

EXECUTIVE DIRECTOR'S REPORT

December 2022

Ridership

Through the first four weeks of November, our average weekday ridership was approximately 3,985, which is just over 33 percent higher than a year ago. Weekday ridership in November 2019 was approximately 6,400, so we are still about 38 percent below pre-COVID numbers on weekdays. Our weekend ridership continues to recover at a faster rate than weekdays, with November 2022 weekend ridership only 24 percent below pre-COVID numbers.

Dublin Parking Garage

Staff is working with the State to move funds that were remaining from the Hub Study, to the parking lot construction portion of the grant. The reallocation of \$187,000 is expected to go to the CalSTA Board in January.

Hacienda Business Park Shelters

Hacienda had a slow down in the project when their original contractor left. However, a new contractor has been hired and the project is moving forward.

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 special board meeting 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.

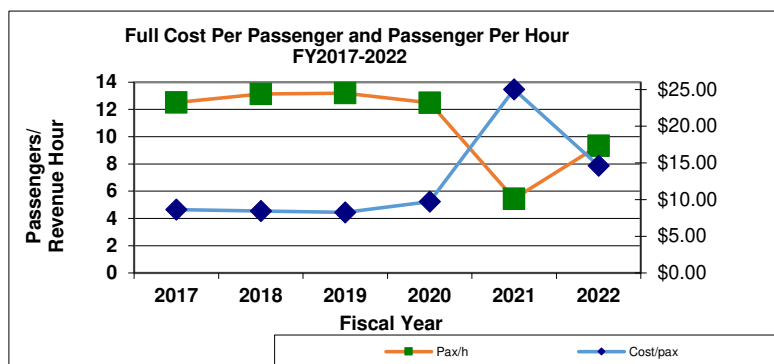
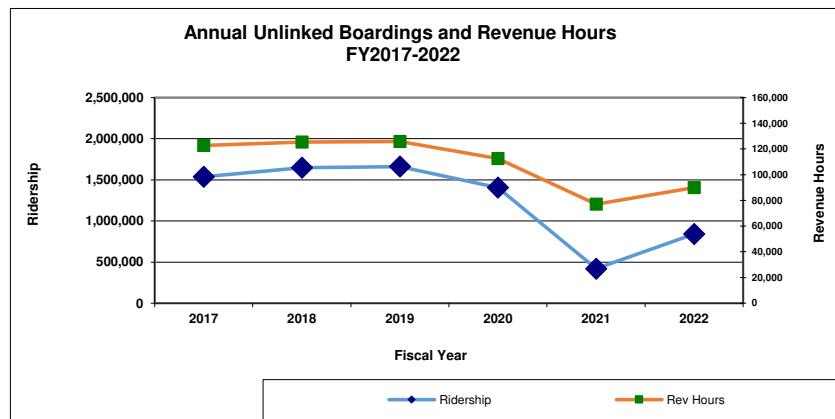
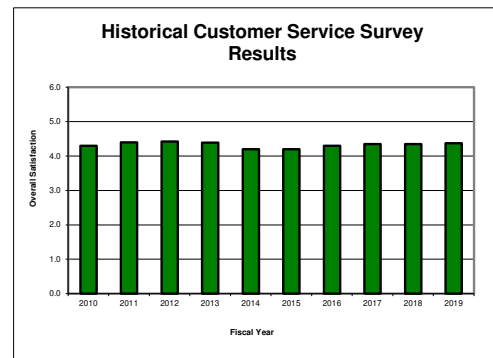
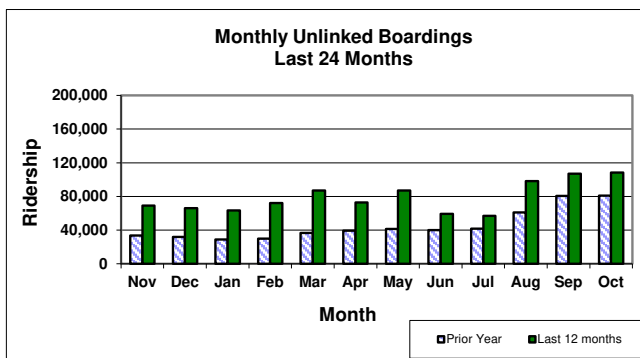
Attachments:

1. Board Statistics October 2022
2. FY23 Upcoming Items

Monthly Summary Statistics for Wheels October 2022

FIXED ROUTE

	October 2022			% change from one year ago		
Total Ridership FY 2022 To Date	370,621			40.2%		
Total Ridership For Month	108,347			33.7%		
Fully Allocated Cost per Passenger	\$10.94			-13.3%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,563	1,356	1,150	34.4%	22.4%	37.1%
Passengers Per Hour	13.3	9.1	7.7	12.5%	21.1%	34.5%
	October 2022			% change from last month		
On Time Performance	87.4%			-1.8%		



Monthly Summary Statistics for Wheels

October 2022

PARATRANSIT

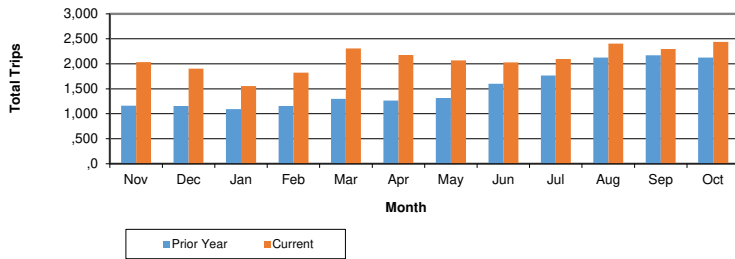
General Statistics	October 2022	% Change from last year	Year to Date
Total Monthly Passengers	2,439	14.7%	9,240
Average Passengers Per Hour	2.26	35.3%	2.12
On Time Performance	79.5%	-17.4%	88.2%
Cost per Trip	\$51.64	-1.8%	\$55.00
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	0:02:36	n/a	nk you

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

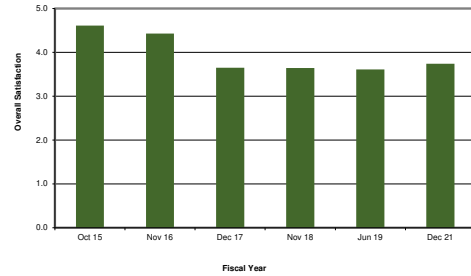
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	October 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

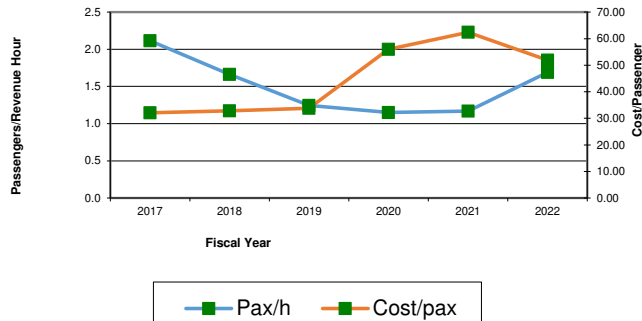
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2017-2022

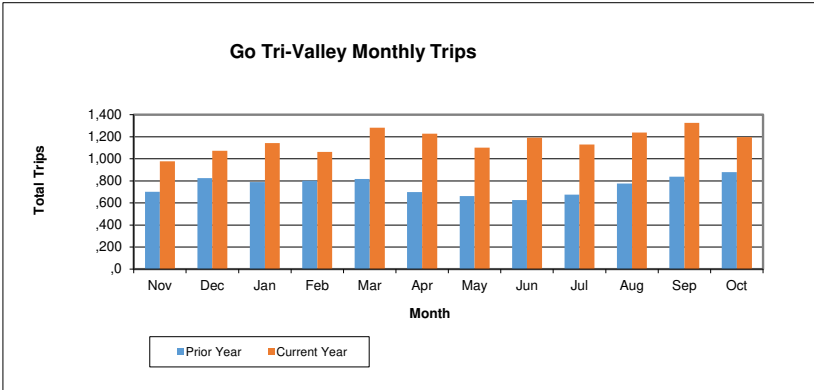


Monthly Summary Statistics for Wheels

October 2022

GO TRI-VALLEY

General Statistics	October 2022	% Change from last year	Year to Date
Total Monthly Passengers	1,196	35.9%	13,946
Subsidy Cost/Trip	\$ 4.83	n/a	4.77



Monthly Summary Statistics for Wheels
October 2022

SAFETY								
ACCIDENT DATA	October 2022				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	2		0		4		0	
Preventable	1		0		3		0	
Non-Preventable	1		0		1		0	
Physical Damage								
Major	2		0		2		0	
Minor	0		0		2		0	
Bodily Injury								
Yes	0		0		0		0	
No	2		0		4		0	
MONTHLY CLAIMS ACTIVITY								
				Totals				
Amount Paid								
This Month	\$0.00							
To Date This Fiscal Year	\$0.00							
Budget	\$100,000.00							
% Expended	0%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	October 2022	Year To Date						
Praise	0	3						
Bus Stop	3	8						
Incident	1	3						
Trip Planning	0	1						
Fares/Tickets/Passes	1	4						
Route/Schedule Planning	9	53						
Marketing/Website	1	4						
ADA	3	6						
COVID Inquiries	0	2						
Lost/Found	2	3						
TOTAL	20	87						
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	0	0	0	5	0	0	0	0
Safety	1	1	1	4	0	0	0	0
Driver/Dispatch Discourtesy	1	2	1	4	0	0	0	0
Early	0	1	0	2	0	0	0	0
Late	1	1	0	9	2	0	0	5
No Show	0	0	0	1	0	0	0	1
Incident	0	0	0	2	0	1	0	0
Driver/Dispatch Training	2	0	0	5	0	0	0	2
Maintenance	0	0	0	0	0	0	0	0
Bypass	5	6	0	19	0	0	0	0
TOTAL COMPLAINTS	10	11	2	46	2	1	0	8
Valid Complaints								
Per 10,000 riders	0.92							
Per 1,000 riders	0.82							

LAVTA COMMITTEE ITEMS - December 2022 - April 2023

Finance & Administration Committee

December

Minutes

Action

X

Treasurers Report

X

*Typically December committee meetings are cancelled

January

Minutes

Action

X

Treasurers Report

X

Draft 2023 Legislative Program

X

Capital Project Priorities

Info
X

February

Minutes

Action

X

Treasurers Report

X

Info

March

Minutes

Action

X

Treasurers Report

X

Info

April

Minutes

Action

X

Treasurers Report

X

Prelim Budget

X

Funding Resolutions - TDA, STA, RM2, Measure B

X

Info

LAVTA COMMITTEE ITEMS - December 2022 - April 2023

Projects & Services Committee

December

Minutes

*Typically December committee meetings are cancelled

Action

X

Info

January

Minutes

DAR Customer Satisfaction Survey

Action

X

Info

February

Minutes

Action

X

Info

March

Minutes

Action

X

Info

April

Minutes

Action

X

Info