



# General Manager / CEO Monthly Report

December 2025

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## Executive Summary

The 2025 calendar year marked VTA's 30th anniversary, and I am honored to reflect on this milestone, one defined by innovation, resilience, and an enduring commitment to serving the people of Santa Clara County. Since our founding in 1995, VTA has grown into the region's mobility backbone. This anniversary underscores not only how far we have come, but also how much more we can achieve together.



Below is a snapshot of key accomplishments from this year:

**Major Progress on BART Silicon Valley Phase II.** We achieved several critical construction and engineering milestones on the next phase of the BART Silicon Valley extension. This transformative project continues to move forward, bringing us closer to fully connecting the Bay Area with frequent, reliable rail service.

**Advancing the Eastridge to BART Regional Connector (EBRC).** The EBRC project reached its 50% completion milestone, moving the extension of light rail service from Alum Rock Station to the Eastridge Transit Center significantly forward. This long-anticipated connection will enhance east-west mobility, broaden access to education and employment, and promote sustainable growth in one of the county's most diverse communities.

**Safety and Customer Experience Improvements.** In 2025, we upgraded key stops and stations with enhanced lighting, expanded operator safety training, and deployed new technology across the system. These improvements reflect our commitment to providing a safe, reliable, and welcoming transit environment.

**Service Enhancements and Reliability Gains.** Guided by data analysis and customer feedback, VTA implemented service refinements that improved frequency along several of our busiest routes. We also aligned schedules across the region to create smoother, more dependable connections. These enhancements are making a meaningful difference in riders' daily travel experience.

**Strengthening Community Partnerships.** We deepened our collaborations with schools, cities, and community organizations, advancing transit-oriented development and expanding mobility options for all. These partnerships embody the spirit of VTA's 30-year history, building a more connected, equitable, and sustainable region through shared effort.

I want to express my appreciation to our riders who rely on us, the employees who power our system, and the Board of Directors and community partners who support our mission. Together, we are laying the foundation for the next 30 years of progress. In January, I will provide a detailed report on specific performance metrics for 2025. I look forward to sharing what we achieved.

Thank you for being part of VTA's story—past, present, and future.

Sincerely,

A handwritten signature in black ink that reads "Carolyn M. Gonot". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

**Carolyn M. Gonot**

General Manager/CEO, Valley Transportation Authority



# TIMELY TOPICS

## Transit-Oriented Community Grants

VTA awarded more than \$750,000 in grants to 14 local cities and nonprofits to advance equitable, transit-oriented communities across Santa Clara County. Announced on November 12, the funding supports projects that enhance transit access, strengthen community and small-business resilience, expand inclusive education and engagement, and activate cultural spaces near transit. Awarded initiatives range from station access planning in San Jose and Santa Clara, to small-business stabilization and housing-preservation efforts, to youth transit education, multilingual literacy programs, and arts-focused placemaking around key transit hubs. Collectively, these investments aim to connect residents to opportunity while fostering cultural vibrancy, sustainability, and community identity throughout the county.

## Cerone EIH to Open Soon

The City of San Jose is preparing to open a temporary community of 150 (135 single occupancy, 15 double occupancy) tiny homes adjacent to the Baypointe entrance of VTA's Cerone Yard, with residents expected to move in by late December or early January. Designed to provide short-term emergency housing for about 165 individuals, the site will include communal kitchens, restrooms, showers, and laundry facilities, as well as on-site mental-health services, case management, 24-hour security, and outdoor amenities. VTA is currently reviewing the site's Security Plan, which will guide both residents and on-site supervisors.

## Toy Donation for the Holidays

The annual holiday "Stuff the Bus" toy drive returns on December 13, at Plaza de Cesar Chavez Park in downtown San Jose. From 9:00 a.m. to 2:00 p.m., VTA, together with the U.S. Marine Corps and Christmas in the Park, will collect new, unwrapped toys, books, and stocking-stuffers for children from infants to age 14. Monetary donations are also welcomed. The event aims to "stuff the bus" full of donated gifts to brighten the holidays for kids across the community. Anyone can join by bringing a donation. Take transit to the event. The park is conveniently located to many VTA bus and light rail lines.

## VTA Transit Career Summit

On November 13, VTA joined the national celebration of APTA's Transit Career Day by hosting its first-ever Transit Careers Summit at its new San Jose headquarters. The event showcased emerging innovations shaping the future of transit careers, including a presentation on exoskeleton technology that demonstrated how wearable robotics are improving safety and efficiency in maintenance work. Attendees explored a wide range of career pathways through interactive sessions, panel discussions, networking, and on-site recruitment support led by VTA employees. VTA's Women Innovating Transit (WIT) session, Breaking Barriers in Transportation Careers, further highlighted the diverse opportunities available in the industry, complemented by career counseling and resume workshops designed to help participants take their next step toward a transit career.



## San Jose Turkey Trot

VTA proudly joined the community at one of the largest Turkey Trot events in the country. In the spirit of giving, VTA held a drawing for employees to win free registrations to participate in the fun and festive walk-run Thanksgiving event. VTA also helped participants and spectators get to and from the race by promoting convenient transit routes serving the event area, reducing traffic congestion and encouraging a greener start to the holiday season. The agency's participation reflected its broader mission to stay engaged with the communities it serves and to champion healthy, active, and transit-friendly lifestyles.

## The Future of Transit Payment

Bay Area transit riders are about to get their biggest upgrade in nearly two decades with Next-Generation Clipper, launching December 10, 2025. Designed to make travel smoother, faster, and more convenient, the Next-Generation Clipper introduces a wave of features that reflect how riders live, move, and pay today. From instant value loads to flexible payment options and easier account management, Next-Generation Clipper is built for a more connected and seamless transit experience whether you ride VTA, BART, Caltrain, or any of the transit agencies that accept Clipper.

Next-Generation Clipper expands payment flexibility like never before. For the first time, riders can simply tap a contactless credit or debit card to pay for transit, no additional setup needed. Of course, the classic plastic Clipper card and Clipper in Apple Wallet or Google Wallet remain fully supported. This upgrade brings the Bay Area in line with major global transit systems that allow open payments, making travel more intuitive and convenient for visitors and locals alike.

Another feature is instant value loading. The original Clipper system required online reloads to take hours before appearing on your card, but those days are over. Next-Generation Clipper's cloud-based system makes any added value or pass available immediately, no matter where or how you load it. Simply reload and go.

The system also introduces discounted transfers across agencies. Riders who travel across multiple operators, like a trip from VTA to AC Transit, will pay the full fare only on the first service, with up to \$2.50 in transfer discounts applied to additional agencies within a two-hour window. The result is a more affordable, more connected regional travel experience.

Next-Generation Clipper also makes life easier for households by allowing the Clipper app to manage multiple



registered cards in one place. More importantly, youth and senior riders can now apply for their discounted programs online (in addition to applying in person or by mail), expanding access to their affordability programs.

Launched in 2006 as TransLink, Clipper has grown into a defining feature of Bay Area mobility, with nearly 3 million cards in circulation and about 850,000 weekday trips paid through the system. Now, the region is embarking on its most transformative upgrade yet. Next-Generation Clipper ushers in a future of faster, smarter, more flexible transit for riders across the Bay Area, ensuring a smoother journey whether you ride daily or only occasionally.

### Tap your bank card on all Bay Area Transit!

- Adult fares only
- Plastic and mobile cards
- One card per rider
- Remove card from wallet before tapping

Learn more at [clippercard.com](https://clippercard.com)



CLIPPER | More ways to pay

# CORE METRICS – RIDERSHIP

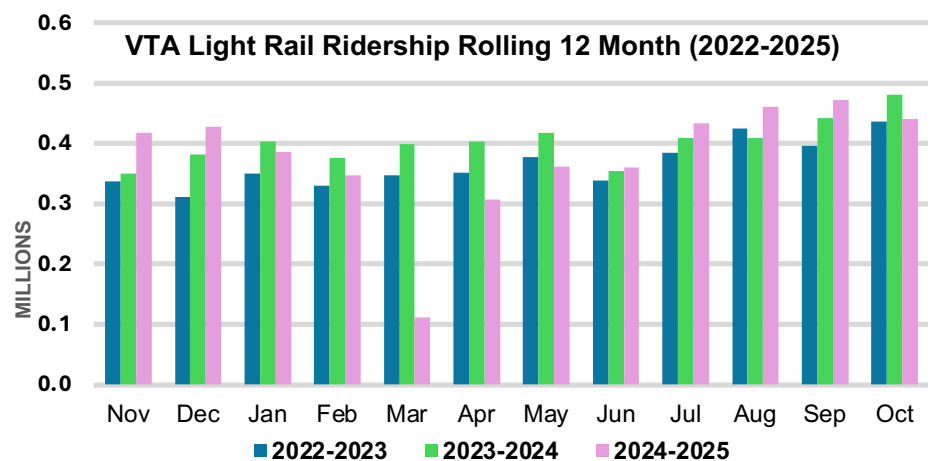
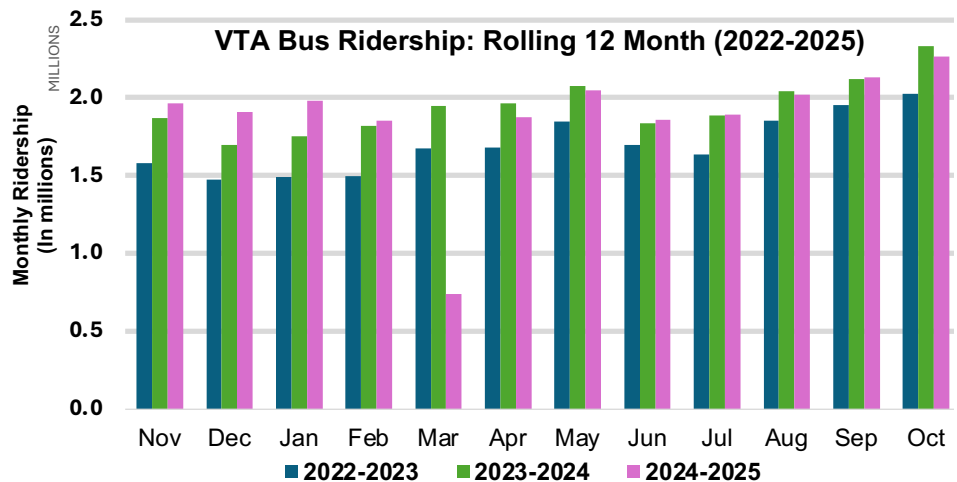
## VTA System Ridership

October 2025 had 2,267,139 bus passengers and 440,752 light rail passengers for a system total of 2,707,891. For the month of October, this represents 2.7% decrease for bus passengers, 8.5% decrease in light rail passengers, and a 3.7% decrease systemwide compared to October 2024.

### Events in period:

- Total event ridership 16,946
- 10/19 – SF 49ers vs. Atlanta Falcons – 16,946

*Note: Service Disruption, no service for most of March 2025.*



## Ridership w/ Weekday, Saturday and Sunday

Ridership	Oct 2025	Oct 2024	Percent Change
<b>Bus</b>	<b>2,267,139</b>	<b>2,330,053</b>	<b>-2.7%</b>
Average Weekday	83,274	85,980	-3.1%
Average Saturday	47,792	47,928	-0.3%
Average Sunday	40,169	40,203	-0.1%
<b>Light Rail</b>	<b>440,752</b>	<b>481,862</b>	<b>-8.5%</b>
Average Weekday	15,154	16,255	-6.8%
Average Saturday	10,673	9,454	12.9%
Average Sunday	10,256	17,550	-41.6%
<b>System</b>	<b>2,707,891</b>	<b>2,811,915</b>	<b>-3.7%</b>
Average Weekday	98,428	102,235	-3.7%
Average Saturday	58,465	57,382	1.9%
Average Sunday	50,425	57,753	-12.7%

Decreased Ridership Factors

There were 3 events in October 2024 at Levi's totaling 45,560 vs one event in October 2025 with 16,500 riders.

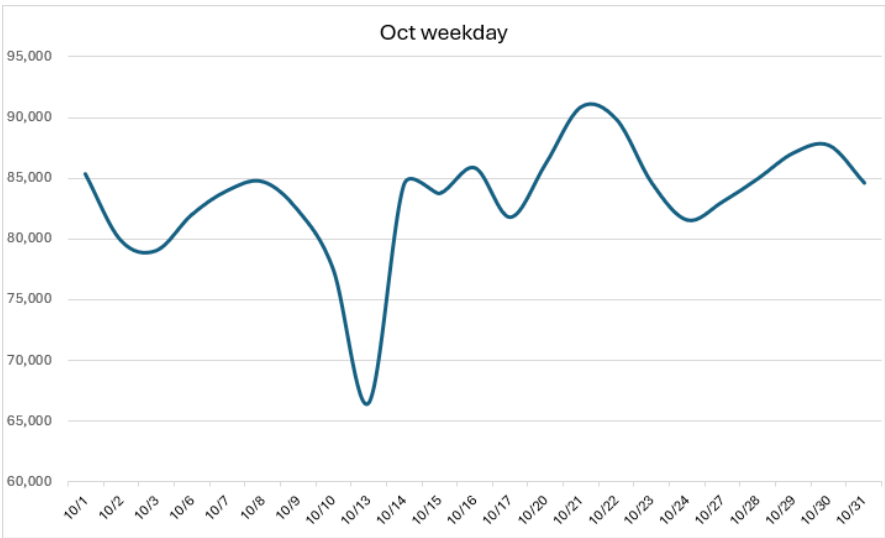
From October 9th to the 14th, light rail service was impacted by Rail Rehabilitation work in the area surrounding the intersection of Capitol/ Mabury.

October 2025 had a few days of rainfall, last year very little to no precipitation recorded. Ridership was inconsistent across the month for bus, and on Oct 13th, day of heaviest rainfall, bus ridership dipped very significantly. (chart on right shows that trend)

September 2025 totals were higher than Sept. 2024 because of one extra weekday this year. Weekday ridership typically drives overall totals. Average September weekday ridership was lower this year. Average weekday ridership in October 2025 was also lower this year compared to last October.

Cancellations due to lack of personnel (27% increase). We had more operator counts last year versus now.

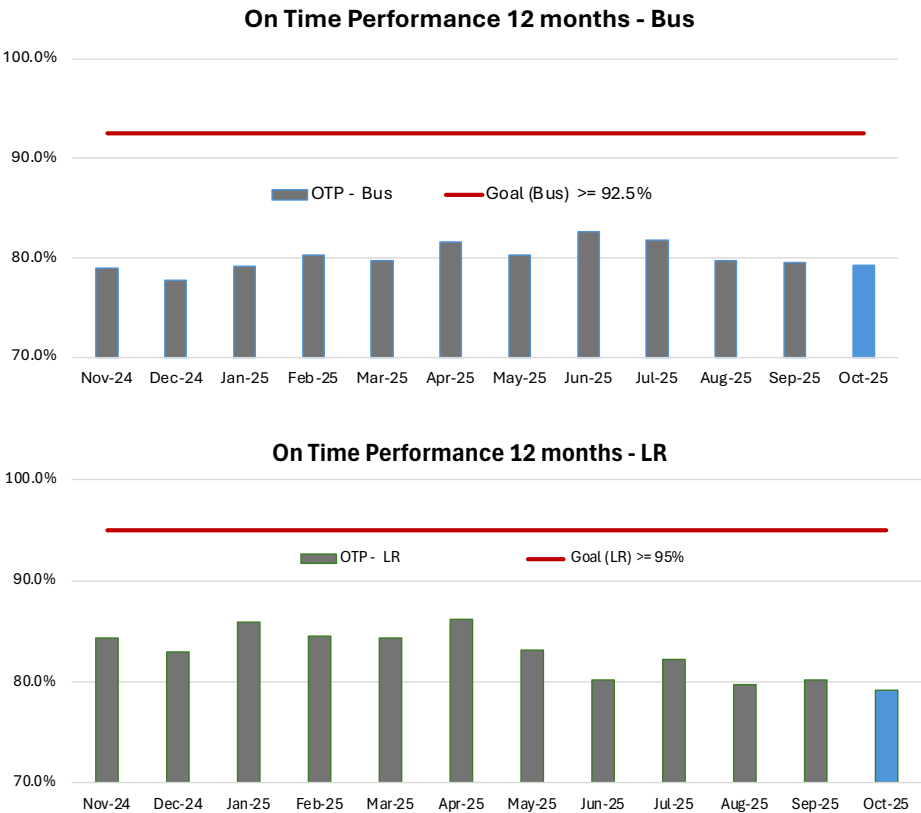
Missed pull out	October 2024	October 2025
	298	407



On-Time Performance Highlights

On-Time Performance (OTP) for bus operations remains below VTA's goal of 92.5 percent. OTP for bus operations is 79.2 percent. This represents an increase of 2.8 percent compared to October 2024. Light rail operations OTP also remains below goal of 95 percent. Light rail operations OTP is 79.2 percent. This represents a decrease of 5.4 percent compared to October 2024.

Note: Service Disruption, no service for most of March 2025.





# CORE METRICS | RIDERSHIP

## ACCESS Paratransit Ridership

October 2025 had 37,116 passengers, reflecting a 4.7% increase compared to October 2024 (35,440). On-time performance also improved significantly, rising to 86.45% from 78% the previous year. FY26 continues to demonstrate steady year-over-year growth in service utilization. While this upward trend is encouraging, higher ridership levels—especially during peak periods—may place additional pressure on resources and impact key performance metrics and maintenance costs.

## Paratransit On-Time Performance

On-Time Performance (OTP) for paratransit operations did not meet VTA's goal of 90% in October 2025, achieving 86.45%. However, this represents a 10.8% improvement compared to October 2024 (78.03%), reflecting continued progress toward meeting performance targets.

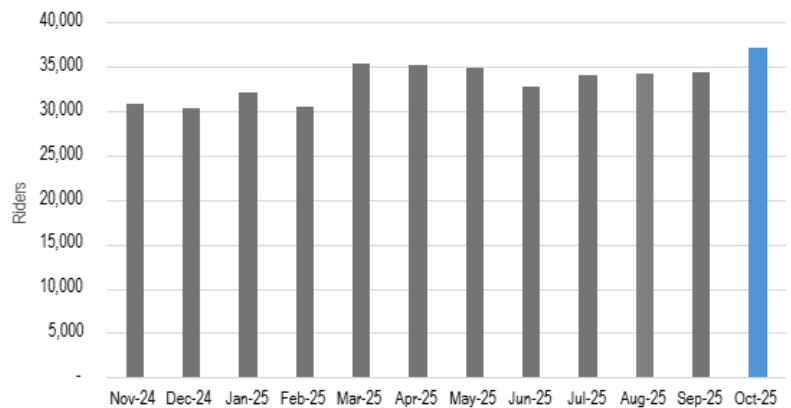


## Miles Between Mechanical Failure

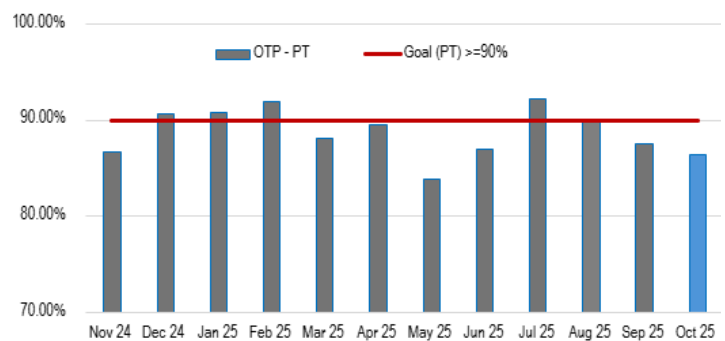
For bus operations, Miles Between Mechanical Failure (MBMF) has been above goal consistently. Light rail MBMF did not meet the goal with more mechanical failures reported for October.



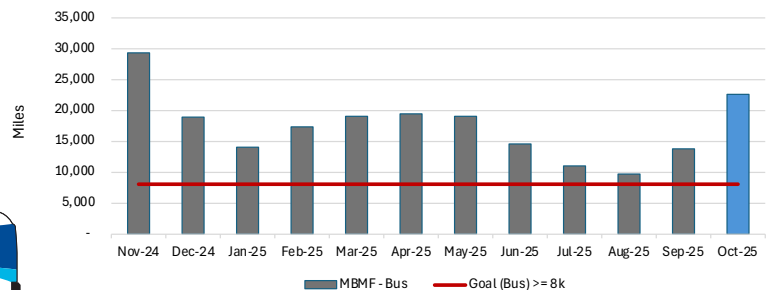
Ridership 12 months - Paratransit



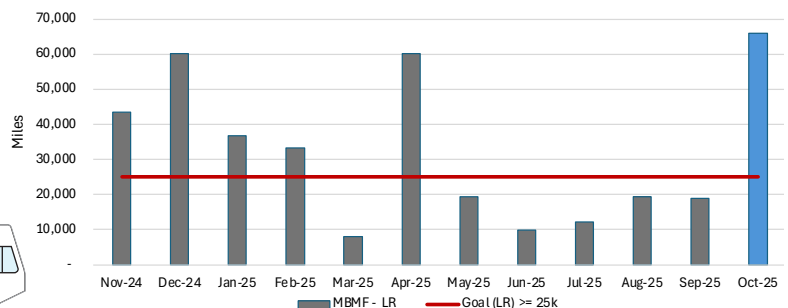
On Time Performance 12 months - Paratransit



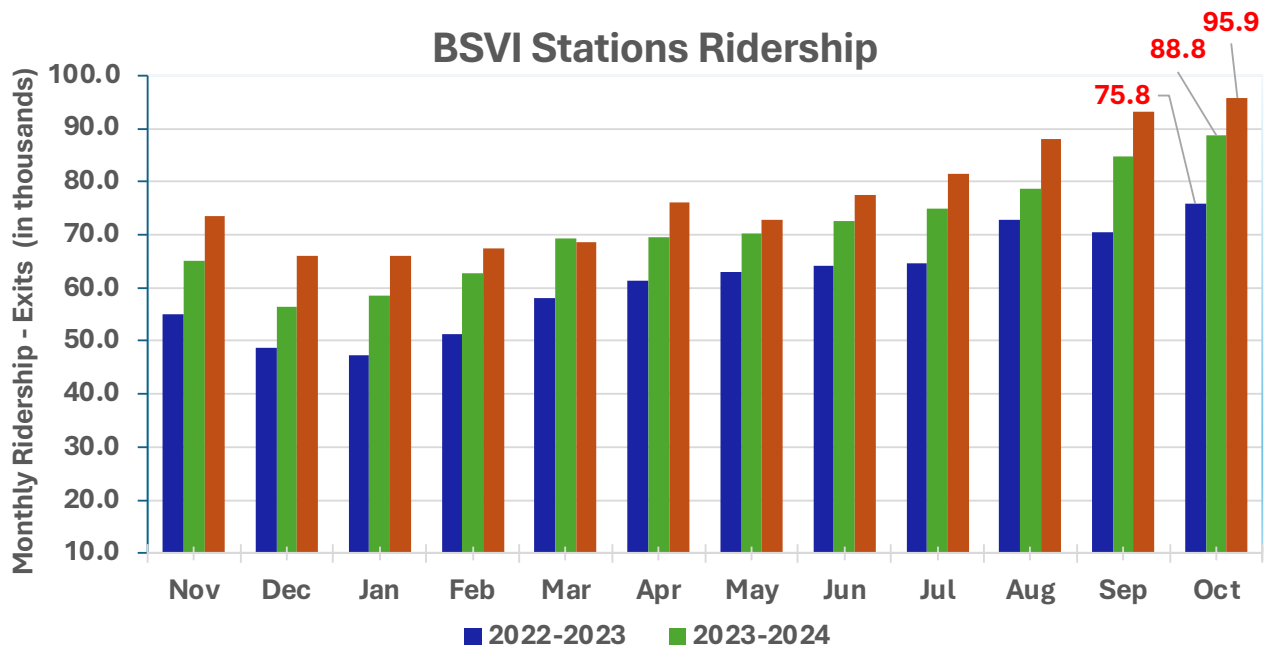
Miles Between Mechanical Failure - Bus



Miles Between Mechanical Failure - LR







### Ridership Events:

- October 3-5: Hardly Strictly Bluegrass
- October 10-12: Fleet Week
- October 14-16: Dreamforce Conference, Moscone Center
- October 18: Regionwide No Kings Day Protests
- Oakland Roots: 2 home games



### Service Events:

- October 20: Equipment problem in Transbay Tube
- October 27: Equipment problem in Transbay Tube

### Notable Ridership Data:

- Highest Ridership Day: Tuesday, October 7 – 3,739
- Lowest Ridership Day: Sunday, October 26 – 1,690
- Average Weekday Ridership – 3,388

*NOTE: Riderships based on exits data*

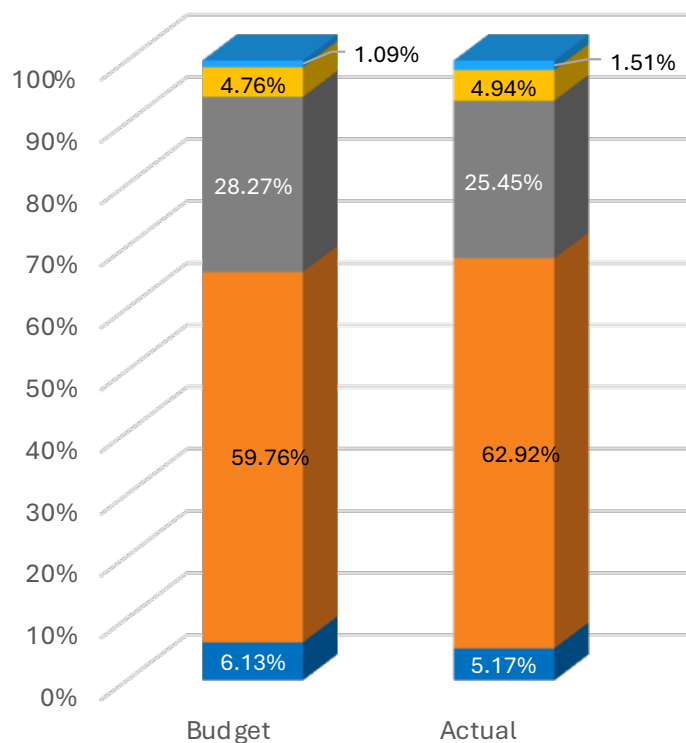
# CORE METRICS | FINANCIAL

## Revenues

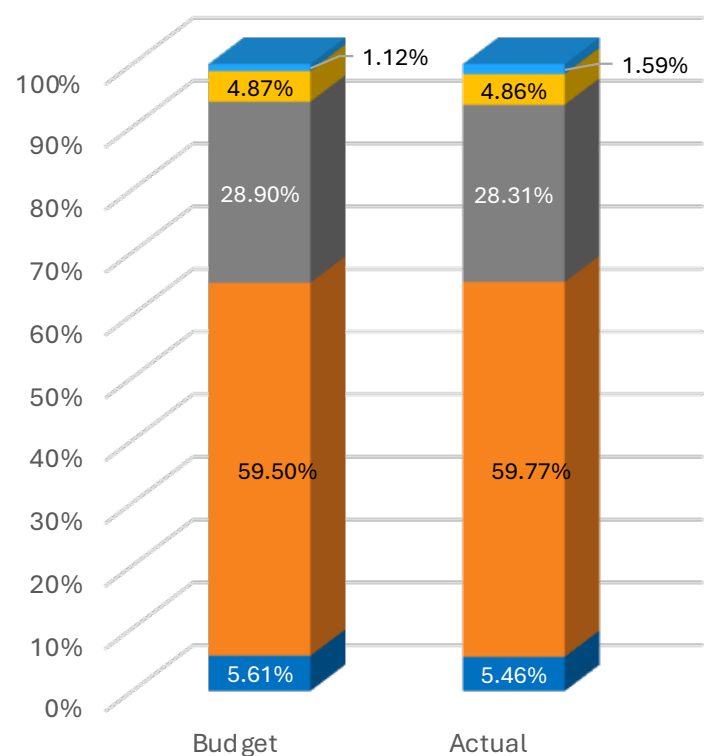
Note: Totals and subtotals may not be precise due to independent rounding.

		For the month ended October 31, 2025		For the FYTD ended October 31, 2025	
		('000)			
		Budget	Actual	Budget	Actual
Fares		\$3,034	\$2,464	\$10,865	\$10,664
Sales taxes		29,595	29,985	115,275	116,653
Grants		14,001	12,129	56,003	55,261
Investment earnings		2,358	2,355	9,431	9,494
Other income		538	722	2,175	3,109
Total		\$49,525	\$47,654	\$193,748	\$195,181

For Oct 2025



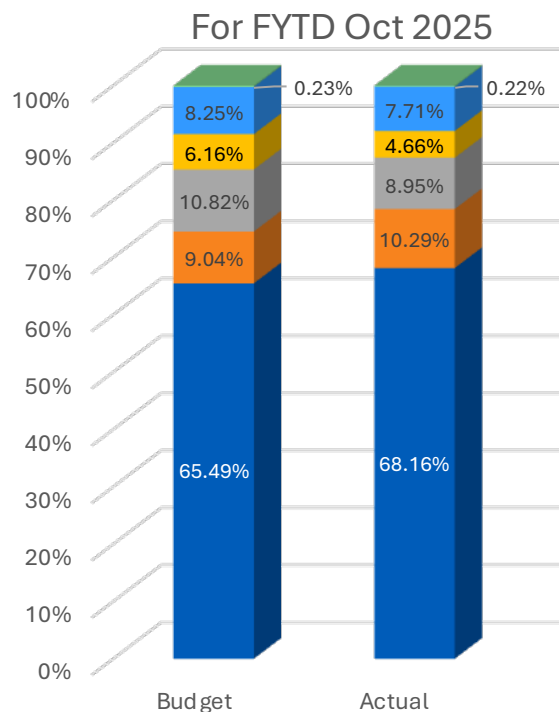
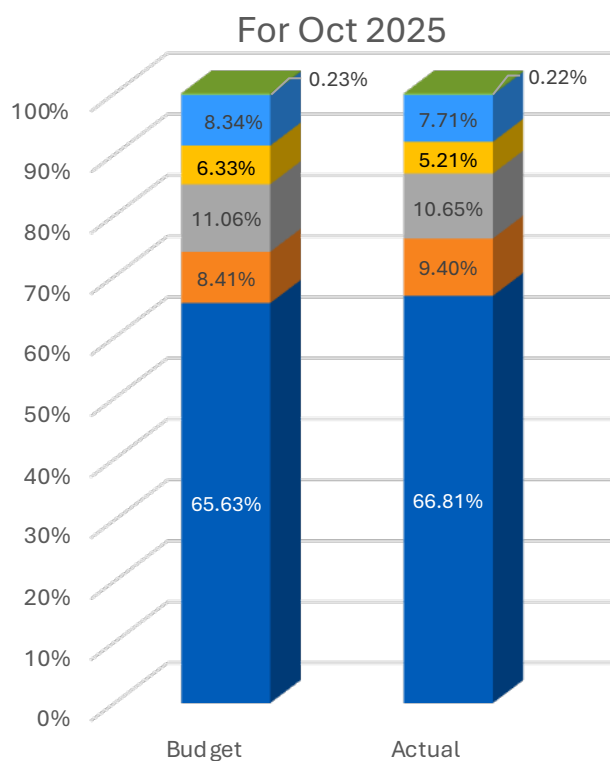
For FYTD Oct 2025



■ Fares ■ Sales taxes ■ Grants ■ Investment earnings ■ Other income

## Expenses

		For the month ended October 31, 2025		For the FYTD ended October 31, 2025	
		('000)			
		Budget	Actual	Budget	Actual
Labor, net of reimbursements		\$31,758	\$33,333	\$127,118	\$137,725
Materials, supplies, fuel, traction, etc.		4,067	4,690	17,544	20,798
Security/Professional & other services		5,354	5,312	21,010	18,094
Insurance/other OH		3,065	2,598	11,951	9,426
Purchased transp, cont. to other agencies		4,033	3,847	16,018	15,584
Debt service		112	111	448	444
Total		\$48,389	\$49,891	\$194,089	\$202,071



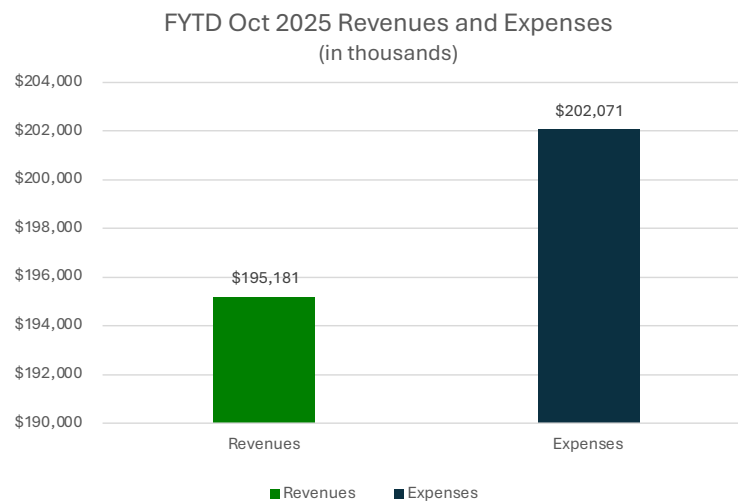
■ Transfer to capital  
 ■ Purchased transp, cont. to other agencies  
 ■ Security/Prof & other services  
 ■ Labor, net of reimbursements

■ Debt service  
 ■ Insurance/other OH  
 ■ Materials, supplies, fuel, traction, etc.

## Where does Transit Fund’s money go?

VTA Transit’s spending consists largely of labor cost, which is a net of reimbursements primarily from capital projects, and non-labor expenditures. Actual net labor cost in October 2025 was more than budgeted due to budgeted labor cost taking into consideration an anticipated 20% labor savings as part of the biennial budget assumptions. Total YTD non-labor actual expenditures are under budget due to the timing of receipt of invoices on services procured and reduction in general liability insurance provision brought about by certain case settlement.

## Comparison of YTD Revenues and Expenses



## Financial Update of FY 2025

VTA’s transit fund revenues are primarily derived from sales tax sources, including the 1976 ½-cent sales tax, operating assistance from 2000 Measure A and 2016 Measure B. VTA also reports operating grant revenues such as the Transportation Development Act (TDA) and State Transit Assistance (STA) revenues. The sales tax true-up for the quarter ending September was received in November. After considering the true-up, actuals slightly exceeded budget. Fare revenues for the month came in slightly below budget expectations.

On the expenditure side, year-to-date net labor costs have exceeded budgetary assumptions, primarily because anticipated labor savings have not materialized. Non-labor expenditures are currently underspent relative to budget, largely due to the timing of receipt of invoices from services procured and reduction in the provision for general liability insurance as a result of certain case settlement.

VTA continues to closely monitor its financial position and remains proactive in implementing strategies to manage ongoing fiscal pressures while maintaining operational stability and advancing service priorities.

*\*True-up of sales tax for the 1st quarter of FY 2025 occurred on Nov 18, 2025. This resulted to an increase of the 1st quarter sales tax of \$1.244 million.*

Cash and Investments	
October 31, 2025	
Fund	Amount
VTA Transit	\$ 810,008
BART O&M	427,479
Express Lanes	68,217
Transit Oriented Development (TOD)	29,137
2000 Measure A	138,189
2016 Measure B	883,728
Other Funds*	1,489,317
Total	\$ 3,846,075

*Note: Totals and subtotals may not be precise due to independent rounding*

*\*Other funds include Custodial funds (Bay Area Air Quality, Vehicle Registration Fees) Trust funds (ATU Pension, Spousal Medical, Other Post-employment Benefit, Internal Service funds (General Liability, Workers’ Compensation and Compensated Absences), Congestion Management Program and VTP Highway Program.*



# CORE METRICS | SAFETY & SECURITY

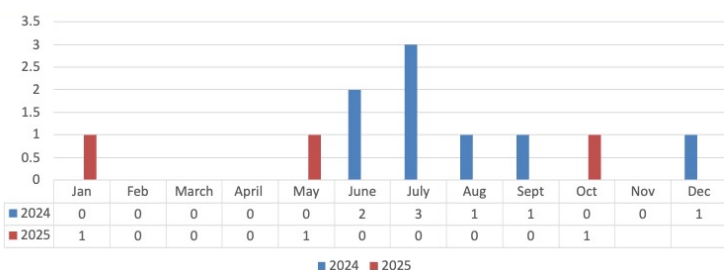
VTA continues to make safety and security a top priority for employees and patrons. Our goal to improve focuses on using a layered security approach of law enforcement & security services focused on presence and immediate response to all threats. The data shown is used to support evidence-based solutions and to track trends related to public safety so VTA can remain proactive and strategic in minimizing crime and risk to staff, patrons, and assets.



## Assaults & Yearly Incident Overview

Non-Operator, VTA Employees  
– San Jose Police Department

### Total Incident Reports



The charts illustrate incident reports from both the Sheriff's Department and SJPd, highlighting various metrics related to incidents and enforcement activities at VTA, including:

- **Criminal activities:** Arrests, misdemeanors, felonies, and operator assaults.
- **Proactive policing efforts:** Street checks, citations, and warrant arrests.
- **Public safety interventions:** Narcan cases, mental health commitments, and Mission Street Recovery referrals.

## October Year-Over-Year Comparison: 2024 vs. 2025

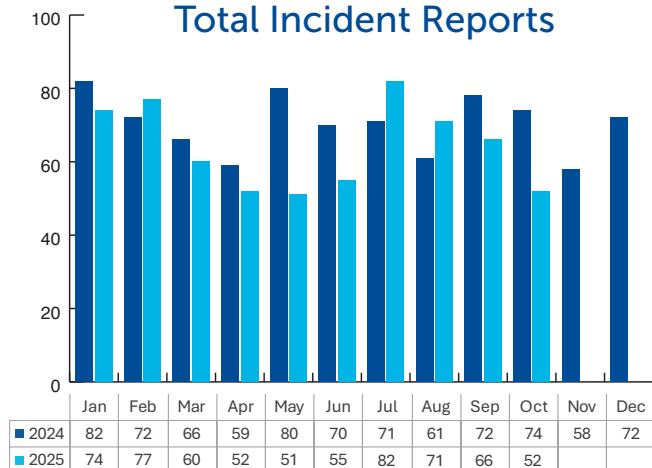
Events	Oct 2024	Oct 2025
<b>Total Incident Reports</b>	7	2
Arrests	2	1
Misdemeanors	4	0
Felonies	2	3
Operator Assaults	1	0
Serious/Violent Offenses	3	0
Narcan Cases	1	1
<b>Proactivity Statistics</b>		
On View Arrests	12	2
Warrant Arrests	2	1
Misdemeanor Citations	2	2
Infraction Citations	2	2
Alcohol/Drug Related	36	28
Mission Street Recovery Referrals	29	28
Mental Health Commitments	5	4
Street Checks	32	36



## Assaults & Yearly Incident Overview

Non-Operator, VTA Employees  
– Sheriff's Department

### Total Incident Reports



## Year-to-Date Statistics

Events	Oct 2025*	YTD	Oct 2024	YTD
<b>Total Incident Reports</b>	52	641	74	713
• Misdemeanors	17	204	27	223
• Felonies	25	325	34	350
• Others	10	112	13	140
Coach Operator Assaults*	0	16	2	27
Non-Operator Assaults*	1	2	-	-
Serious/Violent Offenses	2	32	1	39
Mental Health Commitments	1	39	5	47
Alcohol/Drug Related	8	102	12	96
Arrests	14	215	39	303
Misdemeanor Cite & Release	11	108	17	147
Light Rail Cases	16	262	38	332

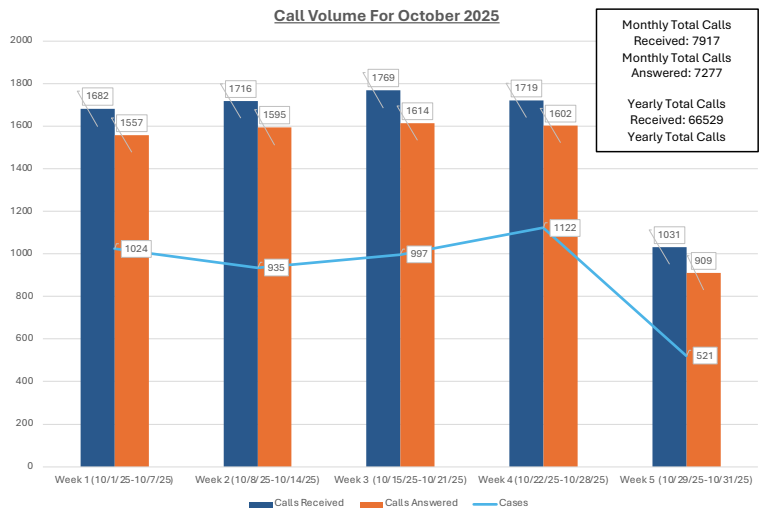
\* Data compiled and updated on 11/6/25.

\* Operator Assaults split to Coach/Rail Operator Assaults after 9/1/25

# CORE METRICS | CUSTOMER EXPERIENCE

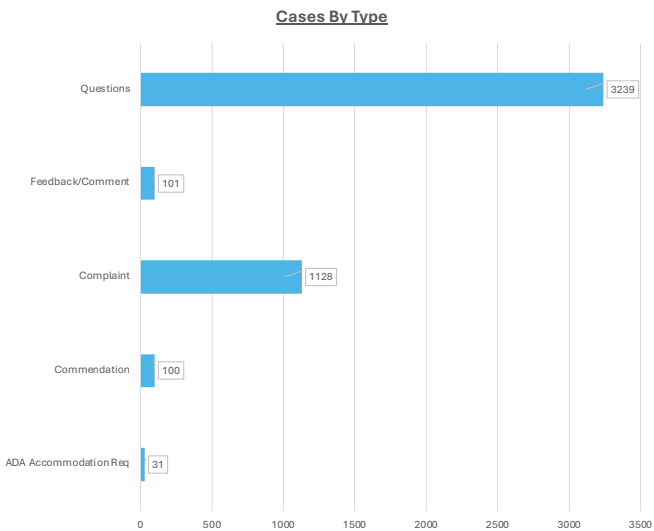
## Call Volume

Call volume is the total number of incoming phone calls that connect to our phone lines. Calls answered refers to the number of those incoming calls that were successfully handled by an information services representative.



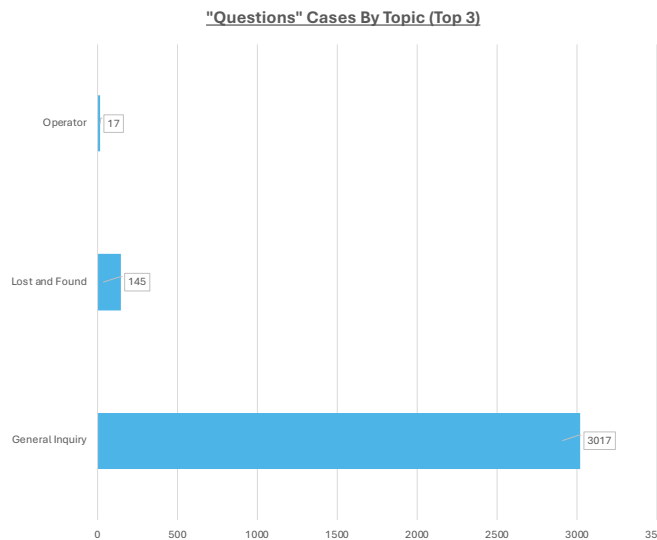
## Cases by Type & Questions by Topic

Calls by type refers to the different categories of incoming calls received by VTA Customer Service, grouped based on their purpose or subject matter.



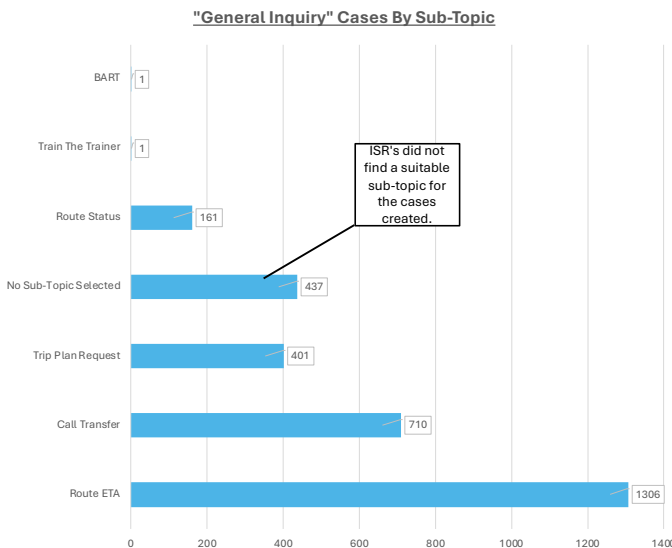
## Questions/Cases by Topic

Questions/Cases by Topic categorizes the types of inquiries received, organizing them based on their subject matter.



## General Inquiry by Sub-Topic

This highlights the top three categories of general inquiries from the previous graph.



# CUSTOMER TESTIMONIALS

David shared his appreciation for his Paratransit driver, Mohamad, who arrived right on time at 12:30 p.m. He noted that the vehicle was clean, the ride was smooth and safe, and the driver was exceptionally helpful. He emphasized how vital the service is to him and thanked Mohamad for his hard work and dedication.

Susan highlighted the outstanding service provided by Balwinder on VTA Line 66. She shared that he warmly greets her, her coworkers, and her special-needs students every Tuesday and Thursday—often by name—and that he is consistently punctual and safe. She described him as an exemplary operator whose kindness enhances their transit experience.

Charlie sends his thanks to the bus operator who waited a few extra seconds for him when his train to Santa Clara Station ran slightly late. That brief moment prevented significant disruptions to his evening plans, and he expressed genuine appreciation for the operator's thoughtfulness.

After a recent call to customer service, Lara took a moment to praise Information Services Representative Darren for his helpful attitude, warm phone manner and the excellent customer service he provided.

A note of thanks also came from Jonathan, who appreciated the driver of bus 1009 on Saratoga–Sunnyvale at Pierce Road for pointing out a burnt-out brake light on his car. He commended the driver's attentiveness and care for the safety of others on the road.

Faye explained that the operator on her route stands out for his fantastic driving and thoughtful attention to passengers transferring from the 23 to the 60 at Winchester & Stevens Creek. Faye remarked on the operator's outstanding attentiveness in supporting seamless connections and shared her sincere appreciation for his care and professionalism.



3331 North First Street, San Jose, CA 95134-1927