

From: VTA Board Secretary <Board.Secretary@vta.org>
Sent: Wednesday, December 31, 2025 7:51 AM
To: VTA Board of Directors <VTABoardofDirectors@vta.org>
Subject: VTA Information: Ridership Memo for November 2025

VTA Board of Directors:

Attached is a memorandum from Nauni Singh, Chief Operating Officer, regarding VTA ridership for November 2025.

If you have any questions, please reply to this e-mail.

Thank you,

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 North First Street, Building B
San Jose, CA 95134-1927
Phone **408-321-5680**



Solutions that move you



Date: December 30, 2025
Current Meeting: NA
Board Meeting: January 8, 2026

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: Carolyn M Gonot, General Manager/CEO *Carolyn M Gonot*

FROM: Naunihal (Nauni) Singh, Chief Operating Officer *Naunihal Singh*

SUBJECT: VTA Ridership – November 2025

Policy-Related Action: NA

Government Code Section 84308 Applies: No

INFORMATION ITEM

EXECUTIVE SUMMARY:

To present the bus and light rail ridership performance of the Santa Clara Valley Transportation Authority.

STRATEGIC PLAN/GOALS:

The report is an information item only.

BACKGROUND:

This report is routinely produced after each month. This report is for the month of November 2025.

CLIMATE IMPACT:

The report is an information item and will have no impact on climate change.

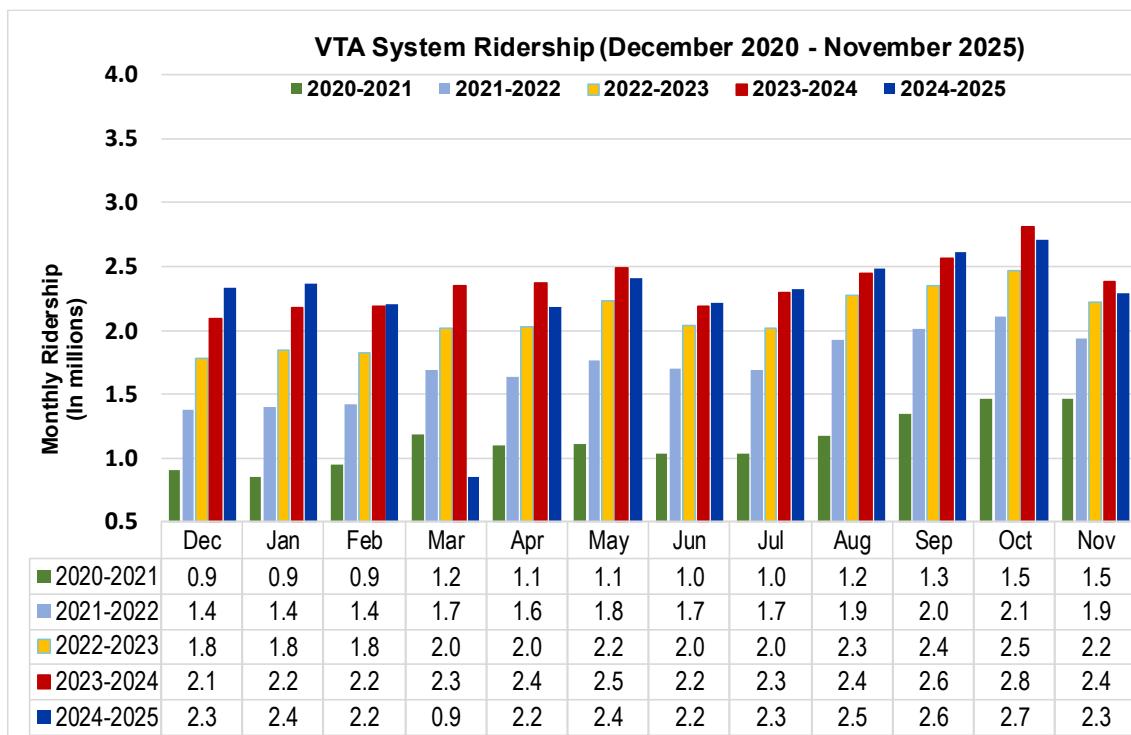
DISCUSSION:

November 2025 total monthly system ridership was 2,285,367, a decrease of 4.3% compared to November 2024. The total monthly bus ridership was 1,887,683, a decrease of 3.8% compared to November 2024. The total monthly light rail ridership was 397,684, a decrease of 6.7% compared to November 2024. The average weekday system ridership for November 2025 decreased by 2.5%. The Calendar year-to-date (January 2025 through November 2025) system ridership (bus and light rail) was 24,644,120, a decrease of 6.4% compared to same period last year. Year-to-date ridership was impacted by reduced service during March 2025.

Levi's Events: There were two San Francisco 49ers football games at Levi's Stadium in November 2025 that recorded about 18,626 riders per event. In November 2024, there was one San Francisco 49ers football game at Levi's Stadium that recorded 17,214 riders.

VTA Ridership	Monthly			Calendar Year-to-Date		
	Current (Nov 2025)	Prior (Nov 2024)	Percent Change	Current (Jan'25-Nov'25)	Prior year (Jan'24-Nov'24)	Percent Change
Bus	1,887,683	1,961,739	-3.8%	20,548,773	21,755,870	-5.5%
	75,691	77,574	-2.4%	75,550	75,405	0.2%
	46,189	45,567	1.4%	45,115	43,852	2.9%
	36,436	36,484	-0.1%	37,805	37,132	1.8%
Light Rail	397,684	426,336	-6.7%	4,095,347	4,565,486	-10.3%
	15,247	15,733	-3.1%	14,433	15,190	-5.0%
	8,882	9,128	-2.7%	9,717	9,081	7.0%
	10,594	13,206	-19.8%	9,559	10,767	-11.2%
System	2,285,367	2,388,075	-4.3%	24,644,120	26,321,356	-6.4%
	90,938	93,307	-2.5%	89,983	90,595	-0.7%
	55,071	54,695	0.7%	54,832	52,933	3.6%
	47,030	49,690	-5.4%	47,364	47,899	-1.1%

The system ridership (Bus and light rail) in millions for 2020-2025 (rolling 12 months) is presented in the chart below:



Note: December 2020 onwards continued to have impacts from COVID-19 for some more months. March 2025 had decreased ridership due to ATU service disruption.

The boardings per total hour and boardings per revenue hour for bus and rail for November 2025 are shown in the table below:

	Boardings per Total hour ¹			Boardings per Revenue hour ²		
	November 2025	November 2024	Percent Change	November 2025	November 2024	Percent Change
Bus	15.5	16.1	-3.9%	16.5	17.2	-3.9%
Light Rail	29.6	33.0	-10.2%	31.8	35.4	-10.2%

Total hours – Includes revenue hours and deadhead hours (hours that a vehicle travels when out of revenue service). ² Revenue hours - Scheduled hours of service available to passengers for transport on the routes. Includes recovery/layover time.

From: Kumar Shah
To: Gonot, Carolyn; Garza, Michelle; Dagang, Deborah; VTA Board Secretary
Cc: Melissa Lee
Subject: [EXTERNAL] Formal Notice Regarding Special-Event Services, Funding, and Super Bowl 2026
Date: Tuesday, December 30, 2025 8:54:30 AM
Attachments: image002.png
Importance: High

CAUTION: This Message originated from outside VTA. Do not click links or open attachments unless you recognize the sender and know the content is safe!

Dear Members of the Board and Executive Leadership,

This letter follows VTA's recent document production in response to our CPRA requests, including VTA's disclosure of a 2017 charter service notification issued to private operators for special-event bus services at Avaya Stadium.

As detailed below, VTA's current approach to special-event transportation services raises not only regulatory and compliance concerns, but also serious issues regarding fiscal stewardship, fiduciary responsibility, and alignment with VTA's core public mission.

1. Selective Charter Notifications

VTA has produced a 2017 Charter Rule notification issued for Avaya Stadium events. VTA has not produced, and appears not to have issued, comparable charter service notifications for special-event services it continues to provide at PayPal Park and SAP Center.

Please identify all Charter Rule notices issued for these venues or explain the basis for providing event-specific services without notice to private operators.

2. Substitution of Services

VTA's agreements expressly contemplate the deployment of supplemental bus services when augmented light-rail capacity is unavailable, establishing that bus and rail services are used interchangeably to meet event-specific demand.

3. Funding Structure and Circumvention Concerns

VTA's reimbursement structure applies to event-specific rail services while excluding supplemental bus services, resulting in the public subsidization of bus operations that exist solely because of private events. This funding / reimbursement arrangement circumvents the FTA Charter Rule and deprives private operators of the opportunity to provide these event specific services.

4. Use of Public Funds Outside Core Mission

Federal and state transit funds are awarded for specific purposes, including capital investment and the provision of daily public transportation service. Please identify the specific funding sources used to support special-event bus and rail services and explain how such uses are consistent with the approved purposes and scopes of those funds.

5. Statutory Authority and Equal Access

Please identify the statutory authority under which VTA enters into event-specific service

agreements with private entities such as the 49ers, the NFL, and Levi's Stadium, and explain whether comparable arrangements are available to other licensed and registered transportation providers.

6. Fiduciary Responsibility and Financial Impact on the Public

By operating special-event bus services at standard transit fares, VTA knowingly incurs significant operating losses on services that exist exclusively because of private events. Based on VTA's own financial disclosures, farebox revenue typically covers approximately **10%** of operating costs, with the remaining **~90% subsidized by public funds**. This equates to an average public subsidy of approximately **\$10 per passenger trip**.

Using conservative assumptions:

- Levi's Stadium has hosted **NFL games, concerts, and major events continuously since its opening in 2014**;
- Special-event bus services are operated for a substantial portion of these events; and
- Even a modest estimate of **2-3 million special-event bus passenger trips** since 2014 would imply **\$20-\$30 million in unrecovered public subsidy** attributable solely to Levi's Stadium bus services.

These losses do not include:

- Special-event services at PayPal Park or SAP Center;
- Light-rail operating subsidies; or
- Opportunity costs imposed on daily transit riders through diverted resources.

Continuing to incur such losses for private entertainment events raises serious questions regarding:

- VTA leadership's **fiduciary duty to taxpayers**;
- Stewardship of limited public transit funds; and
- Consistency with VTA's primary mission to provide reliable daily transportation services to the general public.

7. Super Bowl 2026

VTA is currently advertising special-event transportation services for Super Bowl events scheduled for February 2026. Please identify:

- Any Charter Rule notices issued to private operators;
- Any exemption requests submitted to FTA; and
- The legal authority under which such services are being planned absent such approvals.

We request written responses to the above at your earliest opportunity.

Sincerely,

Kumar Shah

President & CEO

Accelar, Inc. (d/b/a Pronto Corporation)

FTA Charter Provider ID No. 6643



Pronto Journeys

Safe. Dependable. Comfortable.



Group Transportation since 2005

60K+ Trips. 2.4M+ Passengers.

100% Injury-free

RATING: 4.93 / 5.0



Kumar Shah, President

+1-650-249-7418

Kumar@ProntoJourneys.com

84 W Santa Clara St, Ste 700
San Jose, CA 95113

From: Dan Lieberman
Sent: Wednesday, December 31, 2025 2:01 PM
To: VTA Board Secretary
Subject: [EXTERNAL] Caltrain eNews - December 2025

Categories: SEND TO BOARD MEMBERS

CAUTION: This Message originated from outside VTA. Do not click links or open attachments unless you recognize the sender and know the content is safe!



ALL ABOARD

e-News



• December 2025 | [View online](#) •

An Incredible 2025 Comes to an End

2025 has been an eventful year for Caltrain, with many great successes and incredible accomplishments for our newly reinvented railroad. This issue features the new Holiday Train, our being named the fastest growing transit agency in the country, and a look ahead to the MLK Celebration Train coming in January.





APTA Names Caltrain Fastest Growing Transit Agency in US

Caltrain's 57% ridership growth over 2025 outpaced every other transit agency in the United States, according to the American Public Transportation Association.

[Learn More about APTA's Recognition](#)

Reinvented Holiday Train Makes its First Trip

Huge crowds turned out on Dec. 13 to both ride the Holiday Train for the first time and to visit Caltrain's four station celebrations, helping to kick off the holidays throughout the Peninsula.



[Learn More about the Holiday Train](#)



Free NYE Caltrain Service

From 8 p.m. Dec. 31 to the end of service that night, Caltrain will be free of charge, ensuring that revelers can get back home safe and sound in the early hours of 2026.

[Learn More about New Year's Service](#)

See Caltrain's 2025 Accomplishments

Caltrain's Year in Review page lists the many incredible milestones Caltrain has reached over the course of the last year.



[Learn More about Caltrain in 2025](#)



MLK Celebration Train Coming Jan. 19

The Celebration Train will make its annual trek to the Dr. Martin Luther King Day March in San Francisco, helping the Bay Area community to come together and honor his great legacy.

[Learn More about the MLK Celebration Train](#)

• • • Get ***All Aboard*** sent to your inbox | [Subscribe](#) • • •

UPCOMING EVENTS

- **January 8** - [Caltrain Board Meeting](#) - San Carlos Station
- **January 17** - [Giants FanFest](#) - San Jose Diridon Station
- **January 19** - [MLK Celebration Train](#) - San Jose Diridon, Palo Alto, San Mateo, Millbrae and San Francisco Stations



Join our team!

- [Caltrain Manager of Government and Community Affairs](#)
- [Deputy Executive Director, Project Delivery & Caltrain Modernization](#)

Learn More about Job Opportunities at Caltrain



Forward *All Aboard* to your friends, so they can [subscribe](#) too!

Editor: Dan Lieberman

LiebermanD@Samtrans.com

Copyright (C) 2025 San Mateo County Transit District. All rights reserved.

Our mailing address is:
1250 San Carlos Ave. San Carlos, CA 94070

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe](#)

From: VTA Board Secretary
Sent: Wednesday, December 31, 2025 3:11 PM
To: VTA Board of Directors
Cc: Smith, Patrice
Subject: From VTA: December Outreach Activities

Board of Directors:

Please see the attached memo from Patrice Smith, Chief Communications Officer, regarding the December Outreach Activities.

If you have any questions please reply to this email.

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 North First Street, Building B
San Jose, CA 95134-1927
Phone **408-321-5680**





MEMORANDUM

TO: VTA Board of Directors

FROM: Patrice Smith, Chief Communications Officer *Patrice L. Smith*

DATE: December 31, 2025

SUBJECT: December Outreach Activities

Throughout December, VTA has been bringing holiday cheer to Santa Clara County, proudly giving back to the community we are honored to serve every day. Through festive events and heartwarming activities, we've been spreading joy, goodwill, and the true spirit of the season across every corner of our community.

Boot Drive

Employees in VTA's Maintenance Division demonstrated exceptional engagement and compassion this holiday season by donating 120 pairs of new work boots to community members in need. The effort was inspired by a simple but powerful act of kindness from a VTA bus operator who stepped off his coach to give a man on the street his own shoes. Moved by that moment, Erik Larson rallied fellow mechanics to expand that gesture into a coordinated donation drive—one that reflects the strong employee spirit and service-minded culture at VTA. Their hope is to make this an annual tradition, reinforcing the values of empathy, community connection, and pride in public service that define VTA's workforce. The story was covered by multiple media outlets. Watch a sample story [here](#).

Stuff the Bus

VTA once again hosted the annual Stuff the Bus event in partnership with the US Marine Corp Toys for Tots program and Christmas in the Park. This long-standing holiday tradition brings employees and the community together in support of local families. Each year, a VTA bus is transformed into a collection point for donated toys, which are distributed through local nonprofit partners. Toy donations filled 1 ½ VTA buses this year. The event reflects the agency's deep-rooted culture of service and generosity, showcasing how VTA employees continually look for ways to uplift the community both on and off the job. Board Chair Sergio Lopez, board member Margaret Abe-Koga and alternate board member Michael Mulcahey took part in the event.

Holiday Song

Significant progress on the BART Silicon Valley Phase II project inspired a festive end-of-year celebration in the form of a lively holiday song set to the tune of *Jingle Bells*. Showcasing the project's major accomplishments and the spirit of the dedicated BSVII team, the cheerful [video](#) was amplified through a robust social media campaign with strong support from BART spreading holiday cheer and project pride across the community.

Eastridge to BART Regional Connector

Even as construction moves forward along the Eastridge to BART Regional Connector, the E. Capitol Expressway corridor remains open, vibrant, and ready for holiday shoppers. To support the local businesses along the route, the Community Outreach team launched a festive social media campaign inviting residents to *Shop E. Capitol Expressway* this season. A short, engaging [video](#) highlights the many shops, restaurants, and services that are fully accessible and eager to welcome customers. While the roadway may be changing, your favorite neighborhood businesses are not going anywhere—parking is available, access is easy, and shopping along the corridor is still quick, convenient, and rewarding.

Councilmember Peter Ortiz, District 5, who represents communities along the EBRC construction corridor, hosted his annual Christmas tree, food basket, and toy giveaway at Emma Prusch Farm in East San José. The event partners with local schools to identify families in need and provide holiday cheer. A member of VTA's Community Outreach and Public Engagement team volunteered at the event, representing VTA in official attire.

Free Fares for New Year's Eve

On New Year's Eve, VTA is offering free fares to encourage public transit use and help prevent alcohol-related driving accidents. Free rides run from 8:00 p.m. on December 31, 2025, through 5:00 a.m. on January 1, 2026.

Wishing you a Happy New Year!

From: VTA Board Secretary
Sent: Friday, January 2, 2026 3:39 PM
To: VTA Board of Directors
Subject: From VTA: VTA Correspondence: Week Ending January 2, 2026

Board of Directors,

Attached is correspondence for the week ending January 2, 2026 as described below.

From	Topic
Kumar Shah	Special Event Service
Caltrain	Caltrain e-News

Thank you,

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 North First Street, Building B
San Jose, CA 95134-1927
Phone **408-321-5680**



Solutions that move you

From: Kumar Shah
To: Gonot, Carolyn; Garza, Michelle; Dagang, Deborah; VTA Board Secretary
Cc: Melissa Lee
Subject: [EXTERNAL] Formal Notice Regarding Special-Event Services, Funding, and Super Bowl 2026
Date: Tuesday, December 30, 2025 8:54:30 AM
Attachments: image002.png
Importance: High

CAUTION: This Message originated from outside VTA. Do not click links or open attachments unless you recognize the sender and know the content is safe!

Dear Members of the Board and Executive Leadership,

This letter follows VTA's recent document production in response to our CPRA requests, including VTA's disclosure of a 2017 charter service notification issued to private operators for special-event bus services at Avaya Stadium.

As detailed below, VTA's current approach to special-event transportation services raises not only regulatory and compliance concerns, but also serious issues regarding fiscal stewardship, fiduciary responsibility, and alignment with VTA's core public mission.

1. Selective Charter Notifications

VTA has produced a 2017 Charter Rule notification issued for Avaya Stadium events. VTA has not produced, and appears not to have issued, comparable charter service notifications for special-event services it continues to provide at PayPal Park and SAP Center.

Please identify all Charter Rule notices issued for these venues or explain the basis for providing event-specific services without notice to private operators.

2. Substitution of Services

VTA's agreements expressly contemplate the deployment of supplemental bus services when augmented light-rail capacity is unavailable, establishing that bus and rail services are used interchangeably to meet event-specific demand.

3. Funding Structure and Circumvention Concerns

VTA's reimbursement structure applies to event-specific rail services while excluding supplemental bus services, resulting in the public subsidization of bus operations that exist solely because of private events. This funding / reimbursement arrangement circumvents the FTA Charter Rule and deprives private operators of the opportunity to provide these event specific services.

4. Use of Public Funds Outside Core Mission

Federal and state transit funds are awarded for specific purposes, including capital investment and the provision of daily public transportation service. Please identify the specific funding sources used to support special-event bus and rail services and explain how such uses are consistent with the approved purposes and scopes of those funds.

5. Statutory Authority and Equal Access

Please identify the statutory authority under which VTA enters into event-specific service

agreements with private entities such as the 49ers, the NFL, and Levi's Stadium, and explain whether comparable arrangements are available to other licensed and registered transportation providers.

6. Fiduciary Responsibility and Financial Impact on the Public

By operating special-event bus services at standard transit fares, VTA knowingly incurs significant operating losses on services that exist exclusively because of private events. Based on VTA's own financial disclosures, farebox revenue typically covers approximately **10%** of operating costs, with the remaining **~90% subsidized by public funds**. This equates to an average public subsidy of approximately **\$10 per passenger trip**.

Using conservative assumptions:

- Levi's Stadium has hosted **NFL games, concerts, and major events continuously since its opening in 2014**;
- Special-event bus services are operated for a substantial portion of these events; and
- Even a modest estimate of **2-3 million special-event bus passenger trips** since 2014 would imply **\$20-\$30 million in unrecovered public subsidy** attributable solely to Levi's Stadium bus services.

These losses do not include:

- Special-event services at PayPal Park or SAP Center;
- Light-rail operating subsidies; or
- Opportunity costs imposed on daily transit riders through diverted resources.

Continuing to incur such losses for private entertainment events raises serious questions regarding:

- VTA leadership's **fiduciary duty to taxpayers**;
- Stewardship of limited public transit funds; and
- Consistency with VTA's primary mission to provide reliable daily transportation services to the general public.

7. Super Bowl 2026

VTA is currently advertising special-event transportation services for Super Bowl events scheduled for February 2026. Please identify:

- Any Charter Rule notices issued to private operators;
- Any exemption requests submitted to FTA; and
- The legal authority under which such services are being planned absent such approvals.

We request written responses to the above at your earliest opportunity.

Sincerely,

Kumar Shah

President & CEO

Accelar, Inc. (d/b/a Pronto Corporation)

FTA Charter Provider ID No. 6643



Pronto Journeys

Safe. Dependable. Comfortable.



Group Transportation since 2005

60K+ Trips. 2.4M+ Passengers.

100% Injury-free

RATING: 4.93 / 5.0



Kumar Shah, President

+1-650-249-7418

Kumar@ProntoJourneys.com

84 W Santa Clara St, Ste 700
San Jose, CA 95113

From: Dan Lieberman
Sent: Wednesday, December 31, 2025 2:01 PM
To: VTA Board Secretary
Subject: [EXTERNAL] Caltrain eNews - December 2025

Categories: SEND TO BOARD MEMBERS

CAUTION: This Message originated from outside VTA. Do not click links or open attachments unless you recognize the sender and know the content is safe!



ALL ABOARD

e-News



• December 2025 | [View online](#) •

An Incredible 2025 Comes to an End

2025 has been an eventful year for Caltrain, with many great successes and incredible accomplishments for our newly reinvented railroad. This issue features the new Holiday Train, our being named the fastest growing transit agency in the country, and a look ahead to the MLK Celebration Train coming in January.





APTA Names Caltrain Fastest Growing Transit Agency in US

Caltrain's 57% ridership growth over 2025 outpaced every other transit agency in the United States, according to the American Public Transportation Association.

[Learn More about APTA's Recognition](#)

Reinvented Holiday Train Makes its First Trip

Huge crowds turned out on Dec. 13 to both ride the Holiday Train for the first time and to visit Caltrain's four station celebrations, helping to kick off the holidays throughout the Peninsula.



[Learn More about the Holiday Train](#)



Free NYE Caltrain Service

From 8 p.m. Dec. 31 to the end of service that night, Caltrain will be free of charge, ensuring that revelers can get back home safe and sound in the early hours of 2026.

[Learn More about New Year's Service](#)

See Caltrain's 2025 Accomplishments

Caltrain's Year in Review page lists the many incredible milestones Caltrain has reached over the course of the last year.



[Learn More about Caltrain in 2025](#)



MLK Celebration Train Coming Jan. 19

The Celebration Train will make its annual trek to the Dr. Martin Luther King Day March in San Francisco, helping the Bay Area community to come together and honor his great legacy.

[Learn More about the MLK Celebration Train](#)

• • • Get ***All Aboard*** sent to your inbox | [Subscribe](#) • • •

UPCOMING EVENTS

- **January 8** - [Caltrain Board Meeting](#) - San Carlos Station
- **January 17** - [Giants FanFest](#) - San Jose Diridon Station
- **January 19** - [MLK Celebration Train](#) - San Jose Diridon, Palo Alto, San Mateo, Millbrae and San Francisco Stations



Join our team!

- [Caltrain Manager of Government and Community Affairs](#)
- [Deputy Executive Director, Project Delivery & Caltrain Modernization](#)

Learn More about Job Opportunities at Caltrain



Forward *All Aboard* to your friends, so they can subscribe too!

Editor: Dan Lieberman

LiebermanD@Samtrans.com

Copyright (C) 2025 San Mateo County Transit District. All rights reserved.

Our mailing address is:
1250 San Carlos Ave. San Carlos, CA 94070

Want to change how you receive these emails?
You can update your preferences or unsubscribe