



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 December 12th, 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 Diane Burgis
 - a. Roll Call
2. **Pledge of Allegiance**
3. **Public Comment**

While public comments are encouraged and taken very seriously, State law prevents the Board of Directors from discussing items that are not on the meeting agenda. If appropriate, staff will follow up on public comments. Please see Public Comment Guidelines on Page 3 of this agenda.
4. **Chair's Report:** Chair Diane Burgis
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 October 31st, 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*)
 - b. **First Transit**

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 2018-19

** Vice-chair: FY 2018-19

**Board of Directors Meeting Agenda
Wednesday December 12th, 2018**

7. ACTION ITEMS

- a. **ACTION ITEM:** Board Member and Staff Conference Attendance Request
(see attachment: tab #3)
 - Requested Action #1:** Approve the board member additional conference request.
 - Requested Action #2:** Approve the staff member additional conference request.

- b. **ACTION ITEM:** 2019 Board Meeting Schedule
(see attachment: tab #4)
 - Requested Action:** Approve the proposed 2019 schedule for ECCTA Board of Directors meetings which reschedules the January, May, July, and October meetings to the 5th Wednesday of those months and combines the November and December meeting to December 11th, 2019.

- c. **ACTION ITEM:** Communication System Resolution Update
(see attachment: tab #5)
 - Requested Action:** Adopt Resolution #181212a which adds \$30,234 tax to the amount approved by Resolution #171213a, a \$429,406 agreement with Connexionz to provide and install all equipment required to convert ECCTA's Automatic Vehicle Location system from a radio platform to a cellular platform with the capabilities to add connectivity with the vehicle diagnostics, Clipper 2, and tablet communication.

- d. **ACTION ITEM:** Planning Software Maintenance Agreement
(see attachment: tab #6)
 - Requested Action:** Adopt Resolution #181212b which authorizes the CEO or her designee to enter into a 5 year, 2 month planning software maintenance agreement for an amount not to exceed \$115,700 with Remix..

- e. **ACTION ITEM:** Triennial Performance Audit
(see attachment: tab #7)
 - Requested Action:** Adopt Resolution 181212c accepting ECCTA's Triennial Performance Audit Report for the fiscal years 2014/15, 2015/16 and 2016/17.

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: *If the proposed 2019 meeting schedule is adopted (Agenda Item 7b):*
January 30th, 2019 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-MSC 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 December 12, 2018

ECCTA Boardroom
801 Wilbur Avenue, Antioch, CA 94509

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

MINUTES

October 31, 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 Diane Burgis at 4:00 P.M.

ROLL CALL / CALL TO ORDER

PRESENT: Merl Craft (Pittsburg); Ken Gray (Member-at-Large); Barbara Guise (Brentwood); Doug Hardcastle (Oakley); Pete Longmire (Pittsburg); Kevin Romick (Oakley); Robert Taylor (Brentwood); Monica Wilson (Antioch); and Diane Burgis (Contra Costa County/Chair).

ABSENT: Federal Glover (Contra Costa County); and Lamar Thorpe (Antioch)

STAFF: Jeanne Krieg, Chief Executive Officer (CEO)
Steve Ponte, Chief Operating Officer (COO)
Stephanie Vollmer, Legal Counsel
Tania Babcock, Executive Assistant
Maureisha Carter, Customer Service Associate
Joe Chappelle, Manager of Administrative Services
Uriel Diaz, Special Projects Analyst
Ann Hutcheson, Director of Administrative Services
Maureen Gonzeles, Controller
Irma Sublasky, Accessible Services Coordinator

OTHERS

PRESENT: Michael Daugelli, Board Alternate
Susan Hinson, First Transit
Gary Mitchell, First Transit
Hosie Pintily, First Transit

PLEDGE OF ALLEGIANCE

Chair Burgis led the Pledge of Allegiance.

PUBLIC COMMENT

There were no comments from the public.

CHAIR'S REPORT

Chair Burgis reported that she had attended the American Public Transportation Association (APTA) Annual Conference last month which had been very informative.

CONSENT CALENDAR

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

- A. Minutes of the Board of Directors meeting of August 22, 2018
- B. Financial Report
- C. Marketing Activities Report

AYES: Craft, Gray, Guise, Hardcastle, Longmire, Romick, Taylor, Wilson, Burgis
NOES: None
ABSTAIN: None
ABSENT: Glover, Thorpe

CHIEF EXECUTIVE OFFICER'S REPORT

- A. Operations Report

Chief Executive Officer (CEO) Jeanne Krieg introduced Stephanie Vollmer who was serving as Legal Counsel for the meeting.

Ms. Krieg noted that she had advised the Board in June of the pending retirement of Ann Hutcheson, Director of Administrative Services, which with the prior retirement of Chief Financial Officer Tom Harais had prompted consideration of an organizational structure to assure a strong succession plan, distribute various responsibilities, and fill some positions that had been empty for several years. Since the last meeting, Mike Furnary, Director of Marketing, had also left to move to a different career, which had presented an opportunity to shift the focus of that position from traditional marketing to a more robust customer service function and more aggressive social media-based platform and outreach. She reported that Maria Korbay would start in that position next month as the Manager of Customer Service and Marketing. The organizational chart that the Board had approved in June was now full and she was confident in the organization's ability to respond, react, and grow as the industry changed.

Ms. Krieg introduced new employees Maureisha Carter, Customer Service Associate; Maureen Gonzeles, Controller; Uriel Diaz, Special Projects Analyst; and Irma Sublasky, Accessible Services Coordinator. In addition, she reported that Tania Babcock had been promoted to be her Executive Assistant, and Joe Chappelle had been promoted to be Manager of Administrative Services.

While Tri Delta Transit's employee structure was doing well, Ms. Krieg reported that First Transit partners were struggling given an alarming shortage of employees and its inability to find drivers, missing five percent of service every day, and not being able to pick up Dial-a-Ride customers.

In other matters, Ms. Krieg reported that earlier this month BART had a Board meeting at Pittsburg City Hall and Tri Delta Transit had provided transportation services to that meeting from the Pittsburg BART station to City Hall when ten people had utilized that shuttle; staff had been working with the Federal Communications Commission (FCC) to stop someone who had been interfering with Tri Delta Transit's radio transmissions, the first step of which was to read a statement when he gets on the air, and if he continues there were ways to identify him and make him stop; the recent gas pipeline leakage in Bay Point had required the implementation of Tri Delta Transit's emergency evacuation protocol when 22 evacuees had been transported to a church and one person had been returned to her home when the evacuation order was lifted, and everything had worked as planned; and Guide Dog trainers with about 20 puppies had recently come back for a training session to get the dogs used to being around a bus, an important service to provide to the community of trainers.

Ms. Krieg reported on the APTA Annual Conference in Nashville, when a number of things had been discussed including declining ridership and new mobility options. She noted some discussion about measuring success since success had traditionally been measured by ridership. The discussion centered on the bigger picture of managing mobility and the things that could be done to offer alternatives, with a focus on the "Gig economy" where young people often made their living by getting work instead of getting a job, so they had a number of gigs to make a living, affecting a number of things around the world.

Ms. Krieg also reported that recruitment efforts to replace the Metropolitan Transportation Commission's (MTC's) Executive Director were progressing and a selection was expected by the end of January; the Seafood Festival shuttle had carried 4,841 people, ran every 15 minutes from LMC with a stop at Pittsburg City Center BART, and feedback had indicated that the passengers wanted more frequent service; new schedules had been implemented on September 30 in response to requests and comments especially related to the Antioch BART station because BART would change its schedule in February and Tri Delta Transit would also have a new schedule in February; and she had met with Deputy Secretary for Transportation Chad Edison this date to discuss possible funding for Tri Delta Transit's Park and Ride lots and also looking for funding to extend service from the Antioch BART station through Bus Rapid Transit (BRT). She added that fixed route ridership continued to be below last year but efficiencies looked good in terms of billable hours, salaries and benefits, and parts.

B. First Transit

Susan Hinson, First Transit General Manager, identified the challenge of securing Tri Delta Transit drivers. She reported that at the end of June and the beginning of July ten operators had departed for a number of reasons.

Since that time, six new operators had been brought on board. At that time on average three operators called in sick, which had since increased to seven to nine sick calls daily. Some operators had stepped up to do extra work to cover the community.

Ms. Hinson advised that recruiting and retention efforts had immediately been initiated with on-line posts at multiple sites, and a link to First Transit through the Tri Delta Transit website allowed applications either in person or on line. Additionally, there had been footage on East County Today. Aggressive measures had been taken through third party contractors, offering a \$2,000 hiring bonus and a \$2,000 referral bonus paid at milestones, and initiating a Memorandum of Understanding (MOU) for extra work with Teamsters Local 315, with a \$2 per hour increase to perform extra work on any given day. As of October 29, another MOU specifically for weekends offer a \$50/day bonus opportunity. She added that First Transit had also entered into an MOU with Local 315 to focus efforts prior to negotiation of the new contract in April related to starting and retention rates. The starting rate was \$15.83, which had been increased to \$18/hour and the first year tier rate had been increased. She described the other efforts that had been taken to recruit drivers through multiple education and career centers, veterans' services and the like, along with the extra training that had been offered to help candidates pass the required testing. Since July, 265 applications had produced 26 viable candidates, although only four out of the 26 had been able to navigate the stringent drug testing, California Driver's License, and training processes.

In response to comments from the Board, Ms. Krieg explained that hiring bus drivers was not an easy process and the problem was industry wide. As a result of the lack of drivers, there had been an increase in complaints given that a number of customers who depended on the bus were being left behind, with five percent of service being missed every day and with more severe impacts to paratransit service. Staff was still working with Uber, Lyft, and United Taxi, which were accommodating 3,000 trips a month.

Michael Daugelli, Antioch, commended Ms. Krieg and all those who worked to address the situation, and explained that he had once been left behind although he appreciated what the agency had done to make sure that he had ultimately been taken care of. He emphasized that the agency did everything it could to take care of the people in the community.

Directors verified that ridership from Uber, Lyft and United Taxi had been included in Tri Delta Transit numbers for paratransit ridership but not for fixed route ridership, and that users used their smart phones after having registered with Tri Delta Transit, which was how the established rate was applied.

ACTION AND DISCUSSION ITEMS

A. Disposal of Vehicles and Equipment

Ms. Krieg reported that five Chevrolet Aveo driver exchange cars had reached the end of their useful life and would have to be replaced, which had been approved by the Board at the last meeting.

In addition, miscellaneous office equipment would also be disposed, as shown in the staff report. Ms. Krieg sought authorization to hold a facility auction.

On motion by Director Romick, seconded by Director Taylor, ECCTA Boardmembers adopted Resolution 181031a authorizing staff to dispose of five Chevrolet Aveo staff driver exchange cars, et al, carried by the following vote:

AYES: Craft, Gray, Guise, Hardcastle, Longmire, Romick, Taylor, Wilson, Burgis
NOES: None
ABSTAIN: None
ABSENT: Glover, Thorpe

B. CCTA Ex-Officio Appointment

Ms. Krieg advised that the Bus Transit Coordinating Council (BTCC) had a seat on the Board of Directors of the Contra Costa Transportation Authority (CCTA) and the four operators; County Connection, Tri Delta Transit, WestCat, and AC Transit rotated the position. Beginning in January 2019, the representative from Tri Delta Transit would serve on the Board. As ECCTA's Ex-Officio Alternate, she recommended that Monica Wilson serve two one-year terms as the Contra Costa County bus operators' Ex-Officio representative on the CCTA Board.

On motion by Director Hardcastle, seconded by Director Craft, ECCTA Boardmembers appointed CCTA Ex-Officio Alternate Monica Wilson to serve two one-year terms as the Contra Costa County bus operators' Ex-Officio representative on the CCTA Board of Commissioners from February 1, 2019 through January 31, 2021, carried by the following vote:

AYES: Craft, Gray, Guise, Hardcastle, Longmire, Romick, Taylor, Wilson, Burgis
NOES: None
ABSTAIN: None
ABSENT: Glover, Thorpe

C. Appointment of ECCTA's Civil Rights Officer

Ms. Krieg stated that the Federal Transit Administration required the designation of a Civil Rights Officer. The duties of ECCTA's Civil Rights Officer were assigned to the Executive Assistant position previously held by Joe Chappelle. Since Tania Babcock would be taking over those activities, she would be appointed as ECCTA's Civil Rights Officer.

On motion by Director Craft, seconded by Director Hardcastle, ECCTA Boardmembers adopted Resolution 181031b acknowledging the appointment of Tania Babcock as the Eastern Contra Costa Transit Authority Civil Rights Officer effective November 1, 2018, carried by the following vote:

AYES: Craft, Gray, Guise, Hardcastle, Longmire, Romick, Taylor, Wilson, Burgis
NOES: None
ABSTAIN: None
ABSENT: Glover, Thorpe

D. Biennial Review – Conflict-of-Interest Code Amendment

Ms. Krieg advised that every other year ECCTA was required to review its Conflict-of-Interest Code and make note of any amendments to job title as necessary. In this case, the Chief Financial Officer position would be revised to "Controller," Director of Administrative Services would be revised to "Manager of Administrative Services," Director of Marketing would be revised to "Manager of Customer Service and Marketing," and Maintenance Coordinator would be revised to "Facilities Manager."

On motion by Director Romick, seconded by Director Taylor, ECCTA Boardmembers adopted Resolution 181031c which authorizes the CEO to amend the designated position list of ECCTA's Conflict-of-Interest Code, carried by the following vote:

AYES: Craft, Gray, Guise, Hardcastle, Longmire, Romick, Taylor, Wilson, Burgis
NOES: None
ABSTAIN: None
ABSENT: Glover, Thorpe

E. BART Early Morning Service

Ms. Krieg reported that BART would be retrofitting the Transbay tube in February, a 3.5 year project, retrofitting the tube to withstand a 1000-year earthquake, with work expected to occur at night and be expanded by one hour to save money on the project. As a result, BART would open the system at 5:00 A.M. instead of 4:00 A.M., with a plan to implement a bus service from the Antioch station to the Pittsburg/Bay Point station. Passengers going to San Francisco or Oakland would connect to either an AC Transit bus or County Connection express bus at Pittsburg/Bay Point station to complete their trips. BART expected 300 riders from Antioch. The plan had been approved by the BART Board at its last meeting. As to the impact to ECCTA, she noted that current service started at 3:00 A.M.

The plan would add five hours to Tri Delta Transit's existing service and Director Guise verified the statement in the staff report that BART would pay ECCTA the fully allocated cost less administrative costs of \$98 an hour for the provision of service, which would cover ECCTA's costs.

On motion by Director Guise, seconded by Director Craft, ECCTA Boardmembers authorized the CEO to enter into an MOU with BART for the provision of early morning service from the Antioch BART station to the Pittsburg/Bay Point BART station for a period of 3.5 years beginning February 11, 2019, carried by the following vote:

AYES: Craft, Gray, Guise, Hardcastle, Longmire, Romick, Taylor, Wilson, Burgis
NOES: None
ABSTAIN: None
ABSENT: Glover, Thorpe

BOARD OF DIRECTORS COMMENTS

Director Longmire thanked everyone, particularly the Brentwood community, for their help and concern when his granddaughter had recently been struck by a car in Brentwood. He also reported that this would be his last Board meeting since he was not running for office again. He thanked each and every member of the Board and Tri Delta Transit staff for the incredible journey which had added to his personal growth.

Director Guise commented that her granddaughter, a member of the Eureka City Council, was attempting to address the transportation issues in Eureka by considering a transit system similar to Tri Delta Transit.

Given that the next meeting would not occur until December 12, Directors and staff wished each other a Happy Halloween and a Happy Thanksgiving.

ADJOURNMENT

Chair Burgis adjourned the meeting of the Eastern Contra Costa Transit Authority at 4:52 P.M. to December 12, 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 November 30, 2018
(unaudited)

	YTD Actual			YTD Budget			YTD Variance <i>favorable/(unfavorable)</i>			FY19 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	\$ 937,866	\$ 767,311	\$ 170,555	\$ 1,164,591	\$ 996,529	\$ 168,062	\$ (226,725)	\$ (229,218)	\$ 2,493	\$ 2,765,569	\$ 2,368,069	\$ 397,500	34%	32%	43%
Other Income	\$ 29,055	\$ -	\$ 29,055	\$ 37,500	\$ -	\$ 37,500	\$ (8,445)	\$ -	\$ (8,445)	\$ 235,000	\$ 85,000	\$ 150,000	12%		19%
<i>Total Operating Revenues:</i>	\$ 966,921	\$ 767,311	\$ 199,610	\$ 1,202,091	\$ 996,529	\$ 205,562	\$ (235,170)	\$ (229,218)	\$ (5,952)	\$ 3,000,569	\$ 2,453,069	\$ 547,500	32%	31%	36%
OPERATING EXPENSES															
Purchased Transportation	\$ 5,117,710	\$ 4,038,519	\$ 1,079,191	\$ 5,107,680	\$ 3,804,900	\$ 1,302,780	\$ (10,030)	\$ (233,619)	\$ 223,589	\$ 12,142,672	\$ 9,030,500	\$ 3,112,172	42%	45%	35%
Materials and Supplies	\$ 987,929	\$ 826,527	\$ 161,402	\$ 1,330,515	\$ 1,088,565	\$ 241,950	\$ 342,586	\$ 262,038	\$ 80,548	\$ 3,168,000	\$ 2,593,000	\$ 575,000	31%	32%	28%
Salaries & Benefits	\$ 1,676,029	\$ 1,569,895	\$ 106,134	\$ 1,735,880	\$ 1,510,215	\$ 225,665	\$ 59,651	\$ (59,680)	\$ 119,531	\$ 4,166,112	\$ 3,624,517	\$ 541,595	40%	43%	20%
Services	\$ 303,247	\$ 247,737	\$ 55,510	\$ 354,166	\$ 283,335	\$ 70,831	\$ 50,919	\$ 35,598	\$ 15,321	\$ 850,000	\$ 680,000	\$ 170,000	36%	36%	33%
Other	\$ 190,153	\$ 177,537	\$ 12,616	\$ 177,900	\$ 171,255	\$ 6,645	\$ (12,253)	\$ (6,282)	\$ (5,971)	\$ 407,000	\$ 392,050	\$ 14,950	47%	45%	84%
Casualty and liability insurance	\$ 214,045	\$ 200,606	\$ 13,439	\$ 247,150	\$ 230,276	\$ 16,874	\$ 33,105	\$ 29,670	\$ 3,435	\$ 549,975	\$ 513,869	\$ 36,106	39%	39%	37%
Utilities	\$ 58,497	\$ 55,482	\$ 3,015	\$ 105,943	\$ 100,645	\$ 5,298	\$ 47,446	\$ 45,163	\$ 2,283	\$ 204,367	\$ 194,148	\$ 10,219	29%	29%	30%
Taxes	\$ 10,815	\$ 9,027	\$ 1,788	\$ 11,220	\$ 9,576	\$ 1,644	\$ 405	\$ 549	\$ (144)	\$ 22,460	\$ 19,168	\$ 3,292	48%	47%	54%
<i>Total Operating Expenses:</i>	\$ 8,558,425	\$ 7,126,330	\$ 1,433,095	\$ 9,070,454	\$ 7,198,767	\$ 1,871,687	\$ 512,029	\$ 73,437	\$ 438,592	\$ 21,510,586	\$ 17,047,252	\$ 4,463,334	40%	42%	32%
NON-OPERATING REV															
Federal Funds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 990,734	\$ 406,649	\$ 582,085			
State Funds	\$ 4,739,099	\$ 3,835,442	\$ 903,657	\$ 6,571,916	\$ 5,138,975	\$ 1,432,941	\$ (1,832,817)	\$ (1,303,533)	\$ (529,284)	\$ 12,811,582	\$ 10,373,129	\$ 2,438,453	37%	37%	37%
Local Funds	\$ 132,960	\$ 132,960	\$ -	\$ 622,928	\$ 390,159	\$ 232,769	\$ (489,968)	\$ (257,199)	\$ (232,769)	\$ 2,046,952	\$ 1,122,656	\$ 924,296	6%	12%	
Inter-Operator Agreements	\$ -	\$ -	\$ -	\$ 671,437	\$ 671,437	\$ -	\$ (671,437)	\$ (671,437)	\$ -	\$ 2,685,749	\$ 2,685,749	\$ -			
Interest & Other Misc Income	\$ 68,206	\$ 45,620	\$ 22,586	\$ 2,080	\$ 1,665	\$ 415	\$ 66,126	\$ 43,955	\$ 22,171	\$ 5,000	\$ 4,000	\$ 1,000	1364%	1141%	2259%
<i>Total Non-operating Revenues:</i>	\$ 4,940,265	\$ 4,014,022	\$ 926,243	\$ 7,868,361	\$ 6,202,236	\$ 1,666,125	\$ (2,929,096)	\$ (2,188,214)	\$ (739,882)	\$ 18,510,017	\$ 14,594,183	\$ 3,915,834	27%	28%	24%
EXCESS REV/(EXP)	\$ (2,651,239)	\$ (2,343,997)	\$ (307,242)	\$ (2)	\$ (2)	\$ -	\$ (2,651,237)	\$ (2,343,995)	\$ (307,242)	\$ -	\$ -	\$ -			

Agenda Item #5b
Eastern Contra Costa Transit Authority
Board of Directors Meeting
December 12, 2018

Staff Report to ECCTA Board of Directors

Meeting Date: December 12, 2018

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

Lead Staff: Maria Korbay, Manager Customer Service & Marketing

Approved: Jeanne Krieg, Chief Executive Officer 

Introduction:

My name is Maria Korbay, the new Manager of Customer Service and Marketing, and I am excited to be a new member of the Tri Delta Transit team. I wanted to briefly introduce myself and my vision for the evolution of the Marketing and Customer Service department. I am new to the world of transit, but I am eager to bring my skills in education, social media, as well as community outreach to this role.

Although I have a strong vision, my current activities have been all about learning the path Tri Delta Transit has been on, and examining what has worked well and where we can expand the service vision. My strengths are in forming community partnerships as well as identifying the needs of a customer base and identifying the best way to service those needs. I am looking forward to unifying the voice of Tri Delta Transit across all of our platforms: ads, press releases, social media, community events, promotional campaigns, as well as our web and mobile sites. Listed below are items my department is researching, working on, and developing.

New Schedule Revise/Reprint

We are in the process of creating our new schedule for Feb/2019. Although only times have changed, we are taking time to review the content of the pages, as well as formatting, for this and future schedule revisions.

Activities include:

- Review of current schedule.
- Creating new images and content that will highlight our social media pages as well as mobile offerings.

Social Media:

We are working to develop a robust social media presence for Tri Delta Transit. This means creating consistent content that is relevant and engaging. The goal is to humanize Tri Delta Transit; we want to be seen as an active community member. Social media allows customers to see us as relatable and accessible.

Campaigns we are considering/developing:

- **Bus Driver Spotlight:** This would highlight one of our operators and their exceptional service.
- **Real Life Riders:** AC Transit has a similar campaign which provides photojournalistic photos that really give a sense of what it is like to use public transit.
- **Promotions and giveaways:** Which will require interaction such as posting a story or selfie in order to enter.
- **Partnering more actively with community leaders-**“retweeting” or sharing relevant information such as events, news, and local offerings which will provide more value to our content.
- **Researching and identifying relevant hashtags(#)** to encourage engagement and facilitate accurate search results.

Microtransit:

This is an exciting new venture. Marketing has been working closely with TransLoc, our service provider for this automated offering, to get up to speed and create a cohesive campaign for this new offering.

A few of our recent activities:

- Visited SacRT to learn about their highly successful Microtransit service.
- Developing branding that aligns with TransLoc standards and offers concise messaging.
- Creating a timeline for promotion, community outreach, and advertising.

Community:

We are working to examine our relationship with community partners: the local chamber, cross promotional relationships, schools, senior and community centers, local advertisers, etc. In this examination we are looking for ways Tri Delta Transit can be seen as an active community member that is accessible to the local neighborhoods it serves. This will include attending events Tri Delta Transit has already been active in, as well as finding new ways to insert ourselves into the community.

Our research has included:

- Reexamining our school visits at the start of the year.
- Reviewing and editing senior outreach offerings such as group presentations.
- Reviewing our “Welcome Pack” for those recently moved to the area.
- Identifying holes in our community outreach.

Mobile Ticketing Promotion:

In order to increase usage of our mobile ticketing app we are creating a campaign to incentivize registered users to use the app by providing one free ride.

Cross Functional Technology:

Tri Delta Transit has created a strong mobile presence with our apps: Tri Delta Watch (which allows you to report anything suspicious), Tri Delta Ticketing (offers E-tickets as well as a link to our mobile platform) and our own web page and mobile site. There is a great deal offered with each platform, we are examining opportunities to streamline and update content to eliminate any redundancy or confusion.

This process has required:

- Ongoing detailed review of each app, as well as our web and mobile site.
- Meeting with vendors such as E-Lerts, American Eagle, and Rico Visuals to get a better sense of what they have done for us in the past and how we might improve our offerings.

Advertisers:

In order to ensure our campaigns are effective, we are reexamining our print, tv, and radio advertisements. This is an ongoing process which allows us to gauge if our messaging is hitting our customer base. In some cases we are pausing ad campaigns to ensure we can create a cohesive strategy that reflects our service vision.

This has included:

- Meeting with Comcast marketing as well as their production.
- Reexamining the on board newsletter "Take One"
- Reviewing banner ads and campaigns

New management in Marketing and Customer Service means this is a great opportunity to reexamine the use of our resources, our service vision, and the overall message the community associates with Tri Delta Transit. It is an exciting time.

TAB 2

Agenda Item #6a
CEO's REPORT: Operations Report

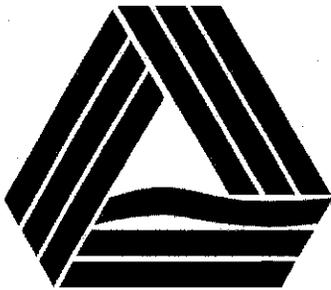
Board of Directors Meeting

Wednesday December 12, 2018

ECCTA Boardroom
801 Wilbur Avenue, Antioch, CA 94509

Chief Executive Officer's Report

November-December 2018



TRI DELTA TRANSIT

ECCTA Executive Team

Jeanne Krieg
Chief Executive Officer

Steve Ponte
Chief Operating Officer

Kevin Moody
Director of Maintenance

Susan Hinson
*First Transit
Director of Operations*

Highlights:

- Tri Delta Transit's operations contractor, First Transit, continues to address the challenges associated with a worker shortage. The Teamsters Union has been a valuable partner as we work toward the goal of providing reliable and safe service. Starting wages were raised from \$15.83 to \$18.00/hour. \$2000 signing bonuses are being offered as are \$2000 referral bonuses.
- We welcomed a new employee this month: Manager of Customer Service and Marketing Maria Korbay.
- The facility maintenance bays have been converted to LED lighting reducing energy and heat while increasing the amount of light.
- I was appointed to serve on APTA's Awards Committee meaning I will help select the "Best of the Best" in our industry for the next three years.
- California achieved federal certification of its rail State Safety Oversight program.
- ECCTA's Workers' Comp modification rate was reduced from .88 to .54 resulting in a savings of \$25,000/year.
- Board chair Diane Burgis and I attended the APTA Leadership Summit. The focus of the conference was on the evolving role of transit in the community.
- The Mobile Ticketing App demonstration project has been implemented with 1162 customers downloading the app.
- Phase II of the UC Berkeley PATH Integrated Dynamic Transit Operations system demonstration project that uses Tri Delta Transit as the subject began. CCTA is overseeing the Caltrans-funded project that will demonstrate Transit Connect, Dynamic Dispatch, and Dynamic Rideshare in east county.
- The See Something – Say Something (*Tri Delta Watch*) Mobile App is available to all members of the public. It includes an option to report suspected human trafficking situations.

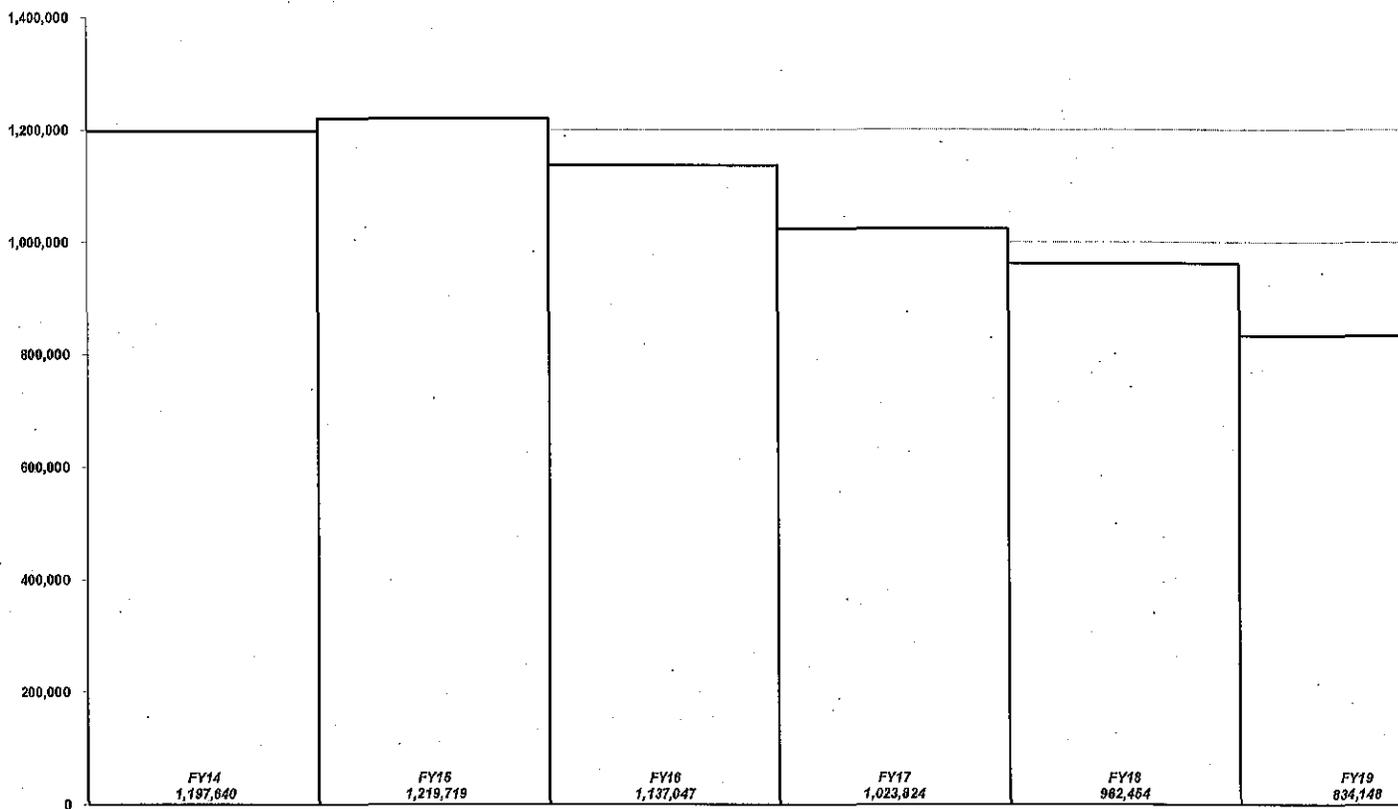
Pending:

- BART's new schedule: February 11, 2019
- Mobile Emergency Operations Center construction
- Microtransit demonstration project
- Mobility on Demand demonstration project
- Mobile ticketing app group discount program
- Service to Brentwood LMC campus (2019)
- Antioch Park & Ride lot construction
- Oakley Park & Ride lot construction
- Federal grants (earmarks?)
- Senior transportation service issues

*Agenda Item #6a
Eastern Contra Costa Transit Authority
Board of Directors Meeting
December 12, 2018*

TRI DELTA TRANSIT

COMPARATIVE FR RIDERSHIP - NOVEMBER YTD



EASTERN CONTRA COSTA TRANSIT AUTHORITY KEY PERFORMANCE INDICATORS BY SERVICE

								YTD COMPARISON		
	Actual					Budget	18/19B	Actual		% ▲
	13/14	14/15	15/16	16/17	17/18	18/19	%	Nov-17	Nov-18	
DIAL-A-RIDE										
PASSENGERS										
Total DAR Trips Provided	131,476	133,769	131,917	133,406	125,558	124,604	-1%	53,922	50,554	-6%
Average Weekday Ridership	471	487	489	498	469	464	-1%	483	452	-6%
Average Sat Ridership	180	153	118	107	105	108	2%	113	92	-19%
Average Sun/Hol Ridership	68	63	49	47	47	48	2%	49	42	-13%
Average Passengers/Hour (wklys DAR Only)	2.3	2.4	2.5	2.9	2.9	2.9	-1%	2.8	3.2	14%
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	0.071%	0.103%	0.114%	0.382%	0.486%	0.250%	-48%	0.569%	0.657%	15%
On Time Performance	89%	87%	85%	81%	66%	90%	37%	70%	55%	-21%
MAINTENANCE										
Gallons of Fuel Consumed	145,043	138,528	135,809	131,936	122,057	122,772	1%	55,577	46,122	-17%
Miles Between Preventable Accidents	244,390	162,293	159,143	153,397	207,048	200,000	-3%	181,092	324,510	79%
Miles Between Road calls	61,109	139,113	190,963	919,507	276,017	100,000	-64%	120,730	324,640	169%
COST RATIOS										
Farebox Recovery Ratio	10%	10%	10%	11%	10%	9%	-15%	10%	12%	16%
\$/Gal Fuel	\$ 3.67	\$ 3.09	\$ 2.59	\$ 2.57	\$ 3.21	\$ 3.00	-7%	\$ 2.80	\$ 3.39	21%
Operating Cost/Passenger	\$ 35.25	\$ 34.18	\$ 34.41	\$ 29.15	\$ 29.68	\$ 35.82	21%	\$ 31.61	\$ 28.35	-10%
Operating Cost/Revenue Hour	\$ 68.75	\$ 69.81	\$ 72.26	\$ 73.97	\$ 80.33	\$ 95.04	18%	\$ 82.84	\$ 82.70	0%
Operating Cost/Revenue Mile	\$ 5.76	\$ 5.74	\$ 5.85	\$ 6.18	\$ 5.38	\$ 6.72	25%	\$ 5.65	\$ 5.37	-5%
FIXED ROUTE										
PASSENGERS										
Total FR Trips Provided	2,832,264	2,806,028	2,574,864	2,344,985	2,232,469	2,321,636	4%	961,897	834,148	-13%
Average Weekday Ridership	9,930	9,794	8,999	8,230	7,886	8,238	4%	8,111	7,020	-13%
Average Sat Ridership	3,464	3,498	3,061	2,715	2,490	2,450	-2%	2,635	2,308	-12%
Average Sun/Hol Ridership	2,692	2,787	2,501	2,236	2,087	2,140	3%	2,250	1,799	-20%
Average Passengers/Hour	19.0	19.2	17.8	16.1	14.7	15.4	5%	15.4	13.2	-14%
CUSTOMER SERVICE										
Customer Complaints	0.009%	0.009%	0.009%	0.025%	0.025%	0.025%	-2%	0.028%	0.034%	22%
On Time Performance	92%	92%	92%	82%	83%	90%	8%	82%	81%	-2%
MAINTENANCE										
Gallons of Fuel Consumed	603,013	600,072	606,378	584,879	575,568	534,257	-7%	242,988	227,355	-6%
Miles Between Preventable Accidents	110,754	98,066	97,469	117,465	145,522	100,000	-31%	172,353	91,765	-47%
Miles Between Road calls	67,684	41,553	27,690	21,084	19,951	50,000	151%	25,853	28,841	12%
COST RATIOS										
Farebox Recovery Ratio	18%	18%	18%	16%	13%	14%	0%	14%	11%	-24%
\$/Gal Fuel	\$ 3.48	\$ 2.77	\$ 1.96	\$ 2.07	\$ 2.30	\$ 2.65	15%	\$ 2.44	\$ 2.68	10%
Operating Cost/Passenger	\$ 5.58	\$ 5.54	\$ 5.98	\$ 6.93	\$ 7.56	\$ 7.34	-3%	\$ 7.16	\$ 8.54	19%
Operating Cost/Revenue Hour	\$ 105.76	\$ 106.36	\$ 106.33	\$ 111.83	\$ 111.07	\$ 113.24	2%	\$ 109.93	\$ 113.10	3%
Operating Cost/Revenue Mile	\$ 7.71	\$ 7.62	\$ 7.49	\$ 7.98	\$ 8.19	\$ 8.95	9%	\$ 8.02	\$ 8.86	10%

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

TOTAL PASSENGER TRIPS											YTD COMPARISON		
ROUTE	13/14		14/15		15/16		16/17		17/18		Nov-17	Nov-18	% Chg
		% Chg											
200	55,914	1%	54,167	-3%	48,866	-10%	44,467	-9%	40,568	-9%	17,921	15,264	-15%
201	124,289	4%	112,116	-10%	116,301	4%	117,839	1%	115,491	-2%	48,353	44,801	-7%
300	328,582	13%	353,802	8%	340,127	-4%	351,131	3%	323,694	-8%	145,385	34,672	-76%
379	6,759	-56%	3,223	-52%	3,659	14%	2,407	-34%	2,358	-2%	1,025	844	-18%
380	682,650	0%	666,704	-2%	606,012	-9%	552,671	-9%	510,333	-8%	220,313	199,939	-9%
381	N/A	51,256	N/A	10,845	45,426	319%							
383	32,073	-8%	30,200	-6%	25,830	-14%	21,936	-15%	21,987	0%	8,828	16,349	85%
384	N/A	3,366	N/A	N/A	18,240	N/A							
385	70,974	16%	68,013	-4%	66,045	-3%	54,207	-18%	55,316	2%	23,570	22,054	-6%
386	1,902	-12%	1,583	-17%	1,507	-5%	1,398	-7%	1104	-21%	481	N/A	N/A
387	264,036	1%	257,944	-2%	233,185	-10%	198,990	-15%	180,733	-9%	75,797	77,586	2%
388	400,190	9%	370,128	-8%	327,585	-11%	287,820	-12%	265,449	-8%	113,015	109,182	-3%
389	53,068	0%	51,480	-3%	45,836	-11%	40,557	-12%	41,396	2%	17,640	21,923	24%
390	72,054	5%	71,211	-1%	70,022	-2%	71,431	2%	70,019	-2%	31,443	16,505	-48%
391	386,640	4%	402,579	4%	360,256	-11%	317,873	-12%	286,436	-10%	126,918	109,502	-14%
Shuttles	3,370	-32%	5,375	59%	13,410	149%	2,956	-78%	2,027	-31%	2,027	4,841	139%
392	142,284	7%	142,650	0%	124,708	-13%	110,687	-11%	105,150	-5%	47,622	39,518	-17%
393	133,078	-2%	141,281	6%	126,653	-10%	114,022	-10%	98,170	-14%	47,553	15,584	-67%
394	64,904	-9%	63,087	-3%	53,894	-15%	48,389	-10%	47,726	-1%	20,557	22,194	8%
395	9,497	100%	10,485	100%	10,968	100%	6,204	100%	5,937	100%	2,604	3,138	21%
396	N/A	3,953	N/A	N/A	16,606	N/A							
Total Fixed Route	2,832,264	3%	2,806,028	-1%	2,574,864	-8%	2,344,985	-9%	2,232,469	-5%	961,897	834,148	-13%

AVERAGE PASSENGERS PER REVENUE HOUR											YTD COMPARISON		
ROUTE	13/14		14/15		15/16		16/17		17/18		Nov-17	Nov-18	% Chg
		% Chg											
200	12.5	-1%	12.6	1%	11.5	-9%	9.9	-14%	8.6	-14%	9.1	7.9	-13%
201	17.9	1%	17.0	-5%	16.1	-5%	13.8	-15%	12.9	-6%	12.9	12.7	-1%
300	18.6	18%	20.3	10%	19.6	-4%	20.6	5%	20.5	0%	20.9	11.4	-45%
379	16.8	57%	26.5	57%	30.6	15%	18.9	-38%	16.7	-11%	19.4	12.8	-34%
380	20.6	2%	20.2	-2%	18.7	-7%	17.3	-8%	16.1	-7%	16.6	16.3	-2%
381	N/A	11.6	N/A	10.9	13.1	20%							
383	12.8	23%	13.0	3%	11.6	-11%	10.1	-12%	8.8	-13%	9.7	7.2	-26%
384	N/A	6.8	N/A	N/A	8.3	N/A							
386	12.9	8%	12.3	-4%	11.4	-8%	9.3	-19%	9.5	2%	9.7	9.4	-3%
386	6.3	74%	6.3	1%	6.6	5%	6.0	-10%	4.8	-20%	5.0	N/A	N/A
387	23.7	4%	23.3	-2%	21.7	-7%	18.6	-14%	15.9	-15%	16.3	14.4	-12%
388	18.2	7%	17.4	-5%	16.2	-7%	14.3	-12%	13.1	-8%	13.4	13.0	-4%
389	14.4	8%	15.4	7%	14.4	-6%	12.4	-14%	11.9	-4%	12.2	15.0	23%
390	20.8	12%	21.5	3%	21.4	-1%	22.1	3%	21.3	-4%	23.0	11.8	-49%
391	20.5	4%	21.9	7%	19.7	-10%	17.3	-12%	15.5	-11%	16.4	15.4	-6%
Shuttles	6.4	N/A	30.7	383%	23.6	-23%	15.0	-36%	15.4	3%	17.2	63.4	268%
392	19.1	9%	18.9	-1%	16.7	-12%	14.2	-15%	13.1	-7%	13.8	13.4	-3%
393	17.5	0%	18.7	7%	16.8	-10%	15.3	-9%	13.8	-9%	14.9	10.7	-28%
394	17.0	13%	15.9	-7%	13.9	-13%	12.9	-7%	12.4	-4%	12.7	13.2	4%
395	16.2	N/A	16.4	1%	17.1	5%	9.9	-42%	9.9	0%	10.0	10.5	5%
396	N/A	9.2	N/A	N/A	9.8	N/A							
Total Fixed Route	19.0	7%	19.2	1%	17.8	-7%	16.1	-9%	14.7	-9%	15.4	13.2	-14%

TAB 3

Agenda Item #7a

ACTION ITEM: Board Member and Staff Conference Attendance Request

Board of Directors Meeting

Wednesday December 12, 2018

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: December 12, 2018

Agenda Item: Board Member and Staff Conference Attendance Request
Agenda Item #7a

Lead Staff: Jeanne Krieg, Chief Executive Officer 

Board Member Conference Attendance Request

Current policy allows each member of the Board of Directors to travel to two conferences within a fiscal year, budget permitting. The Board of Directors, prior to attendance, must approve additional travel. Additionally, the policy states that ECCTA Board Member attendance at the annual APTA Legislative Conference is limited to the ECCTA Board Chair and/or Vice Chair or their designee(s).

Board Chair Diane Burgis has attended two conferences during FY 2018-19 (APTA Annual and the APTA Leadership Summit) and is requesting authorization to attend the Washington DC APTA Legislative Conference in March 2019. Chair Burgis was appointed to serve on the Travel and Tourism subcommittee of the Transit Board Members Committee and will be attending the Transit Board Members Committee meeting in Washington DC during the APTA Legislative Conference.

Staff Conference Attendance Request

Current policy allows staff members to attend up to two conferences per fiscal year without authorization from the Board of Directors. The following conferences have been requested by Chief Operating Officer, Steve Ponte. The cost associated with the additional conferences was included in the FY18-19 budget.

Meeting	Comments
APTA CEOs Conference	APTA added a track for Deputy CEOs that has educational benefits for Steve.
APTA Bus Conference	This is a staff-oriented conference that includes intensive educational sessions.
APTA Legislative Conference	Steve's job responsibilities include monitoring legislative activities that affect our agency.

Requested Action #1

Approve the board member additional conference request.

Requested Action #2

Approve the staff member additional conference request.

TAB 4

Agenda Item #7b

ACTION ITEM: 2019 Board Meeting Schedule

Board of Directors Meeting

Wednesday December 12, 2018

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: December 12, 2018

Agenda Item: 2019 ECCTA Board of Director Meeting Dates - Agenda Item #7b

Approved: Jeanne Krieg, Chief Executive Officer 

Background

- The regular meeting date and time of the ECCTA Board of Directors is the 4th Wednesday of each month at 4:00pm.
- The Board Chair has the authority to cancel or reschedule any Tri Delta Transit Board meeting if there is a lack of pressing agenda items or if extenuating circumstances exist. As much notice as possible is given so board members can plan accordingly.

Considerations

- The 4th Wednesday of each month in 2019:

January 23 rd	May 22 nd	September 25 th
February 27 th	June 26 th	October 23 rd
March 27 th	July 24 th	November 27 th
April 24 th	August 28 th	December 25 th
- The last several years, the Board of Directors combined the November and December meetings to avoid the Thanksgiving, Christmas, and New Year holidays.
- There are five Wednesdays in January, May, July, and October 2019.
- I have an APTA Executive Committee meeting on the east coast January 23rd.
- The APTA Bus and Paratransit staff oriented conference is scheduled for May 19-22.
- The APTA Transit Board Members Seminar is scheduled for July 20-23.

Staff Request

1. Reschedule the January, May, July, and October meetings to the last (5th) Wednesday of those months.
2. Combine the November and December 2019 board meetings and conduct that meeting on December 11th, 2019.

TAB 5

Agenda Item #7c

ACTION ITEM: Communication System Resolution Update

Resolution #181212a

Board of Directors Meeting

Wednesday December 12, 2018

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: December 12, 2018
Agenda Item: Communication System Resolution Update – Agenda Item #7c
Lead Staff: Steve Ponte, Chief Operating Officer
Approved: Jeanne Krieg, Chief Executive Officer 

Background

In December 2017, the ECCTA Board of Directors approved the conversion of ECCTA's communication system from a radio platform to a cellular platform discussing the following considerations:

- Clipper 2 will require a cellular data link on each bus.
- On-board diagnostics require cellular data.
- ECCTA is working with CCTA on a Dynamic Transit Operation demonstration project that will require cellular communication.
- Mobile hardware for buses has evolved and most of the current communication platforms require cellular data communication.
- ECCTA's Automatic Vehicle Location (AVL) vendor, Connexionz, offers both cellular and radio technology for communications and was able to easily change the current radio-based system to a cellular-based system with minimal disruption to the system.

Process

Once approved, the vendor began the process of ordering the necessary equipment and analyzing data needs. The process was slowed slightly by the procurement of new buses since it made more sense to wait to install the cellular equipment on new buses rather than install and remove from retired buses. Additionally, we experienced technical difficulties which further slowed the project. The system is now up and running properly so the final invoice was submitted to ECCTA.

The AVL vendor, Connexionz, quoted a cost of \$429,406 (\$6,926 per bus) for equipment and installation. The vendor's quote had an oversight: it did not include \$31,234 tax on the project equipment so staff is requesting a revised resolution which reflects the contract amount including tax. There is sufficient funding in the grant that was allocated to this project.

Requested Action

Adopt Resolution #181212a which adds \$30,234 tax to the amount approved by Resolution #171213a, a \$429,406 agreement with Connexionz to provide and install all equipment required to convert ECCTA's Automatic Vehicle Location system from a radio platform to a cellular platform with the capabilities to add connectivity with the vehicle diagnostics, Clipper 2, and tablet communication.



TRI DELTA TRANSIT

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

Resolution #181212a

Communication System Conversion – Resolution Update

Resolution #181212a adds \$30,234 tax to the amount approved by Resolution #171213a, a \$429,406 agreement with Connexionz to provide and install all equipment required to convert ECCTA’s Automatic Vehicle Location system from a radio platform to a cellular platform with the capabilities to add connectivity with the vehicle diagnostics, Clipper 2, and tablet communication.

WHEREAS, On December 13, 2017, ECCTA’s Board of Directors adopted Resolution #171213a authorizing the CEO to enter into a \$429,406 contract with Connexionz; and

WHEREAS, Connexionz successfully completed the project; and

WHEREAS, the cellular platform communication system is working satisfactorily; and

WHEREAS, Connexionz inadvertently did not include \$31,234 tax on the equipment when the proposal was submitted; and

WHEREAS, funds for the tax is included in the grant for the project; and

WHEREAS, staff desires to pay the tax.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #181212a which adds \$30,234 tax to the amount approved by Resolution #171213a, a \$429,406 agreement with Connexionz to provide and install all equipment required to convert ECCTA’s Automatic Vehicle Location system from a radio platform to a cellular platform with the capabilities to add connectivity with the vehicle diagnostics, Clipper 2, and tablet communication.

PASSED AND ADOPTED THIS 12th day of December 2018, by the following votes:

Eastern Contra Costa Transit Authority

Diane Burgis, Chair

Jeanne Krieg, Chief Executive Officer

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

TAB 6

Agenda Item #7d

ACTION ITEM: Planning Software Maintenance Agreement

Resolution #181212b

Board of Directors Meeting

Wednesday December 12, 2018

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: December 12, 2018

Agenda Item: Planning Software Maintenance Agreement
Agenda Item #7d

Lead Staff: Steve Ponte, Chief Operating Officer

Approved: Jeanne Krieg, Chief Executive Officer 

Background

- In June 2016, ECCTA purchased a planning software package to conduct the FTA-required Title VI analyses and to gather statistical information about the service area.
- In August 2017, the ECCTA Board of Directors approved the purchase of the complementary scheduling software from the same company to replace the obsolete scheduling software used at that time. These two software packages work in tandem giving a seamless Title VI analysis of any proposed route or schedule change.
- The term for the software maintenance agreements for the two packages have different expiration dates:
 - The planning software maintenance agreement expires 6/30/19
 - The scheduling software maintenance agreement expires 8/31/24

Staff Evaluation

If both maintenance agreements are renewed at the same time, the cost will be approximately 10% less than two separate agreements. To achieve this, staff negotiated a renewal maintenance contract for 5 years and 2 months for the planning software. This will make the next renewal for both software programs in August 2024 less cumbersome and less expensive.

Requested Action

Adopt Resolution #181212b which authorizes the CEO or her designee to enter into a 5 year, 2 month planning software maintenance agreement for an amount not to exceed \$115,700 with Remix.



TRI DELTA TRANSIT

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

RESOLUTION #181212b **Remix Software Maintenance Agreement**

Resolution #181212b authorizes the CEO to enter into a 5 year, 2 month Title VI software maintenance agreement for an amount not to exceed \$115,700 with Remix.

WHEREAS, ECCTA's current Remix Title VI software is three years old and operates in conjunction with ECCTA's fixed route scheduling software; and

WHEREAS, ECCTA has TDA funds available to purchase the annual maintenance fees; and

WHEREAS, the annual maintenance fee is \$22,400 which includes updates, full support, and software hosting for a period of 5 years and 2 months; and

WHEREAS, the Remix system is cloud-based; and

WHEREAS, Remix is the supplier of fixed route scheduling software that integrates with ECCTA's Title VI software.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #181212b authorizing the CEO to enter into a Title VI software maintenance agreement with Remix for an amount not to exceed \$115,700 for a period of 5 years and 2 months.

PASSED AND ADOPTED THIS 12th day of December 2018, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Diane Burgis, Chair

Jeanne Krieg, Chief Executive Officer

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

TAB 7

Agenda Item #7e

ACTION ITEM: Triennial Performance Audit

Resolution #181212c

Board of Directors Meeting

Wednesday December 12, 2018

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: December 12, 2018

Agenda Item: TDA Triennial Performance Audit
Agenda Item #7e

Lead Staff: Jeanne Krieg, Chief Executive Officer 

Background

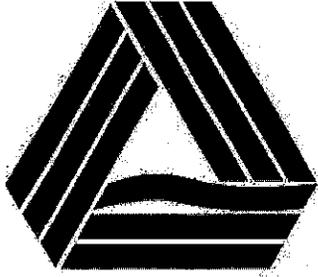
A performance audit must be conducted every three years in order to be eligible to receive Transportation Development Act (TDA) funds. Attached is the executive summary of the audit for fiscal years 2014/15 through 2016/17. The findings show:

- Tri Delta Transit is in compliance with the data collection and reporting requirements for the five data items required to meet the TDA-mandated performance indicators.
- Tri Delta Transit is in compliance with the sections of the state PUC sections that were reviewed.
- No recommendations were suggested for Tri Delta Transit based on the results of the triennial performance audit.

The full report will be available at the board meeting for review.

Staff Request:

Adopt Resolution #181212c accepting ECCTA's Triennial Performance Audit Report for the fiscal years 2014/15, 2015/16 and 2016/17.



TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority
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RESOLUTION #181212c Triennial Performance Audit

Resolution #181212c accepts the Eastern Contra Costa Transit Authority (ECCTA) Triennial Performance Audit Report for the fiscal years 2014/15, 2015/16 and 2016/17.

WHEREAS, ECCTA is required to undergo a performance audit every three years in order to receive Transportation Development Act (TDA) and State Transit Assistance (STA) funds; and

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency (RTPA) for the nine-county San Francisco Bay Area and has responsibility for administering the region's Triennial Performance Audit program; and

WHEREAS, MTC conducts the audits using an independent audit firm; and

WHEREAS, the Triennial Performance Audit shows ECCTA to be in compliance with all data collection and reporting requirements; and

WHEREAS, the Triennial Performance Audit shows ECCTA to be in compliance with all state Public Utilities Commission (PUC) requirements; and

WHEREAS, the Triennial Performance Audit makes no recommendations for improvement based on the results of this triennial performance audit.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt resolution #181212c accepting Triennial Performance Audit Report for the fiscal years 2014/15, 2015/16 and 2016/17.

PASSED AND ADOPTED THIS 12th day of December 2018, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Diane Burgis, Chair

Jeanne Krieg, CEO

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

Triennial Performance Audit

of the

Eastern Contra Costa Transit Authority (ECCTA, or Tri Delta Transit)

Fiscal Years 2014/15, 2015/16 and 2016/17

FINAL AUDIT REPORT

prepared for the



**METROPOLITAN
TRANSPORTATION
COMMISSION**

by



Pierlott & Associates, LLC
Management Consulting

May 2018

NOTE:

All exhibits in this report are presented at the end of the associated discussion in each section.

EXECUTIVE SUMMARY

This executive summary highlights the findings from the performance audit of the Eastern Contra Costa Transit Authority (ECCTA), also known as Tri Delta Transit. In California, a performance audit must be conducted every three years of any transit operator receiving Transportation Development Act (TDA) Article 4 funds, to determine whether the operator is in compliance with certain statutory and regulatory requirements, and to assess the efficiency and effectiveness of the operator's services. The two service modes operated by Tri Delta Transit, bus and paratransit, are the focus of this performance audit. The audit period is Fiscal Years 2015 through 2017 (from July 1, 2014 through June 30, 2017).

Performance Audit and Report Organization

The performance audit was conducted for MTC in accordance with its established procedures for performance audits. The final audit report consists of these sections:

- An assessment of data collection and reporting procedures;
- A review of performance trends in TDA-mandated indicators and component costs;
- A review of compliance with selected PUC requirements;
- An evaluation of Tri Delta Transit's actions to implement the recommendations from the last performance audit;
- An evaluation of functional performance indicator trends; and
- Findings, conclusions, and recommendations to further improve Tri Delta Transit's performance based on the results of the previous sections.

Comments received from Tri Delta Transit and MTC staff regarding the draft report have been incorporated into this final report. Highlights from the key activities are presented in this executive summary.

Results and Conclusions

Review of TDA Data Collection and Reporting Methods - The purpose of this review is to determine if Tri Delta Transit is in compliance with the TDA requirements for data collection and reporting. The review is limited to the five data items needed to calculate the TDA-mandated performance indicators. This review has determined that Tri Delta Transit is in compliance with the data collection and reporting requirements for all five TDA statistics. In addition, the statistics collected over the six-year review period appear to be consistent with the TDA definitions, and indicate general consistency in terms of the direction and magnitude of the year-to-year changes across the statistics.

There was one anomaly noted for FY2017 paratransit statistic reporting. There was a 14.4 percent decrease in operating costs and a 16.3 percent decrease in vehicle service hours reported. However, vehicle service miles only experienced a 3.1 percent decrease that same year. Vehicle service miles and hours usually move together in tandem, without such a wide discrepancy in performance.

Tri Delta staff explained the decrease in service hours is the result of efforts to improve scheduling, thereby increasing operational and cost efficiency. Increased efficiency leads to fewer service hours, which in turn reduces the hourly operating cost charges for service paid to the contractor. The increased scheduling efficiency has a greater effect on reducing service hours than service miles. This anomaly did not significantly impact Tri Delta's paratransit service provision, however, demonstrated by

the fact that the paratransit average operating speed only increased by two miles an hour between FY2016 (12.3 mph) and FY2017 (14.3 mph).

Performance Indicators and Trends – Tri Delta Transit’s performance trends for the five TDA-mandated indicators were analyzed by mode. A six-year analysis period was used for all the indicators. In addition, component operating costs were analyzed.

- Bus Service – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2012 through FY2017:
 - There was an average annual increase in the operating cost per hour of 1.4 percent, which amounted to a 1.2 percent decrease in inflation adjusted dollars.
 - The cost per passenger also was relatively flat, increasing on average by 1.1 percent per year, resulting in an average annual decrease of 1.5 percent in constant FY2012 dollars.
 - Passenger productivity showed a slight improvement, with passengers per vehicle service hour increasing by 0.3 percent per year overall, and passengers per vehicle service mile increasing by 0.4 percent annually.
 - Employee productivity increased an average 0.5 percent per year.

The following is a brief summary of the component operating costs trend highlights for the bus service between FY2012 and FY2017:

- Purchased transportation costs went up just over three percent per year, remaining the largest component cost area at about 50 percent of total costs. Purchased transportation costs increased in the last year (FY2017) by over nine percent, more than double the rate of any previous year.

- In-house labor and fringe benefit costs both decreased about one percent overall, with each of these categories comprising about ten percent of total operating costs.
 - Fuel/lubricant costs decreased over 13 percent annually, and their overall share of total operating costs decreased from 14 percent to seven percent during the review period. There was also a minor annual decrease in materials/supplies costs each year.
 - There were moderate annual average increases in the remaining component cost categories (services, casualty/liability and other expenses), with each of these components contributing less than five percent of total operating costs.
- Paratransit – The following is a brief summary of the TDA performance trend highlights over the six-year period of FY2012 through FY2017:
 - Cost efficiency decreased, with an average annual increase in the operating cost per hour of 2.8 percent. This amounted to a slight average annual increase of 0.2 percent in inflation adjusted dollars.
 - The operating cost per passenger decreased an average of one percent per year, or 3.5 percent annually when expressed as normalized FY2012 dollars.
 - Passenger productivity improved, with passengers per hour increasing 3.8 percent per year on average, while passengers per mile experienced a more modest 0.8 percent annual increase.
 - Employee productivity decreased an annual average of 5.5 percent.

The following is a brief summary of the component operating costs trend highlights for paratransit between FY2012 and FY2017:

- Purchased transportation costs represented by far the largest portion of the total costs, averaging about 75 percent throughout the review period. Purchased transportation costs decreased by 2.4 percent per year on average.

- Labor costs increased an average of 7.6 percent per year, increasing that component cost from about 4.5 percent to seven percent of total operating costs.
- Fringe benefit costs increased an annual average of 9.7 percent, however, this category only accounted for less than five percent of the total costs over the review period.
- Fuel/lubricants costs decreased an average of 5.4 percent annually, with the proportion of fuel costs decreasing from about 12 percent to eight percent of total operating costs.
- Other component cost categories averaged increases of more than 10 percent per year, but each category comprises less than five percent of total operating costs.

PUC Compliance – Tri Delta Transit is in compliance with the sections of the state PUC that were reviewed as part of this performance audit. The sections reviewed included requirements concerning CHP safety inspections, labor contracts, reduced fares, Welfare-to-Work, revenue sharing, and evaluation of passenger needs.

Status of Prior Audit Recommendations – Implementation is in progress for the one recommendation from the prior audit. During the prior two TDA audits, it was found that Tri Delta Transit’s paratransit service was experiencing declines in passenger productivity and cost effectiveness. It was suggested that potential strategies for turning these trends around be explored. Tri Delta Transit has been implementing different strategies to address the issue, and during the current audit period, Tri Delta Transit took additional measures towards meeting this recommendation. As a result of Tri Delta Transit’s efforts, both passenger productivity and cost effectiveness have improved over the current audit period. Tri Delta Transit is continuing its efforts to improve passenger productivity and cost per passenger with a new pilot project partnering with

Transportation Network Companies (TNC), (such as Uber, Lyft, etc.), to reduce demand for traditional paratransit services.

Functional Performance Indicator Trends - To further assess Tri Delta Transit's performance over the past three years, a detailed set of systemwide and modal functional area performance indicators was defined and reviewed.

- Systemwide – The following is a brief summary of the systemwide functional trend highlights between FY2015 and FY2017:
 - Administrative costs increased from 15 percent to 25 percent of total operating costs, and also increased by 69 percent from \$14.71 to \$25.68 per vehicle service hour over the three year period. The increases were attributed to the filling of vacant staff positions in late FY2016 and FY2017, and administrative costs included in the operations contract that took effect in FY2017.
 - Marketing costs decreased overall compared to total administrative costs but increased from \$0.16 to \$0.19 per passenger trip.
 - The systemwide farebox recovery ratio declined slightly from about 16 percent to 14.9 percent by FY2017.
- Bus Service – The following is a brief summary of the bus service functional trend highlights between FY2015 and FY2017:
 - Service Planning results showed the operating cost per passenger mile increasing by 24.2 percent, farebox recovery decreasing from about 18 percent to about 10 percent, and the TDA recovery ratio (reflecting local support and operating cost exclusions) decreasing from about 25 percent to about 15 percent. Vehicle miles in service and vehicle hours in service were consistently at 85 percent and 90 percent, respectively, and passenger productivity declined by 16 percent.

- Operations results showed vehicle operations costs compared to total costs, and per service hour, decreasing overall, but especially in FY2017. There was a ten percent decrease in schedule adherence between FY2016 and FY2017, due to a change in the on-time measurement definition from within 10 minutes past scheduled departure to within five minutes in FY2017. There were very few incidences of complaints received and missed trips.
 - Maintenance results showed maintenance costs steady at 20 percent of total costs but vehicle maintenance costs per service mile up by 7.4 percent. The vehicle spare ratio remained unchanged at 16.1 percent, and an almost 50 percent decrease in the mechanical failure rates, due to the overall advanced age of the Tri Delta Transit fixed-route fleet.
 - Safety results showed the rate of preventable accidents about the same in FY2015 and FY2016, before a 15.5 percent improvement in FY2017.
- Paratransit – The following is a brief summary of the paratransit functional trend highlights between FY2015 and FY2017:
 - Service Planning results showed operating cost per passenger mile decreasing by almost 20 percent overall, the farebox recovery ratio slightly increasing from 10.1 to 10.6 percent, and the TDA recovery ratio (reflecting local support and operating cost exclusions) increasing from 34.3 to 39.3 percent. Vehicle miles in service was consistently in the 83 to 84 percent range, while vehicle hours in service decreased from about 94 percent to 85 percent. Passenger productivity was similar, with passengers per mile remaining relatively steady, while passengers per hour increased from 2.0 to 2.5 over the audit period.
 - Operations results showed decreases in both vehicle operations costs per hour and vehicle costs compared to total costs. Schedule adherence decreased over the audit period from 87 to 81 percent. At the same time there was an overall increase in the rate of complaints, but it remained less than one percent. There were no ADA trip denials and almost no missed trips, the trip cancellation rate

remained unchanged at about 20 percent, and late cancellations were almost nonexistent. Passenger no-shows increased from 5.1 percent to 6.3 percent of ADA trips during the audit period.

- Maintenance results showed total maintenance costs increasing from 12.6 to 17.3 percent of total costs, while vehicle maintenance costs per service mile increased overall from \$0.62 to \$0.81. The spare ratio decreased from 27.6 to 18.8 percent, and there was significant improvement in the mechanical failure rates, particularly in FY2017.
- Safety results showed the rate of preventable accidents per 100,000 miles increased by 6.4 percent overall.

Recommendations

No recommendations are suggested for Tri Delta Transit based on the results of this triennial performance audit.