2021 Service Plan

WEBINAR
DECEMBER 1, 2020
Virtual Meeting Reminders

◦ Keep yourself on mute until it’s your turn to speak (by phone: *6 to mute/unmute)

◦ Raise your hand or press *9 if you wish to speak (by phone: *9)

◦ You can also ask questions using the Chat feature
Agenda

- Staff Introductions
- Current Service
- Financial Projections
- Service Reduction Scenarios
- Q&A
- Clipper START & Youth Fare Pilot Programs
Current Service

- Temporary reduced service levels
  - Reduced frequency on low ridership routes
  - 600-series school routes not in operation
  - Schedule adjustments were made to better coordinate with BART’s 30-minute headways

- Ridership is down 70% from pre-COVID levels
  - Weekend ridership has recovered faster
  - Ridership has dropped since fare collection resumed on November 1st

- Highest ridership routes: 10, 14, 16, 20
  - 46% of weekday ridership
Financial Projections

- Based on current revenue projections, as defined by MTC, and assuming pre-COVID service levels, County Connection’s TDA reserves would be depleted in FY 2023.

- The service reduction scenarios are designed to ensure service can be sustained beyond 2023.

- Revenue forecasts will be updated in December and will guide final direction on the proposed service levels.
Service Reduction Scenarios

OVERVIEW
- Three scenarios with incremental service cuts
- Cost reductions of $3, $5, and $7 million annually
- Selection of scenario will depend on future financial projections

OBJECTIVES
- Retain service to essential businesses and transit-dependent areas
- Ensure adequate capacity along high ridership routes and corridors
- Retain weekend and 600-series school service
- Coordination with BART

APPROACH
- Reduce frequency on routes with greatest ridership losses or low ridership overall
- Eliminate routes or route segments with low ridership where alternate service is available
- Adjust frequencies to improve connections with BART
Scenario 1

13% reduction in service hours
$3 million reduction in annual operating costs

- Similar to current service (eff. 10/4)
- Frequency reductions (vs. pre-COVID): 4, 5, 6, 7, 27, 35, 92X, 95X, 96X
- Alignment changes:
  - Route 6 – eliminate Orinda Community Center loop
  - Route 28 – extend to Concord BART, reroute from Arnold/Center to Muir Rd
  - Route 92X – simplify routing through Bishop Ranch to remove stops at BR 15 and Bishop/Sunset
Scenario 2

- **20% reduction in service hours**
- **$5 million reduction in annual operating costs**

- Includes all changes in Scenario 1
- Additional frequency reductions: 15, 17, 93X, 98X, 99X
- Eliminate routes: 91X, 97X, 315
- Change alignment:
  - Route 15 – eliminate John Muir Hospital loop
Scenario 3

- **28% reduction in service hours**
- **$7 million reduction in annual operating costs**

- Includes all changes in Scenarios 1 & 2
- Additional frequency reductions: 10, 20
- Eliminate routes: 92X, 93X, 95X, 96X
# Summary of Scenarios

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Frequency Reductions</th>
<th>Elimination of Routes</th>
<th>Alignment Changes</th>
<th>Reduction in Hours</th>
<th>Reduction in Annual Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 1 (changes from pre-COVID service)</td>
<td>4, 5, 6, 7, 27, 35, 92X, 95X, 96X</td>
<td>-</td>
<td>6, 28, 92X</td>
<td>13%</td>
<td>$3M</td>
</tr>
<tr>
<td>Scenario 2 (changes in addition to Scenario 1)</td>
<td>15, 17, 93X, 98X, 99X</td>
<td>91X, 97X, 315</td>
<td>15</td>
<td>20%</td>
<td>$5M</td>
</tr>
<tr>
<td>Scenario 3 (changes in addition to Scenarios 1 &amp; 2)</td>
<td>10, 20</td>
<td>92X, 93X, 95X, 96X</td>
<td>-</td>
<td>28%</td>
<td>$7M</td>
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Tentative Timeline

- **December 1, 2020**
  - Webinar

- **December 2020 – January 2021**
  - Refine plan details

- **January 2021**
  - Hold public hearings and gather public comment

- **February 18, 2021**
  - Summary of comments and draft recommendation to Board for feedback

- **March 18, 2021**
  - Final recommendation and Title VI Equity Analysis to Board for potential approval

- **Summer 2021 (or later)**
  - Implementation
Q&A

◦ Raise your hand and wait to be called upon *(by phone: *9)*

◦ You can also type your questions/comments into the Chat
Clipper START & Youth Fare Pilot

- One-year pilot program starting in January 2021
- Provides a 20% discount on single-ride Clipper fares for eligible low-income adults (ages 19-64) as part of regional Clipper START program and for youth (ages 6-18)
- Discount provided ONLY when using a specially encoded Clipper START or Youth Clipper card
  - Apply at [https://www.clipperstartcard.com](https://www.clipperstartcard.com) for Clipper START or [https://www.clippercard.com](https://www.clippercard.com) for Youth

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Current Clipper Fare</th>
<th>Clipper START &amp; Youth Fare</th>
</tr>
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<tbody>
<tr>
<td>Local</td>
<td>$2.00</td>
<td>$1.60</td>
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<tr>
<td>Express</td>
<td>$2.25</td>
<td>$1.80</td>
</tr>
<tr>
<td>BART transfer</td>
<td>$1.00</td>
<td>$0.80</td>
</tr>
</tbody>
</table>

Not affected:
- Cash fares
- Day Pass
- Monthly Passes
- Senior/Disabled fares
- Institutional Passes (i.e. Bishop Ranch)
Thank You!

countyconnection.com/2021-service-plan