

EXECUTIVE DIRECTOR'S REPORT

January 2022

Ridership

Ridership in December remained steady when compared the previous few months. Weekday ridership numbers are in the 3,000 to 3,500 range when schools are in session. Our total ridership for the month was 66,204, which represents a 107% increase over December 2020, which was a few months prior to the reopening of schools. For pandemic impact comparison purposes, December 2019's ridership was just about double our December 2021 figures.

COVID and the Omicron Variant

With the rapid rise in COVID cases everywhere, particularly due to the Omicron variant, there has been some impact to the workforce. 10 operations contractors and 1 customer service employee are currently out due to a combination of COVID cases and/or self-quarantining due to exposure to family/friends who have tested positive. Fortunately, with schools being out for winter break, no service was missed.

Based on projections for the upcoming resumption of school, staffing will be lean and overtime may be needed but all service should still be covered, barring further unexpected outbreak. N95 masks have been ordered for all employees in addition to the rigorous sanitization protocols still being followed, including daily vehicle fogging, continuous on-board air purification, and frequent disinfection of high-touch surfaces. We will continue to closely monitor the situation.

Additional information on projects will be provided at the LAVTA Board meeting.

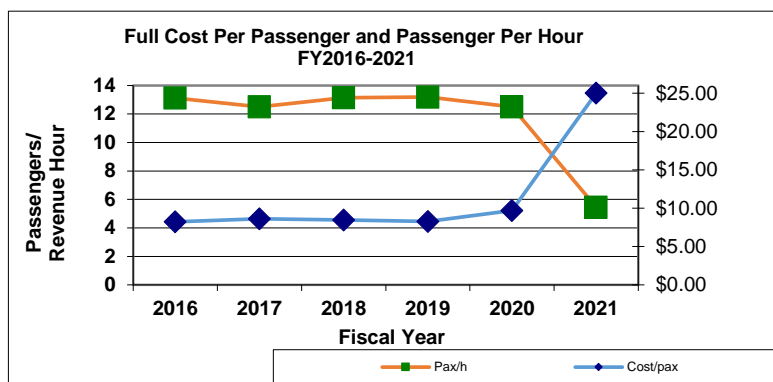
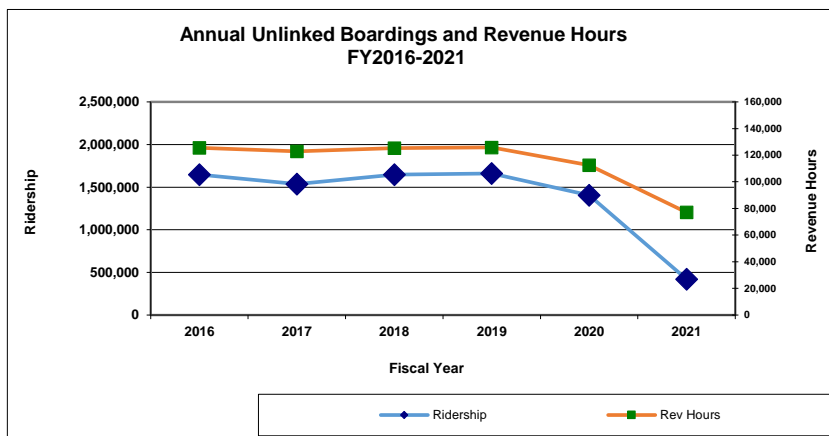
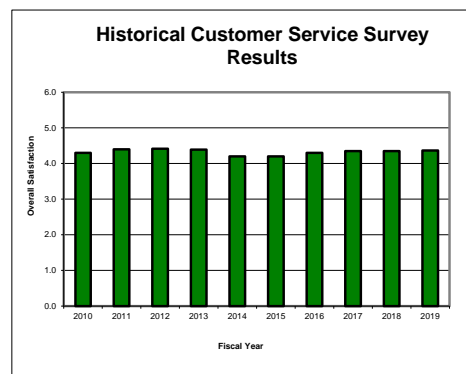
Attachments:

1. Board Statistics November 2021
2. FY22 Upcoming Items

Monthly Summary Statistics for Wheels November 2021

FIXED ROUTE

	November 2021			% change from one year ago		
Total Ridership FY 2021 To Date	333,457			93.8%		
Total Ridership For Month	69,152			106.2%		
Fully Allocated Cost per Passenger	\$13.82			-37.9%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	2,994	1,094	760	126.6%	25.0%	1.9%
Passengers Per Hour	10.8	7.4	5.2	96.5%	24.9%	9.5%
	November 2021			% change from last month		
On Time Performance	89.6%			1.8%		



Monthly Summary Statistics for Wheels

November 2021

PARATRANSIT

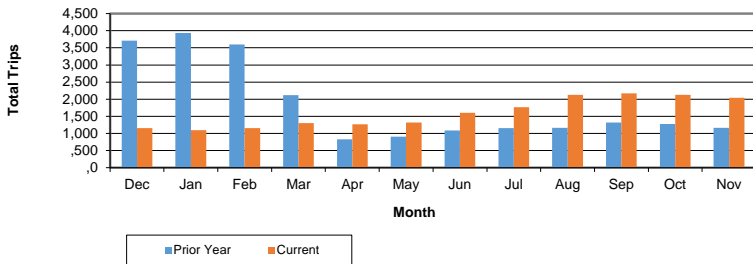
General Statistics	November 2021	% Change from last year	Year to Date
Total Monthly Passengers	2,037	75.5%	10,223
Average Passengers Per Hour	1.75	52.2%	1.61
On Time Performance	95.1%	-0.6%	0.96
Cost per Trip	\$48.03	-14.7%	53.69
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:00:27	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

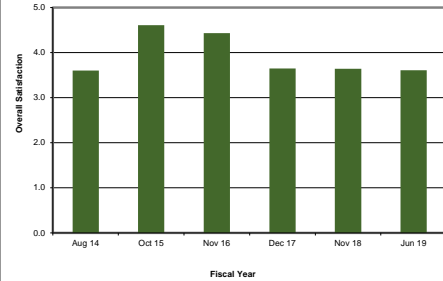
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	November 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

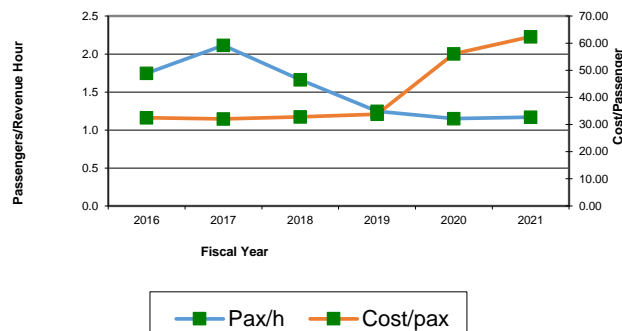
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
November 2021

SAFETY								
ACCIDENT DATA	November 2021				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		9		0	
Preventable	1		0		7		0	
Non-Preventable	0		0		2		0	
Physical Damage								
Major	0		0		2		0	
Minor	1		0		7		0	
Bodily Injury								
Yes	0		0		2		0	
No	1		0		7		0	
MONTHLY CLAIMS ACTIVITY								
	Totals							
Amount Paid								
This Month								
To Date This Fiscal Year	\$3,322.73							
Budget	\$100,000.00							
% Expended	3%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	November 2021	Year To Date						
Praise	0	1						
Bus Stop	2	21						
Incident	0	1						
Trip Planning	1	9						
Fares/Tickets/Passes	2	10						
Route/Schedule Planning	9	33						
Marketing/Website	0	4						
ADA	3	4						
COVID Inquiries	0	4						
Lost/Found	1	2						
TOTAL	18	89						
CUSTOMER SERVICE - OPERATIONS								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO	VALID YEAR TO	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	2	0	0	8	1	0	0	1
Safety	1	1	0	5	0	0	1	1
Driver/Dispatch Discourtesy	2	0	0	3	0	0	0	0
Early	1	0	0	4	0	0	0	0
Late	0	0	0	6	1	0	0	6
No Show	0	0	0	2	0	0	0	1
Incident	0	0	0	4	0	0	0	1
Driver/Dispatch Training	1	0	1	9	1	0	0	4
Maintenance	0	0	0	0	0	0	0	1
Bypass	1	0	0	19	0	0	0	0
TOTAL COMPLAINTS	8	1	1	52	2	0	1	14
Valid Complaints								
Per 10,000 riders	1.16				0.98			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - January 2022 - May 2022

Finance & Administration Committee

	Action	Info
January		
Minutes	X	
Treasurers Report	X	
Draft 2022 Legislative Program	X	
On-Call Engineering Consulting Services Contract Award	X	
February		
Minutes	X	
Treasurers Report	X	
FY21-22 Low Carbon Transit Operations Program Resolution	X	
March		
Minutes	X	
Treasurers Report	X	
April		
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
Prelim Budget	X	
May		
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - January 2022 - May 2022

Projects & Services Committee

January

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
ZEB Master Transition Plan	X	

February

	Action	Info
Minutes		
MOU with Las Positas College (Student Pass Program)	X	
	X	

March

	Action	Info
Minutes		
On-Vehicle Advertising Contract Award	X	
	x	

April

	Action	Info
Minutes		
	X	

May

	Action	Info
Minutes		
Fall Service Changes (effective August)	X	
ZEB ICT Rollout Plan	X	
	X	