

To: Citizens Advisory Committee

Date: December 28, 2010

From: Mary Burdick, Sr. Manager of Marketing

Reviewed By:

SUBJECT: Impact of Bank of West Relocation to Express Route Ridership

SUMMARY OF ISSUES:

Recently Bank of the West began relocating their offices to Bishop Ranch near the San Ramon Transit Center. Employees were transferred in stages during the month of November. Many employees live in East County and Central County and are riding the 93X, the 96X and the 92X. Bishop Ranch gives employees at the Ranch transit passes good on County Connection routes, and many Bank of the West employees are choosing to use the bus.

- 93X – Hillcrest Park ‘n Ride in Antioch to Walnut Creek BART via Mitchell Dr. Park ‘n Ride
- 96X – Walnut Creek BART to Bishop Ranch
- 92X – Mitchell Dr. Park ‘n Ride to ACE train station via Bishop Ranch

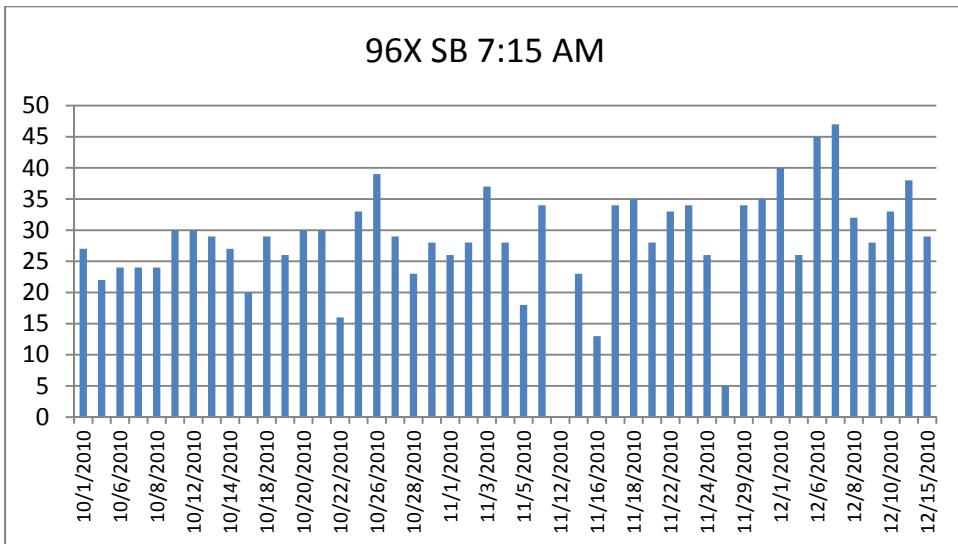
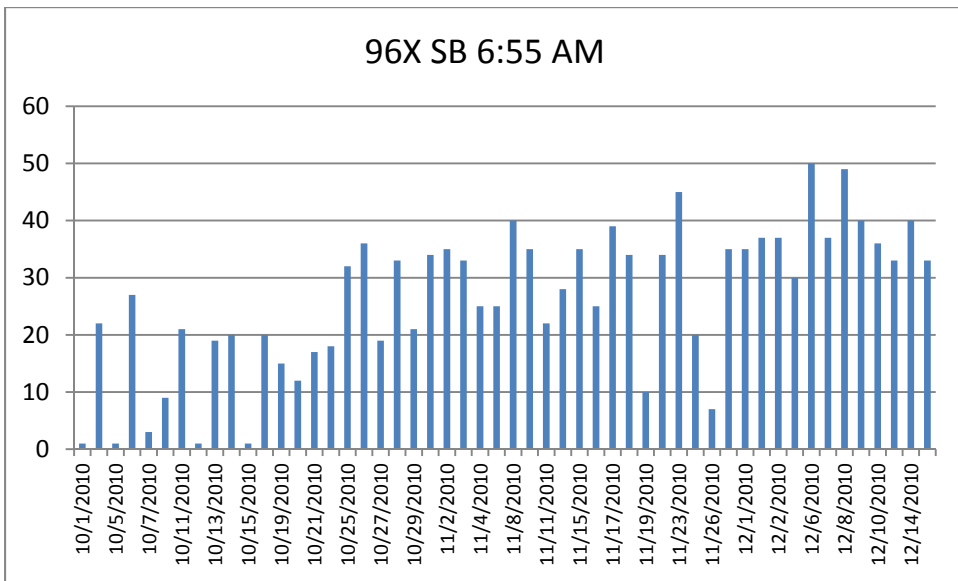
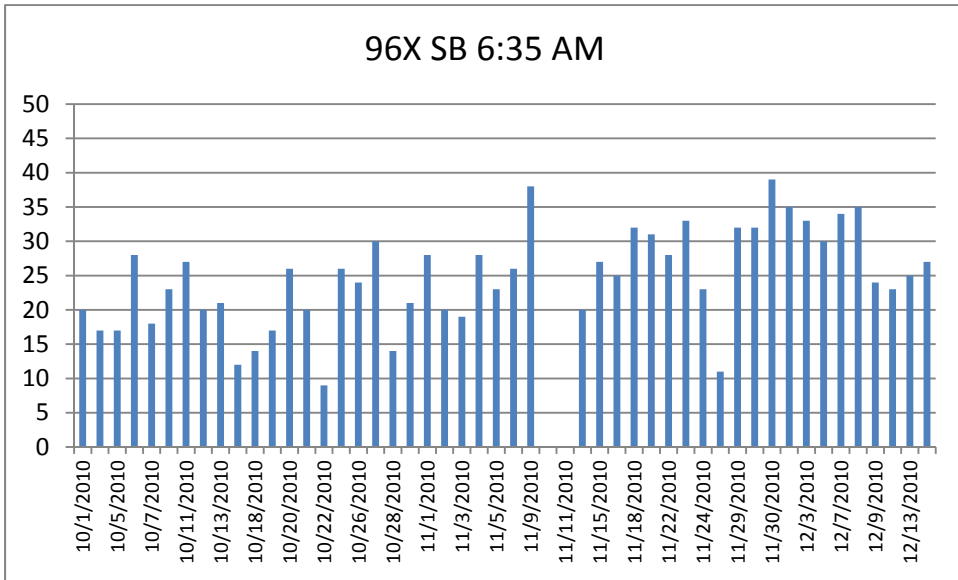
Since this transition began there has been a significant increase in ridership on the 93X, 96X and the 92X southbound trips in the morning. In the morning, there have been trips where riders have to stand. In the evening the loads spread out more and there are no problems with standees. Attached are graphs showing the ridership trend on the trips where we have seen standing loads.

Many of the new bus riders are taking the 93X bus from Antioch and transferring either to the 92X at Mitchell Park ‘n ride or the 96X at Walnut Creek BART. It also appears that new riders are using the Mitchell Park ‘n Ride lot then boarding the 92X.

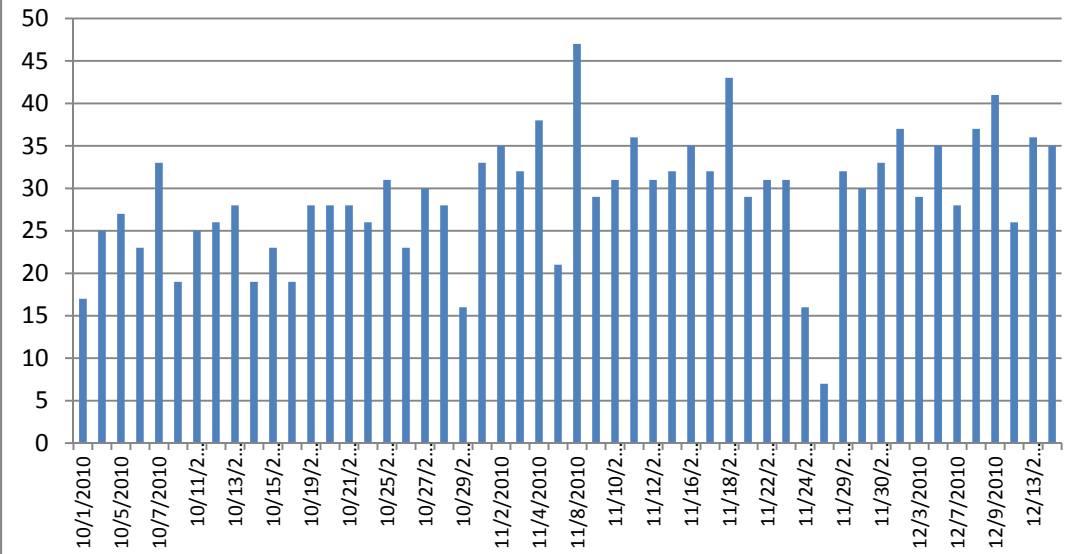
STAFF RECOMMENDATION: Planning staff is currently in discussion with Bishop Ranch to determine their level of interest in paying for expanded service to ease the overcrowding problems on Express Routes serving the Ranch in morning.

Total Boardings - Trend Graphs Showing Trips to Bishop Ranch with High Loads (43 Seats/Bus)

96X – Walnut Creek BART to Bishop Ranch



96X SB 7:35 AM



92X – Mitchell Park and Ride to Bishop Ranch and ACE Train

Route 92X South 6:39 AM

