

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

Ridership

August typically sees ridership gains as the Tri-Valley schools starting the school year mid-month. In addition, this year two major promotions were in effect (*Youth Ride Free* and *Try Transit to School*), both of which provided free rides for students and general youth throughout the month of August. During August, the Wheels system carried approximately 126,000 unlinked boardings, representing a ~7% year-on-year (YoY) increase. This is a continuation of almost exactly the same trend from June and July.

The numbers indicate that the system continues to recover post-pandemic (and post-*Wheels-in-Motion* implementation); Weekdays saw an average of 13.8 boardings per vehicle revenue hour, a YoY increase of approximately 11%.

Wheels pre-pandemic ridership recovery with data from August 2024 compared to August 2019 is 77% on Weekdays, 100% on Saturdays and 96% on Sundays.

Bay Area Ridership Recovery

As discussed at the September Board meeting, staff have compiled several Bay Area transit agencies' ridership data, presented below.

Agency	FY 24 Ridership	FY 23 Ridership	YoY%
AC Transit	39,266,682	34,603,649	13%
ACE Rail	681,351	474,498	44%
BART	49,609,918	45,864,475	8%
County Connection	2,609,158	2,365,916	10%
LAVTA Wheels	1,353,810	1,145,515	18%
Santa Clara VTA	27,156,809	23,408,795	16%

Try Transit to School Results

The results from this year's promotion indicate that it was successful, seeing a significant increase in ridership. Social media was very effective with TikTok and Viant gaming network having the most engagement.

2024 Try Transit to School promotional utilization: 51,378 pax

Average monthly school tripper pax: 33,629 pax*

Increase over monthly average: 17,749 pax

Increase %: 53%

* Monthly average October 2023 through March 2024

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Dublin Splatter

On September 14, Wheels operations, marketing, and customer service staff attended Splatter, welcoming hundreds of community members throughout the day. Staff answered questions, sparked great conversations, and handed out plenty of prizes through the Wheels prize wheel.



PUSD PACE Ride Along

On September 4, LAVTA staff took 25 students and teachers from the Pleasanton Unified School District's Pleasanton Adult Career Education (PACE) program on a travel training adventure. The trip started in downtown Pleasanton on Route 10R to the Livermore Transit Center. The group took Route 14 to the Wheels office for a tour and lunch, then caught Route 14 to the E. Dublin BART Station. Finally, the group rode Route 10R back downtown. This is the second year the travel training event has taken place.



Pleasanton Senior Center – September 25

On September 25, Wheels hosted a booth at the Pleasanton Senior Center at their Travel Series to assist attendees with applications for senior Clipper cards and ADA resources such as Paratransit service. Wheels also gave away promotional items and provided transit planning assistance for fixed route service destinations like shopping and medical services.



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Clean Air Day – October 2

On October 2, Wheels, WestCAT, and County Connection will be fare free to celebrate Clean Air Day. California Clean Air Day is a statewide effort to engage Californians on air quality issues. For more than 5 years, this event has encouraged Californians to improve air quality through their individual actions, including through using public transit.



Pleasanton Meadowlark Dairy Detour on Route 10R- Update

On September 9, the westbound 10R resumed normal routing, reactivating four stops that had been temporarily closed due to the Meadowlark Dairy Detour. The stop on westbound Neal Street at the southern edge of Lion's Wayside Park remains closed. A new, temporary stop was placed on First Street at Lion's Wayside Park. LAVTA will be re-engaging with City and Dairy staff on a timeline for reactivating the stop on Neal Street in October.



Finance and Administration

Transportation Revenue Measure Efforts

In September, staff attended both the Transportation Revenue Measure Executive Group and Select Committee meetings where two different revenue measure scenarios were presented and discussed by MTC Staff and the consultant team. The Select Committee's feedback included a request for additional scenarios to include the ones potentially under development by the transit operators (BART, Muni, etc.) Both groups will meet again in October where the additional scenarios will be presented. The Select Committee is expected to make a recommendation on a preferred scenario at their October meeting.

California Highway Patrol Inspection

On September 22 – 23, LAVTA had its annual California Highway Patrol (CHP) audit. As part of the audit, the CHP focuses on several areas to ensure compliance with regulatory standards.

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This includes inspecting vehicles and maintenance records, vehicle registration records, driver certifications, driver hour records, training, and safety protocols. This year LAVTA passed the audit without any deficiencies or findings.

Women's Transportation Seminar (WTS) Emerging Leaders Program

Kadri Kulm, Paratransit Planner, and Martha Nguyen, Senior Operations Analyst, were both selected to participate in the 2024 WTS Emerging Leaders Program. The program provides an opportunity for women to develop leadership communication skills, strategically think about their career path, and establish goals

Dale Carnegie

LAVTA hosted a Dale Carnegie Communications Training September 18-20. Several staff participated along with three staff from County Connection. The training focused on developing confidence and communication skills.



LAVTA's Director of Finance Selected as Vice-Chair of Cal-TIP Member Services Committee

At their September meeting, Tamara Edwards was elected to serve as Vice-Chair of the California Transit Insurance Pool (Cal-TIP) Member Services Committee.

Upcoming Procurements

The Wheels Access RFP will be released in October.

Bids are due for the Livermore Transit Center Repainting Project on October 25, 2024

Attachments:

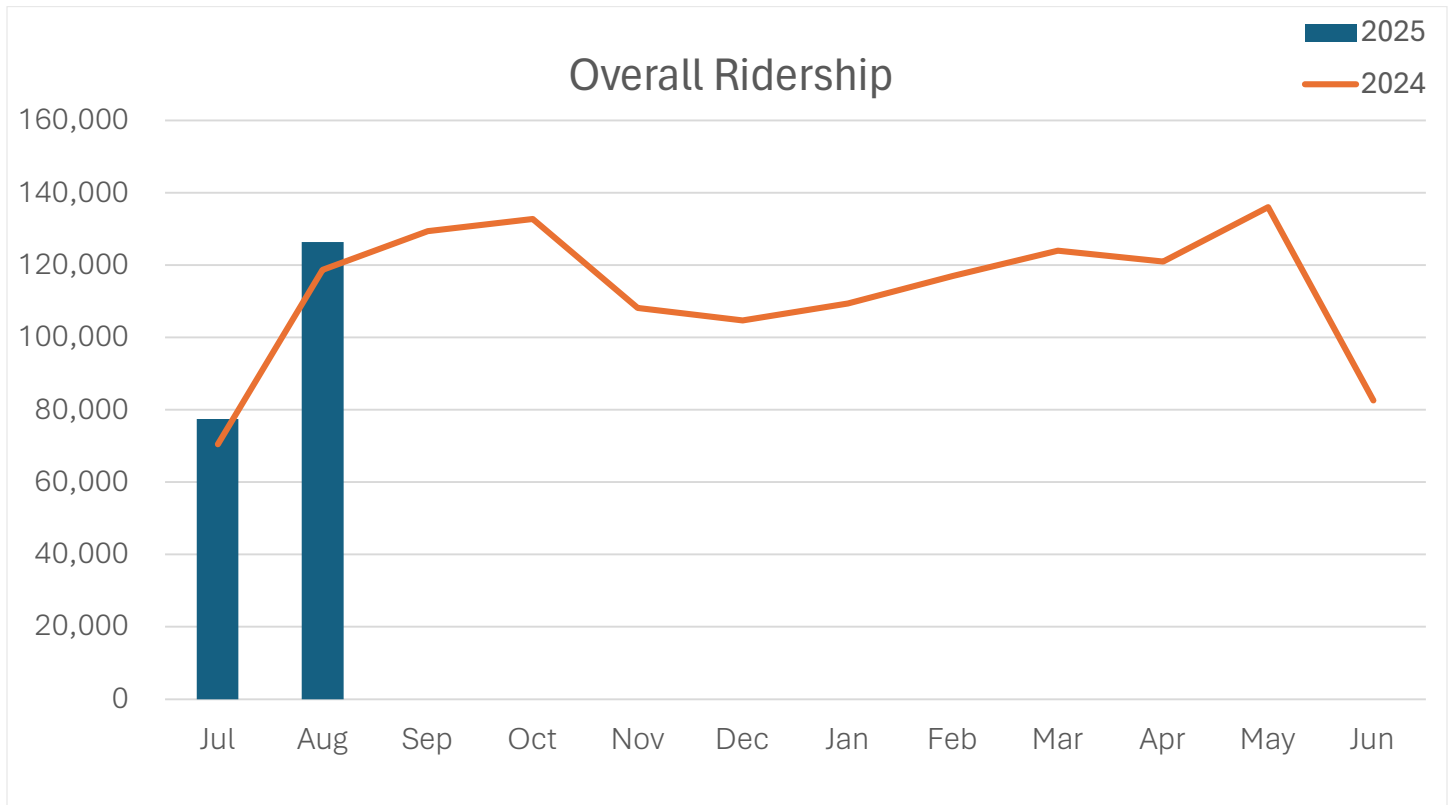
1. Board Statistics August 2024
2. FY25 Upcoming Items

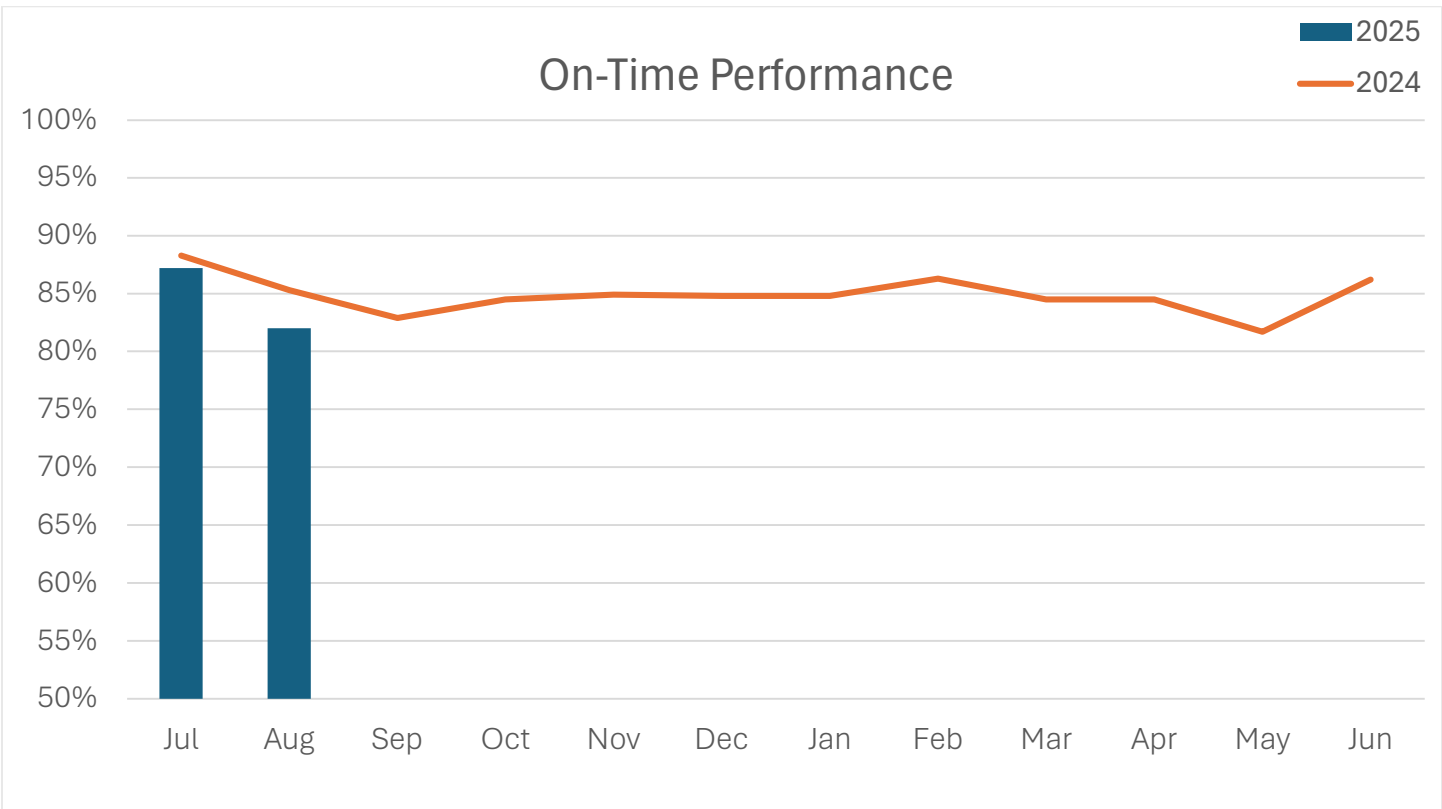
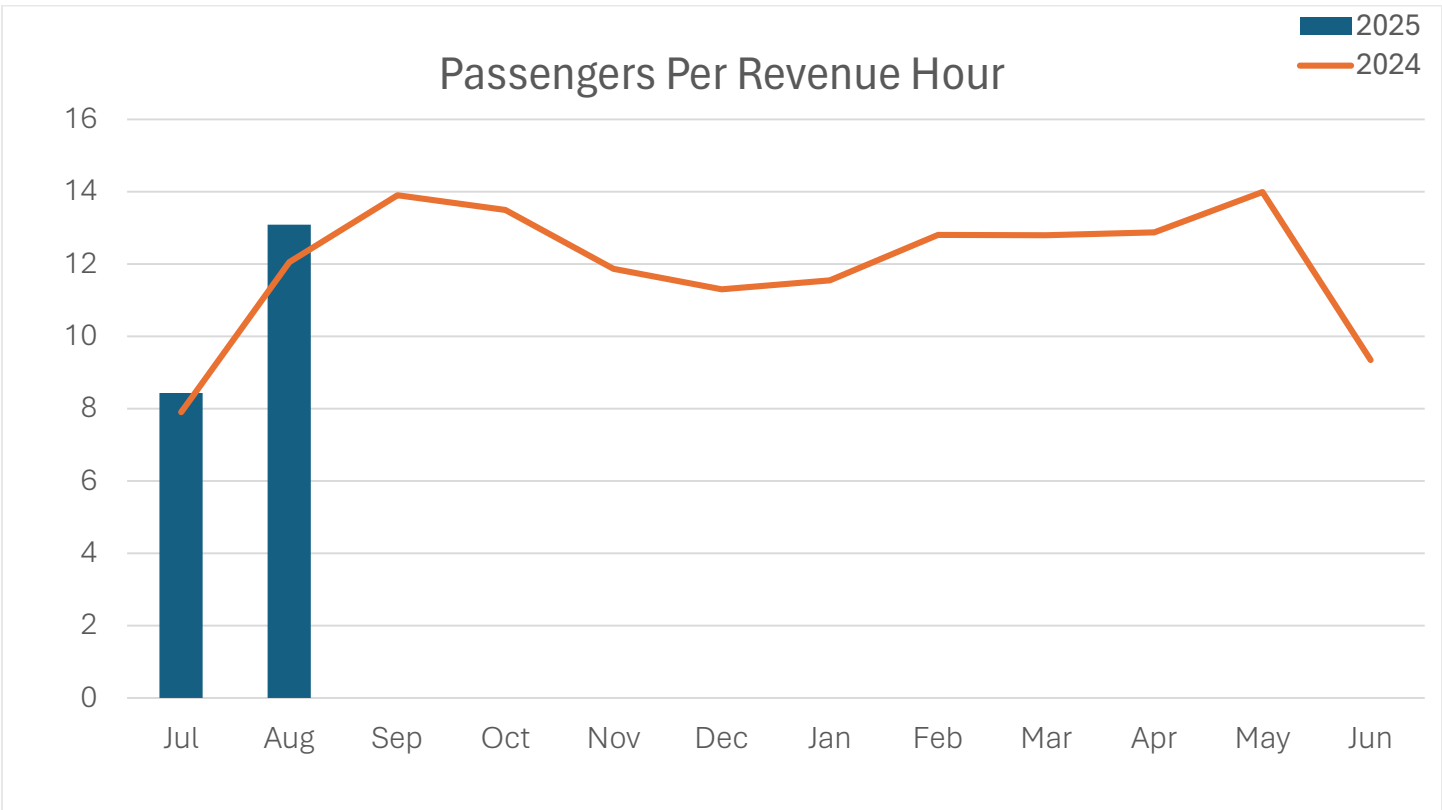


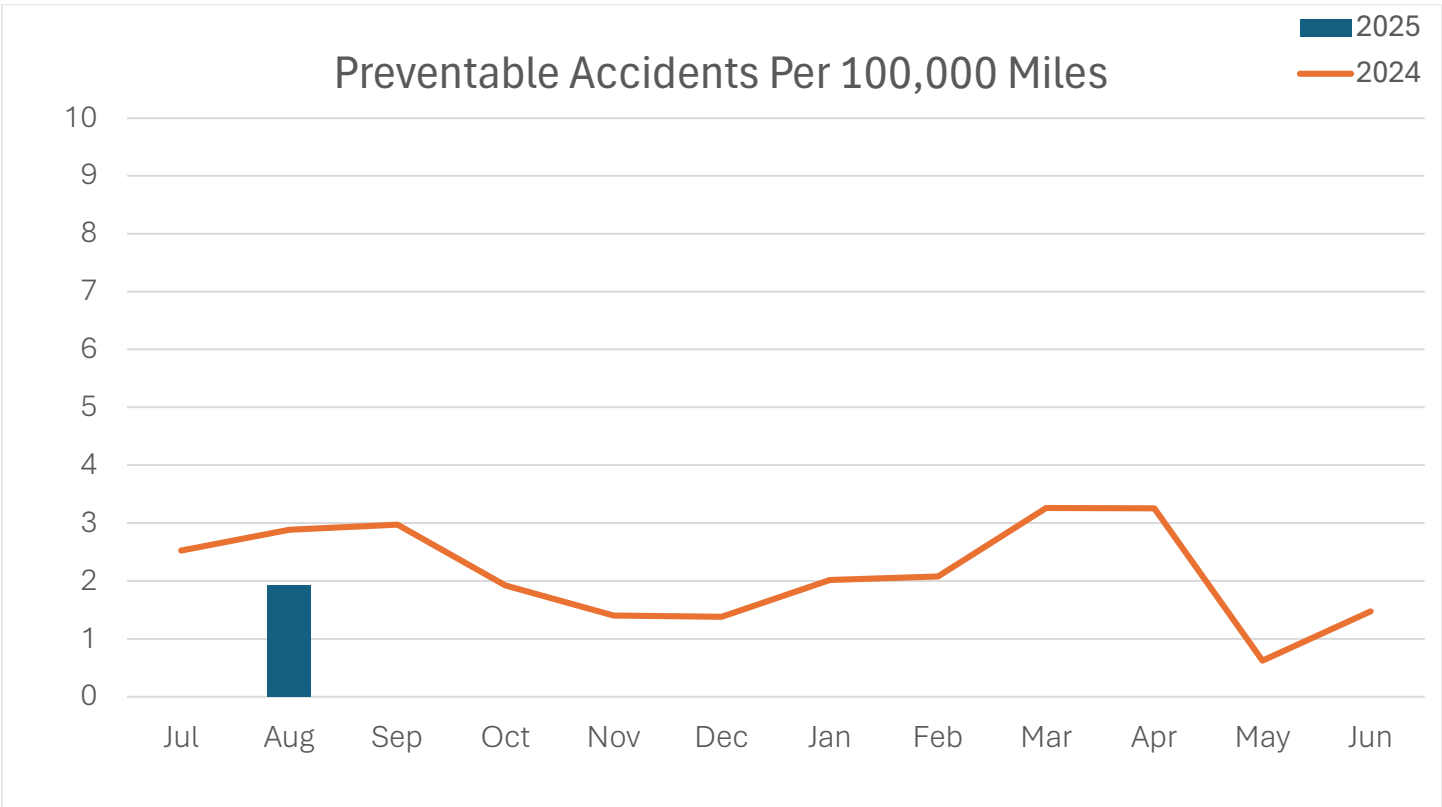
Wheels System Performance FY 2025 - August

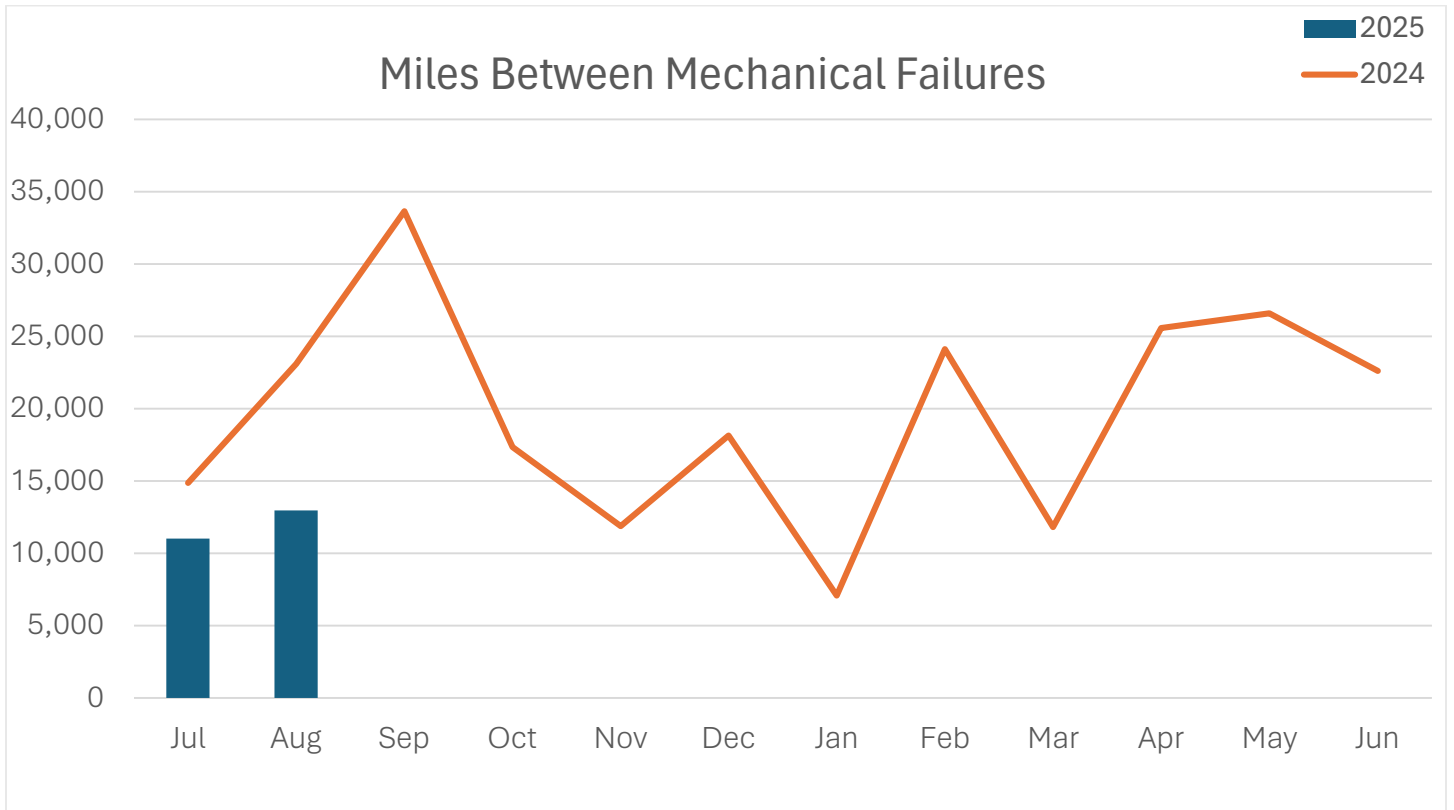
Fixed-Route

Performance Indicator	Aug-23	Aug-24	Year Over Year % Change	
Total Ridership	118,676	126,381	6%	👍
Fully Allocated Cost Per Passenger	\$11.32	\$10.43	-8%	👍
Average Weekday Ridership	4,672	5,066	8%	👍
Average Saturday Ridership	1,601	1,846	15%	👍
Average Sunday Ridership	1,225	1,424	16%	👍
Passengers Per Revenue Hour	12.1	13.1	9%	👍
On-Time Performance	85%	82%	-4%	👎
Preventable Accidents Per 100k Miles	2.9	1.9	-33%	👍
Customer Complaints Per 100,000 Boardings	1.7	1.7	-1%	👍
Miles Between Mechanical Failures	23,101.3	12,953.1	-44%	👎





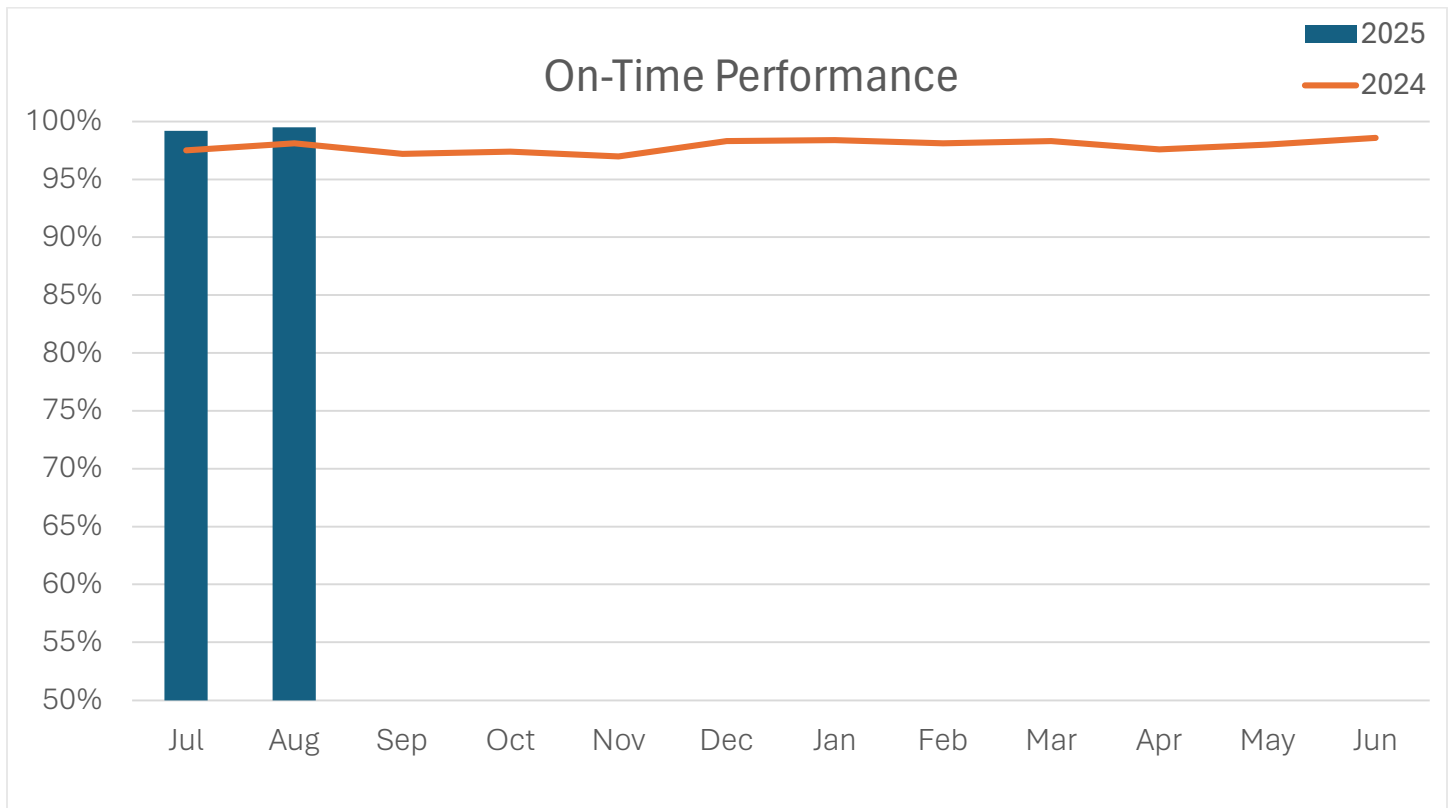






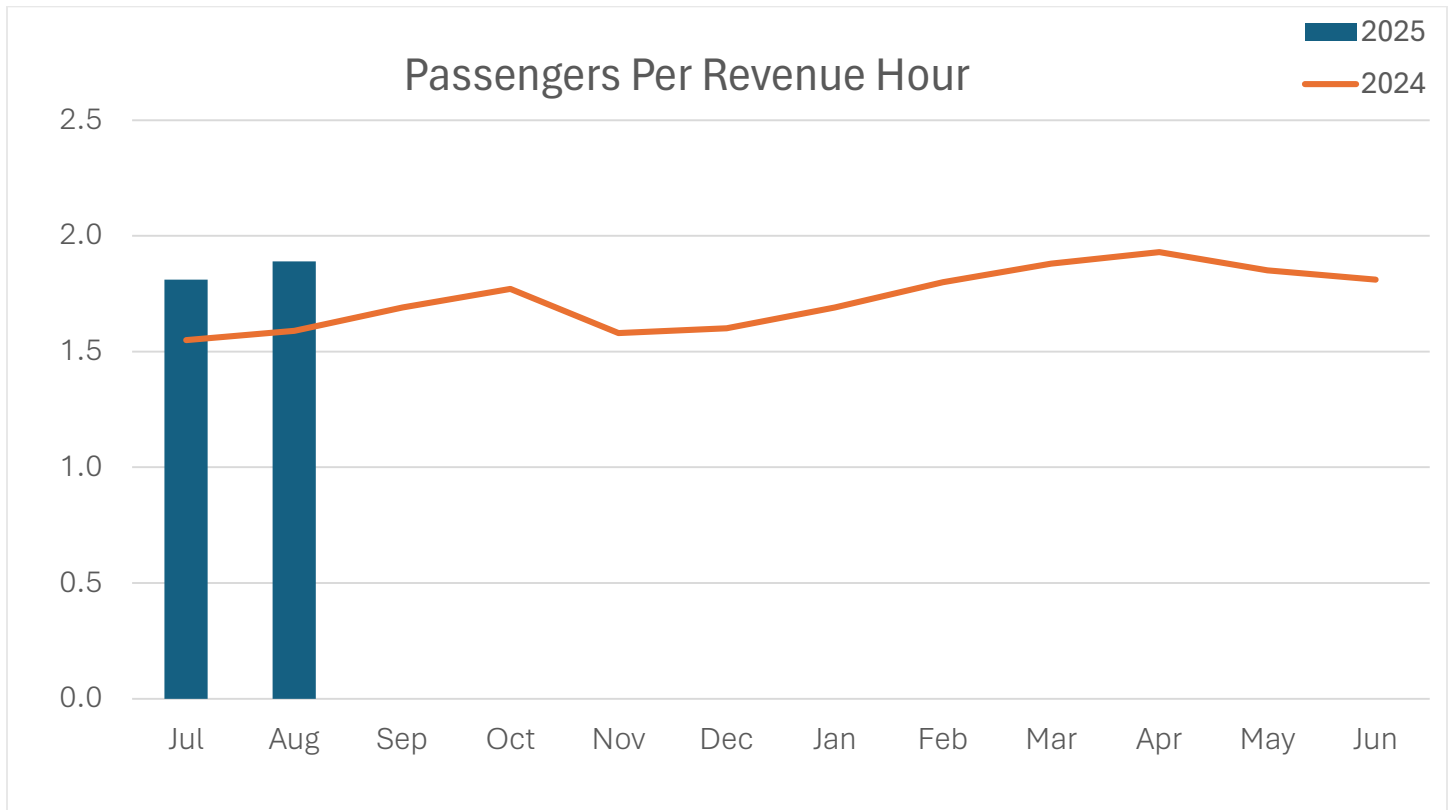
Paratransit

Performance Indicator	Aug-23	Aug-24	Year Over Year % Change	
On-Time Performance	98%	100%	1%	👍
Passengers Per Revenue Hour	1.6	1.9	19%	👍
Valid Complaints Per 1,000 Passengers	0.7	0.3	-51%	👍
Phone Holds (% of calls answered within 60 seconds)	73%	75%	2%	👍
Preventable Accidents Per 100,000 Miles	0.0	0.0	0%	👍
Cost Per Trip	\$55.15	\$51.64	-6%	👍
Total Ridership	3,022	3,067	1%	



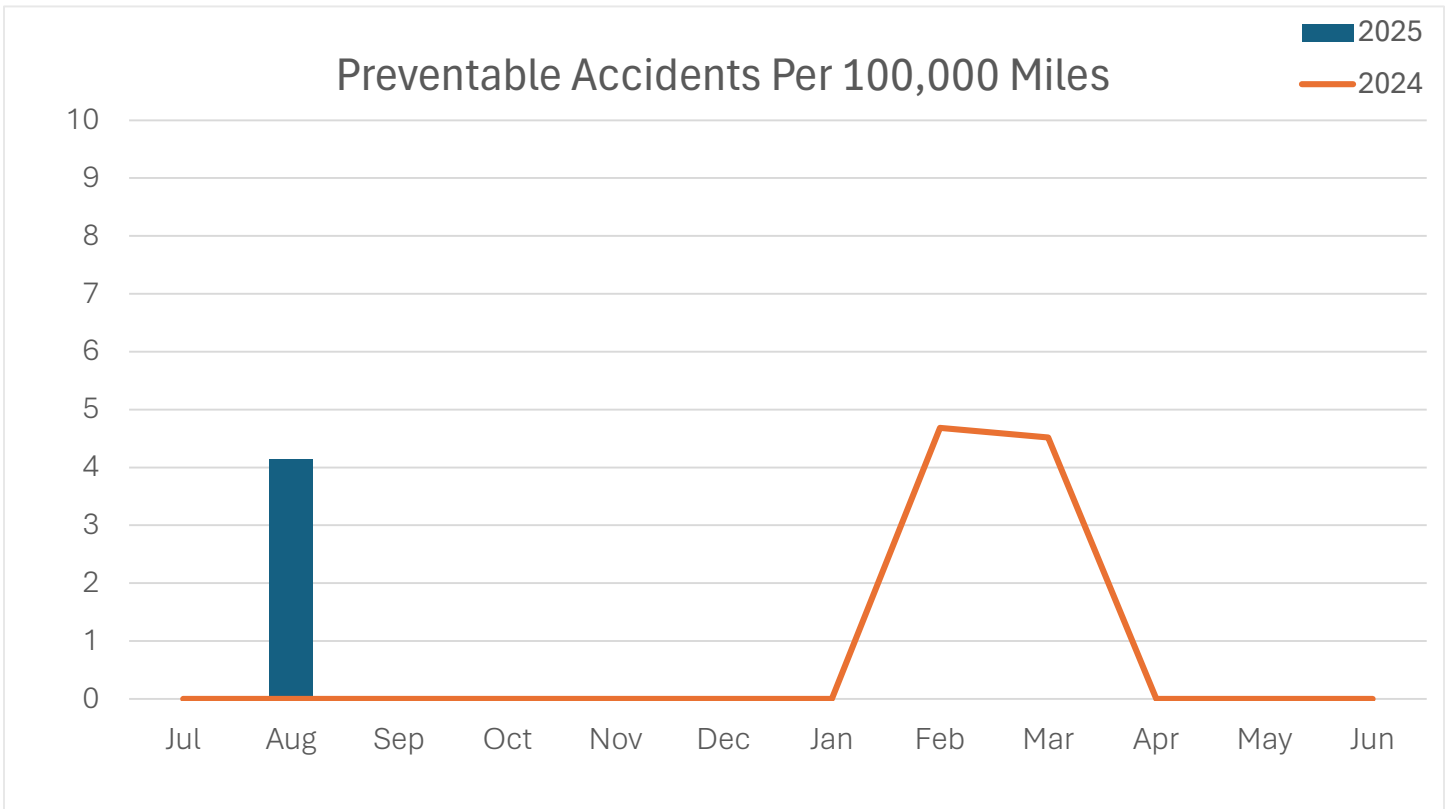


Paratransit



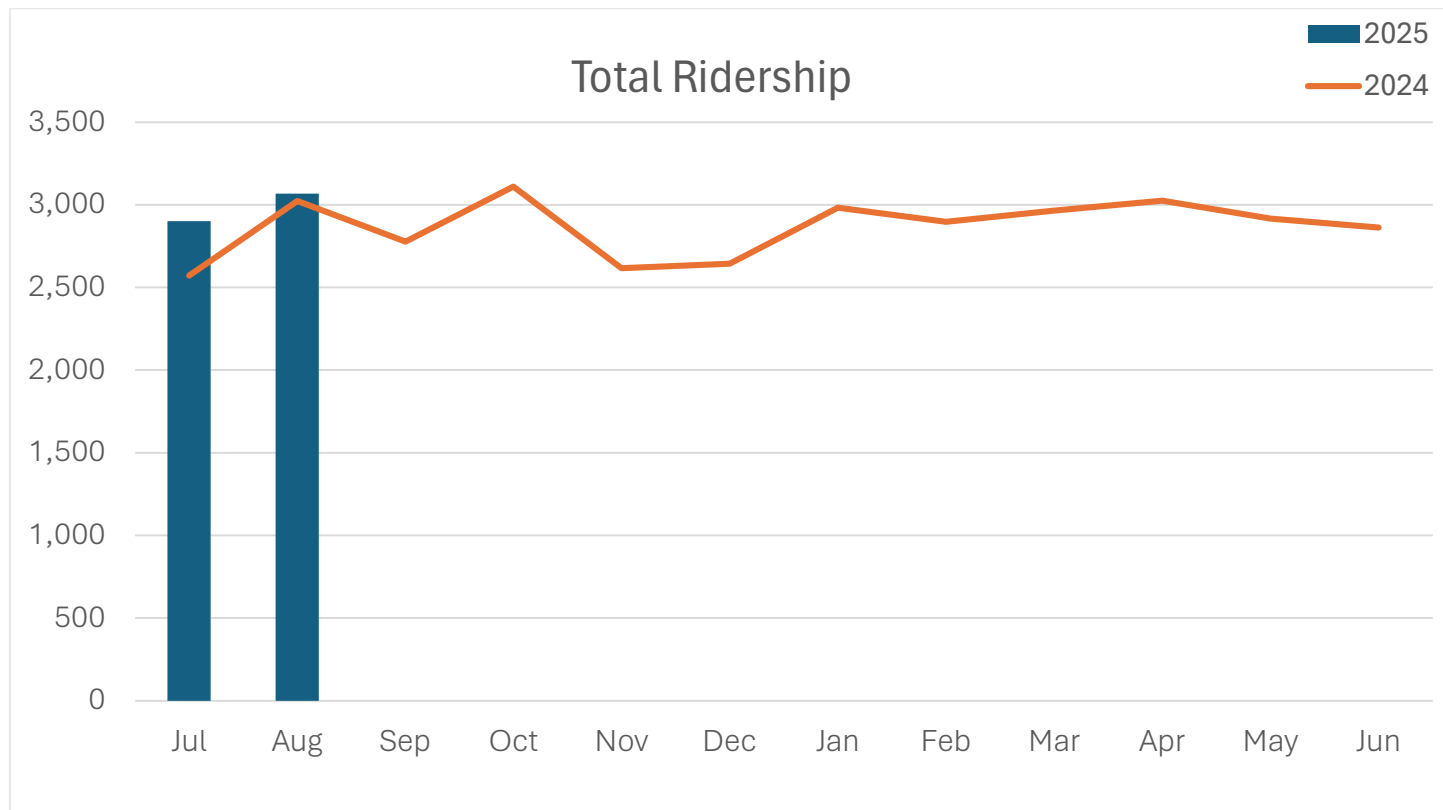


Paratransit



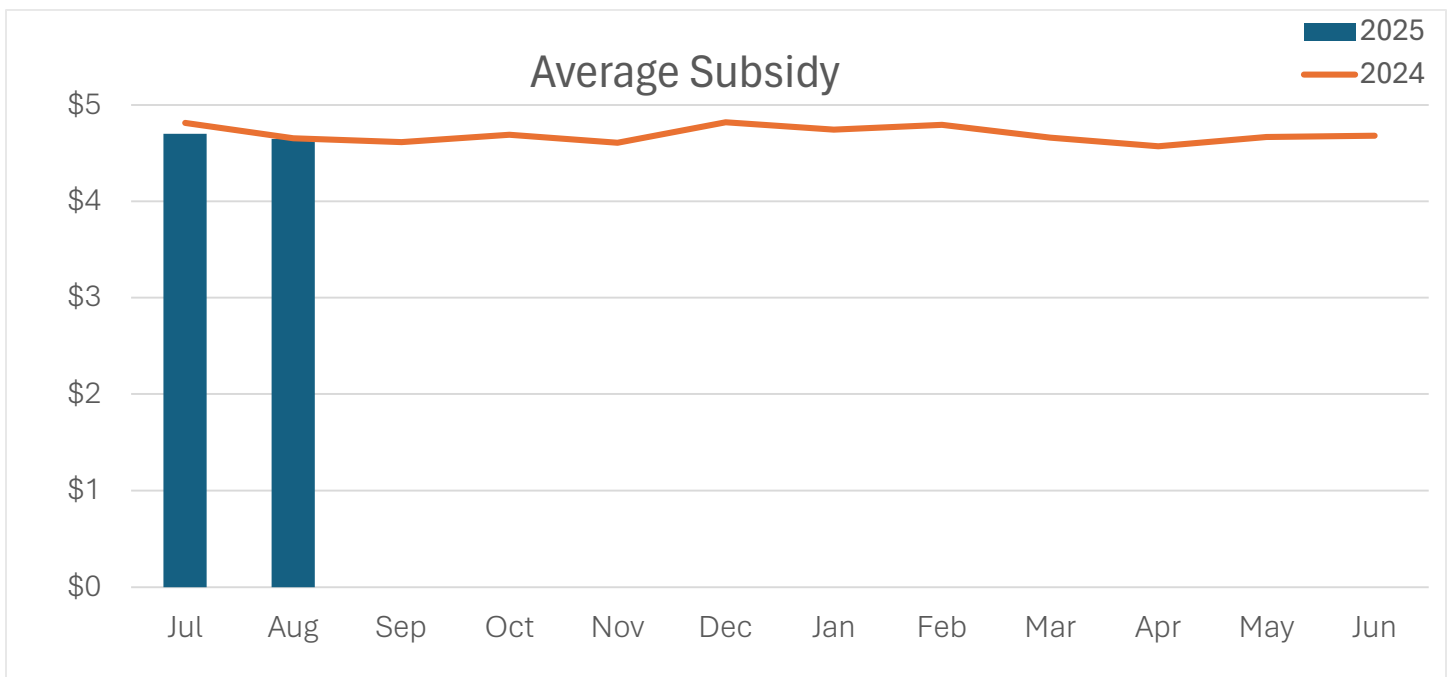
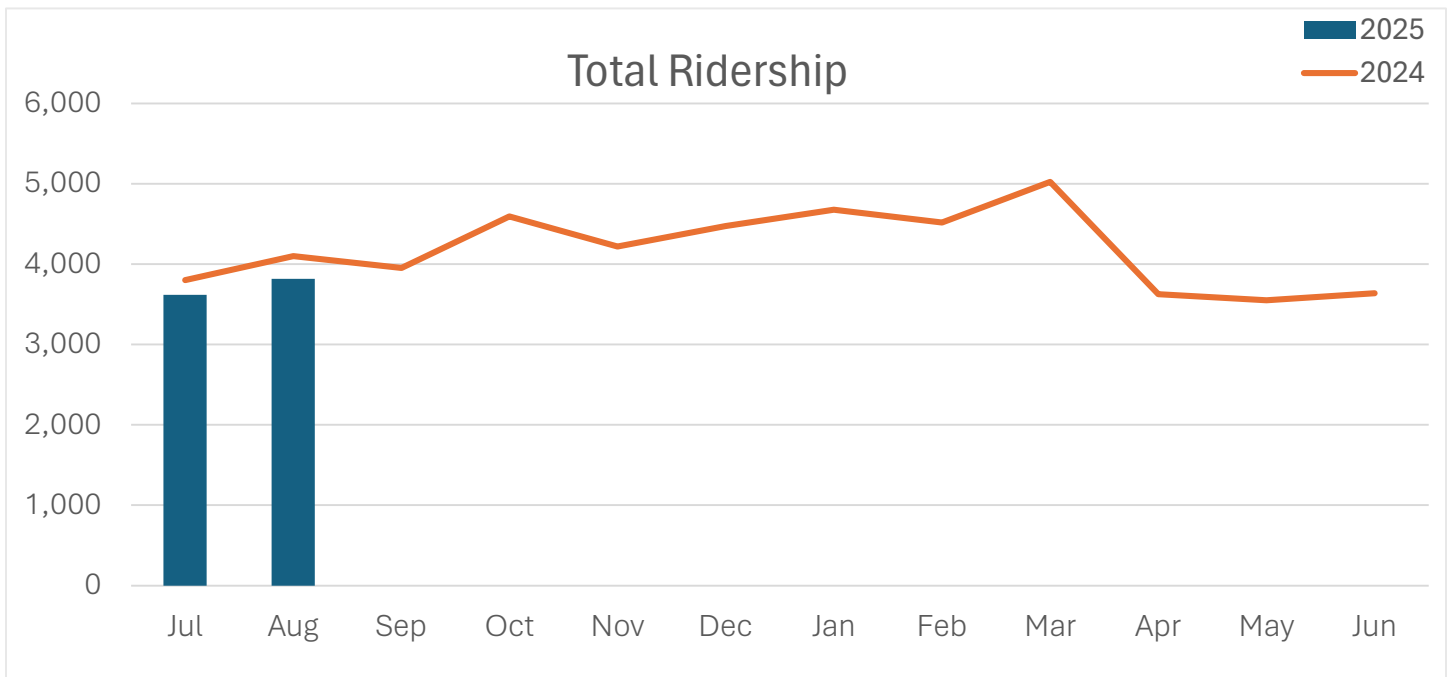


Paratransit





Performance Indicator	Aug-23	Aug-24	Year Over Year % Change
Total Ridership	4,099	3,815	-7%
Average Subsidy	\$4.65	\$4.65	0%



LAVTA COMMITTEE ITEMS - October 2024 - February 2025

Finance & Administration Committee

October

	Action	Info
Minutes	X	
Treasurers Report	X	
Annual Comprehensive Financial Report (ACFR)	X	
Codifying Existing Fares	X	
ARCHES Subrecipient Agreement (tentative)	X	

November

	Action	Info
Minutes	X	
Treasurers Report	X	
Wheels Access Contract Award (tentative)	X	
FY25 Bus Purchase (tentative)		X
*Typically November committee meetings are cancelled		

December

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

January

	Action	Info
Minutes	X	
Treasurers Report	X	
2025 Legislative Program	X	
State/Federal Lobbyist Contract Award	X	

February

	Action	Info
Minutes	X	
Treasurers Report	X	
Fare Product Changes	X	

LAVTA COMMITTEE ITEMS - October 2024 - February 2025

Projects & Services Committee

	Action	Info
October		
Minutes	X	
Service to DHS and EHS - Final Recommendation		X
November		
Minutes	X	
Fixed Route Ridership Report		X
FY25 Bus Purchase (tentative)		X
2025 Marketing Plan		X
December		
Minutes	X	
*Typically December committee meetings are cancelled		
January		
Minutes	X	
February		
Minutes	X	
Quarterly Fixed Route Ridership Report		X
Draft Title VI Plan		X