

To: Operations & Scheduling Committee

Date: 03/01/2018

From: Ruby Horta, Director of Planning & Marketing

Reviewed by: *R.C.*

SUBJECT: Service Restructure Plan – Initial Proposal

Background:

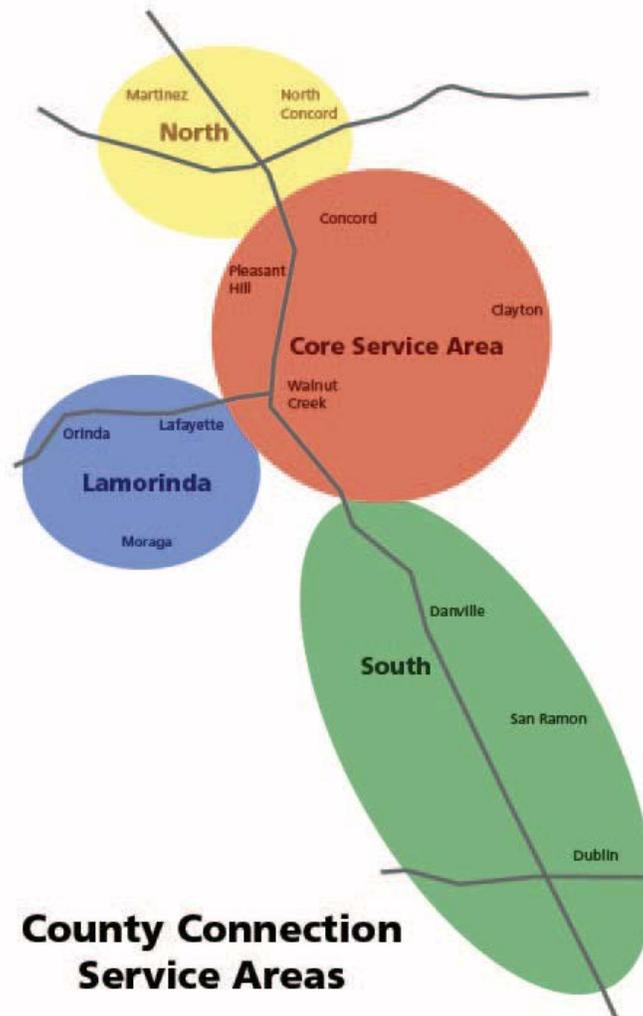
In an effort to understand our current ridership trends and changing demographics, County Connection staff prepared a Comprehensive Operational Analysis (COA), which was completed in January 2018. Revenues for transit have not kept up with expenses and we want to ensure that we are providing service in the most efficient manner. The COA has provided staff with the foundation for a data-driven planning effort to restructure County Connection's service focused on increased productivity. The last time our system was significantly overhauled was in Spring 2009 and we acknowledge that a number of factors have changed. Housing developments, traffic patterns, demographic shifts, job centers and increased congestion all contribute to changing transit needs. Irrespective of the economic outlook, staff recognizes a need to halt the downward ridership trend by shifting revenue hours to areas with the greatest potential for successful transit.

A brief summary of the proposed changes will be described below. Given the scope of the proposed service restructure, staff recommends a thorough public comment period. Therefore, the earliest we could implement a service change would be Spring 2019. The public comment process will include outreach to other County Connection departments, various stakeholders throughout the service area, community meetings, public workshops, and one formal public hearing. To initiate the process, staff requests comments from the O&S Committee and will incorporate Committee feedback to a revised proposal. The revised proposal will be presented to O&S at the April Committee meeting. Staff will also recommend a Board workshop in April.

Proposed Service Restructure Summary:

Planning staff has divided the changes into four regions, the Core, North, South, and Lamorinda. A change matrix with level of service implications for every route is available as an attachment. A complete system map of the proposed network will be presented at the Operations and Scheduling Meeting. No changes are proposed to the supplemental '600' series routes timed to school bell times. Costs will be determined in the future when our scheduling department can

input the changes into our scheduling software in a new 'runcut', or operator bid that creates shifts for drivers.



Core Service Area Restructure Concepts

- Streamline Route 19 to use Concord Ave. instead of going to Concord BART via Sun Valley Mall. To further speed up the route, eliminate service to Stanwell and take the faster Route 91 alignment through Downtown Concord
- Streamline Route 9 by eliminating routing to JFK, Patterson Blvd., and Oak Park Blvd.
- Create a new alignment for Route 10 to turn around at Washington/Michigan instead of the Ayers Rd./Kirker Pass loop. End 50% of peak trips at this loop that currently continues on to Marsh Creek Rd. in Clayton. Only one quarter of the ridership rides past Kirker Pass
- Extend Route 14 to Walnut Creek BART to expand access to jobs from the Monument Corridor. Increase frequencies to every 30 minutes

- Terminate Route 15 at Pleasant Hill BART (it will no longer service Walnut Creek BART, this will be covered by Route 14)
- Eliminate Route 1M and Route 2 due to low ridership and poor efficiency
- Realign Route 95X to exit Hwy. 680 at S. Main St., to provide direct access to Downtown Walnut Creek from the south and avoid congestion
- Eliminate Route 301 to Rossmoor due to low ridership
- Extend 311 to John Muir Hospital to cover the Ygnacio Valley Rd. portion of 301
- Increase frequency on Route 4 from 15 minutes to 12 minutes
- Adjust times, where possible, on local routes to meet school bell times in the Pleasant Hill area
- Eliminate Route 315 due to low ridership

North Restructure Concepts

The main changes to the north service area include:

- Split Route 28 in half and retain its Martinez-DVC segments
 - New alignment with 2-way Walmart service
 - Eliminate service to Marsh Rd./Arnold Industrial Way
 - Add service to the Arnold/Morello high ridership corridor
 - Eliminate small, light industrial segment of Howe Rd.
- Create a new Route 27 to serve North Concord
 - Create new North Concord BART connections
 - Allocate at least two revenue hours of service for loop
 - Replace current Route 627, with more frequent service
- Add Route 98X peak trips to connect with Amtrak in Martinez

Lamorinda Restructure Concepts

- Eliminate Route 25 due to low ridership
- Potentially increase peak service on Route 6

South Restructure Concepts

- Eliminate Route 36, but retain coverage on its productive northern alignment with an extended Route 35
- Extend Route 35 to Crow Canyon Rd., roughly double frequency of service
- Eliminate Route 97X and increase peak Route 35 frequency. Route 35 has similar travel times to the current Route 97X from East Dublin BART and Bishop Ranch. Route 97X has also has low ridership. This proposal requires additional discussion with Bishop Ranch
- Remove Alcosta Blvd. from Route 92X to speed up run times

Recommendation:

Staff recommends that the O&S Committee provide feedback on the proposed service restructure concepts.

Financial Implications:

To be determined.

Proposed Service Restructure Change Matrix

Route	Route Type	Service Span	Revenue Hours	Hours Change	Changes
Core Service Area (Concord, Pleasant Hill, Walnut Creek, Clayton)					
1	Local	AD	26.35	-	
1M	Local	Peak	5.47	(5.47)	DELETE ROUTE
2	Local	Peak	3.55	(3.55)	DELETE ROUTE
4	Circulator	AD	35.83	-	Increase Frequency to 12min, reduce layover at fountain
5	Local	AD	18.67	-	
7	Circulator	Peak	21.30	-	
9	Local	AD	41.77	(4.18)	Streamline alignment (-10%)
10	Local Trunk	AD	47.97	(3.84)	Short turns, new Michigan loop, reduce Clayton service (-8%)
11	Local	AD	18.98		
14	Local	AD	39.58	3.96	Extend to WC BART (+10%), add span, reduce layover
15	Local	AD	30.85	(0.77)	Truncate to PH BART (-2.5%), add layover
17	Local	AD	18.52	-	
18	Local	AD	31.65	-	
19	Local	AD	13.80	1.66	Streamline Route, turn at Concord Ave, add 2 trips (+12%)
20	Local Trunk	AD	47.55	(1.19)	Reduce layover, add layover to Route 10
91	Circulator	Peak	5.25	-	
93	Express	Peak	16.03	-	
4s/su	Circulator	AD	18.37	(0.92)	Remove some of fountain layover (-5%)
301	Local	AD	8.90	(8.90)	Delete Route
310	Local	AD	17.10	-	
311	Local	AD	15.48	3.87	Add trips, serve John Muir in WC (25%)
314	Local	AD	27.93	-	
315	Local	AD	6.33	(6.33)	Delete Route
320	Local	AD	12.82	-	
North Service Area (Martinez, North Concord)					
16	Local	AD	51.85	(3.63)	Break from 14 interline, reduce layover (-7%)
27	Circulator	Limited		2.00	New Route Replaces 627, 28 service to Arnold Industrial/Bates
28	Local	AD	30.20	(10.57)	Truncate to DVC, take off Hwy 4 (-35%), cover old 3 route
98	Express	AD	26.98	4.00	Add Peak Trips, market to Amtrak like the 99
316	Local	AD	19.93	4.98	Add trips (25%)
Lamorinda Service Area (Lafayette, Moraga, Orinda)					
25	Local	AD	9.43	(9.43)	DELETE ROUTE
6	Local	AD	8.75	-	Potentially Add Peak Service
South Service Area (Danville, San Ramon, Dublin)					
21	Local	AD	49.67	-	
35	Local	AD	33.73	20.24	Extend to Crow Canyon 36 portion, add peak trips (+60%)
36	Local	AD	27.17	(27.17)	DELETE ROUTE
92	Express	Peak	12.72	(0.25)	Remove Alcosta (-2%)
95	Express	Peak	10.07	0.20	Route via California Blvd (+2%)
96	Express	AD	35.42	-	
97	Express	Peak	9.90	(9.90)	DELETE ROUTE, Requires Discussion with Bishop Ranch
321	Local	AD	20.23	-	