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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA
Friday, March 6, 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 February 6, 2026*
4. Draft Alternative Service Plan*
   (Staff will request feedback on two proposed scenarios)
5. Spring Bid Update – Information Only*
   (Staff will provide an update on the upcoming Spring service changes)
6. Monthly Reports – Information Only
   a. Fixed Route*
   b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – April 3, 2026
10. Adjournment

*Enclosure

General Information

Public Comment: Public comment may be submitted via email to dixit@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Committee before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Board.

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

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

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, March 19, 9:00 a.m. County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Administration & Finance Committee:	Wednesday, April 1, 9:00 a.m. County Connection Administrative Offices 2477 Arnold Industrial Way, Concord, CA 94520
Advisory Committee:	Thursday, April 2, 1:30pm County Connection Board Room 2477 Arnold Industrial Way, Concord, CA 94520
Marketing, Planning & Legislative Committee:	Thursday, April 2, 8:30 a.m. Lamorinda Office of County Supervisor Candace Andersen 3338 Mt. Diablo Blvd, Lafayette, CA 94549
Operations & Scheduling Committee:	Friday, April 3, 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, February 6, 2026, 8:30 a.m.

Directors: Jim Diaz, Tim Farley, Kerry Hillis (attended remotely under the “just cause” provisions of the Brown Act; joined the meeting at 8:33 a.m. during Item 4)
Staff: Bill Churchill, Ruby Horta, Amber Johnson, Andrew Smith, John Sanderson, Pranjal 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 January 9, 2026**
   The Committee approved the minutes

4. **Adoption of CY2026 Meeting Calendar**
   Mr. Dixit presented meeting dates for the Operations & Scheduling Committee (O&S) through the remainder of the calendar year. Committee members were asked to confirm any scheduling conflicts and upon adoption, the calendar will be posted on the County Connection website. The Committee adopted the CY2026 Meeting Calendar for O&S.

5. **Paratransit Service Area Update**
   Mr. Sanderson provided an update regarding a proposed new service area policy for the County Connection LINK paratransit program. He noted that while federal regulations only mandate paratransit service within a ¾-mile buffer of fixed bus routes, County Connection currently operates an optional 1.5-mile buffer and provides "premium" service beyond that boundary. This expanded service cost approximately $482,000 in FY25. He highlighted that while this premium service does not yet impact the quality of mandated service, the direct correlation between paratransit demand and operational costs necessitates a formal policy to manage future financial risks and potential spikes in demand. The proposed policy aims to provide a framework for scaling operations, safeguarding federal funding, and equipping staff to seek outside funding for non-ADA mobility services.

   Mr. Churchill addressed the issue of "service creep" during the COVID-19 pandemic, which expanded the service area for ADA passengers into regions like Morgan Territory. He emphasized the risk of ADA lawsuits should service quality within the core ¾-mile area deteriorate due to the resource demands of the expanded "premium" areas. Mr. Sanderson concluded by noting that this item was previously presented to the A&F Committee and will be brought back to the Board once a formal policy is drafted for adoption.

6. **Fixed Route Peer Comparison**
Mr. Dixit presented a report comparing County Connection's post-pandemic recovery with other Bay Area transit agencies highlighting distinct recovery trends between urban-centric systems and suburban transit agencies like County Connection, Tri Delta Transit, and WestCAT. highlighted that while local, all-day services like those of Marin Transit and County Connection's own local routes show strong recovery, commuter-focused services such as Golden Gate Transit and the Bishop Ranch Express continue to struggle, with the latter remaining 70% below pre-pandemic levels.

In response to Director Hillis's inquiry regarding service levels and the evolving nature of Bishop Ranch, Mr. Dixit explained that staff is planning to restructure I-680 corridor express routes into an all-day model. This initiative, held in partnership with LAVTA, aims to bridge the "rail gap" between BART stations while maintaining essential commute-hour support. Ms. Horta noted the agency's current involvement in the development of a new transit center location in San Ramon. Additionally, Mr. Churchill highlighted that County Connection's ridership recovery is performing well despite having restored less service than Marin Transit, further noting that Marin Transit receives approximately 60% in local measure funding compared to 13% for County Connection.

7. **Award contract for leased tires and related services**
Ms. Johnson presented a recommendation to award a five-year contract for leased tires and related services. She explained that County Connection leases tires for its revenue vehicles and is required by the Federal Transit Administration to re-bid the contract every five years. Following an Invitation for Bids issued in November 2025, the Authority received two proposals, with Goodyear Tire & Rubber Co. (the incumbent) submitting the lowest bid. The Committee recommended the Board award the contract to The Goodyear Tire & Rubber Company for a five (5) year period at the guaranteed rates specified in their bid for Leased Tires and Related Services.

8. **Monthly Reports**
   a. **Fixed Route**
   Mr. Dixit presented the latest performance report, noting that ridership in December saw a 3% year-over-year increase while year-to-date ridership is down marginally compared to same time last year. He added that while the number of missed trips significantly improved to 0.36%, it was still above the 0.25% target, highlighting the continued challenges with operator retention.

   b. **Paratransit**
   Mr. Sanderson presented the paratransit service update, reporting that ridership in December saw a slight year-over-year decline and year-to-date ridership is down marginally compared to same time last year. He noted that while productivity and on-time performance (OTP) standards were successfully met, there was a measurable increase in customer complaints. He explained that the methodology for calculating OTP has been updated to include the drop-off window to provide a more comprehensive view of service quality. Additionally, he reported that the cost per trip has remained stable month-to-month but is 5% higher than the previous year, attributing this increase to the decline in ridership alongside static fixed costs, such as labor.

9. Committee Comments

None

10. Future Agenda Items

None

11. Next Scheduled Meeting

The next meeting was scheduled for March 6, 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 9:15 a.m.

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

Agenda Item #4

County Connection

To: Operations & Scheduling Committee **Date:** February 26, 2026

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

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 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.

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:
Staff recommends the committee provide input and feedback to the Board and staff on the two scenarios and their approach. Based on Committee and Board feedback, staff will prepare the Final Alternative Service Plan for Board adoption at the April Board meeting.

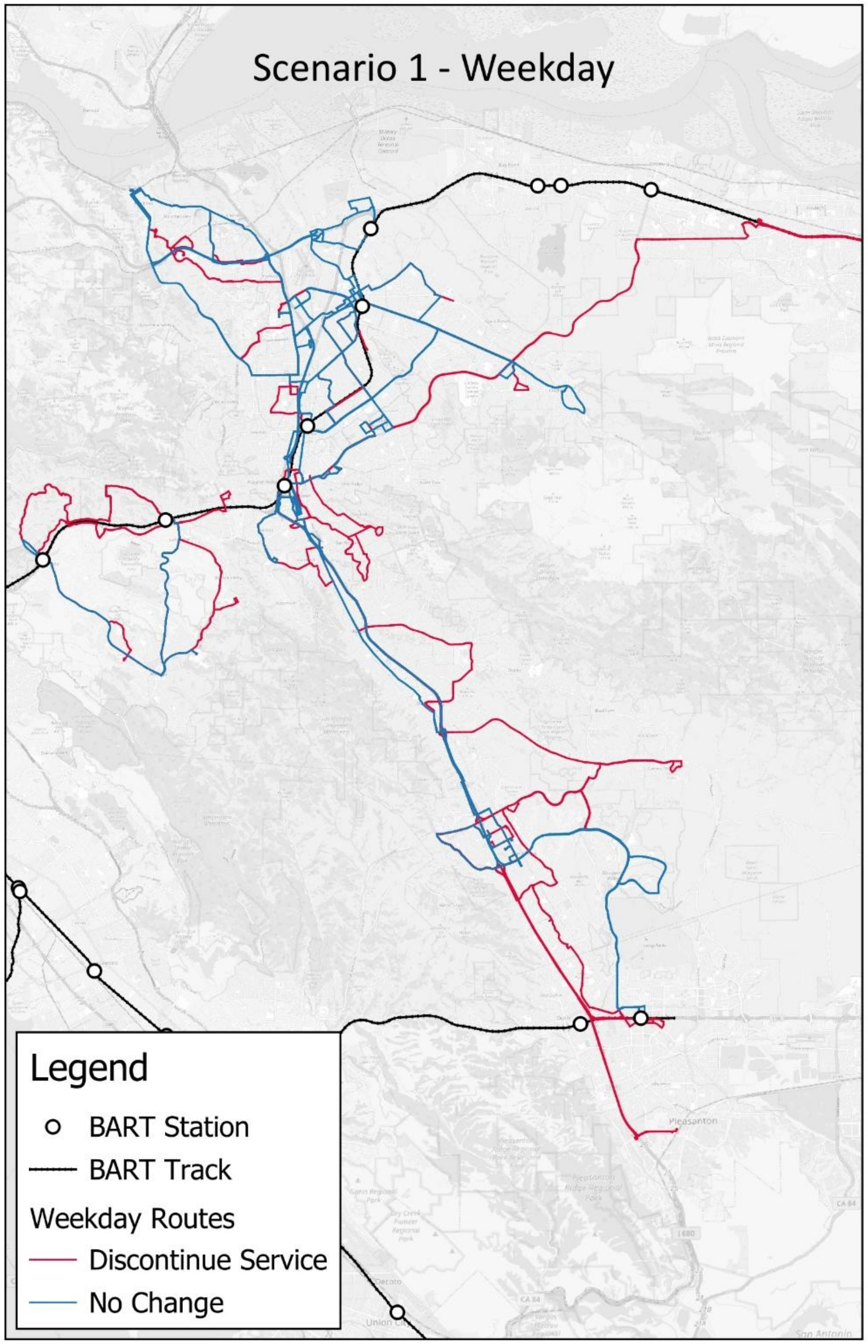
Action Requested:
Provide feedback on the scenarios presented in the Draft Alternative Service Plan and forward to the Board for additional guidance.

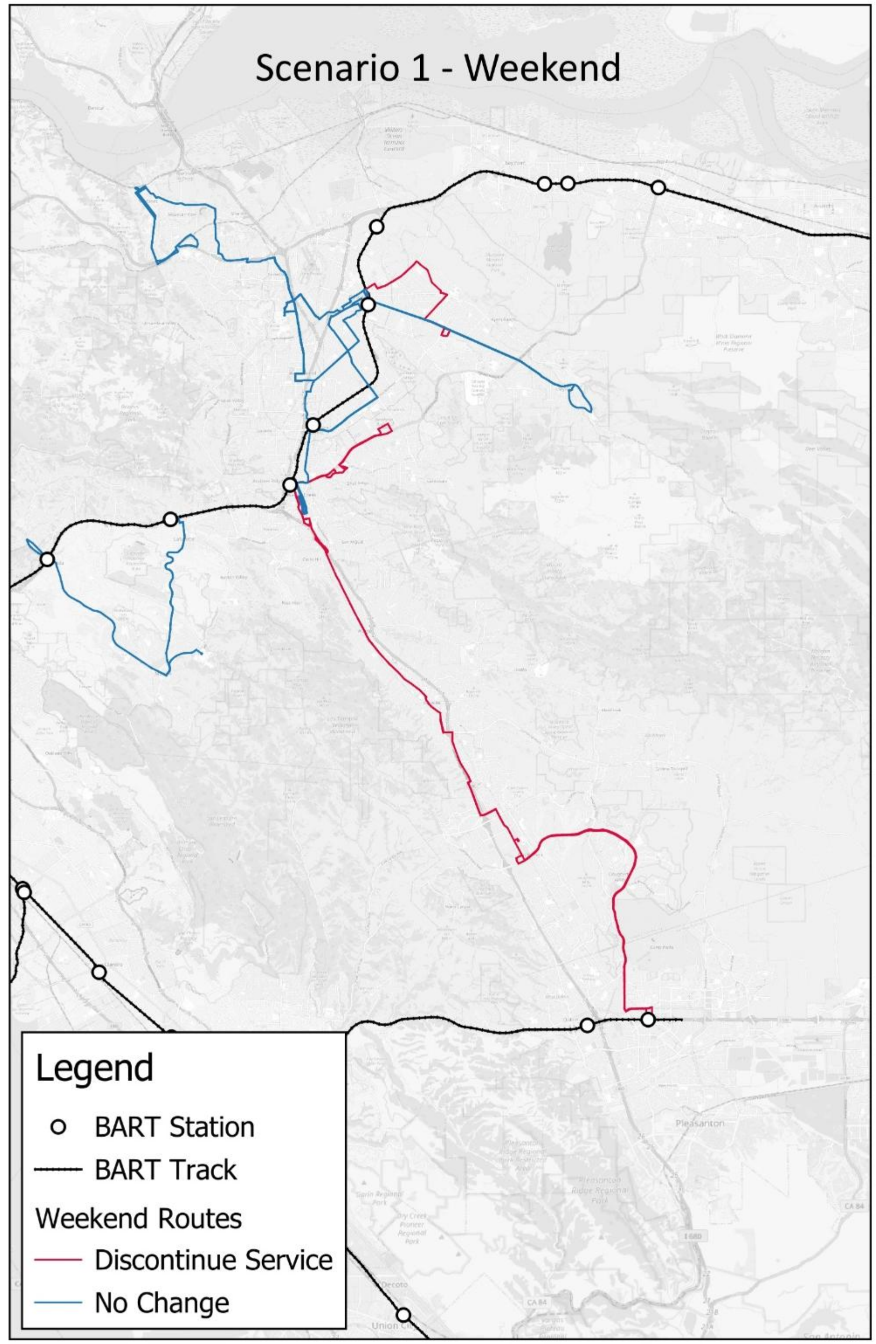
Attachments:
Attachment 1: Scenarios 1 & 2 by route (listed in descending order of productivity)
Attachment 2: Map of Scenario 1
Attachment 3: Map of Scenario 2

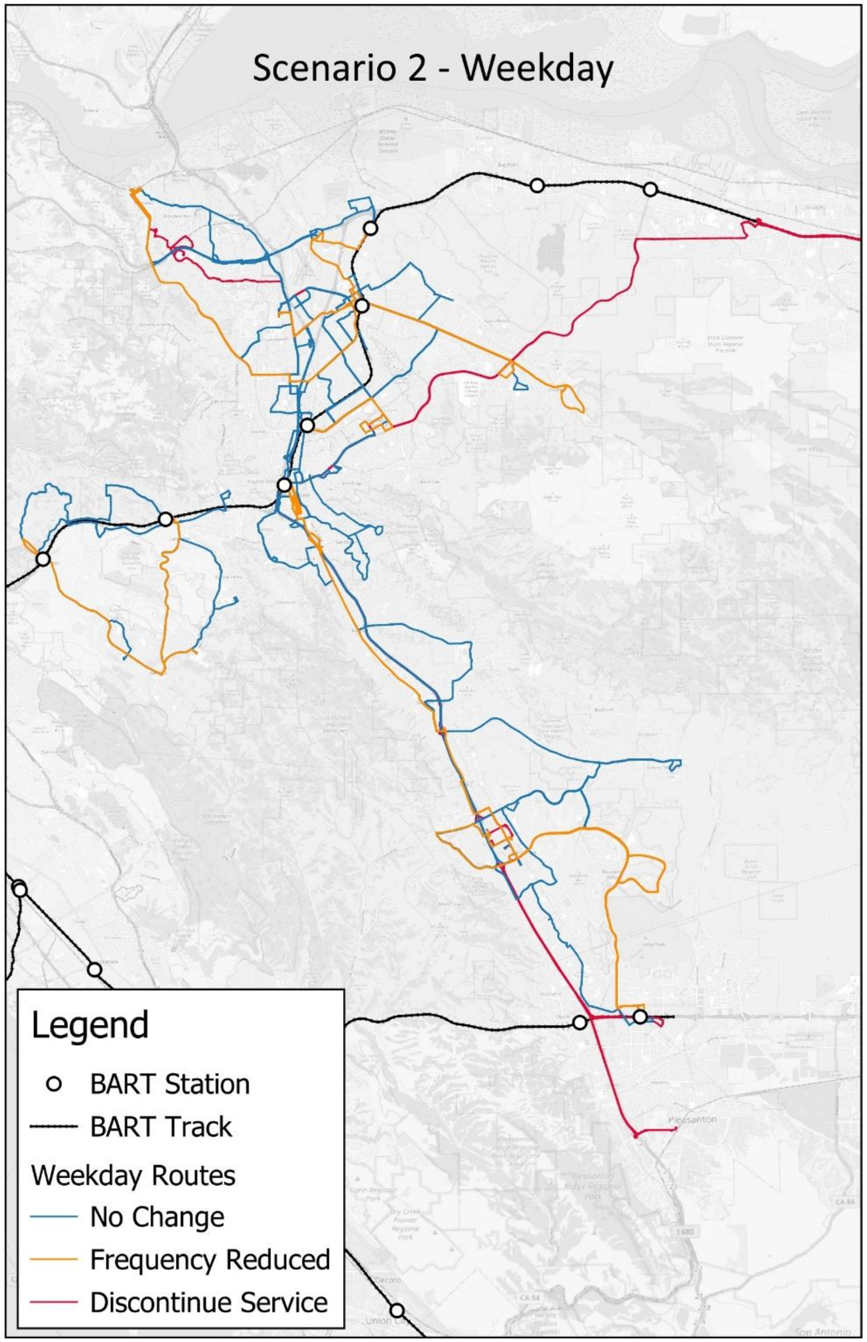
Scenarios 1 & 2 by route (listed in descending order of productivity)

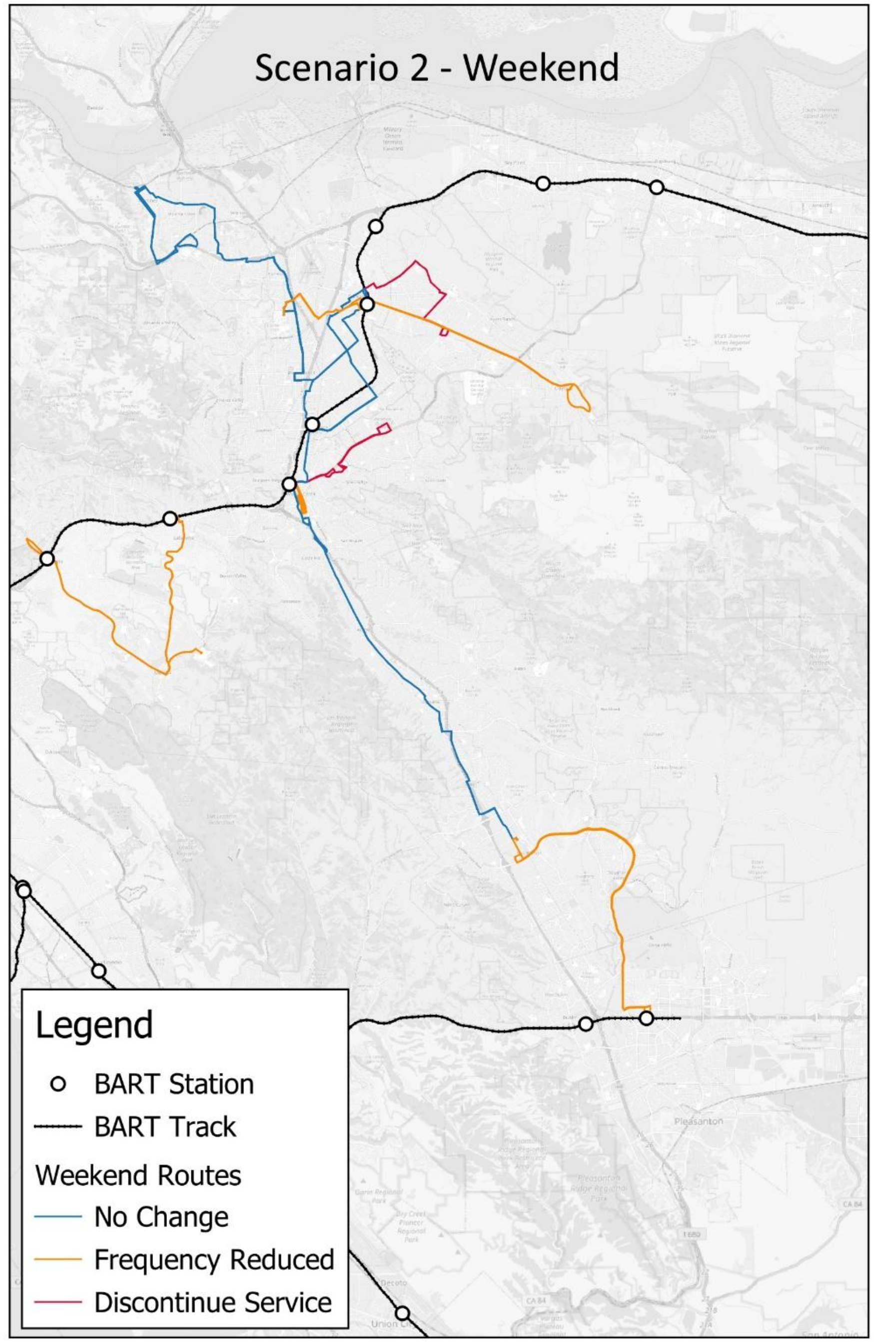
Route	Location	Productivity (pass/rev hr)	Existing Service	Scenario #1	Scenario #2	Service Period	Subarea
314	Concord BART/ Downtown Pleasant Hill / DVC	20+	30	30	30	Weekends	Central
14	Concord BART / Pleasant Hill BART / Walnut Creek BART	20+	30	30	30	Weekdays	Central
11	Concord BART / Pleasant Hill BART	20+	45-90	45-90	45-90	Weekdays	Central
10	Concord BART / Clayton	10-20	15-30	15-30	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	20	30	Weekends	Central
20	Concord BART / DVC	10-20	15-30	15-30	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	40	60	Weekdays	Central
310	Concord BART / Clayton	10-20	40	40	60	Weekends	Central
5	Walnut Creek BART / Creekside	10-20	45	45	60	Weekdays	Central
7	Pleasant Hill BART / Mitchell Park 'n Ride	10-20	20	20	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	50	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	40	60	Weekends	Central
35	San Ramon Transit Center / Dublin/Pleasanton BART	10-20	30-60	30-60	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	30-60	60	Weekdays	SRV
6 (wkdy)	Orinda BART / Moraga / Lafayette BART	0-10	30-60	30-60	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	X	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	X	60	Weekends	SRV
18	Pleasant Hill BART / DVC / Martinez Amtrak	0-10	80	X	80	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	X	1-2/day	School Days	All

Time (in minutes) between buses:	30
Frequency reduced:	60
Service discontinued:	X


Scenario 1 - Weekday
Legend
BART Station
BART Track
Weekday Routes
Discontinue Service
No Change


Scenario 1 - Weekend
Legend
BART Station
BART Track
Weekend Routes
Discontinue Service
No Change


Scenario 2 - Weekday
Legend
BART Station
BART Track
Weekday Routes
No Change
Frequency Reduced
Discontinue Service


Scenario 2 - Weekend
Legend
BART Station
BART Track
Weekend Routes
No Change
Frequency Reduced
Discontinue Service

Agenda Item #5

County Connection

To: Operations & Scheduling Committee **Date:** February 27, 2026

From: Pranjal Dixit, Manager of Planning **Reviewed by:** AMS

SUBJECT: Spring Bid Update

Background:
Up to four times a year, County Connection updates its service and schedules to reflect current passenger demand, traffic conditions, school schedules, staffing, and funding availability. These service changes coincide with the start of the four annual bid periods, commonly known as the Spring, Summer, Fall, and Winter bids. To ensure regional coordination, two of the four bids are aligned with other Bay Area transit agencies, specifically for the January and August service dates. Furthermore, the persistent increase in regional traffic congestion has necessitated frequent schedule adjustments to maintain reliable service delivery.

Spring Bid Changes:
Effective March 29, 2026, the Spring Bid will include several key adjustments designed to improve reliability, connectivity, and the overall rider experience. Below are specific changes:

- ***Route 4 (Walnut Creek)***
  A major route alignment is being implemented to simplify travel and improve on-time performance. Additionally, weekday frequency is being increased from one bus every 20 minutes to every 15 minutes. This enhancement is funded by an Affordable Housing and Sustainable Communities (AHSC) Grant awarded to Resources for Community Development (RCD – an affordable housing developer) in coordination with County Connection and the City of Walnut Creek.

- ***Weekend Routes 310, 311, 314, 315 & 320 (Concord, Clayton, Pleasant Hill, and Walnut Creek)***
  Schedules are being modified to ensure better on-time performance and to maintain operator break time in light of increased traffic congestion. Changes are also being made to improve bus-to-bus transfers and connections with BART.

- ***School Routes 606 and 623 (Lamorinda, Danville-Blackhawk)***
  One afternoon bus is being reallocated from Route 606 (serving Miramonte High School) to Route 623. This additional vehicle is being deployed to address overcrowding issues at Monte Vista High School while still maintaining adequate capacity for Miramonte High School students.

- ***Minor Stop Changes (Martinez)***
  Stop name changes and stop consolidations are being implemented on Alhambra Ave and Berrellesa Ave. These modifications, coordinated with WestCAT and Tri Delta Transit, are being

made in preparation for an upcoming pilot project with MTC to install new shared-operator bus stop flags (signs) as part of MTC's Regional Mapping and Wayfinding Project.

Ridership Trends:
Following three years of sustained growth, ridership has begun to stabilize, as illustrated in ***Figure 1***, with weekend ridership and school services both above pre-pandemic levels. While weekend ridership has recently begun to plateau, school ridership has continued to grow, reflecting shifting rider demographics and the positive impact of youth programs such as last summer's Youth Ride Free pilot program and Pass2Class. As of December 2025, ridership on weekend and on our 600-series school routes reached 114% and 126% of pre-pandemic levels respectively, while ridership on weekday local routes sits at 75% of pre-pandemic levels, and weekday express routes are at 43% of pre-pandemic levels. Systemwide ridership is at 82% of pre-pandemic level year-to-date.

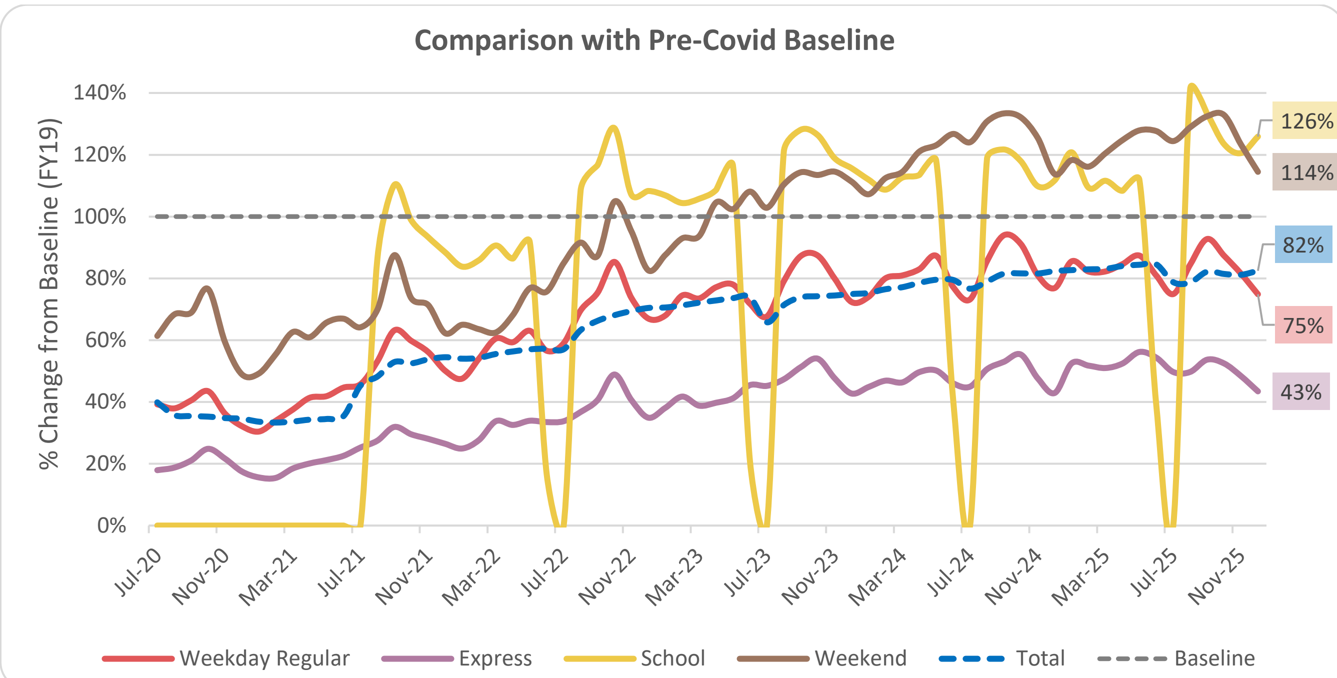


Figure 1: Ridership Recovery Trend

Financial Implications:
None, for information only.

Recommendation:
None, for information only.

Action Requested:
None, for information only.

Attachments:
None.

County Connection

Agenda Item #6a

To: Operations & Scheduling Committee

Date: February 27, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for January 2026

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

	FY25-26		Annual Goal*
	Current Month	YTD Avg	
Total Passengers	214,464	225,761	
Average Weekday	9,098	9,455	
Pass/Rev Hour	13.3	14.0	Standard Goal > 17.0
Missed Trips	1.60%	0.82%	Standard Goal < 0.25%
Miles between Road Calls	33,532	29,205	Standard Goal > 18,000

* *Based on current standards from updated SRTP*

Analysis

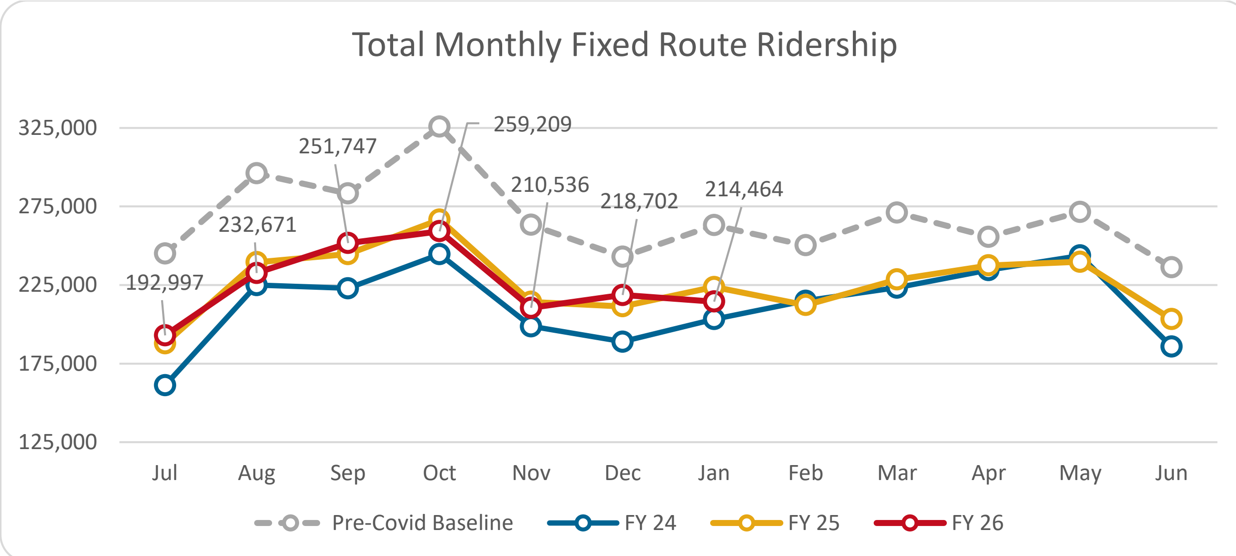
Average weekday ridership was higher in January 2026 (9,098 passengers) than the previous month of December 2025 (8,994 passengers) and is 1% lower than January 2025 (9,191 passengers). Notably, County Connection ran a BART bridge on one day in January 2025, which served 1,112 passengers.

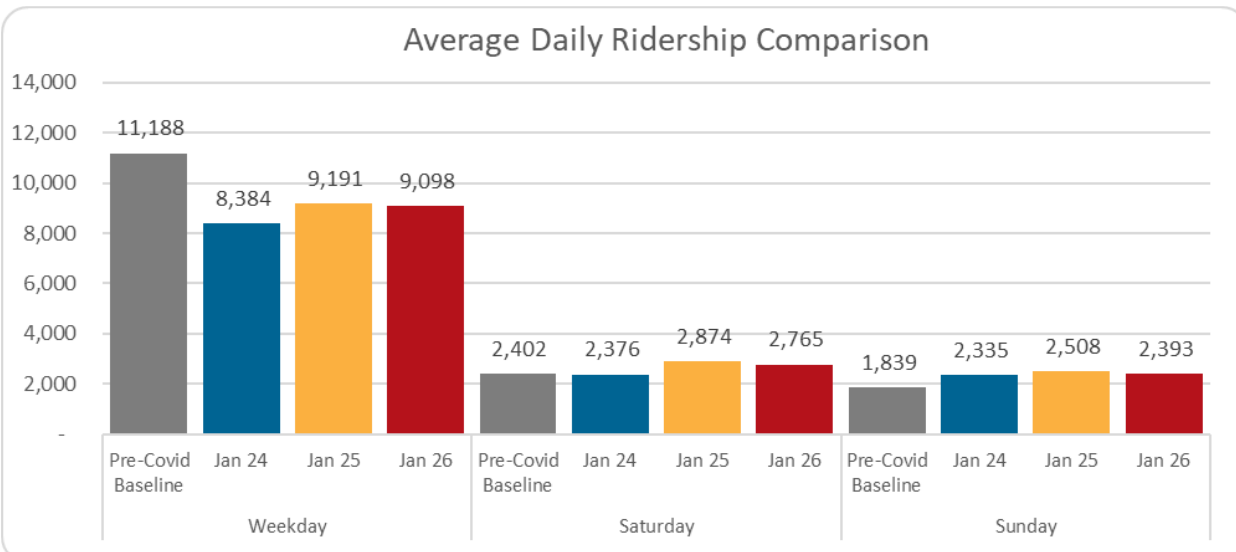
Productivity is a measurement of the average number of passengers per hour of revenue service. In January this was 13.3, which is higher than the previous month (13.2) and lower than January 2025 when passengers per hour was 13.5.

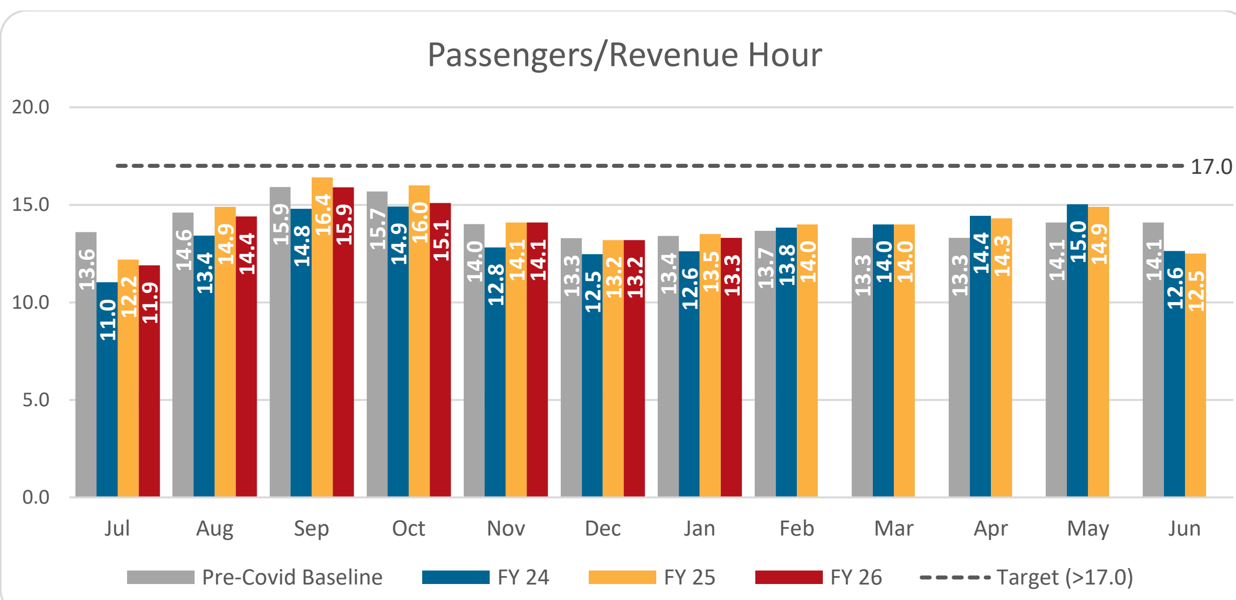
Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in January was 1.60%, which is higher than the prior month when it was 0.68%.

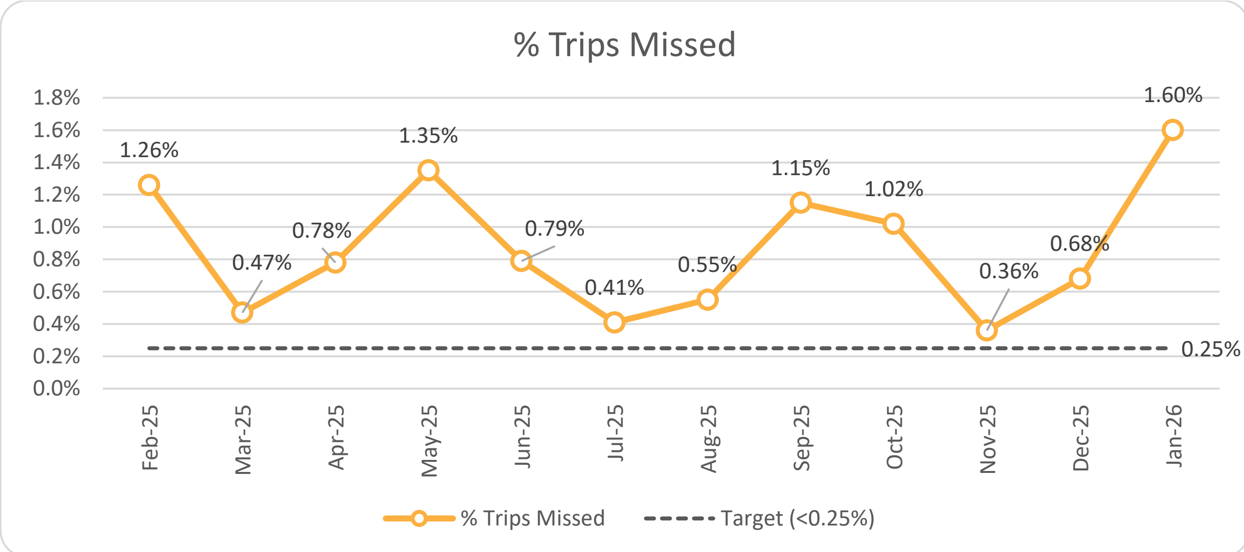
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,532 miles in January, lower than the prior month in which there were 33,708 miles between road calls. The rolling 12-month average is 29,151 miles between road calls.

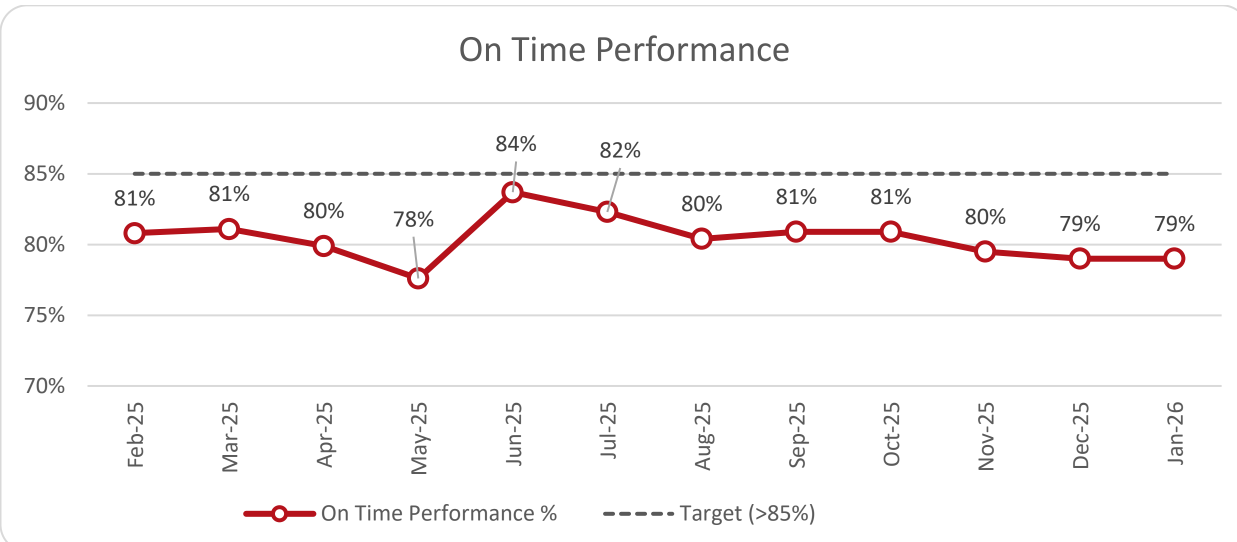
Of a total 214,464 passengers, 117,882 passengers had the potential to use a Clipper card aboard County Connection since 96,624 either used an employer or school pass or were on a free route. About 82% of the 117,882 potential Clipper card users paid using Clipper during this month.

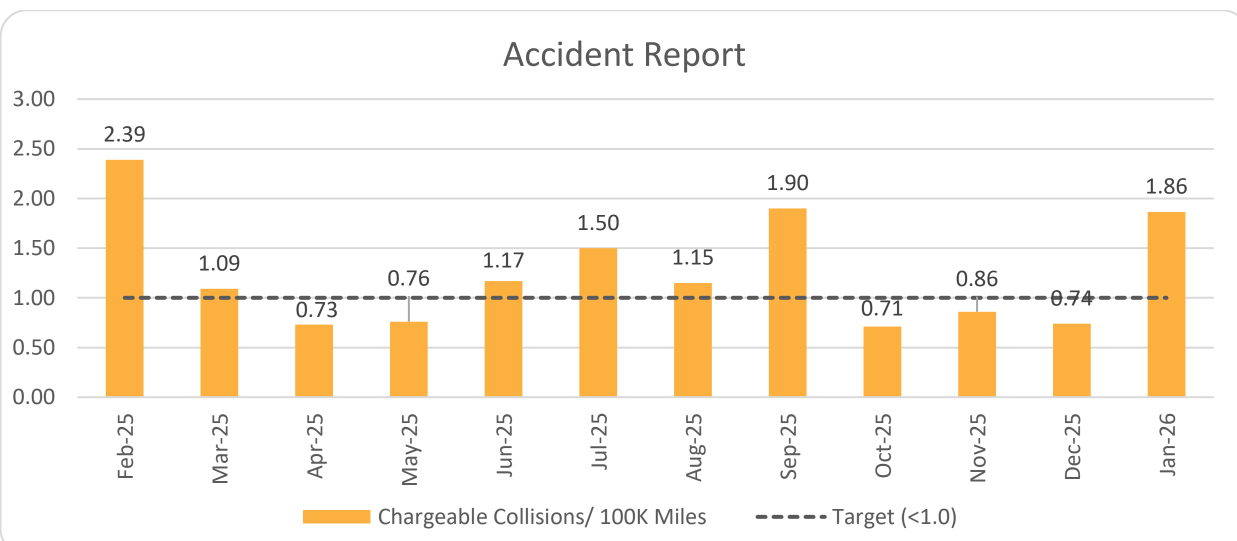

Total Monthly Fixed Route Ridership
325,000
275,000
225,000
175,000
125,000
192,997
232,671
251,747
259,209
210,536
218,702
214,464
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
Pre-Covid Baseline
FY 24
FY 25
FY 26

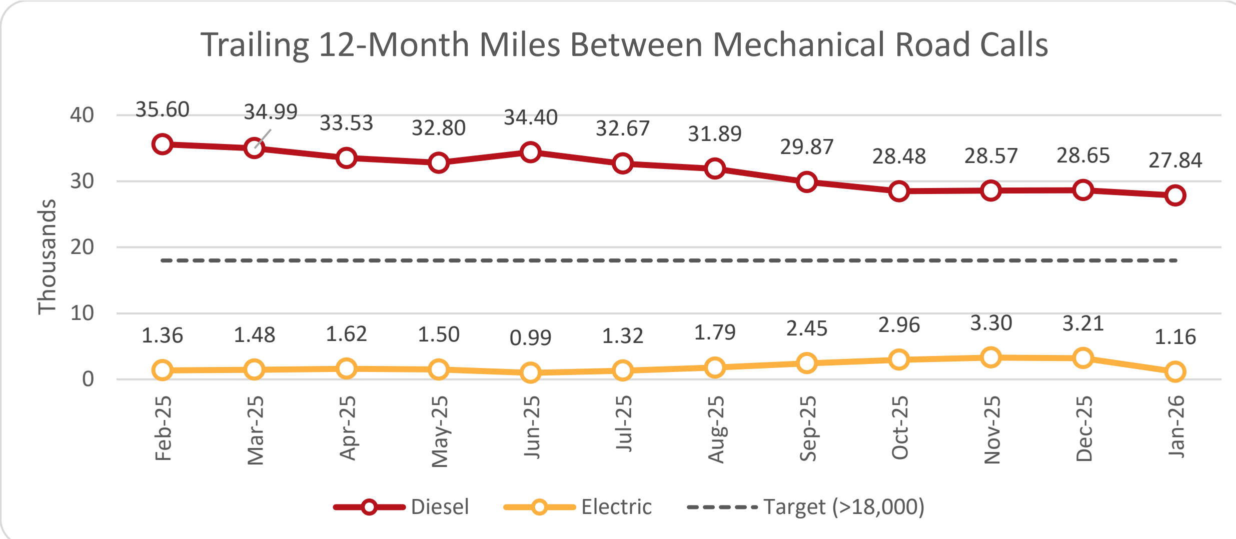

Average Daily Ridership Comparison
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
11,188
8,384
9,191
9,098
2,402
2,376
2,874
2,765
1,839
2,335
2,508
2,393
Pre-Covid Baseline
Jan 24
Jan 25
Jan 26
Weekday
Saturday
Sunday

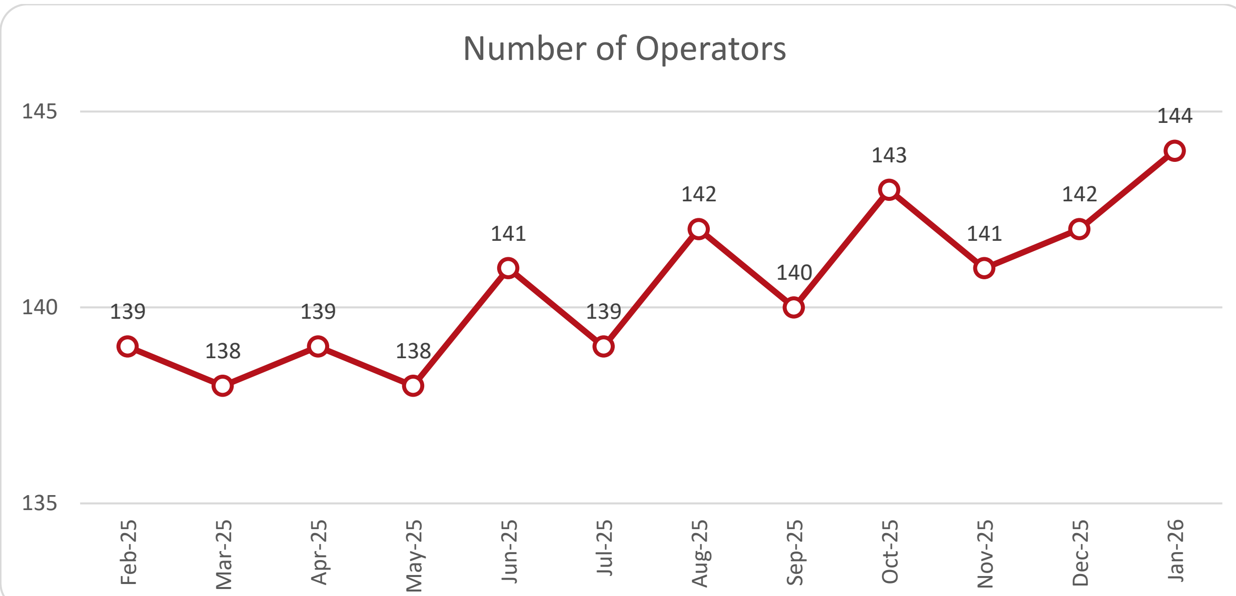

Passengers/Revenue Hour
20.0
15.0
10.0
5.0
0.0
17.0
13.6 11.0 12.2 11.9
14.6 13.4 14.9 14.4
15.9 14.8 16.4 15.9
15.7 14.9 16.0 15.1
14.0 12.8 14.1 14.1
13.3 12.5 13.2 13.2
13.4 12.6 13.5 13.3
13.7 13.8 14.0
13.3 14.0 14.0
13.3 14.4 14.3
14.1 15.0 14.9
14.1 12.6 12.5
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar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

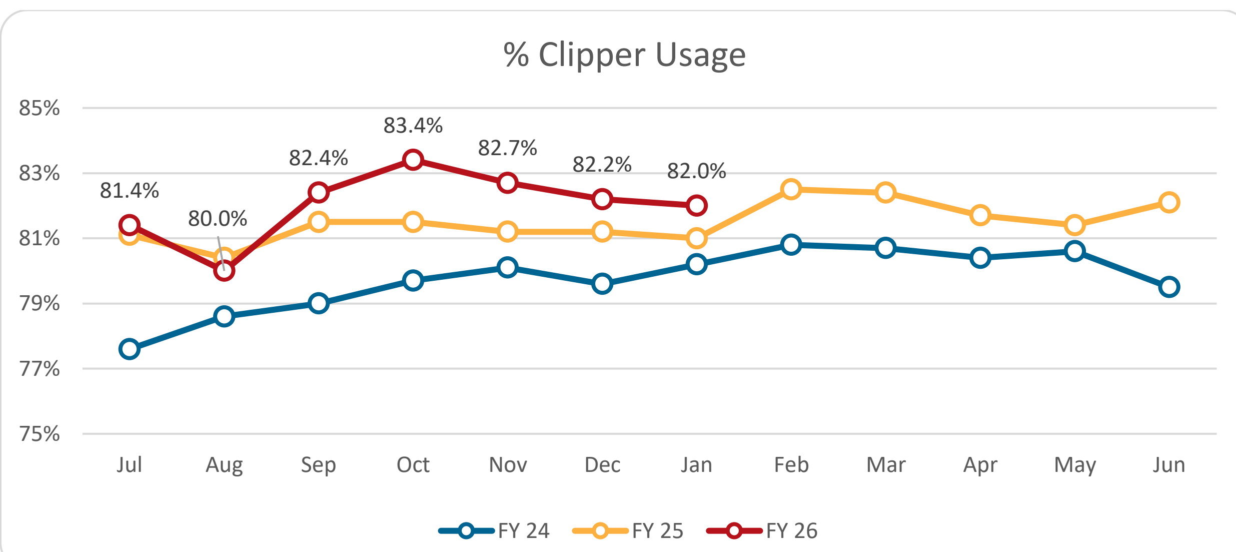

% Trips Missed
1.8%
1.6%
1.4%
1.2%
1.0%
0.8%
0.6%
0.4%
0.2%
0.0%
1.26%
0.47%
0.78%
1.35%
0.79%
0.41%
0.55%
1.15%
1.02%
0.36%
0.68%
1.60%
0.25%
Feb-25
Mar-25
Apr-25
May-25
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
% Trips Missed
Target (<0.25%)


On Time Performance
90%
85%
80%
75%
70%
81%
81%
80%
78%
84%
82%
80%
81%
81%
80%
79%
79%
Feb-25
Mar-25
Apr-25
May-25
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
On Time Performance %
Target (>85%)


Accident Report
3.00
2.50
2.00
1.50
1.00
0.50
0.00
2.39
1.09
0.73
0.76
1.17
1.50
1.15
1.90
0.71
0.86
0.74
1.86
Feb-25
Mar-25
Apr-25
May-25
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Chargeable Collisions/ 100K Miles
Target (<1.0)


Trailing 12-Month Miles Between Mechanical Road Calls
Thousands
40
30
20
10
0
35.60
34.99
33.53
32.80
34.40
32.67
31.89
29.87
28.48
28.57
28.65
27.84
1.36
1.48
1.62
1.50
0.99
1.32
1.79
2.45
2.96
3.30
3.21
1.16
Feb-25
Mar-25
Apr-25
May-25
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Diesel
Electric
Target (>18,000)


Number of Operators
145
140
135
139
138
139
138
141
139
142
140
143
141
142
144
Feb-25
Mar-25
Apr-25
May-25
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26


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

Agenda Item #6b

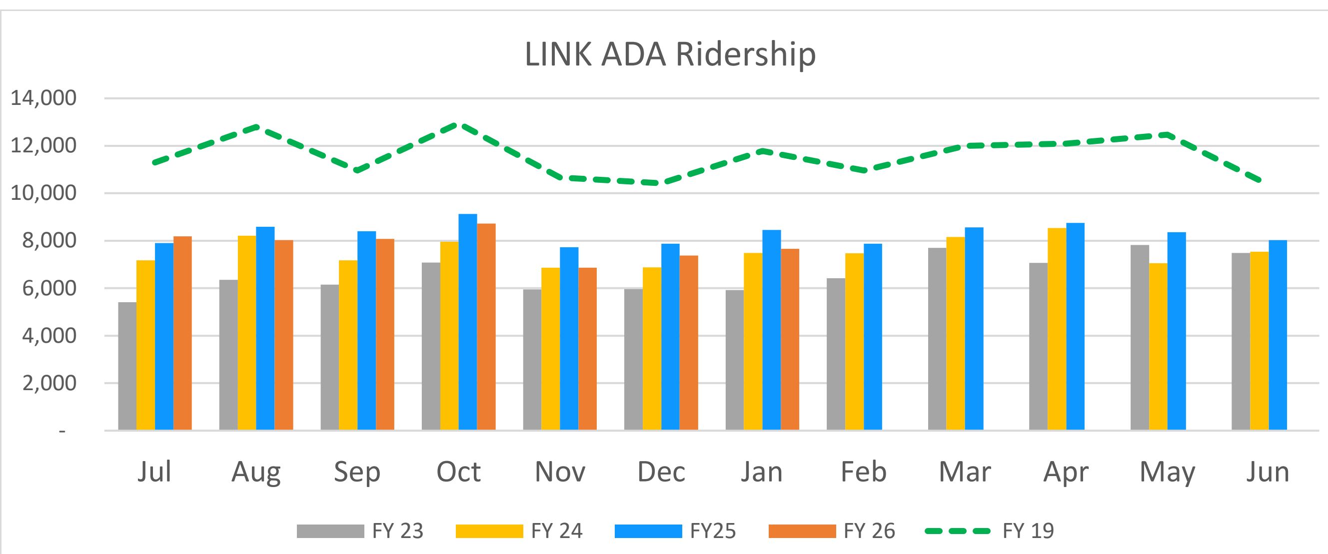
To: Operations & Scheduling Committee **Date:** February 23, 2026

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

SUBJECT: LINK Paratransit Monthly Report – January 2026

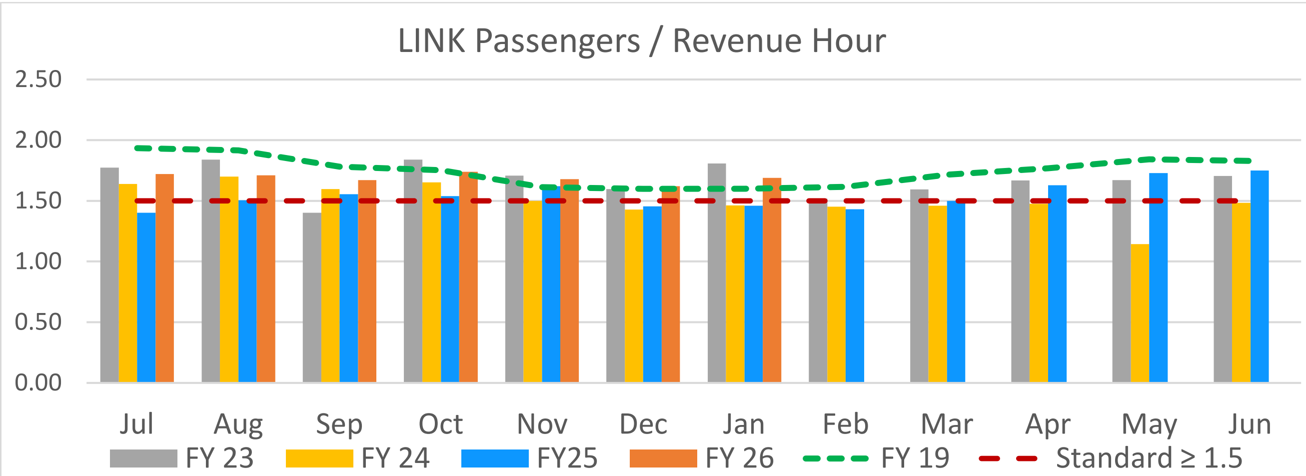
Background:
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its LINK Paratransit program. This report presents an overview of LINK Paratransit's performance for January 2026.

January 2026 Performance Report:
Ridership:
In January 2026, LINK recorded approximately 7,665 ADA paratransit trips. This reflects a 6.3% decrease from January 2025. Despite the decline, ridership remained higher than January 2024 and 2023, indicating continued recovery and sustained demand for ADA paratransit services. Overall, January 2026 LINK ADA Paratransit ridership was approximately 35% below pre-pandemic January 2020 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—January 2026 ridership reaches approximately 81% of pre-pandemic levels.



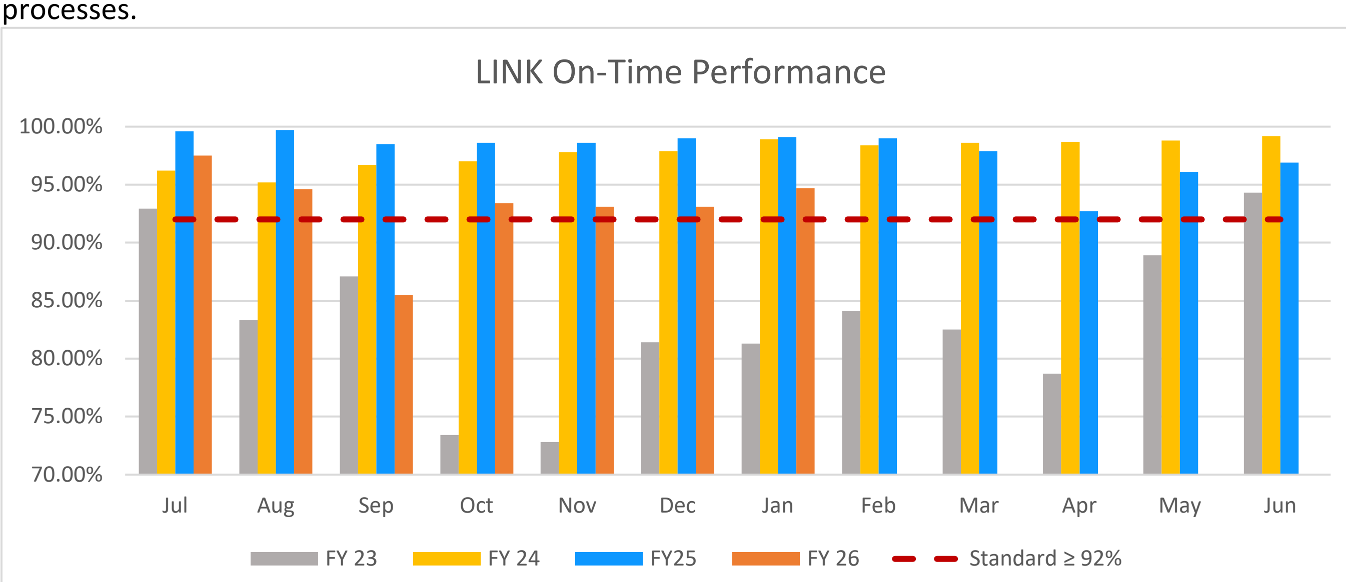
Productivity:

LINK transported 1.69 passengers per revenue hour in January — 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.



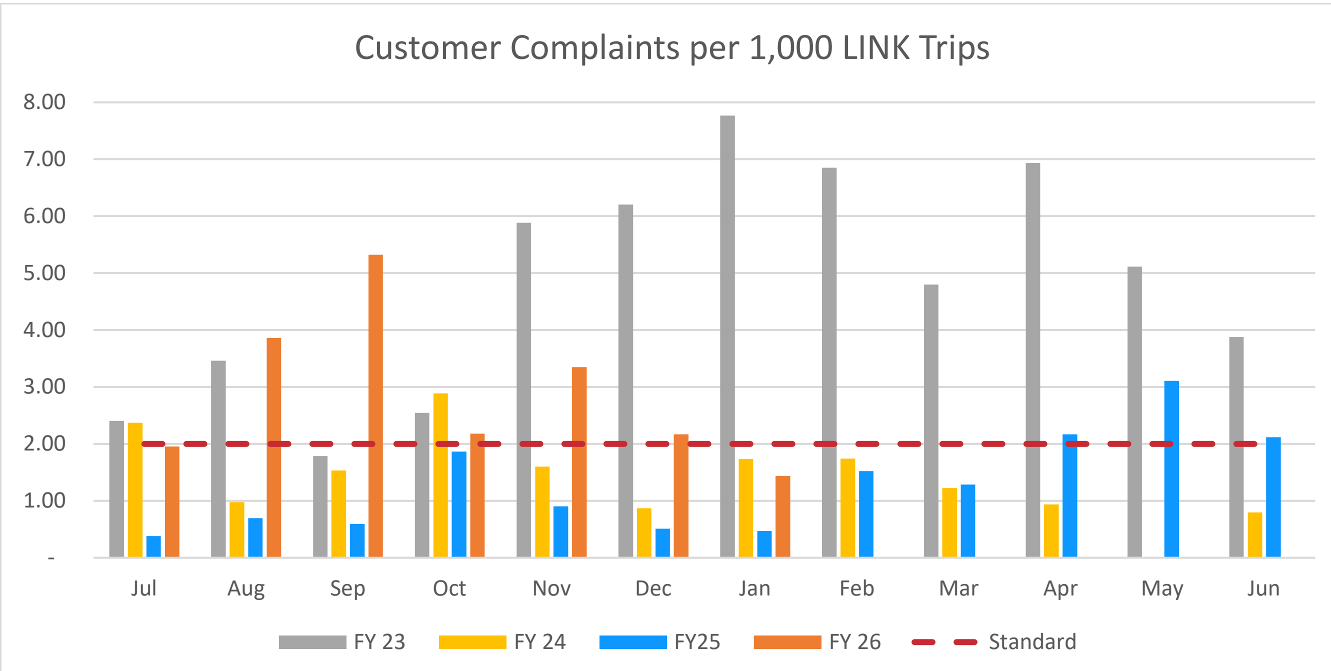
On-time Performance:

A trip is considered "on time" when the vehicle arrives within the established 30-minute pickup window. In January, on-time performance (OTP) was 94.7%, exceeding the contractual standard of 92%. Although performance remained in compliance, it declined compared to the stronger results achieved earlier in FY26 and in prior fiscal years. 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.



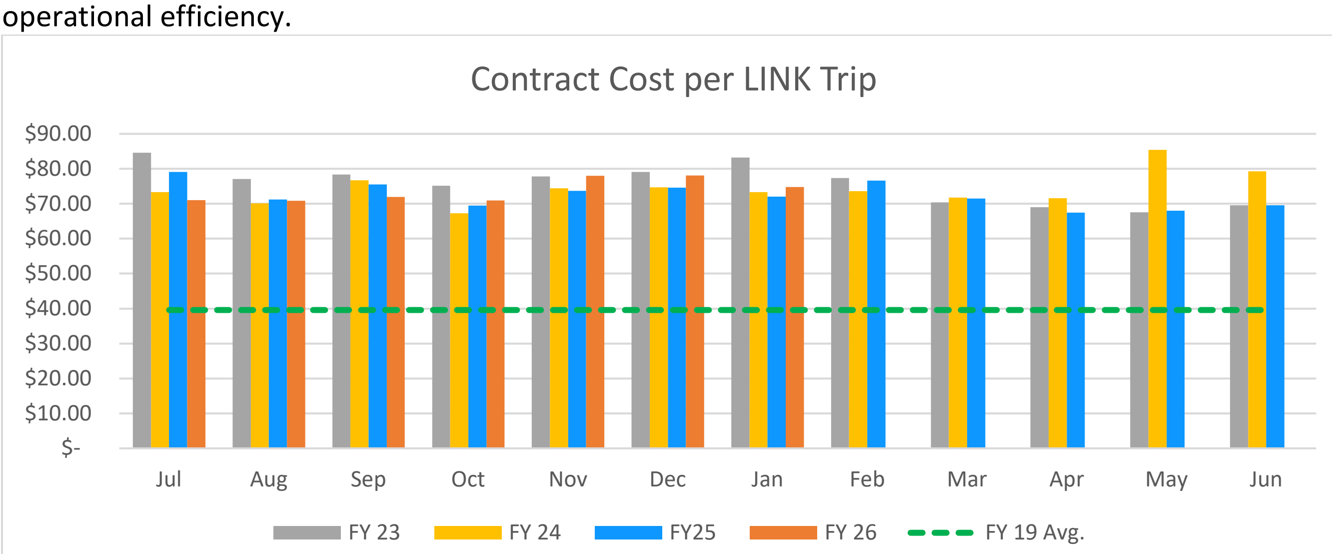
Customer Satisfaction:

In January 2026, LINK recorded approximately 1.44 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.

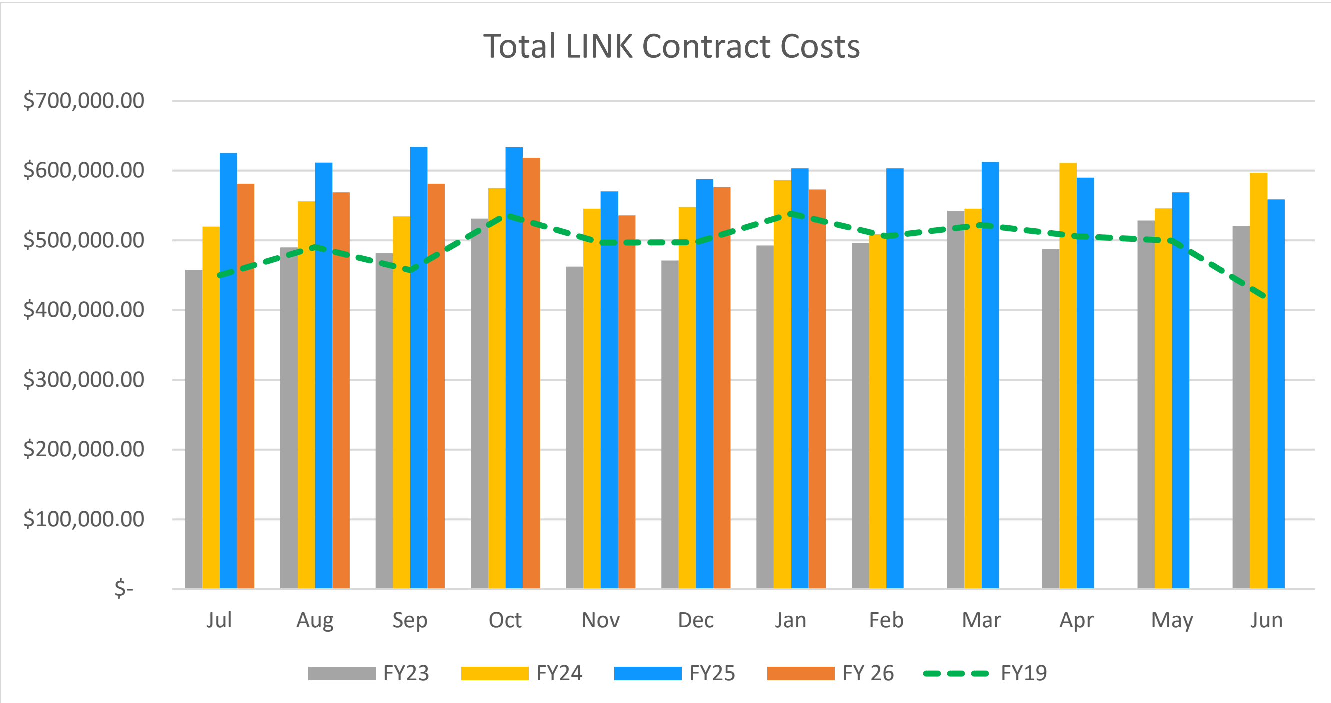


Financial Implications:

The average contract cost per passenger trip in January 2026 was $74.78, representing a decrease from the prior month ($78.07) but a 3.8% increase compared to January of the previous fiscal year. Staff continue to work closely with the contractor to monitor expenses while maintaining service quality and operational efficiency.



Total LINK contract costs for January 2026 were $573,202, reflecting a decrease from January 2025 ($603,389). However, overall expenditure remains approximately 6.5% higher than the pre-pandemic benchmark (January 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.