

EXECUTIVE DIRECTOR'S REPORT

February 2021

Ridership on Fixed Route and Paratransit

Our ridership in January continues to be well below pre-COVID levels. On an average weekday we are carrying about 1,100 passengers, compared to 7,000-7,500 a year ago. That represents about an 85% reduction. Weekends are a little better. Our current average weekend day varies from 600-800, compared to 1,400-1,700 pre-COVID. The December 7 Stay at Home Order definitely had an impact on our numbers, as our weekday ridership had been back up around 1,400 a day in November 2020 before dropping back to the current level.

Clipper START Program

As you may recall, the Metropolitan Transportation Commission (MTC) established an 18-month pilot program to offer discounted transit fares to low income individuals throughout the Bay Area. Known as Clipper START, the program will allow adults who live in the Bay Area and whose annual earnings are up to 200 percent of the federal poverty level to qualify. In November, the LAVTA Board approved a resolution authorizing the Executive Director to notify MTC of our desire to participate in this pilot program.



There were three phases of implementation among the 22 participating transit agencies. We are in the third phase, which starts on Monday January 25. Our low-income passengers will be eligible to apply for the discount Clipper card at clipperstartcard.com. Once approved, they will receive a card that will provide a 20% discount off of our \$2.00 cash fare.

Public Input on COVID-19 Emergency Service Changes

At the December 7th Board of Directors meeting, staff was directed to open a public comment period regarding emergency service changes that have been implemented as a result of reduced ridership attributable to the COVID-19 pandemic. This input process is required under LAVTA's Board adopted Public Hearing Policies and Procedures which covers fare and service changes. In this case, because the emergency service changes implemented as a result of the pandemic have lasted in excess of 180 days, an input process was called for. Staff will provide an update on the process and the input received at the February 1 Board meeting.

Rider Survey on Impacts of COVID-19

In October 2020, the consulting firm Nelson\Nygaard conducted an online survey of Wheels riders to determine the impacts of COVID-19 and how the pandemic had impacted their ridership as well as their thoughts on riding during and after the pandemic. This survey was conducted as part of Nelson\Nygaard's contract with LAVTA to prepare a Short-Range Transit Plan.

Blue Ribbon Task Force

The Blue Ribbon Task Force continues to meet regularly and is working on a Network Manager concept that would empower the manager to decide and implement reform on areas such as fare

policy, service/schedules, branding and wayfinding, station design, capital priority, etc. Key questions will be “what is the preferred in the balance of power in decision making authority? And how the LAVTA Board can remain responsive to their local residents with a Network Manager concept. On January 28th the Chair of the Blue Ribbon Task Force met with Chairs of small transit operators to discuss the Network Manager concept and receive feedback. Most agencies are supportive of the goals that have been established by the Task Force, but voiced concerns of additional revenues needed to implement change, and the ability of local agencies to retain ability to make local decisions with their transit agencies.

Zero-Emission Bus Study

The Center for Transportation and the Environment (CTE) is currently under contract to conduct a zero-emission bus (ZEB) study in order to develop a transition plan outlining the capital projects required to fully electrify the fleet in accordance with the new California Air Resources Board (CARB) Innovative Clean Transit Rule. Staff will provide a more comprehensive update at the March meeting.

Atlantis Transit Facility

Kimley-Horn and Associates, Inc. is currently under contract to assist with project management services for planning and concept design for LAVTA’s planned Operations and Maintenance Facilities in the Oaks Business Park in Livermore. Staff will provide an update on the planning activities on this important project at the March Board meeting.



Shared Autonomous Vehicle (SAV) Project

LAVTA has been testing the SAV in the City of Dublin over the last several months. As the COVID pandemic shelter in place is lifted staff anticipates rides will be available once again on the vehicle. Staff continues to work with MTC and ACTC on funding for Phase II. More information on this project will be shared at the March Board meeting.

Dublin Parking Garage Project

Alameda County serves as the Lead Agency on this project in partnership with LAVTA as project sponsor. The County is in the process of advertising the design-build RFP for construction of the garage, with LAVTA staff participating as a member of the selection committee. Alameda County staff anticipates County awarding the construction contract in spring 2021, with completion in 2023.

Pleasanton BRT Corridor Enhancement Project (Rapid Stops on Santa Rita)

New concrete for the Rapid medallion signs and new amenities was placed in December and January, preparing for installation of the new equipment and amenities in late January and early February. Work installing electrical components and passenger amenities began in mid-January and is expected to continue into early February, with project completion scheduled by the end of next month.



Valley Link Project

Comments on the draft EIR have been received and are under evaluation. Staff anticipates the Rail Authority will certify the EIR and adopt the project in March or April. Planning and design work continues with Caltrans on the 580 segment.

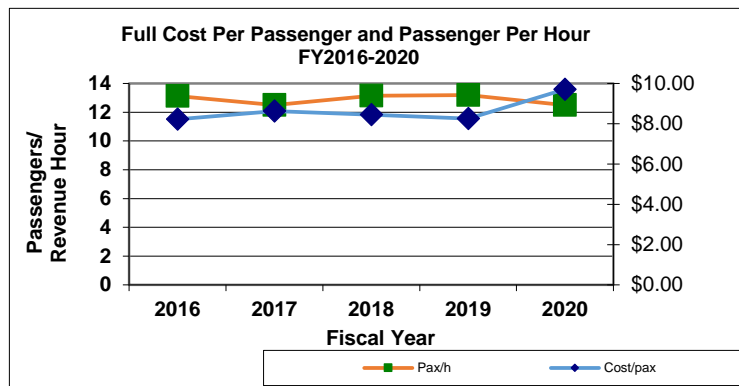
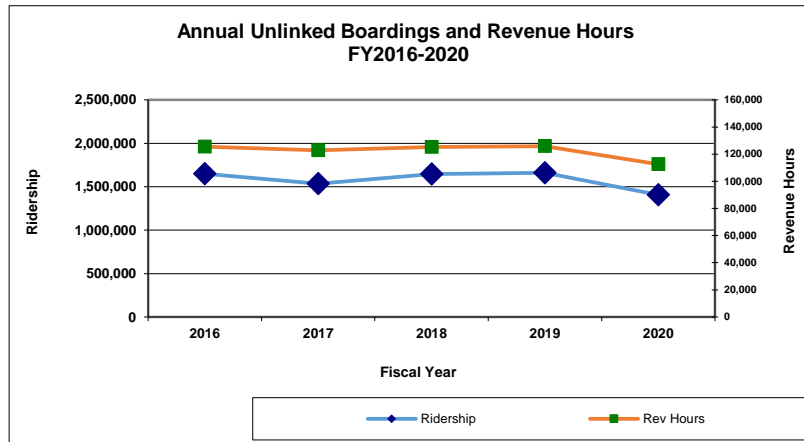
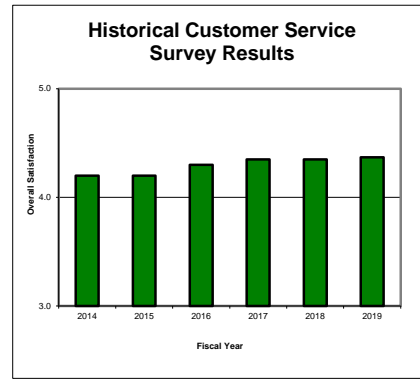
Attachments:

1. Board Statistics November 2020
2. Board Statistics December 2020
3. FY21 Upcoming Items

Monthly Summary Statistics for Wheels November 2020

FIXED ROUTE

	November 2020			% change from one year ago		
Total Ridership FY 2020 To Date	172,082			-78.5%		
Total Ridership For Month	33,541			-77.4%		
Fully Allocated Cost per Passenger	\$22.25			172.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,321	875	746	-79.3%	-48.6%	-49.1%
Passengers Per Hour	5.5	5.9	4.7	-65.1%	-47.1%	-48.2%
	November 2020			% change from last month		
On Time Performance	91.4%			0.4%		



Monthly Summary Statistics for Wheels November 2020

PARATRANSIT

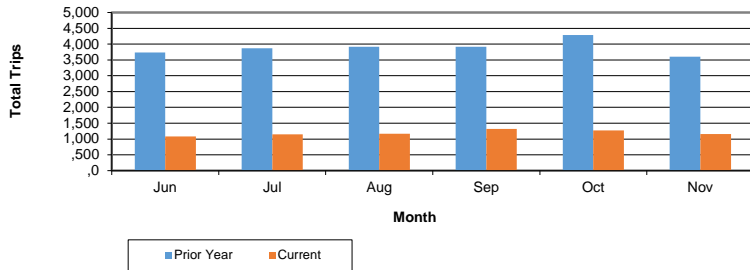
General Statistics	November 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,161	-67.8%	6,068
Average Passengers Per Hour	1.15	-12.2%	1.18
On Time Performance	95.6%	3.8%	96.22%
Cost per Trip	\$56.32	55.5%	\$54.16
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	88.2%	9.4%	88.77%

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

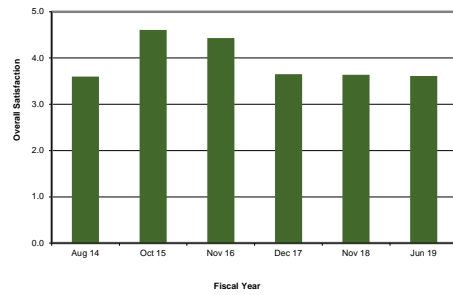
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	November 2020	Year to Date
1st Sanction - Phone Call	1	1
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

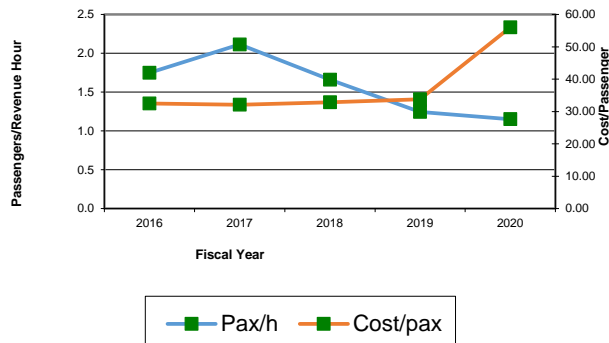
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



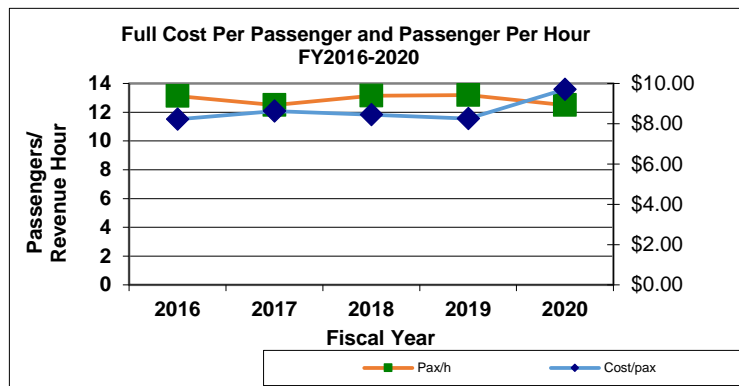
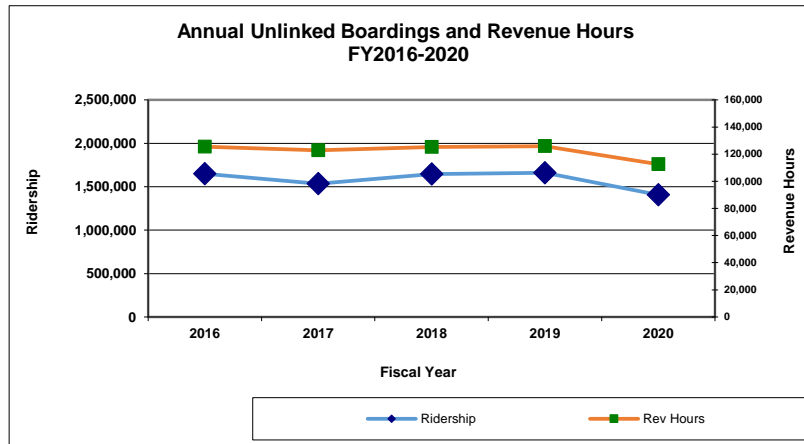
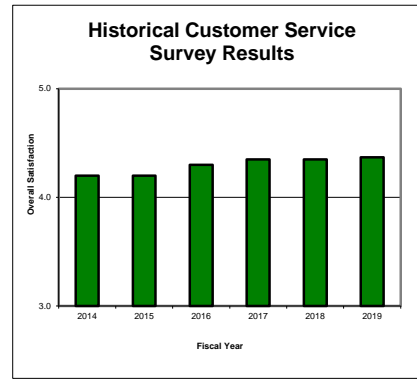
Monthly Summary Statistics for Wheels
November 2020

SAFETY								
ACCIDENT DATA	November 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		4		0	
Preventable	1		0		2		0	
Non-Preventable	0		0		2		0	
Physical Damage								
Major	0		0		0		0	
Minor	1		0		4		0	
Bodily Injury								
Yes	0		0		0		0	
No	1		0		4		0	
MONTHLY CLAIMS ACTIVITY								
		Totals						
Amount Paid								
This Month		\$1,662.37						
To Date This Fiscal Year		\$3,560.24						
Budget		\$100,000.00						
% Expended		4%						
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	November 2020	Year To Date						
Praise	0	1						
Bus Stop	1	6						
Incident	0	2						
Trip Planning	0	4						
Fares/Tickets/Passes	1	6						
Route/Schedule Planning	2	12						
Marketing/Website	0	0						
ADA	0	4						
COVID Inquiries	0	4						
Lost/Found	0	4						
TOTAL	4	43						
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	1	0	0	7	0	0	0	0
Safety	2	1	0	12	0	0	0	2
Driver/Dispatch Discourtesy	0	0	1	4	0	0	0	0
Early	0	1	0	0	0	0	0	0
Late	0	0	0	0	0	0	0	0
No Show	0	0	0	0	0	0	0	1
Incident	0	0	0	0	0	0	0	1
Driver/Dispatch Training	1	0	0	2	0	0	0	5
Maintenance	0	0	0	0	0	0	0	0
Bypass	0	1	1	7	0	0	0	0
TOTAL COMPLAINTS	3	3	2	25	0	0	0	9
Valid Complaints								
Per 10,000 riders	0.89				0.00			
Per 1,000 riders					0.00			

Monthly Summary Statistics for Wheels December 2020

FIXED ROUTE

	December 2020			% change from one year ago		
Total Ridership FY 2020 To Date	203,958			-78.3%		
Total Ridership For Month	31,876			-77.4%		
Fully Allocated Cost per Passenger	\$24.41			179.3%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	1,205	813	658	-81.4%	-54.6%	-46.6%
Passengers Per Hour	5.0	4.8	4.9	-66.0%	-57.1%	-39.8%
	December 2020			% change from last month		
On Time Performance	91.7%			0.3%		



Monthly Summary Statistics for Wheels

December 2020

PARATRANSIT

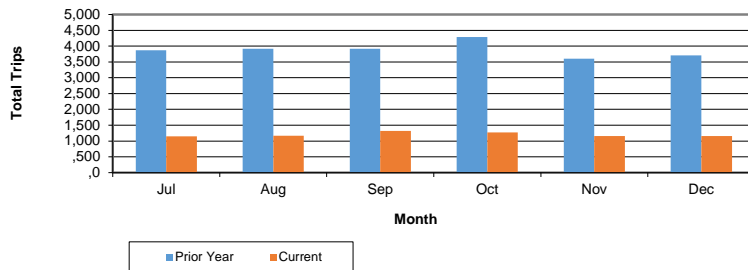
General Statistics	December 2020	% Change from last year	Year to Date
Total Monthly Passengers	1,159	-68.8%	7,227
Average Passengers Per Hour	1.11	-15.9%	1.14
On Time Performance	94.8%	8.8%	95.50%
Cost per Trip	\$57.89	59.8%	\$56.03
Number of Paratransit Assessments	0	-100.0%	0
Calls Answered in <1 Minute	87.3%	19.8%	87.76%

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

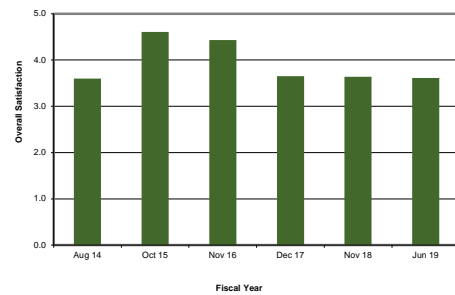
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	December 2020	Year to Date
1st Sanction - Phone Call	0	1
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

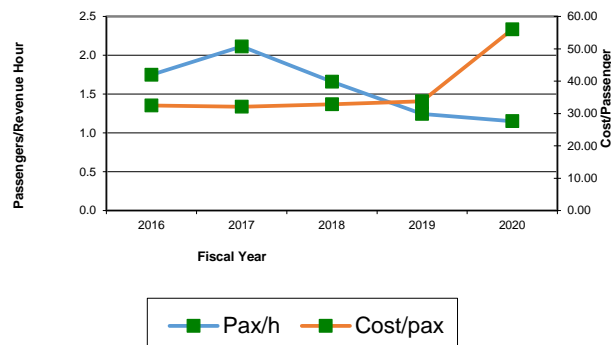
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels

December 2020

SAFETY								
ACCIDENT DATA	December 2020				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	2		0		6		0	
Preventable	2		0		4		0	
Non-Preventable	0		0		2		0	
Physical Damage								
Major	0		0		0		0	
Minor	2		0		6		0	
Bodily Injury								
Yes	0		0		0		0	
No	2		0		6		0	
MONTHLY CLAIMS ACTIVITY								
	Totals							
Amount Paid								
This Month								
To Date This Fiscal Year	\$3,560.24							
Budget	\$100,000.00							
% Expended	4%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	December 2020		Year To Date					
Praise	1		2					
Bus Stop	2		8					
Incident	0		2					
Trip Planning	0		4					
Fares/Tickets/Passes	0		6					
Route/Schedule Planning	1		13					
Marketing/Website	0		0					
ADA	0		4					
COVID Inquiries	2		6					
Lost/Found	0		4					
TOTAL	6		49					
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	1	0	0	8	1	0	0	1
Safety	1	0	0	13	0	0	0	2
Driver/Dispatch Discourtesy	0	1	0	4	0	0	0	0
Early	0	0	0	0	0	0	0	0
Late	0	1	0	0	0	0	0	0
No Show	0	0	0	0	2	0	0	3
Incident	0	0	0	0	0	0	0	1
Driver/Dispatch Training	0	0	0	2	0	1	0	5
Maintenance	0	0	0	0	0	0	0	0
Bypass	1	2	0	8	0	0	0	0
TOTAL COMPLAINTS	2	4	0	27	2	1	0	11
Valid Complaints								
Per 10,000 riders	0.63							
Per 1,000 riders					1.73			

LAVTA COMMITTEE ITEMS - February 2021 - June 2021

Finance & Administration Committee

February	Action	Info
Minutes	X	
Treasurers Report	X	
LCTOP FY20-21 Allocation Resolution	X	
March	Action	Info
Minutes	X	
Treasurers Report	X	
April	Action	Info
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
May	Action	Info
Minutes	X	
Treasurers Report	X	
Prelim Budget	X	
FTA Triennial Review (last in '18)	X	
June	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Budget - final	X	
Legal Contract	X	

LAVTA COMMITTEE ITEMS - February 2021 - June 2021

Projects & Services Committee

February

Minutes

Action Info

X

March

Minutes

ZEB Rollout Plan

Action Info

X

X

April

Minutes

Action Info

X

May

Minutes

Fall Service Changes (effective August)

Action Info

X

X

June

Minutes

TAAC Appointments

Fixed Route Customer Satisfaction

Marketing Work Plan

Action Info

X

X

X

X