

EXECUTIVE DIRECTOR'S REPORT

May 2020

Meals on Wheels

With COVID-19 and the Shelter in Place Order, the Authority has been experiencing significantly up to 90% ridership reductions on both fixed route and Dial-a-Ride paratransit services. Three Wheels Dial-A-Ride drivers have begun using this slow period to deliver hot meals, snacks, and beverages to seniors as part of the Meals on Wheels program. Each of the drivers are making deliveries for about four hours twice each week. Attached is a picture of Daniel Buffington delivering meals to Arbor Vista Senior Community in Livermore.



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. Installation of intersection equipment is complete in Livermore and Dublin, and the equipment is scheduled to be programmed by the vendor in May. Eight intersections in Pleasanton along the 10R route are awaiting new controller hardware compatible with the new TSP system, which should arrive in late May. On-board installations of bus equipment were initially completed in early March, with some minor adjustments to be made by vendor once the Shelter in Place (SIP) Order is lifted. Once all equipment is installed and configured, the system will be ready for final testing and acceptance, possibly in summer depending on the status of current or future SIP Orders.

Pleasanton BRT Corridor Enhancement Project (Rapid Bus Stops on Santa Rita)

Staff has been procuring needed equipment based on the final plans and specifications delivered by Kimley-Horn in November, including shelters, Rapid signage, and real-time passenger information signs. Once construction activities are again permitted locally, LAVTA will issue the Notice to Proceed to the construction contractor.

Wheels Bus Stop Sign Project

The Wheels rebranding project continues over the next few months with purchase and installation of new bus stop signage. The new bus stop signs are highly reflective and feature complementary colors to the new Wheels logo and bus schemes. The signs will be installed on all bus stops not on the Rapid routes.



Dublin Parking Garage Project

County staff have kicked off schematic design work with a county-funded consultant to begin preparing the bridging documents for the design-build RFP, expected to be released this summer. LAVTA is waiting to receive the final Program Supplement and required Scope of Work from Caltrans, including what design features will be required of LAVTA and the County as a condition of receiving state funding. Once clarification of project requirements is received from the state, LAVTA can proceed with finalizing the TIRCP pass-through funding agreement with Alameda County, as soon as June.

Shared Autonomous Vehicle Project

Signage for the site has been installed. Vehicle registration has been renewed. Staff is currently working with Transdev and EasyMile to prepare for testing. However, due to Transdev's travel restrictions, digital mapping of the route is currently on hold, possibly until mid-May. In the meantime, staff is working with the City of Dublin on the vehicle to infrastructure (V2I) communication.

Tri-Valley Hub Network Integration Study

This study involves the development of the Dublin/Pleasanton BART station as the Tri-Valley Hub for public transportation, in addition to the study of future express bus service on the I-680. Stakeholder engagement is in process. Two technical advisory committee meetings have been held and 20 stakeholder agencies and organizations are involved to provide input on project goals, objectives, and existing conditions and service needs.

Short- and Long-Range Plans

The agency Short- and Long-Range planning efforts are on hold until the fall due to COVID-19.

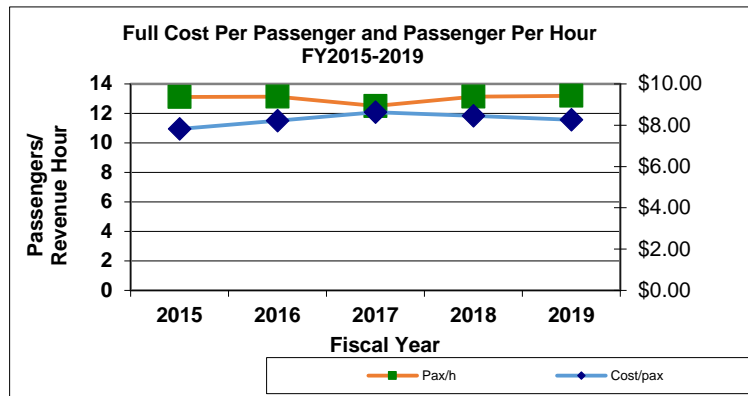
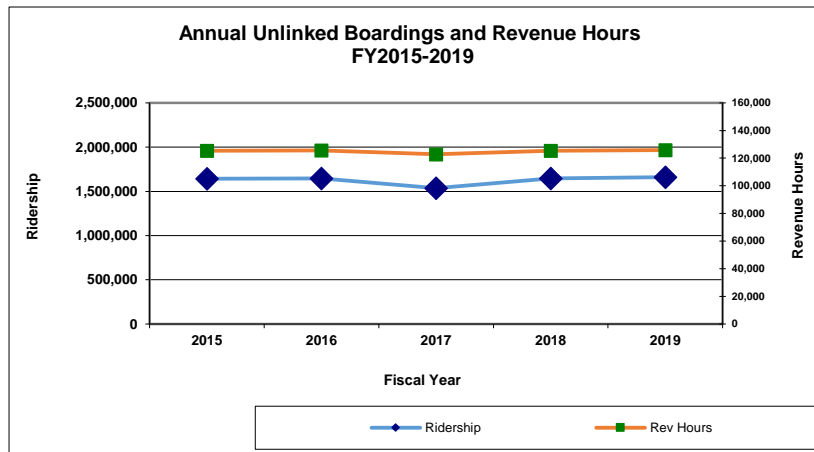
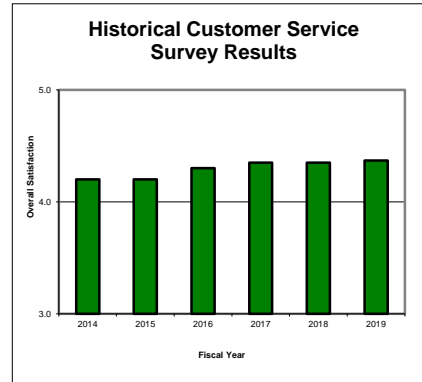
Attachments:

1. Board Statistics February 2020
2. Board Statistics March 2020
3. FY20 Upcoming Items

Monthly Summary Statistics for Wheels February 2020

FIXED ROUTE

	February 2020			% change from one year ago		
Total Ridership FY 2020 To Date	1,250,782			13.0%		
Total Ridership For Month	151,071			18.2%		
Fully Allocated Cost per Passenger	\$7.98			-3.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	7,087	1,782	1,430	16.5%	20.2%	19.7%
Passengers Per Hour	16.1	11.2	9.2	16.0%	17.3%	19.7%
	February 2020			% change from last month		
On Time Performance	85.5%			-1.9%		



Monthly Summary Statistics for Wheels

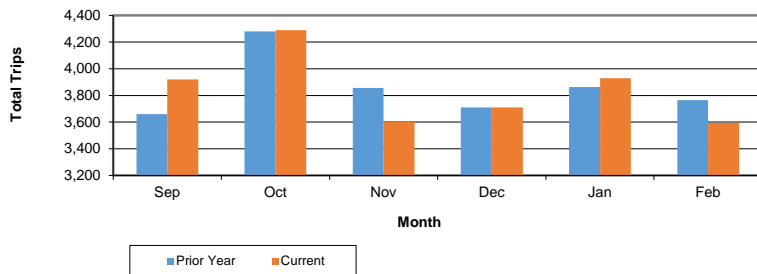
February 2020

PARATRANSIT

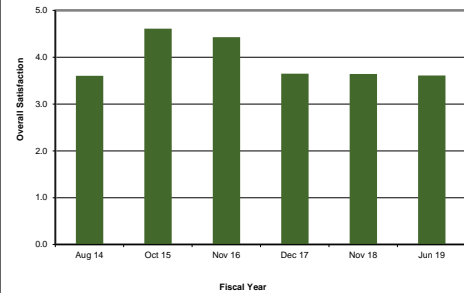
General Statistics	February 2020	% Change from last year	Year to Date
Total Monthly Passengers	3,594	-4.5%	31,069
Average Passengers Per Hour	1.42	9.2%	1.37
On Time Performance	86.7%	-4.7%	87.70%
Cost per Trip	\$36.22	7.1%	\$36.19
Number of Paratransit Assessments	24	9.1%	197
Calls Answered in <1 Minute	74.14%	-4.6%	75.78%

Missed Services Summary	February 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

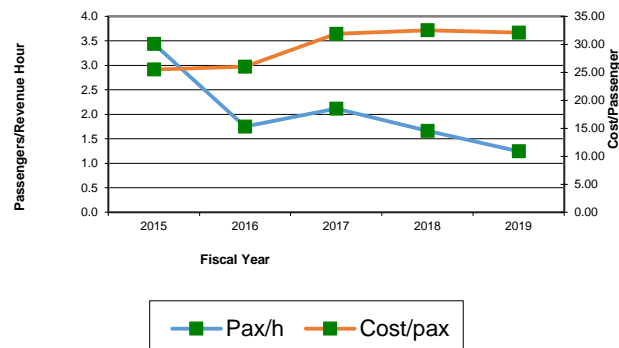
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

February 2020

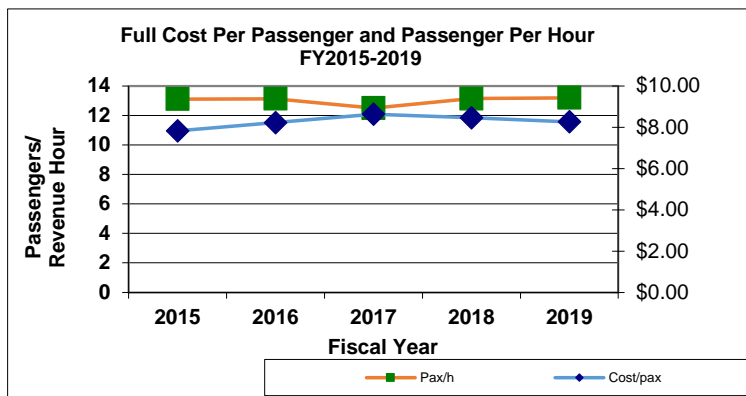
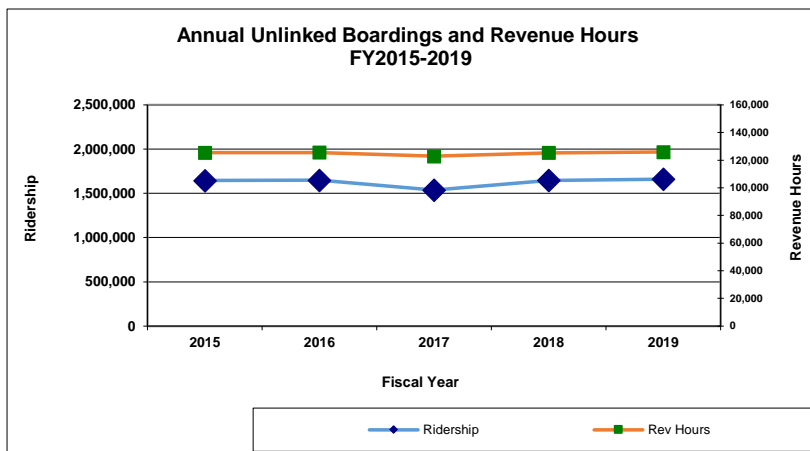
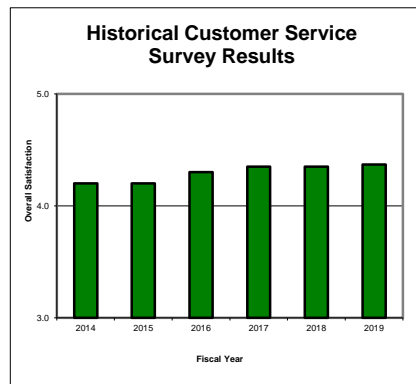
SAFETY								
ACCIDENT DATA	February 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		19		1	
Preventable	1		0		12		1	
Non-Preventable	0		0		7		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		18		1	
Bodily Injury								
Yes	0		0		2		0	
No	1		0		13		1	
MONTHLY CLAIMS ACTIVITY								
		Totals						
Amount Paid								
This Month	\$1,446.27							
To Date This Fiscal Year	\$19,512.00							
Budget		\$100,000.00						
% Expended		20%						
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	February 2020	Year To Date						
Praise	0	6						
Bus Stop	1	9						
Incident	0	0						
Trip Planning	1	2						
Fares/Tickets/Passes	1	3						
Route/Schedule Planning	9	18						
Marketing/Website	0	0						
ADA	0	4						
TOTAL	12	42						
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	15	0	0	0	1
Safety	8	4	0	29	0	0	0	3
Driver/Dispatch Courtesy	1	1	1	12	0	0	0	4
Early	2	1	0	15	0	0	0	0
Late	0	5	0	22	2	0	0	8
No Show	0	0	0	4	0	2	0	0
Incident	0	0	0	6	0	0	0	4
Driver/Dispatch Training	0	2	0	1	2	1	0	11
Maintenance	0	0	0	0	0	0	0	0
Bypass	5	2	0	26	0	0	0	0
TOTAL	16	15	1	115	4	3	0	31
Valid Complaints								
Per 10,000 riders		1.06						
Per 1,000 riders						1.11		

Monthly Summary Statistics for Wheels

March 2020

FIXED ROUTE

	March 2020			% change from one year ago		
Total Ridership FY 2020 To Date	1,334,545			6.8%		
Total Ridership For Month	83,763			-41.1%		
Fully Allocated Cost per Passenger	\$14.88			80.7%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	3,409	968	979	-44.1%	-36.4%	-23.8%
Passengers Per Hour	8.5	6.0	6.3	-39.3%	-38.7%	-23.8%
	March 2020			% change from last month		
On Time Performance	90.4%			5.7%		



Monthly Summary Statistics for Wheels

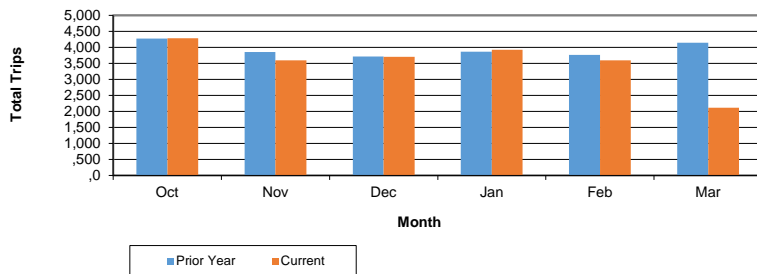
March 2020

PARATRANSIT

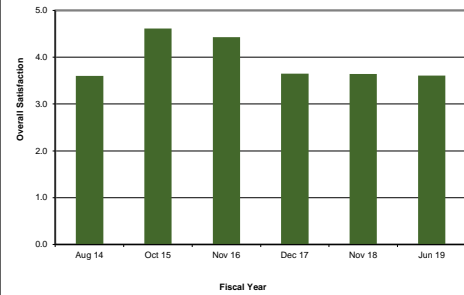
General Statistics	March 2020	% Change from last year	Year to Date
Total Monthly Passengers	2,115	-49.0%	33,184
Average Passengers Per Hour	1.20	-7.7%	1.29
On Time Performance	91.8%	-3.8%	89.73%
Cost per Trip	\$36.22	7.1%	\$36.21
Number of Paratransit Assessments	5	-82.1%	202
Calls Answered in <1 Minute	86.23%	2.9%	80.19%

Missed Services Summary	March 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

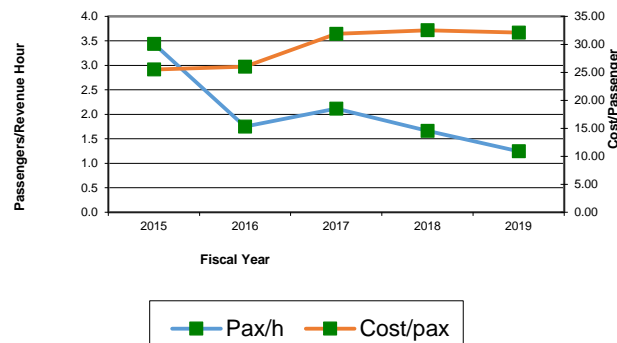
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Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2014-2018



Monthly Summary Statistics for Wheels

March 2020

SAFETY								
ACCIDENT DATA	March 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	2		0		21		1	
Preventable	2		0		14		1	
Non-Preventable	0		0		7		0	
Physical Damage								
Major	0		0		0		0	
Minor	0		0		18		1	
Bodily Injury								
Yes	0		0		2		0	
No	0		0		13		1	
MONTHLY CLAIMS ACTIVITY								
MONTHLY CLAIMS ACTIVITY		Totals						
Amount Paid								
This Month	\$331.62							
To Date This Fiscal Year	\$19,843.62							
Budget		\$100,000.00						
% Expended		20%						
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	March 2020	Year To Date						
Praise	0	6						
Bus Stop	0	9						
Incident	0	0						
Trip Planning	1	3						
Fares/Tickets/Passes	2	5						
Route/Schedule Planning	0	18						
Marketing/Website	2	2						
ADA	0	4						
TOTAL	5	47						
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	15	0	0	0	1
Safety	1	1	1	30	0	0	0	3
Driver/Dispatch Courtesy	0	2	0	12	0	0	0	4
Early	0	2	0	15	0	0	0	0
Late	1	1	0	23	0	0	0	8
No Show	0	1	0	4	1	0	0	1
Incident	0	0	0	6	0	0	0	4
Driver/Dispatch Training	0	0	0	1	0	0	0	11
Maintenance	0	0	0	0	0	0	0	0
Bypass	1	3	0	27	0	0	0	0
TOTAL	3	10	1	118	1	0	0	32
Valid Complaints								
Per 10,000 riders	0.36							
Per 1,000 riders					0.47			

LAVTA COMMITTEE ITEMS - May 2020 - September 2020

Finance & Administration Committee

May	Action	Info
Minutes	X	
Treasurers Report	X	
Salary Study		X
2020 Audit of LAVTA's Financial Statements		X
June	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Legal Contract	X	
July	Action	Info
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		
August	Action	Info
Minutes	X	
Treasurers Report	X	
September	Action	Info
Minutes	X	
Treasurers Report	X	
Conflict of Interest - even numbered years	X	

LAVTA COMMITTEE ITEMS - May 2020 - September 2020

Projects & Services Committee

May

	Action	Info
Minutes	X	
Quarterly Operations		X
SAV Updates		X

June

	Action	Info
Minutes	X	
TAAC Appointments	X	
Fixed Route Customer Satisfaction		X
SAV Updates		X

July

	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		

August

	Action	Info
Minutes	X	

September

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
Passenger Surveys	X	