

AC Transit West Contra Costa County Service Plan Goals & Objectives

- I. Provide an efficient and attractive transit service
 - A. Improve on-time performance
 1. Achieve to have 90% of buses arrive on time (0-5 min. late)
 2. Identify and correct bus scheduling issues/problems
 3. Ensure that a sufficient number of buses are available to meet all bus schedules
 - B. Increase ridership
 1. Meet ridership goal of 100 rides per capita
 2. Plan and implement service enhancement projects, including increased service levels and/or route restoration
 3. Re-align routes for a user-friendly system
 - C. Improve transfer reliability
 1. Create at least one timed transfer-point for West County
 - D. Implement capital and operating measures that speed up the buses traveling through local major corridors
 1. Work with local agencies to improve service on Macdonald Corridor
- II. Integrate regional and local transit services
 - A. Recognize regional services as a component of the East Bay transit system (i.e. BART)
 1. Develop seamless transfer facilities and procedures
 2. Maximize use of regional services for longer distance East Bay trips
 - B. Identify funding sources that would assist in integrating regional and local transit services
 - C. Improve service and transit infrastructure at BART stations and Richmond Parkway if possible
- III. Design transit services to promote and maintain attractive and sustainable land uses
 - A. Coordinate planning and implementation process of West County Plan with cities and public
 1. Work with cities to provide high frequency services in dense urban areas
 2. Promote partnerships between the District and other organizations to support common interests
 - B. Coordinate land-use changes with cities to encourage long-term transit ridership sustainability and improvement
- III. Provide services to meet special and social needs
 - A. Meet special and social needs of bus riders and the community
 1. Examine special and social needs outlined in the Richmond Community-based Transportation Plan
 - B. Develop flexible services to meet specialized needs
 - C. Sustain and improve late night "owl" service, welfare-to-work service, etc.

January 23, 2004

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**GM Memo No. 04-288
Attachment A**

- D. Stay consistent with transit improvements and recommendations in the Richmond Community-based Transportation Plan and the Measure C Countywide Plan