

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 February 28, 2018

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Available online: www.trideltatransit.com

Please see the last page of this agenda for:

- Public comment guidelines
- Agenda, staff report, and document availability
- Americans with Disabilities Act information
- Anticipated action by the Board of Directors

1. **Call to Order:** Chair Monica Wilson

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 4 of this agenda.

4. **Chair's Report:** Chair Monica Wilson

a. **BART to East County:** Presentation by BART Director Joel Keller

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 January 24, 2018

b. Financial Report

c. Marketing 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

Doug Hardcastle
Kevin Romick

City of Pittsburg

Merl Craft
Pete Longmire

Contra Costa County

Diane Burgis**
Federal Glover

Member-at-Large

Ken Gray

* Chair: FY 2017-18

** Vice-chair: FY 2017-18

**Board of Directors Meeting Agenda
Wednesday February 28, 2018**

7. ACTION AND DISCUSSION ITEMS

a. ACTION ITEM: State of Good Repair Funding

(see attachment: tab #3)

Requested Action: Approve Resolution #180228a authorizing the execution of the certifications and assurances for the State of California State of Good Repair Program.

b. ACTION ITEM: Local Hazard Mitigation Annex Plan

(see attachment: tab #4)

Requested Action: Adopt Resolution #180228b authorizing staff to execute and deliver ECCTA's Local Hazard Mitigation Plan to Contra Costa County for incorporation into the Contra Costa County Hazard Mitigation Plan.

c. ACTION ITEM: 2018 Summer Youth Pass

(see attachment: tab #5)

Requested Action: Authorize staff to market an unlimited-ride 2018 summer pass to passengers aged 5-17 for \$50.

d. ACTION ITEM: 2018 Title VI Program

(see attachment: tab #6)

Requested Action: Adopt Resolution #180228c, adopting ECCTA's 2018 Title VI Program.

e. DISCUSSION ITEM: Route Review

Director Thorpe requested a presentation about Tri Delta Transit's routes and schedules. Staff will make a presentation during the board meeting.

Requested Action: No action requested.

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: March 28th, 2018 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 Tri Delta Transit'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 Tri Delta Transit'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 Tri Delta Transit 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 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.

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 February 28, 2018

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

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

MINUTES

January 24, 2018

The Eastern Contra Costa Transit Authority (ECCTA) meeting was called to order in the ECCTA Board Room, 801 Wilbur Avenue, Antioch, California by Chair Monica Wilson at 4:00 P.M.

ROLL CALL / CALL TO ORDER

PRESENT: Merl Craft (Pittsburg); Nancy Parent, Alternate for Federal Glover ** (Contra Costa County); Ken Gray (Member-at-Large); Barbara Guise (Brentwood); Doug Hardcastle (Oakley); Jelani Killings, Alternate for Pete Longmire (Pittsburg); Kevin Romick (Oakley); Robert Taylor (Brentwood); Lamar Thorpe* (Antioch); Michael Daugelli, Alternate for Diane Burgis (Contra Costa County/Vice Chair); and Monica Wilson (Antioch/Chair)

*Arrived after Roll Call

**Arrived after Roll Call and his Alternate continued to serve

ABSENT: None

STAFF: Jeanne Krieg, Chief Executive Officer (CEO)
Steve Ponte, Chief Operating Officer (COO)
Ann Hutcheson, Director of Administrative Services
Joe Chappelle, Executive Assistant
Ben Stock, Legal Counsel

OTHERS

PRESENT: Susan Hinson, First Transit
Gary Mitchell, First Transit
Hosie Pintily, First Transit

PLEDGE OF ALLEGIANCE

Director Killings led the Pledge of Allegiance.

PUBLIC COMMENT

Director Daugelli stated that he had been impressed with a recent trip to Martinez Amtrak through Tri Delta Transit Dial-a-Ride service, particularly since it had occurred at the time of Tri Delta Transit's fire emergency assist.

CHAIR'S REPORT

Chair Wilson thanked Tri Delta Transit staff for serving the community with the recent fire emergency.

CONSENT CALENDAR

On motion by Director Romick, seconded by Director Guise, ECCTA Boardmembers adopted the Consent Calendar, as shown, which carried by the following vote:

- A. Minutes of the Board of Directors meeting of December 13, 2017
- B. Financial Report
- C. Marketing Activities Report

AYES: Daugelli, Craft, Gray, Guise, Hardcastle, Killings, Parent, Romick, Taylor, Thorpe, Wilson

NOES: None

ABSTAIN: None

ABSENT: None

CHIEF EXECUTIVE OFFICER'S REPORT

- A. Operations Report

Chief Executive Officer (CEO) Jeanne Krieg explained that over the past several years Tri Delta Transit staff had been participating in various emergency operation drills to prepare for any emergency, and earlier this month an unexpected and successful test of the Emergency Response Plan had occurred when Tri Delta Transit had been called upon to provide an emergency evacuation of 49 residents of an assisted living home in Antioch when a fire had occurred, and when the 14 wheelchair bound and 35 ambulatory residents had to be moved to another facility immediately. She advised that the evacuation had gone perfectly, the Emergency Response Plan had been successful, and First Transit partners along with Tri Delta Transit's maintenance team had stepped up to create a successful effort. The residents were returned home four days after the fire.

On other matters, Ms. Krieg reported that next month Joel Keller was expected to provide an update on the new Antioch and Pittsburg City Center BART stations. The Mobility on Demand program had been kicked off earlier this month with a small group of paratransit customers who now had the option of using Uber, Lyft, and United Taxi as well as Tri Delta Transit's standard paratransit service. As soon as the program operated as planned it would be offered to all paratransit customers. Response to the service had been positive so far although the reporting ridership from the other operators would not be available for a couple of months. While the service cost more than the standard paratransit service, it offered a solution to some transportation problems. She noted this was one of the programs that were part of Tri Delta Transit's evolution from being just buses to being a mobility manager.

Ms. Krieg also reported there had been a successful CHP audit earlier this month and while the audits were always stressful and time-intensive, Tri Delta Transit had once again earned its Transit Operator Compliance Certificate. Other audits to occur this year would be the three-year Federal Transit Administration (FTA) audit and the Transportation Development Act (TDA) audit for state funds, both also time-intensive.

Ms. Krieg advised that earlier this month she had been invited to join a small group of western transit managers to meet the new FTA Deputy Administrator, Jane Williams, to discuss transit issues, and to learn that the Secretary of Transportation's priorities were safety, state of good repair, and innovation.

Ms. Krieg added that the Zafety-Lug brand devices discovered during the American Public Transportation Association (APTA) Expo had been installed on almost all fixed route buses; the devices would eliminate the possibility of loose lug nuts, not usually a problem since drivers were required to test the lug nuts as part of pre-trip inspections, although the devices offered insurance to drivers.

Ms. Krieg also reported that it was time again to file the annual Conflict of Interest form and explained that while electronic filing was preferred, Directors could fill out their forms and submit them to staff for filing. This year a two-hour ethics training class was required with the certificate of completion to be provided to staff. Stating that the facility solar system was working, she explained that staff was waiting for the fire inspection, and once inspected and labels had been installed on each panel, power would be generated, potentially next week. In addition, the electric buses should be delivered within the next couple of months; the first of 30 new paratransit vehicles went on line last week. The demonstration project for the mobile ticketing app was nearly ready for introduction to customers, which should happen in March, and a surprising amount of back house work had been required to set up the mobile ticketing. One of the items on the agenda would address an enhancement proposed to that app.

Ms. Krieg also reported that fixed route ridership continued to be below last year although the rate of ridership decline had been shrinking. All financial performance parameters were as expected; the fuel hedging program had been very successful; and the Chief Operating Officer would make a progress report to the Board next month.

ACTION AND DISCUSSION ITEMS

A. Board Member Conference Request

Ms. Krieg reminded the Board of its adopted policy that allowed each member of the Board to travel to two conferences within a fiscal year without asking the Board for permission, although anything other than attendance at two conferences required Board approval. The Chair had advised of a desire to attend the APTA Legislative Conference in Washington, DC on March 18-20. She asked for Board approval to allow the Chair to attend that conference.

On motion by Director Taylor, seconded by Director Daugelli, ECCTA Boardmembers approved Chair Monica Wilson's request to attend the 2018 APTA Legislative Conference in Washington, DC on March 18-20, 2018, carried by the following vote:

AYES: Daugelli, Craft, Gray, Guise, Killings, Parent, Romick, Taylor, Thorpe, Wilson
NOES: Hardcastle
ABSTAIN: None
ABSENT: None

B. 2018 Board of Directors Meeting Dates

Ms. Krieg explained that this was an annual item to identify the meeting dates each year and take into consideration holidays and conference dates. She proposed to cancel the September meeting with the caveat that if something needed attention another date could be chosen in September. There was also a desire to reschedule the October meeting from the fourth Wednesday to the fifth Wednesday, and to combine the November and December meetings due to the holidays and schedule one meeting on December 12, 2018.

On motion by Director Daugelli, seconded by Director Guise, ECCTA Boardmembers adopted the proposed ECCTA Board of Directors meeting schedule which cancels the September 26 meeting, reschedules the October meeting to October 31, and combines the November and December meetings to December 12, 2018, carried by the following vote:

AYES: Daugelli, Craft, Gray, Guise, Hardcastle, Killings, Parent, Romick, Taylor, Thorpe, Wilson
NOES: None
ABSTAIN: None
ABSENT: None

C. CCTA Ex-Officio Alternate Appointment

Ms. Krieg explained this was also an annual item for the Bus Transit Coordinating Committee. Last year Monica Wilson had been appointed as the ex-officio alternate for the first two-year term and there was a recommendation to appoint her for the second two-year term.

Director Glover arrived at 4:18 P.M.

On motion by Director Romick, seconded by Director Hardcastle, ECCTA Boardmembers appointed Chair Monica Wilson to a second one-year term to serve as the alternate ex-officio on the CCTA Board of Commissioners for the term of February 1, 2018 through January 31, 2019, carried by the following vote:

AYES: Daugelli, Craft, Gray, Guise, Hardcastle, Killings, Parent, Romick, Taylor,

Thorpe, Wilson
NOES: None
ABSTAIN: None
ABSENT: None

D. Mobile Ticketing Group Discount

COO Steve Ponte reported that mobile ticketing had been working well. For paratransit passengers who lived in group homes or there were groups who traveled together a 10 percent discount was recommended to allow those groups to purchase a ticket one time and associate their clients with a mobile app. Patrons would be given a token so that the patrons could board the bus more simply.

Ms. Krieg stated that such a group could be the Bedford Center and the group discount proposal would offer a less labor-intensive system. She recommended that the option be added to the Mobile Ticketing app demonstration project.

On motion by Director Craft, seconded by Director Parent, ECCTA Boardmembers authorized an amendment to the approved one-year Mobile Ticketing demonstration project that will offer a 10 percent discount to paratransit groups with five or more passengers associated with one account who use the ECCTA mobile ticketing app, carried by the following vote:

AYES: Daugelli, Craft, Gray, Guise, Hardcastle, Killings, Parent, Romick, Taylor, Thorpe, Wilson
NOES: None
ABSTAIN: None
ABSENT: None

E. Board of Directors Size and Composition

Ms. Krieg identified a request from Director Taylor to consider the size and composition of the ECCTA Board, which had been set up with two members representing each of the four member jurisdictions, the County, and a Member-at-Large, which had comprised the JPA since its inception 42 years ago.

Director Taylor suggested one Boardmember and an alternate for each city, which could reduce paperwork and eliminate some expenses. He suggested the formation of an ad hoc committee to consider the Board's size and composition which would then make a recommendation to the Board.

Director Parent explained the request had been proposed before on the basis that an agency as small as ECCTA did not need so many people.

Director Parent noted, for instance, that each member jurisdiction could appoint an alternate,

but in this case each member had an alternate. She recommended a Board of 5 to 7 members could adequately represent the agency.

Director Guise noted that for years she had tried to get the two supervisors on the Board; the current proposal would eliminate one of them, and she did not support that idea.

Director Daugelli suggested that could be done with two supervisors, one for each of the cities and an at large, for a minimum 7-member Board.

Chair Wilson suggested that an ad hoc committee should be formed to discuss the proposal.

When asked, Director Glover agreed that good representation should be maintained for the region, and while he did not oppose a reduction in the size of the Board, he recommended from time to time that the ECCTA Board meet jointly with the TRANSPAN Committee to ensure consistency with policy issues affecting the region, such as with eBART and other major infrastructure improvements. He asked that an ad hoc committee consider meetings between the two agencies.

Director Thorpe supported an ad hoc committee but noted that the City of Antioch was the largest city in East County and he wanted to make sure it was proportionately represented.

Director Glover suggested looking at the other models such as the West Contra Costa Transportation Advisory Committee (WCCTAC) and the Southwest Area Transportation Committee (SWAT).

Director Hardcastle emphasized that Tri Delta Transit had excellent staff, the meetings did not go long, there was little contention, and Tri Delta Transit was an award-winning bus service. He suggested that a restriction of trips would address any issue of cost, did not think paperwork was a problem, and with an award-winning transit system and top staff, he suggested the trips would be where money could be saved.

Director Craft stated that even if retaining the current composition of the Board, only one jurisdiction could be represented on each trip.

By consensus, the Board approved the creation of an ad hoc committee to consider the size and composition of the ECCTA Board of Directors. The committee was comprised of Directors Craft, Glover, Taylor, and Thorpe, and staff was directed to schedule and organize the ad hoc committee meetings.

BOARD OF DIRECTORS COMMENTS

Director Parent spoke to the planning by the City of Pittsburg to prepare for the inception of eBART service.

Director Parent explained that Pittsburg had been encouraging a developer to contribute

shared bicycles/bicycle rack programs at the BART station and to fund the program for several years so that those who lived near the development would have free bike rides to the BART station, setting up a habit that could continue into the future. She also recognized that the new Tri Delta Transit route had been doing better than any other route. On another matter, she reported that the Irish dancers would be at the California Theatre on March 14, and that tickets would go fast.

Director Taylor verified with Ms. Krieg that Tri Delta Transit had redesigned its system to focus on the two new eBART stations and the new routes would be implemented with the eBART start. Tri Delta Transit had properties in Antioch and Oakley that could be prepared to provide additional parking when the funds were available.

Director Thorpe asked for a presentation at the next meeting on the bus lines, the ridership, and the future of the BART station as well as opportunities that might be available specifically for the older part of Antioch.

Director Gray stated that one the big topics for the Office in Aging was emergency preparedness, particularly given that the average age of the 40 people lost in the North Bay fires had an average age of 69 years. There would be a conference in September centered on emergencies and how the immobile were affected by emergencies, a big topic for the senior community.

ADJOURNMENT

Chair Wilson adjourned the meeting of the Eastern Contra Costa Transit Authority at 4:48 P.M. to February 28, 2018 at 4:00 P.M. in the ECCTA Administration Facility, 801 Wilbur Avenue, Antioch, California.

Respectfully submitted,

Anita L. Tucci-Smith

TRI DELTA TRANSIT
Income Statement - Comparison to Annual Budget
As of January 31, 2018
(unaudited)

	YTD Actual			YTD Budget			YTD Variance <i>favorable/(unfavorable)</i>			FY18 Full Year Budget			YTD % of Fiscal Year Budget		
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
OPERATING REVENUES															
Passenger Fares	1,624,860	1,390,175	234,685	1,761,440	1,511,503	249,937	(136,580)	\$	(121,328)	\$	(15,252)	\$	3,022,000	2,592,000	430,000
Other Income	177,437	88,000	89,437	172,500	85,000	87,500	4,937	\$	3,000	\$	1,937	\$	235,000	85,000	150,000
	\$ 1,802,297	\$ 1,478,175	\$ 324,122	\$ 1,933,940	\$ 1,596,503	\$ 337,437	\$ (131,643)	\$	(118,328)	\$	(13,315)	\$	\$ 3,257,000	\$ 2,677,000	\$ 580,000
Total Operating Revenues:															
	\$ 6,895,275	\$ 5,445,169	\$ 1,450,106	\$ 6,866,700	\$ 4,968,400	\$ 1,898,300	\$ (8,575)	\$	(476,769)	\$	468,194	\$	\$ 11,809,200	\$ 8,515,900	\$ 3,293,300
OPERATING EXPENSES															
Purchased Transportation	1,891,884	1,361,566	530,318	1,750,861	1,433,031	317,830	59,047	\$	71,466	\$	(12,419)	\$	\$ 3,000,000	\$ 2,454,900	\$ 545,100
Materials and Supplies	2,299,177	1,910,577	388,600	2,450,000	2,131,500	318,500	150,823	\$	220,923	\$	(70,100)	\$	\$ 4,200,000	\$ 3,654,000	\$ 546,000
Salaries & Benefits	533,150	409,527	123,623	484,165	372,750	111,415	(48,985)	\$	(96,777)	\$	(12,208)	\$	\$ 890,000	\$ 639,000	\$ 251,000
Services	237,569	223,708	13,861	232,100	223,995	8,105	(5,469)	\$	287	\$	(5,756)	\$	\$ 402,000	\$ 387,900	\$ 14,100
Other	380,298	307,231	73,067	326,425	304,227	22,198	(3,871)	\$	(3,004)	\$	(867)	\$	\$ 594,000	\$ 498,600	\$ 95,400
Casualty and liability insurance	92,618	87,267	5,351	160,800	151,152	9,648	66,182	\$	63,885	\$	4,297	\$	\$ 240,000	\$ 225,600	\$ 14,400
Utilities	16,329	13,237	3,092	17,000	14,500	2,500	671	\$	1,263	\$	(592)	\$	\$ 23,000	\$ 19,600	\$ 3,400
Taxes	12,096,248	9,758,281	2,337,967	12,308,071	9,599,555	2,708,516	211,823	\$	(158,726)	\$	370,549	\$	\$ 21,038,200	\$ 16,396,500	\$ 4,641,700
	\$ 12,096,248	\$ 9,758,281	\$ 2,337,967	\$ 12,308,071	\$ 9,599,555	\$ 2,708,516	\$ 211,823	\$	(158,726)	\$	370,549	\$	\$ 21,038,200	\$ 16,396,500	\$ 4,641,700
Total Operating Expenses:															
	\$ 8,084,857	\$ 4,510,889	\$ 3,573,968	\$ 423,756	\$ 153,244	\$ 270,512	(423,756)	\$	(153,244)	\$	(270,512)	\$	\$ 949,673	\$ 408,649	\$ 541,024
NON-OPERATING REV															
Federal Funds															
State Funds	8,084,857	4,510,889	3,573,968	7,687,256	6,029,400	1,667,856	(1,612,399)	\$	(1,518,511)	\$	(93,888)	\$	\$ 12,326,127	\$ 9,670,829	\$ 2,655,298
Local Funds	965,900	150,330	815,570	937,902	505,338	432,564	57,998	\$	(355,008)	\$	413,006	\$	\$ 1,875,804	\$ 1,010,676	\$ 865,128
Intra-Operator Agreements															
Interest & Other Misc Income	1,312,298	1,312,288	0	1,312,288	1,312,298	0		\$		\$		\$	\$ 2,624,586	\$ 2,624,586	\$ 0
	3,789	3,671	118	2,918	2,772	147	870	\$	889	\$	(29)	\$	\$ 5,000	\$ 4,750	\$ 250
Total Non-Operating Revenues:															
	\$ 8,396,844	\$ 5,977,188	\$ 2,419,656	\$ 10,374,131	\$ 8,003,052	\$ 2,371,079	(1,977,287)	\$	(2,025,854)	\$	48,577	\$	\$ 17,781,200	\$ 13,719,500	\$ 4,061,700
EXCESS REV/(EXP)															
	\$ (1,897,107)	\$ (2,302,918)	\$ 405,811	\$ -	\$ -	\$ -	\$ (1,897,107)	\$	(2,302,918)	\$	405,811	\$	\$ -	\$ -	\$ -

Agenda Item #5b
Eastern Contra Costa Transit Authority
Board of Directors Meeting
February 28, 2018

TRI DELTA TRANSIT
Income Statement - Comparison to Prior Year
As of January 31, 2018
(unaudited)

	January 2018 YTD Actual		January 2017 YTD Actual		FY18 vs FY17 - YTD				% Change from Previous Year			
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
OPERATING REVENUES												
Passenger Fares	\$ 1,624,860	\$ 1,390,175	\$ 234,685	\$ 1,779,318	\$ 1,534,238	\$ 245,080	\$ (154,458)	\$ (144,063)	\$ (10,395)	-9%	-9%	-4%
Other Income	\$ 177,437	\$ 88,000	\$ 89,437	\$ 170,353	\$ 85,000	\$ 85,353	\$ 7,084	\$ 3,000	\$ 4,084	0%	0%	0%
Total Operating Revenues:	\$ 1,802,297	\$ 1,478,175	\$ 324,122	\$ 1,949,671	\$ 1,619,238	\$ 330,433	\$ (147,374)	\$ (141,063)	\$ (6,311)	-8%	-9%	-2%
OPERATING EXPENSES												
Purchased Transportation	\$ 6,895,275	\$ 5,445,169	\$ 1,450,106	\$ 6,693,633	\$ 5,164,373	\$ 1,529,260	\$ (201,642)	\$ (280,796)	\$ 79,154	-3%	-5%	5%
Materials and Supplies	\$ 1,691,834	\$ 1,361,565	\$ 330,269	\$ 1,583,990	\$ 1,318,306	\$ 265,684	\$ (107,844)	\$ (43,259)	\$ (64,585)	-7%	-3%	-24%
Salaries & Benefits	\$ 2,299,177	\$ 1,910,577	\$ 388,600	\$ 2,233,674	\$ 1,969,039	\$ 264,635	\$ (65,503)	\$ 58,462	\$ (123,965)	-3%	3%	-47%
Services	\$ 533,150	\$ 409,527	\$ 123,623	\$ 484,373	\$ 390,276	\$ 94,097	\$ (48,777)	\$ (19,251)	\$ (29,526)	-10%	-5%	-31%
Other	\$ 237,569	\$ 223,708	\$ 13,861	\$ 243,280	\$ 228,842	\$ 14,438	\$ 5,711	\$ 5,134	\$ 577	2%	2%	4%
Casualty and liability insurance	\$ 330,296	\$ 307,231	\$ 23,065	\$ 319,602	\$ 297,880	\$ 21,722	\$ (10,694)	\$ (9,351)	\$ (1,343)	-3%	-3%	-6%
Utilities	\$ 92,618	\$ 87,267	\$ 5,351	\$ 185,936	\$ 175,968	\$ 9,968	\$ 93,318	\$ 88,701	\$ 4,617	50%	50%	46%
Taxes	\$ 16,329	\$ 13,237	\$ 3,092	\$ 16,519	\$ 13,075	\$ 3,444	\$ 190	\$ (162)	\$ 352	1%	-1%	10%
Total Operating Expenses:	\$ 12,096,248	\$ 9,758,281	\$ 2,337,967	\$ 11,761,007	\$ 9,557,759	\$ 2,203,248	\$ (335,241)	\$ (200,522)	\$ (134,719)	-3%	-2%	-6%
NON-OPERATING REV												
Federal Funds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
State Funds	\$ 6,084,857	\$ 4,510,889	\$ 1,573,968	\$ 6,295,285	\$ 4,565,458	\$ 1,729,827	\$ (210,428)	\$ (54,569)	\$ (155,859)			
Local Funds	\$ 995,900	\$ 150,330	\$ 845,570	\$ 1,018,596	\$ 567,294	\$ 451,302	\$ (22,696)	\$ (416,964)	\$ 394,268			
Inter-Operator Agreements	\$ 1,312,298	\$ 1,312,298	\$ -	\$ 1,053,546	\$ 1,053,546	\$ -	\$ 258,752	\$ 258,752	\$ -			
Interest & Other Misc Income	\$ 3,789	\$ 3,671	\$ 118	\$ 7,691	\$ 3,526	\$ 4,165	\$ (3,902)	\$ 145	\$ (4,047)	-51%	4%	-97%
Total Non-operating Revenues:	\$ 8,396,844	\$ 5,977,188	\$ 2,419,656	\$ 8,375,118	\$ 6,189,824	\$ 2,185,294	\$ 21,726	\$ (212,636)	\$ 234,362	0%	-3%	11%
EXCESS REV/(EXP)	\$ (1,897,107)	\$ (2,302,918)	\$ 405,811	\$ (1,436,218)	\$ (1,748,697)	\$ 312,479	\$ (460,889)	\$ (554,221)	\$ 93,332			


Agenda Item #5b
Eastern Contra Costa Transit Authority
Board of Directors Meeting
February 28, 2018

Staff Report to ECCTA Board of Directors

Meeting Date: February 28, 2018

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

Lead Staff: Mike Furnary, Marketing Director

Approved: Jeanne Krieg, Chief Executive Officer 

BART Connection Communication

Provided electronic updates to address mid-schedule time changes on BART. Updated all bus connection times to reflect new times to provide bus patrons with accurate connection information.

System Redesign Communication

Continuing efforts to update all printed materials to reflect upcoming system changes when BART opens in Antioch & Pittsburg. Schedule redesign completed.

2018-2020 Advertising Campaign

Began process to develop new ad campaign television commercials. Project delayed due to time constraints presented by TNC rollout. Initial storyboards completed to be followed by necessary photoshoots and production.

Mobility on Demand Program Launch

Completed agency-wide rollout of Mobility on Demand service option to registered paratransit customers. Direct mail delivered to approximately 2,300 registered paratransit customers. Currently we have registered 300 participants in the pilot program. Investigating next phase of service allowing customers without smartphones to use the service.

Ongoing Marketing Programs

- Welcome Pack mailing
- Social Media posting and communications
- 2-for-1 tickets on Route 300 (subsidized by 511 Contra Costa)

- Take One on board newsletter
- Gatekeeper quarterly newsletter

Planned Marketing/Communications Activities

- Electric bus roll out
- High-Density Housing Direct Mail
- Possible ridership focus groups
- eLerts instructional/tutorial video
- Collateral review addressing system changes

TAB 2

Agenda Item 6a
CEO's REPORT: Operations Report

Board of Directors Meeting

Wednesday February 28, 2018

ECCTA Boardroom
801 Wilbur Avenue, Antioch, CA 94509

Chief Executive Officer's Report

February 2018



TRI DELTA TRANSIT

ECCTA Executive Team

Jeanne Krieg
Chief Executive Officer

Steve Ponte
Chief Operating Officer

Tom Harais
Chief Financial Officer

Ann Hutcheson
Director of Administrative Services

Kevin Moody
Director of Maintenance

Mike Furnary
Director of Marketing

Susan Hinson
First Transit Director of Operations

Highlights:

- Staff continued to meet with BART staff to discuss service to the Antioch and Pittsburg eBART stations.
- Audits:
 - CHP: completed with positive results
 - Waste tire: completed with positive results
 - Workers Comp: completed with positive results
 - TDA: in process
 - FTA: in process
 - Underground storage tanks: in process
- Recruiting for an open mechanic position continued.
- Tri Delta Transit's new program, *Mobility on Demand*, was introduced to all paratransit customers. Over 300 have signed up to participate. Customer comments have been positive.
- Implementation of the new scheduling software is progressing as planned.
- Paratransit applications are now available on the Tri Delta Transit website.
- Work is complete on the facility solar project.
- Work is nearly complete on the electric bus and car charging stations.
- The See Something – Say Something Mobile App is available to all members of the public. Reports have been submitted.
- The fuel hedging process continued.
- The Clipper small operators subgroup, which includes all small operators in the nine county Bay Area, continues to meet on a regular basis.

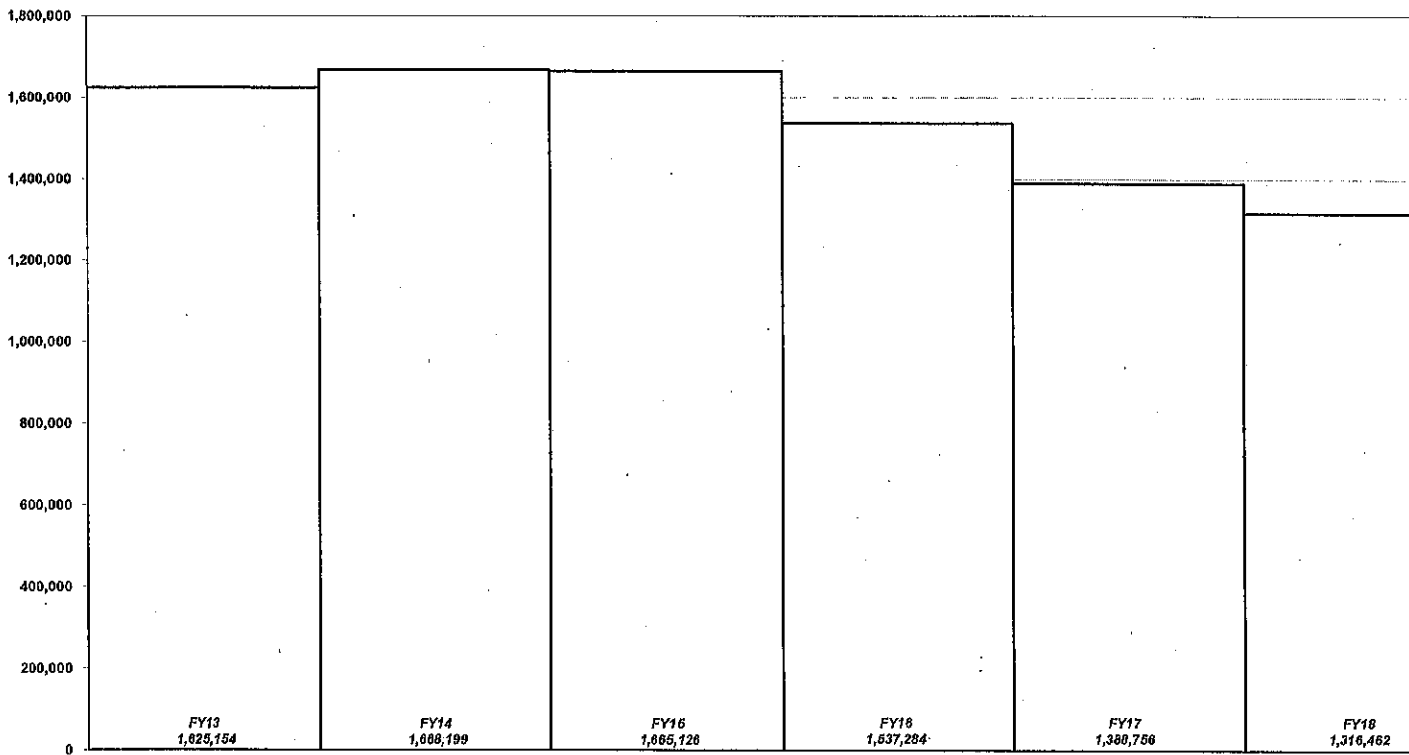
Pending:

- Mobile Emergency Operations Center construction
- Microtransit Demonstration Project
- Mobility on Demand demonstration project
- Paratransit vehicle delivery (May 2018)
- Electric bus delivery (early 2018)
- Mobile ticketing app implementation and group discount program (March 2018)
- Facility auction (August 2018)
- TDA Audit
- 2018 Triennial Audit (FTA)
- Scheduling software full implementation
- Service to Brentwood LMC campus (August 2018)
- Service to eBART stations in Pittsburg and Antioch (May 2018)
- 2018 Pittsburg Seafood Festival Shuttle discussion
- Senior transportation service issues
- Next generation of Clipper (2020)
- FTA's Safety Program

*Agenda Item #6a
Eastern Contra Costa Transit Authority
Board of Directors Meeting
February 28, 2018*

TRI DELTA TRANSIT

COMPARATIVE FR RIDERSHIP - Jan YTD



EASTERN CONTRA COSTA TRANSIT AUTHORITY KEY PERFORMANCE INDICATORS BY SERVICE

								YTD COMPARISON		
	Actual					Budget	17/18B	Actual		% ▲
	12/13	13/14	14/15	15/16	16/17	17/18	% ▲	Jan-17	Jan-18	% ▲
DIAL-A-RIDE										
PASSENGERS										
Total DAR Trips Provided	128,999	131,476	133,769	131,917	133,406	132,000	-1%	76,742	73,961	-4%
Average Weekday Ridership	470	471	487	489	498	498	0%	496	475	-4%
Average Sat Ridership	140	180	153	118	107	102	-5%	105	108	2%
Average Sun/Hol Ridership	72	68	83	49	47	42	-11%	43	47	9%
Average Passengers/Hour (wklys DAR Only)	2.1	2.3	2.4	2.5	2.9	2.9	0%	2.9	2.8	-2%
CUSTOMER SERVICE										
Ride Refusals / Day	0.0	0.0	0.0	0.0	0.0	0.0	-100%	0.0	0.0	0%
Customer Complaints	0.097%	0.071%	0.103%	0.114%	0.382%	0.326%	-15%	0.318%	0.506%	59%
On Time Performance	87%	89%	87%	85%	81%	85%	5%	84%	69%	-19%
MAINTENANCE										
Gallons of Fuel Consumed	139,878	145,043	138,528	135,809	131,936	130,106	-1%	75,490	73,638	-2%
Miles Between Preventable Accidents	328,002	244,390	162,293	159,143	153,397	200,000	30%	534,970	165,875	-69%
Miles Between Road calls	109,568	61,109	139,113	190,963	919,507	100,000	-89%	534,970	165,863	-69%
COST RATIOS										
Farebox Recovery Ratio	11%	10%	10%	10%	11%	9%	-12%	11%	10%	-10%
\$/Gal Fuel	\$ 3.81	\$ 3.67	\$ 3.09	\$ 2.59	\$ 2.57	\$ 2.60	1%	\$ 2.44	\$ 2.97	22%
Operating Cost/Passenger	\$ 33.22	\$ 35.25	\$ 34.18	\$ 34.41	\$ 29.15	\$ 35.16	21%	\$ 28.71	\$ 31.61	10%
Operating Cost/Revenue Hour	\$ 63.52	\$ 68.75	\$ 69.81	\$ 72.26	\$ 73.97	\$ 87.68	19%	\$ 71.64	\$ 82.34	15%
Operating Cost/Revenue Mile	\$ 5.36	\$ 5.76	\$ 5.74	\$ 5.85	\$ 5.18	\$ 6.17	19%	\$ 5.05	\$ 5.64	12%
FIXED ROUTE										
PASSENGERS										
Total FR Trips Provided	2,740,834	2,832,264	2,806,028	2,574,864	2,344,985	2,368,206	1%	1,388,756	1,316,462	-5%
Average Weekday Ridership	9,616	9,930	9,794	8,999	8,230	8,332	1%	8,371	7,958	-5%
Average Sat Ridership	3,232	3,464	3,498	3,061	2,715	2,777	2%	2,812	2,560	-9%
Average Sun/Hol Ridership	2,788	2,692	2,787	2,501	2,236	2,227	0%	2,263	2,144	-5%
Average Passengers/Hour	17.7	19.0	19.2	17.8	16.1	16.2	0%	16.6	15.0	-10%
CUSTOMER SERVICE										
Customer Complaints	0.012%	0.009%	0.009%	0.009%	0.025%	0.026%	5%	0.026%	0.027%	3%
On Time Performance	86%	92%	92%	92%	82%	85%	4%	80%	83%	4%
MAINTENANCE										
Gallons of Fuel Consumed	562,702	603,013	600,072	606,378	584,879	694,184	2%	347,372	336,644	-3%
Miles Between Preventable Accidents	65,392	110,754	98,066	97,469	117,465	100,000	-15%	102,203	132,088	29%
Miles Between Road calls	42,844	67,684	41,553	27,690	21,084	50,000	137%	20,153	23,435	16%
COST RATIOS										
Farebox Recovery Ratio	18%	18%	18%	18%	16%	16%	0%	16%	14%	-11%
\$/Gal Fuel	\$ 3.95	\$ 3.48	\$ 2.77	\$ 1.96	\$ 2.07	\$ 2.15	4%	\$ 2.00	\$ 2.29	15%
Operating Cost/Passenger	\$ 6.01	\$ 5.58	\$ 5.54	\$ 5.98	\$ 6.93	\$ 6.92	0%	\$ 6.88	\$ 7.41	8%
Operating Cost/Revenue Hour	\$ 106.53	\$ 105.76	\$ 106.36	\$ 106.33	\$ 111.83	\$ 112.11	0%	\$ 114.24	\$ 111.09	-3%
Operating Cost/Revenue Mile	\$ 7.98	\$ 7.71	\$ 7.62	\$ 7.49	\$ 7.98	\$ 8.08	1%	\$ 8.10	\$ 8.09	0%

**TRI DELTA TRANSIT
COMPARATIVE YTD FR RIDERSHIP BY ROUTE**

TOTAL PASSENGER TRIPS												YTD COMPARISON		
ROUTE	12/13		13/14		14/15		15/16		16/17		Jan-17	Jan-18	% Chg	
	% Chg	% Chg	% Chg	% Chg	% Chg	% Chg	% Chg	% Chg						
200	55,322	47%	55,914	1%	54,167	-3%	48,866	-10%	44,467	-9%	26,239	24,282	-7%	
201	119,977	8%	124,289	4%	112,116	-10%	116,301	4%	117,839	1%	67,562	67,910	1%	
300	290,313	-4%	328,582	13%	353,802	8%	340,127	-4%	351,131	3%	204,922	198,620	-3%	
379	15,232	49%	6,759	-56%	3,223	-62%	3,659	14%	2,407	-34%	1,209	1,706	41%	
380	680,981	16%	682,650	0%	666,704	-2%	606,012	-9%	552,671	-9%	324,824	299,992	-8%	
381	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20,122	N/A	
383	35,031	2%	32,073	-8%	30,200	-6%	25,830	-14%	21,936	-15%	12,851	12,439	-3%	
384	8,227	-69%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
385	61,388	68%	70,974	16%	68,013	-4%	66,045	-3%	54,207	-18%	32,227	32,202	0%	
386	2,172	-29%	1,902	-12%	1,583	-17%	1,507	-5%	1,398	-7%	665	673	1%	
387	262,396	23%	264,036	1%	257,944	-2%	233,185	-10%	196,990	-15%	118,318	103,342	-13%	
388	366,041	14%	400,190	9%	370,128	-8%	327,585	-11%	287,820	-12%	170,445	162,973	-10%	
389	53,255	14%	53,068	0%	51,480	-3%	45,836	-11%	40,567	-12%	23,346	23,501	1%	
390	68,554	30%	72,054	5%	71,211	-1%	70,022	-2%	71,431	2%	41,488	42,831	3%	
391	370,500	7%	386,840	4%	402,579	4%	360,256	-11%	317,873	-12%	186,794	171,311	-8%	
Shuttles	4,941	-48%	3,370	-32%	5,375	59%	13,410	149%	2,956	-78%	2,956	2,027	-31%	
392	133,569	19%	142,284	7%	142,650	0%	124,708	-13%	110,687	-11%	69,713	64,555	-7%	
393	135,181	21%	133,078	-2%	141,281	6%	128,653	-10%	114,022	-10%	71,060	65,883	-7%	
394	71,557	41%	64,904	-9%	63,087	-3%	53,894	-15%	48,389	-10%	29,971	28,500	-5%	
395	6,187	100%	9,497	100%	10,485	100%	10,968	100%	6,204	100%	4,166	3,593	-14%	
Total Fixed Route	2,740,834	13%	2,832,264		2,806,028	-1%	2,574,864	-8%	2,344,985	-9%	1,388,756	1,316,462	-5%	

AVERAGE PASSENGERS PER REVENUE HOUR												YTD COMPARISON		
ROUTE	12/13		13/14		14/15		15/16		16/17		Jan-17	Jan-18	% Chg	
	% Chg	% Chg	% Chg	% Chg	% Chg	% Chg	% Chg	% Chg						
200	12.6	22%	12.5	-1%	12.6	1%	11.5	-9%	9.9	-14%	10.5	8.8	-16%	
201	17.8	-10%	17.9	1%	17.0	-5%	16.1	-5%	13.8	-15%	14.2	13.0	-9%	
300	15.8	0%	18.6	18%	20.3	10%	19.6	-4%	20.6	5%	20.6	20.6	0%	
379	10.7	9%	16.8	57%	26.5	57%	30.6	15%	18.9	-38%	18.2	22.2	22%	
380	20.2	16%	20.6	2%	20.2	-2%	18.7	-7%	17.3	-8%	17.7	16.2	-9%	
381	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10.7	N/A	
383	10.2	5%	12.6	23%	13.0	3%	11.6	-11%	10.1	-12%	10.3	9.8	-5%	
384	14.6	43%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
385	11.9	7%	12.9	8%	12.3	-4%	11.4	-8%	9.3	-19%	9.6	9.6	-2%	
386	3.6	-7%	6.3	74%	6.3	1%	6.6	5%	6.0	-10%	5.1	4.9	-5%	
387	22.8	16%	23.7	4%	23.3	-2%	21.7	-7%	18.6	-14%	19.9	15.9	-20%	
388	17.1	10%	18.2	7%	17.4	-5%	16.2	-7%	14.3	-12%	14.7	13.0	-12%	
389	13.4	-1%	14.4	8%	15.4	7%	14.4	-6%	12.4	-14%	12.9	11.7	-9%	
390	18.6	73%	20.8	12%	21.5	3%	21.4	-1%	22.1	3%	22.8	22.4	-2%	
391	19.6	5%	20.5	4%	21.9	7%	19.7	-10%	17.3	-12%	17.9	15.8	-11%	
Shuttles	N/A	N/A	6.4	N/A	30.7	383%	23.6	-23%	15.0	-36%	16.4	17.2	5%	
392	17.6	16%	19.1	9%	18.9	-1%	16.7	-12%	14.2	-15%	14.9	13.1	-12%	
393	17.5	7%	17.5	0%	18.7	7%	16.8	-10%	15.3	-9%	15.5	14.4	-7%	
394	15.0	28%	17.0	13%	15.9	-7%	13.9	-13%	12.9	-7%	13.2	12.3	-7%	
395	12.0	N/A	16.2	N/A	16.4	1%	17.1	5%	9.9	-42%	10.7	9.7	-10%	
Total Fixed Route	17.7	12%	19.0	7%	19.2	1%	17.8	-7%	16.1	-9%	16.6	15.0	-10%	

TAB 3

Agenda Item 7a

ACTION ITEM: State of Good Repair Funding

Resolution 180228a

Board of Directors Meeting

Wednesday February 28, 2018


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

Staff Report to ECCTA Board of Directors

Meeting Date: February 28, 2018

Agenda Item: State of Good Repair Funding -- Agenda Item 7a

Lead Staff: Tom Harais, Chief Financial Officer

Approved: Jeanne Krieg, Chief Executive Officer 

Background

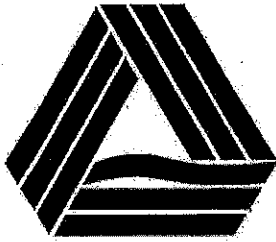
On April 28, 2017 Governor Brown signed Senate Bill (SB) 1 (Chapter 5, Statutes of 2017), known as the Road Repair and Accountability Act of 2017. Senate Bill 1 will provide over \$50 billion in new transportation funding over the next decade to repair highways, bridges and local roads, to make strategic investments in congested commute and freight corridors, and to improve transit service. These guidelines address the portion of SB 1 that will provide approximately \$105 million annually to transit operators in California for eligible transit maintenance, rehabilitation and capital projects. This investment in public transit is referred to as the State of Good Repair (SGR) Program.

The SGR Program is funded from a portion of a new Transportation Improvement Fee on vehicle registrations due on or after January 1, 2018. A portion of this fee will be transferred to the State Controller's Office (SCO) for the SGR Program. In collaboration with the SCO, the California Department of Transportation is tasked with the management and administration of the SGR Program. These funds will be allocated under the State Transit Assistance (STA) Program formula to eligible agencies pursuant to Public Utilities Code (PUC) section 99312.1. Half of the funds will be allocated according to population and half according to transit operator revenues.

MTC has decided to reserve the population-based portion of these funds for further discussion and later programming for regional projects. That leaves the revenue-based portion for ECCTA, or \$57,157, available to us. This is a "use it or lose it" situation for all Bay Area transit operators. ECCTA's funds will be used to acquire and install four or five replacement bus shelters in our service area to replace ones that have been damaged and/or removed.

Requested Action

Approve Resolution #180228a authorizing the execution of the certifications and assurances for the State of California State of Good Repair Program.



TRI DELTA TRANSIT

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

RESOLUTION #180228a

AUTHORIZATION FOR THE EXECUTION OF THE CERTIFICATIONS AND ASSURANCES FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM

WHEREAS, ECCTA is an eligible project sponsor and may receive State Transit Assistance funding from the State of Good Repair Account (SGR) now or sometime in the future for transit projects; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

WHEREAS, Senate Bill 1 (2017) named the Department of Transportation (Department) as the administrative agency for the SGR; and

WHEREAS, the Department has developed guidelines for the purpose of administering and distributing SGR funds to eligible project sponsors (local agencies); and

WHEREAS, the ECCTA wishes to delegate authorization to execute these documents and any amendments thereto to the Chief Executive Officer;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the ECCTA that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all SGR funded transit projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that the Chief Executive Officer be authorized to execute all required documents of the SGR program and any Amendments thereto with the California Department of Transportation.

PASSED AND ADOPTED THIS 28th day of February 2018, by the following votes:

Eastern Contra Costa Transit Authority

Monica Wilson, Chair

Jeanne Krieg, Chief Executive Officer

AYES:

NOES:

ABSENT:

ABSTENTIONS:

TAB 4

Agenda Item 7b

ACTION ITEM: Local Hazard Mitigation Annex Plan

Resolution 180228b

Board of Directors Meeting

Wednesday February 28, 2018

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: February 28, 2018
Agenda Item: Local Hazard Mitigation Annex Plan – Agenda Item 7b
Lead Staff: Ann Hutcheson, Director Administrative Services
Approved: Jeanne Krieg, Chief Executive Officer 

Background

In order to receive federal funding from FEMA for operational costs incurred during a disaster and to be eligible for hazard mitigation project funding opportunities, ECCTA had previously participated with the Association of Bay Area Governments (ABAG) to incorporate a Local Hazard Mitigation Annex Plan, specific to ECCTA, as part of ABAG's Multi-jurisdictional Hazard Mitigation Plan for the Bay Area.

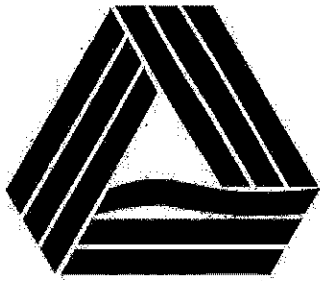
In 2015 ABAG decided not to renew the Local Hazard Mitigation Annex Plans so, in November 2016, ECCTA began participating in Contra Costa County's Operational Area Hazard Mitigation Plan process.

Process

Since 2016, ECCTA's Director of Administrative Services Ann Hutcheson has served as a member of a planning team consisting of representatives from Contra Costa County, several cities, and a few special districts to discuss mitigation plans, risks, hazards and strategies for respective jurisdictions and organizations. The Contra Costa County Hazard Mitigation Plan represents the accumulated information in a unified framework to ensure a comprehensive and coordinated plan that includes all of Contra Costa County. The entity from each planning team member is required to submit an Annex to be part of the overall plan. The most recent copy of ECCTA's Annex Plan is attached.

Requested Action

Adopt Resolution #180228b authorizing staff to execute and deliver ECCTA's Local Hazard Mitigation Annex Plan to Contra Costa County for incorporation into the Contra Costa County Hazard Mitigation Plan.



TRI DELTA TRANSIT

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

RESOLUTION #180228b

ADOPTION OF THE CONTRA COSTA COUNTY OPERATIONAL AREA HAZARD MITIGATION PLAN AS EASTERN CONTRA COSTA TRANSIT AUTHORITY'S LOCAL HAZARD MITIGATION PLAN

WHEREAS, the San Francisco Bay Area is subject to various earthquake-related hazards such as ground shaking, liquefaction, landsliding, fault surface rupture, and tsunamis; and

WHEREAS, the San Francisco Bay Area is subject to various weather-related hazards including wildfires, floods, and landslides; and

WHEREAS, Eastern Contra Costa Transit Authority (ECCTA) recognizes that disasters do not recognize city, county or special district boundaries; and

WHEREAS, ECCTA seeks to maintain and enhance both a disaster-resistance region by reducing the potential loss of life, property damage, and environmental degradation from natural disasters, while accelerating economic recovery from those disasters; and

WHEREAS, ECCTA is committed to increasing the disaster-resistance of the infrastructure, health, housing, economy, government services, education, environment and land use systems in the eastern Contra Costa area as well as in the San Francisco Bay Area as a whole; and

WHEREAS, the federal Disaster Mitigation Act of 2000 requires all cities, counties and special districts to adopt a Local Hazard Mitigation Plan to receive disaster mitigation funding from FEMA; and

WHEREAS, Contra Costa County has approved and adopted the Contra Costa County Operational Area Hazard Mitigation Plan, created in collaboration with the participating jurisdictions, as the multi-jurisdictional Local Hazard Mitigation Plan;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of ECCTA:

1. ECCTA adopts, and adapts with its local annex, this multi-jurisdictional plan as its Local Hazard Mitigation Plan.
2. ECCTA commits to continuing to take those actions and initiating further actions, as appropriate, as identified in ECCTA's Annex of that multi-jurisdictional Local Hazard Mitigation Plan.

PASSED AND ADOPTED THIS 28th day of February 2018, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Monica Wilson, Chair

Jeanne Krieg, CEO

AYES: _____
 NOES: _____
 ABSENT: _____
 ABSTENTIONS: _____



CONTRA COSTA COUNTY HAZARD MITIGATION PLAN

Volume 2—Planning Partner Annexes



Final Final
January 2018



TETRA TECH

Contra Costa County Hazard Mitigation Plan

Volume 2—Planning Partner Annexes

January 2018

PREPARED FOR

Contra Costa County
50 Glacier Drive
Martinez, California 94553

PREPARED BY

Tetra Tech
1999 Harrison Street
Suite 500
Oakland, CA 94612

50 Glacier Drive
Martinez, California 94553

Tetra Tech Project #10384848

Contra Costa County Draft Final_Vol2_2018-01-31.docx

26. EASTERN CONTRA COSTA TRANSIT AUTHORITY-TRI DELTA TRANSIT

26.1 HAZARD MITIGATION PLAN POINT OF CONTACT

Primary Point of Contact

Ann Hutcheson, Director Administrative Services
801 Wilbur Avenue
Antioch, CA 94509
Telephone: 925-754-6622
e-mail Address: ahutcheson@eccta.org

Alternate Point of Contact

Jeanne Krieg, Chief Executive Officer
801 Wilbur Avenue
Antioch, CA 94509
Telephone: 925-754-6622
e-mail Address: jkrieg@eccta.org

26.2 JURISDICTION PROFILE

26.2.1 Overview

Eastern Contra Costa Transit Authority (ECCTA), also known as Tri-Delta Transit, was formed in August of 1976 under the provisions of the California Joint Exercise of Powers Act, Government Code Sections 6500 et. seq. ECCTA represents the Cities of Brentwood, Antioch, Pittsburg and the county of Contra Costa. Oakley incorporated as a city and joined the Joint Powers Agency (JPA) in 1999. ECCTA is responsible for providing public transit fixed route and paratransit service within an approximate 225 square mile service area with a population of approximately 315,000 people.

ECCTA operates fixed route, express route and local paratransit services. The management, maintenance, oversight of the service contract, a portion of customer service (complaints and lost & found), bus stop maintenance for the approximately 700 bus stops in the system, bus shelter ownership and maintenance, planning and marketing for fixed route, express and paratransit services is provided by ECCTA. Service operations are provided under a contract with First Transit. The current 4-year contract began on July 1, 2016 and has the option of three two-year extensions.

ECCTA is governed by an eleven member Board of Directors supported by a professional staff of thirty-six (36) maintenance and administrative employees and one hundred-eighty (180) First Transit staff and operators. The Board includes two representatives from each of the four incorporated cities, two representatives from the county and one at-large member elected by the other members of the Board.

During the fiscal year just completed (FY 2015/2016), ECCTA operated 145,000 revenue hours for fixed route service, covering 2,054,000 revenue miles and serving 2,575,000 passengers. During the same fiscal year, ECCTA provided 132,000 passengers with paratransit services which covered 775,000 revenue miles and 63,000 revenue hours.

The residential population in ECCTA's service area has expanded significantly and according to "Plan Bay Area 2040," a regional transportation planning study made by the Metropolitan Transportation Commission, the population of ECCTA's service area is expected to grow at an average of 1 percent per year.

The cities of Antioch and Pittsburg currently have the highest population and make up nearly 50 percent of the entire population. Brentwood is in a close third based on population and, along with Oakley, have been the fastest growing cities in the ECCTA service area.

According to a 2014 U.S. Census, more than 90 percent of households in the ECCTA service area have access to a motor vehicle and only about 9 percent of commuters used transit. Attracting choice transit users in a dispersed suburban and partially rural low-density environment such as east Contra Costa County is a very difficult task.

Even with the Bay Area's severe congestion problem, it is very difficult both operationally and economically to provide a transit alternative that meets these criteria, particularly in widely dispersed communities such as east Contra Costa County. As a result, ECCTA primarily serves those who don't own a motor vehicle or live in a household with a vehicle, but lack reliable regular access. These markets include seniors, persons with disabilities, youth, and low-income persons.

ECCTA owns a facility at 801 Wilbur Avenue, Antioch, California and a bus parking lot located at 1001 Wilbur Avenue in Antioch, California. The facility was constructed in 1984 and expanded in 2004. This facility includes administration offices, operations offices, a dispatch area, driver's room, classroom space, maintenance bays and stores, fuel island, mechanical bus washer, security system, parking for all ECCTA vehicles and employees and other amenities.

The bus parking lot was constructed in 2003 and includes security cameras and assigned parking spaces for 24 paratransit buses and 40 fixed route buses.

ECCTA currently does not own nor maintain off-street passenger facilities. However, ECCTA buses provide service to a large bus transfer center at the Pittsburg/Bay Point BART station and three Park & Ride lots.

ECCTA received grants for operating and capital purchases from the State Transportation Development Act (TDA), the Federal Transit Administration (FTA), State Transit Assistance (STA), Public Transportation Modernization Improvement and Service Enhancement Account (PTMISEA), California Transportation Security Grant Program (CTSGP), Regional Measure 2 (RM2) funds, AB 664 funds, and Low Carbon Transit Operating Program (LCTOP). ECCTA also receives local operating assistance from Contra Costa County sales tax funds known as Measure J.

Jeanne Krieg, Chief Executive Officer, will ensure responsibility for the adoption of this plan by the ECCTA Board of Directors. Ann Hutcheson, Director of Administrative Services will oversee the implementation of this plan.

26.2.2 Assets

Table 26-1 summarizes the critical assets of the district and their value.

26.3 CAPABILITY ASSESSMENT

26.3.1 Planning and Regulatory Capabilities

Jurisdictions develop plans and programs and implement rules and regulations to protect and serve residents. When effectively prepared and administered, these plans, programs and regulations can support the implementation of mitigation actions.

Table 26-1: Special Purpose District Assets

Asset	Value
Property	
7 acres of land	\$5M
Critical Infrastructure and Equipment	
Kregor Peak in Clayton, CA -the facility is owned by Contra Costa County and leased to ECCTA. ECCTA owns radio and microwave equipment located on this land to operate the bus tracking and radio systems on vehicles.	\$15,000
Total:	\$5,015,000
Critical Facilities	
801 Wilbur Avenue, Antioch, CA (main facility)	\$43.5M
1001 Wilbur Avenue, Antioch, Ca (bus parking lot)	\$1.5M
Oakley Park & Ride Lot (no building just land at this time)	\$880,000
Antioch Park & Ride Lot (no building just land at this time)	\$530,000
Total:	\$46.4M

The following existing codes, ordinances, policies, programs or plans are applicable to this hazard mitigation plan:

- **Hazard Mitigation Plan**—last updated 2010
- **Emergency Operations Plan**—complete revision in 2016
- **Facility Maintenance Plan**—last updated 2016
- **Hazard Assessment Checklist**—last updated 2016
- **Emergency Contingency Plan**—last updated 2016
- **Hazard Communication Plan**—last updated 2016.

26.3.2 Fiscal, Administrative and Technical Capabilities

Fiscal capability is an indicator of a jurisdiction's ability to fulfill the financial needs associated with hazard mitigation projects. An assessment of fiscal capabilities is presented in Table 26-2. Administrative and technical capabilities represent a jurisdiction's staffing resources for carrying out the mitigation strategy. An assessment of administrative and technical capabilities is presented in Table 26-3.

Table 26-2: Fiscal Capability

Financial Resource	Accessible or Eligible to Use?
Capital Improvements Project Funding	Yes- Chief Finance Officer (CFO)
Authority to Levy Taxes for Specific Purposes	Yes- CFO
User Fees for Water, Sewer, Gas or Electric Service	No- Not relevant to ECCTA
Incur Debt through General Obligation Bonds	No- Not relevant to ECCTA
Incur Debt through Special Tax Bonds	No- Not relevant to ECCTA
Incur Debt through Private Activity Bonds	No- Not allowed
State-Sponsored Grant Programs	Yes- CFO
Development Impact Fees for Homebuyers or Developers	Yes- CFO
Federal Grant Programs	Yes- CFO
Other	No

Table 26-3: Administrative and Technical Capability

Staff/Personnel Resource	Available?	Department/Agency/Position
Planners or engineers with knowledge of land development and land management practices	No	
Engineers or professionals trained in building or infrastructure construction practices	No	
Planners or engineers with an understanding of natural hazards	No	
Staff with training in benefit/cost analysis	Yes	CFO
Surveyors	No	
Personnel skilled or trained in GIS applications	No	
Scientist familiar with natural hazards in local area	No	
Emergency manager	Yes	CFO, COO & DAS
Grant writers	No	
Other	No	

26.3.3 Education and Outreach Capabilities

Outreach and education capability identifies the connection between government and community members, which opens a dialogue needed for a more resilient community. An assessment of education and outreach capabilities is presented in Table 26-4.

Table 26-4: Education and Outreach

Criterion	Response
Do you have a Public Information Officer or Communications Office?	Yes-PIO
Do you have personnel skilled or trained in website development?	No-use consultant
Do you have hazard mitigation information available on your website? • If yes, please briefly describe	No N/A
Do you utilize social media for hazard mitigation education and outreach? • If yes, please briefly describe	No N/A
Do you have any citizen boards or commissions that address issues related to hazard mitigation? • If yes, please briefly specify	No N/A
Do you have any other programs already in place that could be used to communicate hazard-related information? • If yes, please briefly describe	Yes Have used in the past: ECCTA web site and submit approval from ECCTA Board of Directors at public Board meeting
Do you have any established warning systems for hazard events? • If yes, please briefly describe	Yes Have an employee hot line and would use 511 to distribute information. Also, all buses have radios.

26.3.4 Adaptive Capacity for Climate Change

Given the uncertainties associated with how hazard risk may change with a changing climate, a jurisdiction's ability to track such changes and adapt as needed is an important component of the mitigation strategy. Table 26-5 summarizes the District's adaptive capacity for climate change.

Table 26.5: Adaptive Capacity for Climate Change

Criterion	Jurisdiction Rating ^a
Local Capacity	
Jurisdiction-level understanding of potential climate change impacts <i>Comments/Additional Information: None provided</i>	Low
Jurisdiction-level monitoring of climate change impacts <i>Comments/Additional Information: None provided</i>	Low
Technical resources to assess proposed strategies for feasibility and externalities <i>Comments/Additional Information: None provided</i>	Medium
Jurisdiction-level capacity for development of greenhouse gas emissions inventory <i>Comments/Additional Information: None provided</i>	Low
Capital planning and land use decisions informed by potential climate impacts <i>Comments/Additional Information: None provided</i>	Low
Participation in regional groups addressing climate risks <i>Comments/Additional Information: None provided</i>	Medium
Implementation Capacity	
Clear authority/mandate to consider climate change impacts during public decision-making processes <i>Comments/Additional Information: None provided</i>	Low
Identified strategies for greenhouse gas mitigation efforts <i>Comments/Additional Information: None provided</i>	Low
Identified strategies for adaptation to impacts <i>Comments/Additional Information: None provided</i>	Low
Champions for climate action in local government departments <i>Comments/Additional Information: None provided</i>	Low
Political support for implementing climate change adaptation strategies <i>Comments/Additional Information: None provided</i>	Low
Financial resources devoted to climate change adaptation <i>Comments/Additional Information: None provided</i>	Low
Local authority over sectors likely to be negative impacted <i>Comments/Additional Information: None provided</i>	Low
Public Capacity	
Local residents knowledge of and understanding of climate risk <i>Comments/Additional Information: None provided</i>	Low
Local residents support of adaptation efforts <i>Comments/Additional Information: None provided</i>	Low
Local residents' capacity to adapt to climate impacts <i>Comments/Additional Information: None provided</i>	Low
Local economy current capacity to adapt to climate impacts <i>Comments/Additional Information: None provided</i>	Low
Local ecosystems capacity to adapt to climate impacts <i>Comments/Additional Information: None provided</i>	Low

- a. High = The capacity exists and is in use; Medium = The capacity may exist, but is not used or could use some improvement; Low = Capacity does not exist or could use substantial improvement; Unsure = Not enough information is known to assign a rating.

26.4 INTEGRATION WITH OTHER PLANNING INITIATIVES

The information on hazards, risk, vulnerability and mitigation contained in this hazard mitigation plan is based on the best available data. Plan integration is the incorporation of this information into other relevant planning mechanisms, such as general planning and capital facilities planning. It includes the integration of natural hazard information and mitigation policies, principles and actions into local planning mechanisms and vice versa. Additionally, plan integration is achieved through the involvement of key staff and community officials in collaboratively planning for hazard mitigation.

26.4.1 Existing Integration

In the performance period since adoption of the previous hazard mitigation plan, Eastern Contra Costa Transit Authority-Tri Delta Transit made progress on integrating hazard mitigation goals, objectives and actions into other planning initiatives. The following plans and programs currently integrate components of the hazard mitigation strategy:

- **Annual Hazard Assessment Checklist**—This checklist brings to the attention of management any potential safety hazards in the workplace that need to be addressed. This allows ECCTA to set budget goals in ECCTA's Capital Improvement Plan needed to mitigate future damage and/or prevent future damage caused from a hazardous event.
- **Emergency Operations Center Plan**—Has established policies and procedures for ECCTA to assist, respond and recover from a hazardous event.
- **Emergency Contingency Plan**—Allows ECCTA to plan mitigation strategies before and after a disaster.

Resources listed in Section 0 were used to provide information on hazard events and local capabilities within the jurisdiction.

26.4.2 Opportunities for Future Integration

As this hazard mitigation plan is implemented, Eastern Contra Costa Transit Authority-Tri Delta Transit will use information from the plan as the best available science and data on natural hazards. The capability assessment presented in this annex identifies codes, plans and programs that provide opportunities for integration. The area-wide and local action plans developed for this hazard mitigation plan include actions related to plan integration, and progress on these actions will be reported through the progress reporting process described in Volume 1. New opportunities for integration also will be identified as part of the annual progress report. The capability assessment identified the following plans and programs that do not currently integrate goals or recommendations of the hazard mitigation plan but provide opportunities to do so in the future:

- **Safety & Security Plan**—Identifies current safety and security vulnerabilities and is used as a means to prioritize mitigation projects.
- **Facility Maintenance Plan**—Gives ECCTA a current view of the state of repair of its facility in order to plan and budget for future capital improvements to mitigate current damage and to address possible future damage.
- **Continuity of Operations Plan (COOP)**—ECCTA does not have a completed COOP for post disaster recovery and intends to develop one as a mitigation planning action over the next three (3) years.

26.5 JURISDICTION-SPECIFIC NATURAL HAZARD EVENT HISTORY

There have been no past incidents or disasters that have disrupted transportation services for the Eastern Contra Costa Transit Authority. Other hazard events that broadly affected the entire planning area, including the Eastern Contra Costa Transit Authority, are listed in the risk assessments in Volume 1 of this hazard mitigation plan.

26.6 JURISDICTION-SPECIFIC VULNERABILITIES

Volume 1 of this hazard mitigation plan provides complete risk assessments for each identified hazard of concern. Noted vulnerabilities within the district include the following:

- ECCTA owns and operates 100 buses and support vehicles. These vehicles may become damaged or destroyed in an event. If this occurs, they must be replaced in order to continue providing service to passengers. Roadway damage in the service area causing interruption of service
- The equipment and supplies located in ECCTA's main building located on Wilbur Avenue is valued at approximately \$780,000 and may become damaged or destroyed in an event.
- During an event it is anticipated that transit agencies located closer to the major fault lines most likely to rupture, specifically BART, will require ECCTA's assistance to transport passengers in and out of their service area to ECCTA's service area where approximately 10,000 BART daily passengers live. Costs associated to providing this service at ECCTA's current operating costs per hour could impact the ability to restore regular service to passengers if costs are not reimbursed in a timely manner.
- Kregor Peak in Clayton California is where ECCTA's main radio tower is located. This area is in an active earthquake area and there is concern ECCTA will lose all bus radio communications in a large earthquake disaster.

26.7 HAZARD RISK RANKING

Table 26-6 presents a local ranking for the Eastern Contra Costa Transit Authority-Tri Delta Transit of all hazards of concern for which Volume 1 of this hazard mitigation plan provides complete risk assessments. This ranking summarizes how hazards vary for this jurisdiction. As described in detail in Volume 1, the ranking process involves an assessment of the likelihood of occurrence for each hazard, along with its potential impacts on people, property and the economy.

Rank	Hazard Type	Risk Rating Score (Probability x Impact)	Category
1	Earthquake	54	High
2	Severe weather	30	Medium
3	Dam and levee failure	12	Low
3	Flood	12	Low
3	Landslide	12	Low
3	Wildfire	12	Low
4	Drought	0	None
4	Sea level rise	0	None
4	Tsunami	0	None

26.8 STATUS OF PREVIOUS PLAN ACTIONS

Table 26-7 summarizes the actions that were recommended in the previous version of the hazard mitigation plan and their implementation status at the time this update was prepared.

Table 26-7. Status of Previous Plan Actions				
Action Item	Completed	Removed; No Longer Feasible	Carried Over to Plan Update	
			Check if Yes	Enter Action #
1— Shelving, computer systems, filing cabinets, etc. identified in ECCTA's critical facilities will be anchored <i>Comment: Partially completed- shelving in parts room has been secured and most filing cabinets and bookcases in the Administration Department have been complete.</i>			X	ECCTA-7
2— Improve/Update SEMS and NIMS plans <i>Comment: A big part of this is completed. ECCTA's Emergency Operations Plan was completely revised and meets and/or exceeds SEMS and NIMS standardization of forms and planning materials. Some training has been done but not completely finished. Still need to have an EOC exercise to practice SEMS and NIMS teachings.</i>			X	ECCTA-3
3— Install Hardened Communication Systems in ECCTA's EOC <i>Comment: Mostly accomplished. A new satellite phone was purchased and cell phone and internet power boosters have been installed. However, the next step is to have tablets for use in the EOC.</i>			X	ECCTA-4
4— Update ECCTA's Emergency Operations Plan <i>Comment: Completed 2016.</i>	X			

26.9 HAZARD MITIGATION ACTION PLAN AND EVALUATION OF RECOMMENDED ACTIONS

Table 26-8 lists the actions that make up the Eastern Contra Costa Transit Authority-Tri Delta Transit hazard mitigation action plan. Table 26-9 identifies the priority for each action. Table 26-10 summarizes the mitigation actions by hazard of concern and mitigation type.

26.10 FUTURE NEEDS TO BETTER UNDERSTAND RISK/VULNERABILITY

ECCTA will need to hire a consultant to perform a threat/risk assessment of ECCTA's facility. Numerous building improvements and equipment additions to ECCTA's facility have been made recently and a threat/risk assessment should be made to determine the risk to the facility and employees in the event of a disaster.

Table 26-8: Hazard Mitigation Action Plan Matrix

Applies to new or existing assets	Hazards Mitigated	Objectives Met	Responsible Agency ^a	Estimated Cost	Sources of Funding	Timeline
ECCTA-1 —Where appropriate, support retrofitting or relocation of structures in high hazard areas, prioritizing structures that have experienced repetitive losses.						
Existing	All Hazards	1, 4, 7, 9, 12, 14, 15, 17	ECCTA Chief Operating Officer	High	HMGP, PDM, FMA	Short-term
ECCTA-2 —Actively participate in the plan maintenance protocols outlined in Volume 1 of this hazard mitigation plan.						
New and Existing	All Hazards	3, 8, 16	ECCTA Director Administrative Services	Low	Staff Time, General Funds	Short-term
ECCTA-3 —Improve SEMS and NIMS plans and integrate information from the update to the hazard mitigation plan, as appropriate.						
N/A	All Hazards	2, 13	ECCTA Director Administrative Services	Low	Staff Time, General Funds	Short-term
ECCTA-4 —Install hardware in EOC						
Existing	All Hazards	2, 13	ECCTA Director/Administrative Services and IT Consultant	High	General Funds, IT Support, possible FEMA/DHS grants	Long-term
ECCTA-5 —Mobile EOC- will need to retrofit a bus with communication equipment in case radio tower is destroyed.						
Existing	All Hazards	1, 2, 13	ECCTA Director Administrative Services and IT Consultant	High	General Funds, Staff Time, HMGP, possible FEMA/DHS grants	Long-term
ECCTA-6 —Complete a Continuity of Operations Plan						
Existing	All Hazards	2, 13	ECCTA Director of Administrative Services with all other management staff participating in the planning	Medium	General Funds, Staff Time possible, FEMA/DHS grants	Long-term
ECCTA-7 —Continue to anchor shelving, computer systems, filing cabinets in ECCTA's critical facilities						
New	Earthquake	1, 2, 13, 15	ECCTA Director of Maintenance	Low	General Funds, Staff Time	Short-term

a. Where multiple responsible agencies are listed, an asterisk (*) identifies the lead agency.

Table 26-9: Mitigation Action Priority

Action #	# of Objectives Met	Benefits	Costs	Do Benefits Equal or Exceed Costs?	Is Project Grant-Eligible?	Can Project Be Funded Under Existing Programs/Budgets?	Implementation Priority ^a	Grant Pursuit Priority ^a
ECCTA-1	8	High	High	Yes	Yes	No	Medium	High
ECCTA-2	3	Low	Low	Yes	No	Yes	High	Low
ECCTA-3	2	High	Medium	Yes	No	Yes	High	Low
ECCTA-4	2	High	High	Yes	Yes	No	Medium	Medium
ECCTA-5	3	High	High	Yes	Yes	No	Medium	High
ECCTA-6	2	High	High	Yes	Yes	No	Medium	High
ECCTA-7	4	High	Low	Yes	No	Yes	High	Low

a. See the introduction to this volume for explanation of priorities.

Table 26-10: Analysis of Mitigation Actions

Hazard Type	Action Addressing Hazard, by Mitigation Type ^a							
	Prevention	Property Protection	Public Education and Awareness	Natural Resource Protection	Emergency Services	Structural Projects	Climate Resilient	Community Capacity Building
All hazards		ECCTA-1			ECCTA-3, 4, 5, 6			ECCTA-2, 3, 6
Dam and Levee failure		ECCTA-7			ECCTA-7			
Drought								
Earthquake								
Flood								
Landslide								
Severe weather								
Tsunami								
Wildfire								

a. See the introduction to this volume for explanation of mitigation types.

26.11 REVIEW AND INCORPORATION OF RESOURCES FOR THIS ANNEX

The following technical reports, plans, and regulatory mechanisms were reviewed to provide information for this annex.

- 2010 Local Hazard Mitigation Plan**—Accepted/approved by FEMA on March 24, 2011. This plan was used as ECCTA’s guideline for completing this plan to ensure follow through with the recommendations made in the 2010 plan to help mitigate ECCTA’s vulnerabilities in the event of a natural disaster. The 2010 Plan was also used to ensure ECCTA will comply with plans for what was forecasted for future projects/issues.
- Emergency Operations Plan**—After the BART fire in Oakland had shut-down their service, ECCTA realized it needed to update its Emergency Operations Plan. While that event did not disrupt ECCTA’s service it did require ECCTA’s Operations Department to provide more service, more quickly for ECCTA passengers riding to and from the Pittsburg BART Station. MTC funded a consultant to completely revise ECCTA’s Emergency Operations Plan in 2016. This revision included tactics and measures for ECCTA to follow in responding to an event and perform mitigation strategies for future “like” events as well as for all hazards..
- Facility Maintenance Plan**—Referred to current use of maintenance performed on/at facility to mitigate future wear and tear. This plan was updated to reflect the mitigation strategies performed (bolting shelving areas) as outlined in the 2010 Local Hazard Mitigation Plan. This plan now reflects the mitigation work performed as well as a maintenance schedule to ensure the work is properly maintained.
- Hazard Assessment Checklist**—Every year this checklist is performed for all job positions. Mitigates any possible restrictions to performing job duties safely and also mitigates any problems with shop/facility equipment. This checklist was updated describing the parameters used for mitigation functions described in the 2010 Local Hazard Mitigation Plan.
- Emergency Contingency Plan**—This plan is regularly updated to assist staff in mitigating any future environmental problems as well as how to mitigate a spill and clean-up procedures. This plan was updated using the new checklists added to ECCTA’s 2016 Emergency Operation Plan. These checklists

have specific work to be performed in order to respond, recover and mitigate from an environmental/chemical event.

- **Hazard Communication Plan**—Helps to identify hazards in the workplace and has a training plan to mitigate environmental disasters from and/or after they happen. Using the updates to BCCTA's 2016 Emergency Operations Plan, this plan updated it's identification of hazards and updated it's training plan to respond, recover and mitigate hazards in the workplace.
- **Hazard Mitigation Plan Annex Development Tool-kit**—The tool-kit was used to support the development of this annex including past hazard events, noted vulnerabilities, risk ranking and action development.

TAB 5

Agenda Item 7c


ACTION ITEM: 2018 Summer Youth Pass

Board of Directors Meeting

Wednesday February 28, 2018

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

Staff Report to ECCTA Board of Directors

Meeting Date: February 28, 2018
Agenda Item: 2018 Summer Youth Pass – Agenda Item 7c
Lead Staff: Mike Furnary, Director of Marketing
Approved: Jeanne Krieg, Chief Executive Officer 

Background

Unlimited-ride Tri Delta Transit summer youth passes have been sold every summer since 2008. In 2014, to unify the summer youth pass into a county-wide program, Tri Delta Transit's staff worked with Contra Costa 511, WestCat, and County Connection. While County Connection opted to not participate, WestCat agreed to join with Tri Delta Transit to offer an unlimited-ride summer youth pass to passengers 5-17 for \$50 in 2014, 2015, 2016, and 2017. Approximately 300 passes have been sold each year.

Proposal

The successful program is being proposed for both systems in 2018. The passes will be valid June 1 through August 31.

Negotiations are underway with Contra Costa 511. It is anticipated that they will, once again, participate in the program and agree to subsidize the cost of each pass sold by Tri Delta Transit and by WestCAT. The level of that subsidy for 2017 was \$10 per pass so Tri Delta Transit received \$60 for each pass sold.

Requested Action

Authorize staff to market an unlimited-ride 2018 summer pass to passengers aged 5-17 for \$50.

TAB 6

Agenda Item 7d
ACTION ITEM: 2018 Title VI Program


Resolution 180228c

Board of Directors Meeting

Wednesday February 28, 2018

ECCTA Boardroom
801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: February 28, 2018
Agenda Item: 2018 Title VI Program – Agenda Item 7d
Lead Staff: Joe Chappelle, Executive Assistant
Approved: Jeanne Krieg, Chief Executive Officer 

Background

Title VI of the Civil Rights Act of 1964 and its amendments requires that no person in the United States shall, on the grounds of race, color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Executive Order 12898 addresses environmental justice in minority and low-income populations, while Executive Order 13166 addresses services to those individuals with Limited English Proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Executive Orders and statutes all fall under the umbrella of Title VI.

Tri Delta Transit's Requirements

As an agency receiving federal financial assistance, the Federal Transit Administration (FTA) requires ECCTA to update and submit a Title VI Program every three years, in accordance to the criteria outlined in the FTA's Circular 4702.1B, in order to show that it is in compliance with Title VI of the Civil Rights Act of 1964. The last Title VI Program was adopted by the ECCTA Board of Directors on April 22, 2015 and is currently due to be updated.

Requested Action

Adopt Resolution #180228c, adopting ECCTA's 2018 Title VI Program.

ATTACHED:

1. ECCTA 2018 Title VI Program. Appendix A (Tri Delta System Redesign Service Change Report) and Appendix B (Title VI Fare Equity Analysis) will be available during the board meeting. If you would like a copy prior to the meeting, please inform staff.



TRI DELTA TRANSIT

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

RESOLUTION #180228c 2018 TITLE VI PROGRAM

Resolution #180228c adopts ECCTA's 2018 Title VI Program, in compliance with FTA Circular 4702.1B.

WHEREAS, the Federal Transit Administration (FTA) requires ECCTA to conform to Title VI of the Civil Rights Act of 1964, its amendments, and related statutes and Executive Orders, including Environmental Justice and Limited English Proficiency; and

WHEREAS, ECCTA is required to submit a Title VI program every three years in accordance to, and in compliance with, FTA Circular 4702.1B; and

WHEREAS, ECCTA's last Title VI program was submitted in 2015;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #180228c adopting ECCTA's 2018 Title VI Program.

PASSED AND ADOPTED THIS 28th day of February 2018, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Monica Wilson, Chair

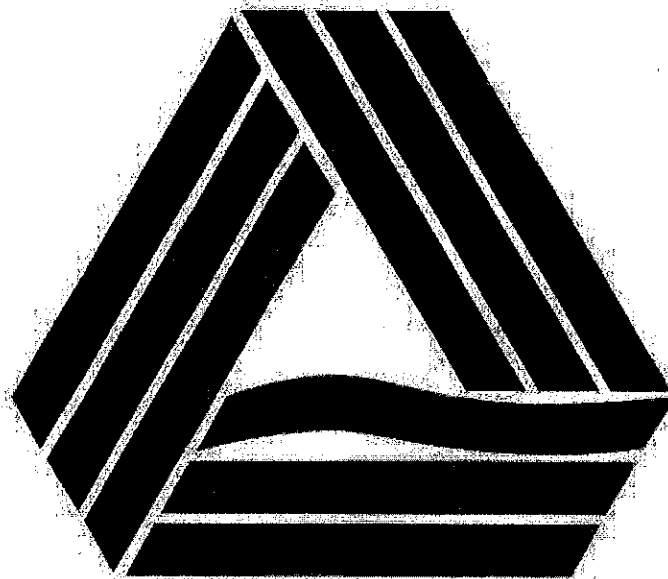
Jeanne Krieg, Chief Executive Officer

AYES: _____
NOES: _____
ABSENT: _____
ABSTENTIONS: _____

Eastern Contra Costa Transit Authority

Title VI Program

Adopted February 2018



TRI DELTA TRANSIT

Introduction

Eastern Contra Costa Transit Authority's (ECCTA) Title VI program provides policy, procedure, and data analysis to comply with guidelines issued by the Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT) to implement Title VI of the 1964 Civil Rights Act. The intent of Title VI is to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.

Since 1972, the FTA has required applicants for, and recipients of, Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA has the responsibility to ensure that federally supported transit services are distributed in a manner consistent with Title VI, including Environmental Justice and access for individuals who have Limited English Proficiency (LEP). This program conforms to the FTA Title VI Circular 4702.1B, effective October 2012.

As a recipient of Federal financial assistance, ECCTA's Title VI Program contains information on the following topics, as per Appendix A of Circular 4702.1B:

General Requirements (All transit providers)

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures and Form
- List of Title VI Investigations, Complaints, and Lawsuits
- Public Participation Plan, as well as outreach efforts made since the last Program submission
- Language Assistance Plan
- Board Resolution

Additional Requirements (transit providers with 50 or more fixed route vehicles)

- Service Standards and Policies
- Demographic and Service Profile
- Demographic Ridership and Travel Patterns
- Monitoring Program Results
- Public Engagement for Policy Development
- Service or Fare Equity Analyses

Title VI Notice to the Public

Title VI Statement of Policy

Eastern Contra Costa Transit Authority (ECCTA), a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, shall, on the grounds of race, color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with Limited English Proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Presidential Executive Orders and related statutes fall under the umbrella of Title VI.

ECCTA is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with ECCTA or affected by its programs. ECCTA's commitment includes vigorously enforcing all applicable laws and regulations that affect ECCTA and those organizations, both public and private, which participate and benefit through ECCTA's programs.

ECCTA will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in ECCTA's programs are given an equal and equitable chance to participate.

ECCTA's subrecipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities, and services.

ECCTA's Office of Civil Rights is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act. Any person(s) or firm(s) who feel that they have been discriminated against is encouraged to report such violations to the ECCTA's Office of Civil Rights:

Office of Civil Rights
Eastern Contra Costa Transit Authority
801 Wilbur Avenue
Antioch, CA 94509
(925) 754-6622
(925) 757-2530 (fax)
CivilRights@eccta.org

Título VI declaración de política

Eastern Contra Costa Transit Authority (ECCTA), un receptor de fondos federales, es necesaria por la Administración Federal de tránsito (FTA) de conformidad con el título VI de la ley de derechos civiles de 1964 y sus modificaciones. Título VI de la ley de derechos civiles de 1964 requiere que ninguna persona en los Estados Unidos, deberán ser excluidos por motivos de raza, color u origen nacional, de, ser negado los beneficios de o ser objeto de discriminación, bajo cualquier programa o actividad recibiendo asistencia financiera federal. Presidencial orden ejecutiva 12898 direcciones de justicia ambiental en minoría y poblaciones de bajos ingresos. 13166 orden ejecutiva presidencial enfrenta servicios a aquellas personas con dominio limitado del inglés. Los derechos de las mujeres, los ancianos y los discapacitados están protegidos bajo los estatutos relacionados. Estos decretos presidenciales y los estatutos relacionados caen bajo el paraguas del título VI.

ECCTA se compromete a hacer cumplir las disposiciones del título VI y la protección de los programas. El compromiso de ECCTA incluye aplicar vigorosamente todas las leyes y regulaciones que afectan a ECCTA y las organizaciones, públicas y privadas, que participen y se beneficien a través de programas de ECCTA.

ECCTA tomará medidas afirmativas positivas y realistas para garantizar que todas las personas o empresas que deseen participar en los programas de ECCTA tengan una oportunidad igual y equitativa para participar.

Sub-receptores de ECCTA y los contratistas están obligados a impedir la discriminación y garantizar la no discriminación en todos sus programas, actividades, y servicios.

Oficina de los derechos civiles de ECCTA es responsable de proporcionar liderazgo, dirección y política para asegurar el cumplimiento con el título VI de la ley de derechos civiles de 1964. Cualquier persona o insolvencia que siente que ha sido discriminados es anima a reporter violaciones a la oficina de derechos civiles de la ECCTA:

Oficina de derechos civiles
Eastern Contra Costa Transit Authority
801 Wilbur Avenue
Antioch, CA 94509
925-754-6622
925-757-2530 (fax)
CivilRights@eccta.org

List of Notice Placement

ECCTA currently has its Title VI Notice placed at the following locations:

- On each of its Fixed Route and Paratransit buses
- On its website, located by following this link: http://trideltatransit.com/title_VI.aspx

Title VI Complaint Procedures and Form

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the U.S. Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States shall, on the grounds of race, color or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Eastern Contra Costa Transit Authority's Office of Civil Rights. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

Complainants have the right to complain directly to the appropriate federal agency, however they must do so within one-hundred eighty (180) calendar days of the last alleged incident.

2. The complainant may download the complaint form from our website (www.trideltatransit.com) or request the complaint form from the Office of Civil Rights (OCR). The complainant may also submit a written statement that contains all of the information identified in Section 3 (a) through (f).
3. The complaint will include the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint i.e., race, color, national origin, sex, elderly or disabled.
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.
 - e. Names, addresses, and telephone numbers of persons who may have knowledge of the event.
 - f. Other agencies or courts where complaint may have been filed and a contact name.
 - g. Complainant's signature and date.
 - h. If the complainant is unable to write a complaint, OCR staff will assist the complainant. If requested by complainant, OCR will provide a language or sign interpreter.

- i. The complaint may be sent or faxed to the following address:

Office of Civil Rights
Eastern Contra Costa Transit Authority
801 Wilbur Avenue
Antioch, CA 94509
(925) 754-6622
(925) 757-2530 (fax)

Or emailed to CivilRights@eccta.org

4. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.
6. OCR will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings, and recommendations for disposition.
7. The Department Manager of OCR will review the report. A closing letter and exit interview will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the Department Manager of OCR. If neither party responds, the complaint will be closed.
8. The investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant, and the respondent.
9. OCR will advise complainants of their appeal rights to the appropriate federal agency.

**Eastern Contra Costa Transit Authority
Title VI Complaint Form**

Title VI of the Civil Rights Act of 1946 states, "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income and persons of Limited English Proficiency (LEP).

Please provide the following information in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

Eastern Contra Costa Transit Authority
801 Wilbur Avenue
Antioch, CA 94509

Alternatively, it can be faxed to (925) 757-2530 or emailed to CivilRights@eccta.org.

Complainant's Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No.: (Home): _____ (Business): _____

Person discriminated against (if other than complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

What was the discrimination based on? (Check all that apply):

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Race/Color | <input type="checkbox"/> Sex |
| <input type="checkbox"/> National Origin | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Low Income | <input type="checkbox"/> Age |
| <input type="checkbox"/> Limited English Proficiency | |

Date of incident resulting in discrimination: _____

Describe the discrimination in as much detail as possible. What happened and who was responsible? For additional space, attach additional sheets of paper or use the back of this form.

**Eastern Contra Costa Transit Authority
Title VI Complaint Form (Continued)**

Did you file this complaint with another federal, state, or local agency, or with a federal or state court?
(Check appropriate space) _____ Yes _____ No

If the answer is yes, check each agency that your complaint was filed with:

Federal Agency _____ Federal Court _____ State Agency _____

State Court _____ Local Agency _____ Other _____

Provide the contact person information for the agency (or agencies) you filed the complaint with:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Date Filed: _____

Sign the complaint in the space below. Attach any documents you believe support your complaint.

(Signature)

(Date)

Título VI denuncia procedimientos

Este documento describe los procedimientos de queja de título VI relacionados con la prestación de programas, servicios y beneficios. No niega al querellante el derecho a presentar una denuncia formal con el Departamento de transporte de California, el Secretario del Departamento de transporte, Comisión igualdad de oportunidad de empleo (EEOC), la Administración Federal de carreteras (FHWA), la Administración Federal de tránsito (FTA), o a buscar a Consejo privado para quejas por discriminación, intimidación o represalias de ningún tipo que está prohibido por ley.

Título VI de la ley de derechos civiles de 1964 requiere que ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, excluirán de, ser negada los beneficios de o ser objeto de discriminación bajo cualquier programa o actividad recibiendo asistencia financiera federal.

1. Cualquier persona que cree que han sido sometidos a discriminación puede presentar una queja por escrito con Eastern Contra Costa Transit Authority oficina de derechos civiles. Ley Federal y estatal requiere quejas presentarse dentro – ciento ochenta 180 días calendario después del último presunto incidente.
2. El demandante podrá descargar la queja forma aquí www.trideltatransit/pdf/title_VI_complaint_form.pdf o solicitar el formulario de quejas de la oficina de derechos civiles (OCR). El demandante también puede presentar una declaración escrita que contiene toda la información identificada en la sección 3 (a) – (f).
3. La denuncia incluirá la siguiente información:
 - a. Nombre, dirección y número telefónico del denunciante.
 - b. El fundamento de la queja, es decir, raza, color, origen nacional, sexo, ancianos o discapacitados.
 - c. La fecha o fechas en que ocurrieron el presunto evento discriminatoria o eventos.
 - d. La naturaleza del incidente que llevó al demandante a sentir la discriminación fue un factor.
 - e. Nombres, direcciones y números telefónicos de personas que pudieran tener conocimiento del evento.
 - f. Otros organismos o tribunales donde denuncia ha sido presentada y un nombre de contacto.
 - g. Fecha y firma del denunciante.
 - h. Si el denunciante es incapaz de escribir una queja, OCR personal ayudará al demandante. Si se solicita por parte querellante, OCR proveerá un intérprete de lenguaje o signo.

- i. La queja puede ser enviada o por fax a la siguiente dirección:

Oficina de derechos civiles
Eastern Contra Costa Transit Authority
801 Wilbur Avenue
Antioch, CA 94509
925-754-6622
925-757-2530 (fax)

La queja puede ser enviada por correo electrónico: CivilRights@eccta.org

4. Querellantes tienen el derecho a reclamar directamente a la agencia federal apropiada sin embargo, deberán hacerlo dentro – ciento ochenta 180 días calendario después del último presunto incidente.
5. OCR comenzará una investigación dentro de quince 15 días de la recepción de una queja. OCR contactará al demandante por escrito no más tarde de treinta 30 días laborables después del recibo de la queja para obtener información adicional, si es necesario para investigar la denuncia. Si el demandante no proporciona la información solicitada en forma oportuna, OCR puede cerrar administrativamente la queja.
6. OCR completará la investigación dentro de los noventa 90 días de la recepción de la queja. Se preparará un informe de investigación escrito por el investigador. El informe deberá incluir una breve descripción del incidente, conclusiones y recomendaciones para la disposición.
7. El Gerente de Departamento de OCR revisará el informe. Una carta de cierre y salida entrevista voluntaria proporcionarse al demandante. El demandado también recibirá una copia de la carta de cierre. Cada uno tendrá cinco 5 días hábiles desde la recepción del informe para responder. Si cualquiera de las partes responde negativamente o tiene información adicional para proveer, organizarán una reunión informal por el Gerente de Departamento de OCR. Si ninguna de las partes responde, la queja será cerrada. El reporte de investigación con recomendaciones y acciones correctivas tomadas será remitido a la agencia federal apropiada, el demandante y el demandado.
8. OCR asesorará a los denunciantes de sus derechos de apelación a la agencia federal apropiada.

Eastern Contra Costa Transit Authority
Título VI Formulario de Queja

Título VI de la Ley de Derechos Civiles de 1964 declara, "Ninguna persona en los Estados Unidos será objeto de discriminación por razones de raza, color, el origen de nacionalidad, sea excluido de la participación, negarle los beneficios de, o ser sujeto a discriminación bajo ningún programa o actividad que recibe asistencia financiera federal." Dos Ordenes Ejecutivas extienden la protección del Título VI a la justicia ambiental, la cual también protegé a personas de bajos ingresos y personas con conocimientos limitados de Inglés.

Favor de proveer la siguiente información a fin de procesar su queja. Hay asistencia disponible en caso de ser necesario. Complete éste formulario y envíelo o entrégelo personalmente en la oficina de:

Eastern Contra Costa Transit Authority
801 Wilbur Avenue
Antioch, CA 94509

Tabién tiene la alternative de mandarlo for Fax (925) 757-2530 o bién, por correo electrónico a CivilRights@eccta.org.

Nombre del Demandante: _____

Dirección: _____

Ciudad: _____ Estado: _____ Zona Postal: _____

Número Telefónico (Casa): _____ (Trabajo): _____

Persona discriminada (si es diferente del demandante)

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Zona Postal: _____

Razón por la cual fué discriminado? (Marque todas las que apliquen):

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Raza/Color | <input type="checkbox"/> Sexo |
| <input type="checkbox"/> Origen de Nacionalidad | <input type="checkbox"/> Discapacidad |
| <input type="checkbox"/> Bajos Ingresos | <input type="checkbox"/> Años |
| <input type="checkbox"/> Conocimiento Limitado de Inglés | |

Fecha del incidente de discriminación: _____

Describa la discriminación con el mayor detalle posible. Que pasó y quién fué responsable? Para espacio adicional, adjunte ojas adicionales de papel o sino, escriba al reverse de éste formulario.

Eastern Contra Costa Transit Authority
Título VI Formulario de Queja (Seguido)

Presentó usted ésta queja ante otra agencia federal, estatal, o local, o ante alguna corte federal o estatal? (Marque el espacio correspondiente) _____ Si _____ No

Si la respuesta es sí, marque cada agencia con la que se presentó su reclamo:

Agencia Federal _____ Corte Federal _____ Agencia Estatal _____

Corte Estatal _____ Agencia Local _____ Otra _____

Favor de proveer información de la persona de la agencia (o agencias) donde presentó su queja:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Zona Postal: _____

Fecha de la denuncia: _____

Firme la denuncia en el espacio de abajo. Adjute cualquier document que usted considere importante para su queja.

(Firma)

(Fecha)

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

ECCTA has had no Title VI investigations, complaints, or lawsuits since its last Title VI submission in 2015.

Public Participation Plan

The purpose of ECCTA's Public Participation Plan is multi-faceted. It seeks to:

- Inform the public about transportation issues and the planning process.
- Establish the process whereby the public can express concerns, desires, and values.
- Reach a wide range of residents and increase the participation of under-represented populations.
- Ensure ECCTA's programs and activities reflect community values.
- Improve service based on public input.

To accomplish these goals, ECCTA employs numerous outreach tools. These include:

- 1.) Radio, Television, and Newspaper:
Publicizing public participation opportunities and outreach information through newspapers that serve English, Spanish, and other language specific audiences can help spread the word about these events.
- 2.) Web Resources:
ECCTA posts notices and announcements on the agency's website and can send information via email to customers over an email notification system. Due to the popularity, and ease of use, social media is also utilized to make use of its quick and widespread reach.
- 3.) On-Board Resources:
Riders and community members can also access information about public participation methods or service through plans at BART stations, libraries, senior centers, colleges, work programs, and dialysis centers. There are also printed materials available on buses and schedule distribution locations which convey information about any service, fare, or other planning efforts.
- 4.) Customer Service:
The public can call into the call center to receive information about our agency, as well as give comments and input. The customer service center number is always provided on ECCTA materials. Staff at the call center have access to telephone translation services covering the full range of languages. Any customers who are on hold on any ECCTA phone are exposed to a "talk on hold" feature, which informs callers about planning and other changes that require community input.
- 5.) Print Materials:
In addition to on-board printed information, ECCTA publicizes public participation and outreach information via print materials, such as newsletters, flyers, and other direct mail materials. Critical information that appears on these materials are translated into languages identified as spoken or written by a target population. If all information cannot be translated, notices describe where to obtain the translated information.
- 6.) Surveys:
ECCTA currently conducts a statistically-valid on-board survey of passengers every five years, with issue-specific surveys being used under appropriate circumstances. Surveys include

adequate and appropriate translations and can be conducted either in-person, over-the-telephone, online, or a combination of the three.

7.) Interviews:

In certain contexts, staff will interview specific stakeholders to collect information or gain insight on their prospective.

8.) Community Based Organizations:

Community Based Organizations (CBOs) play an important role in public participation. ECCTA works with a variety of CBOs, including ethnic centers, churches and faith-based organizations, geographic-specific organizations such as tenant associations, neighborhood and community groups, civic groups, business organizations, education facilities, service providers for youth, families, disabled individuals, recreation facilities, senior organizations, and many others. Staff works closely with the CBOs to conduct outreach. Below is a list of some of the CBOs ECCTA works with:

Organization	Address	City	Title VI/Environmental Justice Group
La Clinica	215 Pacific Avenue	Bay Point	Low income, minority
Antioch Senior Center	415 W. 2 nd Street	Antioch	Low income, minority
Brentwood Senior Center	193 Griffith Lane	Brentwood	Low income
Alive	625 W. 4 th Street	Antioch	Low income, disabled, minority
Commercial Support	2505 W. 10 th Street	Antioch	Low income, minority
Bedford Center	1811 C Street	Antioch	Low income, minority
Contra Costa ARC	3640 Lone Tree Way	Antioch	Low income, minority
Spanish Mom's	2929 Loveridge Road	Pittsburg	Low income, minority
Villa Serena	101 Leland Road	Pittsburg	Low income, minority
English Learning Advisory Committee	2929 Loveridge Road	Pittsburg	Low income, minority

9.) Public Meetings:

Public meetings allow ECCTA to give and receive information to a broad segment of the community. Such meetings are widely advertised and open to all community members and can range from open houses to public hearings.

a. Public Hearings:

A public hearing must be held whenever a major service change will be enacted. Notices shall be posted in the newspaper and all other sources of information at least twenty-one (21) days prior to the hearing. All notices shall include a description of the matter(s) to be considered. The notices shall also state where and when the hearings shall take place, as well as options to view the information for the public that cannot attend the hearing.

Should a specific group(s) or neighborhood(s) be impacted by a proposed change, ECCTA shall use their best efforts to publish information targeting the impacted group(s) or neighborhood(s), including options such as drop mailings, notice in a group or neighborhood specific newspaper, or bill drops.

At a public hearing, ECCTA shall afford any interested party the opportunity to present statements, both written and oral. Limitations may be established on the length of the presentation in order for all community members to be heard. The hearing shall be conducted according to the technical rules of evidence. Such hearings shall be conducted by the staff and reordered in its entirety. Announcements will be made regarding the location, date and time in which the final decision will be made before the conclusion of the public hearing.

Summary of Outreach

Since its last Title VI submission, ECCTA has planned for a system redesign that will be enacted following the opening of the Pittsburg City Center and Antioch eBART stations, currently planned for May 2018. CDM Smith, a consultant firm based in Walnut Creek, CA, was hired to perform the service equity analysis and the requisite public hearings. The analysis can be found in Appendix A.

Language Assistance Plan

Per Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000)," ECCTA is federally mandated to develop and implement a Language Assistance Plan, by which Limited English Proficiency (LEP) persons can meaningfully access translations of written and oral information. As ECCTA is a FTA recipient receiving federal financial assistance, ECCTA must take reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP persons.

Four-Factor Analysis

In compliance with Circular 4702.1B guidance, ECCTA conducted a four-factor analysis to determine the specific language services that are appropriate to provide to persons within its service area.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient

To determine the number of LEP persons eligible to be served or likely to be encountered by ECCTA, ECCTA first determined what census tracts fell within its service area¹. Taking data about these census tracts from the U.S. Census Bureau's American Community Survey (ACS)², ECCTA was able to determine that the estimated total population within its service area was 283,796. Following the Census' classification, and the formal definition of LEP persons as established by the FTA, ECCTA then focused on the number of persons who, speaking any language other than English, spoke English "less than very well" within its service area. This total came to be 67,177 persons.

ECCTA then examined the language groups themselves in order to better ascertain the extent of language assistance that might be needed. Spanish LEP speakers accounted for approximately forty-four percent of the total LEP population (29,557 persons). The next two largest percentages of LEP speakers of the total LEP population were those speakers speaking Tagalog³ at approximately six percent (3,847 persons), and Chinese at approximately three percent (1,844 persons). All other language groups had less than 1,000 speakers within the census tracts in which ECCTA operates.

¹ The census tracts within ECCTA's service area are: 3010.00, 3020.05, 3020.06, 3020.07, 3020.08, 3020.09, 3020.10, 3031.02, 3031.03, 3032.01, 3032.02, 3032.03, 3032.04, 3032.05, 3040.01, 3040.02, 3040.03, 3040.04, 3040.05, 3050.00, 3060.02, 3060.03, 3060.04, 3071.01, 3071.02, 3072.01, 3072.02, 3072.04, 3072.05, 3080.01, 3080.02, 3090.00, 3100.00, 3110.00, 3120.00, 3131.01, 3131.02, 3131.03, 3132.04, 3132.05, 3132.06, 3141.02, 3141.03, 3141.04, 3142.00, 3551.07, 3551.08, 3551.09, 3551.10, 3551.11

² U.S. Census, American FactFinder, table B16001, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over"

³ For the purposes of this analysis, and following the example of the U.S. Census, "Tagalog" and "Filipino" were considered as one language under the "Tagalog" classification.

Given that the census tracts within ECCTA's service area are primarily populated, it was assumed that all of these LEP persons would be eligible to be served by, or otherwise encounter, ECCTA either via ECCTA's fixed route or Paratransit services.

Factor 2: The frequency with which LEP persons come into contact with the program

To determine the frequency these LEP populations come into contact with our services, ECCTA looked at the most recent fixed route ridership survey, which was performed in 2014, and the amount of active eligible Paratransit riders that had indicated a preferred language other than English. ECCTA focused on the aforementioned three languages (Spanish, Tagalog, and Chinese), as they would be the most likely language groups that would require language assistance.

Fixed Route

According to the ridership survey performed in 2014, weighted responses indicated that approximately 313 boardings were by LEP passengers who spoke Spanish. Nine boardings were by LEP passengers who spoke Tagalog. No responses indicated that any boardings were by LEP passengers who spoke Chinese. Out of the weighted total of 15,825 boardings, this meant that approximately two percent of those boardings were by Spanish LEP speakers (317 boardings) and less than one percent (0.06%) were by Tagalog LEP speakers (10 boardings).

Paratransit

When applying for eligibility to use ECCTA's Paratransit service, applicants are offered the option to indicate a primary language if other than English. While this does not mean that the applicant is an LEP individual, it is assumed that an LEP person would indicate their primary language on the eligibility application as other than English. This language is then noted in ECCTA's scheduling software to indicate that this person may need translation services when being contacted about a Paratransit ride.

ECCTA looked at all the active eligible user of its Paratransit services and found that 138 riders had indicated that their primary language was Spanish, that 44 riders had indicated that Tagalog was their primary language, and that seven riders had indicated that Chinese was their primary language. Of a total of 2,306 eligible riders, approximately six percent had Spanish as their primary language (138 riders), approximately two percent had Tagalog as their primary language (46 riders), and approximately 0.6% had Chinese as their primary language (14 riders).

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

Transit services operated by ECCTA continue to play a vital role in the lives of many residents of the service area. These services serve major local commercial, employment, and civic areas throughout Eastern Contra Costa County and include connections to the Bay Area Rapid Transit (BART), Central Contra Costa Transit Authority, and Western Contra Costa Transit Authority service areas that, in turn, reach most major job centers in the Bay Area. As such, for ECCTA riders, the importance of ECCTA's services are paramount.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

ECCTA currently provides resources to each LEP group while maintaining cost efficiency for taxpayers. Resources may include, but are not limited to:

- Bilingual or multi-lingual staff members.
- Professional translation services (can be implemented quickly with minimal cost).
- On-call translation services, such as LanguageLine, which can be implemented quickly.
- Ongoing input by various community organizations that regularly interact with LEP populations.
- Documents, brochures, and other media of less-essential importance shall be translated into the LEP language groups upon.
- Multi-lingual services and resources offered and utilized by ECCTA upon request.
- Information displays at community events where it is likely that significant numbers of LEP persons will attend shall be staffed by at least one person fluent in the identified languages, if feasible.
- Oral translation services shall be provided upon request.
- Pictographs shall be provided whenever possible to instruct and depict necessary information and procedures.
- Any other translation request, provided it does not create an undue financial or administrative burden.

For languages that have been identified by the Four Factor Analysis as having LEP speakers that make up ten (10) percent of the total population of its service area in Factor 1, ECCTA will implement the following, in addition to the above:

- Translation of vital documents including, but not limited to, Title VI Notice to Beneficiaries, Title VI Complaint Form, Title VI Complaint Procedures, and Paratransit applications.
- Instructional and informational rider materials and passenger notices on vehicles and brochures.
- Translated service alerts.

The availability of language assistance for LEP persons shall be posted in the following locations:

- Transit vehicles
- Transit website at <http://www.trideltatransit.com>
- Public meeting agendas created by ECCTA

Final Results

The Four-Factor Analysis performed by ECCTA identified the top three LEP language groups spoken with ECCTA's service area: Spanish, Tagalog, and Chinese.

Spanish: Approximately 29,557 persons, or 10.4%, within the population of ECCTA's service area are Spanish LEP speakers, an amount that meets the ten (10) percent threshold. As such, ECCTA will

continue to provide the language assistance as outlined above for languages that meet that system-wide threshold.

Tagalog: Tagalog LEP speakers make up approximately 1.36% of the total population within ECCTA's service area (3,847 persons). Additionally, when looking at the frequency with which Tagalog LEP speakers interact with ECCTA (0.06% for fixed route and 2% for Paratransit, for an overall total of 56 riders), ECCTA has determined that translation of vital documents and other services as outlined above are not warranted at this time. However, as the ACS is a 5-year estimate, the actual numbers may differ. Additionally, ECCTA's ridership survey was performed in 2014 and ridership statistics may have changed in the time between 2014 and now. It is possible that the next ridership survey, currently scheduled for 2019, will provide results that will change this determination and, as such, ECCTA will be monitoring the results of that survey to determine if offering translation of vital documents and other services as outlined above has become necessary.

Chinese: Chinese LEP speakers total make up less than approximately 1% of the entire service area population. Additionally, given the frequency with which Chinese LEP speakers interact with ECCTA (0% for fixed route and 0.3% for Paratransit, for an overall total of 14 riders), ECCTA has determined that additional translation services are not warranted at this time. However, as the ACS is a 5-year estimate, the actual numbers may differ. Additionally, ECCTA's ridership survey was performed in 2014 and ridership statistics may have changed in the time between 2014 and now. It is possible that the next ridership survey, currently scheduled for 2019, will provide results that will change this determination and, as such, ECCTA will be monitoring the results of that survey to determine if offering the translation of vital documents and other services has become necessary.

ECCTA will continue monitoring and evaluating the effectiveness of its LEP Plan by:

- Regularly analyzing Census data as it becomes available to monitor demographic trends regarding LEP persons.
- Engage with community organizations serving LEP populations to jointly engage in outreach efforts.
- Monitoring instances on vehicles, at the transit counter, and through the customer comment phone and email system to determine which LEP populations are most frequently interacting with transit services.
- Update the Language Assistance Plan every three years in accordance with FTA regulations.

All Language Assistance Plan changes are subject to approval by the ECCTA Board of Directors.

The Language Assistance Plan shall be made available to the public at the following locations:

- ECCTA Administration office at 801 Wilbur Avenue, Antioch, CA 94509
- Online at <http://www.trideltatransit.com>

System-wide Service Standards and Policies

Service Standards

Vehicle Headways

All established routes shall operate on a minimum headway of one hour with the following exceptions:

- Commuter service:
 - Limited stop
 - Service that is limited to peak periods
- Routes that do not meet the current productivity guidelines.
- Routes that have more than 1.5 miles between stops due to ADA bus stop accessibility standards.

Transit Amenities

The distribution of transit amenities including benches, shelters, and trash cans should be no less than 2.65 amenities per directional route mile. The exceptions are commuter service routes and routes that have more than 1.5 miles between stops.

Service Availability

75% (39) of all census tracts shall have fixed route service that operates on a minimum of one hour headways.

85% (44) of all census tracts shall have at least commuter service.

50% (26) of all census tracts shall have fixed route service that operates on a minimum of thirty minute headways during peak periods.

50% (26) of all census tracts shall have fixed route service with at least one hour headways on weekends/holidays.

Vehicle Assignments

All revenue vehicles are assigned to routes on a rotating basis. Most routes are interlined so buses assigned to a block will be used on all routes. Buses are not assigned to a particular route therefore buses are evenly distributed throughout the entire service area on a random basis. 90% of all route blocks shall include at least two different routes.

Transit Security

All revenue vehicles are equipped with video surveillance and DriveCam systems. Additionally, all are equipped with GPS and an emergency alarm notification system. ECCTA's dispatch office monitors vehicle location/status and is able to deploy local police forces to a specific location if necessary.

Public Comment on Fare Increases or Major Service Changes

ECCTA is committed to meeting the public transit needs of East County residents. To ensure this, ECCTA will provide an opportunity for a public hearing prior to making a final decision on any increase to the basic fare structure or any major service change.

A major service change is defined as any of the following:

- A 25% or greater increase or decrease in the hours of operation on any single route.
- A 25% decrease in route miles on any single route.
- A 15 minute or greater decrease in service frequency.
- Elimination of any regular days of service.

At the hearing, ECCTA will afford the opportunity for interested persons or agencies to be heard with respect to the social, economic or environmental aspects of the proposed changes. Interested parties may submit evidence or recommendations with respect to proposed changes orally or in writing.

All comments shall be fully considered by the Board of Directors in their decision making process. If comments are received that are contrary to the proposed change, an analysis of the decision shall be documented and made available for public view.

Productivity Guidelines

Established in July 2015.

Service Evaluation Standards	Red Flags ⁴	Current Level ⁵
Passenger per hour (all fixed routes)	Less than 15	15.4
Passenger per hour (established fixed route) ⁶	Less than 10	Route 200: 9.3 Route 201: 12.2 Route 300: 20.5 Route 379: 23.4 Route 380: 16.5 Route 383: 9.4 Route 385: 9.5 Route 386: 5.1 Route 387: 17.1 Route 388: 13.5 Route 389: 12.2 Route 390: 22.3 Route 391: 16.7 Route 392: 13.9 Route 393: 14.6 Route 394: 12.4 Route 395: 10.1
Passenger per hour (new fixed route) ⁷	Less than 7.0	Route 381: 10.9 ⁸
Passenger per hour (Paratransit – all routes)	Less than 1.5	2.8
Miles between Preventable Accidents (fixed route)	Less than 100,000	207,104
Miles between Preventable Accidents (Paratransit)	Less than 100,000	108,331
Miles between Road calls (fixed route)	Less than 20,000	23,897
Miles between Road calls (Paratransit)	Less than 30,000	216,672
Fare Box recovery (fixed route)	Less than 14.0%	15%
Fare Box recovery (Paratransit)	Less than 10.0%	8%
ADA Ride Refusals	Greater than 1 per month	0
Vehicle load factor (per peak period trip) ⁹	Less than 10%, more than 150%	Route 200: 48.6% Route 201: 41.7% Route 300: 106.7%

⁴ If an evaluation standard falls below this level, a plan for improvement will be developed and presented to the ECCTA Board of Directors.

⁵ All figures are from ECCTA Q1, FY 2018.

⁶ Established routes are defined as those routes that have been in operation 12 months or longer.

⁷ New routes are defined as those routes that have been in operation 11 months or shorter.

⁸ Route 381 began in at the very end of ECCTA Q1, before data could be gathered for passengers per hour. As such, this data is data from November 2017, ECCTA Q2.

⁹ These values represent the average vehicle load factor of each route. No single route had a load factor higher than the 150% threshold. The highest single route load factor was Route 300, with a single load factor of 120%.

		Route 379: 20.8% Route 380: 62.5% Route 381: 9.7% Route 383: 25.0% Route 385: 44.4% Route 386: 9.7% Route 387: 52.8% Route 388: 41.7% Route 389: 30.9% Route 390: 69.4% Route 391: 52.8% Route 392: 50.0% Route 393: 76.4% Route 394: 41.7% Route 395: 13.9%
On-time performance	Less than 90%	82.92%
Late trip (late 6 – 15 minutes)	Greater than 6%	14.10%
Early Trips (depart before scheduled time)	Greater than 1%	1.31%
Customer Complaints (fixed route)	More than .048%	.030%
Customer Complaints (Paratransit)	More than .371%	.575%
Paratransit Late trips (late 15+ minutes)	More than 7%	25%
Customer Calls received vs. recorded	Less than 10%	99.82%
Preventive Maintenance Inspections	Less than 95%	100%
Operator Uniform Infractions	More than 1 per month	0
Operating Air Conditioners in buses	More than 1 inoperable per month	1.33 ¹⁰
Lost Calls	More than 18%	0.18%
Average time for Abandoned Calls	More than 2'20"	2'18"
Lift/Ramp Availability	More than 1 per month	1 ¹¹

¹⁰ This number represents the amount of repair orders opened during ECCTA Q1, FY 2017 – 2018.

¹¹ This number represents the amount of repair orders opened during ECCTA Q1, FY 2017 – 2018.

Service Standards Monitoring

In compliance with FTA Circular 4702.1B, as a transit agency that operates 50 or more fixed route vehicles and operates within an Urbanized Area (UZA) of 200,000 or more people, ECCTA monitors the performance of its transit system as it compares to its service standards not less than every three years.

The results of that monitoring, as of the end of ECCTA's first quarter in FY 2018, are found below.

On-Time Performance (by individual route)¹²

Route	Minority Transit Route?	On-Time Performance				
200	YES	85.43%				
201	YES	88.69%				
300	YES	89.21%				
379	YES	86.96%				
380	YES	83.31%				
381	YES	94.39%				
383	YES	72.61%				
385	YES	80.52%				
386	NO	79.37%				
387	YES	84.25%				
388	YES	80.42%				
389	YES	88.19%				
390	YES	81.64%				
391	YES	77.94%				
392*	YES	82.95%				
393*	YES	85.78%				
394*	YES	75.34%				
395*	NO	88.51%				
Systemwide		82.92%				

¹² Routes marked with "*" are routes that operate only on the weekends and holidays.

Late Trip Performance (by individual route)¹³

Route	Minority Transit Route?	Late Trip Performance				
200	YES	10.77%				
201	YES	8.53%				
300	YES	8.84%				
379	YES	4.35%				
380	YES	14.08%				
381	YES	5.14%				
383	YES	24.02%				
385	YES	15.79%				
386	NO	20.24%				
387	YES	12.38%				
388	YES	16.54%				
389	YES	10.35%				
390	YES	15.30%				
391	YES	18.78%				
392*	YES	11.64%				
393*	YES	11.00%				
394*	YES	19.65%				
395*	NO	9.46%				
Systemwide		14.10%				

¹³ Routes marked with "*" are routes that operate only on the weekends and holidays.

Conclusions

Due to changing demographics and traffic patterns in the service area, ECCTA has been aware of the decline of service standards, particularly in the area of on-time performance and late trip performance, for some time. ECCTA devised solutions for these deficiencies and, in the interest of efficiency, plans to introduce them at the same time as the system redesign, which is set to coincide with the opening of the eBART station in Antioch. This opening was originally set to be in September 2017, but has since been pushed back until May 2018. Despite this setback, ECCTA still plans to wait until the opening of the eBART station in Antioch before implementing its solutions to its decline in service standards. Should more delays occur with the station opening, ECCTA will re-evaluate its implementation plans.

Disparate Impact and Disproportionate Burden Policy

The FTA Title VI Circular 4702.1B requires public transit agencies, such as ECCTA, to develop a Disparate Impact and Disproportionate Burden policy for use in the assessment of proposed major service changes or fare changes. The purpose of this policy is to help agencies define and identify any disparate impacts or disproportionate burdens that may be imposed upon populations belonging to a protected class or who would be considered low income.¹⁴ A finding of a disparate impact or disproportionate burden would indicate to ECCTA that it may need to take additional steps before implementing any major service change or fare change to avoid, minimize, or mitigate creating that disparate impact or disproportionate burden.

A **fare change** is any change, increase or decrease, to ECCTA's current fare structure.

A **major service change** is defined as any of the following:

- A 25% or greater increase or decrease in the hours of operation on any single route.
- A 25% decrease in route miles on any single route.
- A 15 minute or greater decrease in service frequency.
- Elimination of any regular days of service.

Some exceptions exist to this major service change definition:

- Standard seasonal variations in service.
- Experimental, promotional, or emergency service changes which do not last longer than six months.
- Changes to a route with productivity that is fifty (50) percent or below ECCTA's standards in a typical service day, unless service on that route is eliminated completely on any such day, with productivity being determined by the number of passengers carried per revenue hour or per trip.
- Restoration of service previously eliminated due to budget constraints, provided the service runs of the same route as it had prior to its elimination and that minor deviations do not exceed the requirements of exceptions one (1) through three (3).

In assessing disparate impact and disproportionate burden, ECCTA determines adverse impact based on a threshold that compares benefits and adverse impacts between protected and non-protected populations. In determining whether a disparate impact and/or disproportionate burden exists, ECCTA uses the following criteria:

- For service decreases, a disparate impact or disproportionate burden will be considered to exist when the protected population impacted by the service decrease is greater than ten (10) percentage points above the percentage of the protected population system-wide.

¹⁴ ECCTA defines low-income as 200% of the federal poverty level for a family of four, as determined by the U.S. Department of Health and Human Services.

- For service increases, a disparate impact or disproportionate burden will be considered to exist when the protected population impacted by the increase is less than ten (10) percentage points below the percentage of the protected population system-wide.
- For fare changes, a fare equity analysis will be performed, comparing the percent change in average fare by fare media for protected and non-protected riders. Should the difference between the protected and non-protected riders be greater than ten (10) percent, a disparate impact or disproportionate burden will be considered to exist.

The following is an example of ECCTA’s disparate impact or disproportionate burden analysis:

In this example 71.6 percent of the population that would be impacted by two service decreases are classified as minority, while 37.3 percent of the population are classified as low-income. The system-wide average of minority populations is 68.2 percent, while the system-wide average of low-income populations is 31.8 percent.

	Average Riders	Percent Minority	Average Minority Riders
Line A (route eliminated)	800	70.0%	560
Line B (frequency reduced)	950	73.0%	694
Total	1,750	71.6%	1,254
		Percent Low-Income	Average Low-Income Riders
		40%	320
		35%	333
		37.3%	653
System-wide Average		68.2%	31.8%
Difference		3.4%	5.5%
Greater than 10%?		NO	NO

In this example, no disparate impact or disproportionate burden is considered to exist, as neither of the differences between the system-wide percentages and the protected class percentages equals more than ten (10) percent.

If a disparate impact and/or a disproportionate burden are found when considering a fare change or a major service change, ECCTA will take steps to avoid, minimize, or mitigate these impacts. If, however, ECCTA is unable to reduce these impacts in any way, pursuant to FTA Circular 4702.1B, ECCTA will be able to show that it has substantial legitimate justification for the proposed change and that there are no alternatives serving the same legitimate objectives that would have less of an impact on the protected classes involved.

Service or Fare Equity Analyses

Since its last Title VI submission, ECCTA has implemented a fare increase to its Day Pass to allow for use, via the Clipper Card, across multiple transit agencies. ECCTA also plans to make some adjustments to

some of its routes when the opening of the Pittsburg Center and Antioch eBART stations occurs in May 2018.

Service Equity Analysis

Please see Appendix A for the service equity analysis details of planned route changes to occur once the eBART stations open in May 2018, performed by CMS Smith.

Fare Equity Analysis

Clipper Card Day Pass Increase:

Please see Appendix B for the fare equity analysis performed by CMS Smith to allow for consistent day pass usage across multiple transit agencies.

Route 300 Fare Decrease:

ECCTA defines an express route as any route that have five or more miles of closed door fixed route service. A higher fare charge of \$2.50 General Public (\$1.25 Senior/Disabled) is charged for this more direct service. Currently, the Route 300 is defined as an express route. However, when the eBART stations open, changes to Route 300 will cause it to be defined as a local route. Local routes have a cheaper, \$2.00 General Public (\$0.85 Senior/Disabled) fare charge. While only the route classification is changing, and not the fare cost of local routes, and a fare equity analysis would not necessarily be required, ECCTA performed a fare equity analysis in an effort to ensure no disparate impact or disproportionate burden would be adversely created.

The planned fare reduction applies only to cash fare media and therefore, only cash riders of the Route 300 were looked at for the fare equity analysis.

According to the ridership survey performed in 2014, approximately 55.58% of all Route 300 riders paid with cash. Assuming a similar percentage is at work today, as of the end of the first quarter of ECCTA FY 2017 – 2018, the Route 300 had a total ridership of 351,131. If 55.58% of those riders paid cash, that would mean that 195,159 riders paid cash. The 2014 ridership survey also identified that approximately 66.72% of cash fares were paid by members of a minority class and 34.68% were paid by low income riders. These percentages were broken down further into riders who paid the General Public cash fare (61.24% minority, 33.42% low income) and riders who paid the Senior/Disabled cash fare (5.48% minority and 1.26% low income).

These percentages were used to calculate the following numbers from the total ridership and then used in the fare equity analysis:

Route 300	Minority Riders	Non Minority Riders	Low Income Riders	Non Low Income Riders
General Public	130,210	64,949	67,681	127,478
Senior/Disabled	5,936	102,377	1,365	106,948

Route 300 Cash Fare Ridership

To determine whether a disparate impact will be created by this fare decrease, ECCTA took the ridership totals above for Minority and Non-Minority Riders and multiplied it by the total fare amount decrease for each cash fare type: General Public (GP) and Senior/Disabled (S/D). This resulted in the average fare change for minority and non-minority riders. ECCTA then took this average fare change and divided it by the total ridership. This produced the average fare decrease amount. ECCTA divided the average fare decrease amount by the total average fare decrease amount for both minority and non-minority riders to reach the average percent change of the fare decrease. ECCTA then found the difference between this percent change for each cash fare type and the percent change for minority and non-minority riders. This result was then compared with ECCTA's disparate impact criteria, which state that a disparate impact will be determined to exist should the difference be ten (10) percent or greater.

The same steps were followed to determine whether a disproportionate burden will be created by this fare decrease, using the Low Income and Non-Low Income total ridership numbers. The end result was then compared with ECCTA's disproportionate burden criteria, which states that a disproportionate burden will be determined to exist should the difference be ten (10) percent or greater.

Both analyses resulted in no findings of a disparate impact or disproportionate burden.

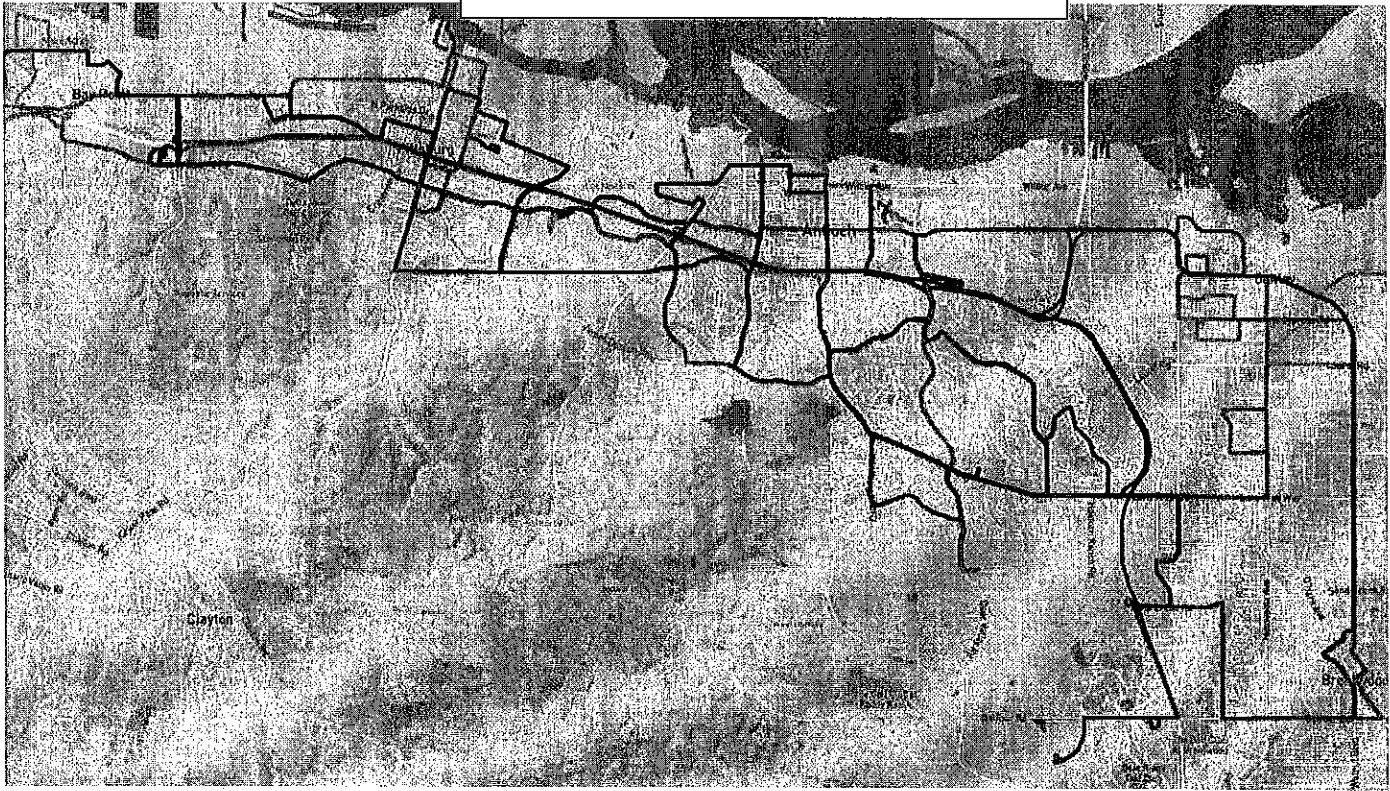
The numerical analysis and its results can be found on the next page.

Cash Ridership Information - Route 300			Fare Decrease Information - Route 300			
	GP	S/D	Current GP	Future GP	Change	% Change
Minority	130,210	5,936	\$ 2.50	\$ 2.00	\$ (0.50)	-80%
Non-Minority	64,949	102,377	Current S/D	Future S/D	Change	% Change
Low Income	67,681	1,365	\$ 1.25	\$ 0.85	\$ (0.40)	-68%
Non-Low Income	127,478	106,948				
Average Fare Change - Route 300 Minority			Average Fare Change - Route 300 Low Income			
	GP	S/D		GP	S/D	
Minority	\$ (65,105.00)	\$ (2,374.40)	Low Income	\$ (33,840.50)	\$ (546.00)	
Non-Minority	\$ (32,474.50)	\$ (40,950.80)	Non-Low Income	\$ (63,739.00)	\$ (42,779.20)	
Average Fare Decrease			Average Fare Decrease			
	GP	S/D		GP	S/D	
Minority	\$ (0.50)	\$ (0.40)	Low Income	\$ (0.50)	\$ (0.40)	
Non-Minority	\$ (0.50)	\$ (0.40)	Non-Low Income	\$ (0.50)	\$ (0.40)	
% Change			% Change			
	GP	S/D		GP	S/D	
Minority	50.00%	50.00%	Low Income	50.00%	50.00%	
Non-Minority	50.00%	50.00%	Non-Low Income	50.00%	50.00%	
% Difference			% Difference			
	GP	S/D		GP	S/D	
	0%	0%		0%	0%	
Disparate Impact?	NO	NO	Disproportionate Burden?	NO	NO	

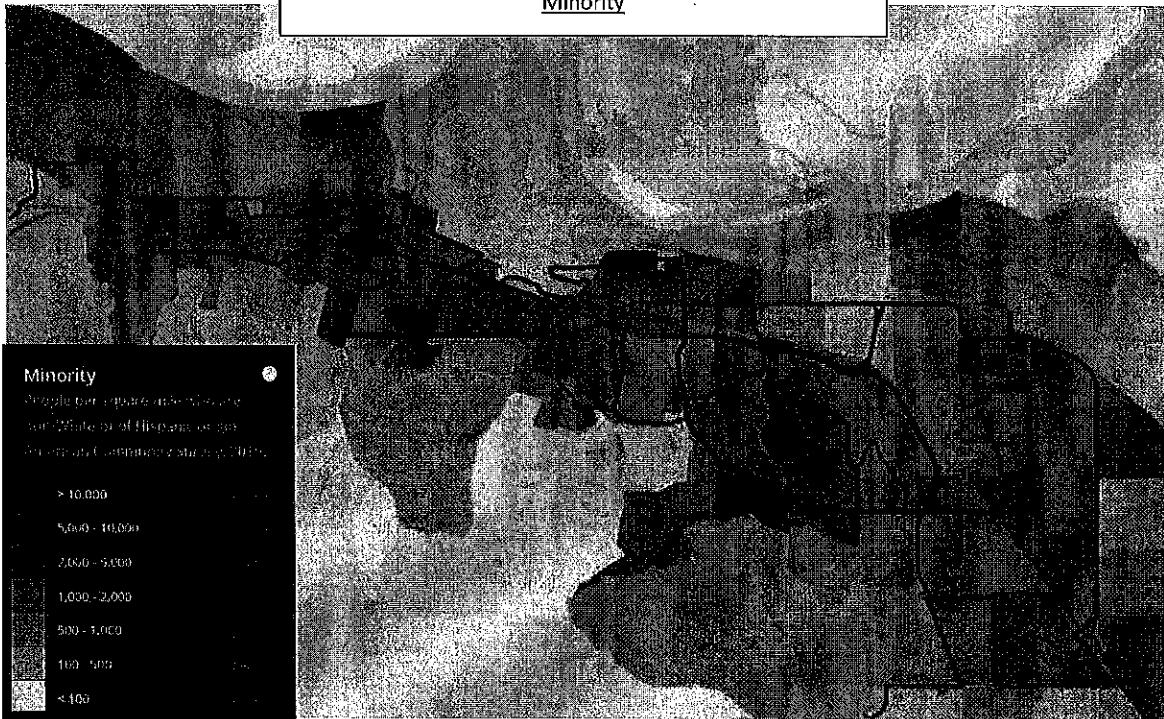
Demographic and Service Profile

Graphic depictions, via Remix Title VI software, of the demographics of ECCTA's service area, with overlays pertaining to minority, poverty, and LEP populations within ECCTA's service area can be found on pages 34 through 37.

ECCTA'S Service Area
System Map

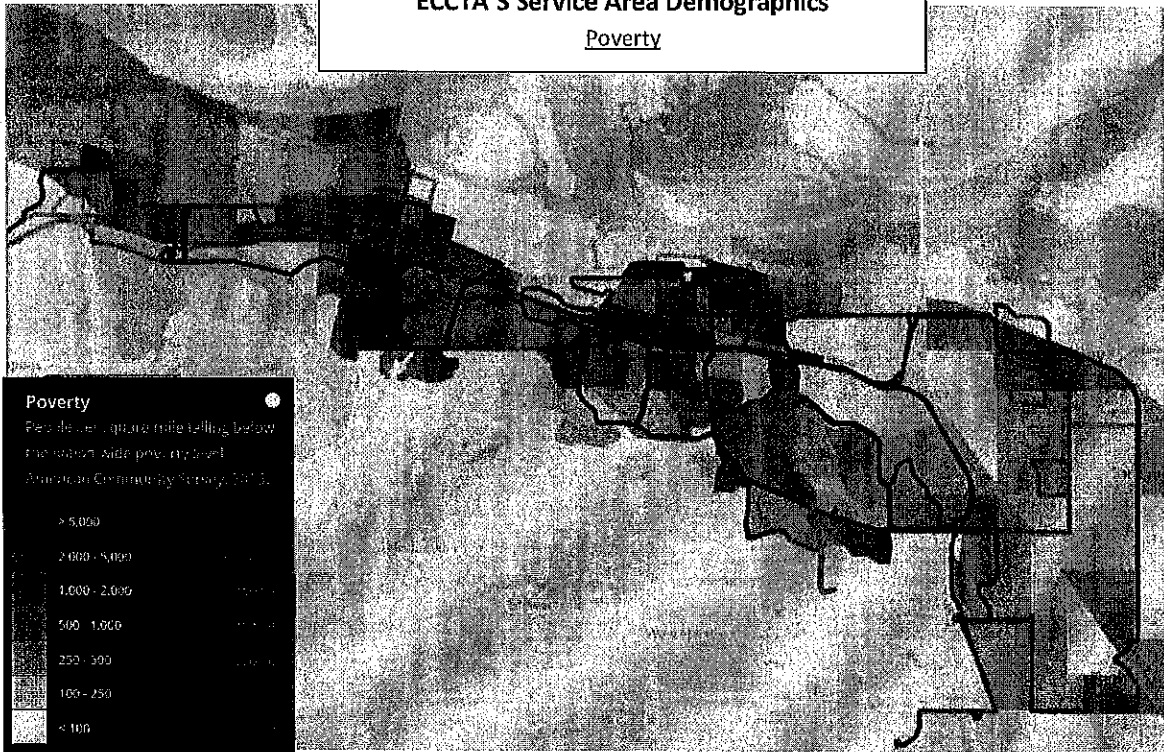


ECCTA'S Service Area Demographics
Minority



ECCTA'S Service Area Demographics

Poverty



ECCTA'S Service Area Demographics

Limited English Proficiency

