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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA
Friday, August 7, 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 June 5, 2026*
4. Authorization to Purchase Seven 40-foot Low-Floor Diesel Buses from the Gillig Corporation*
   (Staff will request the Committee forward the procurement of seven buses to the Board of Directors for approval)
5. 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)
6. Fall Bid Update – Information Only*
   (Staff will provide an update on the upcoming service changes)
7. Monthly Reports – Information Only
   a. Fixed Route*
   b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – September 4, 2026
11. Adjournment

*Enclosure

FY2026/2027 O&S Committee:
Jim Diaz - Clayton, Tim Farley - Martinez, Kerry Hillis - Moraga

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, Pranjal 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, August 20, 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

Summary Minutes
Operations & Scheduling Committee
Friday, June 5, 2026, 8:30 a.m.

Directors: Jim Diaz, Tim Farley, Kerry Hillis (Remote under the Emergency provisions)
Staff: Bill Churchill, Ruby Horta, Andrew Smith, John Sanderson, Pranjal Dixit
Public: None

Call to Order: Meeting called to order at 8:33 a.m. by Jim Diaz.

1. **Approval of Agenda**
The Committee approved the agenda.

2. **Public Communication**
None.

3. **Approval of Minutes of April 3, 2026**
The Committee approved the minutes.

4. **Regional Mapping & Wayfinding Project – Martinez Pilot**
Mr. Smith informed the committee that the Regional Mapping & Wayfinding Project (RMWP), led by the Metropolitan Transportation Commission (MTC), is establishing a Bay Area-wide standard for transit mapping, signage, and real-time updates. To test these new multi-operator bus stop signs outside of major hubs, County Connection initiated a pilot program along the Alhambra Avenue corridor in Martinez covering 20 stops served by County Connection, Tri Delta Transit, and WestCAT. MTC is producing the signs and survey placards while County Connection staff will install them on existing infrastructure, thereby yielding key technical insights ahead of a broader rollout.

Mr. Churchill added that County Connection has $3 million set aside for the sign replacement project to fund the eventual systemwide rollout. Additionally, Director Hillis inquired about how tree trimming is managed relative to bus stop sign visibility, to which Mr. Smith responded that staff forwards tree trimming requests directly to the appropriate local jurisdiction.

5. **BusAID – Monument Corridor Transit Speed Improvements**
Mr. Dixit briefed the Committee on the BusAID Monument Corridor Transit Speed Improvements Project. He reported that the 100% design plans are complete for the work included in the project to consolidate stops, upgrade 14 locations to ADA standards, and deploy Transit Signal Priority (TSP) across eight intersections along Monument Boulevard. Funded by $385,885 in federal OBAG 3

grants with a $49,880 local match, the project will move into competitive bidding shortly, aiming for a contract award in Fall 2026 and the completion of construction by Fall 2027.

6. Go San Ramon Update

Mr. Dixit reported on the status of the Go San Ramon Pilot Project. He reported that the on-demand service logged 2,121 rides between July 2025 and March 2026—a 195% increase year-over-year. He explained that this surge was primarily driven by local senior transit and heavy reliance by "super users" who accounted for one-third of all rides. Additionally, he noted that a decline in commuter trips to 27% caused local non-commuter trips to quickly exhaust the City's dedicated funding, forcing County Connection to absorb $2,594.44 in unbudgeted subsidy costs.

He informed the committee that staff and the City agreed to adjust the program when the pilot term ends on June 30, 2026 to ensure equitable use and manage budget constraints. The proposed changes include capping voucher usage at 10 trips per person per month and reducing the maximum per-trip subsidy from $5 to $4. Mr. Dixit noted that staff expects these modifications will allow City and CCTA Measure J contributions to fully cover all program costs for FY 2027.

7. Summer Bid Update

Mr. Dixit informed the Committee about the upcoming Summer service changes which included modifications for Routes 6, 18, 19, 93X, 95X, and 96X to ensure better on-time performance and to maintain operator recovery time in light of increased traffic congestion. Additionally, he noted various routes have been interlined to optimize resources, as well as the addition of two new stops in Concord and Martinez. He added that systemwide ridership has stabilized at 84% of pre-pandemic levels, driven by strong growth in weekend service (120%) and school routes (112%). Conversely, weekday local routes stand at 83% and weekday express routes remain at 51%.

8. Monthly Reports

a. **Fixed Route**

Mr. Dixit presented the latest performance report, noting that ridership in April saw a 1% year-over-year decline while year-to-date ridership is down about 2,000 rides compared to the same time last year. He highlighted that with the recent recruitment for new operators, County connection has reached its goal of having a total of 150 operators on staff.

b. **Paratransit**

Mr. Sanderson reported that demand has decreased year-over-year while productivity and on-time performance (OTP) remain strong, with OTP reaching 96%. He noted that the cost per trip has stabilized at $71. He also noted that paratransit was now fully staffed with 50 operators. While overall program costs have decreased year-over-year, they remain above pre-pandemic levels due to rising operational expenses.

9. Committee Comments

None

10. Future Agenda Items

None

11. Next Scheduled Meeting

The next meeting was scheduled for August 7, 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.

12. Adjournment

The meeting was adjourned at 9:29 a.m.

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

County Connection

Agenda Item #4

To: Operations & Scheduling Committee **Date:** July 31, 2026

From: Marcel Longmire, Director of Maintenance **Reviewed by:**

SUBJECT: Authorization to Purchase Seven 40-foot Low-Floor Diesel Buses from the Gillig Corporation

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Background:
County Connection needs to replace seven 2014 low-floor transit buses that have reached the end of their useful life.

Financial Implications:
The total purchase price for the seven buses is $5,329,001, with funding coming from a variety of federal, state, and local sources, as shown below:

FTA 5307 Urbanized Area Formula Grants Program (federal):	$3,783,360
Transportation Development Act (TDA) capital funding (state):	$1,026,160
Bridge toll local match (local):	$519,481
TOTAL:	**$5,329,001**

Procurement of these buses has been budgeted within the regular replacement cycle.

Recommendation:
Staff recommends that the O&S Committee recommend to the full Board that the Authority release a Purchase Order and a Notice to Proceed to the Gillig Corporation to build seven 40-foot low-floor transit buses using pricing from RFP# 2025-MA-02.

Action Requested:
Staff requests the Committee to recommend that the Board of Directors give authority to the General Manager to release a letter to proceed to the Gillig corporation to purchase seven 40-foot low-floor transit buses using pricing from RFP # 2025-MA-02.

Attachments:
None.

County Connection

Agenda Item #5

To: Operations & Scheduling Committee

Date: July 31, 2026

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by:

SUBJECT: County Connection and LAVTA Joint Paratransit Procurement

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 Committee and the Board with the recommendation for contract award.

Recommendation:
None. Information only.

Action Requested:
None. Information only.

Attachments:
None.

Agenda Item #6

To: Operations & Scheduling Committee

Date: July 31, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fall Bid Update

Background:

Up to four times a year, County Connection updates its service and schedules to reflect current passenger demand, traffic conditions, school schedules, staffing, and funding availability. These changes have become more frequent in recent years as the persistent increase in regional traffic congestion has necessitated frequent schedule adjustments to maintain reliable service delivery. The four annual service changes coincide with the start of the four annual bid periods, commonly known as the Spring, Summer, Fall, and Winter Bids. To ensure regional coordination, two of the four service changes are also aligned with other Bay Area transit agencies, specifically the biannual "Big Sync" in January and August.

Fall Bid Changes:

Effective August 9, 2026, the Fall Bid will include several key adjustments designed to improve reliability, connectivity, and overall rider experience, including the following:

- ***Routes 4, 7 and 16 (Walnut Creek, Concord, Pleasant Hill and Martinez)***
  Schedules are being modified to improve operator recovery times and reduce early mid-trip arrivals
- ***Routes 93X (Walnut Creek, Concord, and Antioch)***
  In response to passenger feedback, a minor schedule adjustment will be made to the last run of the day to improve connections with BART.
- ***Stop spacing improvements (Routes 15, 16, 17, 18 and 316)***
  Six closely spaced stops will be removed to reduce route delays. Fewer frequent stops mean fewer delays, resulting in shorter trip times for passengers.
- ***Resume 600 School Series (Systemwide)***
  School service resumes for Academic Year 2026-27 (school service to schools in the Mt. Diablo School District resumes three days earlier on August 6, 2026).

Ridership Trends:

Following three years of sustained growth, ridership has begun to stabilize, as illustrated in ***Figure 1.*** Weekend ridership and ridership on our 600-series school routes are both above pre-pandemic levels, reflecting shifting commute patterns, changing rider demographics, and the positive impact of youth programs such as Youth Ride Free and Pass2Class. As of May 2026, ridership on weekends and on our 600-series school routes reached 130% and 119% of pre-pandemic levels respectively, while ridership on weekday local routes sits at 85% of pre-pandemic levels, and weekday express routes are at 51% of pre-pandemic levels. Systemwide ridership is at 84% of pre-pandemic level year-to-date.

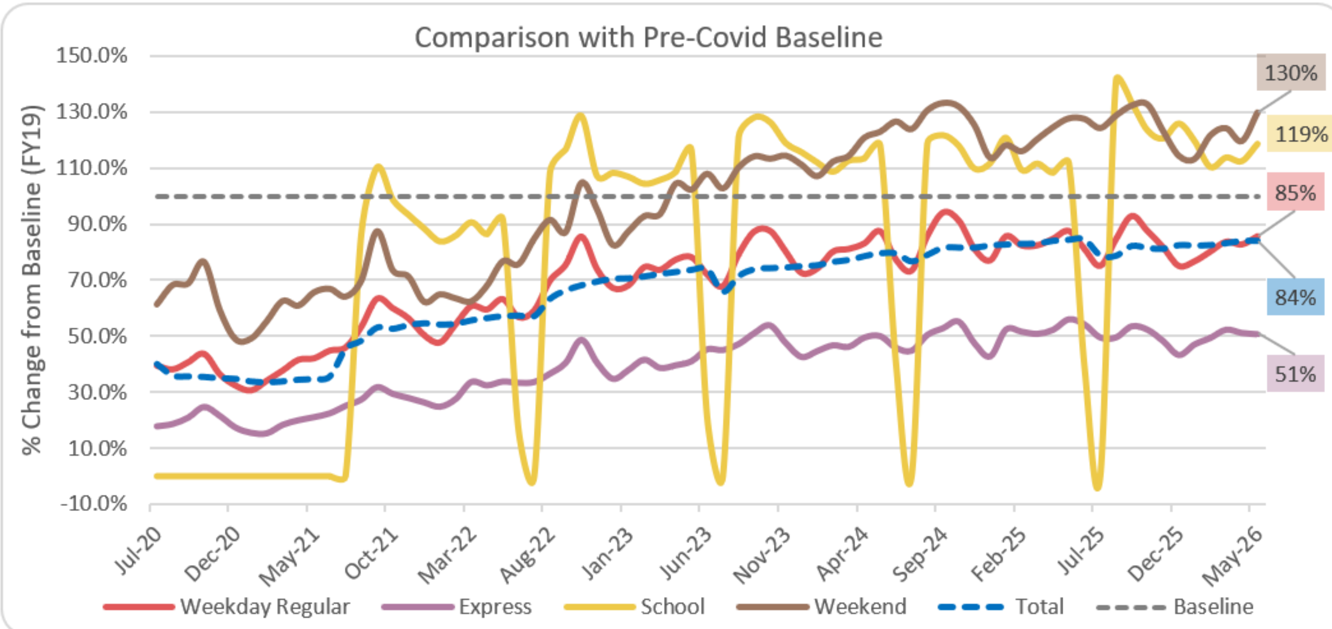


Figure 1: Ridership Recovery Trend

Financial Implications:
None, for information only.

Recommendation:
None, for information only.

Action Requested:
None, for information only.

Attachments:
None.

County Connection

Agenda Item #6a

To: Operations & Scheduling Committee

Date: July 31, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for May 2026

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

	FY25-26		Annual Goal*
	Current Month	**YTD Avg**	
Total Passengers	229,255	226,701	
Average Weekday	9,987	9,543	
Pass/Rev Hour	14.4	14.0	Standard Goal > 17.0
Missed Trips	0.24%	0.65%	Standard Goal < 0.25%
Miles between Road Calls	21,465	29,546	Standard Goal > 18,000

**Based on current standards from updated SRTP*

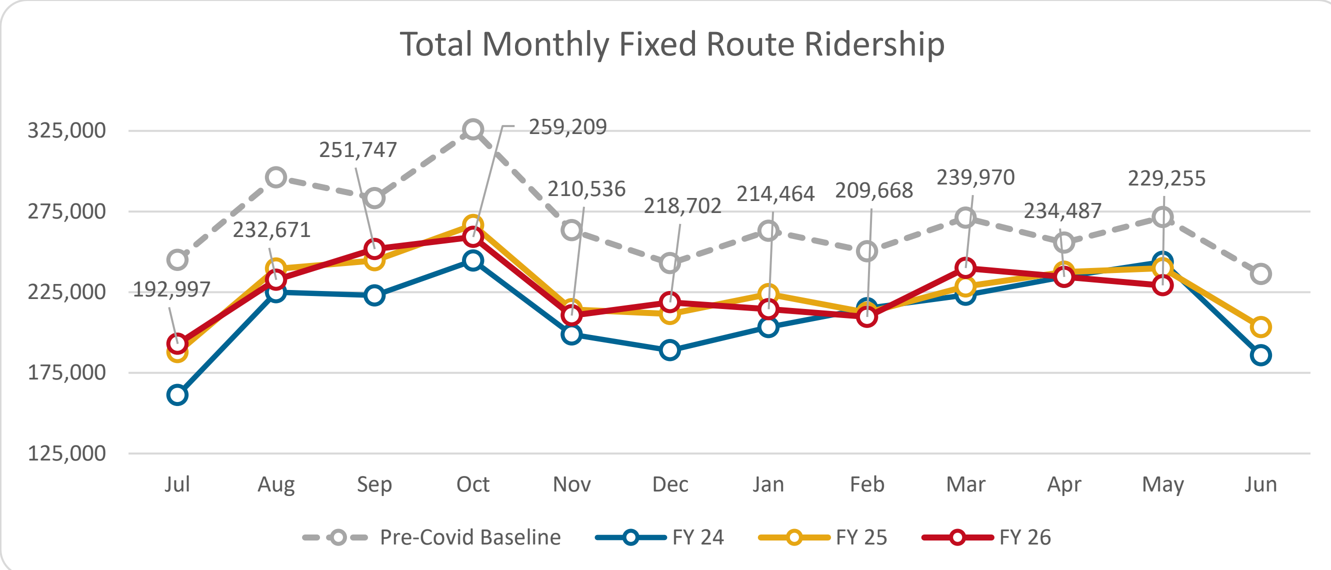
Analysis:
Average weekday ridership was higher in May 2026 (9,987 passengers) than the previous month of April 2026 (9,668 passengers) and is 2% lower than May 2025 (10,165 passengers).

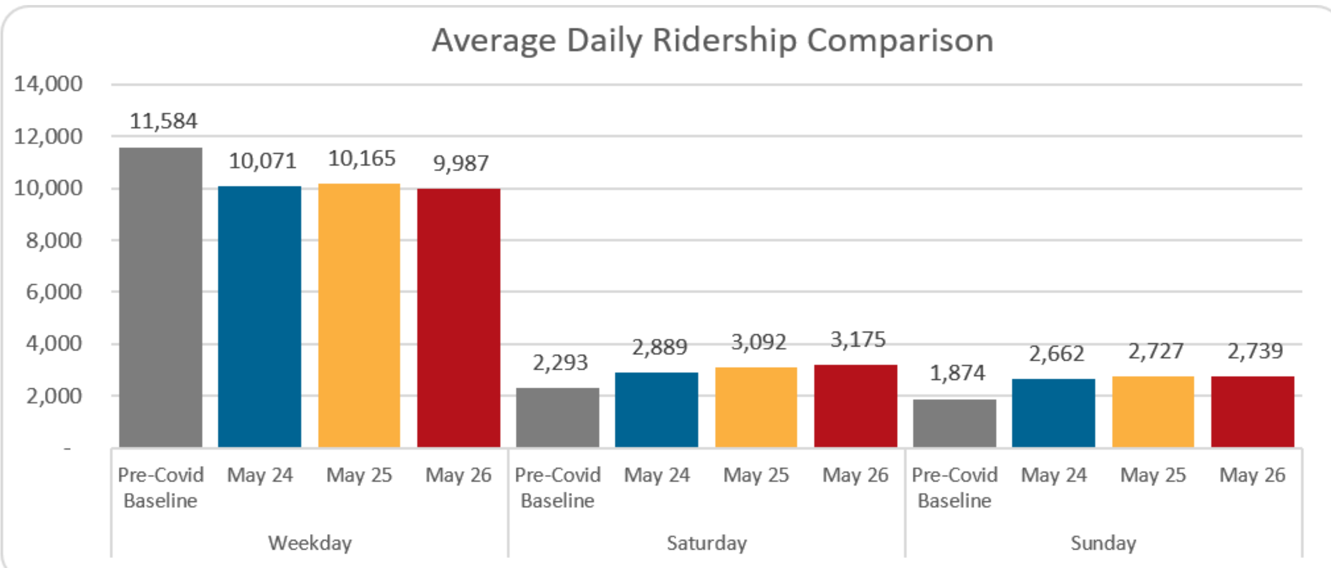
Productivity is a measurement of the average number of passengers per hour of revenue service. In May this was 14.4, which is higher than the previous month (13.9) and lower than May 2025 when passengers per hour was 14.9.

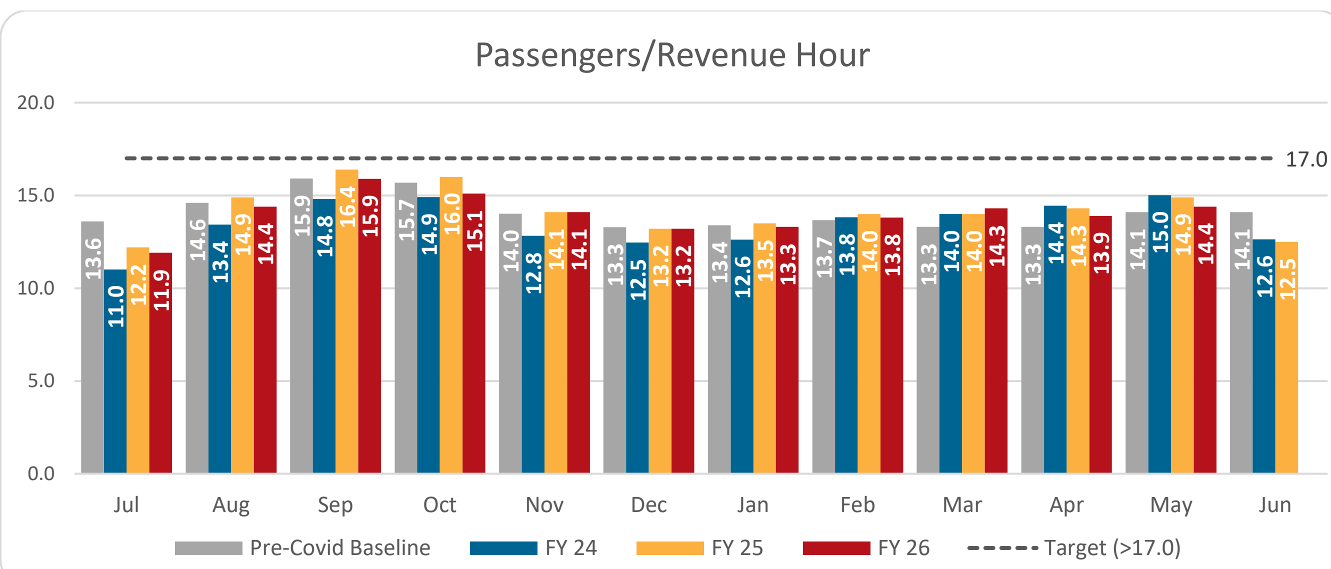
Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in May was 0.24%, which is higher than the prior month when it was 0.22%.

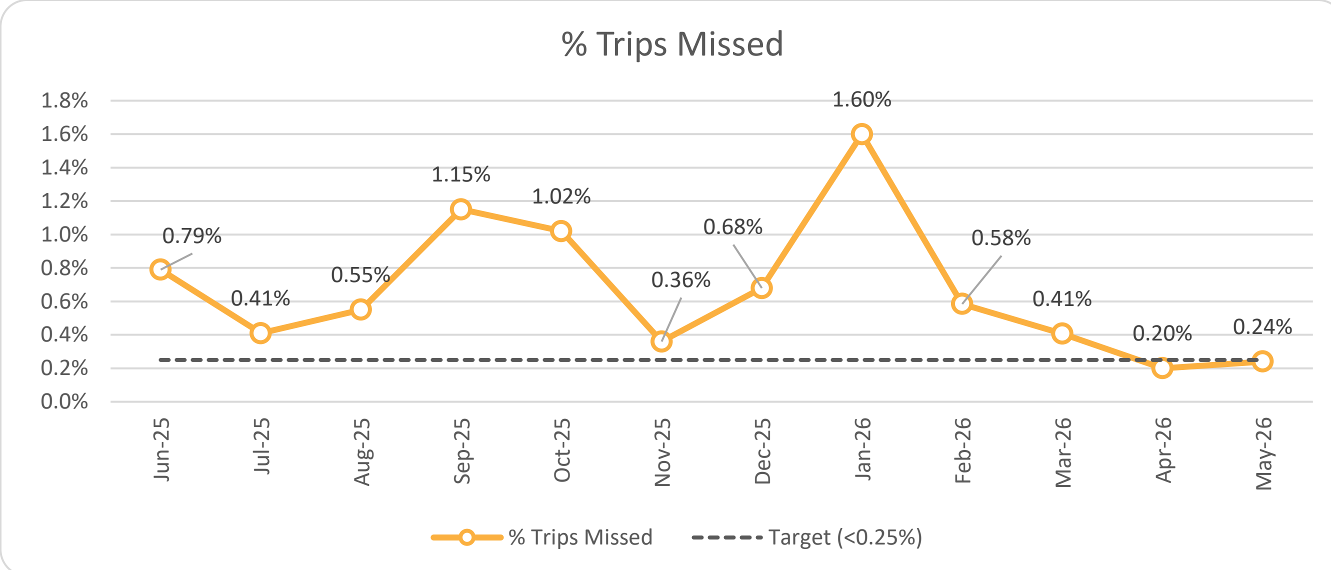
The number of miles between road calls (a bus going out of service due to mechanical issues) was 24,465 miles in May, lower than the prior month in which there were 30,793 miles between road calls. The rolling 12-month average is 30,630 miles between road calls.

Of a total of 229,255 passengers, 123,710 passengers had the potential to use a Clipper card aboard County Connection since 105,545 either used an employer or school pass or were on a free route. About 84% of the 123,710 potential Clipper card users paid using Clipper during this month.

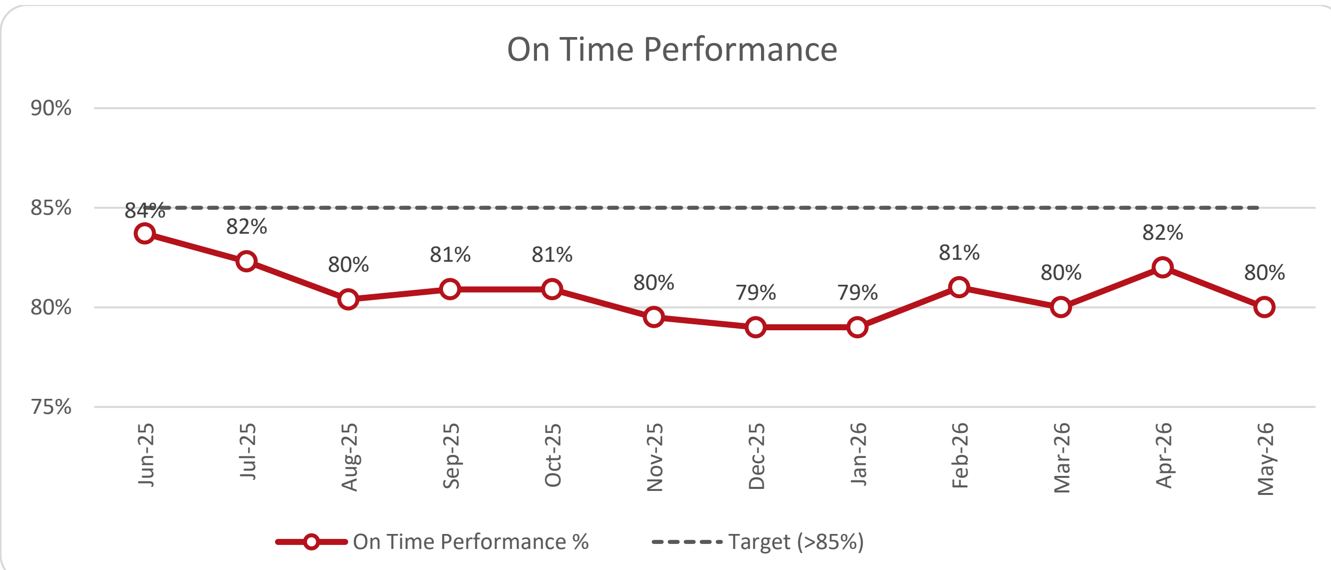

Total Monthly Fixed Route Ridership
325,000
275,000
225,000
175,000
125,000
192,997
232,671
251,747
259,209
210,536
218,702
214,464
209,668
239,970
234,487
229,255
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Pre-Covid Baseline
FY 24
FY 25
FY 26


Average Daily Ridership Comparison
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
11,584
10,071
10,165
9,987
2,293
2,889
3,092
3,175
1,874
2,662
2,727
2,739
Pre-Covid Baseline
May 24
May 25
May 26
Weekday
Saturday
Sunday

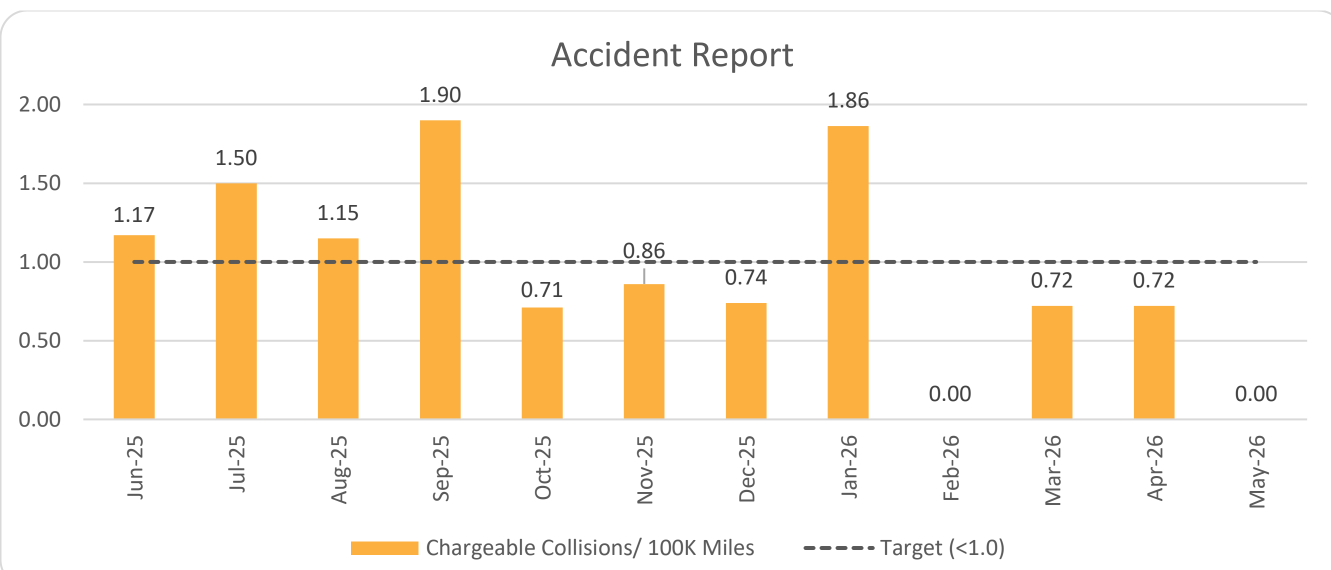

Passengers/Revenue Hour
20.0
15.0
10.0
5.0
0.0
17.0
13.6
11.0
12.2
11.9
14.6
13.4
14.9
14.4
15.9
14.8
16.4
15.9
15.7
14.9
16.0
15.1
14.0
12.8
14.1
14.1
13.3
12.5
13.2
13.2
13.4
12.6
13.5
13.3
13.7
13.8
14.0
13.8
13.3
14.0
14.0
14.3
13.3
14.4
14.3
13.9
14.1
15.0
14.9
14.4
14.1
12.6
12.5
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Pre-Covid Baseline
FY 24
FY 25
FY 26
Target (>17.0)



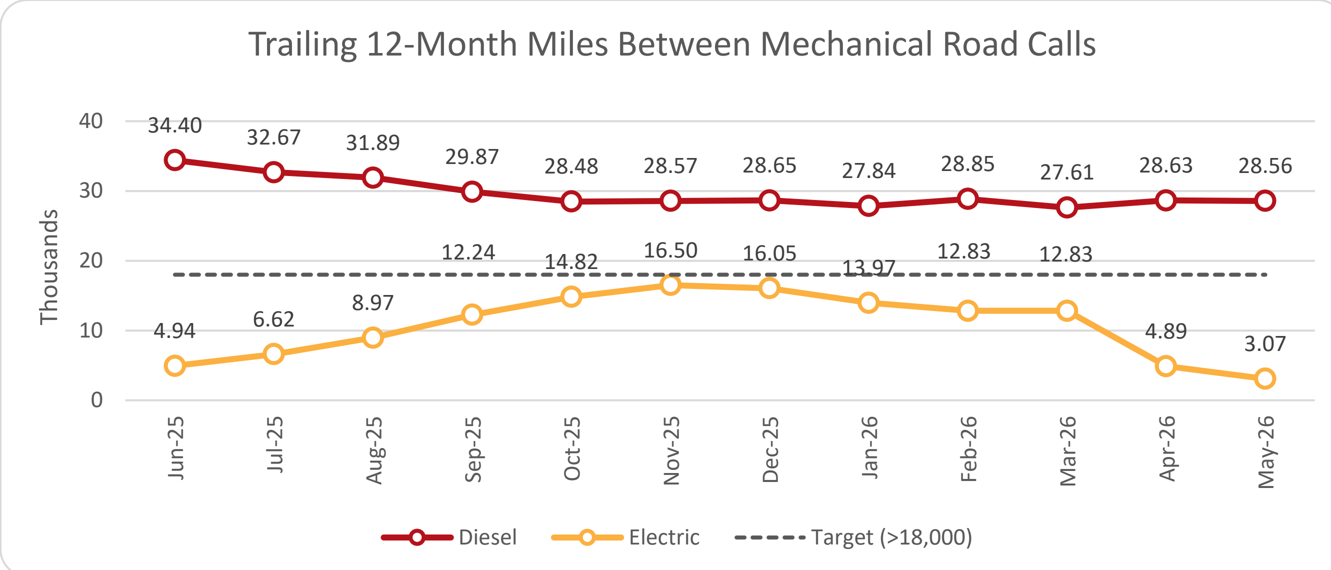
% Trips Missed
1.8%
1.6%
1.4%
1.2%
1.0%
0.8%
0.6%
0.4%
0.2%
0.0%
0.79%
0.41%
0.55%
1.15%
1.02%
0.36%
0.68%
1.60%
0.58%
0.41%
0.20%
0.24%
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
% Trips Missed
Target (<0.25%)

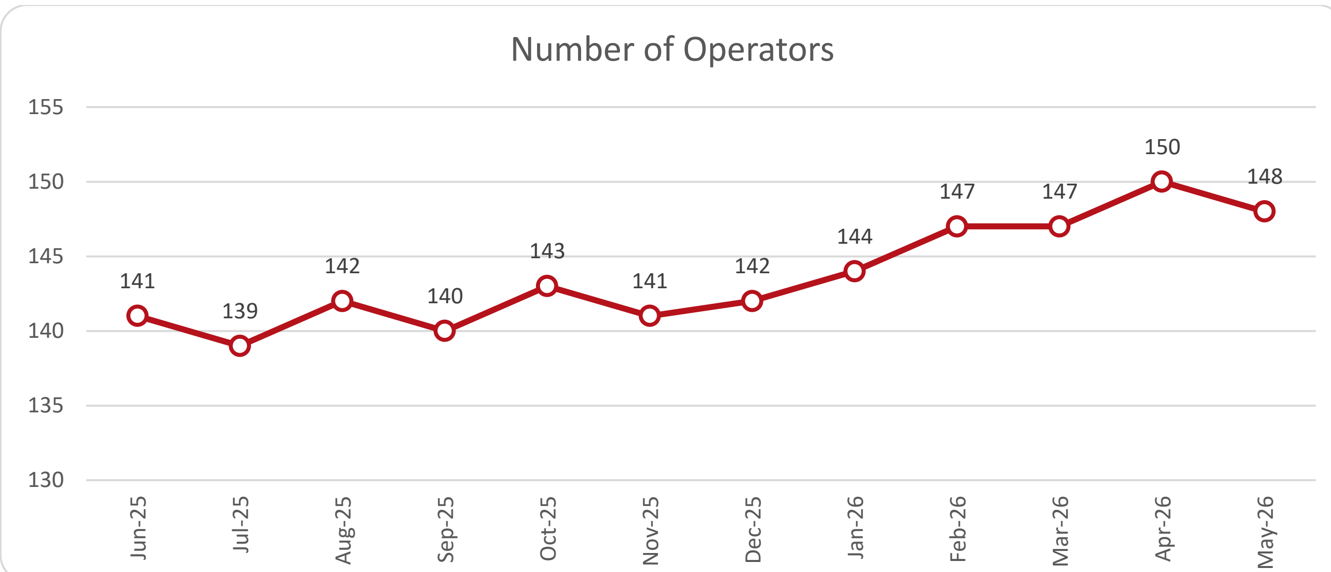


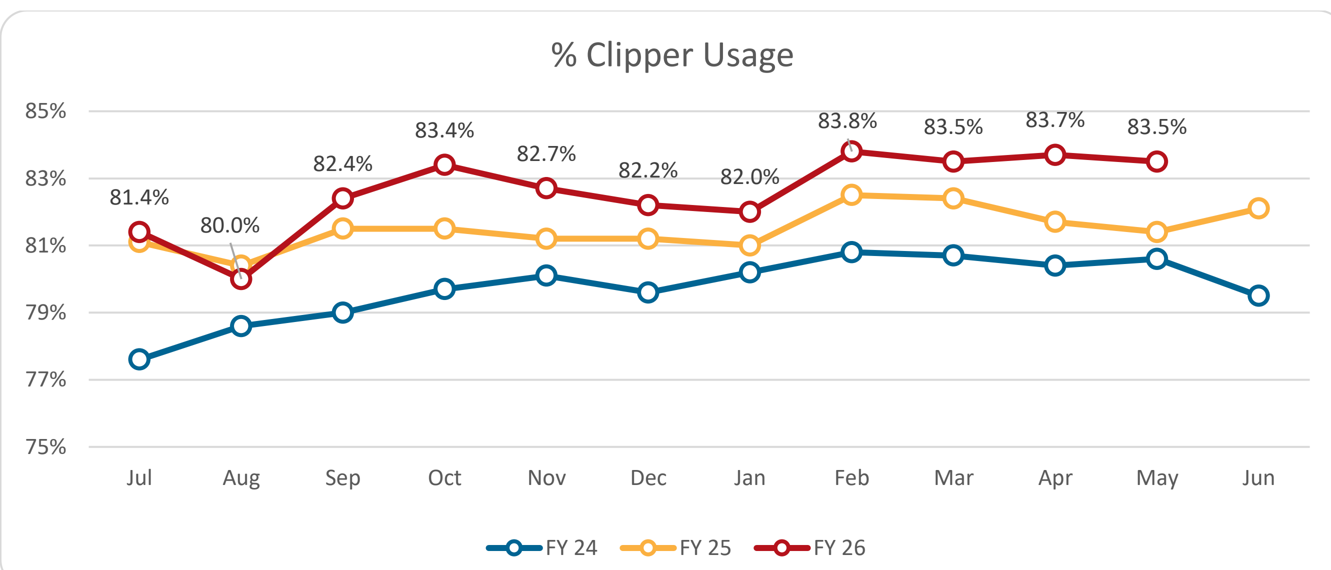
On Time Performance
90%
85%
80%
75%
84%
82%
80%
81%
81%
80%
79%
79%
81%
80%
82%
80%
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
On Time Performance %
Target (>85%)



Accident Report
2.00
1.50
1.00
0.50
0.00
1.17
1.50
1.15
1.90
0.71
0.86
0.74
1.86
0.00
0.72
0.72
0.00
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Chargeable Collisions/ 100K Miles
Target (<1.0)


Trailing 12-Month Miles Between Mechanical Road Calls
Thousands
0
10
20
30
40
34.40
32.67
31.89
29.87
28.48
28.57
28.65
27.84
28.85
27.61
28.63
28.56
4.94
6.62
8.97
12.24
14.82
16.50
16.05
13.97
12.83
12.83
4.89
3.07
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Diesel
Electric
Target (>18,000)


Number of Operators
130
135
140
145
150
155
141
139
142
140
143
141
142
144
147
147
150
148
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26


% Clipper Usage
75%
77%
79%
81%
83%
85%
81.4%
80.0%
82.4%
83.4%
82.7%
82.2%
82.0%
83.8%
83.5%
83.7%
83.5%
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
FY 24
FY 25
FY 26

Agenda Item #7b1

To: Operations & Scheduling Committee

Date: July 31, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – May 2026

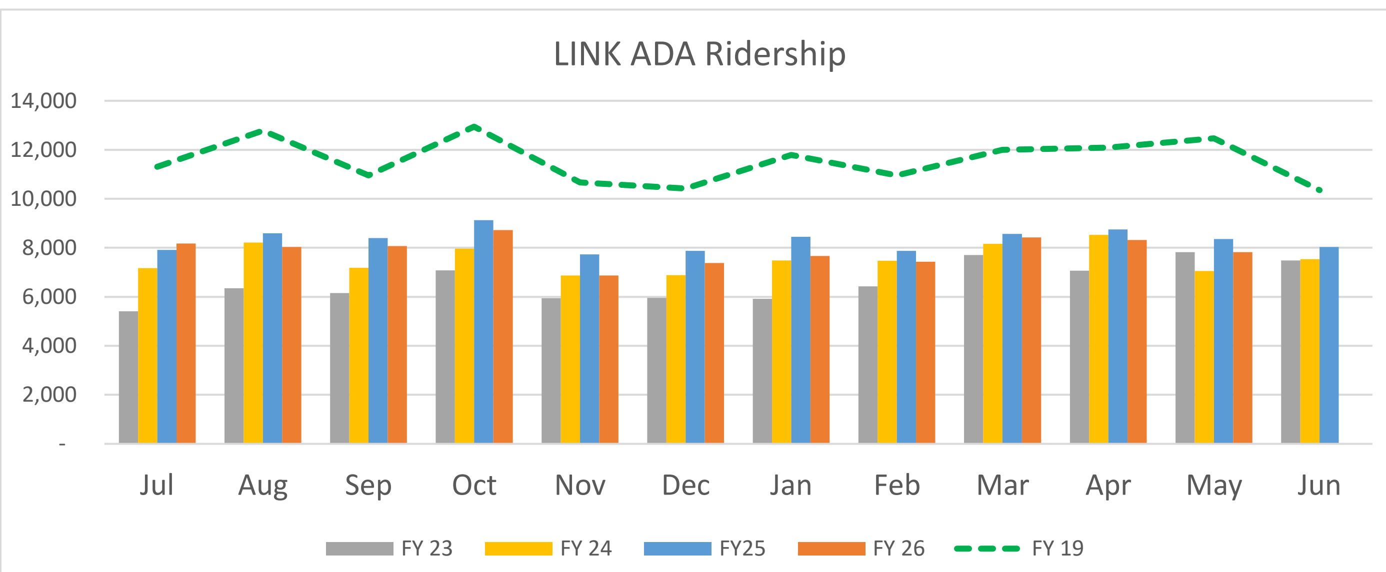
Background:

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 May 2026.

May 2026 Performance Report:

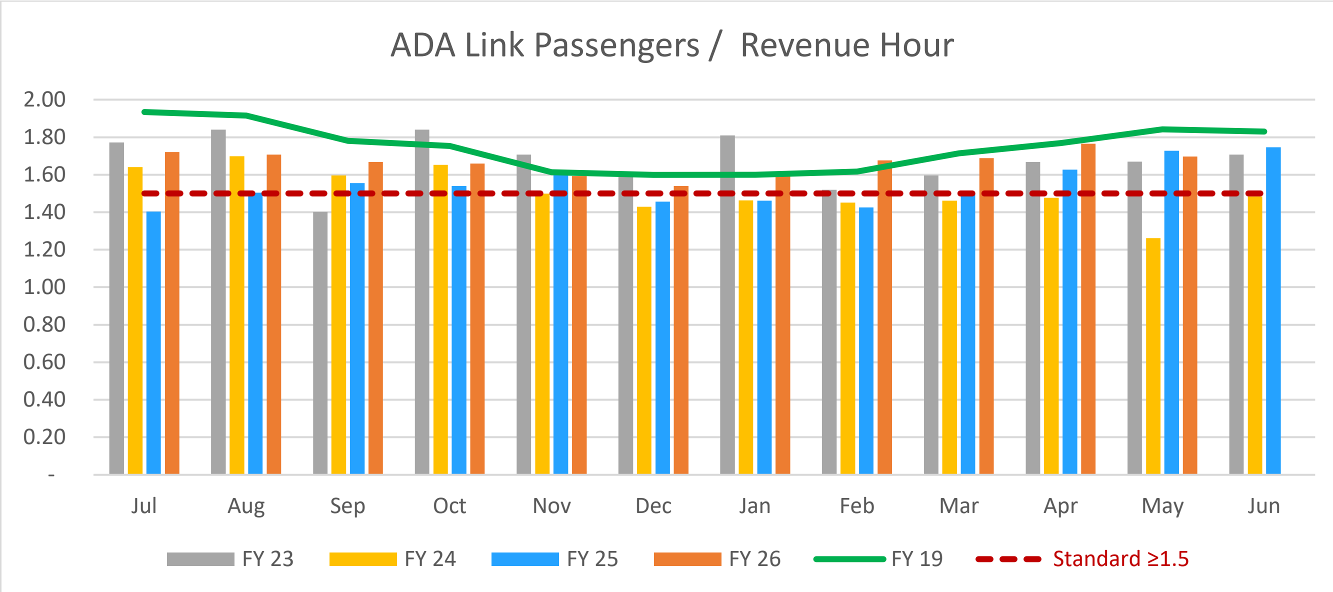
Ridership:

In May 2026, LINK recorded approximately 7,820 ADA paratransit trips. This reflects a 6.5% decrease from May 2025. Overall, May 2026 LINK ADA Paratransit ridership was approximately 37% below pre-pandemic May 2019 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—May 2026 ridership reaches approximately 80% of pre-pandemic levels.



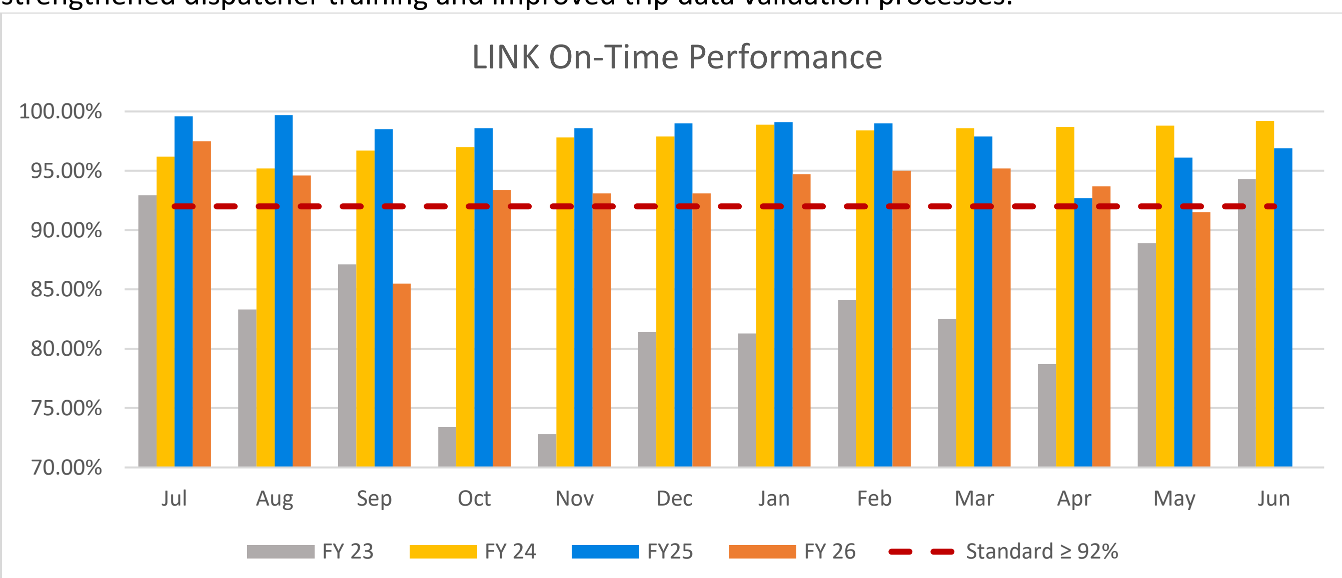
Productivity:

LINK transported 1.7 passengers per revenue hour in May — above the contractual minimum of 1.5 passengers per hour. The consistency in productivity indicates efficient trip scheduling and effective resource allocation by the contractor.



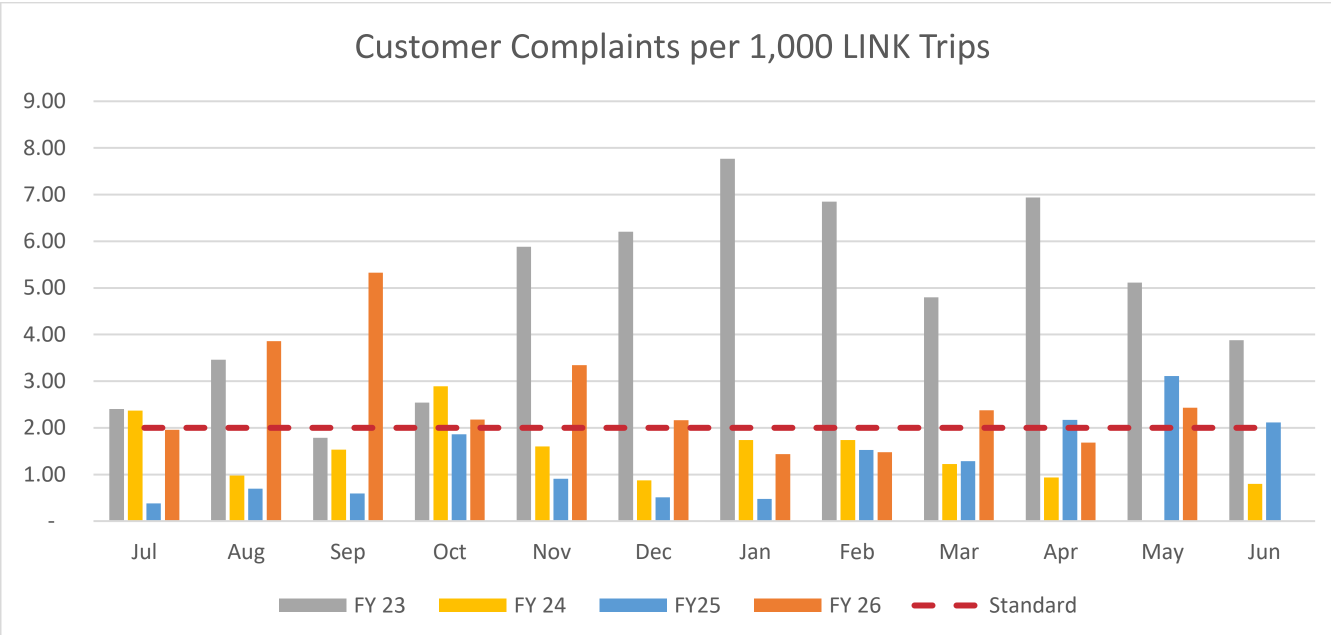
On-time Performance:

A trip is considered "on time" when the vehicle arrives within the established 30-minute pickup window. In May, on-time performance (OTP) was 91.5%, slightly below the contractual standard of 92%. Staff continue to collaborate closely with the contractor to enhance on-time performance, with a focus on strengthened dispatcher training and improved trip data validation processes.



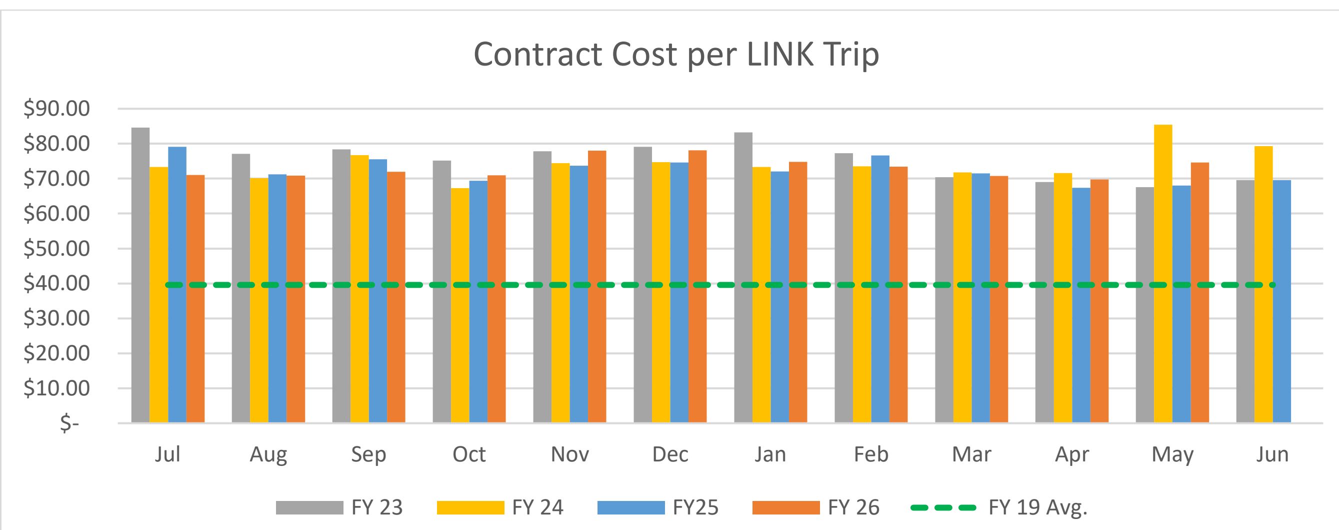
Customer Satisfaction:

In May 2026, LINK recorded approximately 2.4 customer complaints per 1,000 trips, slightly exceeding the performance standard of no more than 2.0 complaints per 1,000 trips. Most complaints involved late arrivals for scheduled pickups and appointments. Despite exceeding the complaint standard, positive customer feedback continued to far outweigh complaints by a 10-to-1 ratio, with many riders praising operators for their courtesy and the overall quality of service.

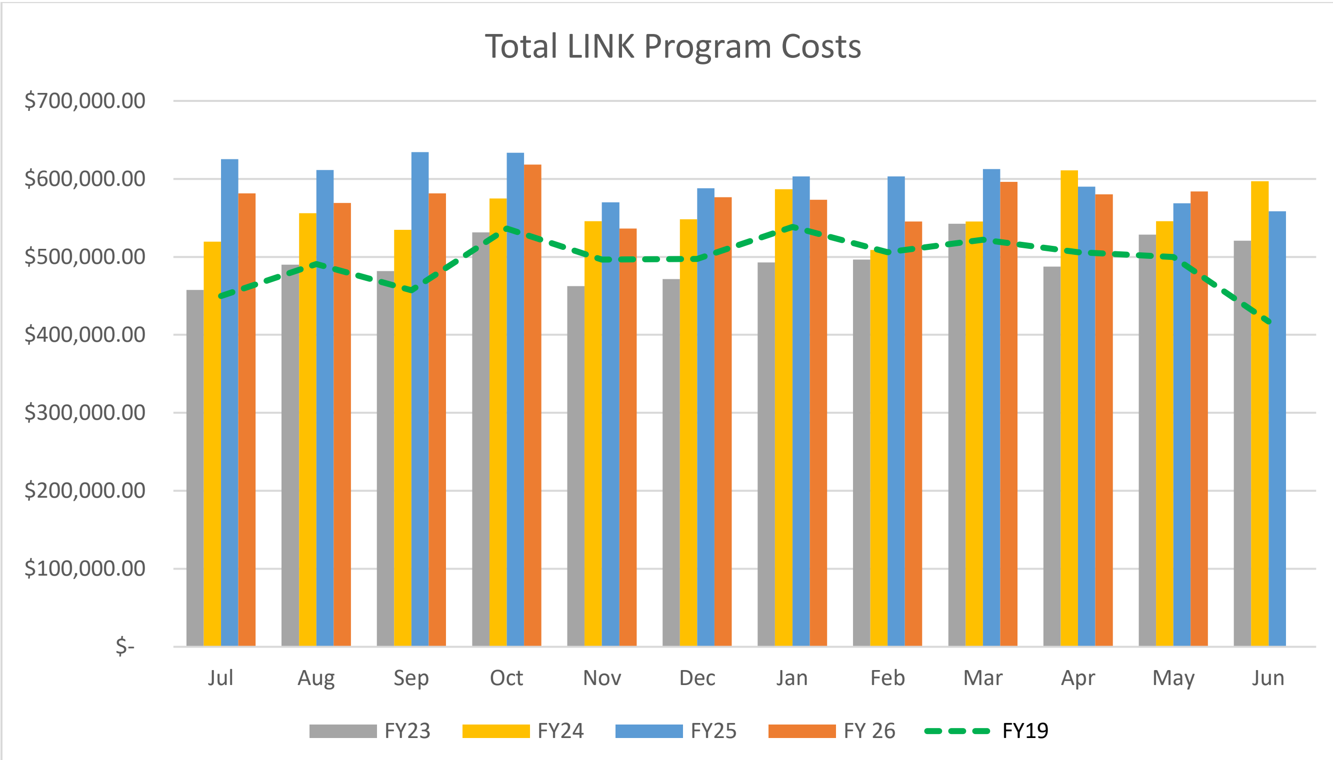


Financial Implications:

The average contract cost per passenger trip in May 2026 was $74.64, an increase from $69.75 in the prior month and approximately 9.7% higher than May of the previous fiscal year ($68.04). The increase may be attributed to a combination of factors, including changes in ridership, trip lengths, service productivity, and other operational conditions. Staff continue to work closely with the contractor to monitor costs, improve operational efficiency, and maintain a high level of service quality.



Total LINK contract costs for May 2026 were $583,722, reflecting a increase from May 2025 ($568,845). However, overall expenditure remains approximately 16.8% higher than the pre-pandemic benchmark (May 2019), highlighting the continued impact of elevated operating costs relative to historical levels.



Recommendation:
None. For information only.

Action Requested:
None. For information only.

Attachments:
None.

Agenda Item #7b2

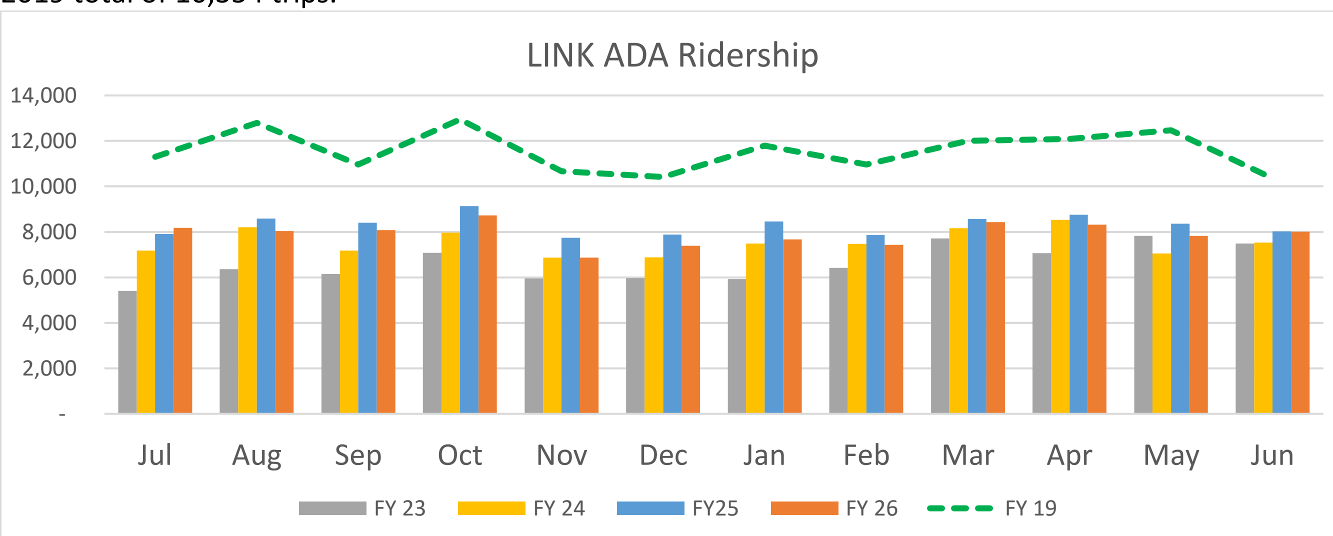
To: Operations & Scheduling Committee **Date:** July 31, 2026

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

SUBJECT: LINK Paratransit Monthly Report – June 2026

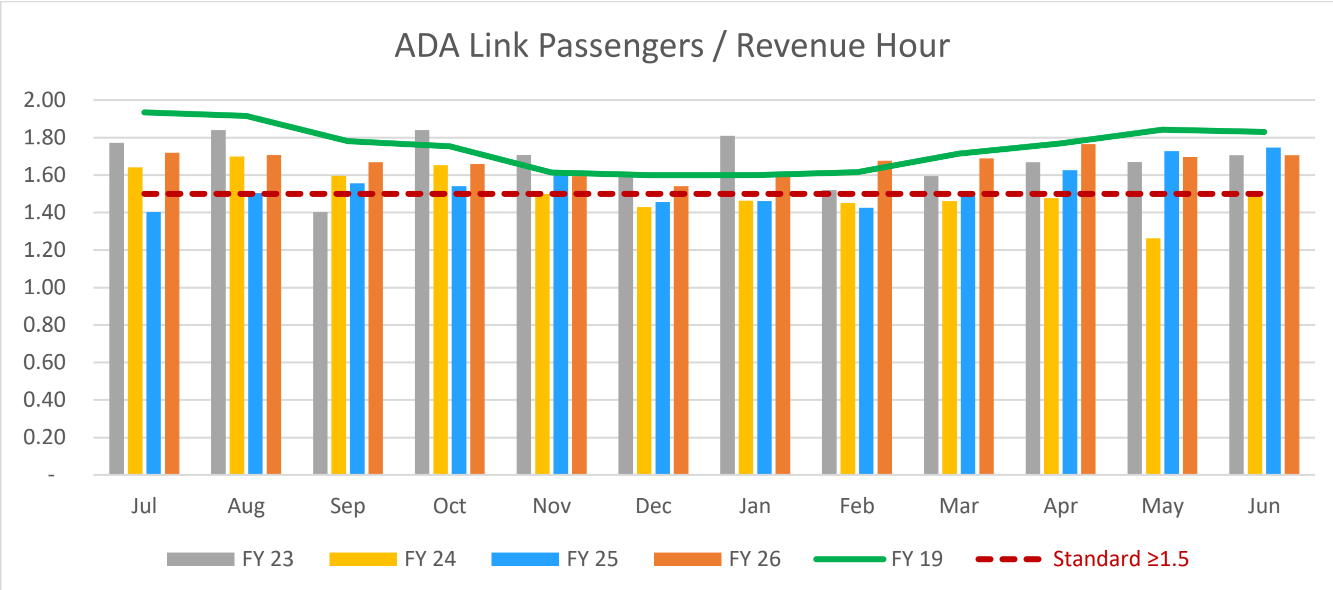
Background:
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its LINK Paratransit program. This report presents an overview of LINK Paratransit's performance for June 2026.

June 2026 Performance Report:
Ridership:
In June 2026, LINK recorded approximately 8,004 ADA paratransit trips. This reflects a 0.3% decrease from June 2025. Overall, June 2026 LINK ADA Paratransit ridership was approximately 23% below pre-pandemic June 2019 levels. However, before the pandemic, trips that crossed into neighboring transit service areas were shared between agencies, and County Connection counted only the portion of the trip provided within its service area. Today, County Connection provides and records most of these trips as One Seat Regional (OSR) trips, allowing passengers to travel across service areas without transferring vehicles. Including these OSR trips provides a more accurate comparison to pre-pandemic regional service. On this basis, June 2026 total ridership reached 10,153 trips, approximately 98% of the June 2019 total of 10,354 trips.



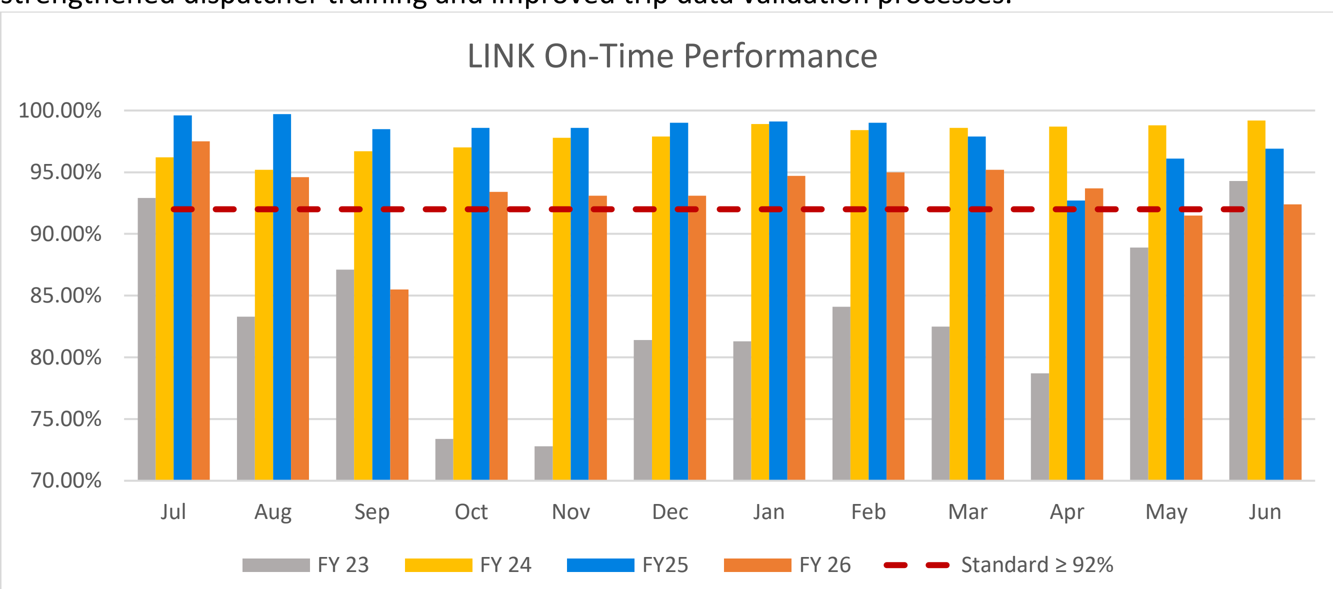
Productivity:

LINK transported 1.7 passengers per revenue hour in June — above the contractual minimum of 1.5 passengers per hour. The consistency in productivity indicates efficient trip scheduling and effective resource allocation by the contractor.



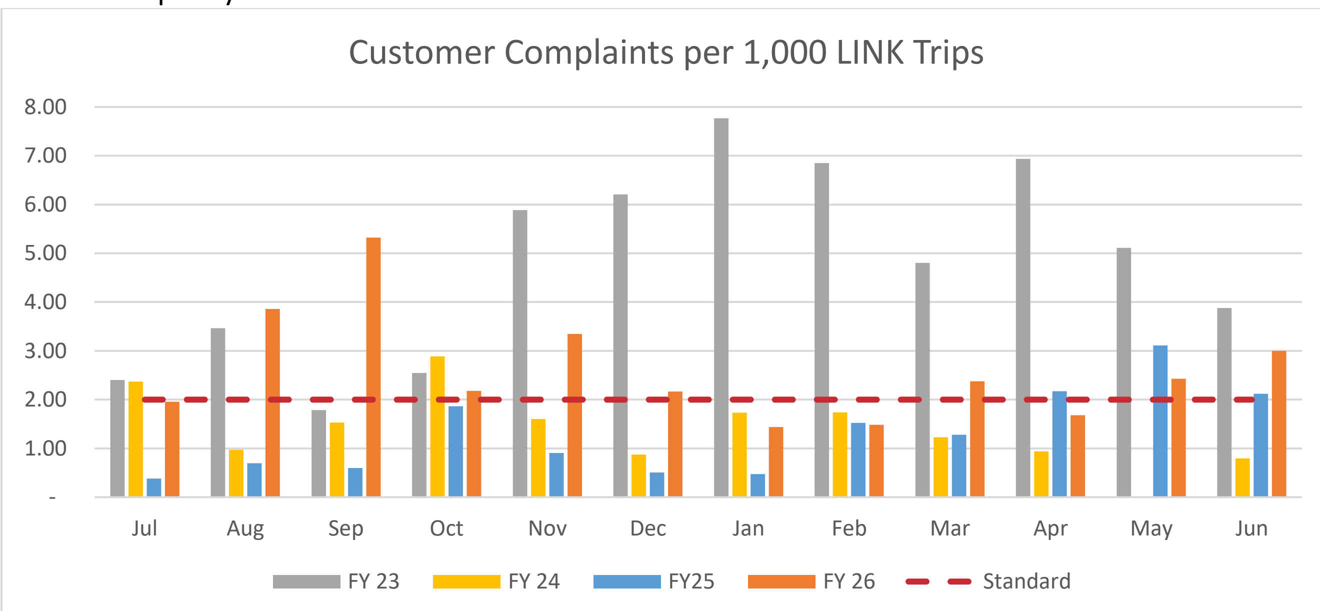
On-time Performance:

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In June, on-time performance (OTP) was 92.4%, slightly above the contractual standard of 92%. Staff continue to collaborate closely with the contractor to enhance on-time performance, with a focus on strengthened dispatcher training and improved trip data validation processes.



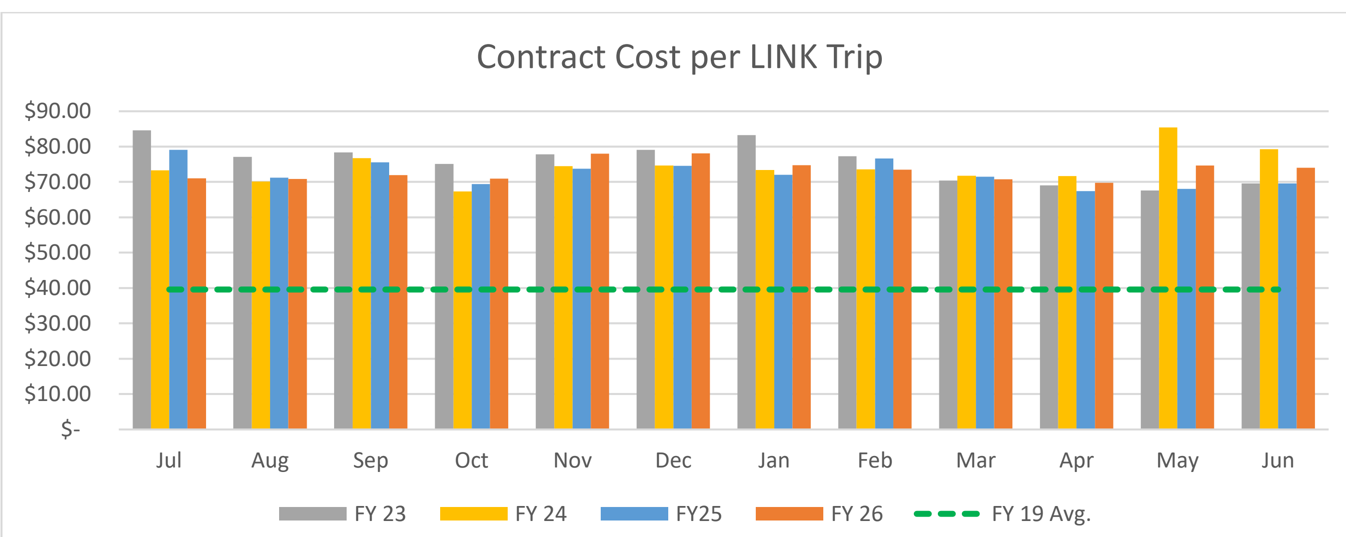
Customer Satisfaction:

In June 2026, LINK recorded approximately 3.0 customer complaints per 1,000 trips, exceeding 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, as well as concerns related to staff performance. The increase in complaints may be attributable, in part, to the onboarding of new operations staff who are continuing to gain experience in their roles. Despite exceeding the complaint performance standard, positive customer feedback continued to significantly outweigh complaints by approximately 8 to 1, with many riders commending operators for their courtesy, professionalism, and the overall quality of service.

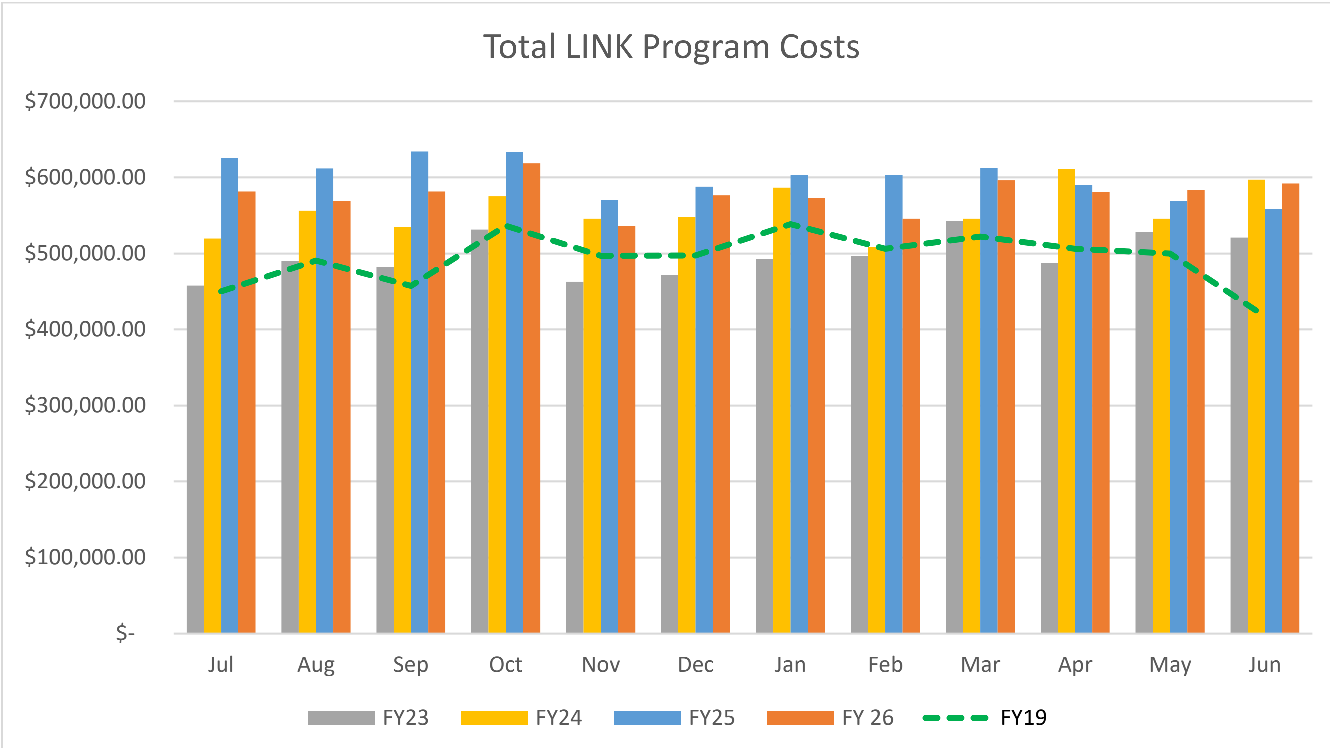


Financial Implications:

The average contract cost per passenger trip in June 2026 was $73.98, a decrease from $74.64 in the prior month and approximately 6% higher than June of the previous fiscal year ($69.59). The increase in June is attributed to a combination of factors, including changes in ridership, trip lengths, service productivity, and other operational conditions. Staff continue to work closely with the contractor to monitor costs, improve operational efficiency, and maintain a high level of service quality.



Total LINK contract costs for June 2026 were $592,150, reflecting an increase from June 2025 ($558,674). Overall expenditure remains approximately 42% higher than the pre-pandemic benchmark (June 2019), highlighting the continued impact of elevated operating costs relative to historical levels.



Recommendation:
None. For information only.

Action Requested:
None. For information only.

Attachments:
None.