

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

Ridership

Average weekday ridership in March 2023 was just over 4,400, which is 28% higher than a year ago and 28% below our pre-COVID March 2019 figure. Weekend ridership is up 23% compared to March 2022 and only 12% below our pre-COVID weekend ridership. School tripper ridership is at nearly 100% of pre-COVID figures while Local and Rapid ridership remains at just above 50% of pre-pandemic.

April Service Change

The service change taking place on Monday, April 17 includes a restoration of the 15-minute service frequencies on the Rapid Route 10R between 6:00am and 6:30 pm. There are also slight schedule adjustments being made to Routes 14 and 15 for improved transfers. Shelter inserts will be posted the weekend prior to the service changes, and new bus schedules will be available both in-print and online.

MTC's Fare Integration Task Force

On Monday, March 27, 2023 the Fare Integration Task Force (FITF) convened at the MTC Headquarters where they approved the regional interagency free/reduced transfer policy that has been in development for the last year. The policy introduces a concept where transit riders taking two transit systems to complete a one-way journey would receive a fare credit on their second trip equivalent to the fare paid on the first trip, up to \$2.50. For example, a passenger taking Wheels to BART would receive a discount/credit on their BART fare equivalent to what they paid for Wheels. In the reverse direction, a passenger traveling from BART to Wheels would pay their full BART fare first, then receive a credit on Wheels for their trip (since the minimum BART fare is more than the Wheels adult fare of \$2, the transfer to Wheels would be free). Currently, passengers transferring from Wheels to BART receive no discount on their BART fare, and passengers transferring from BART to Wheels receive a \$1 discount on their Wheels fare. This policy reduces the fare barrier for travelling on more than one transit systems and should result in increased transit ridership throughout the Bay Area.

The policy will mitigate/eliminate any financial impact on transit operators during the 18-24 month pilot period through the allocation by MTC of \$22.5 million that has been identified through the Transit Transformation Action Plan funding program. Transit agencies interested in participating will be asked to approve an MOU later this summer, along with any applicable Title VI analysis. This policy is proposed to be launched with Clipper 2.0 (Summer 2024).

ACE Bus Bridge Support – March 2023

On Monday, March 27, due to a fatality on the tracks along the Altamont, ACE had to suspend all afternoon service between Livermore and Stockton. ACE requested bus bridge support from LAVTA to assist with passenger transportation. LAVTA operations staff deployed five buses and transported 291 ACE passengers. LAVTA will be billing ACE for all the resources deployed to assist with the bus bridge.

EXECUTIVE DIRECTOR'S REPORT

TAAC Membership Recruitment

Members are sought for Tri-Valley Wheels Accessible Advisory Committee (TAAC) for terms starting on July 1, 2023. Vacancies are for the following representatives:

- City of Dublin - 1 member, 1 alternate
- City of Livermore - 1 alternate
- City of Pleasanton - 1 member, 1 alternate
- Alameda County - 1 alternate
- Social Services - 1 member, 1 alternate

Interested candidates should request an application by calling (925) 455-7555 or download an application from the Wheels website. Applications should be submitted to LAVTA by April 24, 2023.

Finance and Administration

APTA Legislative Trip to Washington D.C.

Staff attended the 2023 APTA Legislative Conference in Washington D.C. from March 13-15. During the visit, a coalition of LAVTA, County Connection and Tri Delta Transit staff met with staff from Congressional District 14 (Swalwell), Congressional District 10 (DeSaulnier), and Congressional District 8 (Garamendi). During the meetings, staff highlighted the various collaborative programs and projects underway, especially the One Seat Ride paratransit pilot. Staff highlighted the significant need for infrastructure funding to support the transition to zero emissions. The meetings were productive and the information was well received.

Upcoming Grant Opportunities

Staff are finalizing the application for FTA's 2023 LoNo and Bus/Bus Facilities Grant program for funds (approx. \$40M) to construct the Atlantis maintenance building. Staff submitted two Community Project Funding requests to Congressman Swalwell and Congressman DeSaulnier's offices for \$2.5M to expand the agency's hydrogen fueling station project to include a second hydrogen tank.

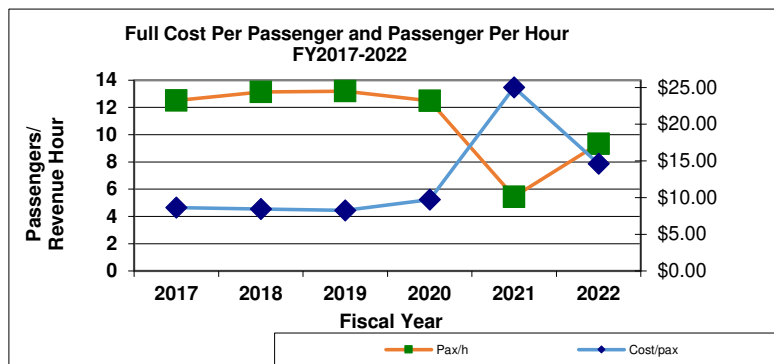
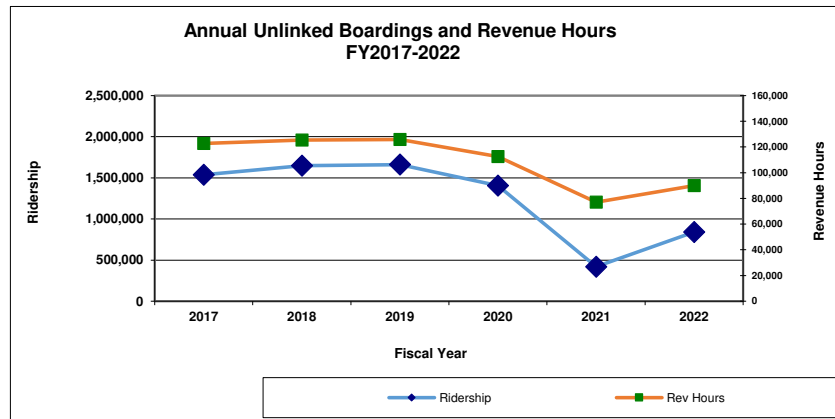
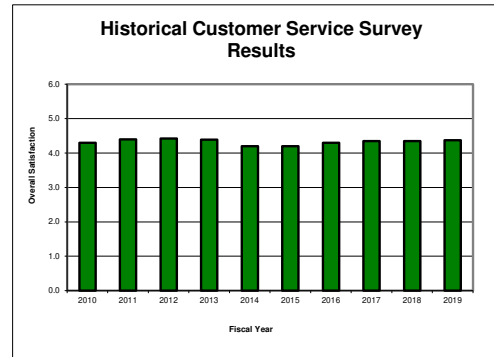
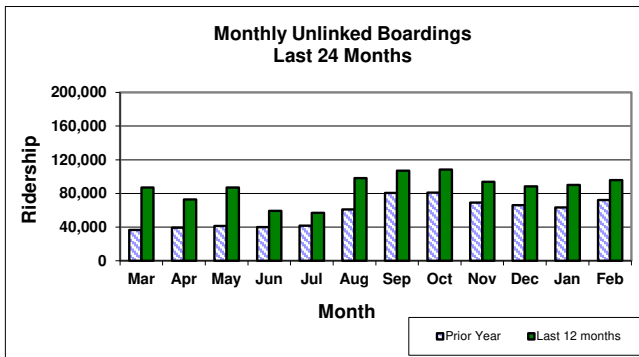
Attachments:

1. Board Statistics February 2023
2. FY23 Upcoming Items

Monthly Summary Statistics for Wheels February 2023

FIXED ROUTE

	February 2023			% change from one year ago		
Total Ridership FY 2023 To Date	738,788			38.1%		
Total Ridership For Month	95,944			32.9%		
Fully Allocated Cost per Passenger	\$11.20			-11.8%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,471	1,319	1,098	34.3%	23.8%	21.3%
Passengers Per Hour	13.0	8.8	7.4	10.9%	22.6%	19.0%
	February 2023			% change from last month		
On Time Performance	88.8%			1.3%		



Monthly Summary Statistics for Wheels

February 2023

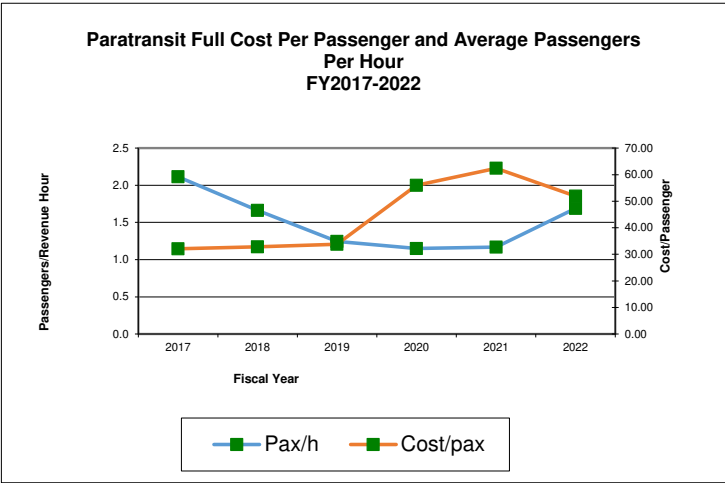
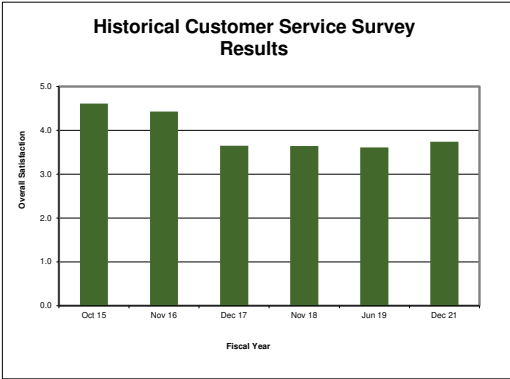
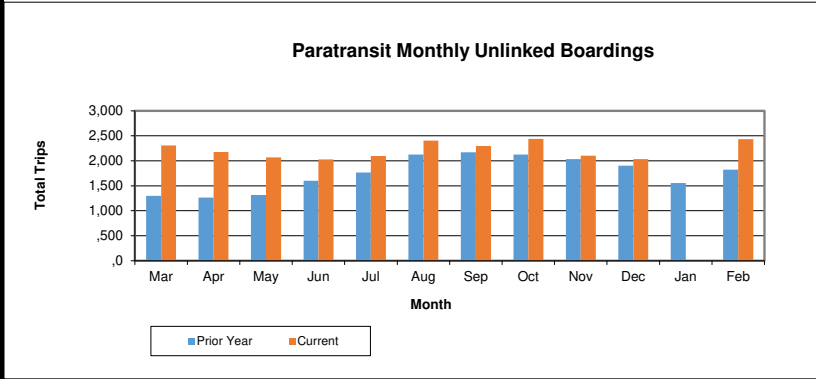
PARATRANSIT

General Statistics	February 2023	% Change from last year	Year to Date
Total Monthly Passengers	2,431	33.5%	18,113
Average Passengers Per Hour	1.89	14.5%	1.91
On Time Performance	90.6%	-7.0%	90%
Cost per Trip	\$58.14	8.7%	\$59.13
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	0:02:33	n/a	0:02:35

*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	February 2023	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

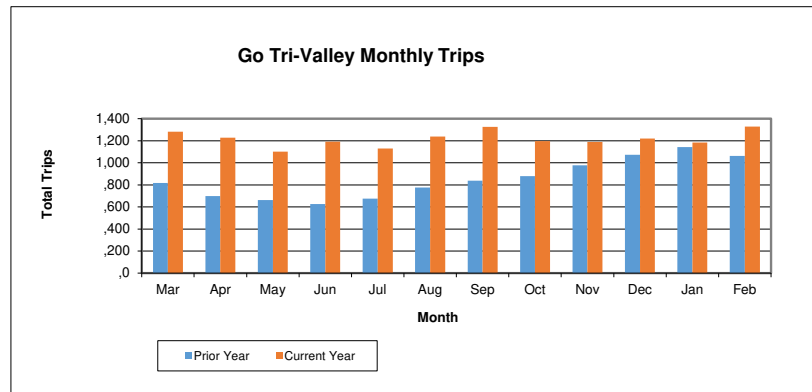


Monthly Summary Statistics for Wheels

February 2023

GO TRI-VALLEY

General Statistics	February 2023	% Change from last year	Year to Date
Total Monthly Passengers	1,329	25.1%	9,810
Subsidy Cost/Trip	\$ 4.69	n/a	4.77



Monthly Summary Statistics for Wheels
February 2023

SAFETY								
ACCIDENT DATA	February 2023				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	1		0		15		0	
Preventable	1		0		10		0	
Non-Preventable	0		0		5		0	
Physical Damage								
Major	0		0		5		0	
Minor	1		0		10		0	
Bodily Injury								
Yes	0		0		0		0	
No	1		0		15		0	
MONTHLY CLAIMS ACTIVITY								
								Totals
Amount Paid								
This Month								\$314.96
To Date This Fiscal Year								\$4,840.08
Budget								\$100,000.00
% Expended								5%
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	February 2023	Year To Date						
Praise	0	3						
Bus Stop	2	14						
Incident	5	10						
Trip Planning	2	4						
Fares/Tickets/Passes	1	8						
Route/Schedule Planning	4	68						
Marketing/Website	2	9						
ADA	0	7						
COVID Inquiries	1	3						
Lost/Found	0	3						
TOTAL	17	129						
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	2	0	0	10	0	0	0	0
Safety	4	0	0	13	0	0	0	0
Driver/Dispatch Discourtesy	0	0	0	8	0	0	0	1
Early	2	0	0	4	0	0	0	0
Late	2	0	0	18	2	0	0	10
No Show	0	0	0	1	0	0	0	2
Incident	0	0	0	2	0	0	0	0
Driver/Dispatch Training	2	1	1	21	0	0	0	5
Maintenance	0	0	1	0	0	0	0	0
Bypass	7	2	1	36	0	0	0	0
TOTAL COMPLAINTS	17	3	3	103	2	0	0	18
Valid Complaints								
Per 10,000 riders								1.77
Per 1,000 riders								0.82

LAVTA COMMITTEE ITEMS - April 2023 - August 2023

Finance & Administration Committee

	Action	Info
April		
Minutes	X	
Treasurers Report	X	
Budget	X	
May		
Minutes	X	
Treasurers Report	X	
Salary Study, Organizational Review	X	
June		
Minutes	X	
Treasurers Report	X	
Legal Contract	X	
Ascendal Contract - Extension for FY24 On-Call Support	X	
July		
Minutes	X	
Treasurers Report	X	
FTA Funding Resolutions 5307 & 5309 (last in '21)	X	
*Typically July committee meetings are cancelled		
August		
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - April 2023 - August 2023

Projects & Services Committee

April

Minutes

Action

X

Info

May

Minutes

Fall Service Changes (effective August)

PTASP Update

Action

X

X

X

Info

June

Minutes

Fixed Route Customer Satisfaction

TAAC Appointments

Marketing Work Plan

Action

X

X

X

X

Info

July

Minutes

*Typically July committee meetings are cancelled

Action

X

Info

August

Minutes

Action

X

Info