

EXECUTIVE DIRECTOR'S REPORT

September 2021

New Text Alerts for Routes Serving Schools

Most of our routes to middle and high schools offer a single trip in the morning and a single trip in the afternoon. As a result, when one of the buses on those routes is running late due to traffic, road construction or heavy loads, parents and students wonder if the bus has already passed or is just running late. Starting this weekend, we will be offering parents and students the opportunity to receive text alerts when the bus they are waiting for is running more than five minutes late. Sign up can be for a single route or multiple routes. Details are available on our website at:

<https://www.wheelsbus.com/school-routes/>



MTC Approves \$5 Million in Federal COVID Emergency Relief to LAVTA

On July 28, the Metropolitan Transportation Commission (MTC) programmed over \$5 million to LAVTA in federal emergency relief funding authorized by Congress in March under the American Rescue Plan Act. This is the third and likely final round of federal stimulus relief aimed at assisting public transit agencies facing revenue shortfalls due to the COVID-19 pandemic. Funds were programmed to the region's transit operators principally on the basis of actual revenue losses since the start of the pandemic and funding received to date in the previous two rounds of federal stimulus funding. LAVTA will use the funding to continue to maintain existing and restore previously reduced service as ridership returns throughout FY22.

SAV Phase 2 Deployment Project Slated to Receive \$2.7 million in Regional Funding

This month LAVTA staff learned that the Metropolitan Transportation Commission (MTC) intends to allocate \$150,000 in Regional Measure 2 Bridge Toll funds for design-engineering work to advance the Phase 2 Deployment of the Shared Autonomous Vehicle Project, putting it in line to receive a subsequent allocation of over \$2.5 million toward the construction phase, including the



acquisition of three next-generation SAVs similar to the type shown, which are capable of traveling up to 25 mph. The SAV Phase 2 Deployment will extend the current SAV route to the Ross Headquarters Business Park and enable timed transfers to BART trains every 15 minutes from 7am to 7pm. The Alameda County Transportation Commission is scheduled to formalize their sponsorship of the project at their September 13 Programs and Projects Committee meeting in advance of their September 23 Commission meeting. MTC will then consider the allocation request in October.

Zero-Emission Bus Study

The draft Zero-Emission Bus (ZEB) Transition Master Plan is complete. At the September meeting the Board will receive the draft and an introductory presentation on the recommendations.

Paratransit Services Update

The pilot program with Central Contra Costa Transit Authority (CCCTA) was launched on April 1. The Joint Ad-Hoc Committee has been formed to review and monitor the program goals and objectives and met today, September 13, 2021.

In terms of service performance, on-time performance and productivity have improved from the previous contractor. Additionally, the new My Transit Manager app, which allows customers to monitor their trip and see real-time location of their vehicle, has been well-received.

U.S. Senate Passes Historic Infrastructure Bill Including Reauthorization of Federal Transit Programs

Following the House of Representatives' passage of the INVEST in America Act in July, on August 10, the Senate passed their bipartisan version of a \$1 trillion investment in the nation's infrastructure known as the Infrastructure Investment and Jobs (IIJ) Act, which includes a comprehensive five-year surface-transportation reauthorization package to replace the FAST Act, which expires September 30. Notably within the transportation reauthorization sections are increases of 35-37% in Federal Transit Administration (FTA) formula and competitive grant funds that LAVTA uses for capital needs and maintaining a state of good repair. The House is expected to take up the reconciliation process with the Senate bill sometime after they return from recess at the end of August.

American Public Transit Association (APTA) Conference

Each year, the American Public Transportation Association (APTA) holds the TRANSform Conference. This is the premier APTA Conference of the year. Once every three years, the conference also includes an EXPO, where thousands of vendors and suppliers of transit related goods and services display their products and answer questions for attendees in a convention center setting. Attendance during EXPO years is typically around 15,000, including transit agency staff, Board members and vendors.

The TRANSform Conference is also where APTA presents its annual awards. Last year's conference was held virtually due to COVID. As a result, we received our Transit Agency of the Year Award in a "Zoom ceremony". This year, the conference/expo is an in-person event and will be held in Orlando at the Orange County Convention Center from November 7-10. We have been told by APTA that this year's awards ceremony will honor winners from this year as well as last year, which means we will formally receive our Agency of the Year Award at that ceremony. In addition, our Marketing staff was named as a winner of a Grand Prize AdWheel Award, which will be presented at the same event.

You can learn more about the conference on APTA's website at:

<https://www.aptaexpo.com/apta2021/public/enter.aspx>

Please let staff know as soon as possible if you have a desire to attend the conference. The FY 2021-22 LAVTA Budget includes funding for a couple Board members to attend.

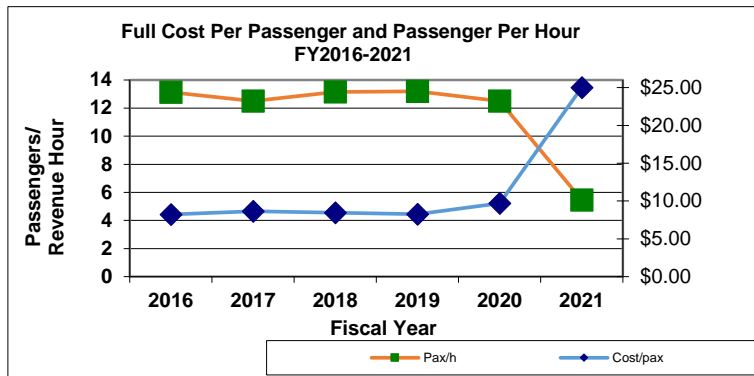
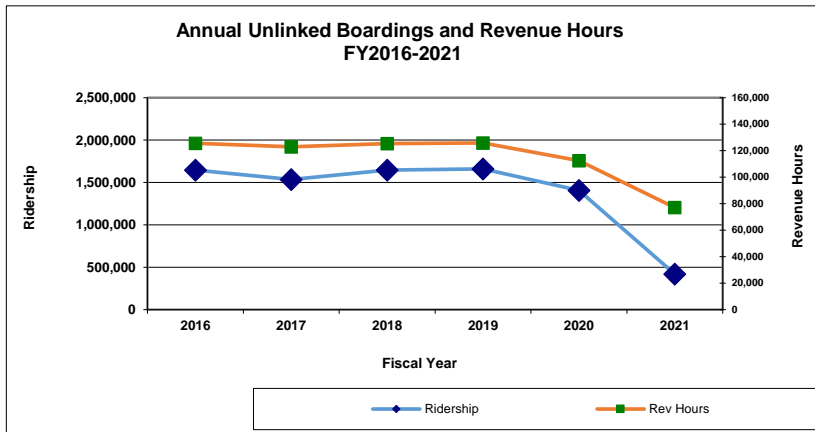
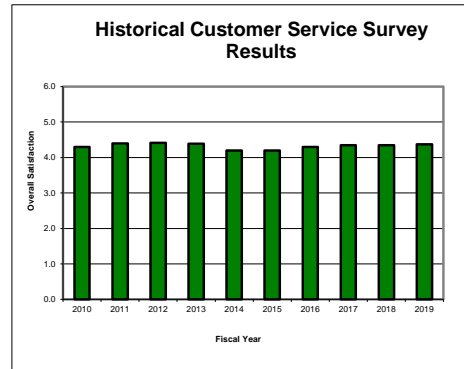
Attachments:

1. Board Statistics June 2021
2. Board Statistics July 2021
3. FY22 Upcoming Items

Monthly Summary Statistics for Wheels June 2021

FIXED ROUTE

	June 2021			% change from one year ago		
Total Ridership FY 2021 To Date	420,226			-70.1%		
Total Ridership For Month	40,099			44.5%		
Fully Allocated Cost per Passenger	\$24.52			-2.3%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,515	925	765	47.7%	29.7%	31.9%
Passengers Per Hour	5.5	6.3	5.2	10.5%	29.6%	32.0%
	June 2021			% change from last month		
On Time Performance	92.5%			2.8%		



Monthly Summary Statistics for Wheels

June 2021

PARATRANSIT

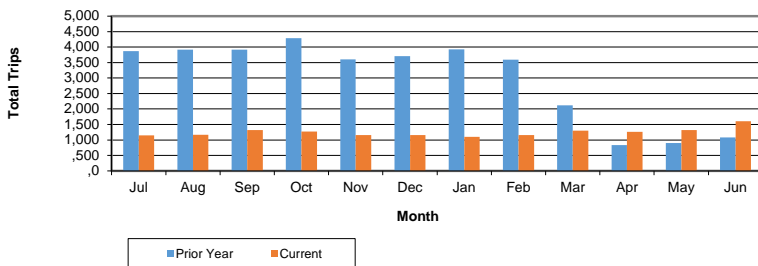
General Statistics	June 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,602	48.1%	14,960
Average Passengers Per Hour	1.36	11.5%	1.24
On Time Performance	98.3%	1.9%	97.97%
Cost per Trip	\$66.21	17.7%	\$71.76
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:00:16	n/a	n/a

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

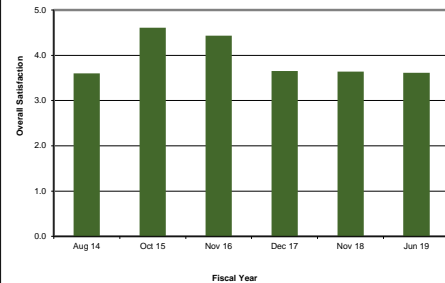
Missed Services Summary	June 2021	Year to Date
1st Sanction - Phone Call	0	2
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

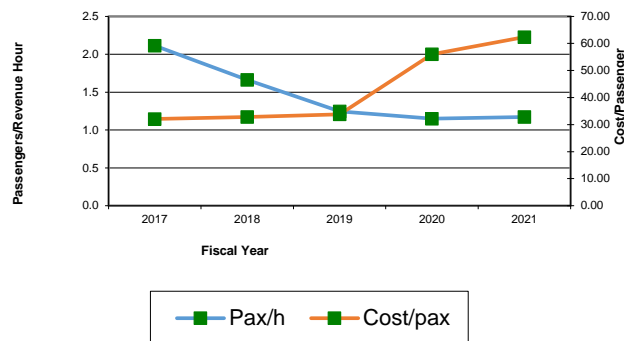
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2017-2021



Monthly Summary Statistics for Wheels
June 2021

SAFETY							
ACCIDENT DATA	June 2021				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	3		0		16		0
Preventable	0		0		8		0
Non-Preventable	3		0		8		0
Physical Damage							
Major	0		0		0		0
Minor	3		0		14		0
Bodily Injury							
Yes	0		0		0		0
No	3		0		15		0

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$1,538.07
To Date This Fiscal Year	\$29,426.01
Budget	\$100,000.00
% Expended	29%

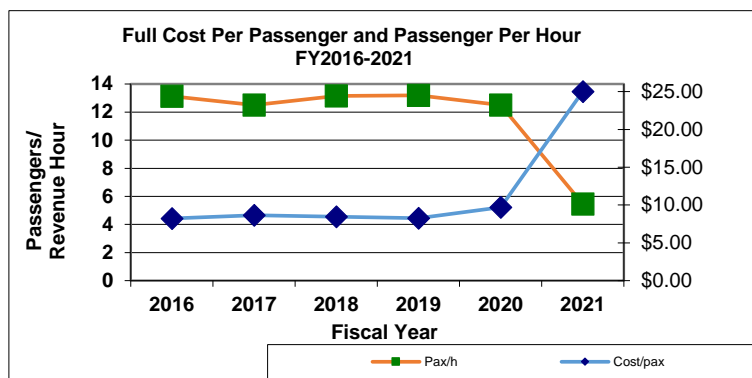
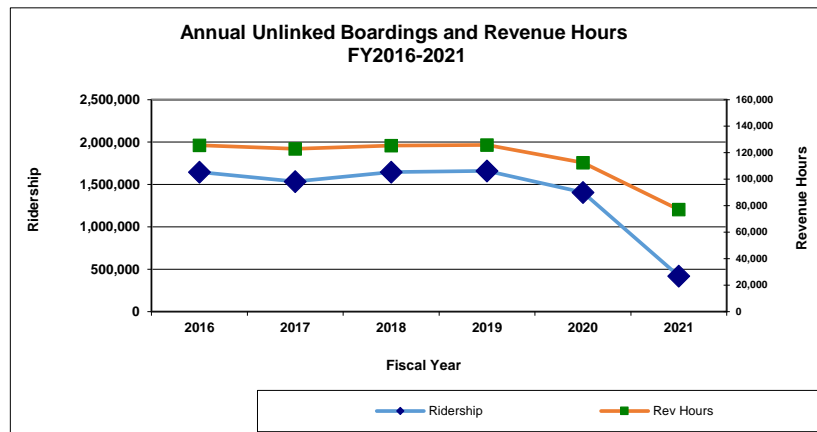
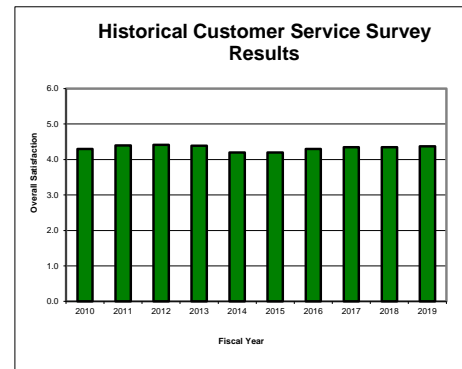
CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	June 2021	Year To Date
Praise	1	4
Bus Stop	0	15
Incident	0	3
Trip Planning	0	15
Fares/Tickets/Passes	1	16
Route/Schedule Planning	1	30
Marketing/Website	0	2
ADA	0	7
COVID Inquiries	1	11
Lost/Found	0	6
TOTAL	4	109

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	2	0	0	10	0	0	1	2
Safety	2	0	2	24	0	0	0	4
Driver/Dispatch Discourtesy	0	2	0	7	0	0	0	0
Early	0	0	0	1	0	0	0	0
Late	1	2	1	6	0	1	0	0
No Show	0	0	0	1	0	0	0	3
Incident	0	0	1	0	0	0	1	1
Driver/Dispatch Training	2	0	0	8	0	0	0	11
Maintenance	0	0	0	0	0	0	0	0
Bypass	2	2	0	17	0	0	0	0
TOTAL COMPLAINTS	9	6	4	64	0	1	2	19
Valid Complaints								
Per 10,000 riders	2.24				0.00			
Per 1,000 riders					0.00			

Monthly Summary Statistics for Wheels July 2021

FIXED ROUTE

	July 2021			% change from one year ago		
Total Ridership FY 2021 To Date	41,800			31.0%		
Total Ridership For Month	41,800			31.0%		
Fully Allocated Cost per Passenger	\$26.28			15.4%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,574	900	851	35.3%	18.4%	29.5%
Passengers Per Hour	5.0	6.1	5.8	-8.4%	18.3%	29.6%
	July 2021			% change from last month		
On Time Performance	92.1%			-0.4%		



Monthly Summary Statistics for Wheels July 2021

PARATRANSIT

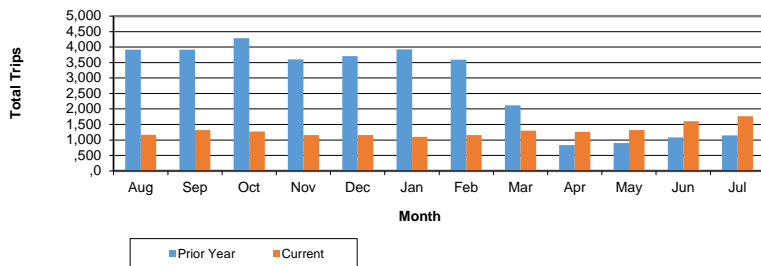
General Statistics	July 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,765	53.3%	1,765
Average Passengers Per Hour	1.40	16.7%	1.40
On Time Performance	97.8%	1.1%	97.8%
Cost per Trip	\$61.88	15.2%	\$ 61.88
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:00:44	n/a	0:00:44

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

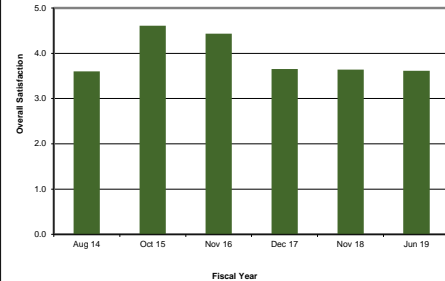
Missed Services Summary	July 2021	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

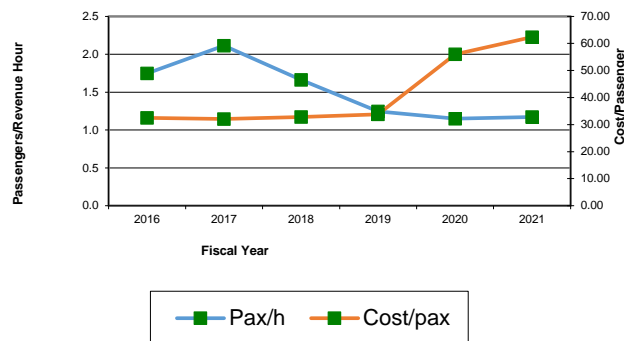
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
July 2021

SAFETY

ACCIDENT DATA	July 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	0		0		0		0	
Preventable	0		0		0		0	
Non-Preventable	0		0		0		0	
Physical Damage								
Major	0		0		0		0	
Minor	0		0		0		0	
Bodily Injury								
Yes	0		0		0		0	
No	0		0		0		0	

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$3,201.88
To Date This Fiscal Year	\$3,201.88
Budget	\$100,000.00
% Expended	3%

CUSTOMER SERVICE - ADMINISTRATION

CATEGORY	Number of Requests	
	July 2021	Year To Date
Praise	0	0
Bus Stop	11	11
Incident	0	0
Trip Planning	0	0
Fares/Tickets/Passes	2	2
Route/Schedule Planning	8	8
Marketing/Website	4	4
ADA	0	0
COVID Inquiries	2	2
Lost/Found	0	0
TOTAL	27	27

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	3	0	0	3	0	0	0	0
Safety	0	3	0	0	0	0	0	0
Driver/Dispatch Discourtesy	0	0	0	0	0	0	0	0
Early	0	0	0	0	0	0	0	0
Late	1	0	0	1	0	0	0	0
No Show	0	0	0	0	0	2	0	0
Incident	0	0	1	0	0	0	0	0
Driver/Dispatch Training	0	0	0	0	0	1	0	0
Maintenance	0	0	0	0	0	0	0	0
Bypass	5	2	0	5	0	0	0	0
TOTAL COMPLAINTS	9	5	1	9	0	3	0	0
Valid Complaints								
Per 10,000 riders	2.15				0.00			
Per 1,000 riders					0.00			

LAVTA COMMITTEE ITEMS - September 2021 - January 2022

Finance & Administration Committee

September

Minutes

Treasurers Report

Action Info

X

X

October

Minutes

Treasurers Report

Annual Comprehensive Financial Report (ACFR)

FTA Triennial Review

Action Info

X

X

X

X

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

LAVTA COMMITTEE ITEMS - September 2021 - January 2022

Projects & Services Committee

September

Minutes

ZEB Rollout Plan

Action Info

X

X

October

Minutes

Action Info

X

November

Minutes

Action Info

X

December

Minutes

*Typically December committee meetings are cancelled

Action Info

X

January

Minutes

Action Info

X