

EXECUTIVE DIRECTOR'S REPORT

July 2021

Ridership

During the month of June, we have seen a slight decrease in ridership, which was anticipated with the end of the school year in late May in Pleasanton and Dublin. Our average weekday ridership thus far in June 2021 is about 1,500, compared to an average weekday ridership of about 1,600 in May of this year and 1,500 in April 2021. In April 2020, which marked our pandemic low point, our average weekday ridership was about 750. Capacity constraints on our buses are no longer required as part of California's reopening on June 14. Passengers and bus operators are still required to wear face covering by TSA mandate through at least September 13, unless that date is amended.

We are looking forward to seeing our ridership numbers rebound as the 2021-22 school year begins on August 11 in Pleasanton, August 16 in Dublin and August 24 in Livermore with most all students returning to in-person instruction. Las Positas College has elected to continue to have the majority of instruction be done remotely for the fall semester.

Pandemic Recovery

Aligning with California's statewide reopening on June 15, we have removed capacity limits on our vehicles (masks are still enforced) and resumed some of our service that has been reduced for more than a year due to the pandemic. We increased weekday peak hour service to pre-COVID levels on Routes 1, 3, 8, 10R, 14, and 30R, and restored all-day service on Route 15. All service continues to run until 11 pm.

At the current driver staffing level, we will be able to provide school tripper coverage when students return for the fall as well as the service already reinstated. However, our recovery plan is to restore as much service to pre-COVID levels as possible, as soon as possible. While we are solvent in our recovery funding, we face the nationwide challenge of driver shortages.

LAVTA has been working with our fixed route contractor MV Transportation on recruiting efforts for the past several months, collaboratively offering increased sign-on, referral, and safety bonuses to attract applicants and retain current drivers, and more (job fairs, open houses, target marketing, employment agencies, etc.). We will continue to explore all options until we reach our target staffing level required for full service restoration.

Blue Ribbon Transit Recovery Task Force (Task Force)

The Task Force leadership recently had a meeting with small operators in the Bay Area to discuss their progress in planning improvements. At the meeting the polling results of Bay Area residents was discussed, as well as an updated on the proposed Network Management and the Transformation Action Plan next steps.

Out of 1,000 random interviews, 89% stated strong support across Bay Area for legislation to create a more seamless transit system. 92% wanted improved real-time information on wait times and vehicle locations, 93% wanted better transit for dependent populations, 92% wanted more direct service, with fewer transfers and shorter wait times, and 88% wanted a regional network that has consistent fares, aligned routes and schedules and standardized information.

Additionally, 92% wanted easy to use and uniform maps and signage, 90% wanted a single app for planning schedules and information, and 80% wanted dedicated travel lanes along key transit routes for buses and carpools.

In regard to the Network Management roles and responsibilities, the Task Force has worked over the last four months in refining a priority list of items. Additionally, MTC has hired a consultant team to conduct an initial evaluation of roles and responsibilities adopted by the Task Force against potential Network Management models and evaluation criteria. The work will be completed by the July 26th Task Force meeting

Key priorities identified include:

- Fare Integration*
- Bus Transit Priority*
- Connected Network Planning
- Station Hub Design Review
- Data Collection and Coordination
- Capital Project Prioritization**
- Branding Mapping and Wayfinding*
- Marketing/Public Information
- Technology and Mobile Standards (real time information)
- Accessible Services
- Centralized Program Eligibility Verification
- Bus Network Management Reform
- Rail Network Management Reform
- Mega-project Deliver and Oversight
- Funding Advocacy

*Years 1-5

** Not considered a near-term priority

Atlantis Transit Facility

Staff continues to work 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. The next phase of the project, which consists of the development of the ridging documents and 60 percent design plans, is expected to be completed by early next year. Funding for this phase was recently approved by the Alameda County Technical Advisory Committee (ACTAC) and is scheduled to go to the full commission on July 22nd. Additionally, in an effort to advance the project, staff is lobbying for funding to support transitioning and expanding the fleet to zero-emission, which includes a new maintenance facility and bus purchases. The outcome of the funding requests will be known in the next few months.

Germ Barrier/Security Doors on Buses

During the pandemic LAVTA installed doors on Wheels buses that created a germ barrier between the operators and the riders when entering the bus. These doors have also provided a sense of enhanced security for the operators. Staff has been working with the manufacturer of the doors to improve the design so that riders using mobility devices onboard the buses can have

more space to maneuver when entering and exiting. It is anticipated that modifications to the doors on LAVTA buses will be made in the near future.

Dublin Parking Garage Project

Alameda County serves as the Lead Agency on this project in partnership with LAVTA as project sponsor. The County is finalizing the design-build RFP for advertisement for construction of the garage in consultation with the City of Dublin and other stakeholders. Alameda County staff anticipates advertising the project to pre-qualified proposers in July, awarding the contract in December, with completion in mid-2023.

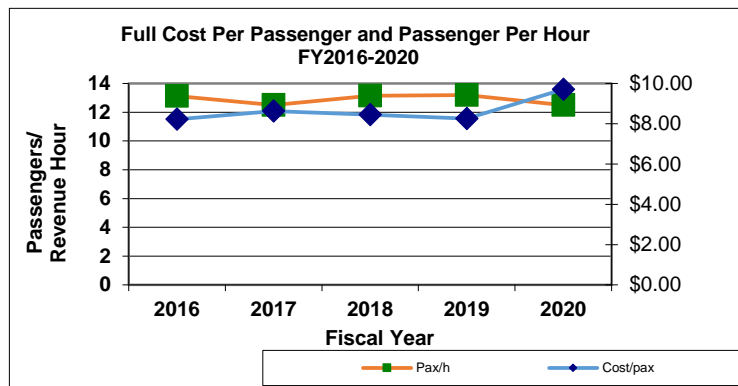
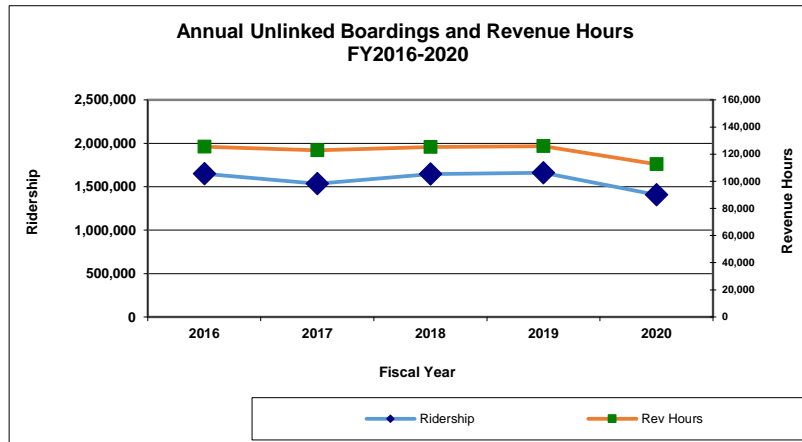
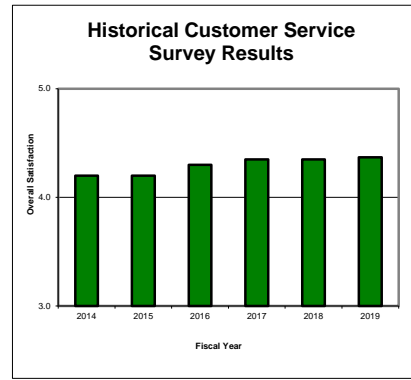
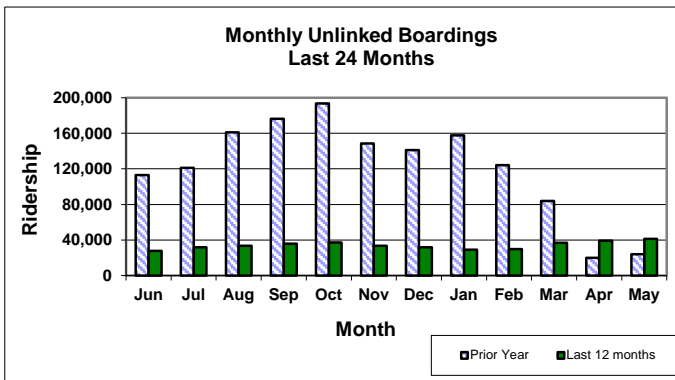
Attachments:

1. Board Statistics May 2021
2. FY22 Upcoming Items

Monthly Summary Statistics for Wheels May 2021

FIXED ROUTE

	May 2021			% change from one year ago		
Total Ridership FY 2021 To Date	380,127			-72.4%		
Total Ridership For Month	41,423			71.7%		
Fully Allocated Cost per Passenger	\$20.62			-30.0%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,621	882	766	83.8%	48.0%	45.9%
Passengers Per Hour	7.2	6.0	5.2	69.6%	48.0%	42.6%
	May 2021			% change from last month		
On Time Performance	90.0%			-0.3%		



Monthly Summary Statistics for Wheels May 2021

PARATRANSIT

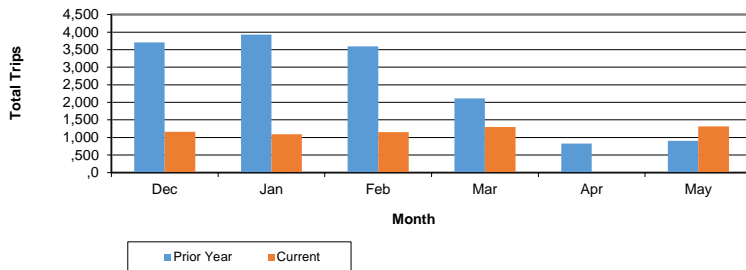
General Statistics	May 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,317	45.5%	13,358
Average Passengers Per Hour	1.13	9.7%	1.11
On Time Performance	98.5%	0.4%	97.69%
Cost per Trip		-100.0%	\$75.13
Number of Paratransit Assessments	0	#DIV/0!	0
Calls Answered in <1 Minute		-100.0%	26.00%

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

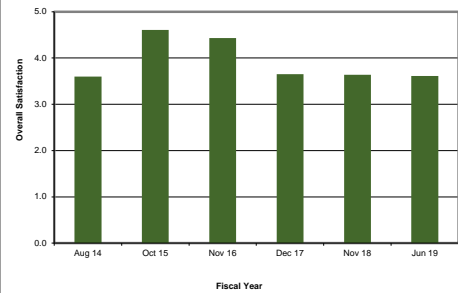
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	May 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

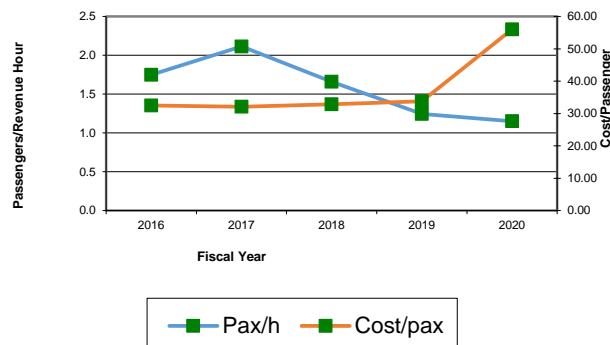
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
May 2021

SAFETY								
ACCIDENT DATA	May 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		13		0	
Preventable	0		0		8		0	
Non-Preventable	1		0		5		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		11		0	
Bodily Injury								
Yes	0		0		0		0	
No	0		0		12		0	
MONTHLY CLAIMS ACTIVITY	Totals							
Amount Paid								
This Month	\$20,346.00							
To Date This Fiscal Year	\$27,887.94							
Budget	\$100,000.00							
% Expended	28%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	May 2021	Year To Date						
Praise	1	3						
Bus Stop	2	15						
Incident	1	3						
Trip Planning	3	15						
Fares/Tickets/Passes	2	15						
Route/Schedule Planning	3	29						
Marketing/Website	0	2						
ADA	0	7						
COVID Inquiries	1	10						
Lost/Found	1	6						
TOTAL	14	105						
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	2
Safety	1	0	1	22	0	0	0	4
Driver/Dispatch Discourtesy	1	0	0	7	0	0	0	0
Early	0	0	0	1	0	0	0	0
Late	0	1	0	5	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	0	0	0	6	2	0	0	11
Maintenance	0	0	0	0	0	0	0	0
Bypass	2	0	0	15	0	0	0	0
TOTAL COMPLAINTS	4	1	1	57	2	0	0	19
Valid Complaints								
Per 10,000 riders	0.97				1.52			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - July 2021 - November 2021

Finance & Administration Committee

July

Minutes

Action Info

X

Treasurers Report

X

*Typically July committee meetings are cancelled

August

Minutes

Action Info

X

Treasurers Report

X

Retirement 115 Trust

X

September

Minutes

Action Info

X

Treasurers Report

X

October

Minutes

Action Info

X

Treasurers Report

X

Annual Comprehensive Financial Report (ACFR)

X

TDA Triennial Review

X

November

Minutes

Action Info

X

Treasurers Report

X

LAVTA COMMITTEE ITEMS - July 2021 - November 2021

Projects & Services Committee

July

Minutes

*Typically July committee meetings are cancelled

Action

X

Info

August

Minutes

Action

X

Info

September

Minutes

DAR Customer Satisfaction Survey

Action

X

X

Info

October

Minutes

Winter Service Changes (effective February)

Action

X

X

Info

November

Minutes

Award of Paratransit O&M Contract

Action

X

X

Info