

# County Connection

2477 Arnold Industrial Way    Concord, CA 94520-5326    (925) 676-7500    countyconnection.com

**ADVISORY COMMITTEE  
MEETING AGENDA  
Thursday, September 4, 2025, 1:30 p.m.**

**The Board Meeting will be held in-person and via teleconference location\*\***

**County Connection Board Room  
2477 Arnold Industrial Way, Concord, California**

**Staff and members of the public** may attend in person or may participate remotely via Zoom at:

<https://us02web.zoom.us/j/85742852363>

Or Telephone:

Dial: US: +1 669 900 6833

Webinar ID: 857 4285 2363

**Please Note the following COVID-19 Protocols for in-person attendance:**

Visitors experiencing the following symptoms of COVID-19 may not enter the building:

- Cough
- Chills
- Sore Throat
- Shortness of Breath
- Muscle Pain
- Loss of Taste or Smell
- Fever

Public comment may be submitted via email to: [noya@cccta.org](mailto:noya@cccta.org). Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Advisory Committee Members before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Committee.

Oral public comments will also be accepted during the meeting in person and through Zoom or the teleconference number listed above.

Should Zoom not be operational, please check online at: [www.countyconnection.com](http://www.countyconnection.com) for any updates or further instruction.

The committee may take action on each item on the agenda, even items that are listed as “information only”. The action may consist of the recommended action, a related action, or no action. Staff recommendations are subject to action and/or change by the committee.

1. Call to Order
2. Roll Call/Confirmation of Quorum
3. Public Comment
  - Members of the public may address the committee on any item within the committee’s jurisdiction. Comments on agenda items will be heard when the item is considered.
4. Consent Calendar-*Action*

Approval of:

  - a. Agenda for September 4, 2025, Meeting
  - b. Summary Minutes of July 3, 2025, Meeting\*
5. Election of Ad-Comm Chair and Vice-Chair- *Action\**
6. Review of At-Large Seat Application- *Discussion and Action\**
7. Review of Proposed Route 4 Alignment-*Information Only\**
8. Year-End Performance Reports-*Information Only\**
  - a. Fixed Route Year-End Performance Report
  - b. Paratransit Year-End Performance Report
9. Youth Ride Free Update-*Information Only\**
10. Committee Member Communications- *Information Only*
11. Adjournment – The next meeting will be Thursday, October 2, 2025, at 1:30 PM at County Connection Boardroom- 2477 Arnold Industrial Way, Concord, CA 94520

**\*Enclosure**

**\*\*Teleconference location: 2161 Walnut Blvd. Walnut Creek, CA 94597**

**Calle de Juan Alvarez Mendizabal 51, Entrada, Madrid**

### **General Information**

Public Comment: Each person wishing to address the committee is requested to complete a speaker’s card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. People who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed, and the matter is subject to discussion and action by the Committee.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://www.countyconnection.com).

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service, or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto:hill@cccta.org). Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

### **Currently Scheduled Board and Committee Meetings**

Board of Directors:	Thursday, September 18, 9:00 a.m., County Connection Board Room
Operations and Scheduling:	Friday, September 5, 8:30 a.m., 100 Gregory Lane, Pleasant Hill, CA
Administration & Finance:	Wednesday, September 3, 9:00 a.m., County Connection Offices
Marketing, Planning & Legislative:	Thursday, September 4, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Advisory Committee:	Thursday, October 2 , 1:30 p.m., County Connection Board Room

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at (925) 676-1976 to verify date, time, and location prior to attending a meeting.**

**This agenda is posted on County Connection’s Website ([www.countyconnection.com](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Advisory Committee (Ad-Comm)  
Thursday, July 3, 2025**

**Members Present:**

Allison Picard, City of Martinez

Sarah Birdwell, Contra Costa County

Peggy Hall, Town of Moraga

Fong Kurniadi, City of Concord

John Crowe, City of Pleasant

Ivan Fedorenko, City of San Ramon

**Members Absent:**

Ian McLaughlin, City of Walnut Creek

**Staff Present:**

John Sanderson (CCCTA)

Rosa Noya (CCCTA)

Andrew Smith (CCCTA)

Pranjal Dixit (CCCTA)

**Public Attendees:** Sean Barry, and Subhang Mall

- 1. Call to Order:** Meeting was called to order at 1:30 PM.
- 2. Roll Call/Confirmation of Quorum:** Quorum confirmed with six members present.
- 3. Public Comment:** No comments received
- 4. Approval of Consent Calendar:** Amended agenda (change in date for next Ad-Comm meeting) was moved for approval by member Hall and seconded by Member Fedorenko. Minutes from May 1<sup>st</sup> Ad-Comm meeting were moved for approval by Member Hall and seconded by Member Birdwell. Both consent items unanimously approved.
- 5. Review of New Application for At-Large Seats:** Vice Chair Picard introduced two at-large candidates, including a student whose perspective was especially valued. Both expressed interest in public transit, and the committee voiced support for their appointment. By verbal consensus, the committee agreed to recommend both candidates to the Board of Directors for approval on July 17.
- 6. Fall Bid Update:** Mr. Dixit presented the Fall bid update, with service changes effective August 10 to align with BART's August 11 schedule. Key adjustments include improved coordination for Route 35 at Dublin/Pleasanton BART, better transfers for Route 21, and schedule updates for schools and congested areas in Martinez and Concord. Challenges

remain with operator shortages (139 of 151 budgeted), increased weekend ridership, and service levels at approximately 85% of pre-pandemic levels. Members Crowe, Kurniadi, Picard and Fedorenko asked related questions to report. Mr. Dixit and Mr. Smith provided clarification to members. No comments or questions received from the public.

- 7. Transit Corridor Study Update:** Mr. Dixit updated the committee on the Transit Corridor Study, funded through the Transit Performance Initiative grant, focusing on Monument Boulevard, Clayton Road, Ygnacio Valley Road, and Treat Boulevard to improve transit speed, access, and ADA compliance. Surveys will gather community and operator feedback, and Vice Chair Picard requested the survey be shared with the committee. In response to Member Kurniadi's question, Mr. Dixit confirmed dedicated bus lanes are among the measures under consideration. No public comments were received.
- 8. Performance Reports:** Pranjal Dixit and Rosa Noya provided a summary of the performance of Fixed Route services and LINK paratransit service for the month of May. Member Fedorenko asked a question about the effects of the Clipper outage and also about what additional sources of funding are. Mr. Smith offered some insight into local and state measures into future funding. No comments or questions received from the public.
- 9. Ad-Comm Member Communications:** Vice-Chair Picard reminded all that no August meeting would be held.
- 10. Adjournment:** The meeting was adjourned at 2:43 PM. The next meeting of the Ad-Comm will be held on Thursday, September 4, 2025.

Minutes prepared by Rosa Noya on August 8, 2025.

## MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2025

Member Name	Jurisdiction	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Original Appointment	Term Expires
Sarah Birdwell	Contra Costa County	P	P	P	P	P	C	P	C		6/15/2023	6/30/2028
Ian McLaughlin	Walnut Creek	P	P	P	P	P	C	A	C		4/21/2022	3/20/2026
Tjiuk Fong Kurniadi	Concord	P	A	P	A	P	C	P	C		5/16/2024	12/31/2028
Peggy Hall	Moraga	EA	EA	A	A	P	C	P	C		7/18/2024	6/30/2026
Allison Picard	Martinez	A	P	P	P	P	C	P	C		7/18/2024	6/30/2028
John Crowe	Pleasant Hill	V	V	V	V	*P	C	P	C		5/15/2025	6/30/2026
Ivan Fedorenko	San Ramon	A	A	A	A	V	C	P	C		6/19/2025	6/30/2027
<b>Michael Carr-Pending</b>	<b>Danville</b>	A	P	P	P	V	C	V	C			6/30/2026
Vacant	Pleasant Hill-Alternate	A	P	P	V	V	C	V	C			6/30/2027
Vacant	Orinda	V	V	V	V	V	C	V	C			6/30/2027
Vacant	Clayton	V	V	V	V	V	C	V	C			6/30/2027
Vacant	Lafayette	V	V	V	V	V	C	V	C			6/30/2027
Sean B. Barry	At-Large_1	V	V	V	V	V	C	V	C		7/17/2025	6/30/2027
Subhang Mall	At-Large_2	V	V	V	V	V	C	V	C		7/17/2025	6/30/2026
<b>Matthew Guo-Pending</b>	<b>At-Large_3</b>	V	V	V	V	V	C	V	C			6/30/2026
Vacant	At-Large_4	V	V	V	V	V	C	V	C			6/30/2026
Vacant	At-Large_5	V	V	V	V	V	C	V	C			6/30/2025

P = Present

A = Absent

C = Cancelled

Vacant

EA=Excused Absence

To: Advisory Committee

Date: 8/28/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

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**SUBJECT: Election of Advisory Committee Officers**

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**Background:**

In accordance with the Advisory Committee Bylaws of 2024, officers are elected to serve one-year terms (calendar year). Officer positions include a Chair and a Vice Chair. Elections are held during a regular meeting of the Committee, and newly elected officers assume duties immediately following the vote.

**Officers' Roles and Responsibilities:**

**Chair**

- Presides over all meetings of the Advisory Committee.
- Has authority to call special meetings as needed.
- Provides regular oral/written reports to the County Connection Board of Directors.
- May appoint members to subcommittees (subject to Committee approval).
- Assists with the preparation of meeting agendas.

**Vice Chair**

- Assumes all duties of the Chair in the Chair's absence or at the Chair's request.

**Financial Implication:**

None.

**Recommendation:**

The Advisory Committee elects officers to serve for the upcoming calendar year.

**Action Requested:**

Elect a Chair and Vice Chair for Calendar Year 2025.

**Attachments:**

None.

## COUNTY CONNECTION ADVISORY COMMITTEE AT-LARGE MEMBER APPLICATION

The primary purpose of the Advisory Committee (Ad-Comm) is to review, analyze, and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. Committee members also act as a public liaison from the represented jurisdiction. The Ad-Comm is comprised of up-to sixteen (16) members, including eleven (11) members appointed by each member jurisdiction and up-to five (5) "at-large" members who reside in Central Contra Costa County.

The By-Laws of the Ad-Comm, including the purpose and rules of conduct can be found here: <https://countyconnection.com/wp-content/uploads/2025/04/Advisory-Committee-Bylaws-2024.pdf>

Regular meetings for 2025 are held in person at 1:30 PM on the first Thursday of each month at:

County Connection  
Gayle Uilkema Boardroom  
2477 Arnold Industrial Way  
Concord, CA 94520.

At-Large members are selected through a review by the Ad-Comm, which then recommends candidates for appointment by the County Connection Board of Directors.

Please note that the Ad-Comm is a public committee subject to the requirements of the Ralph M. Brown Act (California Government Code §54950 et. seq.). Membership on the Ad-Comm is a matter of public record and all members consent to their names being made public.

1. Name Matthew Guo  
Last First Middle
2. Address [REDACTED]  
Street City Zip Code
3. Telephone [REDACTED]
4. Email [REDACTED]

5. List any special skills or experience you have, such as professional/community/volunteer work or membership on any committees that may be relevant to carrying out the duties of an Advisory Committee member. Please feel free to attach any other data relevant to the position being sought.

Participated in SJSU Mineta Summer Transportation Institute in 2024, BART Lines Teen Poetry Contest winner, part of my high school's Varsity Speech and Debate, Student Council President at CACC Chinese School, volunteer tutor at BOBTutor. Incoming senior in high school.

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6. How often do you use public fixed-route transit (ex. BART or County Connection buses) or paratransit?

- Daily (5-7 days/week)
- Frequently (2-4 days/week)
- Infrequently (1 day/week)
- Recreational use
- Emergencies
- Never
- I used to, but I don't anymore

7. If you answered "Never" or "I used to but I don't anymore" to Question 6, please describe your experience advocating for transit users in your community.

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8. Please briefly explain your reason(s) for wanting to be a member of the County Connection Advisory Committee:

Riding various forms of public transit around the Bay Area since childhood, often to  
unexpected places without a car, has shown me the region's diversity and the  
necessity of a well-maintained network. I am passionate about public  
transportation, and hope to major in Urban Planning in college. Becoming a  
member of the County Connection Advisory Committee would allow me to  
contribute my perspective as a rider, but also learn how decisions are made and  
how agencies respond to the needs of diverse communities.

# County Connection

9. I certify that the above statements are true to the best of my knowledge. I understand that any willful misrepresentation or omission of facts requested may result in disqualification from consideration or removal from the Ad-Comm at the discretion of the County Connection Board of Directors or their designee.

*Matthew Quo*

Signature

07/18/2025

Date

If applicant is under 18 years of age:

*Jinsong Tu*

Parent/Legal Guardian Signature

Jinsong Tu

Parent/Legal Guardian Printed Name

07/18/2025

Date

\*Proof of legal guardianship may be requested.\*

Notice of Accessibility:

If you need assistance completing this application or require an alternative format or language translation, please contact: ADALink@cccta.org or call the County Connection ADA Department at 925-680-2084.

Applications are considered to be active for one year.

Please return your completed application using one of the following methods:

Email: ADALink@cccta.org

Mail: Advisory Committee Liaison, 2477 Arnold Industrial Way- 2<sup>nd</sup> Fl, Concord, CA 94520

# Matthew Guo

## EDUCATION

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### Monte Vista High School - 12th Grade Honor Roll Student

Danville, CA

2022 - Present

Graduating class of 2026

- Aspiring Urban Studies/Urban & Transportation Planning major in college

### Diablo Valley College (Part time)

- Part of the College Connect program through the San Ramon Unified School District 2024 - Present
- Two-year program to take some classes at Diablo Valley College for both high school and college credit

## AWARDS AND EXPERIENCE

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### SJSU Mineta Summer Transportation Institute

June 2024

- Attended a three-week intensive summer program about transportation, with hands-on STEM activities.
- Earned college credit for the ENVIS-1 college course.
- Explored the present and the future of transportation with field trips to future transit sites, including the future California High-Speed Rail concourse at Salesforce Transit Center in San Francisco.

### BART Lines Teen Poetry Contest Winner

May 2024

- Wrote a poem about a journey around the Bay Area by public transit, seeing the different aspects of life, and exploring the region a different way using public transit and not a car.
- Part of the 31 winners selected to have poems featured in "short story dispensers" across multiple BART stations.

### Varsity Speech and Debate

Aug 2022 – Present

- Part of the Varsity Speech and Debate team at my high school.
- Received numerous awards in both speech as well as debate, across various events.
- Developed strong interpersonal communication skills and the ability to work well together within a team under pressure.

### CACC Chinese School - Student Council President

Pleasanton, CA

(Nonprofit Sunday Chinese school)

Sep 2022 – Present

- Started off in 2022 as the Student Council Secretary, assumed President role in 2024-2025 school year.
- Collaborated with our other Student Council members, including VP, Secretary, and Treasurer to organize and host school events including Mid-Autumn Festival, Gala, Food Drive, etc.
- Volunteered in the office, managing logistical matters, including creating webpages, spreadsheets, and interacting with parents and students.

### BOBTutor - Volunteer Tutor

Oct 2022 – Present

- A nonprofit organization connecting students around the world, providing them with valuable learning opportunities.
- Currently a tutor in the English Department, working with students around the globe to achieve the education they need and deserve.
- Shadowed and collaborated with the Public Relations team and the Assistant Vice President.

## OTHER ACTIVITIES

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### Web Development

2024

- Coded a GitHub webpage displaying BART's real-time departures and elevator status.

### Golden State Youth Orchestra - Violin

2022-2024

- Played in the 1st violin of the Galbraith Honors Strings.

**To:** Advisory Committee

**Date:** 08/25/2025

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

**Reviewed by:** AMS

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**SUBJECT: Proposed Route 4 alignment**

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## **Background:**

For several decades, County Connection has operated the Walnut Creek Downtown Circulator as a vital public transit service. Initially known as Route 104, it was later redesignated as Route 4. Since the 1980s, the City of Walnut Creek has partnered with County Connection to provide a fare subsidy, making rides free on weekdays and Saturdays. Subsequent agreements expanded the free service to seven days a week. Notably, Route 4 is the only route in the system served by the prototype Gillig Electric "Trolleys".

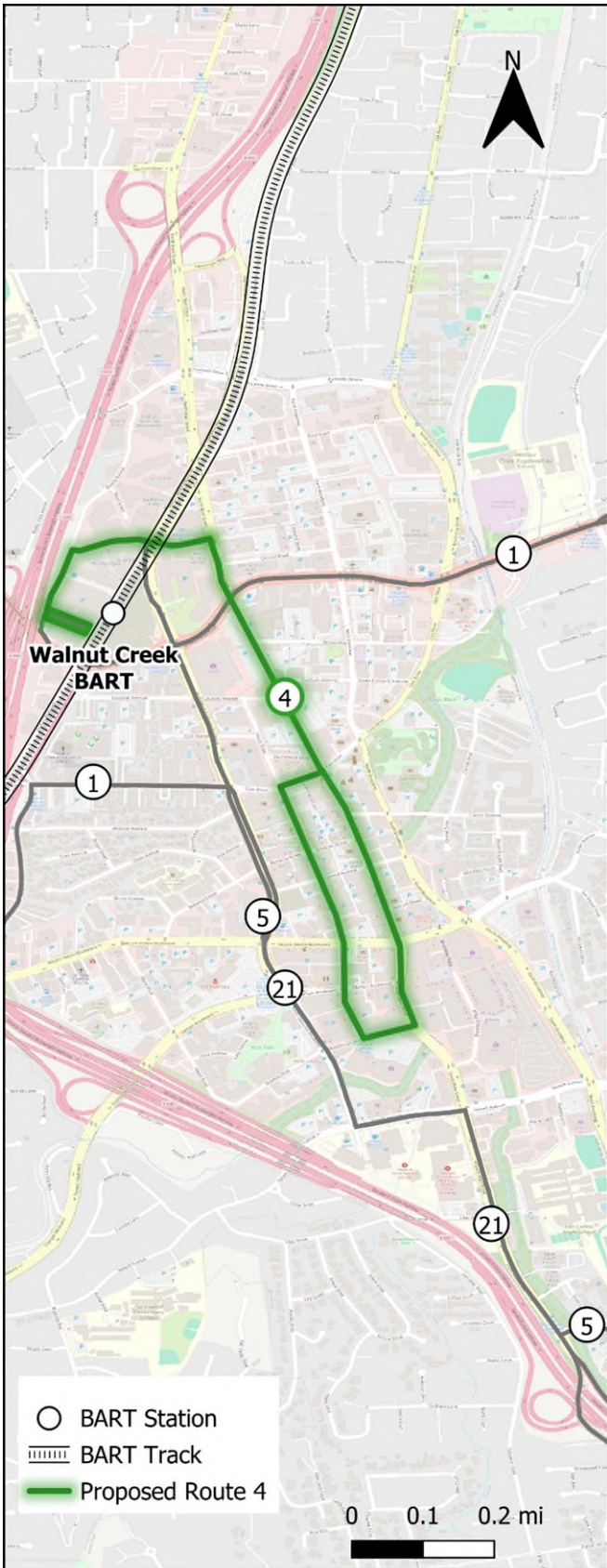
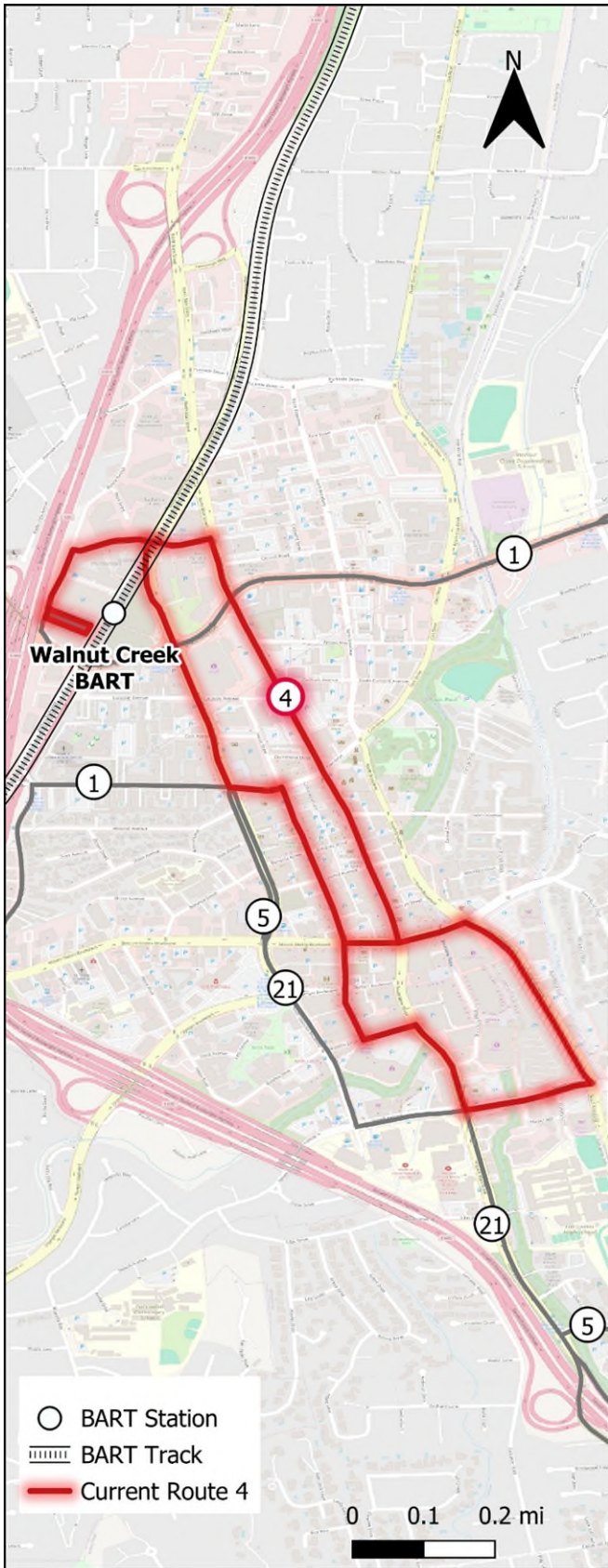
## **Alignment Change:**

Route 4 historically provided a direct connection between Walnut Creek BART and downtown Walnut Creek, including traveling along Broadway Plaza (the street that passes through the shopping mall of the same name). After the construction of the Plaza Escuela shopping center and southerly extension of Locust Street in the early 2000s, the route was restructured to incorporate a figure-8 movement along Botelho Drive and Locust Street, thereby adding two-left turns and necessitating travel along Mt. Diablo Boulevard from Locust Street to Main Street in both inbound and outbound directions.

During the COVID-19 pandemic, Broadway Plaza (the street) was closed for security reasons, forcing a rerouting to travel along South Broadway and Newell Avenue. Following the pandemic, ridership and traffic increased, creating significant congestion that affected the route's on-time performance. In addition to general traffic, the route's numerous left turns and frequent stops to accommodate its popularity caused delays leading reduced time for charging electric buses.

The proposed new alignment as shown in figure below aims to address these issues by:

- **Streamlining the route** to provide more reliable service while still serving popular destinations.
- **Leveraging existing pedestrian infrastructure** to facilitate movement to and from bus stops, allowing the buses to focus on providing frequent, reliable service.
- **Improving bus stops** to meet current ADA standards, a project to be completed in partnership with the City of Walnut Creek.
- **Optimizing stop locations** by balancing stop spacing and moving stops to the far side of intersections when possible. This strategy leverages the Transit Signal Priority (TSP) system, which has been deployed as part of the IDEA TSP project, to improve on-time performance.



**Frequency Improvement:**

Additionally, staff had previously partnered with the City of Walnut Creek and RCD Housing on an Affordable Housing and Sustainable Communities (AHSC) Grant for the **Civic Crossing** project, a new affordable housing development at 699 Ygnacio Valley Road.

The grant was awarded in April 2024 and provides funding for several transit-related improvements, including:

- Additional Transit Signal Priority (TSP) infrastructure
- New bus shelters with real-time signage
- Operating funds to restore 15-minute frequency on Route 4 on weekdays from 7 a.m. to 9 p.m.

The grant provides County Connection with a total of \$4.15 million over the course of five years for the expanded service on the Route 4.

**Financial Implications:**

The costs associated with operating the additional service are fully covered by the grant, which will fund these expenses for approximately five years.

**Recommendation:**

None, for information only. Staff will be presenting a Title VI Equity Analysis and holding a public hearing at the October Board meeting for potential approval of the proposed service.

**Action Requested:**

None, for information only.

**Attachments:**

None.

**To:** Advisory Committee

**Date:** 8/28/2025

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

**Reviewed by:** *Ref*

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**SUBJECT: Fiscal Year 2025 Fixed-Route Year-End Report**

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**Summary:**

Fixed route ridership increased slightly in fiscal year (FY) 2025, primarily driven by continued increases in usage by transit dependent riders, increased weekend usage, and fare promotions such as Youth Ride Free. Missed trips increased due to the continued operator shortage. Additionally, County Connection implemented a new data platform for providing improved real-time information to passengers and tracking service disruptions such as detours and trip cancellations to help dispatch and customer service staff.

**Service Trends:**

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends from July 2024 through June 2025. Overall, the total number of fixed-route passengers increased by 3.8% from FY 2024 to FY 2025. Total weekday ridership was up 3.4% and weekend ridership was up 7% over FY 2024.

FY 2025 was the third full year since shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person. Ridership, although growing, is showing signs of plateauing, and average weekday ridership remained between 16% to 35% below normal pre-COVID levels throughout FY 2024. Weekend ridership recovered more quickly than on weekdays and ranged between 3% below to 19% above pre-pandemic ridership.

From August to June, various service adjustments were implemented to improve bus performance and efficiency. Changes in August focused on minor route and schedule adjustments to enhance on-time performance in the Concord, Walnut Creek, and Lamorinda areas. In November, schedules were modified to improve on-time performance and layover times for routes in Concord and Martinez, with an additional bus added to a school route to reduce overcrowding in Walnut Creek. January saw more schedule modifications for routes in Concord and Walnut Creek, along with a route change in the Concord industrial area due to a facility relocation. Finally, in June, weekend routes in Concord and Pleasant Hill were adjusted to align with the Bay Area Transit Reliability and Accessibility Network Scheduling Framework and Equitable Regional Plan (TRANSFER Plan), improving bus-to-bus connections at Concord BART. This period also saw a weekend route in the Lamorinda area get extended evening service.

Over the course of the year, the ongoing operator shortage led to a significant increase in missed trips compared to the previous year, resulting in 0.72% of all scheduled trips being missed. Despite several

service changes targeted at improving reliability, on-time performance held steady at 79%, highlighting the negative impact of worsening traffic since the pandemic. A Transit Signal Priority (TSP) pilot program, a collaborative effort with Contra Costa Transportation Authority (CCTA) and the cities of Walnut Creek and Concord, has shown promising results. The pilot successfully reduced travel times and signal delays on four key routes, demonstrating the potential for expanding similar technologies to improve efficiency across the entire service area.

Usage on employer and school pass programs saw a substantial boost, driven by the success of programs like Youth Ride Free and Pass2Class. The return of in-person work at many companies also contributed to a notable increase in the use of institutional passes.

Clipper usage among fare-paying passengers continued to grow which can be attributed to enhanced discounts on the Clipper START and Clipper Youth programs, as well as the wider adoption of the Clipper Mobile app. On average, Clipper usage among fare-paying riders reached 81.5%, surpassing the pre-COVID average of 76.4%.

**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

1. CCCTA Performance Measurement
2. CCCTA Performance Indicators
3. CCCTA Boardings by Fare Type

## CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2024 and 2025

PERFORMANCE MEASURE	FY 23-24	FY 24-25	%	% Change FY24 to FY25
Weekday Passenger Boardings	2,254,258	2,413,215	↑	7.1%
Saturday Passenger Boardings	145,243	156,805	↑	8.0%
Sunday Passenger Boardings	126,069	137,977	↑	9.4%
<b>Fixed Route Total Passengers</b>	<b>2,525,571</b>	<b>2,707,997</b>	<b>↑</b>	<b>7.2%</b>
Other Passengers <sup>(1)</sup>	24,148	3,181		
<b>Grand Total Passenger Boardings</b>	<b>2,549,719</b>	<b>2,711,178</b>	<b>↑</b>	<b>6.3%</b>
Average Weekday Ridership	8,840	9,464	↑	7.1%
Total Revenue Hours	186,787	190,004	↑	1.7%
Total Revenue Miles	2,221,961	2,218,968	↓	(0.1%)
Operating Cost <sup>(3)</sup>	<sup>(2)</sup> \$36,658,453	<sup>(3)</sup> \$ 37,350,476	↑	1.9%
Farebox Revenue	<sup>(2)</sup> \$3,896,124	<sup>(3)</sup> \$3,776,146	↓	(3.1%)
Number of Weekdays	255	255		0.0%
Number of Saturdays	52	52		0.0%
Number of Sundays	52	52		0.0%
Total Scheduled Trips	259,606	260,536	↑	<b>0.4%</b>
Total Missed Trips	744	1,879	↑	152.6%
<b>Passenger Boardings per Day</b>				
Weekday	8,840	9,464	↑	7.1%
Saturday	2,793	3,015	↑	8.0%
Sunday	2,424	2,653	↑	9.4%

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 23-24 Operating Cost & Farebox Revenue have been updated to "post Audit" figures

(3) FY 24-25 Operating Cost & Farebox Revenue figures are still being finalized

## CCCTA PERFORMANCE INDICATORS

Fiscal Years 2024 and 2025

PERFORMANCE MEASURE	FY 23-24	FY 24-25	% Change FY24 to FY25	
Passengers/Revenue Hour	13.65	14.27	↑	4.5%
Passengers/Revenue Mile	1.15	1.22	↑	6.5%
Cost/Revenue Hour	\$196.26	(1) \$196.58	↑	0.2%
Cost/Passenger	\$12.85	(1) \$12.38	↓	(3.6%)
Percent of Missed Trips	0.29%	0.72%	↑	151.7%
Farebox Recovery Ratio	10.6%	(1) 10.1%	↓	(4.9%)
Accidents/100,000 Miles	0.70	1.10	↑	57.7%
Maintenance Employee/100,000	9.48	9.23	↓	(2.6%)
Operator OT/Total Operator Hour	10.04%	10.66%	↑	6.2%
Percent of Trips On-time	(2) 78.8%	79.4%	↑	0.8%
Lift Availability	100.0%	100.0%		0.0%
Lift Boardings	14,350	14,592	↑	1.7%

(1) FY 24-25 Operating Cost & Farebox Revenue figures are still being finalized

(2) Source of on-time performance was modified at the beginning of FY 23-24

## Fiscal Years 2024 and 2025

Fare Type	FY 23-24	% of Total	FY 24-25	% of Total	% Change FY24 to FY25	
Adult Cash (1)	206,137	8.2%	194,638	7.2%	↓	(5.6%)
Clipper Card (2)	1,066,294	42.2%	1,133,665	41.9%	↑	6.3%
Senior & Disabled (3)	87,300	3.5%	87,912	3.2%	↑	0.7%
Free (4)	1,107,667	43.9%	1,198,217	44.2%	↑	8.2%
Employer/School Pass (5)	58,172	2.3%	93,566	3.5%	↑	60.8%
<b>Totals</b>	<b>2,525,571</b>	<b>100.0%</b>	<b>2,707,997</b>	<b>100.0%</b>	<b>↑</b>	<b>7.2%</b>

(1) Includes Adult cash, monthly pass, paper passes, and transfers

(2) Includes all uses of Clipper Cards including Seniors

(3) Includes 'Midday Free'

(4) Excludes 'BART Bridge', 'Alamo Creek' & '250/260' Passengers

(5) Includes 'St Mary's', 'JFKU' 'Free', 91X, Ace 92X, 'Youth Ride Free', 'Pass2Class' & 'Summer Youth Pass' Passengers

To: Advisory Committee

Date: 8/26/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

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**SUBJECT: Year-End Paratransit Performance Report for Fiscal Year 2025**

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### **Background:**

Fiscal Year 2025 (FY25) marked another year of transition for County Connection's Americans with Disabilities Act (ADA) and non-ADA paratransit programs and services. While demand continues to rebound toward pre-pandemic levels, FY25 was characterized by higher trip volumes, longer average trip distances, and continued increases in operating costs for the County Connection LINK program.

The LAVTA Dial-a-Ride service, operated under contract, experienced modest declines in ridership and service hours but small gains in efficiency. The One-Seat Ride (OSR) program continued to grow and demonstrated major efficiency improvements, while non-ADA initiatives such as the Low-Income Fare Equity (LIFE) program, Choice in Aging partnership, and the Autonomous Driving System (ADS) pilot continued to expand and mature.

### **ADA Paratransit Programs:**

LINK Operations, Costs, and Performance: In FY25, LINK Paratransit service experienced a shift in operating patterns. When comparing FY 25 to FY24, Vehicle Revenue Hours (VRH, hours vehicles were available to carry passengers) decreased by 12%, while Vehicle Revenue Miles (VRM, miles driven in service) declined by 3%. At the same time, Deadhead Miles (DHM, non-service miles) increased by 17% and Deadhead Hours grew by 5%, resulting in a higher proportion of non-revenue travel. Overall, Vehicle Revenue Speed increased by 11% from FY24 to 15.6 mph.

Despite fewer service hours, demand continued to grow. Unlinked Passenger Trips (UPT, one-way passenger rides) increased by 5%, and Passenger Miles Traveled (PMT, total distance traveled by all riders) rose nearly 16%. Average trip length increased by 10%, indicating that riders are traveling farther per trip.

Operating costs increased by 6.6% year over year, driven by an 8.5% rise in contract costs, partially offset by a 9.3% decline in non-contract costs. On a unit basis, cost per revenue hour rose by 21.6% and cost per passenger trip by 1.5%. Fare revenue grew by 13.7%, lifting the farebox recovery ratio from 5.1% to 7.2%, though still below the standard of 10.7%.

Service quality improved in several areas, with on-time performance reaching 98% and no roadcalls reported. Nonetheless, employee turnover remained high, and complaints per 1,000 trips increased slightly. The Contractor met nearly all performance standards in FY25, with the exception of Preventable Accidents per 100,000 miles. While delivering high-quality ADA paratransit service remains a challenging task, overall contract performance in FY25 continued to meet expectations and contractual requirements.

LAVTA Dial-a-Ride Operations: In contrast, LAVTA's Dial-a-Ride service experienced declines in FY25. Unlinked Passenger Trips fell by 8.7%, Vehicle Hours decreased by 8.6%, and Vehicle Miles declined by 2.4%.

Operating costs decreased slightly (-2.5%), but cost per trip (+6.8%) and cost per hour (+6.6%) both increased. Fare revenue also decreased by 6.6%. While this service remains cost-neutral to County Connection, the results highlight a shifting demand compared to prior years.

### **Non-ADA Programs:**

Choice in Aging (CiA) Partnership: Choice in Aging, a social service agency that serves many passengers eligible for LINK paratransit, partnered with County Connection to provide alternative transportation through the TNC SilverRide. This service supports mutual clients who require assistance beyond what ADA paratransit can offer—specifically door-through-door support. The partnership has proven valuable for both Choice in Aging and County Connection LINK, as participants previously faced challenges with LINK service and frequently missed trips.

In FY25, the program cost \$363,182 and provided 9,829 trips, resulting in an average cost of \$36.95 per trip.

Low Income Fare Equity (LIFE): County Connection continued offering \$50 in monthly pre-paid LINK fare credits to qualifying riders. Participation grew steadily in FY25, enhancing mobility options for low-income paratransit users.

Autonomous Driving System (ADS) Pilot: County Connection partnered with CCTA and May Mobility on a pilot program at the County Hospital in Martinez, providing qualified patients with specialized transportation to access nutrition and medication resources using autonomous (self-driving) vehicles. Each vehicle operates with a safety driver, known as an Autonomous Vehicle Operator (AVO), supplied through County Connection's paratransit contractor, Transdev. The program has been extended through the end of the calendar year, and a separate year-end report is being presented to the Board.

One-Seat Ride (OSR): County Connection's One-Seat Ride (OSR) program, in partnership with Tri Delta, WestCat, and LAVTA, allows paratransit riders to travel within the OSR service area in a single vehicle instead of transferring. The OSR program, which became a permanent program in November of 2024, provides a much more comfortable experience for the rider and has also proven to be far more cost effective for the operators. The One-Seat Ride (OSR) program delivered improved efficiency and ridership in FY25. Vehicle revenue miles increased 27.6%, while deadhead miles and hours dropped over 82%, reflecting more efficient service. Total trips grew 21.8%, with passenger miles rising 36.1% and average trip length up 11.7%. Revenue speed improved slightly, and deadhead hours as a percentage of total hours fell from 22% to 3.9%.

Total program cost was \$1.1 million, with a cost per revenue hour of \$53.32 and cost per passenger trip of \$47.13. Fare revenue totaled \$68,876, averaging \$2.93 per passenger. These results demonstrate that the OSR program provides a comfortable, efficient, and cost-effective service.

### **Financial Implication:**

For FY25, staff budgeted \$8 million for LINK operations, \$2 million for LAVTA Dial-a-Ride, and \$896,309 for other associated costs. Actual LINK costs came in 3.7% below budget. LAVTA costs came in 14.1% below budget, though ridership declines affected cost-per-trip measures.

The OSR program, including all partner costs, was budgeted to operate at 737,827. Total costs in FY25 amounted to \$1.1 million exceeding the budgeted amount. All variances have been incorporated into the FY26 financial outlook.

**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

1. Paratransit Performance Measurement
2. Paratransit Cost Measurement
3. Paratransit Performance Indicators

## Attachment 1: LINK Paratransit Performance Measurement

Fiscal Years 2024 & 2025

Performance Measure	FY24	FY25	% Change	
Vehicle Revenue Miles (VRM)	979,593	952,991	↓	-2.7%
Deadhead Miles (DHM)	137,669	160,690	↑	16.7%
<b>Total Vehicle Miles</b>	<b>1,117,263</b>	<b>1,113,681</b>	↓	<b>-0.3%</b>
DH Miles %	12.3%	14.4%	↑	17.1%
Vehicle Revenue Hours (VRH)	69,689	61,099	↓	-12.3%
Deadhead Hours (DHH)	13,862	14,480	↑	4.5%
<b>Total Vehicle Hours</b>	<b>83,551</b>	<b>75,579</b>	↓	<b>-9.5%</b>
DH Hours %	16.6%	19.2%	↑	15.7%
VR Speed (MPH)	14.06	15.60	↑	11.0%
<b>Unlinked Passenger Trips (UPT)</b>	<b>95,341</b>	100,093	↑	<b>5.0%</b>
Passenger Miles Traveled (PMT)	1,050,499	1,215,423	↑	15.7%
Avg. Passenger Trip Length (APTL)	11.02	12.14	↑	10.2%
<b>Eligibility Determinations</b>	<b>581</b>	<b>618</b>	↑	<b>6.4%</b>
Eligibility Denials	1	2	↑	100.0%

### LAVTA Paratransit Performance Measurement

Performance Measure	FY24	FY25	% Change	
<b>Total Vehicle Miles*</b>	<b>239,286</b>	<b>233,489</b>	↓	<b>-2.4%</b>
<b>Total Vehicle Hours*</b>	<b>19,895</b>	<b>18,187</b>	↓	<b>-8.6%</b>
Revenue Speed (MPH)	12.03	12.84	↑	6.7%
<b>Unlinked Passenger Trips</b>	<b>34,549</b>	<b>31,546</b>	↓	<b>-8.7%</b>
Passenger Miles Traveled	221,433	231,159	↑	4.4%
Avg. Passenger Trip Length	6.41	7.33	↑	14.3%

\*Note: Deadhead is NOT included in the LAVTA contract

### One-Seat Ride Performance Measurement

Performance Measure	FY24	FY25	% Change	
Revenue Miles	316,578	404,032	↑	27.6%
Deadhead Miles	69,292	10,379	↓	-85.0%
<b>Total Vehicle Miles</b>	<b>385,870</b>	<b>414,411</b>	↑	<b>7.4%</b>
Revenue Hours	16,799	20,800	↑	23.8%
Deadhead Hours	4,734	844	↓	-82.2%
<b>Total Vehicle Hours</b>	<b>21,533</b>	<b>21,644</b>	↑	<b>0.5%</b>
Deadhead Hours %	22.0%	3.9%	↓	-82.3%
Revenue Speed (MPH)	18.85	19.42	↑	3.1%
<b>Unlinked Passenger Trips</b>	<b>19,313</b>	<b>23,530</b>	↑	<b>21.8%</b>
Passenger Miles Traveled	295,463	402,197	↑	36.1%
Avg. Passenger Trip Length	15.30	17.09	↑	11.7%

## Attachment 2: LINK Paratransit Cost Measurement

Fiscal Years 2024 & 2025

Cost Measure	FY24	FY25	% Change	
Direct Contract Cost	\$ 7,137,938	\$ 7,741,668	↑	8.5%
Other (Non-Contract) Cost	\$ 845,055	\$ 766,696	↓	-9.3%
<b>Total Program Cost</b>	<b>\$ 7,982,993</b>	<b>\$ 8,508,364</b>	<b>↑</b>	<b>6.6%</b>
Cost per Revenue Hour	\$ 114.55	\$ 139.26	↑	21.6%
Cost per Passenger Trip	\$ 83.73	\$ 85.00	↑	1.5%
Fare Revenue	\$ 490,658	\$ 557,897	↑	13.7%

## LAVTA Paratransit Cost Measurement

Cost Measure	FY24	FY25	% Change	
<b>Total Cost</b>	<b>\$ 1,802,400</b>	<b>\$ 1,757,266</b>	<b>↓</b>	<b>-2.5%</b>
Cost per Revenue Hour	\$ 90.62	\$ 96.62	↑	6.6%
Cost per Passenger Trip	\$ 52.17	\$ 55.70	↑	6.8%
Fare Revenue	\$ 31,410	\$ 29,348	↓	-6.6%

## One Seat Regional Ride Cost Measurement

Cost Measure	FY24	FY25	% Change	
<b>Total Cost</b>		\$1,108,984		
Cost per Revenue Hour		\$53.32		
Cost per Passenger Trip		\$47.13		
Fare Revenue		\$68,876		

## Attachment 3: LINK Paratransit Performance Indicators

Fiscal Years 2023 & 2024

Performance Metric	Standard	Met?	FY24	FY25	FY24 - FY25	
<b>On-Time Performance</b>	≥92%	✓	97.8%	98.0%	↑	0.2%
<b>Passengers/VRH</b>	≥1.5	✓	1.64	1.54	↓	-5.9%
<b>Complaints/1,000 Trips</b>	<2.0	✓	1.13	1.31	↑	15.6%
Capacity Denials	0	✓	0	0		
<b>Farebox Recovery %</b>	>10.7%	X	5.1%	<b>7.2%</b>	↑	42.3%
Revenue Hour Cost Increase	<Inflation	X				
Per Passenger Cost Increase	<Inflation	X				
Roadcalls/100k Miles	<4.0	✓	0.91	0	↓	-100%
Accidents/100k Miles	<0.5	X	0.83	0.80	↓	-3.6%
Employee Turnover	<5.0%	X	31%	36%	↑	16.4%
Lift Availability	100%	✓	100%	100%		N/A

**To:** Advisory Committee

**Date:** 08/29/2025

**From:** Ryan Jones, Manager of Marketing;  
Pranjal Dixit, Manager of Planning

**Reviewed by:** *Ref*

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**SUBJECT: Youth Ride Free Update**

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**Background:**

The Youth Ride Free (YRF) pilot program, administered by County Connection, was a self-funded two-month pilot with the goal of getting area youth to ride public transportation. Prior to the summer launch, the program grew countywide to include Tri Delta Transit and WestCAT, both of which built their marketing materials using County Connection's design language to ensure a unified brand image. WestCAT required youth to show an ID to board, but otherwise, the pilot was the same across the three agency service areas.

The YRF pilot came into effect following a reallocation of funding by the Contra Costa Transportation Authority (CCTA) that resulted in the discontinuance of the Summer Youth Pass (SYP) program. With the YRF pilot now complete, County Connection staff have reviewed the extensive data that was collected to determine the program's efficacy.

**Data Tracking:**

County Connection's bus operators used their Mobile Data Terminals (MDTs) to track youth boardings for the YRF pilot, consistent with past student pass programs. Additional systems, including Automatic Passenger Counters (APCs) and Automatic Vehicle Location (AVL), provided detailed ridership and trip data such as Passenger Miles Traveled (PMT) and average trip length. Over the course of the two-month pilot, youth riders collectively traveled over 95,500 miles, averaging 3.86 miles per trip.

**Ridership Overview:**

As expected, the combination of free fares and the removal of barriers to entry (i.e. no need to sign up for a program to obtain a special pass) resulted in a significant increase in youth ridership, not only for County Connection, but for our YRF partners Tri Delta Transit and WestCAT. The following is a summary of YRF ridership over the course of the two-month pilot.

County Connection youth ridership for June and July 2025 (systemwide):

- Youth ridership as a percentage of all weekday rides: 6.5% (11.4% when excluding free routes)
- Youth ridership as a percentage of all weekend rides: 4.9% (12.0% when excluding free routes)
- Most popular routes for youth riders:
  - Weekdays: 6, 10, 15, 20 and 35
  - Weekends: 310, 320, 321 and 335

### Summer Youth Pass vs. Youth Ride Free Ridership

The following tables (Tables 1-3) show the increase in ridership between Summer Youth Pass (SYP) ridership and Youth Ride Free (YRF) ridership in June and July 2025 for each of the three participating Contra Costa County operators.

COUNTY CONNECTION	SYP	YRF	% Change
June	630	11,615	1,744% ↑
July	830	13,796	1,562% ↑
<b>Total</b>	<b>1,460</b>	<b>25,411</b>	<b>1,640% ↑</b>

Table 1: County Connection YRF Ridership

TRI DELTA TRANSIT	SYP	YRF	% Change
June	373	8,914	2,290% ↑
July	454	10,643	2,244% ↑
<b>Total</b>	<b>827</b>	<b>19,557</b>	<b>2,265% ↑</b>

Table 2: Tri Delta Transit YRF Ridership

WESTCAT	SYP	YRF*	% Change
June	329	2,019	514% ↑
July	190	4,572	2,306% ↑
<b>Total</b>	<b>519</b>	<b>6,591</b>	<b>1,170% ↑</b>

Table 3: WestCAT YRF Ridership

\*WestCAT required students to show IDs to board. The other agencies did not require IDs.

As shown above, the YRF program was a remarkable success, facilitating a total of 25,411 rides on County Connection. Additionally, the YRF program transported 1,640% more youth riders on County Connection than the SYP program over the same two months last year (1,460 rides) (see Table 1).

### **Survey Results, Youth and Parents:**

Staff conducted an opt-in YRF survey for parents and students from July 21 to August 15. The survey was intentionally designed as opt-in to mirror the Youth Ride Free program by removing barriers—such as requiring verifiable email addresses or identification—and by avoiding incentives like prizes. To reach participants, staff promoted the survey online through paid ads targeting Youth Ride Free riders as well as students and parents in central Contra Costa. In addition, 511 Contra Costa and several jurisdictions, including Pleasant Hill and Walnut Creek, helped share the survey on their social media channels.

A total of 191 respondents completed the survey—139 in English and 52 in Spanish. Since no questions were required, 108 respondents either did not answer beyond the initial language question or were

filtered out as “poor quality.” This left 95 usable responses for analysis in the following report. Of these, 48 respondents identified as “Youth (18 and under)” and 46 as “Adults/Parents/Guardians.” (A copy of the survey results is attached as Attachment 1: Youth Ride Free Survey Results).

**Youth Survey Results:**

Survey results from youth as highlighted below show the strong impact of the program. Youth transportation habits shifted significantly during the program, with many moving away from relying on family and friends for rides and toward using public transit. The number of youths taking at least five trips a week with family or friends dropped sharply from 44% to 18%. In contrast, the percentage of youth taking transit five or more times per week rose from 42% to 59% (Fig 1).

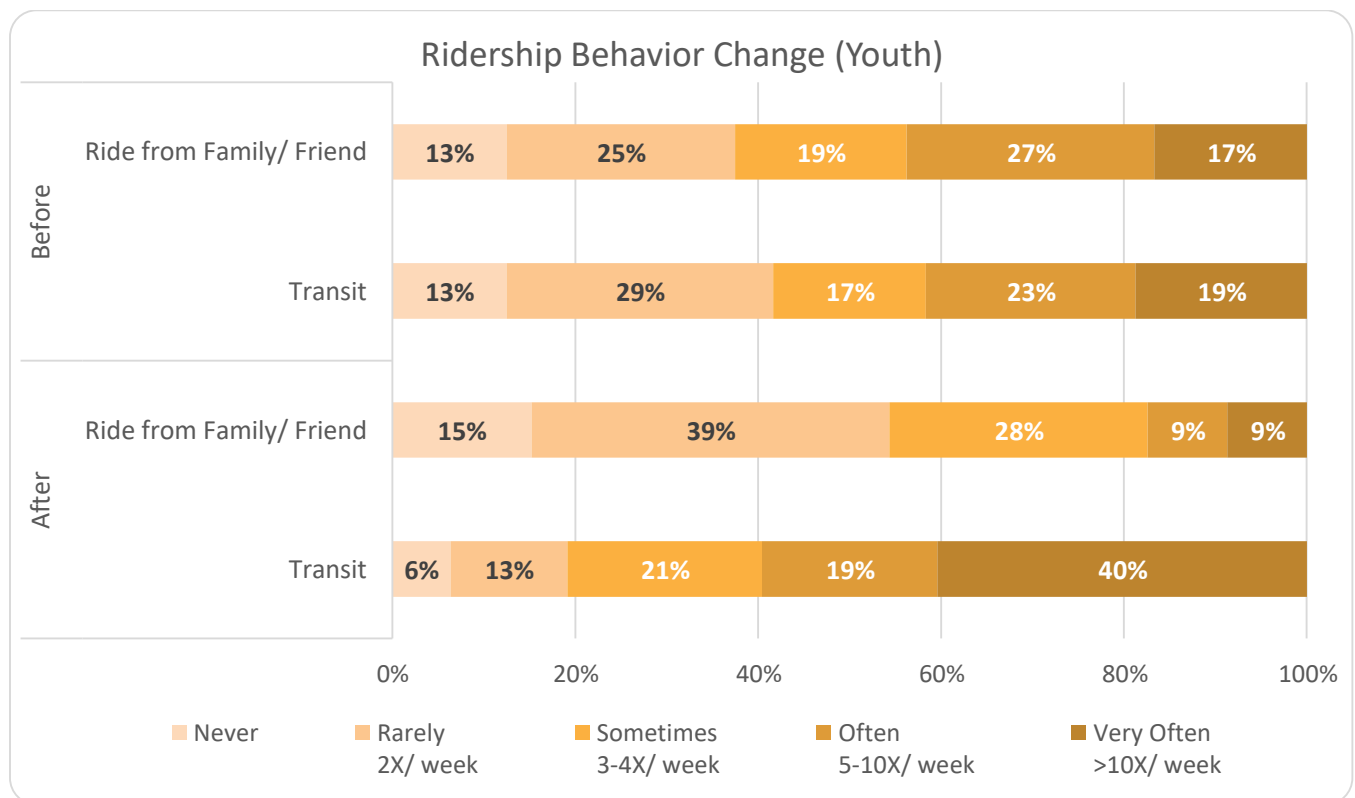


Fig 1: Ridership Behavior Change (Youth)

The program proved highly effective at attracting new youth riders, with over a third of participants reporting that it was their first time joining a youth mobility initiative (Fig 2). Not requiring payment, ID, pass, or application process were among key factors in making the program accessible and appealing, as well as helping gain new independence (Fig 3).

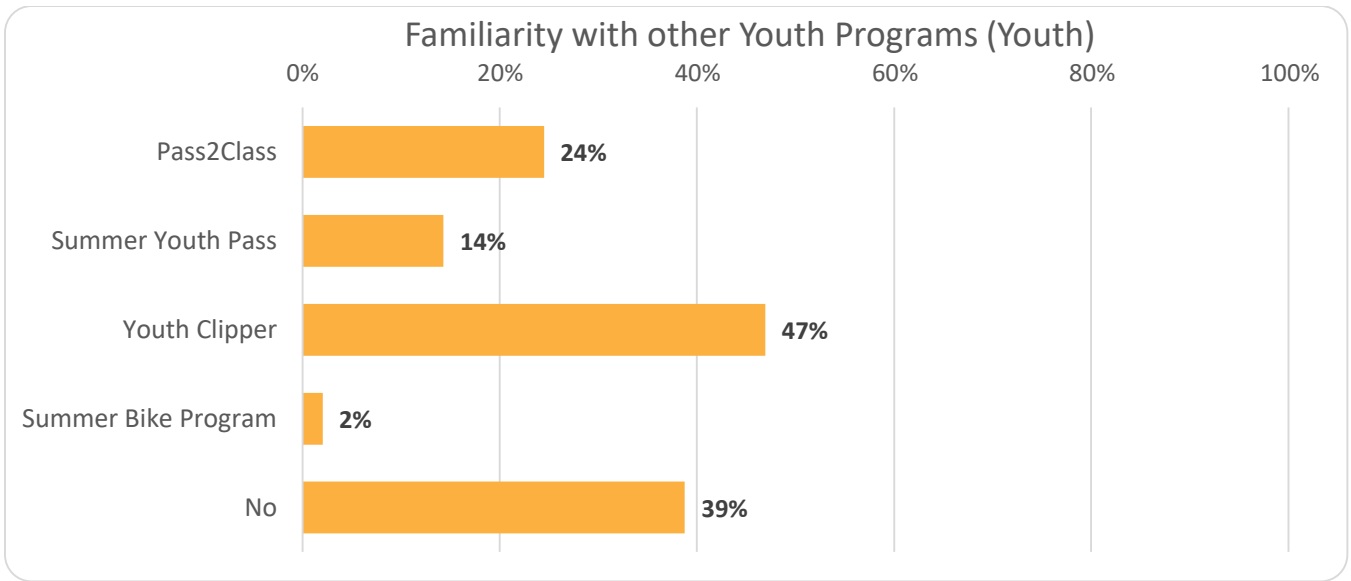


Fig 2: Familiarity with other Youth Programs (Youth)

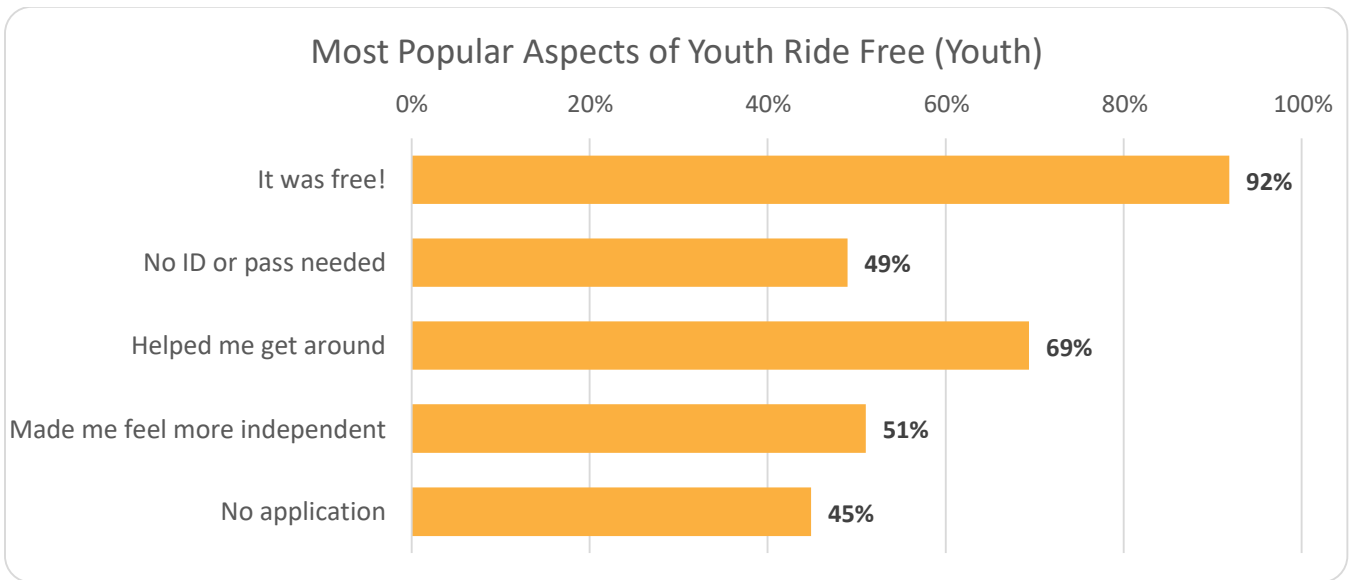


Fig 3: Most popular aspects of Youth Ride Free (Youth)

Despite this, youth still face significant barriers to participating in similar programs (Fig 4), with the biggest being cost (59%), followed by a difficult application process (43%), and programs that are hard to understand (35%).

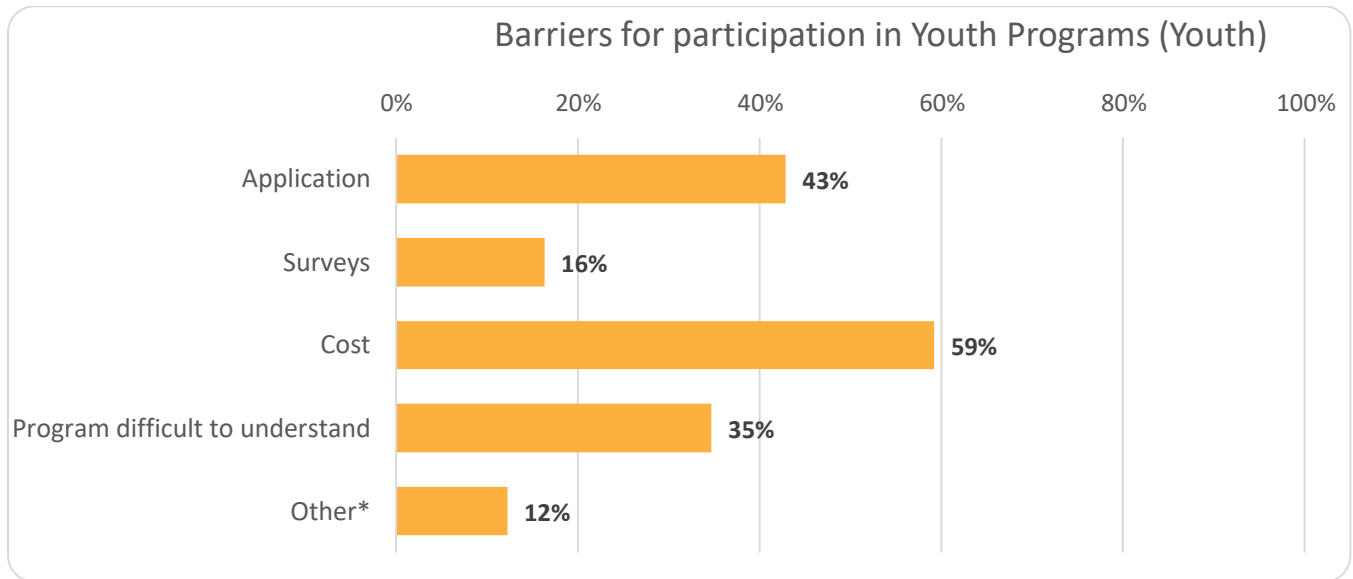


Fig 4: Barriers for participation in Youth Programs (Youth)

**Parent Survey Results:**

Parents also saw clear benefits, with nearly 32% reporting their children now ride County Connection at least five times a week (Fig 5), saving families both time and mileage—often more than five car trips and 11 miles each week (Fig 6 & Fig 7).

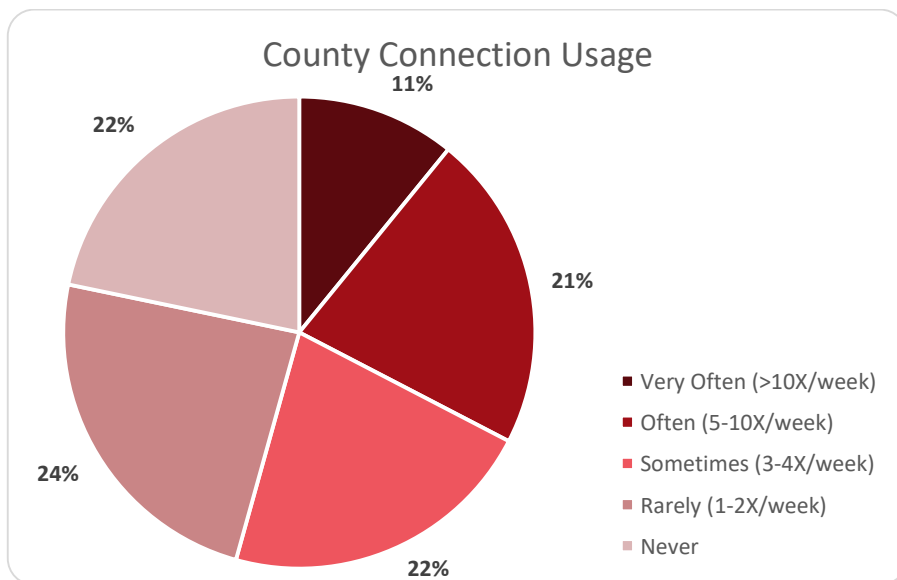


Fig 5: County Connection bus usage since June 1<sup>st</sup> (Parents)

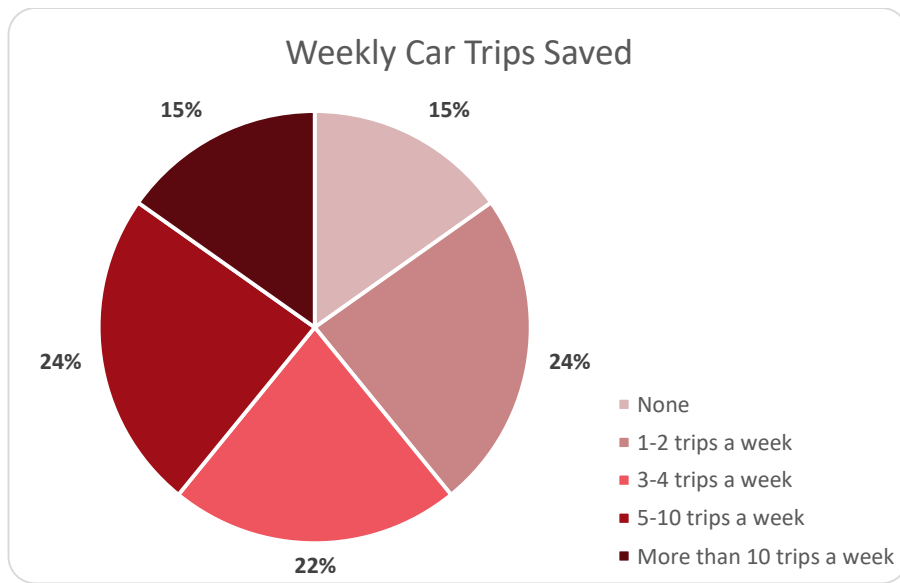


Fig 6: Weekly car trips saved (Parents)

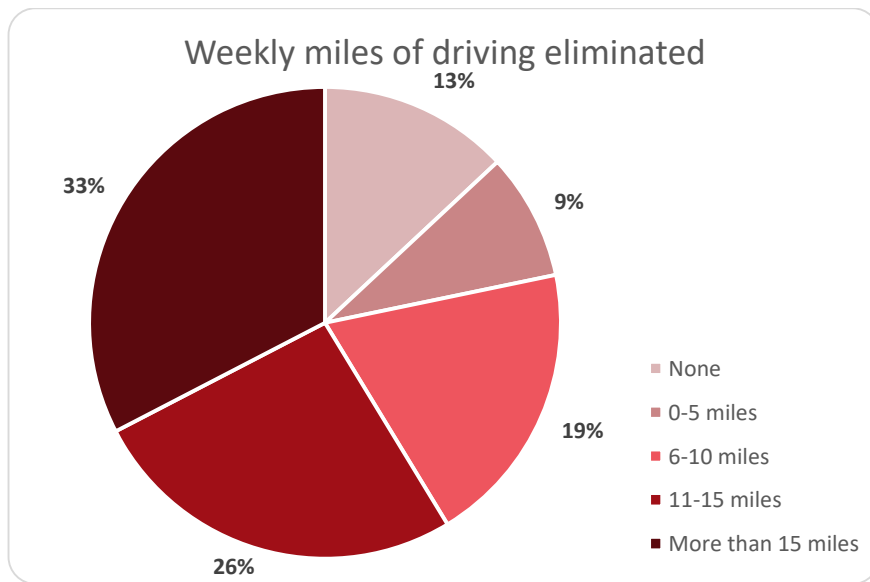
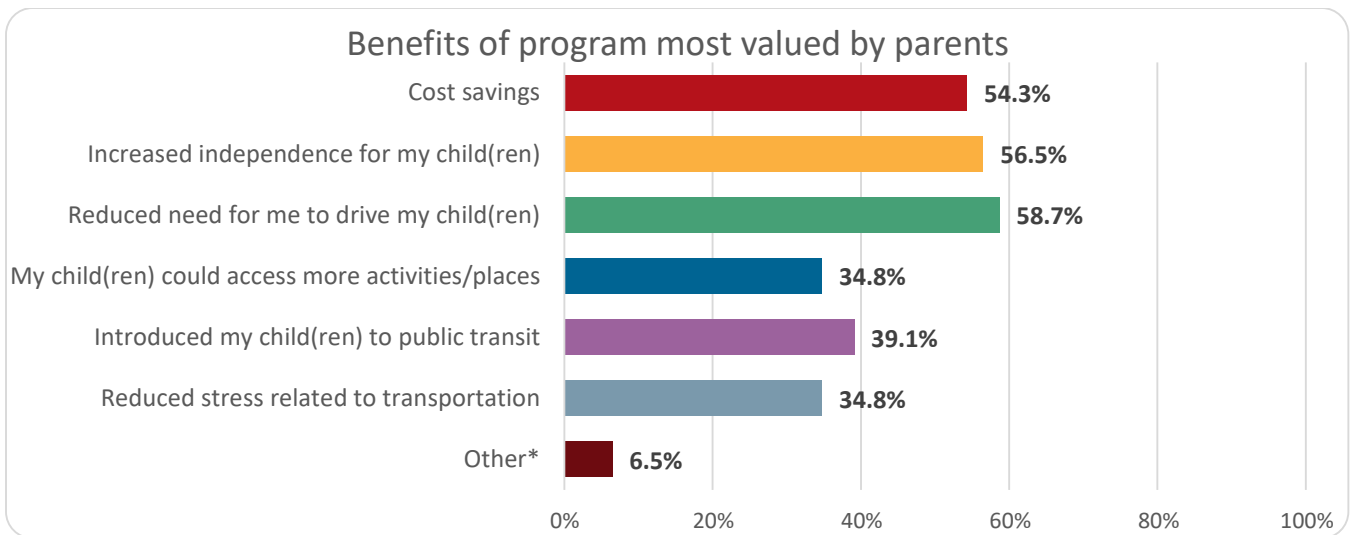
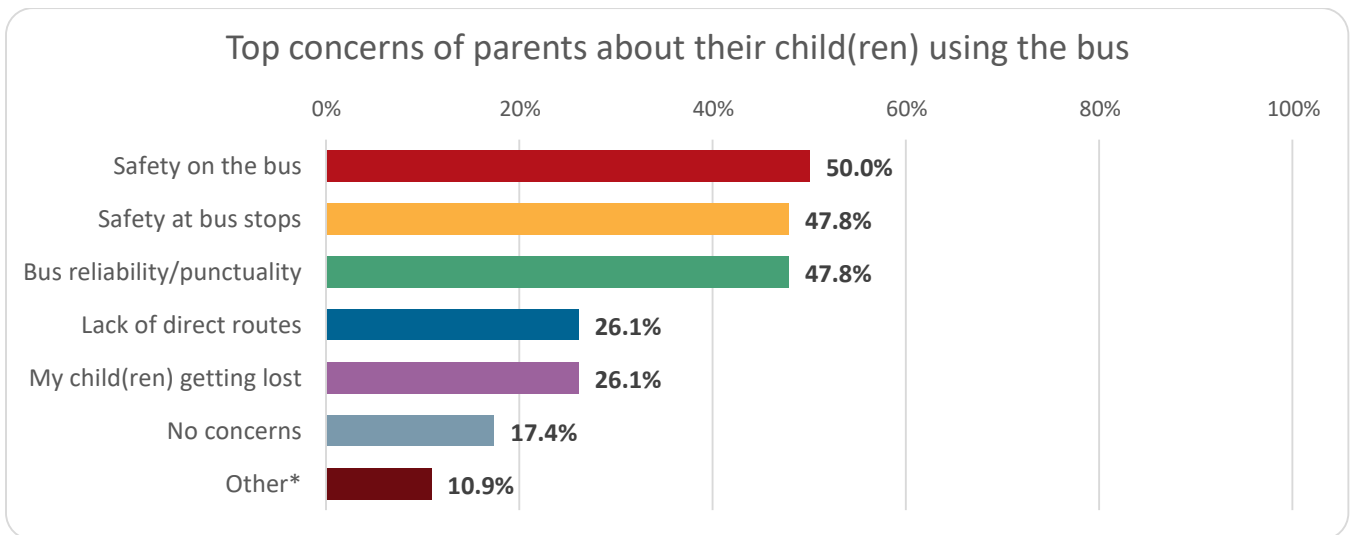


Fig 7: Weekly miles of driving eliminated (Parents)

Parents valued the independence the program gave their children and the reduced need to drive, though they identified safety and reliability as their top concerns (*Fig 8 & Fig 9*). Overall, 85% of parents supported continuing the Youth Ride Free program, underscoring its positive role in improving mobility and access for families.



*Fig 8: Benefits of the program most valued by parents*



*Fig 9: Top concerns of parents about their child(ren) using the bus*

**Financial Implications:**

All direct costs of the program will be covered under the existing marketing promotions budget.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

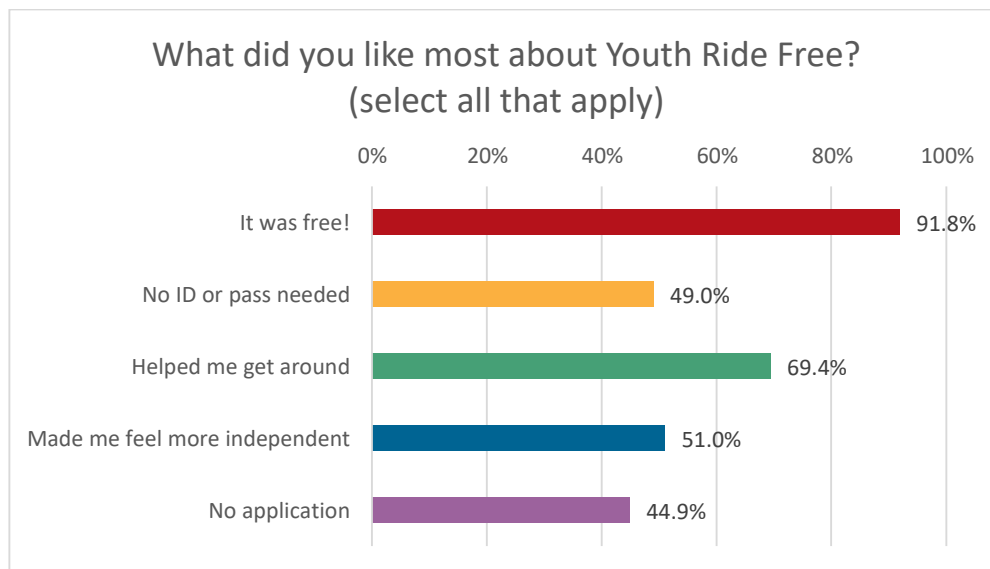
Attachment 1: Youth Ride Free Survey Results

# Youth Ride Free: End-of-Program Survey Insights

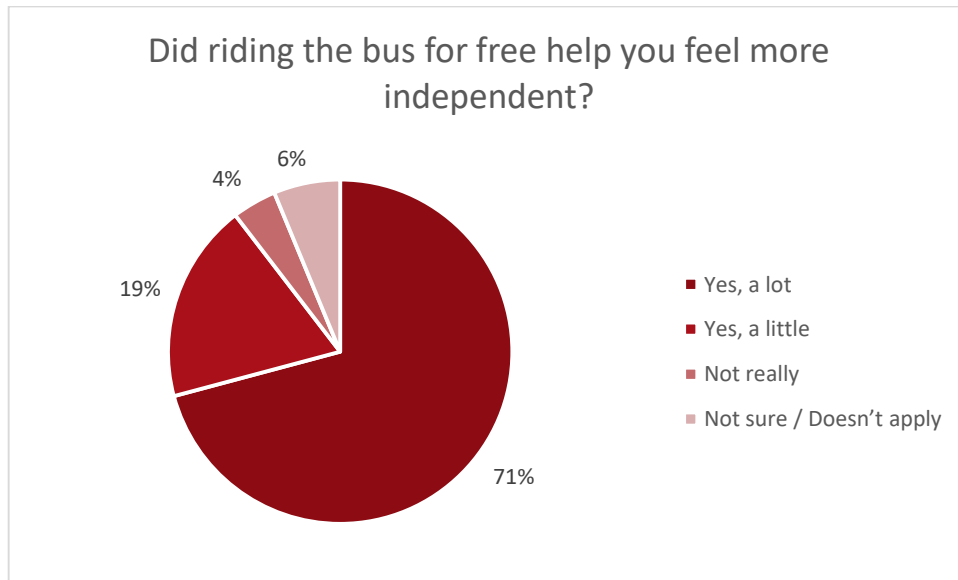
Following the completion of the summer Youth Ride Free (“YRF”) program, which ran from June 1 to July 31, County Connection collected user feedback using an online survey instrument. Responses were collected from July 21<sup>st</sup> to August 15<sup>th</sup>, with 202 total responses collected. 139 respondents completed the survey in English, and 52 completed it in Spanish. No questions were “required” to complete the survey. 108 respondents did not answer any other questions after the initial language question or were filtered out due to being “poor quality.” 95 responses contained usable survey data, which is analyzed in the following report. Of these responses, 48 respondents identified themselves as “Youth (18 and under),” while 46 identified themselves as “Adults/Parents/Guardians.” A copy of the survey instrument is attached.

## Youth

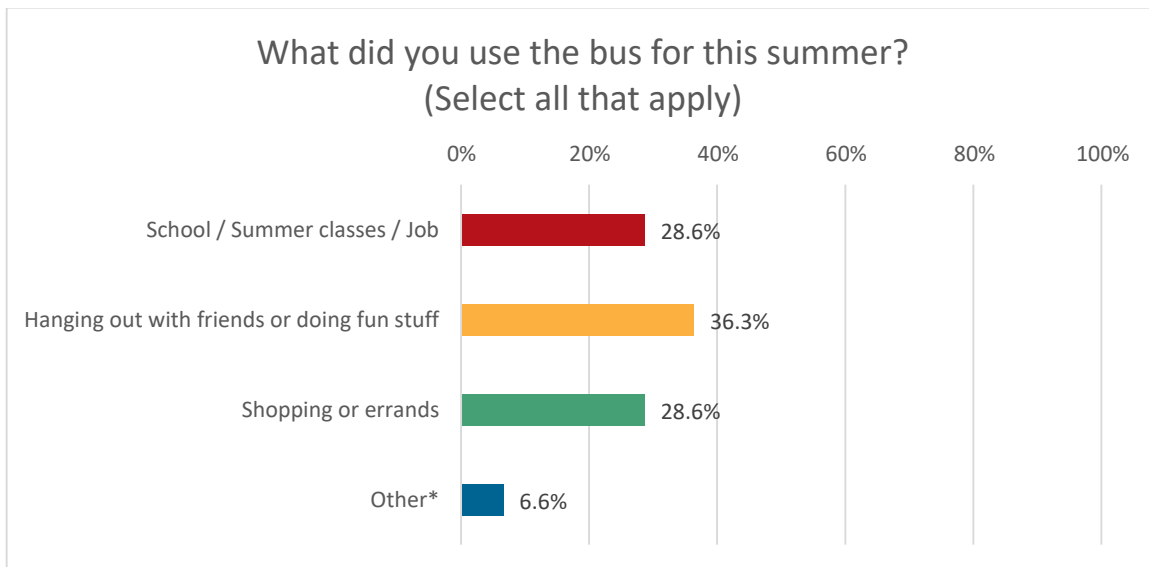
### Question 3 (n=48, 150 selections)



#### Question 4 (n=48)



#### Question 5 (n=48, 91 selections)

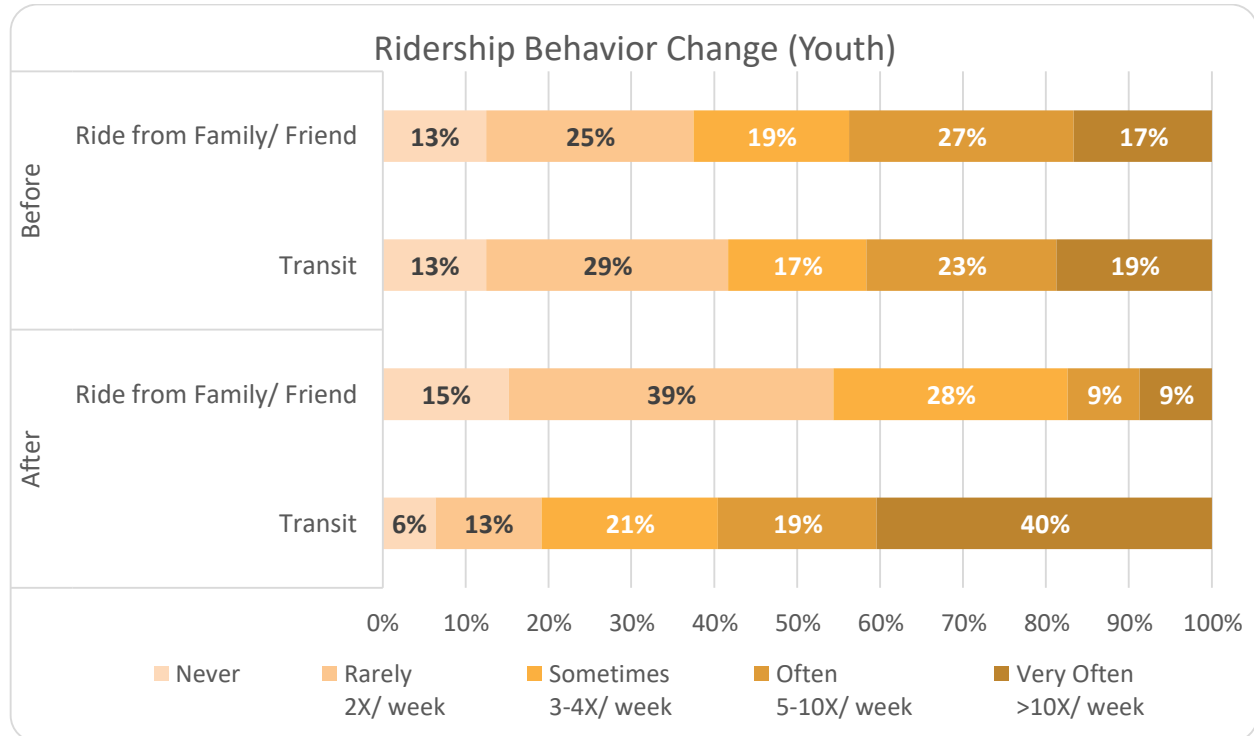


\*Respondents who selected "Other" were asked to specify using a free response text box. Those responses included:

- *Going to the gym*
- *Gym*
- *Work*
- *See [sic]*
- *Sports*
- *Railfanning*

### Question 6/7 (n=48)

Questions 6 and 7 asked respondents to indicate how frequently they used certain modes of transportation before (in question 6) and during (in question 7) the YRF pilot. Data is presented in charts showing before/after for Rides provided by Family/Friend and Transit.



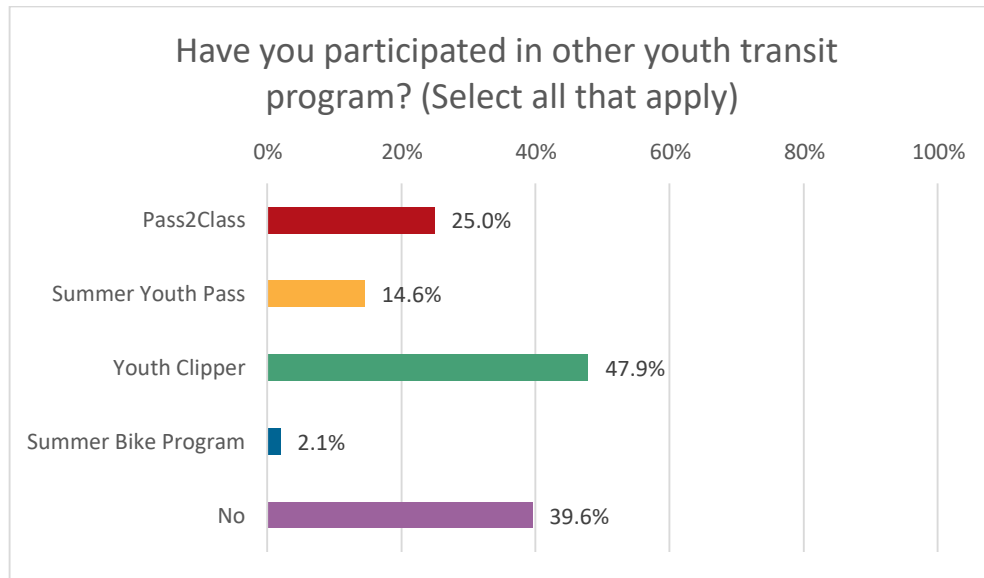
Respondents had the option to select “Other” for both questions 6 and 7 for modes that were not included. For question 6 (before YRF), 4 respondents filled in the text box for the “Other” option:

- *Drive alone*
- *0-1 times a week [sic]*
- *Very rarely, whenever I couldn't get ride to the gym*
- *Skateboard too*

For question 7 (during YRF), 1 respondent filled in the text box for the “Other” option:

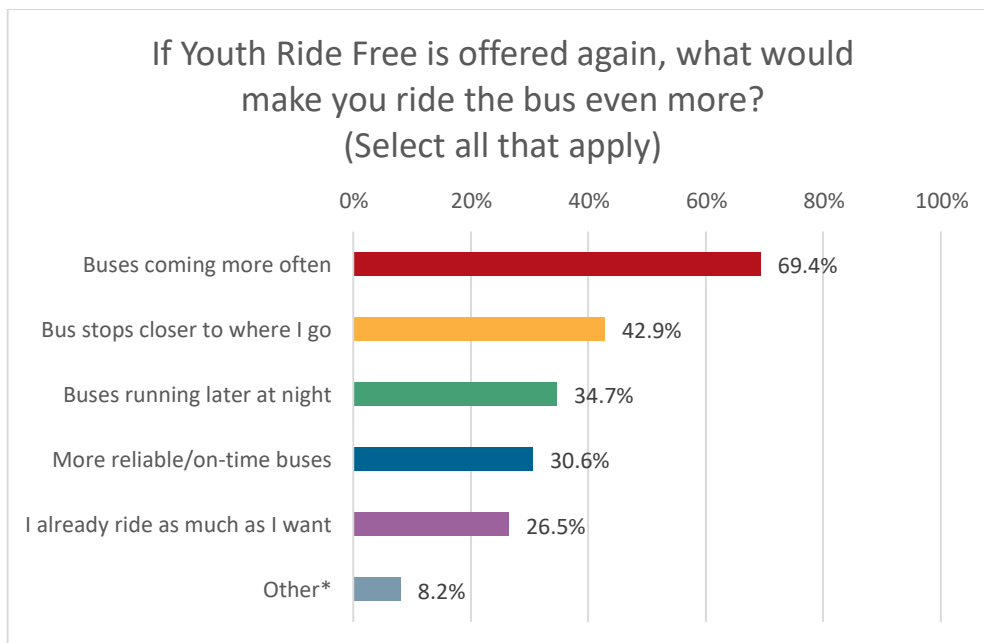
- *Drive alone*

### Question 8 (n=48, 62 selections)



For this question, “SchoolPool” was included as an option but excluded from this chart as it was not selected by any respondents.

### Question 9 (n=48, 104 selections)

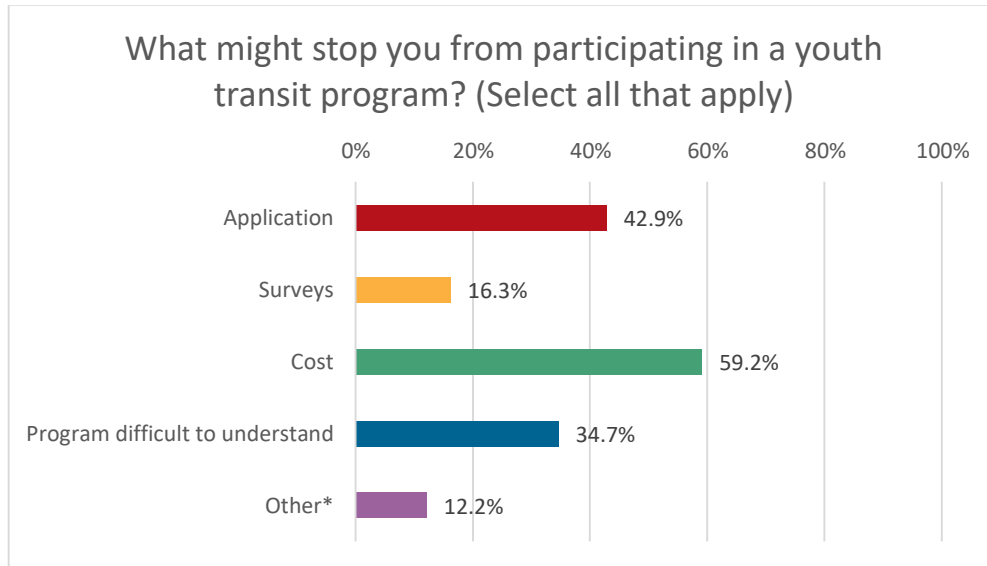


Respondents who selected “Other” were asked to specify using a free response text box. Those responses included:

- *Weekend buses*
- *Bus from schaefer ranch to main dublin! [sic]*

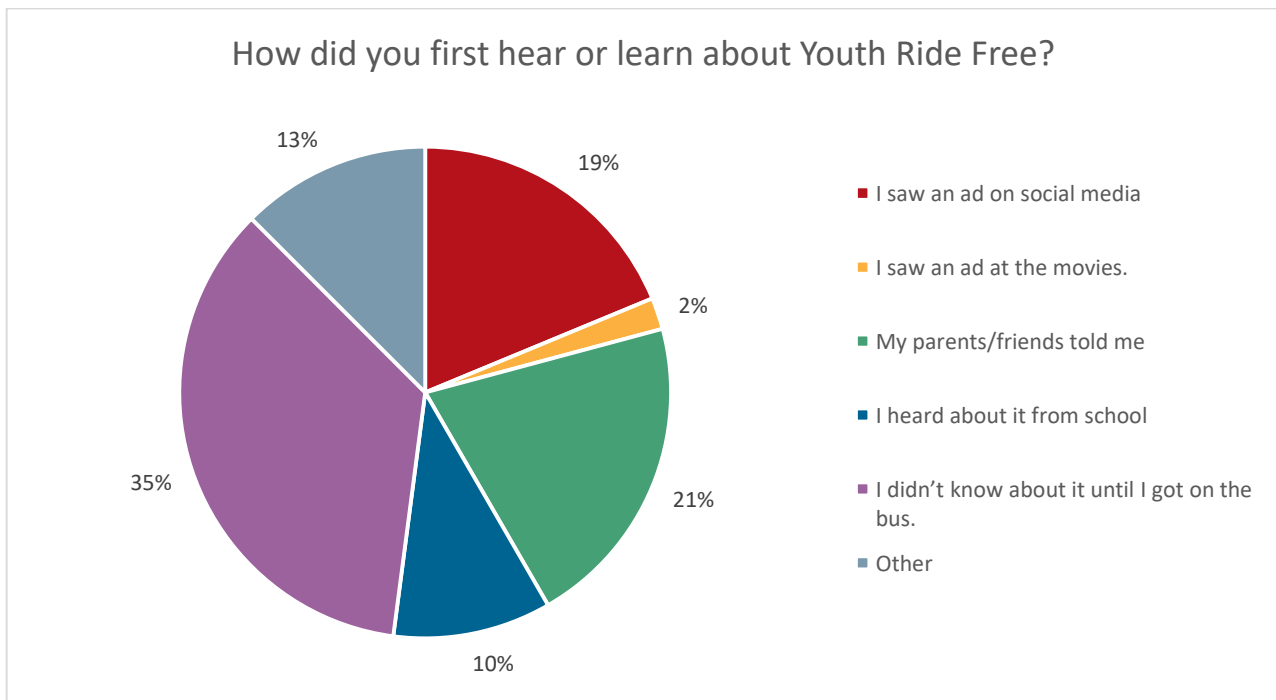
- More service to Clayton
- Year long YRF program

Question 10 (n=48, 81 selections)

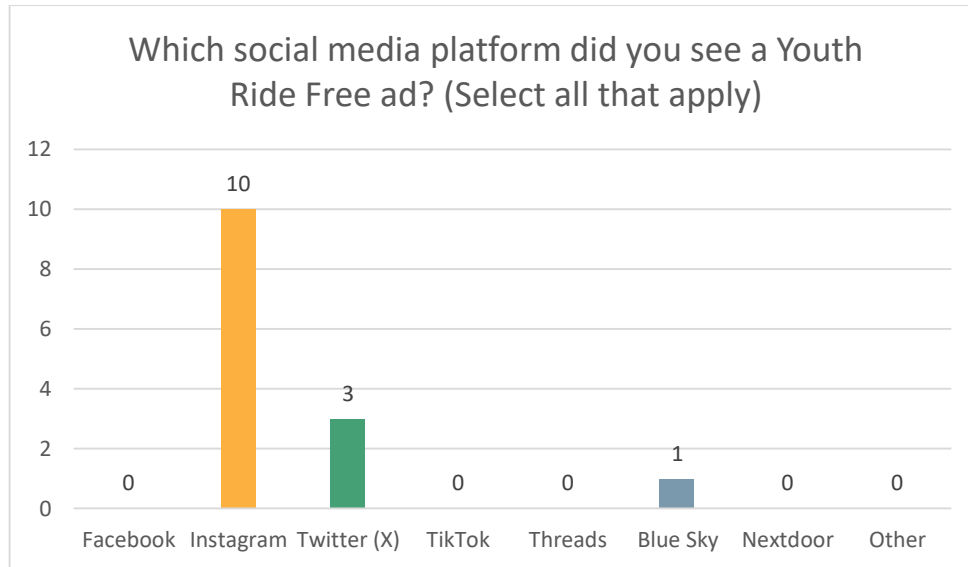


\*For this question, respondents who selected “Other” were not given a free response text box to specify.

Question 11 (n=48)



\*For this question, respondents who selected “Other” were not given a free response text box to specify. Respondents who answered “I saw an ad on social media” or “Other” were asked to specify on which platform they saw an ad. Those results (n=10, 14 selections) are summarized in the chart below.



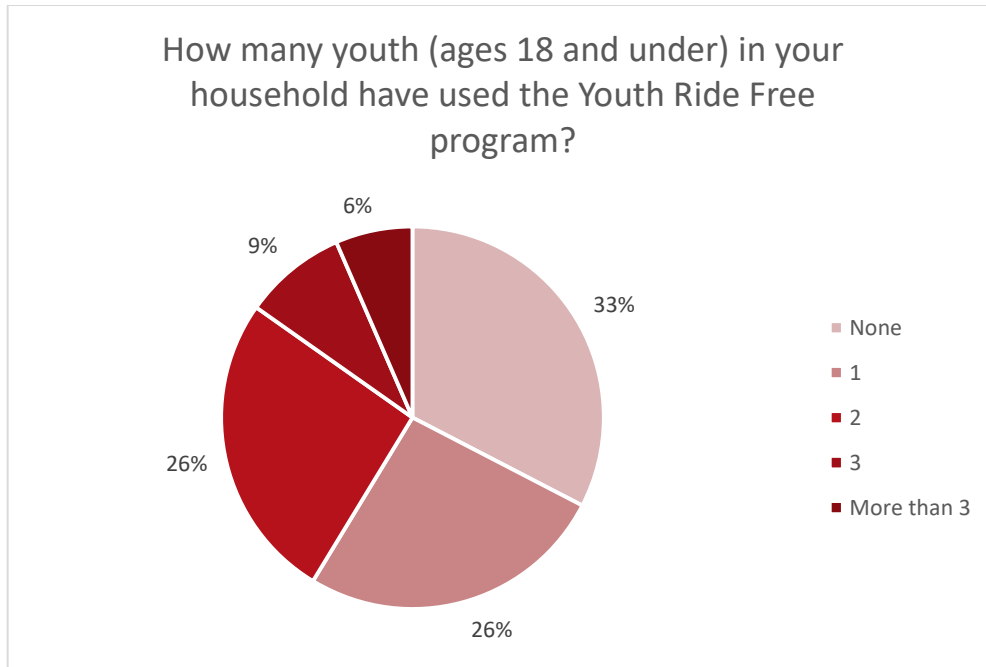
### Open comments (4 responses)

All respondents were asked to “leave a comment and let us know about your experience with Youth Ride Free.” 4 Youth respondents included a comment as listed below:

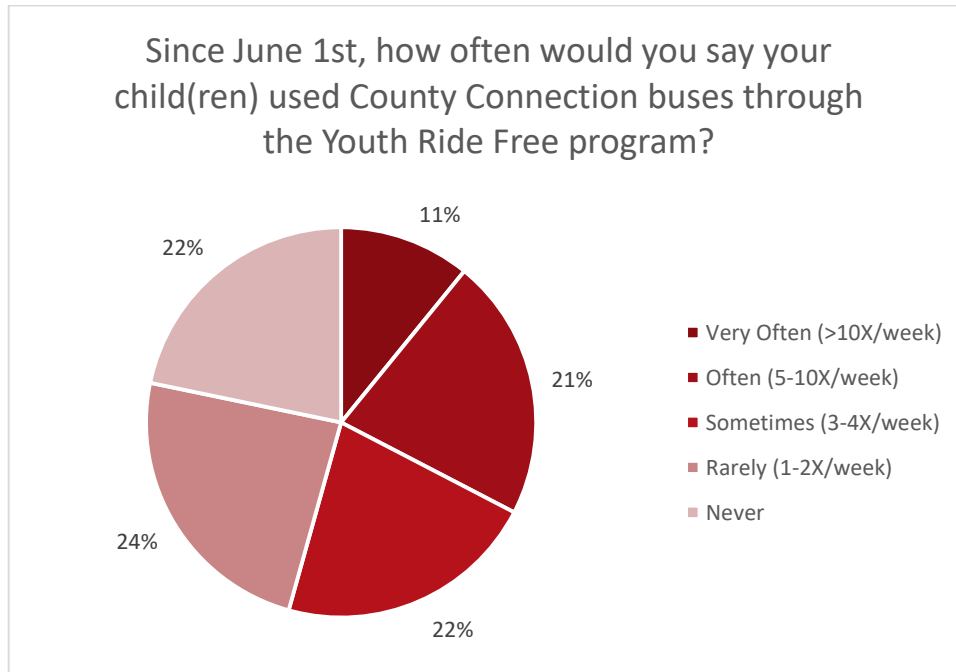
- *Amazing, 10/10*
- *Great! However, there is no way to get from schaefer ranch down to main dublin without a car unless you walk or bike, which i cannot do for that long due to disabilities. we deserve the same access*
- *I really appreciated the Youth Ride Free program this summer! It saved me a lot of money since I worked five days a week this summer and don't drive. I also loved competing on the leaderboard*
- *It was very helpful and freeing! I hope to see it in a more permanent form in the future!*

## Adults/Parents/Guardians

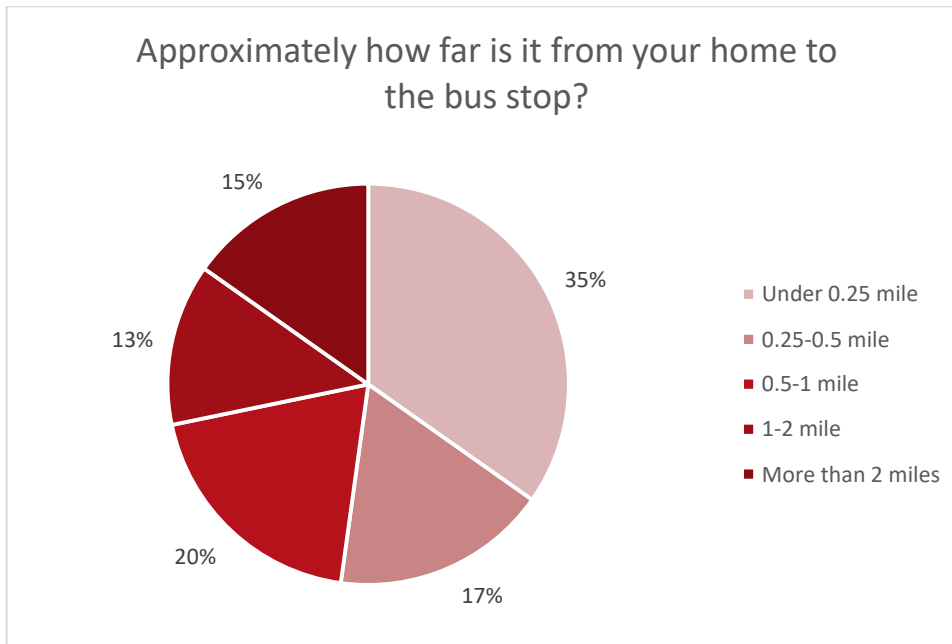
### Question 12 (n=46)



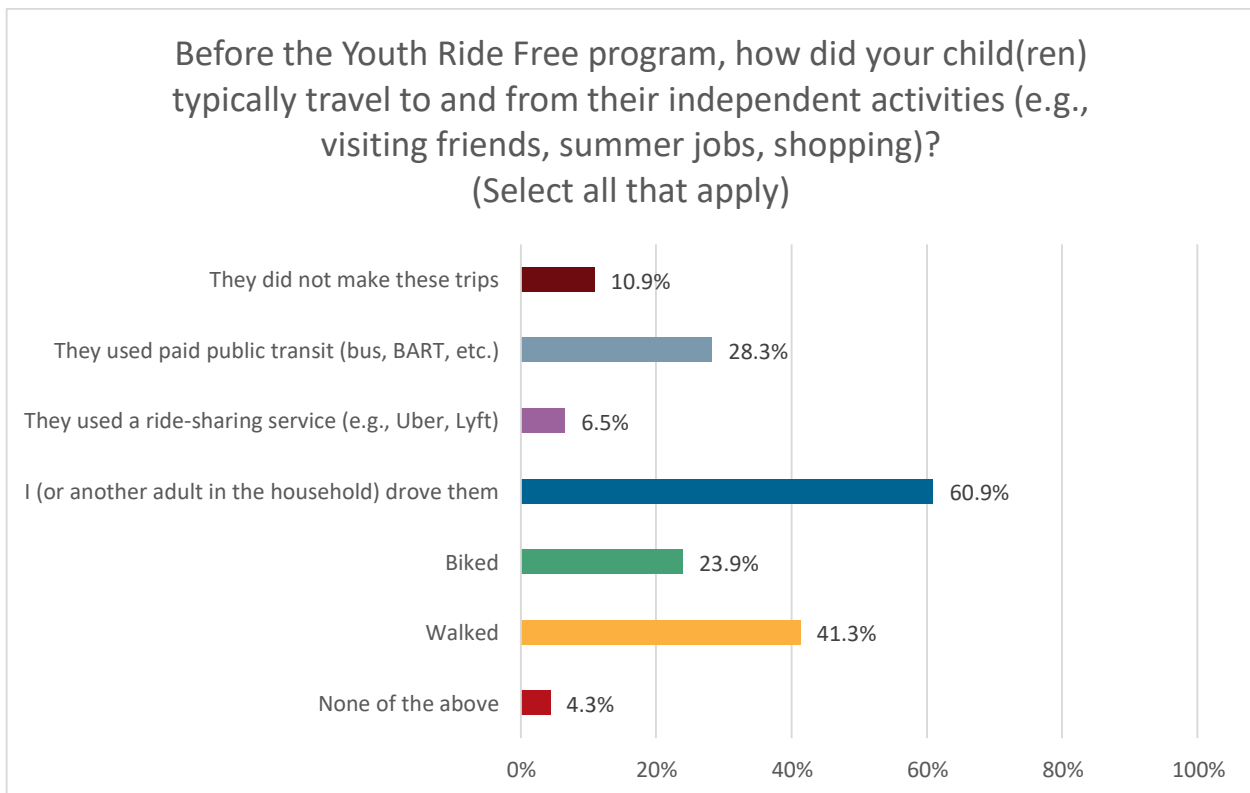
### Question 13 (n=46)



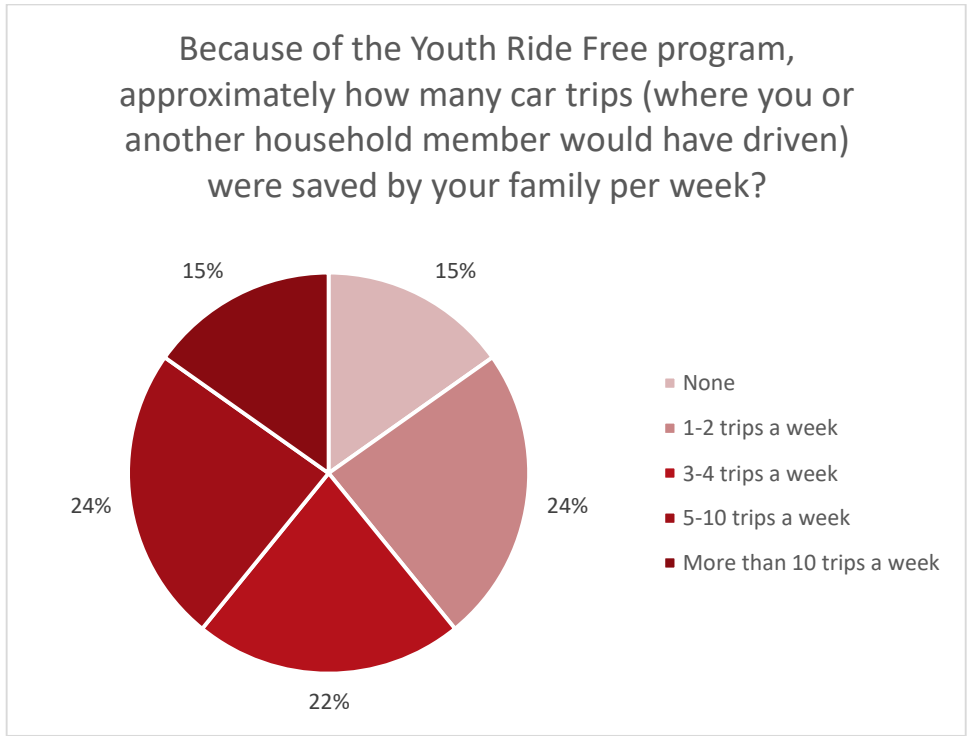
### Question 14 (n=46)



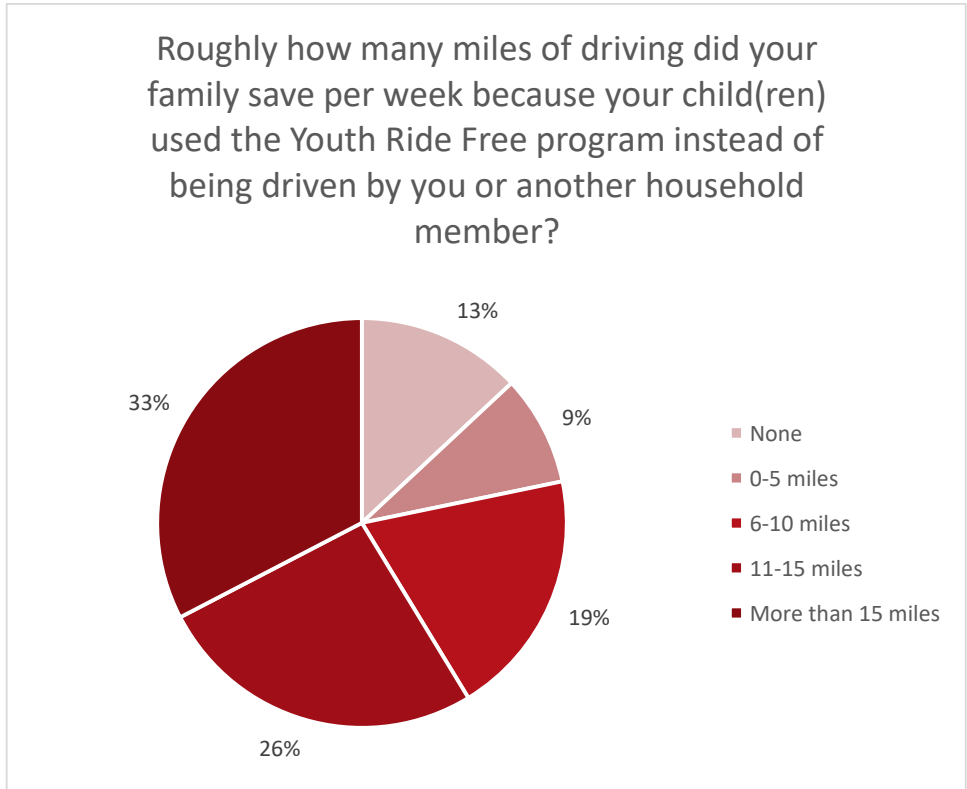
### Question 15 (n=46, 81 selections)



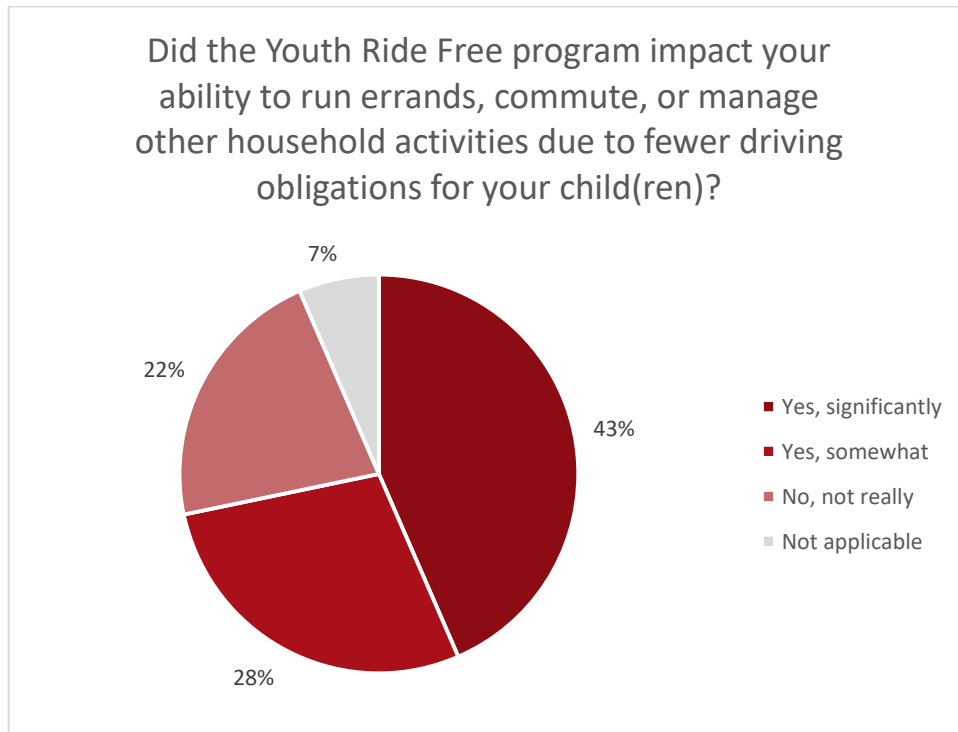
Question 16 (n=46)



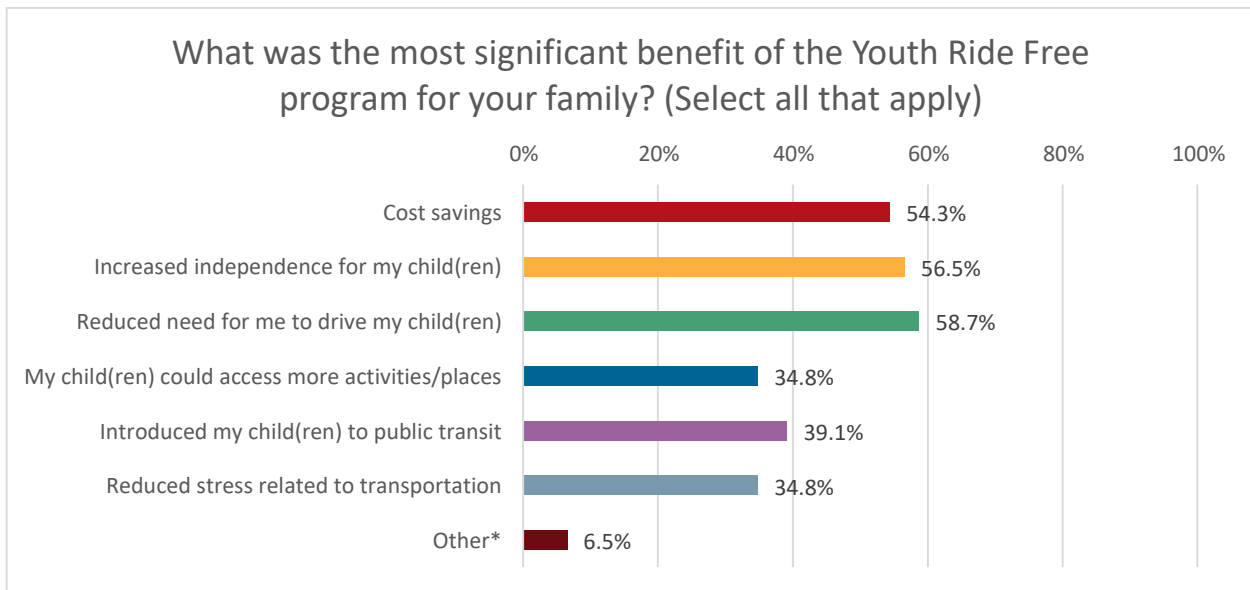
Question 17 (n=46)



### Question 18 (n=46)



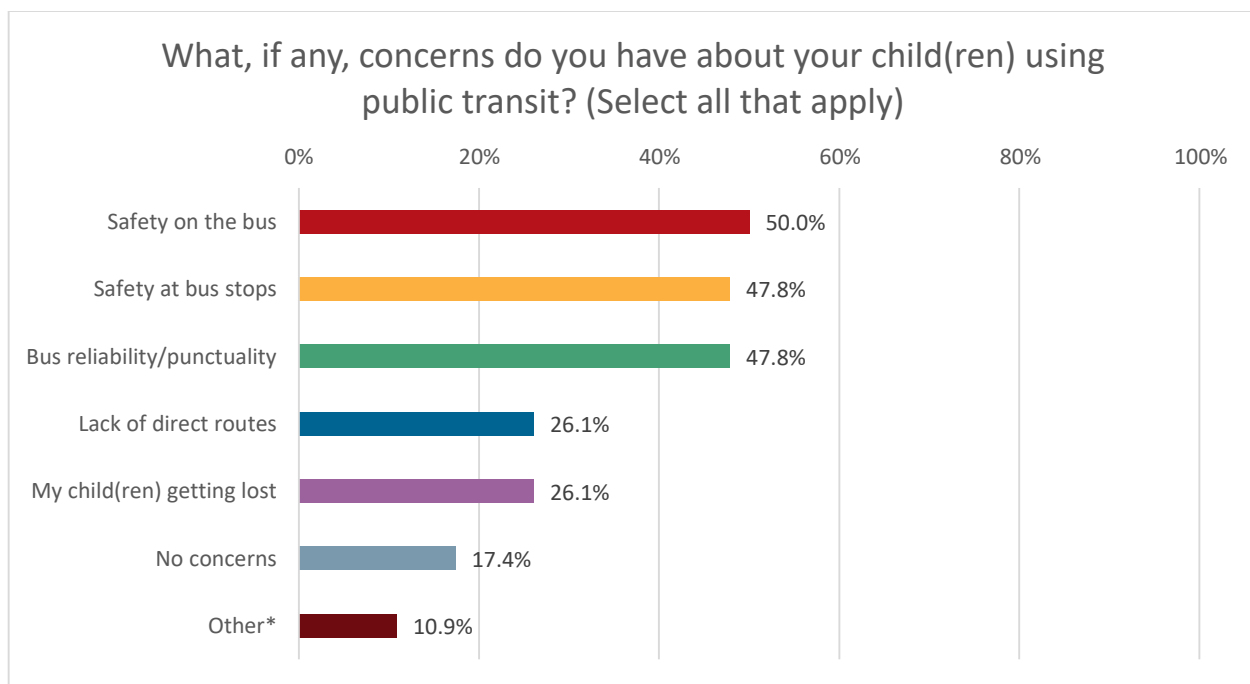
### Question 19 (n=46, 131 selections)



Respondents who selected “Other” were asked to specify using a free response text box. Those responses included:

- N/A
- No kids

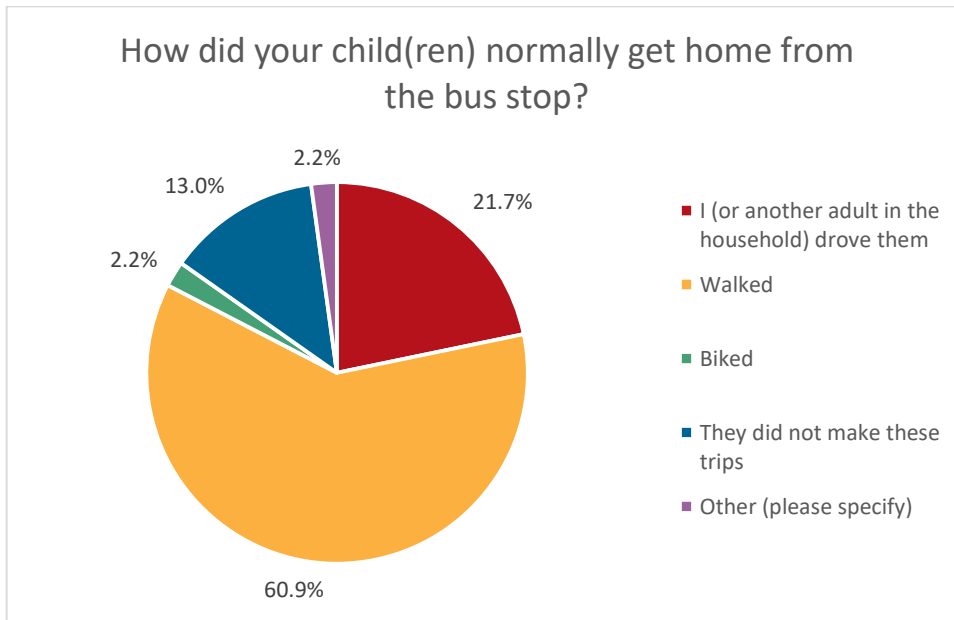
## Question 20 (n=46, 104 selections)



Respondents who selected “Other” were asked to specify using a free response text box. Those responses included:

- *Span of service (buses often stop running too early in the day)*
- *No kids*
- *Waiting at bus stops in extremely hot or freezing cold weather with no benches, cover, or shade. They get sick from the heat especially which limits how often they ride the buss [sic]*
- *Inconvenient routes/stops. North Concord needs better routes/connections/stops*
- *Barrier: Lack of bus stop near our house*
- *They don't use it [translated from Spanish]*

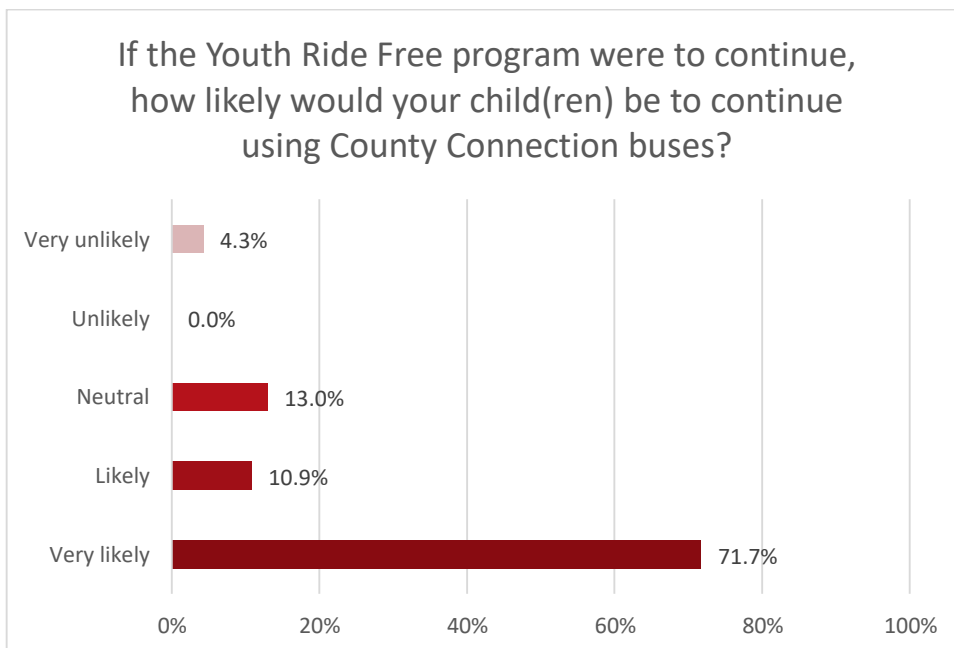
### Question 21 (n=46)



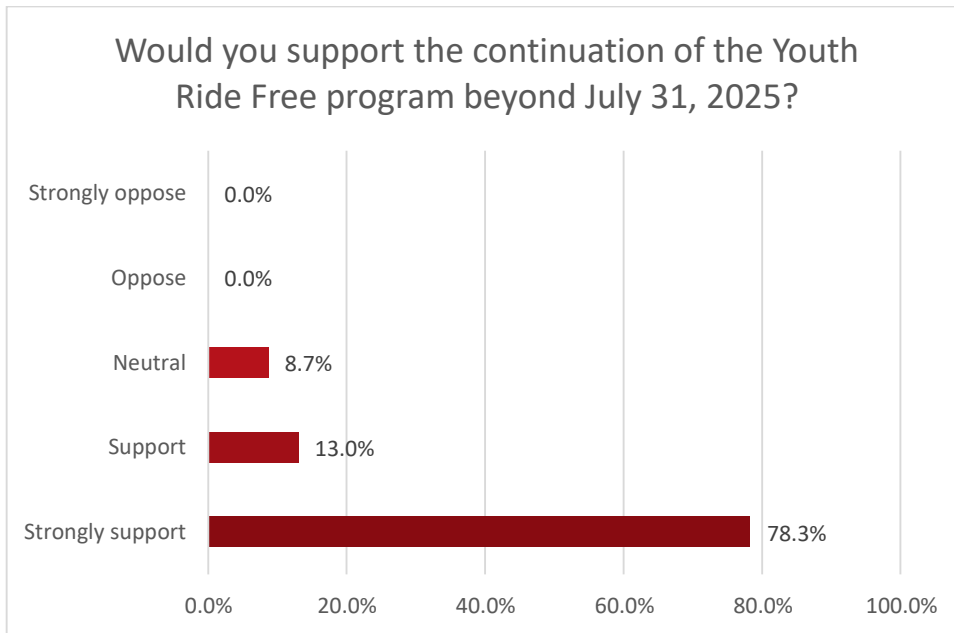
Respondents who selected “Other” were asked to specify using a free response text box. Those responses included:

- *No kids*

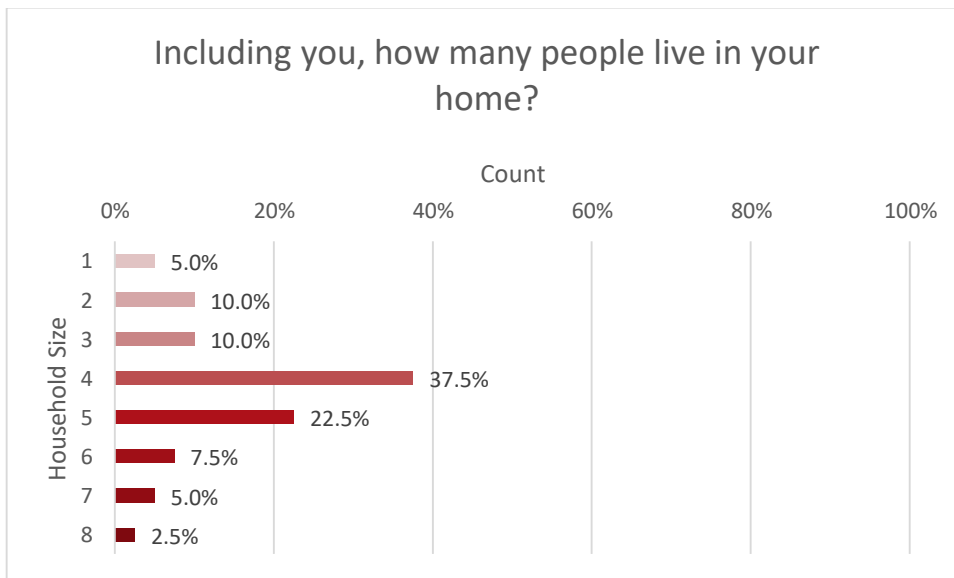
### Question 22 (n=46)



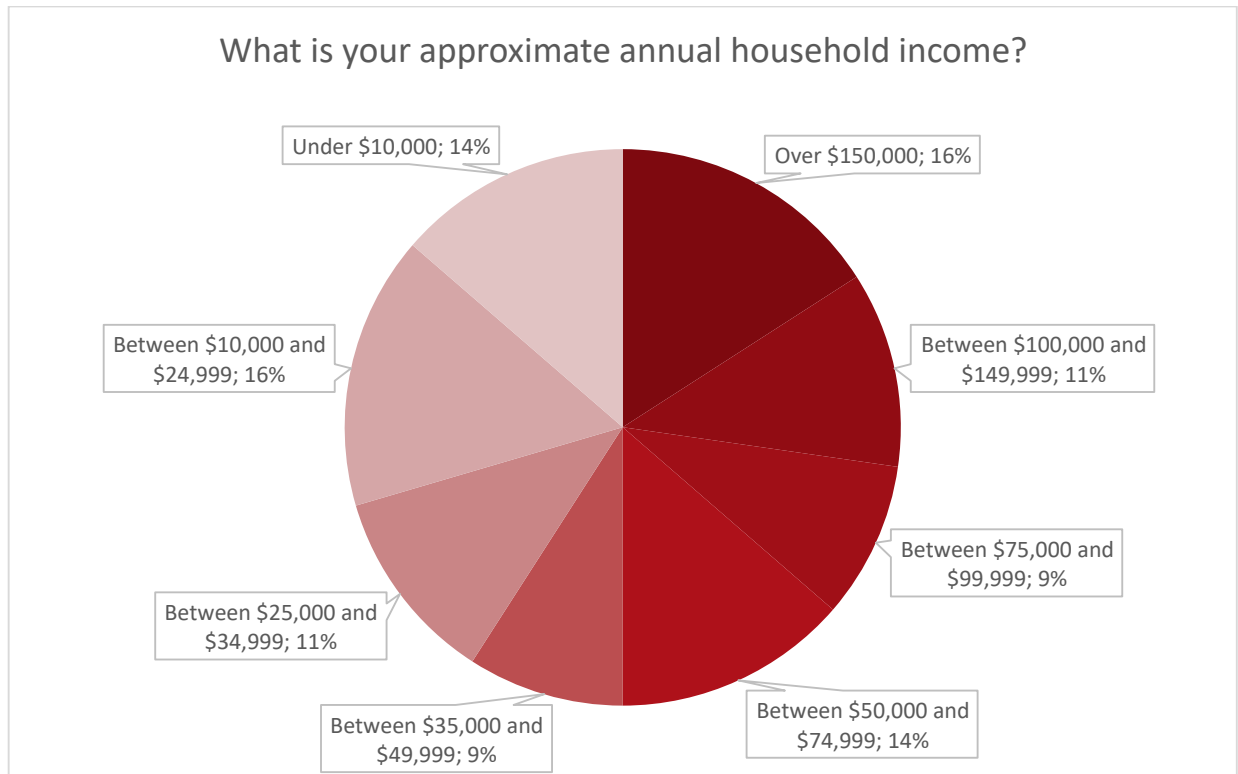
### Question 23 (n=46)



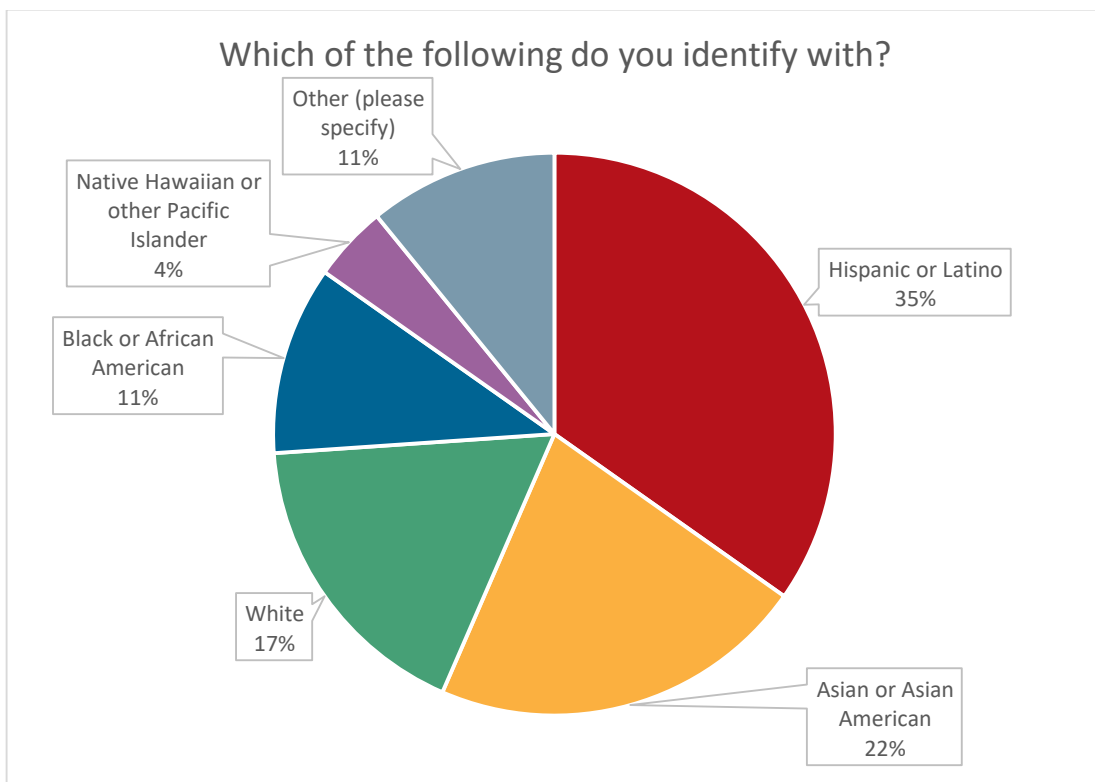
### Question 24 (n=40)



Question 25 (n=44)



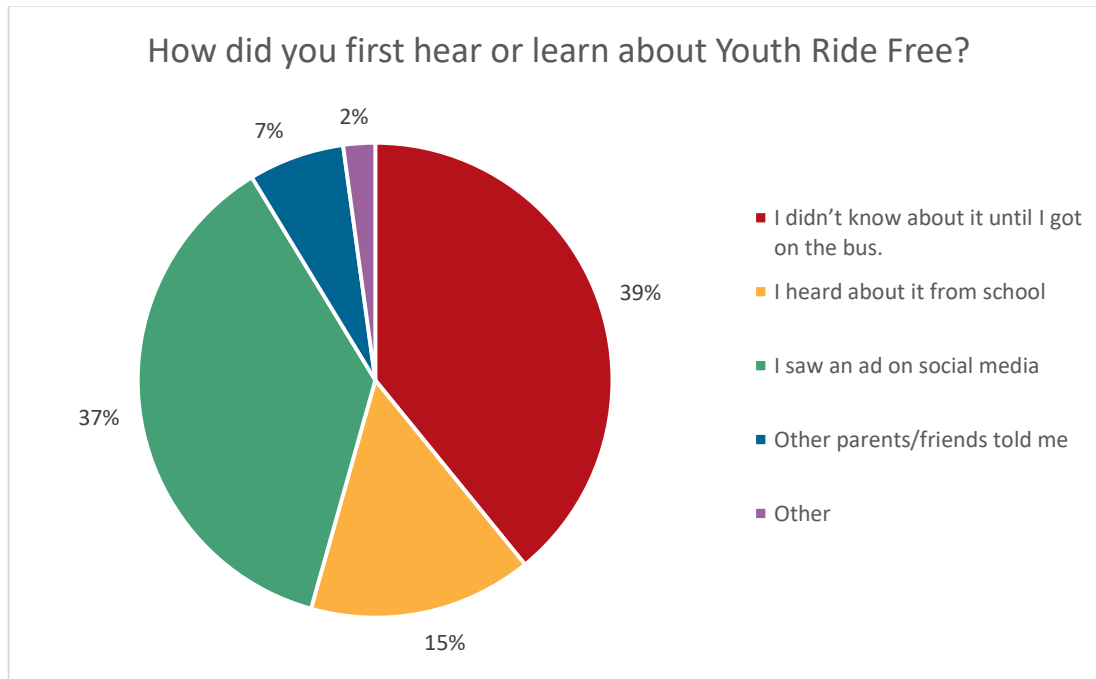
Question 26 (n=46)



For this question, “American Indian/Alaska Native” was included as an option but excluded from this chart as it was not selected by any respondents. Respondents who selected “Other” were asked to specify using a free response text box. Those responses included:

- *Mixed/Multiple [x4]*
- *Of Scottish descent*

### Question 27 (n=46)



Respondents who selected “Other” were asked to specify using a free response text box. That response included:

- *Email, library*

### Open comments (3 responses)

All respondents were asked to “leave a comment and let us know about your experience with Youth Ride Free.” 3 Adult/Parent/Guardian respondents included a comment as listed below:

- *Save money big help to my child*
- *We need free rides for seniors too please*
- *A great program*