

EXECUTIVE DIRECTOR'S REPORT

December 2021

Ridership

Average weekday ridership during the month of November remained fairly consistent with October's numbers. With the exception of Thanksgiving week, when schools were not in session, we were averaging about 3,400 passengers per weekday which was almost identical to the previous month. For comparison purposes, in pre-pandemic November 2019, we were regularly carrying 7,500-8,000 riders per weekday and were in the middle of a streak of six consecutive months of double-digit ridership increases over prior year totals.

KKIQ Stuff-a-Bus Toy Drive

After a year off last year due to the pandemic, we again partnered with radio station KKIQ on the Stuff-a-Bus Toy Drive. The event took place from 11am-3pm on Friday December 3 at Stoneridge Mall. The bus used at the toy drive was festively decorated by our maintenance team and is the same one that will be used as our entry in the Pleasanton holiday parade on Saturday. The Livermore-Pleasanton Firefighters Foundation will be handling the logistics of distributing the toys locally through the Toys for Tots program.



Mask Mandate Extended

The federal mask mandate for travelers on buses, trains and airplanes was scheduled to end on January 18, 2022. This week, that date was extended through mid-March. We have an ample supply of masks on hand for use by our employees and all of our drivers carry a supply of individually packaged masks for passengers who forget to bring one when boarding a bus.

Angie's Way Story on NBC Bay Area

NBC Bay Area reporter Garvin Thomas did an amazing piece on the naming of the entrance to our downtown Livermore Transit Center as "Angie's Way". The segment ran for approximately 3 minutes and was part of his signature Bay Area Proud segments. The link to the story is not yet on the station's website, but should be available soon via this link:

<https://www.nbcbayarea.com/news/local/bay-area-proud/>

Infrastructure Investment and Jobs Act (IIJA) Signed into Law with Major Increases in Surface Transportation Funding

President Biden signed the \$1.2 trillion Infrastructure Investment and Jobs Act into law on November 15. The legislation, now being referred to as the Bipartisan Infrastructure Law (BIL), authorizes up to \$108 billion for public transit through a new five-year reauthorization of federal surface-transportation programs. Formula programs including the urbanized-area formula program (5307) and State of Good Repair program (5339) which LAVTA receives to

support its capital needs are expected to see increases on the order of 30-40%. Discretionary transit programs also saw big increases in funding levels compared to the FAST Act, including those for buses and bus facility needs (\$5.1 billion) as well as the Low- and No Emission Vehicle Program (\$5.6 billion). The Federal Transit Administration has kicked off a series of stakeholder briefings on the new law and LAVTA staff will continue to follow implementation activities closely.

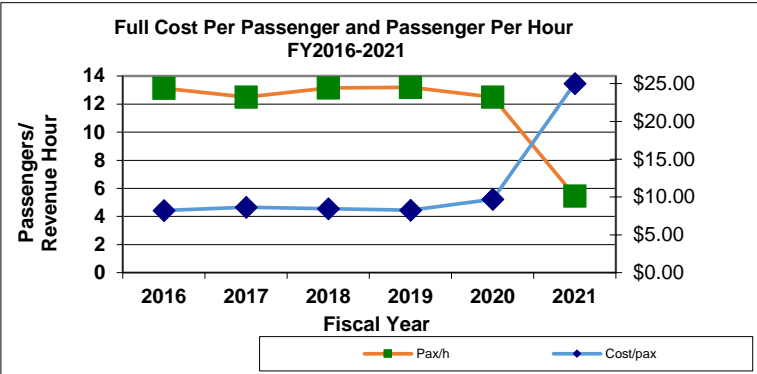
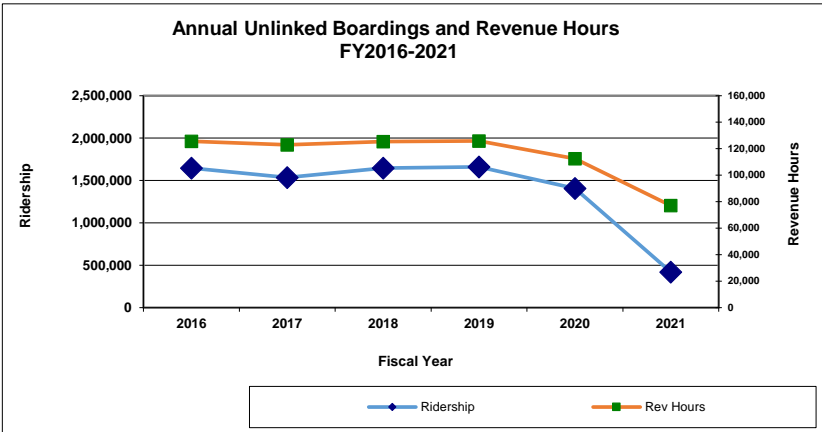
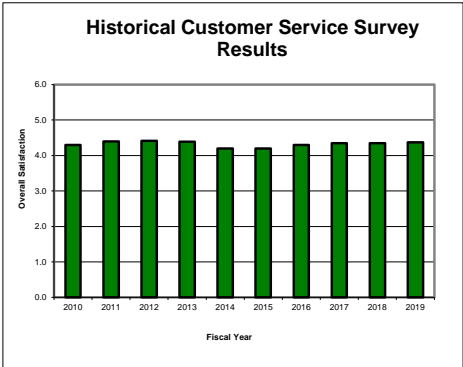
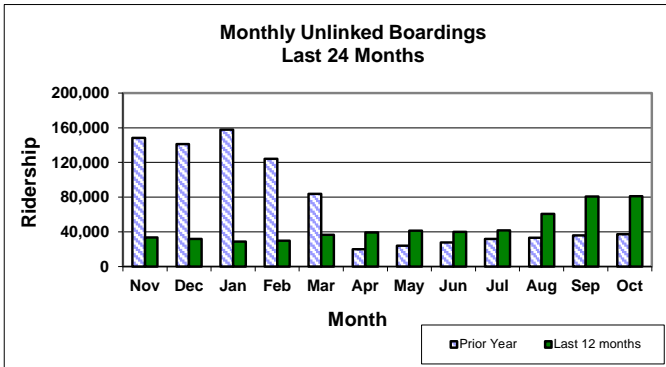
Attachments:

1. Board Statistics October 2021
2. FY22 Upcoming Items

Monthly Summary Statistics for Wheels October 2021

FIXED ROUTE

	October 2021			% change from one year ago		
Total Ridership FY 2021 To Date	264,305			90.8%		
Total Ridership For Month	81,028			117.2%		
Fully Allocated Cost per Passenger	\$12.61			-41.2%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	3,395	1,108	839	149.6%	25.5%	12.8%
Passengers Per Hour	11.8	7.5	5.7	108.7%	25.5%	13.9%
	October 2021			% change from last month		
On Time Performance	88.0%			-1.7%		



Monthly Summary Statistics for Wheels

October 2021

PARATRANSIT

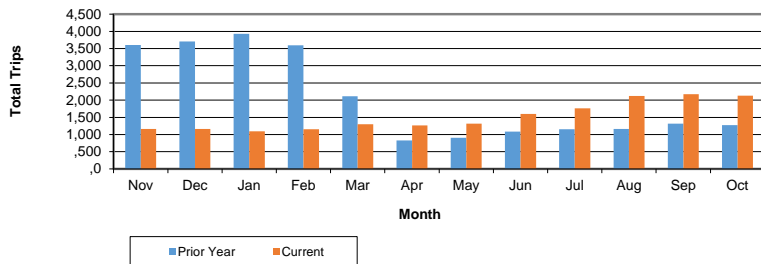
General Statistics	October 2021	% Change from last year	Year to Date
Total Monthly Passengers	2,126	66.6%	8,186
Average Passengers Per Hour	1.67	40.3%	1.58
On Time Performance	96.3%	-0.4%	96.4%
Cost per Trip	\$52.58	-2.6%	\$55.10
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:00:24	n/a	0:00:34

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

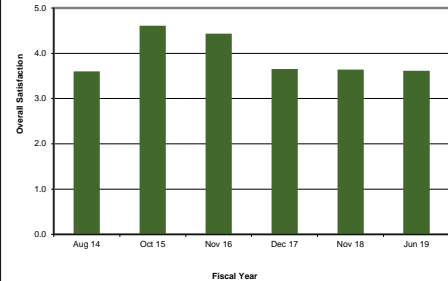
Missed Services Summary	October 2021	Year to Date
1st Sanction - Phone Call	0	0
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

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

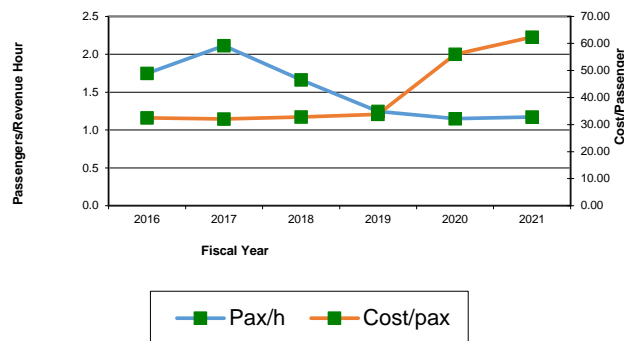
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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



Monthly Summary Statistics for Wheels
October 2021

SAFETY							
ACCIDENT DATA	October 2021				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
Total	1		0		8		0
Preventable	0		0		6		0
Non-Preventable	1		0		2		0
Physical Damage							
Major	0		0		2		0
Minor	1		0		6		0
Bodily Injury							
Yes	0		0		2		0
No	1		0		6		0

MONTHLY CLAIMS ACTIVITY	Totals
Amount Paid	
This Month	\$0.00
To Date This Fiscal Year	\$3,201.88
Budget	\$100,000.00
% Expended	3%

CUSTOMER SERVICE - ADMINISTRATION		
CATEGORY	Number of Requests	
	October 2021	Year To Date
Praise	1	1
Bus Stop	2	19
Incident	1	1
Trip Planning	1	8
Fares/Tickets/Passes	2	8
Route/Schedule Planning	7	24
Marketing/Website	0	4
ADA	1	1
COVID Inquiries	1	4
Lost/Found	0	1
TOTAL	16	71

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	6	0	0	0	0
Safety	3	1	0	4	0	0	0	1
Driver/Dispatch Discourtesy	1	2	0	1	0	0	1	0
Early	1	0	0	3	0	0	0	0
Late	0	0	0	6	1	0	0	5
No Show	1	0	0	2	1	0	0	1
Incident	3	2	1	4	0	1	1	1
Driver/Dispatch Training	1	0	0	8	2	1	0	3
Maintenance	0	0	0	0	0	0	0	1
Bypass	1	0	1	18	0	0	0	0
TOTAL COMPLAINTS	12	5	2	46	4	2	2	12
Valid Complaints								
Per 10,000 riders	1.48				1.88			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - December 2021 - April 2022

Finance & Administration Committee

December

Minutes

Action

X

Treasurers Report

X

*Typically December committee meetings are cancelled

January

Minutes

Action

X

Treasurers Report

X

Draft 2022 Legislative Program

X

February

Minutes

Action

X

Treasurers Report

X

March

Minutes

Action

X

Treasurers Report

X

April

Minutes

Action

X

Treasurers Report

X

Funding Resolutions - TDA, STA, RM2, Measure B

X

Info

Info

Info

Info

LAVTA COMMITTEE ITEMS - December 2021 - April 2022

Projects & Services Committee

December

Minutes

*Typically December committee meetings are cancelled

Action

X

Info

January

Minutes

DAR Customer Satisfaction Survey

Action

X

Info

X

February

Minutes

Action

X

Info

March

Minutes

Action

X

Info

April

Minutes

Action

X

Info