AC Transit West Contra Costa County Service Plan Scope of Work Outline

I. Data Collection
   A. Ridership by critical segments and time of day
      1. Collect data through APCs
   B. On-time performance by critical segments and time of day
      1. Collect data through APCs
   C. Critical Segments
      1. Service to Orinda BART
      2. Macdonald Corridor
      3. Service to Hilltop Mall
   D. Gather bus stop lists for entire area for analysis
      1. Query from bus stop database with distances between stops
   E. Gather fleet size and existing infrastructure at D3

II. Analysis
   A. Ridership rank by route, segment, and time
   B. On-time performance rank by route, segment, and time
   C. Stop spacing along Macdonald Corridor
   D. Assess Orinda BART service
   E. Assess level of service to major destinations and new development centers
   F. Create an organization to oversee study through WCCTAC
      1. Include D3 drivers in organization
      2. First meeting of organization on January 8, 2004
   G. Incorporate findings of North Richmond Community-Based Transit Plan, AC Transit District-wide Passenger Survey, Richmond BART Passenger Survey, and San Pablo Rapid Survey
   H. Determine required capacity for D3 fleet

III. Recommendations
   A. Consider pre-study recommendations
      1. Examine regional transit connections
      2. Create timed transfer points with AC Transit buses and other transit agencies
      3. Adjust frequencies (15&30 or 10&20)
   B. Consider customer requests to extend Line 70 closer to Hilltop Mall
   C. Consider local community requests for added service to MLK Park in Richmond (review supported community data)
   D. Adjust service and re-align routes through elimination of unproductive route segments
      1. Look at Route 376 and its subsidy
   E. Maintain, adjust, or eliminate Orinda BART service
   F. Coordinate with North Richmond Community, WCCTAC organization, AC Transit staff and Driver’s Committee, and other local agencies on consensus for final recommendations
G. Present recommendations to AC Transit Board for final approval

IV. Implementation
   A. Implement final recommendations
   B. Coordinate with North Richmond Community, WCCTAC organization, BART, AC Transit Driver's Committee and other local and regional agencies on implementation
   C. Collect post-implementation data for re-assessment and adjustment
   D. Market and advertise changes to the public

V. Timeline
   A. Complete APC data collection by March 19, 2004
   B. Complete data analysis by May 21, 2004
   C. Finalize plan recommendations by September 30, 2004
      1. Work with local agencies and drivers to finalize plan
   D. Present plan to AC Transit Board of Directors and other local agencies in September and October of 2004
   E. Revise plan by November 2004
   F. Implement plan for March 2005 Quarterly Sign-up