

## EXECUTIVE DIRECTOR'S REPORT

### Projects and Services

#### **Ridership**

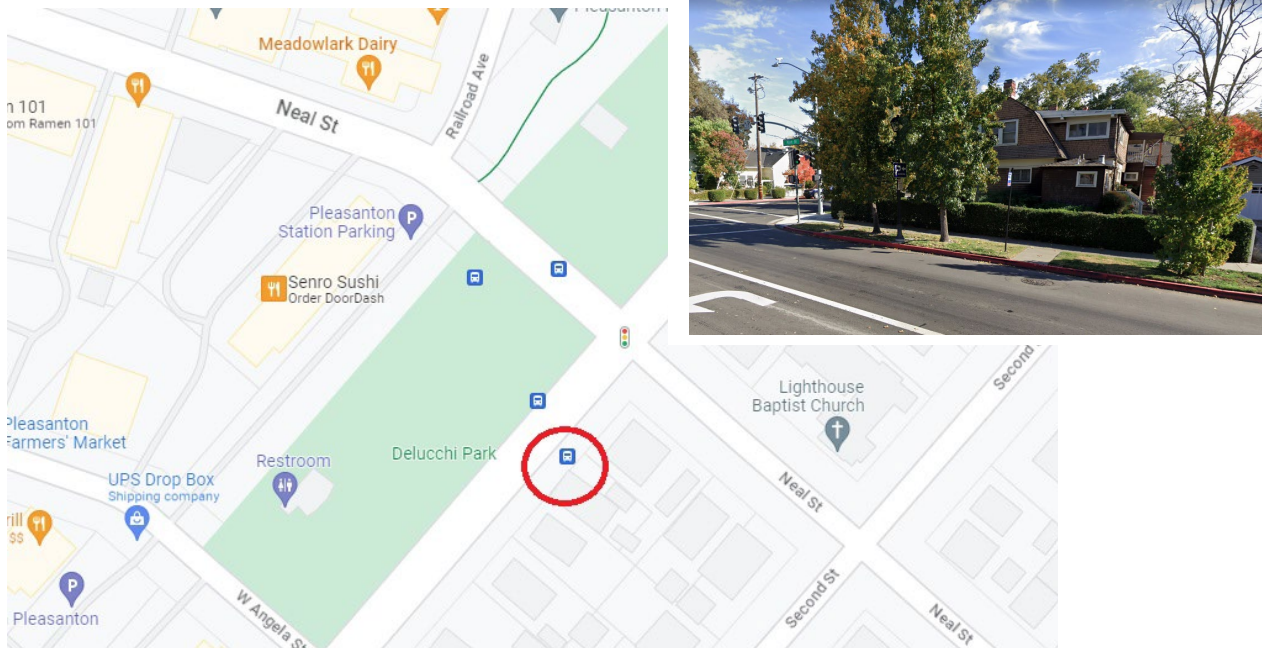
Our ridership is continuing to trend in a positive direction. Our average weekday ridership in May was 4,771, which was 31 percent higher than May 2022. Our weekday ridership is still down about 26 percent when compared to pre-COVID May 2019. Our weekend ridership for May 2023 was up 27 percent over May 2022 and was almost exactly the same as in pre-COVID 2019.

#### **Bus Stops Update**

Hacienda Business Park Shelter Update: Fifteen of the twenty-four shelters originally scheduled for repaneling have been completed. The remaining shelters should have their panels replaced in the next few weeks. Hacienda Business Park Management feel confident that everyone will now see a greatly improved level of care, a continued commitment to repaneling shelters more proactively and a quicker response to the issues that have caused degradation.

#### First/Neal Bus Stop Update:

As a follow-up to the bus stop access complaint received by staff in early 2023: The City of Pleasanton has reviewed the request for an extension of the concrete pad at the Northbound First and Neal bus stop (circled in red, below). Staff are waiting on a cost estimate from the City to do the concrete work.



#### **Rutan Maintenance Bay Hydrogen Retrofit:**

Design work is proceeding on the retrofit of two maintenance bays so that hydrogen buses can be safely maintained. Once design is complete, staff will issue an IFB to procure construction services. It is expected the construction will kick-off in Spring 2024 and will take approximately six months to complete.

## **EXECUTIVE DIRECTOR'S REPORT**

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

Nelson\Nygaard has been contracted to conduct a long-range transit plan (LRTP) for LAVTA. This effort started in 2019 and has been delayed multiple times as a result of COVID related disruptions. Even now, long range planning is made difficult by severe short-term uncertainties, which include state funding levels for transit, changes in Bay Area commuter travel patterns, and the associated switch of BART to a more all-day service model.

Given the short-term challenges of completing a 20-year look into Bay Area transit's future, staff is shifting the direction of the LRTP to focus on a particular element of the long-range planning – Valley Link. The revised LRTP will focus on the development of a conceptual service plan to serve Phase 1 of Valley Link in the Tri-Valley and will include a market analysis and preliminary budget/schedule. The results of the LRTP will provide a growth scenario for the Wheels bus system and will give staff enough lead time to pursue funding opportunities for an expanded bus fleet.

### **Finance and Administration**

#### **Bay Area Transit Fiscal Cliff**

On Saturday, June 24, California State Legislators and Governor Newsom reached agreement on short-term funding to prevent transit agencies from falling off a fiscal cliff. The agreement includes the restoration of \$2B in Transit and Intercity Rail Capital Program (TIRCP) funding, and a commitment of \$1.1B in new and redirected funding to transit agencies facing a fiscal cliff. Agencies accessing the funding would be subject to accountability and reform requirements, and the legislation would create a new state-level transit task force at CalSTA. This package of funding will provide necessary relief for up to two years; however, is not sufficient to bridge the funding gap until 2026, when a tax measure supporting transit is anticipated for the ballot.

On Monday, June 26, Senator Scott Weiner (D-San Francisco) introduced SB532 which would increase the cost from \$7 to \$8.50 to cross a state-owned bridge in the Bay Area beginning in January 2024 through January 2029. The funding would be made available to Bay Area transit operators that are facing financial issues due to the pandemic's impact on the transit industry.

#### **Issuing W-2s to Board Members**

At the May Finance and Administration Committee meeting the Committee requested staff look into the feasibility of issuing W-2s for Board Member stipends instead of issuing 1099s. Staff have learned that the Agency *can* issue W-2s to Board Members as long as all the necessary paperwork (W-4s for example) and required documentation per I-9 requirements. Staff will begin the process of converting to W-2s beginning in 2024.

#### **Upcoming Procurements**

The Legal Services RFP was released in June and proposals are due July 14. The Public Outreach RFP to support the Wheels in Motion service plan was released in June and proposals are due July 14.

## **EXECUTIVE DIRECTOR'S REPORT**

### **Recruitment**

The Director of Customer Experience position (formerly the Director of Marketing and Planning) has been posted and resumes will be received until the position is filled. The position is posted on the LAVTA website and on TransitTalent.com, and is being shared on Linked In.

### **LAVTA Bus Rodeo, October 28**

Staff are working on all the Rodeo details, including securing sponsorships, soliciting operator and volunteer participation, and developing course and training materials. Board Members interested in participating will be invited for a training on a Saturday in October; a separate poll will be sent out to determine the best Saturday to schedule the training.

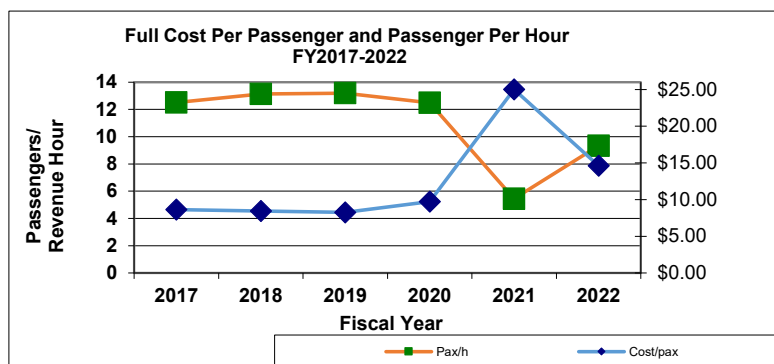
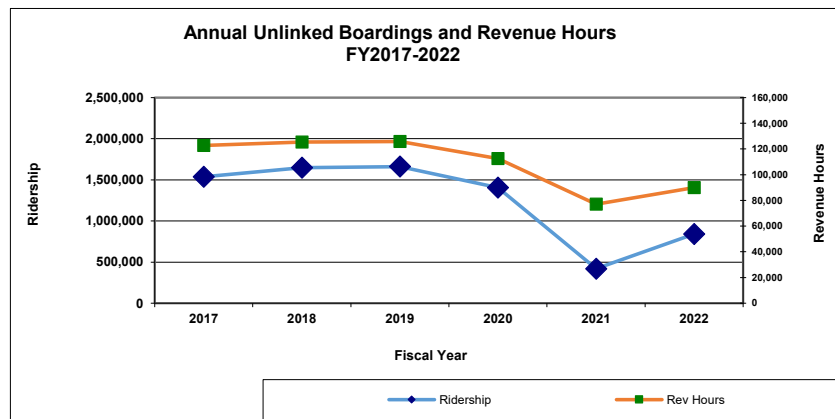
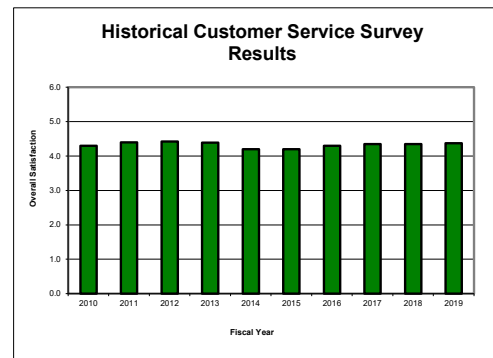
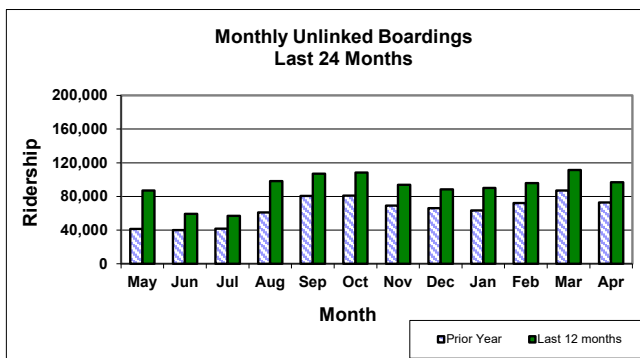
### Attachments:

1. Board Statistics April 2023
2. Board Statistics May 2023
3. FY24 Upcoming Items

## Monthly Summary Statistics for Wheels April 2023

### FIXED ROUTE

	April 2023			% change from one year ago		
<b>Total Ridership FY 2023 To Date</b>	<b>947,138</b>			<b>36.3%</b>		
<b>Total Ridership For Month</b>	<b>96,913</b>			<b>33.2%</b>		
<b>Fully Allocated Cost per Passenger</b>	<b>\$12.15</b>			<b>-8.9%</b>		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	<b>4,182</b>	<b>1,451</b>	<b>1,203</b>	<b>38.1%</b>	<b>31.6%</b>	<b>32.1%</b>
<b>Passengers Per Hour</b>	<b>11.7</b>	<b>9.7</b>	<b>8.1</b>	<b>6.6%</b>	<b>30.2%</b>	<b>29.5%</b>
	April 2023			% change from last month		
<b>On Time Performance</b>	<b>89.7%</b>			<b>2.2%</b>		



# Monthly Summary Statistics for Wheels

April 2023

## PARATRANSIT

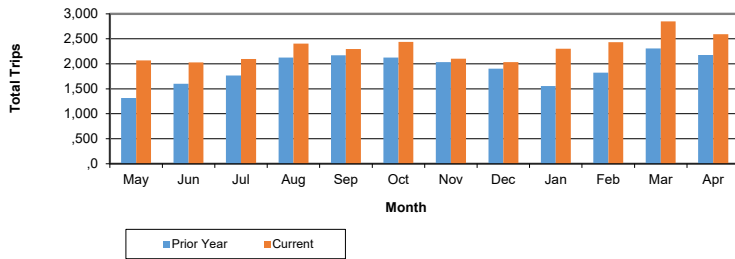
General Statistics	April 2023	% Change from last year	Year to Date
Total Monthly Passengers	2,594	19.2%	23,557
Average Passengers Per Hour	1.77	-4.3%	1.84
On Time Performance	90.3%	-5.4%	90%
Cost per Trip	\$57.41	23.1%	\$56.91
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	0:02:43	n/a	0:02:40

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

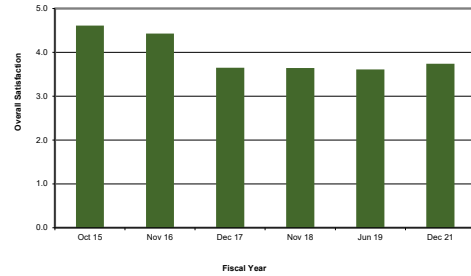
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	April 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

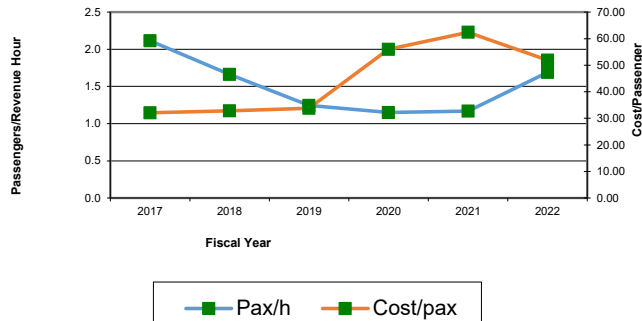
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

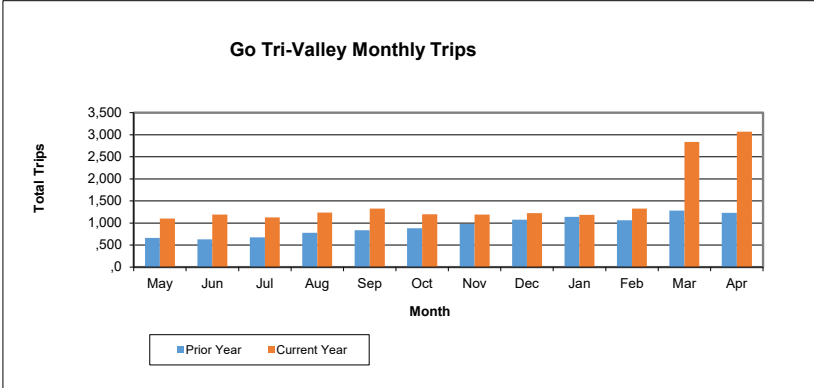


# Monthly Summary Statistics for Wheels

*April 2023*

## GO TRI-VALLEY

General Statistics	April 2023	% Change from last year	Year to Date
Total Monthly Passengers	3,066	149.9%	15,711
Subsidy Cost/Trip	\$ 4.64	n/a	4.73



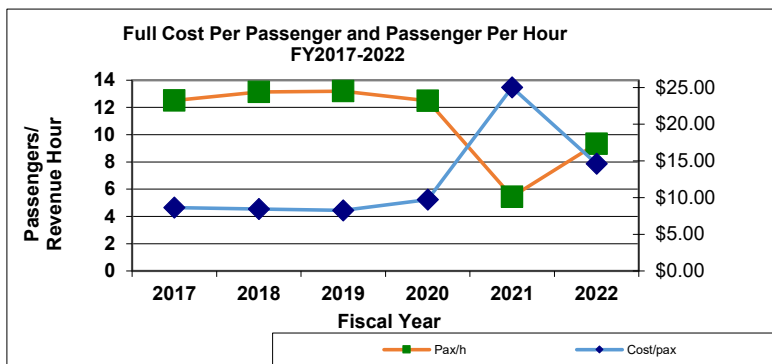
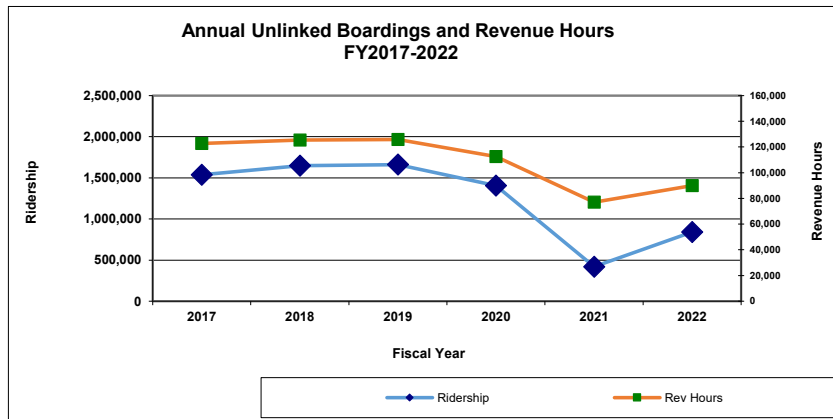
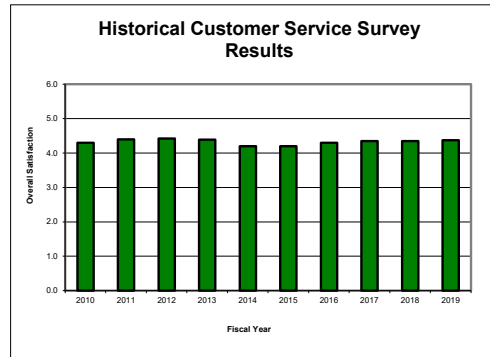
**Monthly Summary Statistics for Wheels**  
**April 2023**

SAFETY								
ACCIDENT DATA	April 2023				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	0		0		15		0	
Preventable	3		0		15		0	
Non-Preventable	1		0		8		0	
Physical Damage								
Major	0		0		5		0	
Minor	4		0		18		0	
Bodily Injury								
Yes	0		0		1		0	
No	4		0		22		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
Totals								
Amount Paid								
This Month	\$396.23							
To Date This Fiscal Year	\$5,544.20							
Budget	\$100,000.00							
% Expended	6%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	April 2023	Year To Date						
Praise	0	3						
Bus Stop	3	21						
Incident	0	15						
Trip Planning	1	5						
Fares/Tickets/Passes	0	10						
Route/Schedule Planning	10	86						
Marketing/Website	1	11						
ADA	2	10						
COVID Inquiries	0	3						
Lost/Found	1	4						
<b>TOTAL</b>	18	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	0	0	0	13	0	0	0	0
Safety	5	0	0	23	0	0	0	1
Driver/Dispatch Discourtesy	0	2	1	9	0	0	0	1
Early	2	0	0	8	0	0	0	0
Late	2	1	0	20	1	0	0	14
No Show	0	0	0	1	0	0	0	3
Incident	0	0	0	2	0	0	0	0
Driver/Dispatch Training	5	0	0	31	1	0	0	8
Maintenance	0	0	0	0	0	0	0	0
Bypass	4	2	1	46	0	0	0	0
<b>TOTAL COMPLAINTS</b>	18	5	2	140	2	0	0	27
Valid Complaints								
Per 10,000 riders	1.86							
Per 1,000 riders					0.77			

## Monthly Summary Statistics for Wheels May 2023

### FIXED ROUTE

	May 2023			% change from one year ago		
<b>Total Ridership FY 2023 To Date</b>	<b>1,067,904</b>			<b>36.6%</b>		
<b>Total Ridership For Month</b>	<b>120,766</b>			<b>38.5%</b>		
<b>Fully Allocated Cost per Passenger</b>	<b>\$11.05</b>			<b>-5.1%</b>		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	<b>4,771</b>	<b>1,450</b>	<b>1,293</b>	<b>31.0%</b>	<b>29.5%</b>	<b>24.9%</b>
<b>Passengers Per Hour</b>	<b>12.9</b>	<b>9.7</b>	<b>8.7</b>	<b>0.4%</b>	<b>28.1%</b>	<b>22.4%</b>
	May 2023			% change from last month		
<b>On Time Performance</b>	<b>88.1%</b>			<b>-1.8%</b>		





# Monthly Summary Statistics for Wheels

May 2023

## PARATRANSIT

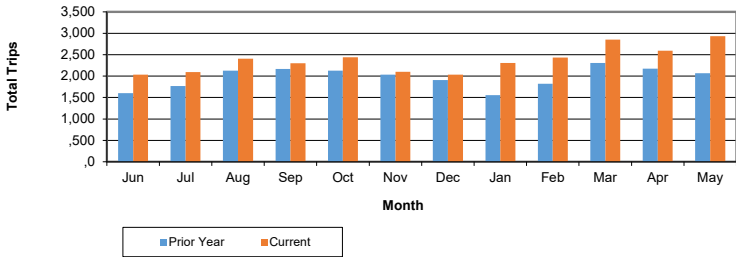
General Statistics	May 2023	% Change from last year	Year to Date
Total Monthly Passengers	2,932	41.8%	26,489
Average Passengers Per Hour	1.72	-9.0%	4
On Time Performance	95.2%	-1.1%	2
Cost per Trip	\$55.76	17.9%	113
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	0:02:30	n/a	0

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

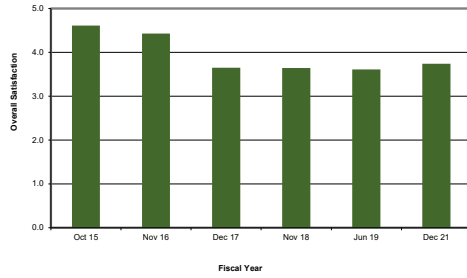
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	May 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

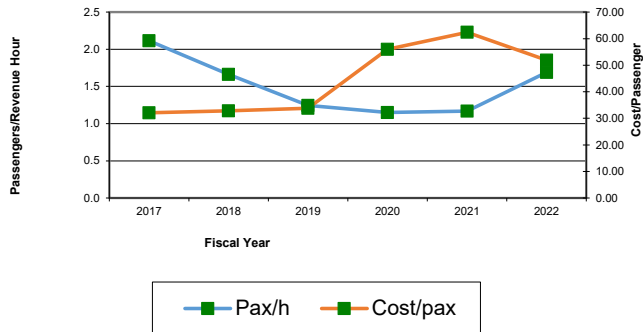
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

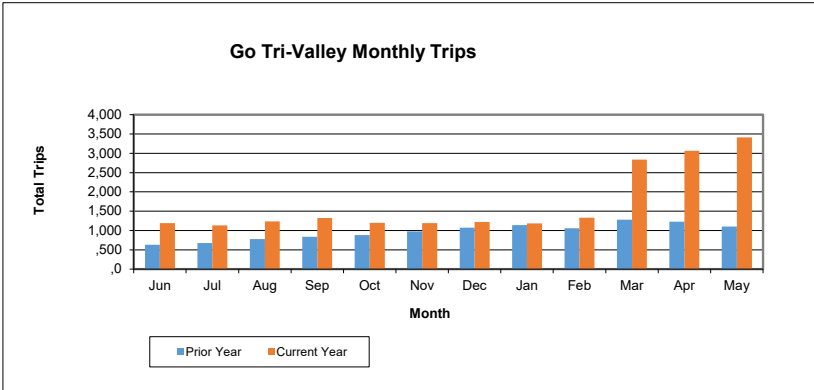


# Monthly Summary Statistics for Wheels

*May 2023*

## GO TRI-VALLEY

General Statistics	May 2023	% Change from last year	Year to Date
Total Monthly Passengers	3,408	209.3%	19,119
Subsidy Cost/Trip	\$ 4.66	n/a	4.71



**Monthly Summary Statistics for Wheels  
May 2023**

SAFETY								
ACCIDENT DATA	May 2023				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total	0		0		15		0	
Preventable	0		0		15		0	
Non-Preventable	1		0		9		0	
Physical Damage								
Major	0		0		5		0	
Minor	1		0		19		0	
Bodily Injury								
Yes	0		0		1		0	
No	1		0		23		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
	Totals							
Amount Paid								
This Month								
To Date This Fiscal Year	\$5,544.20							
Budget	\$100,000.00							
% Expended	6%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	May 2023	Year To Date						
Praise	0	3						
Bus Stop	3	24						
Incident	2	17						
Trip Planning	0	5						
Fares/Tickets/Passes	1	11						
Route/Schedule Planning	3	89						
Marketing/Website	1	12						
ADA	3	13						
COVID Inquiries	0	3						
Lost/Found	0	4						
<b>TOTAL</b>	13	181						
<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	0	0	0	13	0	0	0	0
Safety	3	1	2	26	1	0	1	2
Driver/Dispatch Discourtesy	1	0	0	10	0	0	0	1
Early	1	0	0	9	0	0	0	0
Late	0	0	1	20	3	0	0	17
No Show	0	0	0	1	0	0	0	3
Incident	0	0	0	2	0	0	0	0
Driver/Dispatch Training	3	1	0	34	1	1	0	9
Maintenance	0	0	0	0	0	0	0	0
Bypass	6	1	0	52	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>14</b>	<b>3</b>	<b>3</b>	<b>154</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>32</b>
Valid Complaints								
Per 10,000 riders	1.16							
Per 1,000 riders					1.71			

# LAVTA COMMITTEE ITEMS - July 2023 - November 2023

## Finance & Administration Committee

### July - Cancelled

Action Info

### August

Action Info

Minutes

X

Treasurers Report

X

Auditors

X

### September

Action Info

Minutes

X

Treasurers Report

X

### October

Action Info

Minutes

X

Treasurers Report

X

Annual Comprehensive Financial Report (ACFR)

X

TDA Triennial Audit (last in '19)

X

### November

Action Info

Minutes

X

Treasurers Report

X

\*Typically November committee meetings are cancelled

# LAVTA COMMITTEE ITEMS - July 2023 - November 2023

## Projects & Services Committee

### July - Cancelled

Action      Info

### August

Action      Info

Minutes

X

Fixed Route Customer Satisfaction Survey

X

### September

Action      Info

Minutes

X

SAV Project Update

X

Go Tri-Valley Contracts

X

Wheels in Motion Update

X

### October

Action      Info

Minutes

X

Winter Service Changes (effective February)

X

### November

Action      Info

Minutes

X