

## **EXECUTIVE DIRECTOR'S REPORT**

### **Service Development**

#### October Ridership Highlights

The systemwide ridership in October amounted to 130,345 unlinked boardings, representing a decrease in the order of approximately 7.8 percent compared with the same month of last year. This is consistent with the 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.

The downtrend is affecting weekday as well as weekend ridership. At the individual route level, the main lines 10R (intermunicipal), 14 (Outlets), 15 (Springtown), and 30R (intermunicipal) all followed the overall downward trend. On the other hand, most of the routes that were new or restarted as part of the Wheels-in-Motion changes in the spring of last year trended up, albeit from low levels. The established Route 8 (Hopyard) has also been trending upward for the past several months.

Staff are looking into the accuracy of the monthly ridership data, which is reported via manual counts on the farebox, versus the automatic passenger counters which have just been validated.

#### January 2026 Service Change

A new schedule will go into effect on Saturday, January 31<sup>st</sup>. The following updates will be made:

- 500 Series Routes (501, 502, 504): Morning pickup times will be moved 8 minutes later to better match travel needs for DHS students.
- Route 503: The entire morning trip will shift later, with a new arrival time of 8:05 a.m.
- Route 14: Using Swiftly running time data, the run times of Route 14 time will be adjusted to improve on-time performance.
- Route 10R: An additional bus will be added on Sundays to help with schedule reliability.
- Route 15: The Saturday schedule will be revised to match the current Sunday schedule.

#### Pleasanton Bus Service Plan Update

Last month, LAVTA awarded a contract to Nelson\Nygaard to conduct an analysis and develop a recommendation for a permanent reroute of the 10R in Downtown Pleasanton as well as to study LAVTA's current Pleasanton school bus service with recommendations for changes for the 2026/27 school year. The project will progress through the following milestones:

- Project Initiation & Existing Conditions Review - Nov 2025 – Dec 2025
- Alternatives Analysis Completed - Dec 2025
- Public Outreach & Engagement – January 2026
  - Tentative public meeting scheduled Jan 13, 2026
- Draft Recommendation Development & Stakeholder Review – March 2026
- Board Review & Final Approval – April and May 2026

The project will be coordinated with LAVTA's Projects and Services Committee and the Ad Hoc Committee (Eicher and Wang) with updates scheduled for January or February 2026.

## EXECUTIVE DIRECTOR'S REPORT

### Customer Experience/Community Outreach

#### Pleasanton Veteran's Day Parade

Wheels proudly participated in the Pleasanton Veteran's Day parade with the inclusion of the Freedom bus to honor our veterans.



#### MV Appreciation Holiday Potluck

On Thursday, December 11, LAVTA along with MV Management will host our annual holiday potluck, celebrating our frontline workers and serving them a holiday potluck feast. We invite our Board members to come by the event, and even to bring your favorite dish.



#### Wheels 40<sup>th</sup> Anniversary Promotion



Starting December 1, the specially wrapped Wheels 40<sup>th</sup> Anniversary will be put into service with a promotional offer of free rides through August 2026. The vehicle will be assigned to different routes throughout the year and riders will be able to get hints as to where the bus will be on social media and encouraged to reshare or post their route discovery with a hashtag.

## EXECUTIVE DIRECTOR'S REPORT

### November Social Media:

The top social media post for November was the Roadeo Roundup with 653 views on Instagram.

### Upcoming Holiday Events:

- Pleasanton Hometown Holiday Parade, December 6, 2025
  - Madden Memorial Cruiser
- Livermore Sights and Sounds Holiday Parade, Saturday, December 6, 2025
  - Wheels Rideo
- Stuff-A-Bus
  - Toy Drive, Pleasanton Walmart, 12pm – 4pm, December 13, 2025

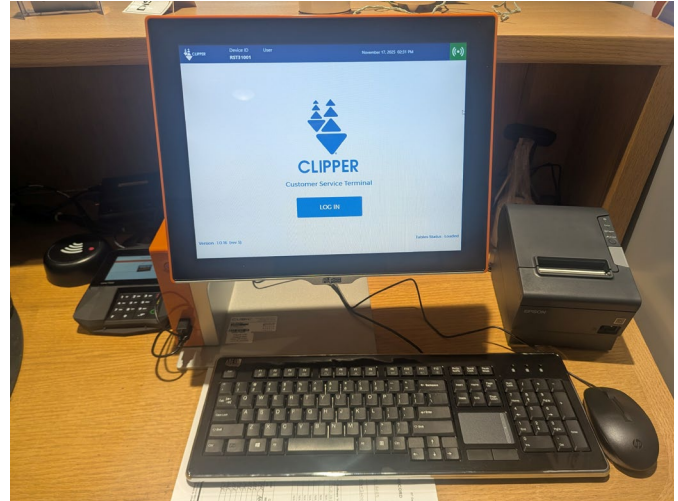


## EXECUTIVE DIRECTOR'S REPORT

### Finance and Administration

#### Clipper 2 Update

The Clipper 2 system transition is underway with a launch date of December 10<sup>th</sup>. This recently included the installation of new Customer Service Terminals (CST's) for customer service at the Livermore Transit Center and at the front desk of the administrative office. In addition to CST's, Customer Service Supervisor Vanessa Alvarez, has been training on the new institutional portal supporting the Student Transit Pass program, and marketing is distributing messaging as it is received from MTC. This effort will eventually include social media, card cards and posters for Wheels channels, as well as a Bay wide advertising campaign from MTC.



#### ARCHES Update

With the termination of the US Department of Energy funding for the ARCHES program on October 1, 2025, the ARCHES program is taking a pause and will become inactive as an entity. GO-Biz and the University of California will continue some of the work that is already underway, including the Fuel Cell Truck RFP and the Hydrogen Pipeline RFP; however, the path forward to a California hydrogen hub remains unclear.

#### 2025 FTA Low No Grant

LAVTA's \$63.95 million application to the FTA's 2025 Low No and Bus/Bus Facilities Grant Program was selected for award! The title for the application is Building for Innovation and Growth for Buses in the United States (BIG BUS) and includes funds to augment LAVTA's purchase of 8 diesel-electric hybrid buses, and full construction of the Atlantis Operations & Maintenance facility buildings.



## EXECUTIVE DIRECTOR'S REPORT

### CTA Fall Conference

Several LAVTA staff and Board Chair Testa attended the California Transit Association's Fall Conference in Long Beach, California in early November. The conference was well attended and included a sold-out Expo on the first day, as well as a keynote by former Transportation Secretary Pete Buttigieg. Next year's CTA conference will take place in Monterey.



### Cancelling the December Committee Meetings

The December committee meetings fall within the week of Christmas, and there are currently no urgent agenda items. Staff recommends cancelling both committee meetings and reconvene the committees in January.

### Upcoming Holiday Closures

Wheels Administrative office will be closed the afternoon of December 18 for an offsite holiday event, as well as all day on Wednesday, December 24 and Thursday December 25 for the Christmas holiday. The office will also be closed on Wednesday, December 31 and Thursday, January 1 for the New Year's holiday.

### 1. Board Statistics October 2025





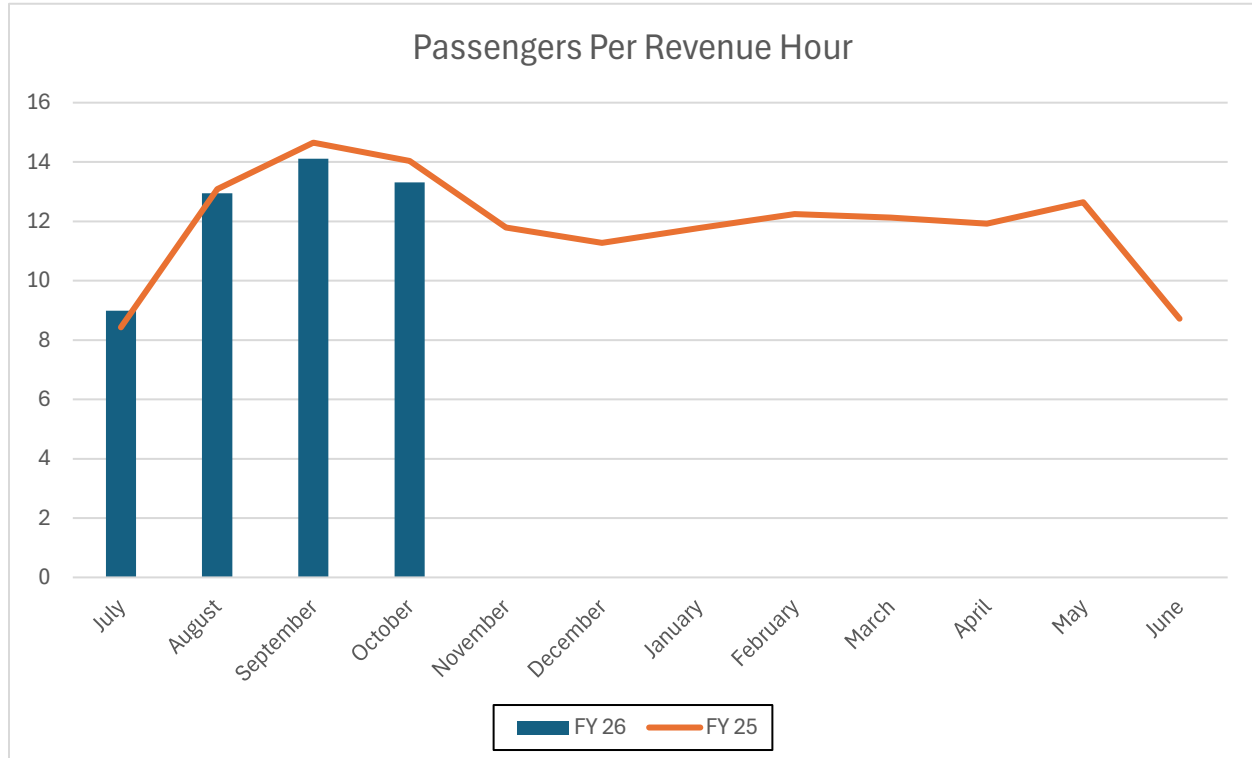
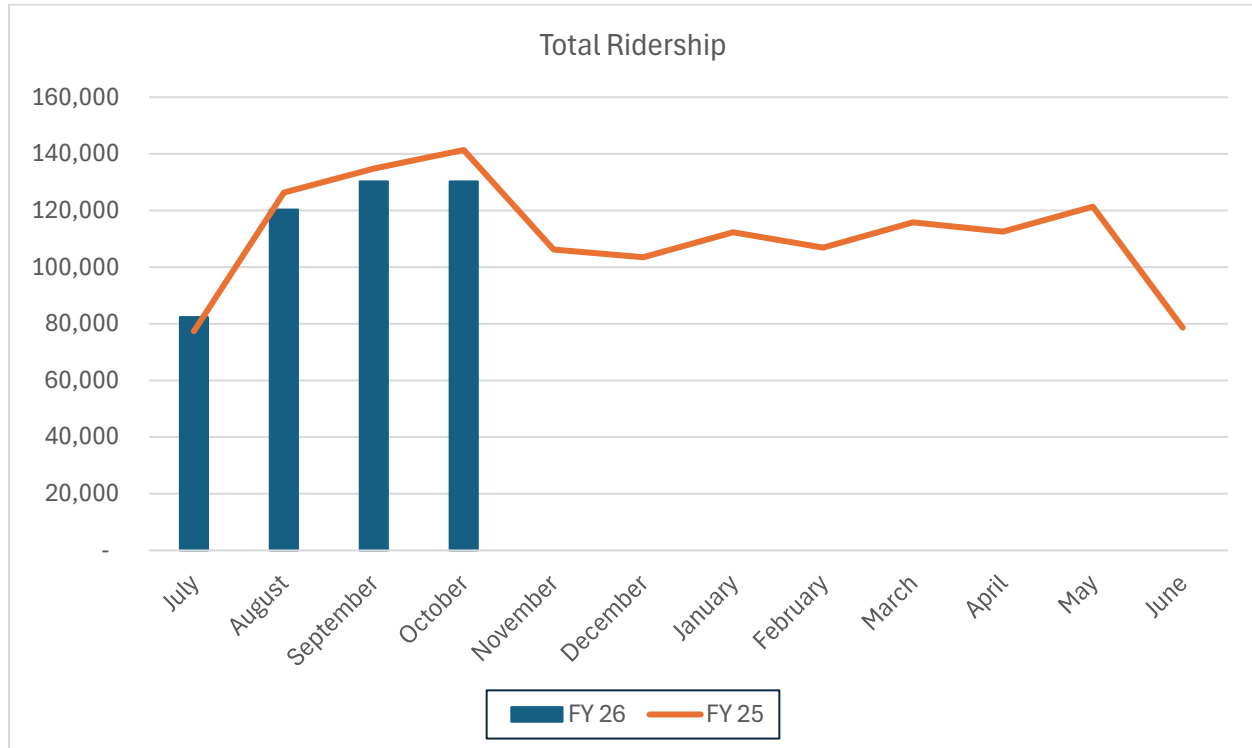
## Fixed Route

Performance Indicator	Oct-24	Oct-25	Month Over Month % Change		Year Over Year % Change	
Total Ridership	141,374	130,345	0%	↑	-8%	↓
Total Ridership FY To Date	479,981	463,374	N/A	—	-3.5%	↓
Fully Allocated Cost Per Passenger	\$12.01	\$12.67	6%	↑	5%	↑
Average Weekday Ridership	5,612	5,196	-4%	↓	-7.4%	↓
Average Saturday Ridership	1,725	1,536	-5%	↓	-11%	↓
Average Sunday Ridership	1,349	1,173	-5.8%	↓	-13.0%	↓
Passengers Per Revenue Hour	14.04	13.31	-6%	↓	-5.2%	↓
System-wide On-Time Performance	77.5%	79.1%	1.2%	↑	2%	↑
Preventable Accidents Per 100k Miles	1.23	0.63	-5%	↓	-49%	↓
Customer Complaints Per 10k Boardings	1.70	0.10	-46%	↓	-94%	↓
Miles Between Mechanical Failures	18,026	9,274	6%	↑	-49%	↓

Wheels System Performance  
FY 2026 – October



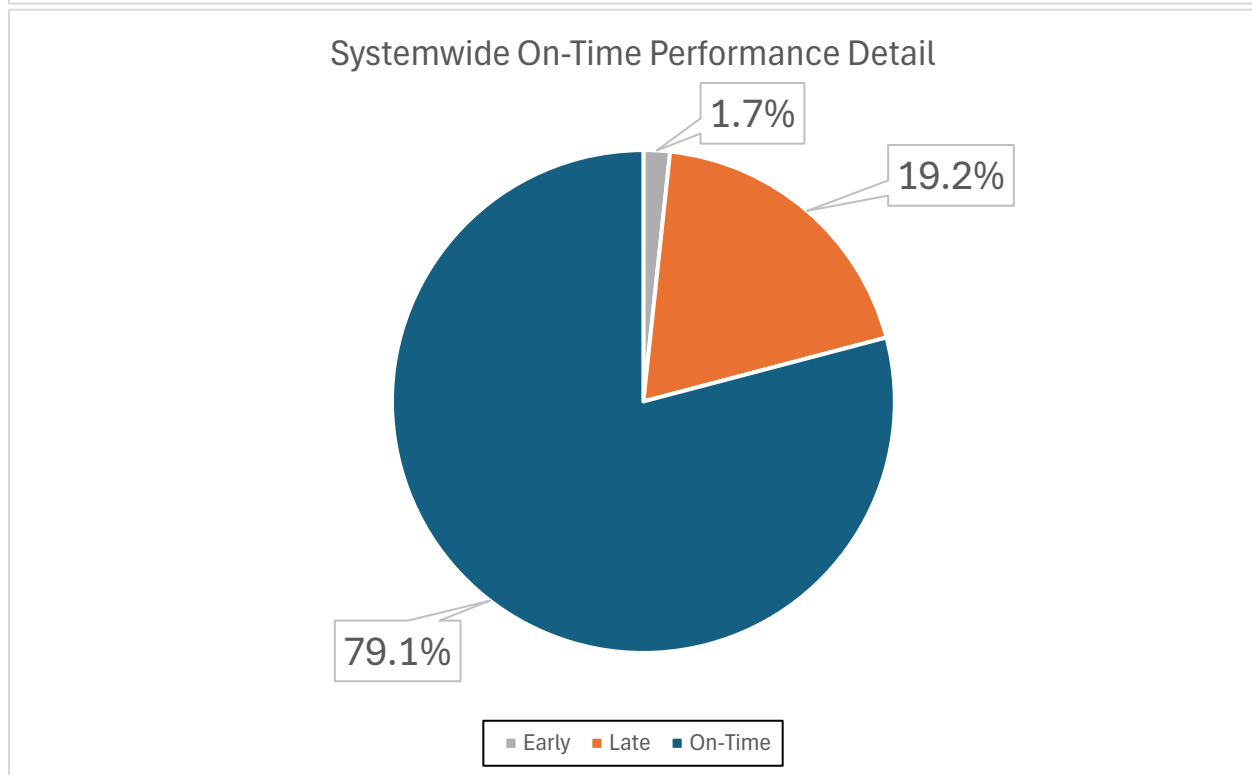
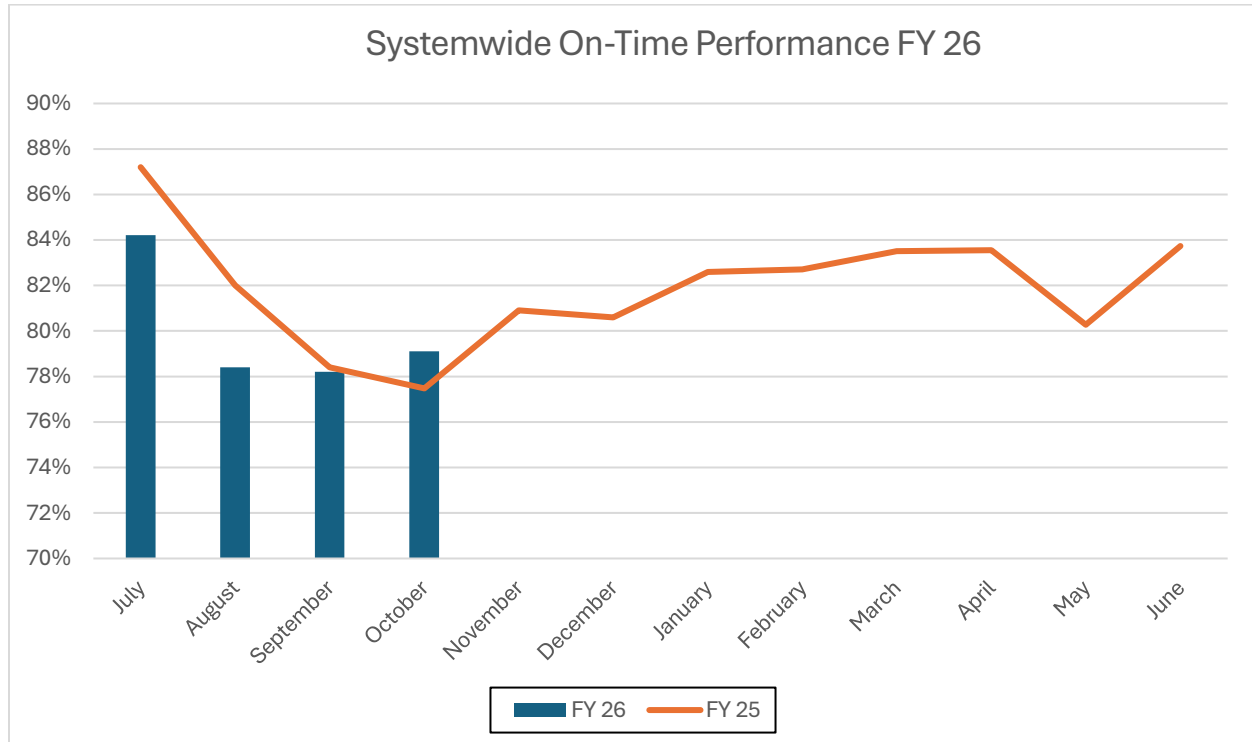
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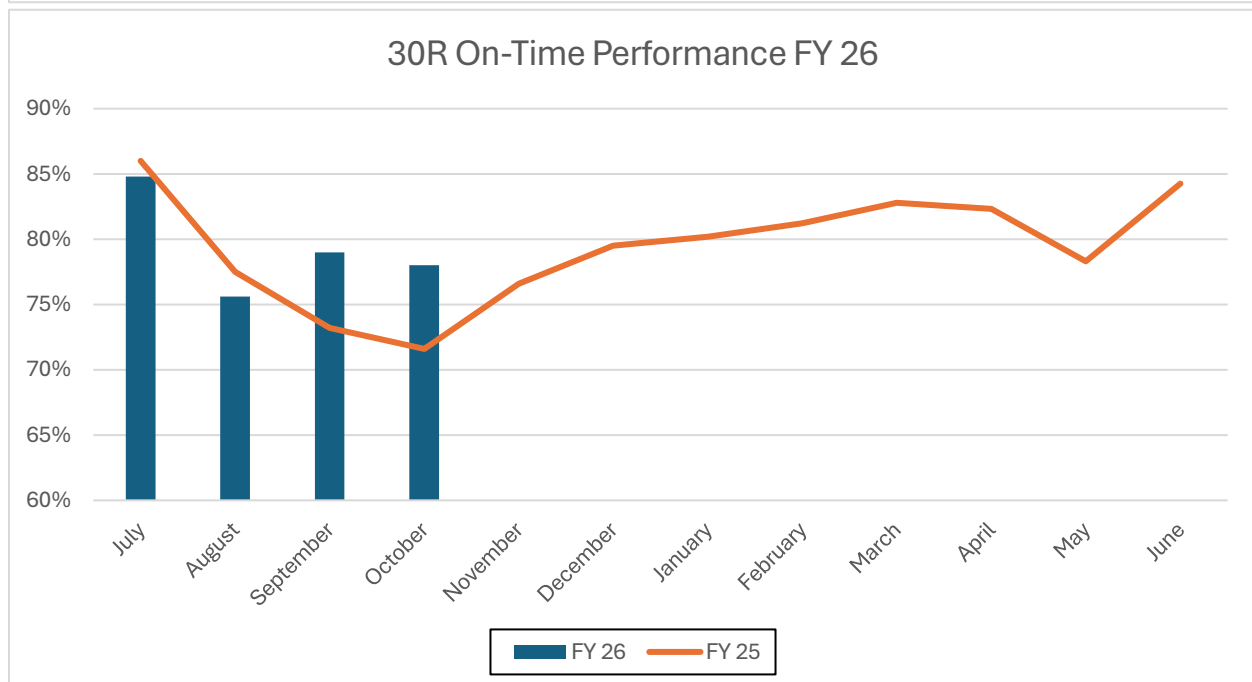
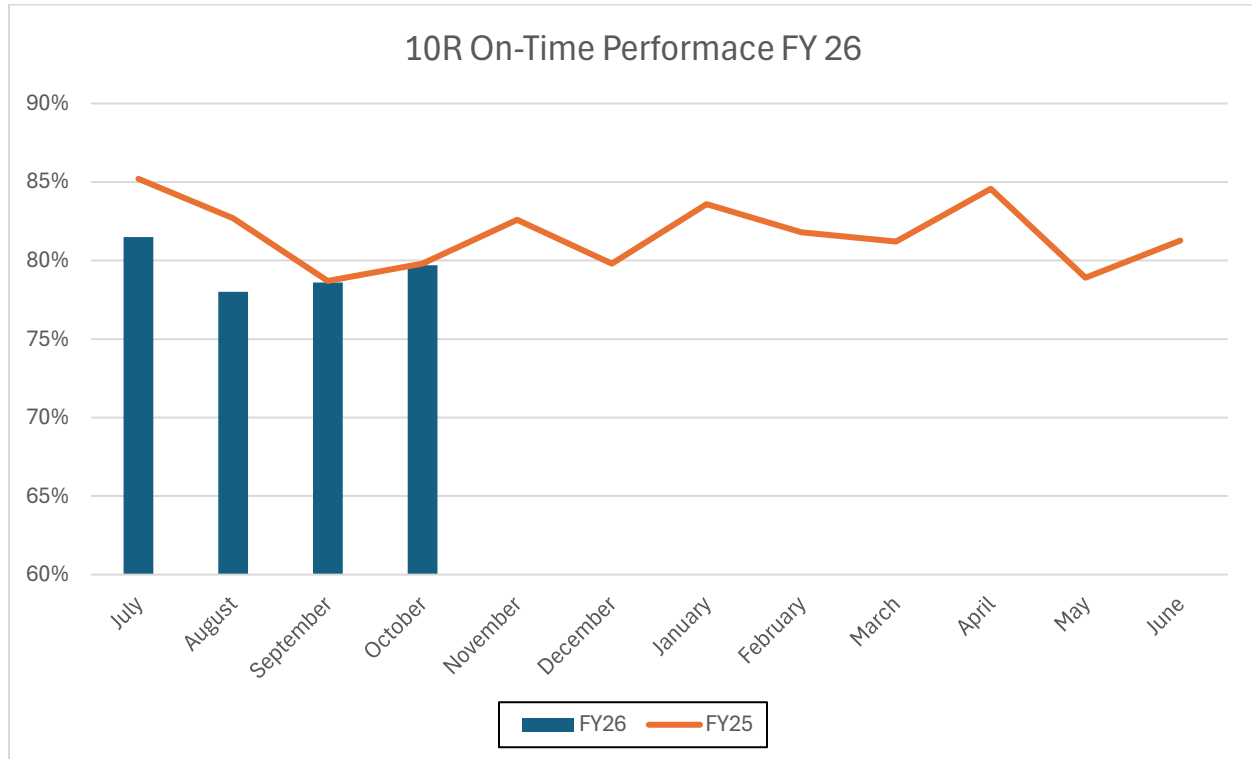


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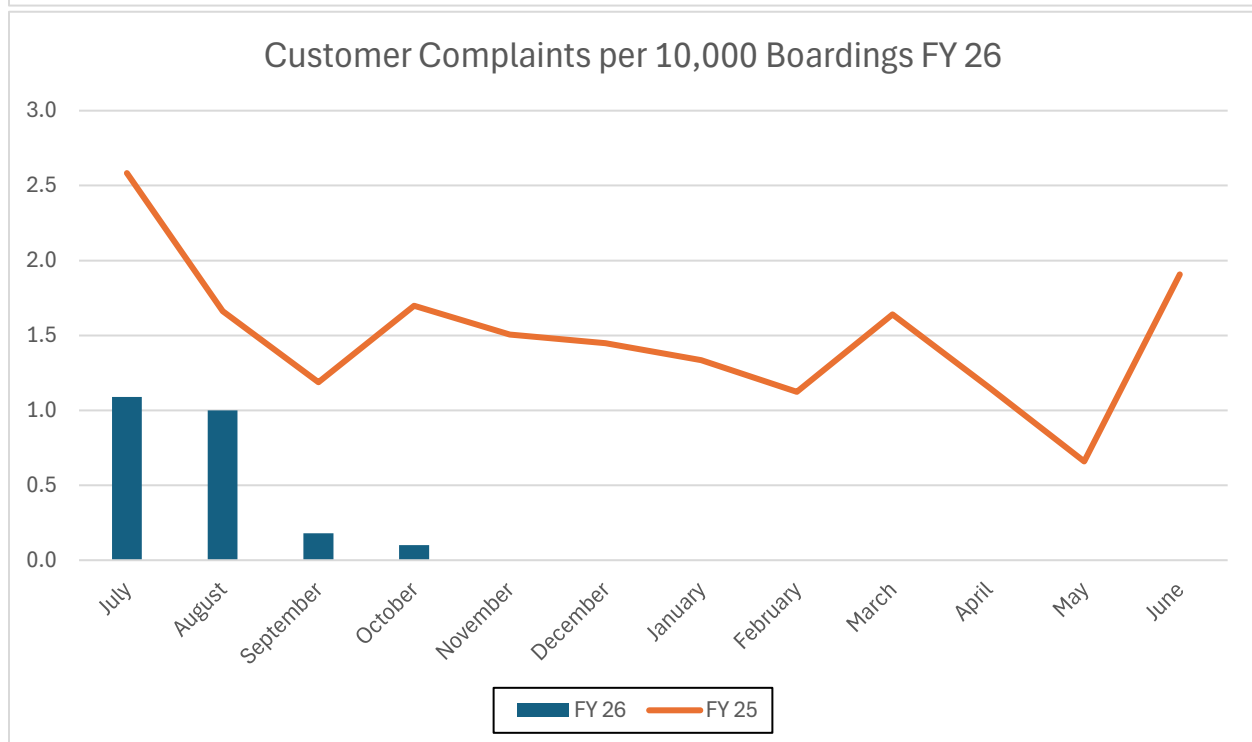
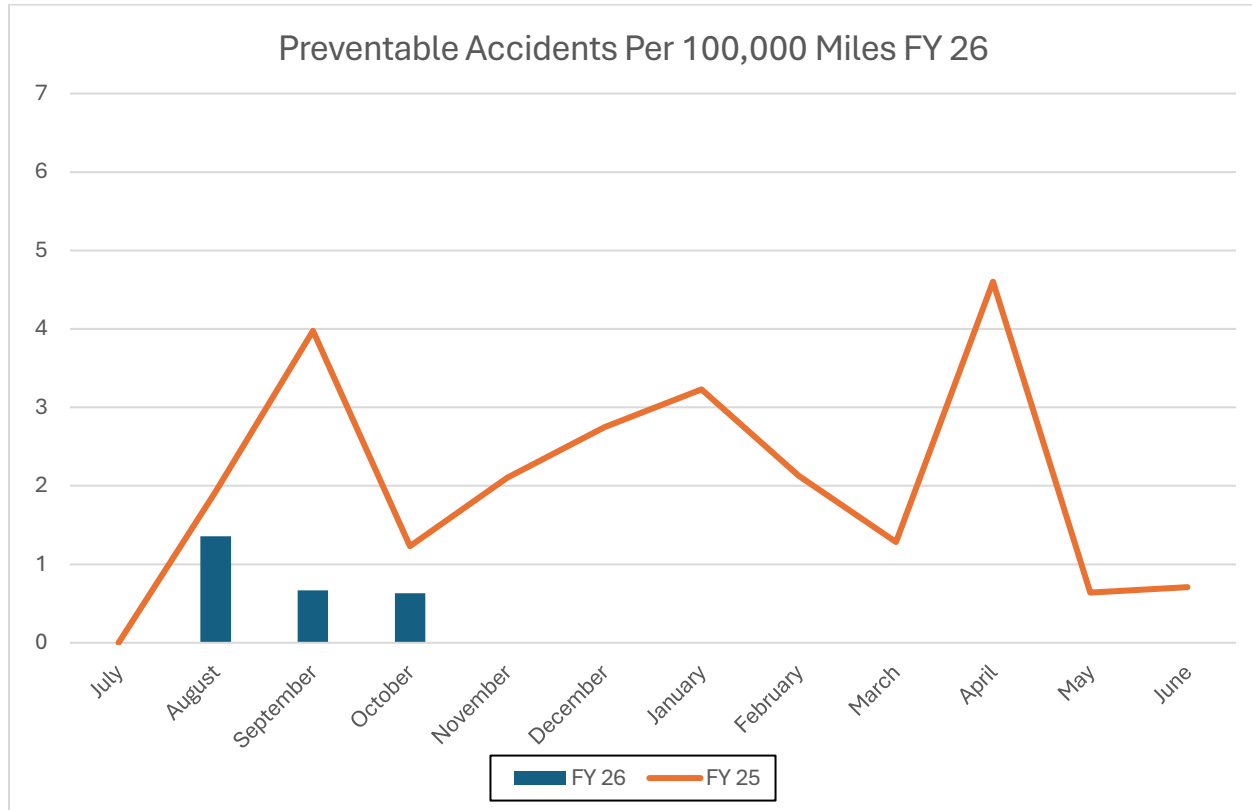
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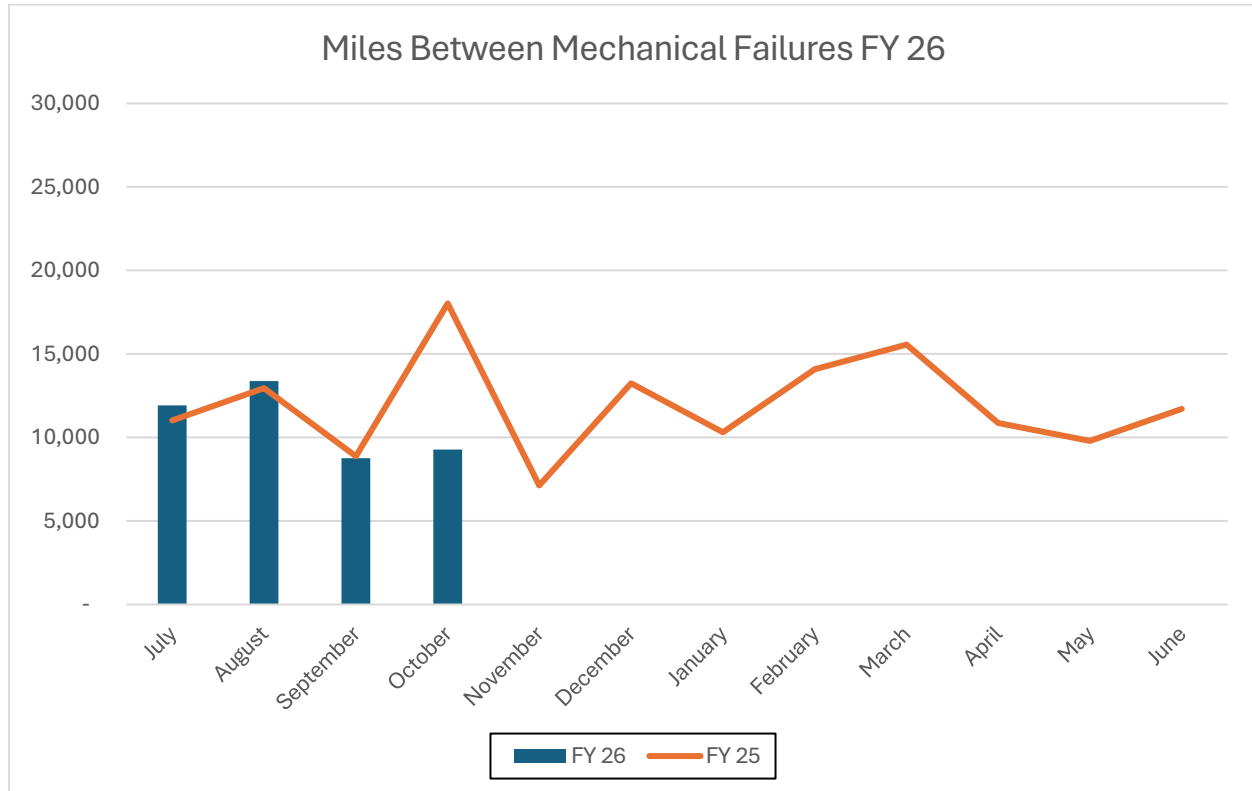
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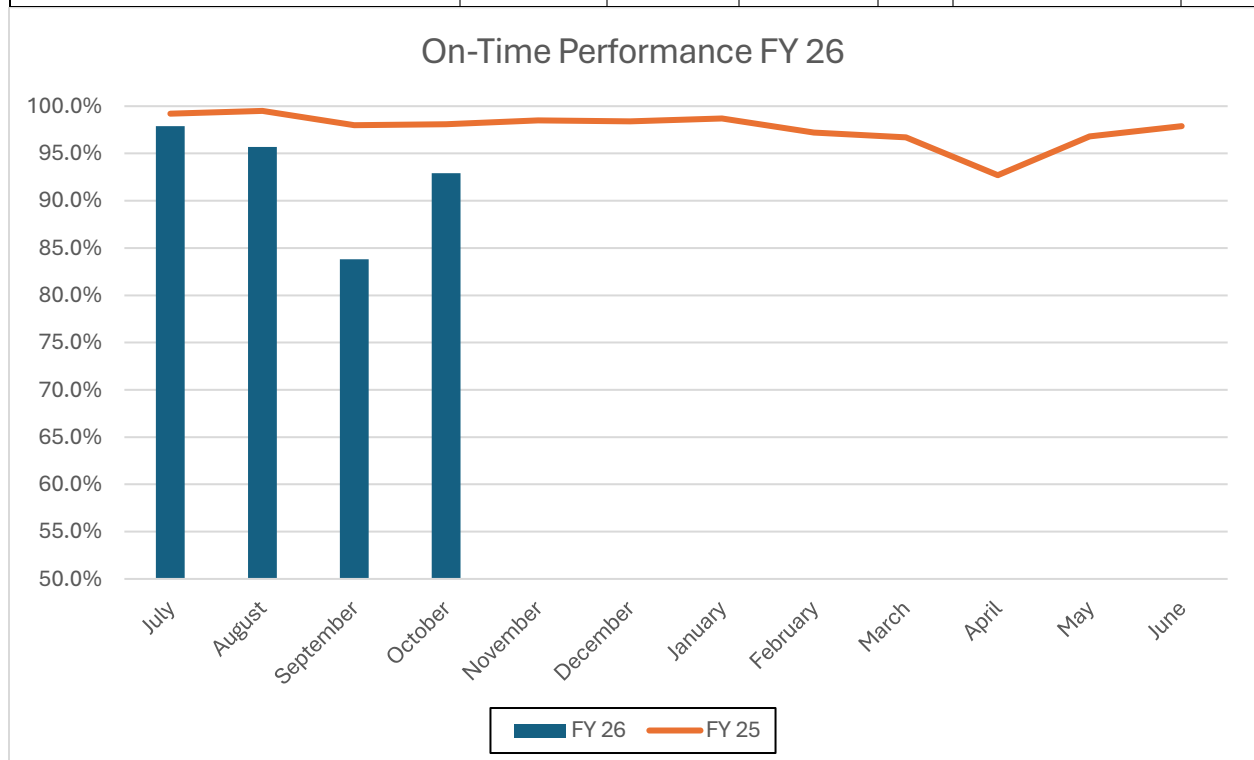
## Fixed Route





## Paratransit

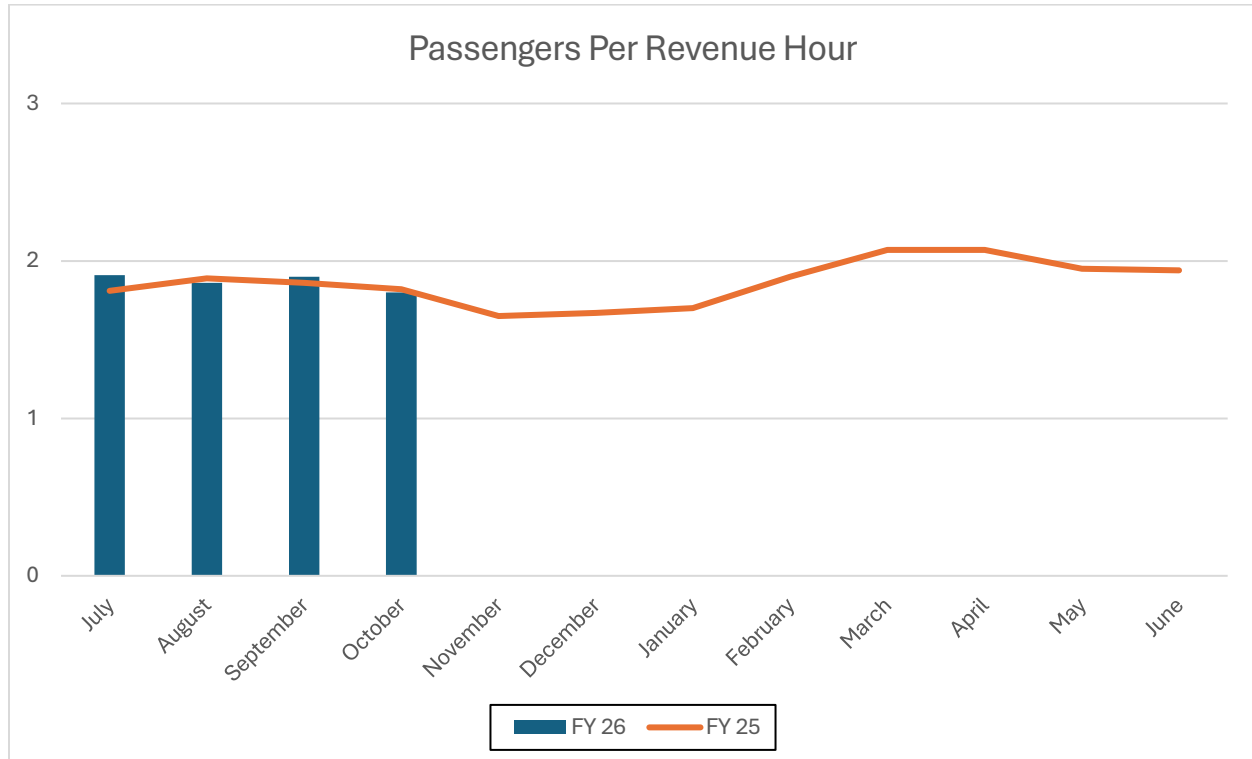
Performance Indicator	Oct-24	Oct-25	MoM % Change		YoY % Change	
On-Time Performance	98.1%	92.9%	10.9%	↑	-5.3%	↓
Passengers Per Revenue Hour	1.8	1.8	-0.5%	↓	1.1%	↑
Valid Complaints Per 1,000 Passengers	0.63	2.34	59.8%	↑	271%	↑
Phone Holds (% of calls answered within 60 seconds)	67.0%	68.3%	13.4%	↑	1.9%	↑
Preventable Accidents Per 25,000 Miles	0.0	0.0	0.0%	—	0%	—
Dial-A-Ride Cost Per Trip	\$53.94	\$61.86	2.2%	↑	14.7%	↑
Dial-A-Ride Ridership	3,165	2,562	-6.2%	↓	-19.1%	↓
One Seat Ride Ridership	373	303	-13.2%	↓	-19%	↓



Wheels System Performance  
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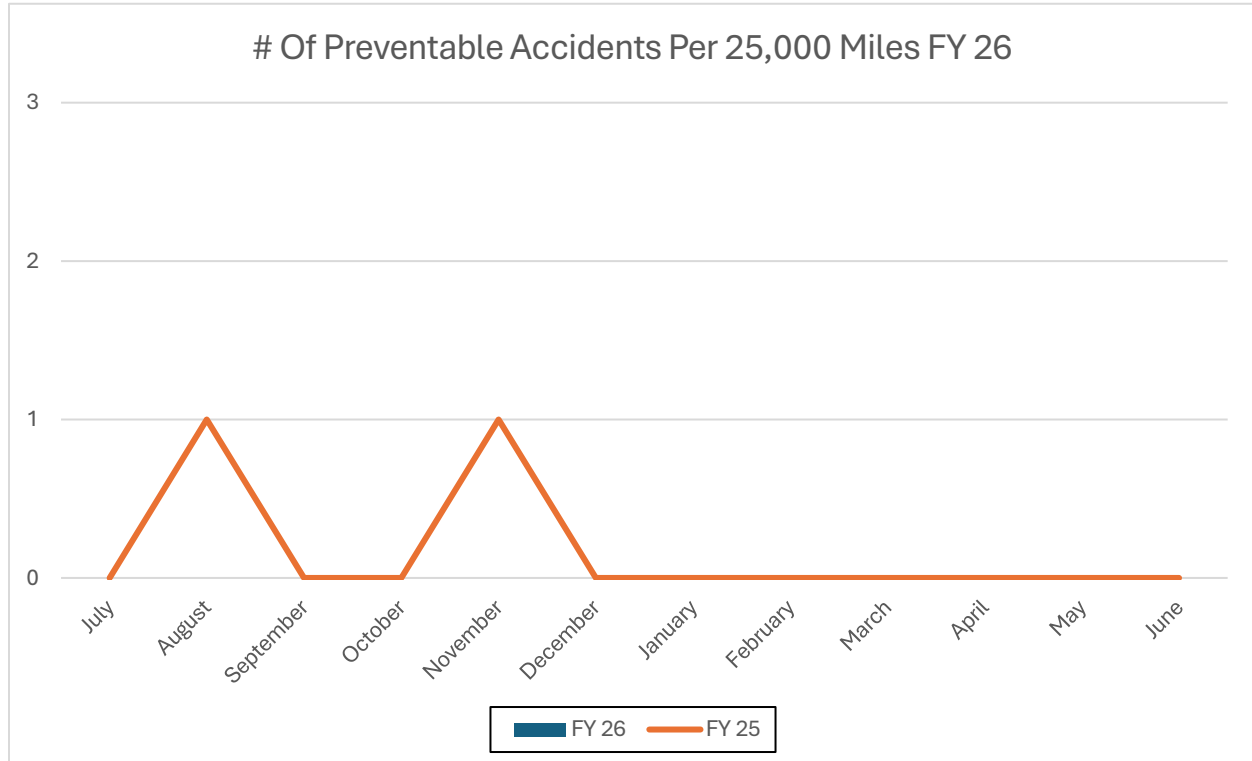
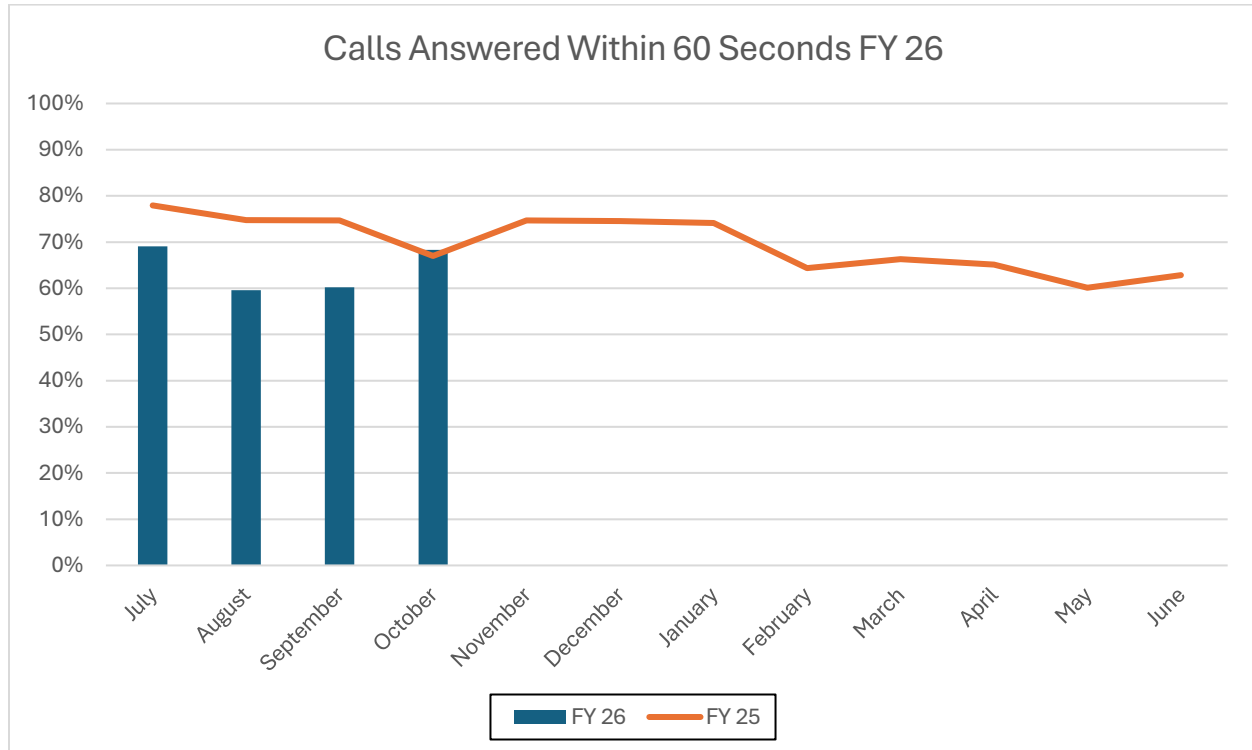
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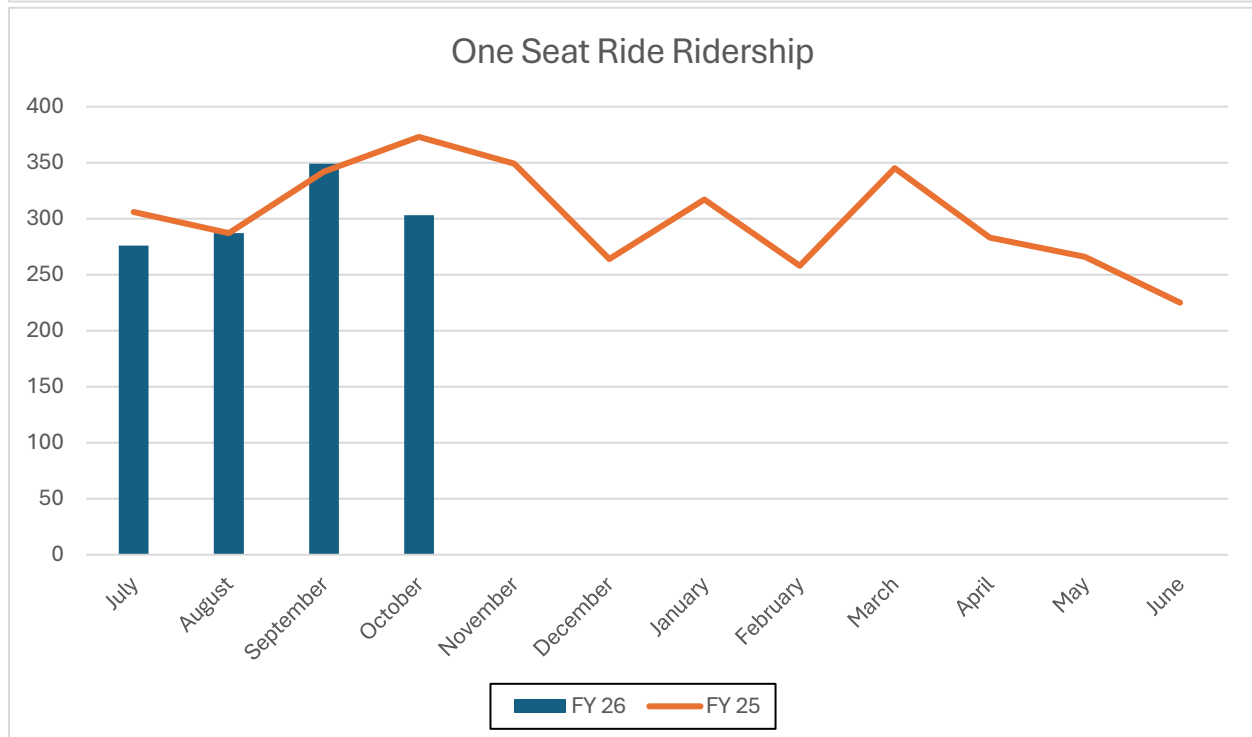
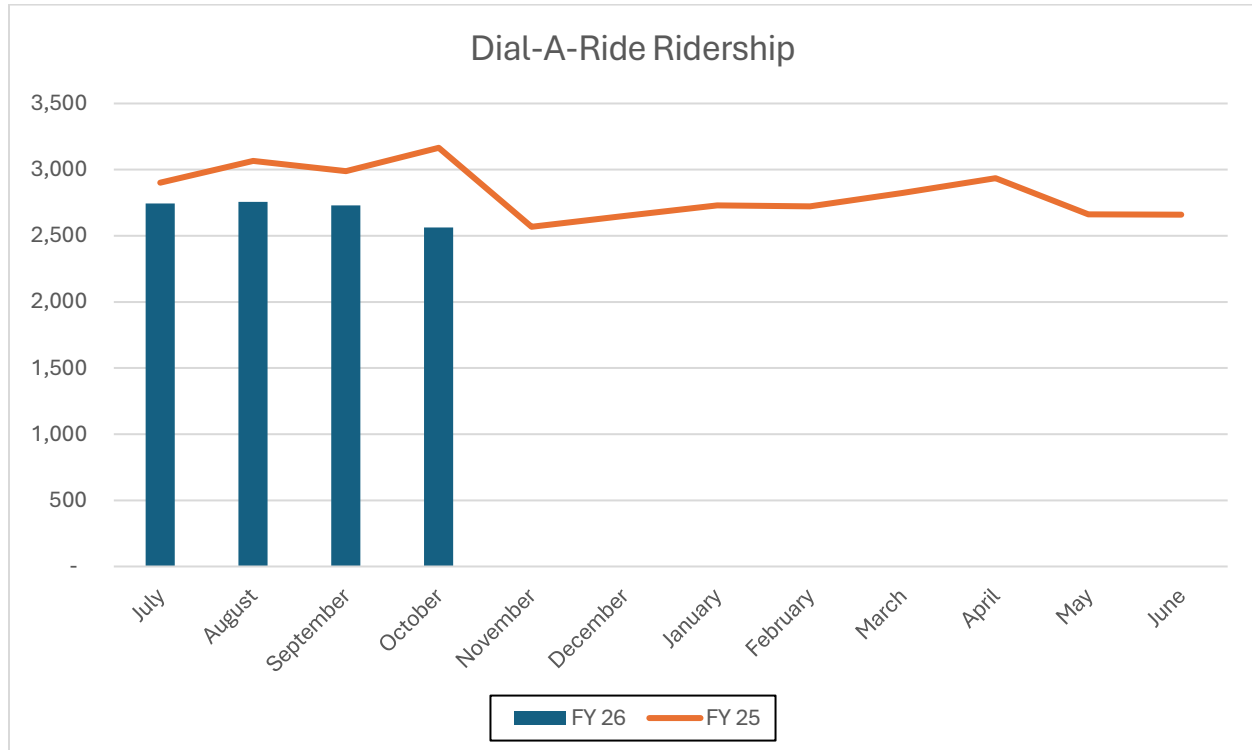
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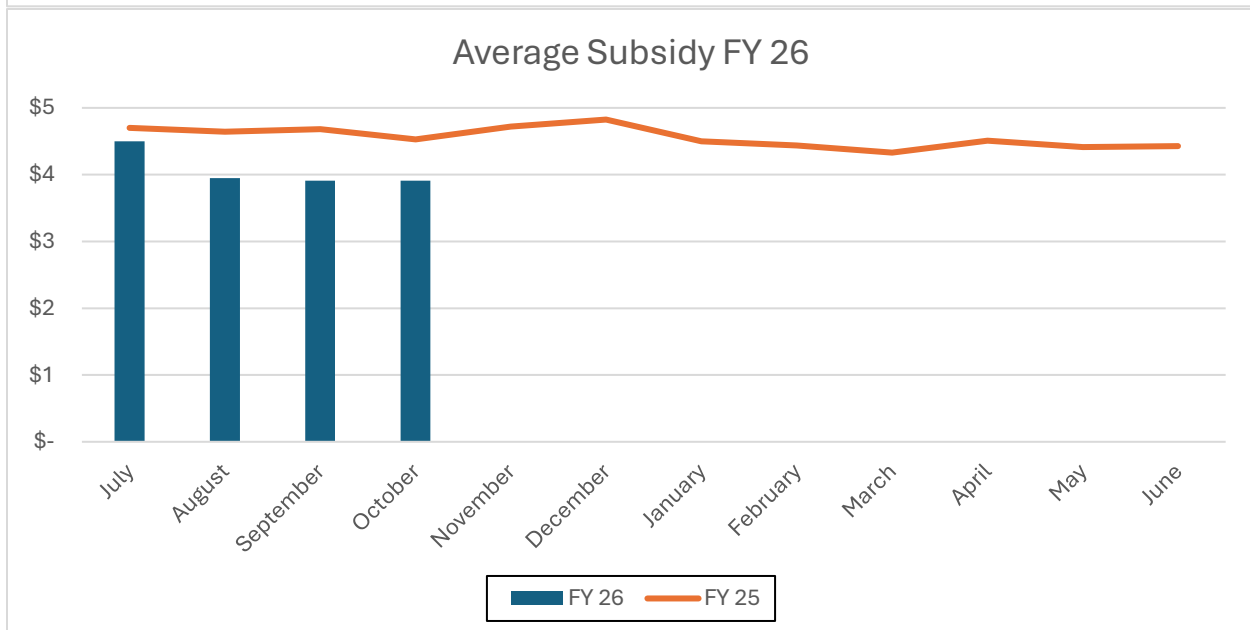
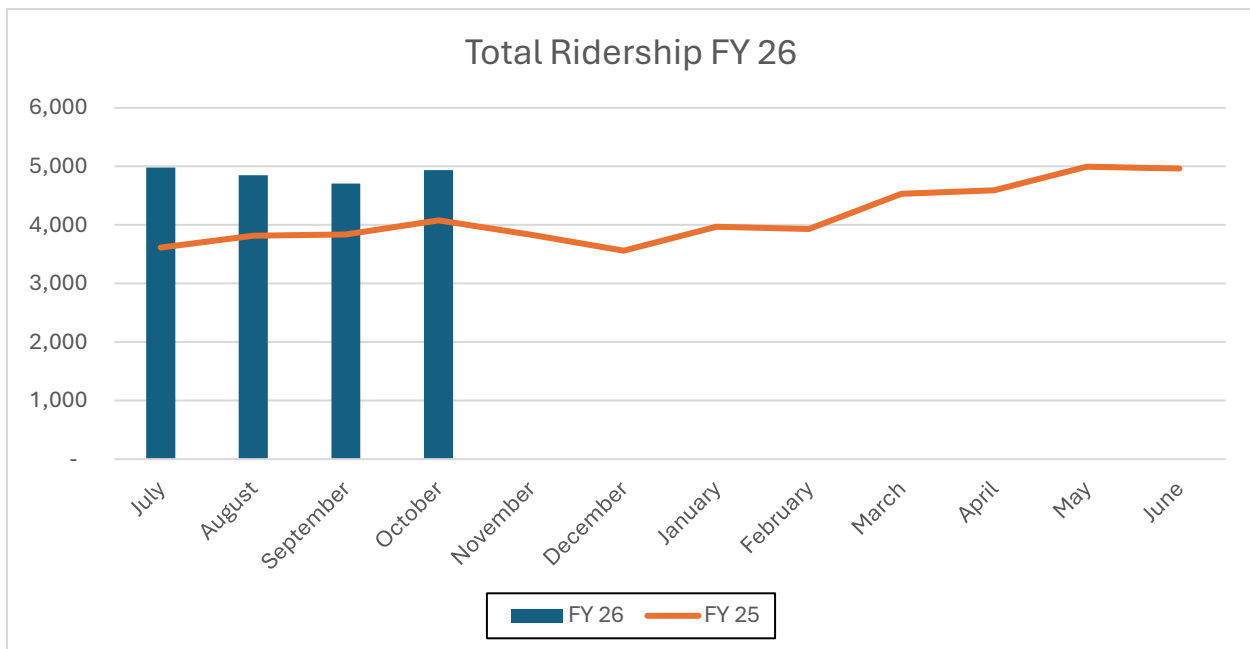
Wheels System Performance  
FY 2026 – October





## Go Tri-Valley

Performance Indicator	Oct-24	Oct-25	Year Over Year % Change
Total Ridership	4,076	4,935	21%
Average Subsidy	\$4.53	\$3.91	-14%



Wheels System Performance  
FY 2026 – October