

County Connection

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

Summary Minutes Operations & Scheduling Committee Friday, August 7, 2026, 8:30 a.m.

Directors: Jim Diaz, Tim Farley, Kerry Hillis
Staff: Bill Churchill, Ruby Horta, Amber Johnson Andrew Smith, John Sanderson, Pranjal Dixit, Rosa Noya
Public: Justin Repp

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

Mr. Repp addressed the adverse impact of the updated Route 18 schedule, specifically highlighting increased wait times for students at College Park High School and Valley View Middle School. He urged staff to revise the schedule to shorten student wait times.

3. Approval of Minutes of June 5, 2026

The Committee approved the minutes.

4. Authorization to Purchase Seven 40-foot Low-Floor Diesel Buses from the Gillig Corporation

Ms. Johnson informed the committee that County Connection requires the replacement of seven 2014 low-floor transit buses that have successfully reached the end of their useful life. She reported that staff recommends issuing a Purchase Order and Notice to Proceed to the Gillig Corporation to build seven new 40-foot low-floor transit buses utilizing the established pricing from RFP #2025-MA-02.

Ms. Johnson outlined that the total procurement cost for the seven replacement vehicles amounts to \$5,329,001. She noted that the financial structure incorporates \$3,783,360 from the federal FTA 5307 Urbanized Area Formula Grants Program, \$1,026,160 from state Transportation Development Act (TDA) capital funding, and \$519,481 from local bridge toll matching funds. She confirmed that the procurement of these buses has already been properly budgeted within the Authority's regular replacement cycle and requested that the O&S Committee recommend Board approval for the General Manager to execute the purchase order with the Gillig Corporation.

Director Hillis requested to see rendering of the bus at the Board Meeting. Committee forwarded staff request to the Board.

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

5. Release of RFP for County Connection and LAVTA Joint Paratransit Procurement

Mr. Sanderson informed the committee that County Connection and LAVTA plan to release a joint RFP on September 1, 2026, for the next paratransit contract. He reported that the current agreement with Transdev Services, Inc. expires on June 30, 2027, following a final one-year extension. Mr. Sanderson noted that County Connection will continue as the lead agency under a concurrent MOU, preserving shared management, scheduling, and dispatch resources to maintain cost efficiencies.

He highlighted that the updated scope of work aims to streamline operations across overlapping programs, including LINK, Wheels Dial-A-Ride, BART ADA paratransit, and regional ride services, by establishing shared service standards and greater subcontractor accountability. Mr. Sanderson explained that staff is also building flexibility into the contract to account for potential revenue impacts from the November 2026 Connect Bay Area ballot measure. He noted that proposal evaluations will conclude in December 2026, with an award recommendation targeted for January 2027 to ensure a smooth operational transition.

Director Hillis inquired about the feasibility of utilizing autonomous shuttles for paratransit operations. Mr. Churchill clarified that ADA service regulations require an attendant to provide direct passenger support, such as wheelchair securement, a role currently fulfilled by the paratransit driver.

6. Fall Bid Update

Mr. Dixit presented the Fall Bid Update memo to the Operations & Scheduling Committee, outlining several service and schedule adjustments scheduled to take effect on August 9, 2026. He informed the committee that schedule updates occur up to four times annually to adapt to traffic conditions and demand, aligning two of these updates with the regional "Big Sync" in January and August. He noted that the Fall Bid will adjust schedules for Routes 4, 7, and 16 to improve operator recovery times, refine the final Route 93X trip to enhance BART connections, remove six closely spaced stops across Routes 15, 16, 17, 18, and 316 to decrease travel delays, and resume the 600-series school service for the upcoming academic year.

He further reported that systemwide ridership has stabilized at 84% of pre-pandemic levels following three years of sustained recovery. He highlighted that weekend ridership and 600-series school routes have exceeded pre-pandemic baselines, reaching 130% and 119% of FY19 levels respectively as of May 2026. Conversely, he noted that regular weekday local route ridership sits at 85% of baseline levels, while weekday express routes remain lower at 51%.

7. Monthly Reports

a. Fixed Route

Mr. Dixit presented the latest performance report, noting a 4% year-over-year decline in ridership for May. He highlighted that while weekend and school ridership remained strong, local routes experienced a drop. Mr. Dixit noted that the drop in ridership was particularly pronounced along the Monument Corridor, the timing of which coincided with an increase in immigration enforcement by the federal government. He also noted that recent operator recruitment has stabilized County Connection's operations, leading to a significant reduction in missed trips.

b. Paratransit

Ms. Noya reported that paratransit ridership decreased year-over-year, though it reached 80% of pre-pandemic levels in May (with the inclusion of One Seat Ride trips) and 98% of pre-pandemic levels in June. She informed the board that productivity remains strong. OTP fell slightly below the 92% standard in May before quickly recovering in June, which staff attributed to newer dispatchers needing additional training. Finally, while complaints exceeded the established standard, total commendations continued to outnumber complaints.

8. Committee Comments

Director Farley requested that staff follow up with Mr. Repp regarding the Route 18's schedule coordination with school bell times.

9. Future Agenda Items

None

10. Next Scheduled Meeting

The next meeting was scheduled for September 4, 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.

11. Adjournment

The meeting was adjourned at 9:36 a.m.

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