

County Connection

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

**BOARD OF DIRECTORS
MEETING AGENDA
Thursday, March 19, 2026
9:00 a.m.**

**The Board Meeting will be held in-person at and via teleconference location:
County Connection Board Room
2477 Arnold Industrial Way, Concord, California**

Staff and members of the public may attend in-person or participate remotely via Zoom at:

<https://us02web.zoom.us/j/85399133311>

Or One tap mobile :

US: +16699006833,,85399133311# or +14086380968,,85399133311#

Or Telephone:

Dial(for higher quality, dial a number based on your current location): +1 408 638 0968

Webinar ID: 853 9913 3311

Public comment may be submitted via email to: hill@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 Board of Directors 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.

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

The County Connection Board of Directors may take action on each item on the agenda. 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 Board of Directors.

1. Call to Order/Pledge of Allegiance
2. Roll Call/Confirm Quorum
3. Public Communication
4. Consent Calendar
 - a) Approval of Minutes of Regular Meeting of February 19, 2026*
 - b) Investment Report as of December 31, 2025*
5. Report of Chair
 - a) Recognition of the 2025 Board Chair's Award
6. Report of the General Manager

Under this item, the General Manager will report on matters of relevance to CCCTA including, but not necessarily limited to, the following:

 - a) Recognition of Departing COO-Scott Mitchell
 - b) Announcement of Bus Roadeo Competition & Employee Awards
 - 1) Recognition of the 2025 General Manager's Award
 - 2) Recognition of the 2025 Employees of the Year Award
 - c) Information regarding SB1408 Arreguin
 - d) Electric Bus Update
7. Administration & Finance Committee
 - a) County Connection LINK Paratransit Service Area Policy*
Resolution No. 2026-22*
(Staff will present recommended changes to the County Connection LINK service area policy, and request Board approval by resolution.)
8. Marketing, Planning & Legislative Committee
 - a) FY 2027 Marketing Plan*
(Staff will present the proposed Marketing Plan for FY2027 and request Board approval.)
 - b) 2026 County Connection Federal Legislative Advocacy Program Brochure*
(Staff will present an updated draft of the 2026 County Connection Federal Legislative Advocacy Program and seek Board input.)
9. Operations & Scheduling Committee
 - a) Alternate Service Framework*
(The O&S Committee and staff recommend the Board provide input and feedback on the two draft scenarios for the Alternative Service Plan.)
10. Board Communication – (Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report to be made at another meeting.)

11. Next Meeting Date: April 16, 2026

12. Adjournment

*Enclosure

General Information

Public Comment: If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Consent Items: All matters listed under the Consent Calendar are considered by the Board to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a Board Member or a member of the public prior to when the Board votes on the motion to adopt.

Availability of Public Records: 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, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/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 Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, April 16 at 9 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 1 at 9 a.m., County Connection Offices, 2477 Arnold Industrial Way, Concord, CA
Advisory Committee:	TBD
Marketing, Planning & Legislative:	Thursday, April 2 at 8:30 a.m., Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA.
Operations & Scheduling:	Friday, April 3 at 8 a.m., City of Pleasant Hill Offices, 100 Gregory Lane, Pleasant Hill, CA

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 prior to attending a meeting. 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

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

February 19, 2026

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Robert Storer called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Andersen, Diaz, Farley, Hillis, Hoffmeister, Noack, Tatzin (remote), Wilk and Worth. Director Rubio arrived at 9:08 a.m.

Staff: Churchill, Sherman, Boehm, Dixit, Glenn, Hill, Horta, Jones, Johnson, Sanderson and Smith

PUBLIC COMMUNICATION:

Mike Foley of BART, spoke on BART’s full support of the bus feeding project and the importance of our partnership.

CONSENT CALENDAR

MOTION: Director Hoffmeister moved approval of the Consent Calendar, consisting of the following item: (a) Approval of Minutes of Regular Meeting of January 15, 2026; (b) Approval of Minutes of Special Board Workshop Meeting of January 15, 2026. Director Hillis seconded the motion, and it received the following roll call vote of approval:

Aye:	Directors Andersen, Diaz, Farley, Hillis, Hoffmeister, Noack, Storer, Tatzin, Wilk and Worth
No:	None
Abstain:	None
Absent:	Director Rubio

REPORT OF CHAIR: None

REPORT OF GENERAL MANAGER:

Presentation by Hanson Bridgett on Connect Bay Area Revenue Measure Do’s and Don’ts

As you all know the measure authorized by SB 63 is in the signature gathering stage, this has implications for public officials and public employees. Katherine Tsou of Hanson Bridgett is here today to walk us through the do’s and don’ts of activities related to the tax measure to help keep us all out of trouble ensure activities of Board members and staff comply with the law. Katherine Tsou provided the presentation and answered questions from the Board.

Director Rubio arrived at 9:08 a.m.

APTA Legislative Conference in Washington, DC, April 12-14, 2026

Bill Churchill, General Manager, informed the Board that this year the APTA Legislative Conference is scheduled for April 12-14, 2026 and Chair Storer stated that himself, Kerry Hillis, Tim Farley and Marisol Rubio will be attending representing County Connection.

Bus Feeder Funding

General Manager, Bill Churchill, explained that County Connection is one of the four small East Bay operators that receive funds from BART called the Bus Feeder Funds with the purpose of providing public transportation to BART stations for communities that are not near or adjacent to a BART line. A little history may be helpful here, at one time there was a thought that there would be a BART line down the I-680 corridor serving our southern jurisdictions, Danville and San Ramon. By the early nineties it was apparent this was not going to happen but residents of those cities were paying taxes into the BART system and felt they were owed something and so there was strong political pressure put on BART to provide some transportation service connecting those communities to the BART system. Sometime in the 90s, BART operated bus service connecting Danville and San Ramon to the Walnut Creek BART station. By the late 90s, BART realized this should not be part of its core service so it entered into an MOU with the four small East Bay operators to provide this service (the agreement was forged in 1998 and County Connection has been providing this service ever since). Post Covid epidemic, as BART has realized profound financial challenges, BART has reduced the bus feeder funding by 25%. County Connection currently receives about \$800,000 for this work and BART has told the four operators they will no longer be paying for this service by July 1st this summer. For two of our neighboring agencies (Westcat and TriDelta) this poses a profound challenge, as bus feeder funding represents 28% of Westcat's total revenues and 12-15% of TriDelta's total revenues, which will result in significant service reductions for those two agencies this summer. The four operators as a group have been advocating to keep this funding whole at least until such time as a new tax measure could be passed in order to forestall service cuts. Last Monday, MTC staff notified the four operators that MTC would continue the bus feeder funding for one more year. On Friday of last week, MTC staff informed the group that they had decided to provide the funding as a loan instead. We will keep an eye on this and report back to the Board with updates.

BART Workshop: Alternative Service Framework Discussion

Andrew Smith, Director of Planning, informed the Board that he and some key staff attended the BART workshop and the main purpose of the workshop was to discuss the alternate service reduction plan that BART is currently working on. Some of the options being discussed are BART station closures, BART fare increases or closing the system completely. BART will continue to look at productivity of all stations and work on different scenarios.

Electric Bus Update

Marcel Longmire, Director of Maintenance, explained that we still don't have running electric buses on the road. We have started to test the power supply boards but they are still having problems with keeping a charge and communicated to the buses. We will continue to update the Board on any and all changes.

REPORT OF STANDING COMMITTEES

Marketing, Planning & Legislative Committee

Adoption of Transit Corridor Study and Resolution No. 2026-20

Pranjal Dixit, Manager of Planning, reminded the Board that staff presented the Draft Final Report at the January 2026 Board meeting to gather feedback and ensure that the proposed strategies aligned with improving transit speeds and efficiency along the corridors. This final version incorporates the Board's comments and outlines a

prioritized suite of improvements, such as Transit Signal Priority (TSP), queue jumps, bus stop rebalancing, and part-time designated transit lanes.

These recommendations were shaped by technical data and robust community engagement, including a bilingual survey and collaboration with a Technical Advisory Committee representing local cities and transportation authorities.

Following the adoption of the Transit Corridor Study Final Report, staff will collaborate with the consulting firm Advanced Mobility Group (AMG) to develop a comprehensive implementation plan. Funded through MTC's Innovative Deployments to Enhance Arterials (IDEA) Program, this phase will focus on detailed engineering designs for Transit Signal Priority (TSP) infrastructure, bus stop enhancements, and potential queue jump lanes identified in the Transit Corridor Study Final Report. Additionally, the team will establish a robust funding strategy to secure the long-term resources necessary for full project realization.

MOTION: Director Worth moved adoption of Resolution No. 2026-20, adopting the Transit Corridor Study Final Report. Director Hillis seconded the motion, and it received the following roll call vote of approval:

Aye: Directors Andersen, Diaz, Farley, Hillis, Hoffmeister, Noack, Rubio, Storer, Tatzin, Wilk and Worth
No: None
Abstain: None
Absent: None

Operations & Scheduling Committee

Fixed Route Peer Agency Comparison* (Information Only)

Pranjal Dixit, Manager of Planning, explained that in March 2020, ridership dropped across all transit systems at the onset of the COVID shelter-at-home order as business closed and many office commuters started working remotely. The pandemic also highlighted social inequities, as essential workers, who are disproportionately low-income and minority, continued to rely on transit throughout pandemic. Now almost six years since the start of the pandemic, the demand for commuter service remains low but the demand for local and weekend service continues to rise. This dynamic landscape underscores the ongoing adaptation of Bay Area bus operators to evolving needs, with a growing focus on serving low-income and minority communities disproportionately affected by the pandemic and service reductions.

Marin Transit and Golden Gate Transit offer an interesting point of comparison to County Connection's own service. The service areas of these two transit agencies overlap, with Marin Transit's route structure oriented around local routes, and Golden Gate Transit's oriented around longer-distance commute-oriented routes. While Marin Transit's ridership has exceeded pre-pandemic levels due to its focus on local all-day service, Golden Gate Transit continues to feel the effects of a reduced San Francisco commute demand. County Connection exhibits a similar trend when comparing its local and commuter express services. While our peak-hour express service to Bishop Ranch (Routes 92X, 95X, 96X, and 97X) follows the same weak trend seen at Golden Gate Transit, our local routes mirror the strong growth observed by Marin Transit.

To better serve the I-680 corridor, staff is actively planning to restructure County Connection's express routes to better serve current demand. In partnership with LAVTA, County Connection intends to shift these routes to an all-day model, effectively bridging the "rail gap" between the Walnut Creek and Dublin/Pleasanton BART stations while maintaining vital commute-hour support.

Award contract for leased tires and related services and Resolution No. 2026-21

Amber Johnson, Chief Financial Officer, summarized this item. County Connection leases the tires on its revenue vehicles. Every five (5) years, the maximum term allowed by the Federal Transit Administration, County Connection solicits for a renewal contract. The rate for service for the first year of the new contract is \$9,250/month, an increase of \$470/month over the previous contract.

MOTION: Director Farley moved adoption of Resolution No. 2026-21, awarding a contract to The Goodyear Tire & Rubber Company for a five (5) year period at the guaranteed rates specified in its proposal for Leased Tires and Related Services. Director Hillis seconded the motion, and it received the following roll call vote of approval:

Aye: Directors Andersen, Diaz, Farley, Hillis, Hoffmeister, Noack, Rubio, Storer, Tatzin, Wilk and Worth

No: None

Abstain: None

Absent: None

BOARD COMMUNICATION: None

ADJOURNMENT: Chair Storer adjourned the regular Board meeting at 11:02 a.m.

Minutes prepared by:

Lathina Hill

Date: March 11, 2026

Asst to the General Manager/Clerk to the Board of Directors

To: Board of Directors

Date: March 11, 2026

From: Bill Churchill, General Manager *WC.*

SUBJECT: Investment Report as of December 31, 2025

Background:

This report is provided as required by the Authority's investment policy. Current investments are consistent with the investment policy and are allowable under current California law. Investments are selected to meet the priority principles of the policy: safety, liquidity, and yield.

Investment Report:

The total cash and investments held by the Authority as of December 31, 2025, is \$36,883,118 as follows:

Type of Investment	Issuer	Date of Maturity	Par Amount	Market Value
Cash – Cash on hand	N/A	January 1, 2026	\$548,136	\$548,136
Cash – Held in LAIF	N/A	January 1, 2026	\$36,334,982	\$36,334,982
Total			\$36,883,118	\$36,883,118

A detailed report of all cash and investments held in each individual bank account as of this date is included as Attachment 1.

It is noted that the funds held in the Authority's 115 Trust for Pensions and OPEB are outside of this policy and thereby not included in this report. Greater flexibility of the investment of 115 funds is permitted by California law under the condition that these funds are irrevocably committed to provide pension or OPEB benefits.

It is hereby affirmed that the Authority has the ability to meet its pool's expenditure requirements (cash flow) for the next six months.

Financial Implications:

No direct financial implication results from this report. However, adherence to the Authority's investment policy helps to ensure the Authority remains in strong financial health.

Recommendation:

None, information only.

Action Requested:

None, information only.

Attachments:

Attachment 1: CCCTA Bank Cash and Investment Accounts as of December 31, 2025

CCCTA
BANK CASH AND INVESTMENT ACCOUNTS
AS OF SEPTEMBER 30, 2025
(ROUNDED OFF TO NEAREST \$)

FINANCIAL INST	ACCT #	TYPE	PURPOSE	PER BANK	PER BANK	PER BANK	PER GL*
				MAR 2025	JUN 2025	SEP 2025	SEP 2025
FIXED ROUTE							
BMO HARRIS	2087682	CHECKING	A/P GENERAL (including ParaTransit & Capital)	\$ 836,000	\$ 1,313,642	\$ 376,277	\$ 166,199
BMO HARRIS	2088565	CHECKING	PAYROLL	\$ 34,642	\$ 59,750	\$ 61,301	\$ 58,358
BMO HARRIS	2088706	CHECKING	WORKERS' COMP - Innovative Claims Solution	\$ 63,721	\$ 61,857	\$ 58,791	\$ 48,246
PAYPAL	27SAXUUFL9732	ON-LINE	PAYPAL-PASS SALES	\$ 25	\$ 25	\$ 25	\$ 25
TOTAL				\$ 934,388	\$ 1,435,274	\$ 496,394	\$ 272,828
LAIF FUND							
<i>Effective Yield:</i>				4.48%	4.40%	4.34%	
LAIF ACCOUNT	4007001	INT-INVEST	OPERATING FUNDS	\$ 34,088,510	\$ 18,750,885	\$ 30,593,743	\$ 30,593,743
LAIF ACCOUNT		INT-INVEST	LCTOP - Martinez Amtrak VII	\$ 214,843	\$ 72,345	\$ -	\$ -
LAIF ACCOUNT		INT-INVEST	LCTOP - FREE Monument VI (Routes 11/14/16)	\$ 509,574	\$ 224,854	\$ -	\$ -
LAIF ACCOUNT		INT-INVEST	Pass-Through CA	\$ 847,589	\$ 866,310	\$ 845,652	\$ 845,652
LAIF ACCOUNT		INT-INVEST	Safe Harbor Lease Reserve	\$ 1,707,619	\$ 1,745,337	\$ 1,745,336	\$ 1,745,336
LAIF ACCOUNT		FMV ADJ.	Fair Market Value Adjustment for Year-End		\$ 25,955		
TOTAL				\$ 37,368,135	\$ 21,685,686	\$ 33,184,731	\$ 33,184,731
2/23/2026	GRAND TOTAL			\$ 38,302,523	\$ 23,120,960	\$ 33,681,125	\$ 33,457,559

KLM/AJ

* GL balances reduced by outstanding checks and increased by deposits in transit, if any.

To: Board of Directors

Date: March 11, 2026

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: County Connection LINK Paratransit Service Area Policy

Background:

Per Federal regulation established under the Americans with Disabilities Act (ADA), public transit operators including County Connection must provide “ADA paratransit” service “to origins and destinations within corridors with a width of three-fourths [$\frac{3}{4}$] of a mile on each side of each fixed route” during the same days and hours as the fixed route is in operation. (49 CFR §37.131) County Connection’s ADA paratransit service is known as “County Connection LINK.” In November 2005, the County Connection Board of Directors exercised a little-used option included in the regulations and designated a revised County Connection LINK service area comprised of “corridors with a width of one and one-half [$1\frac{1}{2}$] miles on each side of each fixed route” (Resolution No. 2006-22).

In response to various community needs from 2005 to 2025, particularly during the COVID-19 pandemic, County Connection LINK’s real service footprint further expanded beyond even the $1\frac{1}{2}$ mile boundary. Transit operators are permitted to provide “premium” paratransit service that exceeds ADA requirements – so long as doing so “does not lead to lower service quality for riders using the regular complementary paratransit service. For example, providing trips beyond the [mandated ($\frac{3}{4}$ mile)] service area is inadvisable if doing so might limit the service quality for trips within the $\frac{3}{4}$ -mile service area.” (Federal Transit Administration Circular 4710.1 §8.7) This policy revision administratively divides the County Connection LINK service area into three distinct tiers, as shown in Table 1.

Table 1: LINK Service Area Tiers

Service Area Tier	Service Area Name	Distance from Fixed Route
1	Mandated Service Area	Up to $\frac{3}{4}$ of a mile, during fixed-route hours
2	Board-Adopted Service Area	Between $\frac{3}{4}$ and 1.5 miles
3	Extended Service Area	More than 1.5 miles

The federally mandated corridor extending $\frac{3}{4}$ of a mile from each County Connection route will be referred to as the “Mandated” Service Area. The area extending from $\frac{3}{4}$ of a mile to $1\frac{1}{2}$ miles from each County Connection route will be the “Board-Adopted” Service Area. Lastly, areas within Central Contra

Costa County that are more than 1½ miles from the nearest County Connection route will be the “Extended” Service Area. The actual boundaries separating the three service area tiers will vary by day and time, depending on which routes are in service, as shown in Attachments A through D.

Proposed Three-Tiered Service Area:

Tier 1 – Mandated Service Area: — Within ¾ of a mile of a County Connection bus route, while the route is in operation, all service criteria mandated by Federal regulations for ADA paratransit trips, are applicable to County Connection LINK service, regardless of circumstances. Service quality within the ¾ mile Mandated Service Area is County Connection LINK’s highest operational priority.

Degradation of service quality within the Mandated Service Area while service within the Board-Adopted and Extended Service Areas is provided can impact all Federal capital and operational funding allocations. Table 2 shows the relationship between pickup and drop-off service areas and the categorization of a given trip as either ADA mandated or “premium”. Any trip beginning or ending outside of the Mandated Service Area is a premium trip, under the applicable regulations.

Table 2: ADA-Mandated vs. Premium Trips by Pickup and Drop-Off Service Area Tier

Origin	Destination	Trip Category
Mandated Service Area (During fixed-route hours)	Mandated Service Area	ADA Mandated Trip
Mandated Service Area	Board-Adopted & Extended Service Areas	Premium Trip
Mandated Service Area (Outside of fixed-route hours)	Any	Premium Trip
Board-Adopted & Extended Service Areas	Any	Premium Trip

Tier 2 – Board-Adopted Service Area: — LINK paratransit service to and/or from locations between ¾ of a mile and 1½ miles from the nearest County Connection route. The service criteria required for ADA trips within the Mandated Service Area are not required for trips beginning and/or ending in the Board-Adopted and Extended Service Areas. For example: trips beginning or ending in the Board-Adopted or Extended Service Areas may be charged a higher fare, be provided only during limited hours, or prioritized based on trip purpose.

Tier 3 – Extended Service Area: — LINK paratransit service to and/or from locations in the Extended Service Area, more than 1½ miles from the nearest operating County Connection route provides an essential lifeline for customers living in certain rural portions of Contra Costa County. However, trips beginning or ending within the Extended Service Area are costly for County Connection to provide and consume a greater than normal share of overall system resources.

Existing subscription trips will continue if funding allows and service within the Mandated and Board-Adopted Service Areas is not impacted. New subscriptions and one-time “demand” trips may be provided on a case-by-case/space-available basis, only when specific outside funding is allocated to cover the cost of these trips, and providing the additional trip will not degrade service operations within the Mandated and Board-Adopted Service Areas.

ADA Mandated & Premium Paratransit Service criteria:

Per Federal regulations, all the following conditions apply to ADA service within the Mandated Service Area, generally without exception. For trips originating or ending in the Board-Adopted and Extended Service Areas, however, these conditions do not apply. They may still have some utility as guidelines to best practice but are not legal requirements. The following sections examine the implications of the three-tiered service area model on an attribute-by-attribute basis.

- *Capacity constraints* – Within $\frac{3}{4}$ of a mile of fixed route service, during the days and hours that fixed route is in operation, ADA paratransit must generally be provided free of “capacity constraints.” This means that no limit can be placed on the number of trips provided to an eligible County Connection LINK rider, and that “any operational pattern or practice that significantly limits the availability of service” is prohibited. However, no such requirement applies to premium paratransit service – specifically including service provided outside of fixed route service hours or more than $\frac{3}{4}$ of a mile from fixed route service.
- *Pickup time negotiation* – Within the Mandated Service Area, the scheduled pickup time for a given County Connection LINK trip may be negotiated (by the reservationist) within a two-hour window: up to one hour before or after the pickup time requested by the rider. An important exception to this rule is in cases where the rider is unable to leave substantially before their requested pickup time – for example, a rider’s trip home from work cannot begin before the end of the rider’s shift. In instances where the rider’s schedule does not allow them to leave before their requested pickup time, the trip schedule may be negotiated within the hour following the requested time.

Within the Board-Adopted Service Area, scheduled pickup times will be negotiated within the same two-hour window as trips within the Mandated Service Area. If future changes in funding, service demand, or other operational factors affect service quality within the Mandated Service Area, the pickup negotiation window for trips within the Board-Adopted Service Area may be Board-Adopted beyond two hours.

Within the Extended Service Area, standing orders for County Connection LINK service established as of the effective date of this policy will continue to be provided and new subscriptions or demand trips may be provided on a case-by-case basis, only if specific funding to cover the cost of the trip has been allocated and if providing the trip will not impact service quality within the Mandated or Board-Adopted Service Areas.

- *Trip duration* – The duration of a County Connection LINK trip with its origin and destination inside of the Mandated Service Area should not exceed the duration of the “most similar” trip, taken on County Connection fixed route service, including walking/wheeling time to and from the bus stop, wait time for the next scheduled bus, and transfer time between bus routes. Most similar trip times can be determined by using standard online trip planning tools such as Google maps.

Because the Board-Adopted and Extended Service Areas are outside of the assumed “walk-shed” for County Connection’s fixed bus routes, there is no comparable or most similar fixed route option for trips beginning or ending within these premium service areas.

- Within the Board-Adopted Service Area, County Connection LINK will make diligent efforts to provide trips within a reasonable duration, including the most relevant Mandated fixed-route travel time plus appropriate travel time outside of the Mandated Service Area.
 - For trips beginning or ending within the Extended Service Area, efforts will be made to ensure that County Connection LINK travel times are reasonable when compared against public transit times generally, however actual times will vary depending on specific circumstances at the time of the specific trip, including the demand for other County Connection LINK trips at the same time.
- *Maximum Fare* - For trips that begin and end within the Mandated Service Area, the fare for a County Connection LINK trip can be no more than twice the undiscounted adult (cash) fare for the most similar trip taken on County Connection’s fixed-route bus network. As of February 2026, the undiscounted local adult fare on County Connection’s fixed-route buses is \$2.50 and the one-way fare for County Connection LINK trips is \$5.00.

County Connection LINK trips beginning or ending within the Board-Adopted and/or Extended Service Areas are currently charged the same fare as for trips within the Mandated Service Area. However, as these are premium trips, the Federal limit of no more than twice the fixed route fare does not apply, and the Board would be within their rights to charge a fare higher than the standard \$5.00.

- *No limitation or prioritization based on trip purpose* – LINK paratransit service will be provided without regard to trip purpose (including service prioritization) for trips with their origins and destinations in the Mandated Service Area.

Trips beginning or ending in the Board-Adopted Service Area will also be provided without regard to trip purpose, resources permitting. If a change in funding or operating circumstances requires that County Connection LINK limit or prioritize Board-Adopted trips:

- trips to life-sustaining medical appointments such as dialysis or chemotherapy treatment will be given highest priority, followed by

- trips to routine and follow-up medical appointments, pharmacies, nutrition resources such as grocery stores or food banks, and social service day programs, followed by
- discretionary and social trips.

Trips beginning or ending more than 1½ miles from the nearest operating County Connection route will be prioritized by purpose, and riders will be limited to one round-trip per day with an origin or destination in the Extended Service Area.

- *Next-day scheduling* – LINK paratransit trips originating and ending within the Mandated Service Area ¾ of a mile or less from the nearest operating County Connection route are provided on a true next-day basis, meaning that a trip requested at the close of business for service very early the following morning, will be accommodated.

Resources permitting, Board-Adopted trips will be scheduled on the same next-day basis as Mandated trips. If future circumstances require that service availability be limited in the Board-Adopted Service Area, reservations may be required between 24 hours and two days in advance.

Resources permitting, trips beginning or ending in the Extended Service Area will be accommodated next day if space is available. If providing the trip requires the deployment of an additional vehicle or driver, up to three days may be required.

Financial Implications:

To be determined based on feedback.

Recommendation:

The Administration and Finance Committee and Staff recommend that the Board adopt Resolution 2026-22, included as Attachment E.

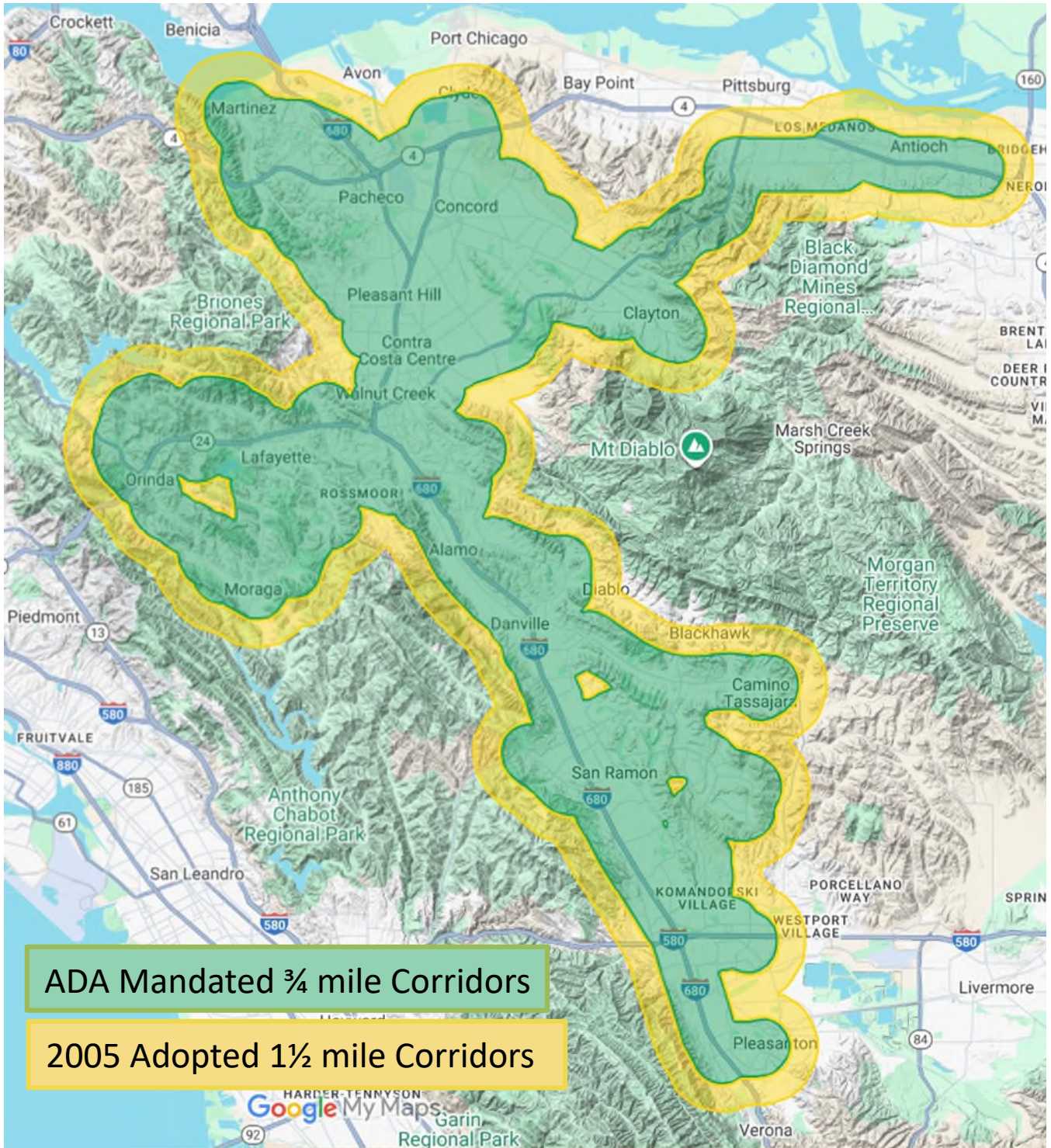
Action Requested:

Staff respectfully requests that the Board adopt the attached Resolution.

Attachments:

- Attachment A: County Connection LINK **Weekday** ¾ & 1½ Mile Service Area Boundaries
- Attachment B: County Connection LINK **Weekend** ¾ & 1½ Mile Service Area Boundaries
- Attachment C: Proposed County Connection LINK **Weekday** Three-Tiered Service Area
- Attachment D: Proposed County Connection LINK **Weekend** Three-Tiered Service Area
- Attachment E: Resolution No. 2026-22

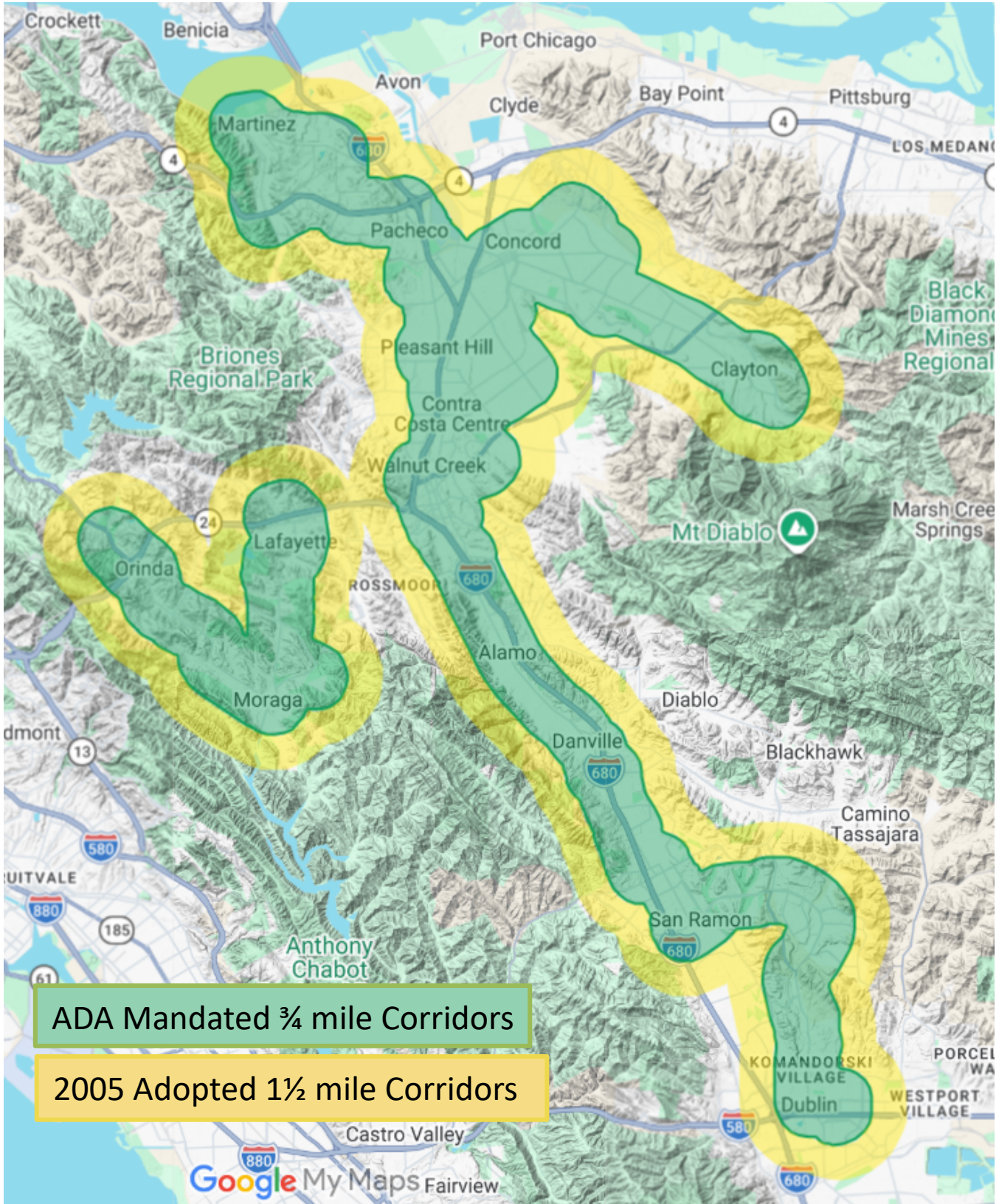
Attachment A: County Connection LINK Weekday ¾ & 1½ Mile Service Area Boundaries



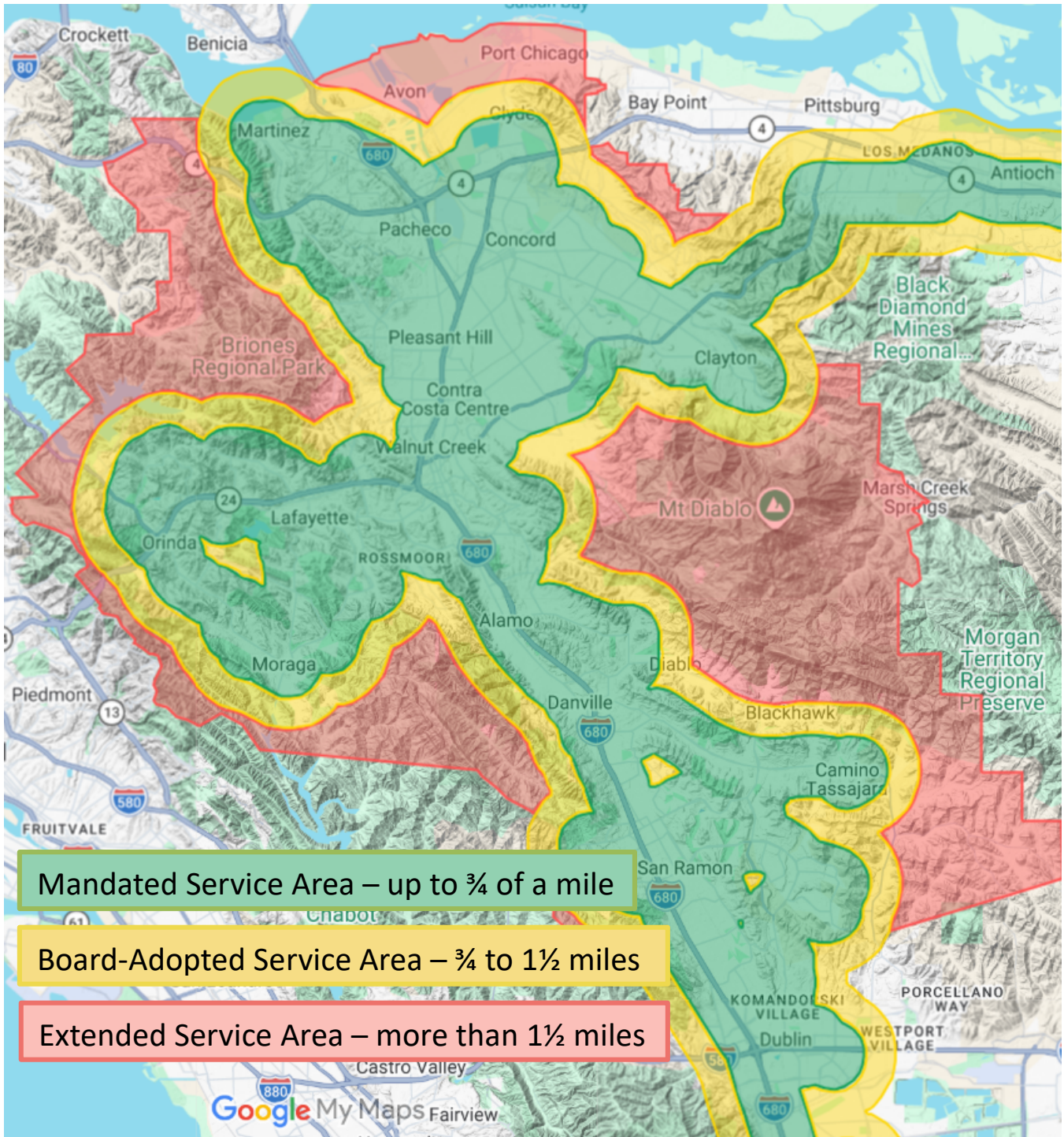
ADA Mandated ¾ mile Corridors

2005 Adopted 1½ mile Corridors

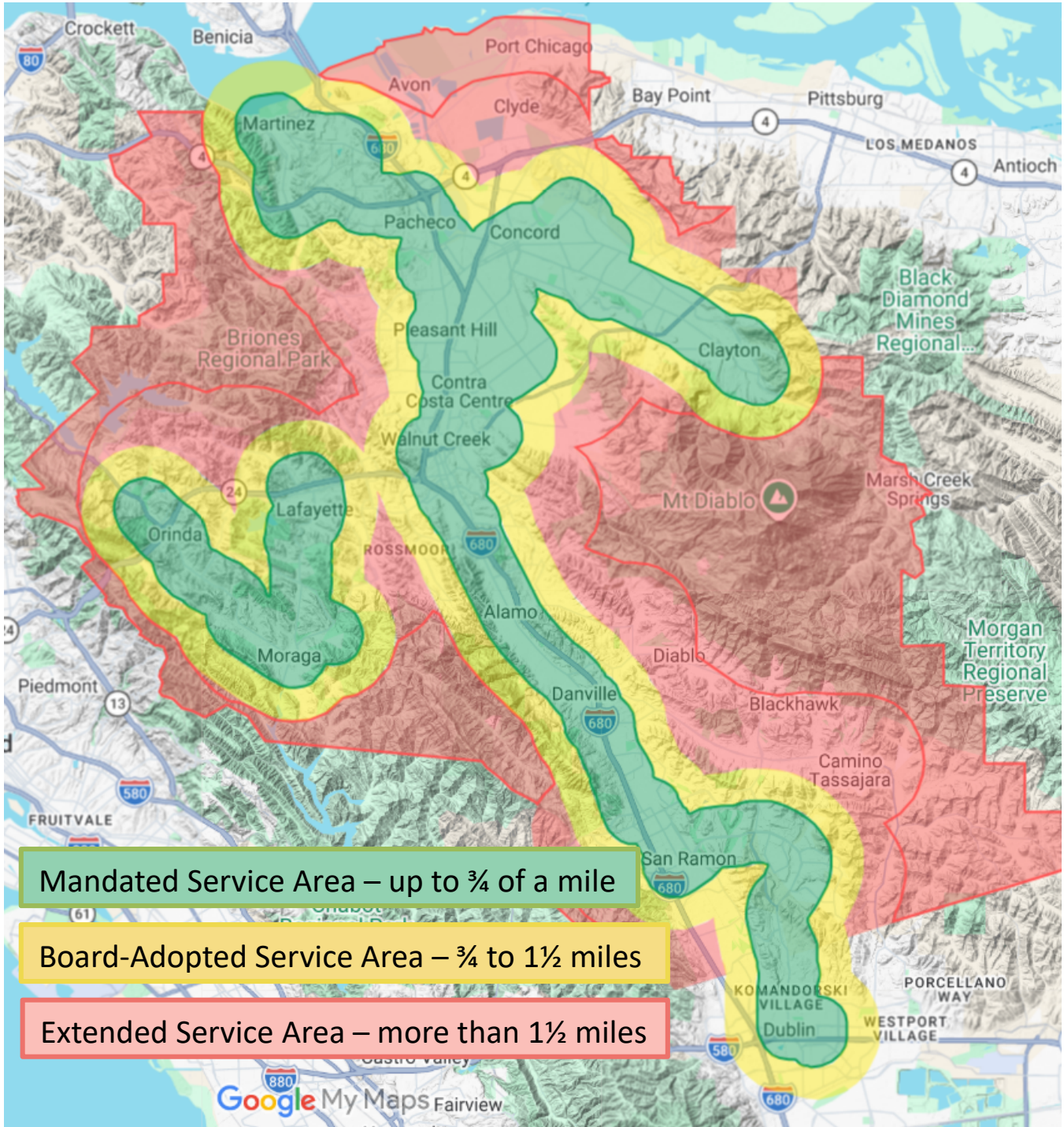
Attachment B: County Connection LINK Weekend ¾ & 1½ Mile Service Area Boundaries



Attachment C: Proposed County Connection LINK Weekday Three-Tiered Service Area



Attachment D: Proposed County Connection LINK Weekend Three-Tiered Service Area



RESOLUTION NO. 2026-22

**BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

ADOPTING THREE-TIERED LINK PARATRANSIT SERVICE AREA POLICY

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions and certain unincorporated portions of Contra Costa County; and

WHEREAS, LINK is the complementary paratransit service required by the Americans with Disabilities Act ("ADA") Regulations (49 CFR Part 37) that provides transportation for those persons who, because of their disability, are unable to use the County Connection fixed route service; and

WHEREAS, the ADA Regulations require transit agencies to provide complementary paratransit services to eligible passengers with origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route ("Mandated Service Area"); and

WHEREAS, in 2005 by Resolution 2006-022, the CCCTA Board of Directors established a LINK paratransit service area within corridors with a width of one- and one-half miles on each side of each fixed route, as permitted under 49 CFR §37.131(a)(1)(iii) ("Board-Adopted Service Area"); and

WHEREAS, in response to various community needs, particularly since the start of the COVID-19 pandemic, County Connection LINK service has also been provided on a limited basis beyond the Board-Adopted Service Area ("Extended Service Area"); and

WHEREAS, the ADA Regulations and Federal Transit Administration guidance permit transit operators to provide premium paratransit service, which is service beyond three-fourths of a mile on each side of each fixed route, provided that service within the Mandated Service Area is not compromised; and

WHEREAS, a service area policy update is needed to guide future County Connection LINK program development, public communication and operational planning and practices, and to ensure that County Connection LINK service within the Mandated Service Area continues to meet- FTA requirements regardless of future funding or operational circumstances; and

WHEREAS, the CCCTA Board of Directors desires the LINK service area to more closely align with the core requirements of the ADA; and

WHEREAS, staff proposed a three-tiered service area model that delineates between the Mandated Service Area, Board-Adopted Service Area, and Extended Service Area.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby adopts a three-tiered paratransit service area policy that establishes the Mandated Service Area, Board-Adopted Service Area, and Extended Service Area, effective July 1, 2026.

Regularly passed and adopted this 19th day of March, 2026 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Robert Storer, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

To: Board of Directors

Date: March 11, 2026

From: Ryan Jones, Manager of Marketing & Communication

Reviewed by: AMS

SUBJECT: FY 2027 Marketing Plan

Background:

Marketing and Communications staff are continuing to monitor the evolution of passenger engagement and are developing engagement strategies that can not only resonate with our audiences but withstand operational and economic fluctuations in the years ahead. The intent of the Marketing Plan is to connect with our passengers and others who travel within our service area and build upon our relationships with regional transit partners.

Three Strategies to Enhance Engagement and Outreach:

Develop Online Engagement and Content

Staff plans to focus on enhancing online audience engagement through videos and motion graphics to create a more dynamic and informative communication style. This approach started as part of the FY 2026 Marketing Plan and has proven to drive online engagement. Staff will continue to build on our messaging around schedule changes and regional programs, and work to add more educational content about our services and payment options.

Build a Personal Connection: Outreach and Events

In addition to continuing our existing program of hosting regular Mobile Lobby and community events, the Marketing Plan aims to forge stronger personal connections between County Connection and community organizations within our service area. The primary goal is to establish strong working relationships by assigning individual County Connection staff members to serve as the primary point of contact with specific community organizations. This collaboration will allow our staff to work closely with community representatives to distribute important information and educate them about available public transit resources, while also learning more about the services they provide and where County Connection fits in. By adding this personal touch, we will tap into the power of community engagement, strengthening our connection with those who are already invested in supporting our passengers.

Build Youth Programming and Engagement

Staff remains committed to engaging with youth riders and will continue developing meaningful opportunities to connect with young audiences. Staff is also exploring opportunities to better collaborate with area school districts develop youth influencer engagement strategies by partnering with student ambassadors, youth leaders, and local content creators. Through coordinated school partnerships and

youth-driven communications, we aim to increase awareness, strengthen engagement, and ensure that students and families can take full advantage of County Connection’s services.

Financial Implications:

Staff has budgeted \$170,000 to cover the expenses associated with the FY 2027 Marketing Plan as follows:

Engagement (online messaging and push advertising)	\$75,000
Outreach & Events (Mobile Lobby and community events)	\$45,000
Paratransit (printed marketing collateral, online engagement)	\$15,000
Youth & Family Programming	\$35,000
TOTAL	\$170,000

Recommendation:

None

Action Requested:

Staff recommends approval of the proposed FY 2027 Marketing Plan.

Attachments:

None

WE'RE COMMITTED TO SERVING OUR COMMUNITY

(There's more than passengers riding on our buses!)



LOCAL ECONOMY

Many of our riders are essential workers. Without them and an ability to travel to work, our economy suffers.



LOCAL JOBS

Our buses are built locally by GILLIG, LLC and their 1,100+ team of American workers include over 600 unionized production workers.



QUALITY OF LIFE

We give seniors and our disabled community freedom to safely travel throughout the region through affordable, accessible transit programs.



SEAMLESS SUPPORT

When BART and our other Bay Area transit partners have service interruptions, we provide a bus bridge connection to ensure riders can safely reach their destinations.



EDUCATION

We offer the only public bus service for middle and high schools in central Contra Costa, as well as provide service to two area colleges. Through youth pilot programs, we increased ridership by 1000% during the summer.



REDUCED TRAFFIC

We keep roughly 3K vehicles off the road each week day, which helps reduce daily traffic congestion in the region.



COUNTY CONNECTION BUSES ARE AMERICAN-MADE, ALWAYS HAVE BEEN.

Since 1890, GILLIG, LLC has been at the forefront of innovation in the bus manufacturing industry and is one of only two American factories left that build buses. County Connection proudly operates a fleet of GILLIG buses that exemplify our commitment to American craftsmanship.

\$1	50K	430K	\$10K
Every \$1 invested in public transit generates \$5 in economic return.	For every \$1 billion invested in transit, 50,000 American jobs are supported.	Nationally, 430,000 people work for public transportation agencies.	Households save an average of \$10,000 annually taking public transit.

LEARN MORE ABOUT WHAT MAKES COUNTY CONNECTION STAND OUT!

- Most Recent Fixed Route Survey
- Operating and Capital Budget FY26
- One Seat Regional Ride promo video
- Title VI Program Report



County Connection
 Central Contra Costa Transit Authority
 2477 Arnold Industrial Way, Concord, CA 94520
 925-676-7500 | countyconnection.com



County Connection

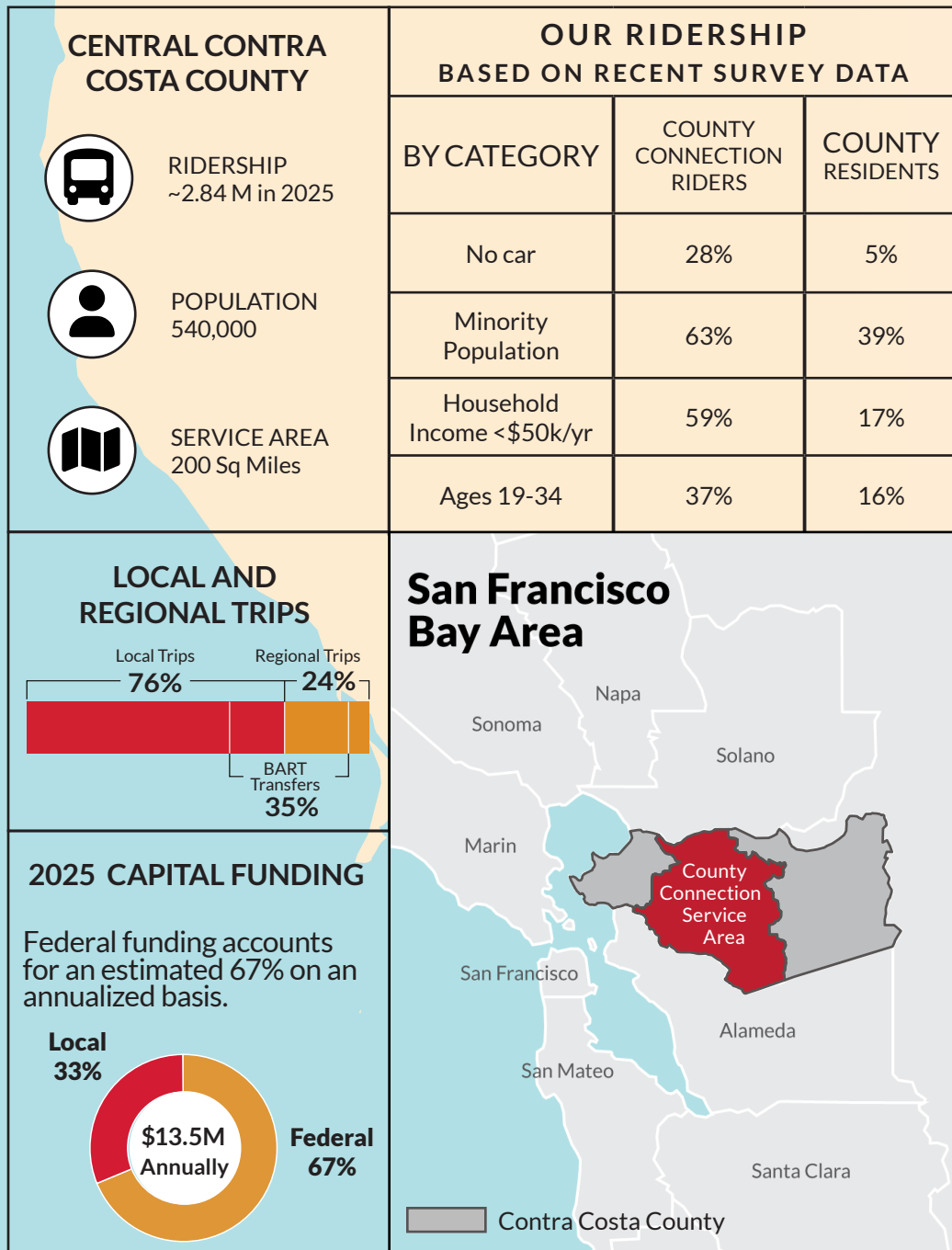
2026 FEDERAL ADVOCACY PROGRAM

CONTRA COSTA COUNTY ★ CA

Serving Contra Costa County communities of
 Clayton - Concord - Danville - Lafayette - Martinez - Moraga
 Orinda - Pleasant Hill - San Ramon - Walnut Creek
 and unincorporated communities in Central Contra Costa County

OUR BUS SERVICE AT A GLANCE

County Connection provides vital local transit service for communities in Central Contra Costa County.



PRIORITIES OF THE FEDERAL ADVOCACY PROGRAM

1. RESTORE THE FEDERAL HIGHWAY & MASS TRANSIT FUND

County Connection supports restoring the Highway Trust Fund (HTF), so that it can continue to fully fund federal transit programs at baseline spending levels. Revenue sources for the fund should be indexed to keep up with inflation and ensure long term solvency.

2. ENACT APTA'S RECOMMENDATIONS ON MOBILITY & INNOVATION

County Connection supports innovative mobility solutions to increase public transportation use. Innovations should prepare the next generation of public transportation employees through workforce development.

3. INFRASTRUCTURE INVESTMENT AND JOBS ACT REAUTHORIZATION

Federal support for public transportation is primarily administered by the Federal Transit Administration through the Infrastructure Investment and Jobs Act (IIJA) and is set to expire in September 2026.

- County Connection relies on vital federal funding to sustain essential programs such as vehicle replacement, ADA paratransit, and lifeline services.
- As Congress is working on the reauthorization, County Connection strongly supports renewing the IIJA at funding levels currently proposed by APTA and advocates for a new surface transportation authorization that closely mirrors the IIJA's formula and discretionary programs.
- Maintaining these funding levels is critical to preserving a state of good repair, addressing inflationary pressures, and supporting future ridership growth.



To: Board of Directors

Date: March 11, 2026

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

Reviewed by: *Ref*

SUBJECT: Draft Alternative Service Plan

Background:

County Connection's operating budget is currently in a deficit position, with ongoing expenses exceeding available revenues. The reason for this structural imbalance is simply that expense growth is outpacing revenue growth. County Connection is heavily dependent on sales tax revenue, which has not kept up with inflation, and is currently relying on reserves to balance its budget. COVID funding and a 15% service reduction in 2020 have allowed County Connection to build a larger than normal reserve, delaying fiscal uncertainties. However, if no new funding is identified this reserve will only last through Fiscal Year (FY) 2028, after which it will fall below the Board policy of keeping 25% of operating expenses in reserves. This memo provides options for an Alternative Service Plan should Bay Area voters not approve the Connect Bay Area Transit Initiative in November.

Alternative Service Plan:

Based on County Connection's Five Year Financial Forecast, it will be necessary to implement an approximately \$6.5 million reduction in the Authority's annual operating budget by the start of FY 2029. Accordingly, staff has prepared the following two scenarios for reducing fixed route and paratransit service to achieve this budget goal. Each scenario specifies fixed routes where service will be reduced or discontinued entirely, and it is assumed that paratransit service will be discontinued in areas no longer located within 1½ miles of a fixed route.

Scenario 1 - Eliminate Lower Productivity Routes (end school service)

This scenario discontinues service on the 600-series school routes, and ten local and express routes with lower rates of productivity (passengers per revenue hour). While the 600-series routes have the highest rates of productivity due to the unique nature of the service, it is not possible to do an "apples-to-apples" comparison with other routes because their unique schedules (generally one run during the AM peak and one run mid-afternoon, with early releases on Wednesdays) make them more costly to operate. Because the morning runs coincide with the AM peak, County Connection must maintain a larger bus fleet and staff of bus operators, even though the 600-series routes only run once or twice a day. Additionally, the staff and fleet resources necessary for their continued operation are left idle during the summer break, school holidays, teacher in-service days, and following early school releases on most Wednesdays. The routes affected under this scenario are listed in descending order of productivity in Attachment 1 and shown on the map contained in Attachment 2.

Scenario 2 - Eliminate Lowest Productivity Routes and Reduce Frequency Elsewhere (keep school service)

This scenario maintains the 600-series school routes, discontinues service on seven local and express routes with low rates of productivity (below seven passengers per revenue hour), and reduces the frequency of 13 local and express routes with the next lowest rates of productivity (down to every 30 minutes for routes which currently operate more than one bus every 30 minutes, down to every 60 minutes for routes which currently operate more than one bus every 60 minutes, and no change to routes which currently operate less than one bus every 60 minutes). The routes affected under this scenario are listed in descending order of productivity in Attachment 1 and shown on the map contained in Attachment 3.

Notably, Routes 96X, 98X, and 99X remain unaltered in both scenarios as they can be operated using Measure J funding that is restricted to express bus service (and therefore cannot be used for other purposes), and these three routes maintain the core of County Connection's existing network of express service while eliminating overlapping routes and maximizing productivity. Similarly, weekday service on Route 4 remains unchanged because County Connection receives significant outside funding for maintaining 15-minute headways on that route.

While every route serves a vital need for those who ride it (72% of County Connection passengers are transit dependent), the cost of operating a bus in revenue service is generally the same regardless of the route or number of passengers on board (with the notable exception of school service as discussed above). Therefore, the same reduction in service between two different routes can have a drastically different impact on the number of affected passengers while producing the same amount of cost savings. Both the scenarios presented above focus their cuts and reductions in service to lower-performing routes (the routes with the lowest number of passengers per revenue hour) in order to minimize the impact for the greatest number of passengers.

Operating & Scheduling Committee Feedback:

The Operating & Scheduling Committee considered the two Scenarios at their March 6, 2026 meeting. Staff explained how this is the first step in adopting an Alternative Service Plan and that they would return in April with a revised scenario or scenarios based upon the direction provided by the Committee and the Board of Directors. After considering the various tradeoffs of each, the Committee expressed a preference for Scenario 2 because it spread the proposed cuts and reductions more equitably across the geography of County Connection's service area. They also specifically noted how Scenario 2 would maintain a greater level of service to the San Ramon Valley area than Scenario 1.

BART's Alternative Service Plan:

On February 26, 2026, the BART Board of Directors adopted its own Alternative Service Plan. The plan's first phase, which would begin in January 2027, would reduce train frequencies to every 30 minutes (currently every 10 minutes on weekdays and every 20 minutes on weekends on the Yellow Line, and every 20 minutes on the Blue Line), end service after 9pm, and increase fares by 30%. The second phase, which would begin in July 2027, would close up to 15 stations and/or up to 25% of system track miles. A potential third phase, which would only come into use if BART found itself unable to safely or legally operate with available resources, would end all service and use available tax revenues to secure systems assets and other ongoing obligations. This would have a dramatic impact on County Connection's passengers, 34% of whom transfer to/from BART, and may also necessitate changes to County

Connection's route structure as all but one of County Connection's non-school routes serve at least one BART station.

Financial Implications:

Either of the two scenarios presented above are expected to close anticipated budget gap should the Connect Bay Area Transit Initiative fail at the ballot box in November.

Recommendation:

The Operating & Scheduling Committee and staff recommend the Board provide input and feedback on the two scenarios. Based on this feedback, staff will prepare the Final Alternative Service Plan for Board adoption at the April 2026 meeting.

Action Requested:

Provide direction to staff on the scenarios presented in the Draft Alternative Service Plan.

Attachments:

Attachment 1: Scenarios 1 & 2 by route (listed in descending order of productivity)

Attachment 2: Map of Scenario 1

Attachment 3: Map of Scenario 2

