

County Connection

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

BOARD OF DIRECTORS MEETING AGENDA

**Thursday, November 20, 2014
9:00 a.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

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 October 23, 2014*
- 5) Report of Chair
- 6) Report of General Manager
 - a) County Connection Holiday Party
 - b) Recognition of Retiring Employee
- 7) Report of Standing Committees
 - a. Marketing, Planning & Legislative Committee
(Committee Chair: Director Rob Schroder)
 - 1) System-wide Title VI Standards and Policies*
(The MP & L Committee recommends that the Board adopt Resolution No. 2015-014, and adopt the Title VI System-wide Standards and Policies with the change in the service Availability standard.)
 - 2) Mobility Manager Contract*
(The MP & L Committee recommends that the Board adopt Resolution No. 2015-015, which authorizes the General Manager to enter into an agreement with Senior Helpline Services for an amount not to exceed \$245,000 to complete the remaining mobility management tasks outlined in the New Freedom grants.)

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

3) Vision List for Undetermined Funding*
(The MP & L Committee recommends that the Board review and comment on the Vision List for Undetermined Funding.)

8) Board Communication
Under this item, Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report (on any matter) be made at another meeting.

9) Adjournment

*Enclosure

General Information

Possible Action: The Board may act upon any item listed on the agenda.

Public Comment: Each person wishing to address the County Connection Board of Directors is requested to complete a Speakers Card for submittal to the Clerk of the Board before the meeting convenes or the applicable agenda item is discussed. Persons who address the Board are also asked to furnish a copy of any written statement to the Clerk. 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 Board.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Board. Each individual will be allotted three minutes, which may be extended at the discretion of the Board Chair.

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.

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

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the North Concord BART station for individuals who want to attend the Board meetings. To arrange for the shuttle service, please call Robert Greenwood – 925/680 2072, no later than 24 hours prior to the start of the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, December 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 3, 9:00 a.m. 1676 N. California Blvd., Suite 620, Walnut Creek
Advisory Committee:	TBA, County Connection Board Room
Marketing, Planning & Legislative:	Thursday, December 4, 8:30 a.m., 100 Gregory Ln, Pleasant Hill, CA 94523
Operations & Scheduling:	Friday, December 5, 8:30a.m., Supervisor Andersen's Office 309 Diablo Road, Danville, CA

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

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

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Agenda Item No. 4.a.

CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

October 23, 2014

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Vice Chair Storer called the regular meeting of the Board of Directors to order at 9 a.m. Board Members present were Directors Andersen, Hudson, Manning, Schroder, Simmons, Tatzin, Weir and Worth. Directors Dessayer and Hoffmeister were absent.

Staff: Ramacier, Chun, Avelar, Avarenga, Barnes, Bowron, Casenave, Churchill, Dean, Hill, Mitchell, Muzzini, Rettig, Sandvig and Vassallo

PUBLIC COMMENT:

David Kamlin, a citizen of Contra Costa County, spoke to the Board about coordination between County Connection and other agencies when it comes to access to bus stops. He noted access is harder when city streets are being worked on, and trees obscure the view of bus stops as they mature.

CONSENT CALENDAR

MOTION: Director Tatzin moved approval of the Consent Calendar, consisting of the following items:
(a) Approval of Minutes of Regular Meeting of September 18, 2014. Director Manning seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Hudson, Manning, Schroder, Simmons, Storer, Tatzin, Weir and Worth

No: None

Abstain: None

Absent: Director Dessayer and Hoffmeister

REPORT OF CHAIR: None

REPORT OF GENERAL MANAGER:

Recognition of Employees of the 3rd Quarters, 2014

The following employees were recognized:

Don Avelar

Erickson Mendoza

Oscar Alvarenga

Kris Sandvig

Report from General Manager and Board Members on 2014 APTA Annual Meeting & Expo

General Manager Rick Ramacier attended the APTA Annual Meeting & Expo with key staff members as well as three Board Members. He found that the conference was very informative regarding legislative updates, and new technologies that County Connection could benefit from. Director Hudson noticed that the conference had a huge focus on financing trains and rail transit. Director Manning also noticed that all of the speakers were pushing rail transit systems. And he was proud that the bus manufacturer that County Connection contracts to build our buses, Gillig, is highly respected in the transit world. Director Simmons enjoyed the conference; he was able to simulate driving a train and a bus. It is definitely harder than it looks. Director Simmons also liked the tagline for the conference, "Where Public Transit Goes, Community Grows." Another concept that he noticed while in the city of Houston, was the way that transit uses art to help people know where the bus will go. Not only was the bus stops colorful and full of different pictures, the pavement had designs on it too. The more interesting the bus stop, people won't mind waiting for the bus.

REPORT OF STANDING COMMITTEES

Administrative & Finance Committee

Increasing Cafeteria Amounts for Non Represented Employees

Director Tatzin introduced the item and turned the floor over to Lisa Rettig, Manager of Human Resources. She explained that due to the increase in medical costs for employees, we are asking that the Board approve an increase in County Connection's contribution to the cafeteria plans for non-represented employees.

MOTION: Director Tatzin moved approval of Resolution No. 2015-012, Increasing Cafeteria Amounts for Non Represented Employees. Director Manning seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Hudson, Manning, Schroder, Simmons, Storer, Tatzin, Weir and Worth
No: None
Abstain: None
Absent: Director Dessayer and Hoffmeister

Supplemental Agreement to Clipper® Memorandum of Understanding

Director Tatzin explained that in order for County Connection to be a part of the Clipper® program, we must sign a Supplemental Agreement to the Clipper® Memorandum of Understanding in the form provided by the Metropolitan Transportation Commission. After a brief discussion, Director Tatzin made a motion.

MOTION: Director Tatzin moved approval of Resolution No. 2015-013, Authorizing the General Manager to Execute a Supplemental Agreement to Clipper® Memorandum Of Understanding with the Metropolitan Transportation Commission for the Implementation of Clipper® Program. Director Simmons seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Hudson, Manning, Schroder, Simmons, Storer, Tatzin, Weir and Worth

No: None
Abstain: None
Absent: Director Dessayer and Hoffmeister

BOARD COMMUNICATION: None

ADJOURNMENT: Vice Chair Storer adjourned the regular Board meeting at 9:30 a.m.

Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date

To: Board of Directors

Date: November 7, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Systemwide Title VI Service Standards and Policies

Summary of Issues:

In preparation for County Connection's Title VI update, which is due to the Federal Transit Administration (FTA) in February 2015, County Connection is required to adopt and then apply the following Systemwide Service Standards and Policies to fixed route service. Some of these standards and policies already exist; some need updating, and some need creating. This document establishes standards to be used in the 2015 Title VI Plan and will supersede those previously adopted. The required Title IV standards are:

- System-wide Service Standards
 - a. Vehicle Load
 - b. Vehicle Headways
 - c. On-time Performance
 - d. Service Availability

- System-wide Service Policies
 - a. Vehicle Assignment
 - b. Transit Amenities

Staff has developed draft standards and policies and included them within this document for the committee to review.

Systemwide Service Standards

Vehicle Load

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

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

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

Proposed Standard:

Staff proposes implementing a maximum Vehicle Load Factor of 1.25 during peak and 1.00 during off-peak times.

Vehicle Headway

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

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

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

Proposed Standard:

Staff proposes implementing a maximum vehicle headway standard of 2-hours.

On-Time Performance

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

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

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

Current Standard:

County Connection has an adopted on-time performance goal of 95 percent. On-time performance is tracked and included within monthly performance reports to the County Connection's Board of Directors.

Service Availability

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

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density.

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

Proposed Standard:

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

Systemwide Service Policies

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. The following policies differ from service standards in that they are not based on meeting a quantitative threshold, but rather qualitative evaluation results.

Vehicle Assignment

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

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

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

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

Proposed Policy:

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

Transit Amenities

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

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

Proposed Policy:

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

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

Committee Comments:

The MP&L Committee recommended a change in the Service Availability standard from ensuring 70 percent of residents within County Connection's service area live within one-half mile of a bus stop to ensuring 70 percent of residents within County Connection's service area live within three quarters of a mile from a bus stop.

Recommendation:

The MP&L Committee recommends the Board adopt Resolution 2015-014 which sets Title VI Systemwide Standards and Policies with the recommended change in the Service Availability standard.

Central Contra Costa Transit Authority / County Connection System-wide Service Standards and Policies

Federal Transit Administration (FTA) Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients requires federally-assisted transit providers to adopt and monitor compliance with system-wide service standards and policies including at least the following:

- System-wide Service Standards
 - a. Vehicle Load
 - b. Vehicle Headways
 - c. On-time Performance
 - d. Service Availability

- System-wide Service Policies
 - a. Vehicle Assignment
 - b. Transit Amenities

System-wide Service Standards

The FTA requires fixed-route transit providers to develop a standard for each of the following service indicators. These standards are quantitative thresholds which can be used to measure equitable distribution and quality of service.

Vehicle Load

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

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

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

County Connection Vehicle Load Standard:

County Connection's Vehicle Load Standard is: a maximum Vehicle Load Factor of 1.25 during peak and 1.00 during off-peak times.

Vehicle Headway

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

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

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

County Connection Vehicle Headway Standard:

County Connection's Vehicle Headway Standard is: a maximum vehicle headway of 2 hours.

On-Time Performance

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

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

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

On-time performance is tracked and included within monthly performance reports to the County Connection's Board of Directors.

County Connection On-Time Performance Standard:

County Connection's On-Time Performance Standard is a goal of 95 percent.

Service Availability

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

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area

are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density.

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

County Connection Service Availability Standard:

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

System-wide Service Policies

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. The following policies differ from service standards in that they are not based on meeting a quantitative threshold, but rather qualitative evaluation results.

Vehicle Assignment

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

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

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

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

County Connection Vehicle Assignment Policy:

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

Transit Amenities

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

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

County Connection Transit Amenities Policy:

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

Benches and shelters are distributed equitably with a distribution consistent with the distribution of minority Census tracts within the County Connection service area.

RESOLUTION NO. 2014-014

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

* * *

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

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

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

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

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

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

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

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

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

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

Regularly passed and adopted this 20th day of November, 2014 by the following vote.

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST:

Al Dessayer, Chair, Board of Directors

Lathina Hill, Clerk to the Board

To: Board of Directors

Date: October 30, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Mobility Manager Contract

Summary of Issues:

Staff is recommending that County Connection enter a contract with Senior Helpline Services to grow mobility management in Contra Costa County by developing projects, programs, and functions described in the Mobility Management Plan. This pilot project will be funded through County Connection's New Freedom Cycle 5 grant and the Contra Costa Transportation Authority's (CCTA's) New Freedom Cycle 3 grant; for a total of \$245,000.

Background:

When the mobility management project was originally developed it had three phases: an inventory of services, a mobility management plan, and a web database making the inventory accessible. The Contra Costa Mobility Management Plan, adopted by County Connection Board of Directors on October 10, 2013, represented the first two phases of the project. CCTA was awarded New Freedom Cycle 3 funds complete the third phase.

After County Connection adopted the plan, it was presented to CCTA's Board who was unwilling to adopt it without consensus from the four Regional Transportation Planning Committees (RTPCs). CCTA and the RTPCs supported mobility management and its functions but conflict arose from West County over where the mobility management center would be located and how their needs would be addressed.

When progress stalled at CCTA, County Connection again took the lead to build on the support for mobility management. In 2014 County Connection applied for and was awarded a \$125,000 New Freedom Cycle 5 grant to retain the services of a mobility manager to develop programs and projects included in the plan.

Current Steps:

Throughout the outreach and stakeholder work involved in developing the mobility management plan, Elaine Welch, the Executive Director of Senior Helpline Services emerged as a passionate, knowledgeable, and enthusiastic champion of mobility management. Senior Helpline Services already operates several programs addressed in the mobility management plan, including volunteer driver and information referral programs in Contra Costa County. She is currently involved in coordinating grant applications for non-profits in the county that work with senior and disabled populations.

After receiving the New Freedom Cycle 5 grant, Elaine submitted a proposal to develop and coordinate the mobility management functions in Contra Costa County. This includes: growing the information referral service, coordinating and standardizing travel training, developing a

coordinated maintenance and repair program, and expanding volunteer driver programs. This work will serve as a pilot project to prove the viability of mobility management which is needed to secure a long term funding source.

At their October 2014 meeting, CCTA authorized the transfer of their \$120,000 New Freedom Cycle 3 grant to County Connection to be combined with our Cycle 5 grant. Combining the funds simplifies administration and allows for a greater impact. A requirement of the transfer is that the original scope of their grant to complete web database is completed.

Elaine Welch has support from MTC, CCTA, and County Connection staff and is a natural choice to take on this work.

Recommendation:

The committee recommends the Board authorize the General Manager to enter into an agreement with Senior Helpline Services for an amount not to exceed \$245,000 to complete the remaining mobility management tasks outlined in the New Freedom grants.

Attachments:

- 1) Senior Helpline Services Proposal

Contra Costa County Mobility Management Center

About Senior Helpline Services

Senior Helpline Services, a 501(c) (3) nonprofit, charitable organization, enables seniors, age 60 to over 100, to age in place safely and comfortably by providing transportation services, telephone relationships, information and referrals; and offers opportunities for seniors and others who care about aging issues to become agents of change for our communities. The programs currently offered by Senior Helpline Services are Reassurance Phone Friends and Rides for Seniors.

In June 1998, Contact Care Helpline added the Reassurance Phone Friends program to the call-in Helpline services it had offered residents in Contra Costa County since 1972. The Reassurance Phone Friends program matches a lonely, socially isolated senior with a trained volunteer caller who will keep the promise to call daily or less frequently, as requested, to provide emotional support, friendship, and active listening to identify problems that could be referred to staff for follow up and assistance. In this program, staff members also provide a “safety net” by following up on unanswered calls to see if the client needs immediate help due to illness, injury, or other reason. Annually, volunteer phone friends make thousands of calls.

In 2003, recognizing the unmet needs of seniors residing in our community, the organization decided to transfer the function of the call-in Helpline to the Contra Costa Crisis Center and become an all senior services agency. The Reassurance Phone Friends program became the sole program offered by the agency. In 2004, the agency name was officially changed to Senior Helpline Services to better reflect our new focus.

In 2005, Senior Helpline Services began offering to our ambulatory, otherwise home-bound, senior residents of Contra Costa County free one-on-one, door-through-door rides provided by screened and trained volunteer drivers. In 2012, this program was expanded to Northern Alameda County. These rides are primarily for the purpose of obtaining medical care, groceries, and other basic necessities. Rides for Seniors is a unique, award winning transportation model with safeguards not provided by other senior mobility programs. In 2012, volunteer drivers drove over 46,000 miles providing nearly 4,000 rides. Home visits made to potential clients for our Rides program have revealed unsafe living conditions in varying degrees. It is, of course, not our intent to foster unsafe living situations by providing the services of our programs that help seniors age in place. We have always tried to help clients improve home safety and reduce fall risk, and have come to realize that we could do a much better job of this with written educational materials and safety items and equipment. As a result, we now distribute home safety/falls prevention information to our clients; conduct formal home safety evaluations; have added more education on prevention of falls and improving observation and reporting skills of volunteers and staff; and maintain an inventory of home safety and falls prevention items and equipment for distribution/installation by staff during home visits.

Senior Helpline Services staff members have always given information and referrals to callers looking for mobility assistance, but we formalized this service and now offer it on a larger scale. In January 2012, Senior Helpline Services opened two new numbers, one of them toll free, for seniors and those trying to help them find the right transportation provider to maintain their mobility outside their home.

Our overall goal is to see that the programs and services we offer contribute to our clients’ primary goal, which is to age in their own homes with the support they need. We are significantly increasing our clients’ opportunities for healthy aging by providing our services to them, especially escorted rides to obtain the clinical care they need, as well as the basic necessities of life. As a result, our clients experience improved health status through access to preventative health care, medical, mental health, and

dental appointments, surgery, prescribed medications, and proper nutrition and exercise. Emergency rooms are no longer their initial primary care provider. They are also able to avoid being forced to reside in nursing homes, sharing their bedroom and bathroom with a stranger at the cost of over \$70,000 a year, simply because they became home-bound due to lack of transportation and other basic support services.

Project Approach

Senior Helpline Services is proposing to serve as the Mobility Manager for Contra Costa County and to build upon the Contra Costa County Mobility Management Plan adopted by County Connection in October 2013 by implementing its recommendations. This includes the formation of a Mobility Management Advisory Committee and developing specific mobility management functions identified in the plan.

As stated in the Mobility Management Plan, the Advisory Committee and mobility manager will also be responsible for guiding the discussion of critical details mobility management and performance standards. The Advisory Committee is proposed to include: executive staff from Contra Costa County transit operators, the Contra Costa Transportation Authority, and human-service agencies. This committee will also serve as the primary advisory body which will help ensure that coordination and communication continues throughout the project.

In this growth stage, considerable time and effort will be necessary to forge partnerships with other organizations and implement service functions.

Successful implementation of the Mobility Management for Contra Costa County requires a series of actions crafted to maintain the consensus that has emerged around the overall concepts contained in the Plan. Success will be evident in the level of community and agency support for the approach and the efficiency of the resulting structure.

The long-term goals of mobility management in Contra Costa County are to:

- Increase transportation options for seniors, the disabled, and persons of low income.
- Identify and implement efficiencies in community transportation operations.
- Reduce the costs for public transportation.

The Contra Costa Mobility Management Plan, through the outreach process, identified the challenges, barriers, and gaps that the senior and disabled populations face when traveling throughout the County. Additionally, an overarching theme was the lack of coordination which will be central to Senior Helpline Services' work.

The following functions represent the core of the proposed work plan and the most viable identified in the Mobility Management Plan:

- Travel Training,
- Coordinated Vehicle Maintenance,
- Transportation Information and Referral,
- Advocacy Role of Mobility Management,
- Grant Writing

Detailed Work Plan

Task 1: Project Management

1.1 - Kickoff Meeting

Specific tasks to be part of the kickoff meeting include:

- Finalize the project timeline and scope of work
- Determine the membership, deliverables, and meeting regularity of the Advisory Committee. The Advisory Committee will be responsible for setting the performance measures that will gauge the success of the project.

1.2 Ongoing Project Management

Senior Helpline Services will submit quarterly reports to County Connection showing progress on mobility management activities from the Contra Costa County Mobility Management Plan. Reports will include a summary of all work completed during the quarter, in-progress and upcoming tasks/next steps, invoices, and remaining budget.

Deliverables: Kickoff Meeting Agenda and Notes
Revised Scope and Schedule (if necessary)
Advisory Committee Members and Meeting Schedule

Task 2: Inventory

The purpose of the inventory is to collect as much data as possible about what mobility options exist for seniors and people with disabilities in Contra Costa County.

The inventory will include contact information for each provider, eligibility requirements, areas served, clients served, cost, trip reservation requirements, accessibility, and description of the service, plus other information deemed relevant. The inventory will be provided in the following formats: database, website, and hard copy publication in English and Spanish. These will be kept up to date on a timely and regular basis.

Deliverables: Inventory Participant List
Raw Input Data
Draft and Final Copies of the Inventory

Task 3: Travel Training

Travel Training involves matching riders with the service best suited for them and training them to use it independently. This usually means moving people from the ADA service to fixed-route transit, which can produce savings for transit agencies, but can also be a resource for individuals prior to seeking ADA certification.

Riders that transition from an ADA service to fixed-route transit have increased mobility and independence. This transition allows a rider to travel without the need to schedule a ride as required when using paratransit services. Travel training is an example of a mobility management strategy that enhances existing public transit by moving riders from paratransit service to the less expensive option of fixed-route.

Senior Helpline Services will gather agencies that currently provide travel training as well as those interested in providing travel training for their participants to develop a travel training curriculum and materials that address the specific needs of varying groups focusing on seniors and disabled adults. This would be followed by the actual design and development of specialized travel training programs for individuals and groups. Train the trainer workshops would be followed by actual trainings.

Deliverables: List of Travel Training Programs
Proposed Curriculum
Meeting Notes

Task 4: Transportation Information and Referral

Transportation information and referral is a resource for persons needing to find information on public, private, and human service transportation in the County. This includes transit route and schedule information, eligibility information, fares, as well as information on private and non-profit transportation providers. This serves as a resource for residents to call to receive both transportation referral services and trip planning assistance.

Senior Helpline Services will expand the current outreach and toll-free call-in helpline. This service (Transportation Information & Referrals) is available to disabled and senior populations and offers live responses to questions and determines the best transportation mode to meet the individual's needs and then facilitates that connection.

Deliverable: Call Center Data

Task 3: Coordinated Vehicle Maintenance Program

There are many beneficial features of a coordinated maintenance program and it was one of the most popular during the development of the Mobility Management Plan.

Senior Helpline Services will develop a maintenance/repair program with a discounted rate for vans owned and operated by agencies that reduce the load on public and paratransit buses.

Additional Ongoing Projects

- **Mobility Management Advocacy:** A mobility manager can play an important role in advocating for the needs of the population groups that it represents. Because they work closely with agencies and individuals in the human services sector, it is often in a strategic position to advocate for these special needs populations. Senior Helpline Services will continue to lead, grow and develop the newly formed group of leaders of the nine Bay Area counties volunteer driver programs called VITAL (Volunteers in Transportation Advocacy Link) in order to provide peer support and collaboration, develop industry standards, and define and share best practices, including volunteer driver training, to improve all providers efficiency and quality of service.
- **Form a Community-Based Organization (CBO) Transportation Provider Group;** staff/schedule meetings.
- **Grant Writing:** Mobility Managers have the potential to significantly impact available transportation services within their geographic area by supporting local agencies in their efforts to secure grant funding. Completing grant applications can be confusing and overwhelming. While larger agencies often have staff dedicated to the preparation of grant applications, smaller public and non-profit

human service agencies usually assign this responsibility to a program manager or other administrative team member. A human service agency may not have the time or the expertise to seek out grant opportunities and submit applications. Senior Helpline Services has done this as recently as November 2014, when we coordinated applications for 6 nonprofits for the Metropolitan Transportation Commission's (MTC) Enhanced Mobility of Seniors & Individuals with Disabilities Program (Section 5310) grant.

Project Deliverables

All deliverables will be submitted to County Connection in electronic format (either PDF or native software or both). At the end of the project Senior Helpline Services will provide County Connection with a CD-ROM containing the final version of all deliverables plus the supporting electronic files.

Timeline and Budget

Senior Helpline Services anticipates commencing work as early as the first week of January 2015 and ending approximately 18 months after with the possibility of extending it if the budget allows.

There is \$245,000 in available funds and we propose to complete our work for a cost that does not exceed that amount. This includes all labor and direct costs for Senior Helpline Services.

After these projects are up and running, they will be maintained and modified as needed and other projects will follow as outlined in the Mobility Management Plan. Any additional expenses incurred during the first 18 months will be covered with fundraising by Senior Helpline Services.

Elaine Welch RN, MBA
Executive Director
Senior Helpline Services
2014

Elaine has been an RN since 1971. In 1979, she earned her MBA from St. Mary's College in Moraga, California. Twenty-five years of her career were spent with Kaiser Permanente, primarily in the corporate offices, with responsibility for Medicare compliance in all Kaiser regions throughout the United States. She specialized in Medicare benefits and coverage, utilization, and quality of care and services for the elderly and disabled. After retiring in 1998, she became a long term care ombudsman for Contra Costa County, an adult literacy tutor and board member for Project Second Chance, Medicare consultant, senior advocate, and youth mentor - all on a volunteer basis. A combination of boredom and concern about the plight of seniors trying to age in their own homes, without proper support, brought her out of retirement in January 2002, to become the Reassurance Program Director for Senior Helpline Services (SHS). In August of that same year, she became the Executive Director. In September 2005, she started a free, door-through-door, volunteer driver program at SHS for otherwise homebound, ambulatory senior residents of Contra Costa County, called Rides for Seniors. Just over two years later she added a home safety/falls prevention component to that program. In January 2012, she added a call-in transportation information & referrals helpline to the agency's offerings and is currently working on expansion of the Rides for Seniors program to northern and central Alameda County. She serves as a presenter with the California Highway Patrol's AGE WELL/DRIVE SMART workshops where she addresses options for transportation after ceasing driving. She has recently formed a group of leaders of volunteer driver programs in the nine Bay Area counties called VITAL (Volunteers in Transportation Advocacy Link) who meet on a regular basis to provide support, mentoring, training, information, and work to advocate for the mobility needs of the seniors they serve. Mobility Management has become her specialty, and she is collaborating with organizations in other communities both in and outside of California to share best practices.

Senior Helpline Services Mobility Manager Timeline and Budget

Timeline			2015												2016											
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun						
Form Advisory Committee/ Begin Meetings			█					█			█			█			█			█						
Complete Inventory			█																							
Produce Database							█																			
Website Development								█																		
Website Launch											█															
Hard copy Inventory											█															
Travel Training			█																							
Transportation Information & Referral											█															
Coordinated Vehicle Maintenance																						█				
Additional Projects			█																							
Project Cost			2015												2016											
Executive Director at .5 FTE	Base Rate	Hours	45	55	70	75	80	75	70	80	80	90	90	85	85	90	85	85	100	95						
	\$56.53	Cost	\$2,571	\$3,137	\$3,985	\$4,267	\$4,550	\$4,262	\$3,968	\$4,522	\$4,550	\$5,115	\$5,115	\$4,833	\$4,805	\$5,087	\$4,805	\$4,805	\$5,653	\$5,370						
Mobility Manager at 1.0 FTE	Base Rate	Hours	90	90	160	160	170	170	170	170	170	170	170	170	170	170	170	170	170	170						
	\$42.40	Cost	\$3,816	\$3,816	\$6,783	\$6,783	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207	\$7,207						

Executive Director at .5 FTE	Total Hours	1,440
	Total Cost	\$81,400
Mobility Manager at 1.0 FTE	Total Hours	2,880
	Total Cost	\$122,100
Total Labor		\$203,500
Office/Admin Expenses		\$41,500
Total Expenses		\$245,000

RESOLUTION NO. 2015-015

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

* * *

**AUTHORIZING AWARD OF A CONTRACT WITH SENIOR HELPLINE SERVICES
TO PROVIDE PILOT MOBILITY MANAGEMENT SERVICES IN SUPPORT OF A
COUNTY-WIDE MOBILITY MANAGEMENT PLAN
IN AN AMOUNT NOT TO EXCEED \$245,000**

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

WHEREAS, County Connection's Board of Directors previously approved the mobility management project and adopted the county-wide Mobility Management Plan on October 10, 2013, which recommended the retention of a mobility manager;

WHEREAS, County Connection has received \$125,000 in federal New Freedom Cycle 5 funding to retain the services of a mobility manager to develop programs and projects included in the Mobility Management Plan; and

WHEREAS, CCTA has authorized the transfer of its \$120,000 New Freedom Cycle 3 grant to County Connection to be combined with County Connection's New Freedom Cycle 5 grant for the work associated with completing the Mobility Management Plan tasks;

WHEREAS, Senior Helpline Services has been identified as uniquely qualified to complete these tasks, given its previous and current experience performing similar services in Contra Costa County;

WHEREAS, Senior Helpline Services will provide pilot services to develop and coordinate the mobility management functions in Contra Costa County, including: completing an inventory of available services for seniors and those with disabilities, growing the information referral service, coordinating and standardizing travel training, and developing a coordinated maintenance and repair program;

WHEREAS, the Marketing, Planning & Legislation Committee recommends award of a contract to Senior Helpline Services to complete the remaining mobility management tasks outlined in the New Freedom grants, in an amount not to exceed \$245,000.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors authorizes the General Manager to execute an agreement with Senior Helpline Services, in a form approved by Legal Counsel, to provide pilot mobility management services in support of the Mobility Management Plan, in an amount not to exceed \$245,000, with the understanding that funding is

available from County Connection's federal New Freedom 5 grants (\$125,000) and the Contra Costa Transportation Authority's federal New Freedom 3 grant (\$120,000).

Regularly passed and adopted this 20th day of November, 2014 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

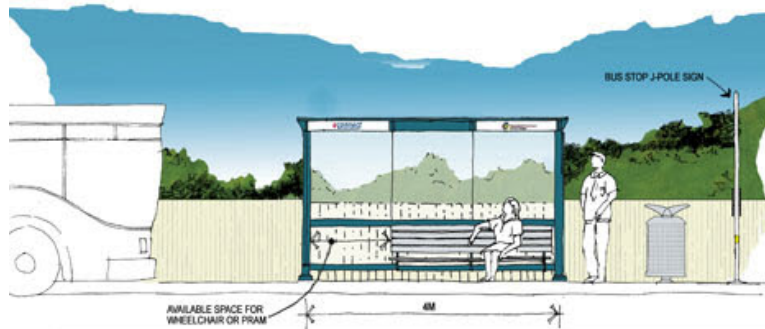
Al Dessayer, Chair, Board of Directors

ATTEST

Lathina Hill, Clerk to the Board

Vision List of Transit Projects

Transit Access Improvement



Top 50 Stops

In 2014 County Connection completed a study that developed bus stop access and amenity improvements for 50 bus stops.

Bus stop access improvements for the top 50 stops will cost \$3,425,000. Components of the project include new shelters with solar lighting, benches, sidewalk improvements and curb cuts for better access and improved ADA compliance.

Many bus shelters in the Central County service area currently are provided through City contracts with an advertising agency. In areas that don't have an advertising agency the shelters were purchased by County Connection and were installed almost 30 years ago. A bus shelter upgrade project is overdue. New shelters with solar lighting and real time information signs would be a significant improvement for passengers.

Bus Stop Improvement Cost Estimate

Prepared by TJKM Transportation Consultants

Jurisdiction: 3CTA

Project: 3CTA Bus Stop Improvement Program

Date: February 18, 2014

General Items	Cost Estimate
Traffic Control System	\$125,000
Rank 1, Contra Costa Boulevard & Viking Drive	\$86,520
Rank 2: Monument Boulevard & Oak Grove Road	\$52,910
Rank 3, Oak Street & Galindo Street	\$111,220
Rank 4, Clayton Road & Fry Way	\$68,170
Rank 5, Monument Boulevard & Victory Lane	\$59,520
Rank 6, Golf Club Road & College Drive	\$61,830
Rank 7, Clayton Road & Adelaide Street	\$54,720
Rank 8, Moraga Way & Miramonte Drive	\$75,070
Rank 9, Monument Boulevard & Lacey Lane (West)	\$71,245
Rank 10, Monument Boulevard & Meadow Lane	\$80,745
Rank 11, Monument Boulevard & Lacey Lane (East)	\$79,970
Rank 12, Gateway Boulevard & Willow Pass Road	\$16,120
Rank 13, Willow Pass Road & Waterworld Parkway	\$65,120
Rank 14, Monument Boulevard & Reganti Drive	\$61,995
Rank 15, Monument Boulevard & Virginia Lane	\$23,995
Rank 16, Clayton Road & Alberta Way	\$67,420
Rank 17, 1370 Monument Boulevard	\$37,670
Rank 18, Clayton Road & Ayers Road (West)	\$67,165
Rank 19, Clayton Road & Kirker Pass Road	\$83,520
Rank 20, Contra Costa Boulevard & Golf Club Road	\$119,920
Rank 21, Mt. Diablo Boulevard & Locust Street	\$29,605
Rank 22, Gateway Boulevard & Clayton Road	\$13,320
Rank 23, Clayton Road & Bel Air Drive	\$21,250
Rank 24, End of Creekside Drive	\$26,120
Rank 25, Sun Valley Boulevard & Contra Costa Boulevard (West)	\$10,790
Rank 26, Clayton Road & Denkinger Court (East)	\$25,095
Rank 27, Clayton Road & Washington Boulevard (East)	\$16,790
Rank 28, Clayton Road & Terry Lynn Lane	\$58,620
Rank 29, Detroit Avenue & Laguna Street (North)	\$58,370
Rank 30, Creekside Drive & Near Court	\$12,520
Rank 31, Sun Valley Boulevard & Santa Monica Drive (East)	\$91,145
Rank 32, Clayton Road & Denkinger Court (West)	\$53,120
Rank 33, Laguna Street & Detroit Avenue (West)	\$50,495
Rank 34, Mohr Lane & Monument Boulevard (South)	\$73,600
Rank 35, Clayton Road & Thornwood Drive	\$52,595
Rank 36, Monument Boulevard & Detroit Avenue	\$110,390
Rank 37, Mohr Lane & Monument Boulevard (North)	\$53,150

Rank 38, Mohr Lane & Del Rio Circle	\$18,835
Rank 39, Crescent Plaza & Crescent Drive (East)	\$82,650
Rank 40, Crescent Plaza & Crescent Drive (West)	\$14,595
Rank 41, Oak Grove Road & Treat Boulevard	\$78,620
Rank 42, Clayton Road & Glazier Drive	\$37,275
Rank 43, Clayton Road & Indian Lane	\$17,785
Rank 44, South Main Street & Creekside Drive	\$32,920
Rank 45, Main Street & Duncan Street	\$22,000
Rank 46, Willow Pass Road & Diamond Boulevard	\$75,910
Rank 47, Clayton Road & Washington Boulevard (West)	\$69,430
Rank 48, Clayton Road & Ayers Road (West)	\$71,145
Rank 49, Port Chicago Highway & Arnold Industrial Way	\$111,620
Rank 50, Pike Lane & Arnold Industrial Way	\$119,985

TOTAL ESTIMATE: \$2,979,590

CONTINGENCY: 15%

TOTAL ESTIMATE (ROUNDED): \$3,426,500.00

Operations Facility Upgrades



30 Year Old Facility

Many features of the current transit operations and maintenance facilities need replacement as they are beyond their useful life.

The County Connection operations and maintenance facility was built in 1986 and thus major equipment is reaching the end of its useful life. In ground fuel storage systems and fuel dispensing systems should be replaced but are expected to cost \$2 Million dollars. In ground hoists are expensive and due for repair which will cost \$1 Million dollars. The bus and administration parking lots need to be resurfaced which is expected to cost \$3.5 Million dollars. A bus wash reclamation system is expected to cost \$500,000. The total cost to implement these projects is \$7 Million dollars.

Bus Replacement



Local Match

Currently 18% of the cost for bus replacements comes from local sources that could otherwise be used to expand operations

The majority of the cost to replace buses comes from Federal funding, however the remaining 18% comes from local funds. If an alternate source for the local match could be found, then there would be more money available for expanded service. Over the next 20 years the match amount for the fleet ranges between \$21 Million and \$29 Million depending upon whether they are diesel or hybrid fuel buses.

Increase Service Frequency



Restore Service Cut in 2009

23% of the bus service was cut because of reduced sales tax funding. Some routes now only come every 2 hours. It is difficult to attract passengers when the bus comes so infrequently.

Many routes are operating in a lifeline mode with low service frequencies. This is especially the case on weekend routes. If we use the marginal cost table for each route and double the service on routes with low frequencies, and routes that operate in the southern part of our service area where congestion and population growth is occurring, it will cost approximately \$4.5 Million dollars a year. The current budget for fixed route service is \$27 Million a year so this represents a 16% increase.

Route	Cost (\$49.42/Total Hr + \$2.05/Total Mi)	Cost for Increased Service (2X)
16	\$934,211	
92X	\$336,748	
96X	\$841,598	
97X	\$286,208	
316	\$158,543	\$158,543
91X	\$68,330	
95X	\$278,166	\$278,166
14	\$649,032	
18	\$585,598	
9	\$738,447	
20	\$790,137	
35	\$737,636	\$737,636
310	\$113,393	\$113,393
4	\$562,268	
93X	\$396,529	
314	\$196,291	\$196,291
10	\$915,920	\$915,920
4 (Weekend)	\$159,127	
11	\$334,107	
320	\$84,628	\$84,628
98X	\$596,182	
15	\$599,632	
1	\$457,105	
311	\$114,845	\$114,845
17	\$323,505	
6	\$647,653	\$647,653
21	\$987,595	
19	\$251,123	\$251,123
321	\$176,794	\$176,794
28	\$591,026	\$591,026
6 (Weekend)	\$81,465	\$81,465
5	\$176,224	
36	\$575,350	
7	\$577,581	
301	\$62,527	\$62,527
315	\$52,734	\$52,734
25	\$221,352	
GRAND TOTAL		\$4,462,744

Bus Rapid Transit (BRT)



BRT in Major Corridors

High frequency service in exclusive lanes or in mixed traffic with signal priority is the next step for major arterials that feed the BART, downtown, and employment centers.

BRT, sometimes referred to as “light rail on wheels” is the best option to provide high quality transit service and attract people out of their cars. BART can be built in phases, providing almost immediate relief and offering cost-effective future expansion options. It also attracts transit-oriented development. Corridors that would be candidates for BRT are major arterials with high density development and transit demand. Candidates in Central Contra Costa include the east/west arterials of Clayton, Treat, and Ygnacio Valley. In addition Contra Costa Boulevard and the 680 corridor south of Walnut Creek are routes where BRT service would be appropriate. As density in these corridors increases, congestion gets worse, and frequent prioritized bus service is the best solution.

AC Transit’s BRT project from San Leandro to Downtown Oakland via International and 14th Street was budgeted at \$178 Million and included exclusive bus lanes, new vehicles, raised passenger boarding stations, and upgraded streetscape.

A project along one of the corridors in central Contra Costa will be ½ the distance of the AC Transit project and could be estimated to cost ½ as much (\$90 million).