

## EXECUTIVE DIRECTOR'S REPORT

December 2020

### ***Board Member Scott Haggerty Receives Distinguished Service Award***

The California Transit Association awarded Supervisor Scott Haggerty its Distinguished Service Award for his long and distinguished career that includes outstanding contributions to public transit. Supervisor Haggerty received the award at the organization's fall conference on November 19<sup>th</sup>.



### ***Wheels Ridership and Customer Survey***

Ridership on the Wheels fixed route bus system continues to be approximately 1,350 rides per day, with approximately 45 rides per day on the paratransit system. With new COVID designations in Alameda County the ridership is expected to remain flat over the next few months.

Nelson Nygaard recently conducted a survey of individuals who continue to ride, as well as those who have stopped riding as a result of the pandemic. Our goal was to find out what factors have influenced their riding behavior as well as what efforts by LAVTA with regard to COVID are most important to our current riders and former riders. The survey was conducted in late October and early November. Staff continues to work with the consulting team to analyze the results and will present them at the upcoming January meeting.



### ***Public Riding Shared Autonomous Vehicles***

On November 16, we began permitting members of the general public to take rides on our Shared Autonomous Vehicle (SAV) for the first time. Because of the pandemic, we are requiring that reservations be made in advance and that no more than three individuals from the same household travel together to permit social distancing from the safety attendant onboard. The SAV page of our website has all of the details for reserving rides as well as a new video on the project.

### ***Tri-Valley Hub Network Integration Study TAC Meeting***

The Technical Advisory Committee for the Tri-Valley Hub Network Integration Study met on Tuesday November 10. The meeting included a summary of the work to date and options for a path forward for new express service on I-680. A great deal of feedback was received from the group. The next step in the study is the development of a draft document. Following review by LAVTA staff, the document will be brought forward to the LAVTA Board for consideration. We anticipate that occurring during the first quarter of 2021.

***Transit Signal Priority Upgrade and Expansion Project***

This project upgraded 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. Final programming and coordination with the cities is ongoing to ensure all equipment is operating correctly, after which the project will be accepted and closed out.

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



Construction is under way on enhancements to 19 stops along the 10R corridor in Pleasanton. Deep excavations began last month to install concrete footings for the new Rapid medallion signs along the corridor. Some utility conflicts were encountered in the work which have been resolved, and progress is expected to resume by the end of November with pouring concrete for the foundations as well as new pads for the new shelters and amenities where needed, after which installation of equipment will begin. Work is expected to continue throughout the fall months with completion scheduled for very early in 2021.

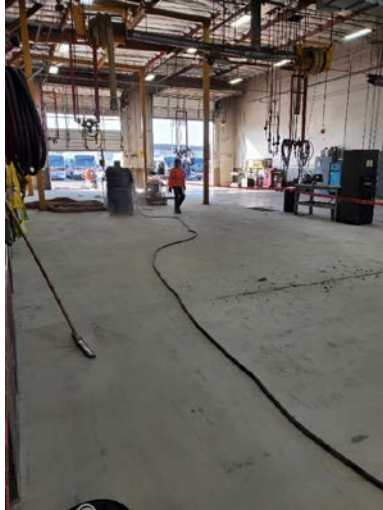
***Dublin Parking Garage Project***

Alameda County serves as the Lead Agency on this project in partnership with LAVTA as project sponsor. Earlier this month the County issued an RFQ to identify and select qualified proposers for the final design-build RFP. Alameda County staff anticipates County awarding the construction contract in spring 2021, with completion in 2023.

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

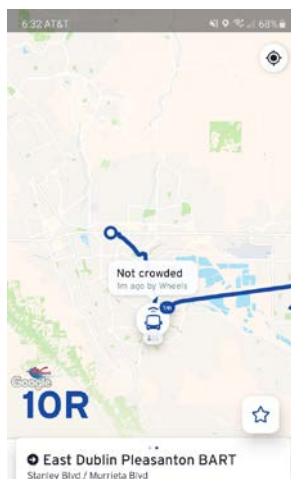
Work on the maintenance shop floor at the Rutan Facility commenced early November and has been completed on schedule. Due to the cost savings by choosing Servicon Systems, Inc. as the vendor, LAVTA was able to get the steam wash bay floor resurfaced in addition to the regular maintenance bays while staying significantly under budget.

Before and after:



### ***Transit App Partnership***

LAVTA partnered with the Transit app team to roll out real-time bus crowding status on our vehicles to help passengers plan their trips with social distancing in mind. The next feature in the process of development will allow passengers to rate their experience and provide feedback in the app immediately after taking a trip. This valuable information can be used to improve our service quality.



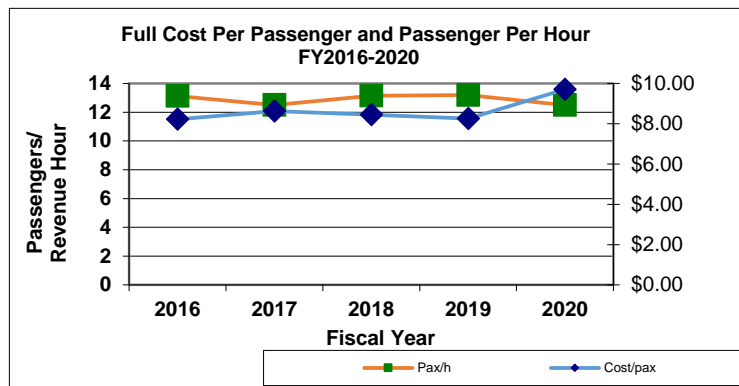
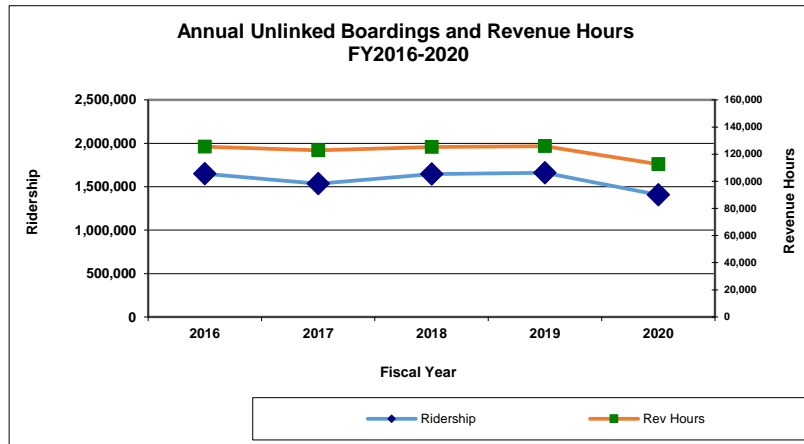
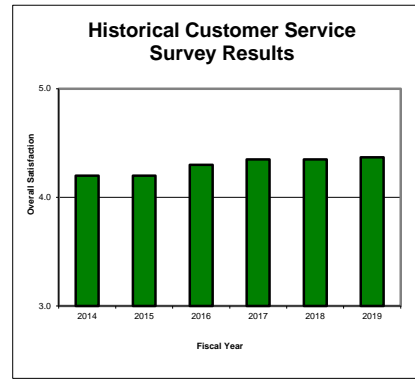
Attachments:

1. Board Statistics October 2020
2. FY21 Upcoming Items

## Monthly Summary Statistics for Wheels October 2020

### FIXED ROUTE

	October 2020			% change from one year ago		
Total Ridership FY 2020 To Date	138,541			-78.8%		
Total Ridership For Month	37,313			-80.7%		
Fully Allocated Cost per Passenger	\$21.46			198.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,360	883	744	-82.7%	-52.8%	-47.5%
Passengers Per Hour	5.7	6.0	5.0	-67.9%	-49.2%	-44.6%
	October 2020			% change from last month		
On Time Performance	91.0%			-3.1%		



# Monthly Summary Statistics for Wheels

October 2020

## PARATRANSIT

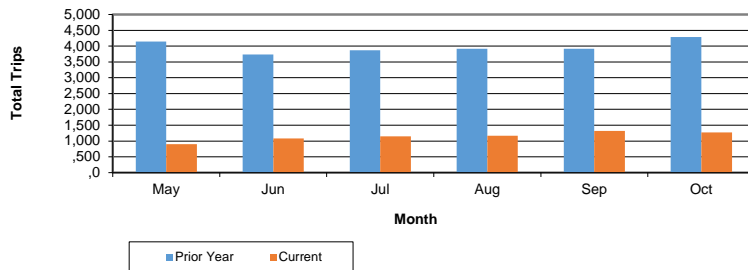
General Statistics	October 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,276	-70.2%	4,907
Average Passengers Per Hour	1.19	-8.5%	1.21
On Time Performance	96.7%	8.3%	96.83%
Cost per Trip	\$54.00	49.1%	\$52.00
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	89.3%	6.3%	88.40%

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

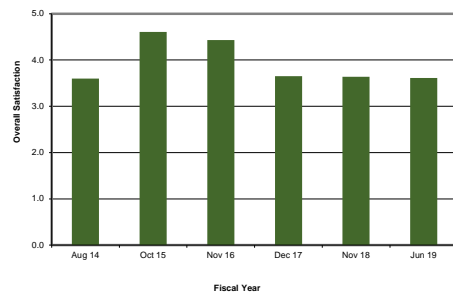
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	October 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

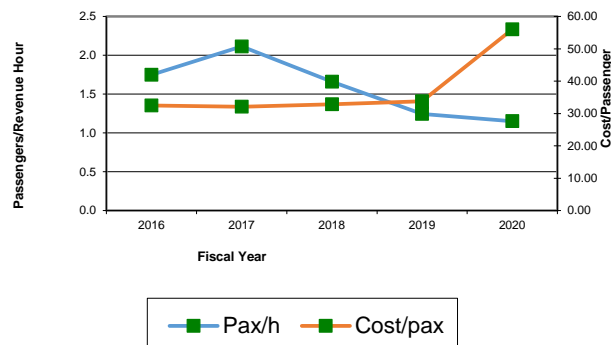
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



**Monthly Summary Statistics for Wheels**  
**October 2020**

SAFETY								
ACCIDENT DATA	October 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		3		0	
Preventable	1		0		1		0	
Non-Preventable	0		0		2		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		3		0	
Bodily Injury								
Yes	0		0		0		0	
No	1		0		3		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
							<b>Totals</b>	
Amount Paid								
This Month	\$0.00							
To Date This Fiscal Year	\$1,597.40							
Budget	\$100,000.00							
% Expended	2%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	October 2020	Year To Date						
Praise	0	1						
Bus Stop	1	5						
Incident	1	2						
Trip Planning	3	4						
Fares/Tickets/Passes	3	5						
Route/Schedule Planning	2	10						
Marketing/Website	0	0						
ADA	2	4						
COVID Inquiries	2	4						
Lost/Found	0	4						
<b>TOTAL</b>	14	39						
<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	0	0	0	6	0	0	0	0
Safety	3	0	0	10	1	0	0	2
Driver/Dispatch Discourtesy	1	4	1	4	0	1	0	0
Early	0	0	0	0	0	0	0	0
Late	0	0	0	0	0	0	0	0
No Show	0	0	0	0	1	1	0	1
Incident	0	0	0	0	1	1	0	1
Driver/Dispatch Training	1	0	1	1	1	1	0	5
Maintenance	0	0	0	0	0	0	0	0
Bypass	3	1	1	7	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>28</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>9</b>
Valid Complaints								
Per 10,000 riders	2.14							
Per 1,000 riders					3.13			

## LAVTA COMMITTEE ITEMS - December 2020 - April 2021

### Finance & Administration Committee

#### December

	Action
Minutes	X
Treasurers Report	X

\*Typically December committee meetings are cancelled

#### January

	Action	Info
Minutes	X	
Treasurers Report	X	
Draft 2021 Legislative Program	X	

#### February

	Action	Info
Minutes	X	
Treasurers Report	X	

#### March

	Action	Info
Minutes	X	
Treasurers Report	X	

#### April

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

# LAVTA COMMITTEE ITEMS - December 2020 - April 2021

## Projects & Services Committee

### 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

### April

Minutes

Action

Info

X