

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-1976 countyconnection.com

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, January 9, 2026

8:30 a.m.

**Pleasant Hill City Hall, Small Community Meeting Room
100 Gregory Lane, Pleasant Hill, CA, 94523**

Public comment may be submitted via email to: dixit@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 Committee 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.

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. Approval of Agenda
2. Public Communication
3. Approval of Minutes of December 5, 2025*
4. BusAID Project Update*
(Staff will provide an update on the project and request review of 80% plans)
5. Non-Emergency Medical Transportation (NEMT) Update – Information Only*
(Staff will provide an update on the NEMT Service)
6. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – February 6, 2026 (8:30am at 100 Gregory Lane, Pleasant Hill, CA)
10. Adjournment

*Enclosure

FY2025/2026 O&S Committee

Jim Diaz – Clayton, Kerry Hillis – Moraga, Tim Farley – Martinez

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers 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. Persons 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.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

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.

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. 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, January 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 7, 9:00 a.m., 3rd Floor Conference Room
Advisory Committee:	Thursday, January 8, 1:30 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, January 8, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

The above meeting schedules are subject to change. Please check the County Connection Website (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) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

**Summary Minutes
Operations & Scheduling Committee
Friday, November 7, 8:30 a.m.**

Directors: Jim Diaz, Tim Farley (attended remotely from 6869 S Coolidge Ct, Aurora, CO 80016), Kerry Hillis (arrived at 8:38 am, at the start of item 5.a.)
Staff: Bill Churchill, J. Scott Mitchell, Andrew Smith, John Sanderson, Miles Riehle
Public: None

Call to Order: Meeting called to order at 8:30 a.m. by Jim Diaz.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of November 7, 2025

The Committee approved the minutes.

4. Approval of Revised Public Transportation Agency Safety Plan (PTASP)

Mr. Mitchell provided copies of the PTASP to the Committee and presented an overview of its contents. Mr. Churchill noted that federal regulations require the Board to approve an updated PTASP each December. Upon a motion by Mr. Farley and second by Mr. Diaz, the Committee voted to forward the PTASP to the Board for their consideration (aye: Diaz, Farley; no: none)

5. Bus Procurement

a. Bus Procurement Contract

Mr. Mitchell presented an overview of the joint bus procurement contract negotiated with Gillig on behalf of County Connection and nine other transit agencies, to include a minimum of 10 and a maximum of 85 buses for County Connection over the next five years. These new buses will replace existing buses in County Connection's fleet as they reach their end of life. In response to question from Mr. Hillis, Mr. Mitchell explained that while Gillig was the only qualified bidder, an RFP had been published and that this was consequently not a sole-source contract. Also in answer to Mr. Hillis, Mr. Mitchell listed the nine other transit agencies included in this joint procurement. Upon a motion by Mr. Farley and second by Mr. Diaz, the Committee voted to forward the bus procurement contract to the Board for their consideration (aye: Diaz, Farley, Hillis; no: none)

b. Authorization to Purchase Ten 40-foot Low-Floor Diesel Buses from the Gillig Corporation

Mr. Mitchell provided a summary of the proposed purchase to replace ten existing County Connection buses which have reached their end of life. Upon a motion by Mr. Hillis and second by Mr. Diaz, the Committee voted to forward the PTASP to the Board for their consideration (aye: Diaz, Farley, Hillis; no: none)

6. Monthly Reports

a. Fixed Route

Mr. Riehle provided the latest performance report, noting that ridership in October saw a small drop from September, but was higher than the year-to-date average. He also noted that number of missed runs was slightly less than in September. Mr. Hillis asked about recruitment and staffing levels, to which Mr. Churchill provided an overview of the current status of both, noting that County Connection is doing better than many other local agencies, both because of a competitive compensation package and an often-shorter commute for employees.

b. Paratransit

Mr. Sanderson presented the Paratransit service update by reporting that ridership in October was the highest yet in FY26, though still less than in FY25. He added that while productivity and on-time-performance standards were met (a marked improvement over the previous month), customer complaints are still slightly above the contractual standard, a problem directly linked to the subcontractor, Big Star, struggling to provide service.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for January 9, 2026 at 8:30 a.m. in the Small Community Meeting Room at the Pleasant Hill City Hall located at 100 Gregory Lane, Pleasant Hill, CA.

10. Adjournment

The meeting was adjourned at 9:24 a.m.

Minutes prepared and submitted by: Andrew M. Smith, Director of Planning & Marketing

To: Operations & Scheduling Committee

Date: December 31, 2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: BusAID – Monument Corridor Transit Speed Improvements (80% plans)

Background:

The Bus Accelerated Infrastructure Delivery (BusAID) Complete Streets – Monument Corridor Transit Speed Improvements Project will adjust bus stops on Monument Boulevard between Mohr Lane and Detroit Avenue. County Connection was awarded \$385,885 in OBAG 3 (STP/CMAQ) federal funds for the design and construction of the project, with County Connection providing a local match of \$49,880 pursuant to a Master Funding Agreement approved by the Board in July 2024. The project focuses on the following:

- Optimizing bus stops: Consolidating stops and improving spacing for better efficiency (Phase 1).
- Improving accessibility: Upgrading bus stops to meet the Americans with Disabilities Act (ADA) standards (Phase 1).
- Enhancing signal timing: Implementing Transit Signal Priority (TSP) along Monument Boulevard between Detroit Avenue and Mohr Lane (Phase 2).

Through a data driven evaluation considering ridership, service levels, passenger loads, and equity, staff identified 14 bus stops along Monument Boulevard for transit priority improvements to be included in the project (see map, Attachment 1). Design started in Fall 2025, is currently at 80 percent completion (80% plans), and will be ready for bidding in early 2026. Construction is anticipated to begin in late Spring 2026 and be completed by late Summer 2026, weather permitting.

An overview of the project was presented to the City of Concord’s Bicycle Pedestrian Advisory Committee (BPAC) on September 11, 2024, and the 80% plans were presented to the BPAC on December 10, 2025. Overall, the BPAC was supportive of the project and plans, but requested staff further review the proposed closure of an existing bus stop located on southbound Meadow Lane just north of Monument Boulevard (Routes 11, 311, and 611), due to its proximity to the FoodMaxx shopping center.

Discussion:

The project is split into two parts, with the most significant construction limited to the following three bus stops, all of which are being relocated to the far side of the intersection and require accessibility improvements to comply with the Americans with Disabilities Act (see 80% plans, Attachment 2):

- Westbound Monument Blvd at Mohr Ln (Routes 16 and 314)
- Eastbound Monument Blvd at Mohr Ln (Routes 16 and 314)

- Northbound Meadow Ln at Monument Blvd (Routes 11, 311, and 611)

The remaining bus stop modifications (minor consolidations and relocations) will make use of existing ADA-compliant sidewalks and will not require any construction beyond the bus stop pole and flag.

All the relocated bus stops (including the three listed above) are being moved from the near side to the far side of signalized intersections. This generally accepted practice reduces transit delays by avoiding situations where the bus must stop twice: once at a near-side bus stop, and then a second time for a red light. In addition to reducing the number of stops, Transit Signal Priority (TSP) systems, which shorten red lights and extend green lights for approaching buses, function far more efficiently with far-side bus stops.

The Monument Corridor also has a higher than preferred density of bus stops, resulting in increased delays. The stops proposed for closure are being consolidated with other nearby stops, with the goal of reaching an optimal spacing of one-quarter mile (approximately a five-minute walk) between stops. The bus stop on Meadow Lane adjacent to the FoodMaxx shopping center that is proposed for closure and consolidation is located very close to the next nearest bus stops in either direction (to the north at Robin Lane, and to the south next to the Walgreens drug store on the other side of Monument Boulevard). Either of these stops will be a short (two- to three-minute) walk from the shopping center, and they are located one-quarter mile apart from each other.

Next Steps

Following finalization of the designs, staff will initiate the bidding process, with a recommendation for a contract award expected to go before the Board in Spring 2026. Construction is anticipated to begin shortly thereafter. Simultaneously, County Connection will launch Phase 2, which focuses on the deployment of Transit Signal Priority (TSP) across eight signalized intersections on Monument Boulevard between Detroit Avenue and Mohr Lane. Staff will collaborate closely with the City of Concord to choose a TSP vendor and to ensure all hardware and software are fully compatible with existing signal infrastructure. Both phases of the project are scheduled for completion by June 2027.

Financial Implications:

None. The project is grant funded, with County Connection's local match included in the existing budget.

Recommendation:

Staff recommends the Committee review the attached map and plans, provide comments to staff, and forward them to the Board for their review and comments.

Action Requested:

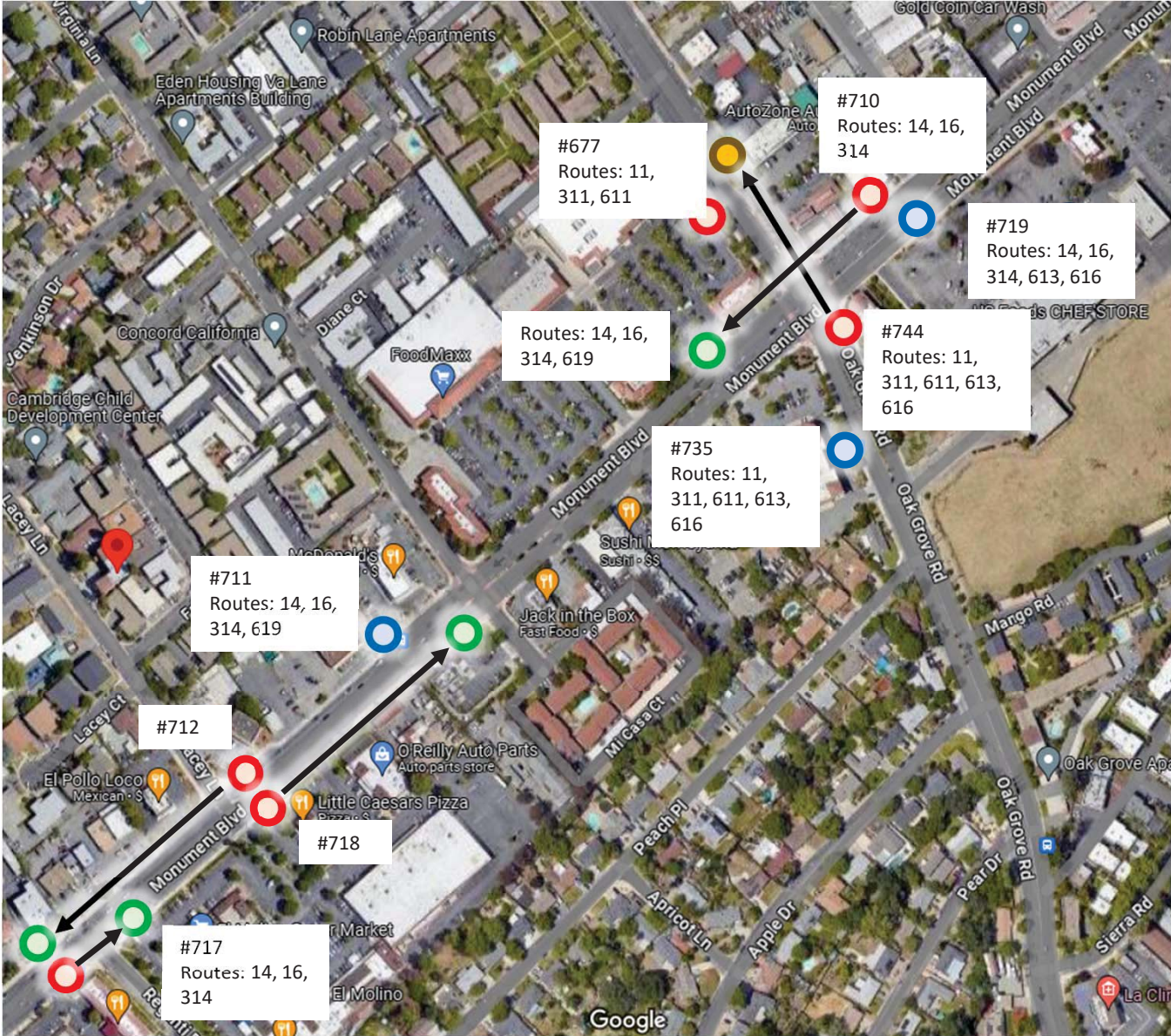
Staff requests the Committee forward the attached map and plans to the Board for their review and comments.

Attachments:

Attachment 1: Project Map showing affected bus stops

Attachment 2: 80% plans

MONUMENT BLVD STOP TREATMENTS



MONUMENT BLVD STOP TREATMENTS



- Keep
- Eliminate
- Add
- Add + ADA Improvement

COUNTY CONNECTION MONUMENT BLVD BUS STOP TREATMENTS

PJ XXXX

CONCORD
CONTRA COSTA COUNTY, CALIFORNIA
MTC Bus SAFE Funding Program

DIABLO
ENGINEERING GROUP
1981 N BROADWAY, SUITE 225
WALNUT CREEK, CA 94596
(925) 348-4509

CITY OF CONCORD

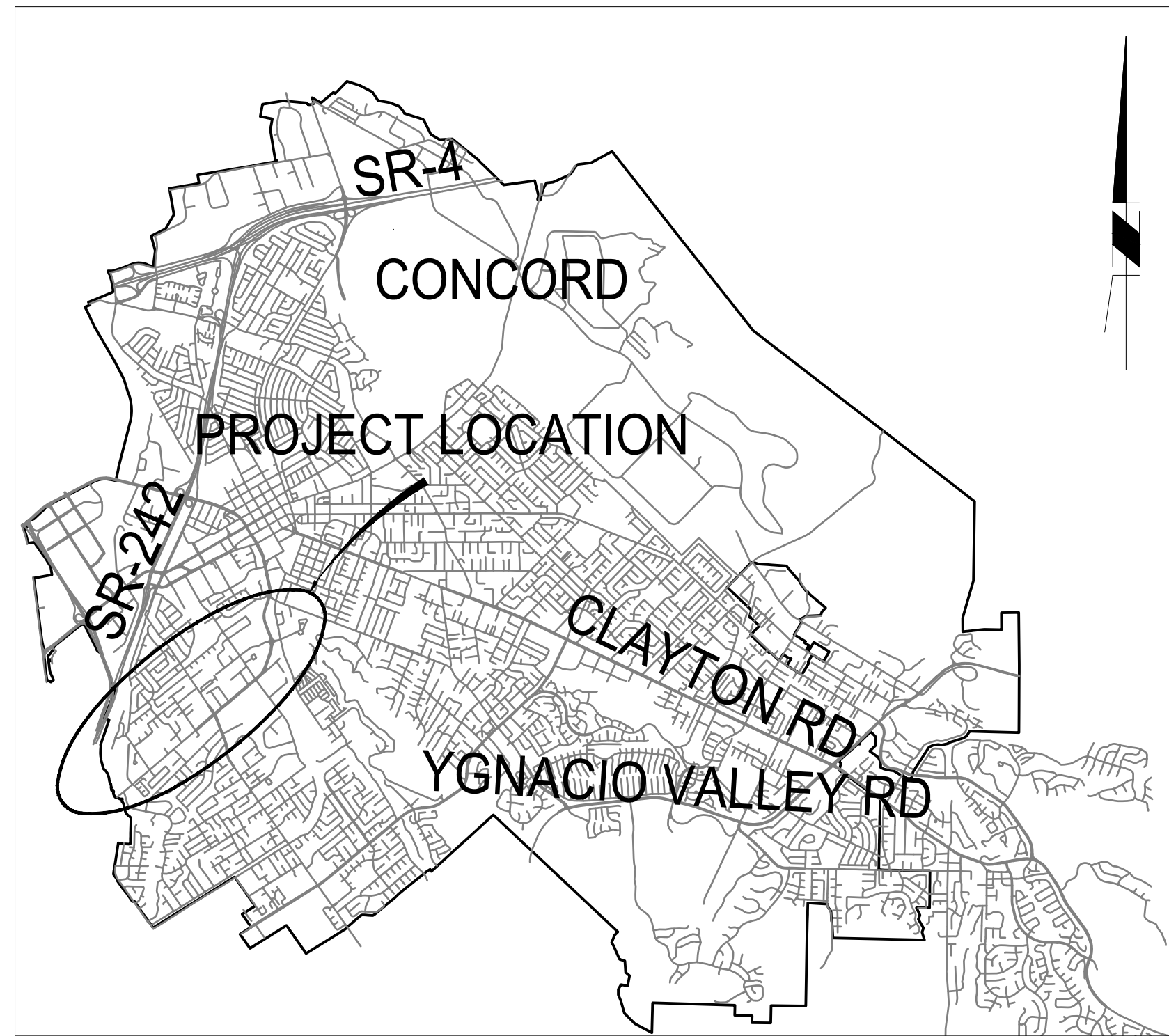


ENGINEERING SERVICES
1435 GASOLINE ALLEY
(925) 671-3361

DATE:	SCALE:	PROJECT NO.:
10/1	NA	XXXX
DESIGN:	DRAWN:	CHECKED:
MC	MC	JH

APPROVED BY CITY ENGINEER:
CARLTON A. THOMPSON JR.
RCE: C59697

COUNTY CONNECTION
MONUMENT BOULEVARD
BUS STOP TREATMENTS
PROJECT NO. XXXX



LOCATION MAP

NO SCALE

LEGEND

	EXISTING RIGHT OF WAY
	EXISTING DIMENSION
	PROPOSED DIMENSION
	POWER POLE
	EXISTING STORM WATER INLET
	EXISTING FIRE HYDRANT
	PROPOSED GRADE BREAK
	SAW CUT LINE
	CURB & GUTTER
	HMA (TYPE A) 12" THICK
	THERMOPLASTIC CROSSWALK MARKING
	EXISTING
	PROPOSED
	EXISTING OVERHEAD POLE, GUY WIRE
	EXISTING WATER VALVE
	EXISTING SEWER STORM MANHOLE
	EXISTING ELECTRIC MANHOLE, BOX
	EXISTING STREET LIGHT, SIGN
	EXISTING TREE
	NEW CONCRETE SIDEWALK
	DECOMPOSED GRANITE
	2" COLDMILL & AC OVERLAY
	EXISTING STOP TO ELIMINATE (WORK DONE BY CCCTA STAFF)
	NEW STOP TO ADD (WORK DONE BY CCCTA STAFF)
	NEW STOP WITH ADA IMPROVEMENTS TO ADD (CONTRACT WORK)

GENERAL NOTES

- THE CONTRACTOR SHALL COMPLY WITH ALL STATE, COUNTY, AND CITY LAWS AND ORDINANCES RELATING TO SAFETY AND CHARACTER OF WORK, EQUIPMENT AND LABOR PERSONNEL. TO BE SUPPLEMENTED BY THE CALTRANS STANDARD PLANS DATED 2024, THE CITY OF CONCORD STANDARD PLANS AND CA MUTCD (2014, REVISION 9)
- PRIOR TO ANY UNDERGROUND WORK, THE CONTRACTOR SHALL VERIFY THE EXACT LOCATION OF EXISTING UTILITIES AND SHALL NOTIFY UNDERGROUND SERVICE ALERT (USA) AT (800)227-2600 TWO WORKING DAYS PRIOR TO COMMENCEMENT OF EXCAVATION.
- UTILITIES ARE NOT SHOWN ON THE PLANS, CONTRACTOR SHALL BE RESPONSIBLE FOR LOCATING ALL UTILITIES. ANY UTILITIES EXPOSED OR DAMAGED BY THE CONTRACTOR SHALL BE REPAIRED AT THE CONTRACTOR'S EXPENSE.
- NO MATERIAL OR EQUIPMENT SHALL BE STORED OVERNIGHT IN PUBLIC RIGHT OF WAY
- THE CONTRACTOR SHALL MAINTAIN ACCESS TO ALL PROPERTY ADJACENT TO THE WORK THROUGHOUT THE PERIOD OF CONSTRUCTION.
- THE CONTRACTOR IS RESPONSIBLE FOR ARRANGING FOR ALL REQUIRED INSPECTIONS. THE PRESENCE OR ABSENCE OF A CITY OR OTHER INSPECTOR WILL NOT RELIEVE THE CONTRACTOR OF FULL RESPONSIBILITY FOR THE PROPER PERFORMANCE OF THE WORK.
- ANY CONFLICTS WITH THE DESIGN OR ANY CHANGES TO THE PLANS SHALL BE SUBMITTED TO THE DESIGN ENGINEER AND AUTHORIZED BY THE CITY BEFORE CONTINUING WITH THE WORK IN THAT AREA. MAJOR CHANGES SHALL REQUIRE A PLAN REVISION AND MINOR CHANGES SHALL REQUIRE A PLAN CHANGE AUTHORIZATION BY THE CITY.
- THE CONTRACTOR SHALL REMOVE AND DISPOSE OF OR RECYCLE ALL SURPLUS EXCAVATION, MATERIALS AND DEBRIS FROM THE SITE AND SHALL MAINTAIN THE SITE IN A NEAT AND ORDERLY CONDITION.
- ANY PUBLIC OR PRIVATE PROPERTY DAMAGED BY THE CONTRACTOR OR ANY SUBCONTRACTOR SHALL BE RESTORED TO ITS ORIGINAL CONDITION AT THE CONTRACTOR'S EXPENSE. ALL PUBLIC IMPROVEMENTS FOR THE PROJECT THAT ARE DAMAGED OR DISPLACED SHALL BE REPAIRED OR REPLACED BY THE CONTRACTOR AT HIS OR HER EXPENSE PRIOR TO ACCEPTANCE BY THE CITY.
- THE CONTRACTOR SHALL PROVIDE ALL LIGHTS, SIGNS, BARRICADES, FLAGGERS AND OTHER DEVICES TO PROVIDE VEHICULAR, BICYCLE, AND PEDESTRIAN SAFETY.
- CONTRACTOR SHALL PROTECT ALL UTILITY STRUCTURES AND SURVEY MONUMENTS WITHIN THE WORK AREAS. THE CONTRACTOR SHALL REVIEW THE WORK SITES PRIOR TO SUBMISSION OF BIDS.
- CONTRACTOR SHALL RESTORE ALL FACILITIES OUTSIDE LIMITS OF WORK DAMAGED BY CONSTRUCTION OPERATIONS TO THEIR ORIGINAL CONDITION AT NO ADDITIONAL COST TO THE CITY. ANY DAMAGE TO THE EXISTING FACILITIES INCLUDING, BUT NOT LIMITED TO: TREES, LANDSCAPING, IRRIGATION, STORM, SEWER, UTILITY SERVICES, FENCES, WALLS, SIDEWALK, AND PAVEMENT SURFACE SHALL BE RESTORED AT CONTRACTOR'S EXPENSE.
- TRAFFIC CONTROL DURING CONSTRUCTION SHALL BE THE CONTRACTOR'S RESPONSIBILITY AND IN ACCORDANCE WITH THE CONTRACT DOCUMENTS. THE CONTRACTOR SHALL SUBMIT A WRITTEN TRAFFIC CONTROL & SIGNING PLAN TO THE ENGINEER BY TEN (10) WORKING DAYS PRIOR TO THE PRE-CONSTRUCTION MEETING. LANE CLOSURE APPLICATIONS SHALL BE SUBMITTED BY 10:00 AM ON THE THURSDAY PRIOR TO THE WEEK OF THE CLOSURE. NO COMPLETE ROAD CLOSURES WILL BE ALLOWED.
- REMOVE OIL TRACKS FROM STRIPING, SIDEWALK, AND PAVEMENT DELINEATORS ON ADJOINING STREETS WITHIN 48 HOURS.
- IF ARCHAEOLOGICAL MATERIALS ARE UNCOVERED DURING GRADING, TRENCHING, OR OTHER ON SITE EXCAVATION EARTHWORK OCCURRING WITHIN 10 FEET OF THESE MATERIALS SHALL BE STOPPED UNTIL A PROFESSIONAL ARCHAEOLOGIST CERTIFIED BY THE SOCIETY OF CALIFORNIA ARCHAEOLOGY (SCA) AND/OR THE SOCIETY OF PROFESSIONAL ARCHAEOLOGY (SOPA) HAS HAD AN OPPORTUNITY TO EVALUATE THE SIGNIFICANCE OF THE FIND AND SUGGEST APPROPRIATE MITIGATION MEASURES IF DEEMED NECESSARY.
- STAKING: ALL STAKING WILL BE COMPLETED BY THE SURVEYOR HIRED BY THE CONTRACTOR.
- CITY WILL RESERVE THE RIGHT TO TAKE PHOTOGRAPHS AND VIDEOS DURING THE COURSE OF CONSTRUCTION.
- REMOVE ALL MARKERS AND STRIPING WITHIN THE PAVING LIMITS AND PLACE TEMPORARY MARKERS PER SPECIFICATIONS.
- CONTRACTOR IS RESPONSIBLE FOR REMOVING ALL USA, SURVEY, AND UTILITY LOCATION MARKINGS WHEN CONSTRUCTION IS FINISHED.
- FOR ROOTS OVER 2" IN DIAMETER, REQUEST FOR CITY ARBORIST BEFORE PROCEEDING.
- CONCRETE CURBS AND SIDEWALKS SHALL CONFORM TO THE CITY OF CONCORD STANDARD DETAIL S-3, "CURB, GUTTER AND SIDEWALK". SIDEWALK WIDTH SHOWN IS FROM BACK OF CURB TO FACE OF CURB. MODIFY TO 8" CURB HEIGHT WHERE NOTED ON THE PLAN.
- VALLEY GUTTER SHALL CONFORM TO THE CITY OF CONCORD STANDARD DETAIL S-9, "CONCRETE VALLEY GUTTER".
- RETAINING CURBS SHALL CONFORM TO THE CALTRANS STANDARD PLAN A87A.
- CONTRACTOR SHALL MAINTAIN SAFE WORKING DISTANCES FROM OVERHEAD POWER LINES AND COORDINATE WITH PG&E WHEN EXCAVATING CLOSE TO UTILITY POLES.
- DOWEL NEW CURB, GUTTER AND SIDEWALK TO EXISTING CURB, GUTTER AND SIDEWALK AT CONFORMS.
- SIDEWALK UNDERDRAIN SHALL BE CONSTRUCTED PER CITY OF CONCORD STANDARD PLAN S-6.

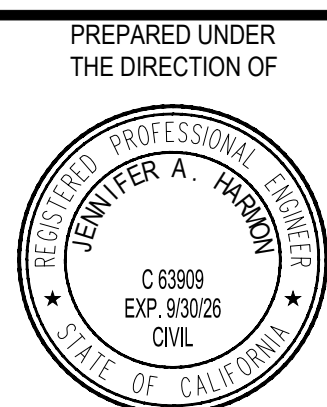
ABBREVIATIONS

AB	AGGREGATE BASE	PB	PULL BOX
AC	ASPHALT CONCRETE	PCC	PORTLAND CEMENT CONCRETE
BOC	BACK OF CURB	PED	PEDESTRIAN
BSW	BACK OF SIDEWALK	PIP	PROTECT IN PLACE
C&G	CURB AND GUTTER	PL	PROPERTY LINE
EX	EXISTING	ROW	RIGHT-OF-WAY
FC	FACE OF CURB	RT	RIGHT
FH	FIRE HYDRANT	S/C	SAWCUT
GP	GUTTER PAN	SF	SQUARE FEET
GV	GAS VALVE	STD	STANDARD
HMA	HOT MIX ASPHALT	TC	TOP OF CURB
LT	LEFT	TYP	TYPICAL
MAX	MAXIMUM	VAR.	VARIES
MH	MANHOLE	WW	WATER VALVE
MIN	MINIMUM		
MOD	MODIFIED		
NTS	NOT TO SCALE		

SHEET INDEX

SHEET NUMBER	DRAWING NUMBER	SHEET TITLE
1	T	TITLE SHEET
2	KM-01	KEY MAP
3	KM-02	KEY MAP
4	DT-01	CONSTRUCTION DETAILS
5	DT-02	CONSTRUCTION DETAILS
6	QT	QUANTITY TABLE

REVIEWED BY:	_____	DATE:	_____
TRANSPORTATION DIVISION	_____	DATE:	_____
REVIEWED BY:	_____	DATE:	_____
PUBLIC WORKS DEPARTMENT	_____	DATE:	_____
REVIEWED BY:	_____	DATE:	_____
CITY ENGINEER	CITY OF CONCORD	DATE:	_____



CONTRACT NO.
2024-MA-02

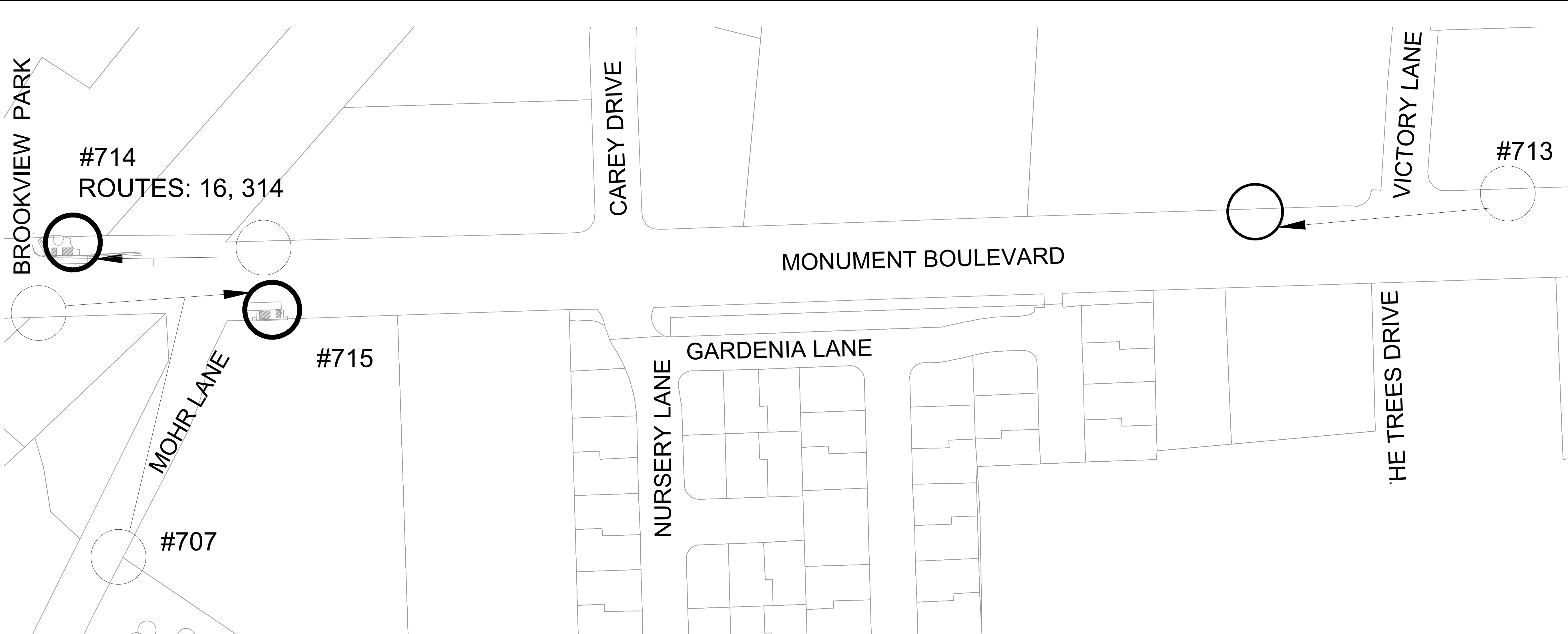
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SHEET NUMBER

T

1 OF 6

80% SUBMITTAL, NOT FOR CONSTRUCTION



DIABLO
ENGINEERING GROUP
1981 N BROADWAY, SUITE 225
WALNUT CREEK, CA 94596
(925) 348-4509

CITY OF CONCORD



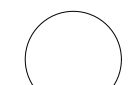


ENGINEERING SERVICES
1435 GASOLINE ALLEY
(925) 671-3361

DATE: 10/1	SCALE: 1" = 100'	PROJECT NO.: XXXX
DESIGN: MC	DRAWN: MC	CHECKED: JH


APPROVED BY CITY ENGINEER:
CARLTON A. THOMPSON JR.
RCE: C59697

**COUNTY CONNECTION
MONUMENT BOULEVARD
BUS STOP TREATMENTS
KEY MAP**

REV	DESCRIPTION	DATE

- NOTE:**
-  1. EXISTING STOP TO ELIMINATE (WORK DONE BY CCCTA STAFF)
 -  2. NEW STOP TO ADD (WORK DONE BY CCCTA STAFF)
 -  3. NEW STOP WITH ADA IMPROVEMENTS TO ADD (CONTRACT WORK)

PREPARED UNDER
THE DIRECTION OF



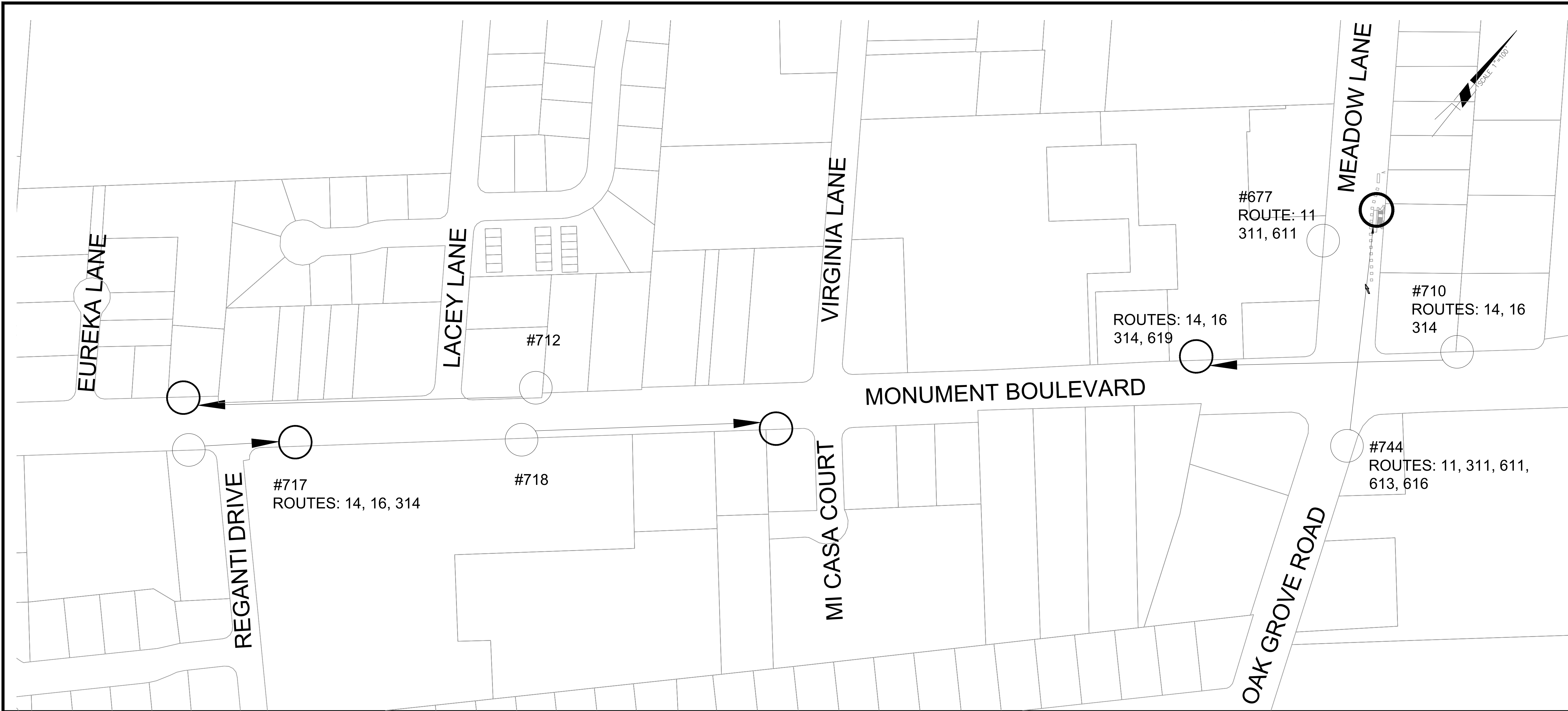
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SHEET NUMBER
KM-01

2 OF **6**

80% SUBMITTAL, NOT FOR CONSTRUCTION



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ENGINEERING GROUP
1981 N BROADWAY, SUITE 225
WALNUT CREEK, CA 94596
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CITY OF CONCORD



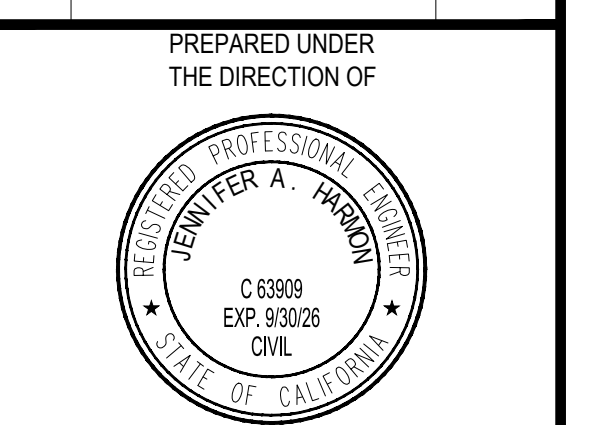
ENGINEERING SERVICES
1435 GASOLINE ALLEY
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APPROVED BY CITY ENGINEER: CARLTON A. THOMPSON JR. RCE: C59697		

**COUNTY CONNECTION
MONUMENT BOULEVARD
BUS STOP TREATMENTS
KEY MAP**

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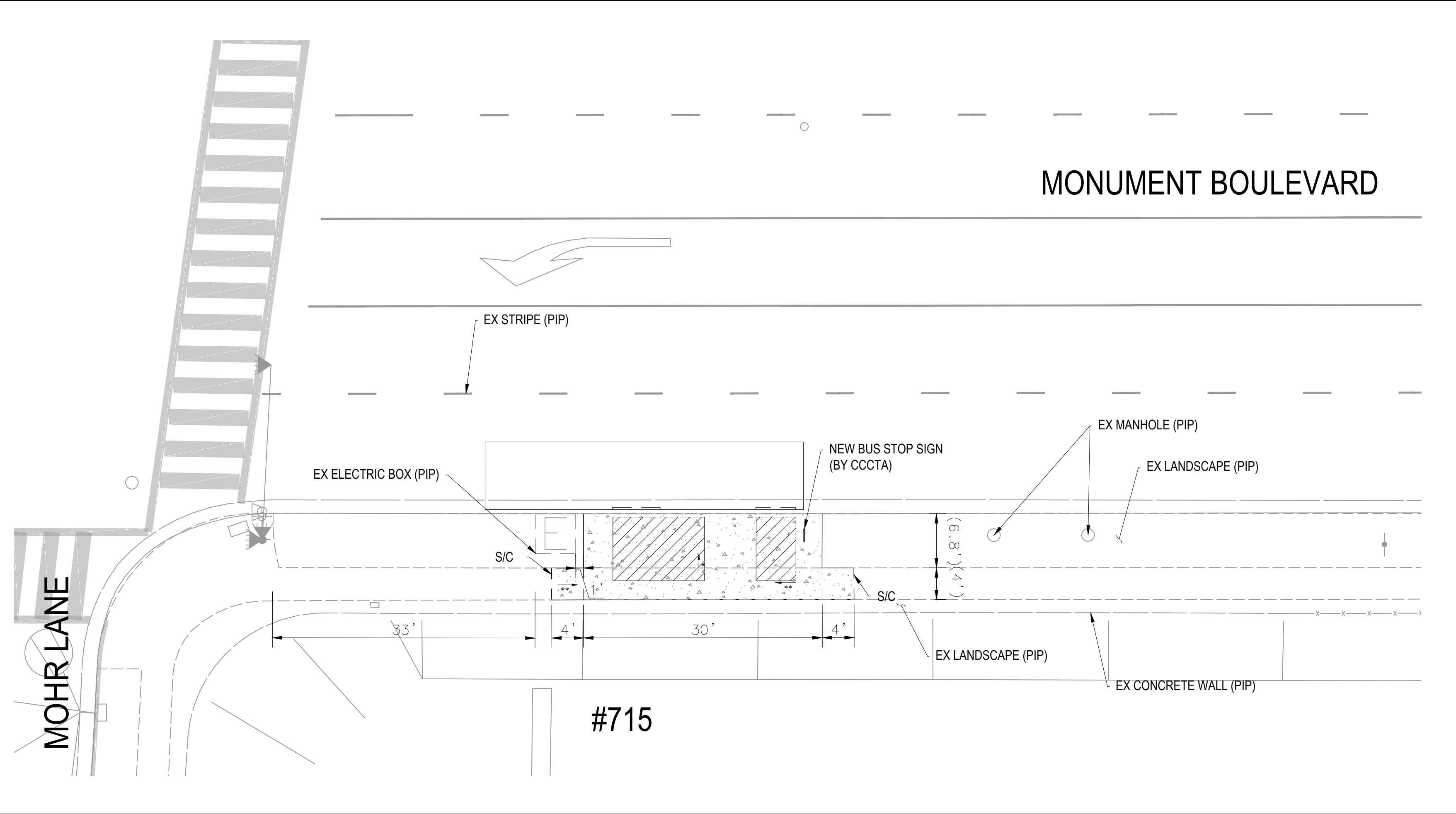
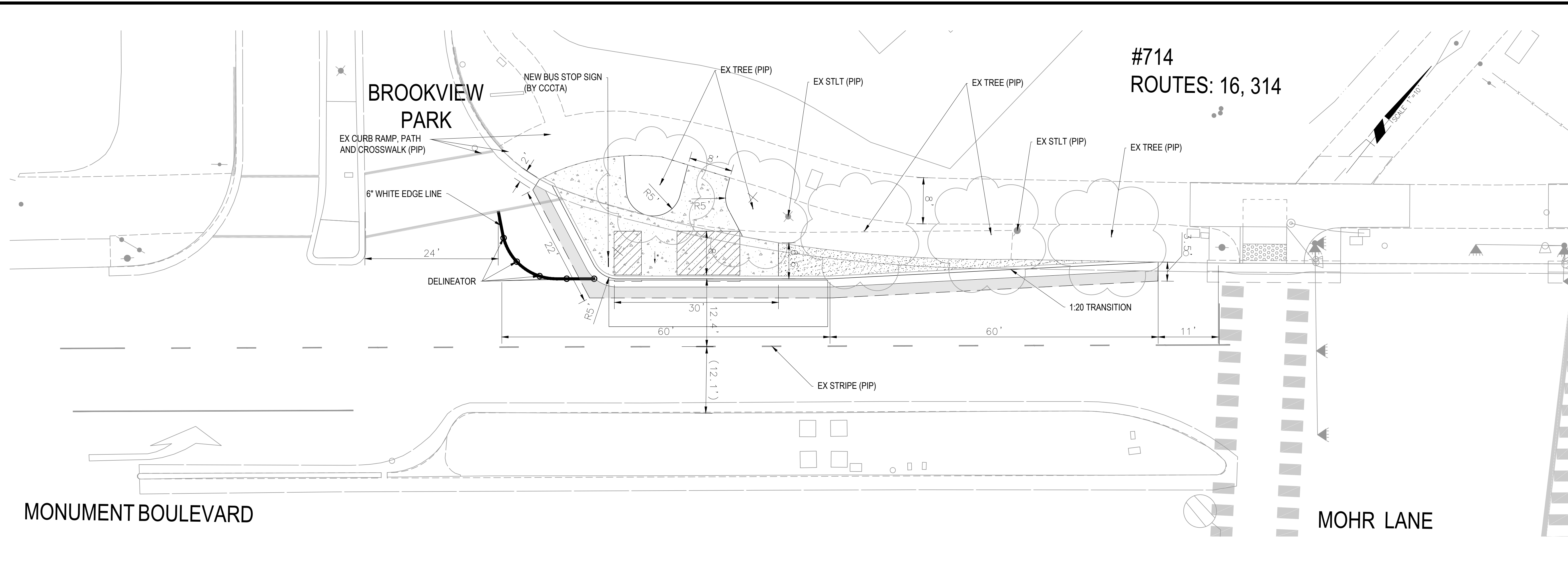
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SHEET NUMBER
KM-02

3 OF **6**

80% SUBMITTAL, NOT FOR CONSTRUCTION



- NOTE:**
- CONSTRUCT TRAFFIC DELINEATORS AT 5' SPACING PER CALTRANS STANDARDS A73C.
 - AREA BEHIND NEW CURB AND GUTTER NOT IN THE LOADING ZONE TO BE DECOMPOSED GRANITE.

LEGEND:

	HMA TYPE A (12" THICK)
	PCC SIDEWALK
	DECOMPOSED GRANITE
* - MAX 1.5%	
** - MAX 5.0%	
	BUS LOADING ZONE FOR 40' BUS

DIABLO
 ENGINEERING GROUP
 1981 N BROADWAY, SUITE 225
 WALNUT CREEK, CA 94596
 (925) 348-4509

CITY OF CONCORD



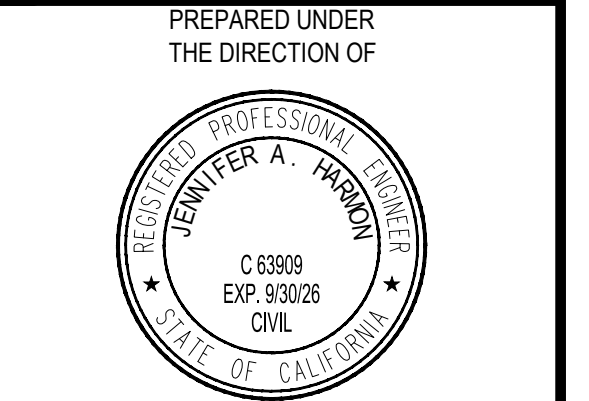
ENGINEERING SERVICES
 1435 GASOLINE ALLEY
 (925) 671-3361

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DESIGN: MC	DRAWN: MC	CHECKED: JH
APPROVED BY CITY ENGINEER: CARLTON A. THOMPSON JR. RCE: C59697		

**COUNTY CONNECTION
 MONUMENT BOULEVARD
 BUS STOP TREATMENTS**

MONUMENT BLVD & MOHR LN

REV	DESCRIPTION	DATE



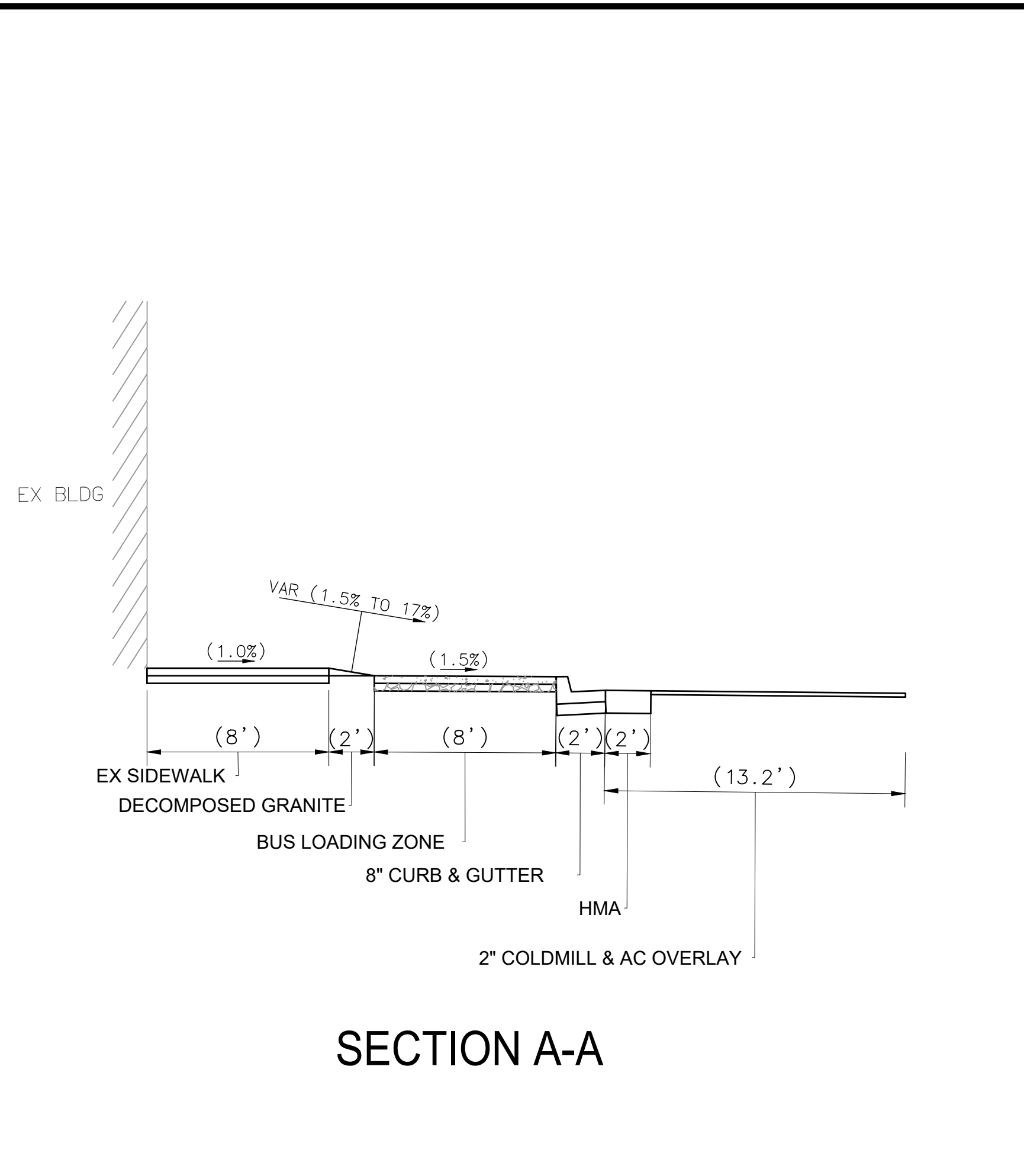
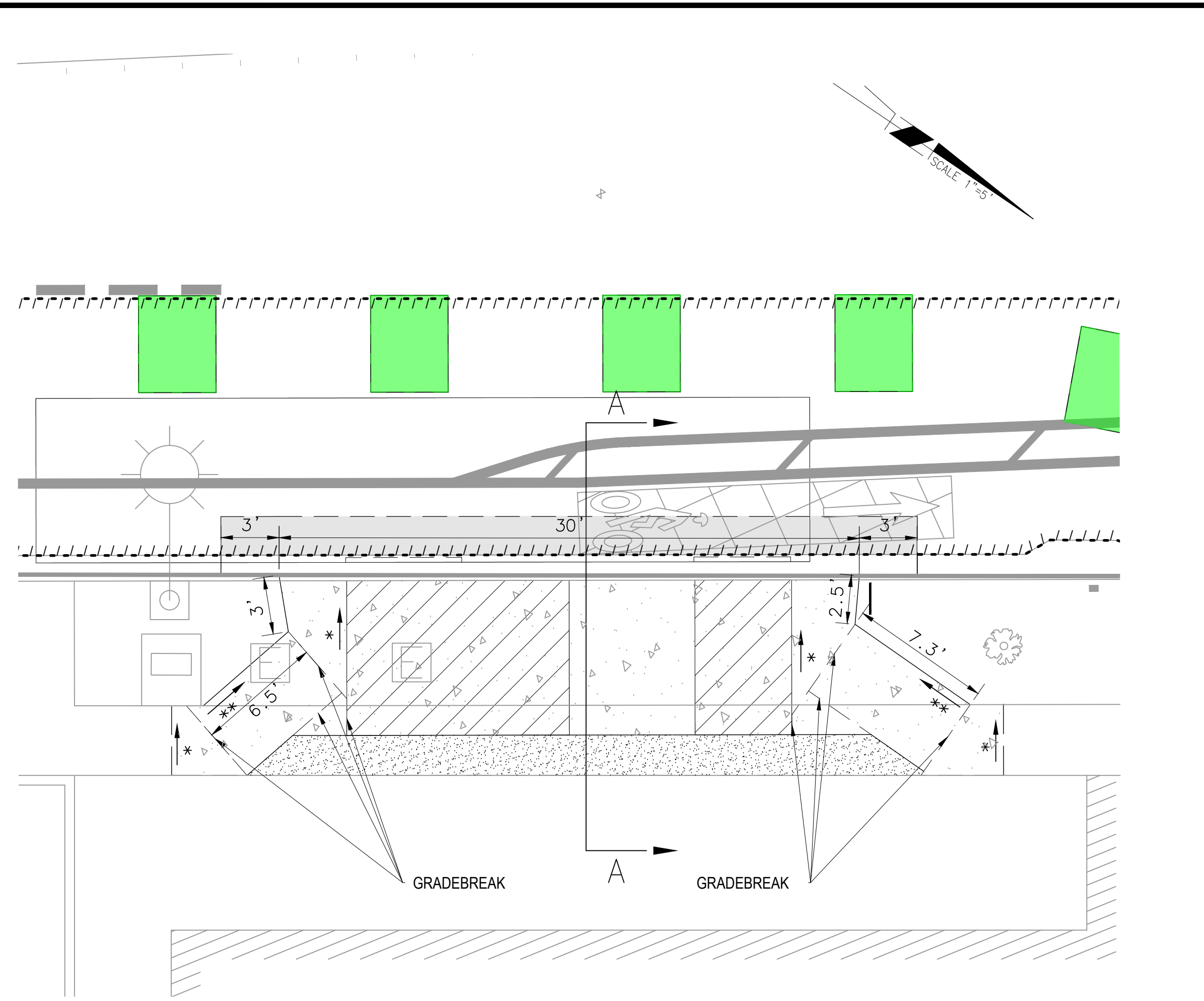
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2024-MA-02

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SHEET NUMBER
DT-01

4 OF **6**

80% SUBMITTAL, NOT FOR CONSTRUCTION



NOTE:

- DECOMPOSED GRANITE STRIP SEPARATING PATH OF TRAVEL AND BOCK OF LOADING ZONE.
- PATH BEHIND EXISTING SIDEWALK TO BE USED AS PATH OF TRAVEL TO MEET STANDARDS.

LEGEND:

- [Pattern] HMA TYPE A (12" THICK)
- [Pattern] PCC SIDEWALK
- [Pattern] DECOMPOSED GRANITE
- [Pattern] 2" AC COLDMILL & OVERLAY
- [Pattern] * - MAX 1.5%
- [Pattern] ** - MAX 5.0%
- [Pattern] BUS LOADING ZONE FOR 40' BUS

DIABLO
ENGINEERING GROUP
1981 N BROADWAY, SUITE 225
WALNUT CREEK, CA 94596
(925) 348-4509

CITY OF CONCORD

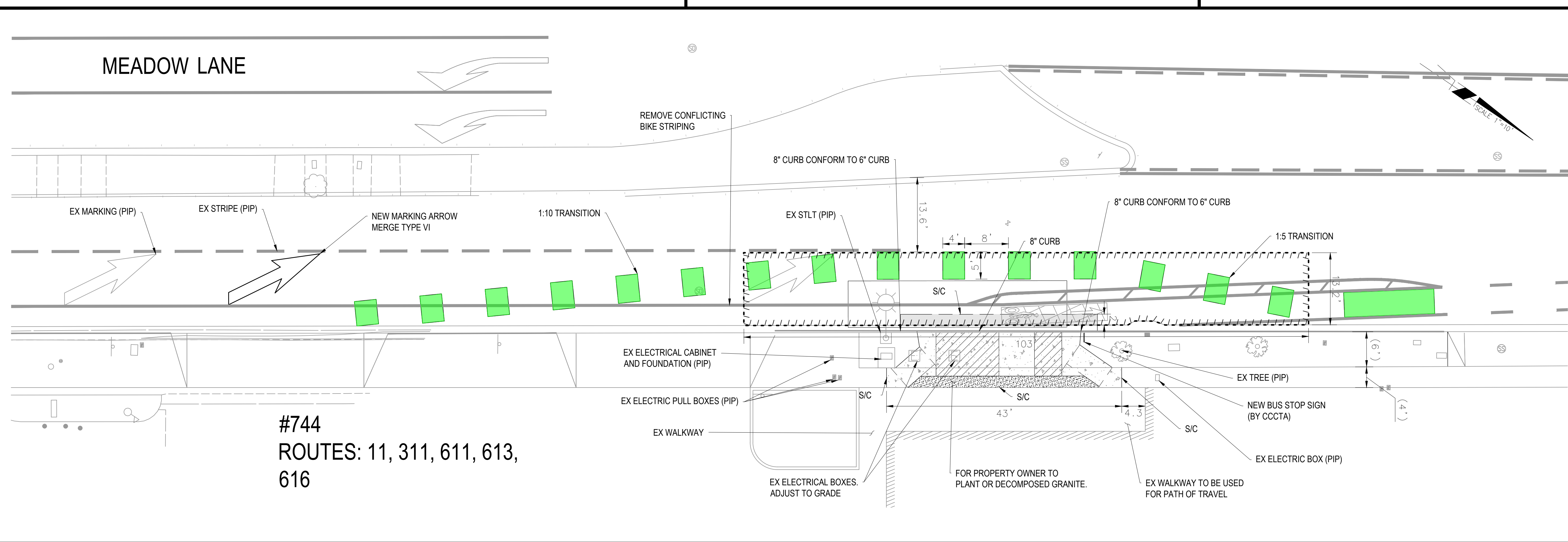
ENGINEERING SERVICES
1435 GASOLINE ALLEY
(925) 671-3361

DATE: 10/1	SCALE: 1" = 10'	PROJECT NO.: XXXX
DESIGN: MC	DRAWN: MC	CHECKED: JH

APPROVED BY CITY ENGINEER:
CARLTON A. THOMPSON JR.
RCE: C59697

**COUNTY CONNECTION
MONUMENT BOULEVARD
BUS STOP TREATMENTS**

MONUMENT BLVD & MEADOW LN



#744
ROUTES: 11, 311, 611, 613,
616

REV	DESCRIPTION	DATE

PREPARED UNDER THE DIRECTION OF

CONTRACT NO.
2024-MA-02

PJ#
XXXX

SHEET NUMBER
DT-02

5 OF **6**

80% SUBMITTAL, NOT FOR CONSTRUCTION



CITY OF CONCORD



ENGINEERING SERVICES
1435 GASOLINE ALLEY
(925) 671-3361

DATE: 10/1	SCALE: NA	PROJECT NO.: XXXX
DESIGN: MC	DRAWN: MC	CHECKED: JH

APPROVED BY CITY ENGINEER:
CARLTON A. THOMPSON JR.
RCE: C59697

COUNTY CONNECTION
 MONUMENT BOULEVARD
 BUS STOP TREATMENTS
 QUANTITY TABLE

SUMMARY OF QUANTITIES

BUS STOP NO.	STREET	CROSS STREET	DETAIL SHEET	REMOVE SIDEWALK (SF)	RECONSTRUCT CURB (LF)	RECONSTRUCT CURB 8" (LF)	SIDEWALK (SF)	ADJUST UTILITY COVER TO GRADE (EA)	DECOMPOSED GRANITE (SF)	DELINEATOR (EA)	THERMOPLASTIC MARKING (SF)	COMMENTS
714	MONUMENT BOULEVARD	BROOKVIEW PARK	DT-01	-	123	-	552	-	153	5	25	1:20 TRANSITION, CONSTRUCT DELINEATORS
715	MONUMENT BOULEVARD	MOHR LANE	DT-01	151	-	-	356	-	-	-	-	START BUS STOP LOADING ZONE CONCRETE 1 FOOT FROM CONCRETE BOX, 5% MAX RAMP SLOPE
744	MEADOW LANE	MONUMENT BOULEVARD	DT-02	156	-	36	299	2	68	-	414	1:10 TRANSITION, 1:5 TRANSITION, BIKE LANE MARKINGS, ADJUST UTILITY COVER TO GRADE, DECOMPOSED GRANITE STRIP BEHIND LOADING ZONE AND INFRONT OF SIDEWALK
BASE BID TOTAL				307	123	36	1207	2	221	5	439	

REV	DESCRIPTION	DATE

PREPARED UNDER THE DIRECTION OF



CONTRACT NO.
2024-MA-02

PJ#
XXXX

SHEET NUMBER

QT

1 OF 6

C:\Users\jahren\OneDrive\Documents\2024\2024-MA-02\2024-MA-02-01.dwg, 23 November 2024, 10:48:48 AM

To: Operations and Scheduling Committee

Date: December 31, 2025

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: 

SUBJECT: Non-Emergency Medical Transportation (NEMT) Update

Background:

Non-Emergency Medical Transportation (NEMT) is a Medi-Cal/Medicaid-funded transportation service mode that provides rides for Medi-Cal eligible individuals traveling to and from medical appointments and other health care related locations. NEMT service is provided under contract by a wide variety of operators, including public transit authorities and one-vehicle sole-proprietor enterprises. Medi-Cal pays the operator a fixed per-trip rate, plus mileage. NEMT riders are not charged a fare.

County Connection has been pursuing designation by the California Department of Health Care Services (DHCS) as a Non-Emergency Medical Transportation (NEMT) provider. It is expected that enrollment as an NEMT provider will allow County Connection to recoup the cost of certain LINK paratransit trips, by transitioning those trips to the NEMT service mode.

NEMT Application & Review:

County Connection applied for enrollment as an NEMT provider with the DHCS Provider Enrollment Division (PED) on February 28, 2025. During the following months County Connection addressed some minor deficiencies to our application, submitted additional information and went through a “comprehensive review”. During the summer and early fall, DHCS conducted an on-site review and requested additional documentation. By mid-November, our application’s status was updated from “Received by Medi-Cal” to “Under Review” and, on December 12, 2025, we were notified that our application was approved.

Next Steps:

Approval as a Medi-Cal transportation provider is the most significant prerequisite for County Connection to establish a NEMT operation. Additional next steps include: identifying Medi-Cal eligible LINK riders, medical facilities and other health-related LINK destinations, flagging both in the paratransit booking and scheduling database, coordinating with the Managed Care Providers for Contra Costa County on a procedure for obtaining pre-approval for NEMT trips as efficiently as possible, establishing internal protocols to assign eligible trips to the NEMT mode and track the trips for billing and reimbursement. Staff anticipates that the NEMT program will begin full operations in 2026.

Financial Implications:

NEMT revenues could eventually grow to offset a significant proportion of overall LINK paratransit costs. Estimates are still being developed, however the NEMT program is expected to become revenue-positive virtually as soon as operations begin.

Recommendation:

None. Information only.

Action Requested:

None. Information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: December 31, 2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for November 2025

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY25-26		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	210,536	229,432	
Average Weekday	9,604	9,618	
Pass/Rev Hour	14.1	14.3	Standard Goal > 17.0
Missed Trips	0.36%	0.70%	Standard Goal < 0.25%
Miles between Road Calls	33,269	27,439	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was lower in November 2025 (9,604 passengers) than the previous month of October 2025 (10,219 passengers) and is 1.9% higher than November 2024 (9,428 passengers).

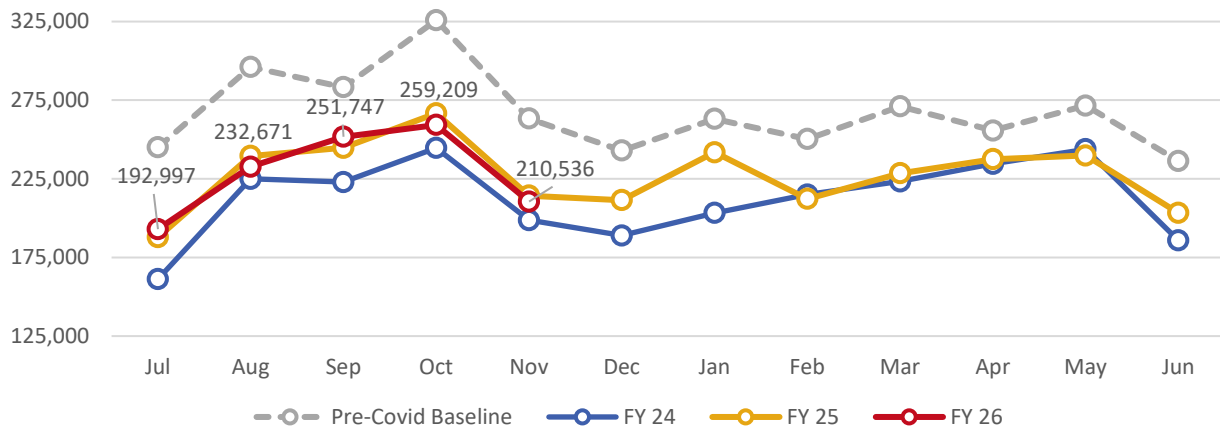
Productivity is a measurement of the average number of passengers per hour of revenue service. In November this was 14.1, which is lower than the previous month (15.1) and equal to November 2024 when passengers per hour was also 14.1.

Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in November was 0.36%, which is lower than the prior month when it was 1.02%.

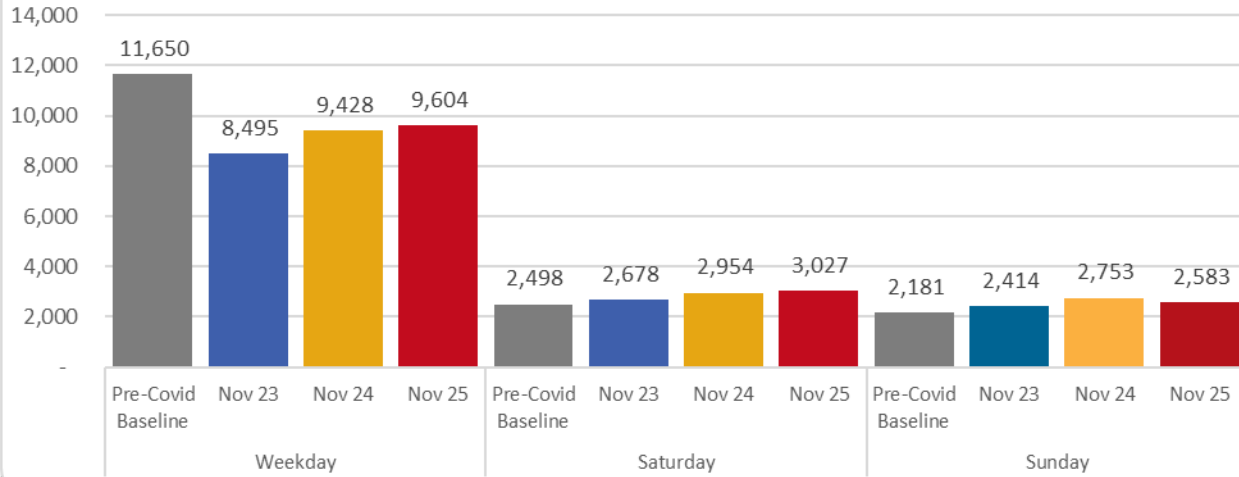
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,269 miles in November, higher than the prior month in which there were 28,067 miles between road calls. The rolling 12-month average is 30,859 miles between road calls.

Of a total 210,536 passengers, 115,785 passengers had the potential to use a Clipper card aboard County Connection since 94,751 either used an employer or school pass or were on a free route. About 82.7% of the 115,785 potential Clipper card users paid using Clipper during this month.

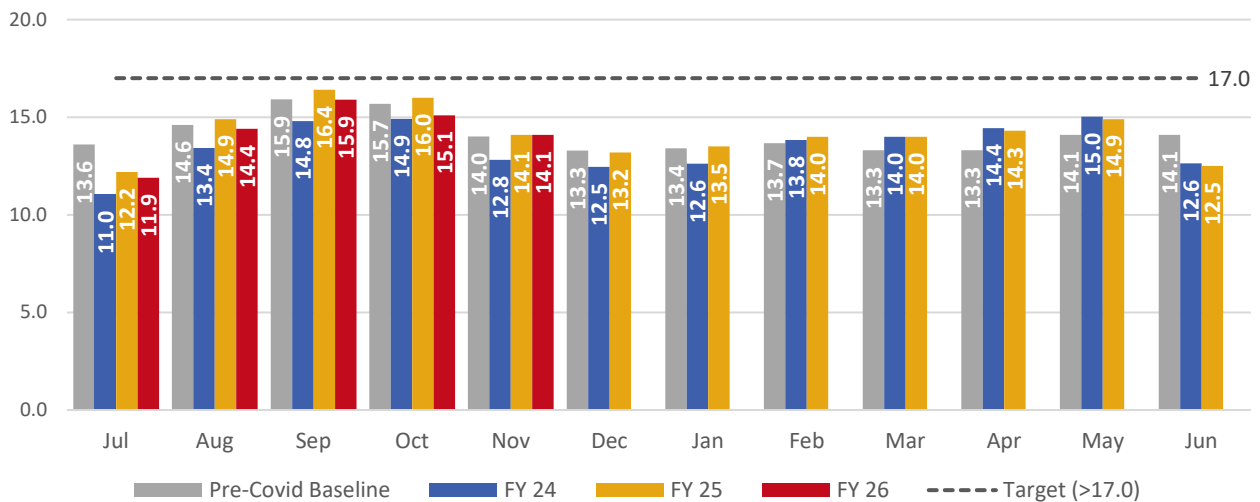
Total Monthly Fixed Route Ridership

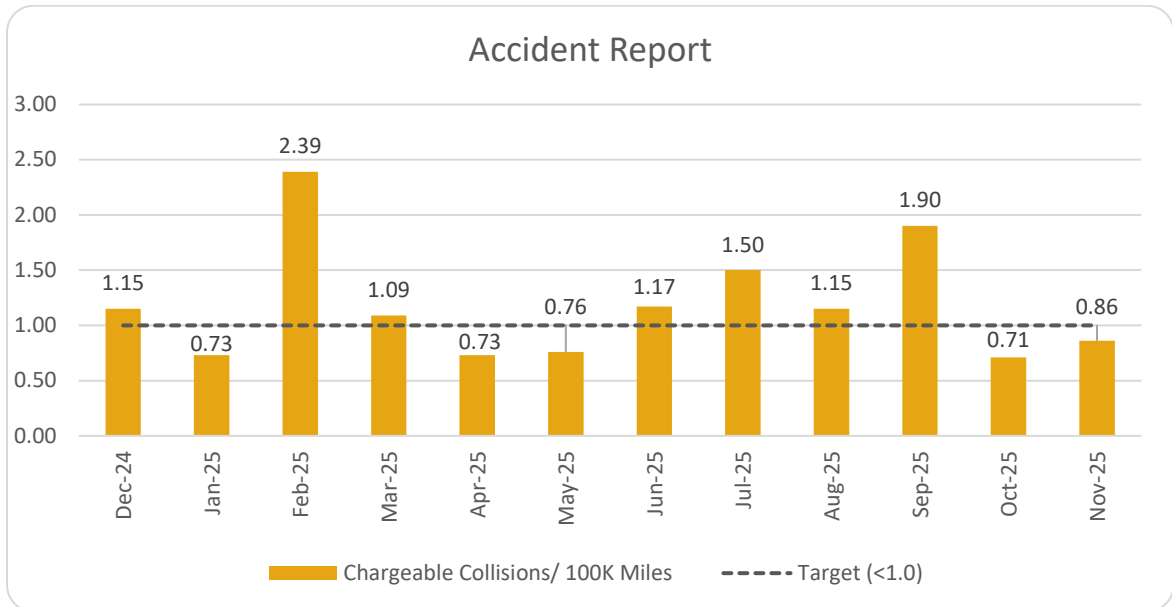
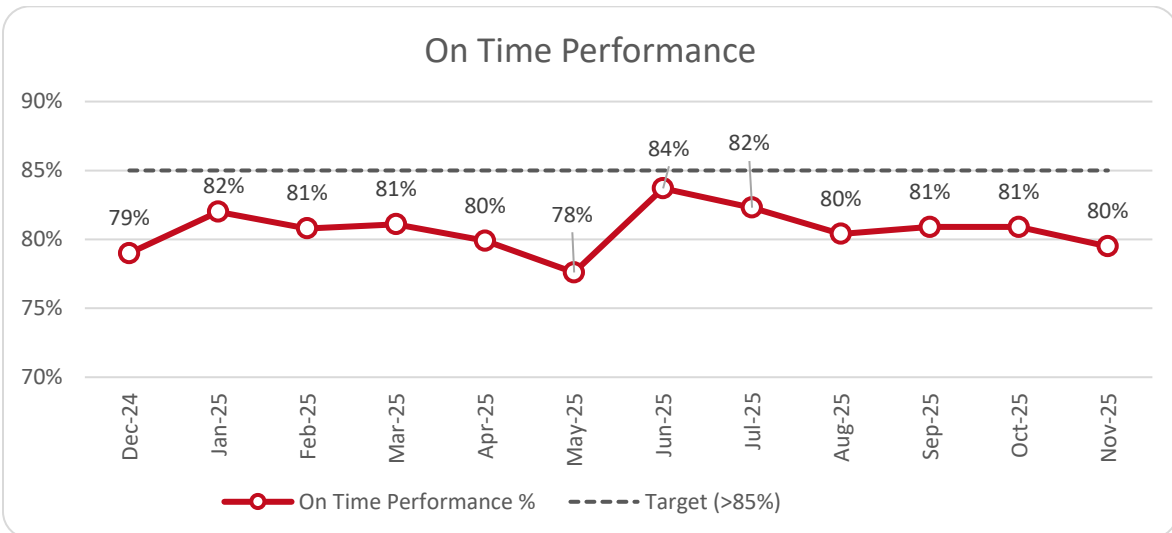
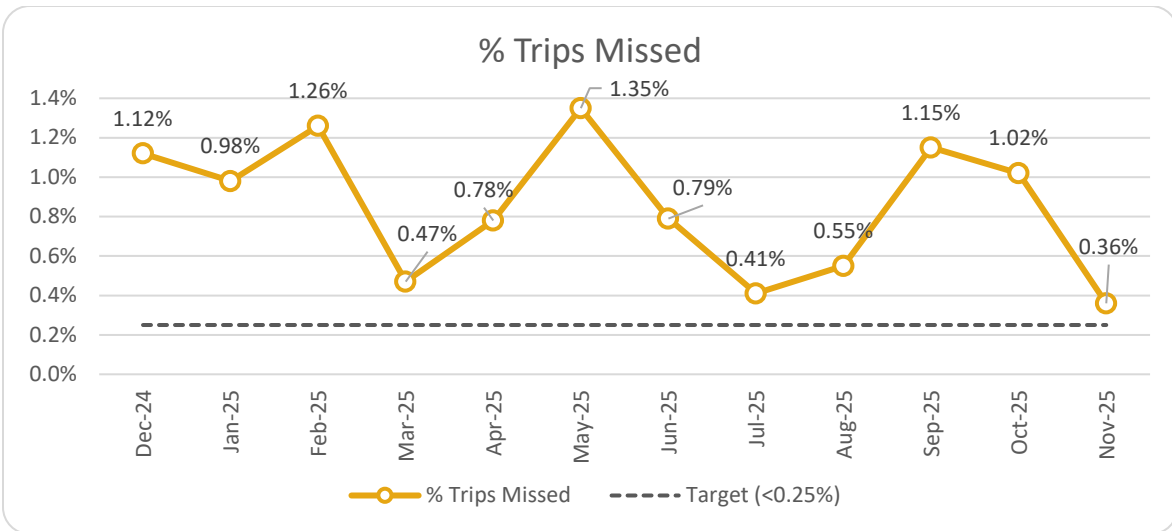


Average Daily Ridership Comparison

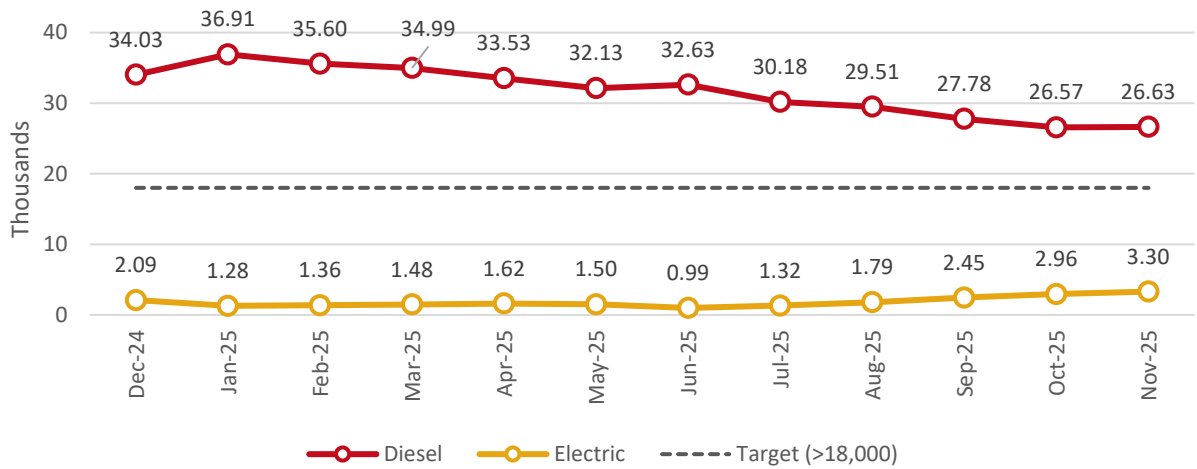


Passengers/Revenue Hour

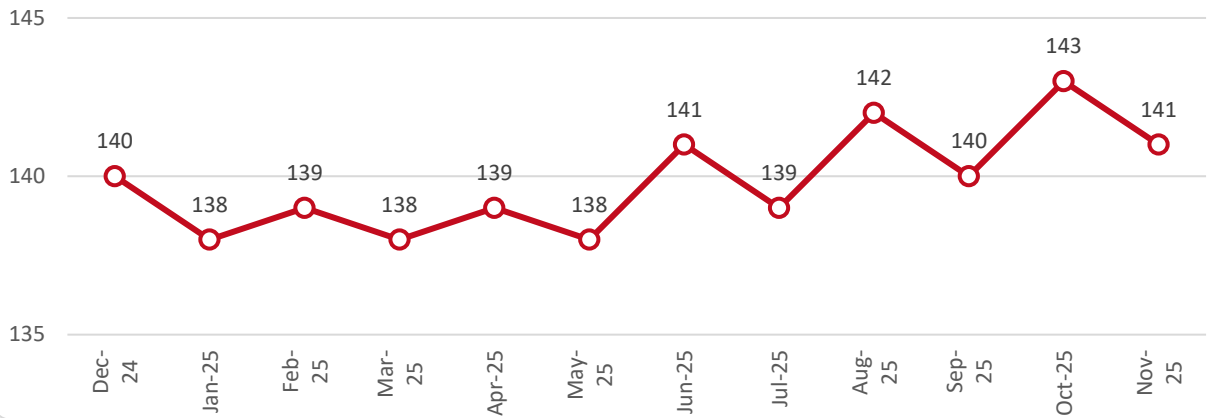




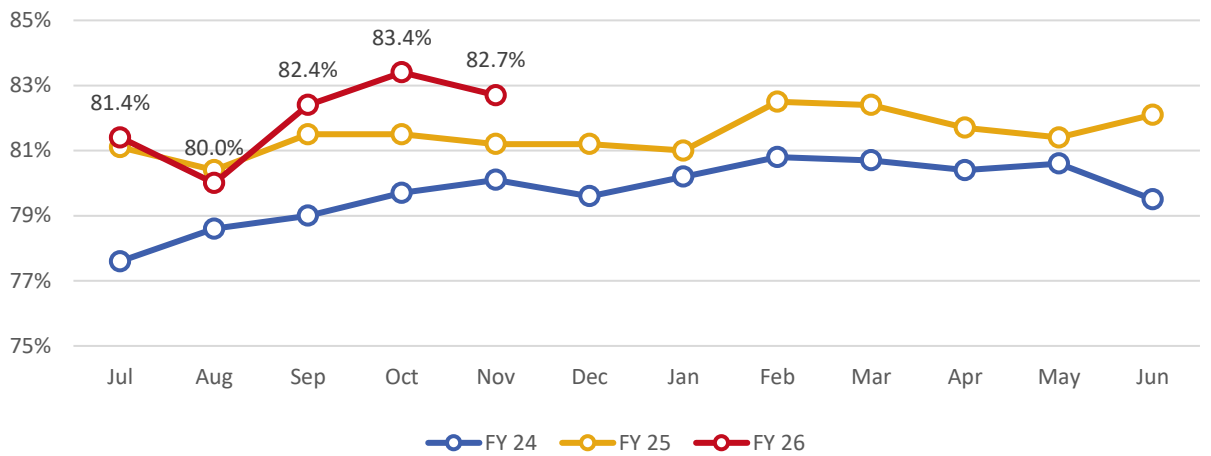
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: December 31, 2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – November 2025

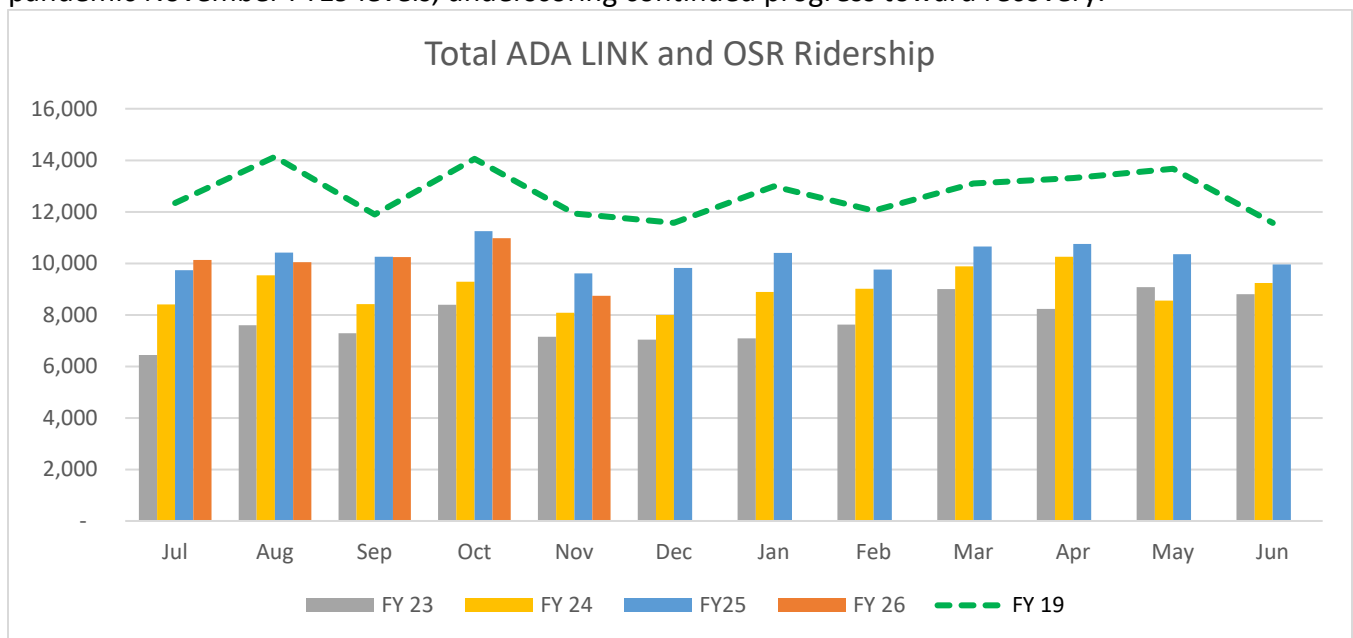
Background:

County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its LINK Paratransit program. This report presents an overview of LINK Paratransit’s performance for November 2025.

November 2025 Performance Report:

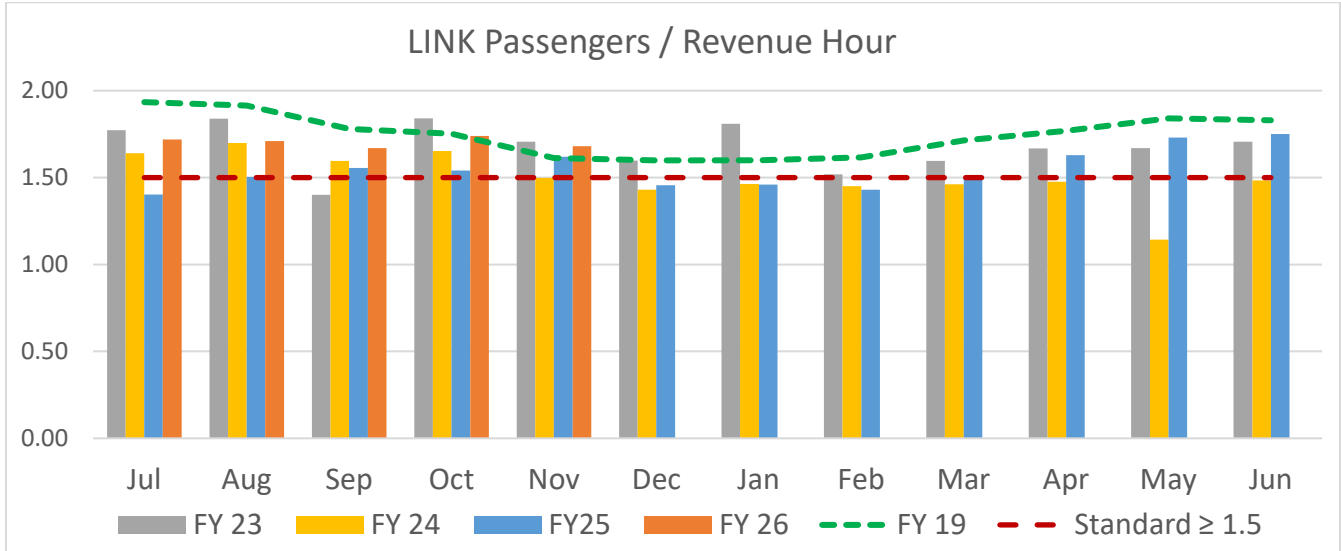
Ridership:

In November 2025, total ADA ridership for LINK and OSR combined was approximately 8,800 trips, reflecting a decline of about 8% compared to November FY25, consistent with normal month-to-month and year-over-year variability as the system enters the winter period and with it many Holidays. Despite this decrease, November 2025 ridership remained approximately 9% higher than November 2024 and about 24% above November 2023, indicating that overall, ADA demand continues to remain elevated relative to pre-recovery years. Ridership in November 2025 was still approximately 25% below pre-pandemic November FY19 levels, underscoring continued progress toward recovery.



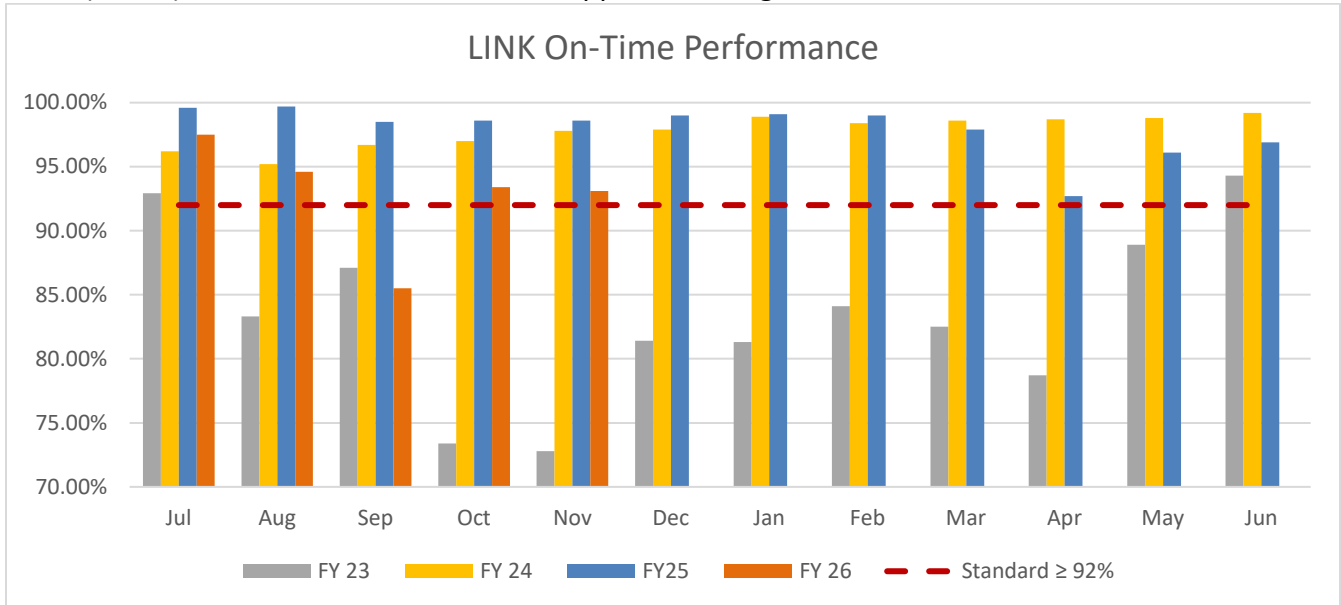
Productivity:

LINK transported 1.68 passengers per revenue hour in November — above the contractual minimum of 1.5 passengers per hour. The consistency in productivity indicates efficient trip scheduling and effective resource allocation by the contractor.



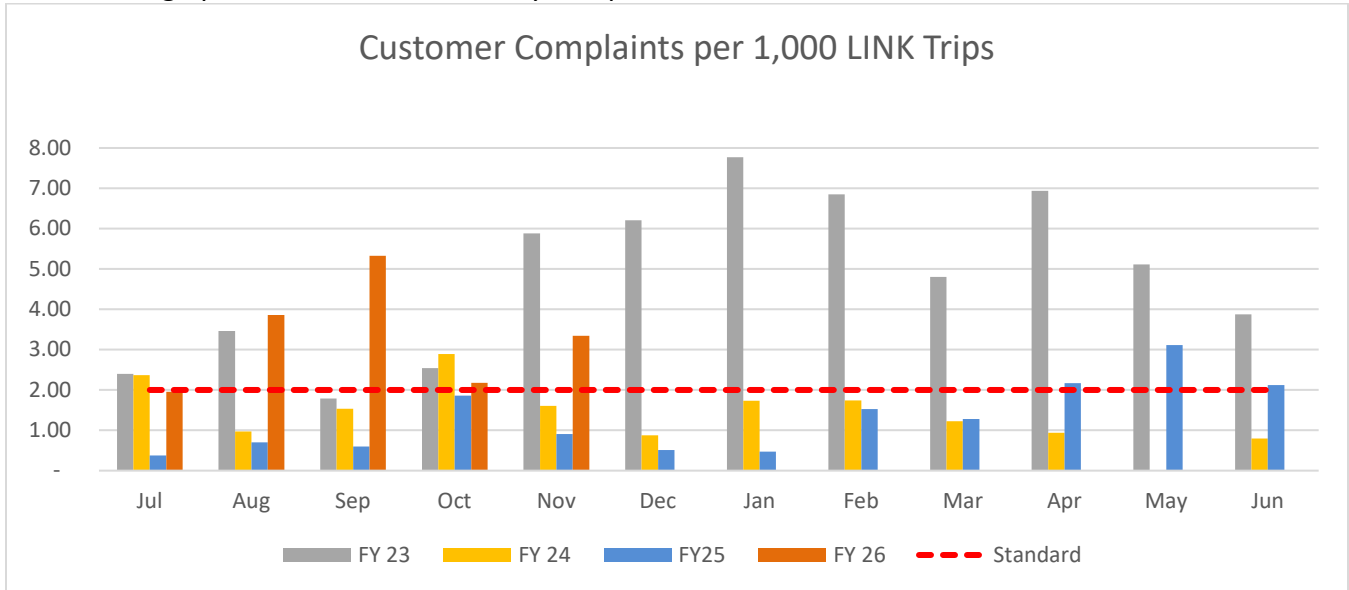
On-time Performance:

A trip is considered “on time” when the vehicle arrives within the designated 30-minute pickup window. Performance in November exceeded the contractual standard of 92%, with a reported OTP of 93.1%. While November remained compliant with service requirements, performance dropped compared to the stronger results seen in earlier months of FY 26 and was significantly lower than the same month in FY 25 (98.6%), when OTP was closer to the upper-90% range.



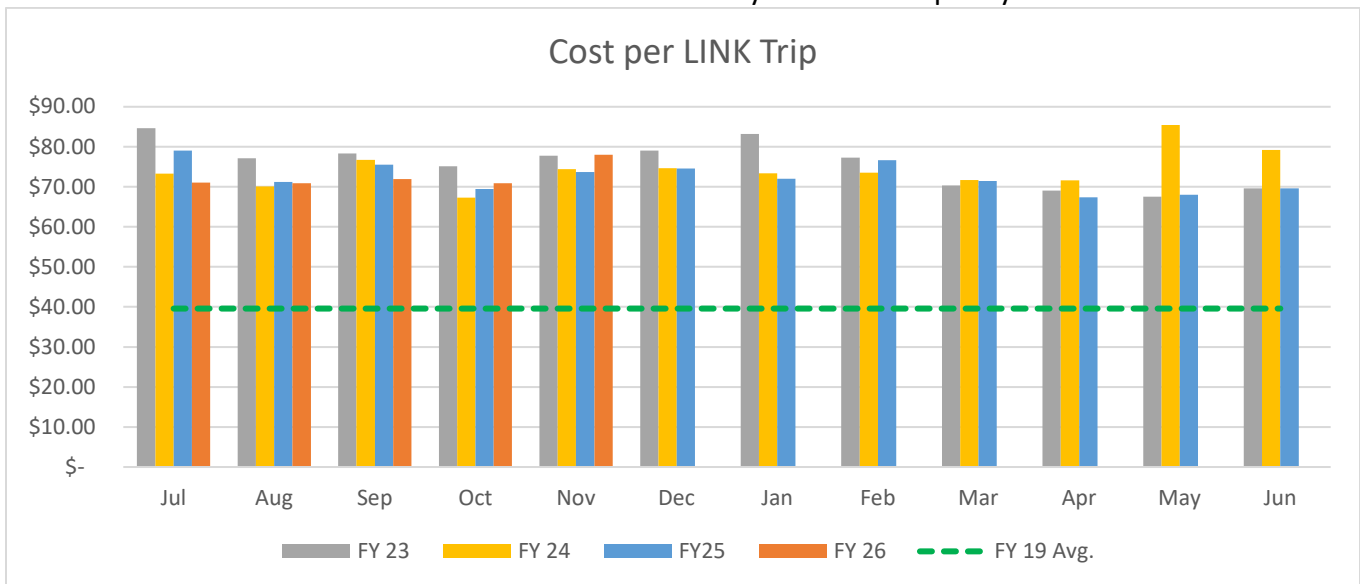
Customer Satisfaction:

In November 2025, LINK recorded approximately 3.3 customer complaints per 1,000 trips, exceeding the performance standard of 2.0 complaints per 1,000 trips and representing an increase from November FY25, when the rate was under 1.0 complaint per 1,000 trips. Although complaint levels remain below the highest rates observed in FY23, they were notably higher than November results in both FY24 and FY25. Most complaints related to late arrivals at pickup locations or destinations. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 7 to 1, with many riders commending operators for their courtesy and professionalism.



Financial Implications:

The average cost per passenger trip during the month of November was \$78.01 — an increase compared to the prior month (\$70.91) and a 5.8% increase from the same period last year. Program costs remained stable as productivity gains and ridership growth helped offset inflationary pressures. Staff continue to collaborate with the contractor to maintain cost efficiency and service quality.



Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None.