

To: Operations and Scheduling Committee

Date: September 28, 2011

From: Anne Muzzini, Director of Planning and Marketing *AMM*

Reviewed By: *AMM*

SUBJECT: Route #20 Service Change

SUMMARY OF ISSUES:

The Route #20 operates between Diablo Valley College (DVC) and the Concord BART station. During school months this route is heavily used and at times a chase bus has been necessary to accommodate all the passengers. In response an additional trip in the afternoon was added in the Fall. Still there are trips with near capacity loads and at times passengers are left waiting for the next bus because there is no more room.

The Route #20 runs on ½ hour headways with the exception of the extra trip in the afternoon. Staff recommends adding service to the #20 to alleviate overcrowding during the morning and afternoon peak ridership times. The additional service would require 3.6 platform hours which is equal to a 4% increase over the current level of 89 platform hours. Based on the marginal cost of \$54/hr the cost will be \$50,000 per year.

The cost for this minor expansion is offset by minor cuts made in the fall to school trippers that were carrying less than 5 passengers. The fall service reductions amounted to a total of 5.5 platform hours a day.

RECOMMENDATIONS:

Support staff recommendation to add service to the Route #20 with the understanding that the minor addition of hours has been offset by minor cuts that occurred in the fall.

FINANCIAL IMPLICATIONS: None at this time.