

To: Board of Directors

Date: June 11, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Go San Ramon Update

Background:

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

Service Area:

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

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

Ridership:

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

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

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

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

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

Financial Implications:

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

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: Go San Ramon Usage Map

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

