

## EXECUTIVE DIRECTOR'S REPORT

June 2020

### ***Ridership on Wheels During COVID-19***

Ridership in early April saw the low point thus far during the COVID-19 pandemic, with the average daily ridership on the fixed route system being 660 (this compared to approximately 7,000 ridership per day pre-pandemic). Since early April ridership has steadily increased on the fixed route system to an average of 950 rides per day during the last week of May.

Ridership on paratransit averaged 30 per day the first week of April (as compared to approximately 150 rides per day pre-pandemic). Since early April ridership has steadily increased on the paratransit system to 40 riders per day the last week of May.

### ***LAVTA's Commitment to Safety and Recovery***

During COVID-19 LAVTA has been working on a set of standards for providing a reliable and safe Wheels bus system for the public. Given the nature of the pandemic the standards have been a work in progress. However, many have already been implemented. Attached is the latest version of the plan for discussion by the Board.

### ***Update on Valley Link***

#### Modeling for Operations and Ridership

Modeling has been completed for the Valley Link train to operate with 12-minute frequency throughout the system. The modeling shows that a 12-minute frequency can be performed with certain improvements to the location and dimensions of the passing lanes. With these improvements will come improved train speed and an 8-minute time savings in the schedule. Modeling for ridership given the higher frequency and improved travel times is being completed in June.



#### Update of 15% design

15% design work on Valley Link is currently being updated and cost estimates created based on the modeling of the operations. Staff anticipates the 15% design will be completed by the end of June.

#### Environmental Work

Staff is on track to have the draft EIR out for public comment in September, with a goal to have the Board certify the EIR by the end of 2020.

#### MTC Allocation Request

MTC will consider in June a \$47 million allocation request to finish 30% design, complete the approval process with Caltrans for work to be performed in the I-580 and other important tasks in the Valley Link project. Upon completion of the work to be performed in this request, Valley Link will be in a position to start final design and construction.

### ACTC Measure BB Transportation Expenditure Plan Amendment

ACTC formally opened the comment period that will run through July 13, 2020 regarding an amendment to the Measure BB Transportation Expenditure Plan that will move \$400 million in Measure BB from the BART to Livermore project to the Valley Link project. The action is expected to be considered in September.

### MOU with City of Tracy for Property

An MOU is being crafted between the Authority and the City of Tracy to transfer at no cost a 200-acre property to the Valley Link project. The property is at the location being considered for the Valley Link Operations and Maintenance Facilities and has an estimated value of \$40 million.

### Valley Link Economic Impact Study

The Authority recently completed an Economic Impact Study showing the project would create through construction 22,000 jobs with worker income of approximately \$1.35 billion. Additionally, Valley Link would generate \$3.5 billion in local business sales. Valley Link operations would support approximately 400 jobs/year with labor income of over \$19 million/year. Valley Link operations would generate \$69 million of business sales annually.

### ***Blue Ribbon Task Force***

A 30-member Blue Ribbon Transit Recovery Task Force has been set up by MTC to guide the future of the Bay Area's public transportation network as the region adjusts to new conditions created by the COVID-19 pandemic. The Task Force, chaired by MTC Commissioner and Solano County Supervisor Jim Spring, includes other local elected officials as well as advocates for people with disabilities; representatives from the state Senate and Assembly; the California State Transportation Agency; transit operators; business and labor groups; and transit and social justice advocates.

The Task Force will assist MTC in understanding the scale of the crisis facing all Bay Area transit systems because of the COVID-19 pandemic, and to guide its regional response through expedited distribution of federal Coronavirus Aid, Relief and Economic Security (CARES) Act Phase 2 funds.

Additionally, the Task Force shall submit a Bay Area Public Transit Transformation Action Plan to the Commission by mid-2021 for its consideration and possible adoption. The Plan seeks to describe the actions needed to re-shape the region's transit system into a more connected, more efficient, and more user-focused mobility network across the entire Bay Area and beyond.

### ***Valley Link Wins Another Marketing Award***

We were notified this week that the Valley Link video had won another prestigious marketing award. The most recent honor was a Silver Telly Award in the Non-Broadcast Documentary category. The Telly Awards are an international competition that recognizes excellence in video and television. This is the same video that was selected as a First-Place winner in the most recent APTA AdWheel competition.



### ***Shared Autonomous Vehicle Project***

EasyMile will be onsite the week of June 8<sup>th</sup> to do seat belt installation, video surveillance system installation, and software updates on the SAV. Transdev will be onsite the following week to perform the digital mapping of the route. Staff anticipates testing to begin in June during the fourth week.

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

In July 2019, the Board of Directors authorized the Executive Director to execute a task order with the Center for Transportation and the Environment (CTE) to perform a zero-emission bus (ZEB) study. The goal of the study is to develop a transition plan outlining the capital projects required to fully electrify the fleet in accordance with the new California Air Resources Board (CARB) Innovative Clean Transit Rule and LAVTA's local priorities. The study is currently underway and is expected to be completed by the end of 2020.

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

The Technical Advisory Committee (TAC) formed as part of the Tri-Valley Hub Network Integration Study held an online meeting on Tuesday May 12. The presentation primarily focused on travel demand along the I-680 and I-580 corridors as it relates to the Tri-Valley Hub. Future meetings will look at potential operating plans, facility plans, and implementation plans.

### ***Student Transit Pass Program Update***

LAVTA staff and staff from the Alameda County Transportation Commission (ACTC) had a series of conference calls with representatives from the Livermore, Pleasanton and Dublin school districts to discuss moving forward with the ACTC funded Student Transit Pass Program. Dublin middle and high schools will be participating in the program for the first time in the upcoming year, with eligibility limited to students who qualify for the free and reduced school meal program. Each of the calls included a discussion of the uncertainty of what the upcoming school year will look like and how social distancing guidelines will impact LAVTA's ability to transport the loads we have become accustomed to carrying.

### ***Homeless in Tri-Valley***

LAVTA is working with the City of Pleasanton to assist the community's homeless population while at the same time assuring a safe and clean environment at Wheels bus stops. A report will be provided at the upcoming P&S Committee.

### ***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. Installation of intersection equipment is complete in all three cities, and the equipment is in the process of being programmed by the vendor. On-board installations of bus equipment were finalized late last month, and the centralized management system has been installed and is ready to integrate with back-end network operations with each city. Once all equipment is installed and configured, the system will be ready for final testing and acceptance, possibly later this summer depending on the status of current or future SIP Orders.



### ***Go Tri-Valley***

Go Tri-Valley is an expansion of the Go Dublin program. The expansion was made possible by the Air Quality Management District (AQMD) Transportation Fund for Clean Air (TFCA) grant. The goal of the grant is to reduce motor vehicle emissions by providing first/last mile connections to major transit/rail stations to support alternatives to single occupancy vehicle trips. The Go Tri-Valley program was launched on May 1, 2020. With the shelter in place order in mind, of May 28 a total of 67 trips with an average subsidy of \$4.43 per trip have been taken.

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

Staff has been procuring needed equipment based on the final plans and specifications, including shelters, Rapid signage, real-time passenger information signs, and other amenities. LAVTA has executed the construction contract documents and is proceeding with pre-construction activities with the contractor, with work expected to begin this summer in accordance with guidance from Alameda County Public Health officials concerning outdoor construction activities.

### ***Atlantis Transit Facility***

A contract task order was recently issued to Kimley-Horn and Associates, Inc., who is currently under contract with LAVTA for on-call engineering consulting services, to assist with project management services for planning and concept design of the LAVTA Atlantis Transit Facility in the Oaks Business Park. This initial task is expected to be completed by June 30, 2020.



### ***Dublin Parking Garage Project***

Alameda County staff is continuing with schematic design work with a county-funded consultant to complete the bridging documents needed to issue the design-build RFP, expected to be released this summer. LAVTA received the final Program Supplement and required Scope of Work from Caltrans in late May, including what design features will be required of LAVTA and the County as a condition of receiving state funding. Alameda County and LAVTA are now ready to approve and execute the funding agreement between the two agencies governing use of the state TIRCP funds to complete the project. According to Alameda County staff, the Bridging documents are scheduled for completion on July 3, 2020, and the process to select a

Design Build entity (DBE) will begin on June 15, 2020 with the award of the DBE contract estimated to be presented to the Alameda County Board of Supervisors by September 15, 2020. The construction is estimated to begin Fall of 2020.

Attachments:

1. LAVTA's COVID-19 Response and Action Plan
2. Board Statistics April 2020
3. FY20 Upcoming Items

Livermore Amador Valley  
**TRANSIT AUTHORITY**



**LAVTA's COVID-19 Response and Action Plan**

**Last Updated - June 2020**

If the past three months have taught us anything, it is that the only thing we can count on is uncertainty. What we have found thus far is that planning ahead is helpful, but the ability to remain nimble and fluid allows us to respond quickly as the environment in which we operate sometimes changes over the course of a single day.

As we move forward, and as more and more of our key constituents move back into their pre-COVID activities, we see three key areas that must remain at the forefront of our focus to operate in a safe environment for our passengers and our employees.

1. Health & Safety

- a. *Implement an extensive cleaning and disinfecting regime.* Since early March, we have been disinfecting all buses once each day – including driver compartments, fareboxes, Clipper card readers, handrails, stanchions, seats, and other onboard hard surfaces. Our plans moving forward are to also implement additional disinfecting of high touch surfaces on our vehicles at layover points along our routes.
- b. *Provide Personal Protective Equipment (PPE) and supplies.* Since early March, we have been offering our employees individual hand sanitizer dispensers and gloves. Our plans moving forward are to install hand sanitizer stations onboard all of our buses. Since April 18, face coverings or masks have been required for all transit passengers and drivers. All of our employees have been provided with various face covering options. Each driver also carries a supply of disposable masks for distribution to passengers attempting to board the bus without one.
- c. *Conduct education and outreach efforts.* Since early March, we have posted on buses and at our facilities CDC guidance regarding the symptoms of COVID-19 as well as tips on preventing the spread of the disease. This activity is expected to continue as new information is released. We have reached out to all three area school districts and Las Positas College to discuss the challenges that could be present as schools reopen for in classroom education. We also plan to reach out to major employers to encourage staggered shifts to help spread out the commute and avoid crowding during peak travel times as employees begin to return to work.

- d. *Provide a protective barrier for bus operators.* On March 18, we instituted rear door boarding except for passengers with mobility devices. Blocking off the front section of the bus helped create a safer environment for our operators. Moving forward, we plan to install barriers adjacent to the driver compartment to offer a level of separation from passengers as front door boarding and fare collection resumes. We anticipate a short-term solution in the next month followed by a more permanent installation by this fall.

## 2. Physical Distancing

- a. *Maintain CDC guidance of 6 feet.* In mid-March, we implemented rear door boarding and went to fare-free operation in order maintain the CDC recommended distance between our passengers and our drivers. Signage on vehicles promoted social distancing guidelines. We continue to monitor passenger loads on a daily basis and have rarely reached peak loads where social distancing would be difficult to achieve. Moving forward, we will continue to monitor peak loads and will implement actions as necessary to maintain appropriate load levels. By July 1, we plan to add visual distancing cues on board buses and at key transfer location. We also plan to stage standby buses at the East Dublin BART Station and the Livermore Transit Center to handle capacity issues in a timely manner.

## 3. Efficiency in Delivering Public Transit

- a. *Closely monitor demand.* Our average weekday ridership during the week of March 2 was approximately 7,000. After the Shelter in Place Orders took effect on March 17, our ridership hit its lowest point during the week of April 6 when the weekday average ridership was 660. A slight rebound has happened, with average weekday ridership hitting 935 the week of May 11. Moving forward, as ridership continues to climb, service can be restored incrementally as needed to maintain safe operating capacities.
- b. *Improve passenger information technology.* We currently monitor passenger loads by having drivers report to Dispatch when certain load limits are reached. Moving forward, our goal is to automate this information by July 1 so that it will be available in real time to both LAVTA staff and our passengers.
- c. *Offer alternative service delivery options.* The first COVID-19 related service reductions made on March 26 and the second round on April 6 included several routes with extremely low productivity. On May 1, LAVTA expanded the Go Dublin program to also include the cities of Livermore and Pleasanton and rebranded the program Go Tri-Valley. Go Tri-Valley provides a safety net level of mobility to all persons throughout our service area by subsidizing half the cost of Uber and Lyft rides up to a maximum of \$5.00.

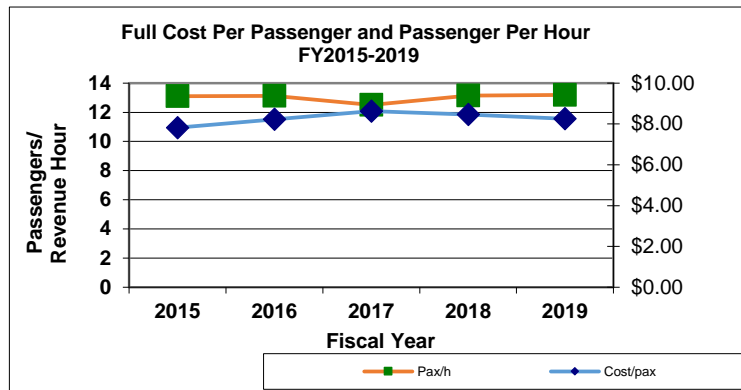
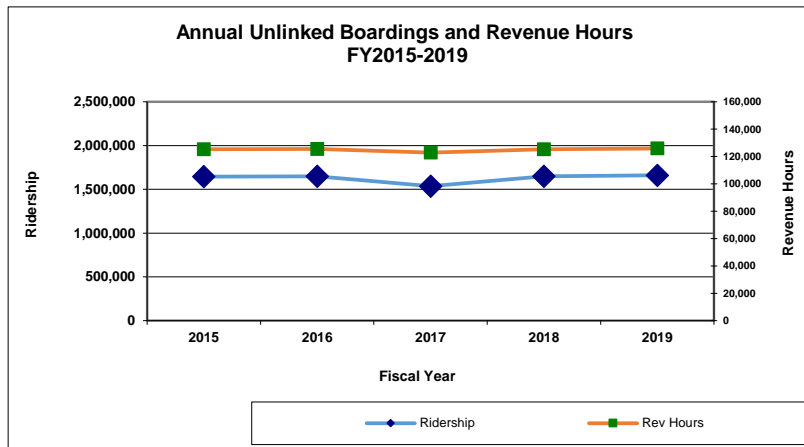
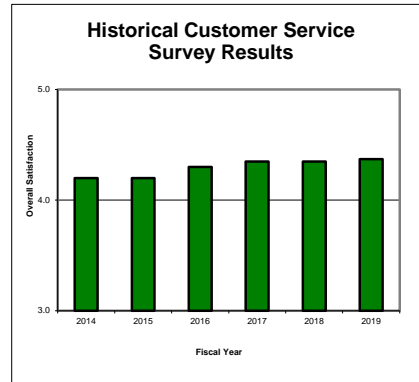
Our entire business model is completely changed from where we were just 3 months ago, when we were riding the wave of six consecutive months of double-digit ridership growth. The new reality is that with physical distancing likely to be in place for a long period of time, even the most successful transit agencies will act more like social services than businesses. Until a vaccine is widely available and effective and public anxiety is calmed, the new role for transit will likely be providing a way for essential workers to get to jobs and helping those with reduced financial means during the pandemic and the related economic downturn.



## Monthly Summary Statistics for Wheels April 2020

### FIXED ROUTE

	April 2020			% change from one year ago		
Total Ridership FY 2020 To Date	1,270,608			-8.8%		
Total Ridership For Month	19,826			-86.2%		
Fully Allocated Cost per Passenger	\$37.38			358.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	742	486	392	-87.6%	-70.5%	-69.5%
Passengers Per Hour	3.3	3.2	2.6	-76.1%	-69.3%	-68.3%
	April 2020			% change from last month		
On Time Performance	91.4%			1.1%		



# Monthly Summary Statistics for Wheels

April 2020

## PARATRANSIT

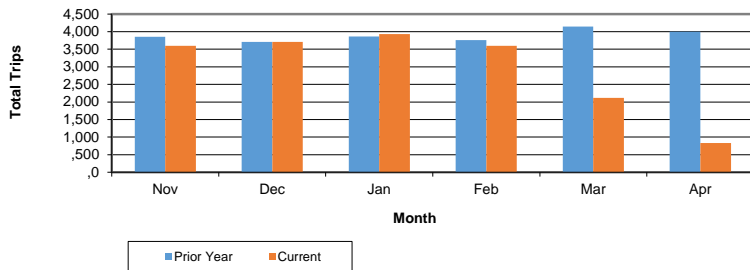
General Statistics	April 2020	% Change from last year	Year to Date
Total Monthly Passengers	831	-79.9%	34,015
Average Passengers Per Hour	0.95	-20.8%	1.12
On Time Performance	97.8%	1.0%	93.76%
Cost per Trip	\$60.35	78.4%	\$48.28
Number of Paratransit Assessments	0	-100.0%	202
Calls Answered in <1 Minute	95.19%	7.0%	90.71%

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

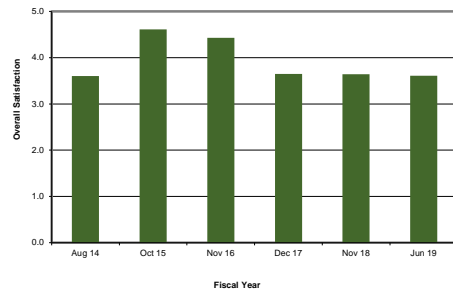
*and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	April 2020	Year to Date
1st Sanction - Phone Call	0	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

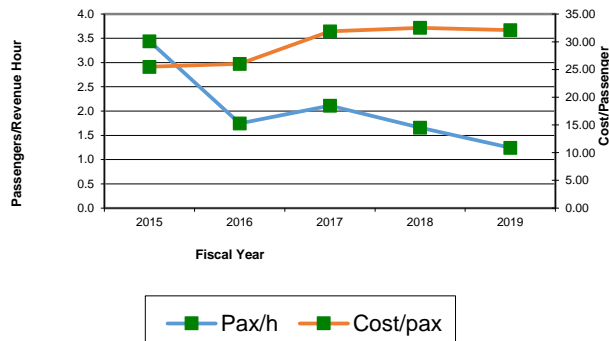
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



## Monthly Summary Statistics for Wheels

April 2020

SAFETY								
ACCIDENT DATA	April 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>	2		0		23		1	
Preventable	2		0		16		1	
Non-Preventable	0		0		7		0	
<b>Physical Damage</b>								
Major	0		0		0		0	
Minor	0		0		18		1	
<b>Bodily Injury</b>								
Yes	0		0		2		0	
No	0		0		13		1	
<b>MONTHLY CLAIMS ACTIVITY</b>								
	Totals							
<b>Amount Paid</b>								
This Month	\$11,812.98							
To Date This Fiscal Year	\$31,324.98							
<b>Budget</b>	\$100,000.00							
<b>% Expended</b>	31%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	April 2020	Year To Date						
Praise	0	6						
Bus Stop	2	11						
Incident	0	0						
Trip Planning	1	4						
Fares/Tickets/Passes	1	6						
Route/Schedule Planning	1	19						
Marketing/Website	0	2						
ADA	0	4						
<b>TOTAL</b>	5	52						
<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	15	0	0	0	1
Safety	1	0	0	31	0	0	0	3
Driver/Dispatch Discourtesy	1	2	0	13	0	0	0	4
Early	0	0	0	15	0	0	0	0
Late	0	0	0	23	0	0	0	8
No Show	0	0	0	4	0	0	0	1
Incident	0	0	0	6	0	0	0	4
Driver/Dispatch Training	2	1	0	3	0	0	0	11
Maintenance	0	2	0	0	0	0	0	0
Bypass	2	1	0	29	0	0	0	0
<b>TOTAL</b>	6	6	0	124	0	0	0	32
<b>Valid Complaints</b>								
Per 10,000 riders	3.03							
Per 1,000 riders					0.00			

## LAVTA COMMITTEE ITEMS - June 2020 - October 2020

### Finance & Administration Committee

<b>June</b>	Action	Info
Minutes	X	
Treasurers Report	X	
<b>July</b>	Action	Info
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		
<b>August</b>	Action	Info
Minutes	X	
Treasurers Report	X	
<b>September</b>	Action	Info
Minutes	X	
Treasurers Report	X	
Conflict of Interest - even numbered years	X	
<b>October</b>	Action	Info
Minutes	X	
Treasurers Report	X	
CAFR	X	

# LAVTA COMMITTEE ITEMS - June 2020 - October 2020

## Projects & Services Committee

	Action	Info
<b>June</b>		
Minutes	X	
Fixed Route Customer Satisfaction		X
SAV Updates		X
<b>July</b>	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
<b>August</b>	Action	Info
Minutes	X	
<b>September</b>	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
Passenger Surveys	X	
<b>October</b>	Action	Info
Minutes	X	
Winter Service Changes (effective February)	X	
SAV Updates		X