

## EXECUTIVE DIRECTOR'S REPORT

### Projects and Services

#### Ridership:

During the month of February, the Wheels system carried approximately 117,000 unlinked boardings - representing an overall year-on-year (YoY) increase of ~22% compared with February of last year. This continues the post-pandemic recovery trend seen over the past year. Average weekday boardings were approximately 5,300 during the month vs. 4,500 during February 2023.

The weekend ridership trend, which was among the first to start recovering after the pandemic, appears to be leveling out. The average weekend ridership during February was ~1,350 per Saturday, and ~1,050 per Sunday – vs. ~1,320 and 1,100, respectively, during February 2023. With the implementation of the new Wheels in Motion network, staff expects to see a positive response in weekend ridership.

#### Wheels in Motion Network Launch:

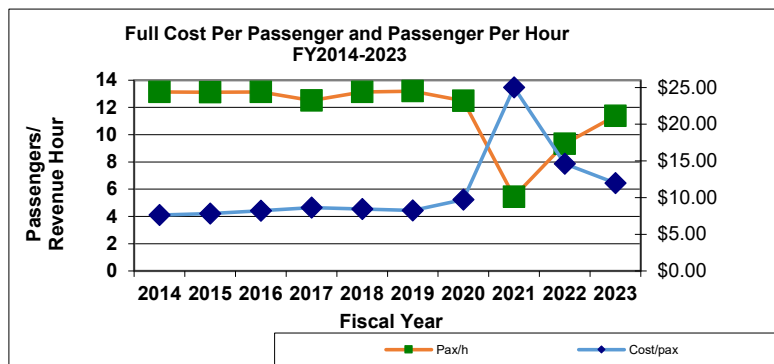
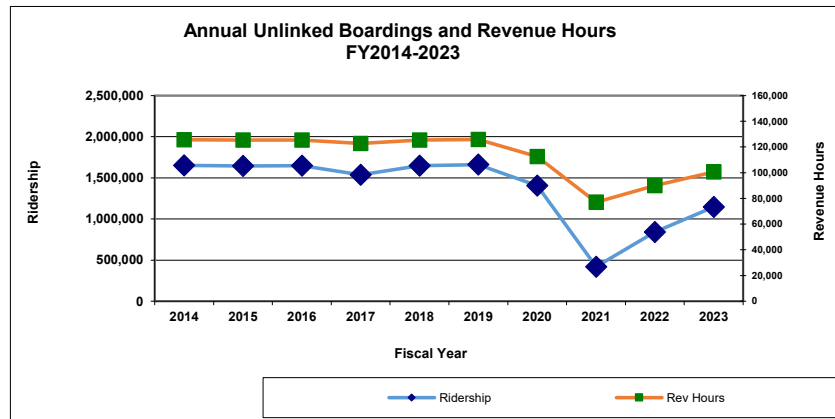
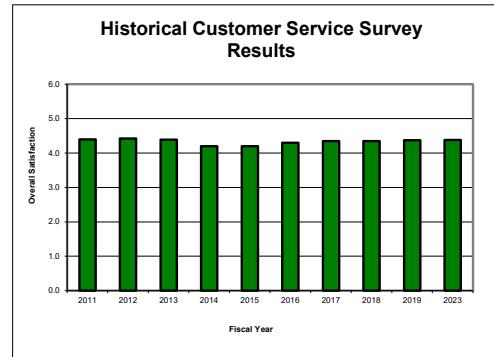
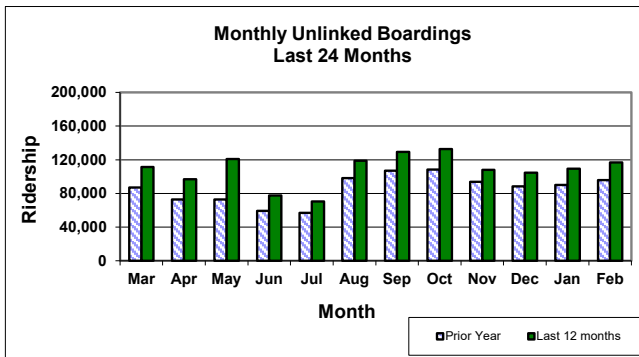
On Saturday, March 23, the new Wheels In Motion network successfully launched providing more frequent service on weekends throughout the Tri-Valley, more routes serving Dublin and Livermore, and improved connectivity to the BART system. Staff acted as ambassadors answering rider questions and distributing new schedules at Livermore Transit Center and both BART stations. New releases were picked by the Patch, the Independent, the Pleasanton Weekly and the American Public Transportation Association's publication.



## Monthly Summary Statistics for Wheels February 2024

### FIXED ROUTE

	February 2024			% change from one year ago		
<b>Total Ridership FY To Date</b>	<b>890,363</b>			<b>20.5%</b>		
<b>Total Ridership For Month</b>	<b>116,930</b>			<b>21.9%</b>		
<b>Fully Allocated Cost per Passenger</b>	<b>\$10.66</b>			<b>-4.8%</b>		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	<b>5,295</b>	<b>1,355</b>	<b>1,064</b>	<b>18.4%</b>	<b>2.7%</b>	<b>-3.1%</b>
<b>Passengers Per Hour</b>	<b>13.6</b>	<b>9.1</b>	<b>7.1</b>	<b>4.5%</b>	<b>2.7%</b>	<b>-3.2%</b>
	February 2024			% change from last month		
<b>On Time Performance</b>	<b>86.3%</b>			<b>-1.4%</b>		



# Monthly Summary Statistics for Wheels

**February 2024**

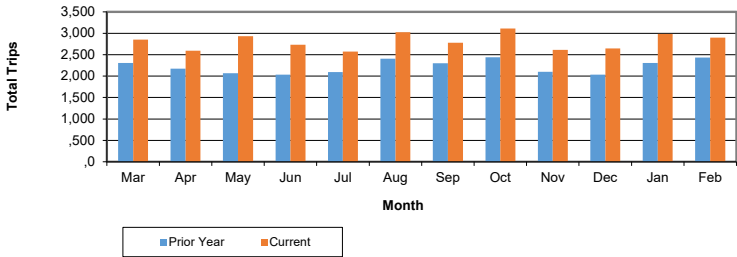
## PARATRANSIT

General Statistics	February 2024	% Change from last year	Year to Date
Total Monthly Passengers	2,897	19.2%	22,618
Average Passengers Per Revenue Hour	1.80	-4.8%	1.73
On Time Performance	98.1%	-3.7%	0.96
Cost per Trip	\$55.64	-4.3%	56.78
Number of Paratransit Assessments	0	n/a	0
% of Calls Answered Within 1 Minute	87.2%	n/a	n/a

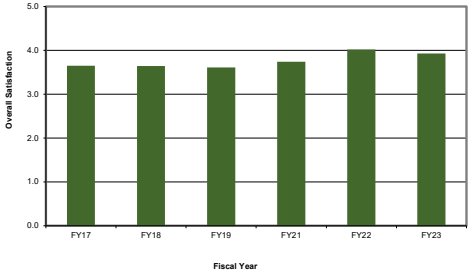
*\*There were no in-person assessments due to Covid-19, but the applicants received temporary presumptive eligibility based on their application and doctor's verification until the in-person assessments can be resumed.*

Missed Services Summary	February 2024	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

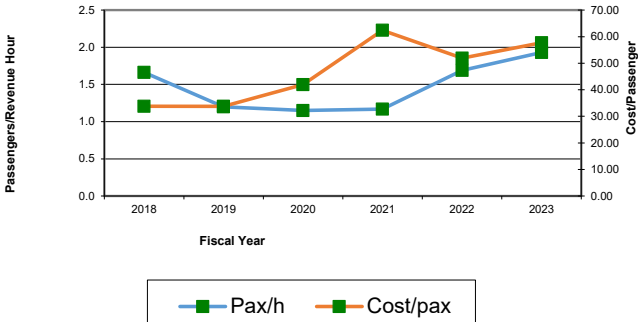
**Paratransit Monthly Unlinked Boardings**



**Historical Customer Service Survey Results**



**Paratransit Full Cost Per Passenger and Average Passengers Per Hour  
FY2017-2023**

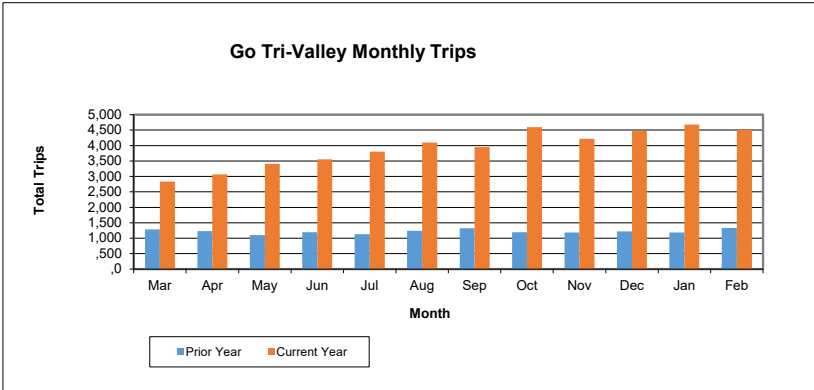


# Monthly Summary Statistics for Wheels

*February 2024*

**GO TRI-VALLEY**

General Statistics	February 2024	% Change from last year	Year to Date
Total Monthly Passengers	4,517	239.9%	34,329
Subsidy Cost/Trip	\$ 4.74	n/a	4.69



**Monthly Summary Statistics for Wheels  
February 2024**

SAFETY								
ACCIDENT DATA	February 2024				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>					<b>0</b>		<b>0</b>	
Preventable	3		0		25		0	
Non-Preventable	0		1		18		1	
<b>Physical Damage</b>								
Major	0		0		3		0	
Minor	3		1		35		1	
<b>Bodily Injury</b>								
Yes	0		0		2		0	
No	3		0		41		0	
<b>MONTHLY CLAIMS ACTIVITY</b>								
	<b>Totals</b>							
Amount Paid								
This Month	\$14,851.77							
To Date This Fiscal Year	\$27,132.21							
Budget	\$100,000.00							
% Expended	27%							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	February 2024	Year To Date						
Praise	0	0						
Bus Stop	3	25						
Incident	1	32						
Trip Planning	1	5						
Fares/Tickets/Passes	0	6						
Route/Schedule Planning	1	67						
Marketing/Website	0	3						
ADA	0	7						
COVID Inquiries	0	0						
Lost/Found	2	4						
<b>TOTAL</b>	<b>8</b>	<b>149</b>						
<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	2	0	0	11	0	0	0	1
Safety	2	0	0	36	0	0	0	2
Driver/Dispatch Discourtesy	1	0	0	8	0	0	0	0
Early	0	0	0	4	0	1	0	0
Late	2	0	0	8	0	0	0	1
No Show	1	0	0	2	1	0	0	2
Incident	0	0	0	1	0	1	0	0
Driver/Dispatch Training	3	3	0	24	0	1	0	3
Maintenance	0	0	0	4	0	0	0	0
Bypass	3	4	2	32	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>119</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>8</b>
<b>Valid Complaints</b>								
Per 10,000 riders	<b>1.03</b>							
Per 1,000 riders					<b>0.35</b>			

## LAVTA COMMITTEE ITEMS - April 2024 - August 2024

### Finance & Administration Committee

<b>April</b>	Action	Info
Minutes	X	
Treasurers Report	X	
FY25 Operating and Capital Budget	X	
On-Call Creative, Design and Media Strategy Services Contract	X	
<b>May</b>	Action	Info
Minutes	X	
Treasurers Report	X	
Salary Bands/Org Review	X	
HR Policy	X	
Auditor Presentation	X	
<b>June</b>	Action	Info
Minutes	X	
Treasurers Report	X	
LAIF	X	
Conflict of Interest	X	
<b>July - Cancelled</b>	Action	Info
<b>August</b>	Action	Info
Minutes	X	
Treasurers Report	X	

# LAVTA COMMITTEE ITEMS - April 2024 - August 2024

## Projects & Services Committee

	Action	Info
<b>April</b>		
Minutes	X	
I-680 Express Service MOU with CCCTA (tentative)	X	
Youth Ride Free Summer Promotion		X
Las Positas MOU	X	
<b>May</b>	Action	Info
Minutes	X	
PTASP	X	
<b>June</b>	Action	Info
Minutes	X	
Fare Structure Changes	X	
TAAC Appointments	X	
On-Call Task Order Contract Award: Rapid Stop Upgrades PS&E	X	
<b>July - Cancelled</b>	Action	Info
<b>August</b>	Action	Info
Minutes	X	

**EXECUTIVE DIRECTOR'S REPORT**

St. Patrick's Day Festival:

Staff attended the 2024 St. Patrick's Day Festival in Dublin the weekend of March 16-17. The objective of the outreach was to promote the new Wheels network that will be implemented on March 23. Eager festival goers waited in line to spin the 'Transportation Wheel of Fortune' and win a prize.



Transit Worker Appreciation Day:

LAVTA celebrated the transit workforce with tacos on Transit Worker Appreciation Day which was March 18, 2024. Every employee of MV Transit received a Wheels sherpa blanket as a thank you gift.





## EXECUTIVE DIRECTOR'S REPORT

### TAAC Membership Recruitment

Members are sought for Tri-Valley Wheels Accessible Advisory Committee (TAAC) for terms starting on July 1, 2024. Vacancies are for the following representatives:

- City of Dublin - 1 member, 1 alternate
- City of Livermore - 2 members
- City of Pleasanton - 1 member, 1 alternate
- Alameda County - 1 member
- Social Services - 3 members, 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 19, 2024.



### Finance and Administration

#### Legislative Update

- SB 1031 (Weiner): On March 18, Senators Scott Weiner (D–San Francisco) and Aisha Wahab (D-Fremont) introduced a co-sponsored bill, SB 1031. This replacement bill is being led by Senator Wiener and replaces SB 925 (Weiner), which was sponsored by MTC, and SB 397 (Wahab), and includes MTC’s regional transportation measure enabling legislation among numerous other matters related to transit accountability and reform. In its present language, which is expected to be amended, the bill:
  - Authorizes MTC to place a measure on the ballot for all nine counties or a subset for the Nov. 2026 ballot or later;
  - Requires \$750M to be spent on transit operations to be distributed on a basis that is unknown;
  - Gives MTC control over any new funds raised in the future measure, and increases MTC’s control and authority over existing resources;
  - Requires a study of the consolidation of the Bay Area transit operations by January 1, 2026, and then requires CalSTA to develop a plan to implement study recommendations by January 1, 2027. There is no identified funding source for this study.

## **EXECUTIVE DIRECTOR'S REPORT**

The Joint MTC ABAG Legislation Committee will consider staff recommendations for a position on the bill and any amendments at their April 12 meeting. The bill is scheduled to be heard in the Senate Transportation Committee on April 23, and the Senate Revenue and Taxation Committee on April 24. Staff are working closely with the East Bay Transit Coalition and the Coalition's lobbyist team to track the amendments and to coalesce comments and/or a position as may be desirable.

- AB 1837 (Papan): This bill codifies the Regional Network Management Council to support Bay Area transit coordination and is currently scheduled to be heard in the Assembly Transportation Committee on April 14.

### Grants Season Updates

- Last week the Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) recommended approval of LAVTA's \$600k application to Alameda CTC's Paratransit Discretionary Grant Program for a new Wheels Access program. If ACTC approves the funding with its Comprehensive Investment Program updates later this spring, funds will be programmed over a five-year period from FY25 through FY29 to support an expanded program for mobility management/travel training, continuation of the popular Parataxi Program, and support for the One-Seat Ride program within Alameda County, the last of which was a particular priority identified by LAVTA's TAAC.
- As reported last month, the Federal Transit Administration (FTA) has released the FY2024 Low and No Emissions Grant (Low-No) Notice of Funding Opportunity for up to \$1.5B in discretionary funding to modernize buses and facilities nationwide, including substantial support for zero-emissions buses and infrastructure. Staff is working with the experienced grant-writing team at the Center for Transportation and the Environment (CTE) on this year's application in support of accelerating LAVTA's transition to a 100% zero-emission fleet, including support for our facility needs. FTA has indicated that it intends to prioritize projects in this highly competitive program that advance the Biden-Harris Administration's workforce development priorities, which LAVTA intends to address through various potential locally based partnerships centered on hydrogen technology, in accordance with the agency's workforce development needs identified in the 2022 Zero-Emission Bus Rollout Plan.
- On March 13, the California State Transportation Agency (CalSTA) released draft Cycle 7 guidelines for the Transit and Intercity Rail Capital Program (TIRCP). Staff will be participating in virtual workshops in April and final guidelines will be released April 23, with applications expected to be due in July. LAVTA is currently implementing Cycle 3 and Cycle 5 awards in support of I-680 Express Bus service and related ZEB infrastructure needs, which staff will look to advance further in a Cycle 7 application.

## EXECUTIVE DIRECTOR'S REPORT

### Upcoming Conferences

- The 2024 APTA Legislative Conference is taking place in Washington DC from April 7-9, 2024. Staff will join forces once again with the other small East Bay Operator General Managers and Board Chairs for meetings with our Congressional leaders.
- APTA's International Rodeo and Mobility Conference will take place in Oregon at the end of April. LAVTA will send HalloWheels Champion Evelyn Parera, pictured at right with her first-place trophy in October, to compete in the International Rodeo on April 28. Several staff members will be attending the Mobility Conference following the International Rodeo and will be cheering Evelyn on as she competes.



### California Transit Association (CTA) Committee Memberships

LAVTA's Executive Director was selected to serve on the 2024 CTA Small Operator Committee. Additionally, LAVTA's Director of Operations was selected to serve on the 2024 CTA Operations Committee.

### Attachments:

1. Board Statistics February 2024
2. FY24 Upcoming Items