

## EXECUTIVE DIRECTOR'S REPORT

May 2022

### **Ridership**

Through the first two weeks of April, ridership continued in a positive direction. Spring Break at area schools impacted ridership the first 10 days of April. Once school resumed, weekday ridership averaged 3,460. Ridership on Tuesday April 12<sup>th</sup> topped 3,700 for the first time since the pandemic began. 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 about half of our last month of pre-COVID impacted ridership in February 2020.

### **Update on Paratransit Request for Proposals**

The joint paratransit RFP with County Connection was released on January 13<sup>th</sup>. Proposals were due on April 6<sup>th</sup>, and two proposals were received. The proposals have been reviewed by LAVTA and CCCTA staff, along with staff from some of our partner agencies, in order to have a recommendation ready for Board approval at the June meeting.

### **Rutan Facility Landscaping**

The Board approved the contract award for the overhaul of the landscaping at the Rutan Facility at the April Board meeting. Work on this project began on April 25<sup>th</sup> with removal of most of the current landscaping. All trees will remain, as will some of the shrubs that currently skirt the employee outdoor break area. The second phase will involve replacing the current irrigations system with one that will use considerably less water.

### **Masks Now Optional for Passengers**

As a result of the TSA announcement on Monday April 18<sup>th</sup>, our passengers now have the choice whether or not to wear a face covering while riding Wheels buses. Notices were placed on the fareboxes of all buses and a news alert has been posted to our website. Drivers will continue to carry a supply of masks for passengers wishing to wear one.

### **Governor Proposes Three Months' Free Transit to Combat High Gas Prices**

Earlier this month the state Department of Finance released legislative language to implement the Newsom Administration's fare-free transit proposal, which would authorize \$750 million in new state funding to incentivize transit agencies to implement fare free transit service for three months next fiscal year. Based on the DOF formula, LAVTA estimates the agency could receive approximately \$300,000 in state funding to implement a program. Staff is analyzing the potential ridership and revenue impacts for both the fixed-route and paratransit systems should the agency elect to participate in the program. LAVTA previously offered fare-free service from March to September 2020 at the beginning of the COVID-19 emergency.

### **Dublin Parking Garage Update**

Alameda County's Board of Supervisors approved the parking garage construction contract in March, and County expects construction activities to begin in August. Behind the scenes, LAVTA staff is working with the state to reprogram cost savings achieved following completion of the Tri-Valley Hub Study to the parking garage construction budget and extend

the time period for the construction phase to encompass the schedule County established in the contract with the design-builder.

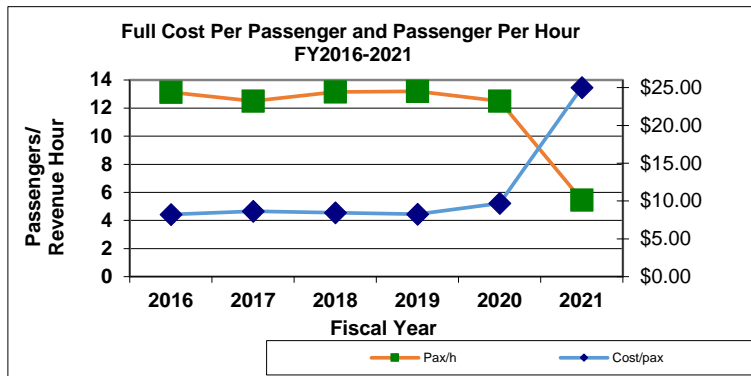
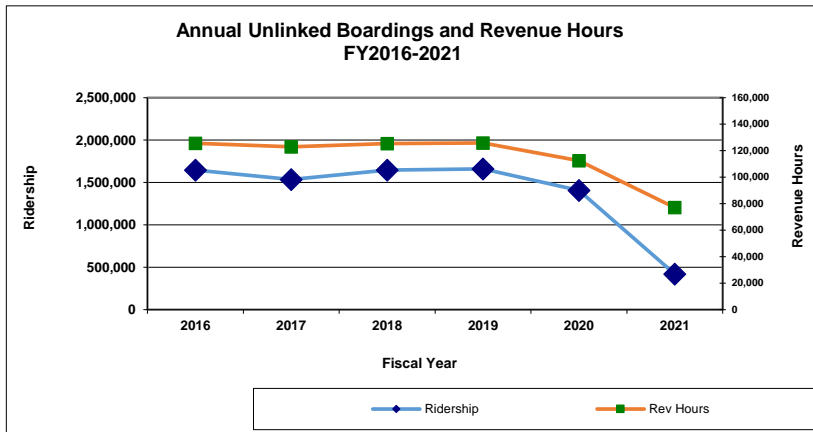
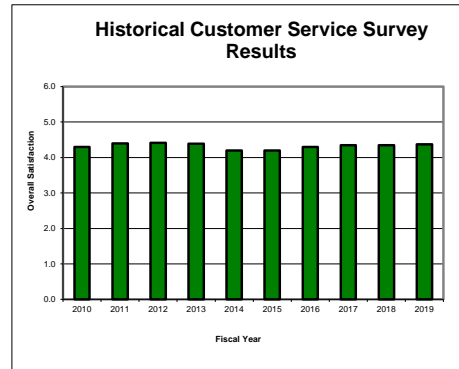
Attachments:

1. Board Statistics March 2022
2. FY22 Upcoming Items

## Monthly Summary Statistics for Wheels March 2022

### FIXED ROUTE

	March 2022			% change from one year ago		
Total Ridership FY 2021 To Date	622,032			107.7%		
Total Ridership For Month	86,948			136.5%		
Fully Allocated Cost per Passenger	\$12.09			-52.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	3,730	1,092	925	184.3%	17.4%	28.3%
Passengers Per Hour	12.1	7.4	6.3	127.5%	17.6%	29.6%
	March 2022			% change from last month		
On Time Performance	89.7%			-1.4%		



# Monthly Summary Statistics for Wheels

March 2022

## PARATRANSIT

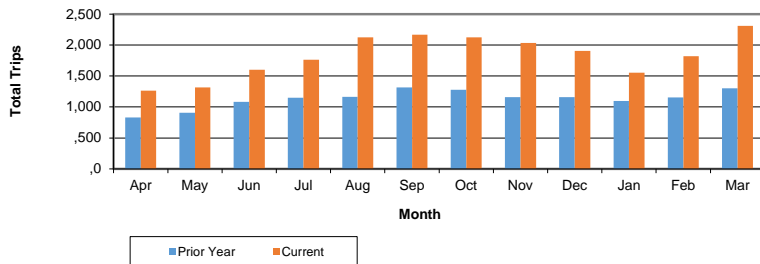
General Statistics	March 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,310	77.7%	17,816
Average Passengers Per Hour	1.73	50.4%	1.63
On Time Performance	96.3%	1.4%	0.97
Cost per Trip	\$47.39	-26.6%	53.25
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)		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

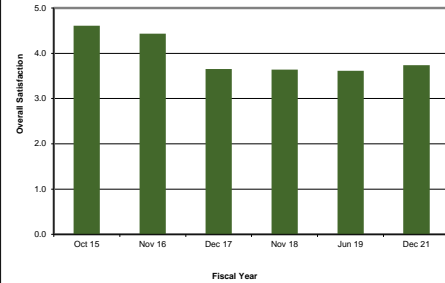
Missed Services Summary	March 2022	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

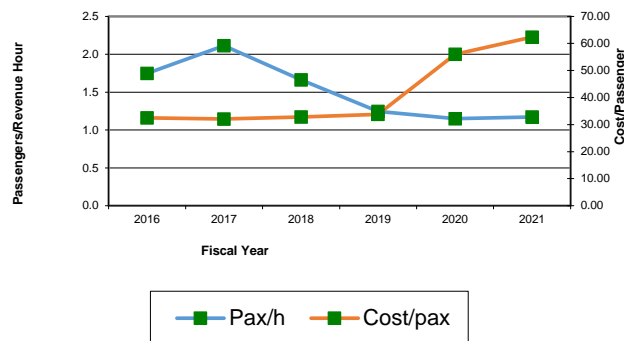
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



**Monthly Summary Statistics for Wheels**  
**March 2022**

SAFETY							
ACCIDENT DATA	March 2022				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	3		0		17		0
Preventable	2		0		13		0
Non-Preventable	1		0		4		0
<b>Physical Damage</b>							
Major	3		0		5		0
Minor	0		0		12		0
<b>Bodily Injury</b>							
Yes	0		0		2		0
No	3		0		15		0

MONTHLY CLAIMS ACTIVITY	Totals
<b>Amount Paid</b>	
This Month	\$0.00
To Date This Fiscal Year	\$3,845.46
<b>Budget</b>	\$100,000.00
<b>% Expended</b>	4%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	March 2022	Year To Date
Praise	0	3
Bus Stop	2	25
Incident	2	7
Trip Planning	0	9
Fares/Tickets/Passes	1	13
Route/Schedule Planning	7	49
Marketing/Website	0	7
ADA	0	7
COVID Inquiries	0	5
Lost/Found	2	6
<b>TOTAL</b>	14	131

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	13	0	0	0	1
Safety	2	0	0	10	0	0	0	1
Driver/Dispatch Discourtesy	0	3	0	5	1	0	0	1
Early	1	0	0	5	0	0	0	0
Late	0	1	0	11	1	0	0	9
No Show	0	0	0	3	0	0	0	1
Incident	0	0	0	5	0	0	0	4
Driver/Dispatch Training	0	0	0	13	0	3	0	4
Maintenance	0	0	0	0	0	0	0	1
Bypass	3	0	0	28	0	0	0	0
<b>TOTAL COMPLAINTS</b>	6	4	0	80	2	3	0	21
<b>Valid Complaints</b>								
Per 10,000 riders	0.69				0.87			
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - May 2022 - September 2022

### Finance & Administration Committee

	Action	Info
<b>May</b>		
Minutes	X	
Treasurers Report	X	
Salary Study, Organizational Review	X	
<b>June</b>		
Minutes	X	
Treasurers Report	X	
LAIF	X	
Legal Contract	X	
<b>July</b>		
Minutes	X	
Treasurers Report	X	
FTA Funding Resolutions 5307 & 5309 (last in '21)	X	
*Typically July committee meetings are cancelled		
<b>August</b>		
Minutes	X	
Treasurers Report	X	
<b>September</b>		
Minutes	X	
Treasurers Report	X	
Conflict of Interest - even numbered years	X	

# LAVTA COMMITTEE ITEMS - May 2022 - September 2022

## Projects & Services Committee

### May

Minutes

PTASP Update

Action

X

Info

X

### June

Minutes

TAAC Appointments

Action

X

Info

X

### July

Minutes

\*Typically July committee meetings are cancelled

Action

X

Info

### August

Minutes

Action

X

Info

### September

Minutes

DAR Customer Satisfaction Survey

Passenger Surveys

Action

X

Info

X

X