

## INTERIM EXECUTIVE DIRECTOR'S REPORT

August 2022

### **Ridership**

Weekday ridership in August started trending upwards with the start of school at all three Tri-Valley school districts and Las Positas College. We had five days late in the month with ridership in excess of 5,000, the first time we have reached that threshold since the pandemic began. By comparison, last year we were averaging just over 3,000 weekday riders at the start of school and in pre-pandemic August of 2019, we were averaging 8,400 weekday riders at the start of the school year.

### **SAV**

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 using faster vehicles. A solution has been identified. Staff is currently working with LAVTA legal counsel on the sole source justification as well as the contract terms and will bring the item to the board in the coming months. Additionally, with the recent contract award, WSP will commence work on system engineering services in preparation for Phase 2.

### **Parking Garage**

Staff is continuing to work with the county GSA on an agreement to extend the deadline for the project to 2023. The current delay is with the agreement between the State and LAVTA, as the State has not sent their new agreement and the County is reluctant to move forward until they have a guarantee on the extension for the \$20 Million Dollars.

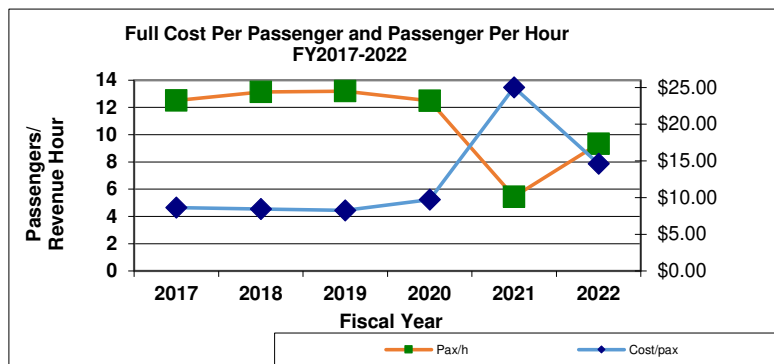
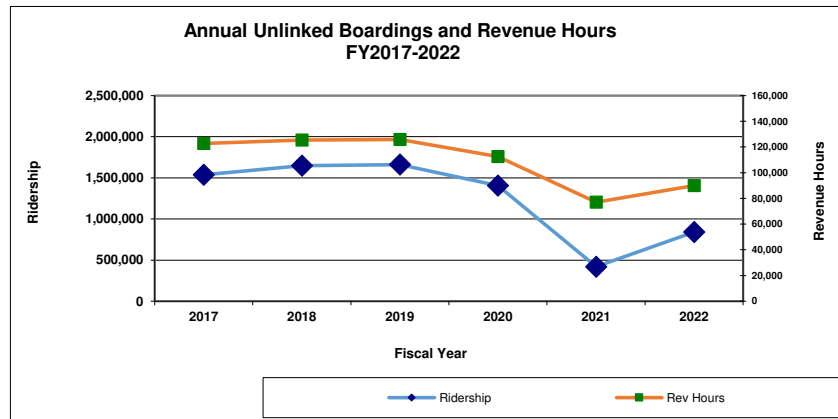
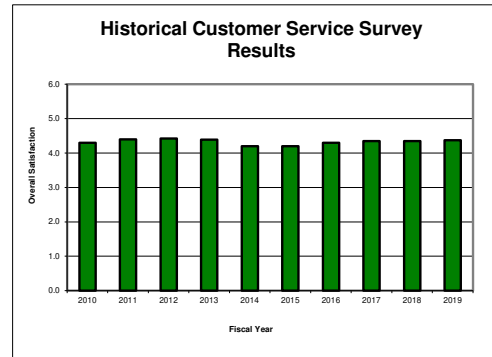
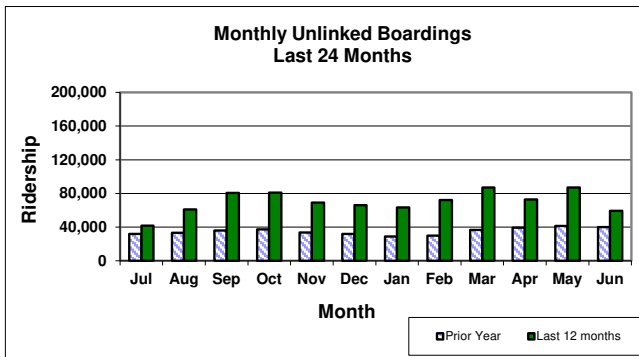
### **Attachments:**

1. Board Statistics June 2022
2. Board Statistics July 2022
3. FY23 Upcoming Items

## Monthly Summary Statistics for Wheels June 2022

### FIXED ROUTE

	June 2022			% change from one year ago		
<b>Total Ridership FY 2022 To Date</b>	<b>841,343</b>			<b>100.2%</b>		
<b>Total Ridership For Month</b>	<b>59,362</b>			<b>48.0%</b>		
<b>Fully Allocated Cost per Passenger</b>	<b>\$16.66</b>			<b>-32.0%</b>		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	<b>2,271</b>	<b>1,260</b>	<b>1,088</b>	<b>49.9%</b>	<b>36.2%</b>	<b>42.2%</b>
<b>Passengers Per Hour</b>	<b>8.2</b>	<b>8.5</b>	<b>7.4</b>	<b>48.6%</b>	<b>36.3%</b>	<b>43.5%</b>
	June 2022			% change from last month		
<b>On Time Performance</b>	<b>90.3%</b>			<b>0.1%</b>		



# Monthly Summary Statistics for Wheels

June 2022

## PARATRANSIT

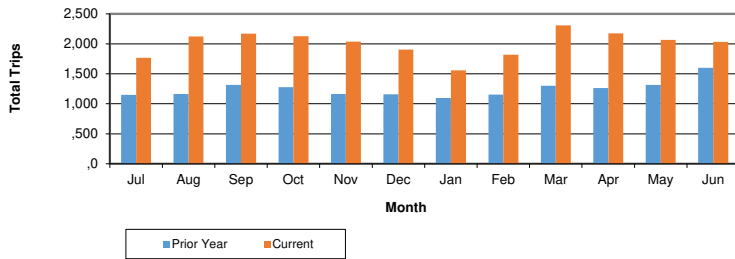
General Statistics	June 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,031	26.8%	24,092
Average Passengers Per Hour	1.84	35.3%	1.69
On Time Performance	95.2%	-3.2%	0.96
Cost per Trip	\$48.52	-26.7%	51.81
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:03:00	n/a	0:01:08

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

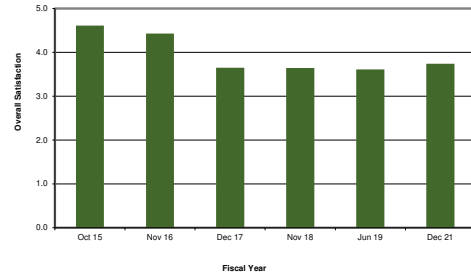
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	June 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

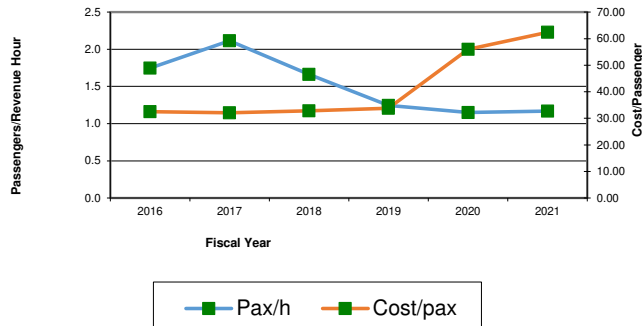
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



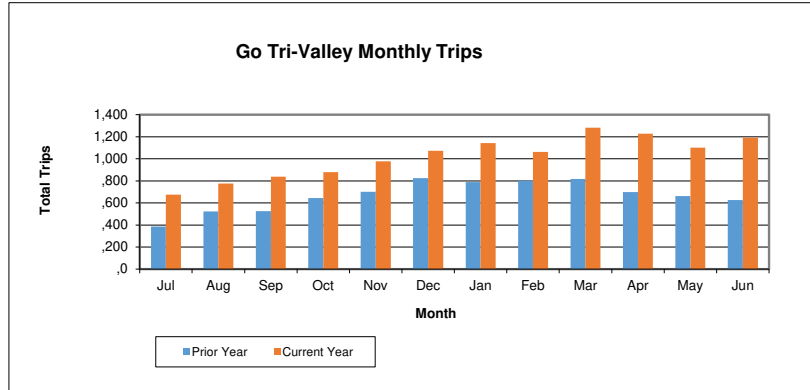
Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2021



## Monthly Summary Statistics for Wheels June 2022

### GO TRI-VALLEY

General Statistics	June 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,191	90.0%	12,225
Subsidy Cost/Trip	\$ 4.79	n/a	4.74



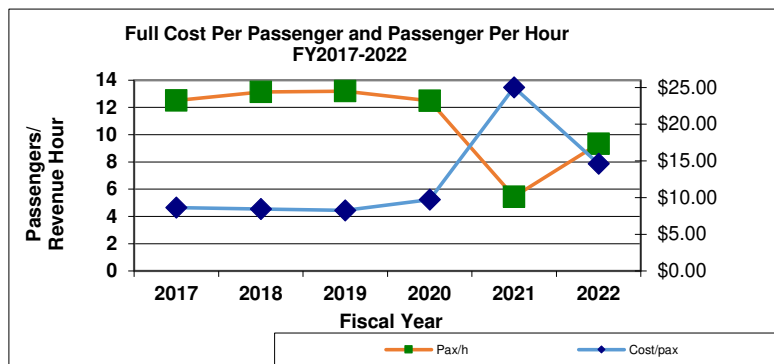
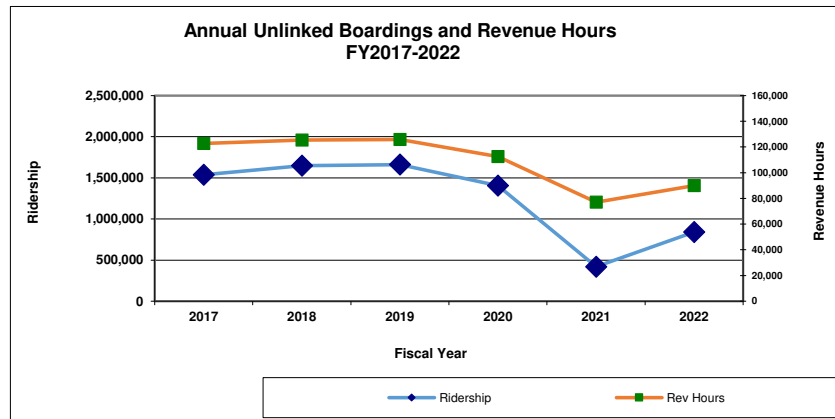
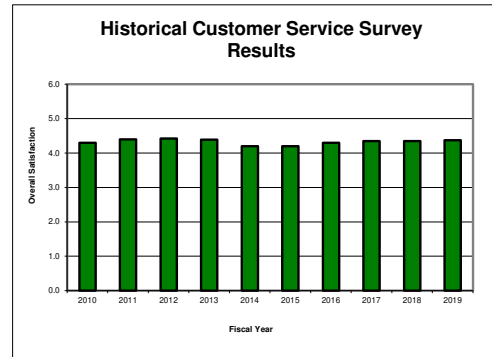
**Monthly Summary Statistics for Wheels**  
**June 2022**

SAFETY								
ACCIDENT DATA	June 2022				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>	3		0		25		0	
Preventable	2		0		18		0	
Non-Preventable	1		0		7		0	
<b>Physical Damage</b>								
Major	0		0		6		0	
Minor	3		0		18		0	
<b>Bodily Injury</b>								
Yes	0		0		2		0	
No	3		0		23		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
				<b>Totals</b>				
<b>Amount Paid</b>								
This Month				\$0.00				
To Date This Fiscal Year				\$32,006.11				
<b>Budget</b>								
				\$100,000.00				
<b>% Expended</b>				32%				
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	June 2022	Year To Date						
Praise	1	4						
Bus Stop	0	33						
Incident	1	8						
Trip Planning	0	11						
Fares/Tickets/Passes	0	15						
Route/Schedule Planning	8	63						
Marketing/Website	0	7						
ADA	2	10						
COVID Inquiries	3	10						
Lost/Found	0	7						
<b>TOTAL</b>	15	168						
<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	3	0	0	19	0	0	0	1
Safety	3	0	0	19	0	0	0	2
Driver/Dispatch Discourtesy	1	0	0	8	0	0	0	2
Early	1	0	0	6	0	0	0	0
Late	1	2	1	13	0	0	0	9
No Show	0	0	0	3	0	0	0	1
Incident	0	0	0	5	0	0	0	4
Driver/Dispatch Training	0	0	0	16	0	0	0	4
Maintenance	0	0	0	0	0	0	0	1
Bypass	2	3	0	33	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>103</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>23</b>
<b>Valid Complaints</b>								
Per 10,000 riders	1.35				0.00			
Per 1,000 riders					0.00			

## Monthly Summary Statistics for Wheels July 2022

### FIXED ROUTE

	July 2022			% change from one year ago		
<b>Total Ridership FY 2022 To Date</b>	56,952			36.2%		
<b>Total Ridership For Month</b>	56,952			36.2%		
<b>Fully Allocated Cost per Passenger</b>	\$16.96			-35.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	2,182	1,329	1,110	38.6%	47.7%	30.4%
<b>Passengers Per Hour</b>	8.0	9.0	7.6	58.9%	47.8%	31.6%
	July 2022			% change from last month		
<b>On Time Performance</b>	91.7%			1.6%		



# Monthly Summary Statistics for Wheels

July 2022

## PARATRANSIT

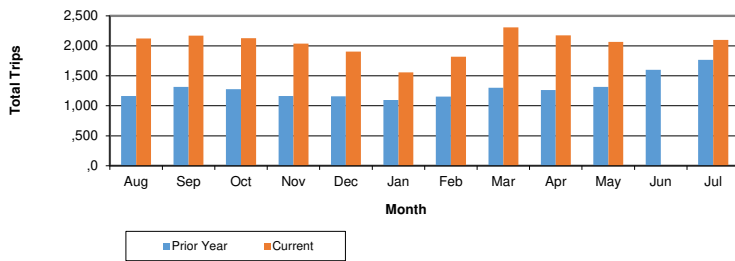
General Statistics	July 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,097	18.8%	2,097
Average Passengers Per Revenue Hour	2.01	43.6%	2
On Time Performance	94.8%	-3.0%	1
Cost per Trip		-100.0%	0
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for reservation calls (in minutes)	0:01:44	n/a	0:01:44

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

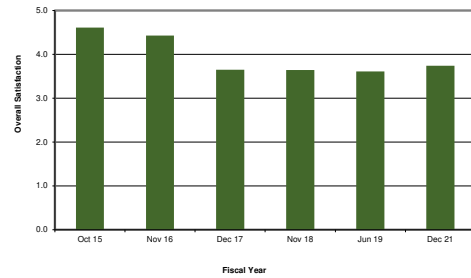
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	July 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

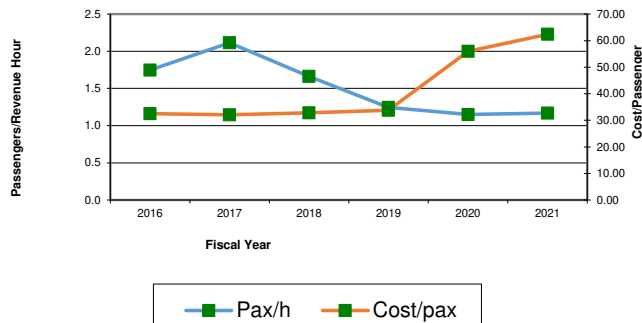
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



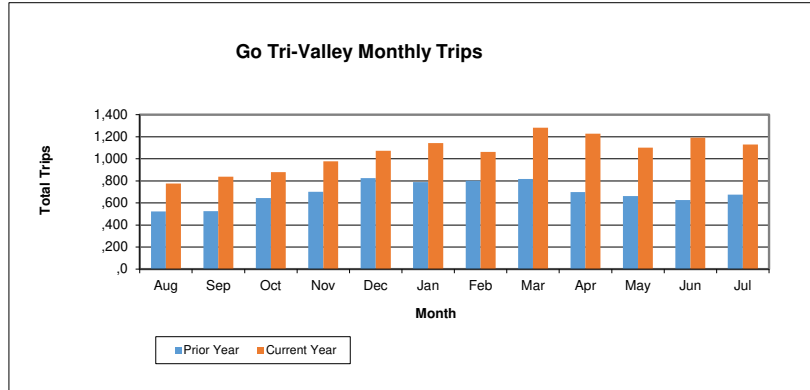
Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2016-2021



## Monthly Summary Statistics for Wheels July 2022

### GO TRI-VALLEY

General Statistics	July 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,129	67.3%	1,129
Subsidy Cost/Trip	\$ 4.75	n/a	4.75





**Monthly Summary Statistics for Wheels**  
**July 2022**

SAFETY								
ACCIDENT DATA	July 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							
	July 2022	Year To Date						
Praise	1	1						
Bus Stop	1	1						
Incident	0	0						
Trip Planning	0	0						
Fares/Tickets/Passes	0	0						
Route/Schedule Planning	10	10						
Marketing/Website	0	0						
ADA	1	1						
COVID Inquiries	2	2						
Lost/Found	0	0						
<b>TOTAL</b>	<b>15</b>	<b>#REF!</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	3	0	0	3	0	0	0	0
Safety	1	1	0	1	0	0	0	0
Driver/Dispatch Discourtesy	0	2	1	0	0	0	0	0
Early	0	0	0	0	0	0	0	0
Late	1	0	0	1	1	0	0	1
No Show	0	0	0	0	0	0	0	0
Incident	0	1	0	0	0	0	0	0
Driver/Dispatch Training	0	0	0	0	1	0	0	1
Maintenance	0	0	1	0	0	0	0	0
Bypass	2	2	2	2	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
Valid Complaints								
Per 10,000 riders	<b>0.70</b>							
Per 1,000 riders					<b>0.95</b>			

## LAVTA COMMITTEE ITEMS - September 2022 - January 2023

### Finance & Administration Committee

	Action	Info
<b>September</b>		
Minutes	X	
Treasurers Report	X	
<b>October</b>		
Minutes	X	
Treasurers Report	X	
Annual Comprehensive Financial Report (ACFR)	X	
TDA Triennial Audit (last in '19)	X	
<b>November</b>		
Minutes	X	
Treasurers Report	X	
<b>December</b>		
Minutes	X	
Treasurers Report	X	
*Typically December committee meetings are cancelled		
<b>January</b>		
Minutes	X	
Treasurers Report	X	
Draft 2023 Legislative Program	X	

# LAVTA COMMITTEE ITEMS - September 2022 - January 2023

## Projects & Services Committee

### September

Minutes

DAR Customer Satisfaction Survey

Contract Task Order with Kimley-Horn and Associates for Mobility Hub Design

Action

X

Info

X

X

### October

Minutes

Winter Service Changes (effective February)

Action

X

Info

X

### November

Minutes

Action

X

Info

### December

Minutes

\*Typically December committee meetings are cancelled

Action

X

Info

### January

Minutes

DAR Customer Satisfaction Survey

Action

X

Info

X