



# 2021 Service Plan

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WEBINAR

DECEMBER 1, 2020

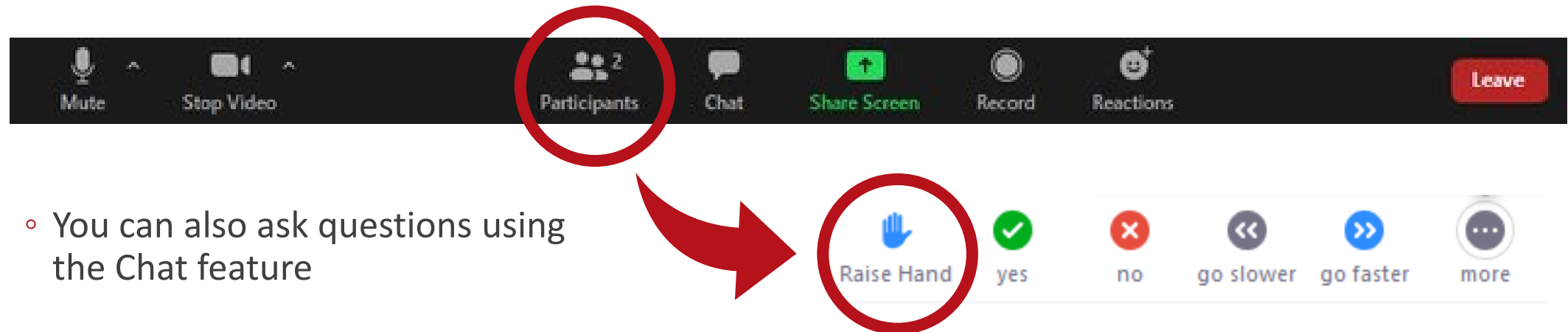


# Virtual Meeting Reminders

- 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

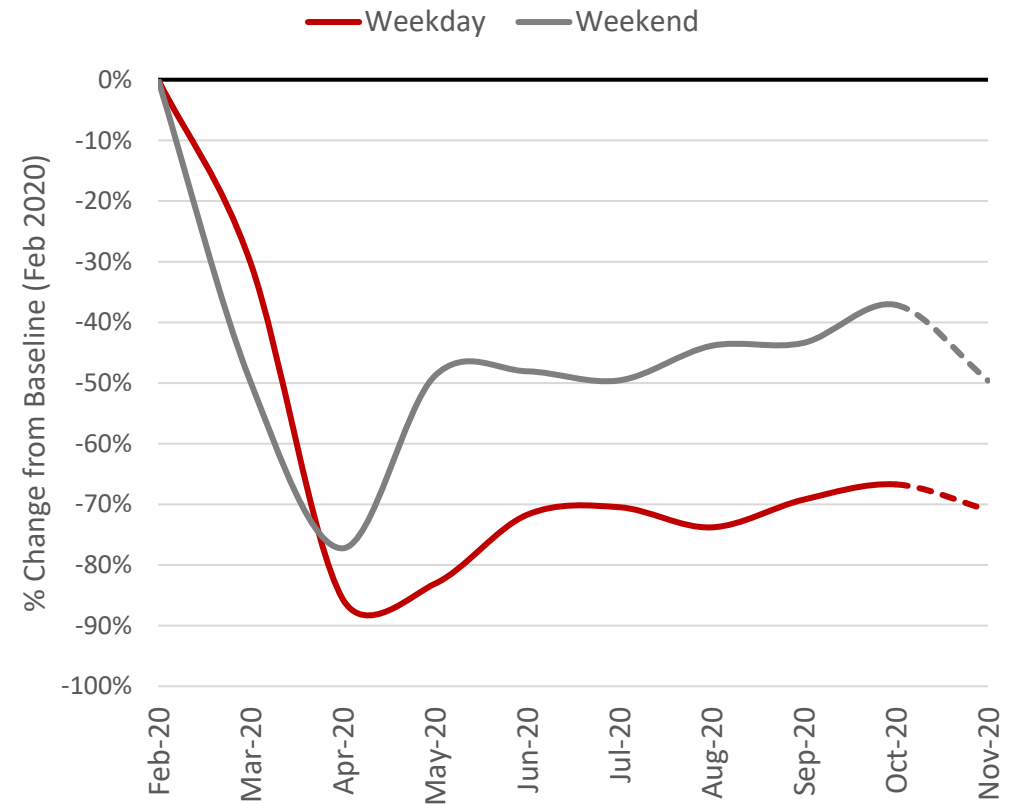
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- Staff Introductions
- Current Service
- Financial Projections
- Service Reduction Scenarios
- Q&A
- Clipper START & Youth Fare Pilot Programs



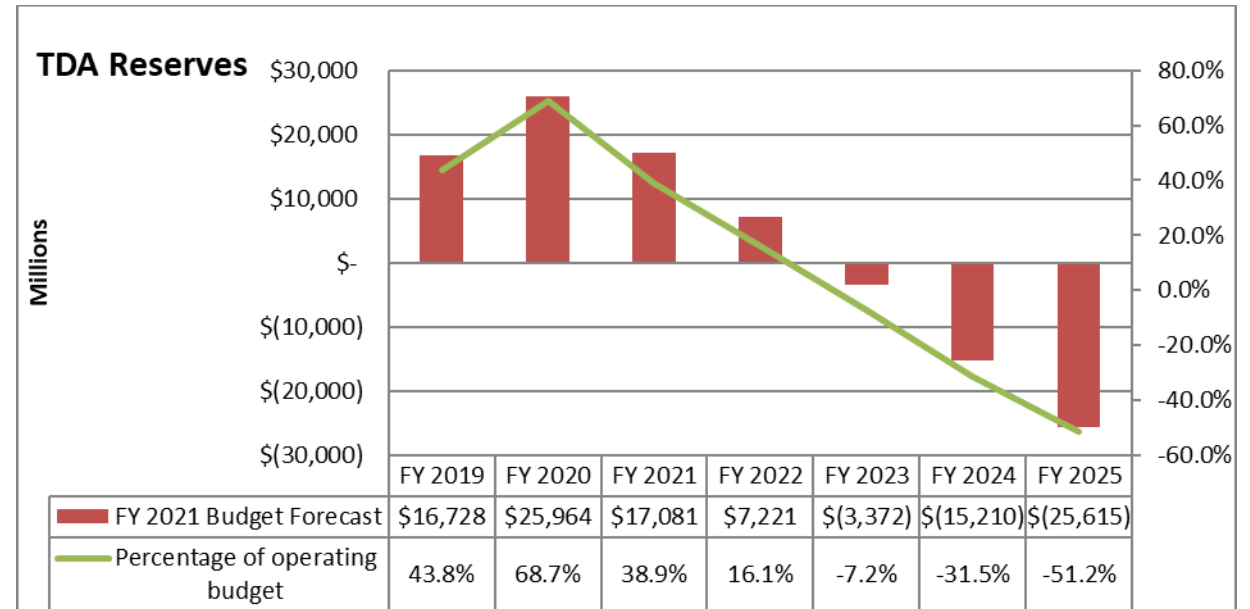
# Current Service

- 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 1<sup>st</sup>
- 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

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## 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

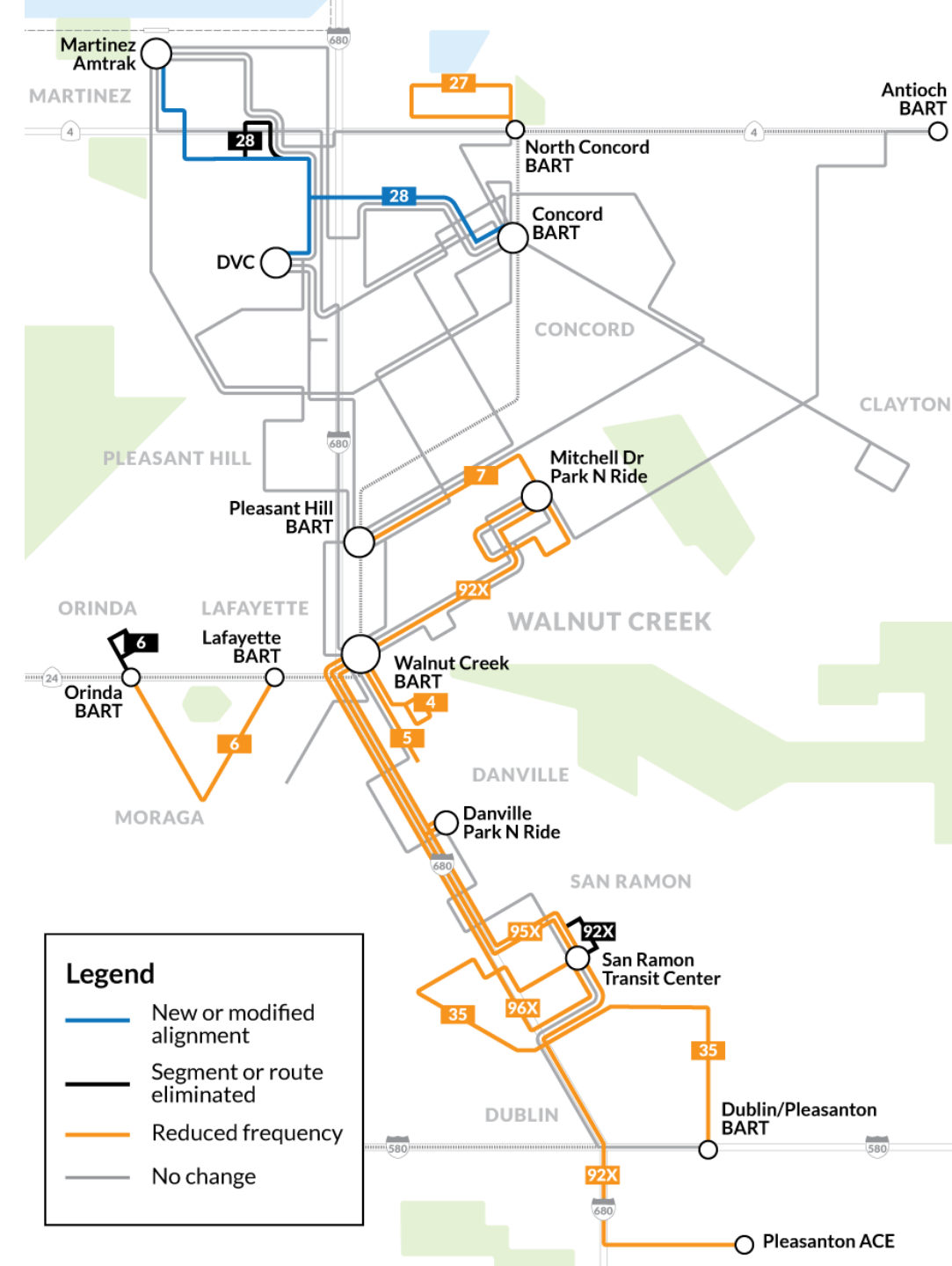
**13%** reduction in service hours  
**\$3 million** reduction in annual operating costs

- 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

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# Scenario 2

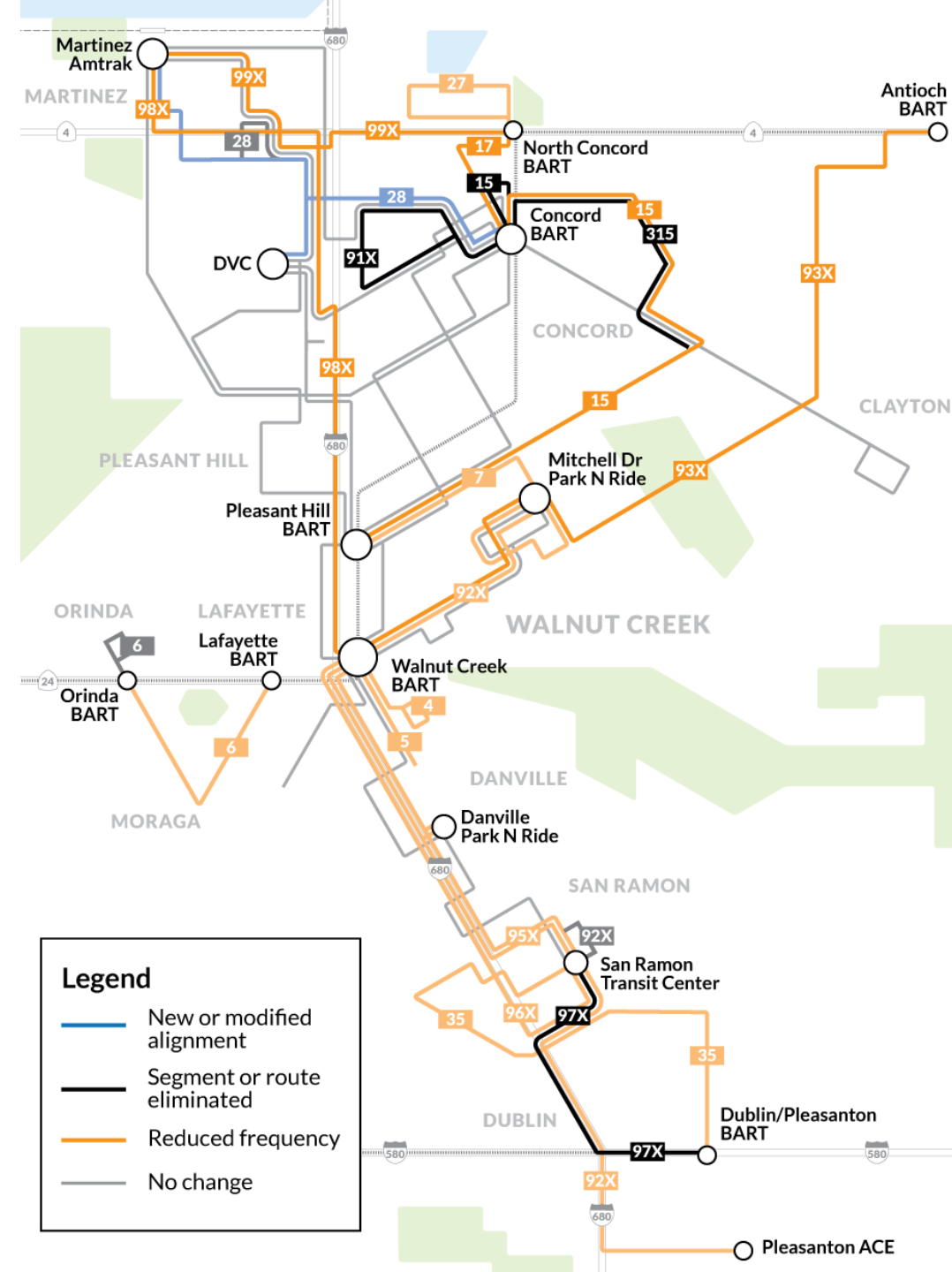
**20%** reduction in service hours  
**\$5 million** reduction in annual operating costs

- 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

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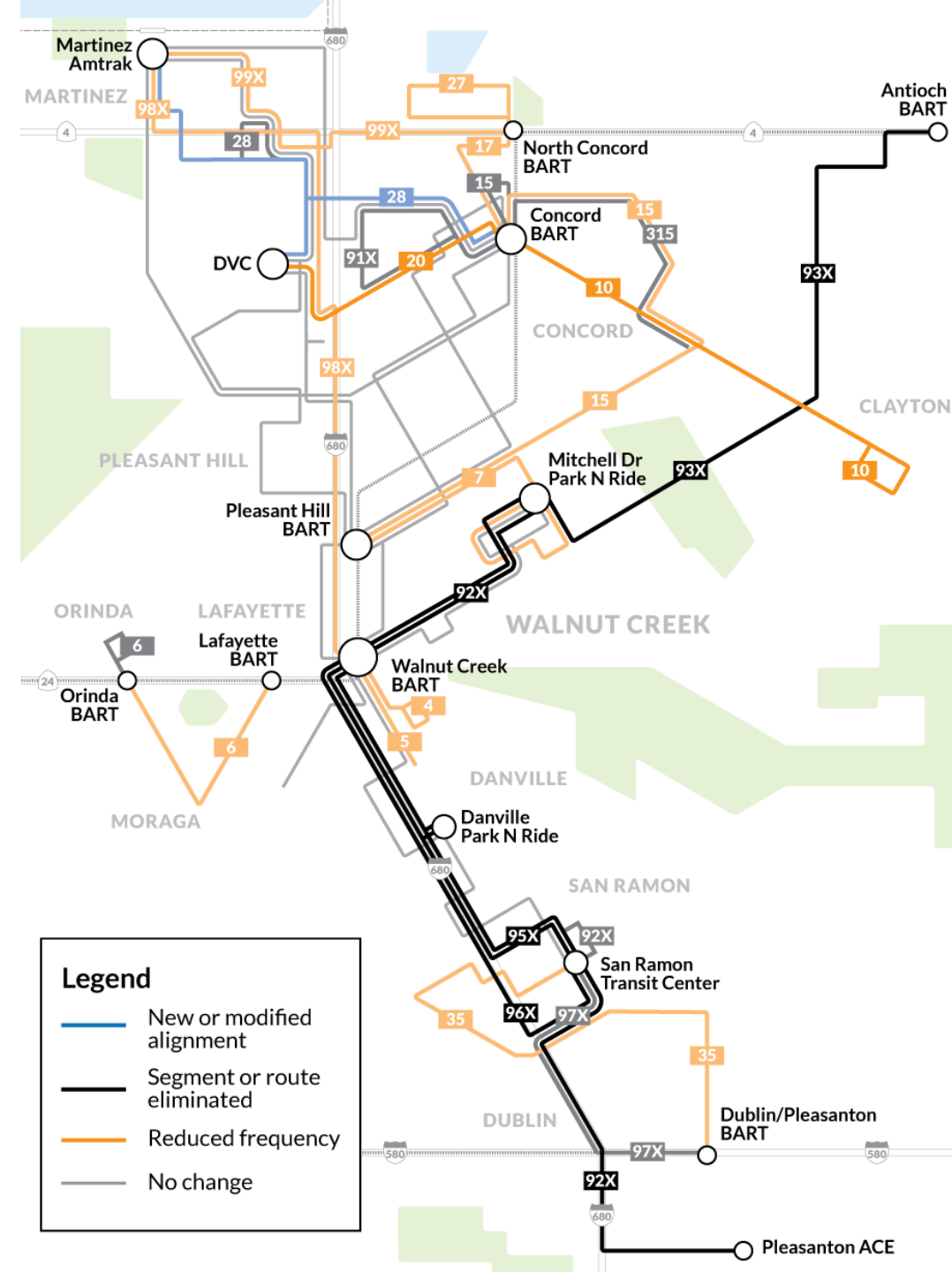
# Scenario 3

**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

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# Summary of Scenarios

Scenario	Frequency Reductions	Elimination of Routes	Alignment Changes	Reduction in Hours	Reduction in Annual Costs
Scenario 1 (changes from pre-COVID service)	4, 5, 6, 7, 27, 35, 92X, 95X, 96X	-	6, 28, 92X	13%	\$3M
Scenario 2 (changes in addition to Scenario 1)	15, 17, 93X, 98X, 99X	91X, 97X, 315	15	20%	\$5M
Scenario 3 (changes in addition to Scenarios 1 & 2)	10, 20	92X, 93X, 95X, 96X	-	28%	\$7M

# Tentative Timeline

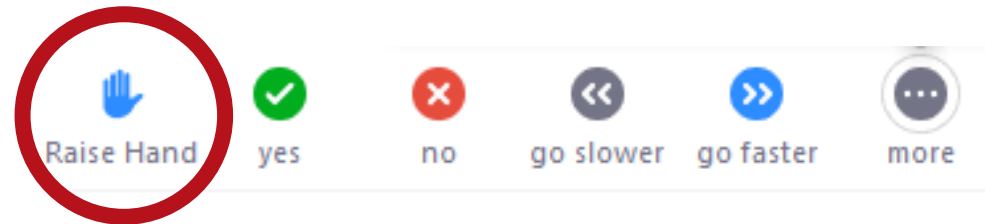
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- **December 1, 2020**  
Webinar
- **December 2020 – January 2021**  
Refine plan details
- **January 2021**  
Hold public hearings and gather public comment
- **February 18, 2021**  
Summary of comments and draft recommendation to Board for feedback
- **March 18, 2021**  
Final recommendation and Title VI Equity Analysis to Board for potential approval
- **Summer 2021 (or later)**  
Implementation

# Q&A

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- 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> for Clipper START or <https://www.clippercard.com> for Youth

Fare Type	Current Clipper Fare	Clipper START & Youth Fare
Local	\$2.00	\$1.60
Express	\$2.25	\$1.80
BART transfer	\$1.00	\$0.80

## Not affected:

- Cash fares
- Day Pass
- Monthly Passes
- Senior/Disabled fares
- Institutional Passes (i.e. Bishop Ranch)





# Thank You!

[countyconnection.com/2021-service-plan](https://countyconnection.com/2021-service-plan)