

EXECUTIVE DIRECTOR'S REPORT

September 2019

Updates

Start of School Year

- The Pleasanton Unified School District (PUSD) started classes on Monday August 12 and the Dublin Unified School District (DUSD) started the next day. Routes serving both districts have seen significant ridership increases compared to last year. Over the first week, ridership on these routes increased by 32% over last year, which equates to approximately 2,000 additional passengers. We have had to add two additional buses to our morning service and four additional buses to our afternoon service to handle the additional passengers.

About half of the increase on PUSD service is attributable to the two routes serving Amador Valley High School, where construction on the student parking lot has helped spur additional demand. The earlier morning and later afternoon trips on the Routes 605 and 611, which are being paid for by PUSD, have seen very little ridership. As a result of the increases to our regularly scheduled departures at AVHS, we have had to add one additional bus to each route for the afternoon takeaway.

The Livermore Valley Joint Unified School District started class on Monday August 19, as did Las Positas College. Our total systemwide ridership on that day was 8,031, which is 11.4% higher than the equivalent day in 2018. Monday also marked the first time that LAVTA's systemwide ridership has topped the 8,000 mark since October 27, 2011.

National Marketing Award

- As you may remember, our Marketing staff was recognized by the American Public Transportation Association (APTA) with four First Place AdWheel Awards earlier this year. After a second round of judging, we have been notified that one of our entries was selected as a Grand Award winner in the small transit system category. The winning entry was for our partnership with the Las Positas College student government and administration to pass the Student Mobility Fee, which serves as a sustainable funding source for the student transit pass program at the school. The award will be presented at the Celebration of Excellence Awards Breakfast at the APTA Annual Meeting in New York in October.

Studies

- The contract with AECOM for the Tri-Valley Hub Network Integration Study has been executed and the study will begin in the near future. That study is funded by Caltrans and was part of the grant award for the construction of the new parking garage at the Dublin/Pleasanton BART Station.

Work on the Short Range & Long Range Transit Plans will also begin soon. Nelson\Nygaard will be completing that study. The Short Range Transit Plan (SRTP) has a 5 year horizon while the Long Range Transit Plan has a 20 year horizon. The scope of both plans include

opportunities for input by the LAVTA Board and the general public. The consultant will also review current operations and make recommendations for improvements to routes, schedules and running times to better serve our passengers.

Dublin Parking Garage

- Staff is working with Caltrans to receive the full \$20M in design and construction allocations at the October California Transportation Commission (CTC) meeting. Meanwhile, staff is finalizing the funding agreement between LAVTA and Alameda County GSA for use of TIRCP funds for potential approval by the Board October 9. Design activities to complete the design-build bid package for advertisement this winter should commence fairly quickly once TIRCP funding starts flowing and the LAVTA/GSA funding agreement is executed.

Pleasanton BRT

- Kimley-Horn is still working out details regarding the solar equipment and real-time signs with Tolar (shelter design firm) in order to complete the 100% design package (ready-to-advertise). Once complete and delivered, staff will send the draft IFB package to ACTC for review concerning their Local Business Contract Equity program requirements, and to legal for review. Current construction contract award target = November
- Once 100% final designs are complete staff will begin procurement of equipment for the project (shelters, RT signs, flag signs, waste receptacles, bike racks). Those needing Board approval would be targeting October meeting at earliest.

TSP Upgrade

- Legal signed off on the Master Services Agreement for the equipment purchase approved by the Board in July. LAVTA is finalizing the required procurement documents to issue the P.O. Lead time is expected to be ~8-12 weeks on equipment. 100% design package for field elements installation is ready for advertisement later as soon as next week. Before that hits the street staff hopes to obtain clarification from the three cities regarding operation of the systems and how to formalize our arrangements, whether by an encroachment agreement, MOU, or other mechanism. TPI improvements with the City of Dublin completed in 2017. Current target for Board approval of construction contract would be November.

Shared Autonomous Vehicle (SAV) Project

- The SAV Project is continuing to move forward. Staff and legal have negotiated a tentative termination of the contract with GoMentum and are reviewing the final agreement language. The contract with Transdev has been approved by the Board and we are in the process of getting the final signatures to execute the agreement. Staff continues to work with BART on the parking/charging facility. However, we have also created a contingency plan to transport the vehicle to the testing grounds if necessary as the facility installation project continues with BART. Staff has been working closely with NHTSA (National Highway Transportation Safety Administration) for the reassignment of the letter authorizing testing to LAVTA as the named Authority. NHTSA has stated that they are doing the final review and we should get the letter soon.

Additionally, staff and Cityways, a subsidiary of Transdev partnered in the application for a FTA grant for Integrated Mobility Innovation. The grant was released for public/private partnerships to create innovative projects in public transportation. Staff and Cityway submitted the grant application to create a travel planning application that would encompass all of our modes of transportation, including our bus system, TNC partnership and SAV. The app would also integrate with BART and neighboring transit authorities so individuals could choose how

they wanted to travel in the Tri-Valley and understand the cost and time of the travel. Cityway agreed to fund the 20% match. If selected, LAVTA and Cityway would create one of the most innovative mobility on demand applications in the country.

Valley Link Rail Project

- Staff continues to provide administrative support for the Valley Link project. During the summer months staff delivered the draft Feasibility Report to the Board and is currently in the process of reviewing more than 170 comments for consideration in the final Feasibility Report to be considered by the Board at the latest in October. Staff also continues the development of the environmental work, with the draft EIR expected complete in October for public comment. Staff also is engaged in incorporating the Altamont Vision Phase 1, which includes fully funding Valley Link in Alameda County, into FASTER Bay Area. The expenditure plan for FASTER will be completed by the end of year and the legislature will consider in the spring of 2020 before it goes to voters in November of 2020.

Attachments:

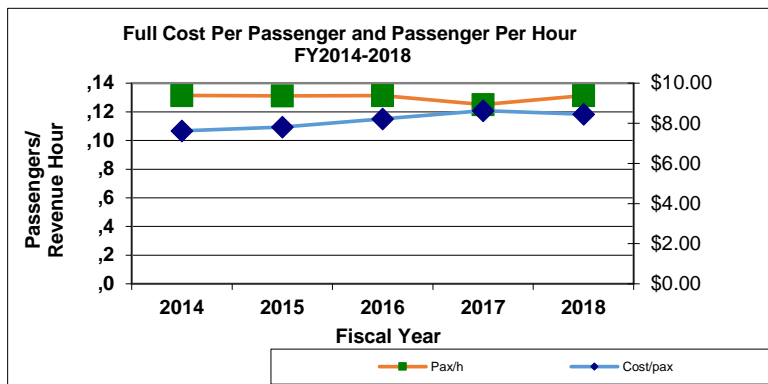
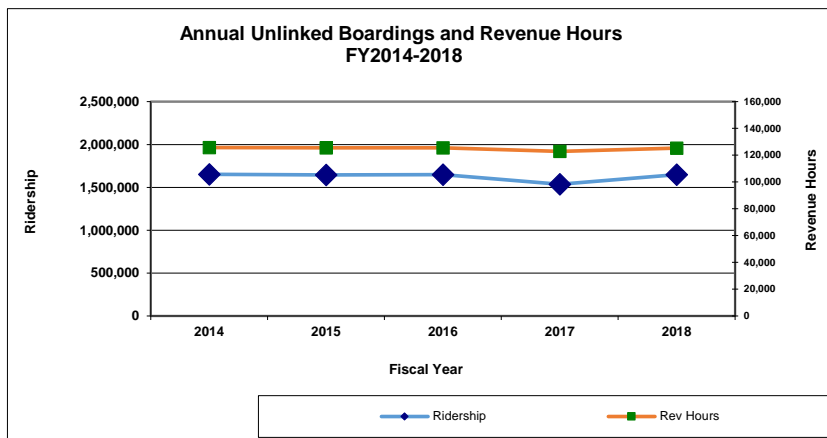
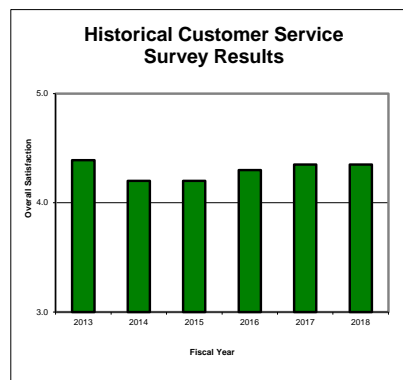
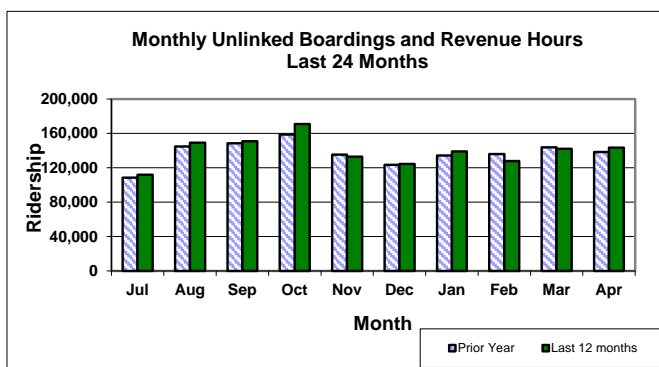
1. Board Statistics June 2019
2. Board Statistics July 2019
3. FY19 Upcoming Items

Monthly Summary Statistics for Wheels

June 2019

FIXED ROUTE

	June 2019			% change from one year ago		
Total Ridership FY 2019 To Date	1,660,443			0.8%		
Total Ridership For Month	113,039			-7.7%		
Fully Allocated Cost per Passenger	\$9.69			4.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,874	1,714	1,397	-4.7%	-8.1%	-4.3%
Passengers Per Hour	11.6	10.5	8.5	-5.1%	-8.0%	-4.9%
	June 2019			% change from last month		
On Time Performance	85.1%			0.4%		



Monthly Summary Statistics for Wheels

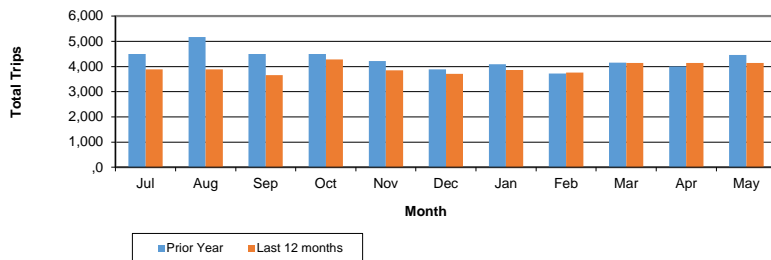
June 2019

PARATRANSIT

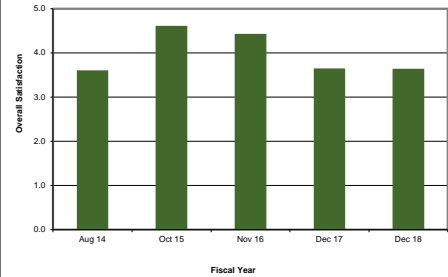
General Statistics	June 2019	% Change from last year	Year to Date
Total Monthly Passengers	3,738	-4.6%	47,058
Average Passengers Per Hour	1.20	-14.3%	
On Time Performance	92%	-1.5%	
Cost per Trip	\$33.82	2.0%	
Number of Paratransit Assessments	19	11.8%	309
Calls Answered in <1 Minute	73%	-8.3%	

Missed Services Summary	June 2019	Year to Date
1st Sanction - Phone Call	2	21
2nd Sanction - Written Letter	0	1
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

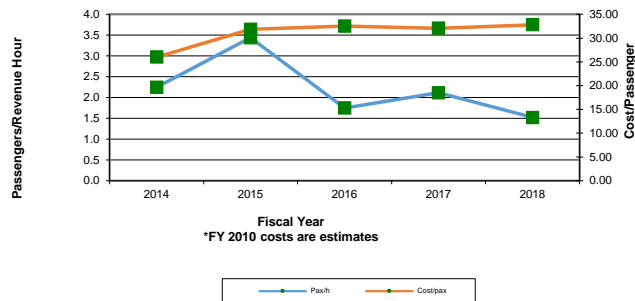
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



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



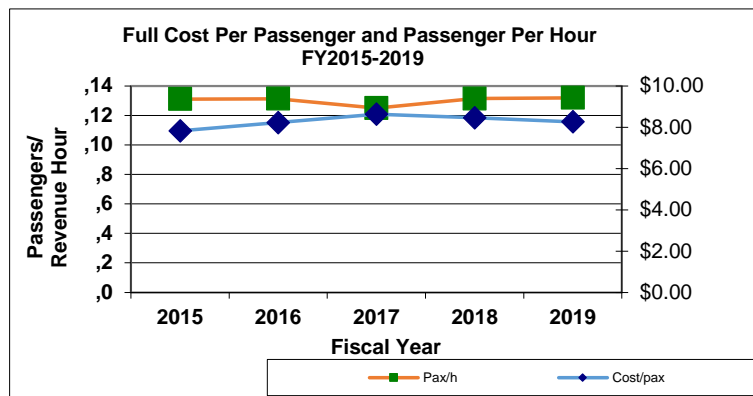
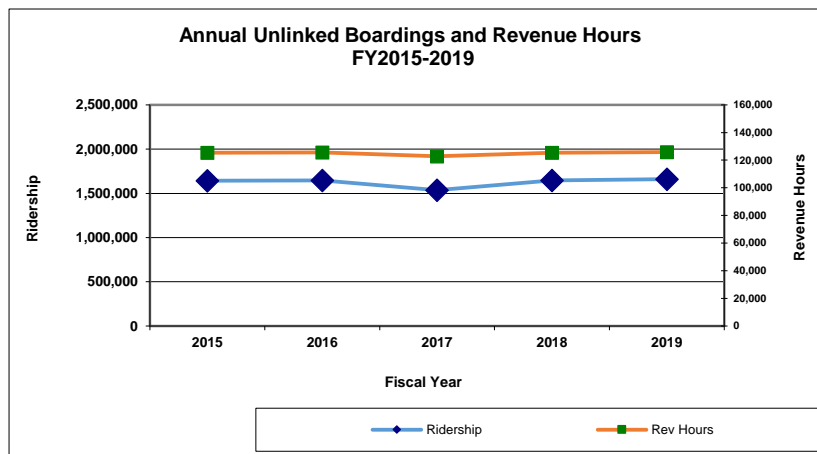
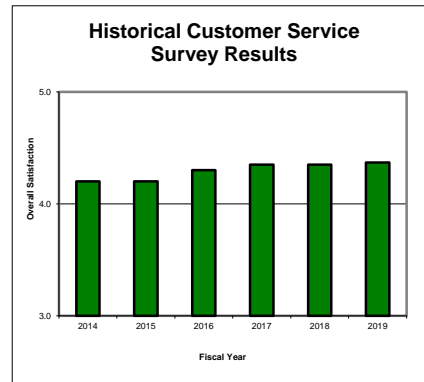
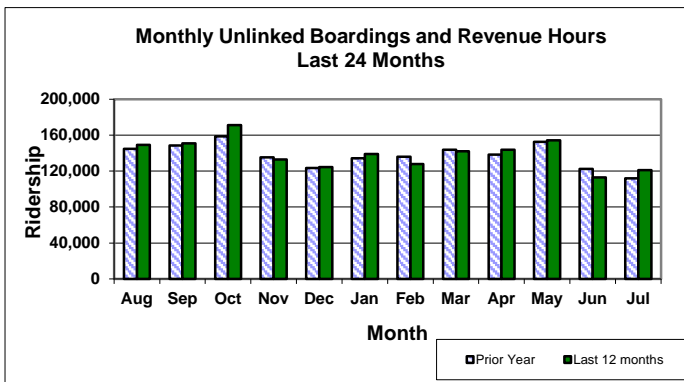
Monthly Summary Statistics for Wheels
June 2019

SAFETY								
ACCIDENT DATA	June 2019				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	4		2		28		4	
Preventable	3		1		17		2	
Non-Preventable	1		1		11		2	
Physical Damage								
Major	0		0		0		0	
Minor	4		2		28		3	
Bodily Injury								
Yes	0		0		3		1	
No	4		2		21		3	
MONTHLY CLAIMS ACTIVITY								
	Totals							
Amount Paid								
This Month	\$5,033.20							
To Date This Fiscal Year	\$41,787.23							
Budget	\$100,000.00							
% Expended	42%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	June 2019	Year To Date						
Praise	0	5						
Bus Stop	1	16						
Incident	1	2						
Trip Planning	0	14						
Fares/Tickets/Passes	0	9						
Route/Schedule Planning	0	16						
Marketing/Website	0	2						
ADA	0	4						
TOTAL	2	58						
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	0	0	0	5	0	0	0	1
Safety	3	1	1	16	0	1	0	2
Driver/Dispatch Courtesy	1	0	0	12	1	0	0	3
Early	3	0	0	11	0	0	0	1
Late	0	1	0	28	1	0	0	10
No Show	0	0	0	10	0	0	0	4
Incident	0	1	0	6	0	0	0	2
Driver/Dispatch Training	0	0	0	5	0	0	0	20
Maintenance	0	0	0	0	0	0	0	0
Bypass	2	4	0	32	0	0	0	0
TOTAL	9	7	1	125	2	1	0	43
Valid Complaints								
Per 10,000 riders	0.80							
Per 1,000 riders					0.54			

Monthly Summary Statistics for Wheels July 2019

FIXED ROUTE

	July 2019			% change from one year ago		
Total Ridership FY 2019 To Date	121,259			8.4%		
Total Ridership For Month	121,259			8.4%		
Fully Allocated Cost per Passenger	\$9.52			-6.9%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,849	1,756	1,512	6.6%	-3.3%	-0.3%
Passengers Per Hour	11.7	10.6	9.5	6.3%	-7.1%	0.9%
	July 2019			% change from last month		
On Time Performance	85.8%			0.8%		



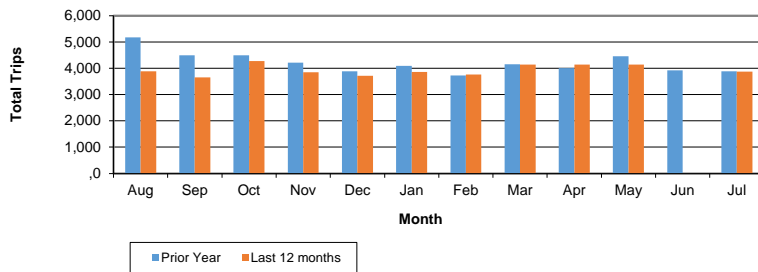
Monthly Summary Statistics for Wheels July 2019

PARATRANSIT

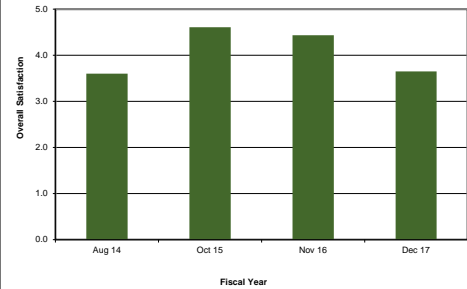
General Statistics	July 2019	% Change from last year	Year to Date
Total Monthly Passengers	3,873	-0.2%	3,873
Average Passengers Per Hour	1.20	0.0%	1
On Time Performance	90.1%	-2.7%	1
Cost per Trip	\$34.50	4.0%	35
Number of Paratransit Assessments	22	-59.3%	22
Calls Answered in <1 Minute	83.76%	11.7%	1

Missed Services Summary	July 2019	Year to Date
1st Sanction - Phone Call	2	2
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

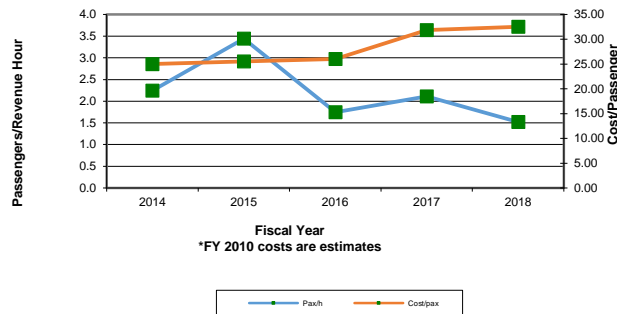
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Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
July 2019

SAFETY							
ACCIDENT DATA	July 2019				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	1		0		1		0
Preventable	1		0		1		0
Non-Preventable	0		0		0		0
Physical Damage							
Major	0		0		0		0
Minor	1		0		1		0
Bodily Injury							
Yes	0		0		0		0
No	1		0		1		0
MONTHLY CLAIMS ACTIVITY	Totals						
Amount Paid							
This Month	\$3,118.39						
To Date This Fiscal Year	\$3,118.39						
Budget	\$100,000.00						
% Expended	3%						

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	July 2019	Year To Date
Praise	0	0
Bus Stop	0	0
Incident	0	0
Trip Planning	0	0
Fares/Tickets/Passes	1	1
Route/Schedule Planning	2	2
Marketing/Website	0	0
ADA	0	0
TOTAL		

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	0	0	3	0	0	0	0
Safety	4	0	1	4	0	1	0	0
Driver/Dispatch Courtesy	3	2	0	3	2	0	0	2
Early	6	0	0	6	0	0	0	0
Late	2	0	0	0	2	0	0	2
No Show	1	0	0	1	0	0	0	0
Incident	0	2	0	0	1	2	0	1
Driver/Dispatch Training	0	0	0	0	0	0	0	0
Maintenance	0	0	0	0	0	0	0	0
Bypass	5	4	0	0	0	0	0	0
TOTAL	21	8	1	17	5	3	0	5
Valid Complaints								
Per 10,000 riders	1.73				1.29			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - September 2019 - January 2020

Finance & Administration Committee

September

	Action	Info
Minutes	X	
Treasurers Report	X	
Personnel Policy	X	

October

	Action	Info
Minutes	X	
Treasurers Report	X	
CAFR	X	

November

	Action	Info
Minutes	X	
Treasurers Report	X	

December

	Action	Info
Minutes	X	
Treasurers Report	X	
Legislative Program	X	
*Typically December committee meetings are cancelled		

January

	Action	Info
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - September 2019 - January 2020

Projects & Services Committee

September

	Action	Info
Minutes	X	
Draft Winter Service Changes		X
Passenger Surveys		X
Marketing Work Plan	X	
DAR Customer Satisfaction Survey		X
Quarterly Operations Report		X

October

	Action	Info
Minutes	X	
Winter Service Changes (effective February)		

November

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Transit Signal Priority GPS Upgrade (Construction)	X	

December

	Action	Info
Minutes	X	
*Typically December committee meetings are cancelled		

January

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X