

MEASURE B PROGRAM COMPLIANCE REPORT

Signature Cover Sheet *Fiscal Year 2013-14*

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*)

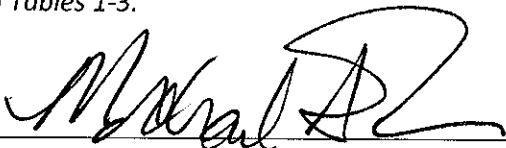
- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures,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

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

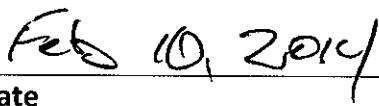
- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (*clearly label additional attachments as needed*)

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.

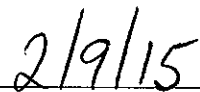
x 

Signature
Michael Tree
Executive Director


Date

x 

Signature
Tamara Edwards
Finance and Grants Manager


Date



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MASS TRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2013 through June 30, 2014?

- 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 the Mass Transit Program.
(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 reports. **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 2013-2014 (FY 13-14).

- 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 defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.

4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify larger anticipated projects that will use these funds within the next year. Indicate N/A if not applicable.

Complete Table 3 Summary of Planned Projects and Reserve Funds.

NA

5. Did your agency expend MORE THAN the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? Indicate N/A if not applicable.

NA

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

NA

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. If yes, complete the table below and **INCLUDE** a copy of the article(s) as Attachment C: Mass Transit Program Attachments.

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)

No. If no, explain in the box below.

Submitted to ACTC in April 2014- also sent to The Independent, Pleasanton Weekly, Tri-Valley Herald, and the Contra Costa Times. However, none of this sources published it- it was published on the LAVTA website at <http://www.wheelsbus.com/index.aspx?page=33&recordid=154&returnURL=%2findex.aspx%3fpage%3d1>

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

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

Website Address	Confirm Printout Copy Attached? (Y/N)
http://www.wheelsbus.com/index.aspx?page=238	Yes- the page with the logo is attached.

No. If no, explain in the box below.

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

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

Signage Location / Project	Confirm Photos Attached? (Y/N)
On "Car Cards" on all buses	yes

No. If no, explain in the box below.

10a. Describe your agency's effectiveness at meeting your planned FY 13-14 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 your agency expend the amount planned?**

All Measure B funds were expended as planned.

10b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned.
Indicate N/A if not applicable.

NA

10c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.

LAVTA expends all funds received within a fiscal year. Thus, if the funds received in FY14 were more than the amount planned (based on prior year estimates) LAVTA expends these funds in the year received rather than placing them in reserves. The amount estimated for FY 14 was \$786,786 and was included in the plan for FY 14. However, the actuals received for FY 14 were \$816,561 which was the amount spent by LAVTA in FY 14 without having to use prior year reserved (LAVTA does not have prior year reserves).

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

Measure B funds were expended as planned, as part of the overall "Fixed Route" program.

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PARATRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2013 through June 30, 2014?

- Yes (Complete the Paratransit section)
 NO (Do not complete the Paratransit section)

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit 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 the Paratransit Program.
(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 reports. **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 2013-2014 (FY 13-14).
- 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 defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.

4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify anticipated projects that will use these funds within the next year. *Indicate N/A if not applicable.*

Complete Table 3 Summary of Planned Projects and Reserve Funds.

NA

5. Did your agency expend MORE THAN the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? *Indicate N/A if not applicable.*

NA

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

NA

7. List the amount of the FY 13-14 Total Operating Expenses allocated to the following categories.

Category	Expense Amount
Management (<i>oversight, planning, budgeting, etc.</i>)	
Customer Service and Outreach Activities	
Trip Provision (<i>direct or contracted taxis, vans, shuttles, etc.</i>)	\$153,126
TOTAL Operating Expenses:	\$153,126

8a. List the total number of trips provided and services provided in FY 13/14.

Trips / Service Types	Quantity <i>(match to Table 2, Excel Form)</i>
Number of One-way unduplicated trips	
ADA Mandated Paratransit	44,152
Door-to-Door Program / Van Services	
Taxi Program	1,897
Fixed-Route Services	
Group Trips	
Volunteer Driver Program	
Other: [Specify here]	
Number of contacts through Mobility Management/Travel Training	
Number of Scholarships provided	
Number of Meals Delivered	

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

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>
		95%	5%		

*Includes very late pickups

8c. 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.

8d. Describe any common or recurring complaints your program has received and any program changes as a result. Did the number of complaints increase or decrease compared to the prior year?

LAVTA has a new paratransit operations contractor MTM as of May 1, 2014. During the transition period in the first few months of their service LAVTA received complaints in the following areas:

- On Time Performance
- Reservations/scheduling/dispatching

As a result of customer service complaints and commendations LAVTA worked with MTM and made the following changes to the paratransit operations:

- Improved the scheduling software
- Drivers started utilizing radios to directly communicate with dispatchers
- The dispatching and scheduling function moved from Lake St. Louis, MI to LAVTA office in Livermore. The reservations function is still in Lake St. Louis, MI.

Number of Registered Riders (as of 6/30/14)	Number of Riders Added to Program in FY 13-14	Number of Riders on Wait List	Number of Accidents and Incidents*
1,429	344	N/A	

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

**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. *If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment D: Paratransit Program Attachments.*

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)

No. *If no, explain in the box below.*

Submitted to ACTC in April 2014- also sent to The Independent, Pleasanton Weekly, Tri-Valley Herald, and the Contra Costa Times. None of these outlets printed the articles, however it was published on the LAVTA website at <http://www.wheelsbus.com/index.aspx?page=33&recordid=154&returnURL=%2findex.aspx%3fpage%3d1>

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

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

Website Address	Confirm Printout Copy Attached? (Y/N)
http://www.wheelsbus.com/index.aspx?page=127	yes

No. *If no, explain in the box below.*

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

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

Signage Location / Project	Confirm Photos Attached? (Y/N)
The signs are on the paratransit vehicle "toppers"	Yes

No. If no, explain in the box below.

13a. Describe your agency's effectiveness at meeting your planned FY 13-14 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 amount planned?**

LAVTA expended 100% of the Measure B funds.

13b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned.
Indicate N/A if not applicable.

NA

13c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.

LAVTA expends all funds received within a fiscal year. Thus, if the funds received in FY14 were more than the amount planned (based on prior year estimates) LAVTA expends these funds in the year received rather than placing them in reserves. The amount estimated for FY 14 was \$147,543 and was included in the plan for FY 14. However, the actuals received for FY 14 were \$153,126 which was the amount spent by LAVTA in FY 14 without having to use prior year reserved (LAVTA does not have prior year reserves).

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

NA