

**To:** Operations and Scheduling Committee

**Date:** 6/28/2019

**From:** Ruby Horta, Director of Planning, Marketing & Innovation

**Reviewed by:** WC.

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**SUBJECT: Final Bishop Ranch Service Restructure Proposal**

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**Background:**

County Connection implemented major services changes in Spring 2019. Proposed changes to routes serving Bishop Ranch were separate due to the contractual partnership between County Connection and Sunset Development. At the March 21<sup>st</sup> Board meeting, staff was authorized to proceed with the public hearing process for the Bishop Ranch service restructure, which included new weekend service in San Ramon (Route 335).

Staff conducted two public hearings in April, in Walnut Creek and San Ramon and accepted public comments via mail, email, telephone and on the County Connection website.

**Rider Feedback on Original Service Plan:**

During the public hearing process, passengers expressed concerns about the proposed elimination of Route 97X. Staff analyzed travel times for Route 35 and although the end to end travel times to the San Ramon Transit Center (SRTC) were comparable, the travel time would nearly double for Chevron and BR1 passengers. Secondly, staff received complaints that stemmed from confusion about the original proposal's plan to eliminate Route 95X. Passengers were assured service to the Danville Park and Ride would continue under the new proposal. Lastly, the support for a weekend 335 between San Ramon and Dublin BART via Bollinger Canyon was very popular.

**Final Bishop Ranch Service Plan:**

Given the feedback received, staff updated the O&S committee with a proposal to proceed with the implementation of Route 335 in the Fall 2019 bid and conduct further review of the express routes to Bishop Ranch. After further review, staff recognized the importance of Route 97X for passengers connecting at the Dublin BART station from the Oakland direction as well as the Central Valley. Staff amended the original proposal and reviewed the changes with Sunset Development for concurrence.

The amended proposal includes retaining Route 95X between Walnut Creek BART and the SRTC via the northern part of Bishop Ranch, with additional service to the Danville Park and Ride.

Route 96X with service between Walnut Creek and SRTC will serve Chevron and the southern part of Bishop Ranch. The final proposal modified the plan to retain one express bus for Route 97X from Dublin BART. The 97X alignment will serve the southern part of Bishop Ranch, including Chevron and BR1, with the SRTC as the terminus.

This proposal will increase frequency from the Walnut Creek BART station to Bishop Ranch and retain the express trips most heavily utilized between Dublin BART and Bishop Ranch. The amended changes do not constitute a major service change and were made in direct response to the public's comments, thus could be implemented under the General Manager's authority. However, the Metropolitan Transportation Commission (MTC) provides partial funding for Route 96X and require committee review as part of their request for a corrective action plan (CAP) to meet their performance measures.

**Financial Implications:**

The remaining restructure of the Bishop Ranch routes (95X, 96X, and 97X) has been designed to be revenue neutral.

**Recommendation:**

Staff recommends that the O&S Committee approve the revised proposal for the Bishop Ranch service restructure as outlined in this memo, for implementation in November.

**Action Requested:**

Staff request O&S authorize the proposal to implement 95X, 96X and 97X changes as part of the scheduled changes in November.