

EXECUTIVE DIRECTOR'S REPORT

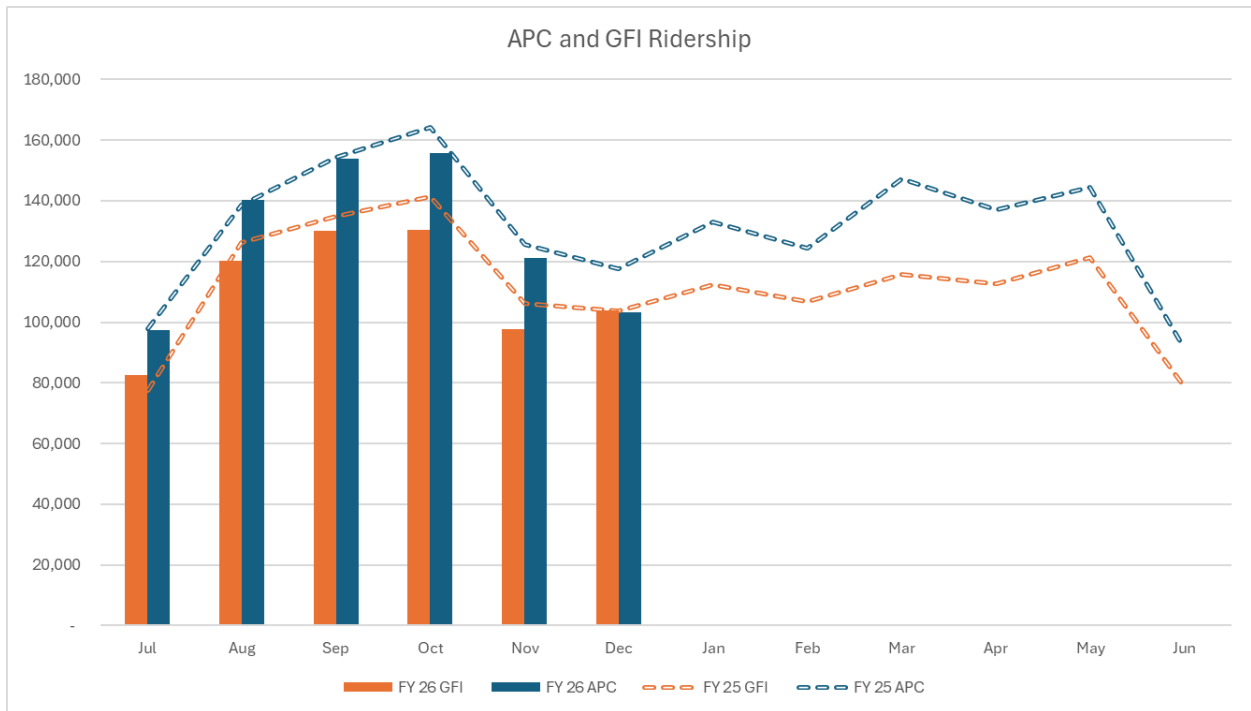
Service Development

December Ridership Highlights

Systemwide ridership in December amounted to 103,767 unlinked boardings, roughly flat compared with the same month of the prior year. This was an improvement compared with the trend we saw over the past several months, which had shown year-on-year (YoY) declines.

At the individual route level, the "neutral" trend included the main trunk lines 10R and 30R, while all of the routes that were new or restarted as part of the Wheels-in-Motion changes in the spring of 2024 trended up, albeit from low levels. The established Route 8 (Hopyard) has also been trending upward for the past several months. After having trended downward for several months, Route 15 (Springtown) also turned positive during the month.

Looking at average daily ridership by day of the week, weekdays and Sundays were holding steady, while Saturdays increased.



EXECUTIVE DIRECTOR'S REPORT

Pleasanton Bus Service Planning Update

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

- Public Survey: A community survey was administered 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 closed on Jan 23 with 253 responses.
- A presentation was made to the Tri-Valley Accessible Advisory Committee at their January 7 meeting
- Public Workshop: A public workshop was held on January 13 at the Firehouse Arts Center. Approximately 15 people attended.
- The PBSP Ad Hoc Committee comprised of Directors Eicher and Wang met on January 23.
- A project update was brought to the January Projects and Services Committee at their January 25 meeting.
- Next steps include:
 - Review survey results and select preferred alternative
 - Final Report in late February
 - Recommendation for 10R modifications to Board in March
 - Implementation of 10R changes May 31
 - Implementation of PUSD changes in August

Operational Effectiveness

Efforts to Improve OTP and Connectivity

A new schedule went into effect January 31 with updates made to the Route 14 weekday schedule and the Route 10R Sunday schedule.

Summer Sign-Up

Routing and schedule changes to the 10R, as well as additional running time adjustments to improve on-time performance and increase ridership will be implemented with the Summer sign-up on May 31, 2026.

Clipper 2.0 Implementation Update

The implementation of Clipper 2.0 began on Dec 10, 2025. At that time, MTC and Cubic Staff projected the majority of existing Clipper 1.0 cards would be migrated by Superbowl weekend. Unfortunately, there have been several issues with Clipper 2.0 implementation and therefore, the bulk migration of existing Clipper 1.0 cards has not yet started. Approximately 750,000 cards have been migrated as of the end of January.

EXECUTIVE DIRECTOR'S REPORT

Of the numerous issues, on-demand card migration is taking longer than expected, and customers are having issues with logging into their accounts, viewing their balance, adding funds/passes to their Clipper accounts, or even accessing existing funds/passes. The call center is also impacted, with average hold times of 15 minutes (down from approximately one hour), but with high call abandonment rates (23%). Additionally, Customer Service Terminals (CST) for Clipper 2 cards don't accept swipe or debit cards, and many operators are reporting functionality problems with their Clipper 1 Ticket Office Terminal (TOT) machines. Financial settlements and reports are also inaccurate, and many agencies including LAVTA are unable to access their Clipper 1.0 and Clipper 2.0 data.

Cloud-Based Transit Signal Priority Project

When staff contacted MTC to initiate the second and final RM2 allocation request for the construction phase to complete the project, MTC staff questioned the eligibility of some project expenses for the RM2 funds previously approved by the Commission in June 2024. Staff is working collaboratively with MTC staff as well as the Alameda County Transportation Commission as project sponsor, to understand and address the issues raised with the aim of minimizing any potential for delay to the project's implementation.

Marketing and Communications

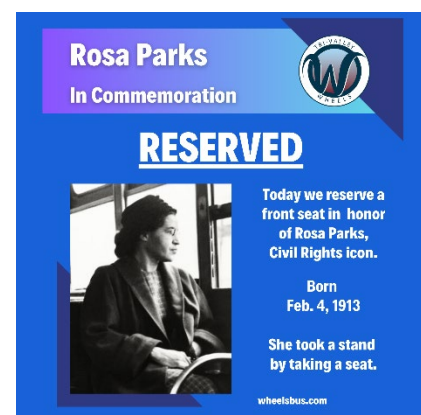
Website Update – Wheels 40th Anniversary

A new landing page was launched to celebrate and memorialize Wheels 40th Anniversary celebration. Sections include updates on promotions, highlights from our history, a milestones timeline, and a photo archive.
wheels.com/40th-anniversary



Honoring Rosa Parks

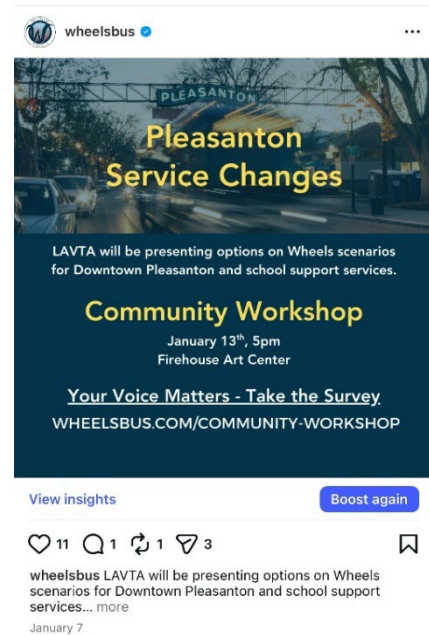
On February 4th Wheels will honor the legacy of civil rights icon Rosa Parks historic demonstration for equality by reserving a front seat on all buses with a poster commemorating her birthday.



EXECUTIVE DIRECTOR'S REPORT

January Social Media:

Our top social media post for January was the paid push for Pleasanton Service Change survey responses and the promotion of the community workshop which was viewed 7,597 on Facebook and 2,763 times on Instagram.



Regional Partnerships and Advocacy

Governor's Budget

Total spending under the Governor's proposed budget is \$348.9 billion, including \$248.3 billion from the General Fund. The Budget maintains the state's multi-year transit funding framework, preserving prior commitments for transit capital and operations that were established in earlier budget acts. The Governor's budget projects a \$3B shortfall, down from \$18B projected by the Legislative Analyst's Office.

The Budget continues funding for the Transit and Intercity Rail Capital Program (TIRCP), which remains the state's primary competitive grant program for transformative rail and transit projects that reduce greenhouse gas emissions, expand mobility options, and improve system connectivity. Funding previously authorized for TIRCP remains intact, with expenditures phased over multiple fiscal years to align with project readiness and delivery schedules.

Organizational Effectiveness

2025 FTA LowNo Grant

Staff is working 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.

Upcoming Holiday Closures

Wheels Administrative office will be closed on Monday, February 16 in observance of President's Day

1. Board Statistics December 2025

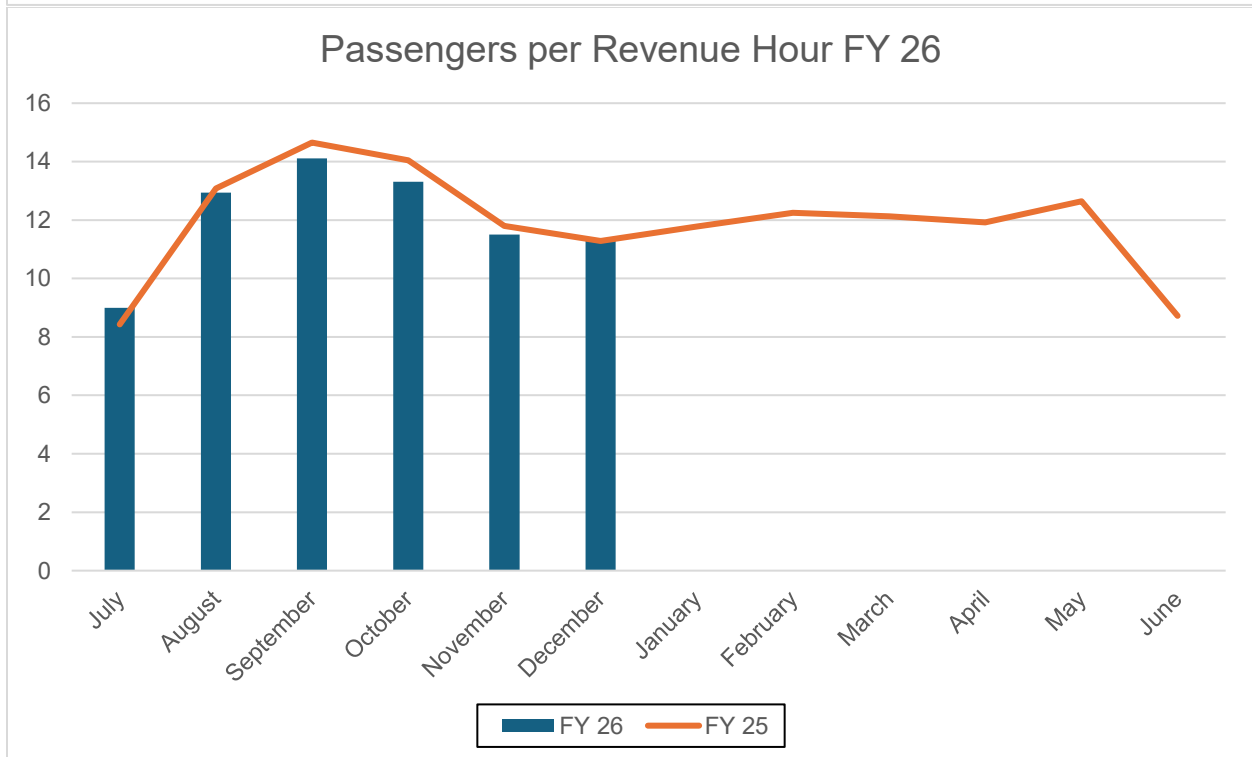
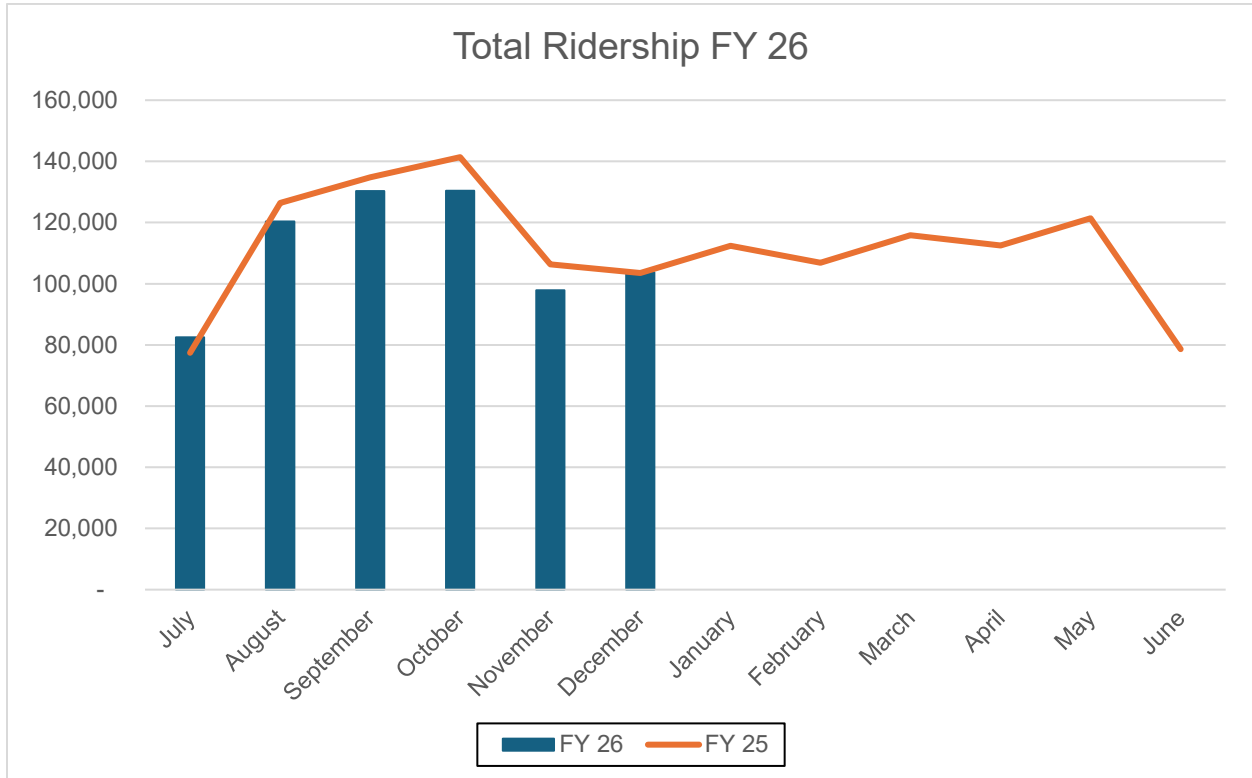


Fixed Route

Performance Indicator	Dec-24	Dec-25	Month Over Month % Change		Year Over Year % Change	
Total Ridership	103,561	103,767	6%	↑	0%	↑
Total Ridership FY To Date	689,825	664,963	N/A	—	-3.6%	↓
Fully Allocated Cost Per Passenger	\$14.95	\$18.15	24%	↑	21%	↑
Average Weekday Ridership	4,638	4,461	-2%	↓	-3.8%	↓
Average Saturday Ridership	1,486	1,570	-2%	↓	6%	↑
Average Sunday Ridership	1,213	1,026	-8.0%	↓	-15.4%	↓
Passengers Per Revenue Hour	11.28	11.36	-1%	↓	0.7%	↑
System-wide On-Time Performance	80.6%	82.0%	1.9%	↑	1.7%	↑
Preventable Accidents Per 100k Miles	2.75	1.38	-38%	↓	-50%	↓
Customer Complaints Per 100k Boardings	14.48	4.82	-69%	↓	-67%	↓
Miles Between Mechanical Failures	13,240	8,505	-18%	↓	-36%	↓

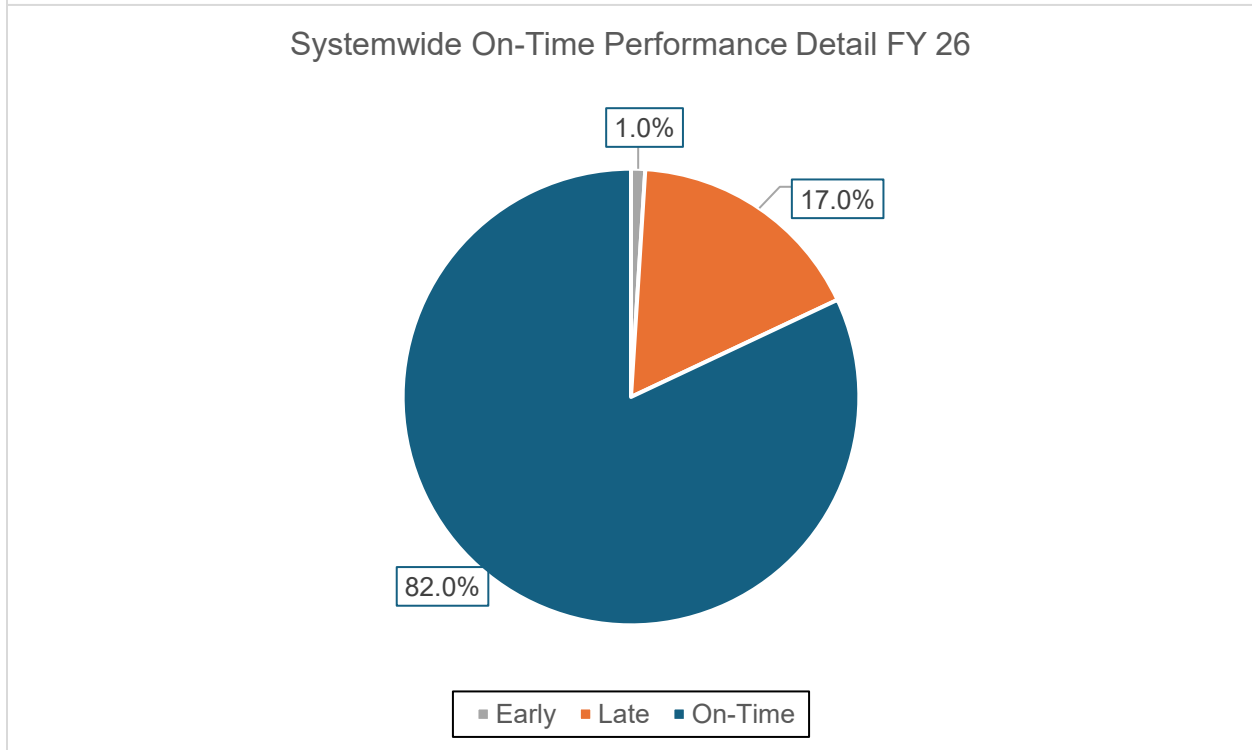
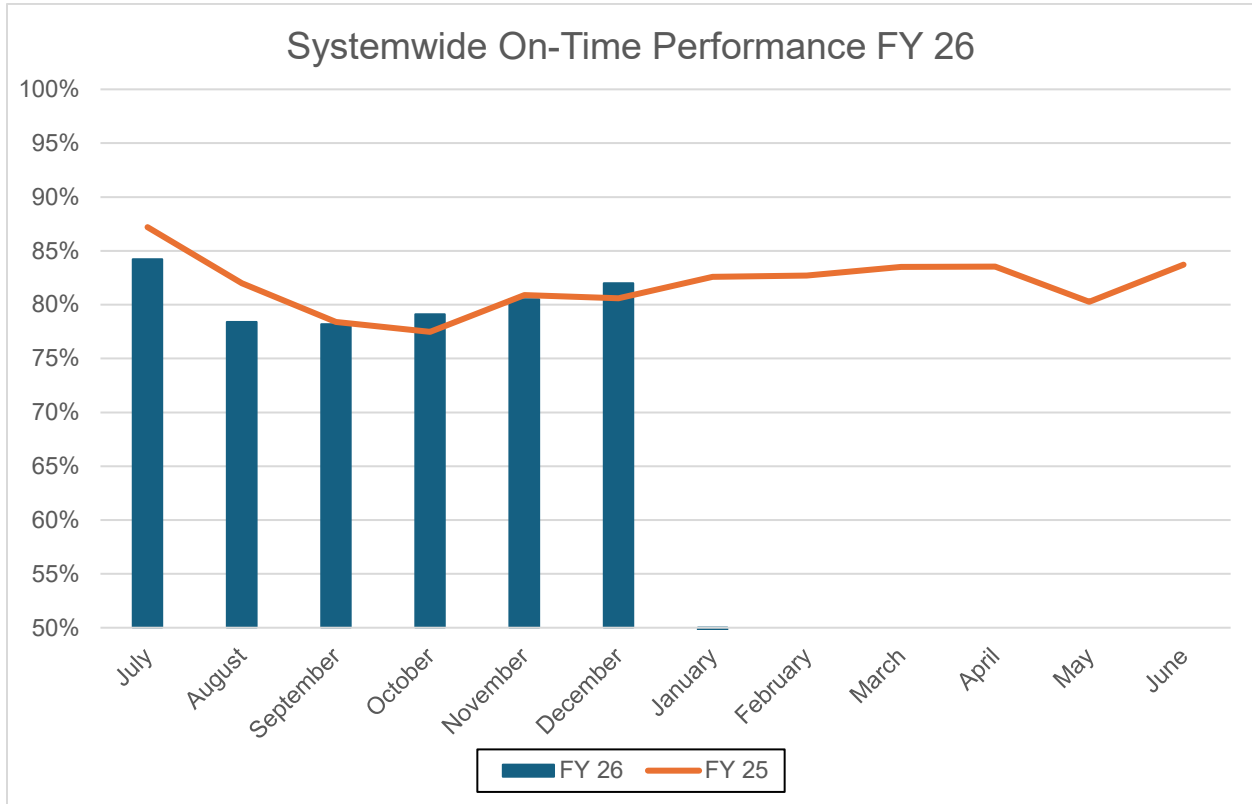


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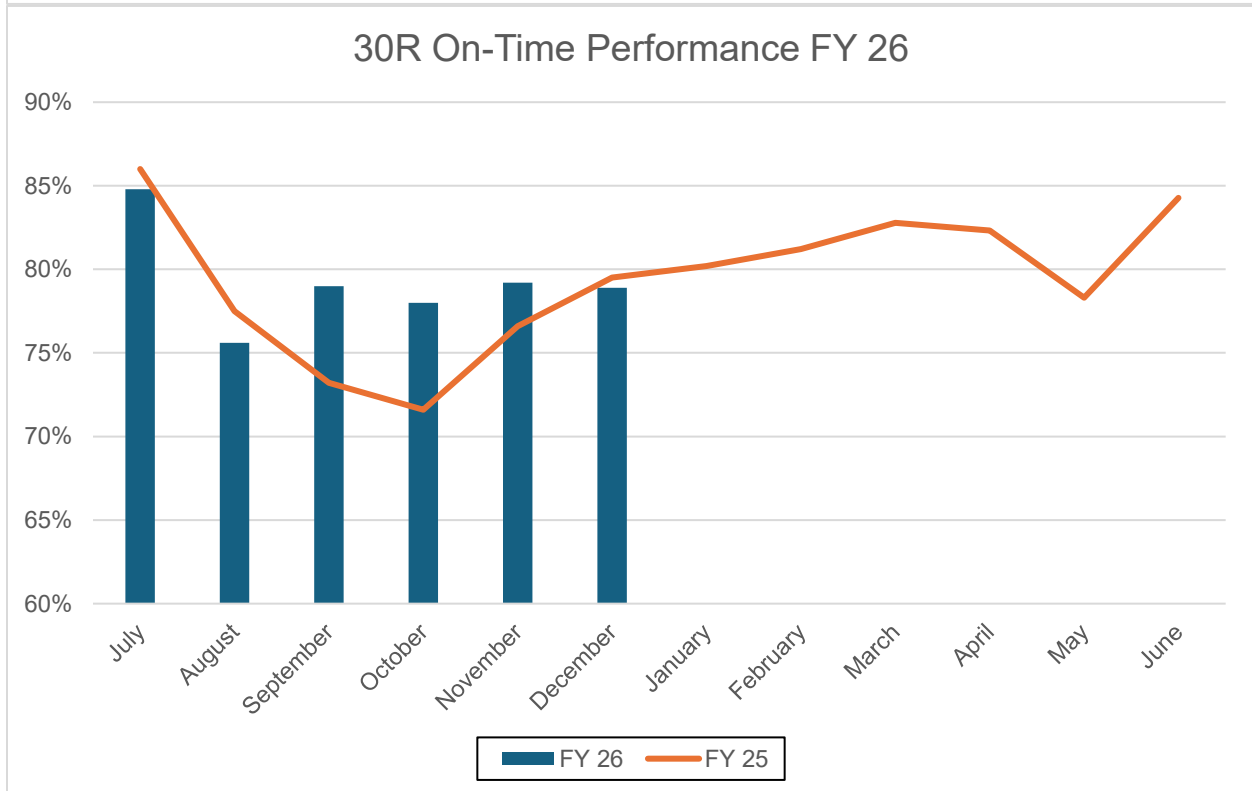
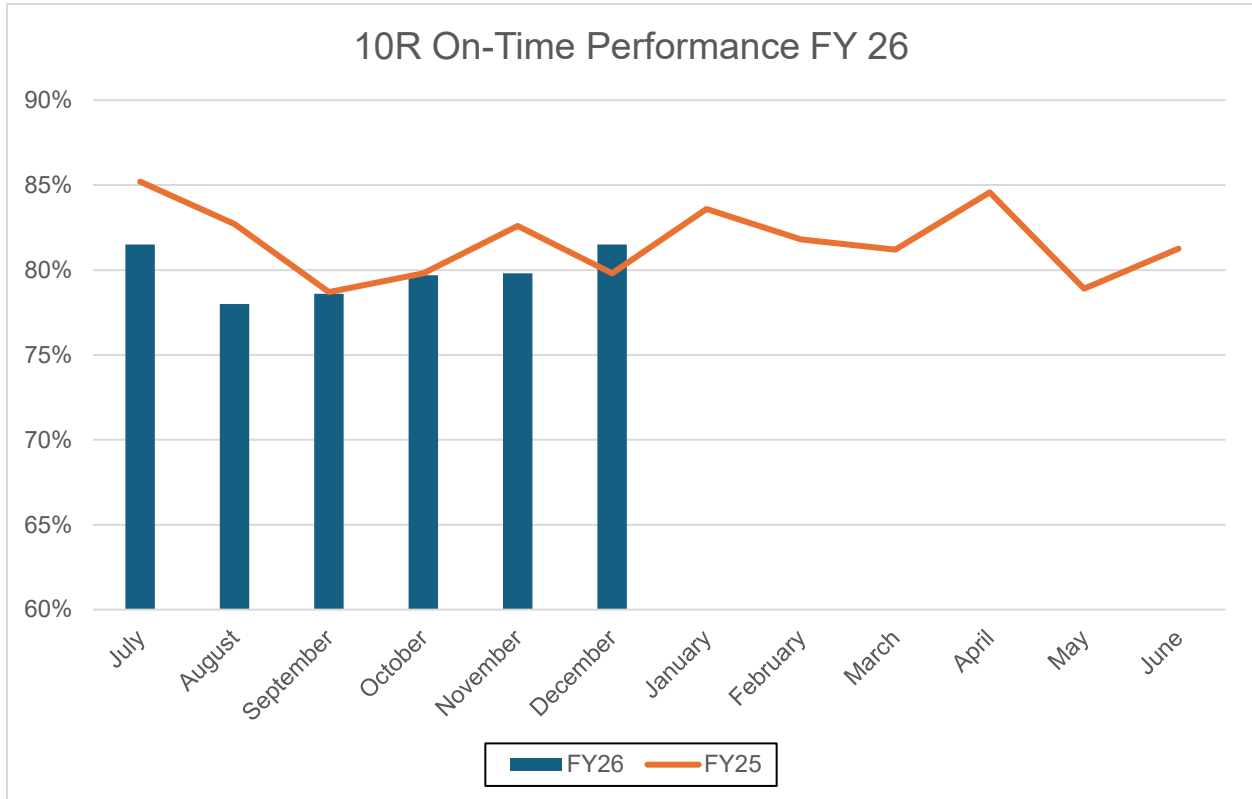
Fixed Route



Wheels System Performance
FY 2026 – December



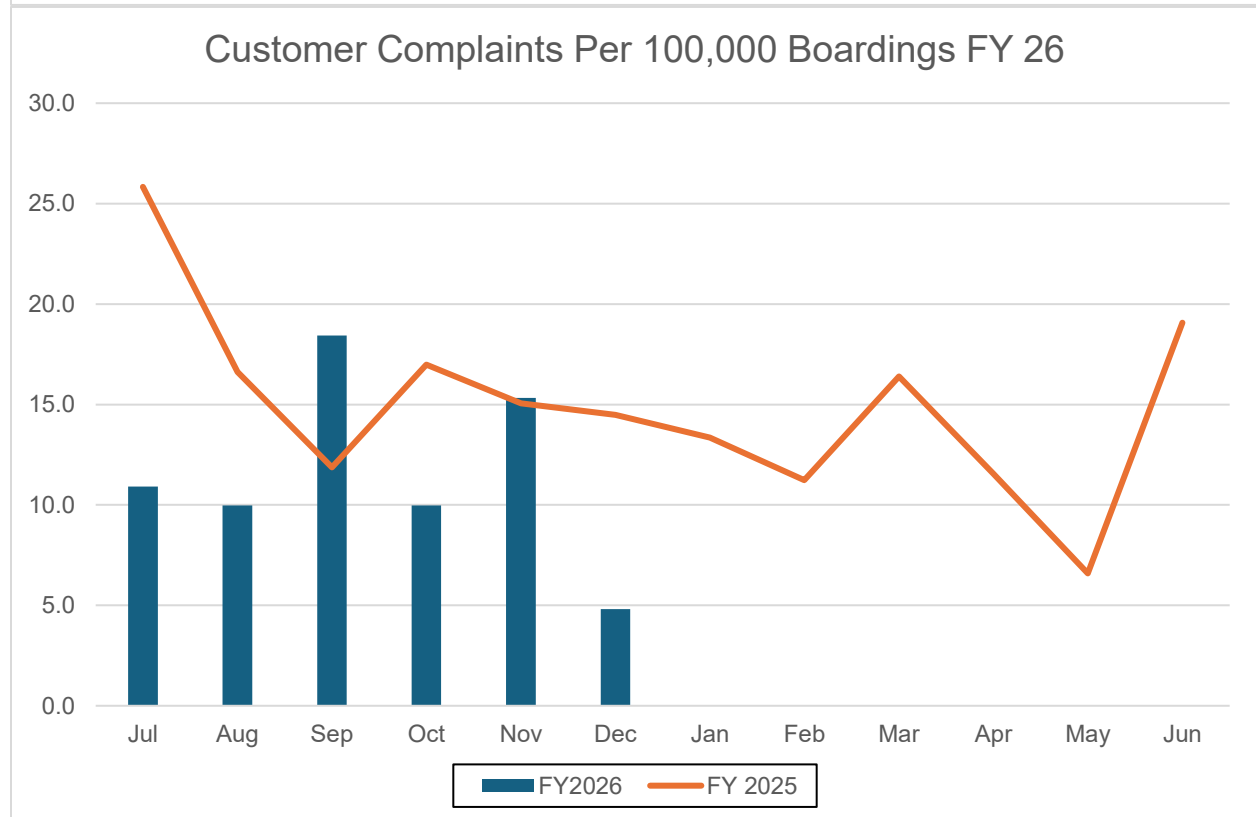
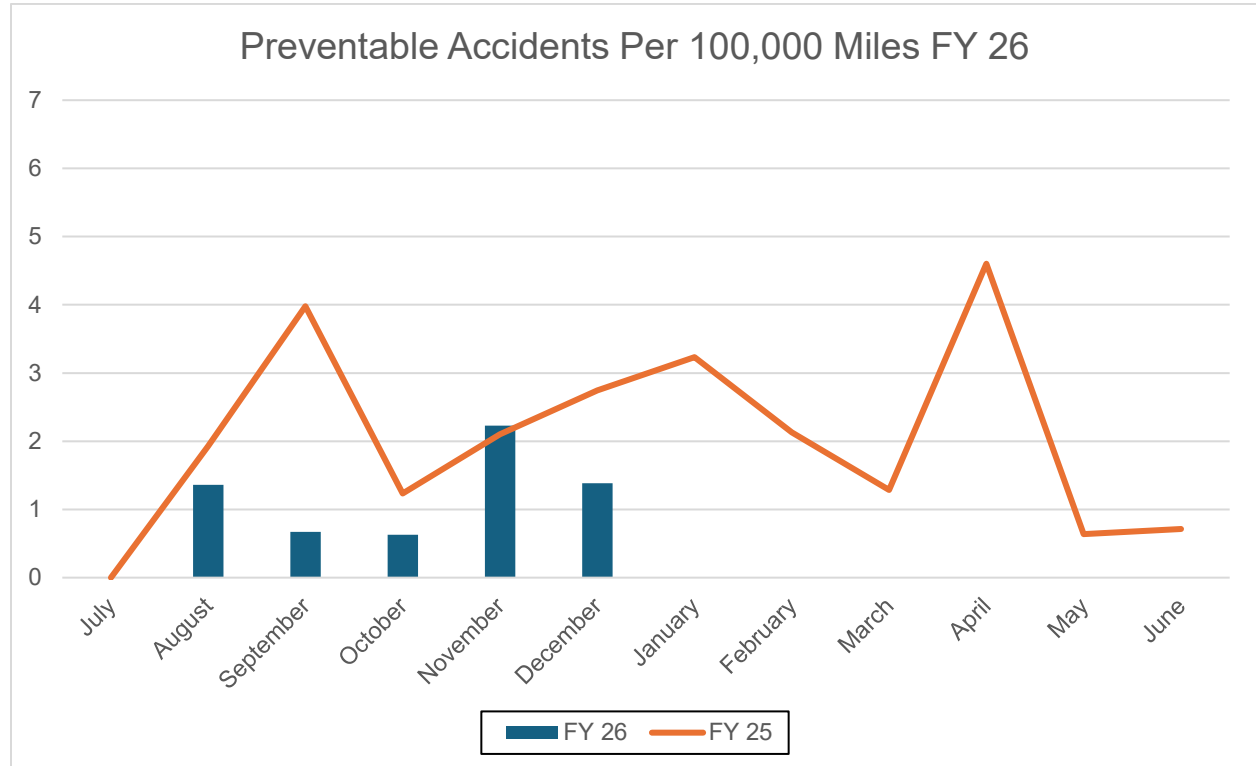
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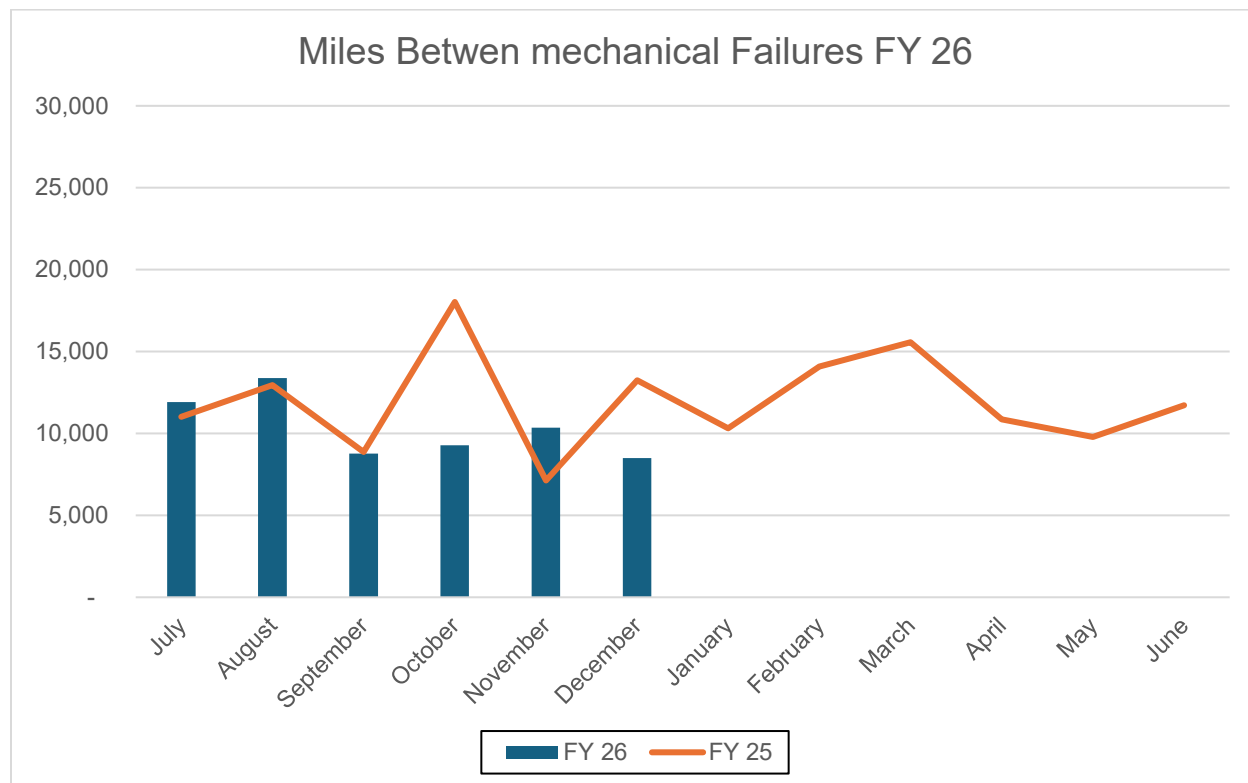
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Fixed Route



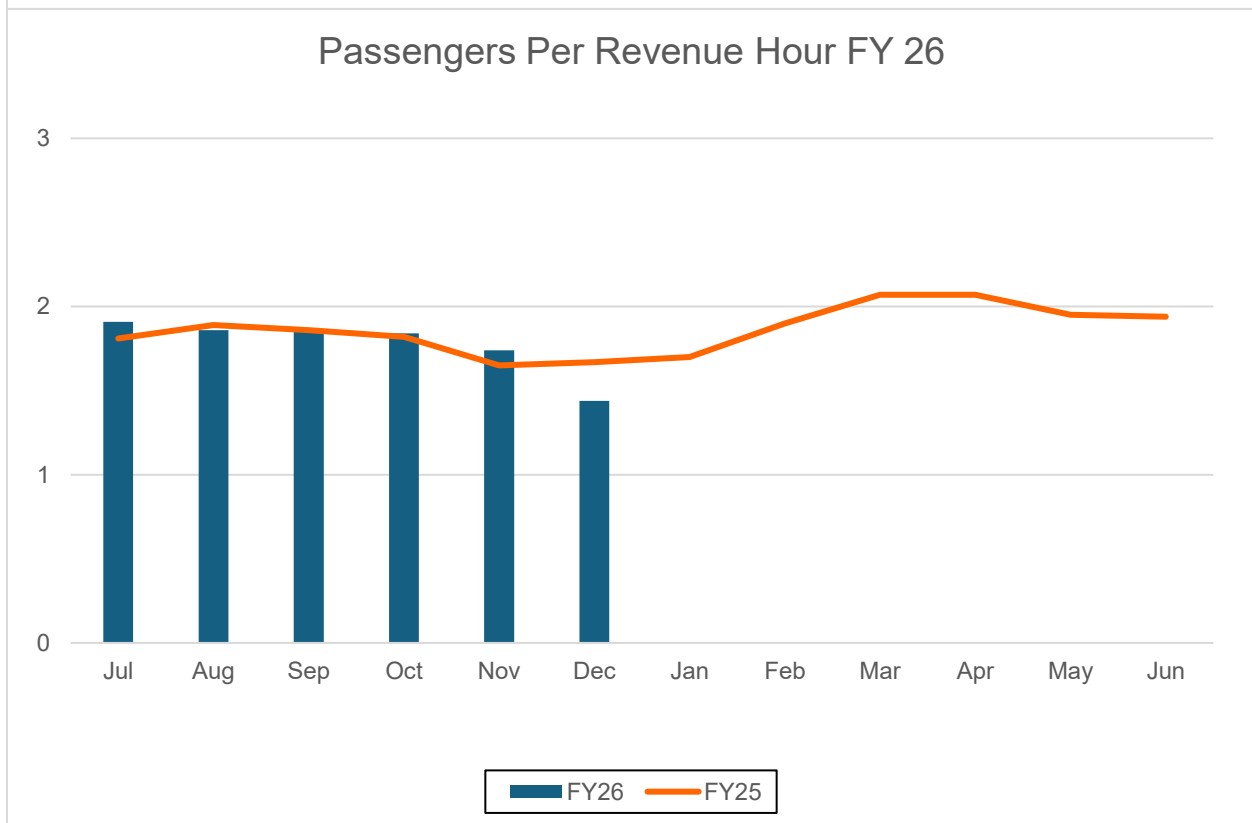
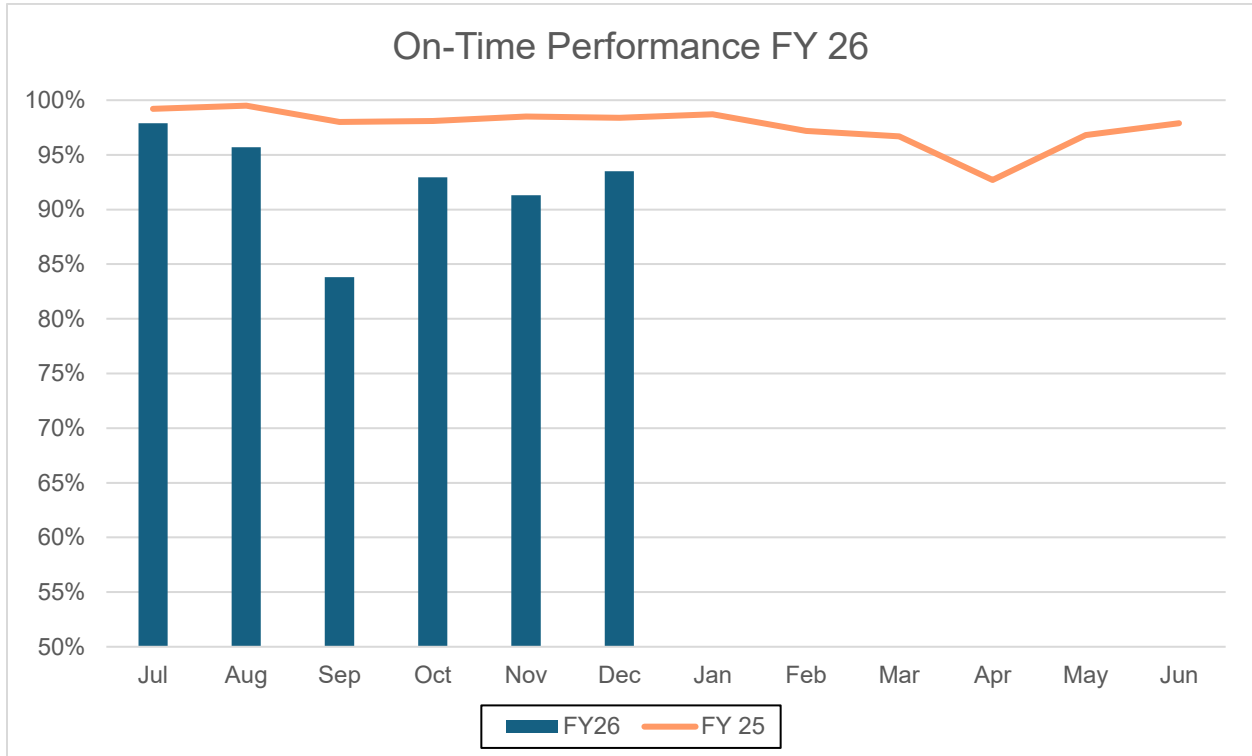


Paratransit

Performance Indicator	Dec-24	Dec-25	MoM % Change		YoY % Change	
On-Time Performance	98.4%	93.5%	2.4%	↑	-5.0%	↓
Passengers Per Revenue Hour	1.67	1.44	-17.2%	↓	-13.8%	↓
Valid Complaints Per 1,000 Passengers	0.38	1.19	-35.1%	↓	215%	↑
Phone Holds (% of calls answered within 60 seconds)	74.6%	88.0%	8.0%	↑	18.0%	↑
Average Phone Hold Time	0:01:08	0:00:50	-18.0%	↓	-26.5%	↓
Preventable Accidents Per 25,000 Miles	0.0	0.0	0.0%	—	0%	—
Dial-A-Ride Cost Per Trip	\$60.28	\$75.27	7.2%	↑	24.9%	↑
Dial-A-Ride Ridership	2,650	2,523	15.6%	↑	-4.8%	↓
One Seat Ride Ridership	264	273	-5.9%	↓	3%	↑



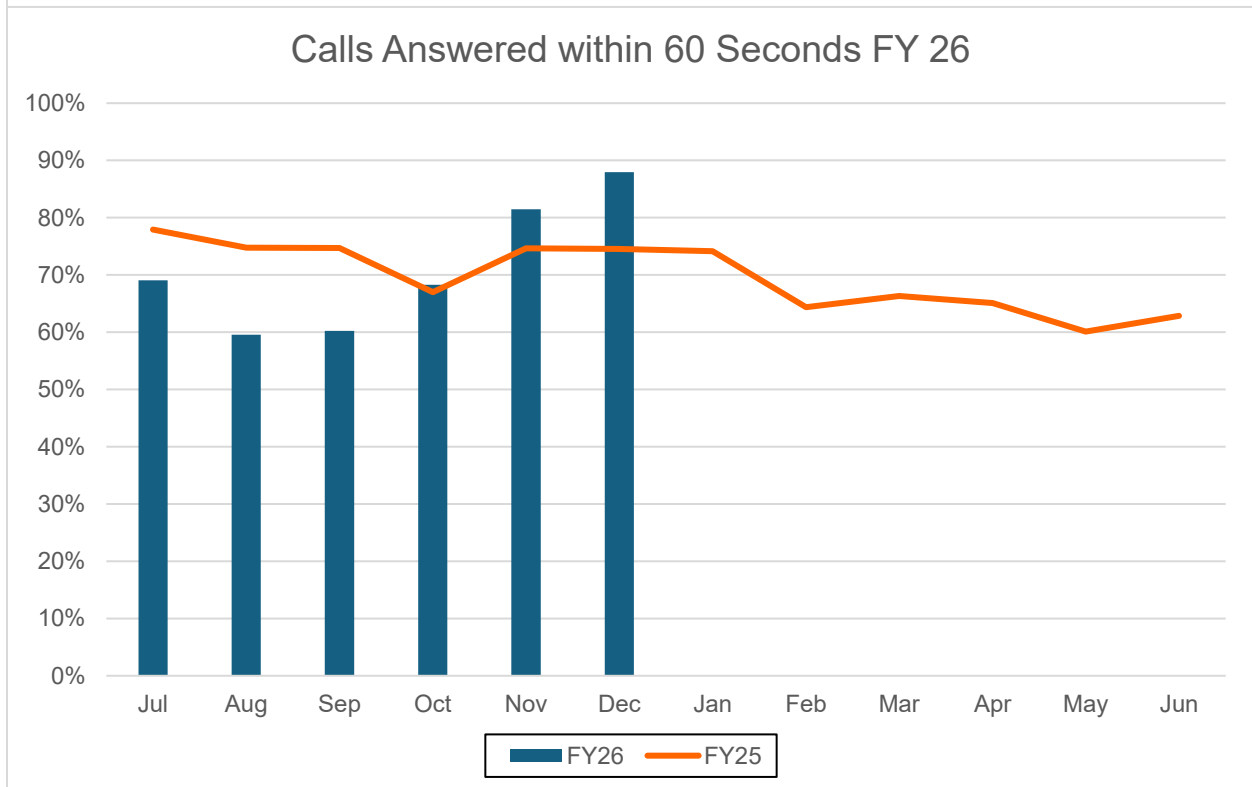
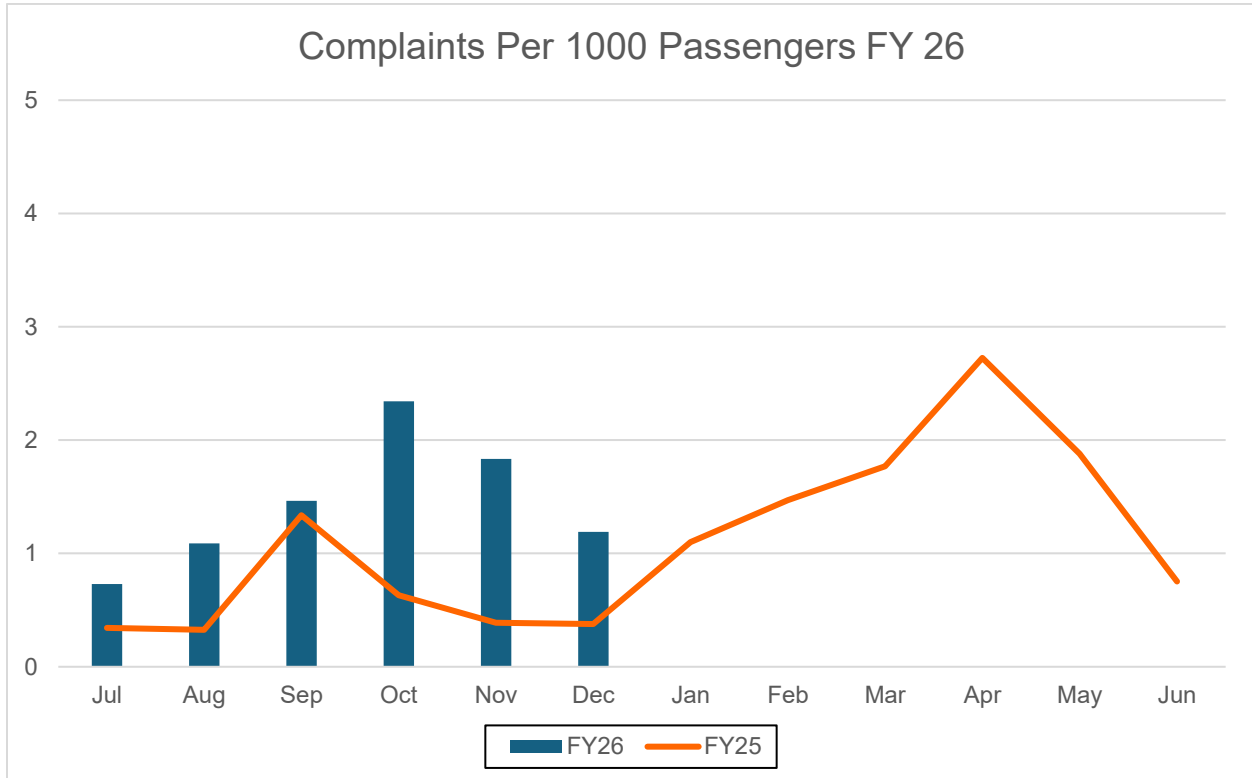
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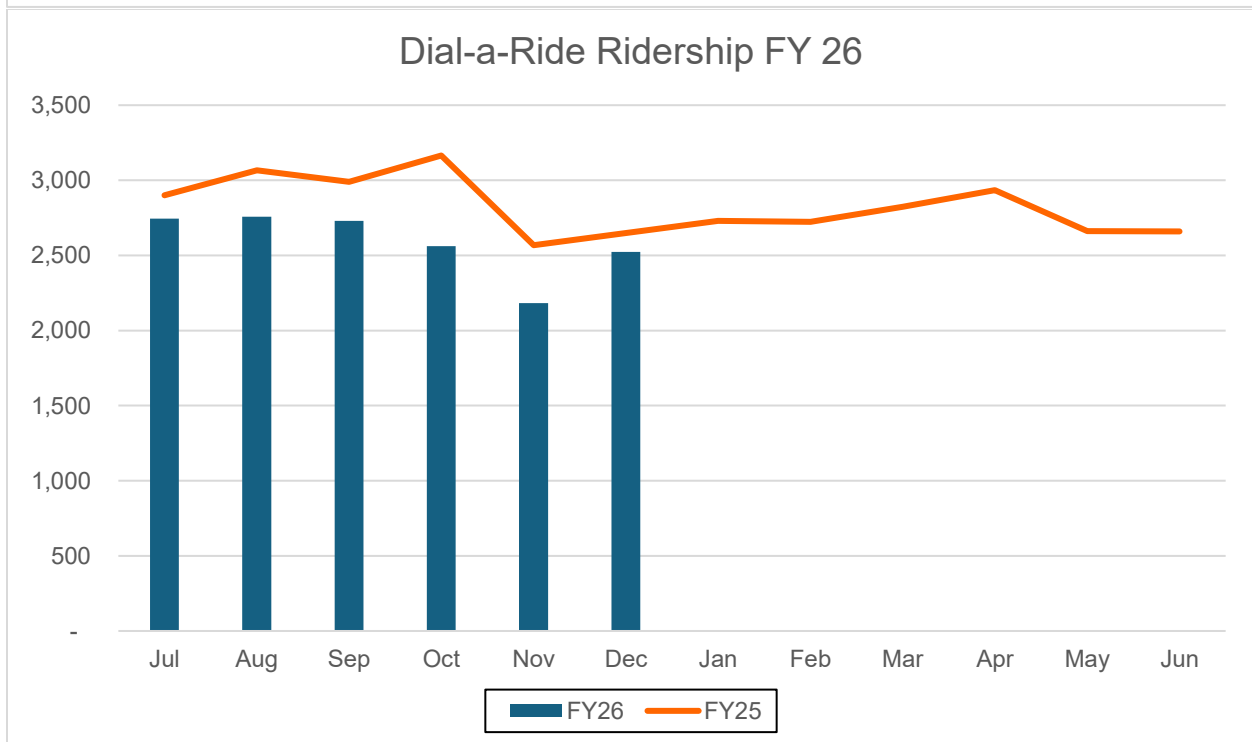
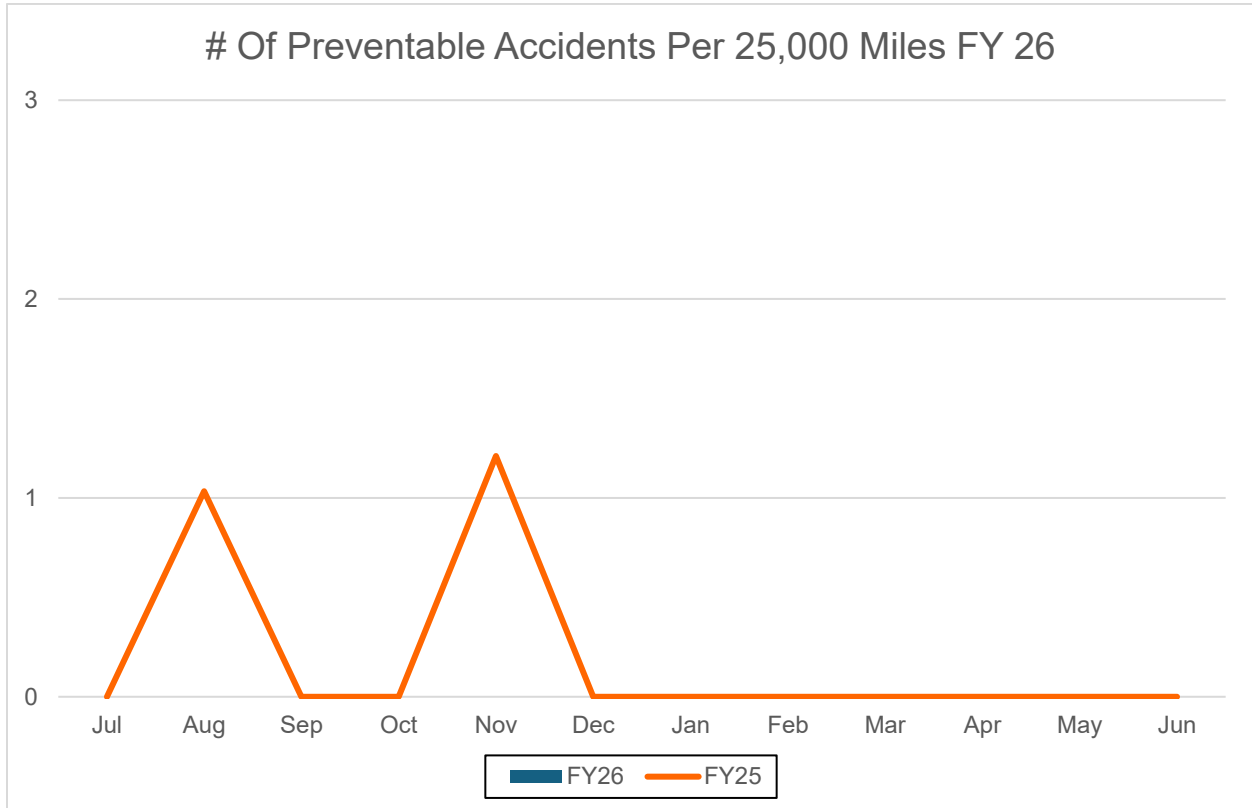


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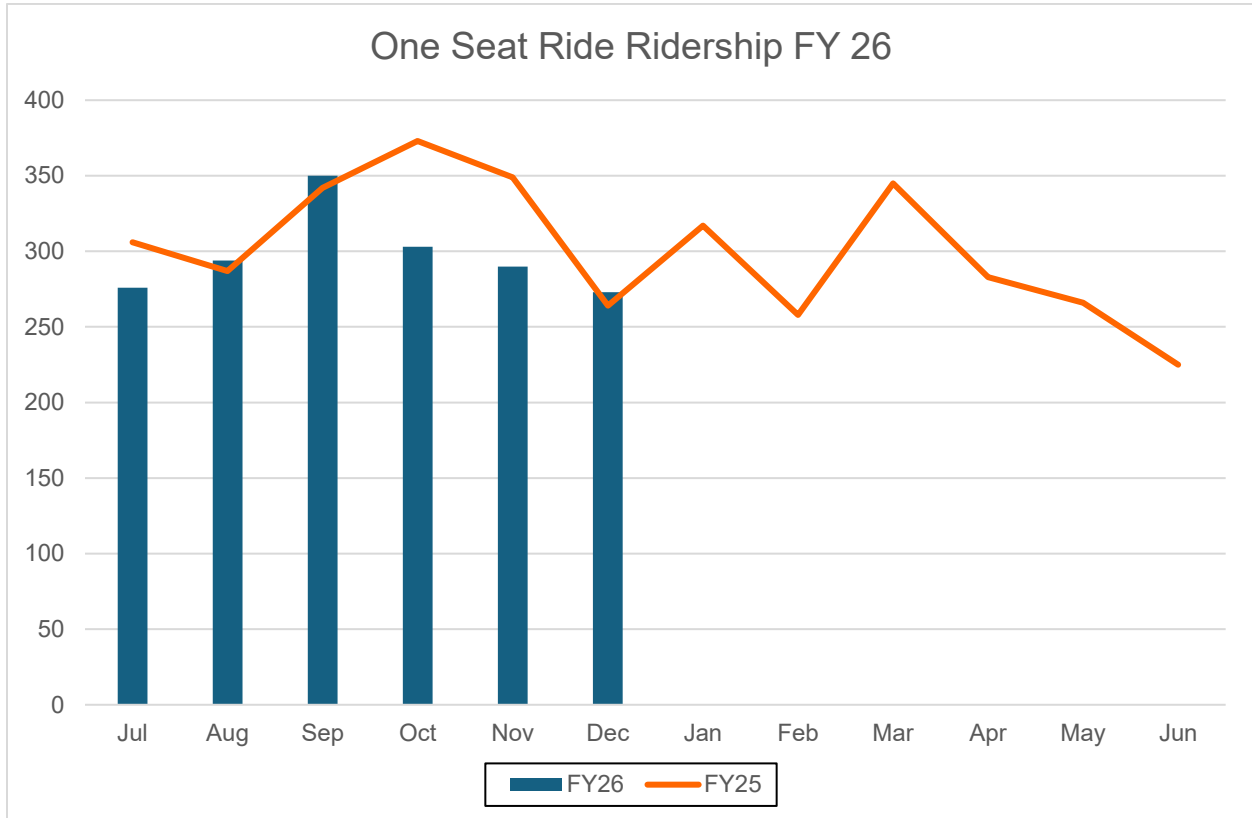


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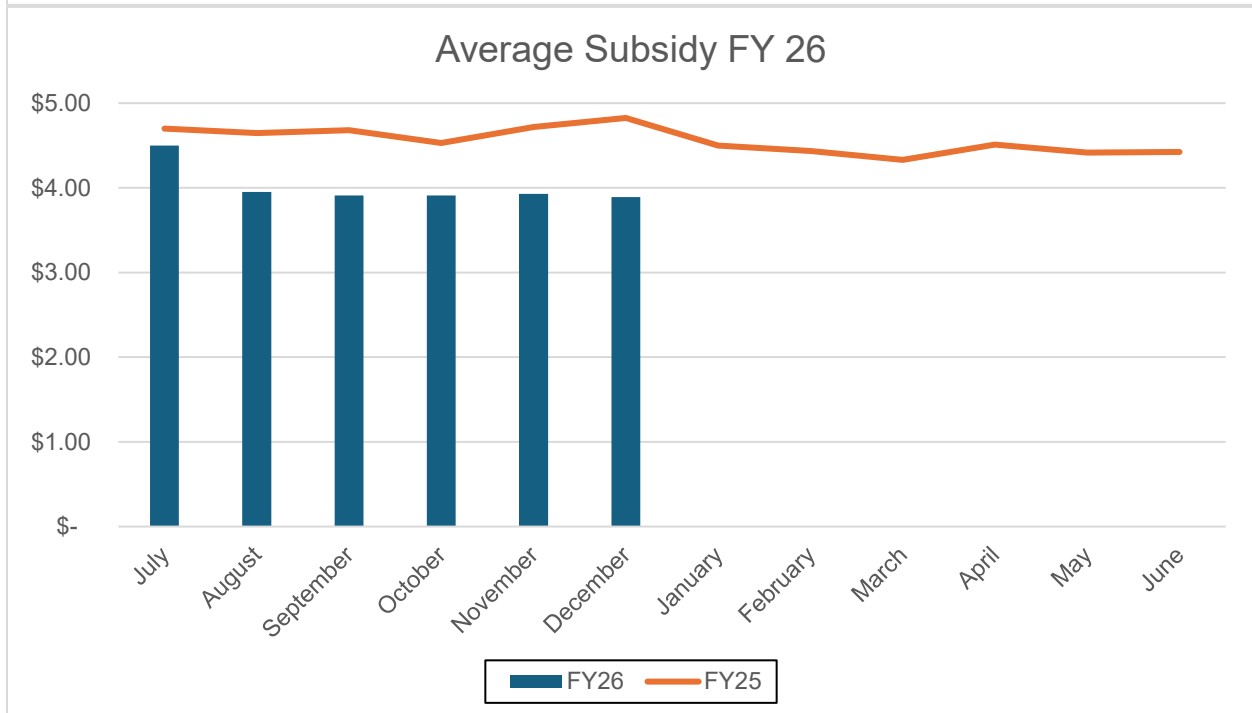
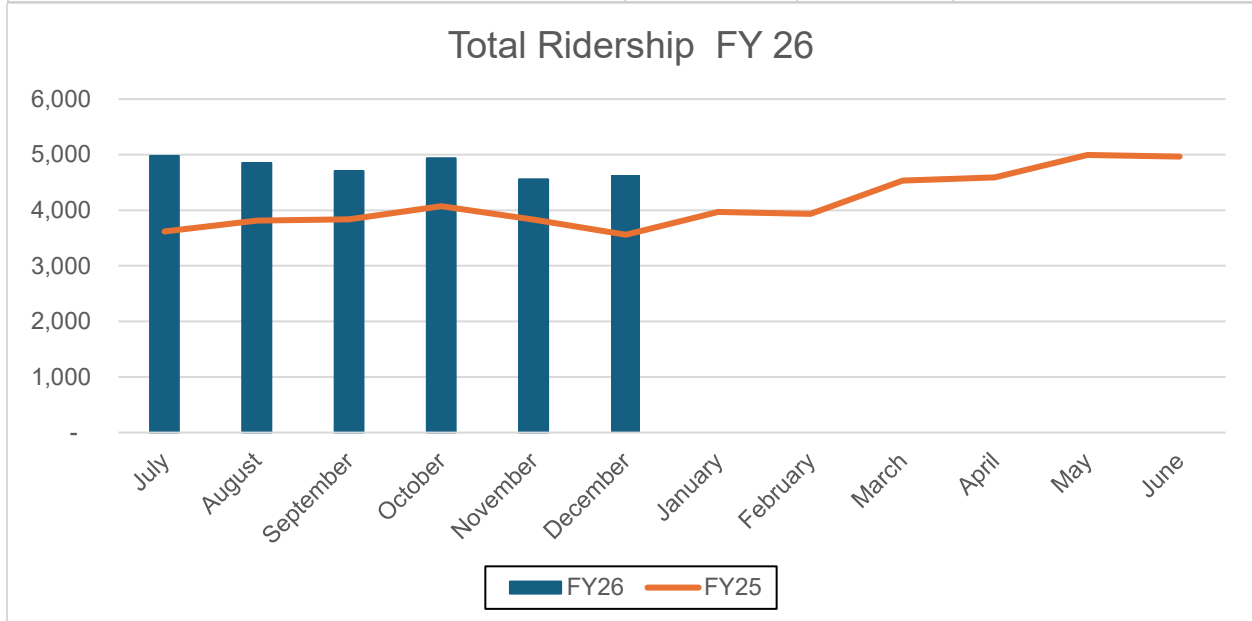
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Go Tri-Valley

Performance Indicator	Dec-24	Dec-25	Year Over Year % Change
Total Ridership	3,560	4,625	30%
Average Subsidy	\$4.83	\$3.89	-19%



Wheels System Performance
FY 2026 – December