Livermore Amador Valley Transit Authority

CORRESPONDENCE

SUBJECT: Board of Directors Correspondence (September 13, 2021)

#	Date Rec'd	Sender	Subject
1	September 13, 2021	Steven Dunbar	Agenda Item 3 – Public Comments

Hello LAVTA Boardmembers,

Three open comment items for you today.

1) A Thank You
I want to thank Mr. Tree, Mr. McCaulay, and Mr. Massa for working to improve our bus transit system while simultaneously pushing forward with our important train project. In recent weeks, I've been working with Mr. Massa to address some issues with the "feed" that our phone apps use to display accurate information. It required some conversation to dial in on the exact problem, which he handled gracefully and expediently in the face of my informed-but-outsider level of knowledge.

2) Advertising Free Fares
I've been using our free fare month to good effect, but I noticed that the destination signs don't seem to be advertising that the fares are free. People should be hopping on and off all the time with free fares! I would suggest that the destination signs show the free fare promotion.

Additionally, there are some features of this standard "feed" that we haven't used in the past that we could also use to advertise free fares. For example, AC Transit is running Fare Free Fridays and have announced it via their real time feed. I've attached pictures below that show what that looks like when you are using the Transit app. Hopefully we can work with our technology vender to implement this helpful rider communication tool. It will surely be valuable to have this available for Valley Link as well.

If we don't get it in time for free fares, it will still be worthwhile knowledge for street closures and other situations - for example, the 10R detours during the Pleasanton concert series would show up right in the apps, instead of only on the website.

3) Lyft App Combined Public Transit + Rideshare Support Released
Finally, I noticed that the Lyft app (which shows Wheelsbuses thanks to Mr. Tran's work) now also has the capability to integrate Lyft rides with public transit all within the app. Combined with our GoTriValley program, this could really help drive public transit use by helping with the last mile problem. I'm hopeful (and suggesting here) that we can go even further with GoTriValley discounts. If the user combines the ride with public transit, we could make the Lyft discount 75%, for example. We would need to make sure that users aren't "cheating" by saying they'll use public transit when they just want a bigger Lyft discount, but I think that can be overcome. See attached images for an example of the public transit + rideshare directions combined.

Thanks for your time, and thanks for the work for our community.

Best,
Steven Dunbar

In my personal capacity only

28s

880

Foothill Rd

Eighth St

8th St

21st St

23rd Ave

Fruitvale Ave

Coolidge

35th Ave

International Blvd

Bro
Basin

SOUTH
KENNEDY
TRACT

FRUITVALE
STATION

Clement Ave

Lincoln Ave

Grand St

Alameda Ave

Legal

Maps

Alameda

Broadway

Park St

High St

Otis

e Dr

Dr

SOUTH SHORE

EAST END

AC TRANSIT

TEMPO

⚠ **Modified service**
Posted 10 hours ago

3

C

⊙ San Leandro BART

Fruitvale

AC TRANSIT

BUY TICKET

21 min

TEMPO

⊙ San Leandro BART

ⓧ

🔔 **Not receiving notifications**
Tap to change notification settings

⌄

Alerts on this line

⚠️ **Fare-Free Fridays in September**

Fare

Posted on Sep 7, 2021 at 10:20 AM
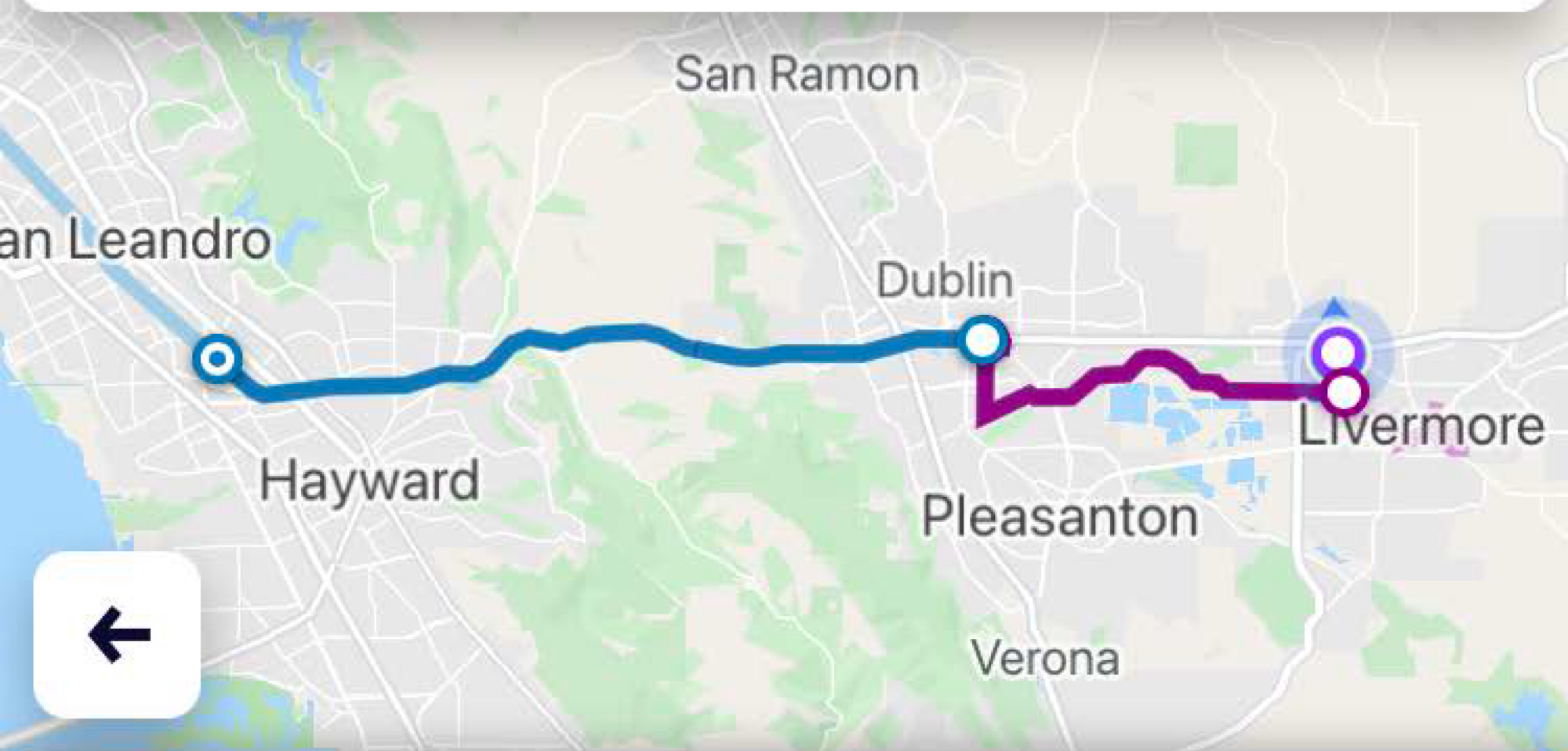Source: AC TRANSIT

⚠️ **Fare Payment Required to Ride**

Tempo riders are required to pay their fare
before boarding and carry proof of
payment. Riders who fail to show proof of
payment may receive a citation.
Learn more at actransit.org/fares

Posted on Sep 7, 2021 at 10:20 AM
Source: AC TRANSIT

Attachment 3

Current location → *BART-Bay Fair*

San Ramon

an Leandro

Dublin

Hayward

Pleasanton

Verona

Livermore

🚗 › 🚌 **14** › 🚊 **BART**   1hr 19min

Your driver will drop you off at the transit station   **BETA**

Take the **14 bus (Westbound)** at 11:06 am.

You'll be at Jack London Blvd & Murietta Blvd about **9 min** before the bus departs.

🚗 👤 **Personal** ⌄ $4.05
████████████

🚌 Pay at station/agency $2.55

Request ride

Pleasant Hill

Attachment 4

RECOMMENDED

Lyft 👤 3

Show less ⌃

Get there by
11:15 AM

	Pickup in 6 min ⚡	$33.79
◯	Priority Pickup • Expires soon	
⬤	**Pickup in 15 min** Standard	**$28.67**
◯	Pickup within 25 min Wait & Save	$28.17

ECONOMY

Preferred 👤 3
Roomier cars, top drivers
in 18 min

$32.57
11:18 AM

Lyft XL 👤 5
ⓘ Limited availability

$42.99
11:19 AM

👤 Personal ⌄
▬▬▬▬▬▬

📅 Schedule

Select Lyft