

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

Ridership

During the month of August, the fixed-route service saw a total of 118,676 boardings. This represented a 20-percent increase over the same month of last year, indicating a continued return of riders post-pandemic. The average weekday ridership was 4,672 in August of this year, compared with 3,847 in August 2022, indicating a similar recovery trend as the overall total. Unlike the trend from spring, boardings on the regular routes increased at a higher rate than on the supplemental (school tripper) routes.

Try Transit to School 2023

The Try Transit free-ride promotion for students saw 42,582 total rides during the promo period of August 7 through September 4. This was actually a slight decrease (-2%) from the corresponding counts of last year. The free rides this year represented approximately one-third of all rides in the system during the promotion's timeframe.

Monitoring School Tripper Routes

Staff continues to monitor our school tripper service on a daily basis, with special attention focused on passenger overloads, on-time performance, and student behavioral and other safety related issues. Staff have identified multiple near miss hazard locations on school routes and have worked diligently with City staff on addressing these hazards. This includes extending red curbs, adding additional lane striping, as well as the potential removal of trees along Village Parkway in front of Dublin High School.

Finance and Administration

Teambuilding Workshop 9/21

On Thursday, September 21, the majority of LAVTA's administrative staff as well as the General Manager from MV met for an all-day staff development and teambuilding workshop facilitated by Teri Fisher of Insight Strategies. The workshop was held at the City of Dublin's Regional Meeting Room in City Hall. We focused on teambuilding activities, communication and building a positive culture at LAVTA. There will be two more staff development workshops this fiscal year.



Upcoming Conferences

Staff attended the Center for Transportation and the Environment (CTE)'s annual Zero-Emissions Bus conference from September 26-28 in San Diego. The conference brought together transit professionals from around the world and featured sessions on hydrogen infrastructure, best practices, and available resources.

EXECUTIVE DIRECTOR'S REPORT

Staff will be attending the 2023 APTA Expo and Transform Conference in Orlando, Florida from October 8-11. Staff will be presenting on the One Seat Ride Regional Paratransit Program at the Expo Learning Center on Monday, October 9 at 3:50pm.

Hallowheels Bus Roadeo, October 28

As a reminder, training for Board members interested in driving in the Roadeo will take place at the Atlantis Bus Yard (875 Atlantis Court, Livermore) on Saturday, October 14 between the hours of 9am-noon. The Hallowheels Bus Roadeo is taking place on Saturday, October 28 at the Atlantis Bus Yard. The competition for bus operators begins at 8:00am; the Board member course will commence as soon as the bus operator competition ends (approximately 11:00am). Board members are encouraged to arrive by 10:30am. Street parking will be available on Discovery Drive.



Current and Upcoming Procurements

Staff released an RFP for IT Modernization and Cloud Transformation Services on September 18; proposals are due October 30th.

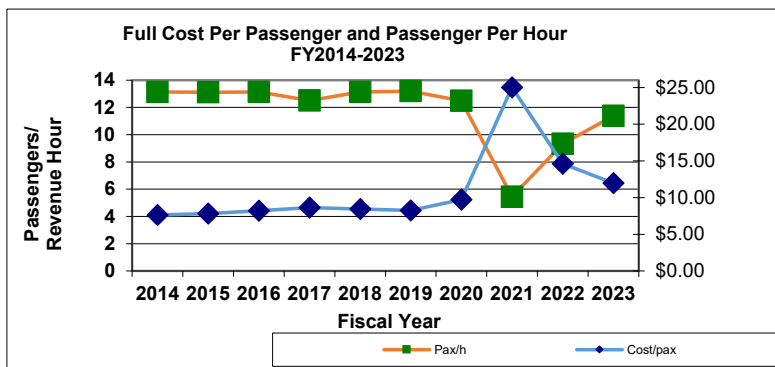
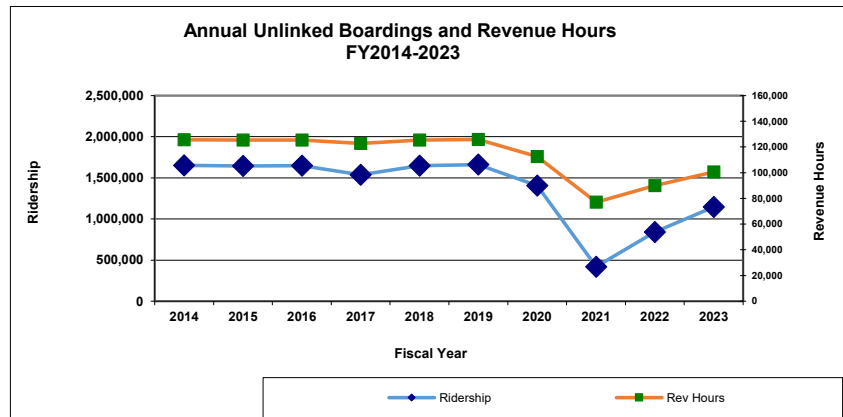
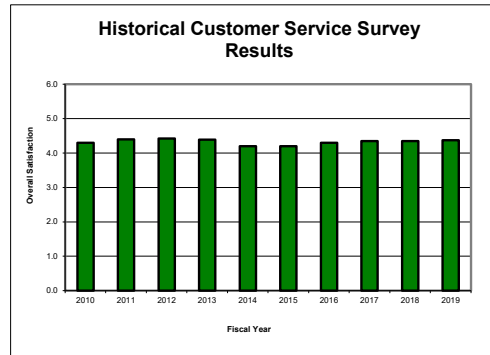
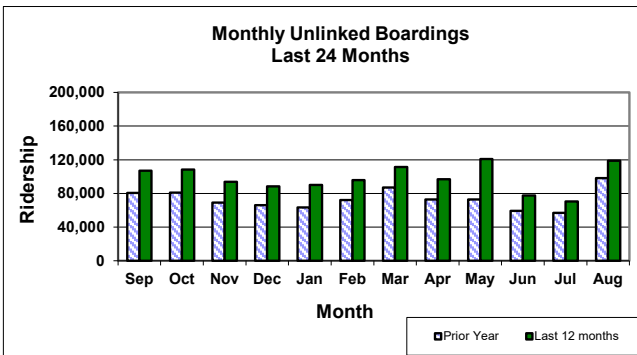
Attachments:

1. Board Statistics August 2023
2. FY24 Upcoming Items

Monthly Summary Statistics for Wheels August 2023

FIXED ROUTE

	August 2023			% change from one year ago		
Total Ridership FY 2023 To Date	189,151			22.0%		
Total Ridership For Month	118,676			20.9%		
Fully Allocated Cost per Passenger	\$11.32			6.2%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,672	1,601	1,225	21.4%	22.7%	10.4%
Passengers Per Hour	12.4	10.7	8.2	-8.9%	21.4%	8.3%
	August 2023			% change from last month		
On Time Performance	85.3%			-3.4%		



Monthly Summary Statistics for Wheels

August 2023

PARATRANSIT

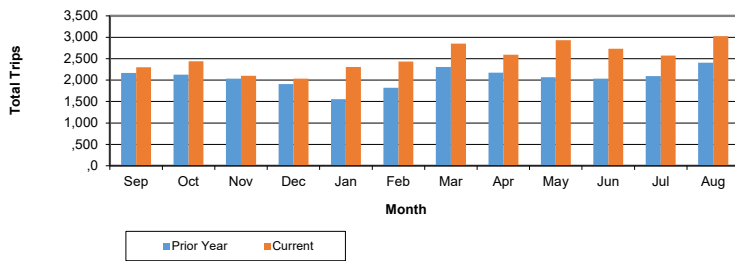
General Statistics	August 2023	% Change from last year	Year to Date
Total Monthly Passengers	3,022	25.6%	5,594
Average Passengers Per Revenue Hour	1.59	-23.9%	3
On Time Performance	98.1%	10.3%	97.8%
Cost per Trip	\$56.95	5.3%	\$60.28
Number of Paratransit Assessments	0	n/a	0
Avg. wait time for calls (in minutes)	82.9%	n/a	83%

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

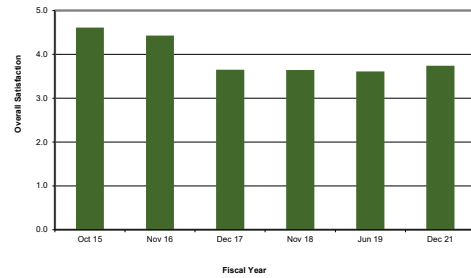
and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	August 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

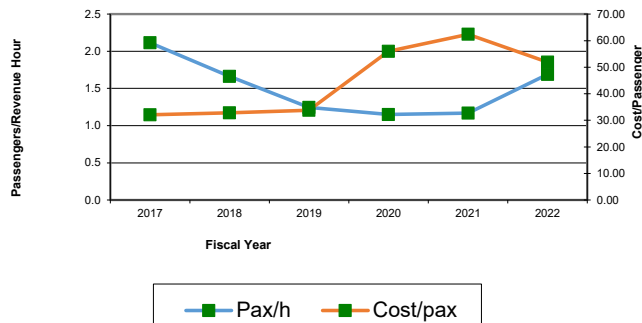
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

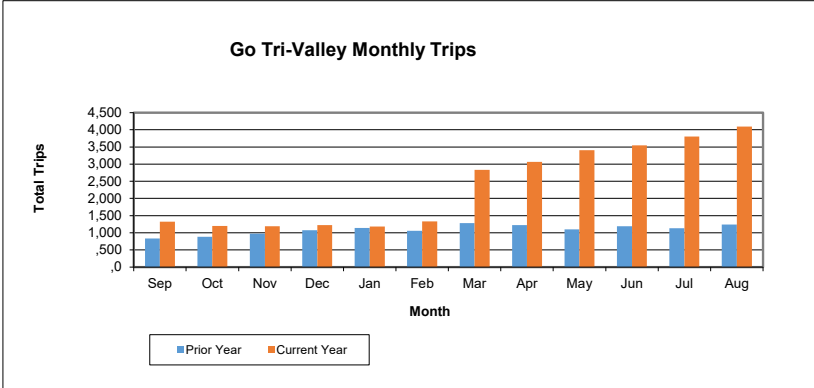


Monthly Summary Statistics for Wheels

August 2023

GO TRI-VALLEY

General Statistics	August 2023	% Change from last year	Year to Date
Total Monthly Passengers	4,099	231.1%	7,900
Subsidy Cost/Trip	\$ 4.62	n/a	4.65



**Monthly Summary Statistics for Wheels
August 2023**

SAFETY								
ACCIDENT DATA	August 2023				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total					0		0	
Preventable	4		0		8		0	
Non-Preventable	2		0		5		0	
Physical Damage								
Major	1		0		2		0	
Minor	5		0		9		0	
Bodily Injury								
Yes	0		0		0		0	
No	6		0		13		0	
MONTHLY CLAIMS ACTIVITY								
				Totals				
Amount Paid								
This Month				\$234.17				
To Date This Fiscal Year				\$632.57				
Budget								
				\$100,000.00				
% Expended				1%				
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	August 2023	Year To Date						
Praise	0	0						
Bus Stop	5	7						
Incident	4	6						
Trip Planning	4	4						
Fares/Tickets/Passes	0	0						
Route/Schedule Planning	20	31						
Marketing/Website	2	2						
ADA	1	2						
COVID Inquiries	0	0						
Lost/Found	0	0						
TOTAL	36	52						
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	0	0	0	0	0
Safety	4	1	0	7	0	0	0	0
Driver/Dispatch Discourtesy	1	2	0	2	0	0	0	0
Early	2	1	0	3	0	0	0	0
Late	1	2	0	1	0	0	0	0
No Show	1	0	0	1	0	0	0	0
Incident	0	0	0	0	0	1	0	0
Driver/Dispatch Training	7	1	0	9	3	0	0	4
Maintenance	3	0	0	4	0	0	0	0
Bypass	5	1	0	8	0	0	0	0
TOTAL COMPLAINTS	24	8	0	35	3	1	0	4
Valid Complaints								
Per 10,000 riders	2.02				0.99			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - October 2023 - February 2024

Finance & Administration Committee

October

	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Comprehensive Financial Report (ACFR)	X	
TDA Triennial Audit (last in '19)	X	
TAAC Bylaws	X	

November

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

December

	Action
Minutes	X
Treasurers Report	X
*Typically December committee meetings are cancelled	

January

	Action	Info
Minutes	X	
Treasurers Report	X	
2024 Legislative Program	X	

February

	Action	Info
Minutes	X	
Treasurers Report	X	

LAVTA COMMITTEE ITEMS - October 2023 - February 2024

Projects & Services Committee

	Action	Info
October		
Minutes	X	
SAV Project Update		X
Wheels in Motion - Set Public Hearing	X	
November		
Minutes	X	
Wheels in Motion Service Recommendation		X
FY25 Fleet Composition and Purchase Discussion		X
December		
Minutes	X	
*Typically December committee meetings are cancelled		
January		
Minutes	X	
February		
Minutes	X	
DAR Customer Satisfaction Survey	X	