

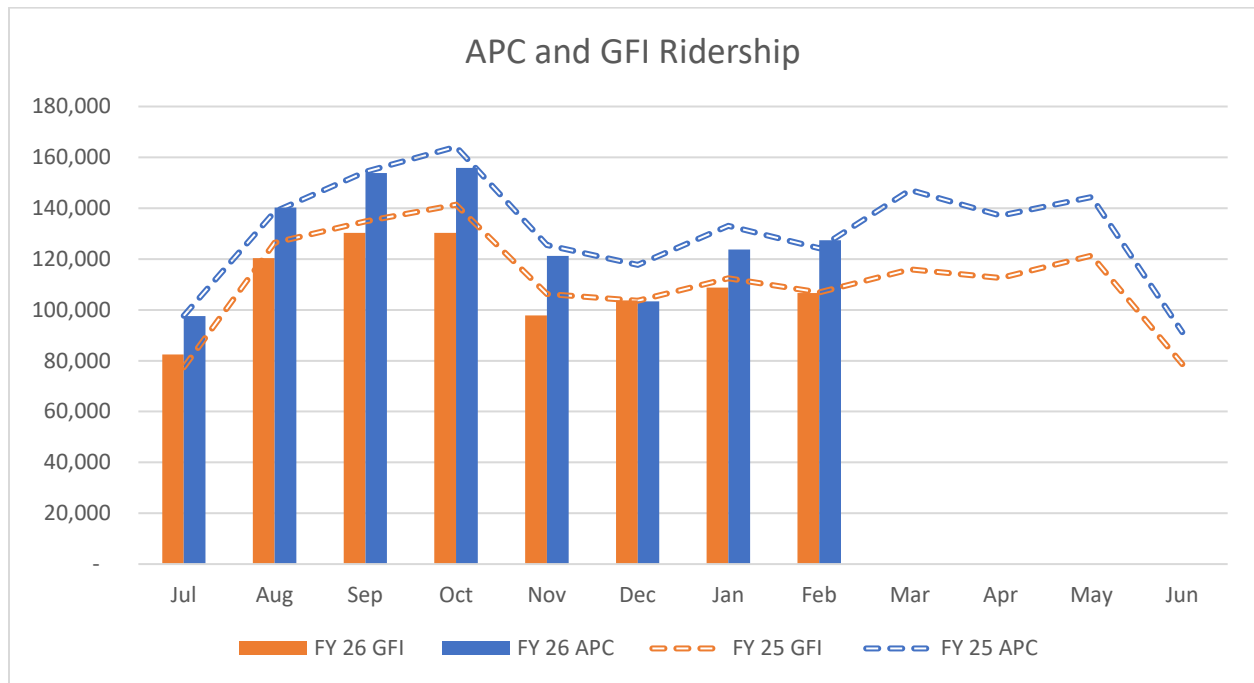
**EXECUTIVE DIRECTOR'S REPORT**

Service Development

February Ridership Highlights

Looking at farebox data (GFI - Genfare Systems, Inc.), systemwide monthly ridership in February amounted to 106,632 unlinked boardings, steady compared with the 106,897 in same month of last year. Looking at day-of-the-week demand, the average daily ridership increased slightly YoY on weekdays (from 4,810 to 4,978), while Saturdays held steady (from 1,541 to 1,543), and Sundays trended down (from 1,134 to 1,085).

Data from the APCs (automatic passenger counters) indicates slightly more ridership this year than last.



2026 Summer School Service

The Dublin Unified School District (DUSD) will again be offering a summer program in 2026, held at the Dublin High School (DHS) location. This year, the program is High School only and is offered to students who need grade remediation or credit recovery. Based on this, the plan is to operate the existing supplemental routes 501 and 502 during the summer session - both of which connect East Dublin with DHS. This would be the same setup as the summer of 2025. Operating days will be Monday thru Friday, excl holidays, between June 10 and July 9, 2026.

Additionally, as in years past, an extra trip will be provided on Route 18 to accommodate the Livermore Area Recreation and Park District's Extended Student Services (ESS).

**Livermore/Amador Valley Transit Authority**

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**EXECUTIVE DIRECTOR'S REPORT**

**Operational Effectiveness**

**Fare Increase Implemented April 1**

On April 1, 2026 LAVTA implemented a fare increase. This project required substantial public information updates, customer communication, and updates to financial processing systems including Clipper and GFI fare systems. Operators were provided with training materials, and witnessing was conducted on for fare system updates. Rider communications were sent through schools, press releases that local media partners posted, social media and website, and onboard communication with revised fare postings and alerts on LED signs. Paratransit was addressed with an e-blast and a follow-up IVR (phone recording) message.

The image displays three fare schedule charts for the Livermore/Amador Valley Transit Authority, effective April 1, 2026. Each chart is presented in a different language: English (FARES), Spanish (TARIFAS), and Chinese (票价). Each chart includes a table of fare types and prices, along with specific rules and conditions for each fare category. The English chart (FARES) lists fare types such as Regular, Youth, Senior, Disabled, Children, Regular Day Pass, and Senior/Disabled Day Pass, with prices for Cash, Clipper, and Transfers. The Spanish chart (TARIFAS) lists fare types like Normal, Jóvenes, Mayores, Discapacitados, Normal - menores de 4 años, and Pase diario normal, with prices for Efectivo, Clipper, and Transbordos. The Chinese chart (票价) lists fare types like 普通票, 青少年票, 老年票, 残障票, 儿童票, 普通日通票, and 老年/残障日通票, with prices for 现金, Clipper, and 转乘说明. Each chart also includes contact information for the transit authority.

**Route 10R Changes**

Starting May 1, LAVTA will implement service changes to the 10R that include a permanent reroute off Neal Street to operate via Bernal Avenue and Pleasanton Avenue. This adjustment is intended to improve reliability, streamline operations, and better serve key activity centers along the corridor. Staff have coordinated scheduling and stop updates to ensure a smooth transition, and outreach efforts will be underway in April to inform current riders of the upcoming changes. The 10R continues to serve as a critical rapid route within the system, and these adjustments are expected to improve overall service quality, on-time performance, and safety along the Downtown Pleasanton corridor.

In the meantime, as the Dairy line backs up and prevents the bus from turning onto Neal Street, the westbound 10R will be detouring on an ad-hoc basis to Bernal/Pleasanton Ave. No stops will be missed.

## EXECUTIVE DIRECTOR'S REPORT

### Transit Employee Appreciation Day

On Wednesday, March 18, 2026 we celebrated the Wheels workforce with a taco party!



### Wheels Access Program Rolled Out March 16

The Wheels Access Program, run by LAVTA's contractor ADARides, launched on March 16<sup>th</sup> with an updated ADA Paratransit application that is available online for the first time. 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 is also working with the contractor to stand up reoccurring mobility outreach events at Tri-Valley senior centers with the first one tentatively scheduled for the last week of April 2026.

## EXECUTIVE DIRECTOR'S REPORT

### Marketing and Communications

#### St. Patrick's Day Festival and Parade

Supporting the Dublin Department of Parks and Recreation, LAVTA offered free rides on Route 30 to the Civic Center grounds, bringing revelers to city's Saint Patrick's Day festival. The 30R provided just under 1,000 free rides to/from the festival.

On Saturday, March 14, the 40<sup>th</sup> Anniversary bus was featured in the St. Patrick's Day Parade.

LAVTA staff operated a booth at the festival, running a popular prize wheel and providing attendees with route and service information. A sling bag was offered to Tri-Valley residents who signed up for the Rolling News e-newsletter, resulting in over 150 new subscribers.



#### Upcoming Events:

##### LPC Run for Education April 25

Wheels will staff a booth on Saturday, April 25, 2026 at Las Positas College during their 5k run.

##### Livermore Downtown Street Fest May 16 - 17

Wheels will be conducting community outreach, once again being a sponsor of the Livermore Downtown Street Fest May 16 – 17. LAVTA will provide on-vehicle advertising and provide fare-free service on Route 10R and 30R. Wheels will staff a booth to educate and engage attendees, and be listed as a sponsor in all festival collateral.

## EXECUTIVE DIRECTOR'S REPORT

### March Social Media:

This month we feature 2 social posts, a short video that went viral in late February to reach over 6000 views. “We started small... but we’ve been rolling big for 40 years” showed a squishy bus being watered and growing into our 40<sup>th</sup> anniversary vehicle.



More recently, our collaboration with the City of Dublin promoting free rides on route 30 for the St. Patrick's Day festival got over 3,500 views.

### Downtown Businesses Outreach

As part of the Business Outreach program supported by intern Arian Ghani, LAVTA is reaching out to local businesses in the Pleasanton, Dublin, and Livermore downtown areas to introduce employees to bus services and transit pass options. The program connects with individual business owners and retail center management, focussing on reaching employees early in their onboarding process and providing them with the necessary tools and incentives to trial commuting on public transit.

Managers are provided an amenity bag including current collateral and are offered a day pass for all of their employees. With the established relationship, managers can contact Wheels for a Clipper card to provide new employees with 2 days of fare cap credit.

## Regional Partnerships and Advocacy

### APTA Legislative Conference

Staff and Chair Testa will be attending the American Public Transportation Association's annual Legislative Conference taking place from April 12-14 in Washington D.C. Topics for this year's conference include discussions about the resilient transit systems, Fireside Chat with the Honorable Katherine Scarlett from the White House Council on Environmental Quality, and discussions about Surface Transportation Reauthorization. Staff will be joined by coalition

## **EXECUTIVE DIRECTOR'S REPORT**

partners from County Connection and Tri Delta Transit during visits to the East Bay Federal Delegation.

### Legislative Update

In Sacramento, LAVTA continues to follow a variety of bills being amended following introduction in February, many of which are slated for their first policy committee hearings in April and may consider various positions in May or June as bills may progress. Meanwhile, budget committees and subcommittees continue to review departmental proposals and expenditures as part of the Legislature's ongoing evaluation of the Governor's proposed state budget. Bills with fiscal impacts must be approved by policy committees and advance to fiscal committees by April 24, while measures without fiscal implications must clear policy committees by May 1 in order to advance to their respective house floors. The Legislature returns from spring recess April 6.

In Washington, FY27 appropriations efforts are under way. LAVTA submitted Community Project Funding/Congressionally Directed Spending requests to the offices of Congressman Swalwell, Senator Padilla, and Senator Schiff, to purchase and install maintenance shop and other support equipment for the new Atlantis facility, for consideration in the Transportation-Housing and Urban Development (T-HUD) appropriations bill. Congressman Swalwell has posted LAVTA's request on his website as one of the projects he will advance to the Appropriations Committee, while Senate offices' requests are expected to be released at a later date.

### JLAC State Audit

On March 25, LAVTA and the State Auditors staff met for an exit conference. The draft report with findings and recommendations will be available for internal agency review and comment between April 20-24, 2026; the final report will be published by May 19, 2026.

## **Organizational Effectiveness**

### FY27 Budget Development

The Fiscal Year 27 Budget process has begun. Staff are currently waiting on information from our funding agencies. As always, the budget process began with a kickoff meeting with all of the Directors. Directors then work with their staff to identify needs and expected expenses for the next year, which was completed in March. Once all requests are received, the Directors again meet to go over the line items to ensure nothing was missed and that requests are reasonable before going through and making any necessary cuts to line items to meet revenue expectations.

LAVTA is receiving additional express lanes revenues secured from Alameda CTC and RM3 money from MTC in FY27; however, there remains a structural imbalance and LAVTA is projecting having to utilize reserves to balance this year's operating budget.

**EXECUTIVE DIRECTOR'S REPORT**

Clipper 2.0 Rollout

Clipper 2.0 rollout continues to be slow, with on-demand migration of cards still ongoing and bulk migration on hold. The Clipper team is preparing the FY27 budget which will include substantial cost increases for the call center and credit card processing fees, as well as ongoing costs to support the Clipper 1.0 operating system.

TAAC Recruitment

The TAAC Recruitment for FY27 has begun. Members and alternates are being recruited for all three cities, the County, and Social Services; LAVTA Board Members are encouraged to spread the word. Applications are due April 26, 2027

1. Board Statistics February 2026



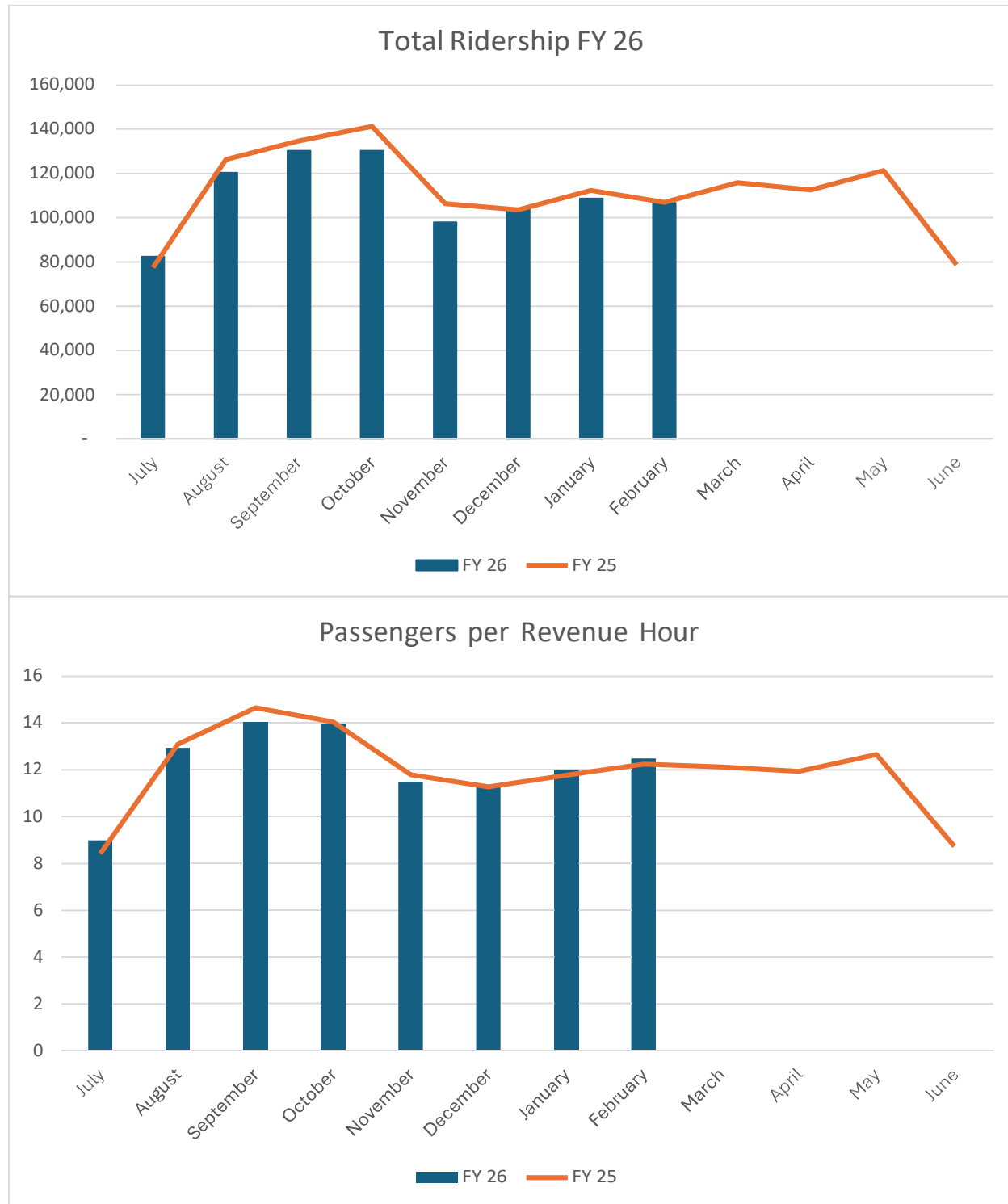
## Fixed Route

Performance Indicator	Feb-25	Feb-26	Month Over Month % Change		Year Over Year % Change	
Total Ridership	106,897	106,632	-2%	↓	0%	↓
Total Ridership FY To Date	909,101	880,331	N/A	–	-3.2%	↓
Fully Allocated Cost Per Passenger	\$13.76	\$16.62	-5%	↓	21%	↑
Average Weekday Ridership	4,810	4,978	5%	↑	3.5%	↑
Average Saturday Ridership	1,541	1,543	0%	↑	0%	↑
Average Sunday Ridership	1,134	1,085	4.0%	↑	-4.3%	↓
Passengers Per Revenue Hour	12.25	12.48	5%	↑	1.9%	↑
System-wide On-Time Performance	82.7%	83.0%	-0.1%	↓	0.4%	↑
Preventable Accidents Per 100k Miles	2.13	0.00	-100%	↓	-100%	↓
Customer Complaints Per 100k Boardings	11.23	8.44	-39%	↓	-25%	↓
Miles Between Mechanical Failures	14,090	13,675	21%	↑	-3%	↓

Wheels System Performance  
FY 2026 –February



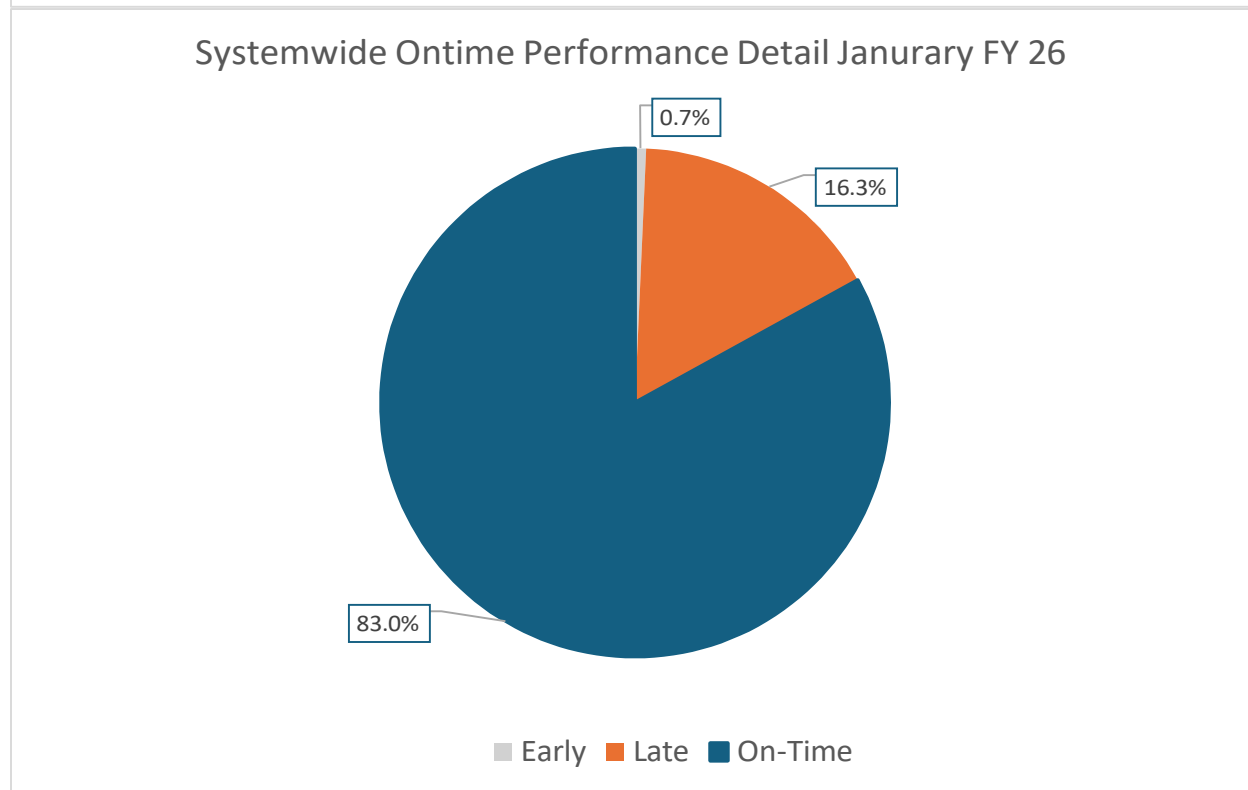
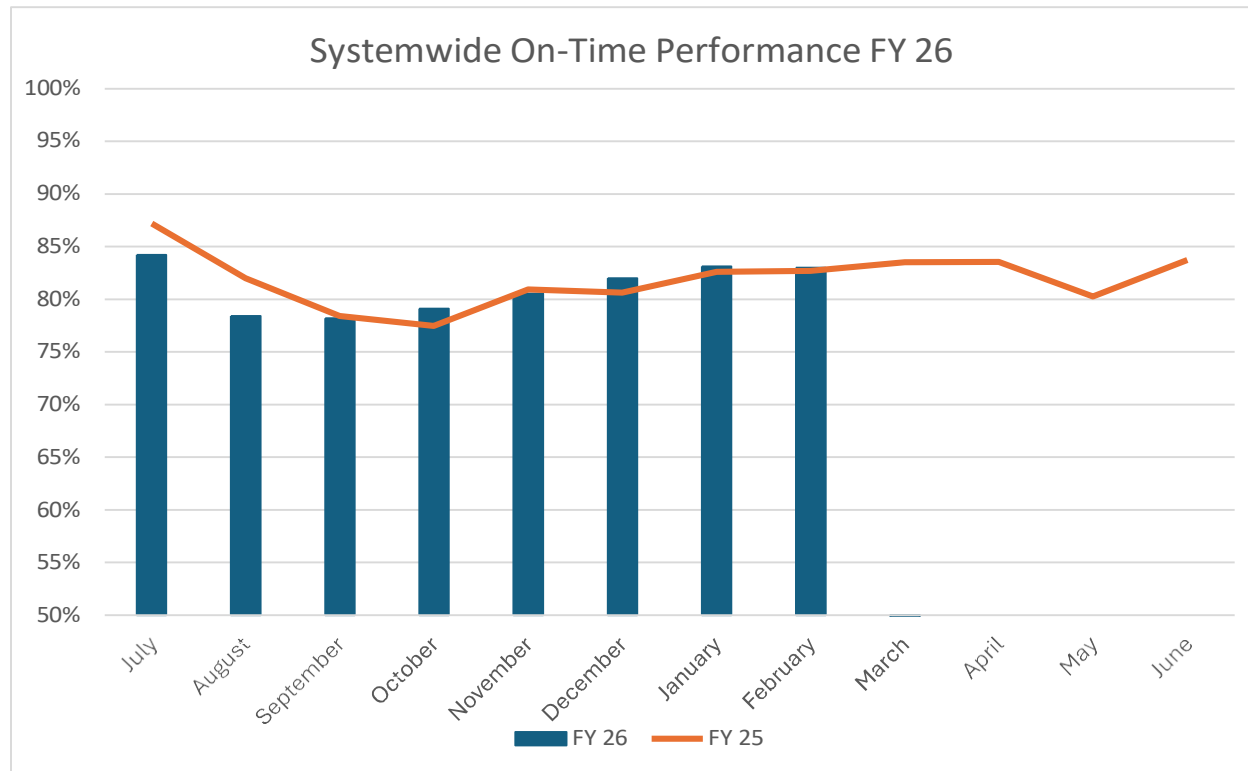
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FY 2026 –February



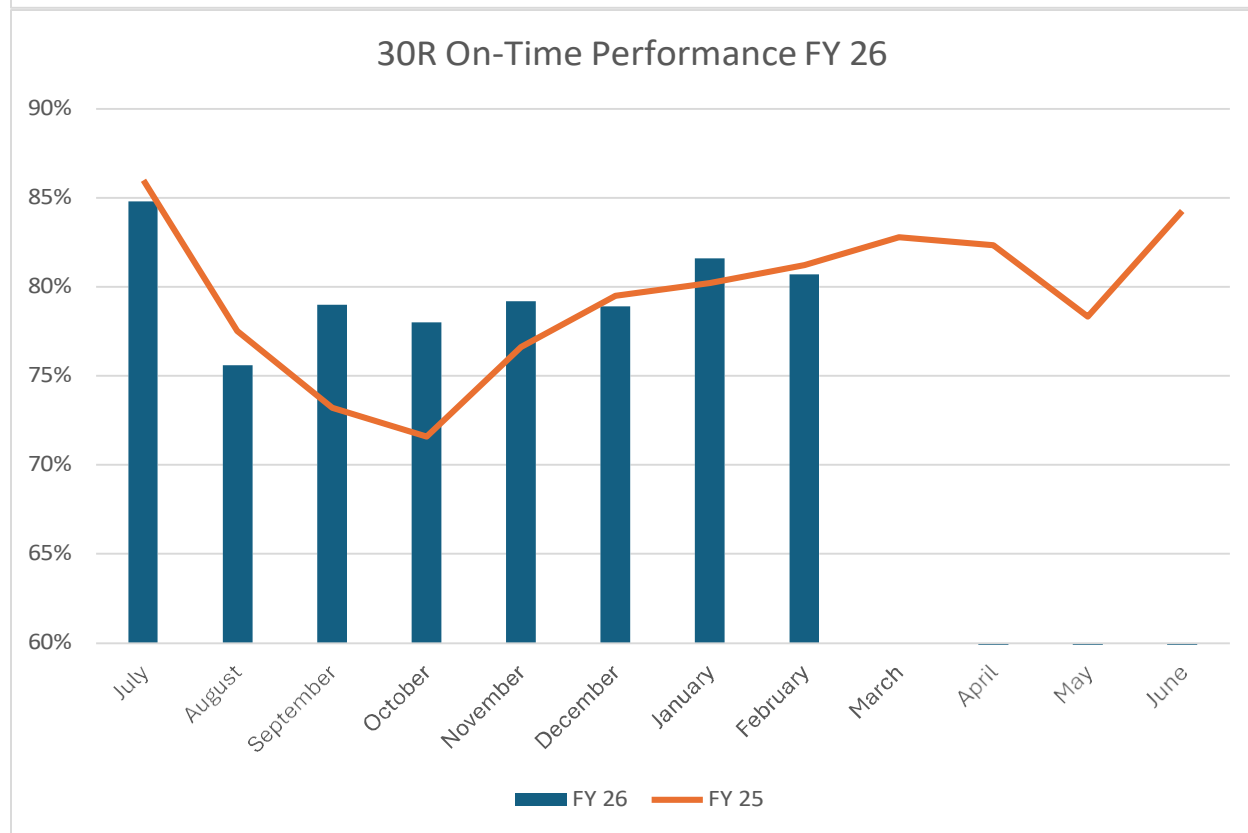
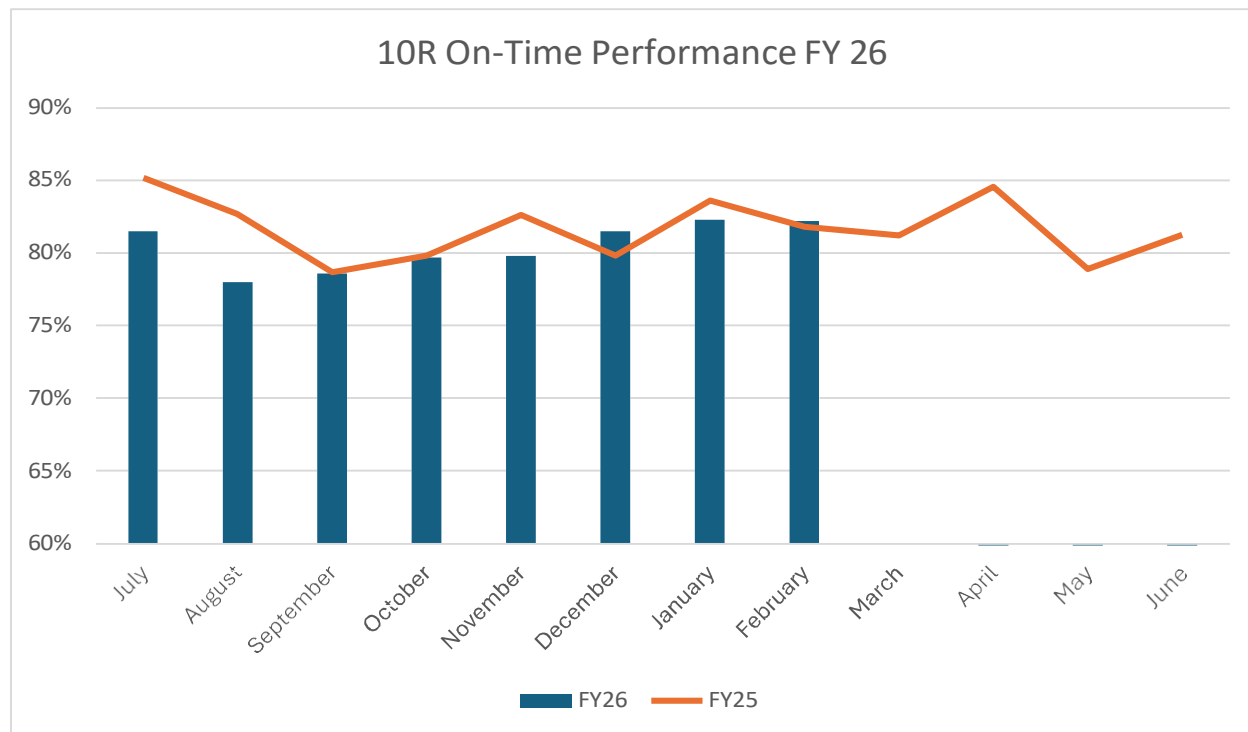
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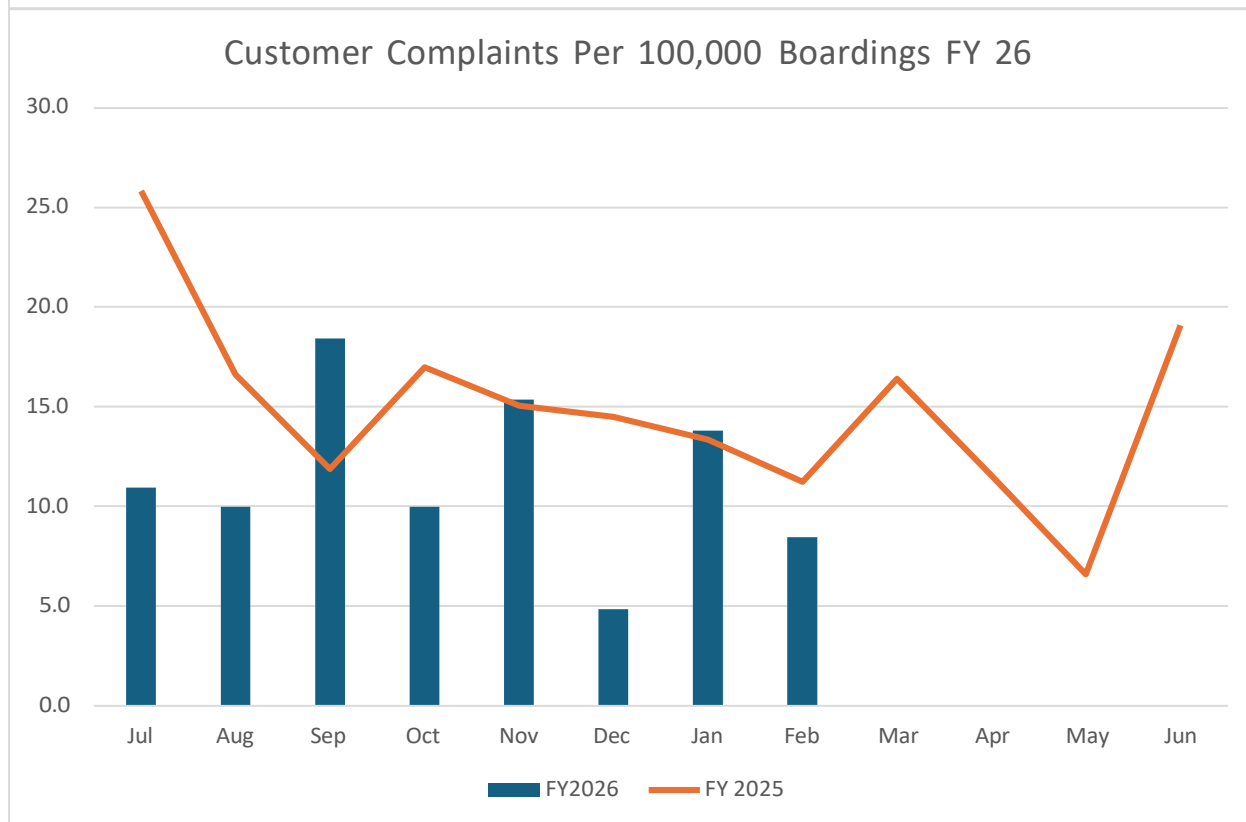
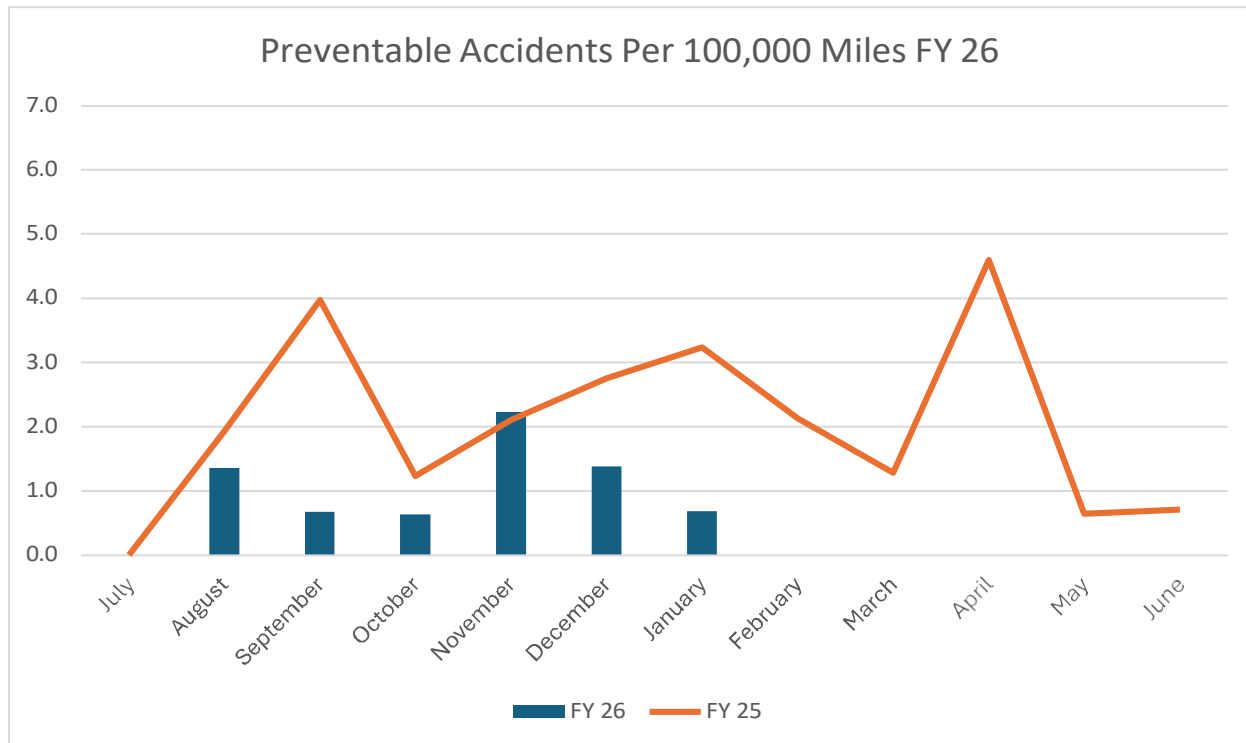
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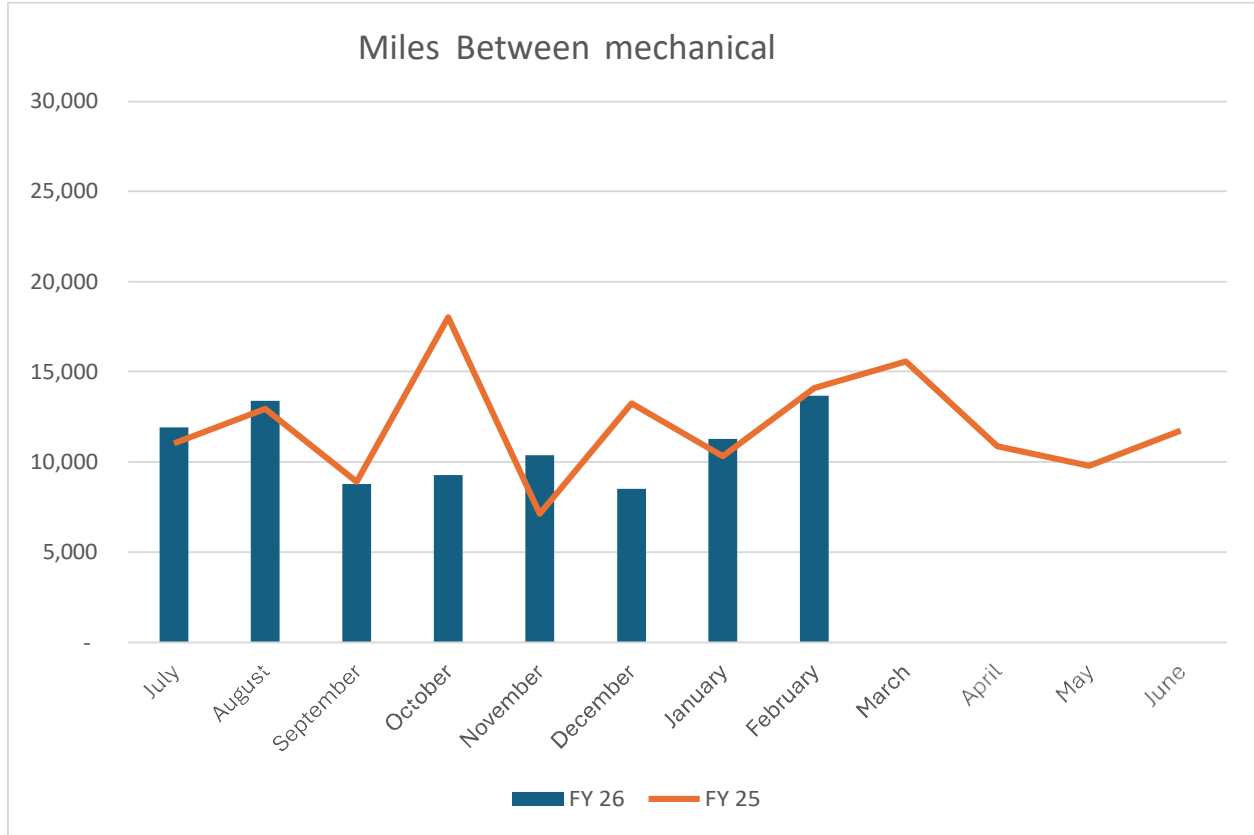
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Wheels System Performance  
FY 2026 –February



### Fixed Route



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FY 2026 –February



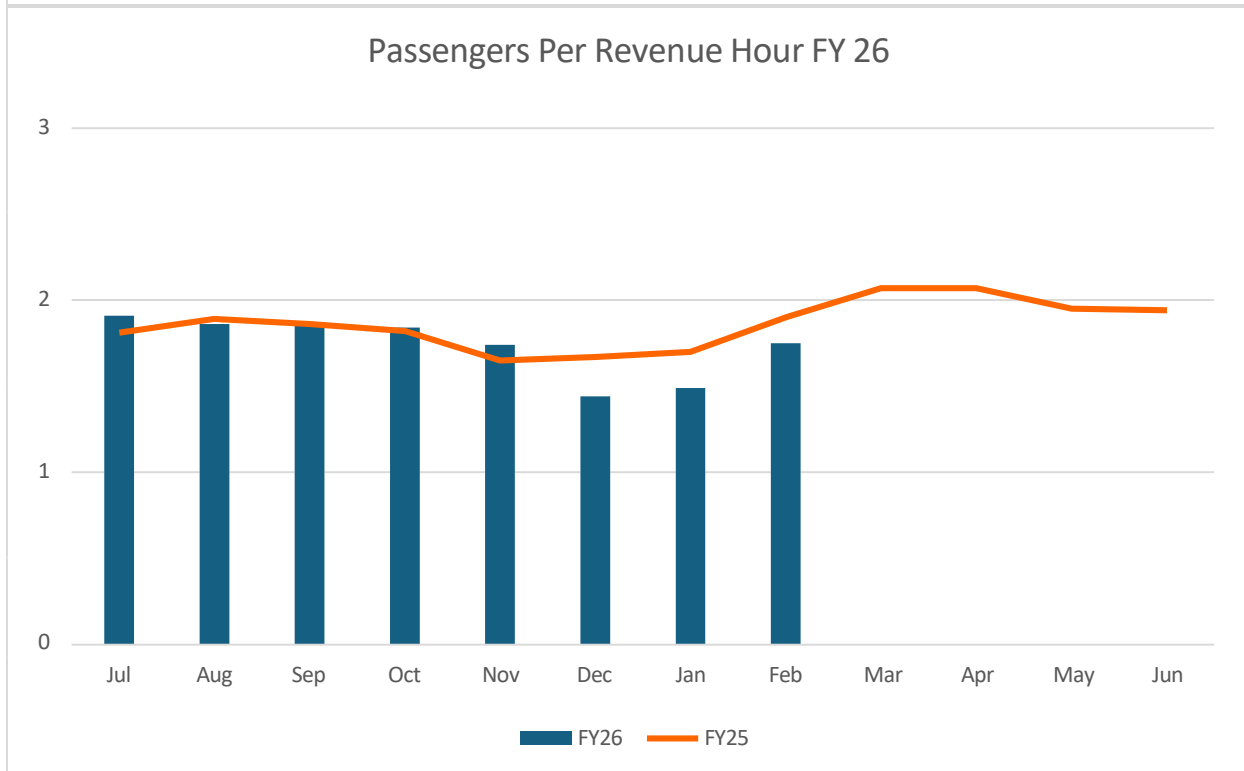
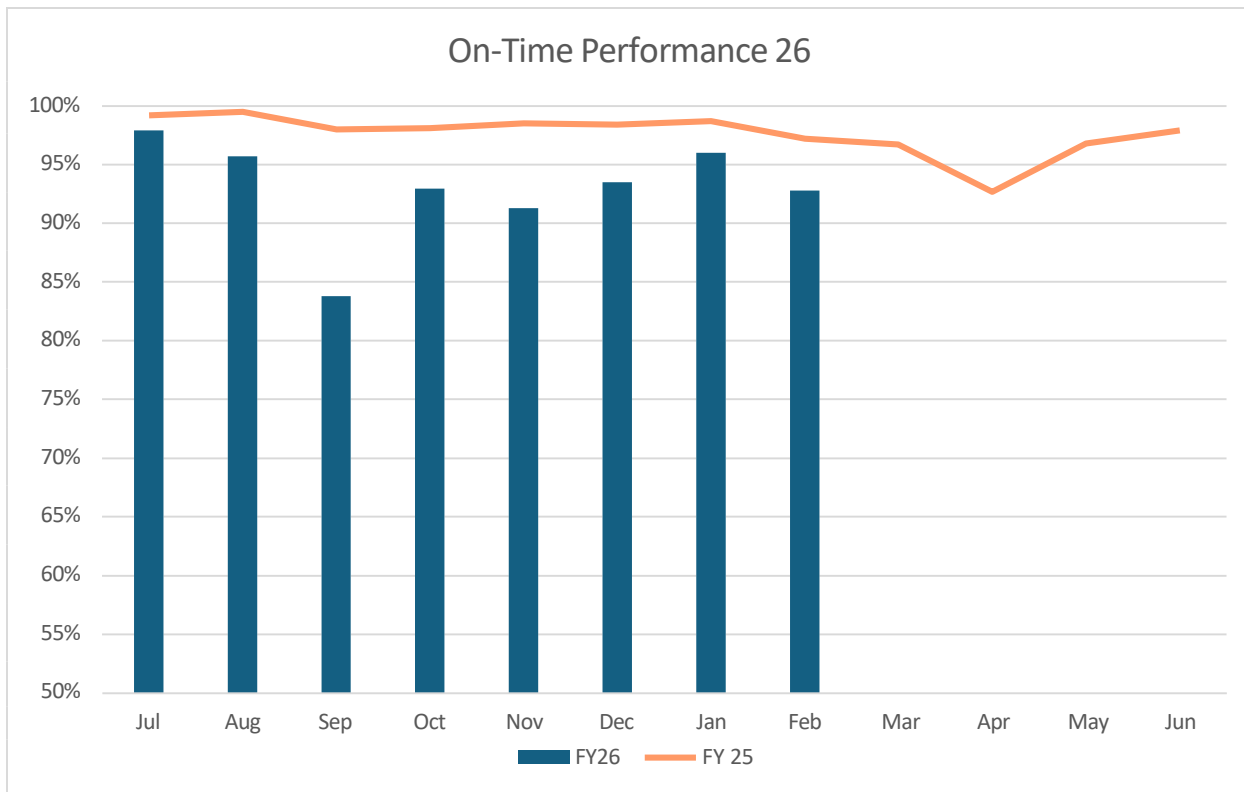
## Paratransit

Performance Indicator	Feb-25	Feb-26	MoM % Change		YoY % Change	
On-Time Performance	97.2%	92.8%	-3.3%	↓	-4.5%	↓
Passengers Per Revenue Hour	1.90	1.75	17.4%	↑	-7.9%	↓
Valid Complaints Per 1,000 Passengers	1.47	1.38	-17.7%	↓	-6%	↓
Phone Holds (% of calls answered within 60 seconds)	64.4%	93.7%	0.8%	↑	45.6%	↑
Average Phone Hold Time	0:01:28	0:00:33	-5.7%	↓	-62.5%	↓
Preventable Accidents Per 25,000 Miles	0.0	0.0	0.0%	—	0%	—
Dial-A-Ride Cost Per Trip	\$55.91	\$71.12	-3.8%	↓	27.2%	↑
Dial-A-Ride Ridership	2,723	2,176	-8.9%	↓	-20.1%	↓
One Seat Ride Ridership	258	146	-37.9%	↓	-43%	↓

Wheels System Performance  
FY 2026 –February



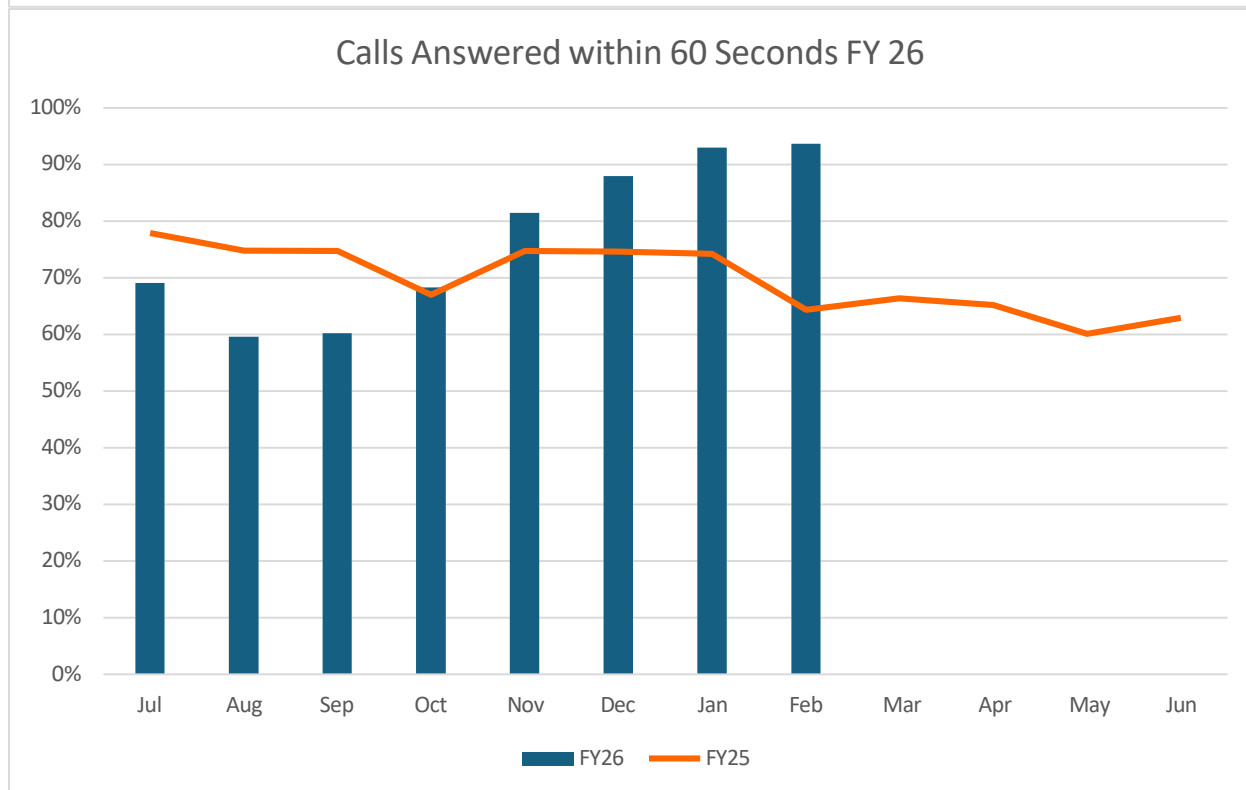
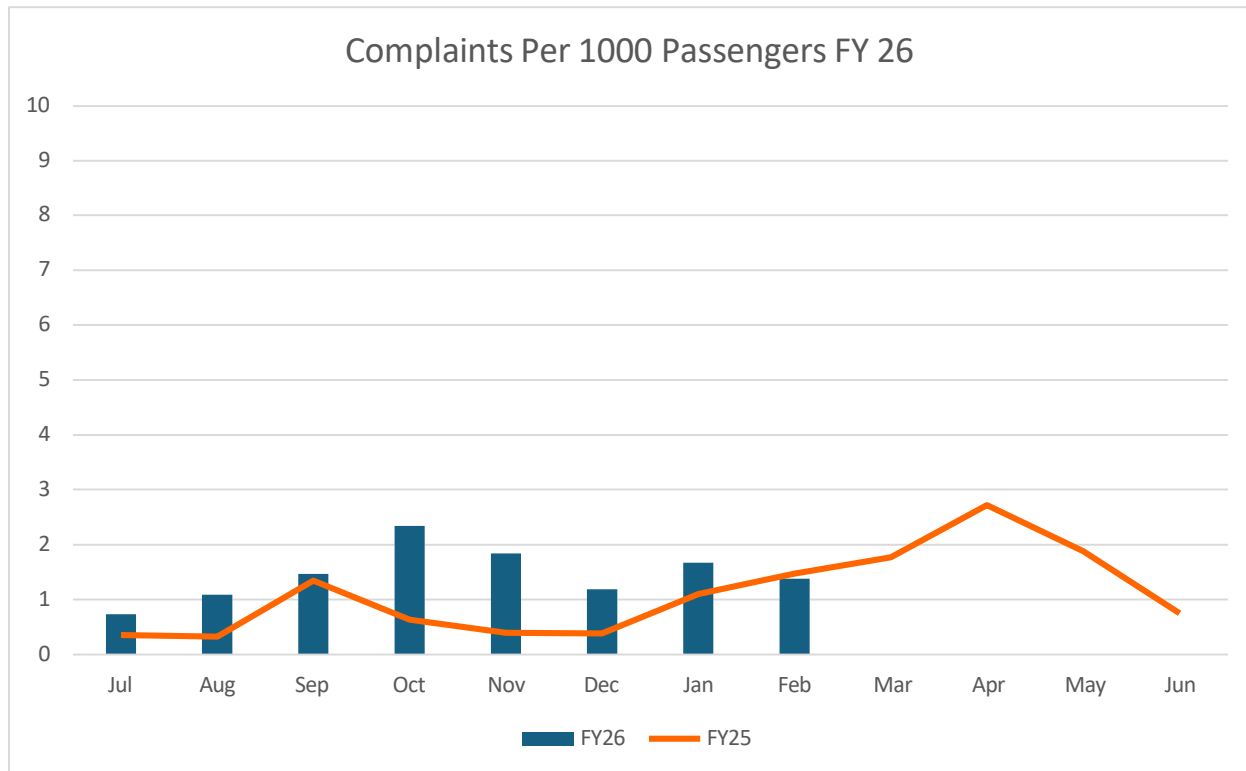
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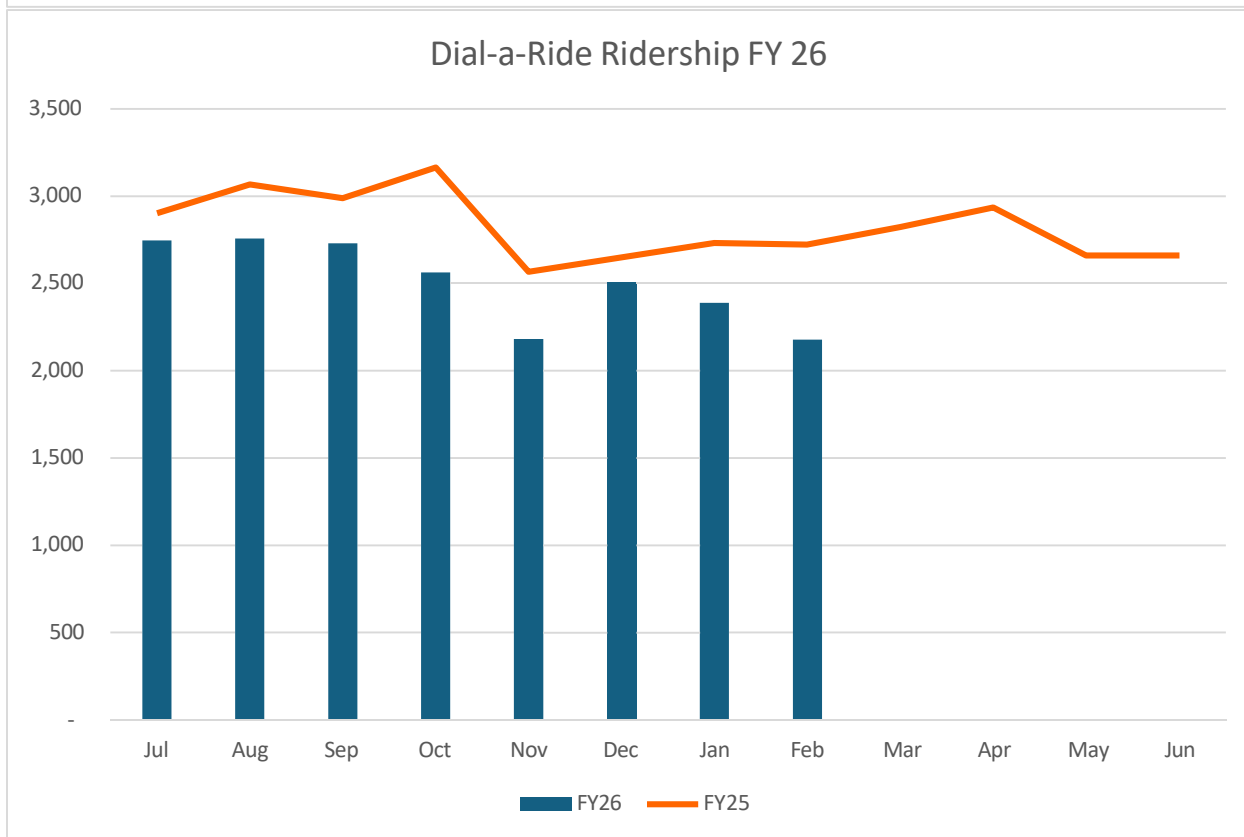
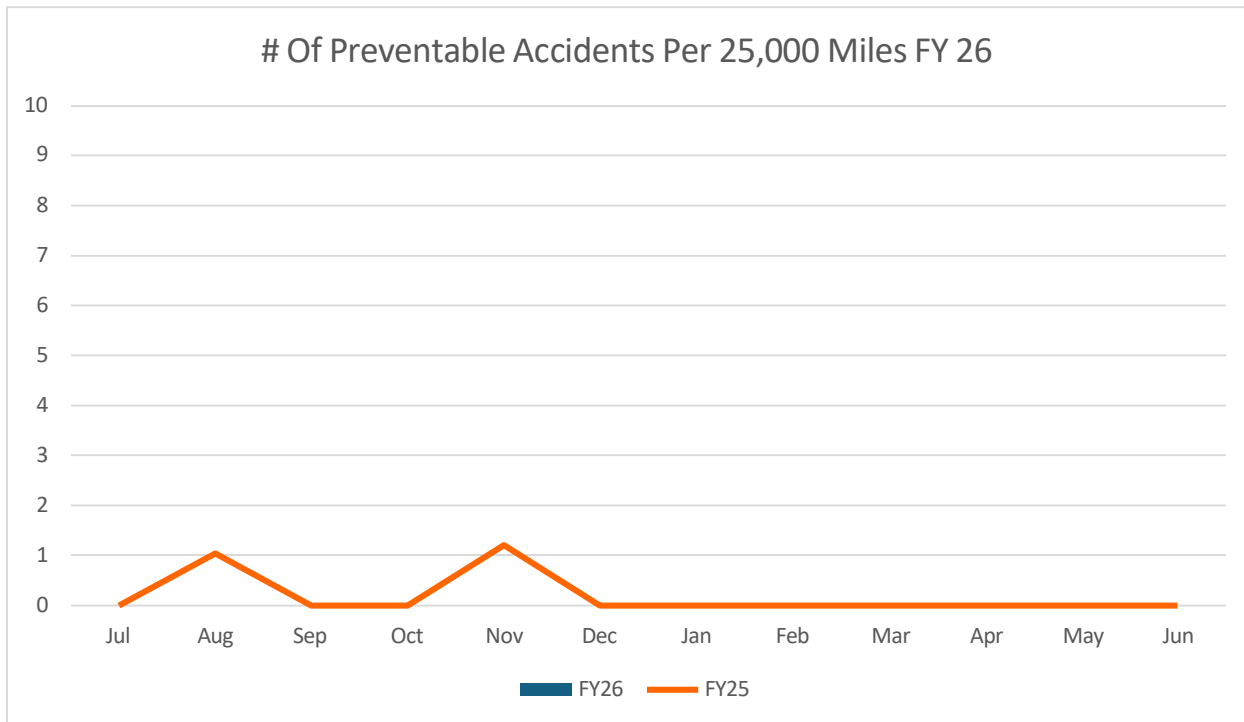
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Wheels System Performance  
FY 2026 –February



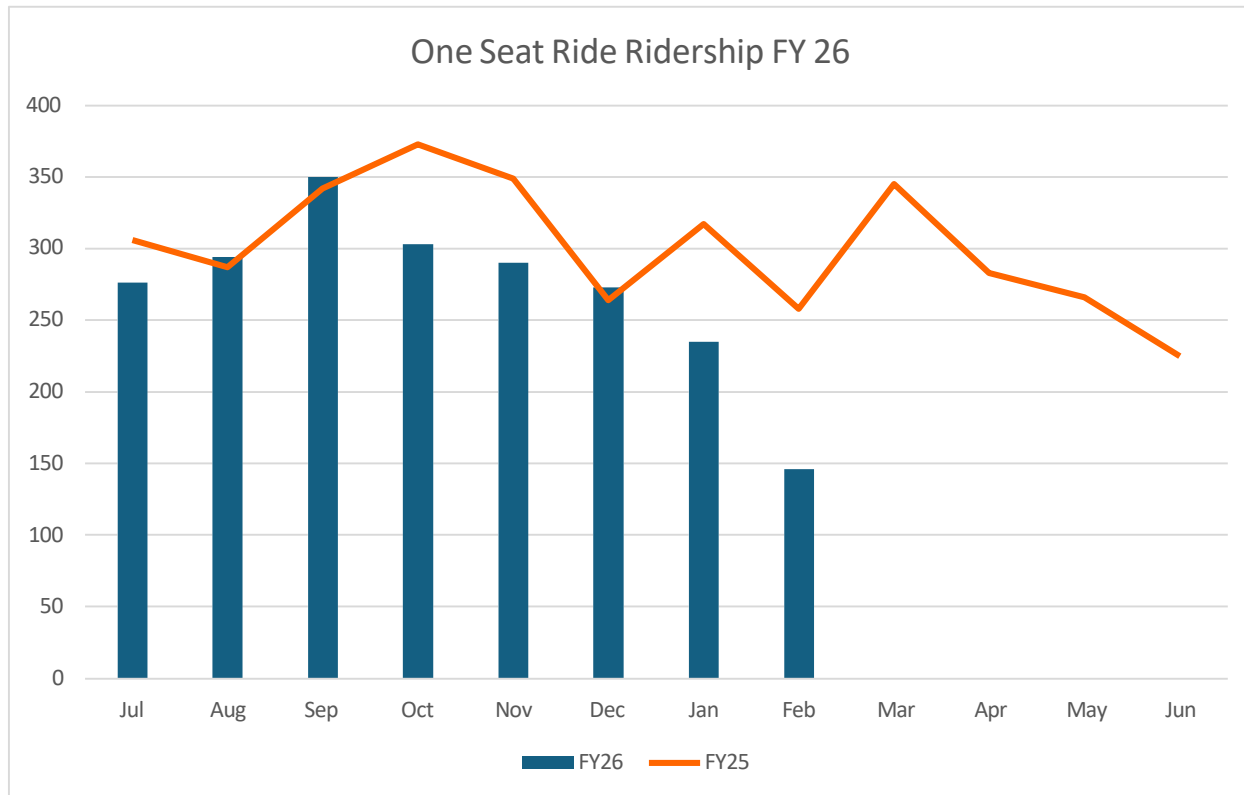
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Wheels System Performance  
FY 2026 –February



## Paratransit

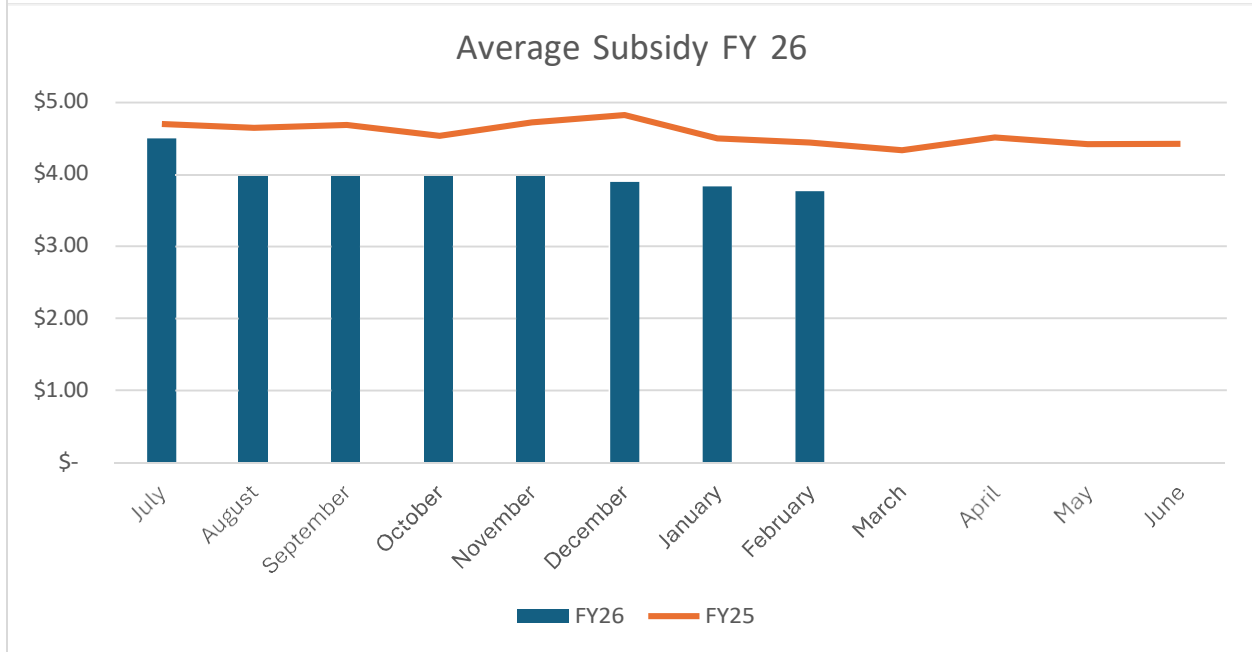
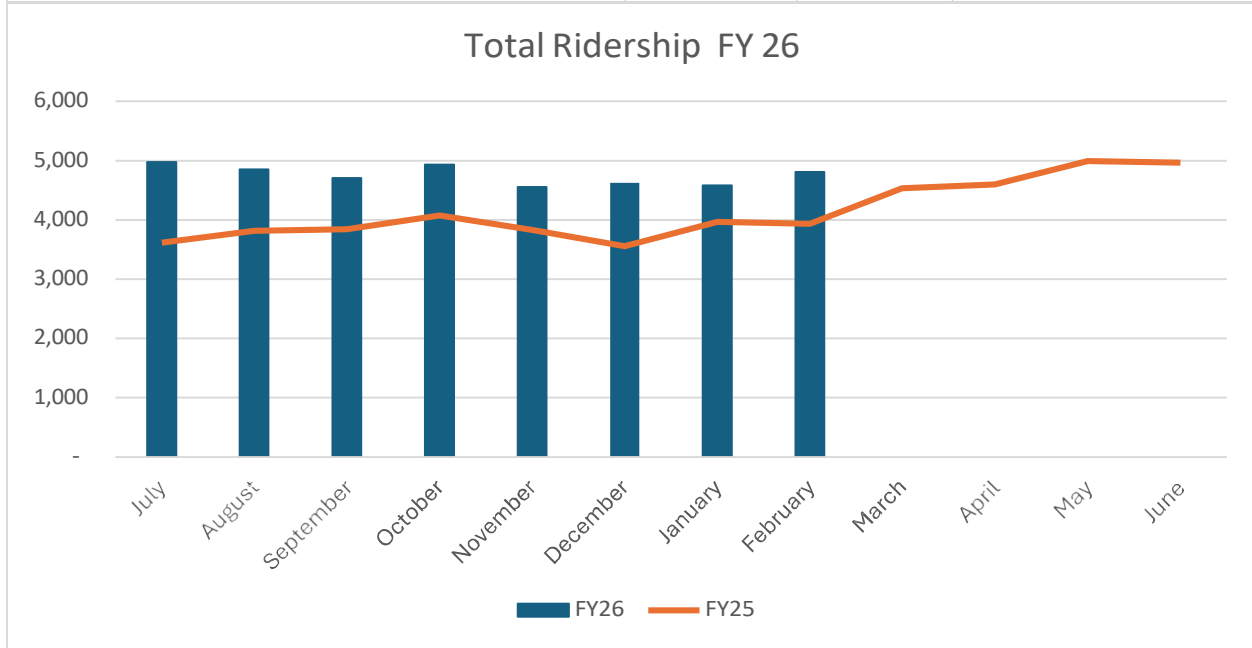


Wheels System Performance  
FY 2026 –February



## Go Tri-Valley

Performance Indicator	Feb-25	Feb-26	Year Over Year % Change
Total Ridership	3,933	4,807	22%
Average Subsidy	\$4.44	\$3.76	-15%



Wheels System Performance  
FY 2026 –February

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