

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.

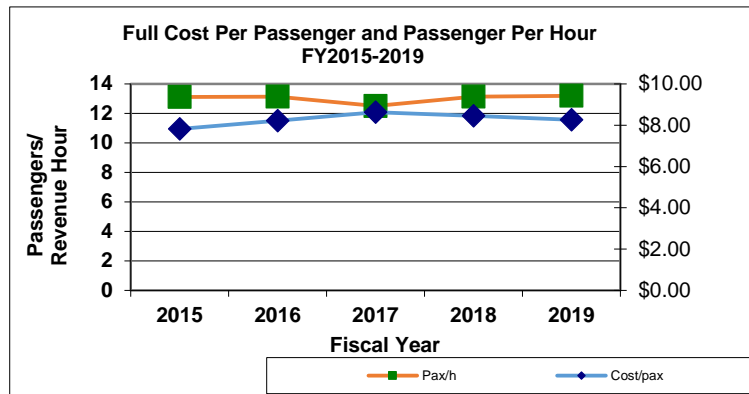
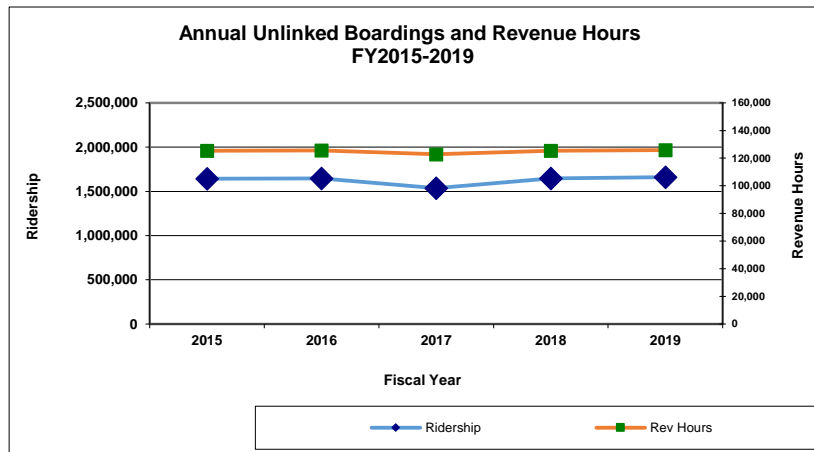
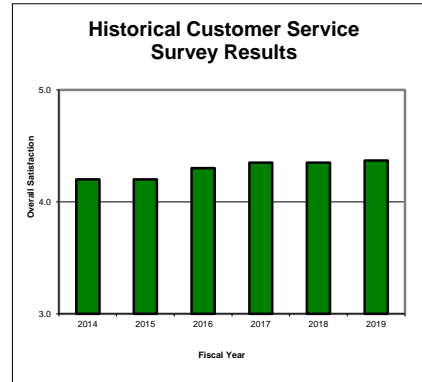
Attachments:

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

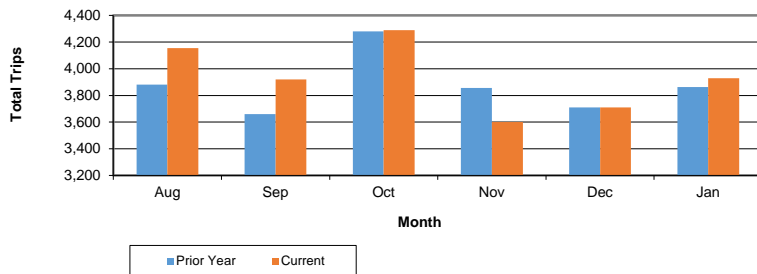
January 2020

PARATRANSIT

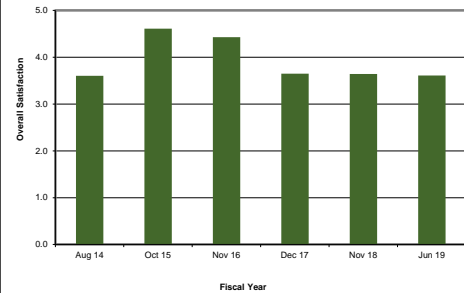
General Statistics	January 2020	% Change from last year	Year to Date
Total Monthly Passengers	3,930	1.8%	27,475
Average Passengers Per Hour	1.33	10.8%	1.32
On Time Performance	88.79%	-6.0%	88.71%
Cost per Trip	\$36.22	7.1%	\$36.17
Number of Paratransit Assessments	30	20.0%	173
Calls Answered in <1 Minute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

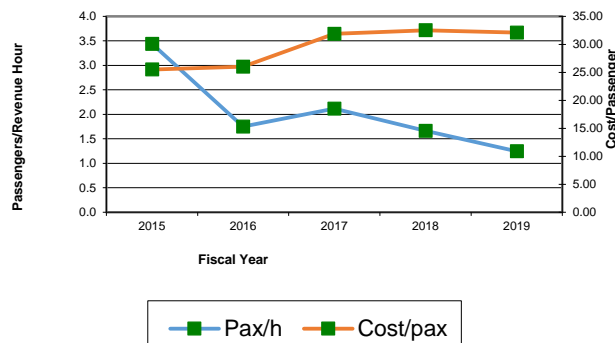
Paratransit Monthly Unlinked Boardings



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