ADVISORY COMMITTEE

MEETING AGENDA
Thursday, September 3, 2026
1:30 p.m.
This meeting will be held in-person and via teleconference pursuant to Senate Bill 707
County Connection Administrative Offices
Link Paratransit Building, Gayle Uilkema Boardroom
2477 Arnold Industrial Way, Concord, CA 94520

Committee members, staff and members of the public may attend in-person or participate remotely via Zoom at: https://us02web.zoom.us/j/85742852363

Or One tap mobile :
+14086380968,,89474946162# US (San Jose)
+16694449171,,89474946162# US

Webinar ID: 857 4285 2363

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

The Committee may take action on each item on the agenda, including items listed as "information only". Actions 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*
3. Approval of Agenda
4. Public Communication
5. Consent Calendar:
    a. Approval of Minutes of August 6, 2026*
    b. Paratransit Performance Report *
6. FY27 Advisory Committee Annual Workplan- Discussion
   (Chair Picard and CCCTA Staff will lead discussion on drafting the Annual Workplan)
7. Fixed Route Year-End Performance Report - Information Only *
   (Staff will provide an update on the performance for FY 2026)
8. Paratransit Year-End Performance Report - Information Only *
   (Staff will provide an update on the performance for FY 2026)
9. Release of RFP for County Connection and LAVTA Joint Paratransit Procurement – Information Only *
   (Staff will provide an update on the Joint Paratransit Procurement with LAVTA)
10. LINK Paratransit Customer Satisfaction Survey Results *
   (Staff will present the results of the LINK Customer Satisfaction Survey)
11. Committee Member Communications
12. Next Scheduled Meeting – October 1, 2026
13. Adjournment

*Enclosure

General Information

Public Comment: Written public comment may be submitted via email to 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 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.

Oral public comments will also be accepted during the meeting in person and through Zoom or the teleconference number listed above. 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 that 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 reasonable 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 Accessible Services, Rosa Noya, at 2477 Arnold Industrial Way, Concord, CA 94520 or noya@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.

Shuttle Service: With advance notice, a County Connection LINK shuttle can be provided from the North Concord / Martinez BART station for all individuals wishing to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day prior to the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, September 17, 9:00 a.m. County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Administration & Finance Committee:	Wednesday, September 2, 9:00 a.m. County Connection Administrative Offices 2477 Arnold Industrial Way, Concord, CA 94520
Advisory Committee:	Thursday, September 3, 1:30pm County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Marketing, Planning & Legislative Committee:	Thursday, September 3, 8:30 a.m. Lamorinda Office of County Supervisor Candace Andersen 3338 Mt. Diablo Blvd, Lafayette, CA 94549
Operations & Scheduling Committee:	Friday, September 4, 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

MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2026

Member Name	Appointed By	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Original Appointment	Term Expires
Ian McLaughlin	**Walnut Creek**	P	P	P	A	C	A	C	A					4/21/2022	3/31/2030
Allison Picard	**Martinez**	P	P	P	P	C	P	C	P					7/18/2024	6/30/2028
John Crowe	**Pleasant Hill**	P	P	P	P	C	P	C	P					5/15/2025	6/30/2028
Ivan Fedorenko	**San Ramon**	P	P	A	P	C	A	C	A					6/19/2025	6/30/2027
Jeanette Green	**Concord**	V	V	V	V	C	P	C	P					4/16/2025	6/30/2028
Anthony Valdiosera	**Orinda**	V	V	V	V	V	V	C	P					6/18/2026	6/30/2029
Sean B. Barry	**At-Large_1**	P	P	P	P	C	A	C	P					7/17/2025	6/30/2027
Subhang Mall	**At-Large_2**	P	P	P	P	C	P	C	P					7/17/2025	6/30/2026
Vacant	**Contra Costa County**	P	P	A	A	C	V	V	V						6/30/2028
Vacant	Clayton	V	V	V	V	V	V	V	V						6/30/2027
Vacant	Lafayette	V	V	V	V	V	V	V	V						6/30/2027
Vacant	**Danville**	P	P	A	P	C	A	V	V						6/30/2029
Vacant	**Moraga**	P	P	A	A	C	A	V	V						6/30/2029
Vacant	**At-Large_3**	P	P	P	P	C	A	V	V						6/30/2029
Vacant	At-Large_4	V	V	V	V	V	V	V	V						6/30/2029
Vacant	At-Large_5	V	V	V	V	V	V	V	V						6/30/2029

KEY	
	A: Absent CXL: Cancelled EA: Excused Absence ER: Absence Due to Emergency EX: Expired Term P: Present R: Resigned V:Vacant

County Connection

Agenda Item # 5.a

Summary Minutes
Advisory Committee (Ad-Comm)
Thursday, August 6, 2026

Members Present:
Allison Picard, City of Martinez
John Crowe, City of Pleasant Hill
Subhang Mall, At-Large (ZOOM)
Jeanette Green, City of Concord (ZOOM)
Sean Barry, At-Large
Anthony Valdiosera, City of Orinda (ZOOM)

Members Absent:
Ian McLaughlin, City of Walnut Creek
Ivan Fedorenko, City of San Ramon

Staff Present:
Rosa Noya (CCCTA)
Andrew Smith (CCCTA)
Pranjal Dixit (CCCTA)
John Sanderson (CCCTA)

Public Attendees: None

1. Call to Order
The meeting of the County Connection Advisory Committee (Ad-Comm) was called to order at approximately 1:30 p.m. The Chair announced that the meeting was being recorded.

2. Roll Call
Quorum confirmed with three members present at time of roll call. Members Mall, Green, and Valdiosera joined meeting after roll call.

3. Approval of Agenda
The Committee considered approval of the meeting agenda.
The Chair provided an opportunity for public comment. No public comments were received.
Action: A motion was made by Vice-Chair Crowe and seconded by Chair Picard to approve the agenda as presented.
Roll Call Vote:
- Martinez – Yes
- Pleasant Hill – Yes
- At- Large Member Barry – Yes

Motion passed.

4. Public Communication
The Chair invited members of the public to address the Committee on matters within the Committee's jurisdiction that were not otherwise listed on the agenda.

No public comments were received.

5. Consent Calendar
The Committee considered approval of the Consent Calendar, including the prior meeting minutes.
Chair Picard identified a typographical correction to the minutes.
During consideration of the item, newly appointed Orinda representative Anthony Valdiosera joined the meeting virtually. Mr. Valdiosera advised the Committee that the Zoom link included on the posted agenda was incorrect and that he had obtained the correct link from a previous agenda. Staff acknowledged the issue and indicated that it would be corrected for future meetings.
The Chair provided an opportunity for public comment. No public comments were received.
Action: A motion was made by Vice-Chair Crowe and seconded by Chair Picard to approve the Consent Calendar, including the noted correction.
Roll Call Vote:

- Martinez – Yes
- Pleasant Hill – Yes
- Orinda – Abstain
- At-Large Member Barry – Abstain

Motion passed.

6. Welcome New Orinda Advisory Committee Member
The Committee welcomed Anthony Valdiosera, newly appointed to represent the City of Orinda.
Mr. Valdiosera introduced himself and provided a brief overview of his professional background. He stated that he is a licensed civil engineer with experience in roadway, highway, rail, and transit work and has lived in Orinda since 2020.
Committee members and staff welcomed Mr. Valdiosera and encouraged him to participate in an orientation and tour of County Connection facilities.
No action was taken.

7. Consideration of Re-Appointment of Expiring At-Large Advisory Committee Member
The Committee considered recommending the re-appointment of **Subhang Mall** as an At-Large member of the Advisory Committee for a new three-year term.
Mr. Mall joined the meeting during consideration of the item and confirmed his willingness to continue serving.
The Chair provided an opportunity for public comment. No public comments were received.
Action: A motion was made by member Barry and seconded by Vice-Chair Crowe to recommend to the County Connection Board of Directors the re-appointment of Subhang Mall to a three-year At-Large term.
Roll Call Vote:

- Martinez – Yes
- Pleasant Hill – Yes
- Orinda – Yes

- Barry – Yes
- Mall – Abstain

Motion passed.
Staff indicated that the recommendation would be forwarded to the County Connection Board of Directors for consideration.

8. Advisory Committee Bylaws Review Update
The Committee continued its review of proposed revisions to the Advisory Committee Bylaws. Staff reported that the remaining issue concerning annual economic interest disclosures had been reviewed. Members would be required to complete an annual economic interest disclosure; however, the disclosure would not require use of the more comprehensive form previously discussed. Because the bylaws only establish the disclosure requirement and do not prescribe the specific form, no additional bylaw revisions were considered necessary.
Staff also clarified that if a minor serves on the Committee, the applicable financial information would be based on the minor's parent or guardian, consistent with guidance received from legal counsel.
The Committee discussed the proposed staggering of member terms. Initial appointments may be established for shorter periods when necessary to maintain staggered terms, with subsequent reappointments occurring on a three-year cycle. Members noted that this approach would help avoid having a large number of terms expire simultaneously.
The Chair provided an opportunity for public comment. No public comments were received.
Action: A motion was made by Vice-Chair Crowe and seconded by member Barry to approve the revised Advisory Committee Bylaws for final review and approval by the Board.
Roll Call Vote:

- Martinez – Yes
- Pleasant Hill – Yes
- Orinda – Yes
- Barry – Yes
- Mall – Yes

Motion passed unanimously among members voting.

9. Fall Bid Update
Mr. Dixit provided an update on upcoming fixed-route service changes scheduled to take effect in August.
Mr. Dixit explained that County Connection implements service changes four times per year and coordinates certain changes with BART's schedule changes.
Topics discussed included:

- Schedule adjustments intended to improve on-time performance and operator recovery time on Routes 4, 7, and 16.
- A minor Route 93X schedule adjustment intended to improve connection with an evening BART train at Walnut Creek BART.
- Evaluation and consolidation of closely spaced bus stops where appropriate.
- Consideration of sidewalk conditions, passenger usage, roadway conditions, operational impacts, and accessibility when evaluating bus stop consolidation.

- A general planning guideline of approximately 0.3 miles for bus stop spacing in a suburban environment, subject to site-specific conditions.
- Restoration of school-related service following the summer period.
- Coordination challenges resulting from differing school district calendars.
- Use of scheduled timepoints to monitor service and prevent buses from operating ahead of schedule.

Committee members asked questions regarding bus stop spacing, schedule adherence, school service, and operational practices. Staff responded to the questions.

The Chair provided an opportunity for public comment. No public comments were received.

No action was taken.

10. FY27 Advisory Committee Work Plan

The Committee discussed development of the annual work plan as contemplated by the recently revised bylaws.

The Chair explained that a work plan does not necessarily need to involve a major written project and could instead identify one or more areas of County Connection operations that members wish to study in greater depth.

Potential approaches discussed included:

- In-depth presentations or workshops on selected areas of County Connection operations.
- Facility or operational tours.
- Drawing upon members' work with their appointing jurisdictions and other advisory bodies.
- Reviewing topics that could result in recommendations to the Board of Directors.
- Selecting a limited number of subjects each year to avoid creating an undue burden on Committee members or staff.

One suggested topic was workforce recruitment and retention, including its relationship with the agency's ability to provide and expand service.

Staff reported that fixed-route operator staffing had improved significantly and that the agency was at or near its authorized operator staffing level for the first time in a considerable period.

Mr. Sanderson suggested that the Committee's initial work plan focus primarily on education and gaining a deeper understanding of County Connection operations. Potential topics could include recruitment, budgeting, fleet maintenance, bus purchasing, fueling, and other operational functions.

Members also discussed learning more about bid schedules, fleet reliability and road-call performance, including differences between fixed-route and paratransit vehicles.

By consensus, the Committee agreed to continue discussion of the work plan at its next meeting. Staff was asked to provide potential subject areas for further consideration, including subjects for which the Board may value Advisory Committee input.

No action was taken.

11. Committee Member Communications

Chair Picard asked about circumstances under which a fixed-route operator may pick up a passenger at a location other than a designated bus stop. Staff explained that such pickups are not standard practice but may occur in limited circumstances, including as a reasonable modification for a passenger with a disability or due to temporary conditions affecting normal stop access.

Chair Picard also disclosed that they had filed to run for a seat on the Contra Costa Water District Board and stated an intention to consult with staff regarding any potential future conflict-of-interest considerations should they be elected.

No action was taken.

Near the conclusion of the meeting, Member Green, representing the City of Concord, virtually joined and reported that she had had trouble accessing the meeting because of the incorrect meeting link. Staff apologized for the issue.

12. Adjournment

There being no further business, the meeting was adjourned at approximately 2:26 p.m.

The next Advisory Committee meeting was announced for September 3, 2026.

Minutes prepared by Rosa Noya on August 21, 2026.

Agenda Item # 5b

To: Advisory Committee | Date: August 26, 2026

From: Rosa Noya, Manager of Accessible Services | **Reviewed by:** JS

SUBJECT: LINK Paratransit Monthly Report – July 2026

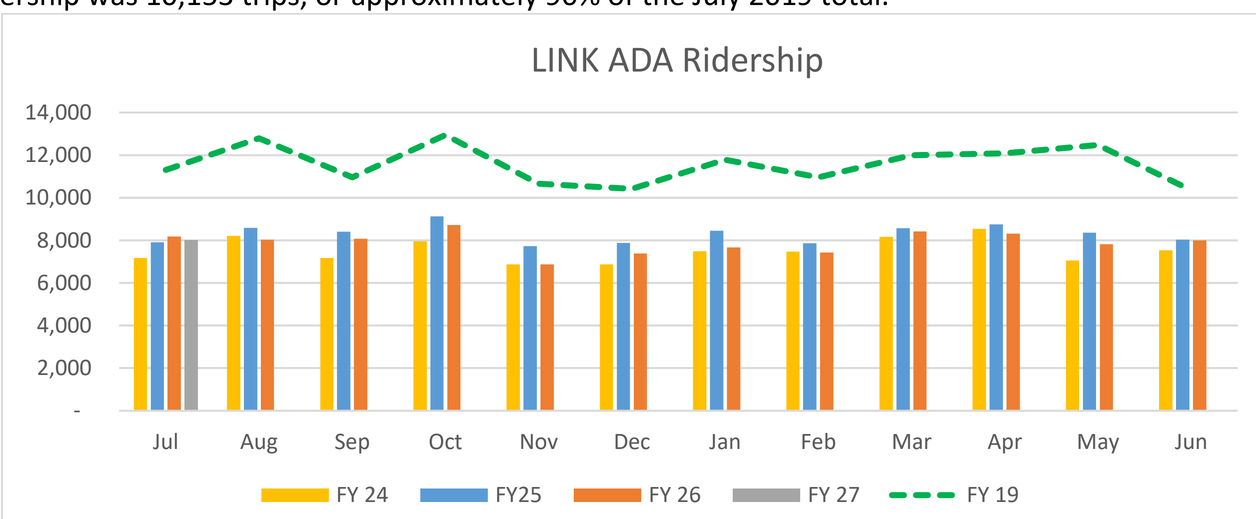
Background:

County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its County Connection LINK (LINK) paratransit program. This report presents an overview of LINK performance for July 2026.

July 2026 Performance Report:

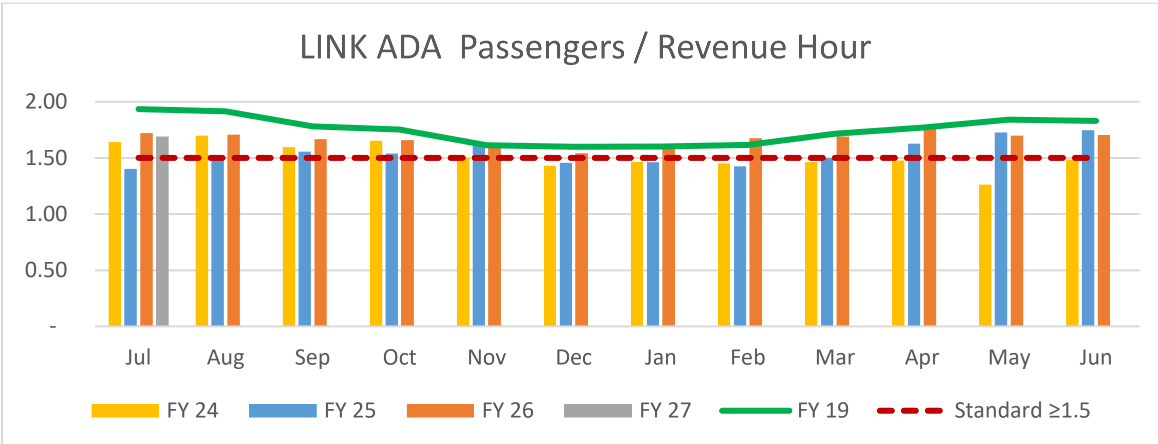
Ridership:

In July 2026, LINK recorded approximately 8,010 ADA paratransit trips –2.1% lower than the trip count from July 2025 (8,181 trips), and 29% lower than the 11,303 recorded in July 2019. However, prior to 2021, a substantial portion of LINK's service consisted of "transfer trips" traveling between Operator service areas, nearly all of which have been subsumed by the One-Seat Ride (OSR) program. Including the OSR trips that would otherwise have been provided through the LINK program, July 2026 total ridership was 10,153 trips, or approximately 90% of the July 2019 total.



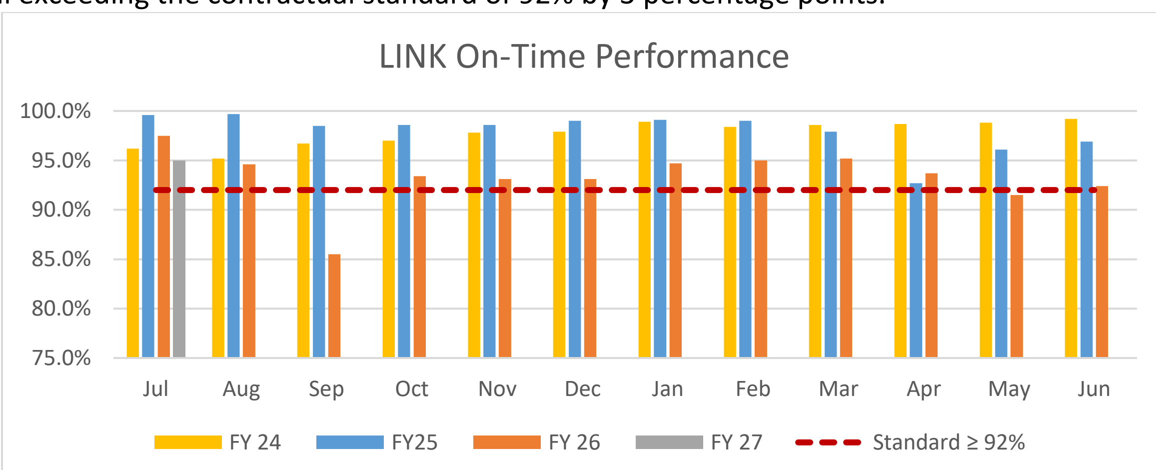
Productivity:

LINK transported 1.7 passengers per revenue hour in July — 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.



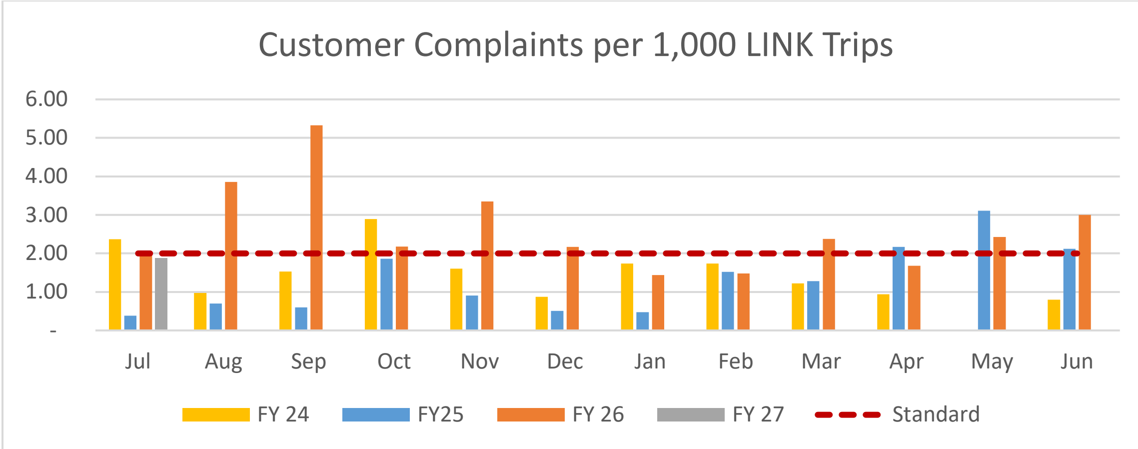
On-time Performance:

In July 2026, LINK achieved 95.0% on-time performance (OTP), lower than the July 2025 OTP of 97.5%, but still exceeding the contractual standard of 92% by 3 percentage points.



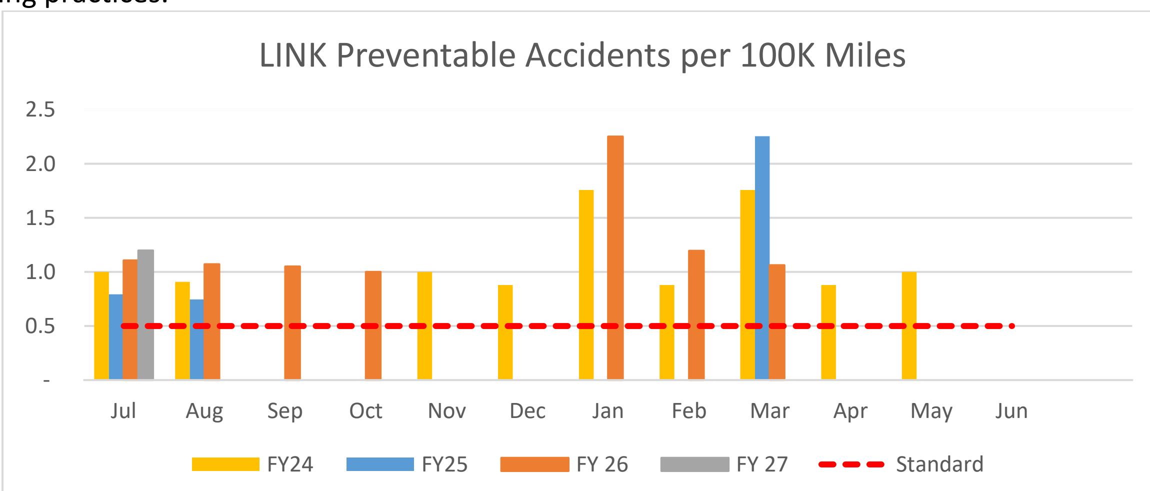
Customer Satisfaction:

In July 2026, LINK recorded approximately 1.87 customer complaints per 1,000 trips, meeting the contractual performance standard of no more than 2.0 complaints per 1,000 trips. The majority of complaints involved late arrivals for scheduled pickups and appointments. Positive customer feedback continued to significantly outweigh complaints by approximately 12 to 1, with many riders commending operators for their courtesy, professionalism, and the overall quality of service. Staff will continue to monitor complaint trends and work with the contractor to address recurring service concerns.



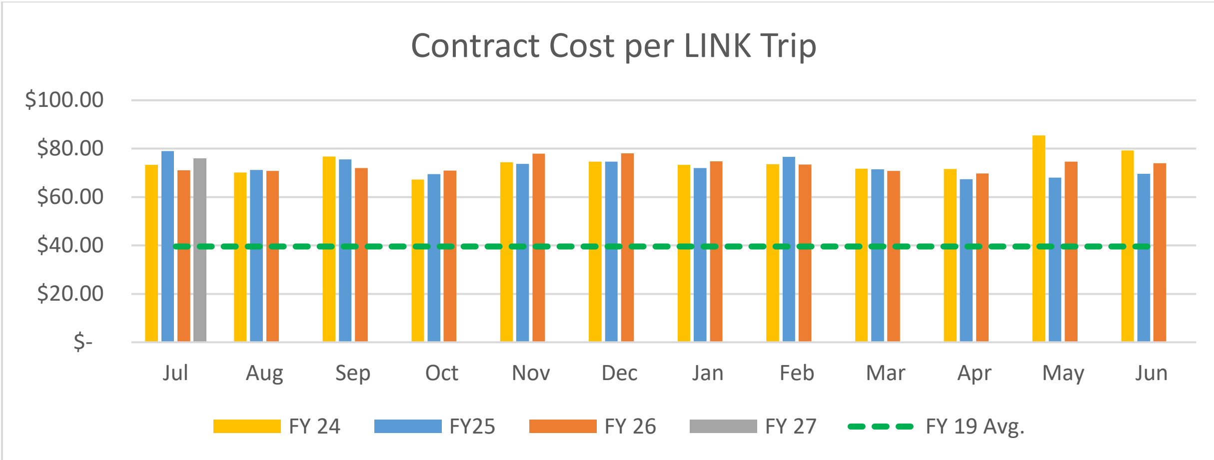
Safety Performance:

For July 2026, LINK recorded a preventable accident rate of 1.2 accidents per 100,000 miles, compared with 1.1 in July 2025, representing a slight year-over-year increase. The July 2026 rate was also above the contractual performance standard of no more than 0.5 preventable accidents per 100,000 miles. Staff will continue to monitor safety performance and work with the contractor to reinforce safe operating practices.

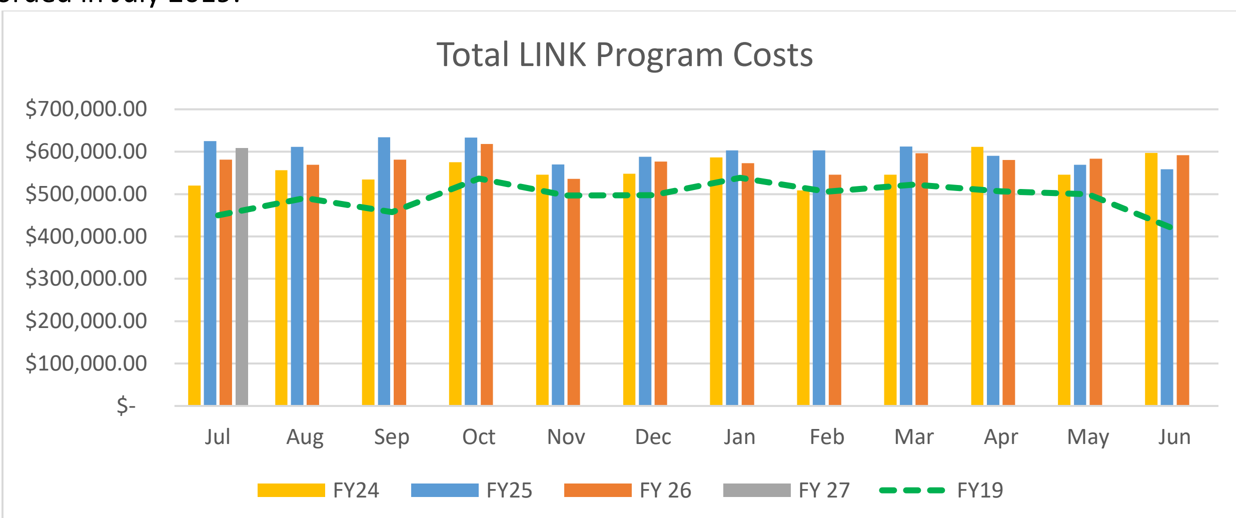


Financial Implications:

The average contract cost per LINK passenger trip in July 2026 was $75.93. This was approximately 6.8% higher than July of the prior fiscal year ($71.07) and about 2.6% higher than June 2026 ($73.98). The July FY27 cost per trip also remained substantially above the FY19 average of approximately $39.58. Staff will continue to monitor costs and service efficiency as FY27 progresses.



Total LINK contract costs for July 2026 were $608,222, an increase from July 2025 ($581,431). Overall expenditure remains approximately 35% higher than the pre-pandemic benchmark of $449,966 recorded in July 2019.



Recommendation:
None. For information only.

Action Requested:
None. For information only.

Attachments:
None.

Agenda Item #7

To: Advisory Committee

Date: August 28, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fiscal Year 2026 Fixed-Route Year-End Report

Background:
Fixed route ridership stabilized in fiscal year (FY) 2026 at approximately 2.7 million passengers (-0.3% year-over-year). System operations showed significant improvements in service reliability for passengers in the form of lower trip cancellations and improved on-time performance and safety metrics.

Service Trends:
The annual performance report for fixed routes provides a summary of key performance indicators and recent trends from July 2025 through June 2026. Overall, the total number of fixed-route passengers decreased slightly by 0.5% from FY 2025 to FY 2026. Total weekday ridership was down 0.4% and weekend ridership was up 0.5% over FY 2025. Farebox revenue increased substantially by 14.1% to $4.01M, lifting the farebox recovery ratio to 9.9%. Additionally, safety metrics improved with less than one accident per 100,000 miles.

Strong recruitment efforts stabilized operator staffing, driving a 13.6% reduction in missed trips from 1,879 in FY 2025 to 1,624 in FY 2026 which represents 0.62% of the total scheduled trips. Simultaneously, on-time performance rose to 80.6%, supported by schedule adjustments and active Transit Signal Priority (TSP) projects in Walnut Creek and Concord.

From August 2025 through June 2026, County Connection implemented service changes across four bid periods to improve reliability, regional connectivity, and operational efficiency. The Fall Bid starting in August 2025 focused on enhancing connections at the Dublin/Pleasanton BART station under the Metropolitan Transportation Commission's (MTC) TRANSFER Plan, adjusting departure and running times on local and express routes to improve on-time performance and operator breaks, and updating several school route schedules to align with new bell times. In November 2025, the Winter Bid introduced schedule adjustments on Route 99X to improve train connections at the Martinez Amtrak station alongside minor school route bell adjustments.

The Spring Bid in March 2026 featured a major realignment and frequency increase on Route 4 funded by an Affordable Housing and Sustainable Communities (AHSC) grant, schedule modifications to weekend routes to combat traffic congestion and improve BART transfers, bus reallocations to relieve school overcrowding, and bus stop consolidations in Martinez. Finally, the Summer Bid in June 2026 addressed severe afternoon congestion by modifying local and express route schedules, consolidating select express trips, interlining operator assignments across eleven routes to maximize driver recovery time, and adding new bus stops in Concord and Martinez.

Clipper usage among fare-paying passengers continued to grow, driven by the rollout of Clipper 2.0, which enables riders to pay with a credit or debit card while benefiting from interagency transfer discounts. Enhanced discounts through the Clipper START and Clipper Youth programs, alongside broader adoption of the Clipper mobile app, also drove increased usage. Overall, Clipper adoption among fare-paying riders averaged 82.6%, surpassing the pre-COVID baseline 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 2025 and 2026			
PERFORMANCE MEASURE	**FY 24-25**	**FY 25-26**	**% Change FY25 to FY26**
Weekday Passenger Boardings	2,413,215	2,402,652	(0.4%)
Saturday Passenger Boardings	156,805	158,178	0.9%
Sunday Passenger Boardings	137,977	138,044	0.0%
Fixed Route Total Passengers	**2,707,997**	**2,698,875**	(0.3%)
Other Passengers [1]	3,181		
Grand Total Passenger Boardings	**2,711,178**	**2,698,875**	(0.5%)
Average Weekday Ridership	9,464	9,422	(0.4%)
Total Revenue Hours	190,004	193,238	1.7%
Total Revenue Miles	2,218,968	2,219,862	0.0%
Operating Cost [3]	[2] $37,418,165	[3] $ 40,491,540	8.2%
Farebox Revenue	[2] $3,514,530	[3] $4,010,504	14.1%
Number of Weekdays	255	255	0.0%
Number of Saturdays	52	52	0.0%
Number of Sundays	52	52	0.0%
Total Scheduled Trips	260,536	263,057	1.0%
Total Missed Trips	1,879	1,624	(13.6%)
Passenger Boardings per Day			
Weekday	9,464	9,422	(0.4%)
Saturday	3,015	3,042	0.9%
Sunday	2,653	2,655	0.0%

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

*(2) FY 24-25 Operating Cost & Farebox Revenue have been updated to **"post Audit"** figures*

(3) FY 25-26 Operating Cost & Farebox Revenue figures are still being finalized

CCCTA PERFORMANCE INDICATORS Fiscal Years 2025 and 2026			
PERFORMANCE MEASURE	**FY 24-25**	**FY 25-26**	**% Change FY25 to FY26**
Passengers/Revenue Hour	14.27	13.97	(2.1%)
Passengers/Revenue Mile	1.22	1.22	(0.5%)
Cost/Revenue Hour (1)	$196.93	(1) $209.54	6.4%
Cost/Passenger	(1) $12.51	(1) $13.52	8.1%
Percent of Missed Trips	0.72%	0.62%	(14.4%)
Farebox Recovery Ratio	(1) 9.4%	(1) 9.9%	5.5%
Accidents/100,000 Miles	1.10	0.76	(31.4%)
Maintenance Employee/100,000	9.23	8.77	(5.0%)
Operator OT/Total Operator Hour	10.66%	10.11%	(5.1%)
Percent of Trips On-time	(2) 79.4%	80.6%	1.5%
Lift Availability	100.0%	100.0%	0.0%
Lift Boardings	14,592	15,796	8.3%

(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

CCCTA BOARDINGS BY FARE TYPE Fiscal Years 2025 and 2026					
Fare Type	**FY 24-25**	**% of Total**	**FY 25-26**	**% of Total**	**% Change FY25 to FY26**
Adult Cash (1)	194,638	7.2%	178,861	6.6%	(8.1%)
Clipper Card (2)	1,133,665	41.9%	1,171,695	43.4%	3.4%
Senior & Disabled (3)	87,912	3.2%	92,172	3.4%	4.8%
Free (4)	1,198,217	44.2%	1,168,941	43.3%	(2.4%)
Employer/School Pass (5)	93,566	3.5%	87,108	3.2%	(6.9%)
Totals	**2,707,997**	100.0%	**2,698,778**	100.0%	(0.3%)

(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

County Connection

Agenda Item #8

To: Advisory Committee **Date:** August 21, 2026

From: Rosa Noya, Manager of Accessible Services **Reviewed by:** JS

SUBJECT: Year End Paratransit Performance Report for Fiscal Year 2026

Background:
Fiscal Year 2026 (FY26) reflected continued progress in County Connection's Americans with Disabilities Act (ADA) and non-ADA paratransit programs. County Connection LINK (LINK) maintained strong on-time performance and improved productivity in FY26, even as ridership remained slightly below FY25 throughout the year. FY26 also saw a higher share of deadhead activity compared to FY25.

LAVTA Wheels Dial-A-Ride also experienced lower ridership and overall service activity in FY26 than was observed in FY25. By contrast, the One-Seat Ride (OSR) program continued to grow in both trips and passenger miles. One-Seat deadhead also increased proportionally. Non-ADA initiatives, including the Low-Income Fare Equity (LIFE) program, and Choice in Aging partnership continued to support specialized mobility needs.

ADA Paratransit Programs:
<u>LINK Operations, Costs, and Performance</u>: In FY26, LINK continued to provide reliable ADA paratransit service while operating fewer revenue miles and hours than in FY25. Vehicle Revenue Miles decreased 5.3% and Vehicle Revenue Hours decreased 6.9%. LINK Deadhead Miles *increased* by 16.7%, while Deadhead Hours *decreased* by 2.9%, from FY25 to FY26. Vehicle Revenue Speed improved by 1.7% to 15.86 mph.

LINK Ridership declined modestly during FY26. Unlinked Passenger Trips decreased 4.6%, while Passenger Miles Traveled remained nearly unchanged, declining just 0.3%. At the same time, average passenger trip length increased 5.1%, from 12.14 to 12.76 miles. ADA eligibility activity also increased, with 680 determinations completed compared with 618 in FY25, while denials remained low.

LINK Paratransit total program costs decreased by approximately 3.2%, from $8.51 million in FY25 to $8.24 million in FY26. This reduction was largely driven by a 4.8% decrease in direct contract costs, which more than offset an increase in other non-contract program costs. Although total costs declined, the cost per revenue hour increased from $139.26 to $144.80, or approximately 4.0%. Total cost per passenger trip declined from $85.00 to $83.06. Fare revenue increased by 11.7%, from approximately $558,000 in FY25 to $623,000 in FY26.

Overall service quality remained strong across several key performance areas. On-time performance was 93.3%, exceeding the 92% contractual standard, while productivity improved from 1.5 to 1.7 passengers per revenue hour. Capacity denials remained at zero, and lift availability was maintained at 100%. Employee turnover also improved, declining from 36% to 24%. Safety performance slightly decreased, with the preventable accident rate at 0.8 accidents per 100,000 miles, above the contractual standard of no more than 0.5.

Customer complaints increased from 1.3 to 2.6 per 1,000 trips, exceeding the standard of fewer than 2.0. Although FY26 complaints exceeded the contractual standard overall, performance improved considerably following elevated complaint levels early in the fiscal year. Complaint rates declined during the second half of the year, including two consecutive months (January and February 2026) below the 2.0 per 1,000-trip standard, indicating improved service consistency compared with the earlier months of FY26.

LAVTA Dial-a-Ride Operations: LAVTA's Wheels Dial-A-Ride service, which is operated under County Connection's paratransit contract experienced lower activity in FY26. Total Vehicle Miles decreased 1.9%, Total Vehicle Hours decreased 9.0%, and Revenue Speed declined 3.2%. Unlinked Passenger Trips decreased 10.1% and Passenger Miles Traveled decreased 1.3%. Average Passenger Trip Length increased 9.8%, reflecting longer trips on average. During the fiscal year, SilverRide replaced Big Star as the subcontractor providing service in the LAVTA service area, effective November 23, 2025.

LAVTA total costs increased 3.3% in FY26 to $1.81 million. Cost per revenue hour rose to $103 and cost per passenger trip increased to $60, while fare revenue remained essentially unchanged at approximately $29,000.

Non-ADA Programs:
Choice in Aging (CiA) Partnership: Choice in Aging, a social service agency that serves many passengers eligible for LINK paratransit, continued to partner with County Connection to provide alternative transportation through an agreement with SilverRide. This service supports LINK-eligible clients who require assistance beyond the scope of ADA paratransit service — often including door-*through*-door support. The partnership has proven valuable for both CiA and County Connection, as participants previously faced challenges using LINK service to meet their travel needs to and from the CiA program.

In FY26, the CiA program provided 10,640 trips, an 8.3% increase from FY25, while total program costs increased by a similar 8.3% to $393,148. As a result, the average cost per trip remained unchanged at $36.95.

Low Income Fare Equity (LIFE): County Connection continued offering $50 in monthly prepaid LINK fare credits to qualifying riders. Participation remained generally stable in FY26, with 41 participants compared with 42 in FY25, continuing to support mobility options for eligible low-income paratransit riders.

One-Seat Ride (OSR): County Connection's One-Seat Ride (OSR) program, in partnership with Tri Delta Transit, WestCAT, and LAVTA, allows eligible paratransit riders to travel within the OSR service area in a single vehicle rather than transferring between providers. In FY26, OSR ridership and passenger travel increased: unlinked passenger trips rose 7.2%, passenger miles traveled increased 13.8%, and average passenger trip length increased 9.2%. Revenue miles and revenue hours also increased by 3.0% and 4.2%, respectively, reflecting continued demand for seamless regional paratransit trips without transfers.

As service activity increased, deadhead activity also rose. Deadhead miles increased from 10,379 to 25,773, while deadhead hours increased from 844 to 1,838, representing 7.8% of total vehicle hours compared with 3.9% in FY25. Total vehicle miles increased 6.6% and total vehicle hours increased 8.7%, while revenue speed decreased slightly by 1.2% to 19.18 mph. Fare revenue more than doubled to $138,593, helping offset a portion of the increased operating costs. Staff will continue to monitor OSR growth, cost, and deadhead activity as the program matures.

Financial Implications:
For FY26, staff budgeted approximately $9.5 million for LINK operations, $2.0 million for LAVTA Dial-a-Ride, and $896,309 for other associated costs. Based on preliminary, unaudited year-end figures, actual LINK costs were approximately 13% below budget, while LAVTA costs were approximately 9% below budget. Lower LAVTA ridership and service levels, however, contributed to increases in costs per trip and cost per revenue hour.

The OSR program, including partner costs, was budgeted at approximately $1.2 million. Preliminary, unaudited FY26 costs totaled approximately $1.6 million, exceeding the budgeted amount. These variances have been incorporated into the FY27 financial outlook.

Note: FY26 financial figures are unaudited and remain subject to adjustment as the year-end financial close process is completed.

Recommendation:
None, for Information only.

Action Requested:
None, for Information only.

Attachments:
Attachment 1: Paratransit Performance Measurement
Attachment 2: Paratransit Cost Measurement
Attachment 3: Paratransit Performance Indicators

Attachment 1: LINK Paratransit Performance Measurement Fiscal Years 2025 & 2026				
Performance Measure	**FY25**	**FY26**	**% Change**	
Vehicle Revenue Miles (VRM)	952,991	902,325	↓	-5.3%
Deadhead Miles (DHM)	160,690	170,922	↑	16.7%
Total Vehicle Miles	**1,113,681**	**1,073,247**	↓	**-3.6%**
DH Miles %	14.4%	15.9%	↑	10.4%
Vehicle Revenue Hours (VRH)	61,099	56,891	↓	-6.9%
Deadhead Hours (DHH)	14,480	14,054	↓	-2.9%
Total Vehicle Hours	**75,579**	**70,945**	↓	**-6.1%**
DH Hours %	19.2%	19.8%	↑	3.1%
VR Speed (MPH)	15.60	15.86	↑	1.7%
Unlinked Passenger Trips (UPT)	**100,093**	**99,184**	↓	**-4.6%**
Passenger Miles Traveled (PMT)	1,215,423	1,211,387	↓	-0.3%
Avg. Passenger Trip Length (APTL)	12.14	12.76	↑	5.1%
Eligibility Determinations	**618**	**680**	↑	**6.4%**
Eligibility Denials	2	3	↑	100.0%

LAVTA Paratransit Performance Measurement				
Performance Measure	**FY25**	**FY26**	**% Change**	
Total Vehicle Miles*	**233,489**	**229,073**	↓	**-1.9%**
Total Vehicle Hours*	**18,187**	**17,573**	↓	**-9%**
Revenue Speed (MPH)	12.84	12.43	↓	-3.2%
Unlinked Passenger Trips	**31,546**	**30,444**	↓	**-10.1%**
Passenger Miles Traveled	231,159	228,106	↓	-1.3%
Avg. Passenger Trip Length	7.33	7.49	↑	9.8%

**Note: Deadhead is NOT included in LAVTA service when trip is performed by subcontractors*

One-Seat Ride Performance Measurement				
Performance Measure	**FY25**	**FY26**	**% Change**	
Revenue Miles	404,032	415,971	↑	3%
Deadhead Miles	10,379	25,773	↑	148.3%
Total Vehicle Miles	**414,411**	**441,744**	↑	**6.6%**
Revenue Hours	20,800	21,683	↑	4.2%
Deadhead Hours	844	1,838	↑	117.8%
Total Vehicle Hours	**21,644**	**23,521**	↑	**8.7%**
Deadhead Hours %	3.9%	7.8%	↑	100.4%
Revenue Speed (MPH)	19.42	19.18	↓	-1.2%
Unlinked Passenger Trips	**25,706**	**27,549**	↑	**7.2%**
Passenger Miles Traveled	402,197	457,682	↑	13.8%
Avg. Passenger Trip Length	17.26	18.84	↑	9.2%

Attachment 2: LINK Paratransit Cost Measurement** Fiscal Years 2025 & 2026			
Cost Measure	**FY25**	**FY26**	**% Change**
Direct Contract Cost	$ 7,741,668	$ 7,370,592	↓ -4.8%
Other (Non-Contract) Cost	$ 766,696	$ 867,396	↑ 13.1%
Total Program Cost	**$ 8,508,364**	**$ 8,237,988**	**↓ -3.2%**
Cost per Revenue Hour	$ 139.26	$ 144.80	↑ 4.0%
Cost per Passenger Trip	$ 81.86	$ 83.06	↑ 1.5%
Fare Revenue	$ 557,897	$ 623,070	↑ 11.7%

LAVTA Paratransit Cost Measurement**			
Cost Measure	**FY25**	**FY26**	**% Change**
Total Cost	**$ 1,757,266**	**$ 1,814,741**	**↑ 3.3%**
Cost per Revenue Hour	$ 96.62	$ 103.27	↑ 6.9%
Cost per Passenger Trip	$ 51.88	$ 59.61	↑ 14.9%
Fare Revenue	$ 29,348	$ 29,194	↓ -0.5%

One Seat Regional Ride Cost Measurement**			
Cost Measure	**FY25**	**FY26**	**% Change**
Total Cost	**$ 1,108,984**	**$ 1,669,991**	↑ 50.6%
Cost per Revenue Hour	$ 53.32	$ 77.02	↑ 44.5%
Cost per Passenger Trip	$ 43.14	$ 60.62	↑ 40.5%
Fare Revenue	$ 68,876	$ 138,593	↑ 101.2%

***Note: FY26 financial figures are unaudited and remain subject to adjustment as the year-end financial close process is completed.*

Attachment 3: LINK Paratransit Performance Indicators Fiscal Years 2025 & 2026					
Performance Metric	**Standard**	**Met?**	**FY25**	**FY26**	**FY25 - FY26**
On-Time Performance	≥92%	✓	98.0%	93.3%	↓ -4.8%
Passengers/VRH	≥1.5	✓	1.5	1.7	↑ 13.3%
Complaints/1,000 Trips	<2.0	X	1.3	2.6	↑ 98.5%
Capacity Denials	0	✓	0	0	
Farebox Recovery %	>10.7%	X	7.2%	8.5%	↑ 17.3%
Revenue Hour Cost Increase	<Inflation	X			
Per Passenger Cost Increase	<Inflation	X			
Roadcalls/100k Miles	<4.0	✓	0	1.4	↑
Accidents/100k Miles	<0.5	X	0.3	0.8	↑ 166.7%
Employee Turnover	<5.0%	X	36%	24%	↓ -32.8%
Lift Availability	100%	✓	100%	100%	

County Connection

Agenda Item # 9

To: Advisory Committee (Ad-Comm) **Date:** August 5, 2026

From: John Sanderson, Director of ADA & Specialized Services **Reviewed by:** Ref

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SUBJECT: Release of RFP for County Connection and LAVTA Joint Paratransit Procurement

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Background:
County Connection and the Livermore Amador Valley Transit Authority (LAVTA) jointly contract with Transdev Services, Inc. to provide ADA paratransit and associated services. Under the current agreement with LAVTA, County Connection serves as the lead agency for both systems. The current Transdev contract took effect July 1, 2022, and included a four-year base term, plus a single option for a one-year extension. In November 2025, following the A&F Committee's review, the Board authorized staff to execute the option. Written notice was provided to Transdev on March 31, 2026, extending the contract through June 30, 2027. No further option terms are available; therefore, a successor contract must take effect July 1, 2027. Since September 2025, the joint County Connection/LAVTA Paratransit Ad-Hoc Committee has met to shape the future of the two agencies' paratransit partnership and guide the joint procurement for a new combined contract.

Procurement Approach & Next Steps:
Consistent with regional goals for interagency coordination and to maintain the economies of scale enjoyed under the current contract, County Connection and LAVTA will again procure paratransit services jointly, under a Memorandum of Understanding (MOU) which will run concurrently with the paratransit contract. County Connection will continue to serve as the lead agency, and fixed costs will continue to be allocated between County Connection and LAVTA based on the share of total revenue hours attributable to each. Continuing the consolidated model will allow both agencies to share management, dispatch, scheduling, and related resources, reducing redundancy and cost relative to standalone contracts.

The paratransit contract encompasses a wide array of overlapping programs, including County Connection LINK, LAVTA Wheels Dial-A-Ride, BART ADA paratransit coverage, One-Seat Regional Ride service, Alamo Creek flex-route shuttle service, emergency response/mutual aid service, and other special transportation services. Because the current contract is unusually complex for an operation of this size, a central goal of the new Scope of Work is to make the successor contract clearer to administer and oversee. The new Scope of Work carries these services forward while introducing significant changes such as: shared service standards across both agencies' programs, greater accountability for subcontractors, a more unified service model, and a substantial reorganization toward that clarity.

Staff anticipates releasing the Request for Proposals on September 1, 2026, with proposals due in October, evaluation and scoring in November and December, and a recommendation for award to the County Connection and LAVTA Boards in January 2027. This schedule provides a substantial startup and transition runway ahead of the current contract's June 30, 2027 expiration. Staff also continues to monitor the Connect Bay Area funding measure on the November 2026 ballot, the outcome of which may affect operating revenues; building appropriate flexibility into the new contract is an active focus of the current procurement work.

Financial Implications:
None at this time. Cost implications will be presented to the Board with the recommendation for contract award.

Recommendation:
None. Information only.

Action Requested:
None. Information only.

Attachments:
None.

County Connection

Agenda Item #10

To: Advisory Committee

Date: August 27, 2026

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: Rtf

SUBJECT: LINK Paratransit Rider Satisfaction Survey Results

Background:
County Connection LINK paratransit, One-Seat Ride (OSR) service, and the Livermore Amador Valley Transit Authority's (LAVTA) Wheels Dial-A-Ride paratransit service are all operated and jointly administered under County Connection's paratransit operations and maintenance contract with Transdev Services, Inc. Whereas the passenger surveys conducted by County Connection have until now been limited to fixed-route bus riders, LAVTA conducts a survey of Wheels Dial-A-Ride passengers annually or bi-annually, with the most recent conducted in late 2025 with the results presented in spring 2026.

Unfortunately, the LAVTA survey revealed a significant decline in average passenger satisfaction scores from the 2023 survey to the 2025 survey, which prompted County Connection staff to seek direct feedback from LINK's own riders. In May 2026, following authorization by the Board of Directors, staff sought quotes from several potential vendors and ultimately engaged Quantum Market Research, Inc. (QMR) to design and administer the first dedicated rider satisfaction survey of LINK paratransit and One-Seat Ride customers. The LINK/OSR survey was conducted in July and August 2026, and this memo presents the preliminary results.

Survey & Scoring Methodology:
The survey questionnaire was developed jointly by the County Connection project team and QMR, and covered rider perceptions of:

- Call center performance,
- Trip scheduling process,
- Driver performance,
- Technology, and
- Overall service quality

Of LINK's 1,655 registered riders, 771 had used LINK or OSR service within the previous 12 months and were included in the sampling frame for the survey. Potential respondents were notified by postcard, reminded midway through data collection by an interactive voice response (IVR) message, and offered entry into a raffle as an incentive.

QMR completed 266 interviews of which 228 were administered by telephone interviewers and 38 completed online. 178 (67%) of survey respondents were riders and 88 (33%) were caregivers answering on behalf of riders. The survey was offered in English and Spanish, though only one interview was completed in Spanish. About 30% of survey respondents reported using wheelchairs, and 58% reported annual household incomes under $30,000.

Respondents' answers to individual questions were ranked on a five-point scale, with the most positive responses assigned five points, and the most negative responses assigned one point. Individual responses were then aggregated to produce an overall or average score for each question. The final margin of error for the survey scores is ±4.9% at the 95% confidence level. QMR's preliminary findings are included as Attachment 1. In addition to the scored questions, the survey also included open-ended comments, a summary of which is included as Attachment 2.

Survey Results:
Consumer satisfaction with LINK and OSR was generally above average, the overall rider experience earning a mean satisfaction score of 3.95 out of 5. 68% of respondents rated their overall experience as "Great" or "Excellent," 23% "Satisfactory," and only 8% as "Poor" or "Very Poor." As well as program strengths, the survey also revealed areas for improvement, most notably related to timeliness of trips and time on board. Overall timeliness of the service received an average rating of 4.05 out of 5. Additional results are included in Table 1, below.

Table 1: Average customer satisfaction scores

Service Attribute	Average Score (out of 5)
Overall Satisfaction	3.95
Driver Courtesy	4.44
Safe Driving Practices	4.46
Proper Wheelchair Securement	4.55
Call Center Staff Courtesy	4.45
Call Center Staff Knowledge	4.32
Ease of Booking Trips by Phone	4.3
Vehicle Cleanliness	4.46
On-Time Pickup	3.89
On-Time Drop Off	4.02
Reasonable Travel Time	4.08

Other Themes Identified:
First, awareness of some available programs is low: 41% of respondents were not aware of the My Transit Manager smartphone application, and 59% were unaware of the OSR program. Second, longer-term riders view the service's trajectory positively—of the 47% who have used LINK for five years or more, 54% said the service has improved over that period, 28% said it has stayed about the same, and 11% said it has worsened.

It should also be noted that 80% of those who use the My Transit Manager application reported that it works well for them. Additionally, although any Bay Area paratransit rider is eligible to use the OSR program, only those traveling between the County Connection, Tri Delta Transit, LAVTA, and WestCat service areas actually do so, and because OSR is integrated seamlessly with LINK service, users may not be aware of OSR as a distinct program. Based on these findings, staff is focusing on strategies to improve service reliability by strengthening customer communication regarding service delays and other disruptions and expanding outreach about the My Transit Manager application and the OSR program.

Financial Implications:
None.

Recommendation:
None. Information only.

Action Requested:
None. Information only.

Attachments:
Attachment 1: LINK Rider Survey – Preliminary Summary of Findings
Attachment 2: LINK Rider Survey – Summary of Open-Ended Responses

County Connection LINK Ridership Satisfaction Survey

Summary of Findings

Prepared August 2026

Quantum Market Research, Inc.

Background

- Overall goal of the study is to measure rider satisfaction of the County Connection LINK paratransit service.
- This is the first rider satisfaction survey conducted for LINK riders.
- To ensure accurate representation of current riders, all respondents had to have used LINK in the previous 12 months.
- A total of 771 of the 1,655 registered users have used the service in that timeframe.

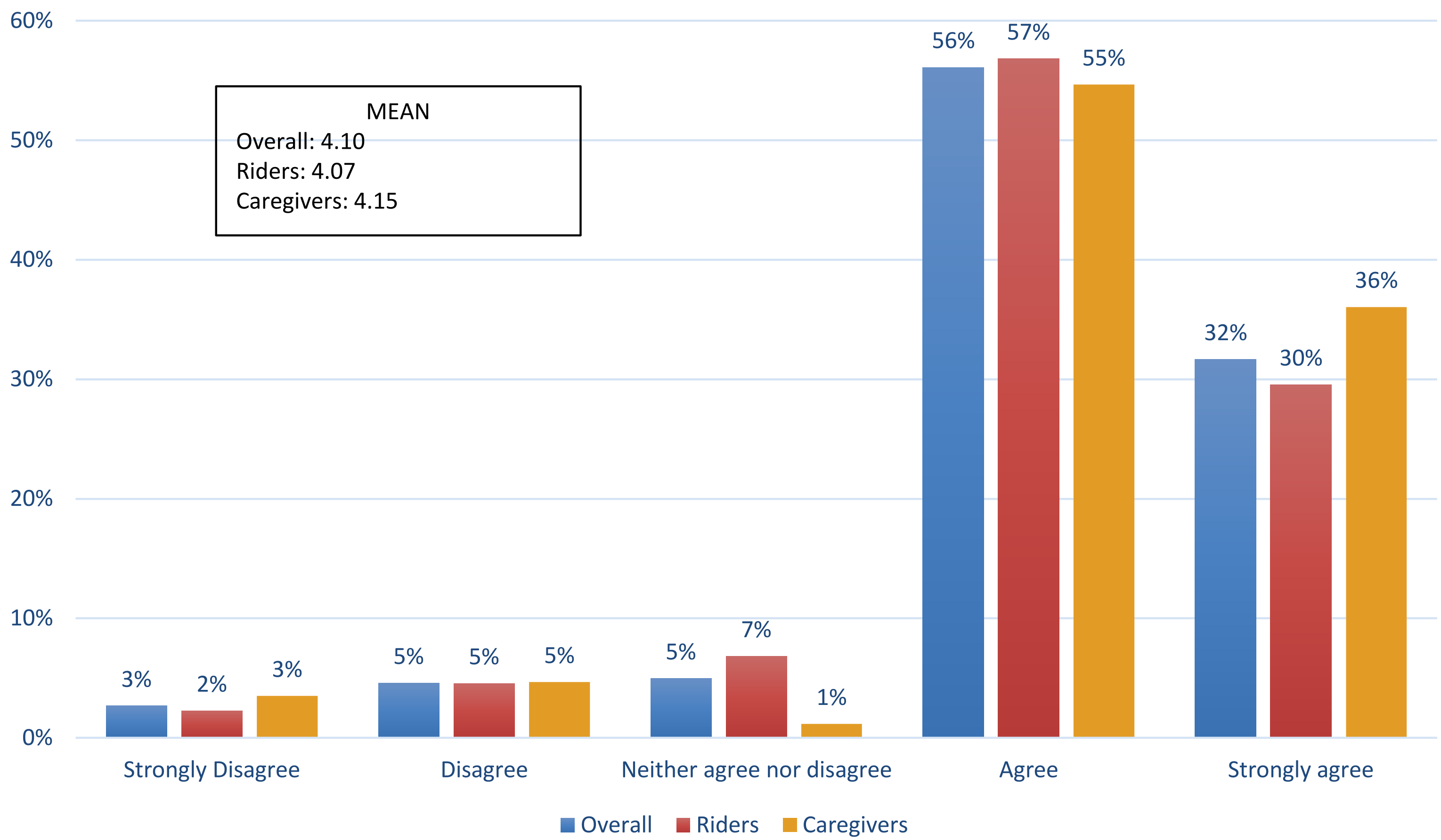
Methodology

- A total of 266 interviews were conducted – 228 administered by a QMR interviewer and 38 completed online.
- Among respondents, 178 were riders (67%) and 88 were caregivers (33%).
- Telephone surveys averaged 7-10 minutes in length.
- While the survey was available in both English and Spanish, only 1 was completed in Spanish.
- The final margin of error is $\pm$4.9% at the 95% confidence level.

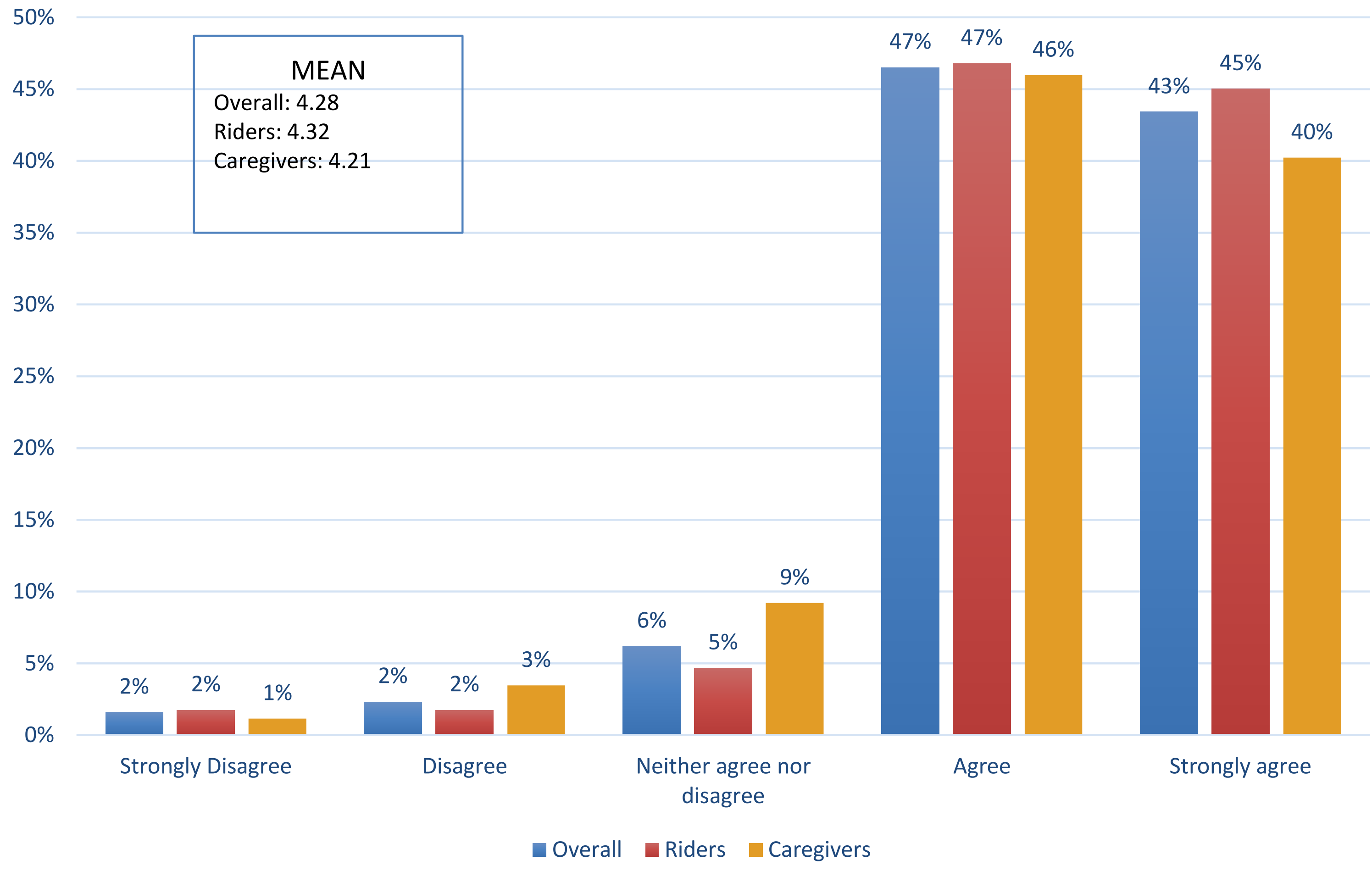
Methodology (cont'd)

- The questionnaire was designed by the County Connection project team and QMR.
- Questions focused on perceptions of telephone service, trip scheduling, ride experience, driver performance, technology, and overall service quality.
- QMR translated the survey into Spanish and programmed both English and Spanish interviews into the online survey tool, Qualtrics.
- Postcards were sent to all potential respondents alerting them to the study and asking for their participation, including the password needed to complete the survey online.
- Midway through data collection, messages were sent by County Connection via IVR to those who had not completed, inviting them to complete the survey.
- All respondents were offered the opportunity to enter into a raffle for a chance to receive one of four $50 raffles.

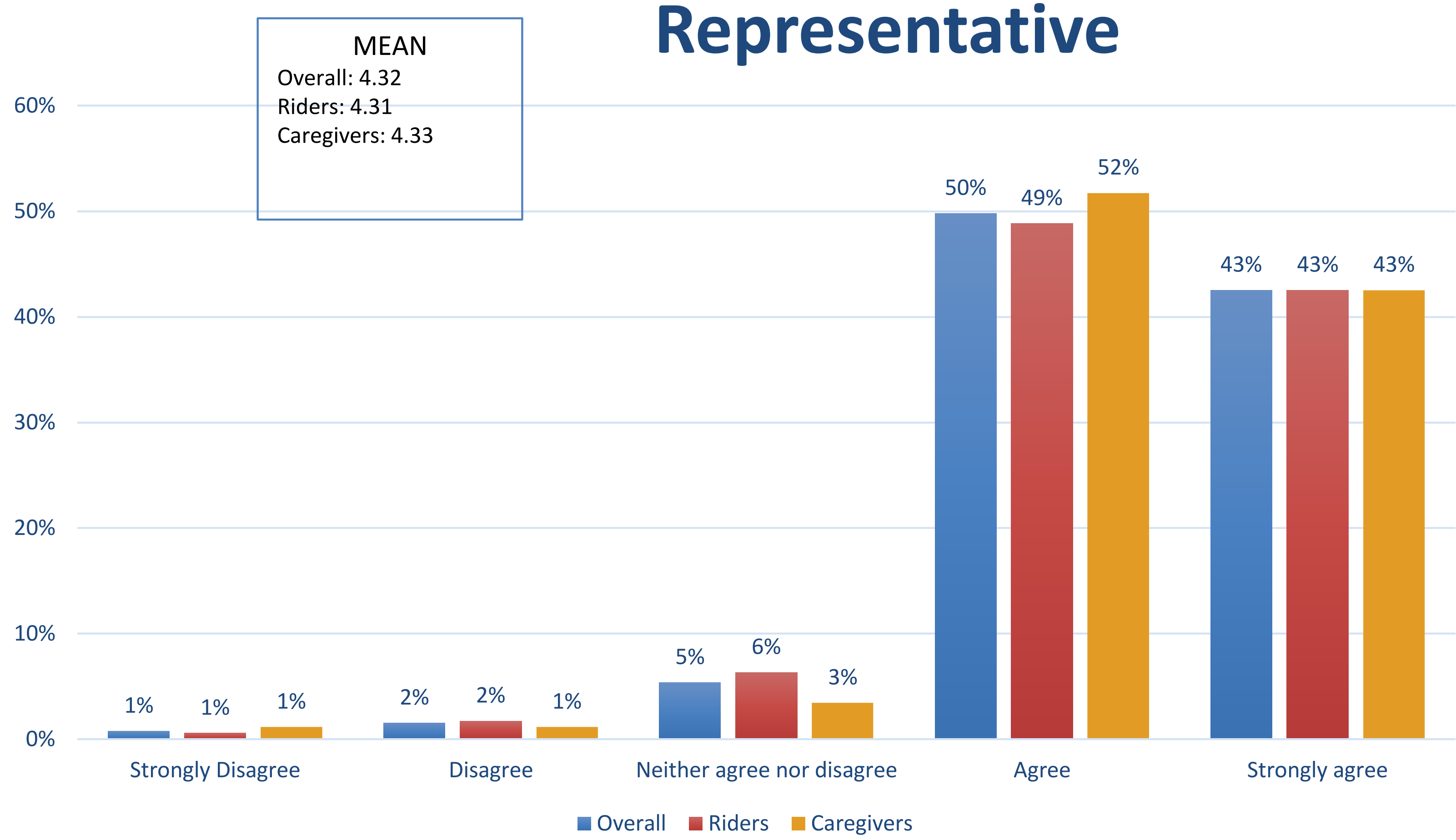
Acceptable Telephone Hold Time



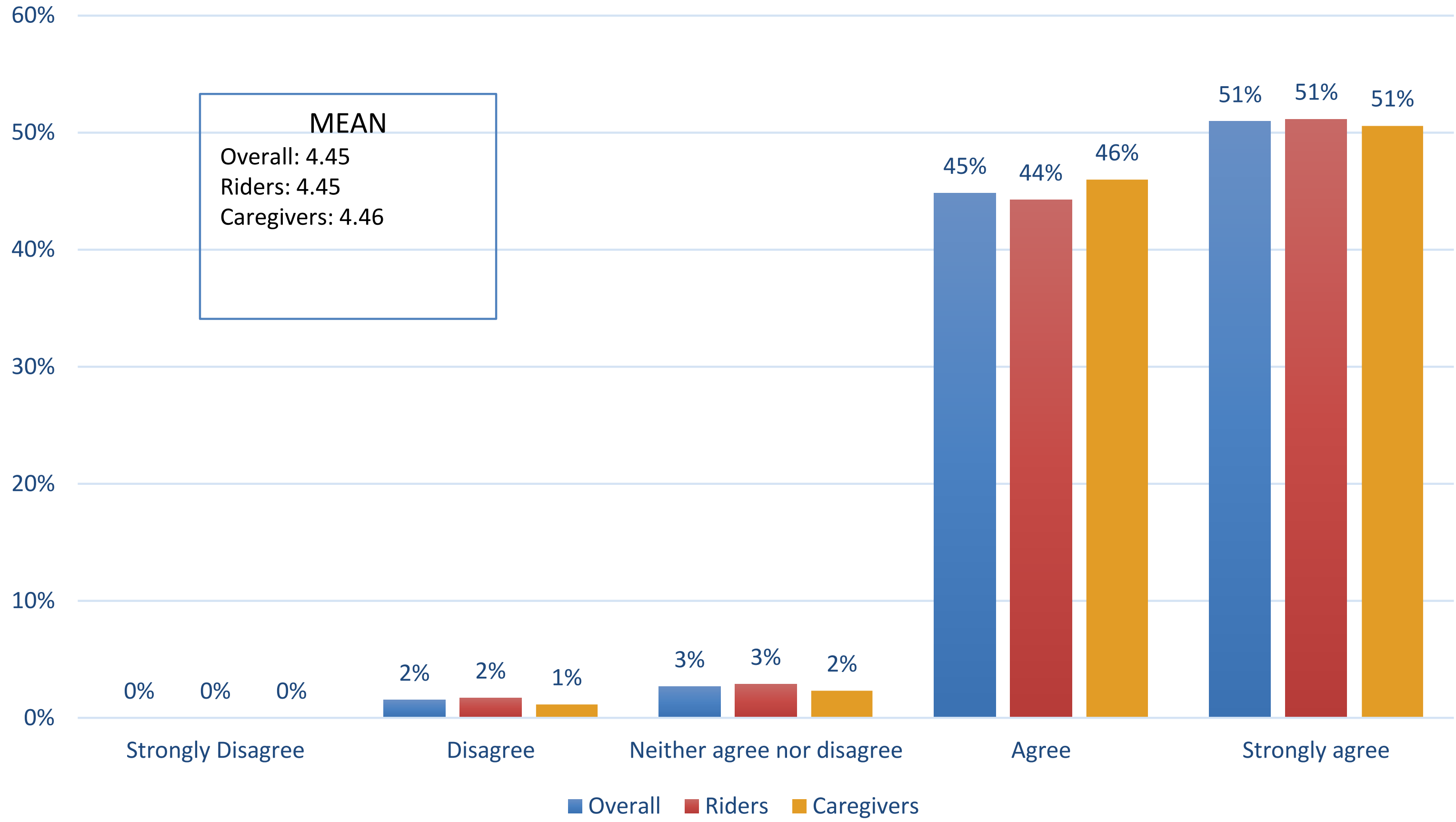
Easy to Navigate Telephone Menu



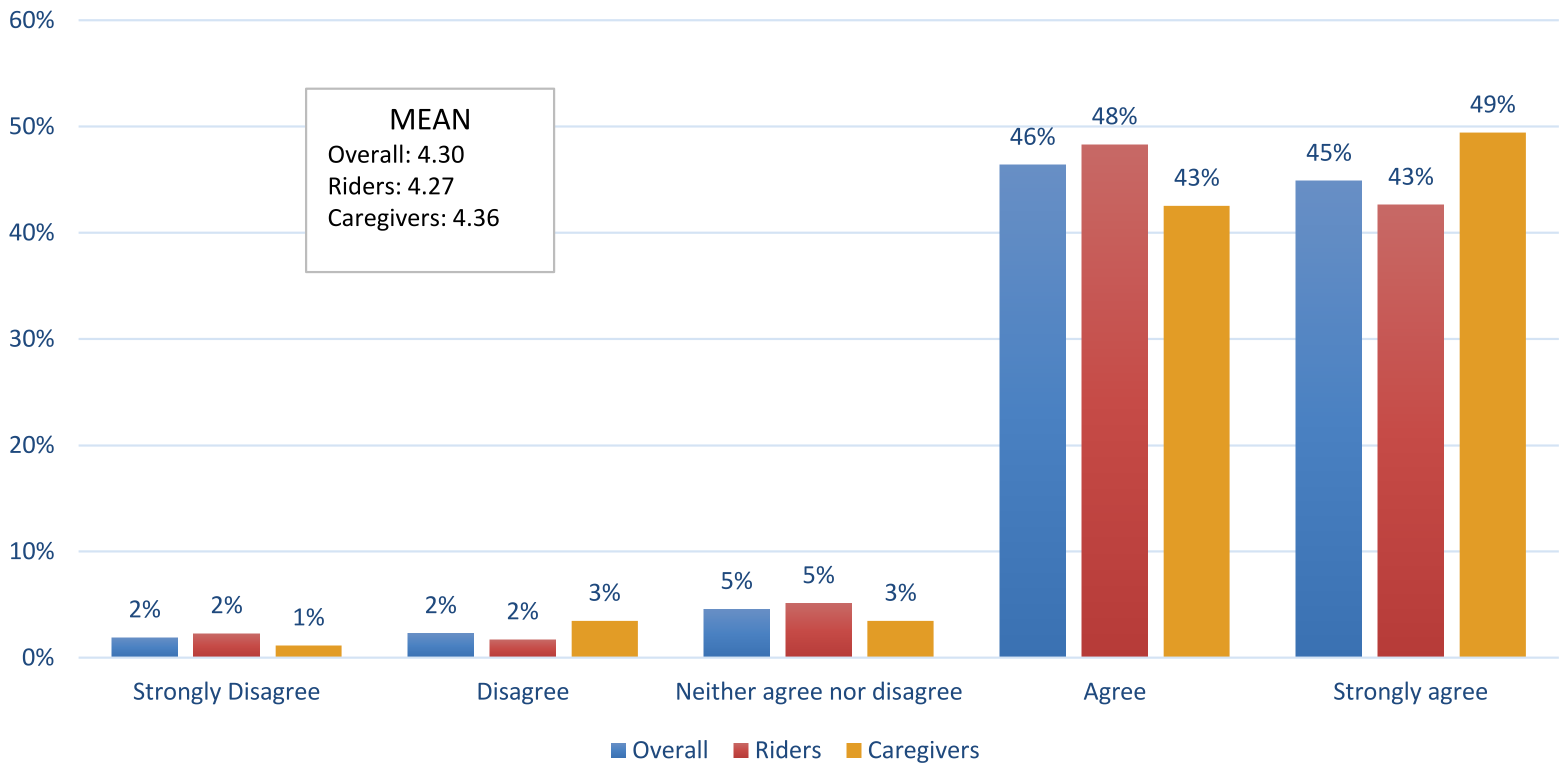
Knowledgeable Customer Service Representative



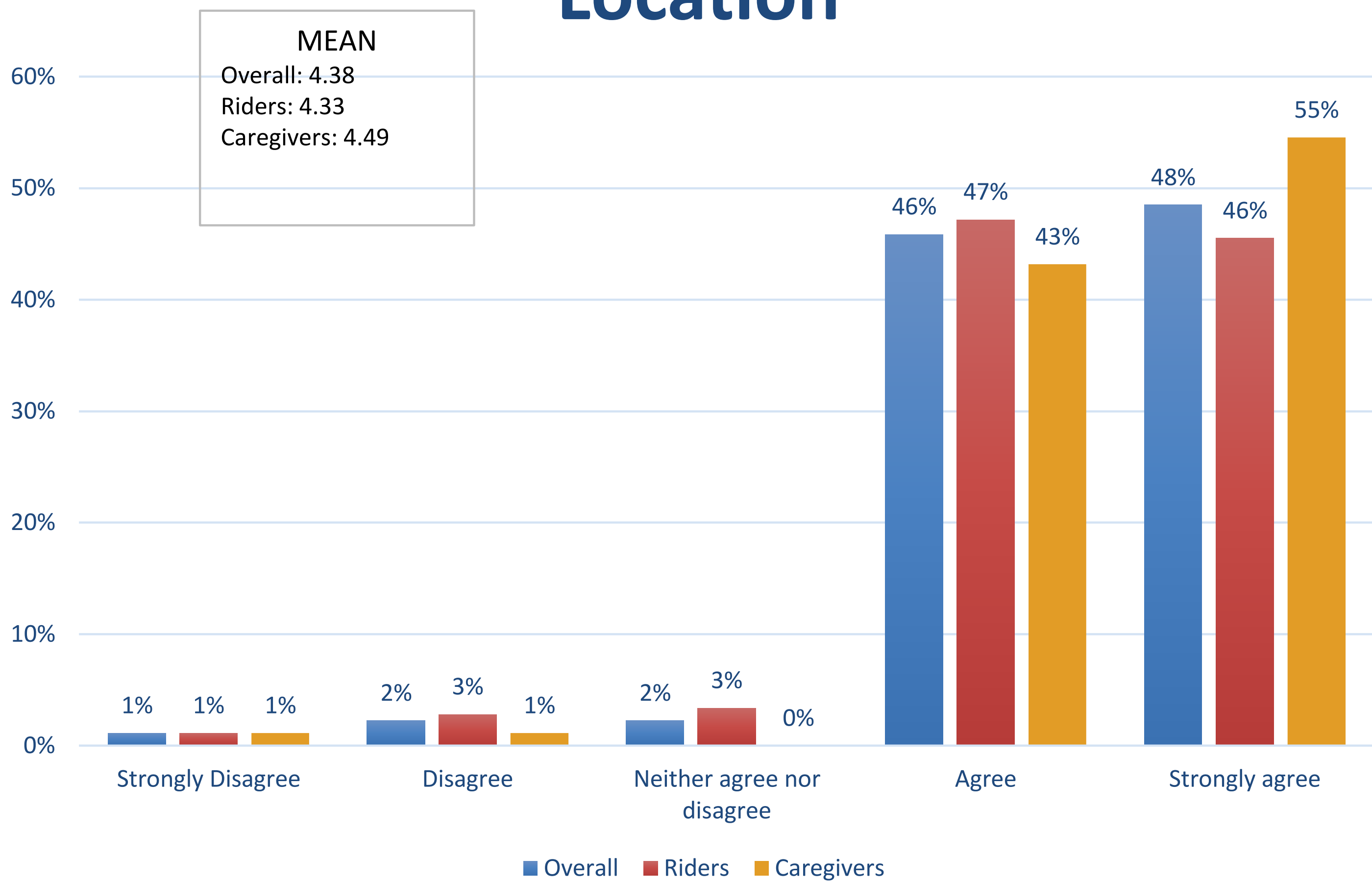
Courteous Telephone Representative



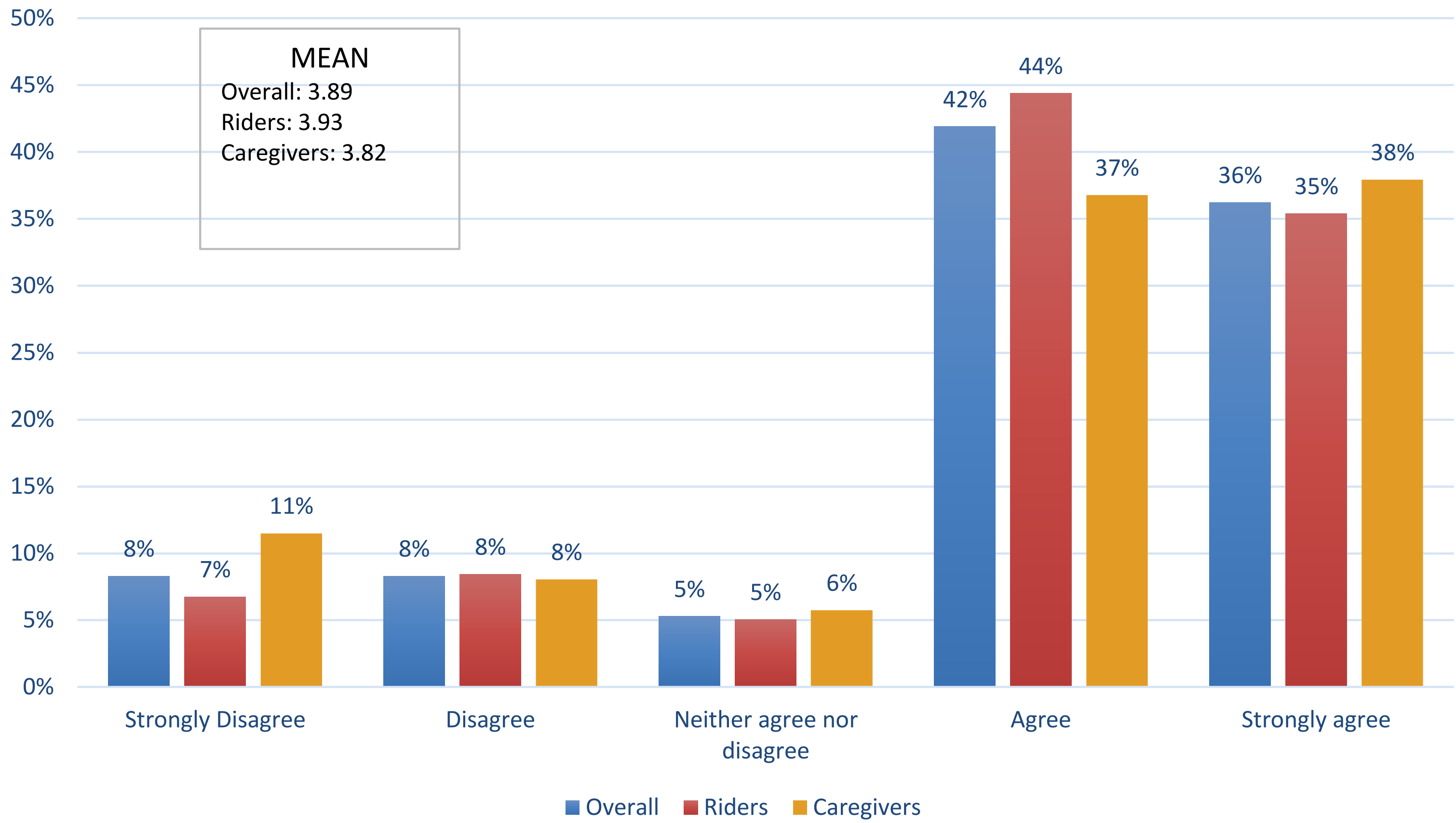
Easy to Make Transportation Arrangements by Telephone



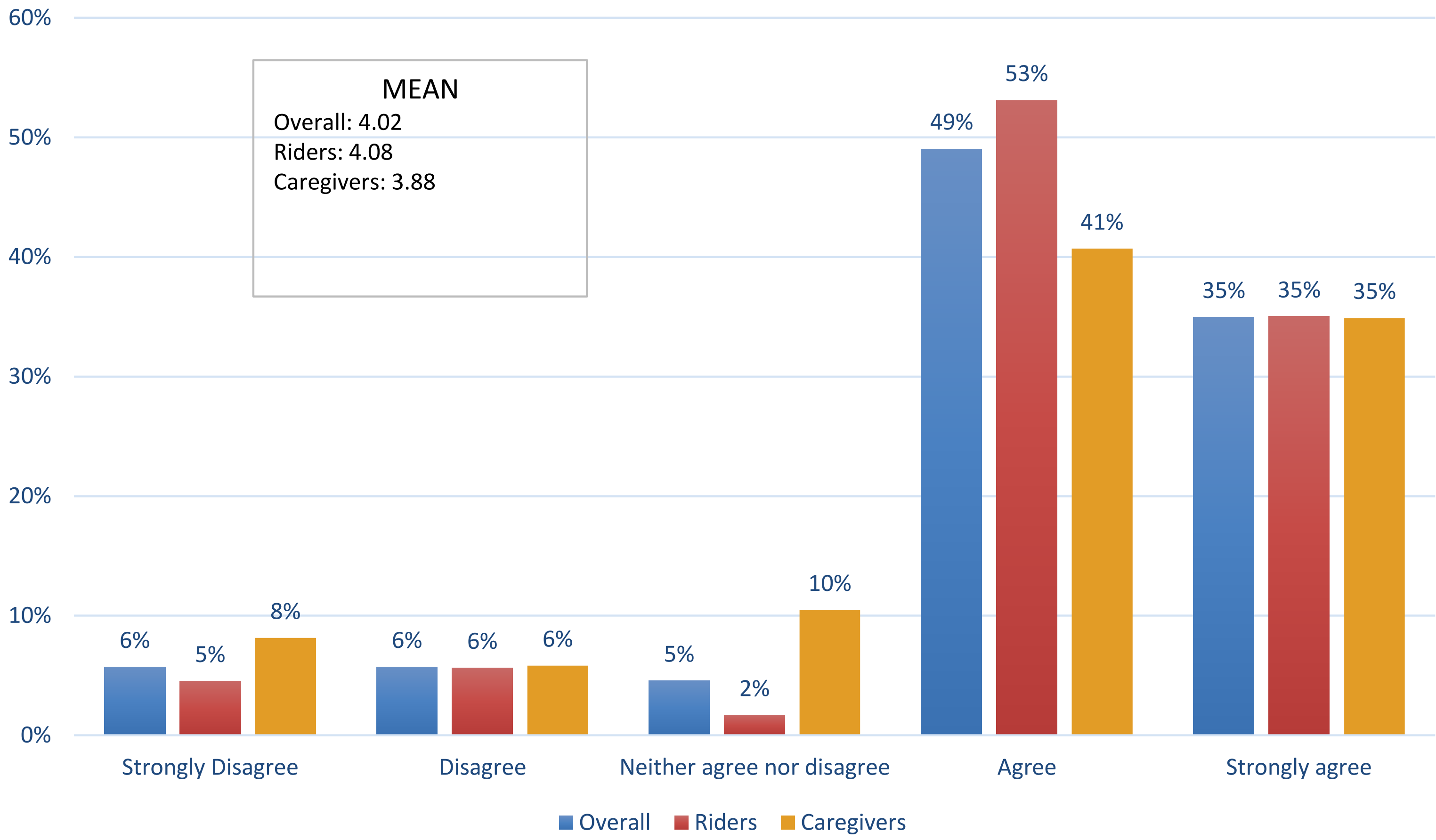
Arrived at Correct Pick-Up Location



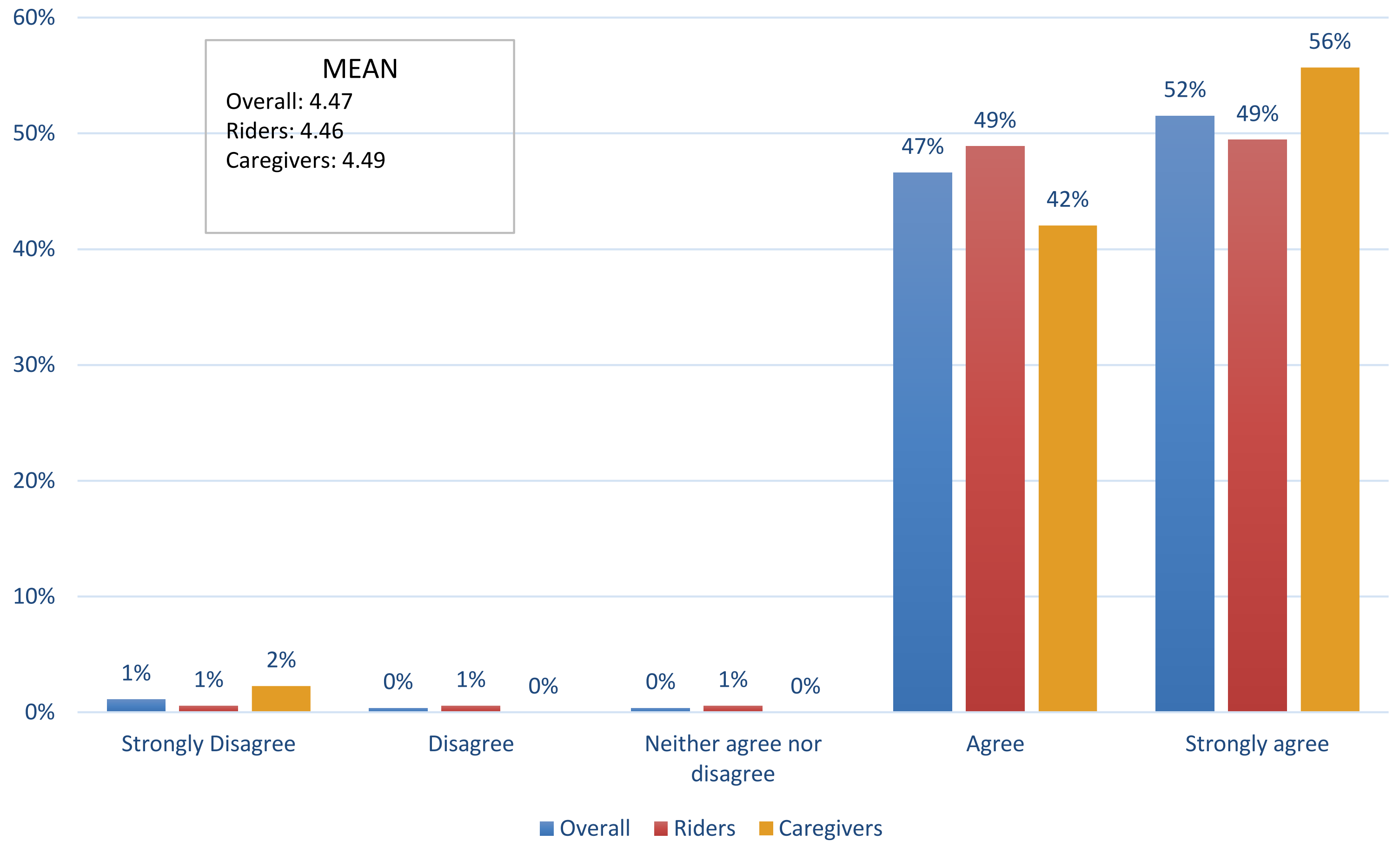
Vehicle Arrived on time for Pick Up



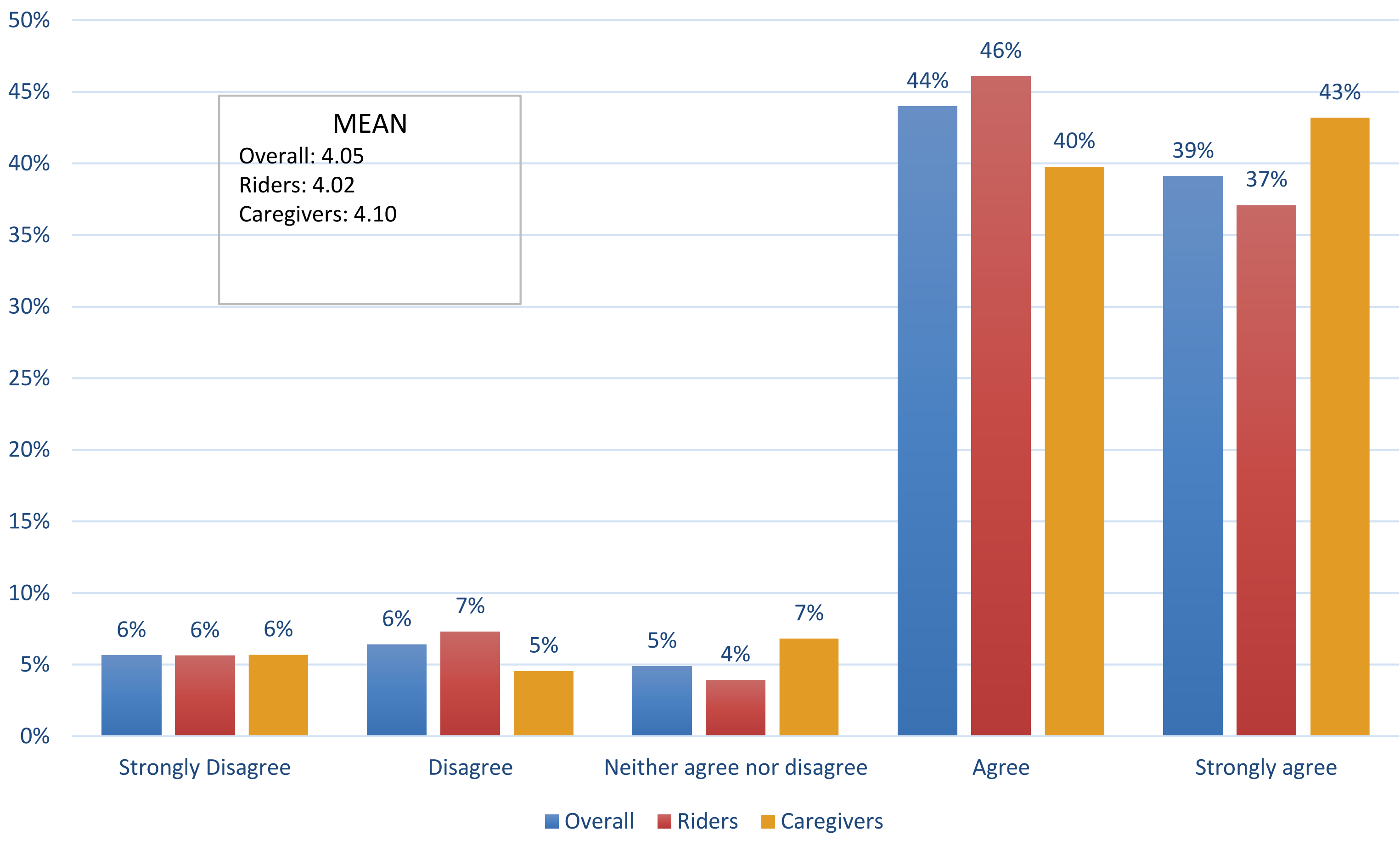
Arrived at Destination on Time



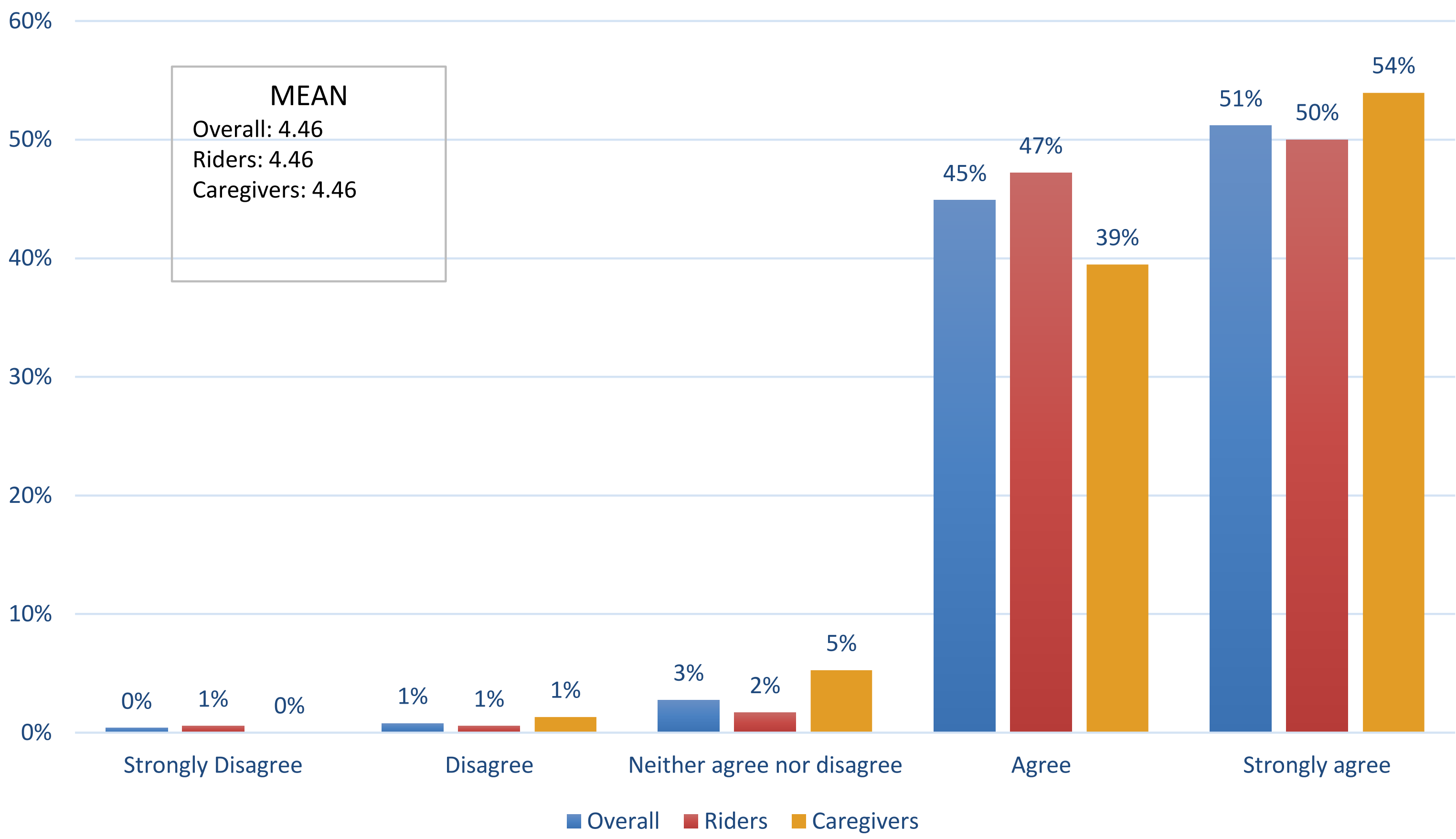
Dropped Off at Correct Location



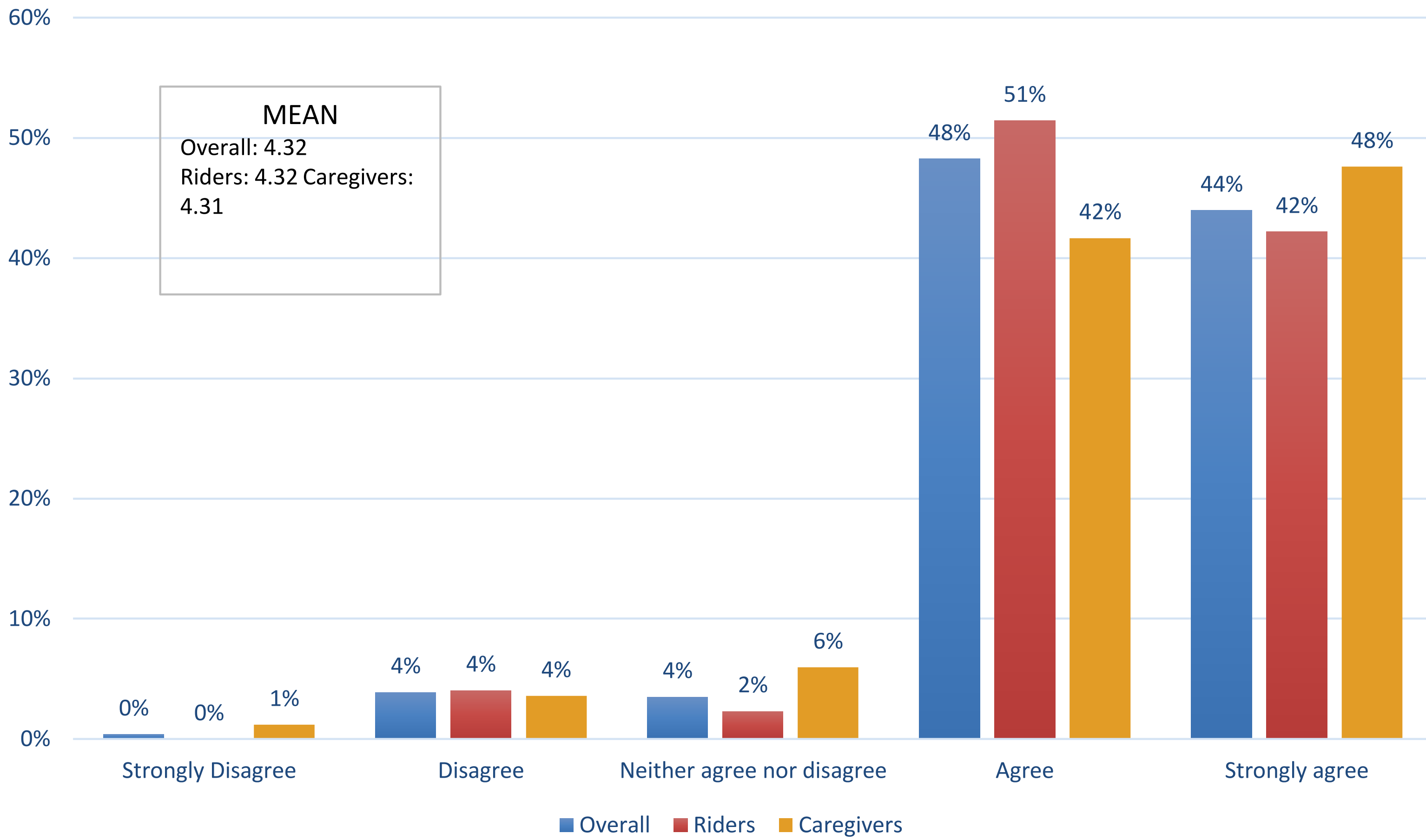
Satisfied with Trip Timeliness



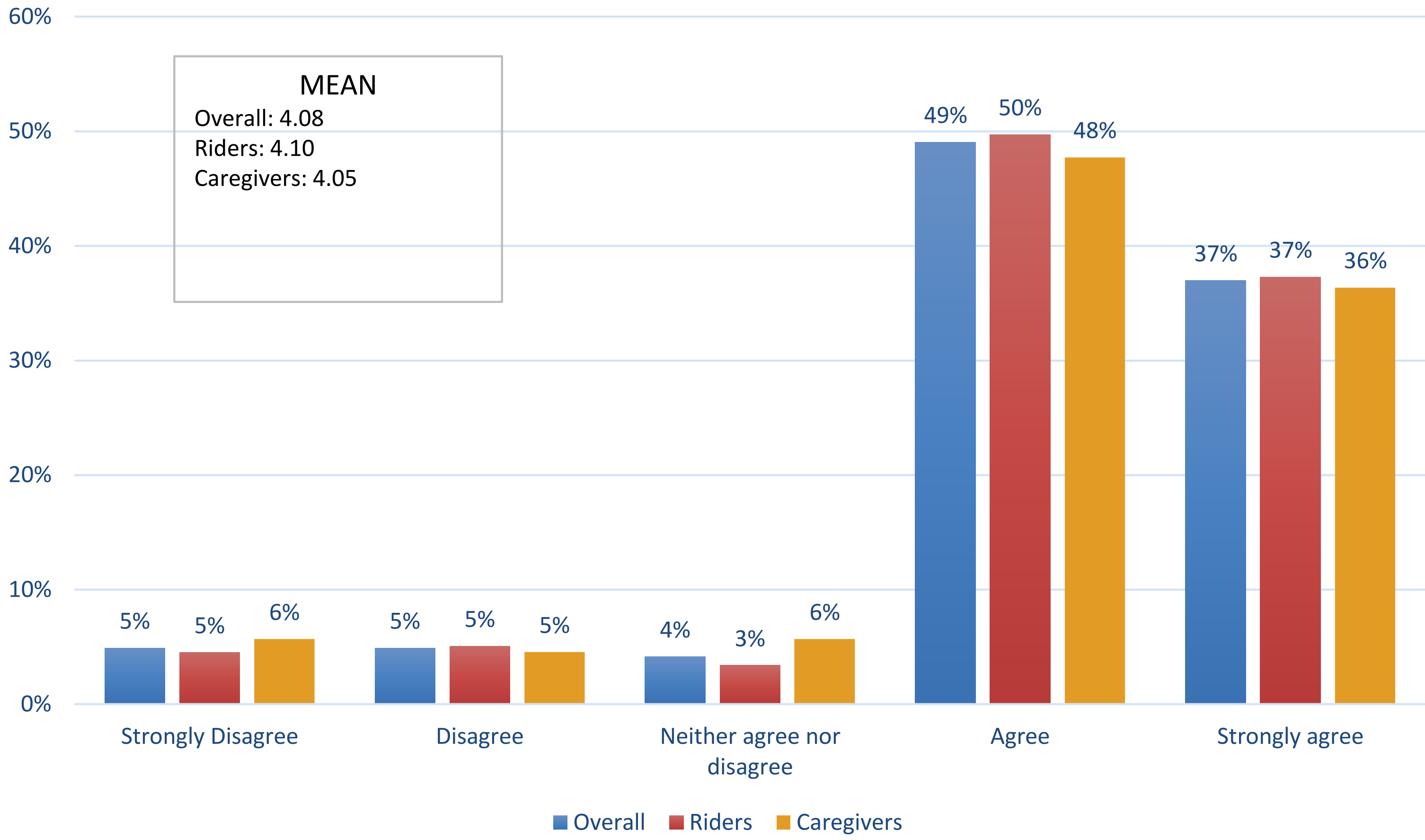
Vehicle was Clean



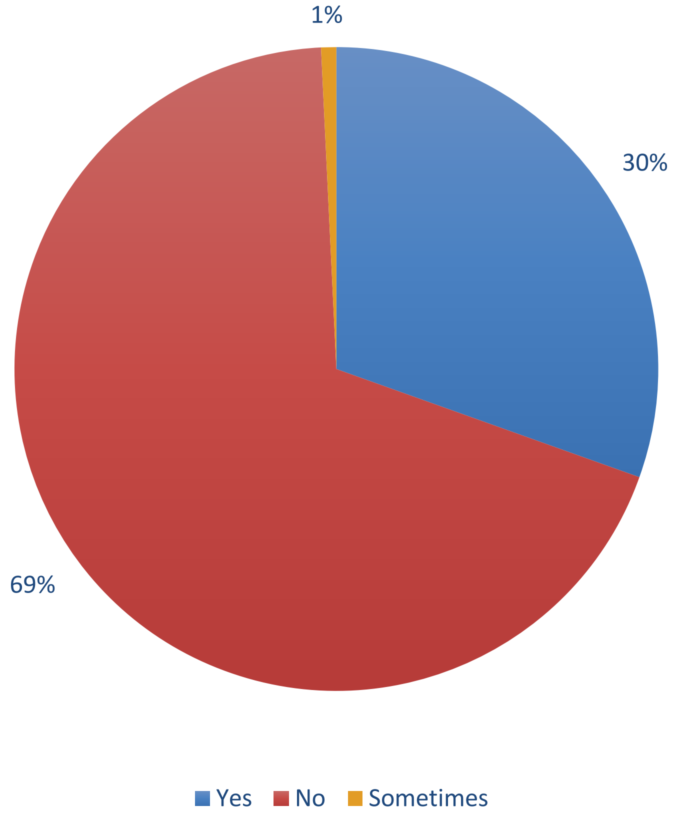
Vehicle Was Modern and in Working Order



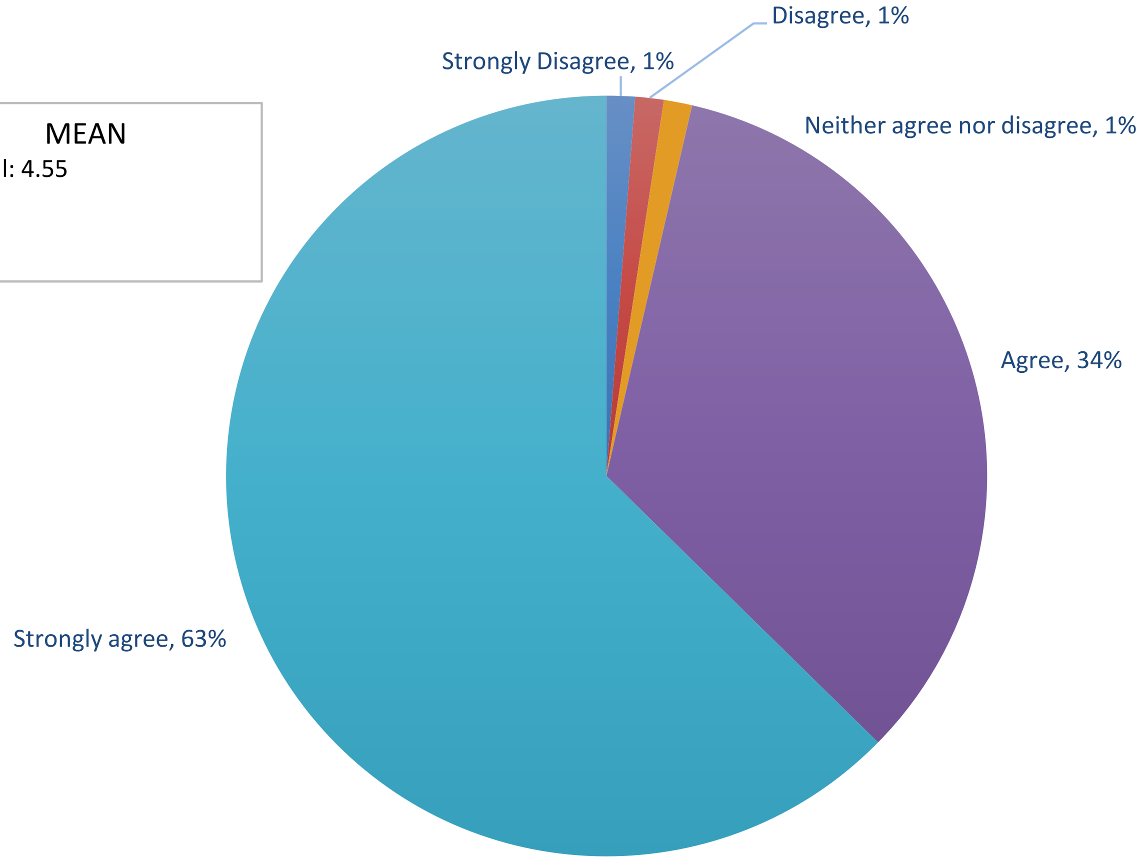
Reasonable Time to Get to Destination



Use of Wheelchair or Scooter



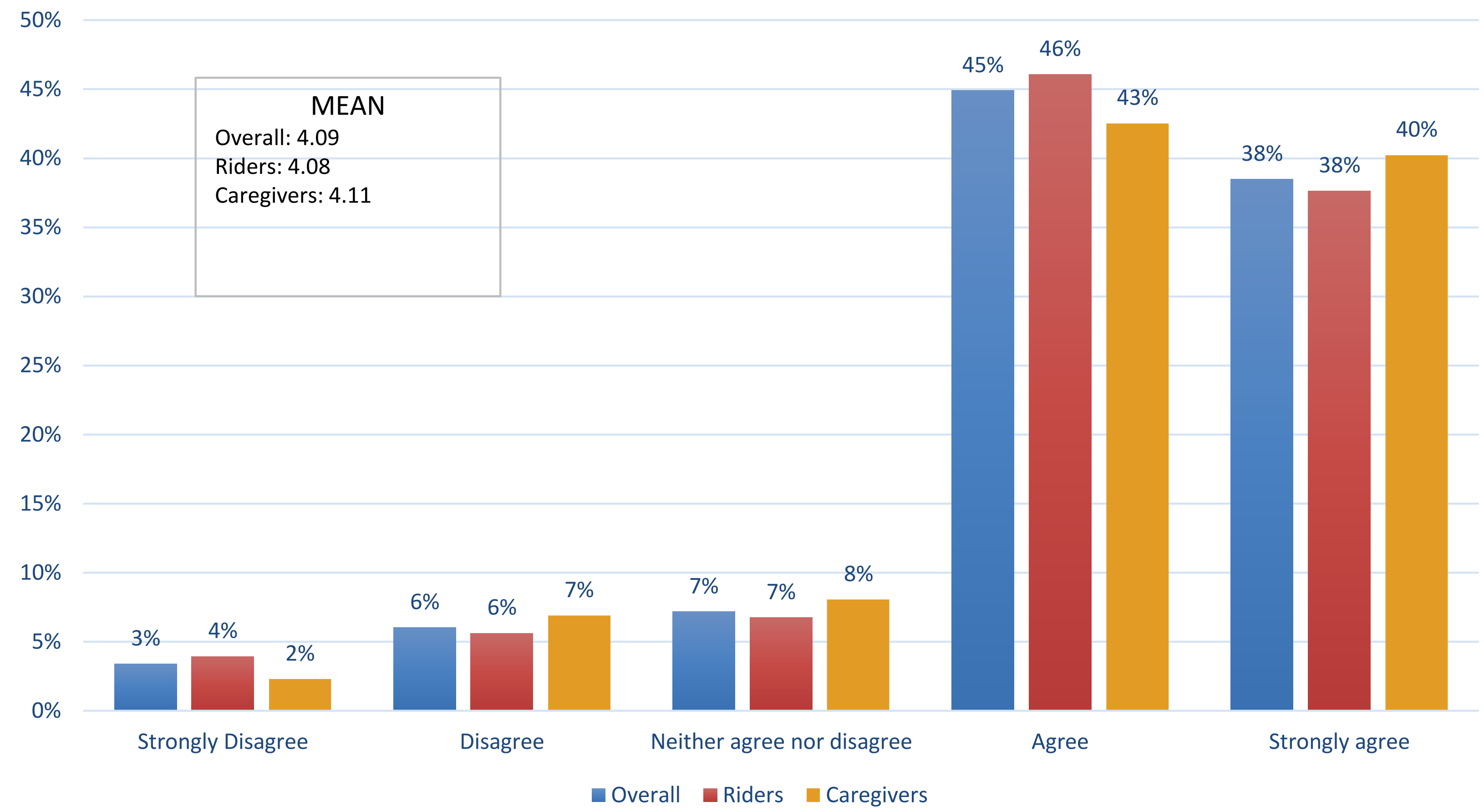
Mobility Device was Safely Secured



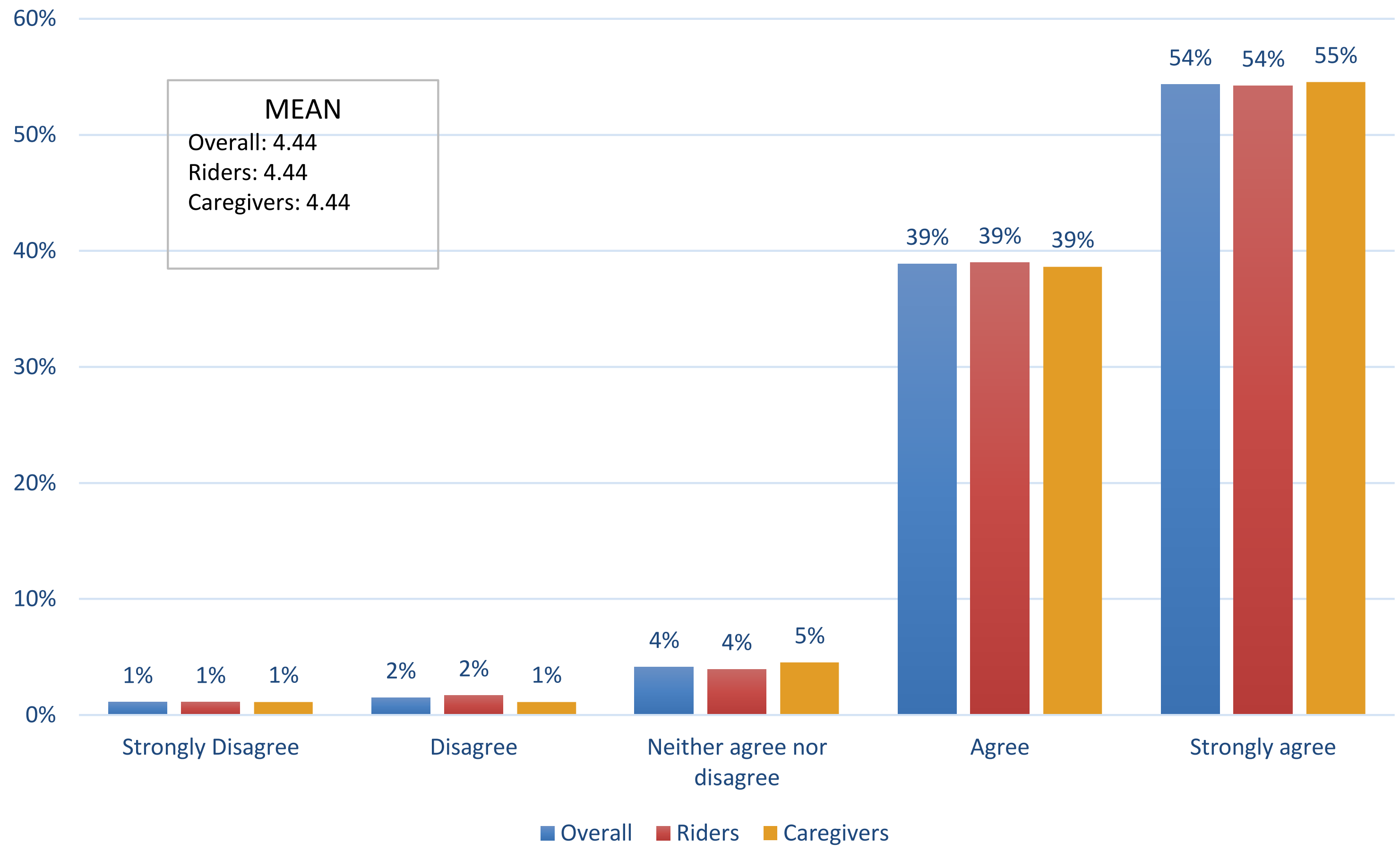
MEAN
Overall: 4.55

Note: Responses are based only on respondents who reported using a wheelchair or scooter (N=83).

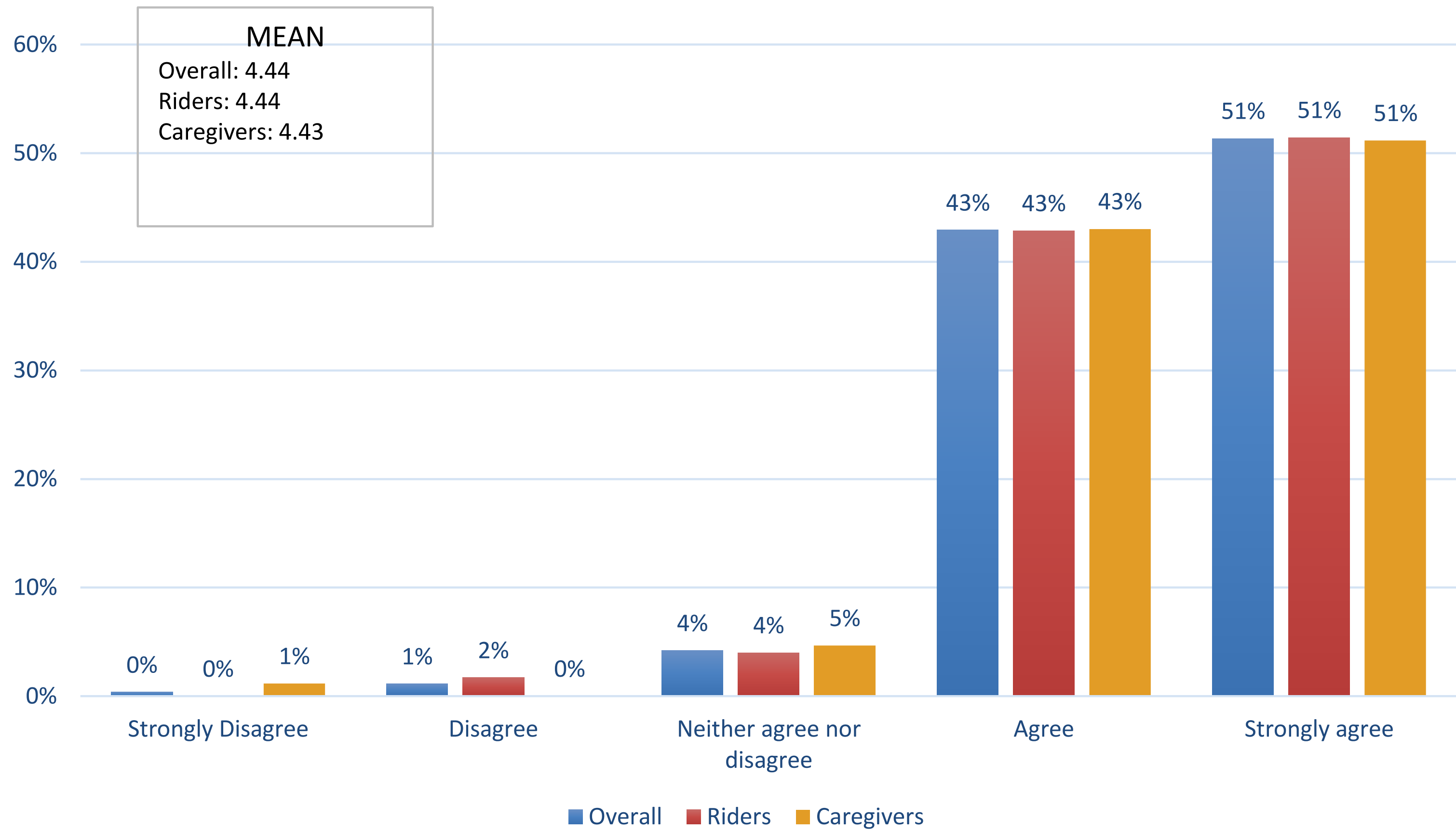
Highly Satisfied with Riding Experience



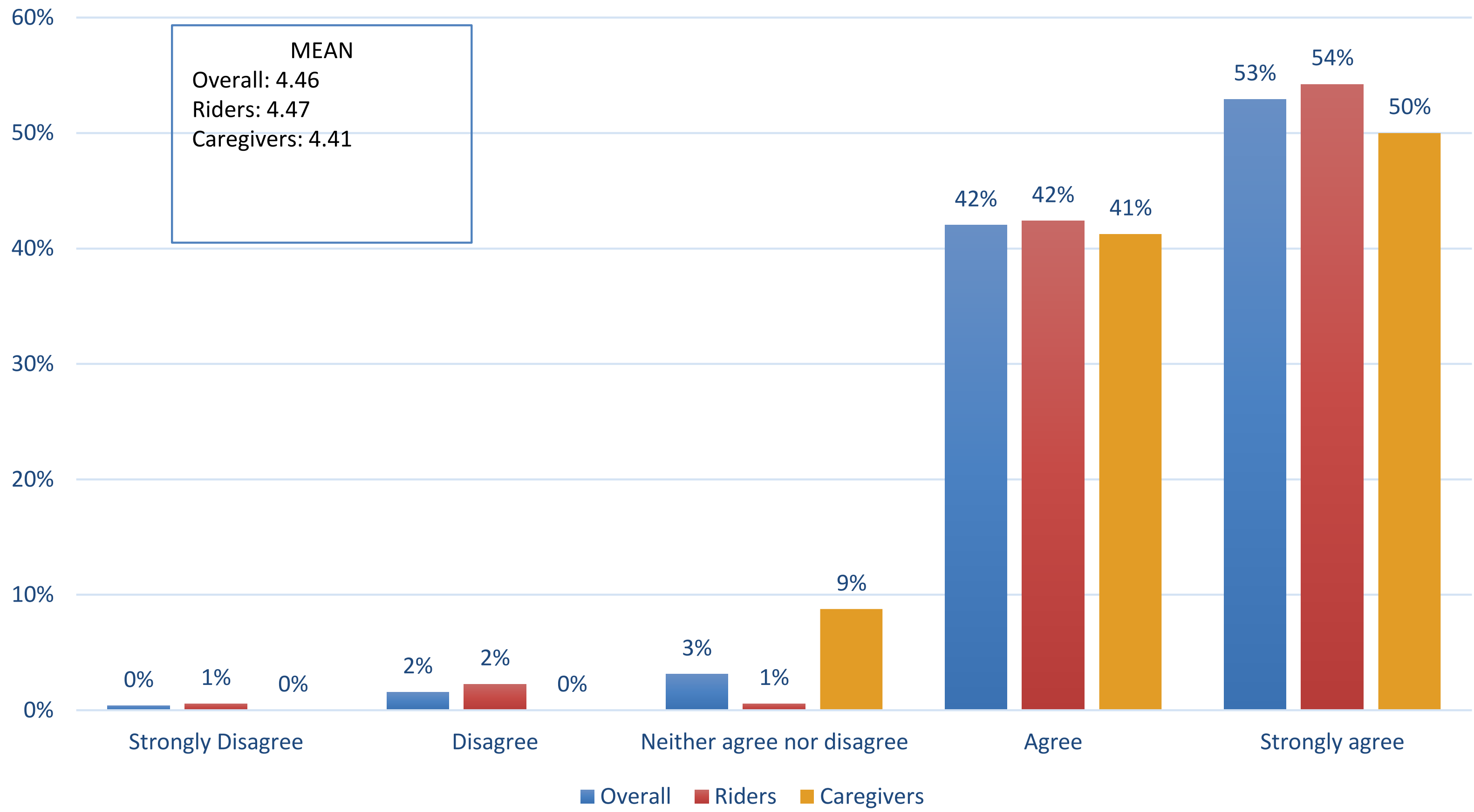
Driver was Courteous and Helpful



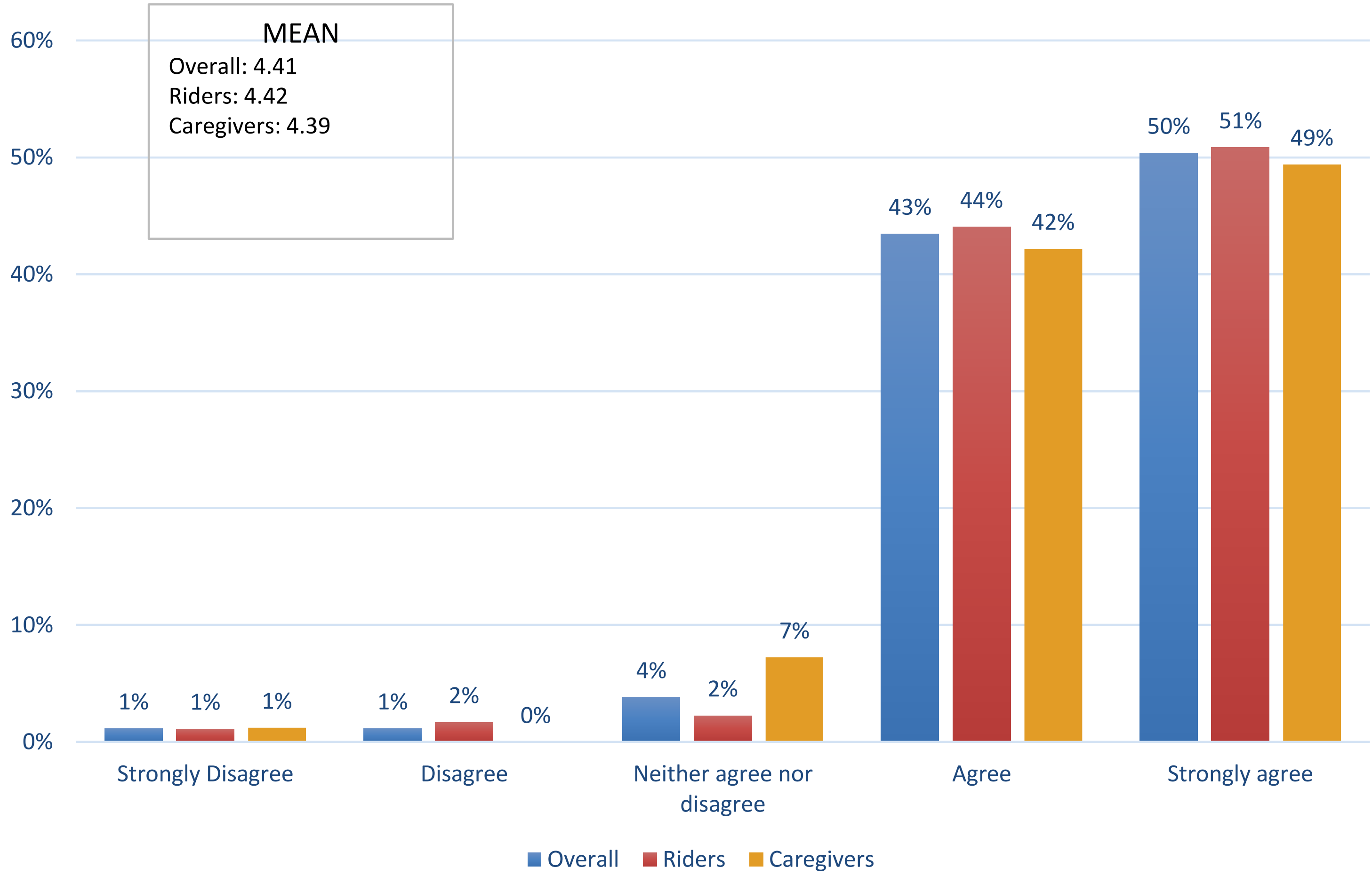
Driver was Dressed Appropriately and Clean



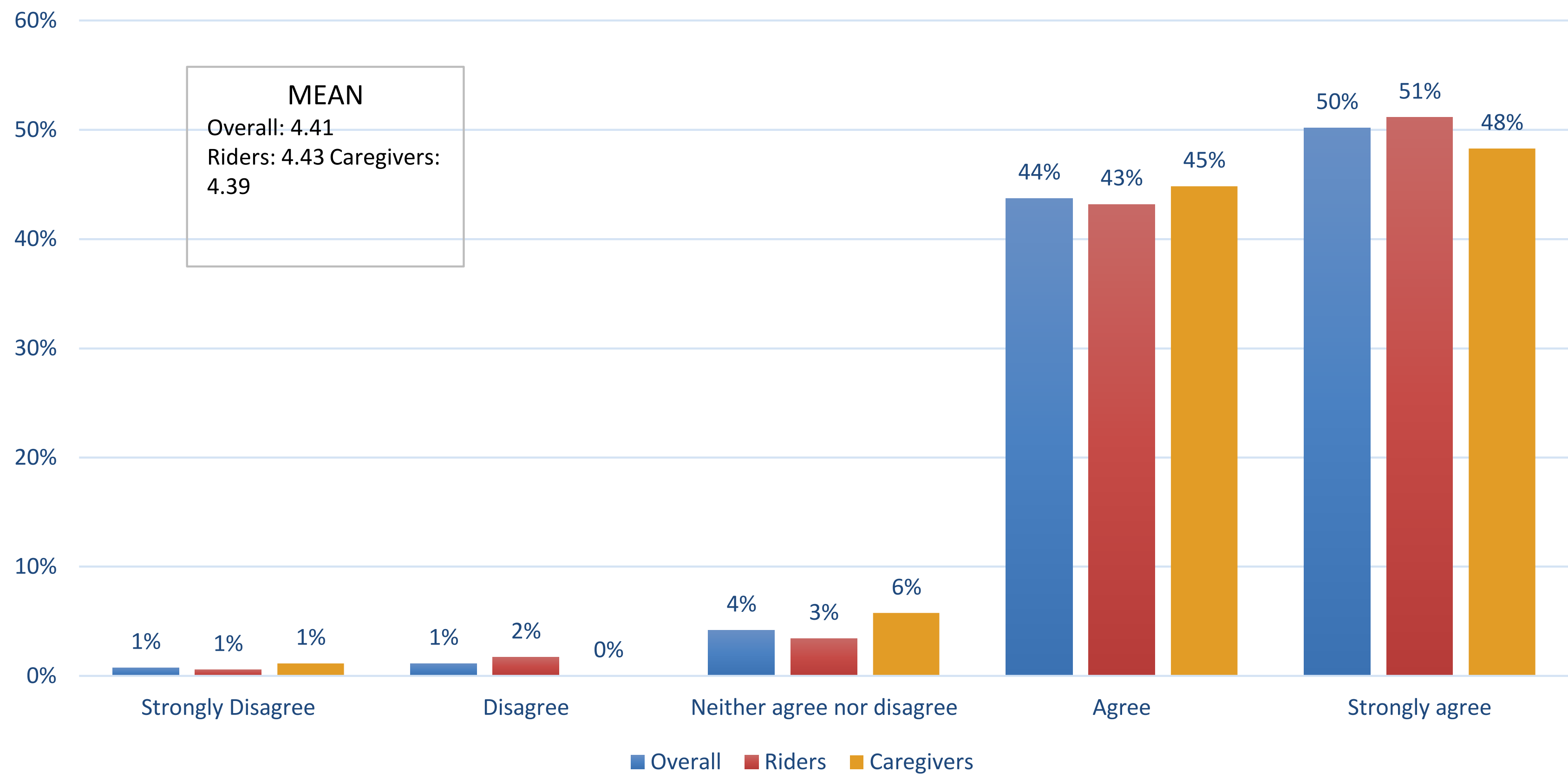
Driver Operated Vehicle Safely



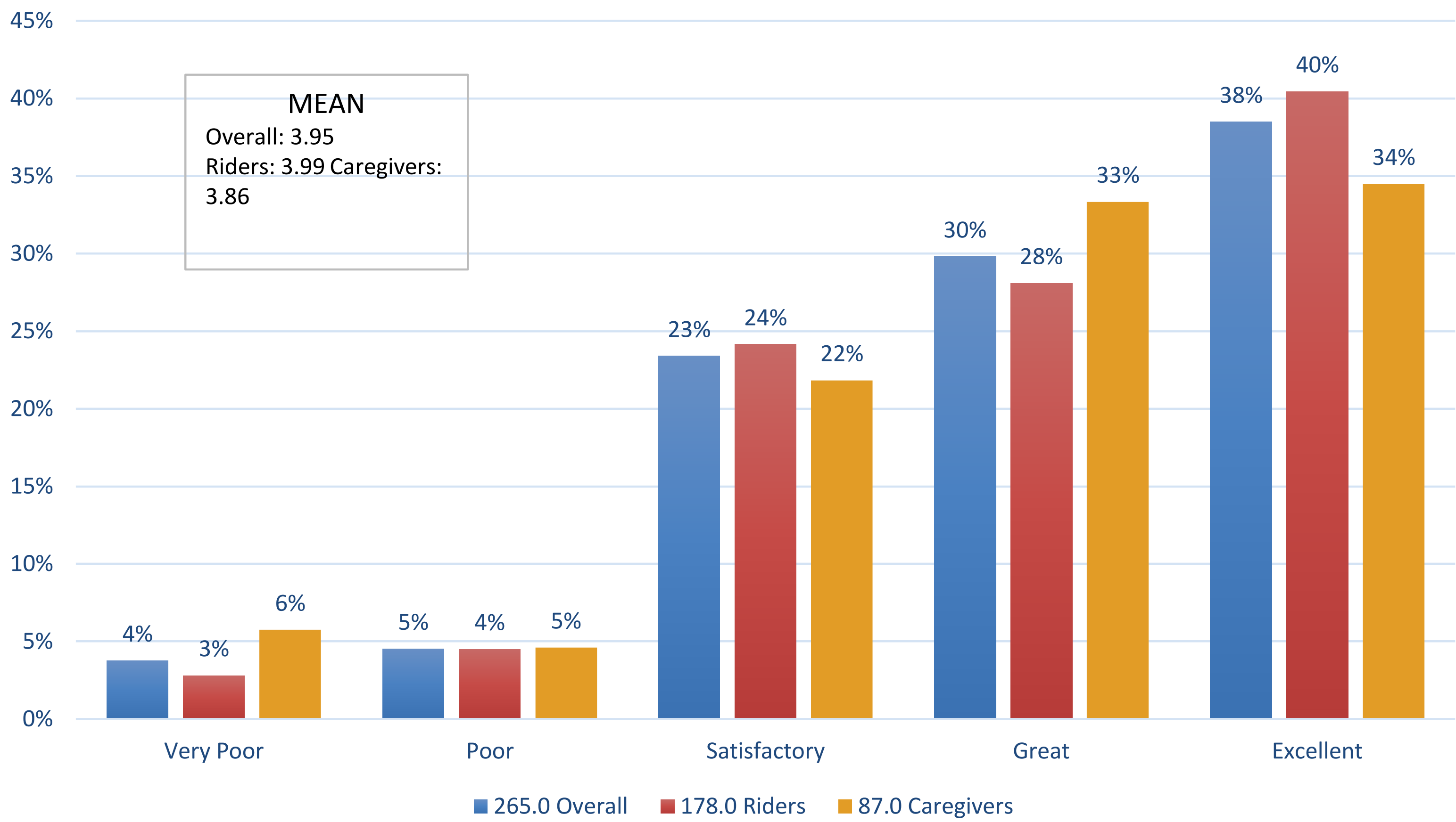
Driver Communicated Clearly/Respectfully



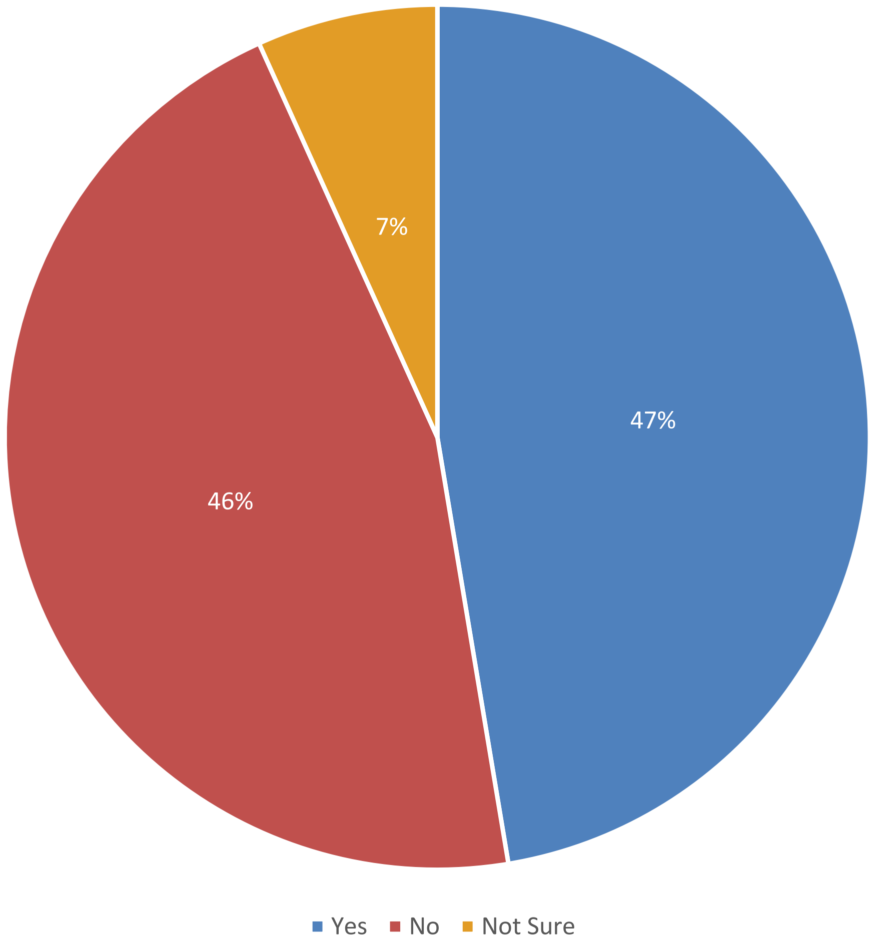
Highly Satisfied with Driver Performance



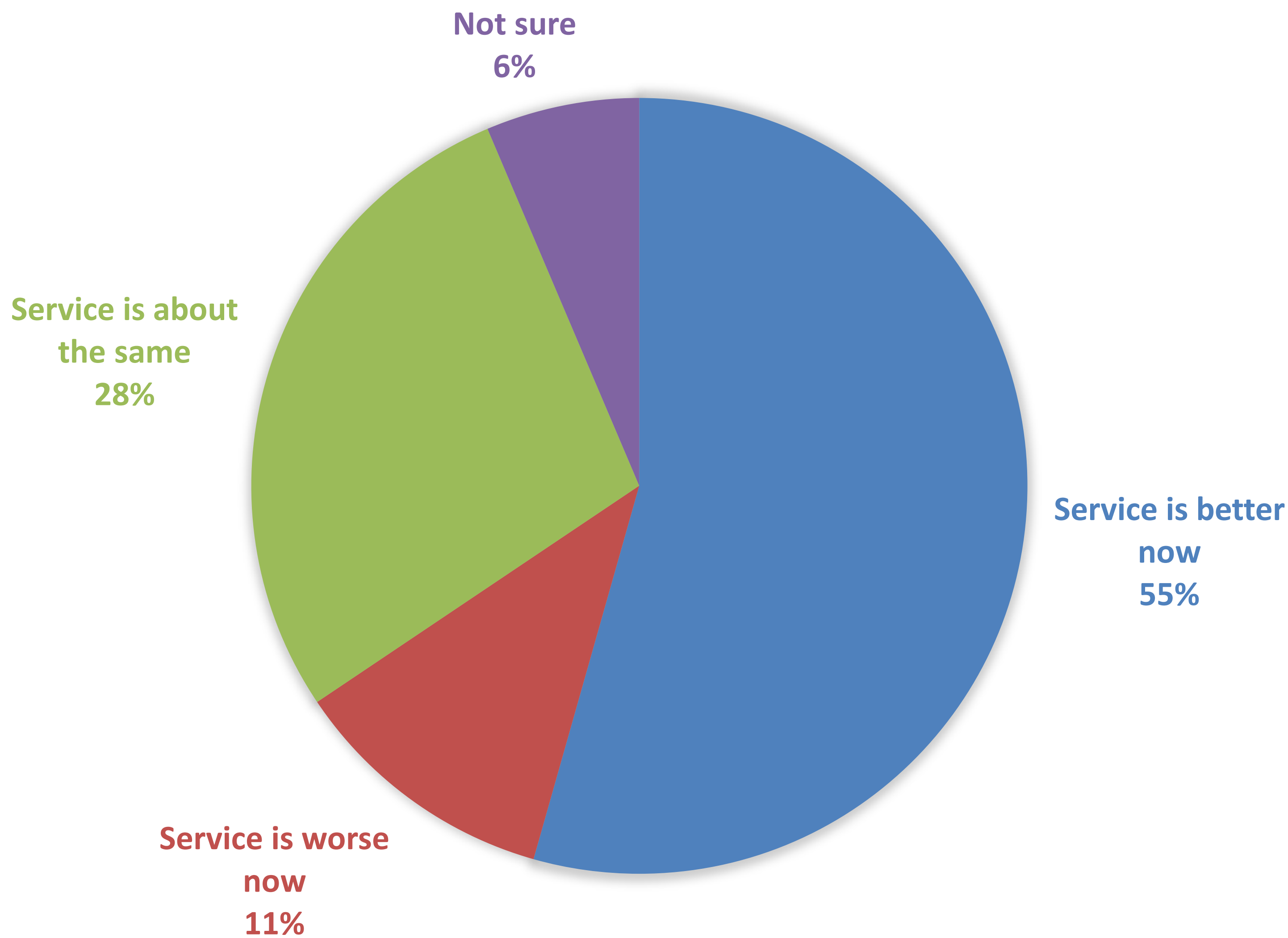
Overall Rating of LINK Paratransit Service



LINK Paratransit Rider for 5+ Years

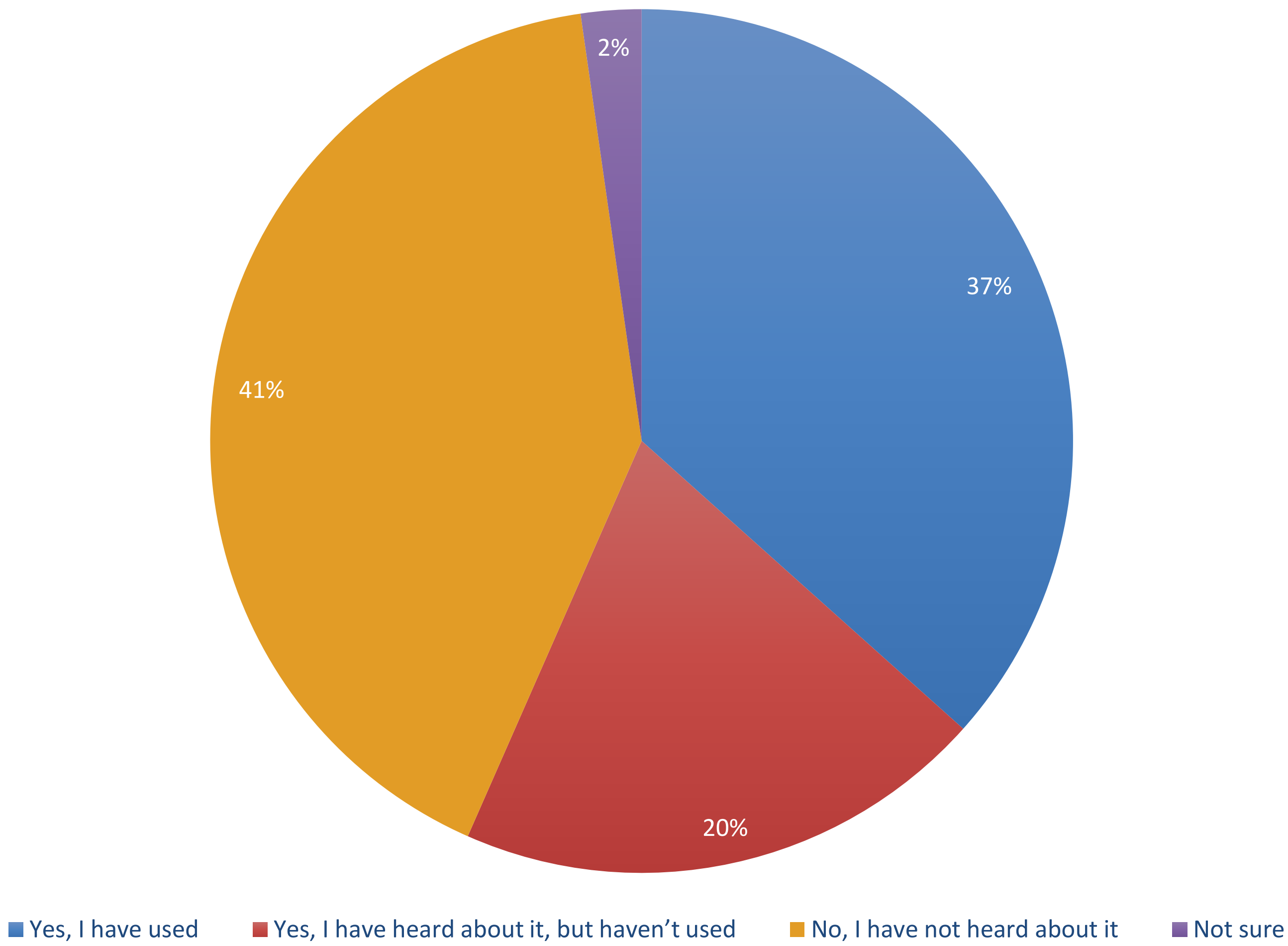


Service Changes Over The Past Five Years

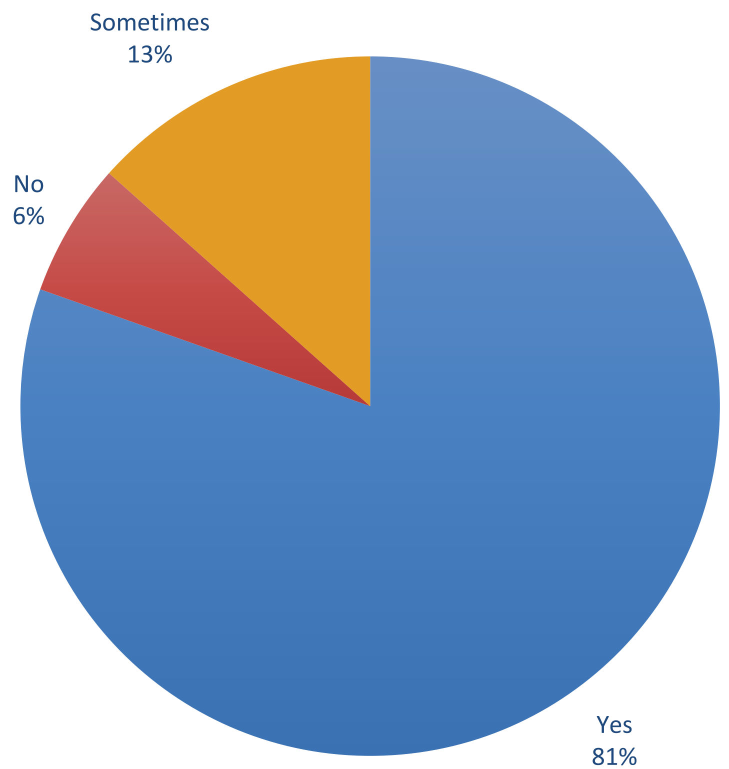


Note: Responses are based only on respondents who reported being a LINK rider for 5+ years (N=125)

Awareness and Use of the My Transit Manager App

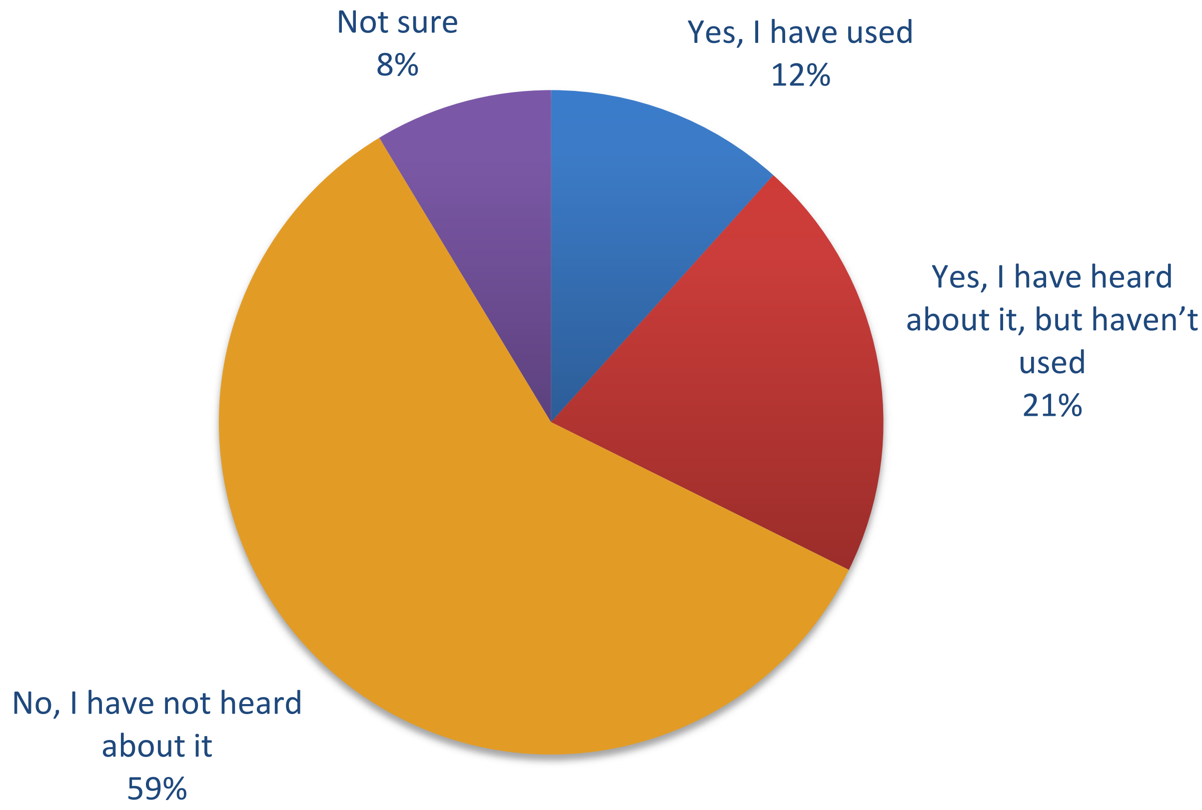


My Transit Manager App Works Well

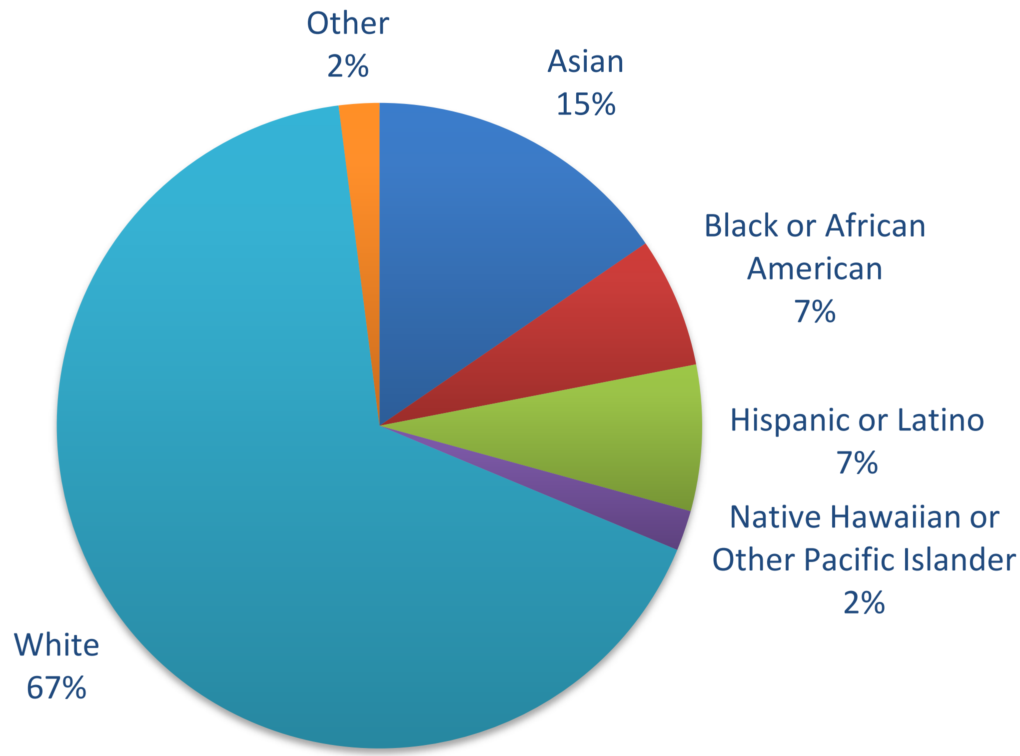


Note: Responses are based only on respondents who reported using My Transit Manager App (N=97).

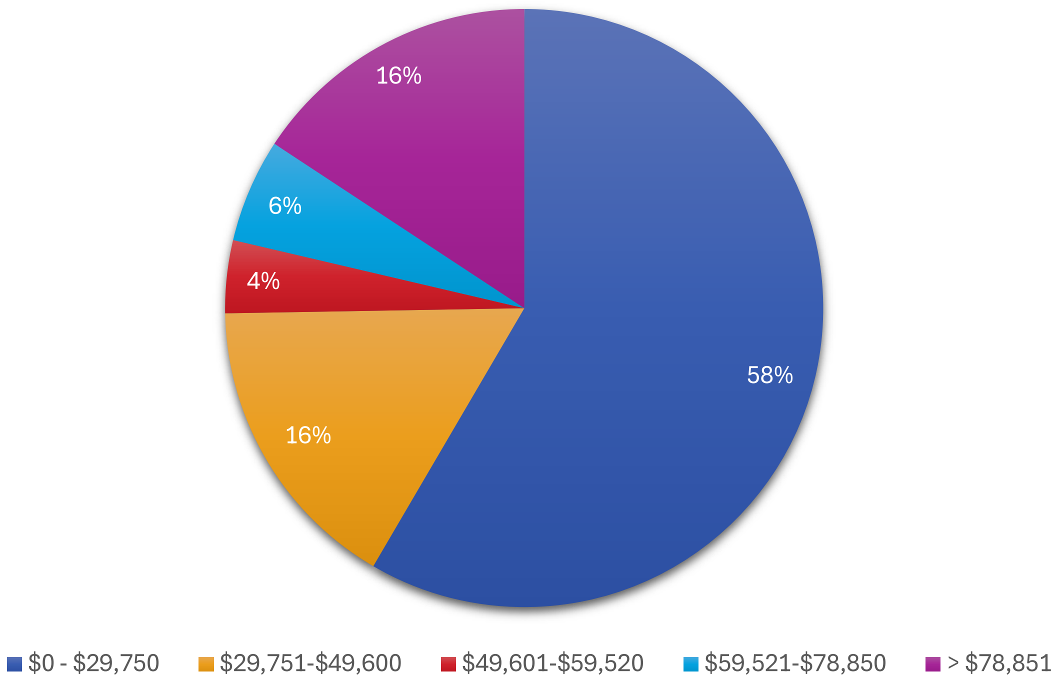
Awareness of One Seat Regional Ride Program



Race/Ethnicity



Household Income



Summary of Mean Ratings

Service Measure	Overall Mean	Riders	Caregivers
Telephone Service			
Acceptable Telephone Hold Time	4.10	4.07	4.15
Easy to Navigate Telephone Menu	4.28	4.32	4.21
Knowledgeable Customer Service Representativ	4.32	4.31	4.33
Courteous Telephone Representative	4.45	4.45	4.46
Easy to Make Transportation Arrangements	4.30	4.27	4.36
Ride Experience			
Arrived at Correct Pick-Up Location	4.38	4.33	4.49
Vehicle Arrived on time for Pick Up	3.89	3.93	3.82
Arrived at Destination on Time	4.02	4.08	3.88
Dropped Off at Correct Location	4.47	4.46	4.49
Satisfied with Trip Timeliness	4.05	4.02	4.10
Vehicle was Clean	4.46	4.46	4.46
Vehicle Was Modern and in Working Order	4.32	4.32	4.31
Reasonable Time to Get to Destination	4.08	4.10	4.05
Mobility Device was Safely Secured	4.55	*	*
Highly Satisfied with Riding Experience	4.09	4.08	4.11
Driver Performance			
Driver was Courteous and Helpful	4.44	4.44	4.44
Driver was Dressed Appropriately and Clean	4.44	4.44	4.43
Driver Operated Vehicle Safely	4.46	4.47	4.41
Driver Communicated Clearly/Respectfully	4.41	4.42	4.39
Highly Satisfied with Driver Performance	4.41	4.43	4.39
Overall Service			
Overall Rating of LINK Paratransit Service	3.95	3.99	3.86

*Not shown due to small sample size

Summary of Findings

- LINK Paratransit is viewed as an **essential community service**. Respondents consistently described the service as reliable, accessible, and vital to maintaining independence, while identifying service reliability and communication as the principal opportunities for continued improvement.
- **Overall customer satisfaction was high**, with most service attributes receiving mean ratings above **4.0** on a five-point scale.
- **Driver performance was definitely a significant strength**, receiving consistently high ratings for courtesy, professionalism, communication, and safe vehicle operation.
- **Telephone customer service was comparably well received**, particularly the courtesy and knowledge of reservation staff and the ease of making transportation arrangements.
- **Vehicle cleanliness, condition, and accessibility** were rated favorably, and respondents expressed high satisfaction with arriving at the correct pick-up and drop-off locations.
- **Timeliness represented the primary opportunity for improvement.** On-time pick-up performance received the lowest mean rating (3.89), and open-ended comments frequently cited late pickups, long ride times, and inefficient routing.

Summary of Findings (cont'd)

- **Verbatim responses reinforced the survey findings.** Respondents praised LINK Paratransit's drivers and staff while identifying scheduling, routing, dispatch coordination, and communication regarding delays as the most common areas for improvement.
- Among respondents who had used LINK Paratransit **for five years or longer**, more than half (54%) reported that service has improved over time, while 28% felt service has remained about the same, and 11% believed it has worsened.
- **Customer awareness of available programs could be improved.** More than 40% of respondents were unfamiliar with the My Transit Manager smartphone application, and nearly 60% had not heard of the One Seat Regional Ride program.
- **My Transit Manager users primarily rely on the application to monitor vehicle location, arrival times, and upcoming trips.** While many respondents found these features valuable, several suggested improving the accuracy of real-time tracking and estimated arrival times.

Recommendations

- Improve service reliability by evaluating scheduling practices, routing efficiency, and dispatch operations to reduce late pick-ups, long ride times, and missed appointments.
- Enhance customer communication by providing more timely notifications of delays, improving dispatch responsiveness, and increasing the accuracy of real-time vehicle information within the My Transit Manager application.
- Expand outreach and education regarding available services and technology, including the My Transit Manager application and the One Seat Regional Ride program, to improve customer awareness and utilization.
- Maintain investment in employee training and recognition, as drivers and customer service staff were consistently identified as the agency's greatest strengths and the primary contributors to customer satisfaction.
- Continue monitoring customer feedback through periodic satisfaction surveys and qualitative comments to evaluate the effectiveness of service improvements and identify emerging customer needs.

Quantum Market Research, Inc.
1635 Telegraph Avenue
Oakland, CA 94612

DATE August 11, 2026

TO: Rosa Noya and John Sanderson, County Connection

FROM: Veronica Raymonda and Patty Hoyt

SUBJECT: Results from Coding of Verbatims

The following pages summarize riders' responses to the open-ended questions in the LINK survey. After rating various aspects of the ride – telephone service, ride experience, and driver performance – respondents were asked "How would you rate your experience with the LINK Paratransit service in general?" Those who rated it excellent or great were asked two open-ended questions. Those who rated the service as satisfactory, poor or very poor were asked one.

Coded Responses to "Please Provide County Connection Management With your Thoughts on What you are Most Satisfied With" (Base: Excellent or Great Rating N = 181)

	%
Driver courtesy and professionalism	43%
Overall service satisfaction	29%
Reliability and timeliness	19%
Independence provided by the service	13%
Dispatch and customer service	10%
Accessibility and passenger assistance	8%
Ease of scheduling	8%
Affordability	4%
Vehicle comfort and cleanliness	4%
Communication and notifications	4%
Technology (App/One Seat Ride)	3%

*Multiple response permitted

The comments reflected a high level of appreciation for the service and consistently reinforced the positive findings observed throughout the survey. Respondents most frequently praised the professionalism and kindness of drivers, the courtesy of staff, the reliability of the service, and the independence that LINK Paratransit provides to individuals who might otherwise have limited transportation options.

The most common theme was appreciation for drivers and customer service staff. Respondents repeatedly described drivers as courteous, respectful, patient, professional, and compassionate. Many also recognized individual drivers and dispatch staff by name, highlighting the positive relationships they had developed over years of using the service. Numerous comments emphasized that staff consistently treated riders with dignity, assisted passengers with disabilities, and created a welcoming experience.

Another recurring theme was the reliability and convenience of the service. Respondents frequently stated that LINK Paratransit enabled them to attend medical appointments, work, community programs, and other essential destinations. Many described the service as dependable, timely, and easy to schedule, while others expressed appreciation for receiving advance notification of arrivals and the flexibility provided by reservation staff.

Several respondents emphasized that LINK Paratransit provides much more than transportation—it provides independence and quality of life. Many described the service as a "lifeline," noting that they would otherwise be unable to travel independently to medical appointments, employment, shopping, or social activities. Caregivers similarly expressed gratitude for the peace of mind the service provides to their families.

Respondents also praised the accessibility and affordability of the service. Comments highlighted safe assistance with boarding and mobility devices, accommodations for companions, reasonable fares, and the availability of transportation for individuals who could not otherwise use conventional public transit. Several respondents also expressed appreciation for improvements made over time, including enhancements to scheduling, technology, and regional travel options.

Clearly, respondents value LINK Paratransit not only as a transportation service but also as an essential resource that promotes independence, accessibility, and community participation. These comments indicate that respondents overwhelmingly recognize and appreciate the dedication of LINK Paratransit’s drivers, dispatchers, and staff, as well as the important role the service plays in their daily lives.

These same respondents – those who had rated the service excellent or great – were also asked “Is there anything we could do to improve the service?”

Coded Responses to "Is There Anything we Could do to Improve the Service"
(Base: Excellent or Great Rating
N = 181)

	%
Improve timeliness/reduce delays/shorten pickup window	21%
No improvements needed/Keep up the good work	18%
Improve scheduling/routing efficiency	11%
Improve communication & notifications	10%
Expand service availability (more drivers, weekends, same-day service)	8%
Improve technology (App, online scheduling, payment)	7%
Improve driver training/consistency	6%
Improve dispatch/reservation process	6%
Improve vehicle comfort/ride quality	4%
Simplify policies/recertification/eligibility	3%

*Multiple response permitted

A substantial number of respondents stated that no improvements were needed, expressing appreciation for the quality of service, the professionalism of drivers, and the overall reliability of LINK Paratransit. Several respondents specifically commented that they were "very happy," "totally satisfied," or encouraged the agency to "keep up the good work."

Among those who offered suggestions, timeliness was the most frequently mentioned opportunity for improvement. Respondents requested more punctual pick-ups and drop-offs, shorter pickup windows, and reduced travel times associated with shared rides. Several noted that return trips, in particular, were often delayed because of additional passenger pickups or inefficient routing.

Many comments focused on scheduling and dispatch operations, with respondents suggesting improved coordination of routes, additional drivers, more consistent scheduling, and greater flexibility for same-day or weekend service. Several also recommended reducing the standard 30-minute pickup window or providing more accurate estimates of arrival times.

Overall, the comments from satisfied respondents suggest that customers value the service provided by LINK Paratransit and appreciate the efforts of its employees. The suggestions offered were generally focused on enhancing service reliability, improving scheduling efficiency, expanding service options, and strengthening communication rather than addressing fundamental concerns with the service itself.

Those who gave lower ratings to the service in general – satisfactory, poor or very poor – were asked to make suggestions on ways service could be improved.

Coded Responses to "Please Provide County Connection Management
With your Thoughts on How we May Improve our Service"
(Base: Satisfactory, Poor or Very Poor Rating
N = 84)

	%
Timeliness/On-Time Performance	69%
Scheduling & Routing	40%
Dispatch/Reservations	29%
Communication & Notifications	25%
Driver Concerns	24%
Vehicle Comfort & Condition	15%
Service Availability/Capacity	12%
Accessibility (lift, ramp, door assistance, mobility devices)	11%
Technology/App	10%
Policies/Procedures	7%
Positive Feedback (despite concerns)	18%

*Multiple response permitted

While several respondents expressed appreciation for the professionalism and kindness of drivers and staff, recurring concerns centered on on-time performance, scheduling practices, and communication regarding delays.

Timeliness emerged as the most frequently discussed issue. Many respondents described late pick-ups, extended ride times, missed appointments, and early arrivals that required passengers to wait unnecessarily. Several comments noted that unreliable service created stress and made it difficult to arrive at medical appointments, work, school, or other scheduled activities.

A second recurring theme involved scheduling and route planning. Respondents frequently reported concerns about inefficient routing, lengthy shared rides, and trip sequencing that resulted in unnecessary travel time. Several suggested that improved route planning and scheduling practices could reduce delays and improve the overall rider experience.

Many respondents also commented on communication and dispatch operations. Common concerns included long times on hold, problems reaching someone on the phone, delayed callbacks, and not being informed when trips were running late or pickup times changed. Several respondents recommended expanding text or email notifications and improving communication between dispatch and riders.

Comments regarding driver performance were generally mixed but leaned positive. Many praised drivers for being courteous, patient, and helpful, while others reported isolated experiences involving rude interactions, inconsistent customer service, or concerns regarding driver training and familiarity with routes or accessibility procedures.

Other responses included requests for improvements to vehicle comfort and maintenance, enhancements to the My Transit Manager app, and increasing service capacity through additional drivers, expanded weekend service, and improved availability of accessible vehicles.

Nearly two in ten gave positive feedback, expressing appreciation for LINK Paratransit and recognizing both drivers and other staff. Several comments encouraged the agency to continue its current level of service while focusing on improving reliability, communication, and scheduling efficiency.

The final open-ended question was posed to users of the My Transit Manager app. Just over one-third of all riders indicated they had used the app, and they were asked “How are you using the app.”

Coded Responses to “How are you Using the App”
(Base: My Transit Manager App Users
N = 97)

	%
Track vehicle location/monitor arrival (ETA, "Where's My Ride")	64%
View upcoming rides/confirm pickup times	42%
Schedule or book rides	26%
Cancel rides	24%
Reschedule or modify rides	8%
Receive notifications/reminders	7%
Check driver information	6%
Other features (balance, rate drivers, confidentiality, VoiceOver)	6%
Does not use many features/limited use	6%

*Multiple response permitted

Respondents most commonly reported using the My Transit Manager app to monitor vehicle location and estimated arrival times. Many also used the app to view upcoming rides, confirm pickup times, schedule or cancel reservations, and monitor trip status. Less frequently mentioned features included receiving arrival notifications, viewing driver information, checking account balances, and using accessibility features such as VoiceOver. Several respondents indicated they used only a limited number of the app's functions or were unfamiliar with some of its capabilities.

Although respondents primarily described how they use the application, some also pointed out that the estimated arrival times and vehicle location information were not always accurate, suggesting an opportunity to improve the reliability of real-time tracking.