

EXECUTIVE DIRECTOR'S REPORT

March 2022

Ridership

In February, ridership started trending in an upward direction and is now very similar to where we stood prior to the Omicron variant impact in mid-December. We are currently at about 3,400-3,500 on weekdays when school is in session. By comparison, average weekday ridership in January 2022 was approximately 3,200 per day on days when schools were in session. Our current figures are still just under half of our last month of pre-COVID impacted ridership in February 2020.

Memorial Madden Cruiser

The installation of the "Memorial Madden Cruiser" wrap was completed on Saturday February 12, just in time to participate in the "One More Monday Night in Oakland: A Celebration of John Madden" event on Monday February 14 at the Oakland Coliseum. Our bus was parked next to the original Madden Cruiser at the entrance to the event. As can be seen in the photos below, the vehicle was extremely popular with Raider Nation, even more popular for photos than the original cruiser. The vehicle was also used as a backdrop for live reports by multiple San Francisco TV stations. The bus was also seen on news coverage of the event on almost all local stations, appeared in area newspaper coverage and was part of AP's coverage of the event, which was picked up nationwide. The bus is now operating in regular service and will be rotated among routes so that residents throughout our service area can see the tribute. The bus will also appear in Dublin's St. Patrick's Day parade on Saturday March 12



Atlantis Project

The development of bridging documents and 60% design plans are well underway. Staff plans to sub the 30% design plans and bridging documents for the City's Planning application early next month. The next steps for the project include implementation of hydrogen fueling services and design and working with the City to address Planning comments and revisions for 100% completion of bridging documents anticipated later in 2022. Kimley-Horn will provide more details at the April board meeting.

Update on Paratransit RFP

The joint paratransit RFP with County Connection was released on January 13. Proposals are due on April 6. LAVTA and CCCTA staff is currently working on the series of questions submitted by the proposers. Staff will provide a comprehensive update and seek board approval for a contract award at the May meeting.

ZEB Master Plan

The Center for Transportation and the Environment (CTE) is currently working on the CARB Innovative Clean Transit (ICT) Rollout Plan. LAVTA and CTE staff will provide an overview of the Rollout Plan and seek approval at the March Projects and Services Committee meeting.

SAV Update

With the vehicles anticipated to be used for Phase 2 not being available until 2024, staff is currently working with multiple vendors in planning, designing, and potentially implementing an intermediary phase. Staff will provide a more complete update once some of the key logistics are worked out and the cost is finalized.

Dublin Parking Garage Update

Alameda County General Services Agency serves as the lead agency on this state-funded project sponsored by LAVTA. County staff states the approval of the design-build contract award is expected to go before the Alameda County Board of Supervisors March 15. If approved, it is expected that final design would take about six months with construction completed in late 2023.

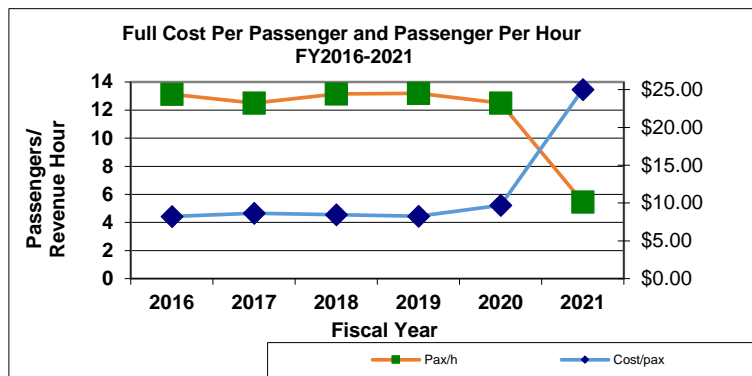
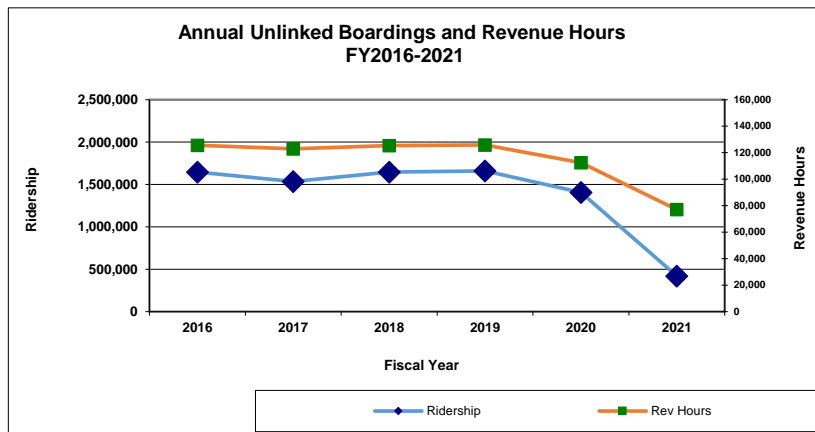
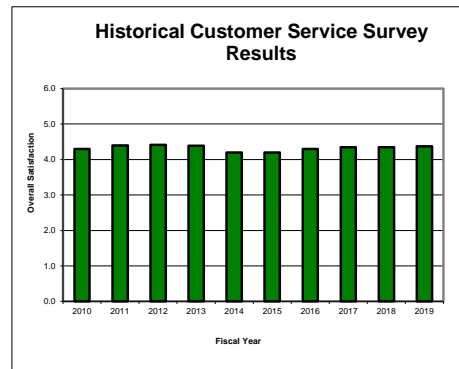
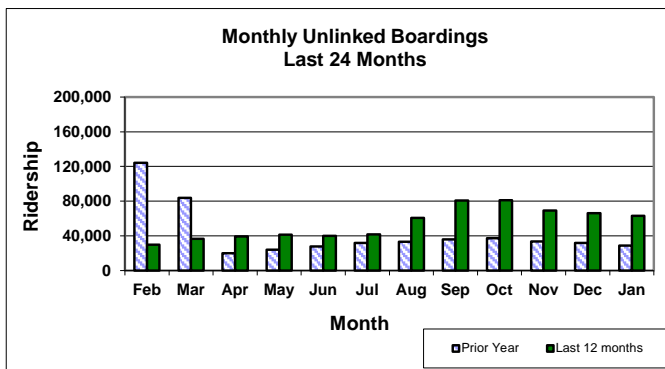
Attachments:

1. Board Statistics January 2022
2. FY22 Upcoming Items

Monthly Summary Statistics for Wheels January 2022

FIXED ROUTE

	January 2022			% change from one year ago		
Total Ridership FY 2021 To Date	462,901			98.7%		
Total Ridership For Month	63,240			118.4%		
Fully Allocated Cost per Passenger	\$15.41			-41.7%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	2,688	985	760	149.1%	23.3%	24.6%
Passengers Per Hour	9.7	6.4	5.4	115.7%	18.8%	27.2%
	January 2022			% change from last month		
On Time Performance	91.9%			1.4%		



Monthly Summary Statistics for Wheels

January 2022

PARATRANSIT

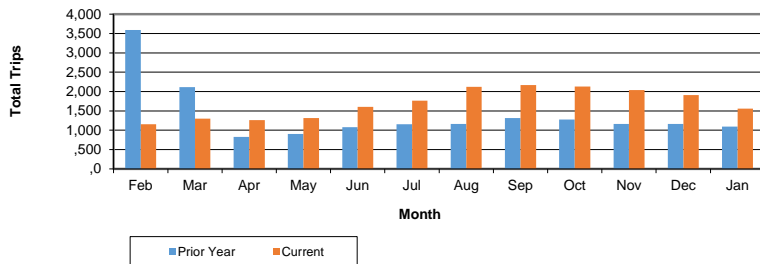
General Statistics	January 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,556	42.0%	13,685
Average Passengers Per Hour	1.58	47.7%	1.61
On Time Performance	97.5%	0.8%	0.97
Cost per Trip	\$58.19	-12.0%	54.05
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:00:33	n/a	0.00

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

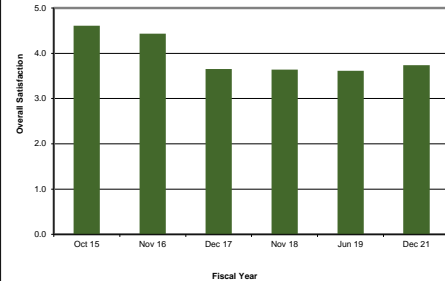
Missed Services Summary	January 2022	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

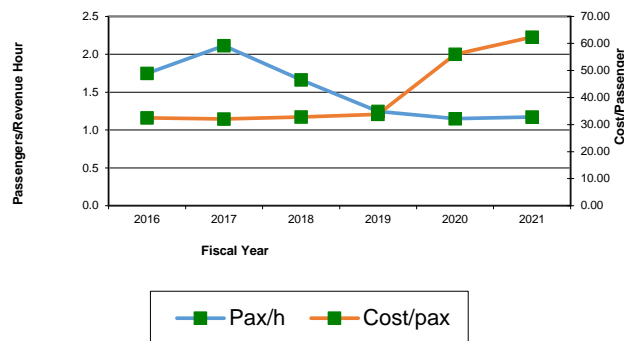
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
January 2022

SAFETY							
ACCIDENT DATA	January 2022				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	0		0		11		0
Preventable	0		0		9		0
Non-Preventable	0		0		2		0
Physical Damage							
Major	0		0		2		0
Minor	0		0		9		0
Bodily Injury							
Yes	0		0		2		0
No	0		0		9		0

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$209.08
To Date This Fiscal Year	\$3,845.46
Budget	\$100,000.00
% Expended	4%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	January 2022	Year To Date
Praise	1	3
Bus Stop	2	23
Incident	0	4
Trip Planning	0	9
Fares/Tickets/Passes	0	11
Route/Schedule Planning	2	38
Marketing/Website	1	7
ADA	2	6
COVID Inquiries	0	4
Lost/Found	1	3
TOTAL	9	108

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	0	1
Safety	0	0	0	8	0	0	0	1
Driver/Dispatch Discourtesy	1	1	0	4	0	0	0	0
Early	0	1	0	4	0	0	0	0
Late	0	0	0	9	1	0	0	7
No Show	0	0	0	3	0	0	0	1
Incident	0	0	0	5	0	0	0	3
Driver/Dispatch Training	2	4	0	12	0	0	0	4
Maintenance	0	0	0	0	0	0	0	1
Bypass	0	1	0	23	0	0	0	0
TOTAL COMPLAINTS	5	7	0	68	1	0	0	17
Valid Complaints								
Per 10,000 riders	0.79				0.64			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - March 2022 - July 2022

Finance & Administration Committee

	Action	Info
March		
Minutes	X	
Treasurers Report	X	
FY21-22 Low Carbon Transit Operations Program Resolution	X	
April		
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
Budget - final	X	
May		
Minutes	X	
Treasurers Report	X	
June		
Minutes	X	
Treasurers Report	X	
LAIF	X	
Legal Contract	X	
July		
Minutes	X	
Treasurers Report	X	
FTA Funding Resolutions 5307 & 5309 (last in '21)	X	
*Typically July committee meetings are cancelled		

LAVTA COMMITTEE ITEMS - March 2022 - July 2022

Projects & Services Committee

March

Minutes

ZEB ICT Rollout Plan

MOU with Las Positas College (Student Pass Program)

Action

X

Info

X

X

April

Minutes

On-Vehicle Advertising Contract Award

Action

X

Info

x

May

Minutes

Fall Service Changes (effective August)

Action

X

Info

X

June

Minutes

TAAC Appointments

Action

X

Info

X

July

Minutes

*Typically July committee meetings are cancelled

Action

X

Info