

To: Operations and Scheduling Committee

Date: October 30, 2013

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

Subject: County Connection Response to BART Crises

Summary:

During October BART had three events that required County Connection to operate special service; the strike, the National Transportation Safety Board Investigation, and a fire at the Orinda station. All special service was free to the passengers and the cost will be reimbursed by MTC in the case of the strike or BART in the case of the bus bridges.

BART Strike:

On Friday October 18, 2013 BART announced that two unions were going on strike. County Connection was prepared and offered Express bus service from the Concord BART station to Broadway and 20th street in Oakland and back to Walnut Creek BART. At the start we provided three trips in the morning and three in the evening but on Monday October 21 service was expanded to include off-peak trips. Service was also the day after the strike settled as it was so late in the night when finally announced. 1.

National Transportation Safety Board (NTSB) Investigation:

On October 22, we were notified by BART that they were going to close the track between Pleasant Hill and Lafayette for the NTSB investigation regarding the death of two maintenance workers that occurred on Saturday October 19th.

County Connection operated 13 buses from 12:00pm to 3:00pm bridging the track closure and carrying BART riders. At 1:30pm BART added three charter buses so handle the passenger loads.

Orinda Station Fire:

On October 23, BART requested assistance in providing a bus bridge between Orinda and Lafayette due to a fire at the Orinda station. We operated 8 buses from 5:30pm to 7:30pm.

	Date	Passengers		Date	Passengers
Strike	10/18	90	NTSB	10/23	2,970
	10/21	356	Orinda Fire	10/23	208
	10/22	17			