2021 Service Plan: Public Hearing

CORE SERVICE AREA
JANUARY 5, 2021
Virtual Webinar Reminders

- Raise your hand or press *9 if you wish to speak (by phone: *9)
- Once it’s your turn to speak, you’ll be able to unmute yourself (by phone: *6)

- You can also ask questions using the Q&A feature
Agenda

◦ Staff Introductions
◦ Current Service
◦ Financial Projections
◦ Service Reduction Scenarios
◦ Proposed Changes by Route
◦ Q&A
◦ Public Comment
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 the new regional shelter-in-place order

- 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
## 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><strong>Scenario 1</strong> (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><strong>Scenario 2</strong> (changes in addition to Scenario 1)</td>
<td>15, 17, 93X, 98X, 99X</td>
<td>91X, 97X, 315</td>
<td>15, 35</td>
<td>20%</td>
<td>$5M</td>
</tr>
<tr>
<td><strong>Scenario 3</strong> (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>
</tr>
</tbody>
</table>
## Core Service Area Routes

<table>
<thead>
<tr>
<th>Route</th>
<th>Scenario 1</th>
<th>Scenario 2</th>
<th>Scenario 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>▼</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>5</td>
<td>▼</td>
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<td>▼</td>
</tr>
<tr>
<td>7</td>
<td>▼</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>10</td>
<td>▼</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>15</td>
<td>▼</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>17</td>
<td>▼</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>20</td>
<td>▼</td>
<td>▼</td>
<td>▼</td>
</tr>
<tr>
<td>28</td>
<td>◄</td>
<td>◄</td>
<td>◄</td>
</tr>
</tbody>
</table>

### Frequency Reduction

- ▼: Frequency Reduction

### Alignment Change

- ◄: Alignment Change

### Route Elimination

- ✗: Route Elimination

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*No major changes proposed on Routes 1, 9, 11, 14, 16, 18, 19, 21, 260, 310, 311, 314, 316, 320, 321, or 600-series*
Route 4

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>Reduce weekday frequency: 12 min → 20 min</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Continuation of current service levels</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>No changes to weekend service</td>
</tr>
<tr>
<td></td>
<td>Ridership currently down 72%</td>
</tr>
<tr>
<td></td>
<td>~200 daily passengers</td>
</tr>
</tbody>
</table>
Route 5

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 1</td>
<td>Reduce frequency: 20/45 min → 40 min all-day</td>
</tr>
<tr>
<td>Scenario 2</td>
<td>Continuation of current service levels</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Ridership currently down 83%</td>
</tr>
<tr>
<td></td>
<td>~90 daily passengers</td>
</tr>
</tbody>
</table>

- Continuation of current service levels
- Ridership currently down 83%
  - ~90 daily passengers
Route 7

**Scenario 1**
- Reduce frequency:
  - 15 min → 20 min

**Scenario 2**

**Scenario 3**
- Continuation of current service levels
- Ridership currently down 82%
  - ~90 daily passengers
Route 10

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>No changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td></td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Reduce midday frequency: 15 min → 30 min</td>
</tr>
</tbody>
</table>

- Keep 15 min frequency during PM peak
- Ridership currently down 46%
- ~500 daily passengers
## Route 15

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>No changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Reduce frequency: 60 min → 90 min</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Eliminate John Muir Hospital loop (alternate service on Route 17)</td>
</tr>
</tbody>
</table>

- Loop averaged 20 daily passengers (pre-COVID)
- Ridership currently down 50%
- ~150 daily passengers
## Route 17

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>No changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Reduce peak frequency: 30 min → 60 min</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Ridership currently down 53%&lt;br&gt;~100 daily passengers</td>
</tr>
</tbody>
</table>
Route 20

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>No changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Reduce AM peak &amp; midday frequency: 15 min → 30 min</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Keep 15 min frequency during PM peak</td>
</tr>
<tr>
<td></td>
<td>Ridership currently down 63%</td>
</tr>
<tr>
<td></td>
<td>~400 daily passengers</td>
</tr>
</tbody>
</table>
Route 28

**Scenario 1** Extend to Concord BART & reroute from Arnold/Center to Muir Rd

**Scenario 2**
- Continuation of current alignment & service levels
- Ridership currently down 33%
- ~90 daily passengers
Route 91X

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 1</td>
<td>No changes</td>
</tr>
<tr>
<td>Scenario 2</td>
<td>Eliminate route (alternate service on Routes 19, 20, &amp; 28)</td>
</tr>
<tr>
<td>Scenario 3</td>
<td></td>
</tr>
</tbody>
</table>

- Ridership currently down 53%
- ~30 daily passengers
Route 92X

Scenario 1
Reduce frequency:
8 round trips → 4 round trips
(dependent on ACE schedule)

Scenario 2
Simplify routing through Bishop Ranch to remove stops at BR15 and Bishop/Sunset

Scenario 3
Eliminate route
(alternate service on Wheels)

- Continuation of current alignment
- Ridership currently down 95%
  - ~10 daily passengers
Route 93X

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>No changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Reduce frequency: 13 trips → 11 trips</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Eliminate route</td>
</tr>
</tbody>
</table>

- Ridership currently down 76%
- ~30 daily passengers
Route 95X

**Scenario 1**
Reduce frequency:
20 min → 30 min

**Scenario 2**

**Scenario 3**
Eliminate route
(alternate service on Route 21)

- Continuation of current service levels
- Ridership currently down 89%
  - ~40 daily passengers
## Route 96X

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>Reduce frequency: 20 min → 30 min</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Eliminate midday service</td>
</tr>
<tr>
<td>Scenario 3</td>
<td>Eliminate route (alternate service on Route 21)</td>
</tr>
</tbody>
</table>

- Continuation of current service levels
- Ridership currently down 94%
  - ~20 daily passengers
Route 98X

**Scenario 1**  
*No changes*

**Scenario 2**  
*Reduce frequency (peak/off-peak):*  
30/60 min → 45/90 min

**Scenario 3**  
*Ridership currently down 41%*
*~150 daily passengers*
Route 315

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>No changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 2</td>
<td>Eliminate route</td>
</tr>
<tr>
<td>Scenario 3</td>
<td></td>
</tr>
</tbody>
</table>

- Route had low ridership pre-COVID
- Ridership currently down 24%
  - ~35 daily passengers
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

◦ Clarifying questions on the proposed scenarios

◦ Please hold any comments for the Public Comment period

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

◦ You can also type your questions into the Q&A
Public Comment

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

◦ Once it’s your turn to speak, you’ll be able to unmute yourself (by phone: *6)

◦ Please stay on topic

◦ The audience is asked to listen respectfully while a speaker is making his/her remarks

◦ Speakers will be granted three (3) minutes to speak

OTHER WAYS TO COMMENT:

◦ Online at https://countyconnection.com/2021-service-plan

◦ In writing to: Director of Planning & Marketing
2477 Arnold Industrial Way
Concord, CA 94520

◦ Via email to planning@countyconnection.com

Written comments must be received by Jan 22, 2021
Thank You!

countyconnection.com/2021-service-plan