

**EXECUTIVE DIRECTOR'S REPORT**

September 2020

***Ridership on the Fixed Route and Paratransit Systems***

Our systemwide average weekday ridership during the first week of September 2020 was 1,385. This is 14 percent higher than the first week of August 2020, but is still approximately 80 percent lower than the same period one year ago. We continue to monitor ridership loads and occasionally have trips that exceed what is necessary to maintain six feet of social distancing. There is not currently a pattern of when these loads occur. Rather, they happen sporadically throughout the day. As a result, we have recently stationed a standby bus at both the Dublin/Pleasanton BART Station and the Transit Center. Those buses are then placed into service when overloads are anticipated on a particular trip. As the present time, the buses are being used multiple times per day.

***Tri-Valley Hub Study***

The Technical Advisory Committee of LAVTA's Tri-Valley Hub Network Integration Study met on Tuesday September 1. Service concepts for the I-680 corridor were discussed, including estimated operating and capital costs. The meeting also focused on alternatives for redesign of the bus traffic flow at the Dublin/Pleasanton BART Station to serve as the Tri-Valley Hub. Four potential configurations were presented. Feedback was requested from the committee members and the concept will be further refined by the next meeting in November. The study is on track for completion late this year.

***Pleasanton Corridor Enhancement Project (Rapid Stops on Santa Rita)***



LAVTA issued the Notice to Proceed to the construction contractor on August 17, with work scheduled to continue for five months. The shelters, benches, some Rapid signage, and real-time passenger information signs have been delivered from the equipment manufacturers. Publicity signage recognizing the project's Measure B funding from the Alameda County Transportation Commission has been installed along the Santa Rita corridor at the project entry points.

### ***Transit Signal Priority Upgrade and Expansion Project***

This project will upgrade 67 intersections on the 10R and 30R Rapid routes and 24 Rapid buses with an improved and more reliable GPS-based signal-priority system. All GPS-enabled equipment has been installed and configured on Rapid buses and at 67 intersections in Dublin, Pleasanton, and Livermore, and LAVTA's real-time schedule information has been incorporated into the Central Management System, which will serve as the "brain" of the system housed at LAVTA. The CMS is showing that LAVTA's buses and the new intersection equipment are able to communicate with each other. LAVTA is now working with the vendor and cities to resolve intermittent connectivity issues from some intersections to ensure reliable ongoing operations.

### ***Dublin Parking Garage Project***

Alameda County serves as the Lead Agency on this project in partnership with LAVTA as project sponsor. On August 4, the Alameda County Board of Supervisors authorized issuance of the parking garage construction RFP, which the County expects to advertise later this summer. Alameda County staff anticipates County awarding the construction contract in November, with completion in early 2022.

### ***Shared Autonomous Vehicle Project***

Testing without passengers is currently underway. The main items being tested are: lane position, turns, intersection behavior, location confirmation of route stops and signs, and behavior towards fixed obstacles such as tree branches and curbs. LAVTA recently received the final clearance to carry passengers from the California Public Utilities Commission. Which means once the necessary adjustments are made to the vehicle and all the safety concerns are addressed, LAVTA can begin revenue service.



### ***Zero-Emission Bus Study***

The Center for Transportation and the Environment (CTE) is currently in the middle stages of the zero-emission bus (ZEB) study. Following up on the last June update, CTE is on schedule to provide their findings from the assessments conducted on fixed-route service, fuel consumption and comparisons, and the fleet in September.

### ***APC Certification***

Since the last update, LAVTA has kicked off initiation of the upgraded Power BI pilot of ViewPoint, which is the reporting system used for ridership data collected by the automatic passenger counters. This new cloud-based software will allow access to ridership dashboards and be much more user-friendly in terms of presenting the data numerous ways for analysis. Trapeze, the software vendor, is in the final stages of configuring the setup and connecting the databases. Staff is due to be trained by the end of this month and able to build and access new reports in order to analyze boardings and figure out which counters may need troubleshooting with their counts. These are all contributing steps towards receiving APC certification and providing NTD and riders with accurate ridership and passenger load information.

### ***Go Tri-Valley***

The Go Tri-Valley program was launched on May 1, 2020. As of July 31, LAVTA has subsidized a total of 896 trips with an average subsidy of \$4.53 per trip. The trip volume is relatively low in comparison to the Go Dublin program. This is mainly due to the shelter-in-place order but is expected to increase once the order is relaxed or lifted. With Uber and Lyft making headlines in recent days as a result of Assembly Bill No. 5, staff is closely monitoring the situation and developing a contingency plan for the Go Tri-Valley program in case service is suspended.

### ***Valley Link Passenger Rail Project***

Environmental work for Valley Link is on track to be released for public comment this fall. Additionally, 15% design has been completed. ACTC in September will be considering Measure BB Transportation Expenditure Amendments to recognize the rail authority as an eligible recipient for Measure BB funds, and to move the \$400 million in Measure BB funds from the BART to Livermore project to the Valley Link Project.



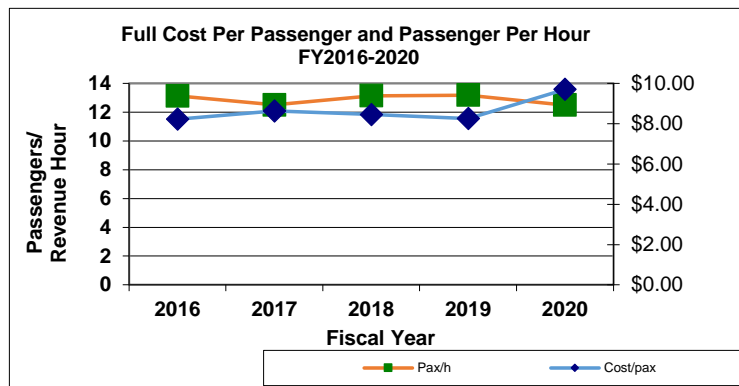
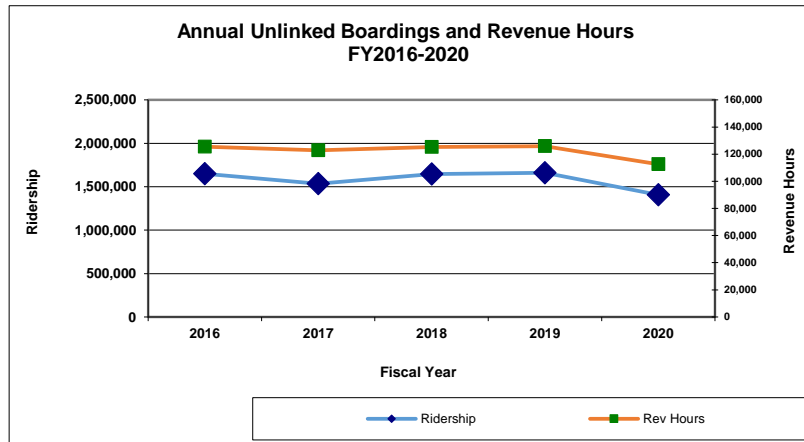
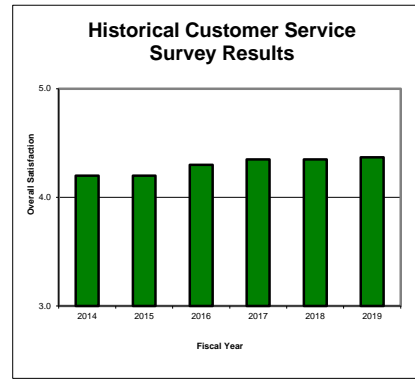
#### **Attachments:**

1. Board Statistics June 2020
  2. Board Statistics July 2020
- FY21 Upcoming Items

## Monthly Summary Statistics for Wheels June 2020

### FIXED ROUTE

	June 2020			% change from one year ago		
Total Ridership FY 2020 To Date	1,406,245			-15.3%		
Total Ridership For Month	27,749			-75.5%		
Fully Allocated Cost per Passenger	\$25.10			159.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,026	713	580	-78.9%	-58.4%	-58.5%
Passengers Per Hour	5.0	4.8	3.9	-56.8%	-53.9%	-54.0%
	June 2020			% change from last month		
On Time Performance	93.7%			-0.8%		



# Monthly Summary Statistics for Wheels

June 2020

## PARATRANSIT

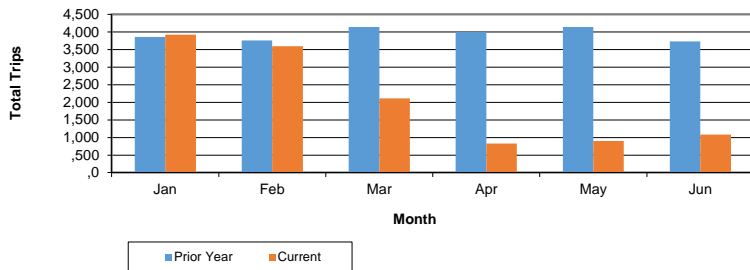
General Statistics	June 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,082	-71.1%	36,002
Average Passengers Per Hour	1.22	1.7%	1.15
On Time Performance	96.4%	5.0%	96.17%
Cost per Trip	\$56.27	66.4%	\$56.02
Number of Paratransit Assessments	0	-100.0%	202
Calls Answered in <1 Minute	84.4%	15.1%	83.40%

\*There were no in-person assessments due to Covid-19, but the applicants received temporary presumptive eligibility based on their application

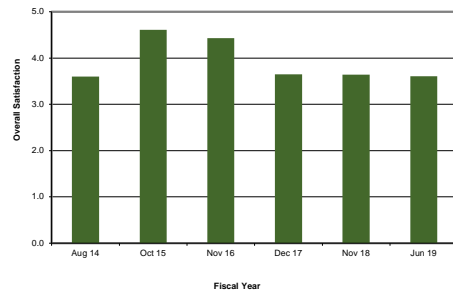
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	June 2020	Year to Date
1st Sanction - Phone Call	0	10
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

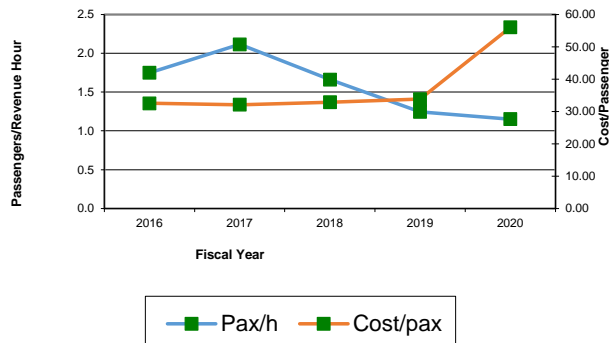
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2020



## Monthly Summary Statistics for Wheels

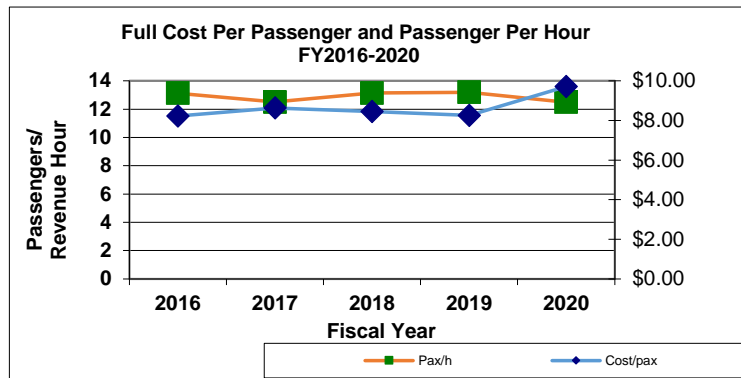
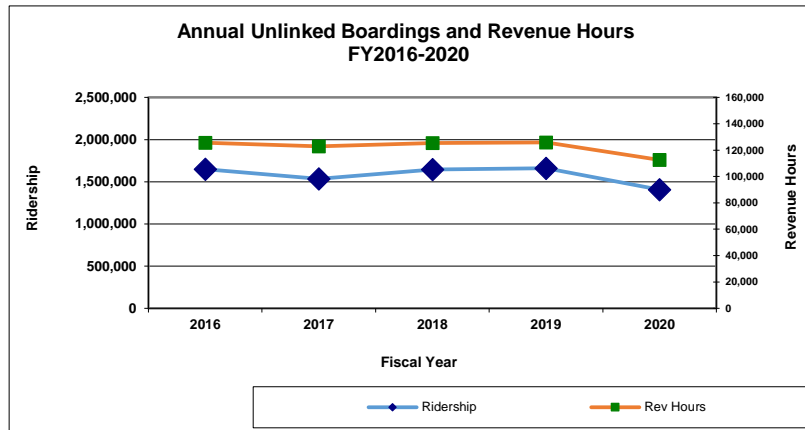
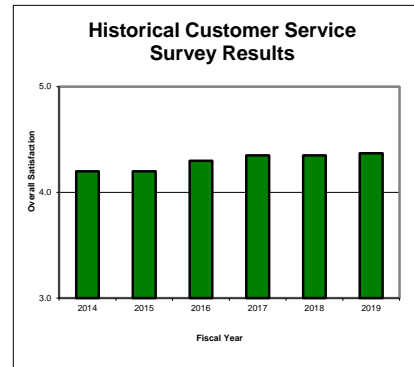
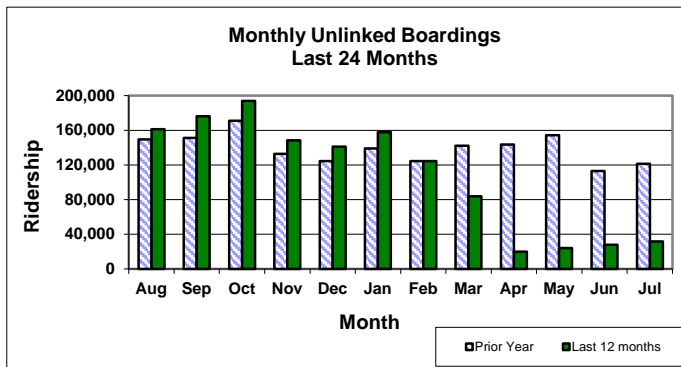
June 2020

SAFETY								
ACCIDENT DATA	June 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>	2		0		25		1	
Preventable	2		0		18		1	
Non-Preventable	0		0		7		0	
<b>Physical Damage</b>								
Major	0		0		0		0	
Minor	2		0		20		1	
<b>Bodily Injury</b>								
Yes	0		0		2		0	
No	2		0		15		1	
<b>MONTHLY CLAIMS ACTIVITY</b>								
Totals								
<b>Amount Paid</b>								
This Month	\$70.35							
To Date This Fiscal Year	\$31,937.98							
<b>Budget</b>								
\$100,000.00								
<b>% Expended</b>								
32%								
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	June 2020	Year To Date						
Praise	0	6						
Bus Stop	2	15						
Incident	0	0						
Trip Planning	2	6						
Fares/Tickets/Passes	0	6						
Route/Schedule Planning	4	25						
Marketing/Website	2	4						
ADA	0	4						
COVID Inquiries	3	3						
<b>TOTAL</b>	13	69						
<b>CUSTOMER SERVICE - OPERATIONS</b>								
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	1	0	0	17	0	0	0	1
Safety	1	1	0	34	0	0	0	5
Driver/Dispatch Discourtesy	0	3	1	14	0	0	0	4
Early	0	0	0	15	0	0	0	0
Late	0	1	0	23	0	0	0	8
No Show	0	0	0	5	0	0	0	2
Incident	0	0	0	6	0	0	0	4
Driver/Dispatch Training	2	0	0	5	1	0	0	12
Maintenance	0	1	0	0	0	0	0	0
Bypass	2	1	0	31	0	0	0	0
<b>TOTAL</b>	6	7	1	138	1	0	0	36
<b>Valid Complaints</b>								
Per 10,000 riders	1.80							
Per 1,000 riders					0.92			

## Monthly Summary Statistics for Wheels July 2020

### FIXED ROUTE

	July 2020			% change from one year ago		
Total Ridership FY 2020 To Date	31,901			-73.7%		
Total Ridership For Month	31,901			-73.7%		
Fully Allocated Cost per Passenger	\$22.76			139.2%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,163	760	657	-76.0%	-56.7%	-56.5%
Passengers Per Hour	5.5	5.1	4.4	-53.0%	-51.4%	-53.4%
	July 2020			% change from last month		
On Time Performance	91.9%			-1.9%		



# Monthly Summary Statistics for Wheels

July 2020

## PARATRANSIT

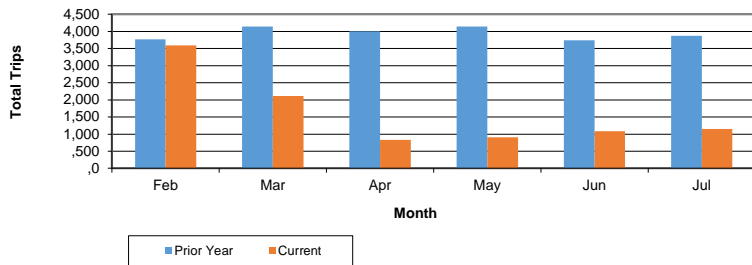
General Statistics	July 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,151	-70.3%	1,151
Average Passengers Per Hour	1.20	0.0%	1.20
On-time Performance	96.8%	7.4%	96.8%
Cost per Trip	\$53.71	55.7%	\$53.71
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	89.5%	6.8%	89.5%

*\*There were no in-person assessments due to Covid-19, but the applicants received temporary presumptive eligibility based on their application*

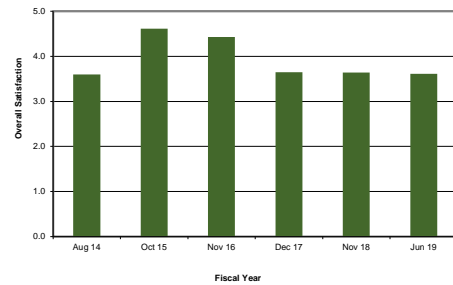
*and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	July 2020	Year to Date
1st Sanction - Phone Call	0	0
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

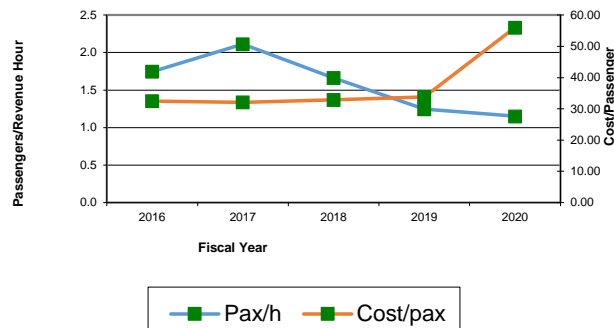
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2020





**Monthly Summary Statistics for Wheels**  
**July 2020**

SAFETY								
ACCIDENT DATA	July 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		1		0	
Preventable	0		0		0		0	
Non-Preventable	1		0		1		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	
<b>MONTHLY CLAIMS ACTIVITY</b>								
Totals								
Amount Paid								
This Month	\$712.55							
To Date This Fiscal Year	\$712.55							
Budget	\$100,000.00							
% Expended	1%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	July 2020	Year To Date						
Praise	0	0						
Bus Stop	0	0						
Incident	0	0						
Trip Planning	0	0						
Fares/Tickets/Passes	0	0						
Route/Schedule Planning	1	1						
Marketing/Website	0	0						
ADA	0	0						
COVID Inquiries	2	2						
<b>TOTAL</b>	<b>3</b>	<b>3</b>						
<b>CUSTOMER SERVICE - OPERATIONS</b>								
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	2	0	0	2	1	0	0	1
Driver/Dispatch Discourtesy	1	0	1	1	0	0	0	0
Early	0	0	0	0	0	0	0	0
Late	0	0	0	0	0	0	0	0
No Show	0	0	0	0	0	0	0	0
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	0	0	0	0	4	0	0	4
Maintenance	0	0	0	0	0	0	0	0
Bypass	1	0	1	1	0	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>
Valid Complaints								
Per 10,000 riders	1.25				4.34			
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - September 2020 - January 2021

### Finance & Administration Committee

#### September

	Action	Info
Minutes	X	
Treasurers Report	X	

#### October

	Action	Info
Minutes	X	
Treasurers Report	X	
CAFR	X	
Award of Paratransit O&M Contract	X	
Conflict of Interest - even numbered years	X	

#### November

	Action	Info
Minutes	X	
Treasurers Report	X	

#### December

	Action	Info
Minutes	X	
Treasurers Report	X	
Draft 2021 Legislative Program	X	

\*Typically December committee meetings are cancelled

#### January

	Action	Info
Minutes	X	
Treasurers Report	X	

# LAVTA COMMITTEE ITEMS - September 2020 - January 2021

## Projects & Services Committee

### September

Minutes

Action

Info

X

### October

Minutes

ZEB Study Update

Award of Paratransit O&M Contract

Action

Info

X

X

X

### November

Minutes

ZEB Study Update

Action

Info

X

X

### December

Minutes

\*Typically December committee meetings are cancelled

Action

Info

X

### January

Minutes

DAR Customer Satisfaction Survey

Action

Info

X

X