

EXECUTIVE DIRECTOR'S REPORT

January 2020

APTA AdWheel Award Notification

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. We were recently notified that we were again selected to receive multiple First Place Awards.

LAVTA was selected for 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. Video can be found at <https://vimeo.com/336412050>.



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 First Place Awards will be presented at the APTA Marketing and Communications Conference in February and then will be in the running for the Grand Awards that are presented at the Annual Conference in October in Orange County.

Alameda County Sheriff's Office Training

On January 6, we provided a vehicle to the Alameda County Sheriff's Department for use in a tactical training exercise. The four-hour training session took place in and around our bus parked at the Sheriff's Regional Training Center in Dublin. Several scenarios were played out as part of the exercise. The training coordinator was very grateful for our support. Our vehicle was unharmed.



February 10 Service Change Update

The Board was previously informed of some minor schedule adjustments scheduled for implementation on Monday February 10. These changes were necessitated to maintain optimal

transfer timing between our buses and BART. BART is making schedule changes on February 10 that will move weekday departure times forward by two minutes.

In addition to these changes, we are also making some adjustments to the morning schedules on some of our school focused routes to help ensure more timely arrivals at school.

Random CHP Inspection

This week the CHP conducted their random, annual CHP inspection at LAVTA. During the inspection the CHP randomly inspected a group of buses and the operator files. The Authority received the highest rank a public agency can receive (Satisfactory) at the completion of the audit.

Tri-Valley Hub Network Integration Study

The next meeting of the Technical Advisory Committee (TAC) of the Tri-Valley Hub Network Integration Study will take place on Tuesday February 4 in Dublin. AECOM, our consultant on the project, will be soliciting input from the group on a number of service concepts for the I-680 and I-580 corridors. A number of concepts have been previously developed through prior planning efforts and will be included in the discussion.

Route 503 Service to Schaefer Ranch

The route adjustment to the Route 503 which added service between the Schaefer Ranch area, Dublin High School and Wells Middle School was implemented on Tuesday January 7. Afternoon ridership has varied in the 12-20 range. Morning ridership has been a bit lower, which is typical for our school focused services. We have received a number of positive comments about our responsiveness in providing the new service.

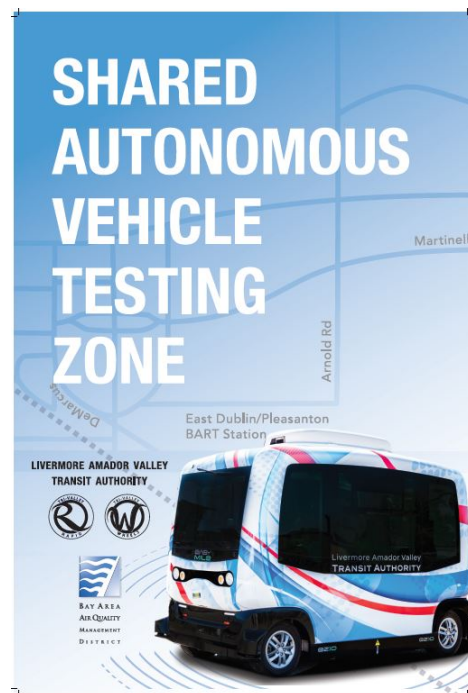
Shared Autonomous Vehicle Project

- Finalizing amendment with BAAQMD
- Testing should start mid to end of February
- Site prep in final stages
- Meeting with First Responders next week to discuss SAV and familiarize personnel with the vehicle

With the approval letter from NHTSA in hand, staff has been working with the City of Dublin and Transdev on final site modifications for testing. Signage for the site was created and will be installed within the next two weeks. Testing will commence in mid to late February. Staff is meeting with First Responders for the City of Dublin next week to demonstrate the vehicle and answer any questions.

Transit Signal Priority Upgrade/Expansion Project

Intersection equipment was received in late September. Project staff from LAVTA and GTT have been coordinating on shipment and installation of on-board equipment. Intersection equipment installation contract was awarded in January, and



LAVTA and contractor are working on finalizing contract documents and other pre-construction activities. Installations can be expected in late winter/early spring followed by system testing and acceptance.

Pleasanton BRT Corridor Enhancement Project (Santa Rita Rd.)

Final plans and specifications were delivered by Kimley-Horn in November, after which staff began working on procuring needed equipment and advertising the construction contract. Construction bids were due January 15, with award of equipment purchase and construction contracts expected in February. Construction is expected to begin in late winter/early spring and be completed by the end of summer.

Dublin Parking Garage Project

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 and Alameda County are awaiting clarification from CalSTA and Caltrans 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 March. Meanwhile, 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 spring.

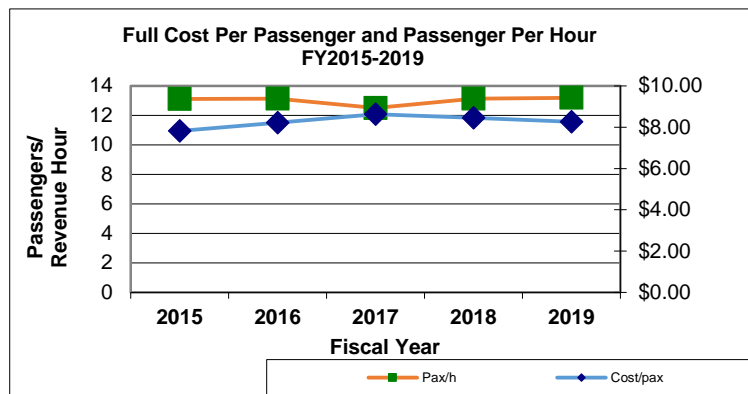
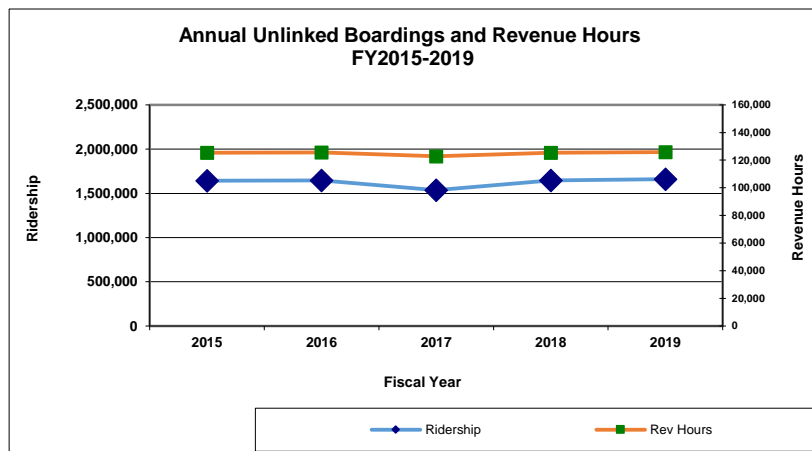
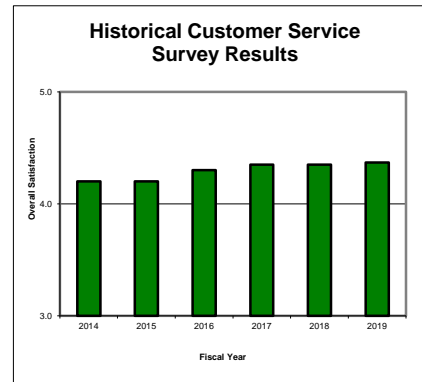
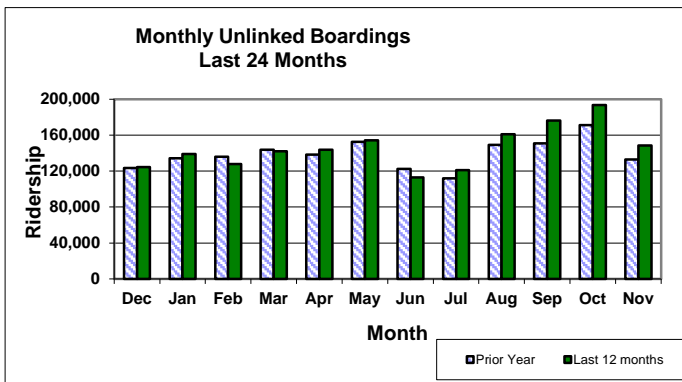
Attachments:

1. Board Statistics November 2019
2. Board Statistics December 2019
3. FY20 Upcoming Items

Monthly Summary Statistics for Wheels November 2019

FIXED ROUTE

	November 2019			% change from one year ago		
Total Ridership FY 2020 To Date	800,848			11.8%		
Total Ridership For Month	148,470			11.8%		
Fully Allocated Cost per Passenger	\$8.16			-2.2%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,386	1,702	1,465	7.5%	7.0%	20.8%
Passengers Per Hour	15.8	11.2	9.2	14.8%	9.6%	13.4%
	November 2019			% change from last month		
On Time Performance	85.0%			1.1%		



Monthly Summary Statistics for Wheels

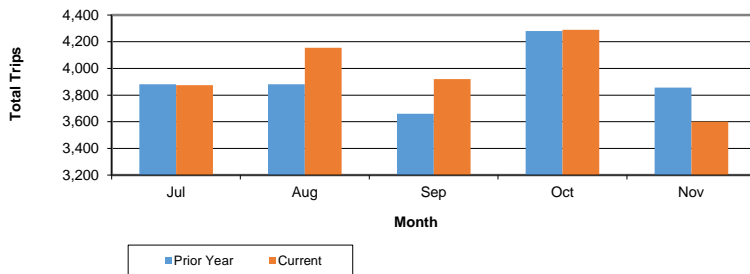
November 2019

PARATRANSIT

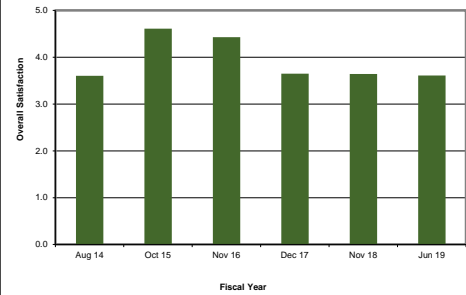
General Statistics	November 2019	% Change from last year	Year to Date
Total Monthly Passengers	3,600	-6.6%	19,836
Average Passengers Per Hour	1.31	19.1%	1.29
On Time Performance	92.2%	-3.7%	89.13%
Cost per Trip	\$36.22	7.1%	\$35.53
Number of Paratransit Assessments	25	-7.4%	125
Calls Answered in <1 Minute	80.64%	-13.3%	83.66%

Missed Services Summary	November 2019	Year to Date
1st Sanction - Phone Call	1	8
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

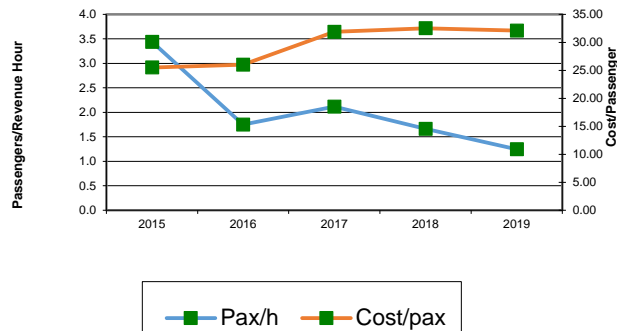
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

November 2019

SAFETY							
ACCIDENT DATA	November 2019				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	2		1		8		1
Preventable	0		1		5		1
Non-Preventable	2		0		3		0
Physical Damage							
Major	0		0		0		0
Minor	2		1		8		1
Bodily Injury							
Yes	0		0		0		0
No	2		1		8		1
MONTHLY CLAIMS ACTIVITY							
		Totals					
Amount Paid							
This Month	\$3,351.54						
To Date This Fiscal Year	\$13,611.56						
Budget							
							\$100,000.00
% Expended							
							14%

CUSTOMER SERVICE - ADMINISTRATION

CATEGORY	Number of Requests	
	November 2019	Year To Date
Praise	0	5
Bus Stop	6	8
Incident	0	0
Trip Planning	0	1
Fares/Tickets/Passes	1	2
Route/Schedule Planning	0	7
Marketing/Website	0	0
ADA	1	3
TOTAL	8	26

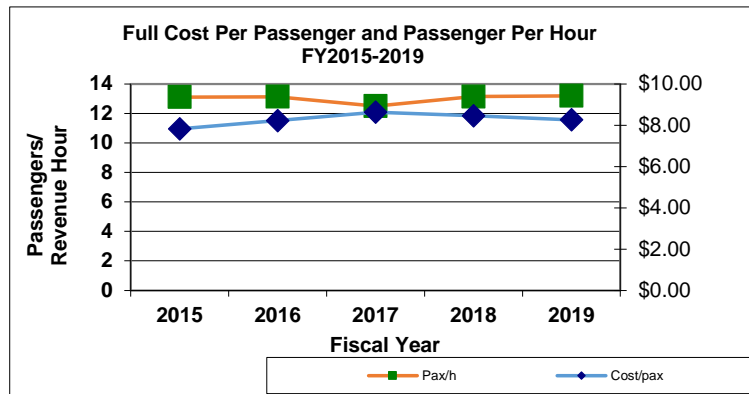
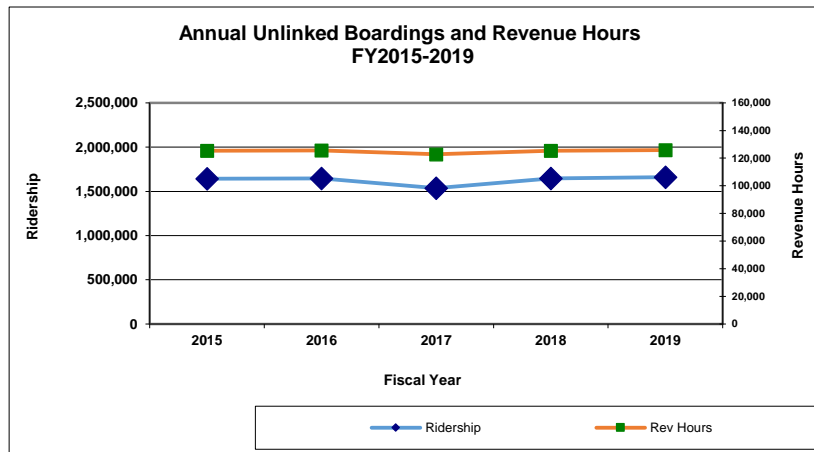
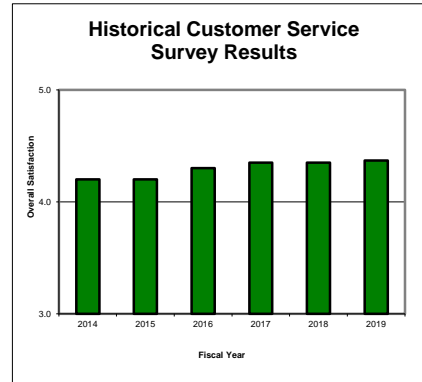
CUSTOMER SERVICE - OPERATIONS

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	4	0	0	11	1	0	0	1
Safety	3	0	4	17	0	0	0	2
Driver/Dispatch Courtesy	2	7	0	8	0	0	0	3
Early	0	1	0	12	0	0	0	0
Late	3	1	0	9	0	1	0	5
No Show	0	0	0	4	0	0	0	0
Incident	0	0	0	5	1	0	0	3
Driver/Dispatch Training	0	0	0	1	3	3	0	4
Maintenance	0	0	0	0	0	0	0	0
Bypass	5	6	1	17	0	0	0	0
TOTAL	13	15	5	73	4	4	0	17
Valid Complaints								
Per 10,000 riders	0.88							
Per 1,000 riders					1.11			

Monthly Summary Statistics for Wheels December 2019

FIXED ROUTE

	December 2019			% change from one year ago		
Total Ridership FY 2020 To Date	941,931			12.1%		
Total Ridership For Month	141,083			13.5%		
Fully Allocated Cost per Passenger	\$8.74			1.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	6,470	1,792	1,232	8.9%	16.6%	10.7%
Passengers Per Hour	14.7	11.3	7.1	7.9%	11.4%	0.0%
	December 2019			% change from last month		
On Time Performance	86.1%			1.3%		



Monthly Summary Statistics for Wheels

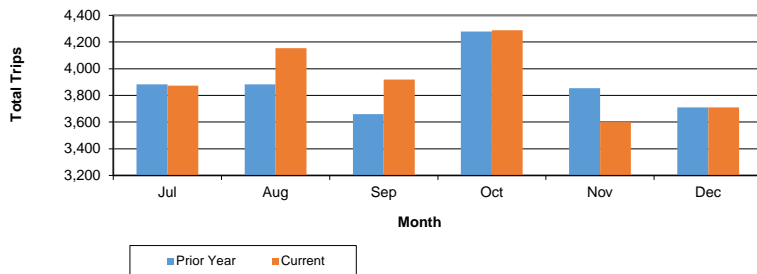
December 2019

PARATRANSIT

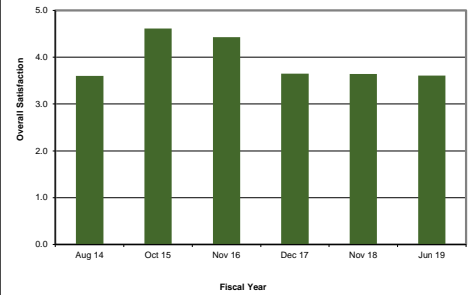
General Statistics	December 2019	% Change from last year	Year to Date
Total Monthly Passengers	3,709	-0.1%	23,545
Average Passengers Per Hour	1.32	20.0%	1.50
On Time Performance	87.1%	-9.6%	88%
Cost per Trip	\$36.22	7.1%	\$ 41.30
Number of Paratransit Assessments	18	-18.2%	143
Calls Answered in <1 Minute	72.89%	-22.5%	84.84%

Missed Services Summary	December 2019	Year to Date
1st Sanction - Phone Call	1	9
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

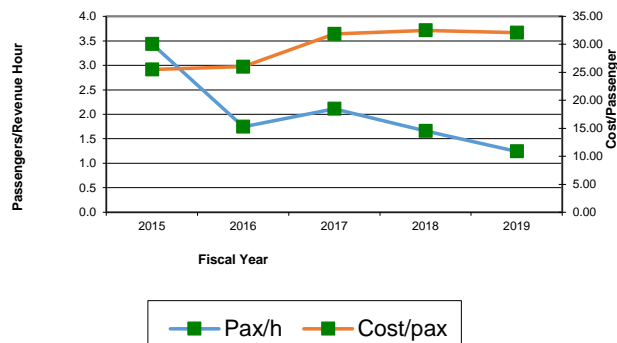
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

December 2019

SAFETY								
ACCIDENT DATA	December 2019				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	5		0		13		1	
Preventable	3		0		8		1	
Non-Preventable	2		0		5		0	
Physical Damage								
Major	0		0		0		0	
Minor	5		0		13		1	
Bodily Injury								
Yes	1		0		1		0	
No	4		0		12		1	
MONTHLY CLAIMS ACTIVITY								
								Totals
Amount Paid								
This Month								\$2,598.52
To Date This Fiscal Year								\$16,210.08
Budget								
								\$100,000.00
% Expended								
								16%
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	December 2019	Year To Date						
Praise	0	5						
Bus Stop	0	8						
Incident	0	0						
Trip Planning	0	1						
Fares/Tickets/Passes	0	2						
Route/Schedule Planning	2	9						
Marketing/Website	0	0						
ADA	0	3						
TOTAL	2	28						
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	1	0	0	12	0	0	0	1
Safety	4	0	0	21	1	0	0	3
Driver/Dispatch Courtesy	2	2	0	10	0	0	0	3
Early	1	1	1	13	0	0	0	0
Late	4	0	0	13	1	0	0	6
No Show	0	0	0	4	0	0	0	0
Incident	1	0	0	6	1	0	0	4
Driver/Dispatch Training	0	0	0	1	4	2	0	8
Maintenance	0	0	0	0	0	0	0	0
Bypass	1	3	0	18	0	0	0	0
TOTAL	13	6	1	86	7	2	0	25
Valid Complaints								
Per 10,000 riders		0.92						
Per 1,000 riders						1.89		

LAVTA COMMITTEE ITEMS - February 2020 - June 2020

Finance & Administration Committee

February

	Action	Info
Minutes	X	
Treasurers Report	X	
FY 19-20 LCTOP Allocation Request	X	

March

	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2	X	

April

	Action	Info
Minutes	X	
Treasurers Report	X	

May

	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	

June

	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Legal Contract	X	

LAVTA COMMITTEE ITEMS - February 2020 - June 2020

Projects & Services Committee

February

	Action	Info
Minutes	X	
SAV Updates		X

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
Marketing Work Plan	X	
SAV Updates		X