

## EXECUTIVE DIRECTOR'S REPORT

November 2020

### ***Fare Collection Resumed October 1<sup>st</sup>***

As previously noted, we began collecting fares again and resumed front door boarding on October 1. A temporary barrier has been installed to separate the bus operator from boarding passengers. Hand sanitizer dispensers have been installed near the front of every bus. Both weekday and weekend ridership has remained steady, even with fare collection resuming. Our average weekday ridership thus far in October 2020 is 1,382 per day, compared to 1,348 in September of this year. By comparison, our average weekday ridership in October 2019 was 7,852.

### ***APTA Virtual Award Ceremony***

APTA held their annual award ceremony in a virtual setting on Wednesday, October 21. We were presented with our Outstanding Public Transportation System of the Year Award. Despite some technical glitches in the broadcast, it was a privilege to represent LAVTA and to be presented with this prestigious award. APTA is hoping to have a rescheduled in-person conference in March 2021 at which we would be recognized again in a more traditional setting. We have already installed decals on all of our buses noting our latest honor as well as our two California Transit Agency of the Year Awards.

### ***Another APTA AdWheel Grand Award!!!***

Each year, the American Public Transportation Association (APTA) conducts an AdWheel Awards competition to recognize the marketing and communications efforts of its members. Entries are judged by transit marketing professionals and the top scoring entries in each category receive First Place Awards. First place award winners are then judged a second time for the top honor of AdWheel Grand Award.

As we have previously notified the Board, we received a First Place Award for electronic media (to increase ridership) for our drive time radio ads that run on radio station KKIQ. Valley Link was selected for a First Place Award for electronic media (highlighting transit needs) for the Valley Link Informational Video. In addition, we nominated Gillig for an AdWheel in the educational initiative category for the passenger shelter they designed and installed on Jack London Drive near their facility. That entry was also selected to receive a First Place Award. The Grand Awards are typically presented at the APTA Annual Conference. Because that conference was postponed, the public announcement of the AdWheel Grand Award winners was postponed until the in-person conference in March. However, we have been notified that we will be announced as the Grand Award winner in the Electronic Media category. This is the second year in a row that LAVTA was selected as an AdWheel Grand award winner. We have also been told that our entry of the Gillig bus stop was selected as a Grand Award winner.

### ***ViewPoint Power BI Pilot***

LAVTA is currently piloting a new and improved version of ViewPoint, which leverages the business intelligence capabilities of Power BI in order to visualize and analyze fixed-route-related data. Previously the data has always been available in Transit Master and the old ViewPoint but there were many limitations to the reports available and any customizations required the vendor to program. Since the beginning of October, staff has been introduced to

the new application and undergoing training to create various interactive reports to show on-time performance, ridership, and more. Such reports offer advanced analytics of the service in order to proactively identify operational improvements. The pilot is slated to run through December, at which time staff will review and report findings on this tool.

### ***Shared Autonomous Vehicle (SAV) Project***

The testing phase of this project has gone well and staff is preparing to shoot a promotional video this week, which will be compiled into a press kit to be distributed to various media outlets. LAVTA plans to offer a promotional period to the public as part of marketing the SAV service.

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

The Center for Transportation and the Environment (CTE) is in the process of completing the rest of the zero-emission bus (ZEB) study, including assessments on the infrastructure, maintenance, and total cost of ownership. CTE is scheduled to return in December to provide their final results.

### ***Maintenance Shop Floor Resurfacing Project***

A Notice to Proceed was issued to Servicon Systems, Inc. on October 12 for the resurfacing of the maintenance shop floor at the Rutan Facility. Work will commence on October 28 and is expected to be completed by late November.

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

Construction is under way on enhancements to 19 stops along the 10R corridor in Pleasanton, with the contractor performing deep excavations to install concrete footings for the new Rapid medallion signs along the corridor and assembling the 10 new shelters to be installed. Work is expected to continue throughout the fall months with completion scheduled for early 2021.

### ***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 intersection and on-board equipment has been installed and is operational. Earlier this month LAVTA staff received training from the vendor on the operation and maintenance of the new system. Once all testing and configuration is complete the project will be ready for final acceptance.

### ***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 month. Alameda County staff anticipates County awarding the construction contract in early 2021, with completion by early 2023.

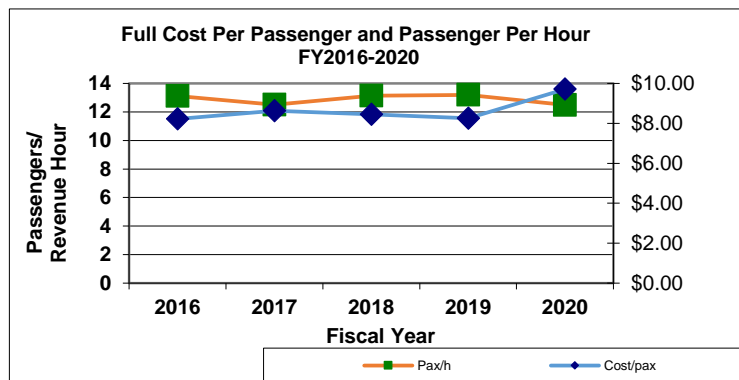
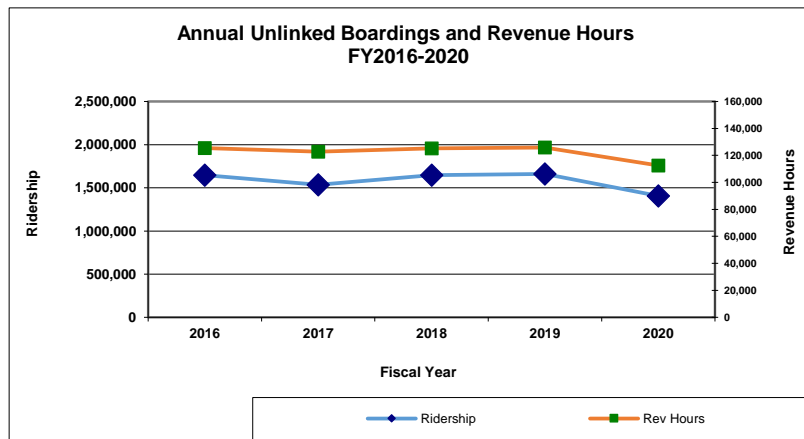
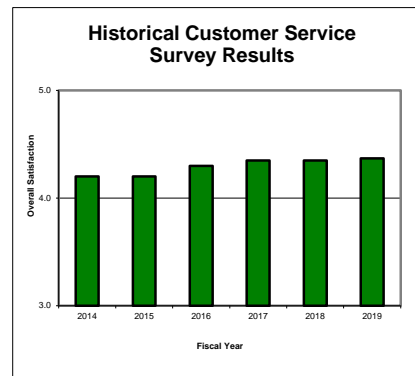
Attachments:

1. Board Statistics August 2020
2. Board Statistics September 2020
3. FY21 Upcoming Items

## Monthly Summary Statistics for Wheels August 2020

### FIXED ROUTE

	August 2020			% change from one year ago		
Total Ridership FY 2020 To Date	65,233			-76.9%		
Total Ridership For Month	33,332			-79.3%		
Fully Allocated Cost per Passenger	\$21.56			190.2%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,249	741	678	-81.2%	-59.6%	-54.1%
Passengers Per Hour	5.9	5.0	4.6	-61.4%	-56.7%	-51.6%
	August 2020			% change from last month		
On Time Performance	93.6%			1.8%		



# Monthly Summary Statistics for Wheels

August 2020

## PARATRANSIT

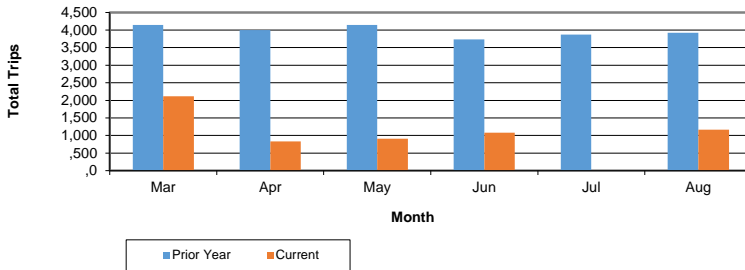
General Statistics	August 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,164	-72.0%	2,315
Average Passengers Per Hour	1.21	-6.9%	1.21
On Time Performance	96.1%	10.3%	96.42%
Cost per Trip	\$51.53	49.4%	\$52.62
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	88.6%	2.9%	89.04%

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

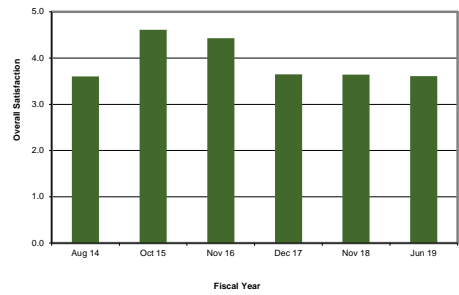
*and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	August 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

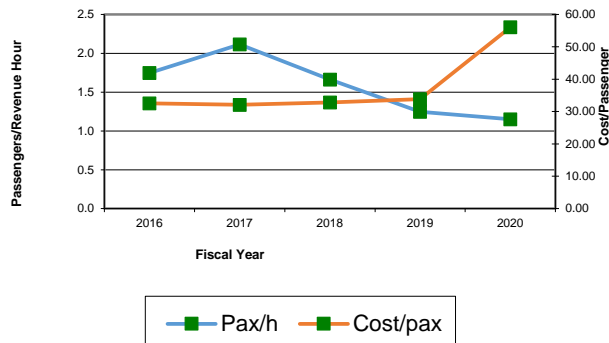
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



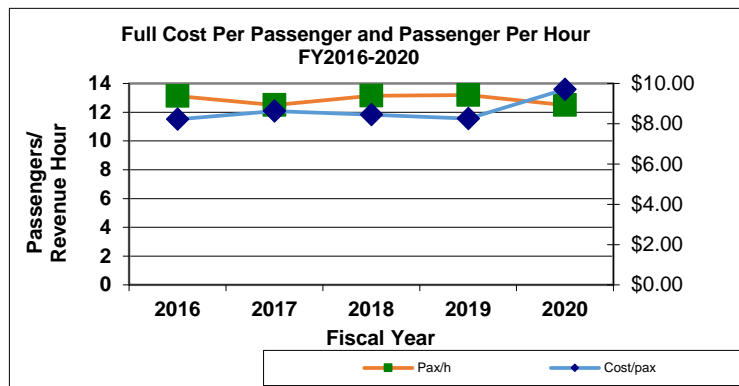
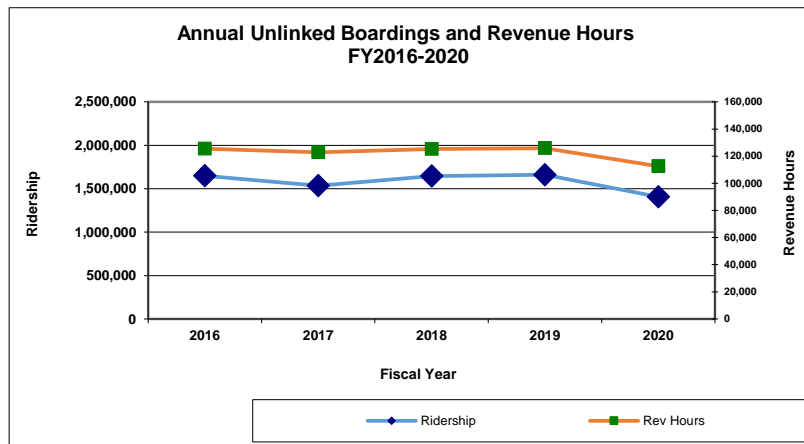
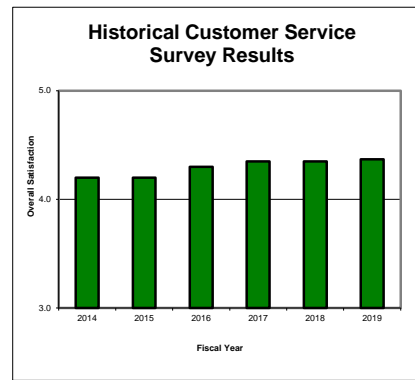
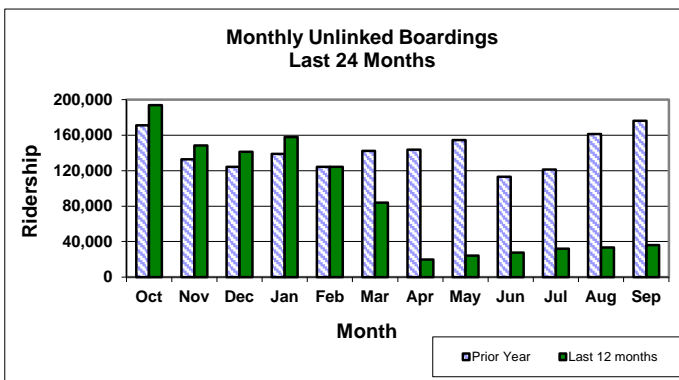
**Monthly Summary Statistics for Wheels**  
**August 2020**

SAFETY								
ACCIDENT DATA	August 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	0		0		1		0	
Preventable	0		0		0		0	
Non-Preventable	0		0		1		0	
Physical Damage								
Major	0		0		0		0	
Minor	0		0		1		0	
Bodily Injury								
Yes	0		0		0		0	
No	0		0		1		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
	Totals							
Amount Paid								
This Month	\$125.10							
To Date This Fiscal Year	\$837.65							
Budget	\$100,000.00							
% Expended	1%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	August 2020	Year To Date						
Praise	0	0						
Bus Stop	3	3						
Incident	0	0						
Trip Planning	1	1						
Fares/Tickets/Passes	2	2						
Route/Schedule Planning	6	7						
Marketing/Website	0	0						
ADA	1	1						
COVID Inquiries	0	2						
Lost/Found	3	3						
<b>TOTAL</b>	16	19						
<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	2	0	0	5	0	0	0	0
Safety	4	1	2	6	0	0	0	1
Driver/Dispatch Discourtesy	0	2	0	1	0	0	0	0
Early	0	0	0	0	0	1	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	0	0	0	4
Maintenance	0	0	0	0	0	0	0	0
Bypass	2	3	0	3	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>15</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>
Valid Complaints								
Per 10,000 riders	1.80				0.00			
Per 1,000 riders					0.00			

## Monthly Summary Statistics for Wheels September 2020

### FIXED ROUTE

	September 2020			% change from one year ago		
Total Ridership FY 2020 To Date	101,228			-77.9%		
Total Ridership For Month	35,995			-79.6%		
Fully Allocated Cost per Passenger	\$22.57			246.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,348	922	799	-83.2%	-47.3%	-47.1%
Passengers Per Hour	5.3	6.2	5.4	-70.5%	-43.3%	-44.1%
	September 2020			% change from last month		
On Time Performance	93.9%			0.3%		



# Monthly Summary Statistics for Wheels

September 2020

## PARATRANSIT

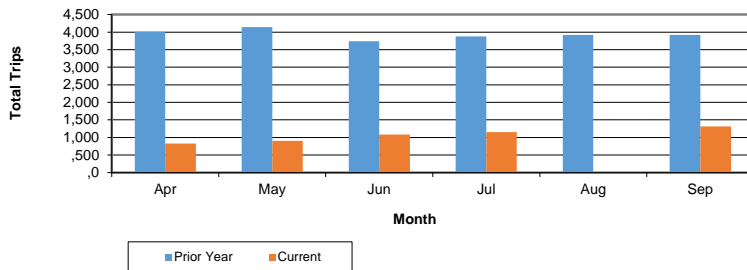
General Statistics	September 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,316	-66.4%	3,631
Average Passengers Per Hour	1.25	-5.3%	1.23
On Time Performance	97.6%	12.2%	97.02%
Cost per Trip	\$47.38	30.8%	\$50.00
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	87.5%	4.4%	88.05%

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

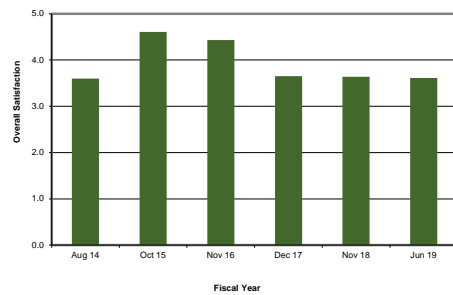
*and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	September 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

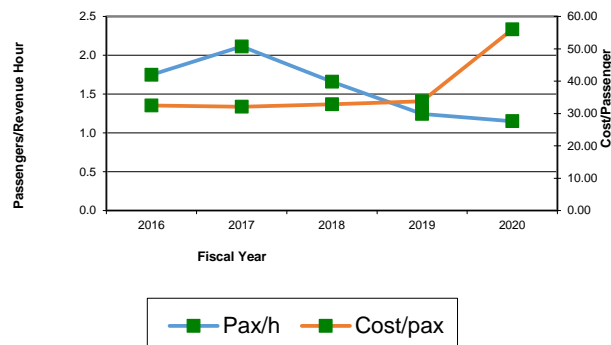
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Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2020



**Monthly Summary Statistics for Wheels**  
**September 2020**

SAFETY								
ACCIDENT DATA	September 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		2		0	
Preventable	0		0		0		0	
Non-Preventable	1		0		2		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		2		0	
Bodily Injury								
Yes	0		0		0		0	
No	1		0		2		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
		Totals						
Amount Paid								
This Month		\$759.75						
To Date This Fiscal Year		\$1,597.40						
Budget		\$100,000.00						
% Expended		2%						
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	September 2020	Year To Date						
Praise	1	1						
Bus Stop	1	4						
Incident	1	1						
Trip Planning	0	1						
Fares/Tickets/Passes	0	2						
Route/Schedule Planning	1	8						
Marketing/Website	0	0						
ADA	1	2						
COVID Inquiries	0	2						
Lost/Found	1	4						
<b>TOTAL</b>	6	25						
<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	6	0	0	0	0
Safety	1	1	0	7	0	0	0	1
Driver/Dispatch Discourtesy	2	3	0	3	0	0	0	0
Early	0	0	0	0	0	0	0	0
Late	0	1	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	0	2	0	4
Maintenance	0	0	0	0	0	0	0	0
Bypass	1	0	0	4	0	0	0	0
<b>TOTAL</b>	5	5	0	20	0	2	0	5
<b>Valid Complaints</b>								
Per 10,000 riders	1.11				0.00			
Per 1,000 riders					0.00			



## LAVTA COMMITTEE ITEMS - November 2020 - March 2021

### Finance & Administration Committee

#### November

	Action	Info
Minutes	X	
Treasurers Report	X	

#### December

	Action	
Minutes	X	
Treasurers Report	X	
Draft 2021 Legislative Program	X	

\*Typically December committee meetings are cancelled

#### January

	Action	Info
Minutes	X	
Treasurers Report	X	

#### February

	Action	Info
Minutes	X	
Treasurers Report	X	

#### March

	Action	Info
Minutes	X	
Treasurers Report	X	

# LAVTA COMMITTEE ITEMS - November 2020 - March 2021

## Projects & Services Committee

### November

Minutes

Award of Paratransit O&M Contract

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

### February

Minutes

Action

Info

X

### March

Minutes

Action

Info

X