

To: Marketing, Planning, & Legislative Committee

Date: December 30, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Draft Title VI Program Report

Background:

Every three years transit operators receiving Federal funding are required to complete and adopt a Title VI analysis to ensure that low-income and minority populations are not discriminated against in terms of the quality and frequency of service they receive. County Connection's Title VI Program Report is due to the FTA in February 2015.

Summary:

Staff used 2012 American Community Survey (ACS) data. This is data collected by the Census Bureau in the years between decennial censuses. Based on the data, County Connection serves 111 Census Tracts with minority populations making up 39.9% of the service area population. The proportion of the service area population living below the poverty level is 7.7%.

The analysis concludes that County Connection's services are equally accessible across racial and income boundaries. Additionally, the quality of service is consistent throughout the service area.

Though this draft report has been reviewed by legal, it will continue to be reviewed and possibly edited prior to the Board mailing on January 8th, when it will be presented as final.

New Requirements:

In October 2012, the Federal Transit Administration (FTA) released updated Title VI requirements and reporting guidelines for transit operators.

The following list summarizes the new requirements:

- Develop a Public Participation Plan - this describes the methods and strategies currently used to attain public feedback.
- Report racial breakdown of membership of Board appointed membership advisory committees
- Adopt the following Service Standards and Policies
 - Systemwide Service Standards and Policies (*Adopted June 30, 2013*)
 - Major Service Change Policy
 - Disparate Impact Policy
 - Disproportionate Burden Policy

- System-wide Service Standards (*Adopted December 18, 2014*)
 - Vehicle Load
 - Vehicle Headways
 - On-time Performance
 - Service Availability
- System-wide Service Policies (*Adopted December 18, 2014*)
 - Vehicle Assignment
 - Transit Amenities
- Monitor compliance with Service Standards and Policies
- Complete a Limited English Proficient (LEP) analysis - to identify the language breakdown of the service area and describe current communication strategies for non-English speakers.

The revised LEP guidance required consideration to the Federal Department of Justice (DOJ) “Safe Harbor Provision” guidelines for translation of written materials. This stipulates that in order to comply with written translation obligations, recipients must provide written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the service area population.

Based on these guidelines, the following seven language groups have more than 1,000 persons in Central Contra Costa County and thus require translation of vital documents:

- Spanish
- Chinese
- Tagalog
- Korean
- Russian
- Vietnamese
- Persian

County Connection has until the end of Fiscal Year 2015 to translate the following vital documents:

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

Recommendation:

Staff recommends the committee review the Title VI Program Report and forward it to the Board for adoption.

Attachments:

Title VI Program Report

Central Contra Costa Transit Authority

DRAFT **Title VI Program Report**

Adopted XX/XX/XXXX

**2477 Arnold Industrial Way
Concord, CA 94520
925.676.7500**

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I: Introduction

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

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

As a federal grant recipient, County Connection is required to maintain and provide to FTA information on its compliance with the Title VI regulations. County Connection is required to perform a self-assessment every three years and to document that services and benefits are provided in a non-discriminatory manner. This covers the period from 2011 through 2014.

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

1. Discussion and attachments pertaining to general Title VI requirements.
 - a. Title VI Notice to Public
 - b. Title VI Complaint Procedures
 - c. List of Investigations, Complaints, or Lawsuits
 - d. Public Participation Plan
 - e. Language Assistance Plan
 - f. Membership of Non-elected Committees
 - g. Sub-recipient Monitoring
 - h. Board Meeting Minutes
 - i. Construction Projects
 - j. Additional Information upon Request
2. Discussion and attachments pertaining to Title VI requirements for transit operators.
 - a. Service Standards and Policies
 - b. Demographic and Service Profile
 - c. Demographic Ridership and Travel Patterns
 - d. Monitoring Program Results
 - e. Public Engagement for Policy Development
 - f. Title VI Equity Analyses
3. All other required submittals.

II: General Requirements

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

A. Title VI Notice to Public

A copy of County Connection's notice to the public that it complies with Title VI, instructions to the public on how to file a discrimination complaint, and a sample complaint form are contained in Appendix A.

B. Title VI Complaint Procedures

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

C. List of Investigations, Complaints, or Lawsuits

County Connection's Customer Service Department received no Title VI complaints during the review period. Additionally, there have been no Title VI Lawsuits filed against County Connection.

D. Public Participation Plan

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

E. Language Assistance Plan

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

F. Membership of Non-elected Committees

The Advisory Committee is composed of 11 representatives, one from each member jurisdiction of County Connection, to serve in an advisory capacity to the County Connection Board of Directors. Responsibilities include providing input on the needs of current and potential fixed-route and paratransit users. The Advisory Committee has contact with the Board of Directors assists them in any manner the Board deems appropriate.

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

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

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

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

The member jurisdictions of County Connection are responsible for the recruitment, selection, and appointment of representatives to the Advisory Committee. Once the jurisdictional governing body appoints a member to the Advisory Committee, responsibility then falls to County Connection’s Board of Directors to approve the appointment.

The following table illustrates the current membership of County Connection’s Advisory Committee.

Current (2014) Advisory Membership List

(Information Pending)

G. Sub-recipient Monitoring

County Connection has no sub-recipients.

H. Board Meeting Minutes

Board meeting minutes will be included in Appendix E following Board adoption.

I. Construction Projects

County Connections has undertaken no construction projects during this reporting period. For any construction projects that require documentation under Title VI Circular 4702.1B, an environmental justice analysis will be prepared and submitted separately as allowed under the circular.

J. Additional Information upon Request

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

III: Requirements of Transit Operators

This chapter responds to the specific reporting information required of all transit operators who are Federal Transit Administration (FTA) grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

A. Service Standards and Policies

A copy of County Connection's service standards and policies, adopted in March 2013, can be found in Appendix F.

B. Demographic and Service Profile

County Connection regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. In addition, County Connection conducted additional analysis using Census data for this Program submission. The results are included in Appendix G.

C. Demographic Ridership and Travel Patterns

County Connection conducts statistically-valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. A copy of the County Connection 2012 On-Board Survey by RedHill Group is contained in Appendix H.

D. Monitoring Program Results

The results of County Connection's most recent analysis of service provision versus the standards and policies adopted in March 2013 can be found in Appendix I.

E. Public Engagement for Policy Development

A summary of the public engagement process utilized to develop and vet County Connection newly adopted service standards and policies can be found in Appendix J.

F. Title VI Equity Analyses

County Connection conducted two fare and service equity analyses during the review period. Both equity analyses revealed County Connection had no disparate impact or disproportionate burden findings. Complete copies of all fare and service equity analyses conducted by the District during the review period are included in Appendix K.

Appendix A – Title VI Statement of Policy

The County Connection Notice to the Public regarding Title VI rights is included below. It is posted on County Connection’s website at www.CountyConnection.com as well as in several highly visible locations around County Connection’s Administrative headquarters at 2477 Arnold Industrial Way, Concord, CA, 94520. In addition, cards with the English notice are on all County Connection revenue rolling stock.

Title VI Statement of Policy

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

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

Appendix B – Title VI Complaint Procedures

The following is a summary of the complaint procedures:

Title VI Administrator Procedures

1. Maintain log of consumer reports that are potential Title VI claims. These are claims the customer or customer service staff have identified as discrimination based when the consumer report is entered or reviewed. At this initial notification and review stage, some complaints are determined to not be Title VI, mostly by virtue of not being a Title VI discrimination protected class. Discrimination allegations based on age, sex or disability are not Title VI and can be eliminated from further Title VI procedures.
2. Direct complainant to the Title VI Complaint Form (if not previously provided). Forms are available for download from the website or as hard copies sent by mail or picked up by complainants at Count Connection's administrative office. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.
3. Once a Title VI Complaint Form is received, it is to be entered into a log, given a log number and entered into the Title VI Complaint Form Received database. Complaint form must be received within 180 days of alleged incident. If no investigation is initiated, clearly document the reason.
4. Inform complainant that a formal investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Complaint Form.
5. Inform customer service that complaint has become a formal Title VI investigation or is not Title VI eligible. Be sure that non-Title VI issues associated with the complaint are being responded to (e.g. driver re-training, discipline, etc.).
6. Research existing information and attempt to determine employee who is the subject of the complaint. Determine who will be conducting investigation and see what is known already.
7. Inform investigator that there is a formal Title VI complaint and what additional information, documentation, and investigation deadlines are involved. Send investigator and Investigation Form with Section 1 filled out. This should be done within 5 working days for receipt of the Title VI Complaint Form.
8. Investigators should conduct investigation as informed by procedures and policies. This could include contact and interviews with any witnesses. Actions could include counseling and discipline for employees. Investigation Forms should be completed and returned within 10 working days of receipt of the Investigation Form.
9. Draft Investigation Report.

10. Review Investigation Report with investigator. Discuss findings and/or recommendation for resolution.
11. Finalize Investigation Report.
12. If finding of violation of Title VI discrimination, recommend appropriate corrective action. If no finding of Title VI discrimination, explain why not.
13. Notify Complainant of finding (issue determination letter) and right to appeal and appeal process. Complainant should be notified of findings within 60 days of receipt of the complaint form.
14. Notify investigator of finding (including determination letter).
15. Send Investigation Report to General Manager's office. Complainant has 60 days after receipt of determination letter to appeal findings to the General Manager.
16. Update complaint file and log.

Investigator Process

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

Investigator must complete investigation (if necessary) and return completed Title VI Investigator Form within 20 working days of being informed of the formal complaint. Report must include names and titles of all who are contacted about the incident, any evidence reviewed (such as video tapes) and all other relevant information. Investigator is to state why the incident was not a case of discrimination or what action was taken regarding the person accused of acting in a discriminatory manner. Follow up information may be needed within the 60 day time frame to respond to the complainant with the findings.

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

County Connection Title VI Investigator Form

Section 1 - Case Information (from Title VI Administrator)

Title VI Complaint Form Number: _____
Consumer Report & Folder Number (if it exists): _____
Complainant Name: _____
Investigator Name: _____
Investigator Work Location: _____
Investigation Completion Due Date _____

Section 2 – Previous Investigation

Has this incident/complaint been investigated previously? ____ Yes ____ No

[If you answered "no" to this question, go to Section 3.]

Was the previous investigation conducted with the discrimination charge in mind?

____ Yes ____ No

[If you answered "no" to this question, go to Section 3.]

Did the previous investigation result in a finding that discrimination was involved?

____ Yes ____ No

Please explain why discrimination was not involved, if not previously documented:

Section 3 – Investigation

Date & time of incident: _____

Names, ID (if applicable) and title of employee accused of discrimination

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

Location of incident (including vehicle information): _____

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

If yes, what corrective action was taken?

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

Was the complainant contacted? ____ Yes ____ No

If yes, was complainant satisfied with the resolution of the issue/incident?

____ Yes ____ No ____ Unknown

Title VI Complaint Procedures

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

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

All complaints should include the following information:

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

County Connection Title VI Complaint Form

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to: County Connection Civil Rights Administrator, 2477 Arnold Industrial Way, Concord, California, 94520.

1) Complainant's Name: _____

2) Address: _____

3) City: _____ State: _____ Zip: _____

4) Phone: Home _____ Cell _____

5) Person discriminated against (if other than complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

6) What was the discrimination based on? (Check all that apply):

- Race
- Color
- National Origin
- Other: _____

7) Date of incident resulting in discrimination: _____

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

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

Yes _____

No _____

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

Federal Agency _____ Federal Court _____ State Agency _____ State Court _____

Local Agency _____ Other _____

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

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Date Filed: _____

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

Complainant's Signature

Date

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

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

Todas las quejas deben incluir la siguiente información:

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

Por favor proporcione la siguiente información necesaria para procesar su queja. Asistencia está disponible a petición. Complete este formulario y correo o entregar a: County Connection Civil Rights Administrator, 2477 Arnold Industrial Way, Concord, California, 94520.

1. El nombre del reclamante
2. Dirección: _____
3. Ciudad: _____ Estado ____ Código postal _____
4. Teléfono: (Casa) _____ Célula _____
5. Persona discriminada (si además del reclamante)
Nombre: _____
Dirección: _____
Ciudad: _____ Estado ____ Código postal _____

6. ¿Qué se basa la discriminación? (marque todas las que apliquen)
 Raza
 Color
 Origen nacional
 Otro: _____

7. Fecha del incidente lo que produce una discriminación: _____

8. Describir cómo fueron discriminados. ¿lo que pasó y quién fue el responsable? Para espacio adicional, adjuntar hojas adicionales de papel o utilice la parte de atrás de este formulario.

9. Hizo archiva esta queja con el otro federal, estado o agencia local; ¿o con un federal o tribunal estatal? (compruebe el espacio apropiado)

Si _____
No _____

Si la respuesta es Sí, entonces compruebe que agencias abajo:
Agencia Federal _____ Tribunal federal _____ Agencia estatal _____

Tribunal estatal _____ Agencia local _____ Otra _____

10. Proporcione la información de la persona a contactar a la agencia con la cual también archivó la queja.
Nombre: _____

Dirección: _____

Ciudad: _____ Estado _____ Código postal _____

Fecha de presentación: _____

Firma la queja en el espacio de abajo. Adjunte cualquier documento que crees que es compatible con su queja.

Firma del reclamante

Fecha

Appendix C - Public Participation Plan

Purpose of the Public Participation Plan

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

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

Title VI

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

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

Executive Order 12989

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

Purpose of the PPP:

1. To inform the public about transportation issues and planning processes
2. To establish the process through which the public can express concerns, desires, and values
3. To reach a wide range of residents and workers, and increase the participation of under-represented populations
4. To ensure County Connection's programs and activities reflect the community values
5. To improve service outcomes based on public input

Public Participation Strategies

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

Outreach Tools

1. Radio, Television, Newspaper

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

2. Web Resources

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

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

3. On-Board Information Resources

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

4. Customer Service

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

5. Print Materials

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

6. Surveys

County Connection conducts a statistically-valid on-board survey of passengers every three years. Issue-specific surveys may be used in certain circumstances. Surveys can be conducted in person or through the telephone, pen and paper, and/or online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Internet surveys are the easiest of the

three options for the agency to conduct, but only reach those with internet access, which may skew the results. Any survey must include adequate and appropriate translations.

County Connection recently expanded survey methods to include a texting option. This was used to obtain public comment on proposed service changes. It was provided in English and Spanish and allowed riders to have a conversation via text on their opinions about the proposal. It was extremely successful and had a high response rate.

7. Interviews

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

8. Community-Based Organizations

CBOs play an important role in public participation. County Connection works with a variety of CBOs, including: ethnic cultural centers; churches and faith-based organizations; geographic-specific such as tenant associations; neighborhood and community groups; civic groups; business organizations; educational facilities including schools providing English as a Second Language programs; service providers for children, youth, families and persons with disabilities; recreation; environmental; political; youth- and senior-oriented organizations; and many others. Staff work closely with the CBOs to schedule and conduct outreach. The following lists CBOs that County Connection utilizes for outreach.

Organization	Address	City	Title VI Group
Monument Corridor Transportation Action Team	1760 Clayton Rd.	Concord	Low-income, minority
Vision Latina	1531 Sunnyvale Ave. #16	Walnut Creek	Hispanic
The Interfaith Council of Contra Costa County	1543 Sunnyvale Ave.	Walnut Creek	Low-income, minority
Shelter Inc. of Contra Costa	1815 Arnold Dr.	Martinez	Low-income, minority
Monument Community Partnership (MCP)	1760 Clayton Rd.	Concord	Low-income, minority
Martinez Senior Community Center	818 Green St.	Martinez	Low-income, minority
Los Rancheros Market	1099 Reganti Drive	Concord	Hispanic
La Clínica Monument	2100 Monument Blvd. Ste. 8	Pleasant Hill	Hispanic
Envirojustice	2520 Pine St.	Martinez	Low-income, minority
East County Boys and Girls Club	1001 Stoneman Ave.	Concord	Low-income, minority
Contra Costa Child Care Council	1035 Detroit Ave.	Concord	Low-income, minority
Community Development Division	651 Pine St. 5th Floor	Martinez	Low-income, minority
Contra Costa County Employment and Human Services Dept.	40 Douglas Dr.	Martinez	Low-income, minority
Contra Costa County Workforce Development Board	300 Elinwood Way	Pleasant Hill	Low-income, minority
Contra Costa for Every Generation	3478 Buskirk Ave. Ste. 1026	Pleasant Hill	Low-income, minority
Contra Costa Health Services	50 Douglas Dr.	Martinez	Low-income, minority
Contra Costa Interfaith Supporting Community Organization (CCISCO)	724 Ferry St.	Martinez	Low-income, minority
Concord Family Service Center	3540 Chestnut Ave	Concord	Low-income, minority
Concord Senior Center	2727 Parkside Circle	Concord	Low-income, minority

9. Public Meetings

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

Public hearings are the most formal form of public meetings, in which official statements are presented by individual attendees and their comments are recorded. Time limits are often necessary to permit all interested persons to speak. Hearings allow each individual's perspectives and opinions to be heard by

all in attendance. The primary drawback of an official public hearing is that interaction with the public is limited and the structure can be intimidating.

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

As newspaper readership has fallen, social media has become an ever-growing tool for spreading news and announcements. County Connection frequently updates its Facebook, Twitter, and website while still releasing bilingual newspaper notices. There is also a Customer Service Center that customers and the general public can call to voice opinions.

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

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

10. Public Hearings

The County Connection Board of Directors adopted the following Public Hearing Policy as of October 16, 2008 to govern public hearing procedures:

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

Necessity of a Public Hearing

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

Major reduction in service is defined as:

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

Notice

Notice of the time and place of the meeting shall be published twice in a newspaper that is regularly published at least once a week. As a general rule, the first notice should be published at least 21 days prior to the hearing and the second notice at least 5 days prior to the last hearing date. Shorter notice may be given when financial, operational or scheduling considerations make it infeasible to provide 21 days' advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing and the second notice at least 5 days prior to the last hearing date.

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

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

Conduct of the Public Hearing

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

Appendix D – Language Assistance Plan

Overview

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

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

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

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

Factor 4: The resources available to County Connection and overall cost to provide LEP assistance. The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

Purposes of the Language Assistance Plan

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

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

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

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

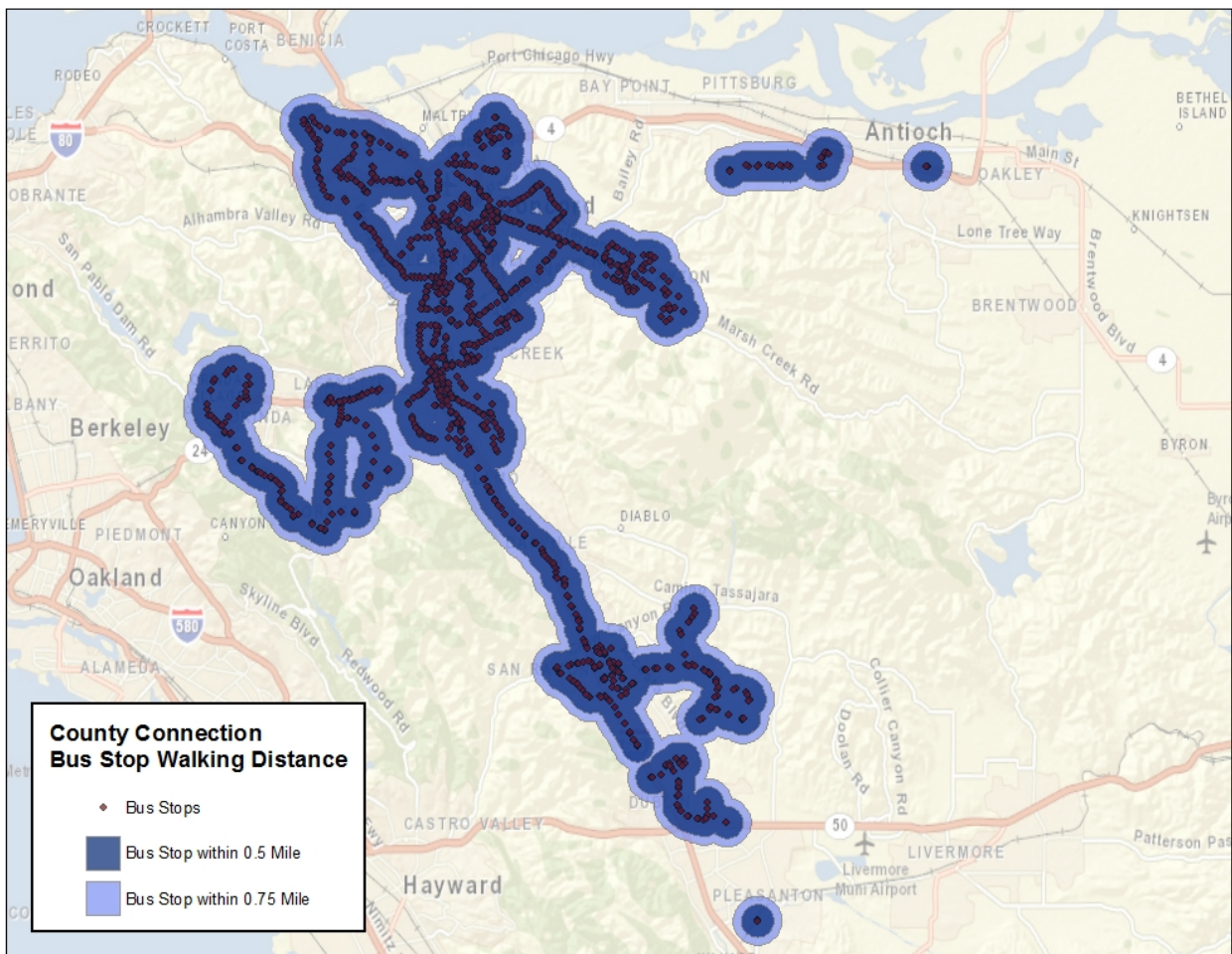
language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

Four Factor Analysis

Factor 1:

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

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



Analysis of Census Data

To identify the concentrations of LEP populations within County Connection's service area, staff analyzed Census data from the American Community Survey (ACS) 2012 Five year Estimates.

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

The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.

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

- Spanish
- Chinese
- Tagalog
- Korean
- Russian
- Vietnamese
- Persian

The table on page D. 6 illustrates the breakdown – by language – of the estimated number residents who speak English 'very well" or less than "very well." For the purposes of this analysis, staff focused on those residents indicating the spoke English less than "very well." There are approximately 91,000

residents in the County Connection’s Service Area who indicated they speak English less than “very well,” representing over 10 percent of the populace.

While some of these groups represent a modest percentage of County Connection’s Service Area population (Russian speakers who speak English less than “very well” represent just over one-fifth of 1 percent of the population), they do constitute a count of at least 1,000 persons and thus qualify based on the Safe Harbor Provision. It is County Connection’s responsibility to ensure these groups have access to vital documents translated into their language so they can participate in a meaningful way in County Connection’s decision-making process and stay informed regarding County Connection’s business activities. “Vital” written documents include Title VI complaint forms, procedures, notices. These documents must be translated into the identified languages from Factor One and Factor Two in the previous section for Title VI compliance.

County Connection currently translates most materials into Spanish, which is the only language group constituting a share of more than 4 percent of the population.

Language	Total		Speak English "very well"		Speak English less than "very well"		% Speaking English less than "very well"	
	County	CCCTA	County	CCCTA	County	CCCTA	County	CCCTA
Speak only English	658,885	393,526	-	-	-	-	0.00%	0.00%
Spanish or Spanish Creole	173,303	58,379	94,098	32,408	79,205	25,971	8.04%	4.81%
French (incl. Patois, Cajun)	3,871	2,501	3,471	2,244	400	257	0.04%	0.05%
French Creole	132	34	56	34	76	-	0.01%	0.00%
Italian	2,343	1,381	1,873	1,139	470	242	0.05%	0.04%
Portuguese or Portuguese Creole	3,582	1,305	2,034	830	1,548	475	0.16%	0.09%
German	4,365	2,912	3,774	2,500	591	412	0.06%	0.08%
Yiddish	16	2	16	2	-	-	0.00%	0.00%
Other West Germanic languages	929	657	838	586	91	71	0.01%	0.01%
Scandinavian languages	966	822	907	780	59	42	0.01%	0.01%
Greek	708	574	553	458	155	116	0.02%	0.02%
Russian	5,678	4,924	2,788	2,288	2,890	2,636	0.29%	0.49%
Polish	944	790	670	538	274	252	0.03%	0.05%
Serbo-Croatian	734	660	514	462	220	198	0.02%	0.04%
Other Slavic languages	1,311	1,171	985	871	326	300	0.03%	0.06%
Armenian	918	641	680	419	238	222	0.02%	0.04%
Persian	9,956	7,699	6,190	4,750	3,766	2,949	0.38%	0.55%
Gujarati	1,127	717	961	631	166	86	0.02%	0.02%
Hindi	6,075	3,831	4,966	3,216	1,109	615	0.11%	0.11%
Urdu	1,257	760	1,040	649	217	111	0.02%	0.02%
Other Indic languages	8,288	4,190	5,324	2,992	2,964	1,198	0.30%	0.22%
Other Indo-European languages	1,094	833	856	619	238	214	0.02%	0.04%
Chinese	29,804	18,182	15,338	10,345	14,466	7,837	1.47%	1.45%
Japanese	2,767	2,066	1,857	1,374	910	692	0.09%	0.13%
Korean	6,015	4,536	2,621	1,976	3,394	2,560	0.34%	0.47%
Mon-Khmer, Cambodian	1,311	318	520	79	791	239	0.08%	0.04%
Hmong	205	178	119	92	86	86	0.01%	0.02%
Thai	696	255	415	177	281	78	0.03%	0.01%
Laotian	1,864	324	857	179	1,007	145	0.10%	0.03%
Vietnamese	5,761	2,425	2,578	1,171	3,183	1,254	0.32%	0.23%
Other Asian languages	7,659	4,697	4,930	3,323	2,729	1,374	0.28%	0.25%
Tagalog	29,548	11,907	20,891	8,382	8,657	3,525	0.88%	0.65%
Other Pacific Island languages	4,014	2,270	2,582	1,538	1,432	732	0.15%	0.14%
Navajo	47	19	37	19	10	-	0.00%	0.00%
Other Native North American languages	96	96	96	96	-	-	0.00%	0.00%
Hungarian	489	301	432	255	57	46	0.01%	0.01%
Arabic	3,998	2,140	2,755	1,685	1,243	455	0.13%	0.08%
Hebrew	1,008	788	886	680	122	108	0.01%	0.02%
African languages	3,075	1,011	2,242	683	833	328	0.08%	0.06%
Other and unspecified languages	361	245	309	211	52	34	0.01%	0.01%
Total	985,200	540,067	192,059	90,681	134,256	55,860	13.63%	10.34%

Factor 2:

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

Participation in Public Meetings

In the past year, County Connection has held 12 public meetings and no individual has either requested a translator for a language other than Spanish or expressed interest in commenting in a language other than English and Spanish.

Analysis of Call Center Data

To supplement information gathered via the U.S. Census, County Connection analyzed the number of calls coming through its call center which occurred in a language other than English. These numbers indicate staff translations only. Of calls that are translated, the vast majority (75 percent) are to Spanish. After Spanish there is a significant drop-off to Farsi with 7 calls per year. Translated calls, however, only represent approximately one-tenth of one percent of all calls received, with the remaining 67,454 answered in English.

Call Center Data

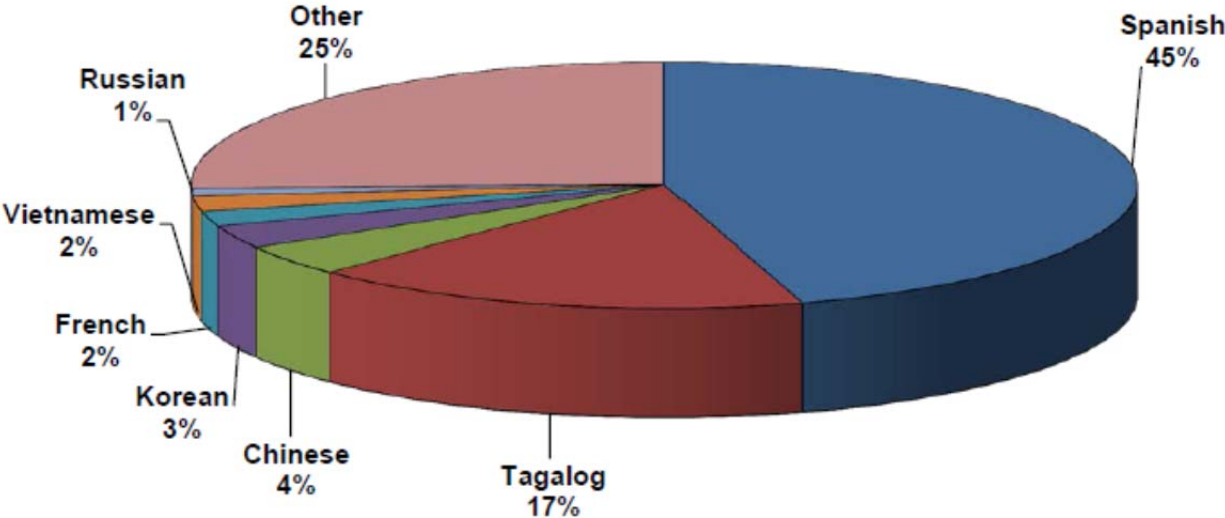
Language	Number of Translated Calls/Year
Spanish	53
Farsi	7
Vietnamese	5
Russian	4
Cantonese	2

Analysis of Customer Survey Data

County Connection conducts a comprehensive survey of its customers across every route in the system every three years. The most recent survey was conducted in April 2012 asked the question: *What language do you speak at home?* It is critical to note the triennial survey is focused entirely on customers while the Census tracks all county residents. Not only does the survey capture only those who are bus riders, but it also captures those who may live outside of Central Contra Costa County.

The chart below illustrates the languages, other than English, spoken by customers according to the triennial survey. English represented two-thirds of the responses. The survey results, while generally consistent with the Census data with respect to the most common languages spoken at home (a proxy for those who speak English less than “very well”), differs with respect to degree. Spanish and Tagalog

represented the most common languages spoken at home other than English. There is a steep drop from Tagalog at 17 percent of respondents Chinese (4 percent) and Korean (3 percent) speakers.



Factor 3:

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

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

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

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

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

Opportunities for Improvement

Currently County Connection disseminates all information in English, with some critical information available in Spanish. Customer service personnel all speak English, with some speaking Spanish.

Given that as many as seven different languages fall within the federal "Safe Harbor" guidelines, County Connection is obligated to expand the translation of vital materials into the following languages:

- Spanish
- Chinese
- Tagalog
- Korean
- Russian
- Vietnamese
- Persian

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

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

- Take into consideration that, according to a local Filipino newspaper, Filipinos may prefer to read materials in English rather than Tagalog.
- Representing Google Translate options on the County Connection website in each respective language rather than listing them all in English. It should also be noted that FTA does not consider Google Translate as a sufficient translation tool for vital documents.
- Locate the Google Translate tool on the County Connection website in a more prominent location (currently located at the bottom right corner of each page).
- Translate printed information disseminated to the public into more languages (currently only translated into Spanish).
- Advertise in more media outlets that target languages other than English and Spanish.
- Translate information about fare payment and pass sales into more languages or use symbols to illustrate key ideas.
- Improve communication with targeted organizations such as Community-Based Organizations (CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Provide more bus rider presentations to various organizations, such as CBOs.
- Increase marketing efforts to include social media and traditional media (in various languages) so that higher LEP participation for outreach events focused on accessing information can be achieved. The placement of traditional media at bus stops and on buses may be especially critical toward improving information accessibility.

Factor 4:

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

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

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

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

- Translation: \$1,728
- Schedules/Graphics: \$63,000
- Market research: \$37,500 every three years

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

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

- Provide complaint forms in multiple languages.
- Increased use of universal pictograms or other symbols at bus stops or on buses.
- Increased translations of documents.
- Conduct more language-specific outreach beyond focus groups associated with the development of this plan.
- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot make it to outreach meetings, where these individuals can voice their concerns and opinions directly to County Connection staff.

Language Assistance Implementation Plan

Methodologies

Identifying LEP Individuals

“There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis...”

-DOT LEP Guidance Section VII(1)

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

This population also makes up a considerable portion of County Connection’s customers. County Connection analyzed Census data from 2012 and found that approximately 91,000 residents indicated that they speak English less than “very well,” or 10 percent of the service area population. Seven language groups (Spanish, Chinese, Tagalog, Korean, Russian, Vietnamese, and Persian) have more than 1,000 persons who speak English less than “very well” and require a translation of vital documents. Currently County Connection’s only consistently translates most materials into Spanish and will expand to include these additional languages.

Data from a customer service survey conducted every three years revealed the top seven languages spoken by County Connection’s customers. Overall, County Connection’s has identified various groups that speak English less than “very well” through Census, survey, and customer service center data. There is a need for more language translations beyond Spanish.

Providing Services

“An effective LEP plan would likely include information about the ways in which language assistance will be provided.”

-DOT LEP Guidance Section VII(2)

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

- Google Translate tool on County Connection’s website
- Translators (by request) for public hearings
- Multilingual printed materials
- Language Line
- County Connection customer service line

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

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

“Vital” written documents include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fare and service changes, and notices advising LEP individuals of free language assistance. These documents must be translated into the identified languages from Factor One and Factor Two in the previous section for Title VI compliance.

County Connection will translate the following vital documents:

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

Monitoring

“Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.”

-DOT LEP Guidance Section VII(5)

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

Monitoring methods include:

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

Recommendations for Implementation

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

Moving forward, County Connection will:

- Work with Google or other outside translation service to improve County Connection website translations.
- Utilize symbols and other non-written forms of communication to allow for important information to be disseminated to those who are LEP.
- Promptly implement translation of all vital documents into additional languages.

Appendix E – Board Meeting Minutes

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

RESOLUTION NO. 2013-019

Central Contra Costa Transit Authority

Board of Directors

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

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

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

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

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

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

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

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

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

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

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

NOES: Directors Dessayer and Weir

ABSTENTIONS: None

ABSENT: Directors Hudson and Storer



Erling Horn, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

RESOLUTION NO. 2015-014

CENTRAL CONTRA COSTA TRANSIT AUTHORITY
BOARD OF DIRECTORS

* * *

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

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

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

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

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

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

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

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

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

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

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

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

NOES:

ABSTAIN:

ABSENT: Directors Hudson and Worth

ATTEST:



Lathina Hill, Clerk to the Board


A.G. Dessayer, Chair, Board of Directors

Appendix F – Service Standards and Policies

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each large public transportation provider’s governing board to approve five standards and policies:

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

The first policy defines “major service change” as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a “disparate impact” on the minority population or a “disproportionate burden” on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy were adopted by the Board of Directors on June, 20, 2013. See Appendix E for Board resolutions.

Major Service Change Policy

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

County Connection defines a major service change as:

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

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

The following service changes are exempted from this policy:

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

Disparate Impact Policy

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

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...

The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

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

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

Disproportionate Burden Policy

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

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

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

Systemwide Service Standards

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

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- 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

Vehicle Load

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

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

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

Standard:

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.

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.

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.

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

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.

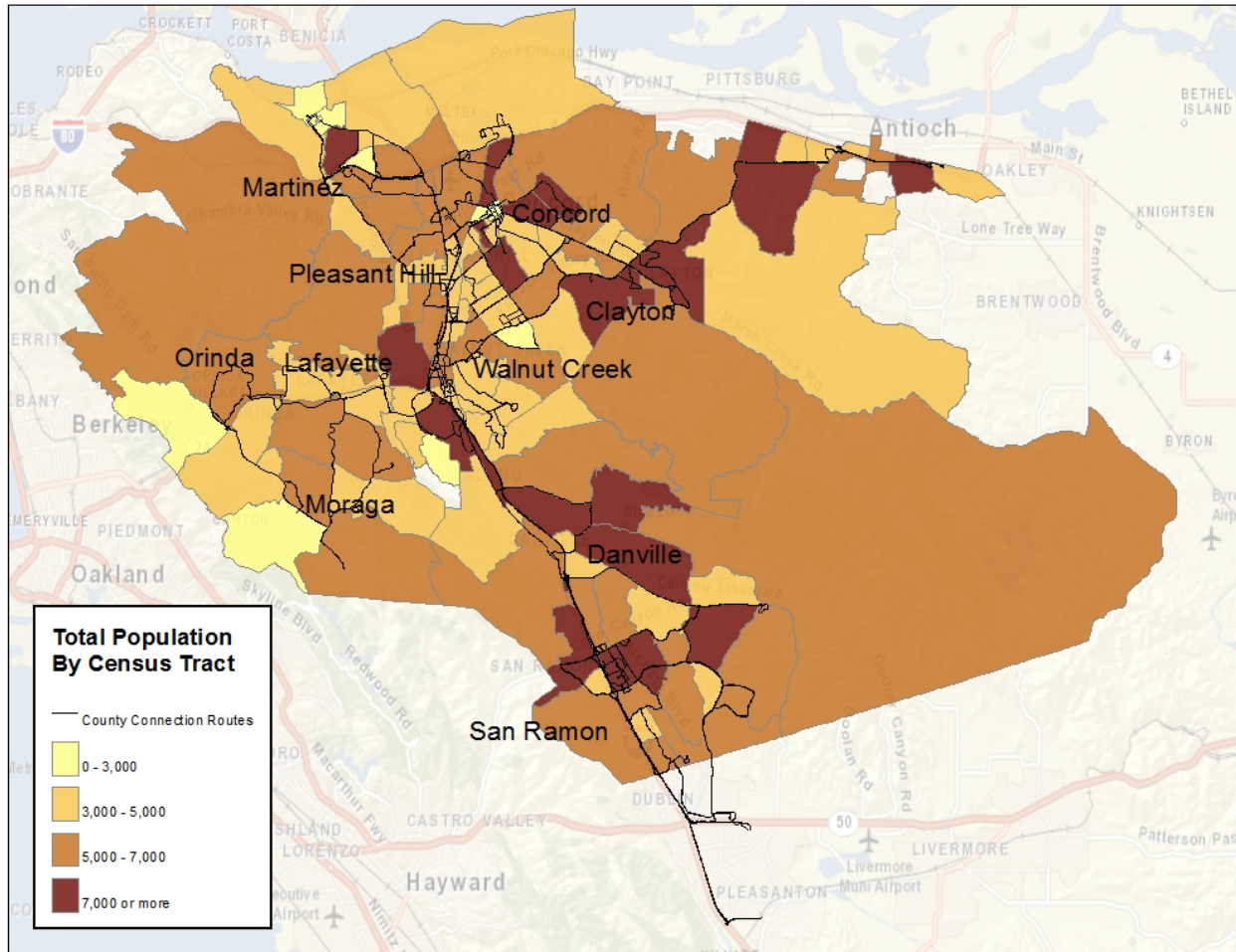
Policy:

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).

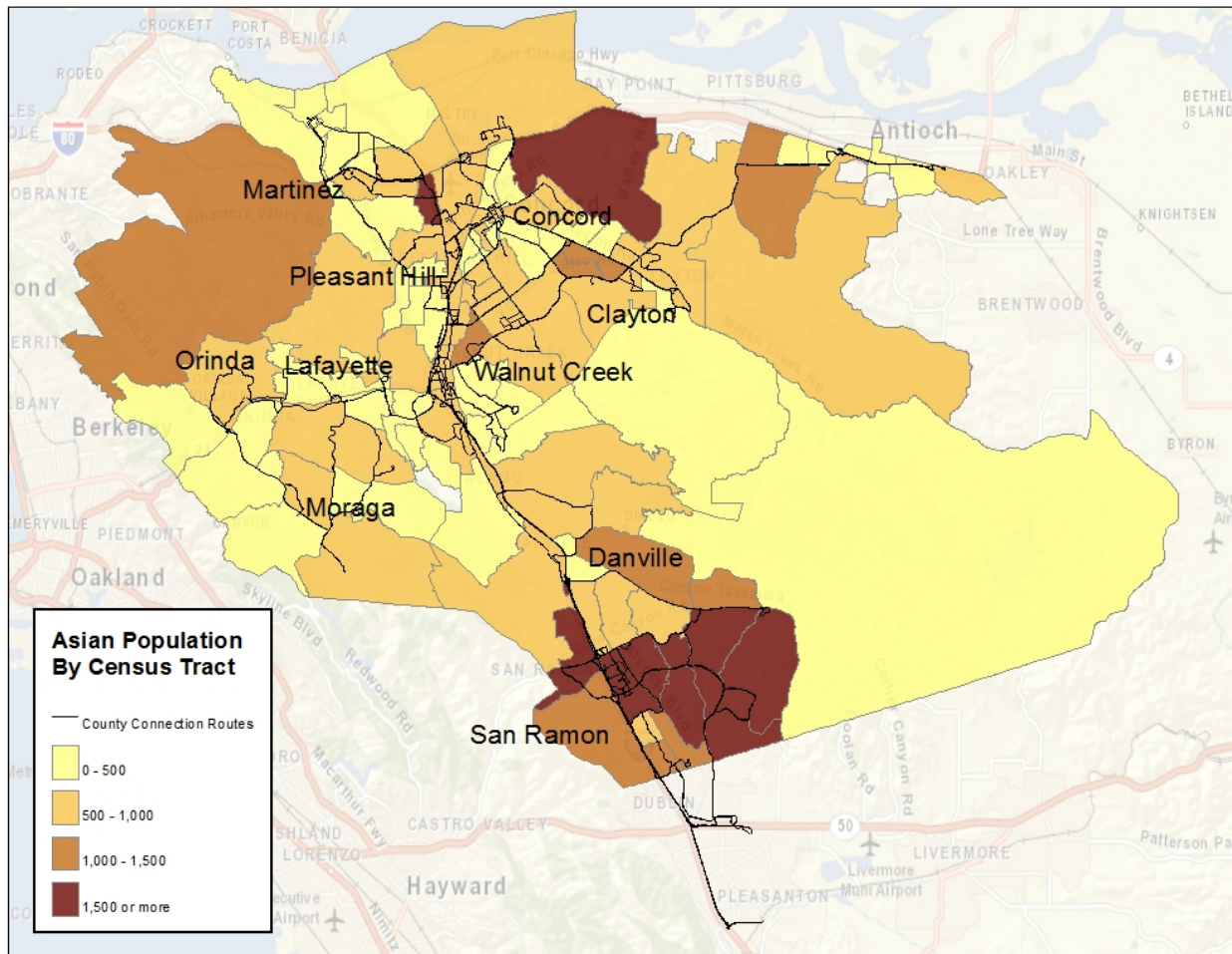
Staff seeks to distribute benches and shelters to match the distribution of minority Census tracts.

Appendix G – Demographic and Service Profile

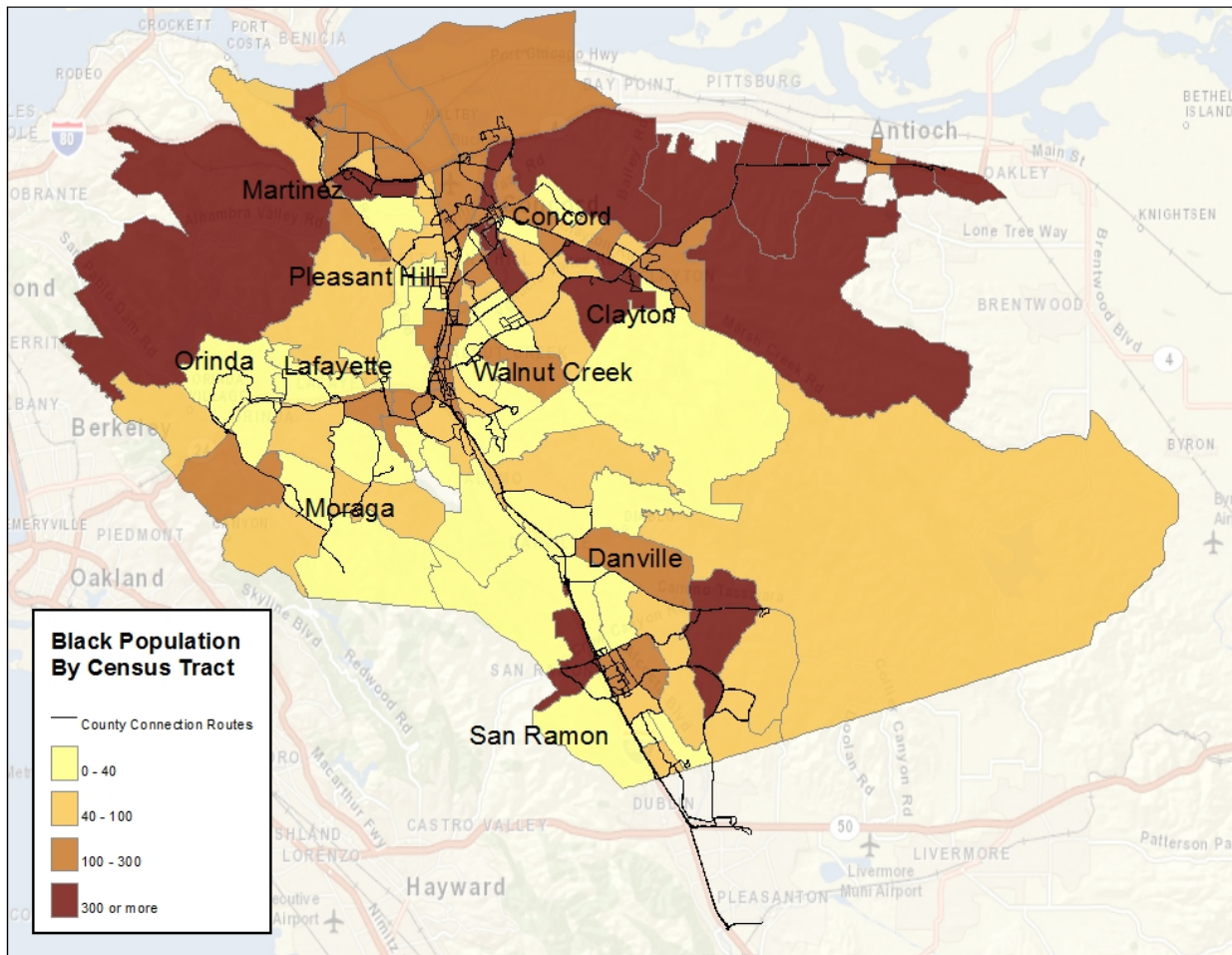
Total Population by Census Tracts



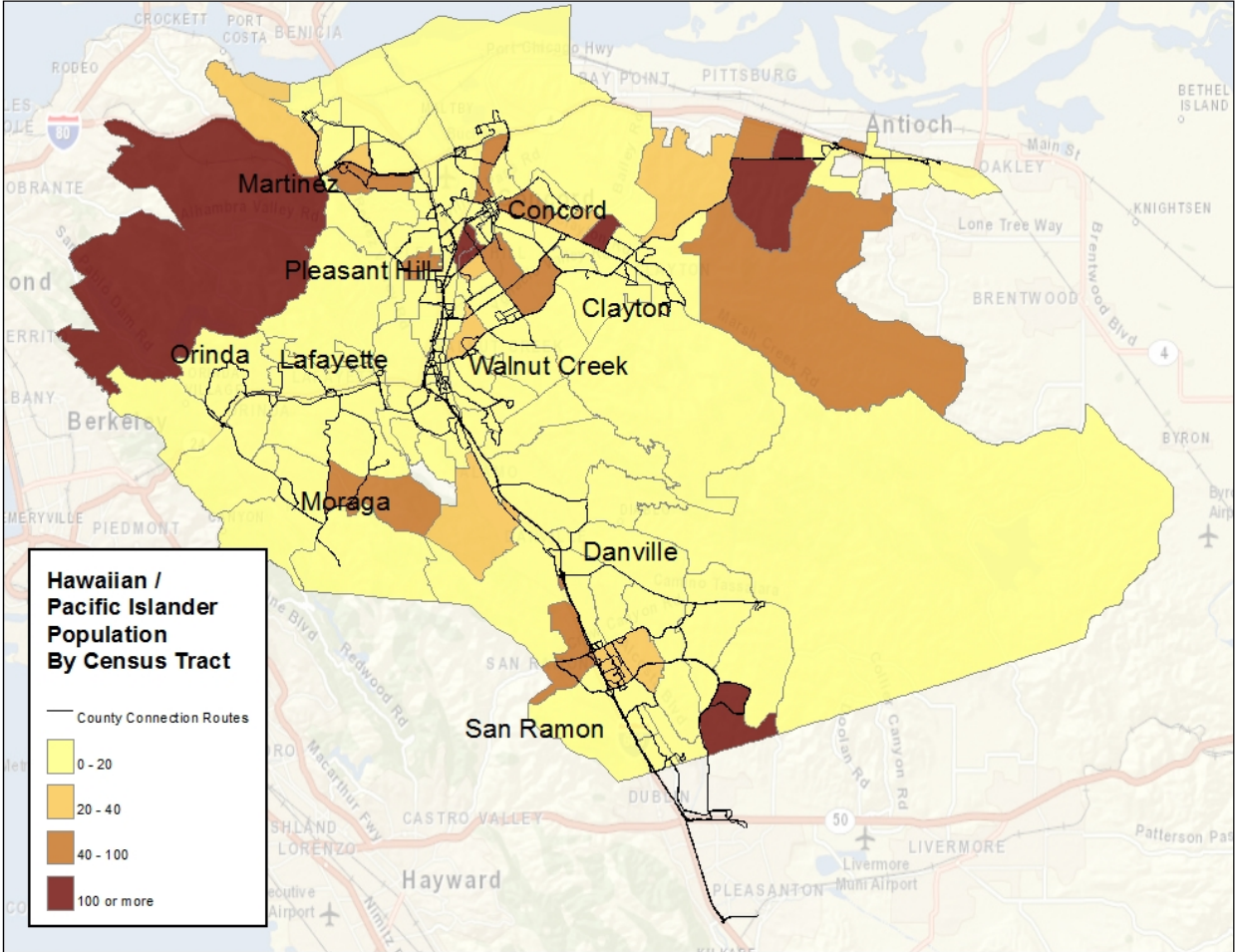
Asian Population by Census Tracts



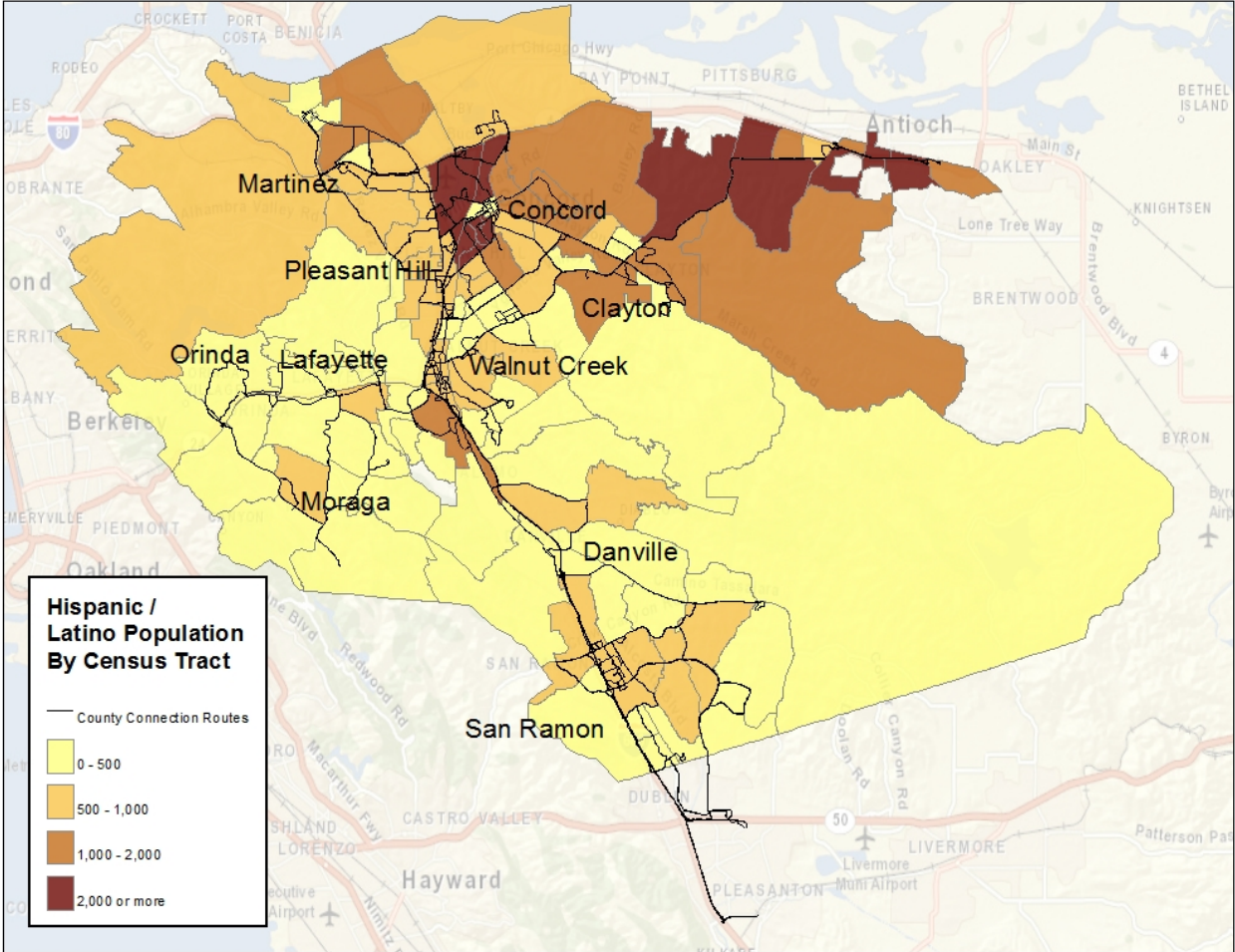
Black Population by Census Tracts



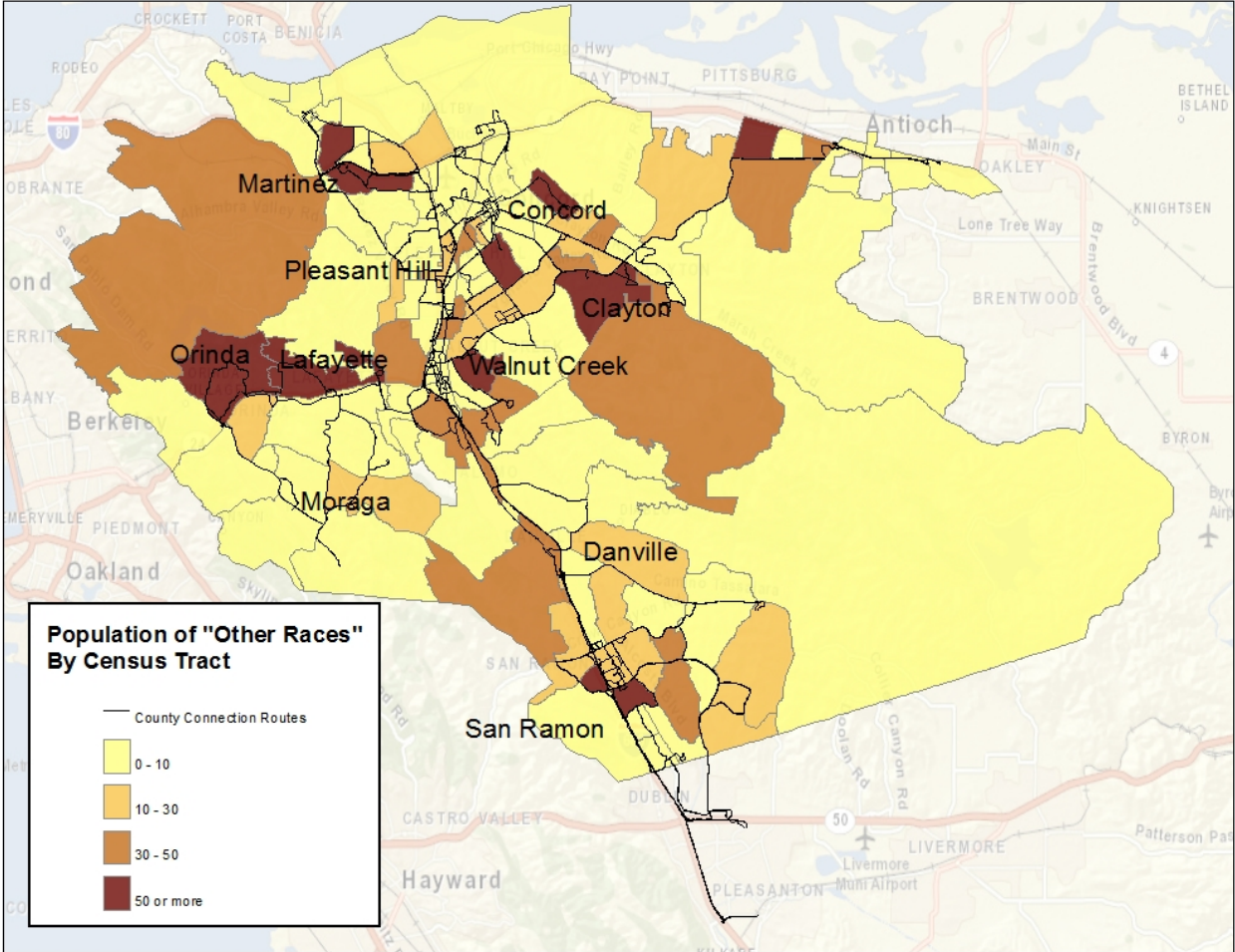
Hawaiian/Pacific Islander Population by Census Tracts



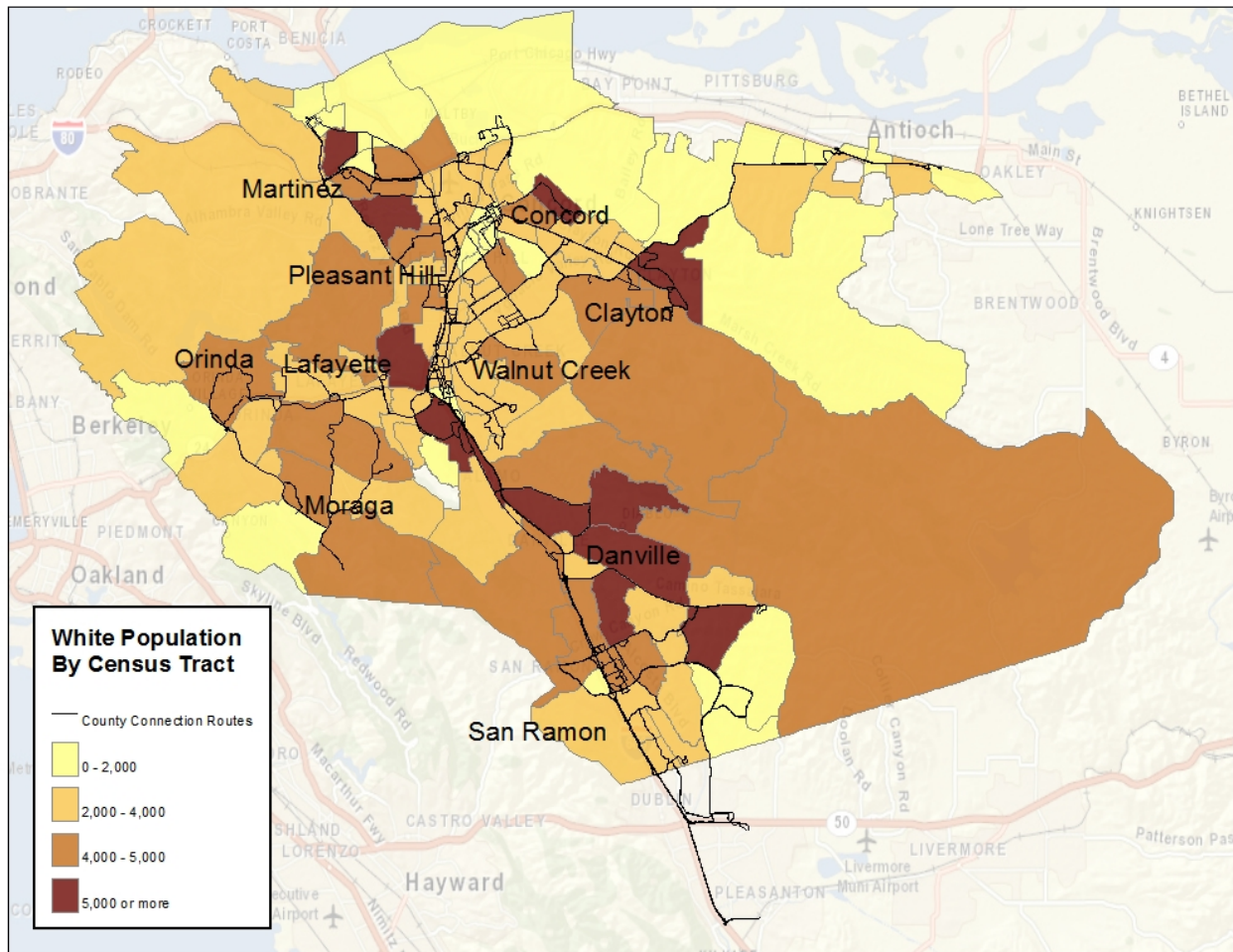
Hispanic Population by Census Tracts



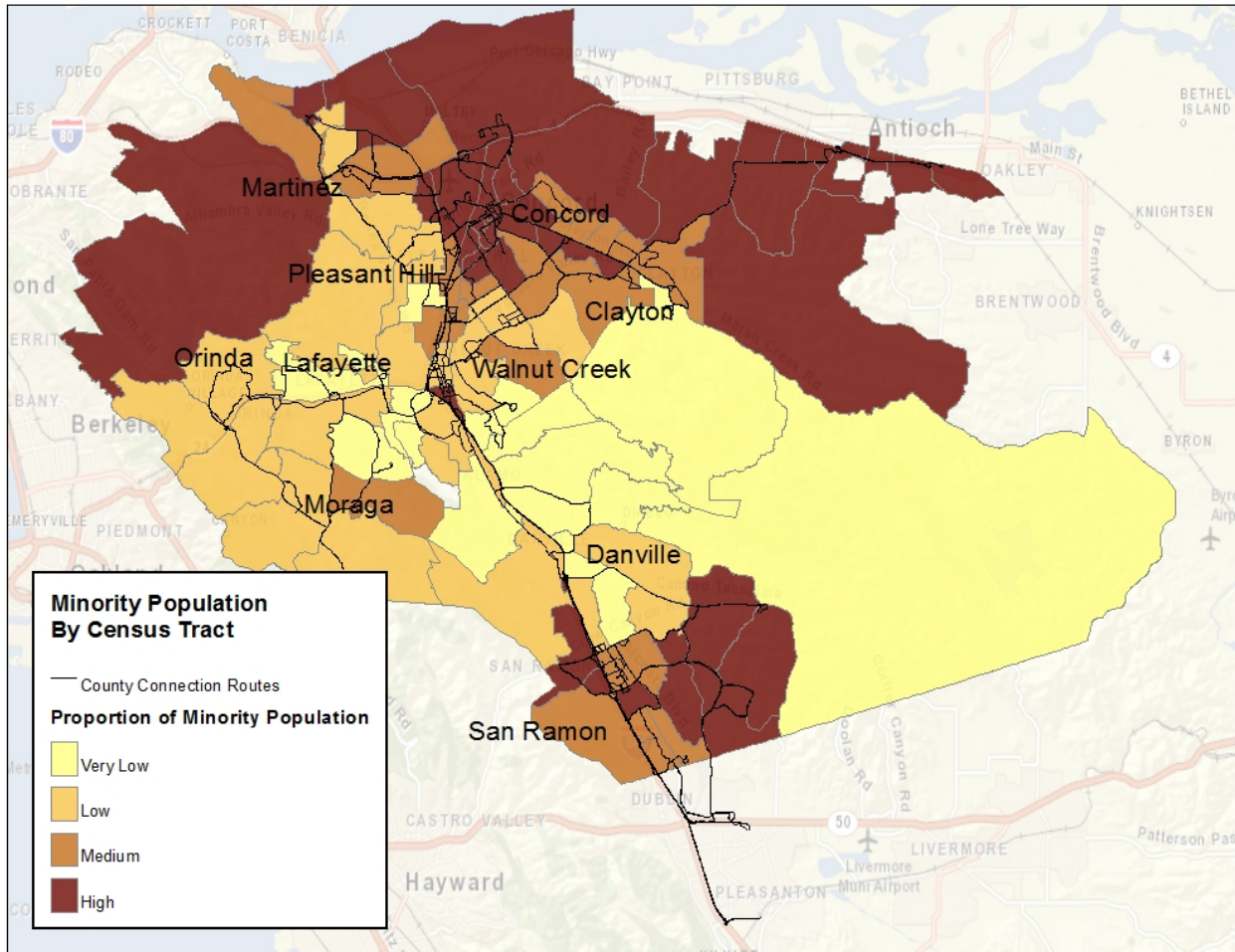
“Other Races” Population by Census Tracts



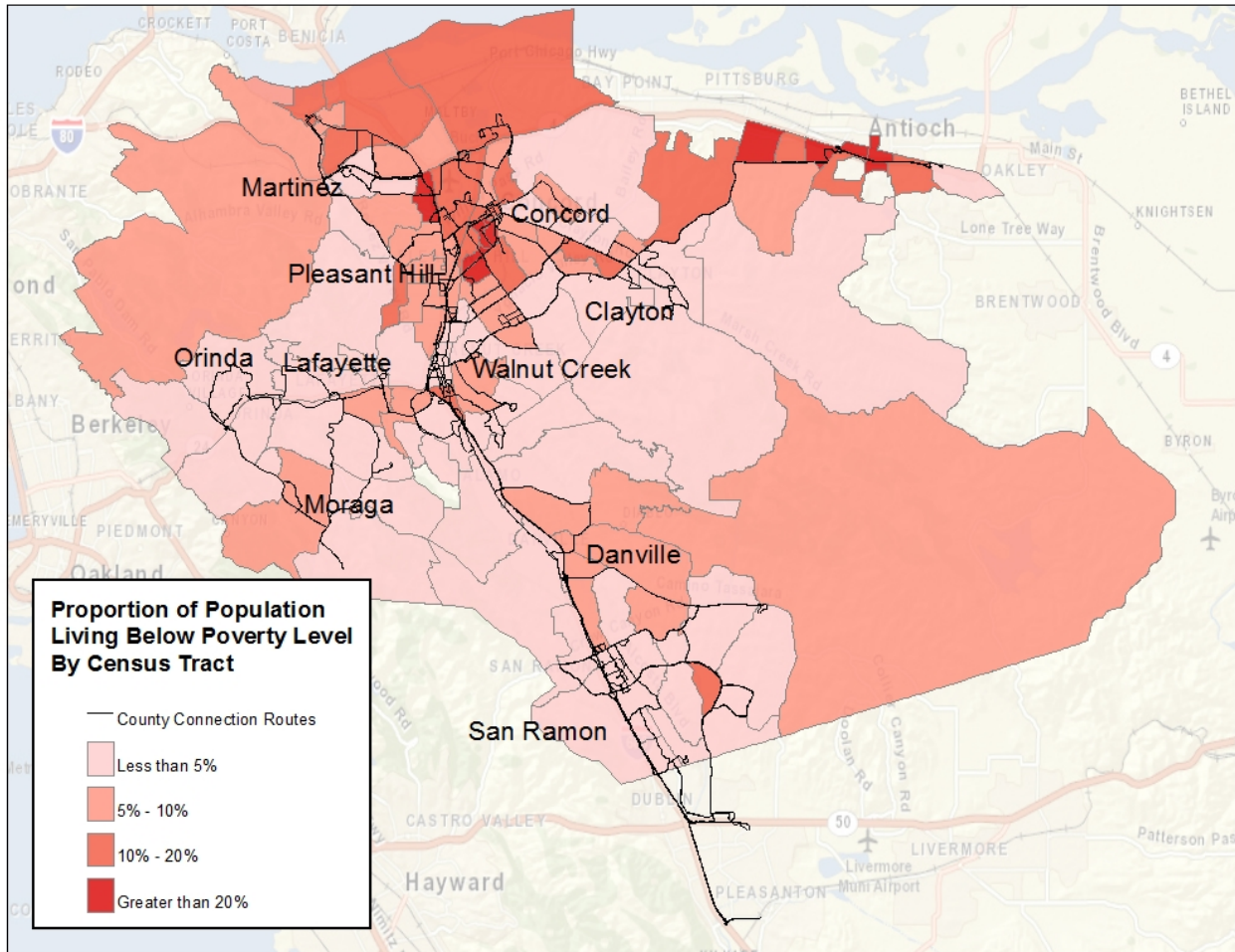
White Population by Census Tracts



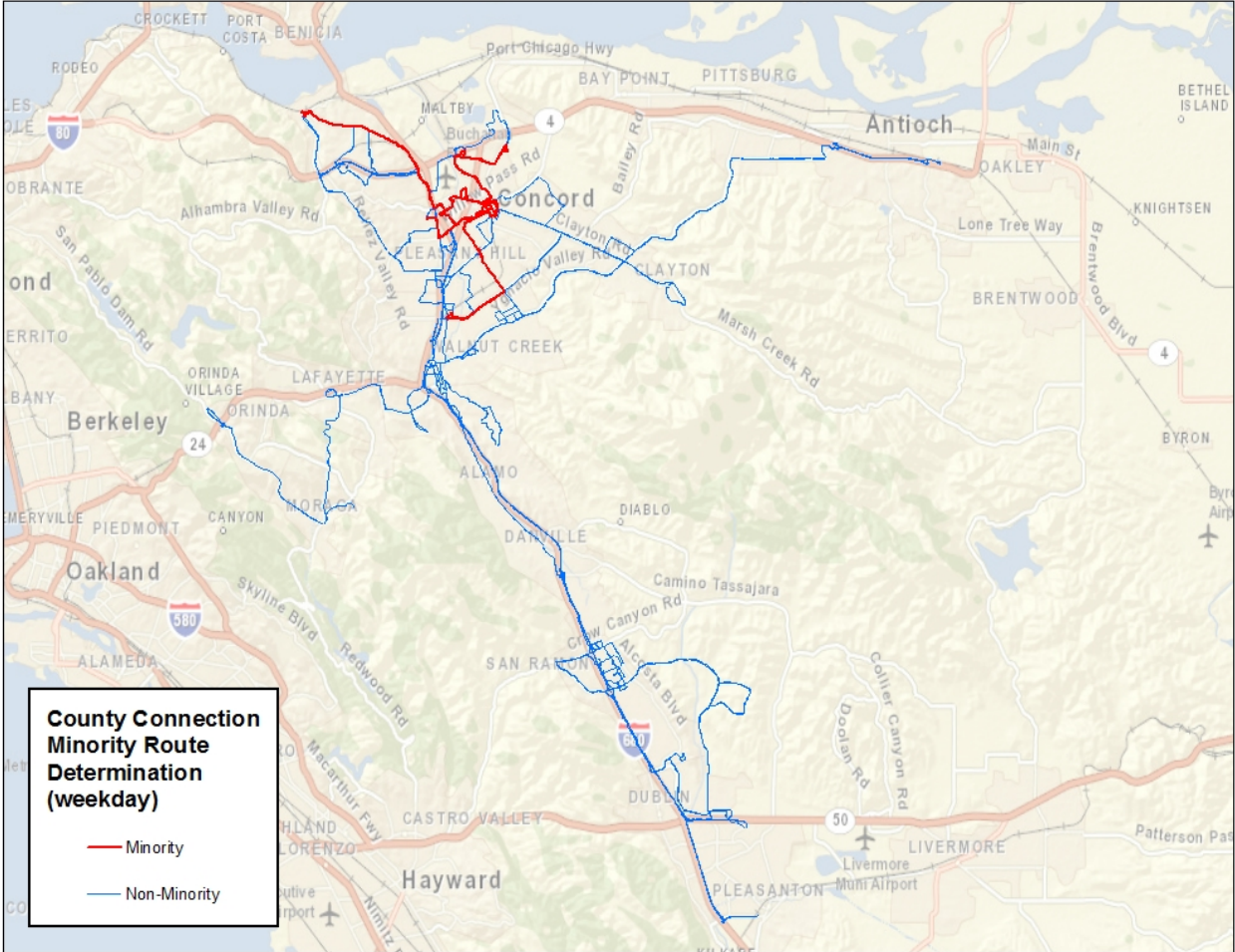
Minority Populations by Census Tracts



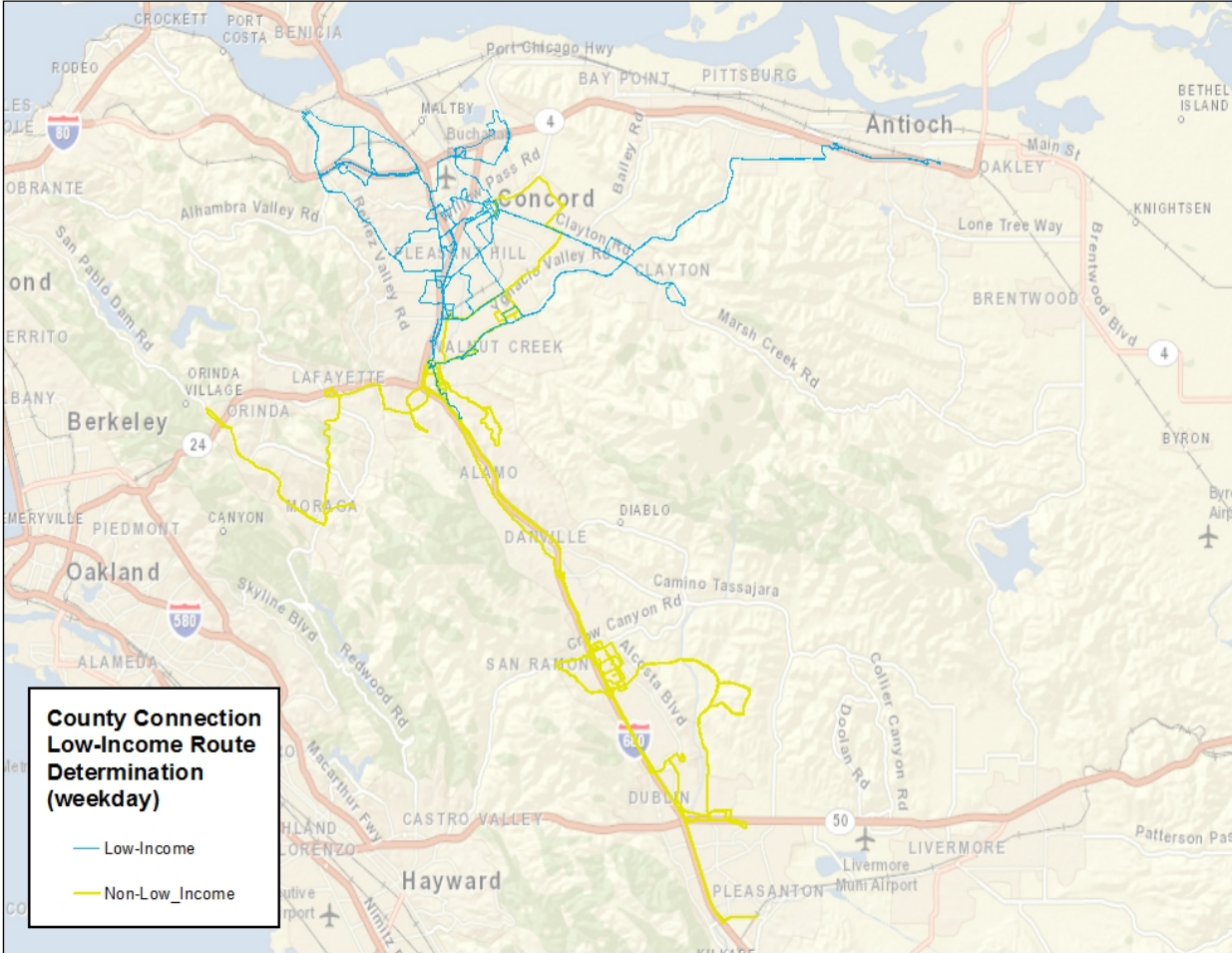
Population Below Poverty Level by Census Tracts



County Connection Routes Categorized by Minority/Non-Minority



County Connection Routes Categorized by Income Level



Appendix H – Ridership and Travel Patterns

Surveys are conducted system-wide every three years using a market research firms. Paper surveys are distributed on-board vehicles and collected by surveyor staff. The results are entered, cleaned, and compiled in a succinct report by the contractor. The complete dataset (along with a report) is provided to County Connection to use at our discretion. The most recent Survey is attached.

2012

County Connection

2012 Passenger Study

Final Survey Findings

Conducted by:

Redhill Group, Inc.

December 12, 2012

*The County
Connection*



redhillgroup
THE POWER OF INSIGHT

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Executive Summary

Methodology

Under contract to the MTC, Redhill Group conducted a survey of County Connection Transit riders to provide highly accurate trip information. The survey also included traditional demographics, languages spoken, fare media and selected attitudinal questions. The survey employed a new methodology that includes a brief, two-minute onboard survey that is limited to origin and destination-types and rider contact information. This much shorter initial survey format leads to significantly higher rider participation compared to traditional onboard surveys and minimizes non-response bias for short trips.

The short onboard survey is followed up by a telephone survey that incorporates real-time trip mapping. Replacing a detailed self-administered paper and pencil survey with a telephone survey minimizes literacy issues that often result in non-response bias. The real-time trip mapping component ensures that each component of a rider's complete trip is accurately captured including all trip segments, transfers, and logical access and egress information. Together, these enhancements in survey methodology produce a more accurate picture of true travel patterns, enabling more effective route and schedule planning.

The goal of the survey was to collect a representative sample of five percent of all boardings for riders 16 or older. Because the average number of boardings per one-way trip for County Connection is 1.8 and most riders do round-trips, the average number of boardings per unique rider is approximately three per day, and accordingly the five percent boarding figure equates to 15 percent of all riders.

The five percent goal of average daily weekday boardings (12,500) translates into 625 completed surveys and average weekend ridership of 2,700 produces 135 surveys. This was then divided into targets in proportion to boardings for each route. The weekday surveys were further divided into targets for each daypart (AM Peak, Midday, Early PM, PM Peak, and Night) to ensure a representative sample. To ensure adequate telephone surveys were completed, an average of 2.5 field surveys were collected for each anticipated phone survey. This produced a field survey target of 2,845 surveys.

Field surveying was conducted May 12th - 19th, beginning and ending on a Saturday. Follow-up telephone surveying was between May 18th and June 31st. The final results for the surveying process included a total of 838 completed phone surveys and 2,228 field surveys.

An additional methodology change to provide more actionable reporting was to combine all home based trips, creating a new home-based trip purpose by reversing trips that were home-bound. This provides a clearer picture of outbound trips

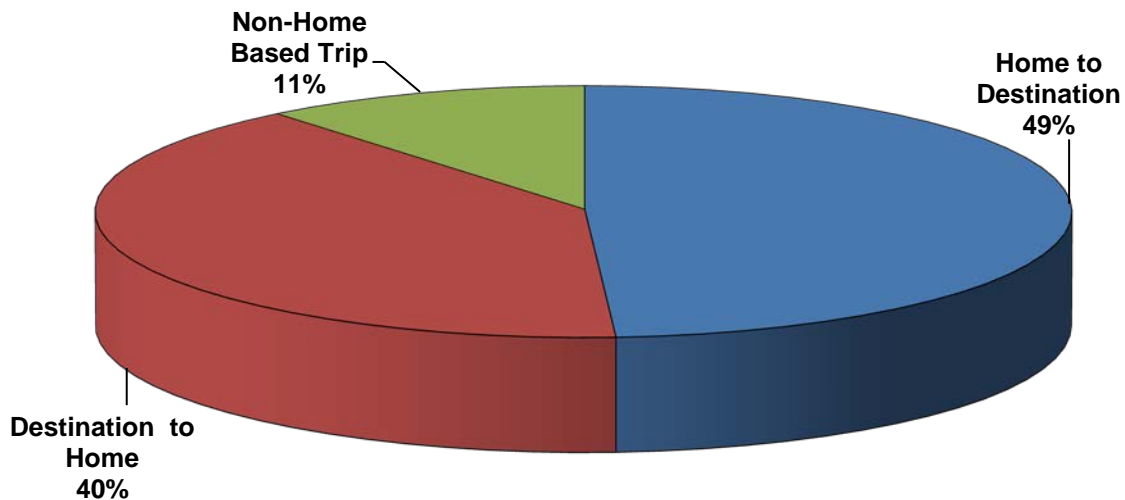
Key Findings

- The distribution of home-based trip purposes is diverse with work and business appointments accounting for 56 percent, and K-12 and college accounting for 17 percent. This is rounded out by 11 percent social/recreational, 10 percent shopping, and five percent medical/dental.
- The trip purpose distribution is in line with employment and school demographics with over a half (53%) of riders indicating that they work only, 16 percent indicating that they are students only, and 14 percent saying that they are both students and workers. Seventeen percent of riders are neither employed nor students.
- The vast majority of riders' (87%) access transit from home by walking while the remaining 13 percent either drive alone (5%), are dropped off (4%), carpool (2%), or bicycle (2%). The average access walk time is 9.1 minutes. Riders' egress mode is more likely to be walking at 95 percent. Being picked up (4%) and bicycling (1%) account for the remainder. The average walk time to the destination is 5.6 minutes, likely reflecting higher density at typical non-home trip destinations than in residential areas.
- Thirty-eight percent of County Connection riders complete their one-way trip riding one bus while 45 percent require one transfer, and 17 percent require two or more transfers.
- Cash, at 42 percent, is the most common form of fare payment, while passes are the primary non-cash fare media at 24 percent (12-Ride Pass 13%, Monthly Pass 10%, Monthly Express Pass 1%). Transfers account for nine percent (Bart transfer 8%, County Connection transfer 1%) and cards account for seven percent (Commuter Card 4%, RTC Card 3%).
- A majority of riders (72%) pay full adult fares with the largest discount groups being seniors (7%), and disabled riders (7%).
- When asked how they would most like to see County Connection service improved, the most popular improvement is more frequent service, cited by 41 percent. The next two requested improvements are later evening service (25%) and being more consistently on time (13%). At a much lower level, earlier morning service and requiring fewer transfers were mentioned by seven and three percent respectively. More weekend service was suggested by three percent of riders.
- If County Connection was not available, 17 percent said they would not make the trip. Twenty-seven percent said they would have someone drive them, and a quarter said they would walk. Other options included taxi (10%), driving alone (9%), carpooling (6%), and bicycling (4%).
- The vast majority of trips are made by frequent riders with 93 percent of trips made by riders that ride at least once a week
- Approximately half of County Connection trips are made by riders that are transit dependent as indicated by 53 percent saying they do not have a driver's license.
- Eighty percent of riders have at least one way of accessing the Internet through a smart phone (43%), tablet (13%), and/or traditional computer (69%).

Trip Characteristics

Riders were surveyed during all parts of the day and in both directions on all routes. This produces a relatively balanced sample of “inbound” and “return” trips. The vast majority of these trips (89%) include home as either the trip origin or destination.

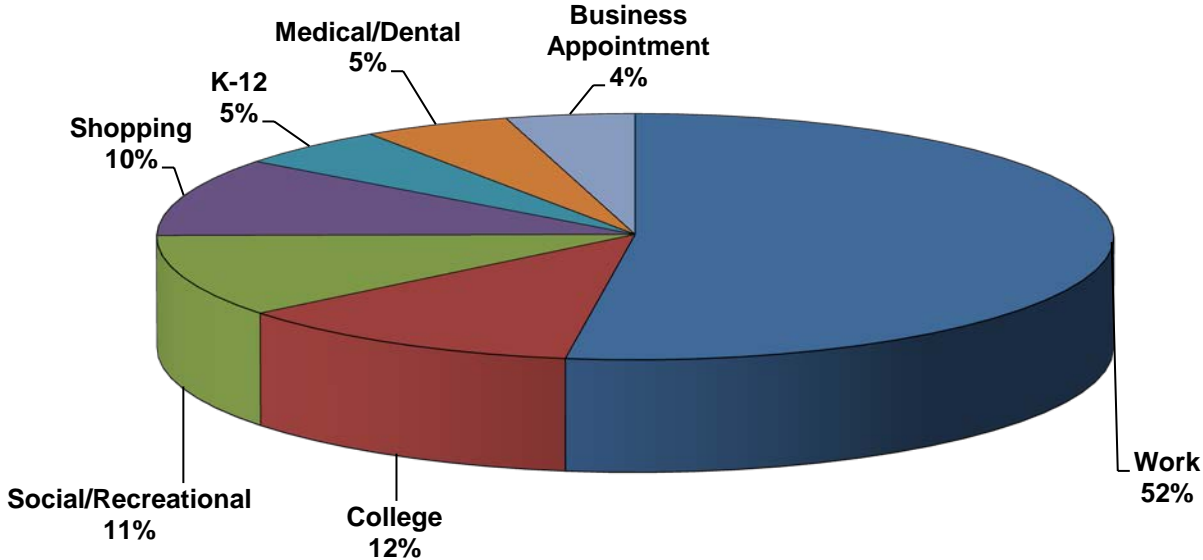
Figure 1: Is Home Your Origin or Destination?
n=838



In traditional onboard survey reporting, all origins are reported in aggregate regardless of trip direction. This results in the information about trip origins and access being a combination of home, work and other ultimate origin-types. As such it does not produce a clear and meaningful picture of the trip from home to the first transit boarding point, or of the final leg of the trip from the last alighting point to the ultimate destination.

To overcome this, a modified database has been created from the original that reverses all trips that are home-bound, converting the destination from home to the original non-home origin, and making home the new origin. This modified database provides a consistent picture of all outbound trips from home to the ultimate trip destination-type. The first section of the report provides reporting on this modified database to show a more meaningful and actionable picture of rider behavior

Figure 2: What Was Your Trip Purpose?
n=768

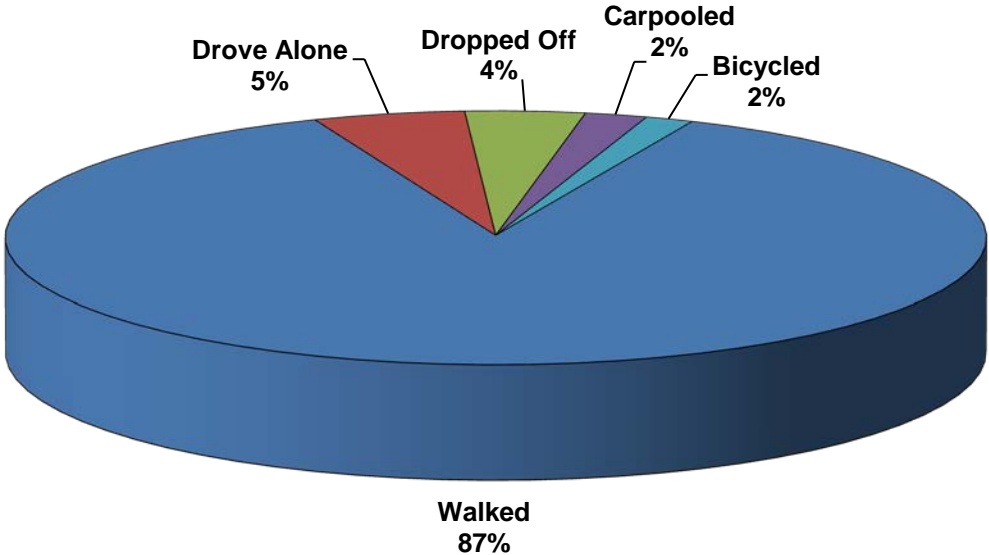


Work represents the largest proportion of trip-purpose destinations from home-based trips, accounting for 52 percent of all trips. Business appointments account for an additional four percent. This is in line with riders' reporting of work status with 67 percent indicating that they are currently employed.

Not surprisingly, school is the second largest trip destination with 12 percent of riders going to colleges or universities, and an additional five percent going to K-12 schools for a total of 17 percent. This is in line with 30 percent of riders reporting that they are students.

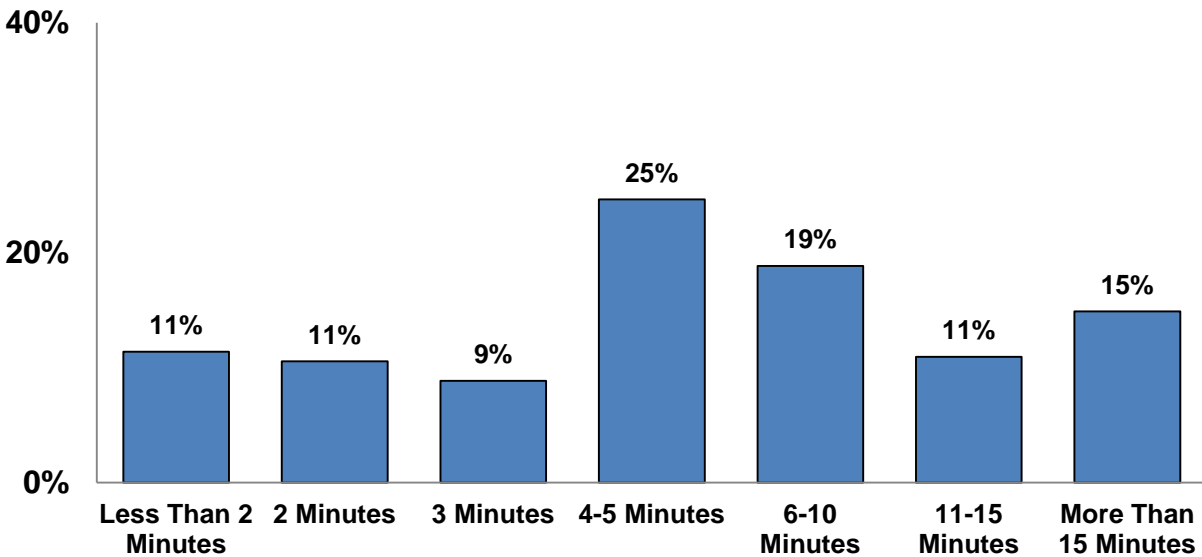
Social and recreational trips account for 11 percent, and shopping accounts for ten percent. Medical/dental trips are also a common destination at five percent.

Figure 3: How Did You Get From Your Home to Your First Boarding Point?
n=768



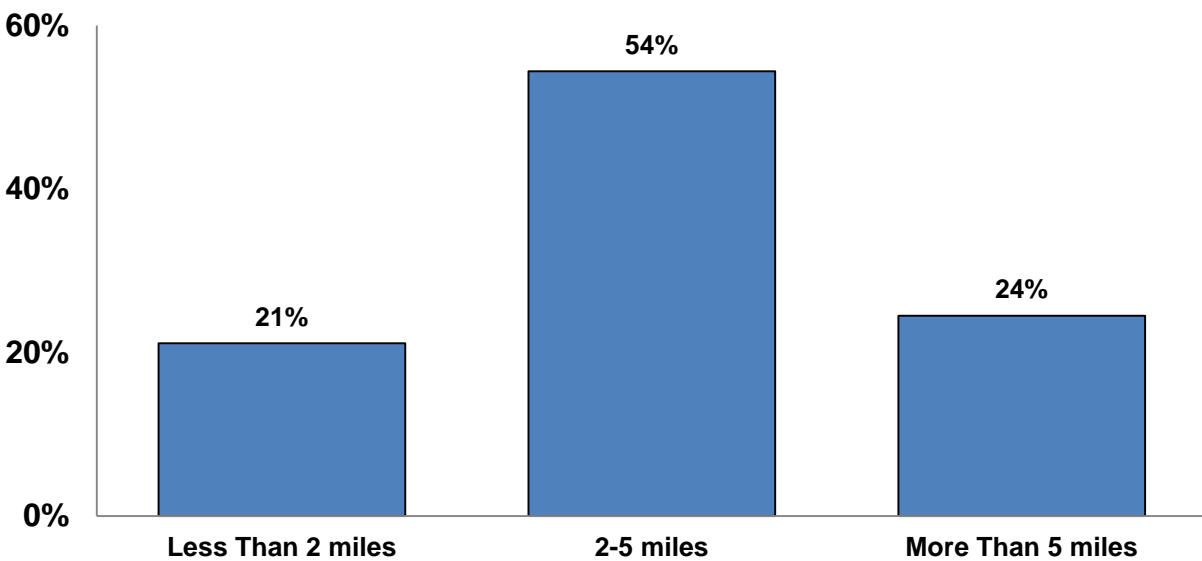
The vast majority of riders (87%) walk to their first transit boarding point. Car-based modes are the next most common transit access mode, with five percent of riders driving to their boarding point alone, four percent being dropped off by someone, and two percent carpooling. The final two percent of riders bicycle to the bus stop.

Figure 4: How Many Minutes Did It Take You to Walk From Your Home to Your First Boarding Point?
n=655



Among the riders who walk from home to their first boarding point, the most common time is four to five minutes at 25 percent. This is followed by 19 percent that have a walk time of six to ten minutes. There are 26 percent that have walk times in excess of 10 minutes, and a slightly larger proportion of riders walk three or fewer minutes at 31 percent. The overall average walk time from home to the first boarding point is 9.1 minutes.

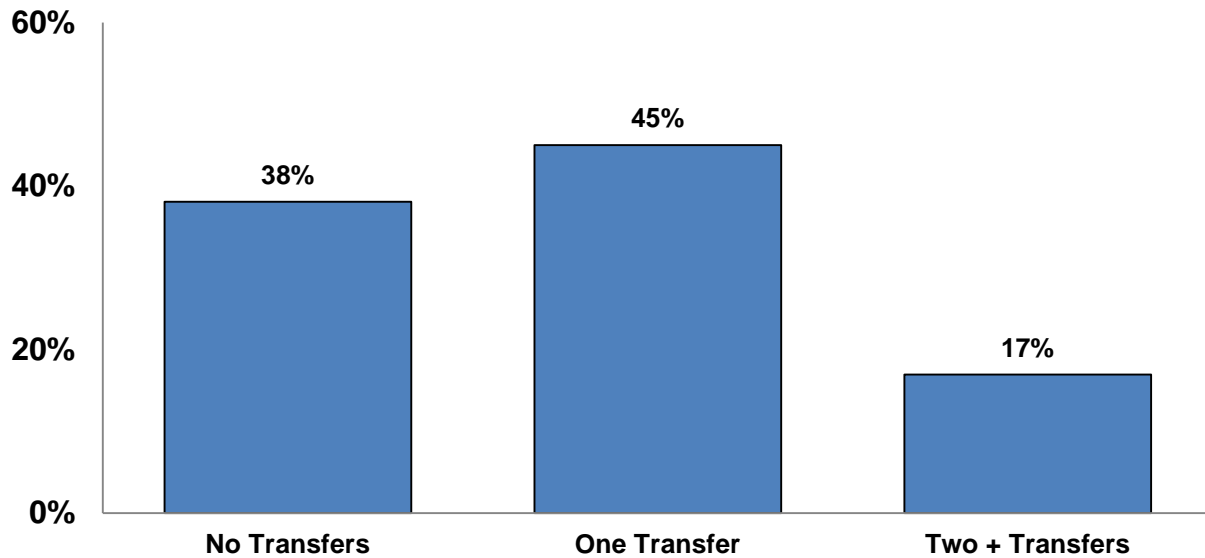
Figure 5: How Many Miles Is It From Your Home to First Boarding Point? (Non-Walkers)
n=113



For riders that do not walk from home to the bus, the majority (54%) travel two to five miles. The remainder is balanced relatively evenly between those traveling more than five miles (24%) and those traveling less than two miles at 21 percent. The average distance traveled to the first boarding point for non-walkers is 4.8 miles.

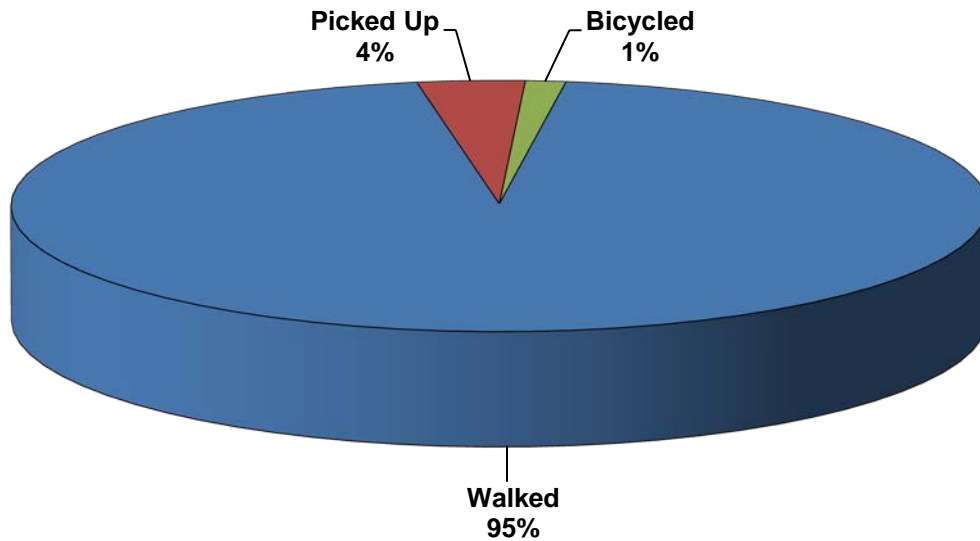
Figure 6: How Many Transfers Needed To Complete Your Trip?

**n=838
Line 427**



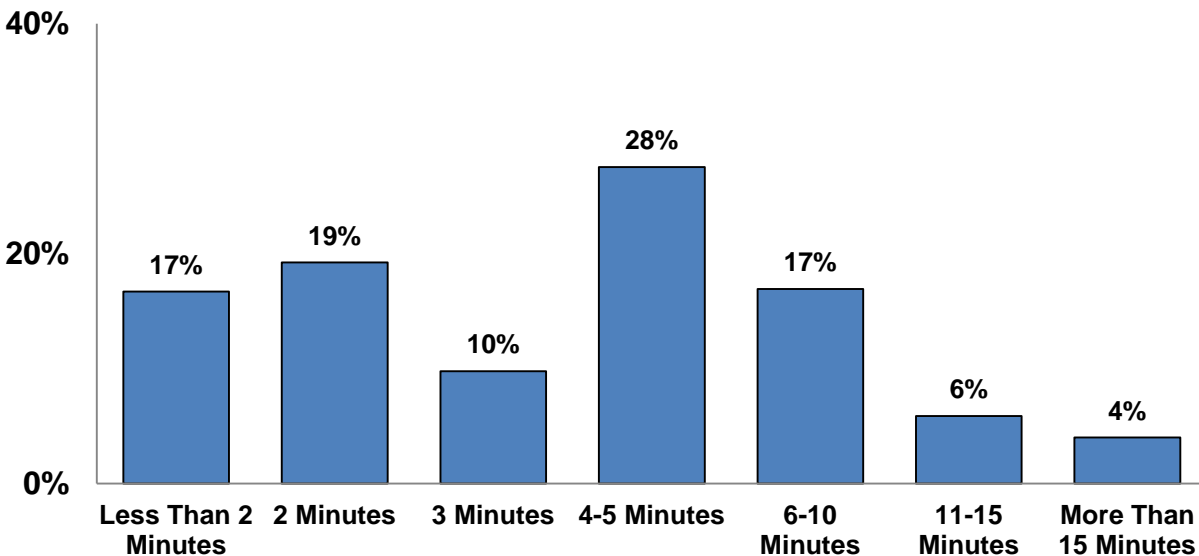
Thirty-eight percent of bus riders complete their bus trip with no transfers. Forty-five percent of riders make one transfer to finish their trip, and 17 percent of all trips require two or more transfers. Together the average number of transit legs for each one-way trip is 1.79.

Figure 7: How Did You Get From Your Last Stop to Non-Home Destination?
n=768



Almost all bus riders (95%) walk from their last stop to their non-home destination. Four percent of riders are picked up by someone, and only one percent bicycle from their last stop to their non-home destination.

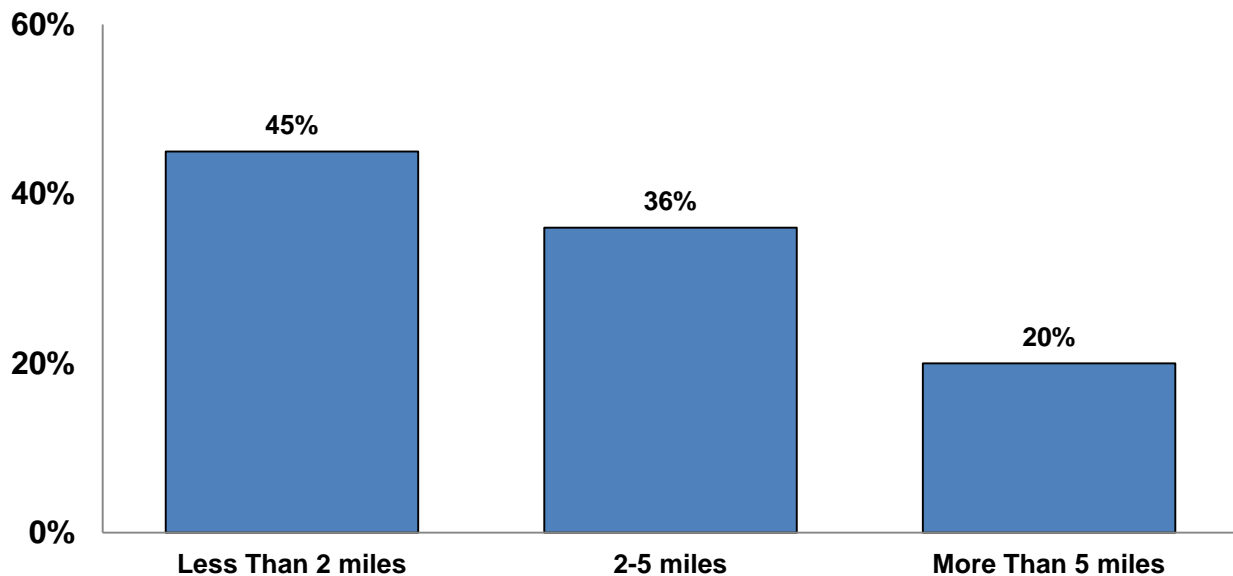
Figure 8: How Many Minutes Did You Walk to Your Non-Home Destination?
n=728



As with walking to their first transit boarding point, the most common walk time to the final destination point is four to five minutes at 28 percent. Seventeen percent walk six to ten minutes, and only ten percent walk more than ten minutes. Conversely, a total of

46 percent walk less than four minutes. The overall average walk time from riders' final alighting point to their non-home destination is 5.6 minutes. The 5.6 minute average walk time to their non-home destination is just over half the 9.1 minute average walk time from home to their first boarding point. This likely reflects a higher density of destinations and bus stops at their non-home destination than in their residential home neighborhood.

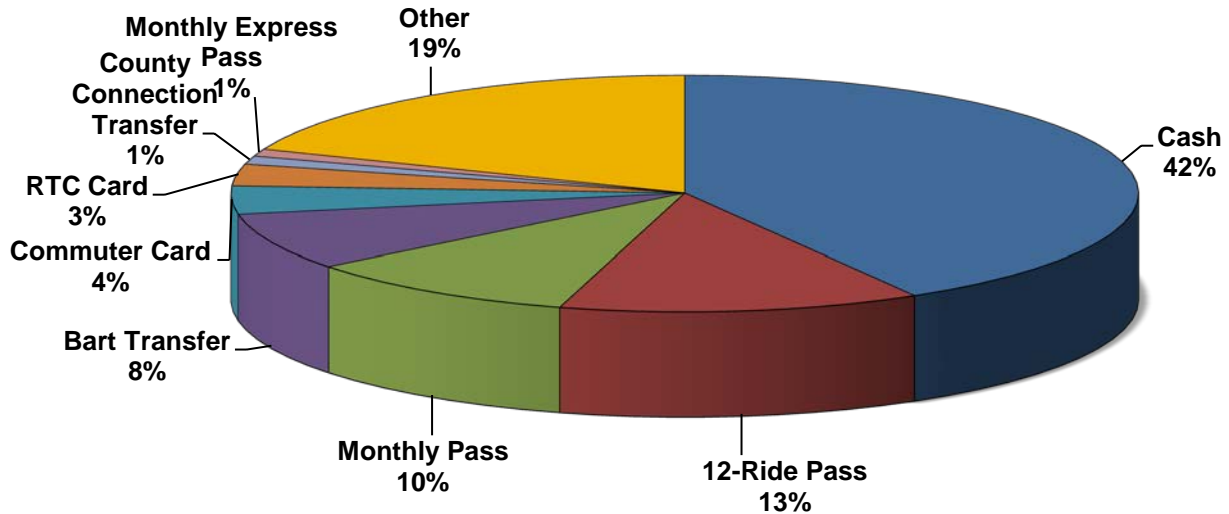
Figure 9: How Many Miles Was It From Your Last Stop to Your Non-Home Destination? (Non-Walkers) n=40



Of those riders who use a mode of transportation other than walking from their last stop, almost half (45%) travel less than two miles to their non-home destination. Thirty-six percent of riders travel two to five miles and 20 percent travel more than five miles. The average distance traveled by non-walkers to their trip-purpose destination is 5.4 miles. It should be noted, however, that this includes two travelers that commuted to a rideshare point and then pooled a long distance to their destination. Removing these two riders from the dataset reduces the average from 5.4 miles to 3.8 miles.

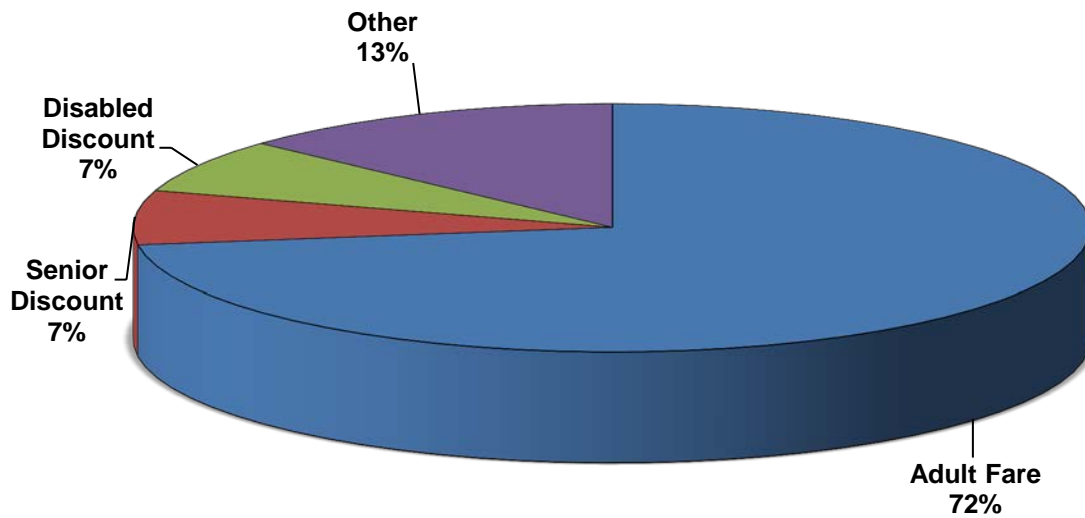
Fare Media

Figure 10: How Did You Pay For Your Bus Fare?
n=838



Riders use a variety of fare media options. The most common form of payment is cash at 42 percent. Those who use a pass (monthly, monthly express, 12-ride) make up 24 percent of the riders. Eight percent of riders use a Bart transfer, and one percent use a County Connection transfer. Commuter cards or RTC cards are used by seven percent. Nineteen percent of riders use some other form of payment including 20-ride passes, Bishop Ranch bus passes, other employee passes, student IDs and free rides.

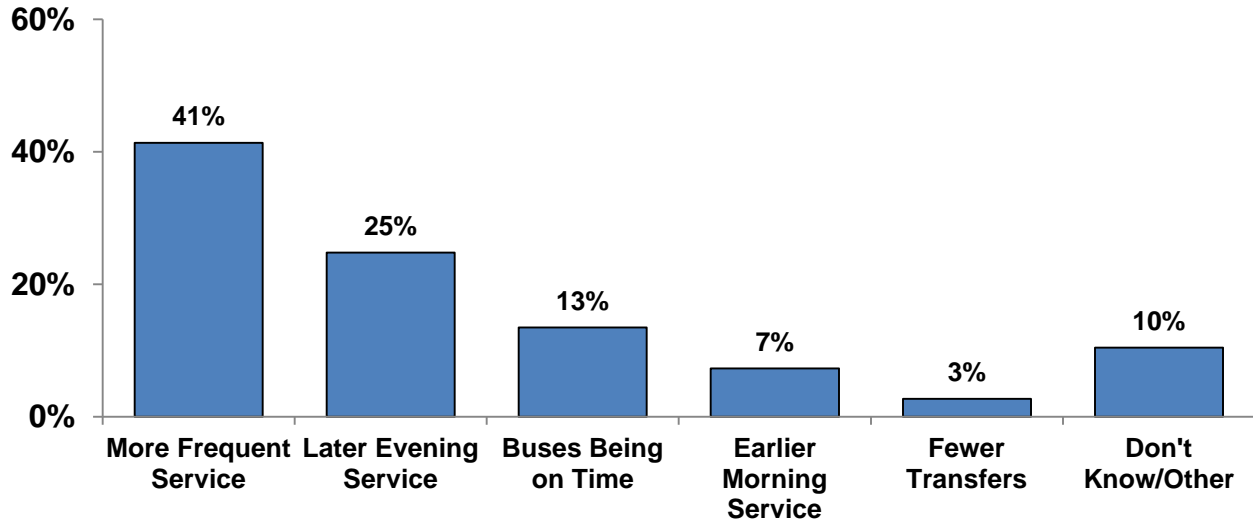
Figure 11: Was That a Full, Adult Fare or Discount Fare?
n=838



Seventy-two percent of riders do not receive a discount and thus pay a full adult fare. Among the discounted fares, a senior discount and a disabled discount are tied for the highest percentage with each comprising seven percent of riders. Thirteen percent of riders use some other type of fare.

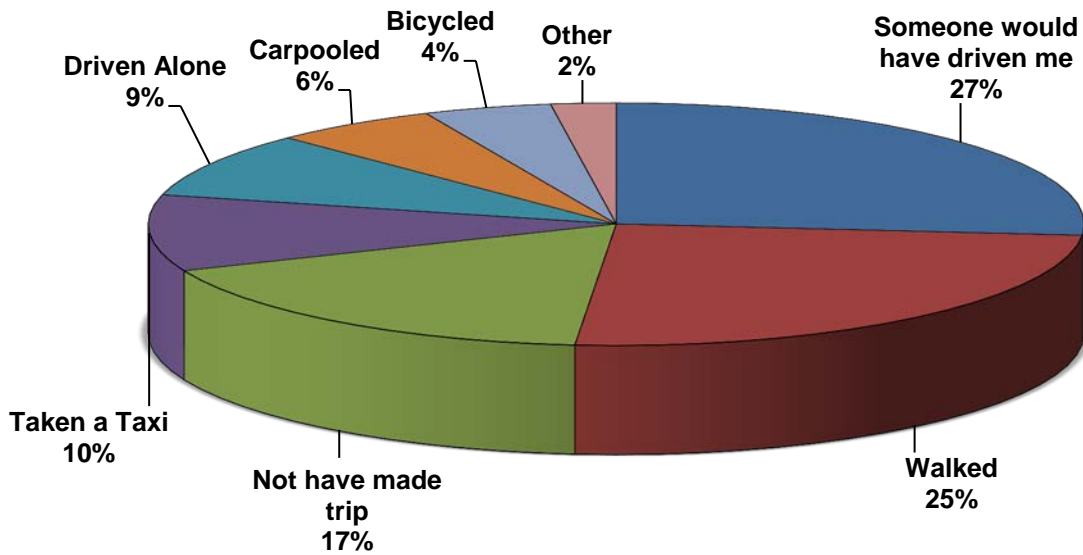
The County Connection Performance

Figure 12: How Can The County Connection Be Improved
n=838



Riders were asked to choose one of five possible specific improvements that could potentially be implemented by County Connection. More frequent bus service is the most commonly requested improvement at 41 percent, and this is relatively consistent across all demographic breakouts. Later evening service and buses being more on time received 25 percent and 13 percent of the responses respectively. The least requested improvements are earlier morning service and fewer transfers to make their trip, at seven and three percent respectively. Ten percent of riders either have another suggestion or do not think that County Connection needs to make any improvements. The most common “other” response was more weekend service, but at less than three percent.

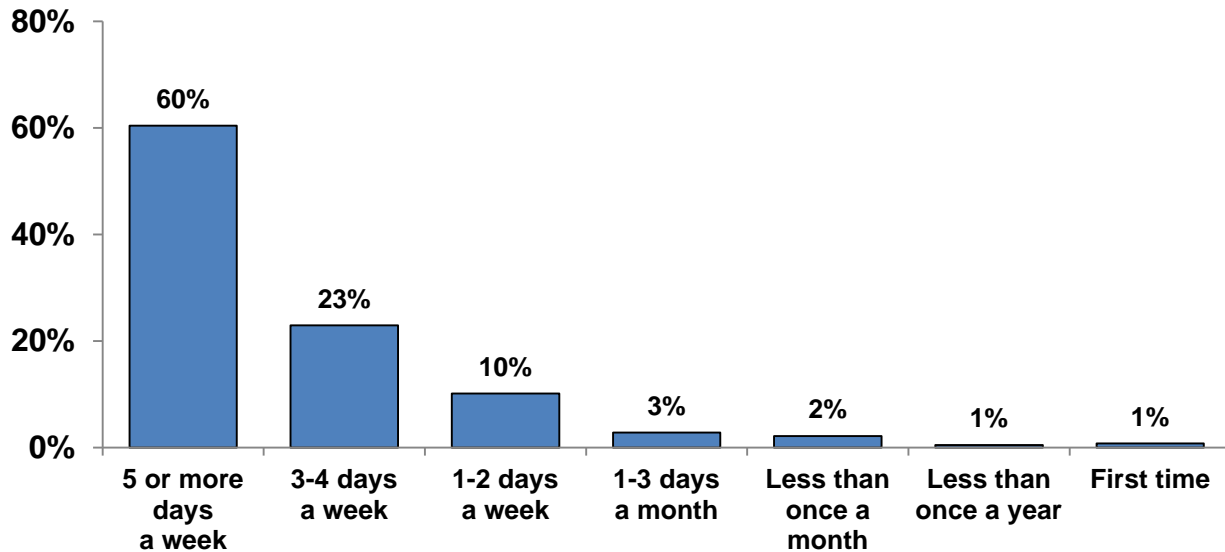
**Figure 13: If There Was No Bus, How Would You Have Made Your Trip?
n=838**



When asked what they would do if their County Connection bus service was not available, 17 percent of riders indicated that they would not make a bus trip at all. Over half of riders (52%) would use another form of motorized vehicular transportation (27% driven by someone, 10% taxi, 9% drive alone, 6% carpool), while 29 percent would either walk (25%) or bicycle (4%). Two percent of riders would use a form of alternate transportation not identified above.

Transportation Demographics

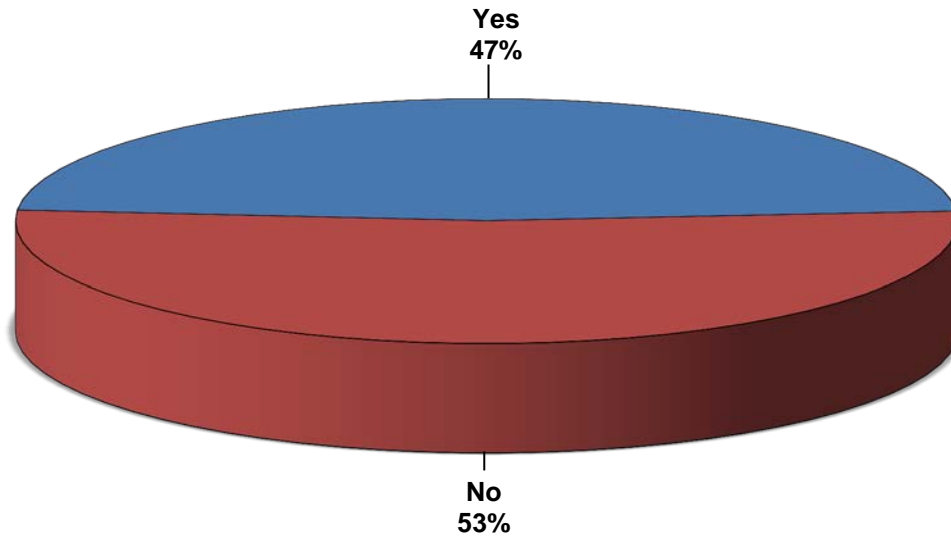
Figure 14: How Often Do You Ride The County Connection
n=838



Over 90 percent of all trips are made by riders that use the bus at least once a week. Nearly two-thirds of all trips (60%) are made by riders that use the bus five or more days a week. Twenty-three percent of trips are by riders that ride three to four days a week and ten percent are by riders that use the bus one to two days a week. Five percent of trips are made by patrons that ride one to three days a month (3%), and by riders that use the bus less than once a month (2%). The remaining two percent is equally split among first time riders and those who use the bus less than once a year.

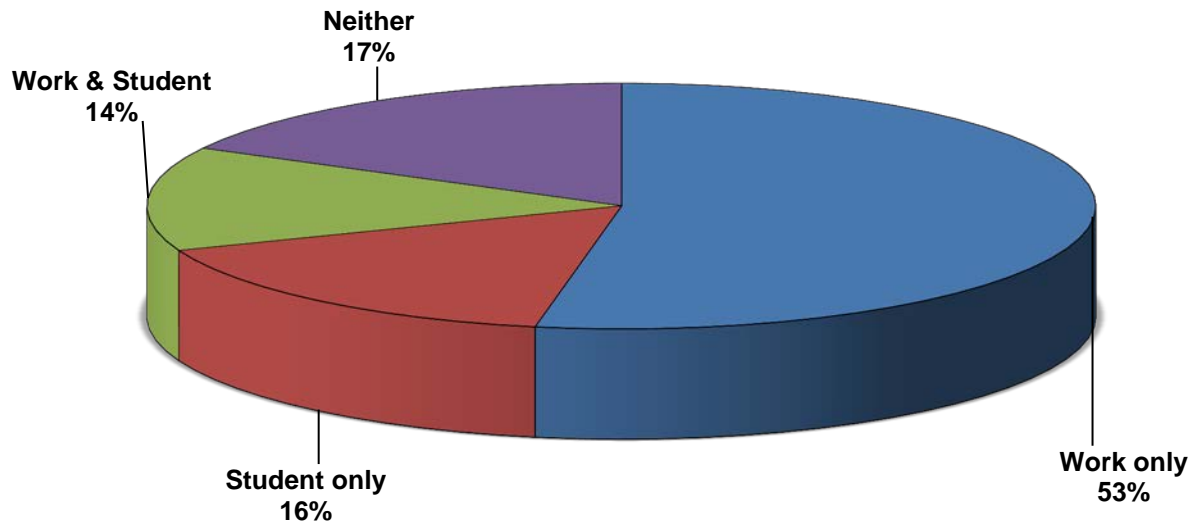
Riders who are employed are more likely to ride the bus five or more days a week than those who are unemployed (69% versus 44% respectively). At 60 percent, riders who possess a driver's license are equally as likely to ride the bus five or more days a week as those who do not have a license (61%). Finally, as would be expected, riders that use a pass to pay their fare are more frequent riders than those that pay cash.

Figure 15: Do You Currently Have a Driver's License?
n=838



Over half of County Connection trips (53%) are made by riders that do not currently have a driver's license. At 50 percent, male riders are slightly more likely to have their driver's license than female riders at 45 percent. The incidence of having a drivers' license increases with age starting at a low of 16 percent for riders under 20, increasing to 37 percent for those in their 20's, 42 percent for those in their 30's and then peaking at 62 percent for riders in their 40's. The incidence then declines slightly to 60 percent for riders in their 50's, and 57 percent for those 60 or older. Hispanic riders are also less likely to have a driver's license at 41 percent compared to 50 percent for non-Hispanic riders. Students and those that are not employed are also less likely than their counterparts to have a license at 31 percent and 34 percent respectively compared to 54 percent of non-students and 54 percent of employed riders.

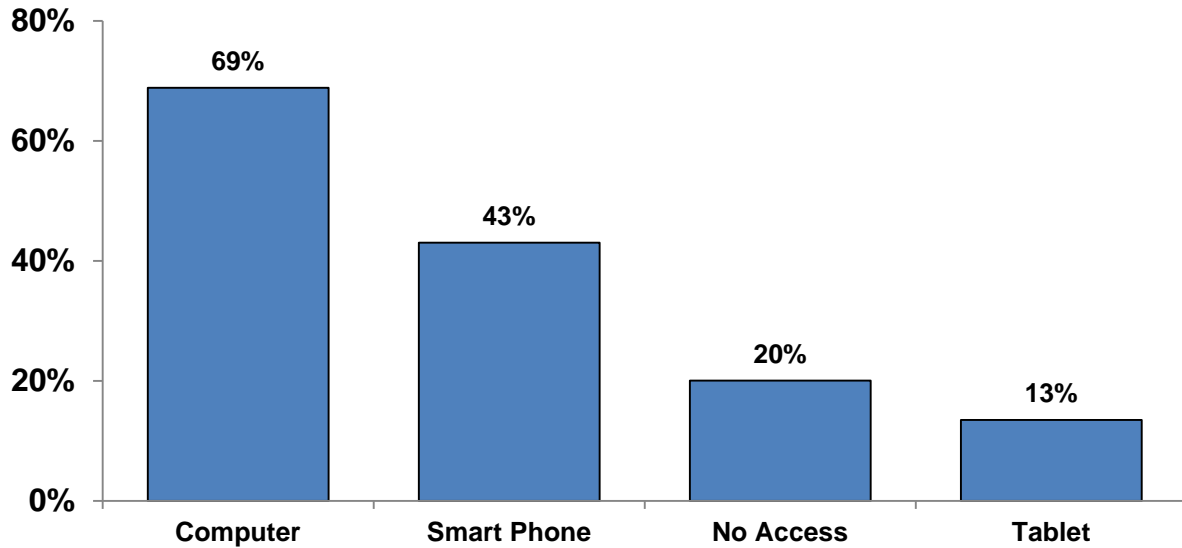
Figure 16: Are You Currently Employed and/or a Student?
n=838



Over a half (53%) of riders are only employed and 16 percent are only students. Fourteen percent of riders are both employed and students, while 17 percent of riders are neither employed nor a student. As might be expected, riders 60 years or older are the most likely to neither work or be a student.

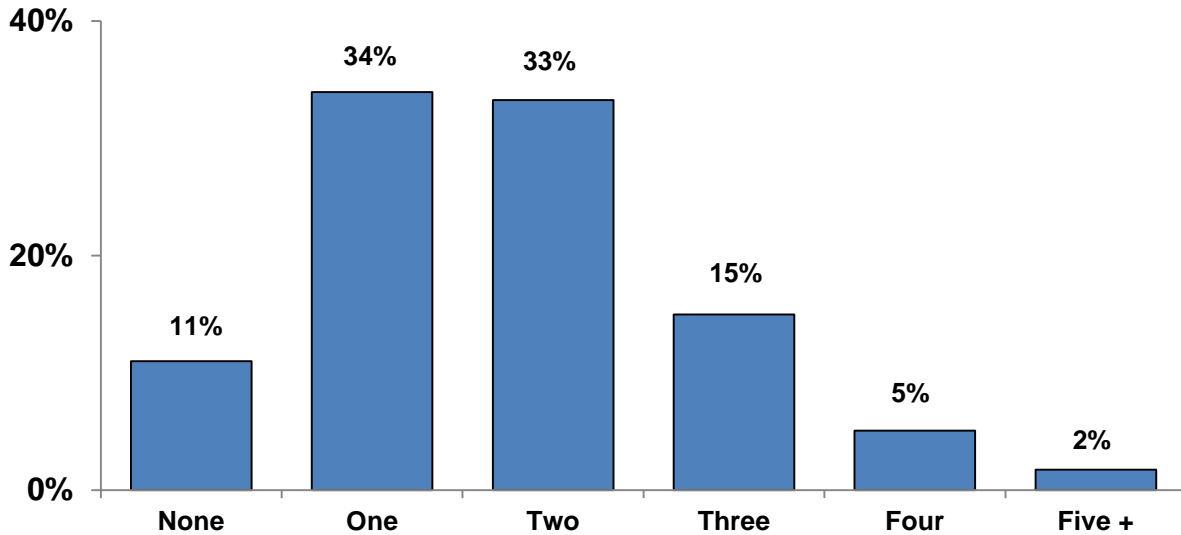
Rider Demographics

**Figure 17: How Do You Access the Internet?
(Multiple Response)
n=838**



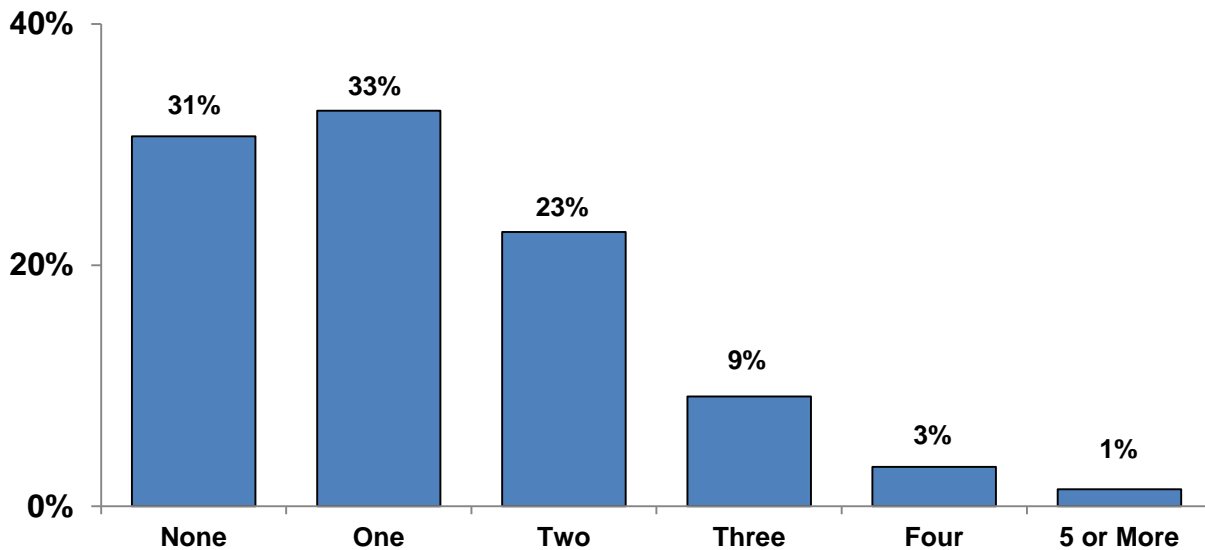
Eighty percent of riders have at least some way to access the Internet through a smart phone, tablet, and/or traditional computer. The majority of riders (69%) have a computer for Internet access. Forty-three percent of riders have a smart phone to access the Internet. Only thirteen percent of riders have access to the Internet through a tablet. Twenty percent of riders do not have any access to the Internet. Note that riders may have Internet access through two or all three forms and thus the total percentages exceed 100 percent.

Figure 18: How Many People Are Employed in Your Household?
n=834



A third of riders (34%) have one person who works either full-time or part-time in their household. Another third (33%) of the riders' households have two people who are employed, and 11 percent of riders do not have anyone in their household who is employed. Fifteen percent have three people employed in their household, and seven percent have four or more employed people in their household.

Figure 19: How Many Drivable Vehicles Are Available To Your Household?
n=837

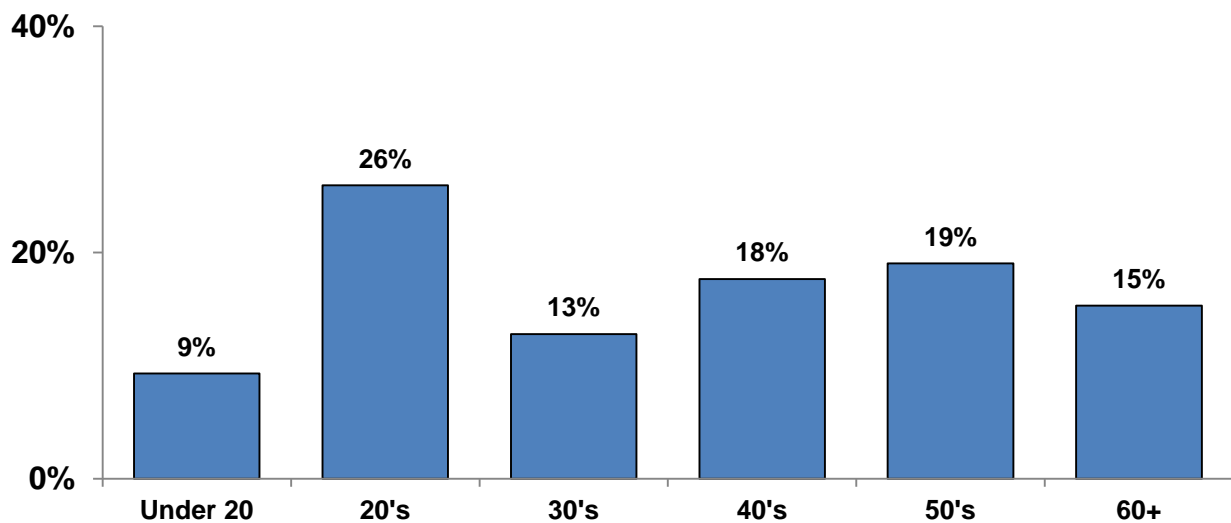


Most County Connection riders (69%) have at least one drivable vehicle available in their household, but nearly a third (31%) do not have any drivable vehicles. Over half of the riders (56%) have either one (33%) or two (23%) drivable vehicles available.

Thirteen percent of riders have three or more operating vehicles available to their household.

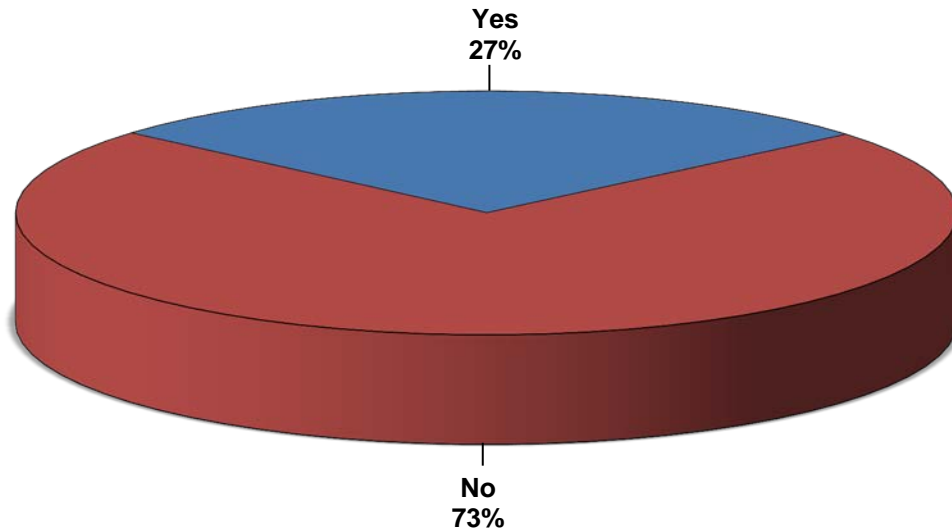
Vehicle availability is positively correlated to household income with vehicle availability starting at a low of 37 percent for those with incomes below \$10,000, and increasing consistently with income to a high of 97 percent for those with incomes above \$75,000. It is negatively correlated to rider age with vehicle availability for the youngest riders (under 20) at a high of 87 percent and then declining to 55 percent for riders that are 60 or older. Non-Hispanic riders are slightly more likely to have a vehicle in the household at 71 percent compared to 65 percent for Hispanic riders.

Figure 20: What Is Your Age Category?
n=824



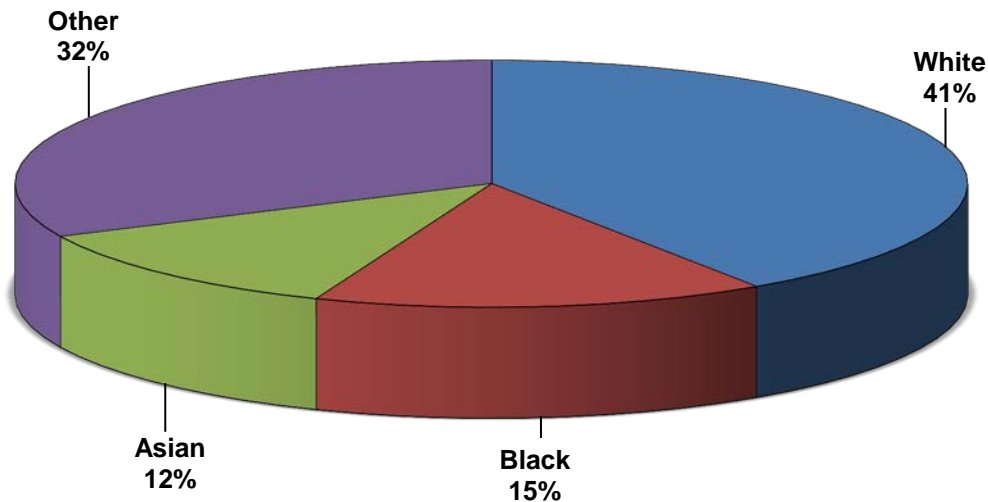
The most common age group of CCCTA riders is those in their 20's at 26 percent. Only nine percent of riders are under the age of 20, while 13 percent are in their 30's. The age of riders are distributed relatively evenly across riders that are at least 40 with 18 percent for riders in their 40's, 19 percent for riders in their 50's, and 15 percent for those 60 or older.

Figure 21: Are You Hispanic, Latino or of Spanish Origin?
n=833



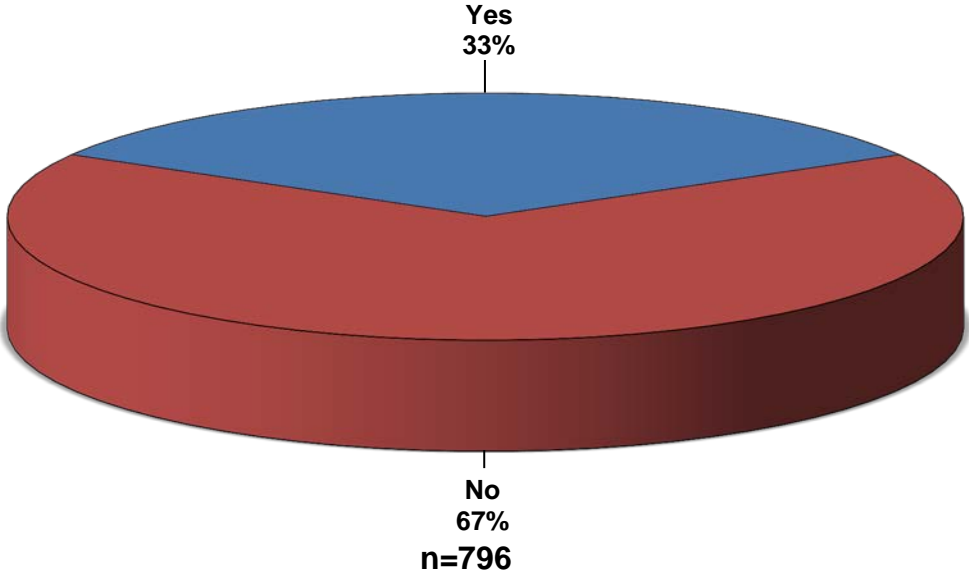
The proportion of surveyed riders that are Hispanic or Latino is slightly more than a quarter (27%) of all riders. Seventy-three percent are not of Hispanic or Latino origin.

Figure 22: What Is Your Race?
n=838



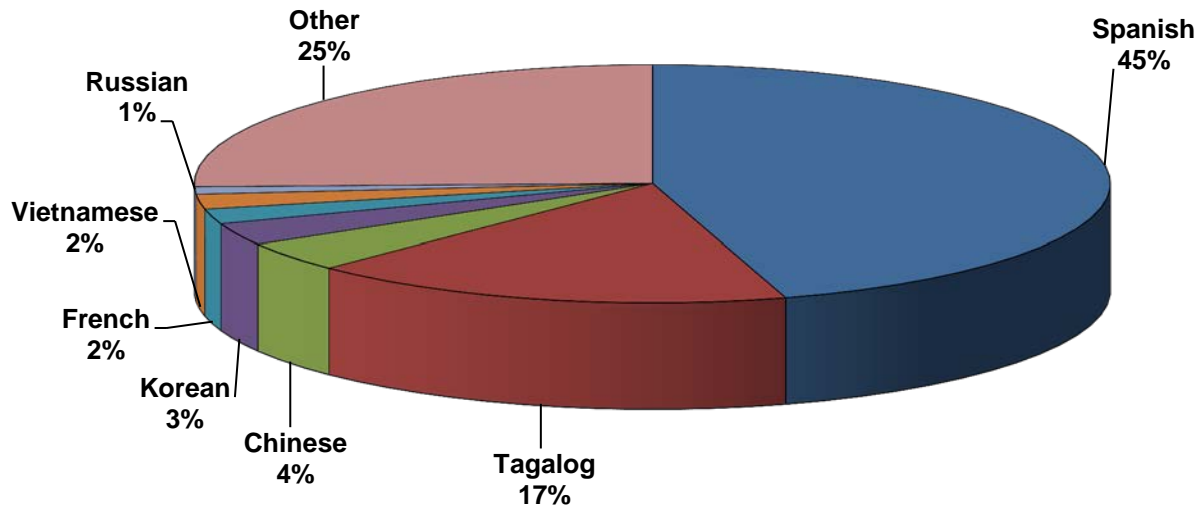
At 41 percent the largest proportion of County Connection riders identify their race as White, with 15 percent saying Black and 12 percent Asian. A large proportion (32%) also identified themselves as “other.” The most common “other” response were Hispanic, Latino, and Mexican.

**Figure 23: Do You Speak a Language Other than English at Home?
(English Language Survey Respondents Only)**



Of those riders who completed the survey in English, 33 percent speak a language other than English at home. Fifty-two percent of Hispanic riders and 80 percent of Asian riders speak a language other than English.

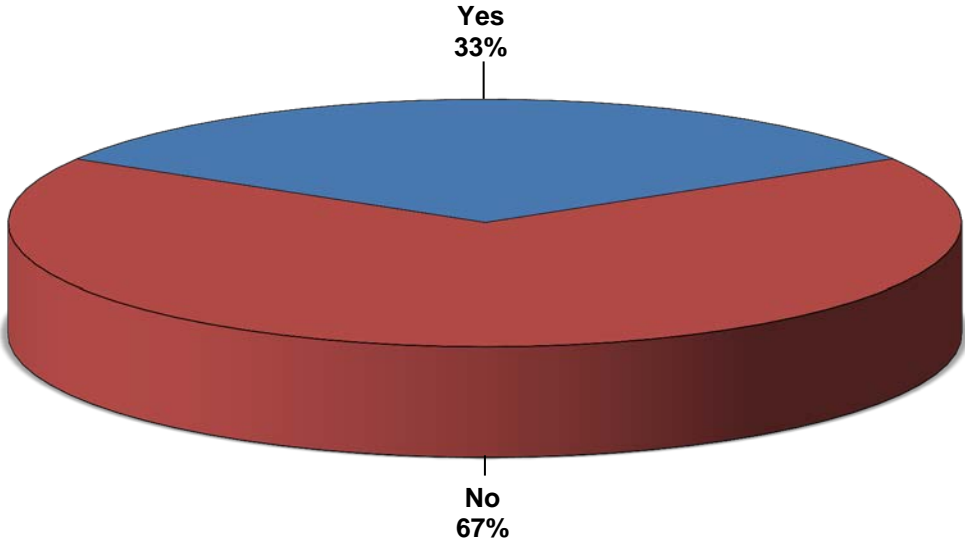
**Figure 24: What Language Do You Speak at Home?
(English Language Survey Respondents Only)
n=275**



At 45 percent, Spanish is the most common language of riders who indicated that they spoke a language other than English at home. The second highest language spoken at home was Tagalog at 17 percent. Four percent of riders speak Chinese and three percent speak Korean. French and Vietnamese are both spoken by two percent of riders, while Russian is spoken by one percent of riders. In addition to English, a quarter of riders speak a language not listed above.

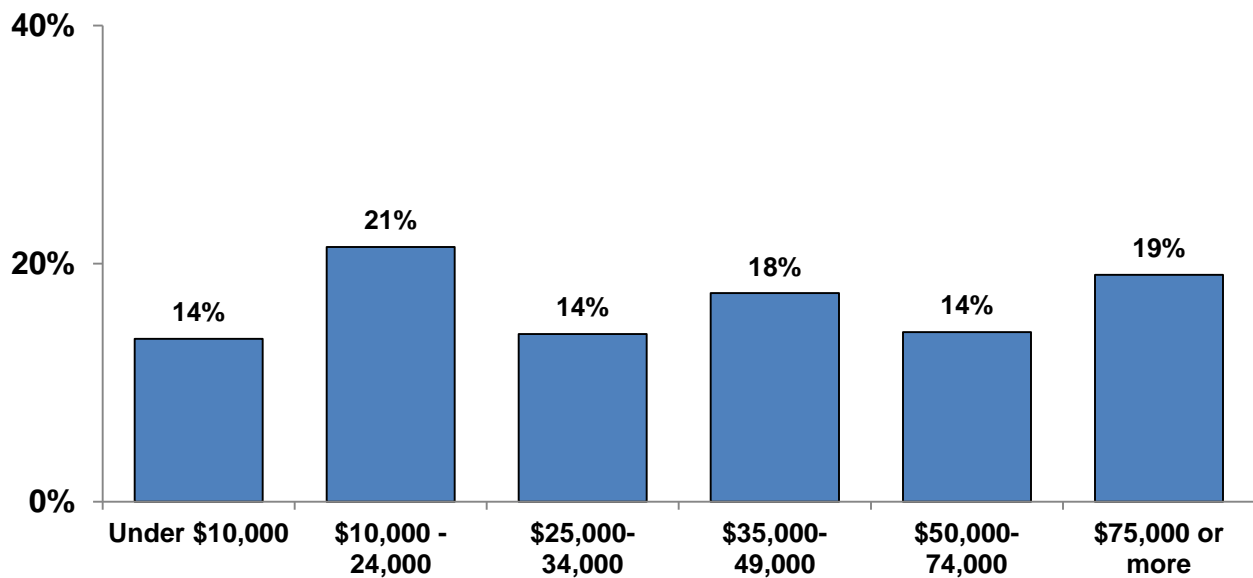
**Figure 25: Do You Speak a Language Other Than Spanish at Home?
(Spanish Language Survey Respondents Only)**

n=42



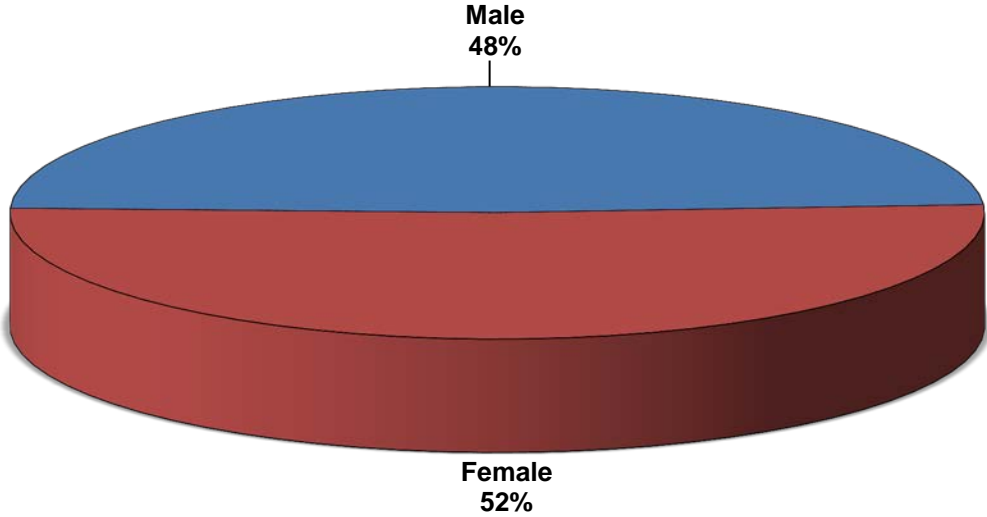
A third of bus riders who completed the survey in Spanish speak a language other than Spanish at home. All of these riders speak English.

Figure 26: What is Your Total Household Income?
n=711



The total household incomes for riders were distributed relatively evenly among the income groups. The most prevalent household income of riders is \$10,000 to \$24,999 at 21 percent followed by \$75,000 or more at 19 percent, and \$35,000 to \$49,999 at 18 percent. Total household incomes of under \$10,000, \$25,000 to \$34,999, and \$50,000 to \$74,999 each comprise 14 percent of the riders. Household incomes over and under \$35,000 were relatively even at 49 percent under \$35,000 and 51 percent over \$35,000.

Figure 27: Gender
n=838



A slight majority of County Connection riders are female with 52 percent female riders and 48 percent male riders.

Appendix I – Monitoring Program Results

System-Wide Service Standards

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

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

County Connection utilized its triennial customer survey data to determine the percentage of riders on each route who identify themselves as either “minority” or “low-income.” Any routes wherein a higher percentage of riders identified themselves as “minority than the system average of 59% are categorized as minority, and any routes with more than the system average of 35% self-identified “low income” riders are categorized as low income routes.

Routes by Status

Route	Minority Route Determination	Low-Income Route Determination	Route	Minority Route Determination	Low-Income Route Determination
1			311		
2			314		Low Income Route
4			315	Minority Route	Low Income Route
5		Low Income Route	316		Low Income Route
6			320	Minority Route	Low Income Route
7			321		
9		Low Income Route	601		
10		Low Income Route	602		Low Income Route
11	Minority Route	Low Income Route	603		
14		Low Income Route	605		Low Income Route
15			606		
16		Low Income Route	608		Low Income Route
17	Minority Route	Low Income Route	609		
18		Low Income Route	610		
19	Minority Route	Low Income Route	611		
20	Minority Route	Low Income Route	612		Low Income Route
21			613	Minority Route	Low Income Route
25			614		Low Income Route
28		Low Income Route	615		Low Income Route
35			616	Minority Route	Low Income Route
36			619		Low Income Route
91	Minority Route	Low Income Route	622		
92			623		
93		Low Income Route	625		
95			626		
96			627	Minority Route	Low Income Route
97			635	Minority Route	
98		Low Income Route	636		
301			649	Minority Route	Low Income Route
310		Low Income Route			

Vehicle Load

Standard:

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

Vehicle Load Factor Standard vs. Actual

Vehicle Load Factor Standards	Peak	Off-Peak
Standard	1.25	1.00
Actual	0.61	0.55

Finding:

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

Average Vehicle Loads by Route Status

Average Vehicle Loads by Route Status	Peak	Off-Peak
Minority Route	0.65	0.57
Non- Minority Route	0.58	0.55
Low Income Route	0.64	0.60
Non-Low Income Route	0.55	0.51

Vehicle Headway

Standard:

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

Actual Average Peak Headways

Vehicle Headway	
Standard	2:00
Actual	0:42

Finding:

Across all County Connection routes, vehicle headway standards were met.

On-Time Performance

Standard:

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

On-Time Performance Standard

On-Time Performance	
Standard	95%
Actual	85%

Finding:

On average, County Connection did not meet the on-time performance standard. While the lack of on-time performance is not favorable for any transit agency, it is important to note that County Connection’s on-time performance is equitably distributed across all route types.

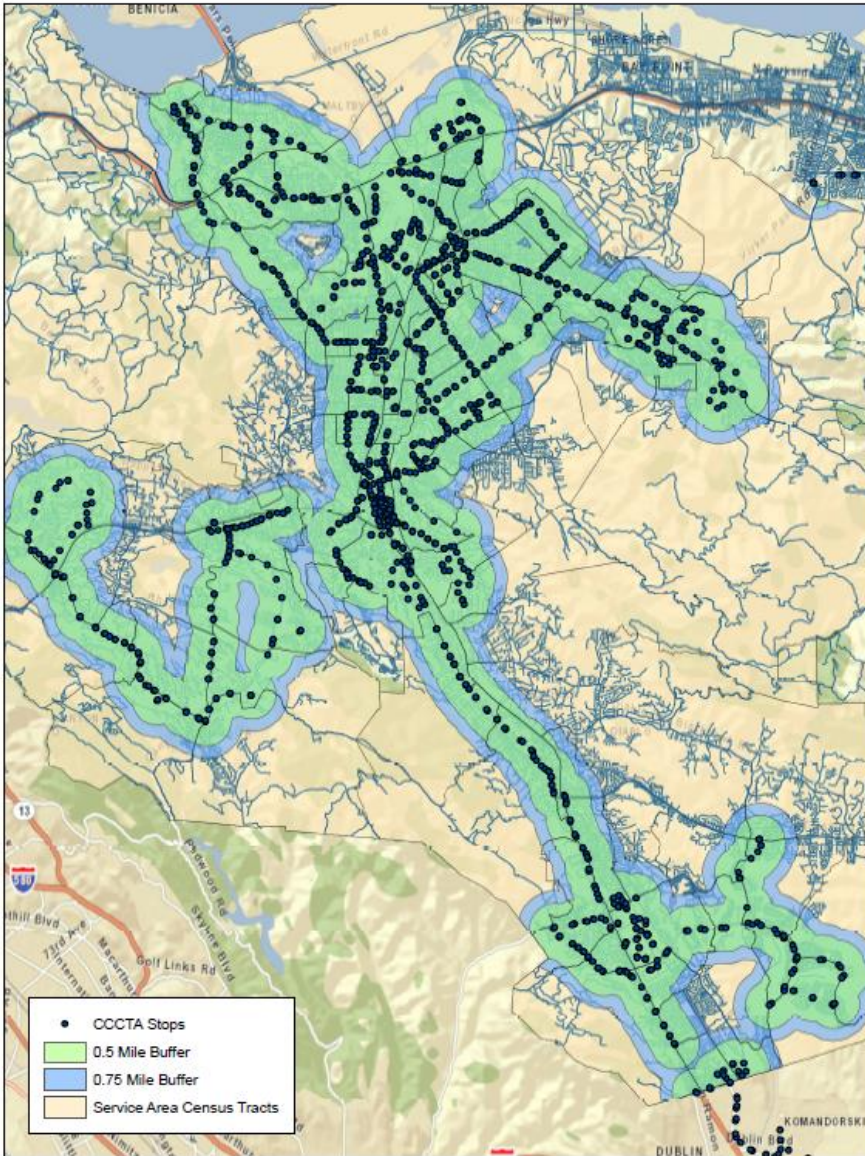
Percentage of Routes Meeting Standard by Route Status

On-Time Performance by Route Status	
Minority Route	87%
Non- Minority Route	84%
Low Income Route	87%
Non-Low Income Route	82%

Service Availability

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

The map and table below indicate that County Connection’s standard is met.



Service Availability Population

Service Availability Standard		
Service Area Population	503,794	
Population within 3/4 Mile	398,442	79.09%

Systemwide Service Policies

Vehicle Assignment

Vehicle assignment is defined by FTA Circular 4702.1B as “the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system.” County Connection’s policy states that all buses have the same level of amenities (i.e. air conditioning, wheelchair lifts, automated stop announcements), available to riders. Buses are not assigned to specific communities within County Connection’s service area based on vehicle age, but rather to serve specific routes that call for vehicles of differing lengths based 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.

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

Transit Amenities

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

Standard:

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

Finding:

Staff has worked with jurisdictions to distribute benches and shelters to match the distribution of minority Census tracts.

Appendix J – Policy Development Outreach

Federal Transit Administration's (FTA) new Circular required each large public transportation provider's governing board to approve five standards and policies:

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

The first policy defines “major service change” as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a “disparate impact” on the minority population or a “disproportionate burden” on the low-income population. The last two policies define service standards and policies to be used when determining whether service and facilities are distributed equitably to minority and non-minority routes and facilities.

The new requirements also necessitate transit agencies to seek public input before Board action on the first three policies. Staff developed draft standards and policies, and received public input through three community meetings, with language services available, throughout the County Connection's service area. Comments were also made on County Connection's website.

County Connection held the following community meetings:

- Thursday, March 28, 2013 - 7 p.m. to 9 p.m.
Monument Corridor Transportation Action Team
1736 Clayton Rd, Concord, CA 94520
- Monday, April 15, 2013 - 5:30 p.m. to 7:30 p.m.
San Ramon Community Center
12501 Alcosta Blvd, San Ramon, CA 94583
- Tuesday, May 14, 2013 - 1:30 p.m. to 5 p.m.
Walnut Creek Library
1644 N Broadway, Walnut Creek, CA 94596

The meeting's participants provided valuable comments for staff. Upon receipt of the input from public outreach, staff revised the proposals for its standards and policies and submitted them for Board approval. They were approved June 20, 2013. The System-wide Service Standards and Policies were approved December 18, 2014. Board Resolutions for both are these are copied below.

RESOLUTION NO. 2013-019

Central Contra Costa Transit Authority

Board of Directors

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

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

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

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

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

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

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

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

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

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

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

NOES: Directors Dessayer and Weir

ABSTENTIONS: None

ABSENT: Directors Hudson and Storer



Erling Horn, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

RESOLUTION NO. 2015-014

CENTRAL CONTRA COSTA TRANSIT AUTHORITY
BOARD OF DIRECTORS

* * *

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

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

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

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

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

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

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

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

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

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

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

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

NOES:

ABSTAIN:

ABSENT: Directors Hudson and Worth

ATTEST:



Lathina Hill, Clerk to the Board


A.G. Dessayer, Chair, Board of Directors

Appendix K – Title VI Equity Analyses

Executive Summary

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. County Connection is committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. County Connection must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Normally County Connection performs a self-assessment every three years or when it undertakes a significant service change or any fare change.

In the past three years, County Connection has conducted two equity analyses to evaluate: a reinstatement of the Senior/Disabled Mid-Day Free Fare Program and to implement the 2014 Walnut Creek Service Changes. These are summarized below.

Senior/Disabled Mid-Day Free Fare Program

Prior to the 2009 service cuts and fare increase, seniors (65 yrs) and those with disabilities could ride the fixed route system between 10 and 2 for free. This encouraged them to use fixed route instead of the LINK paratransit service and it encouraged them to use the system during non-peak times when there is more capacity.

The Board approved reinstating the Senior/Disabled Mid-Day Free Fare Program in August 2013, subject to the completion of a Title VI Equity Analysis.

2014 Walnut Creek Service Changes

At the December 2013 County Connection's Board of Directors approved the Adaptive Service Analysis Plan. The study identified alternatives for transit service in areas where the current service is not productive. The recommendations that were selected for implementation include the following service changes to routes serving Walnut Creek:

- Route 2: Reduce service to two morning and two evening commute trips while re-routing to provide more direct service to Walnut Creek BART.
- Route 5: Increase frequency and re-route to provide more direct service from Creekside to Walnut Creek BART.
- Route 7: Streamline service between Shadelands and Pleasant Hill BART.

Each Title VI Equity Analysis conducted during the review period follows.

County Connection Title VI Equity Analysis – Senior/Disabled Mid-Day Free Fare Program

Introduction

As a federal grant recipient, the Central Contra Costa Transit Authority (County Connection) is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI regulations.

This Title VI assessment covers County Connection's proposal to continue a pilot program offering mid-day free fares for senior riders and persons with disabilities between the hours of 10am and 2pm.

Upon review of this proposal, it has been determined that continuing this fare policy would not have a disproportionately adverse effect on minority or low-income riders.

The following report provides a summary of the fare policy, Title VI analysis, and results.

Proposal

Prior to the 2009 service cuts and fare increase, seniors (65 yrs) and people with disabilities could ride the fixed route system between 10am and 2pm for free.

The percentage of the total ridership that are seniors and persons with disabilities has not changed from FY2007-08 to FY2011-12 and has been stable at 11% of the total. The volume has dropped, however, due to the service cuts. Prior to the cuts, County Connection carried 492,636 passengers that were categorized as seniors and those with disabilities and last year the number was 339,577. When there was a mid-day free fare, approximately half rode during the mid-day and took advantage of the free fare.

To determine the financial impact of the proposed mid-day free fare, staff used the Ridecheck software to sort fare payment method by time of day. Fares collected from the senior discount cash fare, the 20 ride senior punch pass, and the senior BART transfer, between the hours of 10am and 2pm totaled 2% of the total fare revenues. This represents \$70,000 of fare revenue out of a total of \$3,500,000 annually.

At the August 2013 Board of Directors meeting, the Board directed staff to implement mid-day free fares for seniors riders and those with disabilities between the hours of 10am and 2pm at the winter bid change as a pilot fare change.

Title VI Policies

In June 2013 County Connection's Board of Directors adopted the following policies:

Major Service Change Policy

County Connection defines a major service change as:

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

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

The following service changes are exempted from this policy:

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

This fare policy exceeds County Connection's Major Service Change threshold of 25 percent for revenue hours and revenue miles.

Disparate Impact Policy

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

Disproportionate Burden Policy

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

Public Outreach:

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

Meetings:

March 28, 2013 – Monument Corridor Transportation Action Team

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

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

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

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

Comments: None

April 1st – June 1st, 2013 – Policies available for comments on County Connection Website

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

Comments: None

See attached copy of Board resolution demonstrating the County Connection's board consideration, awareness, and approval of these Title VI policies.

Title VI Equity Analysis

Staff used survey data from an on-board survey completed in April 2012 by Redhill Group for this analysis. This data was used to compare the race and income status of seniors currently riding County Connection with all riders surveyed. This data was selected because it most accurately portrayed current riders and was broken down by age, income, race, and disability status.

To assess the race and income of those with disabilities, County Connection used a cross-tabulation between the use of County Connection's disabled discount fare with race and income. For seniors, a cross-tabulation between those age 60 and over with race and income was used.

Redhill Group used the following sampling plan for the on-board survey:

The sampling plan was developed to collect completed surveys from 5% of average weekday boardings. Since most riders ride round-trip each day and a significant portion must transfer on each one-way trip, 5% of boardings are

assumed to approximate 15% or more of all riders. Another factor to be considered is that reported boarding counts used for sampling include all riders regardless of age. Since survey distribution is limited to riders that appear to be 16 years of age or older, this further increases the proportion of eligible riders that are being surveyed.

County Connection has approximately 12,500 riders per weekday and 2,700 riders per weekend day, spread over 55 routes. A five percent sample of all riders produces a target of 625 weekday and 135 weekend telephone surveys, for a total of 760. The weekday sample was distributed to provide survey targets in proportion to route ridership by time of day. The weekend sampling plan was distributed solely in proportion to route ridership.

A total sample size of 747 provides statistical accuracy of + 3.5% at a 95% confidence level for a target universe of 15,200 (12,500 weekday and 2,700 weekend boardings).

The estimated field response rate was then used to develop the field sampling plan. The estimated projected response rate was based on estimates for three variables:

1. Percent of riders responding to the survey. This is an estimate, based on a previous pretest performed in an earlier task. It was estimated that 45% of the CCCTA local riders will return the survey. Due to the short length of the questionnaire, the projected 45% response rate was projected to be higher than normal for traditional onboard surveys. The actual overall response rate achieved was higher at about 50%.
2. Percent of surveys that appear complete (i.e. the rider provided a 10 digit phone number). We estimated that 80% of the responses would appear to be complete (although not necessarily valid). The overall rate was 99%.
3. Percent of valid surveys with valid phone numbers that would participate during the second stage of the process. We estimated that we should collect 2.5 times the total number of completed phone surveys needed. For example, if the goal was to complete 50 valid phone surveys, then the goal was to collect 125 apparently complete field survey records for subsequent calling.

Assessing Impacts

Based on the on-board survey data, 59.4% of County Connection riders identify as minority and 35.1% as low-income (less the \$25,000 in household income). Among seniors and those with disabilities, 40.3% identify as minority and 45.2% as low-income.

The tables below compare the race and income status of seniors and those with disabilities with all riders. The data shows that because seniors and those with disabilities are less likely to identify as

minority, non-minority populations will benefit 19.4% more than minority populations. Additionally, because more seniors and those with disabilities identify as non-low-income, that population will benefit 9.6% more than low-income riders.

System	Senior & Disabled Riders - Race		% Difference Minority
% Minority	% Minority	% Non-Minority	
59.4%	40.3%	59.7%	-19.4%
System	Senior & Disabled Riders - Income		% Difference Low-Income
% Low-Income	% Low-Income	% Non-Low-Income	
35.1%	45.2%	54.8%	-9.6%

This data demonstrates that although minority and low-income populations will not benefit as greatly as non-minority and non-low-income riders, the difference is not significant enough to qualify as a disproportionate burden or disparate impact.

County Connection Title VI Equity Analysis – 2014 Walnut Creek Service Changes

Introduction

As a federal grant recipient, the Central Contra Costa Transit Authority (County Connection) is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI regulations.

This Title VI assessment covers County Connection's proposed service changes to Routes #2, #5, and #7.

This proposal was developed in response to low ridership and productivity on these routes.

Upon review of the proposed changes, it has been determined that the changes would not have a disproportionately adverse effect on minority or low-income populations. In fact, the changes will result in higher service levels to these populations.

The following report provides a summary of the service changes, Title VI analysis, and results.

Proposal

At the December 2013 Board of Directors meeting, the Board approved the Adaptive Service Analysis Plan. The study focused on alternatives for transit service in areas where the current service was not productive. The consultant team first selected neighborhoods for study and narrowed down the choices to the Trotter/South Walnut Creek area, Downtown Martinez, and Shadelands. Service options were developed and specific recommendations were made to improve service effectiveness in these neighborhoods.

The proposed changes from the Adaptive Service Analysis Plan are listed below:

Walnut Creek

- Modify Route #7 to provide more frequent and direct service between Pleasant Hill BART and Shadelands.
- Eliminate the Route #2 and modify the Route #5 to provide more frequent and direct service from Creekside to Walnut Creek BART.

Martinez

- Modify Routes #18 and #28 by eliminating service on Howe Rd. to increase service to the retail centers on Arnold Dr.
- Eliminate the Route #19 and redirect the service hours to a new community shuttle route.
- Operate a community shuttle between downtown Martinez and retail on Arnold Dr.

Public Outreach:

Beginning in February 2014 staff conducted outreach to receive public comments on these service recommendations. Nearly 200 comments were received.

The public was able to comment on the proposed changes in the following ways:

- Attending public meetings (one in Martinez City Hall and one in the Walnut Creek Library),
- Emailing planning@countyconnection.com,
- Calling County Connection Customer Service,
- Commenting on County Connection’s website, or
- Completing a text survey via Textizen (see attached summary).
- Writing to the Director of Planning

Notices for the public meetings were placed on the buses as well as in the Contra Costa Times and information on the other outreach efforts was placed on buses as well as on County Connection’s website.

Because some individuals submitted comments through more than one avenue, the numbers for total comments and individuals may not match exactly.

The chart below shows the public participation by type:

Venue	# of Comments/Participants
Public Meetings	Martinez - 14
	Walnut Creek - 15
Email	30
Customer Service	14
Textizen	English - 71
	Spanish - 8
Website	29

Route #2 and Route #19

Not surprisingly, most respondents commented on the two routes that were proposed to be eliminated (Routes #2 and #19).

Through the website, customer service, and email, 24 comments were received requesting that service continue on the Route #19. The comments showed that passengers in Martinez depend on the Route #19 to access public health and social services. Many commented at the public meeting that they wanted more frequency on the route.

The Route #2 recommendation generated 19 comments through the website, email, and customer service with only 3 supporting its elimination; though 10 suggested retaining at least some level of

commute service. Most of the respondents (from all public input) use the Route #2 to commute to work or school and Route #19 for work and medical trips.

Route #5

Overall only two people commented on the Route #5 change via the website and both supported the recommendation. Further, 23 respondents who filled out the texting survey supported the change while 14 did not.

Route #7

The change to the Route #7 generated 6 comments in favor and 7 in opposition. Comments in support of the recommendation were from those that work in Shadelands and the Children's Hospital. Comments received via text were also evenly split in their support.

Route #28 and Martinez Shuttle

Though only a minor service change was recommended, the Route #28 generated significant public interest and comments were skewed towards keeping the current routing. The Martinez shuttle was strongly supported but not at the expense of the Route #19.

Recommendation:

Staff recommended the following:

- Make no changes in Martinez
- Route #2: Retain two morning and two evening commute trips. Re-route via Broadway
- Route #5: Streamline service to BART
- Route #7: Streamline service between Shadelands and Pleasant Hill BART

The public comments reflected a significant need for the Route #19 and the need for a modest level of service on the Route #2. As the Martinez Shuttle was contingent on savings from eliminating the Route #19 and the recommended re-routing of Route #28 was not supported, staff revised the recommendation to keep all current service in Martinez intact and not implement the shuttle.

The recommendation for the Route #2 was also revised to retain 2 morning commute trips and 2 evening commute trips and re-route the service via Broadway instead of California.

Based on the comments received on the Route #5 proposal, staff supports the initial recommendation to modify the route to provide more direct service between Creekside and Walnut Creek BART. Staff recommends that the Route #5 operate on 20-minute headways during peak commute hours and 45 minutes during the midday. Currently the Route #5 operates on 35-minute headways during commute times and over 90 minute headways during midday.

In Walnut Creek, there was support for the modified Route #7 to expedite service between Pleasant Hill BART and Shadelands. It is recommended that this service operate on 15-minute headways between the hours of 7:00am and 10:30am and 3:00pm and 7:00pm. Currently it operates on 45 minute headways.

Title VI Policies

In June 2013 County Connection's Board of Directors adopted the following policies:

Major Service Change Policy

County Connection defines a major service change as:

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

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

The following service changes are exempted from this policy:

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

Disparate Impact Policy

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

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Public Outreach:

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

Comments: None

See attached copy of Board resolution demonstrating the County Connection's board consideration, awareness, and approval of the Title VI policies.

Title VI Equity Analysis

The proposed service changes, in combination, exceed County Connection's Major Service Change threshold of 25 percent for revenue hours and revenue miles, thus necessitating a Title VI Equity Analysis.

Adverse Effects

Staff has defined and analyzed adverse effects related to this major service change as loss of route miles and/or route hours, and have considered the degree of the adverse effects when planning the service change.

Analysis Framework

Staff used Census 2010 census-tract data for this analysis. This data was used to compare the change in revenue miles and hours in minority tracts to non-minority tracts and low-income tracts to non-low-income tracts. This data was selected because it was the most comprehensive data available for the areas affected by the service change. Route-level data was judged to be insufficient due to low ridership leading to a statistically insignificant representation of race and income.

Staff used ArcGIS to intersect the current and proposed routes with the census tracts to show the percentage that each route overlaid each census tract. This was then exported and coupled with Line Summary data to show the revenue mile and revenue hour percentage in each census tract.

Assessing Impacts

Based on Census 2010 data, 37.1% of the population residing in County Connection’s service area identifies as minority. This designates any census tract with a greater than 37.1% minority population a “minority tract.”

Because 5.7% of the population residing in County Connection’s service area is determined to be below the poverty level, any tract with greater than 5.7% below the poverty level is designated a “low-income tract.”

The tables below show the results of the census tract, ArcGIS, and Line Summary analysis. The tables compare the proposed service change in revenue miles and revenue hours operated in low-income to non-low-income and minority to non-minority tracts. The data shows that although total revenue hours and miles will decrease slightly, the service going to low-income and minority tracts will increase (with the exception of low-income revenue miles which would decline 0.01%).

	Current	Proposed	% Difference
Low-Income Rt. Miles	112.02	112.01	-0.01%
Non-Low-Income Rt. Miles	316.68	262.59	-17.08%
Total Rt. Miles	428.70	374.60	-12.62%
Low-Income Rt. Hours	12.74	13.71	7.65%
Non-Low-Income Rt. Hours	35.15	27.34	-22.23%
Total Rt. Hours	47.89	41.05	-14.28%

	Current	Proposed	% Difference
Minority Rt. Miles	63.83	92.09	44.27%
Non-Minority Rt. Miles	364.87	283.63	-22.27%
Total Rt. Miles	428.70	374.60	-12.62%
Minority Rt. Hours	6.85	11.80	72.26%
Non-Minority Rt. Hours	41.04	29.35	-28.47%
Total Rt. Hours	47.89	41.05	-14.28%

The table below further breaks the data down by route. This shows the percentage of revenue hours in low-income tracts and minority tracts. Routes #2 and #7 show a slight decline in the percentage of service to minority and low-income tracts. This decline does not cross County Connection’s Disproportionate Burden or Disparate Impact thresholds. Additionally, Route #5 shows an increase in services to minority and low-income census tracts.

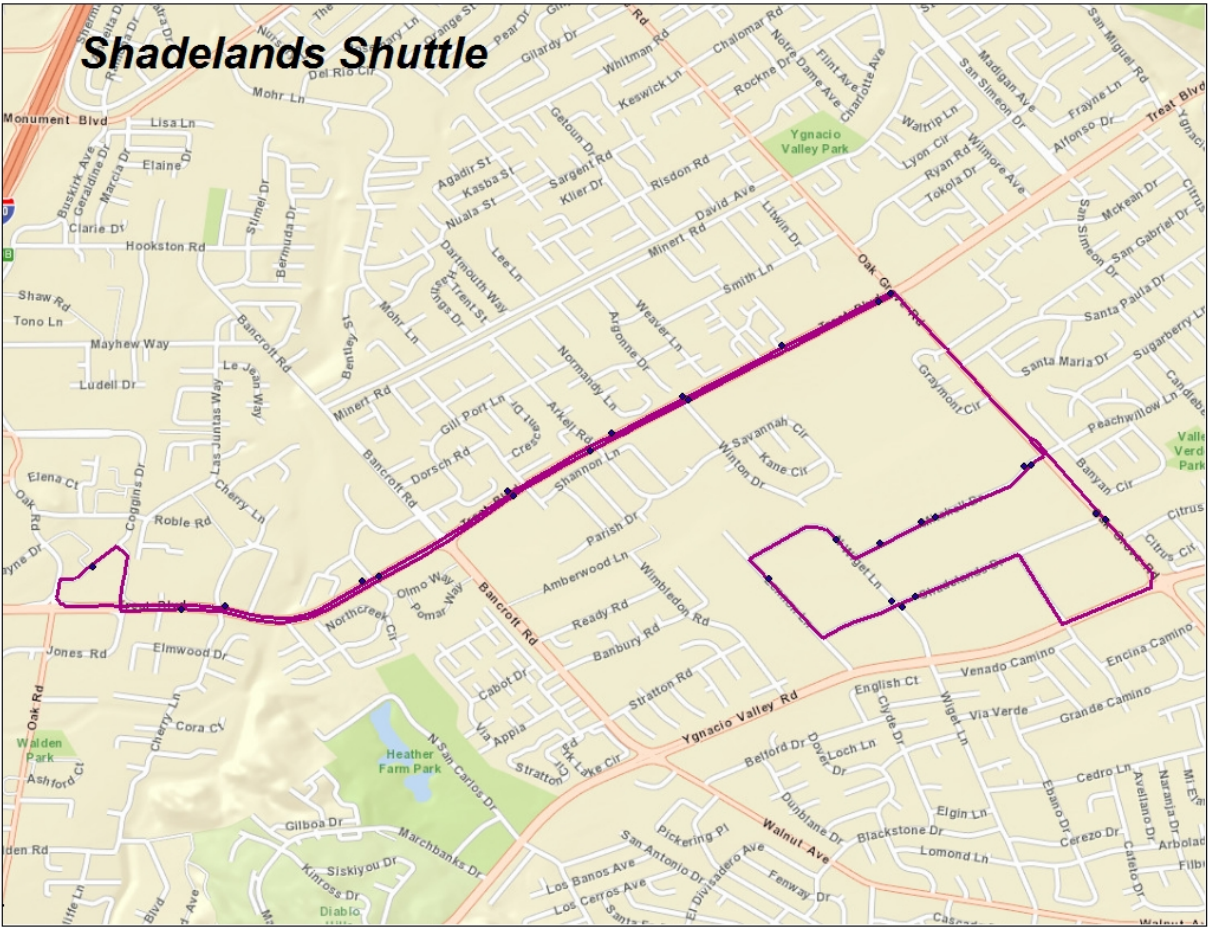
Route	% Service to Low-Income Tracts		% Service to Minority Tracts	
	Current	Proposed	Current	Proposed
Route 2	15.9%	10.1%	15.9%	10.1%
Route 5	46.8%	55.9%	46.8%	55.9%
Route 7	23.6%	17.7%	5.3%	8.3%

This data demonstrates that the service recommendations will not have a disproportionately adverse effect on residents of minority or low-income Census Tracts.

Service Change Maps







Summary of Textizen Survey Responses

County Connection > Service Change - English

71
Responses

latest about 5 days ago

Time of Day

Day of Week

Assigned phone
1(925) 301-9650

Start date
03/03/2014 at 06:38PM

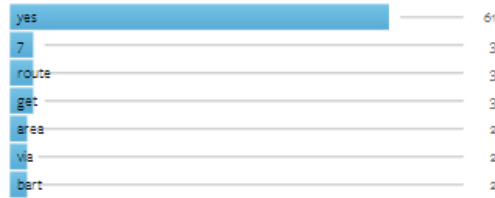
Language
English

Status
Running

Results public?
No

EDIT DANGEROUS

QUESTION 1
Want to comment on the changes below? *Open*



QUESTION 5
Would you support a shuttle from Downtown Martinez to Walmart and Village Oaks Shopping Center on Arnold Dr? *Multiple Choice*



QUESTION 2
Great! Let's start with the Rt. 5, would you support changes to make it more direct from Creekside to Walnut Creek BART? *Multiple Choice*



QUESTION 6
Would you support a change to Route 28 that increases service to retail on Arnold dr. and eliminates service on Howe? *Multiple Choice*



QUESTION 3
Yes This means that the bus would use California blvd. instead of Broadway. Does this still sound good to you? *(Yes/No)*



QUESTION 7
All right last one. What is your home zip code? *Open*



QUESTION 4
Okay on to Rt. 7. Do you support a change that would make service more direct between Shadelands and Pleasant Hill BART? *Multiple Choice*



QUESTION 5
Yes Stops on Ygnacio, Bancroft, Marchbanks, and Walnut Creek BART would no longer be served. Do you still support this? *(Yes/No)*



QUESTION 6
Do you ride any of the Routes proposed for elimination (Route 2 and Route 19)? *Yes/No*



QUESTION 7
Yes Tell us what kind of trips you make and what you would do if this route were eliminated? *(Open)*

