

# County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

## MARKETING, PLANNING & LEGISLATIVE

### MEETING AGENDA

Thursday, March 1, 2018

9:30 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd, Lafayette, CA

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes from February 8, 2018\*
4. Final 2018 Federal Advocacy Program\*

Staff recommendation: For MP&L Committee to approve the 2018 Federal Advocacy Program, as revised.

5. Title VI Program Update\*

Staff recommendation: For MP&L Committee to forward the Title VI Program Report to the Board, for approval.

6. Advisory Committee Appointments\*

- a. City of Walnut Creek: Jeremy Weinstein
- b. City of Orinda: Mark Lewis

Staff recommendation: For MP&L Committee to approve the Advisory Committee Appointees, submitted by the respective City.

7. Committee Comments
8. Future Agenda Items
9. Next Meeting – April 5, 2018
10. Adjournment

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\*Enclosure

FY2017/2018 MP&L Committee

Amy Worth – Orinda, Candace Andersen – Contra Costa County, Kevin Wilk – Walnut Creek

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

## General Information

**Public Comment:** Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

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

**Consent Items:** All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

**Availability of Public Records:** All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://www.countyconnection.com).

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

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

### **Currently Scheduled Board and Committee Meetings**

Board of Directors:	Thursday, March 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, March 7, 9:00 a.m., 3338 Mt. Diablo Blvd., Lafayette, CA
Advisory Committee:	Tuesday, March 13, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 5, 9:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, March 9, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette, CA

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

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

**Summary Minutes  
Marketing, Planning, and Legislative Committee  
Supervisor Andersen's Office  
3338 Mt. Diablo Blvd.  
Lafayette, CA  
Thursday, February 8, 9:30 a.m.**

**Directors:** Kevin Wilk, Amy Worth, Candace Andersen  
**Staff:** Bill Churchill, Kristina Martinez, Sean Hedgpeth  
**Public:** None

**Call to Order:** Meeting called to order at 9:30 a.m. by Director Wilk.

**1. Approval of Agenda Items**

The Committee approved the agenda.

**2. Public Comment and/or Communication**

None.

**3. Approval of Summary Minutes for January 11, 2018**

The Committee approved the minutes.

**4. On-Board Survey Update:**

Sean Hedgpeth provided a brief summary of the status of the on-board survey including some details regarding the division of work staff is performing and the components the contractor will complete. Sean anticipates the project will be completed sometime in late March or April. No action was taken this item was for information only.

**5. Draft 2018 Federal Legislative Program:**

Kristina Martinez provided an overview of the brochure and informed the committee the overall plan of approach with our representatives remains relatively unchanged from last year.

The Committee had a robust conversation regarding the appearance and the content of the brochure. The committee requested staff to simplify the brochure into a tri-fold format if possible and to print the document on a slightly heavier paper stock with some sheen. The committee expressed to staff a goal of inexpensively improving the level of professionalism of the document's appearance while making the message simple and easy to digest. The committee said it is important to convey to our federal legislators that County Connection is not just another suburban bus operator but rather a critical and integral component of the region's transportation system connecting communities

of concern to the Bay Area as a whole. The committee approved sending this item to the full board for review and approval with as many of the modifications as staff can accommodate.

**6. State Legislative Status:**

Bill Churchill provided a brief overview of the work that Rick Ramacier would like to begin; a series of meetings with our state legislators and interested board members to address a number of emerging issues such as the proposed new CARB regulation, Bus on shoulder, the SB1 repeal and other issues. The committee agreed there is a significant amount of work to be done over the coming months at the state level and applauded Rick's approach in actively reaching out to our representatives. The committee approved this item to be forwarded to the full board for discussion.

**7. Community Events**

Staff provided a brief overview of the next few community events on the calendar.

**8. Committee Comments**

Amy Worth complimented Ruby Horta on her efforts to make the County Connection Facebook page more relevant and positive.

**9. Future Agenda Items**

No discussion for this item

**10. Next Scheduled Meeting**

The next meeting was scheduled for March 1, 2018 at 9:30am.

**11. Adjournment** – The meeting was adjourned at 10:30 a.m.

Minutes prepared and submitted by: Bill Churchill, Assistant General Manager of Administration

To: MP&L Committee

Date: February 20, 2018

From: Rick Ramacier  
General Manager



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**SUBJECT:** 2018 Federal Advocacy Program

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**SUMMARY:**

Staff prepared a final draft of the 2018 Federal Advocacy Program. This program is updated annually and highlights County Connection's legislative priorities at the federal level. The program also includes information on County Connection's ridership, innovation, and important transit benefits.

**BOARD DISCUSSION:**

Staff brought the draft 2018 Federal Advocacy Program to the Board of Directors for review and comment following the MP&L Committee's direction. The Board recommended minor revisions to the content and images within the brochure and supported the general format. With these changes, the Board of Directors has forwarded the program back to the MP&L Committee for final review and approval.

**ACTION REQUESTED:**

Staff requests that the MP&L Committee review the final draft of the 2018 Federal Advocacy Program and provide feedback. The draft brochure will be distributed at the MP&L meeting on Thursday, March 1<sup>st</sup>, 2018. The approved 2018 Federal Advocacy Program brochure will be brought to the APTA Legislative Conference in Washington, DC and it will also be made available on the County Connection website.

**To:** Marketing, Planning & Legislative Committee

**Date:** 02/22/2018

**From:** Sean Hedgpeth, Manager of Planning

**Reviewed by:** *Rich*

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**SUBJECT:** Draft Title VI Program Report

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**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.

**Summary:**

Staff used 2015 American Community Survey (ACS) data. This is data collected by the Census Bureau in the years between decennial censuses. This year the analysis was done on smaller Census Block Groups instead of the larger Census Tracts, which gives us more accurate data. Based on the data, County Connection serves 375 Census Blocks, with minority populations making up 41.6% of the service area population. The proportion of the service area population living below the poverty level is 4.2%. For poverty status, 150% of the federal poverty guidelines were used, which is currently \$36,450 for a family of four.

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.

**Recommendation:**

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

**Financial Implications:**

None

# **Central Contra Costa Transit Authority**

## **DRAFT Title VI Program Report**

**To Be Adopted March 2018**

**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 2015 through 2018.

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
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  - i. Construction Projects
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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 is contained in Appendix A.

## **B. Title VI Complaint Procedures & Form**

County Connection responds to any 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. Copies of County Connection's Title VI complaint process, consumer reports / investigation process overview and Title VI complaint form are contained in Appendix B.

## **C. List of Investigations, Complaints, or Lawsuits**

County Connection 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**

County Connection approves (but does not make) appointments to one non-elected committee: the County Connection Advisory Committee. The Advisory Committee is composed of 11 representatives - however five seats are currently filled - 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 and 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.

The 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.

When County Connection learns of impending vacancies, staff requests that the appointing jurisdictions encourage participation by diverse community members.

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

**Current (2018) Advisory Committee Membership List**

Representing	Name	Race	Representing	Name	Race
Concord	Jeff Koertzen	TBD	County	Vacant	TBD
Danville	Jim Donnelly	TBD	Lafayette	Vacant	TBD
Orinda	Mark Lewis	TBD	Moraga	Cavant	TBD
Pleasant Hill	David Lloyd	TBD	Martinez	Vacant	TBD
Walnut Creek	Jeremy Weinstein	TBD	San Ramon	Vacant	TBD
Clayton	Vacant	TBD			

**G. Sub-recipient Monitoring**

County Connection has no sub-recipients.

**H. Board Meeting Minutes and Resolutions**

*The Board meeting minutes from consideration of this Title VI Program Report, and the associated resolution, will be included in Appendix E following Board adoption.*

### **I. Construction Projects**

County Connection has undertaken no significant 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. Title VI Policies

A copy of County Connection's Major Service Change, Disparate Impact and Disproportionate Burden Policies adopted in June 2013, and System-Wide Service Standards and Policies adopted in December 2014, 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 Block Group Census data for this Program submission. The previous update used Census tract data, which is less granular. 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 2015 On-Board Survey by Moore & Associates is contained in Appendix H.

## D. Monitoring Program Results

The results of County Connection's most recent analysis of service provision versus the System-Wide Service Standards and Policies adopted in December 2014 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's Major Service Change, Disparate Impact and Disproportionate Burden Policies can be found in Appendix J.

## F. Title VI Equity Analyses

County Connection did not propose any significant service or fare changes that exceeded our adopted threshold of our major service or fare change policy. Therefore, no equity analyses were needed.

# Appendix A – Title VI Statement of Policy

The County Connection Notice to the Public regarding Title VI rights is included below. It is posted at several highly visible locations around County Connection’s Administrative headquarters at 2477 Arnold Industrial Way, Concord, CA, 94520, and on the County Connection website (in Spanish and English). 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.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 925-676-7500.

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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.

Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles, Atención: Título VI Programa Coordinador, este edificio, 5 º piso-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en otro idioma, comuníquese con 925-676-7500.

# Appendix B – Title VI Complaint Procedures & Form

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 on information available 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 Compliant 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 an Investigation Form with Section 1 filled out. This should be done within 5 working days of 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 a 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:

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## **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): \_\_\_\_\_

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Was there a determination that discrimination was involved? \_\_\_\_ Yes \_\_\_\_ No

If yes, what corrective action was taken?

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

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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](http://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](http://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 12898

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](http://www.CountyConnection.com)), Facebook, Twitter, YouTube, Instagram, and Nextdoor and can send information via e-mail and text 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, Nextdoor, 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.

### 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 has expanded survey methods to include a texting option. This was used to obtain public comment on the last set 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
Monument Impact	2699 Monument Blvd.	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<sup>1</sup>:

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.

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<sup>1</sup> Note: With adoption of County Connection's Major Service Change Policy, and promulgation of FTA Circular 4702.1B, County Connection altered its practice so that public hearings are held prior to any major service change and non-pilot fare change.

## 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

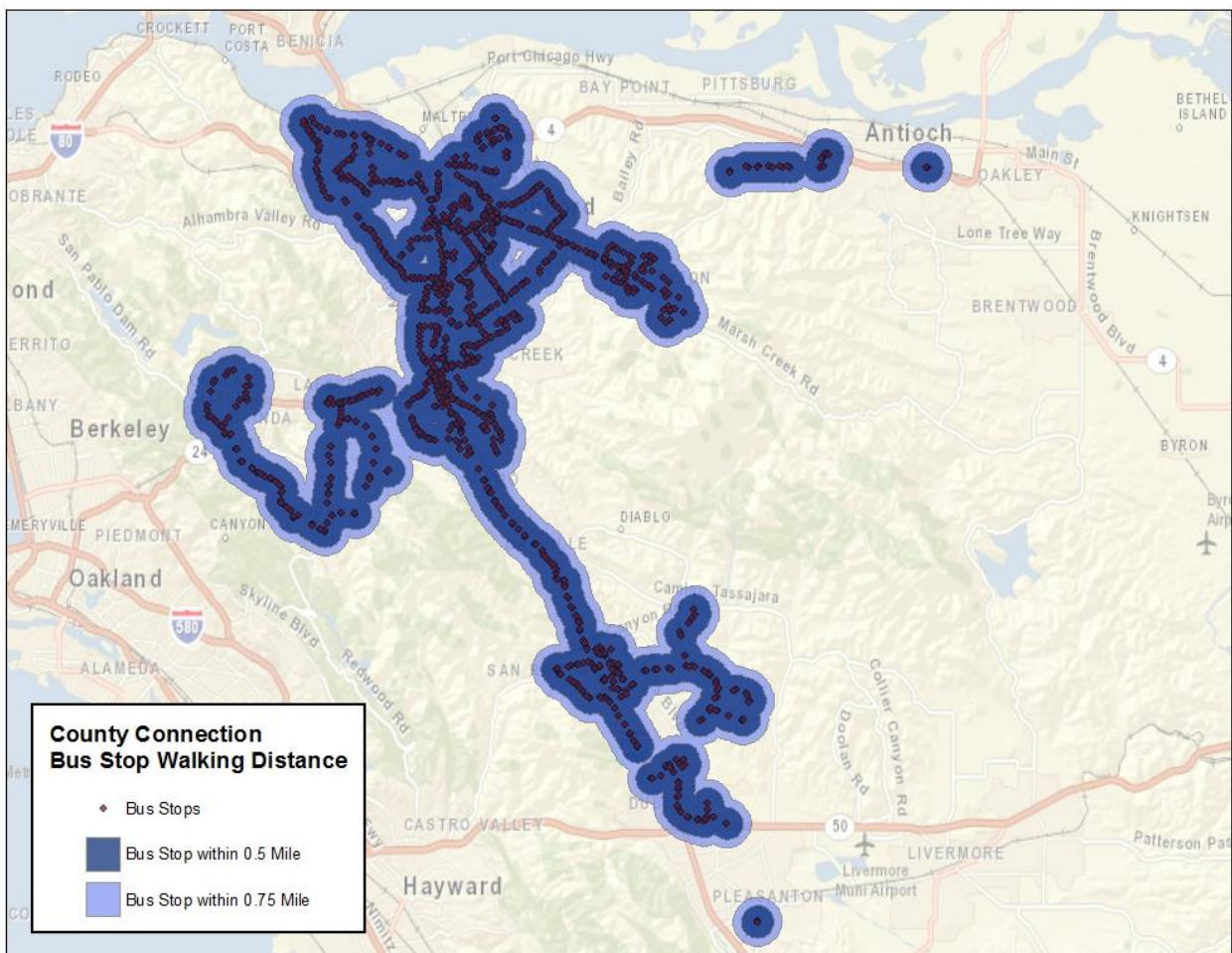
language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

# 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. No changes to overall route coverage occurred within the reporting period.



## 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 **xx** 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.

CCCTA Service Area stats to be completed and walked into MPL meeting on 3/1/18

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 at home	666,701							
<b>Spanish</b>	<b>176,075</b>		<b>97,970</b>		<b>78,105</b>		<b>44%</b>	
French	4,235		3,850		385		9%	
French Creole	160		110		50		31%	
Italian	2,395		1,963		432		18%	
Portuguese (incl. Portuguese Creole)	3,964		2,219		1,745		44%	
German	3,875		3,345		530		14%	
Yiddish	24							
Other West Germanic languages	1,014		938		76		7%	
Scandinavian languages	812		784		28		3%	
Greek	624		512		112		18%	
<b>Russian</b>	<b>5,346</b>		<b>2,459</b>		<b>2,887</b>		<b>54%</b>	
Polish	710		499		211		30%	
Serbo-Croatian languages	477		311		166		35%	
Other Slavic languages	1,295		938		357		28%	
Armenian	754		580		174		23%	
<b>Persian</b>	<b>9,688</b>		<b>5,907</b>		<b>3,781</b>		<b>39%</b>	
Hindi	5,650		4,514		1,136		20%	
Gujarati	1,007		901		106		11%	
Urdu	1,840		1,554		286		16%	
<b>Other Indic languages</b>	<b>7,961</b>		<b>4,871</b>		<b>3,090</b>		<b>39%</b>	
Other Indo-European languages	1,078		842		236		22%	
<b>Chinese</b>	<b>31,465</b>		<b>15,548</b>		<b>15,917</b>		<b>51%</b>	
Japanese	2,964		1,989		975		33%	
<b>Korean</b>	<b>6,861</b>		<b>3,041</b>		<b>3,820</b>		<b>56%</b>	
Mon-Khmer, Cambodian	1,035		467		568		55%	
Hmong	121		78		43		36%	
Thai	1,065		603		462		43%	
Laotian	1,243		686		557		45%	
<b>Vietnamese</b>	<b>6,182</b>		<b>2,662</b>		<b>3,520</b>		<b>57%</b>	
<b>Other Asian languages</b>	<b>9,094</b>		<b>6,035</b>		<b>3,059</b>		<b>34%</b>	
<b>Tagalog</b>	<b>29,532</b>		<b>20,304</b>		<b>9,228</b>		<b>31%</b>	
Other Pacific Island languages	4,302		2,647		1,655		38%	
Navajo	73		61		12		16%	
Other Native North Amer. languages	65							
Hungarian	577		440		137		24%	
Arabic	4,668		3,125		1,543		33%	
Hebrew	890		799		91		10%	
African languages	3,448		2,376		1,072		31%	
Other and unspecified languages	379		323		56		15%	
<b>Total</b>	<b>999,645</b>		<b>863,036</b>		<b>136,609</b>		<b>14%</b>	

## 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. In 2017, 52,129 total calls were answered. Of calls answered, 41 calls were translated via language line call services, with the vast majority (78 percent) to Spanish. After Spanish there is a significant drop-off to Mandarin with 4 calls per year. Translated calls, however, only represent less than one-tenth of one percent of all calls received. Recently, new customer service representatives have been hired with bilingual Spanish proficiency.

#### Call Center Data

Language	Number of Calls Translated in a Year
Spanish	32
Mandarin	4
Russian	2
Farsi	2
Punjabi	1
<b>Total</b>	<b>41</b>

### 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 Spring 2015 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.

In the survey, 89% of the riding public surveyed stated that they speak English “very well” with only 1.5% stating “not well” or “not at all.”

## **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
- Persian
- Vietnamese
- Punjabi

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: \$1,000
- Schedules/Graphics: \$70,000
- Market research: \$55,000 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 2015 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. (To be updated and walked into MPL meeting)

### 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.

**RESOLUTION NO. 2015 - 021**

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

\* \* \*

**ADOPTING THE CCCTA TITLE VI PROGRAM**

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, Title VI of the Civil Rights Act of 1964 requires recipients of federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, 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, the above-referenced Circular details required elements of a Title VI Program Report, which each recipient of FTA grants and assistance must submit to the FTA every three years to evidence compliance with Title VI; and

WHEREAS, CCCTA's current Title VI Program expires on March 31, 2015, therefor necessitating submittal of an updated program report to the FTA by February 1, 2015; and

WHEREAS, CCCTA's Title VI Program Report must include numerous elements, including but not limited to:

1. Information on numerous agency policies, procedures and activities undertaken over the last three years;
2. A public participation plan;
3. Information on public outreach undertaken by CCCTA over the past three years, including during development and approval of the Major Service Change, Disparate Impact and Disproportionate Burden policies adopted by this Board pursuant to Resolution 2013-019;
4. A plan for engaging persons with limited English proficiency;

5. System-wide service standards and policies, which this Board also adopted pursuant to Resolution 2015-014;
6. Results of system-wide service monitoring analysis; and
7. Results of fare and service change equity analyses conducted over the past three years; and

WHEREAS, Staff has developed a proposed Title VI Program Report (provided to the Board via staff report), including the above-referenced items and evidencing CCCTA's compliance with Title VI, for Board consideration and approval; and

WHEREAS, the Marketing, Planning & Legislative Committee has recommended the Board adopt the proposed Title VI Program.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby adopts the CCCTA Title VI Program as set forth in the CCCTA Title VI Program Report; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the General Manager, or his designee, to:

1. Include evidence of the Board's consideration and approval of the CCCTA Title VI Program in the final CCCTA Title VI Program Report;
2. Submit the final CCCTA Title VI Program to the FTA; and
3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

Regularly passed and adopted this 15th day of January 2015, by the following vote:

AYES: Andersen, Dessayer, Hoffmeister, Hudson, Schroder, Simmons, Weir, and Worth.

NOES: Manning

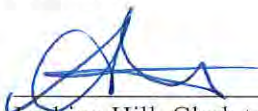
ABSTENTIONS:

ABSENT: Storer and Tatzin



A.G. Dessayer, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

## 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 updated by the Federal Transit Administration (FTA) in 2012 to 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.

County Connection’s Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy were adopted by the Board of Directors on June 20, 2013. County Connection’s System-wide Service Standards and Policies were adopted by the Board of Directors on December 18, 2014. 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:

County Connection has implemented 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:

County Connection has implemented 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:

County Connection has implemented 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:

- 29-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:**

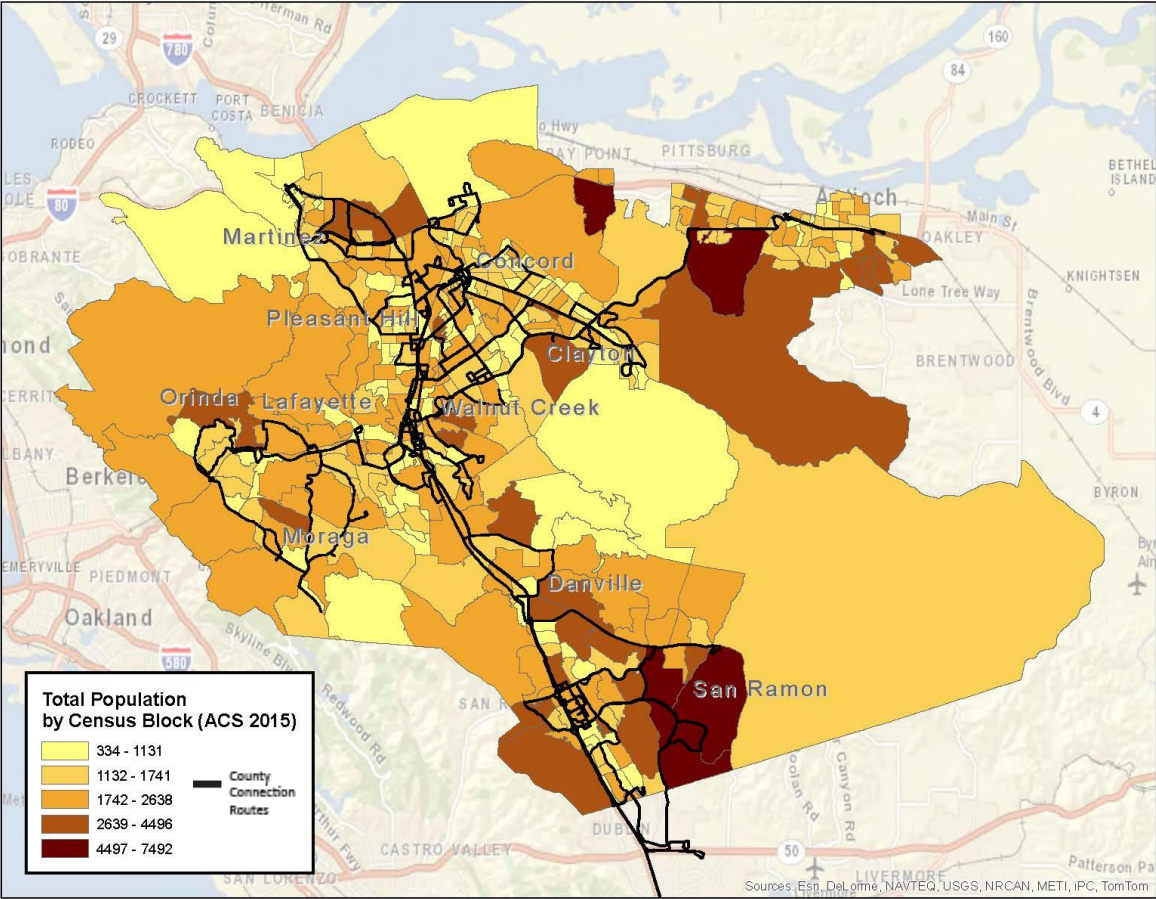
Transit amenities are distributed on a system-wide basis. Transit amenities include shelters and benches. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

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

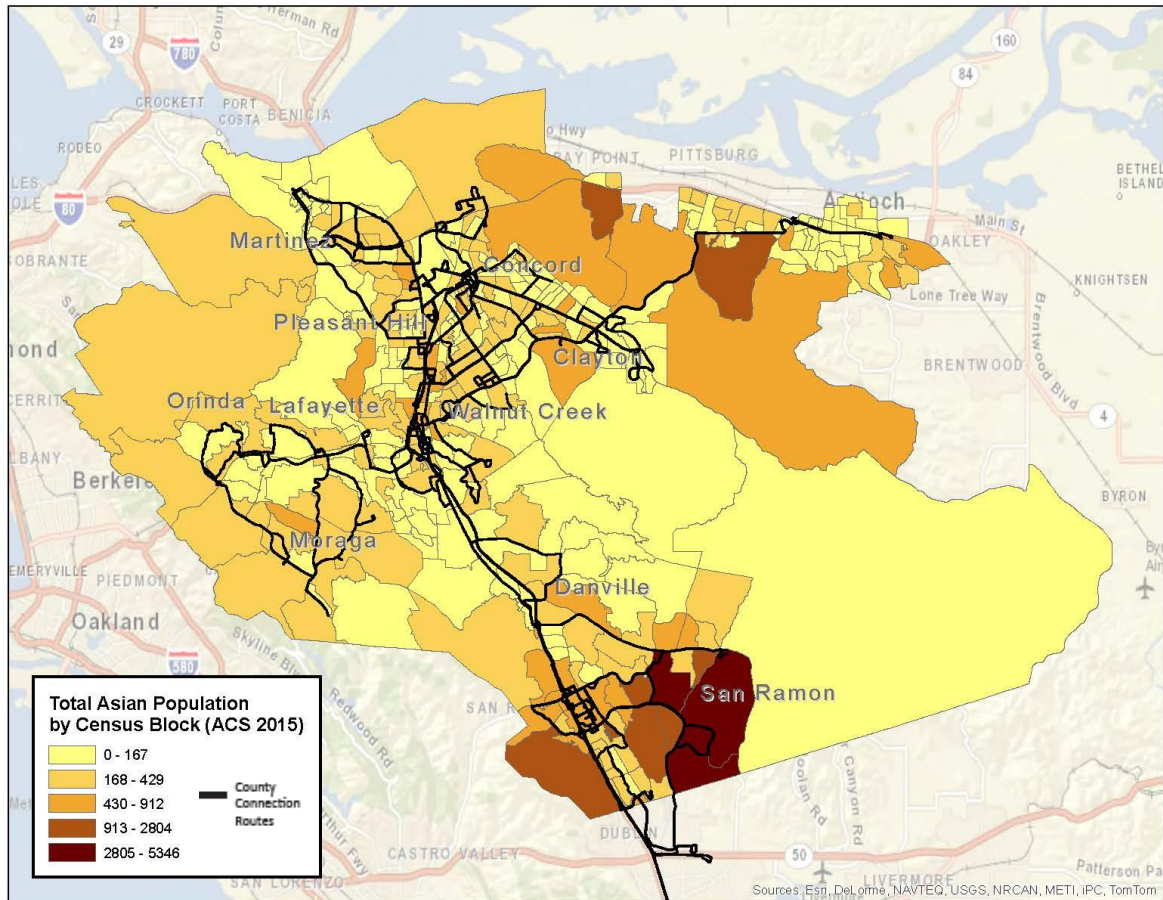


# Appendix G – Demographic and Service Profile

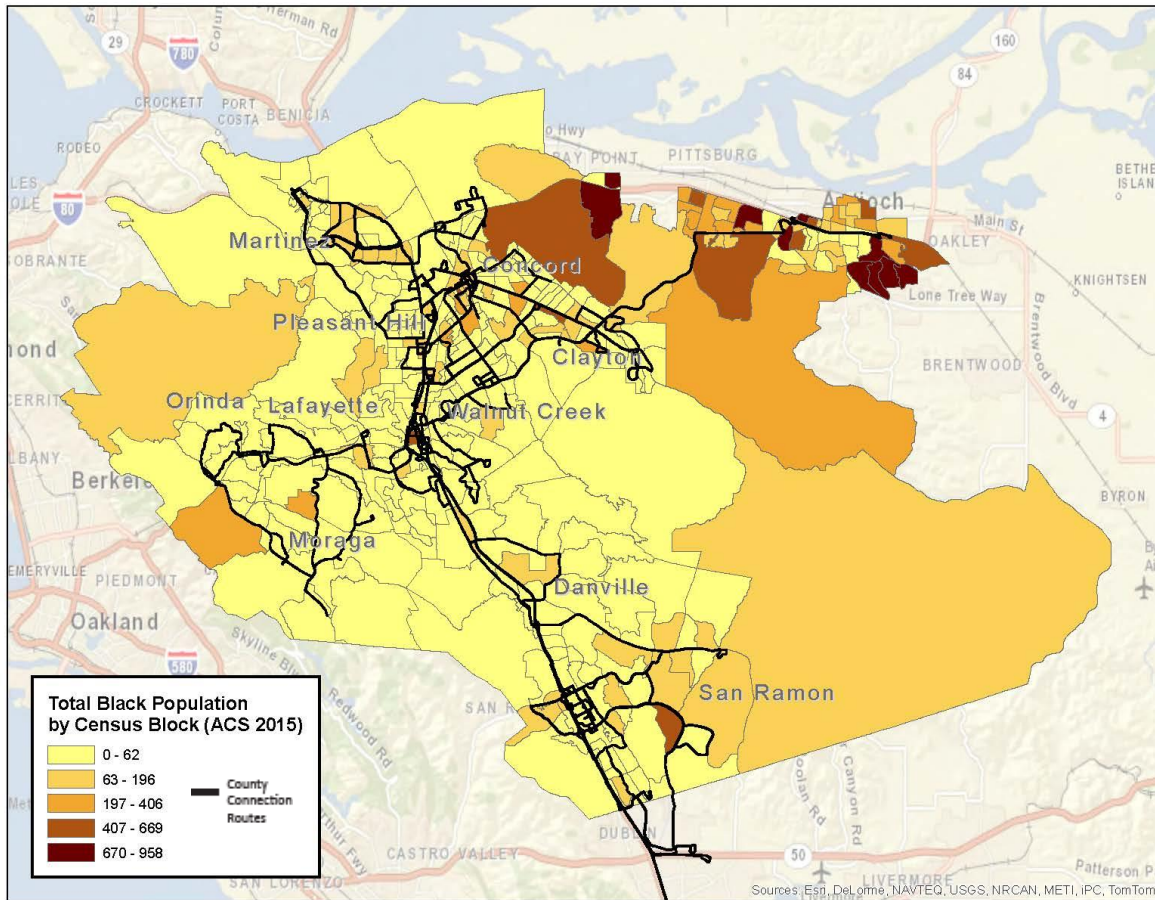
## Total Population by Census Block



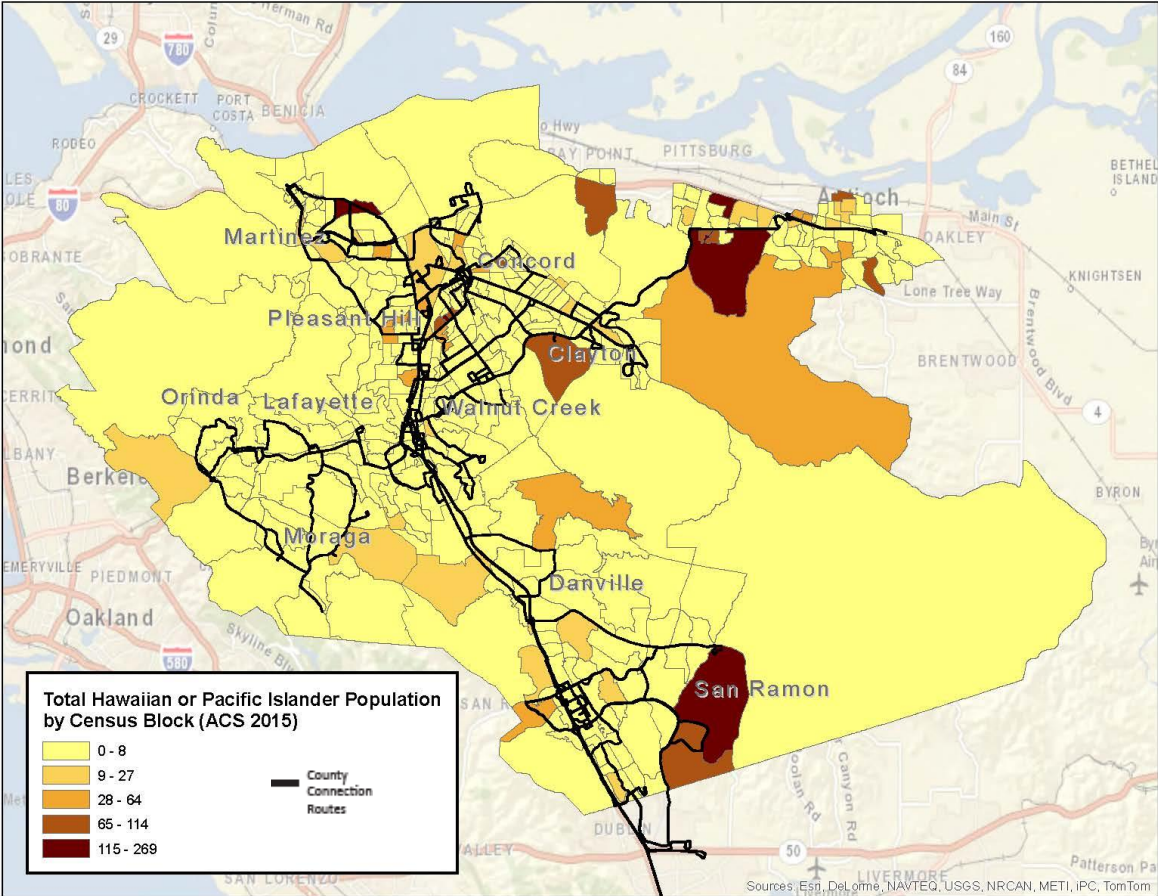
## Asian Population by Census Block



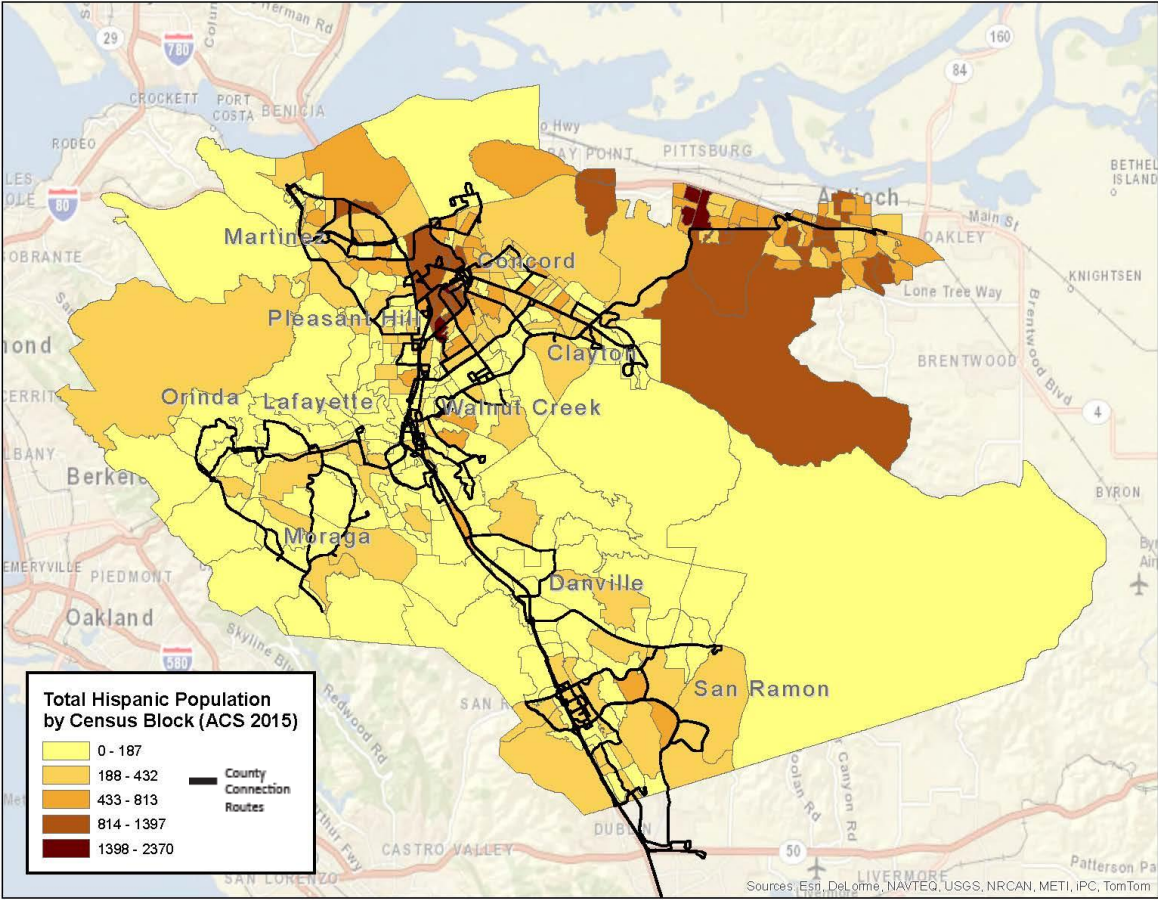
### Black Population by Census Block



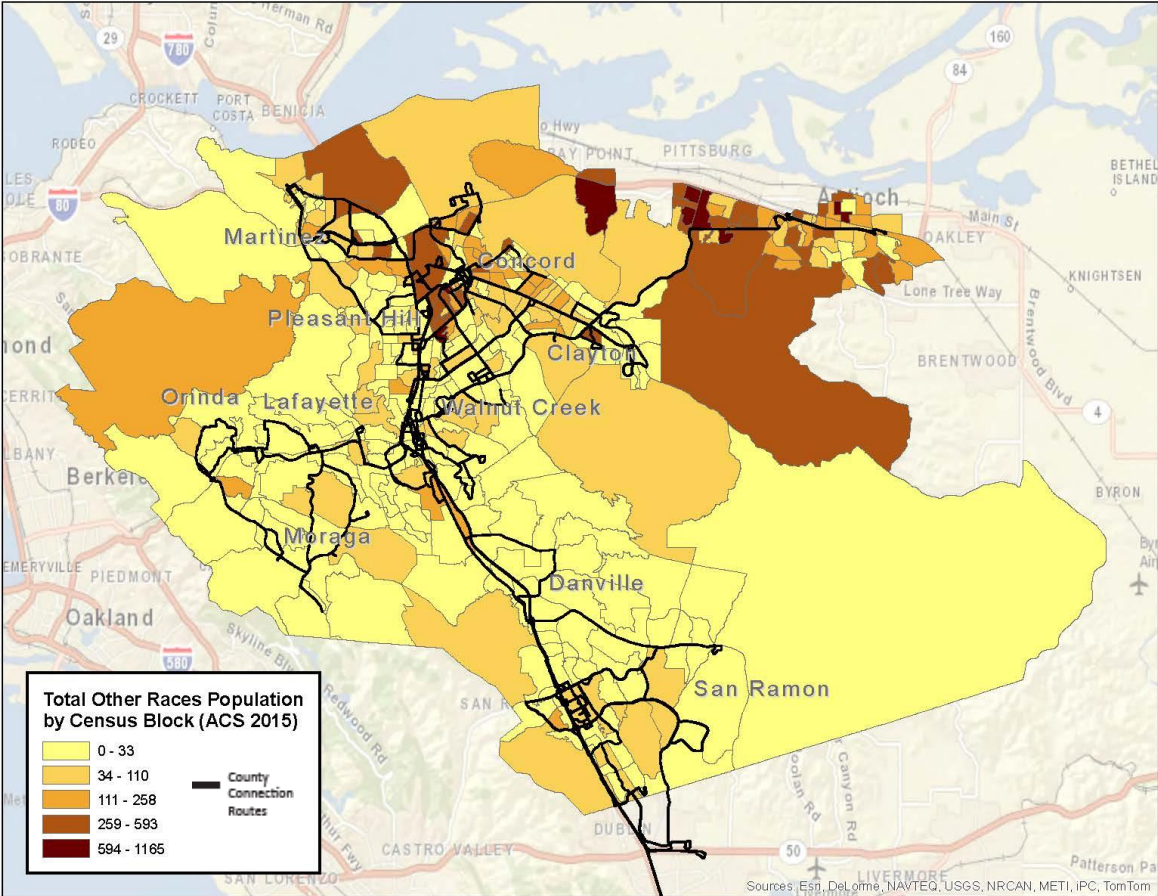
# Hawaiian/Pacific Islander Population by Census Block



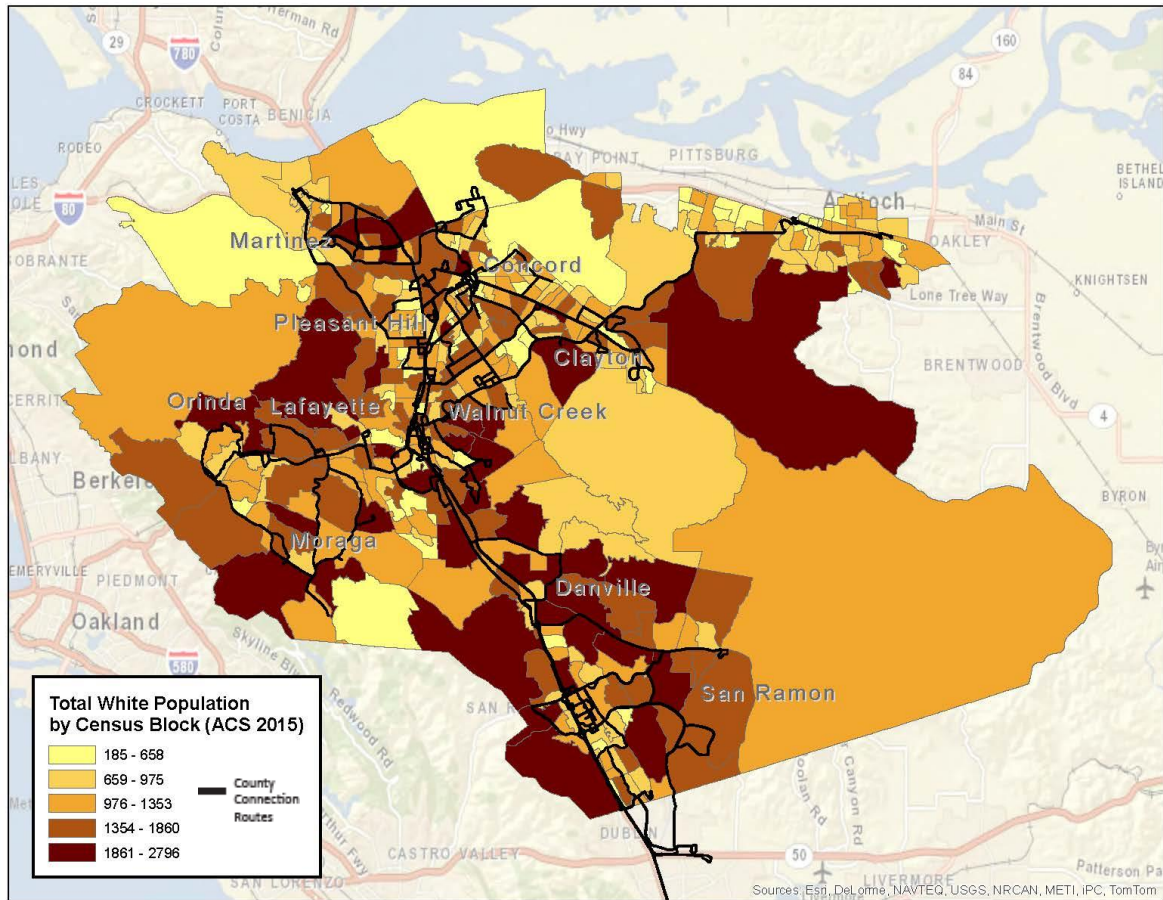
# Hispanic Population by Census Block



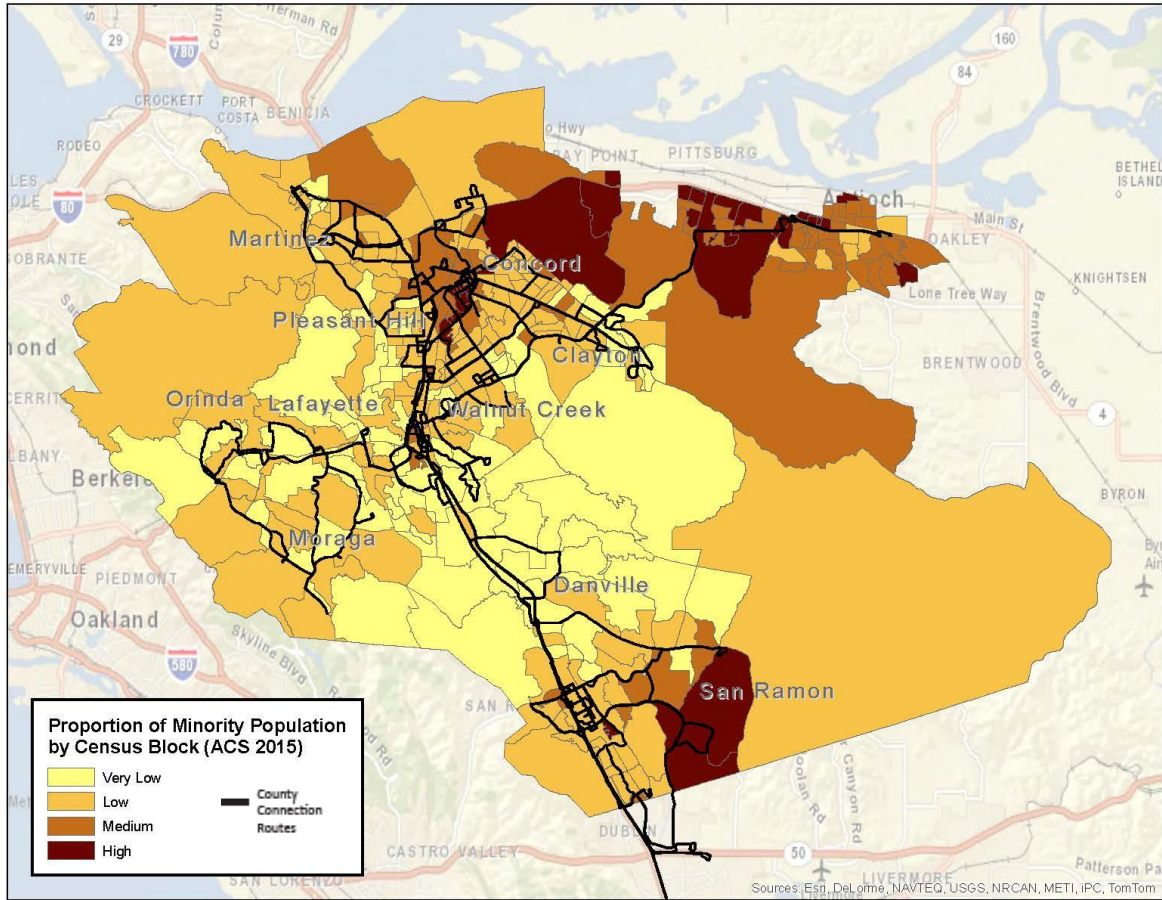
**“Other Races” Population by Census Block**



## White Population by Census Block

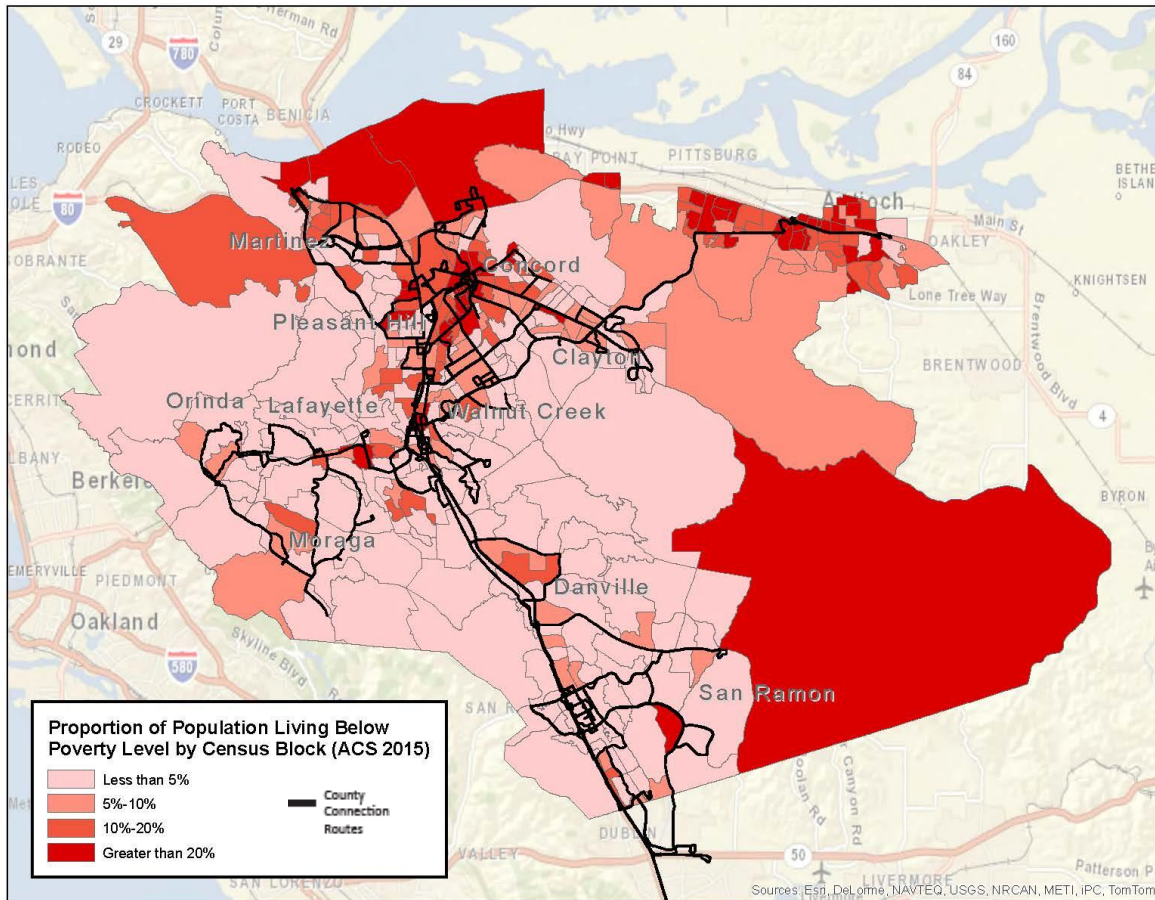


# Minority Populations by Census Block

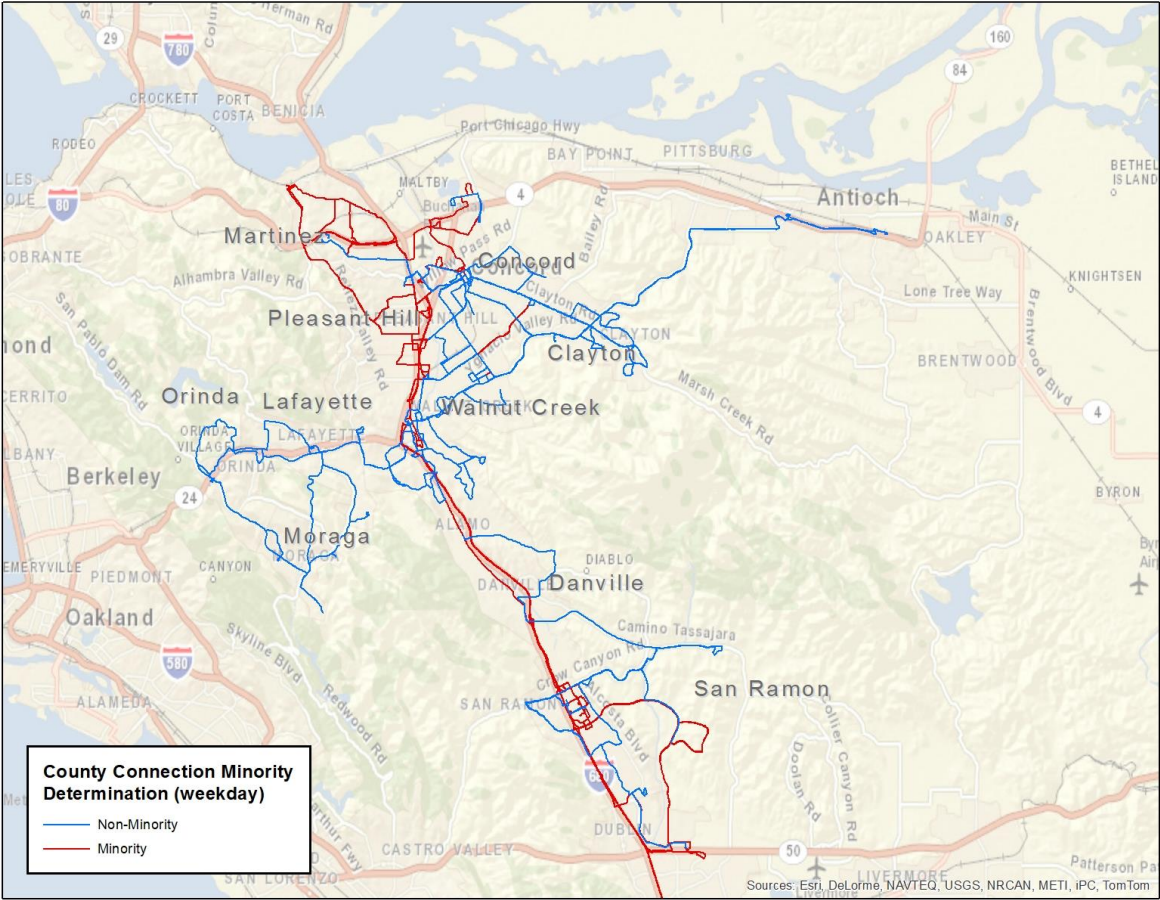




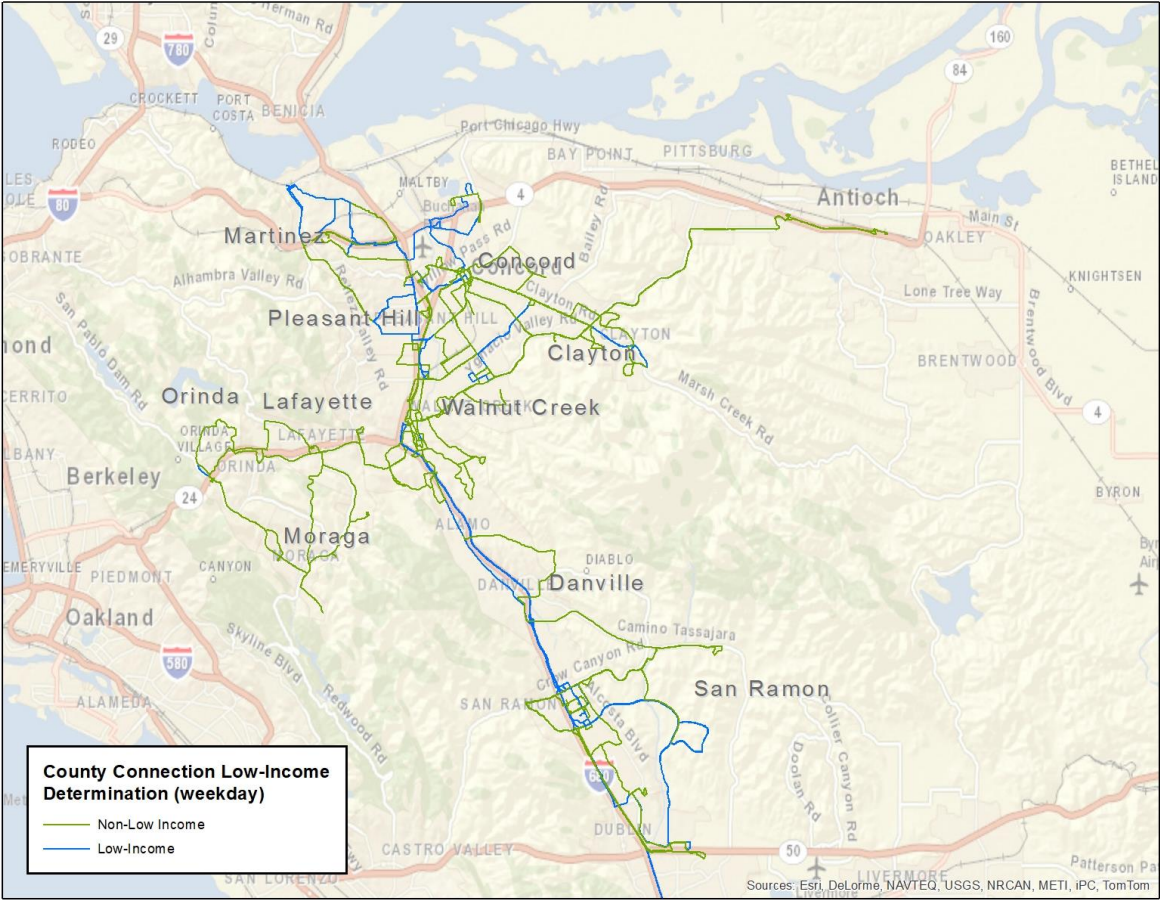
# Population Below Poverty Level by Census Block



**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 executive summary from the most recent survey is attached.



# CENTRAL CONTRA COSTA TRANSIT AUTHORITY

2015 FIXED-ROUTE TRANSIT ONBOARD SURVEY

FINAL REPORT

MAY 2015



## Section 2

# Fixed-Route Analysis and Key Findings

### Profile Rider

By analyzing the simple frequencies associated with the 2015 Onboard Survey we can compile a profile of the “typical” County Connection rider. This “typical” rider reflects rider responses from across the entire County Connection fixed-route network and therefore may not be reflective of riders on a specific or individual route. (Note: Riders on the school tripper service utilized a separate survey instrument and the results of that survey are explored in detail in Section 3. Those results are not included in this section.) Given their nature, Routes 627 and 649 utilized the fixed-route survey and are therefore included in the fixed-route analysis in this section.

The profile County Connection rider resides in Concord and is between the ages of 19 and 35. Gender is not specific given the even split noted between surveyed riders. The rider identifies as white and speaks English very well. Employed full-time, the profile rider resides in a household of no more than two persons, with an annual household income of less than \$35,000.

Our profile rider patronizes County Connection at least four days per week, most commonly using the service to travel between home and work. While the rider may be a licensed driver, he/she has limited access to a personal vehicle. Despite his/her frequent use of County Connection (which occasionally includes a connection with BART), our profile rider relies chiefly on cash as the method of fare payment. Given the frequent weekly ridership, this person would be a good candidate for purchase of the Clipper card (which would enhance the travel experience by eliminating the need for exact fare as well as provide modest per-ride savings).

While it is likely the profile rider either owns or has access to a smartphone, he/she still most commonly obtains County Connection service information via traditional channels: printed brochure, at the bus stop, and via the agency’s website.

While lack or limited access to a personal vehicle is the likely motivator for utilizing County Connection, it is quite likely that the proximity of a bus stop to the profile rider’s common origin and destination points is also a factor. While “more frequent service” is the preferred service improvement, it is unclear if the introduction of this improvement would result in an increase in actual patronage given the profile rider is already riding County Connection at least four days per week. (Note: The full survey data revealed that 66.8 percent of surveyed riders rated “service frequency” good or excellent.)

The following analysis examines each survey question on a more in-depth basis, offering data cross-tabulations where appropriate to drill down further. All survey instruments are included in the Appendix.

### *Question 1: What route are you telling us about today?*

See Section 1 for a breakdown of data collection by route.



**Question 2: Where did you begin your trip today?**

Respondents were asked to indicate the city, neighborhood, or landmark where they began their trip. The top ten most common origin locations are presented below. BART stations make up three of the top ten locations.

Exhibit 2.1 Top Origin Locations

Origin Location	Frequency
Concord	254
BART – Concord	196
BART – Walnut Creek	155
Diablo Valley College	122
Clayton Rd	119
Martinez	110
San Ramon	76
Walnut Creek	72
BART – Pittsburg	44
San Francisco	43

**Question 3: Where will you end your trip today?**

Respondents were asked to indicate the city, neighborhood, or landmark where they would end their trip. The top ten most common destination locations are presented below.

Exhibit 2.2 Top Destination Locations

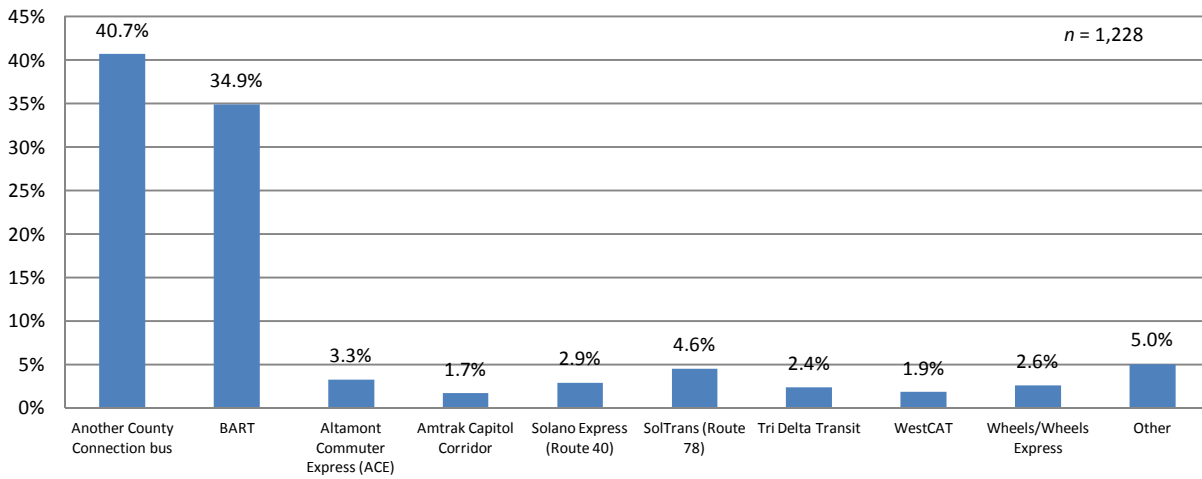
Destination Location	Frequency
BART – Concord	222
Concord	213
Diablo Valley College	134
Walnut Creek	114
BART – Walnut Creek	112
Sun Valley Mall	80
Clayton Rd	78
Pleasant Hill	67
Martinez	66
San Ramon	62

**Question 4: Does this trip include a transfer?**

Fifty-one percent of respondents indicated making a transfer as part of the surveyed trip. Of those responding affirmatively, 1,228 indicated where they transferred to/from. Of the ten connection response options (including “other”), only two garnered more than five percent: “another County Connection bus” (40.7 percent) and “BART” (34.9 percent).



Exhibit 2.3 Incidence of Transfers

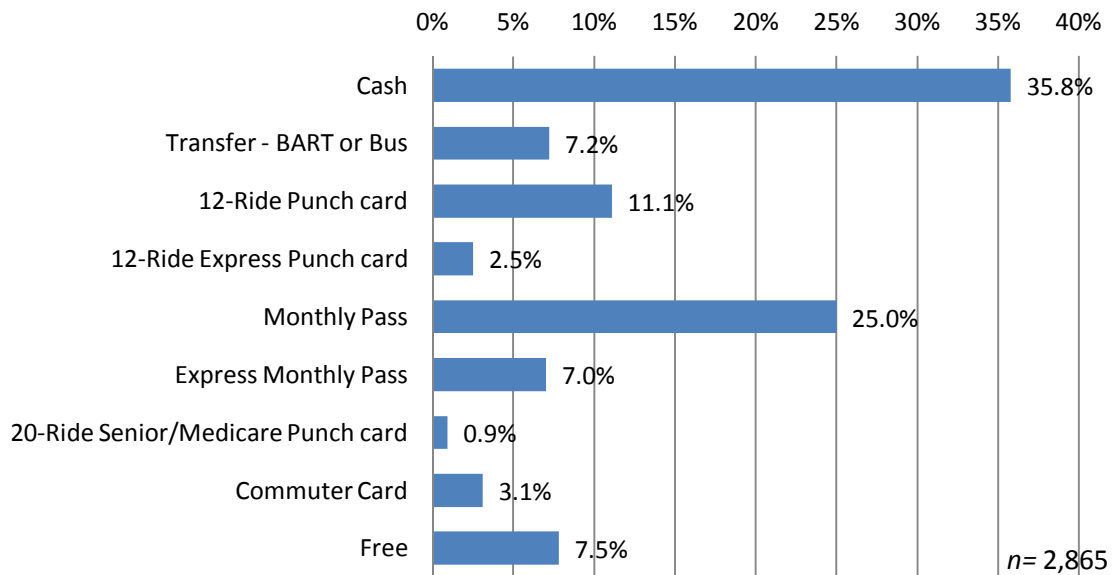


**Question 5: How did you pay for your fare?**

Nearly thirty-six percent of respondents indicated “cash” as the method of payment for the surveyed trip. “Cash” was by far the most common means of fare payment.

Including “cash,” nine response options were provided. “Monthly pass” was selected by 25 percent of respondents while “12-ride punch card” was cited by 11.1 percent. The other numerically significant option was “free” (7.5 percent). The “commuter card” (3.0 percent) and “12-ride express punch card” (2.4 percent) garnered only modest reporting during the survey period.

Exhibit 2.4 Method of Payment



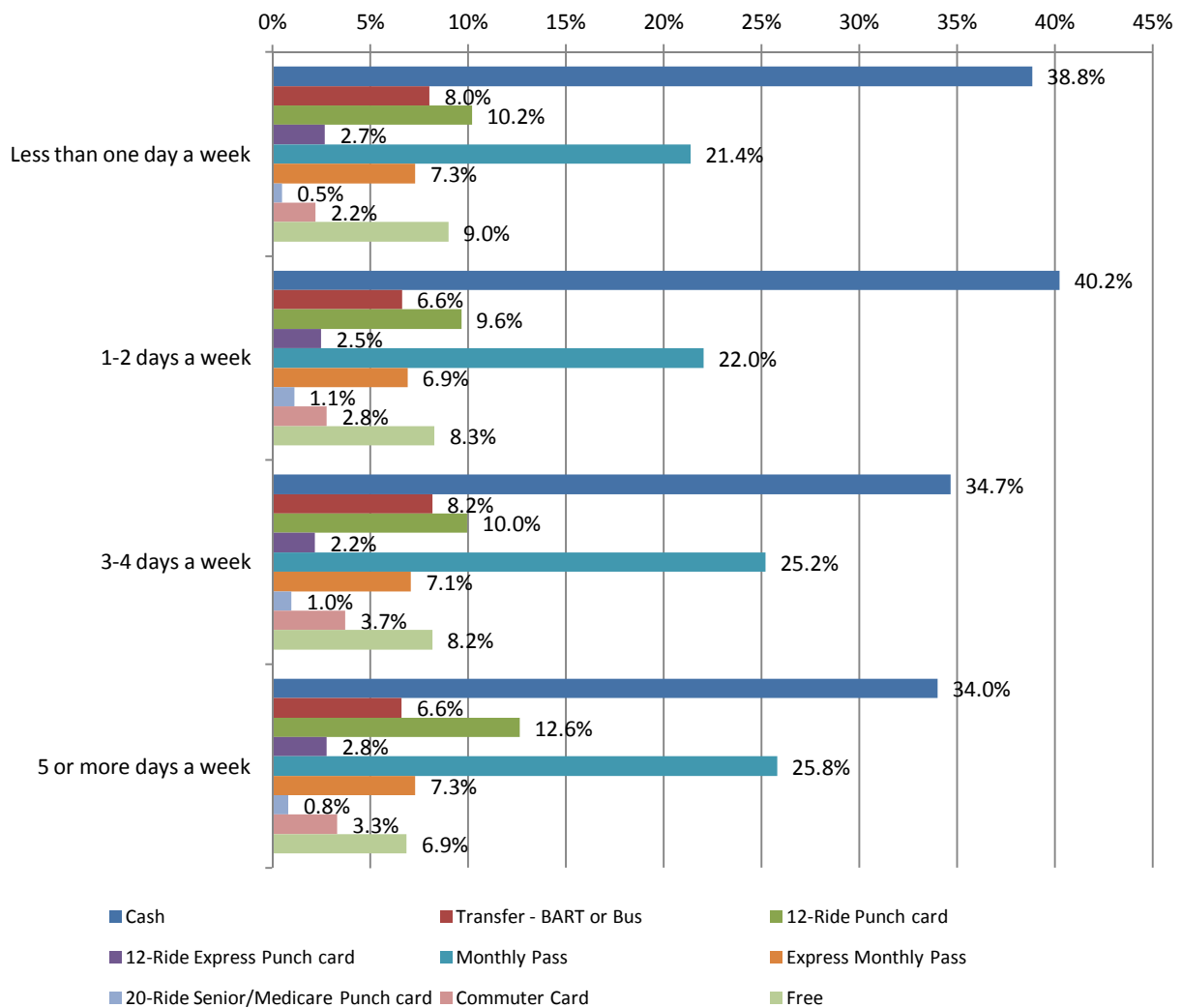


By contrast, the 12-Ride Punch card was the most common method of payment on the school tripper routes, where 47.3 percent of riders reported paying with the 12-Ride Punch card (see Section 3, Question 3).

*Cross-tabulation: Fare Media Used (Question 5) vs. Frequency of Use (Question 12)*

Exhibit 2.5 shows the relationship between “fare type” and “ridership frequency.” While “cash fare” was common across all fare response options, it was most common among persons riding no more than two days per week. With that said, the data suggest little variation between method of fare payment and frequency of use, though the use of the monthly pass does increase proportionally with the number of days per week the respondents rides.

Exhibit 2.5 Method of Payment vs. Frequency of Use



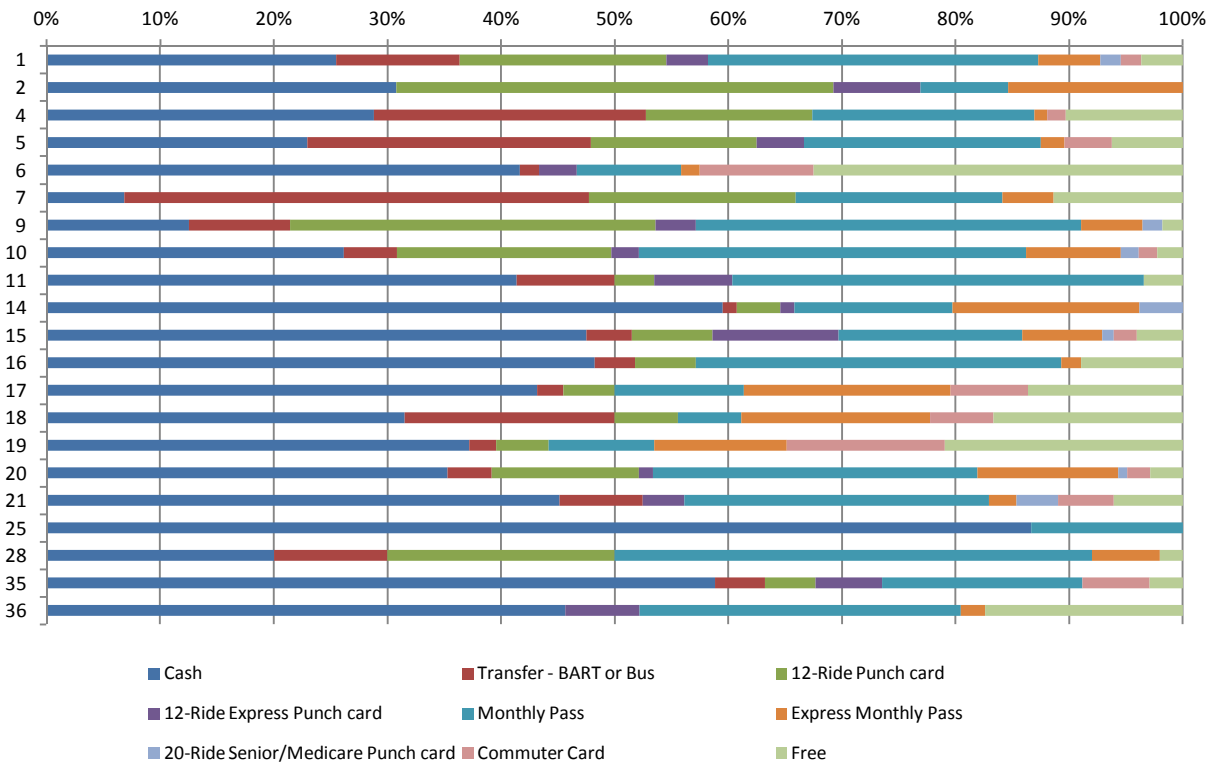
*Cross-tabulation: Route (Question 1) vs. Fare Media Used (Question 5)*

By examining the fare type across all routes, pictures emerge of locational tendencies. For example, cash was far and away the most common fare type reported on Route 25 (86.7 percent), and it was used approximately 60 percent of the time by riders on routes 14, 35, 98X, and 301. On other routes, combined usage of 12-Ride Punch cards and 12-Ride Express Punch cards exceeded all other options, including combined usage of monthly passes and express monthly passes. Nearly half of riders on Route 2 used one of the punch card options, including 38.5 percent who used the 12-Ride Punch card. Half of riders on Route 627 paid their fare with a punch cards.

More than 56 percent of riders on route 95X used the Monthly Pass, while 41.7 percent of riders on 91X used the Express Monthly pass. The Monthly Pass was the only fare media reported on Route 649; however, the extremely small sample size (two respondents) must be taken into consideration.

Given the number of routes, the cross-tabulation is presented in two exhibits for ease of review.

Exhibit 2.6 Route vs. Method of Payment (Routes 1 – 36)



# 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 36% of riders who self-identified as “low income” are categorized as low income routes.

## Routes by Status

Route	Minority Route Determination	Low Income Route Determination
1	yes	
2		yes
4	yes	
5		
6		yes
7		yes
9	yes	
10		yes
11		
14		yes
15	yes	yes
16	yes	
17	yes	yes
18	yes	yes
19	yes	
20	yes	
21	yes	
25		
28	yes	yes
35	yes	yes
36	yes	yes
301		
310		yes
311		
314		yes
315		
316	yes	yes
320		yes
321	yes	yes
627	yes	
649		
91X	yes	
92X	yes	yes
95X	yes	yes
96X	yes	yes
97X	yes	

## 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
<i>Standard</i>	1.25	1.00
Actual	0.32	0.35

*Finding:*

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

### Average Vehicle Loads by Route Status

Vehicle Load Factor Standards by Route Status	Peak	Off-Peak
Minority Route	0.33	0.37
Non-Minority Route	0.31	0.37
Low Income Route	0.30	0.33
Non-Low Income Route	0.34	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. Headways have not changed during the reporting period.

### Actual Average Peak Headways

Vehicle Headway	
<i>Standard</i>	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	86%

*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 slightly improved from 85% in 2015, and it is equitably distributed across all route types.

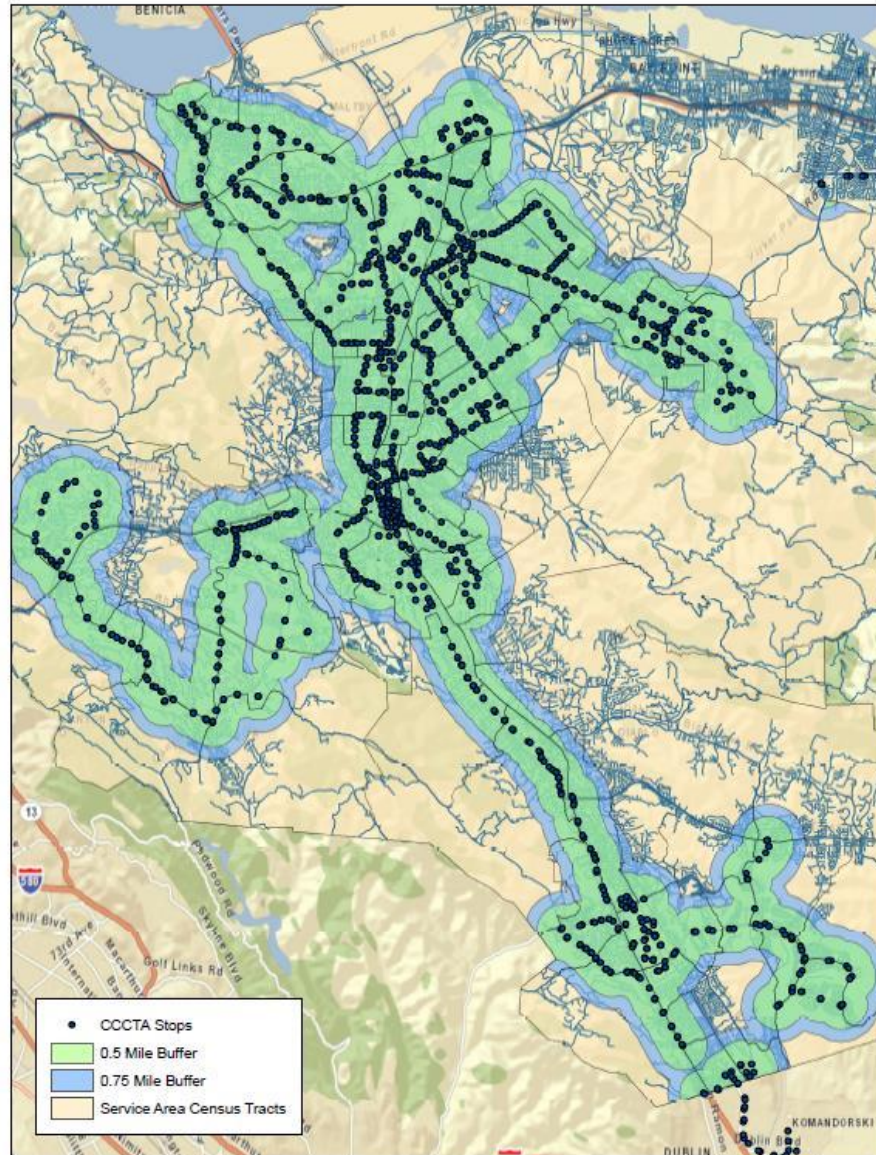
### On-Time Performance Standard by Route Status

On-Time Performance by Route Status	
Minority Route	85%
Non-Minority Route	87%
Low Income Route	84%
Non-Low Income Route	88%

## 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.

No route coverage changes occurred that effect this standard within the reporting period. The map and table below indicate that County Connection’s standard is met. The county as a whole grew 2.2% over the reporting period.



### Service Availability Population

Service Availability Standard		
Service Area Population	514,877	
Population within 3/4 Mile	407,208	79%

# 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:

- 29-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.

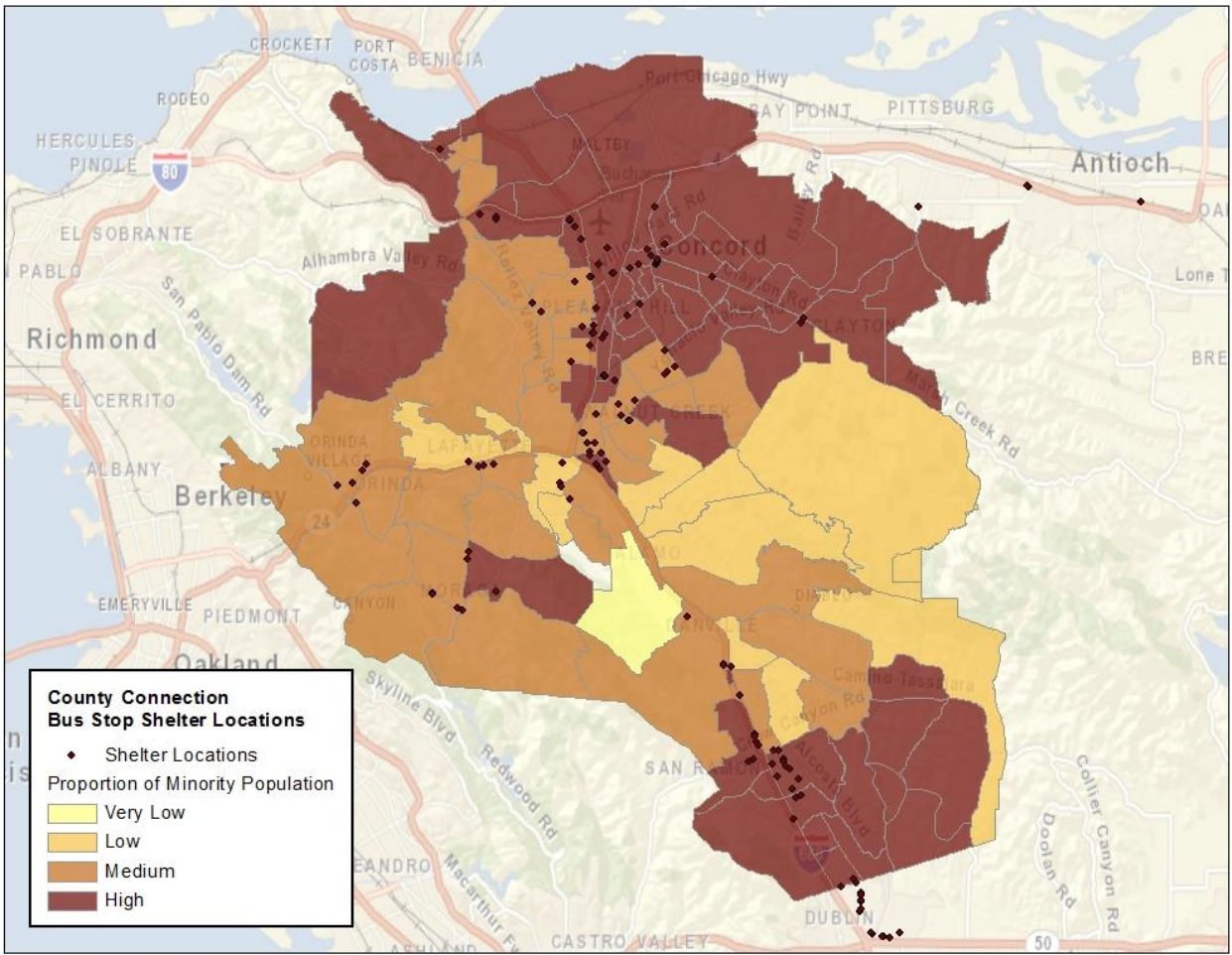
### *Standard:*

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 and the map below confirms this correlation.





**To:** Marketing, Planning & Legislative Committee

**Date:** 02/01/2018

**From:** Ruby Horta, Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: Reappointment of Jeremy Weinstein to Advisory Committee Representing City of Walnut Creek**

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**Background:**

On January 9, 2018 the Walnut Creek City Council approved the reappointment of Jeremy Weinstein to serve on the County Connection's Advisory Committee representing the City of Walnut Creek. The appointment will expire in March 2020.

**Recommendation:**

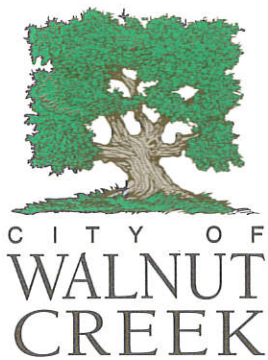
Approve the appointment of Jeremy Weinstein as the representative for the City of Walnut Creek on County Connection's Advisory Committee.

**Financial Implications:**

None

**Attachment:**

Reappointment notice



January 10, 2018

Ruby Horta  
County Connection  
2477 Arnold Industrial Way  
Concord, CA 94520

Dear Ruby,

Please be informed that on January 9, 2018 the Walnut Creek City Council held reappointment interviews for the City's appointee on the Central Contra Costa Transit Authority Advisory Committee. The City Council took formal action to reappoint Jeremy Weinstein to the Central Contra Costa Transit Authority Advisory Committee for a two-year term effective March 2018 through March 2020.

Please let me know if any further information is needed.

Sincerely,

A handwritten signature in blue ink, appearing to read "Suzie Martinez", is written over the typed name and title. The signature is fluid and cursive.  
Suzie Martinez  
City Clerk

Cc: Jeremy Weinstein

**To:** Marketing, Planning & Legislative Committee

**Date:** 02/06/2018

**From:** Ruby Horta, Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: Appointment of Mark Lewis to Advisory Committee Representing City of Orinda**

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**Background:**

On January 27, 2018 the Orinda City Council appointed Mark Lewis to serve on the County Connection's Advisory Committee representing the City of Orinda. The appointment will expire in March 2020.

**Recommendation:**

Approve the appointment of Mark Lewis as the representative for the City of Orinda on County Connection's Advisory Committee.

**Financial Implications:**

None

**Attachment:**

Reappointment notice

**JANUARY 27, 2018  
CITY OF ORINDA  
CITY COUNCIL MINUTES**

**9:00 A.M. – SPECIAL SESSION – COMMUNITY ROOM, CITY HALL**

**A. CALL TO ORDER / ROLL CALL:**

Vice Mayor Miller called the meeting to order at approximately 9:00 a.m.

COUNCILMEMBERS PRESENT: Darlene Gee, Dean Orr, Eve Phillips  
Vice Mayor Inga Miller

COUNCILMEMBERS ABSENT: Mayor Worth

**B. ADOPTION OF AGENDA**

MOTION was made, seconded and carried unanimously to approve the agenda as presented.

**C. Interview Applicants for Vacancies on the City of Orinda Planning Commission, Parks & Recreation Commission, Citizens' Infrastructure Oversight Commission, Finance Advisory Committee, Historical Landmarks Committee, Traffic Safety Advisory Committee, Art in Public Places Committee, Public Works Aesthetic Review Committee, Contra Costa Mosquito and Vector Control District Trustee, County Connection citizens Advisory Committee, and the Contra Costa Advisory Council on Aging**

The Council interviewed applicants for positions on the above identified Commissions and Committees.

MOTION was made, seconded and carried unanimously to appoint the following individuals to the **Planning Commission**:

<b>Lina Lee:</b>	Term ending February, 2021
<b>Marian Jelinek:</b>	Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individuals to the **Parks and Recreation Commission**:

<b>Steven Danziger:</b>	Term ending February, 2021
<b>Tara Presnell:</b>	Term ending February, 2021
<b>Tom Schneider:</b>	Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individuals to the **Citizens' Infrastructure Oversight Commission**:

**Dennis Fay:** Term ending February, 2021  
**William Hurrell:** Term ending February, 2021  
**Richard Nelson:** Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individuals to the **Finance Advisory Committee:**

**Mercedes Baumbach:** Term ending February, 2021  
**Molly Schneider:** Term ending February, 2021  
**Yasaman Nazmi Lee:** Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individual to the **Historic Landmark Committee:**

**Tania DeGroot:** Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individuals to the **Traffic Safety Advisory Committee:**

**Laura Claster Bisesto:** Term ending February, 2021  
**Ivo Gustetich:** Term ending February, 2021  
**Larry Hanshaw:** Term ending February, 2021  
**Mark Roberts:** Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individual to the **Art in Public Places Committee**

**Richard Westin:** Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individuals to the **Public Works Aesthetic Review Committee:**

**Rich Bartlett:** Term ending February, 2021  
**Dick Burkhalter:** Term ending February, 2021  
**John Wyro:** Term ending February, 2021

MOTION was made, seconded and carried unanimously to appoint the following individual to the **Contra Costa Mosquito Vector District Trustee position:**

**Mark Lewis:** Term ending February 28, 2020

MOTION was made, seconded and carried unanimously to appoint the following individual to the **Contra Costa County Advisory Council on Aging:**

**Nina Clark:** Term ending February, 2021


MOTION was made, seconded and carried unanimously to appoint the following individual to the **County Connection Citizens Advisory Committee**

**Mark Lewis:**

Term ending February, 2021

**D. ADJOURNMENT**

The meeting was adjourned at 4:45 p.m. to the next Regular meeting of the Orinda City Council to be held on Tuesday, February 6, 2018, at 7:00 p.m. in the Orinda Library Auditorium.



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Sheri Marie Smith, City Clerk

**To:** Marketing, Planning & Legislative Committee

**Date:** 02/20/2018

**From:** Ruby Horta, Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: Community Events**

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**Background:**

County Connection participates in select community and business events, and coordinates Class Pass field trips for schools with service along fixed-routes.

School & Community Events

February 27 – On Board Survey

February 28 – On Board Survey

March 1 – On Board Survey

March 3 – On Board Survey

March 6 – DVC San Ramon Student Outreach

**Recommendation:**

For information only.

**Financial Implications:**

Any costs associated with events are included in the Promotions budget.