

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, April 3, 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 March 6, 2026*
4. Revised Draft Alternative Service Plan*
(Staff will request feedback on two proposed scenarios)
5. New Memorandum of Understanding with Choice in Aging*
(Staff will request that the O&S Committee forward to the Board of Directors authorization for the General Manager to enter a new MOU)
6. Contract for the Installation of a New Above Ground Storage Tank*
(Staff will request awarding the contract)
7. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – May 1, 2026
11. Adjournment

*Enclosure

FY2025/2026 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. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Committee before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Board.

Oral public comments will also be accepted during the meeting in person. If you have anything that you wish to be distributed to the committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Availability of Public Records: This agenda, and all public records relating to an open session item on this agenda which are not exempt from disclosure pursuant to the California Public Records Act and are distributed to a majority of the legislative body, will be made available for public inspection by posting them to County Connection's website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, and provide disability-related modifications or accommodations including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at or related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service, or alternative format requested at least two days before the meeting. Requests should be sent to the Manager of Planning, Pranjali Dixit, at 2477 Arnold Industrial Way, Concord, CA 94520 or dixit@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Bus Connections: Pleasant Hill City Hall is served by County Connection Routes 9, 16, and 18. Maps and schedules are available on the County Connection website at <https://countyconnection.com/routes/>.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, April 16, 9:00 a.m. County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Administration & Finance Committee:	Wednesday, May 6, 9:00 a.m. County Connection Administrative Offices 2477 Arnold Industrial Way, Concord, CA 94520
Advisory Committee:	Thursday, May 7, 1:30pm County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Marketing, Planning & Legislative Committee:	Thursday, May 7, 8:30 a.m. Lamorinda Office of County Supervisor Candace Andersen 3338 Mt. Diablo Blvd, Lafayette, CA 94549
Operations & Scheduling Committee:	Friday, May 1, 8:30 a.m. Pleasant Hill City Hall, Small Community Meeting Room 100 Gregory Lane, Pleasant Hill, CA 94523

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

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

Summary Minutes
Operations & Scheduling Committee
Friday, March 6, 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 8:30 a.m. by Jim Diaz.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of February 6, 2026

The Committee approved the minutes

4. Draft Alternative Service Plan

Mr. Smith informed the committee that County Connection is facing a structural deficit because expenses are growing faster than available revenue. He reported that while previous COVID-19 funding and service cuts helped build a reserve, these funds will likely be exhausted by Fiscal Year 2029 unless new revenue is found. To prepare for this, Mr. Smith presented a Draft Alternative Service Plan designed to cut the annual operating budget by approximately \$6.5 million by FY 2029, a step required if voters do not approve the Connect Bay Area Transit Initiative this November.

Mr. Smith detailed two primary options for these reductions: Scenario 1 would eliminate all 600-series school routes and ten other low-productivity lines, while Scenario 2 would keep school service but reduce the frequency of 13 routes and end service on seven others. He also reported that BART has adopted its own major service reduction plan, which would severely impact the 34% of County Connection riders who transfer to or from BART trains. During the discussion, Director Hillis informed the committee of his preference for Scenario 2 because it protects school service and maintains service in San Ramon. Additionally, Director Farley suggested that staff create outreach materials for Directors to use within their own jurisdictions, and Mr. Churchill emphasized that the agency must be prepared to make these difficult decisions if the transit initiative fails.

Item was forwarded to the Board with Committee's preference for Scenario 2 noted.

5. Spring Bid Update

Mr. Dixit reported that the Spring Bid service changes will take effect March 29, 2026, featuring a frequency increase on Route 4 in Walnut Creek to every 15 minutes. He noted that this enhancement is funded by an AHSC Grant, while other adjustments to weekend and school routes aim to improve reliability and address overcrowding at Monte Vista High School. Additionally, he informed the committee of minor stop consolidations in Martinez to support a Regional Mapping and Wayfinding pilot project with the MTC. Mr. Churchill provided an overview of project and informed that County Connection has funding available to upgrade the bus stops and design guidelines finalized through this project would get us closer to rolling out new signs systemwide.

Regarding ridership, Mr. Dixit stated that systemwide levels have reached 82% of the pre-pandemic baseline as of December 2025. He highlighted that while weekday express routes remain low at 43%, school and weekend services have significantly exceeded 2019 levels at 126% and 114%, respectively. He attributed the strong school ridership to the success of the "Youth Ride Free" and "Pass2Class" programs.

6. Monthly Reports

a. Fixed Route

Mr. Dixit presented the latest performance report, noting that ridership in January saw a 4% year-over-year decline while year-to-date ridership is down about 8,000 rides compared to the same time last year. Additionally, Mr. Dixit highlighted a recent spike in the number of missed trips across the system. General Manager Bill Churchill provided further context regarding service reliability, informing the committee that the implementation of SB 616 has contributed to increased operator absences. He noted that these absences are particularly prevalent on Mondays and Fridays, with a broader seasonal spike in unscheduled absenteeism occurring between January and March. Director Hillis suggested staff explore incentive programs to reward good attendance.

b. Paratransit

Mr. Sanderson reported that January ridership declined 6.3% year-over-year, remaining 35% below pre-pandemic levels. He noted that while productivity and on-time performance (OTP) standards were met, customer complaints saw a measurable increase. He explained that the OTP methodology now includes the drop-off window to provide a more comprehensive view of service quality. Regarding financial performance, Mr. Sanderson informed the committee that the cost per trip has stabilized at \$75, representing a 3.8% increase over the previous year. He further noted that while overall program costs have decreased since last year, they remain higher than pre-pandemic levels due to the rising cost of operations.

7. Committee Comments

Director Hillis informed the Committee of St. Mary's College's plans to expand student and faculty housing, which is expected to increase transit demand in Moraga. He reported that the Town of Moraga will install grade-separated bike lanes and improve bus stops on Moraga Road between Campolindo Drive and Corliss Drive. Furthermore, he noted that while a downtown circulator micromobility program is under consideration, its feasibility depends on the creation of a special funding district. Director Hillis also informed the Committee that the Moraga Town Council has invited the family of the late Al Dessayer to honor his contributions and suggested County Connection attendance, leading Director Farley to volunteer as the authority's representative.

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for April 3, 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.

10. Adjournment

The meeting was adjourned at 9:33 a.m.

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

To: Operations & Scheduling Committee

Date: March 26, 2026

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

Reviewed by: 

SUBJECT: Revised Draft Alternative Service Plan

Background:

At the March 2026 Board of Directors and Operations & Scheduling Committee meetings, staff presented two scenarios for an Alternative Service Plan to address the budget reductions necessary should Bay Area voters not approve the Connect Bay Area Transit Initiative in November. The two scenarios varied in that Scenario 1 relied on cutting County Connection's lower productivity routes (as measured by passengers per revenue hour), while Scenario 2 took a more balanced approach of cutting only the very least productive routes and reducing frequency on the remaining routes in ascending order of productivity. Both the Board and the Committee expressed a preference for the approach taken in Scenario 2, as well as keeping all of County Connection's 600-series school routes.

Alternative Service Plan Scenarios:

Based on input provided by the Board and Committee, staff has created a new Scenario 3, which is a variant of the previously reviewed Scenario 2. This new scenario includes all of the service cuts and frequency reductions included in Scenario 2, except that it also proposes to end service on the weekday Route 18 (a lower-ridership route that runs between the Pleasant Hill BART and Martinez Amtrak stations), in order to preserve the existing frequency/headways on the weekday Route 10 (County Connection's second-highest ridership route, travelling east on Clayton Road from the Concord BART station), the weekend Route 4 (the downtown Walnut Creek "trolley", County Connection's second-most productive weekend route), and the afternoon portion of the weekday Route 20 (County Connection's third-highest ridership route, connecting the Concord BART station with DVC). Both scenarios preserve all of County Connection's 600-series school routes, and both propose to discontinue paratransit service for trips beginning or ending more than the federally mandated three-quarter-mile buffer from any fixed route.

Fare Increase Option:

Staff also evaluated the possibility of filling the anticipated budget gap by raising fares. Using data from several studies on price elasticity for transit fares, staff found that this is not a viable option because the resulting reduction in ridership outpaces the increase in fare revenue. Simply stated, there would be fewer people riding the bus to pay the higher fare. Using the most conservative estimates (i.e. assuming the lowest levels of price sensitivity), County Connection could fill approximately 22% of the anticipated budget gap through a 120% fare increase (\$5.50 adult cash fare, \$11.00 paratransit fare) that would result in a one-third reduction in fixed-route ridership and a two-thirds reduction in paratransit ridership. Any further fare increases would result in lower overall fare revenues due to reduced ridership.

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:

Between the two scenarios, staff recommends Scenario 3, as it preserves existing levels of service on more of County Connection's highest-ridership routes, while still maintaining regional connectivity (most notably to the Dublin/Pleasanton BART station – also a regional bus hub) and preserving all of County Connection's 600-series school routes.

Action Requested:

Provide feedback on the scenarios presented in the Revised Draft Alternative Service Plan and forward to the Board for adoption of a preferred scenario.

Attachments:

Attachment 1: Scenarios 2 & 3 by route (listed in descending order of productivity)

Attachment 2: Map of Scenario 2

Attachment 3: Map of Scenario 3

Scenarios 2 & 3 by route (listed in descending order of productivity)

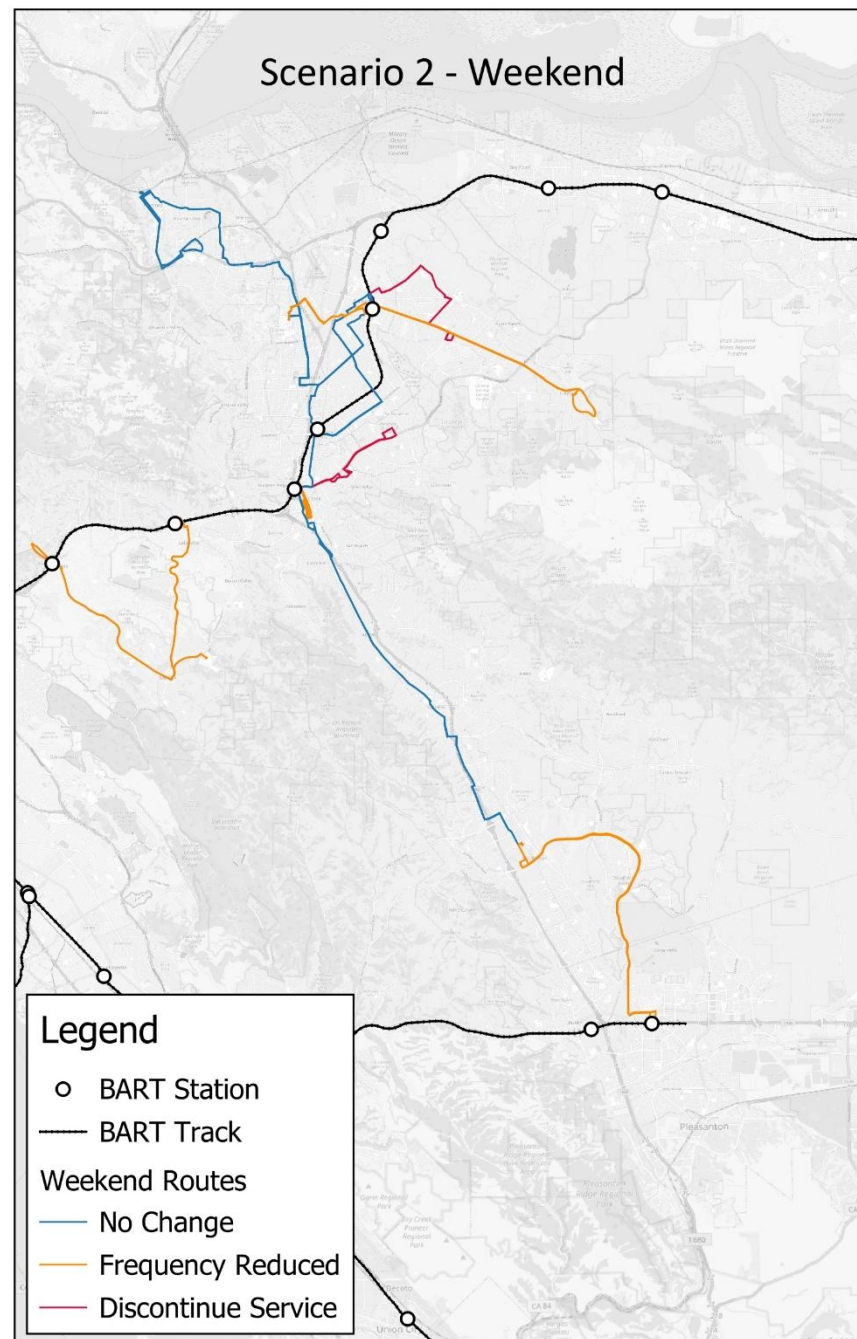
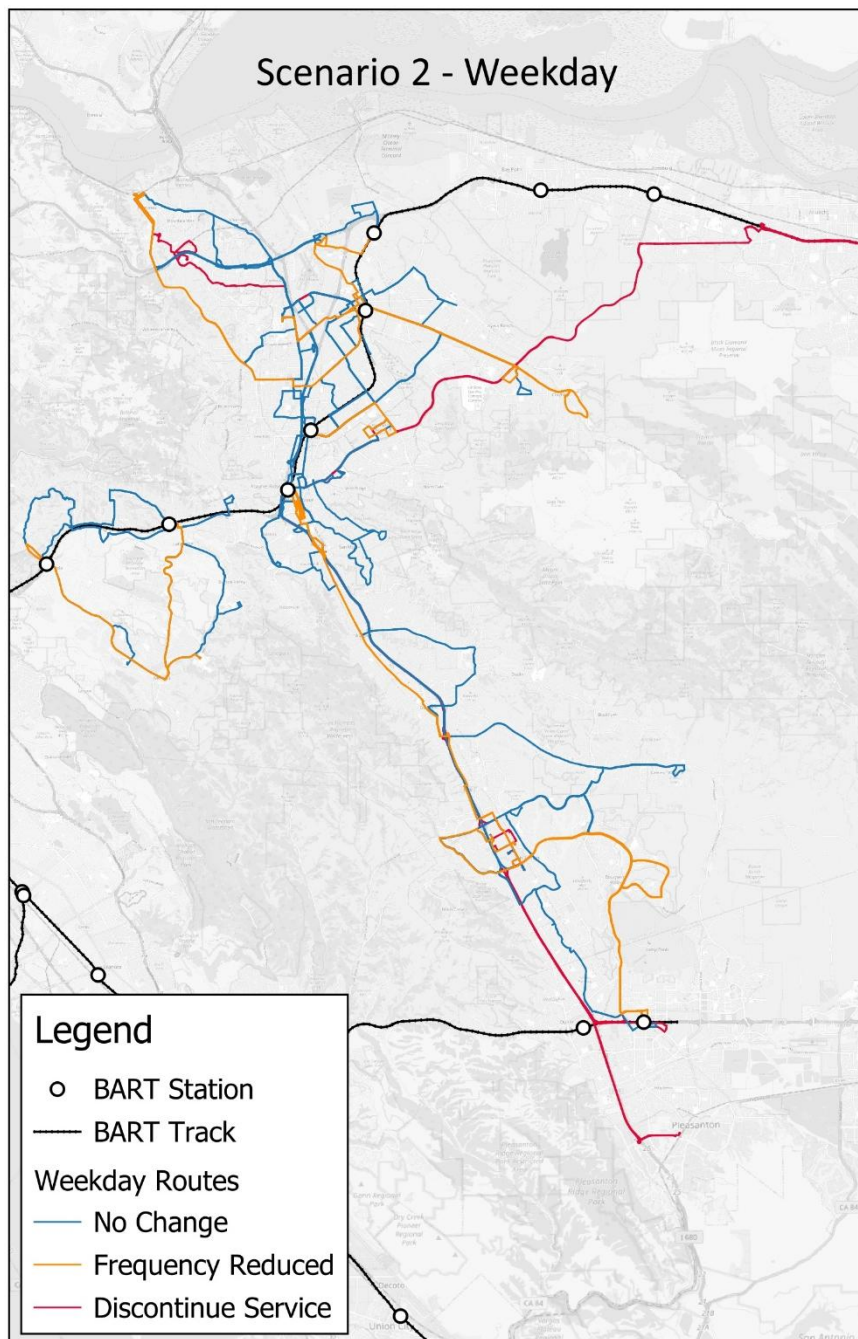
Route	Location	Productivity (pass/rev hr)	Existing Service	Scenario #2	Scenario #3	Service Period	Subarea
314	Concord BART/ Downtown Pleasant Hill / DVC	20+	30	30	30	Weekends	Central
14	Concord BART / Pleasant Hill BART / Walnut Creek BART	20+	30	30	30	Weekdays	Central
11	Concord BART / Pleasant Hill BART	20+	45-90	45-90	45-90	Weekdays	Central
10	Concord BART / Clayton	10-20	15-30	30	15-30	Weekdays	Central
4 (wkdy)	Walnut Creek BART / Broadway Plaza	10-20	15	15	15	Weekdays	Central
4 (wknd)	Walnut Creek BART / Broadway Plaza	10-20	20	30	20	Weekends	Central
20	Concord BART / DVC	10-20	15	30	15-30	Weekdays	Central
311	Concord BART / Pleasant Hill BART / Walnut Creek BART	10-20	60	60	60	Weekends	Central
16	Concord BART / Pleasant Hill / Martinez Amtrak	10-20	40	60	60	Weekdays	Central
310	Concord BART / Clayton	10-20	40	60	60	Weekends	Central
5	Walnut Creek BART / Creekside	10-20	45	60	60	Weekdays	Central
7	Pleasant Hill BART / Mitchell Park 'n Ride	10-20	20	30	30	Peak only	Central
316	Pleasant Hill BART / Martinez Amtrak	10-20	80	80	80	Weekends	Central
17	Concord BART / North Concord/Martinez BART	10-20	50	60	60	Weekdays	Central
91X	Concord Commuter Express	10-20	30	30	30	Peak only	Central
9	Walnut Creek BART / DVC	10-20	60	60	60	Weekdays	Central
320	Concord BART / DVC	10-20	40	60	60	Weekends	Central
35	San Ramon Transit Center / Dublin/Pleasanton BART	10-20	30-60	60	60	Weekdays	SRV
6 (wknd)	Orinda BART / Moraga / Lafayette BART	10-20	80	80	80	Weekends	Lamorinda
15	Concord BART / Pleasant Hill BART	10-20	60	60	60	Weekdays	Central
98X	Walnut Creek BART / Martinez Amtrak	0-10	40-60	40-60	40-60	Weekdays	Central
1	Rossmoor Shopping Center / Mitchell Park 'n Ride	0-10	60	60	60	Weekdays	Central
21	BART Walnut Creek / San Ramon Transit Center	0-10	30-60	60	60	Weekdays	SRV
6 (wkdy)	Orinda BART / Moraga / Lafayette BART	0-10	30-60	60	60	Weekdays	Lamorinda
19	Concord BART / Martinez Amtrak	0-10	90	90	90	Weekdays	Central
321	BART Walnut Creek / San Ramon Transit Center	0-10	60	60	60	Weekends	SRV
99X	North Concord/Martinez BART / Martinez Amtrak	0-10	30	30	30	Peak only	Central
335	San Ramon Transit Center / Dublin/Pleasanton BART	0-10	40	60	60	Weekends	SRV
18	Pleasant Hill BART / DVC / Martinez Amtrak	0-10	80	80	X	Weekdays	Central
28	Martinez Amtrak / DVC / Concord BART	0-10	50	X	X	Weekdays	Central
96X	Walnut Creek BART / San Ramon Transit Center	0-10	30	30	30	Peak only	SRV
93X	Antioch BART / Walnut Creek BART	0-10	20-60	X	X	Peak only	Central
95X	Walnut Creek BART / San Ramon Transit Center	0-10	30	X	X	Peak only	SRV
97X	Dublin/Pleasanton BART / San Ramon Transit Center	0-10	60	X	X	Peak only	SRV
315	Concord BART / Bel Air Drive	0-10	60	X	X	Weekends	Central
301	Walnut Creek BART / Shadelands	0-10	60	X	X	Weekends	Central
92X	Pleasanton ACE / Mitchell Park 'n Ride	0-10	60	X	X	Peak only	SRV
600s	School Service	n/a	1-2/day	1-2/day	1-2/day	School Days	All

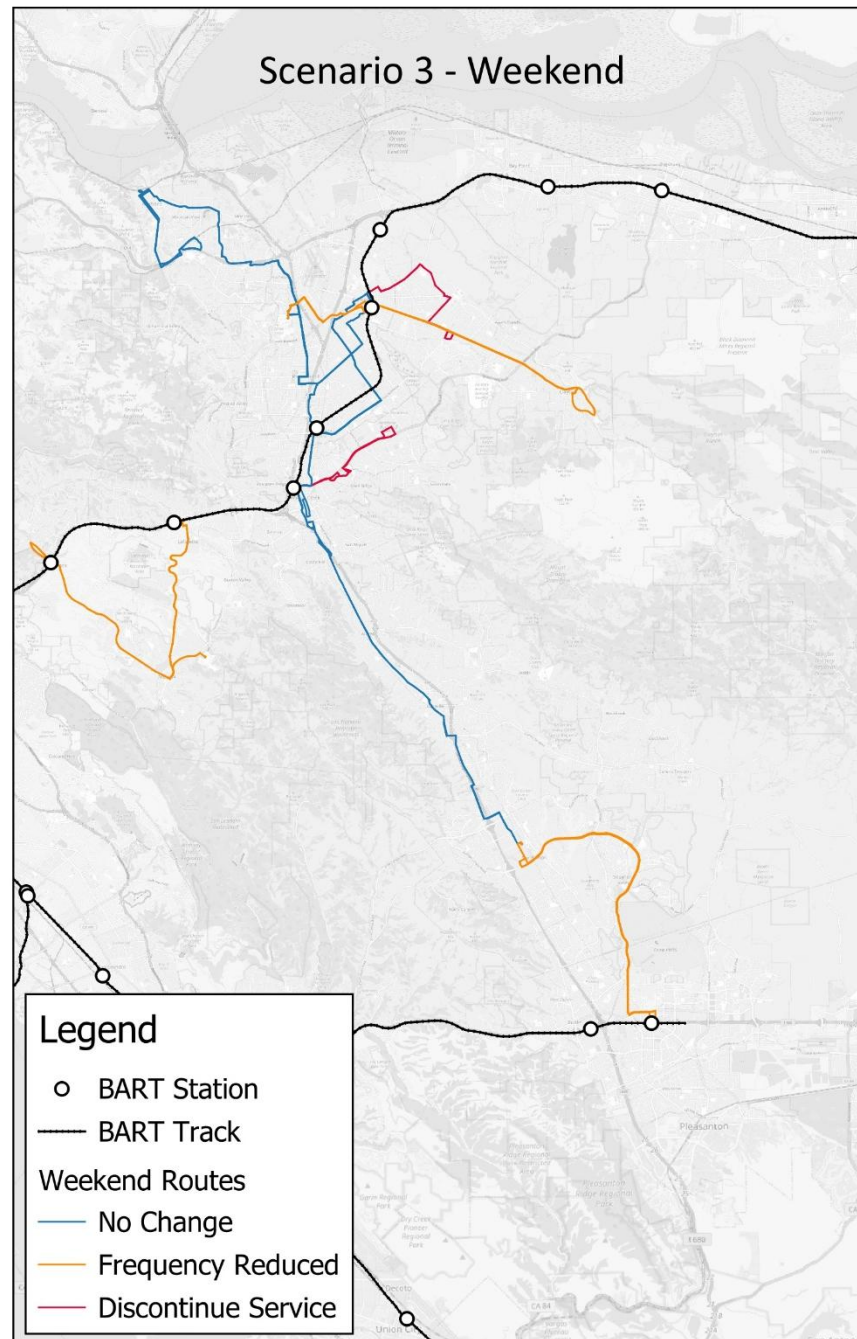
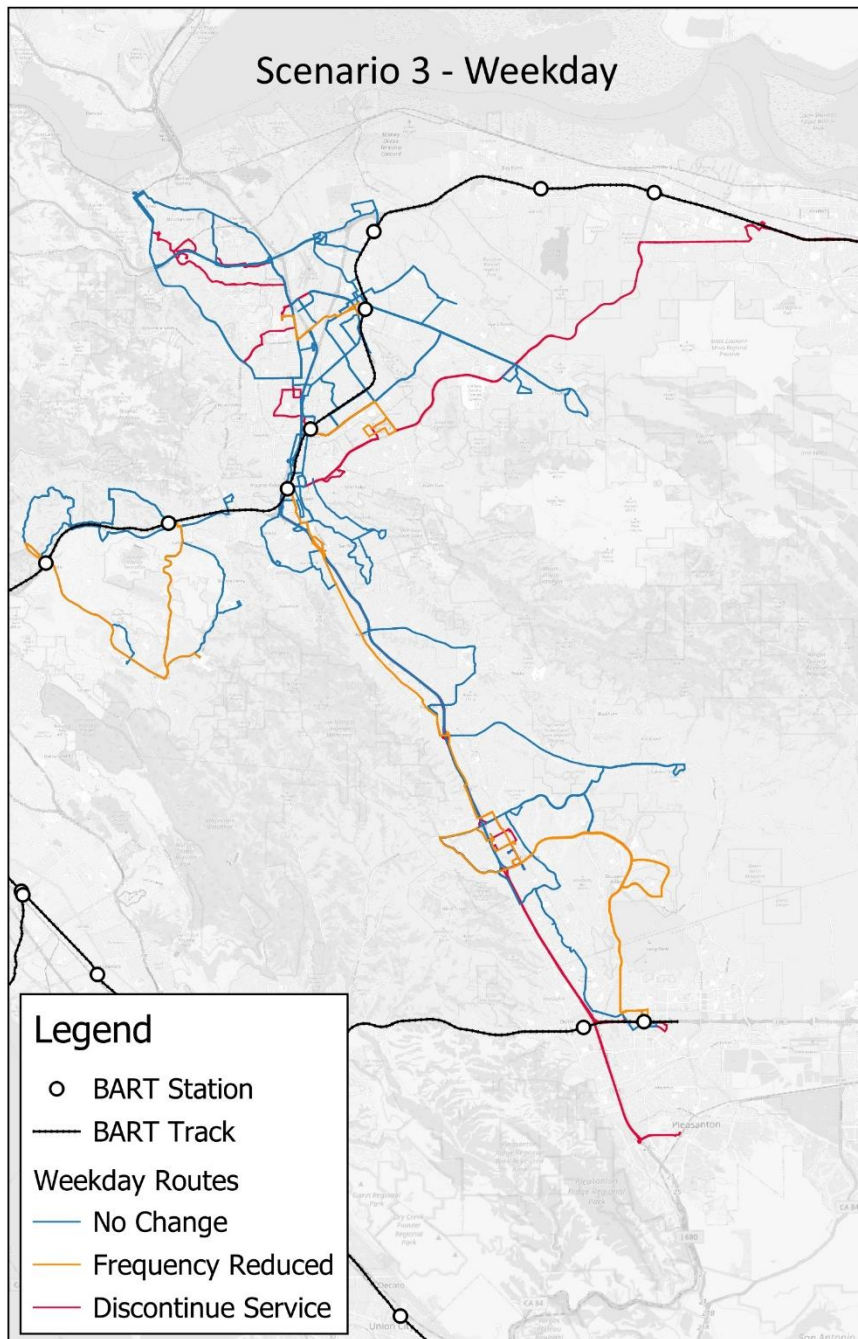
Time (in minutes) between buses: 30

Frequency partially reduced: 15-30

Frequency reduced: 60

Service discontinued: X





To: Operations and Scheduling Committee

Date: March 27, 2026

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: New Memorandum of Understanding with Choice in Aging

Background:

Choice in Aging (CiA), an adult social service agency accounted for about 20% of County Connection’s daily paratransit trip volume, before the COVID-19 pandemic. In January 2022, following a nearly two-year hiatus due to the pandemic, the Board approved a demonstration pilot project through which County Connection reimbursed CiA for door-through-door trips provided by a third-party Transportation Network Company (TNC) operator, SilverRide, for CiA attendees who are County Connection LINK-eligible, but whose needs exceed the standard of care available through shared-ride paratransit service, or who need rides to and from CiA on very short notice. Within a short time, the pilot program proved highly beneficial to CiA and its clients and cost effective for County Connection. As a result, the Board authorized extensions of the pilot program through 2023 and 2024. For 2025, the Board approved transitioning the pilot to a permanent program.

Program Update:

The CiA-SilverRide program continues to provide a comfortable and flexible alternative for qualifying CiA riders and remains very affordable for County Connection. To support the program long term, a new Memorandum of Understanding (MOU) between County Connection and CiA is needed. The new MOU will document the roles and responsibilities of both County Connection and CiA related to the program, clarify and streamline the enrollment process for new program riders, and include necessary “pass-through” provisions to ensure that the service CiA contracts for with SilverRide meets County Connection’s regulatory compliance and reporting needs. The new MOU will include a base term of three (3) years, with two (2) one-year extension options, for a potential term of up to five (5) years. This will allow both CiA and County Connection to effectively incorporate the program into long range plans.

Financial Implications:

In fiscal year 2025 (FY25), County Connection LINK transported 99,677 registered riders at a total contract cost of approximately \$7.7 million, or roughly \$77.24 each. During the same time period the CiA-SilverRide program transported 9,829 registered riders at a cost of \$36.95 each – an average savings of about \$40.30 per trip, or about \$396,000 overall. \$400,000 was budgeted to support the program through FY26. Actual trip counts have come in slightly higher than expected, and as a result \$450,000 has been included in the preliminary budget for FY27.

Recommendation:

Staff recommends executing a new MOU with Choice in Aging, to enable them to sign a new contract with SilverRide. This will continue to provide an alternative transportation service, offered by County Connection through CiA which is safe reliable and cost effective for a vulnerable population in our service area.

Action Requested:

Staff respectfully requests the Operations & Scheduling Committee forward to the Board of Directors authorization for the General Manager to enter a new MOU permitting County Connection to reimburse CiA for their SilverRide trip costs, for up to five years.

Attachments:

None.

To: O&S Committee

Date: March 27, 2026

From: Amber Johnson, Chief Financial Officer

Reviewed by: WC.

SUBJECT: Above-Ground Tank Installation Contract Award

Background:

County Connection has been implementing a phased plan to modernize its fuel storage infrastructure to ensure regulatory compliance, maintain uninterrupted fueling operations, and reduce long-term environmental and operational risk.

In September 2025, the Board authorized the closure in place of two (2) 25,000-gallon single-wall underground diesel fuel tanks that were originally installed in 1981. This action was required to comply with State Water Resources Control Board regulations mandating that all single-wall underground storage tanks be permanently closed, removed, or replaced by December 31, 2025. The underground tank closure was completed following a competitive Invitation for Bids (IFB) process and brought County Connection's fuel system into regulatory compliance while preserving its ability to supply diesel fuel for transit operations. One (1) 20,000-gallon double-wall underground fuel tank remains in service at the facility and is fully compliant with current state regulations.

Phase Two:

With the underground tanks now permanently closed, the next phase of the project is installation of new above-ground fuel storage tanks. Above-ground tanks provide a compliant and modern fueling solution, improve accessibility for inspection and maintenance, and reduce long-term regulatory exposure associated with underground systems.

Evaluation Process:

To complete this phase, staff issued a competitive IFB for the Above-Ground Tank Installation project. The solicitation was publicly advertised, bids were received and evaluated, and the procurement was conducted in accordance with applicable requirements. At the bid opening on March 26, 2026, at 2:00 p.m., three (3) responsible and responsive bids were received from interested contractors. The bids received were:

- | | |
|-------------------------------|-------------|
| 1) Alex Kushner General, Inc. | \$550,000 |
| 2) Saboo, Inc. | \$1,200,000 |
| 3) Carone and Company | \$1,549,000 |

Following evaluation, staff recommends award of a construction contract to Alex Kushner General, Inc., the lowest responsive and responsible bidder, for installation and commissioning of the above-ground fuel storage system.

Financial Implications:

The total bid amount submitted by the recommended contractor, Alex Kushner General, Inc., is \$550,000, which includes all required subcontractor work. Staff recommends establishing a project contingency of \$200,000 to address potential unforeseen conditions or cost overruns that may arise during construction.

The total recommended not-to-exceed authorization amount for the Above-Ground Tank Installation project is therefore \$750,000. TDA Capital funds have previously been encumbered for this project and the recommended authorization is within the approved capital budget.

Recommendation:

Staff recommends that the O&S Committee recommend that the Board of Directors authorize the General Manager to enter a contract with Alex Kushner General, Inc. for the Above Ground Installation of Diesel Tanks Project.

Action Requested:

Staff requests and recommends that the O&S Committee recommend that the Board of Directors adopt a Resolution authorizing the General Manager to enter a Contract with Alex Kushner General, Inc. for the Above Ground Installation of Diesel Tanks Project. The project cost is not to exceed \$750,000.

Attachments:

None.

To: Operations & Scheduling Committee

Date: March 27, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for February 2026

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>	
Total Passengers	209,668	223,749	
Average Weekday	9,375	9,445	
Pass/Rev Hour	13.8	14.0	Standard Goal > 17.0
Missed Trips	0.58%	0.79%	Standard Goal < 0.25%
Miles between Road Calls	49,855	31,786	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was higher in February 2026 (9,375 passengers) than the previous month of February 2026 (9,098 passengers) and is 2% lower than February 2025 (9,556 passengers).

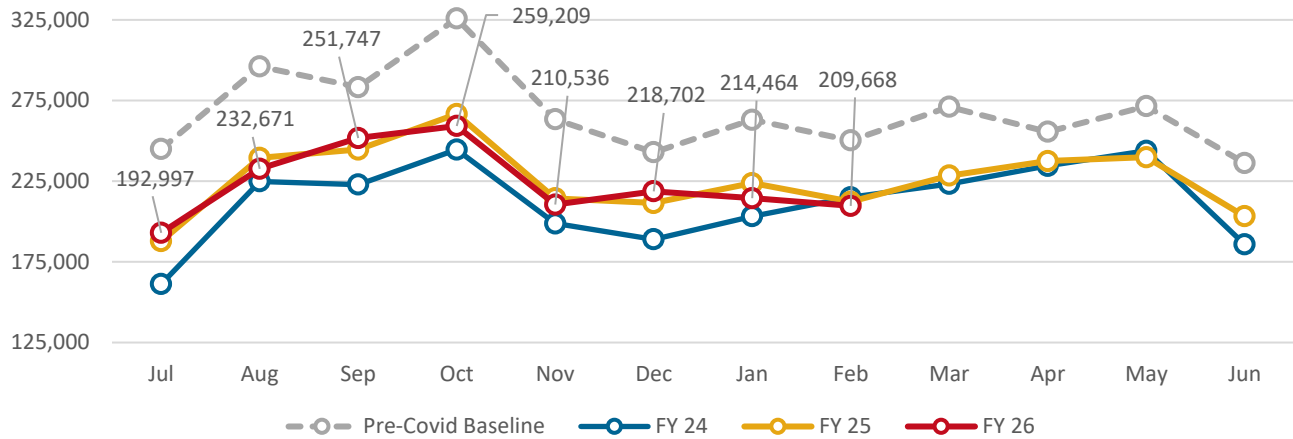
Productivity is a measurement of the average number of passengers per hour of revenue service. In February this was 13.8, which is higher than the previous month (13.3) and lower than February 2025 when passengers per hour was 14.0.

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 February was 0.58%, which is lower than the prior month when it was 1.60%.

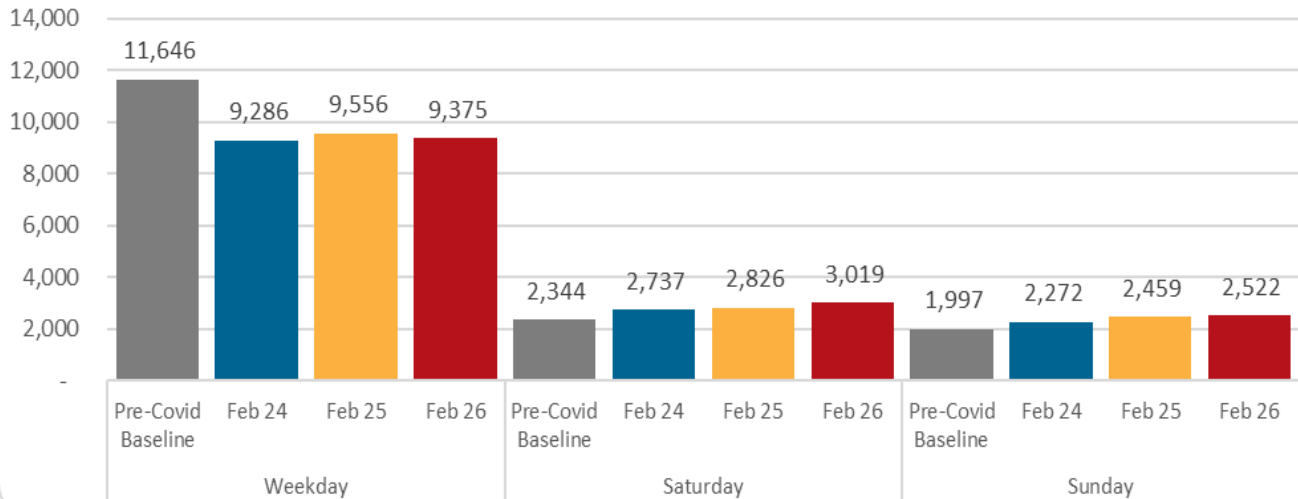
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,532 miles in February, lower than the prior month in which there were 49,855 miles between road calls. The rolling 12-month average is 30,976 miles between road calls.

Of a total of 209,688 passengers, 115,486 passengers had the potential to use a Clipper card aboard County Connection since 94,181 either used an employer or school pass or were on a free route. About 84% of the 115,486 potential Clipper card users paid using Clipper during this month.

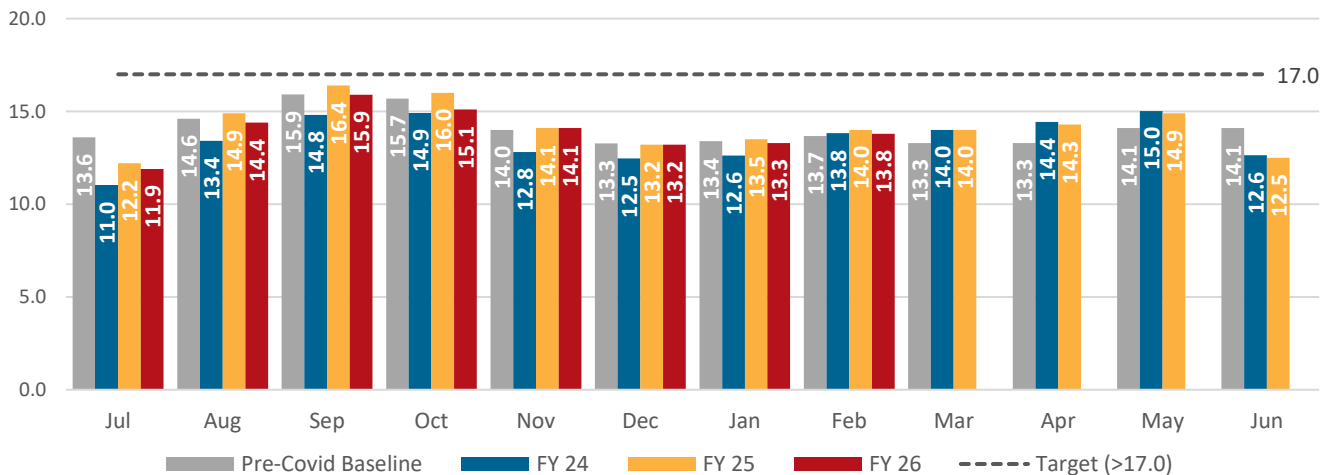
Total Monthly Fixed Route Ridership



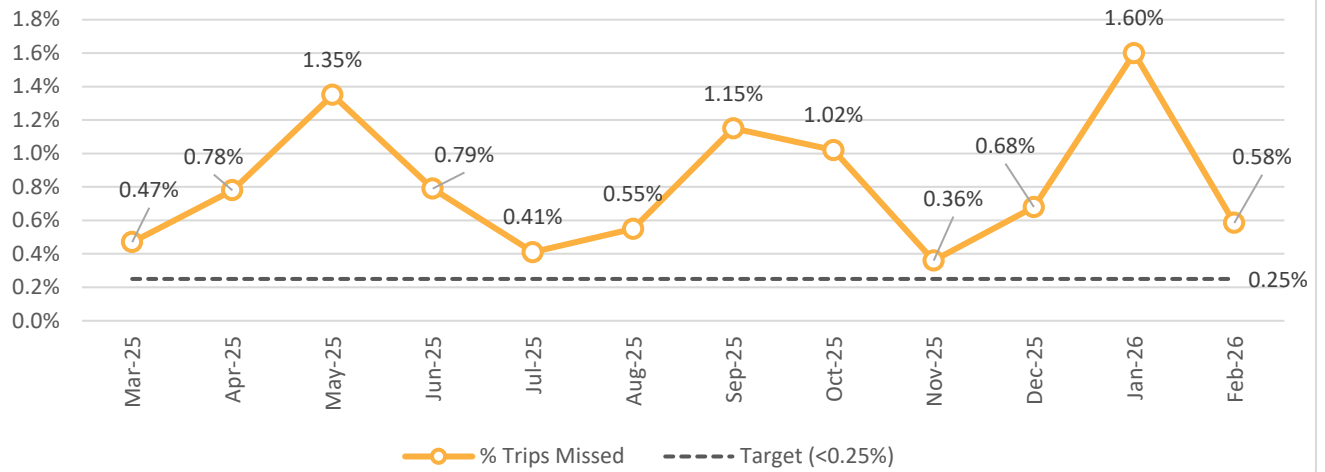
Average Daily Ridership Comparison



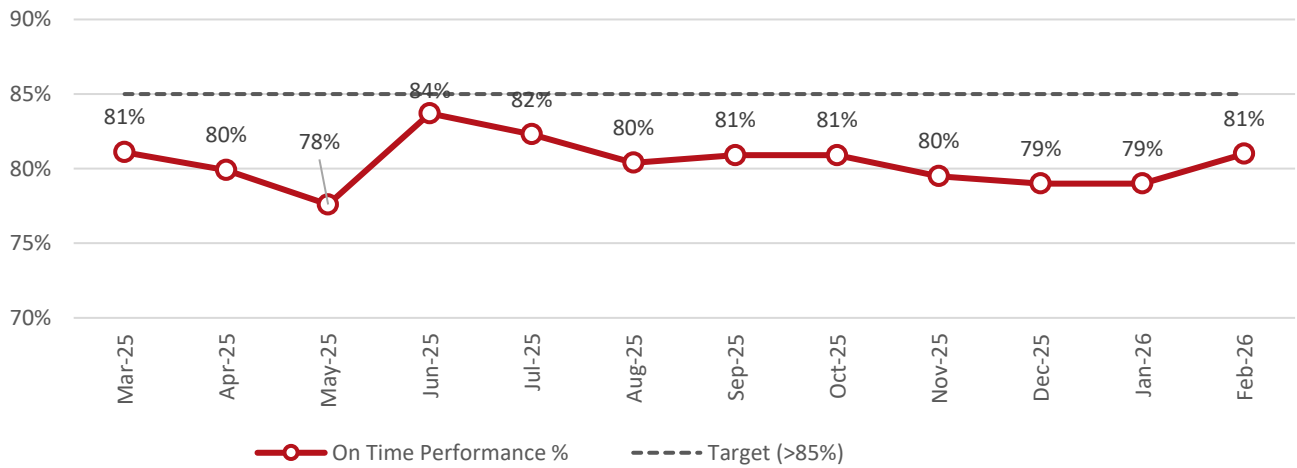
Passengers/Revenue Hour



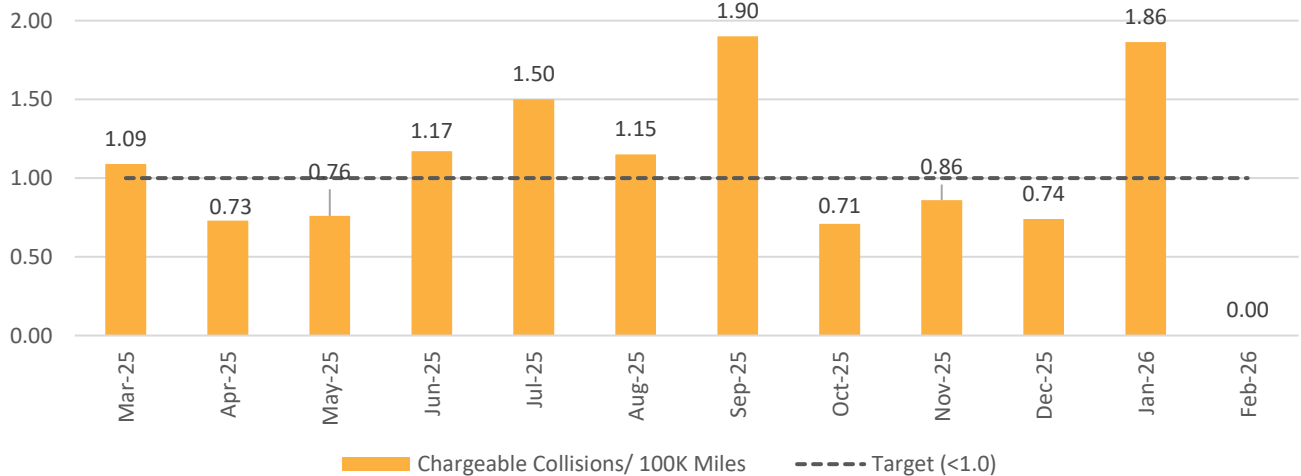
% Trips Missed



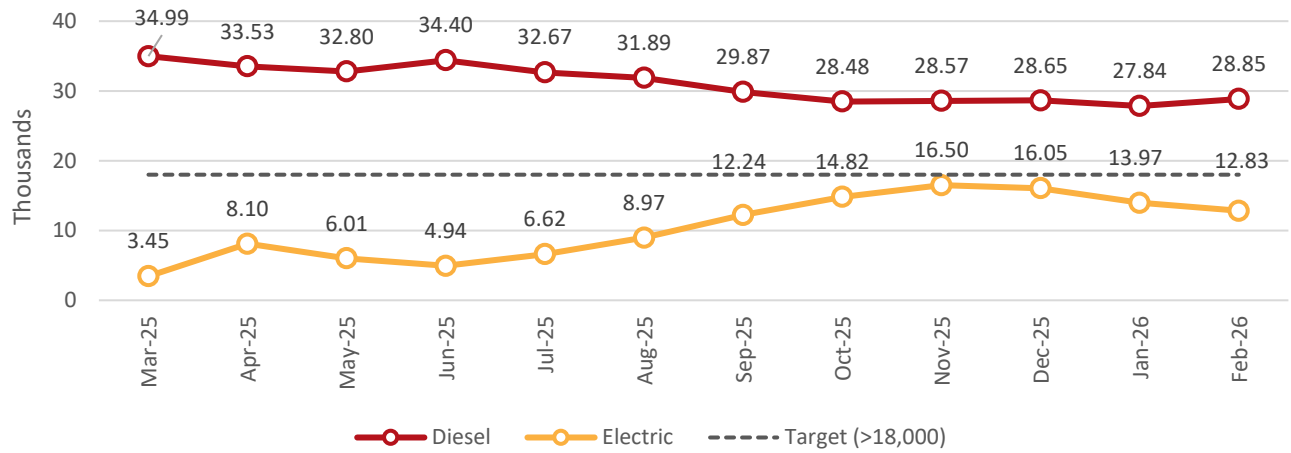
On Time Performance



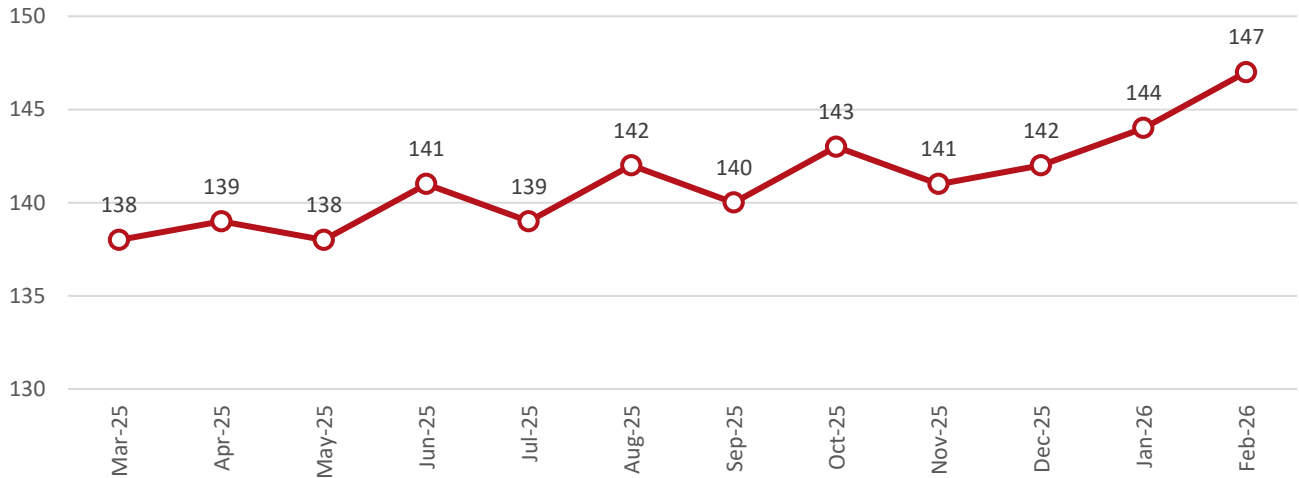
Accident Report



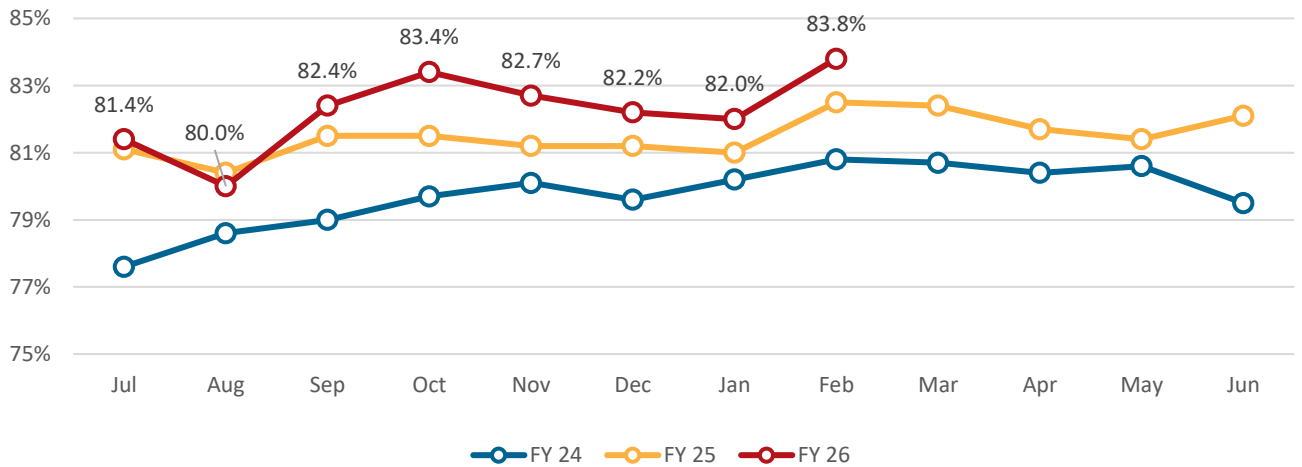
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: March 23, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – February 2026

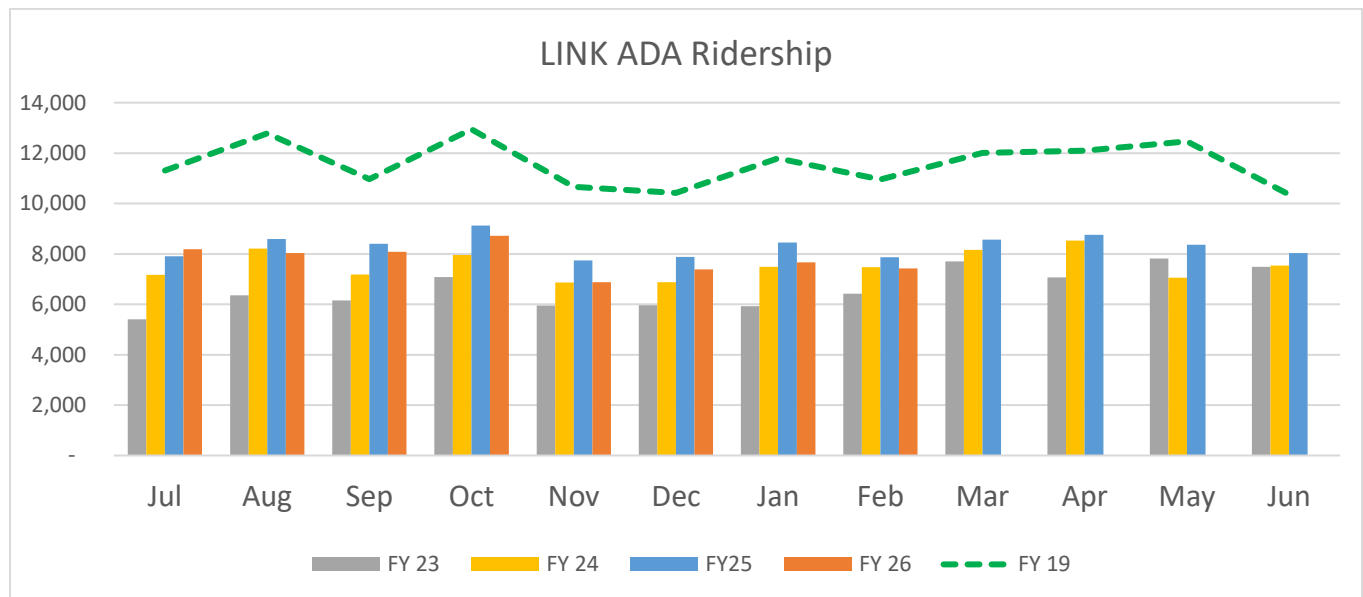
Background:

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 February 2026.

February 2026 Performance Report:

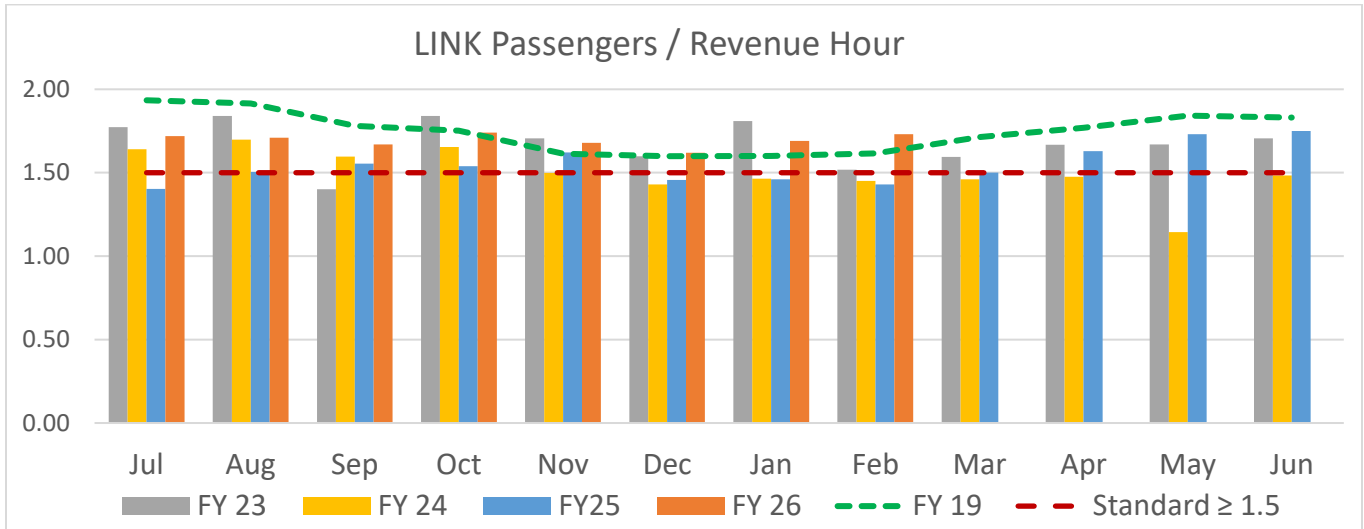
Ridership:

In February 2026, LINK recorded approximately 7,429 ADA paratransit trips. This reflects a 5.6% decrease from February 2025. Overall, February 2026 LINK ADA Paratransit ridership was approximately 34% below pre-pandemic February 2020 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—February 2026 ridership reaches approximately 88% of pre-pandemic levels.



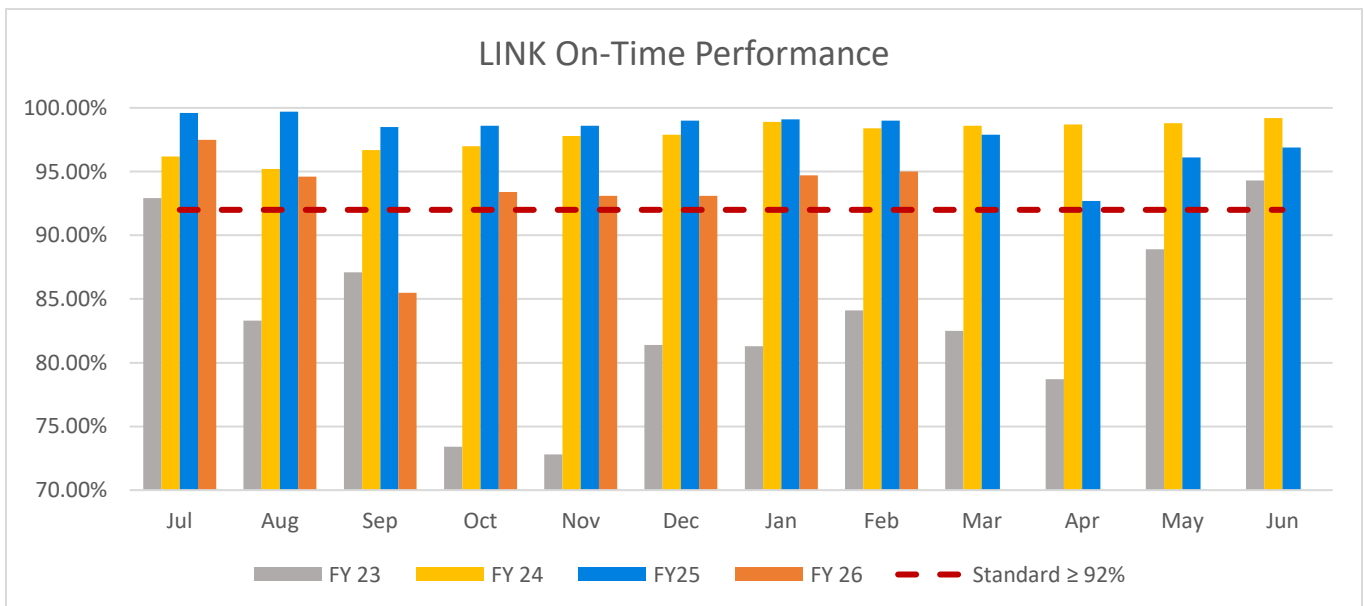
Productivity:

LINK transported 1.69 passengers per revenue hour in February — 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.



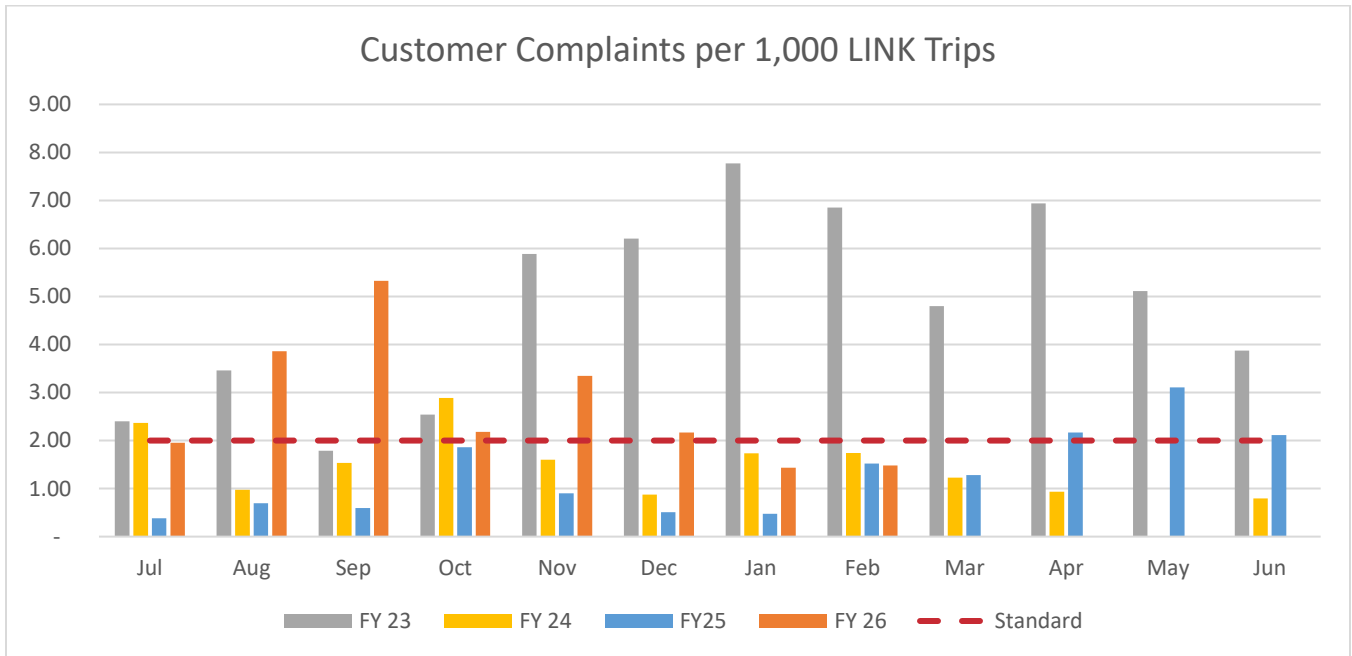
On-time Performance:

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In February, 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.



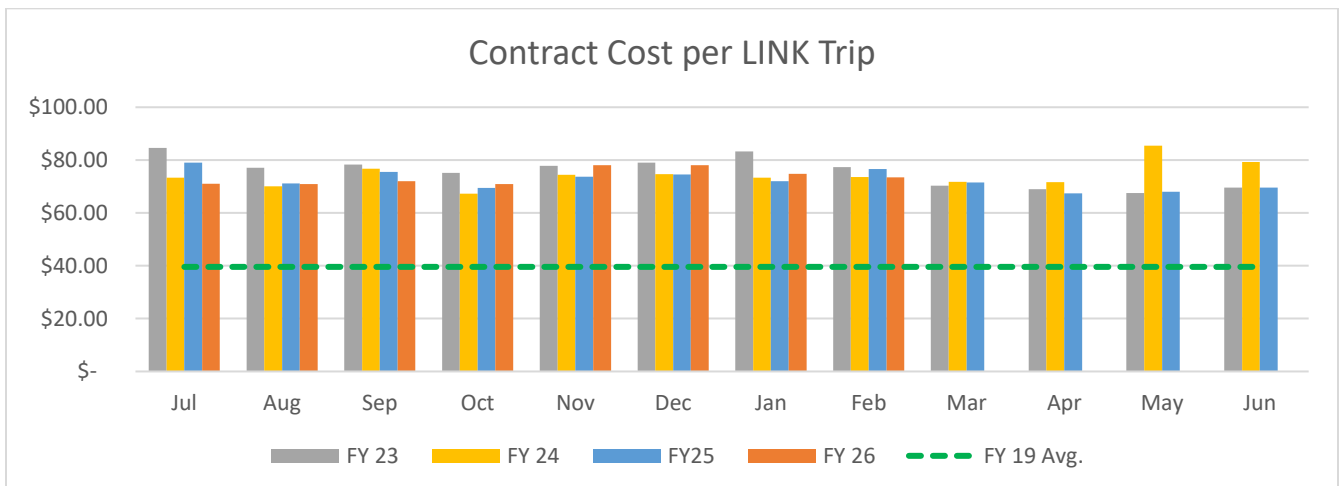
Customer Satisfaction:

In February 2026, LINK recorded approximately 1.48 customer complaints per 1,000 trips, exceeding the performance standard of 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 17 to 1, with many riders commending operators for their courtesy and for having an overall good experience.

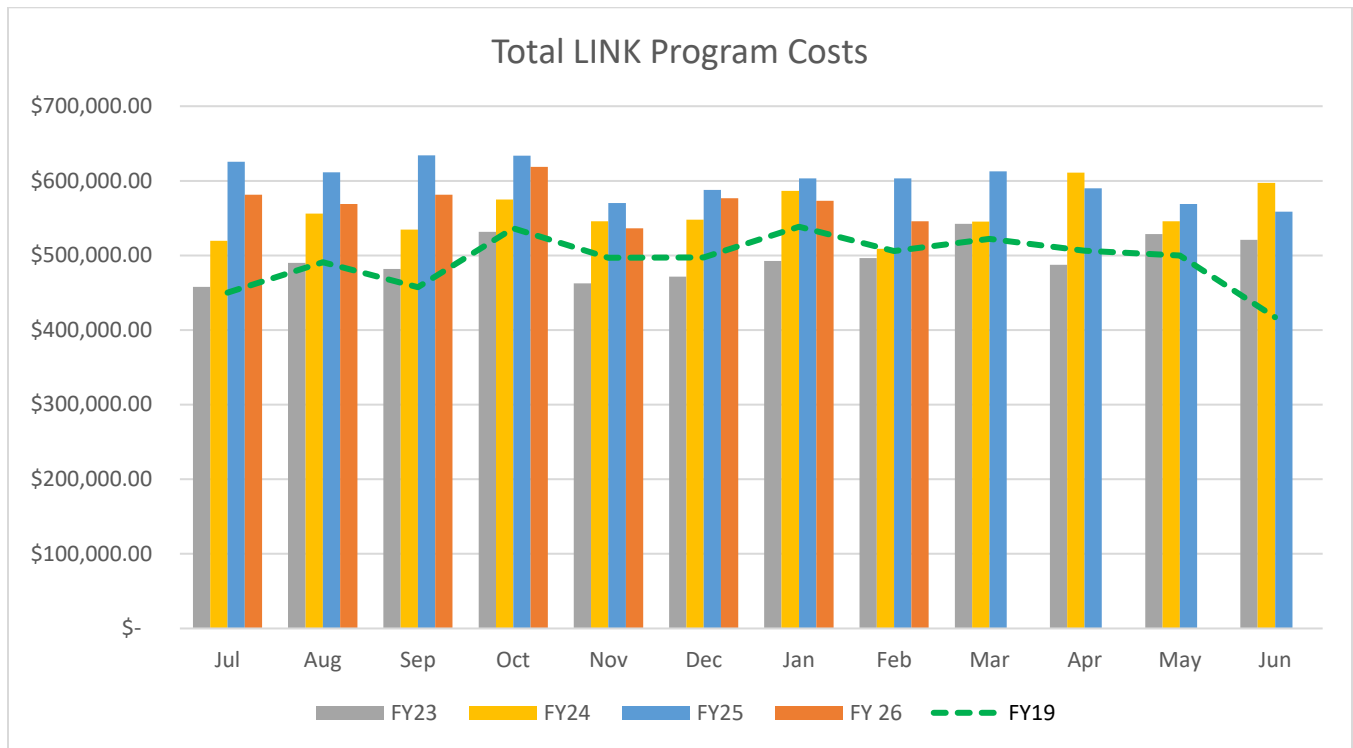


Financial Implications:

The average contract cost per passenger trip in February 2026 was \$73.44, reflecting a decrease from the prior month (\$74.78) and a 4.2% reduction compared to February 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 February 2026 were \$545,464, reflecting a decrease from February 2025 (\$603,241). However, overall expenditure remains approximately 4.5% higher than the pre-pandemic benchmark (February 2020), 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.