



**MEASURE J TRAFFIC CONGESTION RELIEF
AGENCY BOARD OF DIRECTORS**

Meeting Agenda

September 21, 2026

3:30 PM

**City of San Ramon
7000 Bollinger Canyon Way
San Ramon, CA 94583**

TELECONFERENCE LOCATION

**1516 Kamole Street
Honolulu, Hawaii 96821**

Join

<https://teams.microsoft.com/meet/273640508343222?p=53V68kdqPBjuWpIB9s>

Meeting ID: 273 640 508 343 222
Passcode: 5SP2YY7Q

Written public comment may be submitted in advance of the meeting via email to admin@ridetraffic.com.

Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the TRAFFIX Board of Directors before or during the meeting. Please submit public comments as soon as possible so that they can be provided to the TRAFFIX Board of Directors before, and, as feasible, during the meeting.

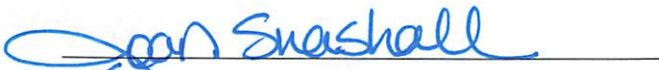
Any document provided to a majority of the members of the Measure J Traffic Congestion Relief Agency (TRAFFIX) Board of Directors regarding any item on this agenda will be made available for public inspection at the meeting. Members of the public may arrange to view documents after the meeting by calling the TRAFFIX Administrative Coordinator at 925-973-2649 during normal business hours.

- I. **Call to Order**
- II. **Roll Call**
- III. **Public Comment**
- IV. **Order of the Agenda**
- V. **Consent Calendar**
Approve the Summary of Actions from the May 18, 2026 Meeting Minutes
- VI. **Reports and Presentations**
 - a. **Receive Update** from the Administrative Coordinator on Pass Sale, Operations and Marketing
 - b. **Receive** First Student Location Manager Report
- VII. **New Business**
 - a. **Review** and **Discuss** the 2025/26 Customer Service Survey.
 - b. **Review** and **Approve** TAG recommendation to reject the single proposal received in response to the Request for Proposals (RFP) for audit services and authorize engagement of MAZE & Associates for Fiscal Year 2026.

Adjournment: The next meeting scheduled is Monday, November 16, 2026, 3:30 PM at the City of San Ramon, Conference Room Upstairs 7000 Bollinger Canyon Rd., San Ramon, CA 94583

CERTIFICATION

I hereby certify that the foregoing agenda was posted at 7000 Bollinger Canyon Way, San Ramon, CA, 72 hours in advance of the noted meeting.


Joan Snashall, San Ramon City Clerk



TRAFFIX BOARD OF DIRECTORS

Monday, September 21, 2026

3:30 pm

V. Consent Calendar

- a. Approve** the Summary of Actions
from the May 18, 2026, meeting



MEASURE J TRAFFIC CONGESTION RELIEF AGENCY

BOARD OF DIRECTORS

Meeting Agenda

Monday, May 18, 2026

Town of Danville Offices

500 La Gonda Way

Danville, CA 94526

Written public comment may be submitted in advance of the meeting via email to admin@ridetraffic.com. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the TRAFFIX Board of Directors before or during the meeting. Please submit public comments as soon as possible so that they can be provided to the TRAFFIX Board of Directors before, and, as feasible, during the meeting.

Any document provided to a majority of the members of the Measure J Traffic Congestion Relief Agency (TRAFFIX) Board of Directors regarding any item on this agenda will be made available for public inspection at the meeting. Members of the public may arrange to view documents after the meeting by calling the TRAFFIX Administrative Coordinator at 925-973-2649 during normal business hours.

I. Call to Order – Director Arnerich called the meeting to order at 3:30 pm.

II. Roll Call – Director Arnerich asked Kellie Fahey to conduct the roll call.

Board Members Present:

Director Newell Arnerich (Town of Danville)

Director Mark Belotz (Town of Danville)

Director Candace Andersen (Contra Costa County Supervisor)

Director Rachel Hurd (SRVUSD)

Director Laura Bratt (SRVUSD)

Director Robert Jweinat (City of San Ramon)

Staff Present:

Chris Weeks (City of San Ramon)

Robert Sarmiento (Contra Costa County)

Melissa Haberer (Town of Danville)

Michael Conneran (TRAFFIX Attorney)
Kellie Fahey (Administrative Coordinator)

ABSENT: Director Richard Adler (City of San Ramon)

III. Public Comment – No public comment

IV. Order of Agenda – No Changes

V. Consent Calendar

A. Approve Summary of Actions from March 16, 2026, Board of Directors meeting.

Motion: Director Hurd

Second: Director Andersen

Vote: 6-0 Motion Passed

VI. Reports and Presentations

A. Administrative Coordinator Update: Pass Sales and Operations

The Administrative Coordinator reported that the program operations are running smoothly. Due to driver shortages, there have been more combo bus routes than normal this past month. Most of the drivers are stepping in to help, along with the safety manager and trainers.

An email was sent out to all parents and school principals thanking them for their patience with the driver shortages. They were assured that First Student was working very hard with consistent training classes to replace all the drivers who were lost during the school year. As of today, two new drivers have been hired and two are in the process of getting their licenses through CHP. Throughout the Summer, there will be consistent training classes to continue hiring new drivers.

Email and phone activity has been consistent with previous years, with questions regarding 2026/27 pass sale availability, bus stop/route advice, and the cost of passes. With more automated systems being put in place, such as playdate and replacement pass requests on the website which has decreased phone calls..

Incidents:

There have been eight reported incidents in the past two months. The incidents have occurred on middle school buses, involving profanity, yelling, and distracting the driver.

Three years ago, Ms. Fahey was instructed that when an incident occurred on the bus to report it directly to the Principal or Vice Principals of the subject school. As time has passed, Ms. Fahey suggested that it would be better practice to loop in the parents, along with the principal, on incidents that occur on the bus. Keeping parents more closely informed would help address the unruly behavior.

Pass Sales:

Pass sales totaled 1,429 for the school year 2025/26. This time last year, sales totaled 1,324 purchases.

On May 5, 2026, pass sales began for the 2026/27 school year. The sale dates have been staggered to avoid overwhelming the website. Once priority seating was completed at Monte Vista, there were 131 seats still available. As pass sales have just begun, a progress report will be presented at the July meeting.

Outreach and Marketing:

As for outreach and marketing, table events have been held at two schools. On May 16, 2026, TRAFFIX attended Truck Time in San Ramon. The event was well attended, with 350+ children touring the bus.

Ms. Fahey reported to the BOD that an RFP for a new auditor has been issued and the results will be presented at the July BOD meeting.

VII. Old Business

Receive Update regarding questions from March 16, 2026, Board meeting to include explanation of increased Bank Fees and status of new payment/ACH bank processing

Since the March 2026 meeting, changes have been made to the payment system on the TRAFFIX website. There is now an Automated Clearing House (ACH) electronic money transfer option, as well as a 3% surcharge for credit card purchases. Parents were notified in advance of these changes with emails and text alerts prior to pass sales. Additionally, this new process has been permanently posted at the checkout section on the website.

With this new process in place, bank transaction fees to TRAFFIX will be reduced.

b. Receive Update on the winner of the Bus Pass Design Contest

TRAFFIX received 22 submissions for the Bus Pass Design Contest. The winner was Rishi Student: Rishaan Gupta, 5th Grade, Coyote Creek Elementary

VIII. New Business

a. Nominate and Elect TRAFFIX Chair and Vice Chair for the 2026/27 School Year

Ms. Fahey explained the process of the Chair/Vice Chair rotation for the 2026/27 Fiscal Year. The City of San Ramon and the San Ramon School District will serve as the TRAFFIX Chair and Vice-Chair, respectively. However, the TRAFFIX BOD has discretion to appoint different agencies to have their BOD representatives serve as TRAFFIX Chair or Vice-Chair.

New Chair (Robert Jweinat) Vice Chair (Rachel Hurd)

Motion: Director Andersen

Second: Director Bratt

Vote: 6-0 Motion Passed

b. Adopt Memorandum of Understanding between TRAFFIX and the San Ramon Valley Unified School District to provide school bus transportation for the 2026/27 School Year.

Motion: Director Bratt

Second: Director Andersen

Vote: 6-0 Motion Passed

c. Review and Adopt 2026/27 FY TRAFFIX Financial Plan

Ms. Fahey reported that the 2026/27 financial plan has been updated from the mid-year report. T-1 funds totaling \$400,000 had not yet been received, which affected the mid-year budget's bottom line. This amount has now been adjusted in the financial plan.

Director Arnerich noted that the Program is receiving \$90,000 less than expenditure.

This budget is adopted subject to verification of CCTA revenue to be received over the next 2-3 years.

Motion: Director Andersen

Second: Director Hurd

Vote: 6-0 Motion Passed

- d. Discuss and Approve funding for a charter bus service to service the Monte Vista High School 7th period.

Staff have received many calls from Monte Vista High School Principal, staff, and parents inquiring whether a 7th-period charter bus will be in place next year. The students and the school are finalizing schedules, and this is an important part of that process.

Director Hurd requested that we review why the charter bus was utilized. Ms. Fahey reported a significant need for bus service after the 7th period, as the County Connection bus that currently serves the school is full every day, leaving many students without a ride home until their parents pick them up.

In January of 2026, TRAFFIX paid \$20,000 for a charter test-pilot bus to serve students enrolled in the 7th period at Monte Vista School. This was a lottery “first-come, first-served” registration. The bus filled up immediately with 91 students on the waitlist. The data presented that 51% of the students on the MV7 bus resided in the Alamo Creek neighborhood (T-1 area). This indicated a need for the charter bus to continue into the 2026/27 school year.

Staff received a quote from First Student for the 2026/27 school year for a three-day-a-week service. The price was deeply discounted because the buses were already serving two-trip routes before going to Monte Vista.

The total price is \$30,000. If parents funded the route, it would be \$555 per student in addition to the \$697 annual fee (the annual fee is the regular 6-period service).

Director Arnerich mentioned that TRAFFIX cannot give one school preference over another TRAFFIX-served school.

Director Andersen advocated that CSA T-1 would provide \$15,000. If ridership demand stays high, then this is a viable option for the next 5 years. This would leave the remaining balance to be paid for parents as a separate pass.

Motion: Director Bratt

Second: Director Jweinat

Vote: 6-0 Motion Passed

e. Discuss Public Hearing Pursuant to Assembly Bill 2561 on Staff Vacancies

Legislative Act Notice of Public Hearing opens and closes staff vacancies.
Review Staff Report

Michael Conneran presented the Legislative Act Notice of Public Hearing. No action required.

f. Discussion and Consideration of the authorized signatory structure for the Mechanics Bank account.

Ms. Fahey explained that, due to the annual rotation of the Board Chair and Vice Chair positions, new signature cards are required each year for the TRAFFIX account at Mechanics Bank.

Director Arnerich recommended that the Board adopt a resolution authorizing the current Board Chair to designate a representative from the Technical Advisory Group (TAG) as an authorized signer, thereby eliminating the need for an elected official to be listed on the account. Under this authorization, Chris Weeks has been designated by the Board Chair as the authorized signer.

Motion: Director Andersen

Second: Director Hurd

Vote: 6-0 Motion Passed

Adjournment: The next meeting is scheduled for Monday, July 20, 2026, at 3:30 PM at the City of San Ramon, 7000 Bollinger Canyon Way, 94583,

CERTIFICATION

I hereby certify that the foregoing agenda was posted at the Danville Town Offices and Danville website at www.danville.ca.gov, in the Town of Danville 72 hours in advance.

Marie Sunseri, City Clerk – Town of Danville
Town of Danville



TRAFFIX BOARD OF DIRECTORS

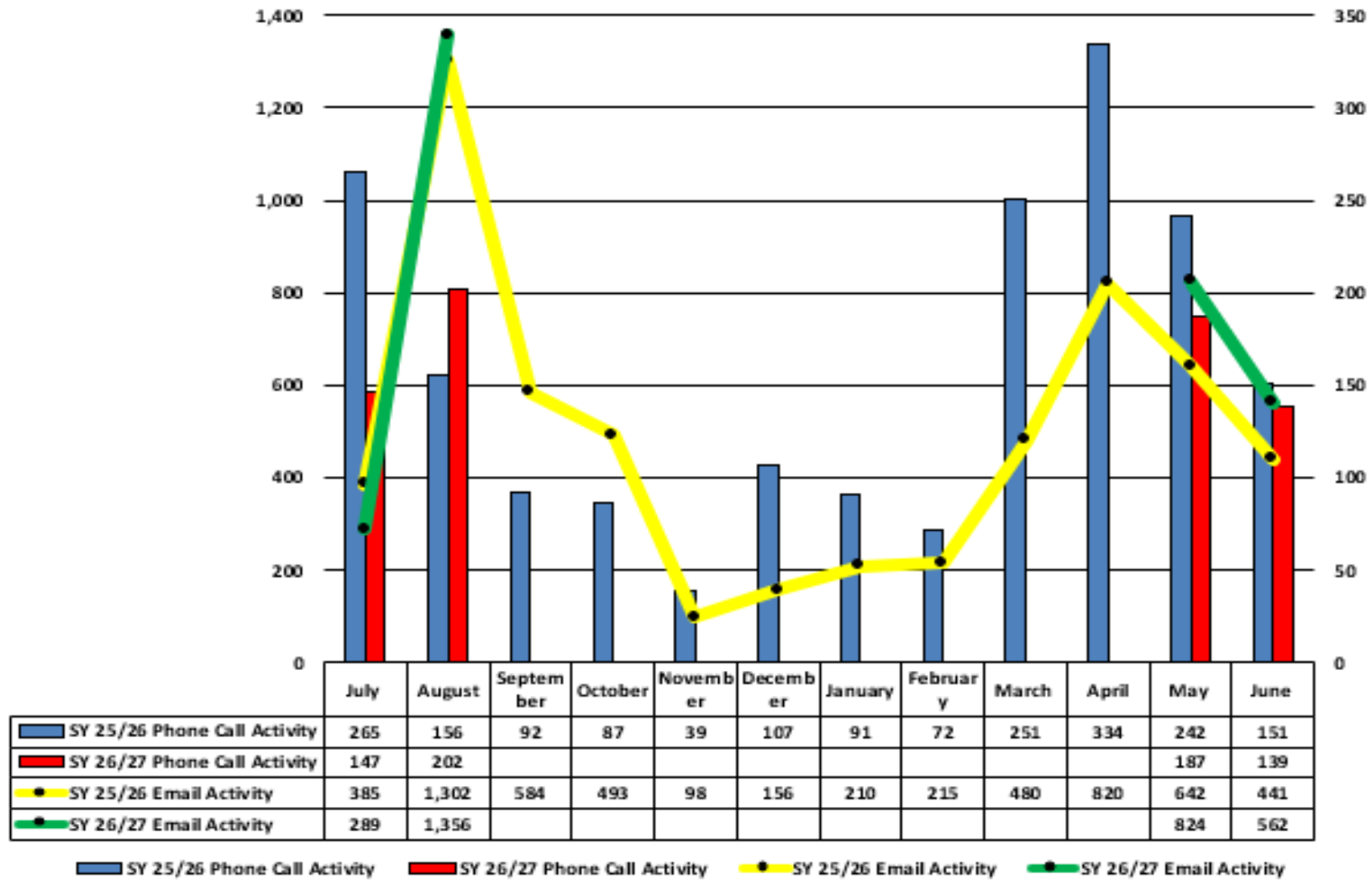
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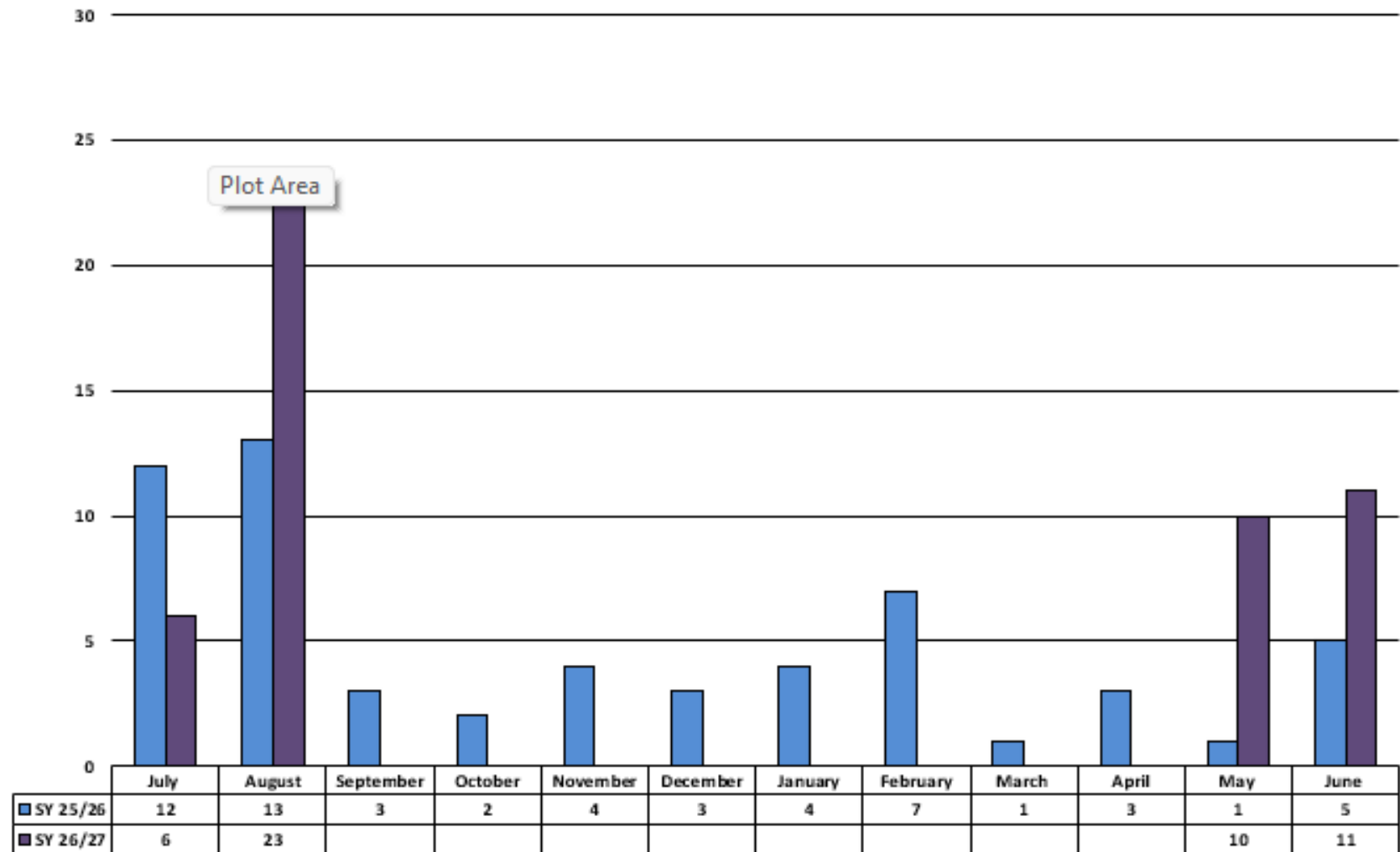
VI. Reports and Presentations

- a. Receive** update from the Administrative Coordinator on Pass Sales and Operations, Marketing and Outreach
- b. Receive** First Student Location Manager Report

SY 25/26 v SY 26/27 Phone & Email Activity

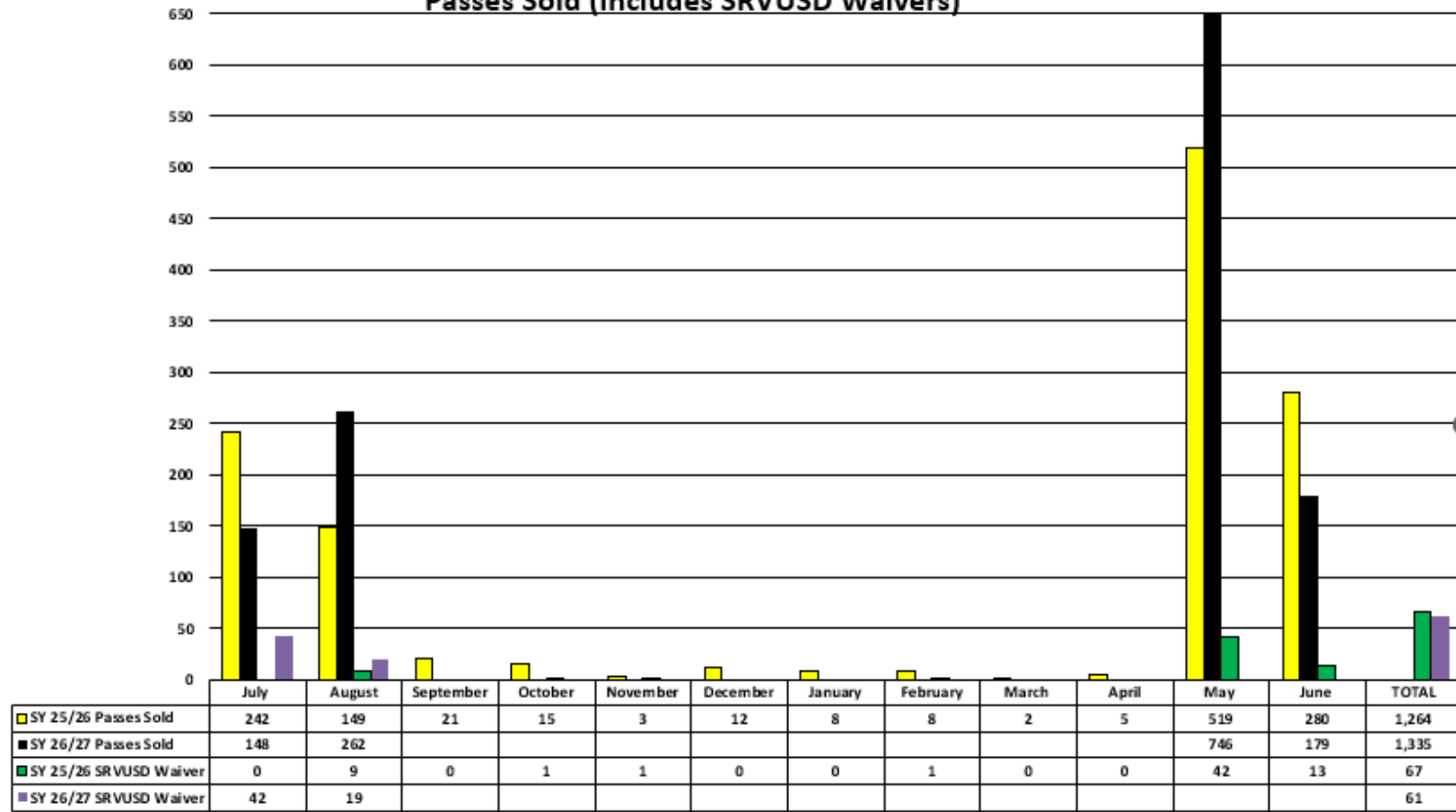


SY 25/26 v SY 26/27 Refunds



SY 25/26 SY 26/27

SY 25/26 v SY 26/27
Passes Sold (Includes SRVUSD Waivers)



SY 25/26 Passes Sold

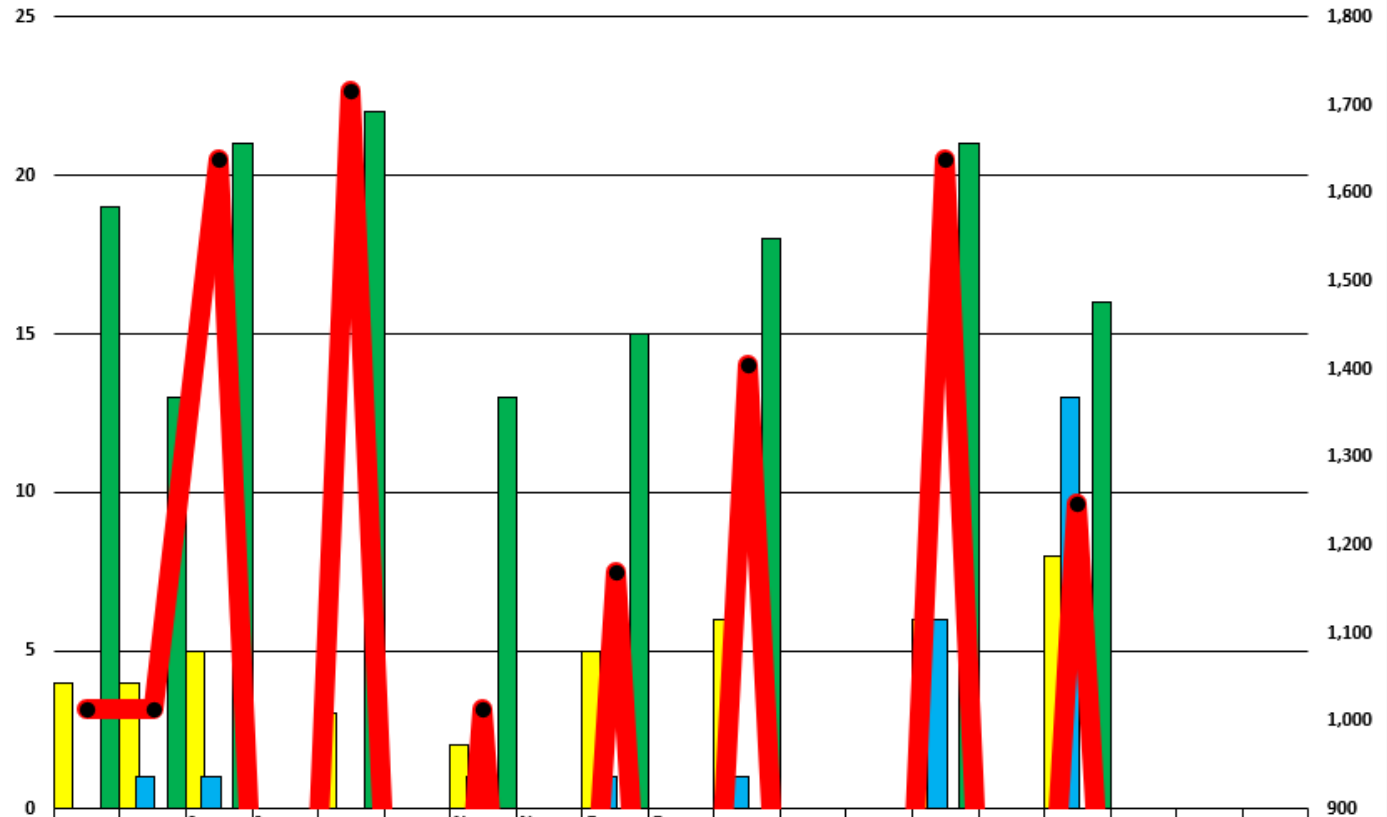
SY 26/27 Passes Sold

SY 25/26 SRVUSD Waiver

SY 26/27 SRVUSD Waiver

Chart Area

First Student Operations Report



Driver Reported Incidents	4	4	5		3	0	2		5		6			6		8			
Combined Buses	0	1	1		0		1		1		1			6		13			
Late Bus/ Liquidated Damages	0	0	0		0		0		0		0			0		0			
Number of Operat Days	19	13	21		22		13		15		18			21		16			
Number of Runs	1,014	1,014	1,638		1,716		1,014		1,170		1,404			1,638		1,248			



TRAFFIX BOARD OF DIRECTORS

Monday, September 21, 2026

3:30 PM

VII. New Business

**a. Review and Discuss the 2025/26
Customer Service Survey**

- b. Review and Approve TAG**
recommendation to reject the single
proposal received in response to the
Request for Proposal (RFP) for audit
services and authorize engagement of
MAZE & Associates for Fiscal Year
2026.



DATE: September 21, 2026
TO: TRAFFIX Board of Directors
FROM: TRAFFIX Advisory Group
SUBJECT: **Item VII.A Receive TRAFFIX School Year 2025/26 Customer Service Survey**

Background

The TRAFFIX Administrative Coordinator traditionally emails a customer satisfaction survey to all customers in the TRAFFIX database at the end of each school year. The survey is sent via Constant Contact. The collected data and feedback are utilized to improve TRAFFIX customer service.

Discussion

TRAFFIX distributed the School Year 2025/26 Customer Service survey, which consisted of seven questions/statements, to 1,249 customers on May 30, June 1, June 12 and June 14. TRAFFIX received 39 responses by the deadline of July 30. The attached tables compare the survey results for School Years 2023/24 and 2025/26.

Attachment

Tables comparing School Year 2023/24 and 2025/26 Customer Service survey results

**ATTACHMENT: Comparison of Customer Service Survey Results between School
Years 2023/24 and 2025/26**

	2023/2024 Customer Service Survey RESULTS <i>43 Surveys Received</i>	2025/2026 Customer Service Survey RESULTS <i>39 Surveys Received</i>
1. When I contact the TRAFFIX office, I am treated courteously and receive accurate information in a reasonable amount of time.		
Strongly Agree	41%	65%
Agree	27%	15%
Disagree	6%	0%
Strongly Disagree	2%	0%
Don't Know	24%	20%
2. Bus Driver provides timely pickup and drop off services.		
Strongly Agree	48%	86%
Agree	34%	11%
Disagree	6%	3%
Strongly Disagree	4%	0%
Don't Know	8%	0%
3. Student bus rules are enforced appropriately by the bus driver.		
Strongly Agree	37%	58%
Agree	41%	22%
Disagree	2%	0%
Strongly Disagree	2%	3%
Don't Know	18%	17%
4. How is the quality of communication from TRAFFIX?		
Excellent	37%	73%
Good	39%	24%
Acceptable	16%	3%
Unacceptable	4%	0%
Other	4%	0%
5. Overall, I am satisfied with child(rens) school transportation to and from school.		
Strongly Agree	46%	82%
Agree	39%	15%
Disagree	4%	0%
Strongly Disagree	9%	0%
Don't Know	2%	3%
6. The MAIN reason you chose to sign up your student to be a TRAFFIX rider is that:		

I strongly support getting cars off the road and reducing traffic.	18%	10%
The bus saves me time.	55%	57%
The bus saves me money	0%	0%
The bus is convenient.	14%	20%
My student wants to ride with friends.	0%	0%
Riding the bus helps my student become more independent.	13%	13%
Other	0%	0%

Comments received for “How can we improve our service?”	
23/24	25/26
Response	Response
Best year of services. No improvement is recommended.	Very happy with service. My daughter felt safe and arrived at school on time. Please continue the excellent service.
Add more buses. MV sells out too quickly.	My son had a wonderful experience this year.
First View App is not always accurate.	The MV20 Bus Driver was amazing! He was always on time and really showed he cared about the students.
Add 7th period bus service.	I just want to take the time to say how much I love this new TRAFFIX process! The communication was wonderful with all the reminder texts. This bus route is our lifeline, so I don't have to sit in 45 minutes of traffic to drive to Monte Vista when I need to get to work or drop off his younger sister. Thank you! Thank you! For guaranteeing returning students a pass next year. One less thing to stress about in our chaotic life, so my husband and I are eternally grateful.

Communication improved. Continue improving.	I would like to give a huge THANK YOU to my bus driver, Mark. He drives on my route (MV 10). He is kind, friendly, prompt, and professional. He is a good, safe driver, and his bus is always clean and in good condition. Even when it's raining or there is traffic, my family knows that I am safe on Mark's bus.
Reduce cost.	Great customer service!
Create a one-way option.	I want to recommend Mark, the bus driver for the SRVH students; he continues to do a great job this year, just as he did in the past!
Students should know the driver's name.	I wanted to take a moment to say thank you for all your help with our daughter's transportation. We truly appreciate it!
Stop combining buses.	Compliment to Kellie Fahey for handling a situation when my daughter felt uncomfortable because a man lingered near her bus stop and talked to her on her walk home. Kellie addressed the situation immediately. I remain very grateful to her.
Expand Cal High Service	
Bus is very loud. Some students are rude to drivers.	
Driver is not nice.	
Substitute drivers need better maps/directions.	

DATE: September 21, 2026

TO: TRAFFIX Board of Directors

FROM: TRAFFIX Technical Advisory Group

SUBJECT: **Item VII B** Review and Approve TAG Recommendation for Contract for Audit Services for Fiscal Year 2026

Background

The TRAFFIX Program undergoes an annual financial audit. Since the 2010/11 Fiscal Year, MAZE & Associates has provided annual auditing services to the Program. In 2025, Maze submitted the following proposed fees for a five-year period:

2025	\$9,000
2026	\$9,400
2027	\$9,800
2028	\$10,200
2029	\$10,700

After considering the length of time MAZE & Associates has served as the Program's auditor, the Board of Directors approved engaging Maze for a single year (FY 2025) and directed staff to conduct a Request for Proposals (RFP) process to evaluate qualified auditing firms and select a firm to provide future financial auditing services. The RFP process reflects appropriate public agency procurement practices and provides an opportunity to evaluate qualifications, experience, scope of services, and cost of various providers.

Discussion

TRAFFIX received a single proposal in response to the Request for Proposals (RFP) for financial auditing services. The proposal was submitted by Vasquez and Associates, an auditing firm based in the Los Angeles area.

The cost proposal from Vasquez is as follows:

2026	\$12,300
2027	\$12,700
2028	\$13,100
2029	\$13,500
2030	\$13,900
2031	\$14,300
2032	\$14,700

Staff reviewed the proposal based on the firm's qualifications, experience, references, proposed scope of services, and cost. While the firm demonstrated experience providing auditing services, staff determined that the proposal did not provide sufficient advantages to warrant transitioning from TRAFFIX's current auditor, MAZE & Associates. The proposed staffing appears overbuilt for TRAFFIX, which is reflected in the proposed fees, which are higher than the current cost of auditing services provided by MAZE & Associates. The references and much of the transportation experience are concentrated in Southern California with larger/more complex transit agencies. Therefore, staff is recommending that the Board reject the single proposal submitted by Vasquez and Associates through the RFP process.

Based on the results of the competitive RFP process and staff's evaluation of the single proposal received, as well as the need to commence this year's audit process soon, staff believes that TRAFFIX would be best served by engaging with MAZE & Associates to conduct the audit for FY 2025-26.

MAZE & Associates has extensive knowledge of TRAFFIX's financial structure, funding sources, and reporting requirements and has consistently provided reliable auditing services to the Program. Retaining MAZE & Associates would provide continuity and avoid the additional staff time and transition requirements associated with onboarding a new auditing firm.

Staff also considered the importance of maintaining auditor independence and providing a fresh perspective during the audit process. Government Code Section 12410.6 prohibits a local agency from employing an audit firm if the lead audit partner has performed audit services for that agency for six consecutive years. MAZE & Associates addresses this through the rotation of audit personnel assigned to the TRAFFIX engagement. The lead audit partner is rotated, and junior audit staff assigned to the engagement also changes, providing independent review

while maintaining the institutional knowledge and continuity gained through the firm's experience with the Program.

Recommendation:

Staff recommends that the Board of Directors:

1. Reject the proposal of Vasquez and Associates; and
2. Authorize engaging MAZE & Associates, based on the firm's experience with the Program, competitive cost, continuity of service, and rotation of audit personnel, for annual financial auditing services for a one-year term for Fiscal Year 2026 at a cost of \$9,400.



TRAFFIX BOARD OF DIRECTORS

IX. Adjournment

The Next Scheduled Meeting:

Monday, November 16, 2026 at 3:30 pm
San Ramon City Hall
7000 Bollinger Canyon Rd, San Ramon