

**To:** Board of Directors

**Date:** 11/09/2021

**From:** Pranjali Dixit, Manager of Planning

**Reviewed by:** MR

---

**SUBJECT: Go San Ramon Update**

---

**Background:**

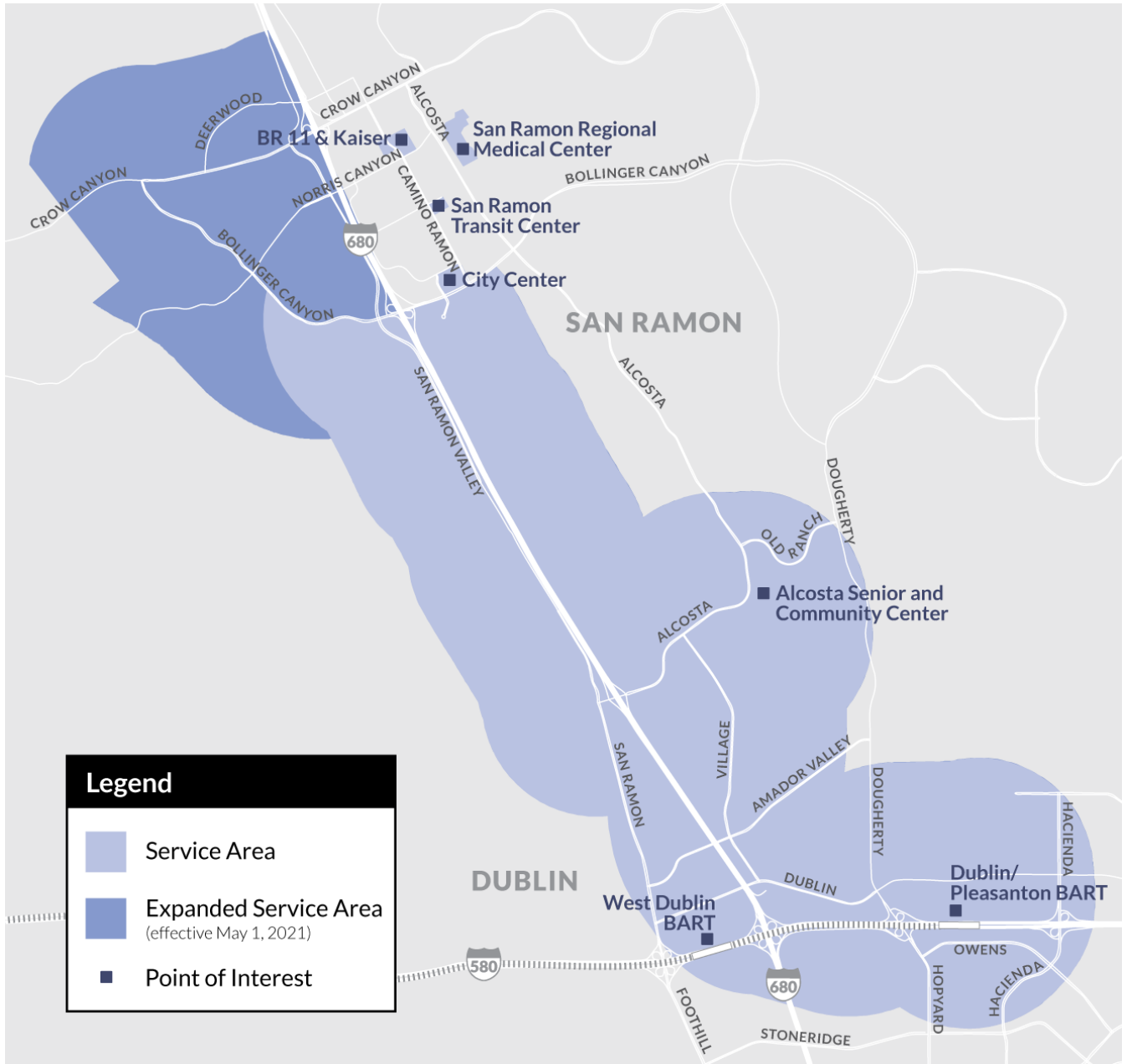
In 2019, County Connection launched Go San Ramon, an on-demand pilot program, in partnership with the City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA). The program provides a 50% fare subsidy (up to \$5) for rideshare trips on Uber and Lyft within the designated service area, 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:**

After a “soft launch” on November 1, 2019, that 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. Additionally, starting in May 2022, changes were made to ensure the trip either had to start or end in the City of San Ramon.

# Go San Ramon Service Area

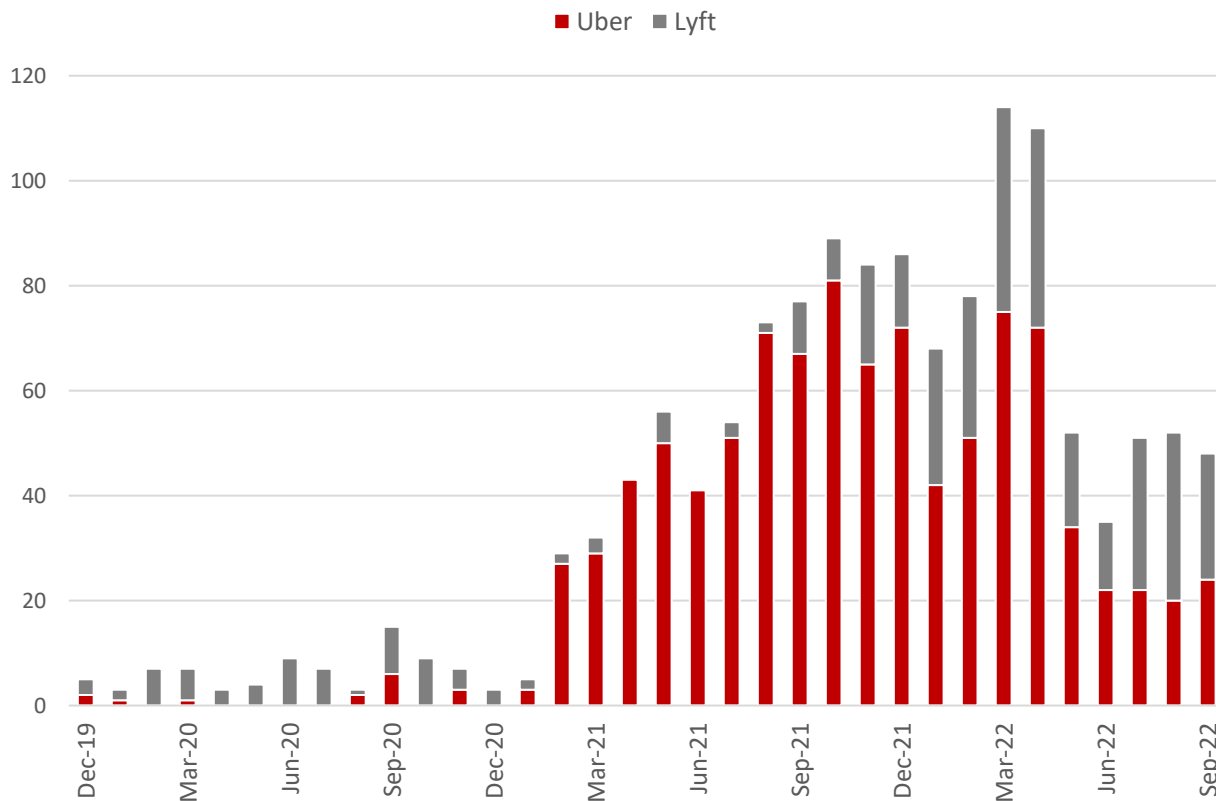


## Ridership:

As the full program launched right at the beginning of the pandemic, ridership was very low over the first year, However, when shelter-in-place restrictions were lifted starting in February 2021, usage picked up considerably. By March 2022, the City of San Ramon exhausted their budget for the fiscal year. After analyzing ridership patterns, staff found that many users were making trips within the City of Dublin and that those trips would qualify for a similar discount under LAVTA's Go Tri Valley program. In May 2022, a change to the Go San Ramon program was implemented that requires each trip to either start or end in the City of San Ramon to be eligible for subsidy, which has led to a recent drop in ridership. Currently, the program averages 48 trips a month, which is more in line with the City of San Ramon's budgeted contribution.

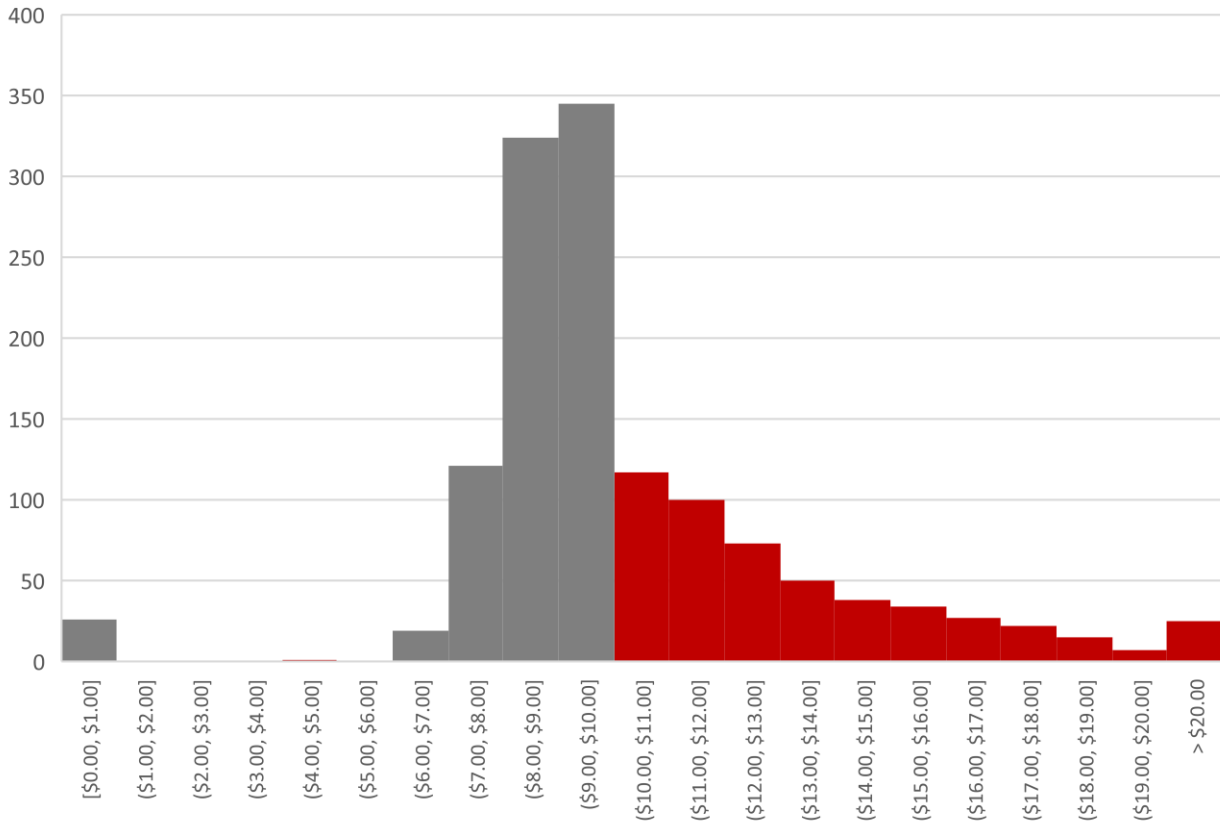
The following chart shows monthly trips by provider. It should be noted that because users may be traveling with others when booking a trip, these numbers do not necessarily represent individual riders or passengers.

### Go San Ramon Monthly Ridership



Of the total trips taken, 61% had fare amount 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. Overall, the average fare was \$10.58, with an average subsidy of \$4.66 per trip.

Go San Ramon Fare Distribution



The West Dublin BART station was the most common origin and destination with just under 300 trips starting or ending there followed by Dublin/Pleasanton BART station with around 210 trips. The other major corridors were along Franklin Dr in Pleasanton, residences along Dougherty Road, south of Amador Valley Blvd in Dublin and Davona Dr in San Ramon.

The expanded service area had over 100 trips starting or ending there. The following map shows locations and volume of trips. Trip lengths ranged up to 11 miles and were about 3 miles on average, and average trip duration was about 7 minutes.

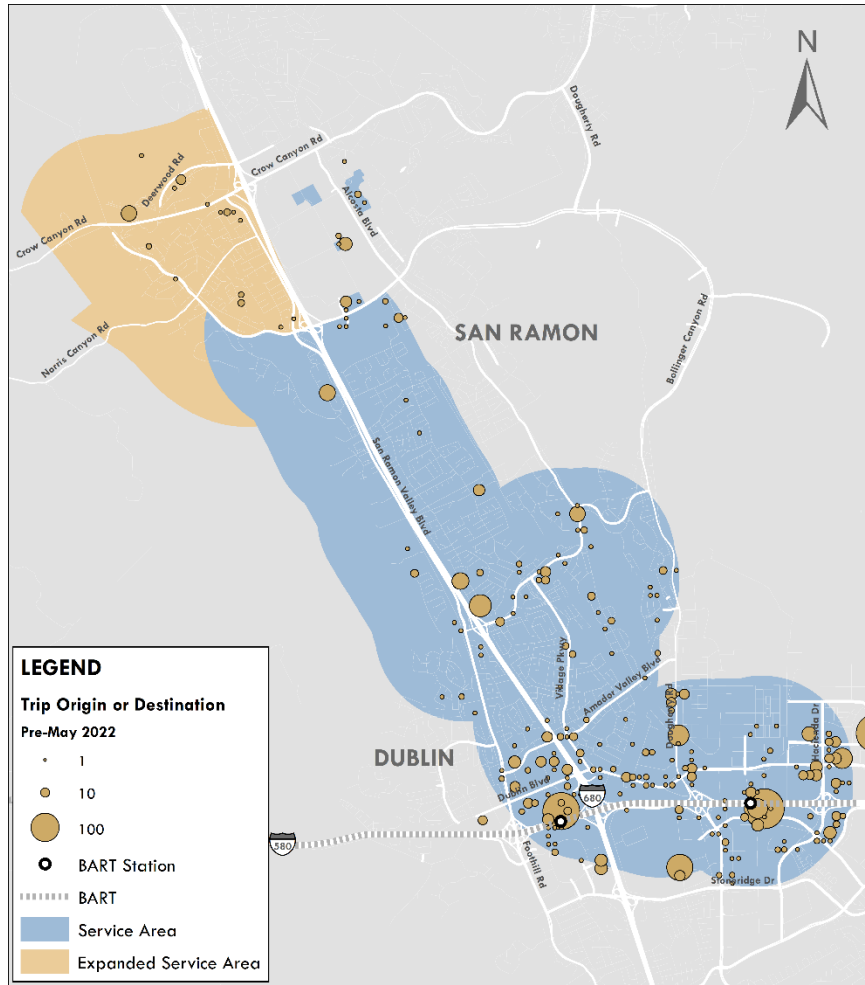


Figure 1: Trip Origin or Destination (Pre-May 2022)

After the implementation of service change, there have been fewer trips taken to and from Dublin/Pleasanton BART station compared to West Dublin BART station. The map below also shows fewer trips from the Pleasanton and Dublin area indicating the service is being used mostly by residents living or employees working in San Ramon.

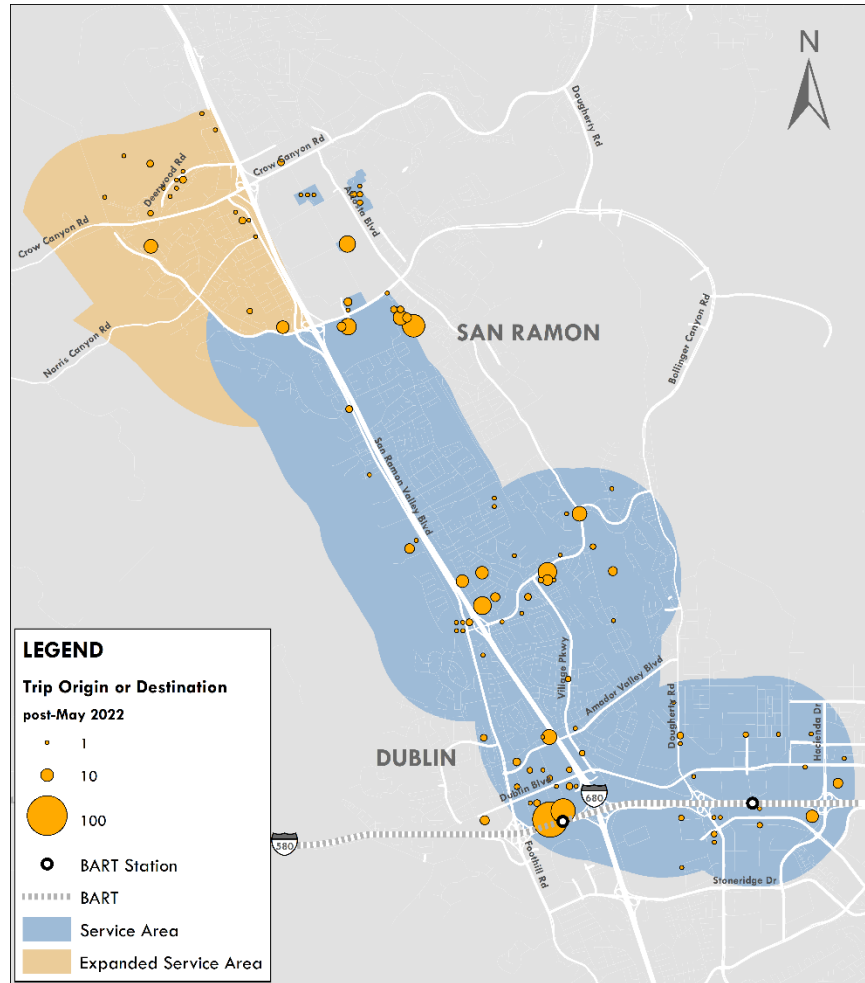


Figure 2: Trip Origin or Destination (Post-May 2022)

**Financial Implications:**

All fare subsidies and administrative fees for the program are being paid by the City of San Ramon up to \$5,000 per year. In FY 2022, County Connection contributed \$1,634.35 in fare subsidies after the City of San Ramon reached its annual cap. For FY 2023, staff expects the City’s contribution to cover most, if not all, of the program costs.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None