

EXECUTIVE DIRECTOR'S REPORT

Projects and Services

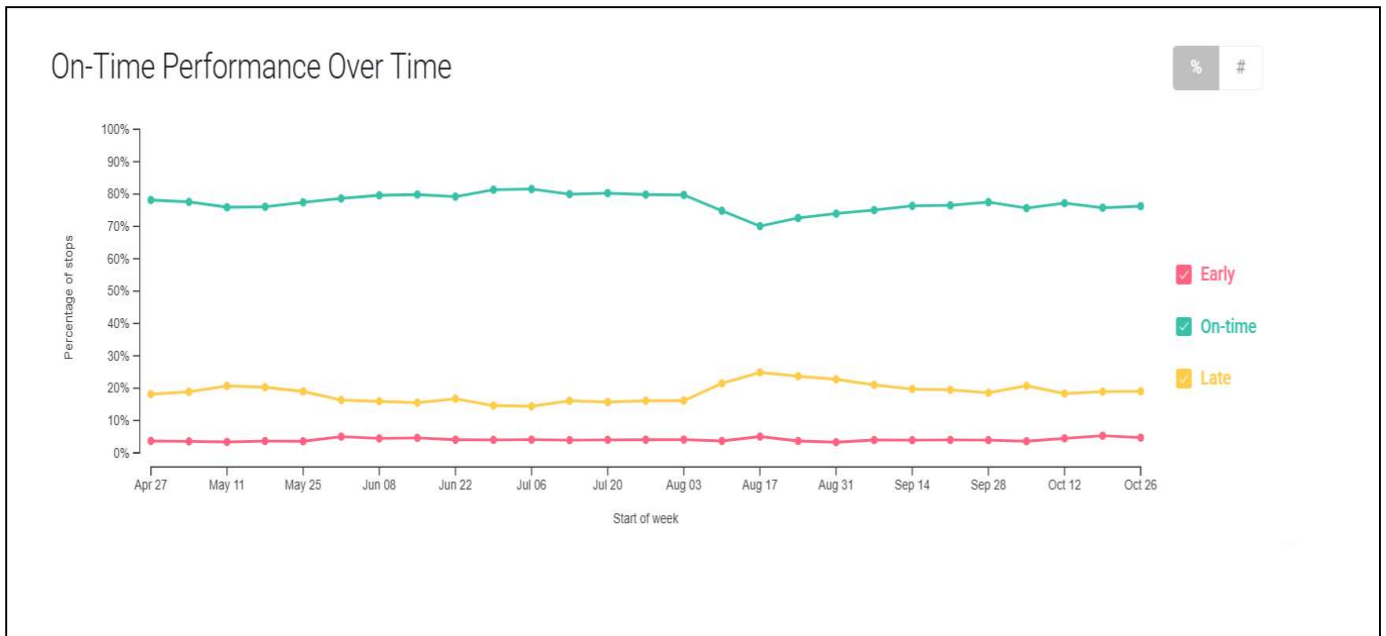
September Ridership

The systemwide ridership in September amounted to 130,239 unlinked boardings, representing a decrease in the order of approximately 3.5% 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 least for the time being.

At the individual route level, the main lines 10R (intermunicipal), 14 (Outlets), 15 (Springtown), and 30R (intermunicipal) followed the downward trend, being down in the 5-8% range year-on-year (YoY). Pleasanton supplemental school routes continued their year-on-year upward trend, while Dublin supplemental school routes continued their year-on-year downward trend.

On-Time Performance

The on-time performance of the Wheels fixed route system has slightly degraded since late spring and has worsened since the start of school. With the implementation of the three new Swiftly modules (example chart from the On-Time Performance Module, shown below), staff will be focused on making cost-neutral running time improvements, where possible, effective with the January 2026 sign-up. Additionally, with the Operator Reports Module, MV Transportation can identify “avoidable” lates and will begin coaching operators who are not leaving their starting points on time. Lastly, staff are working to finalize design of the cloud-based transit signal priority upgrade project, which at other properties has reduced running time by 14%. With these new tools and technology in place, we are optimistic that we will see a gradual improvement in on-time performance.



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MV Safety Stand-Down

LAVTA's last safety stand down focused on two key areas: retraining on following distance and judgment for increased spacing, and division-specific training for Route 10 at First and Neal. This intersection presents unique safety challenges due to tight turns and heavy traffic during Dairy operations. To reduce risk, our contractor staff held scenario discussions, conducted a field visit to observe hazards firsthand, and implemented clear policies for when to move, load, unload, and call Dispatch. The goal is consistency—empowering drivers to think critically, follow procedures, and eliminate accidents at this intersection.

Resuming Normal Operations on Neal Street

On October 18, westbound Route 10R resumed normal operation on Neal Street and the sheltered stop was reactivated. A group comprised of the City, LAVTA, the Dairy, and our contractor MV developed a plan whereby cars will still be allowed to queue around the bus stop, but the bus stop will be unblocked. Dairy is going to provide extra staff to handle traffic on First Street and on Neal Street. Dairy employees will hold Dairy traffic on First to help the bus make the turn, Dairy employees on First will help clear the queue on Neal, as best they can, to allow the bus to pull up to the stop.



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LAVTA Bus Rodeo

On Saturday, October 25, LAVTA hosted a Bus Rodeo celebrating Wheels 40th Anniversary. The event was sponsored by MV Transportation, GILLIG and Vontas, and the WestCat bus drivers from the Richmond and Pinole area were invited to compete. Several LAVTA Board members attended and drove in a shortened competition. A little rain and a helicopter made for a very exciting day.



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Customer Experience/Community Outreach

Livermore Trunk or Treat:

On October 22, Wheels and MV staff attended the City of Livermore Trunk or Treat event. The “Freedom” bus was decorated in a Halloween theme. The primary goal of the Trunk or Treat event is to enhance community connections and promote collaborative engagement among residents, businesses, and local organizations. A queue was setup for a “spooky” tour of the bus, and over 1,500 guests walked through. Candy and transit information distributed.



Launching the Wheels Newsletter:

The Rolling News, a quarterly update on Wheels services, programs, and community involvement will launch in early November.

A prelaunch campaign has over 200 subscribers and will continue through

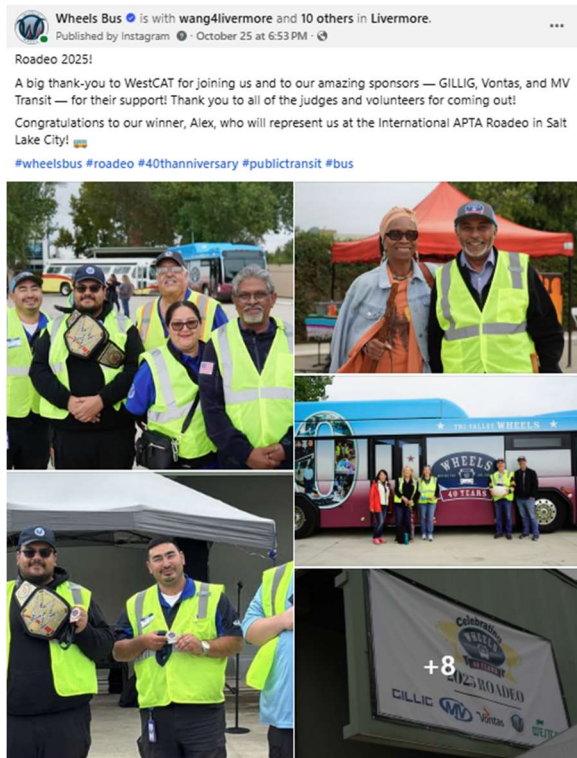
November. Content will include the Executive Directors blog, a recap of the Roadeo, legislative updates concerning public transit, and updates to Wheels holiday schedules.

Rolling News
from Wheels

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October Social Media:

The runaway winner for social media was our Facebook post with the Roadeo Recap. In two days it had 811 views.



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Finance and Administration

SB 63 Update

On October 13, Governor Newsome signed SB 63, authorizing a regional transportation revenue measure to be placed on the November 2026 ballot in Alameda, Contra Costa, Santa Clara, San Mateo and San Francisco Counties.

Clipper 2 Update

On Monday, October 20, the Clipper Executive Board took action to approve December 10, 2025 as the start of customer transition to Clipper 2. This is a very exciting milestone for the region. There will be a phased transition of existing Clipper customers beginning December 10 lasting for several months or customers that want to experience the benefits of Clipper 2 can sign up to transition their cards on day one. Open payments/tap to ride with credit and debit cards will be accepted on all Clipper card readers throughout the Bay Area beginning December 10th.

US Transportation Secretary Duffy Restricts Non-Domiciled CDL

On September 29, 2025, U.S. Transportation Secretary Sean Duffy announced an emergency action to drastically restrict who is eligible for a non-domiciled commercial learner's permits (CLPs) and commercial driver's licenses (CDLs). On Monday, October 20, Public Citizen Litigation Group, the American Federation of State, County and Municipal Employees (AFSCME), and the American Federation of Teachers (AFT) filed a petition in the U.S. Court of Appeals for the D.C. Circuit challenging the rule. Currently, two MV operators at the Livermore Division are unable to renew their CDL or receive a permit because of this rule.

1. Board Statistics September 2025

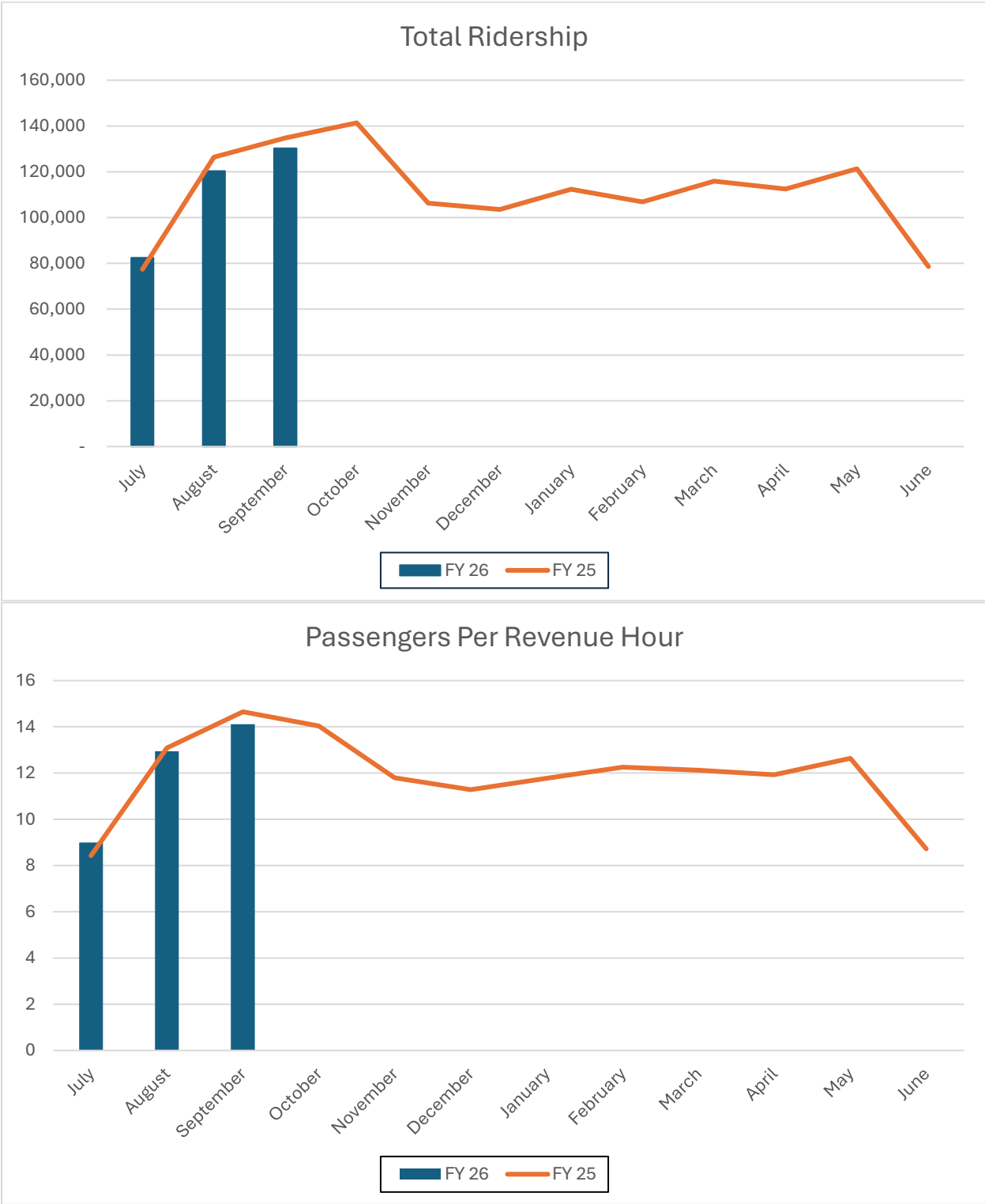


Fixed Route

Performance Indicator	Sep-24	Sep-25	Month Over Month % Change		Year Over Year % Change	
Total Ridership	134,810	130,239	8%	↑	-3%	↓
Total Ridership FY To Date	338,607	333,029	N/A	—	-1.6%	↓
Fully Allocated Cost Per Passenger	\$11.51	\$11.95	-8%	↓	4%	↑
Average Weekday Ridership	5,987	5,408	8%	↑	-9.7%	↓
Average Saturday Ridership	1,686	1,617	-5%	↓	-4%	↓
Average Sunday Ridership	1,386	1,245	-0.9%	↓	-10.2%	↓
Passengers Per Revenue Hour	14.65	14.11	9%	↑	-3.7%	↓
System-wide On-Time Performance	78.4%	78.2%	-0.2%	↓	-0.2%	↓
Preventable Accidents Per 100k Miles	3.98	0.67	-51%	↓	-83%	↓
Customer Complaints Per 10k Boardings	1.19	0.18	-82%	↓	-84%	↓
Miles Between Mechanical Failures	8,876	8,766	-34%	↓	-1%	↓

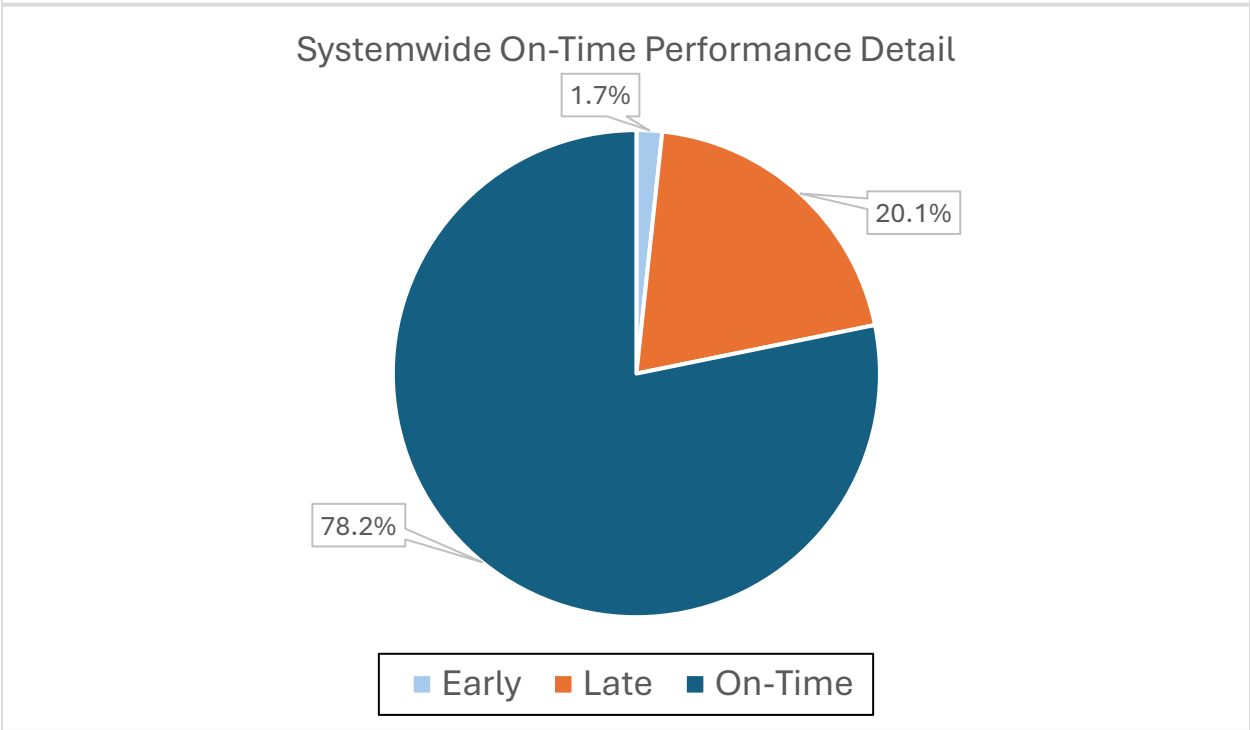
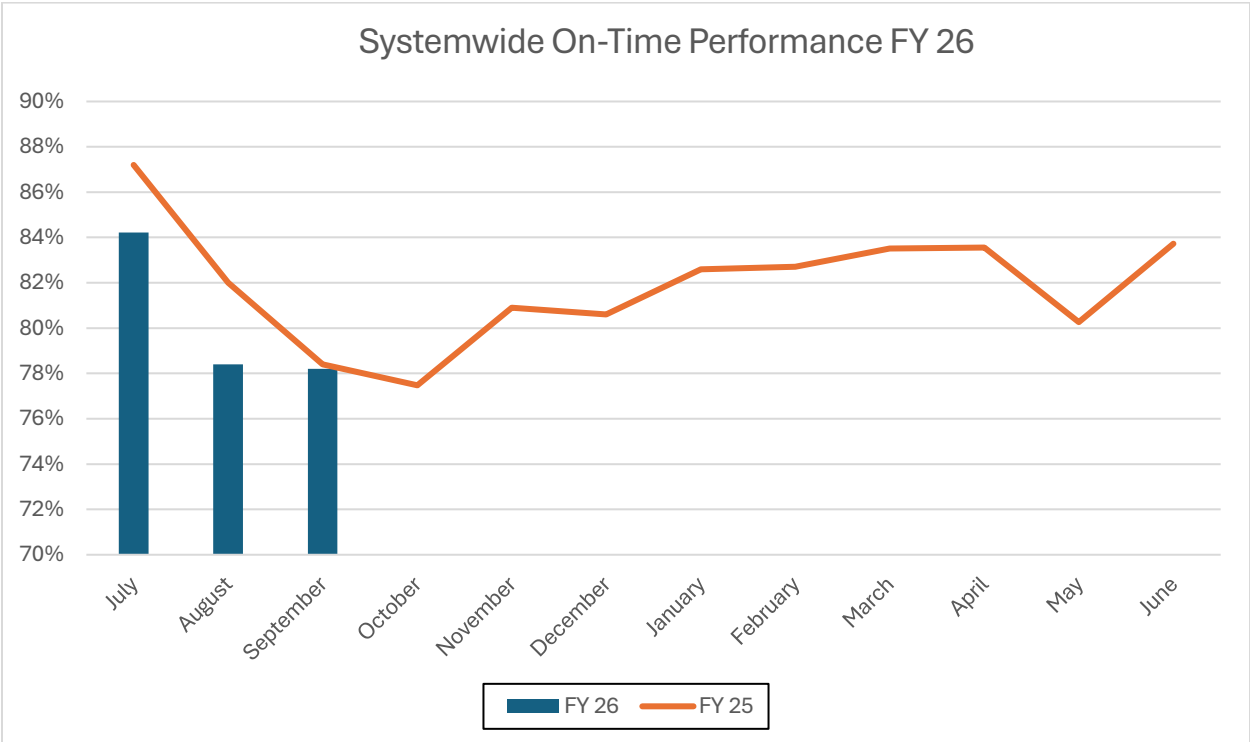


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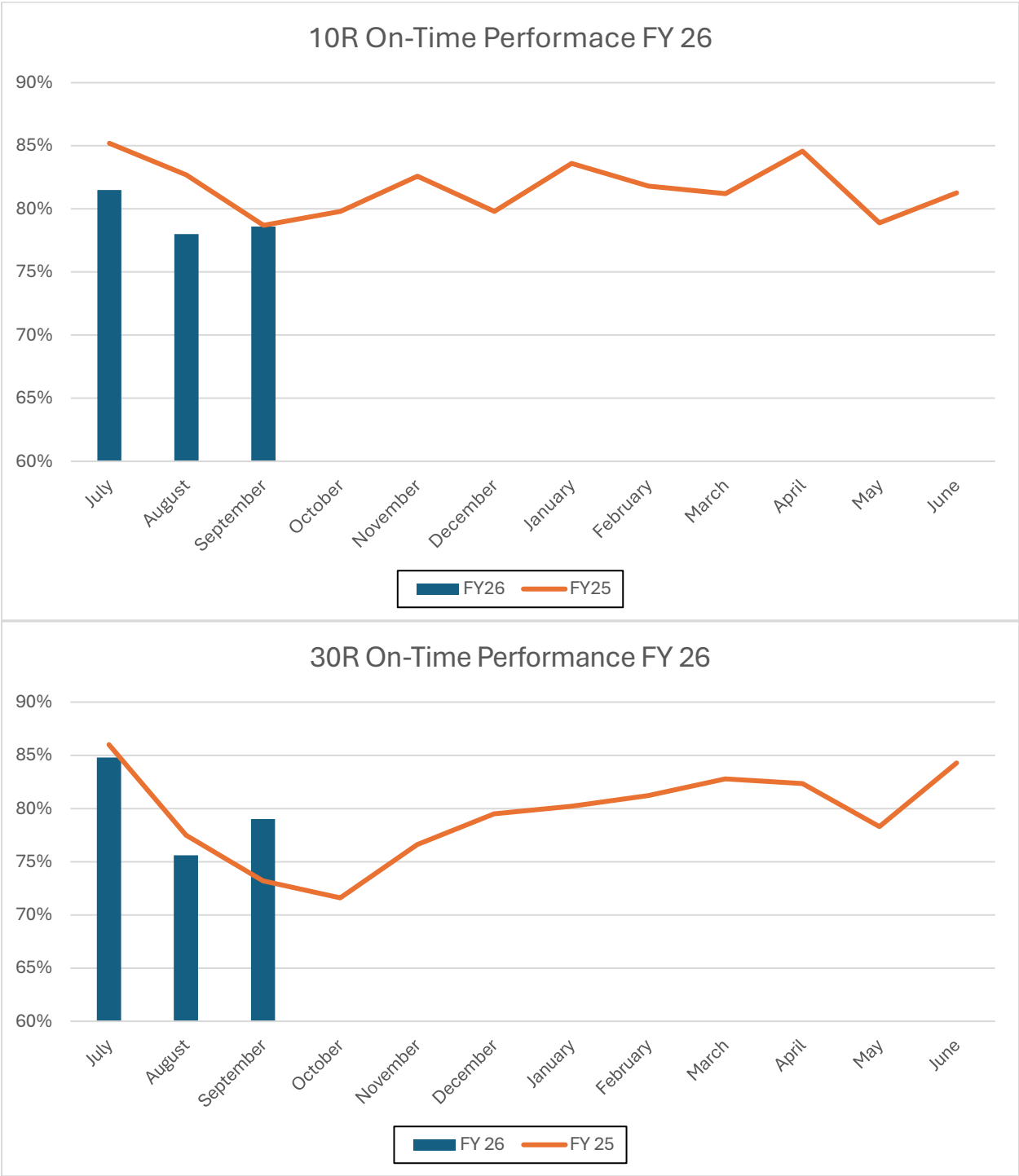


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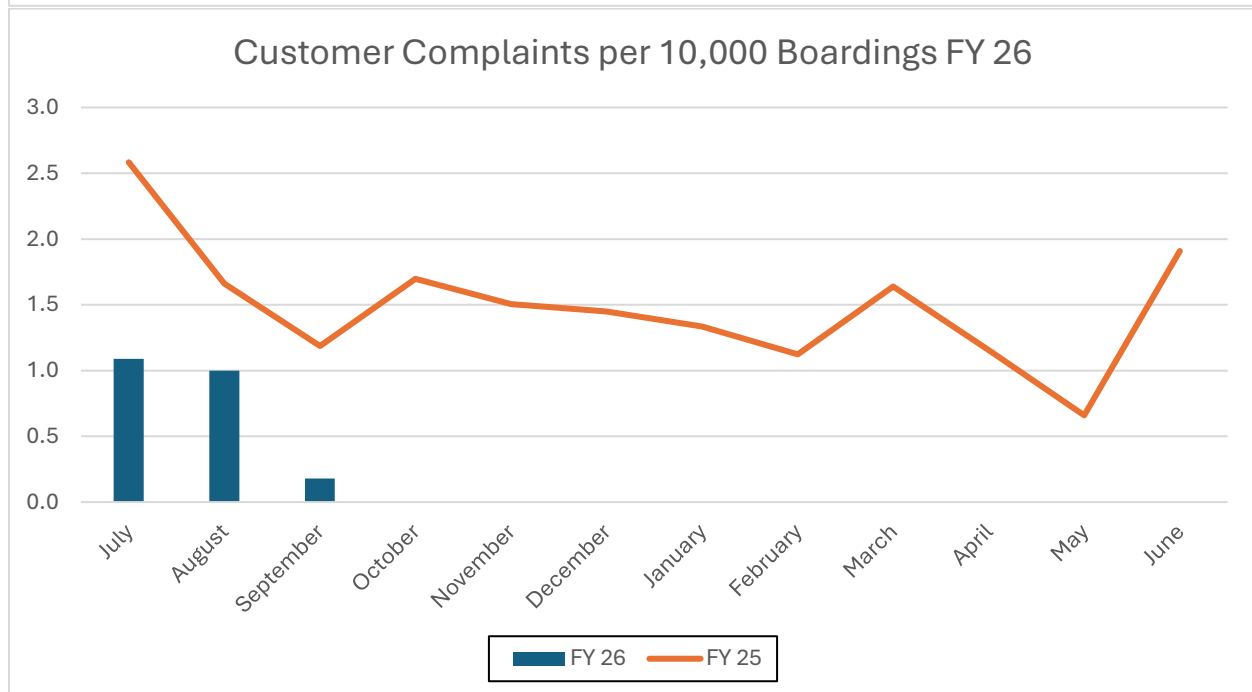
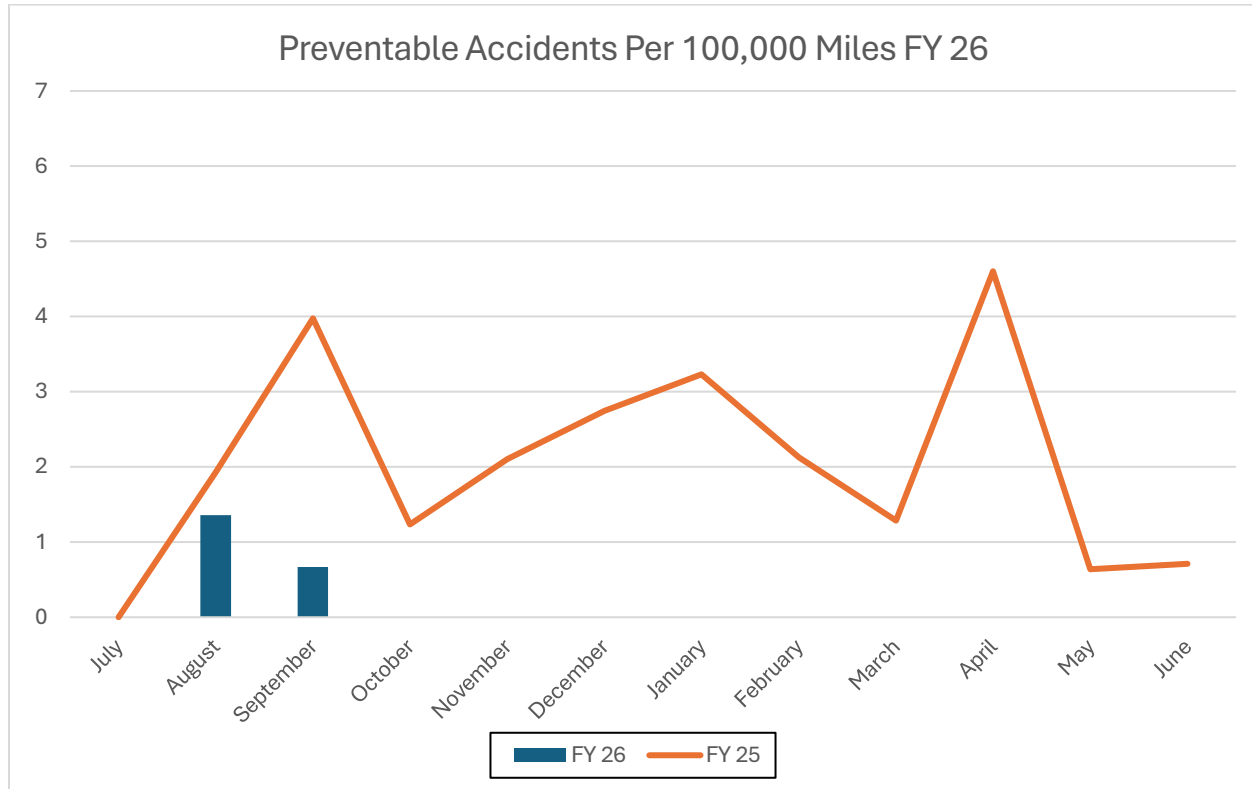


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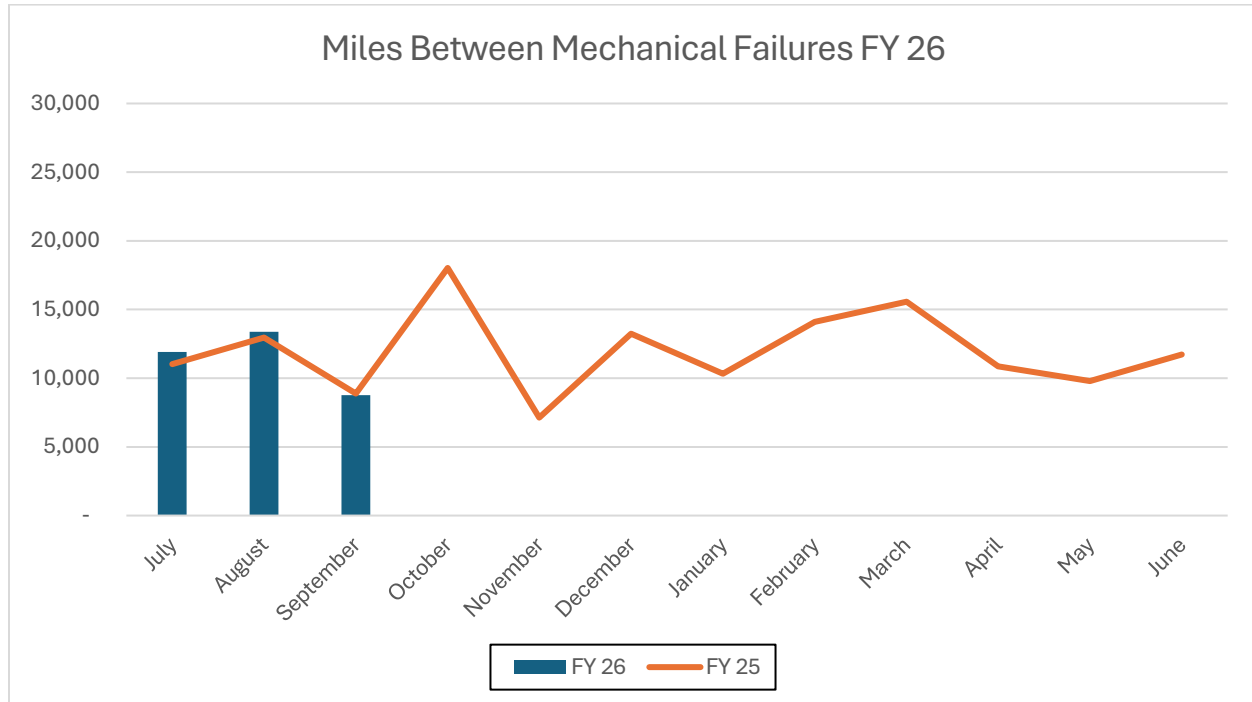


Fixed Route





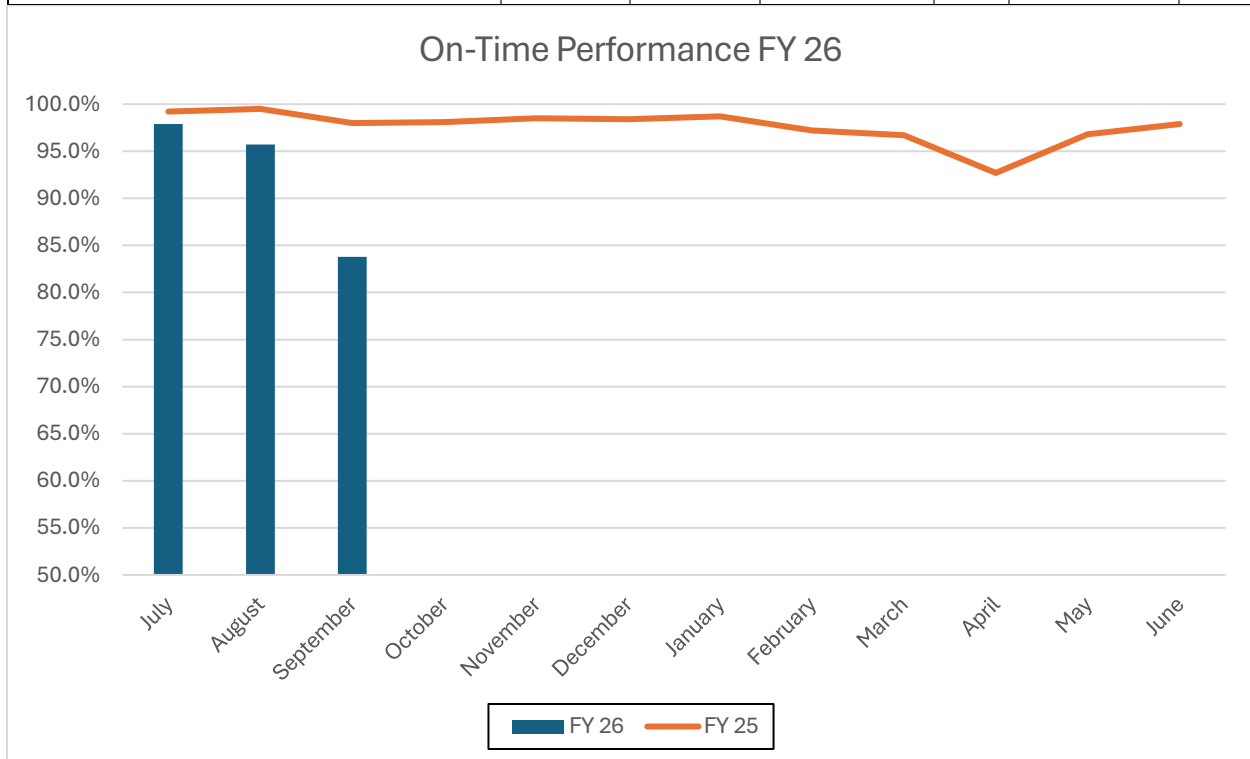
Fixed Route





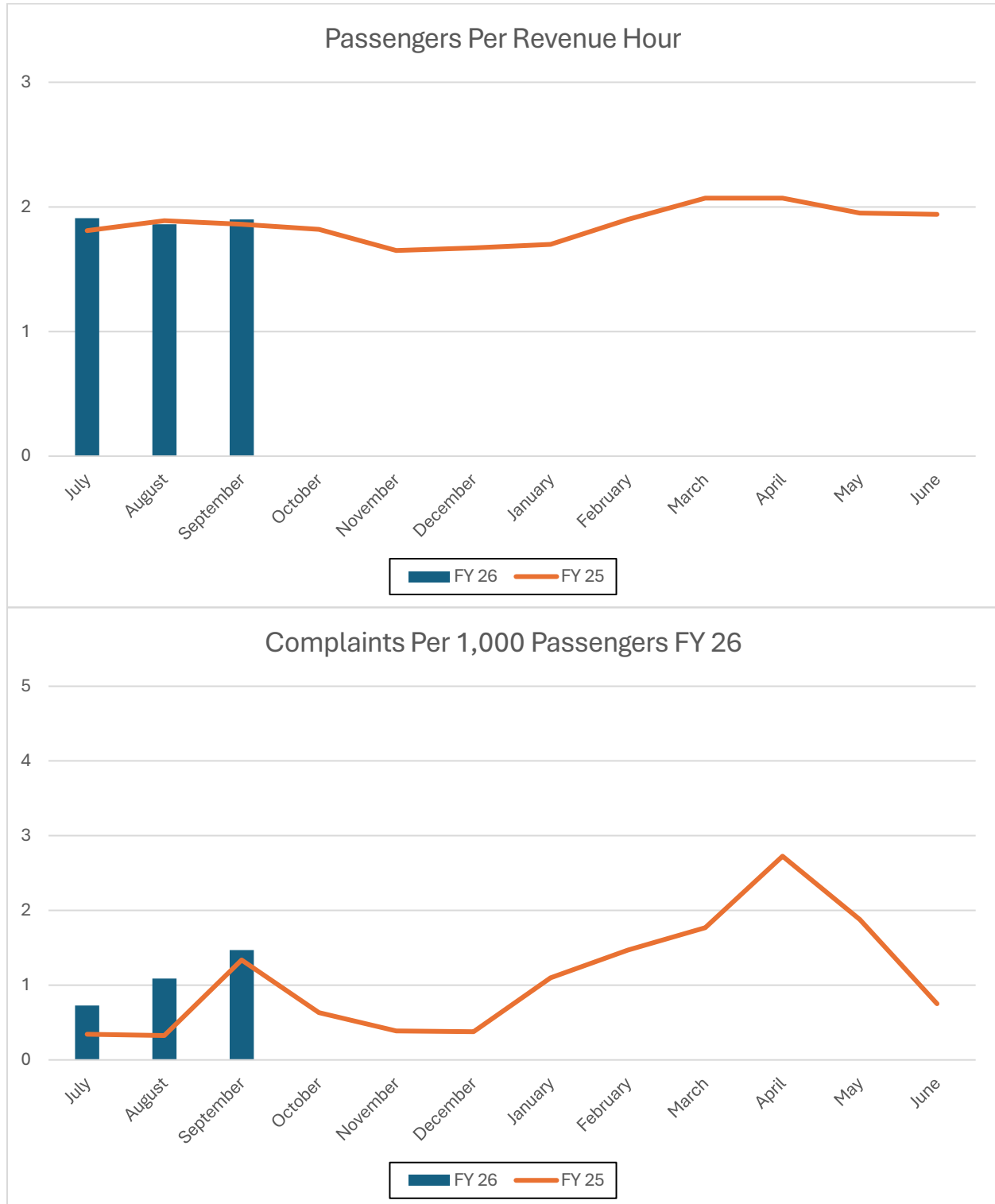
Paratransit

Performance Indicator	Sep-24	Sep-25	MoM % Change		YoY % Change	
On-Time Performance	98.0%	83.8%	-12.4%	↓	-14.5%	↓
Passengers Per Revenue Hour	1.9	1.9	-0.5%	↓	-0.5%	↓
Valid Complaints Per 1,000 Passengers	1.34	1.47	34.4%	↑	9%	↑
Phone Holds (% of calls answered within 60 seconds)	74.7%	60.2%	1.1%	↑	-19.4%	↓
Preventable Accidents Per 25,000 Miles	0	0	—	—	—	—
Dial-A-Ride Cost Per Trip	\$53.86	\$60.51	1.6%	↑	12.4%	↑
Dial-A-Ride Ridership	2,989	2,730	-1.0%	↓	-8.7%	↓
One Seat Ride Ridership	342	349	21.6%	↑	2%	↑



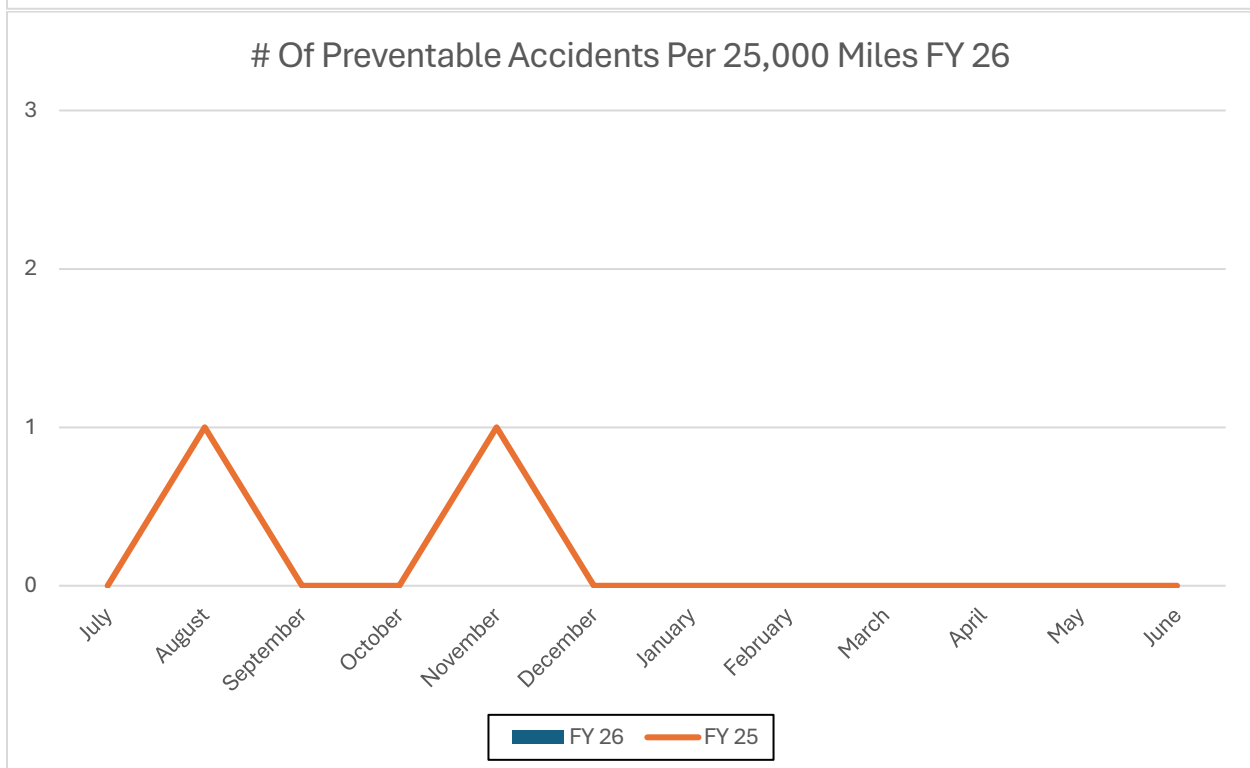
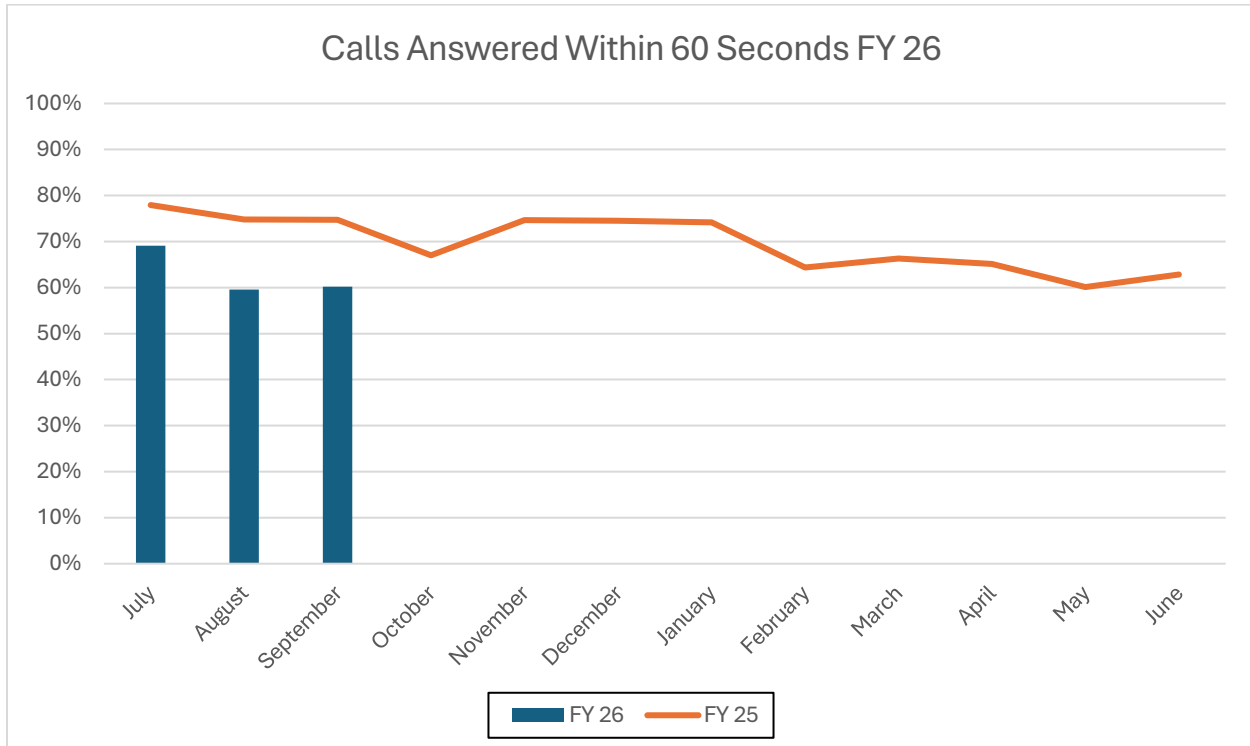


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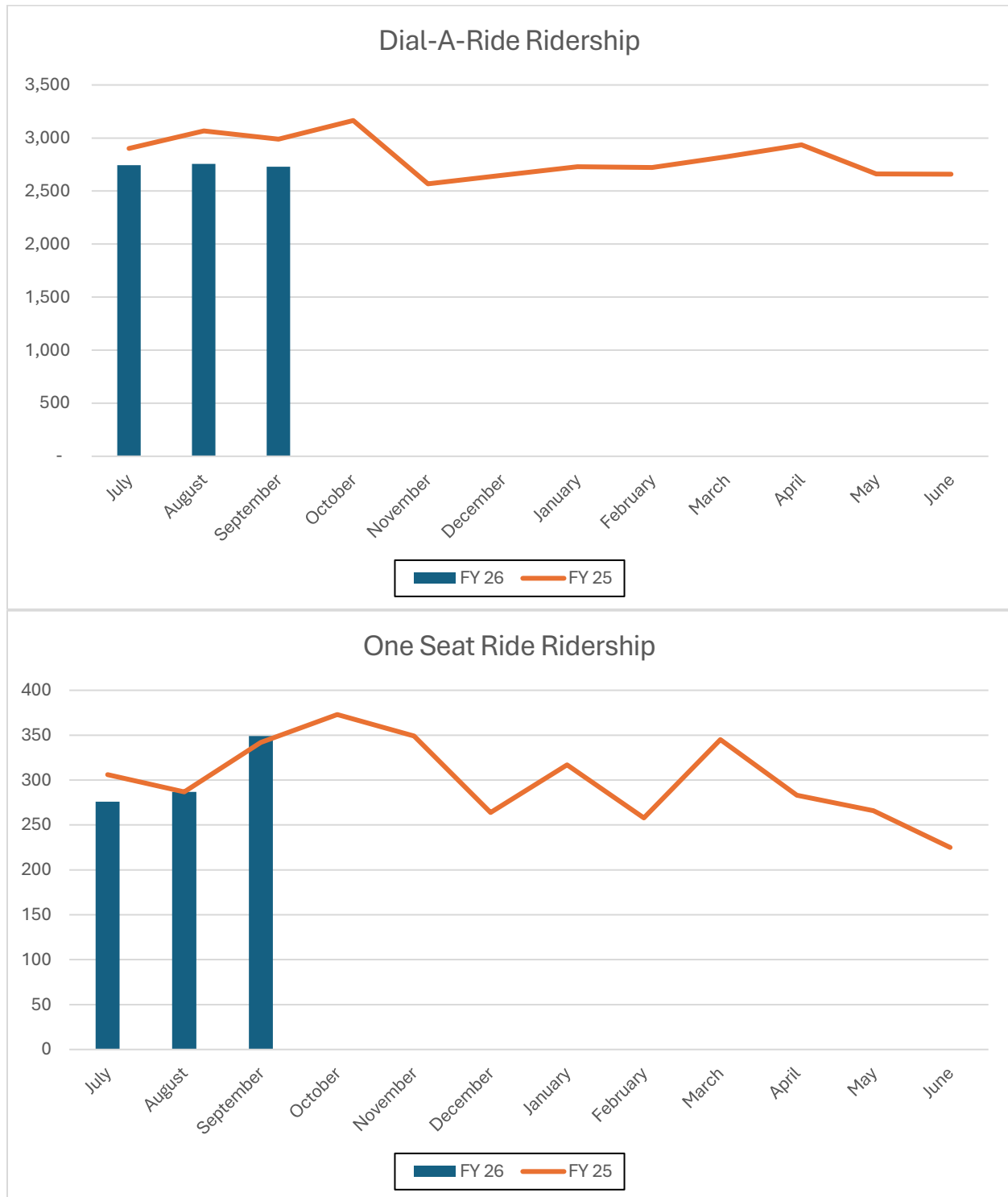


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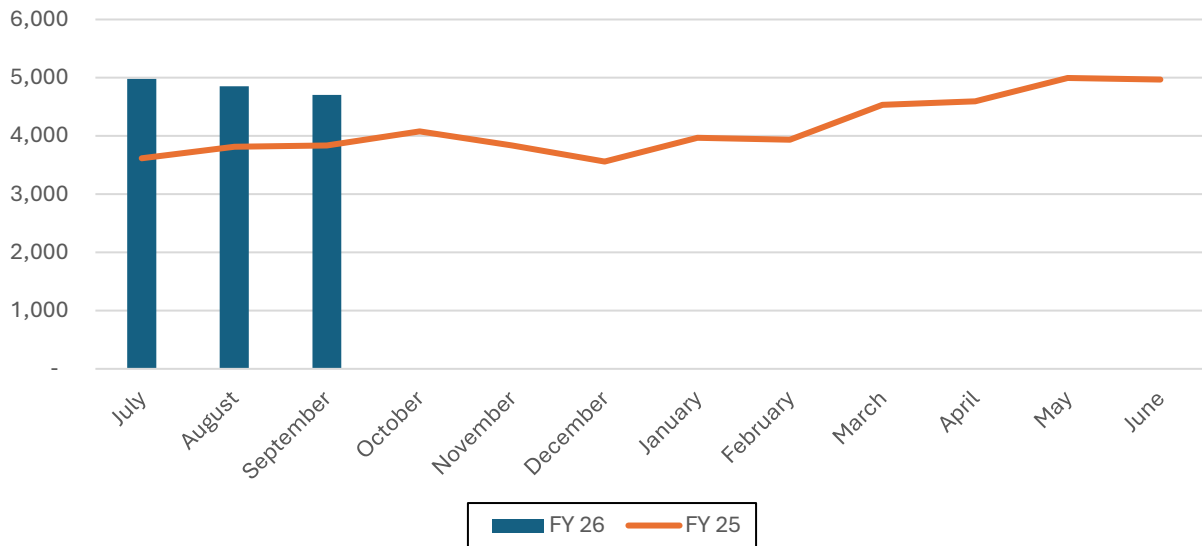




Go Tri-Valley

Performance Indicator	Sep-24	Sep-25	Year Over Year % Change
Total Ridership	3,838	4,705	23%
Average Subsidy	\$4.68	\$3.91	-16%

Total Ridership FY 26



Average Subsidy FY 26

