

EXECUTIVE DIRECTOR'S REPORT

June 2021

Ridership

During the month of May, we have continued to see slight increases in ridership. Our average weekday ridership thus far in May 2021 is about 1,630, compared to an average weekday ridership of about 1,500 in April of this year and 1,300 in March 2021. In April 2020, which marked our pandemic low point, our average weekday ridership was about 750. We have had five days thus far in May where ridership exceeded 1,700 for the first time in more than a year. When compared to our average weekday ridership of about 7,100 in the month prior to the start of the pandemic, we are now averaging just below 25% of our pre-COVID ridership.

Incremental Restoration of Weekday Service Levels on Several Routes effective June 14

With the State of California planning to fully reopen the economy on June 15, including the removal of all capacity limits and physical distancing requirements, we are set to resume some of our services that have been reduced for more than a year. Effective Monday June 14, we will be increasing weekday peak hour service to pre-COVID levels on the Routes 1, 3, 8, 10R, 14, and 30R. Route 15 will return to all-day pre-COVID service levels. The only exception is that service will continue to run until 11 pm.

Tri-Valley Hub Network Integration Study Completed

The Tri-Valley Hub Network Integration Study that is on today's Board agenda is the culmination of a two-year planning study. The purpose of the study, funded by the California State Transportation Agency (CalSTA), was to identify a transit hub in the Tri-Valley region that could serve to facilitate connections between existing and planned bus and rail services. From our perspective, the key takeaways from the study are:

- The identification of the Dublin/Pleasanton BART Station as the hub's location paves the way for grant funding opportunities for capital improvements at the station.
- Demand exists for frequent express bus service along the I-680 corridor to connect existing rail services. The recommended express bus service falls primarily in the service area of County Connection.
- The plan does not contain any commitment of funds on LAVTA's part without the existence of an identified funding source.

Marketing Awards

Each year, the American Public Transportation Association (APTA) conducts an AdWheel Awards competition to recognize the marketing and communications efforts of its members. Entries are judged by transit marketing professionals and the top scoring entries in each category receive First Place Awards. We were recently notified that we were again selected to receive multiple First Place Awards.



LAVTA was selected for a First Place Award in the print media category for a brochure developed by our Operations and Innovation team that highlighted our Shared Autonomous Vehicle (SAV) project progress to date and Phase 2 opportunities for expanding the program. In

addition, we were selected for a First Place Award in the special event category for the launch of public passenger service on our SAV.

The First Place Awards will be presented at the APTA Marketing and Communications Conference in Philadelphia in October. First Place Award winners are eligible for the overall AdWheel Grand Awards, which will be presented at the APTA TRANSform Conference in Orlando in November.

We were also notified last week that the Shared Autonomous Vehicle public launch video had won a marketing award. The video was named as a winner of a Silver Telly Award in the Non-Broadcast Documentary category. The Telly Awards are an international competition that recognizes excellence in video and television.

Update on Regional Transit Recovery and Seamless Integration Activities

LAVTA staff participates on two regional panels led by the Metropolitan Transportation Commission aimed at improving regional transit connectivity and integration, including advancement of various “Seamless Transit” principles that are gaining momentum across the region. The work of both groups is reaching their final stages in the coming months alongside development of a bill in the Legislature (AB 629, Chiu) to guide implementation of the work.

Blue Ribbon Task Force

The Blue Ribbon Task Force was established in May 2020 to guide the region’s transit system through the COVID-19 emergency and subsequent recovery. Since then, the panel comprising elected officials, transit agency staff, other public officials, and stakeholders including labor, business, and transit advocates, has adopted a set of equity principles and worked to deliver the Bay Area Public Transit Transformation Action Plan for MTC consideration by mid-2021. This month the Task Force aims to finalize recommended roles and responsibilities for a Regional Network Manager that would oversee fare integration policy, bus transit priority initiatives, and branding and wayfinding across the region’s transit systems. Additional responsibilities under consideration include network planning for both rail and bus, station hub design review, data coordination, marketing and public information, real-time information standards, paratransit, and mega-project delivery and oversight. A parallel legislative effort in AB 629 (Chiu) would require MTC to, among other things being explored by the Blue Ribbon Task Force, establish a regional transit priority network, and submit a progress report to the Legislature by the end of 2022 on implementation of recommendations from the Fare Coordination and Integration Study. The bill is expected to continue being refined with amendments into the summer as it moves through the Senate.

Fare Coordination and Integration Task Force

The Fare Coordination and Integration Task Force oversees the work of the Bay Area Fare Coordination and Integration Study being co-led by MTC and BART. The study launched in late 2019 with the goal of analyzing a business case for regional fare integration to determine whether better integration between operators would result in a more attractive system used by more riders. The study has proceeded in spite of the pandemic to finalizing a set of integrated fare policy options for modeling and analysis. Study leaders are now initiating outreach to transit boards as they begin the key task of conducting the Business Case Evaluation, including a May 26 Policymaker Webinar, with draft recommendations expected in July.

Valley Link Project

During the month of May the Valley Link Board certified the environmental work for the Valley Link project and adopted the preferred project, which includes selection of the

Southfront station in Livermore and selection of the Stone Cut Alternative in the Altamont (straightening of track to improve train speed and reduce travel time). Next steps for the rail project include the federal environmental work and 30% design.

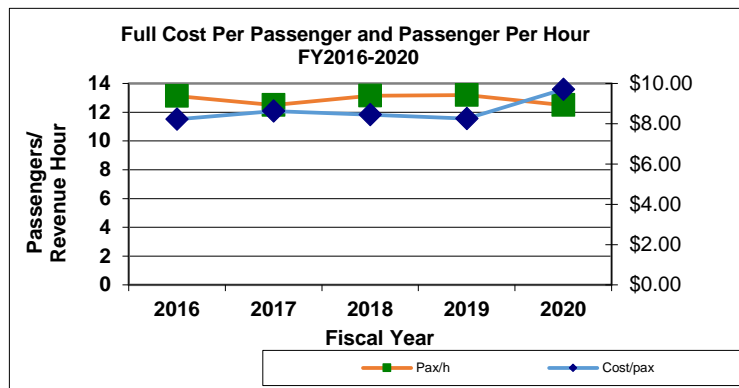
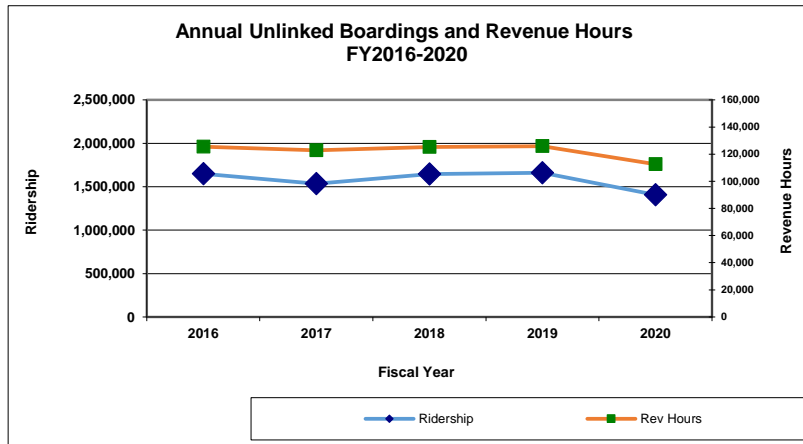
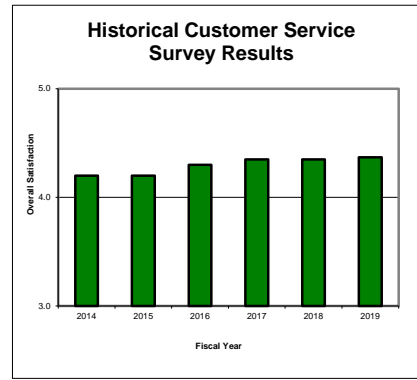
Attachments:

1. Board Statistics April 2021
2. FY21 Upcoming Items

Monthly Summary Statistics for Wheels April 2021

FIXED ROUTE

	April 2021			% change from one year ago		
Total Ridership FY 2021 To Date	338,704			-75.0%		
Total Ridership For Month	39,197			97.7%		
Fully Allocated Cost per Passenger	\$23.43			-37.3%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,482	935	711	99.7%	92.4%	81.4%
Passengers Per Hour	5.4	6.3	4.9	63.7%	93.8%	86.7%
	April 2021			% change from last month		
On Time Performance	90.3%			-0.9%		



Monthly Summary Statistics for Wheels April 2021

PARATRANSIT

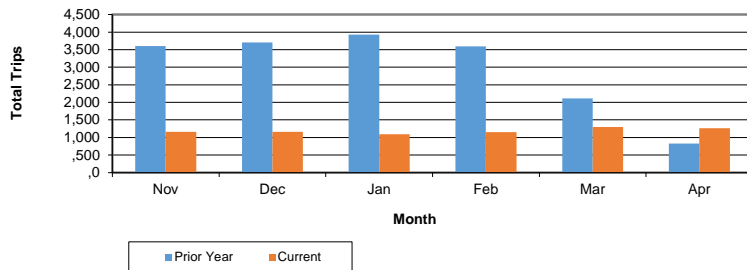
General Statistics	April 2021	% Change from last year	Year to Date
Total Monthly Passengers	1,263	52.0%	12,041
Average Passengers Per Hour	1.04	9.5%	1.09
On Time Performance	98.5%	0.7%	96.87%
Cost per Trip	\$86.58	43.5%	\$75.13
Number of Paratransit Assessments	0	n/a	0
Ave. Wait Time in Queue for Reservation	0.26	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*

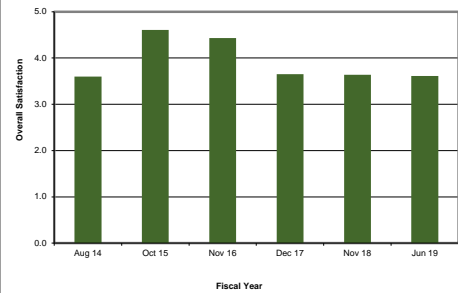
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	April 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

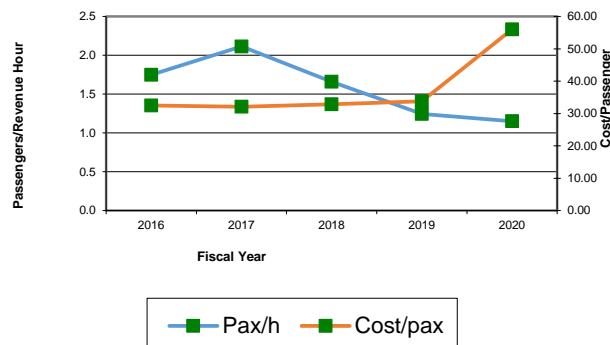
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
April 2021

SAFETY								
ACCIDENT DATA	April 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	3		0		12		0	
Preventable	2		0		8		0	
Non-Preventable	1		0		4		0	
Physical Damage								
Major	0		0		0		0	
Minor	3		0		10		0	
Bodily Injury								
Yes	0		0		0		0	
No	3		0		12		0	
MONTHLY CLAIMS ACTIVITY	Totals							
Amount Paid								
This Month	\$706.50							
To Date This Fiscal Year	\$7,541.94							
Budget	\$100,000.00							
% Expended	8%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	April 2021	Year To Date						
Praise	0	2						
Bus Stop	2	13						
Incident	0	2						
Trip Planning	1	12						
Fares/Tickets/Passes	1	13						
Route/Schedule Planning	5	26						
Marketing/Website	1	2						
ADA	1	7						
COVID Inquiries	0	9						
Lost/Found	1	5						
TOTAL	12	91						
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	1	0	0	2
Safety	0	0	0	21	0	0	0	4
Driver/Dispatch Discourtesy	0	1	1	6	0	0	0	0
Early	0	0	0	1	0	0	0	0
Late	1	0	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	1	0	0	6	0	1	1	9
Maintenance	0	0	0	0	0	0	0	0
Bypass	3	3	0	13	0	0	0	0
TOTAL COMPLAINTS	5	4	1	53	0	1	1	17
Valid Complaints								
Per 10,000 riders	1.28				0.00			
Per 1,000 riders					0.00			

LAVTA COMMITTEE ITEMS - June 2021 - October 2021

Finance & Administration Committee

	Action	Info
June		
Minutes	X	
Treasurers Report	X	
LAIF	X	
Disposition of Surplus Property	X	
July		
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		
August		
Minutes	X	
Treasurers Report	X	
September		
Minutes	X	
Treasurers Report	X	
October		
Minutes	X	
Treasurers Report	X	
Comprehensive Annual Financial Report	X	
TDA Triennial Audit (last in '19)	X	

LAVTA COMMITTEE ITEMS - June 2021 - October 2021

Projects & Services Committee

	Action	Info
June		
Minutes	X	
TAAC Appointments	X	
Public Transportation Agency Safety Plan (PTASP)	X	
Pleasanton BRT Project Acceptance	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	
October	Action	Info
Minutes	X	
Winter Service Changes (effective February)	X	