

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 October 26, 2022 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
- Limited English Proficiency (LEP) information
- Anticipated action by the Board of Directors
- 1. Call to Order: Chair Anissa Williams
 - 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 the last page of this agenda.

- 4. Chair's Report: Chair Anissa Williams
- 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 September 28, 2022
 - b. Financial Report
 - c. Marketing and Customer Service Activities Report
 Requested Action: Approve items 5a, 5b, and 5c
- 6. CEO's Report: Rashidi Barnes
 - a. Operations Report (see attachment: tab #2)

Board of Directors:

City of Antioch Lamar Thorpe ** Monica Wilson

City of Brentwood Joel Bryant Barbara Guise

City of Oakley Sue, Higgins Anissa Williams *

City of Pittsburg
Merl Craft
Shanelle Scales-Preston

Contra Costa County
Diane Burgis
Federal Glover

Member-at-Large Ken Gray

- Chair: FY 2022-23
- ** Vice-chair: FY 2022-23

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Board of Directors Meeting Agenda Wednesday October 26, 2022

7. ACTION and DISCUSSION ITEMS

a. DISCUSSION ITEM: Bus Route Evaluation and Redesign – Final Public Outreach Summary

(see attachment: tab #3)

No Action Requested

8. Personnel Committee Report and Recommendations

Anissa Williams, Chair

(see attachment: tab #4)

- a. Minutes
- **b. ACTION ITEM:** Approve CEO's Goals and Objectives (material to be presented at the meeting)
- c. ACTION ITEM: Authorize a retirement recognition for Jeanne Krieg and Steve Ponte equal to 1% of their annual salary x years of service.

9. Member-at-Large Selection Ad-hoc Committee Report Anissa Williams, Chair

10. 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.

11. Adjourn

Next Meeting: December 14, 2022 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.

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Agenda, staff report, and document availability:

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

Americans with Disabilities Act Information:

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

Limited English Proficiency (LEP):

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

Anticipated action by the Board of Directors:

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

TAB 1

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

Board of Directors Meeting

Wednesday October 26, 2022

ECCTA Boardroom 801 Wilbur Avenue, Antioch, CA 94509

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

MINUTES

September 28, 2022

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

Chair Williams announced that Members of the Board and members of the public could attend the hybrid meeting in person with proof of COVID-19 vaccination required, from a laptop, or by phone.

Chair Williams reported that the meeting was being recorded; General Counsel Eli Flushman was attending in person in the Board Room; those present and those on the telephone whether Directors, staff, or members of the public were identified; and all votes were to be Roll Call votes.

ROLL CALL / CALL TO ORDER

BOARDMEMBERS

PRESENT:

Diane Burgis (Contra Costa County)*; Merl Craft (Pittsburg); Federal Glover (Contra Costa County)*; Ken Gray (Director-at Large); Barbara Guise (Brentwood); Sue Higgins (Oakley); Shanelle Scales-Preston (Pittsburg); Lamar Thorpe (Antioch)**; Monica Wilson (Antioch); and Anissa Williams (Oakley/Chair)

*Arrived after Roll Call

**Arrived after Agenda Item 5

ABSENT:

Joel Bryant (Brentwood)

STAFF PRESENT:

Rashidi Barnes, Chief Executive Officer (CEO)

Jeanne Krieg, CEO Transition Officer

Steve Ponte, Chief Operating Officer (COO)

Eli Flushman, General Counsel

Kevin Moody, Director of Maintenance

Joe Chappelle, Manager of Administrative Services DeAnna Perry, Manager of Accessible Services

Leeann Lorono, Manager of Marketing and Customer Service

Uriel Diaz, Special Project Analyst Tania Babcock, Executive Assistant

OTHERS

PRESENT:

Yevette McNeese, First Transit General Manager

Myeisha Williams, First Transit Assistant General Manager

> Hosie Pintily, First Transit Safety Manager Kurtis Johnson, First Transit Paratransit Coordinator Lori Sprinkle, First Transit Office Manager Carolyn Graham, Discovery Bay

PLEDGE OF ALLEGIANCE

Chair Williams led the Pledge of Allegiance.

PUBLIC COMMENT

There were no comments from the public.

CHAIR'S REPORT

Chair Williams reported the Oakley Park and Ride lot Ribbon Cutting ceremony was recently held with over 60 people in attendance. The Personnel Committee met prior to the Board of Directors meeting and the recommendations will be presented during the October 26, 2022 Board of Directors meeting.

CONSENT CALENDAR

On motion by Director Wilson, seconded by Director Higgins, ECCTA Board members adopted the Consent Calendar, as follows, which carried by the following Roll Call vote:

- A. Minutes of the Board of Directors meeting of July 27, 2022
- B. Financial Report
- C. Marketing and Customer Service Activities Report

AYES:

Burgis, Craft, Glover, Gray, Guise, Higgins, Scales-Preston, Wilson, Williams

NOES:

None

ABSTAIN:

None

ABSENT:

Bryant, Thorpe

CHIEF EXECUTIVE OFFICER'S REPORT

A. Operations Report

Chief Executive Officer Rashidi Barnes reported that Tri Delta Transit returned to full service and new operators had been hired. Tri MyRide ridership was up 46% with an average of 250 daily trips compared to 170 daily trips this same time last month. The increase is believed to be due to the zone expansion.

Mr. Barnes thanked Board members for attending the Oakley Park and Ride Grand Opening, thanked Tri Delta Transit and First Transit staff for their assistance with the event, and acknowledged Manager of Marketing and Customer Service Leann Lorono for her planning of the event.

Mr. Barnes stated that he and Jeanne Krieg would be attending various city council meetings and had recently attended the City of Antioch's city council meeting.

Mr. Barnes reported that BART's Board of Directors voted to end the mask mandate after October 1, 2022.

Mr. Barnes advised that a bus accident occurred the morning of September 27 on Pittsburg/Antioch Highway near Loveridge Road in Pittsburg after a bus and a car tried to avoid construction debris illegally dumped on the highway and collided. The operator was back at work, but one passenger was sent to the hospital.

Mr. Barnes reported on September 16 he attended an event called "All Aboard with Transit CEOs". Local transit CEOs from the region gathered to ride transit services together and the public was encouraged to join. Leaders from MTC, SamTrans, AC Transit, BART, County Connection, WestCAT, Marin Transit, VTA, San Francisco MUNI, WETA, and Tri Delta Transit participated in the event.

As follow up to the BART discussion from the July Board of Directors meeting, Mr. Barnes stated that BART had been reached out to and conversations with small operators in the region were being held. Mr. Barnes will report back to the Board of Directors with updates.

ACTION AND DISCUSSION ITEMS

A. 2022 Amended and Restated Clipper MOU

Chief Operating Officer Steve Ponte reported there had been many iterations of the Clipper MOU over the years. The 2022 Amended and Restated Clipper MOU outlines responsibilities and payments associated with Clipper 2.

Director Gray asked if paratransit will be able to use Clipper 2. Mr. Ponte confirmed that Clipper 2 will work on paratransit.

Director Craft asked if existing Clipper cards expire. Mr. Ponte replied that Clipper 1 cards automatically convert to Clipper 2 cards when used on the bus after the new hardware and software is installed on the vehicles.

On motion by Director Glover, seconded by Director Wilson, ECCTA Board members adopted Resolution 220928A authorizing ECCTA's CEO to sign the 2022 Amended and Restated Clipper Memorandum of Understanding, carried by the following Roll Call vote:

AYES:

Burgis, Craft, Glover, Gray, Guise, Higgins, Scales-Preston, Thorpe, Wilson,

Williams

NOES:

None

ABSTAIN:

None

ABSENT:

Bryant

B. Oakley Park & Ride Budget

Chief Operating Officer Steve Ponte discussed the requirement to develop a new power plan for PG&E at the Oakley Park & Ride lot and requested the Board of Directors authorize an additional \$700,000 in funds to cover additional costs that will be incurred. Mr. Ponte had been working with PG&E on the park and ride project since 2020. Funds are available for the additional work in the original FTA grant. After the project is complete, Mr. Ponte will provide a report to the Board of Directors.

Director Glover asked if all Oakley Park & Ride funds were grant funded and what happens to remaining money in the grant. Mr. Ponte confirmed the Oakley Park & Ride is grant funded and that ECCTA will be allowed to use the remaining money. The remaining money will not be required to be used on a similar project.

On motion by Director Glover, seconded by Director Gray, ECCTA Board members adopted Resolution 220928B authorizing an additional \$700,000 to be allocated to the Oakley Park & Ride lot project, carried by the following Roll Call vote:

AYES:

Burgis, Craft, Glover, Gray, Guise, Higgins, Scales-Preston, Thorpe, Wilson,

Williams

NOES:

None

ABSTAIN:

None

ABSENT:

Bryant

C. Stormwater Operations and Maintenance Agreement for Oakley Park & Ride

Chief Operating Officer Steve Ponte reported that water from the Oakley Park & Ride and pavement is collected and filters through the ground so there is not flooding during a storm. This is part of a stormwater discharge plan. The Stormwater Management Operations and Maintenance Agreement allows ECCTA to operate and maintain the stormwater facilities contained within the Oakley Park & Ride since the city of Oakley holds the permit for the region. The agreement documents who is responsible for which bio-retention area and how the bio-retention area is maintained. The agreement goes with the land so it becomes a covenant with the land.

On motion by Director Craft, seconded by Director Gray, ECCTA Board members adopted Resolution 220928C authorizing ECCTA's CEO to sign the Covenant Running with the Land, Stormwater Management Facilities Operation and Maintenance Agreement, and Right of Entry with the city of Oakley, carried by the following Roll Call vote:

AYES:

Burgis, Craft, Glover, Gray, Guise, Higgins, Scales-Preston, Thorpe, Wilson,

Williams

NOES:

None

ABSTAIN:

None

ABSENT:

Bryant

D. Safety Plan

SMS Executive/Executive Assistant Tania Babcock discussed the Public Transportation Agency Safety Plan (PTASP) Final Rule that requires transit operators to have a safety plan compliant with the PTASP rule. At ECCTA's annual review of its Safety Plan, the plan was updated to be compliant with changes required under the Bipartisan Infrastructure Law. The Safety Committee approved ECCTA's Safety Plan on August 10, 2022.

On motion by Director Gray, seconded by Director Higgins, ECCTA Board members approved Resolution 220928D accepting ECCTA's Safety Plan, carried by the following Roll Call vote:

AYES:

Burgis, Craft, Glover, Gray, Guise, Higgins, Scales-Preston, Thorpe, Wilson.

Williams

NOES:

None

ABSTAIN:

None

ABSENT:

Bryant

E. Director-at-Large Appointment

Chief Executive Officer Rashidi Barnes discussed the bylaws that govern ECCTA pertaining to the Director-at-Large position and the options available to the Board of Directors to fill the Director-at-Large position for the term January 1, 2023 through December 31, 2024.

Mr. Barnes requested the Board of Directors choose the desired action to fill the Directorat-Large position for the term January 1, 2023 through December 31, 2024.

After discussion, the Board of Directors decided to appoint a subcommittee consisting of Chair Williams, Director Glover and Director Thorpe to accept applications, interview applicants, and make a recommendation to the full Board of Directors for a Director-at-Large

for the term January 1, 2023 through December 31, 2024.

On motion by Director Thorpe, seconded by Director Glover, ECCTA Board members appointed a subcommittee consisting of Chair Williams, Director Glover and Director Thorpe to accept applications, interview applicants, and make a recommendation to the full Board of Directors for a Director-at-Large for the term January 1, 2023 through December 31, 2024, carried by the following Roll Call vote:

AYES: Burgis, Craft, Glover, Guise, Higgins, Scales-Preston, Thorpe, Wilson,

Williams

NOES: None ABSTAIN: Gray ABSENT: Bryant

F. Meeting Format

Chief Executive Officer Rashidi Barnes discussed ECCTA's meeting formats from March 2020 to present. The World Health Organization stated the end of the COVID-19 pandemic is approaching, the number of Board members attending the Tri Delta Transit Board meetings had steadily increased since the start of offering a hybrid meeting, many public agencies are returning to meeting in-person, and in-person meetings allow for more in-depth discussions.

Members of the Board of Directors discussed in-person and hybrid meeting formats.

On motion by Director Glover, seconded by Director Higgins, ECCTA Board members opted to conduct all ECCTA Board of Directors meetings exclusively in-person beginning with the October 26, 2022 board meeting, carried by the following Roll Call vote:

AYES: Craft, Glover, Gray, Guise, Higgins, Scales-Preston, Wilson, Williams

NOES: Thorpe ABSTAIN: None

ABSENT: Bryant, Burgis

BOARD OF DIRECTORS COMMENTS

Director Wilson thanked Chief Transition Officer Jeanne Krieg and Chief Operating Officer Steve Ponte for providing a zero-emission bus for a tour she hosted of the Antioch Desalination Plant.

Director Craft shared that Pittsburg Kiwanis is celebrating 91 years of service to the community and on October 23, 2022 the Kiwanis Gala will be held at the Pittsburg Yacht

Club with an online silent auction.

Chair Williams thanked the Board of Directors for their support.

ADJOURNMENT

The meeting of the Eastern Contra Costa Transit Authority adjourned at 4:49 P.M. to October 26, 2022 at 4:00 P.M. in the ECCTA Administration Facility, 801 Wilbur Avenue, Antioch, California.

Respectfully submitted,

Tania Babcock Executive Assistant

TRI DELTA TRANSIT

Income Statement - Comparison to Annual Budget As of September 30, 2022 (unaudited)

| | YTD Actual | | | | | Y | TD Budget | | YTD Variance FY23 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 | | | | | | | | | Ī | - | | | . | | 1 | | | | | | | - | | | |
| Passenger Fares | ∬ \$ | 443,853 | \$ | 282,583 | \$ | 161,270 | \$ | 401,490 | \$ | 236,411 | \$ 165,079 | \$ | 42,363 | S | 46,172 | \$ (3,809) | \$ | 1,739,509 | \$ | 993,177 | \$ | 746,332 | 26% | 28% | 22% |
| Other Income | \$ | 235,686 | | 180,000 | \$_ | 55,686 | \$ | 102,319 | | 51,000 | \$ 51,319 | \$_ | 133,367 | \$ | 129,000 | \$ 4,367 | \$ | 375,276 | \$ | 170,000 | \$ | 205,276 | 63% | 106% | 27% |
| Total Operating Revenues: | \$ | 679,539 | \$ | 462,583 | \$ | 216,956 | \$ | 503,809 | \$ | 287,411 | \$ 216,398 | \$ | 175,730 | \$ | 175,172 | \$ 558 | \$ | 2,114,785 | \$ | 1,163,177 | \$ | 951,608 | 32% | 40% | 23% |
| | | | | | | | | | | | | | | | | | | | | | | | | / | į. |
| OPERATING EXPENSES | | | | | | | ł | | | | | | | | | - 1 | | | | | ĺ | | | | l |
| Purchased Transportation | \$ | 4,377,073 | \$ | 3,012,446 | s | 1,364,627 | \$ | 4,218,642 | | 2,800,509 | \$ 1,418,133 | | (158,431) | | (211,937) | 53,506 | | 18,473,766 | \$ | 12,170,311 | | 6,303,455 | 24% | 25% | 22% |
| Materials and Supplies | \$ | 1,325,606 | 8 | 1,081,389 | \$ | 244,217 | \$ | 1,041,720 | \$ | 824,194 | \$ 217,526 | | (283,886) | \$ | (257,195) | (26,691) | \$ | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | \$ | 3,539,656 | | 985,499 | 29% | 31% | 25% |
| Salaries & Benefits | \$ | 1,428,797 | \$ | 1,292,724 | \$ | 136,073 | \$ | 1,537,128 | \$ | 1,386,981 | \$ 150,147 | \$ | 108,331 | \$ | 94,257 | 14,074 | s | 6,148,512 | \$ | 5,547,924 | | 600,588 | 23% | 23% | 23% |
| Services | \$ | 298,104 | S | 205,794 | 8 | 92,310 | | 298,506 | \$ | 240,617 | 57,889 | S | 402 | \$ | 34,823 | (34,421) | \$ | 1,036,006 | S | 804,950 | \$ | 231,056 | 29% | 26% | 40% |
| Other | \$ | 101,129 | \$ | 89,652 | \$ | 11,477 | | 128,645 | \$ | 115,712 | \$ 12,933 | \$ | 27,516 | | 26,060 | 1,456 | \$ | 401,444 | | | \$ | 54,024 | 25% | 26% | 21% |
| Casualty and liability insurance | s | 197,240 | \$ | 170,236 | \$ | 27,004 | \$ | 167,499 | \$ | 148,140 | \$ 19,359 | \$ | (29,741) | \$ | (22,096) | \$ (7,645) | \$ | 670,003 | \$ | 592,566 | \$ | 77,437 | 29% | 29% | 35% |
| Utilities | s | 54,063 | s | 46,582 | \$ | 7,481 | \$ | 57,166 | \$ | 50,626 | \$ 6,540 | \$ | 3,103 | | 4,044 | (941) | \$ | 219,781 | 5 | 194,424 | | 25,357 | 25% | 24% | 30% |
| Taxes | \$ | 4,931 | \$ | 3,791 | <u>s_</u> | 1,140 | \$ | 5,199 | \$ | 4,159 | \$ 1,040 | 5 | 268 | | 368 | (100) | \$ | 23,018 | | 18,604 | | 4,414 | 21% | 20% | 26% |
| Total Operating Expenses: | s | 7,786,943 | \$ | 5,902,614 | \$ | 1,884,329 | \$ | 7,454,505 | \$ | 5,570,938 | \$ 1,883,567 | \$ | (332,438) | \$ | (331,676) | \$ (762) | \$ | 31,497,685 | \$ | 23,215,855 | \$ | 8,281,830 | 25% | 25% | 23% |
| | | | | | | | | | | | | | | | | | | | | | | | | | |
| NON-OPERATING REV | | | | | | | ŀ | | | | | | j | | | - 1 | | | | | İ | | | | į |
| Federal Funds | Ş | 4,336,008 | s | 2,312,135 | \$ | 2,023,873 | \$ | 1,090,293 | \$ | 632,898 | \$ 457,395 | | 3,245,715 | | 1,679,237 | 1,566,478 | | 4,361,172 | | 2,531,592 | 1 ' | 1,829,580 | 99% | | 111% |
| State Funds | \$ | - | \$ | - | \$ | - | \$ | 4,983,209 | \$ | 4,077,536 | \$ 905,673 | 5 | (4,983,209) | | (4,077,536) | \$ (905,673) | | 21,512,953 | S | 17,228,711 | | 4,284,242 | | | ļ |
| Local Funds | \$ | (14,582) | s | (14,582) | s | - | \$ | 523,569 | \$ | 219,969 | \$ 303,600 | \$ | (538,151) | | (234,551) | (303,600) | \$ | 2,094,279 | \$ | 879,879 | | 1,214,400 | -1% | -2% | ŀ |
| Inter-Operator Agreements | \$ | - | \$ | - | \$ | - | \$ | 351,123 | \$ | 351,123 | \$ - | \$ | (351,123) | | (351,123) | - | S | 1, 10 1, 100 | \$ | 1,404,496 | \$ | - | | | n/a |
| Interest & Other Misc Income | \$ | 3,038 | s | 2,665 | <u>s</u> | 373 | \$ | 2,502 | | 2,001 | \$ 501 | \$ | 536 | | 664 | (128) | | 10,000 | \$ | 5,000 | \$ | 2,000 | 30% | 33% | 19% |
| Total Non-operating Revenues: | \$ | 4,324,464 | S | 2,300,218 | S | 2,024,246 | \$ | 6,950,696 | \$ | 5,283,527 | \$ 1,667,169 | \$ | (2,626,232) | \$ | (2,983,309) | \$ 357,077 | \$ | 29,382,900 | \$ | 22,052,678 | \$ | 7,330,222 | 15% | 10% | 28% |
| | | | | | | | | | | | | | | | | | | | _ | | | | | | į |
| EXCESS REVI(EXP) | \$ | (2,782,940) | S | (3,139,813) | \$ | 356,873 | \$ | | \$ | - | \$ | \$ | (2,782,940) | \$ | (3,139,813) | \$ 356,873 | \$ | - | \$ | <u>- i</u> | \$ | - | | | |

Agenda Item #5b Eastem Contra Costa Transit Authority Board of Directors Meeting October 26, 2022

TRI DELTA TRANSIT

Staff Report to ECCTA Board of Directors

Meeting Date:

October 26, 2022

Agenda Item:

Marketing/Communications Activities – Agenda Item #5c

Lead Staff:

Leeann Loroño, Manager of Customer Service and Marketing

Approved:

Rashidi Barnes, Chief Executive Officer

Tri Delta Transit strives to provide top notch service to our customers and the community, as well as communicate the pivotal role Tri Delta Transit plays in the community. Here are some projects Marketing has been working on.



August Marketing Campaign

Tri Delta Transit wants you to 'Fall in Love with Transit Again'. This month's campaign focused on all the fall events and happenings that you could take Tri Delta Transit to as a reason for why you should love transit.

Events from Brentwood, Oakley, Antioch and Pittsburg were advertised with what route you could take to the festivities.

In addition, Tri Delta Transit is attending local events again to advertise our services like Tri MyRide, inform people about our service changes, and more. We will be posting on social media where the Tri Delta Transit booth will be. Hope to see you there.



Meet employee Martha Rojas who started working for Tri Delta Transit in 2007. Martha works in the Finance Department as our Accounts Receivable...



Tri Delta Transit is now on LinkedIn

Tri Delta Transit has created a LinkedIn account for professional use. On our LinkedIn page, Tri Delta Transit will share milestones, job opportunities, employee promotions and accomplishments, innovations, and messages from the CEO.

Find us on LinkedIn and connect @trideltatransit



Expanding the Alert System

One of Tri Delta Transit's focus has always been exemplary customer service. In an effort to improve our notifications to riders, Tri Delta Transit has created dedicated social media accounts for alerts only.

Facebook: Facebook.com/TriDeltaTransitAlerts

Twitter: twitter.com/tdtransitalerts Instagram: Instagram.com/tdtransitalerts

Marketing will be launching the new alert system this month and is working with First Transit to also provide alerts about after hours and weekend detours, delays, and other transit related issues. This alert system will be in addition to our current website, app Transit and Elerts notification systems.

TRI DELTA TRANSIT @trideltatransit
Oct 4

Do you know about Clipper START?

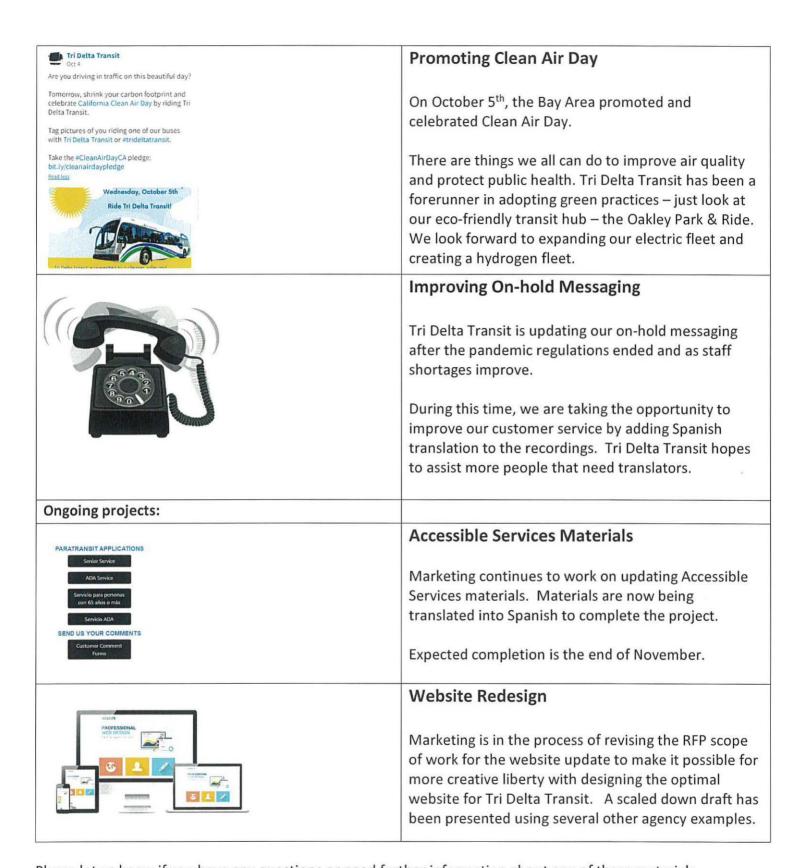
Please take a few minutes to complete A BRIEF SURVEY about your awareness of Clipper START and your experience.. Read more



Continuing to Promote Clipper START

Tri Delta Transit assisted MTC in spreading the word about their current brief survey. The survey was to gain insight into what people's awareness of the Clipper START program is and what their experience applying for and participating in the program was. The survey was open to anyone in the area, whether they use Clipper or not.

Board of Directors Meeting October 26, 2022



Please let us know if you have any questions or need further information about any of these materials.

Agenda Item #5c

Eastern Contra Costa Transit Authority Board of Directors Meeting October 26, 2022

TAB 2

Agenda Item #6a CEO's Report

Board of Directors Meeting

Wednesday October 26, 2022

ECCTA Boardroom
801 Wilbur Avenue, Antioch, CA 94509



Performance Summary



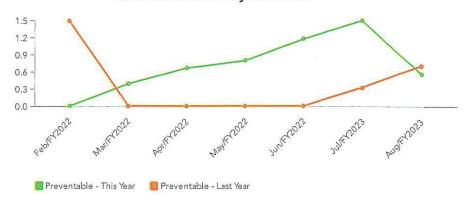


Safety Performance

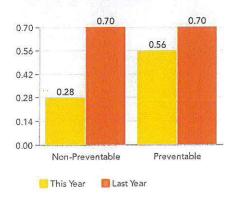
Preventable Accident Report

| | Accidents | Per 100,000 Miles |
|------------|-----------|-------------------|
| Mar/FY2022 | 1 | 0.39 |
| Apr/FY2022 | 2 | 0.67 |
| May/FY2022 | 2 | 0.80 |
| Jun/FY2022 | 3 | 1.18 |
| Jul/FY2023 | 5 | 1,50 |
| YTD 2022 | 2 | 0.70 |
| YTD 2023 | 2 | 0.56 |
| YTD Change | 0 | -20.00% |

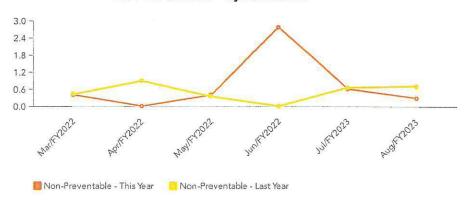
Preventable Accidents Per 100,000 Miles Last Six Months - System Wide



Year To Date - System Wide Accidents Per 100,000 Miles



Non-Preventable Accidents Per 100,000 Miles Last Six Months - System Wide



Ridership

Ridership

Fixed Route Performance



YTD Report - Fixed Route

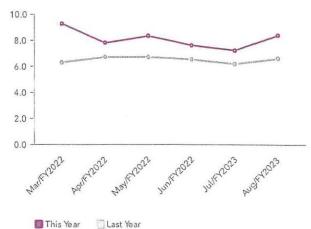
Metric This Year Prior Year % Change 83.86 89.39 -6.2% Customer % of Trips On Time Service -100.0% Average Miles Between Roadcalls 0.00 25,136.76 Complaints Per 100k Riders 32.96 43.21 -23.7% Ridership Per Rev. Hour 8.36 6.60 +26.7% Operating Costs Per Rev. Hour 205.60 148.48 +38.5% Financial

81,923.00

78,691.00

+4.1%

Passengers Per Revenue Hour



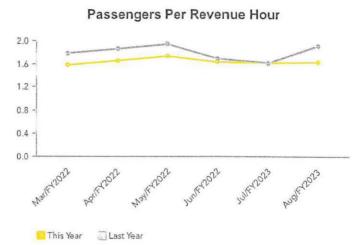


MedVan, Paratransit, and MOD Performance

YTD Report







YTD Report Metric

Paratransit

Customer Service

Financial Ridership

% of Trips On Time Complaints Per 100k Riders Ridership Per Rev. Hour Operating Costs Per Rev. Hour Ridership

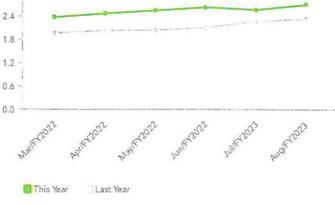
3.0 -

This Year Prior Year % Change 91.75 97.34 -5.7% 305.93 109.73 +178.8% 2.70 2.33 +15.9% 120.91 115.87 +4.3% 7,518.00 5,468.00 +37.5%

8,000 -6,400 4,800 -3.200 -1,600 -0 This Year Last Year

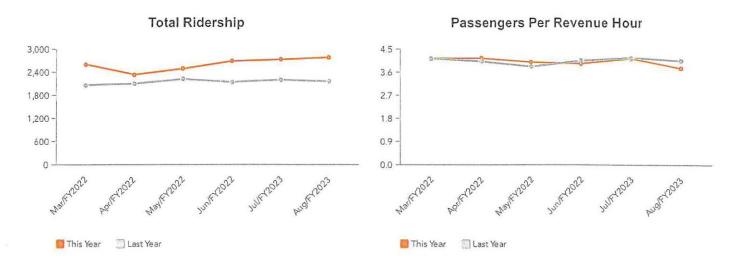
Total Ridership

Passengers Per Revenue Hour



YTD Report

| | | Metric | This tear | Prior rear | % Change |
|---------------|-----------|-------------------------------|-----------|------------|----------|
| | Customer | Complaints Per 100k Riders | 0.00 | 0.00 | |
| MARINE MARINE | Service | Ridership Per Rev. Hour | 3.75 | 4.04 | -7.2% |
| MOD | Financial | Operating Costs Per Rev. Hour | 91.66 | 105.86 | -13.4% |
| | Ridership | Ridership | 2,765.00 | 2,152.00 | +28.5% |
| | | | | | |



YTD Report

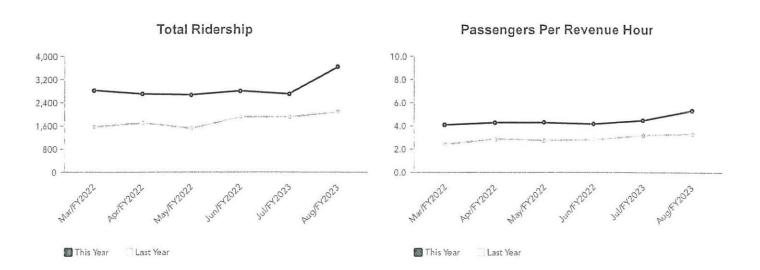
Prior Year

% Change

This Year

| | | | | | Commission of the Commission o |
|---------|-----------|-------------------------------|----------|----------|--|
| | Customer | Complaints Per 100k Riders | 165.65 | 48.15 | +244.0% |
| | Service | Ridership Per Rev. Hour | 5.30 | 3.26 | +62.6% |
| TMR | Financial | Operating Costs Per Rev. Hour | 109.48 | 111.44 | -1.8% |
| 是 在 医 证 | Ridership | Ridership | 3,622.00 | 2,077.00 | +74.4% |

Metric



TAB 3

Agenda Item #7a
DISCUSSION ITEM: Bus Route Evaluation and RedesignFinal Public Outreach Summary

Board of Directors Meeting

Wednesday October 26, 2022

ECCTA Boardroom 801 Wilbur Avenue, Antioch, CA 94509

TRI DELTA TRANSIT

Staff Report to ECCTA Board of Directors

Meeting Date:

October 26, 2022

Agenda Item:

Bus Route Evaluation and Redesign - Final Public Outreach

Summary Agenda Item #7a

Lead Staff:

Leeann Lorono, Manager of Customer Service & Marketing

Approved:

Rashidi Barnes, Chief Executive Officer

In February 2020, the ECCTA Board of Directors approved a contract with Advance Mobility Group for the evaluation of ECCTA's bus routes and redesign of the service in anticipation of the construction of the Oakley Park & Ride lot, the addition of the Tri MyRide microtransit service, and changing travel patterns.

The initial outreach started in September 2020 and asked passengers and citizens to share the transit service improvements that were most important to them. The second outreach took place a year later, in September 2021, and asked that same group to rate the proposed service changes that were developed from their initial outreach feedback. The final outreach for *Transform Tri Delta Transit* took place between September 12 and September 18, 2022. The purpose of the outreach was to 'assist passengers with navigating the new system and new schedules.'

The results are summarized in the attached document and will be used to develop future service adjustments and marketing programs.

No Action Requested



Tri Delta Transit

BUS ROUTE EVALUATION AND REDESIGN

Final Public Outreach Summary

September 2022







Table of Contents

| Outreach Overview | . 2 |
|-------------------|-----|
| Feedback Summary | . 4 |
| Future Outreach | . 8 |



Outreach Overview

General Overview

The Transform Tri Delta Transit Final Public Outreach was the last of three outreach efforts in the overall project. The initial outreach started in September 2020 and asked passengers and citizens to share the transit service improvements that were most important to them. The second outreach took place a year later, in September 2021, and asked that same group to rate the proposed service changes that were developed from their initial outreach feedback. The final outreach for Transform Tri Delta Transit, summarized in this document, took place between September 12 and September 18, 2022. Per Task 7 of the project proposal, the purpose of the outreach was to 'assist passengers with navigating the new system and new schedules.'

Covid-19

While the Covid-19 pandemic impacted the initial outreach stages of the Transform Tri Delta Transit project, it did not significantly impact this final stage. At the time outreach was conducted, Covid was under control, masks were still required on BART trains, but no longer required aboard Tri Delta Transit buses, and social distancing was no longer being enforced. As the final outreach was conducted outdoors, no Covid health precautions were taken by the outreach teams. Staff was, however, sensitive to those who were wearing masks and remained a safe distance away until, and unless, those individuals choose to approach.

Outreach Method & Schedule

Outreach was conducted on four days at four locations selected by Tri Delta Transit staff. The original plan was to conduct outreach on three weekdays and one weekend day. Because the most impactful service changes affected weekend riders, Tri Delta Transit staff altered the plan to two weekdays, a Saturday, and a Sunday.

AMG staff, including one native Spanish speaker, were scheduled to conduct outreach at the Antioch BART Station, Bay Point BART Station, Pittsburg Center BART Station, and the new

Oakley Park & Ride. Outreach was to be conducted at each of the three BART stations on each of the four days, at varying times. The Oakley Park & Ride was to be staffed on just the two weekdays, as just one bus serves the lot hourly on the weekends. Based on first-day experiences at Pittsburg Center BART, the outreach schedule was altered to exclude that location after the first day and more time was spent at the Antioch and Bay Point BART stations.





| | Monday, September 12 | Tuesday, September 13 | Saturday, September 17 | Sunday, September 18 |
|--------------------------|-------------------------|--------------------------|---------------------------|-------------------------|
| Antioch BART | | 9:30AM-11:30AM | | |
| | 12:30PM-2:30PM | & 3PM to 5PM | 1PM-4PM | 10AM - 1:30PM |
| Bay Point BART | 7:30AM-9:30AM | 12:30PM-2:30PM | 9AM - 12:30PM | 2PM-5PM |
| Pittsburg Center BART | 10AM-12PM | 12.301 W 2.301 W | JAW 12.301 W | 21 141 31 141 |
| Oakley P&R | 3PM-5PM | 7AM-9AM | | |

Final Public Outreach Schedule

AMG developed a training program for outreach staff that included an overview of the project and the specific route changes that were being implemented. Training included identifying those areas that were most impacted by service changes, such as along West Cypress Road, and developing alternative trip plans to offer affected riders.

Outreach was conducted in teams of two to ensure that staff could reach multiple riders at each bus deboarding. Outreach teams offered BART station and park & ride passengers new Tri Delta Transit bus schedule books detailing updated bus service effective Monday, September 12. A table was set up with project signage, staff wore Transform Tri Delta Transit name tags, and carried clip boards to record rider and driver feedback. Feedback sheets were used to record positive, negative, and general feedback, along with staff notes about the outreach locations.





Because riders were connecting to BART or transferring to other buses, there was little time to get specific feedback. In addition to offering schedule books to riders as they rushed to a bus or BART, staff also approached riders waiting at stops at the outreach sites and boarded buses that were holding at those locations and that also had passengers aboard.



Outreach Highlights

Outreach staff spoke with or offered schedule books to approximately 500 people across the four days and locations.

- More than 200 Tri Delta Transit schedule books were distributed.
- Outreach staff trip planned for approximately 35 riders to ensure that they selected the correct bus route to board. Most of these interactions took place on the weekend days.
- Assistance was provided in Spanish to approximately a dozen riders.

Feedback Summary

General Overview

Feedback from Tri Delta Transit riders and drivers was largely positive, with the greatest support for the weekend route changes. The number of negative feedback comments staff received was influenced by missed bus trips on Saturday and BART service shutdowns on Sunday. These comments did not reflect input on the service changes but were largely expressions of frustration about unexpected service gaps.

| Positive Comments: | Negative Comments: | Suggestions/Other: |
|--------------------|--------------------|--------------------|
| 69% | 31% | 22 total |

Weekday Outreach

Many of the comments received during the weekday outreaches were related to weekend service or to Tri MyRide. Eight passengers noted at Monday's outreach that they weren't aware of the changes. By Tuesday, the riders that staff encountered knew of the service revisions.

| Positive Comments: 30 | Negative Comments: 10 |
|-----------------------|-----------------------|
| | |

Positive Comments:

- Yes, to weekend routes same as weekdays. Great idea.
- I think the weekend thing will end up being good.
- Ecstatic to hear 388 will run weekends.
- Tri MyRide is great. (2 riders)
- Tri MyRide extension is good change. (2 riders)
- Happy about Tri MyRide expansion. Smart!
- Newer 202X is a cool route.
- Like that the 300 is an express now. It's better for me.
- Adding the X (to express routes) is good makes sense.



- I like the 383 westbound better now.
- No West Cypress stops is okay with me. This (Oakley Park & Ride) is closer for me to walk and a better place to wait.
- I have the app it's great!
- Happy for the improvements. Won't have to Uber as often.
- Changes seem to work okay.
- So far so good.
- Changes make it easier for when I ride.
- The changes are all good lots more service than before.
- Seems like more service now in the Bay Point area. I like that.
- Love having printed schedules. Makes it easier to learn changes.
- Beautiful new facility. (Oakley Park & Ride)
- Love the system ride it all the time.
- · Changes are great for me.
- The smart phone app is really easy to use. (2 riders)
- I was not aware of changes but am very pleased with them.
- Drivers are our heroes! They are the ones that kept the buses during Covid even with sick people on the bus.
- Really happy with service. Been riding since high school and I'm almost 60 now.
- Love the buses!

Negative Comments:

- The 388 was always late and still is. Should have been fixed this time. Customer noted that the 7:20AM arrived at 7:40AM. (Monday, Sept. 12) (Staff noted that the next bus scheduled to arrive at 8:30AM didn't arrive until 8:51AM.)
- The changes around O'Hara are confusing. Drivers didn't seem to know what to do.
- No bus on West Cypress now too far for me to walk.
- Weekend route numbers still showing on the bus stop signs. (Antioch BART) Isn't that wrong now? I know that service is changing but other people will be lost.
- The bus system still sucks the changes don't make anything better.
- Worried that riders on 10th/Black Diamond won't be able to go the same places they
 like to shop on the weekends. With the changes, they might need to transfer, and it
 is mostly wheelchairs.
- The changes are confusing. (2 riders)
- I just don't like it.
- Long wait times for transfers.

Suggestions/Other:

- Didn't know about the changes (8 riders)
- More Tri MyRide buses would make the pick-ups faster.
- What does the 'X' on the bus mean now?
- Wants pass that's good on Tri Delta Transit and AC Transit too.
- Wants more service to Martinez.



- Why do so many buses sit here with 'Out of Service' on them? (Bay Point BART)
- 511 phone tree service isn't useful at all. They don't give you information, just make you call someone else.
- Would like more direct route from Antioch BART to Amtrak Station you have to ride all over first.

Driver Comments:

- Drivers were happy with the changes and felt passengers were responding well.
- Drivers noted that they are picking up more riders at the Oakley Park & Ride than they ever picked up on O'Hara or West Cypress.
- Tri Delta is a great company to work for.
- Not hearing any rider complaints.

Weekend Outreach

The majority of weekend comments were also related to weekend service or Tri MyRide. On Saturday, drivers reported that routes weren't operating because of a driver no-show. On Sunday, BART trains weren't running to Oakland or SFO, impacting service at all BART stations. These two issues resulted in negative feedback that was focused on the service gaps rather than the Tri Delta Transit route changes.

| - | | | | _ | | | | | - | |
|-----|-----|------|------------|----|---|------|-----|-----|------|---|
| v | OCI | 1411 | 10 | 10 | m | m | an | ts: | 7 34 | Č |
| 100 | U3 | LIV | <i>,</i> – | ~0 | | 1115 | -11 | LJ. | 10 | , |

Negative Comments: 12

Specific Positive Comments:

- Seven days a week for the 388 is a good change.
- All the days of the week the same is good.
- Very happy 388 will run on weekends now.
- Likes expanded weekday trips for 38o.
- Likes having 380 on the weekends.
- Didn't know about change (until we told them) but likes it. Don't always ride weekends, but this will be easier since I know the weekday routes.
- Weekend thing will take some time to get used to, but it looks good.
- I was so excited that 388 will run weekends. I almost cried.
- I would have waited all day for a bus that said 394 if I didn't know about changes. Glad that it's the 380 instead makes more sense that they are the same all days.
- Yay! The 380 is running earlier. I won't need to pay for Uber anymore.
- Changes will take a bit to learn but they are good. The old timers know what to do and the kids learn fast. Everyone else will need to adjust.
- Drivers do a great job.
- It's all pretty good. I always ride, so if they have more trips, it's better.
- Happy with Tri Delta Transit service.
- Didn't used to be able to use Tri MyRide where I live, but now I can!
- \$2 is great price for Tri MyRide.



- Tri MyRide is awesome I can get on right at my house.
- Fares are cheap and Tri MyRide is just \$2 all the time.

Negative Comments:

- All the routes are messed up today. (Saturday) I called, and they said a driver was a no-show and the 388EB won't pick up. I took a taxi instead and it costs much more.
- Bus didn't come I had to take an Uber (2 riders)
- The app isn't working right. It said the bus was coming, but it didn't.
- The 388 is always late been that way for years.
- Bus info is old. (Walked us to maps posted on station wall at Antioch BART). These say 2020 or are from April. The info is no good and I don't have a phone. If you weren't here, I wouldn't know what bus to take to the Fairgrounds.
- Don't like the 391 changes at West Cypress.
- The 380 WB never showed up. They said they didn't have a driver, so I had to take an Uber. I'm still a fan of the service though.
- The 380 isn't showing up. Isn't it supposed to run weekends now? This happens all the time where they say they don't have drivers.
- I don't have a cell phone and the light-up sign only tells me what the next bus is. The schedules on the wall are super old, so there's no good info here. (Bay Point BART)
- Buses are always late my bus never showed up at all yesterday (Saturday).
- Drivers should have told us BART wasn't running before they dropped us off. Have to wait an hour to get back home. (Sunday)
- Buses should come more often on weekends, so we don't get stuck on days like this when BART isn't running. (Sunday)

Suggestions/Other:

- Didn't know about the changes (2 riders)
- Tri MyRide could add one more bus for Antioch and go further down Dolan to Blythe.
- The 387 route is too long why can't you make it two different buses?
- Tri MyRide should run weekends too.
- If you had service to Oakland or outside the area, then when BART shuts down, we could still get somewhere. (Sunday)
- Increase service when BART isn't running so we don't have to wait so long. (Sunday)

Driver Comments:

- Riders are 'just rolling with the changes'. Bus pulls up and they just get on. I tell them it's a different bus weekends now to match weekdays and they like it.
- Drivers reported that weekend riders were generally confused, but once they learned what the change was, they were happy. They just got on the bus that showed up at their stop.



Future Outreach

In addition to conducting and summarizing the final outreach of the Transform Tri Delta project, Task 7 of the project also called for including 'suggestions to improve future public outreach efforts.'

As part of the final stage of the project, the project website domain name, www.transformtrideltatransit.com was successfully transferred to Tri Delta Transit's domain register account. Tri Delta Transit can use that program name and web page for future projects.

Only a handful of passengers could recall having participated in the first two phases of the Transform Tri Delta Transit outreach. With a year between each of the phases, it was difficult for riders to connect earlier feedback with the resulting route revisions. The initial timing of the project, before it was impacted by Covid, would have provided that connection as all the outreach phases would have been complete in a single year.

Having a handful of free day passes available to offer to customers whose buses were late or didn't arrive could have been helpful in turning rider frustrations into positive customer service experiences.

Staff took notes about each of the outreach locations to assist in future Tri Delta Transit outreach activities.

- Both the Bay Point and Antioch BART stations had good foot traffic, with riders arriving at regular intervals. It was very windy for all the Bay Point and Antioch BART station outreach events, and we were told by riders and drivers that 'It's always like this'. It was difficult to find a location to set up out of the wind and still reach passengers. The wind limited our use of a traditional tablecloth and impacted the table presentation. A stretch-fit table covering, and attractive table weights would make for a nicer presentation for future Tri Delta Transit outreach events held at these two locations.
- The Pittsburg Center BART station was not ideal for outreach. The buses do not use the sheltered drop off location across the street from the station entrance, stopping on the main road instead. The BART entrance is located on the highway overpass with limited space in front of the fare gates. There was no place to stand to talk to riders without blocking the fare gates, the Clipper card machines, or the sidewalk. It is not recommended to conduct outreach at this location in the future.
- The Oakley Park & Ride lot has a good area between the two bus pull-ins to set up for outreach. While the lot was new, and no cars were parked there when the outreach was conducted, more than a dozen riders walked to the lot to pick up a bus during the first hour of morning outreach. Most of those walking to the lot were junior high-aged kids



catching the bus to school. It could be a good location for promotion and outreach to students.

- Updated signage at the BART stations would have proven helpful to riders and would allow outreach staff to show riders where they could find information when staff isn't there to help. While the blue box signs alerted passengers that service was changing, the large format information signage included old information with notes to call for updated route details. Several riders we encountered did not have phones, so could not call, or use apps, to get the information they needed.
- The majority of the Spanish speaking riders we encountered were travelling through the Antioch BART station. Having Spanish-speaking staff available for outreach at all locations, but particularly Antioch BART, would assist in future outreach.

TAB 4

Agenda Item #8
ACTION ITEM: Personnel Committee Report and Recommendations

Board of Directors Meeting

Wednesday October 26, 2022

ECCTA Boardroom 801 Wilbur Avenue, Antioch, CA 94509

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

PERSONNEL COMMITTEE MINUTES

September 28, 2022

The Eastern Contra Costa Transit Authority (ECCTA) Personnel Committee meeting was called to order by Chair Williams at 2:31 P.M.

1. CALL TO ORDER

BOARDMEMBERS

PRESENT:

Diane Burgis (Contra Costa County)*; Ken Gray (Director-at Large);

Shanelle Scales-Preston (Pittsburg); and Anissa Williams

(Oakley/Chair)

*Arrived after Agenda Item 2

ABSENT:

None

STAFF PRESENT:

Rashidi Barnes, Chief Executive Officer (CEO)

Jeanne Krieg, CEO Transition Officer Tania Babcock, Executive Assistant

Joe Chappell, Manager of Administrative Services

OTHERS

PRESENT:

None

2. PUBLIC COMMENT

There were no comments from the public.

3. KEY PERSONNEL RETIREMENT

Chief Executive Officer Rashidi Barnes discussed that during the July 27, 2022 meeting, the Board of Directors requested the Personnel Committee consider a retirement recognition for Jeanne Krieg and Steve Ponte.

Mr. Barnes stated that ECCTA has never had a senior executive retire so there is not a precedent for a retirement recognition. Industry-wide, there are few examples of senior executives with the number of years that Jeanne Krieg and Steve Ponte have served.

Eastern Contra Costa Transit Authority Personnel Committee Minutes September 28, 2022 Page 2

There is no defined benefit retirement account such as CalPERS. A retirement benefit would not result in "pension spiking" or effect any defined contribution plan retirement benefits.

ECCTA does not have a policy in place to recognize retiring employees. The approved FY 2022-2023 budget includes funds for a retirement recognition.

Mr. Barnes requested the Personnel Committee recommend a retirement recognition for CEO Transition Officer Jeanne Krieg and Chief Operating Officer Steve Ponte to the Board of Directors at the October 26, 2022 board meeting.

After discussion, the Personnel Committee agreed to recommend to the Board of Directors that Jeanne Krieg and Steve Ponte receive 1% of the annual salary x years of service. Jeanne Krieg (32 years) = \$76,860; Steve Ponte (27 years) = \$48,096. The option of $$\frac{3}{4}$ % will also be presented to the Board of Directors. Jeanne Krieg (32 years) = \$57,645; Steve Ponte (27 years) = \$36,072.

4. CEO GOALS & OBJECTIVES

Chief Executive Officer Rashidi Barnes presented a set of proposed goals and objectives for his first twelve months.

After discussion by the Personnel Committee, Mr. Barnes stated that he will have the Personnel Committee return in 10 or 11 months to set proposed goals for the next 12 months as well as review the pasts years objectives.

<u>ADJOURNMENT</u>

The Personnel Committee meeting of the Eastern Contra Costa Transit Authority adjourned at 3:11 P.M.

Respectfully submitted,

Tania Babcock
Executive Assistant