



MEASURE B PROGRAM COMPLIANCE REPORT

Signature Cover Sheet *Fiscal Year 2012-13*

Agency Name: Livermore Amador Valley Transit Authority

Revision Number: 1

Choose the type(s) of report you are submitting (*check all that apply; Tables 1-3 are required*)

- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures, and Reserves (Excel workbook)

List any additional attachments in the electronic report submittal (*check all that apply*).

- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (*clearly label additional attachments as needed*)

Certification of True and Accurate Reporting

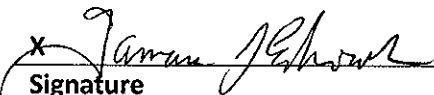
By signing below, the agency manager and finance manager, or their designees certify the compliance information reported are true and complete to the best of their knowledge, and the audited dollar figures matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.

X 

Signature
 Print Name Paul Matsuoka
 Title of Agency Manager Executive Director

2/24/14

Date

X 

Signature
 Print Name Tamara Edwards
 Title of Finance Manager Finance and Grants
 Manager

2/24/14

Date



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MASS TRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete the Mass Transit section.)
- No (Do not complete the Mass Transit section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Mass Transit Program Agency:	Livermore Amador Valley Transit Authority (LAVTA)
Contact Name:	Tamara Edwards
Title:	Finance and Grants Manager
Phone Number:	925-455-7566
E-mail Address:	tedwards@lavta.org

3. Complete the Excel Worksheets Tables 1 to 3 for Mass Transit.

(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
The values entered into Table 1 must match your agency's audited financial statements and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**
This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 12-13 thru FY 15-16.

4. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

LAVTA's ending balance was zero as all funds were expended during fy 13.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

We did not have any measure b funds from previous fiscal years. Our measure b expenses were the same as the revenue received although our overall expenditures were more than what we received from measure b as the mass transit program has many other revenue sources.

6. **Describe reserve funds.** If your agency has reserve Measure B funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.**

We did not have any reserve funds.

7. Did your agency publish an article(s) that highlight Mass Transit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes No. *If no, explain in Question #11 - Additional Information.*

If yes, include a copy of the article(s) as Attachment C: Mass Transit Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
Alameda CTC E-Newsletter, June 2013 Issue; BRT	June 2013	Yes
Fixed Route General Submitted 2/2013, but not published		Yes

8. Did your agency include a description of the Mass Transit projects and programs funded by Measure B on its website?

Yes No. *If no, explain in Question #11 - Additional Information.*

If yes, include a printout of the website in Attachment C and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)
http://www.lavta.org/ , http://www.lavta.org/index.aspx?page=238	Yes; of funding partners page. Descriptions of many Measure B funded routes are also available.

9. Did your agency use signage that indicates use of Measure B funds for its Mass Transit projects and programs?

Yes No. *If no, explain in Question #11 - Additional Information.*

If yes, include photos of the signage in Attachment C and describe the signage below.

Signage Description	Photos attached? (Y/N)
We use Car Cards onboard coaches, logos on our website and in our bus book	Yes



10a. Describe your agency's effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. **Did you expend the planned funds? Did you expend more than anticipated?**

We spent 100% of the Measure B passthrough funds received.

10b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

Our agency expended the full amount received.

10c. If your agency expended more than the planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

We expended the amount of measure b funds as planned.



11. Provide additional information, if necessary, to further explain Measure B expenditures for the Mass Transit Program

Measure B passthrough funds are used for fixed route operations. Express bus funds (received on a reimbursement basis) were used for the BRT and portions of the routes 70x, 12v, and 20x



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PARATRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete this Paratransit section.)
 No (Do not complete the Paratransit section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit Program Agency: Contact Name: Title:	Livermore Amador Valley Transit Authority (LAVTA) Tamara Edwards Finance and Grants Manager
Phone Number:	925-455-7566
E-mail Address:	tedwards@lavta.org

3. Complete the Excel Worksheets Tables 1 to 3 for Paratransit.
(Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**
 The values entered into Table 1 must match your agency's audited financial statements and compliance report. **Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.**
- Table 2: Summary of Expenditures and Accomplishments**
 This table describes actual expenditures and activities incurred for FY 2012-2013 (FY 12-13).
- Table 3: Summary of Planned Projects and Reserve Funds**
 This table describes your agency's plan to expend any remaining Measure B funds within the four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

1. **If your agency's ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

Our ending balance was zero as all revenues were expended in fy 13.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

We did not have any measure b funds from previous fiscal years. Our measure b expenses were the same as the revenue received although our overall expenditures were more than what we received from measure b as the mass transit program has many other revenue sources.

6. **Describe reserve funds.** If your agency has reserve Measure B funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using those funds. In addition, if you plan to use reserves, will this require additional agency approvals, and if so, what is your approval process? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.**

We did not have any reserve funds.

7. List the amount of the Total Operating Expenses allocated to the following.

Category	Expense Amount
	Indicate zero if none.
Management (<i>oversight, planning, budgeting, etc.</i>)	\$105963
Customer Service and Outreach Activities	\$
Trip Provision (<i>direct or contracted taxis, vans, shuttles, etc.</i>)	\$1,099,294
TOTAL Operating Expenses:	\$1,205,257

8a. Complete the table below with available service quality data for reservations and trips. If no data is available, skip this question and complete 8b and 8c.

Cancelled Trip Reservations (<i>percent</i>)	Passenger No-shows (<i>percent</i>)	On-time Pickups (<i>percent</i>)	Late Pickups (<i>percent</i>)	Missed Trips, Provider No-shows (<i>percent</i>)	Average Ride Time (<i>minutes</i>)
1.26%*	5.72%	94.38%	5.62%	0.004%**	~ 20 min

*This percentage includes late cancellations only. Late cancellation is defined as a cancellation that has been done one hour or less before the scheduled pick-up time.

**Includes very late pickups – LAVTA defines very late pick-ups as 30+ minutes late

8b. Describe your complaint and commendation process. Describe the process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your document procedures, and your follow up.

Step 1: Complaints or commendation can be submitted either in writing or by phone.

For Written comments:

1. Go to the Wheels website at <http://www.wheelsbus.com/index.aspx?page=50>
2. Select Online Customer Comment Card
3. Fill out complaint or commendation and submit it.

By Phone:

1. Call Wheels customer service at 925-455-7500
2. Leave a comment with the representative
3. Representative enters the comment into the customer service database

Step 2:

Comment is investigated. The internal investigation and resolution process is documented within the customer service database. If needed, the customer will be contacted for further information.

Step 3:

If applicable, there is follow up with the appropriate department of the agency to improve policies or procedures.

If the customer provides an email address, they will receive a copy of the resolution. In some cases, a free ticket is sent out to the customer for the inconvenience of a poor experience.

8c. Describe any common or recurring complaints your program has received and the program changes as a result.

LAVTA has received complaints in the following areas:

- On Time Performance
- Reservations
- Driver Training

As a result of customer service complaints and commendations LAVTA has made the following changes to the paratransit program:

- Hiring local Service Area Manager as of July, 2012
- Adding a monetary incentive and penalty system for ALC based on the number of valid customer complaints received
- Consolidating and updating Wheels Dial-A-Ride operational policies to improve the service
- Updating ADA paratransit application to collect additional information about the applicant that is beneficial for the operations contractor for customizing service to the particular rider.

In the summer of 2012 ALC hired a local LAVTA Service Area Manager to address any customer concerns as the number of customer complaints seemed high. Since then the number complaints has decreased tremendously. ALC's Service Area Manager works with the rider, driver, LAVTA staff, and the ALC staff in St. George Utah focusing on real-time solutions to any operational issues. In the beginning of the current FY LAVTA received complaints about late pickups and booking problems, but since then the performance metrics has improved significantly for both of these performance standards.



9. Does your agency have service quality data available about ridership? If so, enter the data in the applicable boxes below.

Number of Registered Riders	Number of Riders Added to Program in FY 12-13	Number of Riders on Wait List	Number of Accidents and Incidents*
1,391	305	N/A	None

*Report incidents resulting in any of the following: a fatality other than a suicide, injuries requiring immediate medical attention away from the scene for two or more persons, property damage equal to or exceeding \$7,500, an evacuation due to life safety reasons, or a collision at a grade crossing.

10. Did your agency publish an article(s) that highlight Paratransit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes No. If no, explain in Question #14 - Additional Information.

If yes, include a copy of the article(s) in Attachment D: Paratransit Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
Articles submitted 2/2013, but never published:		Yes; 2 files
Paratransit and Dial a Ride Scholarship		

11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?

Yes No. If no, explain in Question #14 - Additional Information.

If yes, include a printout of the website in Attachment D and provide the URL below that contains updated and accurate project information.

Website Address	Printout Attached? (Y/N)
http://www.lavta.org/index.aspx?page=61	Y; 3 files



12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?

Yes No. *If no, explain in Question #14 - Additional Information.*

If yes, include photos of the signage in Attachment D and describe the signage below.

Signage Description	Photos attached? (Y/N)
Onboard Car Cards, and same as Mass Transit on website and in bus book	Yes

13a. Describe your agency’s effectiveness at meeting your planned FY 12-13 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did you expended the planned funds? Did you expend more than anticipated?

All Measure B pass through funding was expended.

13b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

The planned amount was expended.



13c. If your agency expended more than planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

LAVTA did not expend more than the planned amount.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Paratransit Program.

Measure B passthrough funds are used for paratransit operations. GAP funds (received on a reimbursement basis) were used for a Dial A Ride Scholarship program