

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

Ridership

The summer months for Wheels are a time characterized by schools being out, and as such tend to be a little quieter than the rest of the year. At the same time, special events such as the Alameda County Fair - as well as the Dublin summer school and enrichment programs, and the Summer Youth Ride Free promotion - are added to the service mix.

The systemwide combined ridership trend in June and July was that of a slight increase (+1.8%) compared with the same time period of last year. Although this is certainly good news, it was driven entirely by a strong July (+6.5%). At the individual route level, in July, routes 8 (Hopyard), 15 (Springtown), and 30R (intermunicipal) all trended upward significantly compared with the same month of 2024, while route 10R (intermunicipal) was down slightly, and the two ACE shuttles 53 and 54 trended down more substantially. Other routes largely held steady.

Looking at the boardings-per-bus-hour YoY trend by service day, in July, the gain for that month was driven by the weekday ridership (+9.5%), while Saturday rides were down slightly (-2.4%), and Sundays were down a bit further (-9.5%).

Accident-Free July!

LAVTA and MV staff are thrilled to report that there we ZERO preventable accidents in July! Thanks to the hard work and dedication of our MV and Wheels Operations teams. The hard work carried into August where there was one minor preventable accident.

August Service Change

On August 9, Wheels implemented a service change across all its local routes to better connect with the new BART Blue Line Schedule. Dubbed The Big Sync, the adjustments focused on improved transferring between inbound and outbound Wheels buses and BART. Additionally, school-focused routes were modified in Dublin and all routes were resynced to updated bell times throughout the Tri-Valley. While there were some minor hiccups, the service change was overall executed successfully. Staff are closely monitoring ridership and on-time performance post-service change.

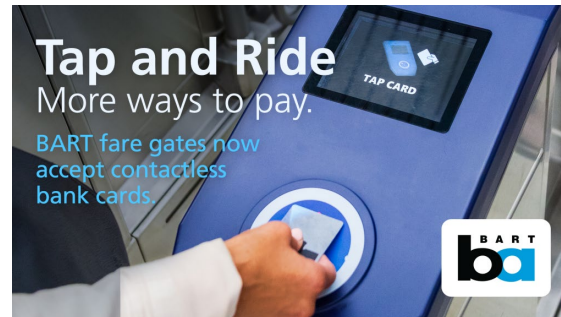
Pleasanton Bus Service Planning RFP

Staff released a mini-RFP for consultant support to develop recommendations for two service planning efforts in Pleasanton: 1) modifications to the 10R in Downtown Pleasanton; and 2) modifications to the Pleasanton school-focused routes. In developing their recommendation the consultant will conduct technical analysis, analyze ridership and operational data, evaluate alternatives, and conduct public outreach. The consultant team will work with the LAVTA Ad Hoc Committee, LAVTA staff, the City of Pleasanton staff, and PUSD staff on a recommendation which will be presented to the Projects and Services Committee early 2026. Staff will be looking to implement the recommendations in summer 2026 and with the start of the 2026 school year.

EXECUTIVE DIRECTOR'S REPORT

Clipper 2.0 Update

While the region works to upgrade the Clipper regional electronic fare payment system, an important feature of the new system, open payments, went live on BART on August 18. The Tap and Ride system gives riders the ability to pay adult-only fares using physical contactless credit or debit cards, or mobile payment methods such as Apple Pay. The first week post-launch saw 5% of total BART fares and 20% of fares at SFO paid with Tap and Ride. Once Clipper 2.0 is launched, Tap and Ride will be available across all transit agencies accepting Clipper.



MV Transportation Turns 50

On August 5, MV hosted a celebration for the company's 50th birthday. Livermore Division leadership got behind the grill to cook up tacos for the workforce and LAVTA staff.



EXECUTIVE DIRECTOR'S REPORT

LAVTA Bus Roadeo

The 2025 LAVTA Bus Roadeo is taking place **October 25** from approximately 8:30am-1pm. Board members are invited to participate in a shortened course at the end of the formal competition. Shortened bus operator training will be provided to Board members and is tentatively scheduled for October 18. LAVTA staff are also in need of volunteers for Roadeo judges.

This year's event will be a celebration of our 40th Birthday including an unveiling of our birthday bus wrap as well as a birthday cake (and maybe a song!)

EXECUTIVE DIRECTOR'S REPORT

Customer Experience/Community Outreach

LAVTA Staff Recieves Social Media Engagement Certificate

Joy Liu, LAVTA's Senior Marketing and Outreach Specialist, completed the Bay Area Training and Exercise Program's Social Media Engagement training.

Joy has had a significant impact improving Wheels social media following and the quality of content. Congrats, Joy!



Pacific Bus Museum Open House:

The Livermore Rideo bus was proudly on display at the Pacific Bus Museum Open House on August 17 in Fremont where transit nerds and bus enthusiasts came together to celebrate the history of transit. Wheels staff was on-hand to enjoy the historic buses and answer questions about Livermore's Rideo Bus.



EXECUTIVE DIRECTOR'S REPORT

Wheels Supports Back to School:

Wheels staff supported back to school efforts, coordinating with school district partners for tabling at orientations and back to school events. Staff attended two days of orientation at Amador Valley High School and one day each at East Avenue Middle School and Dublin High School. Wheels also attended Back-to-School nights at Livermore High School, Granada High School, and Emerald High School. Wheels staff dispersed to high traffic schools throughout the first two weeks of school to answer student questions and facilitate safe and smooth loading of vehicles.



The Big Sync Press Conference:

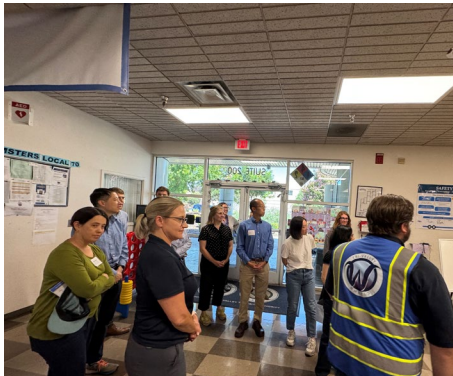
On Monday, August 9 BART General Manager Bob Powers, LAVTA Executive Director Christy Wegener, and leaders from Bay Area transit agencies came together to celebrate The Big Sync—a regional effort to better align schedules and make transit connections faster and easier. Christy spoke on behalf of small operators at a press conference at the BART Embarcadero Station. In mid-August, agencies across the Bay Area updated their schedules at the same time to improve transfer timing and reliability.



EXECUTIVE DIRECTOR'S REPORT

MTC Staff Visits the Tri-Valley:

On August 27, the Regional Network Management team from MTC visited the Tri-Valley. The group rendezvoused at the Dublin/Pleasanton BART Station and rode Wheels Route 14 to GILLIG, where they had a tour. The group then came to LAVTA's offices for a tour and a presentation.



August Social Media:

The Wheels Facebook promotional reel for our presence at the Pacific Bus Museum had over 550 views! Check it out: <https://www.facebook.com/reel/1439260671057384>



EXECUTIVE DIRECTOR'S REPORT

Finance and Administration

LAVTA Staffing Update

LAVTA's Senior Operations Analyst (Quality Assurance) resigned from her position effective August 1. Staff are moving forward with implementing early recommendations from the Strategic Plan and filling the Manager of Administrative Services position. This will effectuate several goals, including: 1) centralize procurement and address a pinch-point in the agency; 2) remove tasks (HR, Benefits, DBE, Front Desk) from the Director of Finance and Accounting Analyst's jobs functions allowing for more bandwidth for succession planning; 3) streamline/centralize the contract compliance function within the Agency to improve organizational efficiency and effectiveness cross-departmentally; and 4) free up staff bandwidth to support the Agency's advocacy, legislative and regional planning efforts.

Wheels Access Mobility Management RFP

Staff will be reissuing the Wheels Access Mobility Management RFP this fall. This will be the third attempt at procuring these services, which includes travel training, travel navigation, and paratransit eligibility assessments. The project is partially funded with an Alameda CTC grant. The RFP was first released in late 2024 but no proposals were received from that effort. The RFP was re-released in spring 2025 and two proposals were received; however, cost proposals were significantly higher than staff cost estimates and budget, as well as available grant funding. During the summer staff have revisited the scope of work to identify potential cost-reduction strategies and will be re-releasing the RFP this fall with confidence that the third time's a charm. Staff are evaluating augmenting the project budget with FTA 5310 funding in the future.

Valley Link MOU

In 2023, the LAVTA Board authorized the Executive Director to enter into a memorandum of understanding (MOU) with Valley Link for the provision of administrative support services for the agency. LAVTA's Director of Finance currently receives a stipend to serve as Chief Financial Officer of Valley Link. This stipend pays for the time she spends completing work for Valley Link outside of the work she does for LAVTA. LAVTA staff intend to execute the second amendment with Valley Link, extending the MOU for another fiscal year.

EXECUTIVE DIRECTOR'S REPORT

State Audit

The state audit that was approved by the Joint Legislative Audit Committee kicked off the week of August 25. The audit is expected to take 6-8 months.

New FTA Administrator Confirmed

On Saturday, August 2 the Senate voted 71 to 23 to confirm former Congressman from New York, Marcus Molinaro as FTA Administrator. Both California Senators Padilla and Senator Schiff voted against his confirmation.

FTA Allows Transit Agencies to Modify Zero-Emission Projects.

On July 25, the Federal Transit Administration (FTA) announced that grant recipients of the Low or No Emissions Grant Program will now have the flexibility to request to change their project proposals from “no emissions” to “low emissions”. Several Bay Area transit agencies who have received Low No grant awards were given permission to modify the propulsion type of their buses from Battery Electric or Fuel Cell to CNG or Diesel.

CA Senate Bill 707

SB 707 (Durazo) proposes a number of substantial updates to the Ralph M. Brown Act, particularly around public access, participation, translation, and teleconferencing standards for certain local legislative bodies. The bill is not yet final and LAVTA staff and our advocacy partners are working to better understand the impacts this legislation would have on LAVTA.

Attachments:

1. Board Statistics June 2025
2. Board Statistics July 2025

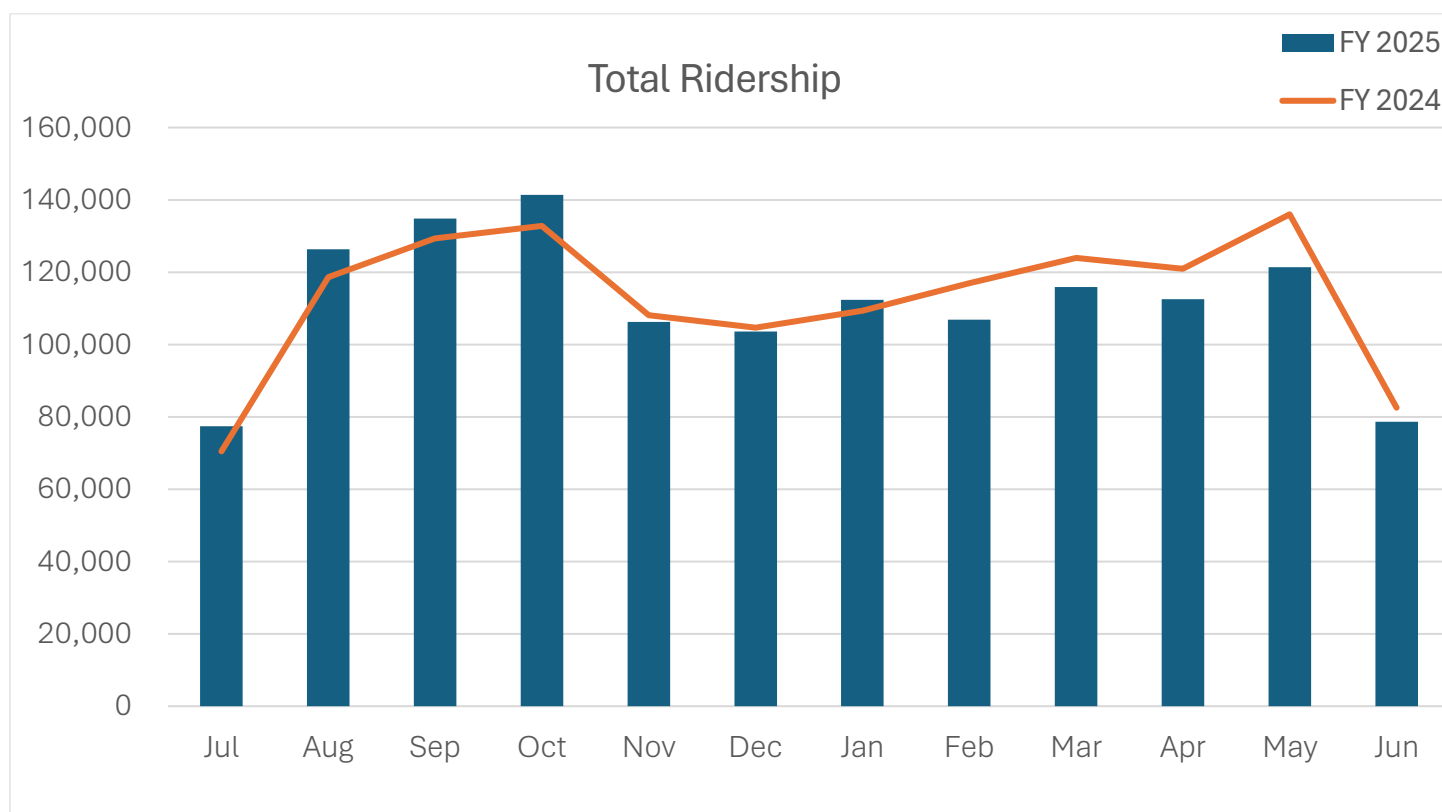


Wheels System Performance

FY 2025 - June

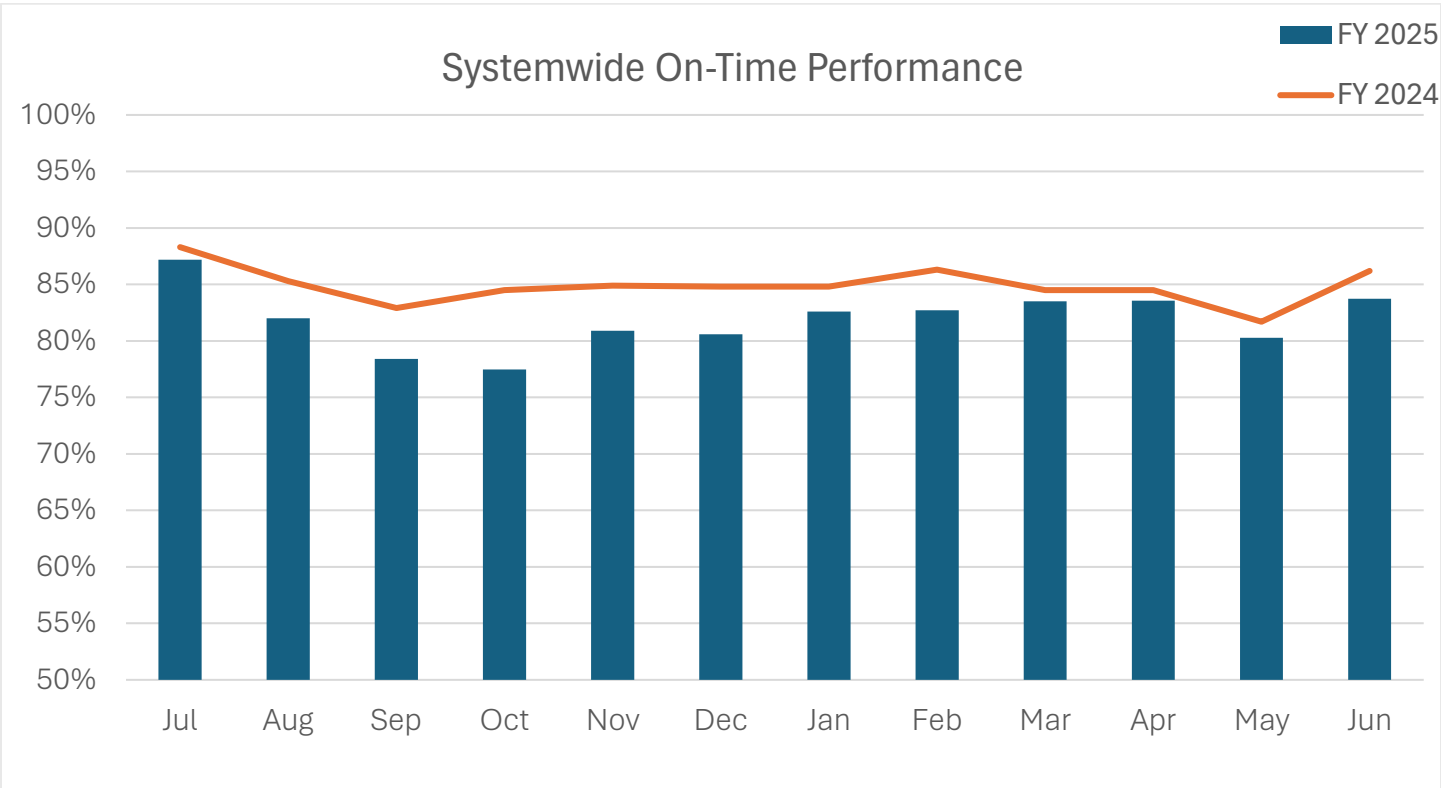
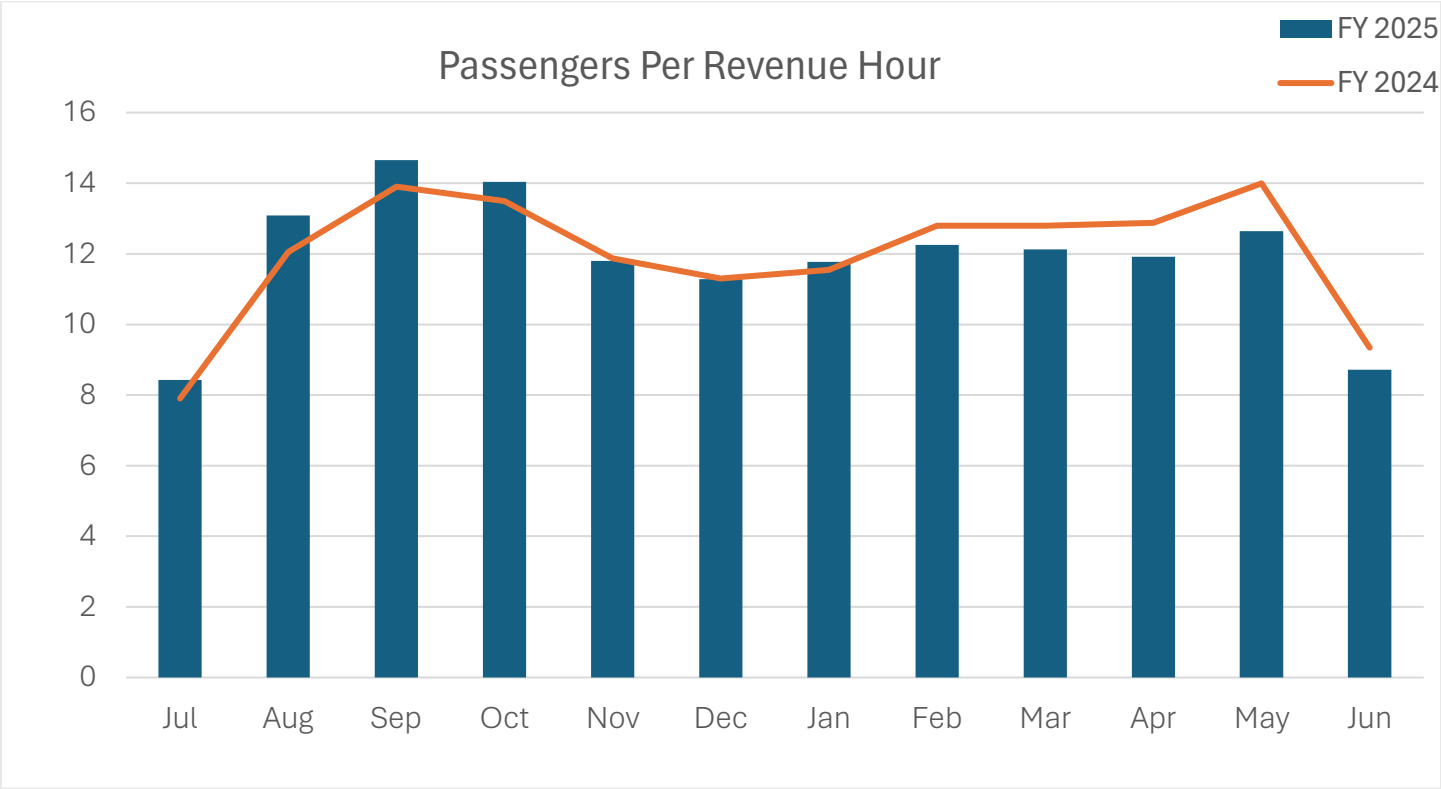
Fixed-Route

Performance Indicator	Jun-24	Jun-25	MoM % Change		YoY % Change	
Total Ridership	82,516	78,627	-35%	↓	-5%	↓
Total Ridership FY To Date	1,353,792	1,337,479	N/A		-1.2%	—
Fully Allocated Cost Per Passenger	\$18.31	\$19.34	45%	↑	6%	↑
Average Weekday Ridership	3,290	3,115	-37%	↓	-5%	↓
Average Saturday Ridership	1,923	1,734	10%	↑	-10%	↓
Average Sunday Ridership	1,422	1,254	6%	↑	-11.8%	↓
Passengers Per Revenue Hour	9.35	8.72	-31%	↓	-7%	↓
System-wide On-Time Performance	86.2%	83.7%	4.3%	↑	-3%	↓
Preventable Accidents Per 100,000 Miles	1.47	0.71	11%	↑	-52%	↓
Customer Complaints Per 10,000 Boardings	1.82	1.91	189%	↑	5%	↑
Miles Between Mechanical Failures	22,607	11,718	20%	↑	-48%	↓





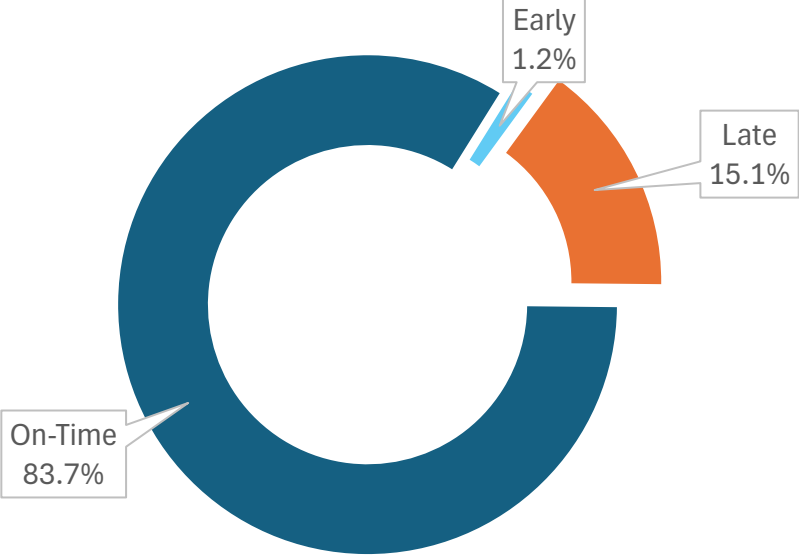
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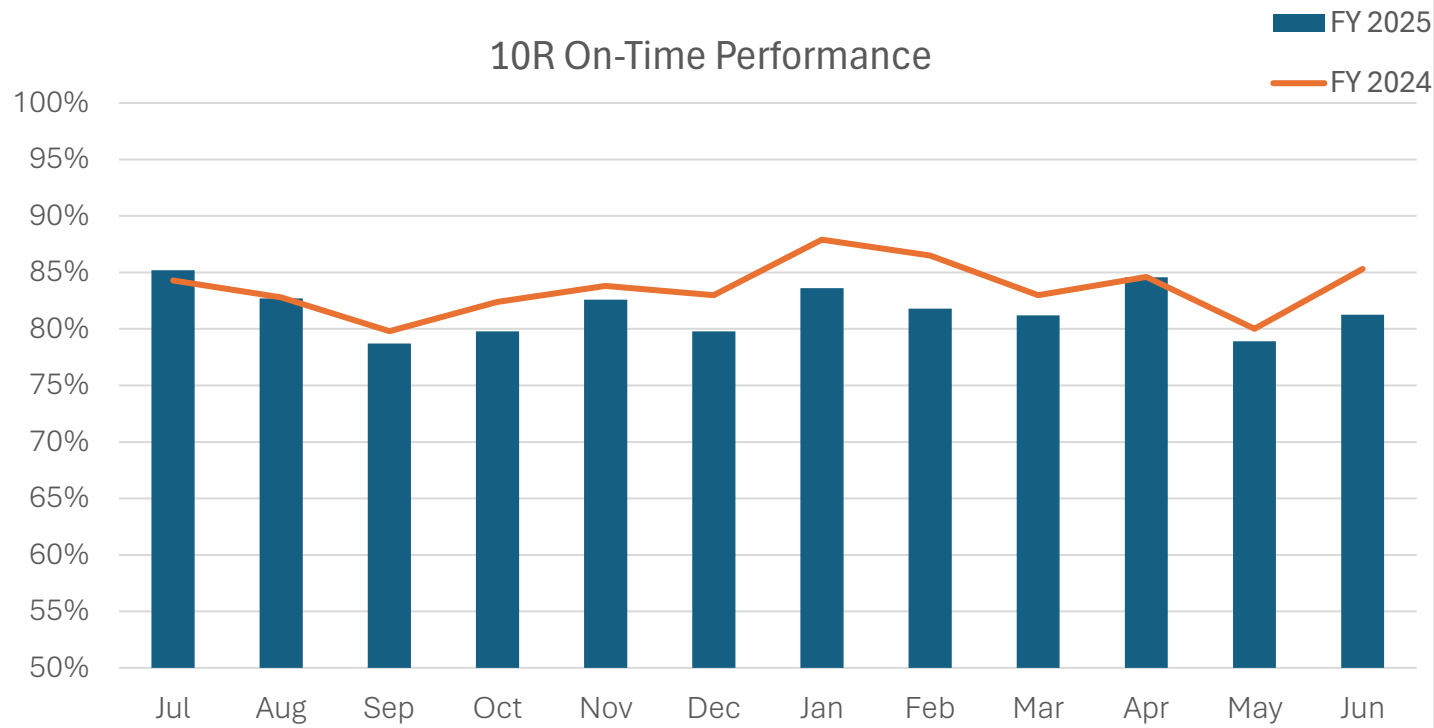


Fixed-Route

Systemwide On-Time Performance Detail

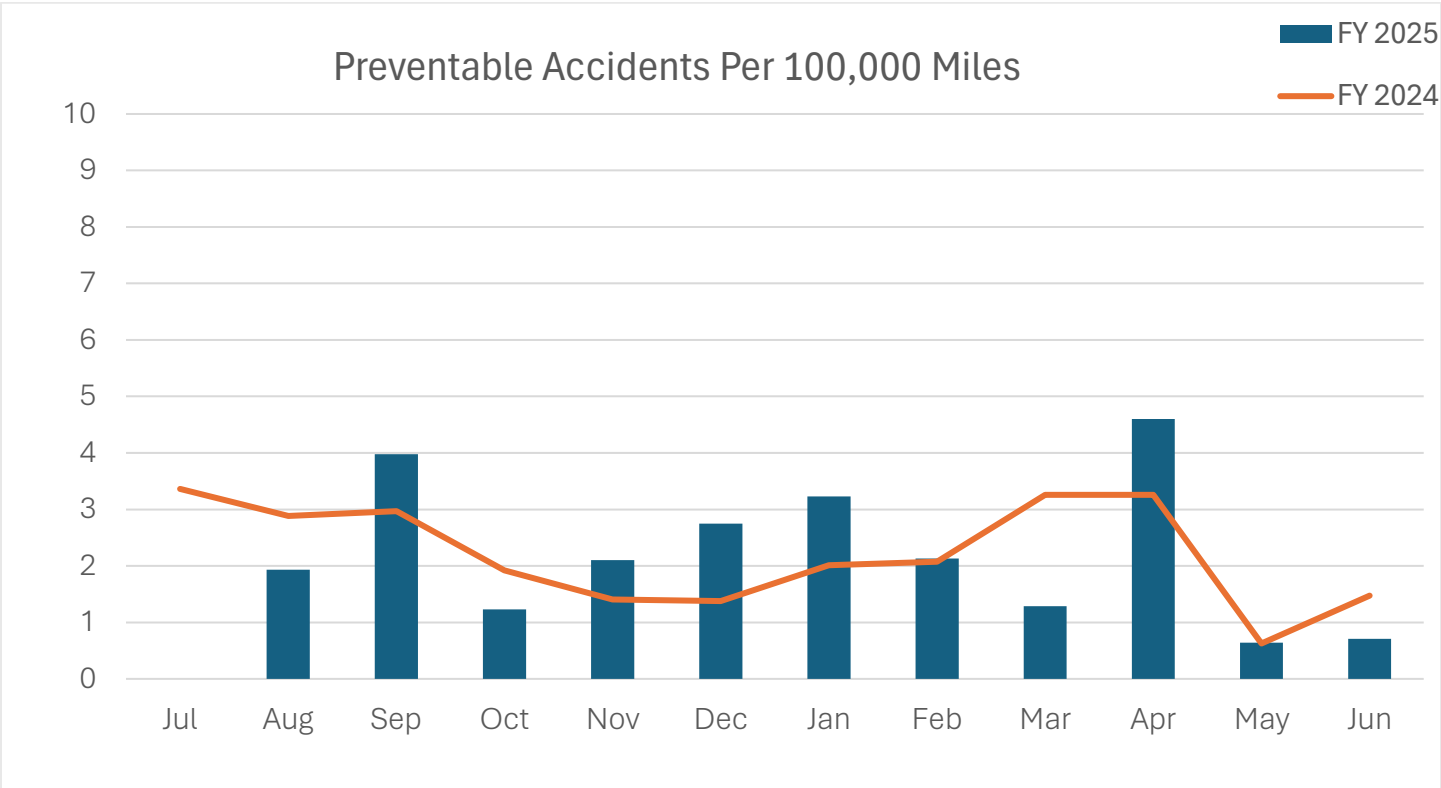
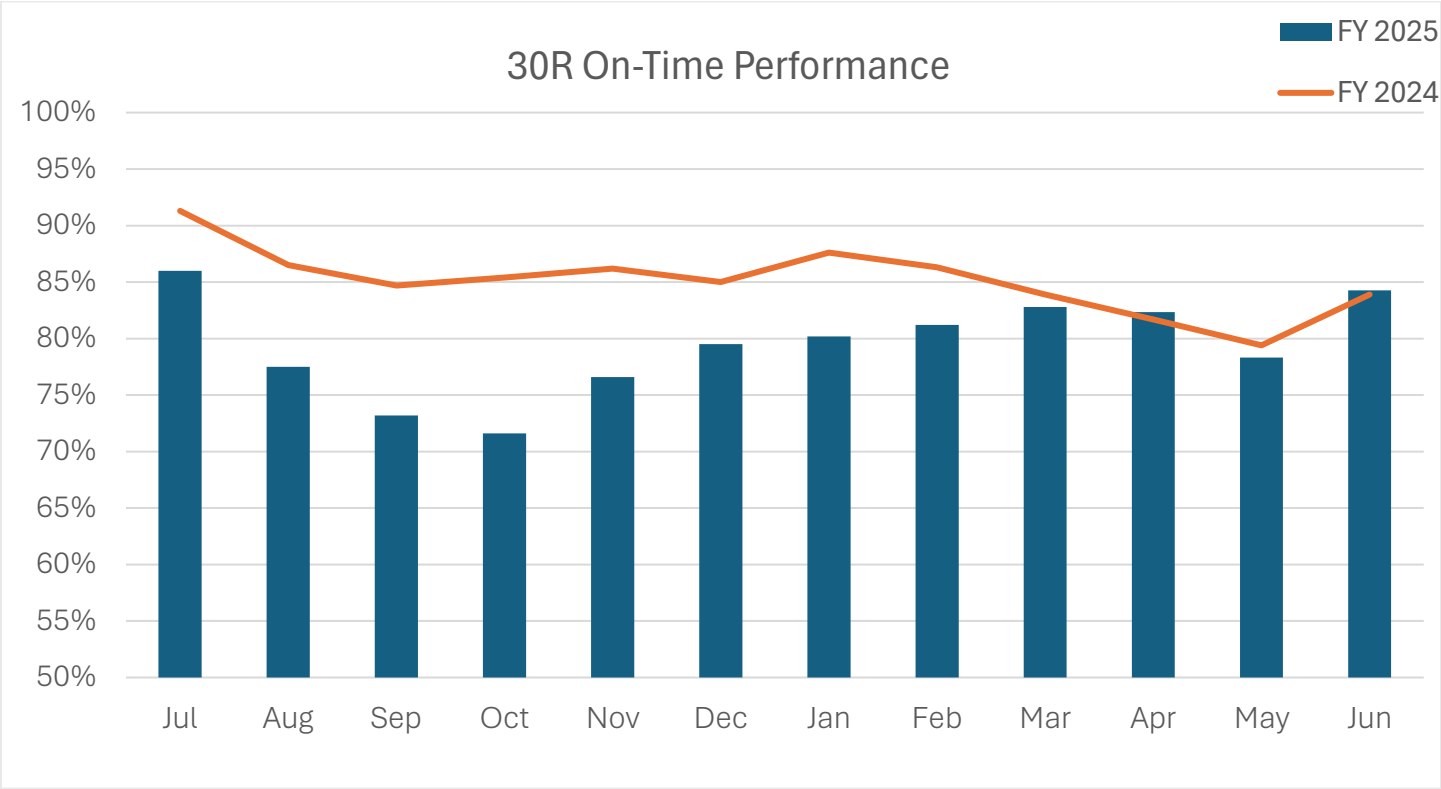


10R On-Time Performance



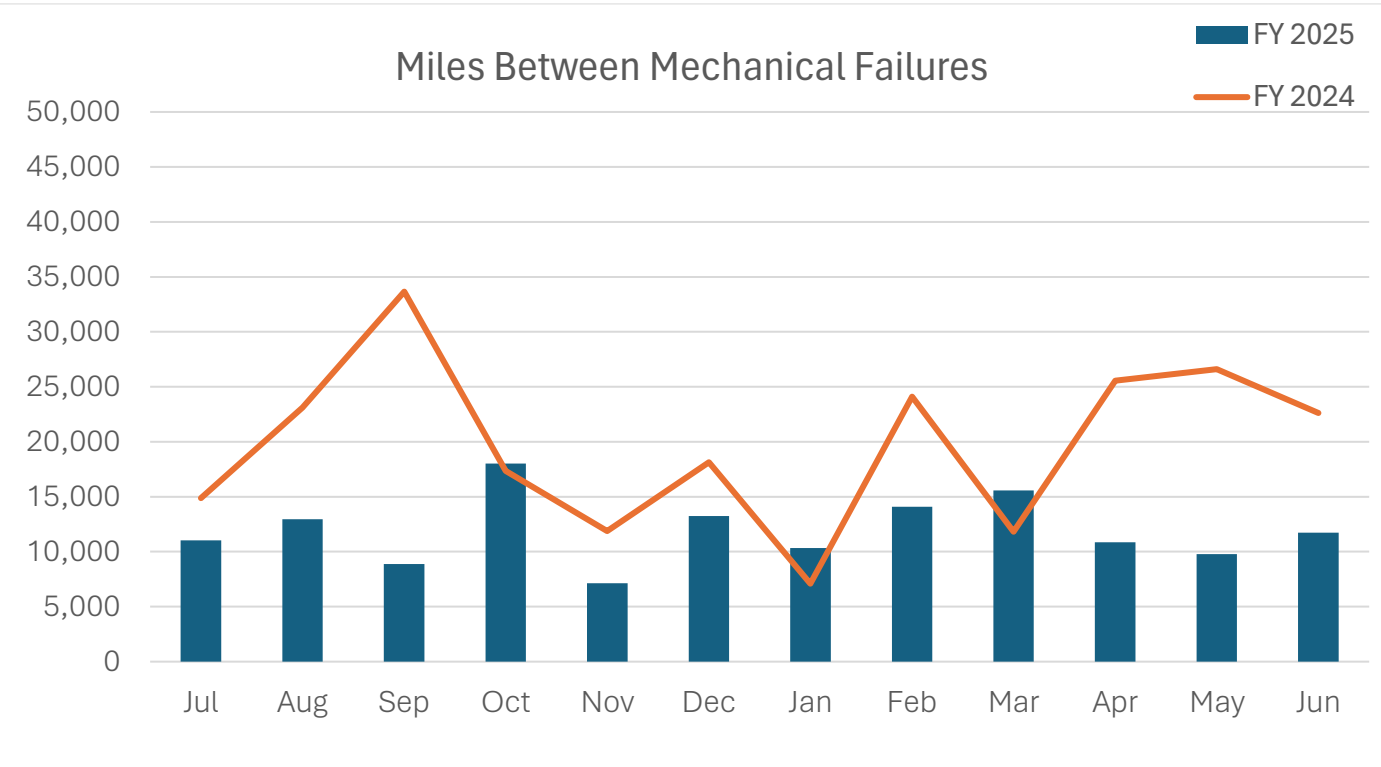
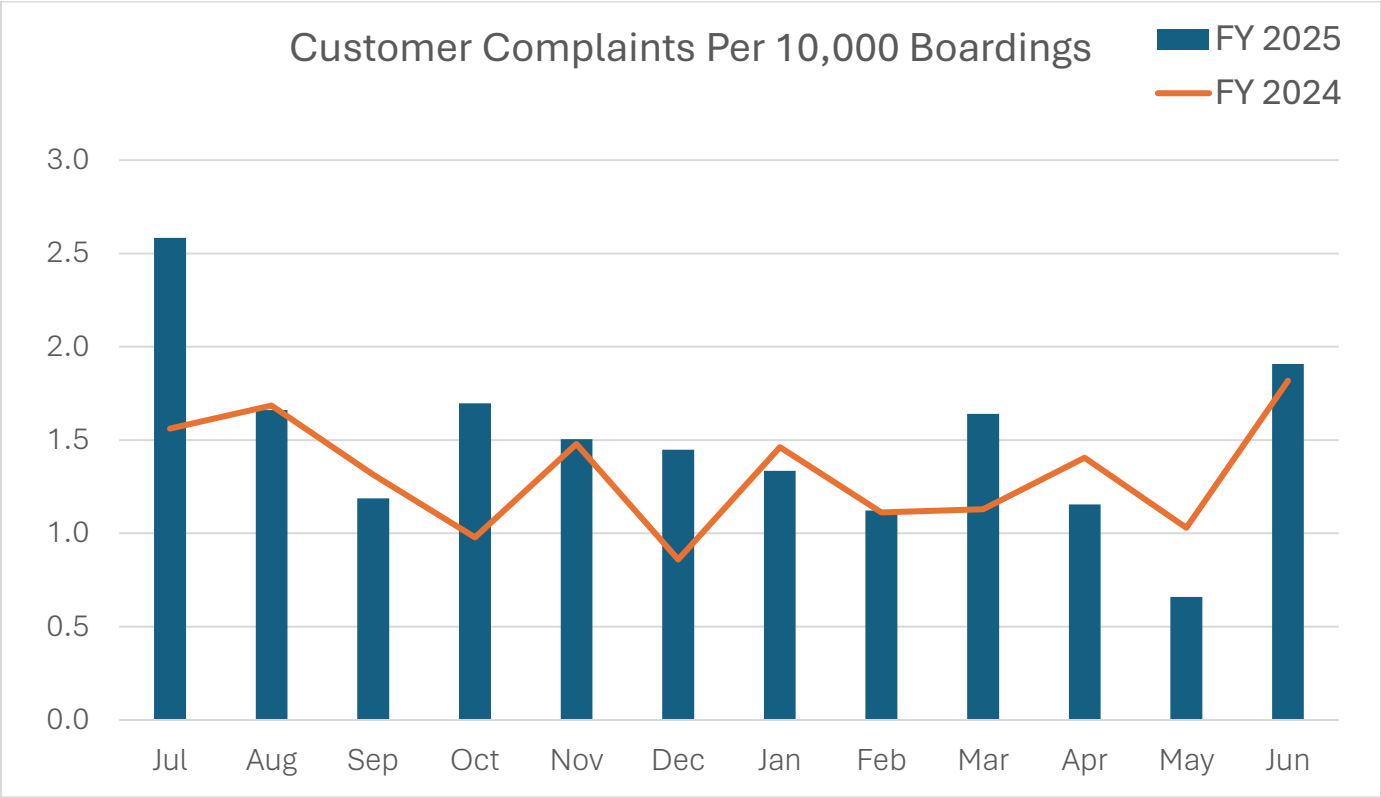


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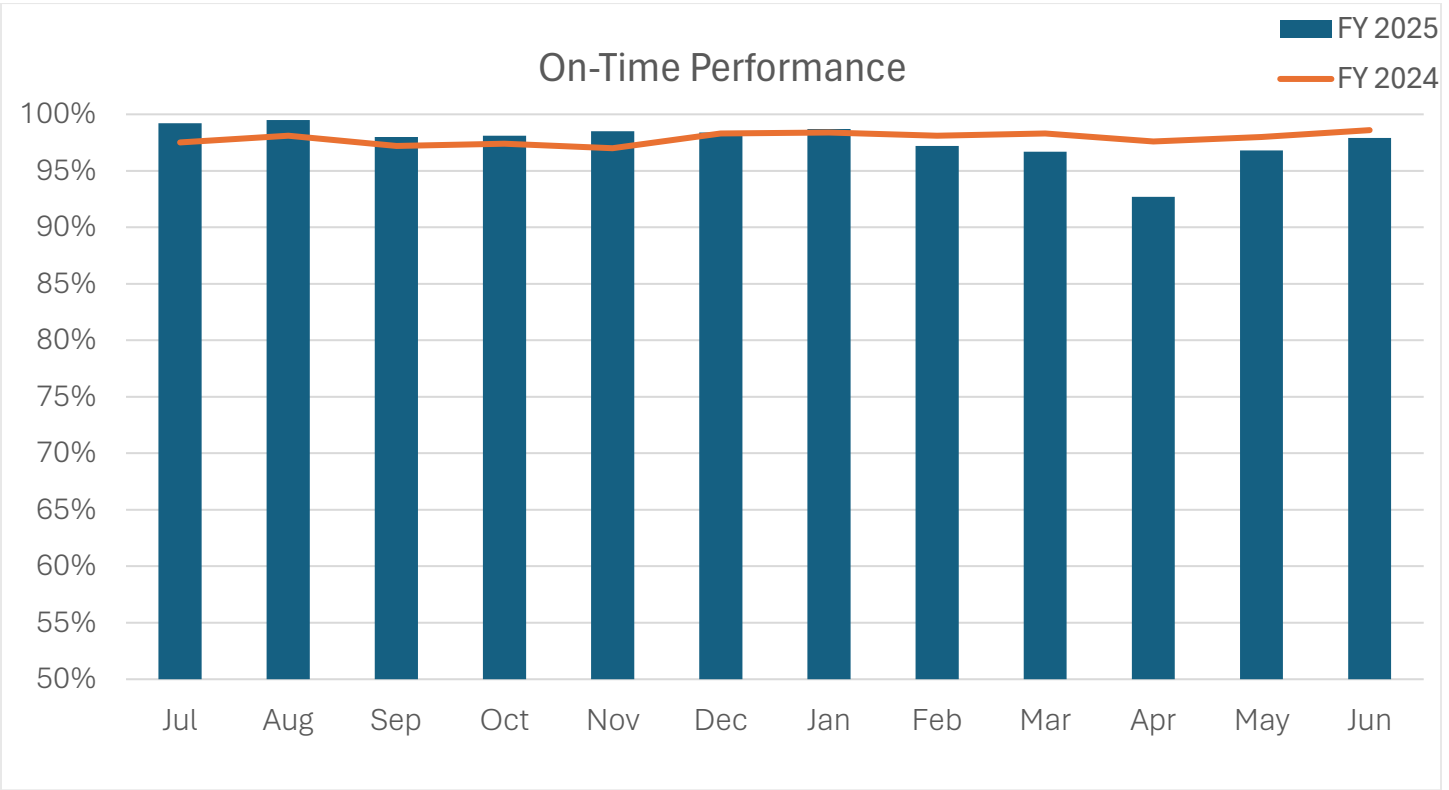
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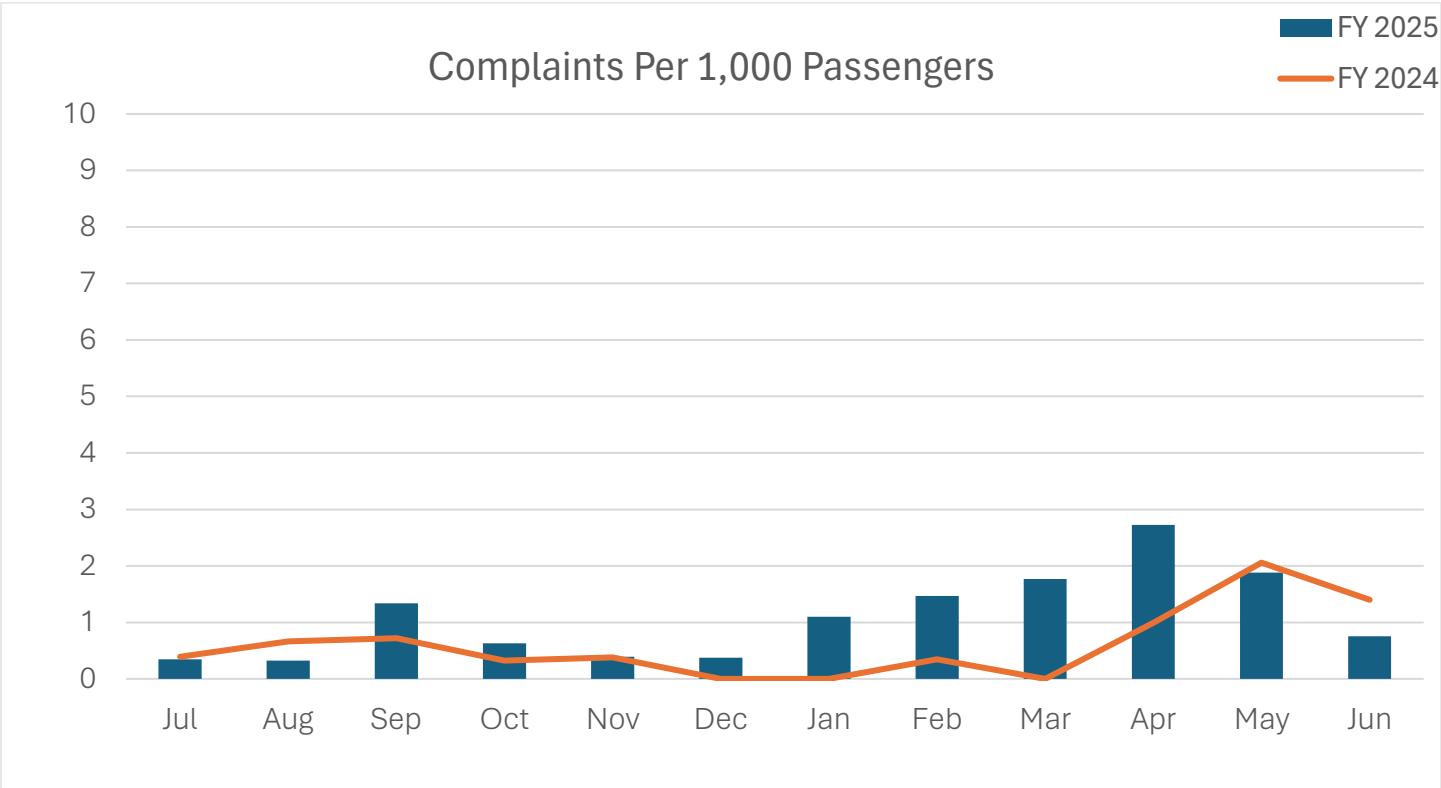
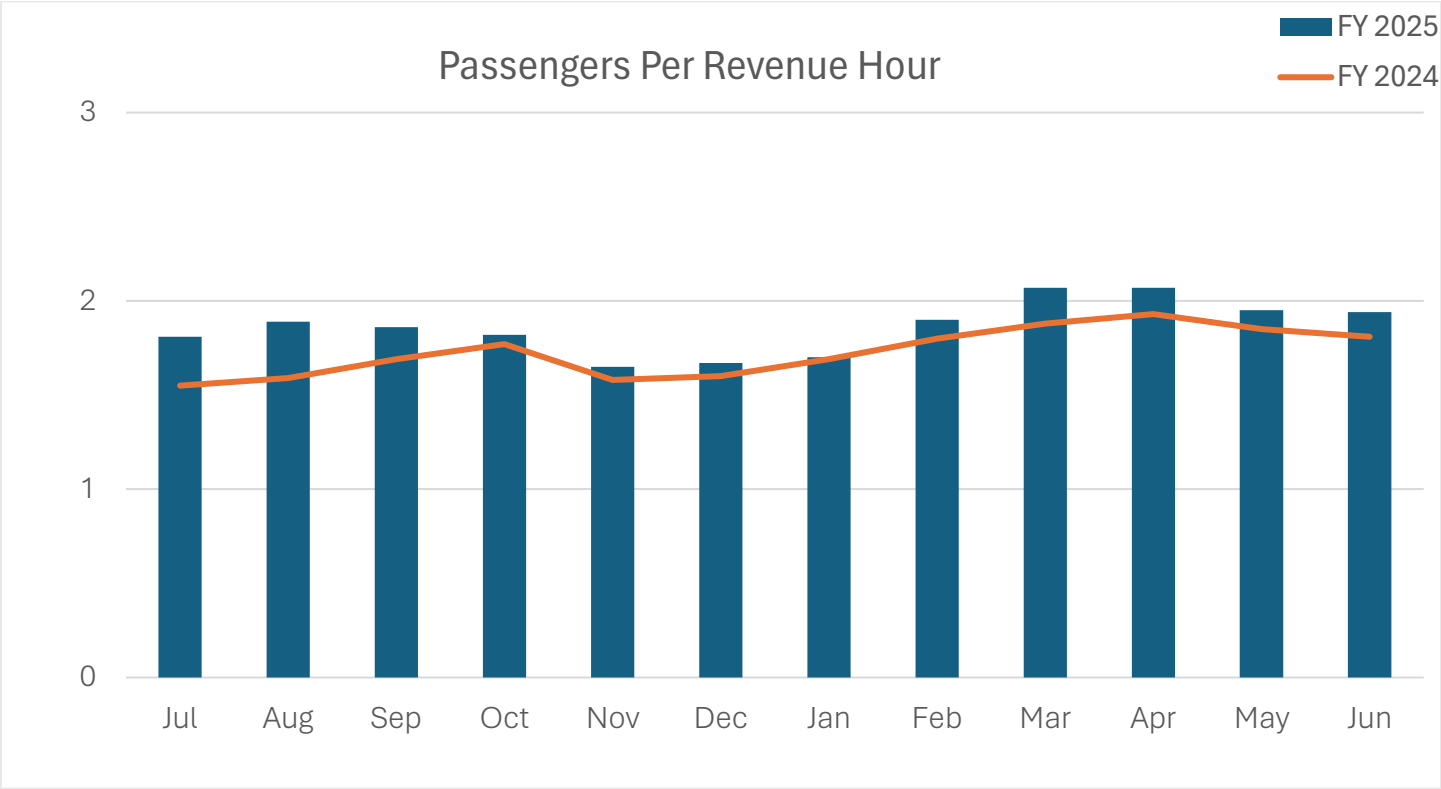
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Performance Indicator	Jun-24	Jun-25	MoM % Change		YoY % Change	
On-Time Performance	98.6%	97.9%	1.1%	↑	-0.7%	—
Passengers Per Revenue Hour	1.8	1.9	-0.5%	—	7.2%	↑
Valid Complaints Per 1,000 Passengers	1.40	0.75	-60.0%	↓	-46%	↓
Phone Holds (% of calls answered within 60 seconds)	72.0%	62.9%	4.6%	↑	-12.6%	↓
Preventable Accidents Per 25,000 Miles	0.0	0.0	0.0%	—	0%	—
Dial-A-Ride Cost Per Trip	\$55.56	\$57.03	3.7%	↑	2.6%	↑
Dial-A-Ride Ridership	2,861	2,660	0.0%		-7.0%	
One Seat Ride Ridership	314	225	-14.8%		-28%	



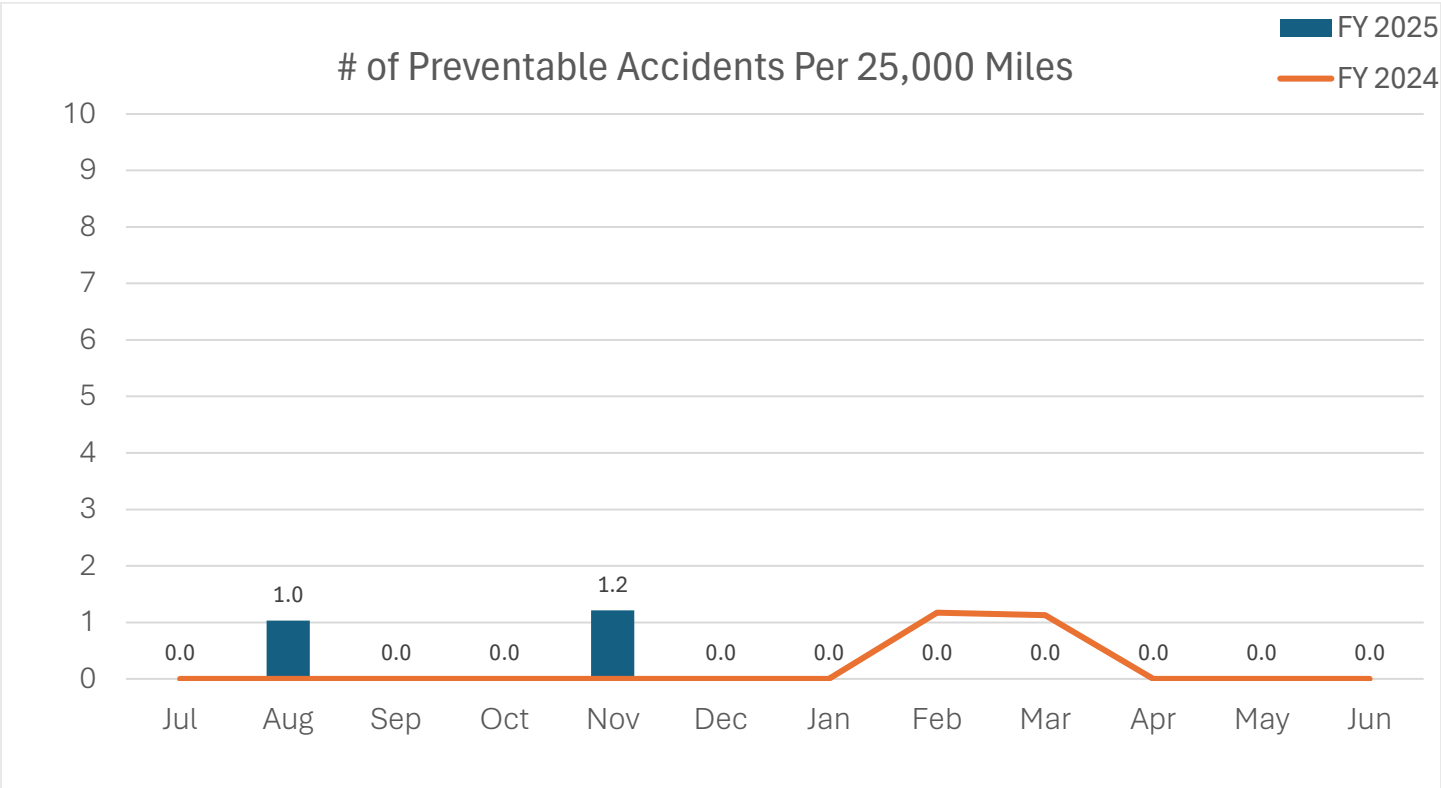
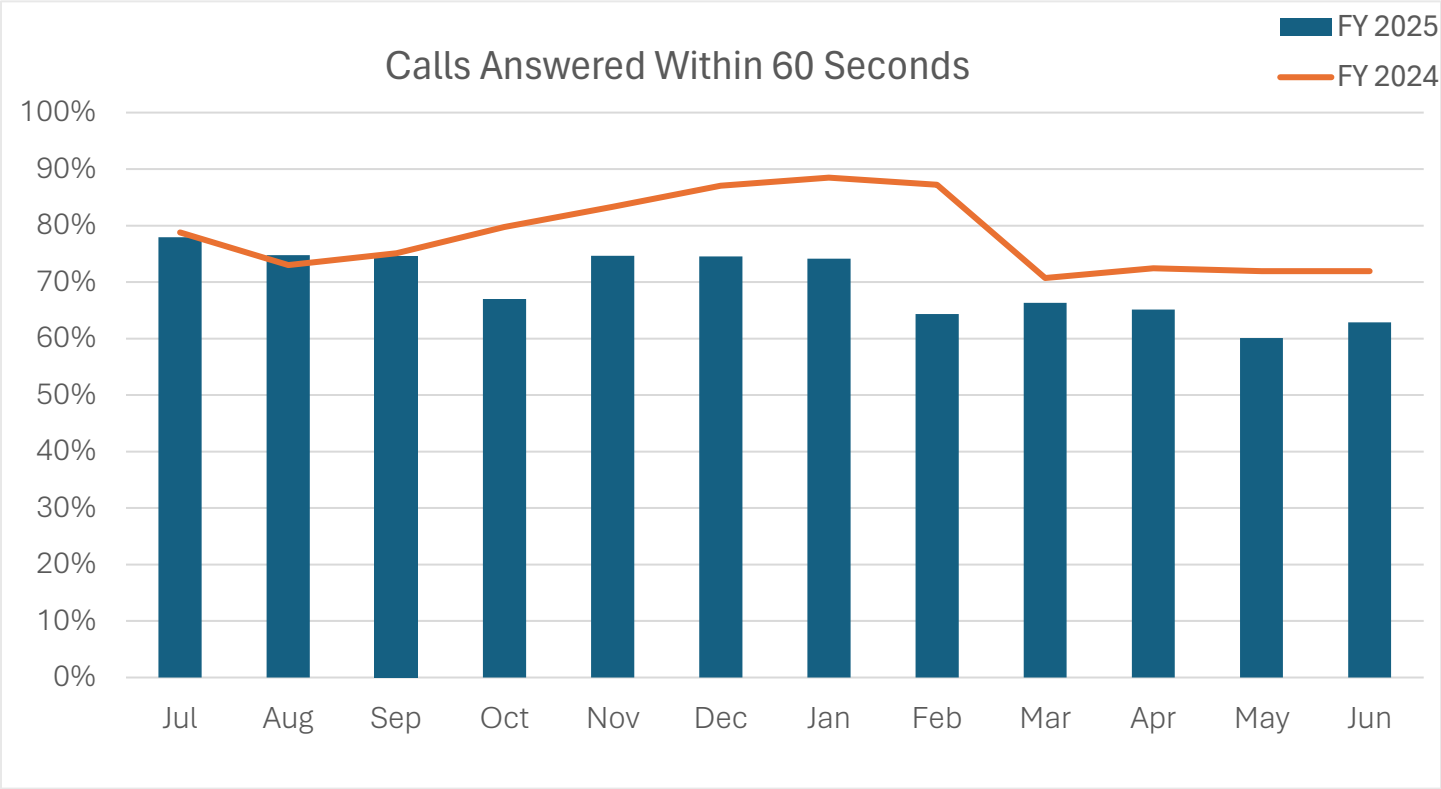


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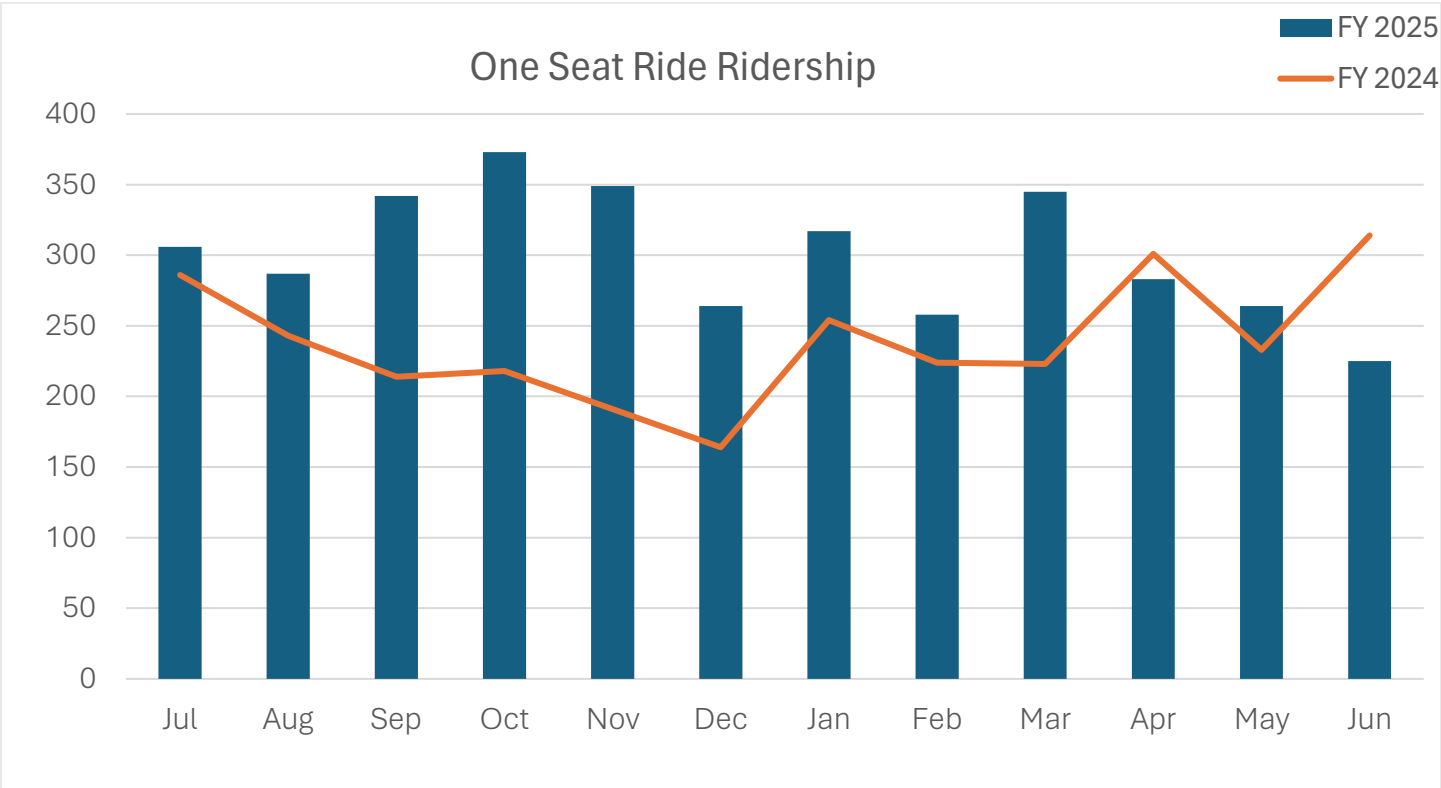
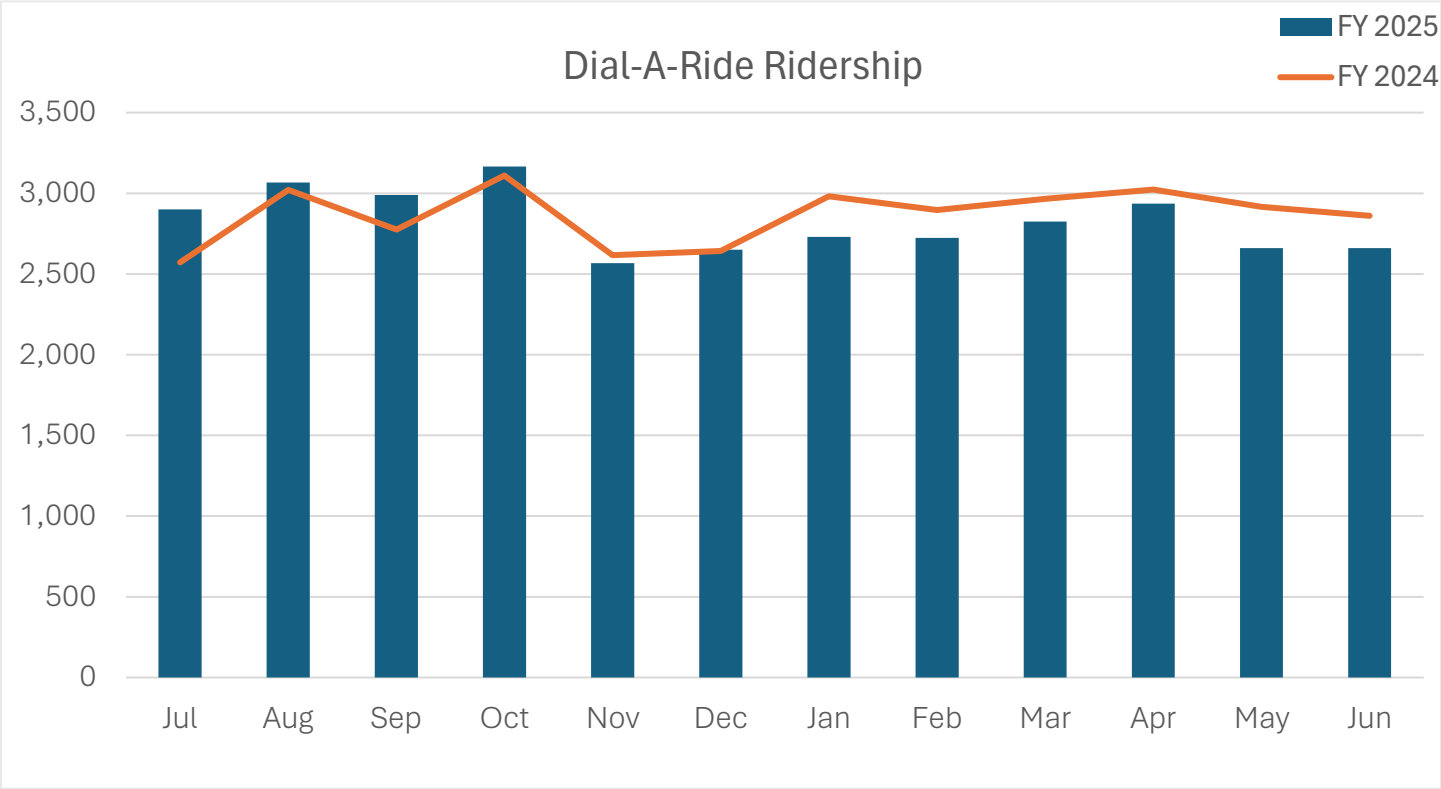


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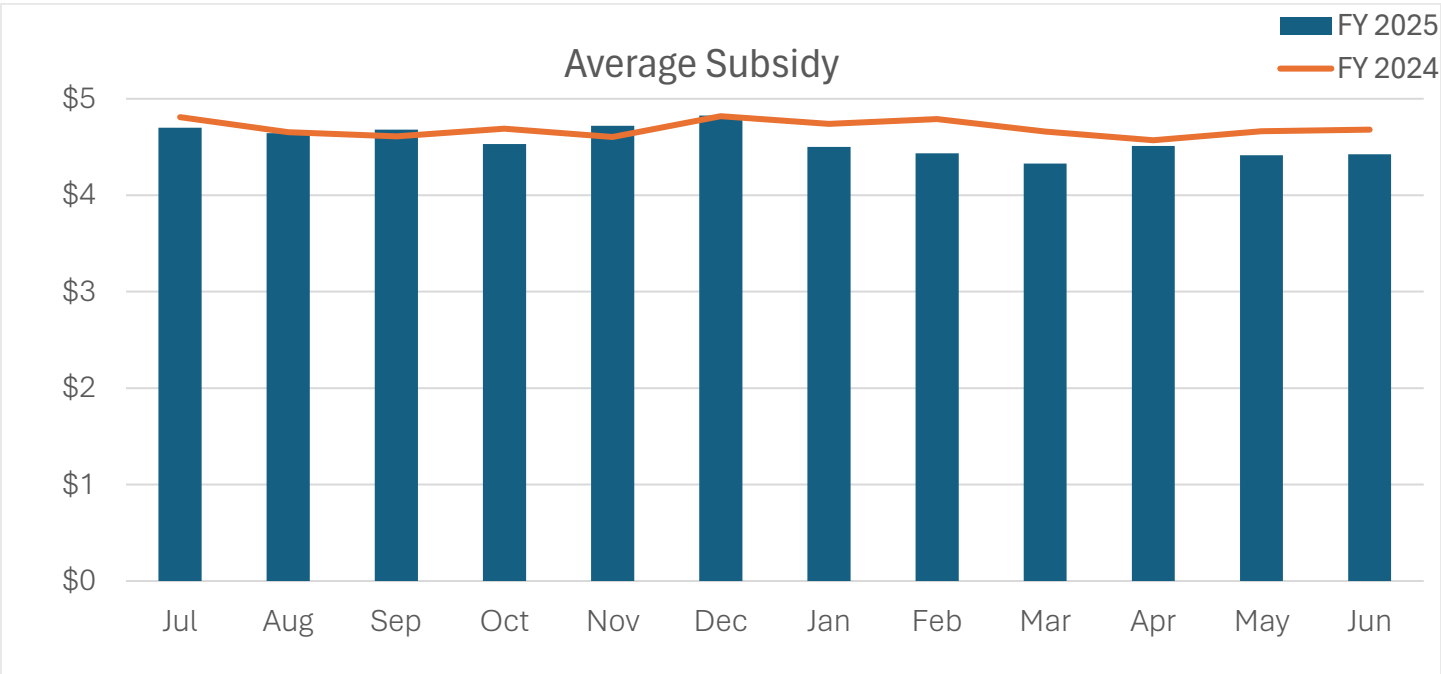
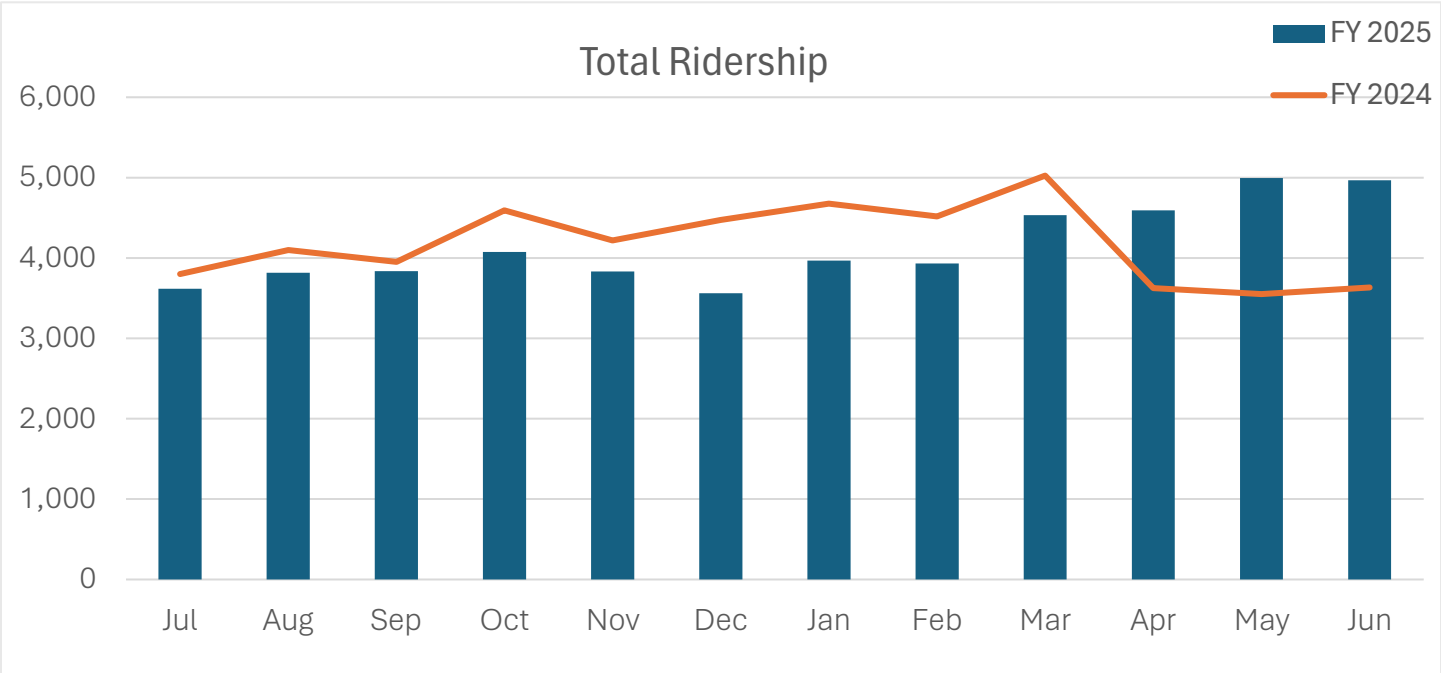
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Go Tri-Valley

Performance Indicator	May-24	May-25	Year Over Year % Change
Total Ridership	3,551	4,995	41%
Average Subsidy	\$4.66	\$4.42	-5%





Wheels System Performance

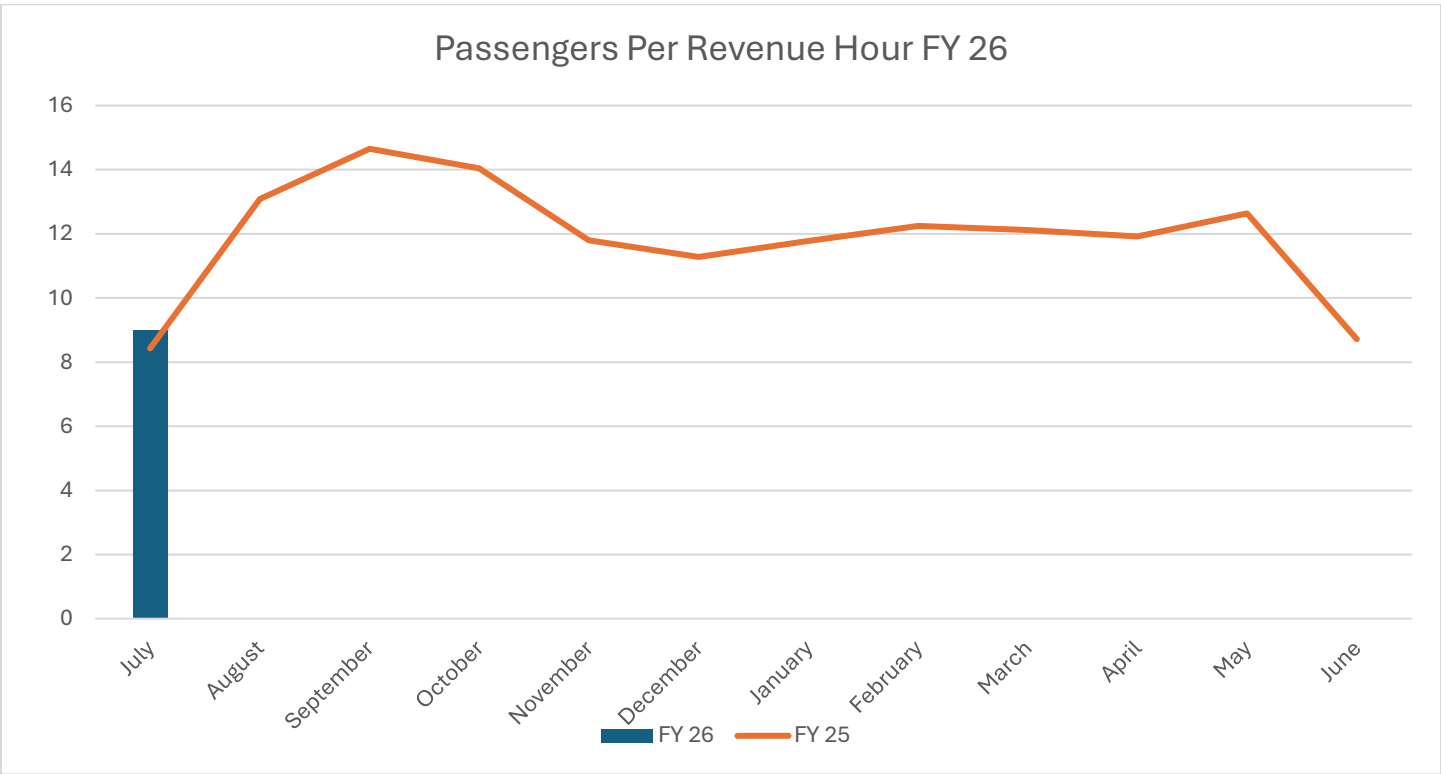
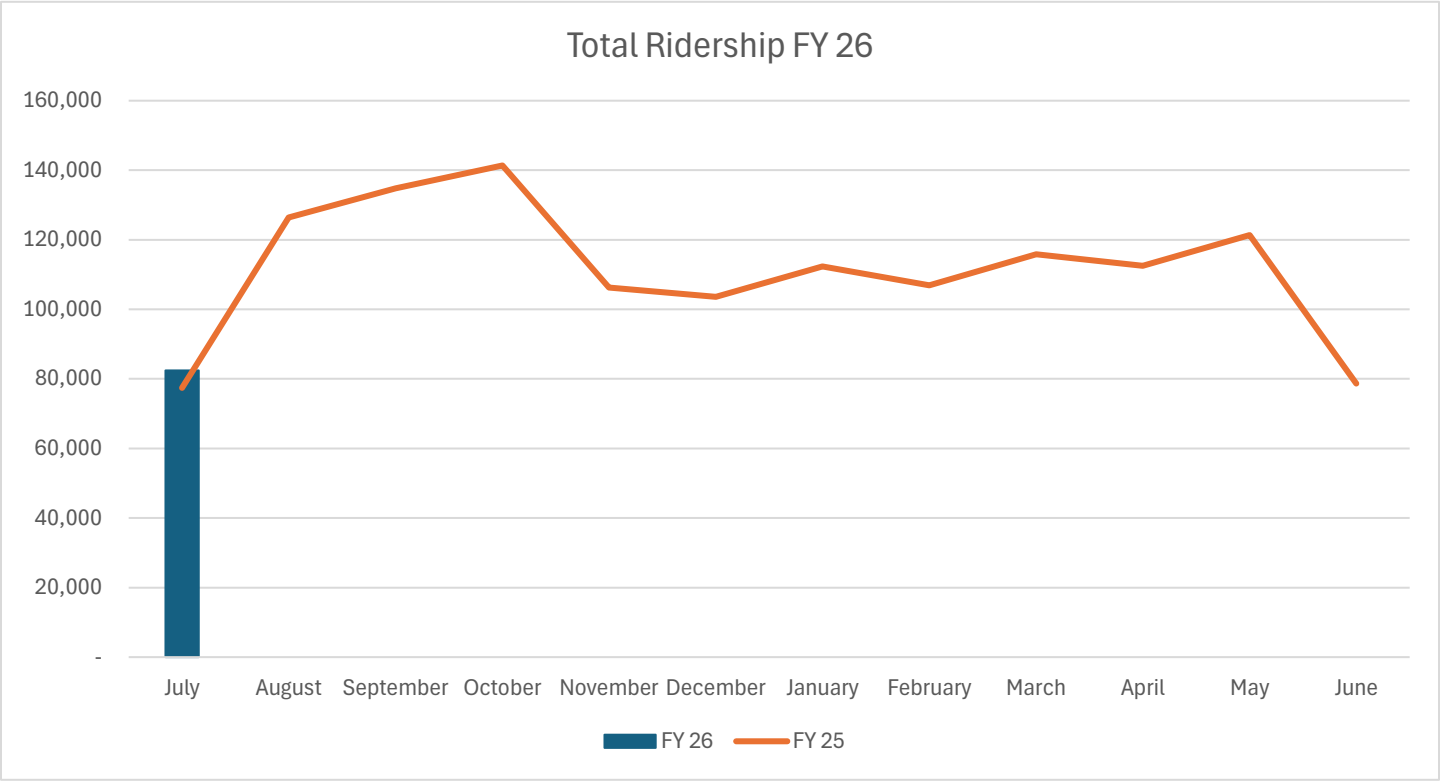
FY 2026 - July

Fixed-Route

Performance Indicator	Jul-24	Jul-25	Month Over Month % Change		Year Over Year % Change	
Total Ridership	77,416	82,433	5%	↑	6%	↑
Total Ridership FY To Date	77,416	82,433	N/A	—	6%	↑
Fully Allocated Cost Per Passenger	\$20.00	\$18.75	-3%	↓	-6%	↓
Average Weekday Ridership	2,881	3,066	-2%	↓	6%	↑
Average Saturday Ridership	1,747	1,710	-1%	↓	-2%	↓
Average Sunday Ridership	1,408	1,257	0%	—	-10.7%	↓
Passengers Per Revenue Hour	8.43	8.99	3%	↑	7%	↑
System-wide On-Time Performance	87.2%	84.2%	0.6%	↑	-3%	↓
Preventable Accidents Per 100k Miles	0.00	0.00	-2%	↓	N/A	—
Customer Complaints Per 10k Boardings	2.58	1.09	-43%	↓	-58%	↓
Miles Between Mechanical Failures	11,019	11,916	2%	↑	8%	↑

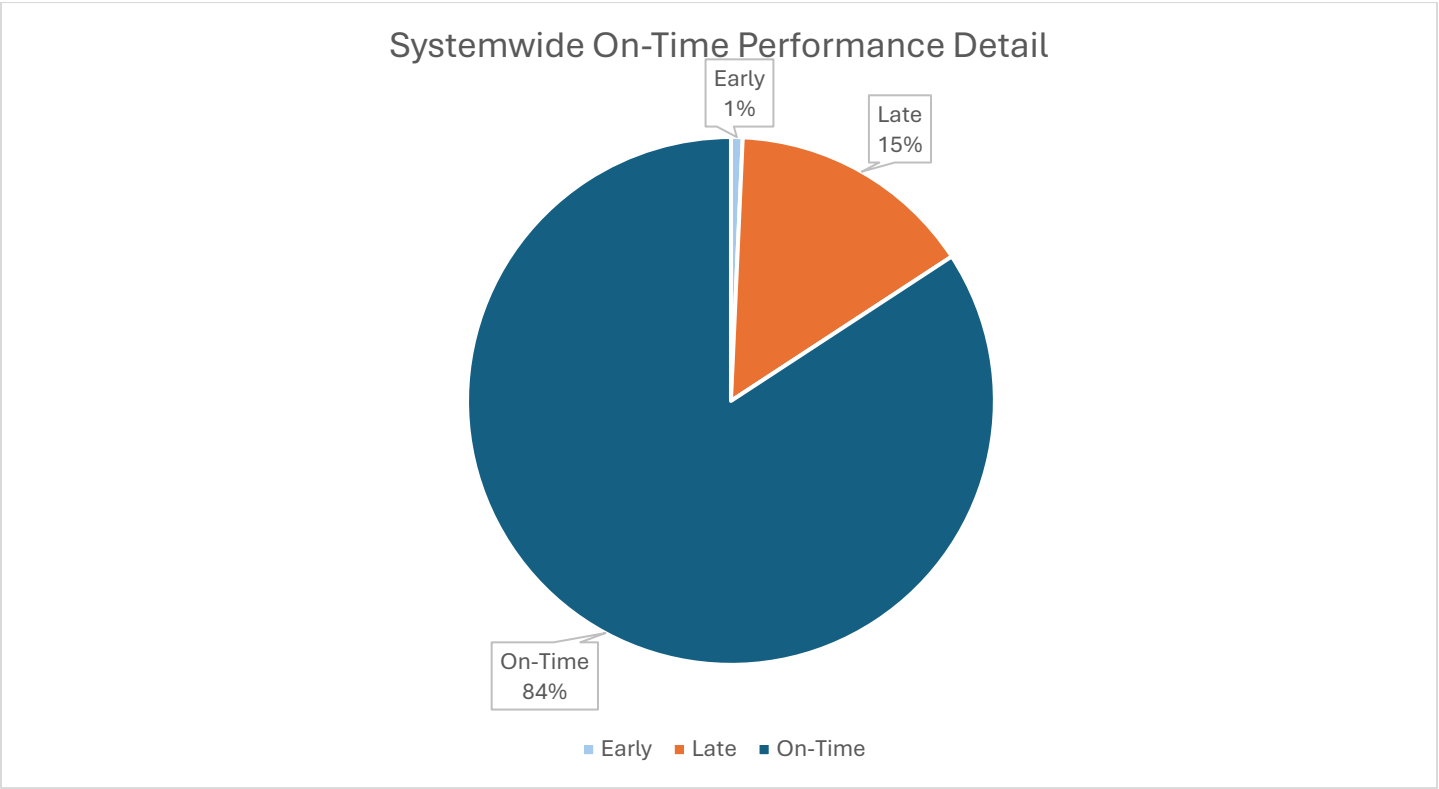
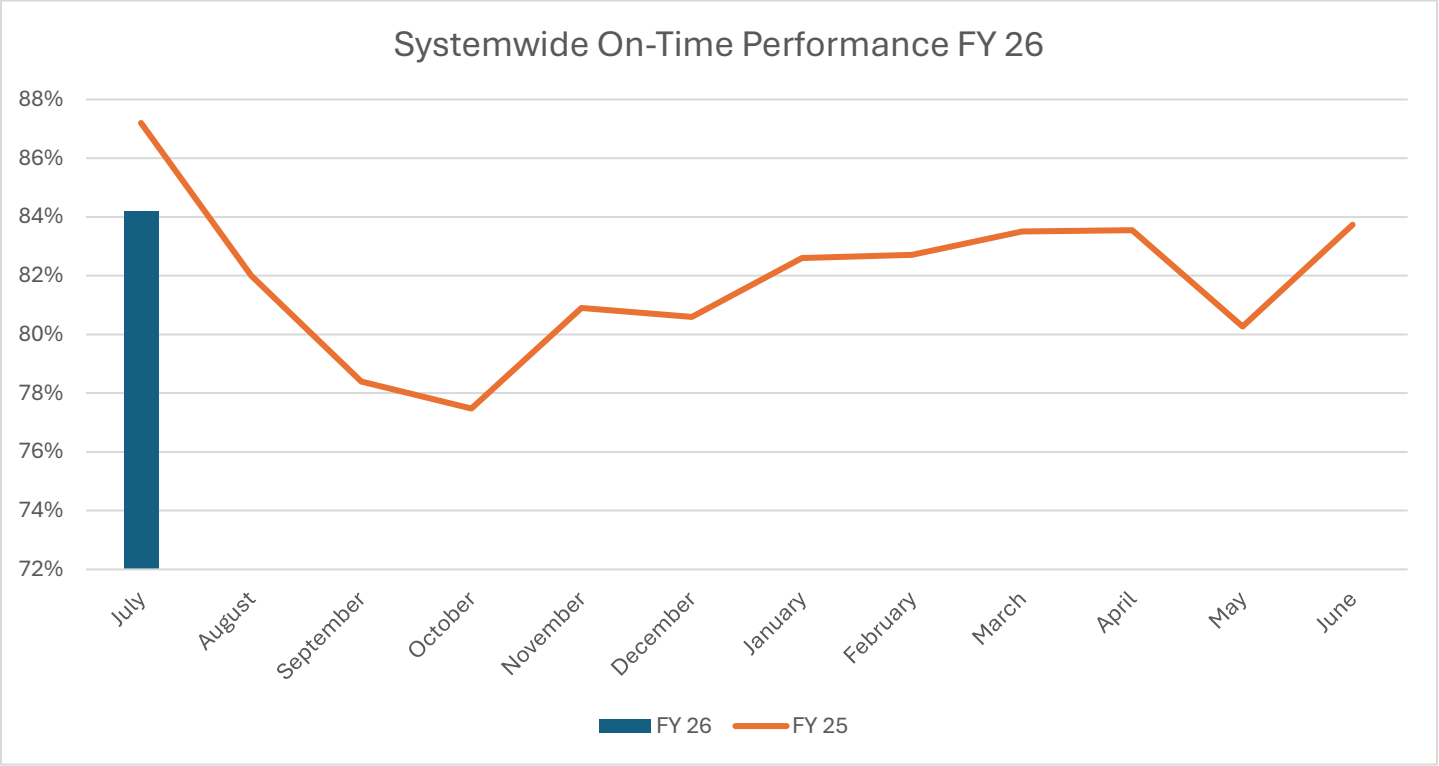


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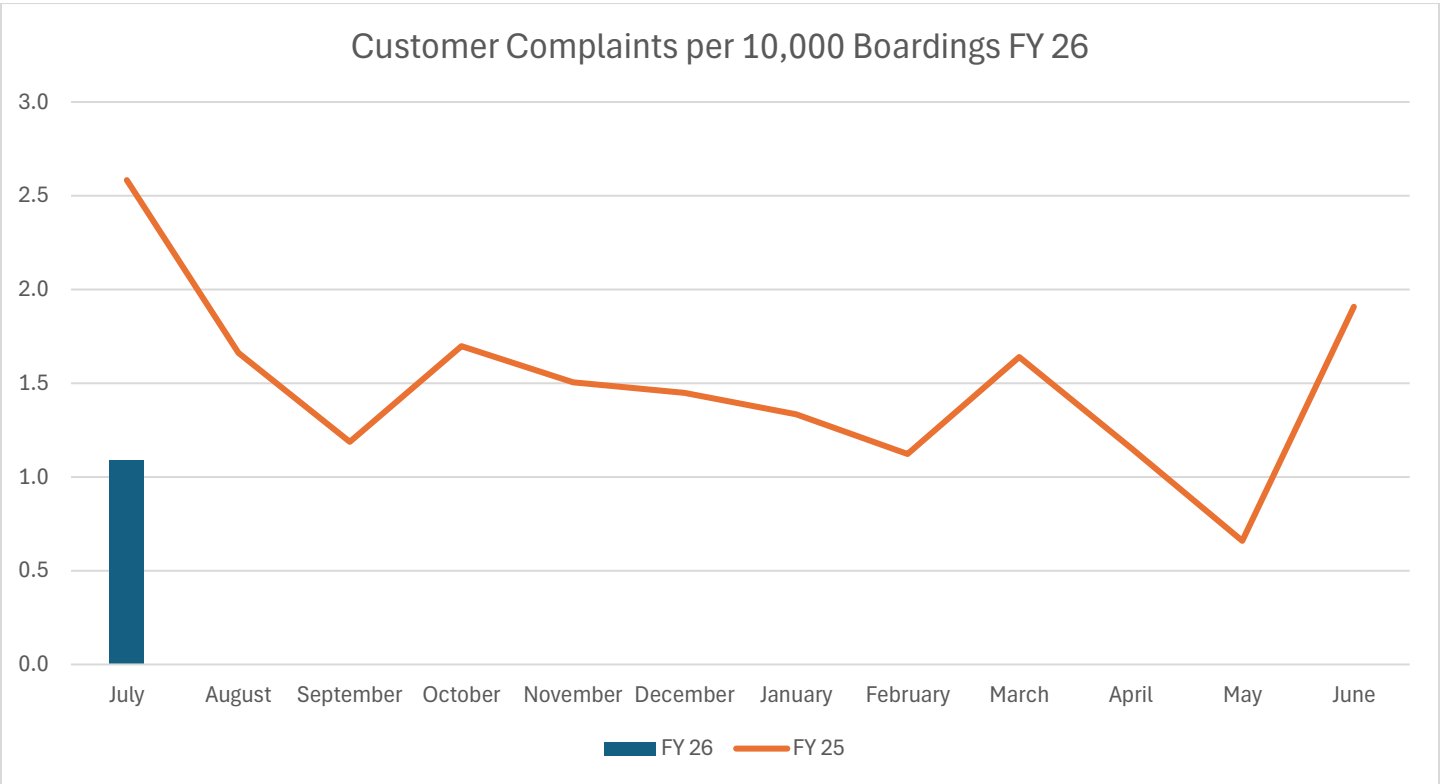
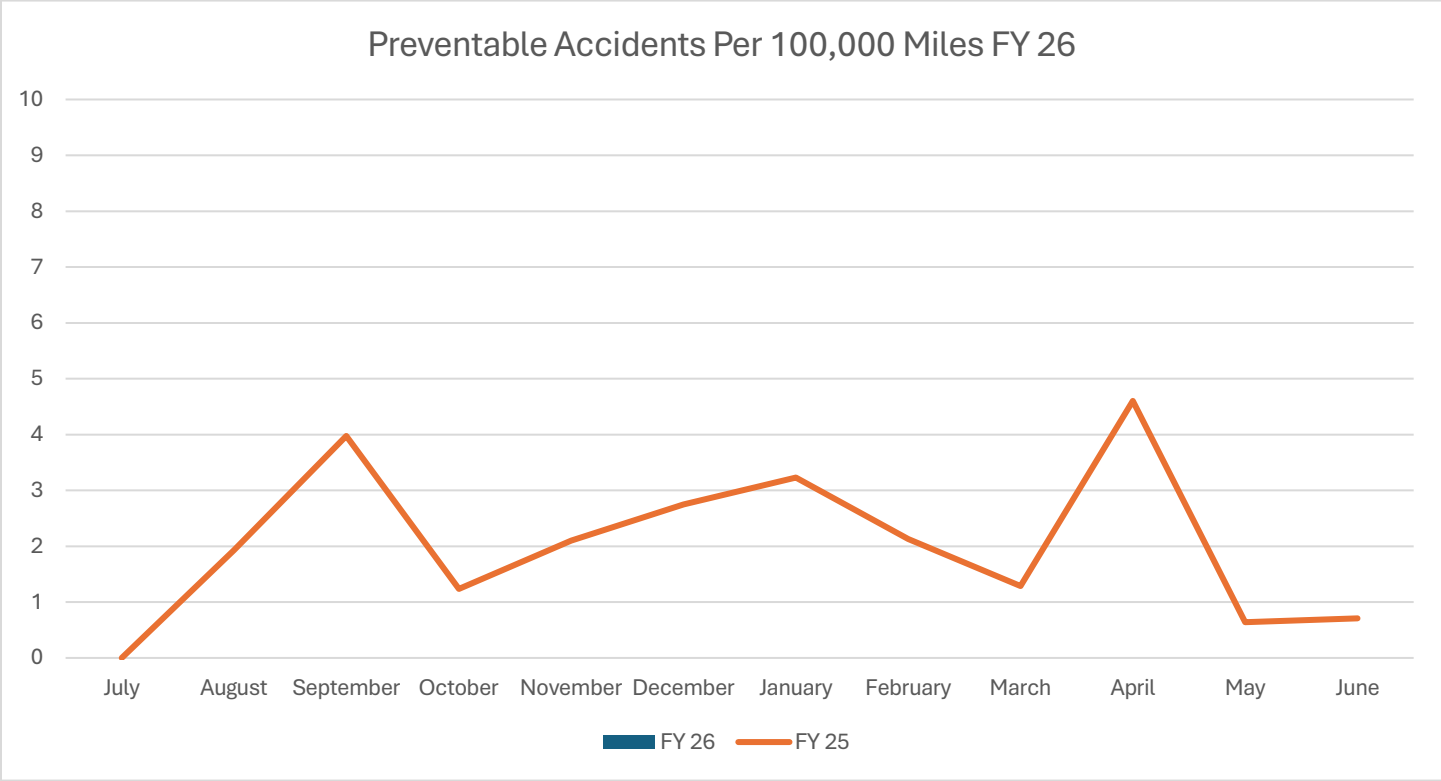


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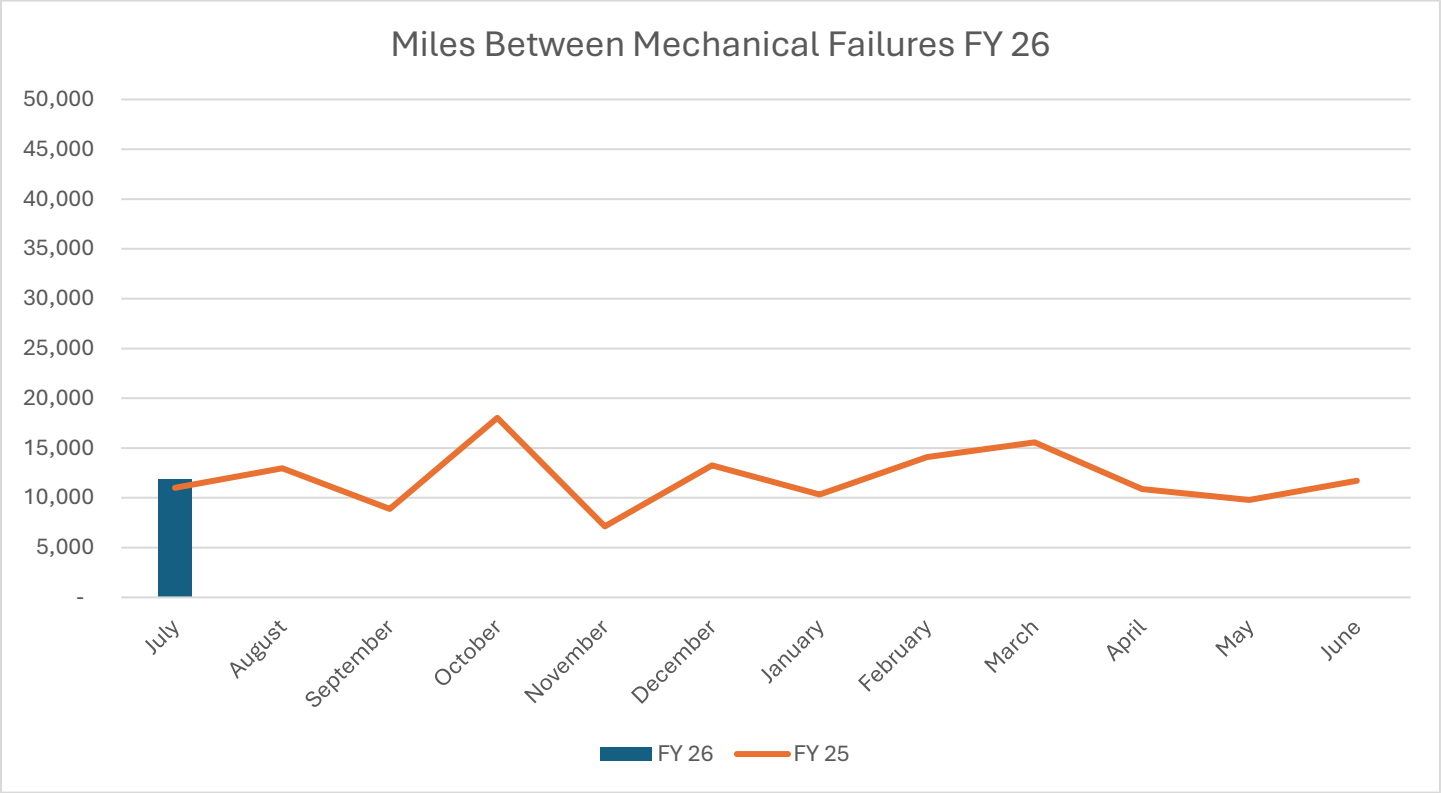


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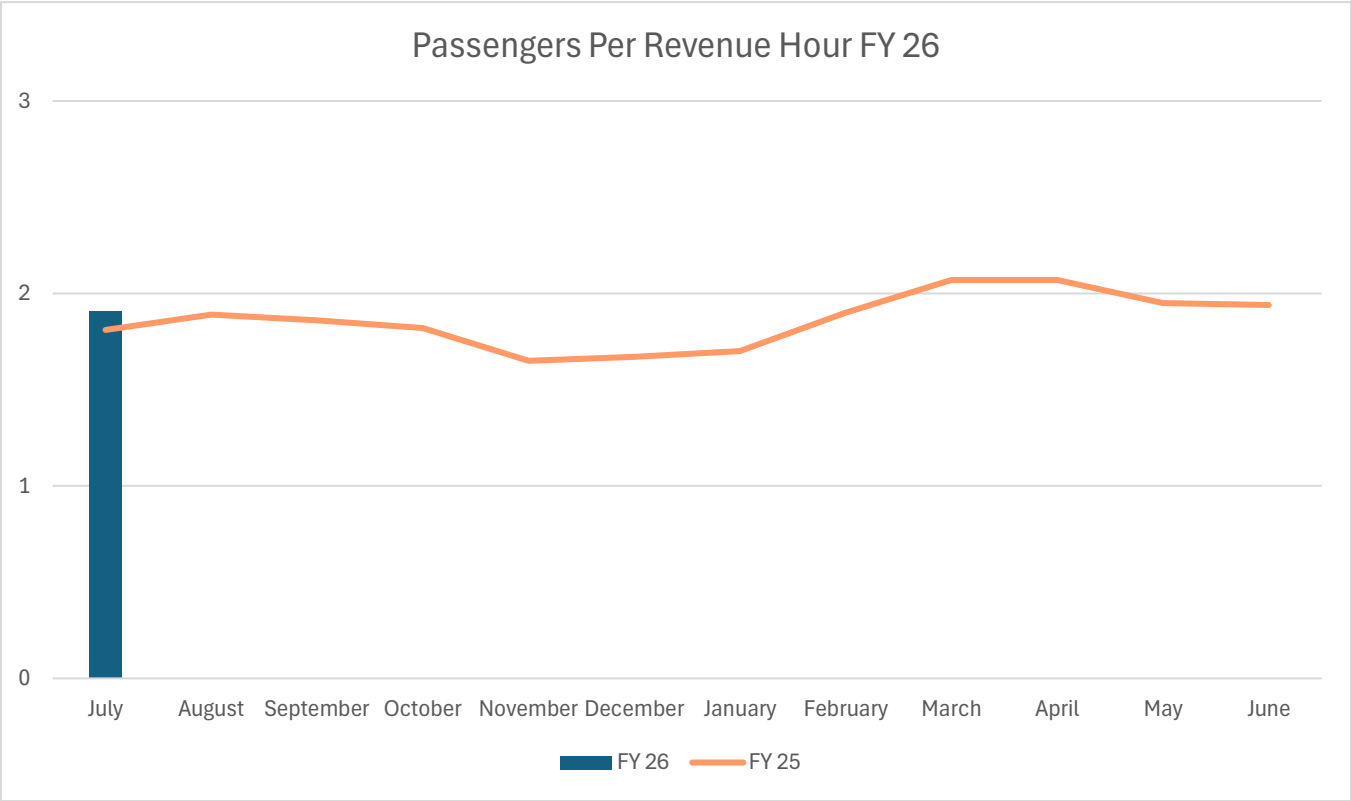
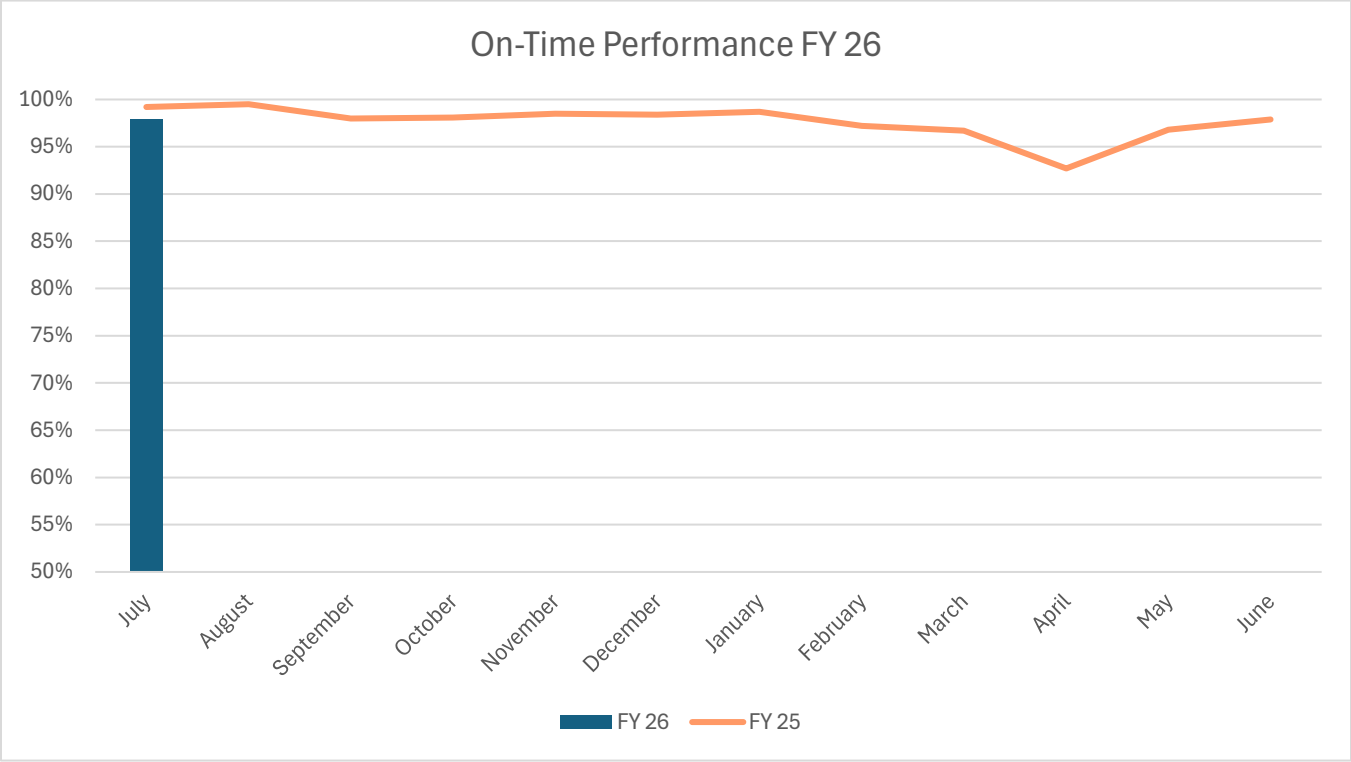


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Performance Indicator	Jul-24	Jul-25	MoM % Change		YoY % Change	
On-Time Performance	99.2%	97.9%	0.0%	—	-1.3%	↓
Passengers Per Revenue Hour	1.8	1.9	-1.5%	↓	5.5%	↑
Valid Complaints Per 1,000 Passengers	0.34	0.73	-3.1%	↓	111%	↑
Phone Holds (% of calls answered within 60 seconds)	77.9%	69.1%	9.9%	↑	-11.4%	↓
Preventable Accidents Per 25,000 Miles	0.0	0.0	0.0%	—	0%	—
Dial-A-Ride Cost Per Trip	\$55.67	\$58.05	1.8%	↑	4.3%	↑
Dial-A-Ride Ridership	2,901	2,744	3.2%	↑	-5.4%	↓
One Seat Ride Ridership	306	276	22.7%	↑	-10%	↓

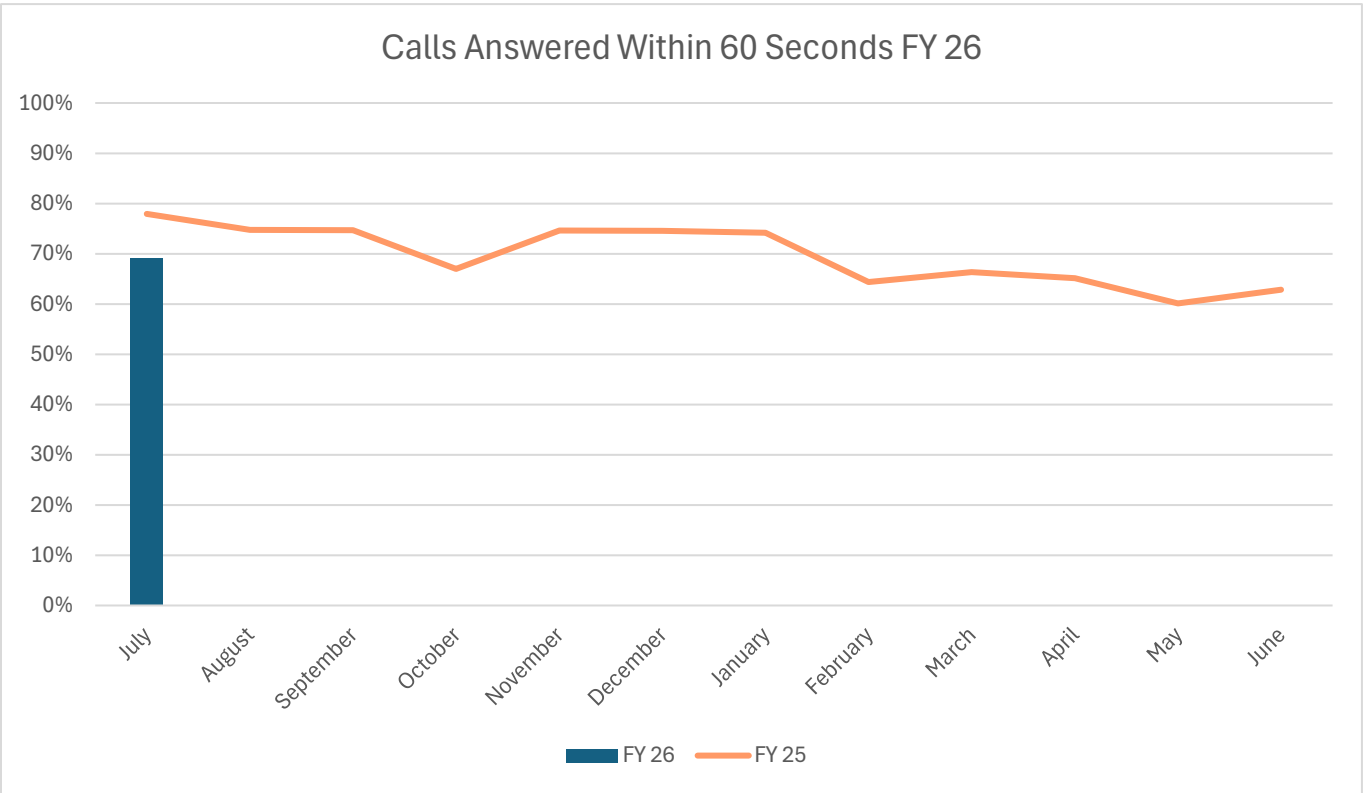
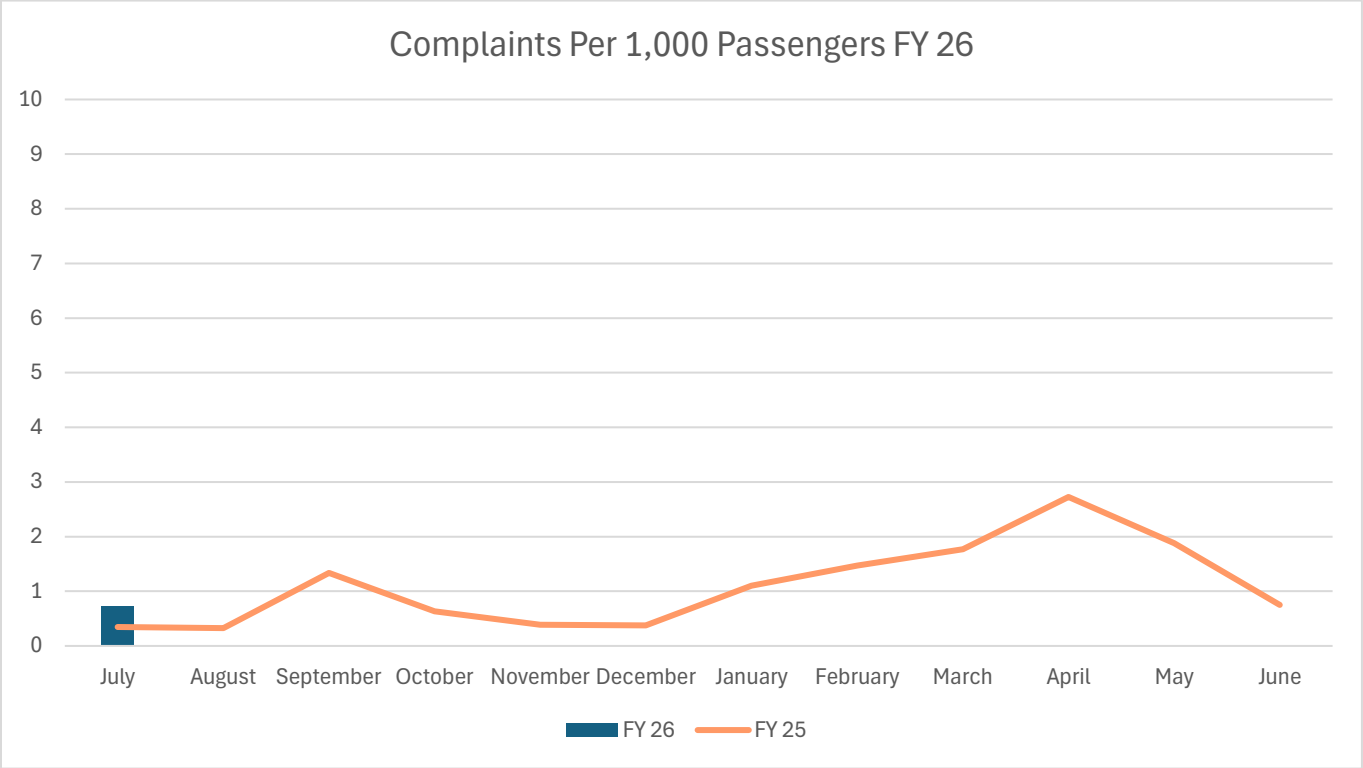


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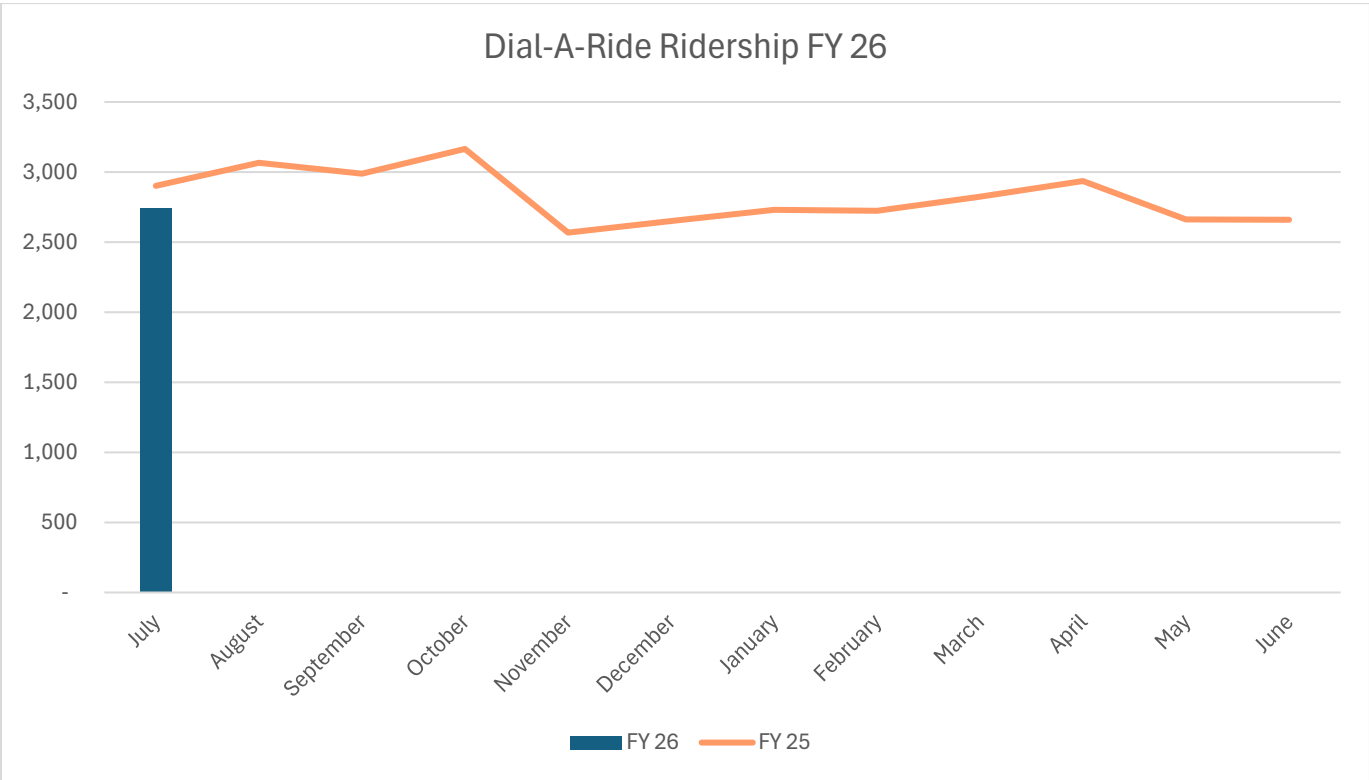
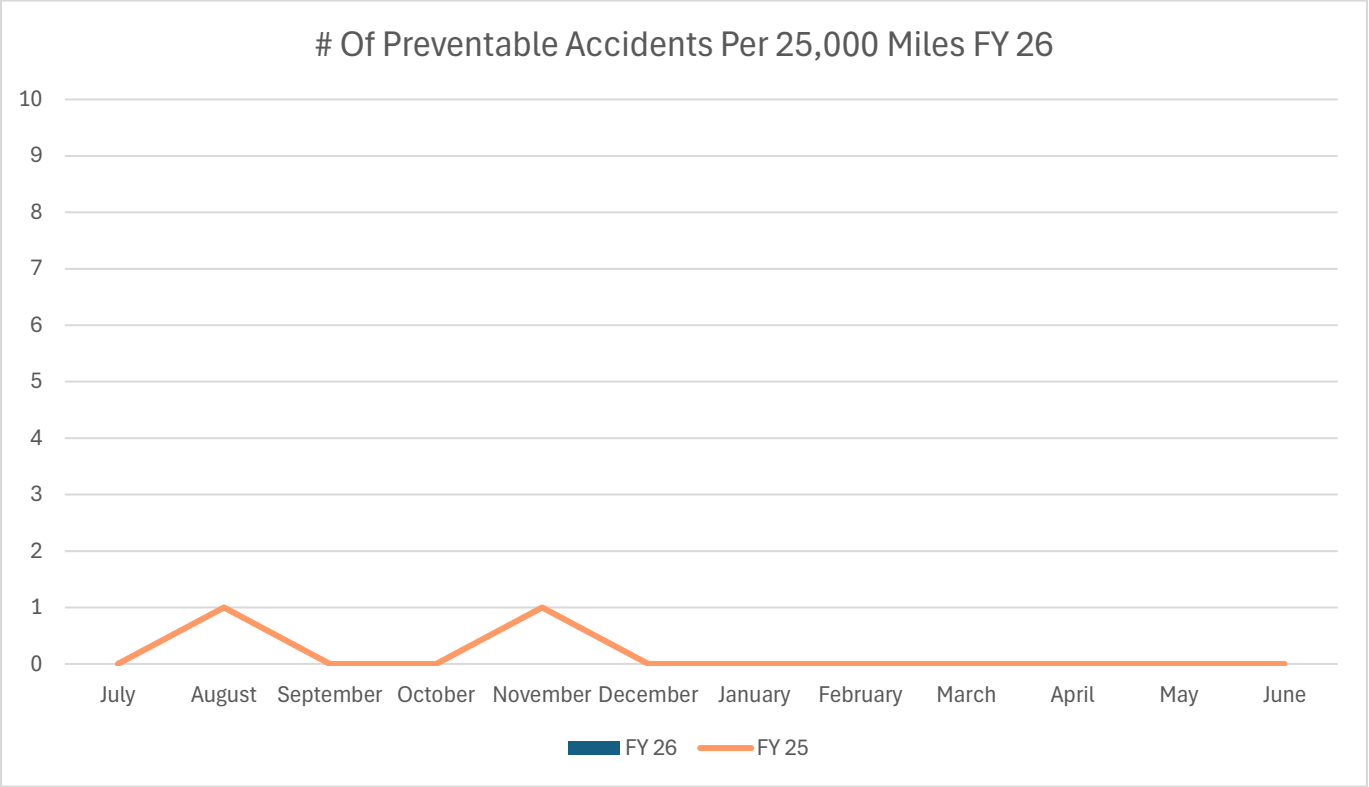


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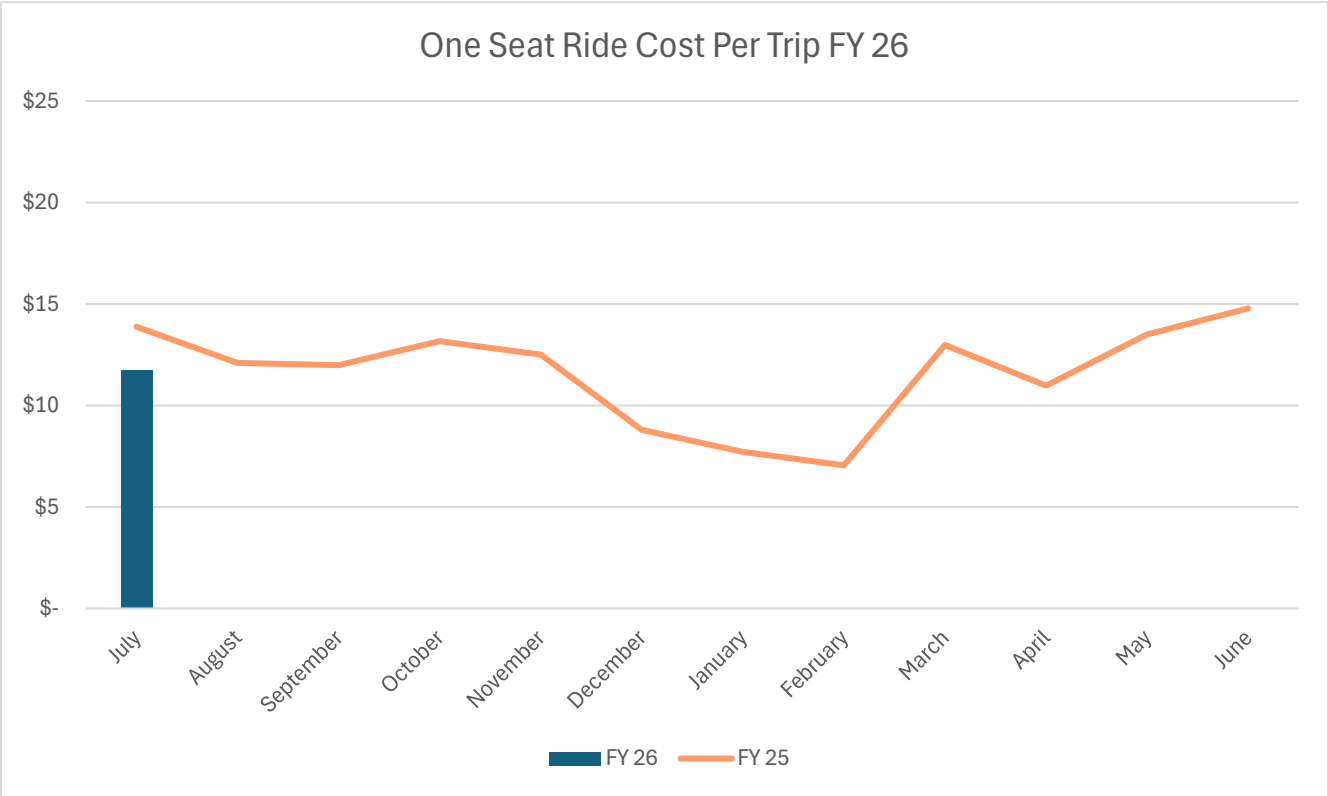
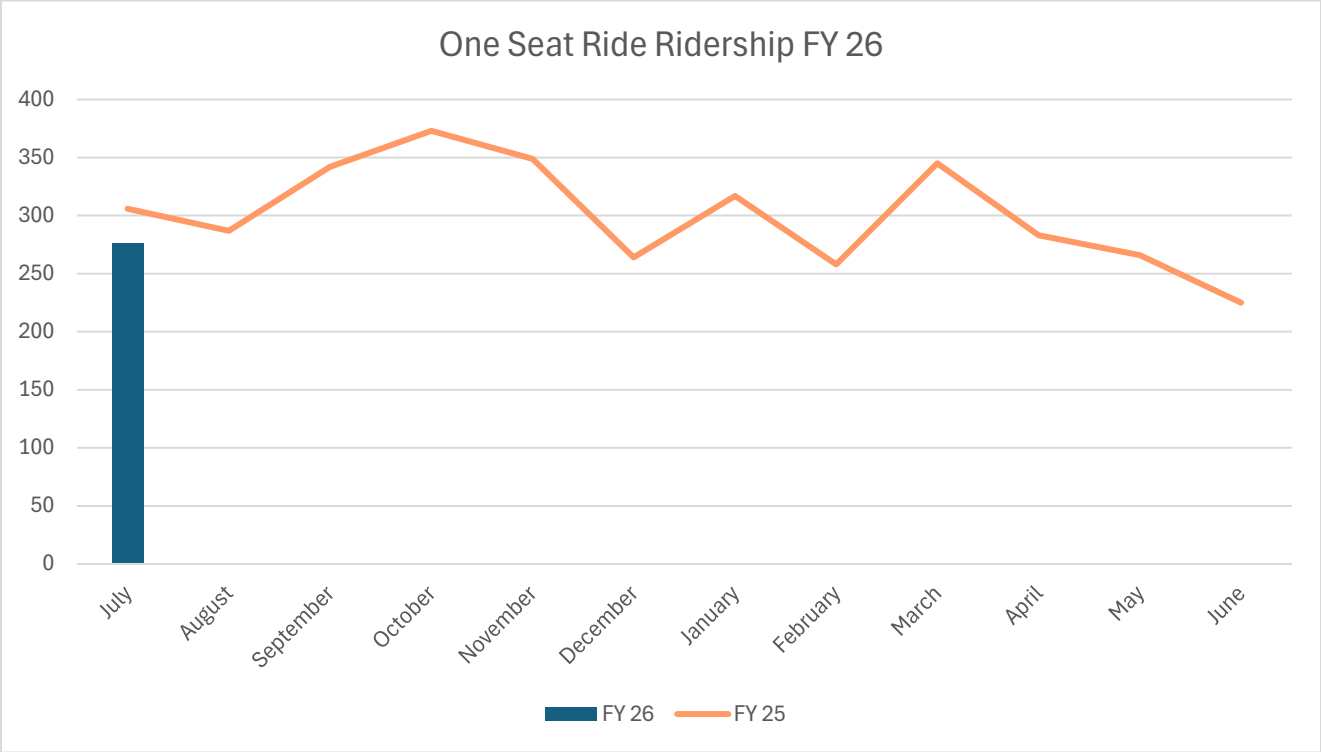


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Go Tri-Valley

Performance Indicator	Jul-24	Jul-25	Year Over Year % Change
Total Ridership	3,616	4,978	38%
Average Subsidy	\$4.70	\$4.50	-4%

