

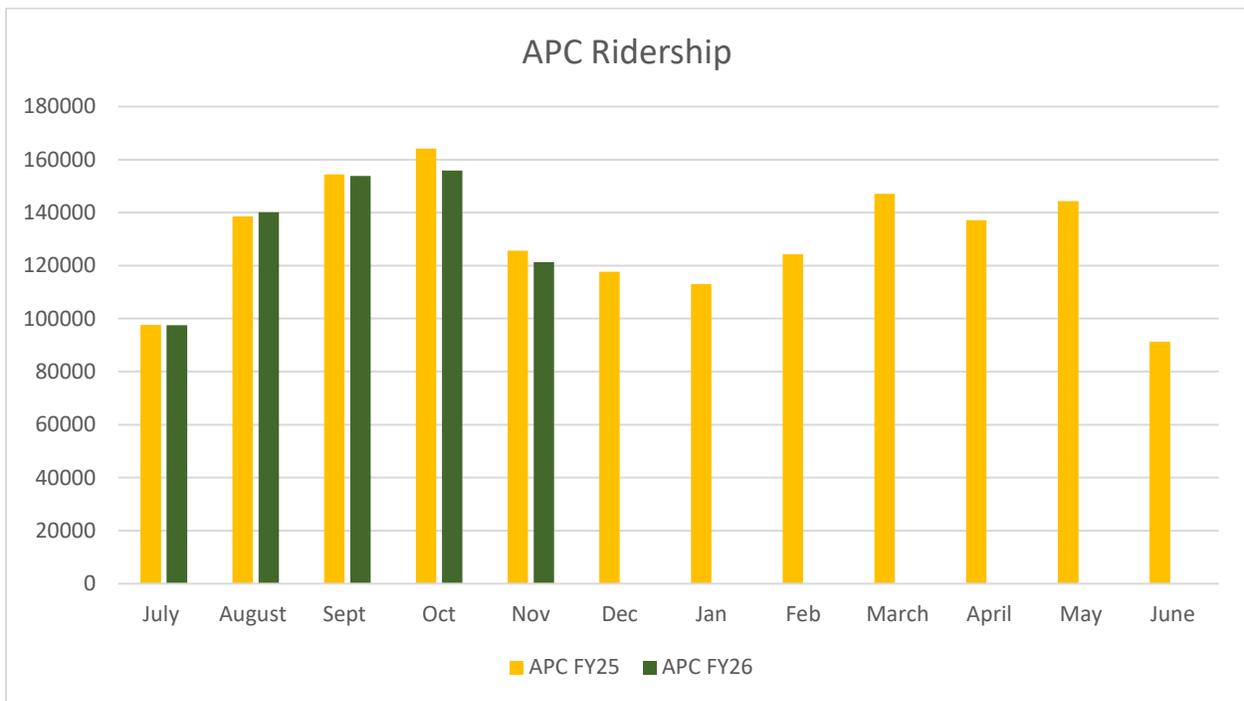
EXECUTIVE DIRECTOR'S REPORT

Service Development

November Ridership Highlights

When looking at our farebox/GFI data, systemwide ridership in November amounted to 97,822 unlinked boardings, representing a decrease in the order of approximately 8% compared with the same month of last year. Automatic Passenger Counter (APC) data for November reports a higher number of boardings – 121,256.

Staff re-ran ridership going back to July 2024 using the APC data; below is the chart. While ridership year-over-year is still down, it is down less than 4% year-over-year and fiscal YTD ridership is down less than 2%.



The agency has just won approval from the Federal Transit Administration (FTA) to have the option of officially reporting ridership based on automatic passenger counter (APC) data. Since the current data source (fareboxes) depends solely on bus drivers manually keying in each ride, our hope is that using APC as the source for boarding data will help avoid the significant potential for under-counting that comes with manual counts. Staff will develop the necessary new procedures to transition to APC data over the next couple of months. Staff will continue to officially use GFI for our Federal Reporting until the end of the FY then make the switch to APCs, but will include APC data in the monthly ED report moving forward.

EXECUTIVE DIRECTOR'S REPORT

Pleasanton Bus Service Planning Update

As part of the Pleasanton Bus Service Planning (PBSP) project, several public outreach activities will take place in January:

- **Public Survey:** A community survey will be released to gather feedback on two alternative routing options for the 10R in downtown Pleasanton, as well as input on potential changes to Pleasanton school tripper service in response to shifting demographics, demand, and upcoming changes to PUSD attendance boundaries. The survey is tentatively scheduled to open on January 5 and close on January 22.
- **Public Workshop:** A hybrid public workshop will be held on January 13 at the Firehouse Arts Center. Riders and interested community members are encouraged to attend either in person or online to learn more about the project background and review the service concepts presented in the public survey.
- The PBSP Ad Hoc Committee comprised of Directors Eicher and Wang are scheduled to meet on January 23.
- A project update will be brought to the January Projects and Services Committee at their January meeting.

Operational Effectiveness

Efforts to Improve OTP and Connectivity

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

- **Route 14:** Using Swiftly running time data, the run times of Route 14 time will be adjusted to improve on-time performance. Route 14 has 71% OTP on weekdays since July 1.
- **Route 10R:** An additional bus will be added on Sundays to help with schedule reliability. Schedule updates are also being made to afternoon trips to better align with BART. Route 10R operates 70.9% on-time on Sundays.

EXECUTIVE DIRECTOR'S REPORT

Marketing and Communications

Livermore Sights and Sounds Parade

Wheels staff were joined by AC Transit General Manager Salvador Llamas with family and friends as the Rideo bus spread bubbles and holiday cheer in Downtown Livermore.



Pleasanton Hometown Holiday Parade

The Madden Memorial Cruiser shone brightly with holiday spirit as LAVTA Staff Mike Tobin and Ethan Yeung accompanied the bus down Main Street.



EXECUTIVE DIRECTOR'S REPORT

MV Appreciation Holiday Potluck

On Thursday, December 11, LAVTA along with MV Management hosted our annual holiday potluck, celebrating our frontline workers and serving them a holiday potluck feast. This year's event had record attendance and included an Elf-on-the-Shelf Selfie and Ugly Sweater Contest.



KKIQ Stuff a Bus

The December 13 Stuff-a-Bus event at Pleasanton Walmart was a huge success. Wheels staff and Tri-Valley shoppers displayed incredible generosity, filling our bus floor to ceiling with over 50 bins of donated toys.



EXECUTIVE DIRECTOR'S REPORT

December Social Media:



December 2, 2025

WHEELS FREE AT 40!

7,366 Views

4,523 Reach

Holiday Outing:

On Thursday, December 18th staff attended the LAVTA holiday outing at Granada Bowl in Livermore. Food and bowling fun made for a festive event.



Upcoming Events:

- Jan 7, 330-430pm – TAAC meeting
 - LAVTA, 1362 Rutan Court
- Jan 13, 6-8pm - Pleasanton Bus Service Planning Public Meeting
 - Firehouse Arts Center, Pleasanton

EXECUTIVE DIRECTOR'S REPORT

Regional Partnerships and Advocacy

Transit Transformation Task Force Final Report

On December 9, the California State Transportation Agency announced the public release of the final Transit Transformation Task Force Report. The report introduces five guiding principles for transforming California's transit system:

1. Transit must be operationally and financially sustainable.
2. Safety is fundamental to all aspects of transit.
3. Transit should be fast, reliable, connected and convenient.
4. Transit must be accessible and easy to use for all Californians.
5. Transit should support complete, thriving communities through high-quality systems.

The report, however, falls short of making specific recommendations for new transit funding and diluted some transit agency members' concerns about meeting the CARB ICT mandate.

Clipper 2 Update

The Clipper 2 system went live on December 10th. Immediate features of the new system include accepting open payments (credit/debit cards) on all Clipper readers. The full transition to Clipper 2 will take several months as the region transitions the 15 million Clipper cards in batches of up to 1 million per week. Once fully transitioned, all Clipper cards will offer free and reduced interagency transfers, ability to manage multiple cards on one account, and immediate access to funds once loaded into the account. There have been several issues with rollout, including longer-than-expected transition time for on-demand card migration, issues with ticket vending machines at BART, Muni, SMART, Caltrain and others, and the inability to check card balance online which has led to long hold times at the call center.

Organizational Effectiveness

2025 FTA LowNo Grant

Staff is working on next steps to obligate the FY25 Federal Transit Administration LowNo grant to construct the Atlantis facility and purchase of 8 hybrid buses. Currently the funds await programming by the Metropolitan Transportation Commission in the region's Transportation Improvement Program for later state and federal approval. Meanwhile other project documentation is being updated in consultation with FTA staff consistent with federal grantmaking requirements. Both steps must be completed before FTA can obligate the funds.

Staffing Update: Manager of Administrative Services

Salomon Abdel-Aziz will be joining LAVTA on January 12th as the new Manager of Administrative Services. Salomon comes to us from the city of Redlands, CA where he is currently the Administrative Division Manager/Management Analyst- Facilities and Community Services. Salomon will be taking on the contracts and procurement functions, in addition to overseeing administrative functions at LAVTA, including Human Resources.

EXECUTIVE DIRECTOR'S REPORT

Discount Tickets for Non-Profits

For the last ten years, there has been a holiday transit ticket campaign led by Tri-Valley resident Jacky Poulsen and the Unitarian Universalist Church and the United Asbury Church in Livermore. Since 2023, the campaign has raised over \$60,000 for transit passes for low-income and unhoused individuals in the Tri-Valley. This year Ms. Poulsen has requested that LAVTA provide a discount or match donations. In absence of a charitable giving policy, staff intend to sell day passes at a 20% discount (min purchase is 1,000 tickets). In the future staff will look into developing a charitable giving policy should other non-profits want to purchase bulk tickets at a discount.



Upcoming Holiday Closures

Wheels Administrative office will be closed on Monday, January 19 in observance of Martin Luther King Jr. Day.

1. Board Statistics November 2025

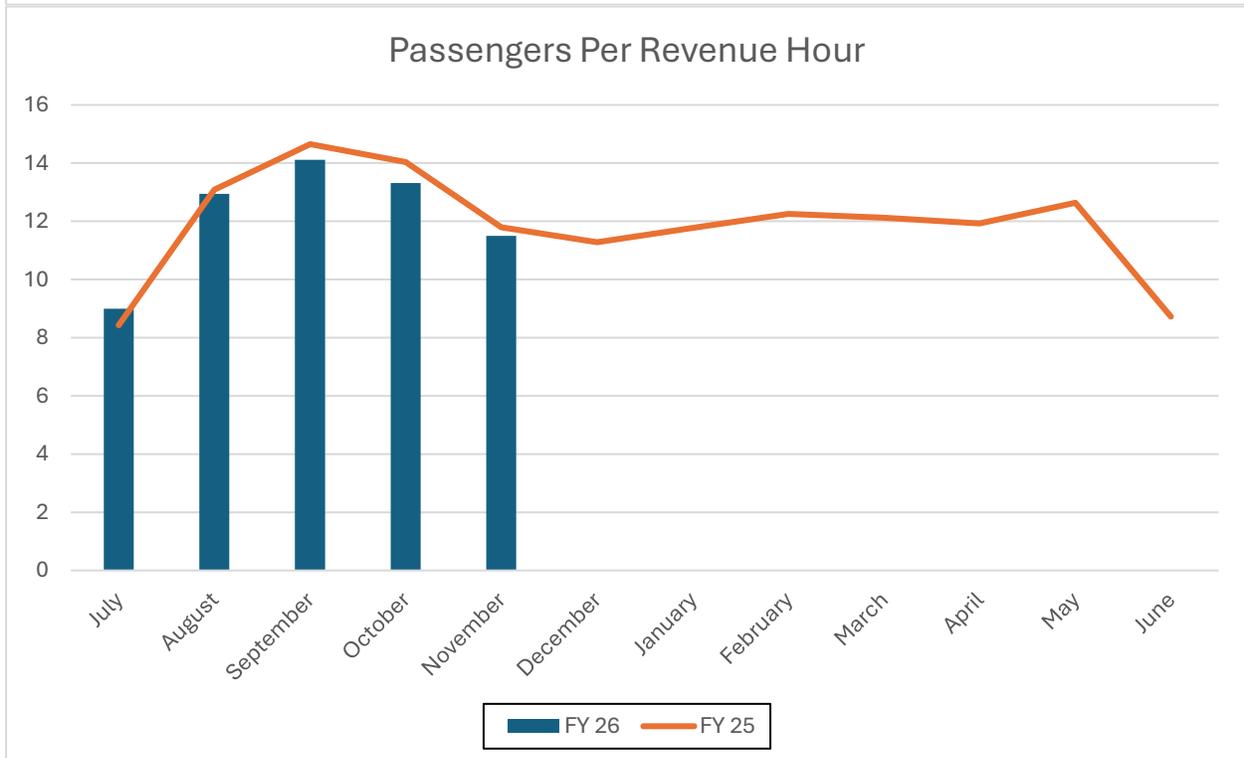
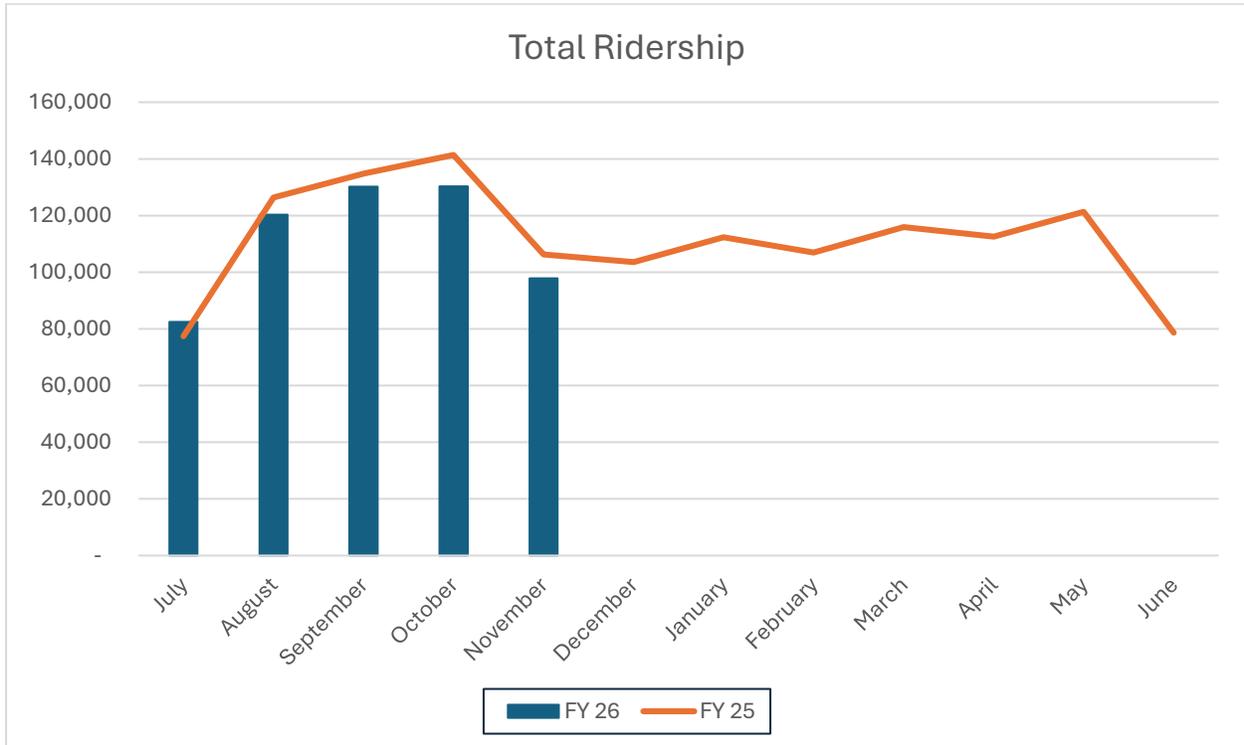


Fixed Route

Performance Indicator	Nov-24	Nov-25	Month Over Month % Change		Year Over Year % Change	
Total Ridership	106,283	97,822	-25%	↓	-8%	↓
Total Ridership FY To Date	586,264	561,196	N/A	—	-4.3%	↓
Fully Allocated Cost Per Passenger	\$14.29	\$14.67	16%	↑	3%	↑
Average Weekday Ridership	4,697	4,530	-13%	↓	-3.6%	↓
Average Saturday Ridership	1,749	1,598	4%	↑	-9%	↓
Average Sunday Ridership	1,163	1,115	-4.9%	↓	-4.1%	↓
Passengers Per Revenue Hour	11.80	11.50	-14%	↓	-2.5%	↓
System-wide On-Time Performance	80.9%	80.5%	1.8%	↑	-0.5%	↓
Preventable Accidents Per 100k Miles	2.10	2.23	252%	↑	6%	↑
Customer Complaints Per 10k Boardings	1.51	0.15	54%	↑	-90%	↓
Miles Between Mechanical Failures	7,130	10,347	12%	↑	45%	↑

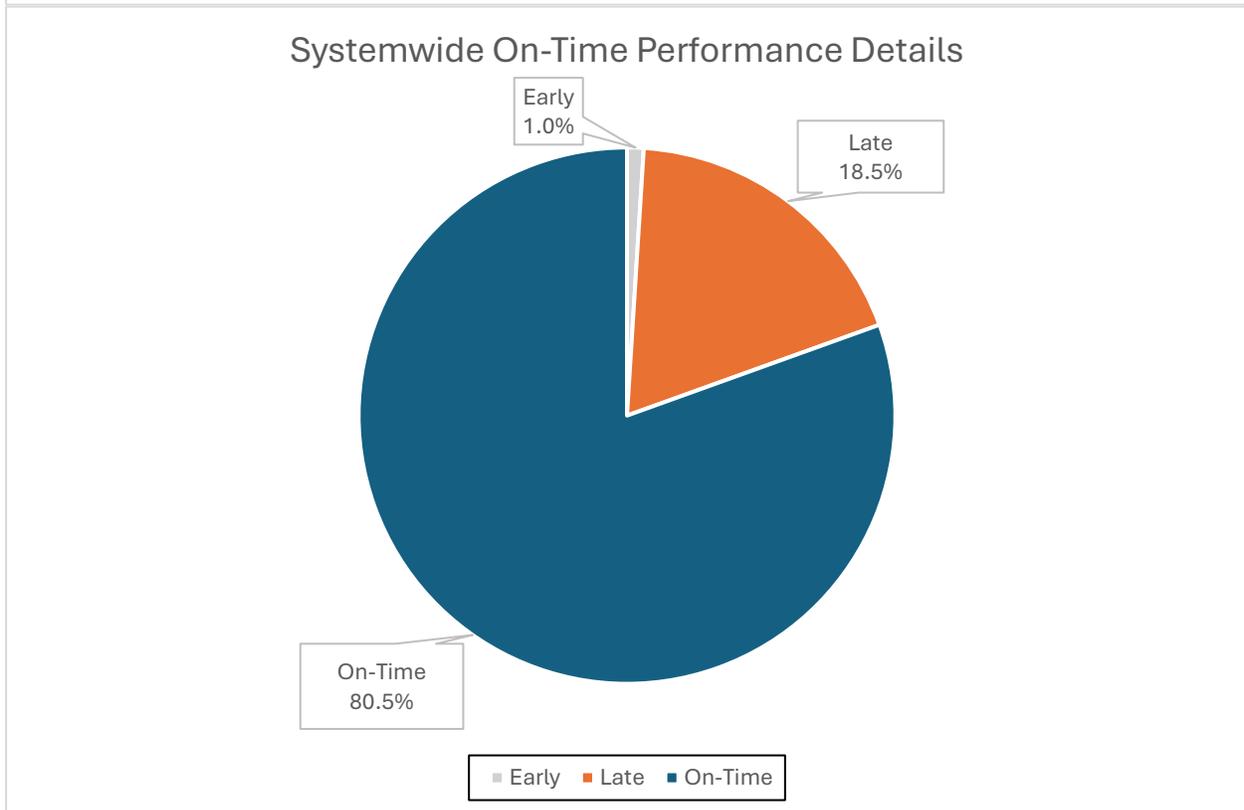
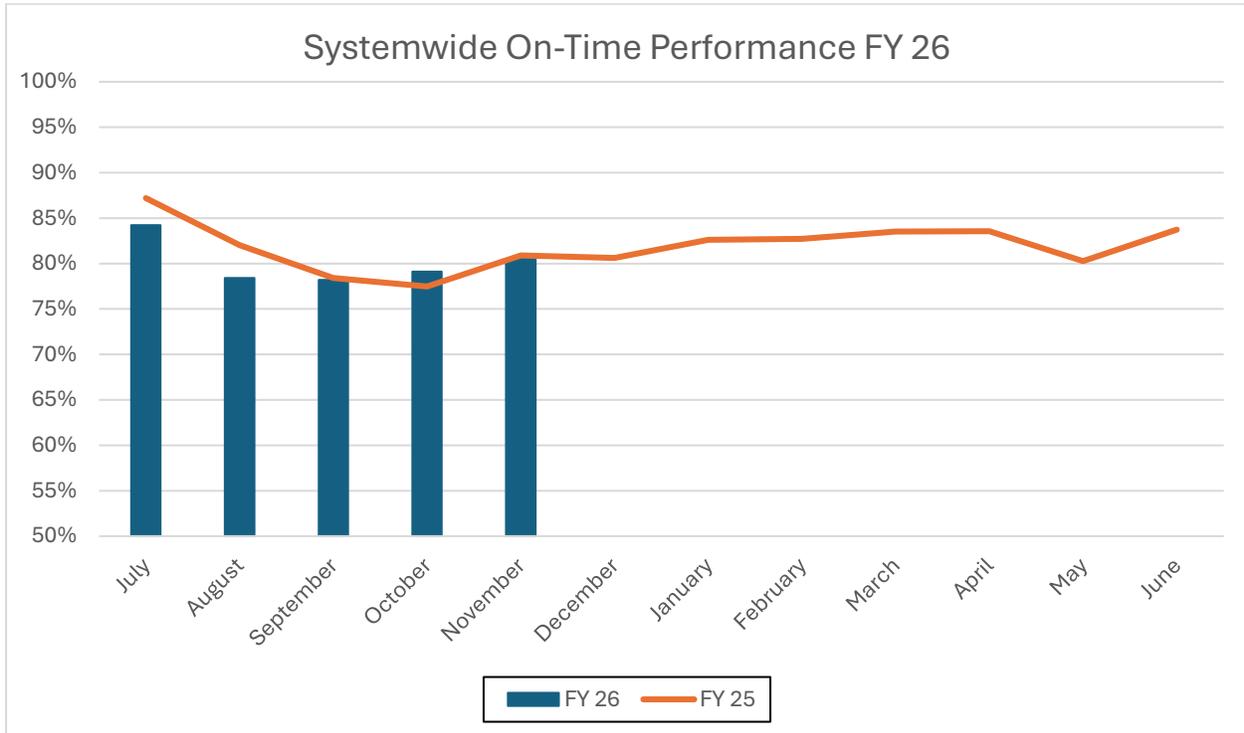


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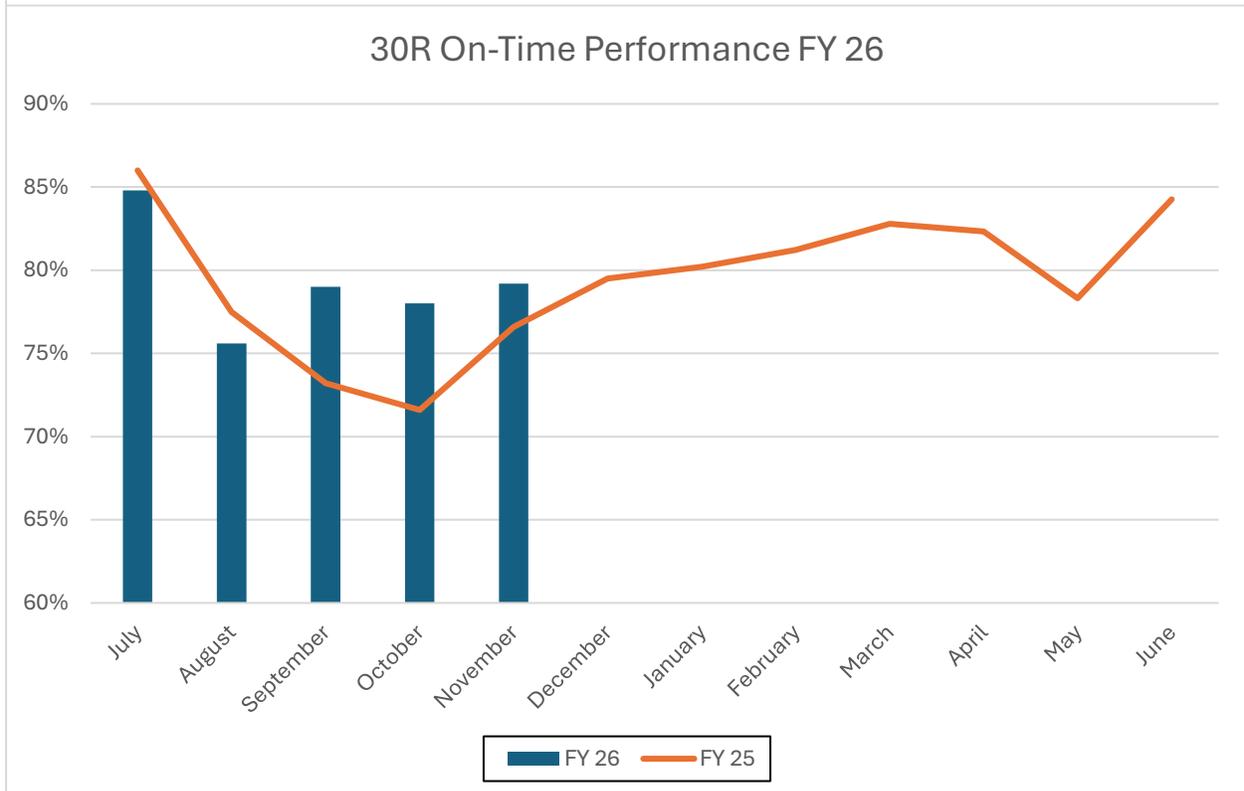
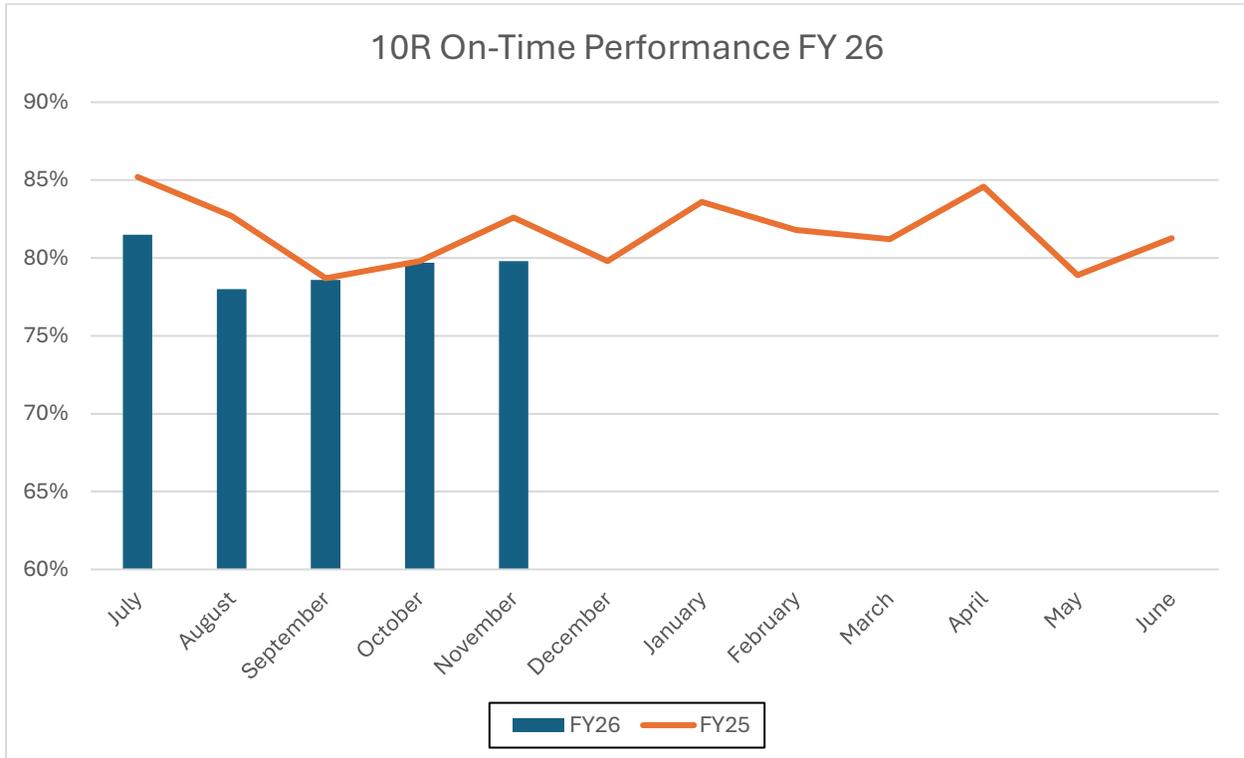


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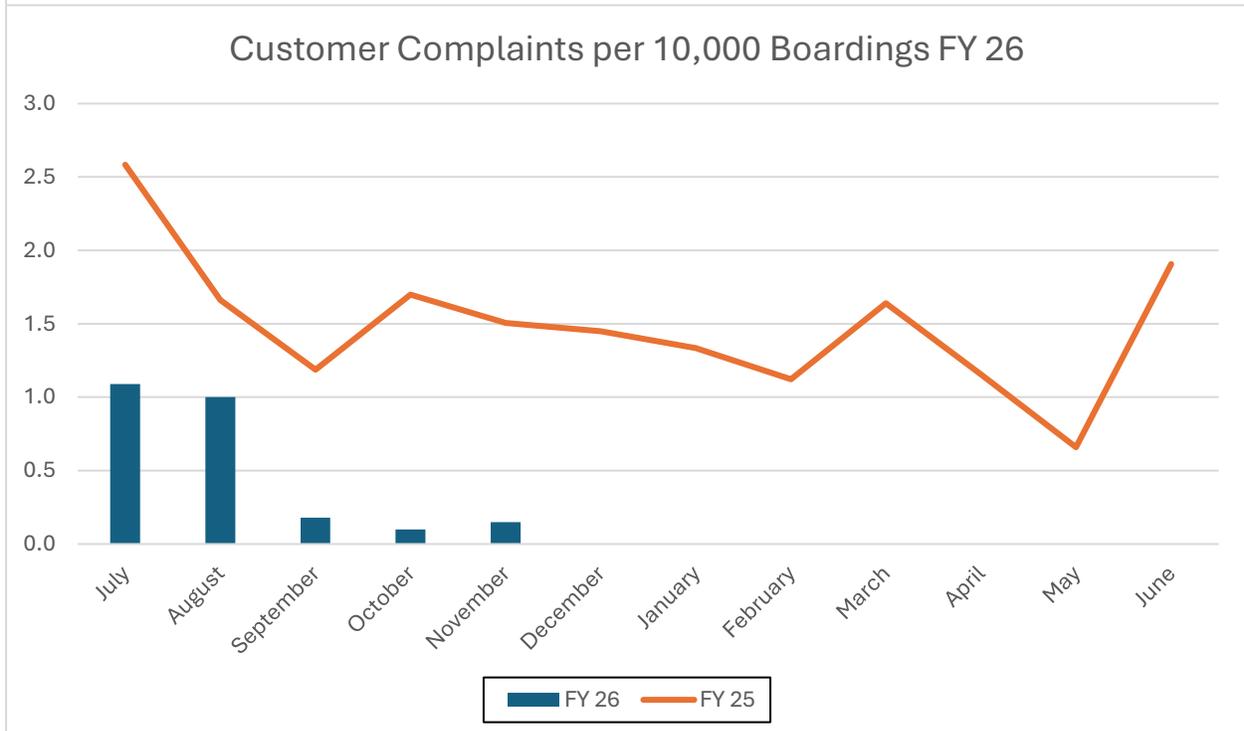
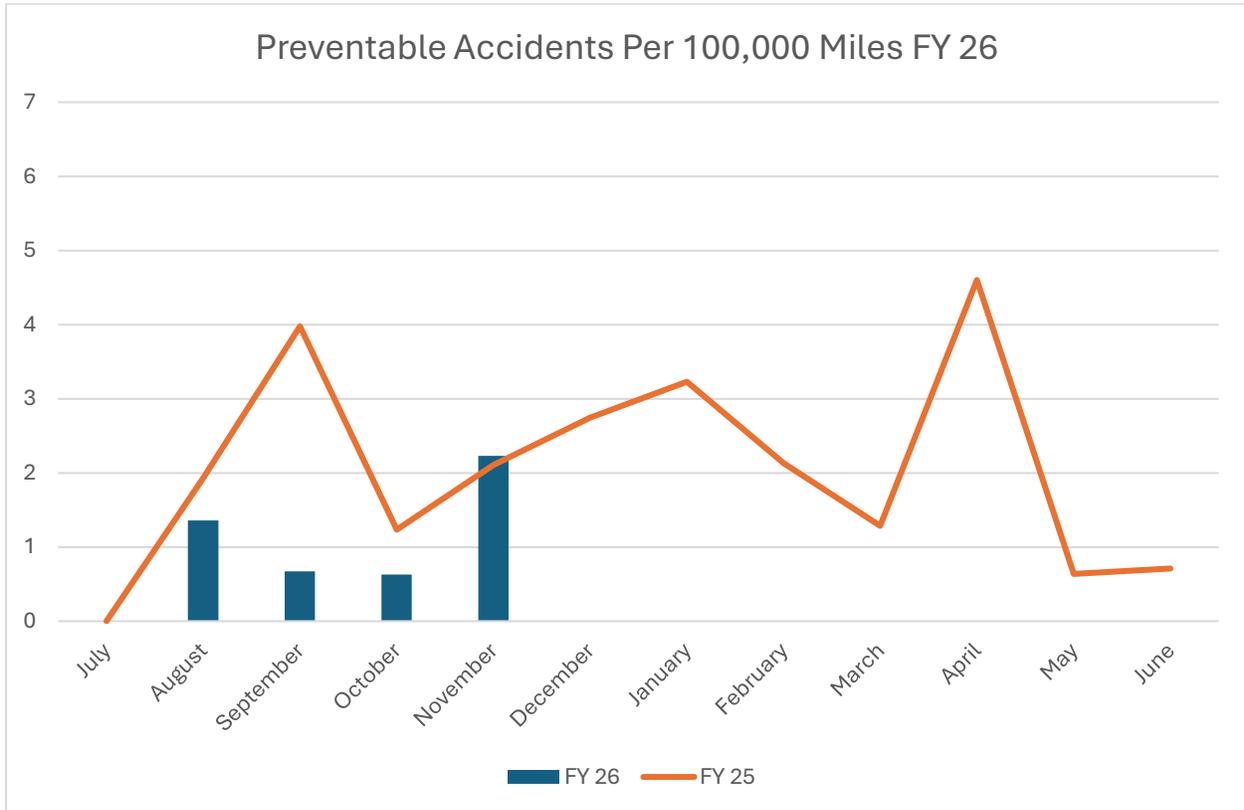


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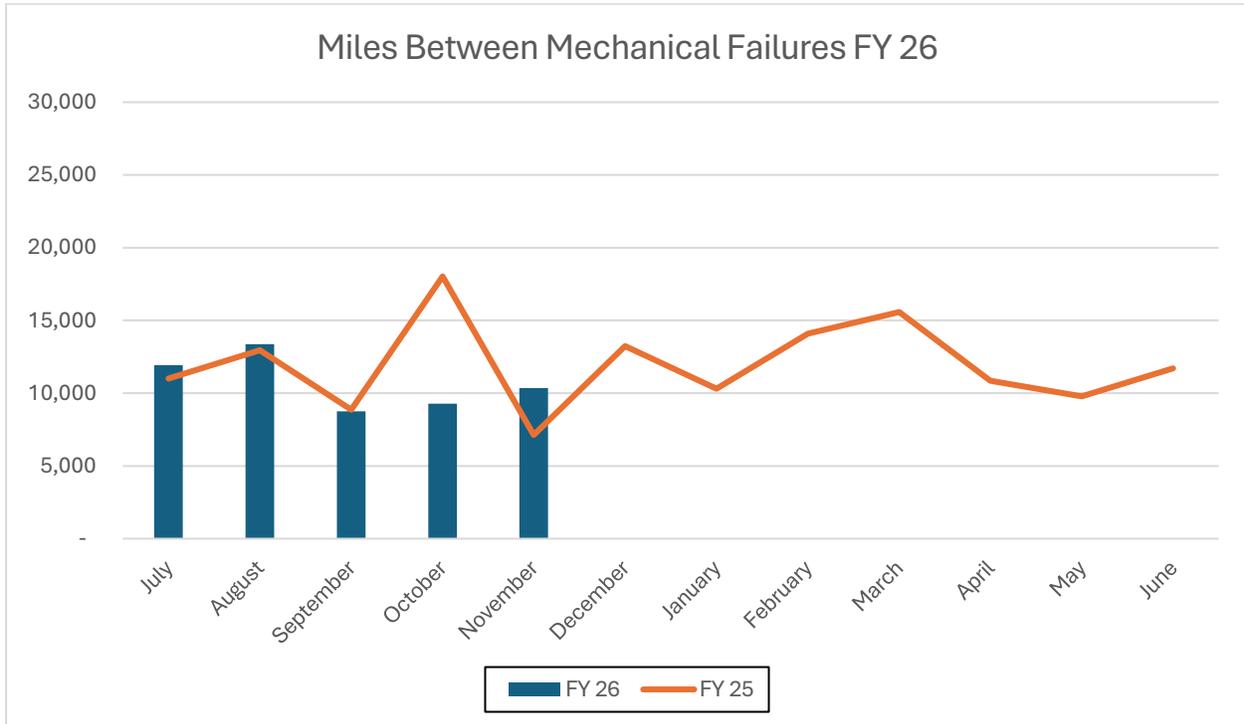


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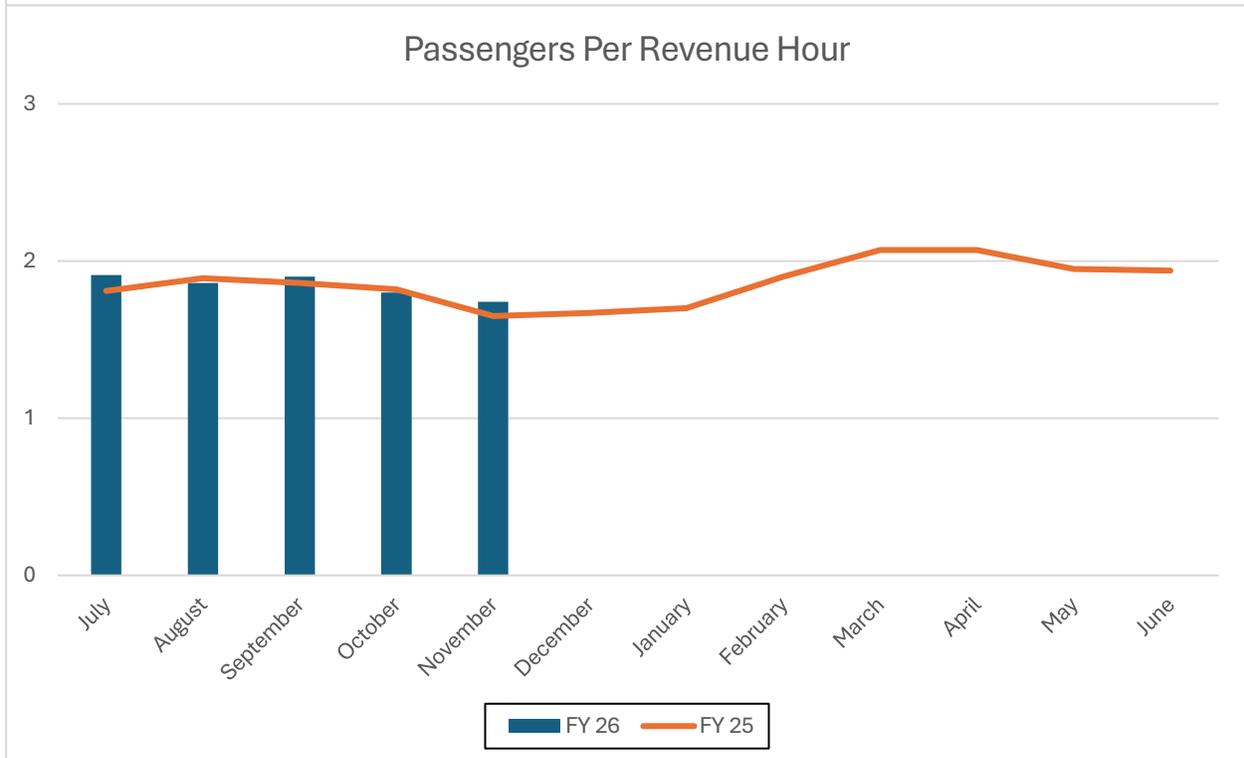
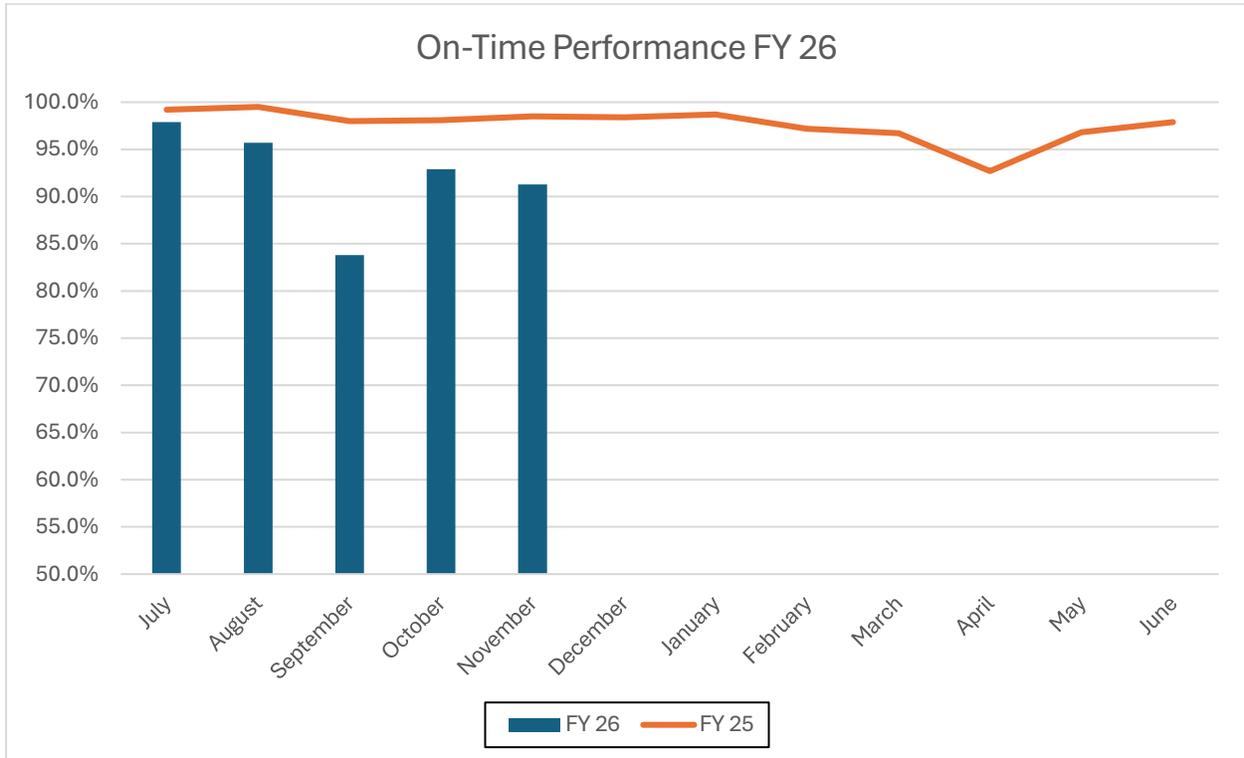


Paratransit

Performance Indicator	Nov-24	Nov-25	MoM % Change		YoY % Change	
On-Time Performance	98.5%	91.3%	-1.8%	↓	-7.3%	↓
Passengers Per Revenue Hour	1.65	1.74	-5.4%	↓	5.5%	↑
Valid Complaints Per 1,000 Passengers	0.39	1.83	-21.7%	↓	371%	↑
Phone Holds (% of calls answered within 60 seconds)	74.7%	81.5%	19.3%	↑	9.1%	↑
Average Phone Hold Time	-	1:01	N/A		N/A	
Preventable Accidents Per 25,000 Miles	1.2	0.0	0.0%	—	-100%	↓
Dial-A-Ride Cost Per Trip	\$61.38	\$70.22	13.5%	↑	14.4%	↑
Dial-A-Ride Ridership	2,568	2,182	-14.8%	↓	-15.0%	↓
One Seat Ride Ridership	349	290	-4.3%	↓	-17%	↓

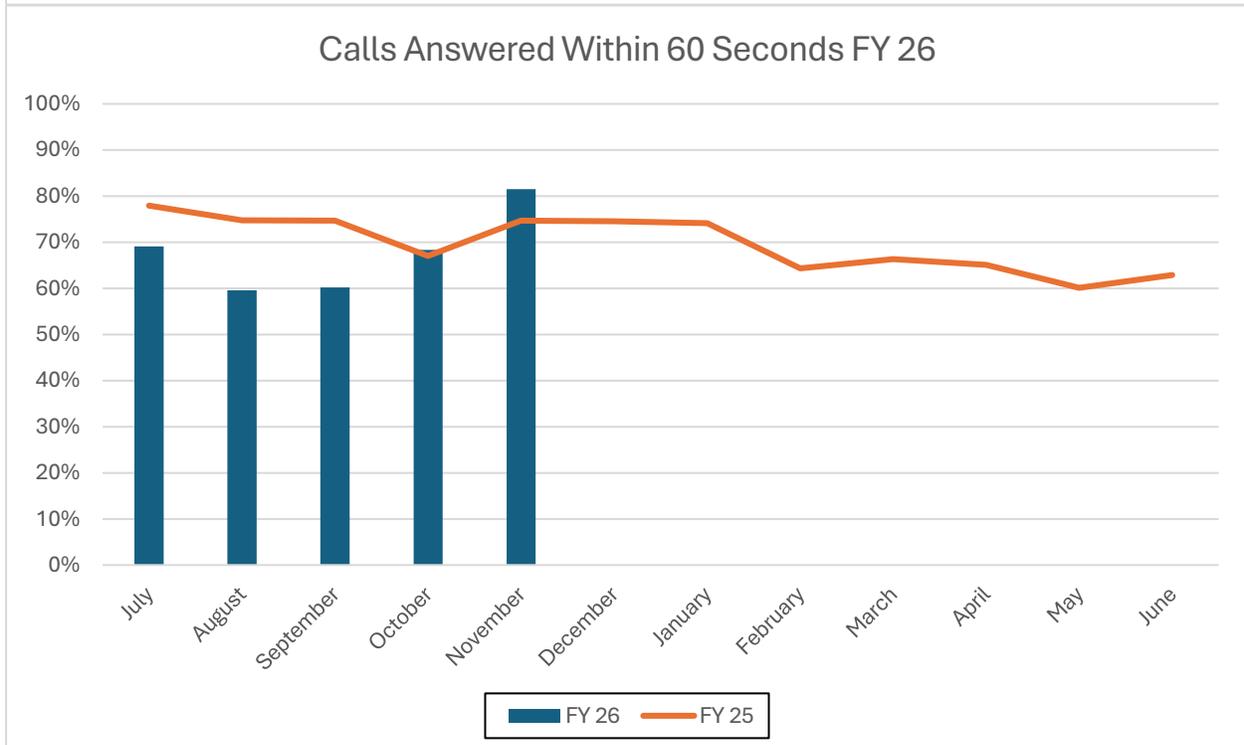
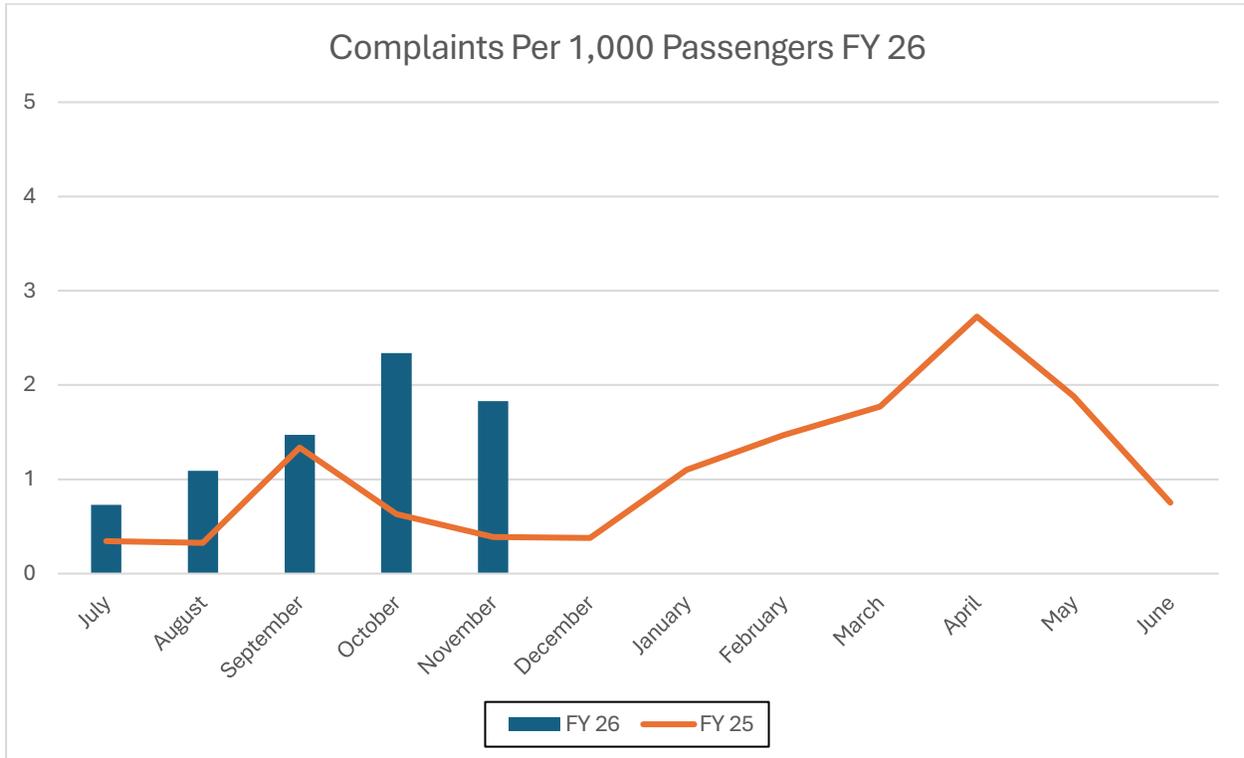


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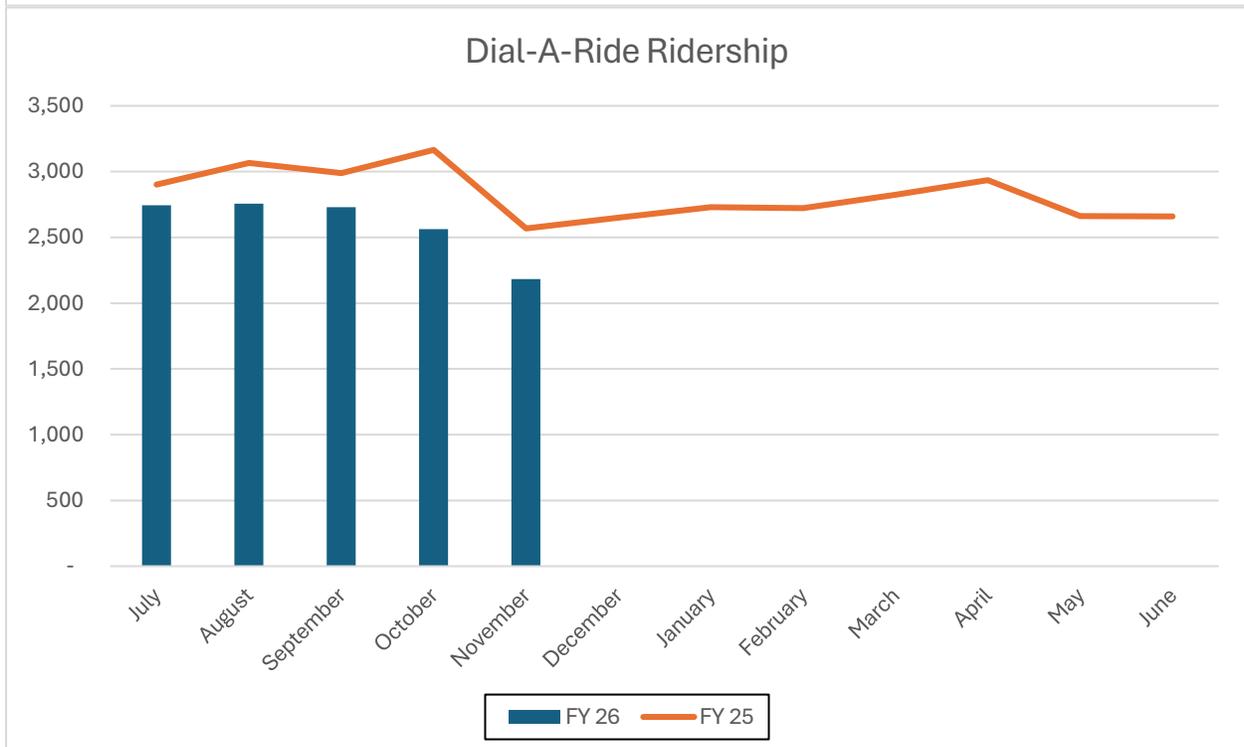
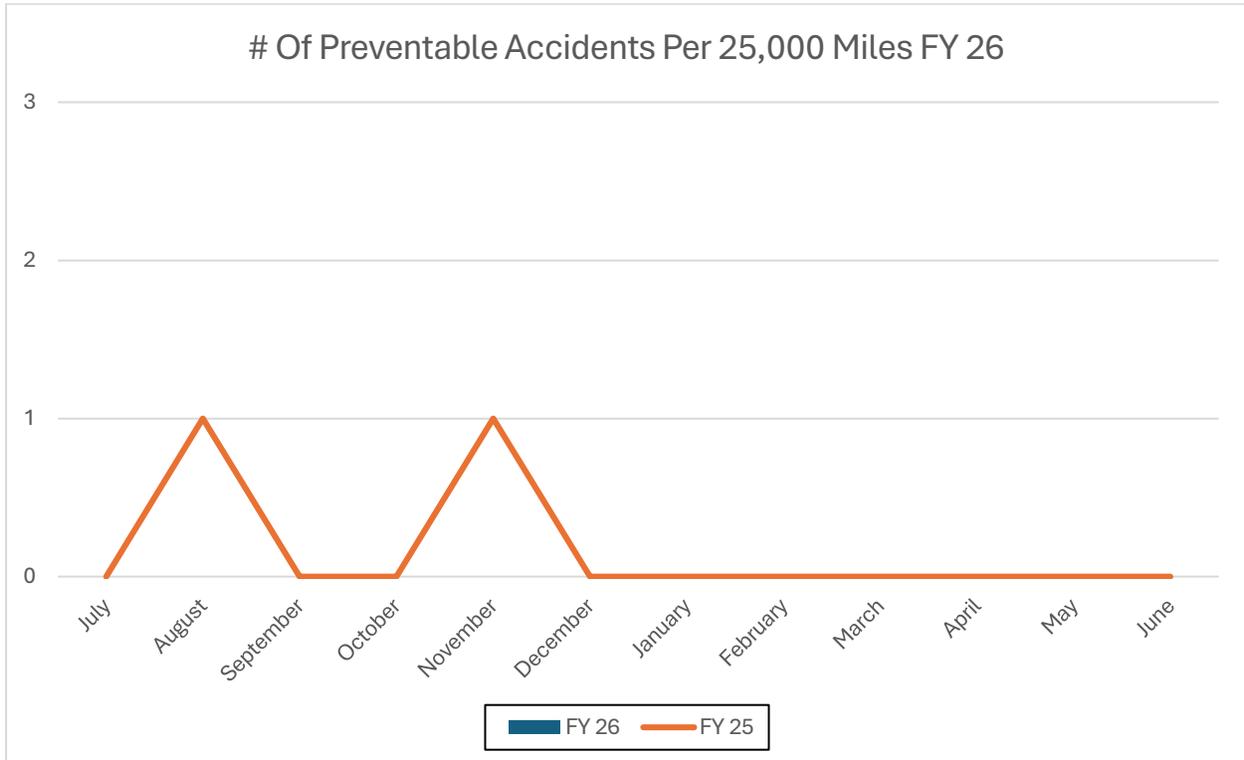


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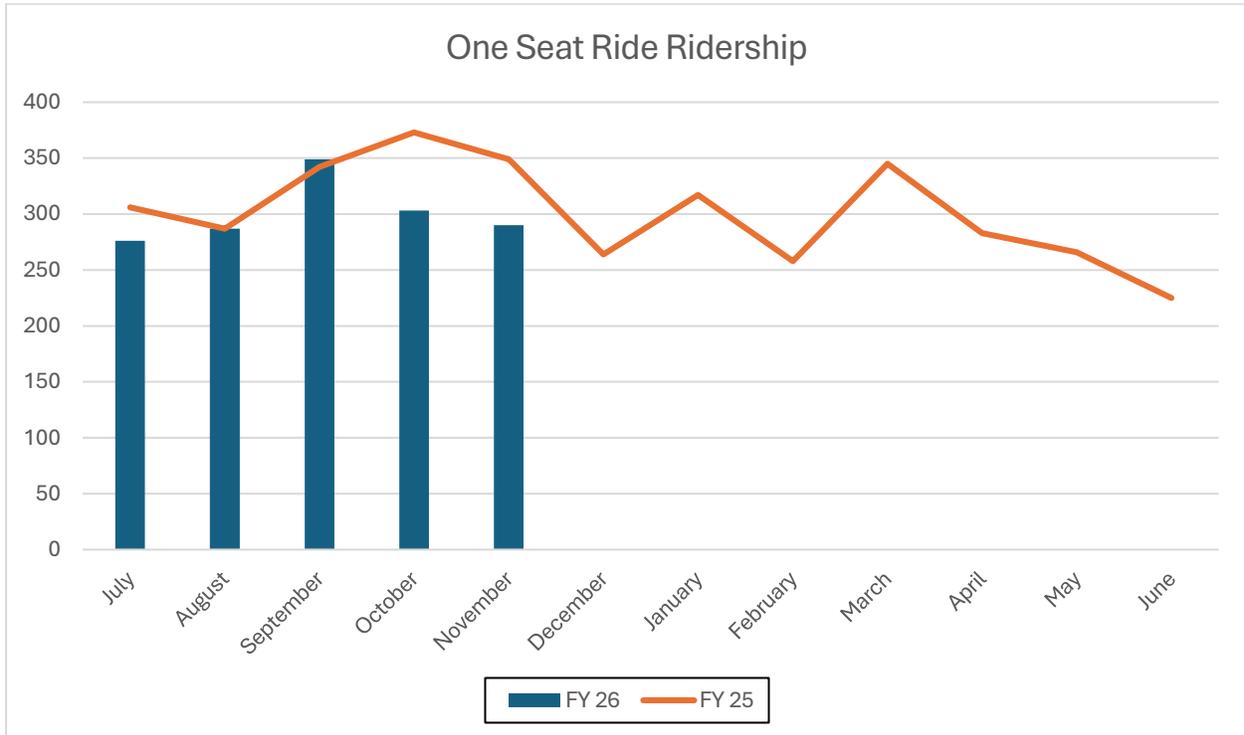


Paratransit





Paratransit





Go Tri-Valley

Performance Indicator	Nov-24	Nov-25	Year Over Year % Change
Total Ridership	3,834	4,558	19%
Average Subsidy	\$4.72	\$3.93	-17%

