

To: Board of Directors

Date: 04/11/2018

From: Ruby Horta, Director of Planning & Marketing

Reviewed by:

SUBJECT: Draft Service Restructure 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. 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.

Staff recognizes the need to halt the downward ridership trend by shifting revenue hours to areas with the greatest potential for successful transit. In areas where traditional public transit service is currently not productive, County Connection would pursue other transit alternatives. Transit agencies across the nation are testing various forms of Microtransit. County Connection has implemented the Microtransit App for the Alamo Creek service and LAVTA replaced unproductive routes by subsidizing fares for riders using Lyft, Uber, or a Taxi in those areas. These types of transit alternatives will be considered as staff further develops the service restructure plan, with Board feedback.

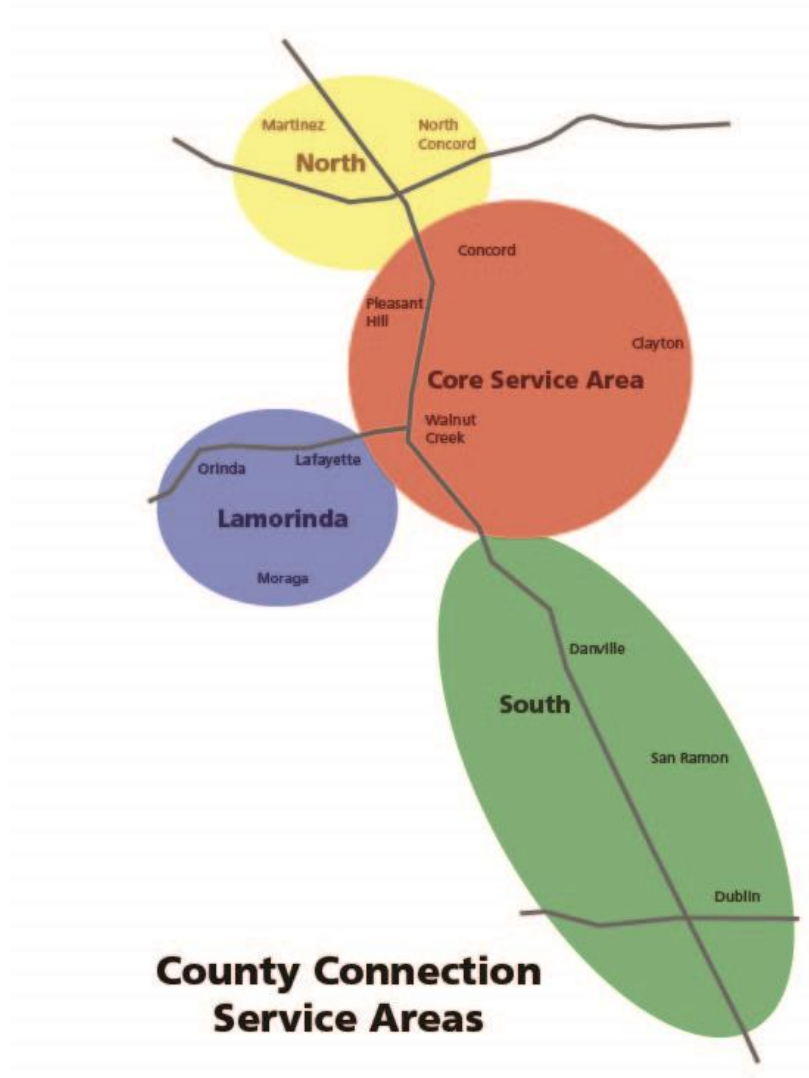
In addition to focusing on providing a more productive service, staff also recognizes the projected budgetary constraints. Revenues for transit have not kept up with expenses and our current budget projects a deficit in FY 2023. By making service adjustments that increase productivity and reduce costs, County Connection will be better positioned to address future financial constraints. It should be noted that this service proposal assumes SB1 will not be repealed in November. However, if SB1 is repealed, staff will develop a different plan with more drastic service cuts.

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. Staff has begun the process by presenting the plan to the O&S Committee over the last couple of months. In addition

to the feedback received from the Committee, County Connection staff has met with various stakeholders including the ATU's 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. Staff requests comments from the Board before initiating the public comment process. The public comment process will include outreach to partner transit agencies, various stakeholders throughout the service area, community meetings, public workshops, and a public hearing.

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 18 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:

Based on preliminary calculations, staff projects the draft service restructure proposal will reduce costs by approximately \$1M. This is an initial projection and will be refined as the proposal is adjusted.

Recommendation:

The O&S Committee and staff recommend that the Board receive an hour long presentation at the April Board meeting to review the draft service restructure proposal. Afterwards, board members will have the opportunity to provide feedback and any further direction.

Action Requested:

The O & S Committee and staff requests that the Board authorize staff to release it for a public review process. This review will include a formal public hearing, meetings with stakeholders and public interest groups, community meetings, and other interested parties. Staff will complete a comprehensive Title VI analysis which will include legal review. Once completed, staff will bring all findings and information back to O&S and the Board with a final recommendation.

Attachment:

PowerPoint presentation, to be presented at Board meeting.