

To: Operations & Scheduling Committee

Date: 05/24/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

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 stations, 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, Figure 1. Additionally, starting in May 2022, changes were made to ensure the trip either had to start or end within the City of San Ramon.

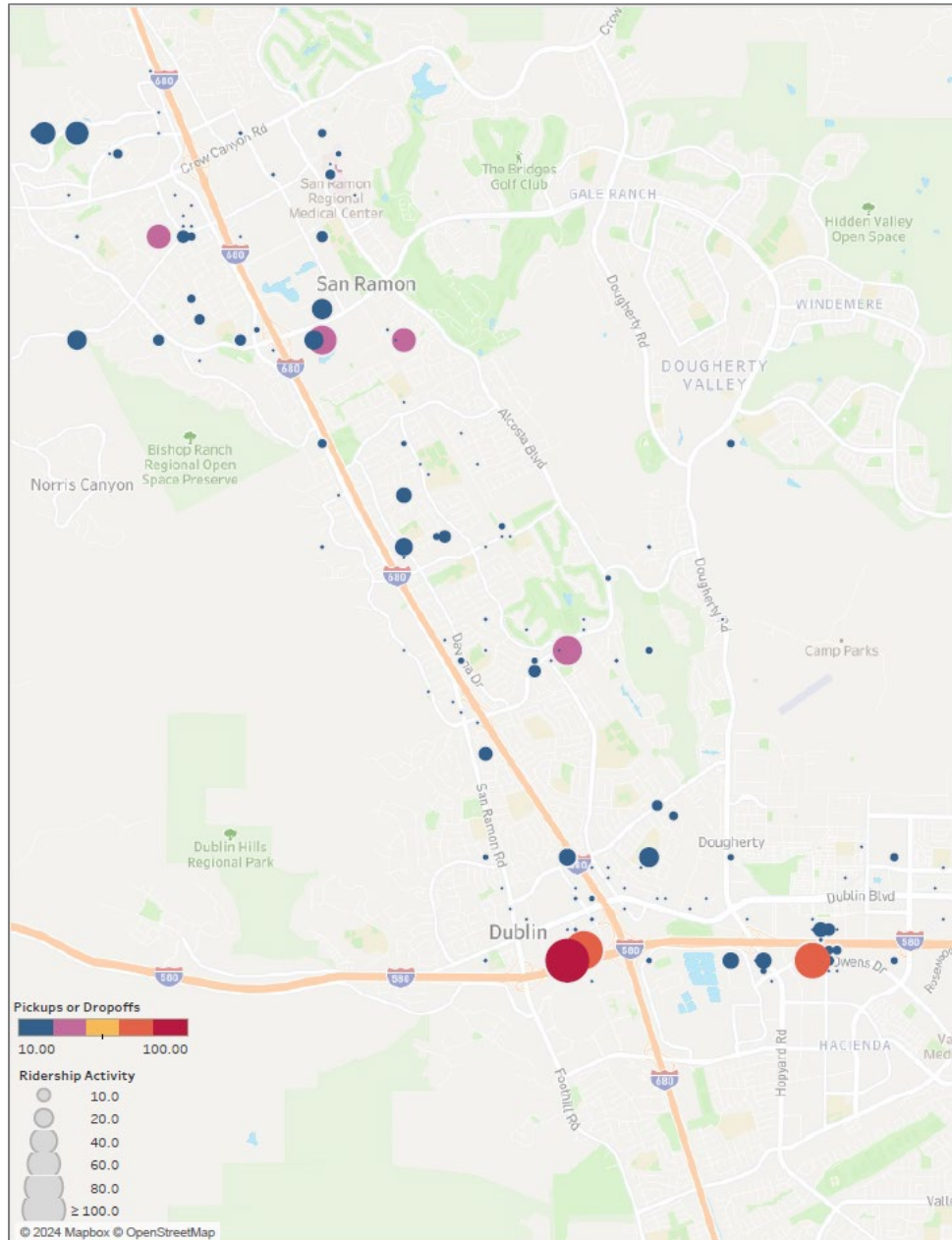
In July 2023, the following changes were made to the program:

- 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.

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.

Figure 1: Go San Ramon Ridership Activity - FY 24



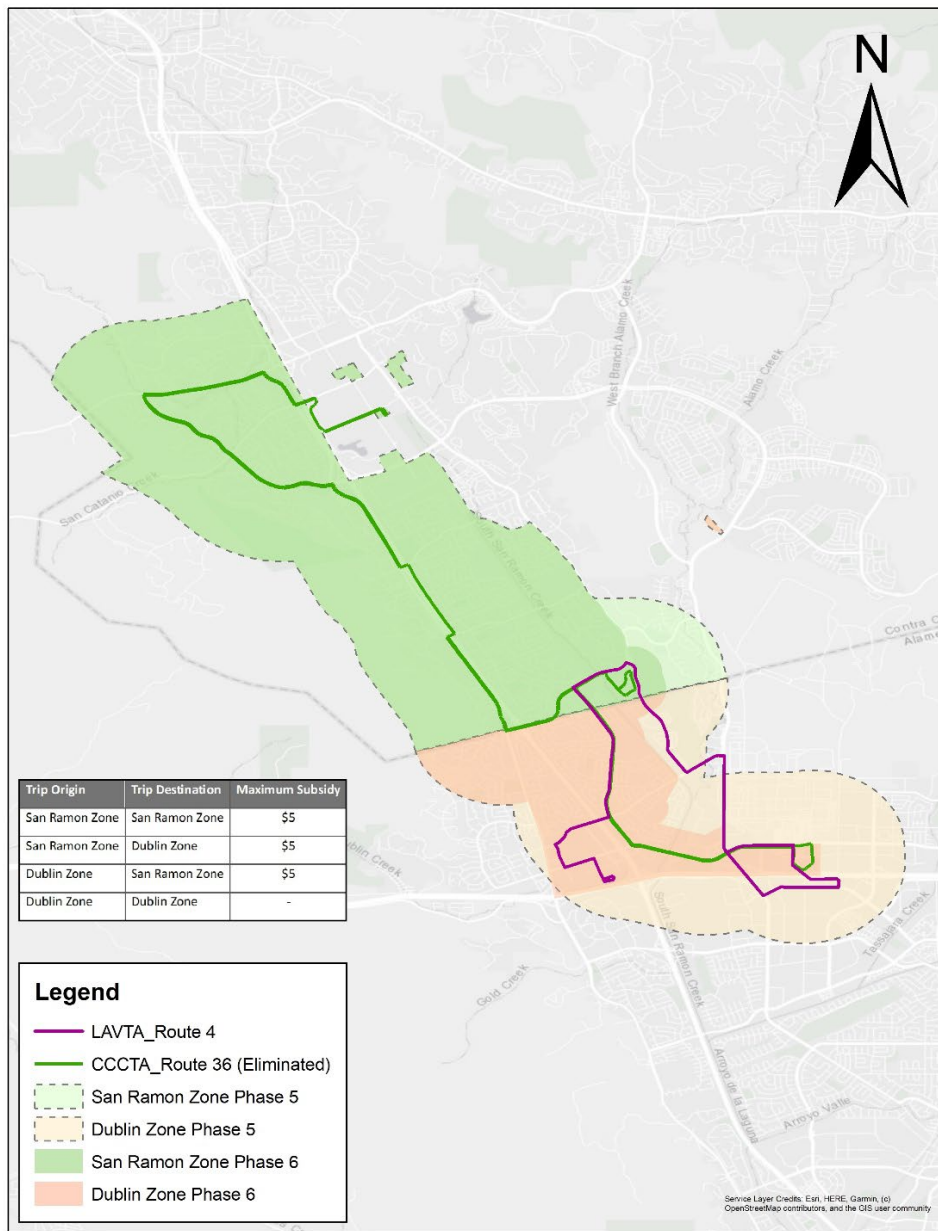
Proposed Changes:

In March 2024, LAVTA implemented a major service change that included adding of Route 4 that served parts of the Go San Ramon Service area as shown in Figure 2. County Connection and City of San Ramon

staff worked to change the service area to minimize overlap with the new transit line. Effective July 2024, the following changes will be made:

- Service area adjusted to minimize overlap with LAVTA Route 4 while still servicing areas previously covered by County Connection Route 36.
- Dublin zones have been pulled back to reduce overlap with other LAVTA routes while still ensuring continued access to BART stations.
- The revised zones still maintain the access to key destinations used by San Ramon residents in Dublin.

Figure 2: Proposed Service Area



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. Measure J funds are being used to provide subsidies for commuter trips up to \$5,000 while the City contributes the rest using the Transportation Fund for Clean Air (TFCA) funds.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None