

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.

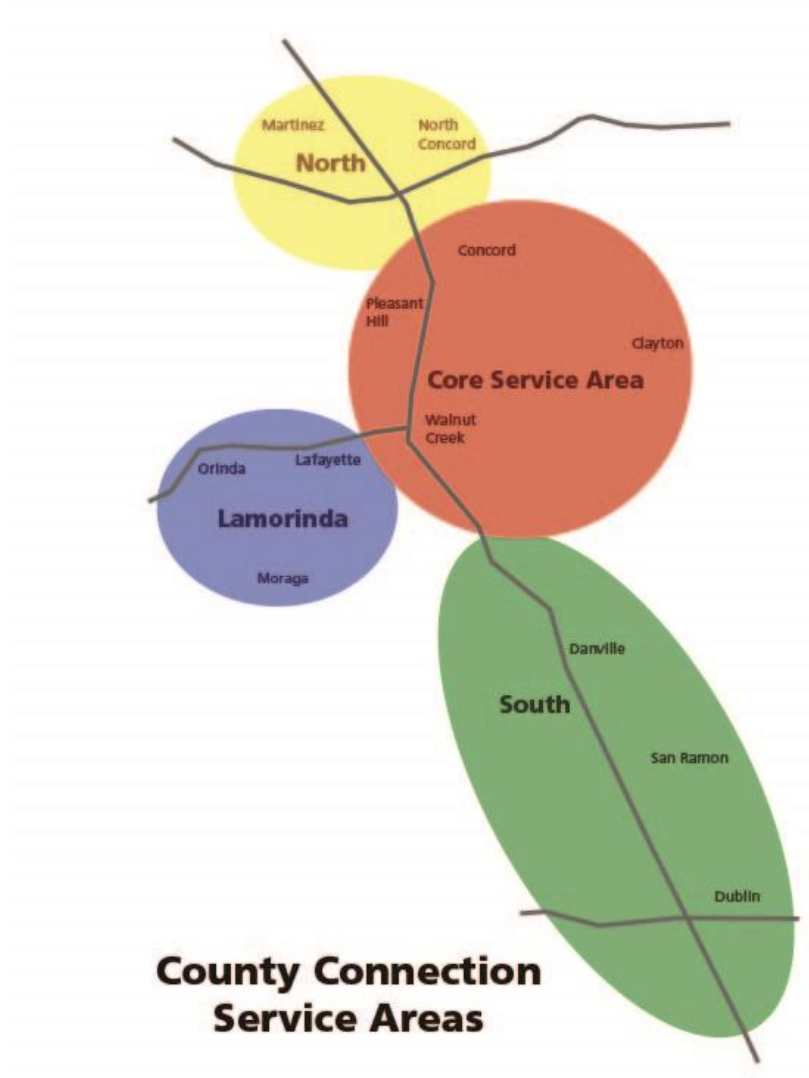
In addition to focusing on providing a more productive service, staff also recognizes the projected budgetary constraints. Revenues for transit have not kept up with expenses and our current budget projects a deficit in FY 2023. By making service adjustments that increase productivity and reduce costs,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 It should be noted that this service proposal assumes SB1 will not be repealed in November. However, if SB1 is repealed, staff will develop a different plan with more drastic service cuts.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

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.

Draft Service Restructure

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April 19, 2018

Background

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- County Connection has not made a major service change since 2009
- Ridership continues to decline
- Costs have gone up with no significant new revenue
- Some routes have been allowed to remain with poor efficiency
- Goal of increasing efficiency, improving ridership, exploring alternative service delivery options and ensuring long term sustainability

Proposed Systemwide Annual Impacts

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Existing Annual Revenue Hours (FY17):	Proposed Annual Revenue Hours
220,933	202,085
Existing Annual Revenue Miles (FY17):	Proposed Annual Revenue Miles:
2,473,965	2,264,164

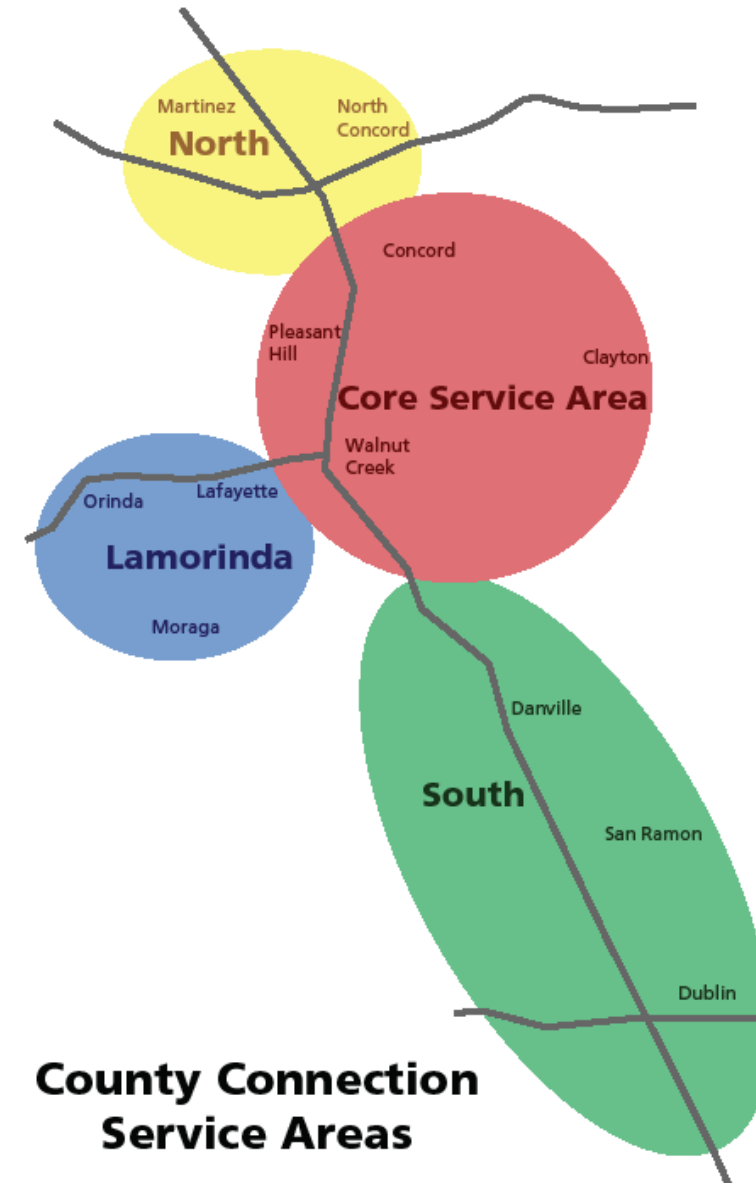
Service Areas

North: Martinez, North Concord

Core: Concord, Pleasant Hill, Walnut Creek, Clayton

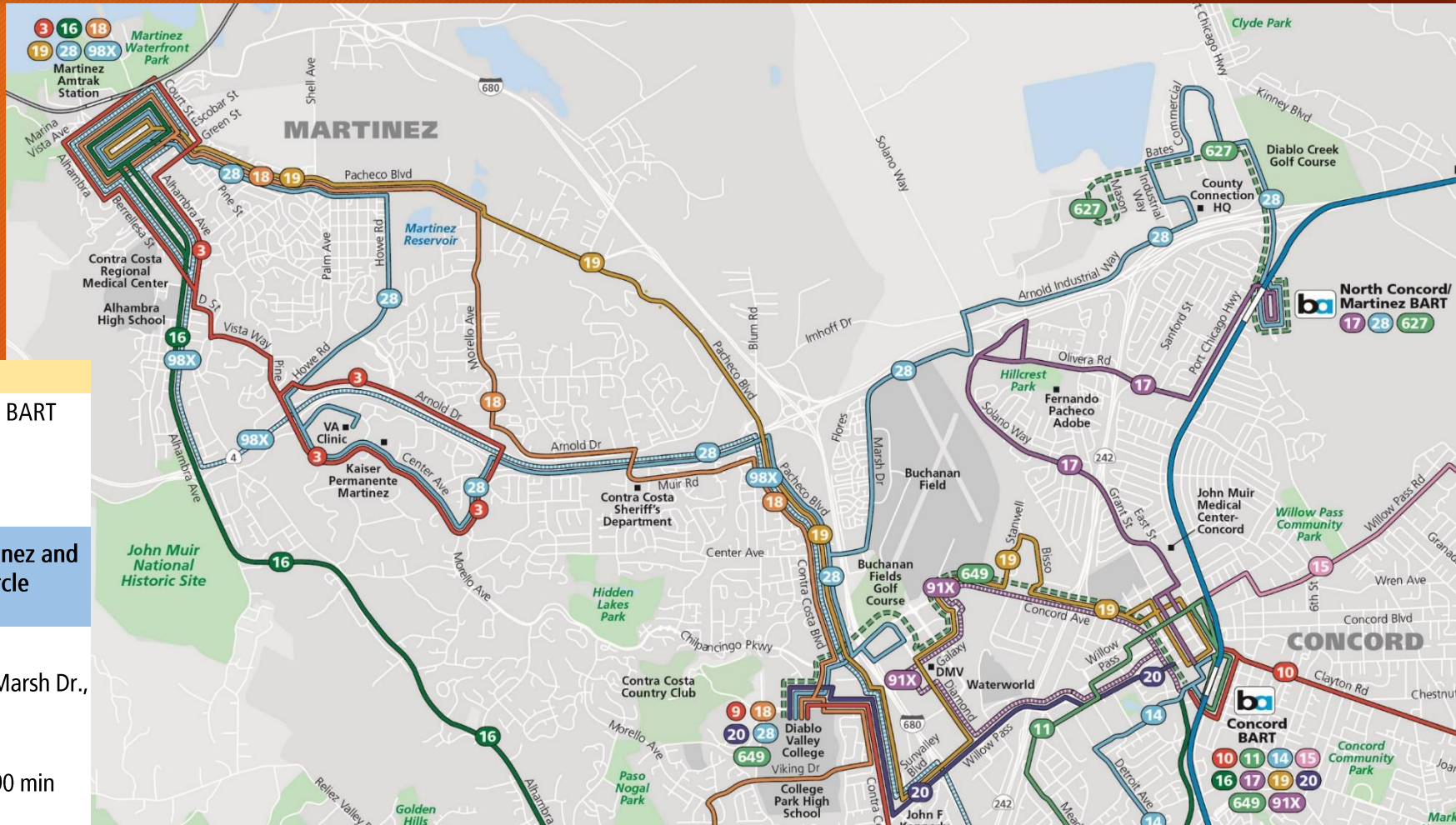
Lamorinda: Lafayette, Moraga, Orinda

South: Danville, San Ramon, Dublin



Martinez Existing Service Profile

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19-AMTRAK/BART Concord

Amtrak, Pacheco Blvd., Concord BART
6:05am to 7:53pm

Frequency: every 120 min

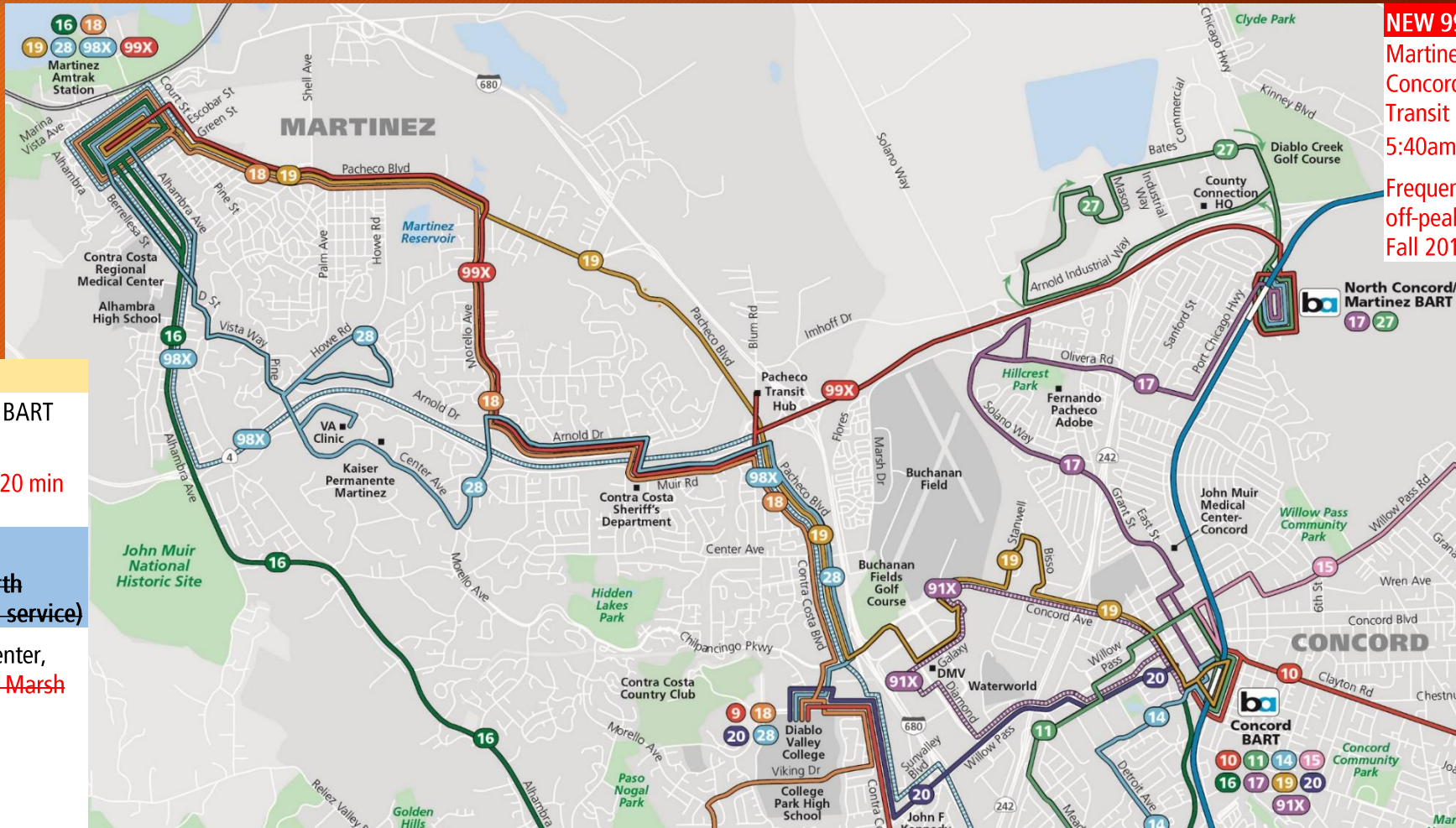
28-BART North Concord/Martinez and 627-North Concord/Mason Circle (limited service)

Amtrak, Veteran's Clinic, DVC, Marsh Dr.,
North Concord BART
5:45am to 8:56pm

Frequency: every 75 min peak/ 90 min
off-peak. 627 2 trips/day

Martinez Proposed Service Profile

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19-AMTRAK/BART Concord

Amtrak, Pacheco Blvd., Concord BART
6:05am to 7:53pm

Frequency: every 60 min peak/ 120 min off-peak

28-Martinez/DVC and 627-North Concord/Mason Circle (limited-service)

Amtrak, CC Regional Medical Center, Walmart, Veteran's Clinic, DVC, ~~Marsh Dr.~~, North Concord BART
7:00am to 7:00pm

Frequency: every 80 min

NEW 99X-Martinez/BART Express
Martinez Amtrak to North Concord/Martinez BART via Pacheco Transit Hub
5:40am to 7:18pm
Frequency: every 30- 45 min peak / none off-peak. LCTOP Funded)- Implemented Fall 2018

North Restructure Concepts: Overview



North Concord Proposed Service Profile

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NEW 27 -BART North Concord- Martinez/Arnold Industrial

North Concord BART, Arnold Industrial
Way, Bates, Port Chicago Hwy

7:00am to 6:30pm

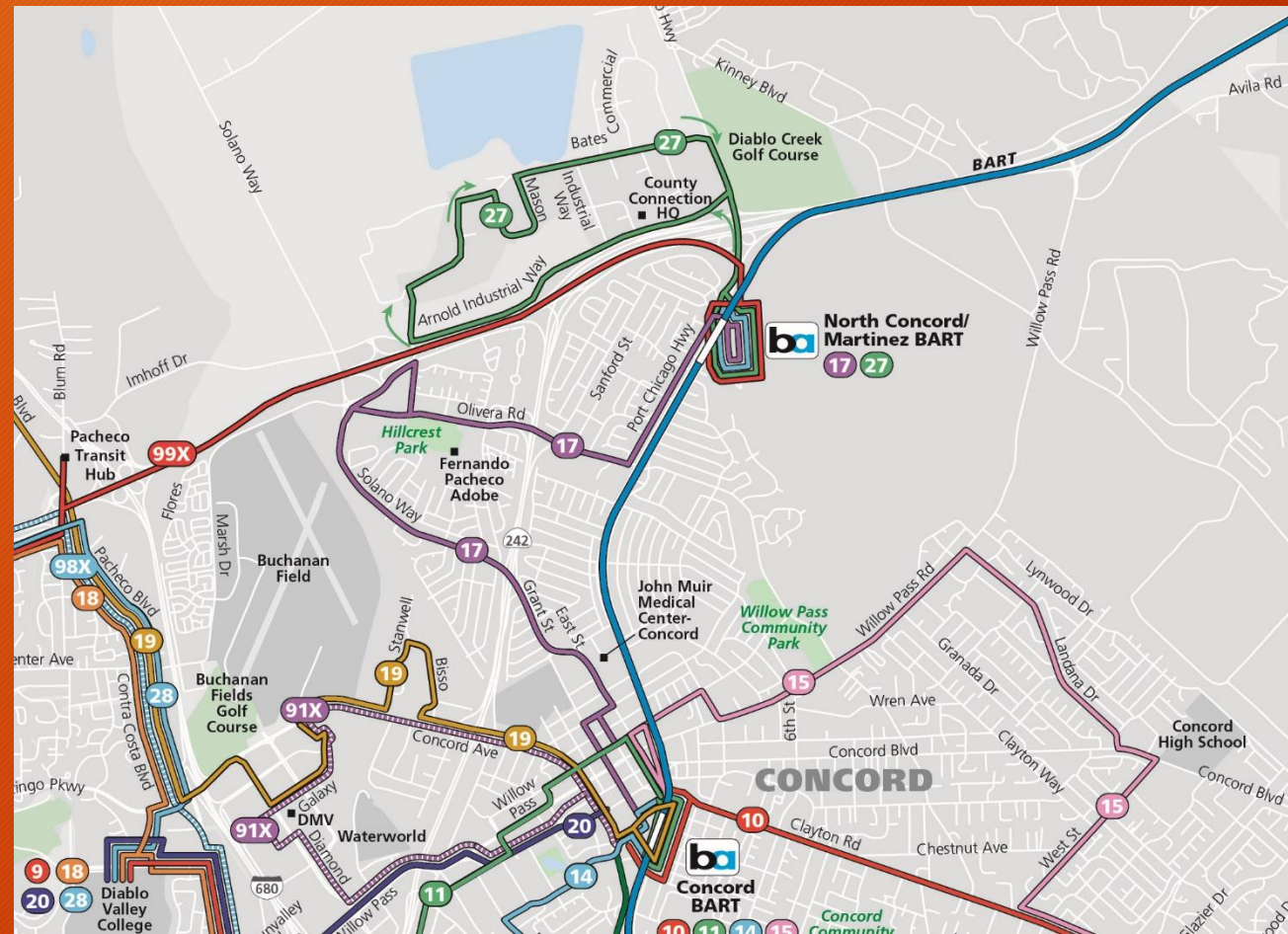
6-10 one-way loop trips (TBD)

28-Martinez/DVC and 627-North Concord/Mason Circle (limited service)

Amtrak, CC Regional Medical Center,
Walmart, Veteran's Clinic, DVC, Marsh
Dr., North Concord BART

7:00am to 7:00pm

Frequency: every 80 min



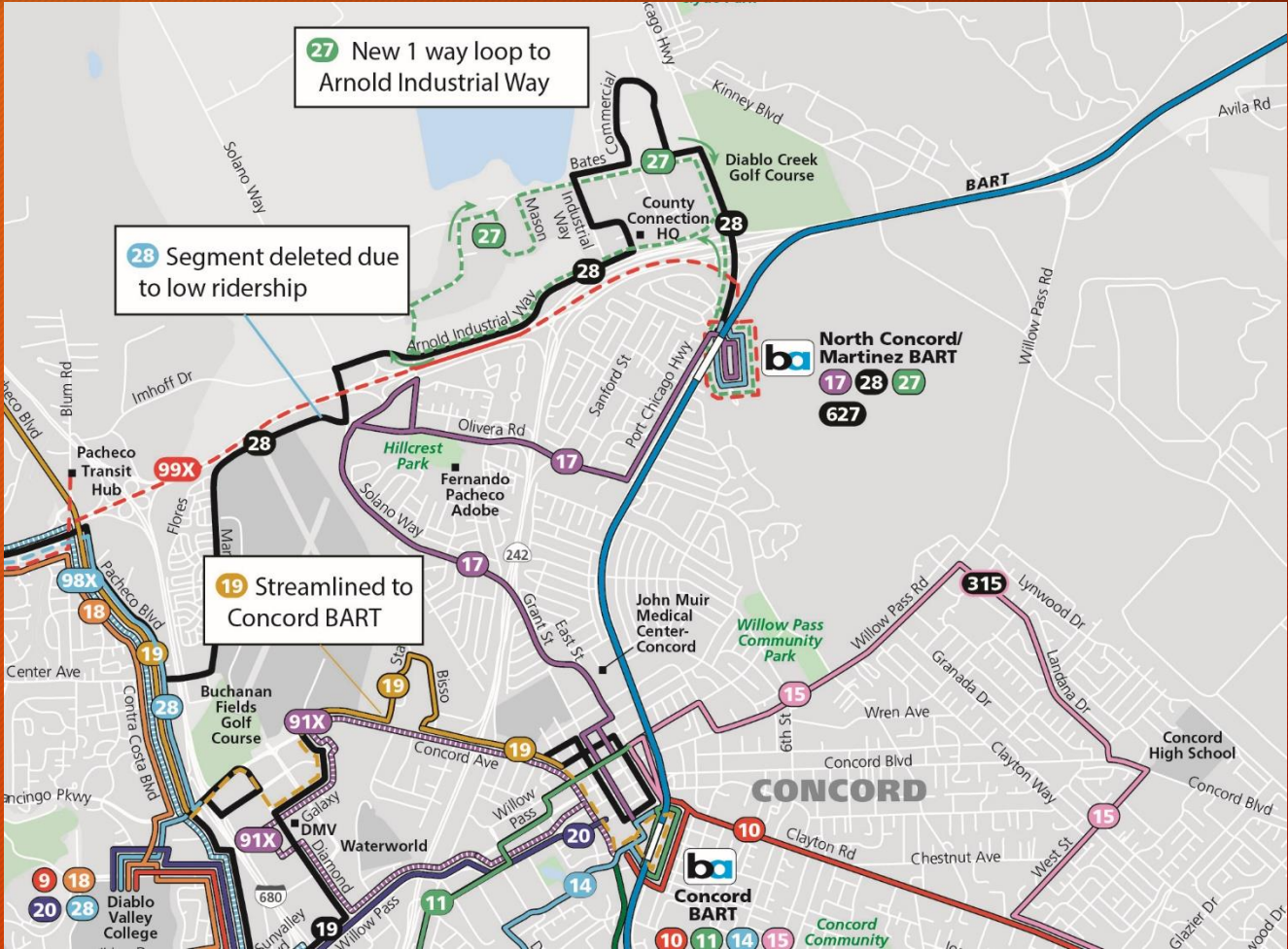
NEW 99X-Martinez/BART Express

Martinez Amtrak to North
Concord/Martinez BART via Pacheco
Transit Hub

5:40am to 7:18pm

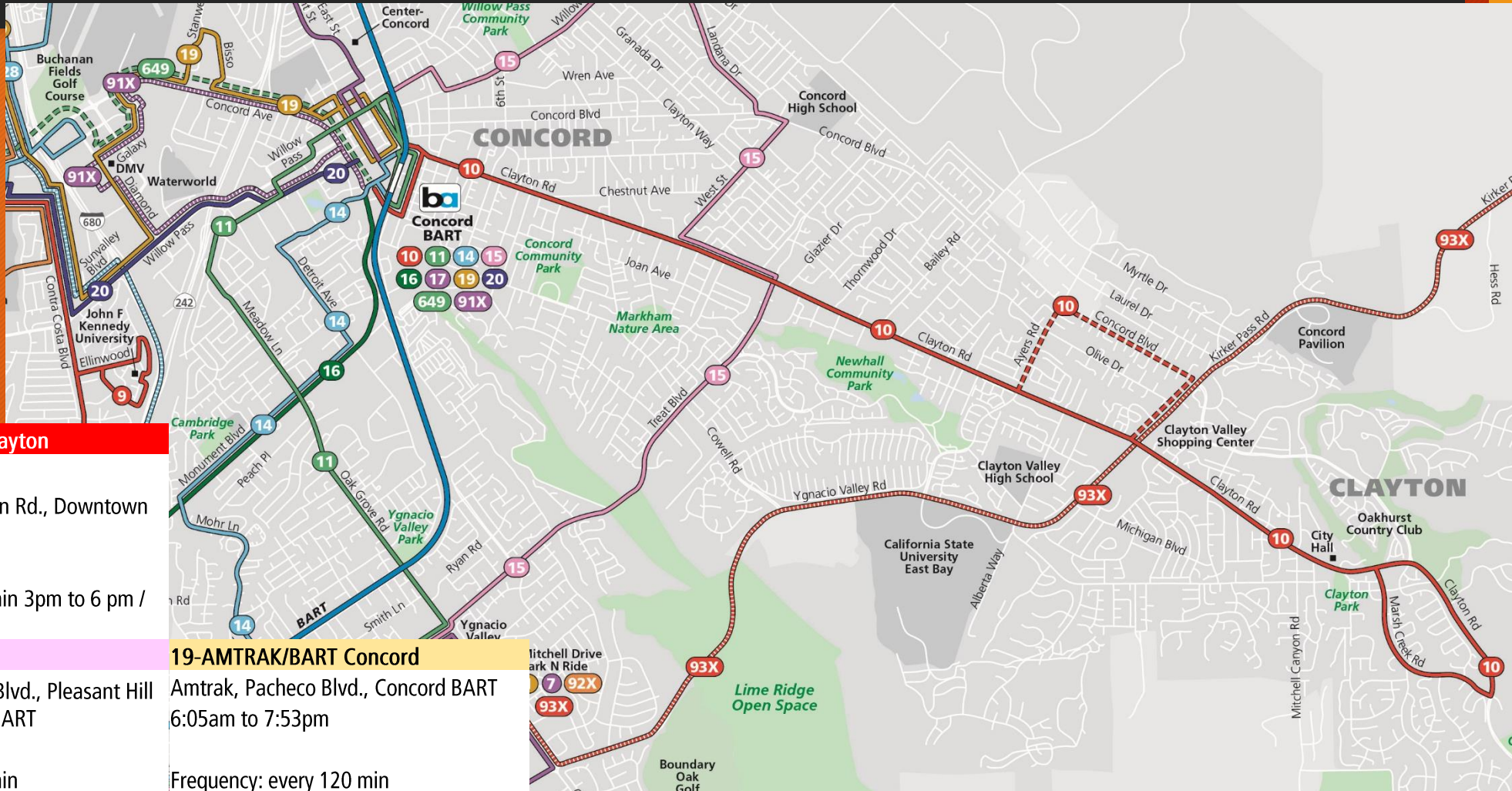
Frequency: every 30- 45 min peak / none
off-peak. LCTOP Funded)- Implemented
Fall 2018

North Restructure Concepts: North Concord



Concord/Clayton Existing Service Profile

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10-BART Concord/Clayton

Concord BART, Clayton Rd., Downtown Clayton (all trips)
5:06am to 11:03pm
Frequency: every 15 min 3pm to 6 pm / 30 minutes off-peak

15-Treat Blvd

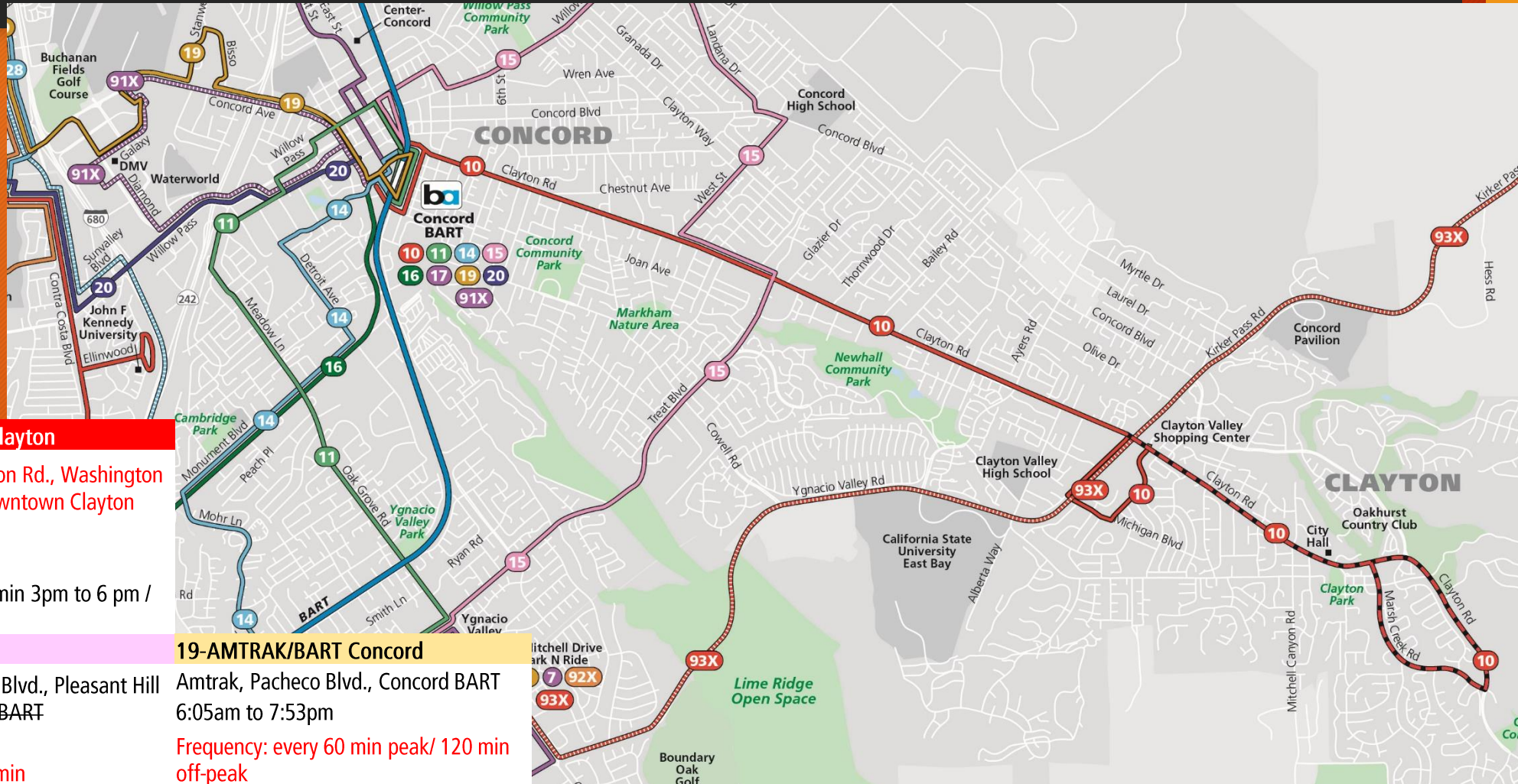
Concord BART, Treat Blvd., Pleasant Hill BART, Walnut Creek BART
5:35am to 8:44pm
Frequency: every 65 min

19-AMTRAK/BART Concord

Amtrak, Pacheco Blvd., Concord BART
6:05am to 7:53pm
Frequency: every 120 min

Concord/Clayton Proposed Service Profile

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10-BART Concord/Clayton

Concord BART, Clayton Rd., Washington Blvd (select trips) Downtown Clayton (select trips)

5:06am to 11:03pm

Frequency: every 15 min 3pm to 6 pm / 30 minutes off-peak

15-Treat Blvd

Concord BART, Treat Blvd., Pleasant Hill BART, Walnut Creek BART

5:35am to 8:44pm

Frequency: every 60 min

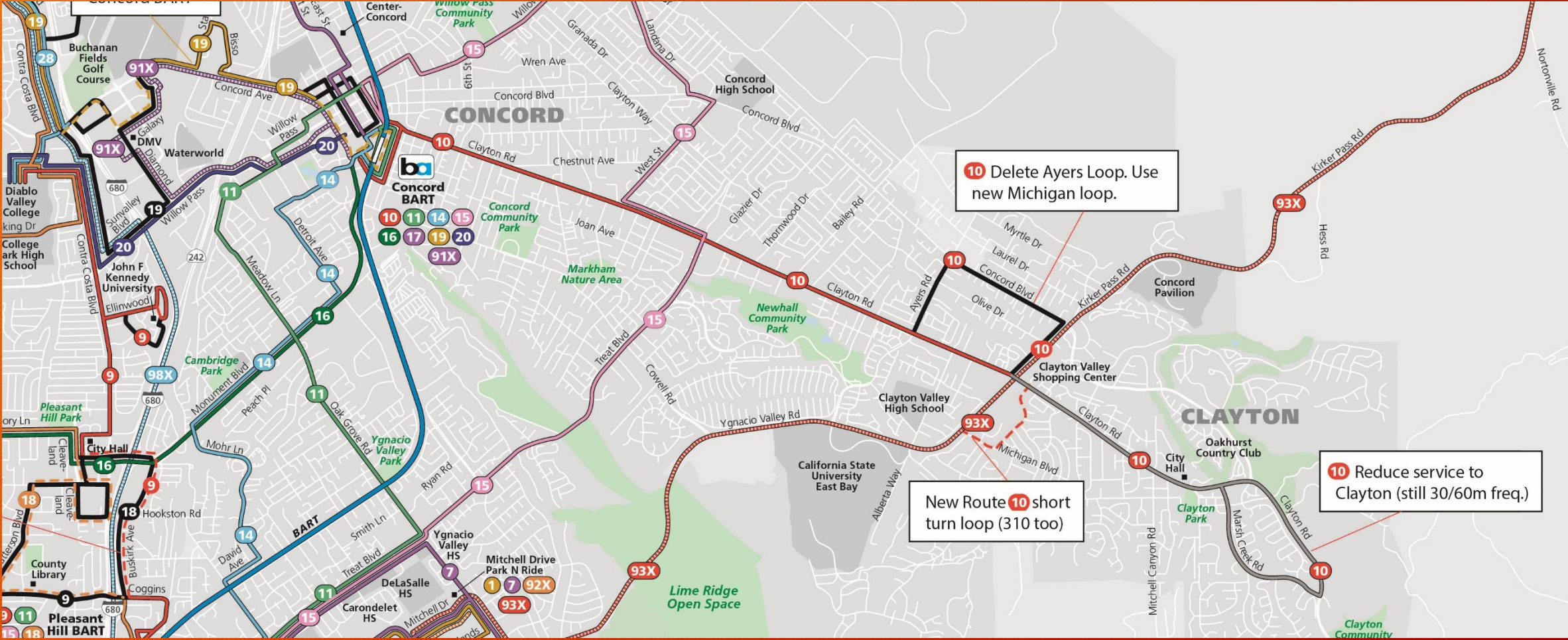
19-AMTRAK/BART Concord

Amtrak, Pacheco Blvd., Concord BART

6:05am to 7:53pm

Frequency: every 60 min peak/ 120 min off-peak

Core Restructure Concepts: Concord/Clayton Overview



Walnut Creek Overview Existing Service Profile

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1M-BART Walnut Creek/John Muir Medical Center

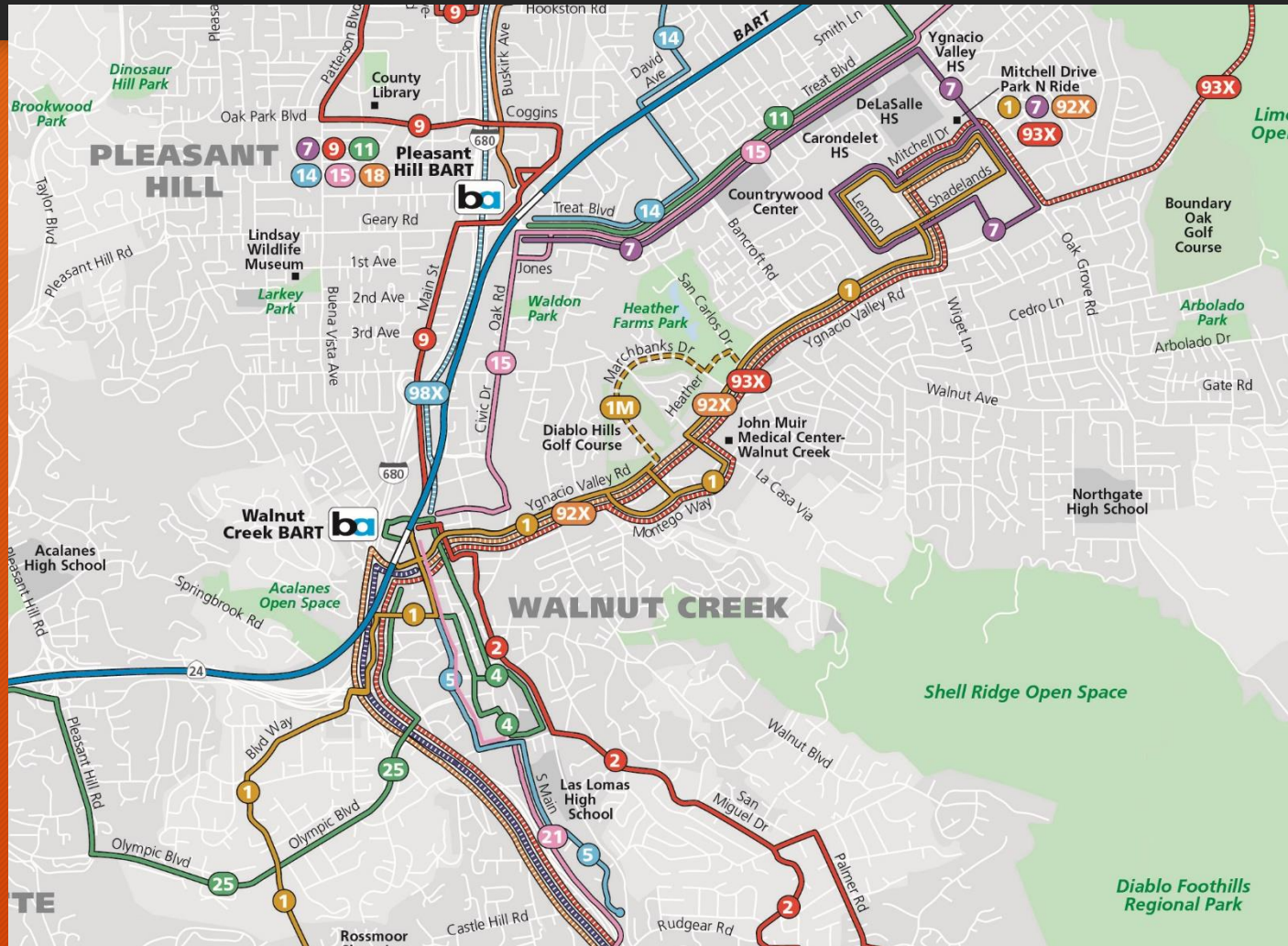
Walnut Creek BART, Marchbanks
6:23am to 7:34pm
Frequency: every 40 min peak

2-Trotter/BART Walnut Creek

Walnut Creek BART, Trotter Way
6:16am to 7:49am and 5:35pm to 7:14pm
Frequency: two trips in morning and two trips in evening

4-Broadway Plaza/BART Walnut Creek

Free Shuttle – Walnut Creek BART, Broadway Plaza
7:10am to 9:46pm
Frequency: every 15 min



14-Monument Blvd

Concord BART, Monument Blvd., Pleasant Hill BART
5:52am to 9:31pm
Frequency: every 40 min

301-Rossmoor/Ygnacio Valley

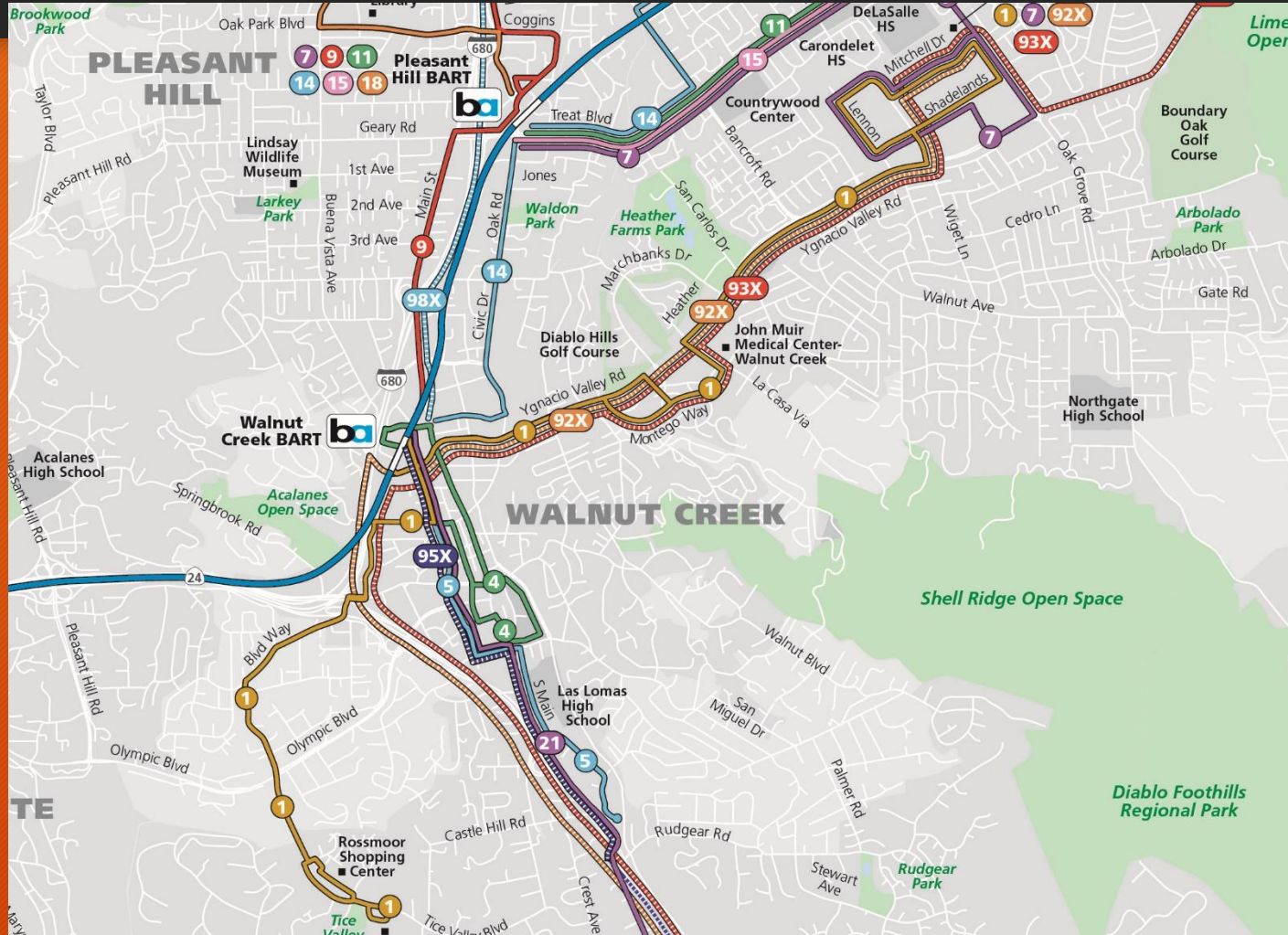
BART Walnut Creek, Trinity, Boulevard, Tice Valley
9:25am to 6:19pm
Frequency: every 90 min

311-BART Concord/BART Pleasant Hill/BART Walnut Creek

BART Concord, BART Pleasant Hill, BART Walnut Creek
7:19am to 7:08pm
Frequency: every 90 min

Walnut Creek Proposed Service Profile

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1M-BART Walnut Creek/John Muir Medical Center

Eliminated due to low ridership

2-Trotter/BART Walnut Creek

Eliminated due to low ridership

4-Broadway Plaza/BART Walnut Creek

Free Shuttle – Walnut Creek BART, Broadway Plaza

7:10am to 9:46pm

Frequency: every 12 min

14-Monument Blvd

Concord BART, Monument Blvd., Pleasant Hill BART, Walnut Creek BART
5:52am to 9:31pm

Frequency: every 30 min

301-Rossmoor/Ygnacio Valley

Eliminated due to low ridership (see new alignment of Route 311 for John Muir Medical Center Walnut Creek service)

311-BART Concord/BART Pleasant Hill/BART Walnut Creek

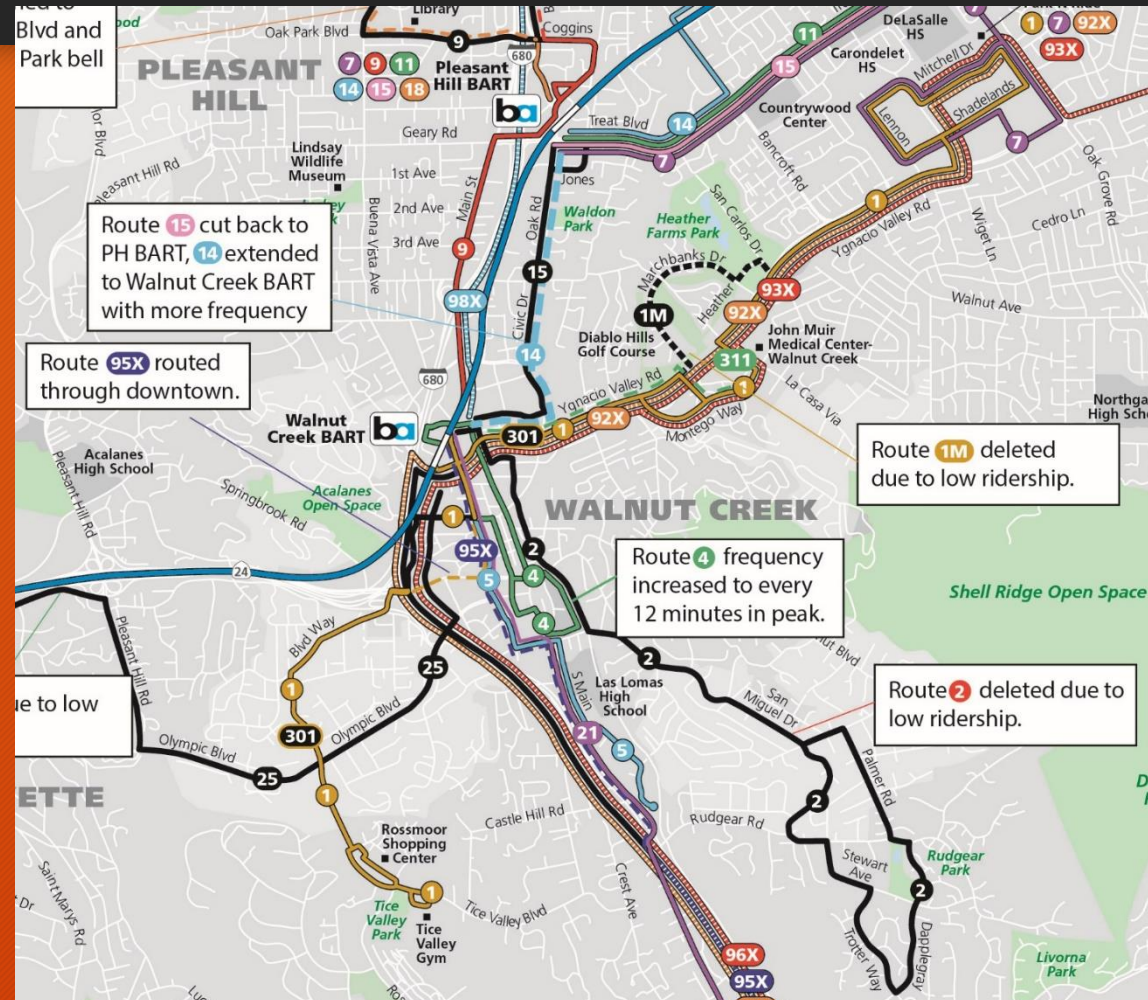
BART Concord, BART Pleasant Hill, BART Walnut Creek, John Muir Medical Center

7:19am to 7:08pm

Frequency: every 90 min

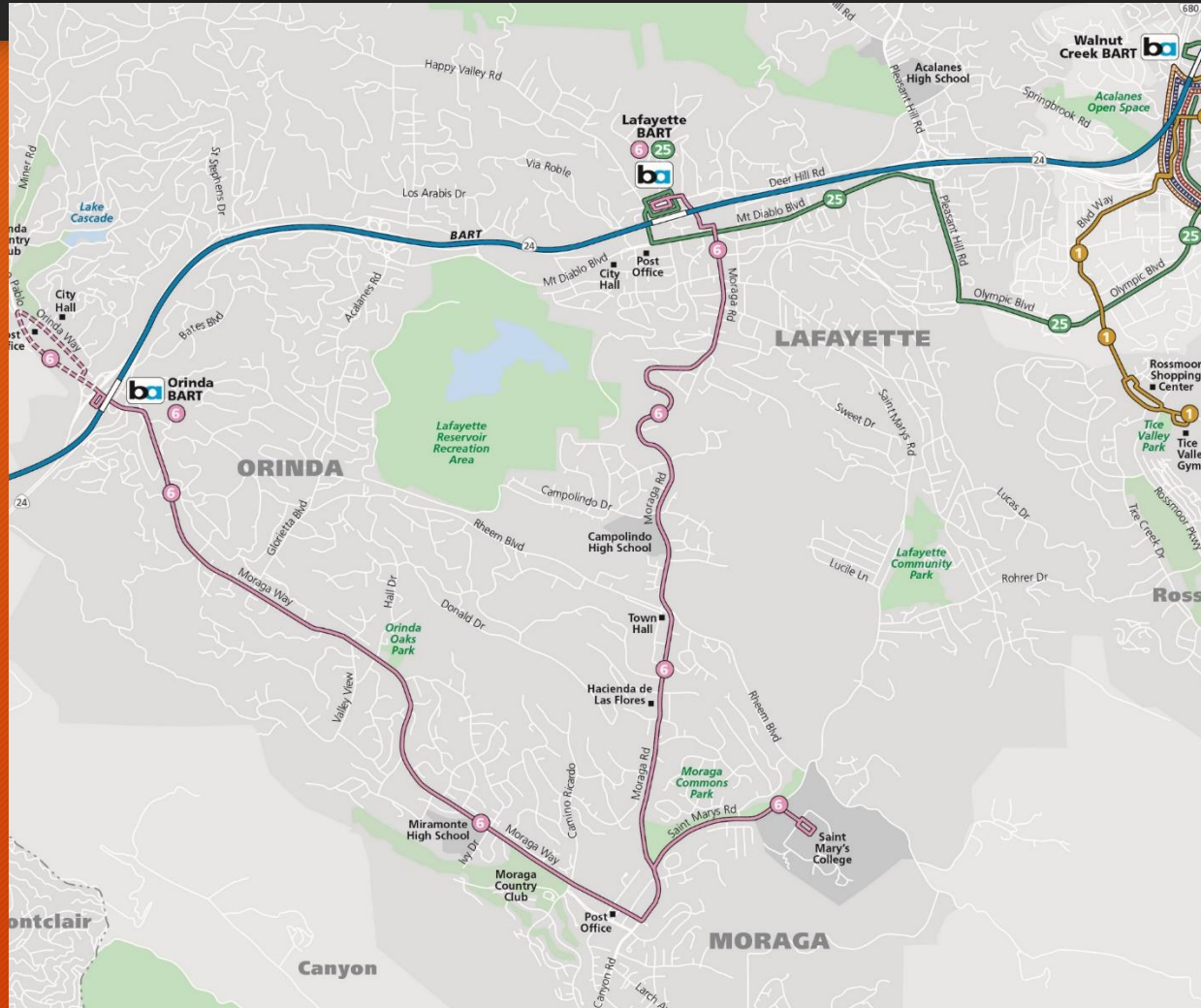
Core Restructure Concepts: Walnut Creek Overview

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Lamorinda Existing Service Profile

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6-Lafayette/Moraga/Orinda

Lafayette BART, St. Mary's College, Moraga, Orinda BART

5:40am to 8:45pm

Frequency: every 40 min peak / 120 minutes off-peak

25-BART Lafayette/BART Walnut Creek

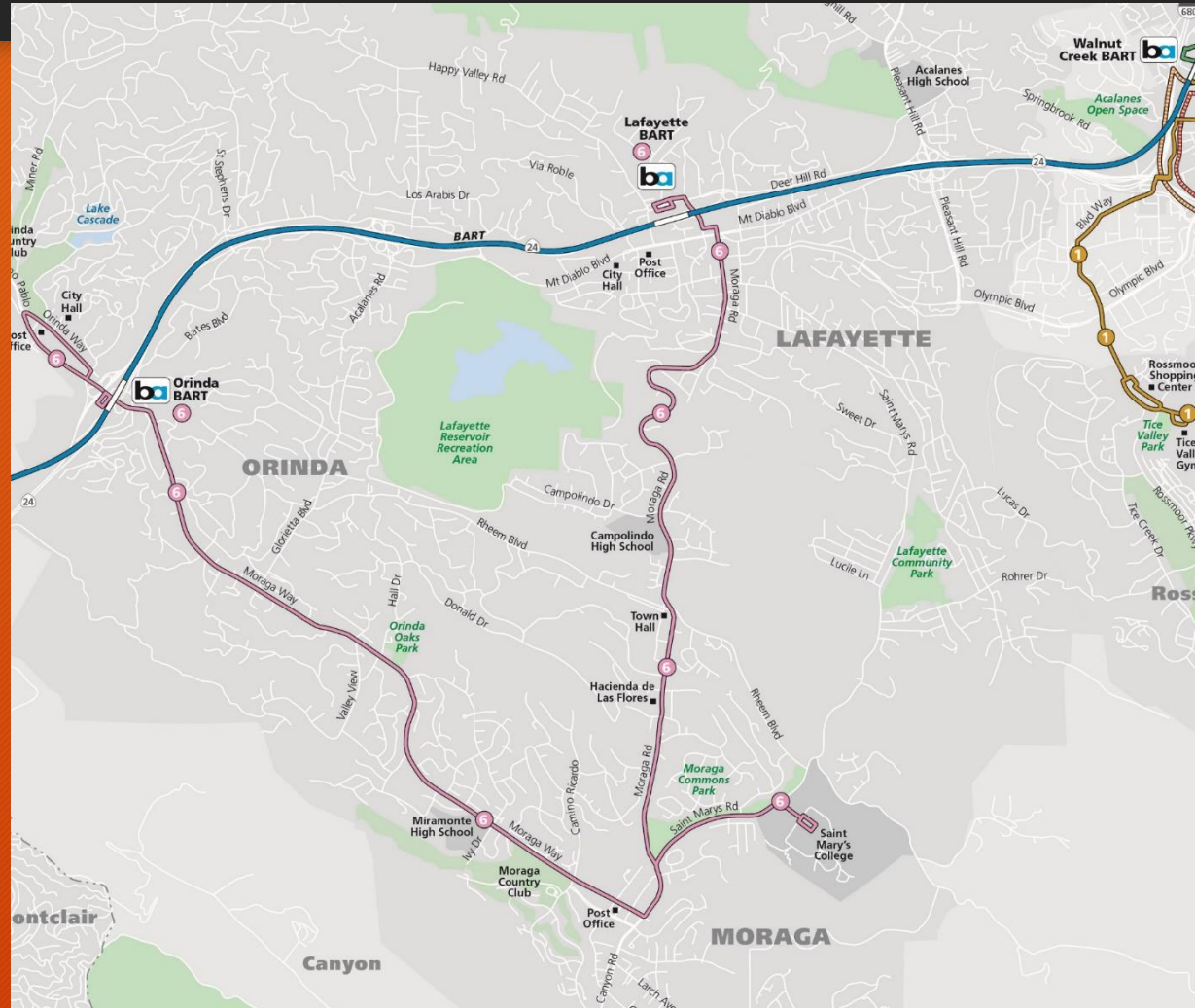
Lafayette BART, Mt. Diablo Blvd., Walnut Creek BART

7:30am to 6:53pm

Frequency: every 60 min peak/ 110 min off-peak

Lamorinda Proposed Service Profile

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6-Lafayette/Moraga/Orinda

Lafayette BART, St. Mary's College,
Moraga, Orinda BART

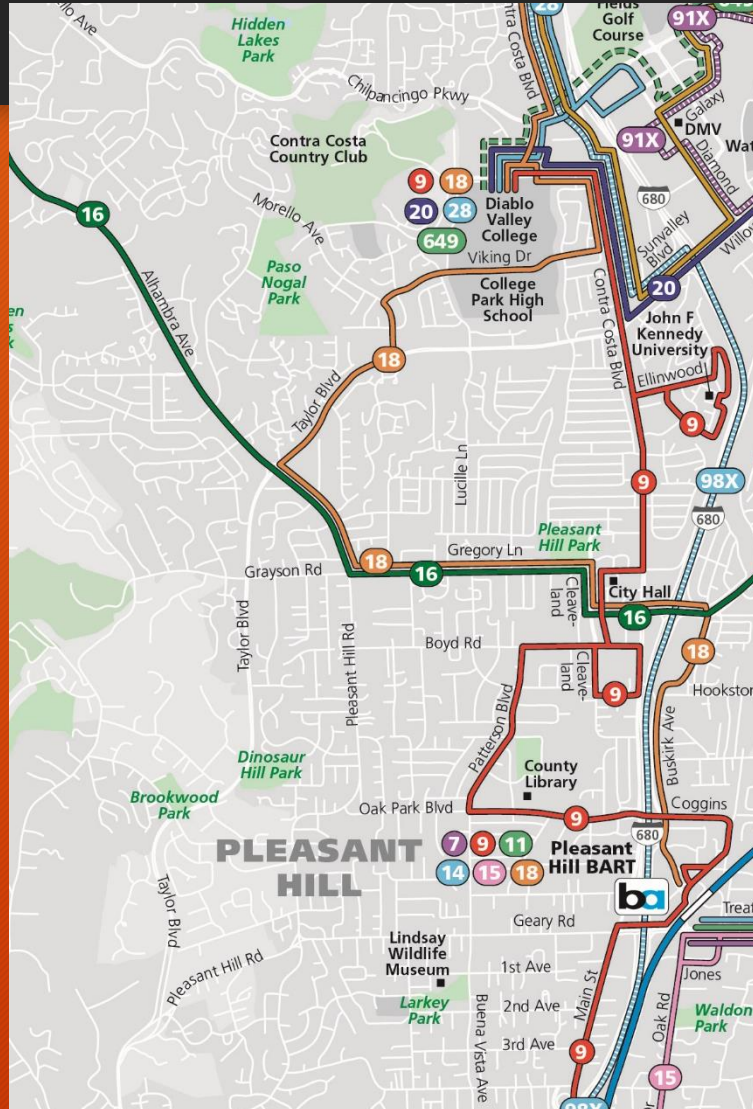
5:40am to 8:45pm

Frequency: every 20-30 min peak / 120
minutes off-peak

25-BART Lafayette/BART Walnut Creek
Eliminated due to low ridership

Pleasant Hill Existing Service Profile

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9-DVC/BART Walnut Creek

DVC, Sun Valley Mall, JFK University, Crescent Plaza, Pleasant Hill BART, North Main, Walnut Creek BART

5:50am to 10:43pm

Frequency: every 30 min peak / 60 minutes off-peak

18-AMTRAK/BART Pleasant Hill

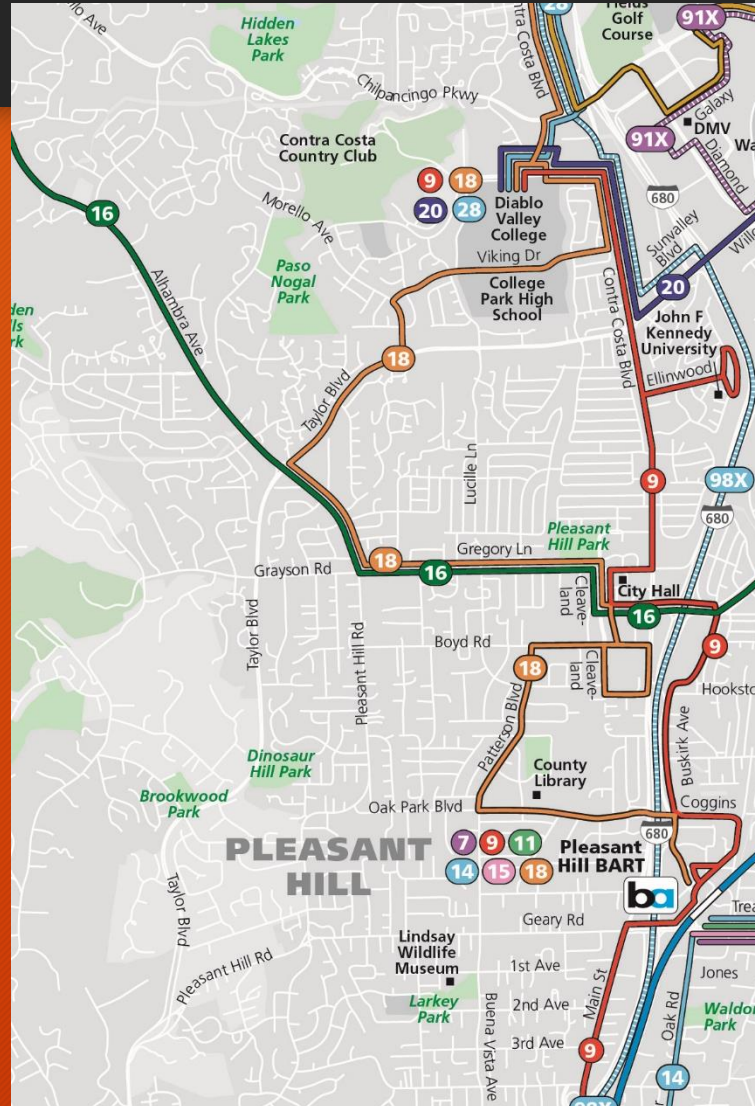
Amtrak, Morello Ave., DVC, Gregory Lane, Pleasant Hill BART

5:45am to 9:32pm

Frequency: every 80 min

Pleasant Hill Proposed Service Profile

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9-DVC/BART Walnut Creek

DVC, Sun Valley Mall, ~~JFK University~~, Crescent Plaza, Pleasant Hill BART, North Main, Walnut Creek BART

5:50am to 10:43pm

Frequency: every 20 min peak / 40/60 minutes off-peak

18-AMTRAK/BART Pleasant Hill

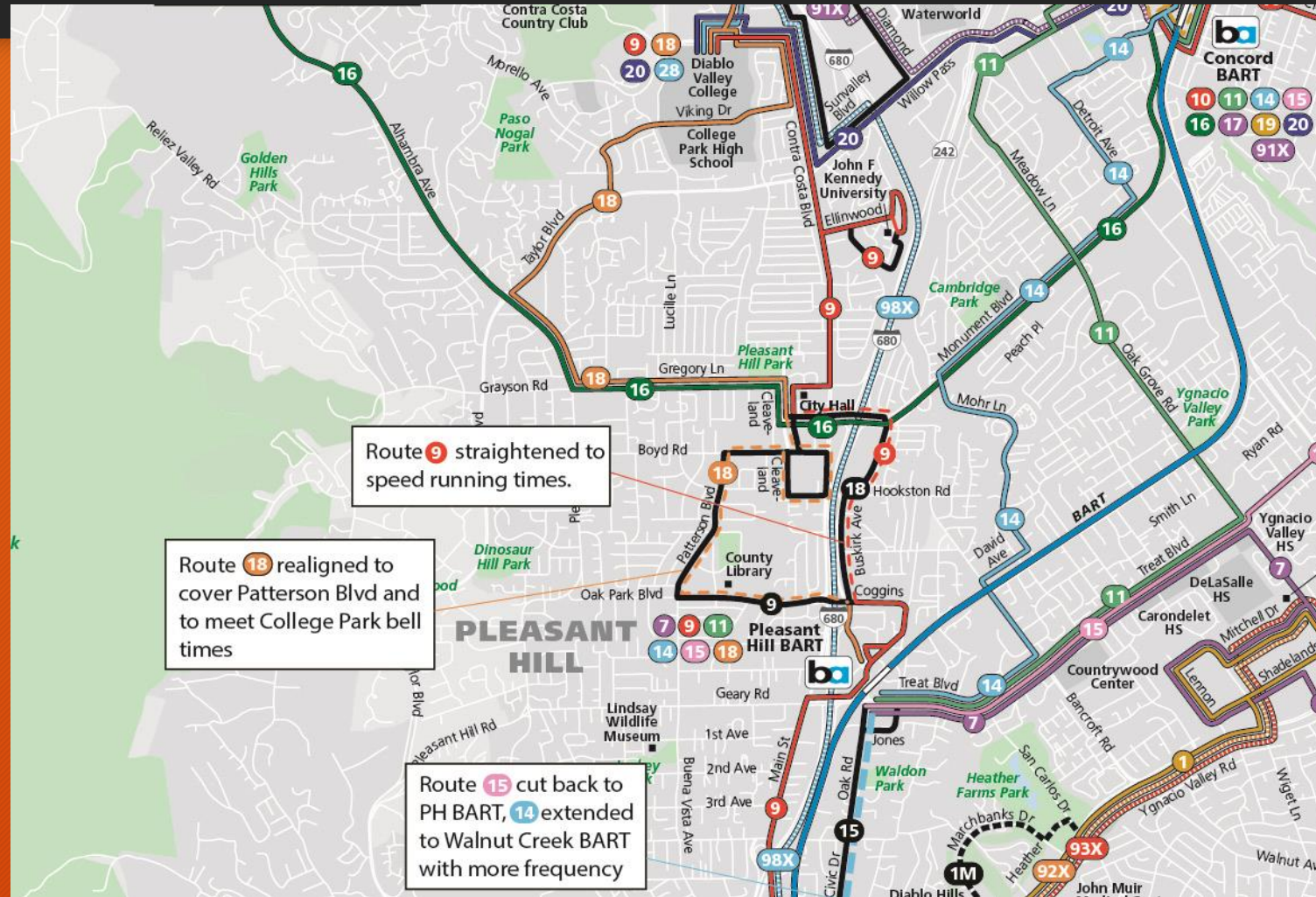
Amtrak, Morello Ave., DVC, Gregory Lane, ~~Poet's Corner~~, Pleasant Hill BART

5:45am to 9:32pm

Frequency: every 80 min

Core Restructure Concepts: Pleasant Hill Overview

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San Ramon Existing Service Profile

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21-BART Walnut Creek/San Ramon

Walnut Creek BART, Alamo, Danville Blvd, Danville Park 'n Ride, San Ramon Transit Center

5:30am to 11:20pm

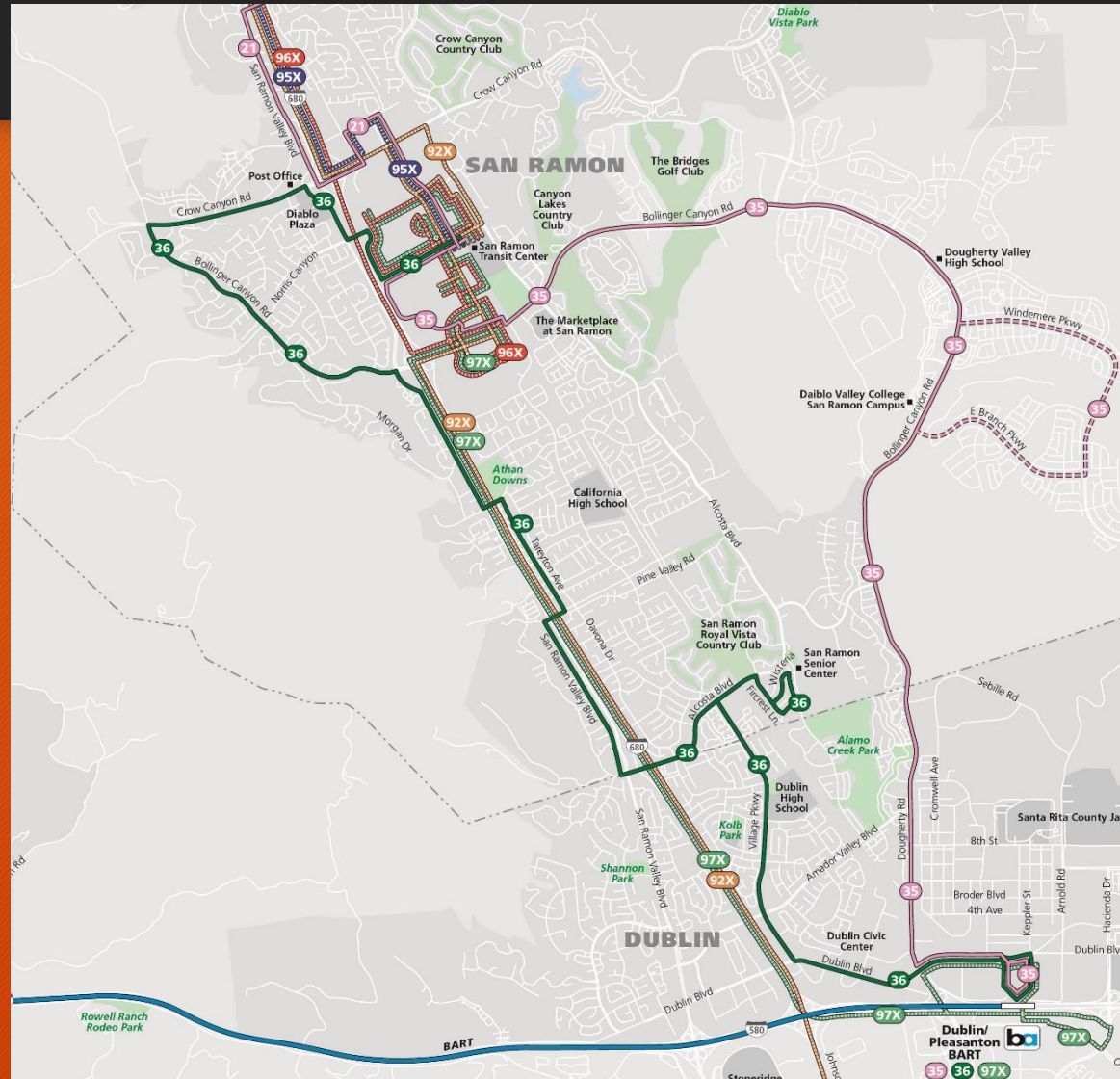
Frequency: every 30 min peak/ 60 min off-peak

35-BART Dublin/San Ramon

San Ramon Transit Center, Bollinger Canyon Rd., Dougherty Rd., Dublin BART

6:00am to 8:17pm

Frequency: every 30 min peak / 60 minutes off-peak



36-San Ramon/BART Dublin

San Ramon Transit Center, San Ramon, Dublin BART

6:20am to 9:00pm

Frequency: every 60 min

92X-ACE Express

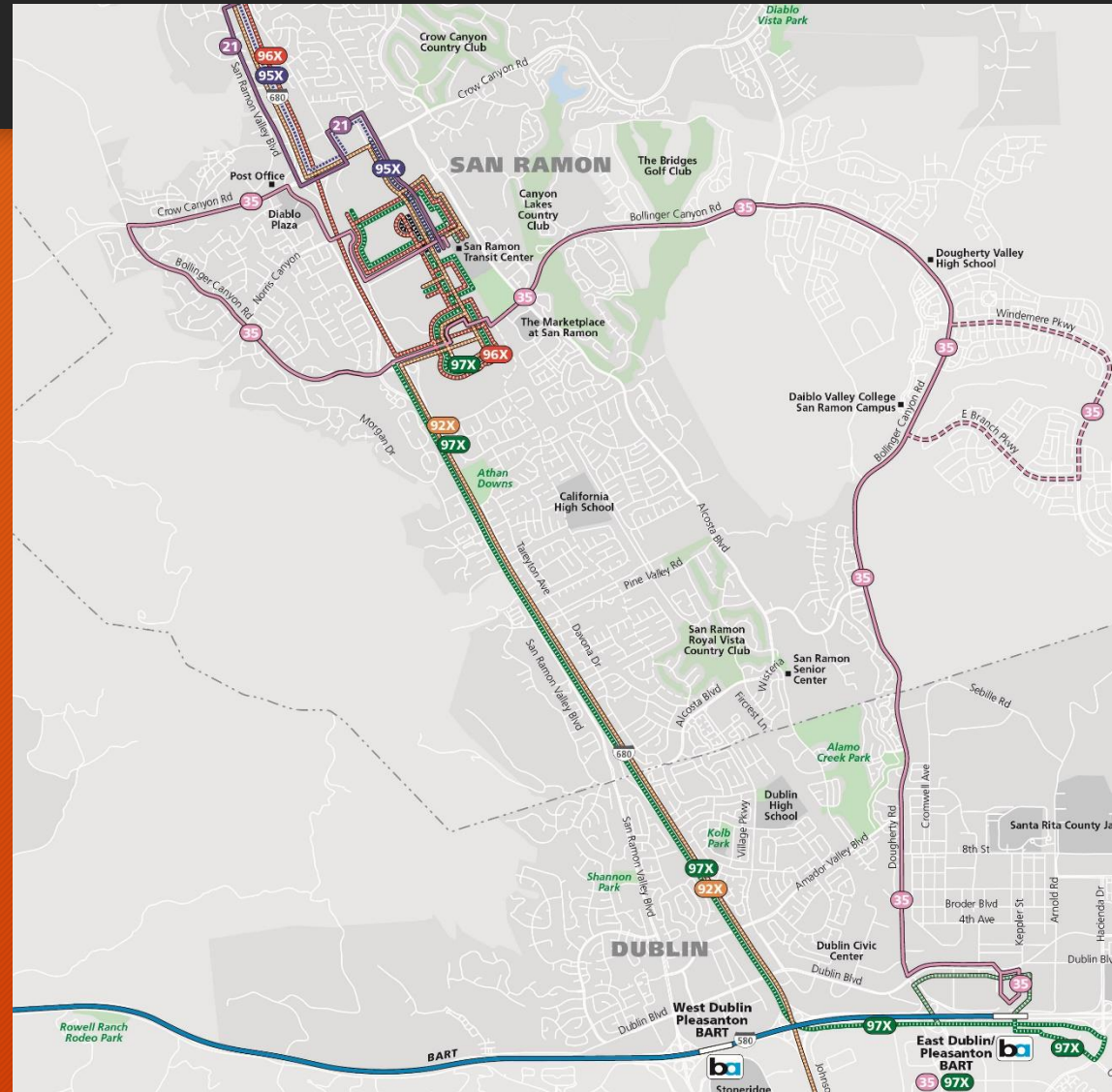
Pleasanton Train Station (ACE), Bishop Ranch, San Ramon Transit Center

5:35am to 7:31pm

Frequency: every 60 min peak / none off-peak

San Ramon Proposed Service Profile

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21-BART Walnut Creek/San Ramon

Walnut Creek BART, Alamo, Danville Blvd, Danville Park 'n Ride, San Ramon Transit Center

5:30am to 11:20pm

Frequency: every 30 min peak/ 60 min off-peak

35-BART Dublin/San Ramon

San Ramon Transit Center, Crow Canyon Rd, Bollinger Canyon Rd., Dougherty Rd., Dublin BART

6:00am to 8:17pm

Frequency: every 20 min peak / 40 minutes off-peak

36-San Ramon/BART Dublin

Eliminated due to low ridership

92X-ACE Express

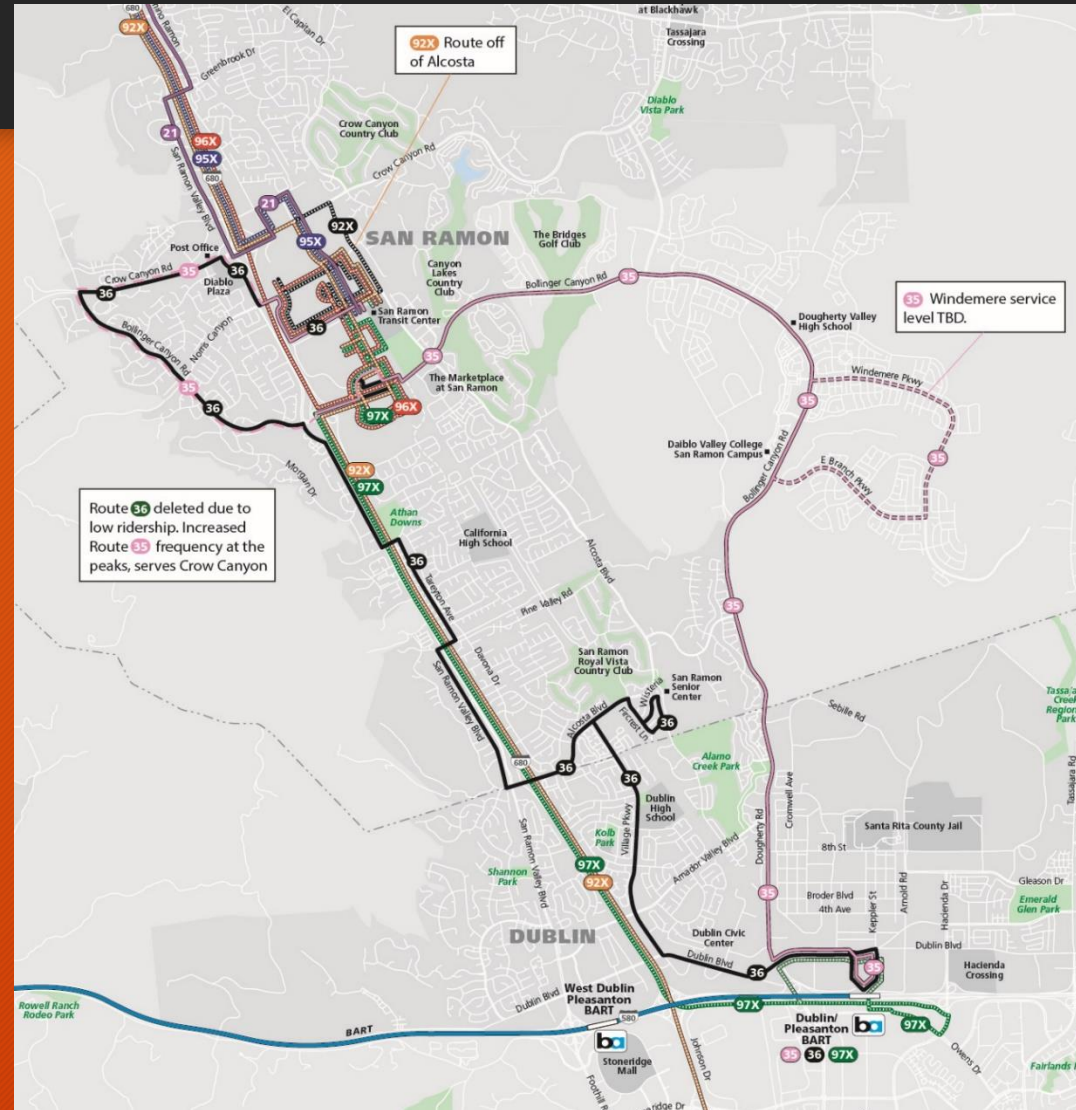
Pleasanton Train Station (ACE), Bishop Ranch, San Ramon Transit Center

5:35am to 7:31pm

Frequency: every 60 min peak / none off-peak

Core Restructure Concepts: San Ramon Overview

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Next Steps

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- Board to authorize staff to initiate the public review process
- Staff to conduct formal public hearings, community meetings, stakeholder outreach, Title VI and legal review
- Final proposal with findings will go back to O&S and the Board