

## **EXECUTIVE DIRECTOR'S REPORT**

November 2021

### ***Ridership***

With free rides offered during the month of September, average weekday ridership saw 13 percent increase from the last two weeks of August. September's weekday ridership was just over 3,400 per day, with about 40 percent of those rides occurring on services to Tri-Valley middle and high schools. During the last two weeks of August, when school was in session, average weekday ridership was about 3,000 per day. Free rides ended on October 6 and during the week of October 11, average weekday ridership remained at about 3,400 per day, which is a positive sign that our numbers are moving in the right direction.

### ***Operator Shortage***

The new bid, implemented September 20, has helped better realign the current resources to fill all open work due to the ongoing driver shortage. LAVTA continues to partner with our fixed route contractor MV Transportation to actively recruit and retain drivers, with a current pipeline of new applicants making their way through the hiring and training process. The team has also been providing employee appreciation events and incentives to improve morale and the overall workplace environment. In all, there are 18 people in process to become a bus operator. The operator shortage is currently 20 operators.

### ***ZEB Study Update***

The Center for Transportation and the Environment (CTE) is currently updating a few outdated key variables and assumptions in the cost comparison model to ensure the data presented is the most accurate available. The revised ZEB Master Transition Plan is expected to be ready to present to the Projects and Services Committee in December.

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

The schematic design plans were submitted to the City of Livermore's Planning Department for review and Staff along with contractor Kimley-Horn and Associates (KHA) recently met with the City to go over their initial comments and feedback. The plans were well-received with no major concerns so any minor suggestions will be incorporated before submitting the final planning application to the City. Contract Task Order 5 has been fully executed and Staff is working with KHA on the timeline and anticipates the 60 percent design plans along with the bridging documents will be completed in the next six months.

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

Staff has been working to secure funding for the second phase of the Project. Funding from Regional Measure 2 (RM2) was approved at the last ACTC meeting and will go on the MTC agenda as a consent item for their meeting on October 27. Staff has also applied for the Innovative Deployments to Enhance Arterials (IDEA) 2 grant and successfully passed the first stage of the two-stage application process. Staff and consultants are currently working on the second stage application. RM2 and IDEA 2 would be able to fully fund the capital costs of Phase 2 of the SAV Project, which will include: purchase of three SAV vehicles, inductive charging equipment, traffic signal communications systems, and the construction of a mobility hub at the business park near East Dublin/Pleasanton BART.

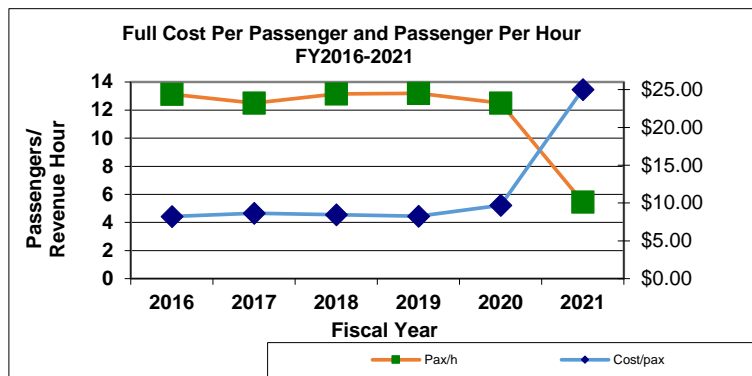
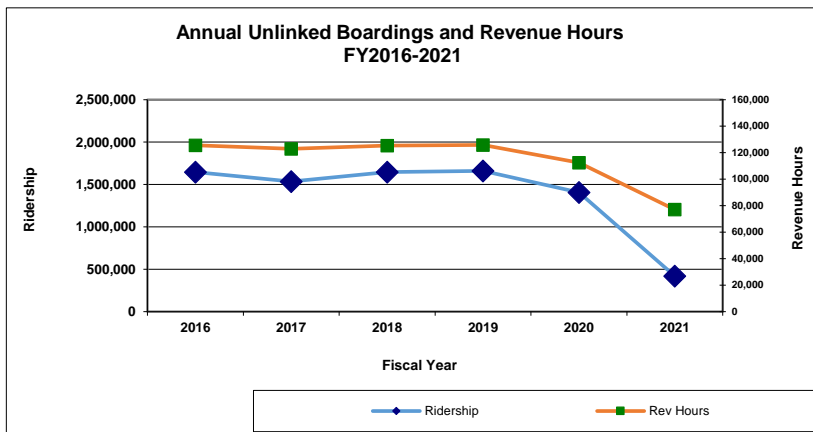
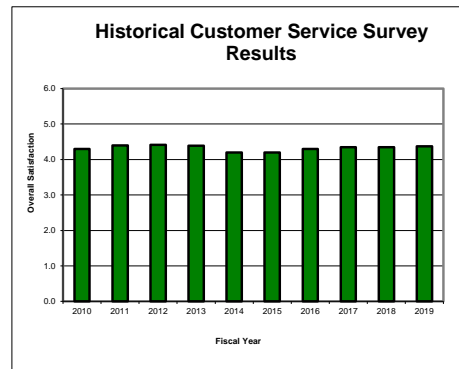
Attachments:

1. Board Statistics August 2021
2. Board Statistics September 2021
3. FY22 Upcoming Items

## Monthly Summary Statistics for Wheels August 2021

### FIXED ROUTE

	August 2021			% change from one year ago		
Total Ridership FY 2021 To Date	102,652			57.4%		
Total Ridership For Month	60,852			82.6%		
Fully Allocated Cost per Passenger	\$19.25			-10.7%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	2,411	954	800	93.0%	28.7%	18.0%
Passengers Per Hour	7.3	6.5	5.4	23.9%	28.7%	18.6%
	August 2021			% change from last month		
On Time Performance	90.4%			-1.8%		



# Monthly Summary Statistics for Wheels

**August 2021**

## PARATRANSIT

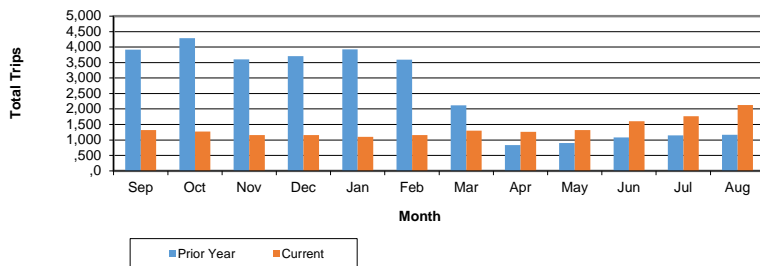
General Statistics	August 2021	% Change from last year	Year to Date
Total Monthly Passengers	2,125	82.6%	3,890
Average Passengers Per Hour	1.62	33.9%	1.51
On Time Performance	95.9%	-0.2%	96.85%
Cost per Trip	\$55.31	7.3%	\$58.60
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservations (in seconds)	0:00:24	n/a	0:00:34

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

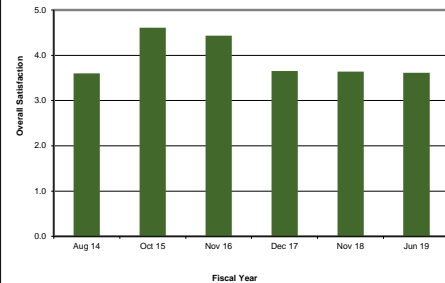
Missed Services Summary	August 2021	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

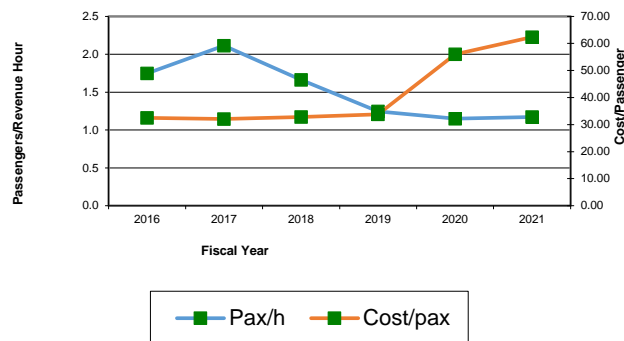
**Paratransit Monthly Unlinked Boardings**



**Historical Customer Service Survey Results**



**Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2021**



**Monthly Summary Statistics for Wheels**  
**August 2021**

SAFETY							
ACCIDENT DATA	August 2021				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	3		0		4		0
Preventable	3		0		3		0
Non-Preventable	0		0		1		0
<b>Physical Damage</b>							
Major	1		0		1		0
Minor	2		0		3		0
<b>Bodily Injury</b>							
Yes	1		0		1		0
No	2		0		3		0

MONTHLY CLAIMS ACTIVITY	Totals
<b>Amount Paid</b>	
This Month	\$3,201.88
To Date This Fiscal Year	\$6,403.76
<b>Budget</b>	\$100,000.00
<b>% Expended</b>	6%

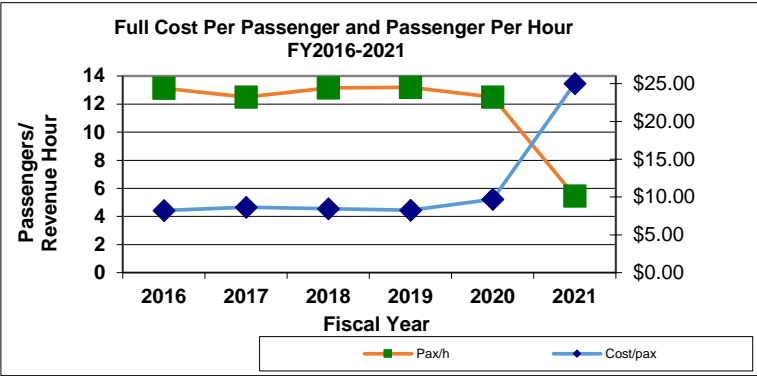
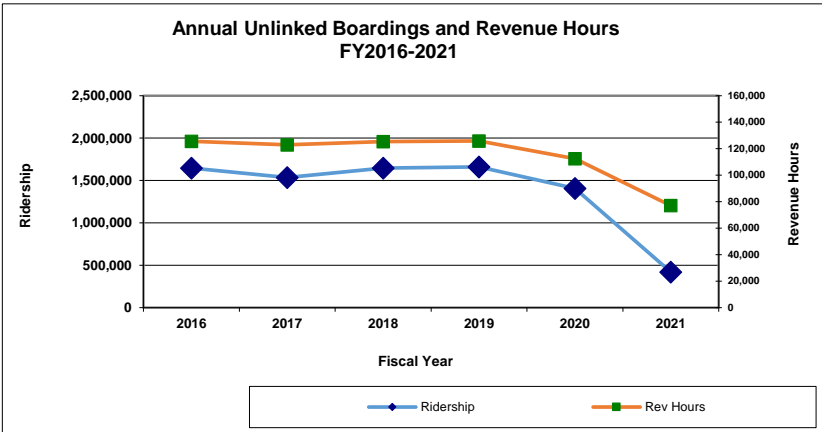
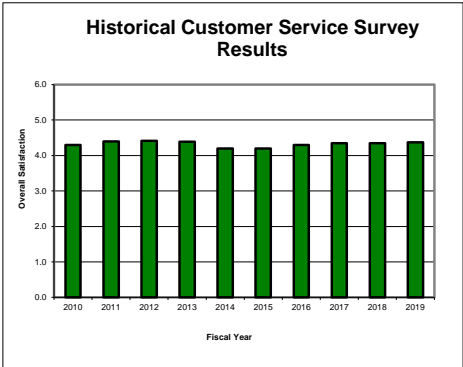
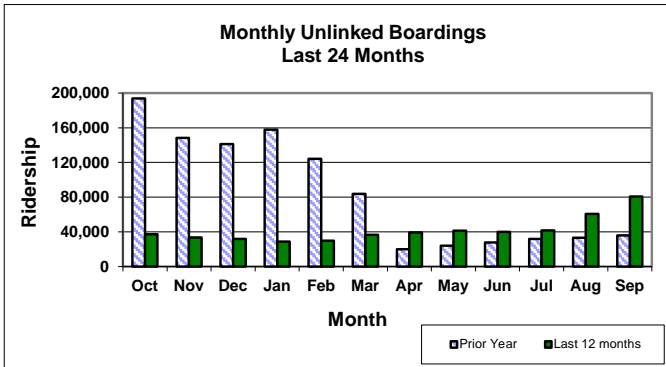
CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	August 2021	Year To Date
Praise	0	0
Bus Stop	6	17
Incident	0	0
Trip Planning	7	7
Fares/Tickets/Passes	4	6
Route/Schedule Planning	7	15
Marketing/Website	0	4
ADA	0	0
COVID Inquiries	1	3
Lost/Found	0	0
<b>TOTAL</b>	25	52

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	1	0	0	4	0	0	0	0
Safety	0	2	0	0	1	0	2	1
Driver/Dispatch Discourtesy	0	1	3	0	0	1	0	0
Early	2	0	0	2	0	0	0	0
Late	2	0	0	3	2	1	0	2
No Show	0	0	0	0	0	0	0	0
Incident	0	0	0	0	0	2	1	0
Driver/Dispatch Training	4	2	0	4	1	0	0	1
Maintenance	0	0	0	0	0	0	0	0
Bypass	9	2	3	14	0	0	0	0
<b>TOTAL COMPLAINTS</b>	18	7	6	23	4	4	3	4
<b>Valid Complaints</b>								
Per 10,000 riders	2.96				1.88			
Per 1,000 riders								

## Monthly Summary Statistics for Wheels September 2021

### FIXED ROUTE

	September 2021			% change from one year ago		
Total Ridership FY 2021 To Date	183,277			81.1%		
Total Ridership For Month	80,625			124.0%		
Fully Allocated Cost per Passenger	\$0.00			-100.0%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	3,415	1,119	888	153.3%	21.4%	11.1%
Passengers Per Hour				-100.0%	-100.0%	-100.0%
	September 2021			% change from last month		
On Time Performance	89.5%			-1.0%		



# Monthly Summary Statistics for Wheels

**September 2021**

## PARATRANSIT

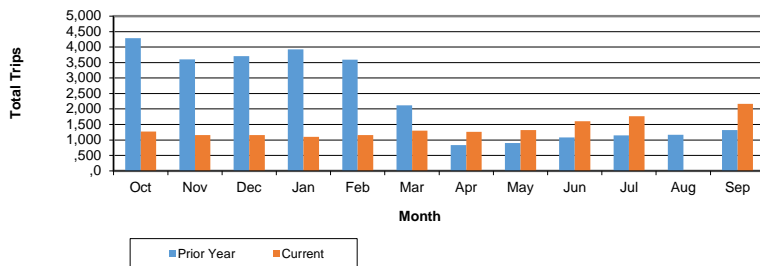
General Statistics	September 2021	% Change from last year	Year to Date
Total Monthly Passengers	2,170	64.9%	6,060
Average Passengers Per Hour	1.61	28.8%	1.40
On Time Performance	95.5%	-2.2%	97.8%
Cost per Trip	\$50.64	6.9%	\$55.94
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:00:44	n/a	0:00:37

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

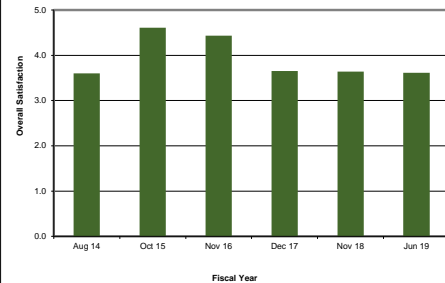
Missed Services Summary	September 2021	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

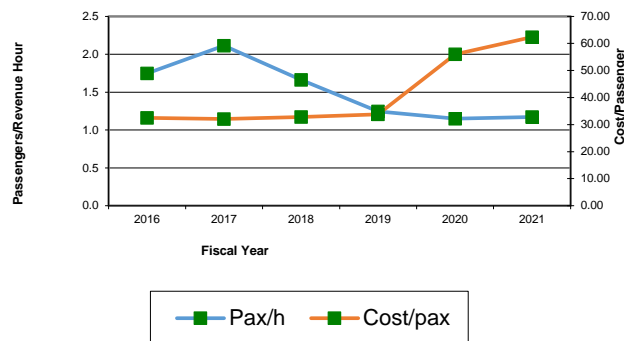
**Paratransit Monthly Unlinked Boardings**



**Historical Customer Service Survey Results**



**Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2021**



**Monthly Summary Statistics for Wheels**  
**September 2021**

**SAFETY**

ACCIDENT DATA	September 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>	3		0		7		0	
Preventable	3		0		6		0	
Non-Preventable	0		0		1		0	
<b>Physical Damage</b>								
Major	1		0		2		0	
Minor	2		0		5		0	
<b>Bodily Injury</b>								
Yes	1		0		2		0	
No	2		0		5		0	

MONTHLY CLAIMS ACTIVITY	Totals
<b>Amount Paid</b>	
This Month	\$3,201.88
To Date This Fiscal Year	\$9,605.64
<b>Budget</b>	\$100,000.00
<b>% Expended</b>	10%

**CUSTOMER SERVICE - ADMINISTRATION**

CATEGORY	Number of Requests	
	September 2021	Year To Date
Praise	0	0
Bus Stop	0	17
Incident	0	0
Trip Planning	0	7
Fares/Tickets/Passes	0	6
Route/Schedule Planning	2	17
Marketing/Website	0	4
ADA	0	0
COVID Inquiries	0	3
Lost/Found	1	1
<b>TOTAL</b>	3	55

**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	1	0	0	5	0	0	0	0
Safety	1	0	0	1	0	0	0	1
Driver/Dispatch Discourtesy	0	0	0	0	0	0	0	0
Early	0	1	0	2	0	0	0	0
Late	3	1	0	6	2	0	1	4
No Show	1	1	0	1	0	0	1	0
Incident	1	1	1	1	1	0	0	1
Driver/Dispatch Training	3	0	2	7	0	0	0	1
Maintenance	0	0	0	0	1	0	0	1
Bypass	3	2	1	17	0	0	0	0
<b>TOTAL COMPLAINTS</b>	13	6	4	35	4	0	2	8
<b>Valid Complaints</b>								
Per 10,000 riders	1.61				1.84			
Per 1,000 riders								



## LAVTA COMMITTEE ITEMS - November 2021 - March 2022

### Finance & Administration Committee

#### November

Minutes

Treasurers Report

Action Info

X

X

#### December

Minutes

Treasurers Report

\*Typically December committee meetings are cancelled

Action

X

X

#### January

Minutes

Treasurers Report

Draft 2022 Legislative Program

Action Info

X

X

X

#### February

Minutes

Treasurers Report

Action Info

X

X

#### March

Minutes

Treasurers Report

Action Info

X

X

# LAVTA COMMITTEE ITEMS - November 2021 - March 2022

## Projects & Services Committee

### November

Minutes

Action Info

X

### 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