

## EXECUTIVE DIRECTOR'S REPORT

### Projects and Services

#### Ridership:

During the month of March, the Wheels system carried approximately 124,000 unlinked boardings, compared with ~111,000 in March of last year. This continues the post-pandemic recovery trend seen over the past year. Average weekday boardings were approximately 5,300, representing a 20% year-on-year (YoY) increase.

Note that the Wheels-in-Motion service changes were implemented during this timeframe; however, only toward the very end of the month. The first post-implementation trend will become better visible when reviewing the April data as part of next month's ED report.

#### 2024 Summer School Bus Service:

The Dublin Unified School District (DUSD) and the Dublin Partners in Education (DPIE) will again this year each offer a summer program, to be held at the Dublin High School (DHS) location. Over the past several years, LAVTA has provided a modified service of the supplemental (school) routes that it operates during the main academic year, in order to accommodate students attending the summer program(s). DUSD staff has requested that LAVTA continue accommodating the programs this year. Based on the ridership numbers from last year, our plan is to provide summer service on three of the four supplemental routes that go to DHS during the main academic year, including Route 501, 502 and 504.

The Extended Student Services (ESS) is a program by the Livermore Area Parks and Recreation District (LARPD) held at eight elementary school locations across the city. Staff from the ESS program approached the LAVTA Board and staff about the possibility of extending the a.m. service window on Route 18 by one additional trip compared to the introductory schedule, in order to better facilitate summer day excursions from the three program sites that are located in the Granada / Sunset area – the Smith, Michell, and Sunset elementary schools. As such, the plan is to operate an additional morning trip of Route 18, departing the Transit Center at 9:10a, beginning with the summer signup that starts on June 1.

#### Bike to Wherever Day (May 16):

May 16 is Bike to Wherever Day. LAVTA will be promoting using bikes as first/last mile to Wheels buses on its social media channels and has reached out to Gillig to partner at their Livermore Energizer Station. Bike East Bay will also be hosting an Energizer Station at both Tri-Valley BART Stations.



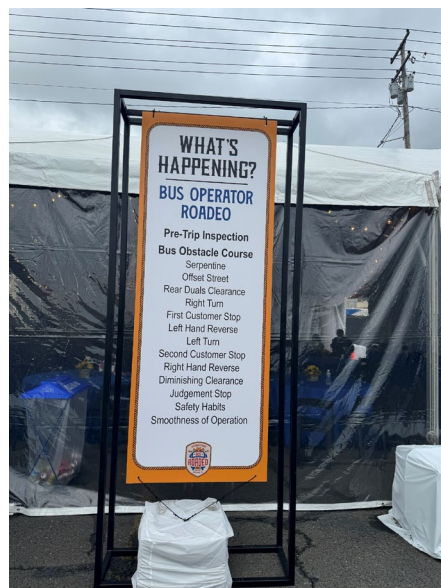
## EXECUTIVE DIRECTOR'S REPORT

Livermore Downtown Street Fest (May 18-19): May 18<sup>th</sup> and 19<sup>th</sup> are the Downtown Livermore Street Fest, celebrating the town's history and culture with wine, craft brews, arts, crafts, shopping, dining, and entertainment. LAVTA is a sponsor and will promote transit services with a booth on First Street both afternoons. Routes 10R and 30R will be fare free for the weekend giving Tri-Valley residents a safe and sober ride to wine country. Wheels will use its digital channels and bus advertising to assist in promotion.



### APTA International Bus Roadeo

On April 28, Wheels bus operator and winner of the 2023 HalloWheels Bus Roadeo Evelyn Perea competed in the 2024 APTA International Bus Roadeo. Evelyn did great for a first-time competitor; she was the first female operator to compete in the course and had to do so in very rainy weather.



**EXECUTIVE DIRECTOR'S REPORT**

MV TSI Certification

Earlier this month, MV's Safety and Training Manager attended an FTA sponsored training in Columbus, Ohio. This training is offered through the FTA's Transportation Safety Institute (TSI); those who successfully complete the training are officially certified to teach training classes to bus operator trainees and can also oversee other's teaching classes as well. The certification also enables them to sign DL260 forms for the DMV which allows new students and senior drivers to obtain and/or recertify VTT cards. This is a big step in improving the efficacy of our contractor's safety and training program.

## EXECUTIVE DIRECTOR'S REPORT

### Finance and Administration

#### APTA Legislative Conference

The East Bay Transit Coalition leadership attended the APTA Legislative Conference in Washington, DC from April 7-10<sup>th</sup>. During the visit, the Coalition met with several members of the East Bay Congressional Delegation, including Congressmen Swalwell and DeSaulnier. The Coalition also met with leadership from the Federal Transit Administration and the National Transit Database.



#### Federal Transit Administration Low/No Emissions and Bus/Bus Facilities Grant

On April 25, staff submitted a grant application for ~\$78M from the Federal Transit Administration's Low and No Emissions Grant Program. The requested funding will enable LAVTA to construct the Atlantis Operations and Maintenance Facility, purchase 8-fuel cell buses, and allocate ~\$5M to workforce development. Named partners on this year's grant include GILLIG, the Center for Transportation and the Environment (CTE), and the California Transit Training Consortium (CTTC).

#### IT Cloud Transformation Project Update

Over the past quarter, our team has made significant strides towards implementing crucial elements of the IT Modernization and Cloud Transformation project, including implementation of Microsoft Entra ID and various other cybersecurity measures.

Staff are currently working with SDI Presence, the agency's IT managed services provider, to deploy and seamlessly integrate Microsoft Entra ID into our existing network infrastructure. Microsoft Entra ID is a cloud-based identity and access management platform that will centralize user identities and access controls, thereby streamlining authentication processes and bolstering security across all systems and applications. To simplify user access and enhance usability, SDI has also implemented a Single Sign-On (SSO) solution, which enables employees to securely access multiple applications and systems with a single set of credentials.

In tandem with SSO, we are rolling out Multifactor Authentication (MFA) across our network. MFA adds an extra layer of security by requiring users to verify their identity using Microsoft Authenticator app on employees' mobile devices. This proactive measure significantly mitigates the risk of unauthorized access and strengthens our overall cybersecurity posture.

**EXECUTIVE DIRECTOR'S REPORT**

Finally, staff are also working on drafting a digital document retention policy in preparation for the migration to Microsoft SharePoint for the storing of agency files, which will take place later next month.

Upcoming Conferences

Staff will attend the California Transit Associations Legislative Conference taking place in Sacramento May 20-21.

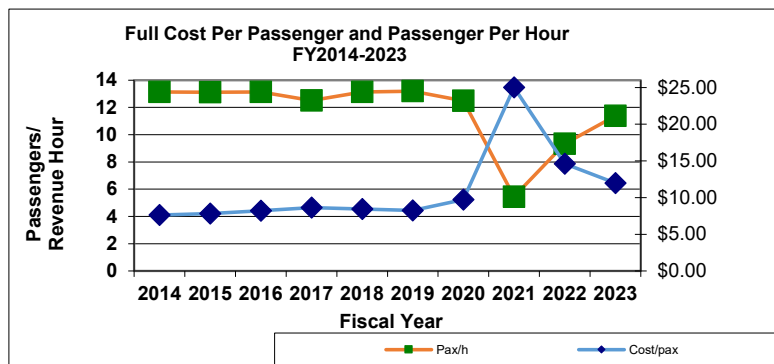
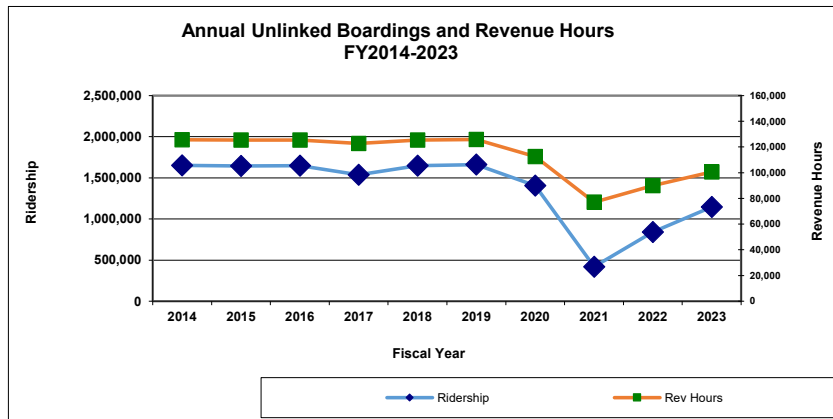
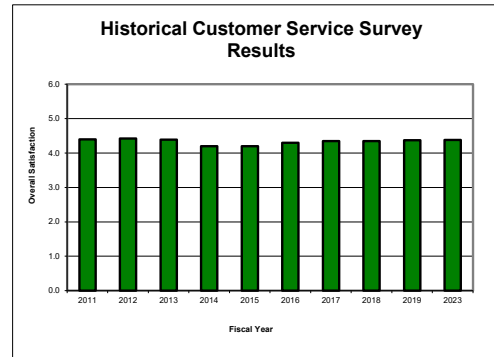
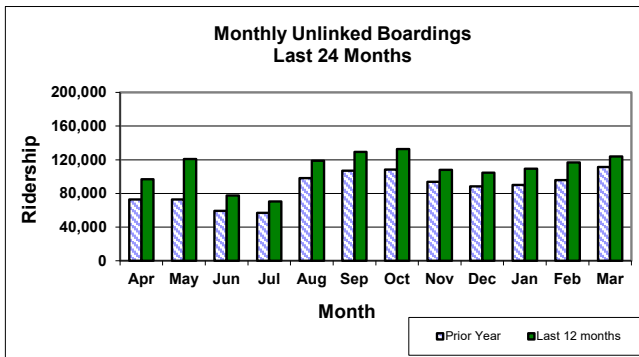
Attachments:

1. Board Statistics March 2024
2. FY24 Upcoming Items

## Monthly Summary Statistics for Wheels March 2024

### FIXED ROUTE

	March 2024			% change from one year ago		
<b>Total Ridership FY To Date</b>	<b>1,014,299</b>			<b>19.3%</b>		
<b>Total Ridership For Month</b>	<b>123,936</b>			<b>11.2%</b>		
<b>Fully Allocated Cost per Passenger</b>	<b>\$10.66</b>			<b>-4.1%</b>		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Average Daily Ridership</b>	<b>5,297</b>	<b>1,391</b>	<b>1,147</b>	<b>20.0%</b>	<b>-0.6%</b>	<b>6.5%</b>
<b>Passengers Per Hour</b>	<b>13.8</b>	<b>7.9</b>	<b>7.7</b>	<b>7.2%</b>	<b>-16.0%</b>	<b>6.8%</b>
	March 2024			% change from last month		
<b>On Time Performance</b>	<b>84.5%</b>			<b>-2.1%</b>		





# Monthly Summary Statistics for Wheels

March 2024

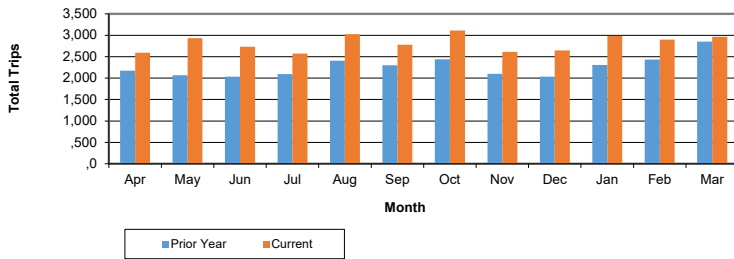
## PARATRANSIT

General Statistics	March 2024	% Change from last year	Year to Date
Total Monthly Passengers	2,965	4.0%	25,583
Average Passengers Per Revenue Hour	1.88	-2.1%	1.80
On Time Performance	98.3%	-21.8%	0.97
Cost per Trip	\$53.98	0.6%	55.38
Number of Paratransit Assessments	0	n/a	0
% of Calls Answered Within 1 Minute	70.7%	n/a	79%

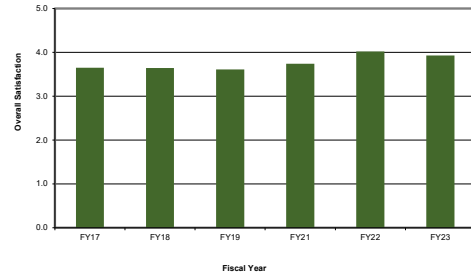
\*There were no in-person assessments due to Covid-19, but the applicants received temporary presumptive eligibility based on their application and doctor's verification until the in-person assessments can be resumed.

Missed Services Summary	March 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

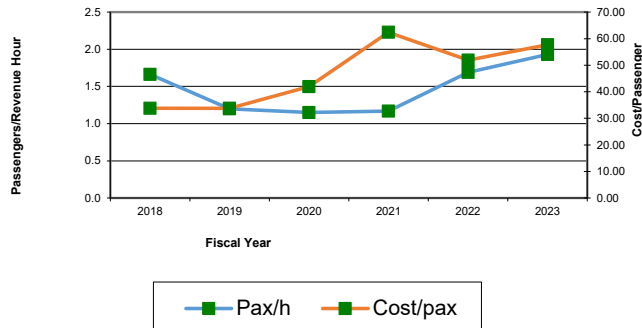
Paratransit Monthly Unlinked Boardings



Historical Customer Service Survey Results



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

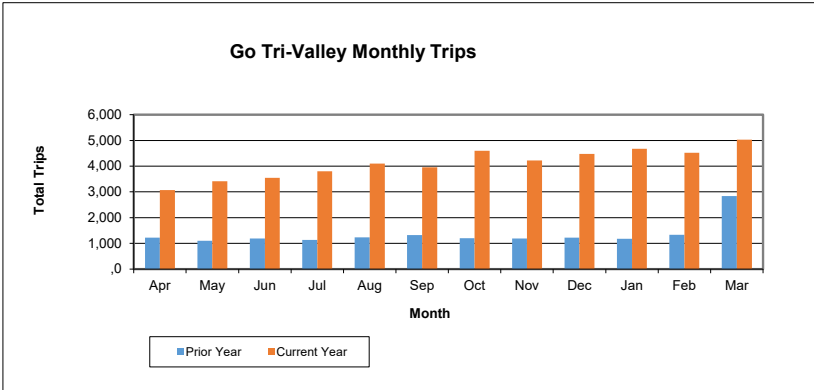


# Monthly Summary Statistics for Wheels

March 2024

## GO TRI-VALLEY

General Statistics	March 2024	% Change from last year	Year to Date
Total Monthly Passengers	5,025	77.2%	39,354
Subsidy Cost/Trip	\$ 4.66	n/a	4.68





**Monthly Summary Statistics for Wheels  
March 2024**

SAFETY								
ACCIDENT DATA	March 2024				Fiscal Year to Date			
	Fixed Route		Paratransit		Fixed Route		Paratransit	
<b>Total</b>					<b>0</b>		<b>0</b>	
Preventable	<b>5</b>		<b>0</b>		<b>30</b>		<b>0</b>	
Non-Preventable	<b>1</b>		<b>0</b>		<b>19</b>		<b>1</b>	
<b>Physical Damage</b>								
Major	<b>0</b>		<b>0</b>		<b>3</b>		<b>0</b>	
Minor	<b>5</b>		<b>0</b>		<b>40</b>		<b>1</b>	
<b>Bodily Injury</b>								
Yes	<b>0</b>		<b>0</b>		<b>2</b>		<b>0</b>	
No	<b>6</b>		<b>0</b>		<b>47</b>		<b>0</b>	
<b>MONTHLY CLAIMS ACTIVITY</b>								
	<b>Totals</b>							
<b>Amount Paid</b>								
This Month	<b>\$7,163.41</b>							
To Date This Fiscal Year	<b>\$34,295.62</b>							
<b>Budget</b>	<b>\$100,000.00</b>							
<b>% Expended</b>	<b>34%</b>							
<b>CUSTOMER SERVICE - ADMINISTRATION</b>								
CATEGORY	Number of Requests							
	March 2024	Year To Date						
Praise	0	0						
Bus Stop	3	28						
Incident	1	33						
Trip Planning	1	6						
Fares/Tickets/Passes	1	7						
Route/Schedule Planning	15	82						
Marketing/Website	1	4						
ADA	1	8						
COVID Inquiries	0	0						
Lost/Found	1	5						
<b>TOTAL</b>	<b>24</b>	<b>173</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	1	0	0	12	2	0	0	3
Safety	4	0	0	40	0	0	0	2
Driver/Dispatch Discourtesy	1	2	0	9	0	0	0	0
Early	1	0	0	5	0	0	0	0
Late	1	0	0	9	0	0	0	1
No Show	1	1	0	3	0	0	0	2
Incident	0	0	0	1	0	0	0	0
Driver/Dispatch Training	2	5	1	26	0	0	0	3
Maintenance	0	0	0	4	0	0	0	0
Bypass	4	1	0	36	0	0	0	0
<b>TOTAL COMPLAINTS</b>	<b>14</b>	<b>9</b>	<b>1</b>	<b>133</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b>Valid Complaints</b>								
Per 10,000 riders	<b>1.13</b>				<b>0.00</b>			
Per 1,000 riders								

## LAVTA COMMITTEE ITEMS - May 2024 - September 2024

### Finance & Administration Committee

<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	
<b>September</b>	Action	Info
Minutes	X	
FTA Triennial Review	X	
Cloud Based TSP Design - Task Order	X	

# LAVTA COMMITTEE ITEMS - May 2024 - September 2024

## Projects & Services Committee

<b>May</b>	Action	Info
Minutes	X	
<b>June</b>	Action	Info
Minutes	X	
Fare Structure Changes	X	
On Call Task Order Contract Award Kimley Horn: Passenger Facilities Enhancement Project PS&E (A)	X	
<b>July - Cancelled</b>	Action	Info
<b>August</b>	Action	Info
Minutes	X	
<b>September</b>	Action	Info
Minutes	X	
Fixed Route Customer Satisfaction Survey	X	