

INTERIM EXECUTIVE DIRECTOR'S REPORT

May 2022

Ridership

Our average weekday ridership continues to trend up thus far in May. During the first week in May, we topped 3,800 passengers for the first time since March of 2020 and are averaging about 3,660 riders per weekday. Our average weekday ridership in pre-COVID May of 2019 was 6,455, so we are still down about 43 percent.

MTC Institutional Transit Pass Pilot Program

Since the Fare Integration Task Force unanimously adopted a Bay Area Transit Fare Policy Vision Statement in November 2021, the BART and MTC staff on the project team have been focused on delivering the first identified action, an Institutional Transit Pass Pilot Program with a focus on educational institutions, affordable housing property managers that are existing customers of transit agency institutional passes, and employers of various sizes. The Institutional Transit Pass Pilot will provide “all you can use” transit access to pilot participants. The pilot program targets five educational institutions, none of which are in our service area. It also includes major employment centers in downtown San Jose, San Francisco, and Oakland. We do not expect much utilization of our service by pilot participants, but MTC has allocated \$4.5 million for the pilot program, and in year 2 of the pilot MTC will look at utilization to align funding with actual revenue impacts based on usage and reduce/eliminate any revenue risk to operators from participating in the pilot. To launch the Institutional Transit Pass Pilot Program in August 2022, each transit operator that is part of the Clipper system will need to formally consent to participate. Board action is not required, and we have informed MTC that we will participate.

United Seniors of Oakland and Alameda County

Supervisor Nate Miley, and staff members from the United Seniors of Oakland and Alameda County reached out to LAVTA for some assistance. Their staff would like a tour of our facility, and some help with trip planning on our routes in order to do travel training here in the Tri-Valley. Additionally, they are having an event at the Fairgrounds on July 29th and would like help in coordinating travel for their members. They are looking for information on how to get participants from the BART station, and locations within the Tri-Valley to their event and in possibly coordinating Dial-A-Ride services.

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 started on April 25th with removal of most of the current landscaping. The original plan was for all the trees to remain, as well as some of the shrubs that currently skirt the employee outdoor break area. However, in review of these shrubs they also need to be replaced as they have deteriorated from when the plans were first drawn. These have been removed and new shrubs similar in size will replace them. Additionally, the irrigation backflow that was thought to need repairing, in fact needs replacement. These changes and some others will be brought to the Board next month for approval. The second phase will involve replacing the current irrigations system with one that will use considerably less water.

Livermore Police Department Explorer Program Training Exercise on Wheels Bus

The Livermore Police Department approached us about helping with a training exercise for their Explorer Program. The Explorer Program provides educational training opportunities for young adults to help them gain insight on the purposes, mission and objectives of law enforcement and offers hands-on career orientation experiences, leadership opportunities and community service activities. On Saturday June 11 from 9am-1pm, the Explorer Program participants will train on a number of scenarios that will be staged on a bus that will be parked in front of our facility.

Dublin Parking Garage Update

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 the County established in the contract with the design-builder.

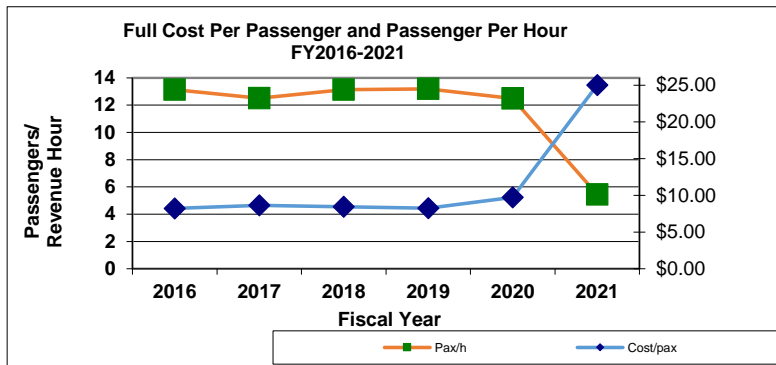
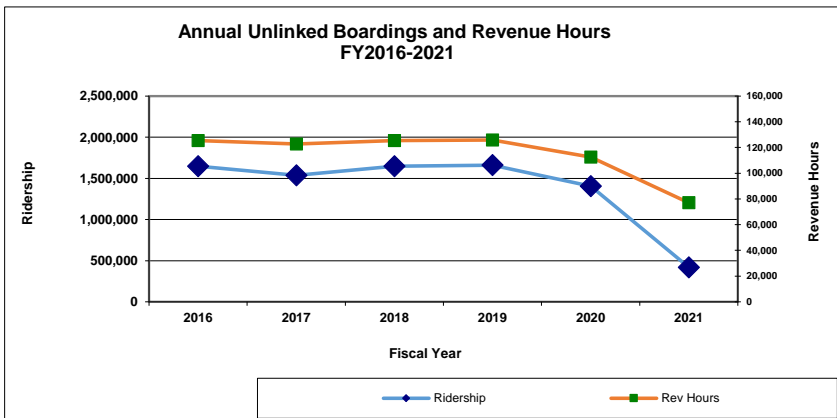
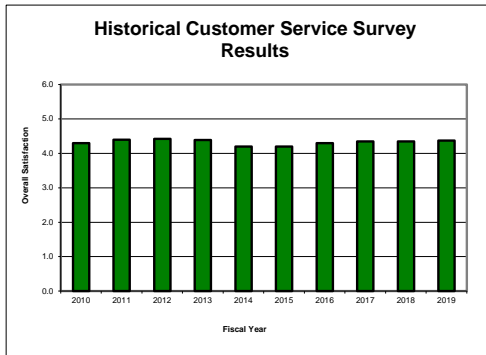
Attachments:

1. Board Statistics April 2022
2. FY22 Upcoming Items

Monthly Summary Statistics for Wheels April 2022

FIXED ROUTE

	April 2022			% change from one year ago		
Total Ridership FY 2021 To Date	694,800			105.1%		
Total Ridership For Month	72,768			85.6%		
Fully Allocated Cost per Passenger	\$13.33			-43.1%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	3,029	1,103	911	104.4%	18.0%	28.1%
Passengers Per Hour	11.0	7.5	6.2	102.2%	18.8%	27.6%
	April 2022			% change from last month		
On Time Performance	91.1%			1.6%		



Monthly Summary Statistics for Wheels

April 2022

PARATRANSIT

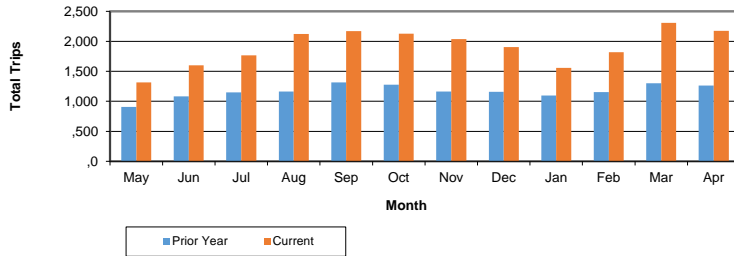
General Statistics	April 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,177	72.4%	19,993
Average Passengers Per Hour	1.85	70.5%	1.65
On Time Performance	95.5%	-3.0%	0.97
Cost per Trip	\$46.63	-46.1%	52.59
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:02:30	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*

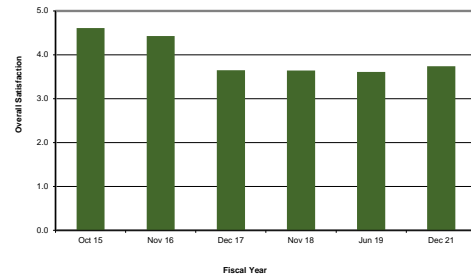
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	April 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

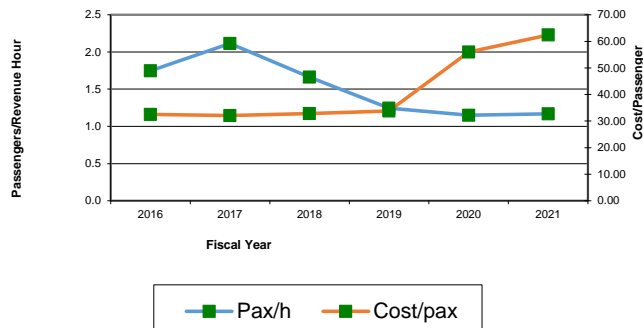
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

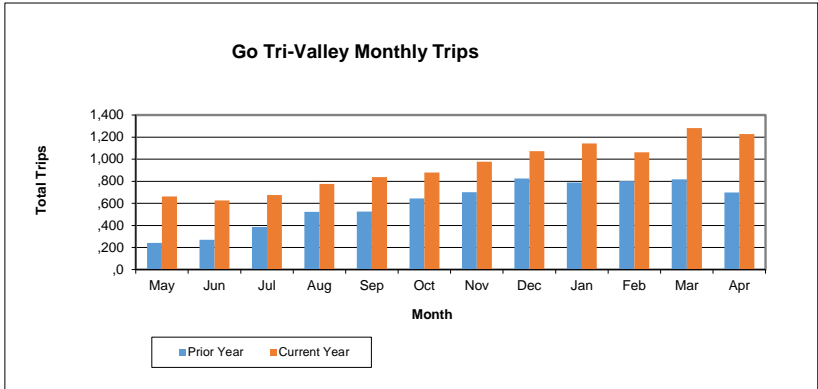


Monthly Summary Statistics for Wheels

April 2022

GO TRI-VALLEY

General Statistics	April 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,227	75.5%	9,932
Subsidy Cost/Trip	\$ 4.88	n/a	4.73



Monthly Summary Statistics for Wheels
April 2022

SAFETY								
ACCIDENT DATA	April 2022				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	2		0		19		0	
Preventable	1		0		14		0	
Non-Preventable	1		0		5		0	
Physical Damage								
Major	1		0		6		0	
Minor	1		0		13		0	
Bodily Injury								
Yes	0		0		2		0	
No	2		0		17		0	
MONTHLY CLAIMS ACTIVITY								
	Totals							
Amount Paid								
This Month	align="right">\$20,826.92							
To Date This Fiscal Year	align="right">\$31,807.49							
Budget	align="right">\$100,000.00							
% Expended	align="right">32%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	April 2022	Year To Date						
Praise	0	3						
Bus Stop	3	28						
Incident	0	7						
Trip Planning	1	10						
Fares/Tickets/Passes	1	14						
Route/Schedule Planning	3	52						
Marketing/Website	0	7						
ADA	0	7						
COVID Inquiries	0	5						
Lost/Found	1	7						
TOTAL	9	140						
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	15	0	0	0	1
Safety	2	0	0	12	1	0	0	2
Driver/Dispatch Discourtesy	1	0	0	6	1	0	0	2
Early	0	0	0	5	0	0	0	0
Late	0	0	0	11	0	0	0	9
No Show	0	1	0	3	0	0	0	1
Incident	0	0	0	5	0	1	0	4
Driver/Dispatch Training	0	0	0	13	0	0	0	4
Maintenance	0	0	0	0	0	0	0	1
Bypass	0	1	0	28	0	0	0	0
TOTAL COMPLAINTS	3	2	0	83	2	1	0	23
Valid Complaints								
Per 10,000 riders	align="center">0.41							
Per 1,000 riders					align="center">0.92			

LAVTA COMMITTEE ITEMS - June 2022 - October 2022

Finance & Administration Committee

	Action	Info
June		
Minutes	X	
Treasurers Report	X	
July		
Minutes	X	
Treasurers Report	X	
LAIF	X	
FTA Funding Resolutions 5307 & 5309 (last in '21)	X	
*Typically July committee meetings are cancelled		
August		
Minutes	X	
Treasurers Report	X	
September		
Minutes	X	
Treasurers Report	X	
October		
Minutes	X	
Treasurers Report	X	
Annual Comprehensive Financial Report (ACFR)	X	
TDA Triennial Audit (last in '19)	X	

LAVTA COMMITTEE ITEMS - June 2022 - October 2022

Projects & Services Committee

June Minutes	Action X	Info
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 X X	Info
October Minutes Winter Service Changes (effective February)	Action X X	Info