

STAFF REPORT

SUBJECT: FY 2019 3rd Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: June 25, 2019

Action Requested

This is an informational item.

Background

This report is intended to provide a summary and analysis of operations for the third quarter of FY2019 (January 2019 to March 2019), including fixed route, paratransit, safety, and customer experience metrics.

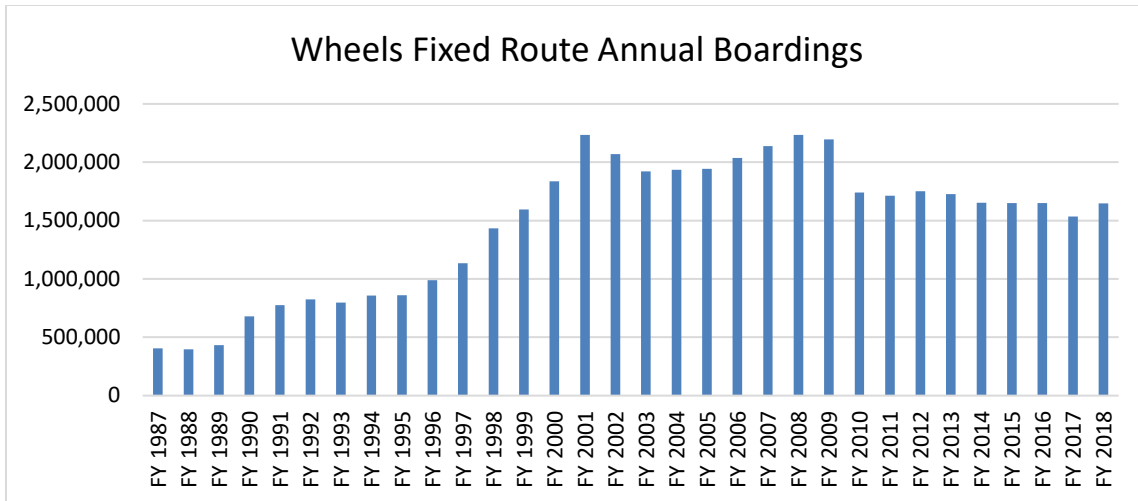
Discussion

Highlights:

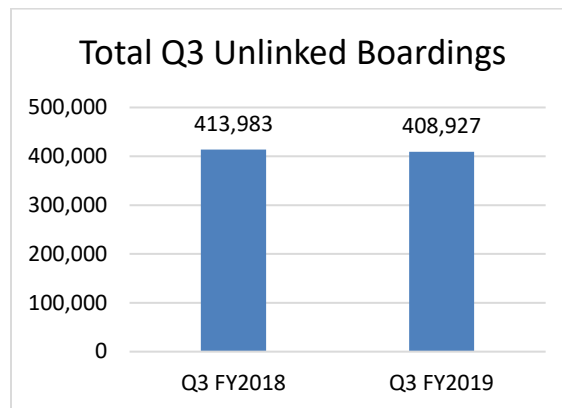
- Fixed Route ridership had a slight reduction over the same quarter the year prior.
- Fixed Route on time performance had a 3% reduction.
- Paratransit ridership slightly declined.
- Paratransit on time performance improved by 10%.
- Both Fixed Route and Paratransit accidents had a large reduction.
- Customer Service continues to improve with a reduction in valid complaints both in Fixed Route and Paratransit service.

Fixed Route

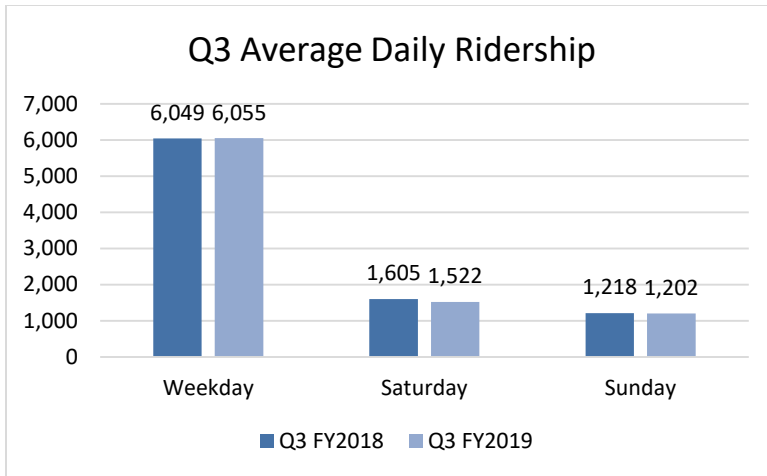
The graph below shows the long-term ridership trend for the Wheels service from the agency's inception through the fiscal year that ended on June 30, 2018. Looking specifically at FY2018 increases in ridership were in part attributable to the Las Positas College pass program and increased demand for student ridership in Dublin and Pleasanton, with total ridership increasing 7.2% over FY2017.



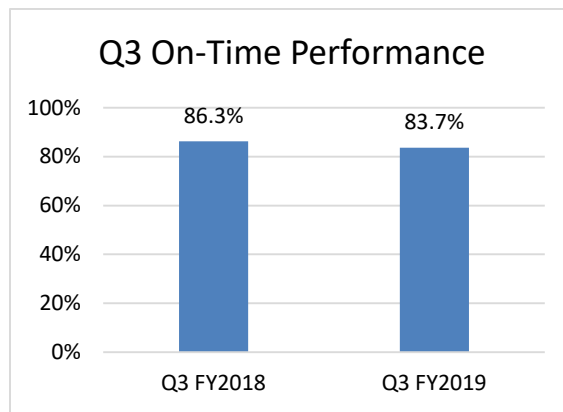
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the third quarter of this year, compared with the same quarter of last year. A total of 408,927 boardings were recorded in Q3 of FY2019 – a slight decrease of -1.2% for the quarter compared to the quarter year prior.



The average weekday ridership was approximately stationary comparing Q3 FY2019 to Q3 FY2018, as was the Sunday ridership. Saturday ridership decreased over the same period.

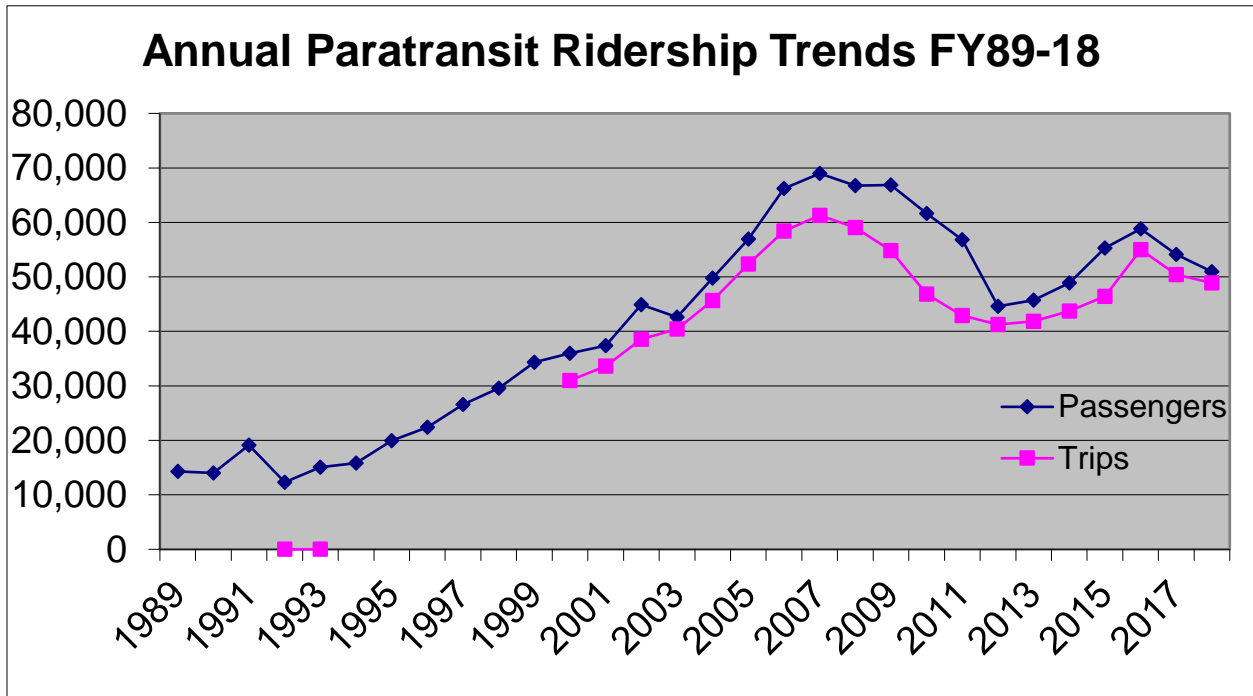


On-time performance for the fixed route system trended down in Q3 compared to Q3 last year. Staff is continue to analyze poor on time performance with MV Transportation on a daily basis to remedy any low performing routes. The lower performance in is contributable to a long sustaining adverse weather conditions during the quarter.

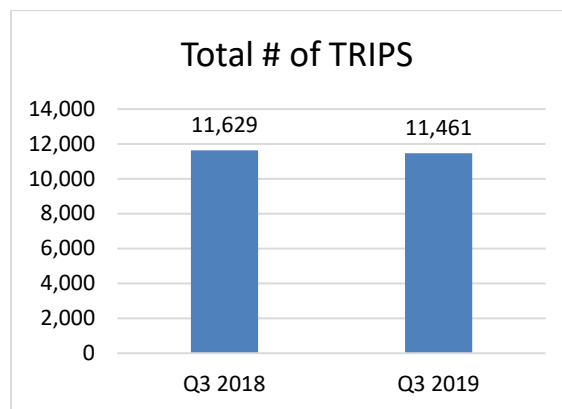


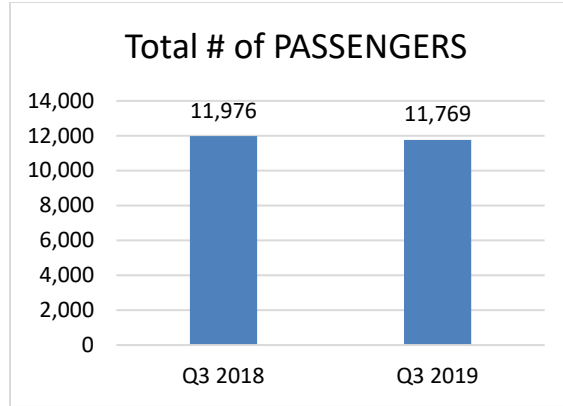
Paratransit

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:

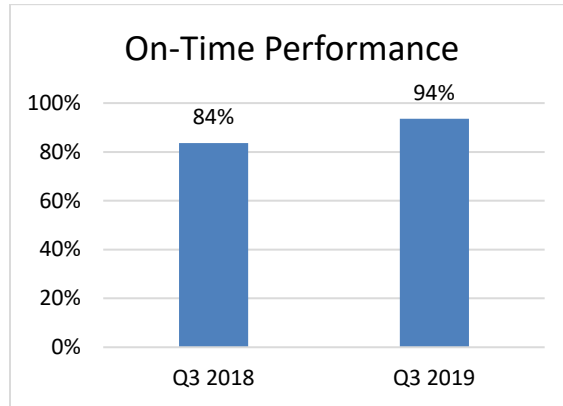


The paratransit ridership continued to decrease slightly during the third quarter of FY19 when comparing it to the third quarter ridership in FY18. There has been a decrease of 1.44% in the number of one-way trips as well as a decrease of 1.73% in the number of total passengers, which the following two graphs illustrate. The total number of passengers' statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders.



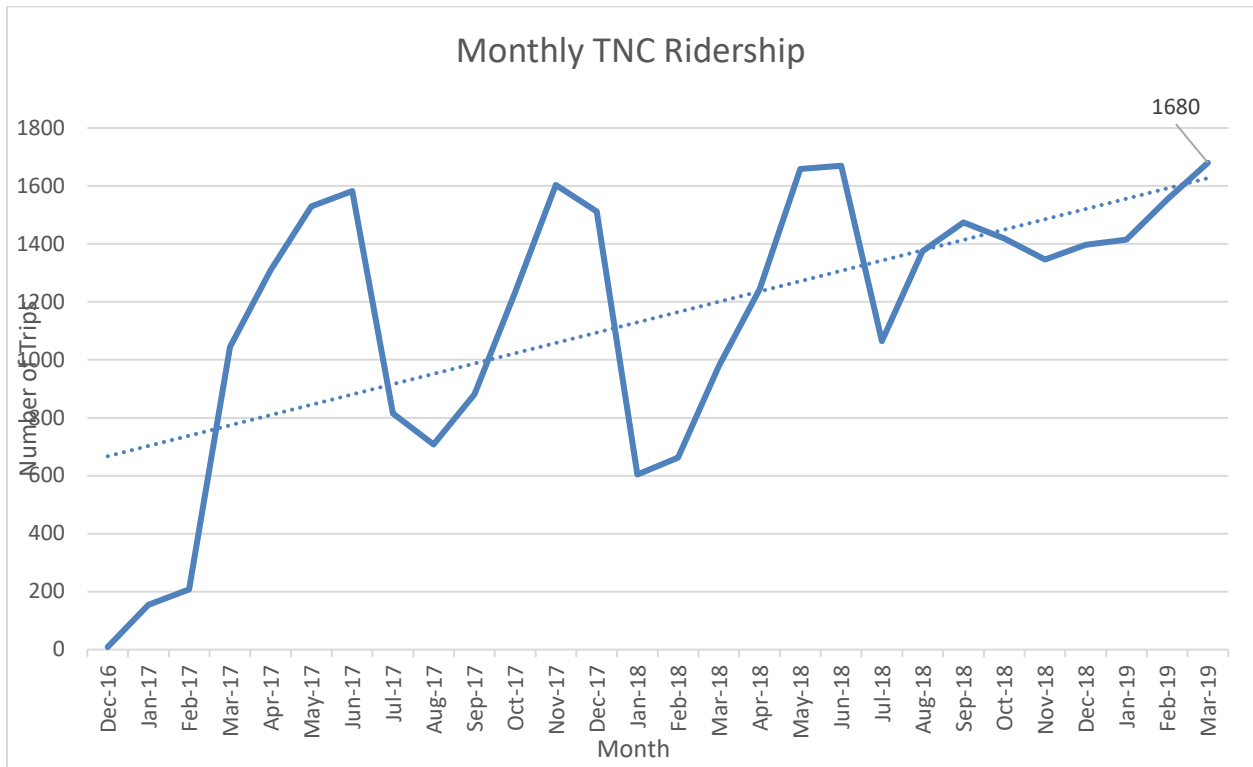


On-time performance (OTP) has **improved by 11.88%** from 84% in Q3, FY18 to 94% in Q3, FY19.



GoDublin

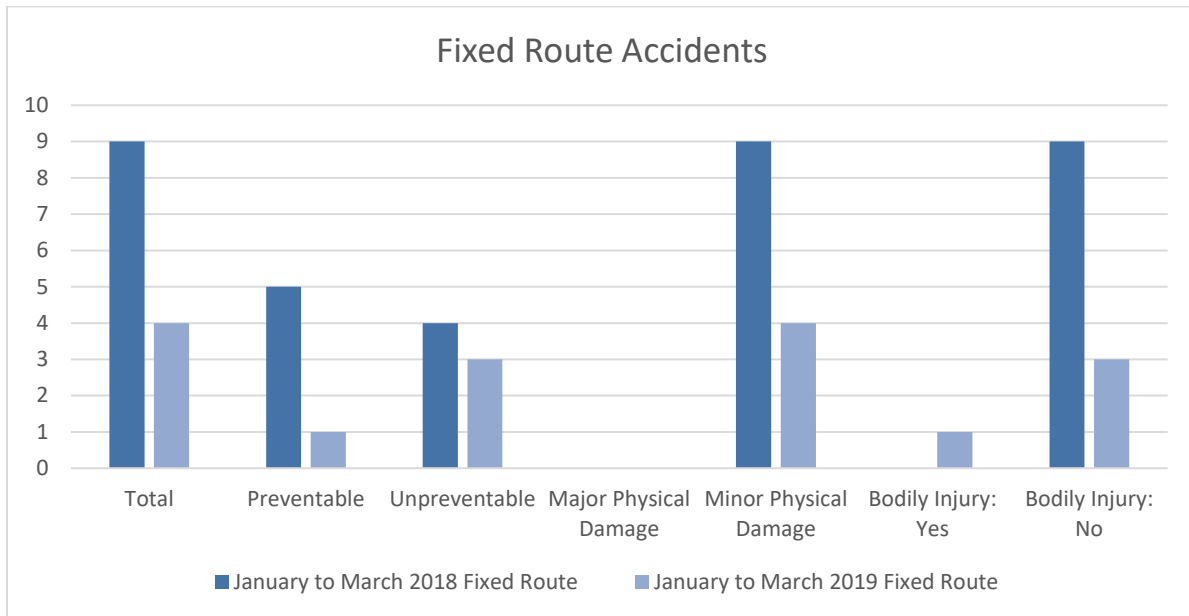
The GoDublin program continues to thrive. In March 2019 the number of rides provided per month peaked at 1,680 rides. The cost per ride averaged over the duration of the program is \$2.81 compared to approximately the \$26 per passenger on the routes eliminated during the service adjustment following the comprehensive operational analysis. Moving forward, ridership for GoDublin will be included in operational reports.



Accidents/Incidents

Fixed Route

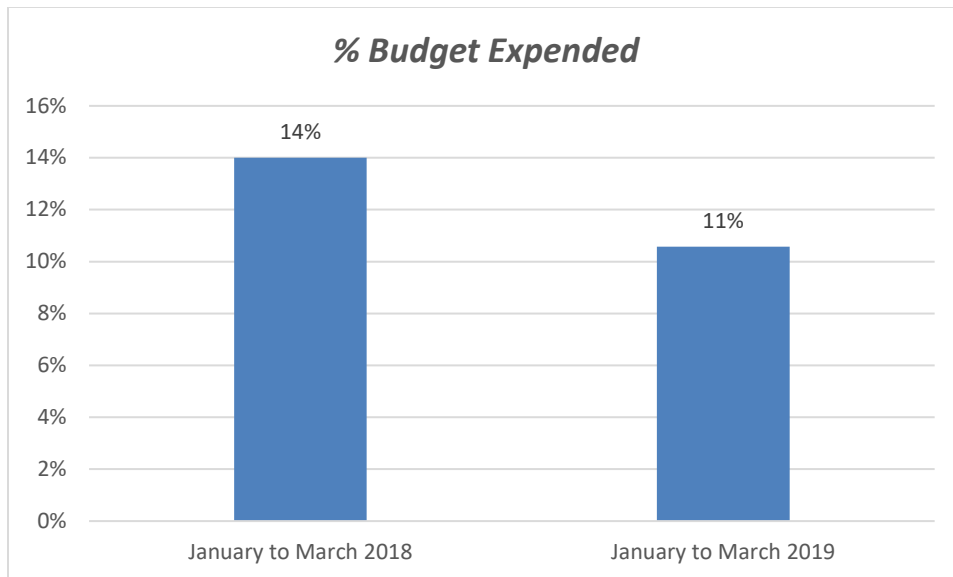
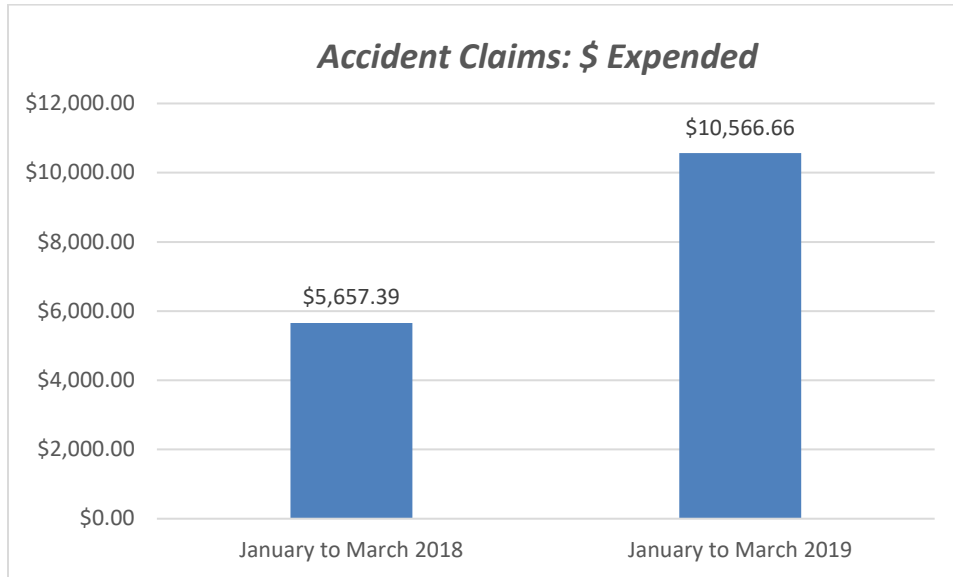
The accident/incident statistics for Q3 FY2019 were very low. Total accident were reduced by over 50% and preventable accidents were reduced by 80%.



Using the transportation industry standard measurement of accident frequency ratio (AFR), we ended Q3 FY2019 at 0.29, well below the threshold of 1 accident every 100,000 miles.

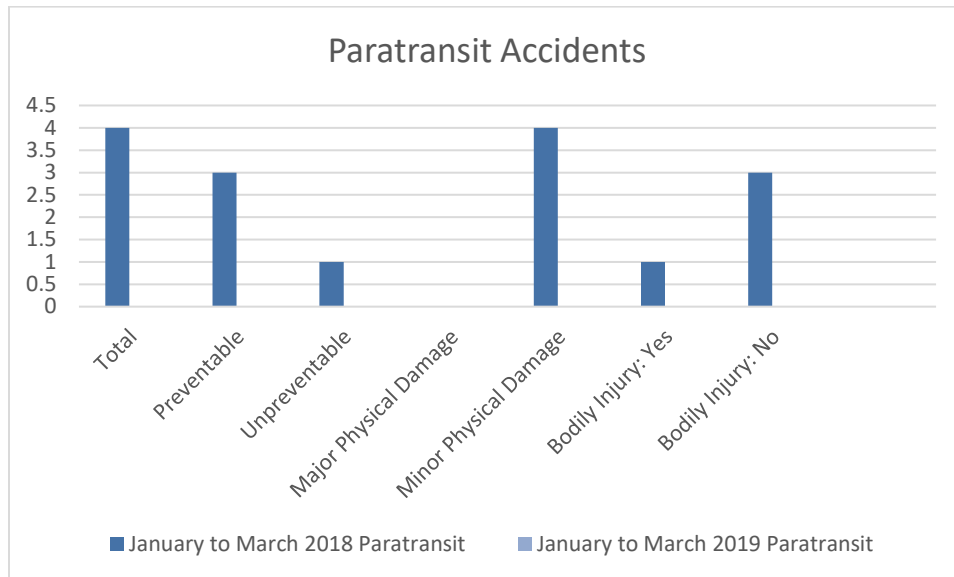
Claims Activity

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.



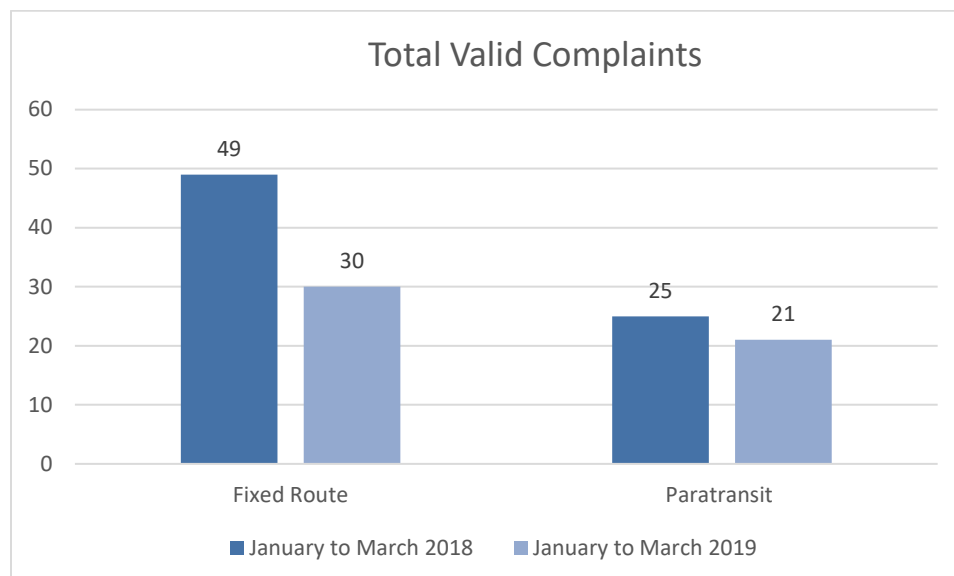
Accidents/Incidents
Paratransit

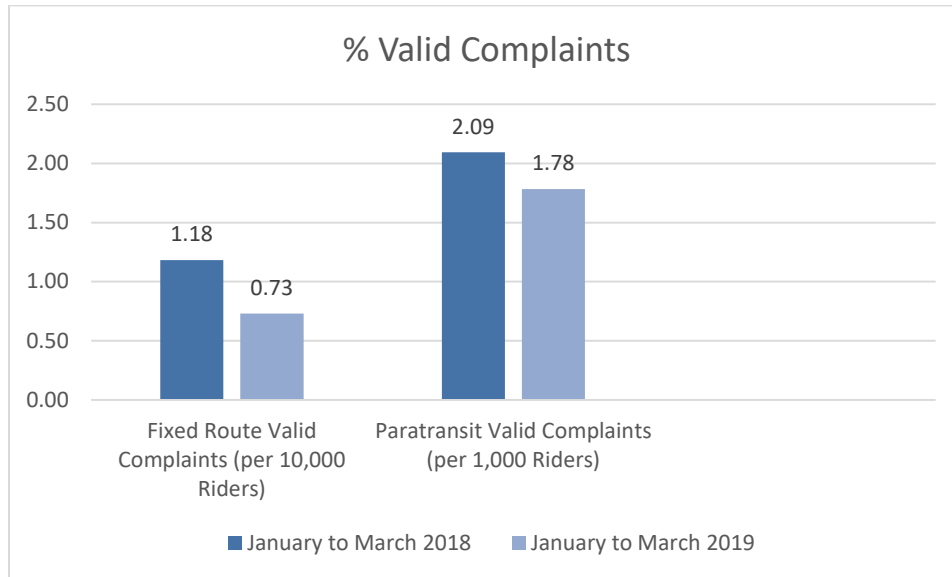
In Q3 FY2019 there were no paratransit accident/incidents. This is down from Q3 FY18, which had 4 accidents including 3 preventable accidents.



Customer Service

Customer Service staff processed a total of 188 customer requests for Q3 FY19. The number of requests reduced by 6 requests compared to Q3 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.

Recommendation

None – information only.