

## EXECUTIVE DIRECTOR'S REPORT

May 2021

### ***Ridership***

During the month of April, we have continued to see slight increases in ridership. Our average weekday ridership thus far in April 2021 is about 1,450, compared to an average weekday ridership of about 1,300 in March of this year and 1,200 in February 2021. In April 2020, which marked our pandemic low point, our average weekday ridership was about 750. Our April 19, 2021 ridership total of 1,635 was the highest we have had in more than a year. When compared our average weekday ridership of about 7,100 in the month prior to the start of the pandemic, we are currently just under 25% of our pre-COVID ridership.

### ***School Services Update***

We are continuing to see increased ridership on our services to area middle and high schools, but again well below pre-pandemic levels. Schedule adjustments were implemented on March 12 to better align departures from schools with the student boarding process. As a result, students are getting home about 10-15 minutes earlier than previously. Effective Monday, March 19, Pleasanton middle and high schools increased the number of in classroom instruction days from two days per week to four days per week, resulting in increased utilization of the service we have been providing. PUSD has also invited us to be part of a planning meeting regarding planning for the 2021-22 school year.

### ***Installation of Active Air Purifiers***

The COVID-19 Pandemic has required the transit industry to investigate new ways to improve the safety and health of our staff and customers. Given the latest research which points toward airborne particles as the primary transmitter of the novel coronavirus, LAVTA has identified the need to install technology that will inactivate the virus in the air of our buses. Staff will provide additional details on the technology/device being considered at the meeting.

### ***Paratransit Services Update***

The pilot program with Central Contra Costa Transit Authority (CCCTA) was launched on April 1. As the time of this reporting, the average on-time performance of the service is over 98 percent, which is a significant improvement from the previous contractor. LAVTA and CCCTA staff is working on a set of performance metrics to be used and tracked during the pilot period and will present to the board once it is finalized.

***LAVTA to receive \$4.3 million for Rapid bus stop improvements.*** Recently LAVTA staff learned that its \$2 million request to improve Rapid facilities at three key stops (East Dublin/Pleasanton BART, Las Positas College, and Lawrence Livermore/Sandia National Labs) was for funding as part of MTC's Safe and Seamless Quick Strike grant program. At the same time, MTC has offered up to \$2.3 million in Regional Measure 2 funding for corridor-level improvements to Rapid stops along the 30R (East and Portola Avenues) and 10R (Stanley Blvd and First Street) to bring these corridors up to Rapid standards following realignment of Rapid service in 2016.

### ***Earmarks and Fast Act Reauthorization Bill***

During the month of March and April staff has been working towards several earmarks and a project for the Fast Act Reauthorization Bill. Key asks for earmarks have been funding for the development of a hydrogen bus with Gillig as a partner, and funding for Phase II of the Shared Autonomous Vehicle Program. For the upcoming 5-year reauthorization bill staff has been working towards funding for the Atlantis Operations and Maintenance Facility.

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

The Tri-Valley Hub Network Integration Study's Technical Advisory Committee has completed their review of the draft study. All comments that were submitted are now under review by our consultant. The final report is on schedule to be presented to the Projects and Services Committee in May for possible Board action in June.

### ***FY23 Budget Preparation***

The draft FY23 Budget will be presented to the F&A Committee in May and the LAVTA Board in June. Key to the budget are the operating scenarios anticipated during the COVID recovery period. It is anticipated that the FY23 Budget will include staffing changes at the Authority to accommodate increasing levels of capital projects over the next several years.



### ***Valley Link Project***

Staff has been very busy with the Valley Link project. A key milestone for the project will be reached in May as the Valley Link Board will consider certifying the environmental work and adopting the project. The Authority is closing in on the steps necessary to become an FTA grantee and will soon begin 30% design on the project.

### ***Rapid Medallion Sign Relocation Project***

Staff has been working with Kimley Horn to relocate seven Rapid medallion signs that are in locations no longer served by the Rapid routes. The signs are being relocated to Rapid bus stops along route 10R and 30R that are lacking the signs.

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

Staff is currently working with Kimley-Horn on finalizing the Schematic Design (SD) plans for the Atlantis Transit Facility. The work items in the SD plans include: civil site plans, landscape architectural plans, site lighting plans, site electrical plans, and building architectural plans. In an effort to keep the project moving along, LAVTA recently submitted a funding request to the Alameda CTC for the next phase of the project, which is the development of the bridging documents and 60% design plans. The outcome of the funding request will be known in the next few months.

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

Phase 1 of testing/demonstration is progressing efficiently. Rides are being offered to the public on Wednesday and Saturday from 10 am to 2 pm. Phase 1 is scheduled to complete in July. LAVTA, MTC, and City of Dublin staff has been working closely to develop the project plan for Phase 2. The project plan includes: procuring and testing communication systems at intersections, route and service designs, vehicle acquisition, and design and construction of mobility hubs. Phase 2 will extend the current route from the Persimmon Place retail center to the high-density business park on Central Parkway. Staff is currently working to secure funding for Phase 2.

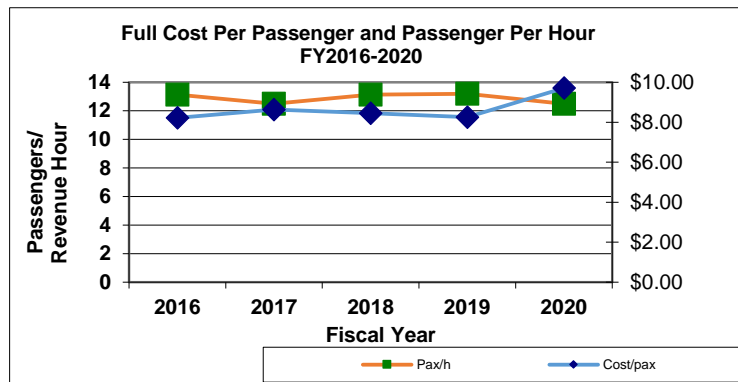
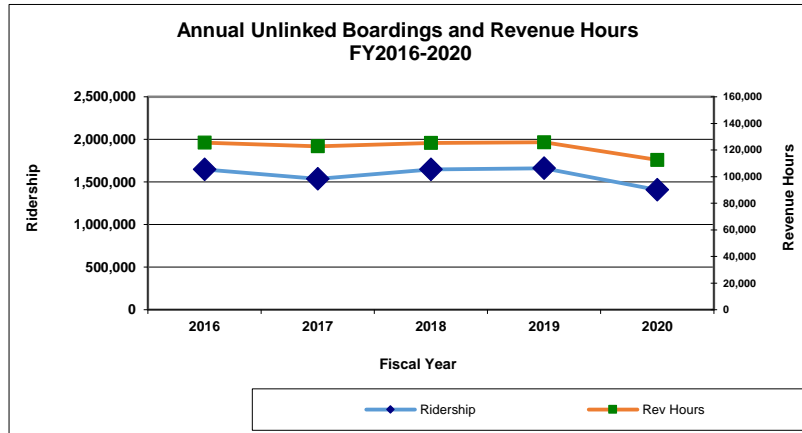
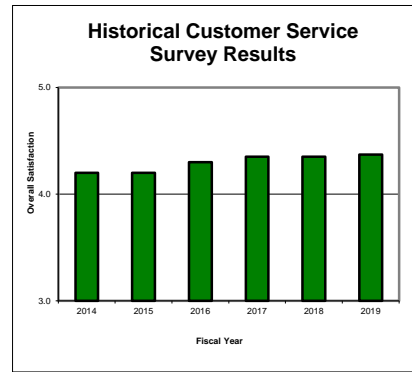
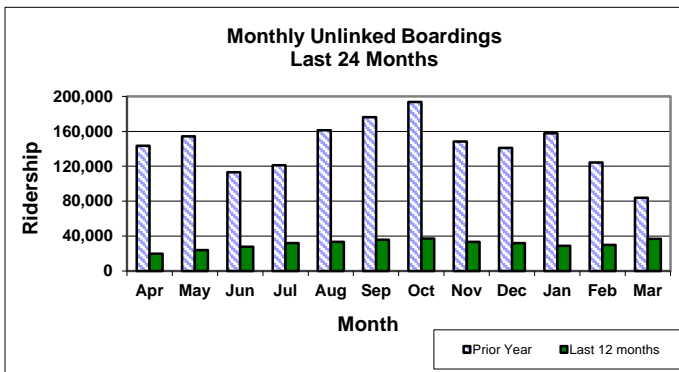
Attachments:

1. Board Statistics March 2021
2. FY21 Upcoming Items

## Monthly Summary Statistics for Wheels March 2021

### FIXED ROUTE

	March 2021			% change from one year ago		
Total Ridership FY 2020 To Date	299,507			-77.6%		
Total Ridership For Month	36,769			-56.1%		
Fully Allocated Cost per Passenger	\$25.45			71.0%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,312	930	721	-61.5%	-3.9%	-26.4%
Passengers Per Hour	5.3	6.3	4.9	-37.3%	5.1%	-22.3%
	March 2021			% change from last month		
On Time Performance	91.1%			-0.7%		



# Monthly Summary Statistics for Wheels

March 2021

## PARATRANSIT

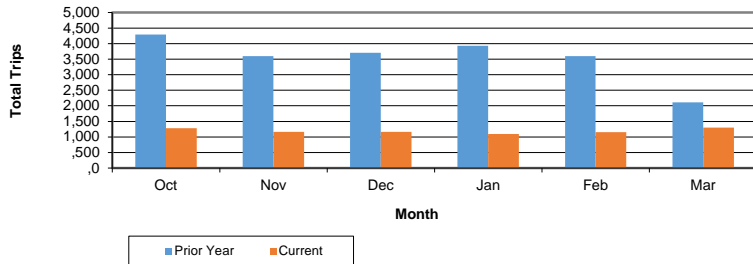
General Statistics	March 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,300	-38.5%	10,778
Average Passengers Per Hour	1.15	-4.2%	1.14
On-time Performance	95.0%	3.5%	95.24%
Cost per Trip	\$64.57	78.3%	\$63.68
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	89.2%	3.5%	88.93%

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

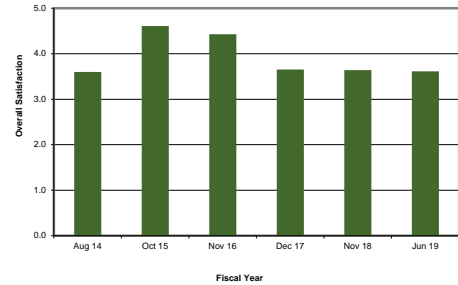
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	March 2021	Year to Date
1st Sanction - Phone Call	0	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

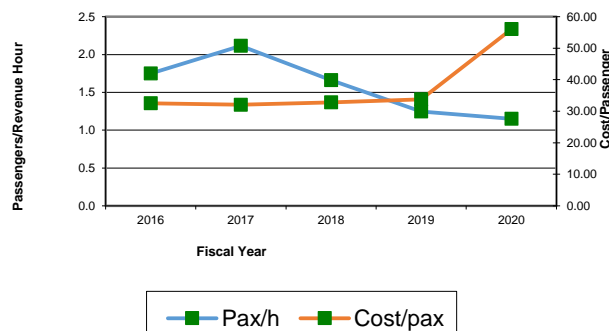
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



**Monthly Summary Statistics for Wheels**  
**March 2021**

SAFETY								
ACCIDENT DATA	March 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>	1		0		9		0	
Preventable	1		0		6		0	
Non-Preventable	0		0		3		0	
<b>Physical Damage</b>								
Major	0		0		0		0	
Minor	0		0		7		0	
<b>Bodily Injury</b>								
Yes	0		0		0		0	
No	1		0		9		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
Totals								
Amount Paid								
This Month								
To Date This Fiscal Year	\$3,560.24							
Budget	\$100,000.00							
% Expended	4%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	March 2021	Year To Date						
Praise	0	2						
Bus Stop	1	11						
Incident	0	2						
Trip Planning	2	11						
Fares/Tickets/Passes	2	12						
Route/Schedule Planning	2	21						
Marketing/Website	0	1						
ADA	2	6						
COVID Inquiries	3	9						
Lost/Found	0	4						
<b>TOTAL</b>	12	79						
<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	8	0	0	0	1
Safety	1	0	0	21	1	0	0	4
Driver/Dispatch Discourtesy	0	3	0	6	0	0	0	0
Early	1	0	0	1	0	0	0	0
Late	2	0	0	4	0	0	0	0
No Show	0	0	0	1	0	0	0	3
Incident	0	0	0	0	0	0	0	1
Driver/Dispatch Training	2	0	0	5	3	1	0	9
Maintenance	0	0	1	0	0	0	0	0
Bypass	0	4	0	10	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>48</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>17</b>
<b>Valid Complaints</b>								
Per 10,000 riders	1.63				3.08			
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - May 2021 - September 2021

### Finance & Administration Committee

	Action	Info
<b>May</b>		
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	
<b>June</b>		
Minutes	X	
Treasurers Report	X	
LAIF	X	
Legal Contract	X	
<b>July</b>		
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		
<b>August</b>		
Minutes	X	
Treasurers Report	X	
<b>September</b>		
Minutes	X	
Treasurers Report	X	

# LAVTA COMMITTEE ITEMS - May 2021 - September 2021

## Projects & Services Committee

### May

	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
Tri-Valley Hub – Network Integration Study	X	
Public Transportation Agency Safety Plan (PTASP) Update	X	

### June

	Action	Info
Minutes	X	
TAAC Appointments	X	
Fixed Route Customer Satisfaction		X

### July

	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		

### August

	Action	Info
Minutes	X	

### September

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey	X	