

**EXECUTIVE DIRECTOR'S REPORT**

April 2021

***Ridership***

We have seen some gradual upticks in ridership in the last couple of weeks of March, some of which is attributable to the resumption of some in classroom learning at all three area school districts. Our March 26 ridership total of 1,530 was the highest we have had in more than a year. This figure is still quite a bit below our average weekday ridership of about 7,100 in the month prior to the start of the pandemic.

***School Services Resume***

All three school districts have now resumed in-classroom instruction in a limited capacity. The Pleasanton Unified School District was first to resume on March 11, followed by the Livermore Valley Joint Unified School District on March 22 and finally the Dublin Unified School District on March 29. We have worked closely with staff at all three districts to design schedules and services to meet their needs. Students are slowly returning to our buses, with numbers increasing at those schools where instruction has been in place the longest. We will be making some schedule adjustments when students return from Spring Break that will better align departures from schools with the student boarding process and will result in students getting home about 10-15 minutes sooner than at the present time.

***Upcoming Funding Opportunities***

At its March meeting, the Alameda County Transportation Commission approved a nomination of LAVTA's Passenger Facilities Enhancement project for consideration for MTC's Safe and Seamless Mobility Quick Strike Grant Program. The proposed project, previously submitted to Alameda CTC for consideration for Measure B funding, would provide for nearly \$3 million in design and construction of improvements to Rapid stops at Las Positas College and Lawrence Livermore/Sandia National labs, as well as a mobility hub at the East Dublin/Pleasanton BART station to support Phase 2 of SAV operations. MTC is expected to announce the final program of projects in June.

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

The first draft of the Tri-Valley Hub Network Integration Study has been prepared by our consultant AECOM and has been reviewed by LAVTA staff and County Connection staff. The next step in the process will be to provide the draft report to the study's Technical Advisory Committee for review and comment. We currently anticipate bringing the document to the Projects and Services Committee in May for possible Board action in June.

***Paratransit Services Update***

LAVTA's agreement for Paratransit Operations and Maintenance with MTM ended on March 31, and the 15-month pilot with Central Contra Costa Transit Authority began on April 1. The new contractor, Transdev, successfully assumed the reservations and operations and 100% of the trips have been provided on-time as of the date of reporting (April 1). The majority of drivers stayed on with the new contractor, lending to a seamless transition for customers.

Some of the benefits LAVTA looks forward to with the new partnership include:

- Better customer service due to a local call center and dispatching
- Ability for customers to view real-time information on their trips via phone app and provide ratings
- Improved service oversight with introducing a road supervisor to assist drivers and riders in the field
- Access to live performance monitoring via a dashboard

Staff will bring forth a set of performance metrics to track the success/failure of the program in the May board meeting.

### ***Bicycle eLockers***

Through a partnership with the City of Livermore, which received ACTC Measure B funding to improve bicycle parking in the Downtown Livermore Priority Development area, LAVTA has contracted with eLock Technologies to install bicycle elockers (called BikeLink) adjacent to the Transit Center. The turnkey, solar-powered elockers were installed and made available to the public March 26.



Cyclists can park their bikes and helmets securely for a nominal fee (pennies per hour) and easily connect to and from Wheels and ACE routes.

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

Construction work has completed on the project and staff is working on final acceptance and closeout activities, while finalizing details including installation of Rapid branding elements and commissioning new real-time signs.

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

Alameda County serves as the Lead Agency on this project in partnership with LAVTA as project sponsor. The County is in the process of advertising the design-build RFP for construction of the garage, with LAVTA staff participating as a member of the selection committee. Alameda County staff anticipates County awarding the construction contract in summer 2021, with completion in 2023.

Staff will provide additional updates at the LAVTA Board meeting including work on potential earmarks and Fast Act reauthorization and the Valley Link project.

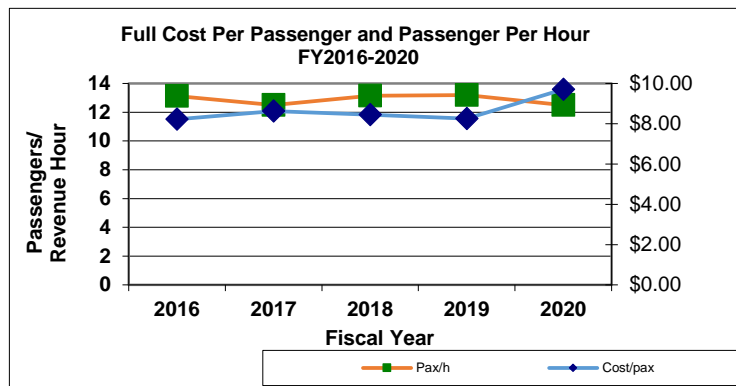
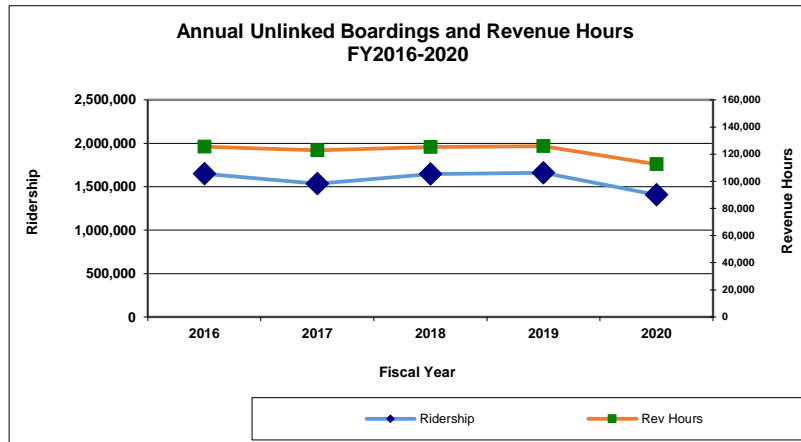
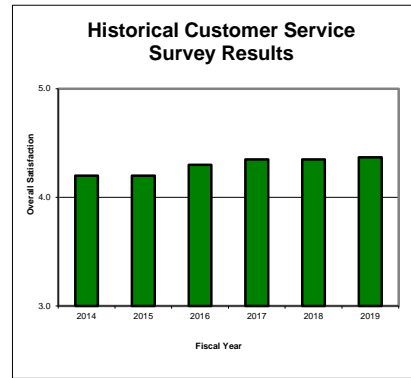
Attachments:

1. Board Statistics February 2021
2. FY21 Upcoming Items

## Monthly Summary Statistics for Wheels February 2021

### FIXED ROUTE

	February 2021			% change from one year ago		
Total Ridership FY 2020 To Date	262,738			-79.0%		
Total Ridership For Month	29,821			-80.3%		
Fully Allocated Cost per Passenger	\$20.89			161.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,211	828	682	-82.9%	-53.5%	-52.3%
Passengers Per Hour	5.0	5.5	4.6	-68.7%	-50.4%	-49.7%
	February 2021			% change from last month		
On Time Performance	91.7%			-1.1%		



## Monthly Summary Statistics for Wheels February 2021

### PARATRANSIT

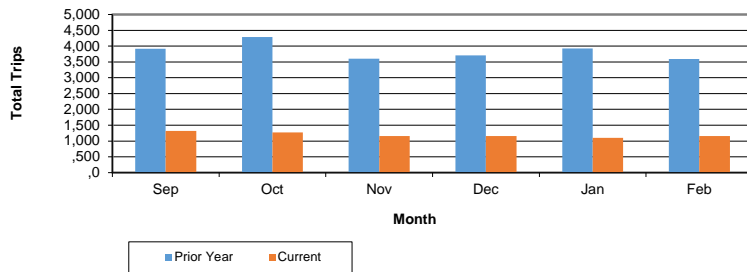
General Statistics	February 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,155	-67.9%	9,478
Average Passengers Per Hour	1.17	-17.6%	1.14
On Time Performance	94.8%	9.4%	95.48%
Cost per Trip	\$64.50	78.1%	\$62.79
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	88.6%	19.5%	89.08%

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

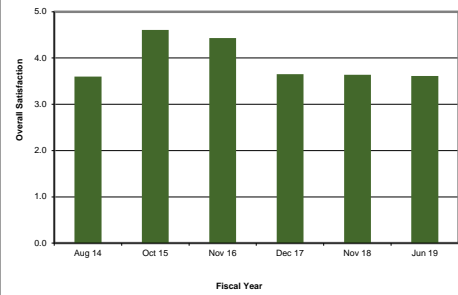
*and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	February 2021	Year to Date
1st Sanction - Phone Call	1	2
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

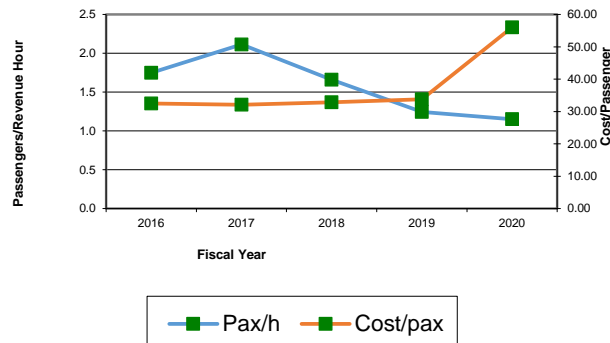
**Paratransit Monthly Unlinked Boardings**



**Historical Customer Service Survey Results**



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



**Monthly Summary Statistics for Wheels**  
**February 2021**

SAFETY								
ACCIDENT DATA	February 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		8		0	
Preventable	0		0		5		0	
Non-Preventable	1		0		3		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		7		0	
Bodily Injury								
Yes	0		0		0		0	
No	1		0		8		0	
<b>MONTHLY CLAIMS ACTIVITY</b>	<b>Totals</b>							
Amount Paid								
This Month								
To Date This Fiscal Year	<b>\$3,560.24</b>							
Budget	<b>\$100,000.00</b>							
% Expended	<b>4%</b>							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	February 2021	Year To Date						
Praise	0	2						
Bus Stop	0	10						
Incident	0	2						
Trip Planning	3	9						
Fares/Tickets/Passes	2	10						
Route/Schedule Planning	3	19						
Marketing/Website	0	1						
ADA	0	4						
COVID Inquiries	0	6						
Lost/Found	0	4						
<b>TOTAL</b>	<b>8</b>	<b>67</b>						
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	8	0	0	0	1
Safety	4	0	1	20	1	0	0	3
Driver/Dispatch Discourtesy	1	2	0	6	0	0	0	0
Early	0	1	0	0	0	0	0	0
Late	1	0	0	2	0	0	0	0
No Show	1	0	0	1	0	0	0	3
Incident	0	0	0	0	0	0	0	1
Driver/Dispatch Training	1	0	1	3	0	4	0	6
Maintenance	0	0	0	0	0	0	0	0
Bypass	2	2	0	10	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>42</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>13</b>
Valid Complaints								
Per 10,000 riders	<b>3.35</b>				<b>0.87</b>			
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - April 2021 - August 2021

### Finance & Administration Committee

<b>April</b>	Action	Info
Minutes	X	
Treasurers Report	X	
<b>May</b>	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	
<b>June</b>	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Legal Contract	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	

# LAVTA COMMITTEE ITEMS - April 2021 - August 2021

## Projects & Services Committee

### April

Minutes

Action Info

X

### May

Minutes

Fall Service Changes (effective August)

Action Info

X

X

### June

Minutes

TAAC Appointments

Fixed Route Customer Satisfaction

Action Info

X

X

X

### July

Minutes

\*Typically July committee meetings are cancelled

Action Info

X

### August

Minutes

Action Info

X