



2021 Service Plan: Public Hearing

CORE SERVICE AREA
JANUARY 5, 2021

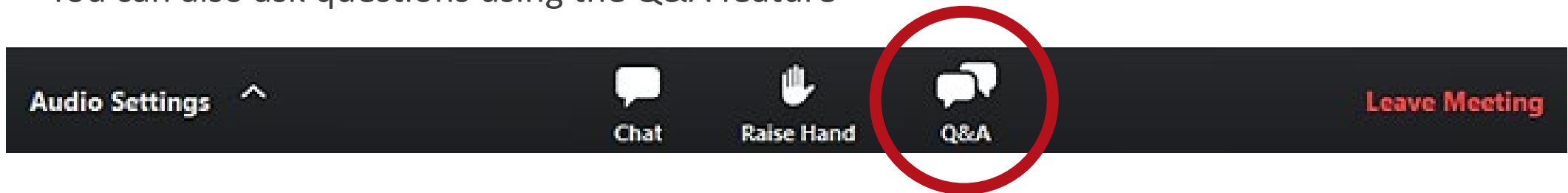


Virtual Webinar Reminders

- 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



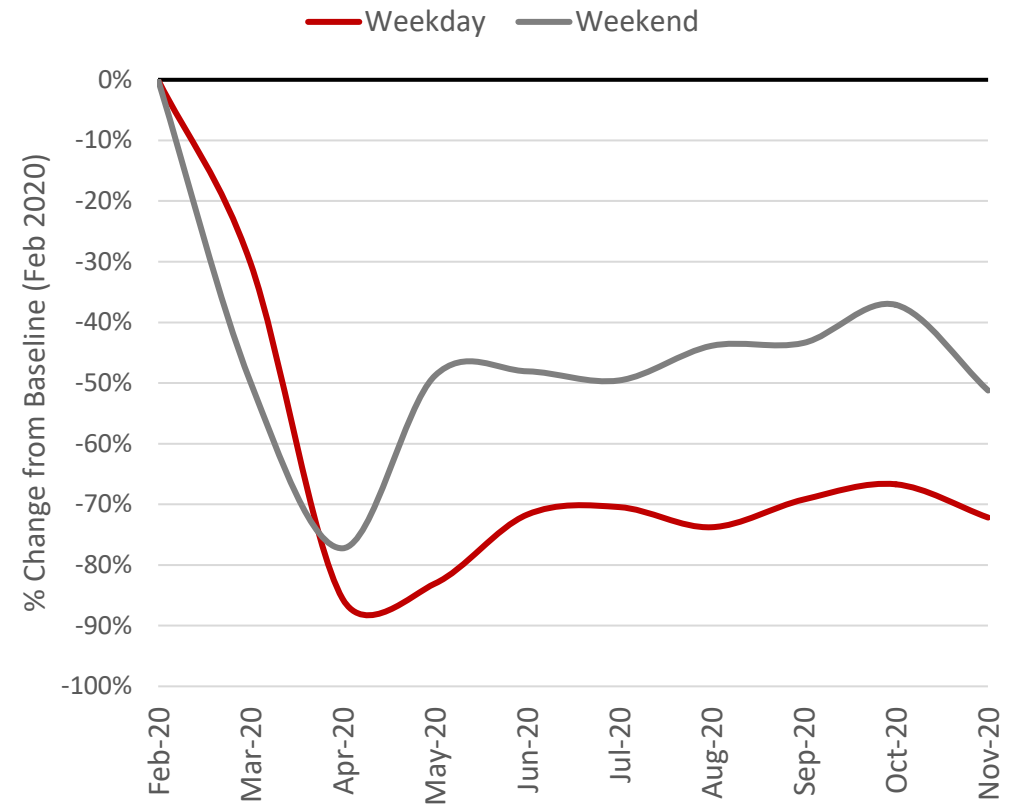
Agenda

- Staff Introductions
- Current Service
- Financial Projections
- Service Reduction Scenarios
- Proposed Changes by Route
- Q&A
- Public Comment



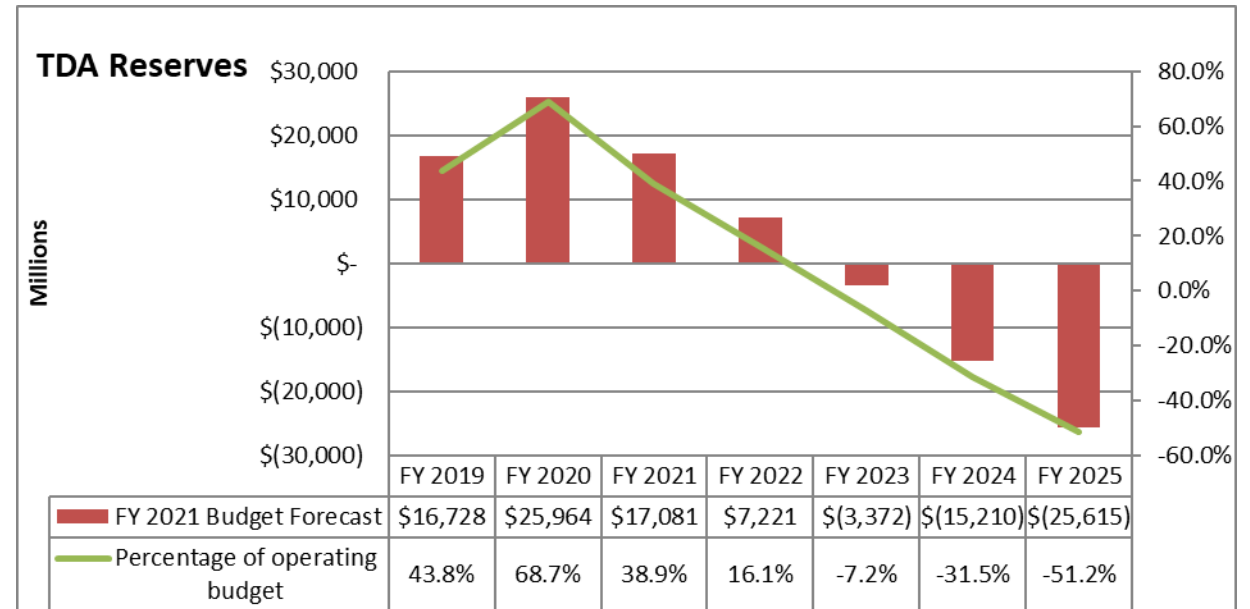
Current Service

- 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

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, 35	20%	\$5M
Scenario 3 (changes in addition to Scenarios 1 & 2)	10, 20	92X, 93X, 95X, 96X	-	28%	\$7M

Core Service Area Routes

▼ Frequency Reduction				↔ Alignment Change	✕ Route Elimination			
Route	Scenario 1	Scenario 2	Scenario 3		Route	Scenario 1	Scenario 2	Scenario 3
4	▼	▼	▼		91X		✕	✕
5	▼	▼	▼		92X	▼ ↔	▼ ↔	✕
7	▼	▼	▼		93X		▼	✕
10			▼		95X	▼	▼	✕
15		▼ ↔	▼ ↔		96X	▼	▼	✕
17		▼	▼		98X		▼	▼
20			▼		315		✕	✕
28	↔	↔	↔					

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

Scenario 1	Reduce weekday frequency: 12 min → 20 min
Scenario 2	
Scenario 3	

- Continuation of current service levels
- No changes to weekend service
- Ridership currently down 72%
 - ~200 daily passengers



Route 5

Scenario 1

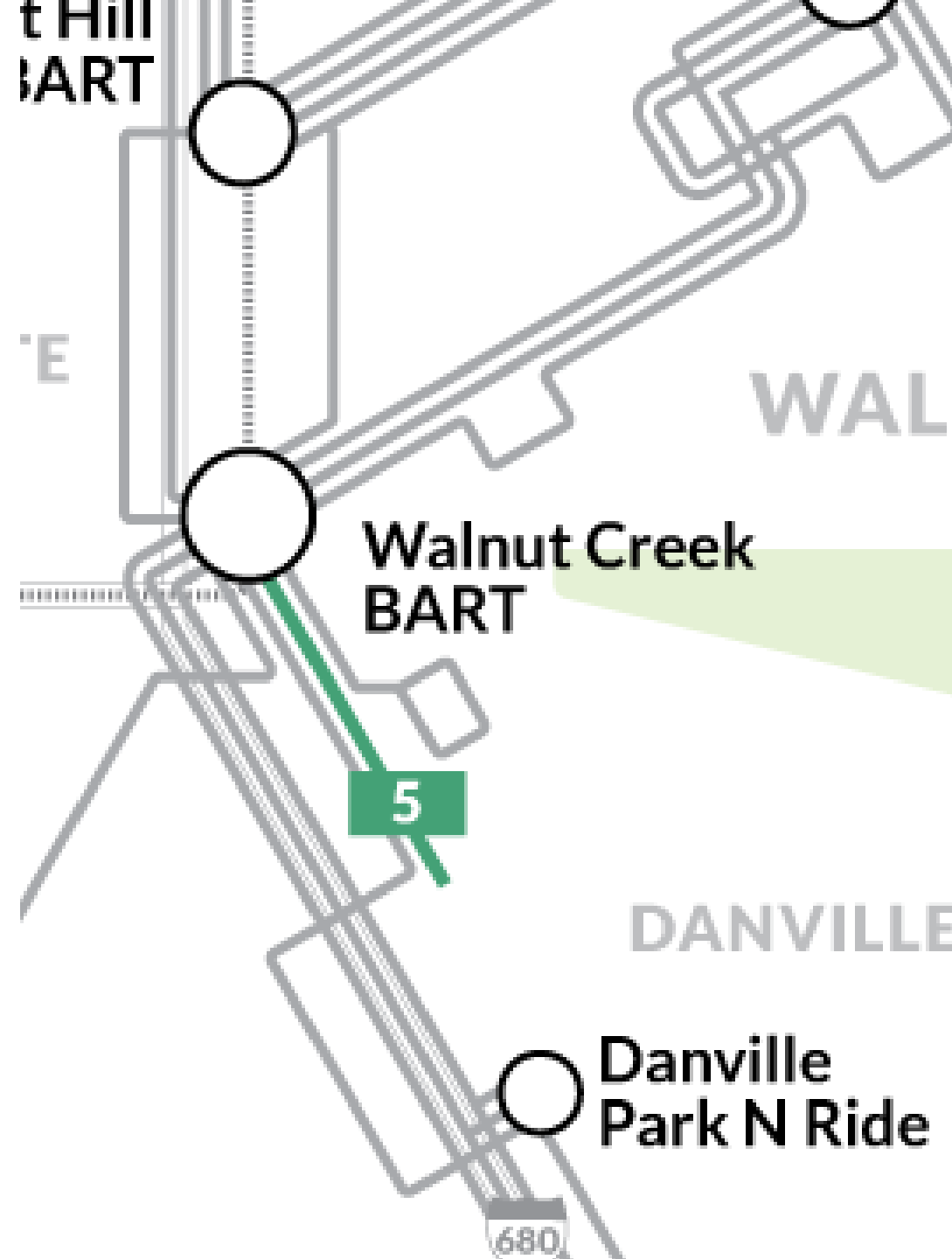
Reduce frequency:

Scenario 2

20/45 min → 40 min all-day

Scenario 3

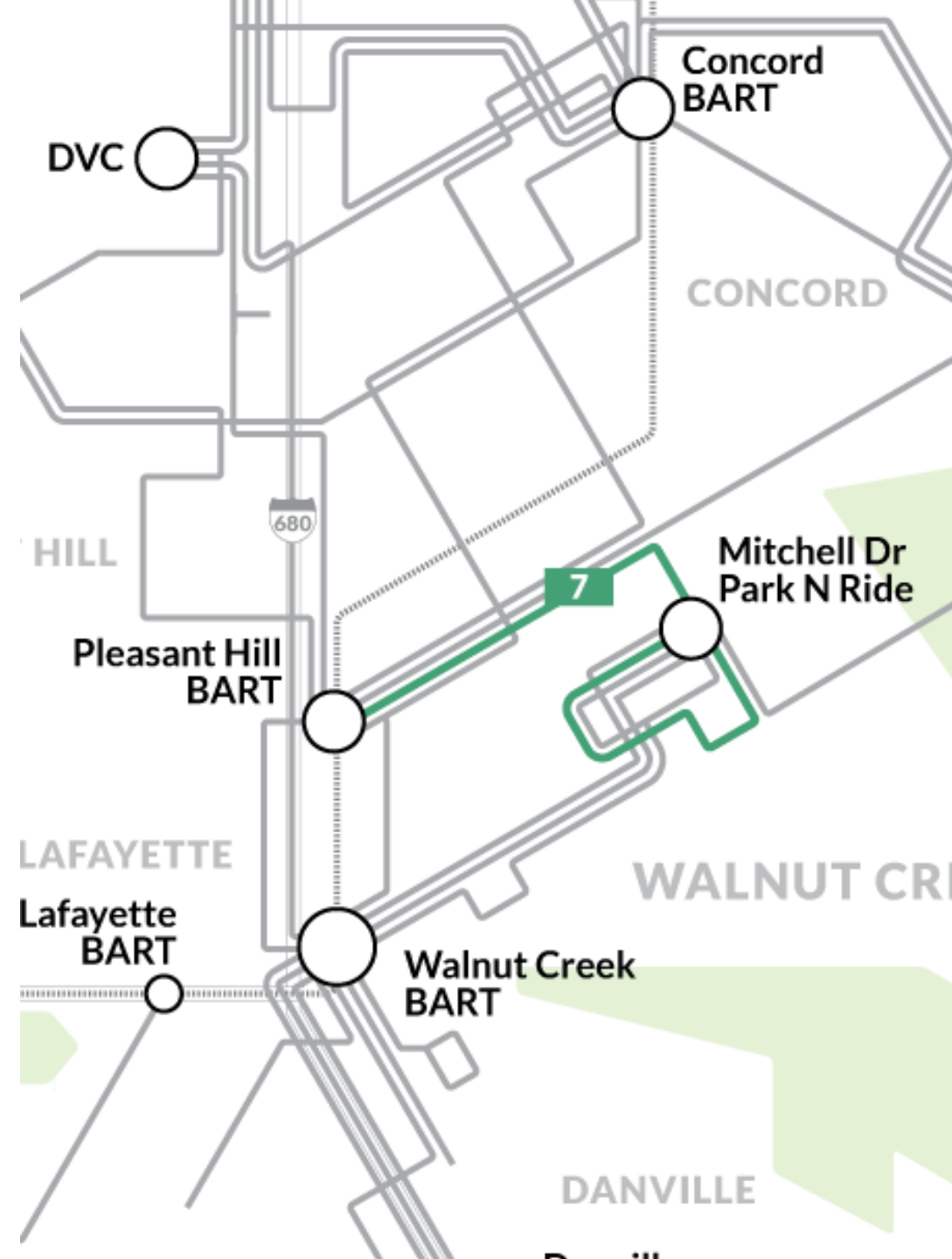
- Continuation of current service levels
- Ridership currently down 83%
 - ~90 daily passengers



Route 7

Scenario 1	Reduce frequency: 15 min → 20 min
Scenario 2	
Scenario 3	

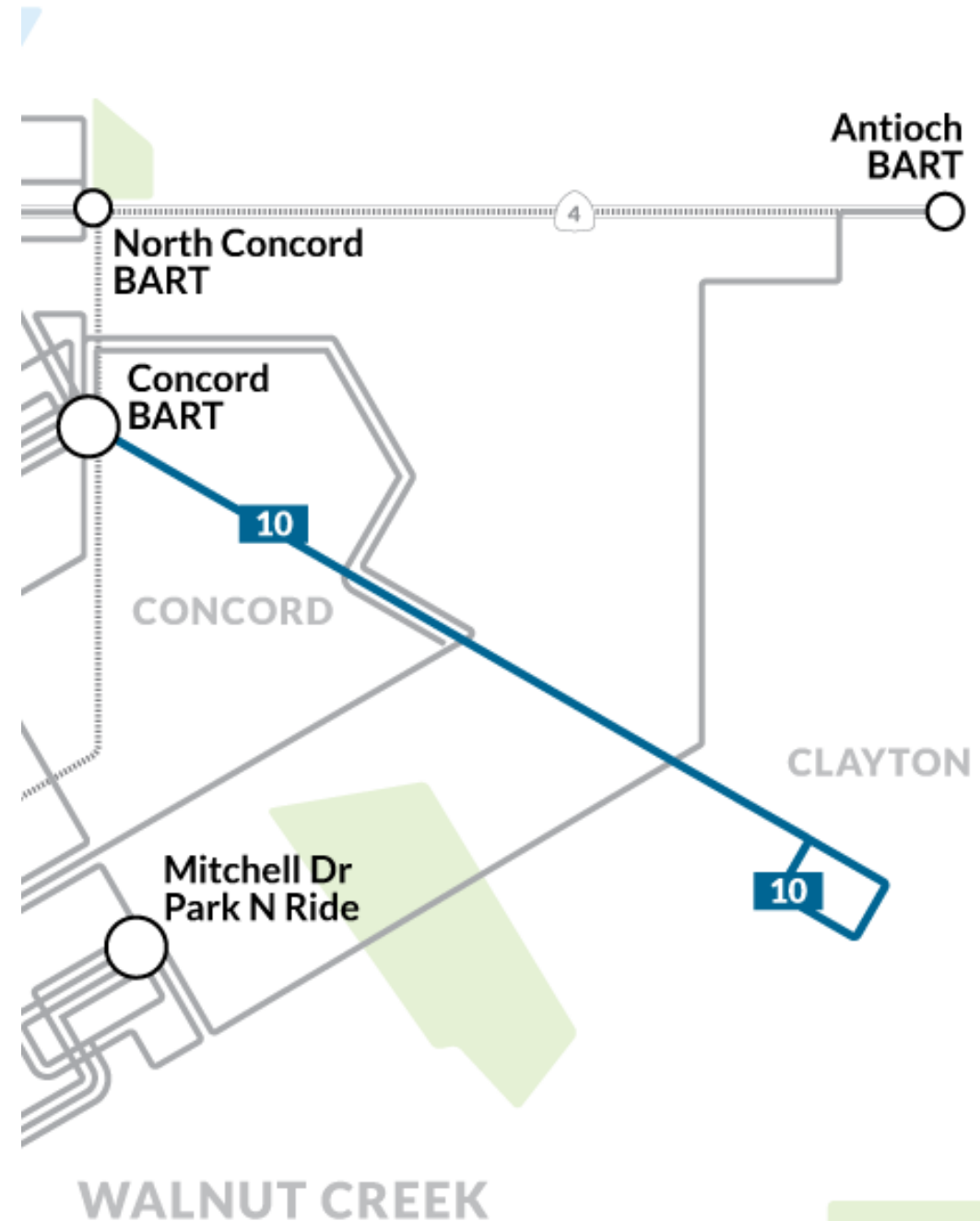
- Continuation of current service levels
- Ridership currently down 82%
 - ~90 daily passengers



Route 10

Scenario 1	<i>No changes</i>
Scenario 2	
Scenario 3	Reduce midday frequency: 15 min → 30 min

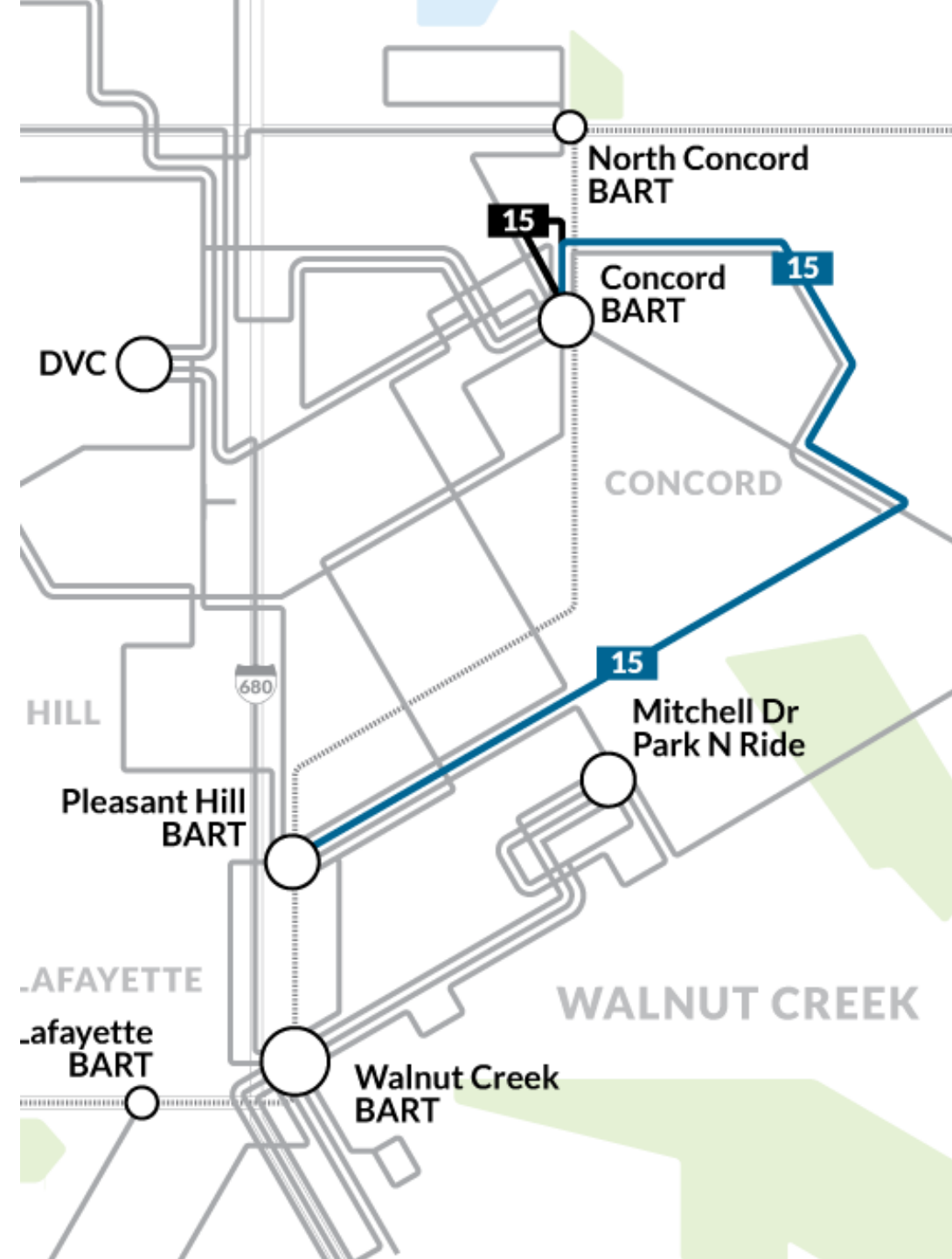
- Keep 15 min frequency during PM peak
- Ridership currently down 46%
 - ~500 daily passengers



Route 15

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

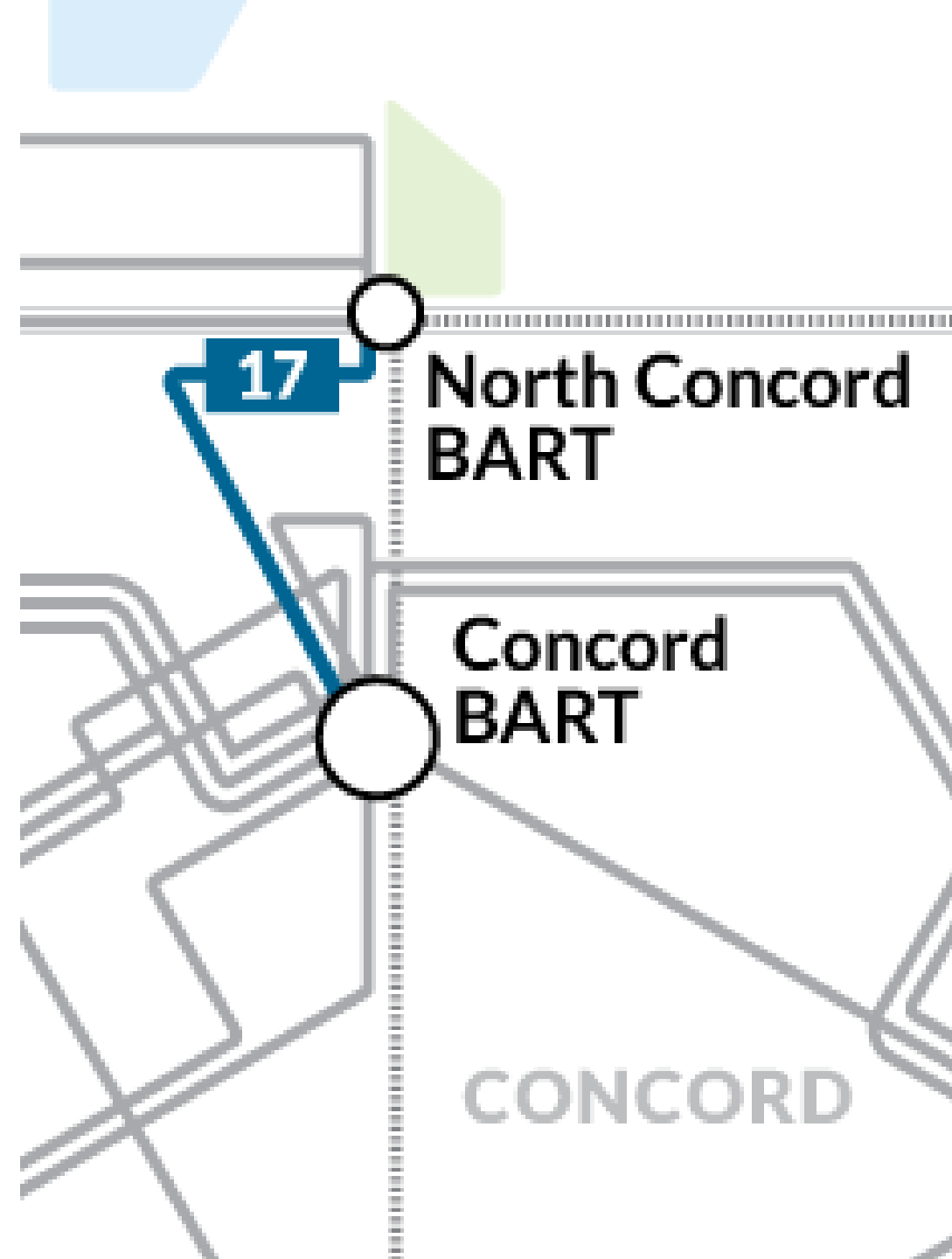
- Loop averaged 20 daily passengers (pre-COVID)
- Ridership currently down 50%
 - ~150 daily passengers



Route 17

Scenario 1	<i>No changes</i>
Scenario 2	Reduce peak frequency: 30 min → 60 min
Scenario 3	

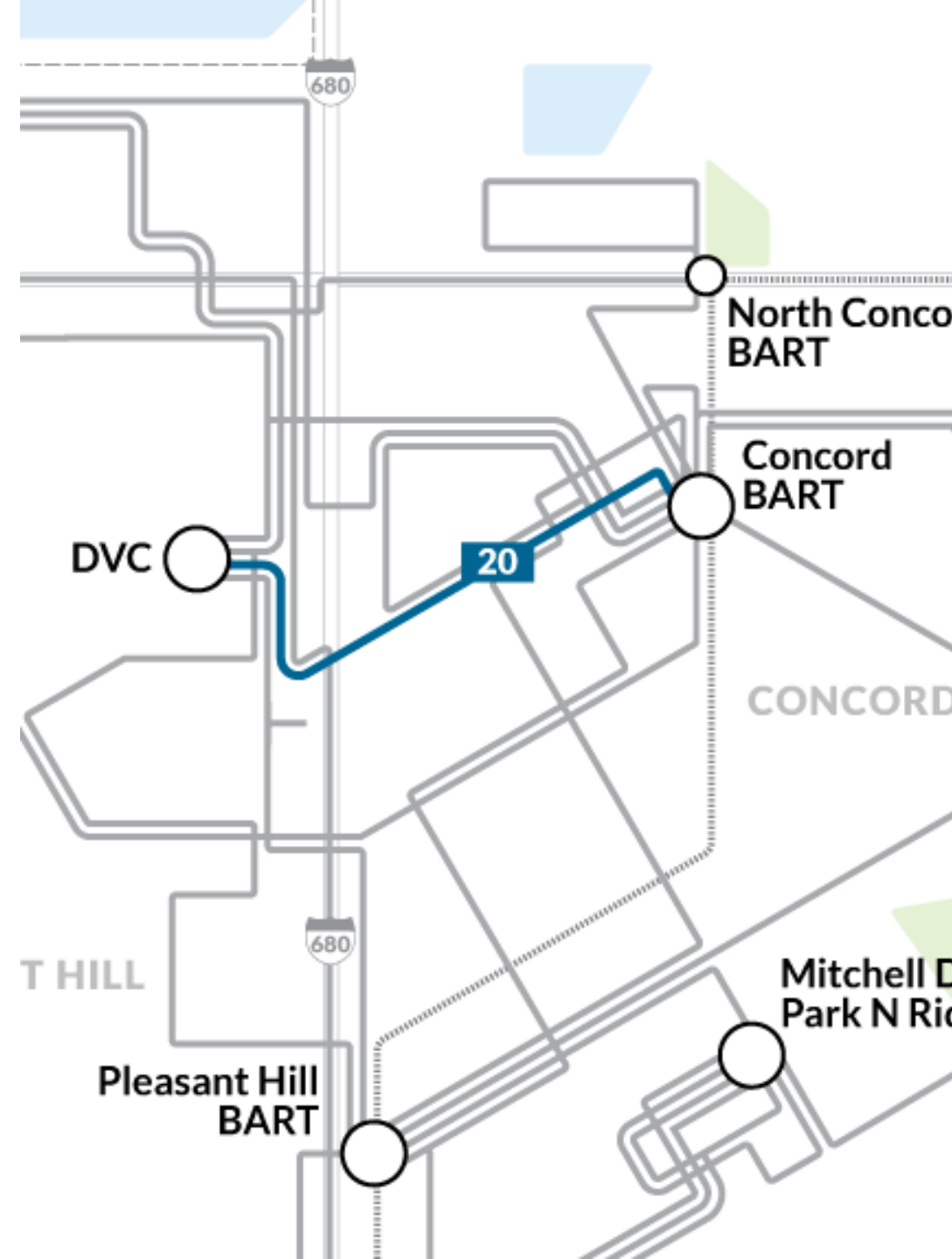
- Ridership currently down 53%
- ~100 daily passengers



Route 20

Scenario 1	<i>No changes</i>
Scenario 2	
Scenario 3	Reduce AM peak & midday frequency: 15 min → 30 min

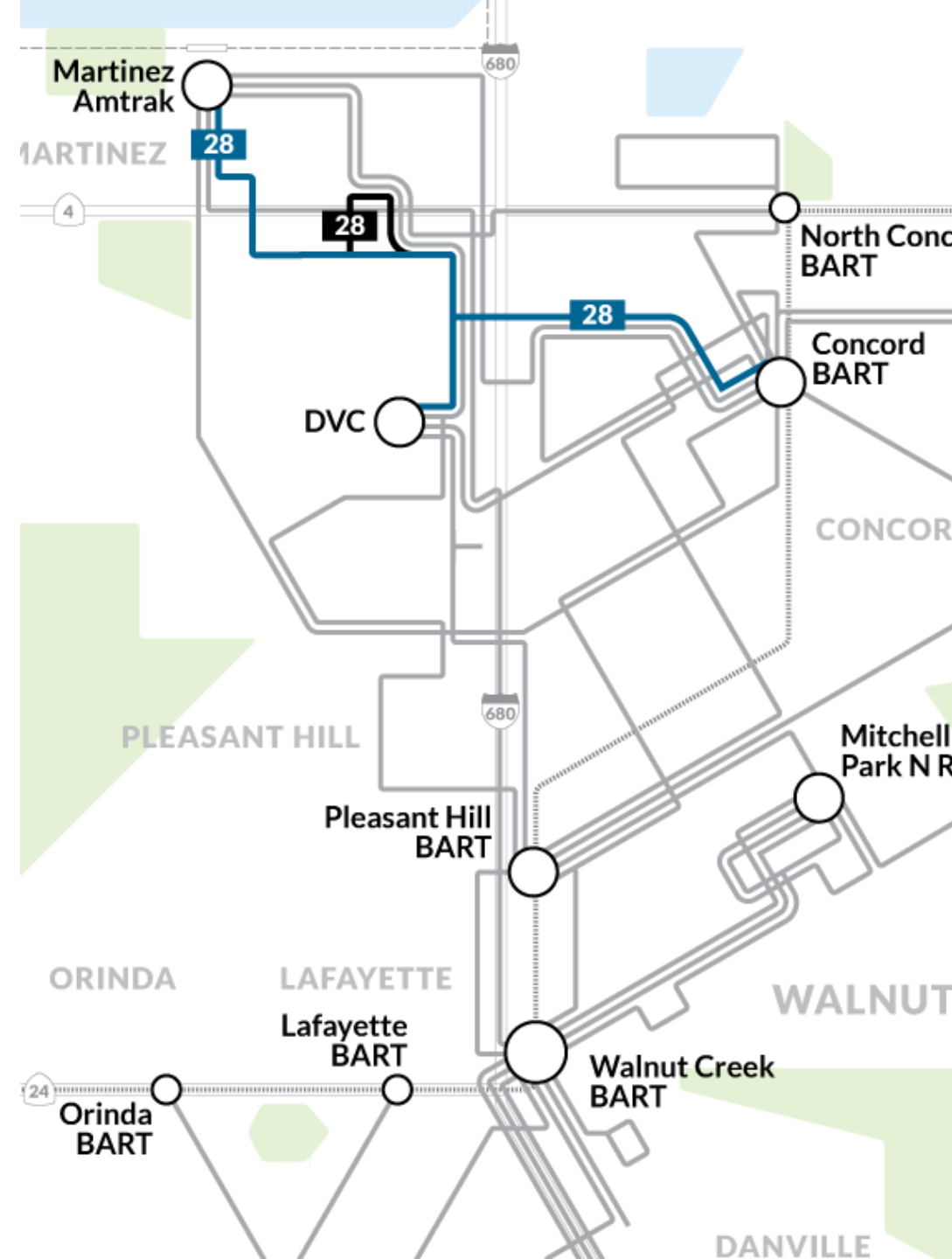
- Keep 15 min frequency during PM peak
- Ridership currently down 63%
 - ~400 daily passengers



Route 28

Scenario 1	Extend to Concord BART & reroute from Arnold/Center to Muir Rd
Scenario 2	
Scenario 3	

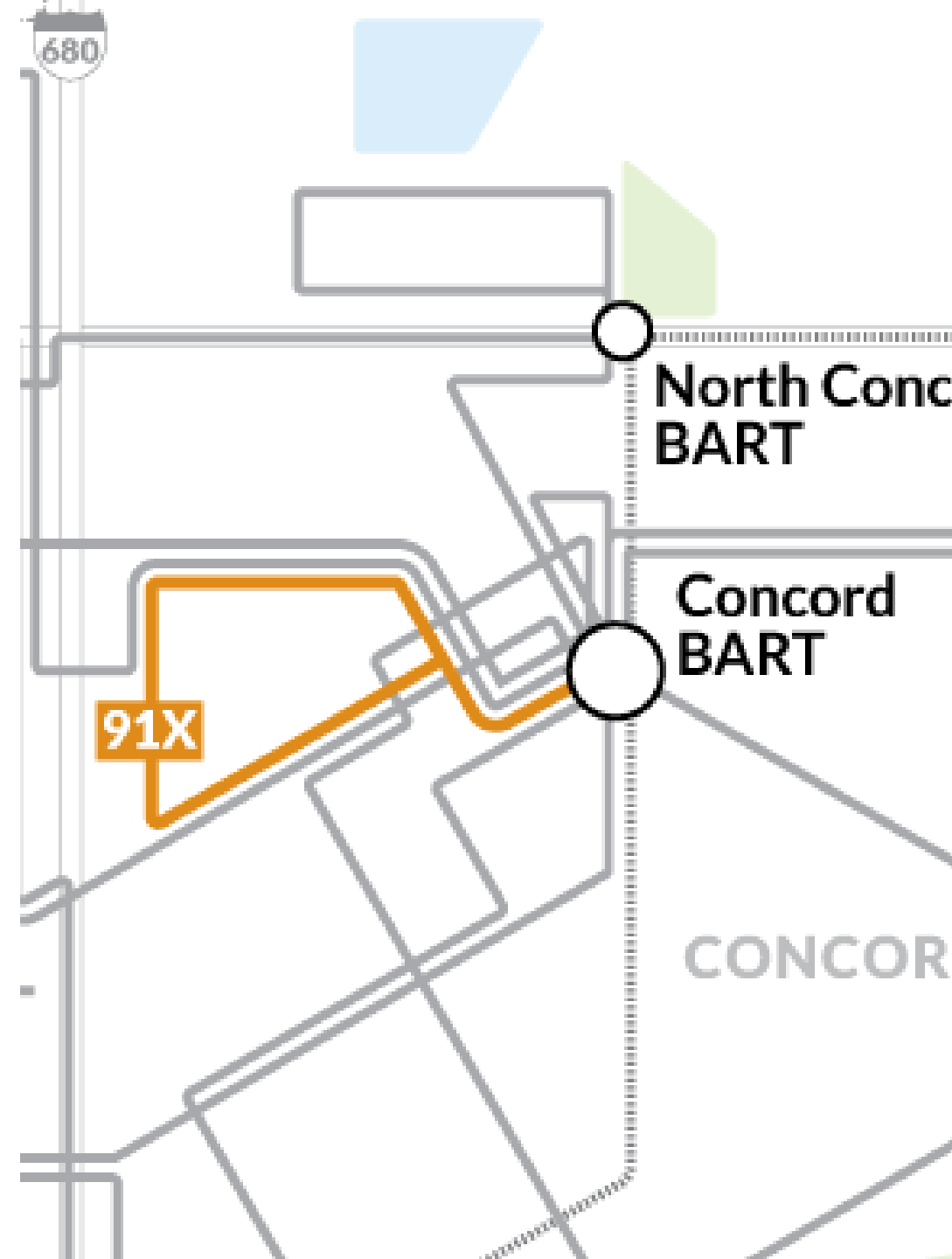
- Continuation of current alignment & service levels
- Ridership currently down 33%
 - ~90 daily passengers



Route 91X

Scenario 1	<i>No changes</i>
Scenario 2	Eliminate route (alternate service on Routes 19, 20, & 28)
Scenario 3	

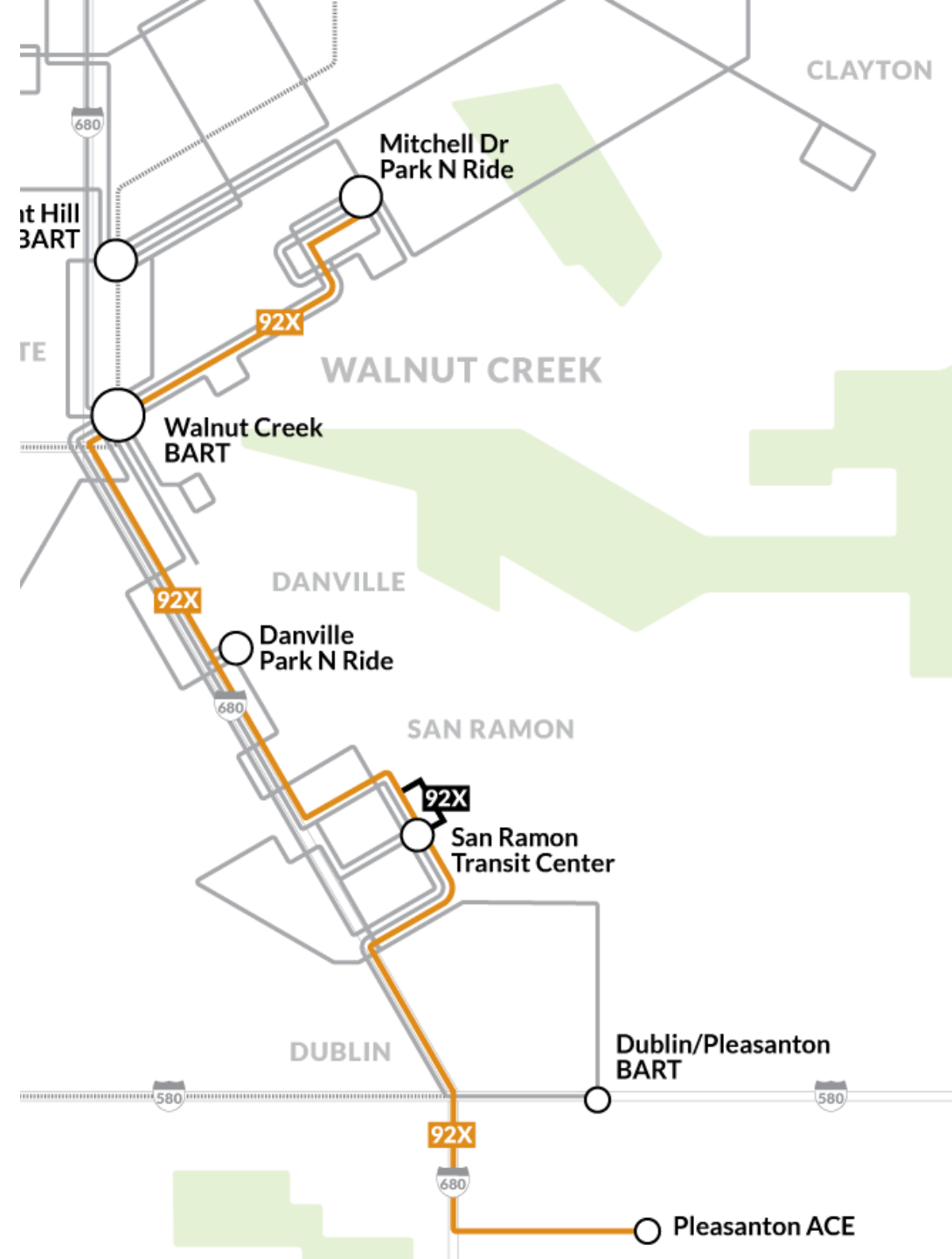
- Ridership currently down 53%
- ~30 daily passengers



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)

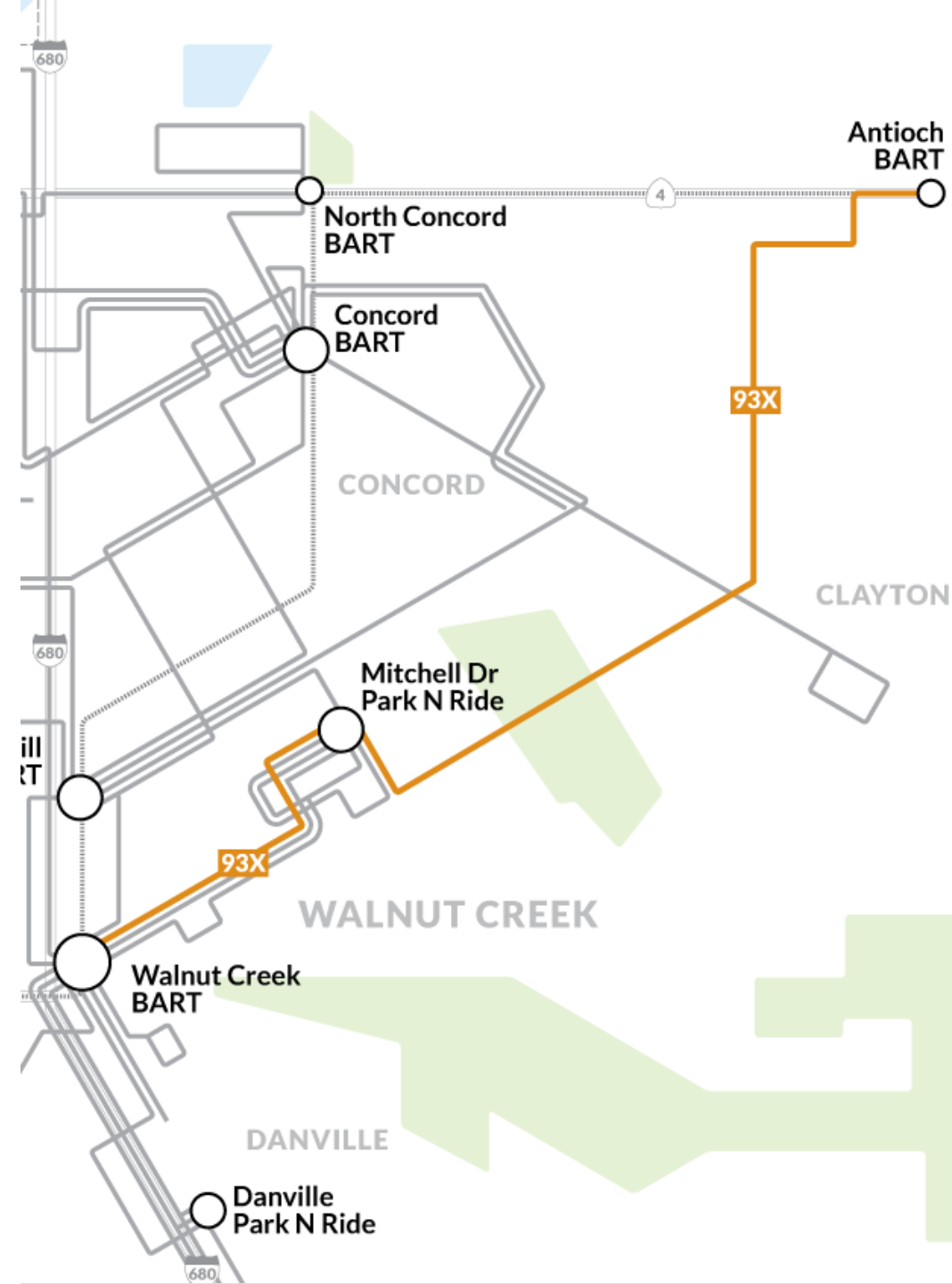
- Continuation of current alignment
- Ridership currently down 95%
 - ~10 daily passengers



Route 93X

Scenario 1	<i>No changes</i>
Scenario 2	Reduce frequency: 13 trips → 11 trips
Scenario 3	Eliminate route

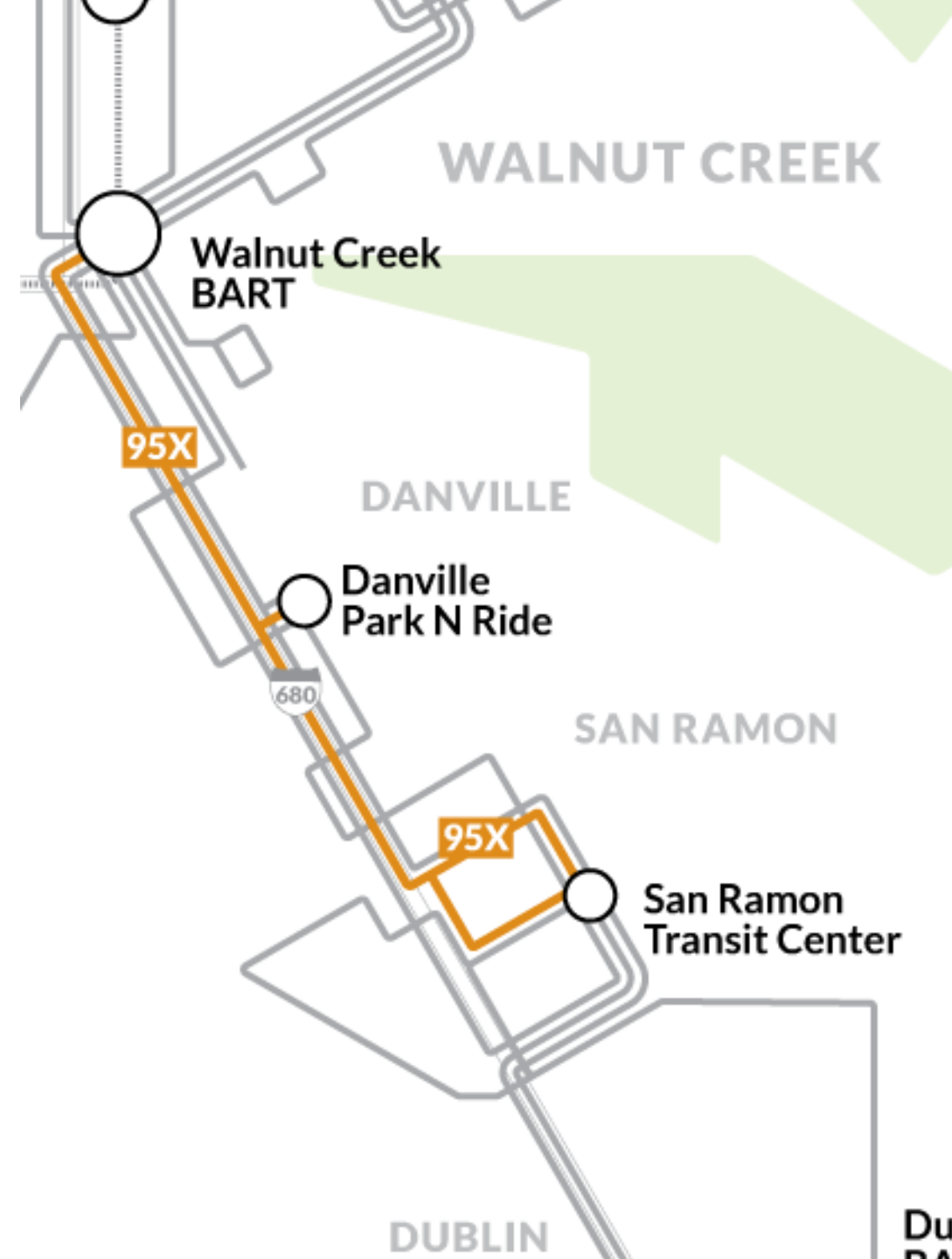
- Ridership currently down 76%
- ~30 daily passengers



Route 95X

Scenario 1	Reduce frequency: 20 min → 30 min
Scenario 2	
Scenario 3	Eliminate route (alternate service on Route 21)

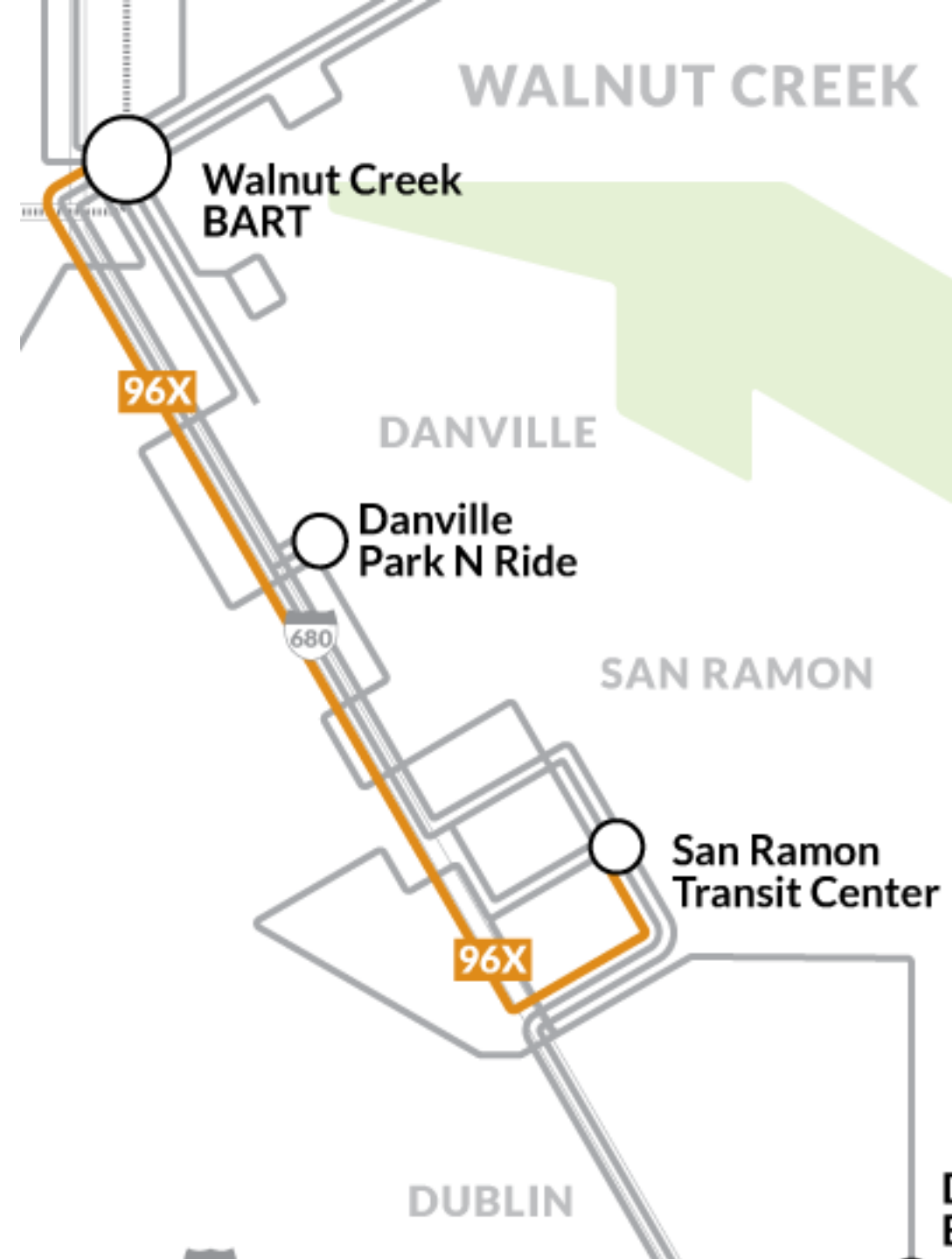
- Continuation of current service levels
- Ridership currently down 89%
 - ~40 daily passengers



Route 96X

Scenario 1	Reduce frequency: 20 min → 30 min
Scenario 2	Eliminate midday service
Scenario 3	Eliminate route (alternate service on Route 21)

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



Route 98X

Scenario 1	<i>No changes</i>
Scenario 2	Reduce frequency (peak/off-peak): 30/60 min → 45/90 min
Scenario 3	

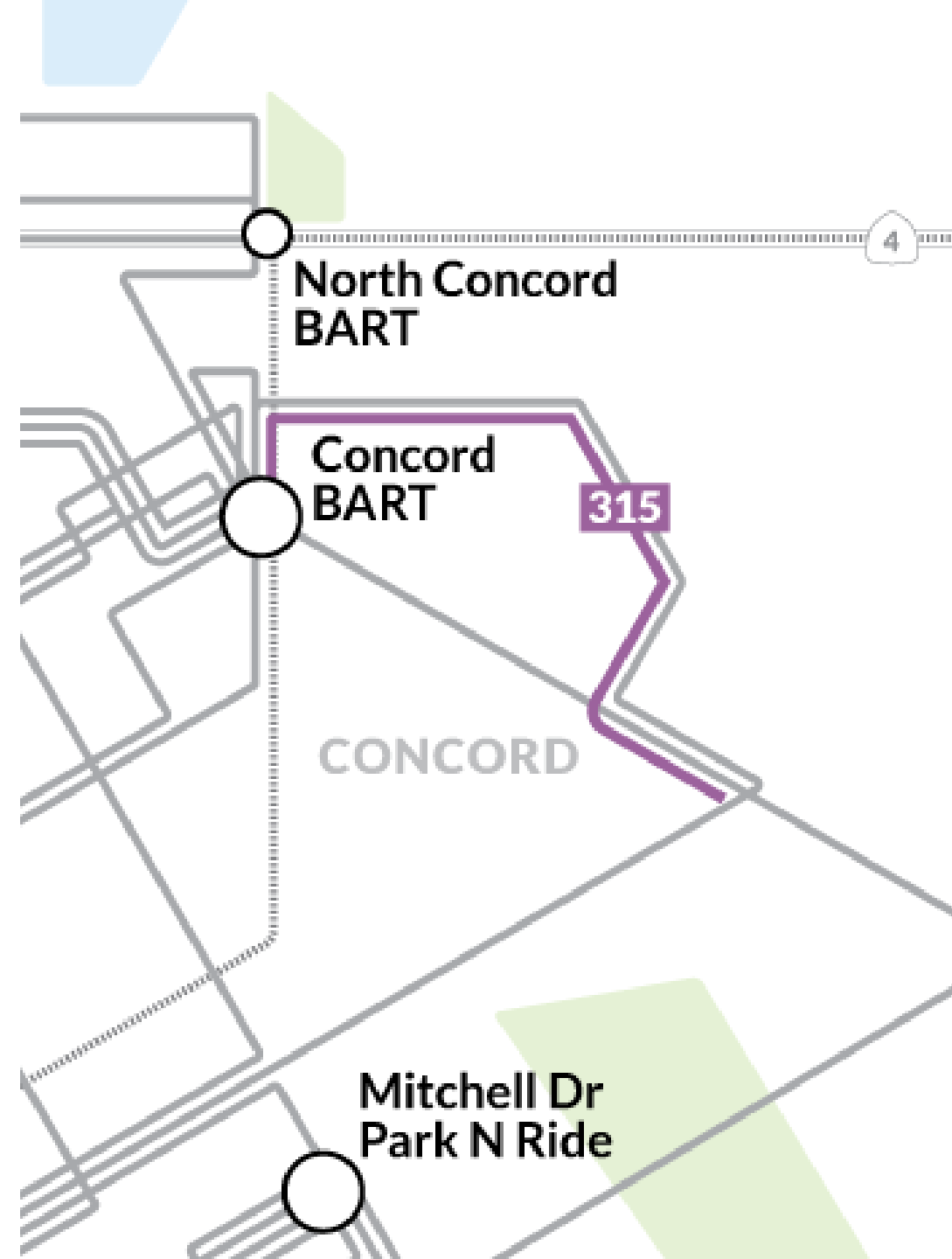
- Ridership currently down 41%
- ~150 daily passengers



Route 315

Scenario 1	<i>No changes</i>
Scenario 2	Eliminate route
Scenario 3	

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



Tentative Timeline

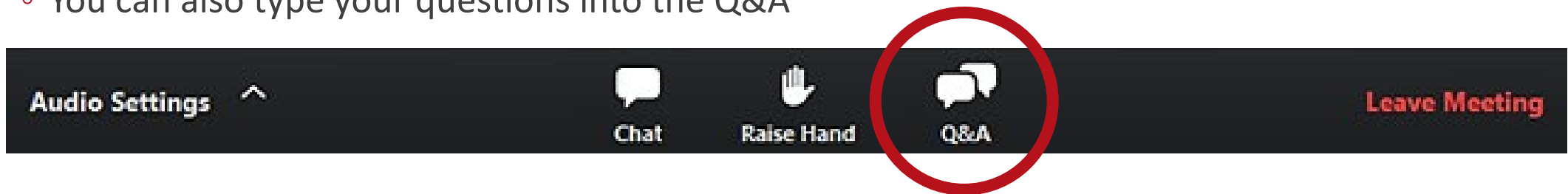
- December 1, 2020
Webinar
- December 2020 – January 2021
Refine plan details
- January 2021
Hold public hearings and gather public comment
- February 18, 2021
Summary of comments and draft recommendation to Board for feedback
- March 18, 2021
Final recommendation and Title VI Equity Analysis to Board 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](https://www.countyconnection.com/2021-service-plan)