

**To:** Operations & Scheduling Committee

**Date:** 03/25/2024

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

**Reviewed by:** MR

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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.

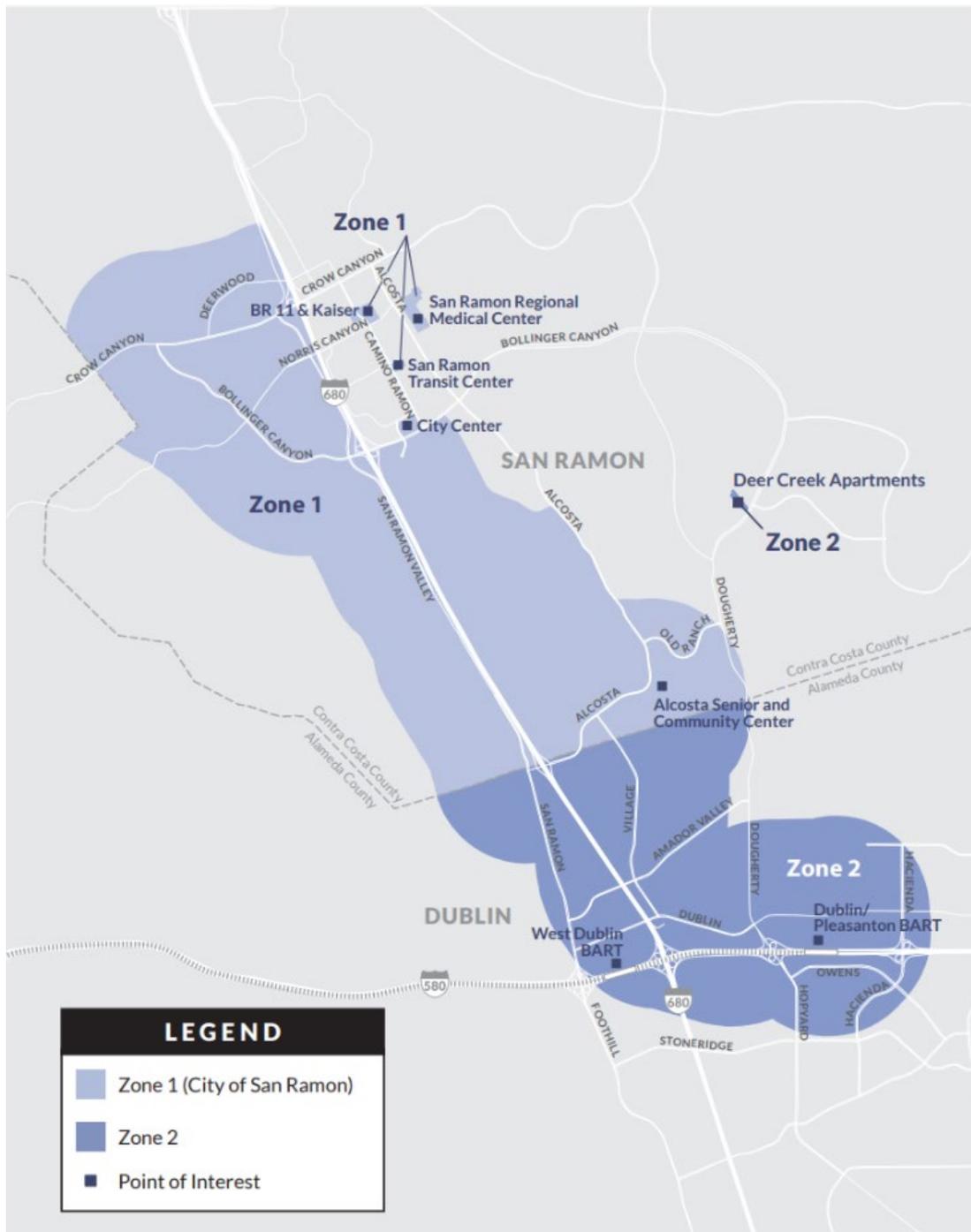
**Service Area:**

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. The current service area is shown 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.

In July 2023, the following changes were made to the program:

- Deer Creek Apartments, a senior living facility, was added to the service area, enabling greater accessibility for residents to the Alcosta Senior and Community Center and other locations in San Ramon.
- An additional \$5,000 in Measure J funds were made available to be used towards reimbursing commuter trips to/from West Dublin and Dublin/Pleasanton BART stations.
- A change from flat administrative fee to fees based on percentage of subsidy.



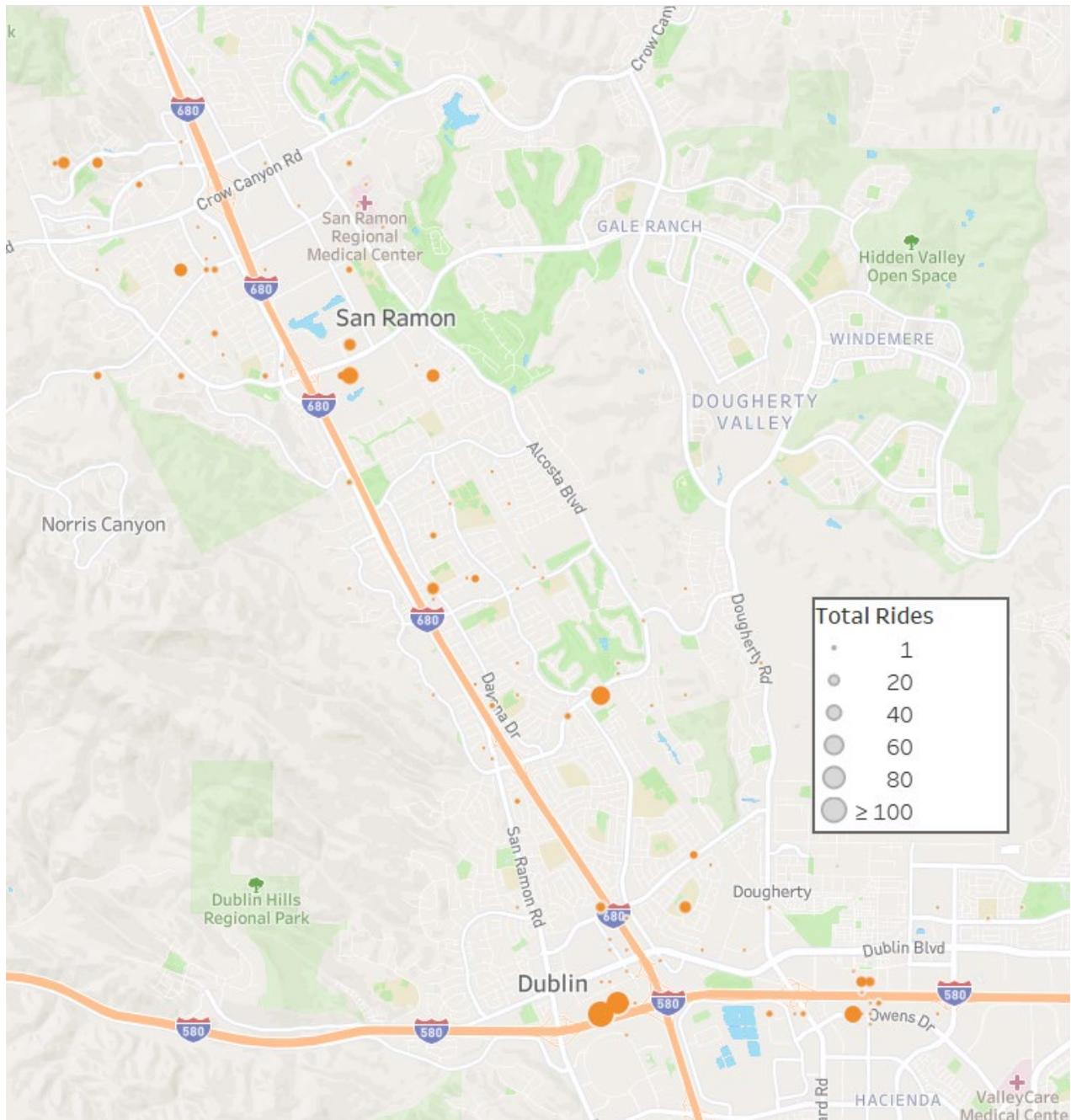
Current Go San Ramon Service Area

**Ridership:**

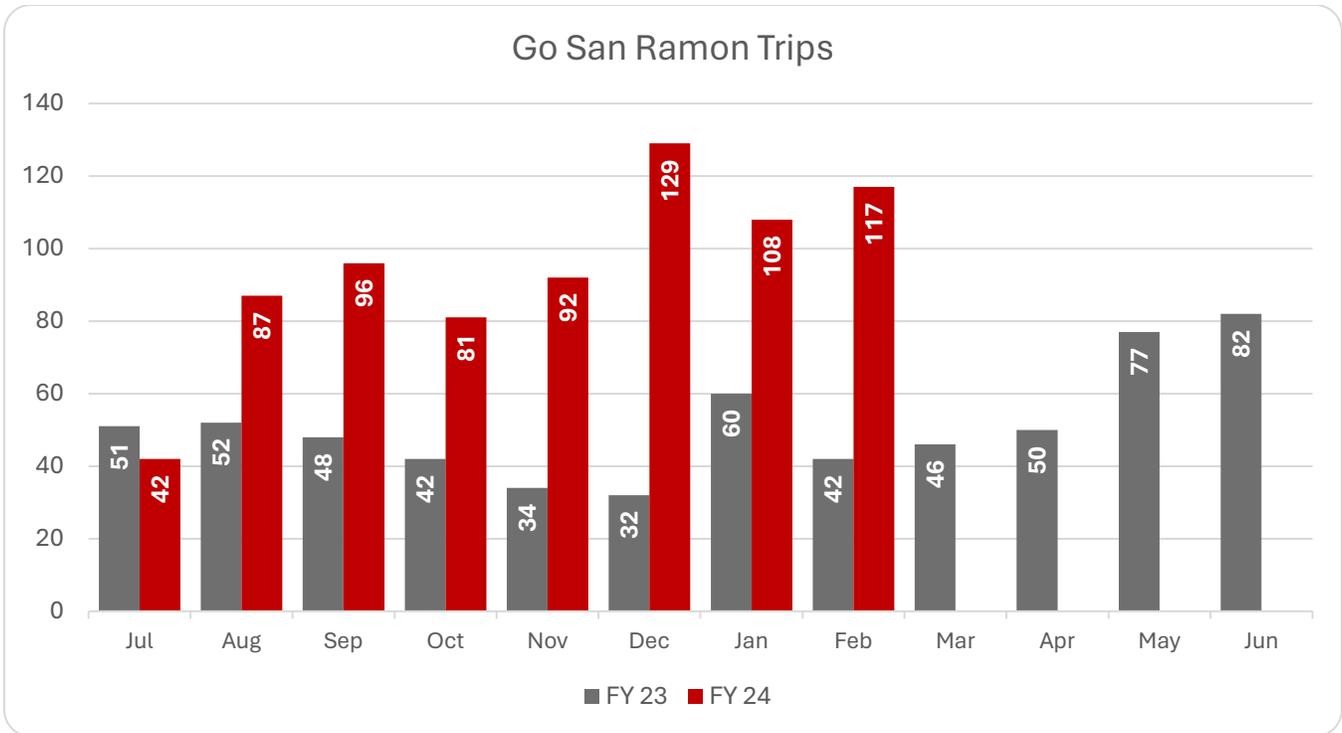
The program has seen impressive growth in FY24, averaging 91 trips per month – a 78% increase from the previous year. Notably, 69% of these trips are commuter trips, connecting riders to BART stations. This ridership aligns well with the City of San Ramon's budget for the program.

With the current pilot ending on June 30th, 2024, staff will collaborate with the City to explore extension options, considering the availability of Measure J funding to cover the subsidies for commuter trips for FY25.

Figure 1: Pickups - FY 24







**Financial Implications:**

All fare subsidies and administrative fees for the program are being paid by the City of San Ramon and Measure J funds up to \$10,000 per year. Additionally, For FY 2024, staff expects the City’s contribution to cover all of the program costs. For FY 2025, staff will collaborate with the City to explore extension options, considering the availability of Measure J funding to cover the subsidies for commuter trips.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None