

INTERIM EXECUTIVE DIRECTOR'S REPORT

July 2022

Ridership

As is typically the case, our ridership in June decreased from May as a result of area schools being on summer break. Average weekday ridership was just over 2,300, with Saturdays and Sundays averaging 1,200 and 1,000, respectively. 2022's ridership figures represent a 52% increase in average weekday ridership compared to June 2021. Saturday ridership was up 30% compared to last year and Sunday ridership was up nearly 40%. In pre-pandemic June 2019, our weekday, Saturday and Sunday averages were 4,874, 1,714, and 1,397. This seems to indicate our weekend ridership is returning at a faster pace than weekday ridership, likely a result of a greater percentage of transit dependent riders on weekends.

Go Tri-Valley

Overall, ridership has gradually increased even throughout the pandemic for our Uber/Lyft shared ride subsidy program (50% off, up to a \$5 subsidy using the Go Tri-Valley voucher code). The steepest increase started in the Fall of 2021 and continued through early 2022, peaking in March. The past couple of months have seen a decline back to February's numbers but there were still over 1,100 rides taken in May. Uber and Lyft continue to be good partners and shared ride options have recently returned to the Bay Area after their absence during the pandemic.

SAV Update

With the vehicles anticipated to be used for Phase 2 not being available for another two years, staff has been exploring options for an interim solution for a turnkey operation which will increase service frequency and use faster vehicles. Staff has been working with several vendors and external stakeholders such as Zeiss, developer of the Blvd, and Ross, to develop a solution that works for all parties. A solution has been identified and will be presented to the board in the coming months once most employers bring employees back to the office.

Marketing Awards

Each year, the American Public Transportation Association (APTA) conducts an AdWheel Awards competition to recognize the marketing and communications efforts of its members. Entries are judged by transit marketing professionals and the top scoring entries in each category receive First Place Awards. We were recently notified that we were again selected to receive multiple First Place Awards.

LAVTA was selected for a First Place Awards for the following entries:

- "Wheels "Memorial Madden Cruiser" Bus Wrap", in the *Best Marketing and Communications Educational Initiative - Print Media* category
- "Valley Link - A Transformative Transit Project", in the *Best Marketing and Communications to Highlight Transit Needs/Funding - Print Media* category

The First Place Awards will be mailed to winners due to the fact that the annual APTA Marketing and Communications Conference was a virtual event this year. First Place Award winners are eligible for the overall AdWheel Grand Awards, which will be presented at the

APTA TRANSform Conference in Seattle in October. Last year, we were selected as a Grand Award winner in the Electronic Media category for a series of 15 second radio advertisements.

The Telly Awards honor excellence in local, regional and cable television commercials, as well as non-broadcast video and television programming. In past years, we have won Silver Telly Awards for videos about Valley Link and our Shared Autonomous Vehicle. This year, we were recently informed that we had been selected as a Bronze Award winner in the Non-Broadcast Category for our “Wheels Drivers Recruit Drivers for Wheels” bus operator recruitment video.

Alameda County Fair

The Alameda County Fair returned to its usual summer time frame this year. The Fair kicked off on Friday, June 17 and will run through July 10. We are running our Route 52 Fair Shuttle service connecting the Dublin/Pleasanton BART Station to the Fairgrounds entrance on Pleasanton Avenue every day the Fair is open. At the request of Fair staff, our “Memorial Madden Cruiser” is on display near the entrance to the horse racing track throughout the run of the Fair.

Mask Mandate

Alameda County rescinded the mask mandate effective June 25th at 12:01 am. All signage has been removed regarding masks being required to ride, however, masks are still encouraged for passengers and available to anyone who would like them. Our fixed route contractor is still requiring their drivers to wear masks while driving in an effort to avoid exposure.

Livermore Transit Center

To improve the customer experience, staff has procured several new passenger information displays that will be installed at the Livermore Transit Center. One of these units (similar to the one shown on the right) will be touch screen and is ADA accessible with an audible feature. The other two units are intended to improve the wayfinding experience and will be installed near the bus bays. The agreement is currently being finalized with the expected kick-off meeting being held in the coming weeks.



Additional plans for upgrading the Transit Center involve a landscaping overhaul, upgrading the lighting, painting the canopy, and signature stop and replacing the monument signage.

Dublin Parking Garage Update

The State has extended the deadline for construction completion to three years from the date of the contract award between Alameda County and their contractor. LAVTA is waiting to get the new contract with the state in order to enter into a contract extension with the County.

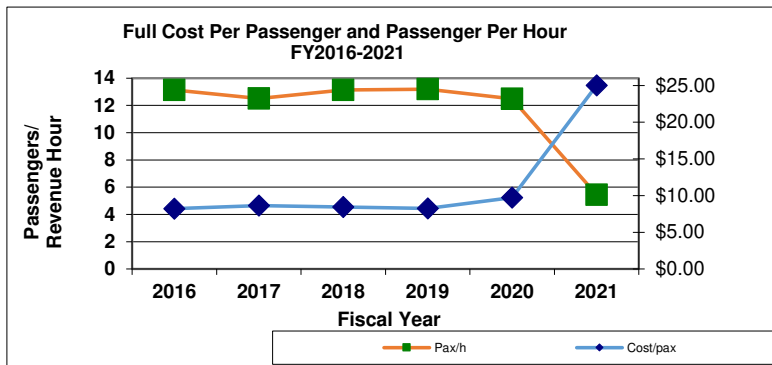
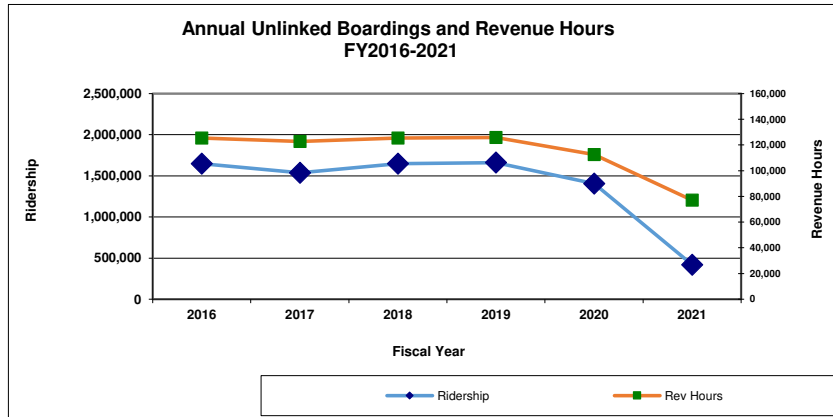
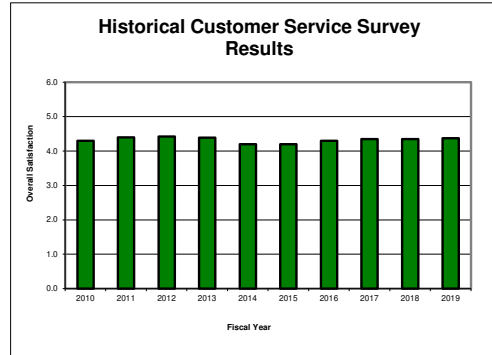
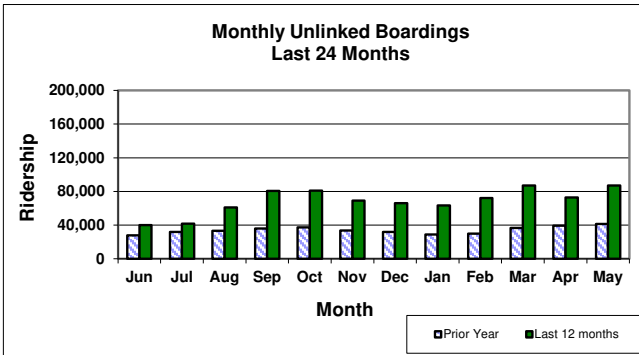
Attachments:

1. Board Statistics May 2022
2. FY23 Upcoming Items

Monthly Summary Statistics for Wheels May 2022

FIXED ROUTE

	May 2022			% change from one year ago		
Total Ridership FY 2022 To Date	781,981			105.7%		
Total Ridership For Month	87,181			110.5%		
Fully Allocated Cost per Passenger	\$11.64			-43.6%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	3,642	1,120	1,035	124.7%	27.0%	35.1%
Passengers Per Hour	12.8	7.6	7.1	78.6%	27.0%	36.6%
	May 2022			% change from last month		
On Time Performance	90.2%			-1.0%		



Monthly Summary Statistics for Wheels

May 2022

PARATRANSIT

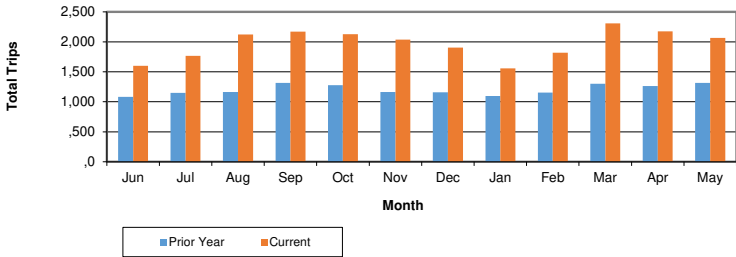
General Statistics	May 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,068	128.5%	22,061
Average Passengers Per Revenue Hour	1.89	83.5%	1.67
On Time Performance	96.3%	-1.8%	0.96
Cost per Trip	\$47.30	-25.2%	52.11
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:02:07	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

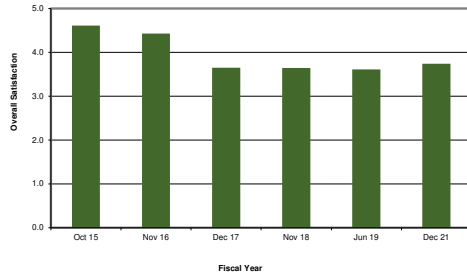
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	May 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

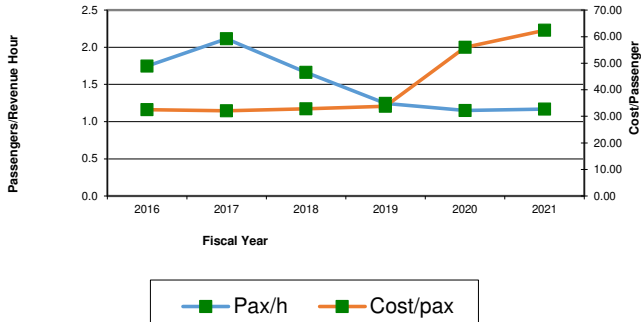
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



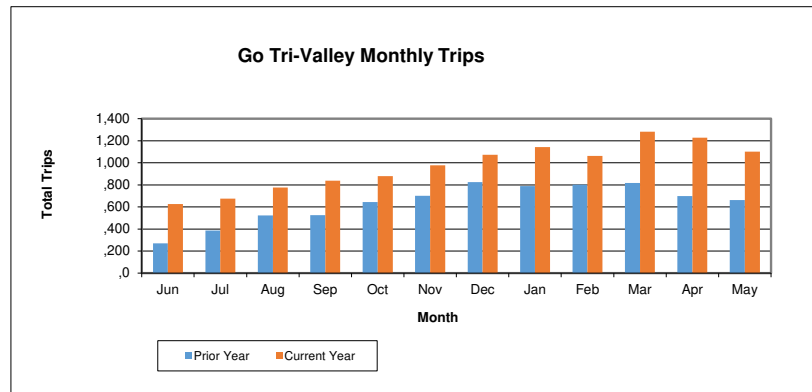
Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2021



Monthly Summary Statistics for Wheels May 2022

GO TRI-VALLEY

General Statistics	May 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,102	66.7%	11,034
Subsidy Cost/Trip	\$ 4.83	n/a	4.74



Monthly Summary Statistics for Wheels
May 2022

SAFETY								
ACCIDENT DATA	May 2022				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	3		0		22		0	
Preventable	2		0		16		0	
Non-Preventable	1		0		6		0	
Physical Damage								
Major	0		0		6		0	
Minor	2		0		15		0	
Bodily Injury								
Yes	0		0		2		0	
No	3		0		20		0	
MONTHLY CLAIMS ACTIVITY								
				Totals				
Amount Paid								
This Month				\$198.62				
To Date This Fiscal Year				\$32,006.11				
Budget				\$100,000.00				
% Expended				32%				
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	May 2022	Year To Date						
Praise	0	3						
Bus Stop	5	33						
Incident	0	7						
Trip Planning	1	11						
Fares/Tickets/Passes	1	15						
Route/Schedule Planning	3	55						
Marketing/Website	0	7						
ADA	1	8						
COVID Inquiries	2	7						
Lost/Found	0	7						
TOTAL	13	153						
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	16	0	0	0	1
Safety	4	2	1	16	0	0	0	2
Driver/Dispatch Discourtesy	1	0	0	7	0	0	0	2
Early	0	0	0	5	0	0	0	0
Late	1	0	0	12	0	0	0	9
No Show	0	0	0	3	0	0	0	1
Incident	0	0	0	5	0	1	0	4
Driver/Dispatch Training	3	0	0	16	0	0	0	4
Maintenance	0	0	0	0	0	0	0	1
Bypass	3	1	1	31	0	0	0	0
TOTAL COMPLAINTS	12	3	2	95	0	1	0	23
Valid Complaints								
Per 10,000 riders	1.38				0.00			
Per 1,000 riders					0.00			

LAVTA COMMITTEE ITEMS - July 2022 - November 2022

Finance & Administration Committee

July

	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
FTA Funding Resolutions 5307 & 5309 (last in '21)	X	
*Typically July committee meetings are cancelled		

August

	Action	Info
Minutes	X	
Treasurers Report	X	

September

	Action	Info
Minutes	X	
Treasurers Report	X	

October

	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Comprehensive Financial Report (ACFR)	X	
TDA Triennial Audit (last in '19)	X	

November

	Action	Info
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - July 2022 - November 2022

Projects & Services Committee

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

November

Minutes

Action

X

Info