

## **EXECUTIVE DIRECTOR'S REPORT**

### Projects and Services

#### **Ridership**

Complete ridership data for April is not yet available due to the early date of the May Board Meeting, but if current trends continue, our average weekday ridership in April 2023 will be approximately 4,200, which is 39% higher than a year ago and 30% below our pre-COVID April 2019 figure. Weekend ridership is up 32% compared to April 2022 and less than 10% below our pre-COVID weekend ridership.

#### **Long Range Transit Plan Update**

As part the development of LAVTA's Long-Range Transit Plan (LRTP), our consultant Nelson\Nygaard (NN) is seeking community input through a number of different channels. On March 30, 2023, NN staff met with representatives from the three municipalities in the Tri-Valley. The participants were: Mike Tassano, Pleasanton Traffic Engineer; Pratyush Bhatia, Dublin Transportation Manager; and Bob Vinn, Livermore, City Engineer.

A facilitated discussion was held to understand potential challenges, markets and opportunities for LAVTA. The main areas of focus were:

- Changes in mobility as a result of the pandemic
- Mobility challenges in the Tri-Valley
- How LAVTA can support Tri-Valley economic development goals, and
- Anticipated growth in the Tri-Valley

Another facilitated discussion aimed at area transit advocates is scheduled for May. That will be followed by a solicitation of input from our riders as well as the general public. The draft LRTP is anticipated to be ready for review this fall.

#### **Annual Fixed Route Customer Satisfaction Survey**

LAVTA's annual fixed route customer satisfaction survey will be conducted in Summer 2023. This survey helps LAVTA understand its ridership, their trip purpose and frequency of riding, in addition to collecting other helpful demographic data. The survey results will be presented to the Board in Fall 2023.

#### **Shared Autonomous Vehicle (SAV) Project Update**

Over the last few months staff have continued to work on the SAV project. Currently, a survey is in development and will be distributed in May to employees working at Zeiss and in the surrounding businesses. The goal of the survey will be to re-assess ridership potential and demand for the SAV, better understand current in-office commuting patterns post-COVID, and fine-tune the cost estimates for the project. After the survey has been completed, the team will update the cost estimates for the project and begin the process of seeking operational funds.

#### **Bus Stop Maintenance Update**

Bus stops are the gateway to the Wheels bus system and it is imperative that they are kept clean and safe. Staff regularly attend to stop-related complaints, which are usually related to vandalization or excessive garbage. LAVTA has a contractor who performs bus stop maintenance and cleaning at all LAVTA-owned

## **EXECUTIVE DIRECTOR'S REPORT**

stops, which include the majority of the Wheels bus stops in the Tri-Valley, with a few notable exceptions: Bus stops/shelters at BART or within the Hacienda Business Park are maintained by other parties. Staff met with Hacienda Business Park management the week of April 24, 2023 to discuss bus stop maintenance and have been assured that their bus stop maintenance contractor employs a regular cleaning schedule and will attend to additional stop cleaning on an as-needed basis as issues are reported. Staff will be reaching out to BART staff to better understand the schedule, process for cleaning, and repairing bus stops at the BART stations. If Board members observe a stop that is unclean or unsafe, please alert staff as soon as possible for follow-up.

Staff are also working to follow-up with the City of Pleasanton on the access issues reported at the First/Neal bus stop (Route 8) that were raised at the January 2023 TAAC meeting. A recommendation from the City should be ready in early May.

### **Finance and Administration**

#### **Rutan Facility Security Project**

In the interest of fully securing LAVTA's building and bus yard, staff requested quotes from three security companies to procure a security access system. Potential vendors were invited to walk through LAVTA's facility to understand the scope of the project and the access points that need securing. LAVTA received a single proposal from Creative Building Technologies. The project will include the installation of nine card readers at designated doors throughout the building. There will also be a gate controller installed at the bus entrance to the yard, in addition to a wireless transmitter and two long range readers, which will enable the gate controller to be activated when a bus with a transponder approaches the gate. Currently, operators have to exit the vehicle and manually input a code when entering into the yard after hours.

#### **Clipper Unused Funds**

Staff have researched the Clipper inactive funds policy for clarity on whether unused cash value on a Clipper card are accessible after a number of years of non-use. Based on conversations with Clipper staff at the Metropolitan Transportation Commission (MTC), no matter how much time has lapsed since the last use of a Clipper card, the unused cash value remains on the Clipper card, and available to be used to pay to ride transit, indefinitely. MTC Clipper staff also mentioned that the next generation Clipper system, to be rolled out to the public in summer 2024, will allow transit riders to directly use their credit or debit cards to pay transit fares, by tapping such cards on Clipper fare-reading equipment.

#### **Grants and Funding Update**

The State of California Transit and Intercity Rail Capital Program (TIRCP) Round 6 awards were announced and LAVTA's project was not selected for funding. LAVTA staff are awaiting the results of the Federal Transit Administration (FTA's) 2023 Bus and Bus Facilities call for projects, as well as the Appropriations results for the FY23 Community Project Funding requests. Staff remain engaged with all the efforts to address transit agencies fiscal cliffs and the need to identify bridge or gap-funding to sustain transit operations. Staff will be attending the California Transit Association's Legislative Conference in Sacramento May 15-16.

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Attachments:

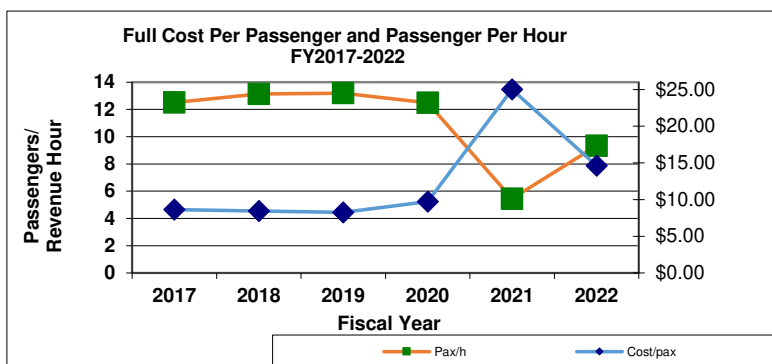
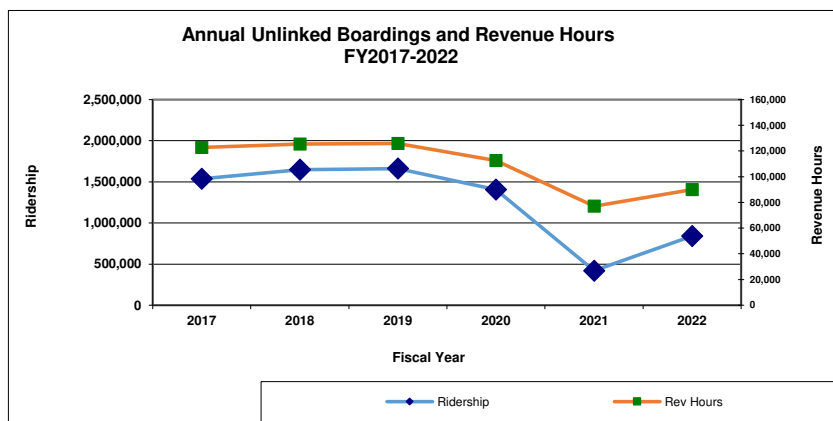
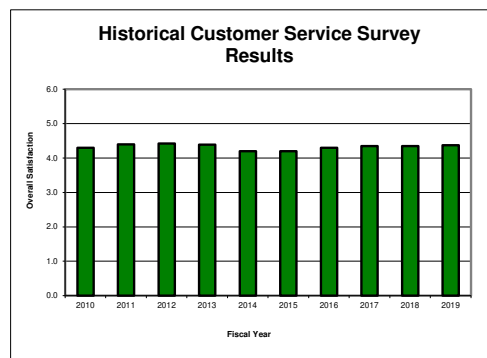
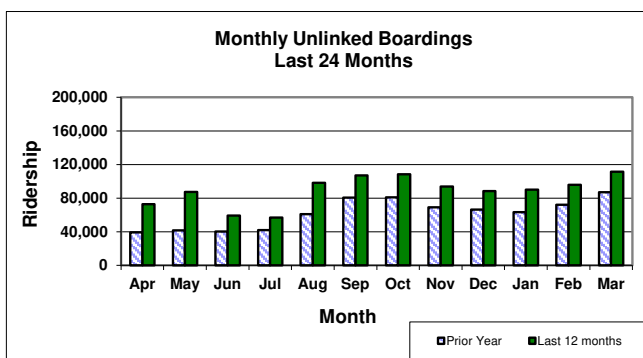
1. Board Statistics March 2023
2. FY23 Upcoming Items

## Monthly Summary Statistics for Wheels

**March 2023**

### FIXED ROUTE

	March 2023			% change from one year ago		
<b>Total Ridership FY 2023 To Date</b>	850,225			36.7%		
<b>Total Ridership For Month</b>	111,437			28.2%		
<b>Fully Allocated Cost per Passenger</b>	\$11.12			-8.0%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	4,414	1,400	1,077	18.3%	28.2%	16.4%
<b>Passengers Per Hour</b>	12.9	9.4	7.2	6.5%	26.9%	14.2%
	March 2023			% change from last month		
<b>On Time Performance</b>	87.8%			-1.1%		



# Monthly Summary Statistics for Wheels

March 2023

## PARATRANSIT

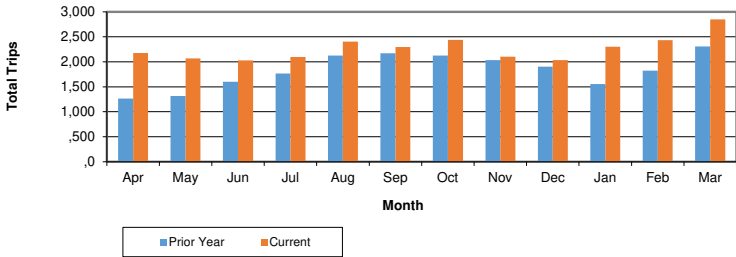
General Statistics	March 2023	% Change from last year	Year to Date
Total Monthly Passengers	2,850	23.4%	20,963
Average Passengers Per Hour	1.92	11.0%	1.91
On Time Performance	90.4%	-6.1%	90%
Cost per Trip	\$53.68	13.3%	\$56.41
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	0:02:39	n/a	0:02:37

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

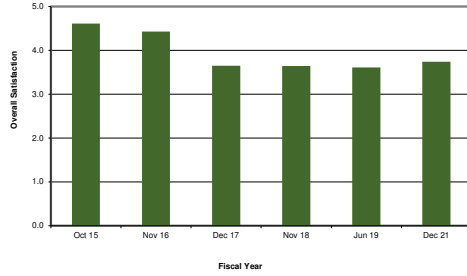
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	March 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

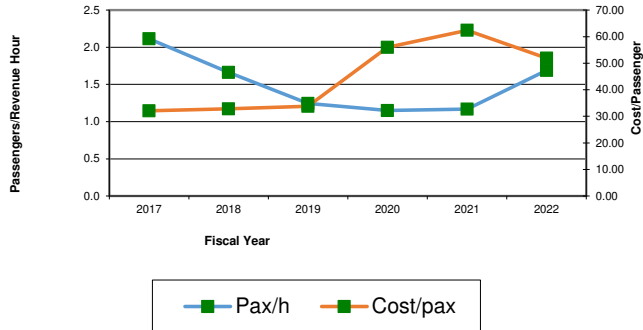
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

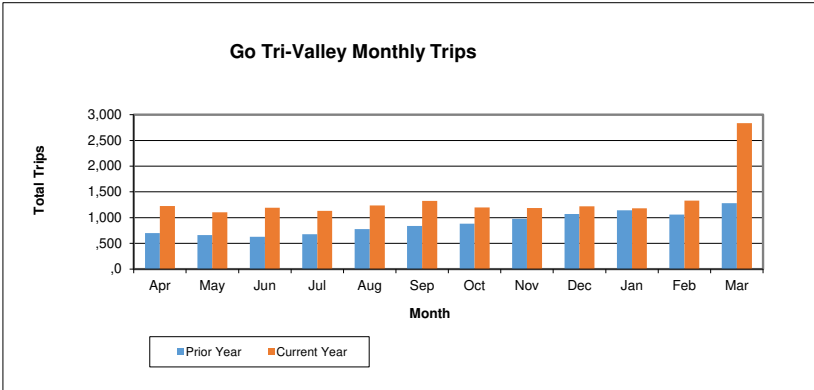


# Monthly Summary Statistics for Wheels

*March 2023*

## GO TRI-VALLEY

General Statistics	March 2023	% Change from last year	Year to Date
Total Monthly Passengers	2,835	121.0%	12,645
Subsidy Cost/Trip	\$ 4.65	n/a	4.74



**Monthly Summary Statistics for Wheels**  
**March 2023**

SAFETY								
ACCIDENT DATA	March 2023				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	0		0		15		0	
Preventable	2		0		12		0	
Non-Preventable	2		0		7		0	
Physical Damage								
Major	0		0		5		0	
Minor	4		0		14		0	
Bodily Injury								
Yes	1		0		1		0	
No	3		0		18		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
Totals								
Amount Paid								
This Month	\$307.89							
To Date This Fiscal Year	\$5,147.97							
Budget	\$100,000.00							
% Expended	5%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	March 2023	Year To Date						
Praise	0	3						
Bus Stop	4	18						
Incident	5	15						
Trip Planning	0	4						
Fares/Tickets/Passes	2	10						
Route/Schedule Planning	8	76						
Marketing/Website	1	10						
ADA	1	8						
COVID Inquiries	0	3						
Lost/Found	0	3						
<b>TOTAL</b>	21	150						
<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	13	0	0	0	0
Safety	5	0	1	18	1	1	0	1
Driver/Dispatch Discourtesy	1	0	0	9	0	0	0	1
Early	2	1	0	6	0	0	0	0
Late	0	0	0	18	3	0	1	13
No Show	0	0	0	1	1	0	0	3
Incident	0	0	0	2	0	0	0	0
Driver/Dispatch Training	5	2	0	26	2	0	0	7
Maintenance	0	0	0	0	0	0	0	0
Bypass	6	1	0	42	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>122</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>25</b>
Valid Complaints								
Per 10,000 riders	1.70				2.46			
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - May 2023 - September 2023

### Finance & Administration Committee

#### May

	Action	Info
Minutes	X	
Treasurers Report	X	
Salary Study, Organizational Review	X	

#### June

	Action	Info
Minutes	X	
Treasurers Report	X	

#### July

	Action	Info
Minutes	X	
Treasurers Report	X	
*Typically July committee meetings are cancelled		

#### August

	Action	Info
Minutes	X	
Treasurers Report	X	

#### September

	Action	Info
Minutes	X	
Treasurers Report	X	



# LAVTA COMMITTEE ITEMS - May 2023 - September 2023

## Projects & Services Committee

	Action	Info
<b>May</b>		
Minutes	X	
Fall Service Changes (effective August/September)	X	
PTASP Update	X	
<b>June</b>	Action	Info
Minutes	X	
TAAC Appointments	X	
<b>July</b>	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
<b>August</b>	Action	Info
Minutes	X	
<b>September</b>	Action	Info
Minutes	X	
Fixed Route Customer Satisfaction	X	