

EXECUTIVE DIRECTOR'S REPORT

February 2019

Near Future Strategic Planning

In March, we will be releasing a Request for Proposals (RFP) for Strategic Planning Services. There will be two components to the RFP. Part One will be the Tri-Valley Hub Network Integration Study, which is funded and a requirement of the State that is tied to the Dublin Parking Garage TIRCP grant. The study will identify opportunities for coordinated megaregional, regional and local bus services at the future Tri-Valley Hub.

Part Two of the RFP will include both a Short Range Transit Plan (SRTP) and a Long Range Transit Plan (LRTP) for LAVTA. The SRTP and LRTP are partially (50%) funded through a grant from the Alameda County Transportation Commission (ACTC).

Proposers will be given the option of submitting proposals on the entire RFP or on either of the components individually. Issuing a single RFP but reserving the ability to award the two components as a combined contract or as separate contracts gives LAVTA flexibility in evaluating the proposals. This strategy also provides potential proposers the opportunity to demonstrate the cost efficiencies that might be possible with a single award.

At the present time, we anticipate bringing a recommendation to the Board this summer. The anticipated timeline for the planning studies is in the 18-24 month range.

Shared Autonomous Vehicle Project

Staff continues to work with BART on the storage and charging infrastructure for the shared autonomous vehicle project. The work has been authorized and is scheduled for completion with BART paying for the construction and installation of the charging infrastructure, as well as the ongoing utility costs to charge the SAV. Additionally, staff is working to install a wireless charger at the site. Discussion with GoMentum to transfer the contract continue and staff estimates a draft agreement for LAVTA Board consideration in the near future.

Development and Submission of Grants for Parataxi and Go Dublin

Staff has submitted two grant proposals for ACTC 2020 discretionary grant consideration. The first grant is \$139,391 for the LAVTA ParaTaxi program to be funded over 5-years. The second grant is for \$86,240 to implement a debit card program for ParaTaxi where individuals can load funds on the debit card and have the 85% reimbursement from LAVTA for ParaTaxi rides automatically applied.

Finally, staff is working with the Bay Area Air Quality Management District on the development of a grant to fund Go Dublin, the innovation partnership between LAVTA and Transit Network Companies (TNCs) in Dublin. Recently, Uber has join forces with MV to provide accessible vehicles for Uber in Dublin, which allows LAVTA's Go Dublin project to have reliable accessibility for all users. Staff continues to work with innovative ideas, such as a near future concierge program for passengers using Go Dublin without access to a smartphone and anticipates ridership growth with program. Citywide, ridership continues to grow in Dublin on the LAVTA bus routes and with the Go Dublin program.

Attachments

1. Management Action Plan w/Updates

2. Board Statistics January FY19
3. FY19 Upcoming Items

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	→ New project 2019.	
Network Integration Study	<ul style="list-style-type: none"> • RFP • Award of Contract 	DP	Projects/ Services	Mar 2019 May 2019	→ New project 2019. Requirement of Dublin Parking Garage.	
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	→ 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. <u>Met with City in early January.</u> <u>Discussions continuing with City. Update to Committees in March.</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 2019 Jun 2019	→ Initial correspondence and meeting with Hacienda held. Upcoming meeting in February.	
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. <u>Waiting on 100% plans w/comments from cities incorporated. Expect install of equipment in summer of 2019.</u>	
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. Legal reviewing concept of VISA debit cards with no loading fees through Walmart as option for those without a credit card. Grant application being prepared for AQMD to consider funding for Go Dublin and potential expansion of program.</u>	X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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. Final questions/answers being made/received. Anticipate discussion with committees in March.</u>	
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 held with GoMentum to determine path to testing/program success. RFP being reviewed by legal 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. <u>Working through FCC issues on the project.</u>	
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	→ <u>Staff installed demo video system in paratransit vehicle. Awaiting completion of 90 day trial. Working on wireless download capability of equipment.</u> →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. . <u>Potential contact amendment going to Committee in March for consideration.</u>	

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>RFP to be advertised in March. Board to consider award in May for a fall 2019 implementation.</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	→ 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
				Jun 2018		X
				Aug 2018		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. <u>Awaiting 100% design incorporating city comments.</u>	
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>

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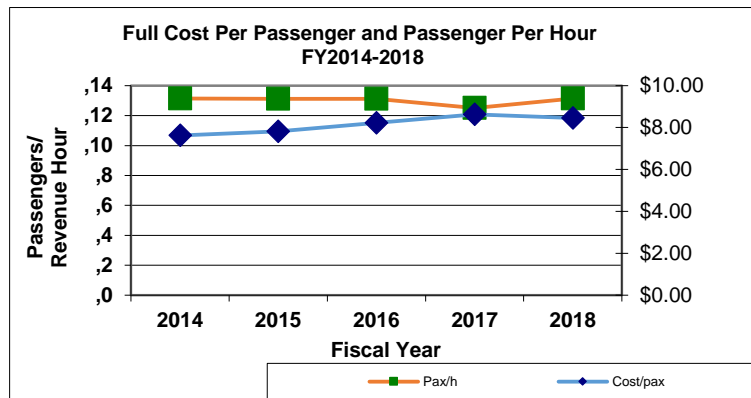
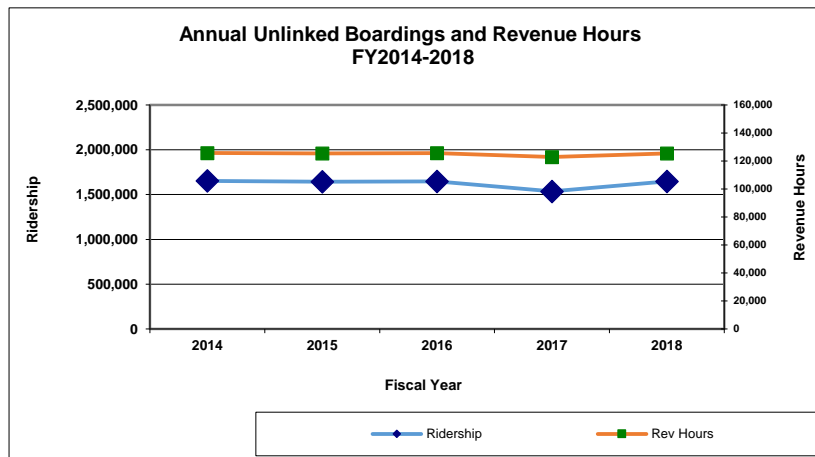
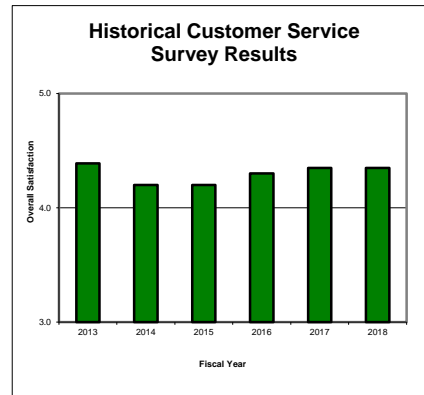
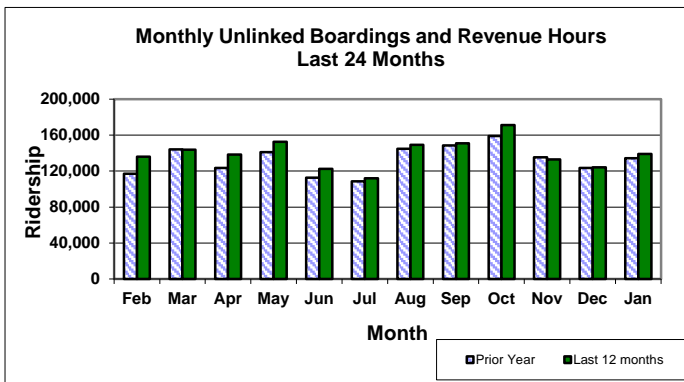
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Valley Link	<ul style="list-style-type: none"> • Provide staff support 	ED	Projects/ Services	Jun 2019	→ Staff continuing to provide support. Agency working on Phase II of Feasibility Report and environmental work/30% design of Valley Link. MTC approved \$10.1M request in September. <u>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.</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 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</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 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>

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ViewPoint Software	<ul style="list-style-type: none"> Staff to complete development of software ViewPoint w/Trapeze. 	ED	Projects/ Services	April 2019	→ Met with Trapeze. <u>Trapeze trained on new software and making final adjustments to templates required by contract and dealing with log-in issues.</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	Jun 2019	→ <u>RFP to be released in Apr/May to have on call assistance for organizational</u>	
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.	
<p>Goal: Financial Management</p> <p>Strategies (those highlighted in bold indicate highest Board priority)</p> <ol style="list-style-type: none"> 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

Monthly Summary Statistics for Wheels January 2019

FIXED ROUTE

	January 2019			% change from one year ago		
Total Ridership FY 2018 To Date	979,408			2.7%		
Total Ridership For Month	138,918			3.5%		
Fully Allocated Cost per Passenger	\$8.40			-3.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,976	1,563	1,127	4.1%	0.1%	-2.8%
Passengers Per Hour	13.7	10.0	7.2	2.5%	0.1%	-6.8%
	January 2019			% change from last month		
On Time Performance	83.0%			0.4%		



Monthly Summary Statistics for Wheels

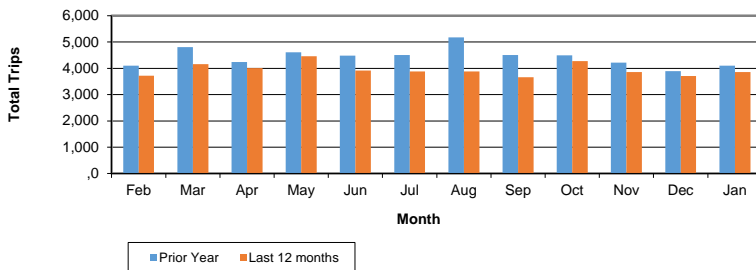
January 2019

PARATRANSIT

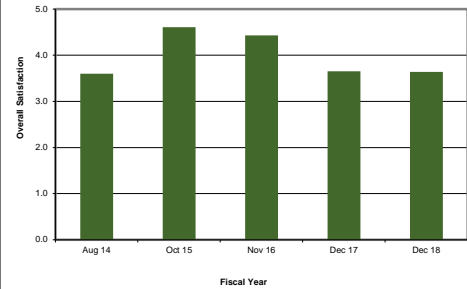
General Statistics	January 2019	% Change from last year	Year to Date
Total Monthly Passengers	3,862	-5.7%	27,130
Average Passengers Per Hour	1.20	-29.4%	
On Time Performance	94%	17.5%	
Cost per Trip	\$33.82	2.0%	
Number of Paratransit Assessments	25	47.1%	201
Calls Answered in <1 Minute	70%	-7.0%	

Missed Services Summary	January 2019	Year to Date
1st Sanction - Phone Call	0	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

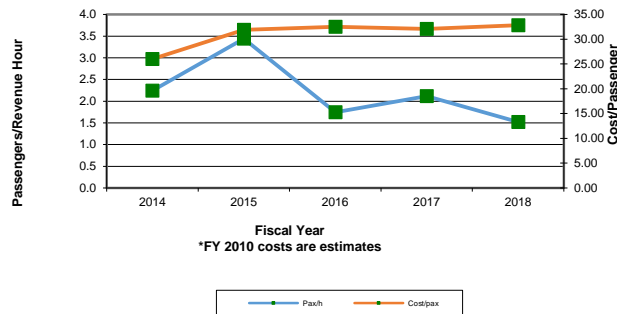
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

January 2019

SAFETY							
ACCIDENT DATA	January 2019				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total					16		1
Preventable	0		0		11		0
Non-Preventable	0		0		5		1
Physical Damage							
Major	0		0		0		0
Minor	0		0		16		0
Bodily Injury							
Yes	0		0		2		1
No	0		0		10		0
MONTHLY CLAIMS ACTIVITY							
				Totals			
Amount Paid							
This Month	\$3,416.85						
To Date This Fiscal Year	\$26,320.93						
Budget							
							\$100,000.00
% Expended							
							26%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	January 2019	Year To Date
Praise		5
Bus Stop	3	14
Incident		0
Trip Planning	1	14
Fares/Tickets/Passes		6
Route/Schedule Planning	4	16
Marketing/Website	1	2
ADA	1	2
TOTAL		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	3			5				1
Safety	1	2		3				1
Driver/Dispatch Courtesy		3		5				0
Early				1	1	1		1
Late		3		14		2		1
No Show	1			7		1		0
Incident				0				1
Driver/Dispatch Training	4	2	2	5	1	4		9
Maintenance				0				0
Bypass	2	4		20				0
TOTAL	11	14	2	60	2	8	0	14
Valid Complaints								
Per 10,000 riders	0.79							
Per 1,000 riders	0.52							

LAVTA COMMITTEE ITEMS - March 2019 - July 2019

Finance & Administration Committee

March	Action	Info
Minutes	X	
Treasurers Report	X	
April	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2	X	
May	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	
June	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Annual Org Review	X	
Legal Contract	X	
July	Action	Info
Minutes	X	
Treasurers Report	X	
FTA Funding resolutions 5307, 5309, and 5311	X	
*Typically July committee meetings are cancelled		

LAVTA COMMITTEE ITEMS - March 2019 - July 2019

Projects & Services Committee

March	Action	Info
Minutes	X	
Quarterly Operations		X
Mobility Forward Draft Recommendation	X	
SAV Update		X
Articulated Bus Study		X
SmartTrips Phase II Summary		X
Alameda County Fair Service	X	

April	Action	Info
Minutes	X	
Draft Fall Service Changes	X	
DAR Customer Satisfaction Survey		X
Mobility Forward Final Recommendation	X	

May	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Quarterly Operations		X

June	Action	Info
Minutes	X	
WAAC Appointments	X	
Fixed Route Customer Satisfaction		X
Marketing Work Plan	X	

July	Action	Info
Minutes	X	

*Typically July committee meetings are cancelled