

**To:** Board of Directors

**Date:** 07/08/2020

**From:** Melody Reeb, Manager of Planning

**Reviewed by:** *Ref*

---

**SUBJECT: Fixed-Route Operations COVID-19 Update**

---

**Background:**

Since February, County Connection staff has been closely monitoring the developments around COVID-19, or Coronavirus. On Tuesday, March 17, a shelter-in-place order took effect in Contra Costa County, as well as in five other Bay Area counties. The order designates public transit an essential activity in support of essential business, and the County has advised County Connection to continue operating service to the extent possible.

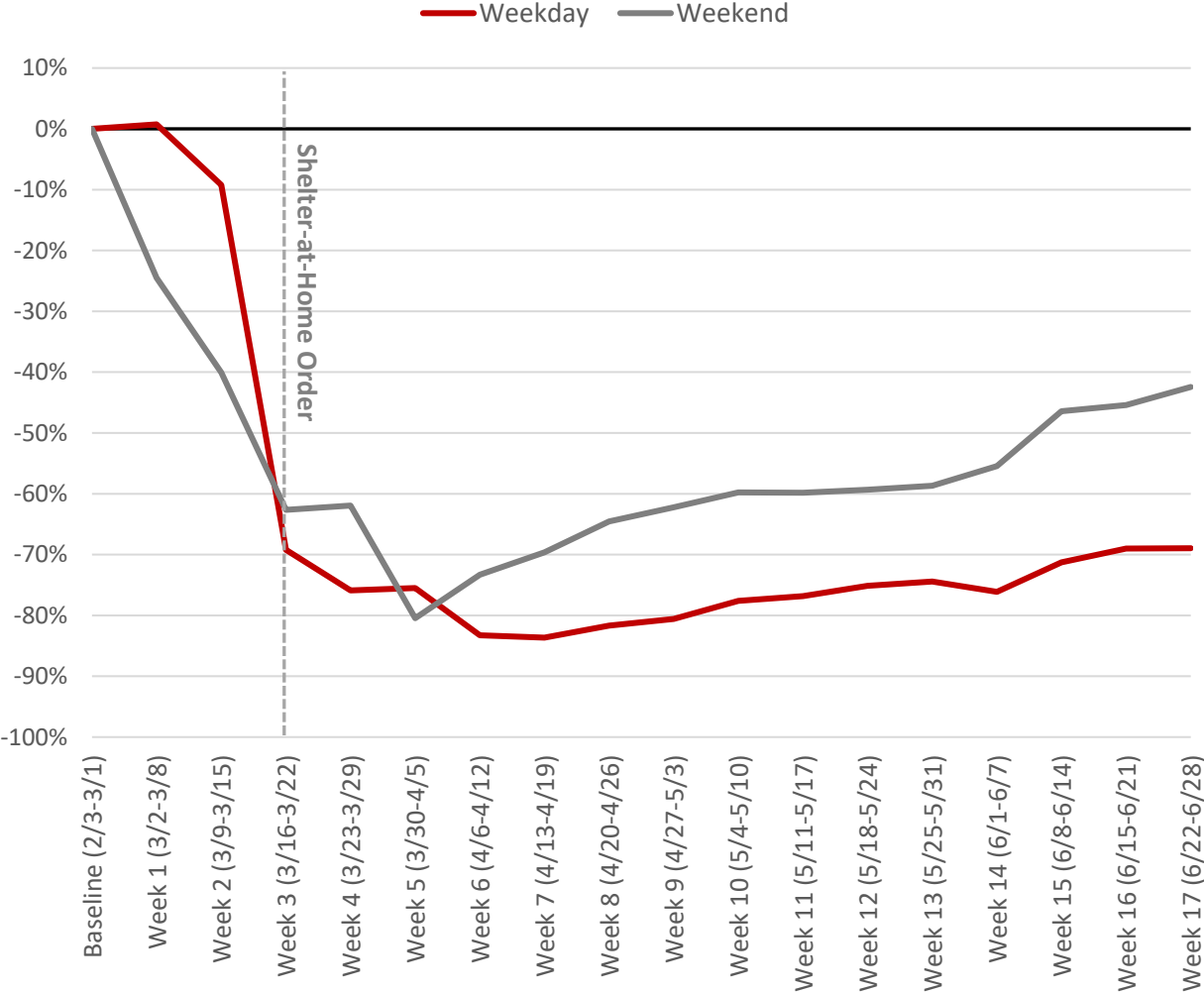
**Service Updates:**

Since mid-May, most local routes and express Routes 91X, 98X, and 99X have been back to regular service levels. Routes 5 and 6 are still operating on reduced schedules, and select evening trips on the weekends are not running. At the beginning of June, limited service was restored on express Routes 92X, 93X, 95X, 96X, and 97X serving Bishop Ranch. Staff hopes to continue adding service back on these routes as demand returns and workforce availability allows.

**Ridership Trends:**

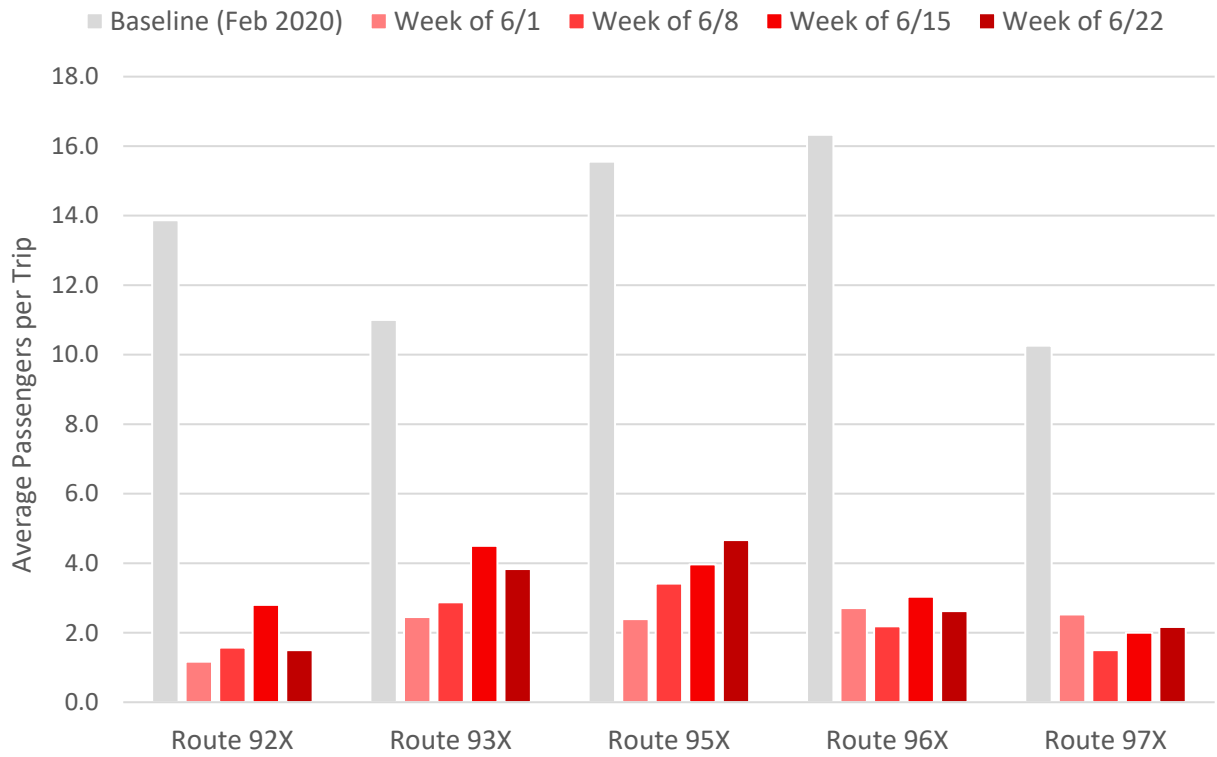
The chart on the next page shows the weekly change in ridership since March 2<sup>nd</sup> using the prior 4 weeks as a baseline. Weekday ridership has continued to slowly climb back up over the past few weeks and is now down about 70% to around 3,500 daily passengers. Weekend ridership has been climbing back up at a faster pace and is now down around 40%.

### COVID-19 Ridership Trends



As more businesses reopen and employees return to work, staff has been closely tracking ridership levels to ensure adequate capacity, particularly on the express routes to Bishop Ranch that are currently operating only a limited number of trips. Despite the limited service levels, capacity has not been an issue to date. Over the first four weeks of June, these routes have been averaging about 3 passengers per trip. The following chart shows average ridership trends by route.

## Bishop Ranch Express Ridership Trends



### Financial Implications:

None.

### Recommendation:

None, for information only.

### Action Requested:

None, for information only.