

EXECUTIVE DIRECTOR'S REPORT

March 2020

January and February Fixed Route Ridership

January ridership was up 13.6% over last year and 12.3% this fiscal year to date. In February, the estimate is that ridership will be up 15%.

Fare Free for the Summer of 2020

At the February Project & Services Committee meeting members were briefed on the movement towards fare free on public transit throughout the country. Included in the discussion were the potential benefits and disadvantages of a fare free environment on the Wheels system, including the potential of a demonstration project to run Wheels fare free in the upcoming summer months. More information will be provided to the Committee in March and staff anticipates a discussion with the full LAVTA Board in April.

Las Positas College Student Transit Pass Program

At the February 3 LAVTA Board of Directors meeting, the Board voted to authorize the Executive Director to execute a second two-year Memorandum of Understanding (MOU) between LAVTA and Chabot-Las Positas Community College District, Las Positas College, for the Las Positas College Student Transit Pass Program. On Tuesday, February 18, 2020, the Chabot-Las Positas Community College District Board of Trustees also approved the MOU, paving the way for the program to continue for at least the next two academic years.

Tri-Valley Hub Network Integration Study

The Technical Advisory Committee formed as part of the Hub Study met for the second time on February 4 in Dublin. Among the items on the agenda were: a discussion of the rail hub concept; candidate locations for the Tri-Valley Hub; and a high level discussion of possible service plans. The group will meet again in early May.

Shared Autonomous Vehicle Project

Staff has been working with Transdev and EasyMile to prepare for the demonstration on March 6th. Signs were installed over President's Day Weekend, special thanks to MV Facilities for making that happen! NHTSA granted permission to allow stakeholders to ride the shuttle and get a first-hand experience of the route on March 6th. A presentation at Dublin City Council on the SAV project was well received on February 18th.

Transit Signal Priority Upgrade and Expansion Project

This is the upgrade of the signal box/software at 66 intersections throughout the Rapid routes. Project will improve the transit signal priority system. Intersection equipment was received in late September. Delivery of on-board equipment for buses is expected in late February, with installation taking place during the month of March. Intersection equipment will be installed in the field during March and April. Once all equipment is installed and configured, the system will be ready for final testing and acceptance in late spring or early summer.

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. The construction contract was awarded in February and staff has

been working on executing the contract documents. Once LAVTA issues the Notice to Proceed, construction is expected to conclude within 5 months.

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 later this spring. LAVTA staff is working on finalizing funding agreements with both Caltrans and Alameda County to pass through the state Transit and Intercity Rail Capital funds for the project. LAVTA is now seeking clarification from CalSTA on design features that may be required as a condition of receiving state funding. Once clarification of project requirements is received from the state, LAVTA can proceed with finalizing the TIRCP funding agreement with Alameda County, as soon as April.

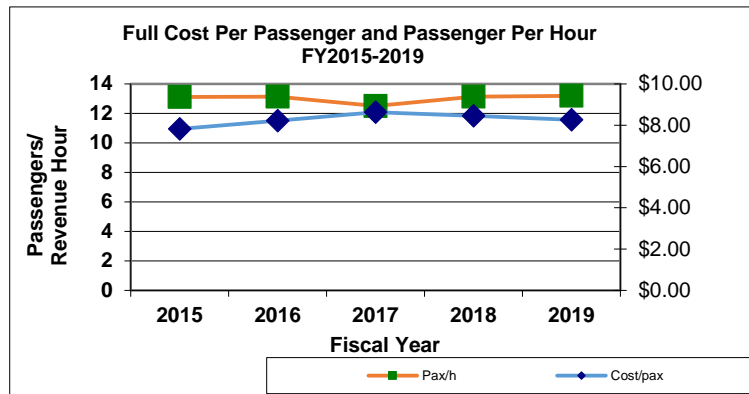
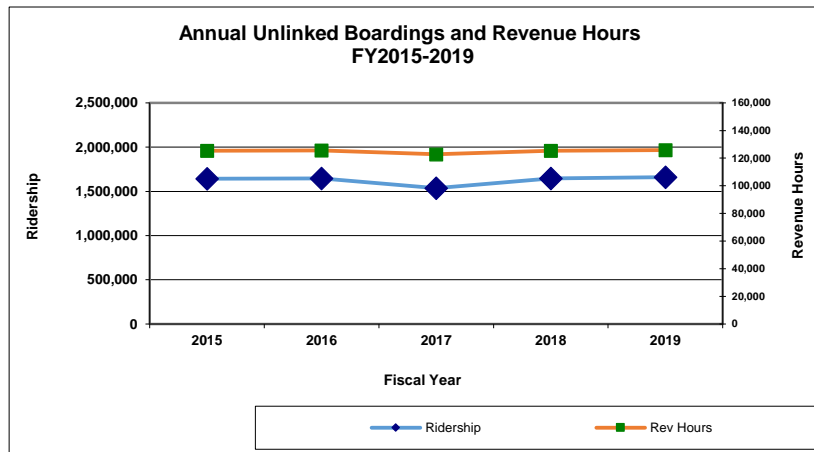
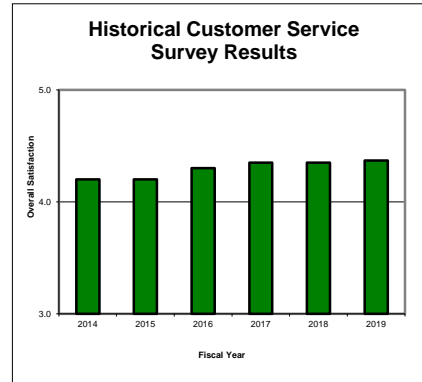
Attachments:

1. Board Statistics January 2020
2. FY20 Upcoming Items

Monthly Summary Statistics for Wheels January 2020

FIXED ROUTE

| | January 2020 | | | % change from one year ago | | |
|---|--------------|----------|--------|----------------------------|----------|--------|
| Total Ridership FY 2020 To Date | 1,099,711 | | | 12.3% | | |
| Total Ridership For Month | 157,780 | | | 13.6% | | |
| Fully Allocated Cost per Passenger | \$8.26 | | | -1.6% | | |
| | Weekday | Saturday | Sunday | Weekday | Saturday | Sunday |
| Average Daily Ridership | 6,770 | 1,685 | 1,422 | 13.3% | 7.8% | 26.2% |
| Passengers Per Hour | 15.4 | 11.0 | 9.1 | 12.6% | 9.8% | 26.9% |
| | January 2020 | | | % change from last month | | |
| On Time Performance | 87.2% | | | 1.3% | | |



Monthly Summary Statistics for Wheels

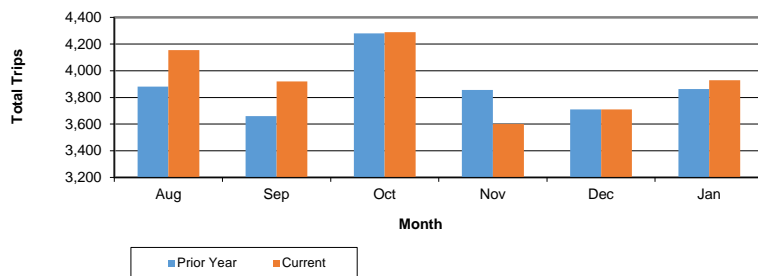
January 2020

PARATRANSIT

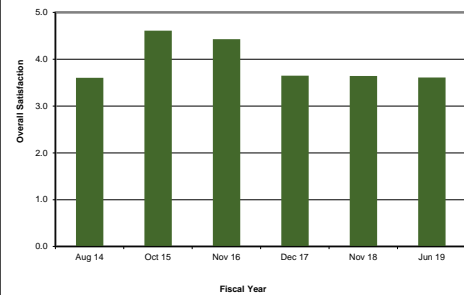
| General Statistics | January 2020 | % Change from last year | Year to Date |
|-----------------------------------|--------------|-------------------------|--------------|
| Total Monthly Passengers | 3,930 | 1.8% | 27,475 |
| Average Passengers Per Hour | 1.33 | 10.8% | 1.32 |
| On Time Performance | 88.79% | -6.0% | 88.71% |
| Cost per Trip | \$36.22 | 7.1% | \$36.17 |
| Number of Paratransit Assessments | 30 | 20.0% | 173 |
| Calls Answered in <1 Minute | 77.41% | 11.0% | 75.15% |

| Missed Services Summary | January 2020 | Year to Date |
|----------------------------------|--------------|--------------|
| 1st Sanction - Phone Call | 1 | 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 |

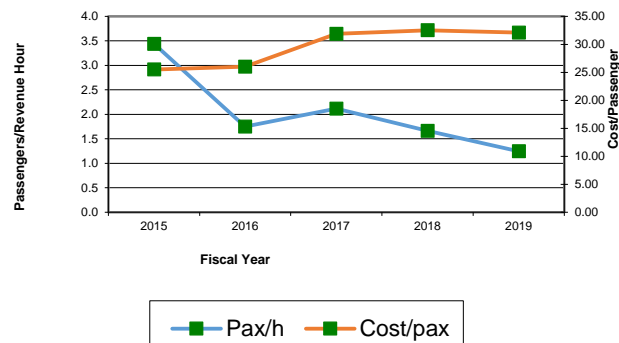
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

January 2020

| SAFETY | | | | | | | | |
|-----------------------------------|--------------------|--------------|--------------------|--------------------|---------------------|-----------|--------------------|--------------------|
| ACCIDENT DATA | January 2020 | | | | Fiscal Year to Date | | | |
| | Fixed Route | | Paratransit | | Fixed Route | | Paratransit | |
| Total | 5 | | 0 | | 18 | | 1 | |
| Preventable | 3 | | 0 | | 11 | | 1 | |
| Non-Preventable | 2 | | 0 | | 7 | | 0 | |
| Physical Damage | | | | | | | | |
| Major | 0 | | 0 | | 0 | | 0 | |
| Minor | 4 | | 0 | | 17 | | 1 | |
| Bodily Injury | | | | | | | | |
| Yes | 1 | | 0 | | 2 | | 0 | |
| No | 0 | | 0 | | 12 | | 1 | |
| | | | | | | | | |
| MONTHLY CLAIMS ACTIVITY | Totals | | | | | | | |
| Amount Paid | | | | | | | | |
| This Month | \$1,855.65 | | | | | | | |
| To Date This Fiscal Year | \$18,065.73 | | | | | | | |
| Budget | \$100,000.00 | | | | | | | |
| % Expended | 18% | | | | | | | |
| | | | | | | | | |
| CUSTOMER SERVICE - ADMINISTRATION | | | | | | | | |
| CATEGORY | Number of Requests | | | | | | | |
| | January 2020 | Year To Date | | | | | | |
| Praise | 1 | 6 | | | | | | |
| Bus Stop | 0 | 8 | | | | | | |
| Incident | 0 | 0 | | | | | | |
| Trip Planning | 0 | 1 | | | | | | |
| Fares/Tickets/Passes | 0 | 2 | | | | | | |
| Route/Schedule Planning | 0 | 9 | | | | | | |
| Marketing/Website | 0 | 0 | | | | | | |
| ADA | 1 | 4 | | | | | | |
| TOTAL | 2 | 30 | | | | | | |
| | | | | | | | | |
| 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 | 12 | 0 | 0 | 0 | 1 |
| Safety | 0 | 6 | 0 | 21 | 0 | 0 | 0 | 3 |
| Driver/Dispatch Courtesy | 1 | 1 | 0 | 11 | 1 | 0 | 0 | 4 |
| Early | 0 | 0 | 0 | 13 | 0 | 0 | 0 | 0 |
| Late | 9 | 2 | 0 | 22 | 0 | 1 | 0 | 6 |
| No Show | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 |
| Incident | 0 | 1 | 0 | 6 | 0 | 1 | 1 | 4 |
| Driver/Dispatch Training | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 9 |
| Maintenance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bypass | 3 | 8 | 1 | 21 | 0 | 0 | 0 | 0 |
| TOTAL | 13 | 18 | 1 | 99 | 2 | 3 | 2 | 27 |
| Valid Complaints | | | | | | | | |
| Per 10,000 riders | 0.82 | | | | | | | |
| Per 1,000 riders | | | | | 0.51 | | | |

LAVTA COMMITTEE ITEMS - March 2020 - July 2020

Finance & Administration Committee

| March | Action | Info |
|--|--------|------|
| Minutes | X | |
| Treasurers Report | X | |
| Funding Resolutions - TDA, STA, RM2 | X | |
| FY 19-20 LCTOP Allocation Request | X | |
| Legislative Update | X | |
| April | Action | Info |
| Minutes | X | |
| Treasurers Report | X | |
| Prelim Budget | X | |
| May | Action | Info |
| Minutes | X | |
| Treasurers Report | X | |
| FTA Triennial Review (last in '18) | X | |
| Budget - final | X | |
| June | Action | Info |
| Minutes | X | |
| Treasurers Report | X | |
| LAIF | X | |
| Legal Contract | X | |
| July | Action | Info |
| Minutes | X | |
| Treasurers Report | X | |
| FTA Funding Resolutions 5307 (last in '16) | X | |

*Typically July committee meetings are cancelled

LAVTA COMMITTEE ITEMS - March 2020 - July 2020

Projects & Services Committee

| March | Action | Info |
|-----------------------------|--------|------|
| Minutes | X | |
| Quarterly Operations Report | | X |
| SAV Updates | | X |

| April | Action | Info |
|-----------------------------|--------|------|
| Minutes | X | |
| Draft Fall Service Changes | X | |
| Alameda County Fair Service | X | |
| SAV Updates | | X |

| May | Action | Info |
|---|--------|------|
| Minutes | X | |
| Fall Service Changes (effective August) | 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