

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

Ridership

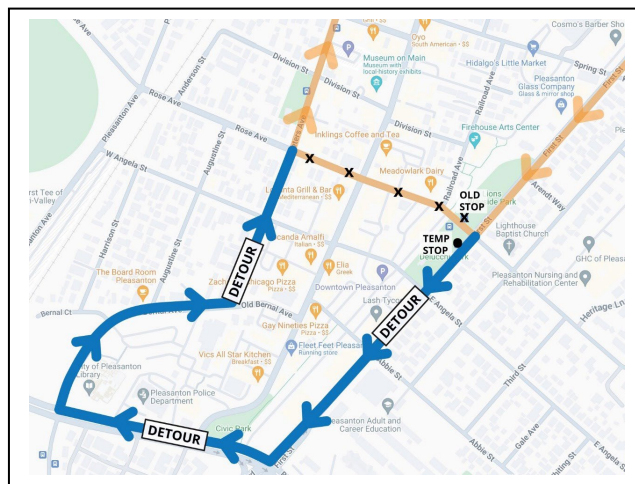
April represented the first full calendar month following the Wheels-in-Motion (WiM) implementation earlier in the spring. During April, the Wheels system carried approximately 121,000 unlinked boardings, compared with ~97,000 in April of last year. This indicates that the post-pandemic recovery trend seen over the past year is being sustained through the WiM changes.

Average weekday boardings totaled approximately 5,000, representing a 19% year-on-year (YoY) increase. The weekend boarding trend, although not quite as pronounced, was also up - at ~9% and ~6% for Saturdays and Sundays, respectively. The Rapid lines 10R and 30R are seeing YoY boardings up by ~30% and 23%, respectively.

Pleasanton Meadowlark Dairy Detour on Route 10R

In anticipation of increased traffic congestion in downtown Pleasanton this summer, LAVTA's Operations and Planning staff have collaborated closely with the City of Pleasanton's Traffic Engineering team to develop a traffic congestion mitigation plan aimed at enhancing safety in the area.

Starting June 3rd, the westbound 10R route will undergo a temporary detour to avoid congestion from the Dairy queue. The WB bus stop at First and Neal will be closed for the duration of the summer. Riders will be redirected to the existing Route 8 stop on First Street. From there, the bus will travel to Bernal and Old Bernal before resuming its regular route.



This detour is a part of a larger initiative by the City to help manage the anticipated summer traffic and improve safety in the downtown corridor. At the end of the summer, LAVTA staff will evaluate the effectiveness of this detour.

EXECUTIVE DIRECTOR'S REPORT

Dublin Transit Center Ribbon Cutting June 13

The Dublin Transit Center Garage ribbon cutting is scheduled for 10AM on June 13. The event is being organized and hosted by Alameda County.

Youth Ride Free Summer Promotion

The Summer Youth Ride Free promotion successfully launched with radio, website, and social media advertising on May 22. A press release was issued, school districts and schools were sent promotional material for parent emails (i.e. Peach Jar), and school trippers had a “seat drop” over several days.



Transit App Usage:



With a renewed emphasis on the Transit App program, including a QR code for app download on all schedules, the app continues to see growth in adoption and usage. LAVTA participates in the Royale program, subsidizing user subscriptions so riders in the Tri-Valley receive enhanced planning services and Wheels branding in the app.

Month of April 2024 / 2023:

- # of riders that opened Transit: 2,496 / 1,637
- # of times riders opened Transit: 78,627 / 44,146
- # of downloads: 244 / 192

EXECUTIVE DIRECTOR'S REPORT

Finance and Administration

Transit and Intercity Rail Capital Improvement Program (TIRCP) Cycle 7:

On April 30, 2024, California State Transportation Agency (CalSTA) released the final guidelines for Cycle 7 of the State's TIRCP program. Applications are due July 23. LAVTA will be apply to this year's program; staff are working with a consultant on the grant application.

Alameda CTC Funds Wheels Access: The Alameda CTC approved LAVTA's \$600k Paratransit Discretionary Grant Program application for "Wheels Access – Expanding Mobility Options in the Tri Valley" program for full funding at their May 23 meeting. The funds will be programmed over a five-year period from FY25 through FY29. The Wheels Access Program includes three principal project components: (1) establishing a new Mobility Management program to provide individualized consultation and travel training targeting seniors and persons with disabilities (2) continuing the popular Para-Taxi Reimbursement/PEX Debit Card program, which provides a same-day accessible travel option, and (3) providing operating support within Alameda County for the multi-jurisdictional One Seat Ride program.

2024 American Public Transportation Association (APTA) Board Member Seminar

The 2024 APTA Annual Board Member Seminar is taking place July 13-16th in San Jose, California. Seminar topics include national and regional transit advocacy, workforce development and labor relations, safety and security, mobility innovation, procurement practices and the CEO-Board relationship. Interested LAVTA Board Members are encouraged to attend and should contact staff by June 30 to confirm registration.

Upcoming Procurements

Strategic Plan RFP will be released in June.

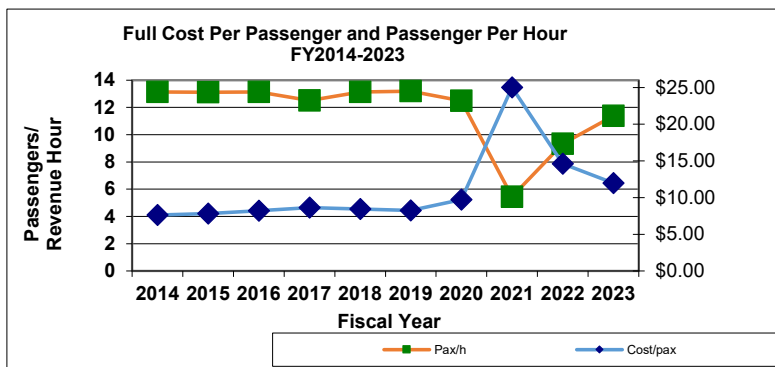
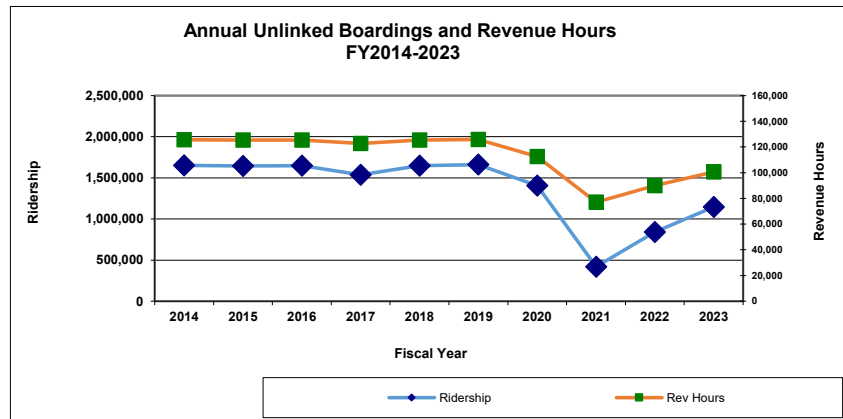
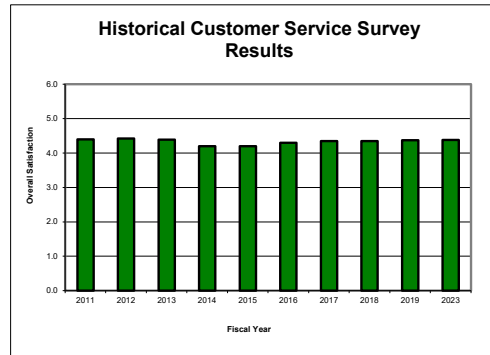
Attachments:

1. Board Statistics March 2024
2. FY24 Upcoming Items

Monthly Summary Statistics for Wheels April 2024

FIXED ROUTE

	April 2024			% change from one year ago		
Total Ridership FY To Date	1,135,232			19.9%		
Total Ridership For Month	120,933			24.8%		
Fully Allocated Cost per Passenger	\$10.60			-12.7%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	4,981	1,585	1,270	19.1%	9.2%	5.6%
Passengers Per Hour	13.7	7.7	9.2	16.6%	-21.2%	14.3%
	April 2024			% change from last month		
On Time Performance	83.1%			-1.7%		



Monthly Summary Statistics for Wheels

April 2024

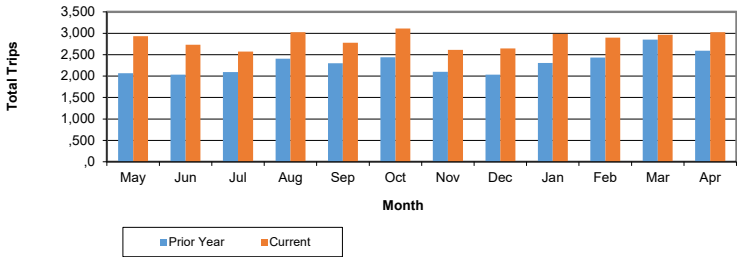
PARATRANSIT

General Statistics	April 2024	% Change from last year	Year to Date
Total Monthly Passengers	3,024	16.6%	28,607
Average Passengers Per Revenue Hour	1.93	9.0%	1.68
On Time Performance	97.6%	-19.7%	97%
Cost per Trip	\$50.20	-12.6%	\$57.47
Number of Paratransit Assessments	0	n/a	0
% of Calls Answered Within 1 Minute	72.5%	n/a	82%

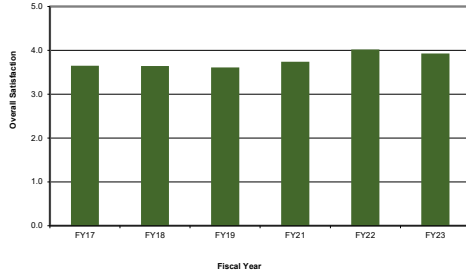
*There were no in-person assessments due to Covid-19, but the applicants received temporary presumptive eligibility based on their application and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	April 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

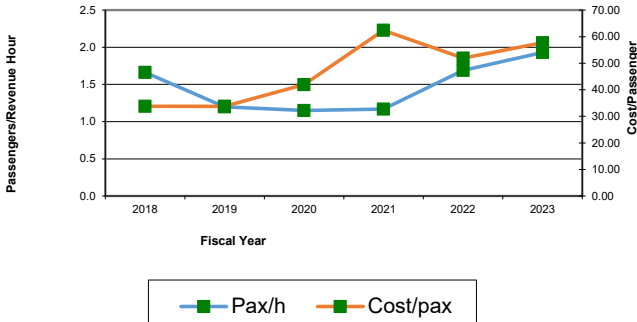
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

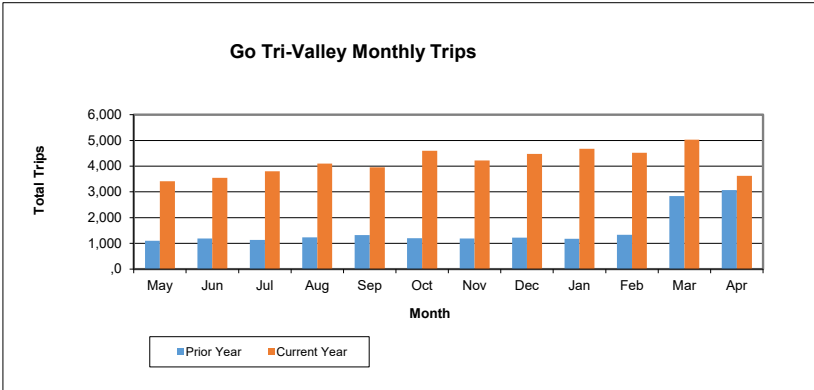


Monthly Summary Statistics for Wheels

April 2024

GO TRI-VALLEY

General Statistics	April 2024	% Change from last year	Year to Date
Total Monthly Passengers	3,625	18.2%	42,979
Subsidy Cost/Trip	\$ 4.58	n/a	4.67



Monthly Summary Statistics for Wheels
April 2024

SAFETY								
ACCIDENT DATA	April 2024				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
Total					0		0	
Preventable	5		0		35		0	
Non-Preventable	0		0		19		2	
Physical Damage								
Major	0		0		3		0	
Minor	4		0		44		2	
Bodily Injury								
Yes	0		0		2		0	
No	5		0		52		1	
MONTHLY CLAIMS ACTIVITY								
	Totals							
Amount Paid								
This Month	\$466.38							
To Date This Fiscal Year	\$34,762.00							
Budget	\$100,000.00							
% Expended	35%							
CUSTOMER SERVICE - ADMINISTRATION								
CATEGORY	Number of Requests							
	April 2024	Year To Date						
Praise	0	0						
Bus Stop	1	29						
Incident	4	37						
Trip Planning	0	6						
Fares/Tickets/Passes	4	11						
Route/Schedule Planning	7	89						
Marketing/Website	3	7						
ADA	1	9						
COVID Inquiries	0	0						
Lost/Found	4	9						
TOTAL	24	197						
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	1	0	0	13	0	0	0	3
Safety	0	1	0	40	0	0	0	2
Driver/Dispatch Discourtesy	2	4	1	11	0	0	0	0
Early	1	0	0	6	1	0	0	1
Late	1	0	0	10	1	1	0	2
No Show	0	0	0	3	0	0	0	2
Incident	0	0	0	1	0	0	0	0
Driver/Dispatch Training	4	0	2	30	1	0	0	4
Maintenance	0	0	0	4	0	0	0	0
Bypass	10	3	0	46	0	0	0	0
TOTAL COMPLAINTS	18	8	3	151	3	1	0	11
Valid Complaints								
Per 10,000 riders	1.49				0.99			
Per 1,000 riders								

LAVTA COMMITTEE ITEMS - June 2024 - October 2024

Finance & Administration Committee

June - Cancelled	Action	Info
July - Cancelled	Action	Info
August	Action	Info
Minutes	X	
Treasurers Report	X	
Draft Fare Structure Changes		X
I-680 Express Bus Program MOU	X	
September	Action	Info
Minutes	X	
FTA Triennial Review	X	
FINAL Fare Structure Changes	X	
October	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Comprehensive Financial Report (ACFR)	X	

LAVTA COMMITTEE ITEMS - June 2024 - October 2024

Projects & Services Committee

June	Action	Info
Minutes	X	
On Call Task Order Contract Award CTE: Hydrogen Fueling Station and FCEB Implementation Support	X	
On Call Task Order Contract Award Kimley Horn: Passenger Facilities Enhancement Project PS&E	X	
Purchase of Cradlepoint R1900 5G Cellular based Routers	X	
No Cost and Reduced Cost Interagency Transfer Pilot MOU	X	
July - Cancelled	Action	Info
August	Action	Info
Minutes	X	
On Call Task Order Contract Award Kimley Horn: Cloud Based TSP Design Services	X	
September	Action	Info
Minutes	X	
October	Action	Info
Minutes	X	
Service to DHS and EHS - Final Recommendation		X
Marketing Plan Presentation		X