

To: Operations and Scheduling Committee

Date: April 4, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Recommended Service Changes in Walnut Creek and Martinez

Background:

At the December 2013 Board of Directors meeting, the Board approved the Adaptive Service Analysis Plan. The study focused on alternatives for transit service in areas where the current service is not productive. The consultant team first selected neighborhoods for study and narrowed down the choices to the Trotter/South Walnut Creek area, Downtown Martinez, and Shadelands. Service options were developed and specific recommendations were made to improve service effectiveness in these neighborhoods.

The proposed changes from the Adaptive Service Analysis Plan are listed below:

Walnut Creek

- Re-route the #7 to provide more frequent and direct service between Pleasant Hill BART and Shadelands.
- Eliminate the Route 2 and modify the Route 5 to provide more frequent and direct service from Creekside to Walnut Creek BART.

Martinez

- Modify the #18 and #28 by eliminating service on Howe rd. to increase service to the retail centers on Arnold.
- Eliminate the Route 19 and redirect the service hours to a new community shuttle route.
- Operate a community shuttle between downtown Martinez and retail on Arnold.

Outreach:

Beginning in February staff conducted outreach to receive public comments on these service recommendations. Nearly 200 comments were received.

The public was able to comment on the proposed changes in the following ways:

- Attending public meetings (one in Martinez City Hall and one in the Walnut Creek Library),
- Emailing planning@countyconnection.com,

- Calling County Connection Customer Service,
- Commenting on County Connection’s website, or
- Completing a text survey via Textizen (see attached summary).
- Writing to the Director of Planning

Notices for the public meetings were placed on the buses as well as in the Contra Costa Times and information on the other outreach efforts was placed on buses as well as on County Connection’s website.

Because some individuals submitted comments through more than one avenue, the numbers for total comments and individuals will not match exactly.

The chart below shows the public participation by type:

Venue	# of Comments/Participants
Public Meetings	Martinez - 14
	Walnut Creek - 15
Email	30
Customer Service	14
Textizen	English - 71
	Spanish - 8
Website	29

Route #2 and Route #19

Not surprisingly, most respondents commented on the two routes that were proposed to be eliminated (Routes #2 and #19).

Through the website, customer service, and email, 24 comments were received requesting that service continue on the Route #19. The comments showed that passengers in Martinez depend on the Route 19 to access public health and social services. Many commented at the public meeting that they wanted more frequency on the route.

The Route 2 recommendation generated 19 comments through the website, email, and customer service with only 3 supporting its elimination; though 10 suggested retaining at least the commute service. Most of the respondents (from all public input) use the Route #2 to commute to work or school and Route #19 for work and medical trips.

Route #5

Overall only two people commented on the Route #5 change via the website and both supported the recommendation. Further, 23 respondents who filled out the texting survey supported the change while 14 did not.

Route #7

The change to the Route #7 received 6 comments in favor and 7 in opposition. Comments in support of the recommendation were from those that work in Shadelands and the Children’s Hospital. Comments received via text were also evenly split in their support.

Route #28 and Martinez Shuttle

Though only a minor service change was recommended, the Route 28 generated significant public interest and comments were skewed towards keeping the current routing. The Martinez shuttle was strongly supported but not at the expense of the Route 19.

Recommendation:

Staff recommends the following:

- Make no changes in Martinez
- Route 2: Retain two morning and two evening commute trips. Re-route via Broadway
- Route 5: Streamline service to BART
- Route 7: Streamline service between Shadelands and Pleasant Hill BART

The public comments reflected a significant need for the Route 19 and the need for a modest level of service on the Route 2. As the Martinez Shuttle was contingent on savings from eliminating the Route 19 and the recommended re-routing of Route #28 was not supported, staff has revised the recommendation to keep all current service in Martinez intact and not implement the shuttle.

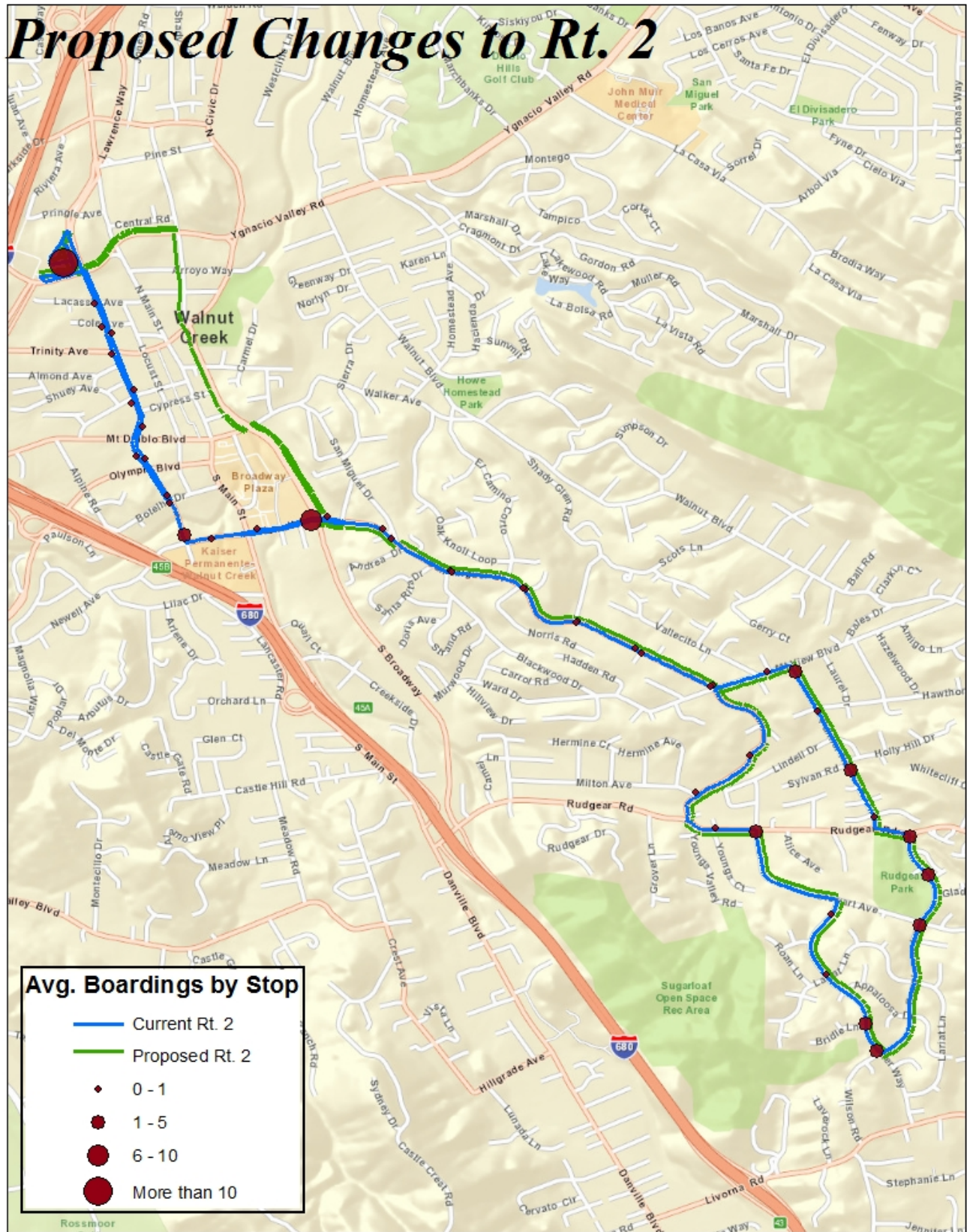
The recommendation for the Route 2 has also been revised to retain 2 morning commute trips and 2 evening commute trips and re-route the service via Broadway instead of California.

Based on the comments received on the Route #5 proposal, staff is supporting the initial recommendation to modify the route to provide more direct service between Creekside and Walnut Creek BART. Staff is recommending that the Route #5 operate on 20-minute headways during peak commute hours and 45 minutes during the midday. Currently the Route 5 operates on 35-minute headways during commute times and over 90 minute headways during midday.

In Walnut Creek, there was support for the modified Route #7 to expedite service between Pleasant Hill BART and Shadelands. It is recommended that this service operate on 15-minute headways between the hours of 7:00am and 10:30am and 3:00pm and 7:00pm. Currently it operates on 45 minute headways.

The maps below illustrate the changes to the Routes #2, #5, and #7.

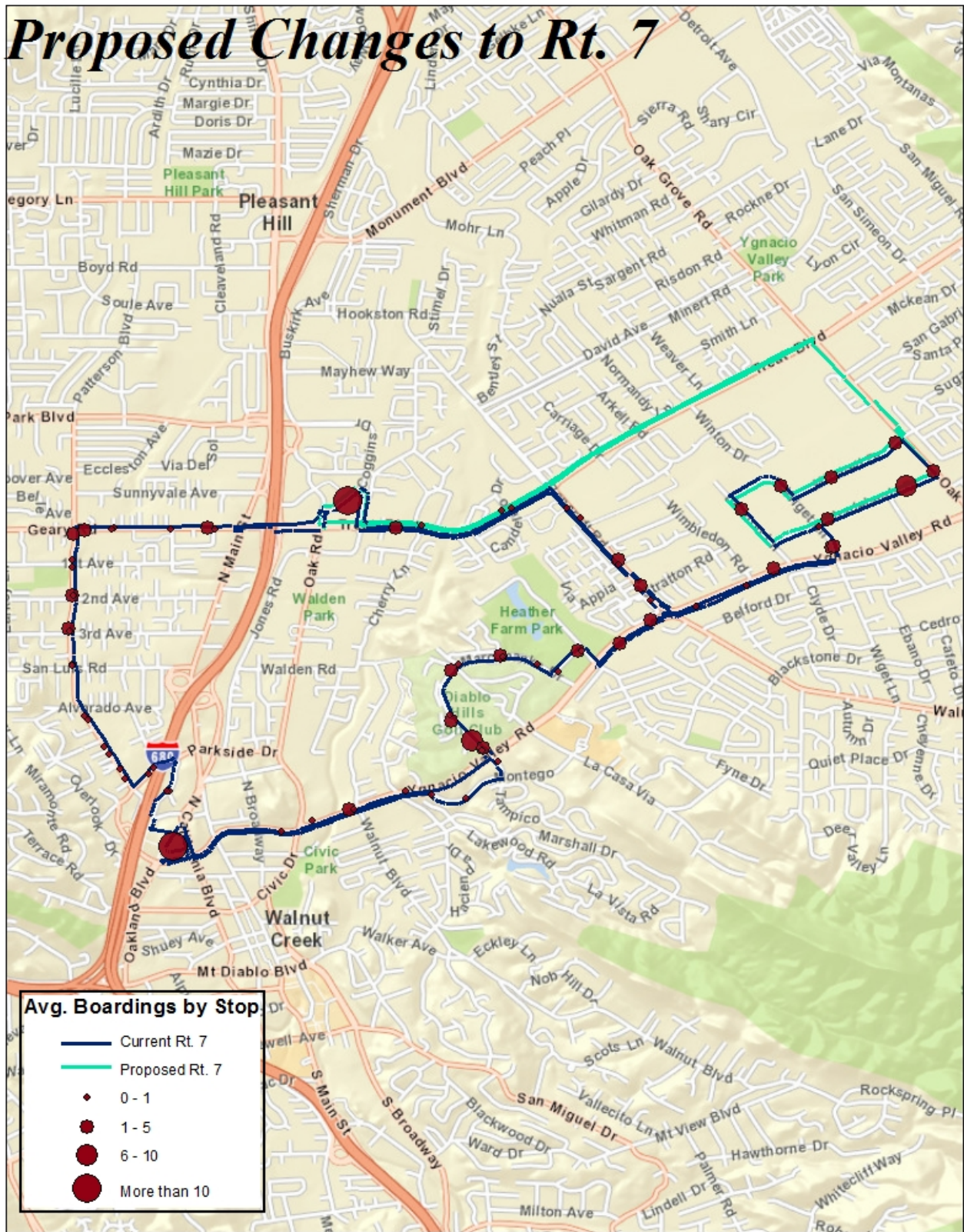
Proposed Changes to Rt. 2



Proposed Changes to Rt. 5



Proposed Changes to Rt. 7



Title VI:

Because the level of service that is proposed qualifies as a “Major Service Change”, staff has conducted an Equity Analysis. The Census 2010 census-tract data was used to compare the

change in revenue miles and hours in minority tracts to non-minority tracts and low-income tracts to non-low-income tracts. Based on Census 2010 data 37.1% of the population residing in County Connection’s service area is minority so any census tract with greater than 37.1% minority population is designated a “minority tract.” Because 5.7% of the population residing in County Connection’s service area is determined to be below the poverty level, any tract with greater than 5.7% below the poverty level is designated a “low-income tract.”

The tables below compare the proposed service change in revenue miles and hours operated in low-income to non-low-income and minority to non-minority tracts. The data shows that although total revenue hours and miles will decrease slightly, the service going to low-income and minority tracts will increase (with the exception of low-income revenue miles which would decline 0.01%).

	Current	Proposed	% Difference
Low-Income Rt. Miles	112.02	112.01	-0.01%
Non-Low-Income Rt. Miles	316.68	262.59	-17.08%
Total Rt. Miles	428.70	374.60	-12.62%
Low-Income Rt. Hours	12.74	13.71	7.65%
Non-Low-Income Rt. Hours	35.15	27.34	-22.23%
Total Rt. Hours	47.89	41.05	-14.28%

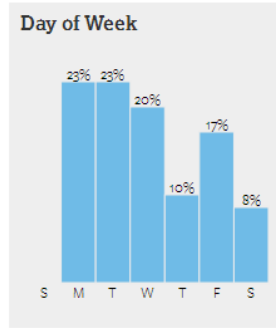
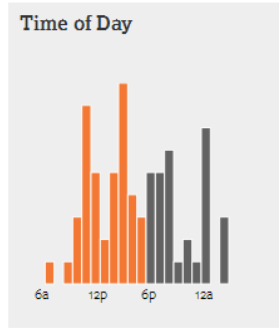
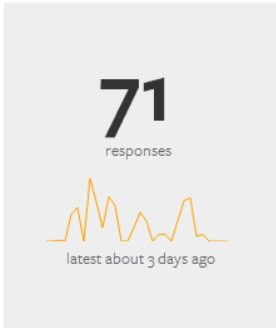
	Current	Proposed	% Difference
Minority Rt. Miles	63.83	92.09	44.27%
Non-Minority Rt. Miles	364.87	283.63	-22.27%
Total Rt. Miles	428.70	374.60	-12.62%
Minority Rt. Hours	6.85	11.80	72.26%
Non-Minority Rt. Hours	41.04	29.35	-28.47%
Total Rt. Hours	47.89	41.05	-14.28%

This data demonstrates that the service recommendations will not have a disproportionate burden on low-income and minority populations.

Recommendation:

Staff recommends the O&S Committee review the proposed service changes and forward it to the Board for approval. If approved at the April Board meeting, service changes would take effect at the Fall Bid (August 17, 2014).

Attachment: Summary of Textizen Survey Responses



Assigned phone
1(925) 301-9650

Start date
03/03/2014 at 06:38PM

Language
English

Status
Running

Results public?
No

[EDIT](#) [DANGEROUS](#)

