

**Summary Minutes  
Operations & Scheduling Committee  
Friday, January 9, 8:30 a.m.**

**Directors:** Jim Diaz, Tim Farley, Kerry Hillis  
**Staff:** Bill Churchill, Ruby Horta, Andrew Smith (remote), John Sanderson, Pranjal Dixit  
**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 December 5, 2025**

The Committee approved the minutes.

**4. BusAID Project Update**

Mr. Dixit informed the Committee that transit speed and reliability are being improved along Monument Boulevard through the MTC's BusAID program, supported by \$385,885 in federal OBAG 3 funding and a \$49,880 local match. The two-phase project includes optimizing bus stop spacing for ADA compliance and implementing Transit Signal Priority at eight intersections. He noted that designs are 80% complete and mentioned that, while the BPAC offered general support, staff is currently reviewing a requested change regarding the Meadow Lane stop closure. Bidding is scheduled for early 2026, with construction beginning that spring and full completion expected by June 2027.

In response to Director Hillis's inquiry regarding a potential BRT corridor and future impacts from the Concord Naval Weapons Station development, Mr. Churchill clarified that the project focuses on immediate, near-term solutions to improve transit speeds. Following the discussion, the Committee moved the item to the Board for review.

**5. NEMT Update**

Mr. Sanderson reported that the California Department of Health Care Services recently approved County Connection's application to become a Non-Emergency Medical Transportation (NEMT) provider. He informed the Committee that this service allows for Medi-Cal and Medicaid-funded trips to medical appointments, creating a new revenue source by enabling the agency to recoup costs for paratransit rides that were previously not reimbursed. He added that while staff is currently coordinating with state officials to establish program protocols, the immediate priority is identifying

eligible LINK paratransit and LIFE program users rather than expanding service beyond ADA passengers. In response to Director Hillis' inquiry regarding outreach to County Hospital, Mr. Churchill noted that while there is documented interest from the facility, the immediate priority is supporting existing paratransit riders to reduce their reliance on emergency services for medical transportation. Mr. Sanderson concluded by stating that the program is expected to become revenue-positive once full operations commence in 2026.

## **6. Monthly Reports**

### **a. Fixed Route**

Mr. Dixit presented the latest performance report, noting that ridership in November saw a slight year-over-year decline. He explained that productivity also dipped slightly because service was added to address on-time performance and operator break requirements rather than to increase frequency. He highlighted, however, that the number of missed runs has significantly improved.

Mr. Churchill emphasized that while the missed trip percentage remains above the established threshold, it is among the lowest compared to peer agencies in the Bay Area. He added that for a low-frequency network, missed trips have a profound impact on riders. Finally, Mr. Dixit noted that Clipper usage continues to trend upward, with numbers expected to rise further following the rollout of Clipper 2.0.

### **b. Paratransit**

Mr. Sanderson presented the paratransit service update, reporting that ridership in November saw an 8% year-over-year decline. He noted that while productivity and on-time performance (OTP) standards were successfully met, there was a measurable increase in customer complaints. He explained that the methodology for calculating OTP has been updated to include the drop-off window to provide a more comprehensive view of service quality. Additionally, he reported that the cost per trip has remained stable month-to-month but is 6% higher than the previous year, attributing this increase to the decline in ridership alongside static fixed costs, such as labor.

## **7. Committee Comments**

Director Hillis asked for list of dates for future meetings.

## **8. Future Agenda Items**

None

## **9. Next Scheduled Meeting**

The next meeting was scheduled for February 6, 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 9:37 a.m.

Minutes prepared and submitted by: Pranjal Dixit, Manager of Planning