County Connection
2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.com

ADVISORY COMMITTEE
MEETING AGENDA

Tuesday, November 9, 2021
1:00 PM

PURSUANT TO THE PROVISIONS OF ASSEMBLY BILL 361, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Topic: Advisory Committee Meeting
Time: Nov 9, 2021 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting
https://us02web.zoom.us/j/7276023247?pwd=cmw3ZG9BZVhhNXFaWjcwL0VRdUhKUT09

Meeting ID: 727 602 3247
Passcode: CCCTA
One tap mobile
+16699006833,,7276023247#,,,,*003069# US (San Jose)
+14086380968,,7276023247#,,,,*003069# US (San Jose)

Dial by your location
+1 669 900 6833 US (San Jose)
+1 408 638 0968 US (San Jose)
Meeting ID: 727 602 3247
Passcode: 003069

Find your local number: https://us02web.zoom.us/u/kvISCucZa

Public comment may be submitted via email to: hill@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the committee Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in correspondence that will be provided to the full Board.

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

*Enclosure

The committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Call to Order
2. Roll Call*
3. Agenda Approval
4. Approval of Minutes of September 28, 2021*
5. Public Comment
6. Consent Calendar: None
7. Member Update
    a. New Member - Richard Campagna
    b. Andrew Fontan-Alternate Pleasant Hill
8. Chair and Vice Chair Selection (if quorum is met) – review of By-laws*
9. Introduction of Manager of Accessible Services
10. Paratransit Year End Performance Report FY 21*
11. Title IV Analysis Report*
12. Fixed Route Ridership Report July, August and September 2021*
13. Paratransit Performance Report July and August 2021*
14. Committee Member Communications
15. Adjournment – Next Meeting – January 11, 2022

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed, and the matter is subject to discussion and action by the Committee. A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

Shuttle Service: With advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, November 18, 2021, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, November 3, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, November 9, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, November 4, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, November 5, 8:15 a.m., via teleconference

The above meeting schedules are subject to change. Please check the Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the Administrative Offices, 2477 Arnold Industrial Way, Concord, California

MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2021

Member Name	Juristiction	Jan-21	Mar-21	May-21	Jul-21	Sep-21	Nov-21	Original Appointment	Term Expires
Marjorie McWee	Contra Costa County	P	P	P	**C**	P		Jun-20	Jun-23
Richard Campagna	Danville	N/A	N/A	N/A	N/A			Jul-21	Jul-23
Jason Sommers	Pleasant Hill			P	**C**			Apr-21	Apr-23
Andrew Fontan (alternate)	Pleasant Hill				**C**			Apr-21	Apr-23
Wayne Mortensen	San Ramon	P	P	A	**C**	P		Dec-20	Dec-21
Vacant	Clayton								
Vacant	Concord								
Vacant	Lafayette								
Vacant	Martinez								
Vacant	Moraga								
Vacant	Orinda								
Vacant	Walnut Creek								
Rich Eber	Concord	P	P	P	**C**	A		Sep-20	Sep-21
James Donnelly	Danville	P	N/A	N/A	N/A	N/A	N/A	Jun-17	Jun-21
Matthew Horne - resigned	Pleasant Hill	P	N/A	N/A	N/A	N/A	N/A	Jun-20	Jun-21
Adrian Byram	Walnut Creek	P	P	A	N/A	N/A	N/A	Feb-20	Feb-22

CCCTA Staff - 2021

Member Name	Juristiction	Jan-21	Mar-21	May-21	Jul-21	Sep-21	Nov-20
Bill Churchill	County Connection Staff	P	P	P	C	P	
Ruby Horta	County Connection Staff	P	P	P	C	P	
Sean Hurley	County Connection Staff				C		
Rashida Kamara	County Connection Staff	P	P	P	C	P	
Melody Reebs	County Connection Staff		P	P	C	P	

P = Present A = Absent C = Cancelled Vacant

Summary Minutes
Advisory Committee
County Connection
Zoom Meeting
Tuesday September 28, 2021

Members: Marjorie McWee, Wayne Mortensen

Staff: Rashida Kamara, Bill Churchill, Ruby Horta, Melody Reebs

Public: Roger Acuna (Independent Living), Johanna Duran (Transdev General Manager)

1. **Call to Order**:
   Meeting was called to order at 1:01 PM

2. **Roll Call**
   (See Attendance Sheet No Quorum established)

3. **Approval of Agenda**:
   Passed on approval due to no quorum.

4. **Approval of minutes of May 11, 2021**:
   The minutes were approved as presented by Marji McWee.

5. **Public Comment**:
   None

6. **Consent Calendar:**
   None

7. **Member Update**
   New Member – Richard Campagna-Danville (Absent)
   Reappointed Member – Marjorie McWee: Ms. McWee reminded everyone that she has renewed her term of two years.
   Ms. Kamara gave an update on the Membership roster. Andrew Fontan is the alternate for Pleasant Hill. Adrian Byram for the City of Walnut Creek has resigned. Spoke to City of Walnut Creek and the city confirmed would have a nomination possibly for November Meeting. Ms. McWee said she had ideas as she reviewed by-laws on being more tactical on our selections.

8. **Chair and Vice Chair Selection (If Quorum is met)-Review of By-laws*:**
   No Quorum.

9. **Clipper Mobile App:**
   Ms. Reebs updated on the app. Since our last meeting the clipper app has been launched on both google and apply pay, which allows users to pay their fare using their smart phone, instead of needing a plastic clipper card. The app also provides some trip planning tools. MTC has also started a regional marketing campaign, with locally focused outreach as riders return to transit. One of the key benefits, allow riders to add value which is immediately available for them to use on their phone. Especially useful for low-income riders who cannot afford to put a lot of money on their card or use auto-load. The three key markets identified in using the apps are, youth riders with discounted youth fare, commuters that return to offices, and low-income riders. Ms. McWee commented that a few times she has gone across multiple transit agencies. Even though she had a value on her card it didn't get refreshed right away, even if you put $50.00 on it and were in Marin, not having fare easily refreshed can be frustrating. So, this is a benefit.

10. **San Ramon Valley Unified School District Transition Program-Midday Free Request:**
    Ms. Horta gave an update. The September board meeting approved this item. This allowed the program at San Ramon Valley high school to take advantage of this program for youths as they transition to adulthood. Board approved discounted fare till end of school year, whiles staff puts together a policy in which this program can be used for other school districts and in the region. Ms. McWee asked if this was for specific type pf students. Mr. Horta said yes, a program for students with disabilities so they can transition when they leave high school. Ms. McWee asked if they receive travel training and Ms. Horta confirmed that they did.

11. **Clipper START & Youth Fare Pilot Extension**:
    Ms. Reebs gave an update on both pilot programs. This January we launched two discount fare programs. Low-income adults and youths. Both discounts only available on clipper provides a 20% discount off adult clipper fare for single rides. Both set to expire January of next year but given the overall impact of COVID on ridership demand, the board approved an 18-month extension of both programs through June 2023. This will allow more time for ridership to recover and providing a more accurate and complete picture of clipper usage and allow staff to properly evaluate the effectiveness of the two programs. Staff does not anticipate the extension will result in loss of revenue beyond our original estimate of $300,000 which we planned to cover with stimulus funds.

12. **Return to Transit Outreach Efforts:**
    Ms. Horta gave an update on the Return to Transit outreach efforts. Since the start of pandemic, County Connection's lobby has been closed. We decided to pilot mobile lobby where customer service staff served the public in the community. It started in July of this year. We went to BART stations, senior centers, VA Clinic, and farmers markets. We were able to serve 100 more residents than we did in July 2019, when lobby was last open, so we intend to continue this service in the foreseeable future. Additionally, since

schools have now opened to in-person learning, we went out to schools to promote youth clipper and answer questions for parents especially on the 600 serios. We also partnered with MTC to promote return transit this fall. BART offered 50% off clipper fares, and we offered free rides along with other transit agencies including Tri-Delta, LAVTA and WestCat. Once promotion ends, we will continue efforts to promote clipper for low-income and clipper youth. Ms. McWee had a couple of ideas. She noticed a few people trying to get to medical centers like Shadelands, like Route 1. She loves the pop-up idea; we need to go out more. She suggested one at Safeway at Rossmore, the medical centers at Shadelands and at DVC. Mr. Mortensen said he was at the VA twice a month, he doesn't see people getting on or off the bus. Vets need to ride the bus, especially after they have received anesthesia. He said the buses come and leave but he doesn't see many getting on and off, so it doesn't seem to be serving a purpose. Ms. McWee added that a few years ago, at Kaiser Martinez, to get on bus and go that way took whole day for hour long appointment. If coming from Concord BART it took less time but from central county it truly was absurd. She is guessing people are taking ride share. She would love to see better service at that location.

13. Fixed Route Ridership and Clipper Report: April, May and June 2021

Ms. Reebs gave an update on the Monthly Ridership and Clipper Usage report for April, May and June. Ridership has grown significantly as riders return to activities. There is a high percentage of clipper usage, ¾ paying fare using the clipper, especially youth discount and free ride program. Ms. Mcwee wanted to know what July and August look like and September. Ms. Reebs said yes, increase especially since September free ride. Weekend ridership growing faster on weekend. Youth ridership, especially 600 serious has returned faster than rest of ridership which is a good sign. Ms. McWee also said there was an increase in metrics of missed trips. What does that mean? Ms. Reeds said that has to do with increase in operator of operator shortage. Mr. Churchill confirmed nationwide driver shortage. Not as bad as neighboring agencies, like AC Transit 120 operator short. We are all competing in same pool for drivers. Missed trips are routes we are unable to meet. Usually when bus breaks down or driver doesn't show up, but now it's a direct result of labor shortage. Ms. McWee asked if drivers were unionized. Mr. Churchill confirmed they are with both fixed route and paratransit. She also asked about vaccination challenges. Mr. Churchill said our rate of adoption is relatively high compared to other agencies. We are about 70%, some agencies are around 50%. We are not sure what will result from Biden's mandate but we are waiting for Federal OSHA to release guidelines.

14. **Paratransit Monthly Report:**

Ms. Kamara gave an update on Paratransit Service. April represents a full year since the covid pandemic started. Last April, we saw a full month of our paratransit decrease due to the pandemic. Service is on an upward trend. Revenue hours line 12 shows an increase. June will be first month of shared service. April over April still shows one passenger in the vehicle at a time. Line 22 shares On-time performance is high. Standard is 90%, during covid is high. Complaints went up by two probably due to timeliness. Ms.

Mcwee wanted an update on service programs. Ms. Kamara stated we are still doing EOC trips, no COVID positive trips, but still doing meals on wheels. We are also still doing the One Seat Pilot and the LAVTA/CCCTA collaboration program. Ms. McWee wanted to know what kind of feedback we are getting from riders. Ms. Kamara stated positive feedback. One Seat is part of ATS plan. LAVTA passengers and board members from LAVTA side has been positive.

15. **Committee Member Communications**

Mr. Mortensen asked about funding to add back routes that have been cut? Ms. Horta, said we do have funds, but shortage of operators is cresting the current issue. We do have stimulus funds, there is a third stimulus, that MTC is yet to distribute. We also need to ensure we have a living wage for operators. There have been a discussion about tax measure to support transit, but stimulus will run out in year or two. Ms. McWee wanted to know how community can participate on a planning level to identify routes that might be added back and if publicized would bring rider back. Ms. Horta said we can have this discussion at this community. Demand is still not there; we are at 40% below service levels pre-covid. Ms. McWee said there is still public perception of unsafe public transit. This is affecting demand. There might be new travel patterns after covid. Mr. Churchill said we do analyze where people come from and where they go to. Like the route 14 to Walnut Creek instead of stopping at Pleasant Hill. There is an important role for a committee like this to bring information like this for us to respond to. It has happened in the past where route changes have been made based on recommendations from this committee. He also expressed his appreciation for Ms. McWee and Mr. Mortensen for sticking it out and participating in the committee. Ms. McWee presented a slide presentation stating as she reviewed bylaws, she realized cities unrepresented like Lafayette, Martinez, Moraga and Orinda, do not get good service anyway. Anytime she has travelled to those areas she has found it difficult to get around. It seems school bus service has replaced community bus. So how do we get out to jurisdiction and ask how they can help us rebuild the service? Mr. Churchill, said we have reached out to the cities, multiple times, reminding them that the slot is vacant or the member is not attending. Ms. McWee stated the bylaws do allow for board members to be conjoined with committee members. Who is her board member? Maybe somebody from board can join our meetings. Maybe a meet and greet for board members to meet people in their jurisdiction. When she sits on BART accessible task force, Robert is at every meeting and is in touch with member that brings up a problem. She would like to see our board engaged with us, by taking trips to see how long trips actually take. Ms. Kamara reminded the members that they can give and is expected to give a report to the board, so the board of directors would not be surprised to see the advisory members speak to board unlike staff. Mr. Churchill stated by attending the board meeting board member began to recognize the face of the advisory committee. Mr. Mortensen agreed and said a committee member from this meeting should attend and report. Mr. Mortensen asked for each member's email addresses. Mr. Churchill said he is happy to do what he can to support the endeavors to make this better.

16. Adjournment: Meeting Adjourned at 2:10 PM

Minutes prepared by Rashida Kamara November 1, 2021

Central Contra Costa Transit Authority
Advisory Committee

Role and Function

Approved June 16, 2011
Amended September 19, 2019

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

Conflict of Interest Regulations

An Advisory Committee member shall not engage in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties, functions or responsibilities on the Citizens Advisory Committee (CAC). Such member shall not perform any work, service, or counsel for compensation outside of his or her responsibilities where any part of his or her efforts will be reviewed by the CAC.

Members of the CAC shall comply with the provisions of the California Political Reform Act (Government Code Section 87100, *et seq.*) and doctrine of common law conflicts of interest. Each member shall file an Annual Statement of Economic Interest. Individual members shall disclose and disqualify themselves from participating in any decision in which they have a financial interest under the standards of the California Political Reform Act.

County Connection

INTER OFFICE MEMO

To: Board of Directors Date: September 9, 2021

From: Rashida Kamara, Director of ADA and Special Services Reviewed by: WC.

SUBJECT: Performance Report -Paratransit

Background:

The beginning of the fiscal year found Paratransit Service down 80% due to the COVID-19 pandemic. The previous three months included a statewide lock down issued by the Governor of California, social distancing of no less than six feet and mandatory face coverings. Some of the other challenges we faced included a significant reduction in revenue as a result of not collecting fares, amending the Transdev's contract in order to ensure the retention of drivers, transporting one passenger at a time, and finding new ways to service the community. This meant establishing relationships with the County Health Department, activating our Emergency Operations Center with the Contra Costa County, reaching out to social service groups, senior advocacy groups, and other health groups to offer our resources.

In order to service the community safely, we continued to receive on-going training from the County Health Department on the effects of COVID-19 in the workplace and our personal lives. Vigilance was needed to ensure staff and drivers continued to stay safe. Passengers were encouraged to be diligent in reporting positive cases to County Connection, so drivers may quarantine safely due to possible exposure.

In an effort to keep serving the community, County Connection LINK offered services to deliver meals to seniors, meals to schools, provide transportation services for the County Emergency Department for COVID-19 positive passengers, and trips to vaccination sites once vaccines became available.

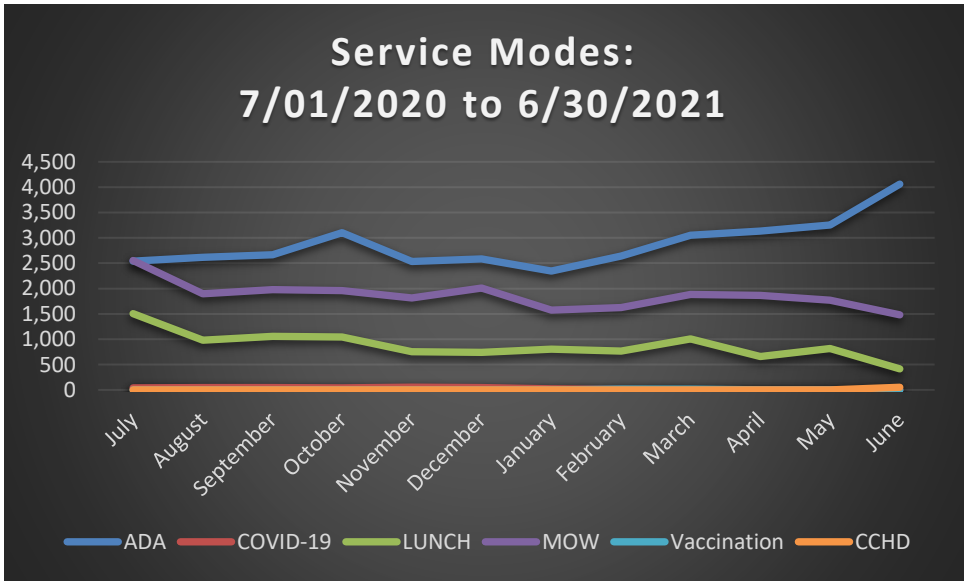
To minimize contact tracing, staff recommended the start of a One Seat Pilot program, which would enable passengers to utilize only one bus to travel across service jurisdictions versus multiple buses and multiple drivers. The partners involved in the pilot program include Central Contra Costa Transportation Authority, Livermore Amador Valley Transit Authority, Eastern Contra Costa County Authority, and Western Contra Costa Transit Authority. This pilot program started in November 2020 after Board approval and has continued successfully through an extension through the end of 2021.

In addition to a new One Seat Pilot, CCCTA and LAVTA, also entered into a MOU to combine Paratransit services under one contractor (Transdev) managed by CCCTA. This was also a Board approved pilot that started in April of 2021, allowing both agencies to share resources like staff, drivers, call center staff and scheduling software.

Partnerships and Service Trends:

Below is a snapshot of the partnerships and trends in service throughout the year. It's important to note that although Paratransit was and continues to remain our core service, the ability to pivot quickly during the year has enabled County Connection to serve the community on multiple necessary levels. The trend reflects how service systems flowed whenever there was a change in lockdown status or COVID rates.

	ADA	COVID-19	LUNCH	MOW	Vaccination	CCHD
July	2,538	41	1,505	2,553	0	0
August	2,613	48	983	1,894	0	0
September	2,667	44	1,057	1,977	0	0
October	3,105	42	1,046	1,960	0	0
November	2,535	54	756	1,814	0	0
December	2,582	47	741	2,009	0	0
January	2,345	19	803	1,572	0	0
February	2,640	9	766	1,624	16	0
March	3,054	4	1006	1,883	12	0
April	3,136	0	658	1,863	2	0
May	3,254	0	814	1,772	1	0
June	4,060	0	415	1,481	0	52



Financial Implication:

Staff budgeted $7.4M for the Paratransit but came in at about $6.2M or 15% under budget due to COVID-19. As you can see from the chart Paratransit trips remained low. Paratransit did not resume collecting fares till November 2020, as a result revenue also remained low. County Connection was a recipient of CARES ACT funding and used such funds to maintain paratransit trips, purchase PPE's, maintain certain driver levels and provide alternative services related to the COVID-19 pandemic.

Recommendation:

None for Information only

Attachments:

- June 2021 MOP
- Paratransit Statistics

CCCTA PARATRANSIT

Performance Report: 6/01 through 6/30/2021

	LINK and BART Statistics	FY 20/21 June	Variance from Goal	FY 19/20 June	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	4,060		2,372	34,552
2	Companions	24		14	362
3	*Personal Care Assistants	561		277	3631
4	SilverRide Pilot	-		0	-
5	Total Passengers	4,645		2,663	38,324
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	610		479	5,301
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	367		365	3,485
9	Same Day Trips	188		118	1,464
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	22		4	190
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,737.50		2,382.80	29,221.29
13	ADA Passengers per RVHr.	1.09		1.19	1.15
14	Average Trip Length (miles)			8.21	12.25
15	Average Ride Duration (minutes)			10.75	9.20
16	Total Cost per ADA Passenger	$ 124.06		$ 171.51	$ 140.82
17	*Service Miles	59,402.00		31,296.00	508,127
18	Billable Service Hours	6,407.82		5,993.86	63,484.91
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	**$ 30,569.70**		**$ 22,025.17**	**$ 273,280.66**
21	Total Cost	**$ 503,687.03**		**$456,731.35**	**$ 5,604,717.16**
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.7%		95.60%	96%
23	SilverRide Pilot OTP	-		0%	-
24	Arrived 15-29 minutes past window	32		20	366
25	Arrived 30-59 minutes past window	12		5	120
26	Arrived 60 minutes past window	1		13	19
27	Total Missed Trips	0		0	7
28	Transfer Trips	213		277	2,869
	One Seat Pilot Data				
23	*Total Trips	511			2,659
24	*Non-CCCTA Cost (Cost for Agencies)	5,934.08			32,164.79
25	*Non-CCCTA Miles (Agency Miles)	4,818.20			26,000.09
26	*Non-CCCTA Revenue Hours	132.73			601.53
27	*Total Revenue Hours	269.13			1,276.14
28	*Total Fare Collected	$ 2,444.50			$ 11,889.78
29	*Non-CCCTA Fare Collected	$ 1,390.75			$ 6,028.25
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	1		0	13
31	Timeliness	1		0	3
32	Driver Complaints	0		0	8
33	Equipment / Vehicle	0		0	2
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	1
36	Ave. wait time in Queue for reservation	0:01:02		0:00:25	0:00:36
37	Ave. wait time in Queue for customer service	0:00:24		0:00:22	0:00:24
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		6	4
39	Roadcalls per 100,000 miles	0		12	4
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,882		2,526	3,533
42	*Total Certification Determinations	112		1,169	1,308
43	*Initial Denials	0		7	3
44	*Denials Reversed	0		1	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

* One Seat participation trips for Eastbay have been added to the trip count; however not added to actual invoice

Transdev G.M.: _____

Date: 8/27/2021

Paratransit Statistics									
	FY 13-14	**FY 14-15**	**FY 15-16**	**FY 16-17**	**FY 17-18**	**FY18-19**	**FY19-20**	**FY20-21**	**Change from FY19-20 to FY20-21**
Operating Cost	$ 5,230,925.00	$ 5,117,037.00	$ 5,408,838.00	$ 5,219,273.00	$ 5,517,364.00	$ 6,296,163.52	$ 4,262,744.41	$ 6,219,700.00	(31.0%)
Farebox Revenue	$ 545,015.00	$ 520,959.00	$ 475,006.00	$ 515,182.00	$ 504,028.00	$ 532,080.88	$ 383,780.53	$ 112,477.00	(71.0%)
Net Subsidy	$ 4,685,910.00	$ 4,596,078.00	$ 4,933,832.00	$ 4,704,091.00	$ 5,013,336.00	$ 5,764,082.64	$ 3,878,963.88	$ 6,107,223.00	(36.0%)
Total Passengers	159,294	156,832	153,715	145,185	146,331	152,606	113,553	38,324	(66.0%)
Revenue Hours	74,394	73,716	76,308	69,795	70,222	79,565	55,393	63,484.91	(13.0%)
Non-Revenue Hours	18,403	17,908	19,689	18,855	22,031	21,691	30,001	29,221.29	(2.7%)
Total Hours	92,797	91,624	95,997	88,650	91,260	101,256	85,393	92,706.20	(8.0%)
Total Revenue Miles	1,219,582	1,204,823	1,089,545	893,938	1,054,542	1,185,946	1,017,246	760,081	(25.0%)
Non-Revenue Miles	260,310	247,562	238,117	244,800	265,002	282,923	189,883	121,856	(36.0%)
Total Miles	1,479,892	1,452,385	1,327,662	1,278,218	1,318,993	1,468,869	1,207,129	881,937	(26.0%)
Road Calls	44	32	25	22	24	26	12	4	(67.0%)
Complaints	18	25	9	10	44	146	43	13	(70.0%)
Accidents	7	12	6	6	5	8	6	4	(33.0%)
								Pre-Audit	

Note: FY16-17 has been updated with POST-AUDIT figures
Note: FY17-18 figures are AUDITED numbers
Note: FY 18-19 figures are pre-audit
Note: FY19-20 figures are pre audit and include COVID services
Note: FY20-21 are pre-audit and include COVID Services

County Connection

INTER OFFICE MEMO

To: Board of Directors **Date:** 10/13/2021

From: Melody Reebs, Manager of Planning **Reviewed by**:

SUBJECT: 2021 Title VI Program Update

Background:

As a federal grant recipient, County Connection is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with the Title VI regulations. County Connection must perform a self-assessment every three years and to document that services and benefits are provided in a non-discriminatory manner. The last Title VI Program was adopted by the Board of Directors in March 2018. This update covers the period from 2019 through 2021.

Program Updates:

The most significant changes in this year's report were updates to demographic information as well as service profiles and performance. As part of its Title VI Program, County Connection must evaluate its services to ensure that they are provided equitably across minority and low-income populations based on adopted standards and policies. These metrics assess various aspects of the system, including service quality, accessibility, and distribution of amenities. Staff used the most recent Census Block Group data from the 2019 American Community Survey (ACS) to analyze service area demographics, including race and income. The analysis concluded that all service standards and policies were met.

Census data was also used along with data from the most recent onboard survey to update the Language Assistance Plan (LAP). The LAP is used to ensure that Limited English Proficiency (LEP) populations have meaningful access to County Connection's programs and services, including public participation opportunities. The analysis in the plan identifies LEP needs and assistance measures and determines languages that fall within the federal "Safe Harbor" guidelines, which requires translation of vital documents such as the Title VI Public Notice.

Since the last Title VI Program submission in 2018, County Connection has conducted six equity analyses for major service or fare changes. None of the equity analyses found any disparate impact based on race or disproportionate burden on low-income riders due to the changes that were being proposed.

Financial Implications:

None.

Recommendation:

The MP&L Committee and staff recommend that the Board review and approve the 2021 Title VI Program. The report has been reviewed by legal counsel.

Action Requested:

The MP&L Committee and staff request that the Board approve Resolution 2022-011 authorizing the General Manager to submit the final Title VI Program to the FTA.

Attachments:

2021 Title VI Program Report

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

FINAL Title VI Program Report

To be adopted October 2021

County Connection

2477 Arnold Industrial Way

Concord, CA 94520

(925) 676-7500

TABLE OF CONTENTS

I. Introduction 1

II. General Requirements 3

A. Title VI Notice to Public 3

B. Title VI Complaint Procedures & Form 3

C. List of Investigations, Complaints, or Lawsuits 3

D. Public Participation Plan 3

E. Language Assistance Plan 3

F. Membership of Non-Elected Committees 4

G. Sub-recipient Monitoring 5

H. Board Meeting Minutes and Resolutions 5

I. Construction Projects 5

J. Additional Information Upon Request 5

III. Requirements of Transit Operators 6

A. Title VI Policies 6

B. Demographic and Service Profile 6

C. Demographic Ridership and Travel Patterns 6

D. Monitoring Program Results 6

E. Public Engagement for Policy Development 6

F. Title VI Equity Analyses 6

Appendices

A. Title VI Statement of Policy 8

B. Title VI Complaint Procedures & Form 10

C. Public Participation Plan 20

D. Language Assistance Plan 27

E. Board Meeting Minutes, Resolutions 46
F. Title VI Policies, Service Standards & Policies 50
G. Demographic & Service Profile 58
H. Ridership & Travel Patterns 68
I. Monitoring Program Results 72
J. Policy Development Outreach 84
K. Title VI Equity Analyses 85

I. INTRODUCTION

This County Connection Title VI Program Report provides policies, procedures, and data analysis to comply with guidelines issued by the Federal Transit Administration of the US Department of Transportation to implement Title VI of the 1964 Civil Rights Act regarding transit services and related benefits. The purpose of Title VI is "to assure that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

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

As a federal grant recipient, County Connection is required to maintain and provide to FTA information on its compliance with the Title VI regulations. County Connection is required to perform a self-assessment every three years and to document that services and benefits are provided in a non-discriminatory manner. This covers the period from 2019 through 2021.

County Connection, as required under Circular 4702.1B, has included the following information in this program report:

1. Discussion and attachments pertaining to general Title VI requirements.
    a. Title VI Notice to Public
    b. Title VI Complaint Procedures
    c. List of Investigations, Complaints, or Lawsuits
    d. Public Participation Plan
    e. Language Assistance Plan
    f. Membership of Non-elected Committees
    g. Sub-recipient Monitoring
    h. Board Meeting Minutes

i. Construction Projects

j. Additional Information Upon Request

2. Discussion and attachments pertaining to Title VI requirements for transit operators.

    a. Service Standards and Policies

    b. Demographic and Service Profile

    c. Demographic Ridership and Travel Patterns

    d. Monitoring Program Results

    e. Public Engagement for Policy Development

    f. Title VI Equity Analyses

3. All other required submittals.

II. GENERAL REQUIREMENTS

This chapter responds to the general reporting information required of all FTA grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

A. Title VI Notice to Public

A copy of County Connection's notice to the public that it complies with Title VI is contained in Appendix A.

B. Title VI Complaint Procedures & Form

County Connection responds to any lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. County Connection makes its procedures for filing a complaint available to members of the public. Copies of County Connection's Title VI complaint process, consumer reports / investigation process overview and Title VI complaint form are contained in Appendix B.

C. List of Investigations, Complaints, or Lawsuits

County Connection received no Title VI complaints during the review period. Additionally, there have been no Title VI lawsuits filed against County Connection.

D. Public Participation Plan

A summary of public outreach and involvement activities undertaken in the last three years, and a description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Program Report, including the County Connection's Public Participation Plan in Appendix C and the LEP Plan in Appendix D.

E. Language Assistance Plan

The County Connection's current Language Assistance Plan for providing language assistance for persons with Limited English Proficiency based on the DOT LEP Guidance is contained in Appendix D.

F. Membership of Non-Elected Committees

County Connection approves (but does not make) appointments to one non-elected committee: the County Connection Advisory Committee. The Advisory Committee is composed of 11 representatives—one from each member jurisdiction of County Connection—to serve in an advisory capacity to the County Connection Board of Directors. Five seats are currently filled, and six are vacant. Responsibilities include providing input on the needs of current and potential fixed-route and paratransit users. The Advisory Committee has contact with the Board of Directors and assists them in any manner the Board deems appropriate.

The purpose of the Advisory Committee is to help County Connection plan a transportation system that is safe, efficient, cost-effective, energy efficient, environmentally responsible, and responsive to the needs of the broadest range of citizens and transit users in Central Contra Costa County. The focus of the Advisory Committee is on issues of direct concern to users of fixed-route bus and accessible services.

The Advisory Committee meets on the second Tuesday every other month at 2:00 p.m. in the County Connection Board Room, 2477 Arnold Industrial Way in Concord. All meetings are open to the public.

The eleven members are appointed for two-year terms, representing and divided among the following constituencies:

- Bus Riders – Representing the diverse population of both Central Contra Costa County and County Connection's fixed-route and paratransit ridership.
- Community – Representing community interests which also interact with County Connection fixed-route and paratransit services.

The member jurisdictions of County Connection are responsible for the recruitment, selection, and appointment of representatives to the Advisory Committee. Once the jurisdictional governing body appoints a member to the Advisory Committee, responsibility then falls to County Connection's Board of Directors to approve the appointment. When County Connection learns of impending vacancies, staff requests that the appointing jurisdictions encourage participation by diverse community members.

G. Sub-recipient Monitoring

County Connection has no sub-recipients.

H. Board Meeting Minutes and Resolutions

The Board meeting minutes from consideration of this Title VI Program Report, and the associated resolution, will be included in Appendix E following Board adoption.

I. Construction Projects

County Connection has not undertaken any significant construction projects during this reporting period. For any construction projects that require documentation under Title VI Circular 4702.1B, an environmental justice analysis will be prepared and submitted separately as allowed under the circular.

J. Additional Information Upon Request

At the discretion of FTA, information other than that required by the circular may be requested. FTA has not requested such information, and none has been provided at this time.

III. REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific reporting information required of all transit operators who are FTA grantees on a triennial basis. The information is required under DOT regulations.

A. Title VI Policies

A copy of County Connection's Major Service Change, Disparate Impact and Disproportionate Burden Policies adopted in June 2013, and System-Wide Service Standards and Policies adopted in December 2014, can be found in Appendix F.

B. Demographic and Service Profile

County Connection regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. In addition, County Connection conducted additional analysis for this Program submission using Census Block Group data from the 2015-2019 American Community Survey (ACS) 5-year estimates. The results are included in Appendix G.

C. Demographic Ridership and Travel Patterns

County Connection conducts statistically valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. A copy of the County Connection 2019 On-Board Survey by ETC Institute is contained in Appendix H.

D. Monitoring Program Results

The results of County Connection's most recent analysis of service provision versus the System-Wide Service Standards and Policies adopted in December 2014 can be found in Appendix I.

E. Public Engagement for Policy Development

A summary of the public engagement process utilized to develop and vet County Connection's Major Service Change, Disparate Impact and Disproportionate Burden Policies can be found in Appendix J.

F. Title VI Equity Analyses

County Connection conducted equity analyses during the review period. All equity analyses revealed the proposed service or fare changes would have no disparate impact and impose no

disproportionate burden findings on protected communities. Complete copies of the equity analyses conducted during the review period are included in Appendix K.

A. TITLE VI STATEMENT OF POLICY

The County Connection Notice to the Public regarding Title VI rights is included below. It is posted at several highly visible locations around County Connection's Administrative headquarters at 2477 Arnold Industrial Way, Concord, CA, 94520, and on the County Connection website (in Spanish and English). In addition, cards with the English notice are on all County Connection fixed-route vehicles.

Title VI Statement of Policy

The Central Contra Costa Transit Authority (County Connection) grants equal access to its transportation services in Central Contra Costa. County Connection is committed to a policy of nondiscrimination in the conduct of its business, including its responsibilities under Title VI of the Civil Rights Act of 1964, which provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit services delivery. For information on the County Connection Title VI Program, visit countyconnection.com or call 925-676-7500 (TTY 711).

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 925-676-7500 (TTY 711). A complainant may also file a complaint with the Federal Transit Administration through its Office of Civil Rights: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 925-676-7500.

El Central Contra Costa Transit Authority (County Connection) concede a todos los ciudadanos igual acceso a sus servicios de transporte en Central Contra Costa. County Connection está comprometido con una política de no discriminación en la conducción de sus negocios, incluyendo sus responsabilidades bajo el Titulo VI de la ley de derechos civiles de 1964 que no establece que ninguna persona, por motivos de raza, color u origen nacional, excluida de la participación en, ser negado los beneficios de o ser objeto de discriminación bajo su programa de prestación de servicios

de tránsito. Para obtener información sobre el Programa del Título VI de County Connection, visite countyconnection.com o llame al 925-676-7500 (TTY 711).

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional con respecto a la prestación de servicios de tránsito tiene derecho a presentar una queja dentro de los 180 días posteriores al presunto incidente. Puede obtener un formulario de queja a continuación o solicitar uno llamando a 925-676-7500 (TTY 711). Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en otro idioma, comuníquese con 925-676-7500.

B. TITLE VI COMPLAINT PROCEDURES & FORM

The following is a summary of the complaint procedures:

Title VI Administrator Procedures

1. Maintain log of consumer reports that are potential Title VI claims. These are claims the customer or customer service staff have identified as discrimination based on information available when the consumer report is entered or reviewed. At this initial notification and review stage, some complaints are determined to not be Title VI, mostly by virtue of not being a Title VI discrimination protected class. Discrimination allegations based on age, sex or disability are not Title VI and can be eliminated from further Title VI procedures.

2. Direct complainant to the Title VI Complaint Form (if not previously provided). Forms are available for download from the website or as hard copies sent by mail or picked up by complainants at Count Connection's administrative office. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.

3. Once a Title VI Compliant Form is received, it is to be entered into a log, given a log number and entered into the Title VI Complaint Form Received database. Complaint form must be received within 180 days of alleged incident. If no investigation is initiated, clearly document the reason.

4. Inform complainant that a formal investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Complaint Form.

5. Inform customer service that complaint has become a formal Title VI investigation or is not Title VI eligible. Be sure that non-Title VI issues associated with the complaint are being responded to (e.g. driver re-training, discipline, etc.).

6. Research existing information and attempt to determine employee who is the subject of the complaint. Determine who will be conducting investigation and see what is known already.

7. Inform investigator that there is a formal Title VI complaint and what additional information, documentation, and investigation deadlines are involved. Send investigator an Investigation

Form with Section 1 filled out. This should be done within 5 working days of receipt of the Title VI Complaint Form.

8. Investigators should conduct investigation as informed by procedures and policies. This could include contact and interviews with any witnesses. Actions could include counseling and discipline for employees. Investigation Forms should be completed and returned within 10 working days of receipt of the Investigation Form.

9. Draft Investigation Report.

10. Review Investigation Report with investigator. Discuss findings and/or recommendation for resolution.

11. Finalize Investigation Report.

12. If finding of violation of Title VI discrimination, recommend appropriate corrective action. If no finding of Title VI discrimination, explain why not.

13. Notify Complainant of finding (issue determination letter) and right to appeal and appeal process. Complainant should be notified of findings within 60 days of receipt of the complaint form.

14. Notify investigator of finding (including determination letter).

15. Send Investigation Report to General Manager's office. Complainant has 60 days after receipt of determination letter to appeal findings to the General Manager.

16. Update complaint file and log.

Investigator Process

The person conducting the on the ground investigation will be informed that the complaint is a formal Title VI Investigation within 10 working days of receipt of a formal complaint.

Investigator must complete investigation (if necessary) and return completed Title VI Investigator Form within 20 working days of being informed of the formal complaint. Report must include names and titles of all who are contacted about the incident, any evidence reviewed (such as video tapes) and all other relevant information. Investigator is to state why the incident was not a case of

discrimination or what action was taken regarding the person accused of acting in a discriminatory manner. Follow up information may be needed within a 60-day time frame to respond to the complainant with the findings.

The investigation may include discussion of the complaint with all affected parties to determine the nature of the problem. The complainant may be represented by an attorney or other representative of his/her choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

County Connection Title VI Investigator Form

Section 1 - Case Information (from Title VI Administrator)
Title VI Complaint Form Number: _____
Consumer Report & Folder Number (if it exists): _____
Complainant Name: _____
Investigator Name: _____
Investigator Work Location:_____
Investigation Completion Due Date_____

Section 2 – Previous Investigation
Has this incident/complaint been investigated previously? ____ Yes ____ No
[If you answered "no" to this question, go to Section 3.]
Was the previous investigation conducted with the discrimination charge in mind?
_____Yes _____No
[If you answered "no" to this question, go to Section 3.]
Did the previous investigation result in a finding that discrimination was involved?
_____Yes _____No
Please explain why discrimination was not involved, if not previously documented:
_____
_____
_____

Section 3 – Investigation
Date & time of incident:_____
Names, ID (if applicable) and title of employee accused of discrimination.

Name: _____ Title:_____ ID#_____
Name: _____ Title:_____ ID#_____
Name: _____ Title:_____ ID#_____

Location of incident (including vehicle information): _____
_____

Was there a determination that discrimination was involved? ____ Yes ____ No

If yes, what corrective action was taken?
_____
_____
_____

If it was determined there was no discrimination, how was that determination made?
_____
_____

Was the complainant contacted? ____ Yes ____ No
If yes, was complainant satisfied with the resolution of the issue/incident?
____ Yes ____ No ____Unknown

Title VI Complaint Procedures

If you believe that you have received discriminatory treatment based on race, color or national origin with regard to transit services delivery, you have the right to file a Title VI complaint with the Authority's Civil Rights Administrator within one-hundred and eighty (180) calendar days of the last alleged incident. You may download a complaint form by visiting www.countyconnection.com. You may also call customer service and ask for a Title VI complaint form to be mailed to you. You may also submit a written statement that contains all the information listed below. Complaints should be mailed or delivered to:

County Connection
Civil Rights Administrator
2477 Arnold Industrial Way
Concord, CA 94520

All complaints should include the following information:

1. Name, address, and telephone number of the complainant.
2. The basis of the complaint; (e.g., race, color, or national origin).
3. The date(s) on which the alleged discriminatory event occurred.
4. The nature of the incident that led the complainant to feel discrimination was a factor.
5. Names, addresses and telephone numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.

Central Contra Costa Transit Authority
Title VI Complaint Form

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to: CCCTA Director of Recruitment & Employee Development, 2477 Arnold Industrial Way, Concord, California, 94520.

1) Complainant's Name: _____

2) Address: _____

3) City: _____ State: _____ Zip: _____

4) Phone: Home _____ Cell _____

5) Person discriminated against (if other than complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

6) What was the discrimination based on? (Check all that apply):
   Race
   Color
   National Origin

7) Date of incident resulting in discrimination: _____

8) Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper.

9) Did you file this complaint with another federal, state, or local agency; or with a federal or state court? (check appropriate space)

Yes ____

No ____

If answer is Yes, then check each agency complaint was filed with:

Federal Agency ____ Federal Court ____ State Agency ____

State Court ____ Local Agency ____

10) Provide contact person information for the agency you also filed with complaint with:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Date Filed: _____

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

_____

Complainant's Signature Date

Note: A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si usted cree que ha recibido un trato discriminatorio basado en raza, color u origen nacional con respecto a la prestación de servicios de tránsito, usted tiene el derecho de presentar una queja del título VI con el administrador de los derechos civiles de la autoridad dentro de ciento ochenta (180) días naturales del último incidente presunto. Usted puede descargar un formulario de queja visitando www.countyconnection.com. También puede presentar una declaración por escrito que contiene todos los datos que se indican a continuación. Las quejas deben ser enviadas por correo o entregarse en:

County Connection
Civil Rights Administrator
2477 Arnold Industrial Way
Concord, CA 94520

Todas las quejas deben incluir la siguiente información:

1. Nombre, dirección y número telefónico del reclamante.
2. La base de la queja; (raza, color u origen nacional).
3. La fecha (s) en que la supuesta discriminación ocurrió.
4. La naturaleza del incidente que llevó al reclamante a sentir la discriminación fue un factor.
5. Direcciones de nombres y números telefónicos de personas que pudieran tener conocimiento del evento.
6. Otros organismos o tribunales donde la queja se puede haber archivado y un nombre de contacto.

Formulario de queja del Título VI de la autoridad de tránsito de Contra Costa Central

Proporcione la siguiente información necesaria para procesar su queja. Contamos con asistencia disponible a solicitud. Complete este formulario y envíelo por correo o entréguelo en: CCCTA Director of Recruitment & Employee Development, 2477 Arnold Industrial Way, Concord, California, 94520.

1) Nombre del demandante: _____

2) Dirección: _____

3) Ciudad: _____ Estado:_____Código postal: _____

4) Teléfono: Casa _____ Celular _____

5) Persona contra la que se ha discriminado (si no es el demandante)

Nombre: _____

Dirección: _____

Ciudad: _____ Estado:_____Código postal: ____

6) ¿En qué se basa la discriminación? (marque todas las que correspondan):
   Raza
   Color
   País de origen

7) Fecha del incidente que tuvo como resultado la discriminación: _____

8) Describa cómo se le discriminó. ¿Qué ocurrió o quién fue responsable? Para tener más espacio, adjunte hojas adicionales o use el reverso de este formulario.

9) ¿Presentó esta queja ante otra agencia federal, estatal o local o ante un tribunal federal o estatal? (marque el espacio correspondiente)

Sí ____

No ____

Si la respuesta es sí, verifique con cada agencia con la que se presentó la queja:

Agencia federal ____ Tribunal federal____ Agencia del estado____

Tribunal del estado____ Agencia local____

Proporcione la información de la persona de contacto de la agencia con la que también presentó la queja: Nombre:_____

Dirección: _____

Ciudad: _____Estado:_____Código postal: _____

Fecha en que se presentó: _____

Firme la queja en el espacio a continuación. Adjunte todos los documentos que considere que respaldan su queja.

_____

Firma de la persona que presenta la queja Fecha

Nota: Una queja también puede presentarse a: Federal Transit Administration, Office of Civil Rights, Atención: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

C. PUBLIC PARTICIPATION PLAN

Purpose of the Public Participation Plan

Public participation is the process through which stakeholders can partake directly in agency decision making, and express their concerns, desires, and values. County Connection's planning process and the Public Participation Plan (PPP) serves as a roadmap to ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of transit service in Central Contra Costa County.

This document will discuss the strategies used to attain feedback from the public. This plan is to be used when County Connection embarks upon service planning activities or other undertakings wherein public participation plays a critical role in a successful outcome.

Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

Executive Order 12898

The PPP has been designed to be inclusive of all populations in County Connection's service area and includes a detailed public participation process, clear goals, and a variety of public participation methods to provide information and invite the public to give input throughout decision-making processes, and performance measures and objectives.

Purpose of the PPP:

1. To inform the public about transportation issues and planning processes
2. To establish the process through which the public can express concerns, desires, and values
3. To reach a wide range of residents and workers, and increase the participation of under-represented populations

4. To ensure County Connection's programs and activities reflect the community values
5. To improve service outcomes based on public input

Public Participation Strategies

The following section includes strategies for ensuring the public has access to information necessary to participate in future County Connection planning and policy development efforts, including all fare changes and major service changes. In designing outreach and public strategies, County Connection uses traditional and social media, and other tools such as the following.

Outreach Tools

1. Radio, Television, Newspaper

Publicizing public participation opportunities and outreach information through newspapers that serve both English-speaking and language-specific audiences can help spread the word about these events.

2. Web Resources

Currently, County Connection posts notices and announcements on the agency's website (www.countyconnection.com), Facebook, Twitter, Instagram, and Nextdoor and can send information via e-mail and text to customers on an opt-in basis.

Social media has gained prominence in the past decade and is often a faster means of conveying news than traditional media. Facebook, Twitter, Instagram, Nextdoor, and others are all potential outlets through which County Connection reaches the public. Social media is relatively easy to use and is also less costly than other strategies.

3. On-Board Information Resources

Many riders and community members can access information about public participation methods pertaining to projects or service plans at BART stations as well as libraries, senior centers, and colleges within the service area. County Connection also provides written and printed information on buses as an efficient way to convey messages about potential service or fare changes, or other planning efforts. Destination signs can also provide information that is easily seen by the community. County Connection also uses internal electronic message signs and audio announcements.

4. Customer Service

The public can call in to the call center both to receive information and to give comments and input. The customer service number is always provided on County Connection materials. Staff in the customer service call center has full-time access to a telephone translation service covering the full range of languages.

5. Print Materials

In addition to on-board printed information, County Connection publicizes public participation opportunities and outreach information via print materials (such as newsletters, flyers, and other direct mail materials). This method of outreach can be expensive but effective. Crucial information must be translated into the languages identified as spoken and/or written by the target populations. If all information cannot be translated, notices can describe where to obtain translations/interpretations.

6. Surveys

County Connection conducts a statistically valid on-board survey of passengers every three years. Issue-specific surveys may be used in certain circumstances. Surveys can be conducted in person or through the telephone, pen and paper, and/or online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Internet surveys are the easiest of the three options for the agency to conduct, but only reach those with internet access, which may skew the results. Any survey must include adequate and appropriate translations.

County Connection's most recent on-board survey was conducted in person using handheld tablet devices on which the online survey was administered. This method provides the benefits of an online survey format, which can provide logic and validation to ensure accurate and complete responses, but does not require the participant to have internet access, which results in a more representative sample.

7. Interviews

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

8. Community-Based Organizations

CBOs play an important role in public participation. County Connection works with a variety of CBOs, including: ethnic cultural centers; churches and faith-based organizations; geographic-specific such as tenant associations; neighborhood and community groups; civic groups; business

organizations; educational facilities including schools providing English as a Second Language programs; service providers for children, youth, families and persons with disabilities; recreation; environmental; political; youth- and senior-oriented organizations; and many others. Staff work closely with the CBOs to schedule and conduct outreach. The following lists CBOs that County Connection utilizes for outreach.

Community Based Organizations

Organization	Address	City	Title VI Group
Monument Corridor Transportation Action Team	1760 Clayton Rd.	Concord	Low-income, minority
The Interfaith Council of Contra Costa County	1543 Sunnyvale Ave.	Walnut Creek	Low-income, minority
Martinez Senior Community Center	818 Green St.	Martinez	Low-income, minority
Los Rancheros Market	1099 Reganti Drive	Concord	Hispanic
La Clínica Monument	2000 Sierra Road	Concord	Hispanic
Envirojustice	2520 Pine St.	Martinez	Low-income, minority
Boys and Girls Club	1301 Alhambra Ave. 1001 Stoneman Ave.	Martinez Pittsburg	Low-income, minority
Contra Costa Child Care Council	1035 Detroit Ave.	Concord	Low-income, minority
Community Development Division	651 Pine St. 5th Floor	Martinez	Low-income, minority
Contra Costa County Employment and Human Services Dept.	40 Douglas Dr.	Martinez	Low-income, minority
Contra Costa County Workforce Development Board	300 Elinwood Way	Pleasant Hill	Low-income, minority
Contra Costa Health Services	50 Douglas Dr.	Martinez	Low-income, minority

Organization	Address	City	Title VI Group
Contra Costa Interfaith Supporting Community Organization (CCISCO)	724 Ferry St.	Martinez	Low-income, minority
Concord Family Service Center	2120 Diamond Boulevard, Suite 220	Concord	Low-income, minority
Concord Senior Center	2727 Parkside Circle	Concord	Low-income, minority
Monument Impact	2699 Monument Blvd	Concord	Low-income, minority
Monument Crisis Center	1990 Market St	Concord	Low-income, minority

9. Public Meetings

Public meetings are a way to give out information to a broad segment of the population as well as receive feedback on planning efforts. Such meetings are broadly advertised and open to all stakeholder groups and interested individuals.

Public hearings are the most formal method of public meetings, in which official statements are presented by individual attendees and their comments are recorded. Time limits are often necessary to permit all interested participants to speak. Public hearings allow each individual's perspectives and opinions to be heard by all in attendance. The primary drawback of an official public hearing is that interaction with the public is limited and the structure can be intimidating.

An open house format allows participants to receive information at their own pace, with no strict time period in which they have to arrive at and leave from the location. Information stations can include tabletop displays, maps, photographs, visualizations, and more. Staff is on hand to respond to questions and comments. Because open houses are more informal, disorganization can occur and not everyone's comments may be conveyed or heard. There is often little interaction among participants. Some open houses may include an educational presentation and comment period.

As newspaper readership has fallen, social media has become an ever-growing tool for spreading news and announcements. County Connection frequently updates its Facebook, Twitter, and

website while still releasing bilingual newspaper notices. There is also a Customer Service Center that customers and the general public can call to voice opinions.

Workshops have also been used, allowing for a more hands-on approach than focus group meetings. These public meetings allow for specific groups to directly talk to staff and voice their concerns.

County Connection will utilize various methods of public outreach to ensure that as much participations as possible within target populations are aware of any opportunities for providing input on planning and policy development efforts.

10. Public Hearings

The County Connection Board of Directors adopted a Public Hearing Policy on October 16, 2008 to govern public hearing procedures. In April 2015, the policy was amended to include additional ways to solicit and consider public comments.

All public hearings are to be called by the Board of Directors. However, when authorized by the Chair, the General Manager may call a public hearing that is required by law or by Authority policy when doing so would move the process forward in a timely manner.

Necessity of a Public Hearing

The Board may call a public hearing for a variety of reasons. However, prior to implementing a new fare, raising an existing fare, or implementing a major reduction in service, the Authority shall hold a public hearing at which oral and written presentation can be made as part of a duly noticed meeting.

Major reduction in service is defined as:

1. Elimination of 25 percent or more of the number of transit route miles of a bus route; or
2. Elimination of 25 percent or more of the number of daily transit revenue miles of a bus route for the day of the week for which the change is made; or
3. Elimination of service that affects 25 percent or more of daily passenger trips of a bus route for the day of the week for which the change is made.

Notice

Notice of the time and place of the meeting shall be published twice in a newspaper that is regularly published at least once a week. As a general rule, the first notice should be published at least 21 days

prior to the hearing and the second notice at least 5 days prior to the last hearing date. Shorter notice may be given when financial, operational or scheduling considerations make it infeasible to provide 21 days' advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing and the second notice at least 5 days prior to the last hearing date.

The notice shall include a general, brief explanation of the matter to be considered. The notice shall also state where and when the staff report or other information about the subject of the hearing will be available for public review.

If specific groups or neighborhoods would be affected by the change, the Authority shall use best efforts to publish the notice in newspapers, if any, oriented to such groups or neighborhoods and to otherwise publicize the hearing to reach such groups or neighborhoods, including publicizing the hearing on the Authority's web site.

Conduct of the Public Hearing

At the public hearing, the Authority shall afford any interested person or duly authorized representative, or both, the opportunity to present statements or arguments. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. The hearing need not be conducted according to the technical rules of evidence. Such hearing may be conducted by staff. Generally, court reporters will not be used. At the close of the public hearing, the General Manager or his/her designee will announce where the item will next be heard, either before a committee or the Board.

Other Public Comments

Staff may solicit public comments on the proposed major service change or fare change using other methods in addition to the required public hearing, such as email, phone calls to customer service, mobile apps that collect passenger comments or conduct surveys, blog posts, and workshops.

Consideration of Comments

All comments received will be summarized and presented to the Board for their consideration as part of the decision making process.

D. LANGUAGE ASSISTANCE PLAN

Overview

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT)) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to encounter a County Connection service.

Factor 2: The frequency with which LEP persons come in contact with County Connection services.

Factor 3: The nature and importance of programs, activities or services provided by County Connection to the LEP population.

Factor 4: The resources available to County Connection and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the LAP, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

Purposes of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restrict[ing] an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utiliz[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the

effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The DOT published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. Given the diversity of Contra Costa County's population and County Connection's ridership, it is critical to provide language assistance. County Connection's LAP complies with the requirements of DOT LEP guidance.

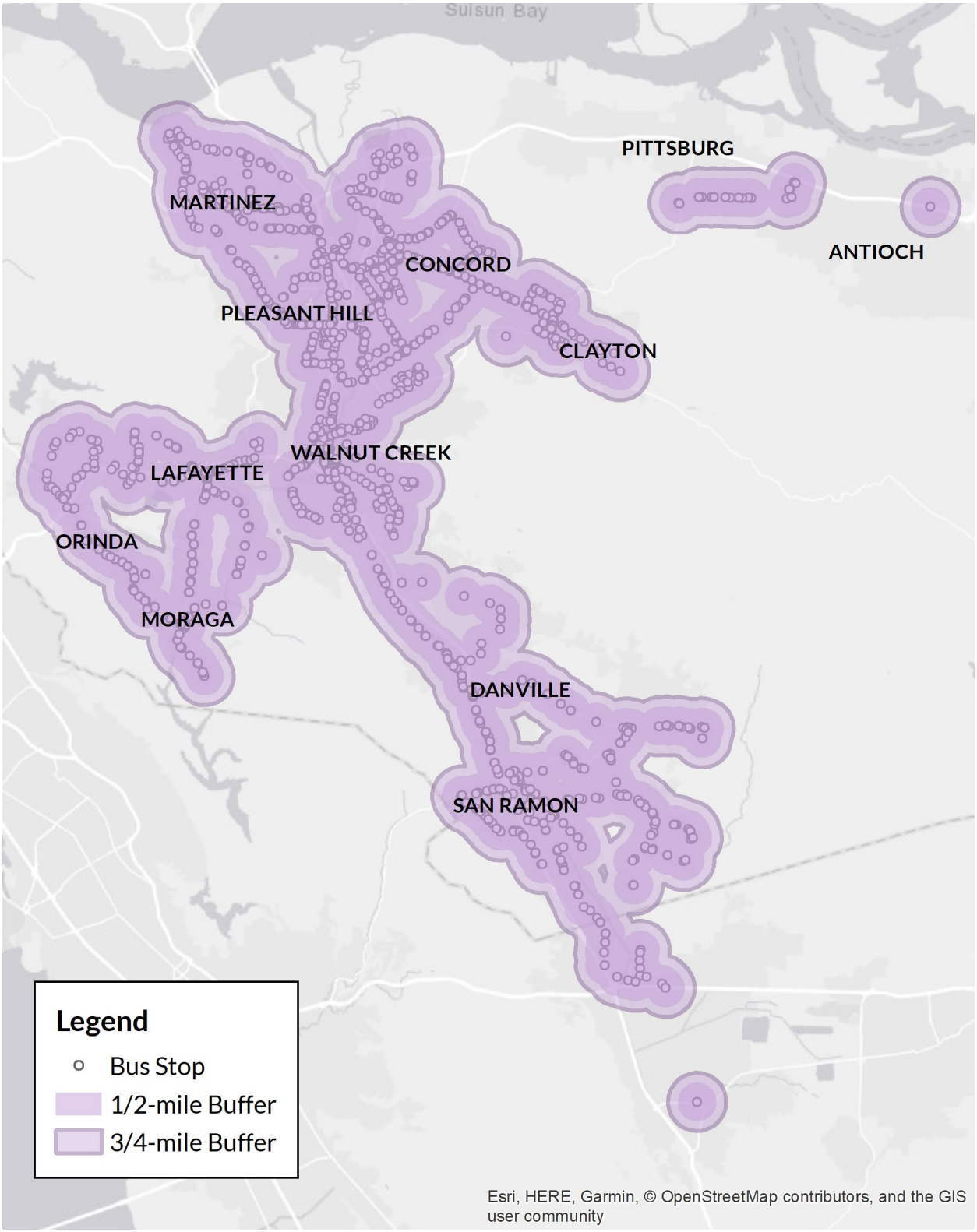
Four Factor Analysis

Factor 1:

The number or proportion of LEP persons in the service area who may be served or are likely to encounter a County Connection service.

The first step in the Language Assistance Plan development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from the Language Assistance Plan. The following exhibit illustrates County Connection's current fixed-route system map along with a ½- and ¾-mile boundaries corresponding with the reasonable distance a customer could be expected to walk to access a County Connection bus.

Bus Stop Walking Distance



Analysis of Census Data

To identify the concentrations of LEP populations within County Connection's service area, staff analyzed Census data from the American Community Survey (ACS) 2014-2018 5-year Estimates.

Since the last Program Report, there was a change in how the ACS categorizes and aggregates language data due to privacy concerns and small sample sizes. In particular, Census Tract-level summary data has been reduced to reflect the most commonly spoken languages in the United States, and certain groups of spoken languages are now aggregated. Because of this, additional analysis was performed using Public Use Microsample (PUMS) data from the same ACS dataset to provide more detailed breakdowns of language groups. However, due to the more detailed nature of this microdata, it is only available for larger geographic areas, which do not correspond exactly with the Census Tracts that comprise County Connection's service area.

In developing this Language Assistance Plan, County Connection paid particular attention to the Federal Department of Justice (DOJ) guidelines regarding the "Safe Harbor Provision" for translation of written materials. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

> *The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*
>
> *These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For*

> *example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.*

Based on these guidelines, nine language groups have more than 1,000 persons in Central Contra Costa County who speak English less than "very well" and thus require translation of vital documents:

- Spanish
- Chinese
- Korean
- Persian/Farsi
- Tagalog/Filipino
- Russian
- Vietnamese
- Hindi
- Arabic

The following table illustrates the breakdown by language of residents within County Connection's service area who speak English "very well" or less than "very well" based on ACS summary data. For the purposes of this analysis, staff focused on those residents indicating the spoke English less than "very well." There are approximately 70,753 residents within the service area who indicated they speak English less than "very well," representing over 11 percent of the populace.

English Proficiency (ACS summary data)

Language or Language Group	Total	Speak English "very well"	Speak English less than "very well"	% Speaking English less than "very well"
Speak only English	443,222	-	-	-
Spanish	78,372	45,342	**33,030**	**5.3%**
French, Haitian, or Cajun	2,611	2,305	306	0.0%
German or other West Germanic languages	2,691	2,263	428	0.1%
Russian, Polish, or other Slavic languages (1)	8,801	5,596	**3,205**	0.5%
Other Indo-European languages (1)	28,161	20,385	**7,776**	1.3%
Chinese (incl. Mandarin, Cantonese)	22,971	12,128	**10,843**	1.8%
Korean	5,393	2,667	**2,726**	0.4%
Vietnamese	3,803	1,929	**1,874**	0.3%
Tagalog (incl. Filipino)	13,880	9,433	**4,447**	0.7%
Other Asian and Pacific Island languages (1)	14,873	11,062	**3,811**	0.6%
Arabic	3,315	2,072	**1,243**	0.2%
Other and unspecified languages	3,903	2,839	**1,064**	0.2%
Total	**631,996**	**118,021**	**70,753**	**11.4%**

Bold indicates languages or language groups meeting the "Safe Harbor" criteria
(1) Language group was further analyzed using PUMS data
Source: U.S. Census Bureau, 2014-2018 American Community Survey, Table C16001

As mentioned previously, recent changes to the ACS tables resulted in more languages being grouped together on the Census Tract level, making it difficult to distinguish which specific language(s) meet the "Safe Harbor" criteria. In particular, Persian (Farsi) has historically been

identified as a "Safe Harbor" language but is now grouped under "Other Indo-European languages", and Russian is grouped with Polish and other Slavic languages. Thus, PUMS data was analyzed to provide a more detailed breakdown by individual language. The following table shows the languages that meet the "Safe Harbor" criteria based on PUMS data.

English Proficiency (PUMS data)

Language	Total	Speak English "very well"	Speak English less than "very well"	% Speaking English less than "very well"
Speak only English	379,808	-	-	-
Spanish	43,093	24,828	18,265	3.5%
Chinese (incl. Mandarin, Cantonese)	19,894	10,731	9,163	1.8%
Korean	5,158	2,391	2,767	0.5%
Farsi	7,305	4,554	2,751	0.5%
Tagalog (incl. Filipino)	8,193	5,634	2,559	0.5%
Russian	5,758	3,815	1,943	0.4%
Vietnamese	3,090	1,836	1,254	0.2%
Hindi	6,321	5,119	1,202	0.2%
Other languages	*37,092*	*27,931*	*9,161*	*1.8%*
Total	**515,712**	**86,839**	**49,065**	**9.5%**

Source: U.S. Census Bureau, 2014-2018 American Community Survey, Public Use Microdata Sample (PUMS)

While some of these groups represent a modest percentage of County Connection's Service Area population, they do constitute a count of at least 1,000 persons and thus qualify based on the Safe Harbor Provision. It is County Connection's responsibility to ensure these groups have access to vital documents translated into their language so they can participate in a meaningful way in County Connection's decision-making process and stay informed regarding County Connection's business activities. "Vital" written documents include Title VI complaint forms, procedures, notices. These

documents must be translated into the identified languages from Factor One and Factor Two in the next section for Title VI compliance.

County Connection currently translates most materials into Spanish, which is the only language group constituting a share of more than 5 percent of the population.

California Department of Education

In addition to Census data, the Factor 1 analysis considered language data from the California Department of Education (CDE) English Learners Database. Although this data is limited to students and not necessarily reflective of the population as a whole, it provides another means of cross-checking the census data analysis.

The following table provides a breakdown of the languages that are spoken at home by more than 100 English Learners within County Connection's service area. The most common languages are consistent with those identified previously as "Safe Harbor" languages.

English Learners by Language Spoken at Home

Language	English Learners	% of Total Enrollment
Spanish	5,681	6.4%
Mandarin (Putonghua)	432	0.5%
Farsi (Persian)	278	0.3%
Russian	271	0.3%
Arabic	191	0.2%
Korean	180	0.2%
Filipino (Pilipino or Tagalog)	159	0.2%
Telugu	146	0.2%
Cantonese	143	0.2%
Vietnamese	124	0.1%
Hindi	108	0.1%

Language	English Learners	% of Total Enrollment
Portuguese	101	0.1%
Other languages	1,186	1.3%
TOTAL	**9,000**	**10.1%**

Source: California Department of Education, 2019-20 English Learners by Grade & Language

Factor 2:

The frequency with which LEP persons come in contact with County Connection services.

The second step in the analysis is an evaluation of the current frequency of contact between LEP individuals and County Connection's services. This includes a survey of key program areas and major points of contact with the public, such as use of bus service, customer service interactions, and at public meetings.

Participation in Public Meetings

During the reporting period, County Connection has held 12 public meetings, in addition to regularly scheduled Board and subcommittee meetings. No individual has requested either an interpreter for a language other than Spanish nor expressed interest in commenting in a language other than English or Spanish.

Call Center

To supplement information gathered via the U.S. Census, County Connection analyzed the number of calls coming through its call center which occurred in a language other than English. In 2019, 41,641 total calls were answered. Of calls answered, 39 calls were interpreted via language line call services, with the majority (56 percent) to Spanish. Interpreted calls, however, only represent less than one-tenth of one percent of all calls received and have been decreasing in recent years due to customer service representatives who have been hired with bilingual Spanish proficiency.

Call Center Translation Data

Language	Number of Calls Interpreted in 2019
Spanish	22
Arabic	7
Farsi	5
Mandarin	2
Russian	1
Taishanese	1
Amharic	1
Total	**39**

Customer Survey

County Connection conducts a comprehensive survey of its customers across every route in the system every three years. The most recent survey was conducted in October 2019 and asked riders what language they speak at home and how well they speak English. It is critical to note the triennial survey is focused entirely on customers while the Census tracks all county residents. Not only does the survey capture only those who are bus riders, but it also captures those who may live outside of Central Contra Costa County.

The following table shows a breakdown of the survey responses regarding English proficiency. In the survey, 95% of the riding public surveyed stated that they speak only English or that they speak English "very well". Of the respondents who speak English less than "very well", just over half speak Spanish.

English Proficiency of Riders

Language	Total	Speak English "very well"	Speak English less than "very well"	% Speaking English less than "very well"
Speak only English	828	-	-	-
Spanish	198	168	30	2.6%
Chinese	30	23	7	0.6%
Tagalog/Filipino	24	22	2	0.2%
Japanese	18	9	9	0.8%
Hindi	13	10	3	0.3%
Persian/Farsi	7	5	2	0.2%
Russian	6	5	1	0.1%
Arabic	5	4	1	0.1%
Other languages	*44*	*40*	*4*	*0.3%*
Total	**1,173**	**286**	**59**	**5.0%**

Source: 2019 County Connection On-Board Transit Survey

Factor 3:

The nature and importance of services provided by County Connection to the LEP population.

There are a number of key interaction points with the bus system which could prove problematic for LEP populations:

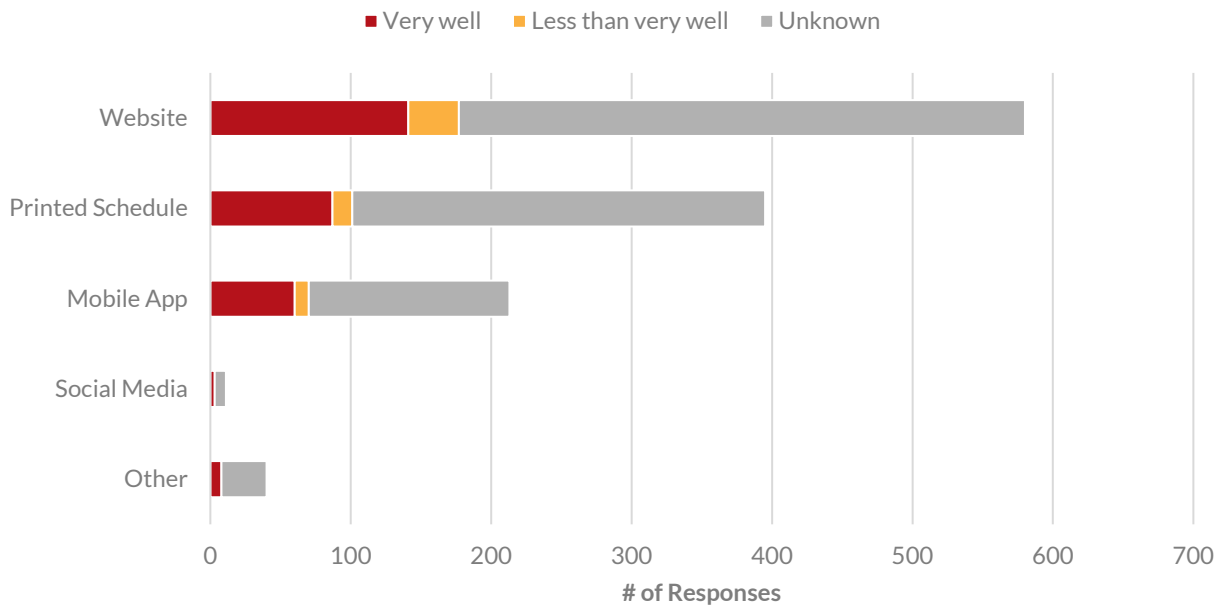
- County Connection website
- County Connection customer service phone line
- Bus stop signage
- Printed schedules
- Fare payment
- Driver inquiries
- Onboard announcements

- Social media posts
- Other printed materials

Ensuring that critical information at these interaction points is available in languages commonly spoken is crucial to providing equitable access to County Connection bus service for LEP populations.

The following chart summarizes how riders receive information relating to County Connection's services by English proficiency based on the most recent passenger survey. The website and printed schedules are the main sources of information for riders, although the website is more strongly preferred among those who speak English less than "very well".

Information Sources by English Proficiency



While County Connection Customer Service personnel have access to interpretation services and the County Connection website has a tool allowing the website's content to be translated into more than 70 different languages, much of the critical information onboard buses and at the bus stops is not available in many of the languages identified in this document through the Census data and customer surveys.

Opportunities for Improvement

Currently County Connection disseminates all information in English, with most information also available in Spanish. Select materials are also available in Chinese. Customer service personnel all speak English, with some speaking Spanish.

Given that as many as nine different languages fall within the federal "Safe Harbor" guidelines, County Connection has translated vital materials into the following languages:

- Spanish
- Chinese
- Korean
- Persian/Farsi
- Tagalog/Filipino
- Russian
- Vietnamese
- Hindi
- Arabic

With respect to other languages represented by fewer residents, County Connection currently meets basic requirements for access to information via the Customer Service Language Line and County Connection website translation tool.

Despite the efforts to ensure access to information about its bus service among LEP populations, some key improvements can be made:

- Take into consideration that, according to a local Filipino newspaper, Filipinos may prefer to read materials in English rather than Tagalog.
- Representing Google Translate options on the County Connection website in each respective language rather than listing them all in English. It should also be noted that FTA does not consider Google Translate as a sufficient translation tool for vital documents.
- Locate the Google Translate tool on the County Connection website in a more prominent location (currently located at the bottom right corner of each page).

- Translate printed information disseminated to the public into more languages (currently only translated into Spanish, aside from vital documents). This could include targeted materials for communities in which other languages are commonly spoken.
- Include a standard statement at the bottom of each publication and on certain web pages of the phrase "For information, call 925-676-7500" translated into each safe harbor language.
- Advertise in more media outlets that target languages other than English and Spanish.
- Translate information about fare payment and pass sales into more languages than English and Spanish, and/or use symbols to illustrate key ideas.
- Improve communication with targeted organizations such as Community-Based Organizations (CBOs), Parent Teacher Organizations (PTOs), and schools to ensure that more LEP individuals participate in outreach efforts.
- Provide more bus rider presentations to various organizations, such as CBOs.
- Increase marketing efforts to include social media and traditional media (in various languages) to increase LEP participation at informational outreach events. The placement of multi-language printed materials at bus stops and on buses may be especially critical toward improving information accessibility.

Factor 4:

The resources available to County Connection and overall cost to provide LEP assistance.

County Connection currently has the following language assistance measures in place:

- All of the County Connection web pages may be translated using online tools.
- Customer service staff is trained on how to use the telephone language line for over-the-phone, real-time interpretation services.
- County Connection provides bilingual (Spanish-speaking) staff at public hearings and neighborhood meetings.
- The Customer Service staff for both telephone and in-person assistance includes bilingual (Spanish-speaking) staff.
- All public timetables include a note in Spanish on how to use the language line to get transit information.

- System maps and riders guides are printed in both English and Spanish.

County Connection's Operating Budget does not have a specific line item for providing language access and outreach; costs for interpreters and outsourcing translation needs are split among several different departments depending on which department is responsible for the outreach project being undertaken. Typical annual expenses across all departments are as follows:

- Translation/Interpretation: $1,500
- Schedules/Graphics: $70,000
- Market research: $55,000 every three years

Translated documents include ad cards, direct mailers, bus stop signs, customer brochures, meeting notices, and other customer outreach materials like construction-related notices and information pieces. Most translation is into Spanish, which covers the majority of County Connection's customer base. Materials are translated into additional languages – such as Chinese, Russian, Vietnamese and the other "Safe Harbor" languages as resources allow and circumstances dictate.

County Connection needs additional services to provide more meaningful access to LEP groups. The following are recommendations that can be implemented during the next three years:

- Increased use of universal pictograms at bus stops and on buses.
- Increased translations of documents.
- Conduct more language-specific outreach.
- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot make it to outreach meetings, where these individuals can voice their concerns and opinions directly to County Connection staff.

Language Assistance Implementation Plan

Methodologies

Identifying LEP Individuals

> *"There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis…"*
>
> *-DOT LEP Guidance Section VII(1)*

As indicated in the analyses provided in Factors One and Two in the previous section, there is substantial evidence that there is a significant LEP population within County Connection's service area.

This population also makes up a considerable portion of County Connection's customers. County Connection analyzed Census data from 2018 and found that approximately 70,000 residents indicated that they speak English less than "very well," or 11 percent of the service area population. Nine language groups (Spanish, Chinese, Korean, Persian/Farsi, Tagalog/Filipino, Russian, Vietnamese, Hindi, and Arabic) have more than 1,000 persons who speak English less than "very well" and require a translation of vital documents. Currently County Connection's only consistently translates most materials into Spanish.

Providing Services

> *"An effective LEP plan would likely include information about the ways in which language assistance will be provided."*
>
> *-DOT LEP Guidance Section VII(2)*

County Connection is committed to providing meaningful access to information and services to its LEP customers. Currently County Connection language assistance tools include and are not limited to:

- Google Translate tool on County Connection's website
- Interpreters (by request) for public hearings
- Multilingual printed materials

- Language Line (for customer service representatives and dispatch personnel to assist passengers using requested language)
- County Connection customer service line

There are additional resources such as mobile devices and bilingual staff that provide language assistance to LEP customers, but these are not formally tracked.

Improvements can always be made, and the following are language assistance services that may be provided in the future:

- Improve Google Translate tool to display languages in their original written form (rather than in English) and placing the tool in a more prominent location on the County Connection website.
- Translate more languages in general.
- Make more multilingual social media posts.
- Continue partnering with CBOs to serve more multilingual communities.
- Continue partnering with regional agencies and other partners to produce shared multilingual customer information materials.
- Review existing customer information documents to determine whether the document is "vital" and what level of translation is needed.
- Review current translation, interpretation and language assistance efforts to determine whether they are adequate and/or effective.

"Vital" written documents include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fare and service changes, and notices advising LEP individuals of free language assistance. These documents must be translated into the identified languages from Factor One and Factor Two in the previous section for Title VI compliance. County Connection has translated the following vital documents into the nine "Safe Harbor" languages identified in the analysis:

- Title VI Public Notice,
- Title VI Complaint Procedures, and
- Title VI Complaint Form.

Translations of these documents are available on County Connection's website at https://countyconnection.com/how-to-ride/civil-rights/.

Monitoring

> *"Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees."*
>
> *-DOT LEP Guidance Section VII(5)*

County Connection will monitor on an ongoing basis activities and information that require LEP accessibility. Monitoring methods include:

- Assess new customer information documents prior to production to determine whether the document is "vital" and what level of translation is needed.
- Assess and analyze outreach efforts pertaining to LEP populations.
- Analyze newly available demographic data from the U.S. Census, the ACS, and customer surveys.
- Gather information from CBOs and regional agencies and partners to stay current.
- Analyze data from ridership surveys every three years.

Recommendations for Implementation

County Connection recognizes the importance of providing adequate accessibility for LEP customers to County Connection services and information. While County Connection currently complies with all federal and state mandates in regards to Title VI and other requirements, more can be done to ensure that LEP populations are provided with the transit services they need and to ensure the communities are satisfied with such services.

Moving forward, County Connection will:

- Expand coordination and partnerships with CBOs, schools, and other organizations to more effectively reach LEP populations.

- Work with Google or other outside translation service(s) to improve County Connection website translations.
- Utilize symbols and other non-written forms of communication to allow for important information to be disseminated to those who are LEP.

E. BOARD MEETING MINUTES, RESOLUTIONS

Board Resolutions for the FTA required standards and policies are included below. Additionally, the Board minutes and resolution for this Title VI Program Report will be included upon adoption.

RESOLUTION NO. 2013-019

Central Contra Costa Transit Authority

Board of Directors

***

Adoption of Major Service Change, Disparate Impact, and Disproportionate Burden policies required for compliance with Title VI of the Civil Rights Act of 1964

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions; and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other federal financial assistance to operate their programs and services in a nondiscriminatory manner without regard to, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt policies to guide the equitable distribution of County Connection services; and

WHEREAS, the County Connection is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past three months, staff has presented draft policies to the Marketing, Planning, and Legislative Committee and the public through public meetings, and accepted public comment on the policies; and

WHEREAS, the General Manager recommends the Board approve the attached definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of County Connection programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of the Central Contra Costa Transit Authority hereby approves the attached definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 20th day of June, 2013 by the following vote:

AYES: Directors Andersen, Haskew, Horn, Hoffmeister, Manning, Schroder and Worth

NOES: Directors Dessayer and Weir

ABSTENTIONS: None

ABSENT: Directors Hudson and Storer

Erling Horn, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

RESOLUTION NO. 2015-014

CENTRAL CONTRA COSTA TRANSIT AUTHORITY
BOARD OF DIRECTORS

* * *

AUTHORIZING ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES AS REQUIRED BY TITLE VI GUIDELINES

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("County Connection"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, on October 1, 2012, the Federal Transit Administration (FTA) issued a new circular to guide transit agencies and other federal aid recipients in complying with Title VI of the Civil Rights Act of 1964 (Title VI), which ensures that public services, including transportation, are provided in a nondiscriminatory manner;

WHEREAS, in order to comply with the requirements of Title VI and the FTA circular, County Connection must adopt system-wide service standards and policies, and monitor compliance therewith at least once every three years;

WHEREAS, County Connection's next Title VI Program update is due to the FTA in February 2015, which Program must include the results of service monitoring;

WHEREAS, on November 7, 2014, staff presented proposed service standards and policies to the Marketing, Planning and Legislative Committee, which recommended Board of Directors approval of the Service Standards and Policies in the form attached as Attachment A;

WHEREAS, some of the proposed standards and policies reflect existing County Connection policies, some reflect updates to existing policies, and some are entirely new; and,

WHEREAS, to the extent these standards and policies are inconsistent with existing policies, the new standards and policies would supersede existing policies for purposes of Title VI monitoring only.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors hereby adopts the System-wide Service Standards and Policies attached hereto as Attachment A; and

BE IT FURTHER RESOLVED that, to the extent new these standards and policies are inconsistent with existing County Connection policies, the new standards and policies would supersede existing policies for purposes of Title VI monitoring only.

Regularly passed and adopted this 18th day of December, 2014 by the following vote.

AYES: Directors Andersen, Dessayer, Hoffmeister, Manning, Schroder, Simmons, Storer, Tatzin and Weir

NOES:

ABSTAIN:

ABSENT: Directors Hudson and Worth

A.G. Dessayer, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

F. TITLE VI POLICIES, SERVICE STANDARDS & POLICIES

Federal Title VI requirements of the Civil Rights Act of 1964 were updated by the FTA in 2012 to require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

These standards and policies were developed to ensure that service is provided in a manner that does not discriminate on the basis of race, color, or national origin. The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define system-wide service standards and policies to be used to ensure that service and amenities are distributed equitably and do not result in discrimination against protected populations.

County Connection's Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy were adopted by the Board of Directors on June 20, 2013. County Connection's System-wide Service Standards and Policies were adopted by the Board of Directors on December 18, 2014. See Appendix E for Board resolutions.

Major Service Change Policy

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the County Connection Board of Directors for its consideration.

County Connection defines a major service change as:

- An increase or decrease of 25 percent or more to the number of transit route miles of a bus route; or
- An increase or decrease of 25 percent or more to the number of daily transit revenue miles of a bus route for the day of the week for which the change is made; or.
- A change of service that affects 25 percent or more of daily passenger trips of a bus route for the day of the week for which the change is made.

Changes shall be counted cumulatively, with service changes being "major" if the 25 percent change occurs at one time or in stages, with changes totaling 25 percent over a 12-month period.

The following service changes are exempted from this policy:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- County Connection-operated transit service that is replaced by a different mode or operator providing a service with similar or better headways, fare, transfer options, span of service, and stops.

Disparate Impact Policy

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin…*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly… and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, County Connection must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, County Connection must evaluate whether there is an alternative that has a more equitable impact. Otherwise, County Connection must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

Disproportionate Burden Policy

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate

Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations…. The disproportionate burden threshold must be applied uniformly… and cannot be altered until the next [Title VI] program submission…. At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.*

The County Connection Disproportionate Burden Threshold to determine if the adverse impacts of a major service change or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

System-wide Service Standards

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B County Connection must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by County Connection for other purposes.

The FTA requires all fixed-route transit providers to develop quantitative standards for the following indicators:

1. Vehicle Load
2. Vehicle Headways
3. On-time Performance
4. Service Availability

Vehicle Load

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

> *Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times.*

County Connection calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the fleet's average seating capacity. Vehicle Load Factor is monitored regularly and used to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns.

Standard:

County Connection has implemented a maximum Vehicle Load Factor of 1.25 during peak and 1.00 during off-peak times.

Vehicle Headway

Vehicle headway is described as follows by FTA Circular 4702.1B:

> *Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.*

County Connection calculates headway by determining the average length of time between buses on each route. In the event a route regularly exceeds Vehicle Load Factor standards, County Connection will evaluate whether headways should be reduced within the confines of funding levels.

Standard:

County Connection has implemented a maximum vehicle headway standard of 2-hours.

On-Time Performance

On-time performance is described as follows by FTA Circular 4702.1B:

> *On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system.*

County Connection defines a bus as late if it departs the "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure.

Standard:

County Connection has adopted on-time performance goals that are based on service type: 87 percent for local routes, 75 percent for express routes, and 80 percent for select and weekend routes. On-time performance is tracked and included within monthly performance reports to the County Connection's Board of Directors.

Service Availability

Service availability/transit access is described as follows by FTA Circular 4702.1B:

> *Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These*

> *measures related to coverage and stop/station distances might also vary by population density.*

County Connection will determine transit availability by mapping all active bus stops within the system and then calculating the population that resides within three-quarter mile radii of those stops. This information is then compared to the total service area population.

Standard:

County Connection has implemented a goal of ensuring 70 percent of residents within County Connection's service area live within three quarters (0.75) of a mile from a bus stop.

Systemwide Service Policies

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators:

1. Vehicle Assignment
2. Transit Amenities

These policies were developed to ensure that vehicles and transit amenities are distributed equitably across the system and do not result in discrimination against protected populations. They differ from service standards in that they are not based on meeting a quantitative threshold, but rather qualitative evaluation results.

Vehicle Assignment

Vehicle assignment is described as follows by FTA Circular 4702.1B:

> *Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods.*

County Connection currently has three general types of buses in the fleet, all of which are maintained at a single depot and to the same strict standards:

- 29-foot heavy-duty transit buses
- 35-foot heavy-duty transit buses
- 40-foot heavy-duty transit buses

Policy:

All buses have the same level of amenities (i.e., air conditioning, wheelchair lifts, automated stop announcements), available to riders. Buses are not assigned to specific communities within County Connection's service area based on vehicle age, but rather to serve specific routes that call for vehicles of differing lengths based on street limitations and average loads. Many of the routes serve multiple communities with diverse populations. Given County Connection's strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

Transit Amenities

Transit amenities are described as follows by FTA Circular 4702.1B:

> *Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This…is not intended to impact funding decisions for transit amenities. Rather, this…applies after a transit provider has decided to fund an amenity.*

Policy:

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters and benches. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

Staff seeks to distribute benches and shelters to match the distribution of minority Census tracts.

G. DEMOGRAPHIC & SERVICE PROFILE

County Connection's service area is the central portion of Contra Costa County and includes the cities of Concord, Pleasant Hill, Martinez, Walnut Creek, Clayton, Lafayette, Orinda, Moraga, Danville, and San Ramon. Segments of some routes operate within Alameda County. However, for the purposes of this analysis, the service area consists of only Census block groups within Contra Costa County.

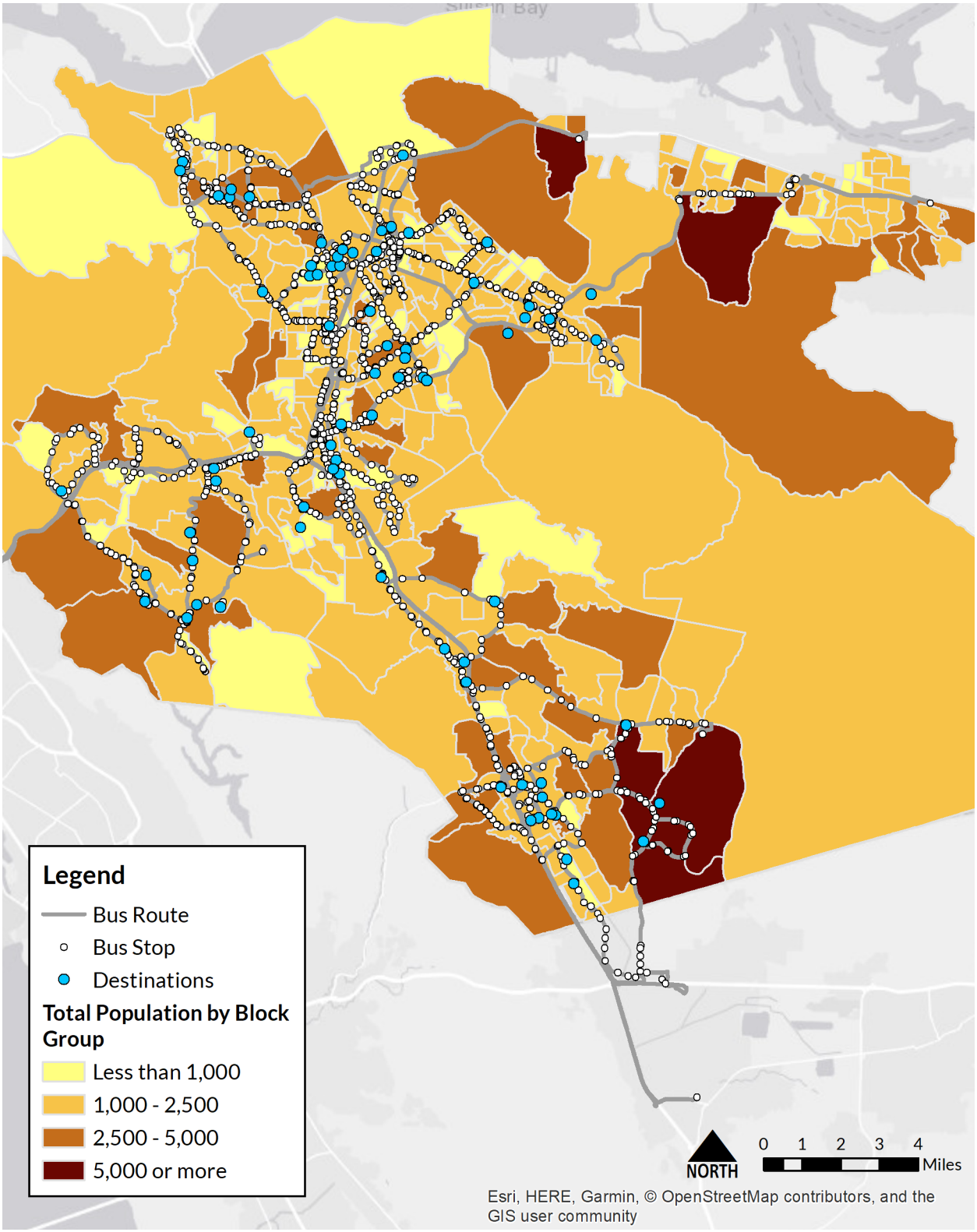
The following maps show County Connection's service area, along with demographics based on Census data from the 2015-2019 ACS 5-year Estimates. This analysis uses the following definitions:

- **Minority** – FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

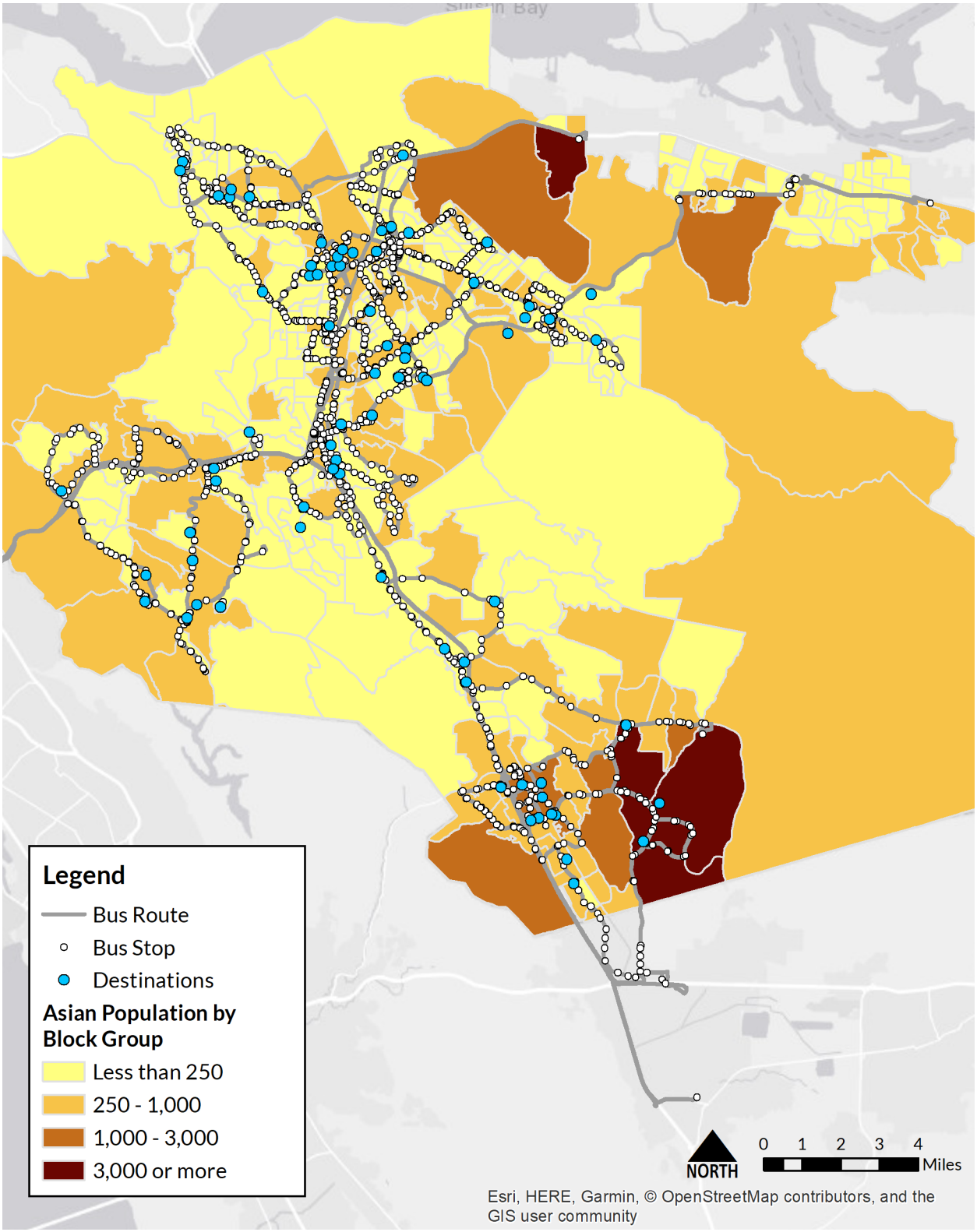
- **Low-Income** – FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. However, FTA encourages the use of any locally developed threshold provided that the threshold is at least as inclusive as the HHS poverty guidelines. Due to the area's higher cost of living, County Connection defines low-income as at or below 150% of the federal poverty level.

Based on Census data, 46.8% of the overall population within County Connection's service area identifies as minority, and 11.6% of households are considered low-income. Block groups where the proportion of minority or low-income population is equal to or greater than the percentage for the service area as a whole are categorized as minority or low-income block groups, respectively.

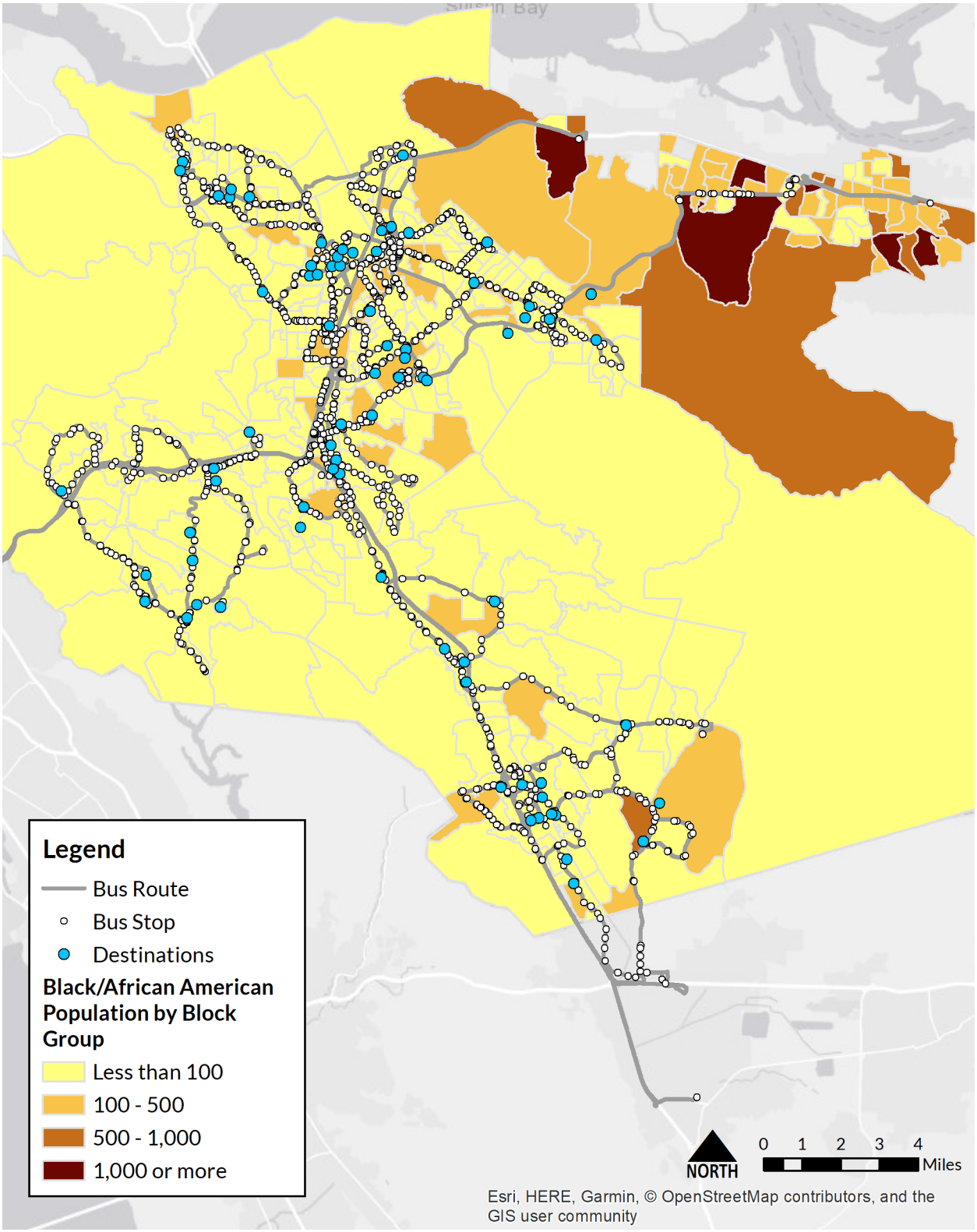
Total Population by Census Block Group



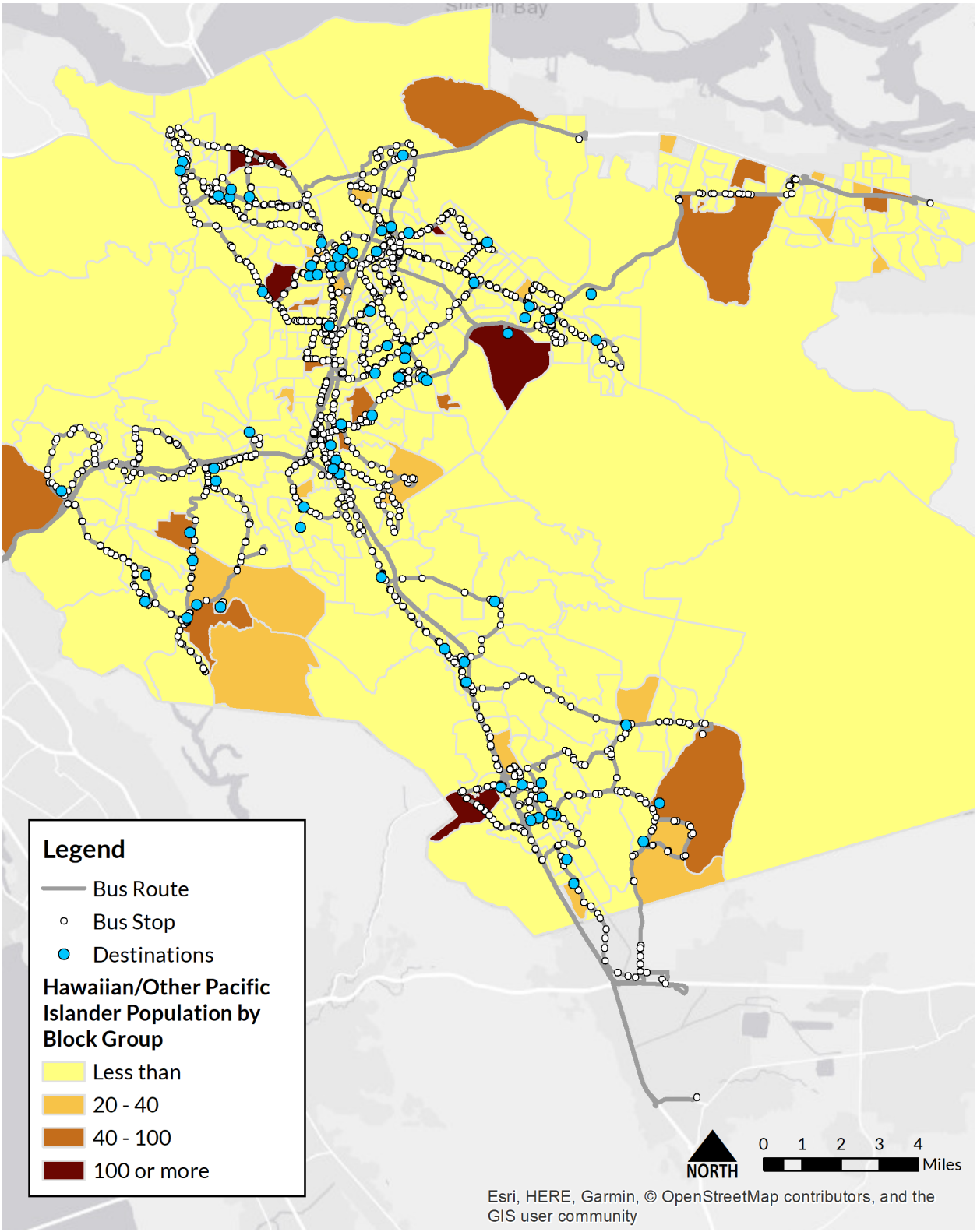
Asian Population by Census Block Group



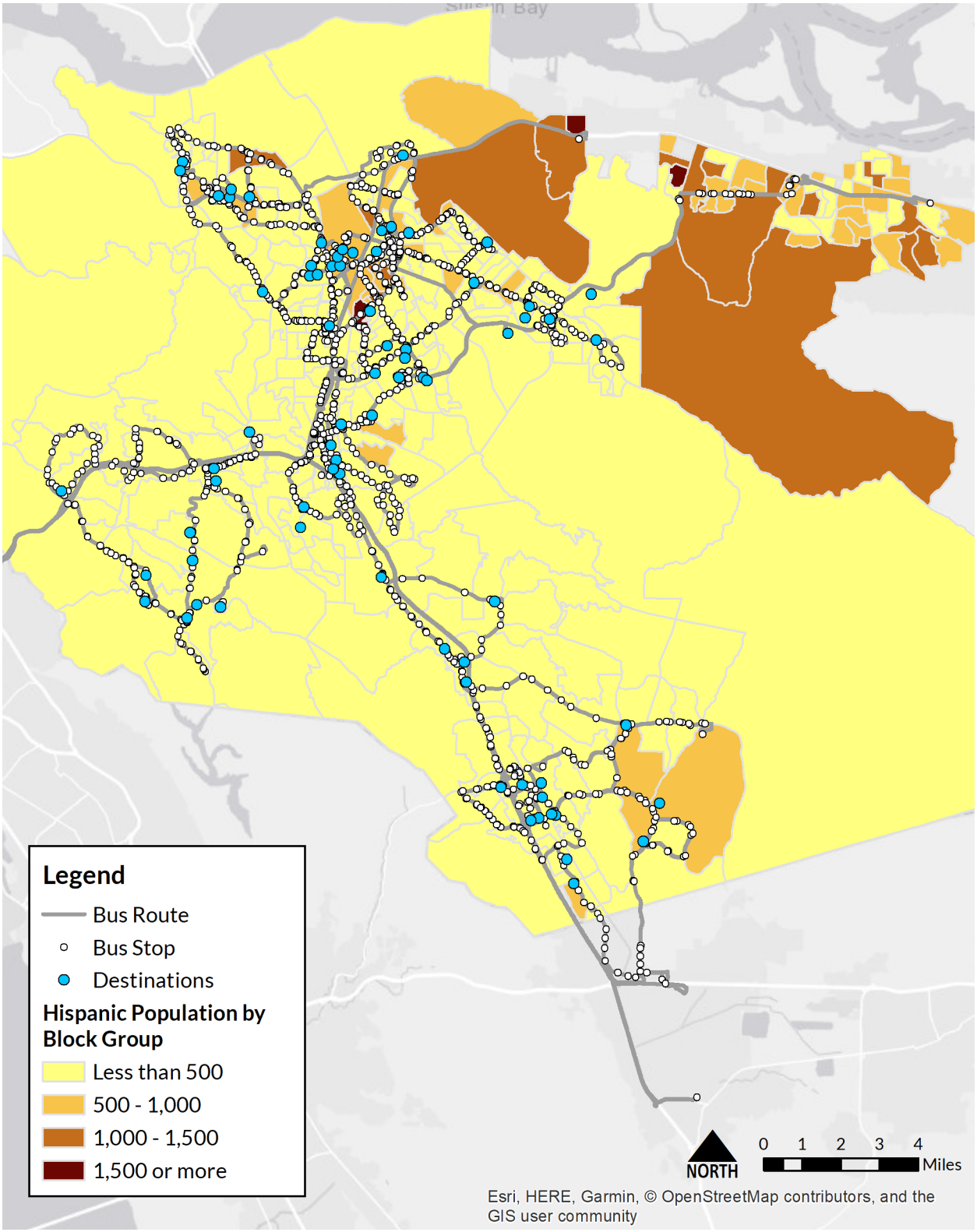
Black Population by Census Block Group



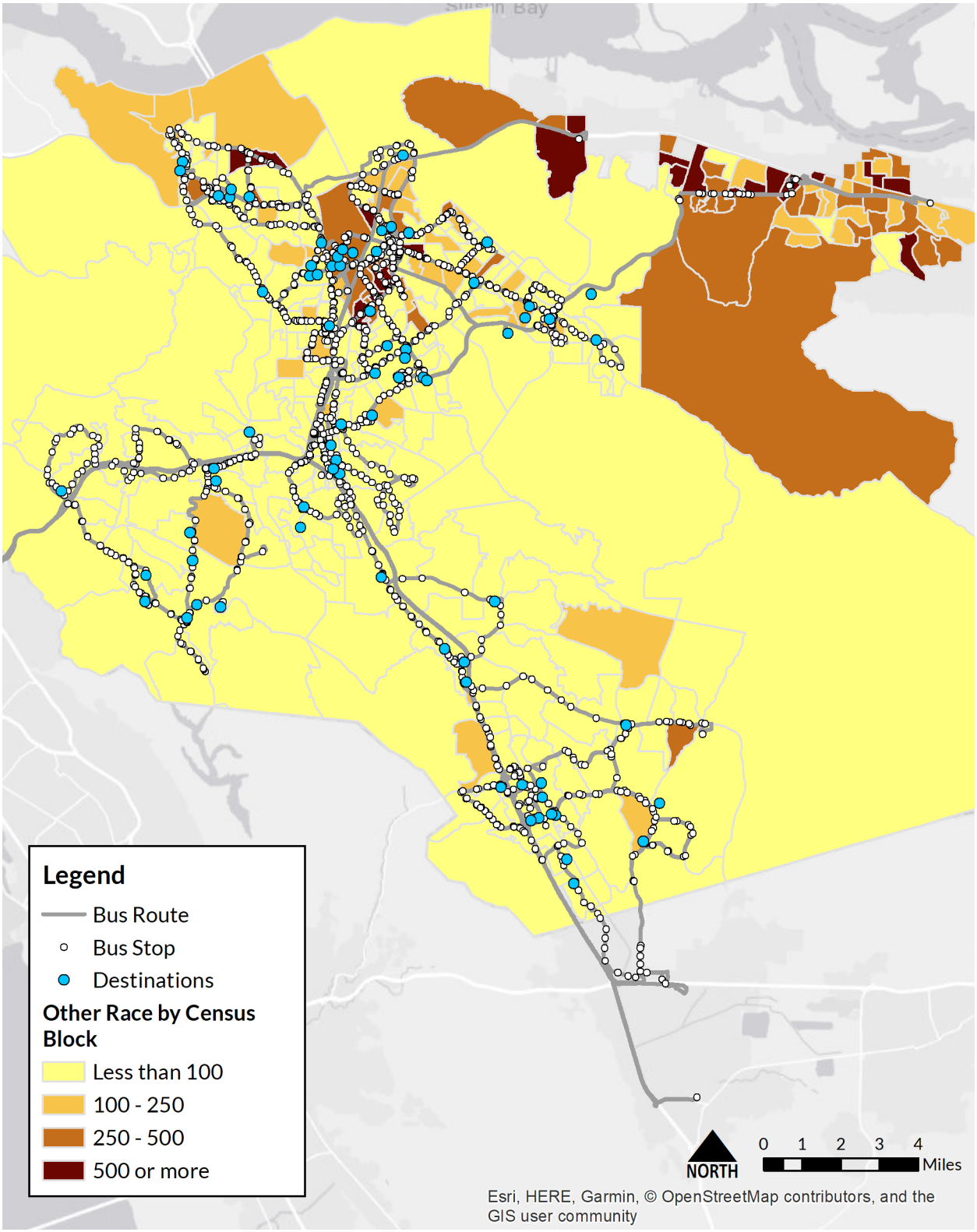
Hawaiian/Pacific Islander Population by Census Block Group



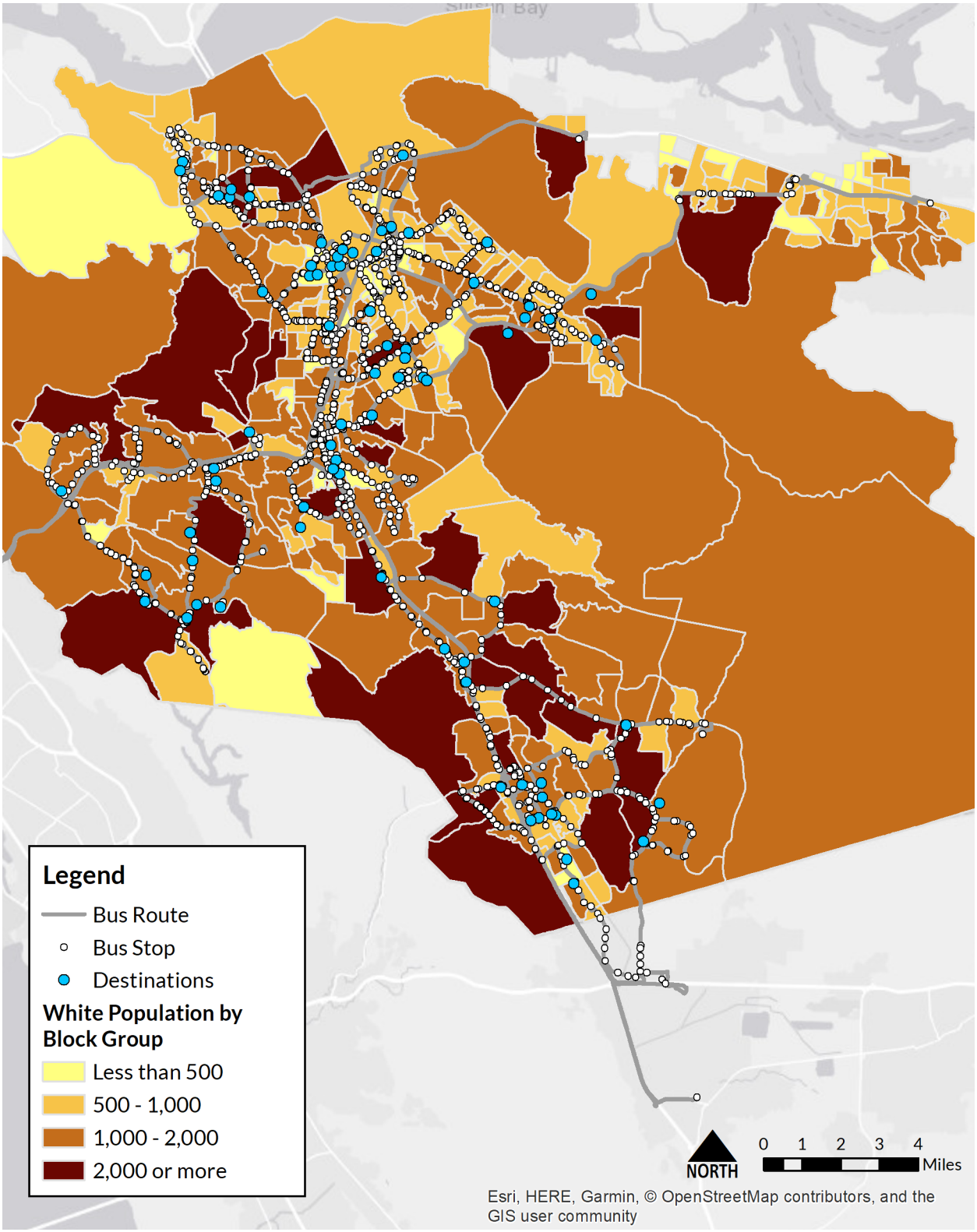
Hispanic Population by Census Block Group



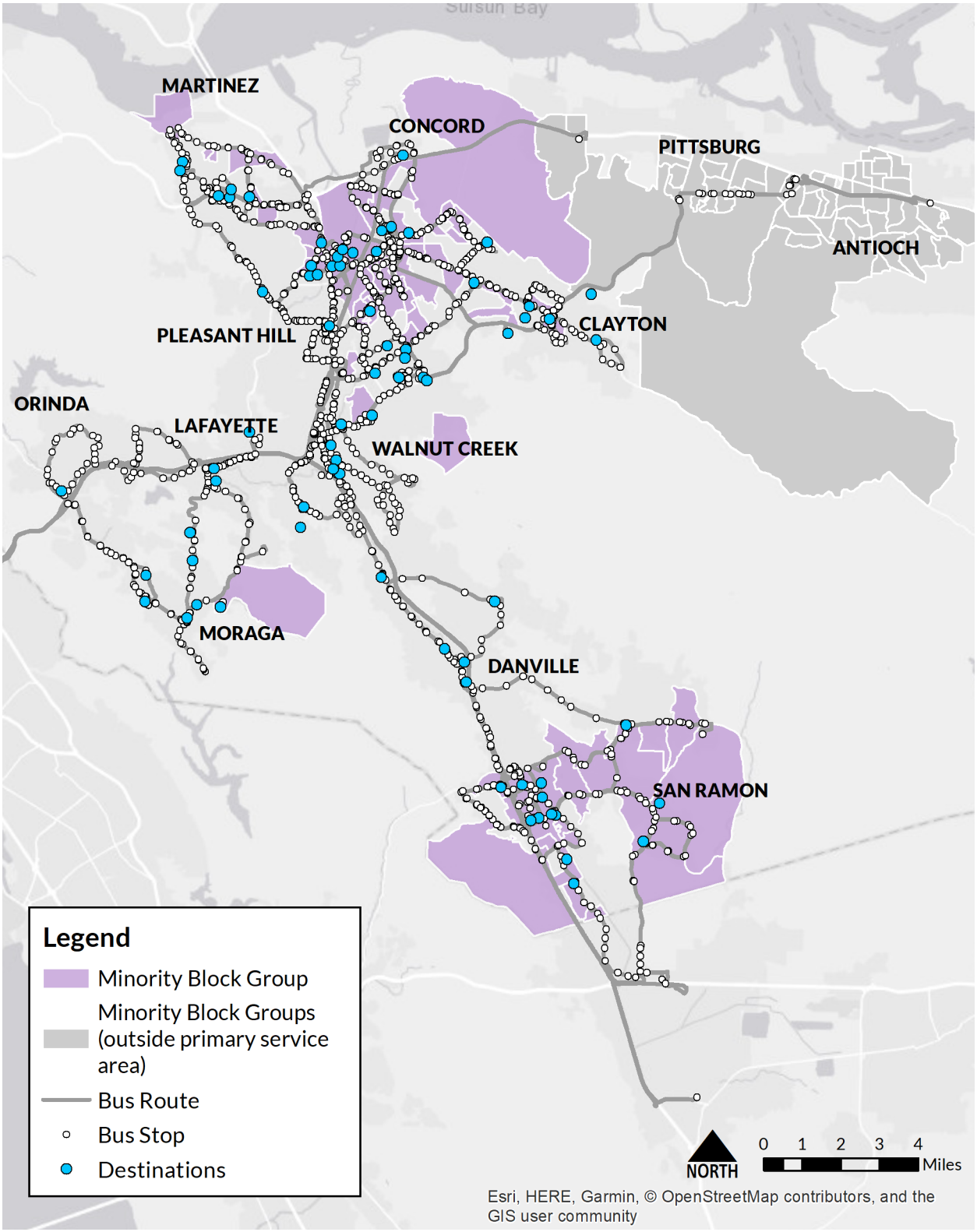
"Other Races" Population by Census Block Group



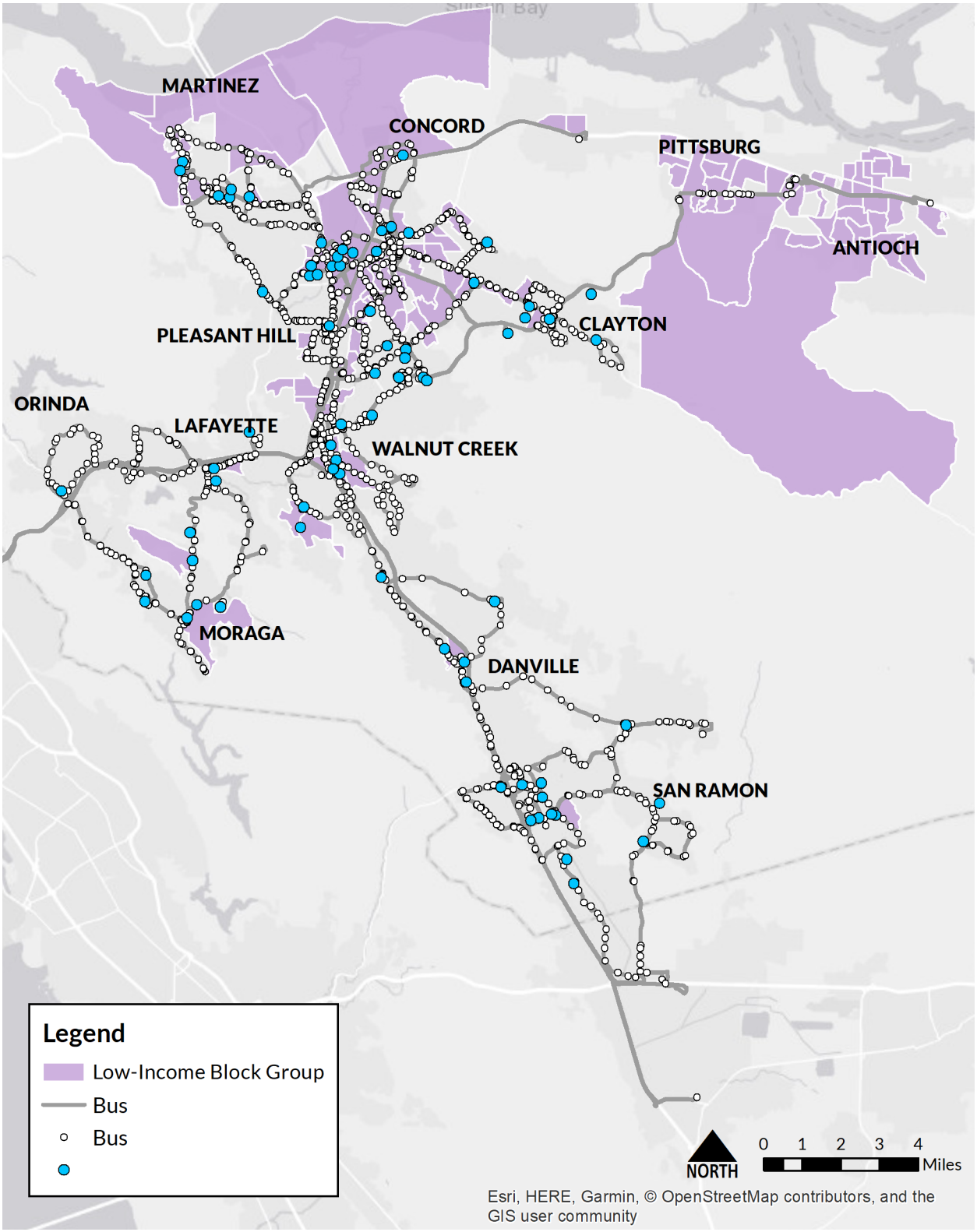
White Population by Census Block Group



Minority Block Groups



Low-Income Block Groups



H. RIDERSHIP & TRAVEL PATTERNS

Passenger surveys are conducted system-wide every three years using a market research firm. The purpose of the survey is to collect customer demographic information, such as race/ethnicity, English proficiency, and income, as well as trip information, such as origin and destination and trip purpose.

Traditionally, paper surveys are distributed on-board vehicles and collected by surveyor staff. The results are entered, cleaned, and compiled in a succinct report by the contractor. County Connection's most recent survey, however, was conducted in person using handheld tablet devices. This method provided more accurate responses and eliminated the need for manual data entry, which can introduce errors. The complete dataset (along with a report) was provided to County Connection to use at its discretion.

The executive summary from the most recent survey conducted in October 2019 is attached.

EXECUTIVE SUMMARY

The Central Contra Costa Transit Authority (County Connection) conducted a 2019 Transit On-Board Survey in partnership with Metropolitan Transportation Commission (MTC). MTC contracted with ETC Institute to conduct the On-Board Survey of County Connection passengers. This report will provide an overview and detailed description of the 2019 Transit On-Board Survey process. The report covers the on-board survey results, survey methodology and administration, and the quality assurance/quality control data review process.

In addition to the full on-board survey conducted on weekdays, a sampling of weekend surveys were collected. The weekend data was summarized and is included in Appendix A.

OBJECTIVES

The primary objectives for the survey were as follows:

- Compile statistically accurate information about County Connection Passengers and how they use transit in the region.
- Generate reliable linked OD data to support computerized travel demand modeling and transportation network simulation activities for purposes of regional long-range transportation planning.
- Acquire demographic data to meet Title VI Civil Rights Act federal compliance requirements.

SURVEY METHODOLOGY SUMMARY

ETC Institute interviewers conducted the On-Board Survey on a representative sample of County Connection routes. The survey was conducted on both weekdays and weekends, using separate sampling plans and collection goals for each. The passenger-intercept interviews were completed using hand-held tablet personal computers (PC) upon which the online survey, created and developed by ETC Institute in cooperation with County Connection and MTC, was administered. Passengers were selected for participation using a random sampling application built into the survey program itself, and passenger responses were captured in real time. ETC Institute interviewers were required to adhere strictly to the random sampling protocol and were at no time permitted to exercise personal discretion with regard to the selection of survey participants.

For those passengers who elected to participate, the survey was administered in two uninterrupted sections: the first was designed to create a detailed record of the passenger's current one-way trip; the second to gather required demographic data. In the initial section, the tablet PC's survey mapping features allowed for geo-coding of addresses using information provided by the passenger. Passengers were able to see each on-screen map and confirm the accuracy of the trip data collected. At the end of the survey's first section, passengers were asked to confirm a comprehensive summary of their complete one-way trip. In the demographics section, passengers were offered the choice of physically selecting the answers themselves - actually pressing the options on the tablet PC screen - to ensure their privacy or providing the information for the interviewer to record their responses. Upon completion of the survey, minimal passenger contact information was collected, and passengers were thanked for their time and willingness to participate.

ETC Institute interviewers were available to answer passenger questions, the most common of which involved the need to ask for personal information, and how the information gathered would ultimately be used. Passengers were assured all information collected would be kept strictly confidential, that County Connection intended to use the information for research purposes designed to improve their system, and that the information would never be used for any commercial purpose.

TRANSIT TRIP CHARACTERISTICS

The following bullets describe weekday County Connection Passengers' transit trip characteristics:

- Half (49.77%) of all passenger trips surveyed were either home-to-work or work-to-home trips, while seventeen percent (16.59%) of all passenger trips involved either going to or coming from school (K-12 or College/University).
- Eighty-eight percent (87.51%) of passengers responding to the survey reported walking to access transit. Twelve percent (11.58%) reported using a vehicle of some sort, either driving or getting dropped off, to access transit.
- Fifty-one percent (50.71%) of all County Connection passengers had trips that did not require any transfers on any public transit to complete their one-way trip (using any agency's public transit). Forty-one percent required one transfer (41.34%), and eight percent required two or more transfers (7.95%).
- Seventy-eight percent (78.23%) of all County Connection passengers used Clipper to pay for their one-way trip, while another twenty-two percent (20.54%) indicated they used Cash or Paper.

TRANSIT RIDER PASS/PAYMENT CHARACTERISTICS

The following bullets describe weekday County Connection passengers' payment and fare characteristics:

- The majority of County Connection passengers indicated they used the "Adult" fare category for riding (70.34%), compared to the next highest, "Free" (23.63%).
- "By Clipper" was the most widely used fare payment type as indicated by passengers (78.23%), compared to the next highest, "By Cash or Paper" (20.54%).
- Nearly one quarter of respondents (23.63%) saw either a slight or significant improvement to County Connection services while thirty-two percent (32.03%) saw no change in County Connection services.
- The majority of County Connection passengers get schedule information using the County Connection Website at forty-eight percent (47.93%).

TRANSIT RIDER PROFILE

The following bullets describe weekday County Connection passengers' demographics:

- Sixty-nine percent (67.75%) of County Connection passengers are employed.
- Eighteen percent (17.89%) of passengers indicated they were a student either part- or full-time at a college university, while an additional three percent (2.97%) indicated they were a K-12 student.
- Twenty-one percent (21.39%) of respondent's indicated they are under the age of 25.
- The race/ethnicity of County Connection passengers in the region are: White (44.72%), Latino / Hispanic (18.76%), Black / African American (18.25%), Asian (14.42%), Hawaiian / Pacific Islander (2.09%), and Other (2.52%).
- Forty percent (39.94%) of County Connection passengers reported an annual household income of less than $50,000 and ten percent (9.92%) reported an annual household income of $75,000 or more.

I. MONITORING PROGRAM RESULTS

System-Wide Service Standards

Pursuant to requirements set forth in FTA Circular 4702.1B, County Connection must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service.

Some standards are defined with regards to peak and off-peak hours. Peak hours are 6:00 a.m. to 8:59 a.m. and 4:00 p.m. to 7:59 p.m., intervals during which ridership tends to be highest. Off-peak hours are any times that are not within the peak hour ranges.

Route Designations

As part of the Title VI service monitoring and evaluation process, each bus route is designated as either a "minority route" or a "non-minority route." Per FTA Circular 4702.1B:

> *Minority transit route means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.*

County Connection utilized Census data from the 2015-2019 ACS 5-year Estimates supplemented with its triennial customer survey data to classify routes as minority or non-minority. In addition, a similar analysis was performed to also classify routes as either a "low-income route" or a "non-low income route."

Based on Census data, 46.8% of the overall population within County Connection's service area identifies as minority, and 11.6% of households are considered low-income. Block groups where the proportion of minority or low-income population is equal to or greater than the percentage for the service area as a whole are categorized as minority or low-income block groups, respectively. Any route with at least a third of its revenue miles within a minority block group is designated as a minority route, and any route with at least a third of its revenue miles within a low-income block

group is designated as a low-income route. Based on this analysis, a total of 16 routes are minority routes and 22 routes are low-income routes.

Additional minority and low-income routes were identified using on-board passenger survey data in recognition that the surrounding geographic area of a route is not always reflective of the ridership demographics of that route. Any routes wherein a higher percentage of riders identified themselves as minority than the system average of 56.1% are categorized as minority routes, and any routes with more than the system average of 44.4% of riders who are considered low-income are categorized as low-income routes. Based on this analysis, an additional 5 routes are designated as minority routes, and an additional 4 routes are low-income routes.

Based on a combination of these two methodologies, a total of 21 routes are designated as minority routes, and 26 routes are low-income routes. These designations are shown in the following table and maps.

Minority and Low-Income Route Designations

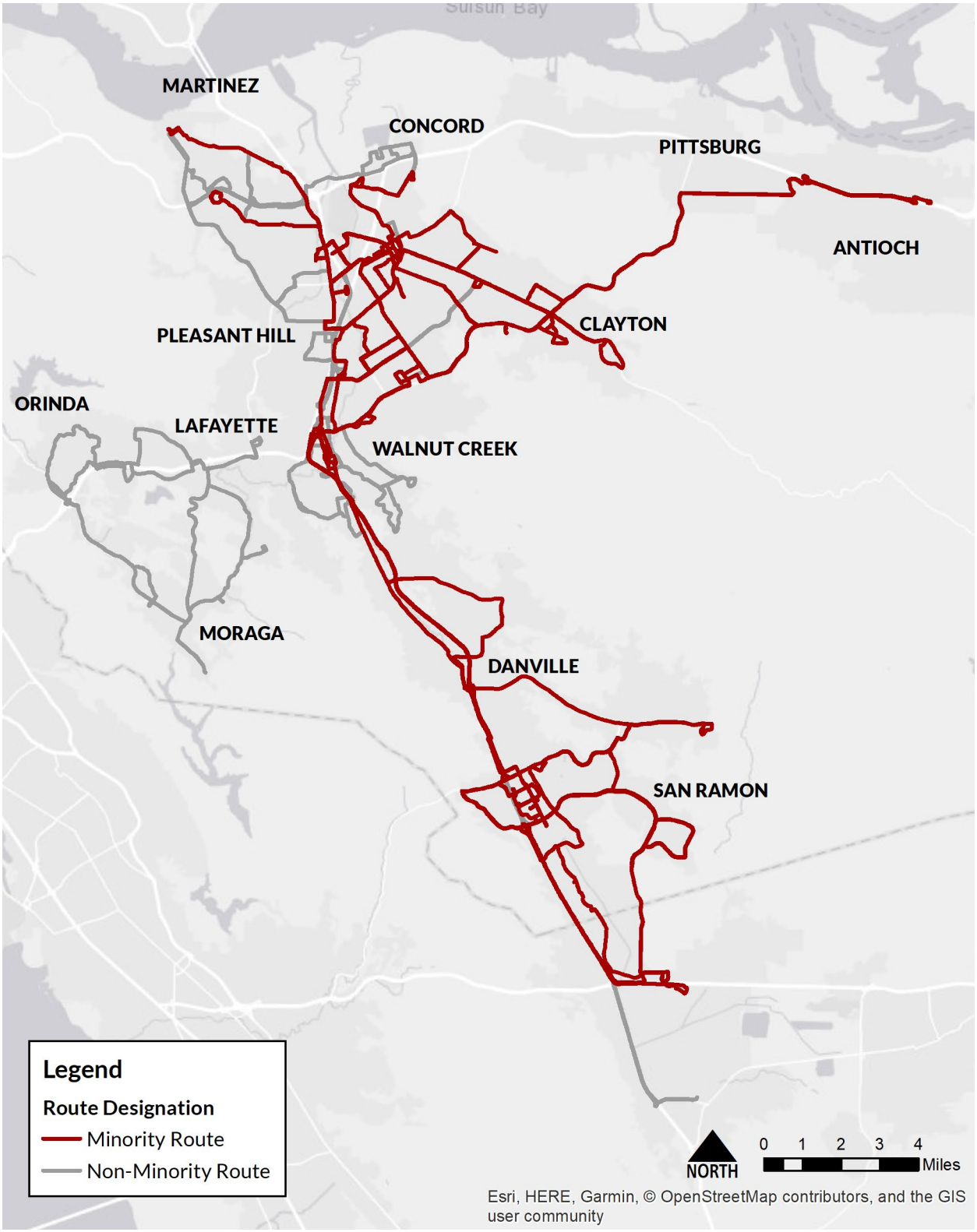
Route	% Mileage in Minority Block Group	% of Minority Riders	Minority Route	% Mileage in Low Income Block Group	% of Low Income Riders	Low Income Route
Local Routes						
1	5.1%	48.3%		4.8%	**58.3%**	yes
4	0.0%	**56.6%**	yes	**36.8%**	**60.9%**	yes
5	18.9%	55.0%		**54.5%**	33.3%	yes
6	2.1%	53.3%		9.0%	**50.0%**	yes
7	2.8%	**62.9%**	yes	10.0%	33.3%	
9	22.7%	**57.6%**	yes	**44.2%**	36.7%	yes
10	**38.7%**	**63.8%**	yes	28.3%	**49.3%**	yes
11	**46.6%**	**58.3%**	yes	**51.9%**	41.7%	yes
14	**38.4%**	**65.8%**	yes	**40.6%**	**59.0%**	yes

Route	% Mileage in Minority Block Group	% of Minority Riders	Minority Route	% Mileage in Low Income Block Group	% of Low Income Riders	Low Income Route
15	24.0%	50.0%		**40.5%**	**67.9%**	yes
16	28.5%	51.5%		**43.2%**	25.0%	yes
17	**48.8%**	**65.4%**	yes	**50.1%**	**60.0%**	yes
18	31.4%	50.0%		**34.1%**	**70.8%**	yes
19	**64.0%**	**75.0%**	yes	**55.5%**	**66.7%**	yes
20	**89.1%**	**56.6%**	yes	**87.8%**	25.6%	yes
21	15.0%	46.7%		14.4%	**52.2%**	yes
27	22.4%	--(1)		**77.6%**	--(1)	yes
28	26.6%	53.8%		**34.8%**	**60.9%**	yes
35	**82.0%**	**66.0%**	yes	1.6%	17.9%	
Express Routes						
91X	**84.0%**	42.9%	yes	**80.9%**	**50.0%**	yes
92X	27.6%	22.2%		4.6%	0.0%	
93X	**51.1%**	31.3%	yes	**37.8%**	43.8%	yes
95X	12.8%	**57.9%**	yes	6.3%	17.6%	
96X	21.3%	53.2%		6.3%	26.8%	
97X	**91.7%**	**60.0%**	yes	0.0%	30.0%	
98X	29.8%	54.2%		**44.8%**	15.4%	yes
99X	32.3%	40.0%		**43.1%**	40.0%	yes
Weekend Routes						
310	**38.7%**	43.5%	yes	28.3%	43.8%	

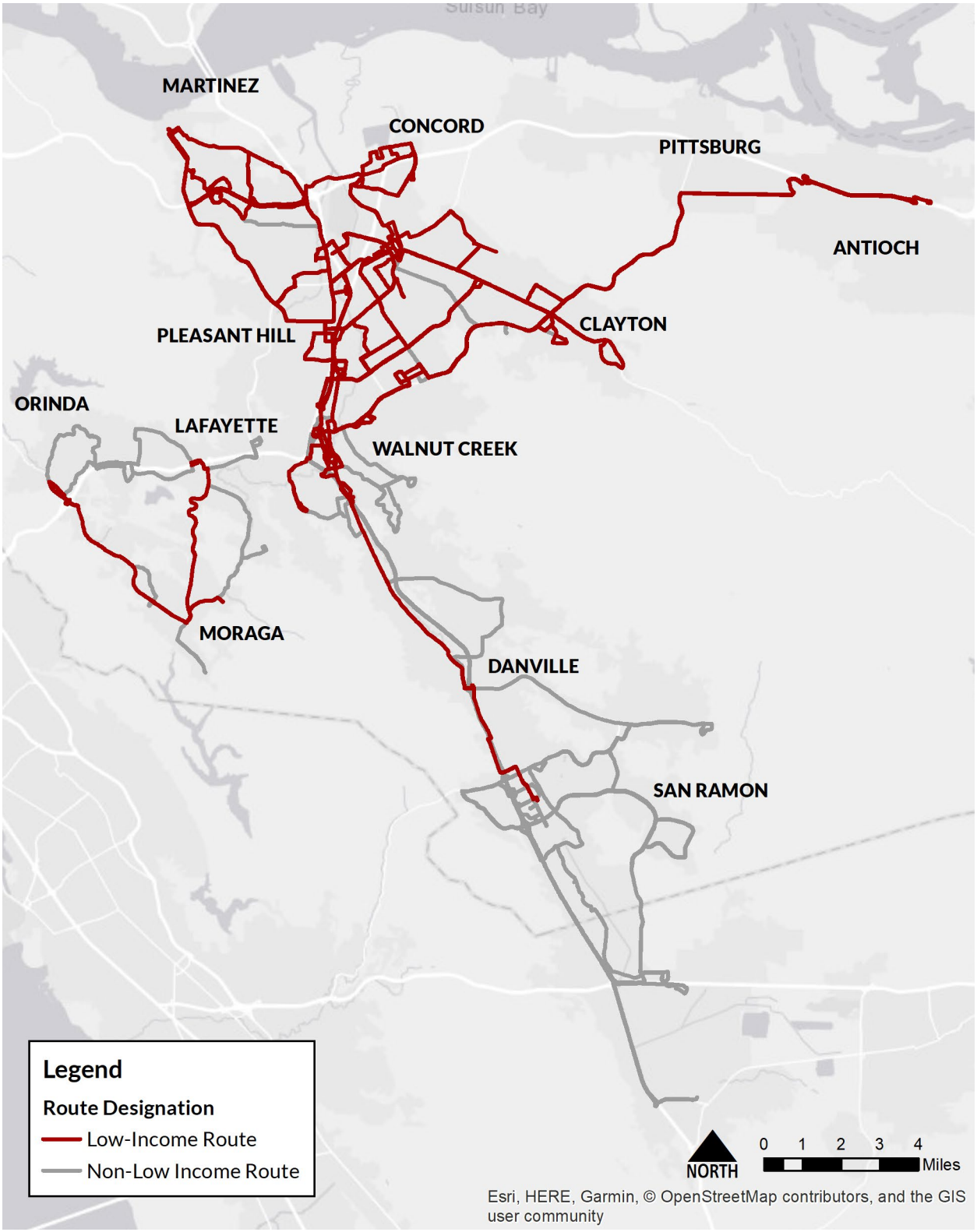
Route	% Mileage in Minority Block Group	% of Minority Riders	Minority Route	% Mileage in Low Income Block Group	% of Low Income Riders	Low Income Route
311	**33.3%**	**60.0%**	yes	**37.4%**	33.3%	yes
314	**59.7%**	**70.0%**	yes	**57.0%**	**56.3%**	yes
315	**51.2%**	50.0%	yes	**53.7%**	0.0%	yes
316	32.4%	46.7%		**47.1%**	**92.9%**	yes
320	**93.9%**	**75.0%**	yes	**88.5%**	**100.0%**	yes
321	15.3%	**70.0%**	yes	14.6%	11.1%	
335	**84.6%**	--(1)	yes	2.9%	--(1)	

Source: U.S. Census Bureau, 2015-2019 American Community Survey; 2019 Onboard Survey
Bold indicates percentages meeting threshold for minority or low-income
(1) No survey data available for Routes 27 & 335

County Connection Routes Categorized by Minority/Non-Minority



County Connection Routes Categorized by Income Level



Vehicle Load

Standard:

Vehicle Load Factor is defined by FTA Circular 4702.1b as "the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees." County Connection's vehicle load standards are calculated by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route.

Finding:

Across all County Connection routes, vehicle load factor standards were met.

Vehicle Load Factor

Vehicle Load Factor	Peak	Off-Peak
Standard	1.25	1.00
Actual	0.27	0.25
By Route Designation		
Minority Route	0.27	0.27
Non-Minority Route	0.26	0.24
Low Income Route	0.26	0.26
Non-Low Income Route	0.27	0.21

Source: Fall 2019 APC data

Vehicle Headway

Standard:

Vehicle headway is defined by FTA Circular 4702.1B as "the amount of time between two vehicles traveling in the same direction on a given line or combination of lines." County Connection has established a maximum vehicle headway standard of 2 hours.

Finding:

Based on schedules from Winter 2019 (effective November 17, 2019), the maximum systemwide headway was on Route 6 with midday frequency on weekends of 120 minutes, which just meets the

vehicle headway standard. However, it should be noted that significant service changes were made within the past year, which improved efficiency and reduced the maximum systemwide headway to 90 minutes.

Route 6 is also designated as a non-minority and low-income route. Among minority routes, the maximum headway was on Route 19 with a frequency of 90 minutes. Among non-low income routes, the maximum headway was 60 minutes.

Maximum Vehicle Headway

Vehicle Headway	
Standard	2:00
Actual	2:00
By Route Designation	
Minority Route	1:30
Non-Minority Route	2:00
Low Income Route	2:00
Non-Low Income Route	1:00

On-Time Performance

Standard:

On-time performance is defined by FTA Circular 4702.1b as "a measure of runs completed as scheduled." A bus is considered late if it departs its scheduled "time point" five or more minutes later than the scheduled time. A bus is considered early if it departs from a scheduled "time point" at any time prior to the scheduled departure time.

Finding:

Overall, County Connection met its on-time performance standards for almost all route types, as shown below.

On-Time Performance

On-Time Performance	Local	Express	Select[1]	Weekend
Standard	87%	75%	80%	80%
Actual	87%	85%	82%	83%
By Route Designation				
Minority Route	89%	85%	--	82%
Non-Minority Route	85%	86%	--	87%
Low Income Route	87%	89%	--	85%
Non-Low Income Route	84%	84%	--	80%

Source: FY 2019 APC data

(1) Select routes do not have minority or low-income designations due to the inability to collect reliable survey data, as the routes mostly serve youth riders.

Service Availability

Service availability/transit access is defined by FTA Circular 4702.1B as "a general measure of the distribution of routes within a transit provider's service area." County Connection's goal is to ensure that 70 percent of county residents live within three quarters of a mile from a bus stop.

Finding:

County Connection's standard for service availability was met for the service area population as a whole, as well as for minority and low-income populations.

Service Availability Population

Service Availability	
Standard	70%
Service Area Population	654,949
Population within 3/4 Mile	501,864
% Population Served	77%
Minority Population	
Service Area Minority Population	306,465
Minority Population within 3/4 Mile	219,438
% Minority Population Served	72%
Low-Income Population	
Service Area Low-Income Population	76,012
Low-Income Population within 3/4 Mile	54,496
% Low-Income Population Served	72%

Source: U.S. Census Bureau, 2015-2019 American Community Survey

Systemwide Service Policies

Vehicle Assignment

Vehicle assignment is defined by FTA Circular 4702.1B as "the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system." County Connection's policy states that all buses have the same level of amenities (i.e., air conditioning, wheelchair lifts, automated stop announcements) available to riders.

Buses are not assigned to specific communities within County Connection's service area based on vehicle age, but rather to serve specific routes that call for vehicles of differing lengths based on street limitations. Many of the routes serve multiple communities with diverse populations. Given County Connection's strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

Transit Amenities

Transit amenities are defined by FTA Circular 4702.1B as "items of comfort, convenience, and safety that are available to the general riding public." These include bus shelters, bus stop benches, and trash receptacles. Transit amenities are distributed on a system-wide basis. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference.

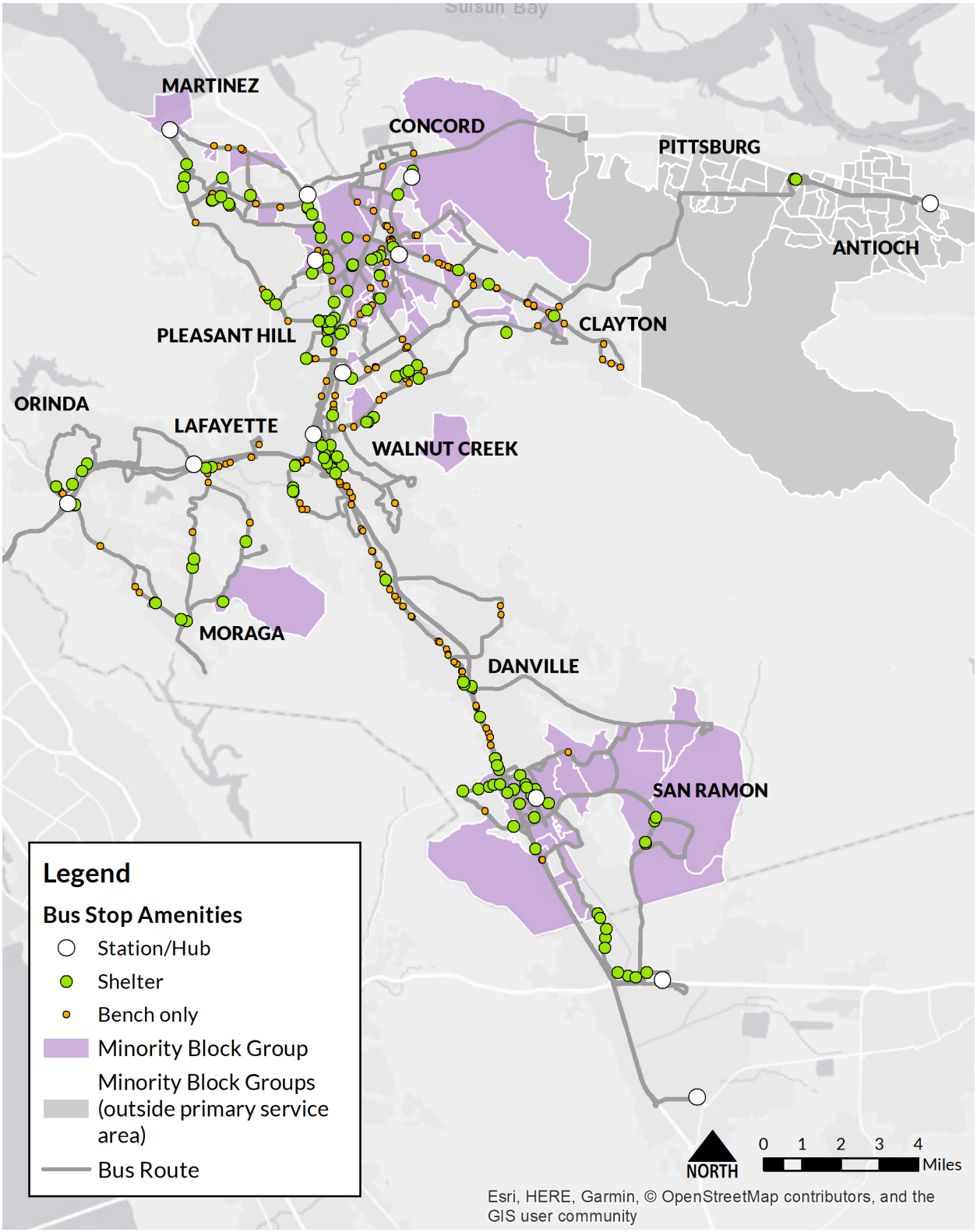
Standard:

County Connection's policy states that transit amenities are distributed on a system-wide basis. Transit amenities include shelters and benches. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements). Staff seeks to distribute benches and shelters to match the distribution of minority Census tracts.

Finding:

Staff has worked with jurisdictions to distribute benches and shelters to match the distribution of minority Census tracts and the map below confirms this correlation. It should be noted that while County Connection provides some service to Eastern Contra Costa County, this is outside of the agency's primary service area, and stops in East County are instead under the jurisdiction of Tri Delta Transit.

Bus Stop Amenity Locations



J. POLICY DEVELOPMENT OUTREACH

FTA Circular 4702.1B requires public outreach during development of each large public transportation provider's Major Service Change, Disparate Impact and Disproportionate Burden Policies.

When County Connection considered and adopted these policies, Staff developed draft policies and received public input through three community meetings, with language services available, throughout the County Connection's service area. Comments also were solicited and accepted via County Connection's website.

County Connection held the following community meetings:

- Thursday, March 28, 2013 - 7 p.m. to 9 p.m.
  Monument Corridor Transportation Action Team
  1736 Clayton Rd, Concord, CA 94520

- Monday, April 15, 2013 - 5:30 p.m. to 7:30 p.m.
  San Ramon Community Center
  12501 Alcosta Blvd, San Ramon, CA 94583

- Tuesday, May 14, 2013 - 1:30 p.m. to 5 p.m.
  Walnut Creek Library
  1644 N Broadway, Walnut Creek, CA 94596

The meetings participants provided valuable comments for staff. Upon receipt of the input from public outreach, staff revised the proposals for its policies and submitted them for Board approval. They were approved June 20, 2013.

K. TITLE VI EQUITY ANALYSES

In the past three years, County Connection has conducted equity analyses for the following fare or service changes:

- Elimination of Route 3 and Implementation of Route 99X in Martinez
- 2019 Service Restructure Plan
- 2019 Fare Restructure
- Monument Free Program
- Clipper START and Youth Fare
- 2021 Service Plan

Links to each Board-approved equity analysis are provided above. Full copies of the documents will be attached when submitting the report to FTA following Board adoption.

RESOLUTION NO. 2022-011

BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY

STATE OF CALIFORNIA

*** * ***

ADOPTING THE CCCTA 2021 TITLE VI PROGRAM REPORT

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq*., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin;

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance;

WHEREAS, the above-referenced Circular details required elements of a Title VI Program Report, which each recipient of FTA grants and assistance must submit to the FTA every three years to evidence compliance with Title VI;

WHEREAS, CCCTA's current Title VI Program expires on in 2021, therefor necessitating submittal of an updated program report to the FTA;

WHEREAS, staff has developed a proposed Title VI Program Report (provided to the Board via staff report), evidencing CCCTA's compliance with Title VI, for Board consideration and approval; and

WHEREAS, the Marketing, Planning & Legislative Committee has recommended the Board adopt the proposed Title VI Program.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby adopts the CCCTA 2021 Title VI Program as set forth in the CCCTA Title VI Program Report; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the General Manager, or his designee, to:

1. Include evidence of the Board's consideration and approval of the CCCTA Title VI Program in the final CCCTA Title VI Program Report;

2. Submit the final CCCTA Title VI Program to the FTA; and

3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

Regularly passed and adopted this 21st day of October, 2021 by the following vote:

AYES:

NOES:

ABSTENTIONS:

ABSENT:

_____

Dave Hudson, Chair, Board of Directors

ATTEST:

_____

Lathina Hill, Clerk to the Board

County Connection

INTER OFFICE MEMO

To: Board of Directors **Date:** 10/13/2021

From: Melody Reebs, Manager of Planning **Reviewed by:** RF

SUBJECT: New Fixed-Route Monthly Reports – FY 2022

Background:

The monthly fixed-route report was developed as a way to monitor and evaluate system performance. It provides statistics on ridership, operations, and maintenance as well as some of the key performance metrics from County Connection's most recent Short Range Transit Plan. The report also provides monthly and year-over-year trends, which show how the system is changing over time.

While the information contained within the report has grown over the years, the overall format as well as the underlying data and reporting processes has remained largely the same. Starting early last year, staff worked on streamlining the agency's data management processes in order to increase accuracy and allow for more flexible reporting and analysis. This included the development of a data management system to automate some of the manual data processing, which reduces the potential for errors. Staff also began utilizing Tableau, a data visualization software that allows staff to create custom, dynamic reports.

Given feedback from members of the O&S Committee, staff has used these new tools to modify the monthly report format in an effort to make the information more easily digestible. Most of the data is presented visually as charts as opposed to tables, which allows trends to be more easily identified. The data also focuses in on the key performance metrics that are used in evaluating service and removes some of the more detailed data such as route-level statistics. Staff also plans to use Tableau to create internal reports to more closely track service performance and trends.

Board Review:

The proposed new fixed-route monthly report was presented as an initial draft to the O&S Committee to receive feedback and address any questions. Staff is now presenting this final format to the Board for their review and additional comments.

Financial Implications:

None, for information only.

Recommendation:

The O&S Committee and staff recommend shifting the fixed route monthly report layout to the format presented under this item. The data presented can be adjusted based on Board member input.

Action Requested:

None, for information only.

Attachments:

Fixed Route Operating Report for July 2021
Fixed Route Operating Report for August 2021

County Connection

INTER OFFICE MEMO

To: O& S Committee **Date:** 9/23/2021

From: Melody Reebs
Manager of Planning **Subj:** Fixed Route Report

Fixed Route Operating Reports for July 2021

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY21-22		Annual Goal
	Current Month	YTD Avg	
Total Passengers	110,959	110,959	
Average Weekday	4,652	4,652	
Pass/Rev Hour	7.4	7.4	Standard Goal > 17.0
Missed Trips	1.53%	1.53%	Standard Goal < 0.25%
Miles between Road Calls	32,866	32,866	Standard Goal > 18,000

* *Based on current standards from updated SRTP*

Analysis

Average weekday ridership was higher in July (4,652 passengers) than June 2021 (4,510 passengers) and higher than July 2020 (3,934 passengers) or 18.27%. This month marks a year and 4 months since the first shelter-in-place order took effect in response to Covid-19.

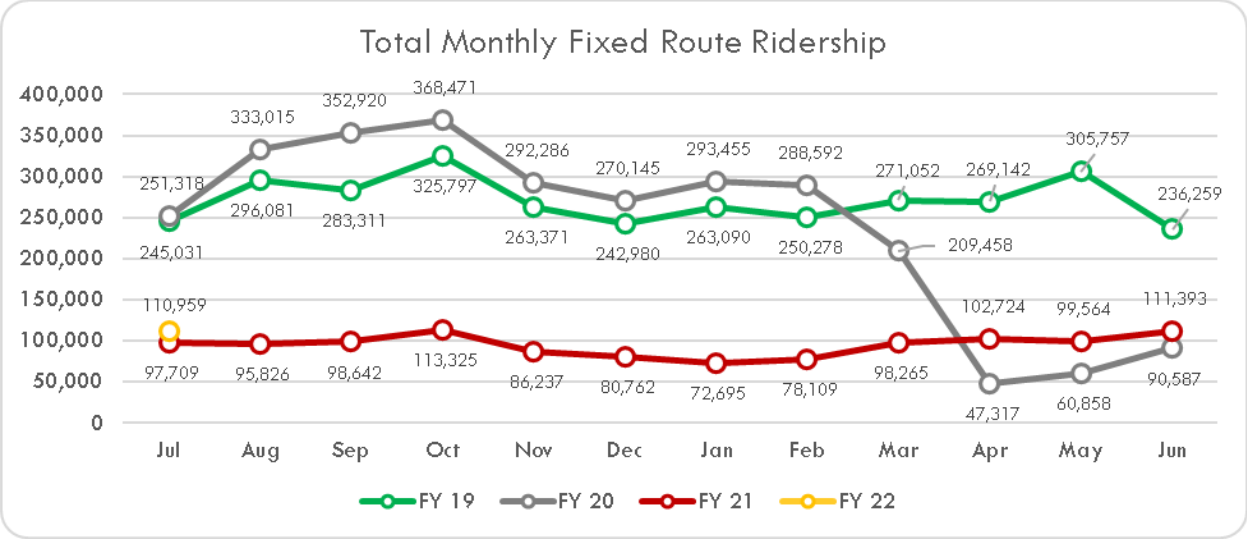
Passengers per hour in July was 7.4 which is higher than June 2021 at 7.22 and higher than July 2020 when passengers per hour was 5.9.

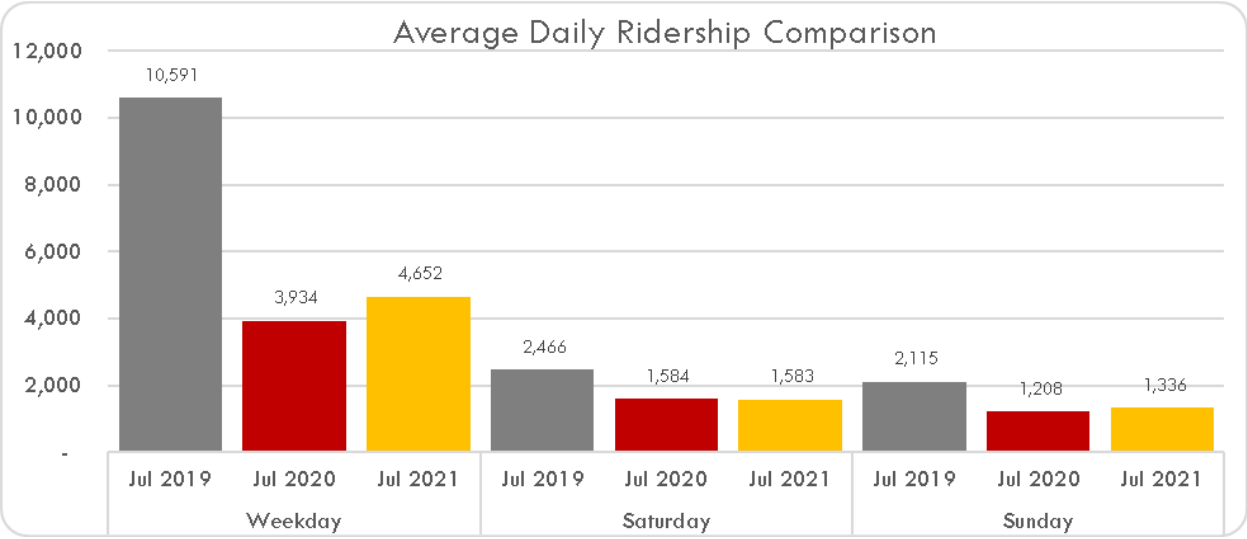
The percentage of missed trips in July was 1.53% which is higher than the prior month when it was 1.20%.

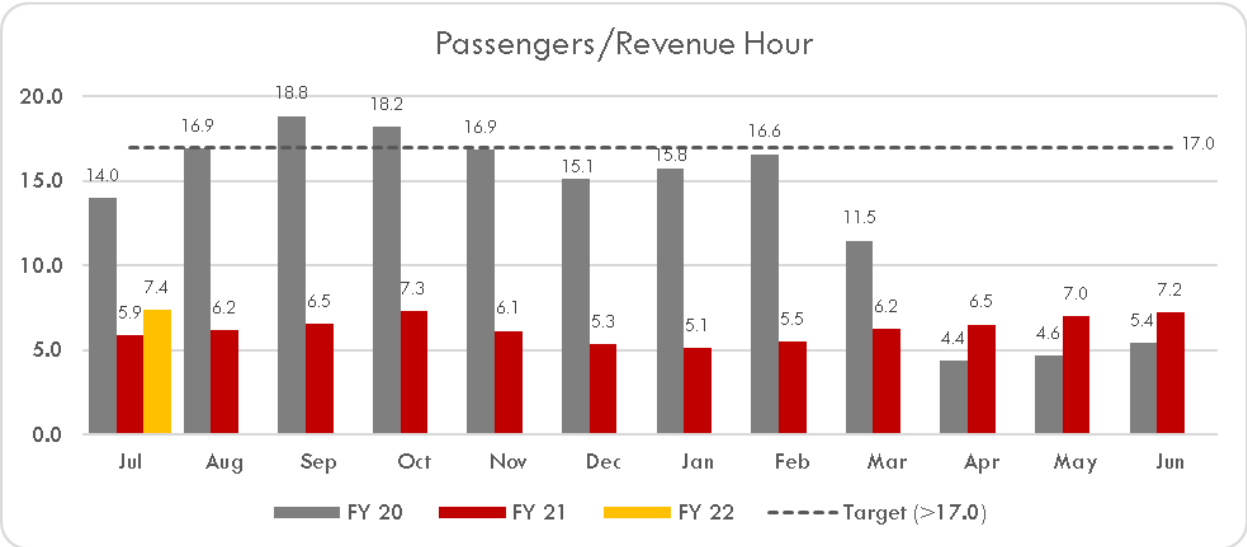
The number of miles between roadcalls was 32,866 miles in July, higher than the prior month in which there were 22,377 miles between roadcalls. The rolling 12-month average is 29,017 miles between roadcalls.

Of a total 110,959 passengers, 65,403 passengers had the potential to use a Clipper card aboard County Connection since 45,556 either used an employee sponsored program or school or free routes. About 76.75% of the 65,403 potential Clipper card users paid using Clipper during this month.

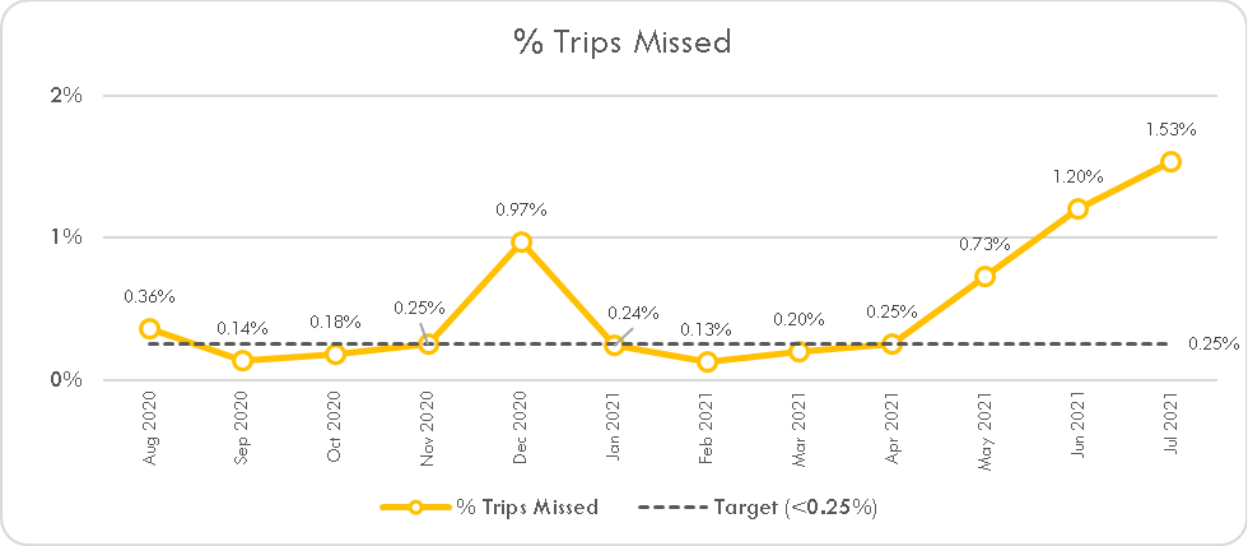
SERVICE STATS **09/21/2021**

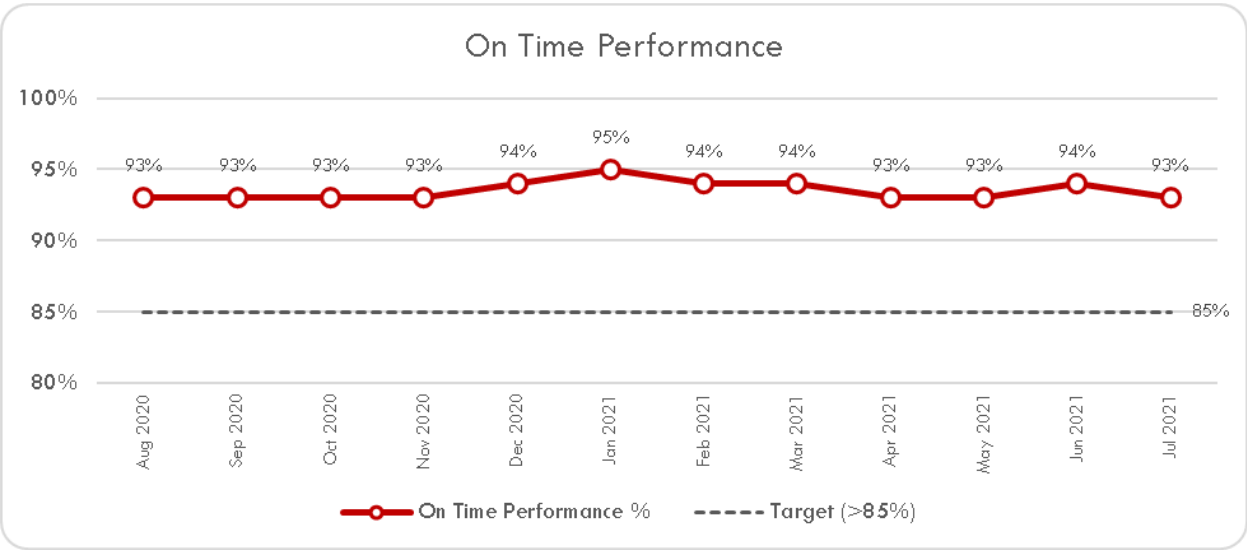


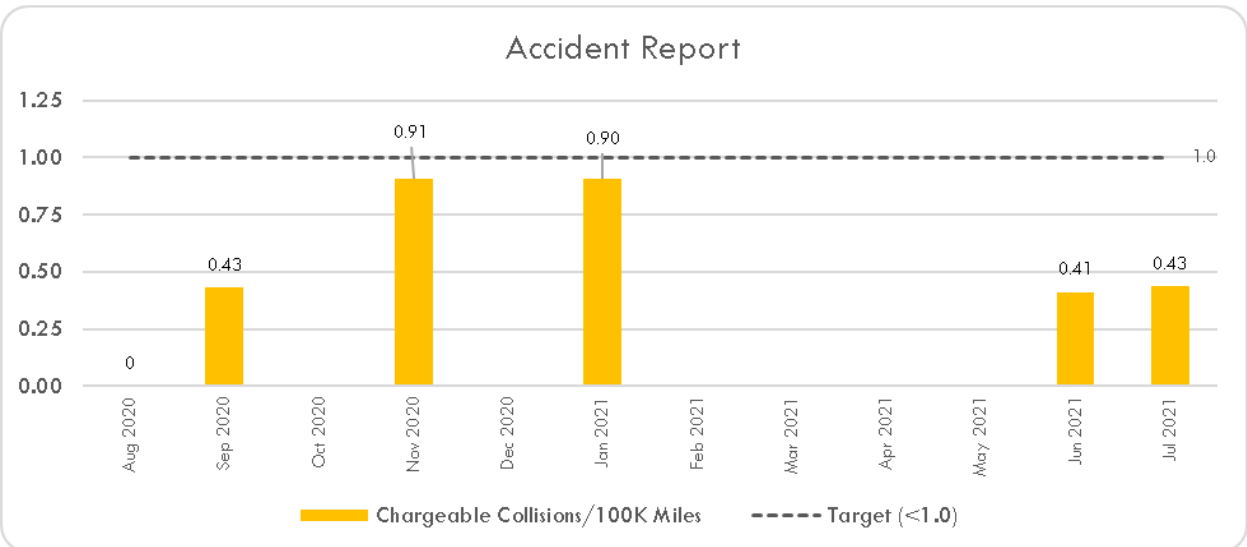




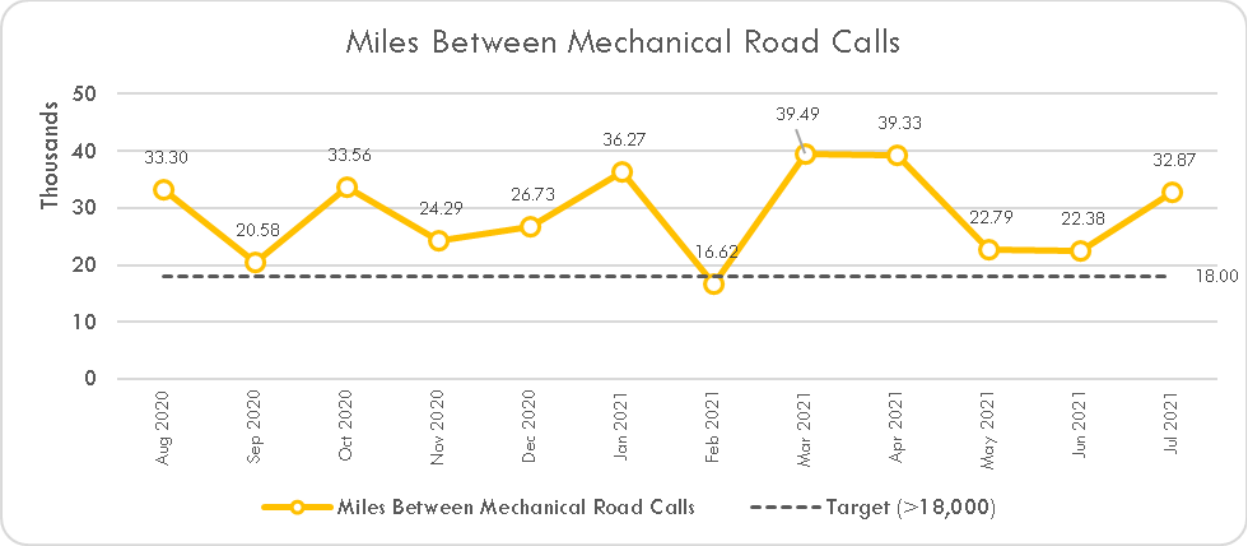
SERVICE STATS **09/21/2021**

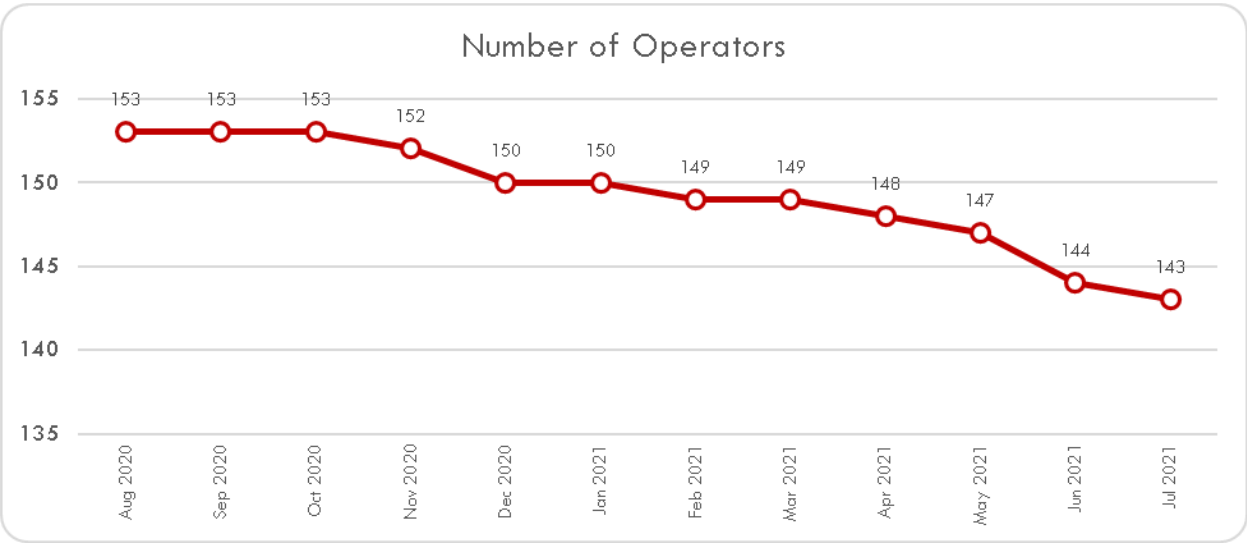


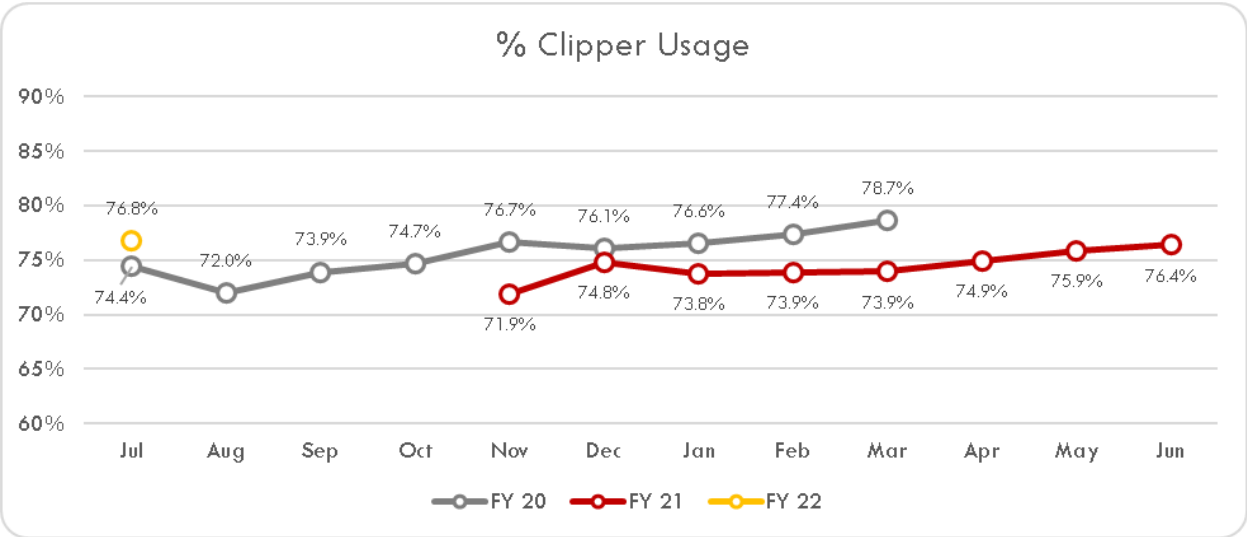




SERVICE STATS **09/21/2021**







County Connection

INTER OFFICE MEMO

To: O& S Committee **Date:** 9/23/2021

From: Melody Reebs, Manager of Planning **Subj:** Fixed Route Report

Fixed Route Operating Reports for August 2021

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY21-22		Annual Goal
	Current Month	YTD Avg	
Total Passengers	149,959	130,459	
Average Weekday	6,172	5,412	
Pass/Rev Hour	9.3	8.4	Standard Goal > 17.0
Missed Trips	3.42%	2.48%	Standard Goal < 0.25%
Miles between Road Calls	23,065	27,966	Standard Goal > 18,000

* *Based on current standards from updated SRTP*

Analysis

Average weekday ridership was higher in August (6,172 passengers) than July 2021 (4,652 passengers) and higher than August 2020 (3,823 passengers) or 61.44%. This month marks a year and 5 months since the first shelter-in-place order took effect in response to Covid-19.

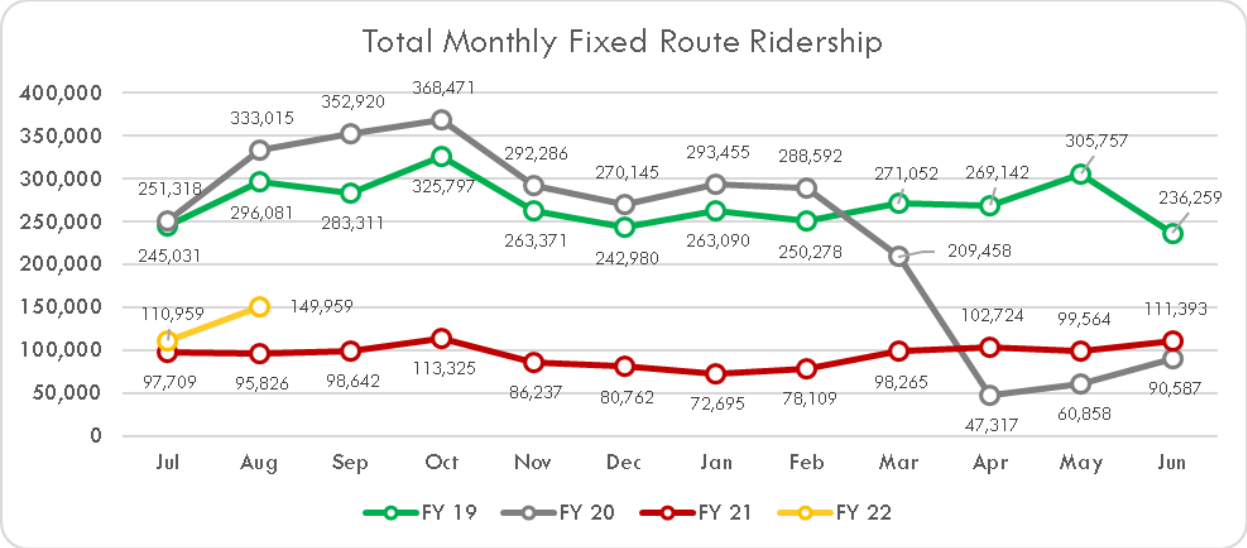
Passengers per hour in August was 9.3 which is higher than July 2021 at 7.4 and higher than August 2020 when passengers per hour was 6.2.

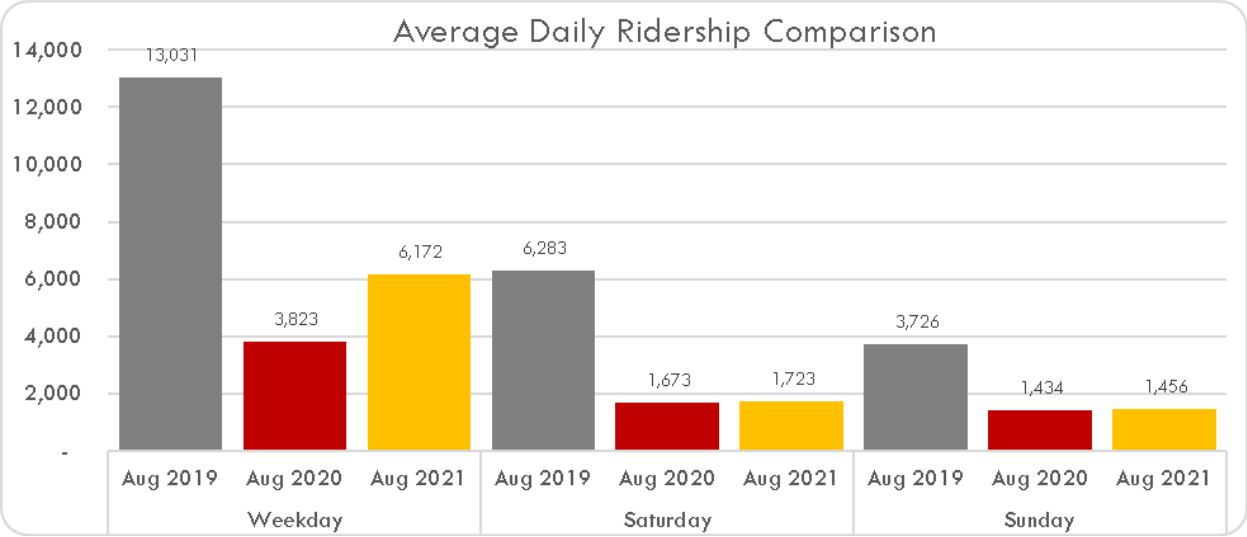
The percentage of missed trips in August was 3.42% which is higher than the prior month when it was 1.53%.

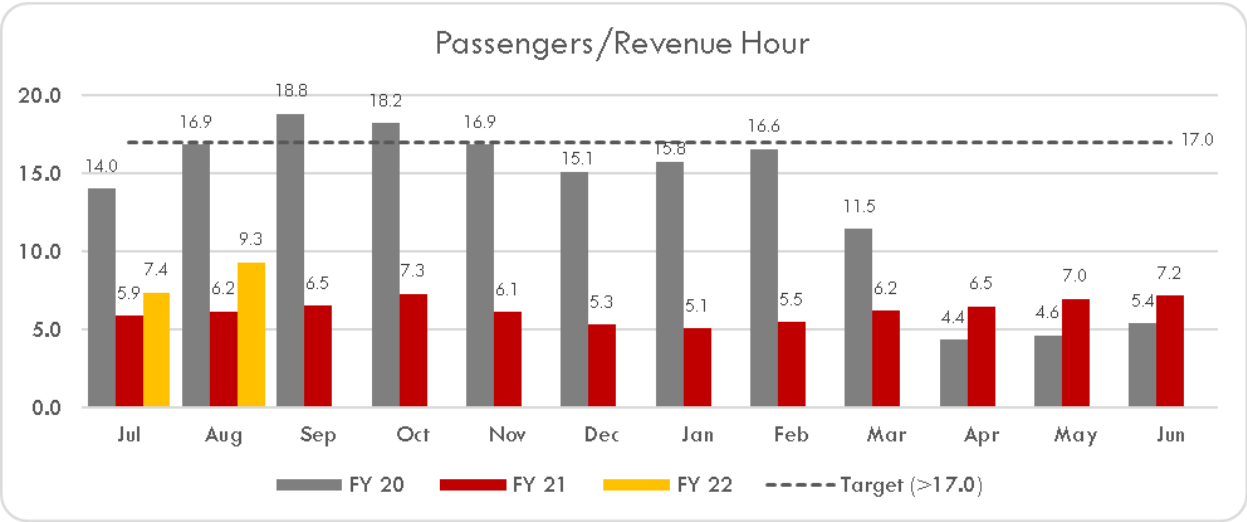
The number of miles between roadcalls was 23,065 miles in August, lower than the prior month in which there were 32,866 miles between roadcalls. The rolling 12-month average is 28,164 miles between roadcalls.

Of a total 149,959 passengers, 89,272 passengers had the potential to use a Clipper card aboard County Connection since 60,687 either used an employee sponsored program or school or free routes. About 75.4% of the 89,272 potential Clipper card users paid using Clipper during this month.

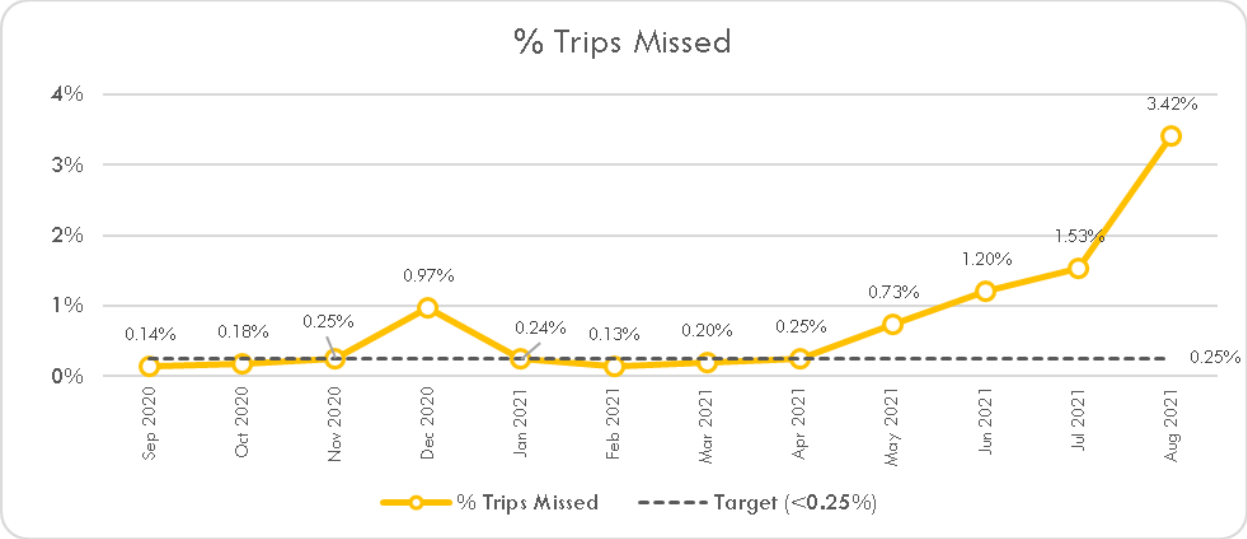
SERVICE STATS **09/23/2021**

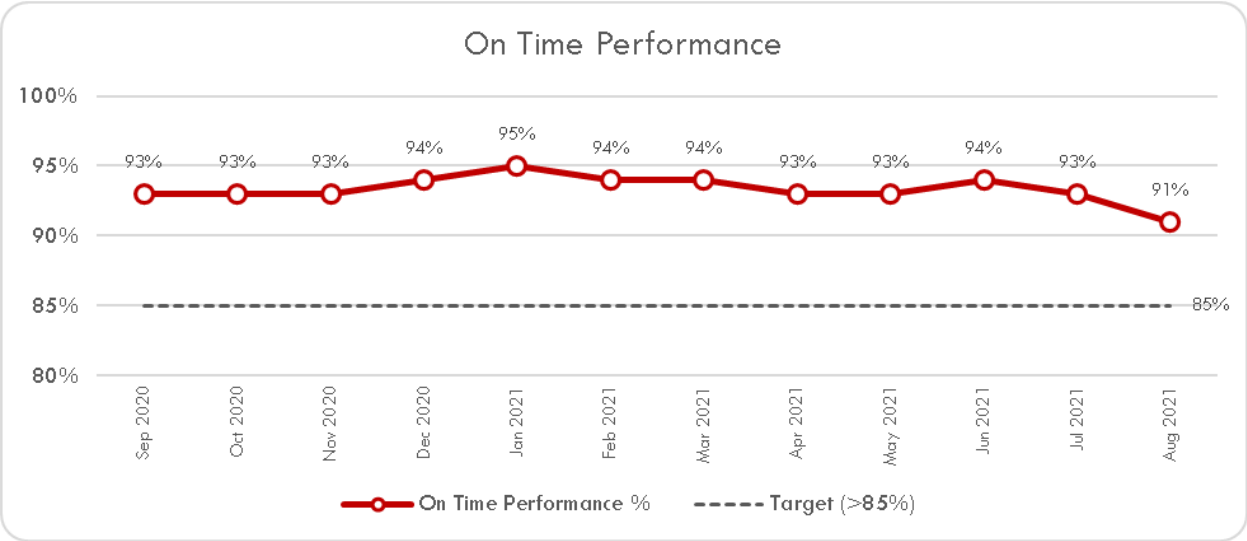


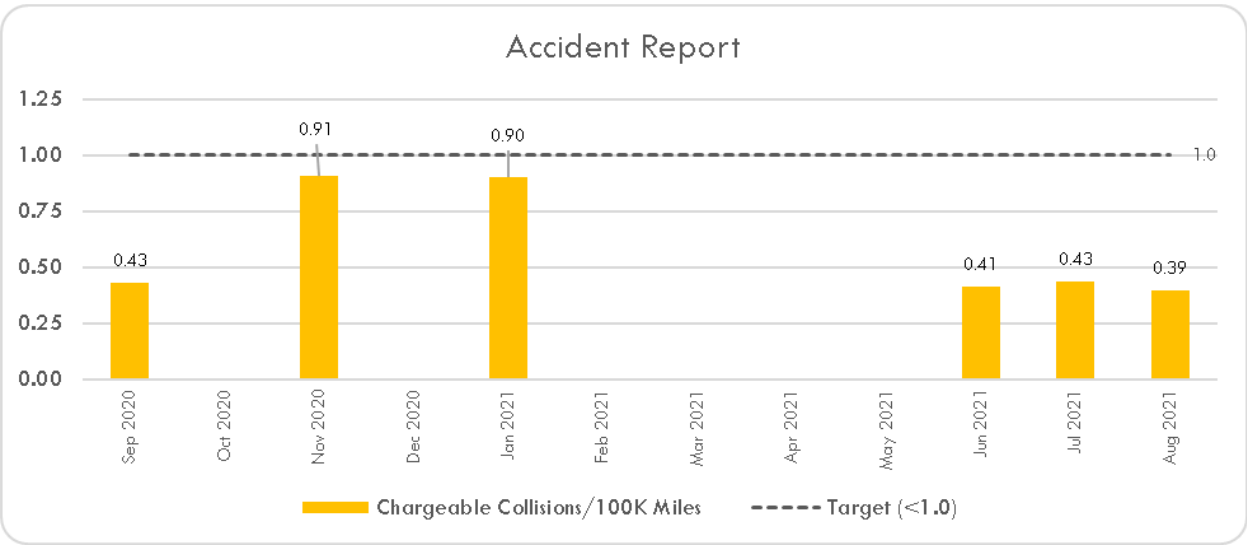




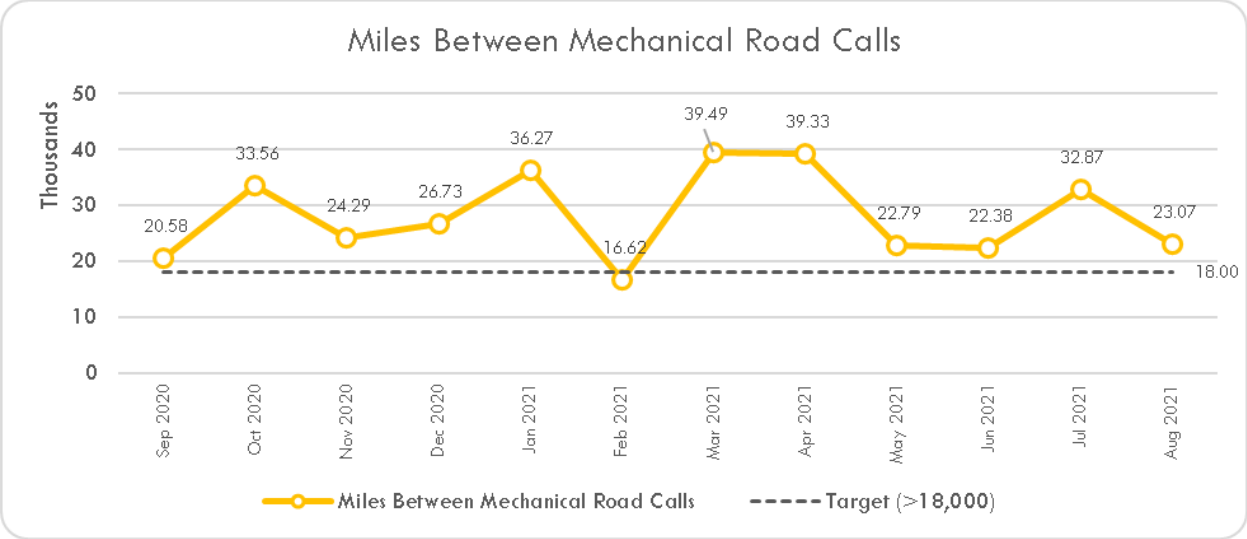
SERVICE STATS **09/23/2021**

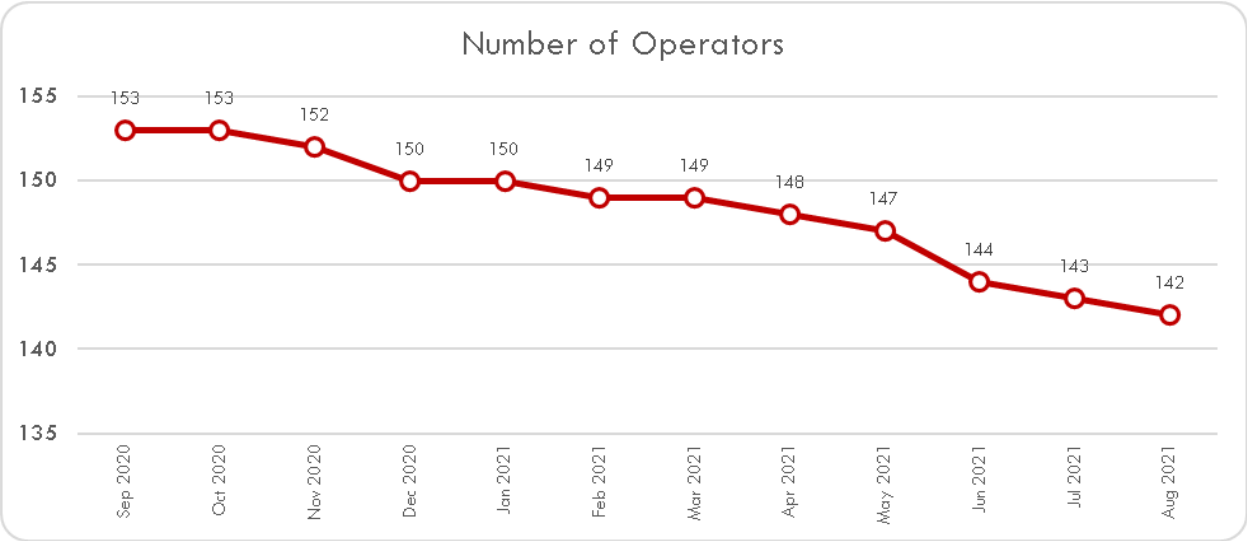


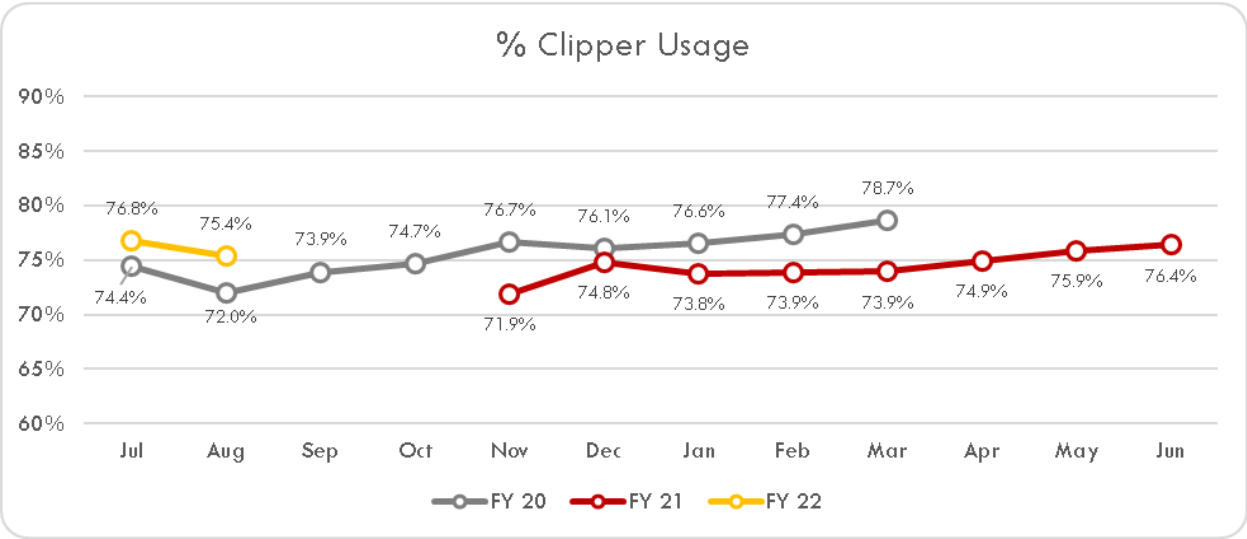




SERVICE STATS **09/23/2021**







County Connection

INTER OFFICE MEMO

To: Operations and Scheduling Committee Date: October 29, 2021

From: Rashida Kamara, Director of ADA and Special Services Reviewed by: W.C.

SUBJECT: Paratransit Executive Summary Report August 2021

Paratransit Performance Report August 2021

As of August 2021, the effects of Covid-19 continue to have a profound effect on the overall performance of our Paratransit service. In March 2020, after the Governors shelter in place order, Paratransit service dropped to 25% of normal levels. As a result, resources were used to serve the community in other ways by delivering meals to seniors, lunch boxes to students, performing emergency services for the county Health department and taking passengers to get vaccines. Paratransit continues to be our core service and below is a summary of our paratransit performance for the month of August 2021:

August 2021 Performance Report:

Ridership: Since March of 2020 due to the COVID-19 pandemic, Paratransit ridership has significantly dropped from previous years**.** August 2021 represented a full year of that drop and reflects a 40% increase in ridership since August 2020 from 2,613 to 5,062 passengers, which does not include attendants.

Productivity: Productivity continues to remain low as a result of decreased ridership at 1.23. In June of 2021, LINK resumed shared ride service but have yet to fill vans to capacity.

*On-time Performance***:** On-time performance continues to be above standard at 96.3%, but there has been an increase in late trips due to traffic in the bay area. Staff has discussed the issue of late trips with the contractor and asked them to develop strategies to prevent further late trips.

*Customer Satisfaction***:** Two complaints were made for the month of August, and both were against drivers. These complaints were addressed by the contractor, and Customer Service training was instituted in October which is required in accordance with the RFP.

Safety: There were no chargeable accidents this month, but there was one road call.

The contractor continues to remain within County Connection performance standards except for productivity which is a direct result of ridership trends due to the COVID pandemic

Additional Updates: The SilverRide Program with Choice in Aging has not yet resumed, because Choice in Aging has not reached full capacity at their facilities. Staff continues to meet with them on a weekly

basis as they diligently engage in their reopening plan, and we stand ready to resume this project when they reopen to full capacity.

The One Seat Pilot also continues in operation and the participating transit agencies has expressed a desire to continue the pilot for another year while we continue to work out mapping algorithms and cost allocations.

Financial Implication: Paratransit spent $474,919.90 in ADA services, which includes, meals on wheels and other specialized transportation service, this represents a 3.8% increase over the same services last year. We also spent $33,992.01 on fuel which represents a 24% increase from the previous year in the same month.

Recommendation:

Information only

Attachments:

- August 2021 MOP

CCCTA PARATRANSIT

Performance Report: 8/01 to 8/31/2021

	LINK and BART Statistics	FY 21/22 August	Variance from Goal	FY 20/21 August	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	5,062		2,613	9,715
2	Companions	23		18	62
3	*Personal Care Assistants	604		235	1245
4	SilverRide Pilot	-		-	-
5	Total Passengers	5,689		2,866	11,022
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	683		340	1,181
7	SilverRide Pilot No Shows & Late Cancels	-		-	-
8	Total number of Cancellations	417		283	714
9	Same Day Trips	178		102	337
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	32		16	53
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,121.30		2,056.50	8,194.90
13	ADA Passengers per RVHr.	1.23		1.27	1.19
14	Average Trip Length (miles)			11.24	
15	Average Ride Duration (minutes)			8.52	
16	Total Cost per ADA Passenger	$ 93.82		$ 159.42	$ 97.26
17	*Service Miles	68,468		40,550	132,778
18	Billable Service Hours	5,803.84		5,555.71	11,540.66
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 33,992.01		$ 25,972.42	$ 66,419.05
21	Total Cost	$ 474,913.90		$ 456,884.75	$ 944,883.68
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	96.3%		94%	97.0%
23	SilverRide Pilot OTP	-		-	-
24	Arrived 15-29 minutes past window	50		40	74
25	Arrived 30-59 minutes past window	20		12	30
26	Arrived 60 minutes past window	1		4	1
27	Total Missed Trips	3		0	3
28	Transfer Trips	278		317	477
	One Seat Pilot Data				
23	*Total Trips	684			1,358
24	*Non-CCCTA Cost (Cost for Agencies)	$ 8,822.05			$ 17,446.27
25	*Non-CCCTA Miles (Agency Miles)	6,227.45			12,594.61
26	*Non-CCCTA Revenue Hours	182.85			367.34
27	*Total Revenue Hours	403.85			790.45
28	*Total Fare Collected	$ 3,241.25			$ 6,553.25
29	*Non-CCCTA Fare Collected	$ 1,733.75			$ 3,539.00
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	2		0	5
31	Timeliness	0		0	1
32	Driver Complaints	2		0	4
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation			0.27	0:00:53
37	Ave. wait time in Queue for customer service			0.26	0:00:30
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		0	0
39	Roadcalls per 100,000 miles	0		1	0
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,832		2,363	1,971
42	*Total Certification Determinations	117		130	232
43	*Initial Denials	0		0	0
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

Recording Software did not capture data

Transdev G.M.: _____

Date: 10/12/2021

CCCTA PARATRANSIT

Performance Report: 7/01 to 7/31/2021

	LINK and BART Statistics	FY 21/22 July	Variance from Goal	FY 20/21 July	YTD 21/22
	Ridership Statistics				
1	ADA Passengers	4,653		2,538	4,653
2	Companions	39		29	39
3	*Personal Care Assistants	641		241	641
4	SilverRide Pilot	-		0	-
5	Total Passengers	5,333		2,808	5,333
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	498		388	498
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	297		243	297
9	Same Day Trips	159		79	159
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	21		16	21
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,073.60		1,995.20	4,073.60
13	ADA Passengers per RVHr.	1.14		1.27	1.14
14	Average Trip Length (miles)			11.23	
15	Average Ride Duration (minutes)			8.48	
16	Total Cost per ADA Passenger	$ 101.00		$ 163.25	$ 101.00
17	*Service Miles	64,310		39,607	64,310
18	Billable Service Hours	5,736.82		5,541.51	5,736.82
19	SilverRide Pilot Cost	$ -		$ -	$ -
20	LINK & BART Fuel Cost	$ 32,427.04		$ 28,184.19	$ 32,427.04
21	Total Cost	$ 469,969.78		$ 458,393.19	$ 469,969.78
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.6%		97%	97.6%
23	SilverRide Pilot OTP	0%		0%	0%
24	Arrived 15-29 minutes past window	24		18	24
25	Arrived 30-59 minutes past window	10		8	10
26	Arrived 60 minutes past window	0		0	0
27	Total Missed Trips	0		0	0
28	Transfer Trips	199		354	199
	One Seat Pilot Data				
23	*Total Trips	674			674
24	*Non-CCCTA Cost (Cost for Agencies)	$ 8,624.22			$ 8,624.22
25	*Non-CCCTA Miles (Agency Miles)	6,367.16			6,367.16
26	*Non-CCCTA Revenue Hours	184.49			184.49
27	*Total Revenue Hours	386.60			386.60
28	*Total Fare Collected	$ 3,312.00			$ 3,312.00
29	*Non-CCCTA Fare Collected	$ 1,805.25			$ 1,805.25
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	3		2	3
31	Timeliness	1		0	1
32	Driver Complaints	2		2	2
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation	0:00:53		0.19	0:00:53
37	Ave. wait time in Queue for customer service	0:00:30		0.29	0:00:30
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0		1	0
39	Roadcalls per 100,000 miles	0		1	0
40	**Eligibility Statistics**				
41	*Total ADA Riders in Data Base	1,854		2,457	1,854
42	*Total Certification Determinations	115		91	115
43	*Initial Denials	0		0	0
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

Transdev G.M.: _____

Date: 9/16/2021