

To: Board of Directors

Date: 3/12/2019

From: Melody Reeb, Manager of Planning

Reviewed by: *Ref*

SUBJECT: New Schedule Brochures and System Map

Background:

Major service and fare changes went into effect on March 10, 2019. As part of these changes, staff took the opportunity to update the design of County Connection's printed passenger information, including schedule brochures and maps. Drawing upon best practices across various peer agencies, the ultimate goal was to create materials that are easy to use and understand by both current and potential riders.

The intent of a system map is to provide a high-level overview of what services are available within a general area, while relying on individual route brochures to provide the additional detail on exact routing and stop locations. With this in mind, the system map was simplified by removing geographic accuracy in exchange for readability, whereas additional geographic context was added to the maps for the individual route brochures.

Finally, the redesign introduces a new color scheme based on route type, using blue for local routes, orange for express routes, green for free routes, and purple for weekend routes. The color scheme is used in both the system map and route brochures and is intended to help riders more easily identify services based on their travel needs.

Recommendation:

For information only.

Financial Implications:

None.

Attachments:

Attachment 1 – Local Route

Attachment 2 – Free Route

Attachment 3 – Express Route

Attachment 4 – Weekend Route

*System Map will be available at the meeting.

Attachment 1 – Local Route

Route 6																																																																																																																																																																																																																																																																																				
to Lafayette BART					to Orinda BART/Community Center																																																																																																																																																																																																																																																																															
(A)	(B)	(C)	(D)	(E)	(E)	(D)	(C)	(B)	(A)	(F)	(A)																																																																																																																																																																																																																																																																									
Orinda BART	Moraga Way/ Casa Vieja	Moraga Rd/ Moraga Way	Saint Mary's College	Lafayette BART	Lafayette BART	Saint Mary's College	Moraga Rd/ Moraga Way	Moraga Way/ Glorietta Blvd	Arrive Orinda BART	Depart Orinda BART	Orinda Community Center	Orinda BART																																																																																																																																																																																																																																																																								
Monday - Friday / lunes a viernes																																																																																																																																																																																																																																																																																				
6:23	6:27	6:36	6:43	7:04	5:43	6:03	6:07	6:14	6:24	-	-	-	6:43	6:47	6:56	7:03	7:24	6:43	7:03	7:07	7:14	7:24	7:23	7:27	7:36	7:43	8:04	7:23	7:47	7:56	8:03	8:24	7:43	8:03	8:07	8:14	8:24	8:03	8:27	8:36	8:43	9:04	8:23	8:43	8:47	8:54	9:04	9:03	9:23	9:27	9:34	9:44	9:48	9:50	9:55	10:03	10:07	10:16	10:23	10:44	10:03	10:23	10:27	10:34	10:44	-	-	-	11:03	12:07	12:16	12:23	12:44	11:03	11:23	11:27	11:34	11:44	-	-	-	1:03	1:07	1:16	1:23	1:44	12:03	12:23	12:27	12:34	12:44	-	-	-	2:03	2:07	2:16	2:23	2:44	1:03	1:23	1:27	1:34	1:44	-	-	-	2:43	2:47	2:56	3:03	3:24	-	-	-	-	-	2:12	2:14	2:19	3:23	3:27	3:36	3:43	4:04	2:03	2:23	2:27	2:34	2:44	-	-	-	4:03	4:07	4:16	4:23	4:44	3:03	3:23	3:27	3:34	3:44	-	-	-	4:23	4:27	4:36	4:43	5:04	-	-	-	-	-	3:48	3:50	3:55	4:43	4:47	4:56	5:03	5:24	3:43	4:03	4:07	4:14	4:24	-	-	-	5:03	5:07	5:16	5:23	5:44	4:23	4:43	4:47	4:54	5:04	-	-	-	5:23	5:27	5:36	5:43	6:04	4:43	5:03	5:07	5:14	5:24	-	-	-	5:43	5:47	5:56	6:03	6:24	5:03	5:23	5:27	5:34	5:44	-	-	-	6:03	6:07	6:16	6:23	6:44	5:23	5:43	5:47	5:54	6:04	-	-	-	6:23	6:27	6:36	6:43	7:04	5:43	6:03	6:07	6:14	6:24	-	-	-	6:43	6:47	6:56	7:03	7:24	6:23	6:43	6:47	6:54	7:04	-	-	-	7:23	7:27	7:36	7:43	8:04	7:03	7:23	7:27	7:34	7:44	-	-	-	8:03	8:07	8:16	8:23	8:44	-	-	-	-	-	-	-	-
Saturday & Sunday / sábado y domingo																																																																																																																																																																																																																																																																																				
10:07	10:12	10:18	10:22	10:41	9:24	9:41	9:45	9:51	9:58	-	-	-	11:30	11:35	11:41	11:45	12:04	10:48	11:05	11:09	11:15	11:22	-	-	-	1:30	1:35	1:41	1:45	2:04	12:12	12:29	12:33	12:39	12:46	-	-	-	2:50	2:55	3:01	3:05	3:24	2:12	2:29	2:33	2:39	2:46	-	-	-	4:12	4:17	4:23	4:27	4:46	3:33	3:50	3:54	4:00	4:07	-	-	-	5:35	5:40	5:46	5:50	6:09	4:56	5:13	5:17	5:23	5:30	-	-	-																																																																																																																																																																																																							

Effective Mar 10, 2019

CUSTOMER SERVICE
(925) 676-7500
 Monday – Friday, 6:30 am – 6:30 pm
 TTY/TDD 711

County Connection

6

countyconnection.com

Local Route
Daily

ADMINISTRATIVE OFFICE
 Monday – Friday, 8:00 am – 5:00 pm
 2477 Arnold Industrial Way
 Concord, CA 94520
 (925) 676-1976

REAL-TIME INFORMATION
Online
 countyconnection.com

Mobile App
 Download the Transit app
 Visit transitapp.com for more info



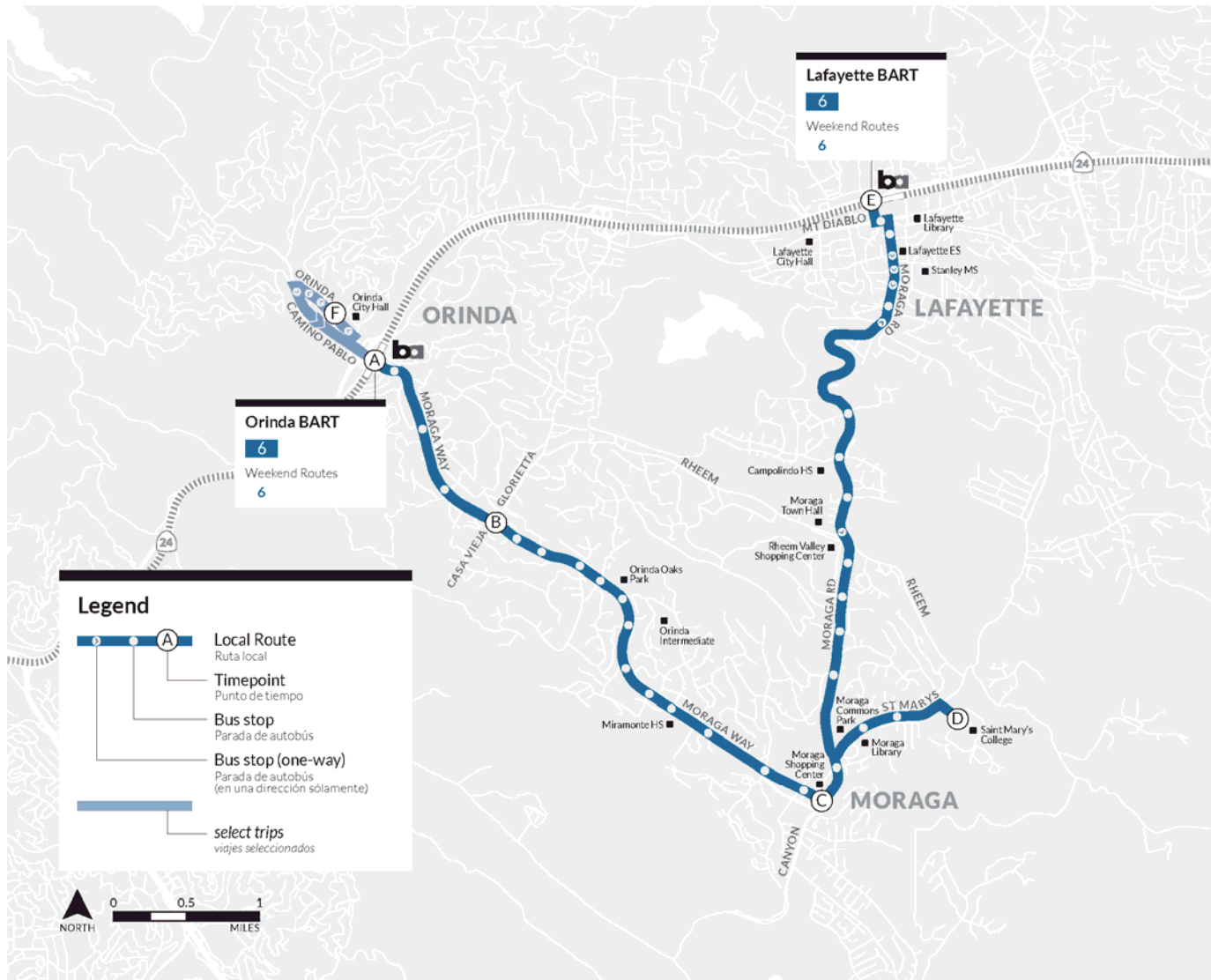
Text Message
 Text "cccta" and your stop ID to 41411

REGIONAL TRANSIT INFO
 Call 511
 Visit 511.org



- Orinda BART/
Lafayette BART**
- Orinda BART
 - Community Center (weekdays only)
 - Moraga Way
 - Moraga Road
 - Saint Mary's College
 - Lafayette BART

Subject to change
Sujeto a cambios



Fares

Adult/ Youth (6-64 yrs) Senior (65+)/ Disabled

CLIPPER

Local Ruta local	\$2.00	\$1.00
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Express Ruta expresa	\$2.25	\$1.00
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Bus-to-Bus Transfer Transferencia entre autobuses	Free Gratis	Free Gratis
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BART-to-Bus Transfer Transferencia de BART al autobús	\$1.00	\$0.50
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PASSES / Pase
Available on Clipper only / Disponible sólo en Clipper

Day Pass Pase de día	\$3.75	\$1.75
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31-Day Local Pass Pase local de 31 días	\$60.00	-
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31-Day Express Pass Pase expreso de 31 días	\$70.00	-
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Save by using Clipper!
Visit clippercard.com to get your card.

CASH / Efectivo

Local Ruta local	\$2.50	\$1.25
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Express Ruta expresa	\$2.50	\$1.25
--------------------------------	--------	--------

Children under 6 ride free when accompanied by an adult.

To qualify for the Disabled fare, you must present one of the following forms of ID: RTC Discount Card, Medicare Card, DMV Placard ID, or Veterans Disability ID. To qualify for the Senior fare, you must present a state-issued photo ID with proof of age.

Los niños menores de 6 años viajan gratis si van acompañados por un adulto.

Para calificar para la tarifa para discapacitados, debe presentar una de las siguientes formas de identificación: tarjeta de descuento de RTC, tarjeta de Medicare, identificación de matrícula del DMV o identificación de discapacidad de veteranos. Para calificar para la tarifa para adultos mayores, debe presentar una identificación con foto emitida por el estado con comprobante de edad.

Attachment 2 – Free Route

Route 4 Monday - Friday lunes a viernes		
Broadway Plaza Loop		
Walnut Creek BART (A)	Broadway Plaza (B)	Walnut Creek BART (A)
6:58	7:07	7:23
7:10	7:19	7:35
7:22	7:31	7:47
7:34	7:43	7:59
7:46	7:55	8:11
7:58	8:07	8:23
8:10	8:19	8:35
8:22	8:31	8:47
8:34	8:43	8:59
8:46	8:55	9:11
8:58	9:07	9:23
9:10	9:19	9:35
9:22	9:31	9:47
9:34	9:43	9:59
9:46	9:55	10:11
9:58	10:07	10:23
Every 12 minutes cada 12 minutos		
6:22	6:31	6:48
6:34	6:43	7:00
6:46	6:55	7:12
6:58	7:07	7:24
7:34	7:43	7:59
8:10	8:19	8:35

Route 4 Saturday & Sunday sábado y domingo		
Broadway Plaza Loop		
Walnut Creek BART (A)	Broadway Plaza (B)	Walnut Creek BART (A)
9:20	9:29	9:45
9:40	9:49	10:05
10:00	10:09	10:25
10:20	10:29	10:45
10:40	10:49	11:05
Every 20 minutes cada 20 minutos		
5:00	5:09	5:25
5:20	5:29	5:45
5:40	5:49	6:05
6:00	6:09	6:25
6:20	6:29	6:45

Effective Mar 10, 2019

CUSTOMER SERVICE
(925) 676-7500
Monday – Friday, 6:30 am – 6:30 pm
TTY/TDD 711

County Connection

4

Free Route
Daily

countyconnection.com

ADMINISTRATIVE OFFICE
Monday – Friday, 8:00 am – 5:00 pm
2477 Arnold Industrial Way
Concord, CA 94520
(925) 676-1976

REAL-TIME INFORMATION

Online
countyconnection.com

Mobile App
Download the Transit app
Visit transitapp.com for more info



Text Message
Text "cccta" and your stop ID to 41411

REGIONAL TRANSIT INFO

Call 511
Visit 511.org

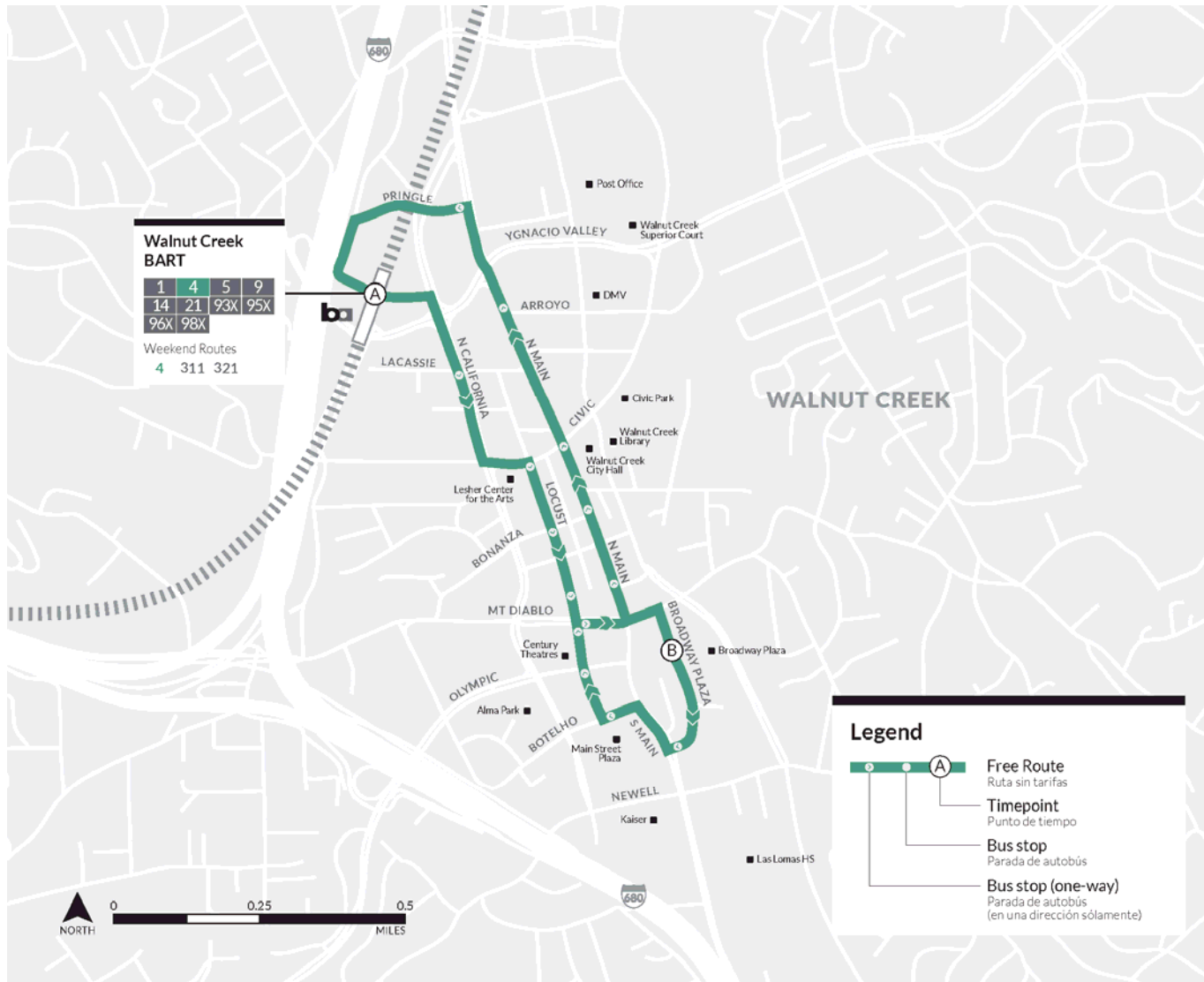
Follow us!

Walnut Creek BART/ Broadway Plaza

- Walnut Creek BART
- Broadway Plaza



Subject to change
Sujeto a cambios



Walnut Creek BART

1	4	5	9
14	21	93X	95X
96X	98X		

Weekend Routes
4 311 321

Legend

- Free Route
Ruta sin tarifas
- Timepoint
Punto de tiempo
- Bus stop
Parada de autobús
- Bus stop (one-way)
Parada de autobús (en una dirección solamente)

Fares	Adult/ Youth (6-64 yrs)	Senior (65+)/ Disabled
CLIPPER		
Local Ruta local	\$2.00	\$1.00
Express Ruta expresa	\$2.25	\$1.00
Bus-to-Bus Transfer Transferencia entre autobuses	Free Gratis	Free Gratis
BART-to-Bus Transfer Transferencia de BART al autobús	\$1.00	\$0.50
PASSES / Pase Available on Clipper only / Disponible sólo en Clipper		
Day Pass Pase de día	\$3.75	\$1.75
31-Day Local Pass Pase local de 31 días	\$60.00	-
31-Day Express Pass Pase expreso de 31 días	\$70.00	-
CASH / Efectivo		
Local Ruta local	\$2.50	\$1.25
Express Ruta expresa	\$2.50	\$1.25

Children under 6 ride free when accompanied by an adult.
To qualify for the Disabled fare, you must present one of the following forms of ID: RTC Discount Card, Medicare Card, DMV Placard ID, or Veterans Disability ID. To qualify for the Senior fare, you must present a state-issued photo ID with proof of age.
Los niños menores de 6 años viajan gratis si van acompañados por un adulto.
Para calificar para la tarifa para discapacitados, debe presentar una de las siguientes formas de identificación: tarjeta de descuento de RTC, tarjeta de Medicare, identificación de matrícula del DMV o identificación de discapacidad de veteranos. Para calificar para la tarifa para adultos mayores, debe presentar una identificación con foto emitida por el estado con comprobante de edad.

This route is free!
Esta ruta es gratuita!

Attachment 3 – Express Route

Route 98X				Monday - Friday lunes a viernes			
to Walnut Creek BART				to Martinez Amtrak			
Martinez Amtrak (A)	Alhambra Ave/ CoCo Regional Medical Center (B)	Contra Costa Blvd/ Viking Dr (C)	Walnut Creek BART (D)	Walnut Creek BART (D)	Contra Costa Blvd/ Viking Dr (C)	Alhambra Ave/ Bertola St (B)	Martinez Amtrak (A)
5:38	5:42	5:56	6:12	6:23	6:35	6:49	6:58
6:18	6:22	6:36	6:52	7:08	7:20	7:36	7:45
6:48	6:52	7:07	7:25	7:38	7:50	8:06	8:15
7:05	7:09	7:24	7:42	8:13	8:25	8:41	8:50
8:10	8:14	8:29	8:47	9:03	9:15	9:31	9:40
9:05	9:09	9:24	9:40	9:53	10:05	10:21	10:30
9:53	9:57	10:12	10:28	10:38	10:50	11:06	11:15
10:48	10:52	11:07	11:23	11:33	11:47	12:03	12:12
11:28	11:32	11:47	12:03	12:13	12:27	12:43	12:52
12:25	12:29	12:46	1:02	1:15	1:29	1:45	1:54
1:15	1:19	1:36	1:52	2:03	2:17	2:33	2:44
2:04	2:08	2:25	2:41	2:51	3:05	3:21	3:32
2:58	3:02	3:19	3:35	3:45	3:59	4:15	4:26
3:48	3:52	4:10	4:28	4:43	4:58	5:15	5:27
4:40	4:44	5:02	5:20	5:31	5:46	6:03	6:15
5:15	5:19	5:37	5:55	6:04	6:19	6:36	6:48
5:45	5:49	6:07	6:25	6:35	6:49	7:03	7:14

Effective Mar 10, 2019

CUSTOMER SERVICE
(925) 676-7500
Monday - Friday, 6:30 am - 6:30 pm
TTY/TDD 711

County Connection
98X

Express Route
Monday - Friday

countyconnection.com

ADMINISTRATIVE OFFICE

Monday - Friday, 8:00 am - 5:00 pm
2477 Arnold Industrial Way
Concord, CA 94520
(925) 676-1976

REAL-TIME INFORMATION

Online
countyconnection.com

Mobile App
Download the Transit app
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Text Message

Text "cccta" and your stop ID to 41411

REGIONAL TRANSIT INFO

Call 511
Visit 511.org

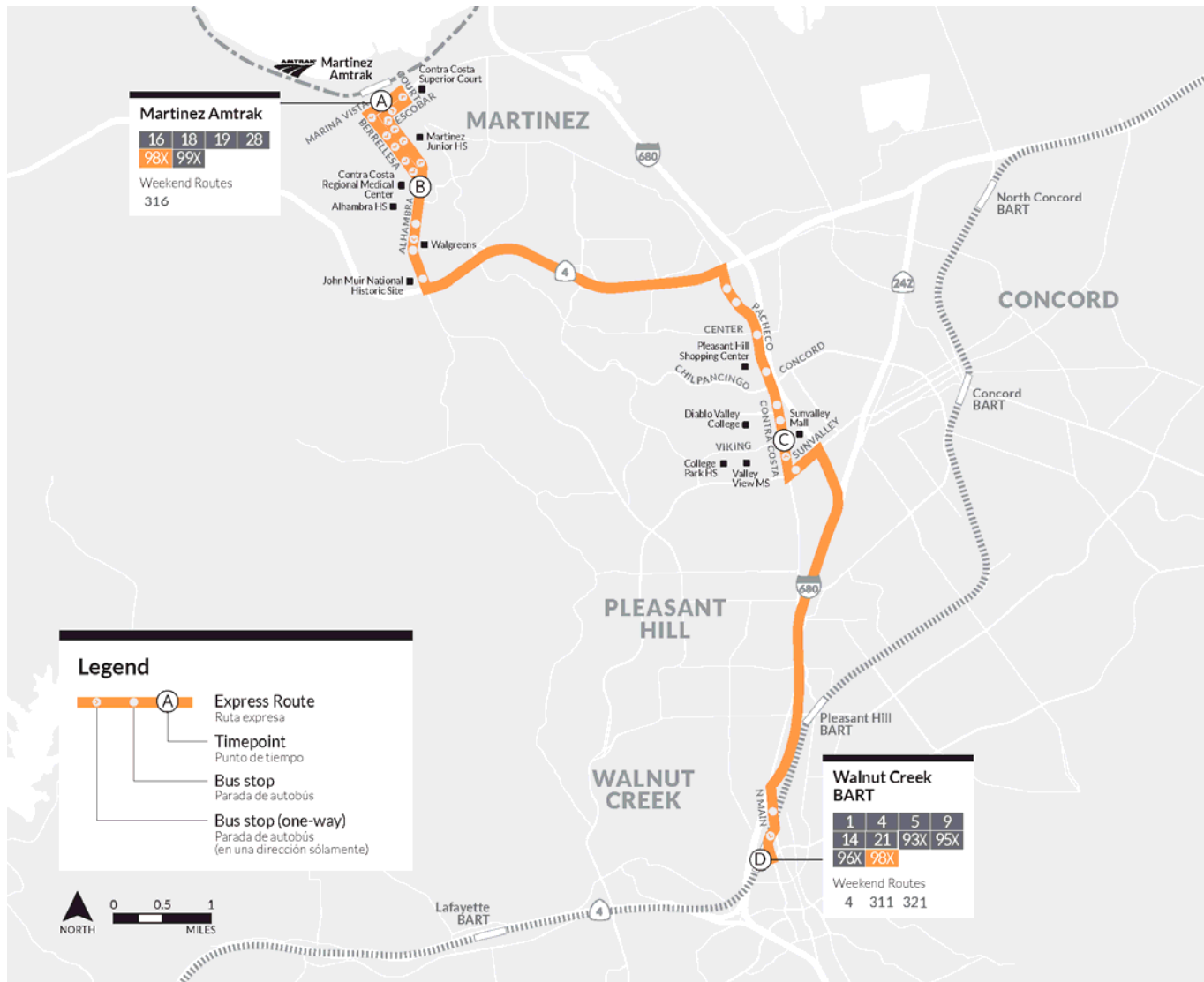


Follow us!

Walnut Creek BART/ Martinez Amtrak

- Walnut Creek BART
- Sun Valley Mall
- Alhambra Boulevard
- Contra Costa Regional Medical Center
- Martinez Amtrak

Subject to change
Sujeto a cambios



Martinez Amtrak

16	18	19	28
98X	99X		

Weekend Routes
316

Walnut Creek BART

1	4	5	9
14	21	93X	95X
96X	98X		

Weekend Routes
4 311 321

Legend

- Express Route
Ruta expresa
- Timepoint
Punto de tiempo
- Bus stop
Parada de autobús
- Bus stop (one-way)
Parada de autobús
(en una dirección solamente)

Fares	Adult/ Youth (6-64 yrs)	Senior (65+)/ Disabled
CLIPPER		
Local Ruta local	\$2.00	\$1.00
Express Ruta expresa	\$2.25	\$1.00
Bus-to-Bus Transfer Transferencia entre autobuses	Free Gratis	Free Gratis
BART-to-Bus Transfer Transferencia de BART al autobús	\$1.00	\$0.50
PASSES / Pase Available on Clipper only / Disponible sólo en Clipper		
Day Pass Pase de día	\$3.75	\$1.75
31-Day Local Pass Pase local de 31 días	\$60.00	-
31-Day Express Pass Pase expreso de 31 días	\$70.00	-
Save by using Clipper! Visit clippercard.com to get your card.		
CASH / Efectivo		
Local Ruta local	\$2.50	\$1.25
Express Ruta expresa	\$2.50	\$1.25
Children under 6 ride free when accompanied by an adult.		
To qualify for the Disabled fare, you must present one of the following forms of ID: RTC Discount Card, Medicare Card, DMV Placard ID, or Veterans Disability ID. To qualify for the Senior fare, you must present a state-issued photo ID with proof of age.		
Los niños menores de 6 años viajan gratis si van acompañados por un adulto.		
Para calificar para la tarifa para discapacitados, debe presentar una de las siguientes formas de identificación: tarjeta de descuento de RTC, tarjeta de Medicare, identificación de matrícula del DMV o identificación de discapacidad de veteranos. Para calificar para la tarifa para adultos mayores, debe presentar una identificación con foto emitida por el estado con comprobante de edad.		

Attachment 4 – Weekend Route

Route 321								Saturday & Sunday sábado y domingo							
to Sunset Dr/Bishop Dr								to Walnut Creek BART							
Walnut Creek BART	S. Main St/Creekside Dr	Danville Blvd/Alamo Plaza	Railroad Ave/Prospect Ave	Camino Ramon/Greenbrook Dr	San Ramon Valley Blvd/Purdue Rd	San Ramon Transit Center	Sunset Dr/Bishop Dr	Sunset Dr/Bishop Dr	San Ramon Transit Center	San Ramon Valley Blvd/Fostoria Way	Camino Ramon/Baldwin Dr	Railroad Ave/Church St	Danville Blvd/Alamo Plaza	S. Main St/Creekside Dr	Walnut Creek BART
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(H)	(G)	(F)	(E)	(D)	(C)	(B)	(A)
7:20	7:27	7:33	7:40	7:47	7:49	7:56	8:05	8:15	8:22	8:27	8:29	8:36	8:44	8:49	9:02
7:45	7:52	7:58	8:05	8:12	8:14	8:21	8:30	8:45	8:52	8:57	8:59	9:06	9:14	9:19	9:32
8:45	8:52	8:58	9:05	9:12	9:14	9:21	9:30	10:45	10:52	10:57	10:59	11:06	11:14	11:19	11:32
9:45	9:52	9:58	10:05	10:12	10:14	10:21	10:30	12:45	12:52	12:57	12:59	1:06	1:14	1:19	1:32
11:45	11:52	11:58	12:05	12:12	12:14	12:21	12:30	1:45	1:52	1:57	1:59	2:06	2:14	2:19	2:32
1:45	1:52	1:58	2:05	2:12	2:14	2:21	2:30	2:45	2:52	2:57	2:59	3:06	3:14	3:19	3:32
2:45	2:52	2:58	3:05	3:12	3:14	3:21	3:30	3:45	3:52	3:57	3:59	4:06	4:14	4:19	4:32
3:45	3:52	3:58	4:05	4:12	4:14	4:21	4:30	5:45	5:52	5:57	5:59	6:06	6:14	6:19	6:32
4:45	4:52	4:58	5:05	5:12	5:14	5:21	5:30	7:45	7:52	7:57	7:59	8:05	8:11	8:16	8:29
6:45	6:51	6:56	7:02	7:08	7:10	7:17	7:26	9:45	9:52	9:57	9:59	10:05	10:11	10:16	10:29
8:45	8:51	8:56	9:02	9:08	9:10	9:17	9:26	-	-	-	-	-	-	-	-

Effective Mar 10, 2019

CUSTOMER SERVICE
(925) 676-7500
Monday – Friday, 6:30 am – 6:30 pm
TTY/TDD 711

County Connection

321

countyconnection.com

Weekend Route
Saturday & Sunday

ADMINISTRATIVE OFFICE
Monday – Friday, 8:00 am – 5:00 pm
2477 Arnold Industrial Way
Concord, CA 94520
(925) 676-1976

REAL-TIME INFORMATION
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Mobile App
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REGIONAL TRANSIT INFO
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Follow us!

**Walnut Creek BART/
San Ramon Transit Center**

- Walnut Creek BART
- Danville Boulevard
- Alamo Plaza
- San Ramon Transit Center
- Sunset Drive

Subject to change
Sujeto a cambios



Fares

CLIPPER

	Adult/ Youth (6-64 yrs)	Senior (65+)/ Disabled
Local Ruta local	\$2.00	\$1.00
Express Ruta expresa	\$2.25	\$1.00

	Adult/ Youth (6-64 yrs)	Senior (65+)/ Disabled
Bus-to-Bus Transfer Transferencia entre autobuses	Free Gratis	Free Gratis

	Adult/ Youth (6-64 yrs)	Senior (65+)/ Disabled
BART-to-Bus Transfer Transferencia de BART al autobús	\$1.00	\$0.50

PASSES / Pase
Available on Clipper only / Disponible sólo en Clipper

	Adult/ Youth (6-64 yrs)	Senior (65+)/ Disabled
Day Pass Pase de día	\$3.75	\$1.75

31-Day Local Pass Pase local de 31 días	\$60.00	-
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31-Day Express Pass Pase expreso de 31 días	\$70.00	-
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Save by using Clipper!
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CASH / Efectivo

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