

County Connection

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

MARKETING, PLANNING & LEGISLATIVE COMMITTEE MEETING AGENDA

Thursday, September 7, 2023

8:30 a.m.

Supervisor Andersen Office
3338 Mt. Diablo Blvd, Lafayette, CA

The committee may take action on each item on the agenda, even items that are listed as “information only”. 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. Approval of Agenda
2. Public Communication
3. Approval of Minutes from July 6, 2023*
4. Paratransit Service Area Analysis Update – Information Only*
(Staff will provide an update on paratransit analysis.)
5. Dynamic Personal Microtransit Project Update – Information Only*
(Staff will provide an update on this item proposed in East County.)
6. State Legislative Update – Verbal Update
(Staff will provide a summary of current state legislative efforts.)
7. Clipper Fare Change Title VI Fare Equity Analysis*
(Staff will present the final fare proposal and corresponding Title VI analysis and will request that the Committee forward the item to the Board for approval.)
8. Community Events – Information Only*
9. Committee Comments
10. Future Agenda Items
11. Next Meeting – October 5, 2023 (8:30am, 3338 Mt. Diablo Blvd.)
12. Adjournment

*Enclosure

FY2022/2023 MP&L Committee

Candace Andersen – Contra Costa County, Don Tatzin – Lafayette, Rob Schroder – Martinez, Kevin Wilk – Walnut Creek

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: If you wish to address the Committee, please follow the direction at the top of the agenda. If you have anything you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

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 committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: The agenda and enclosures for this meeting are posted 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 and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, September 28, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, September 6, 2:00 p.m., 100 Gregory Ln, Pleasant Hill
Advisory Committee:	Tuesday, September 19, 1:00 p.m., County Connection Board Room
Operations & Scheduling:	Wednesday, September 6, 8:00 a.m., 309 Diablo Rd, Danville, CA

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

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Summary Minutes
Marketing, Planning, and Legislative Committee
Supervisor Andersen's Office
3338 Mt. Diablo Blvd.
Lafayette, CA
Thursday, July 6, 2023, 8:30 a.m.

Directors: Candace Andersen, Kevin Wilk, Rob Schroder
Staff: Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reeb, and Ryan Jones
Public: None

Call to Order: Meeting called to order at 8:30 a.m. by Director Andersen.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes from June 1, 2023

The Committee approved the minutes.

4. State Legislative Update

Mr. Churchill shared updates on bills going through the State Legislature, highlighting AB-102 (Ting) and SB-102 (Skinner) that would create a zero-emissions capital program with financial incentives to reduce air pollutants of mobile and stationary sources. AB-610 (Holden) is a youth pilot program for anyone 18 and under to travel for free anywhere in the state on public transit. Mr. Churchill added that this bill had cleared the assembly and moved on to the Senate for review. SB-532 (Wiener) requires that Bay Area bridge tolls be increased by \$1.50 and the revenue would be put into a fund for use by regional agencies.

5. Paratransit Service Area Analysis

Ms. Kamara provided background that since 2005, service had changed to adapt to ridership patterns, leaving some ADA passengers outside of the service area when the fixed-route service was cut. Rather than exclude these passengers, they were given an exception for ADA service even though they were outside the defined service area. Currently, less than 1% of paratransit trips provided fall outside of the service area and there is no clear policy on when to provide services and when to pull them back due to fixed-route service cuts (as experienced during the pandemic). Because of changing travel patterns brought on from the pandemic, staff will conduct an analysis of

services and provide the MP&L Committee members with a summary of issues that will guide future policy decisions.

6. Pass2Class

Mr. Jones spoke on the annual Pass2Class program, spearheaded by 511 Contra Costa and in partnership with County Connection, WestCAT, Tri Delta Transit, and AC Transit. The countywide program strives to reduce traffic congestion and improve air quality by providing county students with free transit passes good for unlimited rides. The program runs from mid-August through the end of October.

7. Onboard Passenger Survey

Ms. Reeb provided information on a planned onboard survey happening in October, a time when ridership tends to be the most consistent. The survey will include standard questions as well as questions regarding remote work and commute patterns, with a goal of surveying about 10% of passenger boardings, both weekday and weekend riders. A final report will be presented to the Committee and Board once completed.

8. Thank You For Riding Campaign

Mr. Jones outlined the *Thank You For Riding* fall campaign, which includes a 1-minute video, printed interior bus panels, and targeted social media posts. The primary goal of the campaign is to thank those who have continued to utilize our services, even through the most challenging of times. From this campaign, staff will work to continue to emphasize our commitment to public service.

9. Community Events

Mr. Jones shared the outreach calendar for July, which included 21 Mobile Lobby events scheduled at select locations throughout the month. Mobile Lobby staff gave special focus on promoting the Summer Youth Pass and the Fall service change, including sharing updates about the new, fare-free 99X with service between Amtrak and North Concord BART. There were no additional community events planned for the month.

10. Committee Comments

None.

11. Future Agenda Items

None.

12. Next Scheduled Meeting

The next meeting was scheduled for Thursday, August 3, 2023 at 8:30 a.m. in-person at Supervisor Andersen's Office, 3338 Mt. Diablo Blvd., Lafayette, CA

13. Adjournment – The meeting was adjourned at 9:24 a.m.

Minutes prepared and submitted by Ryan Jones, Manager of Marketing & Communications

To: Marketing, Planning & Legislative Committee

Date: 08/31/2023

From: Rashida Kamara, Director of ADA & Special Services

Reviewed by:



SUBJECT: Paratransit Service Area Analysis Update #1

Background:

County Connection was formed in 1980 and provided transportation services in the 10 cities and unincorporated areas of Central Contra Costa County. This included fixed-route services and other transit options for seniors. The Americans with Disabilities Act (ADA), adopted in 1990, requires transit agencies to provide paratransit services within a $\frac{3}{4}$ mile radius of all fixed route services. County Connection's Board of Directors adopted a more expansive paratransit service policy that increased the service area radius to 1.5 miles for the LINK Paratransit program.

Over the past three decades, County Connection has modified fixed route services to meet changing ridership demands and adapt to revenue constraints posed by shrinking funding sources. As a result of these changes, many ADA paratransit passengers fell outside of the 1.5-mile distance from fixed route service. When this occurred, County Connection permitted existing paratransit users who were impacted to retain access to complementary paratransit service. During the COVID-19 pandemic, almost all socially accessible transportation services collapsed throughout the County, leaving the vulnerable paratransit-eligible population without access to food or medical services. To help bridge this gap, County Connection provided paratransit services for disabled passengers living outside the 1.5-mile radius of fixed-route services.

The growing population of paratransit customers living outside of the defined County Connection paratransit service area has the potential to degrade services for customers living within the core service area. As a recipient of federal funds, County Connection must provide paratransit services to our core service area customers without excessive ride times, poor on-time performance, or inconsistent access to services.

Staff conducted an analysis of out-of-service area passenger trips to help determine the impact on core service customers.

Out-of-Service Area Analysis:

The analysis considered various factors, in addition to financial costs, and demonstrates the necessity of limiting the paratransit service area as close to the 1.5-mile radius from fixed routes as possible. These factors include:

1. **Trips Outside Service Area:** Determination of the total number of trips exceeding the 1.5-mile radius service area boundary.

2. **Financial Cost:** Evaluation of the aggregate financial impact associated with providing trips beyond the 1.5-mile radius.
3. **On-time Performance Impact:** Examination of how out-of-area trips affect the punctuality of trips within the 1.5-mile radius.
4. **Resource Utilization:**
 - Assessment of the allocation of resources such as vehicles and drivers required for pick-ups beyond the 1.5-mile radius.
 - Consideration of how this allocation may compromise service quality within the core service area.
5. **Federal Compliance:** Analysis of whether providing trips beyond the 1.5-mile radius affects County Connection's ability to provide service consistent with federal standards. Providing service that does not meet federal standards could ultimately affect County Connection's receipt of federal funds, which are crucial to the overall health of the entire transit service system.

Initial findings: Below is a chart of some initial findings:

Month	Trips Outside the 1.5-mile radius during Fiscal Year (FY) 2023	Trips Inside the 1.5-mile radius during FY 2023	Percentage of Trips Outside the 1.5-mile radius during FY 2023	<u>Cost of Trips Outside the 1.5-mile radius (based on cost of \$75.18 per passenger)</u>
Jul-22	15	5,879	0.26	\$1,202.88
Aug-22	18	6,959	0.26	\$1,804.32
Sep-22	21	6,743	0.31	\$1,653.96
Oct-22	30	7,705	0.39	\$1,503.60
Nov-22	23	6,450	0.36	\$2,330.58
Dec-22	43	6,386	0.67	\$3,608.64
Jan-23	23	6,414	0.36	\$2,105.04
Feb-23	24	6,973	0.34	\$2,480.94
Mar-23	36	8,388	0.43	\$2,932.02
Apr-23	25	7,631	0.33	\$2,255.40
May-23	27	8,524	0.32	\$3,157.56
Jun-23	14	4,394	0.32	\$3,007.20
Total	299	82,446	0.36	\$ 28,042.14

In a small sampling of trips, staff discovered the following:

- Routes that accommodated trips outside of the 1.5-mile radius spent less time picking up passengers within the 1.5-mile radius, which ultimately resulted in picking up fewer passengers overall.
- Expenses were higher for routes that accommodated trips outside of the 1.5-mile radius.
- Few routes were available to serve both the core paratransit customers inside the 1.5-mile radius and out-of-service area ADA eligible trips.
- Ride times for passengers outside the service area tended to be longer.

Although trips serving origins and/or destinations more than 1.5 miles from a fixed route currently represent less than 1% of trips performed, ridership continues to increase, and staff expects the number of out-of-service-area trips to increase without a policy change. Federal rules and regulations do not prohibit a transit agency from providing paratransit service beyond a ¾ mile radius from fixed route service. (See 49 CFR 37.131(g)). However, a transit agency may not limit the availability of

complementary paratransit service to paratransit-eligible individuals by engaging in any operational pattern or practice that significantly limits the availability of service, such as by having a substantial number of significantly untimely pickups, trip denials or missed trips, or by operating trips with excessive trip lengths. (See 49 CFR 37.131(f)).

It's important to understand that, under the ADA, paratransit services function as a "safety net" for persons whose disabilities prevent them from independently using the fixed route system. It is not intended as a comprehensive system of transportation that meets all the travel needs of all persons with all disabilities at all times. The paratransit service criteria required by statute are designed to provide a level of mobility to eligible riders that is comparable to that available to riders of the fixed route system. If a transit agency wishes to provide a more comprehensive level of paratransit services, it must ensure that eligible riders traveling within the established service area do not experience the capacity constraints described in 49 CFR 37.131(f).

Financial Implications:

The total cost per passenger per trip outside the 1.5-mile radius from a fixed route was relatively low for FY23 at \$28,042. However, if providing trips outside the 1.5-mile radius limits the quality and availability of paratransit services to customers within the 1.5-mile radius, this may affect County Connection's eligibility for federal funding.

Recommendation:

Providing paratransit services to passengers outside the service area has a profound and life changing positive impact for those individuals as well as the communities we serve. However, it's imperative to recognize the potential risk it poses to our core passengers. Staff seeks the opportunity to engage the committee in a discussion for the potential modification of paratransit service policies that meets the Federal Transportation Administration (FTA) required service quality guarantees for passengers within the service area and a less stringent standard for individuals outside the service area.

As long as the Authority is providing a service to customers outside the service area, staff believes that any service provided should be of the highest quality in terms of safety, on-time performance and reliability. Toward that end, staff will seek creative alternative service models, partnerships, and funding opportunities to maintain the existing high quality service standards for those individuals outside the service area.

Action Requested:

None: For information only

Attachments:

None.

To: Planning, Marketing & Legislative Committee

Date: 08/28/2023

From: Ruby Horta, Asst. General Manager - Administration

Reviewed by: WC.

SUBJECT: East County Dynamic Personal Micro Transit (DPMT)

Background:

Several new transportation service models have been presented to various jurisdictions around the Bay Area. From Lime bikes and scooters to autonomous vehicles, there is a large range of potential mobility solutions that can support and/or replace traditional transit. In the Spring of 2021, the cities of Antioch, Brentwood, Oakley, and Pittsburg completed the East County DPMT Feasibility Study (Study) to support a potential micro-transit deployment with autonomous vehicles in East Contra Costa County. The goals of the project are to provide increased transit accessibility, improve connections to the existing transit network, increase transit options for residents and workers, assure economic development, and attract employers.

Since 2021, Contra Costa Transportation Authority (CCTA) and East Contra Costa Transit Authority (TriDelta) developed a process to solicit a Developer Team that may be able to advance the East County DPMT project using public/private partnership (P3) model.

Current Project Status:

The process elicited one Developer Team response from East County Connection Partners (ECCP) – a team comprised of:

- Plenary Americas USA Ltd. – Implementation Partner
- Glydways, Inc. – System Technology Provider
- Flatiron West, Inc. – Lead Construction Contractor
- Circlepoint, Inc. – Environmental Advisor
- InfraStrategies, LLC – Grant Development/Strategic Funding Advisor

Both the CCTA and TriDelta Boards authorized their agencies to enter into a System Pre-Development Agreement (SPDA) with ECCP. The SPDA allows the ECCP, CCTA, and TriDelta to advance the initial three phases of the East County DPMT project as follows:

- Phases 1 and 2 of the work will be performed at risk by the Developer Team with no entitlement to payment from the Authority and ECCTA.
- Phase 3 will be subject to secured funding to complete this phase of the work.

During Phase 1, the Developer Team will identify an initial viable segment for the DPMT project that can be sustainably funded or financed through a combination of likely grant funding sources and ongoing project revenue. Additional activities in Phase 1 include the following:

- Identification of a technology solution
- Development of a funding plan for each phase of the work
- Review and analysis of assumptions made in the Study
- Development of an approach and cost for completing the environmental review of both the initial viable segment and future phases of the project

During Phase 2, the Developer Team will commence environmental scoping and apply for and obtain grant funds necessary to complete Phase 3 and the implementation phase of the project.

During Phase 3, the Developer Team will advance the design of the initial viable segment to 30% and complete the following additional project development activities:

- Advancement of the technology solution
- Support the completion of environmental review
- Completion of an investment grade ridership and revenue analysis

Excluded Work

The SPDA has been established to continue envisioning the project by identifying a viable initial segment, a technology solution and funding plan. Not included in the SPDA, as outlined in the agreement approved by both CCTA and Tridelta, is the “excluded work”. The excluded work includes performing any construction, demolition, installation, or relocation work related to the East County DPMT project. Additionally, any grant and/or funding application, unless otherwise approved by CCTA or TriDelta, is also excluded. Any work pursuant to NEPA or CEQA and submitted to the California Public Contract Code would also be excluded. However, self-funding (by ECCP) the work needed to advance the project would be possible.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Marketing, Planning, & Legislative Committee

Date: 08/29/2023

From: Melody Reeb, Director of Planning, Marketing, & Innovation

Reviewed by: *RF*

SUBJECT: Clipper Fare Change Title VI Fare Equity Analysis

Background:

At the July 2023 Board meeting, staff presented a fare change proposal to increase the discount for Clipper START and Youth Clipper from 20% to 50% as well as reduce Express route fares on Clipper to match local fares. The proposal was developed in an effort to incentivize ridership, simplify our fare structure, and increase consistency with regional policies. After reviewing the proposal, the Board authorized staff to proceed with the public hearing process and Title VI Fare Equity Analysis.

Proposed Changes:

Table 1 below shows a combined summary of the proposed fare changes, including the increased discount for Clipper START and Youth as well as the elimination of Express route surcharges on Clipper. If approved, the proposed fare changes would take effect in January 2024. The Clipper START and Youth fare discounts would remain a pilot program through June 30, 2025. However, the proposed Express route fare changes would be permanent.

Table 1: Proposed Fare Changes

Clipper Card Type	Fare Product	Current		Proposed
		Local	Express	All Routes
Adult	Single Ride	\$2.00	\$2.25	\$2.00
Clipper START & Youth (6-18)	Single Ride	\$1.60	\$1.80	\$1.00
	BART-to-Bus Transfer	\$0.80		\$0.50
All	31-day Pass	\$60.00	\$70.00	\$60.00

No changes are being proposed for cash fares, Senior Clipper, RTC, or LINK paratransit fares.

Clipper START & Youth Clipper Discounts

The Clipper START and Youth Clipper fare discounts on County Connection began as a pilot in January 2021 and currently provide a 20% discount off the Clipper single-ride fare for eligible low-income adults as part of the regional Clipper START program, and for youth ages 6-18 when using a Youth Clipper card. The Metropolitan Transportation Commission (MTC), who has been administering the Clipper START program, conducted an evaluation of the first two years of the pilot and identified several strategies to improve the effectiveness of the program and increase participation, one of which is to provide a more

consistent discount across operators. To achieve this, MTC is incentivizing all operators to offer a 50% discount by increasing its reimbursement amount. Thus, County Connection is proposing to increase the discount from 20% to 50% for both Clipper START and Youth Clipper fares. To date, all operators that are part of the Clipper program have indicated that they intend to offer a 50% discount for Clipper START.

The proposal that was presented to the County Connection Board of Directors on July 20, 2023 to authorize the public hearing including a reduction to the East Bay Day Pass threshold for Clipper START and Youth Clipper from \$3.75 to \$1.75. However, this has been removed from the proposal due to impacts on the other East Bay operators that do not provide youth discounts on Clipper.

Express Route Clipper Fares

In addition, staff has proposed to reduce Express route Clipper fares to match Local fares. The current fare structure includes surcharges for riders using Clipper on Express routes that are inconsistent with the fares on Local routes. Riders using Clipper on Express routes are charged an extra \$0.25 for a single ride, and a 31-day pass for Express routes costs \$10 more than a 31-day pass for Local routes. The proposal would eliminate these surcharges so that the fare for Express routes is the same as for Local routes and there is a single 31-day pass that is valid on all routes.

Title VI Requirement:

As a federal grant recipient, County Connection is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI of the Civil Rights Act of 1964 (Title VI), which prohibits discrimination by recipients of federal financial assistance. The FTA further requires that recipients of FTA financial assistance conduct an analysis on all non-exempt fare changes to assess the impacts of those changes on low-income and minority populations. Since the proposal constitutes a fare change, its implementation requires an equity analysis under the FTA's Title VI regulations.

A fare reduction is deemed to be a benefit, and the required disparate impact analysis examines the allocation of benefits from the fare reduction among minority riders on the affected routes relative to the proportion of minority riders among the system ridership as a whole. Similarly, the required disproportionate burden analysis examines the allocation of benefits from the fare reduction among low-income riders on the affected routes relative to proportion of low-income riders among the system ridership as a whole.

Equity Analysis:

The impact analyses were conducted using onboard passenger survey data for the Clipper START and Express route fare changes and Census data for the Youth Clipper fare change. The use of Census data for the Youth Clipper analysis was due to the lack of reliable onboard survey data among youth riders, who are less likely to complete these types of surveys and/or provide accurate information such as household income.

The attached Title VI Fare Equity Analysis did not find any disparate impact based on race or any disproportionate burden to low-income populations from any of the proposed fare changes. For the Clipper START discount, the analysis found that minority and low-income riders would be more likely to receive the discount by a margin of 5.8% and 37.6%, respectively. For the Youth Clipper fare discount, minority and low-income riders would also be more likely to receive the discount by a margin of 11.6% and 0.2%, respectively.

For the Express route fare reduction, minority and low-income riders would be less likely to receive the discount by a margin of 5.6% and 5.0%, respectively. However, this is well within the 20% threshold set

forth in County Connection’s disproportionate burden policy. In addition, most minority riders (58.8%) and all low-income riders (100%) would qualify for the Clipper START program, which would provide a greater discount across all routes.

Public Outreach:

In July 2023, staff began outreach to receive public comment on the proposed fare changes. A public hearing has been scheduled for September 28, 2023, preceding the Board of Directors meeting. The public may also submit written comments via mail, email, and online through County Connection’s website. Written comments are due September 20th and will be included in the item presented to the Board. All comments received, including those at the public hearing will be summarized in the final Title VI report, which will be presented to the FTA.

Financial Implications:

When the Board approved the two-year extension of the Clipper START and Youth Clipper discounts in June, staff estimated a net fare revenue loss of about \$50,000 annually, assuming a continuation of the 20% discount. For the proposed increase to a 50% discount and reduction in Express route Clipper fares, staff estimates an additional fare revenue loss of about \$37,000 annually (see Table 3 below).

Table 2: Estimated Annual Fare Revenue Loss

Fare Change	Current	Proposed	Change
Clipper START	\$2,000	\$4,500	\$2,500
Youth Clipper	\$48,000	\$72,500	\$24,500
Express routes	--	\$10,000	\$10,000
TOTAL	\$50,000	\$87,000	\$37,000

For the two-year pilot extension of the Clipper START program, MTC will be providing a one-time upfront payment to transit operators based on anticipated fare revenue losses as opposed to quarterly reimbursement payments. County Connection is expected to receive a total of \$28,271 to cover FY 2024 and FY 2025.

Recommendation:

Staff recommends that the MP&L Committee forward the attached Title VI Fare Equity Analysis to the Board for review and approval. The analysis has been reviewed by legal counsel, and the public outreach section will be updated upon completion of the scheduled public hearing.

Action Requested:

Staff requests that the MP&L Committee forward this item to the Board for approval.

Attachments:

Attachment 1: Title VI Fare Equity Analysis



Title VI Fare Equity Analysis

2023 Clipper Fare Changes

CENTRAL CONTRA COSTA TRANSIT AUTHORITY
September 2023

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1 INTRODUCTION

As a federal grant recipient, the Central Contra Costa Transit Authority (County Connection) is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI of the Civil Rights Act of 1964 (Title VI), which prohibits discrimination by recipients of federal financial assistance. The FTA further requires that recipients of FTA financial assistance conduct an analysis on all fare changes to assess the impacts of those changes on low-income and minority populations.

County Connection is proposing the following changes to Clipper® fares:

- Increasing the discount for Clipper START and Youth Clipper riders from 20% to 50% off the Clipper single-ride fare; and
- Eliminating Express route surcharges on Clipper fares for single rides and 31-day passes.

The proposed changes will reduce the fares for certain riders, which constitutes a fare change requiring an equity analysis under the FTA's Title VI regulations. The following equity analysis concludes that there is no disparate impact based on race, and no disproportionate burden on low-income riders, from either of the proposed fare changes.

2 TITLE VI POLICIES

In October 2012, the FTA released Circular 4702.1B (Circular), which provides guidelines for compliance with Title VI. Under the Circular, transit operators are required to study proposed fare changes and “major service changes” before the changes are adopted to ensure that they do not have a discriminatory effect based on race, color, national origin or low-income status of affected populations. As a first step, public transit providers must adopt their own “Major Service Change,” “Disparate Impact,” and “Disproportionate Burden” policies. County Connection’s Board of Directors adopted these policies in June 2013. The adopted Disparate Impact and Disproportionate Burden policies, which apply to fare equity analyses, are described below.

2.1 Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on minority populations relative to non-minority populations on the basis of race, ethnicity or national origin.

The threshold is the difference between the burdens borne by, or benefits experienced by, minority populations compared to non-minority populations. Exceeding the threshold means either that a fare or major service change negatively impacts minority populations more than non-minority populations, or that the change benefits non-minority populations more than minority populations. A change with disparate impacts that exceed the threshold can only be adopted (a) if there is substantial legitimate justification for the change, and (b) if no other alternatives exist that would serve the same legitimate objectives with less disproportionate effects on the basis of race, color or national origin.

County Connection establishes that a fare change, major service change or other policy has a disparate impact if minority populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-minority populations, unless (a) there is substantial legitimate justification for the change, and (b) no other alternatives exist that would serve the same legitimate objectives with less disproportionate effects on the basis of race, color or national origin.

2.2 Disproportionate Burden Policy

The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on low-income populations relative to non-low-income populations.

The threshold is the difference between the burdens borne by, and benefits experienced by, low-income populations compared to non-low income populations. Exceeding the threshold means either that a fare or service change negatively impacts low-income populations more than non-low-income populations, or that the change benefits non-low-income populations more than low-income populations. If the threshold is exceeded, County Connection must take steps to avoid, minimize or mitigate impacts where practicable.

County Connection establishes that a fare change, major service change or other policy has a disproportionate burden if low-income populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-low-income populations, unless avoiding, minimizing, or mitigating the disproportionate effects is impracticable.

2.3 Public Outreach

In developing the above policies, County Connection staff conducted public outreach (detailed below), including three public meetings with language services available, to provide information and get feedback on the draft policies. Staff incorporated public input gathered through this outreach into the policies proposed for Board approval.

March 28, 2013 – Monument Corridor Transportation Action Team

Public Comments: Include an annual review to ensure that major service change threshold has not been crossed.

April 15, 2013 – Public Meeting at the San Ramon Community Center

Public Comments: Consistent with prior comment to include an annual review for major service changes.

May 14, 2013 - Public Meeting at the Walnut Creek Library

Public Comments: None

April 1st – June 1st, 2013 – Draft policies made available for public comments on County Connection Website

June 20, 2013 – Public Hearing and Proposed Adoption at the County Connection Board of Directors Meeting

Public Comments: None

3 PROPOSAL DESCRIPTION

The proposed fare changes are described in the following sections, and a summary of the current and proposed fare amounts is shown in Table 1.

Clipper START & Youth Clipper Discounts

The Clipper START and Youth Clipper fare discounts on County Connection began as a pilot program in January 2021 and provide 20% off the Clipper single-ride fare. The Clipper START program is a regional program administered by the Metropolitan Transportation Commission (MTC) to provide discounted fares for low-income adults. Adults (ages 19-64) with incomes at or below 200% of the federal poverty level are eligible for the discount, which is provided using a specially encoded Clipper card. MTC is providing funding to transit operators to partially offset the cost of the program. Because the Clipper START program is limited to adults over the age of 18, County Connection implemented a similar 20% discount for youth riders (ages 6-18) when using a Youth Clipper card. Some transit operators chose to offer greater than a 20% discount in implementing the Clipper START program at their agencies, but MTC only offered funds to offset 50% of fare revenue losses resulting from a 20% discount.

MTC conducted an evaluation of the first two years of the Clipper START pilot program and identified several strategies to improve the effectiveness of the program and increase participation. One strategy is to provide a more consistent discount across operators. In addition to extending the pilot program

through June 2025, MTC is incentivizing all operators to offer a 50% discount by increasing its reimbursement amount. Thus, County Connection is proposing to increase the discount from 20% to 50% for both Clipper START and Youth Clipper fares, including single rides and BART-to-Bus transfers.

Express Route Fares

The current fare structure includes surcharges for riders using Clipper on Express routes that are inconsistent with the fares on Local routes. Riders using Clipper on Express routes are charged an extra \$0.25 for a single ride, and a 31-day pass for Express routes costs \$10 more than a 31-day pass on Local routes. These surcharges introduce complexities that can negatively impact the rider experience and potentially cause conflict between drivers and passengers. The surcharges for Express routes were initially implemented in recognition that those routes were providing a premium service, which catered to regional commuters who were higher income and often had employers that subsidized their transit fares. However, ridership and travel patterns on Express routes have changed significantly post-COVID, with a shift towards more local travel. In an effort to simplify the fare structure and recognize this shift in ridership, County Connection is proposing to eliminate all Express route surcharges on Clipper so that the fare for Express routes is the same as for Local routes, and implement a 31-day pass that is valid on all (local and Express) routes.

Express route surcharges were eliminated from cash fares in March 2019. The proposed change will both provide consistency and further increase the differential between cash and Clipper fares on Express routes to incentivize more Clipper usage. In addition, the change would bring County Connection’s fare structure more in-line with the recommendations from the regional Fare Coordination and Integration Study (FCIS), which calls for a flat local fare.

Summary of Changes

Table 1 below shows a combined summary of the proposed fare changes, including the increased discount for Clipper START and Youth as well as the elimination of Express route surcharges on Clipper.

Table 1: Proposed Fare Changes

Clipper Card Type	Fare Product	Route Type	Current Cost	Proposed Cost	Absolute Change	Percentage Change
Adult	Single Ride	Express	\$2.25	\$2.00	-\$0.25	-11.1%
Clipper START & Youth (6-18)	Single Ride	Local	\$1.60	\$1.00	-\$0.60	-37.5%
		Express	\$1.80	\$1.00	-\$0.80	-44.4%
	BART-to-Bus Transfer			\$0.80	\$0.50	-\$0.30

All	31-Day Pass	Express	\$70.00	\$60.00	-\$10.00	-14.3%
-----	-------------	---------	---------	----------------	----------	--------

No changes are being proposed for cash fares, Senior Clipper, RTC, or LINK paratransit fares.

If approved, the changes would take effect on January 1, 2024. The Clipper START and Youth fare discounts would remain a pilot program through June 30, 2025. However, the proposed Express route fare changes would be permanent.

4 EQUITY ANALYSIS

Pursuant to the Title VI Circular, a reduction in fare is a fare change and requires an equity analysis. Because a reduction in fare is a benefit, the disparate impact analysis examines the allocation of benefits from the fare reduction among minority riders who receive the discount relative to their share of the ridership as a whole. Similarly, the disproportionate burden analysis examines the allocation of benefits from the fare reduction among low-income riders relative to their share of the ridership as a whole.

4.1 Methodology and Data

Methodology

The Circular requires County Connection to conduct a fare equity analysis for all fare changes, regardless of the amount of increase or decrease, to evaluate the effects of fare changes on minority and low-income populations. The following actions do not require a fare equity analysis:

- (i) “Spare the air days” or other instances when a local municipality or transit agency has declared that all passengers ride free.
- (ii) Temporary fare reductions that are mitigating measures for other actions.
- (iii) Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the fare equity analysis must analyze available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change.

Both the Disparate Impact Policy and Disproportionate Burden Policy require an examination of the cumulative impacts of a fare change. As a result, this analysis determines potential impacts of the proposed changes by comparing the percentages of low-income and minority riders who would receive each discount based on relative ridership against the percentages of low-income and minority riders who use the system as a whole. These metrics will identify whether low-income and minority riders would experience a disproportionately lower benefit than non-low income and non-minority riders due to the proposed fare changes.

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. This analysis defines low-income as 200% of the federal poverty level, which is the same threshold that will be used to determine eligibility for the proposed Clipper START discount.

Data Sources

Onboard Passenger Survey

An onboard passenger survey (Onboard Passenger Survey) was conducted on County Connection buses in October 2019 and a total of 1,188 responses were collected. The survey was conducted on both weekdays and weekends using handheld tablet personal computers on which the online survey was administered. A sampling plan was developed to ensure that the distribution of completed surveys mirrored the actual distribution of passengers using the system. The sampling plan included completion goals that were set by route and time period based on ridership.

The Onboard Passenger Survey data provides demographic information on County Connection’s riders, including race and income. Survey respondents who declined to answer questions about income or ethnicity are excluded from the analysis. In order to protect privacy, survey respondents were asked to report their income bracket as opposed to their specific income. Because of this, the analysis uses the median of the selected income bracket to compare against the federal poverty level. Table 2 below shows how low-income status—defined in this analysis as 200% of the 2020 federal poverty guidelines—is determined based on household size and income bracket. Using these thresholds, each individual survey response was categorized as either low-income or non-low-income based on responses to the questions about household size and income.

Table 2: Low-Income Thresholds by Household Size

Household Size	Low-Income Threshold
1	Under \$25,000
2	Under \$35,000
3-5	Under \$50,000
6-7	Under \$75,000
8-10	Under \$100,000

American Community Survey

While County Connection’s Onboard Passenger Survey provides a representative sample of adult riders, these types of surveys generally underrepresent youth riders, as they are less likely to complete the survey and/or be able to provide accurate information such as household income. Due to this absence of reliable demographic data on County Connection’s youth riders, data from the American Community Survey (ACS) was used for analyzing the proposed increase to the youth fare discount. More specifically, the analysis uses data from the 2021 ACS 5-year estimates for all Census tracts and 2020 Decennial Census for all Block Groups within County Connection’s service area. Staff also considered using school data from the California Department of Education, but determined that the available data is incomplete because it excludes private schools. Staff ultimately decided not to use the California Department of Education data.

4.2 Impact Assessment

The analysis and findings for each of the three proposed fare changes—Clipper START, Youth Clipper, and Express route Clipper fares—are described in the following sections.

Clipper START

Based on the Onboard Passenger Survey data, 56.1% of all County Connection riders identify as minority, and 62.4% are considered low-income. Of the riders who would qualify for the Clipper START program, 61.8% identify as minority, and all are low-income.

Disparate Impact

The Onboard Passenger Survey data shows that there is no disparate impact on minority riders from the increased Clipper START discount. Of the low-income riders who would qualify for the program, 61.8% are minority, which is higher than the system as a whole (56.1%) by a margin of +5.8%. Thus, minority riders are more likely to receive the benefits of the increased discount than non-minority riders.

Disproportionate Burden

There is also no disproportionate burden on low-income riders from the increased Clipper START discount. All users (100%) of the Clipper START discount would be low-income given that this is the eligibility criteria for the program. When compared to the system as a whole, this is a differential of +37.6%. The increased fare discount does not create a burden on low-income riders. In fact, the increased discount benefits low-income riders more than non-low income riders.

Table 3 below shows the results of the impact analysis for the Clipper START program.

Table 3: Clipper START Impact Analysis Results

	% Minority	% Low-Income
Eligible for Clipper START	61.8%	100.0%
Systemwide	56.1%	62.4%
Difference from Systemwide	+5.8%	+37.6%
<i>Results</i>	<i>No Disparate Impact</i>	<i>No Disproportionate Burden</i>

Youth Clipper

Based on Decennial Census data, 51.8% of all residents within County Connection’s service area identify as minority, and based on ACS data, 13.9% are considered low-income. Of all residents in the service area that would qualify for the increased youth fare discount, 63.4% are minority, and 14.1% are considered low-income.

Disparate Impact

There is no disparate impact on minority riders from increasing the Clipper youth fare discount. The percentage of minority youth in County Connection’s service area that would qualify for the increased discount is higher than the overall minority population in the service area by a margin of +11.6%. Thus, minority riders are more likely to receive the benefits of the increased discount than non-minority riders.

Disproportionate Burden

There is also no disproportionate burden on low-income riders from increasing the Clipper youth fare discount. The percentage of low-income youth in County Connection’s service area that would qualify for the increased discount is higher than the overall low-income population in the service area by a margin of +0.2%. Therefore, the increased fare discount does not create a burden on low-income riders. In fact, the increased discount benefits low-income riders more than non-low income riders.

Table 4 below shows the results of the impact analysis for the Youth Clipper fare.

Table 4: Youth Clipper Fare Impact Analysis Results

	% Minority	% Low-Income
Eligible for Youth Fare	63.4%	14.1%
Service Area	51.8%	13.9%
Difference from Service Area	+11.6%	+0.2%
<i>Results</i>	<i>No Disparate Impact</i>	<i>No Disproportionate Burden</i>

Express Route Fares

Based on the Onboard Passenger Survey data, 50.5% of riders on Express routes identify as minority, and 57.4% are considered low-income. On the system as a whole, the percentage of minority riders is 56.1%, and the percentage of low-income riders is 62.4%.

It is important to note that Local routes tend to carry more minority and low-income riders compared to Express routes, which means those populations would be less likely to benefit from the proposed reduction in Express route Clipper fares. However, most minority riders (58.8%) and all low-income riders (100%) would qualify for the Clipper START program, which would provide a greater discount across all routes.

Disparate Impact

There is no disparate impact on minority riders from the proposed change to Express route Clipper fares. The percentage of minority riders on Express routes who use Clipper as a payment method (50.5%) is lower than the system as a whole (56.1%) by a margin of -5.6%, which means that minority riders would be less likely to benefit from a reduction in Express route Clipper fares. However, the differential of -5.6% is still within the 20% threshold set forth in the Disparate Impact Policy.

Disproportionate Burden

There is also no disproportionate burden on low-income riders from the proposed change to Express route Clipper fares. The percentage of low-income riders on Express routes who use Clipper as a payment method (57.4%) is lower than the system as a whole (62.4%) by a margin of -5.0%, which means that low-income riders would be less likely to benefit from a reduction in Express route Clipper fares. However, the differential of -5.0% is within the 20% threshold set forth in the Disproportionate Burden Policy.

Table 5 below shows the results of the impact analysis for the Express Route Clipper Fare.

Table 5: Express Route Clipper Fare Impact Analysis Results

	% Minority	% Low-Income
Express Route Riders Using Clipper	50.5%	57.4%
Systemwide	56.1%	62.4%
Difference from Systemwide	-5.6%	-5.0%
<i>Results</i>	<i>No Disparate Impact</i>	<i>No Disproportionate Burden</i>

5 PUBLIC OUTREACH

In August 2023, staff began conducting outreach to solicit feedback from the public on the proposed Clipper fare changes. County Connection invited public comment at a public hearing on September 28, 2023, as well as by mail, email, and online through County Connection’s website. Notices for the public hearing were placed on all fixed-route buses, and published in the East Bay Times. Information about the proposed changes was available on County Connection’s website and announced through several social media posts on Twitter, Facebook, Instagram, and NextDoor. All materials were translated into Spanish per County Connection’s Limited English Proficiency (LEP) Plan. Copies of outreach materials and public hearing notices are attached in Appendix B.

5.1 Public Comment

[Placeholder for public comment]

APPENDIX A: RESOLUTION NO. 2013-019 AND COUNTY CONNECTION'S TITLE VI POLICIES

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

Title VI of the Civil Rights Act - Proposed Major Service Change Policy / Disparate Impact Policy / Disproportionate Burden Policy

Summary of Issues:

In October 2012, the Federal Transit Administration released new guidelines for compliance with Title VI of the Civil Rights Act of 1964 (Title VI Circular 4702.1B). Under the Circular, transit operators are required to study proposed fare changes and “major” service changes before the changes are adopted to ensure that they do not have a discriminatory effect based on race, ethnicity, national origin or socio-economic status of affected populations. As a first step, public transit providers must adopt their own “Major Service Change,” “Disparate Impact,” and “Disproportionate Burden,” policies. The three policies, and County Connection's proposals, are described below.

Major Service Change Policy

Description:

This policy establishes a threshold for when a proposed service increase or decrease is “major,” and thus must be subject to a Title VI Equity Analysis.

County Connection previously defined major service decreases in its adopted “Public Hearing Policy.” The new Policy will apply this threshold to both increases and decreases, and provide for changes to be measured not just individually, but on a cumulative basis over a 12-month period.

Proposed Policy:

County Connection defines a major service change as:

1. An increase or decrease of 25 percent or more to the number of transit route miles of a bus route; or
2. 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
3. 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:

1. 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.

2. 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.
3. 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

Description:

The Disparate Impact Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on minority populations relative to non-minority populations on the basis of race, ethnicity or national origin.

The threshold is the difference between the burdens borne by, or benefits experienced by, minority populations compared to non-minority populations. Exceeding the threshold means either that a fare or major service change negatively impacts minority populations more than non-minority populations, or that the change benefits non-minority populations more than minority populations. A change with disparate impacts that exceed the threshold can only be adopted (a) if there is substantial legitimate justification for the change, and (b) if no other alternatives exist that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin.

Proposed Policy:

County Connection establishes that a fare change, major service change or other policy has a disparate impact if minority populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-minority populations, unless (a) there is substantial legitimate justification for the change, and (b) no other alternatives exist that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin.

Disproportionate Burden Policy

Description:

The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on low-income populations relative to non-low-income populations.

The threshold is the difference between the burdens borne by, and benefits experienced by, low-income populations compared to non-low income populations. Exceeding the threshold means either that a fare or service change negatively impacts low-income populations more than non-low-income populations, or that the change benefits non-low-income populations more than low-income populations.

If the threshold is exceeded, County Connection must avoid, minimize or mitigate impacts where practicable.

Proposed Policy:

County Connection establishes that a fare change, major service change or other policy has a disproportionate burden if low-income populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-low-income populations unless the disproportionate effects are mitigated.

APPENDIX B: PUBLIC OUTREACH MATERIALS & NOTICES OF PUBLIC HEARING

Webpage

<https://countyconnection.com/2023-fare-proposal/>

Social Media Graphics

A blue graphic with a white callout box. At the top, it says "County Connection" in a script font. Below that, "PUBLIC HEARING" is written in large, bold, white capital letters. A dotted line with a microphone icon at the end points to a white callout box containing the text "PROPOSED CLIPPER FARE CHANGES". To the right, a white-bordered box contains the date and time "THURS, SEPT 28, 2023 @ 9AM", the location "GAYLE B. UILKEMA MEMORIAL BOARD ROOM 2477 ARNOLD INDUSTRIAL WAY CONCORD, CA 94520", and the text "SEE LINK FOR DETAILS".

A blue graphic with a white callout box. At the top, it says "County Connection" in a script font. Below that, "AUDIENCIA PÚBLICA" is written in large, bold, white capital letters. A dotted line with a microphone icon at the end points to a white callout box containing the text "CAMBIOS PROPUESTOS EN LAS TARIFAS DE CLIPPER". To the right, a white-bordered box contains the date and time "28 DE SEPTIEMBRE DEL 2023 A LAS 9:00 AM", the location "GAYLE B. UILKEMA MEMORIAL BOARD ROOM 2477 ARNOLD INDUSTRIAL WAY CONCORD, CA 94520", and the text "Ver enlace para más detalles".

Legal Notice

NOTICE OF PUBLIC HEARING

The Central Contra Costa Transit Authority (County Connection) will hold a public hearing to receive public comment on the following proposed changes to Clipper fares:

- Increasing the discount for Clipper START and Youth Clipper riders from 20% to 50% off the Clipper single-ride fare
- Elimination of Express route surcharges on Clipper for single rides and 31-day passes

Further information on the fare change proposal is available on the County Connection website or by calling (925) 676-7500.

Comments can be submitted in writing via mail, email, or online, or at the scheduled public hearing. Written comments must be received by September 20, 2023. It is anticipated that the Board of Directors will take action on the proposed fare changes at their regular meeting scheduled for September 28, 2023, following the public hearing.

Mail: Director of Planning & Marketing
2477 Arnold Industrial Way
Concord, CA 94520

Email: planning@countyconnection.com

Online: <https://countyconnection.com/2023-fare-proposal>

Public Hearing: Thursday, September 28, 2023 at 9:00 am
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, CA 94520

Teleconference option:
Web link: <https://us02web.zoom.us/j/85399133311>
By phone: 408-638-0968 (Meeting ID: 853 9913 3311)

Bill Churchill, General Manager
Central Contra Costa Transit Authority
2477 Arnold Industrial Way
Concord, CA 94520
CCT 6773494; Aug. 21, 2023

PUBLIC HEARING

PROPOSED CLIPPER FARE CHANGES

We're seeking
community input on:

*Increased discount
for Clipper START
and Youth Clipper*

— & —

*Reducing Clipper
express fare to
match local fare*

SCAN QR CODE
FOR ALL DETAILS ▶



COMMENT IN PERSON

SEPTEMBER 28, 2023 @ 9AM

GAYLE B. UILKEMA
MEMORIAL BOARD ROOM
2477 ARNOLD INDUSTRIAL WAY
CONCORD, CA 94520



ZOOM: Be a virtual guest!
(Scan QR code below for link)



CALL-IN: 408-638-0968
Meeting ID: 853 9913 3311

WRITTEN COMMENTS *



VIA MAIL
Director of Planning & Marketing
2477 Arnold Industrial Way
Concord, CA 94520



VIA EMAIL
planning@countyconnection.com

COMMENT ONLINE

countyconnection.com/2023-fare-proposal

* *Written comments must be received
by September 20, 2023.*

AUDIENCIA PÚBLICA

CAMBIOS PROPUESTOS EN LAS TARIFAS DE CLIPPER

Estamos buscando
la opinión de la
comunidad sobre:

- ▷ *Descuento incremental para Clipper START y Youth Clipper*
- ▷ *Reducción de la tarifa exprés de Clipper para que coincida con la tarifa local*

ESCANEA EL CÓDIGO
QR PARA TODOS
LOS DETALLES ▷



COMENTA EN PERSONA

28 DE SEPTIEMBRE DEL 2023
A LAS 9:00 AM
GAYLE B. UILKEMA
MEMORIAL BOARD ROOM
2477 ARNOLD INDUSTRIAL WAY



¡Sé un/a invitado/a virtual!
Escanee el código QR a
continuación para ver el enlace



LLAMAR: 408-638-0968
Identificación de la reunión:
853 9913 3311

COMENTARIOS POR ESCRITO *



POR CORREO

Director of Planning & Marketing
2477 Arnold Industrial Way
Concord, CA 94520



POR CORREO ELECTRÓNICO

planning@countyconnection.com

COMENTE POR INTERNET

countyconnection.com/2023-fare-proposal

* Los comentarios escritos deben recibirse
antes del 20 de septiembre del 2023

APPENDIX C: PUBLIC COMMENTS

[Placeholder]

**APPENDIX D: RESOLUTION NO. 2023-XX,
APPROVING THE PROPOSED FARE CHANGE AND
EVIDENCING CONSIDERATION OF THIS EQUITY
ANALYSIS**

[Placeholder]

INTER OFFICE MEMO

To: Marketing, Planning, & Legislative Committee

Date: 8/23/2023

From: Ryan Jones, Manager of Marketing & Communications

Reviewed by: MR

SUBJECT: Community Events

Background:

County Connection offers a mobile lobby, where staff visit areas within the service area. When possible, we also participate in select community and business events, and coordinate Class Pass field trips for schools with service along fixed routes.

Additional Information:

County Connection continued customer outreach with the mobile lobby throughout Central Contra Costa County. We scheduled 21 mobile lobby events in July and 22 in August, which included visiting libraries, senior centers, and transit hubs where we helped people with trip planning, Regional Transit Discount Card and LINK (paratransit) applications, signing up with the Clipper app, and answered other general inquiries of our services. For those who wish to come to our office, our lobby is open to the public, 8:00 a.m.-3:00 p.m., Monday-Friday. Customers Service Representatives also answer phones from 6:30 a.m.-6:30 p.m., Monday-Friday.

Aside from our regular mobile lobby events, we did not have any additional community events planned for July or August, due to preparations for the start of school as well as fall service changes. Looking forward, additional outreach effort events include Emergency Preparedness Fair (September 7), Live Well Resource Fair (September 27), and partnering with 511 Contra Costa at Moraga Pear and Wine Festival (September 30).

Financial Implications:

Any costs associated with events are included in the Promotions budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: July 2023 Calendar

Attachment 2: August 2023 Calendar

Attachment 3: September 2023 Calendar

JULY - 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						<u>1</u>
<u>2</u>	<u>3</u> North Concord BART 10-12	<u>4</u> HOLIDAY	<u>5</u> Pleasant Hill Contra Costa Centre 11:30-1:30	<u>6</u> Lafayette Library 10-12	<u>7</u> Moraga Library 10-12	<u>8</u>
<u>9</u>	<u>10</u> Walnut Creek BART 9-11	<u>11</u> Danville Library 10-12	<u>12</u> Clayton Library 10-12	<u>13</u> Orinda Library 10-12	<u>14</u> Pleasant Hill Senior Center 10-12	<u>15</u>
<u>16</u>	<u>17</u> San Ramon Transit Center 9-11	<u>18</u> Lafayette BART 10-12	<u>19</u> Martinez Amtrak 10-12	<u>20</u> Concord Library 12-2	<u>21</u> Rossmoor Farmers Market 9-1	<u>22</u>
<u>23</u>	<u>24</u> Martinez Senior Center 10-12	<u>25</u> Walnut Creek Library 10-12	<u>26</u> Orinda BART 9-11	<u>27</u> Ride Route 20 Leaves: DVC @8:22 Concord BART @8:45	<u>28</u> Ride Route 35 Leaves: SRTC @7:31 Dublin BART @8:06	<u>29</u>
<u>30</u>	<u>31</u> Ride Route 99X Leaves: North Concrd BART @6:48 Martinez Amtrak @7:28					

Attachment 2

AUGUST - 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<u>1</u> Danville Library 10-12	<u>2</u> Pleasant Hill BART 10-12	<u>3</u> Lafayette Library 10-12	<u>4</u> Ride Route 10 Leaves: Concord BART @12:30 Clayton Library @12:59	<u>5</u>
<u>6</u>	<u>7</u> Walnut Creek BART 9-11	<u>8</u> Lafayette BART 9-11	<u>9</u> Clayton Library 10-12	<u>10</u> Orinda Library 10-12	<u>11</u> Pleasant Hill Senior Center 10-12	<u>12</u>
<u>13</u>	<u>14</u> San Ramon Transit Center 9-11	<u>15</u> Orinda BART 9-11	<u>16</u> Martinez Amtrak 8-10	<u>17</u> Concord Library 10-11	<u>18</u> Rossmoor Farmers Market 9-1	<u>19</u>
<u>20</u>	<u>21</u> Martinez Senior Center 10-12	<u>22</u> Ride Route 1 Leaves: Rossmoor @11:14 Mitchell Dr @12:05	<u>23</u> Ride Route 35 Leaves: STRC @11:33 Dublin BART @12:18	<u>24</u> Saint Mary's College 9:30-11:30	<u>25</u> Ride Route 6 Leaves: Orinda Bart @12:23	<u>26</u>
<u>27</u>	<u>28</u> North Concord BART 11:30-1:30	<u>29</u> Ride Route 21 Leaves: SRTC @12:41	<u>30</u> Ride Route 19 Leaves: Martinez Amtrak @10:48 Concord BART @11:30	<u>31</u> Ride Route 28 Leaves: Concord BART @9:48 Martinez Amtrak @10:50		

SEPTEMBER - 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					<u>1</u>	<u>2</u>
<u>3</u>	<u>4</u> HOLIDAY	<u>5</u>	<u>6</u> San Ramon Transit Center 9-11	<u>7</u> Emergency Preparedness Fair Todos Santos Plaza 4-8	<u>8</u> Pleasant Hill Senior Center 10-12	<u>9</u>
<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u> Amtrak 9-11	<u>14</u>	<u>15</u> Walnut Creek BART 9-11	<u>16</u>
<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u> North Concord BART 9-11	<u>21</u>	<u>22</u> DVC 9-11	<u>23</u>
<u>24</u>	<u>25</u>	<u>26</u>	<u>27</u> Lafayette BART 9-11	<u>27</u> Live Well Resource Fair San Ramon 1:30-4	<u>29</u> Orinda BART 9-11	<u>30</u> Moraga Pear & Wine Festival 11-3