



P.O Box 698 Lower Lake, CA 95457
Tel: 707-994-3384 Fax: 707-994-3387

TO: Lake Transit Authority Board of Directors
FROM: Samuel Gaytan, Project Manager
DATE: February 1st, 2025
RE: Service Report December 2024 & January 2025

| <u>Rider ship</u> | <u>Comparison</u> |
|----------------------|-------------------------------|
| December 2023-16,606 | December 2024-18,963 / +2,357 |
| January 2024-17,528 | January 2025-20,426 / +2898 |

Employee Training and Recruitment:

Candidates that were hired at the end of 2024, are now all fully licensed and on their own driving routes. Our Trainers ended 2024 with all of our required training completed and current for all of our staff.

Exceptions:

| | <u>Clearlake</u> | <u>Lakeport</u> |
|----------|------------------|-----------------|
| November | 0 | 0 |

Vehicle Maintenance Status:

Our current vehicle inventory reflects:

7- Medium Cutaway vans

5-Large Cutaway Buses

13- Large Transit coaches

The 25 in-service vehicles have allowed us to place 3 vehicles into spare status.

Rider Incidents and Police Involvement Concerns

No police involvement concerns this month.

Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

| | TOTAL | | UNFOUNDED/INVESTIGATED | | FOUNDED/RESOLVED |
|-----------------------|-------|--|------------------------|--|------------------|
| Compliments | | | | | |
| Complaints on Drivers | 2 | | | | 2 |
| Early | | | | | |
| Late | | | | | |
| Missed Pickup | | | | | |
| Vehicle | | | | | |
| Ride length | | | | | |
| Miscellaneous | | | | | |
| Dispatch | | | | | |

Summary:

Our GOAL is to continue where we left off in 2024, striving to meet our Communities needs.



P.O Box 698 Lower Lake, CA 95457
Tel: 707-994-3384 Fax: 707-994-3387

TO: Lake Transit Authority Board of Directors
FROM: Samuel Gaytan, Project Manager
DATE: December 1st, 2024
RE: Service Report November 2024

Rider ship Comparison
November 2023-18,074 November 2024-16,945 / -1,129

Employee Training and Recruitment:

The three candidates that were part of our Job Offer Contingency process on Nov 4th, 2024. Have been hired and have completed classroom training. All three candidates are now permitted have begun the hands on portion of the training.

Exceptions:

| | Clearlake | Lakeport |
|----------|-----------|----------|
| November | 0 | 0 |

Vehicle Maintenance Status:

Our current vehicle inventory reflects:

7- Medium Cutaway vans

5-Large Cutaway Buses

13- Large Transit coaches

The 25 in-service vehicles have allowed us to place 3 vehicles into spare status.

Rider Incidents and Police Involvement Concerns

No police involvement concerns this month.

Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

| | TOTAL | | UNFOUNDED/INVESTIGATED | | FOUNDED/RESOLVED |
|-----------------------|-------|--|------------------------|--|------------------|
| Compliments | 1 | | | | 1 |
| Complaints on Drivers | 2 | | 1 | | 1 |
| Early | | | | | |
| Late | | | | | |
| Missed Pickup | | | | | |
| Vehicle | | | | | |
| Ride length | | | | | |
| Miscellaneous | | | | | |
| Dispatch | | | | | |

Summary:

Our GOAL is to meet all of our passengers needs in our community. This is a GOAL my team and I take serious.



P.O Box 698 Lower Lake, CA 95457
Tel: 707-994-3384 Fax: 707-994-3387

TO: Lake Transit Authority Board of Directors
FROM: Samuel Gaytan, Project Manager
DATE: November 1st, 2024
RE: Service Report October 2024

| <u>Rider ship</u> | <u>Comparison</u> |
|---------------------|-----------------------------|
| October 2023-20,322 | October 2024-21,801 / +1479 |

Employee Training and Recruitment:

The three candidates we had hired in the beginning of August are now driving on their own covering routes.

We have hired one more candidate who is currently in classroom training. This candidate is fully credentialed and should be on his own in a couple of weeks.

We have three candidates starting the Job Offer Contingency process on Nov 4th, 2024.

Exceptions:

| | Clearlake | Lakeport |
|-----------|-----------|----------|
| August | 0 | 0 |
| September | 0 | 0 |

Vehicle Maintenance Status:

Our current vehicle inventory reflects:

7- Medium Cutaway vans

5-Large Cutaway Buses

13- Large Transit coaches

The 25 in-service vehicles have allowed us to place 3 vehicles into spare status.

Rider Incidents and Police Involvement Concerns

No police involvement concerns this month.

Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

| | TOTAL | | UNFOUNDED/INVESTIGATED | | FOUNDED/RESOLVED |
|-----------------------|-------|--|------------------------|--|------------------|
| Compliments | | | | | |
| Complaints on Drivers | 2 | | 1 | | 1 |
| Early | | | | | |
| Late | | | | | |
| Missed Pickup | 1 | | 1 | | |
| Vehicle | | | | | |
| Ride length | | | | | |
| Miscellaneous | | | | | |
| Dispatch | | | | | |

Summary:

Even with all the challenges we are facing our drivers and Leadership Team has pulled together and have risen to the top to provide excellent customer service to our community.

Our GOAL is to meet all of our passengers needs in our community. This is a GOAL my team and I take serious.



P.O Box 698 Lower Lake, CA 95457
Tel: 707-994-3384 Fax: 707-994-3387

TO: Lake Transit Authority Board of Directors
FROM: Samuel Gaytan, Project Manager
DATE: September 1st, 2024
RE: Service Report August & September 2024

| <u>Rider ship</u> | <u>Comparison</u> |
|-----------------------|-----------------------------|
| August 2024-22,537 | August 2024-21,480 / +1057 |
| September 2024-20,000 | September 2023-19,194/ +806 |

Employee Training and Recruitment:

Out of the three candidates we had hired in the beginning of August only one has made it thru classroom training. They are currently in BTW training and are scheduled to take their drive skill test in the next couple of weeks.

We have hired on three more candidates. They are currently in classroom training with an estimate completion date the first week of October. One of the candidates is fully credentialed which is a huge bonus.

We have brought in Gary in once again to help with classroom training. With Gary here this has opened up the Leadership team to be able to focus on the day to day operations, assist in driving and any call outs that may occur.

Exceptions:

| | Clearlake | Lakeport |
|-----------|-----------|----------|
| August | 0 | 0 |
| September | 0 | 0 |

Vehicle Maintenance Status:

Our current vehicle inventory reflects:

- 7- Medium Cutaway vans
- 5-Large Cutaway Buses
- 13- Large Transit coaches

The 25 in-service vehicles have allowed us to place 3 vehicles into spare status.

Rider Incidents and Police Involvement Concerns

No police involvement concerns this month.

Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

| | TOTAL | | UNFOUNDED/INVESTIGATED | | FOUNDED/RESOLVED |
|------------------------------|-------|--|------------------------|--|------------------|
| Compliments | | | | | |
| Complaints on Drivers | 6 | | 3 | | 3 |
| Early | | | | | |
| Late | | | | | |
| Missed Pickup | | | | | |
| Vehicle | | | | | |
| Ride length | | | | | |
| Miscellaneous | | | | | |
| Dispatch | | | | | |

Summary:

Even with all the challenges we are facing our drivers and Leadership Team has pulled together and have risen to the top to provide excelled customer service to our community.

Our GOAL is to meet all of our passengers needs in our community. This is a GOAL my team and I take serious.



P.O Box 698 Lower Lake, CA 95457
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TO: Lake Transit Authority Board of Directors
FROM: Samuel Gaytan, Project Manager
DATE: August 1st, 2024
RE: Service Report June & July 2024

| <u>Rider ship</u> | <u>Comparison</u> |
|-------------------|-------------------------|
| June 2024-18,980 | June 2023-18,642 / +338 |
| July 2024-20,915 | July 2023-17440 / +3475 |

Employee Training and Recruitment:

We were experiencing a bit of bad luck in the month of July; we have had a couple of driver go out on leave due to off of work injuries. The whole Leadership Team has been helping to cover route to keep service going.

We are currently in the process of bringing onboard three new drivers.

Exceptions:

| | <u>Clearlake</u> | <u>Lakeport</u> |
|------|------------------|-----------------|
| June | 0 | 0 |
| July | 0 | 0 |

Vehicle Maintenance Status:

Our current vehicle inventory reflects:

7- Medium Cutaway vans

5-Large Cutaway Buses

13- Large Transit coaches

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Rider Incidents and Police Involvement Concerns

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Compliments, Complaints and Comments

We continue to focus on the concerns of the riding public that call in to discuss service needs.

| | TOTAL | | UNFOUNDED/INVESTIGATED | | FOUNDED/RESOLVED |
|------------------------------|-------|--|------------------------|--|------------------|
| Compliments | | | | | |
| Complaints on Drivers | 3 | | 3 | | |
| Early | | | | | |
| Late | | | | | |
| Missed Pickup | | | | | |
| Vehicle | | | | | |
| Ride length | | | | | |
| Miscellaneous | | | | | |
| Dispatch | | | | | |

Summary:

Construction is still ongoing on HWY 20 in the Blue Lakes area has caused minor delays in our Route 7 to and from Ukiah. We have warned our passengers and our drivers are doing their best in keeping our passengers informed of the delays.

Our GOAL is to meet all of our passengers needs in our community. This is a GOAL my team and myself take serious.