

To: Board of Directors

Date: August 13, 2015

From: Anne Muzzini, Director of Planning and Marketing

Reviewed by:

Subject: Approval of Day Pass Accumulator and Associated Title VI Equity Analysis

Background

The East Bay Operator Group, comprised of County Connection, LAVTA, WestCat, and TriDelta Transit, who are launching Clipper Card fare payment on their transit systems this fall, has agreed to adopt a shared Day Pass Accumulator (DPA) as part of their Clipper business rules. The DPA uses cash value loaded on the Clipper card and deducts bus fares and transfers from BART until the daily maximum of \$3.75 or \$1.75 for senior and disabled is reached. The DPA will benefit passengers who ride transit multiple times per day, such as those who take the bus to and from work or school. For example, it currently costs \$4.00 to ride County Connection to and from work on Route #10 (\$2.00 base fare x two trips); whereas, the DPA would deduct a maximum of \$3.75 per day from the Clipper Card.

Adoption of the DPA represents a fare change for County Connection because no day pass is currently offered. Such change triggers the need for a public hearing and a Title VI Equity Analysis.

Public Comments

A public hearing was held on July 8th, 2015 in Pleasant Hill. There were 13 attendees; 11 of which were interested in expanded service in Dougherty Valley, an unrelated topic. The remaining two were seniors who wanted to understand how Clipper worked and had been taking advantage of the County Connection's existing midday free program. Comments were also received via the website and planning email address. Most people supported County Connection getting Clipper or wanted to make sure that the senior midday free program would continue. No negative comments about the Day Pass Accumulator were received.

Title VI Equity Analysis

The analysis used an on board survey to evaluate trip patterns between low income and non-low income riders; and between minorities and non-minorities. The survey results do not reveal precisely who will use the new fare product, but the survey data on riders who currently use Clipper on other transit systems, and the data on County Connection riders who transfer between vehicles or transit systems, indicate that it is unlikely that the benefits of the proposed

fare change will present a disparate impact on minority populations, or impose a disproportionate burden on low income populations. It is also notable that riders are still able to purchase current fare media.

Recommendation – The Operations and Scheduling Committee recommends that the Board approve the establishment and implementation of the Day Pass Accumulator and adopt the Title VI Equity Analysis for the associated fare change.



Central Contra Costa Transit Authority Clipper Card Day Pass Accumulator Title VI Analysis

August 6, 2015



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Clipper Card Day Pass Accumulator | Title VI Analysis
Central Contra Costa Transit Authority

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1 INTRODUCTION

The Central Contra Costa Transit Authority (CCCTA and also known as County Connection) was established on March 27, 1980 to coordinate, integrate, and expand transit service in the central portion of Contra Costa County. County Connection is organized as a joint powers agency of 11 jurisdictions. Members include the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek, the towns of Danville and Moraga, and the unincorporated areas of central Contra Costa County.

Today, County Connection provides fixed-route and paratransit services seven days a week throughout a 180-square mile service area.

PROJECT OBJECTIVE

The Clipper Card program (originally known as Translink) was launched in 1993 as a way to seamlessly connect the fare payment mechanisms of public transit operators throughout the San Francisco Bay Area. As of early 2015, thirteen of the Bay area's transit operators were participating in the program. The rest of the Bay Area's transit operators, including County Connection, are expected to join the program in October of 2015.

Implementation of Clipper will change not only how passengers pay their fares but in some cases, it will also change the actual fare that is being paid. This could impact regular and occasional riders on the County Connection system.

During the middle of 2014, the Metropolitan Transportation Commission (MTC) held a series of meetings with County Connection, Tri-Delta, LAVTA and WestCat (known as the "East Bay Transit Operators") to discuss the implementation of Clipper at each of the respective systems. The East Bay operators are considered to be Phase 3 of Clipper implementation. Phase 1 included BART/MUNI/AC Transit/SCVTA/SamTrans. Phase 2 was focused on the Napa and Solano County transit systems. Full implementation for the Phase 3 operators is scheduled for October 2015.

One of the aspects of the Clipper program is that it will change how transit systems approach the concept of passenger transfers, both inter and intra system transfers. In order for the Phase 3 part of Clipper to be implemented, it became critical for the East Bay operators to come to agreement on a unified approach for addressing transfers.¹ In early 2015, MTC and the East Bay Operators agreed that the existing transfer systems would be replaced with a Clipper "Day Pass Accumulator", similar to the one already being used by both SCVTA and AC Transit.

In early 2015, the CCCTA Board of Directors gave CCCTA staff the approval to undertake a Title VI Analysis to determine if implementation of the Clipper Day Pass Accumulator would disproportionately impact any passengers as outlined by the constricts of Title VI. This report presents the outcome of that analysis.

¹ Transfers within and between systems must be simplified to work within the constraints of the Clipper technology.

2 BACKGROUND ON TITLE VI

Title VI of the Civil Rights Act of 1964, Section 601 states:

“No persons in the United States 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.”

It is County Connection’s responsibility to ensure that all transit service, and access to its facilities, is equitably distributed and provided without regard to race, color, national origin, or other bases as defined by applicable law. It is also the goal of County Connection to ensure equal opportunities to all persons without regard to race, color, or national origin to participate in all local and regional transit planning and decision-making processes under the Authority’s control.

Title VI along with Executive Order 12898 requires agencies to develop and implement an integrated approach to achieving Environmental Justice. This approach includes the collection, analysis and dissemination of understandable and useable information on the adverse environmental and health impacts on protected populations. This information should enrich the decision-making process for projects and proposals affecting the social and physical environment to the benefit of both decision-makers and the public.

The Federal Transit Administration (FTA) recommends that recipients of federal aid evaluate fare changes according to the following steps:

1. Assess the effects of the proposed fare changes on minority and low-income populations;
2. Assess the alternatives available for people affected by the fare changes;
3. Describe the actions the agency proposes to minimize, mitigate, or offset any adverse effects of proposed fare changes on minority and low-income populations; and
4. Determine which, if any, of the proposals would have a disproportionately high and adverse effect on minority and low-income populations. (Adapted from FTA Circular C4702.1B)

County Connection’s Board of Directors has adopted the following policies:

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. (See Appendix E and F Title VI Resolutions and Proposed Policies.)

These policies will be used to support analyses and recommendations within this document.

3 DESCRIPTION OF CLIPPER PROGRAM AND DAY PASS ACCUMULATOR PROPOSAL

Figure 1: Connection's existing fare structure.

Fare Types	Cost	Benefit/Restriction/Info
Cash fares		
Adult/Youth	\$2.00	Regular Fixed Routes
Adult/Youth	\$2.25	Express Routes (<i>900 series routes</i>)
Youth 6 Years & Older	\$2.00/\$2.25	Same as adult
Under 6 Years Old	Free	When accompanied by an adult
Senior (65+) RTC/Medicare**	\$1.00	Regular or Express Routes (<i>FREE between 10AM-2PM every day</i>)
Adult/Youth BART Transfer	\$1.00	With BART Transfer Ticket
Senior/RTC/Medicare BART**	Transfer \$0.50	With BART Transfer Ticket
Discount Bus Passes - Wage Works debit cards not accepted at County Connection office/outlets		
Monthly Pass*	\$60.00	Unlimited rides on any regular fixed-route bus for one calendar month
Express Monthly*	\$70.00	Unlimited rides on any Express route bus for one calendar month
Adult/Youth 12-Ride	\$20.00	Good for 12 Rides on any regular fixed-route
Adult/Youth 12-Ride X	\$23.00	Good for 12 rides on any express route
Senior/RTC/Medicare**	\$15.00	Good for 20 rides on any regular or express route
Commuter Card	\$40.00	Good for 20 regular fixed route rides, and 20 BART transfer rides.
<p><i>*The monthly passes are accepted on Tri Delta Transit, Wheels, and WestCAT regular fixed-route services.</i></p> <p><i>** The RTC Discount ID Card is available to qualified persons with disabilities. RTC Card holders are eligible for reduced fares on Fixed-Route Transit Bus, Rail, Ferry systems throughout the San Francisco Bay Area. The cost of a New or Renewal RTC Card is \$ 3.00. The cost to replace a card is \$ 5.00. Other acceptable forms of ID for reduced fares are: State issued Photo ID as proof of age 65 or older, Photo ID and Medicare Card' Photo ID and DMV placard registration receipt; Veteran's Disability or Senior Clipper Card</i></p>		

PROPOSAL

The East Bay Operator group has been meeting with MTC and CH2MHill (their consultant in charge of the project) to finalize business rules and fare instruments that will be programmed into the Clipper Card. The Day Pass Accumulator is a completely new type of fare media at County Connection that will only be available through the Clipper Card program. All other fare media will remain unchanged.

Presently, County Connection does not provide day passes to passengers nor do vehicle fareboxes have the ability to print them. For this reason, the Day Pass Accumulator will only be available on County Connection's system through the use of the Clipper Card. The Day Pass Accumulator will use cash value stored on the card to pay for local bus fares up to a maximum amount of \$3.75 a day. For example, if a passenger boards the bus to go to work, Clipper will deduct the \$2.00 fare; when the passenger boards the bus to go home, Clipper will only deduct \$1.75 instead of \$2.00, because the passenger will have reached the maximum amount of \$3.75 for the day. An advantage of the Day Pass Accumulator is that it reduces paper transfers, allows for faster passenger loading, and ensures that passengers who take two or more trips per day only pay up to the maximum amount per day.

The following chapters analyze whether such advantages or benefits of this new fare media, the Day Pass Accumulator, would disparately or disproportionately affect protected groups.

4 ASSESSMENT METHODOLOGY

PUBLIC OUTREACH

On July 8, 2015, a public hearing was held to receive public comments regarding the Day Pass Accumulator. This public hearing was held at the Pleasant Hill City Office's Community Room. (See Appendix A)

Notices for the public hearing were placed on buses starting July 2nd. The notices were also placed in news sources (Contra Costa Times and San Ramon Valley Times) for Saturday, June 13th and Saturday, June 27th. Finally, the notices were displayed on County Connection's website, Facebook, and Twitter accounts.

The public was able to comment on the new Day Pass Accumulator in the following ways:

- Attending the public hearing on July 8, 2015
- Emailing planning@countyconnection.com
- Calling County Connection Customer Service
- Commenting on County Connection's website
- Writing to the Director of Planning

Three comments were made at the public hearing. Two out of the three comments supported the implementation of the Day Pass Accumulator. The third comment wanted assurance that seniors would still be able to ride free in the afternoons.

Four different people made comments via e-mail. There weren't any negative comments or dissent regarding the Day Pass Accumulator. Three of the four comments wanted assurance that the current fare media would not be changing. These e-mailed comments were responded to by staff.

Few comments were received but of those pertaining to the Day Pass specifically, all were in support. Comments are not listed in this document to protect the identity and privacy of commentors.

2015 FIXED-ROUTE TRANSIT ONBOARD SURVEY

The data and information collected from County Connection's 2015 Fixed-Route Transit Onboard Survey was used to determine the Day Pass Accumulator's impact on equity and support recommendations. The survey was done in part to provide data for this specific analysis. Hence, the bulk of this analysis is based on the survey's data, which provides necessary information regarding County Connection riders' demographic information, trip usage patterns, and behaviors. The survey data provides the ability to tabulate the specific proportions of minority vs. non-minority, low-income vs. non-low-income, and their disproportionate use of fare media or trips, and accessibility to Clipper Card vendors.

The Onboard Survey was conducted during the Spring of 2015 by Moore & Associates. Survey instruments were printed double-sided on card stock, with English on one side and Spanish on the other. A shortened version was used for school tripper routes. Surveyors provided the

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instrument to riders onboard the bus. Respondents completed the survey independently and either returned it to the surveyor or left the survey on their seat to be collected by the surveyor.

The valid sample size of this survey included 3,178 riders. Moore & Associates cleaned and parsed the data in Excel and SPSS leaving 2,943 total data entries.

Specific questions from the survey that will be used to determine potential impacts to minority and low-income riders with the implementation of the Day Pass Accumulator are:

- #2: *Where did you begin your trip today?*
(open-ended response)
- #4: *Does this trip include a transfer?*
(Yes, No, and Subsections asking for specific service transferred from, i.e. Another CCCCTA bus, BART, Altamont, Amtrak, Solano Express, SolTrans, Tri Delta, WestCAT, and Wheels)
- #5: *How did you pay for your fare?*
(Cash, Transfer, 12-Ride Express Punch Card, Monthly Pass, Express Monthly Pass, 20-Ride Senior/Medicare Punch Card, Commuter Card, Free)
- #6: *How many transfers are required to complete your trip?*
(1, 2, 3, 4, 5 or more)
- #13: *How many bus trips will you make today using County Connections?*
(1, 2, 3, 4, 5 or more)
- #17: *What is your approximate annual household income?*
(Less than \$15,000, \$15,000-\$34,999, \$35,000-74,999, \$75,000-\$99,999, \$100,000 or more)
- #18: *How many persons reside in your household?*
(1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12,13 or more)
- #19: *With which of the following do you most identify? (select one)*
(Hispanic/Latino, Black/African American, White, American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other)

The Day Pass Accumulator is expected to reduce the use of transfers, cash fares, and daily bus fare costs across all routes for all riders. Clipper Card use is also expected to increase. Benefits are likely maximized toward those who currently use cash as fare, two or more transfers per trip, and/or two or more trips per day. Presently, the Clipper Card is unavailable as fare media on County Connection which means there isn't any robust or usable data of County Connection riders' Clipper Card usage. This also means that it is not possible to determine whether the use of the Clipper Card will be utilized more so with the implementation of the Day Pass Accumulator. However, it may be possible to analyze whether access to Clipper Card vendors (which allow for riders to utilize the Day Pass Accumulator in the first place) would be more or less convenient for current riders, and hence, whether benefits of the Day Pass Accumulator would be accessible once it is implemented. Since all current fare media will still be available, there does not seem to be any foreseeable negative impacts. Hence, this analysis will only focus on whether the benefits will be disproportionately distributed amongst minority vs. non-minority and low-income vs. non-low-income riders. To assess this, responses from questions #17, #18, and #19 (proportion of low-income and minority riders utilizing County Connection's service) were cross-tabulated with and

questions #4 and #5 (riders' use of fare media), with #6 and #13 (riders' trip usage per day), and with #2 (trip origin) and external information regarding Clipper vendor locations.

For the purposes of this Title VI analysis and per Federal guidelines, low-income riders are those who stated that their annual household income was less than \$34,999 or between \$35,000 - \$74,999 for a 3 or more-person household; Minority riders are those who identified their ethnicity/race as not exclusively "White." Hence, non-minority riders are those who identified their ethnicity/race as exclusively "White." All minority tabulations were compared to non-minority and total riders; Low -income riders were compared to non-low-income riders and total riders. Valid cross-tabulations required that both questions within the cross-tabulation be answered. For example, to aggregate low-income riders, questions #17 and #18 had to both be answered.

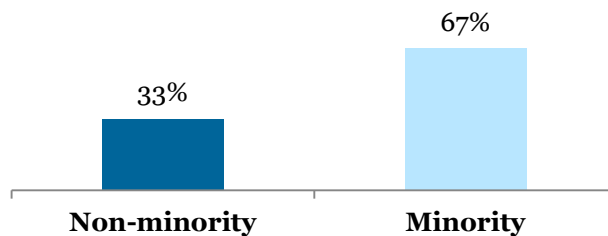
Of a 2,195 valid sample, 71% (1,552) are considered to be low-income; 29% are considered to be non-low-income. Figure 2 displays the breakdown of how the proportion of low-income riders was calculated. Text in red are the number of riders who stated that they had a household income of less than \$34,999 or lived in a household of 3 more persons with a household income of \$35,000 - \$74,999.

Figure 2: Breakdown of Low-Income Riders Based on Responses Regarding Household Income & Household Size

HOUSEHOLD INCOME	HOUSEHOLD SIZE		Total Valid Responses
	Less than 3	3 or more	
\$0 - \$34,999	622	634	1256
\$35,000 - \$74,999	265	296	561
\$75,000 or more	148	230	378
	Total low-income		1552 (71%)
	Total sample		2195 (100%)

Of a 2,942 valid sample, 67% (1,957) considered themselves to not be of minority descent while 33% considered themselves to be of non-minority descent. Figure 3 displays these proportions graphically.

Figure 3: Non-Minority vs. Minority Riders Based on Responses Regarding Ethnicity/Race Identification



5 ANALYSIS OF POTENTIAL IMPACTS TO TITLE VI GROUPS

FARE & TRIP USE

Per County Connection’s Disparate Impact Policy, a disparate impact means that non-minority riders would receive 20% or more of the Day Pass Accumulator’s benefits over minority riders. As mentioned in the previous chapter, benefits would likely be maximized for those who currently use cash as fare media, two or more transfers per trip, and/or two or more trips per day.

Looking at the two groups’ fare and trip use, there is no evidence that one group would gain benefits by more than 20% over the other. In fact, the differences between the groups’ use of fare media, transfers, and daily trips do not vary by more than 5% (Figure 4)-- which means any beneficial impacts (or impacts in general) will not likely vary between the two groups by more than 5%. Both groups are likely to gain a highly similar proportion of benefits dependent on whether they choose to use the Day Pass Accumulator or not.

Figure 4: Minority vs. Non-Minority Fare & Trip Usage

	Minority	Non-Minority	Total
Current Trip Includes Transfer	51%	54%	51%
Paid Cash as Fare on Current Trip	35%	38%	36%
Used Transfer as Fare on Current Trip	7%	7%	7%
Used Monthly Pass as Fare on Current Trip	26%	23%	25%
Makes Two or More Transfers Per Trip	32%	32%	35%
Makes Two or More Trips per Day	70%	75%	72%

Per County Connection’s Disproportionate Burden Policy, a disproportionate impact means that non-low-income riders would receive 20% or more of the Day Pass Accumulator’s benefits over low-income riders.

Much like minority and non-minority riders, the similarities in fare and trip use between low-income and non-low-income riders are fairly high. The greatest distinction between low-income and non-low-income riders was their use of transfers and trips. It can be seen from Figure 5 (on the next page), low-income riders tended to use more trips and transfers three percent more than non-low-income riders. Per County Connection’s Policy, a 3% difference is not significant enough to determine whether non-low-income riders would be more likely to use the Day Pass Accumulator since the difference in these proportions falls much lower than 20%.

It can be said that it is not likely for any single group (over the other) to gain benefits in fare or trip use with the implementation of the Day Pass Accumulator in a disparate or disproportionate way as all groups utilize fare media and trips in almost the exact same way.

Figure 5: Low-Income vs. Non-Low-Income Travel Behaviors and Trip Usage Patterns

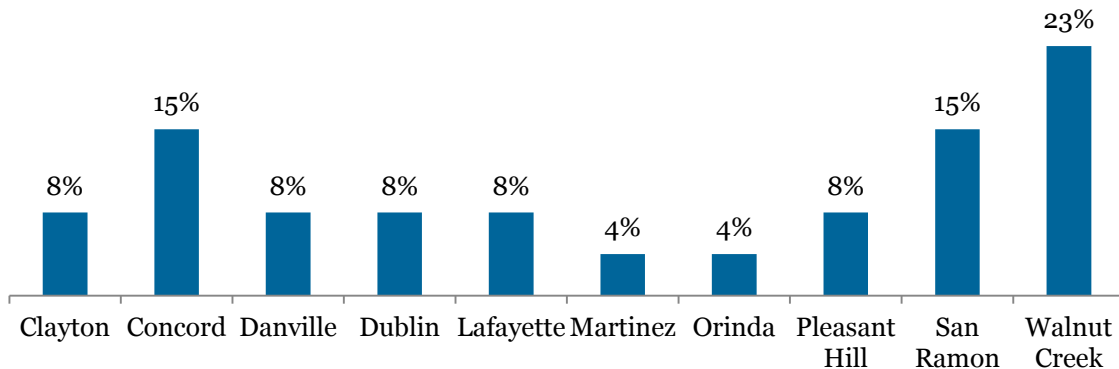
	Low-Income	Non-Low-Income	Total
Current Trip Includes Transfer	53%	50%	51%
Paid Cash as Fare on Current Trip	36%	35%	36%
Used Transfer as Fare on Current Trip	7%	7%	7%
Used Monthly Pass as Fare on Current Trip	25%	25%	25%
Makes Two or More Transfers Per Trip	34%	34%	35%
Makes Two or More Trips per Day	75%	72%	72%

CLIPPER VENDOR ACCESSIBILITY

It has now been determined that protected groups would not be disparately or disproportionately impacted in their fare or trip use by the implementation of the Day Pass Accumulator. Any beneficial impacts would not vary significantly between any of the groups. However, since the Day Pass Accumulator is only available through the Clipper Card, those who currently do not have Clipper Cards or have low accessibility to Clipper Card vendors, will find it more difficult to gain benefits. Hence, the next and last step in this analysis is to determine whether it would be less convenient for protected groups to access Clipper vendor locations than non-protected groups.

Currently, the greatest proportions of Clipper vendors located within County Connection’s service area are in Walnut Creek, Concord, and San Ramon respectively (Figure 6). Those living in Martinez, Orinda, and Moraga (most of all, since they do not have any Clipper Card vendors) have the least access. (Figure 9 and Appendix D provides more details of where these Clipper Card vendors are located.)

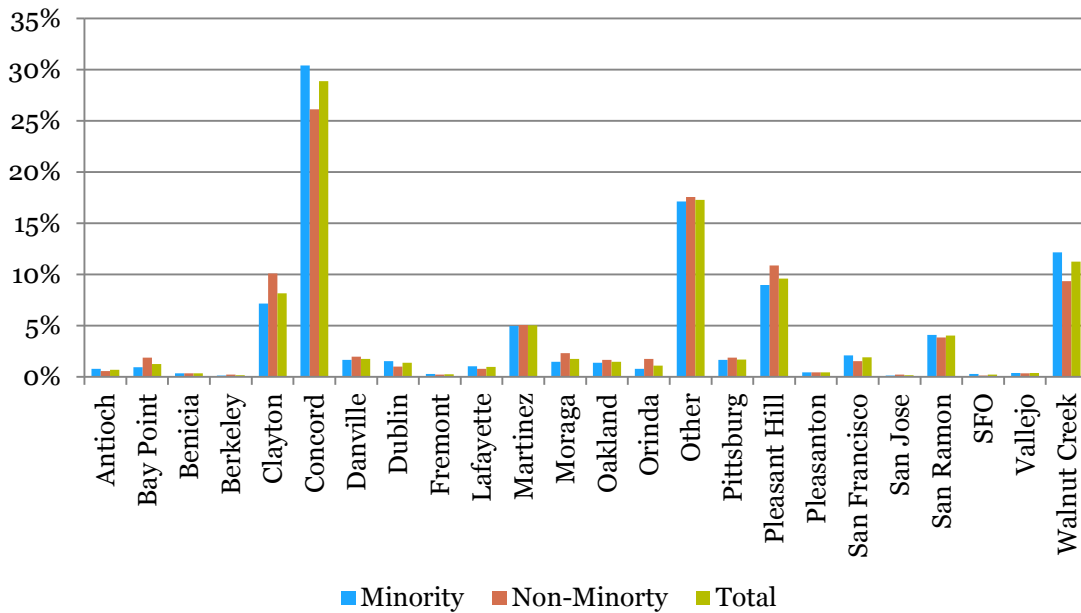
Figure 6: Proportion of Clipper Vendor Locations in Cities within County Connection’s Service Area



Since the Onboard Survey did not ask for the respondents’ home addresses, this analysis will use data regarding respondents’ trip origin location (city) instead. This will be compared with the current Clipper Card vendor locations (in Figure 7) to determine whether protected parties have 20% less access than non-protected parties, and hence, a disparate or disproportionate ability to attain benefits from the Day Pass Accumulator.

It can be seen from Figure 7, the largest proportion of both minority and non-minority riders had trip originations in Concord. While Concord does not have the largest number of Clipper vendors, both groups (originating their trips from Concord) do have similar access (varying by less than 5%). Besides “Other,” the second largest proportion of trip originations for minority riders was from Walnut Creek; for non-minority riders, Pleasant Hill. Walnut Creek has more Clipper vendors than Pleasant Hill (see Figure 6), so in this case, minority riders would have a bit more access to Clipper Card vendors than non-minority riders. Still, the variance in accessibility for these vendor locations is less than 20%. All of the other trip originations for both groups are similar in proportion which means accessibility of Clipper Vendors in other areas will likely yield the same gain in benefits.

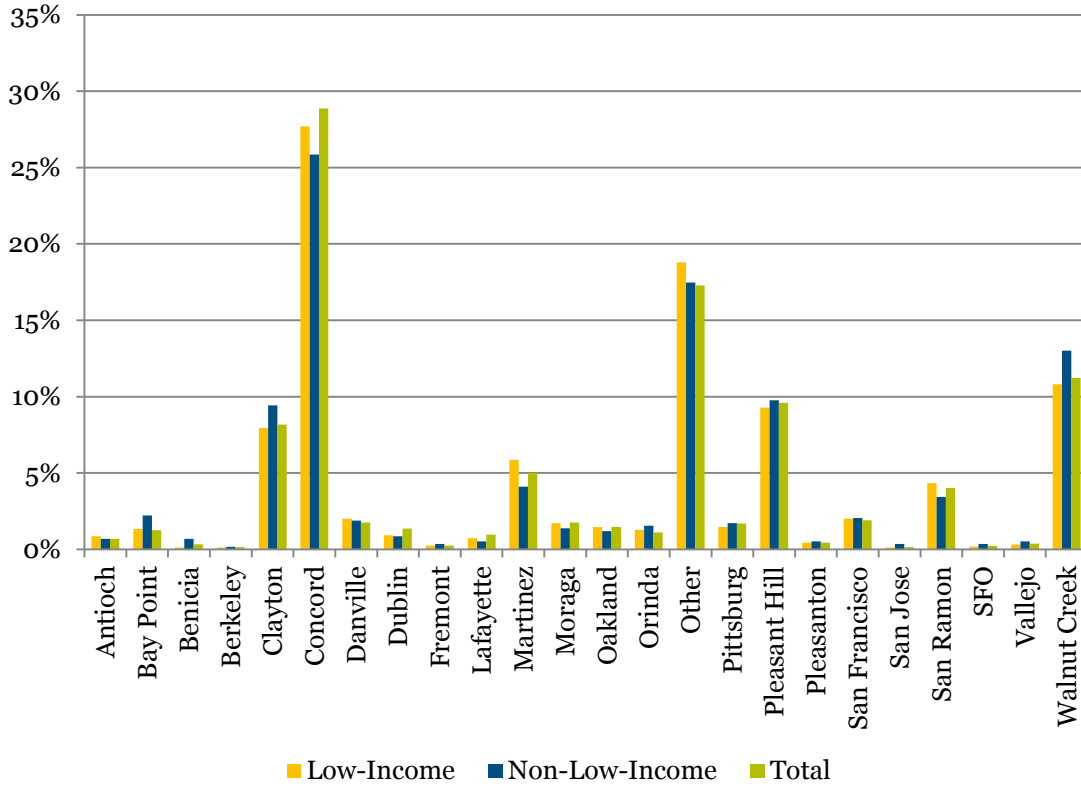
Figure 7: Proportion of Trip Originations for Minority vs. Non-Minority



Accessibility to Clipper Card vendor locations is much more equivalent for low-income and non-low-income riders than minority and non-minority riders. The majority of trip originations for both low-income riders and non-low-income riders, especially the top four locations, follow the same pattern. (See Figure 8 on the next page) The largest number of trip originations was from Concord for both groups, followed by Walnut Creek (besides “Other”), Pleasant Hill, Clayton, etc. Variances between the two groups for all trip originations are much less than 20%, and hence, per County Connection’s policies, there is no significant evidence of disparate or disproportionate impacts for protected groups in their accessibility to Clipper Card vendors, and hence both groups (and all riders) can gain benefits similarly (should they choose to utilize the Day Pass Accumulator).

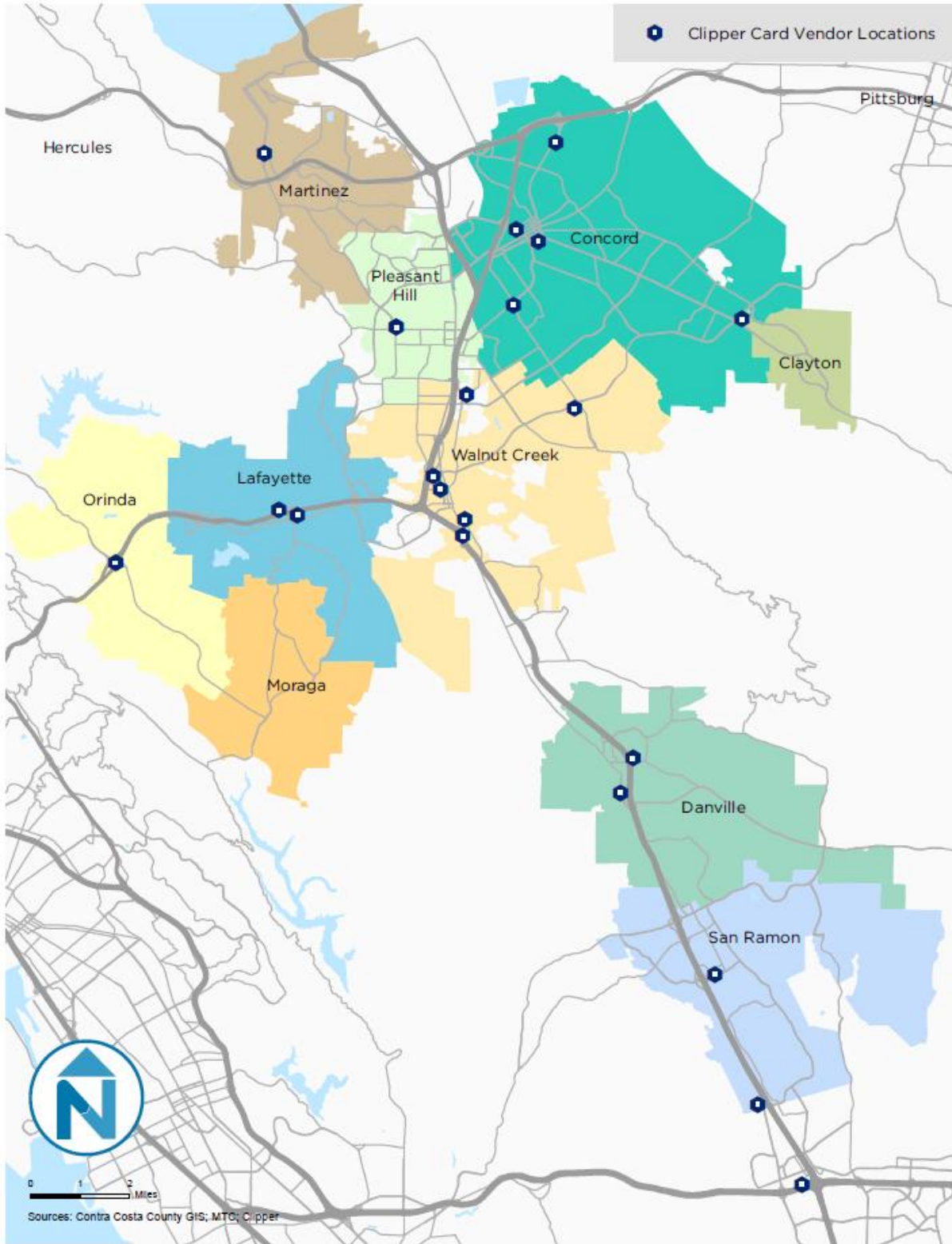
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Figure 8: Proportion of Trip Originations for Low-Income vs. Non-Low-Income



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Figure 9: Clipper Vendor Locations in Cities within County Connection's Service Area



6 RECOMMENDATION

Based on the analysis and per significance levels outlined in County Connection's Disproportionate Burden Policy and Disparate Impact Policy, it has been found that the implementation of the Day Pass Accumulator would not adversely affect riders of minority descent or of low-income status in any significant way. The proportions of fare and trip use, and accessibility to Clipper vendors between all groups of riders, and the general population of County Connection riders, do not vary by 20% or more. Therefore, any (beneficial) impacts or inclinations toward the use of the Day Pass Accumulator would be extremely similar across all groups. Additionally, because riders are still able to purchase current fare media at a relatively unchanged state, riders can choose to not utilize the Day Pass Accumulator, and consequently, not be affected at all.

APPENDIX A: CLIPPER DAY PASS PUBLIC MEETING NOTICE

Public Hearing DAY PASS ON CLIPPER

County Connection will hold a Public Hearing to gather comment on the proposed introduction of a Day Pass Accumulator, to be available on the Clipper Card. Clipper Card is the regional transit fare payment system expected to be ready for use on County Connection buses in the Fall of 2015.

The new fare instrument will place a maximum fare payment of \$3.75 per day for adults and youths, and \$1.75 for seniors and disabled passengers when using the Clipper Card for payment of cash fares on County Connection buses. In short, passengers may make unlimited local bus trips for \$3.75 or \$1.75 a day depending on the fare category.

When: Wednesday, July 8 at 6:00 PM

**Where: Pleasant Hill City Offices -
Community Room, 100 Gregory Lane**

Comments may also be submitted in writing, via email, or at the scheduled public hearing.

Email: planning@countyconnection.com
Address: Director of Planning & Marketing
2477 Arnold Industrial Way
Concord, CA 94520

County Connection

Public Notice No. 462

Post Date: June 2, 2015

Pull Date: July 10, 2015

APPENDIX B: SURVEY CROSS TABULATION TABLES

Cross-Tabulations of Household Income by Fare Media Use and Ethnicity/Race Identification by Fare Media

Q5 vs Q17, Q19

6.16.15

Q5. How did you pay your fare today? * Q17. What is your approximate annual household income? Crosstabulation

Count	Q17. What is your approximate annual household income?						Total
	Less than \$15,000	\$15,000 to \$34,999	\$35,000 to \$74,999	\$75,000 to \$99,999	\$100,000 or more	Decline to state	
Q5. How did you pay your fare today?	291	198	201	56	72	209	1,026
Cash	54	31	37	14	30	39	205
Transfer - BART or Bus	99	54	56	16	30	62	317
12-Ride Punch card	27	13	10	2	8	11	71
12-Ride Express Punch card	202	127	137	38	49	164	717
Monthly Pass	65	33	44	9	15	35	201
Express Monthly Pass	9	3	3	1	0	9	25
20-Ride Senior/Medicare Punch card	17	12	27	5	11	17	89
Commuter Card	70	45	38	9	30	22	214
Free	834	516	553	149	245	568	2,865
Total							

Q5. How did you pay your fare today? * Q19. With which of the following do you most identify? (select one) Crosstabulation

Count	Q19. With which of the following do you most identify? (select one)							Total
	Hispanic/Latino	Black/African-American	White	American Indian/Alaskan Native	Asian	Native Hawaiian/Pacific Islander	Other	
Q5. How did you pay your fare today?	203	130	331	17	181	11	14	1,026
Cash	30	24	63	6	36	0	0	205
Transfer - BART or Bus	51	45	101	4	43	4	8	317
12-Ride Punch card	8	8	35	0	8	2	1	71
12-Ride Express Punch card	110	109	229	10	104	6	9	717
Monthly Pass	35	25	66	2	38	2	2	201
Express Monthly Pass	3	1	12	0	0	0	0	25
20-Ride Senior/Medicare Punch card	10	9	38	6	15	4	0	89
Commuter Card	19	32	93	2	35	4	1	214
Free	469	383	968	47	460	33	35	2,865
Total								

APPENDIX C: CLIPPER TRANSFER PROGRAM RULES

COUNTY CONNECTION CLIPPER INTRA-OPERATOR TRANSFER MATRIX

When Transferring FROM:				Initial BOARDING:				When Transferring TO:								
Agency	Product	Service	Category	Validity	Initial Fare	CLOC	CXPR	Tribelta		WestCat		Wheels				
								TLOC	TXPR	WLOC	WLNK	ILOC	DPR			
County Connection	eCash	Local	Adult		2.00	Free	Free	Free	Free	Free	Free	Free	Free	Free		
			Youth		2.00	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free	
			Sen/RTC		1.00	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Adult		2.25	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Youth		2.25	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
County Connection	31-Day Pass	Local	Adult		Free	Free	Free	Free	Free	Free	Free	Free	Free	Free		
			Youth		Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free	
			Sen/RTC		See FF eCash	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Adult		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Youth		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
County Connection	Local 31-Day Pass	Express	Adult		Free	Free	Free	Free	Free	Free	Free	Free	Free	Free		
			Youth		Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free	
			Sen/RTC		See FF eCash	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Adult		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Youth		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
County Connection	Express 31-Day Pass	Express	Adult		Free	Free	Free	Free	Free	Free	Free	Free	Free	Free		
			Youth		Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free	
			Sen/RTC		See FF eCash	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Adult		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Youth		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
County Connection	Express 31-Day Pass	Express	Adult		Free	Free	Free	Free	Free	Free	Free	Free	Free	Free		
			Youth		Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free	
			Sen/RTC		See FF eCash	Free	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Adult		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free
			Youth		Not Valid	See FF eCash	Free	Free	Free	Free	Free	Free	Full Fare	Free	Free	Free

APPENDIX D: CLIPPER VENDOR LOCATIONS

Name	Address	City	Notes
Walgreens #2112	5437 Clayton Rd.	Clayton	Buy Card, Load Cash
Walgreens #15003	1990 Monument Blvd.	Concord	Buy Card, Load Cash
Walgreens #3164	1800 Concord Ave.	Concord	Buy Card, Load Cash
Concord BART Station	1451 Oakland Ave.	Concord	Load Cash Only
North Concord/Martinez BART Station	3700 Port Chicago Highway	Concord	Load Cash Only
Walgreens #12767	480 Diablo Rd.	Danville	Buy Card, Load Cash
Walgreens #2560	611 San Ramon Valley	Danville	Buy Card, Load Cash
Dublin/Pleasanton BART Station	6501 Golden Gate Dr.	Dublin	Load Cash Only
Lafayette BART Station	3601 Deer Hill Rd.	Lafayette	Load Cash Only
Whole Foods	3502 Mount Diablo Blvd.	Lafayette	Buy Card, Load Cash
Walgreens #6101	3655 Alhambra Ave.	Martinez	Buy Card, Load Cash
Orinda BART Station	11 Camino Pablo	Orinda	Load Cash Only
Walgreens #5864	721 Gregory Ln.	Pleasant Hill	Buy Card, Load Cash
Walgreens #5864	721 Gregory Ln.	Pleasant Hill	Buy Card, Load Cash
Whole Foods	100 Sunset Dr.	San Ramon	Buy Card, Load Cash
Walgreens #2485	21001 San Ramon Valley Rd.	San Ramon	Buy Card, Load Cash
Pleasant Hill/Contra Costa BART Station	1365 Treat Blvd.	Walnut Creek	Load Cash Only
Walgreens #4026	2900 N. Main St.	Walnut Creek	Buy Card, Load Cash
Walgreens #2464	2923 Ygnacio Vly Rd.	Walnut Creek	Buy Card, Load Cash
My Transit Plus - Walnut Creek BART Station	200 Ygnacio Valley Rd.	Walnut Creek	Buy Card, Load Cash
Walnut Creek BART Station	201 Ygnacio Valley Rd.	Walnut Creek	Load Cash Only
Whole Foods	1333 Newell Ave.	Walnut Creek	Buy Card, Load Cash

APPENDIX E: CCCTA TITLE VI PROPOSED POLICIES

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

Summary of Issues:

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

Major Service Change Policy

Description:

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

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

Proposed Policy:

County Connection defines a major service change as:

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

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

The following service changes are exempted from this policy:

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

Disparate Impact Policy

Description:

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

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

Proposed Policy:

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

Disproportionate Burden Policy

Description:

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

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

APPENDIX F: CCCTA TITLE VI RESOLUTION

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:

Clipper Card Day Pass Accumulator | Title VI Analysis
Central Contra Costa Transit Authority

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. 2016-004

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

* * *

**APPROVING THE CLIPPER® DAY PASS ACCUMULATOR AND ADOPTING THE ASSOCIATED
TITLE VI EQUITY ANALYSIS FOR IMPLEMENTATION**

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

WHEREAS, the CCCTA Board of Directors ("Board") authorized the General Manager to enter into a Memorandum of Understanding with the Metropolitan Transportation Commission and other Bay Area operators for the implementation of Clipper® on October 24, 2014;

WHEREAS, the CCCTA Clipper® implementation is being bundled with other East Bay operators, including Livermore Amador Valley Transit Authority, Eastern Contra Costa Transit Authority, and Western Contra Costa Transit Authority to form the East Bay Operator Group;

WHEREAS, the East Bay Operator Group is required to adopt consistent business rules for the four operators, and the East Bay Operator Group reached consensus that a Day Pass Accumulator should be included in the East Bay Operator Group's business rules;

WHEREAS, CCCTA does not currently have a day pass fare and implementing the Clipper® Day Pass Accumulator, whereby a passenger's maximum daily bus fare on the East Bay Operator Group systems cannot exceed \$3.75 for adults and students or \$1.75 for seniors and disabled, represents a new fare media for CCCTA and requires a Title VI Equity Analysis in compliance with the Federal Transit Administration requirements;

WHEREAS, the Board, at its June 20, 2013 meeting, approved Resolution 2013-019, adopting Major Service Change, Disparate Impact, and Disproportionate Burden policies as required for compliance with Title VI of the Civil Rights Act of 1964 and implementing regulations;

WHEREAS, introduction of the new fare mechanism on Clipper® represents a change in fares and thus requires a public hearing and the completion of a Title VI Equity Analysis to assess the distribution of benefits from the proposed fare change on minority and low-income populations;

WHEREAS, a public hearing to receive comments on the proposed new Day Pass Accumulator fare was duly noticed, and held on July 8, 2015;

WHEREAS, staff has completed the Title VI Equity Analysis of the proposed Clipper® Day Pass Accumulator, attached hereto, and found that the benefits of the proposed fare change do not have a disparate impact on minority communities and do not impose a disproportionate burden on low-income populations, applying the standards set forth in the Major Service Change, Disparate Impact, and Disproportionate Burden policies adopted by the Board;

WHEREAS, the Operations and Service Committee has considered the public comments received, reviewed the Title VI analysis, and recommends that the Board approve the Clipper® Day Pass Accumulator for use on County Connection service, and adopt the Title VI Equity Analysis; and

WHEREAS, the Board has carefully considered the public input received, the potential benefits presented by introduction of the Day Pass Accumulator, and the associated Title VI analysis.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby approves the establishment of a Day Pass accumulator to be used for local bus fares up to a maximum daily amount of \$3.75 for adults and students, and \$1.75 for seniors and disabled; and

BE IT FURTHER RESOLVED that the Board adopts the Title VI Equity Analysis of the Day Pass Accumulator, attached hereto; and

BE IT FURTHER RESOLVED General Manager, or his designee, is hereby authorized to take all necessary steps to implement the Day Pass Accumulator in conjunction with the implementation of Clipper®, expected in late 2015.

Regularly passed and adopted this 20th day of August 2015, by the following vote.

AYES:

NOES:

ABSTENTIONS:

ABSENT:

A.G. Dessayer, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board