

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Friday, June 5, 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 April 3, 2026\*
4. Regional Mapping & Wayfinding Project – Martinez Pilot – Information Only\*  
(Staff will provide an update about the Martinez Bus Stop Flag Pilot Project)
5. BusAID – Monument Corridor Transit Speed Improvements – Information Only\*  
(Staff will provide an update on the BusAID project)
6. Go San Ramon Update – Information Only\*  
(Staff will provide an update on the performance about the pilot project)
7. Summer Bid Update – Information Only\*  
(Staff will provide an update on the upcoming service changes)
8. Monthly Reports (*March and April*) – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
9. Committee Comments
10. Future Agenda Items
11. Next Scheduled Meeting – August 7, 2026
12. Adjournment

\*Enclosure

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FY2026/2027 O&S Committee:

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

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

## General Information

**Public Comment:** Public comment may be submitted via email to [dixit@cccta.org](mailto: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](http://www.countyconnection.com).

**Accessible Public Meetings:** Upon request, County Connection will provide written agenda materials in appropriate alternative formats, and provide disability-related modifications or accommodations including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at or related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service, or alternative format requested at least two days before the meeting. Requests should be sent to the Manager of Planning, Pranjali Dixit, at 2477 Arnold Industrial Way, Concord, CA 94520 or [dixit@cccta.org](mailto: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, June 18, 9:00 a.m. County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Administration & Finance Committee:	Wednesday, August 5, 9:00 a.m. County Connection Administrative Offices 2477 Arnold Industrial Way, Concord, CA 94520
Advisory Committee:	Thursday, August 6, 1:30pm County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Marketing, Planning & Legislative Committee:	Thursday, August 6, 8:30 a.m. Lamorinda Office of County Supervisor Candace Andersen 3338 Mt. Diablo Blvd, Lafayette, CA 94549
Operations & Scheduling Committee:	Friday, August 7, 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](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Operations & Scheduling Committee  
Friday, April 3, 2026, 8:30 a.m.**

**Directors:** Jim Diaz, Tim Farley, Kerry Hillis  
**Staff:** Bill Churchill, Ruby Horta, Andrew Smith, John Sanderson, Pranjali Dixit  
**Public:** None

**Call to Order:** Meeting called to order at 8:37 a.m. by Jim Diaz.

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None.

**3. Approval of Minutes of March 6, 2026**

The Committee approved the minutes

**4. Revised Draft Alternative Service Plan**

Mr. Smith informed the committee that staff developed a Revised Draft Alternative Service Plan to address significant budget reductions necessitated by the potential failure of the Connect Bay Area Transit Initiative. He reported that while Scenario 1 focused strictly on cutting low productivity routes, the Board and Committee expressed a clear preference for the balanced approach of Scenario 2, which utilizes frequency reductions alongside targeted cuts to preserve broader coverage and all 600 series school routes. Consequently, Director Smith introduced Scenario 3 as the recommended path forward; this variant further optimizes the plan by discontinuing the low ridership weekday Route 18 to preserve existing high frequency service on essential corridors such as Route 10, the Route 4 weekend trolley, and the afternoon portion of Route 20.

He further noted that staff investigated the feasibility of a fare increase to bridge the funding gap but concluded it was not a viable primary solution. He explained that because the projected reduction in ridership would outpace revenue gains, even a 120% fare increase would only cover approximately 22% of the anticipated deficit. Such an increase would result in an \$5.50 adult cash fare and significantly impact fixed route and paratransit ridership levels. Beyond service adjustments, the plan also includes a proposal to limit paratransit service to the federally mandated three quarter mile buffer from fixed routes to ensure the agency remains fiscally sustainable.

Item was forwarded to the Board with Committee's preference for Scenario 3 noted.

**5. New Memorandum of Understanding with Choice in Aging**

Mr. Sanderson reported that Choice in Aging (CiA) currently utilizes a successful program with SilverRide to provide door-through-door trips for LINK-eligible riders. He informed the committee that this service, which transitioned from a pilot to a permanent program in 2025, requires a new Memorandum of Understanding (MOU) to formalize roles and ensure regulatory compliance for a potential five-year term. Director Sanderson noted that the program is highly cost-effective, with SilverRide trips costing \$36.95 compared to the standard \$77.24 for LINK service, resulting in an estimated annual savings of \$396,000. Director Sanderson recommended that the committee authorize the General Manager to execute the new MOU to maintain this safe and reliable transportation alternative for vulnerable populations.

Committee forwarded staff’s recommendation to the Board.

**6. Contract for the Installation of a New Above Ground Storage Tank**

Ms. Johnson reported to the Committee that the agency is implementing Phase Two of its fuel infrastructure modernization plan, which involves installing new above-ground diesel storage tanks to replace the underground units closed in 2025. She informed the committee that this transition ensures continued regulatory compliance while improving maintenance accessibility and reducing long-term environmental risks. Following a competitive bid process that yielded three responsive proposals, she identified Alex Kushner General, Inc. as the lowest bidder at \$550,000. She requested that the committee recommend a total project authorization of \$750,000, which includes a \$200,000 contingency, and noted that the funds are already encumbered within the approved capital budget.

During the discussion, Director Diaz inquired about the significant price variance between the submitted bids. Ms. Johnson clarified that Alex Kushner General, Inc. achieved a lower cost by identifying that the solicitation did not require the contractor to purchase the tanks themselves.

The Committee forwarded the staff recommendation the Board to award the contract to Alex Kushner General, Inc.

**7. Monthly Reports**

**a. Fixed Route**

Mr. Dixit presented the latest performance report, noting that ridership in February saw a 1% year-over-year decline while year-to-date ridership is down about 10,000 rides compared to the same time last year. Additionally, Mr. Dixit highlighted a dip in the number of missed trips across the system with recent uptick in operator count.

**b. Paratransit**

Mr. Sanderson reported that demand is plateauing, while productivity and on-time performance (OTP) remain strong, with OTP reaching 95%. He noted that the cost per trip has stabilized at \$75. While overall program costs have decreased year-over-year, they remain above pre-pandemic levels due to rising operational expenses.

**8. Committee Comments**

None

**9. Future Agenda Items**

None

**10. Next Scheduled Meeting**

The next meeting was scheduled for May 1, 2026 at 8:30 a.m. in the Small Community Meeting Room at the Pleasant Hill City Hall located at 100 Gregory Lane, Pleasant Hill, CA.

**11. Adjournment**

The meeting was adjourned at 8:58 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** May 28, 2026

**From:** Andrew M. Smith, Director of Planning & Marketing

**Reviewed by:** *Ref*

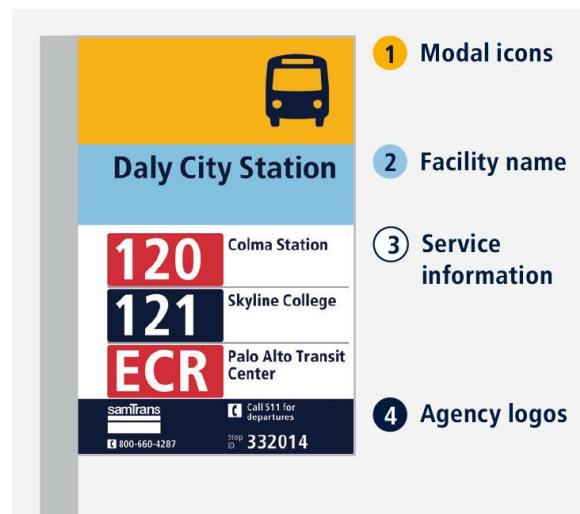
**SUBJECT: Regional Mapping & Wayfinding Project – Martinez Pilot**

**Background:**

The Regional Mapping & Wayfinding Project (RMWP), led by the Metropolitan Transportation Commission (MTC), aims to develop a standardized design for mapping, wayfinding signage, and transit information throughout the Bay Area, which is a key action item in MTC’s Transit Transformation Action Plan (TTAP). The intent of the RMWP is to make transit easier to understand for both existing and new riders, and to provide resources and guidelines for the region’s transit operators.

Prototype testing started last year at a number of major transit hubs (BART stations, etc.) and includes a new regional network identity that will unify the passenger experience throughout the region. Key elements include a three-color palette and modal icons (train, bus, ferry), adaptive wayfinding signage for all facility types, and a mobile website with real-time updates and accessibility features accessible via QR codes. Additionally, stop flags for buses and streetcars include color-coded route numbers denoting frequency, as shown below.

	<b>Very High Frequency</b> 1–10 minutes	Dark Red
	<b>High frequency</b> 11–15 minutes	Medium Red
	<b>Medium Frequency</b> 16–30 minutes	Dark Blue
	<b>Low Frequency</b> 31–120 minutes	Medium Blue
	<b>Occasional</b> At least every 121 minutes	Dark Blue outline



**Martinez Pilot:**

Last fall, County Connection staff contacted RMWP staff with a proposal for a pilot program to test the newly designed bus stop signs along the Alhambra Avenue corridor in Martinez. County Connection staff recommended this location because there has yet to be any prototype testing of the new signs outside

of major transit hubs (i.e. none yet along a bus route), and the Alhambra Avenue corridor has nine bus routes from three different operators (County Connection, Tri Delta Transit, and WestCAT), all of which will be included on the new shared signs.

MTC and County Connection are sharing the cost of the pilot program, with MTC producing the signs and conducting an opt-in survey using additional placards with QR codes at the bus stops, and County Connection installing the new signs on existing infrastructure (poles, shelters, etc.). Production of the new signs will start soon, and installation is expected to occur this summer. A total of 20 bus stops are included in the pilot along Alhambra Avenue, Berrellesa Street, Court Street, and Escobar Street, as listed in Attachment 1. A sample of some of the new bus stop signs is included in Attachment 2, showing the various formats to be used based on the number of bus routes and operators serving a given stop. Though the signs have not yet gone into production, many lessons have already been learned by staff, relating to bus stop naming conventions, bus stop spacing, labelling of bus route destinations, and other more technical details, which will help staff to plan and execute the systemwide sign update expected in the coming year.

**Financial Implications:**

None. Installation of the new signs will be performed by County Connection’s maintenance staff as part of their regular duties.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: RMWP Martinez Pilot – Bus stop locations

Attachment 2: RMWP Martinez Pilot – Bus stop flag design samples

## RMWP Martinez Pilot – Bus stop locations

*Northbound*


<b>Stop Code</b>	<b>Stop Names</b>	<b>County Connection Routes</b>	<b>Tri Delta Transit Routes</b>	<b>WestCAT Routes</b>
831268	Alhambra Ave and Walnut Ave	16, 98X, 316	200X	30Z
831256	Alhambra Ave and K St	16, 98X, 316		30Z
831257	Alhambra Ave and G St	16, 98X, 316		30Z
831258	Alhambra Ave and C St-Contra Costa Regional Medical Center	16, 28, 98X, 316	200X	30Z
831259	Alhambra Ave and Bertola St	16, 28, 98X, 316		30Z
831260	Alhambra Ave and Allen Dr	16, 28, 98X, 316		30Z
831261	Alhambra Ave and Jones St	16, 28, 98X, 316		30Z
831262	Alhambra Ave and Mellus St	16, 28, 98X, 316		30Z
831034	Escobar St and Alhambra Ave	16, 18, 19, 28, 98X, 99X, 316	200X	30Z
831032	Court St and Marina Vista Ave	16, 18, 19, 28, 98X, 99X, 316		30Z

*Southbound*

<b>Stop Code</b>	<b>Stop Names</b>	<b>County Connection Routes</b>	<b>Tri Delta Transit Routes</b>	<b>WestCAT Routes</b>
831289	Barrellesa St and Mellus St	16, 28, 98X, 316		30Z
831290	Barrellesa St and Jones St	16, 28, 98X, 316		30Z
831266	Barrellesa St and Robinson St	16, 28, 98X, 316		30Z
831292	Barrellesa St and Soto St	16, 28, 98X, 316		30Z
831264	Alhambra Ave and C St-Contra Costa Regional Medical Center	16, 28, 98X, 316	200X	30Z
831265	Alhambra Ave and F St	16, 98X, 316		30Z
831267	Alhambra Ave and J St	16, 98X, 316		30Z
831266	Alhambra Ave and Franklin Creek	16, 98X, 316		30Z
831268	Alhambra Ave and Walnut Ave	16, 98X, 316	200X	30Z


RMWP Martinez Pilot – Bus stop flag design samples



20" x 34" – one column – four routes – two operators




**Alhambra Ave  
& G St**

<b>16</b>	<b>Martinez Amtrak</b> Weekdays <small>County Connection</small>
<b>30Z</b>	<b>Martinez Amtrak</b> Weekdays <small>WESTCAT</small>
<b>98X</b>	<b>Martinez Amtrak</b> Weekdays <small>County Connection</small>
<b>316</b>	<b>Pleasant Hill BART via Martinez Amtrak</b> Weekends <small>County Connection</small>


County Connection WESTCAT  Call 511 for departures




 925-676-7500  510-724-7993 Stop ID **831257**




20" x 42" – one column – five routes – three operators




# Alhambra Ave & Walnut Ave

<b>16</b>	<b>Martinez Amtrak</b> Weekdays	<i>County Connection</i>
<b>30Z</b>	<b>Martinez Amtrak</b> Weekdays	<i>WESTCAT</i>
<b>98X</b>	<b>Martinez Amtrak</b> Weekdays	<i>County Connection</i>
<b>200X</b>	<b>Martinez Amtrak</b> Weekday commute hours	
<b>316</b>	<b>Pleasant Hill BART via Martinez Amtrak</b> Weekends	<i>County Connection</i>

 925-676-7500     925-754-6622     510-724-7993

 Call 511 for departures

Stop ID **831255**

20" x 38" – two columns – six routes – three operators



# Alhambra Ave & C St - Contra Costa Regional Medical Center

**16**  
Martinez Amtrak

*County  
Connection*  
Weekdays

**200X**  
Martinez Amtrak

*Weekday  
commute  
hours*

**28**  
Martinez Amtrak

*County  
Connection*  
Weekdays

**316**  
Pleasant Hill BART

*County  
Connection*  
Weekends

via  
Amtrak

**30Z**  
Martinez Amtrak

*WESTCAT*  
Weekdays

**98X**  
Martinez Amtrak

*County  
Connection*  
Weekdays

*County  
Connection*

TRI DELTA TRANSIT

*WESTCAT*

☎ 925-676-7500

☎ 925-754-6622

☎ 510-724-7993

Call 511 for  
departures

Stop  
ID **831258**

34" x 28½" – three columns – nine routes – three operators



# Escobar St & Alhambra Ave

**16** County Connection Weekdays  
Martinez Amtrak

**30Z** WESTCAT Weekdays  
Martinez Amtrak

**316** County Connection Weekends  
Pleasant Hill BART via Amtrak

**18** County Connection Weekdays  
Martinez Amtrak

**98X** County Connection Weekdays  
Martinez Amtrak

**19** County Connection Weekdays  
Martinez Amtrak

**99X** County Connection Weekday commute hours  
Martinez Amtrak

**28** County Connection Weekdays  
Martinez Amtrak

**200X** Weekday commute hours  
Martinez Amtrak



925-676-7500



925-754-6622



510-724-7993

Call 511 for departures

Stop ID **831034**

**To:** Operations & Scheduling Committee

**Date:** May 28, 2026

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** *Ref*

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**SUBJECT: BusAID – Monument Corridor Transit Speed Improvements**

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**Background:**

The Bus Accelerated Infrastructure Delivery (BusAID) Complete Streets – Monument Corridor Transit Speed Improvements Project will adjust bus stops on Monument Boulevard between Mohr Lane and Detroit Avenue. County Connection was awarded \$385,885 in OBAG 3 (STP/CMAQ) federal funds for the design and construction of the project, with County Connection providing a local match of \$49,880 pursuant to a Master Funding Agreement approved by the Board in July 2024. The project focuses on the following:

- Optimizing bus stops: Consolidating stops and improving spacing for better efficiency (Phase 1).
- Improving accessibility: Upgrading bus stops to meet the Americans with Disabilities Act (ADA) standards (Phase 1).
- Enhancing signal timing: Implementing Transit Signal Priority (TSP) along Monument Boulevard between Detroit Avenue and Mohr Lane (Phase 2).

Through a data driven evaluation considering ridership, service levels, passenger loads, and equity, staff identified 14 bus stops along Monument Boulevard for transit priority improvements to be included in the project (see map, Attachment 1). Design work began in Fall 2025 and is now complete. The final blueprints incorporate vital city and community feedback gathered through the Concord Bicycle and Pedestrian Advisory Committee (BPAC) (see 100% plans, Attachment 2).

**Next Steps**

Following the finalization of construction bid documents, staff will launch the competitive bidding process. A contract award recommendation is expected to go before the Board in Fall 2026, with physical construction scheduled to begin shortly afterward.

Work is already underway for Phase 2, which deploys Transit Signal Priority (TSP) across eight signalized intersections on Monument Boulevard between Detroit Avenue and Mohr Lane. Through a parallel project funded by the Innovative Deployments to Enhance Arterials (IDEA) Grant, staff is currently finalizing the necessary signal timing plans. Staff will partner closely with the City of Concord to select a TSP vendor, ensuring all new hardware and software are fully compatible with existing traffic infrastructure. The project is scheduled for completion by Fall 2027.

**Financial Implications:**

The project is grant funded, with County Connection’s local match included in the existing budget.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: Project map showing affected bus stops

Attachment 2: 100% plans

# MONUMENT BLVD STOP TREATMENTS

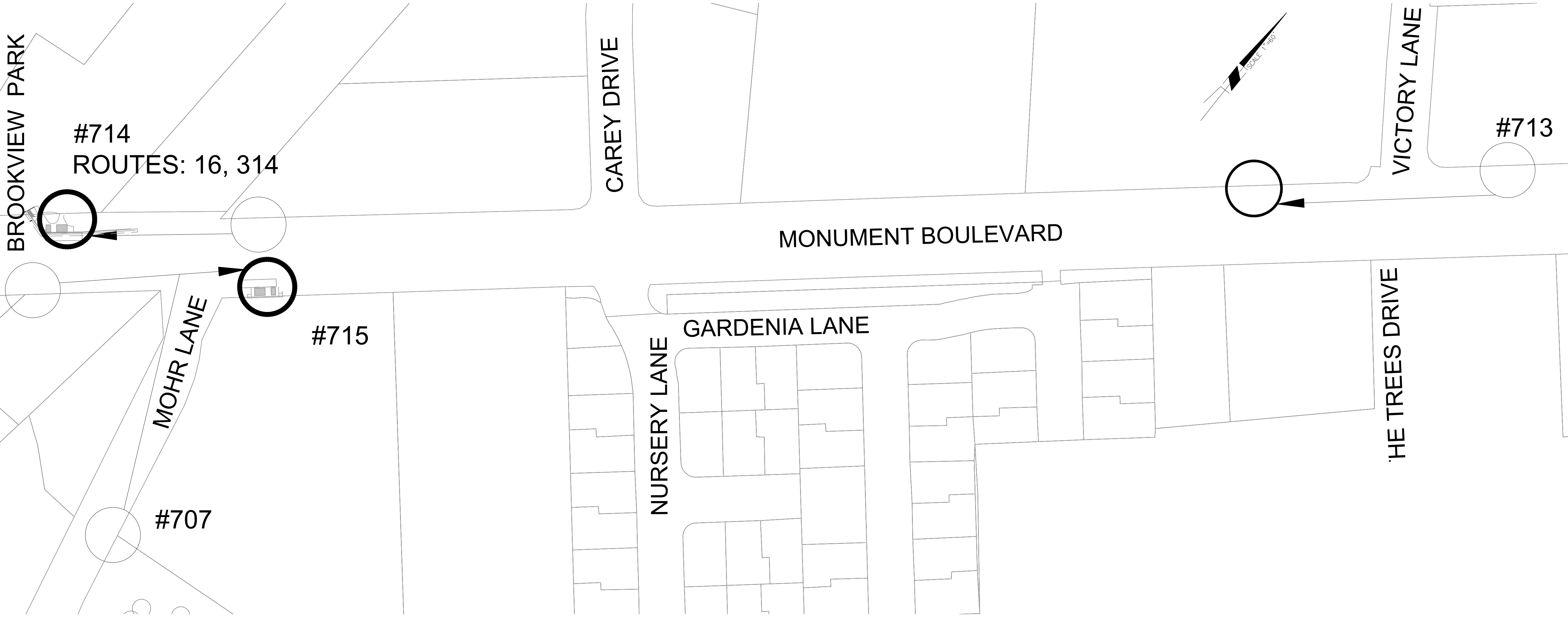


# MONUMENT BLVD STOP TREATMENTS



- Keep
- Eliminate
- Add
- Add + ADA Improvement





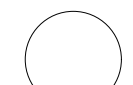


**DIABLO**  
ENGINEERING GROUP  
1981 N BROADWAY, SUITE 225  
WALNUT CREEK, CA 94596  
(925) 348-4509

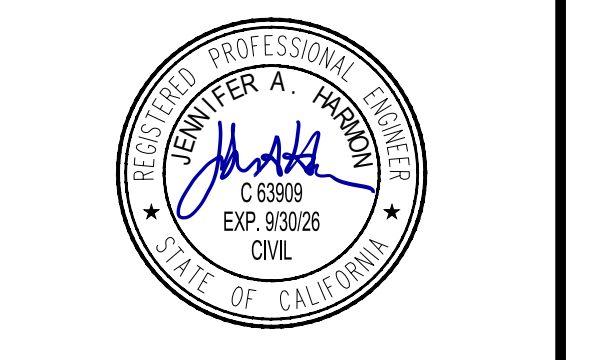


DATE: 03/13/2026	SCALE: 1" = 60'	PROJECT NO.: 2026-01
DESIGN: MC	DRAWN: MC	CHECKED: JH

**COUNTY CONNECTION  
MONUMENT BOULEVARD  
BUS STOP TREATMENTS  
KEY MAP**

REV	DESCRIPTION	DATE

- NOTE:**
-  1. EXISTING STOP TO ELIMINATE (WORK DONE BY CCCTA STAFF)
  -  2. NEW STOP TO ADD (WORK DONE BY CCCTA STAFF)
  -  3. NEW STOP WITH ADA IMPROVEMENTS TO ADD (CONTRACT WORK)

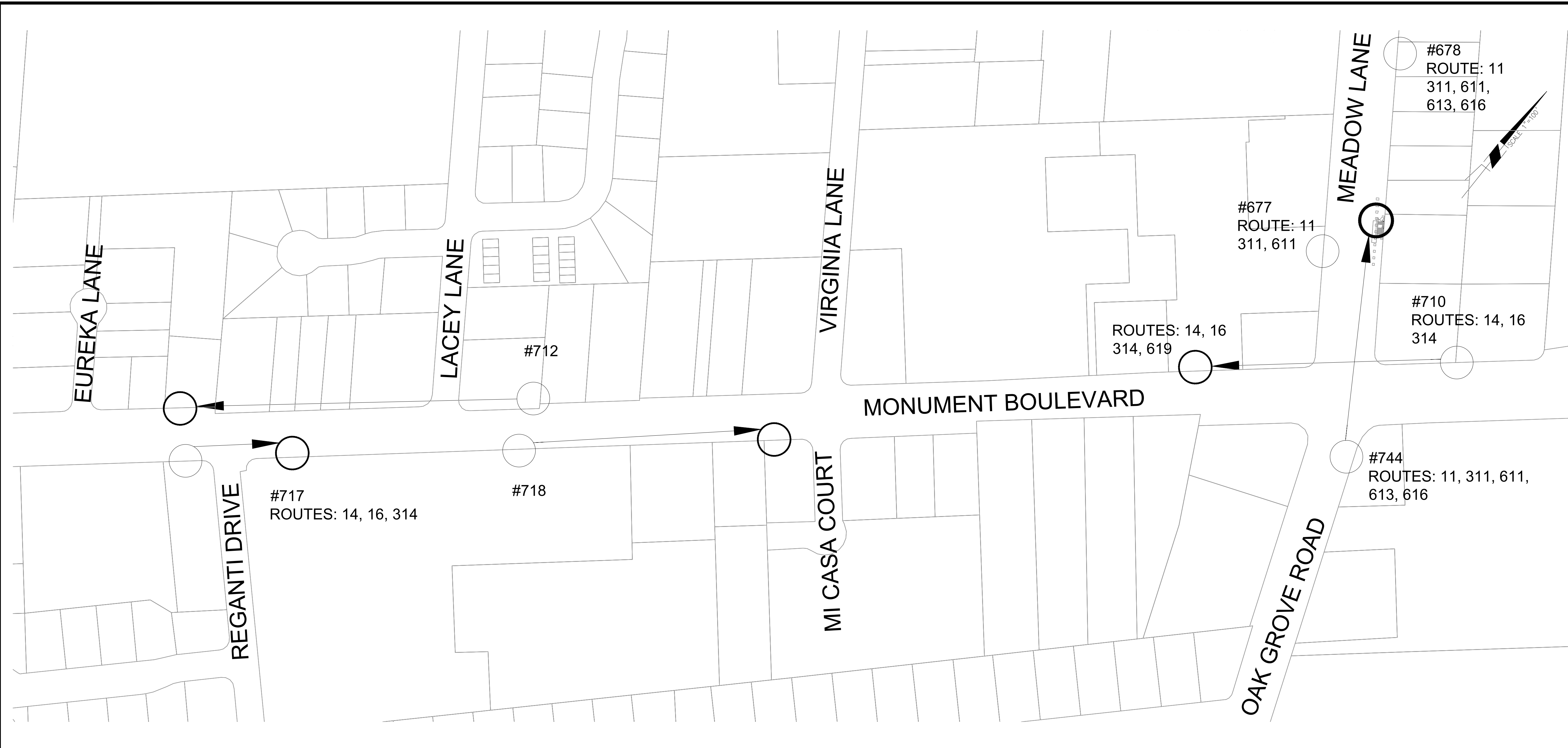


CONTRACT NO.  
**2024-MA-02**

PJ#  
**2026-01**

SHEET NUMBER  
**KM-01**

**2** OF **6**



DATE: 03/13/2026	SCALE: 1" = 100'	PROJECT NO.: 2026-01
DESIGN: MC	DRAWN: MC	CHECKED: JH

**COUNTY CONNECTION  
MONUMENT BOULEVARD  
BUS STOP TREATMENTS  
KEY MAP**

REV	DESCRIPTION	DATE

- NOTE:**
- 1. EXISTING STOP TO ELIMINATE (WORK DONE BY CCCTA STAFF)
  - 2. NEW STOP TO ADD (WORK DONE BY CCCTA STAFF)
  - 3. NEW STOP WITH ADA IMPROVEMENTS TO ADD (CONTRACT WORK)



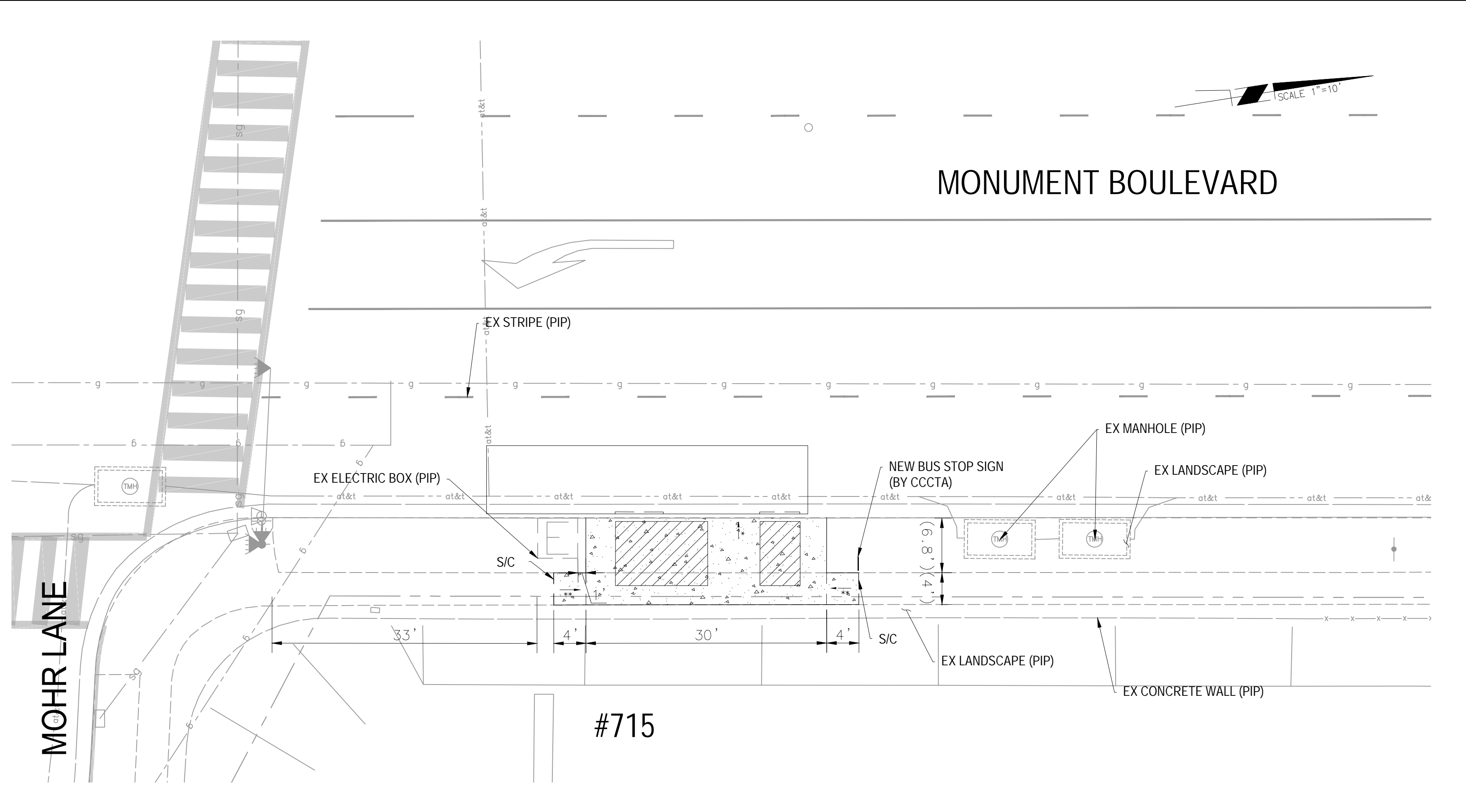
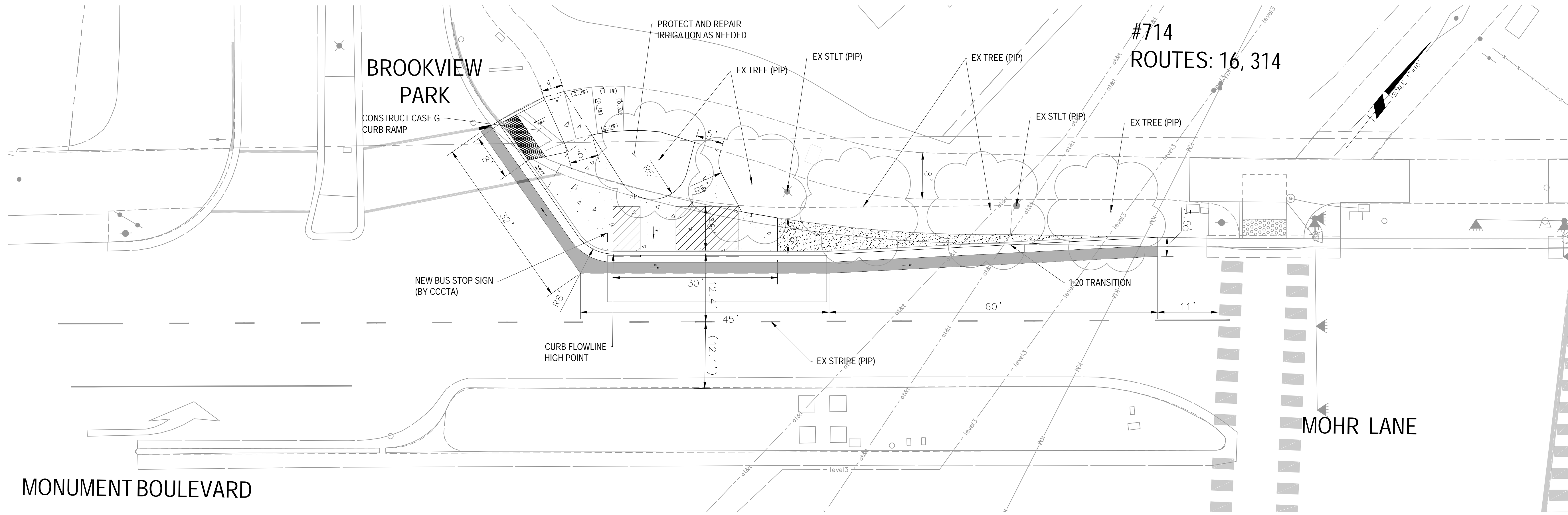
CONTRACT NO.  
**2024-MA-02**

PJ#  
**2026-01**

SHEET NUMBER  
**KM-02**

**3** OF **6**

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**NOTE:**

1. CONTRACTOR TO PROVIDE NOTIFICATION TO BROOKVIEW PARK NEIGHBORHOOD OF CONSTRUCTION ADJACENT TO THE PROPERTY.
2. AREA BEHIND NEW CURB AND GUTTER NOT IN THE LOADING ZONE TO BE DECOMPOSED GRANITE.

**LEGEND:**

- [Pattern] HMA TYPE A (12" THICK)
- [Pattern] PCC SIDEWALK
- [Pattern] DECOMPOSED GRANITE
- [Pattern] - MAX 1.5%
- [Pattern] - MAX 5.0%
- [Pattern] - MAX 7.5%
- [Pattern] - MAX 9.0%
- [Pattern] BUS LOADING ZONE FOR 40' BUS  
MAX 1.5% SLOPE IN ALL DIRECTIONS

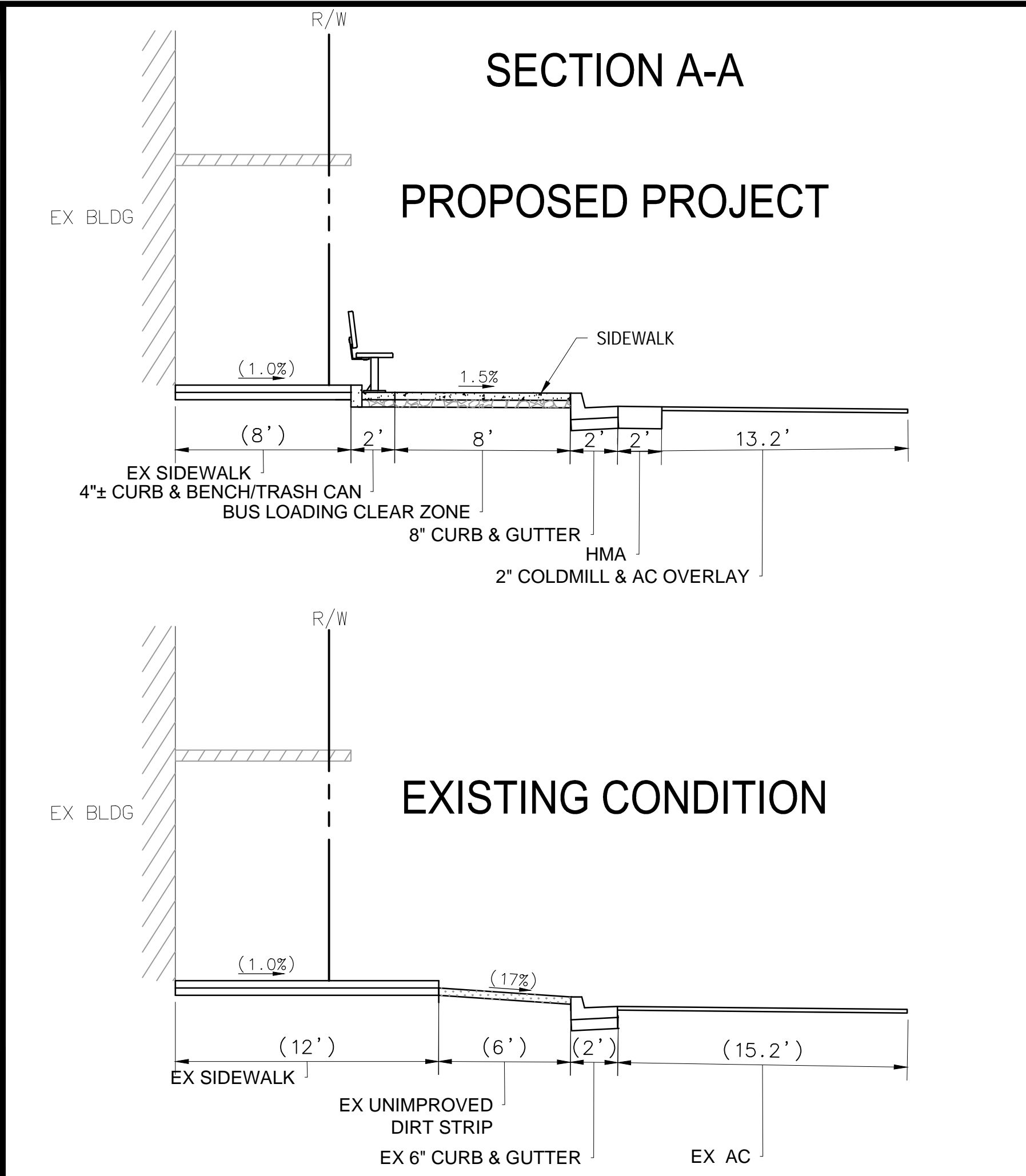
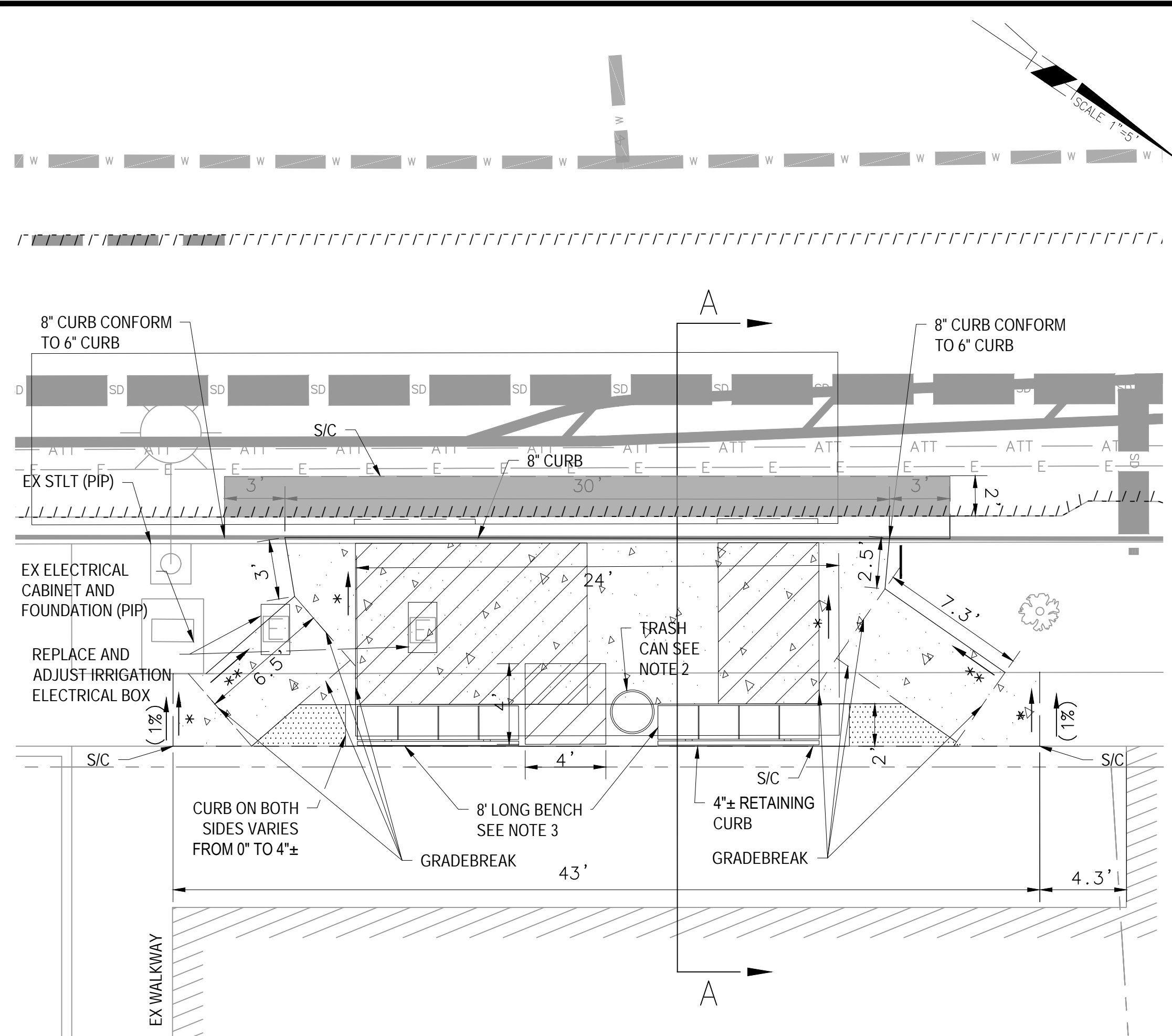
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DESIGN: MC	DRAWN: MC	CHECKED: JH

**COUNTY CONNECTION  
MONUMENT BOULEVARD  
BUS STOP TREATMENTS**  
MONUMENT BLVD & MOHR LN

REV	DESCRIPTION	DATE



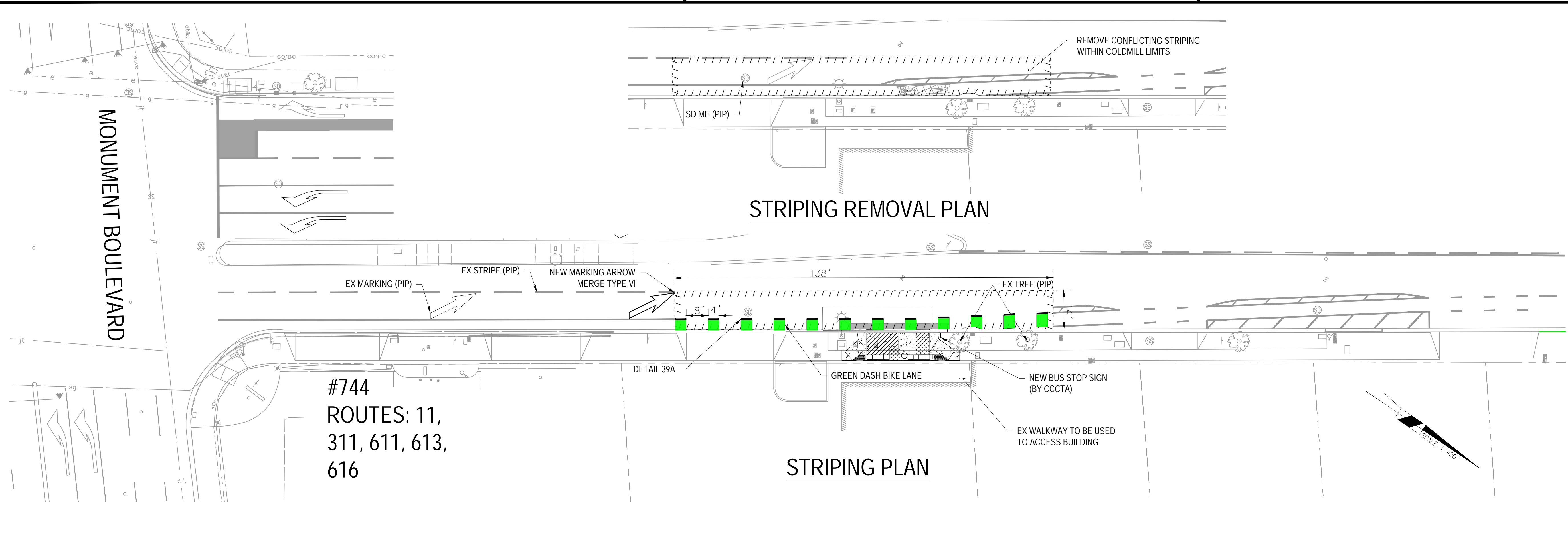
CONTRACT NO. 2024-MA-02
PJ# 2026-01
SHEET NUMBER DT-01
4 OF 6



- NOTE:**
- CONTRACTOR TO PROVIDE NOTIFICATION TO BUSINESSES OF CONSTRUCTION ADJACENT TO THE PROPERTY.
  - TRASH CAN RECEPTACLE WITH HARD RUBBER LINER AND LOCKABLE LID WITH RAIN DIVERTER TOLAR SFTR-10 OR APPROVED EQUAL.
  - 8' LONG BENCH WITH BACK AND SEAT DELINEATORS, TOLAR SFBN-28 OR APPROVED EQUAL.
- LEGEND:**
- HMA TYPE A (12" THICK)
  - PCC SIDEWALK
  - PCC SIDEWALK COLORED DARK GREY
  - 2" AC COLDMILL & OVERLAY
  - MAX 1.5%
  - MAX 5.0%
  - BUS LOADING ZONE FOR 40' BUS  
MAX 1.5% SLOPE IN ALL DIRECTIONS
  - ADA RESTING AREA

DATE: 03/13/2026	SCALE: 1" = 5' & 1" = 20'	PROJECT NO.: 2026-01
DESIGN: MC	DRAWN: MC	CHECKED: JH

**COUNTY CONNECTION  
MONUMENT BOULEVARD  
BUS STOP TREATMENTS  
MONUMENT BLVD & MEADOW LN**



REV	DESCRIPTION	DATE



CONTRACT NO. 2024-MA-02
PJ# 2026-01
SHEET NUMBER DT-02
5 OF 6

DATE: 03/13/2026	SCALE: NA	PROJECT NO.: 2026-01
DESIGN: MC	DRAWN: MC	CHECKED: JH

COUNTY CONNECTION  
 MONUMENT BOULEVARD  
 BUS STOP TREATMENTS  
 QUANTITY TABLE

SUMMARY OF QUANTITIES															
BUS STOP NO.	STREET	CROSS STREET	DETAIL SHEET	REMOVE SIDEWALK (SF)	RECONSTRUCT CURB (LF)	RECONSTRUCT CURB 8" (LF)	RETAINING CURB 0" TO 4" +/- (LF)	SIDEWALK (SF)	ADJUST UTILITY COVER TO GRADE (EA)	DECOMPOSED GRANITE (SF)	THERMOPLASTIC MARKING (SF)	GREEN THERMOPLASTIC MARKING (SF)	BENCH	TRASH CAN	COMMENTS
714	MONUMENT BOULEVARD	BROOKVIEW PARK	DT-01	105	133	-	0	658	-	153	4	-	-	-	CONSTRUCT CASE G CURB RAMP, 1:20 TRANSITION, DECOMPOSED GRANITE
715	MONUMENT BOULEVARD	MOHR LANE	DT-01	151	-	-	0	356	-	-	-	-	-	-	START BUS STOP LOADING ZONE CONCRETE 1 FOOT FROM CONCRETE BOX, 5% MAX RAMP SLOPE
744	MEADOW LANE	MONUMENT BOULEVARD	DT-02	156	-	36	28	367	2	-	42	195	2	1	ADJUST UTILITY COVERS TO GRADE, INSTALL 2 BENCHES & TRASH CAN BEHIND LOADING ZONE AND INFRONT OF SIDEWALK, REMOVE CONFLICTING STRIPING
<b>BASE BID TOTAL</b>				<b>412</b>	<b>133</b>	<b>36</b>	<b>28</b>	<b>1381</b>	<b>2</b>	<b>153</b>	<b>46</b>	<b>195</b>	<b>2</b>	<b>1</b>	

REV	DESCRIPTION	DATE



CONTRACT NO.  
2024-MA-02

PJ#  
2026-01

SHEET NUMBER

QT

6 OF 6

**To:** Operations & Scheduling Committee

**Date:** May 28, 2026

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** AMS

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**SUBJECT: Go San Ramon Update**

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**Background:**

In 2019, County Connection launched Go San Ramon, an on-demand pilot program, in partnership with the City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA, aka "Tri-Valley Wheels"). The program provides a 50% fare subsidy of up to \$5 for rideshare trips on Uber and Lyft within the designated service area (including parts of south and west San Ramon, plus the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser Permanente San Ramon Medical Offices, Alcosta Senior and Community Center, Deer Creek Senior Apartments, and the West Dublin and Dublin/Pleasanton BART stations). LAVTA currently administers the program, and the City of San Ramon covers the costs of the fare subsidies and administrative fee. This service was established in response to the discontinuation of the former Route 36, which served much of the same areas but had very low ridership.

**Service Area:**

The Go San Ramon program began with a limited "soft launch" on November 1, 2019, serving Valley Vista Senior Housing and key destinations, before fully launching in the broader south San Ramon area on March 1, 2020. Service area expansions followed in May 2021 and May 2022, with the latter also introducing a requirement that trips originate or end within San Ramon city limits.

Further modifications in July 2023 included the addition of Deer Creek Apartments, the use of Measure J funds for commuter trip discounts, and a change to percentage-based administrative fees. Finally, adjustments were made to the service area in July 2025 to reduce overlap with new fixed route services introduced by LAVTA in the southern portion of the region.

**Ridership:**

The program recorded 2,121 rides between July 2025 and March 2026, averaging 236 trips per month. This represents a 195% increase compared to the same period last year. Popular destinations included BART stations along the Blue Line, the San Ramon City Center, the Alcosta Senior and Community Center, the Walmart and new Senior Housing on Alcosta Boulevard, and retail locations near Diablo Plaza on San Ramon Valley Blvd.

In just nine months, Go San Ramon has carried nearly the same number of passengers as it did over the previous two fiscal years combined. This dramatic rise in demand is driven by increased ridership among seniors accessing the Senior Center, as well as a small group of "super users". In fact, the top four users alone account for one-third of all rides taken. Additionally, FY 2026 saw a major shift in travel patterns. Commute trips, which utilize separate subsidy funding, dropped to just 27% of total trips. The resulting surge in local trips quickly exhausted the City's dedicated funding, requiring County Connection to absorb the remaining costs for the non-commuter

trips. As of March 2026, County Connection has paid \$2,594.44 to cover the subsidies for the non-commuter trips.

With the current pilot period ending on June 30, 2026, staff and City have agreed to implement the following changes for the next iteration of the program to ensure equitable use of the public subsidy and manage budget constraints:

- Capping the number of voucher trips at 10 per month per person.
- Reducing the maximum trip subsidy from \$5 to \$4.

**Financial Implications:**

All fare subsidies and administrative fees up to \$10,000 per year are paid by the City of San Ramon and CCTA Measure J funds, with the remainder covered by County Connection. With the proposed changes to the program, staff expects the City's and CCTA's contributions to cover all of the program costs for FY 2027.

**Recommendation:**

None, for information only.

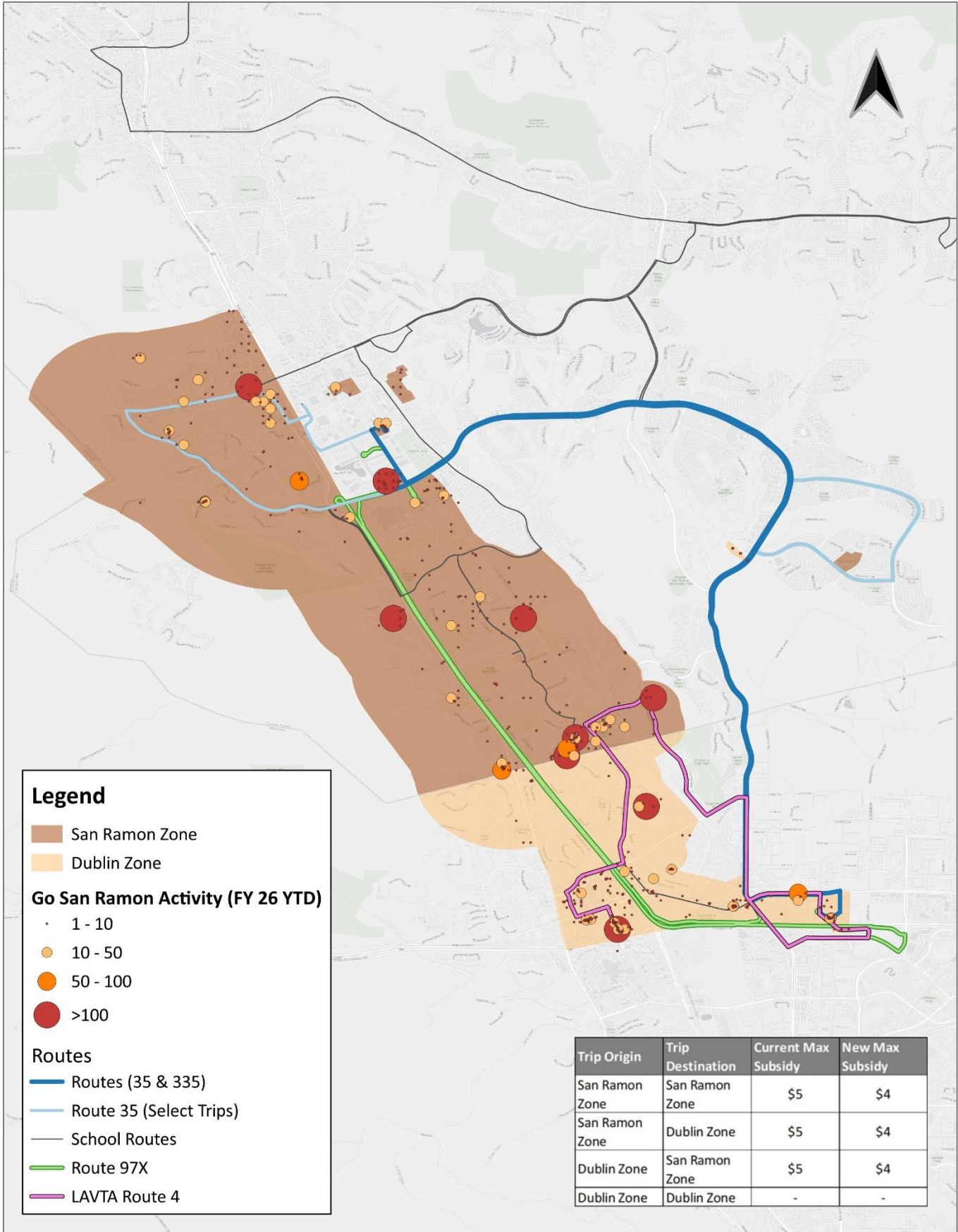
**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: Go San Ramon Usage Map

Attachment 1: San Ramon Usage Map (July 2025-March 2026)



**Legend**

- San Ramon Zone
- Dublin Zone

**Go San Ramon Activity (FY 26 YTD)**

- 1 - 10
- 10 - 50
- 50 - 100
- >100

**Routes**

- Routes (35 & 335)
- Route 35 (Select Trips)
- School Routes
- Route 97X
- LAVTA Route 4

Trip Origin	Trip Destination	Current Max Subsidy	New Max Subsidy
San Ramon Zone	San Ramon Zone	\$5	\$4
San Ramon Zone	Dublin Zone	\$5	\$4
Dublin Zone	San Ramon Zone	\$5	\$4
Dublin Zone	Dublin Zone	-	-

**To:** Advisory Committee

**Date:** May 28, 2026

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** AMS

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**SUBJECT:** Summer Bid Update

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**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 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 bids are aligned with other Bay Area transit agencies, specifically for the January and August service dates. Furthermore, the persistent increase in regional traffic congestion has necessitated frequent schedule adjustments to maintain reliable service delivery.

**Summer Bid Changes:**

Effective June 7, 2026, the Summer Bid will include several key adjustments designed to improve reliability, connectivity, and overall rider experience, including the following:

- **Routes 6, 18, and 19 (Lamorinda, Pleasant Hill, Martinez, and Concord)**  
Schedules are being modified to ensure better on-time performance and to maintain operator recovery time in light of increased traffic congestion.
- **Routes 93X, 95X, and 96X (San Ramon, Danville, Walnut Creek, Concord, and Antioch)**  
Schedules are being modified to address increased travel times due to afternoon congestion on I-680. Two afternoon trips on Route 93X are being consolidated into a single trip.
- **New Stops (Martinez and Concord)**  
Two new transit stops will go into service: an upgraded stop featuring a bench in front of the new development at 1335 Galindo Street in Concord, and a brand-new stop at the intersection of Center Avenue and Vine Hill Way in Martinez.
- **Operational Modifications (Routes 10, 20, 11, 15, 18, 19, 21, 35, 93X, 95X, and 96X)**  
The operator assignments for these routes are being modified to interline routes to allow for better resource management and give our operators more recovery time between runs, leading to more reliable service.

**Ridership Trends:**

Following three years of sustained growth, ridership has begun to stabilize, as illustrated in **Figure 1**, with weekend ridership and school services both above pre-pandemic levels. While weekend ridership has recently begun to plateau, school ridership has continued to grow, reflecting shifting rider demographics

and the positive impact of youth programs such as last summer’s Youth Ride Free pilot program and Pass2Class. As of April 2026, ridership on weekends and on our 600-series school routes reached 120% and 112% of pre-pandemic levels respectively, while ridership on weekday local routes sits at 83% 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.

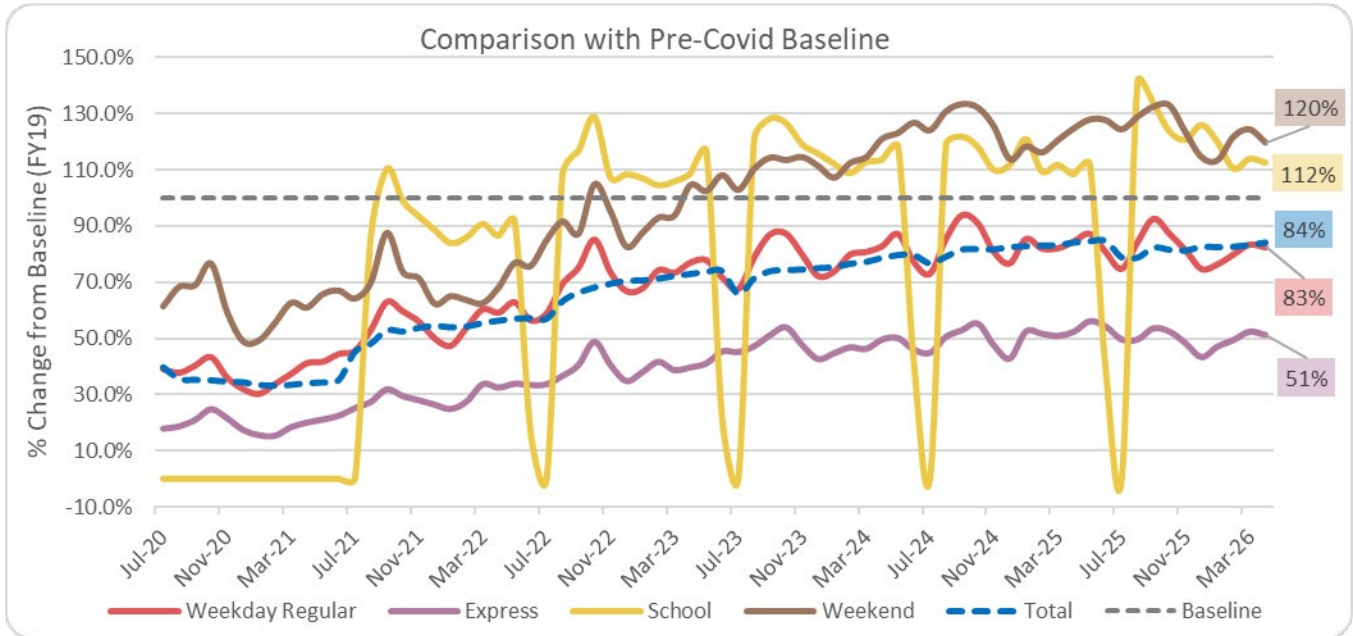


Figure 1: Ridership Recovery Trend

**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None.

To: Operations & Scheduling Committee

Date: April 23, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

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**SUBJECT: Fixed Route Operating Reports for March 2026**

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

	FY25-26		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	239,970	225,552	
<b>Average Weekday</b>	9,760	9,480	
<b>Pass/Rev Hour</b>	14.3	14.0	Standard Goal > 17.0
<b>Missed Trips</b>	0.41%	0.75%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	18,455	30,305	Standard Goal > 18,000

*\* Based on current standards from updated S RTP*

**Analysis**

Average weekday ridership was higher in March 2026 (9,760 passengers) than the previous month of February 2026 (9,375 passengers) and is 2% higher than March 2025 (9,574 passengers).

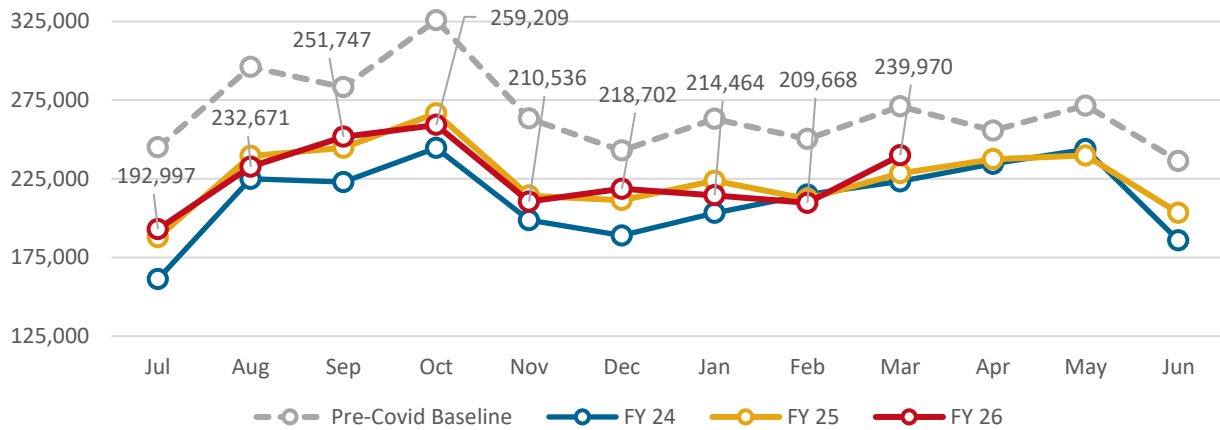
Productivity is a measurement of the average number of passengers per hour of revenue service. In March this was 14.3, which is higher than the previous month (13.8) and higher than March 2025 when passengers per hour was 14.0.

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 March was 0.41%, which is lower than the prior month when it was 0.58%.

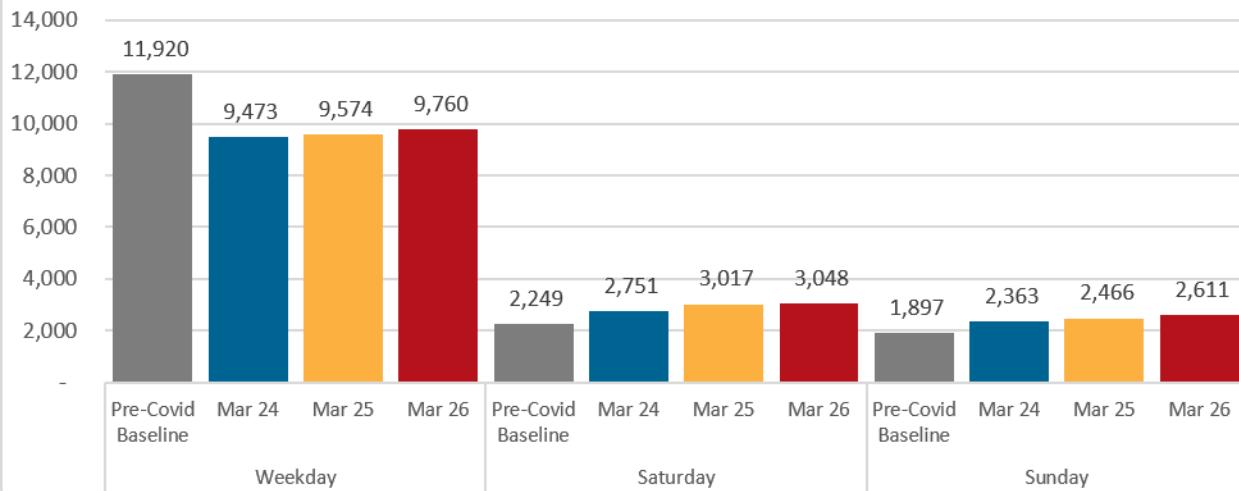
The number of miles between road calls (a bus going out of service due to mechanical issues) was 18,455 miles in March, lower than the prior month in which there were 49,855 miles between road calls. The rolling 12-month average is 30,230 miles between road calls.

Of a total of 239,970 passengers, 132,207 passengers had the potential to use a Clipper card aboard County Connection since 107,763 either used an employer or school pass or were on a free route. About 84% of the 132,207 potential Clipper card users paid using Clipper during this month.

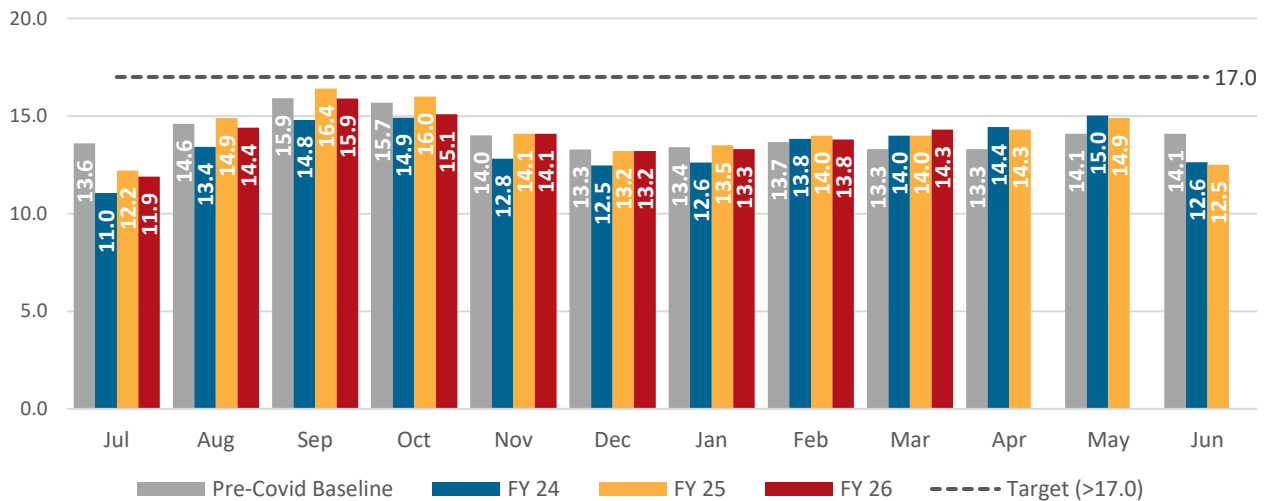
### Total Monthly Fixed Route Ridership

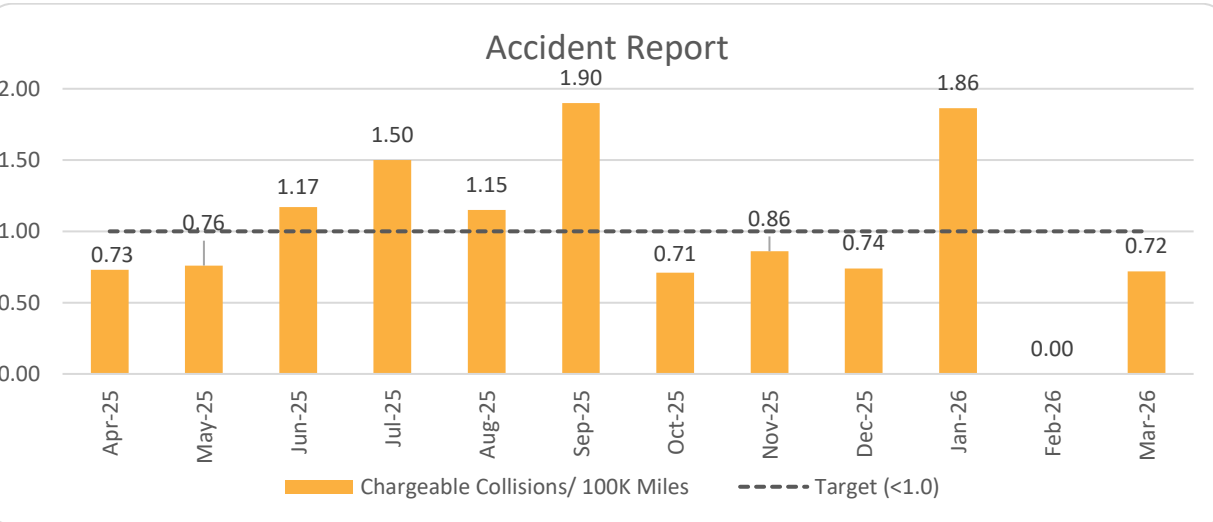
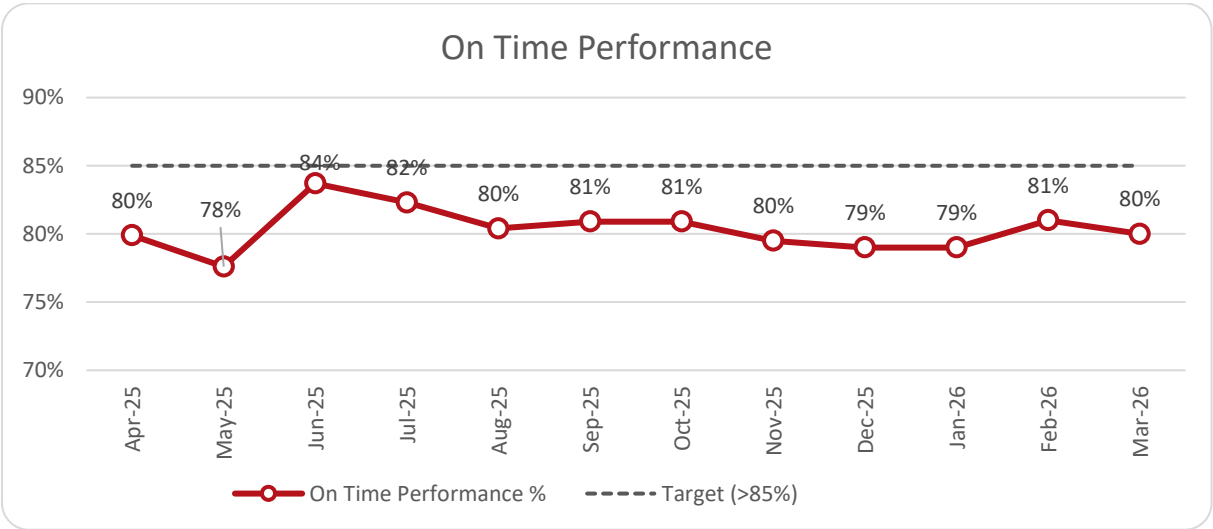
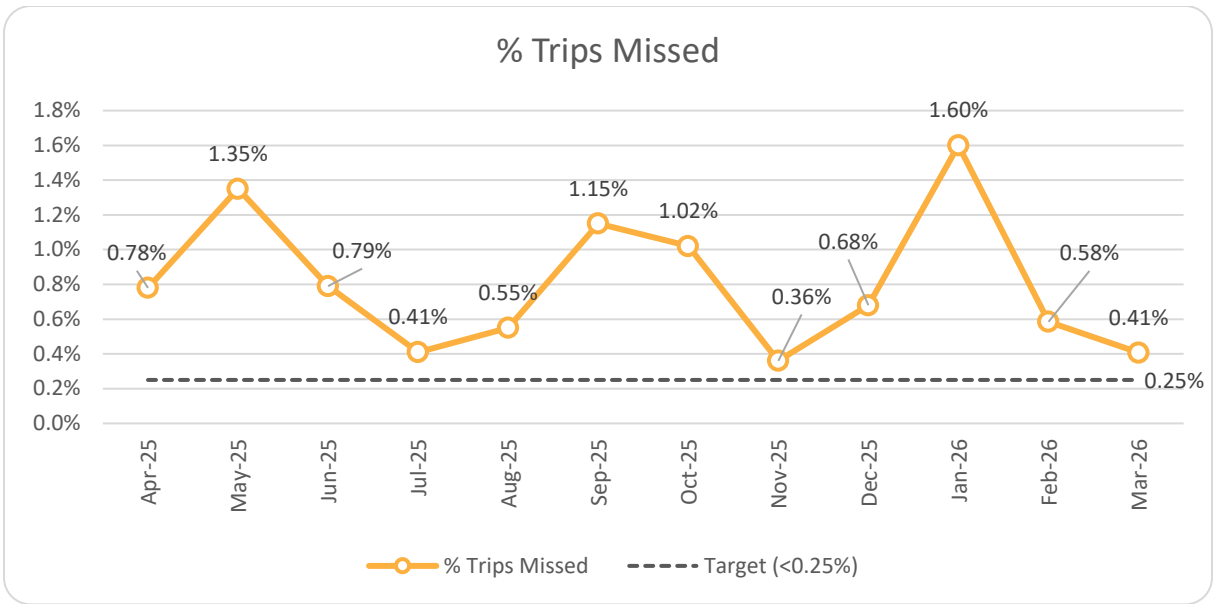


### Average Daily Ridership Comparison

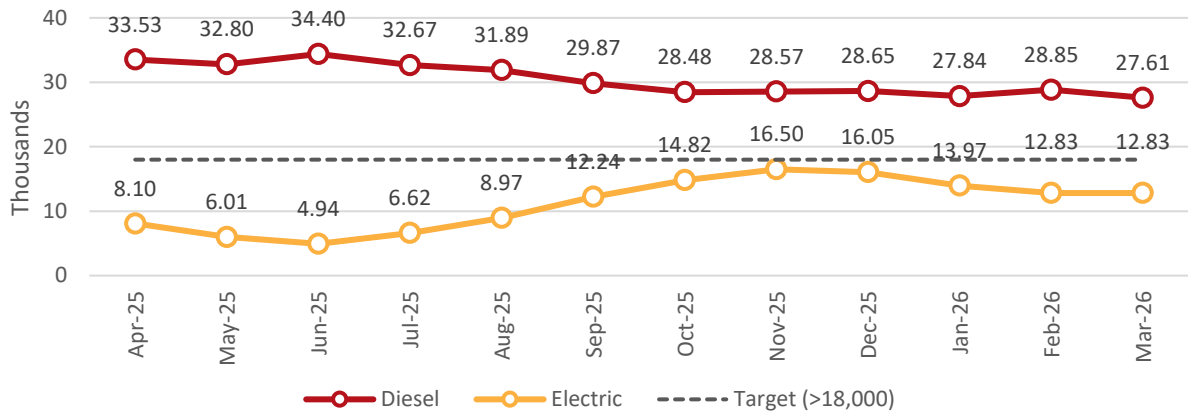


### Passengers/Revenue Hour

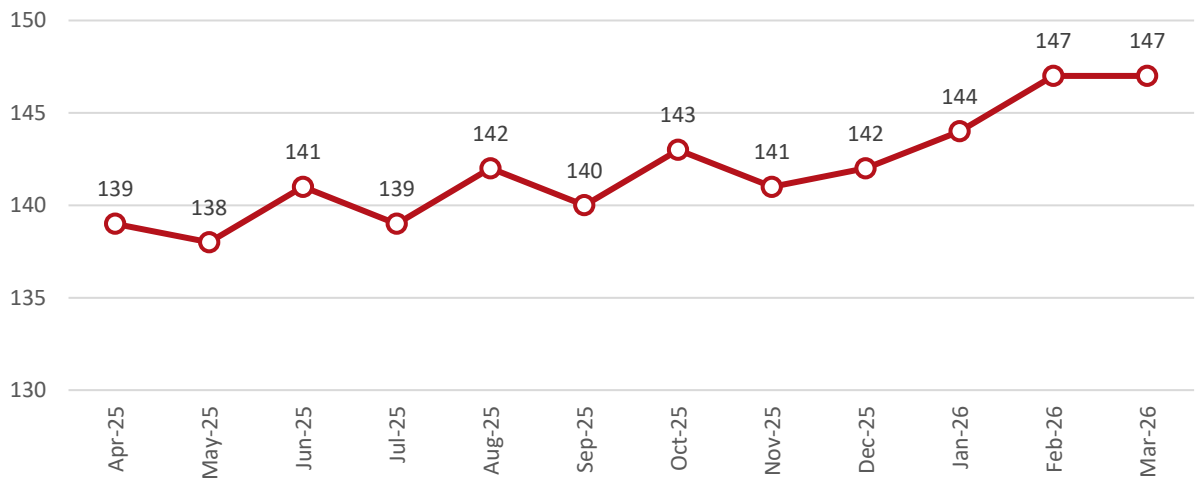




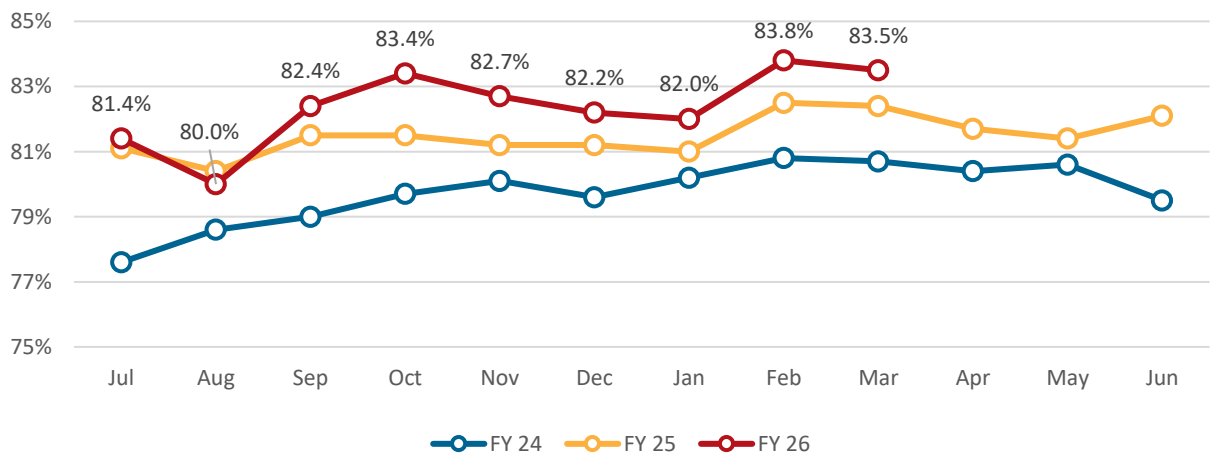
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



To: Operations & Scheduling Committee

Date: May 28, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

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**SUBJECT: Fixed Route Operating Reports for April 2026**

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

	FY25-26		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	234,487	226,445	
<b>Average Weekday</b>	9,668	9,498	
<b>Pass/Rev Hour</b>	13.9	14.0	Standard Goal > 17.0
<b>Missed Trips</b>	0.20%	0.70%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	30,793	30,354	Standard Goal > 18,000

*\* Based on current standards from updated S RTP*

**Analysis**

Average weekday ridership was lower in April 2026 (9,668 passengers) than the previous month of March 2026 (9,760 passengers) and is 1% lower than April 2025 (9,764 passengers).

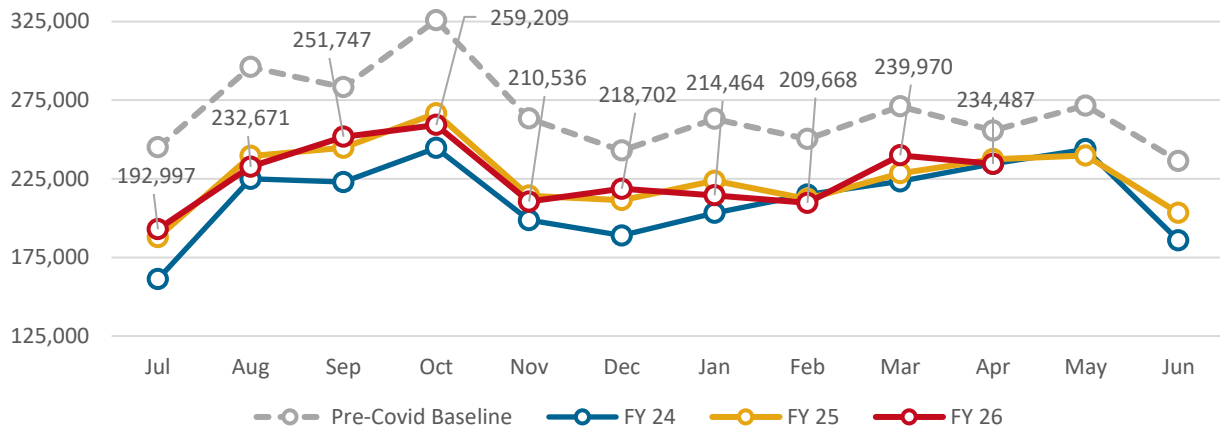
Productivity is a measurement of the average number of passengers per hour of revenue service. In April this was 13.9, which is lower than the previous month (14.3) and lower than April 2025 when passengers per hour was 14.3.

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 April was 0.20%, which is lower than the prior month when it was 0.41%.

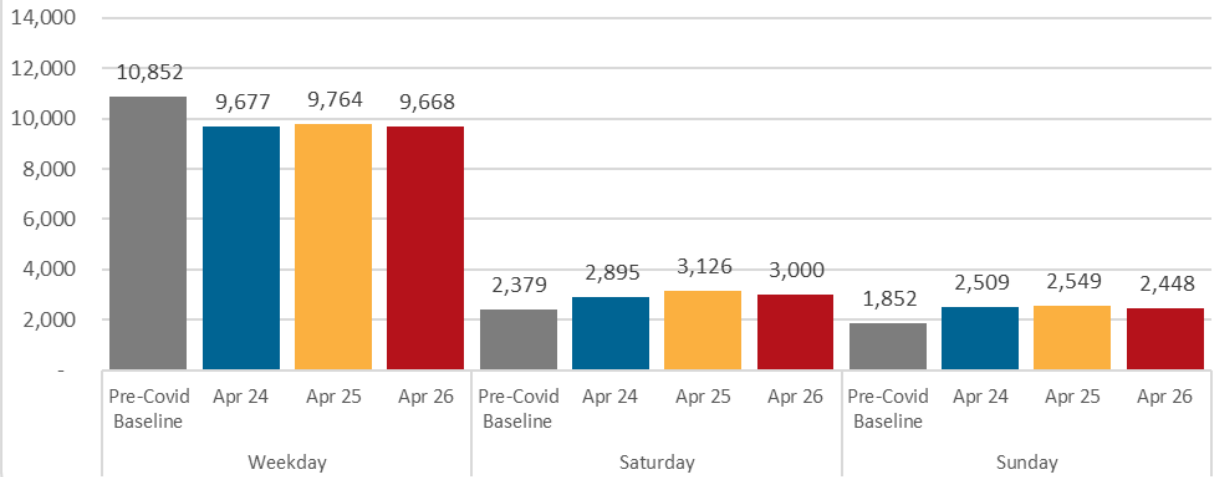
The number of miles between road calls (a bus going out of service due to mechanical issues) was 30,793 miles in April, higher than the prior month in which there were 18,455 miles between road calls. The rolling 12-month average is 31,043 miles between road calls.

Of a total of 234,487 passengers, 131,114 passengers had the potential to use a Clipper card aboard County Connection since 103,373 either used an employer or school pass or were on a free route. About 84% of the 131,114 potential Clipper card users paid using Clipper during this month.

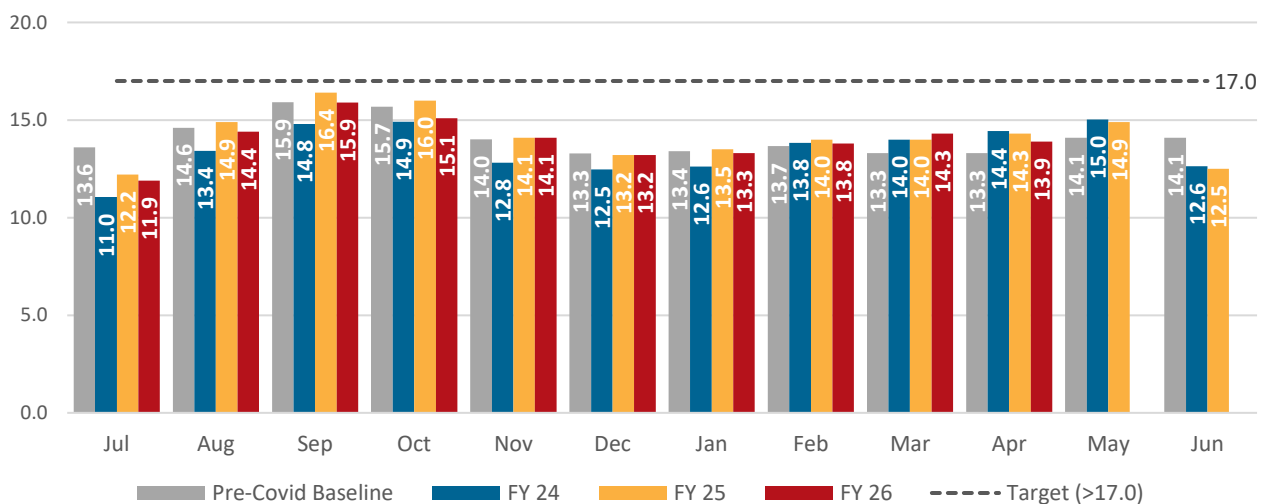
### Total Monthly Fixed Route Ridership

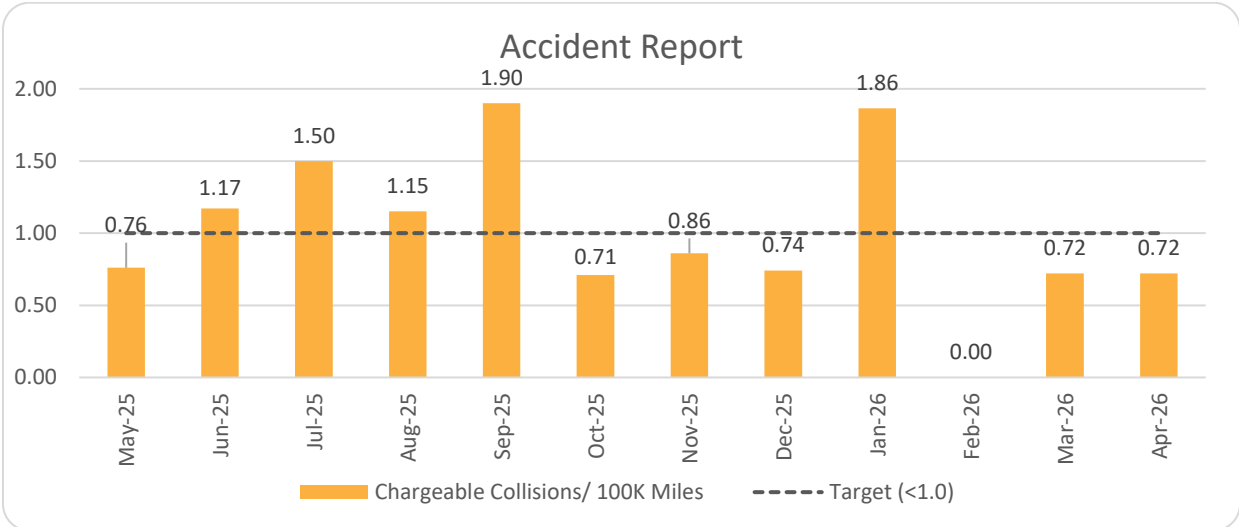
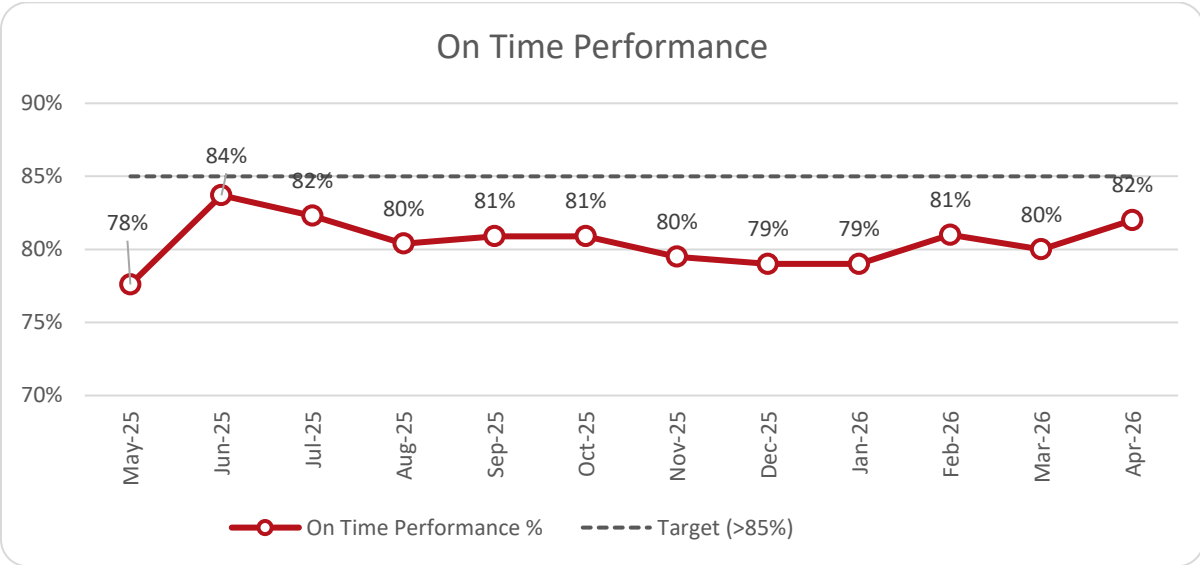
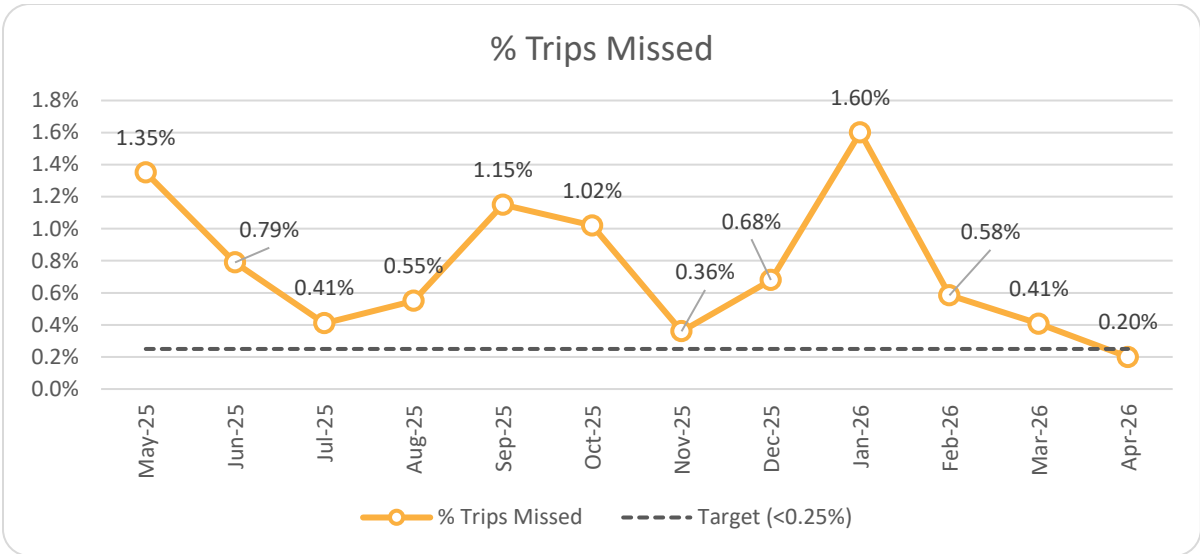


### Average Daily Ridership Comparison

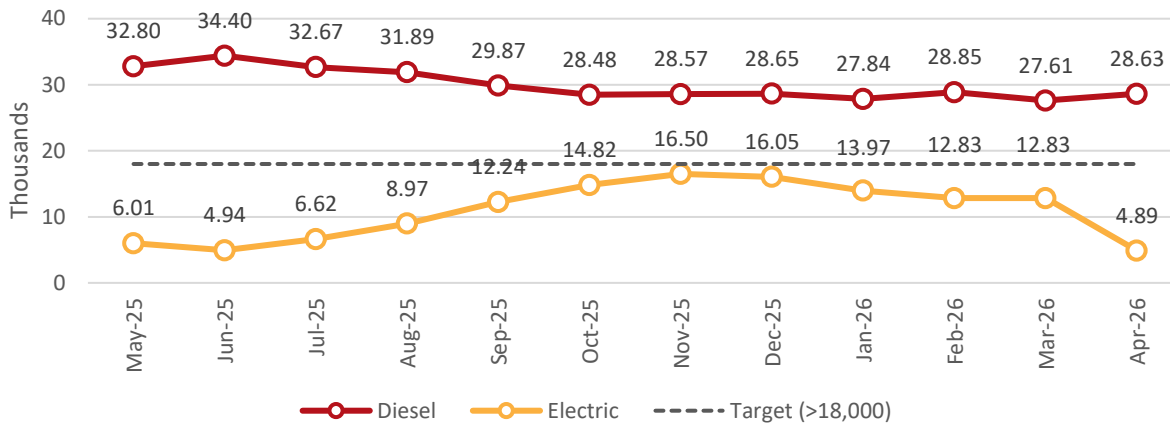


### Passengers/Revenue Hour

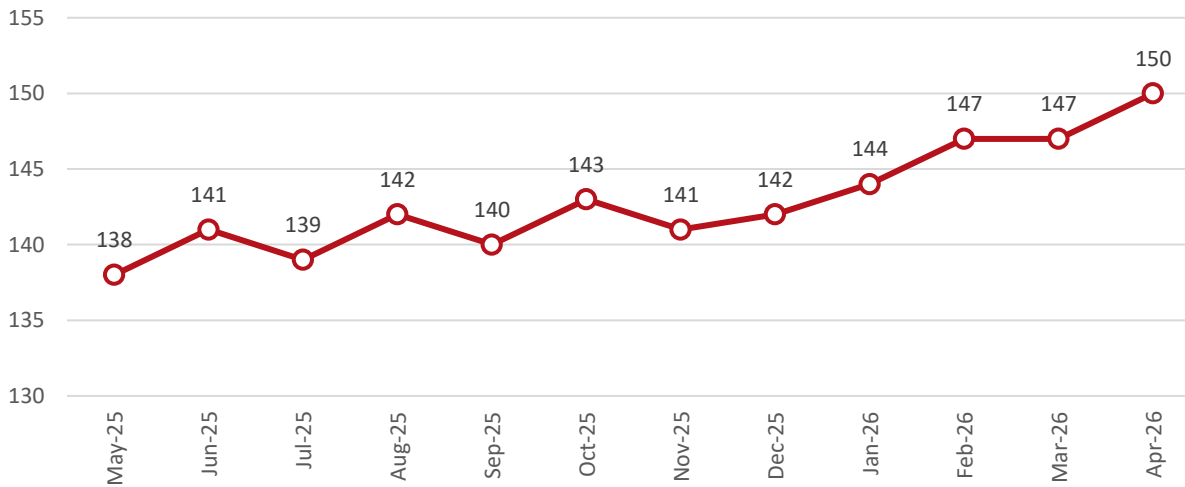




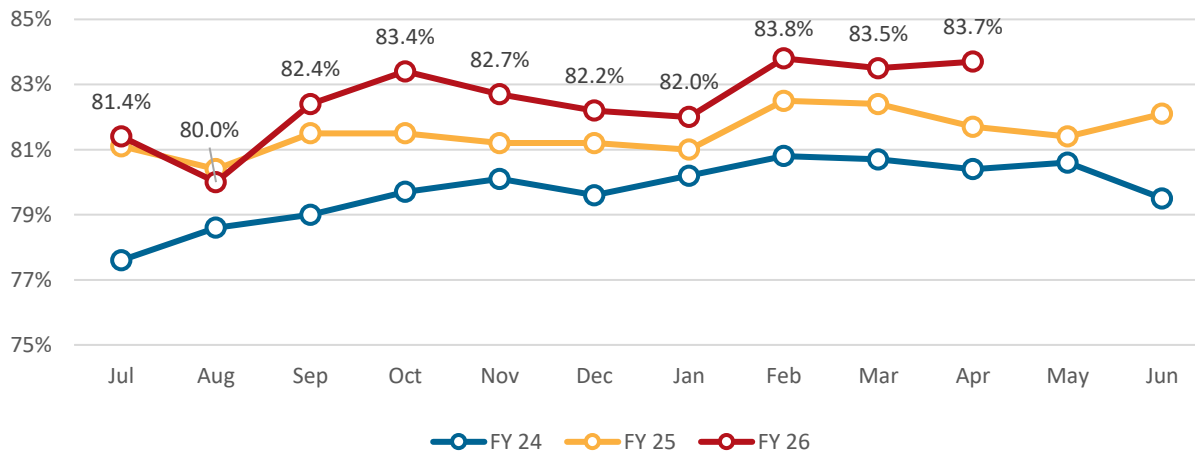
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



To: Operations & Scheduling Committee

Date: March 23, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

**SUBJECT: LINK Paratransit Monthly Report – March 2026**

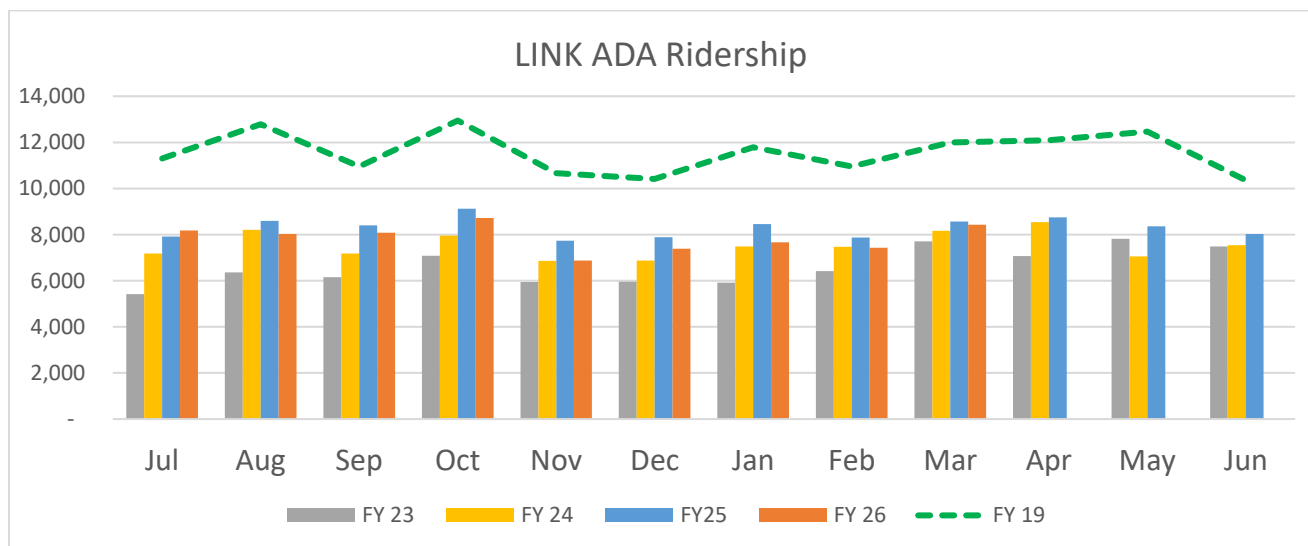
**Background:**

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 March 2026.

**March 2026 Performance Report:**

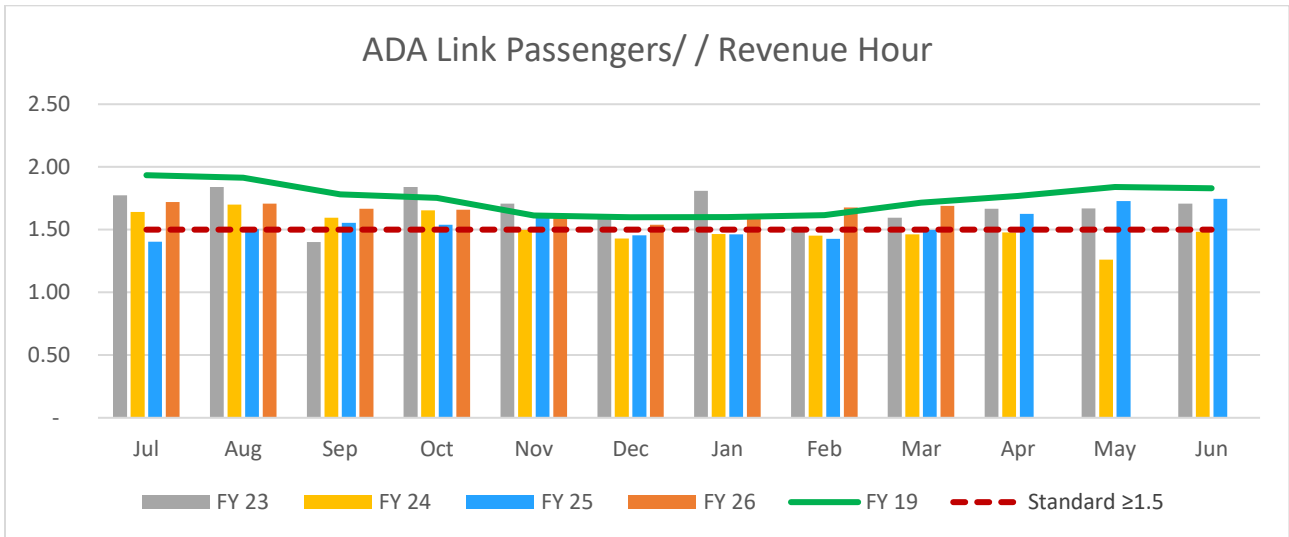
Ridership:

In March 2026, LINK recorded approximately 8,426 ADA paratransit trips. This reflects a 2% decrease from March 2025. Overall, March 2026 LINK ADA Paratransit ridership was approximately 30% below pre-pandemic March 2020 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—March 2026 ridership reaches approximately 88% of pre-pandemic levels.



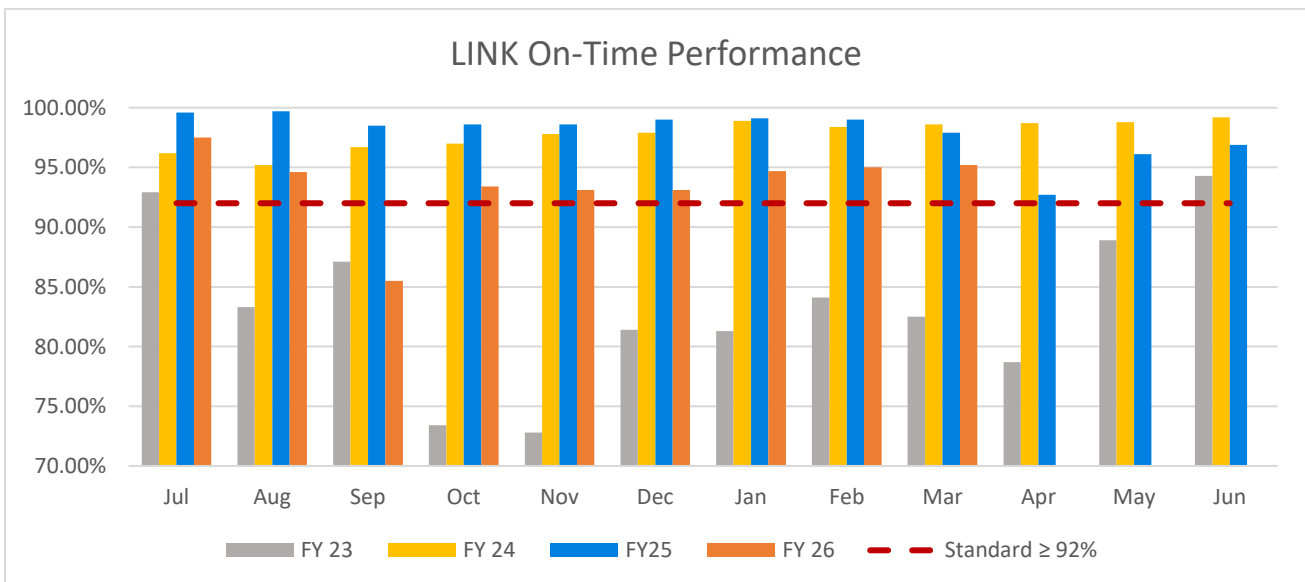
**Productivity:**

LINK transported 1.69 passengers per revenue hour in March — 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.



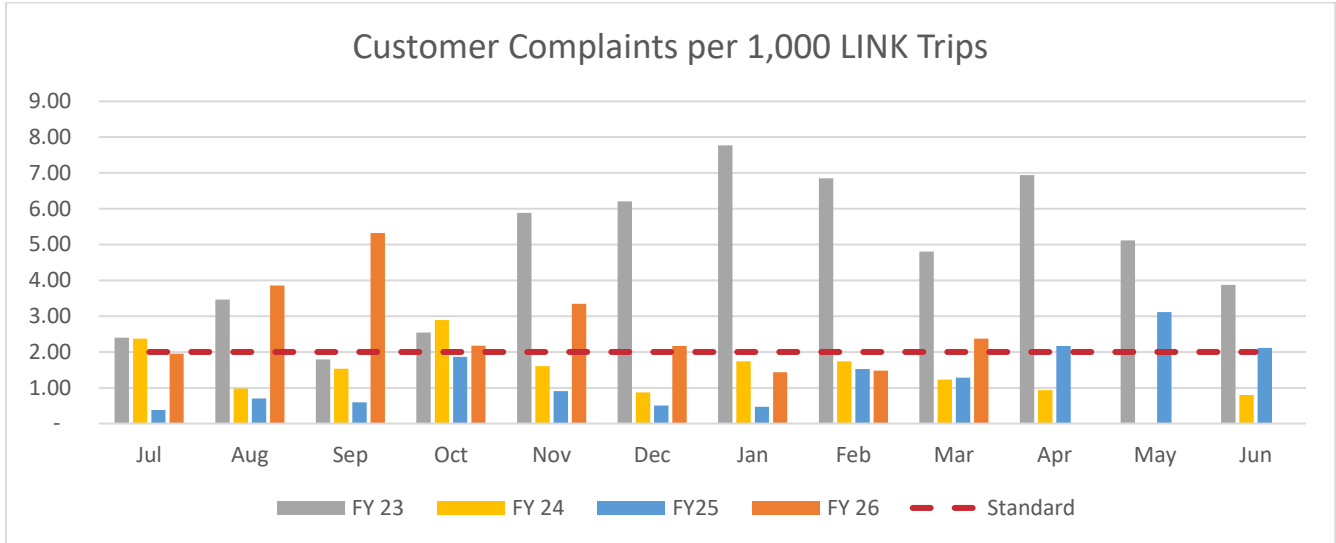
**On-time Performance:**

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In March, on-time performance (OTP) was 95%, exceeding the contractual standard of 92%. Performance has been steadily improving following a substantial dip in September 2025. 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.



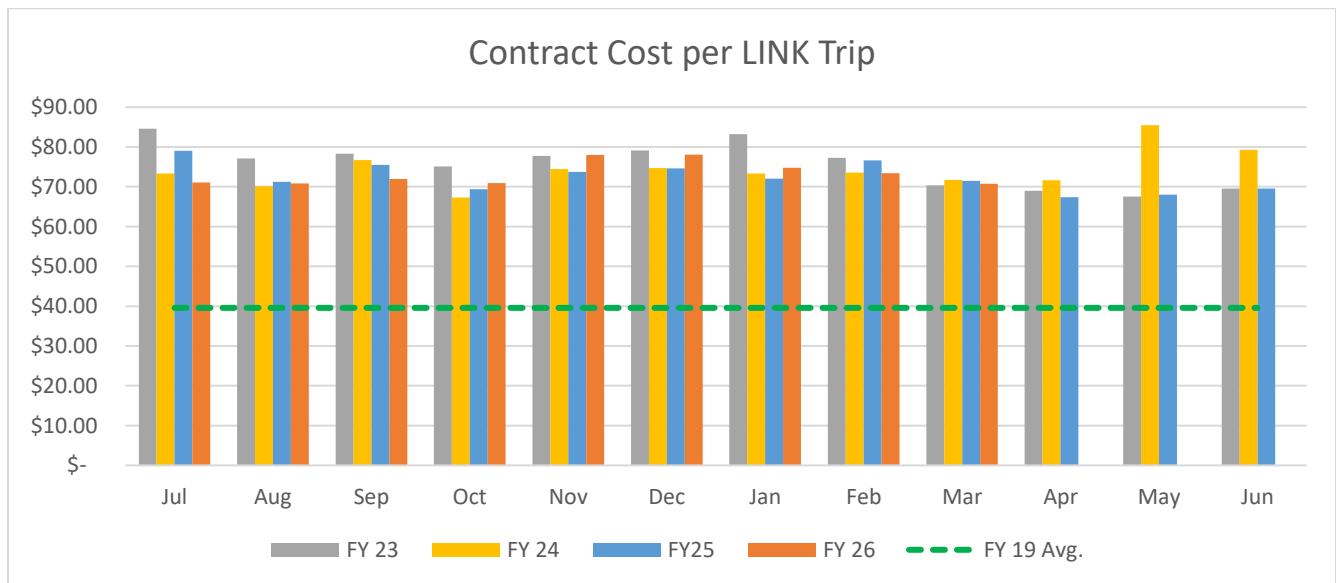
**Customer Satisfaction:**

In March 2026, LINK recorded approximately 2.37 customer complaints per 1,000 trips, exceeding the performance standard of no more than 2.0 complaints per 1,000 trips. Most complaints were related to late arrivals at pickup locations and the courtesy of operators. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 7 to 1, with many riders commending operators for their courtesy and for having an overall good experience.

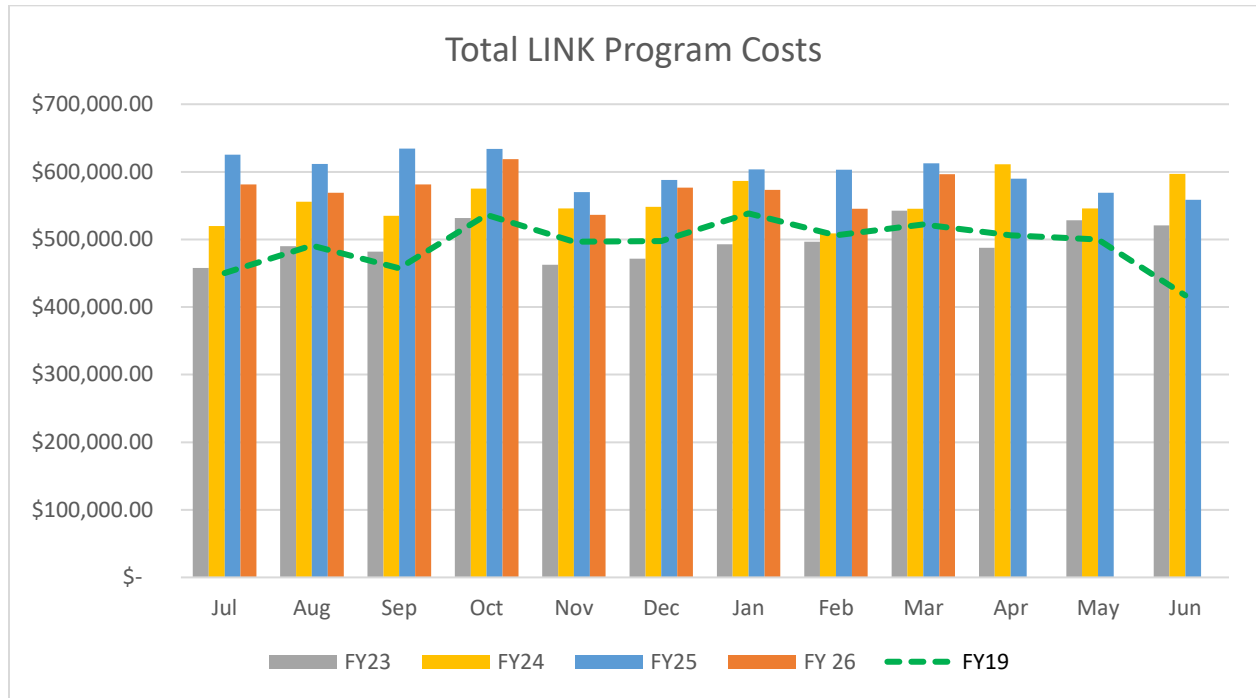


**Financial Implications:**

The average contract cost per passenger trip in March 2026 was \$70.77, reflecting a decrease from the prior month (\$73.44) and a 1% slight decrease compared to March of the previous fiscal year. This change may be attributed to a combination of factors, including variations in ridership levels, trip length, and overall service productivity, as well as operational efficiencies achieved through close coordination with the contractor. Staff continue to work closely with the contractor to monitor expenses, improve efficiency, and maintain a high level of service quality.



Total LINK contract costs for March 2026 were \$596,320, reflecting a decrease from March 2025 (\$612,537). However, overall expenditure remains approximately 14% higher than the pre-pandemic benchmark (March 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.

**To:** Operations & Scheduling Committee

**Date:** May 26, 2026

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** JS

**SUBJECT: LINK Paratransit Monthly Report – April 2026**

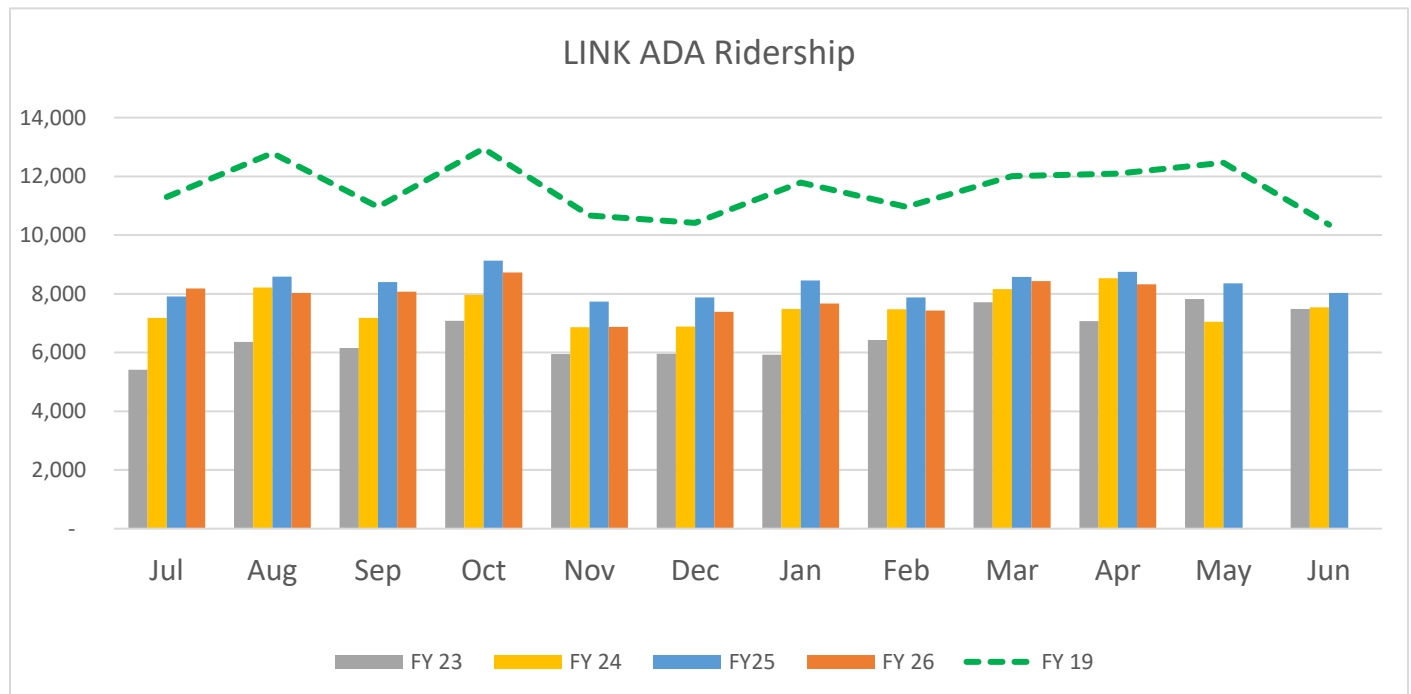
**Background:**

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 April 2026.

**April 2026 Performance Report:**

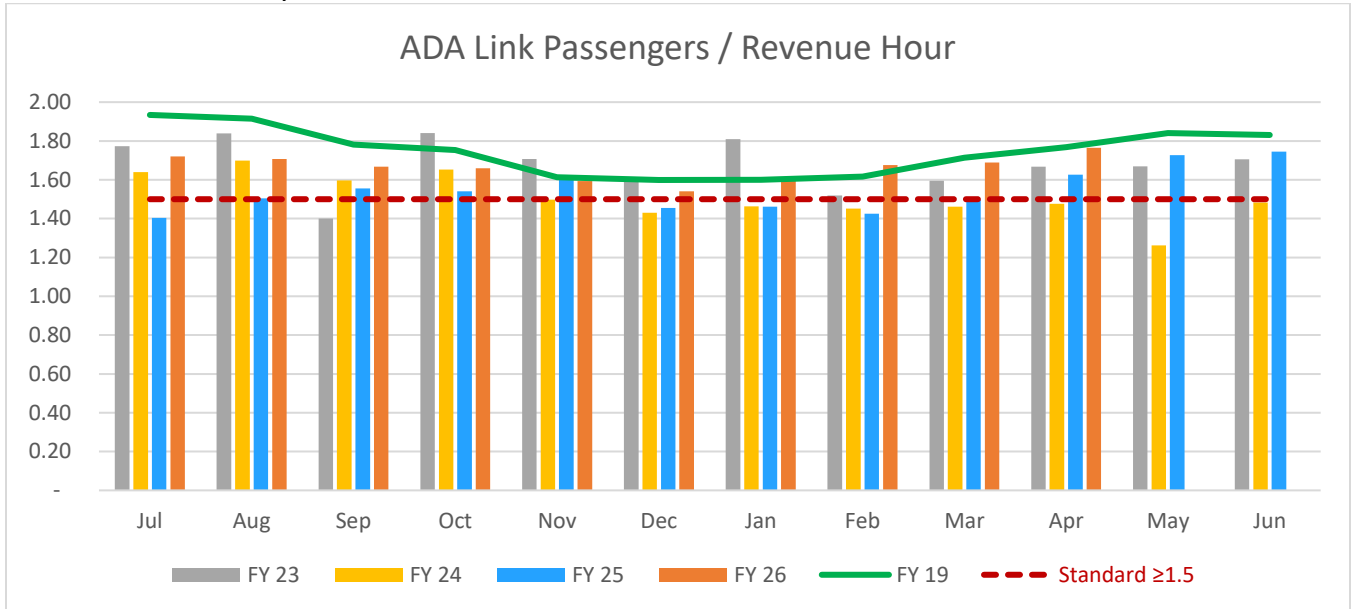
Ridership:

In April 2026, LINK recorded approximately 8,321 ADA paratransit trips. This reflects a 5% decrease from April 2025. Overall, April 2026 LINK ADA Paratransit ridership was approximately 38% below pre-pandemic April 2019 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—April 2026 ridership reaches approximately 82% of pre-pandemic levels.



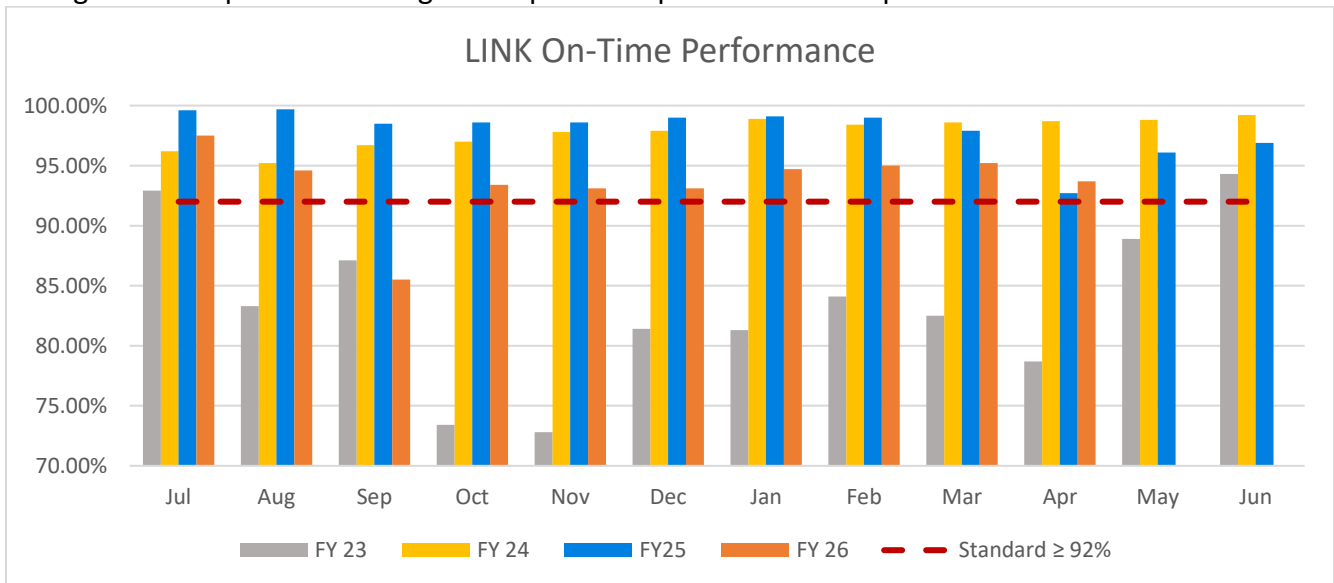
**Productivity:**

LINK transported 1.77 passengers per revenue hour in April — 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.



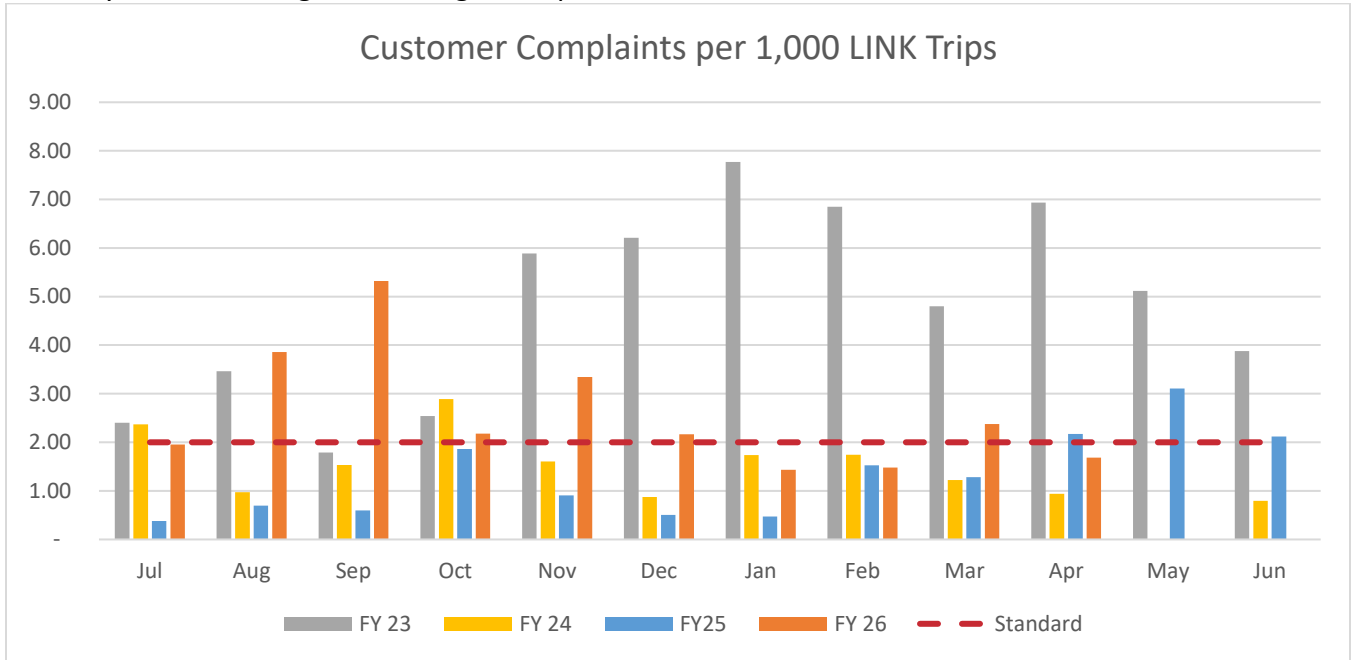
**On-time Performance:**

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In April, on-time performance (OTP) was 93.7%, exceeding the contractual standard of 92%. Performance has been steadily improving following a substantial dip in September 2025. 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.



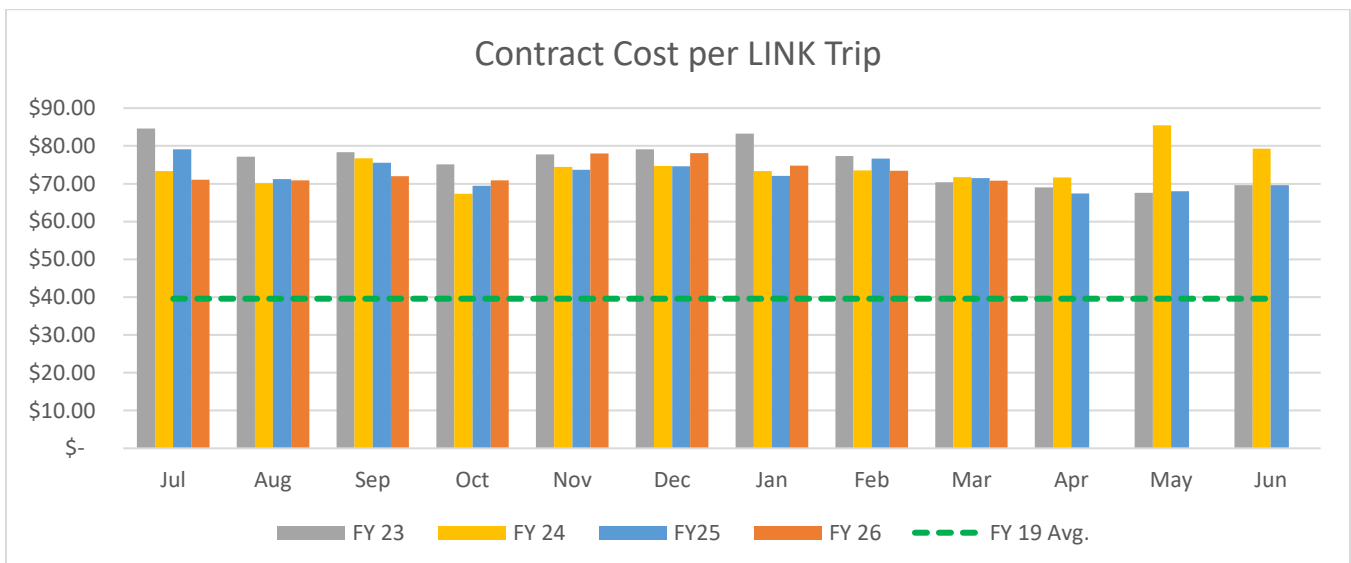
**Customer Satisfaction:**

In April 2026, LINK recorded approximately 1.68 customer complaints per 1,000 trips, exceeding the performance standard of no more than 2.0 complaints per 1,000 trips. Most complaints were related to late arrivals at pickup locations and destinations. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 11 to 1, with many riders commending operators for their courtesy and for having an overall good experience.

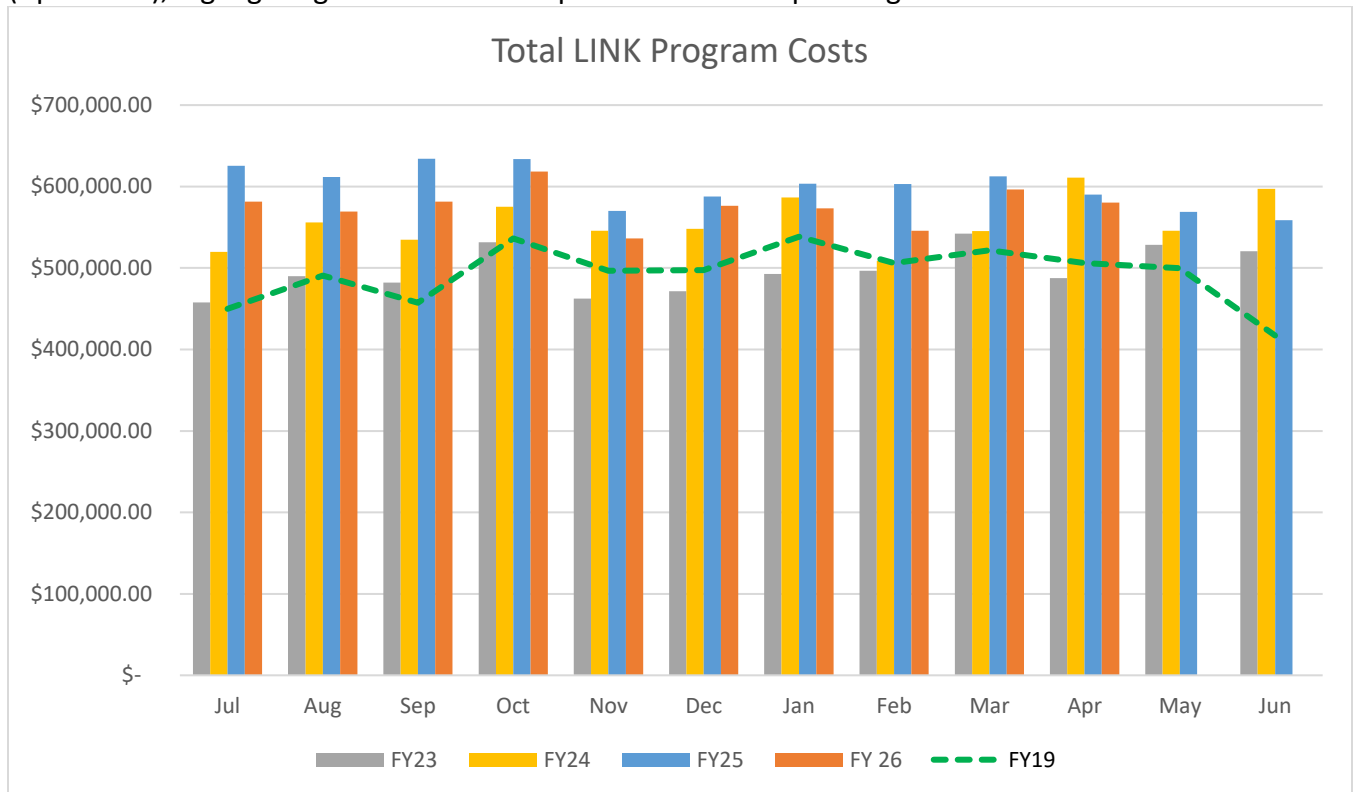


**Financial Implications:**

The average contract cost per passenger trip in April 2026 was \$70.77, reflecting a decrease from the prior month (\$73.44) and a 1% reduction compared to April of the previous fiscal year. This change may be attributed to a combination of factors, including variations in ridership levels, trip length, and overall service productivity, as well as operational efficiencies achieved through close coordination with the contractor. Staff continue to work closely with the contractor to monitor expenses, improve efficiency, and maintain a high level of service quality.



Total LINK contract costs for April 2026 were \$580,409, reflecting a decrease from April 2025 (\$589,941). However, overall expenditure remains approximately 14.7% higher than the pre-pandemic benchmark (April 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.