

EXECUTIVE DIRECTOR'S REPORT

February 2019

Fixed Route Performance

December 2018 the average weekday ridership was 5,939, up 9% over December of 2017.

Annual CHP Inspection

The third week of January the CHP inspected the Wheels bus fleet, maintenance and operator records. The result was a rating of Satisfactory, which is their highest rating available.

Transportation Research Board

Jonathan Steketee, our contract manager for Authority, presented the Go Dublin project to a packed session at the TRB Conference in Washington DC on January 13th. Interestingly, the bulk of the questions during the session were in regard to implementation and performance of the project.

Implementation of Fare Study

As planned, fare changes were implemented on January 1, 2019. Since the implementation staff has seen a sharp rise in the number of students and seniors obtaining a Clipper Card as Fare Buster coupons are no long available for sale. This is a positive change and will increase boarding times and decrease fraud on the system.

APTA AdWheel Awards for LAVTA

Staff received notification this week from APTA that the Authority won advertising awards for

- Better Way to BART Radio ads – Electronic Media
- Art Shelter Program - 2018 edition "California Dreamin" – Educational Partnership
- Autonomous Vehicle Kickoff Event – Special Event
- Las Positas College Student Pass Program – Funding Needs Partnership

The first place awards will be handed out in New Orleans in February. This also means we are in the running for the three Grand Prizes that will be awarded in New York in October.

Attachments

1. Management Action Plan w/Updates
2. Board Statistics November FY19
3. Board Statistics December FY19
4. FY19 Upcoming Items

FY2019 Goals, Strategies and Projects

Last Updated – January 24, 2019

MANAGEMENT ACTION PLAN (MAP)

<i>Goal: Service Development</i>						
<i>Strategies (those highlighted in bold indicate highest Board priority)</i>						
<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 						
<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>
Strategic Short Range//Long Range Transit Plan	<ul style="list-style-type: none"> • RFP • Award of Contract • Consideration of Changes 	DP	Projects/ Services	Feb 2019 May 2019 Jan 2020	→ New project 2019.	
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 Mar 2019	→ 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. Met with City in early January. <u>Next meeting to finalize assessment and discussions upcoming at end of January.</u>	X X
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. <u>Implemented in January.</u>	X X 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>
Hacienda Pass	<ul style="list-style-type: none"> • Review Pass Program • Work with Hacienda on Improving the Program 	ED	Finance/ Admin	Oct 2019 Jun 2019	→ Initial correspondence and meeting with Hacienda held. <u>Upcoming meeting in February.</u>	
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. Design completed and submitted to Cities for review. Equipment purchase in Jan/Feb and install 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). Go Go Grandparent arrangement in place for concierge service if customer doesn't have a smart phone. Looking at VISA debit card with no loading fees through Walmart as option for those without a credit card.</u>	X
Dublin Service Plan	<ul style="list-style-type: none"> • Explore use of articulated buses 	DP	Projects/ Services	Mar 2019	→ Nelson/Nygaard looking at merits of LAVTA operating articulated buses. <u>Report received. Anticipate discussion with committees in February and consideration by Board in March.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
SAV Project	<ul style="list-style-type: none"> Complete storage facility/electrical Work through first set of tests Seek long-term funding for project 	CM	Projects/ Services	Mar 2019 Jun 2019 Jun 2019	→ BART working on storage and electrical. <u>Negotiations being held with GoMentum to determine path to testing/program success. Considering RFP 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. Working with City and MTC on scope of work and procurement of equipment. MOU approved by LAVTA and City. Equipment on order.	
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	Mar 2019 Jun 2019	→ Staff evaluating cameras/video systems for paratransit vehicles. <u>Cameras/video systems ordered/delivered. Install in March</u> → <u>20 buses upgraded with new video systems</u>	X
Amendment with MTM for Paratransit Services	<ul style="list-style-type: none"> Amend MTM contract to formally include on-site dispatchers (on-site dispatchers have been provided under a verbal agreement. 	ED	Finance & Admin	March	→ Staff has meet with MTM and agreed upon a contract amendment.	
<p>Goal: Marketing and Public Awareness</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 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

Underlined text indicates changes since last report.

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.	
App Development	<ul style="list-style-type: none"> Mobile Ticketing App Improve integration on CityMapper Mobile Ticketing in Transit and CityMapper 	PD	Projects/ Services	Mar 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>March</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	Mar 2019 May 2019 Jun 2019	→ Targeting Pleasanton's high density housing areas along Rapid near BART. <u>RFP to be advertised in Jan/Feb. Board to consider award in March.</u>	
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

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>
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 Apr 2018 Jun 2019	→ 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. 35% design completed. 65% design completed. City approval and final plans being completed.	
Replace Shelters Past Useful Life That Are On Livermore Routes	<ul style="list-style-type: none"> • Identify shelters • Install 	FD	Projects/ Services	Nov 2016 Apr 2018	→ Shelters identified. 10 shelters delivered. <u>MV scheduling the installation of shelters and the demo and relocation of other shelters not currently on a route.</u>	X
<p>Goal: Community and Economic Development</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p>3. Partner with employers in the use of transit to meet TDM goals & requirements</p>						
<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>
TOD Development	<ul style="list-style-type: none"> • Assist City in creating a master plan for the area around transit center in City of Livermore 	PD	Project/ Services	Jun 2019	→ After finishing Historic Depot project staff will schedule a meeting to continue discussions with City staff on this future project. <u>Meeting set for February.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
----------	-----------------	-------	-----------------	-------------	--------	-----------

Goal: Regional Leadership

Strategies (those highlighted in bold indicate highest Board priority)

- 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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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. EIR underway. <u>Contracts for Phase II of Feasibility Report and Sr Project Mgr/Sr Project Engineer signed. Discussion with Committees on rail stipends in Feb.</u>	
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. <u>Grant work on track. County finishing EIR work. Scope of work approved by CalSTA/Caltrans for megaregion express bus study.</u>	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	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
----------	-----------------	-------	-----------------	-------------	--------	-----------

Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

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

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
ViewPoint Software	<ul style="list-style-type: none"> • Staff to complete development of software ViewPoint w/Trapeze. 	ED	Projects/ Services	Mar 2019	→ Met with Trapeze. <u>Trapeze trained on new software and making final adjustments to templates required by contract.</u>	
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	Feb 2019	→ New project. Report to be made to the Board in February for implementation.	
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.	

<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>
-----------------	------------------------	--------------	------------------------	--------------------	---------------	------------------

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

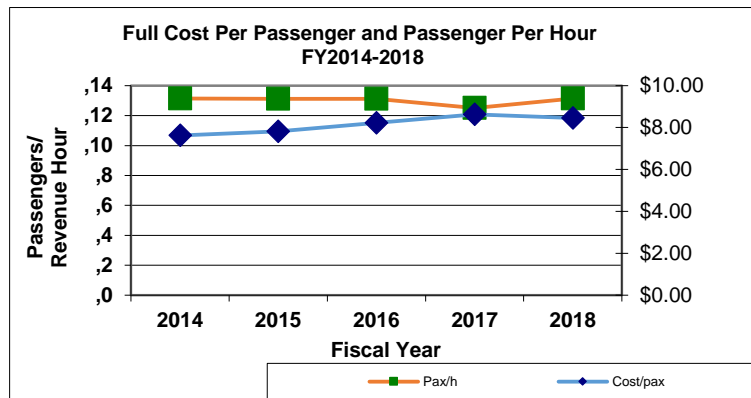
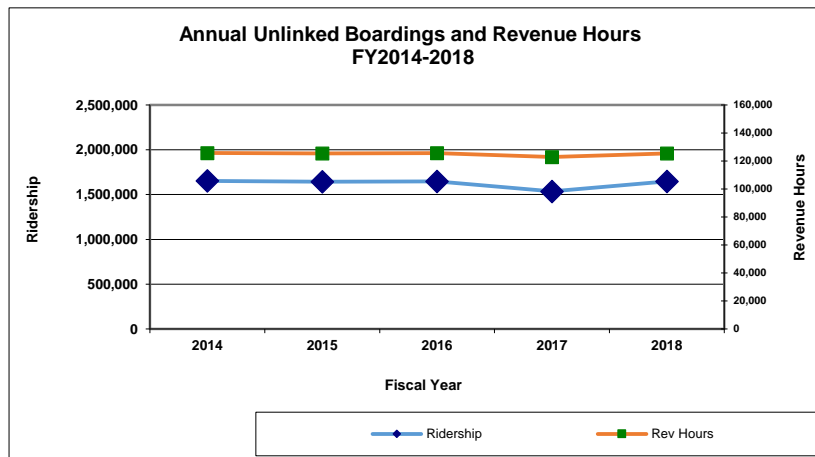
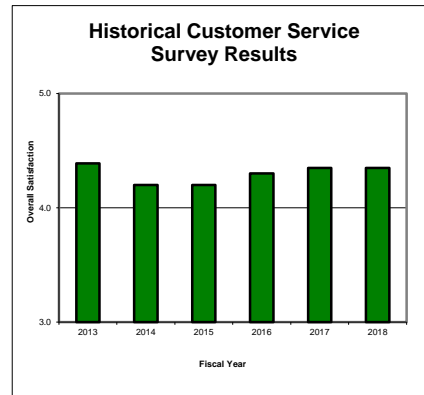
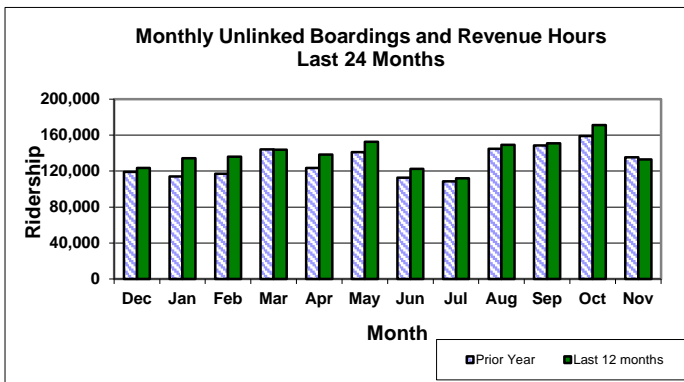
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
FY18 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> • Complete financial audit and all required reporting to Board, local, regional and state agencies.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

Attachments

Monthly Summary Statistics for Wheels November 2018

FIXED ROUTE

	November 2018			% change from one year ago		
Total Ridership FY 2018 To Date	716,151			2.9%		
Total Ridership For Month	132,831			-1.9%		
Fully Allocated Cost per Passenger	\$8.34			0.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,941	1,590	1,213	-1.5%	-6.4%	-1.8%
Passengers Per Hour	13.8	10.2	8.1	-2.3%	-6.4%	-1.7%
	November 2018			% change from last month		
On Time Performance	85.8%			5.9%		



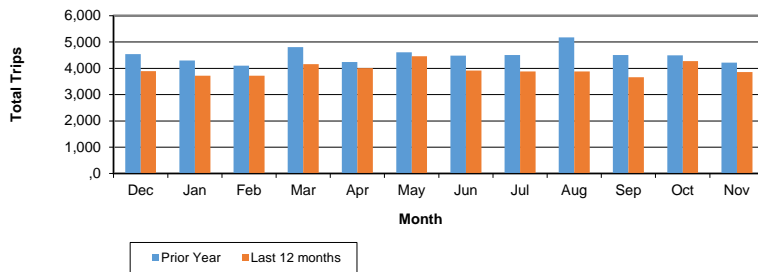
Monthly Summary Statistics for Wheels November 2018

PARATRANSIT

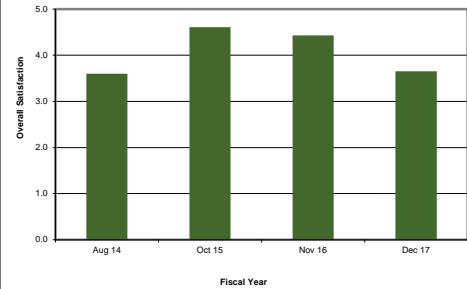
General Statistics	November 2018	% Change from last year	Year to Date
Total Monthly Passengers	3,855	-8.6%	19,557
Average Passengers Per Hour	1.10	-38.9%	
On Time Performance	96%	3.8%	
Cost per Trip	\$33.82	2.0%	
Number of Paratransit Assessments	27	-10.0%	154
Calls Answered in <1 Minute	93%	24.1%	

Missed Services Summary	November 2018	Year to Date
1st Sanction - Phone Call	2	13
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

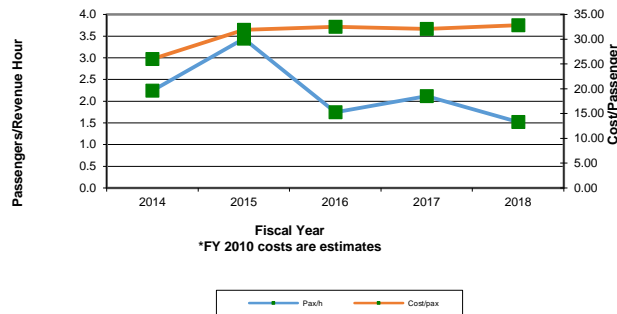
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

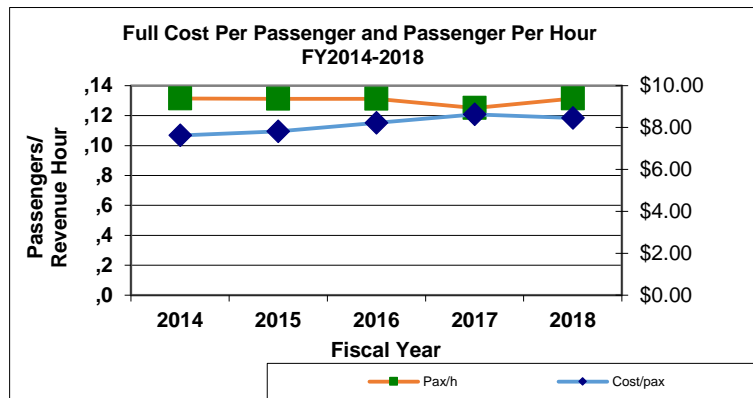
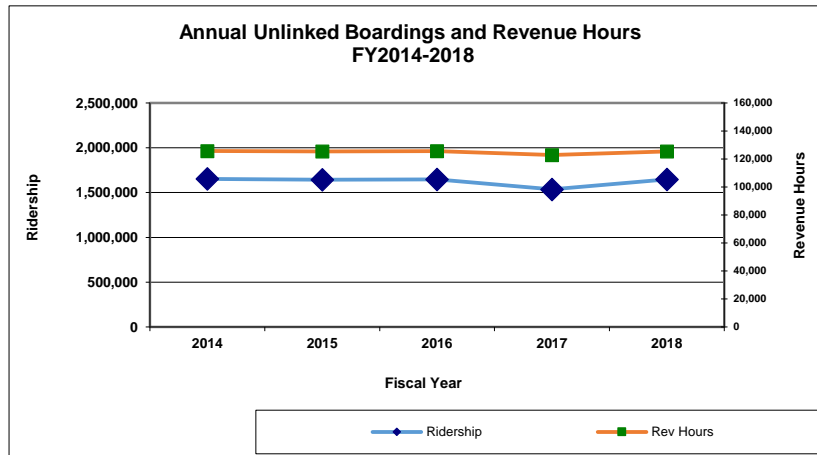
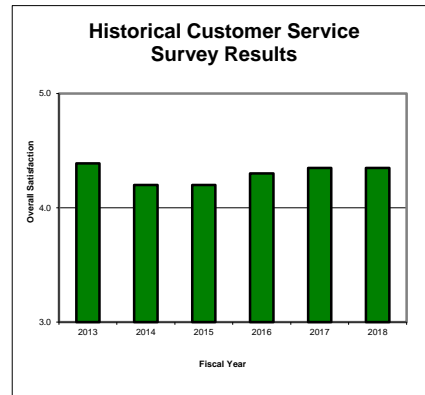
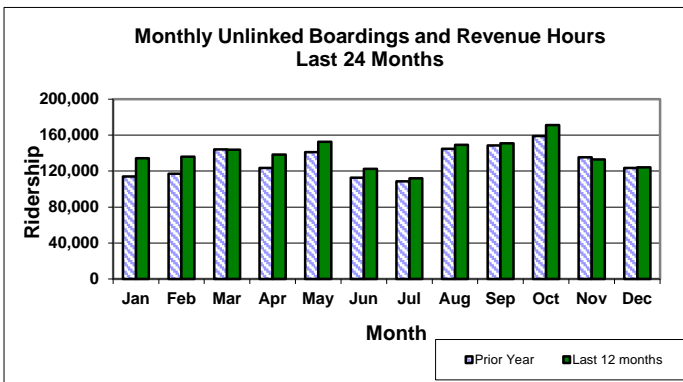
November 2018

SAFETY								
ACCIDENT DATA	November 2018				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	0		0		12		1	
Preventable	0		0		8		0	
Non-Preventable	0		0		4		1	
Physical Damage								
Major	0		0		0		0	
Minor	0		0		12		0	
Bodily Injury								
Yes	0		0		2		1	
No	0		0		10		0	
MONTHLY CLAIMS ACTIVITY								
Amount Paid		Totals						
This Month	\$1,142.15							
To Date This Fiscal Year	\$11,901.05							
Budget	\$100,000.00							
% Expended	12%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	November 2018		Year To Date					
Praise			4					
Bus Stop			10					
Incident			0					
Trip Planning			13					
Fares/Tickets/Passes			4					
Route/Schedule Planning			12					
Marketing/Website			0					
ADA			1					
TOTAL			44					
CUSTOMER SERVICE - OPERATIONS								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise				1				0
Safety				2				1
Driver/Dispatch Courtesy				5				0
Early				1				0
Late				13				1
No Show				6				0
Incident				0				1
Driver/Dispatch Training				1				8
Maintenance				0				0
Bypass				15				0
TOTAL	0	0	0	44	0	0	0	11
Valid Complaints								
Per 10,000 riders	0.00							
Per 1,000 riders					0.00			

Monthly Summary Statistics for Wheels December 2018

FIXED ROUTE

	December 2018			% change from one year ago		
Total Ridership FY 2018 To Date	840,490			2.6%		
Total Ridership For Month	124,339			0.8%		
Fully Allocated Cost per Passenger	\$8.61			-7%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,939	1,537	1,113	8.9%	-4.6%	-4.3%
Passengers Per Hour	13.7	10.1	7.1	7.4%	-2.1%	4.2%
	December 2018			% change from last month		
On Time Performance	82.7%			-3.6%		



Monthly Summary Statistics for Wheels

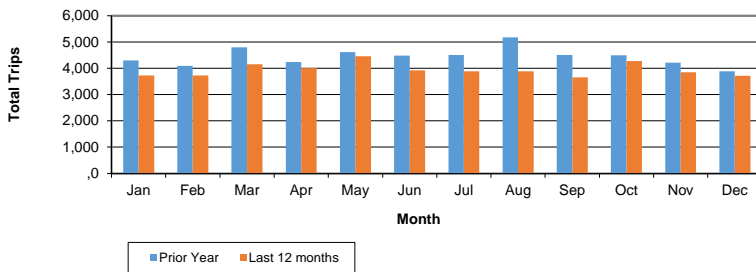
December 2018

PARATRANSIT

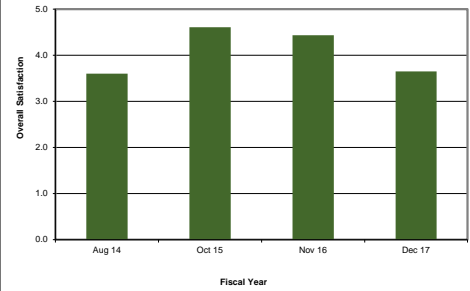
General Statistics	December 2018	% Change from last year	Year to Date
Total Monthly Passengers	3,711	-4.6%	23,268
Average Passengers Per Hour	1.10	-31.3%	
On Time Performance	96%	19.2%	
Cost per Trip	\$33.82	2.0%	
Number of Paratransit Assessments	22	15.8%	176
Calls Answered in <1 Minute	94%	20.5%	

Missed Services Summary	December 2018	Year to Date
1st Sanction - Phone Call	1	14
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

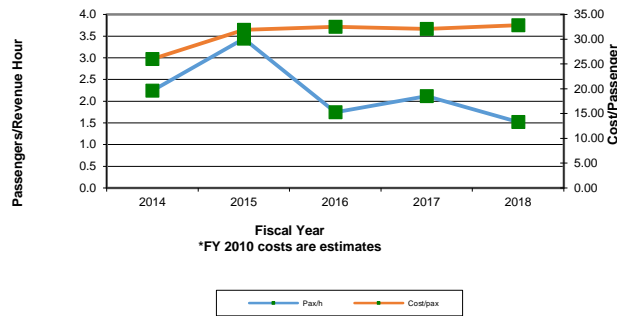
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

December 2018

SAFETY							
ACCIDENT DATA	December 2018				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	4		0		16		1
Preventable	3		0		11		0
Non-Preventable	1		0		5		1
Physical Damage							
Major	0		0		0		0
Minor	4		0		16		0
Bodily Injury							
Yes	0		0		2		1
No	0		0		10		0
MONTHLY CLAIMS ACTIVITY							
		Totals					
Amount Paid							
This Month	\$11,003.03						
To Date This Fiscal Year	\$22,904.08						
Budget							
		\$100,000.00					
% Expended		23%					

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	December 2018	Year To Date
Praise	1	5
Bus Stop	1	11
Incident	0	0
Trip Planning	0	13
Fares/Tickets/Passes	2	6
Route/Schedule Planning	0	12
Marketing/Website	1	1
ADA	0	1
TOTAL	5	49

CUSTOMER SERVICE - OPERATIONS								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	1	0	0	2	1	0	0	1
Safety	0	2	0	2	0	0	0	1
Driver/Dispatch Courtesy	0	0	1	5	0	0	0	0
Early	0	2	0	1	0	0	0	0
Late	1	0	0	14	0	1	0	1
No Show	0	0	0	6	0	0	0	0
Incident	0	3	1	0	0	0	0	1
Driver/Dispatch Training	0	0	0	1	0	0	0	8
Maintenance	0	0	0	0	0	0	0	0
Bypass	3	2	0	18	0	0	0	0
TOTAL	5	9	2	49	1	1	0	12
Valid Complaints								
Per 10,000 riders	0.40							
Per 1,000 riders	0.27							

LAVTA COMMITTEE ITEMS - February 2019 - June 2019

Finance & Administration Committee

February

	Action	Info
Minutes	X	
Treasurers Report	X	
FY18-19 LCTOP Allocation Request	X	

March

	Action	Info
Minutes	X	
Treasurers Report	X	

April

	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	

May

	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	

June

	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Legal Contract	X	

LAVTA COMMITTEE ITEMS - February 2019 - June 2019

Projects & Services Committee

	Action	Info
February		
Minutes	X	
March		
Minutes	X	
Quarterly Operations		X
Mobility Forward Draft Recommendation	X	
SAV Update		X
April		
Minutes	X	
Draft Fall Service Changes	X	
DAR Customer Satisfaction Survey		X
Mobility Forward Final Recommendation	X	
May		
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X
June		
Minutes	X	
WAAC Appointments	X	
Fixed Route Customer Satisfaction		X
Marketing Work Plan	X	