

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, February 6, 2026

8:30 a.m.

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

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 January 9, 2026*
4. Adoption of CY2026 Meeting Calendar*
(Staff will request the committee adopt a meeting calendar for the remainder of CY2026)
5. Paratransit Service Area – Information Only*
(Staff will provide an update on the Paratransit Service Area)
6. Fixed Route Peer Agency Comparison – Information Only*
(Staff will provide an update on the service trend among other Bay Area peer agencies)
7. Award contract for leased tires and related services*
(Staff will request award of contract for leased tires and related services)
8. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
9. Committee Comments
10. Future Agenda Items
11. Next Scheduled Meeting – March 6, 2026
12. Adjournment

*Enclosure

FY2025/2026 O&S Committee:

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

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: 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 Board.

Oral public comments will also be accepted during the meeting in person. If you have anything that you wish to be distributed to the committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Availability of Public Records: This agenda, and all public records relating to an open session item on this agenda which are not exempt from disclosure pursuant to the California Public Records Act and are distributed to a majority of the legislative body, will be made available for public inspection by posting them to County Connection's website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, and provide disability-related modifications or accommodations including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at or 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 Manager of Planning, Pranjali Dixit, at 2477 Arnold Industrial Way, Concord, CA 94520 or dixit@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.

Bus Connections: Pleasant Hill City Hall is served by County Connection Routes 9, 16, and 18. Maps and schedules are available on the County Connection website at <https://countyconnection.com/routes/>.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, February 19, 9:00 a.m. County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Administration & Finance Committee:	Wednesday, March 4, 9:00 a.m. County Connection Administrative Offices 2477 Arnold Industrial Way, Concord, CA 94520
Advisory Committee:	Thursday, March 5, 1:30pm County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Marketing, Planning & Legislative Committee:	Thursday, March 5, 8:30 a.m. Lamorinda Office of County Supervisor Candace Andersen 3338 Mt. Diablo Blvd, Lafayette, CA 94549
Operations & Scheduling Committee:	Friday, March 6, 8:30 a.m. Pleasant Hill City Hall, Small Community Meeting Room 100 Gregory Lane, Pleasant Hill, CA 94523

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.

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, 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

To: Operations & Scheduling Committee

Date: January 30, 2026

From: Pranjal Dixit, Manager of Marketing & Communications

Reviewed by: AMS

SUBJECT: Adoption of CY2026 Meeting Calendar

Background:

To plan regular Operations & Scheduling Committee (O&S) meetings in advance, staff is seeking to set a meeting calendar for the remainder of calendar year (CY) 2026.

Additional Information:

Below is a list of the regularly scheduled meeting dates for the remaining O&S meetings in CY2026 (first Friday of each month). Staff is seeking confirmation that there are no—or minimal—scheduling conflicts for O&S members. Staff have reviewed the calendar for any major religious holidays and notes that, this year, Passover begins on the evening of April 1 and ends on the evening of April 9.

Once the Committee adopts the meeting calendar, staff will post it on the County Connection website. All meetings are scheduled to be held at Pleasant Hill City Hall, Small Community Meeting Room, 100 Gregory Lane, Pleasant Hill, CA, and begin at 8:30 am.

- Friday, March 6, 2026
- Friday, April 3, 2026
- Friday, May 1, 2026
- Friday, June 5, 2026
- Friday, July 10, 2026
- Friday, August 7, 2026
- Friday, September 4, 2026
- Friday, October 2, 2026
- Friday, November 6, 2026
- Friday, December 4, 2026

Financial Implications:

None.

Recommendation:

Review the proposed meeting dates and make changes as necessary.

Action Requested:

Adopt the O&S meeting calendar for the remainder of CY2026.

Attachments:

None.

To: Operations & Scheduling Committee

Date: January 26, 2026

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *W.C.*

SUBJECT: LINK Paratransit Service Area

Background:

Title II of the Americans with Disabilities Act (ADA) of 1990 requires all public transit operators in the United States to provide specialized, adaptive transportation “complementary” to their fixed route transit offerings for individuals who have disabilities that prevent them from independently using the fixed route transit network some or all of the time. This specialized service is generally known as “ADA paratransit” or simply “paratransit.” Although federally mandated, ADA paratransit service is typically not federally funded.

The basic requirement for transit agencies to provide ADA paratransit service is codified in Title 42 of the United States Code (42 USC §12143) and is implemented in detail by the Federal Transit Administration (FTA) Title 49 of the Code of Federal Regulations (49 CFR §37.131). To meet these obligations, County Connection operates the County Connection LINK paratransit program. Due to long-developing service challenges that accelerated during the COVID-19 pandemic, as well as the current uncertainty about Bay Area transit funding for the foreseeable future, an updated Board policy regarding the LINK paratransit service area will provide a structured direction when addressing service needs.

ADA Paratransit Basics:

49 CFR §37.131 dictates that ADA paratransit programs must satisfy a variety of criteria, including:

- Service must be provided “to origins and destinations within corridors with a width of three-fourths [$\frac{3}{4}$] of a mile on each side of each fixed route”
- Service must be provided during the same days and hours as the fixed route is in operation
- Pickup times may be negotiated up to one hour before or after the time requested by the rider
- Riders can book trips up to the close of business the day before their scheduled pickup
- Fares cannot exceed two times the operator’s undiscounted adult fare (for example: County Connection’s adult “cash” fare is \$2.50, therefore the LINK fare can be up to \$5.00, per one-way trip)
- Service cannot be restricted or prioritized in any way according to trip purpose, and
- Service must be provided free of “capacity constraints” including “any operational pattern or practice that significantly limits the availability” of the service to eligible riders

In addition to the criteria outlined above, the regulations do permit operators to offer “premium” paratransit service that exceeds ADA paratransit requirements, provided that “providing premium

service does not lead to lower service quality for riders using the regular complementary paratransit service.”

County Connection LINK History and Service Area:

Following passage of the ADA, County Connection LINK was created by Board Action in May 1990, via a planned consolidation of several pre-existing local programs. At that time, the LINK service area consisted of a hand-drawn map divided into five fare zones, and operating hours were limited to 8:00 AM to 5:00 PM, Monday through Friday, with no service available on weekends (see Attachment A). Since 1990, federal guidance has advanced significantly, most recently in the form of FTA Circular 4710.1 Americans with Disabilities Act (ADA): Guidance in 2015.

County Connection LINK operates seven days a week during roughly the same hours as County Connection’s fixed route buses. However, LINK also provides service well beyond the federally required ¼ mile service area. In November 2005, the Board adopted resolution 2006-22, which defined the LINK service area as extending 1½ miles on either side of each County Connection bus route, in accordance with a little-used option included in 49 CFR §37.131: “Outside of the core service area, the entity may designate corridors with widths from three-fourths [¾] of a mile up to one and a half [1½] miles on each side of a fixed route, based on local circumstances” (see Attachment B) Over the past 20 years, in response to various community needs, service has also increasingly been provided beyond even the 1½ mile boundary – particularly since the start of the COVID-19 pandemic (See Attachment C).

In FY25, County Connection spent approximately \$482,000 providing LINK paratransit service outside of the federally mandated ¼ mile service area. Table 1 provides a month-by-month breakdown for Fiscal Year 2024/25 of LINK paratransit trips: a) within ¼ of a mile (Required), b) between ¼ and 1 ½ miles (Optional), and c) more than 1 ½ miles (Premium) from County Connection’s fixed bus routes.

Table 1:

FY25	Within ¼ Mile - Required			¾ to 1½ Miles - Optional			Beyond 1 ½ Mile - Premium		
	Trips	Hours	Cost	Trips	Hours	Cost	Trips	Hours	Cost
Jul	7,527	6,769	\$733,284.07	300	323	\$29,226.15	83	101	\$8,085.90
Aug	8,144	6,593	\$728,270.12	321	284	\$28,705.15	122	145	\$10,909.74
Sep	7,983	6,259	\$708,999.61	282	251	\$25,045.46	140	131	\$12,433.92
Oct	8,736	6,949	\$765,574.67	263	236	\$23,047.86	128	140	\$11,217.21
Nov	7,326	5,999	\$673,398.36	257	157	\$23,623.17	152	148	\$13,971.68
Dec	7,434	6,280	\$690,104.41	302	217	\$28,034.91	142	125	\$13,181.98
Jan	8,068	6,718	\$728,112.65	219	145	\$19,764.09	169	191	\$15,251.74
Feb	7,403	6,421	\$702,174.19	323	242	\$30,636.53	146	154	\$13,848.09
Mar	8,031	6,546	\$720,214.56	377	271	\$33,809.10	162	172	\$14,528.05
Apr	8,256	6,183	\$706,179.99	333	192	\$28,483.28	161	167	\$13,771.19
May	7,883	5,859	\$680,058.95	308	178	\$26,570.87	167	158	\$14,406.93
Jun	7,530	5,599	\$661,019.77	362	212	\$31,778.11	137	137	\$12,026.52
Total	94,321	76,175	\$8,497,391.36	3,647	2,706	\$328,724.68	1,709	1,770	\$153,632.96

At present, County Connection’s ability to provide LINK service is such that providing premium service outside of the federally mandated ¼ mile or the Board designated 1½ mile service area does not

noticeably impact the service quality within the ¾ mile boundary. However, unlike fixed route bus service, where increased ridership tends to increase the productivity of existing service, increased demand for paratransit trips translates directly to additional vehicles and drivers deployed, at significant cost to the operator.

New Service Area Policy:

While there is no federal mandate for County Connection to provide fixed route bus service in any given place or time, there is such a mandate for LINK paratransit, and care must be taken to ensure that future LINK program developments remain compliant while also effectively meeting County Connection’s evolving needs. A clearly defined Board-approved service area policy can help distinguish between County Connection’s federally mandated ADA paratransit service and other programs, provide the underlying policy framework needed to control costs by rapidly scaling operations in the event of a sudden loss of revenue or spike in paratransit demand, and safeguard the authority against the potential loss of federal funding in the event that trip demand begins to outstrip resources. A new policy will also equip staff with essential tools to seek outside funding for the paratransit-adjacent non-ADA accessible mobility services that County Connection is increasingly called upon to provide. County Connection is therefore in need of a comprehensive service area policy to guide operations, mitigate systemic risk, and support future funding applications.

Financial Implications:

To be determined based on feedback.

Recommendation:

None – Information Only

Action Requested:

None – Information Only

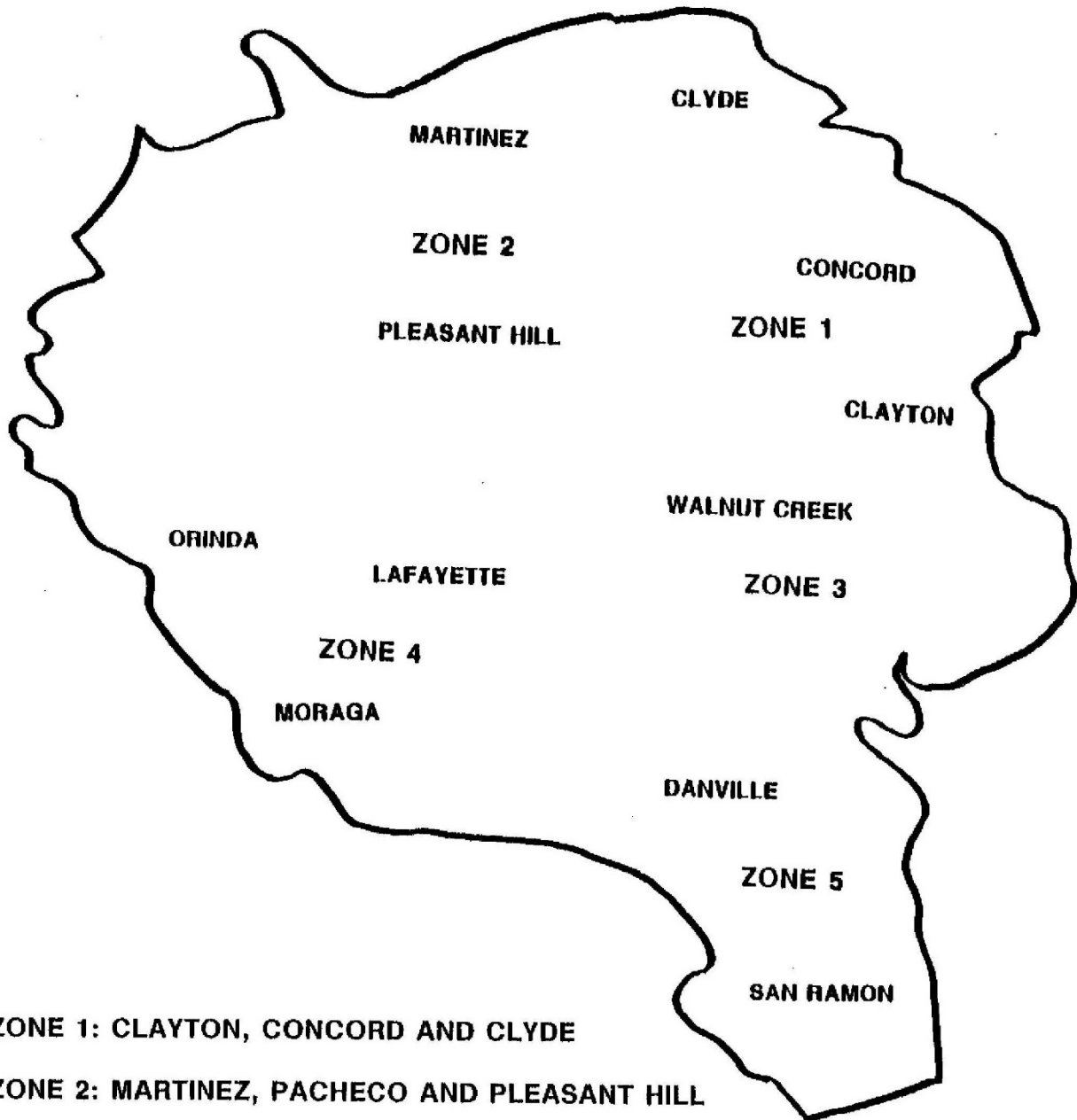
Attachments:

Attachment A: County Connection LINK 1990 Service Area Map

Attachment B: County Connection LINK 1½ Mile Service Area Boundaries Map (per 2005 Policy)

Attachment C: County Connection LINK 2025 de-facto Post COVID-19 Service Area Map

Attachment A: County Connection LINK 1990 Service Area Map



ZONE 1: CLAYTON, CONCORD AND CLYDE

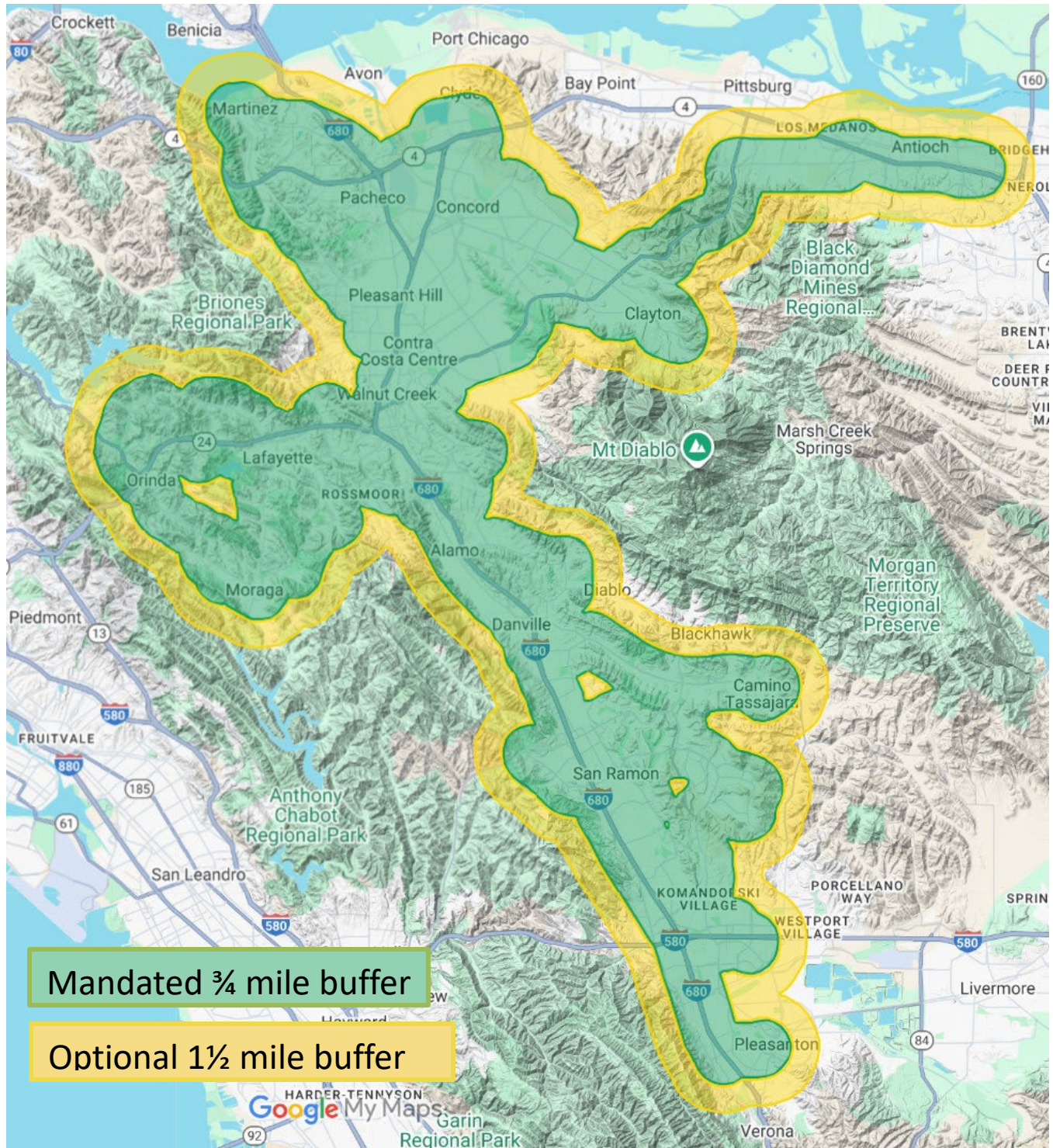
ZONE 2: MARTINEZ, PACHECO AND PLEASANT HILL

ZONE 3: WALNUT CREEK

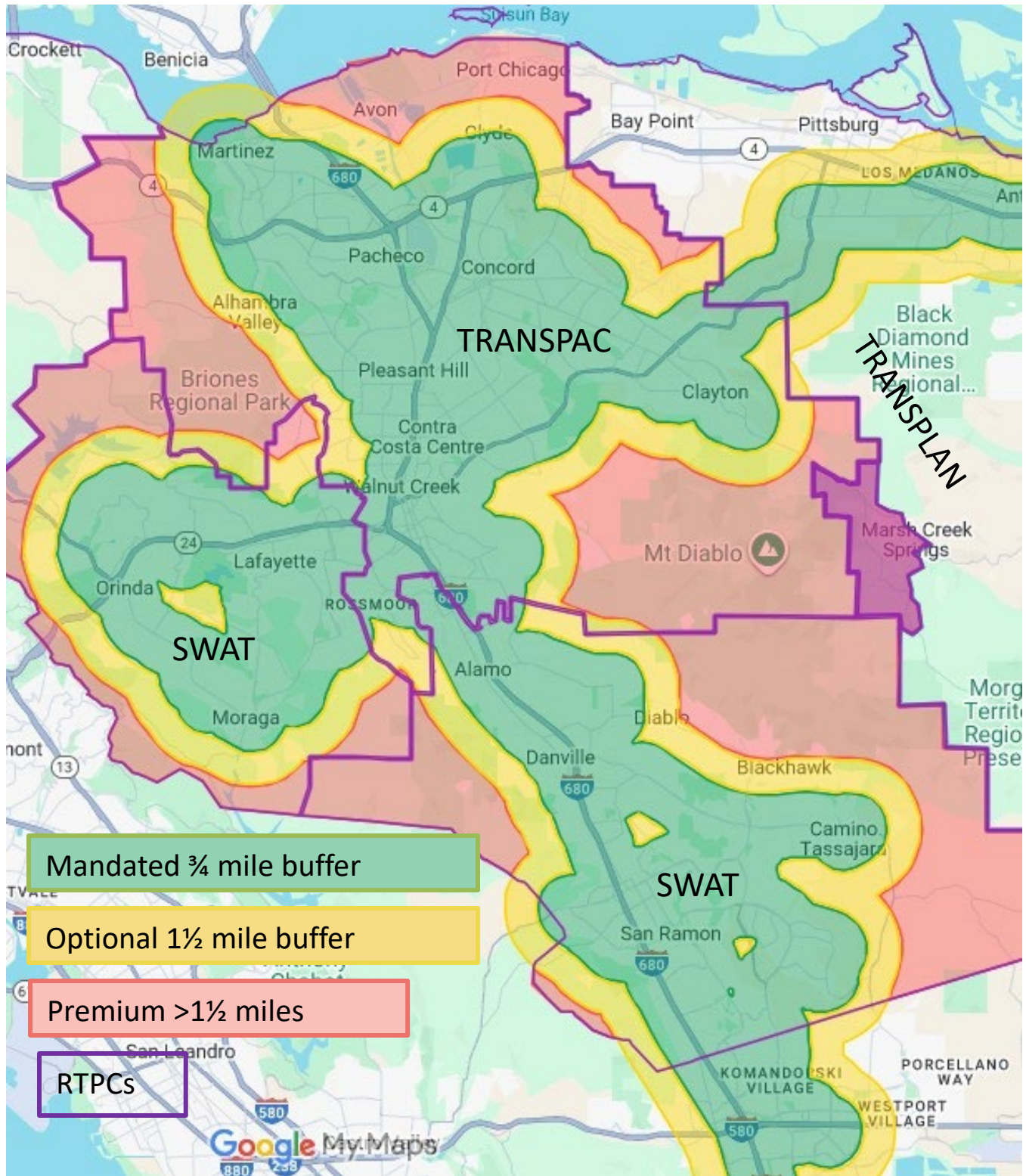
ZONE 4: LAFAYETTE, MORAGA AND ORINDA

ZONE 5: DANVILLE, ALAMO AND SAN RAMON

Attachment B: County Connection LINK 1½ Mile Service Area Boundaries Map (per 2005 Policy)



Attachment C: County Connection LINK 2025 de-facto Post COVID-19 Service Area Map



To: Operations & Scheduling Committee

Date: January 30, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Peer Agency Comparison

Background:

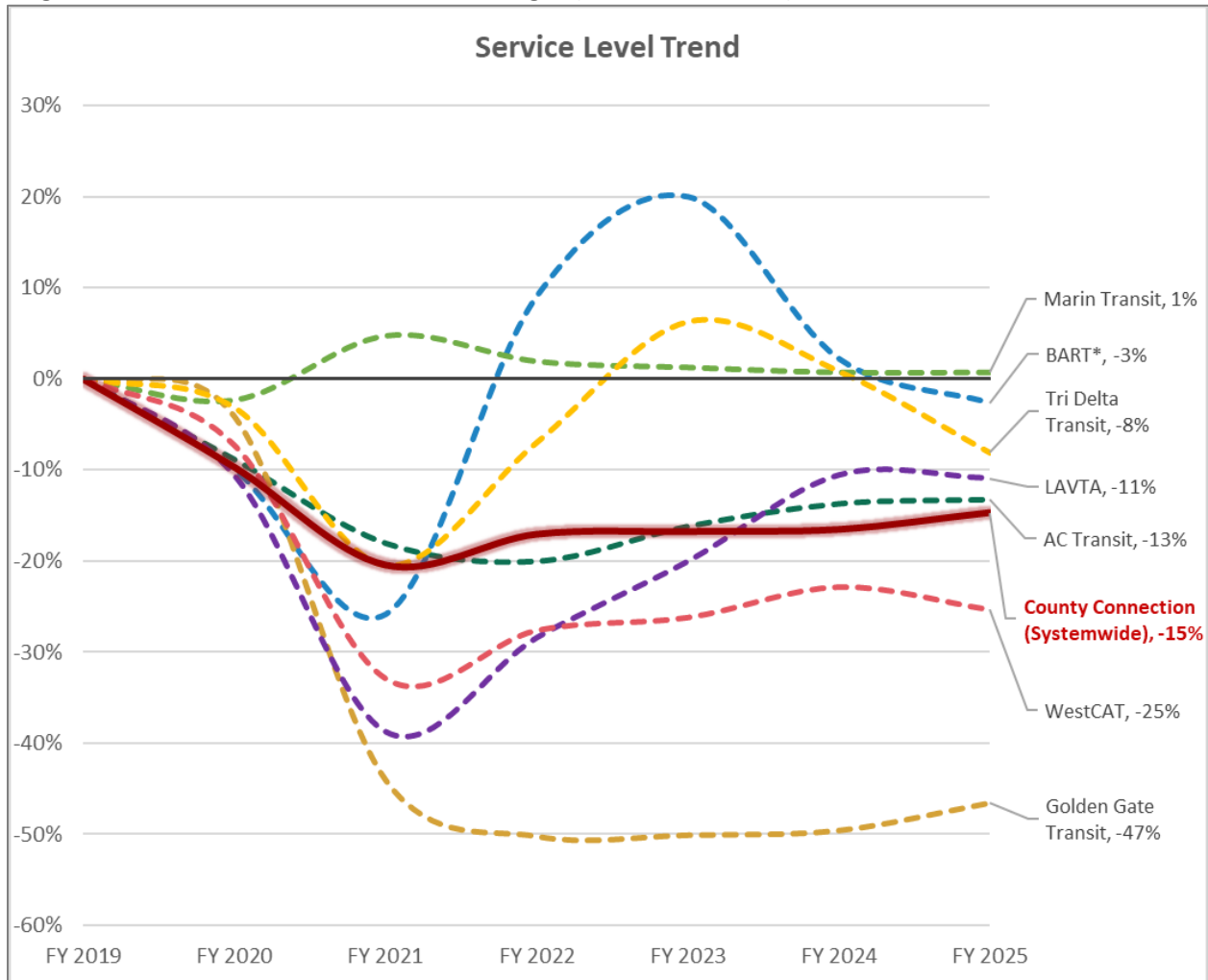
Bay Area transit ridership endured a drastic and uneven decline during the COVID-19 pandemic. While experiencing a slight downward trend pre-pandemic, the implementation of stay-at-home orders in March 2020 triggered a precipitous drop of over 74% regionwide, from 41.4 million passenger trips per month to under 10.4 million by the end of Fiscal Year (FY) 2021. However, this decline was not uniform, with commuter-focused routes facing the most significant impacts. As restrictions eased, ridership gradually recovered but still remains at only 64% of pre-pandemic levels regionwide, highlighting the ongoing challenge. Notably, the nature of this recovery has been vastly different for suburban transit agencies like County Connection, Tri Delta Transit, WestCAT, and Tri-Valley Wheels (LAVTA), compared to urban-centric agencies like Muni, AC Transit, SamTrans, and VTA.

Service Levels:

In response to the pandemic's impact on ridership, Bay Area bus operators implemented multiple service adjustments between 2020 and 2023. County Connection, for example, initially reduced service in response to low ridership and operator availability, and prioritizing access to essential jobs and services over peak-hour frequency. Notably, Marin Transit took a contrasting approach, increasing local service to address social distancing by reducing passenger density, highlighting the diverse strategies adopted by various agencies. Following an initial cut in service, BART expanded its service, driven largely by the opening of the Berryessa/North San José extension; however, service levels have more recently been adjusted to better align with demand.

With the gradual return to normalcy, service restorations began in FY 2022. County Connection reinstated school services and reallocated resources to routes along the Monument Corridor and other high ridership areas, boosting local and weekend services in low-income and minority communities. Tri Delta Transit, on the other hand, initially expanded service with the opening of the Oakley Park & Ride facility but later reduced their service in response to lower demand. Meanwhile, LAVTA implemented a comprehensive service realignment based on community feedback to optimize coverage and better balance service levels across its service area. Facing continued remote work trends, Golden Gate Transit, with its historically commuter-focused route structure, has opted to maintain service levels close to those first implemented at the start of the pandemic. These trends are shown in Figure A below, which also includes AC Transit and WestCAT.

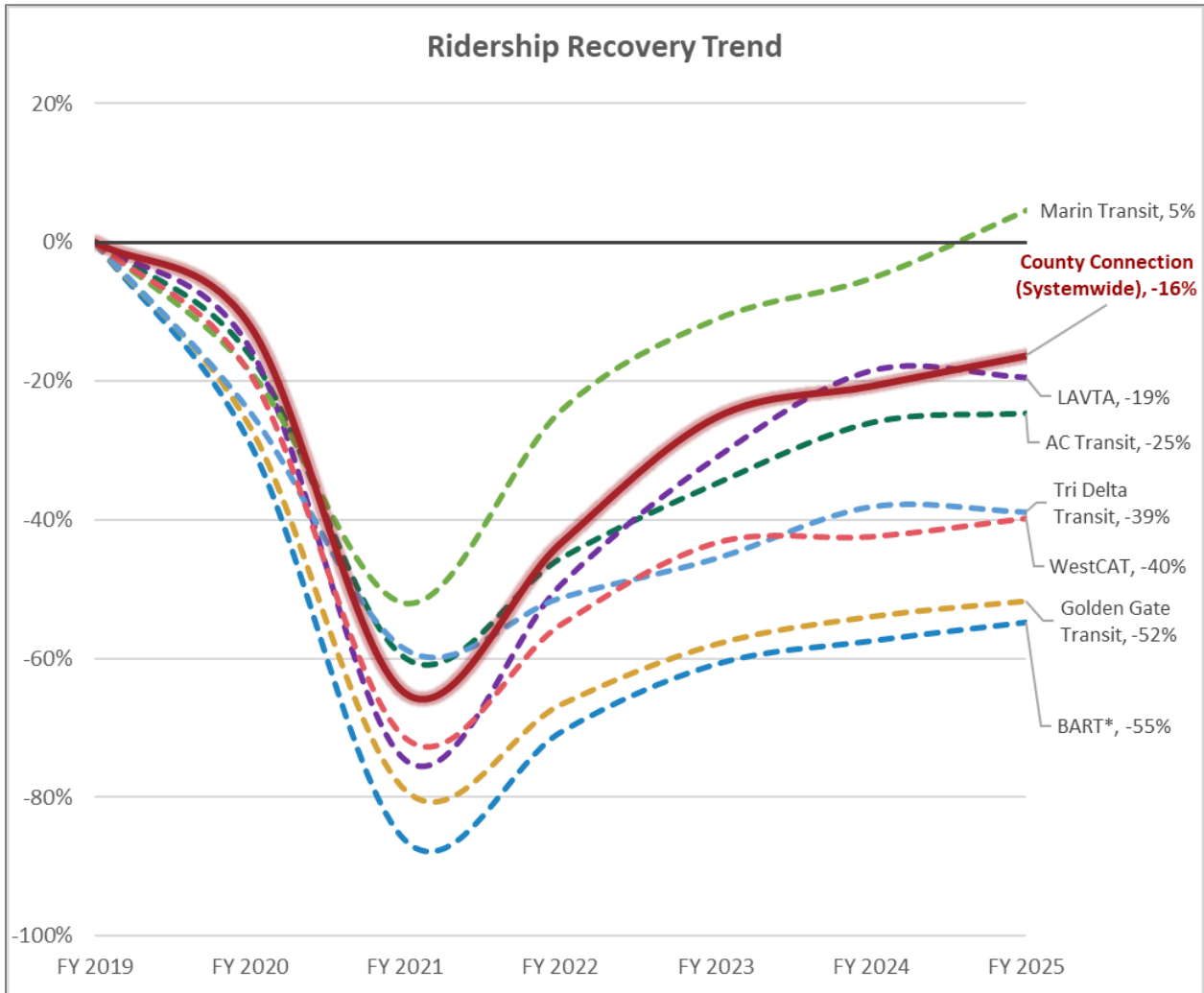
Figure A: Post-Pandemic Service Level Changes (FY 2019 - FY 2025)



Ridership:

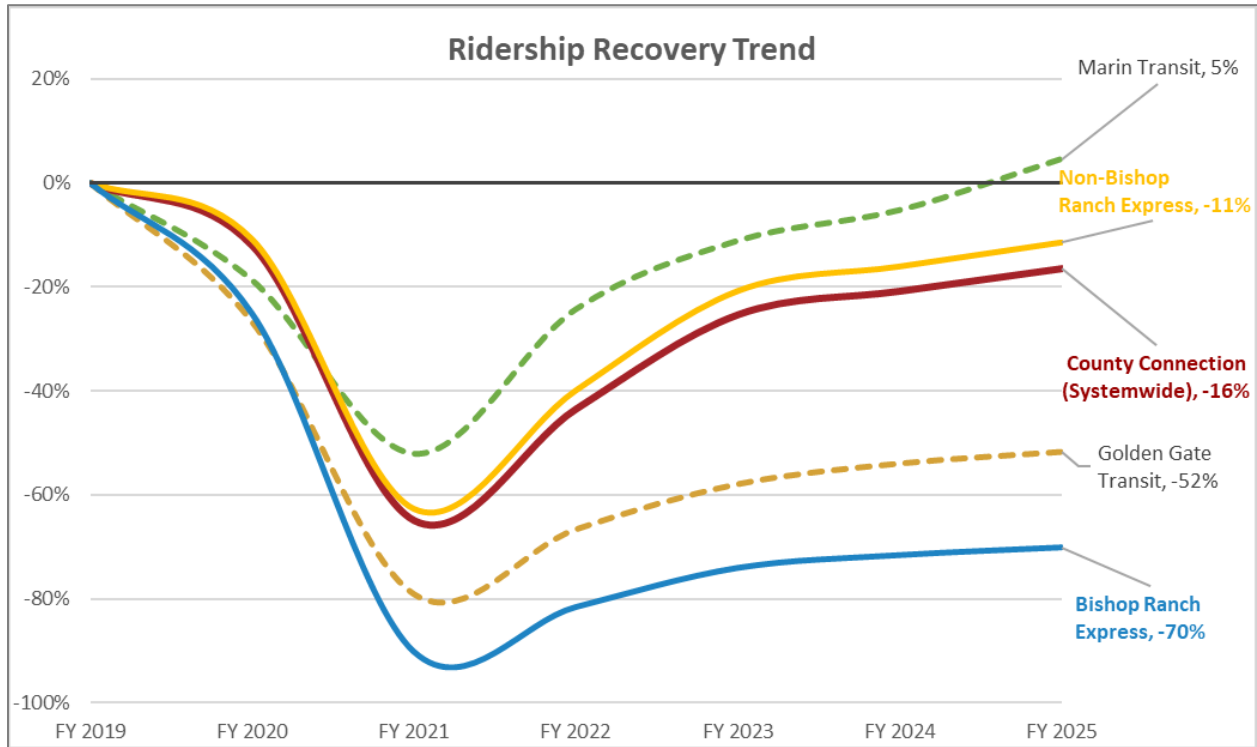
In March 2020, ridership dropped across all transit systems at the onset of the shelter-at-home order as business closed and many office commuters started working remotely. The pandemic also highlighted social inequities, as essential workers, who are disproportionately low-income and minority, continued to rely on transit throughout pandemic. Now almost six years since the start of the pandemic, the demand for commuter service remains low but the demand for local and weekend service continues to rise. As demonstrated in Figure B below, this dynamic landscape underscores the ongoing adaptation of Bay Area bus operators to evolving needs, with a growing focus on serving low-income and minority communities disproportionately affected by the pandemic and service reductions.

Figure B: Post-Pandemic Ridership Recovery (FY 2019 - FY 2023)



Marin Transit and Golden Gate Transit offer an interesting point of comparison to County Connection’s own service. The service areas of these two transit agencies overlap, with Marin Transit’s route structure oriented around local routes, and Golden Gate Transit’s oriented around longer-distance commute-oriented routes. While Marin Transit’s ridership has exceeded pre-pandemic levels due to its focus on local all-day service, Golden Gate Transit continues to feel the effects of a reduced San Francisco commute demand. County Connection exhibits a similar trend when comparing its local and commuter express services. While our peak-hour express service to Bishop Ranch (Routes 92X, 95X, 96X, and 97X) follows the same weak trend seen at Golden Gate Transit, our local routes mirror the strong growth observed by Marin Transit, as illustrated in Figure C below.

Figure C: Post-Pandemic Ridership Recovery (Marin Transit/Golden Gate Transit vs. County Connection)



To better serve the I-680 corridor, staff is actively planning to restructure County Connection’s express routes to better serve current demand. In partnership with LAVTA, County Connection intends to shift these routes to an all-day model, effectively bridging the 'rail gap' between the Walnut Creek and Dublin/Pleasanton BART stations while maintaining vital commute-hour support.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None.

To: Operations & Scheduling Committee

Date: January 30, 2026

From: Amber Johnson, Chief Financial Officer

Reviewed by: WC.

SUBJECT: Award Contract for Leased Tires and Related Services

Background:

Central Contra Costa Transit Authority leases the tires on the revenue vehicles. Every five (5) years, the maximum term allowed by the Federal Transit Administration, County Connection goes to bid for a renewal contract.

Procurement of Leased Tires and Related Services:

County Connection utilizes a contract for the continued supply of tires for the revenue buses. The advantage to having a tire company under contract for the supply of tires provides County Connection with a guarantee of tires in the event of a materials shortage to produce bus tires.

An Invitation for Bids (IFB) was issued on November 10, 2025, to seek a new contract for this service. On the bid opening date of December 18, 2025, two bids were received:

1. Goodyear Tire & Rubber Co. (incumbent) in the amount of \$1,387,654.85.
2. Michelin North America, Inc. in the amount of \$1,880,785.92.

Financial Implications:

Tires:

The IFB response by Goodyear contains fixed rates for each of the five years of the contract period. The rates for tires for the first year of the contract are as follows:

- Tires on the 35' and 40' coaches: \$0.00740/mile
- Tires on the 29' coaches: \$0.0080/mile
- Tires on the electric trolleys: \$0.01750/mile

Service:

The rate for service for the first year of the new contract is \$9,250/month, an increase of \$470/month over the previous contract. After the first year, the bid submitted by Goodyear lists the following percentage increases:

- Second Year .97% for Tires and .96% for Service
- Third Year .97% for Tires and .96% for Service
- Fourth Year .97% for Tires and .96% for Service
- Fifth Year .97% for Tires and .96% for Service

Recommendation:

Staff is recommending that the Committee proceed with approving the lowest bid and requesting the Board of Directors to authorize the General Manager to enter a contract with Goodyear for a five (5) year contract for Leased Tires and Related Services.

Action Requested:

The O&S Committee recommend to the Board of Directors at its February 19, 2025, meeting, the award of a contract by County Connection to The Goodyear Tire & Rubber Company for a five (5) year period at the guaranteed rates specified in their bid for Leased Tires and Related Services.

Attachments:

None.

To: Operations & Scheduling Committee

Date: January 30, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for December 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	218,702	227,644	
Average Weekday	8,994	9,514	
Pass/Rev Hour	13.2	14.1	Standard Goal > 17.0
Missed Trips	0.68%	0.70%	Standard Goal < 0.25%
Miles between Road Calls	33,708	28,484	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was lower in December 2025 (8,994 passengers) than the previous month of November 2025 (9,604 passengers) and is 0.3% higher than December 2024 (8,963 passengers).

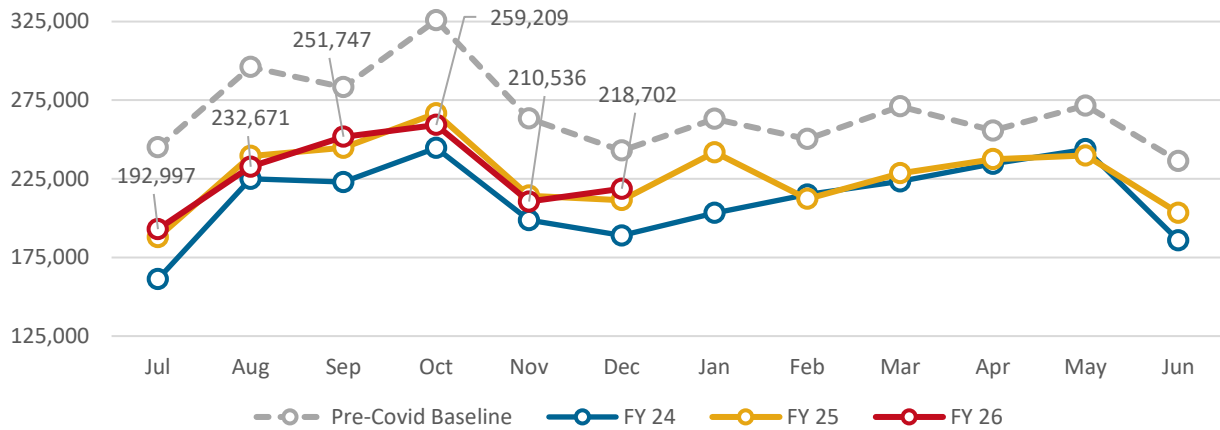
Productivity is a measurement of the average number of passengers per hour of revenue service. In December this was 13.2, which is lower than the previous month (14.1) and equal to December 2024 when passengers per hour was also 13.2.

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 December was 0.68%, which is higher than the prior month when it was 0.36%.

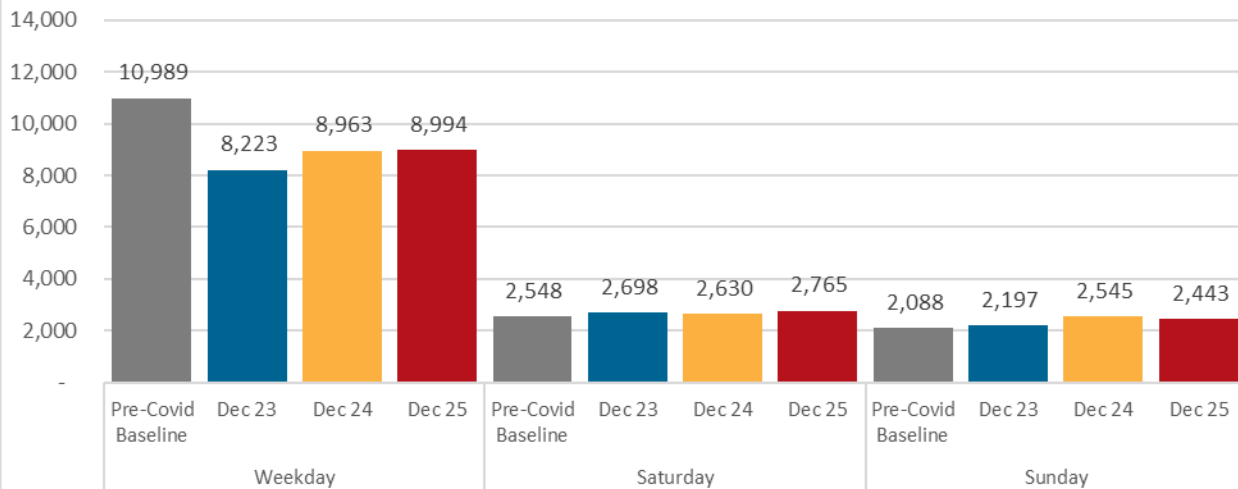
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,708 miles in December, higher than the prior month in which there were 33,269 miles between road calls. The rolling 12-month average is 30,944 miles between road calls.

Of a total 218,702 passengers, 123,248 passengers had the potential to use a Clipper card aboard County Connection since 101,349 either used an employer or school pass or were on a free route. About 82.2% of the 123,248 potential Clipper card users paid using Clipper during this month.

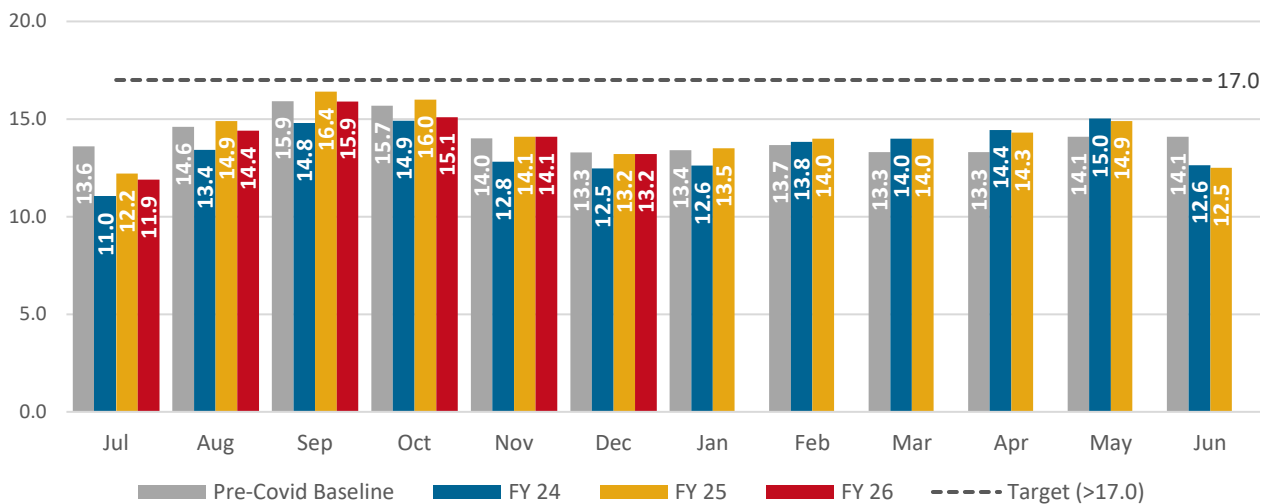
Total Monthly Fixed Route Ridership

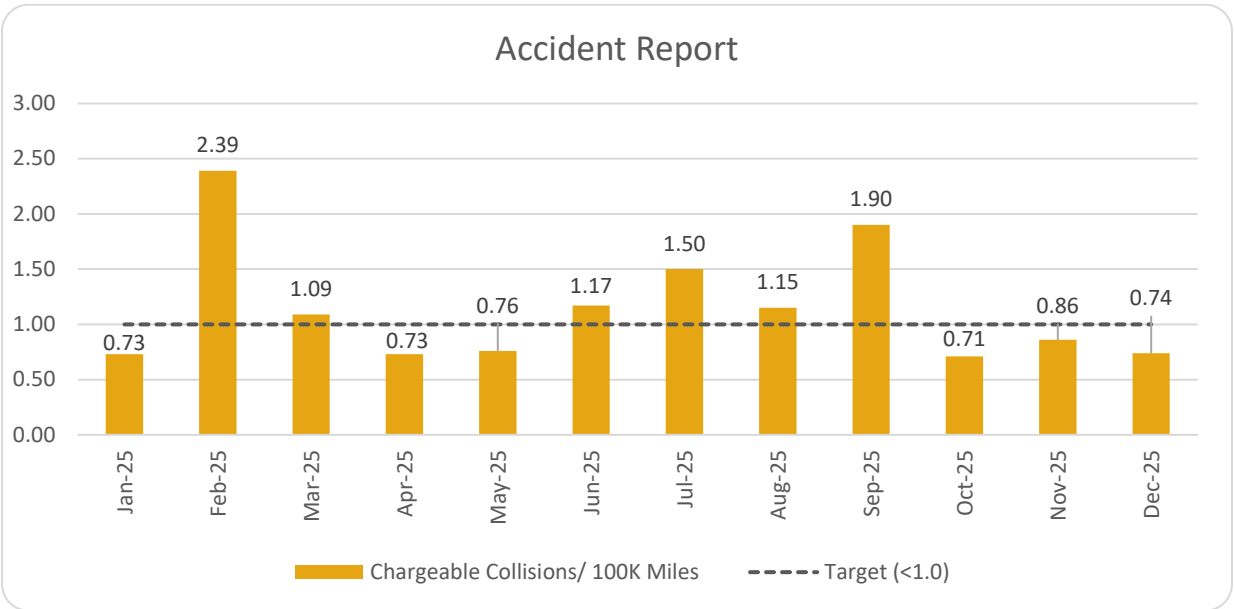
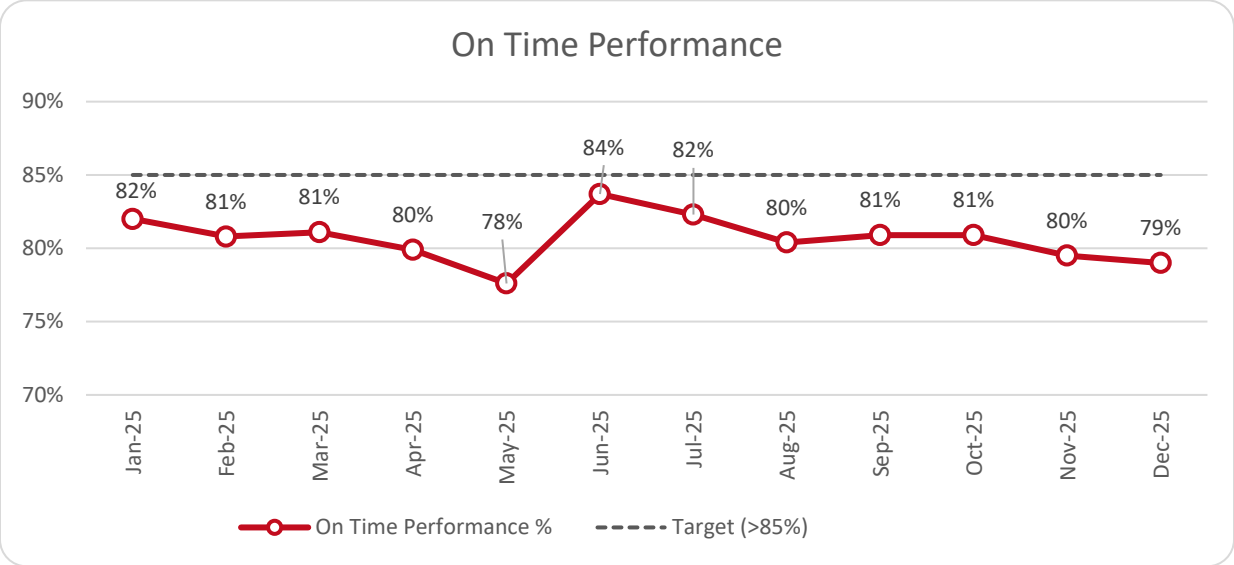
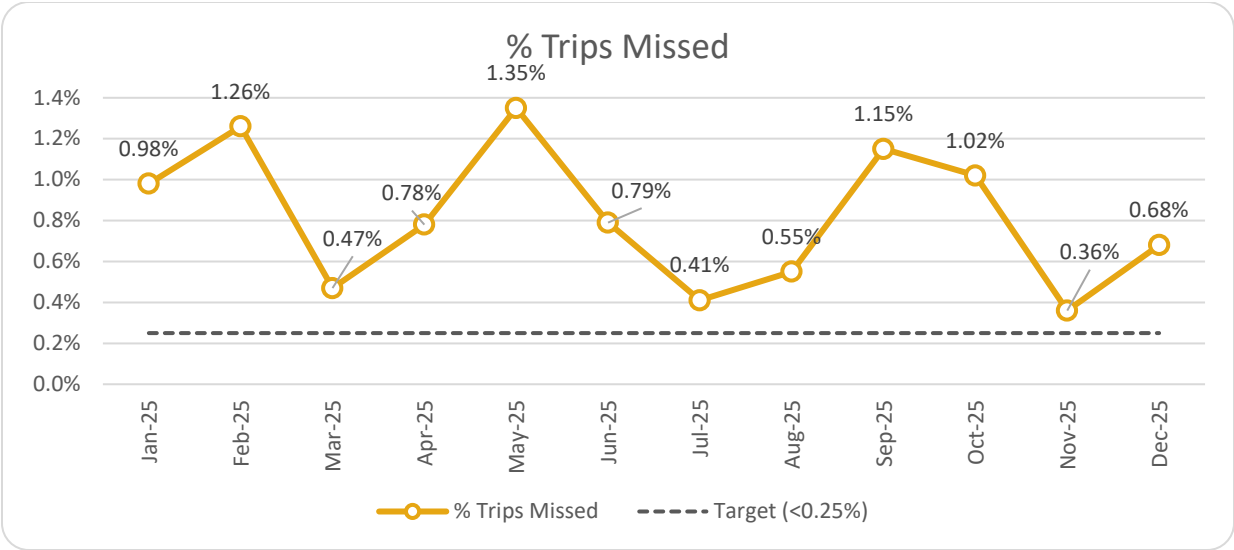


Average Daily Ridership Comparison

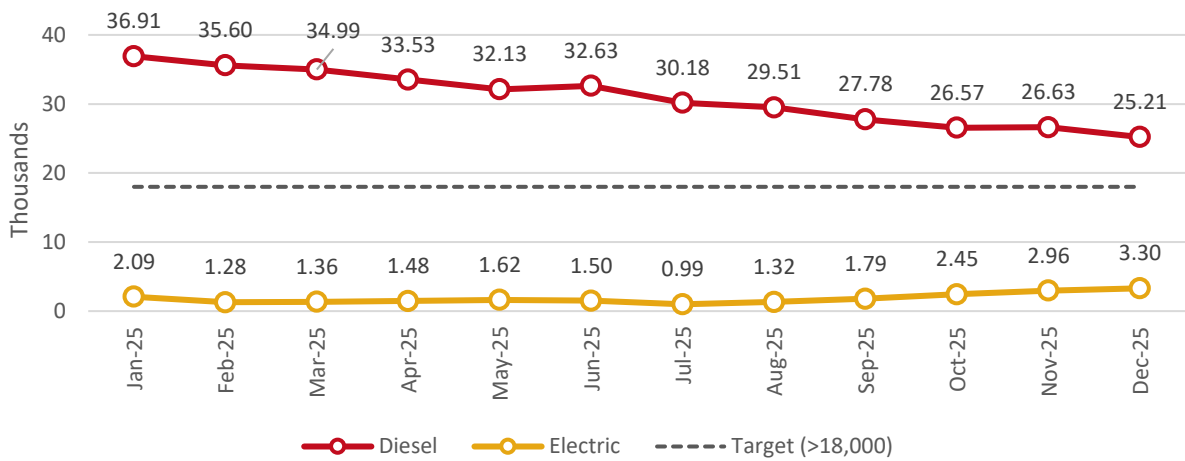


Passengers/Revenue Hour

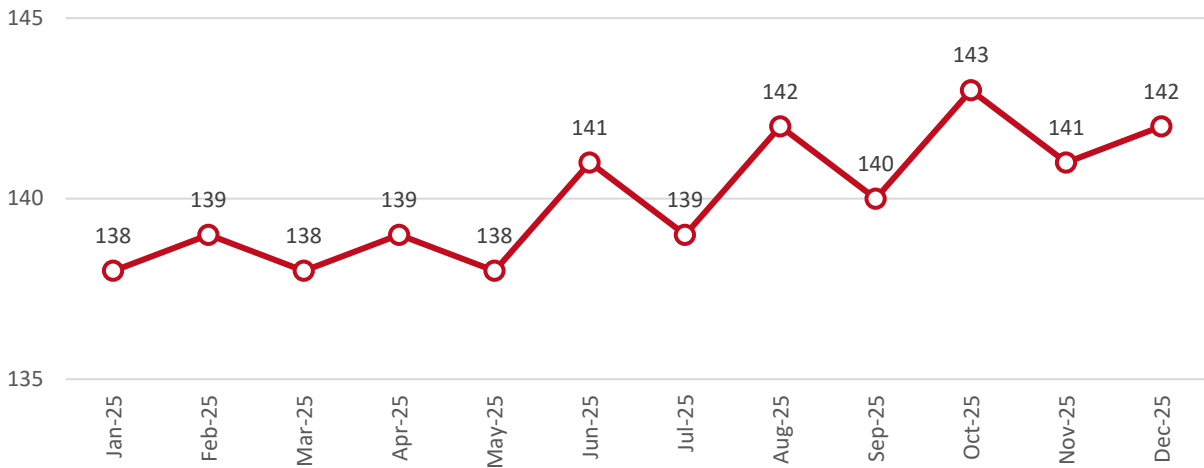




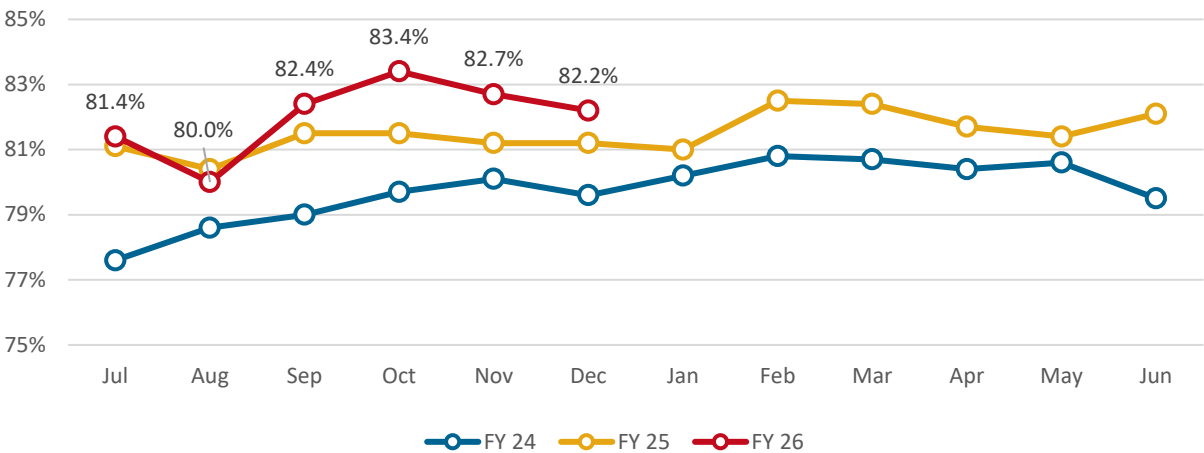
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: January 27, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – December 2025

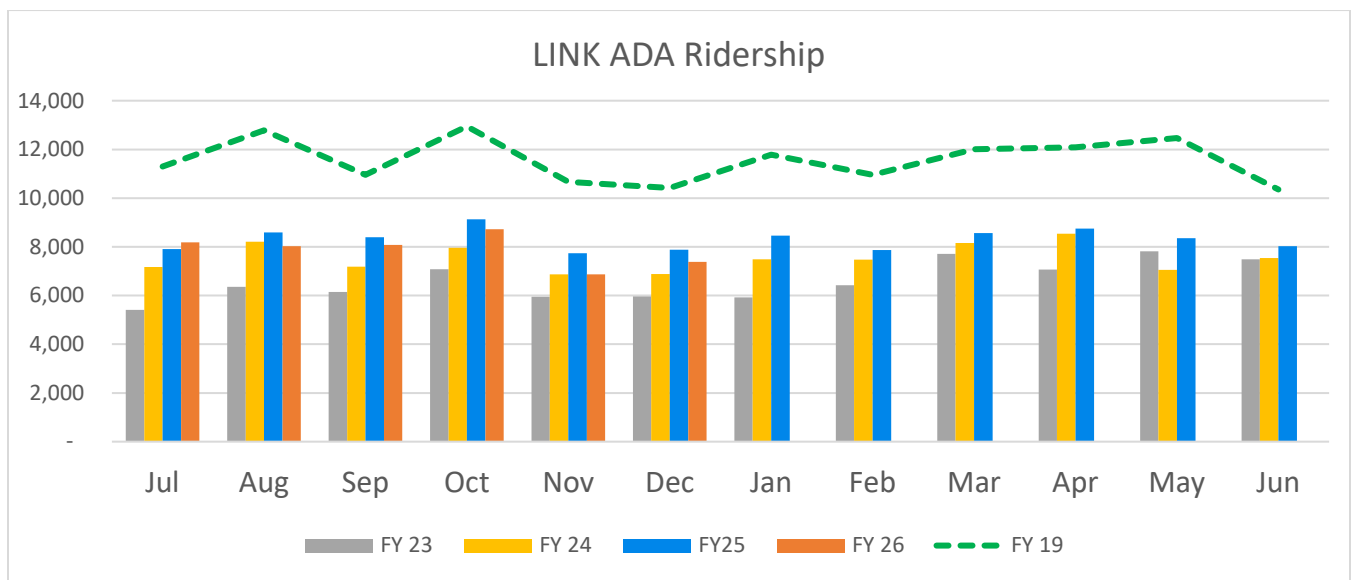
Background:

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 December 2025.

December 2025 Performance Report:

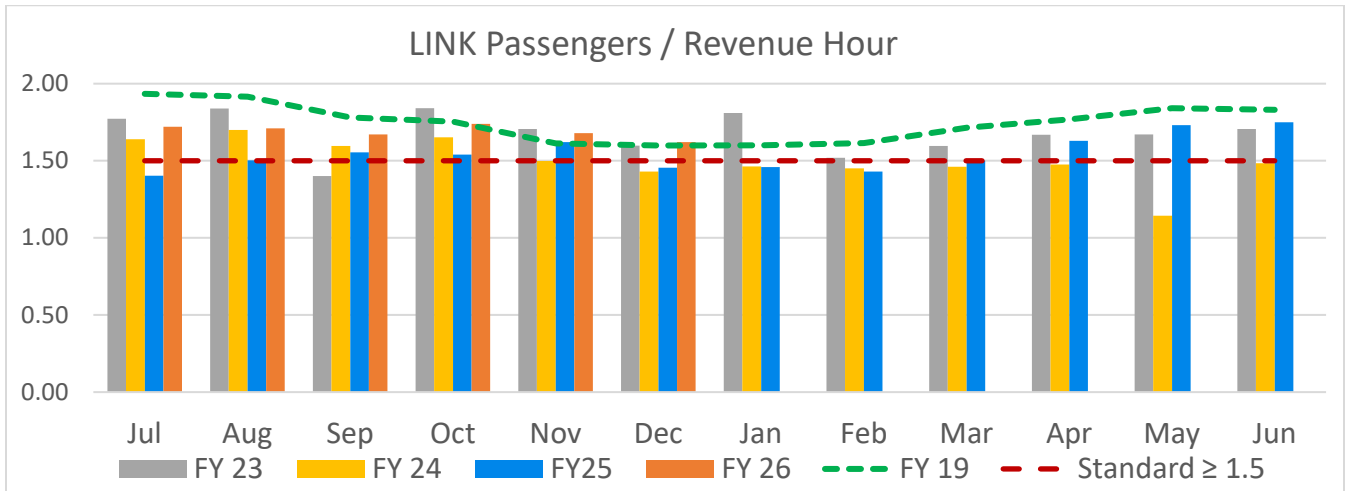
Ridership:

In December 2025, LINK recorded approximately 7,385 ADA paratransit trips. This reflects a 6.3% decrease from December 2024. Despite the decline, ridership remained about 7.3% higher than December 2023 and roughly 24% above December 2022, indicating continued recovery and sustained demand for ADA paratransit services. Overall, December 2025 ridership was approximately 29% below pre-pandemic December 2018 (FY19) levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—December 2025 ridership reaches approximately 89% of pre-pandemic levels.



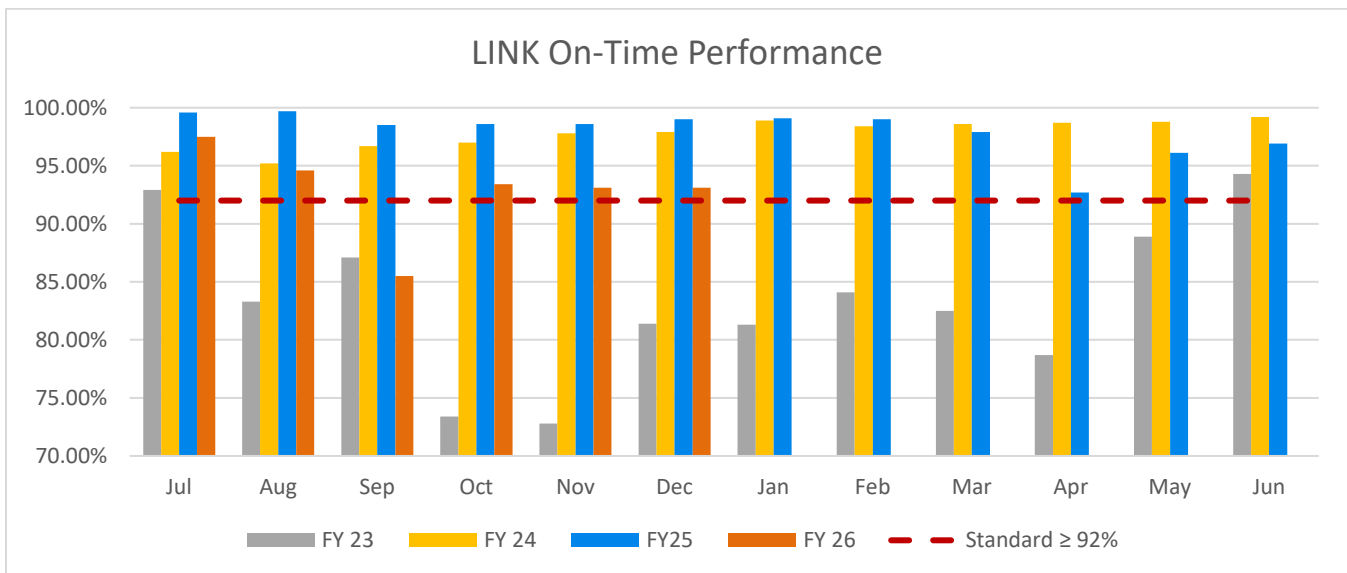
Productivity:

LINK transported 1.62 passengers per revenue hour in December 2025 — above the contractual minimum of 1.5 passengers per hour.



On-time Performance:

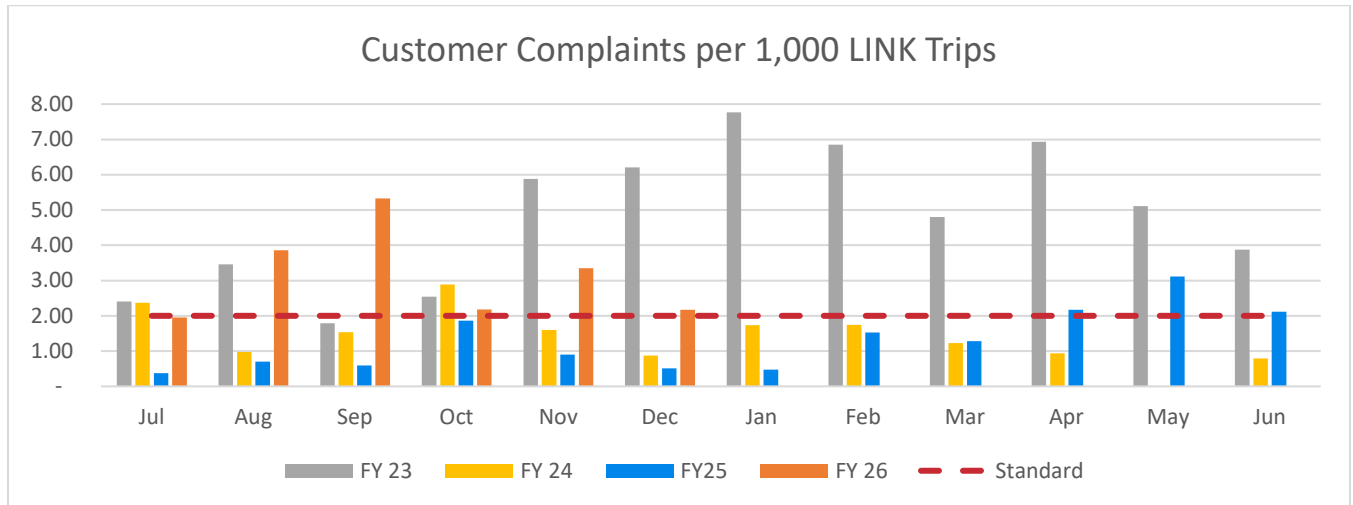
A trip is considered “on time” when the vehicle arrives within the designated 30-minute pickup window. Performance in December exceeded the contractual standard of 92%, with a reported OTP of 93.1%. While December remained compliant with service requirements, performance remained below the stronger results reported earlier in FY26 and for prior years. Staff continue to work closely with the contractor to improve on-time performance, supported by enhanced training for dispatchers and other support staff to strengthen trip data validation.



Customer Satisfaction:

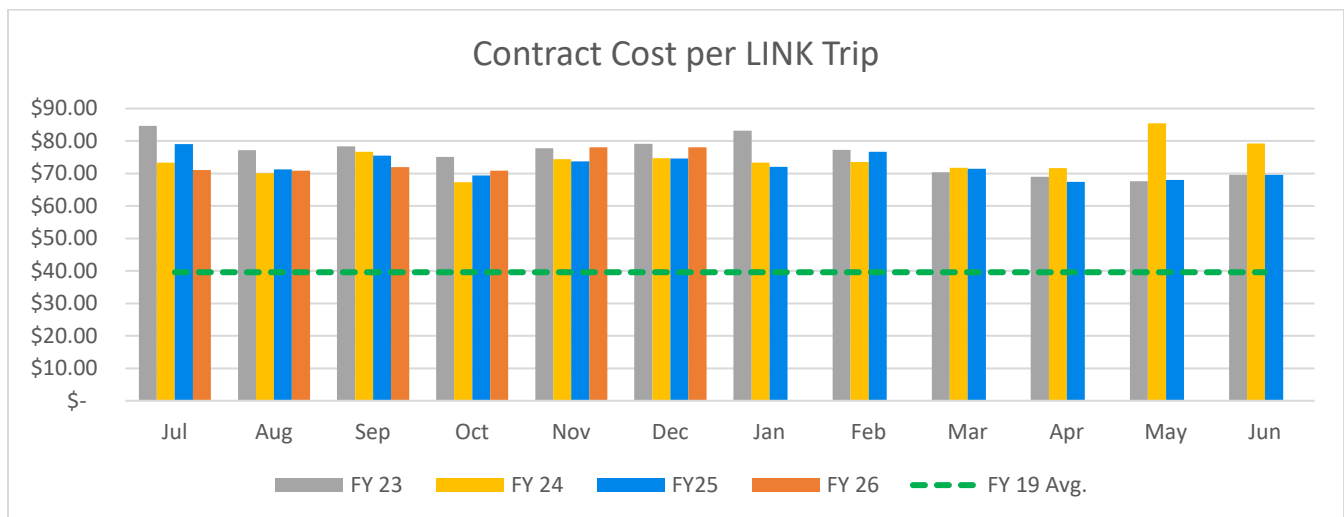
In December 2025, LINK recorded approximately 2.17 customer complaints per 1,000 trips, exceeding the performance standard of 2.0 complaints per 1,000 trips and representing an increase from December 2024, when the rate was under 1.0 complaint per 1,000 trips. Most complaints related to late arrivals at

pickup locations or destinations. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 9 to 1, with many riders commending operators for their courtesy and professionalism.



Financial Implications:

The average contract cost per passenger trip during the month of December was \$78.07 — a slight increase compared to the prior month (\$78.01) and a 4.6% increase from the same period last year. 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.