

**To:** Operations & Scheduling Committee

**Date:** 11/23/2021

**From:** Melody Reeb, Manager of Planning

**Reviewed by:** *Ref*

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**SUBJECT: Go San Ramon Update**

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**Background:**

In 2019, County Connection launched Go San Ramon, an on-demand pilot program, in partnership with the City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA). The program provides a 50% fare subsidy (up to \$5) for rideshare trips on Uber and Lyft within the designated service area, which includes parts of south and west San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, Alcosta Senior and Community Center, and West Dublin and Dublin/Pleasanton BART stations. LAVTA currently administers the program, and the City of San Ramon covers the costs of the fare subsidies and administrative fee.

**Service Area:**

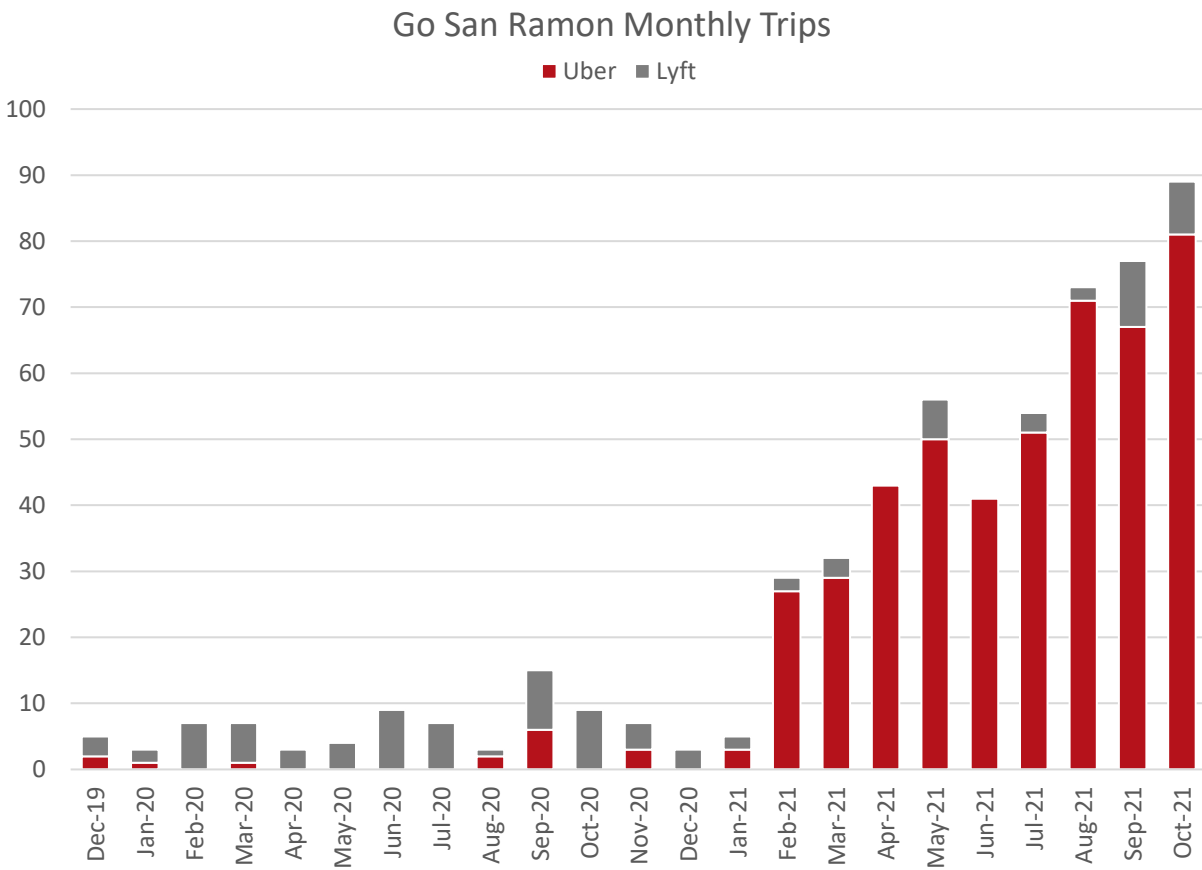
The fare subsidy is valid only for trips that both start and end within the program service area, which targets parts of San Ramon that currently have limited or no fixed-route transit service. The program had a “soft launch” on November 1, 2019 and was initially limited to the Valley Vista Senior Housing facility and key destinations including the Transit Center, Regional Medical Center, and BART. The program then fully launched in the rest of the south San Ramon service area on March 1, 2020. Starting May 1, 2021, the program service area was expanded to include additional areas of west San Ramon. Service area map available on the following page.



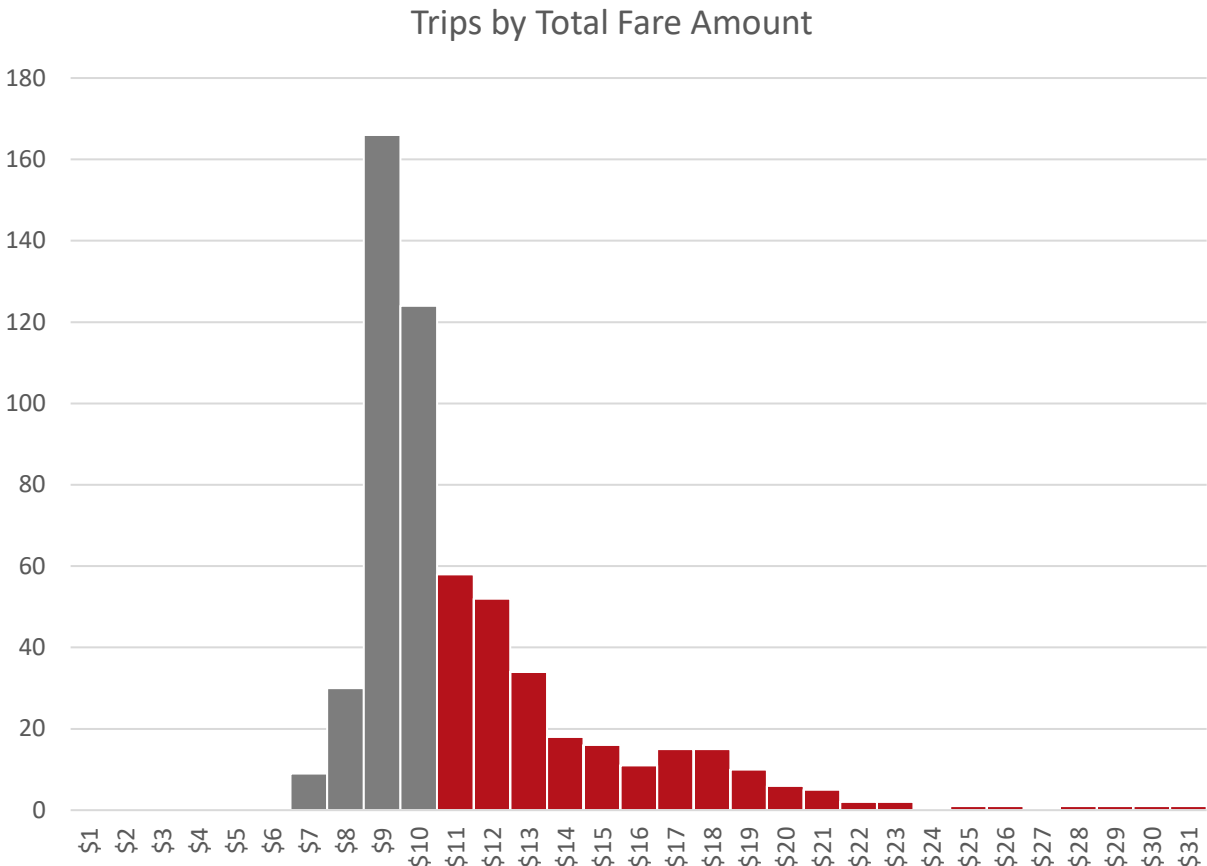
## Ridership:

As the full program launched right at the beginning of the pandemic, ridership was very low over the first year and averaged about 6 trips per month. However, since shelter-in-place restrictions were lifted starting in February 2021, usage has been increasing and is now averaging around 80 trips per month. Overall, a total of 581 trips have been made using the program.

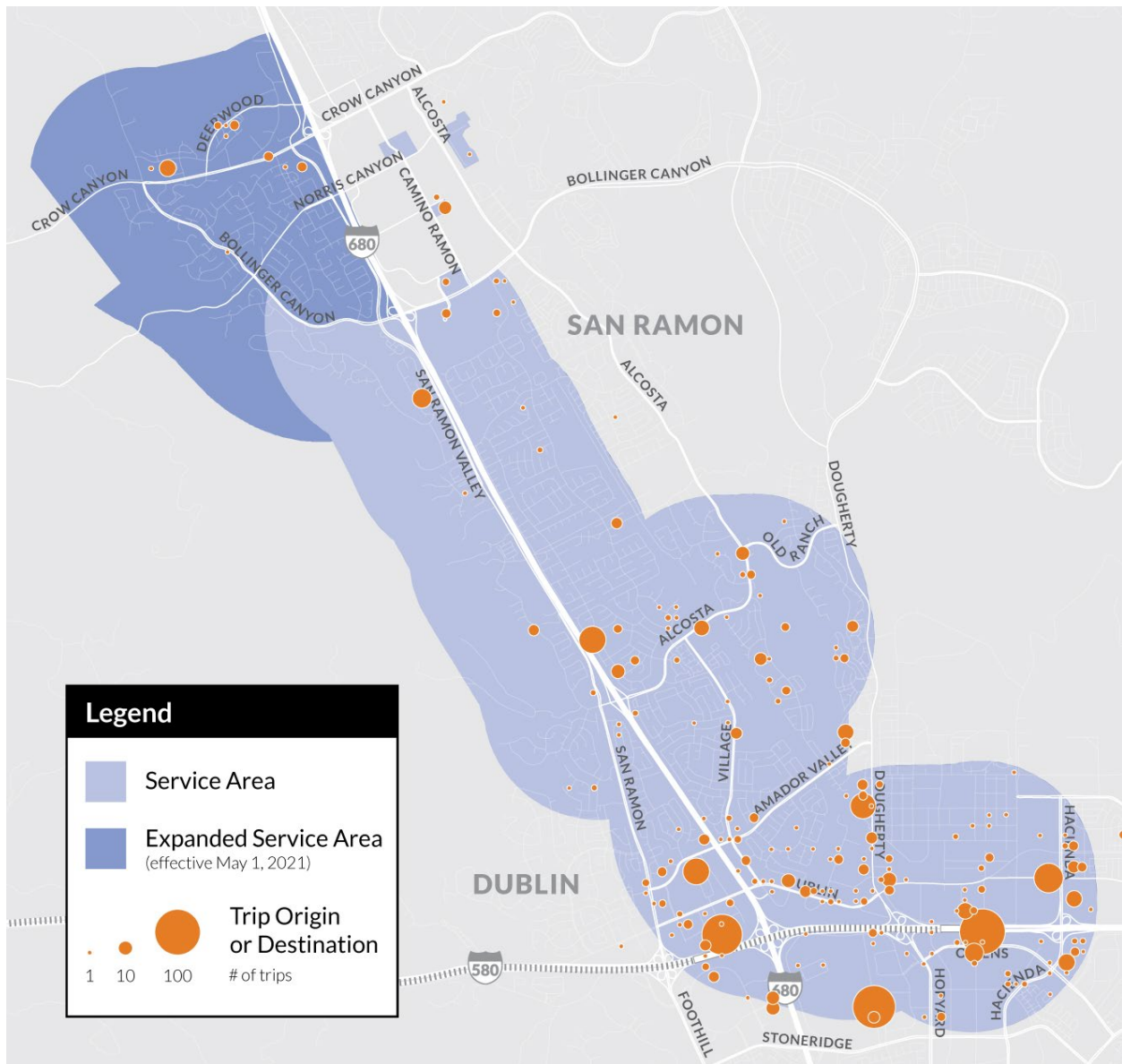
The following chart shows monthly trips by provider. It should be noted that because users may be traveling with others when booking a trip, these numbers do not necessarily represent individual riders or passengers.



Not surprisingly, fare amounts have tended to be under \$10, which is the point at which the subsidy cap is reached, and the rider is fully responsible for any additional fare. The following chart shows the distribution of total fare amounts. Just over half of the trips taken had a total fare amount between \$8 and \$10. Overall, the average fare was \$11.06, with an average subsidy of \$4.68 per trip.



The Dublin/Pleasanton BART station was the most common origin and destination with just over 100 trips starting or ending there. The West Dublin BART station was also a popular location with around 80 trips. The following map shows locations and volume of trips. Trip lengths ranged up to 10 miles and were about 2.9 miles on average, and average trip duration was about 7 minutes.



**Financial Implications:**

All fare subsidies and administrative fees for the program are being paid by the City of San Ramon.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.