

County Connection

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

ADVISORY COMMITTEE

MEETING AGENDA

Tuesday, September 19, 2023 1:00 p.m.

The Governor has announced that the State of Emergency due to COVID-19 has been lifted as of February 28, 2023. Accordingly, this Committee Meeting will be held in-person at:

**County Connection Board Room
2477 Arnold Industrial Way, Concord, California**

Staff and members of the public may attend in person or may participate remotely via Zoom at:

<https://us02web.zoom.us/j/85742852363>

Or Telephone:

Dial: US: +1 669 900 6833

Webinar ID: 857 4285 2363

Please Note the following COVID-19 Protocols for in-person attendance:

Visitors experiencing the following symptoms of COVID-19 may not enter the building:

- Cough
- Chills
- Sore Throat
- Shortness of Breath
- Muscle Pain
- Loss of Taste or Smell
- Fever

Public comment may be submitted via email to: noya@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 Advisory Committee Members before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Committee.

Oral public comments will also be accepted during the meeting in person and through Zoom or the teleconference number listed above.

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

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.

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes of July 11, 2023*
5. Public Comment
6. Consent Calendar:
 - a. Fixed Route Ridership Report*
 - b. Paratransit Performance Report*
7. Chair and Vice Chair Nominations and Elections
8. Fare Changes Update-Information Only*
9. Onboard Survey- Informational Only*
10. Travel Training Update-Information Only
11. Improving Collaboration between Advisory Committee and Board-Discussion*
12. Committee Member Communications
13. Future Agenda Items*
14. Adjournment – Next Meeting November 14, 2023

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.

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: 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 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., County Connection Offices
Operations and Scheduling: Wednesday, September 6, 8:00 a.m., 309 Diablo Rd., Danville
Marketing, Planning & Legislative: Thursday, September 7, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

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 a meeting.

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

MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23	Original Appointment	Term Expires
Robert Barnes	Concord	A	P	P	P			Mar-22	Apr-24
Jim Yu	Moraga	P	P	A	P			Nov-21	Nov-23
Andrei Obolenskiy	Pleasant Hill				P			Jun-23	Apr-25
Sarah Birdwell	Contra Costa County				P			Jun-23	Jun-25
Ian McLaughlin	Walnut Creek	P	P	P	P			Apr-22	Mar-24
Robert Kaplan	Martinez				P				5/31/2025
Vacant	Danville								
Vacant	Orinda								
Vacant	Clayton								
Vacant	Lafayette								
Vacant	San Ramon								

CCCTA Staff - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23
Bill Churchill	County Connection Staff	A	A	A	A		
Ruby Horta	County Connection Staff	A	A	A	A		
Rosa Noya	County Connection Staff	P	P	P	A		
Rashida Kamara	County Connection Staff	P	P	P	P		
Melody Reeb	County Connection Staff	P	P	P	P		
Pranjal Dixit	County Connection Staff	P	P	P	P		
Maria Portan	County Connection Staff				A		
Christine Kisiluk	County Connection Staff				A		
Ryan Jones	County Connection Staff	P	P	P	P		
Victor Carranza	BigStar Staff				p		
Laura Corona	Transdev Staff						
Christian Sanchez	Transdev Staff				P		

P = Present

A = Absent

C = Cancelled

Vacant

**Summary Minutes
Advisory Committee
Tuesday, July 11, 2023**

Members: Ian McLaughlin, Robert Kaplan, Jim Yu, Andrei Obolenskiy, Sarah Birdwell, and Robert Barnes

Staff: Sandra Muhlestein (CCCTA), Rashida Kamara (CCCTA), Melody Reeb (CCCTA), Pranjali Dixit (CCCTA), Ryan Jones (CCCTA), Christine Kisiluk (CCCTA), Maria Portan (CCCTA), and Christian Sanchez (Transdev)

Public: Andrew Rurlk, Betsy Johnson

- 1. Call to Order:** Meeting was called to order at 1:00 PM
- 2. Roll Call**
- 3. Approval of Agenda:** The agenda for the July 11, 2023, meeting was approved by present committee members with an amendment to move up agenda item 9 on the Clipper START and Youth Fare Pilot Program up.
- 4. Approval of minutes of May 9, 2023:** The minutes of the May 9, 2023, meeting was approved unanimously. M/S: Barnes, Yu
- 5. Public Comment:** None
- 6. Consent Calendar:** No comments submitted. Consent Calendar was approved unanimously.
- 7. Clipper START and Youth Fare Pilot Update and Extension- Information Only:** Ms. Reeb provided a historical overview of the Clipper START program, which was led by the MTC and was active from 2021 until its conclusion in June 2023. An evaluation of the program's effectiveness was conducted by the MTC, leading them to propose a two-year extension. This extension comes with several recommendations, including an amplified focus on marketing initiatives and the establishment of a standardized discount across all transit agencies to ensure uniformity.

Ms. Reeb also highlighted that due to the initiative to implement a 50% discount starting in January 2024, the approval of the County Connection Board is necessary. This alteration is significant, given the current discount rate of 20%.

Interim Chair McLaughlin raised a question regarding any potential connection between higher discount rates and increased ridership. Furthermore, member Obolenskiy inquired about the responsibility for overseeing the marketing efforts associated with the program. No public questions or comments.

- 8. Update on New Member Orientation Workshop:** Ms. Kamara welcomed all new members to the Advisory Committee and proceeded to explain the rationale for creating a new member orientation workshop based on prior new members experiences and feedback. Member Kaplan offered comments that it was helpful and informational. Ms. Kamara requested from committee members any feedback on what to incorporate to the training. No public questions or comments.
- 9. Review of Advisory Committee Bylaws:** Ms. Kamara offered a review of the existing Advisory Committee Bylaws. Member Yu inquired about the changes established in 2019, the last year the Bylaws were reviewed. Ms. Kamara was not able to provide insight as to what changes came about as another staff member was responsible for the committee. Member Obolenskiy asked a question about Brown Act meetings via ZOOM. Member Kaplan asked about the reason(s) for the lack of citizen participation- whether it was citizen apathy or lack of Cities' efforts to which Ms. Kamara was not able to offer a specific reason. No public questions or comments.
- 10. Update on Fall Bid- Information Only:** Mr. Dixit summarized the upcoming Fall bid changes, set for implementation on August 6th. Member Obolenskiy sought clarity on charts provided due to visibility issues. Member Yu inquired about feeder buses to BART stations. Member Obolenskiy asked about express routes and CCCTA's engagement with work hubs and commuting trends. No public questions or comments were raised.
- 11. Committee Member Communications:** Interim Chair McLaughlin informed the committee that he attended the last Board meeting and his addressing the need to have more Advisory Committee seats to be filled. Member Yu welcomed the new members and thanked Ian for stepping up to the Interim Chair role. Member Obolenskiy and Kaplan requested a quick summary of the importance of joining the Advisory Committee.
- 12. Future Agenda Items:** Member Obolenskiy added a future agenda item concerning marketing efforts in different languages. Member Obolenskiy and Kaplan requested development of a quick summary/flyer to aid in recruiting new members.
- 13. Adjournment:** The meeting was adjourned at 1:45 pm. Next meeting to be held on September 12, 2023.

Minutes prepared by Rosa Noya on August 3, 2023.

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 7/20/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for June 2023

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

	FY22-23		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	182,915	197,307	
Average Weekday	7,420	8,404	
Pass/Rev Hour	11.7	12.6	Standard Goal > 17.0
Missed Trips	0.20%	0.64%	Standard Goal < 0.25%
Miles between Road Calls	42,355	35,164	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in June 2023 (7,420 passengers) than the previous month of May 2023 (9,165 passengers) and is 28% higher than June 2022 (5,816 passengers). County Connection also ran a total of two BART Bridges on one weekend in June which served 4,392 passengers.

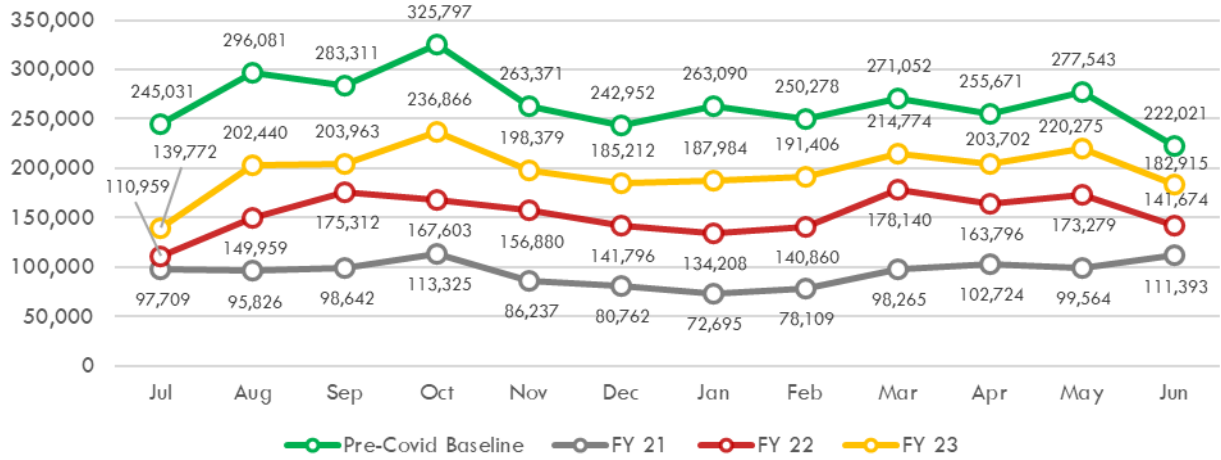
Passengers per hour in June was 11.7, which is lower than May 2023 and higher than June 2022 when passengers per hour was 9.2.

The percentage of missed trips in June was 0.20%, which is lower than the prior month when it was 0.29%. This is the first month in two years that the missed trip percentage has met the standard goal of less than 0.25%. However, there is also less service operated in June due to schools being on summer break.

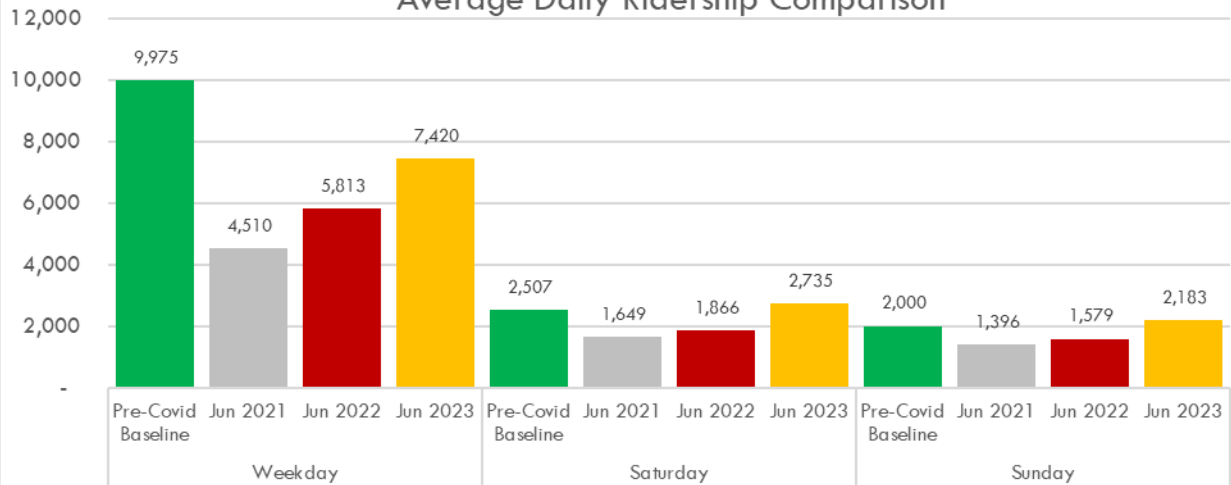
The number of miles between roadcalls was 42,355 miles in June, higher than the prior month in which there were 27,256 miles between roadcalls. The rolling 12-month average is 35,164 miles between roadcalls.

Of a total 187,307 passengers, 95,086 passengers had the potential to use a Clipper card aboard County Connection since 92,222 either used an employer or school pass or were on a free route. About 77.6% of the 95,086 potential Clipper card users paid using Clipper during this month.

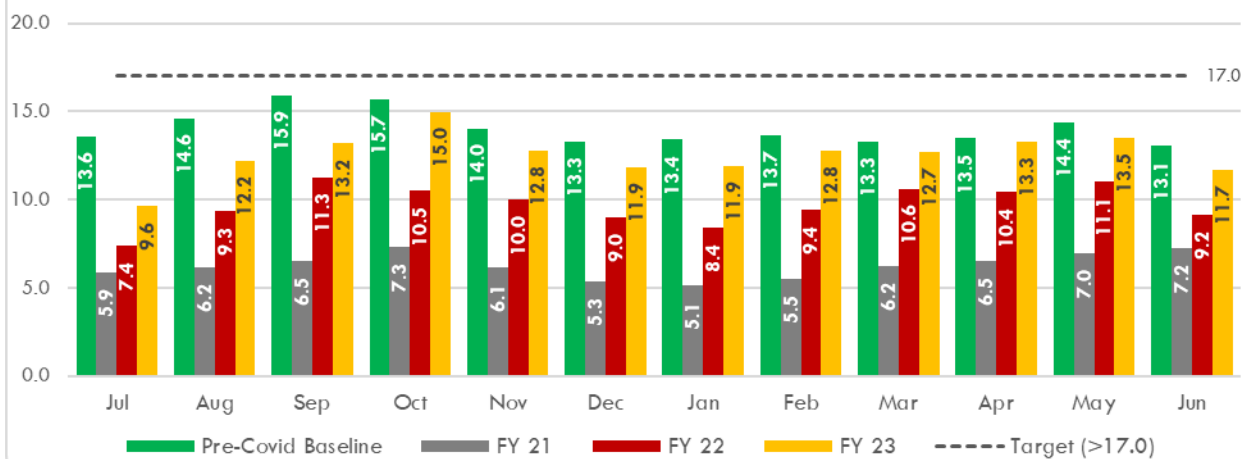
Total Monthly Fixed Route Ridership

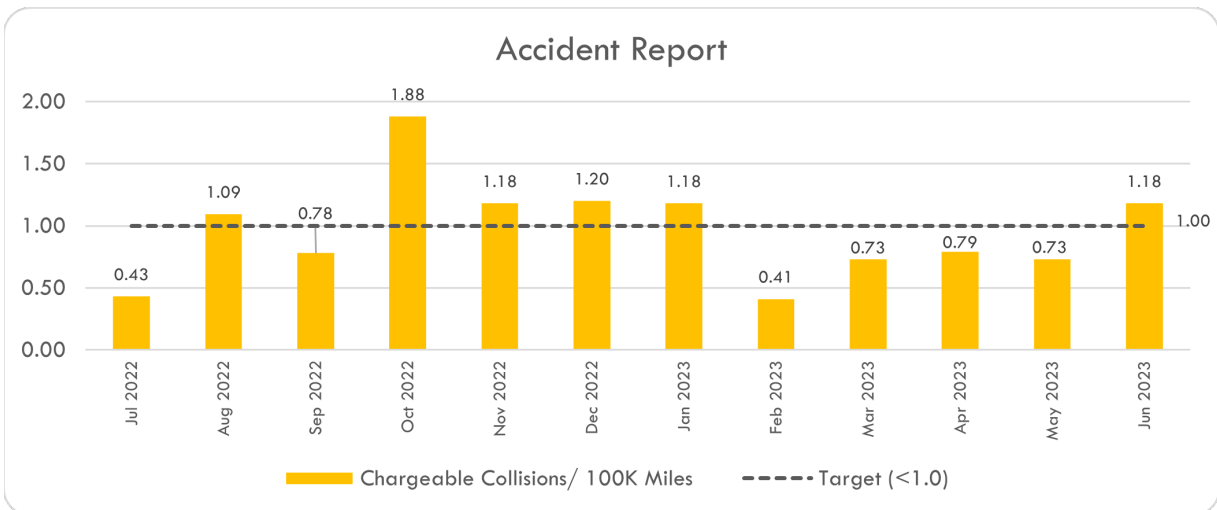
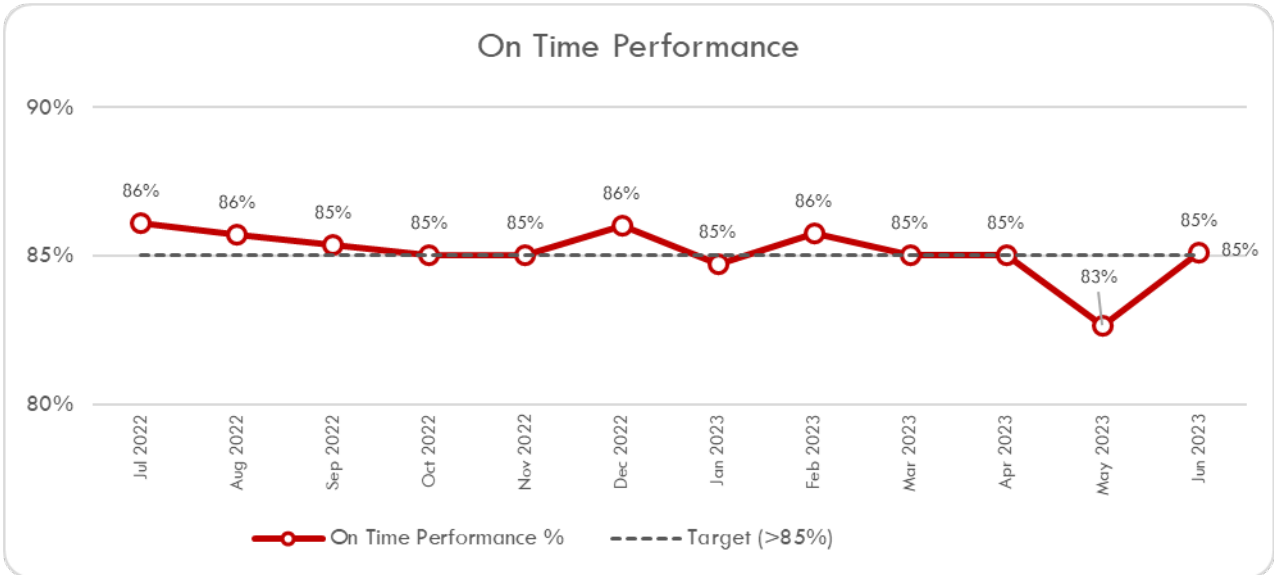
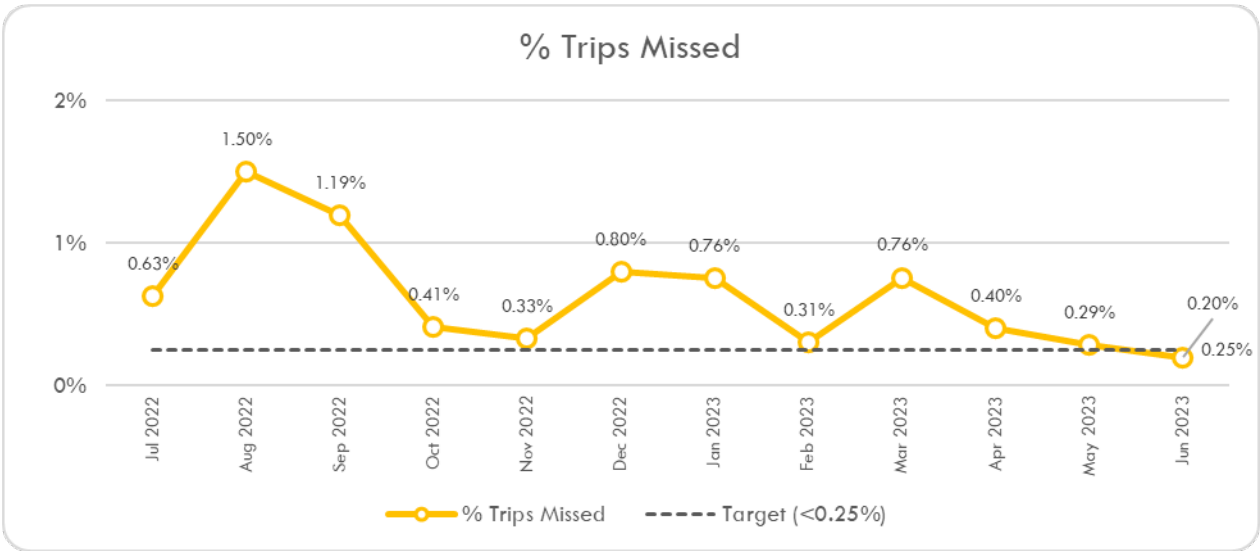


Average Daily Ridership Comparison

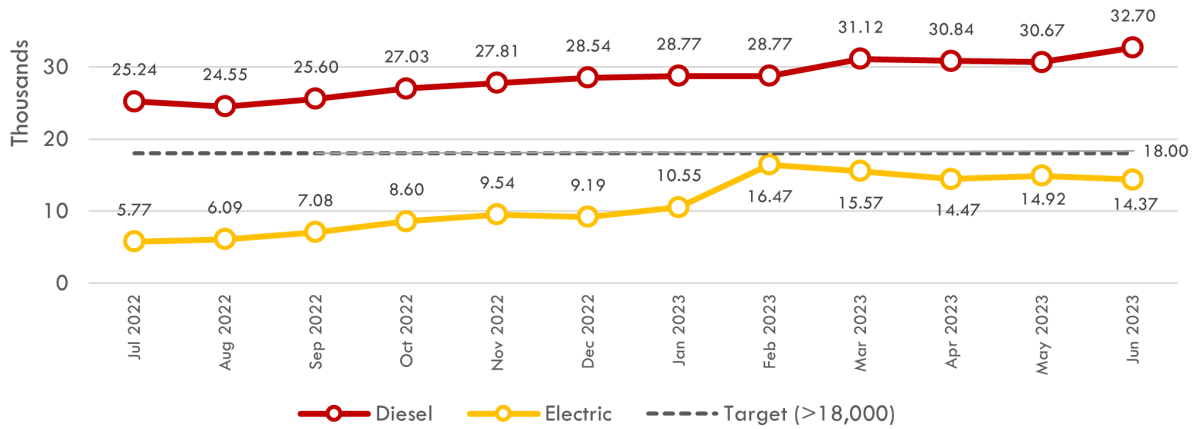


Passengers/Revenue Hour

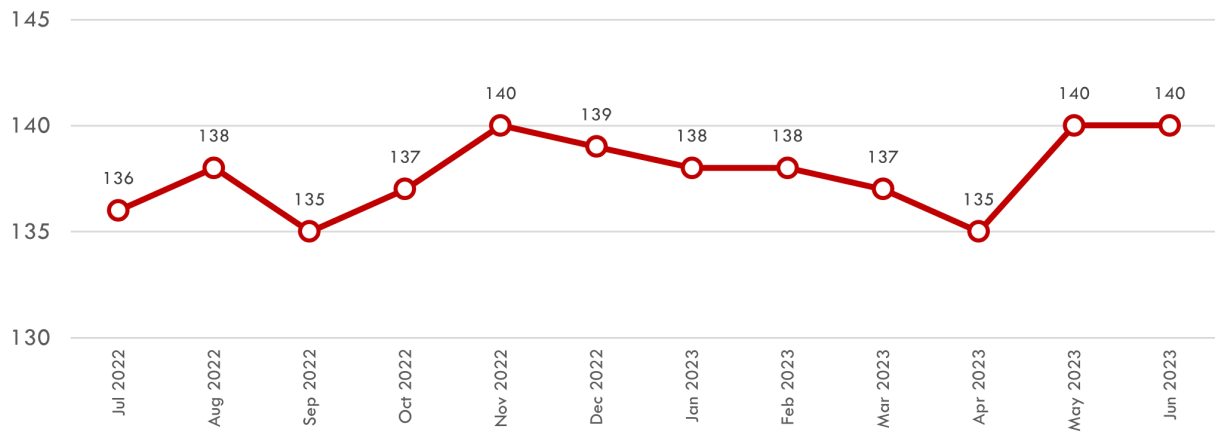




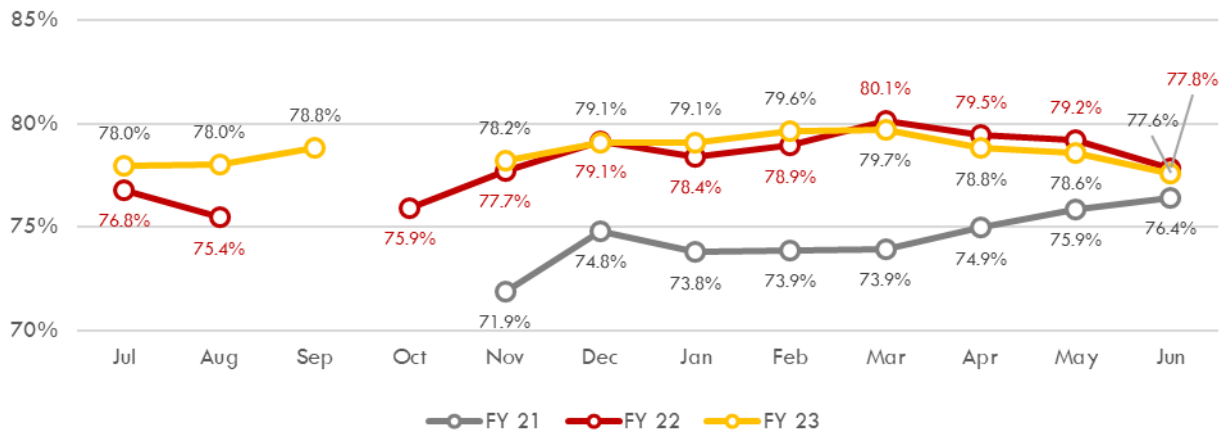
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 8/18/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for July 2023

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

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	163,486	163,486	
Average Weekday	7,004	7,004	
Pass/Rev Hour	11.2	11.2	Standard Goal > 17.0
Missed Trips	0.19%	0.19%	Standard Goal < 0.25%
Miles between Road Calls	33,744	33,744	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in July 2023 (7,004 passengers) than the previous month of June 2023 (7,420 passengers) and is 29% higher than July 2022 (6,023 passengers).

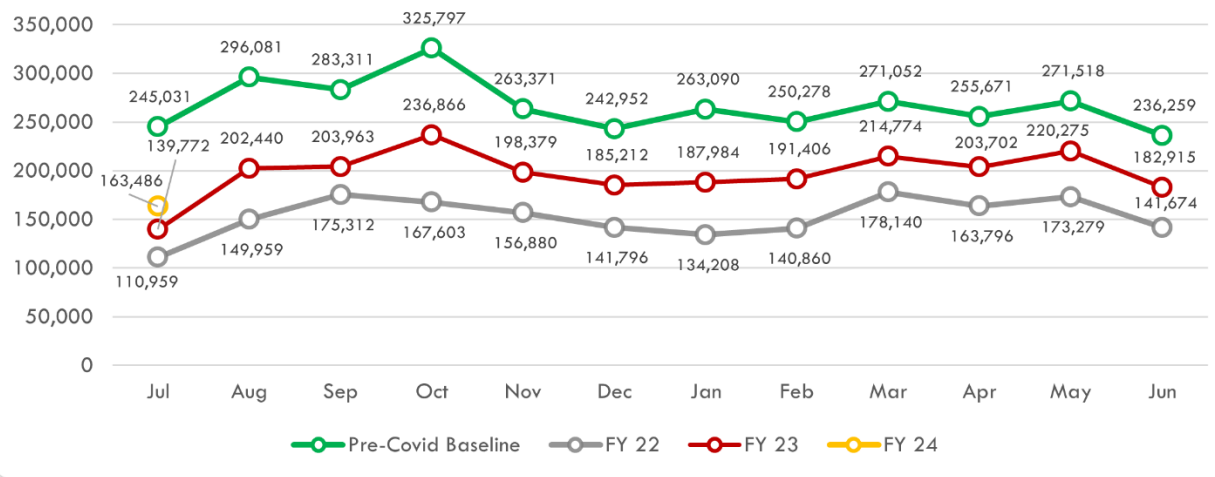
Passengers per hour in July was 11.2, which is lower than June 2023 and higher than July 2022 when passengers per hour was 9.6.

The percentage of missed trips in June was 0.19%, which is lower than the prior month when it was 0.20%. This is the lowest missed trip percentage in two years. However, there is also less service operated in July due to schools being on summer break.

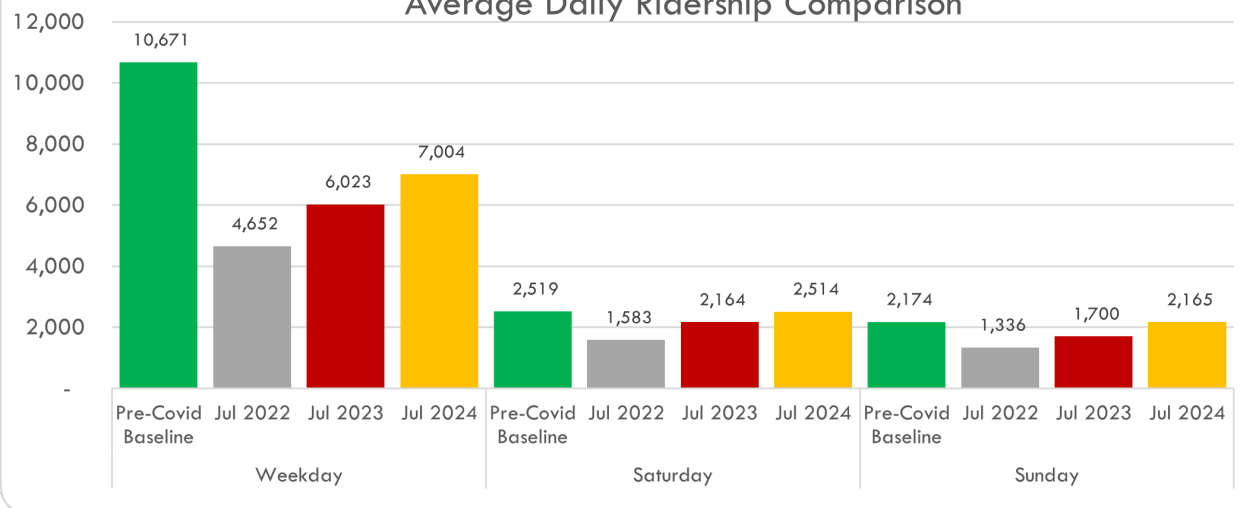
The number of miles between roadcalls was 33,744 miles in July, lower than the prior month in which there were 42,355 miles between roadcalls. The rolling 12-month average is 35,206 miles between roadcalls.

Of a total 163,486 passengers, 83,320 passengers had the potential to use a Clipper card aboard County Connection since 80,166 either used an employer or school pass or were on a free route. About 77.6% of the 83,320 potential Clipper card users paid using Clipper during this month.

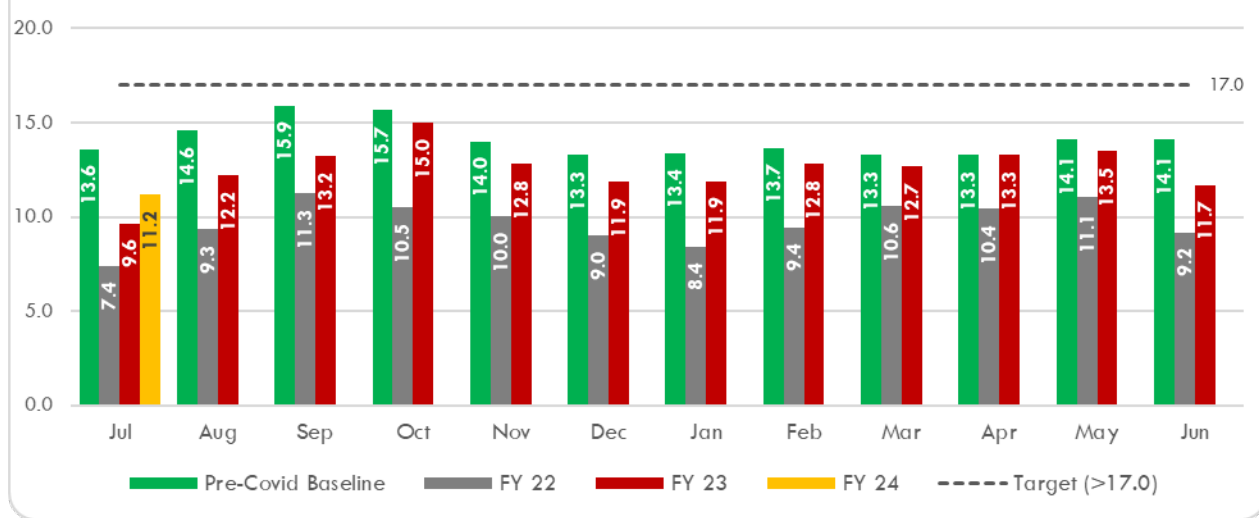
Total Monthly Fixed Route Ridership

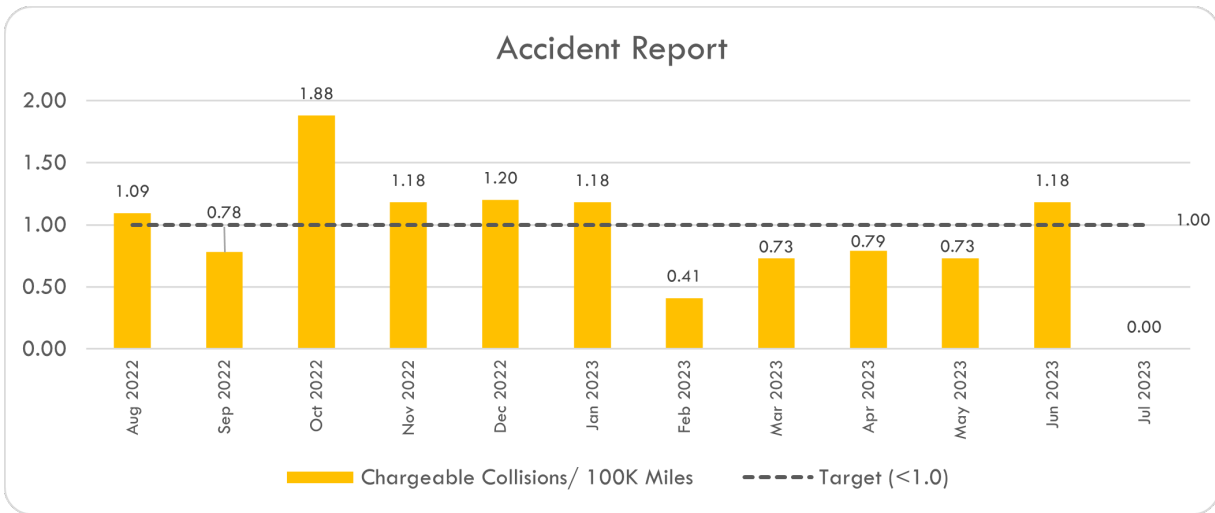
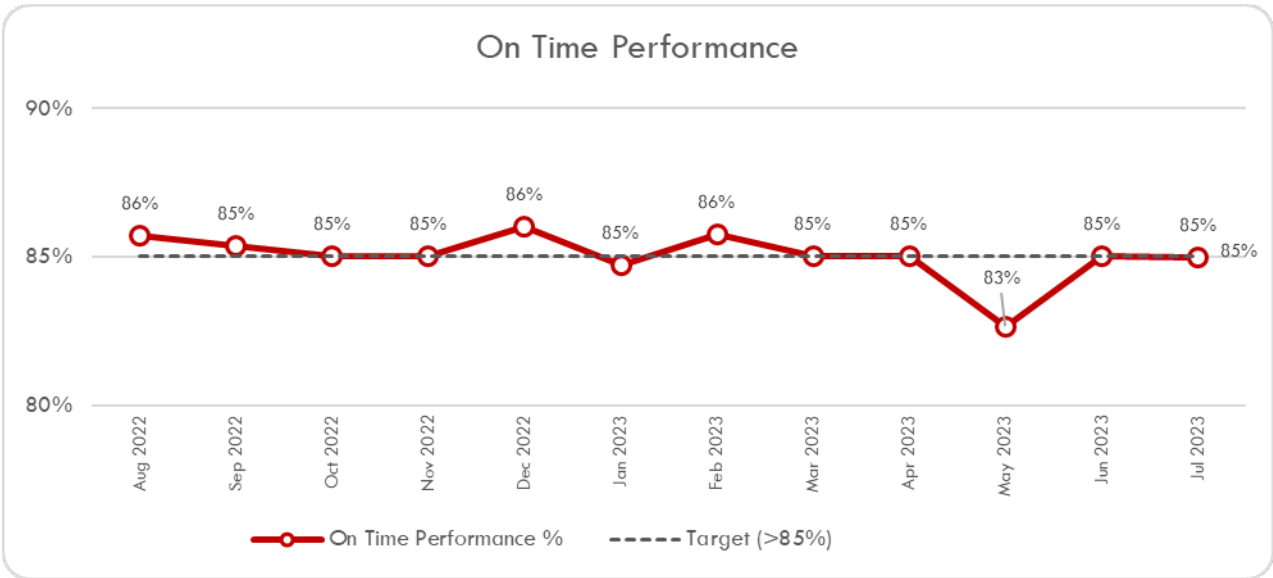
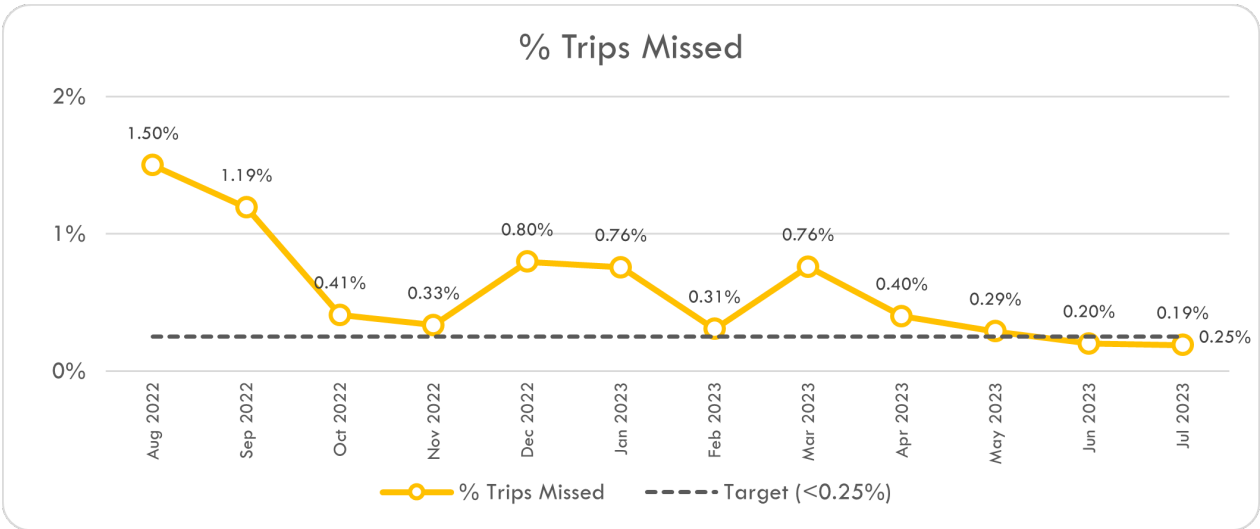


Average Daily Ridership Comparison

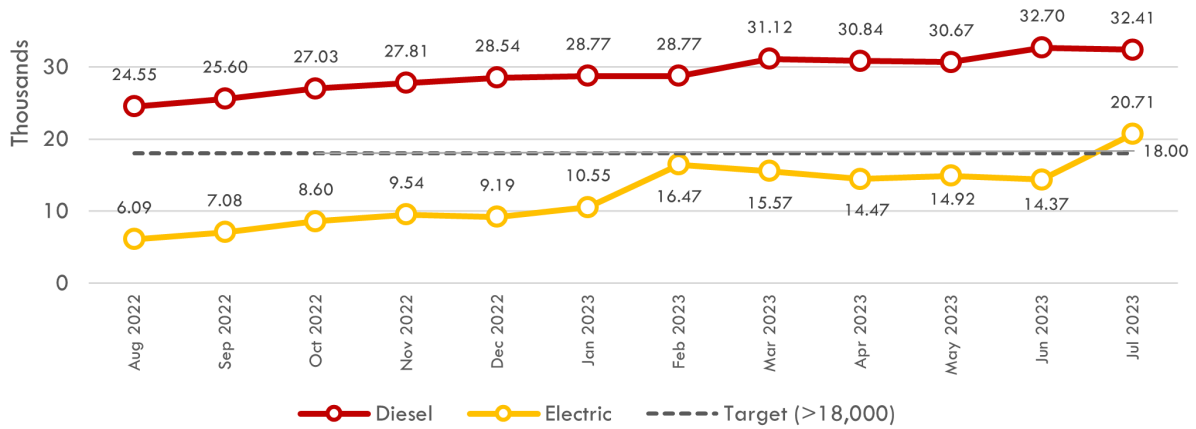


Passengers/Revenue Hour

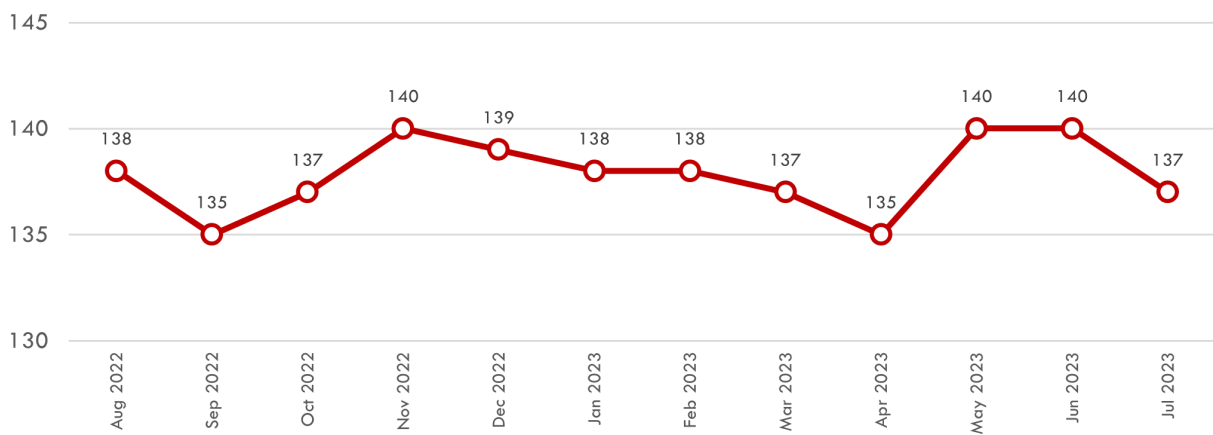




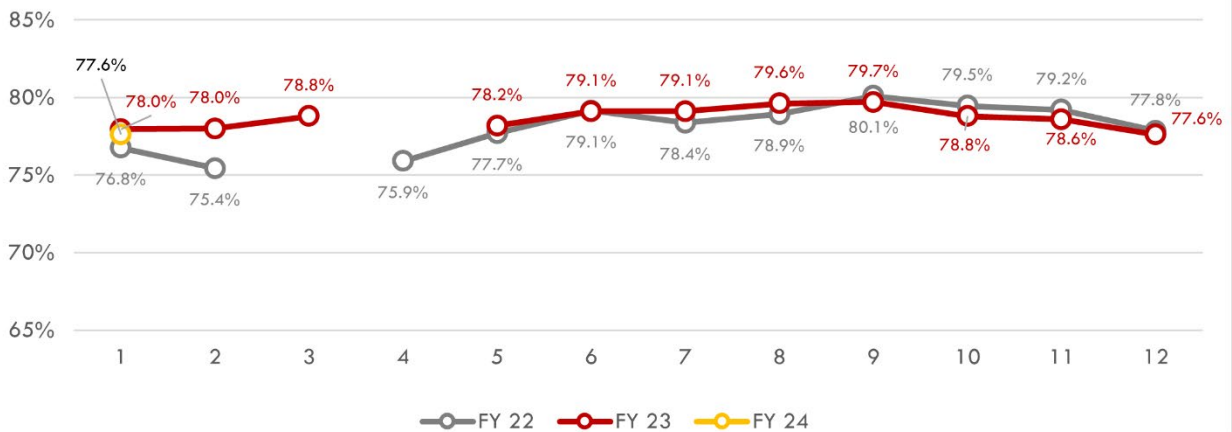
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 8/30/2023

From: Rashida Kamara, Director of ADA & Special Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –June & July 2023

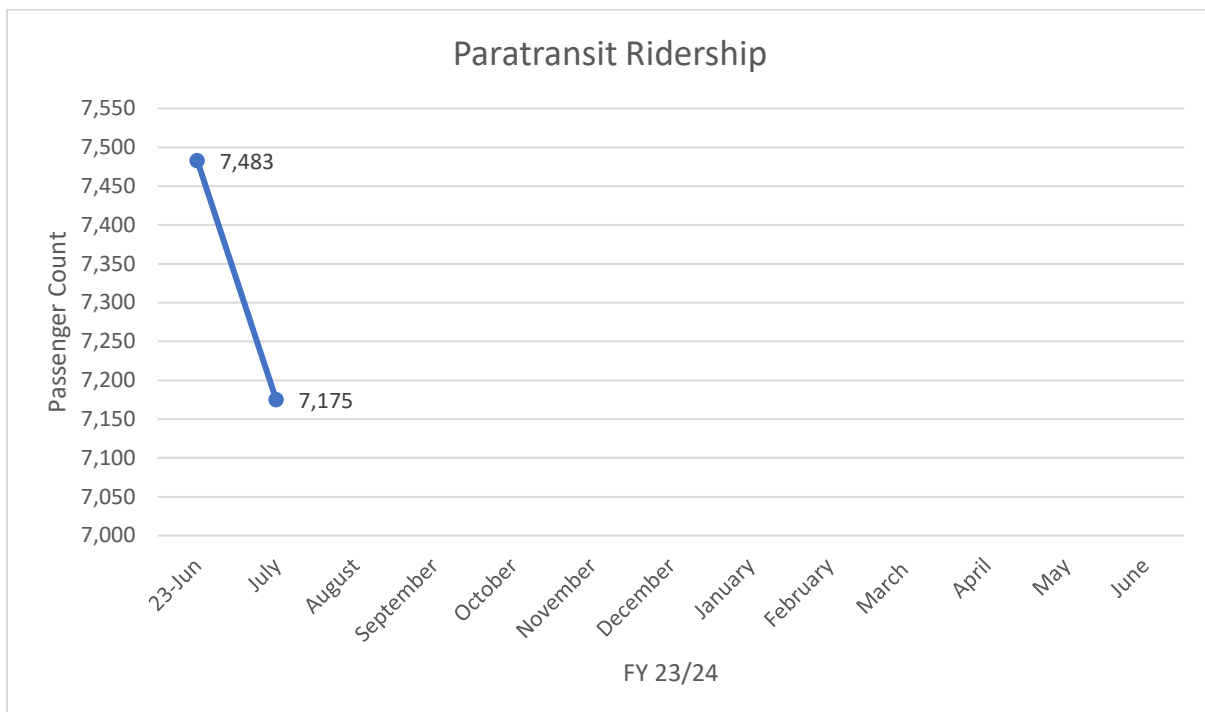
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the months of June and July 2023.

June and July 2023 Performance Report:

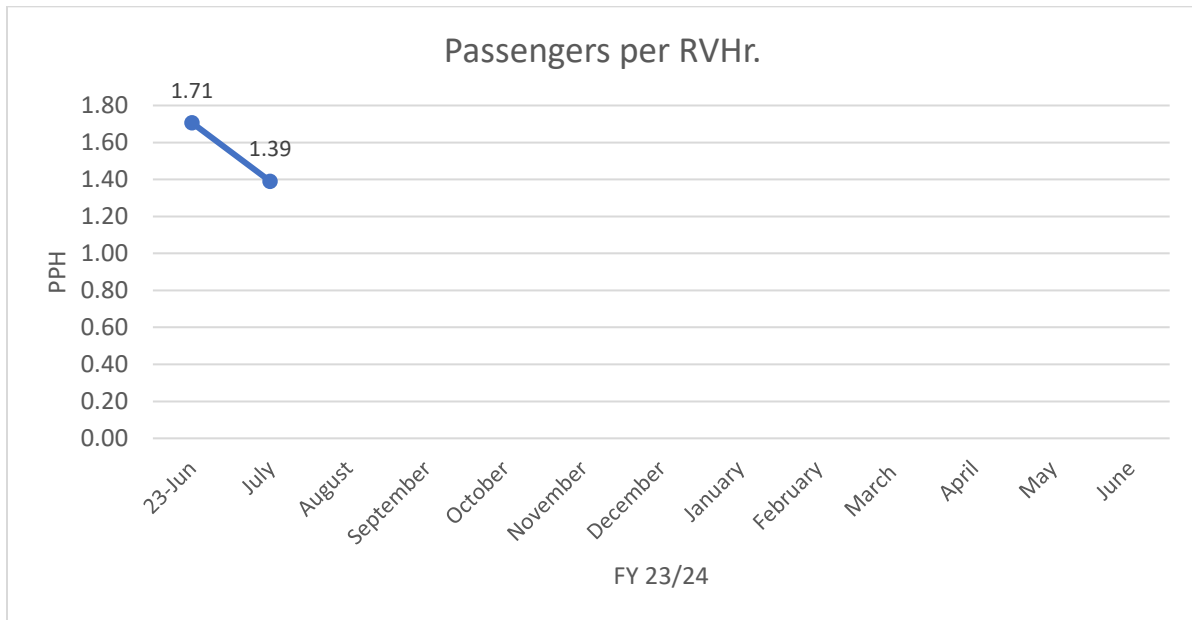
Ridership:

The total reported number of ADA passenger trips in June was 7,483; July reported a total of 7,175. This reflects an expected decrease because of the summer vacations and closures in certain programs during the summer season. The total reported number of ADA Passengers reported in June and July of 2023 accounts for approximately 65% of pre-pandemic ridership levels (June & July 2019).



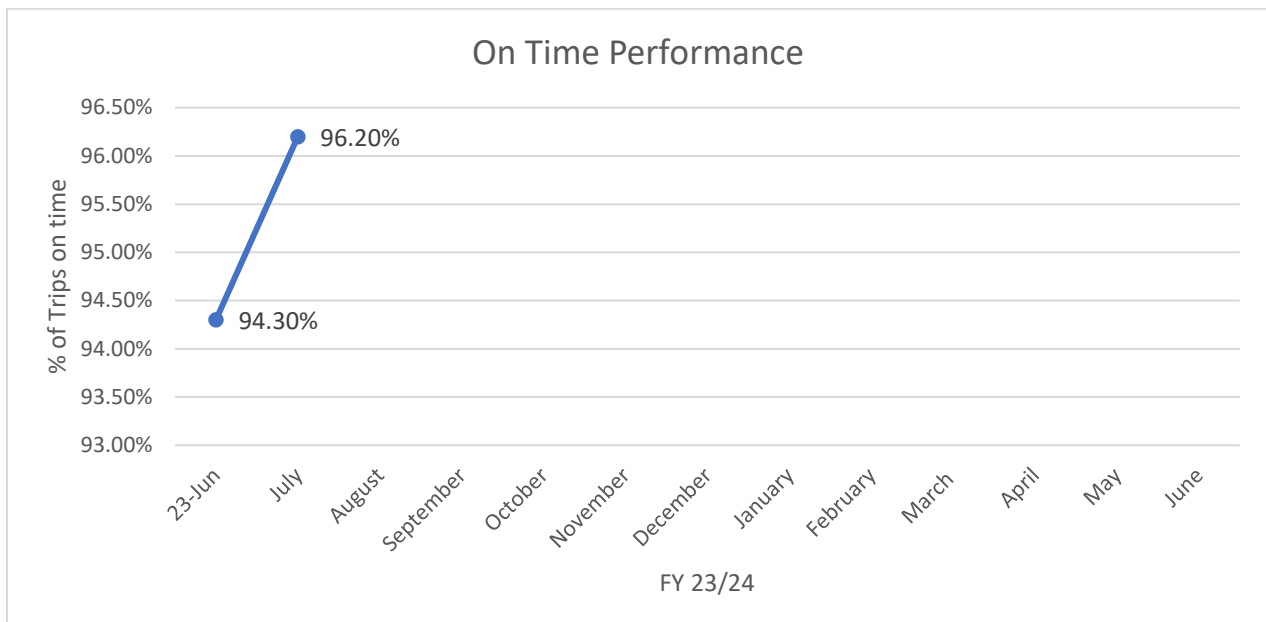
Productivity:

June reported an average of 1.71 passengers per revenue hour (RVHR) and July had a reported 1.39 passengers per revenue hour. This does not include escorts or attendants. The standard set for the LINK service is to maintain a minimum of 1.5 ADA passengers per revenue hour.



On-time Performance:

June and July reported an increased on- time performance. June had 94.3% of the total trips performed on time while July reported a phenomenal 96.2% of trips on time. This significant increase is a step in the right direction as on-time performance is an indicator of the quality of the service. County Connection holds a standard of 92% and the last two months reflect performance that exceeds the standard. As a result, Transdev, for the second time since assuming this contract, will receive an incentive. The first incentive of \$2,500 was awarded to Transdev in February of 2019 before the pandemic.



Customer Satisfaction:

There was a decrease in complaints from June to July. The complaints received in June and July were largely attributed to issues with timeliness as reflected by a total of 25 complaints followed by issues with the scheduling/staff skill.

The total number of commendations received for June was 640 while July was 150. The majority of commendations are received via the mobile app used by passengers to rate their trip experience.

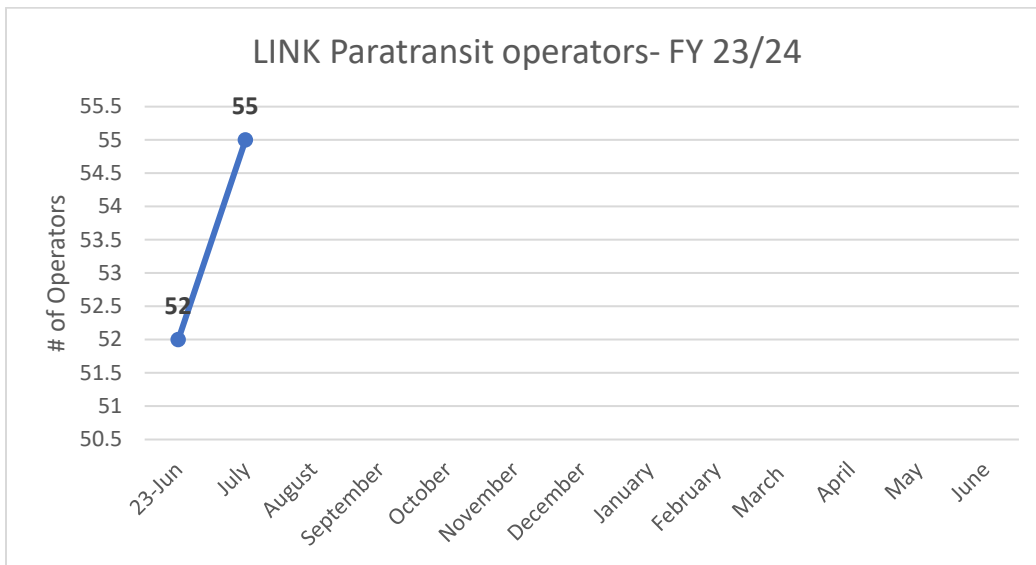


Safety:

There were no accidents in the months of June and July.

Staffing:

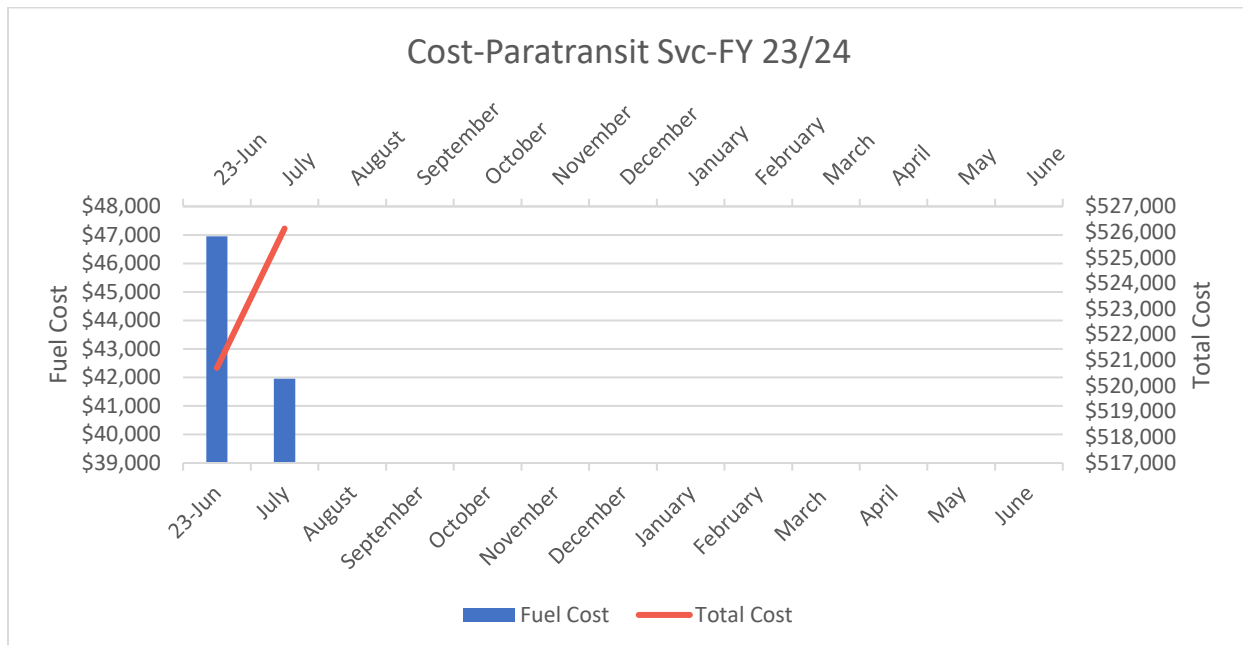
There was a reported total of 52 drivers who operated LINK paratransit routes for the month of June. July had a reported 55 drivers. Although this reflects an increase in drivers, it does not reflect that seven drivers were on a leave of absence. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases.



Financial Implications:

An audited total of \$520,707 was spent for June’s ADA paratransit services; July’s unaudited, preliminary total is \$526,139, an increase from the amount spent in June.

Fuel costs have slightly decreased by about \$5,000 dollars from close to \$47,000 in June to approximately = \$42,000 in July.



Recommendation:

None, for Information only.

Additional updates:

The main area of focus for improvement in the contractor's performance is to increase productivity as well as to continue to provide a reliable service as indicated by the on-time performance.

Action Requested:

None, for information only.

Attachments:

Attachment 1: June 2023 MOP

Attachment 2: July 2023 MOP Unaudited Data

CCCTA PARATRANSIT
Performance Report: 6/01 through 6/30/2023

LINK and BART Statistics

FY 22/23 June Variance from Goal FY 22/23 June YTD 22/23

	FY 22/23 June	Variance from Goal	FY 22/23 June	YTD 22/23
Ridership Statistics				
1	ADA Passengers	7,483	5,536	79,321
2	Companions	38	350	659
3	*Personal Care Assistants	441	19	5930
4	One Seat Passengers	1,315	979	14,382
5	Total Passengers	9,277	6,884	100,292
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	571	1,017	10,213
7	Total number of Cancellations	200	633	5,447
8	Same Day Trips	80	129	1,213
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	14	32	464
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4,385.43	3,551.79	47,665.27
12	ADA Passengers per RVHr.	1.71	1.56	1.66
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 69.59	\$ 93.61	\$ 75.18
16	*Service Miles	99,181.00	58,533.77	1,048,867
17	Billable Service Hours	6,164.60	6,040.75	65,671.91
18	Fuel Cost	\$ 46,951.99	\$ 65,351.54	\$ 554,814.89
19	Total Cost	\$ 520,707.67	\$ 518,218.44	\$ 5,963,689.24
On Time Performance Standard Goal = 92% 2 months in a row incentive				
20	Percent on-time	94.3%	92.9%	83.4%
21	Arrived 15-29 minutes past window	445	155	6,434
22	Arrived 30-59 minutes past window	200	56	4,175
23	Arrived 60 minutes past window	33	10	782
24	Total Missed Trips	17	2	91
25	Transfer Trips	429	257	4,087
One Seat Pilot Data				
26	*Total Trips	1,315	979	14,382
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 27,740.94	\$ 18,477.24	\$ 305,175.04
28	*Non-CCCTA Miles (Agency Miles)	15,172.65	10,011.50	158,229.69
29	*Non-CCCTA Revenue Hours	472.32	323.31	5,200.52
30	*Total Revenue Hours	936.07	631.77	9,481.31
31	*Total Fare Collected	\$ 4,700.50	\$ 3,914.50	\$ 46,913.75
32	*Non-CCCTA Fare Collected	\$ 2,798.00	\$ 2,115.50	\$ 26,924.88
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	29	11	373
34	Timeliness	14	4	244
35	Driver Complaints	10	5	60
36	Equipment / Vehicle	3	0	14
37	Scheduling/Staff Skill	2	2	45
38	Commendations	640	407	5,562
39	Ave. wait time in Queue for reservation	0:03:07	0:02:55	0:03:04
40	Ave. wait time in Queue for customer service	0:01:53	0:01:53	0:01:52
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0.00	0.00	0.00
42	Roadcalls per 100,000 miles	0.00	0	0.40
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,722	1,733	2,727
45	*Total Certification Determinations	56	101	1,068
46	*Initial Denials	1	0	1
47	*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

*The miles, passenger count and revenue hours for the One Seat have been separated in this report

*The YTD Accident is currently being audited

Transdev G.M.:

Date: 7/14/2023

CCCTA PARATRANSIT
Performance Report: 7/01 through 7/31/2023

LINK and BART Statistics

FY 23/24 July Variance from Goal FY 22/23 July YTD 23/24

Ridership Statistics					
1	ADA Passengers	7,175		5,410	7,175
2	Companions	66		35	66
3	*Personal Care Assistants	478		493	478
4	One Seat Passengers	1,226		1,033	1,226
5	Total Passengers	8,945		6,971	8,945
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	374		788	374
7	Total number of Cancellations	1,147		476	1,147
8	Same Day Trips	99		108	99
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	8		41	464
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
11	Revenue Hours	5,151.99		3,051.83	5,151.99
12	ADA Passengers per RVHr.	1.39		1.77	1.39
13	Average Trip Length (miles)				
14	Average Ride Duration (minutes)				
15	Total Cost per ADA Passenger	\$ 72.15		\$ 84.61	\$ 72.15
16	*Service Miles	99,324.00		60,185.69	99,324
17	Billable Service Hours	6,055.20		4,314.90	6,055.20
18	Fuel Cost	\$ 41,951.90		\$ 58,047.52	\$ 41,951.90
19	Total Cost	\$ 517,700.04		\$ 457,730.12	\$ 517,700.04
On Time Performance					
Standard Goal = 92% 2 months in a row incentive					
20	Percent on-time	96.2%		92.9%	96.2%
21	Arrived 15-29 minutes past window	116		148	116
22	Arrived 30-59 minutes past window	46		68	46
23	Arrived 60 minutes past window	10		7	10
24	Total Missed Trips	5		1	5
25	Transfer Trips	424		271	424
One Seat Pilot Data					
26	*Total Trips	1,226		1,033	1,226
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 18,453.42		\$ 23,963.26	\$ 18,453.42
28	*Non-CCCTA Miles (Agency Miles)	14,155.74		10,755.28	14,155.74
29	*Non-CCCTA Revenue Hours	426.82		354.43	426.82
30	*Total Revenue Hours	1,274.92		689.46	1,274.92
31	*Total Fare Collected	\$ 4,548.25		\$ 4,210.50	\$ 4,548.25
32	*Non-CCCTA Fare Collected	\$ 2,622.25		\$ 2,216.75	\$ 2,622.25
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
33	Total Complaints	22		13	17
34	Timeliness	13		12	11
35	Driver Complaints	3		0	0
36	Equipment / Vehicle	0		0	0
37	Scheduling/Staff Skill	6		1	6
38	Commendations	150		347	150
39	Ave. wait time in Queue for reservation/dispatch/scheduling	2:43		0:02:47	2:43
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
41	Total accidents per 100,000 miles	0.00		0	0.00
42	Roadcalls per 100,000 miles	0.00		0.00	0.00
Eligibility Statistics					
44	*Total ADA Riders in Data Base	1,739		1,720	1,739
45	*Total Certification Determinations	81		124	81
46	*Initial Denials	0		-	0
47	*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
 *The miles, passenger count and revenue hours for the One Seat have been separated in this report
 *The YTD Accident is currently being audited

Transdev G.M.: *Laura Corona*

Date: 8/15/2023

To: Advisory Committee

Date: 08/31/2023

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

Reviewed by: *Ref*

SUBJECT: Fare Changes Update

Background:

In June 2023, the Board approved a two-year extension of the Clipper START and Youth Fare pilot programs. These programs were initially launched in January 2021 and 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.

Proposed Changes:

Given the interconnected fare structures of the East Bay operators, staff met with the other three small operators (WestCAT, TriDelta, and LAVTA) and agreed to move forward with a 50% discount. This would align the Clipper START and Youth fare discounts with those currently offered to seniors and persons with disabilities. All the other operators in the region, including BART, have indicated that they plan to increase their discount to 50% as well. Since an increased discount constitutes a fare change, County Connection is required to conduct a Title VI fare equity analysis and public hearing prior to seeking Board approval.

Given the need to conduct an equity analysis and public hearing for the increased Clipper START and youth fare discounts, staff is proposing some additional fare changes to simplify our fare structure, increase consistency, and better match fare policies to post-pandemic ridership. Currently, riders using Clipper are charged an extra \$0.25 on Express routes. Correspondingly, a 31-day pass that is valid on Express routes costs an extra \$10. These surcharges introduce complexities that can negatively impact the rider's experience and potentially cause conflict between drivers and passengers. For example, if an operator is incorrectly logged in to the Clipper system, a passenger could be inadvertently overcharged. Another example is, if a rider has a 31-day pass for Local routes only, they need to have cash value on their card to pay the \$0.25 upgrade fee when riding an Express route.

Shifts in Local and Express Travel Patterns

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. As ridership has recovered post-pandemic, travel patterns have shifted. While Local, School, and Weekend routes have almost fully recovered, Express route ridership has remained mostly stagnant as office workers have not—and many may never—return

to a five-day commute. This shift to more local travel is reflected in lower average trip lengths, largely driven by the Express routes.

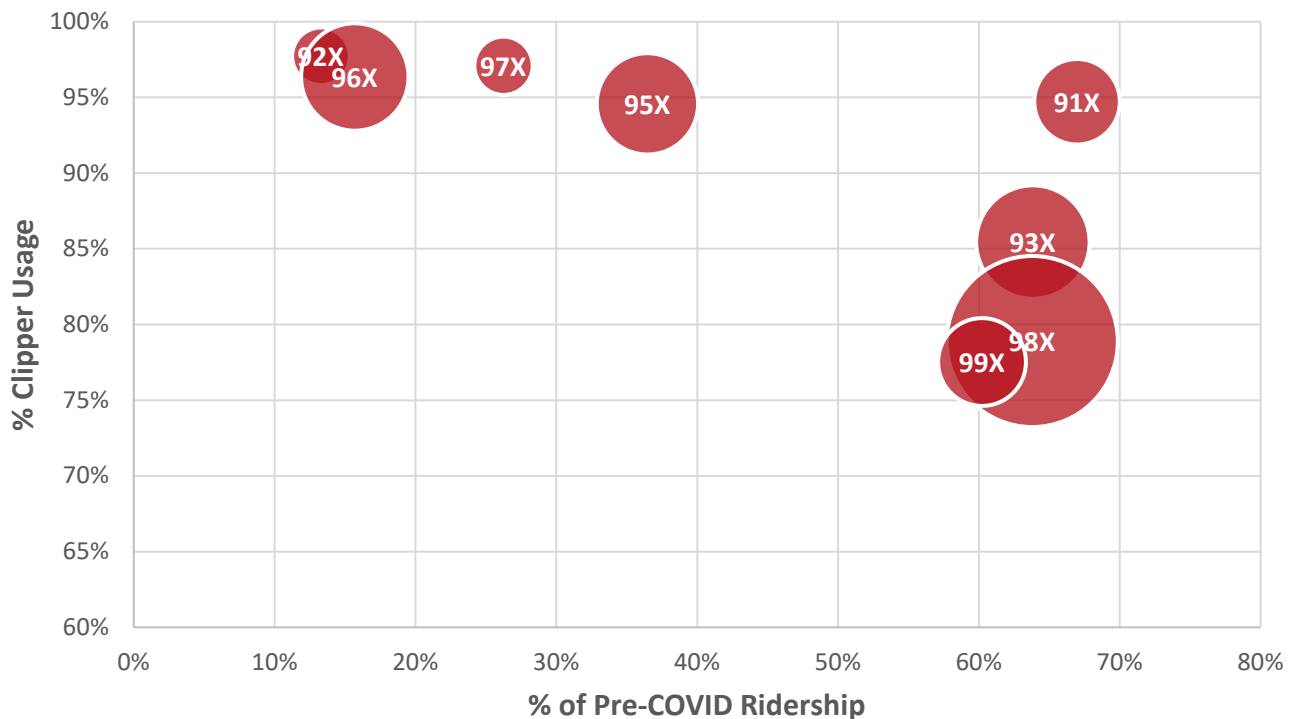
Table 1: Average Trip Length

Route Type	Feb 2020	Feb 2023	% Change
Local	3.4 mi	3.3 mi	-2.1%
Express	10.7 mi	8.8 mi	-17.3%
School	3.7 mi	3.7 mi	0.0%
Weekend	3.4 mi	3.4 mi	-0.7%
Total	4.0 mi	3.6 mi	-9.5%

The Express routes that have seen the largest ridership recovery also tend to be the ones that serve a more local travel market within our core service area and function a lot like the other routes in the system. These routes also have lower Clipper usage than other Express routes, which usually indicates higher percentages of low-income and minority riders.

Express Route Ridership Recovery vs. Clipper Usage

Size of bubble reflects ridership volume



Given this shift in ridership on Express routes from regional commuters to those making local trips and the lower Clipper utilization on routes where ridership is returning, staff is proposing to eliminate all Express route surcharges on Clipper. Express route surcharges were eliminated from cash fares back in March 2019, and this proposed change will 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.

Table 2 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 2: 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.

Title VI Analysis:

After reviewing the proposal at the July 2023 meeting, the Board authorized staff to proceed with the public hearing process and Title VI Fare Equity Analysis for the proposed fare changes. 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.

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 submitted 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 elimination of Express route surcharges, staff estimates an additional fare revenue loss of about \$37,000 annually (see Table 3 below).

Table 3: 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:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: 2023 Fare Changes 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%
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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

County Connection

PUBLIC HEARING

**PROPOSED
CLIPPER FARE
CHANGES**

THURS, SEPT 28, 2023 @ 9AM
GAYLE B. UILKEMA
MEMORIAL BOARD ROOM
2477 ARNOLD INDUSTRIAL WAY
CONCORD, CA 94520

SEE LINK FOR DETAILS

County Connection

AUDIENCIA PÚBLICA

**CAMBIOS
PROPUESTOS EN LAS
TARIFAS DE CLIPPER**

**28 DE SEPTIEMBRE DEL 2023
A LAS 9:00 AM**
GAYLE B. UILKEMA
MEMORIAL BOARD ROOM
2477 ARNOLD INDUSTRIAL WAY
CONCORD, CA 94520

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]

To: Marketing, Planning, & Legislative Committee

Date: 06/21/2023

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

Reviewed by: *RF*

SUBJECT: Onboard Passenger Survey

Background:

County Connection has historically conducted an onboard passenger survey about every three years. These surveys are used to inform planning decisions and for triennial Title VI program updates and equity analyses. The Metropolitan Transportation Commission (MTC) manages a regional transit passenger survey program and conducts surveys on each of the fixed-route transit operators in the Bay Area on a rotating schedule. However, those surveys are only conducted for each operator every five to seven years, so County Connection staff have led additional survey efforts to supplement the regional program.

The last onboard survey of County Connection's passengers was completed by MTC in fall of 2019, but the pandemic has delayed MTC's surveying schedule such that the next survey on County Connection will not be until 2027. Given the significant shifts in travel patterns as a result of the pandemic as well as a Title VI program update due in March, staff will be utilizing the on-call planning contract with Transportation Management & Design (TMD) to conduct an onboard survey this fall.

Fall Survey:

Staff are planning to conduct the survey in October when ridership tends to be the most regular because of the lack of holidays and other seasonal variations. The survey will include standard questions, including origin and destination information, trip purpose, fare payment method, demographics, and customer satisfaction. Staff will also be including questions regarding remote work and commute patterns.

The survey will be administered using traditional paper survey instruments, which will also be translated into Spanish. In the past, surveys have been administered using tablets and/or online. While tablets result in more accurate data, response rates tend to be lower since they take longer to complete, and online surveys can generate more responses but are less accurate when collecting trip-specific information.

A sampling plan will be developed in order to capture a representative sample of riders, with a goal of surveying about 10% of passenger boardings. Whereas previous survey efforts focused on weekday ridership, this one will include weekend routes as well, given their faster rate of post-pandemic ridership recovery. A final report of the survey results will be presented to the Committee and Board once completed.

Financial Implications:

The cost to conduct the survey will be about \$50,000, which has been included in the Service Development budget for FY 2024.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None