

## EXECUTIVE DIRECTOR'S REPORT

### Projects and Services

#### Ridership

As covered in previous monthly ridership reports, we first started to see a trend last November where the post-pandemic ridership recovery (that had been observed over the prior several months before that point) began to level out. Whereas this was at first driven by a trend reversal on the school-focused routes, it now appears to be affecting mainline (non-school routes) as well. The average weekday ridership for the mainline routes in March 2025 compared with the same month of last year was down by 5%.

At the same time, as a group, the school routes were down 21% using the same metric. However, as discussed in last month's report, a large portion of that decline can be attributed to the gradual transition of East Dublin students from Dublin High School (DHS) to the new Emerald High School (EHS). This reduced demand was expected to happen because of EHS being situated much more accessibly for students living in East Dublin compared to DHS.

So, in order to get a barometer reading of the general trend in school ridership, we can look at the Pleasanton school routes alone: these were down by 6.5%. On the other hand, weekend (Saturday and Sunday) ridership continued to be a bright spot: Average boardings per weekend increased from 2,538 to 2,809 compared with March 2024 (11%), driven especially by stronger Saturday ridership.

#### Downtown Livermore Street Festival

Wheels will be participating in the Downtown Livermore Street Festival, taking place May 17 and 18. Working with event sponsor Livermore Downtown Inc., Wheels will offer free rides on routes 10R and 30R, allowing attendees from throughout the Tri-Valley to alight at the Transit Center. Wheels will have a staffed booth with service information, giveaways, and transit planning assistance both days.

#### Meadowlark Dairy Update

On April 14, staff received a complaint that passengers waiting at the westbound 10R stop at First/Neal were bypassed because of a queue of cars waiting in line at the Meadowlark Dairy. With summer approaching and congestion expected to worsen, LAVTA Operations staff have decided to close the westbound stop at First & Neal ahead of the originally scheduled May 31 closure. Effective immediately, passengers should use the



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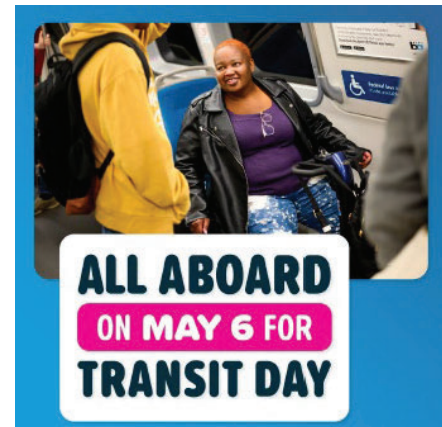
temporary stop located at First Street & Arendt Way. Signage has been posted at the First & Neal stop directing customers to the temporary stop.

Route 10R will continue its regular routing along Neal Street until May 31. Beginning June 1, the first phase of the planned summer detour will go into effect, with Route 10R continuing straight on First Street to Bernal Avenue, bypassing Neal Street.



### All Aboard Bay Area Transit Day

LAVTA will support the May 6, 2025 MTC and Bay Area Air District All Aboard Bay Area Transit Day campaign with messaging on social media and updating the Wheels homepage to link to the promotions website. The movement encourages people to get out and ride transit, and advocates for social justice and public transportation revenue resources.



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### Finance and Administration

#### House Transportation and Infrastructure Committee: 4/9 Hearing on Transit

On April 9th, the Highways & Transit Subcommittee of the Transportation & Infrastructure Committee held a hearing titled “America Builds: A Review of Our Nation’s Transit Policies and Programs”. Witnesses included representatives from the American Public Transportation Association, the Community Transportation Association of America, the North American Transit Alliance, the Reason Foundation, and the Transportation Trades Department of the AFL-CIO. In his opening statement, Subcommittee Chair David Rouzer (R-NC) underscored Congress’s responsibility to enact a timely, multi-year surface transportation bill, expressing concerns about lagging transit ridership despite substantial federal investment and persistent issues with crime and fare evasion. He advocated for greater accountability, innovation, and efficiency in transit systems, suggesting ridership alone may not fully reflect system health.

#### California Transit Training Consortium Board

LAVTA is a member of the California Transit Training Consortium (CTTC). CTTC provides training for transit employees across a variety of topics, but is very focused on supporting the industry’s transition to zero-emission technology. On April 16, the CTTC Board selected LAVTA Executive Director Christy Wegener to serve on its 2025/2026 Board of Directors. The Board is comprised of transit agency members, college members, labor members, associations and private industry members.

#### UC Davis Institute of Transportation Studies

##### Symposium

On April 17, LAVTA staff attended and provided closing remarks at the 4<sup>th</sup> annual UC Davis Institute of Transportation Studies (ITS) Transit Symposium. Topics for the day included Ridership and Mode Shift Trends, Intercity Rail, Transit User Groups and Service and Payment Innovations.



## EXECUTIVE DIRECTOR'S REPORT

### Saff Workshop – Strategic Plan

On April 21, the majority of LAVTA staff spent the day with strategic planning consultant MIG at a strategic planning workshop. Staff were able to provide feedback on the agency's mission, vision and values, as well as strategic goals and objectives.



### Affordable Housing and Sustainability Communities (AHSC) Grant

LAVTA will be partnering with the City of Dublin, the Related Group and BART/VTA on an application for Round 9 of the State of California's AHSC grant. The application is focused on funding for The Related's development at the West Dublin BART Station and new rail cars for BART's VTA extension. For this application, LAVTA will be seeking funding for improvements at five bus stops and transit signal priority in central Dublin.

### Upcoming Procurements

Rutan Gate

### Attachments:

1. Board Statistics March 2025

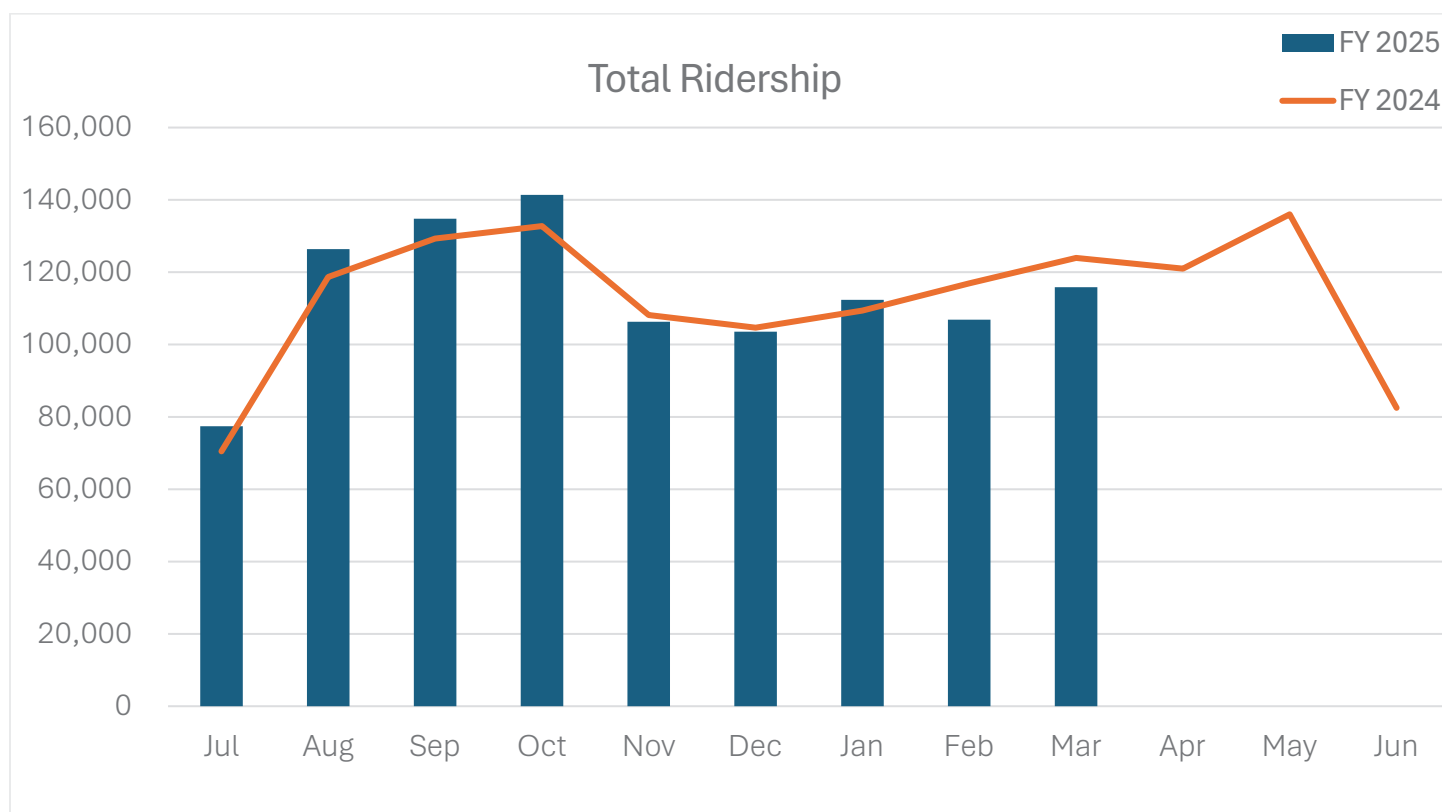


# Wheels System Performance

FY 2025 - March

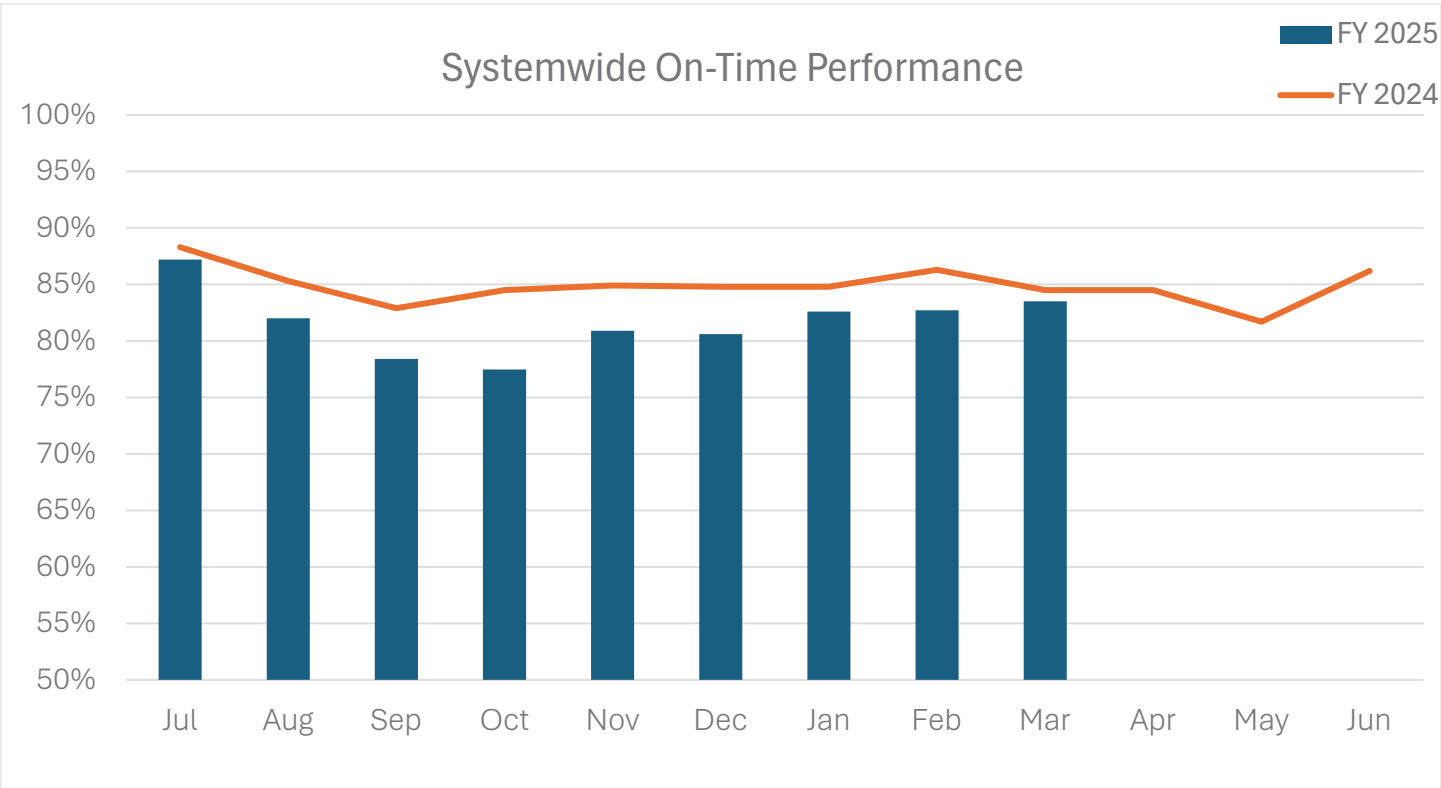
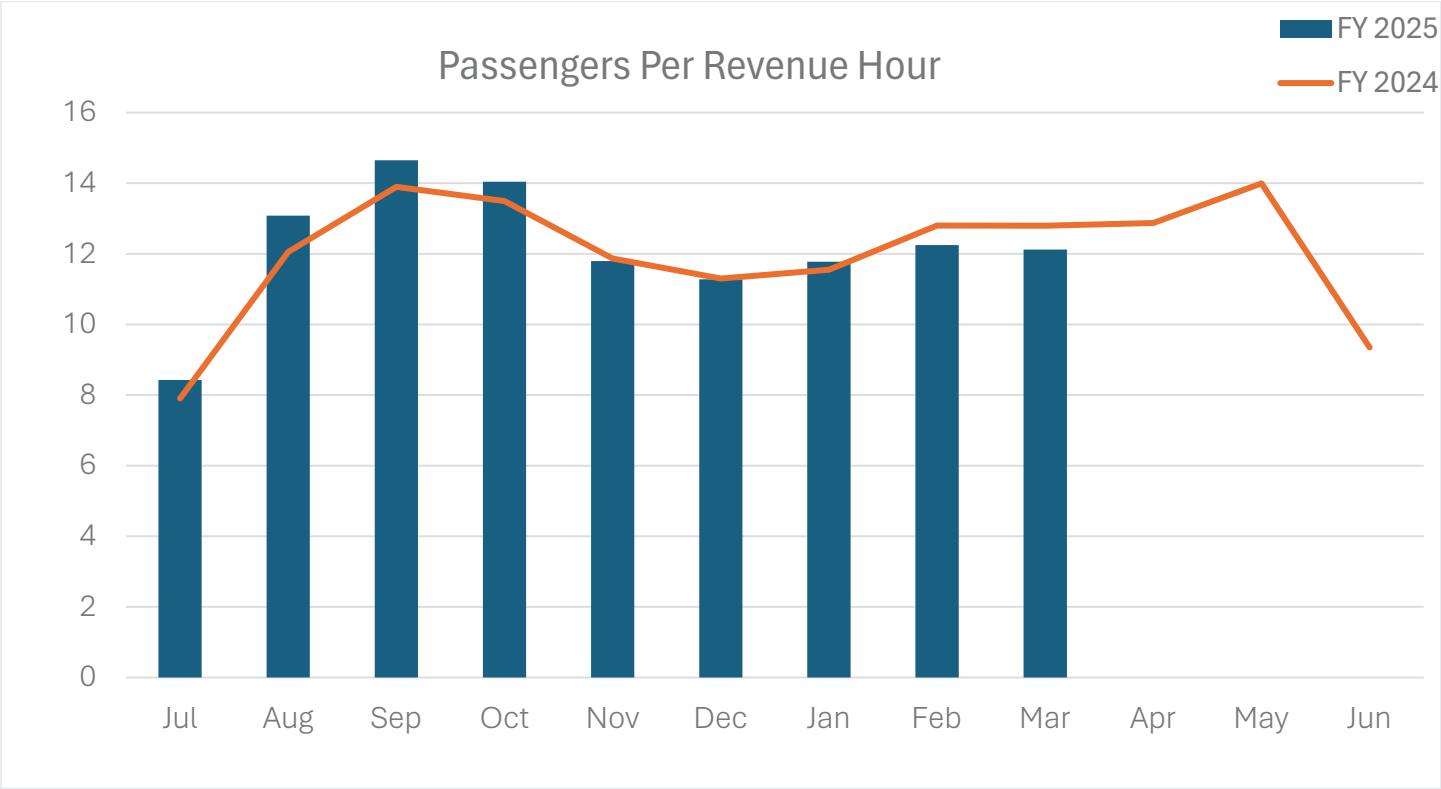
## Fixed-Route

Performance Indicator	Mar-24	Mar-25	MoM % Change		YoY % Change	
Total Ridership	123,936	115,879	8%	↑	-7%	↓
Total Ridership FY To Date	1,014,299	1,024,980	N/A		1%	—
Fully Allocated Cost Per Passenger	\$13.37	\$13.91	1%	—	4%	↑
Average Weekday Ridership	5,297	4,849	1%	—	-8%	↓
Average Saturday Ridership	1,391	1,633	6%	↑	17%	↑
Average Sunday Ridership	1,147	1,176	4%	↑	2.5%	↑
Passengers Per Revenue Hour	12.80	12.12	-1%	—	-5%	↓
On-Time Performance	84.5%	83.5%	1%	—	-1%	—
Preventable Accidents Per 100,000 Miles	3.26	1.28	-40%	↓	-61%	↓
Customer Complaints Per 10,000 Boardings	1.13	1.64	46%	↑	45%	↑
Miles Between Mechanical Failures	11,808	15,569	10%	↑	32%	↑



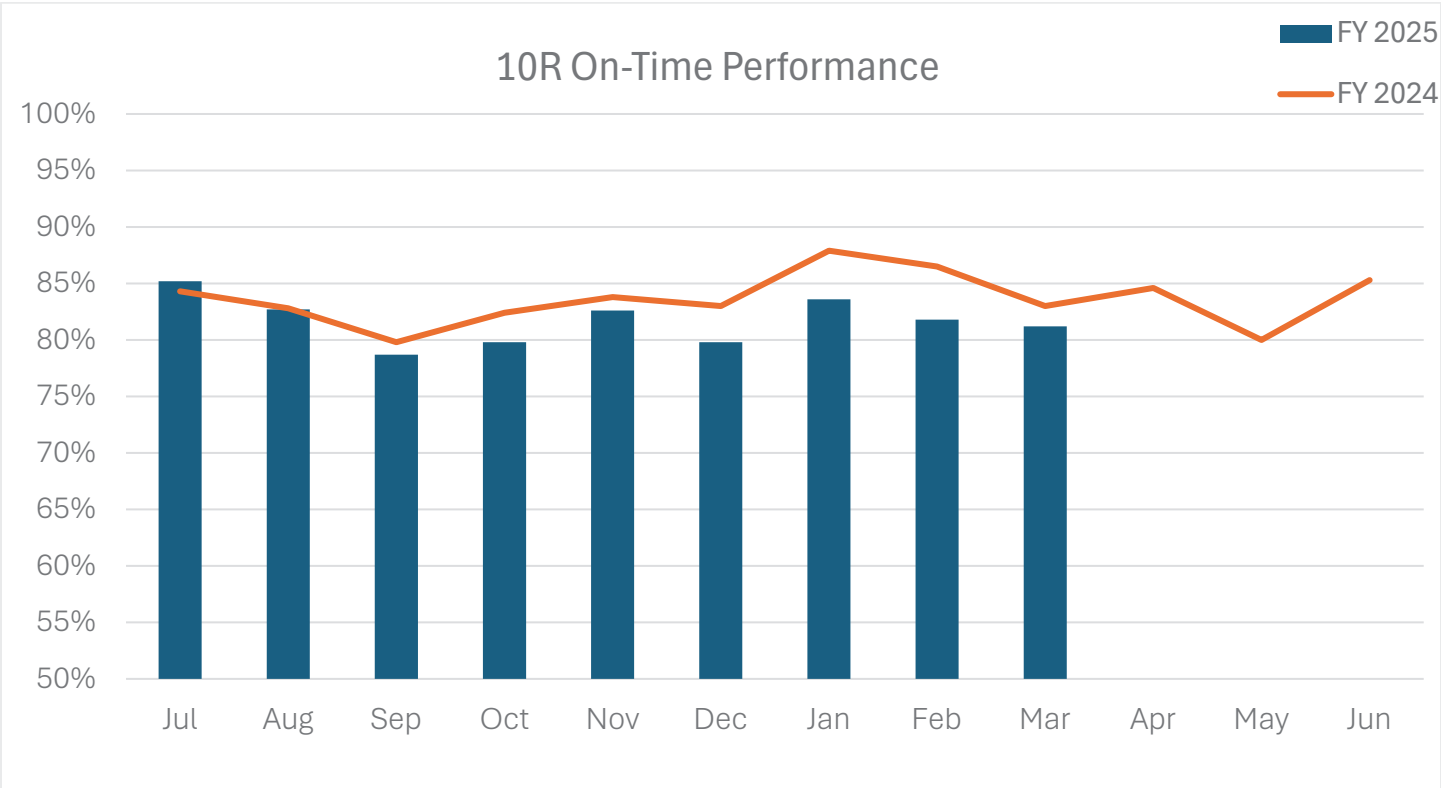
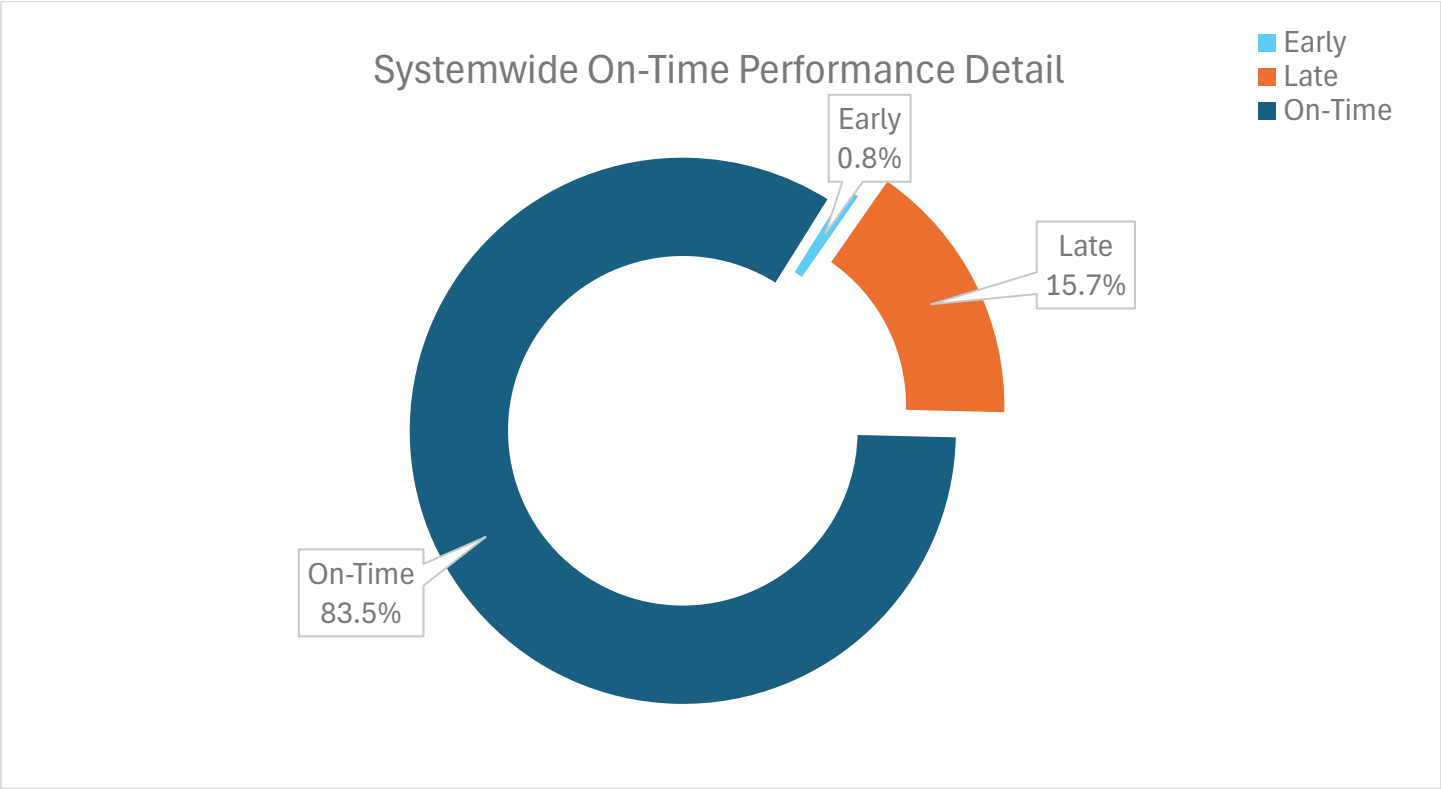


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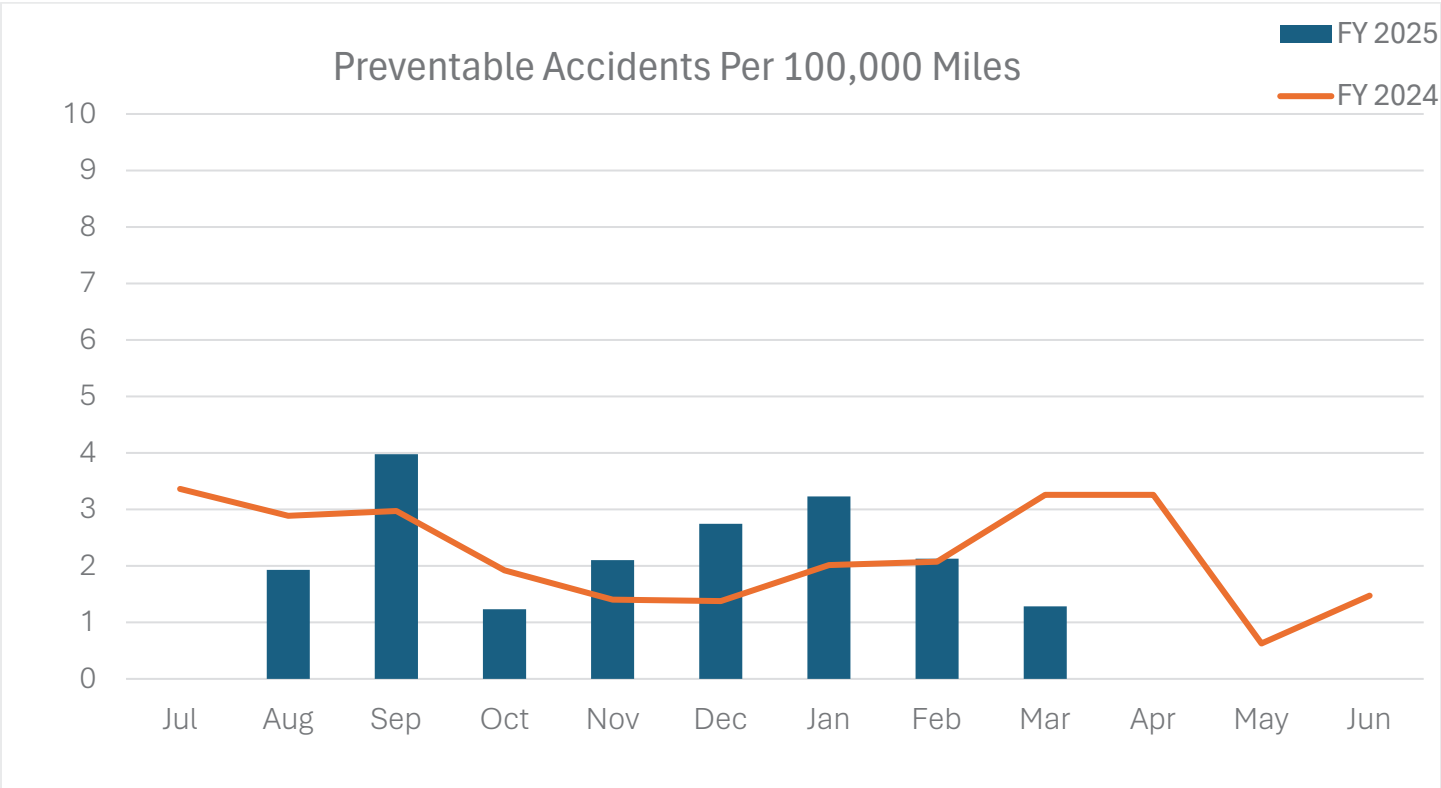
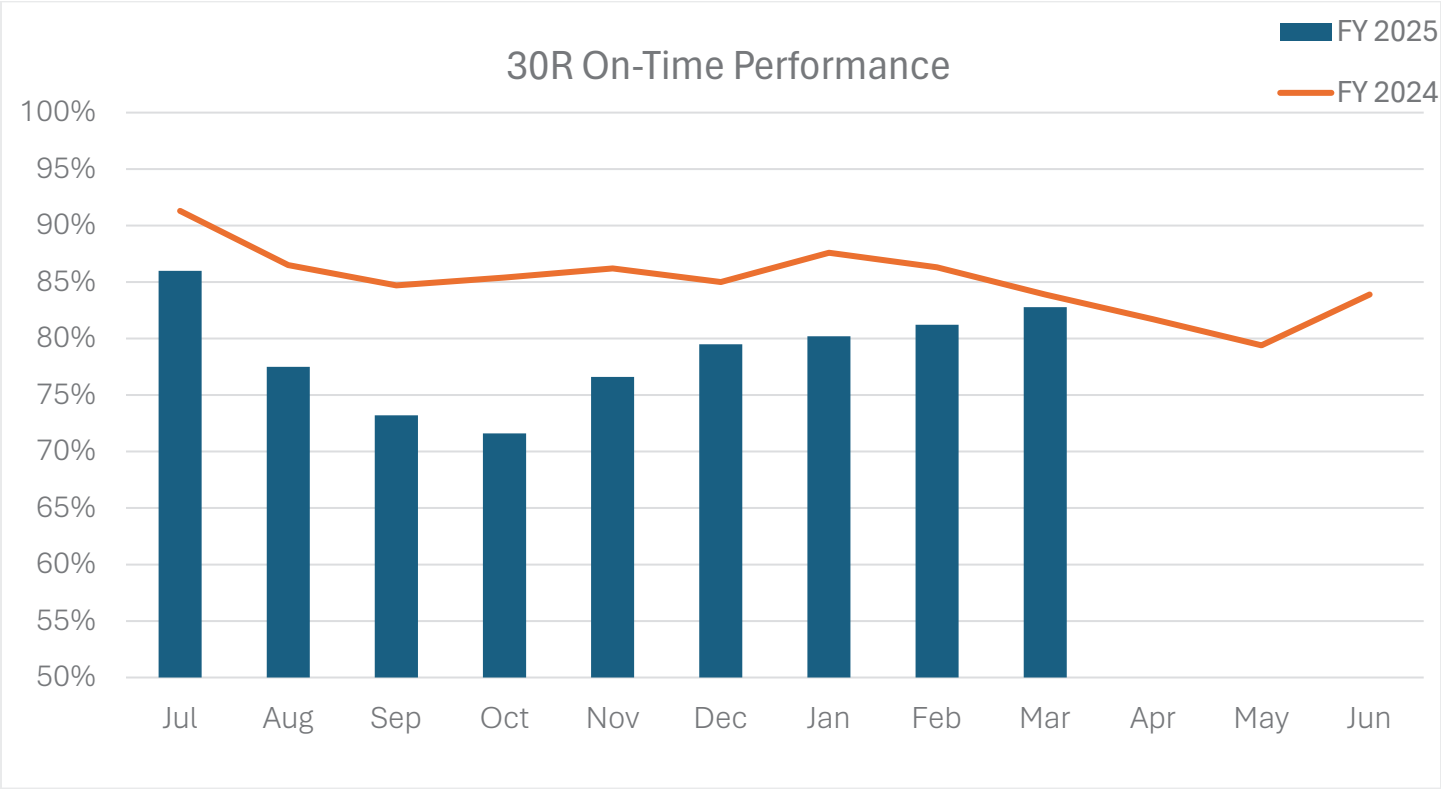


Fixed-Route





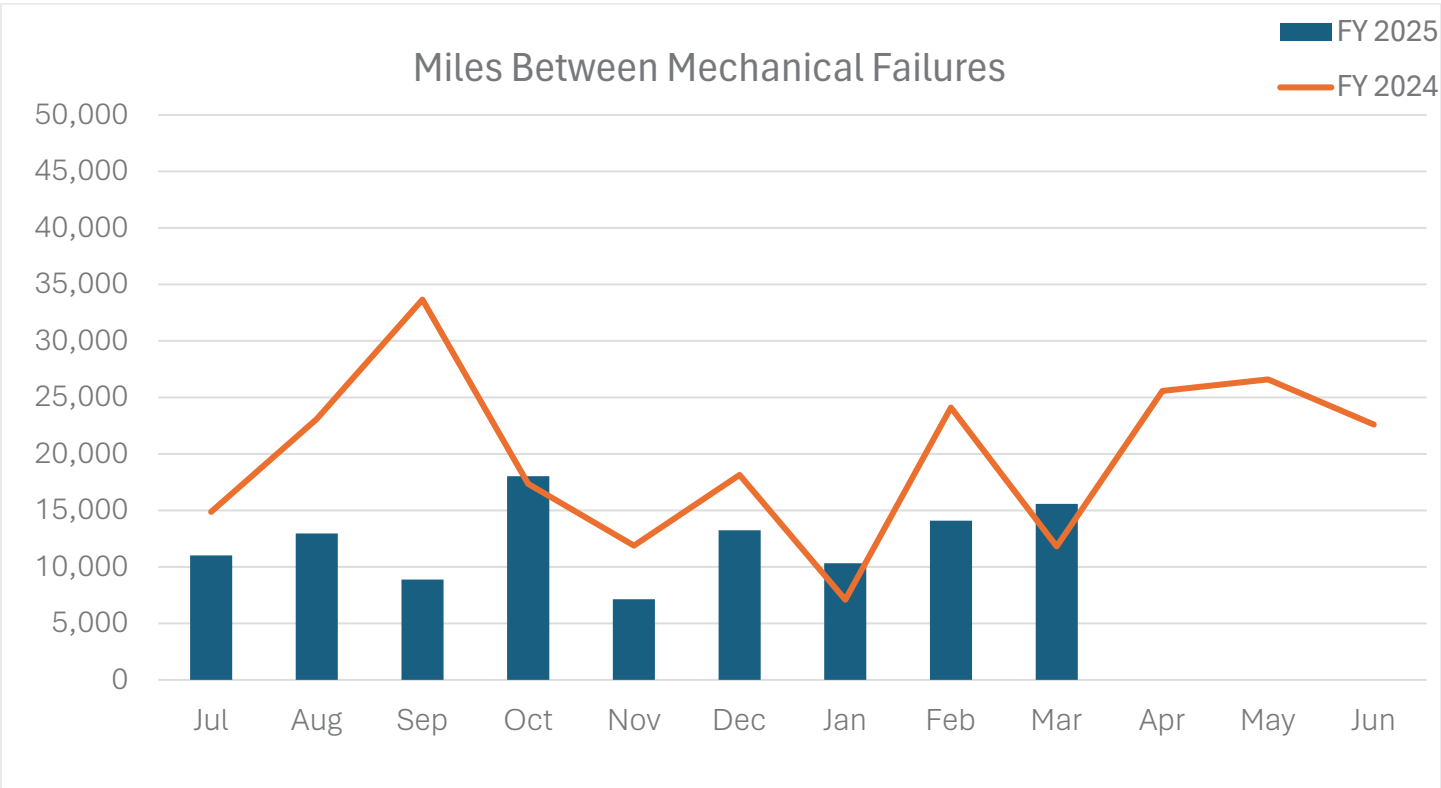
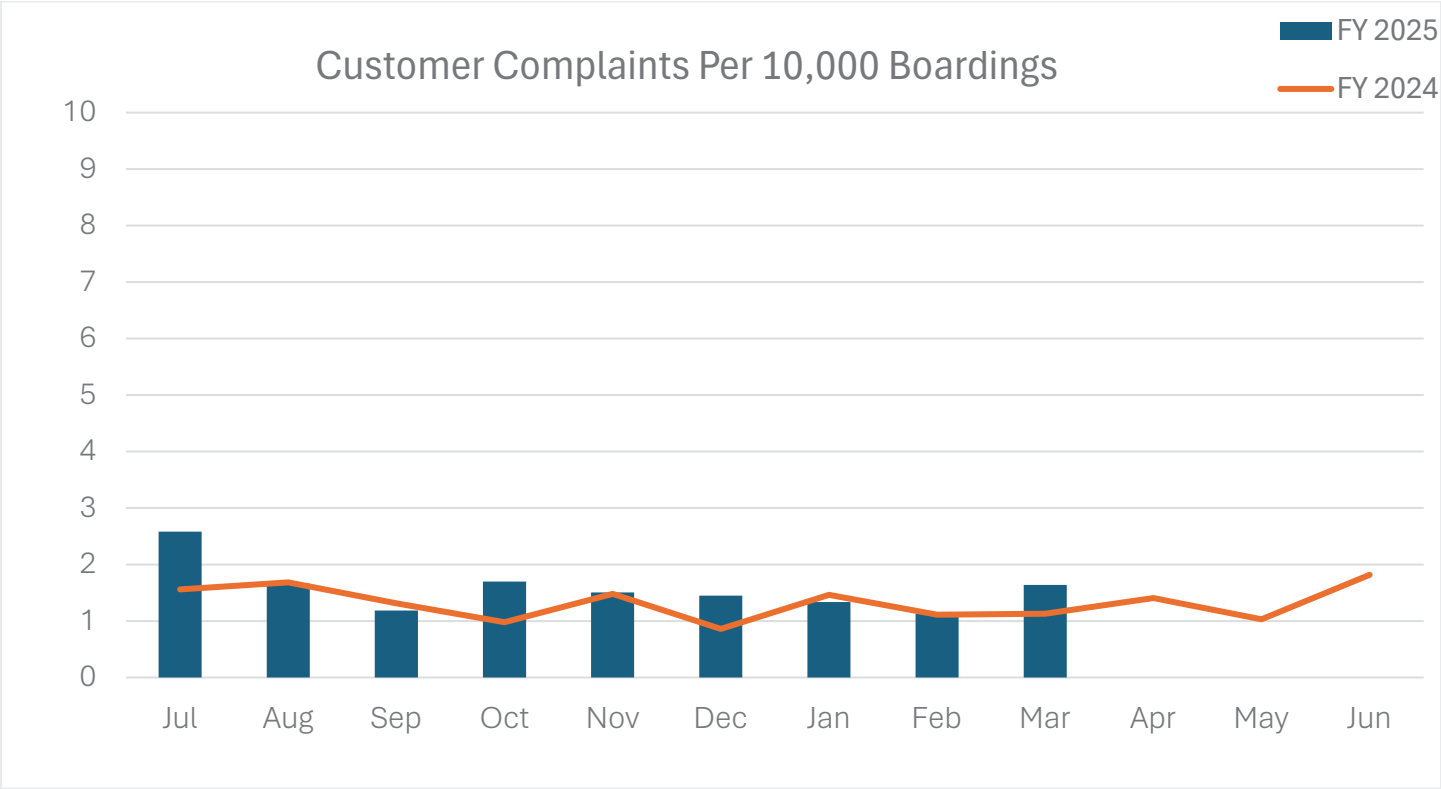
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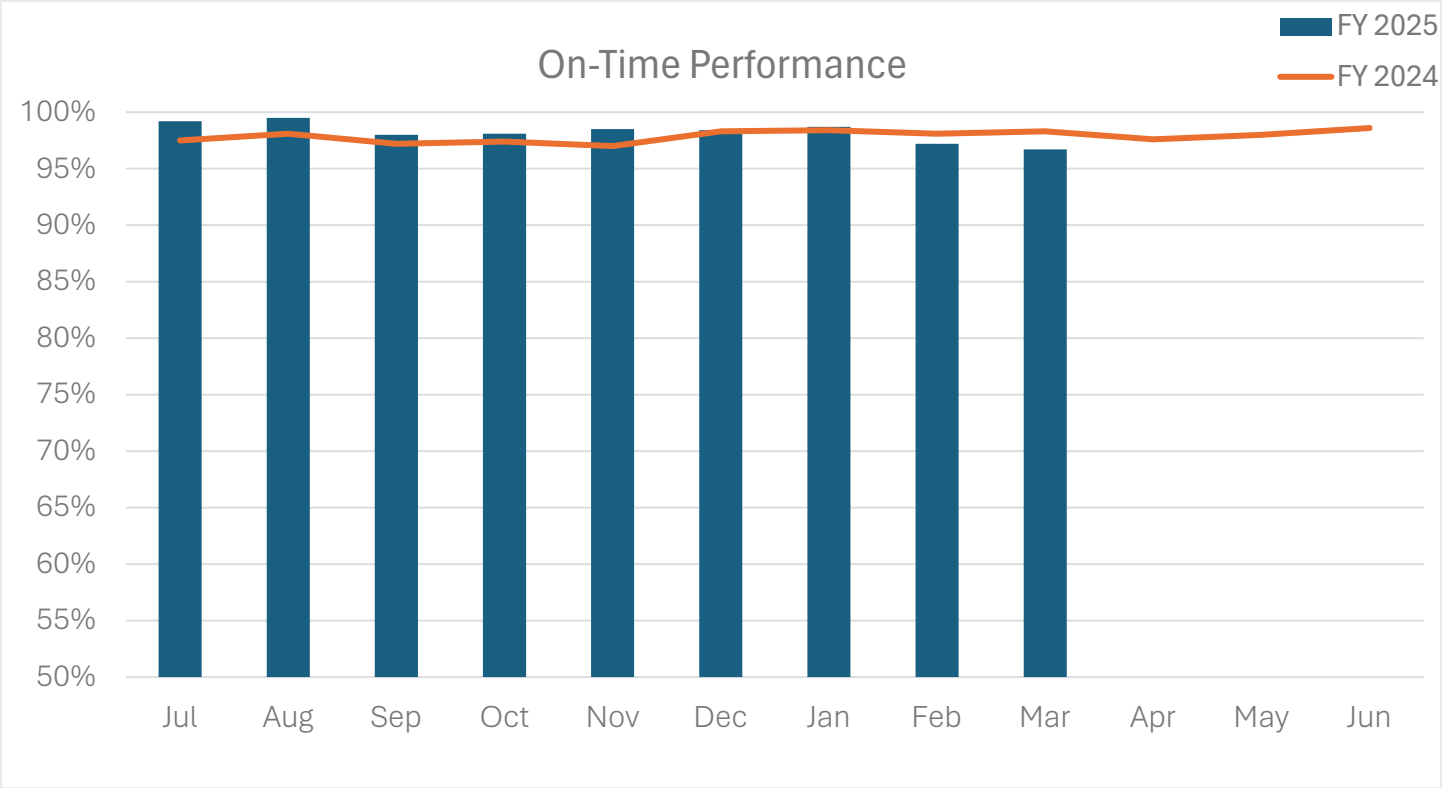
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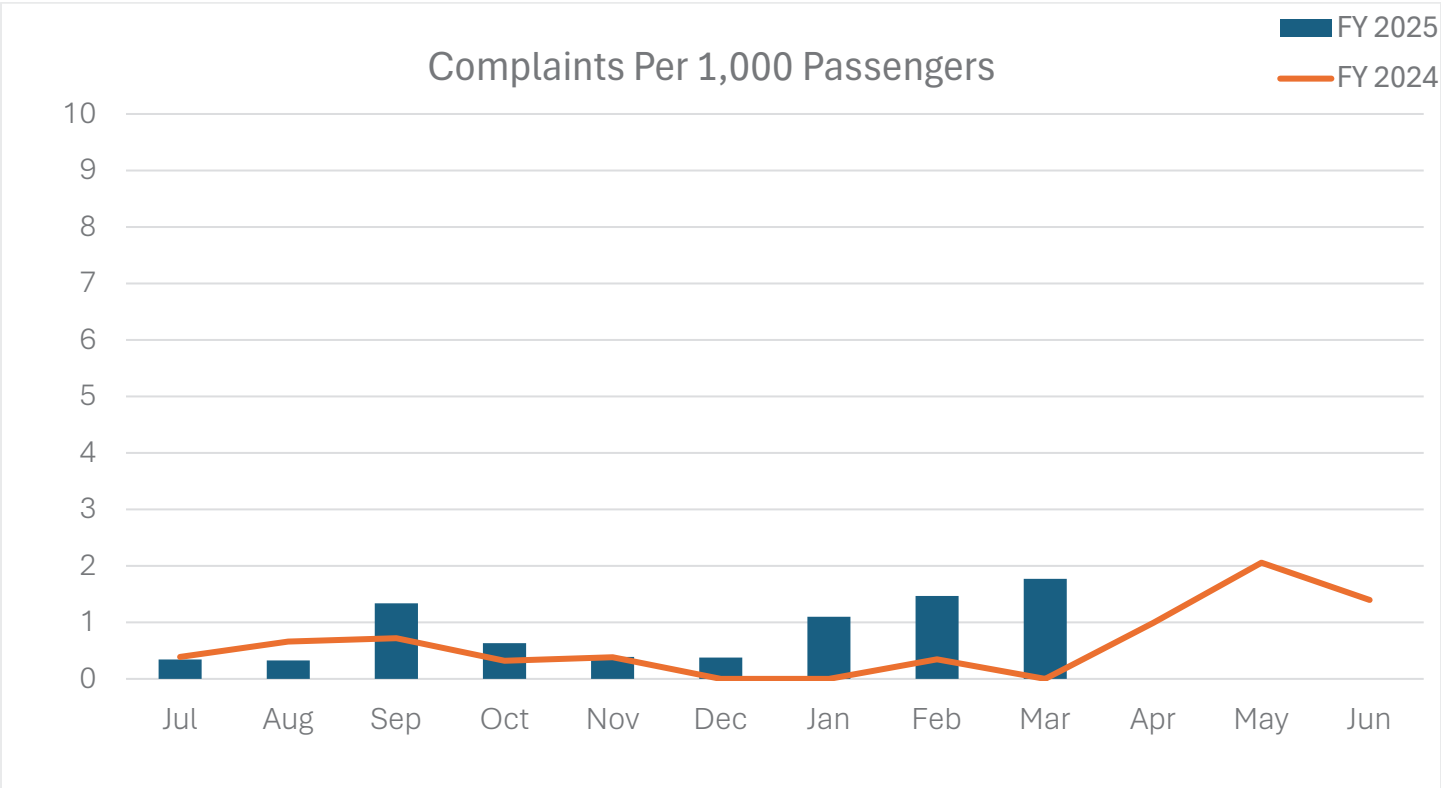
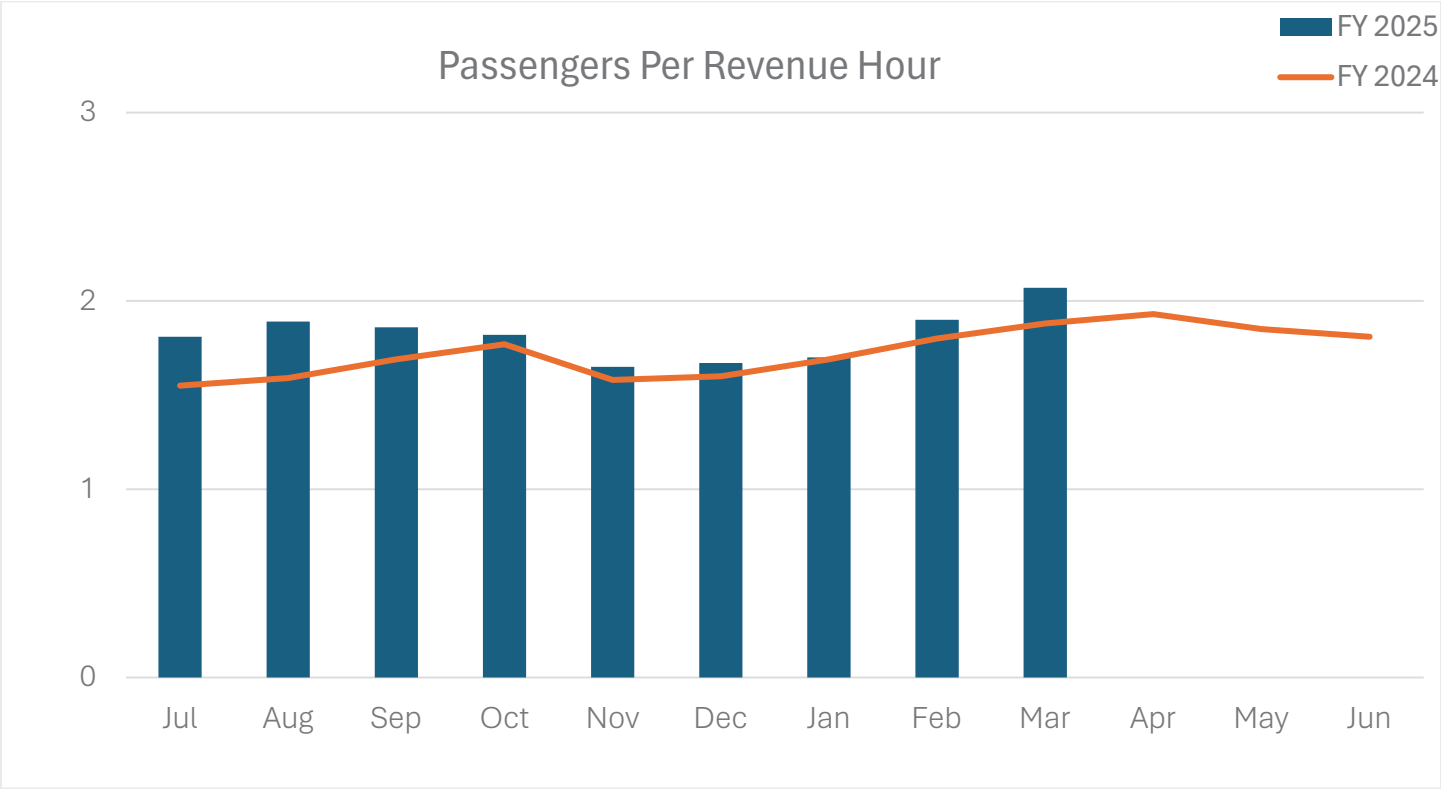
Paratransit

Performance Indicator	Mar-24	Mar-25	MoM % Change		YoY % Change	
On-Time Performance	98.3%	96.7%	-0.5%	—	-1.6%	↓
Passengers Per Revenue Hour	1.9	2.1	8.9%	↑	10.1%	↑
Valid Complaints Per 1,000 Passengers	0.00	1.77	20.5%	↑	∞	↑
Phone Holds (% of calls answered within 60 seconds)	70.7%	66.3%	3.1%	↑	-6.2%	↓
Preventable Accidents Per 25,000 Miles	1.1	0.0	0.0%	—	-100%	↓
Dial-A-Ride Cost Per Trip	\$54.30	\$51.97	-4.4%	↓	-4.3%	↓
Dial-A-Ride Ridership	2,965	2,824	3.7%		-4.8%	
One Seat Ride Ridership	223	345	33.7%		55%	



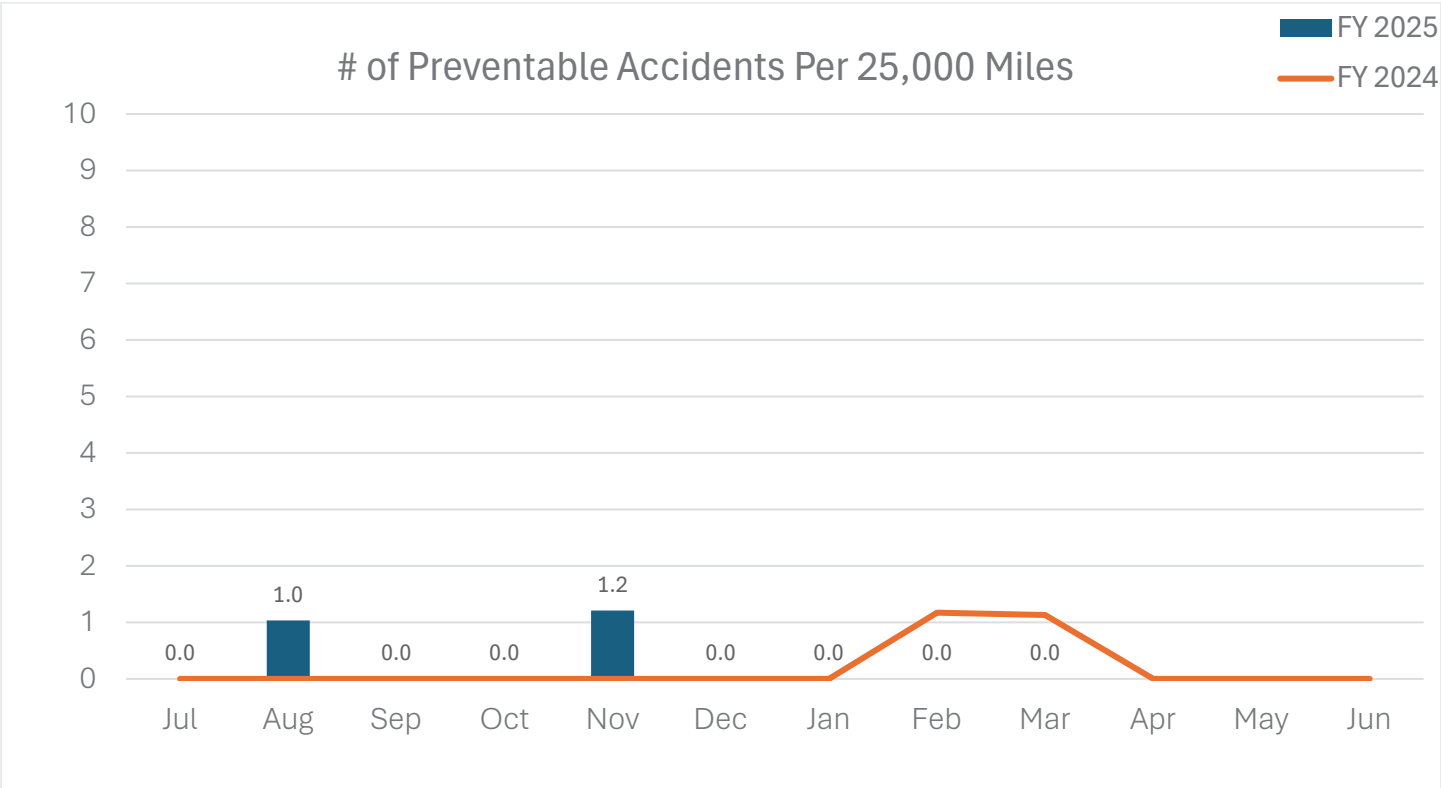
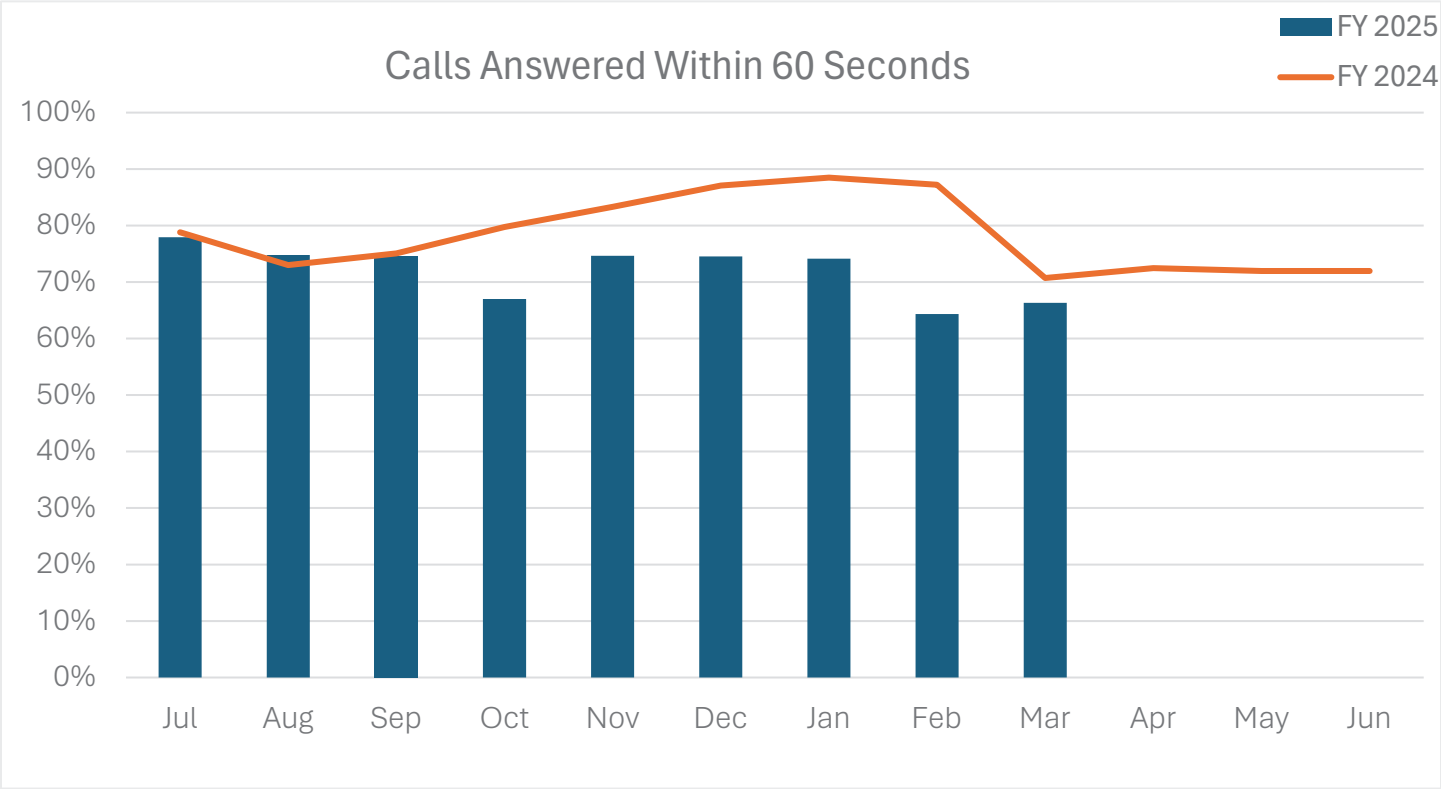


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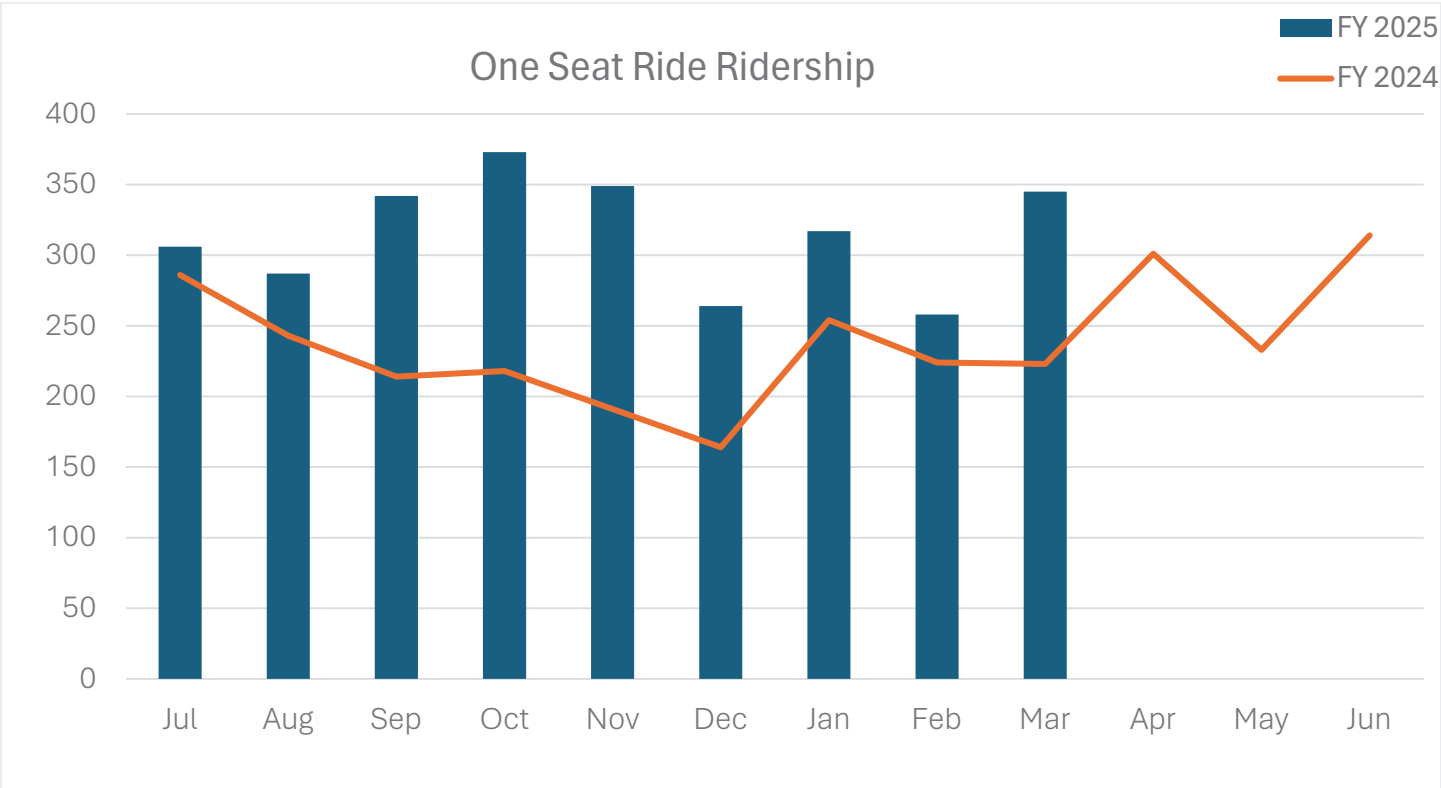
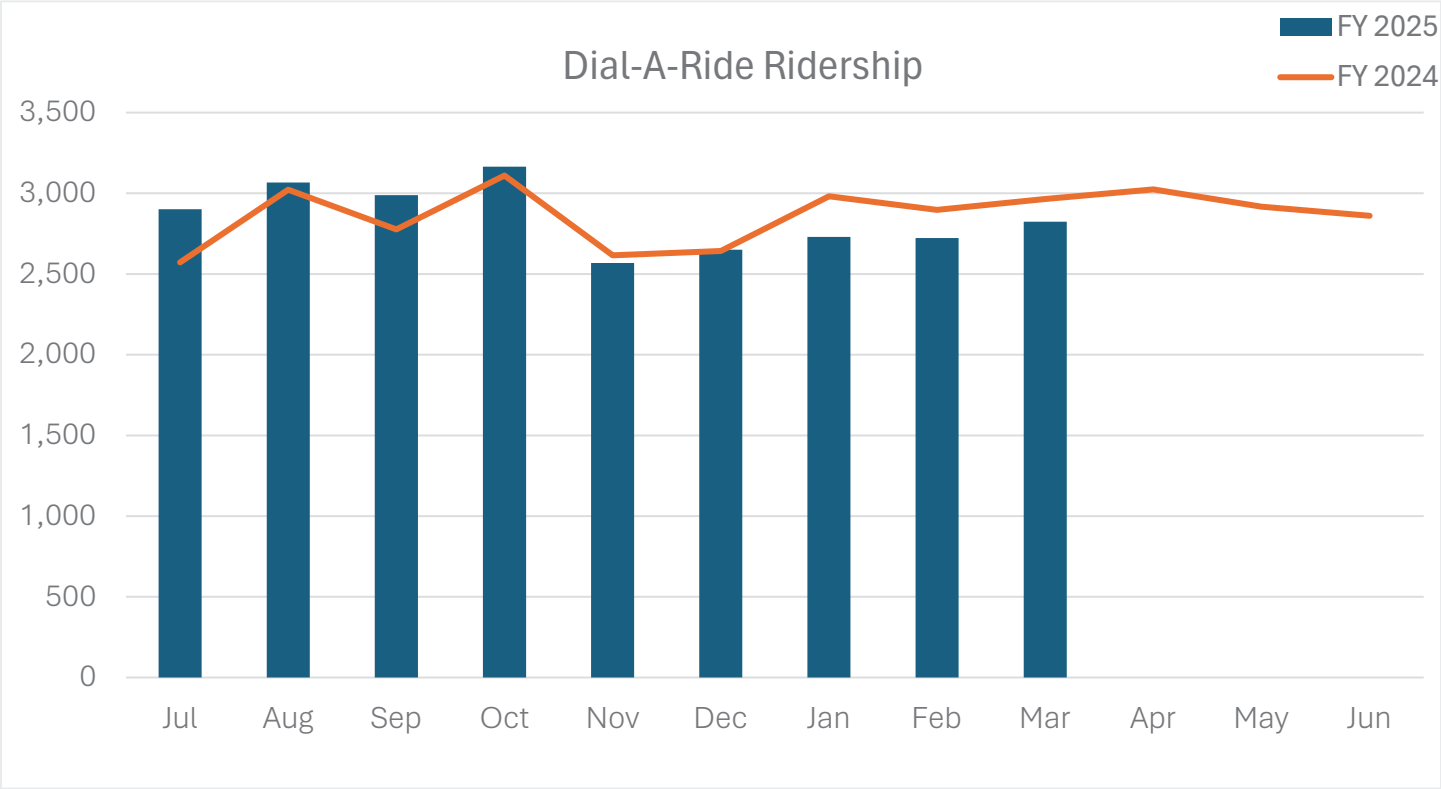


Paratransit





Paratransit





Go Tri-Valley

Performance Indicator	Mar-24	Mar-25	Year Over Year % Change
Total Ridership	5,025	4,534	-10%
Average Subsidy	\$4.66	\$4.33	-7%

