

# County Connection

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

## BOARD OF DIRECTORS

### MEETING AGENDA

Thursday, January 18, 2024

9:00 a.m.

**The Board Meeting will be held in-person at:**

#### County Connection Board Room

**2477 Arnold Industrial Way, Concord, California and via teleconference location\*\*\*\***

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

<https://us02web.zoom.us/j/85399133311>

Or One tap mobile :

US: +16699006833,,85399133311# or +14086380968,,85399133311#

Or Telephone:

Dial(for higher quality, dial a number based on your current location): +1 408 638 0968

Webinar ID: 853 9913 3311

#### **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: [hill@cccta.org](mailto:hill@cccta.org). Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Board of Directors 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 Board.

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](http://www.countyconnection.com) for any updates or further instruction.

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

1. Call to Order/Pledge of Allegiance
2. Roll Call/Confirm Quorum
3. Public Communication
4. Consent Calendar
  - a) Approval of Minutes of Regular Meeting of December 21, 2023\*
  - b) Investment Report as of September 30, 2023\*
5. Report of Chair
6. Report of General Manager

Under this item, the General Manager will report on matters of relevance to CCCTA including, but not necessarily limited to, the following:

- a) Recognition of 20+ Year Employees that Retired During COVID-19 Pandemic
  - b) January 1st Emergency Bus Bridge
  - c) State Legislation Update
7. Report of Standing Committees
  - a) Marketing, Planning & Legislative Committee
    - 1) Onboard Survey Report – Information Only \*  
(Staff will provide a summary of results from the onboard survey.)
  - b) Operations & Scheduling Committee
    - 1) Fixed Route Performance Comparison – Information Only \*  
(Staff will provide an update on the state of Fixed Route bus service in the region.)
    - 2) Means Based Paratransit Fares\*  
(The O&S Committee and staff recommend that the Board approves Resolution NO. 2024-011 allowing the General Manager to enter a new MOU with CCTA for means-based fare program cost reimbursement.)
8. Board Communication – (Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report to be made at another meeting.)
9. Closed Session:
  - a) Liability Claims (Government Code Section 54956.95) Claim against Central Contra Costa Transit Authority; Claimant: Shannon Cross
10. Open Session:
11. Next Meeting Date: February 15, 2024
12. Adjournment

\*Enclosure

\*\*It will be available at the time of the Board meeting.

\*\*\*For Board members only

### General Information

Public Comment: If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board 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 Board to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a Board Member or a member of the public prior to when the Board votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://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](mailto: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, February 15 at 9 a.m., County Connection Board Room
Administration & Finance:	Wednesday, February 7 at 2 p.m., County Connection Offices, 2477 Arnold Industrial Way, Concord, CA
Advisory Committee:	TBD
Marketing, Planning & Legislative:	Thursday, February 1 at 8:30 a.m., Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA.
Operations & Scheduling:	Wednesday, February 7 at 8 a.m., Supervisor Andersen's Office, 309 Diablo Rd, Danville, CA 94526

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

# County Connection

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## CCCTA BOARD OF DIRECTORS

### MINUTES OF THE REGULAR MEETING

December 21, 2023

#### CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Vice Chair Kevin Wilk called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Schroder, Sos and Worth. Directors Storer and Tatzin were absent.

The Board was notified that Director Hoffmeister would be participating remotely for just cause, pursuant to California Government Code Section 54953.

Staff: Churchill, Witt, Brewer, Dixit, Glenn, Hill, Horta, Johnson, Jones, Martinez, Mitchell, Noya, Rees and Sanderson

**PUBLIC COMMUNICATION:** None

#### CONSENT CALENDAR

**MOTION:** Director Noack moved approval of the Consent Calendar, consisting of the following item: Approval of Minutes of Regular Meeting of November 16, 2023. Director Sos seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Schroder, Sos, and Worth  
No: None  
Abstain: Wilk  
Absent: Directors Storer and Tatzin

**REPORT OF CHAIR:** None

#### REPORT OF GENERAL MANAGER:

##### Introduction of CCCTA's new Director of Human Resources, Dawud Brewer

General Manager Bill Churchill introduced County Connection's new Director of Human Resources, Dawud Brewer, to the Board.

##### State Legislative Update

Bill Churchill, General Manager, reminded the Board that there was a lot of activity in the last month regarding the Senate Select Group, the Fiscal Cliff and Innovative Projects. Nothing has been decided on or voted on yet, but he will continue to provide the Board with updates.

## MTC/Regional Network Management (RNM) Update and Regional Network Management Council Update

Bill Churchill, General Manager, informed the Board that there has been some discussion on consolidation of BART and Caltrain, as well as the other transit agencies in the Bay Area. The main focus is how County Connection can become more efficient in order to fulfill the needs of its customers. Director Noack is on the MTC Commission, so she will keep County Connection's interests in mind and keep the Board abreast of new items that may come up.

### **REPORT OF STANDING COMMITTEES**

#### **Administrative & Finance Committee**

##### Fiscal Year 2023 Financial Report and Audited Financial Statements

Amber Johnson, Chief Financial Officer, explained that the auditors identified a deficiency considered to be a material weakness while reviewing the Authority's Schedule of Expenditures of Federal Awards (SEFA). They noted that the initial preparation of the SEFA did not include certain accrued expenditures for the period ending June 30, 2023. Upon identification of this omission, the SEFA was properly updated, and the deficiency was resolved. Staff has modified its procedures around the SEFA preparation to ensure this situation does not occur again in the future.

As a result of routine adjustments to the financial statements during the audit, the quarterly income statement has been revised. The summary of significant changes are a decrease of \$1.1 million in STA funds recognized during the fiscal year due to a misstatement of prior year accrual of this revenue, reduction in fringe benefit costs by \$818 thousand due to year-end adjustments required by GASB from OPEB and pension valuations, and year-end accrual reduction to workers compensation reserves and an increase in insurance costs by \$168 thousand due to year-end accrual increase to general liability reserves.

**MOTION:** Director Noack moved acceptance of the amended quarterly income statement and approval of the audited financial statements for the year-ended June 30. Director Hudson seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Schroder, Sos, Wilk and Worth  
No: None  
Abstain: None  
Absent: Directors Storer and Tatzin

#### **Marketing, Planning and Legislative Committee**

##### Consideration of Multi-Operator Joint Procurement of State & Federal Lobbyist Services

Bill Churchill, General Manager, informed the Board that County Connection, the Livermore Amador Valley Transit Authority (LAVTA), Tri Delta, and WestCAT staff have been considering a joint procurement for state and federal lobbyist services to help ensure the respective agency's future success. Staff from each of the agencies will be exploring with their Boards the potential value in obtaining lobbyist services as well the potential for a joint operator procurement.

The MP&L Committee and staff engaged in a robust discussion regarding the relative merits of obtaining the services of a lobbyist with particular consideration for a multi-operator collaborative contracting approach. Given the myriad challenges faced by the East Bay transit operators, it was concluded there was significant potential value in seeking lobbyist to help navigate a path forward.

Staff have evaluated contracts across other similarly sized agencies for state and federal lobbyist services, and the annual expense ranges from \$130,000 to \$155,000. One consideration for a multi-agency procurement is the potential to realize savings through economies of scale as well as through multi-operator coalition style meetings with regulators and elected officials, ultimately reducing the total number of meetings needed.

The MP&L Committee and staff recommend moving forward with a joint procurement of state and federal lobbying services with LAVTA, Tri Delta, and Westcat for a one-year trial period. Staff would consult with legal counsel to develop a joint operator contract methodology and bring it back to the Board for final approval.

## **Operations & Scheduling Committee**

### I-680 Express Bus & Hydrogen Fueling Station Update

Melody Reeb, Director of Planning, explained that in March 2022, the Contra Costa Transportation Authority (CCTA), in partnership with County Connection and LAVTA, submitted a grant application to the Transit and Intercity Rail Capital Program (TIRCP) for a zero-emission express bus service along the I-680 corridor between the Martinez Amtrak Station and Dublin/Pleasanton BART. Of the \$124 million funding request, the project was awarded about \$36 million for the purchase of six hydrogen fuel-cell buses (FCEBs), construction of hydrogen fueling stations and maintenance infrastructure at both County Connection and LAVTA's facilities, as well as construction of a shared mobility hub in San Ramon. The award also includes funds for developing the Integrated Transit Plan (ITP), which is currently underway, and for Transit Bus on Shoulder (TBOS) training and testing at GoMentum station.

Of the \$36 million, approximately \$13 million is targeted at the construction of hydrogen fueling stations and maintenance infrastructure, which amount will be split 50/50 between County Connection and LAVTA. However, the source of funds for this component of the project will be federal instead of state, which requires an 11.47% local match as well as environmental clearance under the National Environmental Policy Act (NEPA). County Connection staff is planning to install a skid-mounted fueling station within the existing bus yard, which minimizes the need for construction and provides flexibility for future fleet purchases. Upgrades will also be made to the maintenance facility to provide the safety features necessary to work on hydrogen buses such as sensors and ventilation.

County Connection will be responsible for the local match of \$853,966 for the hydrogen fueling and maintenance infrastructure. Staff is planning to use Transportation Development Act (TDA) capital funds for the local match, which will be included in future years' budgets. This was an information only item.

### Spring Bid Update

Pranjal Dixit, Manager of Planning, explained that the Spring bid will be implemented on January 14, 2024 to be consistent with regional coordination efforts to align signup calendars so that schedule changes occur at or around the same time across the Bay Area's transit operators including BART. Historically, the Spring bid has started in February, and staff met with the Amalgamated Transit Union (ATU) representatives, who agreed to the January date. Because of the longer duration of the Spring bid, which will be in place until June, staff agreed to the ATU's request to have operators rebid midway through the 6-month signup. The Spring Bid will include several service adjustments. Along with an analysis of current schedule and ridership levels, these changes were guided by passenger input, operator suggestions and maximizing efficiency of resource usage. The changes will include shifting of 97X trips in the AM to improve connections with other routes at San Ramon Transit Center, schedule and runtime changes on Route 321 to improve on-time performance and changing the circulation of Route 7 at Pleasant Hill BART based on operator suggestion to improve on-time performance. This was an information item only.

Choice in Aging MOU Extension and Resolution No. 2024-010

John Sanderson, Director of ADA & Specialized Services, gave a brief background on the item stating that in January 2022, following a nearly two-year hiatus due to the pandemic, the Board again approved a demonstration pilot project as County Connection staff worked with Choice in Aging (CiA) staff to reopen and identify new passengers. The new pilot also included a same-day booking option for the first time, enabling qualified program participants to book same-day trips to CiA using SilverRide. This same-day option was intended to eliminate unforeseen no-shows to the CiA day program and gave other clients the opportunity to benefit from the program by reducing or eliminating unused program placements.

Staff continue to review the progress of the project. On-time performance has been sustained above 90%, while no-shows due to late rides have significantly decreased. As a result, the growth and the success of the pilot project calls for continued support from County Connection. With the nationwide labor shortage of commercial drivers facing traditional paratransit services, the partnership with CiA and SilverRide has been beneficial for all.

County Connection budgeted \$300,000 for FY 23, anticipating the program would ramp up this summer and operate for a full year. The subset of passengers using the SilverRide service has been slower to return than other paratransit passengers resulting in a significant drop in expected expenses. Staff now projects the program expense at not-to-exceed \$250,000 through September 2024 with an average trip cost of \$36.95, per CiA's agreement with SilverRide.

MOTION: Director Wilk moved adoption of resolution No. 2024-010, authorizing the General Manager to enter a new one-year MOU with CiA enabling CiA to extend their contract with SilverRide. Director Noack seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Schroder, Sos, Wilk and Worth  
No: None  
Abstain: None  
Absent: Directors Storer and Tatzin

**Report from the Advisory Committee**

Re-Appointment of Ian McLaughlin to Advisory Committee Representing City of Walnut Creek

John Sanderson, Director of ADA & Specialized Services, informed the Board that on November 14, 2023, the City of Walnut Creek reappointed Ian McLaughlin to serve on County Connection's Advisory Committee as the primary member representing the City of Walnut Creek. This appointment will expire March 2, 2026.

MOTION: Director Wilk moved approval of the reappointment of Ian McLaughlin to serve on County Connection's Advisory Committee as the primary member representing the City of Walnut Creek through March 2, 2026. Director Noack seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Schroder, Sos, Wilk and Worth  
No: None  
Abstain: None  
Absent: Directors Storer and Tatzin

Ian McLaughlin, Chair of the Advisory Committee, will give an update from the Advisory Committee

Ian McLaughlin gave a brief update on the Advisory Committee's last meeting and explained that even in its current composition with numerous vacancies, this year's appointments have brought valuable new energy and

experience to the Advisory Committee, which is well positioned to assume a more impactful role in County Connection governance. The Advisory Committees respectfully seeks guidance from the Board about how the Advisory Committee can be most useful in the process and whether it can establish more systematized avenues for feedback and collaboration. Earlier this year, General Manager Churchill suggested a joint Board/Advisory Committee meeting in the future, and this issue was raised for discussion during the July 11 Advisory Committee meeting. All committee members in attendance supported the idea, and a joint meeting could provide Advisory Committee members with valuable insight into the type of work done by the Board and would also be a natural opportunity for the Board to provide Advisory Committee members with guidance about how it can best inform the governance process.

**BOARD COMMUNICATION:** None

**ADJOURNMENT:** Vice Chair Wilk adjourned the regular Board meeting at 10:15 am.

Minutes prepared by:

Lathina Hill

Asst to the General Manager/Clerk to the Board of Directors

Date: January 4, 2024



## INTER OFFICE MEMO

To: Board of Directors

Date: 1/10/2024

From: Bill Churchill, General Manager *WC.*

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**SUBJECT: Investment Report as of September 30, 2023**

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### Background:

This report is provided as required by the Authority's investment policy. Current investments are consistent with the investment policy and are allowable under current California law. Investments are selected to meet the priority principles of the policy: safety, liquidity, and yield.

### Current Investment Policy:

The format of this report has been updated this quarter to better align with the reporting requirements of the current investment policy, which is included as Attachment 1.

### Investment Report:

The total cash and investments held by the Authority as of September 30, 2023 is \$36,929,741 as follows:

Type of Investment	Issuer	Date of Maturity	Par Amount	Market Value
Cash – Cash on hand	N/A	October 1, 2023	\$2,910,429	\$2,910,429
Cash – Held in LAIF	N/A	October 1, 2023	\$34,019,312	\$34,019,312
Total				

A detailed report of all cash and investments held in each individual bank account as of this date is included as Attachment 2.

It is noted that the funds held in the Authority's 115 Trust for Pensions and OPEB are outside of this policy and thereby not included in this report. Greater flexibility of the investment of 115 funds is permitted by California law under the condition that these funds are irrevocably committed to provide pension or OPEB benefits.

It is hereby affirmed that the Authority has the ability to meet its pool's expenditure requirements (cash flow) for the next six months.

**Financial Implications:**

No direct financial implication results from this report. However, adherence to the Authority's investment policy helps to ensure the Authority remains in strong financial health.

**Recommendation:**

None, information only.

**Action Requested:**

None, information only.

**Attachments:**

Attachment 1: CCCTA Investment Policy, reaffirmed at September 12, 2012

Attachment 2: CCCTA Bank Cash and Investment Accounts as of September 30, 2023

SUBJECT: Statement of Investment Policy

PURPOSE: This Statement provides guidelines for the prudent investment and cash management of the Authority's funds.

OBJECTIVE: The Authority's cash management system is designed to monitor and forecast accurately expenditures and revenues, thus enabling the Authority to invest funds to the fullest extent possible. The Authority's primary objective is to safeguard the principal of the funds; the second objective is to meet the liquidity needs of the Authority; and the third objective is to achieve a return on the invested funds.

POLICY: This policy shall apply to all public funds held by the Authority. At all times, the Authority shall invest its funds in accordance with the rules and restrictions established by the laws of the State of California (Government Code Section 53600 *et. seq.*). The Authority shall conduct its investments under the "prudent investor standard": "When investing, reinvesting, purchasing, acquiring, exchanging, selling and managing public funds, a trustee shall act with care, skill, prudence and diligence under the circumstances then prevailing including, but not limited to, the general economic conclusions and the anticipated needs of the agency, that a prudent person acting in a like capacity and familiarity with those matters would use in the conduct of funds of a like character and with like aims, to safeguard the principal and maintain the liquidity needs of the agency." (California Government Code Section 53600.3)

The General Manager of the Authority shall serve as the Authority's trustee for purposes of placing investments pursuant to this Policy. The Policy shall be reviewed annually by the Authority's Board of Directors at a public meeting. [California Government Code Section 53646(a)]

1. Criteria for Selecting Investments. Criteria for selecting investments and the order of priority are:
  - a. Safety. The safety risk associated with an investment refers to the potential loss of principal, interest, or a combination of these amounts. The Authority shall operate only in those investments that are allowable under Section 6 below.
  - b. Liquidity. An adequate percentage of the portfolio should be maintained in liquid, short-term investments, which can be converted to cash if necessary to meet disbursement requirements. A short-term investment is defined as any investment, which matures within a one-year period.
  - c. Yield. Yield becomes a consideration only after the basic requirements of safety and liquidity have been met.
2. Delivery of Securities. Securities shall be delivered by book entry, physical delivery, or by third-party custodial agreement. (California Government Code Section 53601)
3. Diversification. The portfolio should consist of a mix of authorized types of investments described in this Policy. As a general rule, long-term maturities should not represent a significant percentage of the total portfolio, as the principal risk involved can outweigh the potential for higher earnings. With the exception of investments in the California State Local Agency Investment Fund, no more than fifty percent (50%) of the Authority's portfolio shall be deposited or invested in a single security type or with a single financial institution.

4. Terms of Investments. No investment shall be made in a security with a term remaining to maturity in excess of five years. (California Government Code Section 53601)
5. Deposit of Funds. All money belonging to or in the custody of the Authority, including money paid to the Authority to pay the principal, interest or penalties of bonds, shall be deposited for safekeeping in state or national banks, savings associations or federal associations, credit unions or federally insured industrial loan companies in California (as defined by California Government Code Section 53630); unless otherwise invested pursuant to Sections 6 and 7 of this Policy.

Pursuant to California Government Code Sections 53635, 53637 and 53638, the money shall be deposited in any authorized depository with the objective of realizing maximum return, consistent with prudent financial management.

Pursuant to California Government Code Section 53638, the maximum deposit shall not exceed the shareholder's equity in any depository bank; to the total net worth of any depository savings association; or the total or unimpaired capital and surplus of any credit union or industrial loan company.

6. Allowable Investment Instruments. With prior Board approval, the Authority may invest in any of the investment instruments authorized by the California Government Code, subject to any conditions set forth in the California Government Code. Without prior Board approval, the General Manager shall limit the investment instruments utilized to the following:
  - a. United States Treasury notes, bonds, bills, or certificates of indebtedness, or those for which the faith and credit of the United States are pledged for the payment of principal and interest.
  - b. Negotiable certificates of deposit issued by a nationally or state-chartered bank of a state or federal association (as defined by California Financial Code Section 5102) or by a state-licensed branch of a foreign bank. Purchases of negotiable certificates of deposit may not exceed thirty percent (30%) of the Authority's surplus funds to be invested. The maximum investment in a certificate of deposit shall not exceed the shareholder's equity in any depository bank; the total net worth of any depository savings association; or the total or unimpaired capital and surplus of any credit union or industrial loan company.
7. Local Agency Investment Fund. In addition to the investment instruments set forth in Section 6, the General Manager may invest Authority funds in the Local Agency Investment Fund pursuant to California Government Code Section 16429.1.
8. Prohibited Investments. The Authority shall not invest any funds in inverse floaters, range notes, or interest-only strips that are derived from a pool of mortgages. The Authority shall not invest any funds in any security that could result in zero interest accrual if held to maturity. The limitation does not apply to investments in shares of beneficial interest issued by diversified management companies as set forth in California Government Code Section 53601.6.

REPORTING: At least quarterly, the General Manager shall submit an investment report to the Board of Directors within thirty (30) days of the end of the quarter. The report shall include the following information:

1. Type of investment, issuer, date of maturity, par and dollar amount invested in all securities, investments, and money held by the Authority;
2. Description of any of the Authority's funds, investments, or programs that are under the management of contracted parties, including lending programs;
3. For all securities held by the Authority or under management by any outside party that is not a local agency or the State of California Local Agency Investment Fund, a current market value as of the date of the report and the source of this valuation;
4. Statement that the portfolio complies with the Investment Policy or the manner in which the portfolio is not in compliance; and
5. Statement that the Authority has the ability to meet its pool's expenditure requirements (cash flow) for the next six months or provide an explanation as to why sufficient money shall or may not be available.

If the Authority places all of its investments in the Local Agency Investment Fund, Federal Deposit Insurance Corporation-insured accounts in a bank or savings and loan association or county investment pool (or any combination of these three), the General Manager can simply submit, on at least a quarterly basis, the most recent statements from these institutions to meet the requirements of items 1-3 above, with a supplemental report addressing Items 4 and 5 above. [California Government Code Section 53646(b)-(e)]

DATE OF ADOPTION: August 21, 1997

DATE OF REVISION:: September 16, 1999M  
September 17, 2009, pursuant to Resolution No. 2010-007

Date OF REAFFIRMATION: September 20, 2012, pursuant to Resolution No. 2013-009

**RESOLUTION NO. 2013-009**

**BOARD OF DIRECTORS  
CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
STATE OF CALIFORNIA**

\* \* \*

**APPROVES THE STATEMENT OF INVESTMENT POLICY  
AND REAUTHORIZES THE DELEGATION OF INVESTMENT AUTHORITY  
TO THE GENERAL MANAGER**

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, pursuant to California Government Code Section 53646, the Authority is required to adopt a Statement of Investment Policy; and

WHEREAS, pursuant to Resolution No. 2010-007, dated September 17, 2009, the Authority reviewed and approved the Statement of Investment Policy; and

WHEREAS, the Board of Directors has completed a review of the Statement of Investment Policy.

NOW, THEREFORE, IT IS HEREBY RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority approves the Statement of Investment Policy in accordance with California Government Code Section 53646 and reauthorizes the delegation of investment authority to the General Manager until September 30, 2015.

Regularly passed and adopted this 20th day of September 2012 by the following vote.

AYES: Directors Andersen, Dessayer, Hoffmeister, Horn, Hudson, Manning, Schroder, Simmons, Weir and Worth

NOES: None

ABSTAIN: None

ABSENT: Director Storer

  
\_\_\_\_\_  
Erling Horn, Chair, Board of Directors

ATTEST:

  
\_\_\_\_\_  
Janet Madrigal, Clerk to the Board

# CCCTA

## BANK CASH AND INVESTMENT ACCOUNTS AS OF SEPTEMBER 30, 2023 (*ROUNDED OFF TO NEAREST \$*)

FINANCIAL INST	ACCT #	TYPE	PURPOSE	PER BANK	PER BANK	PER BANK	PER GL*
				MAR 2023	JUN 2023	SEP 2023	SEP 2023
<b>FIXED ROUTE</b>							
U.S. BANK	274-00-26650	<b>CHECKING</b>	AP GENERAL	\$ 1,214,535	\$ 332,825	\$ 425,452	\$ 425,452
U.S. BANK	274-00-26693	<b>CHECKING</b>	PAYROLL	\$ 69,680	\$ 39,051	\$ -	\$ -
U.S. BANK	274-00-26723	<b>CHECKING</b>	CAPITAL PURCHASES	\$ 167,403	\$ 403,535	\$ -	\$ -
U.S. BANK	274-00-26715	<b>CHECKING</b>	WORKERS' COMP - CORVEL	\$ 58,348	\$ 32,983	\$ -	\$ -
U.S. BANK	274-00-26685	<b>CHECKING</b>	PASS SALES	\$ 5,025	\$ -	\$ -	\$ -
U.S. BANK	274-00-26707	<b>CHECKING</b>	CLIPPER CARDS	\$ 5,135	\$ 5,135	\$ -	\$ -
BMO HARRIS	2087682	<b>CHECKING</b>	AP GENERAL	\$ -	\$ 1,722,372	\$ 663,638	\$ 510,308
BMO HARRIS	2088565	<b>CHECKING</b>	PAYROLL	\$ -	\$ 47,876	\$ 61,899	\$ 60,890
BMO HARRIS	2087807	<b>CHECKING</b>	CAPITAL PURCHASES	\$ -	\$ 125,197	\$ 100,000	\$ 100,000
BMO HARRIS	2088706	<b>CHECKING</b>	WORKERS' COMP - CORVEL	\$ -	\$ -	\$ 61,337	\$ 49,664
PAYPAL	27SAXUUFL9732	<b>CHECKING</b>	PAYPAL-PASS SALES	\$ 25	\$ 25	\$ 25	\$ 25
<b>TOTAL</b>				<b>\$ 1,520,151</b>	<b>\$ 2,708,999</b>	<b>\$ 1,312,351</b>	<b>\$ 1,146,339</b>
<b>PARATRANSIT</b>							
U.S. BANK	274-00-26669	<b>CHECKING</b>	AP GENERAL	\$ 119,090	\$ 180,777	\$ -	\$ -
BMO HARRIS	2088425	<b>CHECKING</b>	AP GENERAL	\$ -	\$ 283,760	\$ 1,598,078	\$ 145,105
<b>TOTAL</b>				<b>\$ 119,090</b>	<b>\$ 464,537</b>	<b>\$ 1,598,078</b>	<b>\$ 145,105</b>
<b>LAIF FUND</b>							
<i>Effective Yield:</i>				<b>2.74%</b>	<b>3.17%</b>	<b>3.59%</b>	
LAIF ACCOUNT	4007001	<b>INT-INVEST</b>	OPERATING FUNDS	\$ 19,795,402	\$ 15,311,666	\$ 31,114,232	\$ 31,114,232
LAIF ACCOUNT		<b>INT-INVEST</b>	Lifeline Bus Stop Access	\$ 53,857	\$ -	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	Facility Rehab	\$ -	\$ -	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	Rolling Stock II	\$ 1,853,833	\$ -	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - Electric Trolley II	\$ -	\$ -	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - Martinez Amtrak V	\$ 203,328	\$ 54,739	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - Martinez Amtrak VI			\$ 508,416	\$ 508,416
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - FREE Monument IV (Routes 11/14/16)	\$ 461,169	\$ 227,429	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - FREE Monument V (Routes 11/14/16)			\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	Pass-Through CA	\$ 863,153	\$ 864,432	\$ 794,939	\$ 794,939
LAIF ACCOUNT		<b>INT-INVEST</b>	Safe Harbor Lease Reserve	\$ 1,578,554	\$ 1,589,193	\$ 1,601,725	\$ 1,601,725
LAIF ACCOUNT		<b>FMV ADJ.</b>	Fair Market Value Adjustment for Year-End		\$ (273,809)		
<b>TOTAL</b>				<b>\$ 24,809,296</b>	<b>\$ 17,773,650</b>	<b>\$ 34,019,312</b>	<b>\$ 34,019,312</b>
<b>CCCTA EMPLOYEE</b>							
U.S. BANK	274-00-26677	<b>CHECKING</b>	EMPLOYEE FITNESS FUND	\$ 14,219	\$ -	\$ -	\$ -
U.S. BANK	274-00-26502	<b>CHECKING</b>	EMPLOYEE FUNCTION	\$ 508	\$ -	\$ -	\$ -
<b>TOTAL</b>				<b>\$ 14,727</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>12/27/2023</b>				<b>\$ 26,463,264</b>	<b>\$ 20,947,186</b>	<b>\$ 36,929,741</b>	<b>\$ 35,310,756</b>

KLM/AJ

*\* GL balances reduced by outstanding checks and increased by deposits in transit, if any.*

**To:** Board of Directors

**Date:** 01/11/2024

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

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**SUBJECT: Onboard Passenger Survey**

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### **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 utilized the on-call planning contract with Transportation Management & Design (TMD) to conduct an onboard survey during Fall 2023.

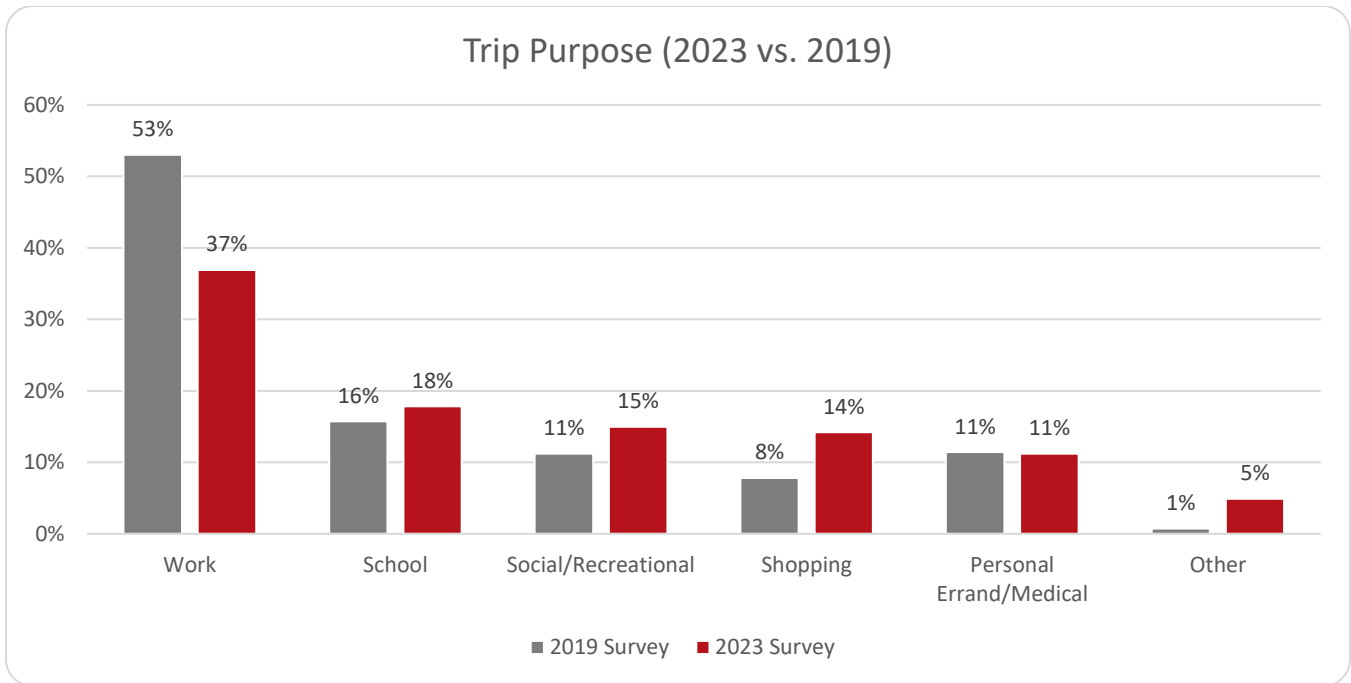
### **Survey Results:**

Between mid-October to early November of 2023, surveyors collected a total of 872 responses, including 625 responses on weekday routes, or about 8% of average weekday ridership, and 138 responses on weekend routes, or about 7% of average weekend ridership. A smaller sample of 109 surveys was collected for 600-series school routes. However, obtaining reliable survey results on school routes has always been a challenge, and responses were heavily skewed towards a handful of routes. Thus, the following results exclude responses from 600-series routes.

### Shifting Travel Patterns

The pandemic has significantly reshaped how riders use our buses. Commuting trips, which pre-pandemic dominated with over half of respondents, have dropped noticeably to 37%. This shift is balanced by a rise in social, recreational, and shopping trips, now used by nearly one-third of passengers.





Nearly half (47%) rely on transfers to complete their journeys, with 34% connecting to BART and 10% to other County Connection buses. Notably, 68% of respondents indicated that they either walked or biked in order to get to and from transit.

The rise of remote work is reflected in the survey data—27% of respondents work or attend school entirely remotely or commute only 1-2 days per week. However, over half of the respondents (54%) indicated that they commute 5 or more days a week, which suggests that many riders are essential workers with jobs that require them to be in-person.

#### Fare Payment

On the routes that required a fare payment, 64% of respondents indicated that they paid their fare using Clipper whereas 28% of respondents paid using cash. Clipper usage dipped from 2019's levels, likely due to a combination of lower demand on commuter express routes—where Clipper adoption was higher—and the conversion of four additional routes to fare-free routes.

#### Rider Demographics

The table below shows a comparison of select County Connection rider demographics to those of Central Contra Costa County as well as the 2019 survey. The highlighted rows reveal key differences between County Connection riders and residents of Central Contra Costa. Bold text and accompanying arrows indicate significant changes compared to the 2019 survey, offering insights into evolving ridership trends post-pandemic.

Overall, County Connection riders tend to have fewer vehicles available, larger household sizes, and lower annual incomes compared to residents of Central Contra Costa. They are also more likely to be minority and speak a language other than English at home.

There were some notable shifts in rider demographics since the 2019 survey. Although vehicle availability and household incomes were higher, household sizes were also much larger, with over half having 4 or more people. In addition, the change in income levels does not account for inflation, and when considering the combination of household income and size, the percentage of households considered to be low-income stayed relatively constant compared to 2019. Another significant change has been an increase in minority—particularly Hispanic or Latino—and Spanish-speaking riders.

	County Connection Riders (2023) <sup>(1)(2)</sup>	County Connection Riders (2019)	Central Contra Costa Residents <sup>(3)</sup>
<b>Vehicles Available</b>			
No vehicles	<b>28%</b> ▲	21%	5%
1 vehicle	<b>25%</b> ▼	46%	30%
2 vehicles	24%	27%	40%
3 or more vehicles	<b>23%</b> ▲	6%	25%
<b>Household Size</b>			
1 person	11%	11%	25%
2 people	<b>13%</b> ▼	20%	34%
3 people	24%	28%	17%
4 or more people	<b>52%</b> ▲	41%	24%
<b>Annual Household Income</b>			
Less than \$25,000	<b>17%</b> ▼	26%	8%
\$25,000-\$50,000	42%	40%	9%
\$50,000-\$75,000	19%	19%	9%
\$75,000-\$100,000	<b>13%</b> ▲	7%	9%
More than \$100,000	9%	8%	65%
<b>Low-Income Status (&lt;150% poverty level)</b>			
Low-Income	41%	44%	9%
Non-Low Income	59%	56%	91%
<b>Age</b>			
Under 19	8%	6%	23%
19-34	<b>37%</b> ▼	47%	16%
35-54	33%	31%	28%
55-64	9%	9%	14%
65+	13%	7%	19%
<b>Race</b>			
White	<b>37%</b> ▼	44%	61%
Hispanic or Latino origin	<b>27%</b> ▲	19%	16%
Black or African American	20%	19%	4%
Asian	11%	13%	18%
Other	5%	5%	1%
<b>Minority Status</b>			
Minority	<b>63%</b> ▲	56%	39%
Non-Minority	<b>37%</b> ▼	44%	61%
<b>Language Spoken at Home</b>			
English	63%	70%	72%
Spanish	<b>26%</b> ▲	17%	10%
Other	12%	13%	18%

**Notes:**

Highlighted rows indicate key differences between County Connection riders and residents of Central Contra Costa.

(1) Percentages exclude those who did not respond to the particular question.

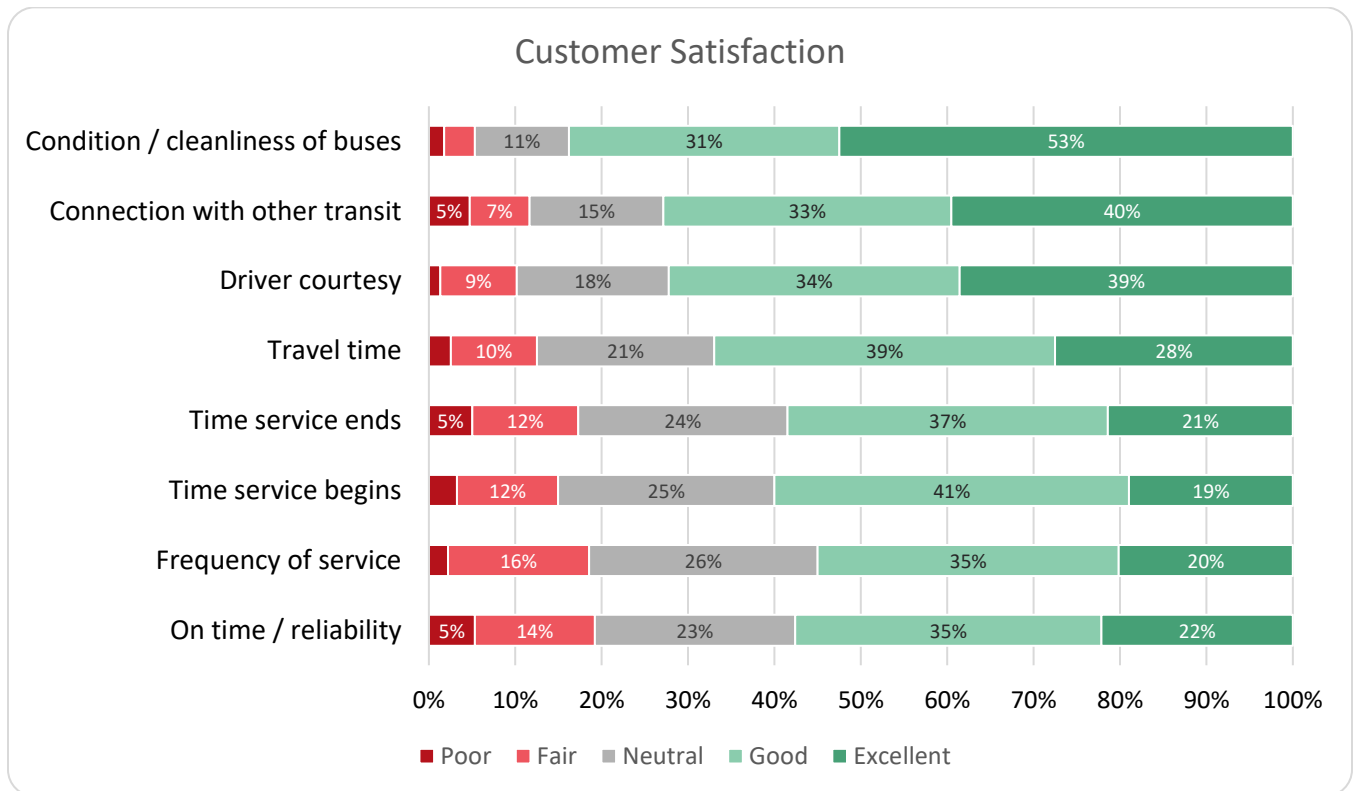
(2) **Bold** values and accompanying arrows indicate significant changes compared to the 2019 survey.

(3) Based on 2022 American Community Survey 5-year estimates

### Customer Satisfaction

Among the top service improvement requests, 26% of respondents desired more frequent service, while 19% expressed a need for earlier or later start/end times, 17% requested extended weekend service, and 17% wanted more direct service.

Overall, the majority of riders are satisfied with County Connection’s services. Notably, cleanliness of buses, connection with other transit, and driver courtesy received high marks from riders. However, factors related to service levels such as frequency and span received lower rankings.



### **Financial Implications:**

The cost to conduct the survey was \$50,000, which was included in the Service Development budget for FY 2024.

### **Recommendation:**

None, for information only.

### **Action Requested:**

None, for information only.

### **Attachments:**

Attachment 1: 2023 Survey Instrument

# 2023 CCCTA Passenger Survey



We are looking for feedback on how to improve public transportation services provided by County Connection. Your information and responses will be used for transportation planning purposes only. Thank you for your help!

## TRIP CHARACTERISTICS

1. Where did you **begin** your trip today?

Address, Intersection, or Landmark:

---

City, Neighborhood, or ZIP Code:

---

Type of Place:

- Home
  - Work
  - School / College (student only)
  - Shopping
  - Social / Recreational
  - Personal Errand / Medical
  - Other (specify):
- 

2. Where will you **end** your trip today?

Address, Intersection, or Landmark:

---

City, Neighborhood, or ZIP Code:

---

Type of Place:

- Home
  - Work
  - School / College (student only)
  - Shopping
  - Social / Recreational
  - Personal Errand / Medical
  - Other (specify):
- 

3. What route are you currently riding?

---

4. Does this trip include any transfers?

- No
- Yes



If yes, **select all that apply:**

County Connection (which route(s)?)

---

- BART
  - Tri Delta Transit
  - WestCAT
  - Wheels
  - Solano Express
  - Altamont Commuter Express (ACE)
  - Amtrak / Capitol Corridor
  - Other (specify):
- 

5. How did you get to your first transit stop on this trip?

- Walked or used a wheelchair
  - Rode my bicycle
  - Drove myself
  - Taxi / Uber / Lyft
  - Someone gave me a ride
  - Other (specify):
- 

6. How did you pay your fare today?

- Cash
  - Clipper Card – Single Ride
  - Clipper Card – 31-Day Pass
  - Employer Pass
  - School Pass / Pass2Class
  - Amtrak / ACE Transfer
  - No fare required (free route)
  - Other (specify):
- 

7. Which fare category did you pay?

- Adult
  - Senior
  - Disabled
  - Youth
  - Clipper START
  - N/A – free route
  - Other (specify):
- 

## RIDING CHARACTERISTICS

8. How often do you ride County Connection?

- More than 5 days a week
- 4-5 days a week
- 2-3 days a week
- 1 day a week
- Less than 1 day a week

9. What are your reasons for choosing to ride County Connection for this trip? (select all that apply):

- Cost
  - Prefer public transit to driving
  - Avoid traffic / parking
  - No car available
  - Not able to drive
  - Other (specify):
- 

10. How would you have made this trip if County Connection had not been available?

- Drive own vehicle
  - Carpool / Vanpool
  - Taxi / Uber / Lyft
  - Ride bicycle
  - Walk
  - Would not make the trip
  - Get a ride with a friend / family member
  - Other (specify):
- 

## DEMOGRAPHIC INFORMATION

11. What is your employment status?

- Employed full time (35 or more hours a week)
- Employed part time
- Not employed

**TURN OVER**

12. Are you a student?
- Full-time student
  - Part-time student
  - Not a student
13. On average, how many days per week do you commute to work or school?
- 1-2 days a week
  - 3-4 days a week
  - 5 or more days a week
  - None, completely remote
  - N/A – I don't work or attend school
14. What is your home ZIP Code?
- \_\_\_\_\_
15. Including you, how many people live in your home?
- \_\_\_\_\_
16. How many vehicles (autos or motorcycles) are available to your household?
- \_\_\_\_\_
17. What is your approximate annual household income?
- Less than \$10,000
  - \$10,000 to \$24,999
  - \$25,000 to \$34,999
  - \$35,000 to \$49,999
  - \$50,000 to \$74,999
  - \$75,000 to \$99,999
  - \$100,000 to \$149,000
  - \$150,000 or more
18. Which of the following do you identify with?
- White
  - Black/African American
  - Hispanic/Latino
  - Asian
  - Native Hawaiian/ Pacific Islander
  - American Indian/Alaskan Native
  - Other (specify): \_\_\_\_\_

19. Do you speak a language other than English at home?
- No
  - Yes
- ↪ If yes, **please specify:**
- Spanish
  - Tagalog/Filipino
  - Chinese
  - Hindi
  - Persian/Farsi
  - Other (specify): \_\_\_\_\_

20. How well do you speak English?
- Very well
  - Well
  - Not well
  - Not at all

21. What is your gender?
- Male
  - Female
  - Non-binary
  - Prefer not to answer

22. What is your age?
- 18 or under
  - 19 to 34
  - 35 to 54
  - 55 to 64
  - 65 to 74
  - 75 or older

## INFORMATION ACCESS

23. How do you access the Internet? (select all that apply):
- Smartphone
  - Computer at home
  - Computer at work or school
  - Tablet
  - I don't access the Internet
24. How do you typically obtain information about County Connection (e.g., schedules, arrival times, service updates)? (select all that apply):
- Printed schedules
  - County Connection website
  - Social media (specify): \_\_\_\_\_
  - Mobile app (specify): \_\_\_\_\_
  - At the bus stop
  - Bus driver
  - Customer service call center
  - Other (specify): \_\_\_\_\_

## CUSTOMER SATISFACTION

25. Which of the following would encourage you to use County Connection more? (select all that apply):
- Nothing
  - More frequent service
  - More direct service
  - Buses run earlier
  - Buses run later
  - More reliable service
  - Lower fares
  - Cleaner buses
  - More service on weekends
  - Other (specify): \_\_\_\_\_

26. How do you rate County Connection in the following areas?

Characteristics	Poor	Fair	Neutral	Good	Excellent
On time / reliability	○	○	○	○	○
Frequency of service	○	○	○	○	○
Time service begins	○	○	○	○	○
Time service ends	○	○	○	○	○
Travel time	○	○	○	○	○
Driver courtesy	○	○	○	○	○
Connection with other transit	○	○	○	○	○
Condition / cleanliness of buses	○	○	○	○	○

**To:** Board of Directors

**Date:** 12/21/2023

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

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**SUBJECT: Fixed Route Performance Comparison**

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### **Background:**

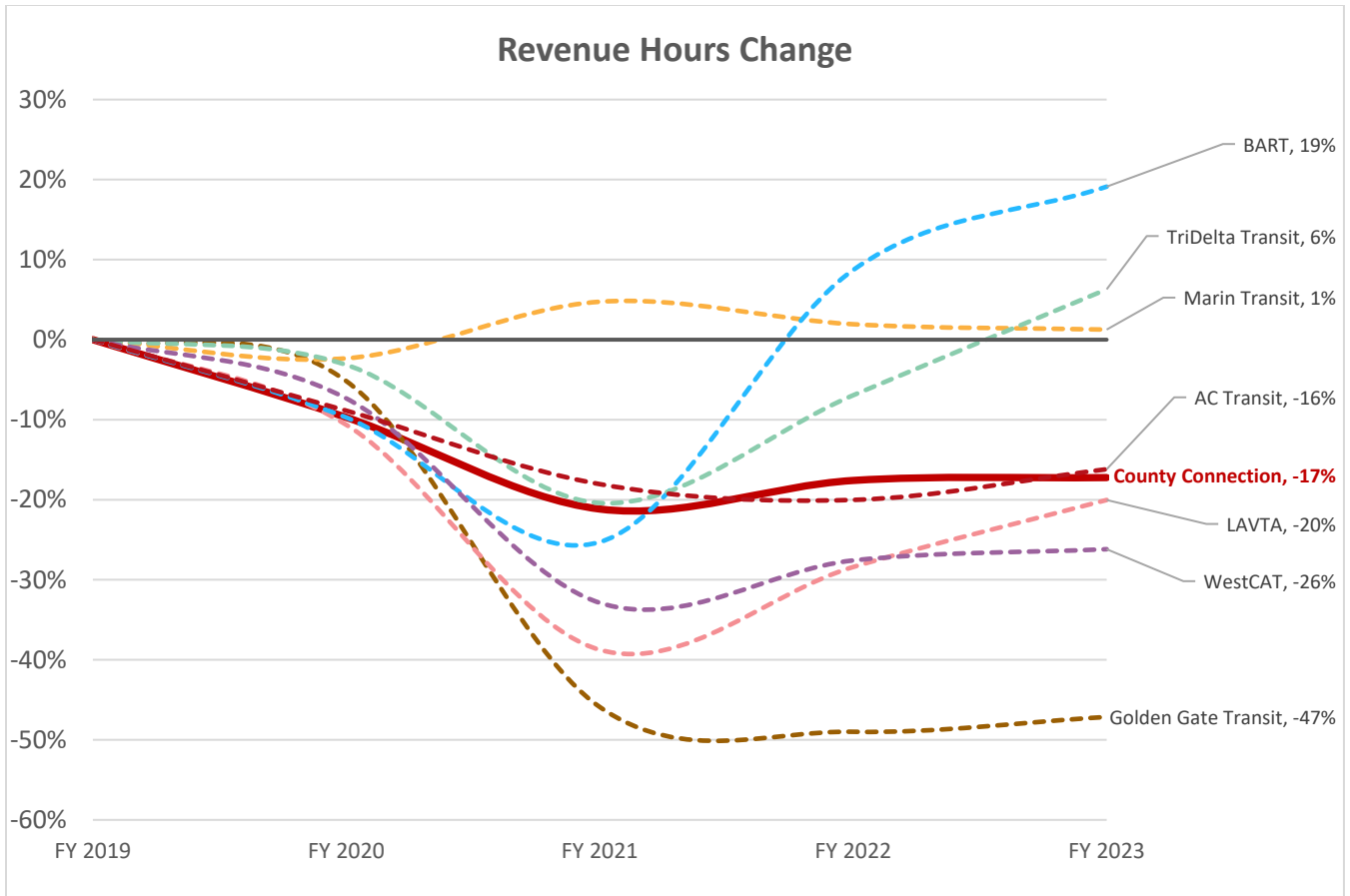
Bay Area ridership endured a drastic and uneven decline during the pandemic. While experiencing a slight downward trend pre-pandemic, the implementation of stay-at-home orders in March 2020 triggered a precipitous drop of over 74%, from 41.4 million passenger trips per month to under 10.4 million by the end of FY 2021. This decline was not uniform, with commuter-focused routes facing the most significant impact. As restrictions eased, ridership gradually recovered but still remains at only 55% of pre-pandemic levels, highlighting the ongoing challenge. Notably, the nature of this recovery has been vastly different for suburban transit agencies like County Connection, Tri Delta Transit, WestCAT, and LAVTA, compared to urban-centric agencies like Muni, AC Transit, SamTrans, and VTA.

### **Service Levels:**

In response to the pandemic's impact on ridership, Bay Area bus operators implemented service adjustments throughout 2020-2023. County Connection, for example, initially reduced service in response to low ridership and operator availability, prioritizing access to essential jobs and services over peak-hour frequency. Notably, Marin Transit took a contrasting approach, increasing local service to address capacity constraints, highlighting the diverse strategies adopted by various agencies. BART's increase in service levels are primarily due to the Orange/Green Line extension towards Berryessa/North San Jose.

With the gradual return to normalcy, service restorations began in FY22. County Connection reinstated school services and reallocated resources to routes along the Monument Corridor and other high ridership areas, boosting local and weekend services in low-income and minority communities. Tri Delta Transit, on the other hand, initially expanded service with the Oakley Park and Ride opening but recently reduced it due to lower demand on specific routes. They plan on making further adjustments in January 2024. Similarly, LAVTA and WestCAT are actively reviewing their service models to improve local connectivity and weekend offerings.

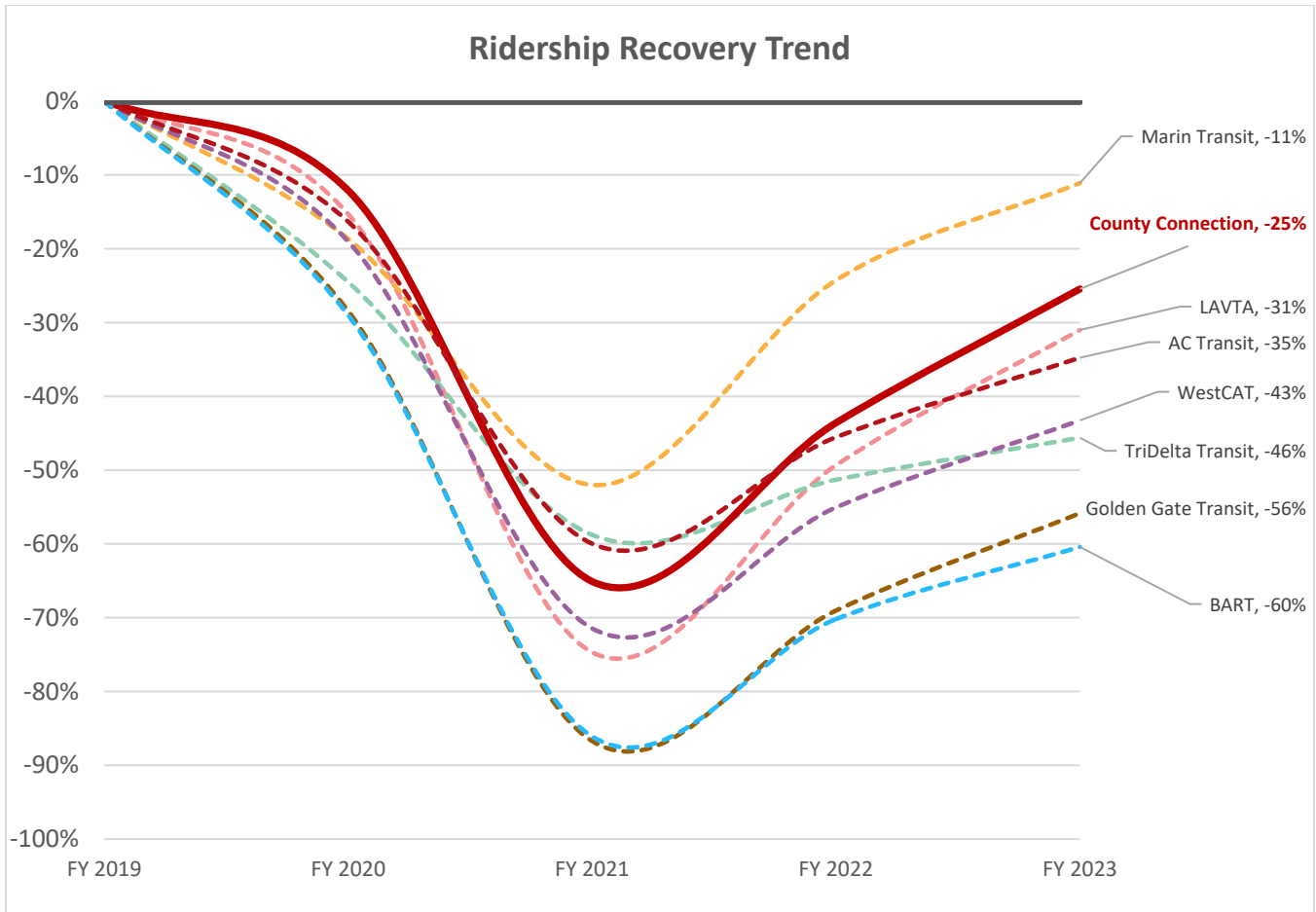
Facing continued remote work trends, Golden Gate Transit, with its historically commuter-heavy ridership, has opted to maintain service levels close to those implemented during the pandemic



### Ridership Trends:

In March 2020, ridership dropped across all transit systems at the onset of the shelter-at-home order as business closed and commuters started working remotely. The pandemic quickly highlighted social inequities, as essential workers, who are disproportionately low-income and minority, continued to rely on transit throughout pandemic. As the demand for commuter service remains low, the demand for local service and weekend service continues to rise.

This dynamic landscape underscores the ongoing adaptation of Bay Area bus operators to evolving needs, with a growing focus on serving low-income and minority communities disproportionately affected by the pandemic and service reductions.



### Operator Needs:

Transit agencies nationwide are facing a critical operator shortage, a ripple effect of pandemic-related burnout, health concerns, career shifts, and a competitive labor market. In the East Bay, five agencies vying for a limited pool of candidates intensifies the challenge. While some agencies like Tri Delta Transit saw success with aggressive recruitment and bonus programs, most agencies have struggled to fully restore their pre-pandemic workforce and service levels on their routes. Tri Delta Transit's operator count even exceeded pre-pandemic levels, but with their bonus program having ended in September 2023, the future remains uncertain. LAVTA and WestCAT currently have enough operators to operate current service levels, but operator retention woes pose a barrier to restoring additional service, despite having sufficient staff for their existing routes.

County Connection, with a 15-operator gap as of October 2023, is taking action. An employee referral program to boost recruitment launches January 1st, 2024, and a starting salary increase was implemented in FY22. As County Connection gears up for service restorations, efforts to address the operator shortage will be crucial in ensuring adequate transit options for the East Bay community.



**Productivity:**

With tight budgets and staffing shortages, measuring passenger productivity (riders per revenue hour) offers a fresh perspective on transit recovery beyond ridership numbers alone. This metric shows not just how many people are riding, but also how efficiently available resources are being used.

Faced with operator shortages, some agencies strategically shifted resources. Commuter routes saw reduced service, while weekend and local routes benefiting low-income and minority communities were bolstered.

County Connection actively restored service (reaching 83% of its original schedule) and still attained 90% of its pre-pandemic passenger productivity. Tri Delta Transit and BART also faced the challenge of integrating its new services like Oakley Park-n-Ride service and Berryessa/North San Jose extension into their existing networks. They're currently in the process of right-sizing their schedules to optimize efficiency and meet changing travel patterns.

Agency	Productivity Recovery	Service Levels (FY23 vs FY19)
County Connection	90%	83%
Marin Transit	88%	101%
LAVTA	86%	80%
Golden Gate Transit	84%	53%
AC Transit	78%	84%
WestCAT	77%	74%
Tri Delta Transit	52%	106%
BART	34%	119%

**On-Time Performance:**

With pandemic-induced service cuts across all agencies, service reliability has become vital. Passengers, now relying on less frequent transit, potentially face longer wait times if schedules are unpredictable. Additionally, increased congestion has further contributed to longer transit travel times. As highlighted earlier, the ongoing operator shortage has prevented service level increases, making reliability enhancements even more crucial from a user perspective.

On-Time Performance is the most common way for agencies to measure reliability of their service. According to this metric, a bus is “on-time” when it arrives at a bus stop within a certain range of its

scheduled arrival. If the bus arrives outside of that range, it’s considered either early or late. Agencies within East Bay have different on-time “windows” as shown in the table below.

To address this critical issue, County Connection partnered with Swiftly in December 2022. This collaboration focuses on improving on-time performance and run time tracking, ultimately aiding in service changes for enhanced schedule reliability. Implemented in Fall 2023, on-time performance adjustments across over 15 routes yielded a positive impact, increasing overall punctuality by a notable 2.3%.

Agency	On-Time Window	On-Time Performance (FY23)
County Connection	1 min early to up to 5 mins late	85%
AC Transit	1 min early to up to 5 mins late	76%
Tri Delta Transit	up to 5 mins late	82%
WestCAT	5 min early to up to 5 mins late	96%
LAVTA	1 min early to up to 5 mins late	88%

**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None

**To:** Board of Directors

**Date:** 01/09/2024

**From:** John Sanderson, Director of ADA and Specialized Services

**Reviewed by:** *RS*

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**SUBJECT: Means-Based Fare Program for LINK Paratransit**

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### Background:

Among the recommended strategies for addressing “gaps” in available public transit service identified in the Contra Costa Transportation Authority’s (CCTA) Accessible Transportation Strategic Plan (ATSP) was Strategy 20: Means-Based Fare Subsidy for individuals covered by the Americans with Disabilities Act (ADA), to be supported with Measure X funding.

Tri Delta Transit conducted a six-month means-based fare pilot program from April through October 2023, in coordination with CCTA. In August 2023, the CCTA ATSP Task Force recommended that the Tri Delta means-based fare pilot be expanded into a countywide program by implementing Tri Delta’s pilot protocols at County Connection and WestCat.

Differences in operational practices make it impractical to contemplate the wholesale implementation of Tri Delta’s procedures at other agencies. For example, the Tri Delta Transit program relies heavily on the use of paper fare media, which County Connection has been phasing out in favor of our longstanding and highly successful pre-paid paratransit fare program. However, Staff does recommend the implementation of a means-based fare-subsidy program that provides a comparable benefit to customers while being better suited to County Connection’s existing procedures and operating environment. Doing so now will be an important step toward the harmonization of transit services throughout the County, as well as providing an important benefit to some of our neediest riders. Similar efforts are also currently under way at WestCat.

### Project Update:

With the lessons learned from the Tri Delta pilot period and input from Tri Delta staff and other stakeholders, Staff anticipate that a successful means-based fare program can be implemented at County Connection relatively easily and at a reasonable cost.

The existing ADA eligibility staff will be tasked with verifying program applicants’ low-income status primarily by confirming their participation in certain federal and state programs that help low-income individuals. Once approved, each program participant will receive (initially) \$50 per month deposited into their LINK pre-paid fare account, which can then be used to pay for rides on LINK paratransit. Because the means-based fare program constitutes a fare change lasting longer than six months, staff will also be required under Federal regulations and the Authority’s “disparate impact” and

“disproportionate burden” policies to prepare a Title VI Fare Equity analysis, which will be presented to the Board for approval, once complete. County Connection will invoice CCTA monthly for the fare subsidy credited to riders plus administrative expenses.

**Financial Implications:**

Current projections based on the current number of registered LINK paratransit riders, combined with American Community Survey (ACS) data about household incomes within County Connection’s jurisdiction and Tri Delta’s experience, suggests that we are likely to see between 100 and 200 applicants sign up for the program. CCTA has allocated \$145,000 in Measure X funds, which should be more than adequate to support the program through the 12-month pilot phase. If that amount proves insufficient, additional Measure X funds may be allocated or the program rules may be modified as necessary to contain program costs at a sustainable level. Program expenditures will be evaluated monthly to ensure that any necessary changes can be instituted in a timely fashion.

**Recommendation:**

The O&S Committee and Staff recommend that a means-based fare subsidy program be implemented as soon as possible for LINK paratransit based on the draft program rules included as Attachment 1, and that a Memorandum of Understanding (MOU) be executed with CCTA allowing for the reimbursement of County Connection’s costs associated with operating the program.

**Action Requested:**

The O&S Committee and Staff request that the Board of Directors approve Resolution No. 2024-011 authorizing the General Manager to enter into a MOU with CCTA allowing for the reimbursement of County Connection’s costs associated with operating the means-based fare subsidy program.

**Attachments:**

- Attachment 1: Draft Rules for County Connection Means-Based fare program.
- Attachment 2: Resolution No. 2024-011

# **County Connection**

## **Means-Based Paratransit Fare Subsidy Program**

### **Scope & Operating Rules**

#### **Effective Date: XXXX, 2024**

#### **Program Description**

The Program provides a fixed monthly fare subsidy to qualified low-income County Connection LINK paratransit users. The program is intended to complement the East County Means Based Fare program administered by Tri Delta Transit since 2023. Beginning in January 2024, County Connection and WestCAT will implement similar programs thereby making a comparable subsidy experience available to low-income paratransit riders throughout most of Contra Costa County. There are no known plans at this time to offer means-based paratransit fares to riders living within the portion of Contra Costa County served by East Bay Paratransit. The Program is funded with Contra Costa County Measure X revenues and is limited to one year or until the allocated funds are expended, whichever comes first.

#### **Tasks to be Performed by County Connection**

##### **Program Outreach**

Staff will produce outreach materials to promote the Program to County Connection's paratransit users. Outreach materials will include conditions for program eligibility, instructions for eligible individuals who wish to register for the Program, and a clear and concise statement explaining that the Program is funded with Measure X revenues.

The Program will be promoted via the following methods, to the extent possible:

1. mailers and other direct outreach materials about the Program should be sent to active paratransit users
2. IVR calls should be directed to riders' primary phone numbers
3. Flyers should be distributed and maintained at locations that paratransit users often visit e.g., senior centers, community centers, dialysis centers, etc.
4. Program details, including criteria for qualification and instructions for enrolling in the program should be included on agency websites and social media
5. Partner with non-governmental organizations to share the Program with their networks.

## County Connection Means-Based Paratransit Fare Subsidy Program

### Program Eligibility

To establish their eligibility for the Program, applicants must supply proof of their low-income status. Income verification can include:

1. Participation in one of the following programs: WIC, Housing Choice Vouchers, Medicaid, SNAP, child in the National School Lunch program, Supplemental Security Income (SSI), Cash Assistance Program for Immigrants (CAPI), CalWorks, General Assistance (GA), Medi-Cal
2. Individuals who are unable to verify using any of the above options may provide one of the following: three recent pay stubs, three recent financial assistance documents, or the most recent year end social security statement. There is also the option of self-attestations, including as an exception to the above.
3. The HUD Extremely Low-Income Limits for Contra Costa County is as follows<sup>1</sup>:

Persons Per Household	Extremely Low-Income (30% of Average Median Income)
1	\$31,050
2	\$35,500
3	\$39,950
4	\$44,350
5	\$48,900
6	\$51,450

### New and Existing Riders' Eligibility Verification

1. New ADA paratransit applicants will be advised of the Program and given the opportunity to apply concurrently with their ADA paratransit eligibility determination process.
2. Existing ADA paratransit riders who wish to sign up for the Program may do so by contacting the ADA Eligibility Clerks and submitting proof of their low income as described above.
3. Once established, an applicant's eligibility for the Means-Based Paratransit Fare Subsidy Program will be documented in the Regional Eligibility Database (RED) and will run concurrently with their ADA paratransit eligibility.

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<sup>1</sup> Income limits by Household Size as of June 2023

Source: US Department of Housing and Urban Development

## County Connection Means-Based Paratransit Fare Subsidy Program

### **Subsidy Amount and Disbursement**

1. Each program participant will be granted a fare subsidy equal to ten (10) one-way County Connection LINK ADA paratransit rides per month for the duration of their eligibility term, as long as they remain an active rider. Each program participant will be enrolled in County Connection LINK's pre-paid account program (if not already enrolled).
2. Subsidy disbursements will be automatically added to the Program participants' pre-paid accounts on the first day of each month.
3. During the month in which a Program participant's eligibility is established, the participant will be granted a pro-rated subsidy amount, based on the date their eligibility was established.
4. Means-Based Paratransit Fare Subsidy value is not eligible for refund or withdrawal from the customer's pre-paid fare account.

### **Program Reporting & Reimbursement**

County Connection will prepare a monthly invoice for CCTA which will document program expenses including, fare subsidy costs, number of subsidized trips taken, administration, marketing, postage, etc. CCTA will provide reimbursement to County Connection within 30 days for all invoiced program costs.

**RESOLUTION NO. 2024-011**

**BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
STATE OF CALIFORNIA**

\* \* \*

**AUTHORIZING MEANS-BASED PARATRANSIT FARE SUBSIDY PROGRAM AND  
MEMORANDUM OF UNDERSTANDING WITH CONTRA COSTA TRANSPORTATION AUTHORITY**

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

WHEREAS, the Contra Costa Transportation Authority's ("CCTA") Accessible Transportation Strategic Plan ("ATSP") included Strategy 20: Means-Based Fare Subsidy in order to address a gap in transit availability for very low income Americans with Disabilities Act ("ADA") paratransit riders;

WHEREAS, Tri Delta Transit administered the East County Means Based Fare Program, a six-month pilot program, in coordination with CCTA;

WHEREAS, in August 2023, the CCTA ATSP Task Force recommended implementing additional programs to provide a comparable subsidy experience to low-income paratransit riders throughout most of Contra Costa County;

WHEREAS, beginning in January 2024, CCCTA and the Western Contra Costa Transit Authority ("WestCAT") each plan to implement a Means-Based Paratransit Fare Subsidy Program ("Program");

WHEREAS, CCTA has allocated \$145,000 in Measure X funds to support the Program, and additional Measure X funds may be available if Program costs exceed this amount;

WHEREAS, CCCTA's current ADA eligibility staff will implement the Program by verifying applicants' low-income status, and depositing a monthly subsidy disbursement into approved participants' LINK pre-paid fare accounts;

WHEREAS, CCCTA will invoice CCTA monthly for the fare subsidies credited to riders plus administrative costs, and CCTA will reimburse CCCTA with Measure X funds; and

WHEREAS, staff recommends the Board of Directors authorize implementation of the Means-Based Paratransit Fare Subsidy Program, and authorize the General Manager to enter into a Memorandum of Understanding with CCTA for the reimbursement of CCCTA's costs associated with operating the Program.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors hereby authorizes implementation of the Means-Based Paratransit Fare Subsidy Program; and

BE IT FURTHER RESOLVED that the General Manager is authorized to execute a Memorandum of Understanding, and extensions thereof, with the Contra Costa Transportation Authority for reimbursement of CCCTA's costs associated with operating the Program, in a form approved by legal counsel, and to take all other actions necessary to give effect to this Resolution.

Regularly passed and adopted this 18th day of January, 2024 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

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Don Tatzin, Chair, Board of Directors



ATTEST:

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Lathina Hill, Clerk to the Board