

**INTERIM EXECUTIVE DIRECTOR'S REPORT**

October 2022

**Ridership**

Through the first three weeks of September, average weekday ridership was approximately 4,500, which is just over 30 percent higher than a year ago. The triple digit temperatures during the week of Labor likely impacted our numbers a bit. The biggest service related incident of the month was the unanticipated change to our service to Dublin High School during that week. On Tuesday, the electricity at the school went out and we were asked to move up our departures for our afternoon trips by about four hours. DUSD also decided to have early dismissals the remainder of the week, which resulted in our scrambling to find 12 bus operators to provide that service each day. Kudos to our Operations team for pulling that off.

**SAV**

The SAV has an item on the agenda that will update the Board on the status of this project.

**Parking Garage**

Last week the Alameda County Board of Supervisors voted to extend the agreement between the County and LAVTA until March 2025 this will allow the County to direct their contractor to begin working on the project. This week we received the contract extension that gives the County until March 2025 to expend the \$20,000,000. Additionally, at the request of Supervisor Haubert we will be having a ground-breaking ceremony at the end of October.

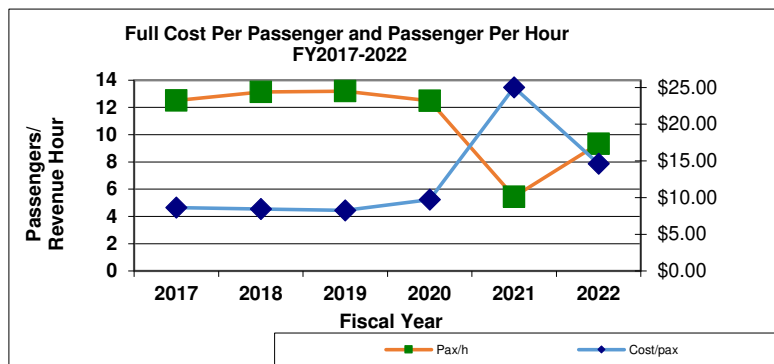
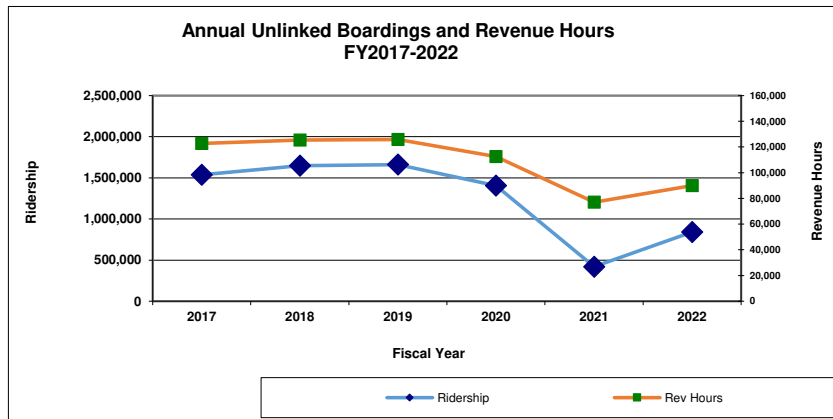
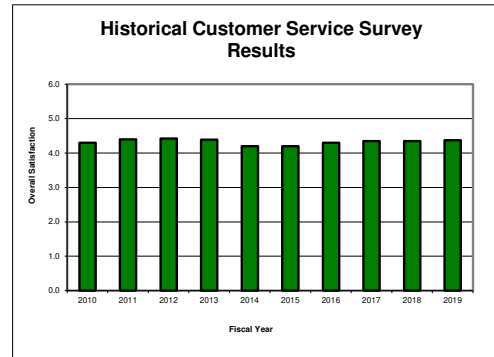
**Attachments:**

1. Board Statistics August 2022
2. FY23 Upcoming Items

## Monthly Summary Statistics for Wheels August 2022

### FIXED ROUTE

|                                           | August 2022    |              |              | % change from one year ago |              |              |
|-------------------------------------------|----------------|--------------|--------------|----------------------------|--------------|--------------|
| <b>Total Ridership FY 2022 To Date</b>    | <b>155,090</b> |              |              | <b>51.1%</b>               |              |              |
| <b>Total Ridership For Month</b>          | <b>98,138</b>  |              |              | <b>61.3%</b>               |              |              |
| <b>Fully Allocated Cost per Passenger</b> | <b>\$10.66</b> |              |              | <b>-44.6%</b>              |              |              |
|                                           | Weekday        | Saturday     | Sunday       | Weekday                    | Saturday     | Sunday       |
| <b>Average Daily Ridership</b>            | <b>3,847</b>   | <b>1,305</b> | <b>1,110</b> | <b>59.6%</b>               | <b>36.8%</b> | <b>38.8%</b> |
| <b>Passengers Per Hour</b>                | <b>13.6</b>    | <b>8.8</b>   | <b>7.6</b>   | <b>86.6%</b>               | <b>36.9%</b> | <b>39.3%</b> |
|                                           | August 2022    |              |              | % change from last month   |              |              |
| <b>On Time Performance</b>                | <b>90.9%</b>   |              |              | <b>-0.9%</b>               |              |              |



# Monthly Summary Statistics for Wheels

August 2022

## PARATRANSIT

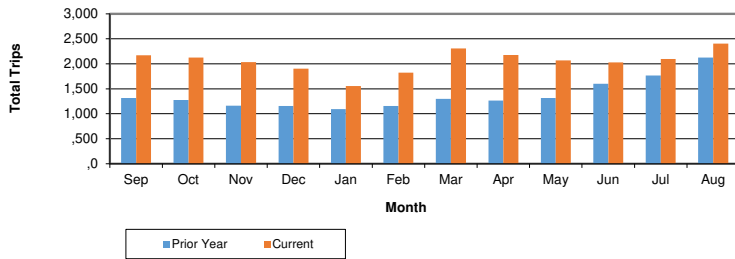
| General Statistics                                | August 2022 | % Change from last year | Year to Date |
|---------------------------------------------------|-------------|-------------------------|--------------|
| Total Monthly Passengers                          | 2,406       | 13.2%                   | 4,503        |
| Average Passengers Per Hour                       | 2.09        | 29.0%                   | 2.05         |
| On Time Performance                               | 88.9%       | -7.3%                   | 92%          |
| Cost per Trip                                     | \$54.09     | -2.2%                   | 56.91        |
| Number of Paratransit Assessments                 | 0           | n/a                     | 0            |
| Avg. wait time for reservation calls (in minutes) | 0:02:59     | n/a                     | 0:02:22      |

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

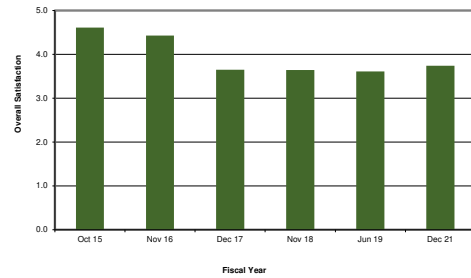
and doctor's verification until the in-person assessments can be resumed.

| Missed Services Summary          | August 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            |

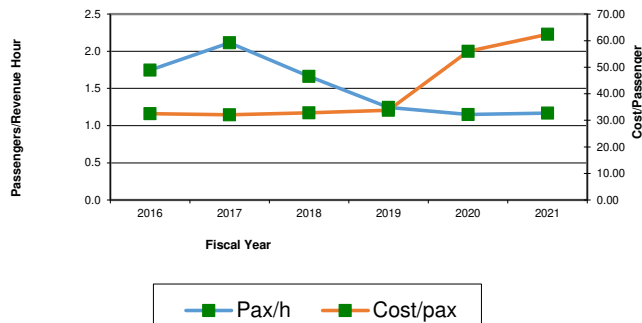
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

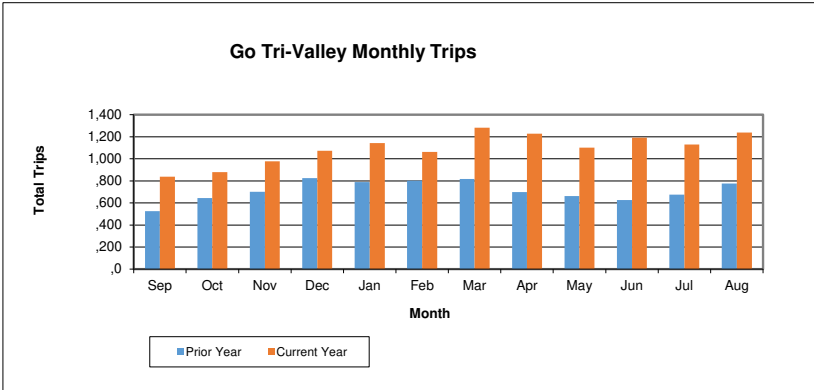


# Monthly Summary Statistics for Wheels

*August 2022*

## GO TRI-VALLEY

| General Statistics       | August 2022 | % Change from last year | Year to Date |
|--------------------------|-------------|-------------------------|--------------|
| Total Monthly Passengers | 1,238       | 59.7%                   | 2,367        |
| Subsidy Cost/Trip        | \$ 4.80     | n/a                     | 4.77         |



**Monthly Summary Statistics for Wheels**  
**August 2022**

| SAFETY                                   |                    |              |                    |                    |                     |           |                    |                    |
|------------------------------------------|--------------------|--------------|--------------------|--------------------|---------------------|-----------|--------------------|--------------------|
| ACCIDENT DATA                            | August 2022        |              |                    |                    | Fiscal Year to Date |           |                    |                    |
|                                          | Fixed Route        |              | Paratransit        |                    | Fixed Route         |           | Paratransit        |                    |
| Total                                    | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| Preventable                              | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| Non-Preventable                          | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| Physical Damage                          |                    |              |                    |                    |                     |           |                    |                    |
| Major                                    | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| Minor                                    | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| Bodily Injury                            |                    |              |                    |                    |                     |           |                    |                    |
| Yes                                      | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| No                                       | 0                  |              | 0                  |                    | 0                   |           | 0                  |                    |
| <b>MONTHLY CLAIMS ACTIVITY</b>           |                    |              |                    |                    |                     |           |                    |                    |
| <b>Totals</b>                            |                    |              |                    |                    |                     |           |                    |                    |
| Amount Paid                              |                    |              |                    |                    |                     |           |                    |                    |
| This Month                               | \$0.00             |              |                    |                    |                     |           |                    |                    |
| To Date This Fiscal Year                 | \$0.00             |              |                    |                    |                     |           |                    |                    |
| Budget                                   | \$100,000.00       |              |                    |                    |                     |           |                    |                    |
| % Expended                               | 0%                 |              |                    |                    |                     |           |                    |                    |
| <b>CUSTOMER SERVICE - ADMINISTRATION</b> |                    |              |                    |                    |                     |           |                    |                    |
| CATEGORY                                 | Number of Requests |              |                    |                    |                     |           |                    |                    |
|                                          | August 2022        | Year To Date |                    |                    |                     |           |                    |                    |
| Praise                                   | 1                  | 2            |                    |                    |                     |           |                    |                    |
| Bus Stop                                 | 1                  | 2            |                    |                    |                     |           |                    |                    |
| Incident                                 | 0                  | 0            |                    |                    |                     |           |                    |                    |
| Trip Planning                            | 0                  | 0            |                    |                    |                     |           |                    |                    |
| Fares/Tickets/Passes                     | 3                  | 3            |                    |                    |                     |           |                    |                    |
| Route/Schedule Planning                  | 30                 | 40           |                    |                    |                     |           |                    |                    |
| Marketing/Website                        | 3                  | 3            |                    |                    |                     |           |                    |                    |
| ADA                                      | 0                  | 1            |                    |                    |                     |           |                    |                    |
| COVID Inquiries                          | 0                  | 2            |                    |                    |                     |           |                    |                    |
| Lost/Found                               | 0                  | 0            |                    |                    |                     |           |                    |                    |
| <b>TOTAL</b>                             | <b>38</b>          | <b>53</b>    |                    |                    |                     |           |                    |                    |
| <b>CUSTOMER SERVICE - OPERATIONS</b>     |                    |              |                    |                    |                     |           |                    |                    |
| 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                  | 4                  | 0                   | 0         | 0                  | 0                  |
| Safety                                   | 0                  | 2            | 1                  | 1                  | 0                   | 0         | 2                  | 0                  |
| Driver/Dispatch Discourtesy              | 2                  | 1            | 0                  | 2                  | 0                   | 0         | 0                  | 0                  |
| Early                                    | 2                  | 0            | 0                  | 2                  | 0                   | 0         | 0                  | 0                  |
| Late                                     | 2                  | 0            | 0                  | 3                  | 0                   | 0         | 0                  | 1                  |
| No Show                                  | 1                  | 0            | 0                  | 1                  | 0                   | 0         | 0                  | 0                  |
| Incident                                 | 0                  | 1            | 0                  | 0                  | 0                   | 0         | 0                  | 0                  |
| Driver/Dispatch Training                 | 1                  | 0            | 1                  | 1                  | 0                   | 0         | 0                  | 1                  |
| Maintenance                              | 0                  | 0            | 0                  | 0                  | 0                   | 0         | 0                  | 0                  |
| Bypass                                   | 7                  | 6            | 1                  | 9                  | 0                   | 0         | 0                  | 0                  |
| <b>TOTAL COMPLAINTS</b>                  | <b>15</b>          | <b>10</b>    | <b>3</b>           | <b>19</b>          | <b>0</b>            | <b>0</b>  | <b>2</b>           | <b>2</b>           |
| Valid Complaints                         |                    |              |                    |                    |                     |           |                    |                    |
| Per 10,000 riders                        | 1.53               |              |                    |                    | 0.00                |           |                    |                    |
| Per 1,000 riders                         |                    |              |                    |                    | 0.00                |           |                    |                    |

## LAVTA COMMITTEE ITEMS - October 2022 -February 2023

### Finance & Administration Committee

#### October

|                                              | Action | Info |
|----------------------------------------------|--------|------|
| Minutes                                      | X      |      |
| Treasurers Report                            | X      |      |
| Annual Comprehensive Financial Report (ACFR) | X      |      |
| TDA Triennial Audit (last in '19)            | X      |      |
| Pension Liability Assessment                 |        | X    |

#### November

|                   | Action | Info |
|-------------------|--------|------|
| Minutes           | X      |      |
| Treasurers Report | X      |      |

#### December

|                                                      | Action | Info |
|------------------------------------------------------|--------|------|
| Minutes                                              | X      |      |
| Treasurers Report                                    | X      |      |
| *Typically December committee meetings are cancelled |        |      |

#### January

|                                | Action | Info |
|--------------------------------|--------|------|
| Minutes                        | X      |      |
| Treasurers Report              | X      |      |
| Draft 2023 Legislative Program | X      |      |

#### February

|                   | Action | Info |
|-------------------|--------|------|
| Minutes           | X      |      |
| Treasurers Report | X      |      |

# LAVTA COMMITTEE ITEMS - October 2022 -February 2023

## Projects & Services Committee

### October

Minutes

Winter Service Changes (effective February)

Action Info

X

X

### November

Minutes

Action Info

X

### December

Minutes

\*Typically December committee meetings are cancelled

Action Info

X

### January

Minutes

DAR Customer Satisfaction Survey

Action Info

X

X

### February

Minutes

Action Info

X