

To: Operations and Scheduling Committee

Date: January 25, 2013

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Winter 2012 Service Changes

Background:

CCCTA has the opportunity to modify service 4 times per year at the driver bid change. The winter service changes were made in response to input from riders, and drivers and were aimed at improving on time performance, connectivity, and capacity. Following is a discussion of the changes made on December 23, 2012.

Route 96X & 97X – One Loop Through Chevron

Routes 96X and 97X take passengers to Bishop Ranch from the Walnut Creek and Dublin/Pleasanton BART Stations, respectively. On time performance has been an issue for some time and is a result of tight running time and unpredictable traffic conditions on 680. To address this staff worked with Bishop Ranch to alter the routing to reduce the stops at Chevron to one per trip. Previously, the buses would stop at Chevron upon entering and leaving Bishop Ranch. The time saved would allow more cushion in the schedule.

As the table below illustrates the routes have experienced better on-time performance.

Route #	November '12	December '12	January '13
96X	72%	66%	76%
97X	70%	65%	86%

New Route 93X Limited

Route 93X experienced overcrowding on the 4:06pm trip from the Walnut Creek BART Station to the Hillcrest Park & Ride lot. This trip was also experiencing poor on-time performance because of the number of people transferring from route 96X and the fact that it waited before departing BART.

In the Winter bid an additional 93X trip was added that departs from Walnut Creek BART at 4:08pm; the 93X Limited. This trip is designed to carry passengers transferring from the 96X and heading to East County and was designed to make only limited stops along Ygnacio Valley Road. Now the 4:06pm bus can to leave on time and passengers boarding along Ygnacio have less crowded buses.

As the table below illustrates, the 4:06pm trip now has a more manageable load and has shown improved on-time performance.

Rt #93X	Boardings	Avg. Load	On-Time Performance
4:06pm - old	31	25	17.3%
4:06pm - new	17	14	71.6%
<i>New 4:08pm</i>	15	15	72.2%

Additional Route 20 Trip

Route 20 runs between Concord BART and DVC and was experiencing overcrowding in the morning, in particular on the 8:45am trip. A new 8:30am trip was added to increase capacity. This change was made in response to complaints from passengers some who attended the November Operations and Scheduling Committee meeting. The Committee heard complaints from passengers unable to board the bus due to overcrowding and from disabled individuals who couldn't get on.

The table below shows the Average Load and On-Time Performance before and after the service change. All three trips that existed before the change have experienced lighter loads and improved on-time performance as a result of adding a trip.

Rt #20	8:15am Trip		<i>New 8:30am Trip</i>	8:45am Trip		9:00am Trip	
	Before	<i>After</i>		Before	<i>After</i>	Before	<i>After</i>
Avg. Load	23.68	21.82	12.80	37.87	17.00	31.06	17.25
On-Time Performance	84.9%	96.1%	81.6%	71.6%	73.3%	59.6%	73.3%

Recommendation:

Information Only