

**EXECUTIVE DIRECTOR'S REPORT**

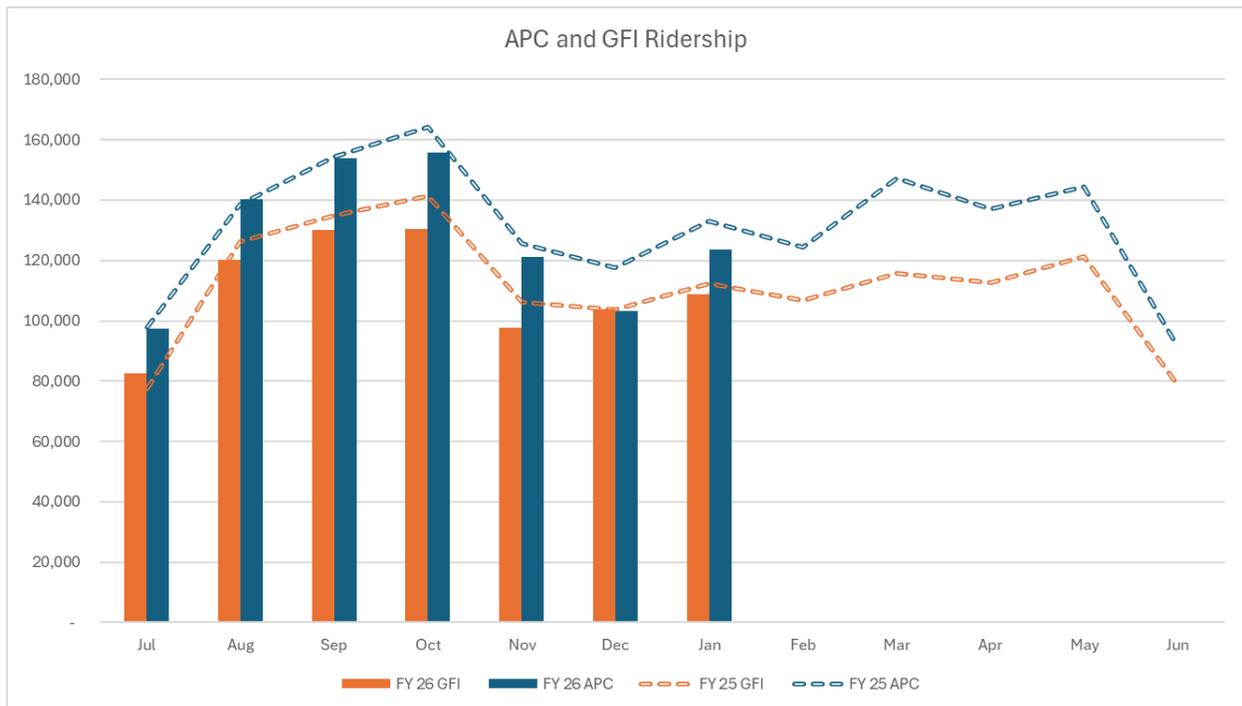
Service Development

January Ridership Highlights

Systemwide ridership in January amounted to 108,736 unlinked boardings (based on farebox/GFI data), about a 3% decrease compared with the same month of the prior year. This was a continuation of the trend we've seen over the past several months, which has mostly shown year-on-year (YoY) declines. Average weekday ridership has held steady in January 2026 compared to January 2025.

At the individual route level, the main trunk lines 10R and 30R trended down (although only slightly when taking into account the lesser weekdays), while all of the routes that were new or restarted as part of the Wheels-in-Motion changes in the spring of 2024 continued trending up. The established Route 8 (Hopyard) has also been trending upward for the past several months.

Looking at weekend demand, the average daily ridership increased slightly YoY on Saturdays (1,518 to 1,538), while Sundays trended down (1,186 to 1,043).



## EXECUTIVE DIRECTOR'S REPORT

### Operational Effectiveness

#### Celebrating Victoria Holt's 35 Years!

MV staff celebrated longtime Wheels driver Victoria Holt's 35 years on February 13 with balloons and flowers in the field. She will be recognized with a Resolution of Appreciation at the March 2026 Board meeting.



#### Improvements in OTP

On January 31, 2026, LAVTA implemented a new service schedule that included adjustments to runtimes on Routes 10R and 14 to improve on-time performance (OTP). As expected, OTP during the first week of the bid was lower than typical levels, as operators acclimated to their new assignments. Excluding this initial adjustment period, systemwide OTP has increased to 84.9%. Route-level improvements have also been observed, including a 3-percentage-point increase on Route 14 and a 15-percentage-point increase on Route 10R on Sundays.

These early results indicate that the schedule modifications are having the intended effect. Staff will continue to closely monitor OTP trends and identify additional opportunities to further improve service reliability.

#### Transit Employee Appreciation Day

Transit Employee Appreciation Day will be observed on Wednesday, March 18, 2026. This annual event recognizes the dedication and essential contributions of LAVTA's frontline employees and support staff, whose work ensures the safe and reliable delivery of transit service to the Tri-Valley community. Staff will host an employee appreciation event with a catered lunch at LAVTA's Rutan facility to thank employees for their continued commitment and professionalism. Board members are invited and encouraged to attend and join in recognizing the outstanding contributions of LAVTA's workforce.



#### Wheels Access Program Rolls Out March 16

The Wheels Access Program, which will be run by LAVTA's contractor ADARides, launches March 16<sup>th</sup> with an updated Paratransit Application that will be available online for the first time.

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LAVTA staff expects that the application review process will be more thorough and include enhanced assessment of the applicant's ability to utilize fixed route services, followed by travel training as appropriate. Staff will also be working with the contractor to stand up a Mobility Fair at a senior center in the Tri-Valley in April 2026.

### Marketing and Communications

#### St. Patrick's Day Festival

Go Green, Save Green, Ride Free on 30R! Wheels will be offering free rides March 14 & 15, connecting attendees of the Dublin St. Patrick's Day Festival to BART and locations throughout the Tri-Valley! LAVTA is collaborating with Dublin Recreation to provide bus and website promotional assistance. LAVTA will also be tabling at the event – please stop by and spin our prize wheel!



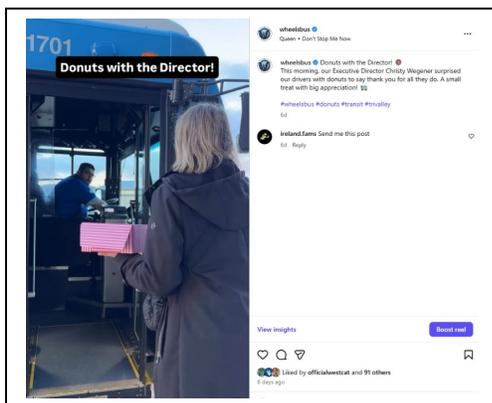
#### **Go Green, Save Green, Ride Free on 30R!**

RT 30R is FREE March 14 & 15, connecting you to Dublin St. Patrick's Day Festival!

[Learn more](#)

#### February Social Media:

The Instagram Donuts with the Director Reel organically reached 2,300 feeds! Delicious results all around, thank you Christy!



#### 70X / 20X Loyalty Ride Along

On February 9 Director of Customer Experience rode all morning trips of Route 70X (I680 express service to Pleasant Hill and Walnut Creek BART) as part of rider retention and loyalty outreach. On February 12 and 19, Outreach Intern Arian Ghani rode Route 20X serving the Lawrence Livermore National Laboratory with express service from BART.

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The intent was to show appreciation for and learn more about frequent and long-term riders. Each rider was given a short survey regarding residence, employment, and rider satisfaction. In the small groups (ex. 14 a.m. pax on 2 roundtrips) on 70X, no commonalities were noted. Employment included retail, consulting, healthcare and tech. In the gift bags provided, each rider was given two “Commute with a Colleague” flyers with day passes. Feedback was very positive regarding service friendliness, cleanliness, and reliability.

### **Regional Partnerships and Advocacy**

#### **BART Alternative Service Scenarios**

On February 12, 2026, the BART Board held a workshop to discuss service scenarios that would result if the November ballot measure failed. Staff attending the meeting and provided public comment. During the meeting, BART staff outlined three different scenarios that would be implemented in phases. The first phase begins in January 2027 with the closure of a number of stations, including West Dublin/Pleasanton and Castro Valley, a reduction in service to two trains per hour, system closure at 9pm, and a 30% fare increase. The second phase occurs 6 months later in July and includes additional station closures, another fare increase, and a total shut down of the Blue Line which would eliminate train service from the Tri-Valley. The final phase includes a full shut down of BART’s revenue service. The Alternative Service Plan is expected to be adopted by the BART Board on Feb. 26.

#### **Visit from Senator Padilla’s Staff**

On Friday, February 27, LAVTA staff plan to host Senator Padilla’s Bay Area staff for a tour of the Rutan facility and a visit to the Atlantis site.

### **Organizational Effectiveness**

#### **APTA Marketing and Communications Conference**

On February 23 – 25 staff attended the annual APTA “CX” conference where they attended educational sessions focused on public information, ridership and public advocacy marketing and community relations. Of note was a session on planning for anniversaries and milestones. The conference was in Savannah Georgia and provided an opportunity for staff to network with other transit communications professionals from throughout the organization and country.



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APTA CEO Conference

Staff will be attending the annual APTA CEO Conference taking place in Monterey March 20-22. The annual conference brings together CEOs from across the country for in-depth discussions about transit industry issues. Topics for this year will include Federal funding, zero-emissions transition and employee safety.

1. Board Statistics January 2026

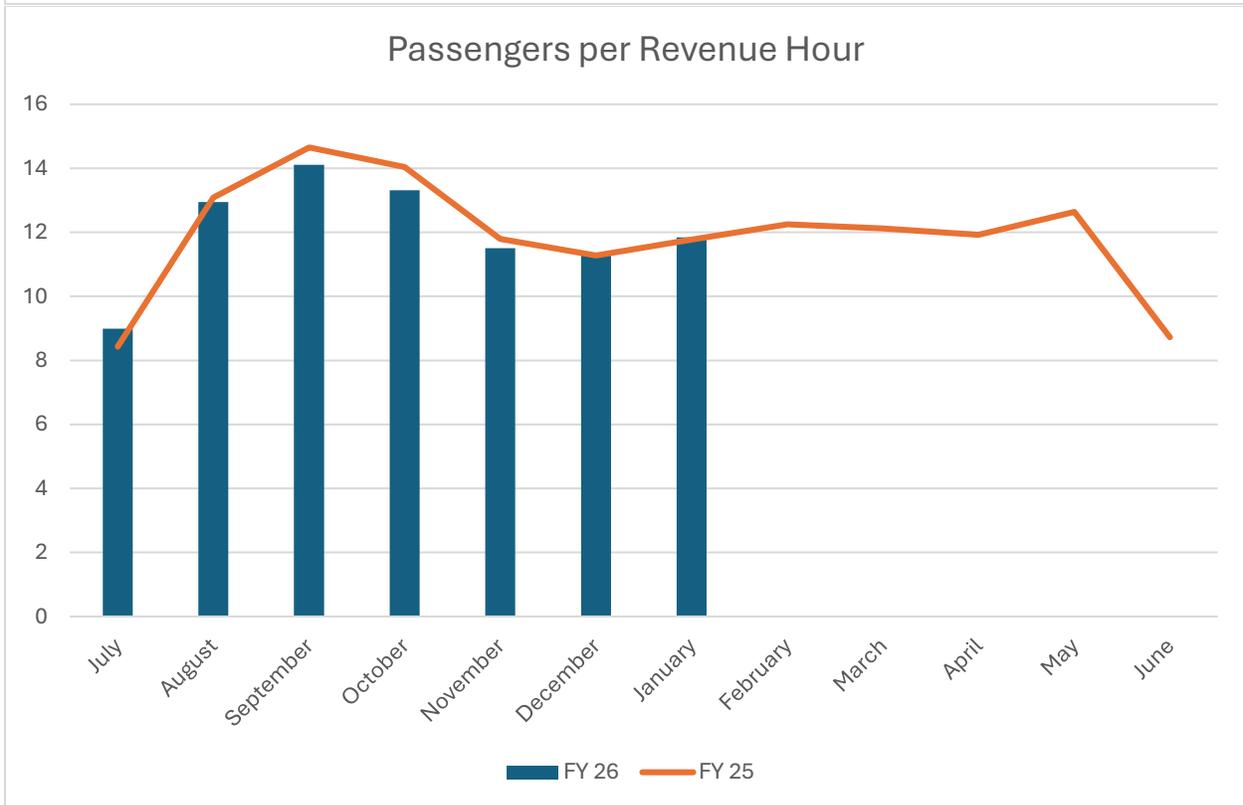
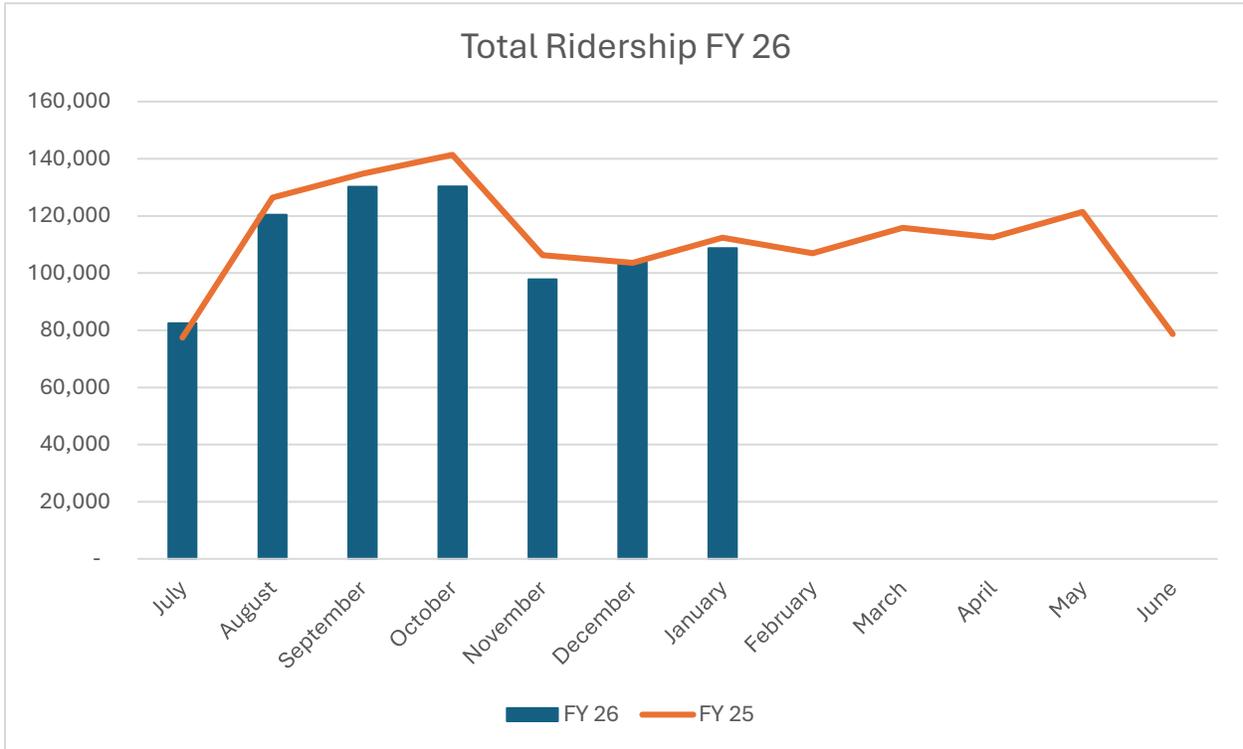


## Fixed Route

Performance Indicator	Jan-25	Jan-26	Month Over Month % Change		Year Over Year % Change	
Total Ridership	112,379	108,736	5%	↑	-3%	↓
Total Ridership FY To Date	802,204	773,699	N/A	—	-3.6%	↓
Fully Allocated Cost Per Passenger	\$14.32	\$17.52	-4%	↓	22%	↑
Average Weekday Ridership	4,708	4,721	6%	↑	0.3%	↑
Average Saturday Ridership	1,518	1,538	-2%	↓	1%	↑
Average Sunday Ridership	1,186	1,043	1.7%	↑	-12.1%	↓
Passengers Per Revenue Hour	11.78	11.84	4%	↑	0.5%	↑
System-wide On-Time Performance	82.6%	83.1%	1.3%	↑	0.6%	↑
Preventable Accidents Per 100k Miles	3.23	0.68	-51%	↓	-79%	↓
Customer Complaints Per 100k Boardings	13.35	13.79	186%	↑	3%	↑
Miles Between Mechanical Failures	10,319	11,281	33%	↑	9%	↑

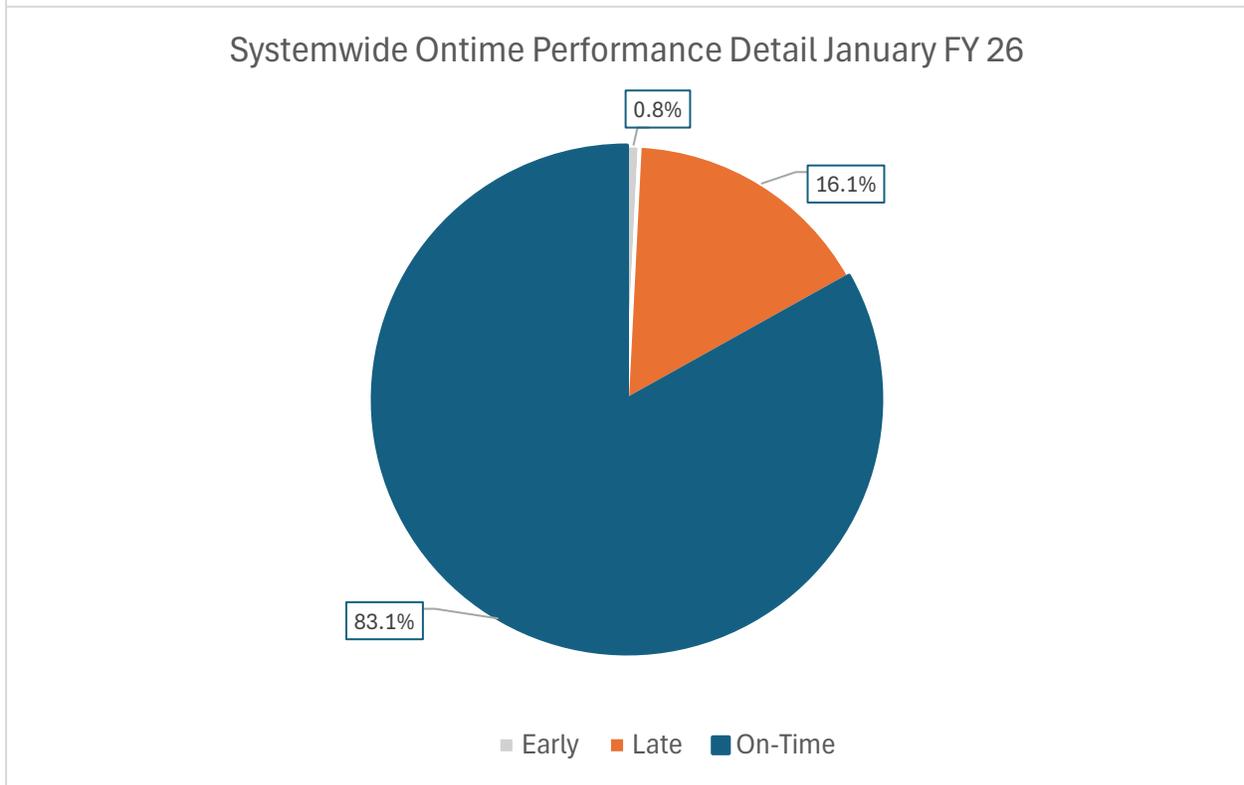
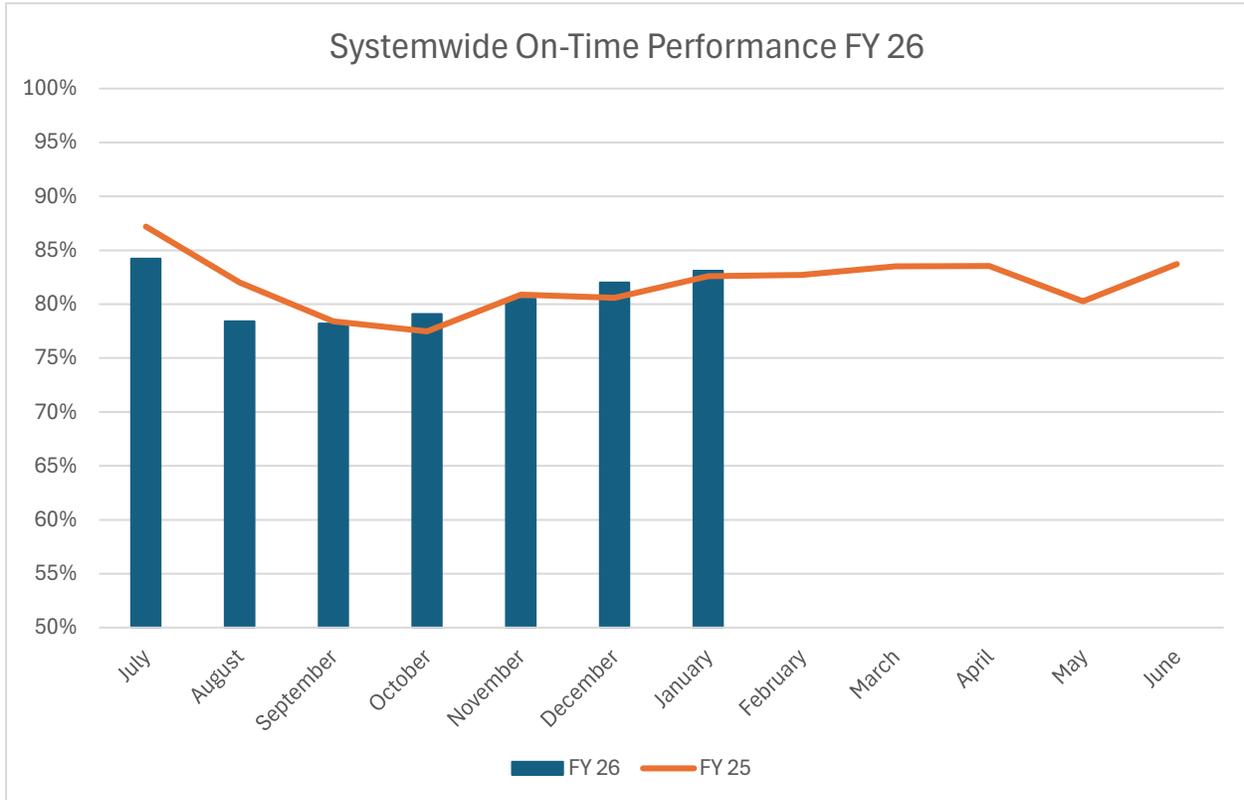


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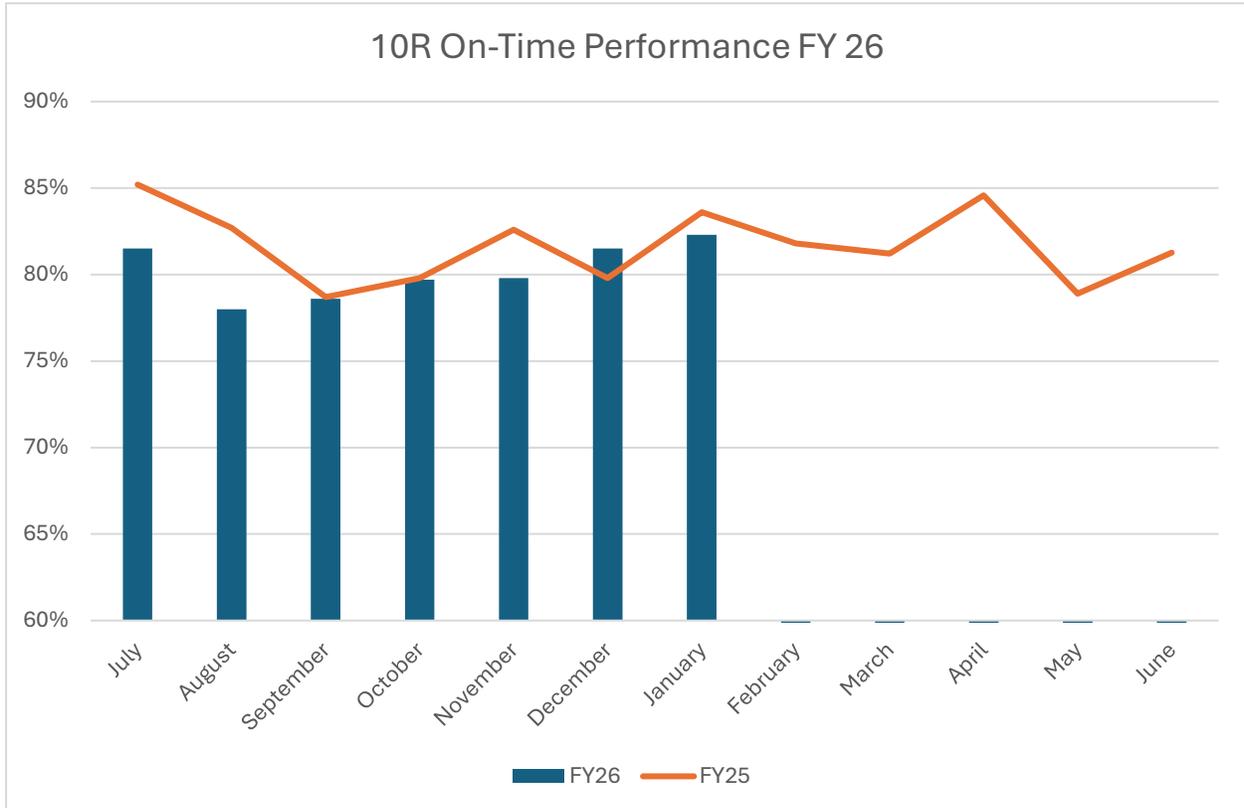
## Fixed Route



Wheels System Performance  
FY 2026 –January



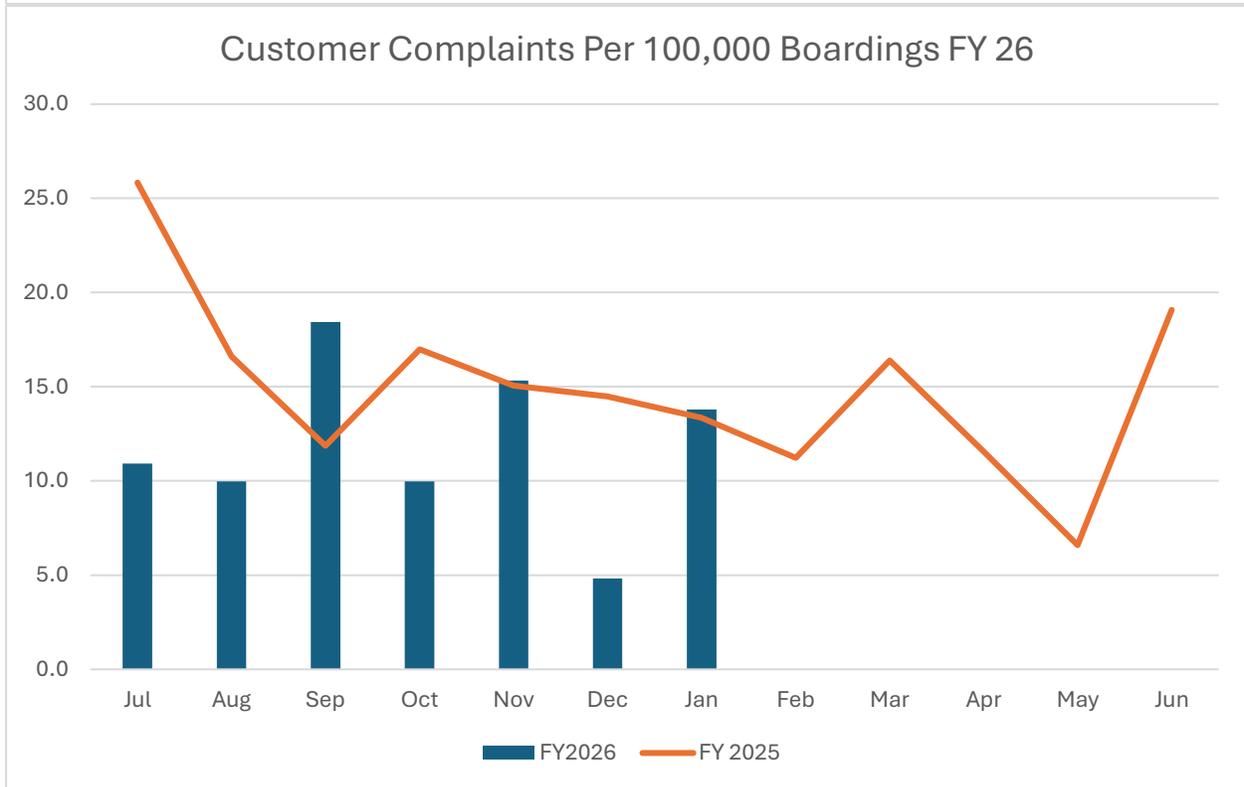
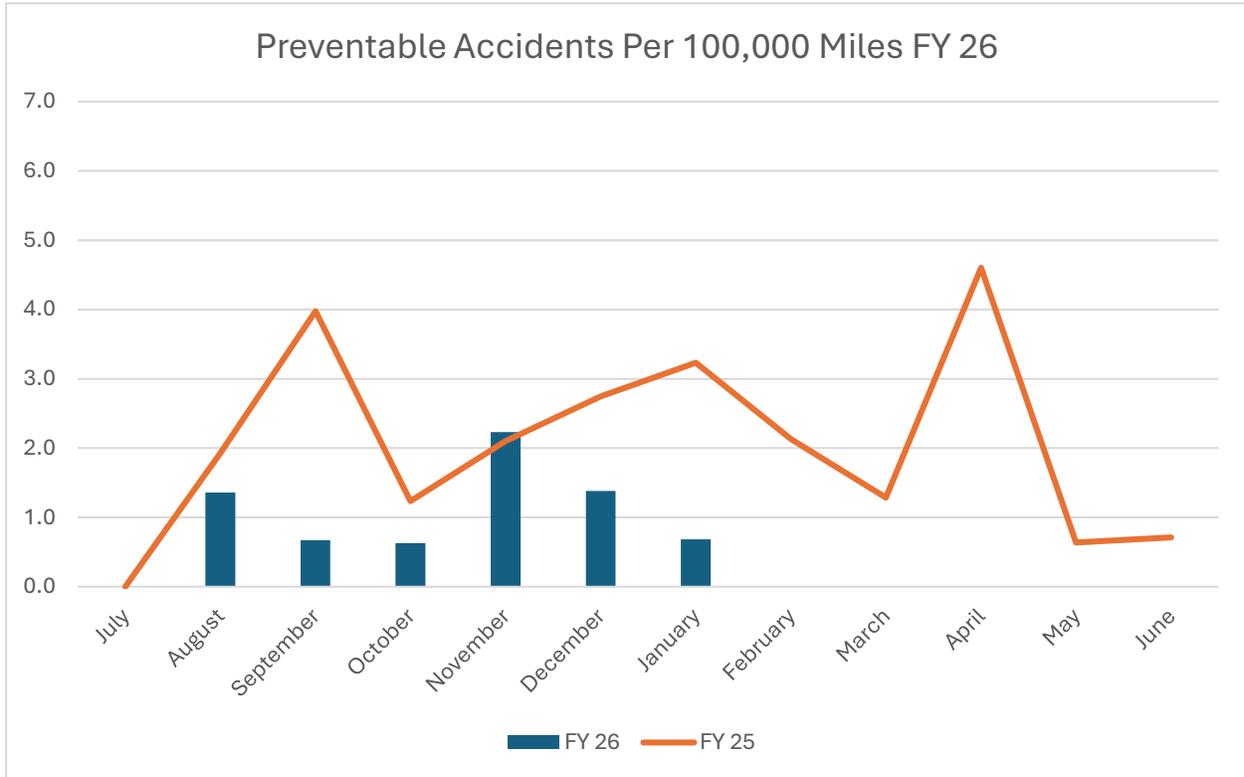
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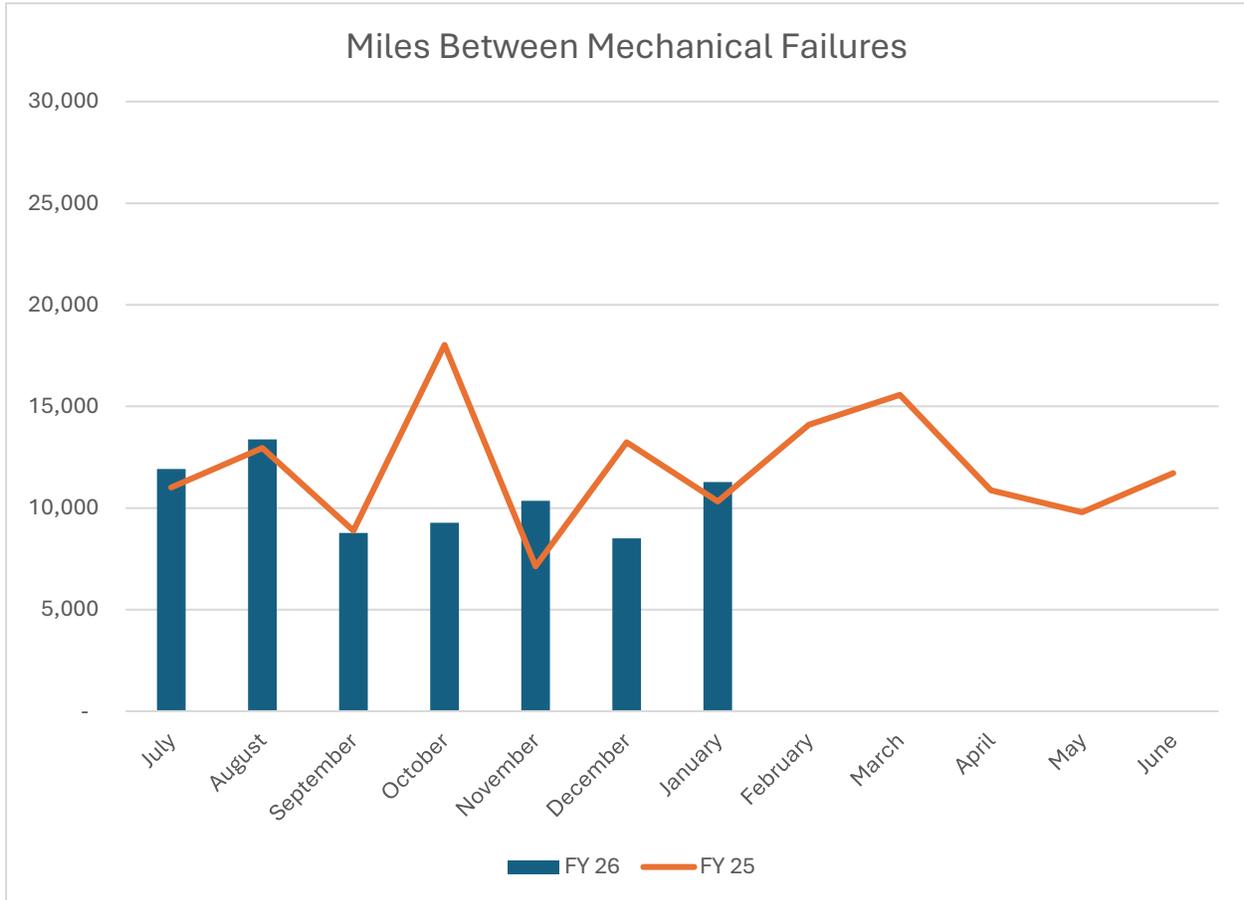


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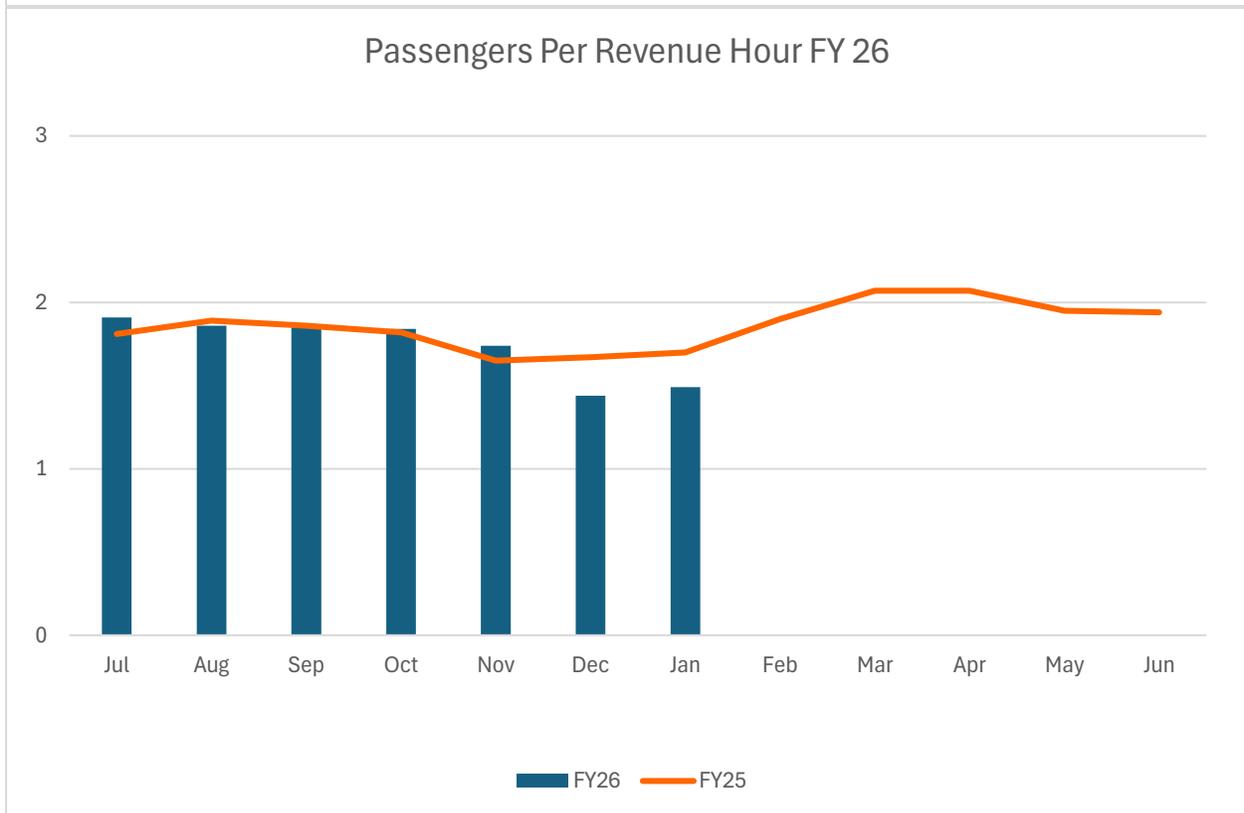
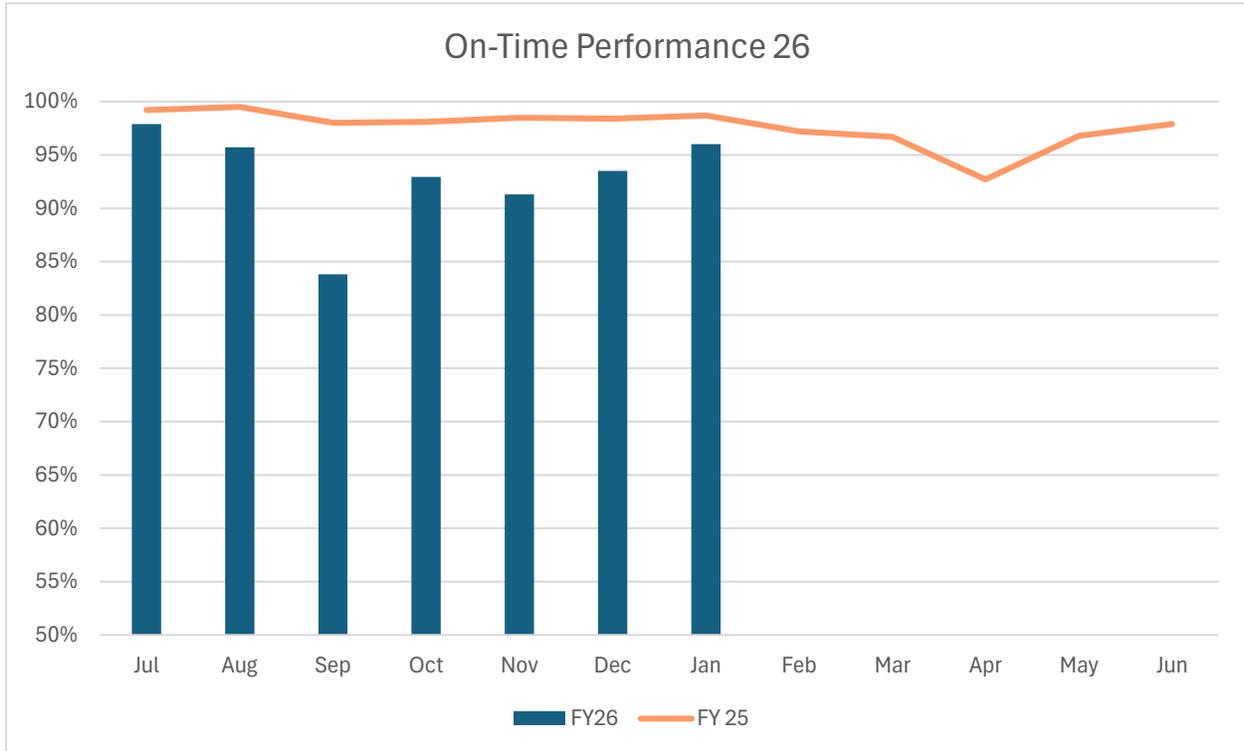


## Paratransit

Performance Indicator	Jan-25	Jan-26	MoM % Change		YoY % Change	
On-Time Performance	98.7%	96.0%	2.7%	↑	-2.7%	↓
Passengers Per Revenue Hour	1.70	1.49	3.5%	↑	-12.4%	↓
Valid Complaints Per 1,000 Passengers	1.10	1.67	40.7%	↑	52%	↑
Phone Holds (% of calls answered within 60 seconds)	74.2%	93.0%	5.7%	↑	25.4%	↑
Average Phone Hold Time	0:01:04	0:00:35	-30.0%	↓	-45.3%	↓
Preventable Accidents Per 25,000 Miles	0.0	0.0	0.0%	—	0%	—
Dial-A-Ride Cost Per Trip	\$59.16	\$73.93	-1.8%	↓	25.0%	↑
Dial-A-Ride Ridership	2,730	2,389	-5.3%	↓	-12.5%	↓
One Seat Ride Ridership	317	235	-13.9%	↓	-26%	↓

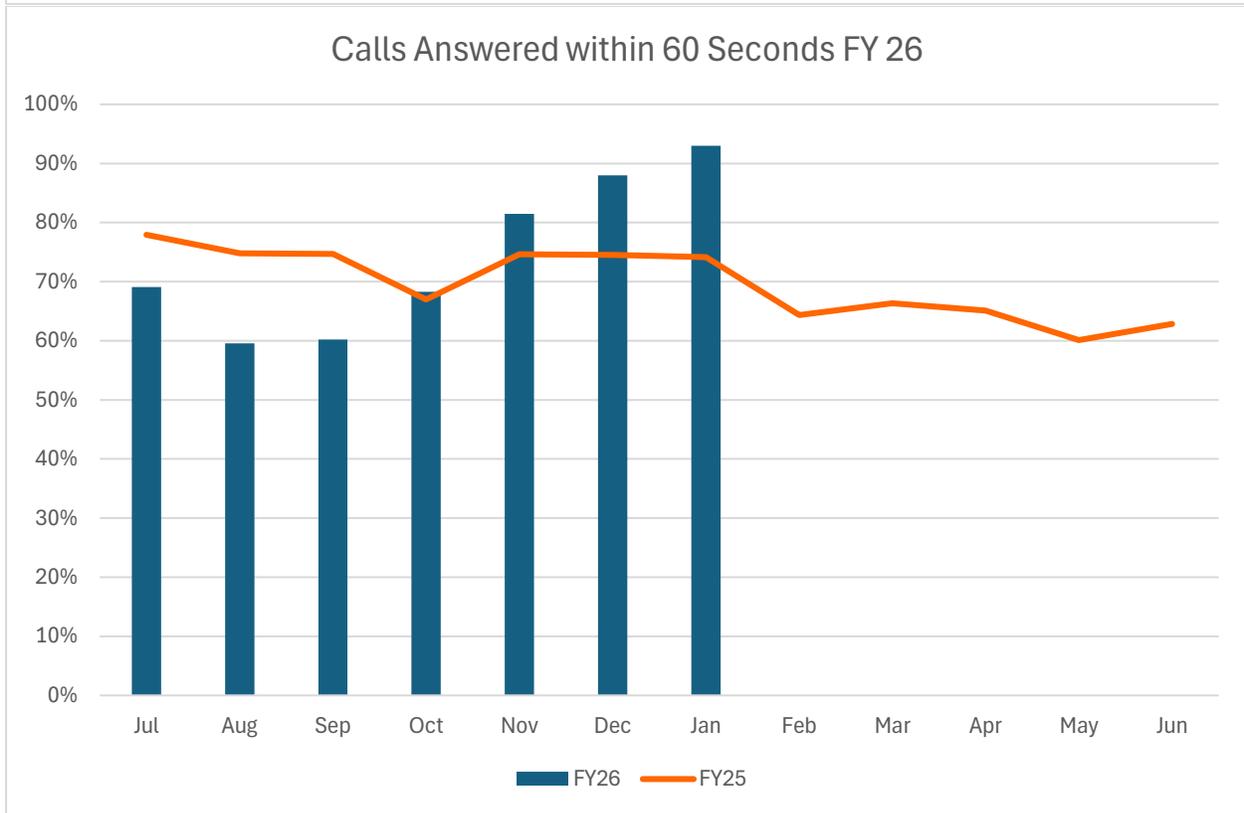
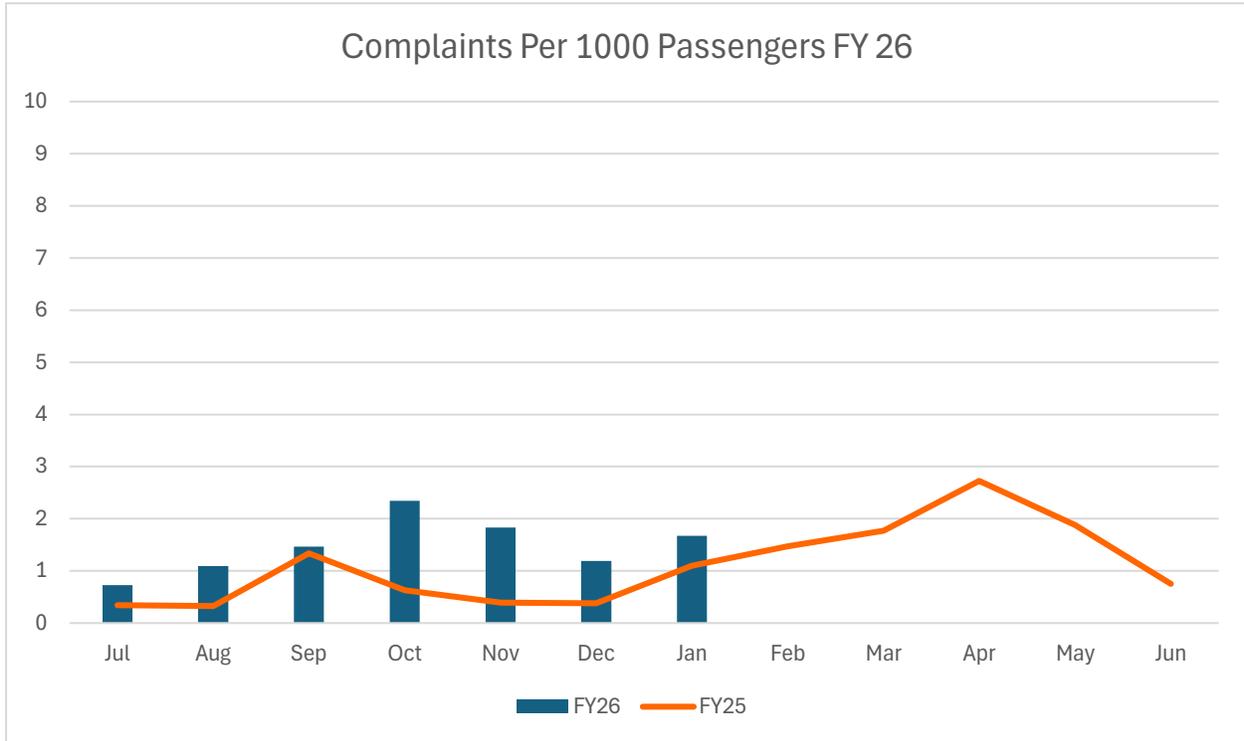


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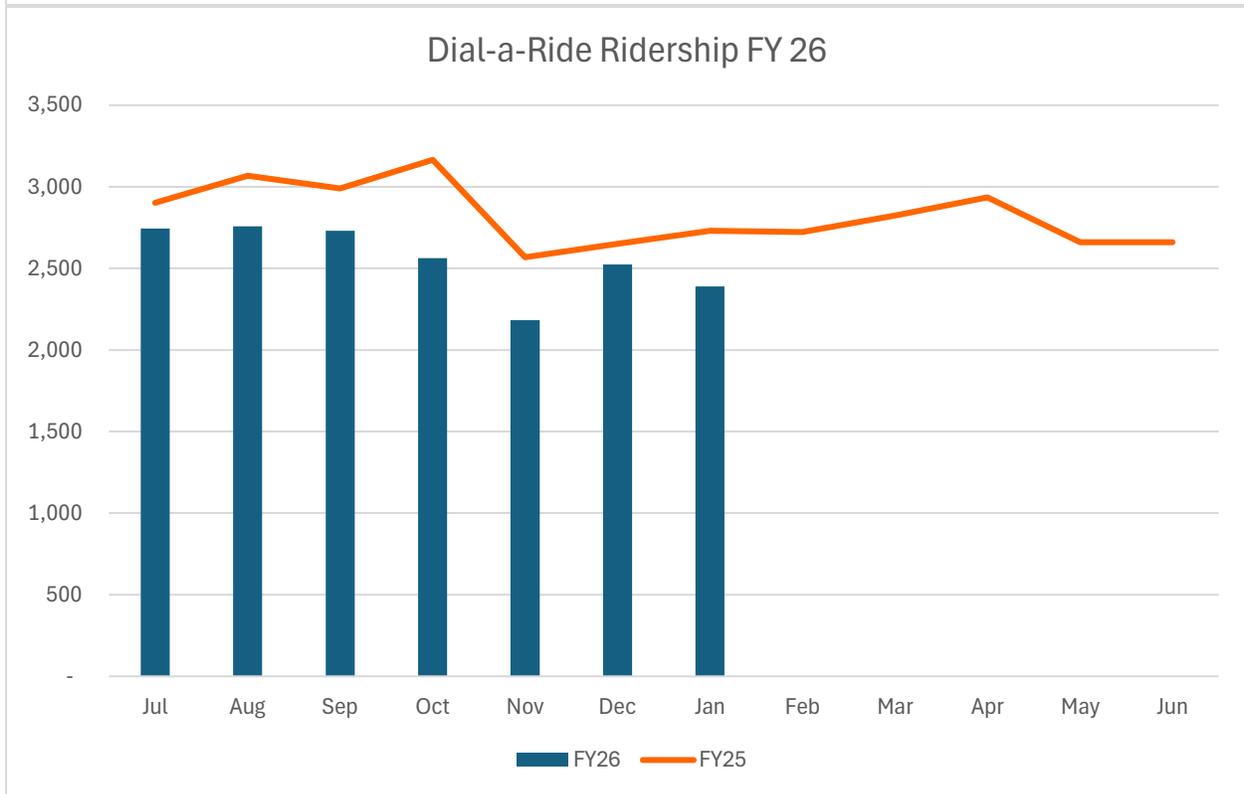
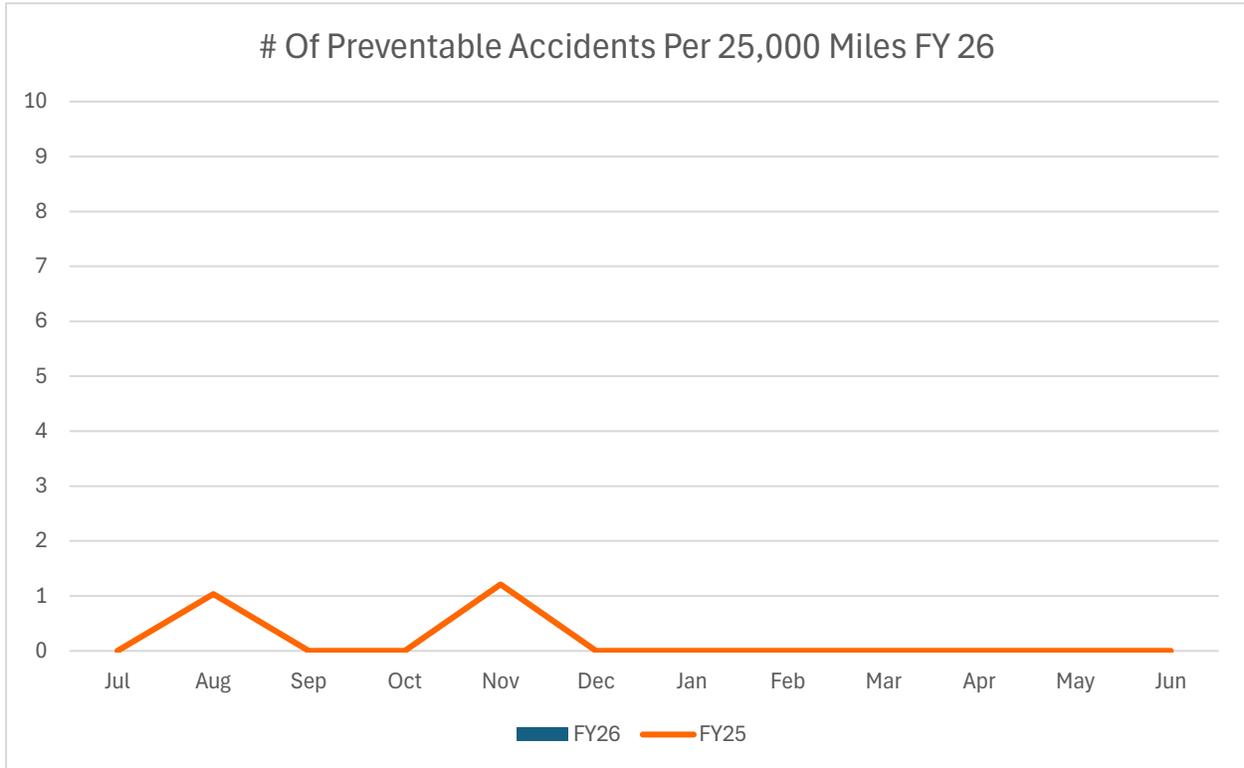


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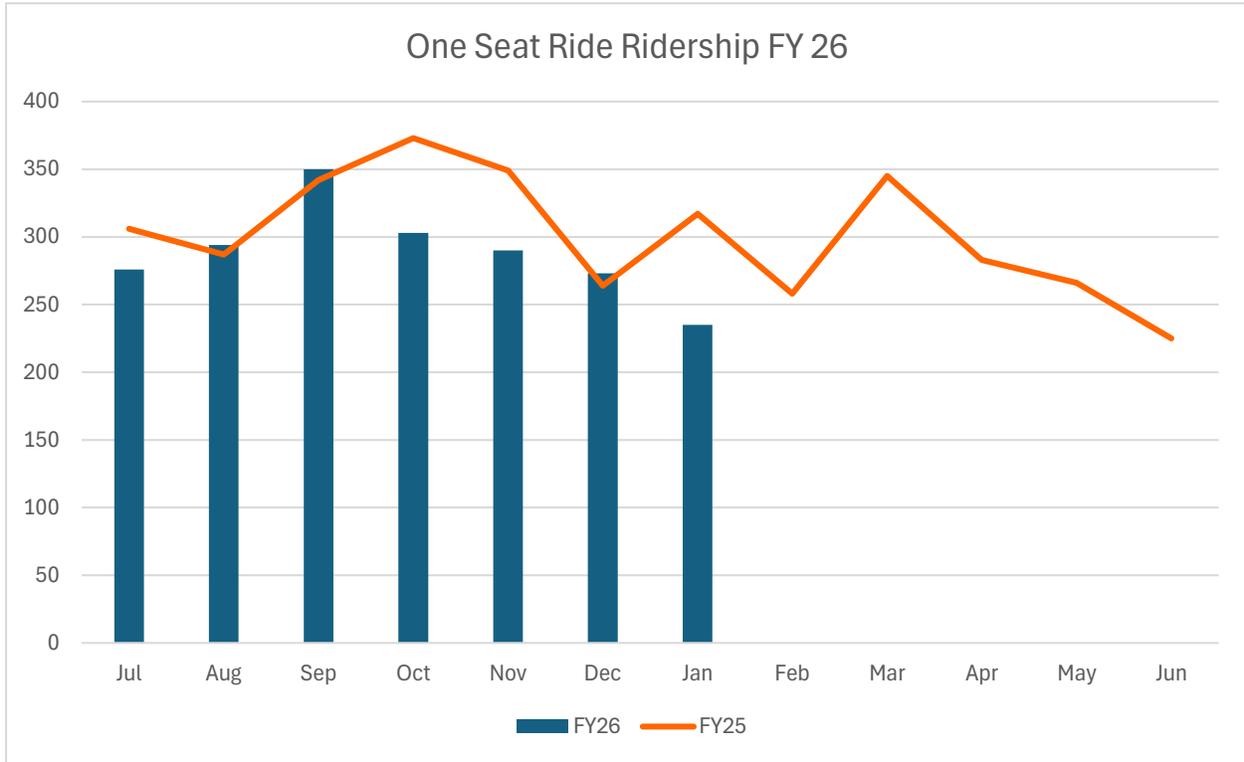


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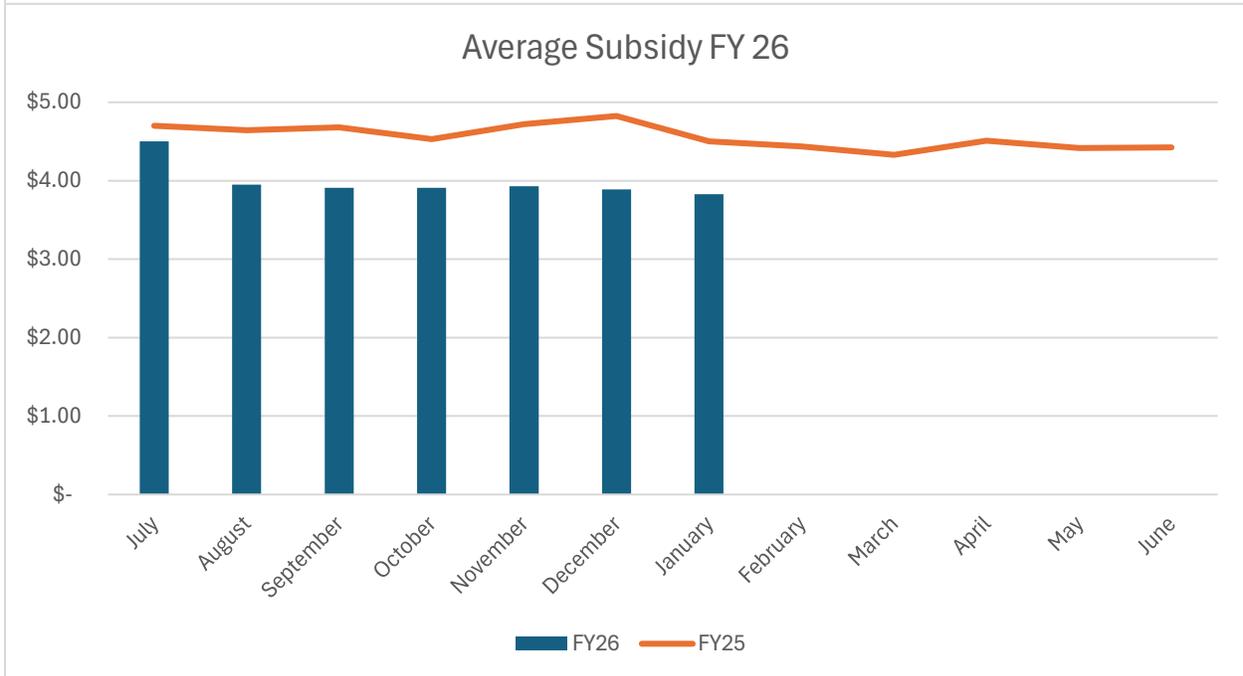
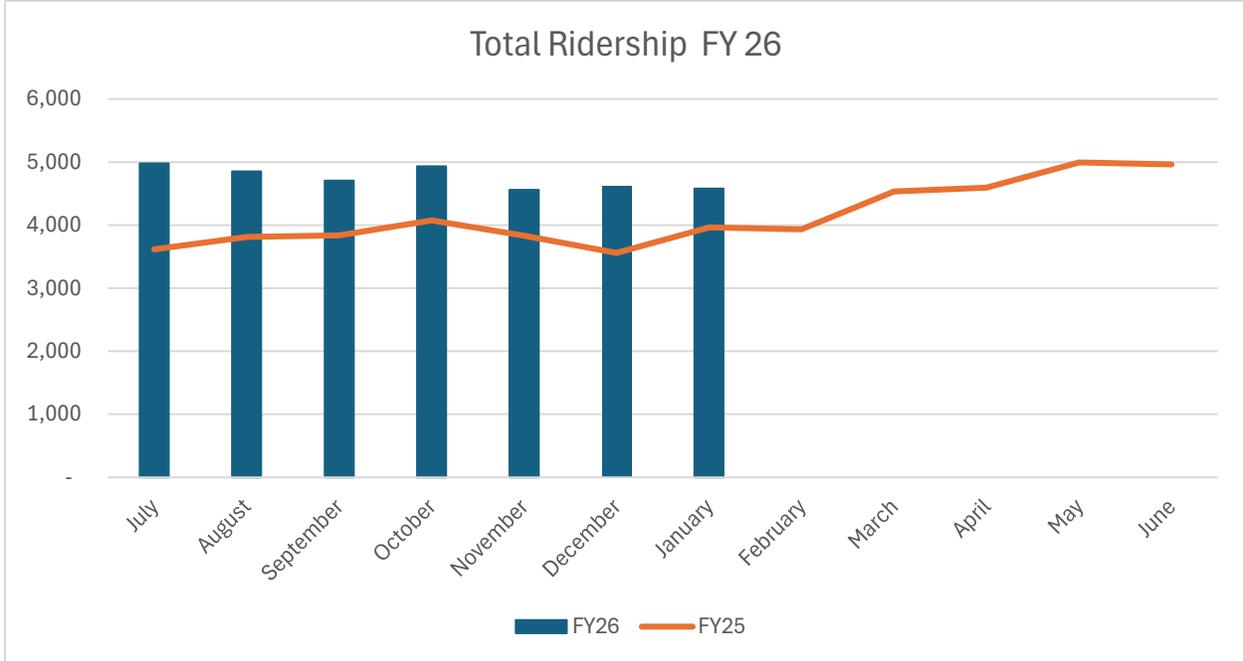
## Paratransit





## Go Tri-Valley

Performance Indicator	Jan-25	Jan-26	Year Over Year % Change
Total Ridership	3,967	4,582	16%
Average Subsidy	\$4.50	\$3.83	-15%



Wheels System Performance  
FY 2026 –January