

EXECUTIVE DIRECTOR'S REPORT

March 2021

Ridership Update

Ridership in February is up slightly over January. Average weekday ridership is currently about 1,200 compared to just under 1,100 in January. By comparison, our average weekday ridership in February 2020 was just under 7,100, so we are still down about 83% from pre-COVID numbers.

Free Rides to Vaccination Sites

Wheels will begin to offer free rides to customers going to and from vaccination sites on Monday, March 1, 2021. The free rides to vaccination sites will be available on both the Wheels fixed route system and the door-to-door paratransit services.

Schools Reopening

The Pleasanton Unified School District has announced plans to resume partial in classroom instruction. In anticipation of that reopening, we have had drivers out doing refresher training on the school routes in Pleasanton and are preparing schedules and other outreach material. We will finalize those materials when PUSD announces their final decision, start dates and bell time schedules. The school districts in Livermore and Dublin have not yet formally announced dates for resuming in classroom instruction.

Future LAVTA Operations and Maintenance Facility

Staff continues to work with Kimley Horn of the preliminary design of the facilities at the Oaks Business Park, including infrastructure for zero emissions technology. A report on this project will be provided at the March LAVTA Board meeting.

APC Certification/ViewPoint Power BI Pilot

For the last few months LAVTA has been piloting a new and improved version of ViewPoint, which leverages the business intelligence capabilities of Power BI in order to visualize and analyze ridership data captured by automatic passenger counters (APC). Staff has been introduced to the new application and undergone training to create various interactive reports to show on-time performance, ridership, and more. Such reports offer advanced analytics of the service in order to proactively identify operational improvements as well as which APC may need troubleshooting. Staff is continuing to work with Trapeze on improving the quality of data in order to meet NTD thresholds for receiving APC certification and providing NTD and riders with accurate ridership and passenger load information.

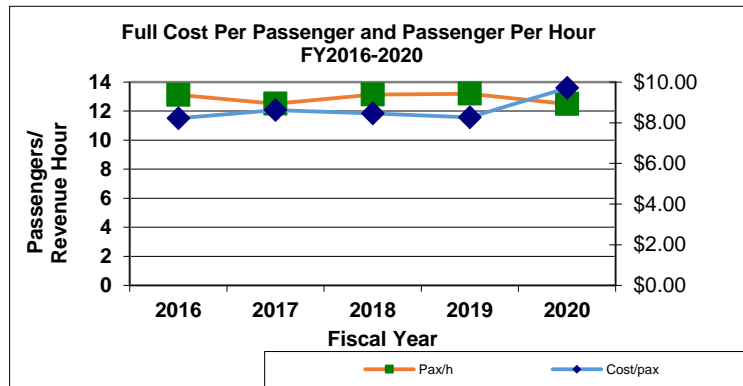
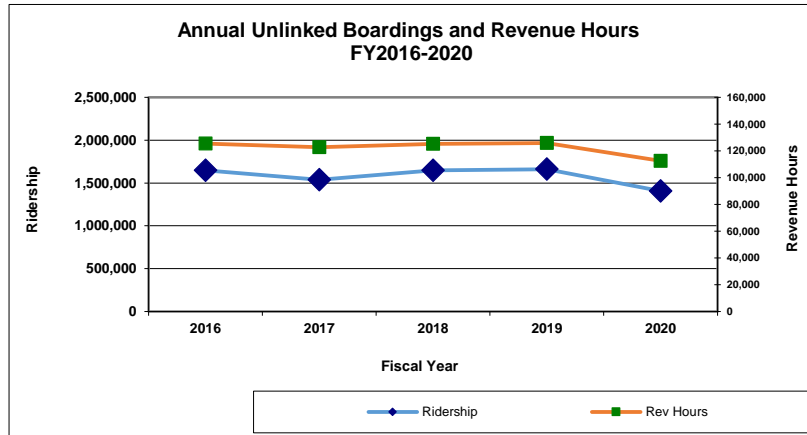
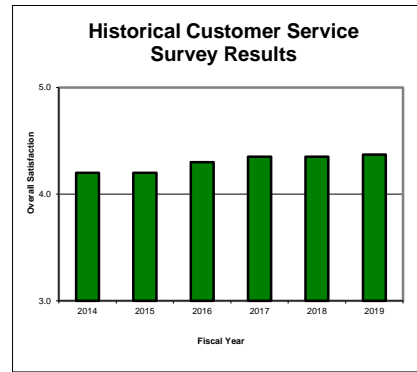
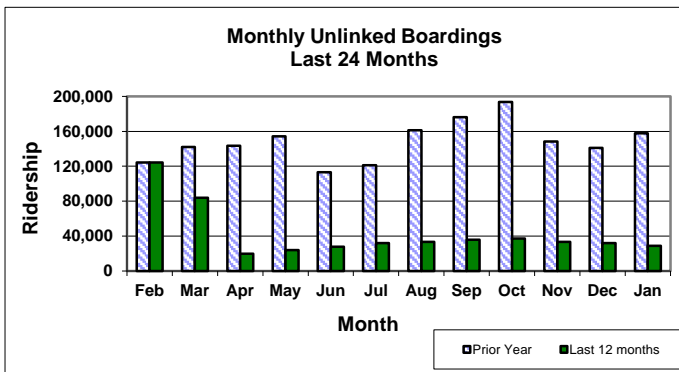
Attachments:

1. Board Statistics January 2021
2. FY21 Upcoming Items

Monthly Summary Statistics for Wheels January 2021

FIXED ROUTE

	January 2021			% change from one year ago		
Total Ridership FY 2021 To Date	232,917			-78.8%		
Total Ridership For Month	28,959			-81.6%		
Fully Allocated Cost per Passenger	\$26.44			220.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,079	799	610	-84.1%	-52.6%	-57.1%
Passengers Per Hour	4.5	5.4	4.3	-71.0%	-50.9%	-53.3%
	January 2021			% change from last month		
On Time Performance	92.7%			1.1%		



Monthly Summary Statistics for Wheels January 2021

PARATRANSIT

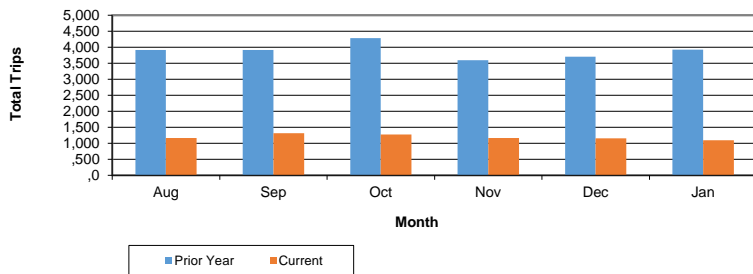
General Statistics	January 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,096	-72.1%	8,323
Average Passengers Per Hour	1.07	-19.5%	1.11
On Time Performance	96.8%	9.0%	96.13%
Cost per Trip	\$66.14	82.6%	\$61.08
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	89.5%	15.6%	88.42%

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

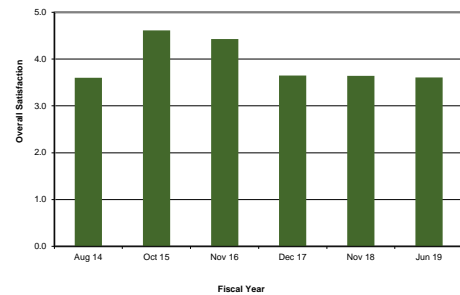
and doctor's verification until the in-person assessments can be resumed.

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

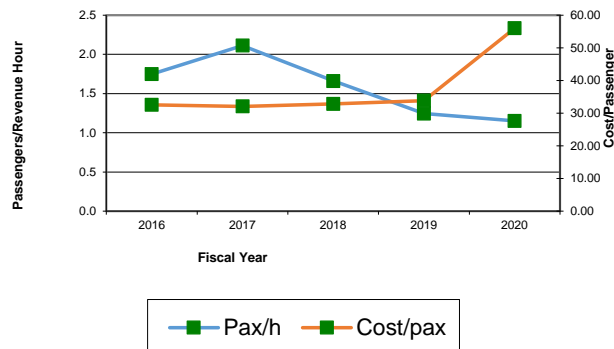
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
January 2021

SAFETY							
ACCIDENT DATA	January 2021				Fiscal Year to Date		
	Fixed Route	Paratransit	Fixed Route	Paratransit	Fixed Route	Paratransit	
Total	1	0	7	0			
Preventable	1	0	5	0			
Non-Preventable	0	0	2	0			
Physical Damage							
Major	0	0	0	0			
Minor	0	0	6	0			
Bodily Injury							
Yes	0	0	0	0			
No	1	0	7	0			
MONTHLY CLAIMS ACTIVITY	Totals						
Amount Paid							
This Month							
To Date This Fiscal Year	\$3,560.24						
Budget	\$100,000.00						
% Expended	4%						

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	January 2021	Year To Date
Praise	0	2
Bus Stop	2	10
Incident	0	2
Trip Planning	2	6
Fares/Tickets/Passes	2	8
Route/Schedule Planning	3	16
Marketing/Website	1	1
ADA	0	4
COVID Inquiries	0	6
Lost/Found	0	4
TOTAL	10	59

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	3	1	0	16	0	0	0	2
Driver/Dispatch Discourtesy	1	0	1	5	0	0	0	0
Early	0	1	0	0	0	0	0	0
Late	1	0	0	1	0	0	0	0
No Show	0	0	0	0	0	0	0	3
Incident	0	0	0	0	0	0	0	1
Driver/Dispatch Training	0	0	0	2	1	0	1	6
Maintenance	0	0	0	0	0	0	0	0
Bypass	0	1	0	8	0	0	0	0
TOTAL COMPLAINTS	5	3	1	32	1	0	1	12
Valid Complaints								
Per 10,000 riders	1.73							
Per 1,000 riders					0.91			

LAVTA COMMITTEE ITEMS - March 2021 - July 2021

Finance & Administration Committee

March

	Action	Info
Minutes	X	
Treasurers Report	X	
LCTOP FY20-21 Allocation Resolution	X	

April

	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2	X	

May

	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	

June

	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Legal Contract	X	

July

	Action	Info
Minutes	X	
Treasurers Report	X	

*Typically July committee meetings are cancelled

LAVTA COMMITTEE ITEMS - March 2021 - July 2021

Projects & Services Committee

March

Minutes

ZEB Rollout Plan

Atlantis Transit Facility

Action

X

X

Info

X

April

Minutes

Action

X

Info

May

Minutes

Fall Service Changes (effective August)

Action

X

X

Info

June

Minutes

TAAC Appointments

Fixed Route Customer Satisfaction

Action

X

X

Info

X

July

Minutes

*Typically July committee meetings are cancelled

Action

X

Info