the existing station infrastructure.

The Consultant will also conduct a feasibility analysis of future I-680 integrated express bus service as outlined in the Rail Plan. The service will connect from Solano County to the Pleasanton ACE Station via Dublin/Pleasanton. In analyzing feasibility and needs of the future bus service, Consultant will build off the Rail Plan to understand service goals, passenger demand, travel time, and other needs. This understanding of the future bus service will inform the needs of the Tri-Valley Hub.

This analysis will require iterative coordination with stakeholder agencies whose services will utilize the future station. As such, Consultant will convene a Technical Advisory Committee to bi-monthly as needed throughout the Project to ensure the Project meets the needs of all stakeholder parties. Stakeholder parties are anticipated to include BART, ACTC, San Joaquin RTD, LAVTA, SJRRC, CalSTA and Caltrans.

Task 2 Deliverables:

- Tech Memo 1 – Tri-Valley Hub Strategic Planning and Feasibility Analysis
- Tri-Valley Hub Strategic Needs
- I-680 Integrated Express Bus Feasibility and Service Goals

• **Task 3: Operations Planning**

Building off the feasibility analysis performed in Task 1, the Consultant will conduct more detailed operations planning for the future I-680 bus service. This operations planning will include modelled service planning, mock schedules, station needs, rolling stock needs, and serve as a basis for capital and operating costs, high level ridership analysis, and facilities needs and connecting stations, specifically at Dublin/Pleasanton.

Task 3 Deliverables:

- Tech Memo 2 – I-680 Integrated Express Bus Operations Planning
- Service plans
- Ridership analysis

- Facilities needs
- Capital and operating cost estimate

- **Task 4: Tri-Valley Hub Facilities Planning**

Building off of the feasibility analysis and operations planning, the Consultant will conduct more detailed facilities planning for the Dublin/Pleasanton Station. The Consultant will analyze passenger demand and travel flows through the station area to ensure easy connectivity and fast transfers between services to meet the travel time and frequency goals. The Consultant will analyze the station needs for supporting the service, maintenance and storage needs and opportunities to host those requirements at Dublin/Pleasanton or elsewhere in the service corridor. The Consultant will leverage work done on the Authority on future rail needs for the Valley Link service. The Consultant will provide planning level design recommendations.

Task 4 Deliverables:

- Tech Memo 3 – I-680 Integrated Express Bus Operations Planning
- Station needs
- Maintenance and operations support facilities needs
- Planning level design recommendations

- **Task 5: Implementation Planning**

Based on analysis from Tasks 3 and 4 and in line with the strategic outline from Task 2, the Consultant will conduct implementation planning analysis to determine next steps and identify key project milestones and goals to achieve the 2022 service goals identified in the Rail Plan, accommodate the needs of stakeholder agencies and services as identified through the Technical Advisory Committee per Task 2, and provide the planning framework needed to advance toward implementation of the Tri-Valley Hub and I-680 bus service. Future considerations include future grant documents, environmental review, and ongoing stakeholder coordination as stakeholder agencies and service providers advance their own service goals. The study should identify pilot regional bus service that can be implemented in the near term future, including “shovel-ready” projects for future grant applications.

Task 5 Deliverables:

- Tech Memo 4 – Tri-Valley Hub Implementation Planning
- Next Steps
- Future stakeholder coordination

Duration of the Project

The Tri-Valley Hub Network Integration Study will be completed within 18 months of award of contract.

Additional optional tasks may also be included in the study, depending on resources.

1.4 Project 2: LAVTA Short Range and Long Range Transit Plans

The Livermore Amador Valley Transit Authority (LAVTA) will employ the services of a qualified consultant to prepare a Short Range Transit Plan SRTP with a 5 year horizon (2022-2027) and a Long Range Transit Plan with a 20 year horizon (2022-2047). Many of the tasks associated with the development of these two plans are similar or identical in nature and should be carried out simultaneously to the maximum extent possible.

- **Task 1: Project Management and Coordination/Establish Work Program and Schedule (SRTP & LRTP)**

The Consultant will establish project timelines, milestones and schedule and establish a schedule for meetings between the Project Manager (PM) for the contractor, and LAVTA staff. The Consultant will also develop a plan for outreach to the LAVTA Board of Directors; facilitate a process to develop guiding principles for development of both the SRTP and LRTP; and conduct at least one follow-up meeting with the LAVTA Board of Directors to present recommendations for each plan. The Consultant will also identify stakeholders; establish and make recommendations for a Technical Advisory Committee (TAC); establish a meeting schedule, and facilitate TAC meetings.

Task 1 Deliverables:

- Final Work Scope
- Project Work Plan and Timeline
- Schedule of PM meetings
- Schedule of TAC Meetings

- **Task 2: Studies/Data Review (SRTP & LRTP)**

The Consultant will review Bay Area, Alameda County and/or Tri Valley planning studies, data, and documents recently completed by LAVTA, Alameda County or the Metropolitan Transportation Commission (MTC), including but not limited to:

- “LAVTA Forward” COA adopted June 2016
- LAVTA’s 2016 Short Range Transit Plan (SRTP)
- LAVTA’s FY2019 and FY 2020 Budgets
- Tri-Valley Paratransit Assessment 2017
- One Bay Area 2040
- Tri-Valley Park & Ride Study
- Alameda County Transportation Plan
- Livermore, Dublin and Pleasanton Active Transportation Plans (ATPs)
- Other relevant planning studies in the Tri-Valley and Alameda County

Task 2 Deliverables:

- Technical memorandum detailing results of study reviews

- **Task 3: Data Collection and Analysis (SRTP)**

Using data generated from LAVTA's onboard APCs systems and farebox ridership counts, the Consultant will conduct a review of existing data, including stop-level boarding and alighting data. In addition, using data generated from LAVTA's CAD/AVL system, the Consultant will conduct a review of allocated running time by segment, pattern and route and compile running time information by time of day and day of week

The Consultant will also review ride check reports, farebox reports and rider surveys; and develop and conduct new surveys of riders to determine origin/destination information; conduct a field review of service area; and develop baseline stop-level, segment level and time-of day ridership and operational data to include:

- Ridership activity for each route by direction, trip, and stop by service day
- Ridership activity for each shared stop by route, direction, trip and service day
- Run times for each route by direction, trip, segment and service day
- Run times for each shared segment by direction, trip and service day

Task 3 Deliverables:

- Existing conditions report
- PDF maps of relevant findings and GIS layer of stop-level ridership (backup provided in excel)
- Summary of O/D data
- Baseline operational and schedule report

- **Task 4: Develop Service Standards (SRTP)**

The Consultant will establish comparative route information by service type (local, rapid, express, feeder, etc.) and will develop productivity indicators (i.e. passengers per hour, mile, trip, farebox recovery) by service type. This exercise should also include a summary of performance indicators from comparable transit systems.

Task 4 Deliverables:

- Service standards report, including classification of routes by service type
- Productivity indicators by route/service type
- Appropriate vehicle type by line and service
- Comparable transit systems report

- **Task 5: Market Analysis (SRTP & LRTP)**

This task should involve development and execution of a statistically valid survey instrument to households within the LAVTA service area, to include both users and non-users of the LAVTA bus system. Specifically, this task will collect pertinent

information to measure changes in attitudes toward and awareness of the transit system and its services, as well as identify current and potential customer segments. This survey should be designed to gauge attitudes and awareness of the LAVTA bus service and elicit responses to travel patterns, attitudes towards various transportation modes, demographic and socio-economic data, and other pertinent data. This task should include a detailed analysis of the demographics of LAVTA's existing ridership base and identify opportunities for expanding utilization within that base.

Task 5 Deliverables:

- A report summarizing the attitudes and awareness of residents of the LAVTA service area toward the current transit system and its services, various transportation modes, the existing transportation network and future needs
 - Where possible, comparisons of current attitudes and awareness should be compared to 2016 data
- **Task 6: Develop Community Outreach Plan and Conduct Public Outreach (SRTP & LRTP)**

The Consultant will develop and execute a community outreach plan to obtain information from existing riders and non-riders in the LAVTA service area. This outreach effort will include the coordination and facilitation of at least six community workshops during the duration of the study. Consultant will supply all public information materials and translation services (as needed) for the meetings. Consultant will be responsible for securing meeting locations and for all IT needs, as well as creating meeting notices.

Three workshops will take place within 3-4 months of the project kickoff to gather input from riders and non-riders, and to listen to feedback on existing services; three workshops will take place after the development of alternatives to gather feedback and form recommendations. One meeting in each round will take place in Pleasanton, Livermore, and Dublin. Each meeting location will be in close proximity to public transportation service.

Outreach efforts should also include interaction with existing riders at key LAVTA transfer centers and boarding locations and with potential riders at the two BART Stations located in the LAVTA service area.

Task 6 Deliverables:

- Community Outreach plan
- Report details of attendees and comments received at each scheduled meeting
- A complete summary and analysis of findings
- Summary of comments received during each round
- Summary/analysis of input received from non-riders

- **Task 7: Operations Plan and Budget (SRTP & LRTP)**

Consultant will develop route and schedule recommendations for short range implementation (SRTP) and long term consideration (LRTP). The recommendations should consider alternative service delivery options by time of day and day of week which could include shifting from traditional fixed route operation to other options, including expansion of LAVTA's existing subsidized TNC service. These preliminary recommendations should be revenue-neutral and should be based on:

- Analysis of existing operational conditions, including operational and performance data, service frequencies, service spans by day of week and service days by route
- A review of running times and stop spacing to improve on-time performance
- Customer demand and travel patterns (origin-destination information)
- Identification of opportunities for Transit Signal Priority improvements on key corridors to improve travel times
- A review of available technology that could further improve service delivery and customer satisfaction
- A review of transportation infrastructure improvements planned or underway in the region which may impact existing or future services
- Public input

Each recommendation will estimate the operational requirements, including: Revenue hours and miles; revenue trips; span of service; headways; ridership; vehicles and operating cost. The Consultant will develop an implementation plan that considers all the service recommendations and develop a set of priority-recommendations should annual revenue hours contract or increase

Task 7 Deliverables:

- Final report with recommendations, an implementation plan for service adjustments and a five year operating budget projection (SRTP) and 20 year projection (LRTP).

- **Task 8: Capital Improvement Program and Budget (SRTP & LRTP)**

Consultant will develop capital improvements programs that cover a five year time frame for the SRTP and a 20 year horizon for the LRTP. The review should include revenue vehicles, non-revenue vehicles, facilities and other capital equipment. Both plans should also include a summary of LAVTA's capital improvements over the most recent five year period.

Task 8 Deliverables:

- Five year capital improvement program and budget for SRTP
- Twenty year capital improvement program and budget for LRTP

Duration of the Project

Both the SRTP and the LRTP will be completed within a 24 month period, concluding with board approval of the recommendations and implementation plan.

Additional optional tasks may also be included in the study, depending on resources.

any and all costs and expenses that may be incurred in securing said coverage or in fulfilling Consultant's indemnity obligation as to itself or any of its Agents in the absence of coverage. In the event Consultant or its Agents procure excess or umbrella coverage to maintain certain requirements outlined below, these policies shall also satisfy all specified endorsements and stipulations, including provisions that the Consultant's insurance be primary without any right of contribution from the Authority. Prior to beginning work under this contract, Consultant shall provide the Authority with satisfactory evidence of compliance with the insurance requirements of this section.

A. Minimum Types and Scope of Insurance

1.) Workers' Compensation and Employers' Liability Insurance

- a) Workers' Compensation with Statutory Limits, as required by Section 3700 et seq of the California Labor Code, or any subsequent amendments or successor acts thereto governing the liability of employers to their employees.
- b) Employers' Liability coverage with minimum limits of \$1 million.
- c) Such insurance shall include the following endorsement as further detailed in the Endorsements Section below:
 - Waiver of Subrogation.

2.) Commercial General Liability Insurance

Commercial General Liability insurance for bodily injury and property damage coverage with a combined single limit for bodily injury and property damage of at least \$1 million per occurrence or claim and a general aggregate limit of at least \$2 million. Such insurance shall cover all of Consultant's operations both at and away from the project site.

- a) This insurance shall include coverage for, but not be limited to:
 - Premises and operations.
 - Products and completed operations.
 - Contractual liability.
 - Personal injury.
 - Advertising injury.
 - Explosion, collapse, and underground coverage (xcu).
 - Broad form property damage.
- b) Such insurance shall include the following endorsements as further detailed in the Endorsements Section below:
 - Additional Insured.
 - Cross Liability or Severability of Interests Clause.
 - Primary and Non-Contributory wording.
 - Waiver of Subrogation.

Products and completed operations insurance shall be maintained for three (3) years following termination of this Agreement.

3.) Business Automobile Liability Insurance

Business Automobile Liability insurance providing bodily injury and property damage with a combined single limit of at least \$1 million per occurrence.

a. This insurance shall include coverage for, but not be limited to:

- All Owned vehicles.
- Non-owned vehicles.
- Hired or rental vehicles.

b. Such insurance shall include the following endorsements as further detailed in the Endorsements Section below:

- Additional Insured.
- Primary and Non-Contributory wording.
- Waiver of Subrogation.

4.) Professional Liability Insurance

The Consultant, at its own cost and expense, shall maintain professional liability insurance for the period covered by the Agreement, and two years following completion of the contract in an amount not less than \$1,000,000 covering errors and omissions in the services of the Consultant performs under the Agreement. The policy limits of this professional liability insurance policy shall apply separately to the Agreement.

B. Endorsements

1.) Additional Insured

The referenced policies and any Excess or Umbrella policies shall include as Additional Insureds the Livermore Amador Valley Transit Authority and its directors, officers, employees, volunteers and agents while acting in such capacity, and their successors or assignees, as they now, or as they may hereafter be constituted, singly, jointly or severally.

2.) Waiver of Subrogation

The referenced policies and any Excess or Umbrella policies shall contain a waiver of subrogation in favor of the Livermore Amador Valley Transit Authority and its officers, directors, employees, volunteers and agents while acting in such capacity, and their successors and assignees, as they now, or as they may hereafter be constituted, singly, jointly or severally.

3.) Primary Insurance

The referenced policies and any Excess and Umbrella policies shall indicate that they are primary to any other insurance and the insurance company(ies) providing such policy(ies) shall be liable thereunder for the full amount of any loss or claim, up to and including the total limit of liability, without right of contribution from any of the insurance effected or which may be effected by the Livermore Amador Valley Transit Authority.

4.) Severability of Interests or Cross Liability

The referenced policies and any Excess or Umbrella policies shall contain either a Cross Liability endorsement or Severability of Interests Clause and stipulate that inclusion of the Livermore Amador Valley Transit Authority as an Additional Insured shall not in any way affect Authority's rights either as respects any claim, demand, suit or judgment made, brought or recovered against the Consultant. Said policy shall protect Consultant and the Livermore Amador Valley Transit Authority in the same manner as though a separate policy had been issued to each, but nothing in said policy shall operate to increase the insurance company's liability as set forth in its policy beyond the amount or amounts shown or to which the insurance company would have been liable if only one interest had been named as an insured.

C. EVIDENCE OF INSURANCE

All Coverages

Prior to commencing work or entering onto the Property, Consultant shall provide the Authority's Director of Finance with a certificate evidencing coverage, and upon request, a certified duplicate original of the policy. The certificate shall also show that the Consultant's policy(ies) will not be cancelled or coverage altered without 30 days prior written notice to the Authority's Executive Director.

D. GENERAL PROVISIONS

1.) Notice of Cancellation

The policies shall provide that the Consultant's policies will not be cancelled or have limits reduced or coverage altered without 30 days prior written notice to the Authority's Executive Director.

2.) Acceptable Insurers

All policies will be issued by insurers acceptable to the Authority (generally with a Best's Rating of A- 10 or better).

3.) Self-insurance

Upon evidence of financial capacity satisfactory to the Authority and Consultant's agreement to waive subrogation against the Authority respecting any and all claims that may arise, Consultant's obligation hereunder may be satisfied in whole or in part by adequately funded self-insurance.

4.) Failure to Maintain Insurance

All insurance specified above shall remain in force until all work to be performed is satisfactorily completed, all of Consultant's personnel and equipment have been removed from the Authority property, and the work has been formally accepted. The failure to procure or maintain required insurance and/or an adequately funded self-insurance program will constitute a material breach of this Agreement.

5.) Claims Made Coverage

If any insurance specified above shall be provided on a claim-made basis, then in addition to coverage requirements above, such policy shall provide that:

- a. Policy retroactive date coincides with or precedes the Consultant's start of work (including subsequent policies purchased as renewals or replacements).
- b. Consultant shall make every effort to maintain similar insurance for at least three (3) years following project completion, including the requirement of adding all named insureds.
- c. If insurance is terminated for any reason, Consultant agrees to purchase an extended reporting provision of at least three (3) years to report claims arising from work performed in connection with this Agreement.
- d. Policy allows for reporting of circumstances or incidents that might give rise to future claims.

6.) Deductibles and Retentions

Consultant shall be responsible for payment of any deductible or retention on Consultant's policies without right of contribution from the Authority.

In the event that the policy of the Consultant or any subcontractor contains a deductible or self-insured retention, and in the event that LAVTA seeks coverage under such policy as an additional insured, Consultant shall satisfy such deductible or self-insured retention to the extent of loss covered by such policy for a lawsuit arising from or connected with any alleged act or omission of Consultant, subcontractor, or any of their officers, directors, employees, agents, or suppliers, even if Consultant or subcontractor is not a named defendant in the lawsuit.

2.2 Confidentiality

The California Public Records Act (California Government Code Sections 6250 et seq.) mandates public access to government records. Therefore, unless the information is exempt from disclosure by law, the content of any request for explanation, exception or substitution, response to these specifications, protest or any other written communication between Authority and the proposer shall be available to the public.

If the proposer believes any communication contains trade secrets or other proprietary information that the proposer believes would cause substantial injury to the proposer's competitive position if disclosed, the proposer shall request that Authority withhold from disclosure the proprietary information by marking each page containing such proprietary information as confidential. The proposer may not designate its entire proposal or bid as confidential. Additionally, proposer may not designate its cost proposal or any required bid forms or certifications as confidential.

If proposer requests that Authority withhold from disclosure information identified as confidential, and Authority complies with the proposer's request, proposer shall assume all responsibility for any challenges resulting from the non-disclosure, indemnify and hold harmless Authority from and against all damages (including but not limited to attorneys' fees that may be awarded to the party requesting the proposer information), and pay any and all costs and expenses related to the withholding of proposer information.

Proposer shall not make a claim, sue or maintain any legal action against Authority or its directors, officers, employees or agents in connection with the withholding from disclosure of proposer information.

If proposer does not request that Authority withhold from disclosure information identified as confidential, Authority shall have no obligation to withhold the information from disclosure and may release the information sought without any liability to Authority.

2.3 Conflict of Interest

Proposer represents and warrants that it presently has no interest and agrees that it will not acquire any interest which would present a conflict of interest under California Government Code §§ 1090 et seq. or §§ 87100 et seq. during the performance of services under the Agreement. Proposer shall promptly disclose any actual or potential conflict of interest to Authority as soon as proposer becomes aware of such conflict. Proposer further covenants that it will not knowingly employ any person having such an interest in the performance of the Agreement. Violation of this provision may result in the Agreement being deemed void and unenforceable.

No member, officer or employee of the Authority or of any of its member jurisdictions during his/her tenure of office, or for one year thereafter, shall have any interest, direct or indirect, in this contract or the proceeds therefrom.

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Wheels Service to the 2019 Alameda County Fair

FROM: Tony McCaulay, Director of Planning and Marketing
Cyrus Sheik, Senior Transit Planner

DATE: March 25, 2019

Action Requested

Approve a recommendation to operate a dedicated shuttle during the 2019 Alameda County Fair.

Background

This year's Alameda County Fair will be held between Friday, June 14 and Sunday July 7, 2019 at the Fairgrounds in Pleasanton. During this time, the event will be open Wednesdays thru Sundays, and operate between the hours of 11AM and 11PM. The Fair is a major event that draws visitors from across the Tri-Valley as well as other parts of Alameda County and the Bay Area.

Most fairgoers from outside the Tri-Valley that are taking public transportation to the event travel on BART and then transfer to a Wheels route to complete their trip to the Alameda County Fairgrounds, which is not within walking distance from a BART station.

Discussion

The accommodation of fairgoers on Wheels service has varied over the years. Through 2004, a dedicated BART shuttle was provided, whereas in most subsequent years the agency accommodated these trips by applying detours and extensions to one or more existing routes. However, the current route setup does not lend itself to detouring without substantial disruption and delays to regular service. As a result, for the past two years the Board of Directors has approved a return to a dedicated shuttle (Route 52), which was operated during the 2017 and 2018 fairs.

Dedicated Shuttle

Staff is again proposing a dedicated shuttle service between BART and the Fairgrounds for the 2019 County Fair, with similar parameters and budget as last year. The shuttle would be provided during 17 of the 18 days that the Fair will be open (no service would be provided on July 4), and run between the hours of approximately 10:30a and 11:30p. Using one bus, the service would operate hourly between the East Dublin/Pleasanton BART Station and the Pleasanton ACE bus stop on Pleasanton Avenue, which is located just across from the

Fairgrounds main entrance. Similar to the past two years, the shuttle would use Hopyard Road between BART and the Fair, and pick up at local bus stops in order to serve local fairgoers wishing to use the service as well. All regular Wheels fares and policies would apply to this service, and its schedule would be published through the same channels as that of regular Wheels routes as well as via additional dissemination through the Fair Association’s information channels.

The following table summarizes the parameters for the proposed repeat of the BART-Fair shuttle.

PROPOSED COUNTY FAIR SHUTTLE 2019	
General service parameters	
<i>Days operated</i>	June 14 thru July 7, excl Mon/Tue, and July 4
<i>Hours of operation</i>	10:30a--11:30p
<i>Frequency</i>	60 min
<i># Buses</i>	1
<i>Termini</i>	E Dublin BART / Ala Co Fairgrounds main entrance
<i>via</i>	Owens - Hopyard - Fair - Rose - Pleasanton v.v.
<i>Fare</i>	\$2.00 cash fare; regular Wheels discounts as appl.
<i>Local pickups allowed</i>	Yes

Estimated costs and contingencies. If approved, a dedicated shuttle service as outlined above would incur approximately 13 vehicle hours of service per day operated, for a total of 221 revenue hours. The following table summarizes the gross and net cost estimates for the proposed service.

PROPOSED COUNTY FAIR SERVICE 2019	
Cost estimate	
<i>Dedicated hourly shuttle Bart-Fairgrounds</i>	
Daily revenue hours	13.00
Number of days operated	17
Total revenue hours	221.00
Total fully allocated cost	\$24 082
Total estimated ridership	2 941
Estimated add'l fare revenue	\$3 823
Total net cost (est'd)	\$20 259

The fully allocated cost to operate the proposed shuttle is estimated at approximately \$24,100. Based on last year’s ridership, the service would be expected to see just short of 3,000 one-way passenger boardings, resulting in an estimated total net cost of \$20,250 after fare revenues.

Other Wheels Service Available to the Fair

Rapid Route 10R operates locally between the East Dublin/Pleasanton BART station and the Transit Center in Livermore, via downtown Pleasanton, from early morning to late evening, every day of the week. Serving a pair of bus stops on Peters Avenue, it is well suited for local Tri-Valley resident fairgoers who are familiar with navigating the short walk from Peters Avenue to the main Fairgrounds gate on Pleasanton Avenue. It would also be able to function as a “frequency filler” to the dedicated BART shuttle for out-of-area passengers who have a similar knowledge of the local downtown street network. Based on last year’s ridership analysis, the 10R would be estimated to carry an additional 160 one-way passenger boardings during the Fair.

Wheels Route 53 provides direct service between the West Dublin/Pleasanton station and the Fairgrounds. However, its primary purpose is to serve as a connector for ACE rail passengers transferring to/from BART, with trips and times are limited to match those of ACE. Without an augmentation in service, the Route 53 is of limited utility to fairgoers, and no measurable ridership increment was seen on this route during last year’s Fair.

Marketing and Coordination with the Fair Association

LAVTA staff and County Fair staff met in February to discuss continuation of the dedicated shuttle service. The fair staff was very supportive of continuing the service and committed to providing financial, marketing and in-kind support to help promote ridership and defray the cost of operation for LAVTA.

The Fair agreed to again provide prime space near the entrance to the horse track to display our Rideo bus, as well as space by the bus display for a tent and information booth. The Fair also agreed to pay for the printing of the Route 52 timetables and again provide our riders with special 2 for 1 admission tickets that will be made available on all Wheels and Rapid buses.

In past years, the Fair has promoted BART and Wheels separately. This year, the Wheels connection from BART will be an integrated message. An ad for our shuttle will also be in the rotation on the video display sign at the corner of Bernal and Valley. The Fair will also purchase advertising inside the East Dublin/Pleasanton BART Station directing riders to the location of the Fair Shuttle.

Budget

If approved, the 221 additional revenue hours associated with the proposed service will be incorporated with the concurrent budgeting process for the upcoming fiscal year, and will require no amendments.

Recommendation

Staff recommends that the Projects & Services Committee forward a recommendation to the Board of Directors to operate a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2019 Alameda County Fair, as outlined above.

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey of 2018

FROM: Kadri Klm, Paratransit Planner

DATE: March 25, 2019

Action Requested

None – Information only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service. For the current FY18/19 LAVTA is conducting two surveys – one was completed in November/December of 2018 and the other one is planned for six months later in late spring/early summer of 2019.

Methodology

The methodology for the customer satisfaction survey was the same as in the previous FY17/18 survey and incorporated both telephone surveys and an online survey. In the prior years only a telephone survey has been conducted. Potential respondents were screened to ensure they had used the Dial-A-Ride service at least once in the last 12-month period. Also, in this wave, a postcard was sent to all riders inviting them to complete the survey online or over the phone.

The participants surveyed via telephone were randomly selected, and the online survey was sent to the email addresses in the LAVTA paratransit database. The survey was administered by a third party surveyor, and a total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 online surveys.

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

Discussion

Comparing the results of this most recent survey conducted in November/December 2018 to the previous survey from December 2017 shows that there was not statistically significant differences between the ratings in the two surveys as the table below demonstrates. The ratings in the table are listed in the order of highest to lowest rating in the results of the 2018 survey.

Satisfaction with Service Aspects on a 1-5 Point Scale	<u>2018</u>	<u>2017</u>	<u>% Change</u>
Driver courteous and helpful	4.21	4.29	-1.86%
Driver dressed appropriately/clean	4.19	4.3	-2.56%
Person on phone courteous	4.19	4.14	1.21%
Vehicle/shuttle was clean	4.13	4.21	-1.90%
Driver operated vehicle safely/followed traffic laws	4.13	4.2	-1.67%
Vehicle/shuttle was in working order	4.1	4.17	-1.68%
No problems with phone menu	4.1	4.08	0.49%
Overall high level of satisfaction with drop off experience	4.08	4.09	-0.24%
Driver offered me help during drop off	4.05	4.08	-0.74%
Driver dropped me off on time/in correct place	4.01	3.96	1.26%
Driver arrived correct address/pickup spot	3.98	4.09	-2.69%
Overall high level of satisfaction with ride experience	3.94	4.03	-2.23%
Person on phone able to arrange request for transportation	3.88	3.87	0.26%
Able to reach customer service quickly	3.86	3.79	1.85%
Overall high level of satisfaction with pickup experience	3.83	3.81	0.52%
Person on phone knowledgeable	3.8	3.86	-1.55%
Easy to make arrangements for transportation on phone	3.75	3.85	-2.60%
Prefer use of smaller vehicles	3.65	3.69	-1.08%
Overall experience	3.64	3.65	-0.27%
Hold times not an issue	3.61	3.73	-3.22%
Driver on time	3.53	3.47	1.73%

As the survey results indicate the riders are clearly more positive than negative when it comes to all variables assessed. The highest rated variables were driver courtesy and helpfulness, drivers being dressed appropriately and being clean, the person on the phone being courteous, vehicles being clean, and driver operating the vehicle safely/following traffic rules.

The lowest rated variables were driver timeliness and the amount of time on hold. In order to follow up on the two lowest rated variables LAVTA staff analyzed the on-time-performance and telephone hold time statistics in the last twelve month period to see how the actual trends correspond to the survey findings. As shown in the two tables below both the OTP percentages as well as on hold time have steadily been improving over the past 12 months. The OTP has increased from 78.85% in December 2017 to 94.2% in December 2018. The on hold time has increased from 78.09% of phone calls being picked up within 60 seconds in December 2017 to 89.59% of phone calls being picked up within 60 seconds in December

2018. There is still room for improvement, but LAVTA staff is happy to see that the agency is on the right track with both of these important aspects of the service.

On Time Performance Percentages:

Month, Year	OTP %
December 2017	78.85%
January 2018	77.75%
February 2018	82.31%
March 2018	86.97%
April 2018	89.36%
May 2018	87.24%
June 2018	88.13%
July 2018	90.42%
August 2018	91.06%
September 2018	92.79%
October 2018	91.74%
November 2018	94.71%
December 2018	94.2%

Telephone Hold Times Percentages:

Month, Year	<60 Seconds	<180 Seconds
December 2017	78.09%	91.78%
January 2018	74.45%	89.27%
February 2018	75.43%	90.31%
March 2018	72.43%	86.28%
April 2018	76.31%	90.99%
May 2018	84.12%	94.94%
June 2018	80.38%	93.78%
July 2018	75.31%	90.33%
August 2018	90.95%	97.1%
September 2018	77.44%	91.38%
October 2018	78.94%	91.75%
November 2018	93.04%	97.59%
December 2018	89.59%	94.01%

Next Steps

LAVTA staff will continue working with the contractor to monitor and improve the service quality. The next Dial-A-Ride customer satisfaction survey is scheduled to be conducted in six month.

Recommendation

None – Information only.

Attachments:

1. Dial-A-Ride Customer Service Survey PowerPoint

Wheels Paratransit Dial-A-Ride Customer Service Survey

Jonathan Steketee

Customer Service & Contract Compliance Manager | LAVTA

Email: jsteketee@lavta.org Office: (925)-455-7562



@wheelsbus

Overview

- LAVTA contracts with a third party to perform a customer satisfaction survey for the Wheels Dial-A-Ride Service.
- This year, LAVTA is going to perform two surveys.
 - The first survey took place in November/December of 2018
 - The second survey will take place in late spring/early summer of 2019
- The participants surveyed via telephone were randomly selected, and the online survey was sent to the email addresses in the LAVTA paratransit database.
- A total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 online surveys.

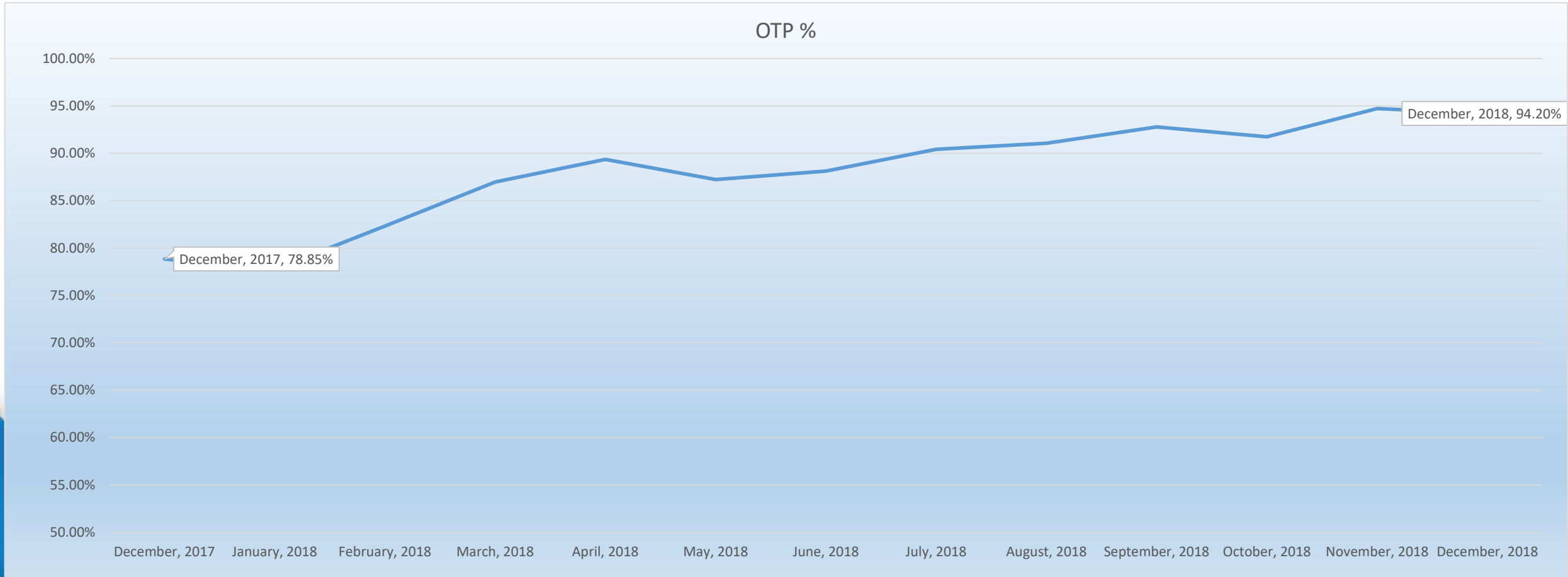
Survey Results

Satisfaction with Service Aspects on a 1-5 Point Scale	2018	2017	% Change
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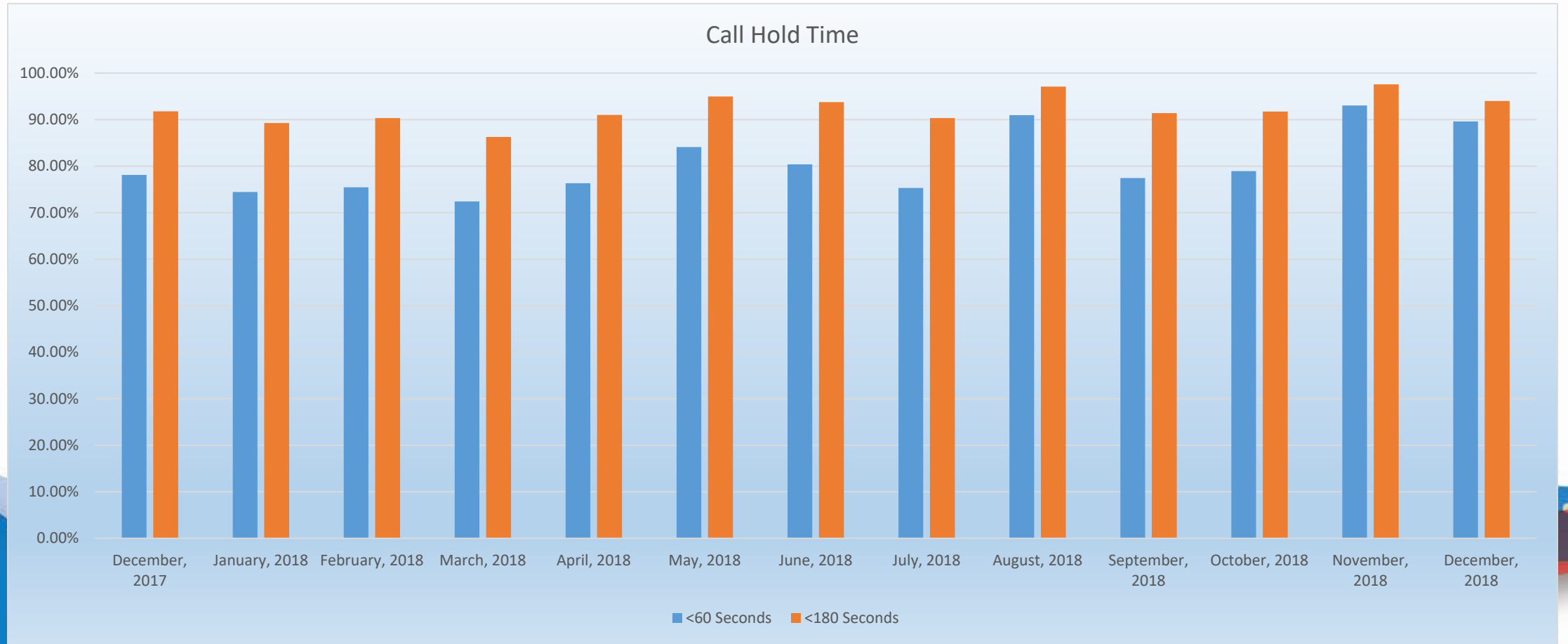
Survey Results

- When comparing the results of this most recent survey conducted in November/December, 2018 to the previous survey from December 2017 we can see that there was no statistically significant difference between the ratings in the two surveys
- As the survey results are indicating the riders are clearly more positive than negative when it comes to all variables assessed.
- The highest rated variables were:
 - Driver Courtesy and Helpfulness
 - Drivers Being Dressed Appropriately
 - The person on the phone being courteous
 - Vehicles being clean
 - Driver operating the vehicle safely/following traffic rules.
- The categories with the lowest satisfaction were:
 - Driver timeliness
 - Amount of time on hold.

On Time Performance Data



Call Hold Time



Key Action Items

- Continue to Monitor and Improve On Time Performance with a goal of at or above 95%
- Continue to Monitor and Improve Hold Times for calls
- Ensure drivers are dressed in company uniform with LAVTA Contractor Badge

AGENDA

ITEM 8



STAFF REPORT

SUBJECT: Year Two Individualized Marketing Program Summary

FROM: Tony McCaulay, Director of Planning and Marketing

DATE: March 25, 2019

Action Requested

None – Information Only

Background

In October 2016, the Board authorized the award of a contract to Steer Davies Gleave (since renamed Steer) to conduct a two phase Individualized Marketing Program. The first year of the program in 2017 focused on the Santa Rita/Owens Drive Route 10R corridor in Pleasanton. Year two of the program in 2018 targeted communities within walking distance of the Route 30R in Dublin and Livermore.

Individualized marketing for public transit entails personal contact by trained travel ambassadors with individuals who live near quality transportation services within a corridor. The person-centered approach allows individuals to discuss their travel habits in a relaxed setting and consider viable alternatives for their own personal situation, with tailored resources and information. Similar programs in other areas have shown that individualized marketing has the potential to generate more riders who continue to choose transit options for a longer duration than more traditional marketing outreach efforts.

Discussion

To help reinforce the individualized messaging being carried out by the program's Travel Advisors, LAVTA Marketing staff carried out a simultaneous coordinated marketing effort focused on the same corridor. Our efforts included a targeted direct mail piece, geo-fenced digital media along the corridor and sponsorship of radio station KKIQ's traffic reports with a focused message about the convenience of Rapid bus service. The campaign used a consistent tag line of "A Better Way to BART" for all of the outreach efforts.

Attached to this Staff Report is an Executive Summary prepared by our consultant. One key point in the summary is the fact that during the first six months following the outreach effort, boardings in the target area increased by 11 percent over the previous year. This was despite the fact that one of the key bus stops in the zone was closed for that entire period due to construction at the new Kaiser facility.

Staff feels that the results that were achieved through the year two coordinated outreach effort warrant continuation of the effort, perhaps with a slightly reduced and revised scope based on lessons learned over the first two years. Among the adjustments recommended by LAVTA staff and the consultant:

- Focus outreach on new developments and new residents while forming relationships with property managers and HOA's well in advance of the outreach efforts
- Focus on higher density housing developments, where participation rates by residents were much higher than in established single family housing neighborhoods
- Expand the number of outreach events at the East Dublin/Pleasanton BART Station
- Expand the program to employers along the Rapid routes who may have employees traveling from BART to their workplace

Staff will develop a Request for Proposals to continue the program for another two years and will bring a recommendation back to the Board this summer.

Fiscal Impact

Funds for this project, including the initial year and the option year of the contract and requested contingencies, were provided through a Transit Performance Initiative (TPI) grant that was awarded to LAVTA by MTC in May 2016. The contract amount for year two component of the project was approximately \$130,000.

Recommendation

None – Information Only

Attachment:

1. SmartTrips Tri-Valley Final Report Executive Summary

Attachment 1

SmartTrips Tri-Valley Phase 2 Final Report

Executive Summary

Executive Summary

SmartTrips Tri-Valley provided personalized transportation outreach to households and community near the Wheels 30R route. A team of trained Travel Advisors had conversations with residents and delivered to their door personalized information and support to help them try new ways of getting around.

Program Approach

SmartTrips Tri-Valley Phase 2 took a thoughtful and intentional approach to meeting residents in their neighborhoods and encouraging their awareness and enthusiasm for the high-quality transit services that run right through the heart of their communities.

It used an outreach approach based on a face-to-face conversation between a trained Travel Advisor and an individual resident. This technique, Personal Travel Planning (PTP), involves listening to the individual's needs, wants, and constraints and guides them towards a solution involving more active and environmentally friendly transportation choices. At the core of the Personalized Travel Planning method is the belief that the conversation between the Travel Advisor and the resident is instrumental in motivating individuals to commit to long term change in their travel behavior

A team of local outreach staff were hired for the on-the-ground implementation of door-to door PTP conversations. Travel Advisors were trained over a three-day period on PTP and the local transportation options.

Households within a 5-10 min walking distance from 30R stops were divided into zones and targeted for outreach. In Dublin, Travel Advisors focused on the residential units between Dublin Rd and Central Pkwy, and in Livermore two developments near the Las Positas College stop as well as the new Sage development.

There were twelve different transportation resources made available for the Travel Advisor team to promote to residents on the doorstep. Travel Advisors filled Smart Trips bags with the residents' requested resources and distributed the bags to household doorsteps.

Outreach

The team went door to door in the project area, first delivering a door hanger to inform each household of the upcoming visit, and then attempting to contact each household on up to three separate occasions at different times of the day and during the weekend.

Those who were found at home and agreed to speak with the team member were engaged in a short conversation, at the end of which the resident had the opportunity to request personalized transportation material to help them try different ways of getting around their neighborhood.

The SmartTrips team also did outreach to residents at the Dublin Farmer’s Market and at the Dublin/Pleasanton BART Station. The team was also able to schedule one on-site event with a residential community.

Engagement Outcomes

Over 20% of households who received a door knock chose to participate in SmartTrips Tri-Valley, by holding a conversation with a travel advisor and requesting resources. An additional 1,409 people came into contact with the program through events held at BART, the Farmers’ Market and one residential building event.

Participation varied by neighborhood, with some as high as 36% in Wexford at Irongate (Zone P) in Dublin and as low as 7% in Vineyard Terrance (Zone R) in Livermore. Dublin neighborhoods had an overall higher rate with 23% of contacted households participating as opposed to 15% in Livermore.



Project Results

To measure the impact that the SmartTrips Program had on bus ridership and broader travel behavior in the neighborhoods targeted for outreach, a post-program survey was administered to participants 3-4 months after the initial conversation with the Travel Advisor.

The survey demonstrated that program was very effective at encouraging residents to ride the 30R service. Key results include:

- 48% of SmartTrips participants tried the 30R Rapid Bus after speaking with a Travel Advisor;
- **Average bus trips among participants increased from 0.5 trips to 1.7 trips per week;**
- 70% of follow-up respondents indicated that they were somewhat or very likely to use the 30R in the future.
- Nearly 30% of post program participants increased the number of trips by bus they had taken in the past week. Those who did increase their bus usage took on average an additional 4 bus trips per week.
- **Boardings increased by 11% in the SmartTrips outreach zone from May-October 2017 to May-October 2018.**

SmartTrips Tri-Valley

Our program aimed to increase ridership on the 30R Rapid Bus in Dublin and Livermore.



KEY STATS



The team visited each door up to three times



Travel Advisors spoke with residents about their travel options



20% of the doors knocked participated, receiving resources and information

KEY STATS BY CITY

Dublin



Livermore



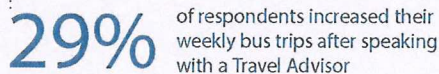
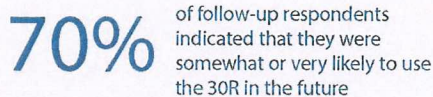
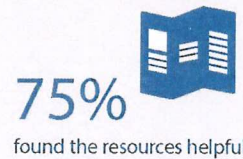
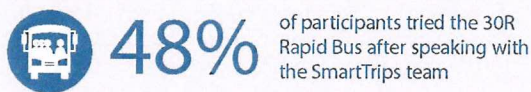
RESOURCES DISTRIBUTED

We distributed...

- 404 30R Rapid Schedules
- 348 Neighborhood Maps
- 336 Clipper Cards
- 334 Wheels System Maps

An additional 1,327 30R Rapid Schedules & Neighborhood maps were distributed at East Dublin/Pleasanton BART Station.

OUTCOMES



WHAT WE HEARD

"I started using the bus because of my conversation with the SmartTrips team member. I really like the bus."

"My son started to take the bus every day to school after I spoke with the Travel Advisor. I drive less now because of it."

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Summer School Service Accommodation for 2019

FROM: Tony McCaulay, Director of Planning and Marketing
Cyrus Sheik, Senior Transit Planner

DATE: March 25, 2019

Action Requested

To consider the travel needs of students attending the summer school programs in Dublin and Pleasanton, and forward a recommendation to the Board of Directors.

Background

In Dublin and Pleasanton, LAVTA supplements its mainline routes with limited “school tripper” service operating on school days during the main academic year. Since 2014, the agency has also provided a limited subset of this service to accommodate students that attend the summer school sessions of the Dublin Unified School District (DUSD) and Pleasanton Unified School District (PUSD). The primary purpose of these sessions is to offer remedial coursework to students who are at risk of not meeting grade level standards.

Discussion

Similarly to prior years, the Dublin school district will again run its summer program at the Dublin High School (DHS) location this year. Wheels mainline service along Village Parkway (where DHS is located) was removed in the fall of 2016, and the County Connection just discontinued its service in the corridor earlier this month (March 2019) – leaving the supplemental routes as the only option for students looking to take public transit to/from DHS.

The summer supplemental service that was operated in Dublin in 2018 operated across 33 days, and carried a total of 4,121 boardings through the program – or an average of 142 one-way boardings per day operated, a slight increase of about 2.5% over the prior year summer service.

The Pleasanton summer program will remain at Amador Valley High School (AVHS) this year. Although two supplemental routes are provided during the main academic year, AVHS is located along the frequent mainline Route 10R which also runs the perimeter of a number of neighborhoods located north and south off Santa Rita Road and Owens Drive.

Service Options for Summer 2019

Dublin: The DUSD summer school program is expected to be offered similarly to last year in terms of duration and bell times, and to run for seven weeks, Monday thru Friday, starting June 10. Classes will begin at 8:00am and end at 12:50pm, and the program will again be held at Dublin High School. There will be a total of 31 instructional days.

LAVTA operates four supplemental routes to/from Dublin High School during the main academic year, as follows:

SUPPLEMENTAL ROUTES at Dublin High School	
<i>Route</i>	<i>Area(s)</i>
501	Positano Hill, Silvera Ranch
502	Emerald Glen, Jordan Ranch
503	Shannon Park
504	Dublin Ranch

During last year's program, service on the two busiest routes (#501 and #502) was provided during the summer session. Due to some geographic overlap between these routes, this provided relatively good neighborhood coverage to/from eastern Dublin, while areas west of I-680 were unserved. It was necessary to provide an overflow bus in the pm for the #501, in order to accommodate passenger loads.

Given the strong demand for travel to the DUSD summer program that the agency has seen over the past couple of years, the increased demand during the current academic year and the absence of mainline transit service in the Dublin High School area, staff is recommending that the Board consider improving the summer supplemental service coverage there. The farebox recovery rate for supplemental service is generally high, and – unlike during the main academic year – LAVTA is not maxed out on peak-pull resources during the summer.

The table that follows shows the estimated cost and revenue parameters for running, during summer session of 2019, the four supplemental routes that regularly serve DHS during the main school year.

SUPPLEMENTAL SERVICE OPTIONS	
Dublin summer program 2019	
<i>Number of days operated</i>	<i>31</i>
Route 501	
Total revenue hours	54.25
Fully allocated cost	\$5 912
Total estimated ridership	2 895
Estimated fare revenue	\$3 763
Estimated net cost	\$2 149
Route 502	
Total revenue hours	30.38
Fully allocated cost	\$3 311
Total estimated ridership	1 329
Estimated fare revenue	\$1 728
Estimated net cost	\$1 582
Route 503	
Total revenue hours	27.90
Fully allocated cost	\$3 040
Total estimated ridership	341
Estimated fare revenue	\$443
Estimated net cost	\$2 597
Route 504	
Total revenue hours	13.95
Fully allocated cost	\$1 520
Total estimated ridership	1 166
Estimated fare revenue	\$1 516
Estimated net cost	\$4
<i>Total estimated ridership, if all of above</i>	<i>5 731</i>
<i>Total estimated net cost, if all of above</i>	<i>\$6 332</i>

These numbers show the net cost (fully allocated cost minus anticipated farebox revenue) of \$6,300 for running all the DHS supplemental routes during the summer, with an estimated corresponding total ridership of approximately 5,700. Based on the success of the Dublin supplemental service last summer, and on the continued growth in the city's student population, Staff anticipates service to again be productive this year and recommends that the Committee endorse accommodating the Dublin summer 2019 program with supplemental service as outlined above.

The Dublin Partners in Education (DPIE) enrichment program: As in years past, the DPIE is a program that operates independently from the school district, and the goal of which is to assist students with their academic goals and needs through accelerated courses for high school credit, and enrichment courses for middle school. The high school grade element of this program has been, and will continue to be, held at DHS, and will be conducted Monday thru Friday, 8:00a to 12:45p, from June 5 thru July 12, 2019. These times coincide closely with those of the District’s program, and can be accommodated within the same service framework provided for the latter, as long as the service starts on June 5. This start date would require approximately 12 total additional service hours across three extra days.

At the same time, the DPIE middle school level classes will be relocating to Fallon Middle School (FMS) this year. During the regular academic year, FMS is served by Wheels Route 2. While this route operates year-round, its schedule takes into account only the regular Fallon bell schedule and would be unsuitable for the bell times of the enrichment classes. As such, it would be necessary to operate dedicated inbound and outbound trips to accommodate the summer session at FMS. The following table summarizes the would-be cost factors associated with such a service.

SUPPLEMENTAL SERVICE OPTION	
DPIE FMS Location	
Route 2	
Total revenue hours	40.30
Fully allocated cost	\$4 391
Total estimated ridership	403
Estimated fare revenue	\$524
Estimated net cost	\$3 868

Based on the proportion of students using Route 2 during the main academic year versus the anticipated enrollment numbers in the summer enrichment program, Staff estimates that additional trips on the Route 2 to accommodate the DPIE summer middle school program at FMS would only see in the order of 10-15 total boardings per day. As such, staff *does not recommend this kind of additional service* for the 2019 DPIE FMS program.

Pleasanton: As in 2018, this year’s PUSD summer school program will be held at Amador Valley High School. It will offer middle- and high school grade summer classes as well as enrichment courses. The program will start on June 12 and run for five weeks, and take place during the hours of 8:00a and 1:00p (middle school grades to let out at 12:00p). There will be a total of 22 instruction days.

Due to the presence of the frequent Rapid Route 10R operating throughout the day in the Santa Rita Road corridor by AVHS, and given the virtual absence of riders on the supplemental Route 605 when LAVTA last ran that route for the summer session in 2016, Staff recommends *no supplemental service* for the 2019 program in Pleasanton.

Instead, the agency would produce targeted timetables and other materials tailored toward students who could utilize Route 10 for their travel to and from the summer classes. These materials would highlight the scheduled trips that are relevant to the bell times of the summer program, and would contain guidance on transfer options as applicable.

Budget

The potential summer session accommodation option recommended by Staff totals 179 revenue hours of service. Based on direction from the Committee regarding service levels, these hours will be incorporated with the concurrent budgeting process for the upcoming fiscal year, and will require no amendments.

Recommendation

Staff is asking the Projects & Services Committee to review and discuss the service options outlined above, and forward a recommendation to the Board of Directors to:

- Operate Wheels routes #501, #502, #503, and #504 during the DUSD 2019 summer school program, and
- Operate the selected option above for an additional three days to accommodate the earlier start of the DPIE STEM program at DHS, and
- Direct students to the regular Rapid Route 10R for the PUSD 2019 summer school program.

AGENDA

ITEM 10



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

S T A F F R E P O R T

SUBJECT: FY 2019 2nd Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: March 25, 2019

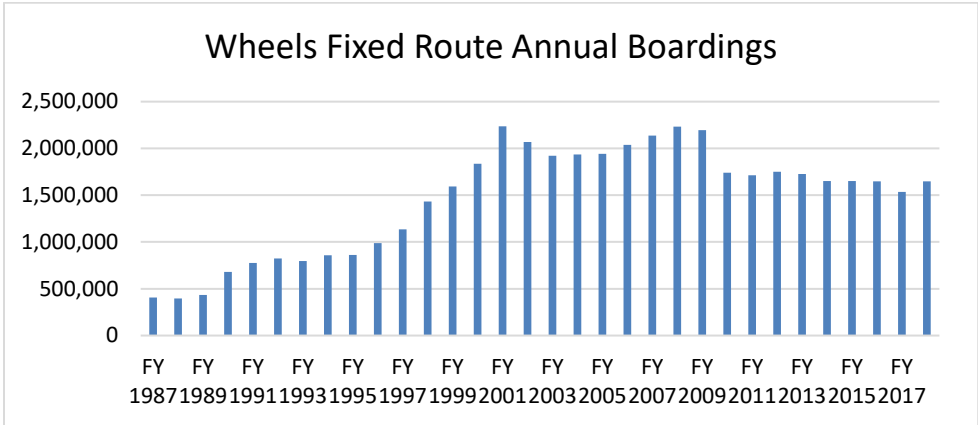
Action Requested
None – Information Only

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

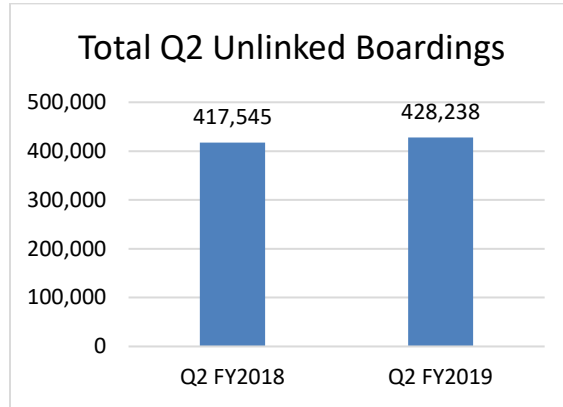
Fixed Route

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

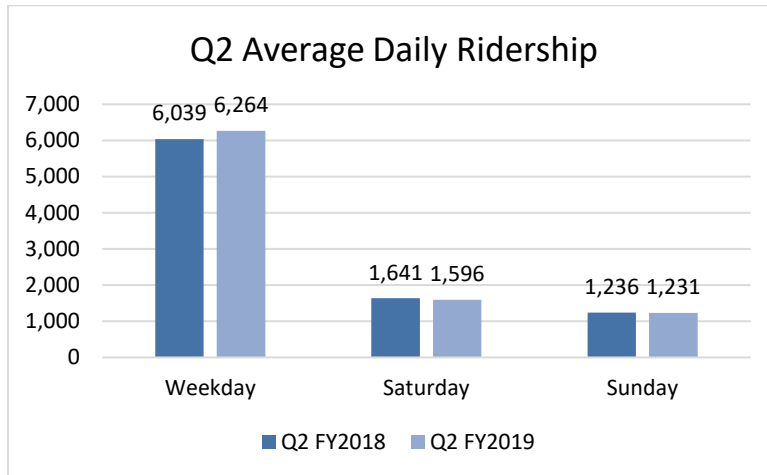


Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for Quarter 2 of this year, compared with the same quarter of last year. A total of

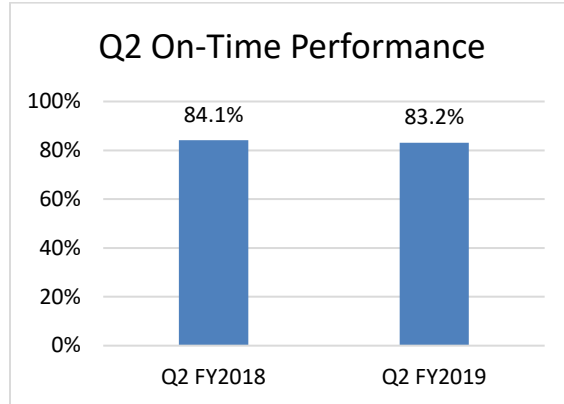
428,238 boardings were recorded in Quarter 2 of FY2019 a 2.6% increase for the quarter compared to the quarter year prior.



Ridership increased on the weekdays and decreased on the weekends comparing Q2 FY2019 to Q2 FY2018.

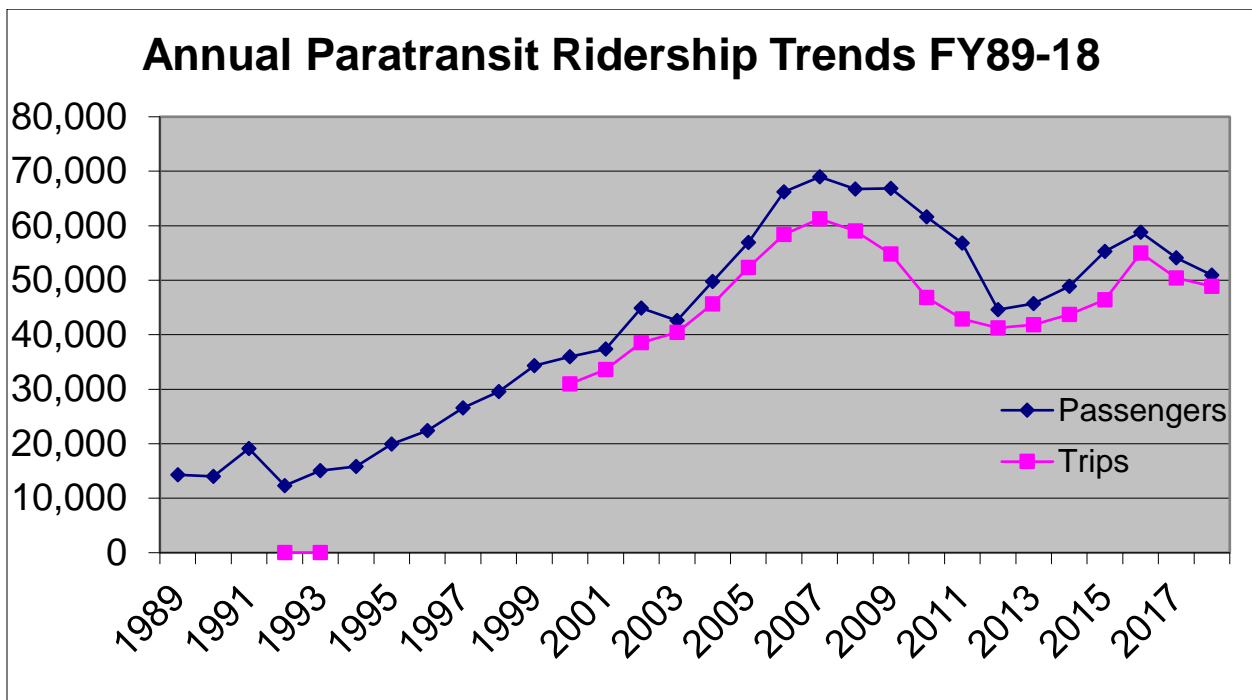


On Time Performance for our fixed route system stayed consistent year to year.

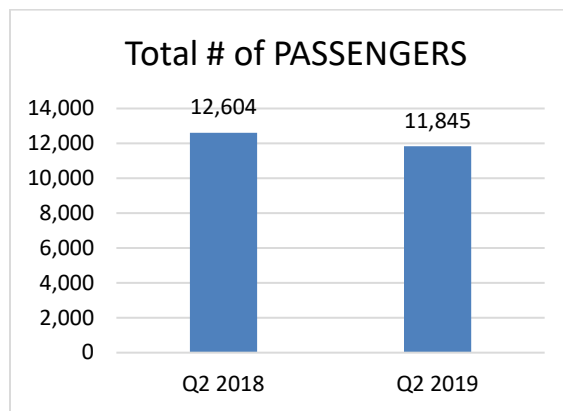
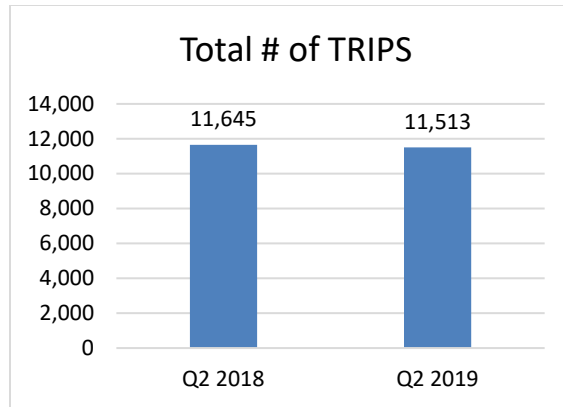


Paratransit

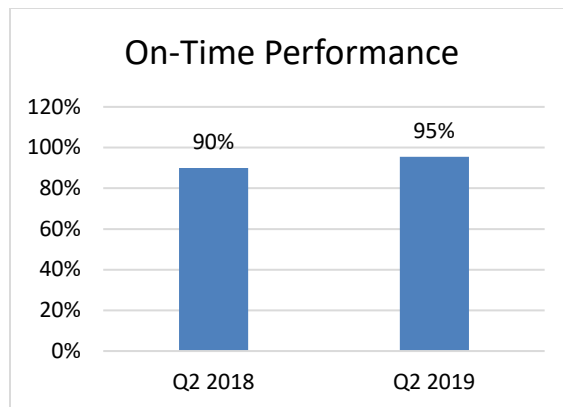
The graph below provides an overview of the historic annual paratransit ridership trend from the agency's inception thru the end of fiscal year 2018:



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.



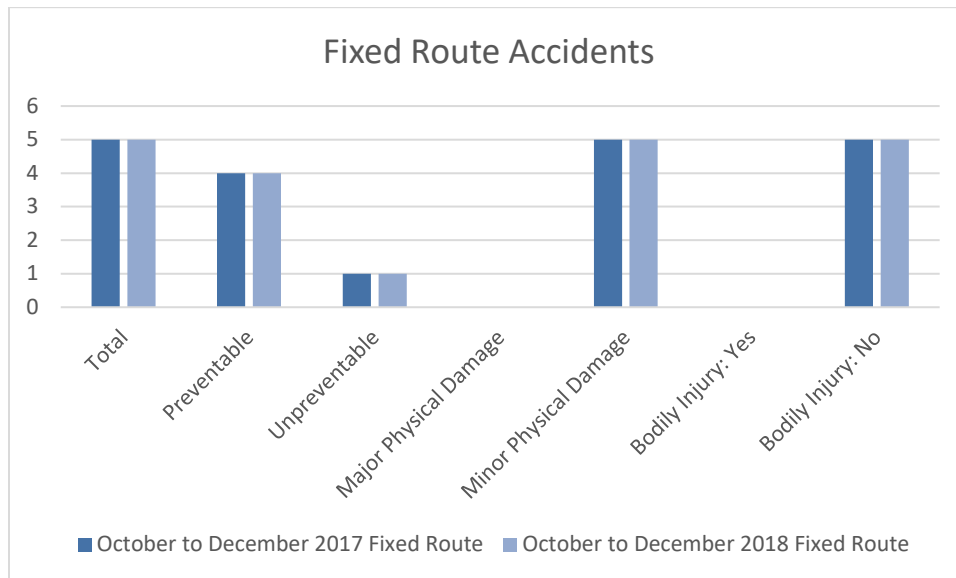
On-time performance (OTP) has **improved by 5%** from 90% in Q2, FY18 to 95% in Q2, FY19.



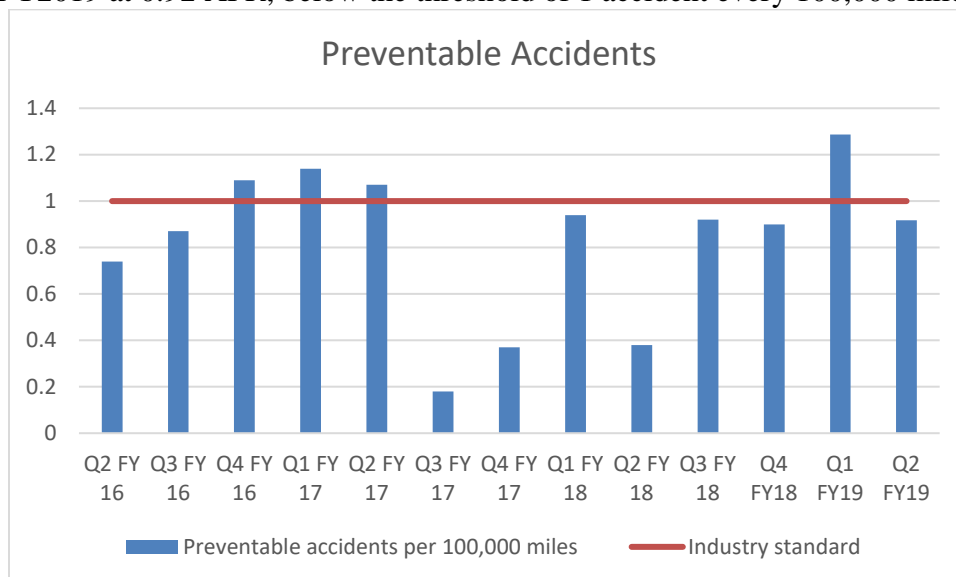
Accidents/Incidents

Fixed Route

The accident/incident statistics for Q2 FY2019 remained low and on trend. There was no difference between Q2 FY2018 and Q2 FY2019.

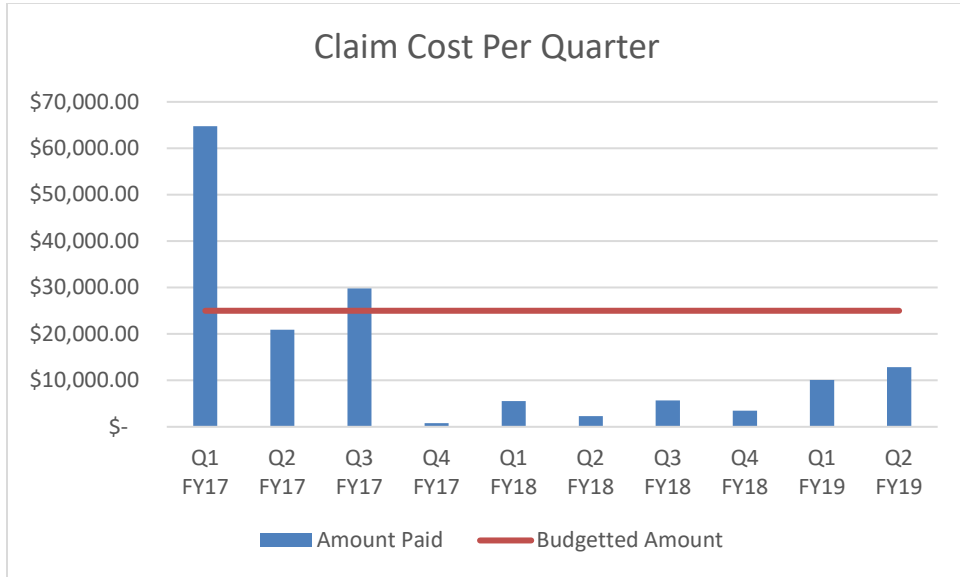


Using the transportation industry standard measurement of accident frequency ratio (AFR), we ended Q2 FY2019 at 0.92 AFR, below the threshold of 1 accident every 100,000 miles.



Claims Activity

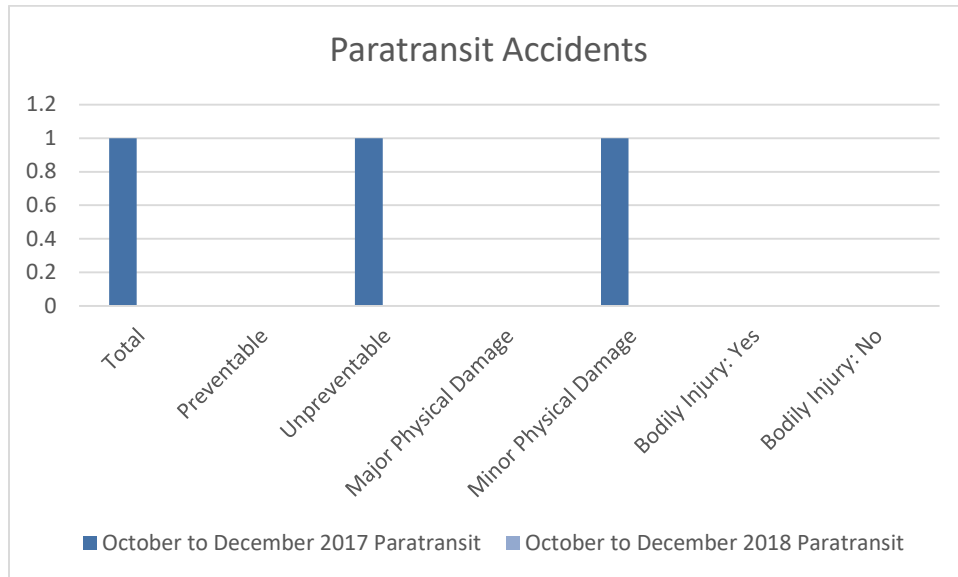
With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.



Accidents/Incidents

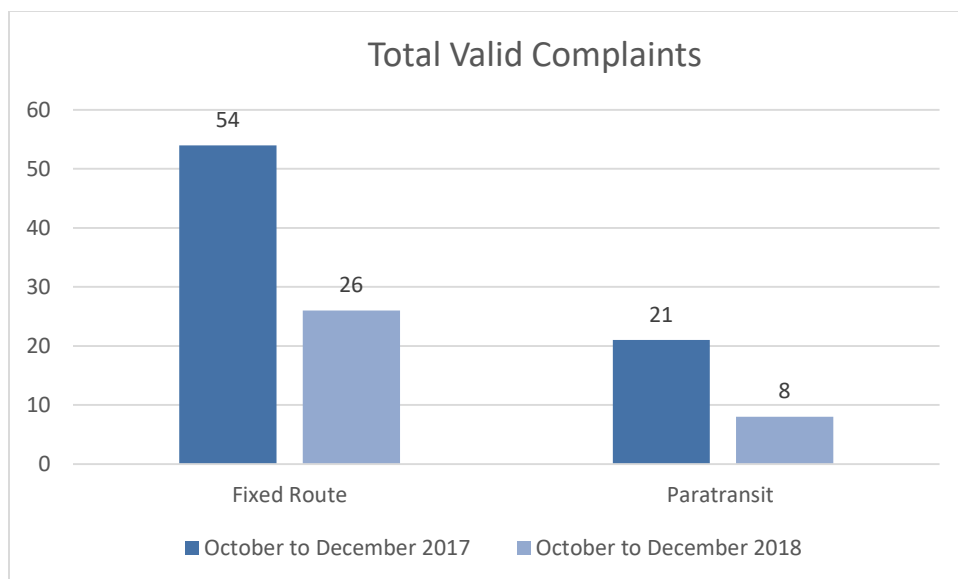
Paratransit

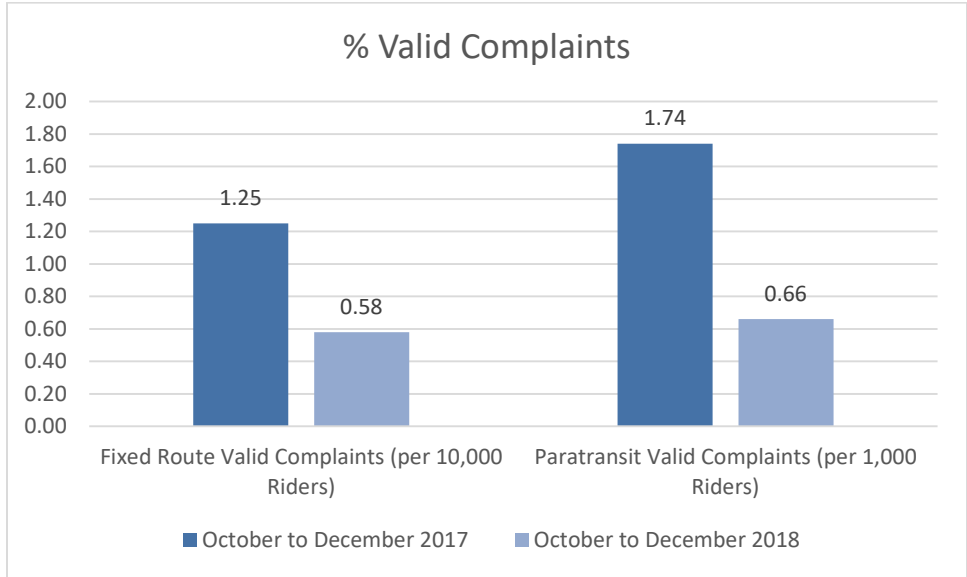
In Q2 FY2019 there was one (1) paratransit accident/incidents. This is up 1 accident from Q2 FY2018.



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.





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.

AGENDA

ITEM 11



FY2019 Goals, Strategies and Projects

Last Updated – February 20, 2019

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> 1. Provide routes and services to meet current and future demand for timely/reliable transit service 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. Optimize existing routes/services to increase productivity and response to MTC projects and studies 4. Improve connectivity with regional transit systems and participate in Valley Link Project 5. Explore innovative fare policies and pricing options 6. Provide routes and services to promote mode shift from personal car to public transit 						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Short/Long Range Transit Plan	<ul style="list-style-type: none"> • RFP • Award of Contract 	DP	Projects/ Services	Mar 2019 May 2019	→ <u>Scope of work being reviewed by P&S Committee in March. On track for May award.</u>	
Network Integration Study	<ul style="list-style-type: none"> • RFP • Award of Contract 	DP	Projects/ Services	Mar 2019 May 2019	→ <u>New project 2019. Requirement of Dublin Parking Garage. Scope approved by Caltrans. Being reviewed by P&S Committee in March. On track for May award.</u>	
Comprehensive Paratransit Assessment	<ul style="list-style-type: none"> • Award of Contract • Public Outreach • Approval of Recommendations 	ED	Projects/ Services	Nov 2016 Jun/Nov 2017 Jun 2019	→ <u>Nelson/Nygaard awarded contract. Public meetings held in June. LAVTA Board presentation made in September. Second round of workshops completed in November. City of Pleasanton analyzing data. Discussions continuing with City. Update to Committees in April.</u>	X X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearings Board Approval 	PD	Projects/ Services	May 2017 Sept 2018 Oct 2018	→ Draft Fare Study for fixed route complete. F&A reviewed in May. Decision made to hold study results to see ridership trends on fixed route and paratransit study fare recommendations. Public Hearings held in September. Board approved in October. Implemented in January.	X X X
Hacienda Pass	<ul style="list-style-type: none"> Review Pass Program Work with Hacienda on Improving the Program 	ED	Finance/ Admin	Oct 2018 Jun 2019	→ Initial correspondence and meeting with Hacienda held. Upcoming meeting in <u>March</u> to continue discussions.	
Transit Signal Priority Upgrade Project in Rapid Corridors	<ul style="list-style-type: none"> Engineering Work Finish Project 	DP	Projects/ Services	Oct 2017 Jun 2019	→ Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. Expect install of equipment in summer of 2019.	
Go Dublin Discount Program	<ul style="list-style-type: none"> Explore use of Uber WAV Secure additional funding Develop long-term strategy 	ED	Projects/ Services	Nov 2018 Jun 2019 Jun 2019	→ Program continuing into FY2019. <u>Uber & MV implemented Uber WAV in Dublin in December (MV provides wheelchair accessible rides through Uber). Final planning for Go Go Grandparent happening for concierge service if customer doesn't have a smart phone. <u>Legal review completed on concept of VISA debit cards with no loading fees through Walmart as option for those without a credit card. Grant application submitted for AQMD to consider funding for Go Dublin and potential expansion of program to Pleasanton and Livermore.</u></u>	X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Dublin Service Plan	<ul style="list-style-type: none"> Explore use of articulated buses 	DP	Projects/ Services	<u>Apr</u> 2019	→ Nelson/Nygaard looking at merits of LAVTA operating articulated buses. Report received. Final questions/answers being made/received. Anticipate discussion with committees in <u>April</u> .	
SAV Project	<ul style="list-style-type: none"> RFP for program management Work through first set of tests Seek long-term funding for project 	CM	Projects/ Services	May 2019 Jul 2019 Jul 2019	→ BART working on storage and electrical. <u>Negotiations being held with GoMentum to close out contract. RFP advertised for future program management.</u>	
Advanced Intelligent Intersection Project	<ul style="list-style-type: none"> Install equipment on buses Evaluate performance of project 	CM	Projects/ Services	Jun 2019 Jun 2020	→ City of Dublin funded. MOU approved between City and LAVTA. Working through FCC issues on the project.	
Install and Upgrade Video System on Vehicles	<ul style="list-style-type: none"> Install video cameras on paratransit vehicles Upgrade 20 video systems on Wheels buses 	ED	Projects/ Services	Jun 2019 Mar 2019	→ Staff installed demo video system in paratransit vehicle. Awaiting completion of 90 day trial. Working on wireless download capability of equipment. →20 buses upgraded with new video systems	X
Amendment with MTM for Paratransit Services	<ul style="list-style-type: none"> Amend MTM contract to potentially require on-site dispatches 	ED	Finance & Admin	March 2019	→ Staff working on contract amendment. . Potential contact amendment going to Committee in April for consideration.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Marketing and Public Awareness

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Continue to build the Wheels brand image, identity and value for customers**
2. Improve the public image and awareness of Wheels
3. Increase two-way communication between Wheels and its customers
- 4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system**
5. Promote Wheels to New Businesses and residents

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website Upgrades	<ul style="list-style-type: none"> • More fully develop Better Way to BART section of website 	PD	Projects/ Services	Jun 2019	→ Project under development with Celtis.	
App Development	<ul style="list-style-type: none"> • Mobile Ticketing App • Improve integration on CityMapper • Mobile Ticketing in Transit and CityMapper 	PD	Projects/ Services	April 2019	→ Working with City Mapper and Transit apps on requirements for integration of mobile ticketing. Creating RFP for mobile ticketing. In final evaluation period. Report to Board in <u>April</u> on mobile ticketing app strategy.	
LAVTA Rebranding Project	<ul style="list-style-type: none"> • Bus stop sign replacement with new branding. 	PD	Projects/ Services	Jun 2019	→ Replace bus stop signs throughout service area with newly branded bus stop signs. Replace stencil stops with bus stop signs. Spring/early summer project.	
Individualized Marketing	<ul style="list-style-type: none"> • Award Contract • Marketing • Review of Results 	PD	Projects/ Services	May 2019 Aug/Sept 2019 Nov 2019	→ Targeting Pleasanton's high density housing areas along Rapid near BART. <u>P&S Committee presentation on 2018 results of program in March. RFP being prepared for fall implementation of program.</u>	

Underlined text indicates changes since last report.

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
N Canyons Parkway Rapid Bus Stop Project	<ul style="list-style-type: none"> • Begin planning/engineering work • Improvements to site • Relocation of shelters 	FD	Projects/ Services	May 2017 Jun 2018 Aug 2018	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. Bids came in high. Board rejected all bids. Bid re-advertised. Board awarded project in November. Construction completed.	X X X
Pleasanton SmartTrips Corridor Rapid Bus Stop Project	<ul style="list-style-type: none"> • Engineering work • Award of construction contract • Finish project 	FD	Projects/ Services	Nov 2017 <u>May 2019</u> <u>Aug 2019</u>	→ ACTC grant received to upgrade stops in this corridor to Rapid style. Board awarded engineering to Kimley Horn in November. Bus shelter type is next step. Project award in April. Awaiting 100% design incorporating city comments.	
Replace Shelters Past Useful Life That Are On Livermore Routes	<ul style="list-style-type: none"> • Identify shelters • Demo/Install 	FD	Projects/ Services	Nov 2016 Apr 2018	→ Shelters identified. 10 shelters delivered. <u>MV to demo eight shelters and construct/install 8 shelters in March and April.</u>	X
<p><i>Goal: Regional Leadership</i></p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 1. Advocate for local, regional, state, and federal policies that support mission of Wheels 2. Support staff involvement in leadership roles representing regional, state, and federal forums 3. Promote transit priority initiatives with member agencies 4. Support regional initiatives that support mobility convenience 						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>

Underlined text indicates changes since last report.

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Valley Link	<ul style="list-style-type: none"> • Provide staff support 	ED	Projects/ Services	Jun 2019	→ Staff continuing to provide support. Agency working on Phase II of Feasibility Report and environmental work/30% design of Valley Link. MTC approved \$10.1M request in September. Phase II and Environmental work underway. To be completed in summer of 2019. Key issues include UP agreement, I-580 planning, BART connection, track planning to speed up train, governance and funding.	
Dublin Parking Garage	<ul style="list-style-type: none"> • Complete grant paperwork • Procure consultant for inter-regional express bus service planning as per Caltrans grant requirement. 	ED	Projects/ Services	Jun 2019	→ Staff meeting with County and Caltrans and CalSTA to support the project. Ground breaking held. Grant work on track. County finishing EIR work and will report to County Board in March. Scope of work approved by CalSTA/Caltrans for megaregion express bus study. RFP to be advertised in March	X
Calendar Year Legislative Plan	<ul style="list-style-type: none"> • Creation of Legislative Plan and review/approval by the Board and provide support for key legislation. 	ED	Finance/ Admin	Feb 2019	→ F&A committee looked at draft legislative plan in January 2019 and Board approved in February.	X
<p>Goal: Organizational Effectiveness</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 1. Promote system wide continuous quality improvement initiatives 2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity 4. HR development with focus on employee quality of life and strengthening of technical resources 5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness 6. Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions 						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Explore Quality of Life Opportunities for Workforce	<ul style="list-style-type: none"> Explore opportunities to enhance quality of life to retain workforce 	FD	Finance/ Admin	Jun 2019	→ RFP to be released in Apr/May to have on call assistance for organizational	
Continue Planning of Atlantis Operating & Maintenance Facility	<ul style="list-style-type: none"> Review previous conceptual planning and recommendations. 	FD	Finance/ Admin	Apr 2019	→ Currently LAVTA is out of office space/bus parking space. Review of plans to take place in late fall early spring for recommendations to the Board in April.	

Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
2. Explore and develop revenue generating opportunities
3. Maintain fiscally responsible long range capital and operating plans

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
FY18 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> Complete financial audit and all required reporting to Board, local, regional and state agencies. 	DF	Finance/ Admin	Nov 2018	→ Audit performed. No findings. Board reviewed in November.	X

AGENDA

ITEM 12



LAVTA COMMITTEE ITEMS - March 2019 - July 2019

Projects & Services Committee

March	Action	Info
Minutes	X	
Quarterly Operations		X
SmartTrips Phase II Summary		X
Alameda County Fair Service	X	
Summer School Service	X	
DAR Customer Satisfaction Survey		X
Strategic Planning Services Scope of Work		X

April	Action	Info
Minutes	X	
Draft Fall Service Changes	X	
SAV Update		X
Articulated Bus Study		X

May	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X
Mobility Forward Draft Recommendation	X	

June	Action	Info
Minutes	X	
WAAC Appointments	X	
Fixed Route Customer Satisfaction		X
Mobility Forward Final Recommendation	X	
Marketing Work Plan	X	

July	Action	Info
Minutes	X	

*Typically July committee meetings are cancelled