



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
Phone 925.754.6622 Fax 925.757.2530

## Board of Directors Meeting Agenda

Wednesday September 23, 2020

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Available online: [www.trideltatransit.com](http://www.trideltatransit.com)

On March 12, 2020, in response to the increasing threat posed by the Coronavirus, California Governor Newsom issued Executive Order N-25-20 which suspends meeting requirements of the Brown Act and Bagley-Keene Act.

The order authorizes state and local bodies to hold public meetings by teleconference and to make public meetings accessible telephonically or otherwise electronically to all members of the public seeking to attend and to address the local or state agencies.

The Governor further ordered that "all requirements in both the Bagley-Keene Act and the Brown Act expressly or impliedly requiring the physical presence of members, the clerk or other personnel of the body, or of the public as a condition of participation in or quorum for a public meeting are hereby waived."

Members of the Board of Directors or members of the public can attend the meeting from a laptop or a phone:

Click to join Zoom Meeting

<https://zoom.us/j/99420999810>

Go to: <https://zoom.us/join>, then enter meeting ID: 994 2099 9810. Then click join.

or

Dial by your location

+1 669 900 6833 US

Meeting ID: 994 2099 9810

- Public comments can be submitted via e-mail to [CEO@trideltatransit.org](mailto:CEO@trideltatransit.org) Comments received one hour prior to the meeting will be distributed to the members of the Board of Directors and summarized in the minutes.



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Please see the last page of this agenda for:

- Public comment guidelines
- Agenda, staff report, and document availability
- Americans with Disabilities Act information
- Limited English Proficiency (LEP) information
- Anticipated action by the Board of Directors

1. **Call to Order:** Chair Shanelle Scales-Preston
  - a. Roll Call

2. Pledge of Allegiance

3. **Public Comment**

While public comments are encouraged and taken very seriously, State law prevents the Board of Directors from discussing items that are not on the meeting agenda. If appropriate, staff will follow up on public comments. Please see Public Comment Guidelines on Page 3 of this agenda.

4. **Chair's Report:** Chair Shanelle Scales-Preston

5. **Consent Calendar (ACTION ITEM):** Minutes, Financial Report, and Marketing Activities Report (*see attachment: tab #1*)

- a. Minutes of the Board of Directors meeting of August 26, 2020
- b. Financial Report
- c. Marketing and Customer Service Activities Report

**Requested Action:** Approve items 5a, 5b, and 5c

6. **CEO's Report:** Jeanne Krieg

- a. **Operations Report** (*see attachment: tab #2*)

### Board of Directors:

City of Antioch  
Lamar Thorpe  
Monica Wilson

City of Brentwood  
Barbara Guise  
Robert Taylor

City of Oakley  
Sue Higgins  
Kevin Romick

City of Pittsburg  
Merl Craft  
Shanelle Scales-Preston\*

Contra Costa County  
Diane Burgis  
Federal Glover

Member-at-Large  
Ken Gray \*\*

\* Chair: FY 2020-21

\*\* Vice-chair: FY 2020-21

**Board of Directors Meeting Agenda  
Wednesday September 23, 2020**

**7. ACTION and DISCUSSION ITEMS**

- a. ACTION ITEM: Objectives, Measures, Standards, and Productivity Guidelines**  
*(see attachment: tab #3)*

**Requested Action:** Adopt Resolution #200923A implementing updated Objectives, Measures, and Standards, as well as the Productivity Guidelines.

- b. ACTION ITEM: ECCTA Safety Plan**

*(see attachment: tab #4)*

**Requested Action:** Adopt Resolution#200923B accepting ECCTA's updated Safety Plan.

**8. Board of Directors Comments**

Under this item, Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to staff, or requesting a report be made at another meeting.

**9. Adjourn**

Next Meeting: October 28, 2020 at 4:00pm, 801 Wilbur Avenue, Antioch, CA 94509

**Public Comment Guidelines:**

- Persons requesting to address the ECCTA Board of Directors are requested to complete a Comment Request form and submit it to the clerk. If possible, please submit the form prior to the start of the meeting. At the appropriate time, the ECCTA chair will call on individuals to comment.
- During the public comment agenda item, the public is permitted to address the ECCTA Board of Directors on items that are on the consent calendar or items not on the agenda. Individuals may also make a request for future agenda items. No action or discussion may take place on any item not appearing on the posted agenda.
- If a person wishes to speak on a specific agenda item, the ECCTA chair will call on the individual when the agenda item is being discussed by the Board of Directors.
- Persons addressing the ECCTA Board of Directors are requested to limit their remarks to three (3) minutes unless an extension of time is granted by the chair, subject to approval of the ECCTA Board of Directors.

**Agenda, staff report, and document availability:**

Copies of all staff reports and documents subject to disclosure that relate to each item of business referred to on the agenda are available for public inspection the Friday before each regularly scheduled Board of Director's meeting at ECCTA's front desk located at 801 Wilbur Avenue, Antioch, California. Any documents subject to disclosure that are provided to all, or a majority of all, of the members of the Board regarding any item on this agenda after the agenda has been distributed will also be made available for inspection at ECCTA's front desk at the above referenced address during regular business hours.

**Americans with Disabilities Act Information:**

In compliance with the Americans with Disabilities Act, the meeting room is wheelchair accessible and disabled parking is available in the ECCTA parking lot. If you are a person with a disability and you need disability-related modifications or accommodations to participate in this meeting, please contact the CEO's Office at (925) 754-6622 or fax (925) 757-2530. Notification no fewer than 48 hours prior to the meeting will enable Tri Delta Transit to make reasonable arrangements to ensure accessibility to this meeting. {28 CFR 35.102-35, 104 ADA Title II} Please help us accommodate individuals with EI-MSD and refrain from wearing scented products to this meeting. Please turn off any electronic paging device or cell phone.

**Limited English Proficiency (LEP):**

Any person with Limited English Proficiency (LEP) who requires language assistance to communicate with the Tri Delta Transit Board of Directors during the meeting should contact the CEO's Office at (925) 754-6622 or fax (925) 757-2530. Notification no fewer than 48 hours prior to the meeting will enable Tri Delta Transit to make reasonable arrangements to assure language assistance for this meeting.

**Anticipated action by the Board of Directors:**

The Board of Directors may take action on any item on the agenda, which action may consist of the recommended action, no action or a related action.

# **TAB 1**

Agenda Item #5a, b, c  
Consent Calendar (ACTION ITEM): Minutes, Financial Report and  
Marketing Activities Report

## **Board of Directors Meeting**

**Wednesday September 23, 2020**

**ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509**

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**  
**Antioch - Brentwood - Pittsburg - Oakley and Contra Costa County**

**MINUTES**

August 26, 2020

The Eastern Contra Costa Transit Authority (ECCTA) meeting was called to order remotely via Zoom by Chair Shanelle Scales-Preston at 4:02 P.M.

Chair Scales-Preston announced that due to public health recommendations related to COVID-19, also known as coronavirus, and consistent with Contra Costa County's Shelter in Place Order as well as the Governor's Executive Order N-29-20, which suspends certain provisions of the Bagley-Keene Open Meeting Act and Brown Act, the Tri Delta Transit Board meeting offered a teleconferenced option for Boardmembers, staff members, and members of the public.

Chair Scales-Preston reported that the meeting was being recorded; Legal Counsel Ben Stock and scribe Anita Tucci-Smith were attending remotely and were on the telephone; those present and those on the telephone whether Boardmembers, staff, or members of the public were identified; and all votes were to be Roll Call votes.

**ROLL CALL / CALL TO ORDER**

**BOARDMEMBERS  
PRESENT THROUGH**

**ZOOM:** Michael Daugelli, Alternate for Diane Burgis (Contra Costa County) (By phone); Merl Craft (Pittsburg); Federal Glover (Contra Costa County); Sue Higgins (Oakley); Kevin Romick (Oakley); Robert (Bob) Taylor (Brentwood); Lamar Thorpe (Antioch); Monica Wilson (Antioch); Ken Gray (Director-at Large/Vice Chair); and Shanelle Scales-Preston (Pittsburg/Chair)

**ABSENT:** Barbara Guise (Brentwood)

**STAFF PRESENT  
THROUGH**

**ZOOM:** Jeanne Krieg, Chief Executive Officer (CEO)  
Steve Ponte, Chief Operating Officer (COO)  
Ben Stock, Legal Counsel  
Joe Chappelle, Manager of Administrative Services  
Tania Babcock, Executive Assistant  
Maria Arce, Chief Communications Officer  
DeAnna Perry, Manager of Accessible Services

**OTHERS PRESENT:**

**THROUGH ZOOM:** Stuart Crust, TransTrack  
Paul Gallagher, Communications Strategies  
Yvette McNeese, First Transit  
Gary Mitchell, First Transit  
Nancy Parent, Board Alternate  
Hosie Pintily, First Transit

**PUBLIC COMMENT**

There were no comments submitted prior to the meeting by the public.

**PLEDGE OF ALLEGIANCE**

Chair Scales-Preston led the Pledge of Allegiance.

**CHAIR'S REPORT**

There was no Chair's Report.

**CONSENT CALENDAR**

On motion by Director Glover, seconded by Director Romick, ECCTA Boardmembers adopted the Consent Calendar, as follows, which carried by the following Roll Call vote:

- A. Minutes of the Board of Directors meeting of June 24, 2020
- B. Financial Report
- C. Marketing and Customer Service Activities Report

**AYES:** Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston

**NOES:** None

**ABSTAIN:** None

**ABSENT:** Guise

**CHIEF EXECUTIVE OFFICER'S REPORT**

- A. Operations Report

Chief Executive Officer (CEO) Jeanne Krieg advised that staff had been busy all summer through a number of challenges. She reported that all buses had a Plexiglas shield installed to separate the driver compartment from the passengers, hand sanitizer dispensers had been installed on every bus, and mandatory enforcement of face covering had been continued for all passengers and drivers. Signs had been placed on all buses

regarding social distancing, and face masks were offered if a customer did not have one.

All employees were screened for health symptoms before starting work. Ridership remained at 50 percent of normal on fixed route and 40 percent of normal on paratransit. Staff was working with County Connection, Wheels, and WestCAT for the return of a full schedule and the charging of fares to ensure that all would start at the same time.

Ms. Krieg reported that the facility lobby remained closed but would reopen when the collection of fares was commenced so that passengers could buy tickets and Clipper® Cards. Staff continued to sanitize the facility and all vehicles. Plexiglas shields had been installed between the desks in the call center. In addition, staff continued to work with Contra Costa County Health & Human Services to transport homeless people from shelters to motels. In the beginning of the pandemic, several hundred homeless had been transported; in June and most of July there were two or three each week and currently there were 10 to 12 a week being transported.

Ms. Krieg advised that BART would change its schedule on September 14 and Tri Delta Transit was changing its bus schedule to better meet that new BART schedule. Ideally, the intent would be to introduce the new schedule with the start of charging fares.

Two upcoming construction projects were the facility parking lot reconstruction and the Oakley Park & Ride. The facility request for bid would be published on August 31, and the Park & Ride bid would be published later this year upon final approval from the City of Oakley.

i. Public Outreach – Clipper® Start Program

Ms. Krieg reported there were a number of other projects in process, one of which was the public outreach for the Clipper® Start Program, a Metropolitan Transportation Commission (MTC) means-based discount fare program for individuals making less than 200 percent of the poverty level. The first agencies that started the program were the big five and they had the option of a 20 percent or 50 percent reduction in fare. The rest of the operators had been divided into two groups: the North Bay Operators and the East Bay Operators. Tri Delta Transit had been given the option of the level of percentage fare reduction and the East Bay Operators had decided on a 20 percent discount.

Tri Delta Transit was in process of conducting the required Title VI analysis and over the next two months would be conducting public outreach. The City of Pittsburg was conducting public outreach on its transportation plan using a technique that Tri Delta Transit was duplicating. Instead of specific meeting times, an on-line portal would be open for a few weeks to allow members of the public to review the program and comment on the schedule. Staff would return to the Board later this year to present the final analysis and offer a recommendation.



ii. One Seat Ride Demo with County Connection

Ms. Krieg referred to the intent expressed a couple of years ago to introduce a program that would give Americans with Disabilities Act (ADA) certified passengers the option to take a regional trip without being forced to transfer from Dial-a-Ride buses. There was a need to partner with County Connection to make it work and over the past month County Connection had come on board with the idea. County Connection, Wheels, LAVTA, and Tri Delta Transit would pursue a three to six month pilot to see if it could work. County Connection, acting as the lead, would partner with the others to submit a full proposal that was expected to make the program permanent. To that end, Tri Delta Transit had set up a special phone number for customers to call to set up a one-seat trip.

iii. APTA National Transit Recovery Commitment Program

Ms. Krieg explained that the American Public Transportation Association (APTA) had announced a national program designed to encourage the public to return to transit. It represented a pledge that a transit agency would follow official guidance for health and safety measures. APTA would be distributing an industry Seal of Commitment that could be displayed on Tri Delta Transit vehicles and its facility, like a Good Housekeeping Seal of Approval. More would be presented as the program evolved.

Director Daugelli asked how the One Seat Ride service would work and Ms. Krieg reiterated there would be a special phone number and the program, which had not yet been publicized, would notify current customers.

Director Gray commended the program and explained that the previous format had been very difficult for some passengers.

Director Glover noted that one of the things discussed by MTC was to ensure that everyone had the personal protective equipment (PPE) needed, which was the responsibility of the operators to make those assurances. He commended the APTA program as a result and the fact that Tri Delta Transit provided hand sanitizer and masks to riders.

### **ACTION AND DISCUSSION ITEMS**

A. Biennial Review – Conflict of Interest Code Amendment

Ms. Krieg reported that every two years ECCTA was required to review and update its Conflict of Interest Code to ensure it was current. This year two title changes would be made to the report in that the job title of "Controller" would be revised to "Chief Financial

Officer,” and “Manager of Customer Service and Marketing” would be revised to “Chief Communications Officer.” She requested approval of Resolution 200826A to amend the list of designated positions in ECCTA’s Conflict of Interest Code.

On motion by Director Romick, seconded by Director Higgins, ECCTA Boardmembers adopted Resolution 200826A authorizing the Chief Executive Officer to amend the list of designated positions in Eastern Contra Costa Transit Authority’s (ECCTA) Conflict of Interest Code, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson, Scales-Preston  
NOES: None  
ABSTAIN: None  
ABSENT: Guise

#### B. Director-at-Large Appointment

Ms. Krieg explained that pursuant to the bylaws ECCTA was comprised of eleven members, ten of which were appointed by the member jurisdictions. The eleventh member was a Director-at-Large position appointed by the ten appointed members. She identified the history of the position and noted that when Joe Tovar had retired in 2013 mid-term, seventeen applications had been submitted and after a series of interviews Ken Gray had been appointed in December 2013 to complete the remainder of Mr. Tovar’s term. He had been reappointed twice since that time and his current term would end on December 31, 2020.

Ms. Krieg presented the options for the appointment or reappointment of a Director-at-Large or that a subcommittee of the Board be appointed to accept applications, interview applicants, and make a recommendation to the full Board for a Director-at-Large.

On motion by Director Taylor, seconded by Director Higgins, ECCTA Boardmembers appointed Ken Gray to a two-year term as the Director-at-Large for the term January 1, 2021 through December 31, 2022, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Higgins, Romick, Taylor, Thorpe, Wilson, Scales-Preston  
NOES: None  
ABSTAIN: Gray  
ABSENT: Guise

#### C. Cycle 6 Lifeline Transportation Program

Steve Ponte, Chief Operating Officer (COO), advised that the Cycle 6 Lifeline Transportation Program through the Metropolitan Transportation Commission (MTC) was

to fund projects intended to result in improved mobility for low-income residents developed through a collaborative and inclusive planning process proposed to address transportation gaps or barriers based on a documented assessment of needs.

Mr. Ponte stated that Tri Delta Transit had \$199,621 to claim, which would be used on Routes 200 and 201 as had previously been done. He recommended the adoption of Resolution 200826B to accept the Cycle 6 LTP project.

In response to questions, Mr. Ponte stated that all routes could be considered lifeline, although Routes 200 and 201 had been selected to take riders from one community to another. He clarified that Route 200 went to Martinez starting at Pittsburg/Bay Point to accommodate travel to the VA Hospital, Kaiser, County Hospital, and the Martinez downtown. Route 201 traveled through Bay Point with stops at Concord BART by the hospital and Mt. Diablo High School in Bay Point.

On motion by Director Glover, seconded by Director Daugelli, ECCTA Boardmembers adopted Resolution 200826B accepting ECCTA's Cycle 6 Lifeline Transportation Program (LTP) project, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston  
NOES: None  
ABSTAIN: None  
ABSENT: Guise

#### D. Fleet Maintenance Software

Mr. Ponte explained that twelve years ago, ECCTA had purchased a fleet maintenance system to keep track of hours, miles, and parts on the buses and inventory, and over that time the system had become archaic and did not keep track of maintenance hours and could not accommodate some of the required reports. An analysis of the available software found that TransTrack offered the best fleet maintenance software package and provided the required reports and opportunity for maintenance personnel to work from the floor on notepads instead of working on computers at desks. He requested approval of Resolution 200826C authorizing the CEO to purchase TransTrack's fleet maintenance software for an amount not to exceed \$165,275, and stated that the Transportation Development Act (TDA) and State of Good Repair funds were available to fund the software.

In response to questions about warranty and maintenance, Mr. Ponte stated that the software would be purchased and once installed and running there would be no servers on site, an annual maintenance fee included upgrades and maintenance of the software and it would be years before the software would need to be replaced.

On motion by Director Romick, seconded by Director Higgins, ECCTA Boardmembers adopted Resolution 200826C authorizing the Chief Executive Officer to enter into a contract to purchase TransTrack's fleet maintenance software for an amount not to exceed \$165,275 which includes a ten percent contingency and one-year maintenance costs, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston

NOES: None

ABSTAIN: None

ABSENT: Guise

#### E. Phone System Replacement

Ms. Krieg stated the current phone system had been installed in 2005 and replacement parts were not available nor was the system compliant with some of the new regulations having to do with emergency calls. A telephone system consultant, Communication Strategies, had been engaged to analyze the agency's needs and desires and to develop a quote, which had gone through two state purchasing vehicles without going through their own formal procurement process. The phone system selected, Synectic Technologies, offered an Avaya product that was the highest quality for the best value possible. She requested approval of Resolution 200826D for the purchase and installation of the system at a not-to-exceed amount of \$83,000, with a ten percent contingency.

On motion by Director Daugelli, seconded by Director Gray, ECCTA Boardmembers adopted Resolution 200826D authorizing the Chief Executive Officer to execute and deliver a purchase order to Synectic Technologies via CMAS Contract 3-09-70-1488B for the purchase and installation of a new Avaya phone system for an amount not to exceed \$83,000, which includes a ten percent contingency, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston

NOES: None

ABSTAIN: None

ABSENT: Guise

#### F. Wi Fi

Mr. Ponte explained that ECCTA had submitted a grant request through Caltrans' Low Carbon Transit Operations Program (LCTOP), which provided operating and capital assistance for transit agencies to help reduce greenhouse gas emissions and improve mobility for primarily disadvantaged communities. The funding would allow the purchase of 108 WiFi routers and antennas that could fit on all paratransit, fixed route, and Tri MyRide vehicles, and provide all passengers access to data. He requested that the Board

adopt Resolution 200826E to authorize the purchase of the routers and antennas for an amount not to exceed \$362,380, with a ten percent contingency.

Director Romick suggested that would be a great way to attract people on the bus.

On motion by Director Romick, seconded by Director Taylor, ECCTA Boardmembers adopted Resolution 200826E authorizing the Chief Executive Officer to execute and deliver a purchase order to Premier Wireless Solutions via CMAS Contract 3-20-70-3207C for the purchase of 108 WiFi routers and antennas for an amount not to exceed \$362,380, which includes a ten percent contingency, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston  
NOES: None  
ABSTAIN: None  
ABSENT: Guise

#### G. Section 5311 CARES Act Funding

Mr. Ponte stated that the passage of the Coronavirus Aid, Relief, and Economic Security (CARES) Act through the MTC had earlier provided a first allocation. The second allocation was pending and represented \$279,851 of Section 5311 funding for service through non-urbanized areas. He explained that the process of getting the money was a bit different and approval of Resolution 200826F was required to collect the funding through Caltrans.

Mr. Ponte verified, when asked, that once the resolution was available and provided to Caltrans, the funding would immediately become available.

On motion by Director Craft, seconded by Director Glover, ECCTA Boardmembers adopted Resolution 200826F authorizing the application for financial assistance through Section 5311 CARES Act funding, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston  
NOES: None  
ABSTAIN: None  
ABSENT: Guise

#### H. Bay Area Healthy Transit Plan

Ms. Krieg advised that MTC, this date, had approved the *Riding Together: Bay Area*

*Healthy Transit Plan*, and given the timing of the ECCTA Board meeting, Tri Delta Transit would be the first to review and adopt the plan. She noted that in April MTC had created a 30-member Blue Ribbon Recovery Task Force to guide public transportation networks in the Bay Area to adjust to new conditions created by the COVID-19 pandemic. The task force included varied stakeholders who had created the Healthy Transit Plan to establish common health and safety interests for customers and employees, similar to APTA's Seal of Commitment.

To show unity and support, MTC had requested that each transit board formally adopt a resolution to adopt the *Riding Together: Bay Area Healthy Transit Plan*. To that end, she requested the adoption of Resolution 200826G.

On motion by Director Glover, seconded by Director Taylor, ECCTA Boardmembers adopted Resolution 200826G endorsing the *Riding Together: Bay Area Healthy Transit Plan* as a baseline set of measures that Eastern Contra Costa Transit Authority (ECCTA), along with other Bay Area transit agencies, would implement to ensure the health of transit riders and workers during the COVID-19 pandemic, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston  
NOES: None  
ABSTAIN: None  
ABSENT: Guise

#### I. Short Range Transit Plan

Mr. Ponte explained that MTC was periodically responsible to produce a long-range Regional Transportation Plan (RTP) document, a road map to identify a ten-year plan to program federal funds to transportation projects contained in the RTP, necessitating each transit operator in the region receiving federal funding to submit a Short Range Transit Plan. That document was to identify a constrained plan with money based on projected allocations and an unconstrained plan without funding for projects representing a wish list for the next ten years. Staff had worked on the plan with the assistance of Nelson/Nygaard Consulting Associates that covered the period Fiscal Year 2019-20 through Fiscal Year 2028-29. He requested the adoption of Resolution 200826H to approve the final draft of ECCTA's Short Range Transit Plan for FY 2020-29.

On motion by Director Daugelli, seconded by Director Taylor, ECCTA Boardmembers adopted Resolution 200826H approving the final draft of the ECCTA Short Range Transit Plan for FY 20-29, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson,  
Scales-Preston

NOES: None  
ABSTAIN: None  
ABSENT: Guise

#### J. CEO Salary Review

Legal Counsel Ben Stock explained that in 2019 the ECCTA Board had directed the CEO to present a salary review in 2020 for consideration of a salary adjustment for the CEO. A grid had been created to show the salaries of other CEOs in the Bay Area of like-sized and bigger transit agencies and the chart had clearly shown that the CEO was underpaid.

Mr. Stock asked the Board to what level the salary should be adjusted and of the agencies identified stated Ms. Krieg was the most senior CEO, the only woman, and a local and national leader for small operators of transit districts, which was important to consider. The chart indicated that other staff salaries were also not comparable to similar sized area agencies and recommended a salary survey to ensure comparative compensation of other staff positions. He added the CEO had last received an increase in 2018.

Mr. Stock offered three recommendations for consideration: to adjust ECCTA's CEO salary commensurate with the market data presented effective the pay period that included September 1, 2020; consider authorizing a payment \$10,000 to the CEO on October 1, 2020; and direct staff to conduct a salary analysis of all ECCTA positions and present a recommendation to the Board of Directors before the end of 2020.

Director Taylor referred to a tax issue affecting the CEO with a prior increase that the ECCTA Board had indicated a desire to address and verified that the \$10,000 payment was intended to address that situation.

Director Thorpe expressed concern for a salary increase during a pandemic and would be more comfortable directing staff to conduct an overall staff salary survey along with the CEO's salary review at a later date.

Director Romick recognized that the CEO was worthy of the increase but expressed concern with the timing and the optics.

Director Glover explained that the salary survey for the CEO position had already been submitted and had identified an inequity that had taken place over a number of years. He was ready to make adjustments to the CEO's salary now and return with a salary analysis of other employees at a later date.

Chair Scales-Preston supported an increase to the CEO's salary to \$225,000 to be comparable with other like-sized agencies.

Director Craft clarified that the discussion related to a performance evaluation and review

of Ms. Krieg as the CEO, which she stated should be separate from a salary study for other ECCTA positions.

The Board determined to consider each of the three recommendations separately.

On motion by Chair Scales-Preston, seconded by Director Glover, ECCTA Boardmembers increased ECCTA's Chief Executive Officer's salary to \$225,000 effective the pay period that includes September 1, 2020, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Taylor, Wilson, Scales-Preston  
NOES: Romick, Thorpe  
ABSTAIN: None  
ABSENT: Guise

On motion by Director Taylor, seconded by Director Gray, ECCTA Boardmembers authorized a payment of \$10,000 to the Chief Executive Officer on October 1, 2020, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Gray, Higgins, Taylor, Thorpe, Wilson, Scales-Preston  
NOES: Glover, Romick  
ABSTAIN: None  
ABSENT: Guise

On motion by Director Romick, seconded by Director Taylor, ECCTA Boardmembers directed staff to conduct a salary analysis of all ECCTA positions and present a recommendation to the Board of Directors before the end of 2020, carried by the following Roll Call vote:

AYES: Craft, Daugelli, Glover, Gray, Higgins, Romick, Taylor, Thorpe, Wilson, Scales-Preston  
NOES: None  
ABSTAIN: None  
ABSENT: Guise

### **BOARD OF DIRECTORS COMMENTS**

Director Gray thanked everyone for his reappointment as Director-at-Large.

Director Taylor wished Director Craft well on her health journey. He reminded everyone to wear a mask and to stay safe.

### **ADJOURNMENT**

The meeting of the Eastern Contra Costa Transit Authority adjourned at 5:13 P.M. to September 23, 2020 at 4:00 P.M. in the ECCTA Administration Facility, 801



Eastern Contra Costa Transit Authority  
Board of Directors Minutes  
August 26, 2020  
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Wilbur Avenue, Antioch, California.

Respectfully submitted,

Anita L. Tucci-Smith

**TRI DELTA TRANSIT**  
**Income Statement - Comparison to Annual Budget**  
As of August 31, 2020  
*(unaudited)*

	YTD Actual			YTD Budget			YTD Variance <i>favorable/(unfavorable)</i>			FY21 Full Year Budget			YTD % of Fiscal Year Budget		
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
<b>OPERATING REVENUES</b>															
Passenger Fares	\$ 94,746	\$ 1,019	\$ 93,727	\$ 337,334	\$ 272,634	\$ 64,700	\$ (242,588)	\$ (271,615)	\$ 29,027	\$ 2,024,000	\$ 1,635,794	\$ 388,206	5%	0%	24%
Other Income	\$ 24,302	\$ -	\$ 24,302	\$ 51,666	\$ 26,666	\$ 25,000	\$ (27,364)	\$ (26,666)	\$ (698)	\$ 310,000	\$ 160,000	\$ 150,000	8%		16%
<i>Total Operating Revenues:</i>	\$ 119,048	\$ 1,019	\$ 118,029	\$ 389,000	\$ 299,300	\$ 89,700	\$ (269,952)	\$ (298,281)	\$ 28,329	\$ 2,334,000	\$ 1,795,794	\$ 538,206	5%	0%	22%
<b>OPERATING EXPENSES</b>															
Purchased Transportation	\$ 2,287,174	\$ 1,765,956	\$ 521,218	\$ 2,805,384	\$ 2,011,520	\$ 793,864	\$ 518,210	\$ 245,564	\$ 272,646	\$ 16,832,314	\$ 12,069,127	\$ 4,763,187	14%	15%	11%
Materials and Supplies	\$ 425,242	\$ 324,585	\$ 100,657	\$ 657,316	\$ 539,714	\$ 117,602	\$ 232,074	\$ 215,129	\$ 16,945	\$ 3,943,911	\$ 3,238,291	\$ 705,620	11%	10%	14%
Salaries & Benefits	\$ 742,015	\$ 656,767	\$ 85,248	\$ 862,544	\$ 750,414	\$ 112,130	\$ 120,529	\$ 93,647	\$ 26,882	\$ 5,175,276	\$ 4,502,490	\$ 672,786	14%	15%	13%
Services	\$ 160,409	\$ 131,790	\$ 28,619	\$ 183,840	\$ 147,072	\$ 36,768	\$ 23,431	\$ 15,282	\$ 8,149	\$ 1,103,048	\$ 882,438	\$ 220,610	15%	15%	13%
Other	\$ 18,403	\$ 15,152	\$ 3,251	\$ 58,290	\$ 55,062	\$ 3,228	\$ 39,887	\$ 39,910	\$ (23)	\$ 349,750	\$ 330,379	\$ 19,371	5%	5%	17%
Casualty and liability insurance	\$ 93,439	\$ 85,132	\$ 8,307	\$ 103,072	\$ 95,858	\$ 7,214	\$ 9,633	\$ 10,726	\$ (1,093)	\$ 618,442	\$ 575,151	\$ 43,291	15%	15%	19%
Utilities	\$ 34,815	\$ 32,161	\$ 2,654	\$ 26,030	\$ 24,730	\$ 1,300	\$ (8,785)	\$ (7,431)	\$ (1,354)	\$ 156,193	\$ 148,384	\$ 7,809	22%	22%	34%
Taxes	\$ 3,601	\$ 3,094	\$ 507	\$ 3,997	\$ 3,515	\$ 482	\$ 396	\$ 421	\$ (25)	\$ 23,983	\$ 21,068	\$ 2,915	15%	15%	18%
<i>Total Operating Expenses:</i>	\$ 3,765,098	\$ 3,014,637	\$ 750,461	\$ 4,700,473	\$ 3,627,865	\$ 1,072,608	\$ 935,375	\$ 613,248	\$ 322,127	\$ 28,202,917	\$ 21,767,348	\$ 6,435,569	13%	14%	12%
<b>NON-OPERATING REV</b>															
Federal Funds	\$ 2,700,626	\$ 2,457,570	\$ 243,056	\$ 1,456,334	\$ 868,934	\$ 587,400	\$ 1,244,292	\$ 1,588,636	\$ (344,344)	\$ 8,738,008	\$ 5,213,606	\$ 3,524,402	31%		7%
State Funds	\$ -	\$ -	\$ -	\$ 2,405,098	\$ 2,106,316	\$ 298,782	\$ (2,405,098)	\$ (2,106,316)	\$ (298,782)	\$ 14,430,595	\$ 12,637,905	\$ 1,792,690			
Local Funds	\$ -	\$ -	\$ -	\$ 144,096	\$ 47,552	\$ 96,544	\$ (144,096)	\$ (47,552)	\$ (96,544)	\$ 864,584	\$ 285,313	\$ 579,271			
Inter-Operator Agreements	\$ -	\$ -	\$ -	\$ 304,951	\$ 304,951	\$ -	\$ (304,951)	\$ (304,951)	\$ -	\$ 1,829,730	\$ 1,829,730	\$ -			
Interest & Other Misc Income	\$ 62,267	\$ 62,210	\$ 47	\$ 994	\$ 832	\$ 162	\$ 61,263	\$ 61,378	\$ (115)	\$ 6,000	\$ 5,000	\$ 1,000	1038%	1244%	5%
<i>Total Non-operating Revenues:</i>	\$ 2,762,883	\$ 2,519,780	\$ 243,103	\$ 4,311,473	\$ 3,328,585	\$ 982,888	\$ (1,548,590)	\$ (808,805)	\$ (739,785)	\$ 25,868,917	\$ 19,971,554	\$ 5,897,363	11%	13%	4%
<b>EXCESS REV/(EXP)</b>	\$ (883,167)	\$ (493,838)	\$ (389,329)	\$ -	\$ -	\$ -	\$ (883,167)	\$ (493,838)	\$ (389,329)	\$ -	\$ -	\$ -			


Agenda Item #5b  
Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
September 23, 2020

## Staff Report to ECCTA Board of Directors

**Meeting Date:** September 23, 2020

**Agenda Item:** Marketing/Communications Activities – Agenda Item #5c

**Lead Staff:** Maria Arce, Chief Communications Officer

**Approved:** Jeanne Krieg, Chief Executive Officer 

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### **Coronavirus Response**

Tri Delta Transit continues to respond to the health and safety concerns regarding COVID-19. Staff members closely monitor customer comments, social media posts, and driver feedback to determine how to best address concerns about the safety of public transportation.

### **Bay Area Healthy Transit Plan**

In August 2020, the Board of Directors adopted Resolution #200826G endorsing the Riding Together: Bay Area Healthy Transit Plan. This plan identifies expectations and responsibilities of public transit customers and public transportation providers. Tri Delta Transit has promoted our involvement in Riding Together and the dedicated web page, [www.healthytransitplan.com](http://www.healthytransitplan.com), which provides more detailed information about participating agencies and compliance with health and safety standards.



**Agenda Item #5c**  
*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
September 23, 2020*

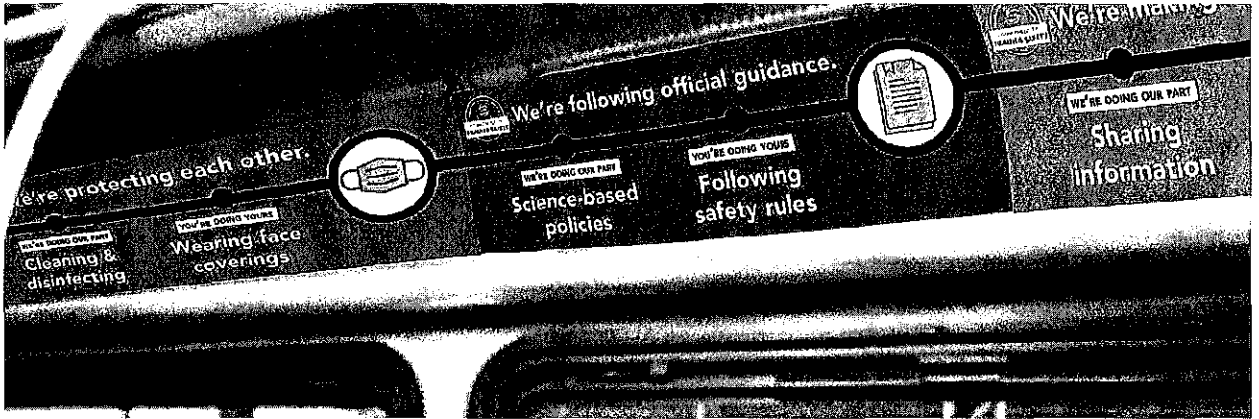
### **APTA Health & Safety Commitments Program**

Tri Delta Transit has earned the “National Health & Safety Seal of Commitment.” Similar to the Bay Area Healthy Transit Plan, this seal demonstrates a commitment to the safety and health of passengers, employees, and members of the community by implementing policies and practices that:

- Follow official guidelines from public health officials and agencies.
- Keep vehicles and facilities disinfected and maintained by industry standards.
- Promote informed choices by communicating timely information.
- Promote physical distancing and face covers.



This seal will be installed on all buses. The marketing campaign will include social media, online geotargeted advertisements, and interior bus advertising as seen in the photo below. The goal is to inform the community about what Tri Delta Transit is doing to keep passengers safe and how they can find out more information about these measures.



## **Projects & Events**

Tri Delta Transit continues to innovate and develop programs aimed to meet the growing needs of the community.

### **ClipperSTART**

Tri Delta Transit is seeking public comment on a proposed income-based fare discount. A virtual public hearing is being held on the Tri Delta Transit website which includes a video, Q&A section, and comment submission form. This program was initiated by Metropolitan Transportation Commission (MTC) in July 2020. The goal of this program is to reduce the cost of transportation for low-income adults, age 19-64, on public transit around the region. Tri Delta Transit proposes bringing this income-based fare discount to eastern Contra Costa County in an effort to make transit more affordable to a wider group of people.

### **Clipper Myth Campaign**

MTC and Tri Delta Transit are working together to increase Clipper usage by Tri Delta Transit passengers. Clipper is a contactless payment option which reduces contact between passengers and drivers. However, research conducted by Clipper shows that many passengers have misconceptions about using Clipper. To dispel these misconceptions, MTC created the Clipper Myth campaign. Promotion for this program will include:

- Exterior and interior bus advertising
- Informative handout
- Social Media posts
- Digital advertising


**Agenda Item #5c**  
*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
September 23, 2020*

- Clipper Card giveaway

**MYTH**  
I need a credit card  
to use Clipper.

**TRUTH**  
We take cash and debit, too!  
Any amount, hundreds of locations.

CLIPPER. YOUR ALL-IN-ONE TRANSIT CARD [clippercard.com](http://clippercard.com)

Ride  TRI DELTA TRANSIT with Clipper

### Bus Stops

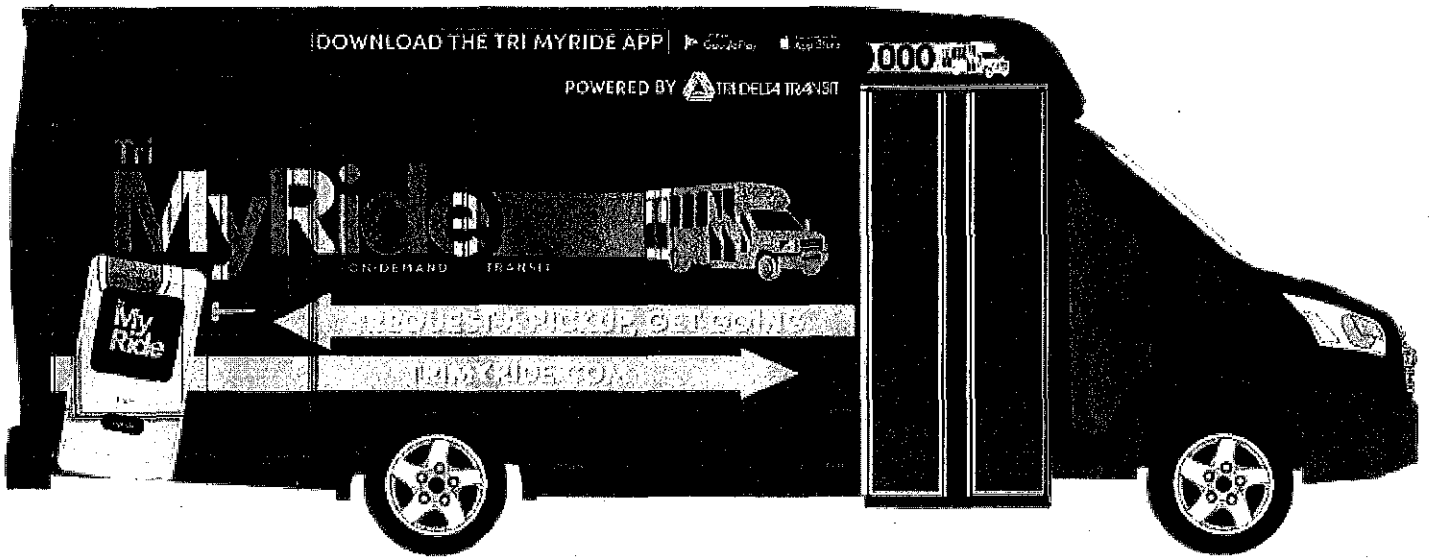
As approved by the Board of Directors in March 2020, an order of thirteen large shelters was placed with delivery expected in September. Installation will begin in late September.

### System Re-Design

As approved by the Board of Directors in February 2020, Advanced Mobility Group (AMG) is evaluating the current routes with the goal of proposing a redesign of the Tri Delta Transit system. The project will use a combination of data and public input to identify ways to improve Tri Delta Transit's bus service. Outreach efforts will include online, in-person, and phone data collection. AMG is working closely with Tri Delta Transit to ensure the messaging meets Tri Delta Transit brand standards and reach community members and stakeholders.

### Tri MyRide

As approved by the Board of Directors in March 2020, Tri Delta Transit works in partnership with VIA to provide the Tri MyRide microtransit application. This application was launched in June 2020. The delivery of new Tri MyRide vehicles is expected in early October which will include an updated bus wrap.



**Agenda Item #5c**  
*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
September 23, 2020*

# **TAB 2**

Agenda Item #6a  
CEO's REPORT

## **Board of Directors Meeting**

Wednesday September 23, 2020

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509





# Chief Executive Officer's Report

September 2020

## COVID-19

- Shields have been installed on all paratransit and Gillig fixed route buses. The electric bus shields are scheduled for delivery any day.
- Hand sanitizer dispensers are being installed on all buses.
- Staff is coordinating with neighboring agencies on announcing a return-to-fare date.
- Signs regarding masks and social distancing have been placed on all buses.
- Fixed route ridership is slowly increasing. (50 % of normal on weekdays and 80% of normal on weekends)
- Paratransit ridership is slowly increasing. (45% of normal on weekdays and 90% of normal on weekends)
- Fixed route buses are boarded through the rear door. Fares are not being collected on fixed route or paratransit to encourage social distancing. Fare collection will begin when driver shields are installed.
- All Tri Delta Transit buses, cars, and vans are cleaned and disinfected each evening by our maintenance staff.
- CARES Act funding of \$3.8 million was received.

## COVID-19

- Contra Costa County is requiring ECCTA to operate special shuttle service transporting homeless individuals from shelters to motels. The county trained the drivers on the use of PPE and provided all necessary equipment. The drivers who operate this service are being paid an extra \$5/hour.
- All employees have their temperature taken when they enter the building. Anyone over 100.4 will be sent home.
- MTC staff is working on allocation of the remainder of CARES Act funding.
- All employees are required to wear masks in the facility. All drivers and passengers must wear a mask when on a bus.
- All employees have access to gloves, masks, and hand sanitizer.
- All meetings away from the facility have been canceled.
- The lobby in the administrative building has been closed to the public.
- In April, service was reduced by 30% to address anticipated driver shortage, respond to BARTS's service cuts, and accommodate declining ridership. All scheduled routes will continue to operate at a less frequent basis. No operator lost their job or benefits.

## Bay Area Healthy Transit Plan

Data collection began and will be reported by MTC on a website dashboard beginning in October. Tri Delta Transit is promoting our involvement and dedication to provide service that is healthy.

## Projects

- WiFi on all buses
- Fleet maintenance software training
- Phone system replacement
- Staff salary review
- Transit App
- New schedules to meet BART
- Hydrogen fueling station (looking for a source of funds)
- Hydrogen bus procurement
- System redesign project
- Annual financial audit
- Title VI program outreach
- Phase II: UC Berkeley's PATH IDTO project
- Vehicle disposal – ON HOLD
- Mobile Emergency Operations bus construction
- One-seat regional paratransit pilot program
- LCFS credits
- CCTA's Design Alternative Assessment for SR4 from I-680 to Hillcrest
- Bus shelter placement: shelters have been ordered and will be delivered soon
- Policy manual update
- Safety Plan
- Updated Standards and Objectives
- Title VI Plan update
- CCTA Accessible Transportation Strategic Plan ( I serve on the Policy Advisory Committee and Steve Ponte serves on the Technical Advisory Committee)

## Pending

- CCTA planning grant: transit corridor between Hillcrest & Marsh Creek
- Oakley Park & Ride construction.
- Clipper: next generation
  - Funding agreement
  - Site visits for hardware placement
  - Ticket vending machine for ECCTA's lobby
- Service to Brentwood LMC campus (ON HOLD)
- Zero emission bus plan implementation
- Facility electric grid upgrade
- Antioch BART station parking lot construction – will require changes to the bus stops when the project is complete.
- Transportation Development Act reform

## Facility

- Partial parking lot reconstruction (facility). The RFB was published August 31<sup>st</sup> and a pre-bid conference was conducted. The staff recommendation will be presented at the October board meeting.
- Storm water project to improve runoff from facility.
- Street trees that were lost last winter will be replaced soon.

## Staff

- New service worker Kailash Sharma joined the Tri Delta Transit team.

## **Clipper**

### **Clipper Start**

Tri Delta Transit is seeking public comment on a proposed income-based fare discount. A virtual public hearing is being held on the Tri Delta Transit website which includes a video, Q&A section, and comment submission form. This program was initiated by Metropolitan Transportation Commission (MTC) in July 2020. The goal of this program is to reduce the cost of transportation for low-income adults, age 19-64, on public transit around the region. Tri Delta Transit proposes bringing this income-based fare discount to eastern Contra Costa County in an effort to make transit more affordable to a wider group of people.

### **Clipper Myth Campaign**

MTC and Tri Delta Transit are working together to increase Clipper usage by Tri Delta Transit passengers. Clipper is a contactless payment option which reduces contact between passengers and drivers. However, research conducted by Clipper shows that many passengers have misconceptions about using Clipper. To dispel these misconceptions, MTC created the Clipper Myth campaign.

## **Tri MyRide**

- Ridership on Tri MyRide is slowly climbing.
- Delivery of the eight Tri MyRide vehicles approved by the Board of Directors in December 2019 is expected soon. The buses will be wrapped with new promotional material and put into service in October.
- The new app is successful and is receiving positive reviews from customers.

## **Recognitions**

- Tri Delta Transit received a Green Business award at a virtual ceremony on September 17<sup>th</sup>.
- I was selected to serve on a Zero Emission Bus committee that will work with the California Air Resources Board to craft an amendment to the heavy-duty omnibus regulation. As originally presented, the regulation would have had the unintended consequences of the single remaining diesel engine manufacturer leaving the California market.
- Chief Financial Officer Agustin Diaz received notice that ECCTA's 2019 National Transit Database report year was accepted. This is the earliest the report has been accepted. His submission was complete and required little follow up by the FTA

## **APTA Conferences**

Annual Meeting & EXPO has been rescheduled from October 2020 to March 14-17, 2021. It will be held in Anaheim, California.

## **Services Offered**

- Fixed route
- Senior paratransit
- ADA paratransit
- Mobility on Demand
- Tri MyRide
- MedVan

# **TAB 3**

Agenda Item #7a

**ACTION ITEM: Objectives, Measures, Standards, and Productivity Guidelines**

Resolution #200923A

## **Board of Directors Meeting**

**Wednesday September 23, 2020**


**ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509**

## Staff Report to ECCTA Board of Directors

**Meeting Date:** September 23, 2020

**Agenda Item:** Objectives, Measures, Standards, and Productivity Guidelines –  
Agenda Item #7A

**Lead Staff:** Tania Babcock, SMS Executive

**Approved:** Jeanne Krieg, Chief Executive Officer 

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### Background

ECCTA is required to review its Safety Plan annually, which includes reviewing the agency's safety performance targets. ECCTA made changes to the safety performance targets in the Safety Plan to establish safety performance targets by mode of transit service: fixed route bus and non-fixed route bus (paratransit).

Safety performance targets are included in ECCTA's Objectives, Measures, and Standards that are used as benchmarks for operations. Therefore, an update was made to the safety performance targets listed in the Objectives, Measures, and Standards.

Objectives, Measures, and Standards are developed as follows:

- Objectives: recommended by the Federal Transit Administration
- Measures: set by regulatory agencies and ECCTA
- Standards: set by ECCTA

The Productivity Guidelines are a subset of Objectives, Measures, and Standards. They are specific goals that are set by ECCTA to improve performance and productivity. Many of the goals are stretch goals. The Objectives, Measures, and Standards and Productivity Guidelines are used for incentives and penalties in the operations contract. No changes were made to the Productivity Guidelines.

### Requested Action

Adopt Resolution #200923A which implements updated Objectives, Measures, and Standards, as well as the Productivity Guidelines.

**ATTACHED:**

1. Objectives, Measures, and Standards
2. Productivity Guidelines
3. Resolution #200923A



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
Phone 925.754.6622 Fax 925.757.2530

## **RESOLUTION #200923A Objectives, Measures, and Standards Productivity Guidelines**

**Resolution #200923A adopts updated Objectives, Measures, and Standards and Productivity Guidelines.**

**WHEREAS**, Eastern Contra Costa Transit Authority (ECCTA) currently accepts federal funds; and

**WHEREAS**, ECCTA is required to have standards that are measurable; and

**WHEREAS**, reporting standards are required to be updated; and

**WHEREAS**, reporting standards are required to be published.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200923A updating the Objectives, Measures, and Standards and Productivity Guidelines.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of September 2020, by the following votes:

### **EASTERN CONTRA COSTA TRANSIT AUTHORITY**

\_\_\_\_\_  
Shanelle Scales-Preston, Chair

\_\_\_\_\_  
Jeanne Krieg, Chief Executive Officer

**AYES:** \_\_\_\_\_

**NOES:** \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

**ABSTENTIONS:** \_\_\_\_\_

	Objective	Measure	Standard
I.A.	Safe Transit	Miles between preventable accidents	FR - 150,000mi , Para - 100,000mi
		CHP Safety Compliance Report	Satisfactory rating annually
		RVM* between road calls	FR - 50,000mi , Para- 100,000mi
		Preventative Main. Inspections (PMI)	PMIs within 400 miles of scheduled
		Contractor accident & loss reporting	Next day verbal report by 9:00 a.m. Written report within 5 working days
I.B.	Reliable Transit	Fixed route schedule adherence-late	95.01%+ within 5 minutes of schedule
		Fixed route schedule adherence-early	.74% or less of trips ahead of schedule
		Fixed route-missed trips	Less than .74% of scheduled trips
		Paratransit – pick-up time deviations	95.01% of pickups within 15 minutes of the time promised to riders
		Paratransit – early	No pickups more than 30 minutes ahead of the time promised to riders
		Paratransit – denials	Zero ADA trip denials Zero Regional ADA trip denials
1.C.	High-Quality Transit	Clean Buses	Every bus interior cleaned every day Every other day - bus exterior washed Monthly - every bus detailed
		Uniformed Operators	100% compliance contract dress code
		Road Supervisors	At least one road supervisor to be on duty at all times
		Air-Conditioned Buses	100% of revenue vehicles in service with functioning air conditioning when temperature is above 80 degrees
		Customer Complaints	<0.3% of passengers complain
		Calls presented - avg time to answer	All three types must meet the standard of less than 90 seconds
		Abandoned Calls - avg time to abandoned	
		Answered Calls - avg time to answer	
II.	Efficient System	Productivity (passengers per RVH**)	Fixed Route-average 20 pass/RVH At least 10 pass/RVH on any route Para-average 3.0 pass/RVH
		Farebox Cost Recovery (Percent)	Fixed Route-minimum 20% system wide Para-minimum 10% system wide
III.A.	Accessible System - Disabilities	Wheelchair Lift Reliability	100% of lifts functional at all times
III.B.	Accessible System -Transit Dependents	Bus Benches & Shelters	One amenity for every directional route mile
III.C.	Accessible System -Choice Riders & Commuters	BART Schedule Coordination	Less than 15 minute wait for BART connections during peak period travel direction for routes serving one BART station
			Coordinate schedule on key routes to key BART stations - arrive/depart 10 min. before/after BART
	Annual Safety Performance Targets	Fatalities	FR 0, Para 0
		Injuries	FR 3, Para 2
		Safety Events	FR 28, Para 5
		System Reliability (miles between road calls)	FR 50,000 Para 100,000

\* Revenue vehicle miles \*\* Revenue vehicle hours

**Eastern Contra Costa Transit Authority**  
**Productivity Guidelines**  
 Adopted 9/23/2020

<u>Productivity Guidelines for Fixed Route</u>	<u>Red Flags</u>	<u>Current level</u>	<u>Goal</u>
Fixed Route Passenger per hour (all fixed routes)	Less than 18	12.6	20
Fixed Route Passenger per hour (established fixed route)	Less than 12	Route 200 (7.8) Route 201 (12.1) Route 389 (14.3)	16
Fixed Route Passenger per hour (new fixed route)	Less than 7.0	Route 300 (11.1) Route 379 (13.4) Route 380 (16.0) Route 381 (12.8) Route 383 (7.0) Route 384 (8.2) Route 385 (8.2) Route 387 (14.1) Route 388 (12.4) Route 390 (10.0) Route 391 (14.8) Route 392 (12.9) Route 393 (10.4) Route 394 (12.7) Route 395 (10.5) Route 396 (9.7)	10
Fare Box Recovery (fixed route)	Less than 17%	14%	20%
Fixed Route Vehicle load factor (per peak period trip)	.100	.251	.750
Fixed Route late Trips (late 11-15 minutes)	More than 4%	2.31%	2.0%



<b><u>Productivity Guidelines for Fixed Route</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
Fixed Route Miles between Preventable Accidents	Less than 75,000	78,000	150,000
Fixed Route Miles between Road Calls	Less than 30,000	29,000	50,000
Fixed Route Customer Complaints	More than .048%	.037%	.03%
Fixed Route Early Trips	More than 2%	3.8%	.74%
<b><u>Productivity Guidelines for Paratransit</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
Paratransit Miles between Road calls	Less than 50,000	459,000	100,000
Paratransit Miles between Preventable Accidents	Less than 50,000	229,000	100,000
ADA Ride Refusals	More than 1 month	0 per month	0
Paratransit Passenger per hour (weekday)	Less than 2.0	3.06	3.0
Paratransit Late Trips (+15 minutes)	More than 7%	41%	2%
Paratransit Fare Box Recovery	Less than 8%	11%	12%
Paratransit Customer Complaints	More than .371%	.498%	.3%

<b><u>Productivity Guidelines for both Fixed Route and Paratransit</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
On-Time Performance	Less than 90%	69.4%	95.1
Customer Calls received vs. recorded	More than 10	100%	100%
Preventative Maintenance Inspections	Less than 95%	100%	100%
Operator Uniform Infractions	More than 1 per month	2 infractions per year	0%
Operating Air Conditioners in buses	More than 1 inoperable per month	2 inoperable per year	1 per year
Lost Calls	More than 18%	22.8%	Less than 8%
Average time for Abandoned Calls	More than 2'20"	2'15"	Less than 1'30"
Lift/Ramp availability	More than 1	100%	100%

# **TAB 4**

Agenda Item #7b  
ACTION ITEM: ECCTA Safety Plan


Resolution #200923B

## **Board of Directors Meeting**

Wednesday September 23, 2020

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

## Staff Report to ECCTA Board of Directors

**Meeting Date:** September 23, 2020  
**Agenda Item:** ECCTA Safety Plan- Agenda Item #7B  
**Lead Staff:** Tania Babcock, SMS Executive  
**Approved:** Jeanne Krieg, Chief Executive Officer 

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### **Background**

On July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule (49 CFR Part 673), which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). The PTASP rule became effective on July 19, 2019. Transit operators were originally required to certify they have a safety plan in place meeting the requirements of the rule by July 20, 2020, but due to the COVID-19 pandemic, the FTA extended that deadline to December 31, 2020. ECCTA developed its initial plan in 2019. The plan must be updated and certified annually.

ECCTA staff made minor updates to the plan: a table of contents was added and the safety performance target data was updated.

### **ECCTA's Safety Management Policy Statement**

The Safety Management Policy Statement is the SMS component that frames the fundamentals upon which ECCTA operates its SMS and must be communicated throughout the organization and to the Board of Directors and is as follows:

The management of safety is a top priority for Eastern Contra Costa Transit Authority (ECCTA). ECCTA is committed to developing, implementing, maintaining and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO).

ECCTA's commitment is to:

- Support the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the organization;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, managers, employees and contractors alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- Comply with and, wherever possible, exceed legislative and regulatory requirements and standards;
- Ensure that sufficiently skilled and trained human resources are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure ECCTA's safety performance against realistic and data-driven safety performance targets; and
- Ensure externally supplied systems and services to support operations are delivered meeting our safety performance standards.

**Agenda Item #7B**

*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
September 23, 2020*

**Attached to this Memo**

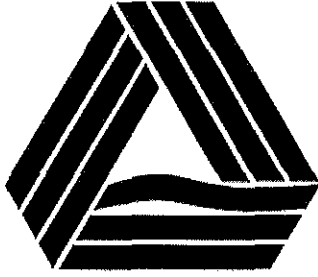
- Resolution #200923B

**Included in Appendix A of the agenda packet**

- Eastern Contra Costa Transit Authority (Tri Delta Transit) Safety Plan

**Requested Action**

Adopt Resolution #200923B accepting ECCTA's updated Safety Plan.



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
Phone 925.754.6622 Fax 925.757.2530

**RESOLUTION #200923B  
EASTERN CONTRA COSTA TRANSIT AUTHORITY (TRI DELTA TRANSIT)  
SAFETY PLAN**

**Resolution #200923B accepts Eastern Contra Costa Transit Authority's Updated Safety Plan.**

**WHEREAS**, in accordance with the Federal Transit Administration's Public Transportation Agency Safety Plan (PTASP) Final Rule (49 CFR Part 673), which became effective on July 19, 2019; and

**WHEREAS**, the rule applies to all operators of public transportation systems that are recipients and sub-recipients of federal financial assistance under the Urbanized Area Formula Program (49 USC § 5307); and

**WHEREAS**, Eastern Contra Costa Transit Authority (ECCTA) is a recipient of federal financial assistance under the Urbanized Area Formula Program (49 USC § 5307); and

**WHEREAS**, ECCTA must update and certify its safety plan annually; and

**WHEREAS**, ECCTA must communicate the Safety Management Policy Statement throughout the organization and communicate the statement to the Board of Directors.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200923B accepting ECCTA's updated Safety Plan.

**PASSED AND ADOPTED THIS 23<sup>rd</sup>** day of September, by the following votes:

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**

\_\_\_\_\_  
Shanelle Scales-Preston, Chair

\_\_\_\_\_  
Jeanne Krieg, CEO

**AYES:** \_\_\_\_\_  
**NOES:** \_\_\_\_\_  
**ABSENT:** \_\_\_\_\_  
**ABSTENTIONS:** \_\_\_\_\_