

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

Ridership

Looking at systemwide total ridership during the month of February, the trend is similar to that observed in November and December, where the post-pandemic ridership recovery seen over the prior several months looks to continue leveling out.

On the mainline side (non-school focused routes), total boardings for the month were down 1% compared with the same month of last year. At the same time, there was one less weekday in the month this year, so with that in mind, mainline is holding steady. We also note that the two Rapid-branded trunk lines 10R and 30R held up well, with a YoY increase in boardings per service hour of a combined 20%.

The supplemental (school-focused) routes, however, were down substantially (by 25%) compared with February 2024. This was driven almost entirely by a whopping 50% year-on-year (YoY) drop in ridership on the East Dublin-to-Dublin High School routes. Although we don't know the specifics of such a big drop specifically during February, generally, it was expected all along that the gradual transition of East Dublin students from Dublin High School to the new Emerald High School would lead to a decrease in overall high school student ridership in Dublin. It should be noted that the DHS ridership development is not all negative, though, as it has taken pressure off what had become a very challenging operational situation for Wheels at DHS.

Weekend (Saturday and Sunday) ridership continued to trend upward: Average boardings per weekend were up 10% YoY, driven especially by stronger Saturday ridership.

Dublin St. Patrick's Parade and Festival

On March 15-16, 2025, Wheels participated in the City of Dublin's St. Patrick's Day Celebration, including running RT 30 fare free to support transfers to the Civic Center festival grounds from BART. On Saturday, we participated in the parade with the John Madden Cruiser. Throughout the weekend the festival booth drew sustained crowds and 800+ giveaways were distributed.



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Regional Mapping and Wayfinding Pilot – Dublin/Pleasanton BART

The Regional Mapping and Wayfinding Project aims to make it easier to ride transit in the Bay Area by making wayfinding materials (maps, signs, screens, etc.) more consistent and easy to identify. Whether you are traveling by bus, rail, ferry, or a combination, the signs and communication systems will be the same across all nine Bay Area counties. Currently, two pilot locations (El Cerrito Del Norte BART and the Santa Rosa Transit Center).



Dublin/Pleasanton BART was selected as one of the nine pilot locations. In March, staff met with a group from MTC, County Connection and BART at the Dublin/Pleasanton Station to discuss the project.

Transit Worker Appreciation Day

On Tuesday, March 18th LAVTA celebrated Transit Worker Appreciation Day with a taco party. Thanks to the LAVTA Board members who were able to join in the festivities.



Finance and Administration

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LAVTA's Strategic Plan

LAVTA's Strategic Plan consultant MIG has completed Board interviews; the consultants are working on a staff survey that will be administered in early April. A staff workshop has been scheduled for April 21, and a special Board workshop has been scheduled for May 9.

Village High School Career Day

On March 17th and 18th Village High School hosted their Career Days event for students. Two LAVTA mechanics, Jerry and Paul, spoke to students about career opportunities, how to get into the field and what to expect. While Deisel Mechanics rarely have an opportunity at public speaking, these two are naturals and hopefully there will be future opportunities for them to provide a positive influence on the next generation.



Visit to Washington DC

On April 1 and 2, LAVTA staff went to Washington DC to meet with the California delegation as well as with key committee staff. LAVTA staff had meetings with the offices of Senator Padilla, Senator Schiff, Congressman Swalwell, and Congressman DeSaulnier; minority and majority staff from the House Subcommittee on Highways and Transit; staff from the Senate Committee on Banking, Housing and Urban Affairs; and the Federal Transit Administration. Topics discussed included LAVTA's priorities for Surface Transportation Reauthorization as well as updates on projects and grant administration.



Upcoming Procurements

Cradlepoint Routers

Wheels Access Mobility Management

Short Range Transit Plan

EXECUTIVE DIRECTOR'S REPORT

Attachments:

1. Board Statistics February 2025

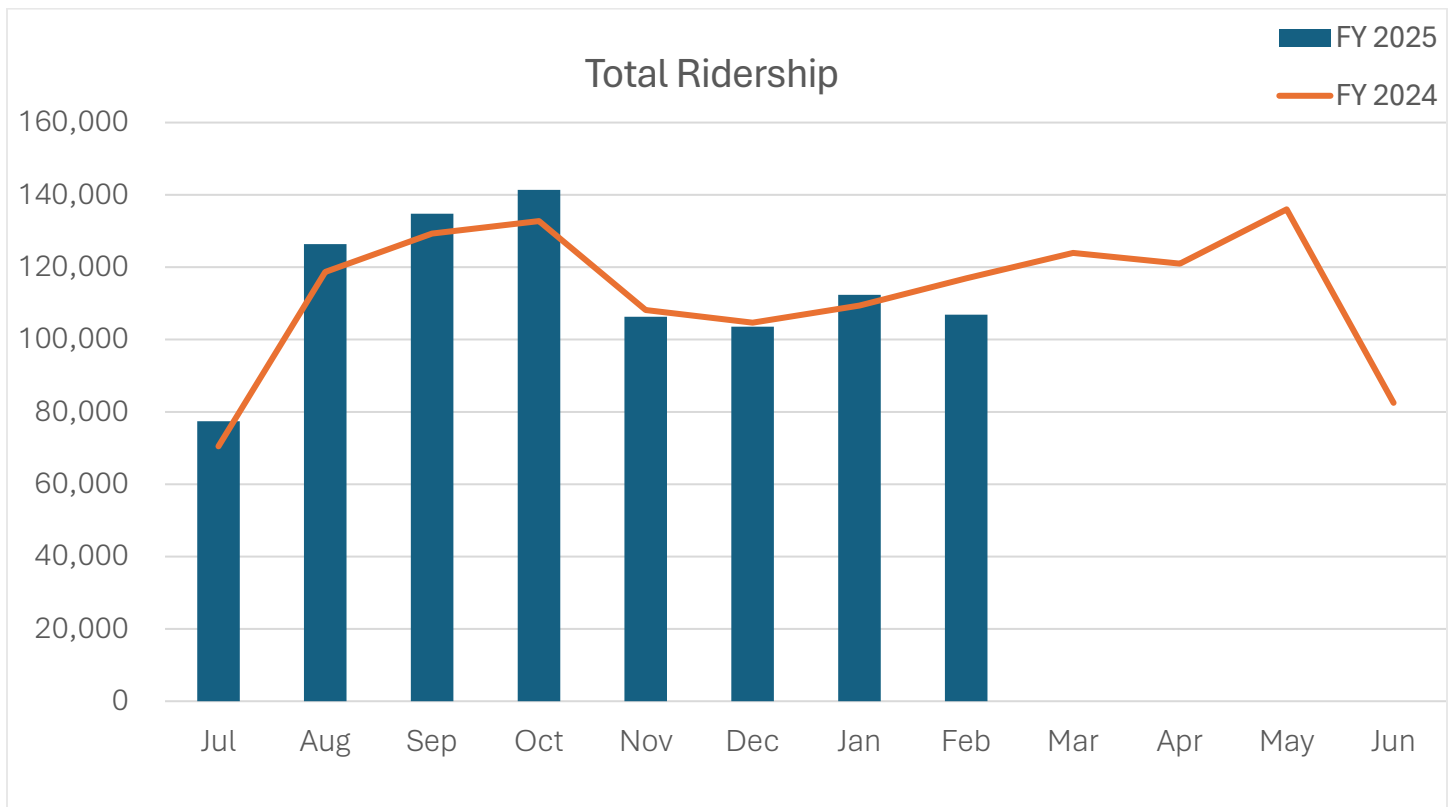


Wheels System Performance

FY 2025 - February

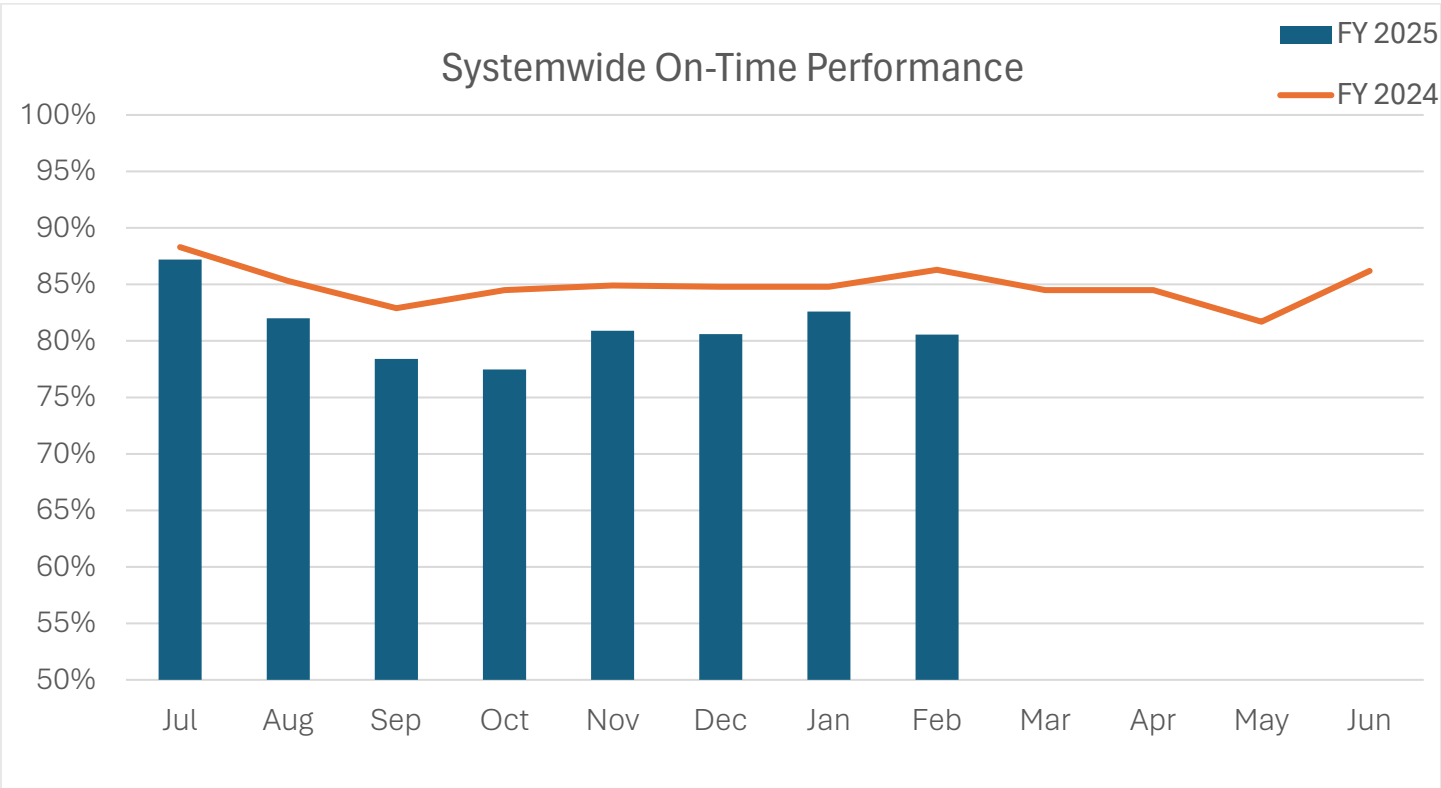
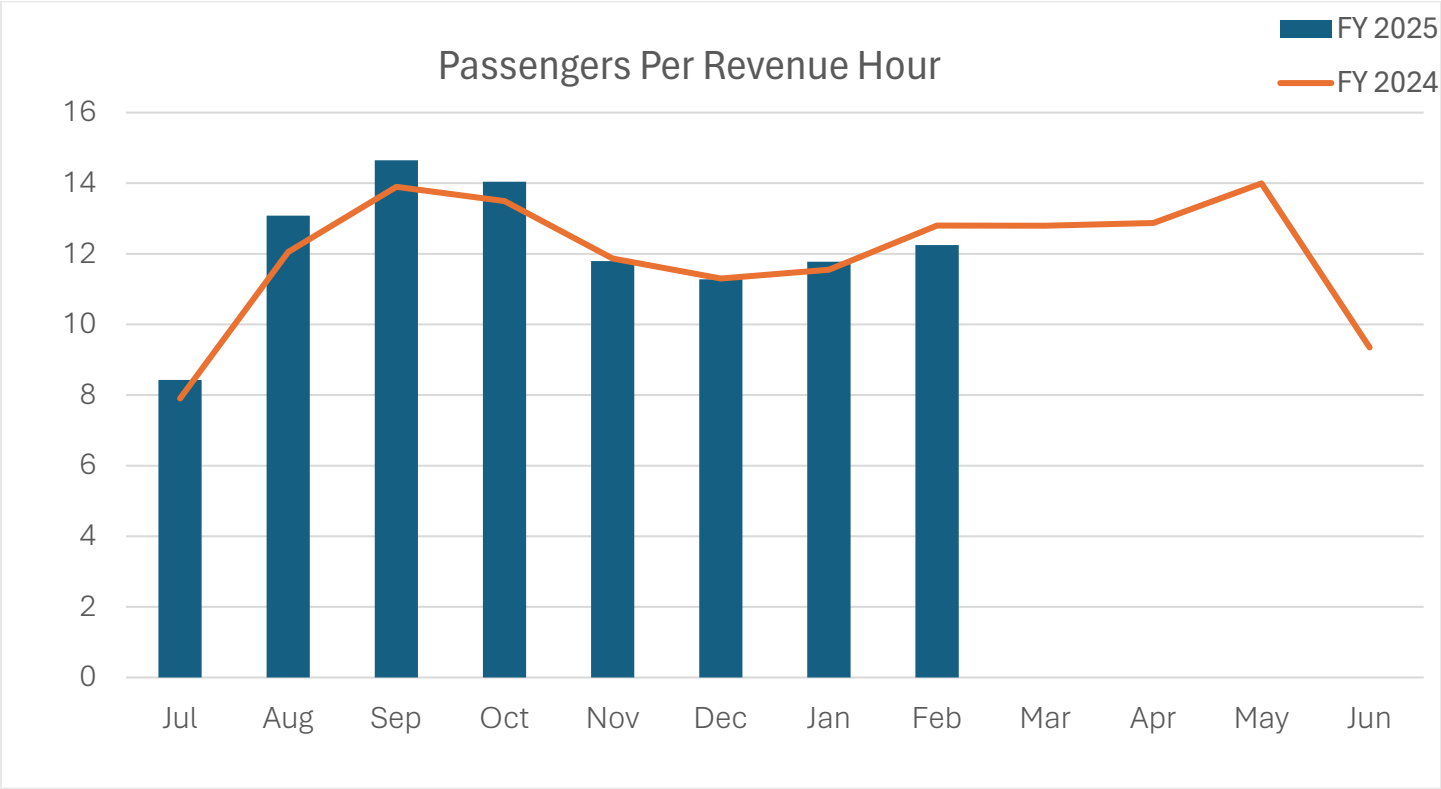
Fixed-Route

Performance Indicator	Feb-24	Feb-25	MoM % Change		YoY % Change	
Total Ridership	116,930	106,897	-5%	↓	-9%	↓
Total Ridership FY To Date	890,363	909,101	N/A		2%	↑
Fully Allocated Cost Per Passenger	\$13.37	\$13.76	-4%	↓	3%	↑
Average Weekday Ridership	5,295	4,810	2%	↑	-9%	↓
Average Saturday Ridership	1,355	1,541	2%	↑	14%	↑
Average Sunday Ridership	1,064	1,134	-4%	↓	6.6%	↑
Passengers Per Revenue Hour	12.80	12.25	4%	↑	-4%	↓
On-Time Performance	86.3%	80.6%	-2%	↓	-7%	↓
Preventable Accidents Per 100,000 Miles	2.07	2.13	-34%	↓	3%	↑
Customer Complaints Per 10,000 Boardings	1.11	1.12	-16%	↓	1%	—
Miles Between Mechanical Failures	24,102	14,090	37%	↑	-42%	↓



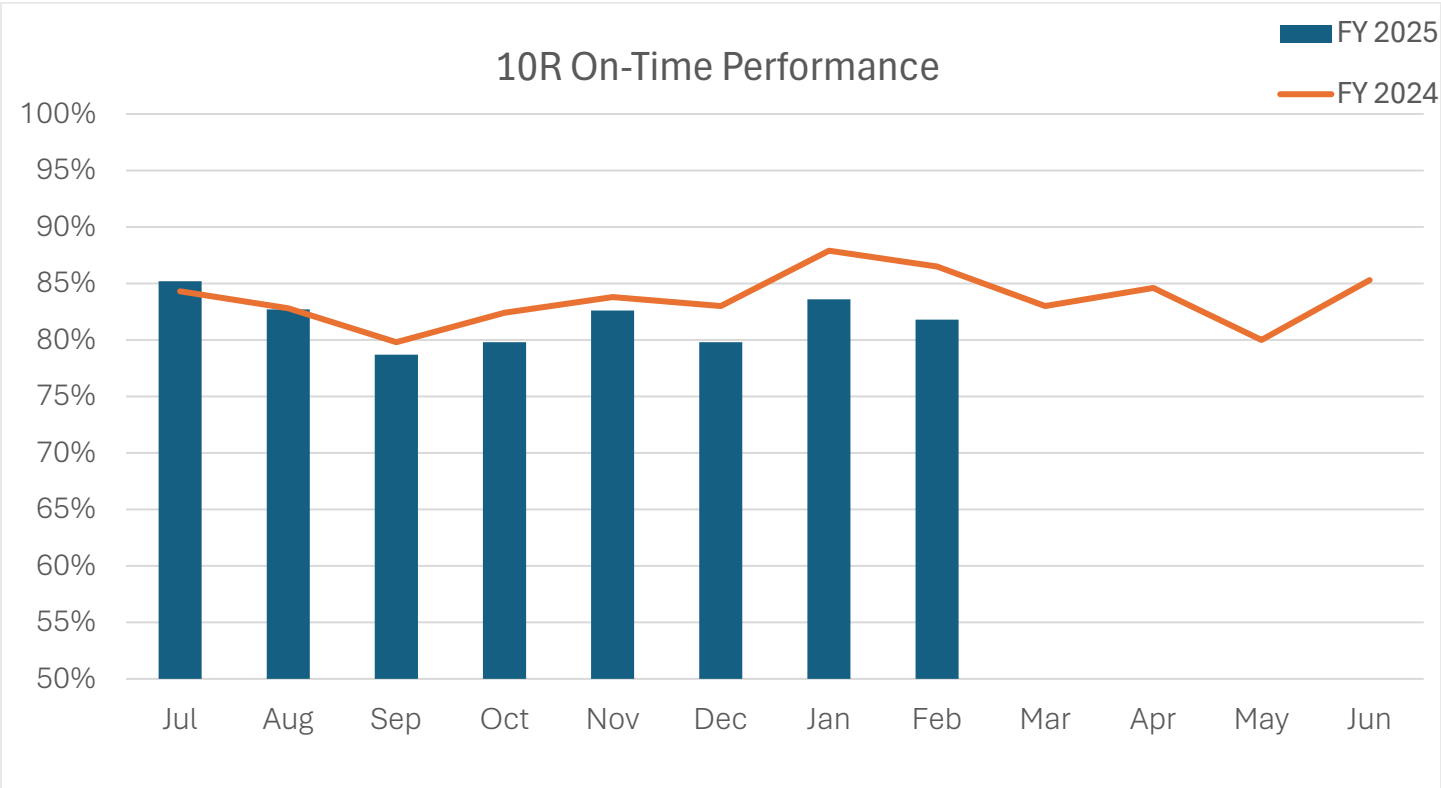
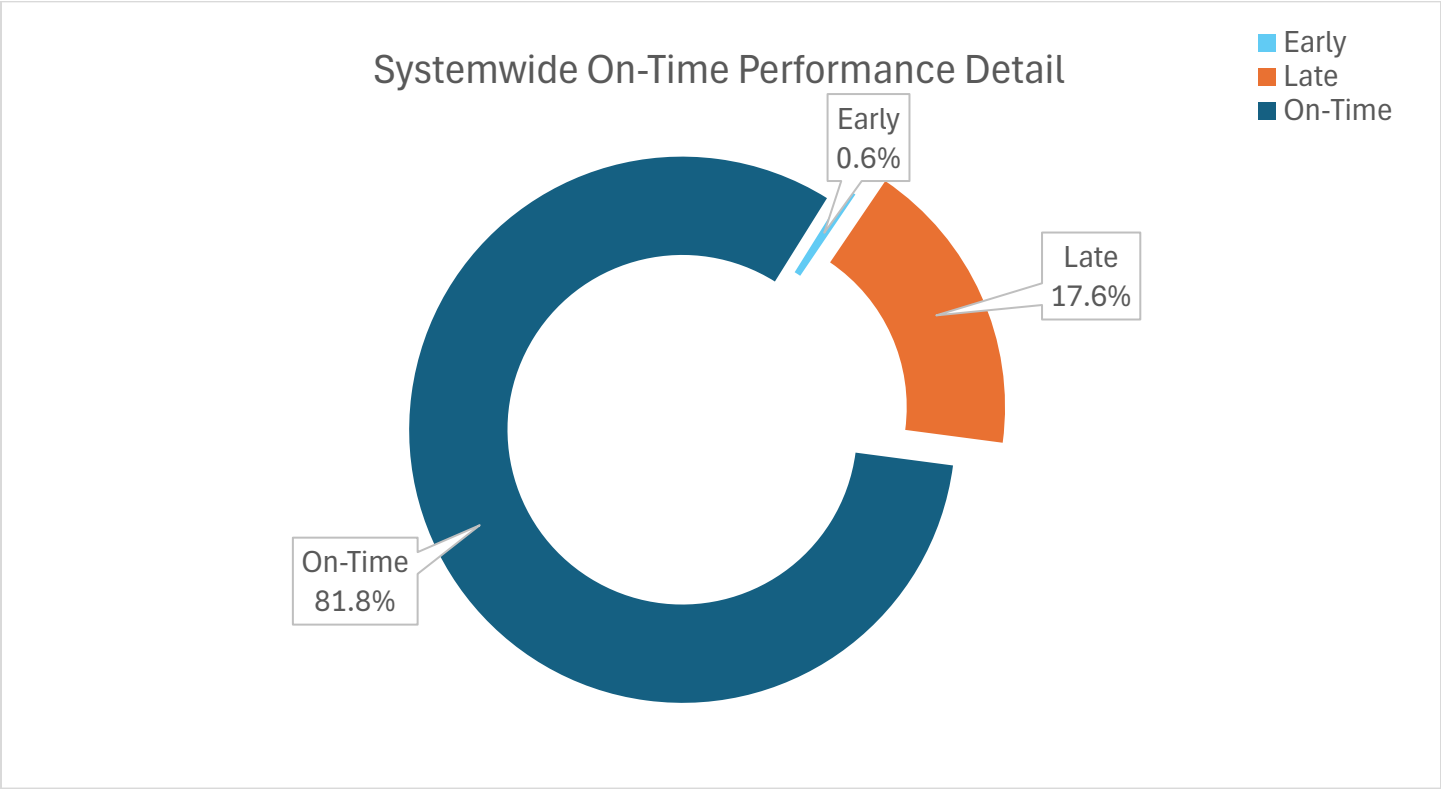


Fixed-Route



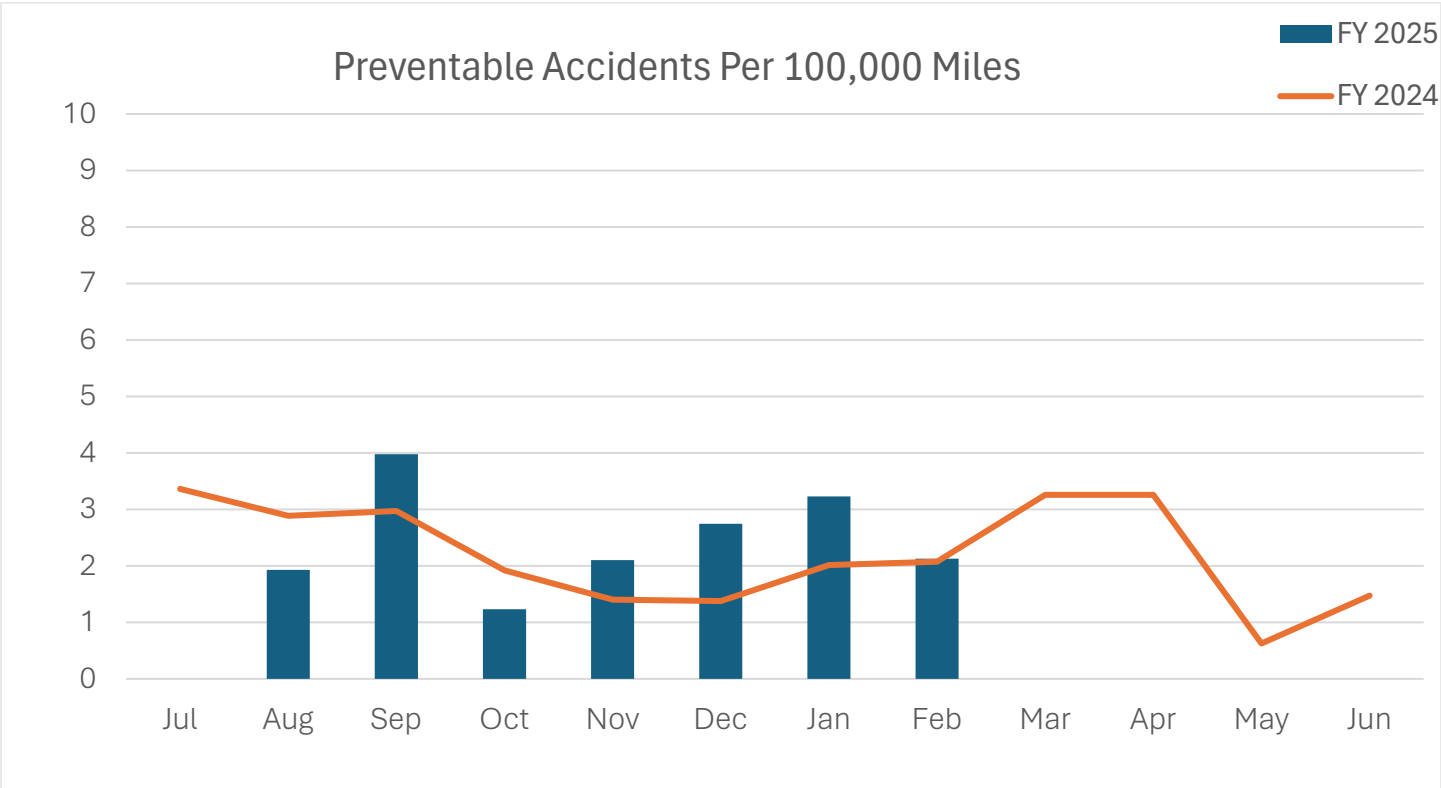
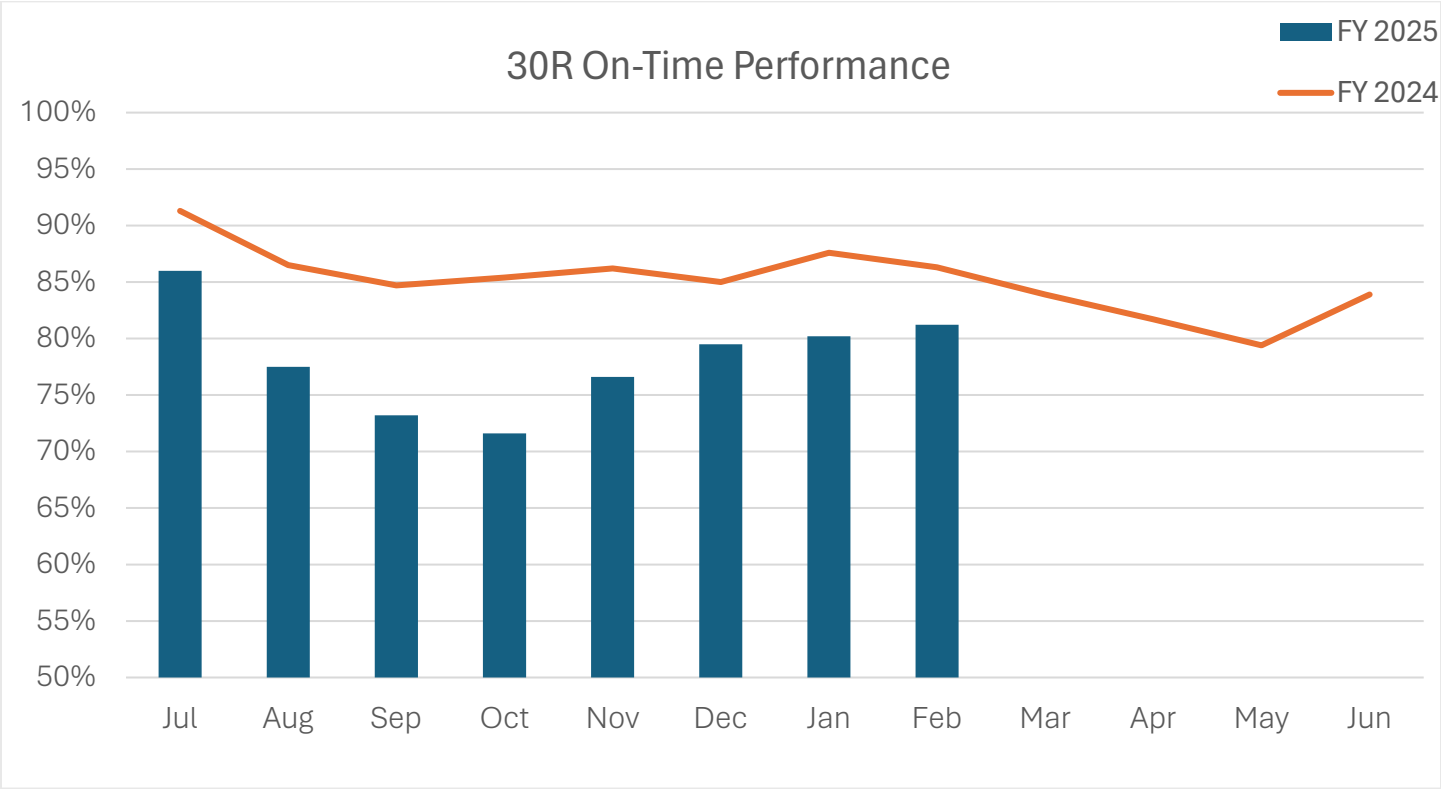


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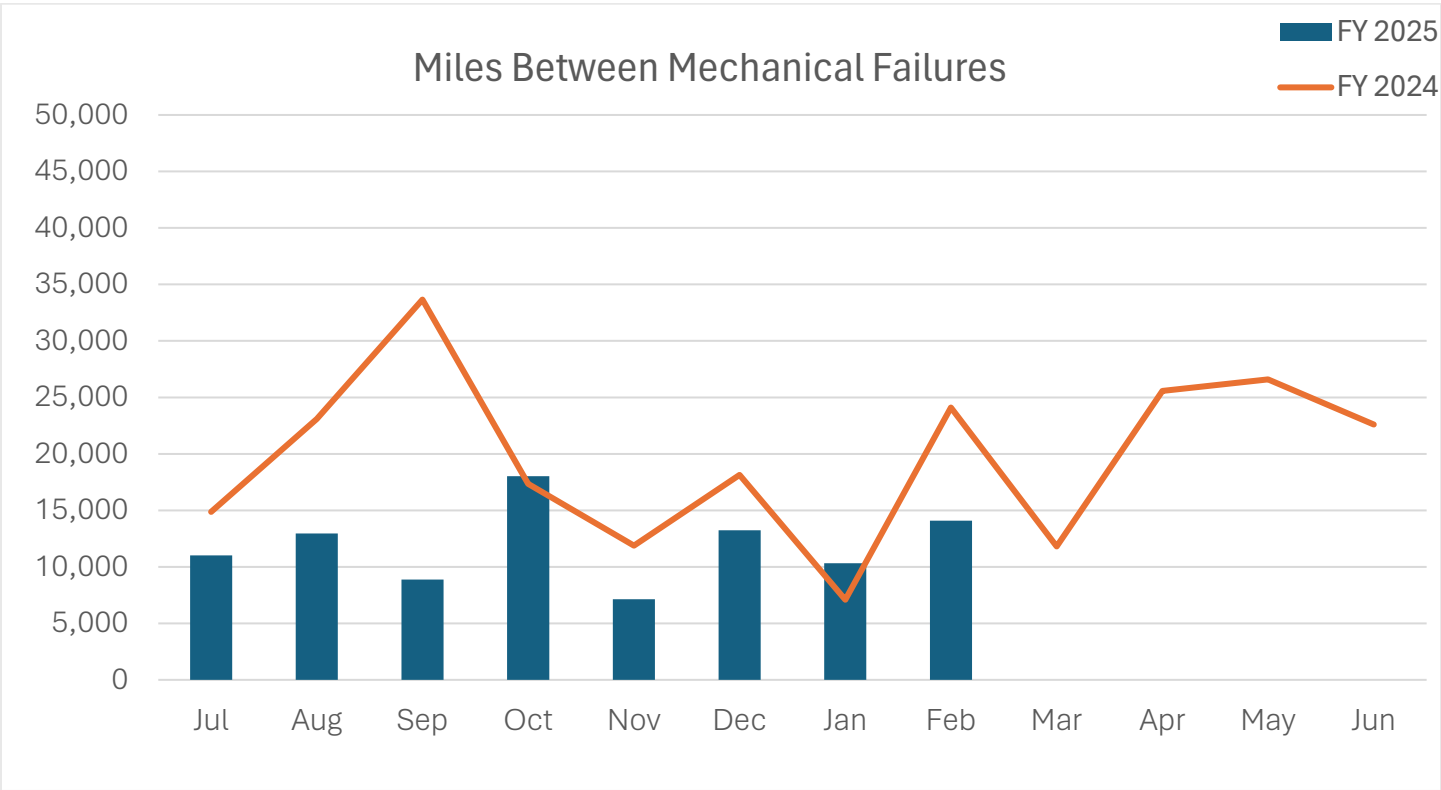
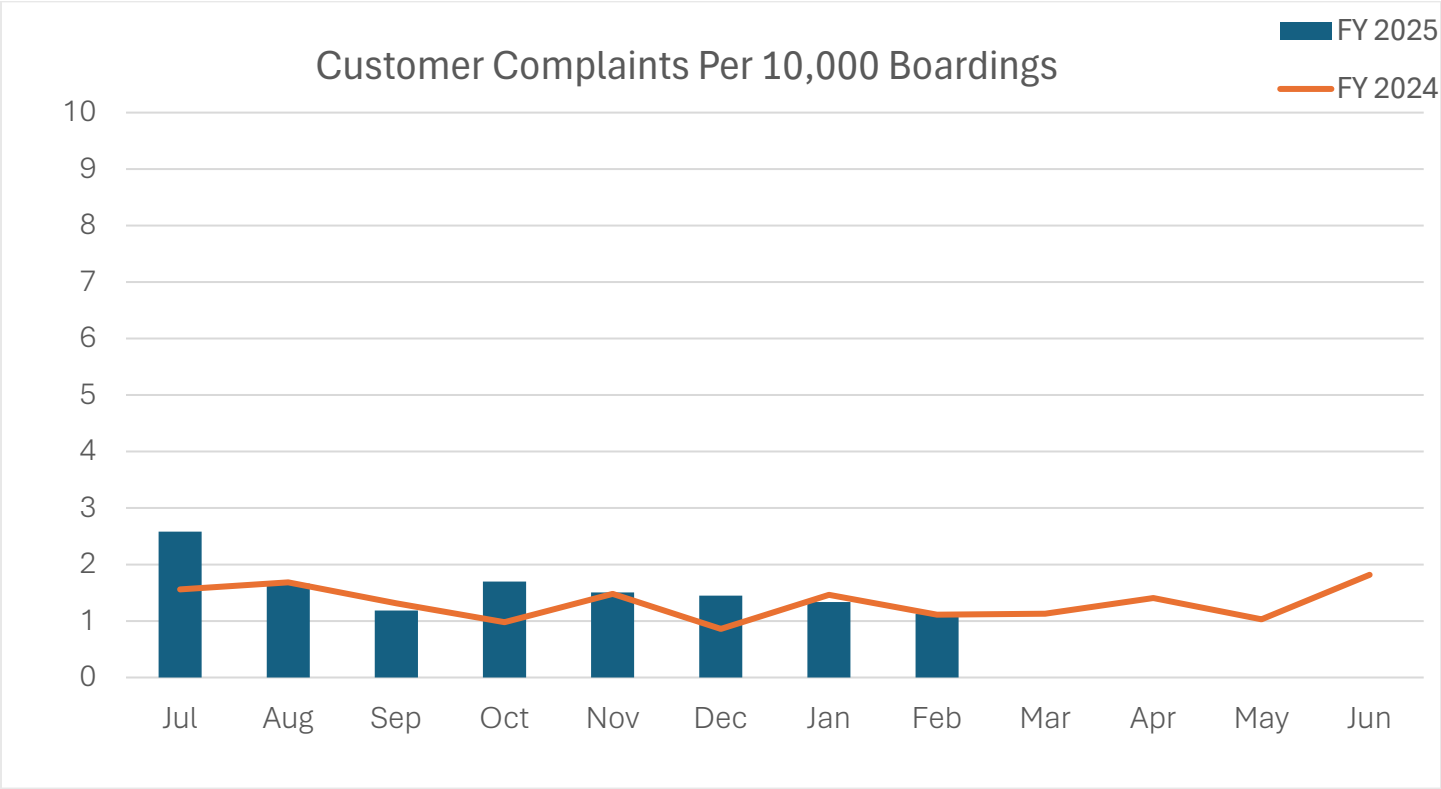


Fixed-Route





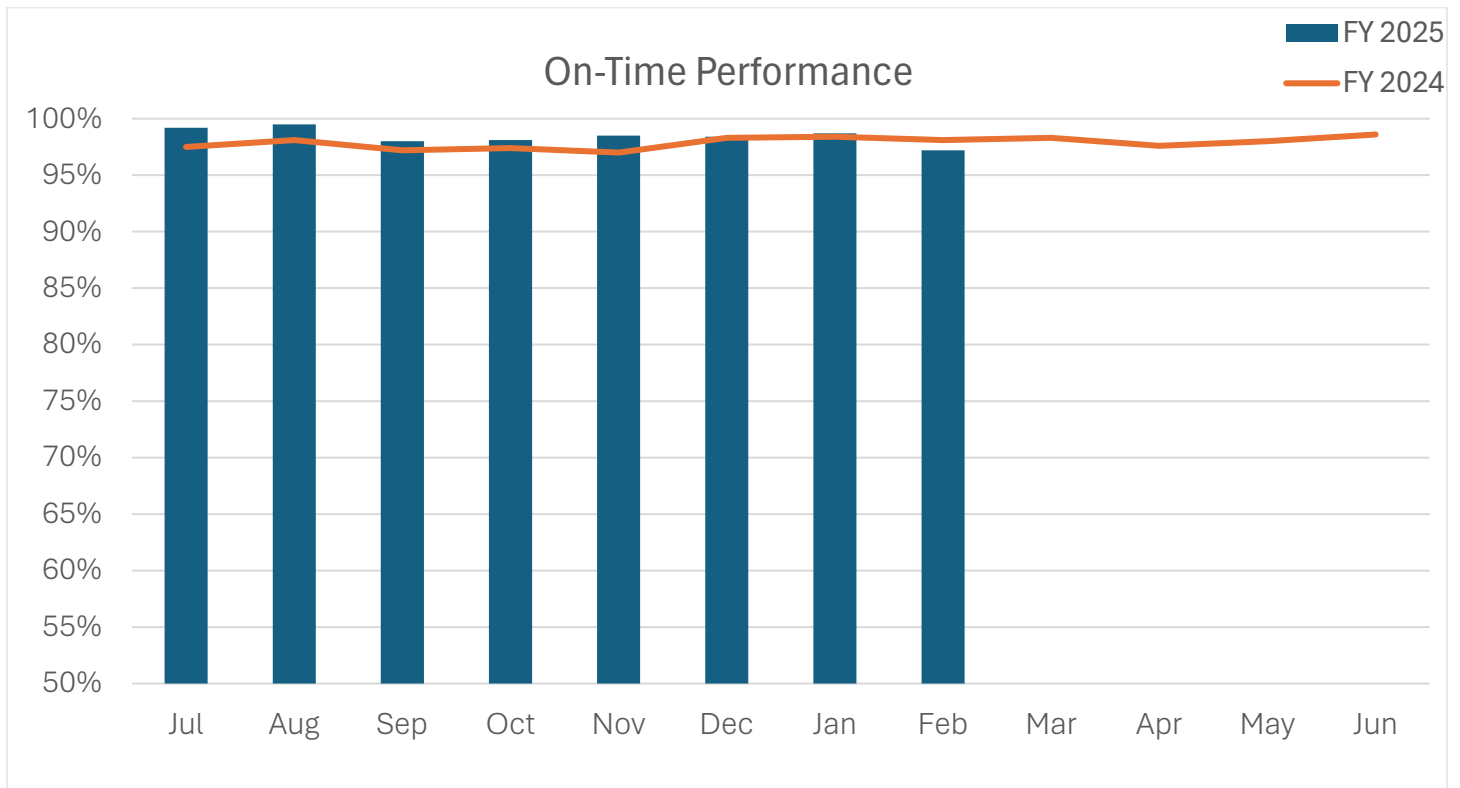
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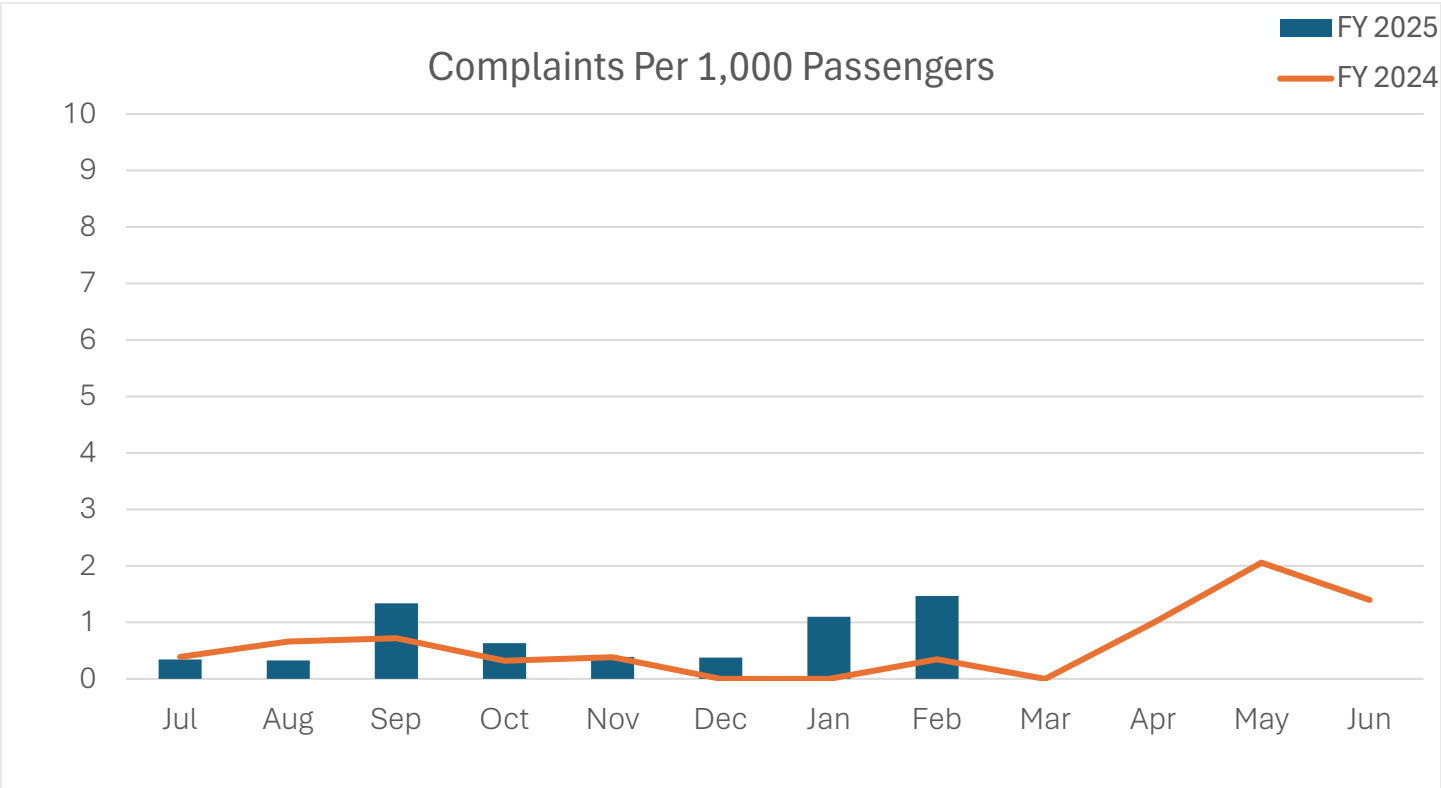
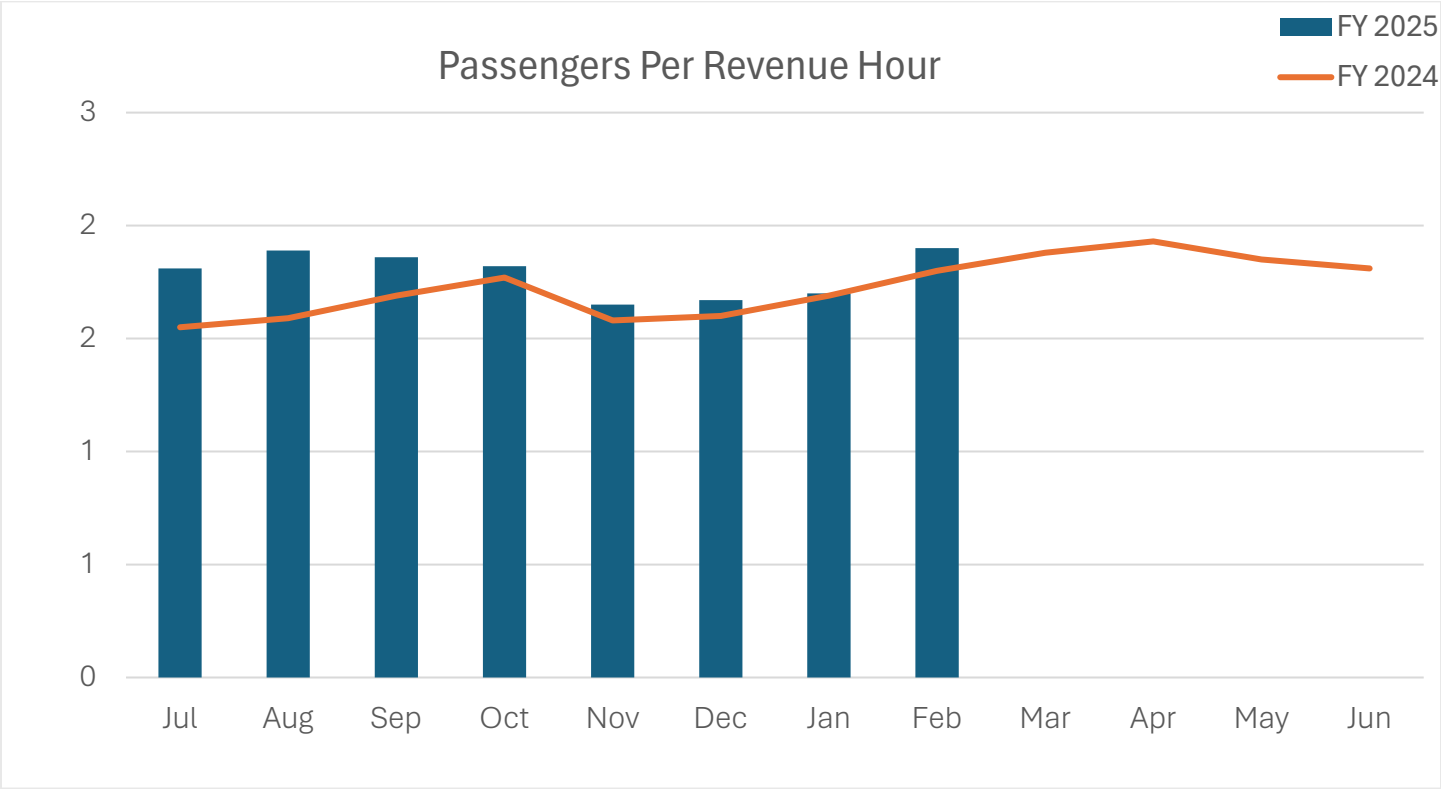
Paratransit

Performance Indicator	Feb-24	Feb-25	MoM % Change		YoY % Change	
On-Time Performance	98.1%	97.2%	-1.5%	↓	-0.9%	—
Passengers Per Revenue Hour	1.8	1.9000	11.8%	↑	5.6%	↑
Valid Complaints Per 1,000 Passengers	0.35	1.47	33.7%	↑	326%	↑
Phone Holds (% of calls answered within 60 seconds)	87.2%	64.4%	-13.2%	↓	-26.2%	↓
Preventable Accidents Per 25,000 Miles	1.2	0.0	0.0%	—	∞	↓
Dial-A-Ride Cost Per Trip	\$55.97	\$54.35	-5.5%	↓	-2.9%	↓
Dial-A-Ride Ridership	2,897	2,723	-0.3%		-6.0%	
One Seat Ride Ridership	224	258	-18.6%		15%	



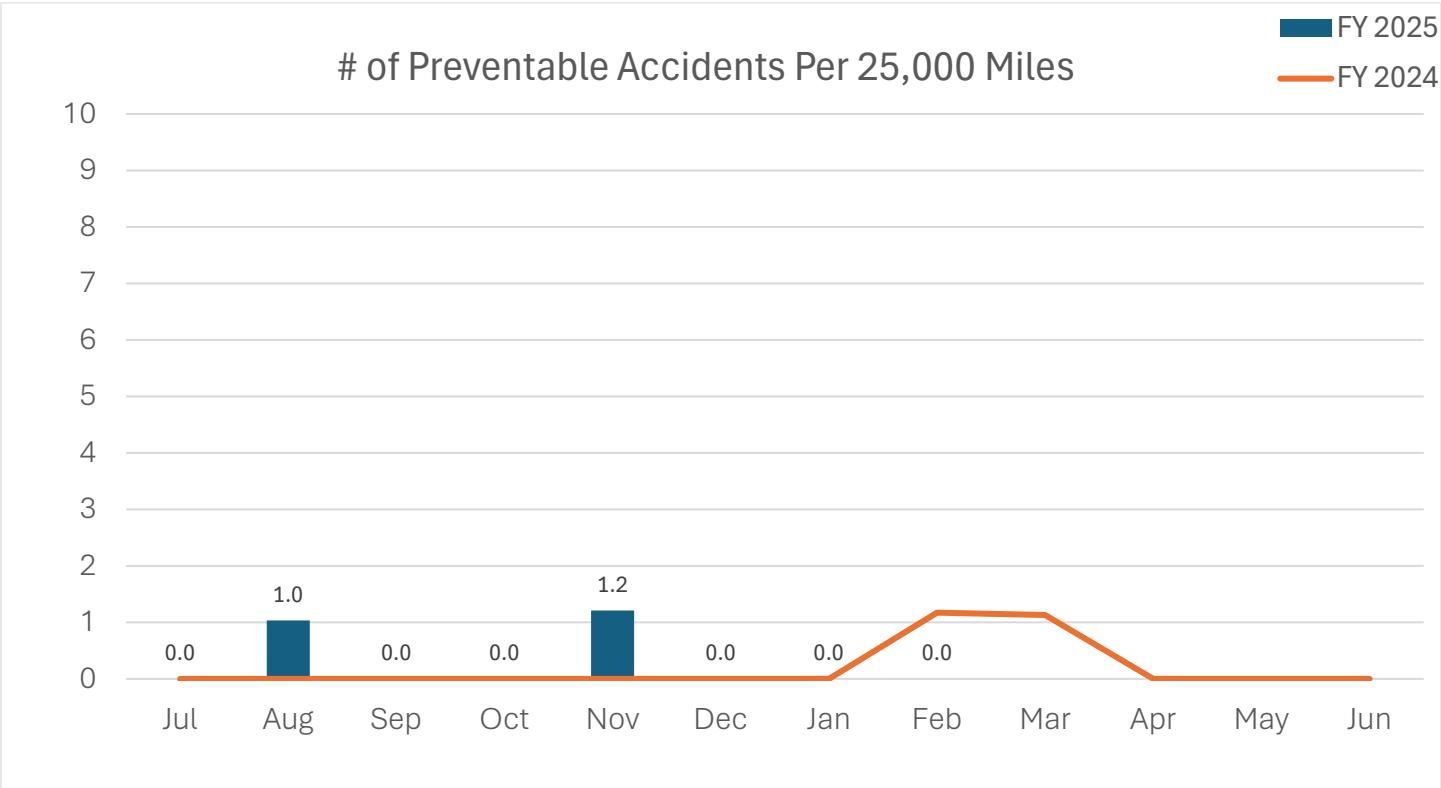
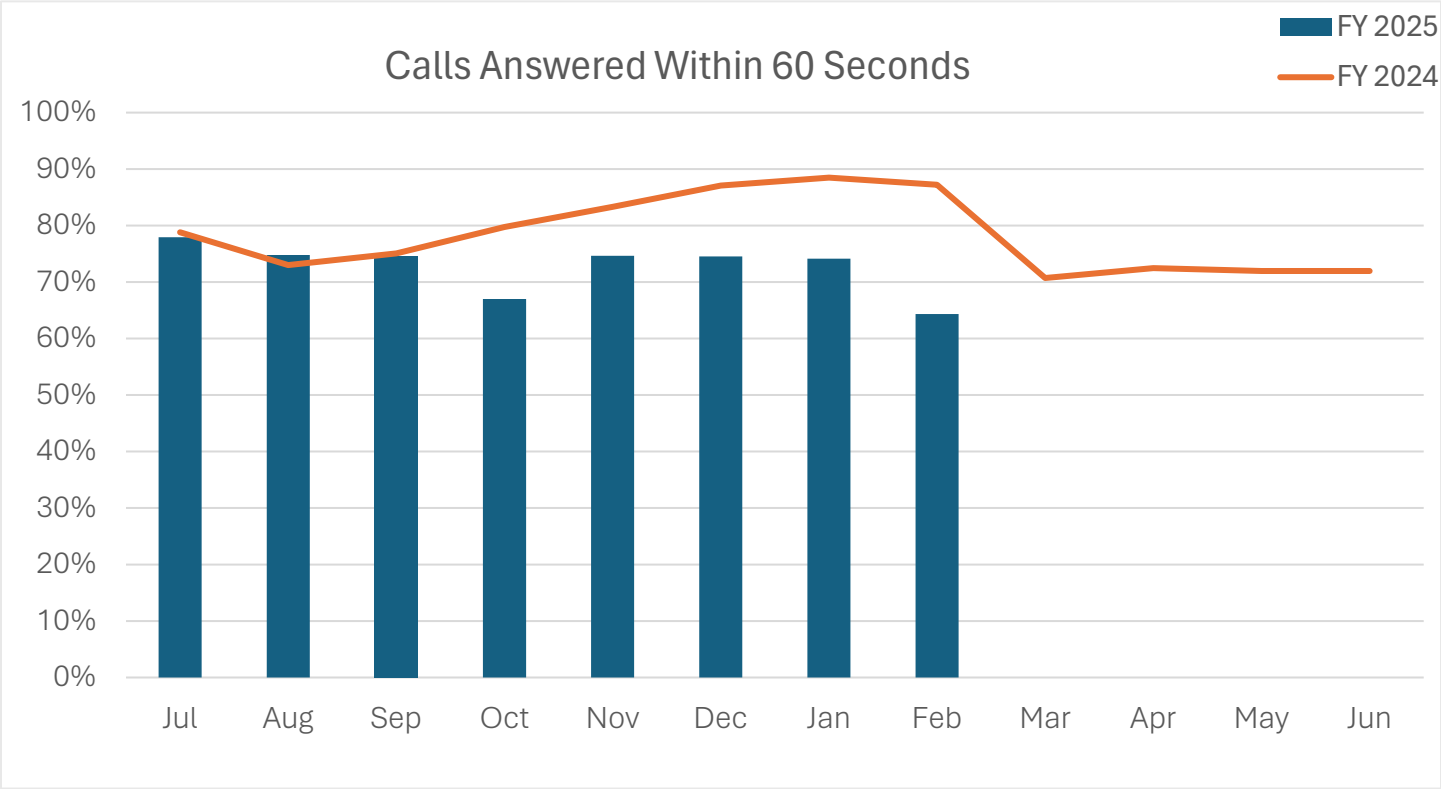


Paratransit



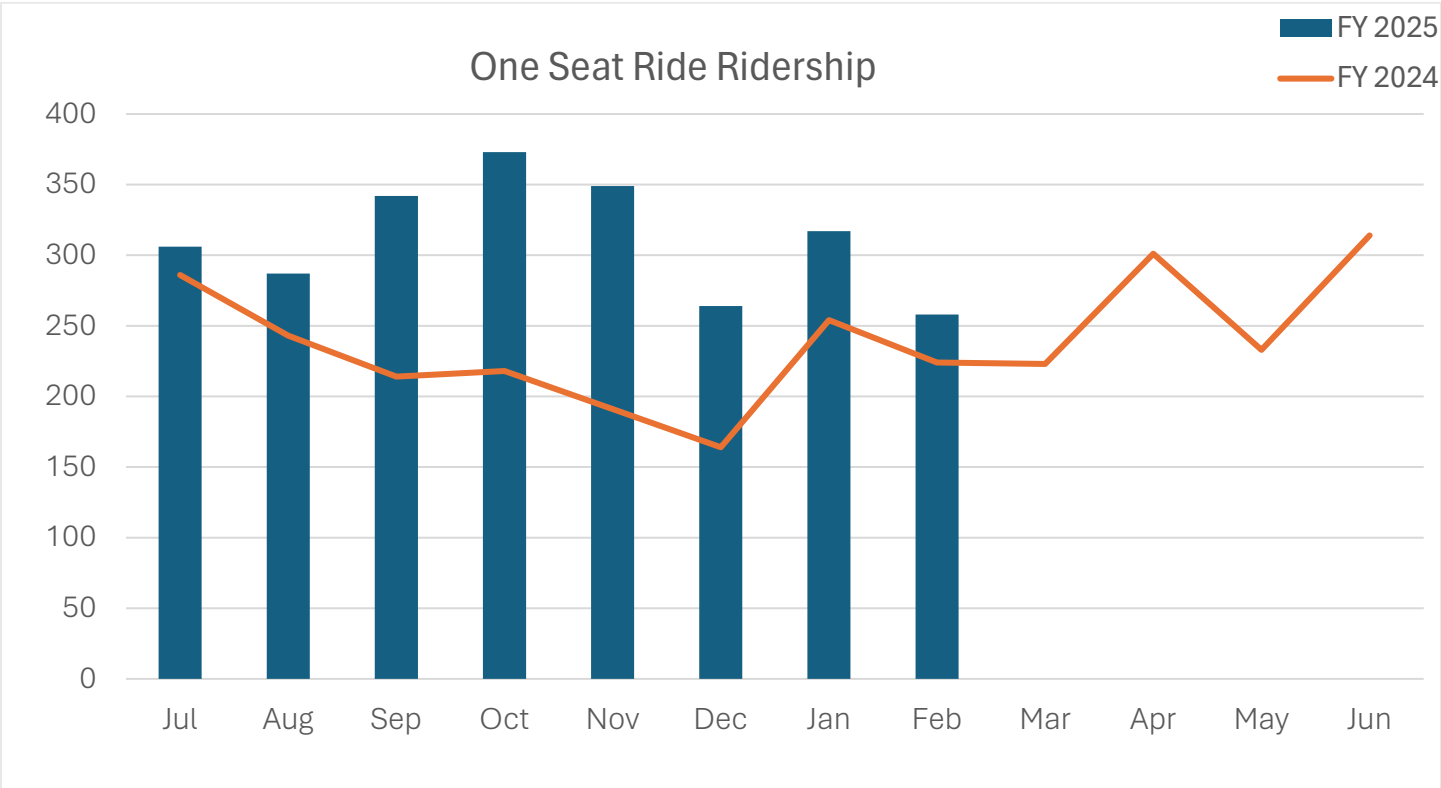
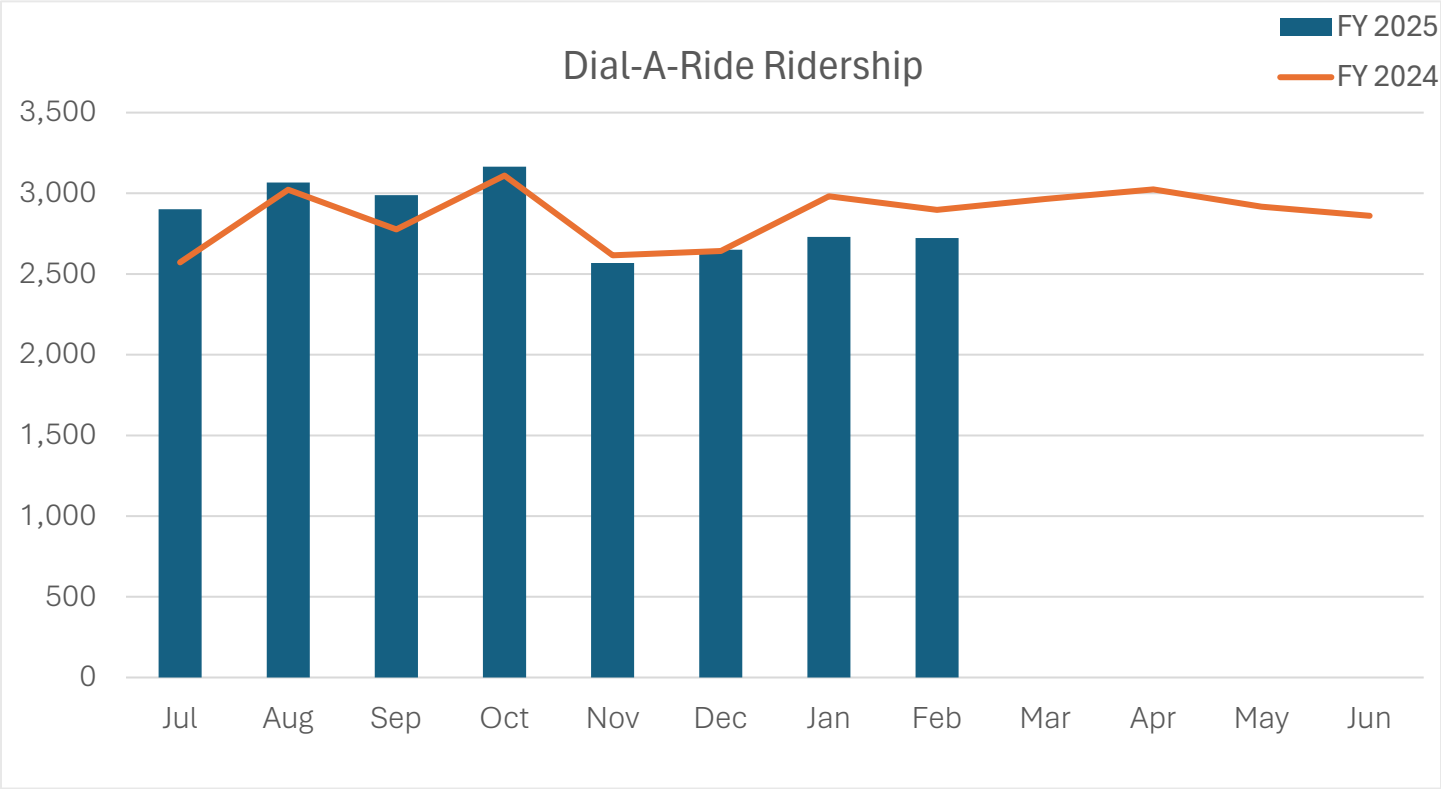


Paratransit





Paratransit





Go Tri-Valley

Performance Indicator	Feb-24	Feb-25	Year Over Year % Change
Total Ridership	4,517	3,933	-13%
Average Subsidy	\$4.79	\$4.44	-7%

