



2021 Service Plan: Public Hearing

NORTH SERVICE AREA
JANUARY 5, 2021

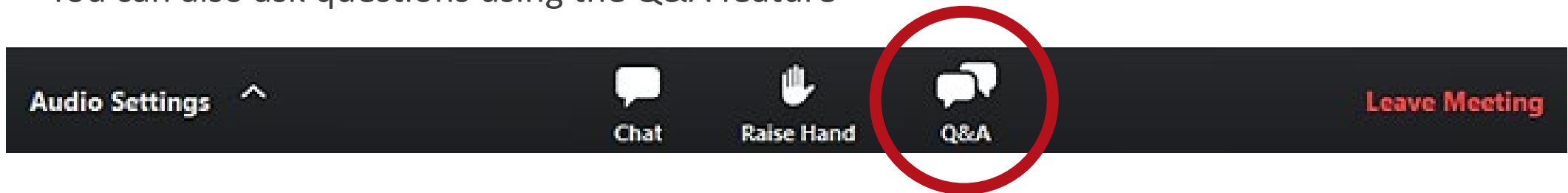


Virtual Webinar Reminders

- 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



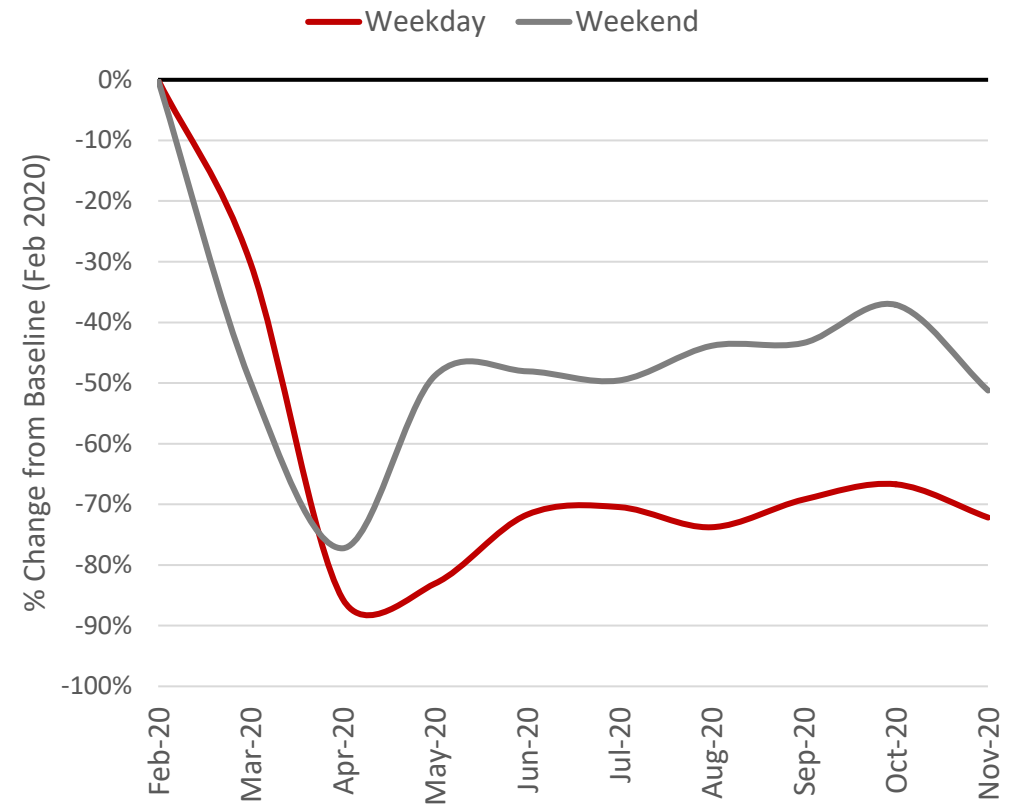
Agenda

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



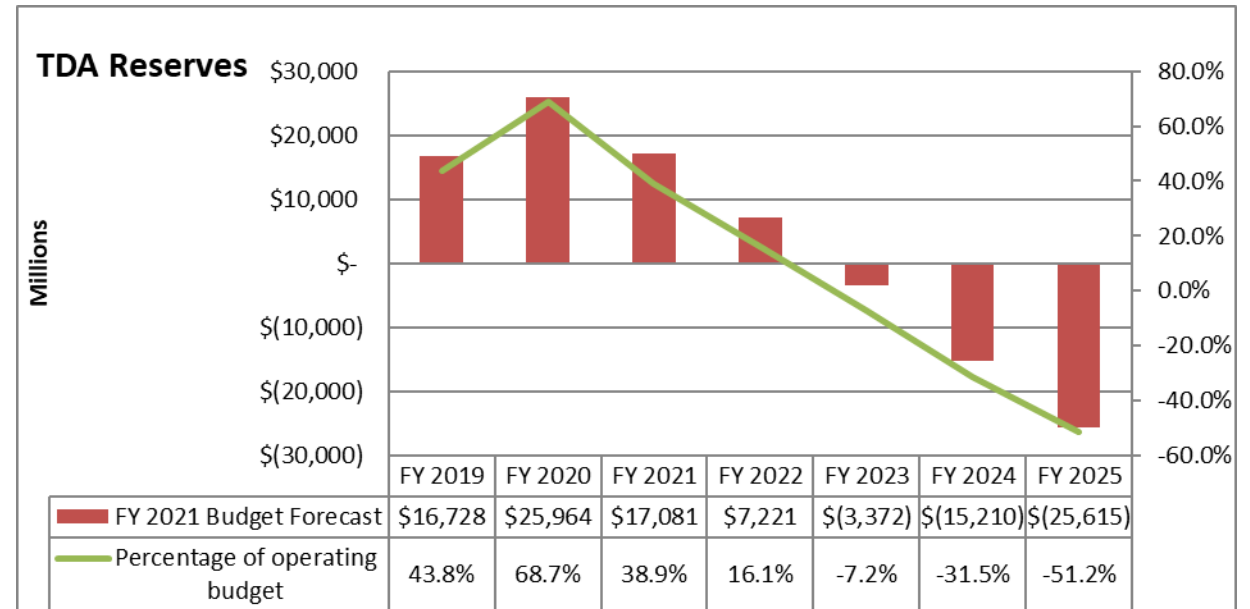
Current Service

- 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

North Service Area Routes

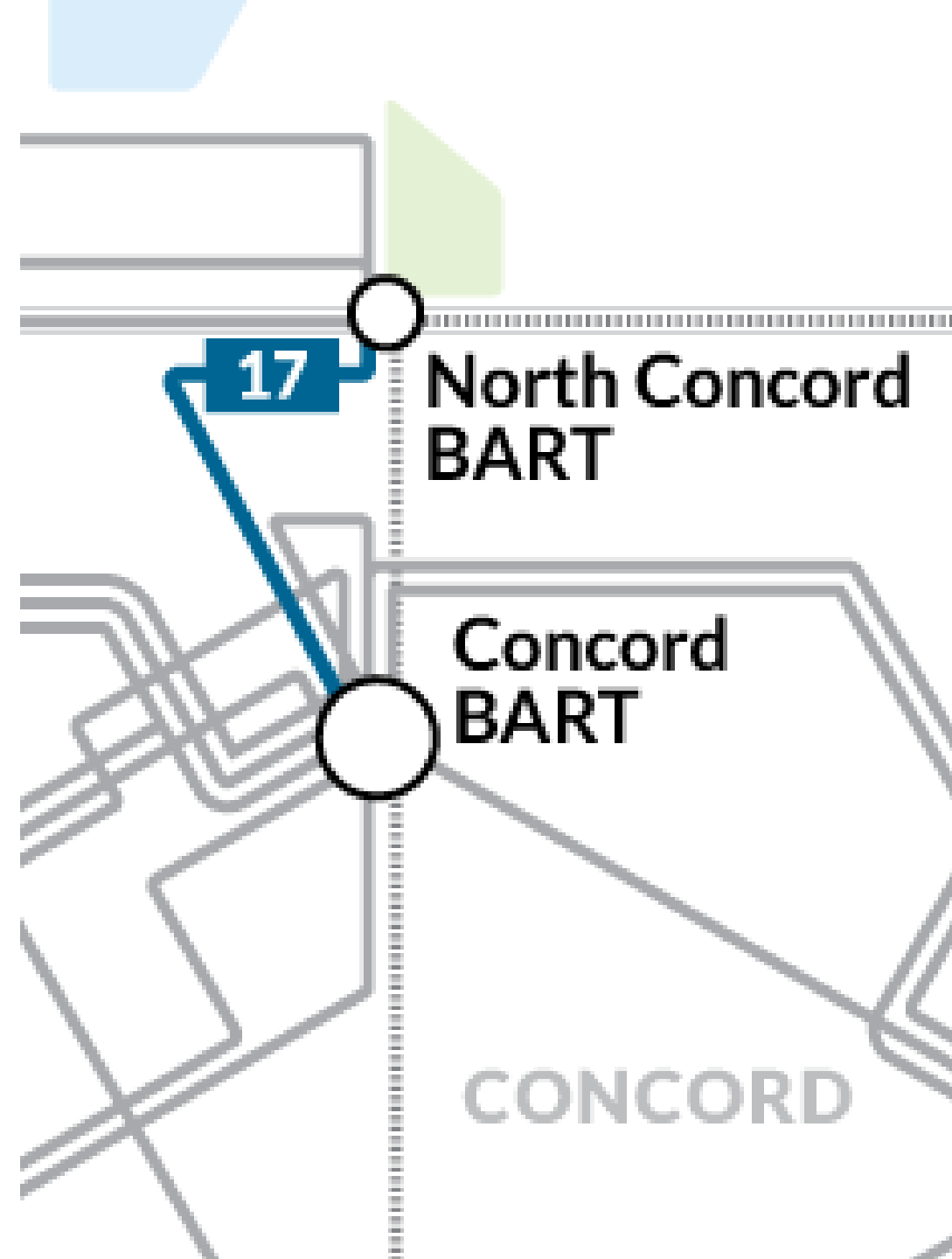
▼ Frequency Reduction		↔ Alignment Change	✕ Route Elimination
Route	Scenario 1	Scenario 2	Scenario 3
17		▼	▼
27	▼	▼	▼
28	↔	↔	↔
98X		▼	▼
99X		▼	▼

No major changes proposed on Routes 16, 18, 19, 316, or 600-series

Route 17

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

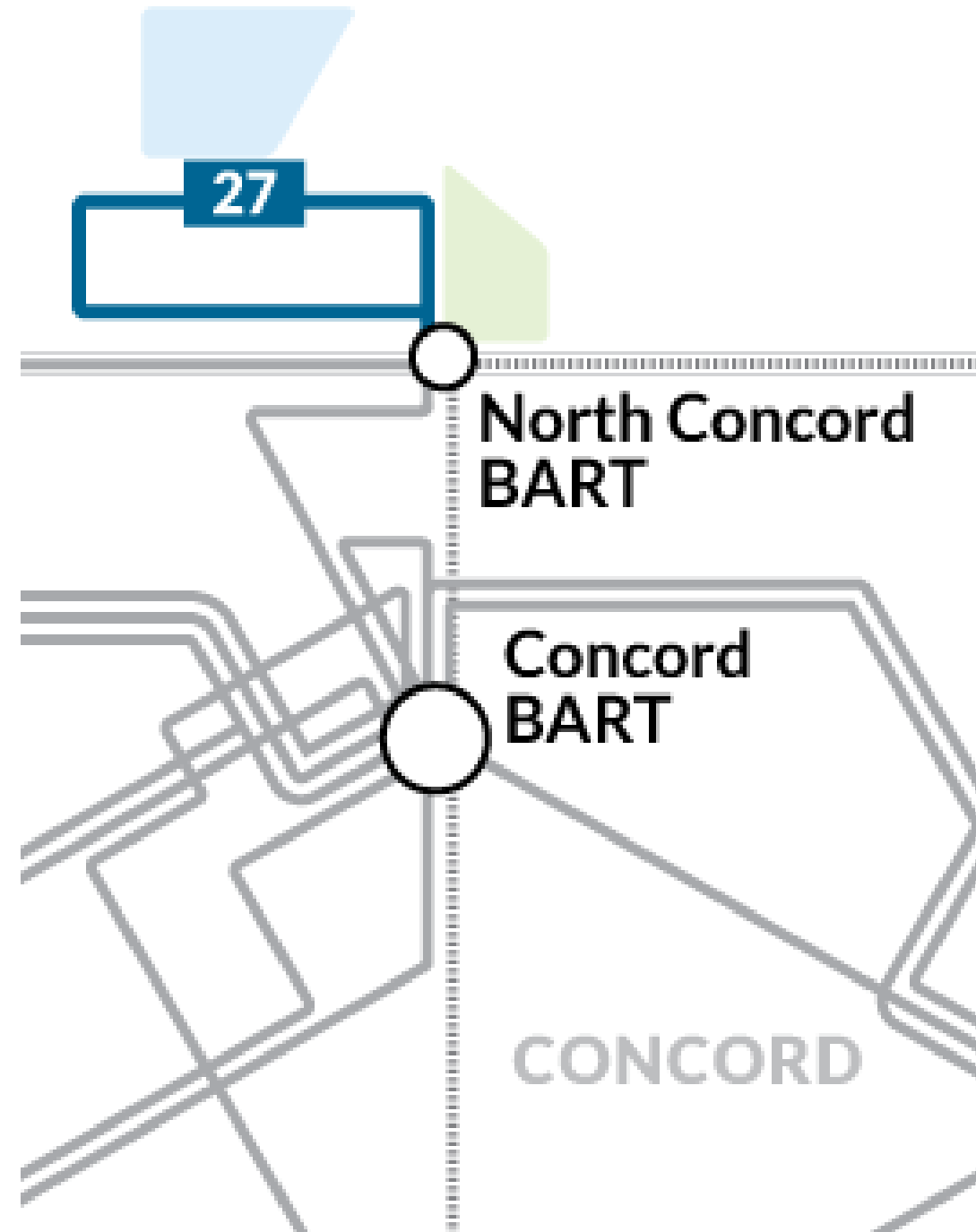
- Ridership currently down 53%
- ~100 daily passengers



Route 27

Scenario 1	Reduce frequency: 40/60 min (8 trips) → 3 trips
Scenario 2	
Scenario 3	

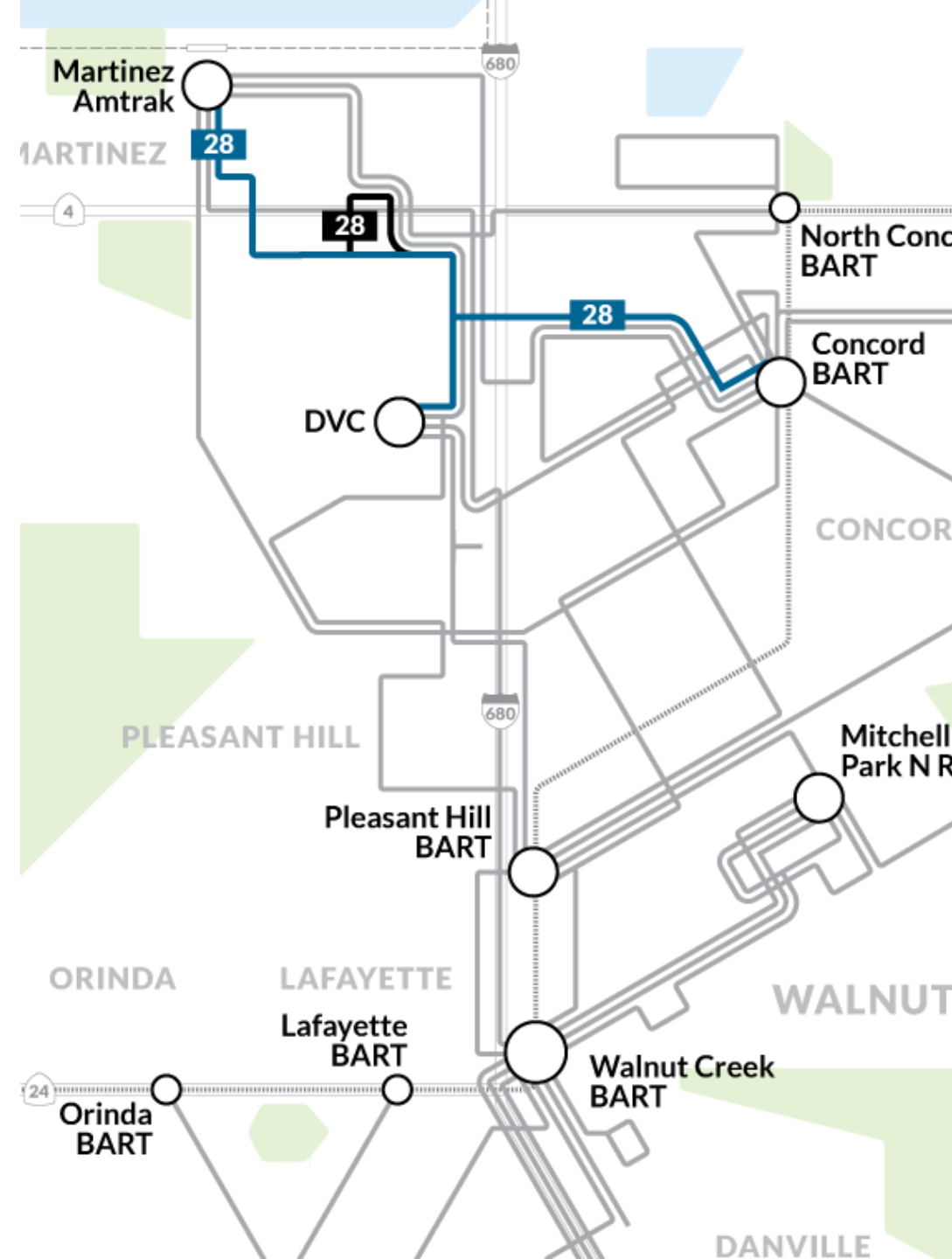
- Continuation of current service levels
- Ridership currently down 92%
 - ~5 daily passengers



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 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 99X

Scenario 1

No changes

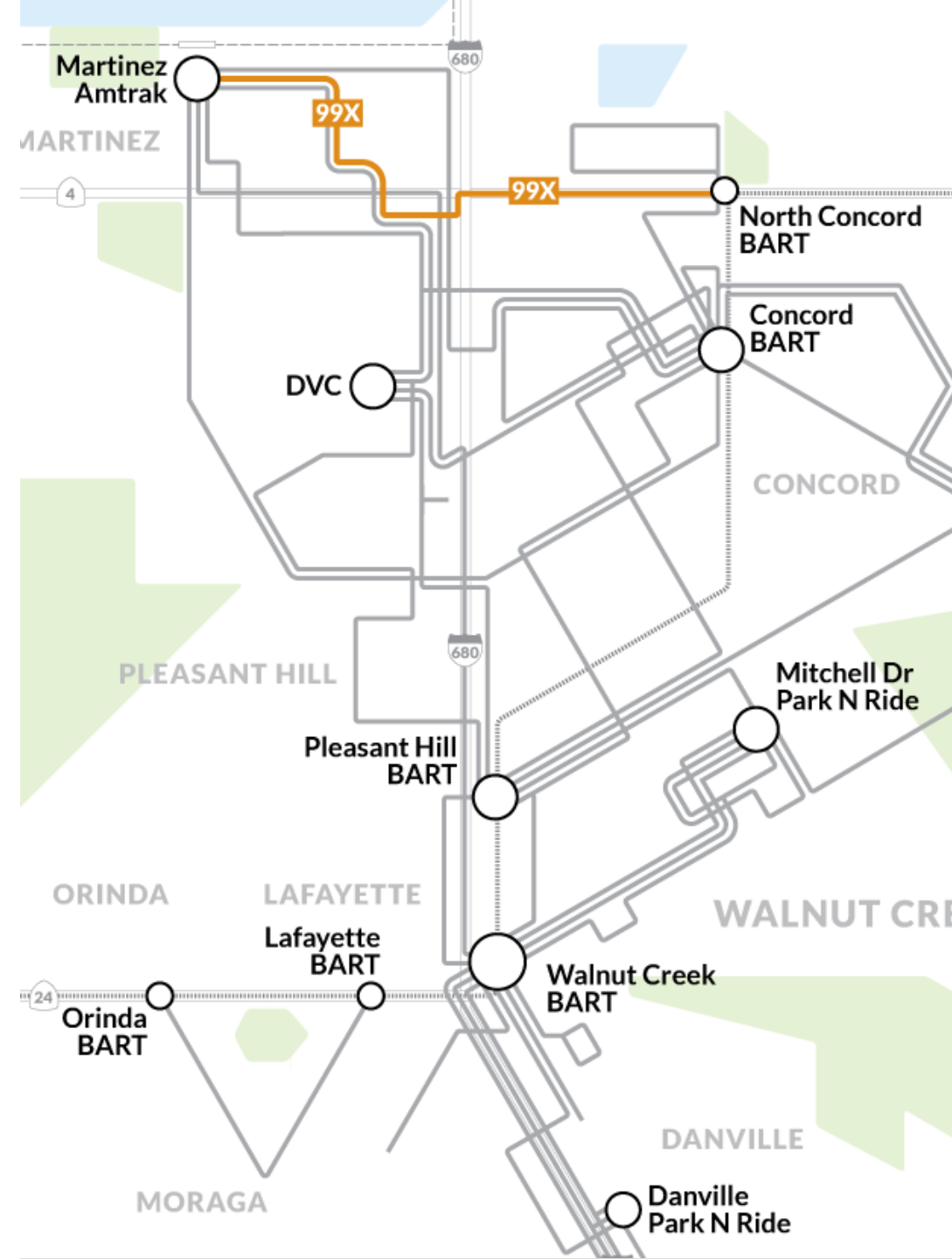
Scenario 2

Reduce peak frequency:

15-45 min → 40 min

Scenario 3

- Ridership currently down 51%
- ~30 daily passengers



Tentative Timeline

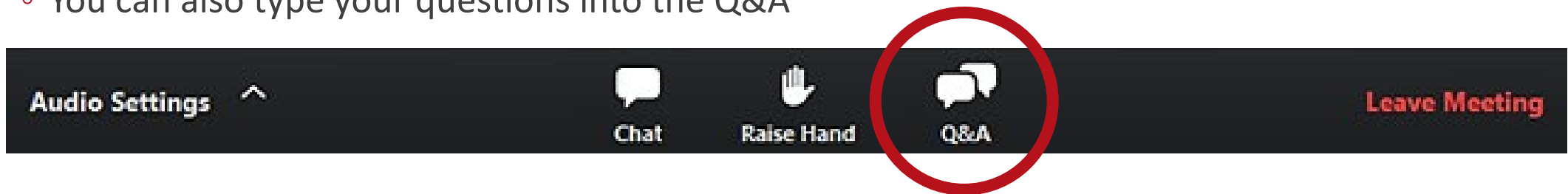
- December 1, 2020
Webinar
- December 2020 – January 2021
Refine plan details
- January 2021
Hold public hearings and gather public comment
- February 18, 2021
Summary of comments and draft recommendation to Board for feedback
- March 18, 2021
Final recommendation and Title VI Equity Analysis to Board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