

# INTERIM EXECUTIVE DIRECTOR'S REPORT

November 2022

## Ridership

Ridership during the month of October continued the upward trend we have been experiencing recently. In September, our total monthly ridership topped the 100,000 mark for the first time since February 2020. October's total came in at nearly 110,000. We are still about 40 percent below where our ridership was in October 2019, but that particular month marked a 10-year monthly high for LAVTA. Weekend ridership continues to recover more rapidly than weekday ridership, with current figures only about 25 percent below pre-COVID numbers.

## Transit Center Rehabilitation

In an effort to improve the wayfinding and customer experience, staff has procured several new passenger information displays that have just arrived at the Livermore Transit Center. Two overhead two units have been installed near the bus bays (left photo). The other unit (right photo) is a standing touch screen display. All three units are ADA-accessible with audible features in both English and Spanish.



## Hacienda Business Park Shelters

Hacienda's crew has begun the replacement of the polycarbonate on their shelters. They have begun by replacing the top pieces which are the most difficult as they are curved, and harder to get to. Once this

project is completed 50% of the Hacienda Business Park Shelters will have had their polycarbonate panels completely replaced.



### **SAV Update**

With the vehicles anticipated to be used for Phase 2 not being available for another two years, staff has identified a potential Phase 1.5 interim solution to test more advanced autonomous vehicles, serve an expanded route to connect more passengers, and evaluate service demand. May Mobility is a technology company that offers a unique, turnkey operation designed to complement existing transit networks. So far, it's been the only provider found with full operations and maintenance support for faster vehicles that can operate at 25 MPH, and successful deployments on public roadways in mixed traffic. Staff is currently working with LAVTA legal counsel on contract terms and will bring the item to the Projects and Services Committee in November and the full board in December.

Meanwhile, the other work planned for Phase 2, namely the system engineering work with WSP and the mobility hub design with Kimley-Horn, is now underway.



## Dublin Parking Garage

Construction has begun on the Dublin Parking Garage with a team from McCarthy construction that is dedicated to building parking garages. The construction was commemorated with a well-attended ceremony on October 26<sup>th</sup>. Staff is now working with the State to move funds that were remaining from the Hub Study, to the parking lot construction portion of the grant.



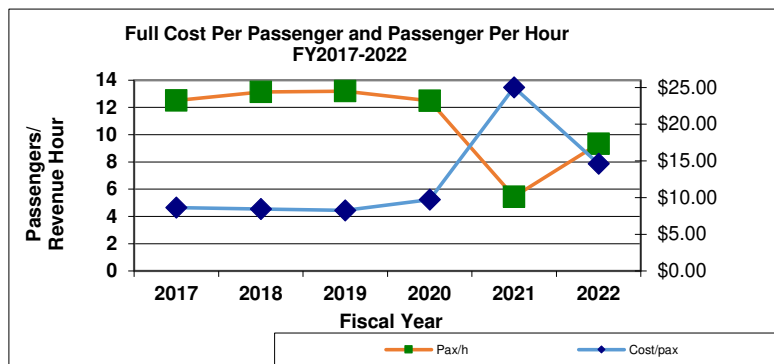
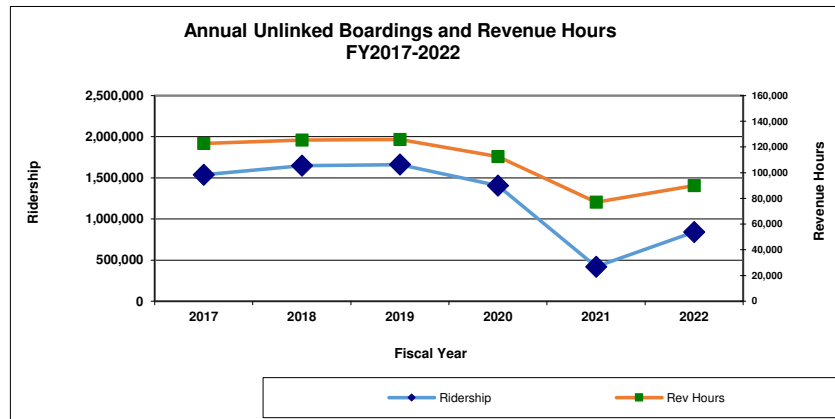
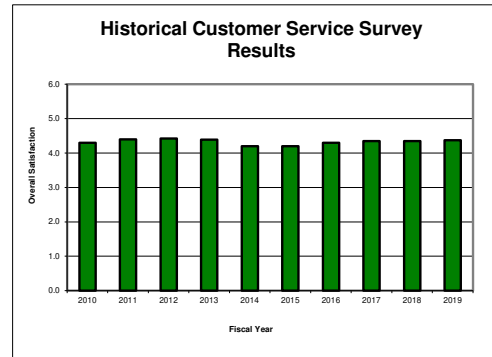
### Attachments:

1. Board Statistics September 2022
2. FY23 Upcoming Items

## Monthly Summary Statistics for Wheels September 2022

### FIXED ROUTE

	September 2022			% change from one year ago		
<b>Total Ridership FY 2022 To Date</b>	262,274			43.1%		
<b>Total Ridership For Month</b>	107,184			32.9%		
<b>Fully Allocated Cost per Passenger</b>	\$9.65			-31.4%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	4,614	1,246	1,062	35.1%	11.3%	19.6%
<b>Passengers Per Hour</b>	15.5	8.2	7.3	50.9%	7.9%	19.7%
	September 2022			% change from last month		
<b>On Time Performance</b>	89.0%			-2.1%		



## Monthly Summary Statistics for Wheels

**September 2022**

### PARATRANSIT

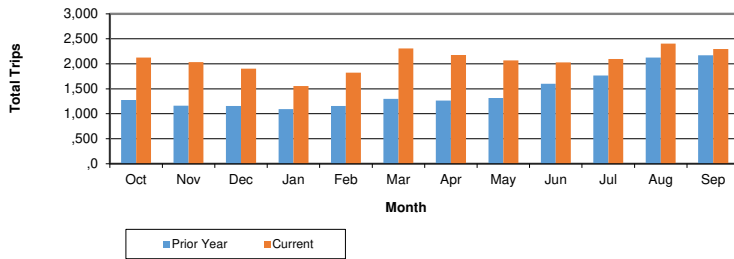
General Statistics	September 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,298	5.9%	6,801
Average Passengers Per Hour	2.13	32.3%	2.08
On Time Performance	89.4%	-6.4%	91.0%
Cost per Trip	\$54.54	7.7%	\$56.12
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	0:02:13	n/a	0:02:16

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

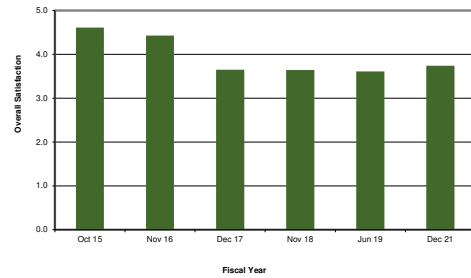
*and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	September 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

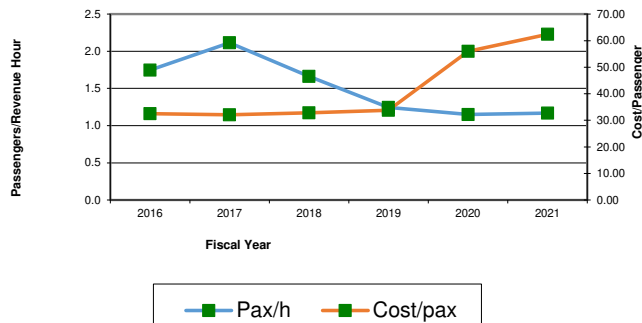
**Paratransit Monthly Unlinked Boardings**



**Historical Customer Service Survey Results**



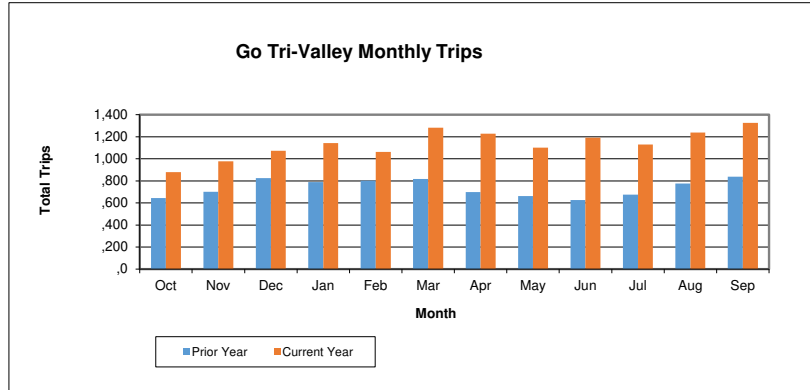
**Paratransit Full Cost Per Passenger and Average Passengers Per Hour  
FY2016-2021**



## Monthly Summary Statistics for Wheels September 2022

### GO TRI-VALLEY

General Statistics	September 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,326	58.2%	3,693
Subsidy Cost/Trip	\$ 4.85	n/a	4.80



**Monthly Summary Statistics for Wheels**  
**September 2022**

SAFETY								
ACCIDENT DATA	September 2022				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	2		0		2		0	
Preventable	2		0		2		0	
Non-Preventable	0		0		0		0	
Physical Damage								
Major	0		0		0		0	
Minor	2		0		2		0	
Bodily Injury								
Yes	0		0		0		0	
No	2		0		2		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							
	September 2022	Year To Date						
Praise	1	3						
Bus Stop	3	5						
Incident	2	2						
Trip Planning	1	1						
Fares/Tickets/Passes	0	3						
Route/Schedule Planning	4	44						
Marketing/Website	0	3						
ADA	2	3						
COVID Inquiries	0	2						
Lost/Found	1	1						
<b>TOTAL</b>	14	67						
<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	5	0	0	0	0
Safety	2	1	0	3	0	0	0	0
Driver/Dispatch Discourtesy	1	2	0	3	0	0	0	0
Early	0	4	0	2	0	0	0	0
Late	5	1	0	8	2	0	0	3
No Show	0	0	0	1	1	0	0	1
Incident	2	0	1	2	0	0	0	0
Driver/Dispatch Training	2	1	0	3	1	1	0	2
Maintenance	0	0	0	0	0	0	0	0
Bypass	5	4	0	14	0	0	0	0
<b>TOTAL COMPLAINTS</b>	17	13	1	36	4	1	0	6
Valid Complaints								
Per 10,000 riders	1.59							
Per 1,000 riders	1.74							

## LAVTA COMMITTEE ITEMS - November 2022 - March 2023

### Finance & Administration Committee

#### November

Minutes

Action Info

X

Treasurers Report

X

\*Typically November committee meetings are cancelled

#### December

Minutes

Action

X

Treasurers Report

X

\*Typically December committee meetings are cancelled

#### January

Minutes

Action Info

X

Treasurers Report

X

Draft 2023 Legislative Program

X

Capital Project Priorities

X

#### February

Minutes

Action Info

X

Treasurers Report

X

#### March

Minutes

Action Info

X

Treasurers Report

X



# LAVTA COMMITTEE ITEMS - November 2022 - March 2023

## Projects & Services Committee

### November

Minutes

\*Typically November committee meetings are cancelled

Action

X

Info

### December

Minutes

\*Typically December committee meetings are cancelled

Action

X

Info

### January

Minutes

DAR Customer Satisfaction Survey

Action

X

X

Info

### February

Minutes

Action

X

Info

### March

Minutes

Action

X

Info