

*County Connection*

**Title VI Service Equity Analysis**  
**2021 Service Plan**

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
March 2021

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# 1 INTRODUCTION

As a federal grant recipient, the Central Contra Costa Transit Authority (County Connection) is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI of the Civil Rights Act of 1964 (Title VI), which prohibits discrimination by recipients of federal financial assistance. The FTA further requires that recipients of FTA financial assistance conduct an analysis on all major service changes to assess the impacts of those changes on low-income and minority populations.

In March 2020, a Shelter-in-Place Order was issued in Contra Costa County in response to the COVID-19 pandemic, which limited activity, travel, and business functions to only the most essential needs. As a result, ridership dropped around 75% and has continued to stay at that reduced level. Starting in April 2020, service had to be adjusted to meet essential needs. Subsequently in August, staff made temporary service changes in response to reduced operator availability and shifts in riders' travel patterns to only essential trips. Additional service adjustments were subsequently made in October.

The pandemic has also had significant negative impacts on several revenue sources, ranging from local and state sales tax to farebox recovery. In anticipation of reduced revenues, staff began evaluating potential service cuts in order to remain financially viable. Due to uncertainty regarding the future economic impacts of COVID-19, staff developed three service cut scenarios with estimated cost savings of \$3, \$5, and \$7 million annually (Scenarios 1, 2, and 3, respectively). In developing the proposals, staff sought to prioritize essential services and workers, as these riders have continued to rely on transit through the pandemic.

Since all three scenarios would be considered a major reduction in service, staff conducted public outreach to gather input on the proposals. Staff held an informational webinar in December 2020, followed by a series of virtual public hearings in January 2021. The public was also able to provide comments via phone, mail, email, and online through County Connection's website.

Given current financial projections, staff is proposing the implementation of Scenario 1, which would include an approximately 13% reduction in service hours and an estimated cost savings of \$3 million annually compared to pre-pandemic service levels. The proposed service plan would largely be a continuation of the service levels that are currently being operated on a temporary basis but with some revisions based on public feedback. Should the Board approve the proposed service plan, the earliest that staff could implement any of the changes would be Summer 2021. However, depending on financial needs and service requirements as the pandemic evolves, implementation could be delayed until Fall or Winter 2021.

As the proposed service plan constitutes a major service change when compared to pre-pandemic service levels, approval and implementation of the service changes requires an equity analysis under the FTA's Title VI regulations. The following equity analysis indicates that there is no disparate impact based on race, and no disproportionate burden on low-income riders from the proposed service plan.

## 2 TITLE VI POLICIES

In October 2012, the FTA released Circular 4702.1B (Circular), which provides guidelines for compliance with Title VI. Under the Circular, transit operators are required to study proposed fare changes and "major service changes" before the changes are adopted to ensure that such changes do not have a discriminatory effect based on race, color, national origin or low-income status of affected populations. As a first step, public transit providers must adopt their own "Major Service Change," "Disparate Impact," and "Disproportionate Burden," policies. County Connection's Board of Directors adopted these policies in June 2013. The adopted Major Service Change, Disparate Impact and Disproportionate Burden policies are described below. Resolution No. 2013-019 demonstrates the Board's consideration, awareness, and approval of these policies is included in Appendix A.

### 2.1 Major Service Change Policy

The Major Service Change Policy establishes a threshold for when a proposed service increase or decrease is "major," and thus must be subject to a Title VI Equity Analysis.

County Connection previously defined major service decreases in its adopted "Public Hearing Policy." The Major Service Change Policy applies this threshold to both increases and decreases and provides for changes to be measured not just individually, but on a cumulative basis over a 12-month period.

County Connection defines a major service change as:

- An increase or decrease of 25 percent or more to the number of transit route miles of a bus route.
- An increase or decrease of 25 percent or more to the number of daily transit revenue miles of a bus route for the day of the week for which the change is made.
- A change of service that affects 25 percent or more of daily passenger trips of a bus route for the day of the week for which the change is made.
- Changes shall be counted cumulatively, with service changes being "major" if the 25 percent change occurs at one time or in stages, with changes totaling 25 percent over a 12-month period.

The following service changes are exempt from this policy:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- County Connection-operated transit service that is replaced by a different mode or operator providing a service with similar or better headways, fare, transfer options, span of service, and stops.

## 2.2 Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on minority populations relative to non-minority populations on the basis of race, ethnicity or national origin.

The threshold is the difference between the burdens borne by, or benefits experienced by, minority populations compared to non-minority populations. Exceeding the threshold means either that a fare or major service change negatively impacts minority populations more than non-minority populations, or that the change benefits non-minority populations more than minority populations. A change with disparate impacts that exceed the threshold can only be adopted (a) if there is substantial legitimate justification for the change, and (b) if no other alternatives exist that would serve the same legitimate objectives with less disproportionate effects on the basis of race, color or national origin.

County Connection establishes that a fare change, major service change or other policy has a disparate impact if minority populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-minority populations, unless (a) there is substantial legitimate justification for the change, and (b) no other alternatives exist that would serve the same legitimate objectives with less disproportionate effects on the basis of race, color or national origin.

## 2.3 Disproportionate Burden Policy

The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on low-income populations relative to non-low-income populations.

The threshold is the difference between the burdens borne by, and benefits experienced by, low-income populations compared to non-low-income populations. Exceeding the threshold means either that a fare or service change negatively impacts low-income populations more than non-low-income populations, or that the change benefits non-low-income populations more than low-income populations. If the threshold is exceeded, County Connection must avoid, minimize or mitigate impacts where practicable.

County Connection establishes that a fare change, major service change or other policy has a disproportionate burden if low-income populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-low-income populations, unless avoiding, minimizing, or mitigating the disproportionate effects is impracticable.

## 2.4 Public Outreach

In developing these policies, County Connection staff conducted public outreach (detailed below), including three public meetings with language services available, to provide information and get feedback on the draft policies. Staff incorporated public input gathered through this outreach into the policies proposed for Board approval.

March 28, 2013 – Monument Corridor Transportation Action Team

*Comments: Include an annual review to ensure that major service change threshold has not been crossed*

April 15, 2013 – Public Meeting at the San Ramon Community Center

*Comments: Consistent with prior comment to include an annual review for major service changes*

May 14, 2013 - Public Meeting at the Walnut Creek Library

*Comments: None*

April 1<sup>st</sup> – June 1<sup>st</sup>, 2013 – Policies available for comments on County Connection Website

*Comments: None*

June 20, 2013 – Public Hearing and Proposed Adoption at the County Connection Board of Directors Meeting

*Comments: None*

### 3 PROPOSAL DESCRIPTION

The proposed service plan would reduce service hours by approximately 13% compared to pre-COVID service levels. This reduction is consistent with current service levels. The development of the plan was guided by four main objectives:

- Retaining access to essential jobs and services and to transit-dependent areas
- Providing adequate capacity along high ridership routes and corridors
- Retaining weekend service and 600-series school service
- Improving coordination with BART

In the proposed plan, service frequency would be reduced on Routes 4, 5, 6, 7, 27, 35, 92X, 95X, and 96X (see Table 1). These routes have sustained the greatest ridership losses due to the pandemic, as demand has shifted away from traditional 9-to-5 commuters, and more towards essential workers and those making essential trips. These essential trips also tend to be more spread out throughout the day as opposed to concentrated around traditional morning and evening peak times, which are typically 6 AM – 9 AM and 4 PM – 7 PM. Thus, the proposed reductions on most routes target peak-period service in order to preserve a base level of service all day.

**Table 1: Proposed Frequency Reductions**

Route	Pre-COVID (peak/off-peak)	Scenario 1 (peak/off-peak)
4 <i>(weekday only)</i>	12 min	20 min
5	20/45 min	40 min
6 <i>(weekday only)</i>	20/60 min	30/60 min
7	15/- min	20/- min
27	40/60 min	3 trips
35	15-20/30-60 min	30/60 min
92X	8 trips	4 trips
95X	20/- min	30/- min
96X	20/60 min	30/- min

The proposed plan also includes two alignment changes. The first proposed change is to extend Route 28 to Concord BART and realign the route from Arnold Dr and Center Ave to Muir Rd. Route 28 serves several essential businesses and facilities, including the VA Clinic, Kaiser, and Contra Costa Regional Medical Center. The extension of the route to BART provides additional connection opportunities to these essential services, as well as more direct service to Diablo Valley College, while the realignment speeds up the route.

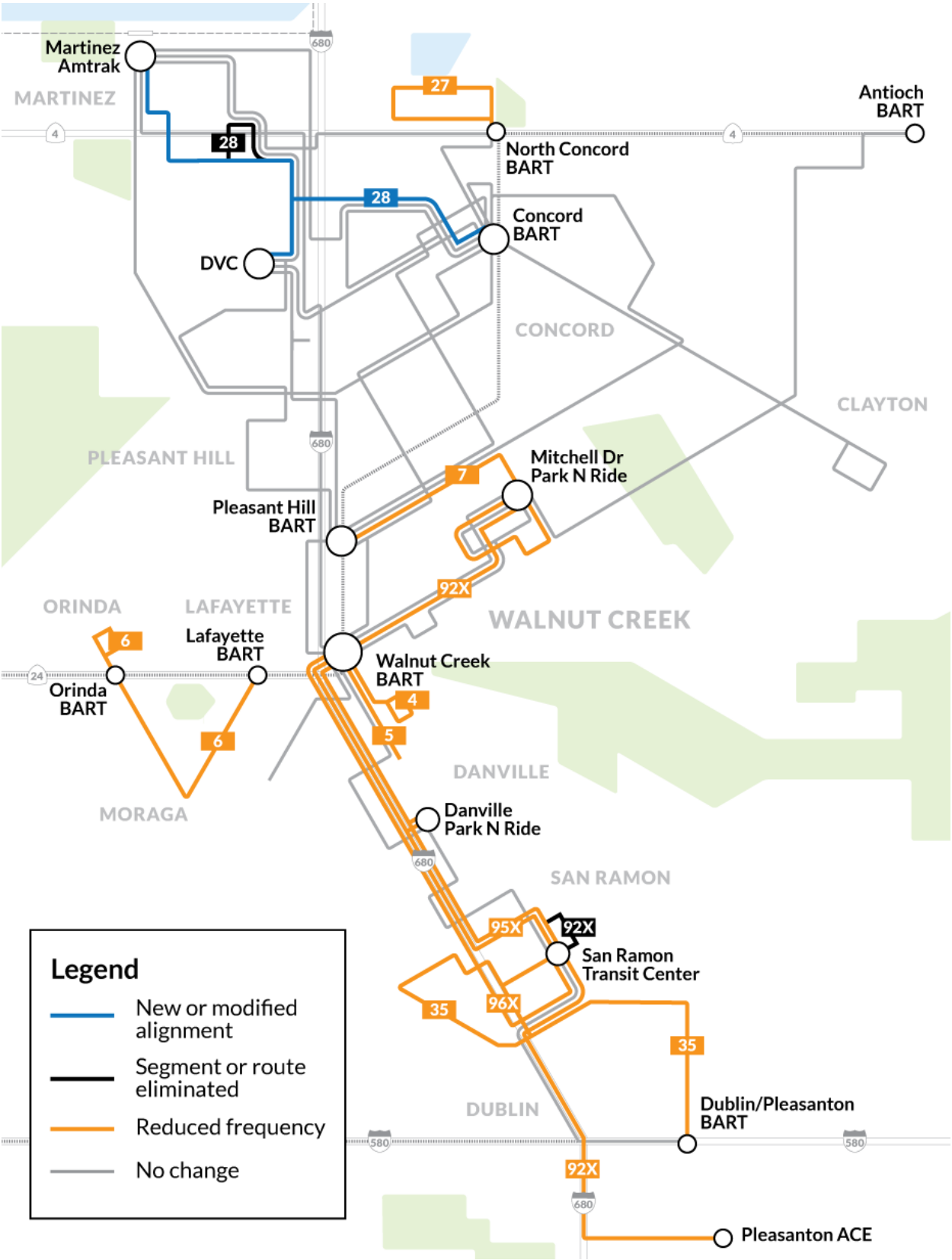
The second proposed alignment change is to simplify the routing of Route 92X through Bishop Ranch by removing stops at BR 15 and Bishop/Sunset. This change is not directly linked to the objectives defined for the overall service change, since this would have been implemented regardless to speed up the route. These stops have historically had low ridership, and alternate stops are available within ½-mile.

All of these proposed changes have been in place on a temporary basis since October 2020. Figure 1 shows the routes that would be impacted by the proposed service plan.

The original proposal also included the elimination of the Orinda Community Center loop on Route 6. However, based on public feedback, staff revised the proposal to retain service along this segment of the route, as it provides connections to important services including the Orinda Library and Community Center.



Figure 1: Map of Proposed Service Changes



## 4 EQUITY ANALYSIS

The proposed service plan includes significant schedule and/or alignment changes to several routes, resulting in both beneficial and adverse impacts. Most of the route changes independently constitute a major service change. However, due to the interconnected nature of the changes in the plan, this analysis evaluates the entire implementation of the service plan as a single major service change.

### 4.1 Data and Methodology

This analysis evaluates the impacts of the service plan by comparing the proportion of minority and low-income riders who would be affected by the change to the system as a whole. The proposed plan reduces service by shortening routes and increasing headways, which are adverse effects. This analysis measures the distribution of the adverse effects of the service plan. The most appropriate measure of the adverse effect is the reduction in boardings that will result from the service plan.

#### Definitions

**Minority** – FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

**Low-Income** – FTA defines a low-income person as a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. However, FTA encourages the use of any locally developed threshold provided that the threshold is at least as inclusive as the HHS poverty guidelines. Due to the area's higher cost of living, County Connection defines low-income as 150% of the federal poverty level.

#### Data Sources

Since the proposed changes only impact existing routes, staff used ridership data as opposed to Census data for the analysis. This provides a more accurate assessment of the actual riders who would be affected in recognition that the surrounding geographic area of a route is not always reflective of the ridership demographics of that route.

#### *Onboard Passenger Survey*

An onboard passenger survey was conducted on County Connection buses in October 2019 and a total of 1,188 responses were collected. The survey was conducted on both weekdays and weekends using handheld tablet personal computers on which the online survey was administered. A sampling plan was developed to ensure that the distribution of completed surveys mirrored the actual distribution of passengers using the system. The plan included completion goals that were set by route and time period based on ridership.

The survey data provides demographic information on County Connection’s riders, including race and income. Respondents who declined to answer questions about income or ethnicity are excluded from the analysis. In order to protect privacy, survey respondents were asked to report their income bracket as opposed to their specific income. Because of this, the analysis uses the midpoint of the selected income bracket to compare against the federal poverty level. Table 2 below shows how low-income status—defined in this analysis as 150% of the 2019 federal poverty guidelines—is determined based on household size and income bracket. Using these thresholds, each individual survey response was categorized as either low-income or non-low-income based on responses to the questions about household size and income.

**Table 2: Low-Income Thresholds by Household Size**

Household Size	Low-Income Threshold
1-2	Under \$25,000
3-4	Under \$35,000
5-7	Under \$50,000
8-10	Under \$75,000

*Ridership Data*

The analysis uses average daily boardings for each route to estimate the number of riders that would be impacted by the changes. Ridership data was used from February 2020, which most closely reflects service and ridership levels prior to COVID-19. While the COVID-19 pandemic has substantially altered ridership patterns, it has also made collection of data on current ridership demographics difficult. Additionally, this service change is analyzed as a permanent change. This analysis assumes that pre-COVID ridership demographics are the best available estimate for post-COVID ridership demographics.

Methodology

The following methodology was used to analyze the impact of the proposed changes:

1. Using onboard passenger survey data, quantify the percentage of minority and low-income riders for each affected route and systemwide.
2. Estimate the total number of passengers who would be impacted by the proposed changes by route. This is calculated by multiplying the proposed change in daily revenue miles by the average number of passengers per revenue mile on each individual route. Evaluating daily

revenue miles captures both the effects of a reduction in the length of a route and the increase in headways.

3. Estimate the number of minority and low-income passengers who would be impacted by the proposed changes by route. This is calculated by multiplying the number of all impacted passengers by the percentages of minority and low-income passengers on each individual route, and accounts for route usage.
4. Calculate the percentages of minority and low-income passengers who would be impacted by the proposed changes across all adjusted routes. These are calculated by dividing the total number of impacted minority and low-income passengers for all affected routes by the total number of impacted passengers.
5. Compare the percentages of minority and low-income passengers who would be impacted to the percentages of those riders systemwide to see if the difference exceeds the disparate impact threshold or disproportionate burden threshold of 20%.

## 4.2 Impact Assessment

Table 3 below shows the base route metrics used for the impact assessment according to the methodology outlined above. This includes revenue miles based on service prior to COVID-19 (schedules effective February 23, 2020), estimated revenue miles based on the proposed service plan, average daily passengers prior to COVID-19 (February 2020), and percentages of minority and low-income riders from the onboard passenger survey.

**Table 3: Calculation Metrics by Route**

Route	Current Daily Revenue Miles	Proposed Daily Revenue Miles	Average Daily Passengers	% Minority	% Low-Income
4	197.3	127.5	741.6	57.0%	58.0%
5	138.3	99.3	513.4	55.0%	33.3%
6	614.4	496.8	582.4	60.0%	47.8%
7	232.7	186.1	523.8	62.9%	33.3%
27	50.7	19.0	72.3	65.2%	35.0%
28	174.0	275.8	131.3	53.8%	60.9%
35	715.0	538.6	724.4	66.0%	17.9%
92X	259.8	173.2	172.6	22.2%	0.0%
95X	462.3	322.6	295.6	57.9%	17.6%
96X	625.8	368.6	373.2	53.2%	26.8%

Table 4 shows the estimated number of passengers who would be impacted by the proposed changes. A negative number indicates an adverse effect due to a reduction in service, whereas a positive number indicates a benefit due to an increase in service.

Table 4: Impacted Boardings by Route

Route	Impacted Boardings	Impacted Minority Boardings	Impacted Low-Income Boardings
4	-262.5	-149.6	-152.2
5	-144.9	-79.7	-48.3
6	-111.4	-66.9	-53.3
7	-104.7	-65.8	-34.9
27	-45.2	-29.5	-15.8
28	76.8	41.4	46.8
35	-178.7	-117.9	-32.1
92X	-57.5	-12.8	0.0
95X	-89.4	-51.7	-15.8
96X	-153.4	-81.6	-41.2
<b>All Adjusted Routes</b>	<b>-1,071.0</b>	<b>-614.1</b>	<b>-346.8</b>

Finally, Table 5 summarizes the results of the analysis. Based on the onboard survey data, 56.1% of all County Connection riders identify as minority, and 44.4% are considered low-income. Based on the estimates of impacted riders, 57.3% are minority, and 32.4% are low-income.

Table 5: Impact Analysis Results

	% Minority	% Low-Income
<b>Percent Impacted</b>	<b>57.3%</b>	<b>32.4%</b>
Systemwide	56.1%	44.4%
<b>Difference from Systemwide</b>	<b>+1.3%</b>	<b>-12.0%</b>
<i>Results</i>	<i>No Disparate Impact</i>	<i>No Disproportionate Burden</i>

There is no disparate impact on minority riders from the proposed service changes. While minority riders would be impacted slightly more than their proportion of ridership systemwide, the differential of +1.3% is well below the 20% threshold set forth in the disparate impact policy.

There is also no disproportionate burden on low-income riders from the proposed service plan. Based on the analysis, low-income riders would be impacted less than their proportion of ridership on the system as a whole by a margin of 12.0%.

Even if there were a disparate impact, there is substantial legitimate justification for implementation of the service plan. County Connection is faced with a severe loss of revenue due to the COVID-19 pandemic, and reducing service is necessary to compensate. Additionally, the proposed plan adjusts County Connection's service to account for changes in system usage due to the increase in riders working from home and altering their commute patterns.

However, there is still a large degree of uncertainty as it relates to COVID-19 and its potential long-term impacts on the economy and ridership demand. As schools, businesses, recreational facilities, and other non-essential services return to normal operations, staff will need to respond quickly to augment service based on the community's needs and the agency's financial capacity. Any restoration of service will initially be implemented as a temporary adjustment, and once there is more certainty, staff will conduct a similar public outreach process and Title VI equity analysis before making any additional changes permanent.

## 5 PUBLIC OUTREACH

In December 2020, staff began conducting outreach to solicit feedback from the public on the three proposed service scenarios. Due to the ongoing COVID-19 pandemic, in-person outreach was not feasible. Instead, staff conducted all public meetings via teleconference, which allows the public to participate using a computer or by phone.

Staff conducted an initial webinar on December 1, 2020 to provide the public with a high-level overview of the three service scenarios and gather some preliminary feedback. This was followed by a series of four virtual public hearings—two were held on January 5, 2021 and another two on January 8, 2021. Each public hearing focused on a different part of County Connection's service area (North, South, Core, and Lamorinda) and provided an opportunity for the public to provide formal comments on the proposals. The public was also able to provide comments via phone, mail, email, and online through the County Connection website.

Notices for the webinar and public hearings were placed on all buses, as well as in the East Bay Times. Information about the proposed service plan scenarios was available on County Connection's website and announced through several social media posts on Twitter, Facebook, Instagram, and NextDoor. Staff

also reached out to various community partners who helped to further disseminate information to their constituents.

## 5.1 Public Comment

No public comments were received during the public hearings. However, a total of twelve (12) written comments were received by email and online that were directly related to one or more of the proposed scenarios (see Appendix B). Four (4) comments were related specifically to Scenario 1, which is the service plan currently being proposed. These comments are addressed in more detail below.

Two (2) comments were submitted opposing the elimination of the Orinda Community Center loop on Route 6. Based on this feedback, staff revised the proposed plan to retain service along this segment of the route.

One (1) comment was submitted by a rider who was concerned about reduced frequency on Route 35, particularly on the Windemere loop, which is only served by a limited number of trips (nine in each direction). Staff has confirmed that there will be minimal impact to service on the Windemere loop, and the proposed service plan would only eliminate one trip in each direction.

Finally, one (1) comment was submitted expressing general support for Scenario 1 over the more extensive cuts in the other two scenarios.



## **APPENDIX A: RESOLUTION NO. 2013-019**

## RESOLUTION NO. 2013-019

### Central Contra Costa Transit Authority

#### Board of Directors

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#### **Adoption of Major Service Change, Disparate Impact, and Disproportionate Burden policies required for compliance with Title VI of the Civil Rights Act of 1964**

**WHEREAS**, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions; and

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other federal financial assistance to operate their programs and services in a nondiscriminatory manner without regard to, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

**WHEREAS**, as set forth in the above-referenced Circular, the Board of Directors is required to adopt policies to guide the equitable distribution of County Connection services; and

**WHEREAS**, the County Connection is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

**WHEREAS**, over the past three months, staff has presented draft policies to the Marketing, Planning, and Legislative Committee and the public through public meetings, and accepted public comment on the policies; and

**WHEREAS**, the General Manager recommends the Board approve the attached definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of County Connection programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

**NOW, THEREFORE, BE IT RESOLVED** the Board of Directors of the Central Contra Costa Transit Authority hereby approves the attached definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 20th day of June, 2013 by the following vote:

AYES: Directors Andersen, Haskew, Horn, Hoffmeister, Manning, Schroder and Worth

NOES: Directors Dessayer and Weir

ABSTENTIONS: None

ABSENT: Directors Hudson and Storer



Erling Horn, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

## APPENDIX B: PUBLIC COMMENTS

*All comments are presented as submitted; no revisions (such as to correct misspellings) were made.*

1	<p>I take 2 buses in the morning (98X and 28). I commute from downtown Walnut Creek to Center Ave. in Martinez. I walk over a mile to the WC BART to catch the 98X. I start work at 8am. I have to take the 6:30am 98X bus and then wait 20 minutes for the 28 bus at Pacheco/Center that arrives at 7:03am. There's a 6:50am 98X bus but it doesn't connect with the 28 bus. If the 28 could be adjusted back to arriving at Pacheco/Center at 7:06am, that would be ideal.</p> <p>My commute home has turned into a 2 hour commute. I have to rush to catch the 28 bus after I get off work at 5pm. Once I get to Pacheco/Center, I have to wait 45 minutes to catch the 98X. So it's basically a hurry up and then wait... When I get to WC Bart, I catch the 4. So that's another 10-15 minute wait. I end up walking the mile home from the Bart station.</p> <p>If there are further reductions in service it will become more impossible to get to and from work. I've been relying more on Uber, which is not sustainable for me. Since I currently only commute into work 2x week now due to COVID, my input probably won't make any difference in considering service changes.</p>
2	<p>For Route 6, we are concerned about the proposed alignment change to eliminate the Orinda Community Center loop. That loop serves 2 senior housing complexes located near the Orinda Way/Irwin Way intersection. It also provide access to the Orinda Library and Community Center. We request County Connection not eliminate the Orinda Community Center loop.</p>
3	<p>If you must scenario 1 would be the best of all scenarios. I know it doesn't save as much as the others but it would have the least negative impact on the ridership</p>
4	<p>There are still essential workers that uses the Express buses going to San Ramon. Eliminating both the 95 and 96 buses is going to leave us stranded. Please consider keeping at least the 95x</p> <p>Where it will make the rounds essential workers work-Cosco area, Kaiser, Anabel,Bishop Ranch 8 which easier to walk to Bishop Ranch 6 for At&amp;t workers</p> <p>We will greatly appreciate if you at least consider.</p> <p><i>[In Response to Another Comment]</i></p> <p>For the essential workers who still comute from walnutcreek to San Ramon Bishop Ranch when you say the Rapid transit is faster is it the 21 that goes through town and very slow and like Lisa said it takes about 50 minutes and for for those of us who have to be at work 8AM and walk from the transit center to Anable Bishop Ranch 6 and 8 in the rain is going to be very difficult. Or are there</p> <p>going to be other buses .Or just have to one Express bus that runs 2times in the morning peak hours and one in the afternoon between 4and 6pm</p>

5	<p><i>[In Response to Another Comment]</i></p> <p>I agree with Yayush, please do not eliminate all the express buses to San Ramon, the only other option is the 50mn 21 route and all those minutes add up during the week. Thank you</p>
6	<p>I was wondering if going bring 96 at 1:30pm from San Roman trasit center to. Walt creek Bart</p>
7	<p>I would like to see the Orinda Community Center loop on route 6 maintained. It appears that is only retained in scenario 2 and 3.</p> <p>It would be desired to maintain current service levels on route 6 as depicted in scenario 1, but if that is not possible then the Orinda loop would be a priority request and default then to scenario 2 or 3.</p>
8	<p>I have relied on County Connection bus service as my primary mode of local transportation since I moved to Central Contra Costa County in 2005. I currently live in Martinez on Pacheco Blvd. between Ace Truckbox Center and Morello Ave. I work at Muir Parkway Offices on Arnold Drive less than two miles from my home. The relatively short commute distance is necessary for me because I do not have a car and I deal with health conditions that make walking long distances difficult. The proposed reduction in service frequency for Route 99X under Scenarios Two and Three would affect me directly. My current work schedule is 8:30 AM to 5:00 PM. If the Route 99X service reduction is to take effect, I would respectfully request that the schedule reflect my need to take the morning run heading towards North Concord BART and arrive at Muir Parkway Offices by approximately 8:20. Likewise, I would greatly appreciate it if service heading towards Martinez Amtrak would be available for me to catch the bus at Morello and Arnold at approximately 5:15. Additionally, I periodically take Route 28 to Kaiser Permenente Martinez Medical Offices on Muir Road. The next bus stop along that route in the Concord BART direction is Muir and Glacier, which is a considerable stretch. I am requesting that a Route 28 bus stop be installed at Muir Road and Morello Ave. so that I could potentially travel between medical appointments at Kaiser and my workplace. I concede that your agency cannot be expected to specifically accommodate the needs of a single individual rider in your service planning. Even so, I figure that it is worth a shot to express my needs, and I am grateful for the opportunity to do so, as well for the service that everyone at your agency has provided me for the last 16 years. Thank you very much for your time and consideration.</p>
9	<p>This letter is in regards to the cancellation of services to Bishop Ranch. I myself commute from Cameron Park ,Ca to Toyota which is 111 miles from my home. Transit is essential as I drop my car in Dixon, take Blue Line to Walnut Creek and then catch Bishop Ranch 95X. Being an essential worker has allowed myself and many colleagues to continue working. Taking the 95X that goes to Bishop Ranch 8 is a huge advantage to those of us that work at Toyota and cost saving as well. Please consider keeping it at least peak hours in the morning and in the afternoon between 4:00pm – 6:30pm. At least 2 in the morning and 2 in the afternoon. Only stopping at the Transit Center with the 96X and having to be at work at 8:00am and walking in bad weather would make it a very unpleasant daily occurrence along with compromising our jobs at 8:00am in the morning. Please consider.</p>

<p>10</p>	<p>Please keep the time of the 1st 98x bus and possibly the 2nd out of Martinez Amtrak. People transferring at Walnut Creek to the Bart train and to other buses need to ride the 1st 98x bus because many are commuting to cities to the south and the west and start work at 8:00 or before.</p> <p>In addition, people who commute by riding the 1st Capitol Corridor Amtrak out of Sacramento, transfer to the 1st 98x at the Martinez Amtrak station as a part of their daily commute to work in a variety of locations In the Bay Area.</p> <p>Please also keep the run of the last 98x bus out Walnut Creek Bart to Martinez Amtrak, for those who are returning from a commute that takes them some time to reach Walnut Creek at the end of the day.</p> <p>When the 1st run of line 16 out of Martinez Amtrak was eliminated, it left only the 98x operating at an early enough time out of Martinez.</p> <p>Bart trains are now not operating as frequently as they did precovid. So it is important for those riding the 98x to get to Walnut Creek as early as they can.</p>
<p>11</p>	<p>Firstly, thank you all for your service to our community and continuing to keep public transportation available during this challenging time.</p> <p>I am perhaps 10% of your current ridership on the 95x. I don't drive and commute to Berkeley (via WC BART) on the 95x every day. To be honest, most of the time I am the only person on the bus, so I totally understand if you need to cut it to cover (projected) budget deficits. It is unfortunate that ridership is unlikely to increase without the Covid situation comfortably behind us.</p> <p>Just in case the 95x gets axed, I beg that the 21's schedule be adjusted to better match the BART schedule during commuting hours. As far as I'm concerned the morning is okay, but in the evening if I catch a BART at MacArthur at 5:20-something, I'll arrive at WC BART at 5:42, then have to wait nearly 30 min for the next bus in the Danville/San Ramon direction. Thus, if the schedule could be pushed back by 5 minutes (so 5:45 departure from WC), it would be much appreciated. In case the 95x isn't cut entirely, it would also be nice if the 95x WC departures could be staggered with the 21. Right now they both leave at the same time which can be frustrating when you've missed them both by 2 minutes.</p> <p>I really am thankful for the CCCTA and hope your ridership increases in 2021!</p>
<p>12</p>	<p>I'm a regular rider of the bus 35 via Windermere route. Considering there are only a few schedules looping through this area, it'd be greatly appreciated if you do not cut any services in the upcoming planning.</p> <p>Thank you so much for your service to take care of people like me who depends on public transportation.</p>