County Connection

INTER OFFICE MEMO

To: Marketing, Planning & Legislative Committee **Date:** 08/15/2018

From: Ruby Horta, Director of Planning & Marketing **Reviewed by:** WC.

SUBJECT: Summary of Comments – Service and Fare Proposals

Background:

County Connection staff has completed the public comment process associated with the Service Restructure and Fare Modification proposals. Staff conducted six (6) public hearings from June 25th through July 25th in Martinez, Lafayette, Concord, Pleasant Hill, Walnut Creek and San Ramon. Attendance at the meetings ranged from four (4) residents in Pleasant Hill to thirteen (13) residents in San Ramon. In most cases, residents submitted formal comments about the proposal with the exception of Pleasant Hill. In addition to the public hearings, staff also conducted a separate meeting at the San Ramon Senior Center, at the request of city staff. Staff monitored correspondence in the customer service email account and on the website. All questions were answered and misinformation clarified. Below is the summary of the meetings and all comments (from emails, letters, website and public hearings) are included in Attachment I: Public Comments Received.

Summary of Public Hearings:

The recurring theme throughout most of the public comment process was opposition to the elimination of the free midday fare program, with the exception of San Ramon. Several attendees at the San Ramon meetings had a different position and expressed a willingness to pay more than the proposed rate for more service.

Martinez residents were mainly concerned about the elimination of Route 3. However, the Route 28 realignment addressed those concerns. During this meeting we learned about Mt. Diablo's Bridge Program and their opposition to the elimination of the free midday fare program. Since then, we have been in contact with a number of teachers to ensure that if the midday free fare is eliminated, their program would not be impacted. Comments submitted: 3

Residents attending the Lafayette meeting opposed the elimination of Route 25. They expressed reservations about using BART, but recognized that their transit use was limited. One commenter lives on Olympic Blvd and wanted to retain Route 25 service. Comments submitted: 3

A couple of Concord residents also had ties to the Bridge Program and spoke about the field trips taken during 10am-2pm. Additionally, one resident opposed terminating Route 15 at Pleasant Hill BART and also the elimination of Route 315. Comments submitted: 6

The Pleasant Hill meeting served as an informational workshop. Those in attendance did not express any concerns about the service restructure. Comments submitted: 0

The elimination of Route 2 was the main concern for those in attendance at the Walnut Creek Public Hearing. Comments submitted: 6

Those attending the San Ramon Public Hearing did not express any concerns about the service restructure. One resident addressed the vehicle weight of our buses and the damage it is causing to the roads in his neighborhood. Several other comments were in favor of expanding service in the Windemere Loop and adding frequency to Route 35. Comments submitted: 5

Financial Implications:

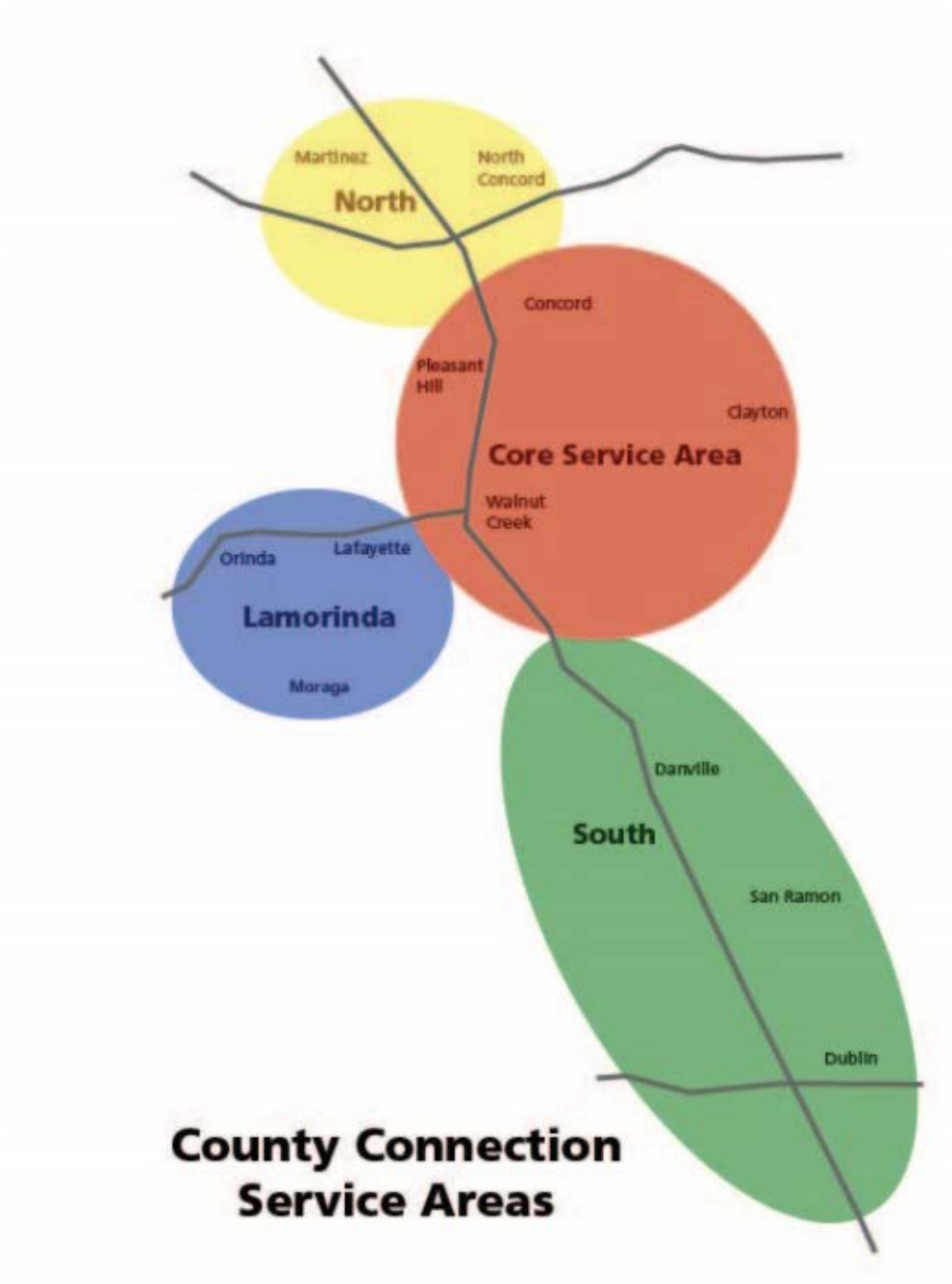
None at this time.

Recommendation:

Staff recommends that the MP&L Committee forward the summary of comments to the Board for review.

Attachment I: Public Comments Received

In an effort to organize the comments received, planning staff used the same regional divisions that were used when summarizing the service restructure: Core, North, South, and Lamorinda.



Core Service Area Restructure Concepts

- Streamline Route 19 to use Concord Ave. instead of going to Concord BART via Sun Valley Mall.
    - No comments.
- Streamline Route 9 by eliminating routing to JFK, Patterson Blvd., and Oak Park Blvd.
    - Support (1 comment): Hoped the change would increase frequency of buses at Pleasant Hill BART.
    - Oppose (2 comments): Two residents in Poet's Corner (Oak Park Blvd. & Patterson Blvd.) lament the loss of more direct service, including to Walnut Creek Bart.
- 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.
    - Support (1 comment): Align the schedule to school bell times.
- 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.
    - 1 comment asking if service will continue to Clayton Library.
- Extend Route 14 to Walnut Creek BART to expand access to jobs from the Monument Corridor. Increase frequencies to every 30 minutes.
    - Support (5 comments): The general consensus was that extending the Route 14 would benefit all passengers, "go ahead and do that ASAP to start reaping the anticipated benefits".
- Terminate Route 15 at Pleasant Hill BART (it will no longer service Walnut Creek BART, this will be covered by Route 14.
    - Oppose (1 comment): Do not want to transfer at Pleasant Hill and liked the direct through service of the existing Route 15.

- Eliminate Route 1M due to low ridership and poor efficiency.
    - Support (1 comment): One comment was in support of the necessary cuts, "I would be happy to pay more or wait longer if cuts need to be made".
- 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.
    - Oppose (1 comment): Passenger who likes the direct ride down the freeway and thought the route would be slower through downtown.
- Eliminate Route 2 due to low ridership and poor efficiency.
    - Oppose (27 comments): Several comments opposing the elimination of the route, while acknowledging low ridership. Many commented that there are no sidewalks in the area or other bus service.
- Eliminate Route 301 to Rossmoor due to low ridership.
    - Support (2 comments): After we mentioned the 311 will go to John Muir Medical Center, we received two comments in support of eliminating Route 301.
- Extend 311 to John Muir Hospital to cover the Ygnacio Valley Rd. portion of 301.
    - See Route 301 comments.
- Increase frequency on Route 4 from 15 minutes to 12 minutes.
    - Support (1 comment): Indicated its better to have more service instead of attempting to meet BART trains that can have varying schedules midday.
- Eliminate Route 315 due to low ridership.
    - Oppose (3 comments): Desire to retain Route 315 as a lifeline service in the Landana area, which has several rest homes.

North Restructure Concepts

- Split Route 28 in half and retain its Martinez-DVC segments.
    - Oppose (7 comments): Homeless shelter users would have to make transfers if Route 27 were implemented to access the VA and Contra Costa Blvd. Commenters were misinformed about the location of the new Wal-Mart stop and thought the

travel time from Amtrak to DVC would increase by going via Alhambra. Two comments opposing the elimination of Marsh Rd. and one opposing the elimination of Commercial Circle in North Concord.

- Create a new Route 27 to serve North Concord.
    - Oppose (1 comment): Passengers wants to avoid transfers to get to Contra Costa Blvd.
- Add Route 98X peak trips to connect with Amtrak in Martinez.
    - No comments.

Lamorinda Restructure Concepts

- Eliminate Route 25 due to low ridership.
    - Support (1 comment): No need for Route 25 as BART provides a superior end to end trip, and they support redistributing its resources to Route 6.
    - Oppose (11 comments): Retain Route 25 to get to Walnut Creek BART. Residents and caretakers from Chateau Lafayette came to the public hearing to comment that they like Route 25 and they use it to get to Walnut Creek. (Note: Route 6 stop is closer to Chateau Lafayette than the Route 25, but they would have to transfer to BART to travel to Walnut Creek). Many who opposed the elimination of Route 25 said it doesn't have enough frequency to attract ridership.
- Potentially increase peak service on Route 6.
    - Support (9 comments): Look forward to better connections to BART, reduction in traffic congestion and access to schools.

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.
    - Support (2 comments): One supporter liked that the new service to the Crow Canyon area will be faster to BART. Another supporter wanted large buses off of Fircrest due to pavement meant for low density areas.
    - Oppose (8 comments & signed petition with 34 signatures): Most of the opposition came from seniors at Valley Vista Housing on San Ramon Valley Blvd. and one came from a rider on Tareyton going to BART. The Valley Vista seniors wanted to retain service to Dublin for groceries and doctor appointments. There

was also one commenter who wanted to retain service to California High School in the mornings. Staff hosted a meeting at the Senior Center in San Ramon which was attended by more than 60 individuals, all against the elimination of Route 36.

- Extend Route 35 to Crow Canyon Rd., roughly double frequency of service.
    - Support (19 comments): Increasing the frequency was very popular with commenters, with peak service requested at 15 or 20 minute frequencies. In addition, supporters wanted service later at night, on weekends, and more service to the Windemere loop.

- 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.
    - Oppose (1 comments): Retain Route 97X.

- Remove Alcosta Blvd. from Route 92X to speed up run times.
    - No comments.