

County Connection

# Service & Fare Changes

March 10, 2019



 [countyconnection.com/2019changes](http://countyconnection.com/2019changes)

 (925) 676-7500

## ROUTE CHANGES

New route:

**27**

Routing/schedule changes:

**1 4 6 9 10 14 15 18 19**  
**20 28 35 92X 93X 98X 310 311 315**

Routes eliminated:

**1M 2 25 36 301**

## FARE CHANGES

Cash Fares	Current	Mar 10
Local	\$2.00	\$2.50
Express	\$2.25	\$2.50
Senior/Disabled	\$1.00	\$1.25

- All paper transfers and passes will be eliminated
- Transfers and monthly passes will only be available on Clipper
- Clipper fares will remain the same

Due to County Connection elimination of paper transit passes, the City of San Ramon will **no longer sell paper transit passes effective March 8, 2019** at the following City facilities: City Hall, San Ramon Community Center, Permit Center, and the Alcosta Senior Center.

### **Route/Schedule Changes Specific to San Ramon:**

<b>Route 35</b>	Dublin/Pleasanton BART to San Ramon - via Bollinger Canyon Road, Dougherty Road, and the San Ramon Transit Center. <b>Adding Crow Canyon Road to route; expanding service to Windemere Parkway; and increasing frequency to every 20 minutes during peak hours and every 40-60 minutes during off-peak hours.</b>
<b>Route 36</b>	Eliminate route, effective March 10, 2019, due to low ridership.

For questions about route changes in San Ramon, contact County Connection at 925-676-7500, or the San Ramon Transportation Division at 925-973-2650.

# Frequently Asked Questions

1. *Why is County Connection discontinuing paper transit passes?*

- The County Connection Board of Directors voted to eliminate paper transit passes as part of their Service Restructure and Fare Modification Plan. County Connection customers will need to use a Clipper Card.

2. *What is a Clipper Card? Where can I purchase Clipper Cards?*

- Clipper Card is the all-in-one transit card for the Bay Area. A Clipper Card can hold transit passes, cash value, or any combination. Cash value works on all participating Bay Area transit systems. Passes and tickets are specific to each system. For information on where to purchase Clipper Cards, visit: <https://www.clippercard.com/ClipperWeb/getTranslink.do>

3. *When will the City discontinue the sale of County Connection paper transit passes?*

- Effective Friday, March 8, 2019, the City will no longer sell paper transit passes at City facilities, including City Hall, Permit Center, San Ramon Community Center, and Alcosta Senior Center.

4. *Will County Connection accept paper passes after March 10, 2019?*

- Yes, County Connection will continue to honor paper passes until February 29, 2020.

5. *Will there still be a mid-day Free Program for Senior/Disabled passengers?*

- No, County Connection will eliminate the mid-day Free Program.

6. *Will there be free bus-to-bus transfers?*

- Yes, County Connection will offer a free two-hour transfer automatically loaded onto Clipper Card.

7. *Will there be alternate transit service available to areas currently served by Route 36?*

- County Connection and the City of San Ramon are considering a pilot program such as an on-demand rideshare service in lieu of fixed-route service (Route 36). Alternatives are being studied and options will be considered for implementation. If you'd like to keep up to date on the progress of the pilot program, contact the San Ramon Transportation Division at (925) 973-2650.