

**To:** Operations & Scheduling Committee

**Date:** 03/28/2018

**From:** Ruby Horta, Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: Service Restructure Plan – Initial Proposal**

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**Background:**

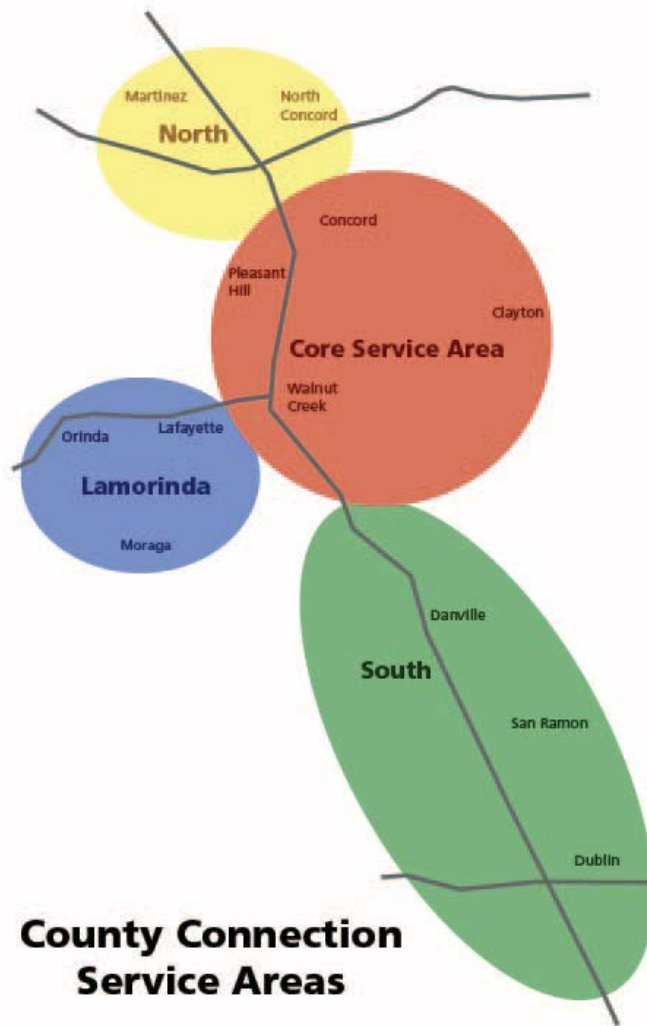
At the March Operations & Scheduling Committee meeting, staff presented the initial proposal for a service restructure plan. Committee members had the opportunity to provide feedback on the proposed changes. One of the concerns expressed was with regards to the elimination of Route 36 and the impact to the ridership at the Senior Center. Although the route does not perform as well as its counterpart, Route 35, staff understands the significance of serving the senior community in San Ramon and is evaluating alternate solutions. A potential solution could be a pilot program similar to GoDublin where County Connection subsidizes fares for riders using Lyft, Uber or a Taxi. These type of transit alternatives will be included as staff further develops the service restructure plan after additional feedback from the full Board in April. Additionally, route alignments to avoid congestion in close proximity to schools were also recommended.

In addition to the feedback received from the Committee, County Connection staff has met with various stakeholders including the operators' union leadership and staff from various cities in our service area. For the most part, stakeholders have been receptive to the plan and the overarching goal of increased productivity.

Below is the summary presented at the March O&S Committee.

**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.
- Streamline Route 9 by eliminating routing to JFK, Patterson Blvd., and Oak Park Blvd.
- Realign Route 28 to service Patterson Blvd., and Oak Park Blvd. and adjust trip times to meet school bell times; consider routing along Taylor Blvd. instead of Viking Dr.
- 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. Review alternate transit options for San Ramon
- 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

### Financial Implications:

Staff will continue to work with the Chief Financial Officer to provide a reasonable estimate on the cost differential in the next couple of months.

**Recommendation:**

Staff recommends that the O&S forward the initial proposal of the service restructure plan to the Board for review at the April Board meeting. Staff requests an hour workshop be included as part of the agenda to complete a full review of the proposal. The Board will have the opportunity to offer feedback, ask questions and provide further direction to staff.

**Action Requested:**

Staff requests to move the recommendation to the Board and conduct an hour workshop at the regularly scheduled meeting in April.