

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, October 2, 2026

8:30 a.m.

**This meeting will be held in-person and via teleconference
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.

Staff and members of the public may attend in-person or participate remotely via Zoom at:
<https://us02web.zoom.us/j/88329255849>

Or One tap mobile :
+14086380968,,88329255849# US (San Jose)
+16694449171,,88329255849# US

Meeting ID: 883 2925 5849

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

- continued on next page -

FY2026/2027 O&S Committee:
Jim Diaz - Clayton, Robert Storer - Danville, Don Tatzin - Lafayette

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Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

1. Approval of Agenda
2. Public Communication
3. Selection of Chair and Vice Chair
4. Approval of Minutes of September 4, 2026*
5. Contract Amendment for Fare-Free Paratransit Service on Routes 4 and 5*
(Staff will request that the O&S Committee forward to the Board of Directors a request to authorize the General Manager to enter into amended agreements with the City of Walnut Creek)
6. Youth Ride Free Update – Information Only*
(Staff will provide an update on ridership and program participation for the 2026 summer pilot Youth Ride Free program)
7. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
8. Next Scheduled Meeting – November 6, 2026
9. Adjournment

*Enclosure

General Information

Public Comment: Public comment may be submitted via email to asmith@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 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 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 Director of Planning & Marketing, Andrew Smith, at 2477 Arnold Industrial Way, Concord, CA 94520 or asmith@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, October 15, 9:00 a.m. County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Administration & Finance Committee:	Wednesday, October 7, 9:00 a.m. County Connection Administrative Offices 2477 Arnold Industrial Way, Concord, CA 94520
Advisory Committee:	Thursday, November 5, 1:30pm County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Marketing, Planning & Legislative Committee:	Thursday, November 5, 8:30 a.m. Lamorinda Office of County Supervisor Candace Andersen 3338 Mt. Diablo Blvd, Lafayette, CA 94549
Operations & Scheduling Committee:	Friday, November 6, 8:30 a.m. Pleasant Hill City Hall, Small Community Meeting Room 100 Gregory Lane, Pleasant Hill, CA 94523

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at (925) 676-1976 to verify date, time, and location.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

Summary Minutes Operations & Scheduling Committee Friday, September 4, 2026, 8:30 a.m.

Directors: Jim Diaz, Tim Farley, Kerry Hillis

Staff: Bill Churchill, Ruby Horta, Andrew Smith, John Sanderson, Pranjal Dixit, Rosa Noya

Public: None

Call to Order: Meeting called to order at 8:30 a.m. by Jim Diaz.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of August 7, 2026

The Committee approved the minutes.

4. Battery Electric Bus Update

Mr. Longmire informed the committee that the Battery Electric Bus (BEB) Battery Management System Upgrade Project has encountered significant technical setbacks following the closure of Xalt, the parent company's sub-entity. Prior to Xalt shutting down operations, the Authority secured forty battery sub-packs at a discount to maintain inventory. However, he reported that these sub-packs require proprietary software programming that neither County Connection nor its third-party contractor, Renewance, can currently access. Director Longmire noted that intermittent communication failures with the WAVE inductive charging system are further compounding these maintenance obstacles.

He highlighted that these operational challenges have severely impacted fleet availability, leaving seven of the Authority's eight BEBs out of revenue service. Regarding financial implications, Director Longmire noted that \$270,880 of the previously authorized \$804,112 budget has been spent on sub-packs and charger repairs. He concluded that staff is reluctant to invest additional funds into the current BEB fleet until these software and charging issues are resolved, leaving \$673,261 in grant funds available for future zero-emission needs.

Mr. Churchill also added that given the recent setbacks, staff is renegotiating the ICT Rollout plan with CARB staff along with evaluating options to retire the BEB fleet early.

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CENTRAL CONTRA COSTA TRANSIT AUTHORITY

5. Farebox Retrofit Project

Mr. Longmire informed the committee of a proposal to address the Authority's aging fare collection equipment. He reported that County Connection has operated its current Genfare Transview fareboxes for over 20 years, creating significant challenges in procuring replacement parts. Mr. Longmire noted that purchasing new Genfare units would cost approximately \$20,000 per unit and include unnecessary features. Consequently, staff sought an alternative solution compatible with the Authority's existing secure vault collection system.

Mr. Longmire detailed a collaborative solution developed with Diamond Manufacturing to retrofit the existing equipment with a manual, dump-lever attachment. He noted that this hybrid approach routes fares directly into the current vault system, extending the operational life of existing infrastructure while significantly reducing equipment and implementation costs. Furthermore, he highlighted Diamond Manufacturing's extensive service record across all 50 states, ensuring reliable long-term parts availability.

Mr. Longmire outlined the financial requirements, stating that 150 DMOO Retrofit Kits would cost a total of \$367,375, and that staff would be using the TDA capital funds that are programmed in the FY 2026-27 budget to fully cover the purchase. The Committee forwarded staff's recommendation to the Board to authorize a purchase order to Diamond Manufacturing in an amount not to exceed \$367,375.

6. Fixed Route Year End Report

Mr. Dixit informed the committee that fixed-route ridership stabilized in Fiscal Year 2026 at approximately 2.7 million total passengers, a slight 0.3% year-over-year decrease. He reported that reliability metrics saw improvements, driven by a 13.6% reduction in missed trips and an increase in on-time performance to 80.6%. Additionally, Mr. Dixit noted that safety metrics improved to under one accident per 100,000 miles. Farebox revenue expanded to \$4.01 million, which lifted the system's farebox recovery ratio slightly.

He detailed that service changes were implemented across four bid periods between August 2025 and June 2026 to enhance operational efficiency, regional connectivity, and schedule compliance, highlighting key actions such as regional connection adjustments under the MTC TRANSFER Plan, Route 99X schedule modifications for Martinez Amtrak train connections, and an AHSC grant-funded realignment of Route 4. He further reported that Clipper card adoption among fare-paying riders rose to an average of 82.6%, surpassing pre-COVID baseline levels due to the implementation of Clipper 2.0, expanded START and Youth program discounts, and mobile app usage.

Director Farley inquired about the impact of gas prices on ridership, to which Mr. Dixit responded that while analysis revealed a brief spike in March, ridership quickly returned to previous levels, mirroring trends observed across neighboring suburban bus agencies. Mr. Churchill provided background on the drop in accident rates, explaining that in the past with the rise in complete streets projects with narrowed lanes had led to mirror strikes, and noted that staff has since been actively collaborating with cities to review plans and ensure sufficient lane width for bus maneuvering and reduce accident rates.

7. Paratransit Year End Report

Ms. Noya informed the committee that County Connection LINK maintained strong on-time performance and improved productivity in FY26, even as total ridership remained slightly below FY25 levels. She reported that total LINK program costs decreased by approximately 3.2% to \$8.24 million, driven primarily by a 4.8% reduction in direct contract costs. Additionally, she noted that while overall complaint rates rose to 2.6 per 1,000 trips over the full year, service consistency improved considerably during the second half of the fiscal year.

She explained that non-ADA initiatives and regional partnerships continued to expand, with the Choice in Aging program providing 10,640 trips and the One-Seat Ride initiative experiencing a 7.2% increase in unlinked passenger trips. She pointed out that OSR deadhead activity grew significantly alongside demand, contributing to total program costs of approximately \$1.6 million, which exceeded the budgeted amount of \$1.2 million. Conversely, she stated that LAVTA Wheels Dial-A-Ride saw lower ridership and overall service activity, ending the year 9% below its operating budget despite a 3.3% increase in total costs.

8. Monthly Reports

a. Fixed Route

Mr. Dixit reported that during the month of July, Clever Devices deployed an erroneous software update across the bus fleet, which prevented fare collection data from being tracked for the second half of the month. He informed the committee that staff was actively working to generate a reliable revenue estimate using validated data collected during the first half of the month.

b. Paratransit

Ms. Noya reported that paratransit ridership decreased year-over-year. She informed the committee that productivity remained strong and OTP reached 95% in July, which was above the 92% target. Finally, she noted that complaints dropped after peaking in June and saw 1.2 preventable accidents per 100,000 miles, which was above the standard.

9. Committee Comments

None

10. Future Agenda Items

None

11. Next Scheduled Meeting

The next meeting was scheduled for October 2, 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

To: Operations & Scheduling Committee

Date: September 24, 2026

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

Reviewed by: *Ref*

SUBJECT: Contract Amendment for Fare-Free Paratransit Service on Routes 4 and 5

Background:

County Connection currently operates seven fare-free routes on weekdays and four fare-free routes on weekends. Revenue to offset the loss of fares on these routes comes from a variety of sources, with the revenues for Routes 4 and 5 paid for by the City of Walnut Creek.

County Connection's Link paratransit is a shared-ride service for people who are unable to use regular public transit due to a disability. Federal regulations require the provision of paratransit service within three-quarter miles of all fixed route bus service and permits transit agencies to charge paratransit fares of up to twice the regular adult cash fixed route fares. County Connection generally follows this regulation by charging a \$5.00 fare for Link paratransit service, which is exactly two times the regular adult cash fare for fixed-route rides.

As a recipient of federal funding, every three years County Connection is reviewed by the Federal Transit Administration (FTA). As part of County Connection's Fiscal Year (FY) 2023-2025 Triennial Review, the FTA issued a finding requiring County Connection to establish "a fare comparability zone for paratransit, where trips that are comparable to those taken on the fixed route system in the Monument Corridor are not charged a fare". While the Triennial Review specifically called out the LCTOP-funded routes on Monument Boulevard, the FTA's interpretation of the applicable federal regulations applies to all of County Connection's "fare-free" sponsored or grant-funded routes.

Contract Amendment:

The City of Walnut Creek and County Connection first entered into a fare reimbursement agreement for Route 4 in 1985, and for Route 5 in 2014, and both agreements have been amended many times since, typically in response to raising fares or changes in ridership. The agreements must now both be further amended to include fare-free paratransit service within three-quarter miles of either route.

County Connection and City staff are currently negotiating new agreements for both routes that will move from the current annual fixed-fee reimbursement structure to one where the City reimburses County Connection on a per-passenger basis, while also increasing the contracted amounts to reflect the post-COVID ridership recovery. However, as these new agreements will take several more months to finalize, staff is proposing to amend the existing agreements by adding fare-free paratransit, without increasing the contracted reimbursement amounts, as an interim step to accommodate timely compliance with the FTA finding. Under this amendment, fares will not be charged for paratransit trips

which start within three-quarter miles of Routes 4 or 5, and which end within three-quarter miles of any fare-free County Connection route. Reimbursement by the City will be covered by the annual fixed-fee rates specified by the existing agreements for these two routes (\$182,070 per year for Route 4 and \$66,000 per year for Route 5).

Financial Implications:

The anticipated increase in lost fare revenue resulting from the fare-free paratransit service is less than \$3,000 per year across both routes, and, at current ridership levels, the annual fixed-fee reimbursements specified by the existing agreements will be sufficient to cover these costs until the City and County Connection enter into new agreements with a per-passenger fare reimbursement structure.

Recommendation:

Staff recommends amending the fare reimbursement agreements with the City of Walnut Creek to include fare-free paratransit service within three-quarter miles of Routes 4 and 5.

Action Requested:

Staff requests that the O&S Committee forward this item to the Board for approval to authorize the General Manager to enter into amended agreements with the City of Walnut Creek to include fare-free paratransit service within three-quarter miles of Routes 4 and 5.

Attachments:

None.

To: Operations & Scheduling Committee

Date: September 24, 2026

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

Reviewed by: *Ref*

SUBJECT: Youth Ride Free (YRF) Update

Background:

County Connection funded and operated a two-month summer Youth Ride Free (YRF) pilot in June and July 2025, offering fare-free rides to riders aged 5 to 18 systemwide, with Tri Delta Transit and WestCAT participating using their own funding. This program was repeated in June and July 2026, with County Connection's portion funded by Transportation Partnership and Cooperation (TRANSPAC) and the Southwest Area Transportation Committee (SWAT). The success of the pilots demonstrated how a no-pass, no-signup, "get on and go" program like YRF was a very cost-effective method of increasing youth ridership on transit and normalizing transit use for our younger generation.

Technical Issues:

County Connection buses are equipped with Automatic Passenger Counters (APCs) to track passenger boardings and alightings at each stop. This information is further enhanced by fare data entered by bus operators as passengers board the bus. This additional layer helps staff track fare type usage and calculate billing for stakeholder-funded programs (such as YRF and Pass2Class). Fare data is also used as a secondary validation of the APC numbers.

During July, Clever Devices, the vendor for our passenger counting systems, deployed a defective software update across the bus fleet, preventing fare collection data from being recorded for the second half of the month. While APC data was automatically and accurately collected without interruption, the loss of operator-entered fare data resulted in an artificial drop in reported fare-specific ridership numbers such as YRF. Because Clever Devices generates ridership reports strictly on a monthly basis, the dataset for July was, therefore, incomplete. Staff collaborated with Clever Devices to analyze their methodology, isolate valid data from the first half of the month, and expand the numbers for the full month, benchmarked to the total ridership numbers reported by the APCs. Although the expanded dataset reflects typical monthly trends, staff decided to use the official Clever Devices monthly data (the "true count" of the available, though limited, data) for stakeholder billing, and is only using the expanded data for evaluation and planning purposes.

YRF Ridership:

As shown in the table below, this summer's YRF pilot saw higher ridership compared to last year's, with an increase of just over 4% on County Connection and additional increases on Tri Delta Transit and WestCAT.

	June-July 2025	June-July 2026	% Change
County Connection	25,411	26,513	+4%
Tri Delta	19,596	31,614	+61%
WestCAT	6,130	13,805	+125%
TOTAL	51,137	71,932	+41%

While it isn't possible to know definitively the reason why there was a difference in YRF ridership between County Connection and the other two transit operators, after consulting with their staffs, County Connection staff has identified the following likely contributors:

- Tri Delta Transit serves an area with a younger overall population and a higher number of youth programs, foster programs, and low-income communities.
- WestCAT offered free rides to all passengers on weekends from May through August, which provided a longer promotional runway.
- For the 2025 summer YRF pilot, County Connection staff conducted an extensive community outreach program through schools, libraries, community centers, and city government offices, beginning more than a month prior to the start of the YRF program and the end of the school year. In addition to the County and all 10 cities in our service area, media toolkits and promotional materials were mailed directly to 38 middle and high schools, 15 community organizations, 12 libraries, and six youth centers, with many followed by in-person visits from staff. Additionally, staff conducted direct in-person outreach to youths at 18 schools and libraries and on three bus routes prior to the end of the school year. These efforts were not repeated for the 2026 summer YRF pilot.

With continued funding and a more effective school outreach program, staff believes Youth Ride Free could continue to be an increasingly successful summer program, and more so as a year-round program. To that end, County Connection recently submitted a funding proposal to TRANSPAC for a year-round YRF program and will keep the Board informed of its future progress.

Financial Implications:

Due to the aforementioned technical issues with Clever Devices, the fares for approximately 5,000 youth trips will not be reimbursed, resulting in an approximately \$5,000 loss in fare revenue. A total of \$21,470 is being invoiced to TRANSPAC and SWAT for this summer's YRF program.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None.

To: Operations & Scheduling Committee

Date: Sept 24, 2026

From: Alyssa Beyer, Associate Planner/Scheduler

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for July 2026

Background:

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

	FY26-27		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	192,964	192,964	
Average Weekday	7,664	7,664	
Pass/Rev Hour	11.7	11.7	Standard Goal > 17.0
Missed Trips	0.14%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	37,584	37,584	Standard Goal > 18,000
* Based on current standards from updated S RTP			

Analysis

An issue with a vendor's software update led to undercounting fare information for passengers between July 16 and August 6. This report contains adjusted counts that were expanded to match the total automated passenger count data to better reflect actual ridership.

Average weekday ridership is lower in July 2026 (7,664 passengers) than the previous month of June 2026 (8,194 passengers) and is 1% lower than July 2025 (7,743 passengers).

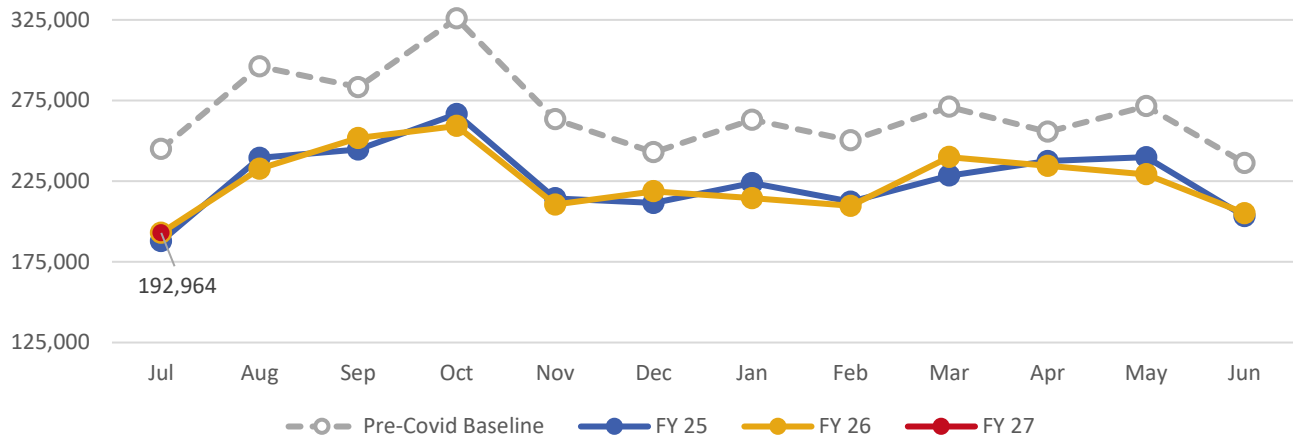
Productivity is a measurement of the average number of passengers per hour of revenue service. In July it was 11.7 passengers per hour, which is lower than the previous month (12.4) and lower than July 2025, when there were 11.9 passengers per hour.

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 July was 0.14%, which is lower than the prior month when it was 0.29%.

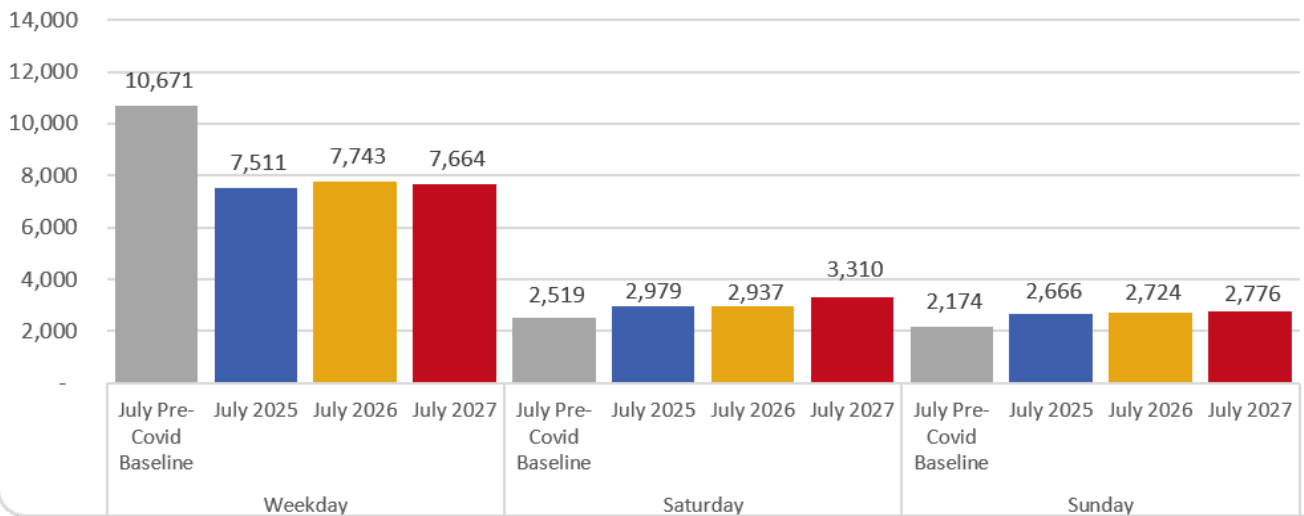
The number of miles between road calls (a bus going out of service due to mechanical issues) was 37,584 miles in July, higher than the prior month in which there were 22,208 miles between road calls. The rolling 12-month average is 29,604 miles between road calls.

Of a total of 192,964 passengers, 85,213 passengers had the potential to use a Clipper card aboard County Connection since 107,751 either used an employer or school pass or were on a free route. About 83.6% of the 85,213 potential Clipper card users paid using Clipper during this month.

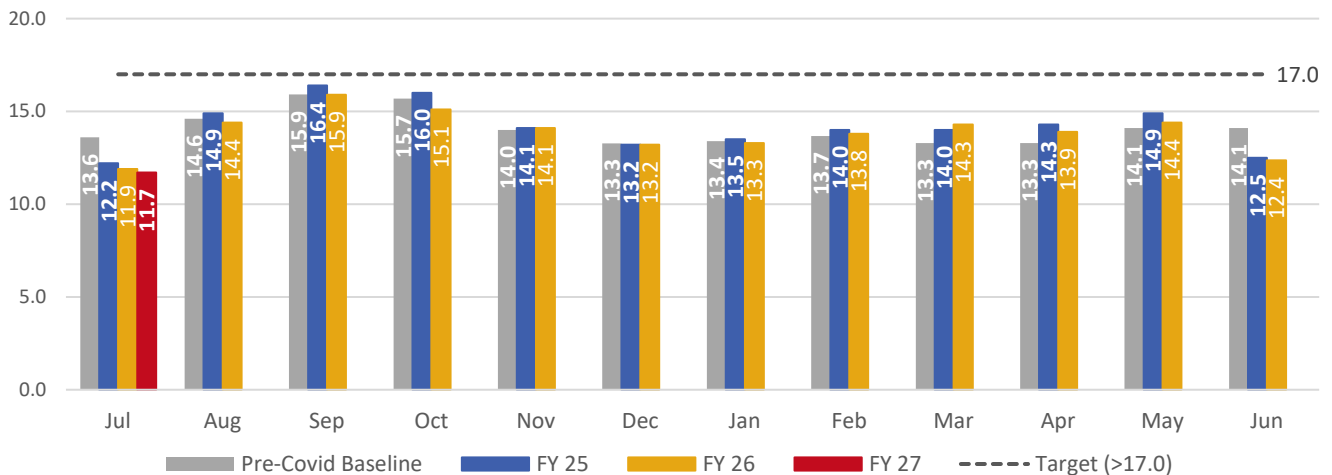
Total Monthly Fixed Route Ridership



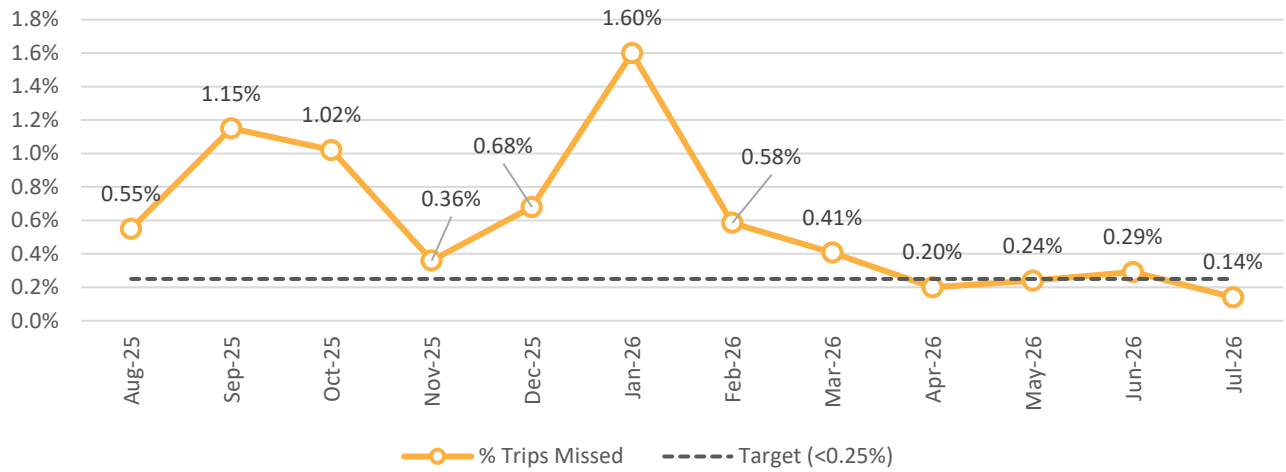
Average Daily Ridership Comparison



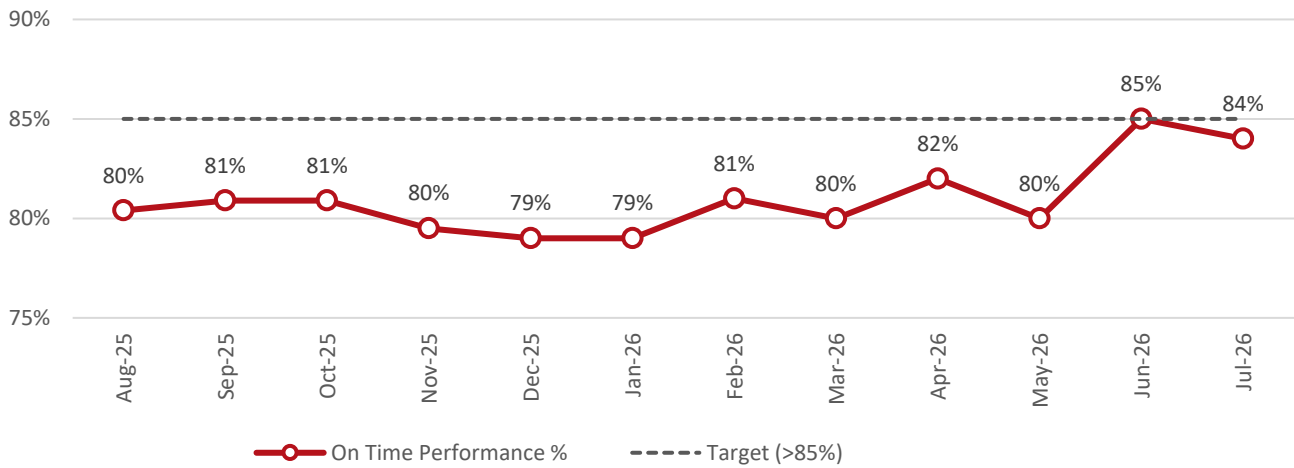
Passengers/Revenue Hour



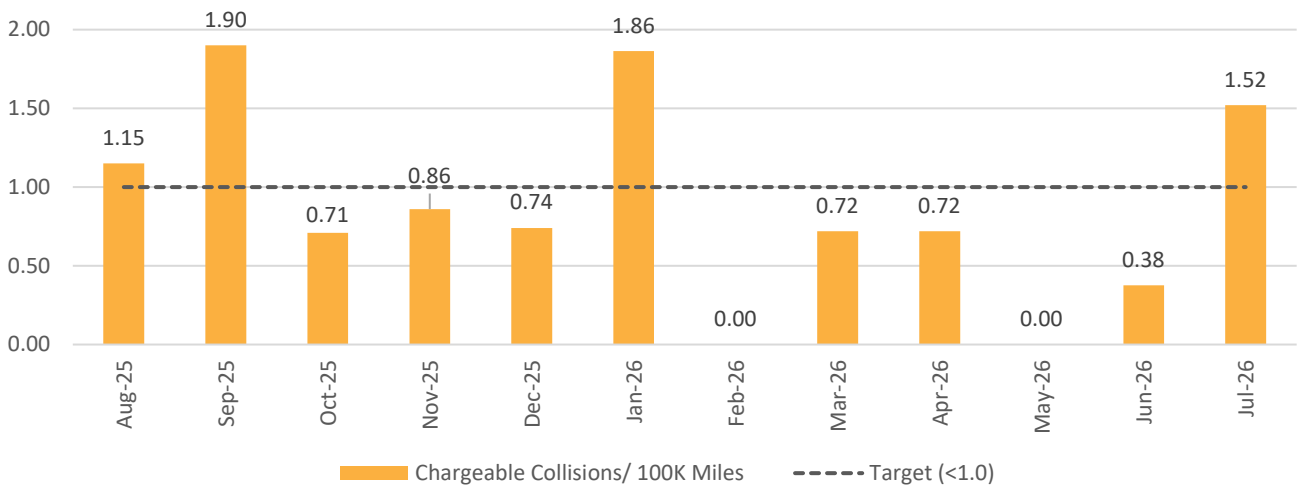
% Trips Missed



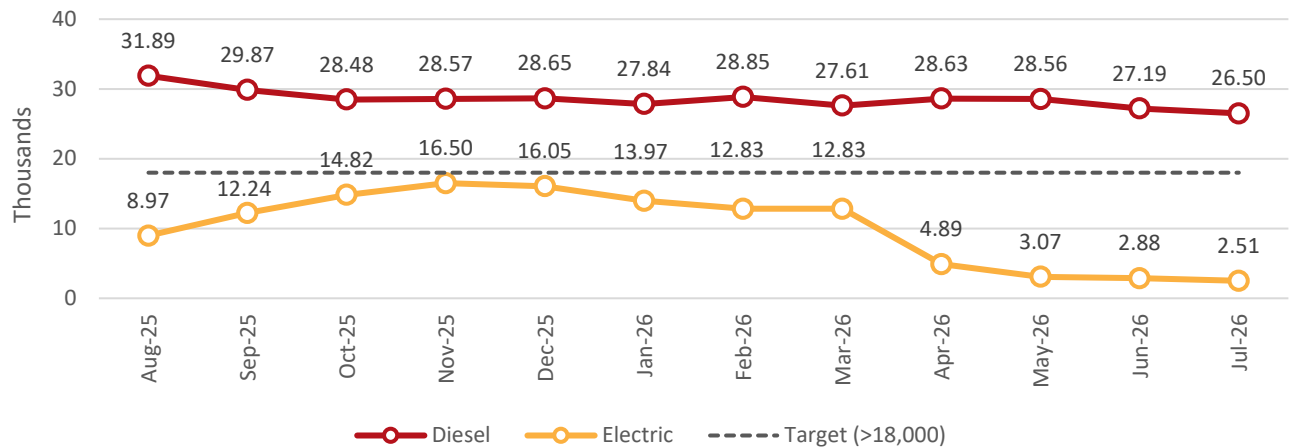
On Time Performance



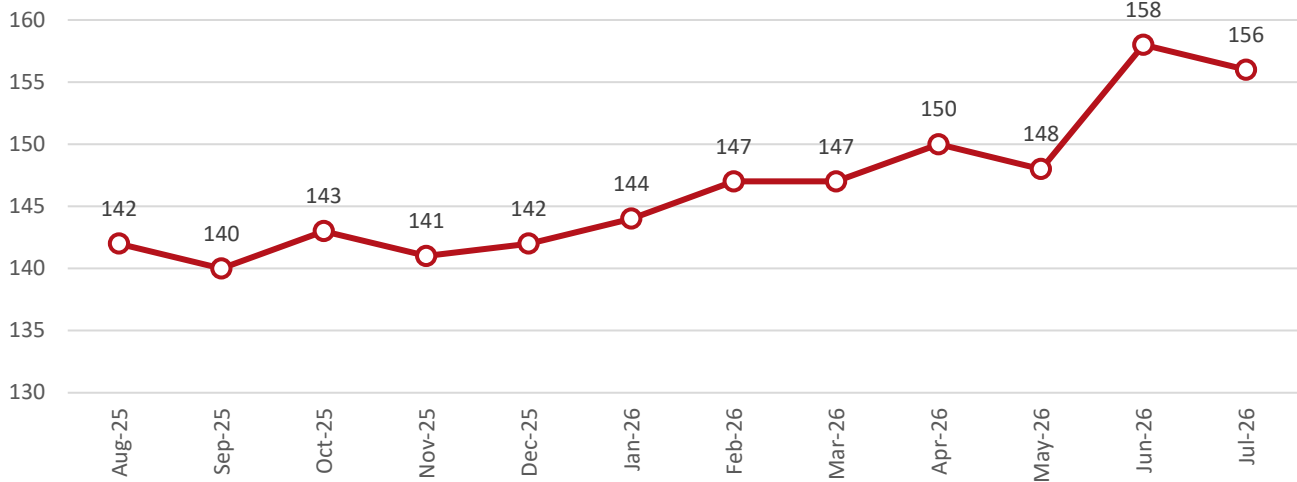
Accident Report



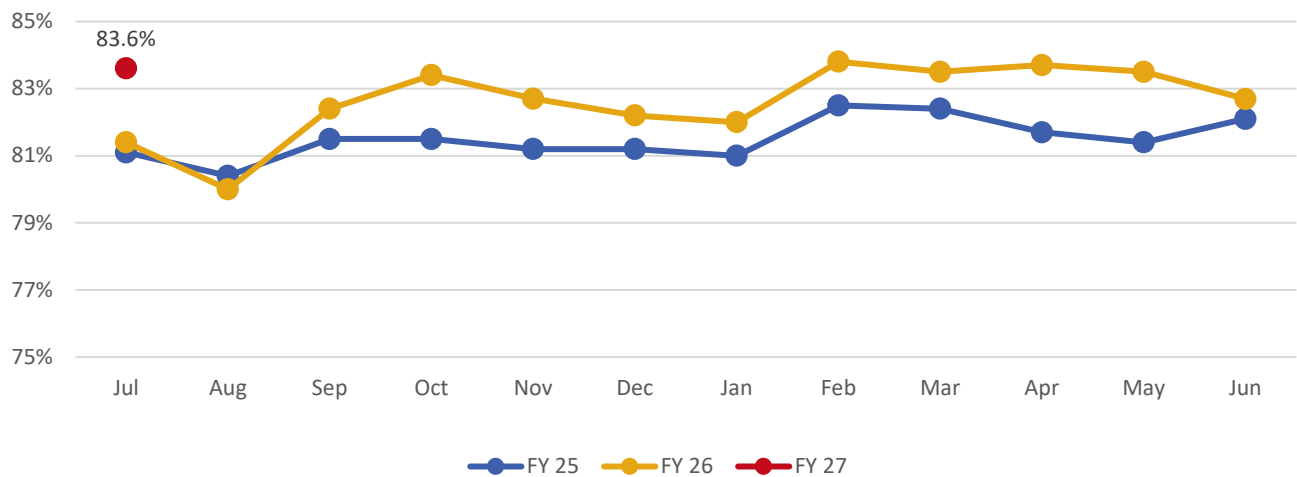
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: September 24, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – August 2026

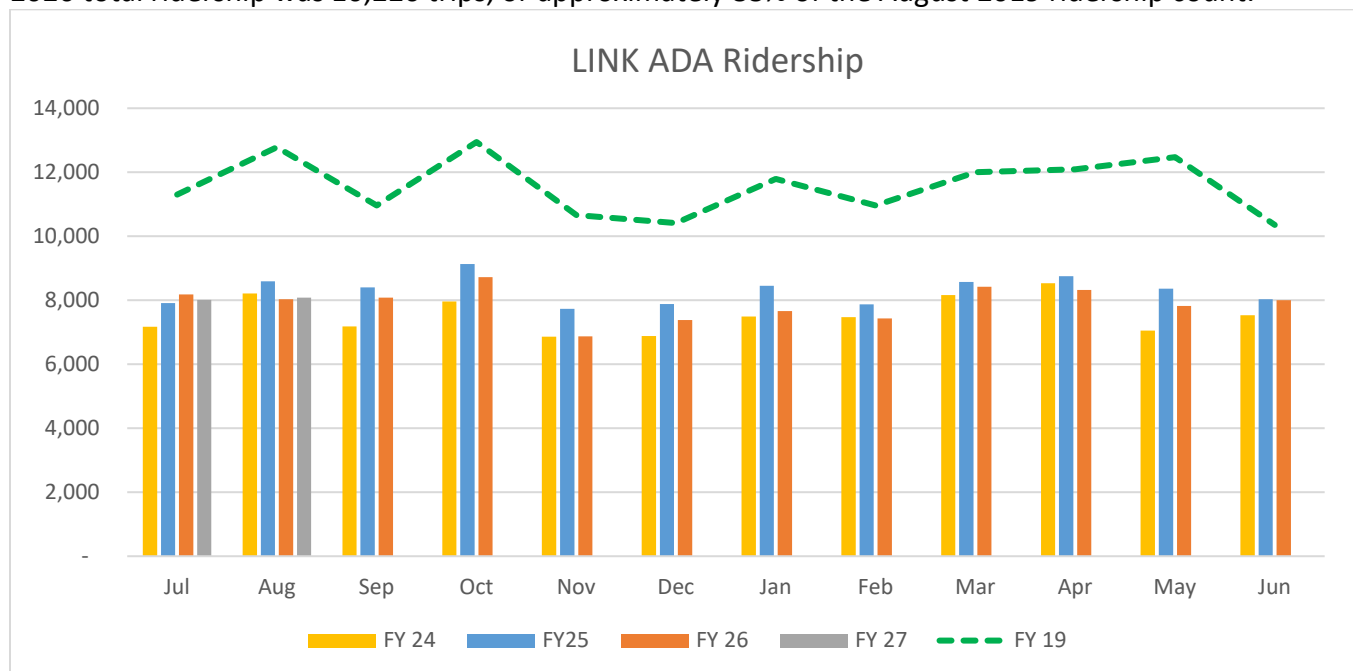
Background:

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 August 2026.

August 2026 Performance Report:

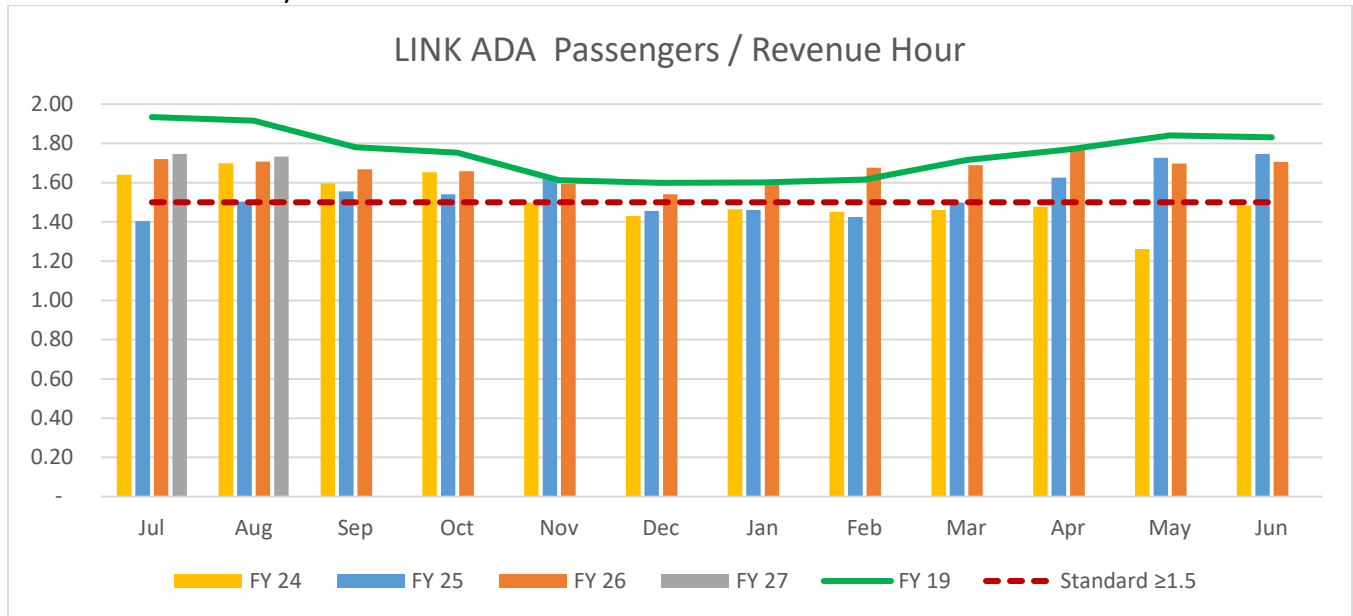
Ridership:

In August 2026, LINK recorded approximately 8,080 ADA paratransit trips, an increase of 0.6% compared to August 2025 (8,030 trips) and a decrease of 30.7% compared to August 2019 (11,663 trips). However, prior to 2021, a substantial portion of LINK's service consisted of transfer trips between transit operators' service areas, nearly all of which have since been absorbed by the One-Seat Ride (OSR) program. Including the OSR trips that would otherwise have been provided through the LINK program, August 2026 total ridership was 10,226 trips, or approximately 88% of the August 2019 ridership count.



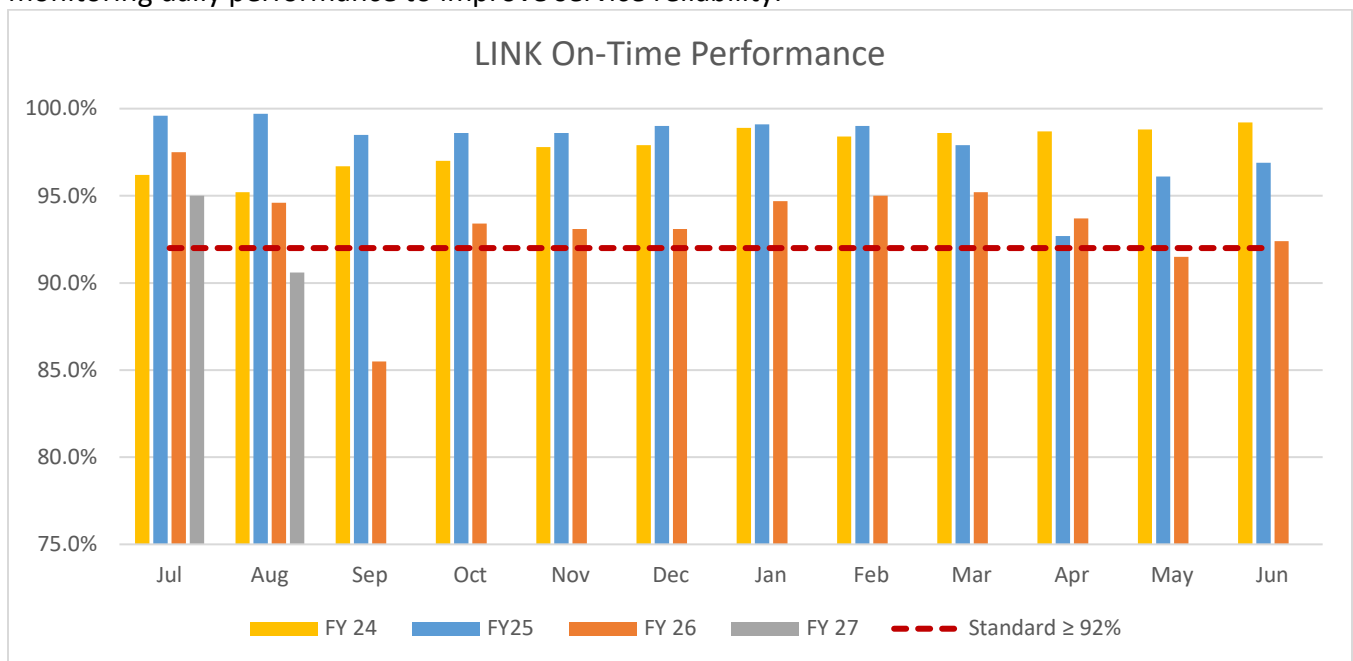
Productivity:

LINK transported 1.7 passengers per revenue hour in August — 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.



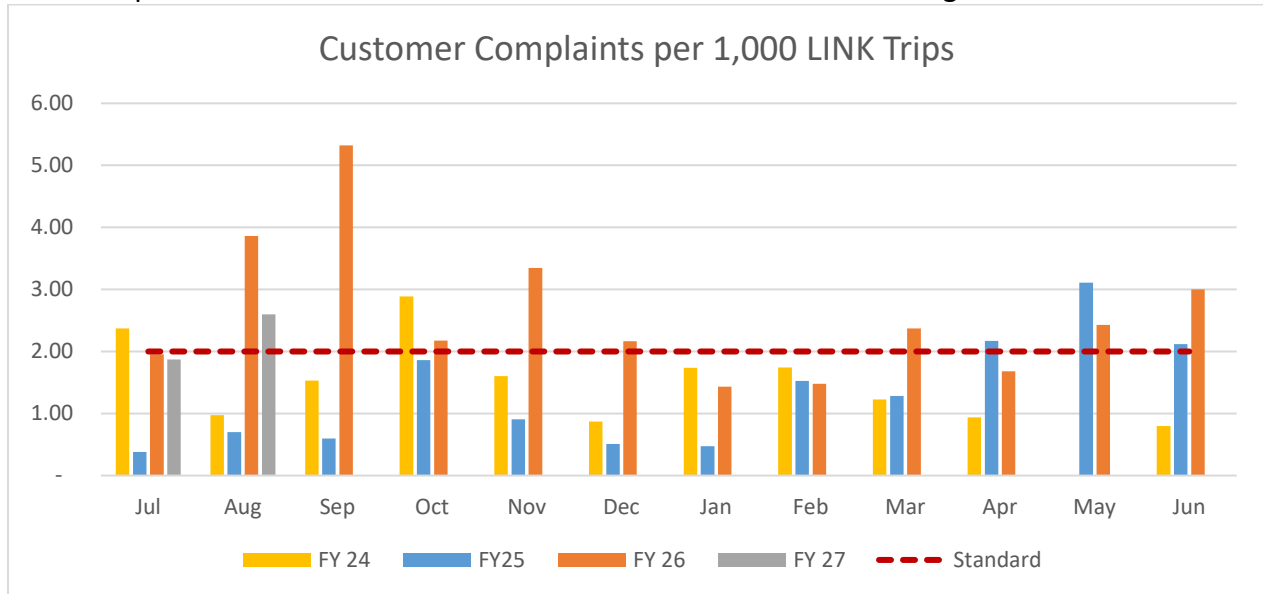
On-time Performance:

In August 2026, LINK achieved an on-time performance (OTP) rate of 90.6%, a decrease of 4.0 percentage points compared to August 2025 (94.6%) and 1.4 percentage points below the contractual standard of 92%. Staff are working closely with the contractor to identify factors contributing to the decline and implement corrective measures, including reviewing scheduling practices, optimizing routes, and monitoring daily performance to improve service reliability.



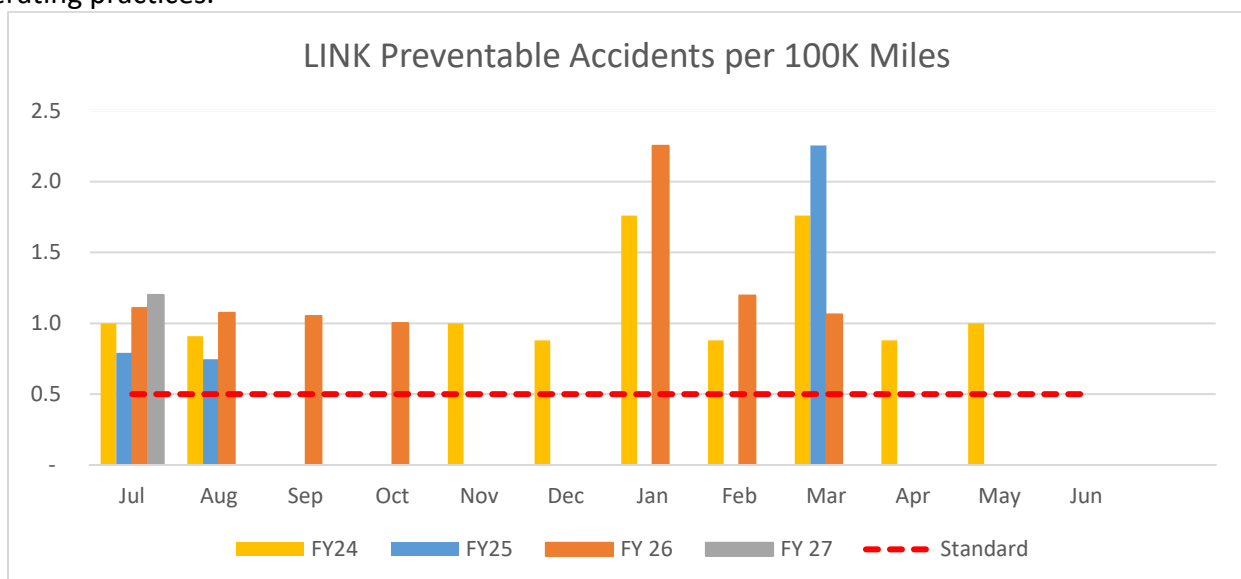
Customer Satisfaction:

In August 2026, LINK recorded approximately 2.6 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. 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. Staff will continue to monitor complaint trends and work with the contractor to address recurring service concerns.



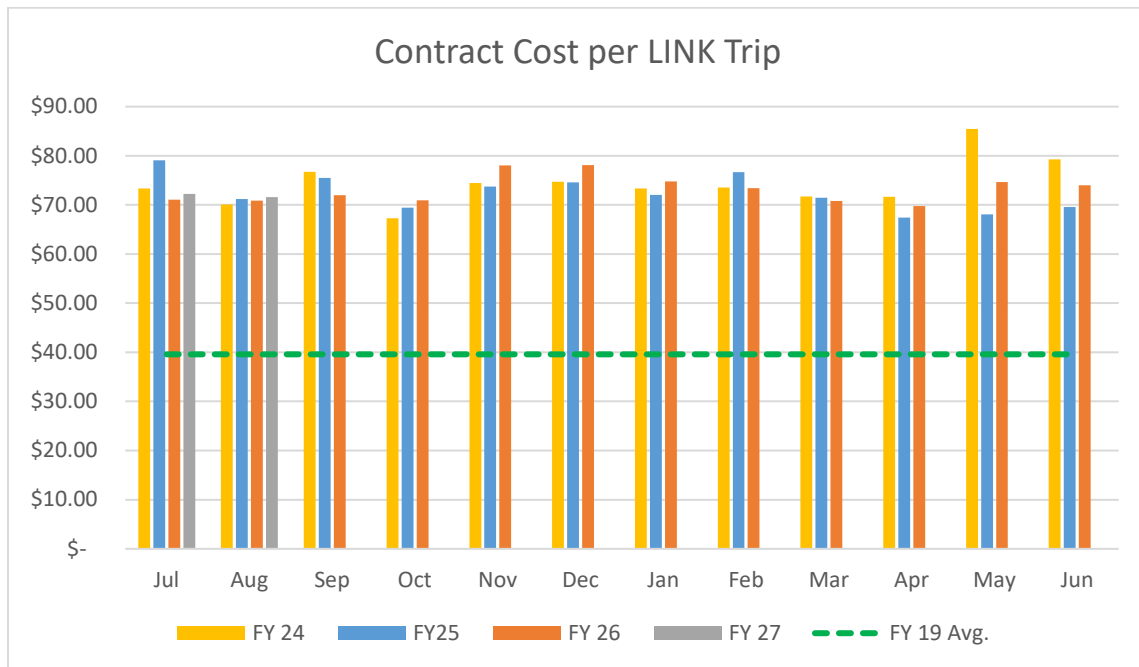
Safety Performance:

For August 2026, LINK recorded no preventable accidents per 100,000 miles. The August 2026 rate met 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.

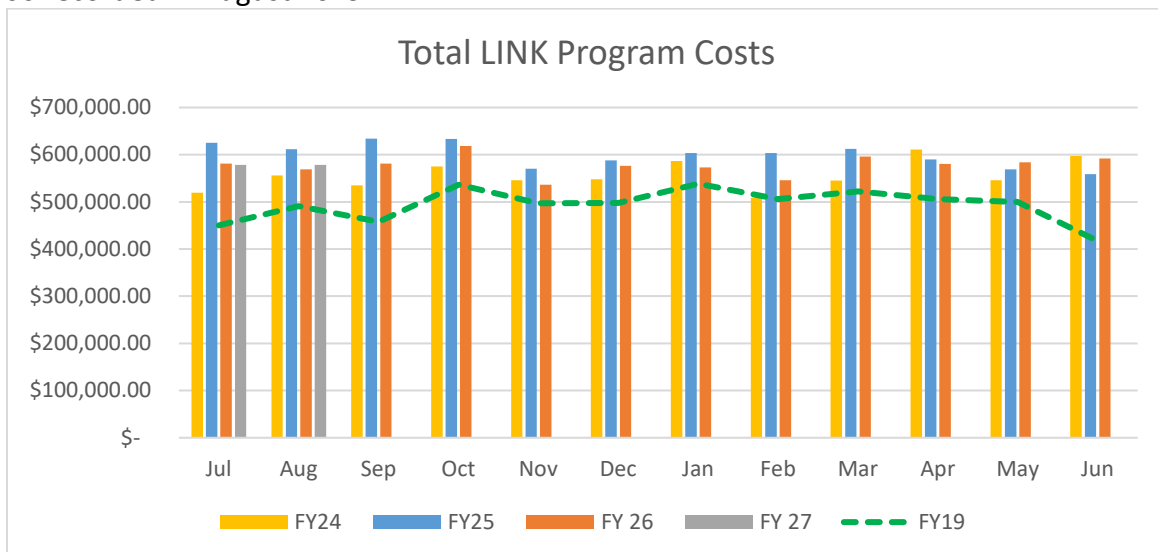


Financial Implications:

In August 2026, the average contract cost per LINK passenger trip was \$71.58, an increase of approximately 1.0% compared to August 2025 (\$70.88) and a decrease of 0.9% compared to July 2026 (\$72.21). The August 2026 cost per trip remained substantially above the FY2019 average of approximately \$39.58. Staff will continue to monitor operating costs and service efficiency as FY27 progresses.



Total LINK contract costs for August 2026 were \$578,399.27, an increase from August 2025 (\$569,128). Overall expenditure remains approximately 28.5% higher than the pre-pandemic benchmark of \$449,966 recorded in August 2019.



Recommendation:

None. For information only.

Action Requested:

None. For information only.

Attachments:

None.