

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

August 2025 Fixed Route Ridership

The systemwide ridership in August amounted to 120,357 unlinked boardings, representing a decrease in the order of approximately 5% compared with the same month of last year. This is consistent with a trend we've seen over the past several months, where the post-pandemic recovery in ridership appears to have stalled. At the individual route level, the two trunk lines 10R and 30R followed the downward trend, being down in the 7-8% range.

Weekend ridership also took a dip Year-over-Year, with Sunday at nearly 12% below August 2024, but holding steady from July 2025.

MV Safety Stand-Down

Over the past month, MV Transportation held a series of safety-focused campaigns to strengthen awareness among operators at the Division. Activities included weekly Friday pancake breakfasts, prize raffles, and safety huddles highlighting near-miss hazard locations and accident hotspots. These efforts not only reinforce safe driving habits but also help operators start each day with a strong safety mindset.

Fixed Route Customer Satisfaction Survey

The semi-annual fixed route customer satisfaction survey is underway and will conclude by mid-October.

LAVTA Bus Roadeo

As a reminder, the 2025 LAVTA Bus Roadeo is taking place **October 25** from approximately 8:30am-1pm. Board members are scheduled for training on Oct 4 and October 18.



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2025 CHP Audit

MV Transportation's annual CHP Audit took place in mid-September, and MV passed the audit. The CHP Officer conducting the audit noted that the buses are clean and well kept.

2028 Olympics Request

The 2028 Olympic and Paralympic Games in Los Angeles will be a "Transit-first Games" with little or no car parking available for spectators at competition venues. Majority of existing parking at venues will be used for essential temporary Games overlay, security; and there is no real estate not available for general spectator and workforce parking.

Existing public transit services will well serve some Games venues, but not all. Accordingly, the 2028 Olympics Committee has created Games Enhanced Transit Services (GETS) as the public transportation network for the 2028 games. The GETS system will provide the additional transit capacity required to ensure spectators and Games workforce can travel to/from venues.

It is estimated that the GETS system will require 2,700 buses to operate, plus a contingency fleet, as well as 11,000 front line staff. The GETS Committee has been reaching out to transit agencies across the country to request loaner buses for the Games (loaner buses would be buses that are retired but not disposed of, or new buses that have been built but not accepted into the revenue fleet). So far, GETS has tentative agreements from 23 agencies for 710 buses.

In 2027 LAVTA expects to retire 4-1100 diesel-hybrid buses; staff would like the Board's input on loaning them to the GETS system in support of the 2028 Games.

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Customer Experience/Community Outreach

Splatter – September 14

On September 13, 2025, Wheels joined the City of Dublin's Splatter Festival. Engagement focused on e-marketing subscription sign-ups, including a prize wheel with giveaways. A scan to sign up for an e-newsletter subscription display with premium gift resulted in 100+ new newsletter subscriptions. Customer service staff answered a lot of school tripper inquiries.



Healthy Living Festival

On September 25, 2025, Wheels joined Supervisor Nate Miley for the Healthy Living Festival at the Oakland Zoo. Executive Director Christy Wegener was an honorary host. Wheels sponsored a table providing information on bus services and senior fare programs. This first-time event provided senior resources to over 3,500 participants.



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BART Fare Gate Ribbon Cutting September 26

On Friday, September 26, BART held a ribbon cutting ceremony at the W. Dublin BART Station to commemorate the installation of the final new fare gates. With the W. Dublin Station's fare gates being complete, now all 50 BART Stations have the new gates.



GM/CEO Ride Along Sept 26

On Friday, September 26, LAVTA Executive Director joined the General Managers and CEOs from across the Bay Area Transit Agencies on a GM/CEO ride along. The trip began at the San Francisco Ferry Building where we boarded the Golden Gate Bridge Ferry to Larkspur. From there, we made the short walk to the Larkspur SMART train station. When the train got to San Rafael, several folks connected to the Golden Gate Bridge 580X bus to El Cerrito Del Norte BART Station, where we each caught BART back to our respective home stations. The ride along events are a great way for transit agency leaders to experience traversing multiple systems, and gives riders a chance to engage with transit agency leaders along the way.



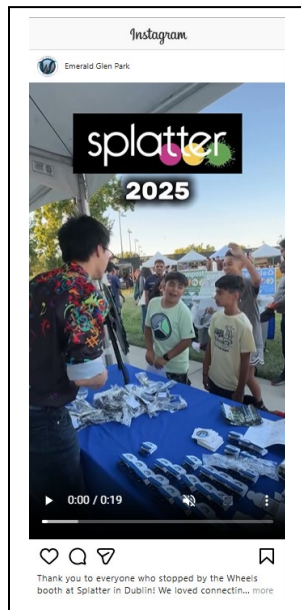
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September Social Media:

The Instagram Reel recap was the top post of the month, getting 6,359 views:

<https://www.instagram.com/reel/DOlyMRDiR44>

Our internal safety campaign, “Orange you ready to rock and roll”, was also notable for excellent employee and industry engagement: <https://www.instagram.com/reel/DOys576Dg6J>



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Finance and Administration

LAVTA Staff Attend APTA Transform Conference

LAVTA Executive Director attended the annual APTA Transform Conference, which took place in Boston September 14-17. Around conference sessions, staff engaged with industry leaders on national best practices, attended a tour onboard an MBTA bus demonstrating their onboard technology, attended a digital sign tour of the MBTA rail system, participated in an executive roundtable, and walked the Expo floor to look at smaller footprint shelters, benches and real time signs.

California Transit Association Fall Conference

The CTA Fall Conference and Expo is taking place in Long Beach November 5-7, 2025. Pete Buttigieg will be the keynote speaker. If Board members are interested in attending part or all of the conference, please let staff know.

SB 63 Update

Following the Board's formal support position taken in September, the Connect Bay Area Act authorizing a 2026 regional public transit revenue measure passed both houses with final amendments concurred in. LAVTA sent a letter to Governor Newsom September 19, requesting that he sign the bill by the October 12 deadline.

Legislature Reauthorizes Cap-and-Trade into "Cap-and-Invest" Through 2045

State lawmakers extended this year's session by a day to reauthorize the statewide Cap and Trade program past its 2030 expiration date through 2045 and rebranding the program to "Cap-and-Invest." The reauthorization negotiations were both streamlined and down-to-the-wire in order to enact an extension this year, with final spending provisions from the Greenhouse Gas Reduction Fund (GGRF) prioritizing \$1 billion for high-speed rail, fee backfills, and continuous appropriations. The continuous appropriations will include \$1 billion allocated to the Legislature for discretionary spending through the budget process, as well as \$400 million for the Transit and Intercity Rail Capital Program (TIRCP), and \$200 million for the Low Carbon Transit Operations Program, among other identified programs.

Attachments:

1. Board Statistics August 2025

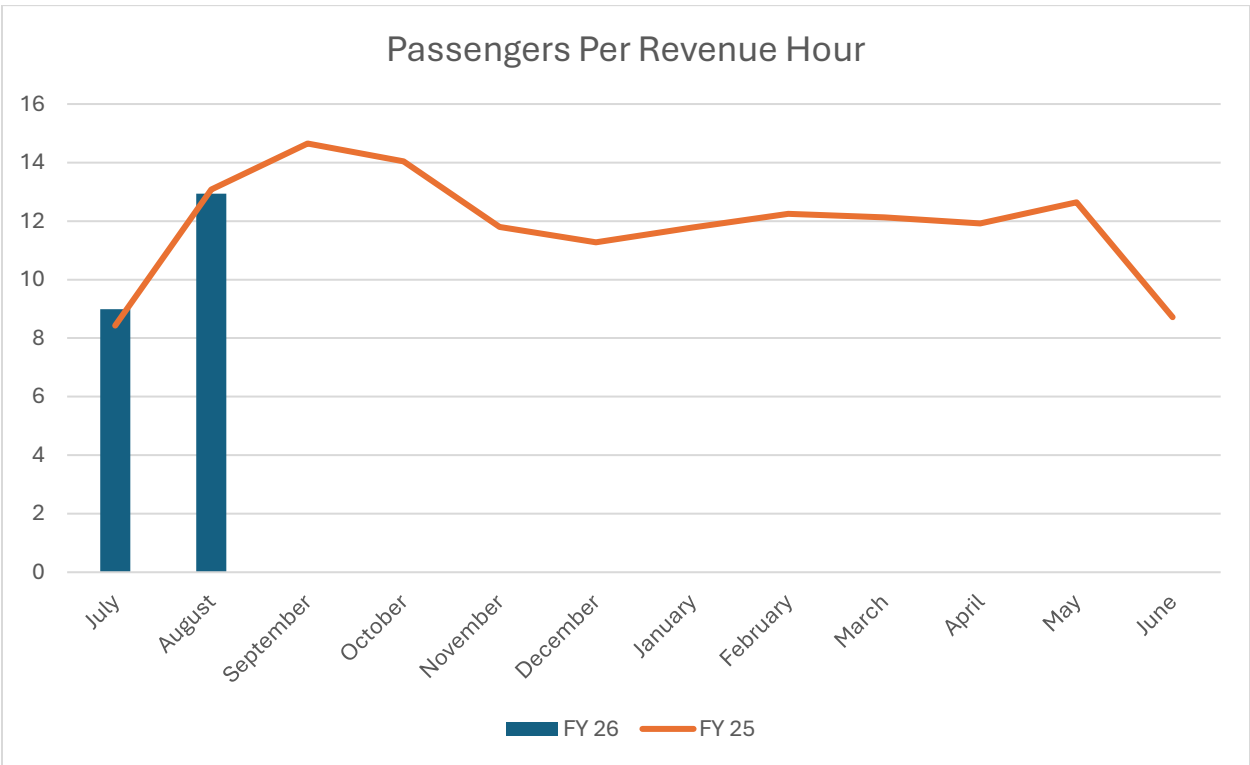
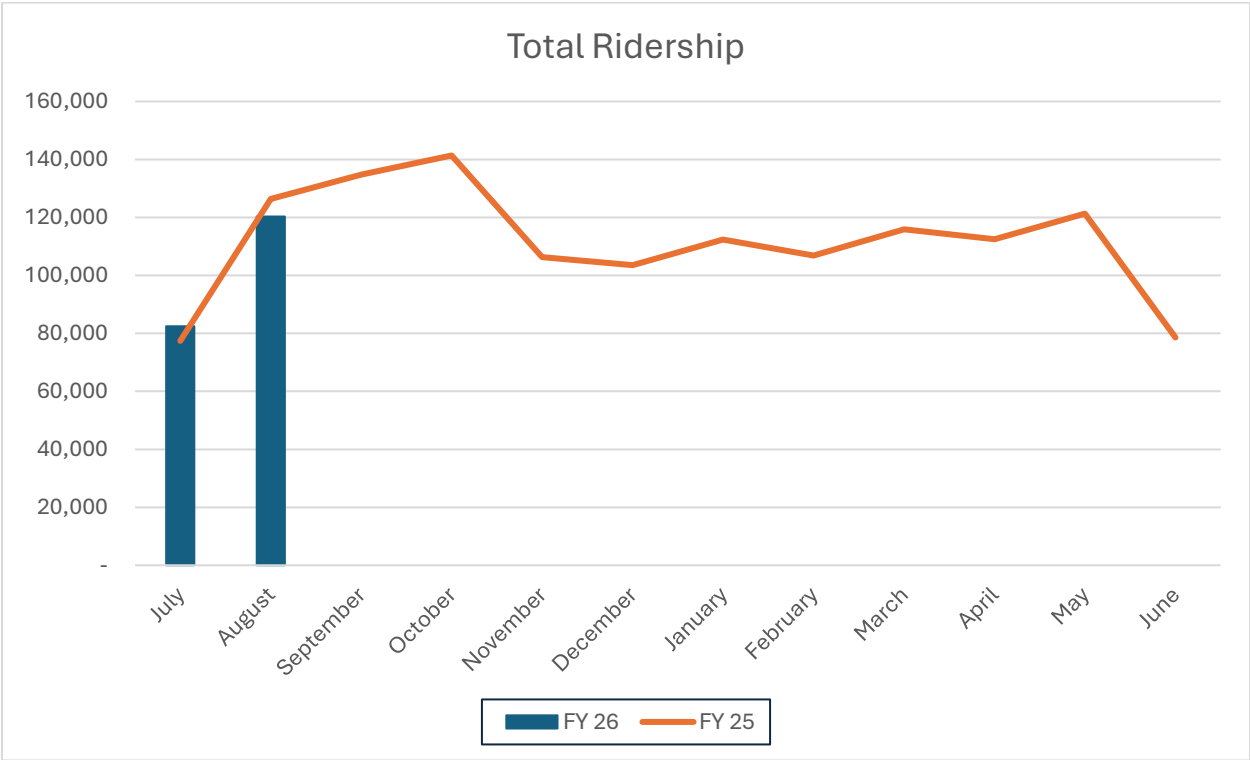


Fixed-Route

Performance Indicator	Aug-24	Aug-25	Month Over Month % Change		Year Over Year % Change	
Total Ridership	126,381	120,357	46%	↑	-5%	↓
Total Ridership FY To Date	203,797	202,790	N/A	—	-0.5%	↓
Fully Allocated Cost Per Passenger	\$12.89	\$13.03	-31%	↓	1%	↑
Average Weekday Ridership	5,066	5,027	64%	↑	-0.8%	↓
Average Saturday Ridership	1,846	1,700	-1%	↓	-8%	↓
Average Sunday Ridership	1,424	1,256	-	—	-11.8%	↓
Passengers Per Revenue Hour	13.08	12.94	44%	↑	-1%	↓
System-wide On-Time Performance	82.0%	78.4%	-6.9%	↓	-4%	↓
Preventable Accidents Per 100k Miles	1.93	1.36	94%	↑	-30%	↓
Customer Complaints Per 10k Boardings	1.66	1.00	-9%	↓	-40%	↓
Miles Between Mechanical Failures	12,953	13,378	12%	↑	3%	↑

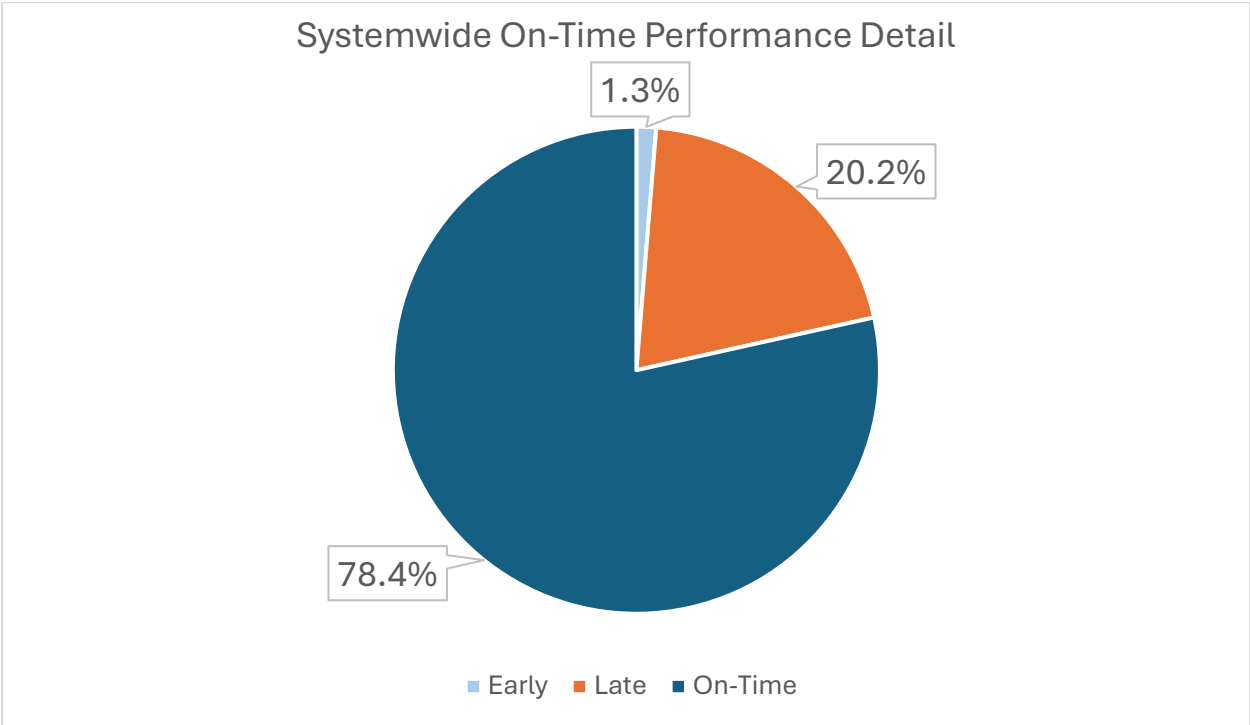
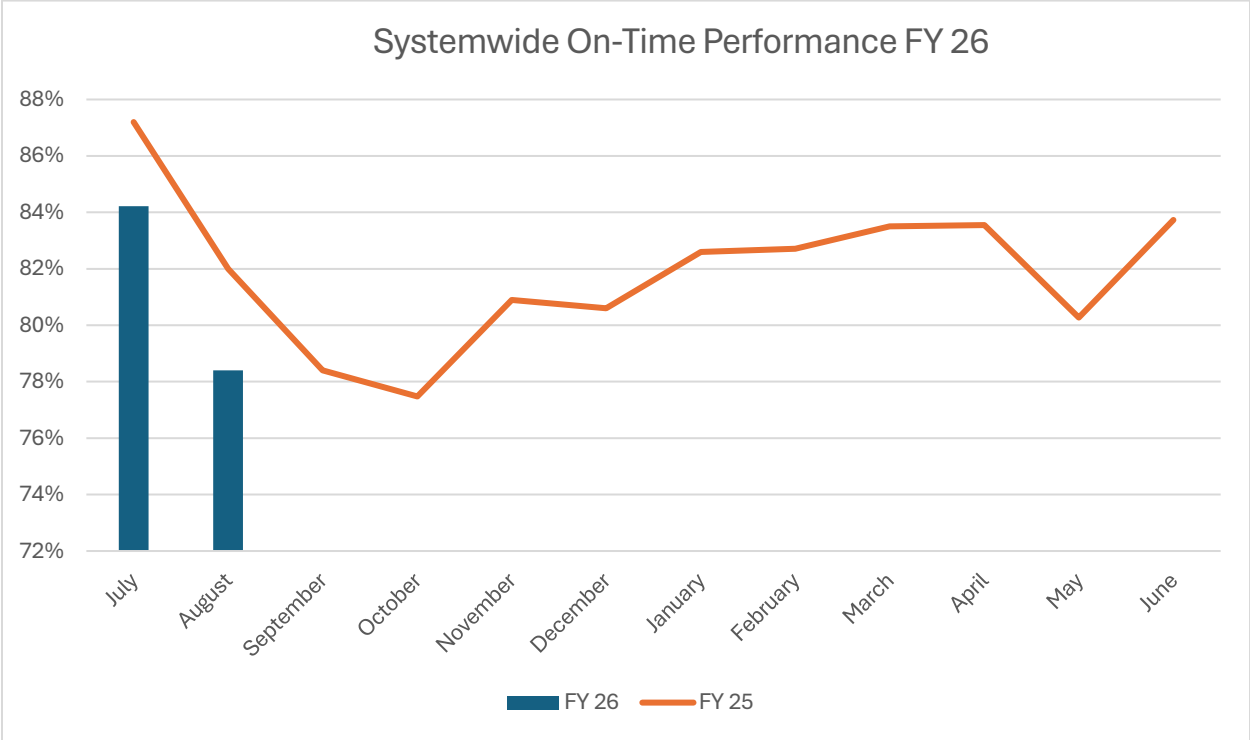


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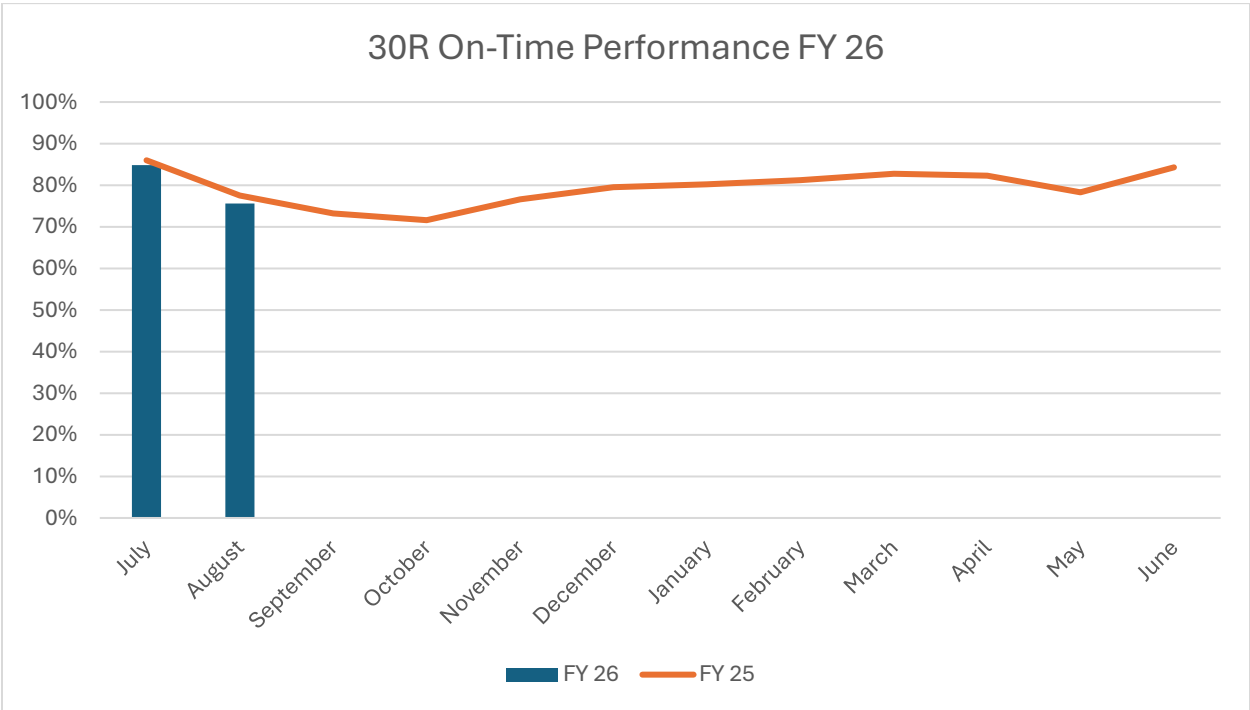
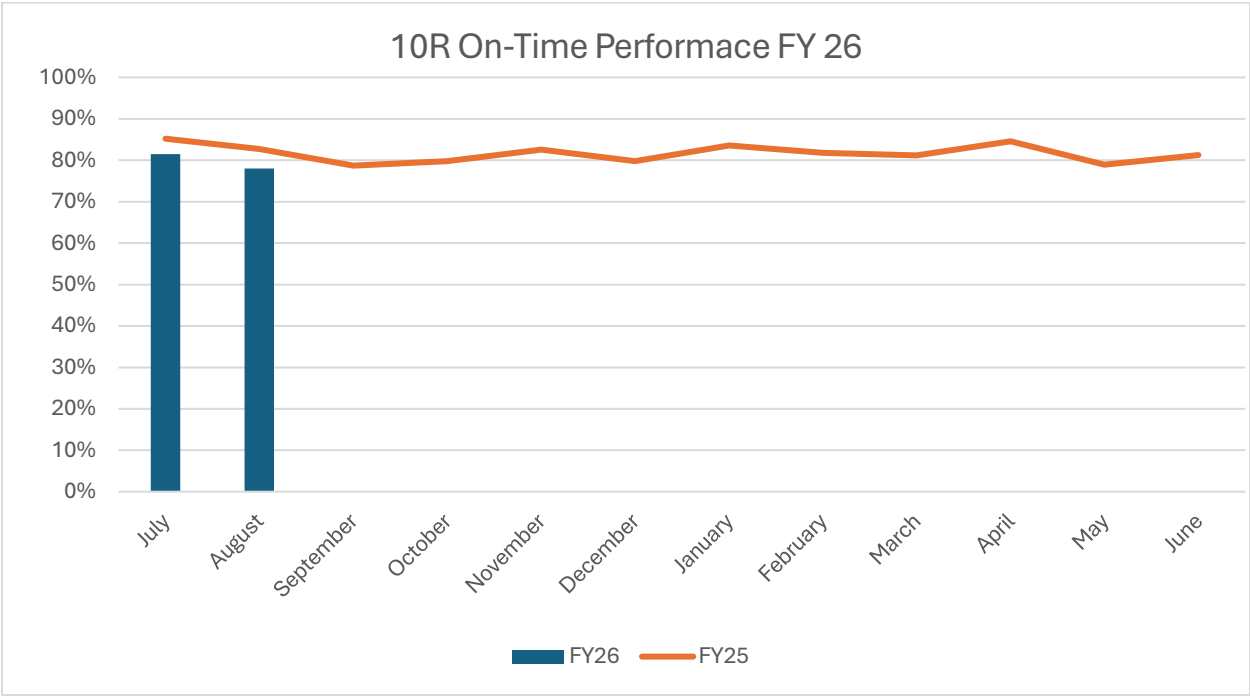


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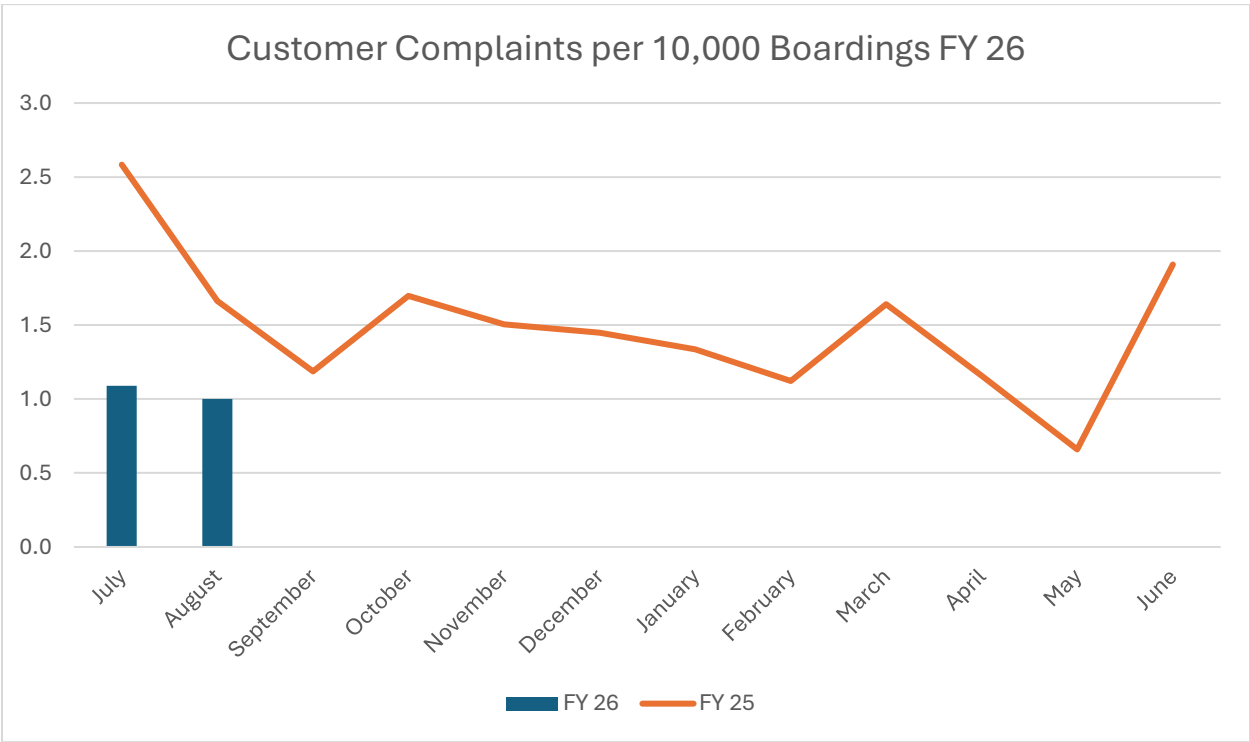
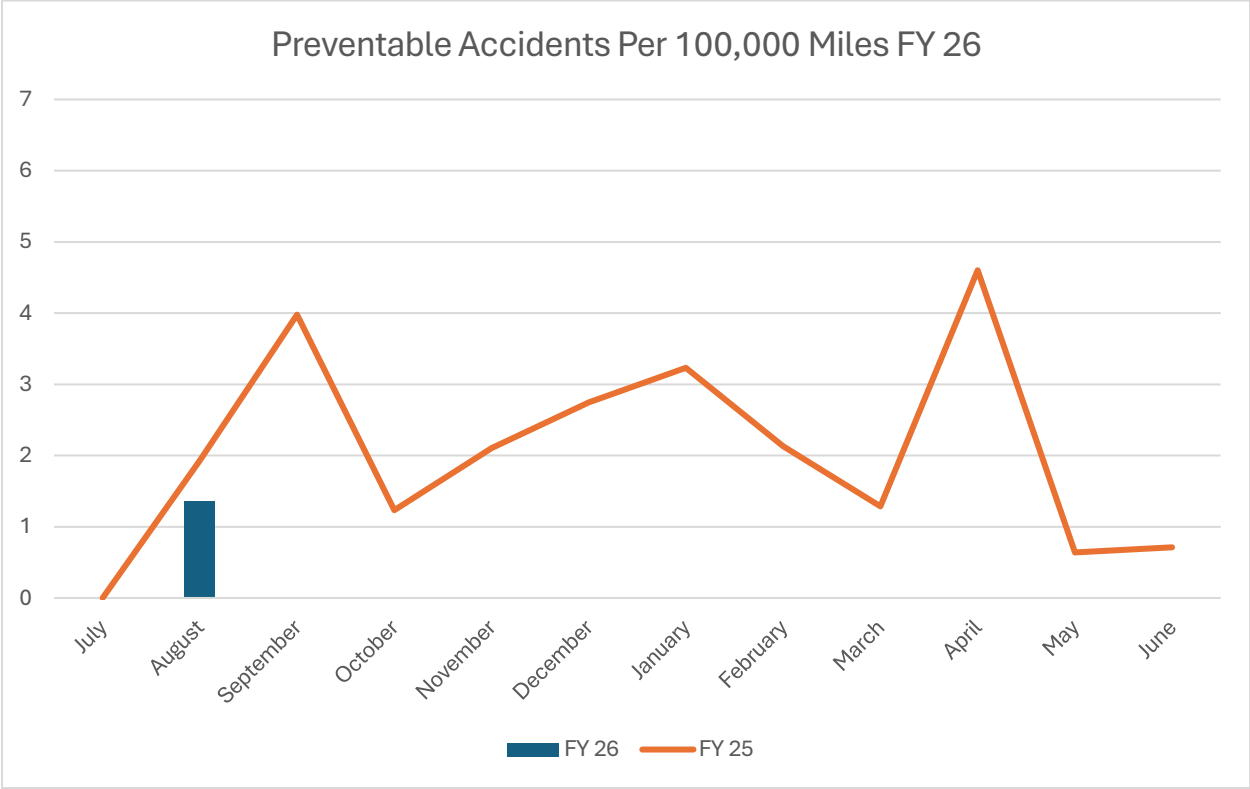


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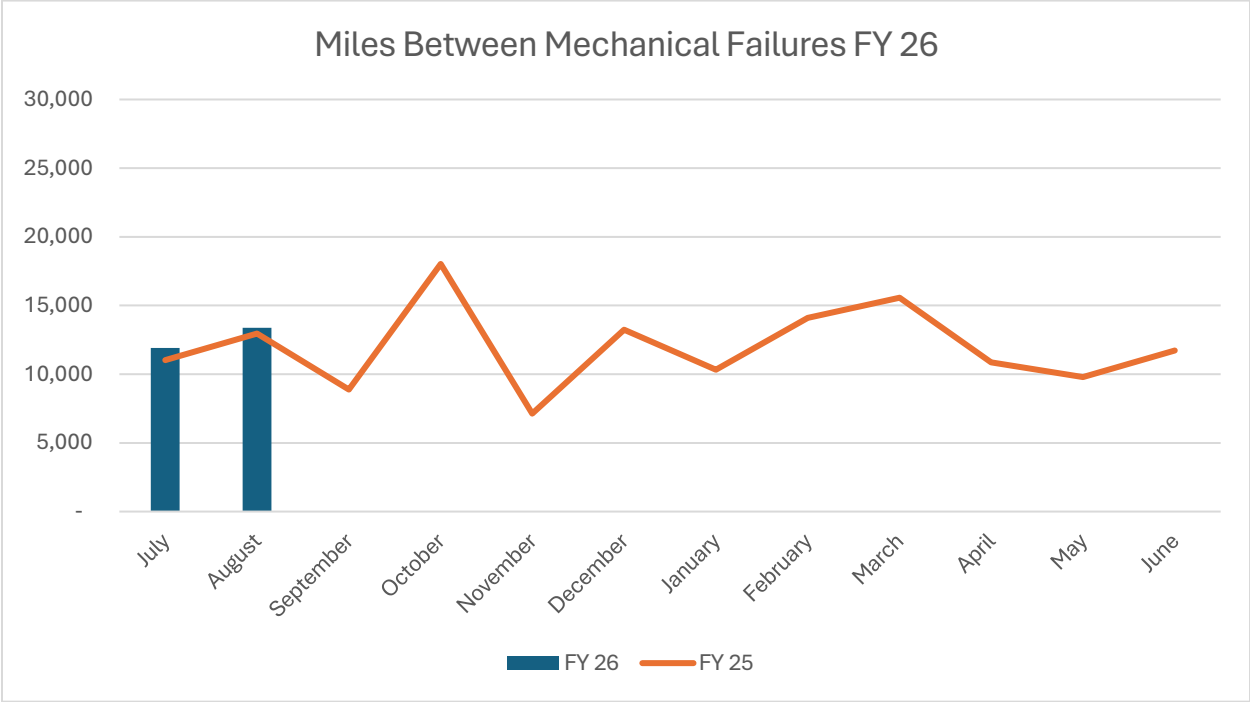


Fixed-Route





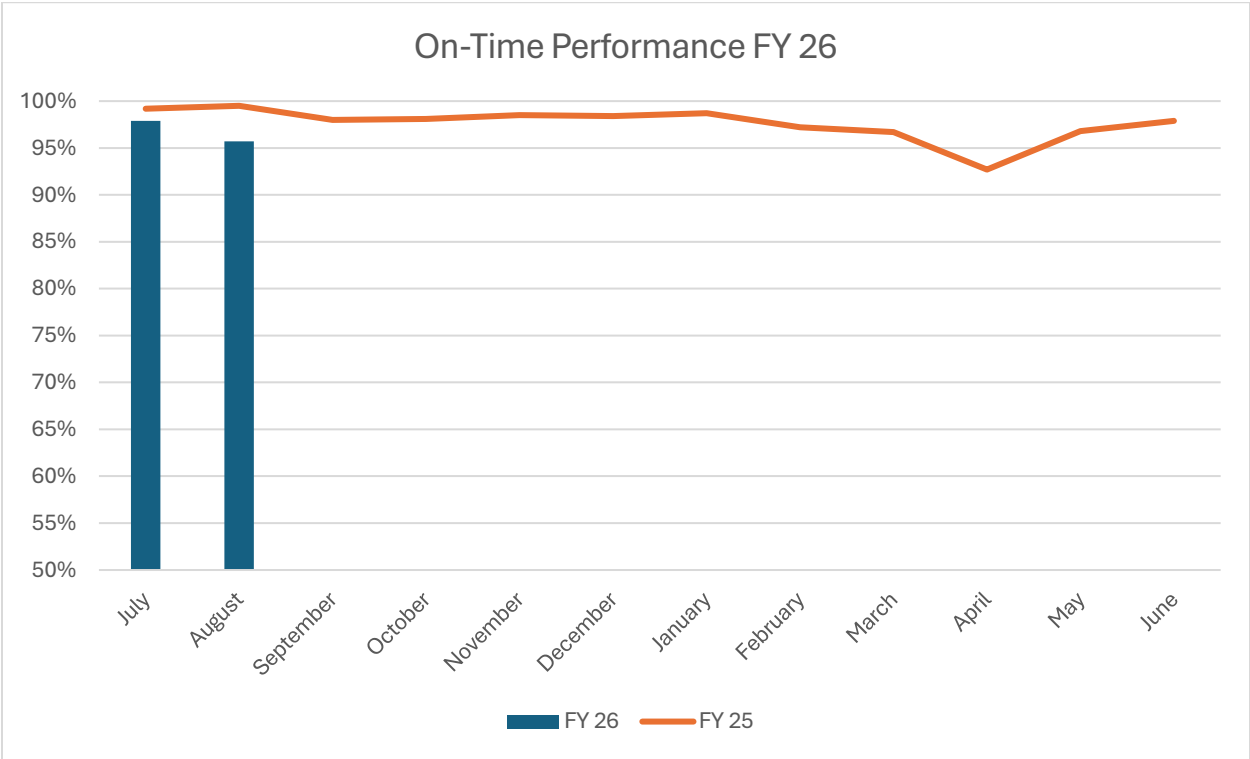
Fixed-Route





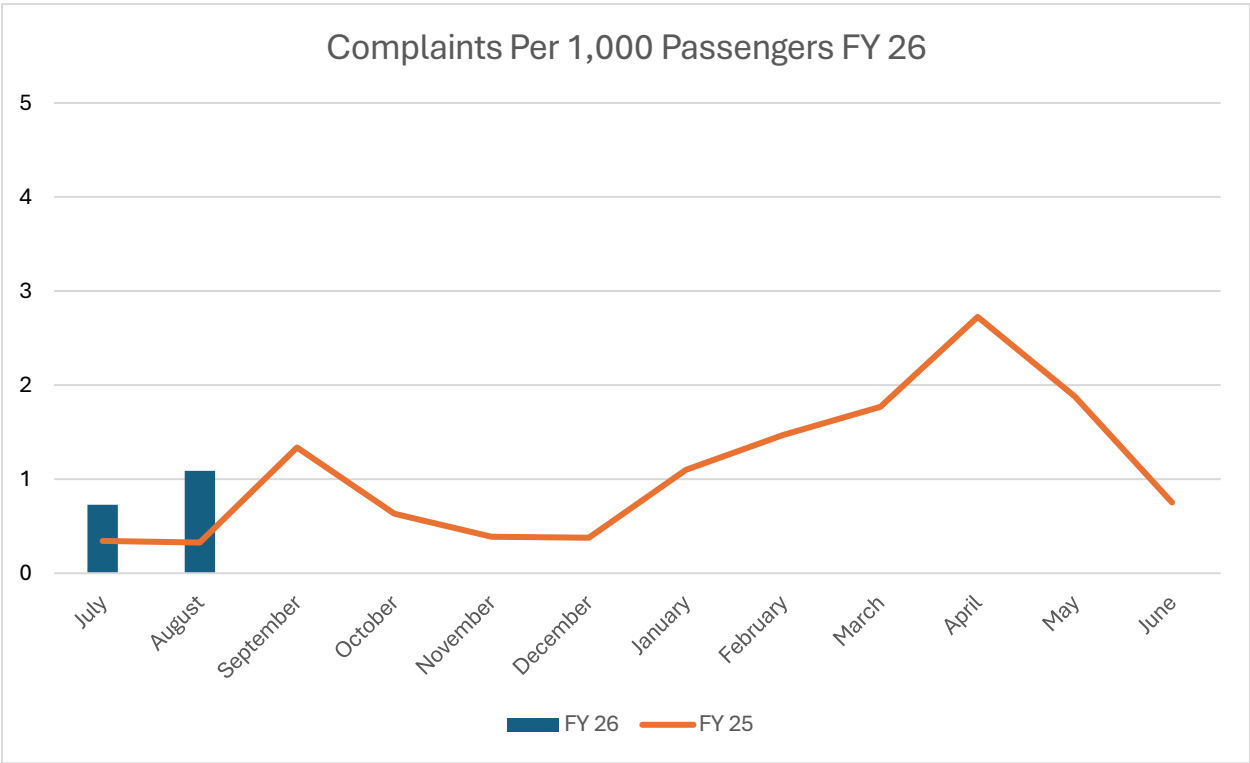
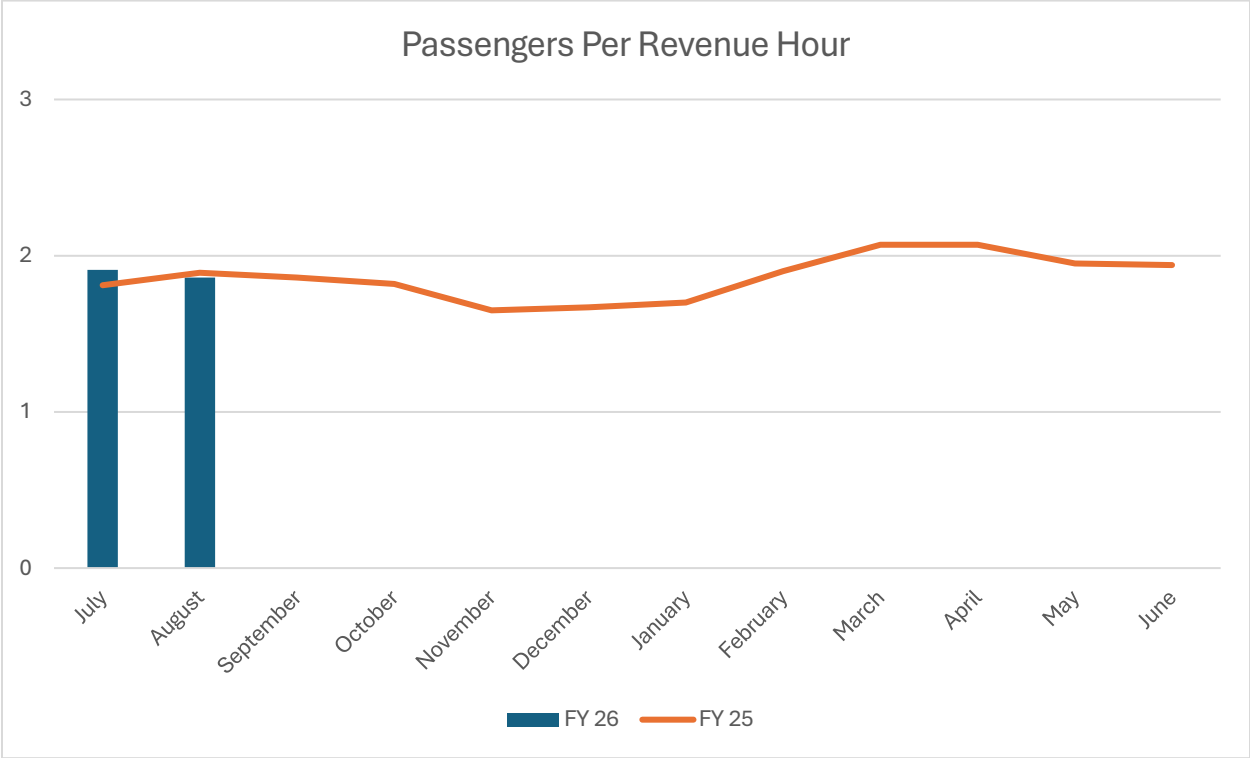
Paratransit

Performance Indicator	Aug-24	Aug-25	MoM % Change		YoY % Change	
On-Time Performance	99.5%	95.7%	-2.2%	↓	-3.8%	↓
Passengers Per Revenue Hour	1.9	1.9	-2.6%	↓	-1.6%	↓
Valid Complaints Per 1,000 Passengers	0.33	1.09	49.5%	↑	234%	↑
Phone Holds (% of calls answered within 60 seconds)	74.8%	59.6%	-13.8%	↓	-20.3%	↓
Preventable Accidents Per 25,000 Miles	1.0	0	–	–	-100%	–
Dial-A-Ride Cost Per Trip	\$53.13	\$59.57	2.6%	↑	12.1%	↑
Dial-A-Ride Ridership	3,067	2,757	0.5%	↑	-10.1%	↓
One Seat Ride Ridership	287	287	4.0%	↑	0%	↓



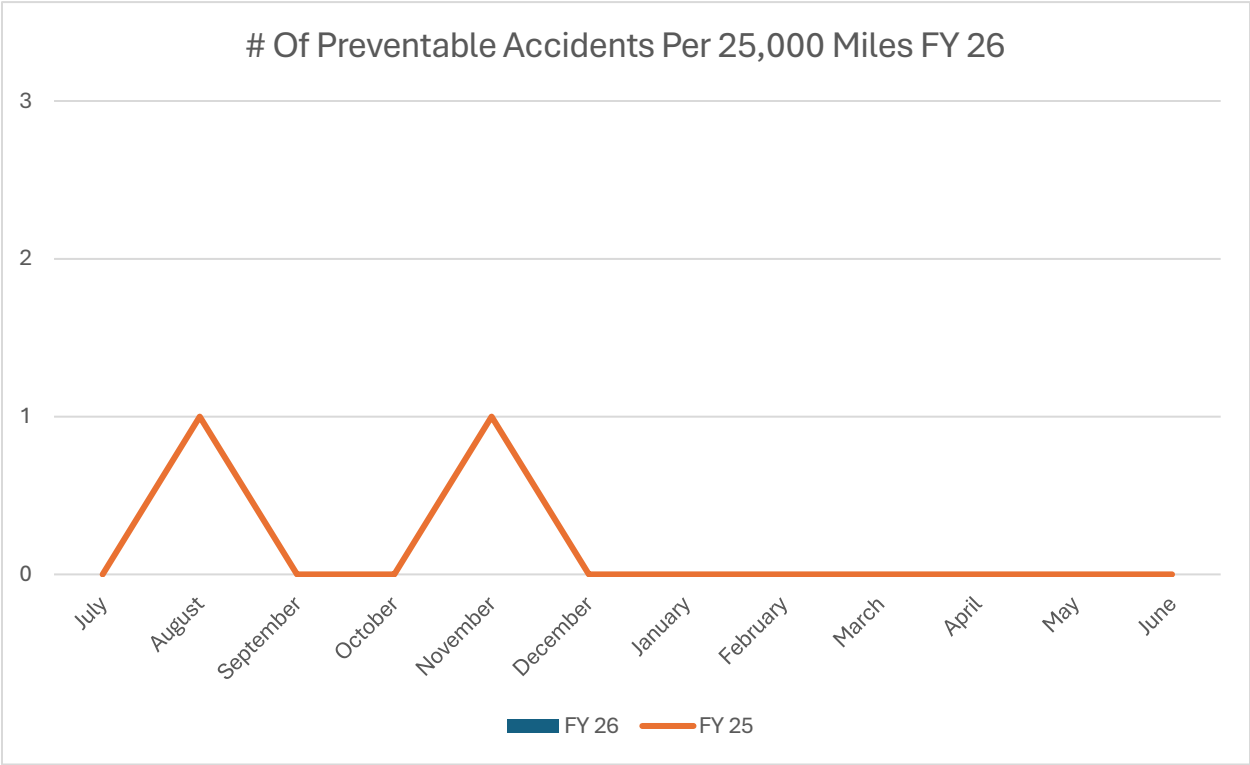
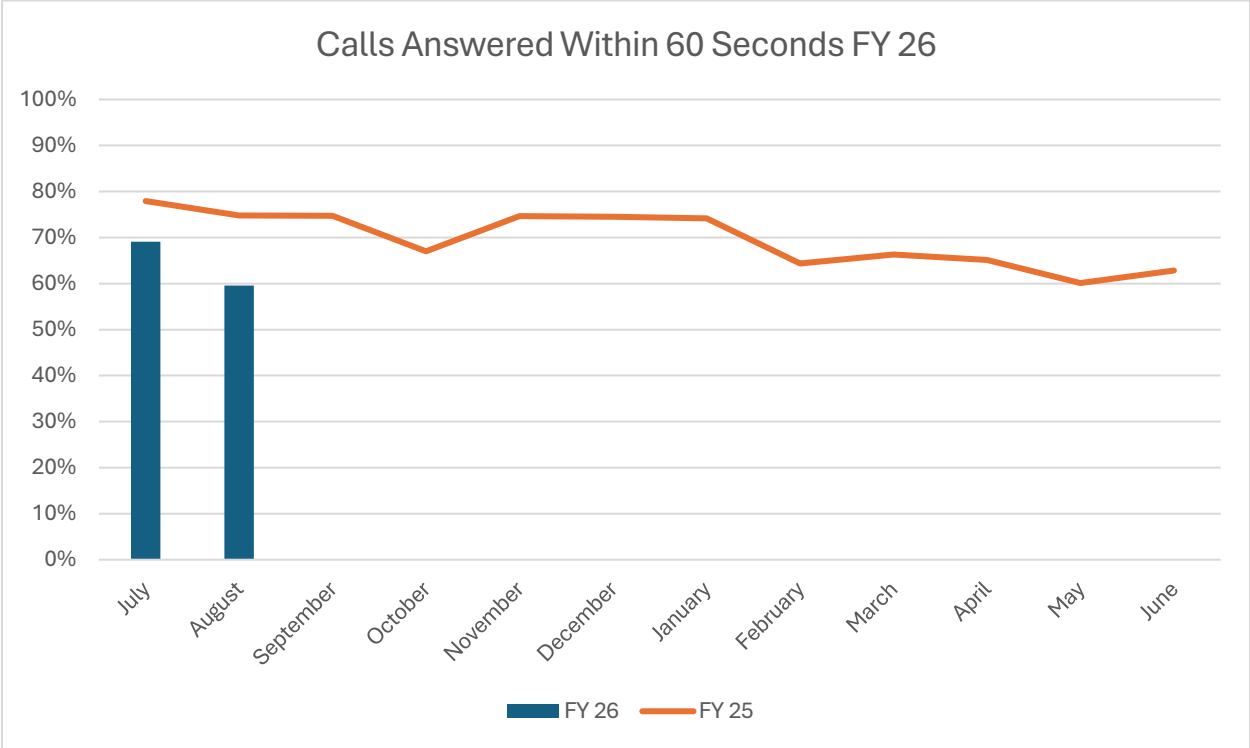


Paratransit



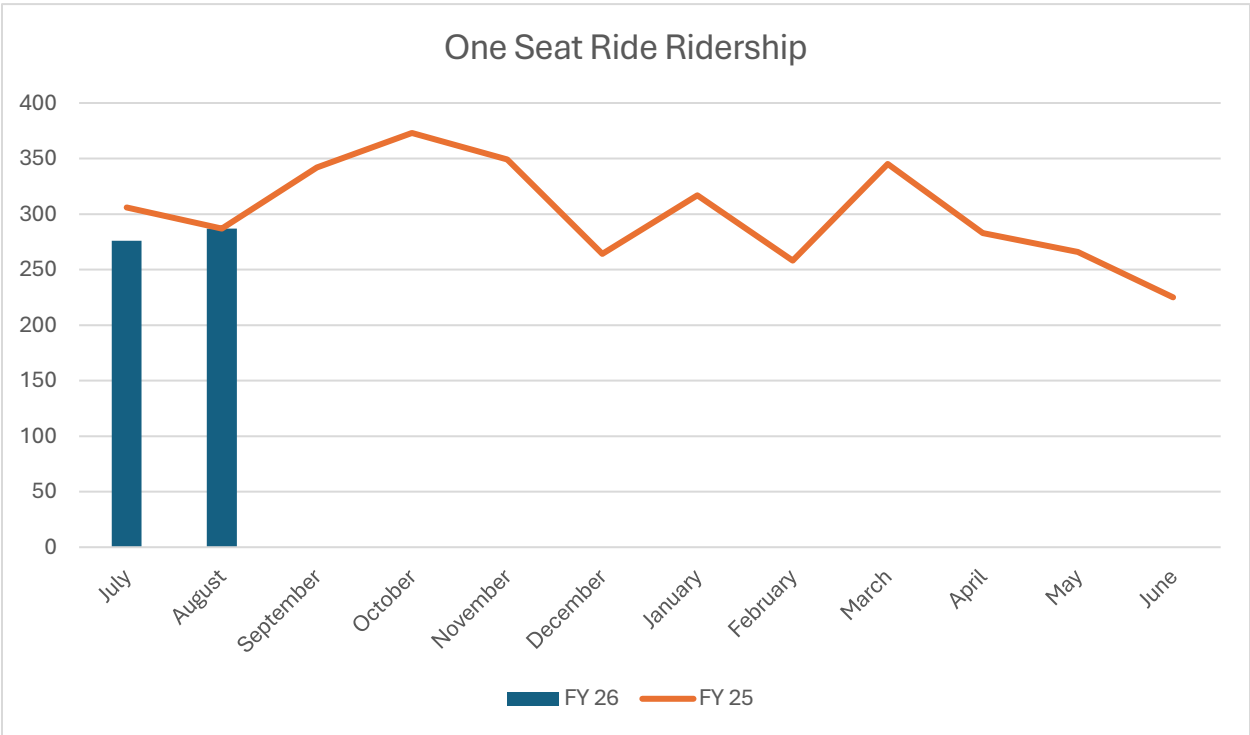
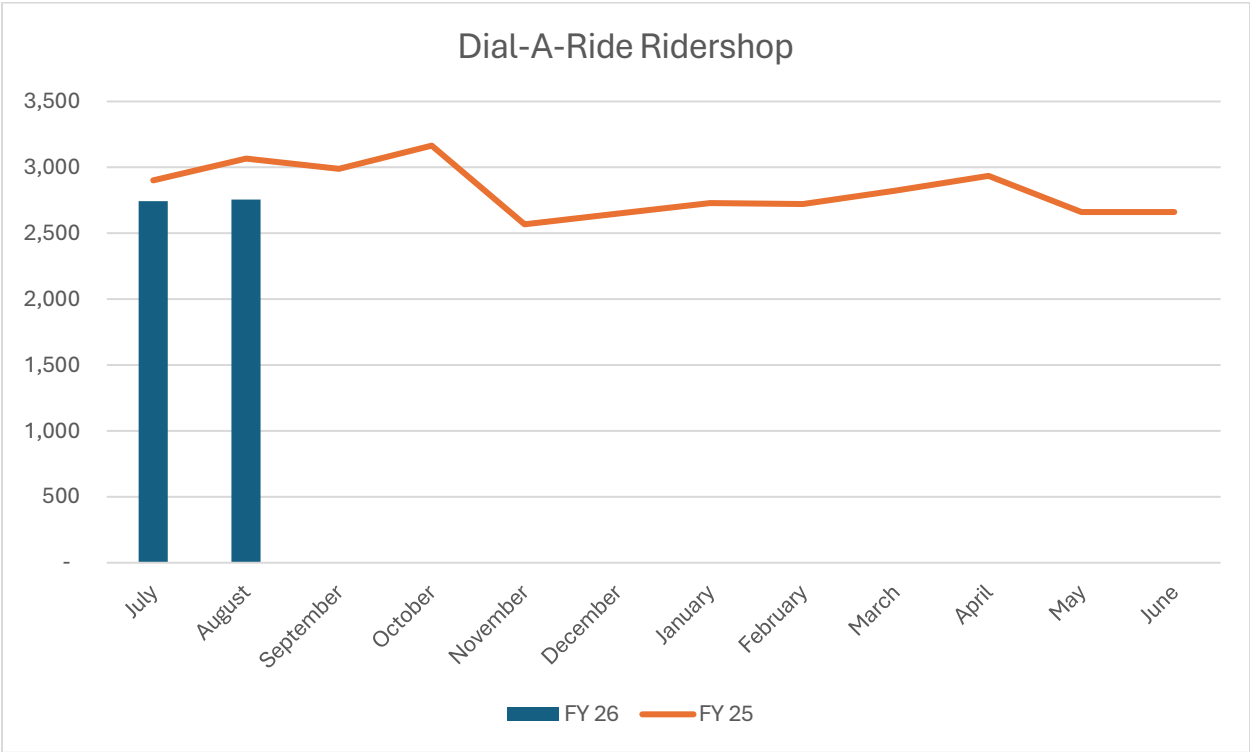


Paratransit





Paratransit





Go Tri-Valley

Performance Indicator	Aug-24	Aug-25	Year Over Year % Change
Total Ridership	3,815	4,851	27%
Average Subsidy	\$4.65	\$3.95	-15%

