

# County Connection

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

**BOARD OF DIRECTORS  
MEETING AGENDA  
Thursday, March 21, 2024  
9:00 a.m.**

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

**County Connection Board Room  
2477 Arnold Industrial Way, Concord, California**

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

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

Or One tap mobile :

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

Or Telephone:

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

Webinar ID: 853 9913 3311

**Please Note the following COVID-19 Protocols for in-person attendance:**

Visitors experiencing the following symptoms of COVID-19 may not enter the building:

- Cough
- Chills
- Sore Throat
- Shortness of Breath
- Muscle Pain
- Loss of Taste or Smell
- Fever

Public comment may be submitted via email to: [hill@cccta.org](mailto:hill@cccta.org). Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Board of Directors before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Board.

Oral public comments will also be accepted during the meeting in person and through Zoom\* or the teleconference number listed above.

Should Zoom not be operational, please check online at: [www.countyconnection.com](http://www.countyconnection.com) for any updates or further instruction.

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

1. Call to Order/Pledge of Allegiance
2. Roll Call/Confirm Quorum
3. Public Communication
4. Consent Calendar
  - a) Approval of Minutes of Regular Meeting of February 15, 2024\*
  - b) Investment Report as of December 31, 2023\*
  - c) Cap and Trade Grant (LCTOP) – FY 2023-24\*  
Resolution No. 2024-016\*
5. Report of Chair
6. Report of General Manager

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

- a) BART Presentation: Safe and Clean Plan -BART Board Vice President Mark Foley
  - b) Appointment of CCTA Bus Transit Board Ex-Officio Alternate\*
  - c) State Legislation Update
7. Report of Standing Committees
  - a) Administration & Finance Committee
    - 1) Proposed Updates to Board-Adopted Policies Regarding Expense Reimbursement and Credit Cards \*  
Resolution No. 2024-017\* and Resolution No. 2024-018\*  
(The A&F Committee and staff recommend that the Board approves Resolution No. 2024-017 and 2024-018 adopting the Expense Reimbursement Policy No. 02.14 and Credit Card Policy No. 06.06.)
  - b) Marketing, Planning & Legislative Committee
    - 1) Draft 2024 County Connection Federal Legislative Advocacy Program – Information Only\*  
(Staff will present an updated draft of the 2024 County Connection Federal Legislative Advocacy Program.)
    - 2) Title VI Program Update\*  
Resolution No. 2024-019\*  
(The MP&L Committee and staff request that the Board adopt Resolution No. 2024-019, approving the 2024 Title VI Program.)
    - 3) FY2025 Marketing Plan\*  
(The MP&L Committee and staff request that the Board approve the proposed FY 2025 Marketing Plan.)
  - c) Operations & Scheduling Committee

- 1) Approval of Revised Public Transportation Agency Safety Plan (PTASP)\*  
Resolution No. 2024-015\*  
(The O&S Committee and staff recommends that the Board adopt Resolution No. 2024-015, authorizing the General Manager to approve the revised Public Transportation Agency Safety Plan (PTASP).)
8. Board Communication – (Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report to be made at another meeting.)
9. Next Meeting Date: April 18, 2024
10. Closed Session:
  - a) Liability Claims (Government Code Section 54956.95) Claim against Central Contra Costa Transit Authority; Claimant: Shannon Cross
  - b) Conference with Labor Negotiator (pursuant to Government code Section 54957.6)  
Negotiator: General Manager  
Employee Organizations:  
Amalgamated Transit Union, Local 1605, AFL-CIO, Bus Operators  
Machinists Automotive Trades District Lodge No. 1173, Machinists  
Teamsters Union, Local 856, AFL-CIO, Transit Supervisors
11. Open Session:
12. Adjournment

\*Enclosure

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

\*\*\*For Board members only

## General Information

Public Comment: If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

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

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

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto:hill@cccta.org). Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

### Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, April 18 at 9 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 3 at 2 p.m., County Connection Offices, 2477 Arnold Industrial Way, Concord, CA
Advisory Committee:	TBD
Marketing, Planning & Legislative:	Thursday, April 4 at 8:30 a.m., Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA.
Operations & Scheduling:	Wednesday, April 3 at 8 a.m., Supervisor Andersen's Office, 309 Diablo Rd, Danville, CA 94526

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting. This agenda is posted on County Connection's Website ([www.countyconnection.com](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**



# County Connection

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## CCCTA BOARD OF DIRECTORS

### MINUTES OF THE REGULAR MEETING

February 15, 2024

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

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

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

#### PUBLIC COMMUNICATION:

Michelle Gray, ATU President, spoke to the Board about longer meal breaks for the drivers for health reasons as well as a better experience for the passengers. Bill Churchill stated that he has regular meetings with the scheduling department to work on this issue.

#### CONSENT CALENDAR

MOTION: Director Worth moved approval of the Consent Calendar, consisting of the following item: (a) Approval of Minutes of Regular Meeting January 18, 2024; (b) Independent Accountant's Report on Federal Funding Allocation Data for Federal Transit Administration for Fiscal Year 2023. Director Noack seconded the motion, and it received the following vote of approval:

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

#### REPORT OF CHAIR: None

#### REPORT OF GENERAL MANAGER:

##### Recognition of 20+ Year Employees that Retired During COVID-19 Pandemic

John Vassallo-29 years	Manolo Andrada-35 years	Lynn Koldewey-33 years
Edgardo Aparicio-26 years	Sharon Ashby-38 years	Maria Grilho-36 years
Robert Douglass-35 years	Mark Romero-39 years	Said Saadat-23 years
Loretta Draper-29 years	Julie Barry-31 years	Oscar Alvarenga-31 years
Michael Moss-24 years	Bernabe Leiva-20 years	

## State Legislation Update

Bill Churchill stated that SB 397, SB 926 (Wahab) and AB1837 (Papan) have no reportable updates. In regards to SB 925 (Wiener) last month he informed the Board that Senator Wiener will carry the enabling legislation to authorize MTC to seek a Bay Area Region wide tax measure to help fund among other things public transit. Wiener has also informed us that his legislation would include language that would formalize and strengthen the Regional Network Management efforts already initiated by the operators and MTC. The Board strongly suggested that we “Transit Operators” should develop a counter proposal that would be acceptable to the existing transit Boards. All of the Bay Area GMs have met multiple times on this issue and staff have developed what we believe will be a strong and acceptable proposal. This proposal has been distributed to MTC with the goal of seeking their support and thereby giving the Senator a collaborative operator/MTC model to consider. Since the Senator is carrying the legislation for MTC we think this will be a strong approach. Legal Counsel, Julie Sherman, provided a brief update on pending Brown Act bills.

## Regional Network Management (RNM) Update

Bill Churchill will defer this item until next month.

## **REPORT OF STANDING COMMITTEES**

### **Administration & Finance Committee**

#### Equal Employment Opportunity (EEO) Program Update and Resolution No. 2024-012

Kristina Martinez stated that the Board of Directors adopted the original CCCTA Affirmative Action Plan on September 15, 1983. Subsequently, the Board adopted annual and triennial updates, which were submitted to FTA in accordance with the Urban Mass Transportation Act (UMTA) Circular C4704.1, dated July 26, 1988.

The Circular is now superseded by the FTA Circular C4704.1A, “Equal Employment Opportunity (EEO) Requirements and Guidelines for Federal Transit Administration Recipients”, dated October 31, 2016, and revised April 20, 2017 (Circular). The Circular requires CCCTA, as a U.S. DOT recipient, to submit to FTA its updated EEO Program every four years or as major changes occur in the workforce or employment conditions, whichever comes first.

As established by the FTA, CCCTA submitted its updated EEO Program on February 26, 2020, and received concurrence on December 28, 2022. CCCTA will now submit the EEO Program for the four-year term beginning July 1, 2023, and ending on June 30, 2027, for approval no later than March 1, 2024.

CCCTA’s Equal Employment Opportunity (EEO) Program includes the EEO policy and plan, which serves as a management tool that sets forth the policies, practices, and procedures by which staff will execute its EEO Program. The EEO Program applies to all employees and applicants for employment without regard to race, color, religion, national origin, ancestry, sex, gender, gender identity, gender expression, sexual orientation, marital status, taking or requesting statutorily protected leave, pregnancy, age, genetic information, disability, medical condition, military or veteran status, or other protected class, consistent with federal and state laws. The EEO Program complies with laws and regulations mandated by the U.S. Department of Transportation (U.S. DOT), Federal Transit Administration (FTA) and other federal and state agencies.

**MOTION:** Director Noack moved adoption of Resolution No. 2024-012, Equal Employment Opportunity (EEO) Program update and authorizes staff to forward the program to the FTA. Director Worth seconded the motion, and it received the following vote of approval:

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

Proposed Change to Applicant Background Check Process and Resolution No. 2024-013

Dawud Brewer, Director of Human Resources gave a brief background stating that as part of its recruitment and onboarding process, candidates selected for employment at County Connection must successfully complete a background check, drug screening, and additional requirements specific to their job classification. Currently, County Connection utilizes an outside vendor to perform a candidate's background check as part of the pre-employment process. This cost can vary between \$200-\$600 per person.

Penal Code section 11105(b)(11) authorizes a city, state, county, special district, and joint powers authorities to request criminal record information from the Department of Justice (DOJ) to assist in fulfilling employment, certification, or licensing duties. This is completed through a system for electronic submission of applicant fingerprints and subsequent automated background check and response, commonly known as Live Scan and is used by a variety of other public entities statewide.

Comparable to our current process, the DOJ background check fees total approximately \$80 per person which would be a significant savings and allow for expeditious statewide records check rather than the manual process being employed by our current vendor.

The DOJ has established a confirmation program to process background responses. As such, individuals are designated by agencies to serve as Custodian of Records for hiring decisions, and for the security of related DOJ records. The Custodian(s) of Records must complete the livescan process and be confirmed by the DOJ. The Director of Human Resources and Manager of Human Resources have been designated as the Authority's Custodians of Records.

MOTION: Director Noack moved adoption of Resolution No. 2024-0143, approving the Application for Authorization Pursuant to Penal Code Section 11105(b)(11), including a signed resolution outlining the request to obtain state and federal level summary information. Director Worth seconded the motion, and it received the following vote of approval:

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

Financial Management Software Contract Award--Information Only

Amber Johnson, CFO gave a brief background stating that the Authority has been discussing replacement of its accounting software since 2017. After conducting an informal search for replacement accounting software packages during the months of October to December 2023, staff published a formal Request for Proposals (RFP) on December 22, 2023. The RFP document requested proposals to purchase and implement a cloud-based accounting software application that will record the Authority's financial activity and examine its financial position. Responses were due January 15, 2024.

Each proposal was ranked from 1-10 in each of the above categories, then that ranking was weighted using the percentage of the category. The maximum score a proposal could receive was 10 using this system.

Based on the initial scoring, FE NXT and Accufund received rankings of 9.5 or above, and were deemed the most qualified to provide accounting software that best meets the needs of the Authority. Staff attended demonstrations by both vendors to assess the functionality, usability, and capability of both software packages. In addition, staff utilized this opportunity to assess the proficiency and customer service of the project manager who would lead the implementation. Staff also contacted references provided by both vendors to further assess the software functionality and reliability.

Staff concluded that AccuFund possesses significant experience with governmental fund accounting systems, electronic workflows, and grant and project accounting tools. AccuFund offers a GASB-compliant, affordable solution with robust functionality, and the team is well suited to lead staff in the set-up and implementation of the new software.

The total proposed cost of the AccuFund system is quoted at \$87,580, including implementation costs, for an initial three-year term. Included in the quote is the ongoing annual subscription cost of \$17,760. This will replace the \$21,327 annual cost of the Authority's current accounting software support agreement with Nomad for the PowerUP system.

The contract includes a not-to-exceed amount of \$100,000 for the three-year term to allow room for additional training or implementation costs that might be discovered during the implementation phase. This expense can be accommodated in the Authority's FY 2024 budget and forecast.

As part of the financial analysis, staff also considered how much time might be saved with modern financial management software. By reducing manual processes, staff conservatively estimates that 124 hours or \$13,155 in staff time will be saved annually utilizing increased software productivity. Of course, this figure should not be counted as a "bottom line" savings since these staff hours will be absorbed by other critical areas of financial management of the Authority. This is an information only item.

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

### Regional Mapping & Wayfinding Project Update – Information Only

Melody Reeb, Director of Planning, gave a brief background stating the Regional Mapping & Wayfinding Project being led by the Metropolitan Transportation Commission (MTC) aims to develop fully standardized wayfinding, mapping, and transit information throughout the Bay Area, which was identified as a key action item in the Bay Area Transit Transformation Action Plan. The intent is to make transit easier to understand to retain existing and attract new riders as well as provide resources and guidelines for transit operators. In 2022, MTC awarded a contract to Applied Wayfinding to lead system development, including regional branding and design standards, prototypes for pilot implementation, and a governance and operations and maintenance (O&M) strategy. Initial signage prototypes will be tested at the El Cerrito Del Norte BART station and the Santa Rosa Transit Mall and SMART station this spring, followed by an evaluation to refine the standards for wider implementation. A subsequent subregional pilot is planned for the East Bay and will include County Connection's service area.

County Connection's bus stop signs have been long overdue for replacement but given the ongoing work on the Regional Mapping & Wayfinding Project, staff have held off on signage replacement in anticipation of a new set of regional standards. More recently, County Connection's sign vendor has stopped producing bus stop signs, so staff will need to seek out a new vendor, providing an opportunity to reevaluate the design as well. Now that the new standards are taking shape, staff will be able to move forward with signage updates while maintaining consistency with the direction of the region. This is an information only item.

## **Operations & Scheduling Committee**

### Countywide Travel Training Program Expansion and Resolution No. 2024-014

John Sanderson, Director of ADA & Specialized Services, explained that under the new Countywide Travel Training pilot program, trainees will not be limited to their home agency's service area. Instead, travel trainers and trainees will be able to access the full range of public transit options throughout Contra Costa County, including trips that involve more than one operator. For example, a trip from Antioch to Concord, using Tri Delta, BART, and County Connection, is not currently within the scope of any travel training program, but would be under the new countywide pilot.

With lessons learned from the existing County Connection program and the WCCTAC pilot, as well as input from our partner agencies, existing programs will operate effectively as one, under a common umbrella. Staff anticipates that additional lessons will be learned over the course of the pilot term, which can then be leveraged to either transition the pilot to a permanent program or inform future efforts.

The Countywide Travel Training pilot program is fully funded through a combination of Measure J and Measure X grants and would be cost-neutral to County Connection. The West County satellite is fully supported by Measure J funds, the Central County program will also continue to operate using Measure J funds in the form of a grant from TRANSPAC, and Measure X funds will be used to support the startup and operation of the East County satellite.

**MOTION:** Director Storer moved adoption of Resolution No. 2024-014, granting approval to enter into an MOU with CCTA allowing for the reimbursement of County Connection's costs associated with operating the Countywide Travel Training pilot program. Director Noack seconded the motion, and it received the following vote of approval:

**Aye:** Directors Andersen, Diaz, Noack, Schroder, Storer, Tatzin, Wilk and Worth

**No:** None

**Abstain:** None

**Absent:** Directors Hoffmeister, Hudson and Sos

## **Report from the Advisory Committee**

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

Ian McLaughlin explained that the Advisory Committee currently consists of three members, with eight seats vacant after the term of the representative from the Moraga district expired in November, the Committee member from Concord resigned his seat in January, and the vice chair from Martinez resigned his seat in February, creating additional vacancies to join the existing vacancies for the districts of Danville, Orinda, Clayton, Lafayette and San Ramon. Filling these vacancies would bring our Advisory Committee to a full roster of eleven members, and we respectfully renew our request that the Board help facilitate appointments of members from those jurisdictions. In addition to recruiting new committee members through the traditional channels, at the January meeting the Advisory Committee discussed this issue as part of our discussion about improving collaboration between the Advisory Committee and the Board. Committee member Obolensky suggested that we send a letter on behalf of the Advisory Committee to each district with a vacant seat to prompt them to recruit a representative. The Advisory Committee unanimously approved the resolution to send such a letter, which we are currently drafting and plan to send in February. When recruiting new members, we seek to identify candidates who are potential or actual local riders, closely connected with their communities, and who can bring diverse perspectives and viewpoints to the advisory committee, especially viewpoints from underrepresented and marginalized

populations. The recent appointees bring a valuable new perspective and a breadth of practical and professional experience to the Advisory Committee, and we hope that future appointees will do the same. We also encourage each Board member to connect directly with the advisory committee member serving the same jurisdiction. Even in our current composition with numerous vacancies, recent appointments have brought new energy and experience to the Advisory Committee, which is positioned to assume a more impactful role in County Connection governance. At this point, as we continue the lengthy process of reconfiguring the Advisory Committee after a lengthy period of dormancy, we would benefit from some more specific guidance from the Board about what kinds of information it would find useful for the Advisory Committee to gather and provide. There are several ways the Board could provide this guidance, including through staff and/or written communication. At prior Board meetings we have discussed holding a joint Board/Advisory Committee meeting in the near future, and there was support from the Board for the idea. If there is still support from the Board, I still personally think such a meeting could be useful on a number of levels, and I hope it wouldn't exceed the time commitment threshold of our Advisory Committee members. Board members thanked Mr. McLaughlin for his comments.

**BOARD COMMUNICATION:** None

**ADJOURNMENT:** Chair Tatzin adjourned the regular Board meeting at 10:25 am.

Minutes prepared by:

Lathina Hill

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

Date: March 11, 2024

**To:** Board of Directors

**Date:** 03/11/2024

**From:** Bill Churchill, General Manager *WC.*

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**SUBJECT:** Investment Report as of December 31, 2023

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**Background:**

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

**Investment Report:**

The total cash and investments held by the Authority as of December 31, 2023, is \$36,799,257 as follows:

Type of Investment	Issuer	Date of Maturity	Par Amount	Market Value
Cash – Cash on hand	N/A	January 1, 2024	\$1,497,754	\$1,497,754
Cash – Held in LAIF	N/A	January 1, 2024	\$35,301,503	\$35,301,503
<b>Total</b>			<b>\$36,799,257</b>	<b>\$36,799,257</b>

A detailed report of all cash and investments held in each individual bank account as of this date is included as Attachment 1.

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

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

**Financial Implications:**

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

**Recommendation:**

None, information only.

**Action Requested:**

None, information only.

**Attachments:**

Attachment 1: CCCTA Bank Cash and Investment Accounts as of December 31, 2023



**CCCTA**  
**BANK CASH AND INVESTMENT ACCOUNTS**  
**AS OF DECEMBER 31, 2023**  
**(ROUNDED OFF TO NEAREST \$)**

FINANCIAL INST	ACCT #	TYPE	PURPOSE	PER BANK	PER BANK	PER BANK	PER GL*
				JUN 2023	SEP 2023	DEC 2023	DEC 2023
<b>FIXED ROUTE</b>							
U.S. BANK	274-00-26650	<b>CHECKING</b>	AP GENERAL	\$ 332,825	\$ 425,452	\$ -	\$ -
U.S. BANK	274-00-26693	<b>CHECKING</b>	PAYROLL	\$ 39,051	\$ -	\$ -	\$ -
U.S. BANK	274-00-26723	<b>CHECKING</b>	CAPITAL PURCHASES	\$ 403,535	\$ -	\$ -	\$ -
U.S. BANK	274-00-26715	<b>CHECKING</b>	WORKERS' COMP - CORVEL	\$ 32,983	\$ -	\$ -	\$ -
U.S. BANK	274-00-26707	<b>CHECKING</b>	CLIPPER CARDS	\$ 5,135	\$ -	\$ -	\$ -
BMO HARRIS	2087682	<b>CHECKING</b>	AP GENERAL	\$ 1,722,372	\$ 663,638	\$ 1,174,557	\$ 1,128,210
BMO HARRIS	2088565	<b>CHECKING</b>	PAYROLL	\$ 47,876	\$ 61,899	\$ 69,091	\$ 69,091
BMO HARRIS	2087807	<b>CHECKING</b>	CAPITAL PURCHASES	\$ 125,197	\$ 100,000	\$ 86,256	\$ 86,256
BMO HARRIS	2088706	<b>CHECKING</b>	WORKERS' COMP - CORVEL	\$ -	\$ 61,337	\$ 61,390	\$ 46,699
PAYPAL	27SAXUUFL9732	<b>CHECKING</b>	PAYPAL-PASS SALES	\$ 25	\$ 25	\$ 25	\$ 25
<b>TOTAL</b>				<b>\$ 2,708,999</b>	<b>\$ 1,312,351</b>	<b>\$ 1,391,319</b>	<b>\$ 1,330,281</b>
<b>PARATRANSIT</b>							
U.S. BANK	274-00-26669	<b>CHECKING</b>	AP GENERAL	\$ 180,777	\$ -	\$ -	\$ -
BMO HARRIS	2088425	<b>CHECKING</b>	AP GENERAL	\$ 283,760	\$ 1,598,078	\$ 106,435	\$ 101,164
<b>TOTAL</b>				<b>\$ 464,537</b>	<b>\$ 1,598,078</b>	<b>\$ 106,435</b>	<b>\$ 101,164</b>
<b>LAIF FUND</b>							
<i>Effective Yield:</i>				<b>3.17%</b>	<b>3.59%</b>	<b>4.00%</b>	
LAIF ACCOUNT	4007001	<b>INT-INVEST</b>	OPERATING FUNDS	\$ 15,311,666	\$ 31,114,232	\$ 31,827,811	\$ 31,827,811
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - Martinez Amtrak V	\$ 54,739	\$ -	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - Martinez Amtrak VI		\$ 508,416	\$ 358,444	\$ 358,444
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - FREE Monument IV (Routes 11/14/16)	\$ 227,429	\$ -	\$ -	\$ -
LAIF ACCOUNT		<b>INT-INVEST</b>	LCTOP - FREE Monument V (Routes 11/14/16)		\$ -	\$ 696,856	\$ 696,856
LAIF ACCOUNT		<b>INT-INVEST</b>	Pass-Through CA	\$ 864,432	\$ 794,939	\$ 802,206	\$ 802,206
LAIF ACCOUNT		<b>INT-INVEST</b>	Safe Harbor Lease Reserve	\$ 1,589,193	\$ 1,601,725	\$ 1,616,186	\$ 1,616,186
LAIF ACCOUNT		<b>FMV ADJ.</b>	Fair Market Value Adjustment for Year-End	\$ (273,809)			
<b>TOTAL</b>				<b>\$ 17,773,650</b>	<b>\$ 34,019,312</b>	<b>\$ 35,301,503</b>	<b>\$ 35,301,503</b>
<b>2/28/2024</b>							
<b>GRAND TOTAL</b>				<b>\$ 20,947,186</b>	<b>\$ 36,929,741</b>	<b>\$ 36,799,257</b>	<b>\$ 36,732,948</b>

KLM/AJ

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

## INTER OFFICE MEMO

**To:** Board of Directors

**Date:** 03/08/2024

**From:** Melody Reeb, Director of Planning, Marketing, & Innovation

**Reviewed by:** *Ref*

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**SUBJECT: Cap and Trade Grant (LCTOP) – FY 2023-24**

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### **Background:**

The Low Carbon Transit Operations Program (LCTOP) provides cap-and-trade funding for transit in order to reduce greenhouse gas (GHG) emissions and improve mobility, with a priority on serving disadvantaged communities (DACs). Over time, the guidelines for eligible projects have been revised, allowing for increased flexibility in the use of these funds. In the last few years, County Connection has utilized these funds to operate Route 99X, connecting the Martinez Amtrak Station to BART via Pacheco Blvd. and Morello Ave., and to increase weekend service on Route 316. Both of these routes serve DACs within County Connection's service area. Since FY 2018-19, with the passage of Senate Bill 1119 (SB 1119), County Connection was able to implement the fare subsidy project in the Monument Corridor on Routes 11, 14, 16, 311, 314 and 316, offering fare free service 7 days a week.

### **Proposed Projects:**

On February 29, 2024, the State Controller's Office (SCO) released final apportionments for the LCTOP program, and County Connection will receive a total of \$1,583,217. This is slightly lower than the SCO's initial estimate of \$1,644,000 that was presented to the A&F Committee.

Staff proposes using these funds to continue operating service between Amtrak and BART, serving DACs in Martinez and North Concord, and subsidizing fares for Routes 11, 14, 16, 311, 314 and 316, which serve AB 1550 low-income communities and communities of concern in Downtown Concord and the Monument Corridor, as defined by the Metropolitan Transportation Commission (MTC).

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
<b>Cap &amp; Trade Allocations</b>					
Revenue Based (99314)	\$ 165,597	\$ 91,133	\$ 214,031	\$ 214,179	\$ 229,673
Population-Based (99313)	\$ 963,733	\$ 542,538	\$ 1,269,952	\$ 1,265,112	\$ 1,353,544
<b>Total Revenues</b>	<b>\$ 1,129,330</b>	<b>\$ 633,671</b>	<b>\$ 1,483,983</b>	<b>\$ 1,479,291</b>	<b>\$ 1,583,217</b>
<b>Projects Funded</b>					
Martinez Amtrak to BART	\$ 215,710	\$ 215,710	\$ 600,619	\$ 611,179	\$ 506,072
Monument Free	\$ 913,620	\$ 417,961	\$ 883,364	\$ 868,112	\$ 1,077,145
<b>Total Expenses</b>	<b>\$ 1,129,330</b>	<b>\$ 633,671</b>	<b>\$ 1,483,983</b>	<b>\$ 1,479,291</b>	<b>\$ 1,583,217</b>

**Financial Implications:**

Based on final apportionment amounts for FY 2023-24, County Connection will receive a total of \$1,583,217 in LCTOP funds. Staff plans to use \$506,072 to operate service within the DAC, and \$1,077,145 to subsidize fares on routes serving the Monument Corridor.

**Recommendation:**

The A&F Committee and staff recommend using LCTOP funds to operate service between Martinez Amtrak and North Concord BART and to subsidize fares on routes serving the Monument Corridor.

**Action Requested:**

The A&F Committee and staff request that the Board adopt Resolution No. 2024-016, approving the proposed LCTOP project funding allocation.

**Attachments:**

Resolution No. 2024-016

**RESOLUTION NO. 2024-016**

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

\* \* \*

**AUTHORIZATION FOR THE EXECUTION OF THE  
CERTIFICATIONS AND ASSURANCES AND AUTHORIZED AGENT FORMS  
FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)  
FOR THE FOLLOWING PROJECT(S):**

*(MARTINEZ AMTRAK TO BART, \$506,072 AND  
FARE SUBSIDY FOR ROUTES 11, 14, 16, 311, 314 AND 316, \$1,077,145)*

**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**, CCCTA is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program ("LCTOP") now or sometime in the future for transit projects;

**WHEREAS**, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations;

**WHEREAS**, the California Department of Transportation ("Department") is the administrative agency for the LCTOP;

**WHEREAS**, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (i.e., local agencies);

**WHEREAS**, CCCTA wishes to delegate authorization to execute these documents and any amendments thereto to Ruby Horta, Asst. General Manager - Administration; and

**WHEREAS**, CCCTA wishes to implement the LCTOP project(s) listed below.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Central Contra Costa Transit Authority that CCCTA agrees to comply with all conditions and requirements set forth in the applicable statutes, regulations and guidelines for all LCTOP funded transit projects;

**BE IT FURTHER RESOLVED** that Ruby Horta, Asst. General Manager - Administration, be authorized to execute all required documents of the LCTOP program and any amendments thereto with the California Department of Transportation; and

**BE IT FURTHER RESOLVED** by the Board of Directors of the Central Contra Costa Transit Authority that it hereby authorizes the submittal of the following project nomination(s) and allocation request(s) to the Department in FY 2023-24 LCTOP funds:

*Project Names:*

*(1) Martinez Amtrak to BART*

*Amount of LCTOP funds requested: \$506,072*

*Short description: This route directly serves a disadvantaged community.*

*(2) Fare Subsidy for Routes 11, 14, 16, 311, 314 and 316*

*Amount of LCTOP funds requested: \$1,077,145*

*Short description: Fare subsidy project for one additional year. All of these routes serve AB 1550-defined low-income communities and an MTC community of concern, which is centered around Downtown Concord and the Monument Corridor.*

*Contributing Sponsors (if applicable): Metropolitan Transportation Commission*

Regularly passed and adopted this 21<sup>st</sup> day of March, 2024 by the following vote.

AYES:

NOES:

ABSTAIN:

ABSENT:

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Don Tatzin, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board

## INTER OFFICE MEMO

To: Board of Directors

Date: March 4, 2024

From: Bill Churchill  
General Manager

Subject: Bus Transit Ex-Officio to  
the Contra Costa Transit  
Authority

### BACKGROUND

The four Contra Costa County bus operators (AC Transit, County Connection, Tri-Delta Transit, and WestCAT), share a non-voting seat on the Contra Costa Transportation Authority (CCTA) Board of Directors. The seat rotates among the four operators in alphabetical order. The term is for one year. Prior to an agency holding the seat for a given year, that same agency holds the alternate seat for the previous year.

County Connection is set to hold the Ex-Officio Alternate seat from February 1, 2024 through January 31, 2025. CCTA bylaws require that all board members; including Ex-Officio members, otherwise be elected officials.

The Ex-Officio member does not vote but attends the meetings of the full CCTA Board. The Ex-Officio does not sit on any of the CCTA board standing committees.

The Ex-Officio is to represent all four bus agencies on the CCTA Board.

### ACTION

The Board needs to re-appoint Amy Worth to fill the bus transit Ex-Officio alternate seat ending January 31, 2025.



CONTRA COSTA  
transportation  
authority

COMMISSIONERS

Federal Glover,  
Chair

Newell Americh,  
Vice Chair

Ken Carlson

Paul Fadelli

Loella Haskew

Chris Kelley

Aaron Meadows

Sue Noack

Scott Pekins

Renata Sos

Lamar Thorpe

Timothy Haile,  
Executive Director

December 22, 2023

William "Bill" Churchill, General Manager  
County Connection  
2477 Arnold Industrial Way  
Concord, CA 94520

Subject: Expiration of Bus Transit Operators' Ex-Officio Alternate Representative's Term on the Authority Board and Appointment of a Bus Transit Operators' Ex-Officio Alternate Representative for the Term of February 1, 2024 through January 31, 2025

Dear Mr. Churchill,

As you may be aware, the Contra Costa Transportation Authority (Authority) Board is comprised of eleven appointed commissioners and their alternates, and three Ex-Officio Representative positions consisting of one representative each from the Metropolitan Transportation Commission, Bay Area Rapid Transit, and the Bus Transit Districts. The Bus Transit Districts rotate appointments among the operators, every two years and it is County Connection's turn in the rotation to appoint an "alternate" member for the second one-year term. This seat will rotate to the "primary" seat for two one-year terms in February 2025. The current Ex-Officio "Alternate" Representative is Director Amy Worth with an expiring term of January 31, 2024.

The Authority kindly requests that the County Connection Board of Directors appoint a Bus Transit Operators' Ex-Officio "Alternate" Representative to the Authority Board for the second one-year term from February 1, 2024 through January 31, 2025. AC Transit will be asked to appoint a Bus Transit Operators' Ex-Officio "Primary" Representative for the same term. We anticipate seating the new members formally at the Authority Board meeting on February 21, 2024.

Please notify the Authority in writing of County Connection's appointment of an Ex-Officio "Alternate" Representative and provide contact information for the appointees. If any changes occur, we ask that you please advise the Authority in writing. Please feel free to contact me at (925) 256-4722 or via email at [tgrover@ccta.net](mailto:tgrover@ccta.net) should you have any questions.

Sincerely,

Tarienne Grover, MMC, EMPA  
Director, Administrative Services

Cc: Director Amy Worth, Authority Ex-Officio Representative Alt.  
Timothy Haile, Authority Executive Director  
Ruby Horta, County Connection Asst. General Manager - Administration

2999 Oak Road  
Suite 100  
Walnut Creek  
CA 94597  
PHONE: 925.256.4700  
FAX: 925.256.4701  
[www.ccta.net](http://www.ccta.net)

## INTER OFFICE MEMO

**To:** Board of Directors

**Date:** 03/13/2024

**From:** Amber Johnson, Chief Financial Officer

**Reviewed by:** *W.C.*

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**SUBJECT: Proposed Updates to Board-Adopted Policies Regarding Expense Reimbursement and Credit Cards**

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### **Background:**

Since its inception, County Connection has established dozens of policies that provide guidance for decision making and bring uniformity to operations. As a matter of best practice, these policies should be revisited and assessed periodically to ensure they align with current operational objectives and common industry standards.

County Connection's policy regarding Expense Reimbursement was last updated in 2019, and the Credit Card Policy was last updated in 2017. The Administration & Finance (A&F) Committee reviewed and provided feedback to staff on draft updates to these policies at its most recent meeting.

### **Expense Reimbursement Policy:**

The current expense reimbursement policy is primarily focused on expenses incurred by the Board of Directors, with a small paragraph at the end that includes staff travel reimbursements. With this update, the intent of the policy is to clearly outline what types of reimbursable expenses are permitted for both Board and staff members, in alignment with what is currently typically acceptable in government agencies. Notable changes are:

1. Expected time frames for turning in expense reports.
2. Explicit language about expenditures that will not be reimbursed.
3. Removal of reference to the "nine bay area region plus Sacramento" in favor of hotels being reimbursed "when reasonably required for an overnight stay".
4. An increase to the per diem rate, with additional language about pro-rating the per diem when meals are provided by others, and a bi-annual escalator built in.
5. Provision for reimbursement of other business expenses incurred by employees.

Additionally, the current policy outlines Board of Director compensation, which seems to be out of place in a policy on expense reimbursements. Language about Board of Director compensation already exists in the County Connection Bylaws, thereby making this language redundant. Therefore, language about Board of Director compensation has been removed from this policy.



**Credit Card Policy:**

Staff are finding it increasingly difficult to conduct business by check payments, with many supply vendors requiring a credit card unless the purchase meets a significant dollar threshold (for example, \$100,000 or more). Understanding that there has been historical Board sensitivity to widespread credit card issuance, staff are recommending cards be issued to the members of the Executive team (GM, AGM, COO and CFO) in addition to the two positions that currently hold a card (Assistant to GM and Director of IT). Additional language has been added to the policy to ensure compliance with the procurement policy and to outline clear delegation of responsibilities.

**Format:**

With these policy updates, staff is moving to a different format for policy documents, including a header, policy number, statement of purpose, and related policy references. The goal of this change is to bring uniformity to all policy documents, to clearly communicate the purpose of the policy, and to direct the reader to any related policies.

**Financial Implications:**

There are no direct financial implications that will result from updating this policy language. However, clear and contemporary expense reimbursement and credit card usage guidelines are important to prudent financial management and safeguarding of resources.

**Recommendation:**

Staff and the A&F Committee recommend that the Board review and approve the updated policies on expense reimbursement and credit cards. The policies have been reviewed by legal counsel.

**Action Requested:**

The A&F Committee and staff request that the Board adopt Resolution 2024-017, approving the updated Expense Reimbursement Policy 02.14, and Resolution 2024-018, approving the updated Credit Card Policy 06.06.

**Attachments:**

Attachment 1: Current Expense Reimbursement Policy

Attachment 2: Proposed Updated Expense Reimbursement Policy No. 02.14

Attachment 3: Proposed Resolution No. 2024-017 Adopting Revised Policy on Expense Reimbursement

Attachment 4: Current Credit Card Policy

Attachment 5: Proposed Updated Credit Card Policy No. 06.06

Attachment 6: Proposed Resolution No. 2024-018 Adopting Revised Policy on Credit Cards

SUBJECT:

Reimbursement to Central Contra Costa Transit Authority (CCCTA) Directors and Staff for Actual and Necessary Expenses Incurred in Connection with the Performance of Their Official Duties

POLICY:

A. Meeting Reimbursement

Each member of the Board of Directors shall receive \$100 for each meeting that the Director attends of the Board or of the Committee to which the Director has been appointed, for a maximum monthly compensation of \$200. The Chair of the Board shall receive this maximum monthly compensation for attending at least one Board or Committee meeting or for performing duties to coordinate the CCCTA staff and Directors. Except for attendance at Board and Committee meetings, Directors may be reimbursed for actual and necessary travel and other expenses incurred in performance of authorized Board duties, in accordance with expense reimbursement policies approved by the Board of Directors.

B. Official Duties Other than CCCTA Meetings

If a Director (as deemed necessary by the Authority Board of Directors) represents the CCCTA in meetings or activities other than CCCTA Board or Committee meetings, such Director shall be reimbursed for his/her expenses as provided in this Paragraph B.

1. For meetings within the San Francisco Bay Region (the nine Bay Area counties) and Sacramento County, the Director's expenses shall be reimbursed as follows:

- a. Travel

- (1) Public Transportation Services.

- The Director shall receive actual costs. Directors shall endeavor to use public transportation where reasonably convenient and available.

- (2) Privately Owned Vehicles.

- The Director shall be reimbursed for the use of a privately owned vehicle at the same rate that the U.S. Internal Revenue Service allows for mileage deductions. Related bridge tolls and parking fees shall also be reimbursable.

- b. Meals

- The Director will be reimbursed for meals on the basis of actual receipted costs, which shall be reasonable in amount.

- c. Personal Phone Calls

- None authorized. CCCTA business phone calls are permissible and reimbursable.

2. For travel outside the San Francisco Bay region and Sacramento County, the Director shall be reimbursed as follows:

- a. Meals and Incidental Expenses.

- (1) The Director shall receive a per diem allowance of fifty dollars (\$50.00) per each day of travel.
- (2) Banquet meals are not included in this dollar amount if the meal is provided to conference attendees.

b. Travel

- (1) The costs of lodging shall be reimbursed at the single occupancy conference hotel rates. The Director may choose to stay at a different hotel than the one selected but will be reimbursed only up to the single occupancy conference hotel rate.
- (2) Transportation shall be reimbursed at the cost of the most expeditious means of travel; i.e., economy airfare or private automobile, to be determined in advance. Use of rental car services shall be reimbursable to a Director when more economical than taxi service or other ground transportation.
- (3) Privately Owned Vehicle. The Director shall be reimbursed for the use of a privately owned vehicle at the same rate that the U.S. Internal Revenue Service allows for mileage deductions. Related bridge tolls and parking fees shall also be reimbursable.

- c. Personal Telephone Calls. Two (2) personal telephone calls per day shall be reimbursed at actual cost with receipts. CCCTA business phone calls are permissible and reimbursable.

3. Receipts. Receipts are required for all lodging and transportation related expenses. A receipt for transportation expenses may be prepared by the Director if the expense is less than \$25.00. All costs to be reimbursed must be substantiated as to date, time, place, amount and business purpose. Mileage for use of a personal vehicle will be reimbursed at the rate allowed by the Internal Revenue Service.
4. Reasonable Consideration. The Director shall travel in a manner which will be most economically advantageous to the CCCTA consistent with reasonable individual scheduling.(Duplicates section below) Consideration will be given to alternate arrangements of lodging/transportation if the overall cost to CCCTA is less than or equal to the prevailing local rates of combined lodging/transportation.

C. Travel/Business Expense Approval

1. Director's Approvals

- a. The Administration & Finance Chair shall approve Director's reimbursement form after a signed reimbursement form has been submitted. Another member of the Administration & Finance Committee will approve the reimbursement form if the Chair is not available or the reimbursement form belongs to the Chair.
- b. Reimbursement/Advances with no incidental costs. There are occasions that a Director may be reimbursed for an eligible expense (i.e. flight) and/or advanced funds for additional

expenses (i.e. Conference registration) prior to the activity or event. The Director after completion of the eligible activity shall verify expenses were incurred and eligible under the reimbursement policy by submitting a signed travel reimbursement form to Administration and Finance Chair for approval.

2. Other Expenses.

Director's expenses shall not be reimbursable except as provided in Paragraphs A and B of this policy, unless such expenses have been specifically:

- a. Approved by the CCCTA Administration & Finance Committee; or
- b. Approved by the Chair, CCCTA Board of Directors, and the Chair of the Administration & Finance Committee, where said Committee cannot be conveniently convened to consider the matter. All expenses approved under this Paragraph C.2 shall be specifically reported to the CCCTA Board of Directors.

3. Staff Approvals.

Staff expenses shall not be reimbursable except as provided in Paragraph B of this policy, unless such expenses have been specifically approved by the General Manager or Assistant General Manager. For staff expenses permitted to be reimbursed under Paragraph B of this policy, staff Travel/Business Expense Forms shall be approved by the next higher level of management not directly involved in the incurred expenses as listed herein:

Staff Submitting Form	Approval Required
Manager and below	Department Director
Department Director	AGM, COO, CFO
AGM, COO, CFO	General Manager
General Manager	Board Chair or A&F Committee Chair

The Travel/Business Expense Form for the General Manager shall be reviewed by the Chief Finance Officer prior to final approval by the Board Chair or A&F Committee Chair. Other management staff shall be approved as noted above and reviewed by the Finance Manager prior to reimbursement.

4. Outstanding Advances

- a. Directors may receive a travel advance for anticipated expenses permitted under this policy. No Director shall receive a travel advance until all prior advances have been processed and closed. No advance shall be allowed to remain open for more than ninety (90) days. In the event a travel/business expense advance is not cleared within the ninety (90) day period, the Chair of the Administration & Finance Committee shall contact the Director holding the advance to expedite its completion.

**Attachment 1: Current Expense Reimbursement Policy**

- b. In the case of an outstanding staff advance, the General Manager shall contact the staff person holding the advance to expedite its completion. In case of an outstanding General Manager advance, the Chair of the A&F Committee shall expedite its completion.

D. Effective Date

This policy shall be effective September 19, 1985.

DATE OF ADOPTION: November 21, 1985

DATES OF REVISION: November 17, 1988  
December 17, 1992  
August 19, 1993  
January 20, 1994  
December 19, 1996  
January 1, 2008 – Resolution No. 2008-008  
February 21, 2019-Resolution No. 2019-019

RESOLUTION NO. 2019-019

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

\* \* \*

**ADOPTING REVISED POLICY ON EXPENSE REIMBURSEMENT**

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

WHEREAS, the Board of Directors of CCCTA recognizes that effective and efficient conduct of Authority business requires directors to incur expenses for travel, meals, lodging, and ancillary costs which should, in fairness, be reimbursed by CCCTA;

WHEREAS, the Board of Directors is also mindful of the need to conserve CCCTA's resources and keep expenses within community standards for public officials; and

WHEREAS, on November 21, 1985, the Board of Directors adopted an Expense Reimbursement policy;

WHEREAS, the Board of Directors has updated the policy a number of times since 1985, most recently on December 20, 2007, by Resolution No. 2008-008;

WHEREAS, it is appropriate to revise the policy at this time to conform to current operating procedures, eliminate redundancies, and to reflect CCCTA's current organizational structure; and

WHEREAS, the A&F Committee recommends that the Board of Directors adopt a revised Expense Reimbursement Policy.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority adopts the Expense Reimbursement Policy attached hereto.

Regularly passed and adopted this 21st day of February, 2019, by the following vote:

AYES:

NOES:

ABSTENTIONS:

ABSENT:

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Sue Noack, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

**EXPENSE REIMBURSEMENT POLICY**

Policy No. 02.14  
Created: November 21, 1985  
Revised: November 17, 1988  
December 17, 1992  
February 21, 2019  
*March 21, 2024 (draft)*

**PURPOSE:**

It is the policy of the Central Contra Costa Transit Authority (“CCCTA”) to reimburse the CCCTA Board of Directors (“Directors”) and CCCTA employees (“Employees”) for actual and necessary expenses incurred in connection with the performance of their official duties. This policy provides guidelines for allowable expenditures, documentation requirements, and approval authority.

**POLICY:**

1. CCCTA’s expense reimbursement policy follows the requirements of the Internal Revenue Service (IRS) Code Section 62 on Accountable Plans. An Accountable Plan is a method of reimbursing individuals such that the reimbursement does not count as taxable income, provided the following three requirements are met:
  - a. Business Purpose: Expenses incurred are necessary, reasonable, and appropriate for CCCTA business. This type of expense satisfies the IRS Business Connection criteria.
  - b. Substantiation: Sufficient supporting documentation is submitted to CCCTA to enable the nature of each expense to be identified and deemed a legitimate business expense within a reasonable period after incurring the expense.
  - c. Return of excess amounts: Reimbursement funds or allowances given that exceed the substantiated expenses are returned within a reasonable time frame. This time frame is defined as within 30 days of incurring the expense or completing the travel. Unsubstantiated amounts not returned within a reasonable time frame, as defined above, are considered gross income subject to withholding and must be reported on Form W-2.
2. All CCCTA travel must be reasonable and have a valid business purpose. Directors’ travel must be performed in accordance with the Board Travel Policy. Employee travel must be approved in advance by the General Manager or their designee.

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

**EXPENSE REIMBURSEMENT POLICY**

**EXPENDITURE TYPES:**

1. Prohibited Expenditures. State law prohibits personal use of public resources. Examples of personal expenses that CCCTA will not reimburse include, but are not limited to:
  - a. The personal portion of any trip;
  - b. Travel or rental car insurance;
  - c. Political or charitable contributions or events;
  - d. Family expenses, including partner's expenses when accompanying a Director or Employee on CCCTA-related business, as well as children- or pet-related expenses;
  - e. Entertainment expenses, including alcoholic beverages, theater, movies (either in room or at the theater), sporting events (including gym, massage and/or golf related expenses), or other cultural events;
  - f. Non-mileage personal automobile expenses, including repairs, traffic citations, insurance or gasoline; and
  - g. Personal losses incurred while on CCCTA business, other than those that would typically be covered by CCCTA's automobile or general liability insurance.

Any questions regarding the propriety of a particular type of expense should be resolved by the General Manager before the expense is incurred.

2. Travel Expenditures.
  - a. Transportation. The most economical mode and class of transportation reasonably consistent with scheduling needs and cargo space requirements must be used, using the most direct and time-efficient route. Government and group rates must be used when available.
    - i. Public Transportation. Use of public transportation is encouraged. Directors and Employees shall endeavor to use public transportation where reasonably convenient and available.
    - ii. Airfare.
      - Direct flights shall be considered standard, even though flights with connections and/or layovers are often less expensive. Airfares shall be purchased as far in advance as possible to take advantage of reduced fares.
      - First Class or Business Class airfare, seat upgrades, and Southwest "Early Bird Check-In" fees are not an allowable expense.



**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

**EXPENSE REIMBURSEMENT POLICY**

- iii. Personal Automobile. Automobile mileage is reimbursed at the applicable IRS rate in effect at the time of travel. The reimbursement rate is designed to compensate the driver for gasoline, insurance, maintenance, and other expenses associated with operating the vehicle. This amount does not include bridge and road tolls, which are also reimbursable.
  - iv. Car Rental. Economy vehicle rental types shall be considered the most economical and reasonable for purposes of reimbursement under this policy. Larger vehicles may be rented as appropriate, depending upon the number of passengers.
  - v. Staff Vehicles. Upon approval by the General Manager (or their designee), an available staff vehicle may be utilized by an Employee in lieu of a car rental for travel within the State of California.
  - vi. Taxis/Shuttles/Ridesharing. Taxi, shuttle, or ridesharing (i.e. – Uber or Lyft) fares may be reimbursed when the cost of such fares is equal to or less than the cost of car rentals, gasoline and parking combined, or when such transportation is necessary for time-efficiency.
- b. Lodging. Lodging expenses will be reimbursed or paid for when reasonably requires an overnight stay. When possible, Directors and Employees must endeavor to reserve lodging that does not exceed the single occupancy conference rates. If conference rates are unavailable, lodging rates should be approved in advance for reasonableness by the General Manager.
- c. Meals.
- i. A daily meal per diem, in accordance with the rate table below, is allowed for travel requiring an overnight stay. The per diem amount should be prorated for partial travel days and meals provided by others (such as meals provided by conferences or vendors).

Effective Date	TOTAL	Breakfast	Lunch	Dinner	First/Last Day of Travel
Mar. 21, 2024	<b>\$80</b>	\$20	\$20	\$40	\$60
Jan. 1, 2027	<b>\$84</b>	\$21	\$21	\$42	\$63
Every 2 years thereafter on Jan 1.	<b>+ \$4</b>	+ \$1	+ \$1	+ \$2	+ \$3

- ii. Room service is not an allowable meal expense and should be deducted from lodging expense reimbursements before submission.
- iii. When travel does not require an overnight stay, the actual costs of meals may be reimbursed at amounts not to exceed the per diem rate tiers. If actual meal costs are requested for reimbursement, itemized receipts must be provided.

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

**EXPENSE REIMBURSEMENT POLICY**

d. Travel Advances.

- i. Directors and Employees may request a travel advance for expenses incurred ahead of time, such as airfare, hotel, and rental car costs. Such expenses must be substantiated by an itemized receipt that demonstrates these costs have been incurred.
- ii. Per diem is not an allowable travel advance cost since the cost of meals is not incurred prior to travel. If this causes undue financial hardship for an individual, an exception may be approved by the General Manager on a case-by-case basis.
- iii. Any unused advance must be returned to CCCTA within thirty (30) days of completing travel.

- e. Insurance and Cancelled Trips. Insurance is not an allowable expenditure since it is presumed that CCCTA carries the appropriate liability insurance to protect Directors and Employees while on official business. If a circumstance arises that prevents a Director or Employee from traveling and non-refundable expenses have already been incurred, such expenses will remain eligible for reimbursement to the Director or Employee.

3. Other Expense Reimbursements

- a. Directors. Directors will not be reimbursed for expenses incurred outside of this policy, unless such expenses have been specifically:
- i. Approved by the Administration & Finance (A&F) Committee; or
  - ii. Approved by the Board of Directors Chair and the A&F Committee Chair, where said Committee cannot be conveniently convened to consider the matter.

All expenses approved under this paragraph 3.a. shall be specifically reported to the CCCTA Board of Directors.

b. Employees.

- i. Business expenses. During the normal course of business, Employees may incur certain non-travel-related expenses. These types of expense may include (but are not limited to):
  - Business-related meals for employees and/or colleagues
  - Employee appreciation events
  - Professional association dues, or
  - Training classes or webinars.

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

**EXPENSE REIMBURSEMENT POLICY**

4. Receipts and Documentation.

a. Travel.

- i. Directors or Employees requesting reimbursement for travel expenditures must do so by submitting a Travel Expense form.
- ii. Documentation, generally in the form of a receipt, is required for all expenditures itemized on the expense report other than public transportation, mileage, or per diem.
- iii. Mileage reimbursement requests must include a map showing the distance between the origin and destination.
- iv. If a travel advance is provided, documentation of the advance must be included with the final Travel Expense form so that the entire cost of travel is captured in one document.

b. Other Expenses.

- i. Employees requesting reimbursement for business expenses must do so by submitting a Check Request form.
- ii. Documentation, generally in the form of a receipt, is required to be attached to the form.
- iii. Meal receipts must be itemized.
- iv. Information about the nature and purpose of the expense must be included on the check request form, along with the attendees of the meal if the request is for a business-related meal reimbursement.
- v. If the business-related meal occurred while an Employee was traveling, they may include the reimbursement request with their Travel Reimbursement form. In such cases, the associated meal per diem should be pro-rated by all Employee(s) attending the meal.

5. Expense Approvals. Directors and Employees must submit their reimbursement request to the appropriate Approver (as outlined below) no later than 30 days after the expense was incurred or the associated travel was completed. Once approved, the Approver shall submit the request to the Finance Department for processing.

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

**EXPENSE REIMBURSEMENT POLICY**

a. Director Approvals.

- i. The A&F Committee Chair shall provide approval of all Director reimbursement requests.
- ii. If the A&F Committee Chair is not available, or, the reimbursement is for the Chair themselves, another member of the A&F Committee may approve the request.
- iii. Travel Advances may be approved by the General Manager. After completion of the eligible activity, the Director shall submit a signed Travel Reimbursement form that includes the advanced expenses to A&F Committee Chair for approval.

b. Employee Approvals. All employee reimbursements (including Travel Advances) shall be approved by the next higher level of management not directly involved in the incurred expenses, as listed herein:

Employee	Approver
Manager and below	Department Director
Department Director	AGM, COO, CFO
AGM, COO, CFO	General Manager
General Manager	Reviewed by CFO, and Approved by Board Chair or A&F Committee Chair

c. Additional Oversight. The A&F Committee reviews all vendor bills at its regularly scheduled meeting, thereby providing additional oversight of all expense reimbursements on a timely basis.

**RELATED POLICIES:**

- 1. Board Travel (policy #02.12)

**RESOLUTION NO. 2024-017**

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

\* \* \*

**ADOPTING REVISED POLICY #02.14 ON EXPENSE REIMBURSEMENT**

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

**WHEREAS**, the Board of Directors recognizes that effective and efficient conduct of CCCTA business requires Directors and employees to incur expenses for travel, meals, lodging, and ancillary costs which should, in fairness, be reimbursed by CCCTA;

**WHEREAS**, the Board of Directors is also mindful of the need to conserve CCCTA's resources and keep expenses within community standards for public officials and employees;

**WHEREAS**, on November 21, 1985, the Board of Directors adopted an Expense Reimbursement Policy;

**WHEREAS**, the Board of Directors has updated the policy a number of times since 1985, most recently on February 21, 2019, by Resolution No. 2019-019;

**WHEREAS**, it is appropriate to revise the policy at this time to conform to current best practices on allowable and unallowable expense types, establish time frames for reimbursements, and reflect current organizational needs; and

**WHEREAS**, staff recommends and the Administration & Finance Committee concurs that the Board of Directors adopt a revised Expense Reimbursement Policy.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Central Contra Costa Transit Authority hereby adopts the Expense Reimbursement Policy attached hereto.

Regularly passed and adopted this 21st day of March, 2024 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Don Tatzin, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**  
**CREDIT CARD POLICY AND PROCEDURES**

Created: 20 April 2017  
Revised:

**POLICY:**

The Central Contra Costa Transit Authority (CCCTA) has established Credit Cards for business-related office expenses, information technology software and hardware, travel, conferences and training.

**GENERAL INFORMATION**

1. The Assistant to the General Manager and the Senior Manager of Technical Services may be issued a credit card in his/her name for allowable CCCTA business-related expenses such as supplies, information technology software and hardware, travel, conferences and training. This credit card is **ONLY** to be used for **OFFICIAL CCCTA BUSINESS** and **MAY NOT BE USED FOR PERSONAL PURCHASES**. Inappropriate use of the credit card will subject the employee to disciplinary action, up to and including termination. The following are examples of inappropriate use:

- a. Personal services
- b. Entertainment
- c. Alcoholic beverages
- d. Medical drugs and narcotic drugs
- e. Cash advances (Cal-Card program does not allow for cash advances)

2. An employee will maintain physical control of the credit card in a secure location and advise management and the card issuing bank immediately if lost or stolen.

3. The credit card must be surrendered upon separation of employment.

4. The employee is responsible for timely submittal of the credit card statement for payment to avoid any accrued interest charges or late fees.

5. Along with the credit card statement the employee will provide a receipt and/or any substantiating documentation for each transaction charged on the credit card.

6. The credit card may only be used by the cardholder for business-related expenses. If the employee is not present (i.e. vacation, position vacant), the General Manager, Director of Finance or Director of Maintenance may authorize another employee on a case-by-case basis.

7. If the employee is not clear if a purchase is appropriate, he/she will request approval from the General Manager, Director of Finance, or Director of Maintenance before purchasing the item.

**PROCEDURES:**

1. Employee will obtain an itemized receipt and/or supporting documentation for each use of the credit card and will note on it the purpose or business need along with names associated with the transaction, if any.
2. Upon receipt of the credit card monthly statement, employee will note the use of each credit card charge, provide supporting receipts/documentation including account code to expense, and submit to either the General Manager (Finance Director if General Manager is not available) or Director of Maintenance for approval.
3. Following approval by the General Manager or Director of Maintenance, the employee will immediately forward the signed monthly statement and supporting documentation to Finance for processing.
4. After Finance has processed payment, the monthly statements will be submitted to the Administrative and Finance Committee for review and approval.



RESOLUTION NO. 2017-014

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
BOARD OF DIRECTORS

AUTHORIZING UPDATE OF CREDIT CARD POLICY

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; and

WHEREAS, in 2001, County Connection established a credit card policy for business-related office expenses, travel, conferences and training, and began participation in the State-of California Cal-Card program, which provides VISA card services for state and local agencies;

WHEREAS, in 2003 the policy was updated to include information technology related purchases;

WHEREAS, it is desired to further update the credit card policy to clarify appropriate credit card use and procedures for submittal for payment, as outlined in the Credit Card Policy and Procedures attached as Attachment A;

WHEREAS, the Administration & Finance Committee recommends that the Board of Directors approve the updated credit card policy.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby approves the updated Credit Card Policy and Procedures as outlined in Attachment A.

Regularly passed and adopted this 20th of April, 2017 by the following vote:

AYES: Direcotors Dessayer, Diaz, Hoffmeister, Hudson, Storer, Tatzin and Wilk

NOES: None

ABSENT: Direcotrs Andersen, Noack, Schroder and Worth

ABSTAIN: None

  
\_\_\_\_\_  
Laura Hoffmeister, Chair, Board of Directors

ATTEST:

  
\_\_\_\_\_  
Lathina Hill, Clerk to the Board

Policy No: 06.06  
Created: April 20, 2017  
Revised: March 21, 2024 (draft)

**PURPOSE:**

It is the policy of the Central Contra Costa Transit Authority (“CCCTA”) to provide certain employees with credit cards as an alternative method of payment for goods and services. The credit card represents CCCTA’s trust in a responsible employee to safeguard and protect the CCCTA’s assets. Cardholders assume the responsibility of the protection and proper use of the CCCTA issued card at all times. This policy provides guidelines for the responsibilities associated with card use.

**POLICY:**

1. CCCTA may make credit cards available to designated staff to make purchases or payments to facilitate the operations of CCCTA. These staff members (“Cardholders”) are limited to:
  - a. General Manager
  - b. Assistant General Manager
  - c. Chief Operating Officer
  - d. Chief Financial Officer
  - e. Assistant to the General Manager/CFO & Board
  - f. Director of Information Technology
2. Credit card statements may only be approved by the following: General Manager, Assistant General Manager, Chief Operating Officer, or Chief Financial Officer (“Approvers”). However, in no instance shall an Approver provide the sole approval of their own credit card statement.
3. The Finance Department will issue cards to Cardholders as governed by this policy.
4. Cardholders will not use CCCTA-issued credit cards for personal expenses even if the intent is to reimburse CCCTA later. Charging personal expenses on the credit card is a misuse of CCCTA funds and doing so may result in disciplinary action.
5. Purchases made with CCCTA-issued credit cards must be made in compliance with CCCTA’s Purchasing Policy and/or Expense Reimbursement Policy.
6. Purchases should not be “split” to circumvent credit card transaction limits. Split purchases are when the vendor is asked to split a single purchase into two separate transactions by a single employee credit, or by multiple employee credit cards.

**RESPONSIBILITIES:**

1. Cardholders:
  - a. Utilize the credit card in compliance with this policy, including the related processes and procedures. Cardholders are responsible for the purchases made on their CCCTA-issued credit cards.
  - b. Do not permit others to use the card, except when a duty has been delegated to office staff (e.g., to make CCCTA business travel and hotel arrangements).
  - c. Submit itemized receipts and/or supporting documentation for each use of the credit card and notate the purpose or business need associated with the transaction, if any.
  - d. Sign the credit card statement to indicate that all charges are valid, and submit statement and supporting documentation to an Approver.
  - e. Notify the credit card company and the Finance Department if the credit card is lost or stolen.
  - f. Secure credits from suppliers when items are returned or billing errors are found.
  - g. Resolve disputes and any fraudulent charges on the monthly statement.
  
2. Approvers:
  - a. Review and authorize credit card statements. Indicate authorization by signing the statement.
  - b. Submit the approved credit card statements to the Finance Department for processing.
  
3. Finance Department:
  - a. Issue new and replacement cards.
  - b. Collect credit cards from Cardholders who separate from CCCTA employment.
  - c. Ensure that all credit card transactions are properly authorized.
  - d. Process payments for credit card statements on a timely basis.
  - e. Implement purchase limits for individual cards.
  - f. Provide monthly credit card statements to the Administration and Finance Committee for review and approval.

**PURCHASE LIMITS**

The spending limit for each credit card is as follows:

1. Single Purchase Limit                      \$5,000
2. Total Monthly Credit Limit                \$20,000

Purchases over the appropriate authority limit are prohibited. Dividing a purchase is not an acceptable means of satisfying this limit and is not allowed.

## **PURCHASE TYPES**

Credit card purchases are subject to the provisions of CCCTA's Procurement Policy and/or Expense Reimbursement Policy, and usage of the credit card is not intended to replace CCCTA's normal purchasing procedures. Credit card purchases are only to be made in the event that the vendor is not equipped to invoice CCCTA and accept payment on CCCTA's standard payment schedule.

If a Cardholder is uncertain if a purchase is appropriate, they must request approval from an Approver prior to purchasing the item.

All transactions of a personal nature are prohibited, including (but not limited to) the following:

1. Alcoholic beverages
2. Cash advances, traveler's checks, or the use of ATM machines
3. Drugs, both medical and narcotic
4. Entertainment
5. Fuel for personal vehicles
6. Personal services

## **RELATED POLICIES**

1. Procurement Policy (policy #03.04)
2. Expense Reimbursement (policy #02.14)

**RESOLUTION NO. 2024-018**

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

\* \* \*

**ADOPTING REVISED POLICY #06.06 ON CREDIT CARDS**

**WHEREAS**, the County of Contra Costa, the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon and Walnut Creek, and the Towns of Danville and Moraga (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**, in 2001, CCCTA established a Credit Card Policy for business-related office expenses, information technology software and hardware, travel, conferences, and training, and began participation in the State of California Cal-Card Program, which provides Visa card services for state and local agencies;

**WHEREAS**, the Board of Directors has updated the policy a number of times since 2001, most recently on April 20, 2017, by Resolution No. 2017-014, to clarify appropriate credit card use and procedures for submittal for payment;

**WHEREAS**, staff is finding it increasingly difficult to conduct business by check payments, with many supply vendors requiring a credit card unless the purchase meets a significant dollar threshold;

**WHEREAS**, it is desired to further update the Credit Card Policy to add the General Manager, Assistant General Manager, Chief Operating Officer and Chief Financial Officer as cardholders, to clarify appropriate credit card use, and outline responsibilities of staff in relation to credit card procedures; and

**WHEREAS**, staff recommends and the Administration & Finance Committee concurs that the Board of Directors adopt a revised Credit Card Policy.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Central Contra Costa Transit Authority hereby adopts the Credit Card Policy attached hereto.

Regularly passed and adopted this 21st day of March, 2024 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Don Tatzin, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board

## INTER OFFICE MEMO

**To:** Board of Directors

**Date:** 03/15/2024

**From:** Ryan Jones, Manager of Marketing & Communications

**Reviewed by:** MR

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**SUBJECT: Draft 2024 Federal Advocacy Program**

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### **Background:**

County Connection's Federal Advocacy Program highlights the Authority's top priorities for 2024. The need for an on-going reliable federally funded transit program remains crucial to the ability of County Connection to provide reliable, safe, and effective service to its communities. When staff meets with legislators, they bring with them a printed Federal Advocacy Program brochure, summarizing priorities of the Authority. Attachment 1 includes a summary of legislative priorities for 2024.

### **Updated Materials:**

Staff has revised the Federal Advocacy Program brochure for 2024, keeping with a format that has served well to provide an overview of the Authority's current operation, strategic plans, and needs for future innovation and growth. Included in the brochure are statistics from a 2023 passenger survey, updated language for priorities #1 and #4, as well as new images with focus on our passengers and operating staff. On the back panel of the printed brochure there is a QR code, which will direct to a companion webpage that mirrors the priorities contained in the brochure. The webpage will also include links to various financial, planning, and research documents, including County Connection's Operating and Capital Budget, Short-Range Transit Plan, Zero Emission Bus Rollout Plan, and Title VI Program Report, as well as an embedded video to our One Seat Regional Ride promotion video. (Note: The current QR code directs to the 2023 Federal Advocacy Program companion web page. The 2024 Federal Advocacy Program companion webpage is not yet live and will be published once the priorities are finalized following the MP&L Committee meeting in April.)

The MP&L Committee reviewed the initial draft brochure and provided guidance and feedback on its content, which has been incorporated into the current draft. After staff receives additional input from the Board, a final brochure will be presented to the MP&L Committee for final review at the April meeting.

### **Financial Implications:**

None.

### **Recommendation:**

The MP&L Committee and staff recommend approval of the draft 2024 Federal Advocacy Program. The MP&L Committee will have another opportunity to provide feedback after Board review at the April MP&L Committee meeting.

**Action Requested:**

The MP&L Committee and staff request that the Board review, provide feedback, and approve the draft 2024 Federal Advocacy Program.

**Attachments:**

1. Draft 2024 Federal Advocacy Program Priorities
2. 2024 Federal Advocacy Program Brochure



## 2024 FEDERAL ADVOCACY PROGRAM

County Connection relies on federal transit funding for crucial capital and operational funds to ensure the implementation of a reliable and robust public transportation system. The CARES, CRRSAA, ARP, and the IIJA Acts together placed County Connection in reasonable financial condition as we begin to emerge from the Pandemic. However, the need for an on-going reliable federally funded transit program remains critical to enable County Connection to provide reliable, safe, and effective service to its constituents. Thus, County Connection supports the following:

### **Priority #1: Infrastructure Investment and Jobs Act Reauthorization**

County Connection relies on vital federal funds to support essential programs such as conversion to a Zero Emission Vehicles (ZEV) fleet, ADA paratransit and lifeline services. A fully funded appropriation of the IIJA is imperative to keep these programs moving forward and functioning. Additionally, the Authority strongly supports the re-authorization of the IIJA to ensure a strong funding platform supporting public transit into the future.

### **Priority #2: Enact APTA's Recommendations on Mobility & Innovation**

The American Public Transportation Association (APTA) have adopted a set of recommendations for federal enactment to promote and support innovative mobility solutions to increase the ability of all sorts of people to use public transportation throughout their everyday lives. These innovations in mobility must serve to improve and enhance traditional public transportation, not replace it. These innovations should also promote and provide opportunities to prepare the next generation of public transportation workers through work force development programs.

Many areas such as the one County Connection serves need to greatly improve their public transportation options to attack the housing crisis, climate change, equity, and aging population. However, historical growth patterns in these areas make traditional public challenging to provide. Thus, innovative mobility solutions are needed. They will also make established transit in these areas more effective and increase ridership.

Public transit agencies like County Connection are well positioned to deliver these innovative solutions along with their traditional fixed route services in an integrated and coordinated manner, if allowed to and supported by federal policy.

### **Priority #3: Restore the Federal Highway & Mass Transit Fund**

With the Federal Highway and Mass Transit Accounts nearly broke, more and more of the federal transit program is at risk of not being funded. We urge that a permanent fix to this problem be found. Without financial stabilization for these accounts, many County Connection projects will be at risk.

# County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-1976 countyconnection.com




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## **Priority #4: Community Project Funding Request**

County Connection is committed to converting the existing fleet of diesel buses to Zero Emission Vehicles (ZEV's) in compliance with the California ICT regulation. The Authority currently has a fleet of Battery Electric buses that must rely on the local electric utility to provide energy to charge the vehicles. In order to provide resilient essential electrical power to ensure County Connection can operate during natural disasters the Authority is seeking a community project grant to fund the installation of a Hydrogen Fuel Cell Generator. This will allow the Authority the ability to continue to operate battery electric buses in the event the local utility is incapable of providing power.

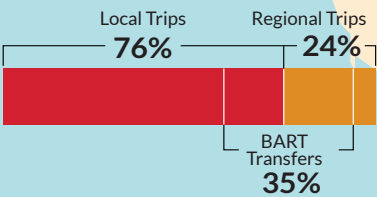
# OUR BUS SERVICE AT A GLANCE

County Connection provides vital local transit service for communities in Central Contra Costa County.


<b>CENTRAL CONTRA COSTA COUNTY</b>   <b>RIDERSHIP</b> ~2.36 M in 2023   <b>POPULATION</b> 540,000   <b>SERVICE AREA</b> 200 Sq Miles	<b>OUR RIDERSHIP</b> BASED ON 2023 SURVEY DATA		
	<b>BY CATEGORY</b>	<b>COUNTY CONNECTION RIDERS</b>	<b>COUNTY RESIDENTS</b>
	No car	28%	5%
	Minority Population	63%	39%
	Household Income <\$50k/yr	59%	17%
	Ages 19-34	37%	16%

**LOCAL AND REGIONAL TRIPS**



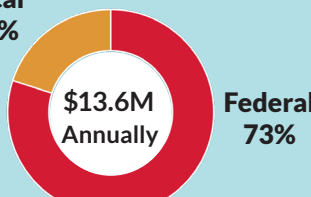
**San Francisco Bay Area**



**2023 CAPITAL FUNDING**

Federal funding accounts for an estimated 73% on an annualized basis.



# PRIORITIES OF THE FEDERAL ADVOCACY PROGRAM



## 1. INFRASTRUCTURE INVESTMENT AND JOBS ACT REAUTHORIZATION

County Connection relies on vital federal funds to support essential programs such as conversion to a Zero Emission Vehicles (ZEV) fleet, ADA paratransit and lifeline services. A fully funded appropriation of the IIJA is imperative to keep these programs moving forward and functioning. Additionally, the Authority strongly supports the re-authorization of the IIJA to ensure a strong funding platform supporting public transit into the future.



## 2. ENACT APTA'S RECOMMENDATIONS ON MOBILITY & INNOVATION

County Connection supports innovative mobility solutions to increase public transportation use. Innovations should prepare the next generation of public transportation employees through workforce development.



## 3. RESTORE THE FEDERAL HIGHWAY & MASS TRANSIT FUND

Without a reliable and sustainable trust fund, many transit projects will be at risk.



## 4. COMMUNITY PROJECT FUNDING REQUEST

County Connection is committed to converting the existing fleet of diesel buses to Zero Emission Vehicles (ZEV's) in compliance with the California ICT regulation. The current fleet of Battery Electric buses rely on the local electric utility to charge the vehicles. The Authority is seeking a community project grant to fund the installation of a Hydrogen Fuel Cell Generator, allowing for the ability to continue to operate battery electric buses in the event of a natural disaster or when the local utility is incapable of providing power.



(L to R) Boy in Walnut Creek greeting bus operator, passengers aboard route 6 with service between Orinda and Lafayette BART stations, father with kids aboard route 15 to Concord, CA.



## COMMITTED TO SERVING OUR COMMUNITY



### LOCAL ECONOMY

Many of our riders are essential workers. Without them and an ability to travel to work, our economy suffers.



### QUALITY OF LIFE

We give seniors and our disabled community freedom to safely travel throughout the region.



### EDUCATION

We offer the only public bus service for Middle and High Schools in Central Contra Costa, as well as provide service to Diablo Valley College and Saint Mary's College. When our area students go to school, we make sure there's an affordable transit option to get there.



### SEAMLESS SUPPORT

When our Bay Area transit partners have service interruptions, we provide a bus bridge connection to ensure riders can safely reach their destinations.



### REDUCED TRAFFIC CONGESTION

We keep roughly 3K vehicles off the road each day, which helps reduce daily carbon emissions in the region.



Paratransit Operator, Stan Levine with passenger, Tim.

## REGIONAL TRANSIT BENEFITS THROUGH COLLABORATIVE PARTNERSHIPS

### PARATRANSIT ONE-SEAT REGIONAL PILOT

Area transit agencies handle cross-regional paratransit logistics, so our customers don't have to.

### JOINT CONTRACT FOR PROVISION OF ADA PARATRANSIT SERVICES

A partnership with the Livermore-Amador Valley Transit Authority to improve paratransit efficiencies.

### FUEL CELL BUSES FOR COMMUTER SERVICE

A partnership with Contra Costa Transportation Authority and Livermore-Amador Valley Transit Authority will provide express service along the congested I-680 commuter corridor.

## LEARN MORE ABOUT WHAT MAKES COUNTY CONNECTION STAND OUT!

- Short-Range Transit Plan FY23-28
- Zero Emission Bus Rollout Plan
- Operating and Capital Budget FY24
- One Seat Regional Ride promo video
- Title VI Program Report



## THANK YOU!

County Connection  
Central Contra Costa Transit Authority  
2477 Arnold Industrial Way, Concord, CA 94520  
925-676-7500 | [www.countyconnection.com](http://www.countyconnection.com)

# County Connection

## 2024 FEDERAL ADVOCACY PROGRAM

CONTRA COSTA COUNTY ★ CA



Serving Contra Costa County communities of  
Clayton - Concord - Danville - Lafayette - Martinez - Moraga  
Orinda - Pleasant Hill - San Ramon - Walnut Creek  
and Unincorporated communities in Central Contra Costa County

**To:** Board of Directors

**Date:** 03/14/2024

**From:** Melody Reeb, Director of Planning, Marketing, & Innovation

**Reviewed by:** *Ref*

---

**SUBJECT:** Draft 2024 Title VI Program Update

---

### **Background:**

As a federal grant recipient, County Connection is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with the Title VI regulations. County Connection must perform a self-assessment every three years and to document that services and benefits are provided in a non-discriminatory manner. The last Title VI Program was adopted by the Board of Directors in October 2021. This update covers the period from 2022 through 2024.

### **Program Updates:**

The most significant changes in this triennial report were updates to demographic information as well as service profiles and performance. As part of its Title VI Program, County Connection must evaluate its services to ensure that they are provided equitably across minority and low-income populations based on adopted standards and policies. These metrics assess various aspects of the system, including service quality, accessibility, and distribution of amenities. Staff used the most recent onboard passenger survey conducted in October and November 2023 as well as Census Block Group data from the 2022 American Community Survey (ACS) to analyze service area demographics, including race and income.

The analysis concluded that all service standards and policies were met except for on-time performance. In addition to changes in methodology and reporting that resulted in lower but more accurate on-time performance results, staff have been continually monitoring service and making runtime adjustments in response to changing traffic patterns post-pandemic.

Onboard survey and Census data were also used to update the Language Assistance Plan (LAP). The LAP is used to ensure that Limited English Proficiency (LEP) populations have meaningful access to County Connection's programs and services, including public participation opportunities. The analysis in the plan identifies LEP needs and assistance measures and determines languages that fall within the federal "Safe Harbor" guidelines, which requires translation of vital documents such as the Title VI Public Notice.

Since the last Title VI Program submission in 2021, County Connection has conducted three equity analyses for major service or fare changes. None of the equity analyses found any disparate impact based on race or disproportionate burden on low-income riders due to the changes that were being proposed.

### **Financial Implications:**

None

**Recommendation:**

The MP&L Committee and staff recommend that the Board review and approve the 2024 Title VI Program. The report has been reviewed by legal counsel.

**Action Requested:**

The MP&L Committee and staff request that the Board adopt Resolution 2024-019, approving the 2024 Title VI Program and authorizing the General Manager to submit the final Title VI Program Report to the FTA.

**Attachments:**

Attachment 1: 2024 Title VI Program Report

Attachment 2: Resolution No. 2024-019

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

# Title VI Program Report

To be adopted March 2024

*County Connection*

2477 Arnold Industrial Way

Concord, CA 94520

(925) 676-7500

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# I. INTRODUCTION

This Central Contra Costa Transit Authority (County Connection or Authority) Title VI Program Report provides policies, procedures, and data analysis to comply with guidelines issued by the Federal Transit Administration (FTA) of the US Department of Transportation (DOT) to implement Title VI of the 1964 Civil Rights Act regarding transit services and related benefits. The purpose of Title VI is to ensure that "no person in the United States shall, on the ground 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." (42 U.S.C. § 2000d.)

Since 1972, the FTA has required applicants for and recipients of Federal financial assistance to provide assessments of compliance as part of the grant approval process. The FTA is responsible for ensuring 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 of County Connection's Title VI Program conforms to the FTA's Title VI Circular 4702.1B, which was 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 document that its services and benefits are provided in a non-discriminatory manner. This program update covers the period from 2022 through 2024.

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 and Complaint Form
  - C. List of Investigations, Complaints, or Lawsuits
  - D. Public Participation Plan
  - E. Language Assistance Plan

- F. Membership of Non-elected Committees
  - G. Sub-recipient Monitoring
  - H. Board Approval of Title VI Program
  - I. Construction Projects
  - J. Additional Information Upon Request
2. Discussion and attachments pertaining to Title VI requirements for transit operators.
- A. Service Standards and Policies
  - B. Demographic and Service Profile
  - C. Demographic Ridership and Travel Patterns
  - D. Monitoring Program Results
  - E. Public Engagement Process for Major Service Change, Disparate Impact, and Disproportionate Burden Policy Development
  - F. Title VI Equity Analyses Conducted Since Last Program Submission
3. All other required submittals.

## II. GENERAL REQUIREMENTS

This chapter responds to the general reporting information required of all FTA grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations and FTA Circular 4702.1B.

### A. Title VI Notice to Public

A copy of County Connection's notice to the public that County Connection 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

During this reporting period, County Connection received one (1) Title VI complaint in its Paratransit division on June 12, 2023, regarding an incident on May 19, 2023. A review of the complaint form showed that it was not completed in its entirety, including what the discrimination was based on. Staff attempted to contact the complainant in June and July 2023, with no response received. County Connection also notified the complainant that a complaint form may be resubmitted, to which a hard copy was provided in addition to the option of downloading the form from the County Connection website or obtaining a copy in person at the County Connection administrative office. To date, County Connection has not received any additional response by the complainant. 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 County Connection's Public Participation Plan in Appendix C and the Language Assistance Plan (LAP) in Appendix D.

### **E. Language Assistance Plan**

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

### **F. Membership of Non-Elected Committees**

County Connection has one non-elected committee: the Advisory Committee. County Connection's Board of Directors approves (but does not make) appointments to the Advisory Committee. The member jurisdictions of County Connection are responsible for the recruitment, selection, and appointment of representatives to the Advisory Committee. When County Connection learns of impending vacancies on the Advisory Committee, staff requests that the appointing jurisdictions encourage participation by diverse community members.

The Advisory Committee is composed of 11 representatives—one from each member jurisdiction of County Connection—to serve in an advisory capacity to the County Connection Board of Directors. Three seats on the Advisory Committee are currently filled, and eight are vacant. Advisory Committee 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 of every other month at 1:00 p.m. in the County Connection Board Room, at 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 and paratransit ridership.

- Community – Representing community interests which also interact with County Connection fixed-route and paratransit services.

### **G. Sub-recipient Monitoring**

County Connection has no sub-recipients.

### **H. Board Approval of Title VI Program**

*The Board resolution approving this Title VI Program Report will be included in Appendix E following Board adoption.*

### **I. Construction Projects**

County Connection has not undertaken any 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 located in an Urbanized Area of 200,000 or more in population that operate 50 or more fixed route vehicles in peak service or transit operators that have been placed in this category at the discretion of the Director of Civil Rights in consultation with the FTA Administrator. The information is required under 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. Appendix E includes evidence of the Board's consideration, awareness, and approval of these policies.

### 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 for this Program submission using Census Block Group data from the 2018-2022 American Community Survey (ACS) 5-year estimates. 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 2023 On-Board Survey 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. Appendix E includes evidence that the Board considered, was aware of, and approved the results and analysis of the monitoring program.

**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 conducted equity analyses during the review period. All equity analyses revealed the proposed service or fare changes would have no disparate impact and impose no disproportionate burden on protected communities. Complete copies of the equity analyses conducted during the review period and evidence that the Board considered, was aware of, and approved the analyses are included in Appendix K.



## A. TITLE VI STATEMENT OF POLICY

The County Connection Notice to the Public that informs members of the public about County Connection's compliance with Title VI and their rights and protections under Title VI 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 all nine "Safe Harbor" languages identified in the Language Assistance Plan. In addition, cards with the English notice are on all County Connection fixed-route vehicles.

### Title VI Statement of Policy

The Central Contra Costa Transit Authority (County Connection) grants 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. For information on the County Connection Title VI Program, visit [countyconnection.com](http://countyconnection.com) or call 925-676-7500 (TTY 711).

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 925-676-7500 (TTY 711). A complainant may also file a complaint with the Federal Transit Administration through its Office of Civil Rights: 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.

### Translations

#### Spanish

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. Para obtener información sobre el Programa del Título VI de County Connection, visite [countyconnection.com](http://countyconnection.com) o llame al 925-676-7500 (TTY 711).

Cualquier persona que crea que ha sido discriminada por motivos de raza, color u origen nacional con respecto a la prestación de servicios de tránsito tiene derecho a presentar una queja dentro de los 180 días posteriores al presunto incidente. Puede obtener un formulario de queja a continuación o solicitar uno llamando a 925-676-7500 (TTY 711). Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

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

#### Chinese

中部 Contra Costa 交通局 (County Connection) 同意其在中部康特拉科斯塔縣(Central Contra Costa )的交通服務的平等使用權。County Connection 致力於在開展業務時實行非歧視政策，包括 1964 年《民權法》第六篇規定的責任，其規定，任何人不會因種族、膚色或原國籍的原因，在接受公共交通服務計劃中，被排除參與、被拒絕獲益或受到歧視。有關 County Connection 第六篇計劃的信息，請查閱網站 [countyconnection.com](http://countyconnection.com) 或致電 925-676-7500 (TTY 致電 711)。

任何人如果認為自己在使用公共交通服務方面因種族、膚色或原國籍受到歧視，都有權在指稱事件發生後 180 天內提出投訴。您可以下載下面的投訴表或致電 925-676-7500 (TTY 致電 711) 索取投訴表。投訴人可將投訴直接提交至聯邦交通管理局 (Federal Transit Administration)，具體做法是將投訴提交至公民權利辦公室 (Office of Civil Rights)：Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590。

如需其他語言的信息，請致電 925-676-7500。

#### Korean

Central Contra Costa Transit Authority (County Connection)는 Central Contra Costa 의 운송 서비스에 대한 동등한 접근 권한을 부여합니다. County Connection 은 1964 년 민권법 Title VI 에 의거한 책임을 포함하여 사업 수행에 있어 대중 교통 서비스 제공 프로그램에 참여하지 못하거나,

혜택을 받지 못하거나 차별을 두지 않는다는 정책에 전념하고 있습니다. County Connection 타이틀 VI 프로그램에 대한 정보는 [countyconnection.com](http://countyconnection.com) 을 방문하거나 925-676-7500(TTY 711)으로 전화하십시오.

대중 교통 서비스 제공과 관련하여 인종, 피부색 또는 출신 국가에 따라 차별을 받았다고 생각하는 사람은 사건 발생 후 180 일 이내에 불만을 제기할 권리가 있습니다. 아래에서 불만 사항 양식을 다운로드하거나 925-676-7500(TTY 711)으로 전화하여 요청할 수 있습니다. 고발자는 인권 사무국을 통해 연방 교통국에 직접 고발사항을 접수할 수 있습니다. 접수 주소는 다음과 같습니다. Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

다른 언어로 된 정보가 필요하시면 925-676-7500 번으로 문의하십시오.

### Farsi

سنترل کونتر کوستا ترانزیت اتوریٹی (کونتی کنیکشن) دسترسی مساوی به خدمات حمل و نقل خود در سنترل کونتر کوستا اعطا میکند. کونتی کنیکشن متعهد به یک پالیسی عدم تبعیض در انجام امور تجارت خود است، از جمله مسئولیت های خود تحت عنوان VI قانون حقوق مدنی سال 1964 (Title VI of the Civil Rights Act of 1964)، که فراهم می دارد هیچکس نباید، به دلیل نژاد، رنگ یا مبدای ملی از مشارکت محروم شود، از مزایای آن انکار شود یا مورد تبعیض تحت برنامه ارائه خدمات حمل و نقل خود قرار می گیرد حذف نمی شود. تحت مشارکت، محرومیت از مزایای، یا تحت تبعیض تحت برنامه ارائه خدمات حمل و نقل خود قرار می گیرد. برای اطلاعات بر کونتی کنیکشن در مورد برنامه عنوان VI، به سایت [countyconnection.com](http://countyconnection.com) دیدن کنید یا به این شماره 925-676-7500 (TTY 711) زنگ بزنید.

هر شخصی که معتقد است بر اساس نژاد، رنگ یا مبدای ملی در ارتباط با ارائه خدمات ترانزیت مورد تبعیض قرار گرفته است، میتواند به ظرف 180 روز از حادثه ادعایی شکایت کند. شما میتوانید فرم شکایت را در زیر بارگیری کرده یا با شماره 925-676-7500 (TTY 711) درخواست کنید. شاکي همچنین میتواند از طریق اداره حمل و نقل فدرال: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

اگر اطلاعات به زبانی دیگر مورد نیاز است، با شماره 925-676-7500 تماس بگیرید.

Tagalog

Nagkakaloob ang Central Contra Costa Transit Authority (County Connection) ng pantay-pantay na paggamit sa mga serbisyo ng transportasyon nito sa Central Contra Costa. Nakatalaga ang County Connection sa isang polisiya ng walang diskriminasyon sa pagsasagawa ng trabaho nito, kabilang ang mga responsibilidad nito sa ilalim ng Titulo VI ng Civil Rights Act ng 1964, kung saan itinatakda na walang tao, dahilan sa lahi, kulay o bansang pinagmulan, ang matatanggal mula sa paglahok, matatanggihan ng mga benepisyo, o makakaranas ng diskriminasyon sa ilalim ng programa nitong paghahatid ng mga serbisyo ng transportasyon. Para sa impormasyon tungkol sa County Connection Title VI Program, bumisita sa [countyconnection.com](http://countyconnection.com) o tumawag sa 925-676-7500 (TTY 711).

Ang sinumang tao na naniniwalang nakaranas sila ng diskriminasyon dahil sa lahi, kulay o bansang pinagmulan patungkol sa paghahatid ng mga serbisyo ng transportasyon ay may karapatang maghain ng reklamo sa loob ng 180 araw ng sinabing insidente. Maaari ninyong i-download ang pormularyo ng reklamo na nasa ibaba o humiling nito sa pamamagitan ng pagtawag sa 925-676-7500 (TTY 711). Ang isang nagrereklamo ay maaaring direktang maghain ng reklamo sa Federal Transit Administration sa pamamagitan ng paghahain ng reklamo sa Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Kung kinakailangan ang impormasyon sa iba pang wika, makipag-ugnayan sa 925-676-7500.

Russian

Транспортное управление Центрального района округа Контра-Коста (County Connection) предоставляет равный доступ к своим транспортным услугам в Центральном районе округа Контра-Коста. County Connection придерживается политики недискриминации при ведении своей деятельности, включая обязанности в соответствии с разделом VI Закона США о гражданских правах 1964 г., который предусматривает, что ни одному лицу не может быть отказано в участии или льготах и никто не может подвергаться дискриминации по признаку расы, цвета кожи или национального происхождения в рамках программы предоставления транзитных услуг района. Для получения информации о программе County Connection в соответствии с разделом VI посетите сайт [countyconnection.com](http://countyconnection.com) или позвоните по тел. 925-676-7500 (TTY 711).

Любой человек, считающий, что подвергся дискриминации по признаку расы, цвета кожи или национального происхождения в отношении предоставления транспортных услуг, имеет право

подать жалобу в течение 180 дней с момента предполагаемого инцидента. Вы можете загрузить форму жалобы ниже или запросить ее, позвонив по телефону (925)676-7500 (телетайп 711). Заявитель может подать жалобу непосредственно в Федеральную транспортную администрацию, отправив ее в Отдел по защите гражданских прав на имя координатора программы: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

За информацией на других языках обращайтесь по тел. 925-676-7500.

#### Vietnamese

Cơ quan Vận chuyển Trung tâm Contra Costa (Central Contra Costa Transit Authority (County Connection)) cung cấp sự tiếp cận bình đẳng đến các dịch vụ vận chuyển của chúng tôi tại Trung tâm Contra Costa. County Connection cam kết thực hiện chính sách không phân biệt đối xử trong hoạt động kinh doanh của chúng tôi, bao gồm các trách nhiệm theo Tiêu đề VI của Đạo luật Dân Quyền năm 1964, quy định rằng không ai có thể bị loại trừ vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia, bị từ chối cho tham gia, bị từ chối các lợi ích hoặc bị phân biệt đối xử trong chương trình cung cấp dịch vụ vận chuyển. Để biết thông tin về Chương trình Tiêu đề của County Connection, hãy truy cập vào countyconnection.com hoặc gọi số 925-676-7500 (TTY 711).

Bất cứ người nào tin rằng họ đã bị phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia liên quan đến việc cung cấp dịch vụ vận chuyển có quyền nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày xảy ra vụ việc bị cáo buộc. Bạn có thể tải xuống mẫu đơn khiếu nại bên dưới hoặc yêu cầu bằng cách gọi đến số 925-676-7500 (TTY 711). Người khiếu nại có thể nộp trực tiếp đơn khiếu nại cho Ban Quản Lý Vận Tải Liên Bang bằng cách nộp đơn khiếu nại cho Văn Phòng Dân Quyền, Người Nhận: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên hệ 925-676-7500.

#### Hindi

सेंट्रल कॉन्ट्रा कोस्टा ट्रांज़िट अथॉरिटी (काउंटी कनेक्शन) सेंट्रल कॉन्ट्रा कोस्टा में अपनी परिवहन सेवाओं तक एकसमान पहुँच प्रदान करती है। काउंटी कनेक्शन अपने व्यवसाय के संचालन में गैर-भेदभाव की नीति के लिए प्रतिबद्ध है, जिसमें इसकी 1964 के नागरिक अधिकार अधिनियम के टाइटल VI (Title VI of the Civil Rights Act of 1964) के तहत दी गई जिम्मेदारियां शामिल हैं, जो निर्दिष्ट करता है कि किसी भी व्यक्ति को,

जाति, वर्ण या राष्ट्रीय मूल के आधार पर, इसके ट्रांज़िट (परिवहन) सेवाओं को उपलब्ध कराने के कार्यक्रम में भागीदारी से अलग नहीं किया जाएगा, उसके लाभ से वंचित नहीं किया जाएगा, या उसके साथ भेदभाव नहीं किया जाएगा। काउंटी कनेक्शन टाइटल VI प्रोग्राम (कार्यक्रम) के बारे में जानकारी के लिए, [countyconnection.com](http://countyconnection.com) पर जाएं या 925-676-7500 (TTY 711) पर कॉल करें।

कोई भी व्यक्ति जो यह मानता है कि ट्रांज़िट सेवाओं को उपलब्ध कराने के संबंध में नस्ल, वर्ण या राष्ट्रीय मूल के आधार पर उसके साथ भेदभाव किया गया है, उसे कथित घटना के 180 दिनों के अंदर शिकायत दर्ज कराने का अधिकार है। आप नीचे शिकायत फ़ॉर्म डाउनलोड कर सकते हैं या इसके लिए 925-676-7500 (TTY 711) पर कॉल करके अनुरोध कर सकते हैं। एक शिकायतकर्ता नागरिक अधिकार कार्यालय के ध्यान हित, शिकायत दर्ज करके सीधे फ़ैडरल ट्रांज़िट एडमिनिस्ट्रेशन में शिकायत दर्ज कर सकता/सकती है: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

यदि किसी अन्य भाषा में जानकारी चाहिए, तो 925-676-7500 पर संपर्क करें।

### Arabic

تمنح سلطة نقل كونترا كوستا المركزية (وكالة كونتي كونكشن) المساواة لجميع المواطنين في الوصول إلى خدمات النقل في كونترا كوستا. تلتزم الوكالة بسياسة عدم التمييز في تسيير أعمالها، بما في ذلك مسؤولياتها بموجب الباب السادس من قانون الحقوق المدنية لعام 1964 الذي ينص على أنه لا يجوز استبعاد أي شخص، على أساس العرق أو اللون أو الأصل القومي، من المشاركة، أو الحرمان من الفوائد، أو التعرض للتمييز في إطار برنامجها لتقديم خدمات النقل.

للحصول على معلومات حول برنامج County Connection Title VI، تفضل بزيارة الموقع: [countyconnection.com](http://countyconnection.com) أو اتصل بالرقم 925-676-7500 (TTY 711).

يحق لأي شخص يعتقد أنه تعرض للتمييز بسبب العرق أو اللون أو الأصل القومي فيما يتعلق بتلقي خدمات النقل تقديم شكوى في غضون مائة وثمانين (180) يومًا من الحادثة المزعومة. يمكنك تنزيل نموذج شكوى أدناه أو طلب نموذج بالاتصال بالرقم 925-676-7500 (TTY 711). يمكنك أيضًا تقديم شكوى إلى إدارة النقل الفيدرالية عن طريق تقديم الشكوى إلى مكتب الحقوق المدنية، Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

إذا كانت المعلومات مطلوبة بلغة أخرى، فاتصل بالرقم 925-676-7500.

## 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 included as protected classes under Title VI, and can be eliminated from further Title VI procedures and processed under County Connection's procedures for those types of complaints.
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 County 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 determine 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 5 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): \_\_\_\_\_  
\_\_\_\_\_

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 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 and information.

**Central Contra Costa Transit Authority  
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: CCCTA 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

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.

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 \_\_\_\_\_

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

Note: A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

## Translations

County Connection's Title VI Complaint Procedures and Form are translated into all nine "Safe Harbor" languages identified in the Language Assistance Plan.

### Spanish

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 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.

Chinese

如果您认为在接受交通服务时遭受有关种族、肤色或民族血统的歧视，您即拥有将标题六投诉提交至交通局的公民权利管理员处的权利。联邦和州法律要求在最近发生歧视之日起的 180 天内提交投诉。您可以访问 [countyconnection.com](http://countyconnection.com) 下载投诉表格。您还可以致电客户服务人员并要求通过邮寄的方式索取标题六投诉表格。您还可以提交包含下列所有信息的书面声明。应将投诉邮寄或送至：

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

所有投诉应包含下列信息：

1. 投诉人的姓名、地址以及电话号码。
2. 投诉依据（如种族、肤色或民族血统）。
3. 发生所称歧视事件的日期。
4. 导致投诉人认为遭受歧视的事件的性质。
5. 事件所涉及人员的姓名、地址和电话号码。
6. 曾受理所提交投诉的其他机构或法庭以及联系人姓名。

Korean

인종, 피부색 또는 출신 국가로 인해 대중교통 이용에 있어 차별적 대우를 받았다고 생각하신다면 인권 사무국 담당자를 통해 Title VI 고발 사항을 접수하실 권리가 있습니다. 연방, 주 정부 법은 고발 사항이 사건 발생 이후 180 일 이내에 접수되도록 규정하고 있습니다. countyconnection.com 에서 고발 양식을 다운로드하시거나 고객 상담 번호로 전화하셔서 Title VI 고발 접수 양식을 우편 배송하도록 요청하실 수 있습니다. 또는 아래 모든 사항을 포함하는 서면진술서를 제출하실 수도 있습니다. 다음 주소로 고발 사항을 보내주십시오.

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

모든 고발 사항 제출서에는 다음 정보가 포함되어야 합니다.

1. 고발자 이름, 주소, 전화번호.
2. 고발 내용(예: 인종, 피부색, 출신 국가).
3. 해당 사건 발생일.
4. 차별이 발생했다고 생각하게 만든 사건의 본질.
5. 사건 목격자(들)의 이름, 주소, 전화번호.
6. 고발 사항이 접수된 기타 기관 또는 법원과 담당자 이름.



Farsi

اگر فکر می کنید در رابطه با دریافت خدمات جابجایی و حمل و نقل بر اساس نژاد، رنگ پوست یا ملیتتان مورد تبعیض قرار گرفته اید، از این حق برخوردارید تا یک شکایت بخش VI را به مجری خدمات حمل و نقل ارائه کنید. بر اساس قانون فدرال و ایالتی لازم است که در مدت زمان صد و هشتاد (180) روز از زمان بروز حادثه مربوطه، شکایتتان را مطرح کنید. با بازدید از سایت [countyconnection.com](http://countyconnection.com) می توانید فرم شکایت را پر کنید. همچنین می توانید با خدمات مشتری تماس بگیرید و درخواست کنید یک فرم شکایت بخش VI برایتان پست شود. همچنین می توانید یک بیانیه کتبی شامل همه اطلاعات فهرست شده در زیر ارائه کنید. شکایت ها را باید پست کرده یا شخصاً به این آدرس تحویل دهید:

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

همه شکایت ها باید شامل اطلاعات زیر باشند:

1. نام، آدرس و شماره تلفن فرد شاکی.
2. دلیل شکایت (مثل نژاد، رنگ پوست یا ملیت).
3. تاریخ بروز حادثه تبعیض آمیز.
4. نوع حادثه که منجر به بروز شکایت شده است و احساس می کنید که تبعیضی صورت گرفته است.
5. نام، آدرس و شماره تلفن افرادی که ممکن است از حادثه روی داده مطلع باشند.
6. سایر آژانس ها یا دادگاه ها که شکایت در آنها مطرح شده است و نام طرف تماس.

Tagalog

Kung naniniwala kang nakatanggap ka ng pakikitungong may-diskriminasyon batay sa lahi, kulay o bansang pinagmulan kaugnay sa paghahatid ng mga serbisyong transportasyon, may karapatan kang maghain ng reklamo sa Title VI sa Civil Rights Administrator ng Authority. Hinihingi ng mga batas na Pederal at Pang-estado na ihain ang mga reklamo sa loob ng isangdaan at walumpung (180) araw sa kalendaryo mula sa sinasabing insidente. Maaari mong i-download ang form para sa paghain ng reklamo sa pamamagitan ng pagbisita sa [countyconnection.com](http://countyconnection.com). Maaari ka ring tumawag sa customer service at hilinging mapadalhan ka sa koreo ng form ng reklamo sa Title VI. Maaari mo ring isumite ang isang nakasulat na pahayag na naglalaman ng lahat ng impormasyong nakalista sa ibaba. Dapat ipakoreo o ipahatid ang mga reklamo sa:

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

Dapat kasama sa lahat ng reklamo ang mga sumusunod na impormasyon:

1. Pangalan, address, at numero ng telepono ng nagrereklamo.
2. Ang batayan ng reklamo; (hal., lahi, kulay, o bansang pinagmulan).
3. Ang (mga) petsa kung kailan nangyari ang sinasabing pangyayaring may diskriminasyon.
4. Ang uri ng insidente na nagbigay-daan upang maramdaman ng nagrereklamo na isang salik ang diskriminasyon.
5. Mga pangalan, address at numero ng telepono ng mga taong maaaring may alam sa pangyayari.
6. Iba pang ahensiya o hukuman kung saan maaaring inihain ang reklamo at pangalan ng nakaugnayan.

Russian

Если вы считаете, что при получении транспортных услуг столкнулись с дискриминацией по признаку расы, цвета кожи или национального происхождения, вы имеете право подать жалобу о нарушении положений Раздела VI администратору Отдела по защите гражданских прав. Согласно федеральным законам и законам штата, жалоба должна быть подана в течение 180 (ста восьмидесяти) календарных дней с момента последнего предполагаемого инцидента. Форму жалобы можно загрузить с сайта [countyconnection.com](http://countyconnection.com). Вы также можете позвонить в центр обслуживания клиентов и попросить отправить вам по почте форму жалобы о нарушении положений Раздела VI. Вы также можете подать письменное заявление, содержащее все указанные ниже сведения. Жалобы необходимо отправлять или доставлять по адресу:

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

Все жалобы должны содержать следующую информацию:

1. Имя, адрес и номер телефона заявителя.
2. Основание для жалобы (дискриминация по расе, цвету кожи или национальному происхождению).
3. Дата предполагаемого случая дискриминации.
4. Характер инцидента, во время которого заявитель почувствовал, что столкнулся с дискриминацией.
5. Имена, адреса и номера телефонов лиц, которые могут быть осведомлены об этом событии.
6. Другие учреждения или суды, в которые могли быть поданы жалобы, и имена контактных лиц.

Vietnamese

Nếu quý vị cho rằng mình bị phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia về vấn đề cung cấp dịch vụ vận tải, quý vị có quyền nộp đơn khiếu nại Tiêu Đề VI cho Người Quản Lý Dân Quyền của Cơ Quan. Luật Liên Bang và Tiểu Bang yêu cầu đơn khiếu nại phải được nộp trong vòng một trăm tám mươi (180) ngày theo lịch kể từ khi xảy ra sự cố bị cáo buộc gần đây nhất. Quý vị cũng có thể tải về mẫu đơn khiếu nại bằng cách truy cập [countyconnection.com](http://countyconnection.com). Quý vị cũng có thể gọi cho dịch vụ khách hàng và yêu cầu họ gửi cho quý vị mẫu đơn khiếu nại Tiêu Đề VI qua thư. Quý vị cũng có thể gửi văn bản tuyên bố có chứa tất cả thông tin được liệt kê bên dưới. Nên gửi đơn khiếu nại qua thư hoặc chuyển đến:

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

Tất cả các đơn khiếu nại phải bao gồm thông tin sau:

1. Tên, địa chỉ và số điện thoại của người khiếu nại.
2. Cơ sở khiếu nại; (ví dụ: chủng tộc, màu da hoặc nguồn gốc quốc gia).
3. (Những) ngày xảy ra sự kiện phân biệt đối xử bị cáo buộc.
4. Bản chất của sự cố khiến cho người khiếu nại cảm thấy bị phân biệt đối xử là một yếu tố.
5. Tên, địa chỉ và số điện thoại của những người có thể biết sự kiện.
6. Các cơ quan hoặc tòa án khác, nơi có thể nộp đơn khiếu nại và tên liên hệ.

Hindi

यदि आपको लगता है कि ट्रांज़िट सेवाएं देते समय आपके साथ जाति, रंग या राष्ट्रीय मूल के आधार पर भेदभाव का व्यवहार किया गया है, तो आपको अथॉरिटी के नागरिक अधिकारों के प्रशासक के पास टाइटल VI शिकायत दर्ज करने का अधिकार है। फ़ैडरल तथा स्टेट के कानून अपेक्षा करते हैं कि पिछली कथित घटना के एक सौ अस्सी (180) कैलेंडर दिनों के भीतर शिकायतें दर्ज की जाएं। आप [countyconnection.com](http://countyconnection.com) पर जाकर शिकायत संबंधी फ़ार्म डाउनलोड कर सकते हैं। आप ग्राहक सेवा पर भी कॉल कर सकते हैं और आपको टाइटल VI शिकायत संबंधी फ़ार्म डाक द्वारा भेजने के लिए कहें। आप लिखित बयान भी जमा कर सकते हैं, जिसमें नीचे दी गई सारी जानकारी होनी चाहिए। शिकायतें दिए गए पते पर डाक द्वारा भेजी जानी चाहिए:

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

सभी शिकायतों में निम्नलिखित जानकारी शामिल होनी चाहिए:

1. शिकायतकर्ता का नाम, पता और टैलिफोन नंबर।
2. शिकायत का आधार; (जैसे जाति, रंग या राष्ट्रीय मूल)।
3. जिस तिथि(यों) पर कथित भेदभाव वाली घटना घटी थी।
4. घटना की प्रकृति, जिसमें शिकायतकर्ता को महसूस हुआ भेदभाव का कारक शामिल था।
5. उन व्यक्तियों के नाम, पते और टैलिफोन नंबर, जिन्हें घटना की जानकारी हो सकती है।
6. अन्य ऐजेंसियां या अदालतें, जहाँ शिकायत दर्ज की जा सकती है और एक संपर्क नाम।

Arabic

إذا كنت تعتقد أنك قد تعرضت للتمييز بسبب العرق أو اللون أو الأصل القومي فيما يتعلق بتقديم خدمات النقل، فيحق لك تقديم شكوى بموجب الباب السادس إلى مدير الحقوق المدنية بالسلطة. تتطلب القوانين الفيدرالية وقوانين الولايات تقديم الشكاوى في غضون مائة وثمانين (180) يومًا تقويميًا من آخر حادثة تمييز مزعومة. يمكنك تنزيل نموذج شكوى عن طريق زيارة [countyconnection.com](http://countyconnection.com). يمكنك أيضًا الاتصال بخدمة العملاء وطلب إرسال نموذج شكوى من الباب السادس إليك بالبريد. يمكنك أيضًا تقديم بيان مكتوب يحتوي على جميع المعلومات الواردة أدناه. يجب إرسال الشكاوى بالبريد أو تسليمها إلى:

County Connection  
Director of Recruitment & Employee Development  
2477 Arnold Industrial Way  
Concord, CA 94520

يجب أن تتضمن جميع الشكاوى المعلومات التالية:

1. اسم وعنوان ورقم هاتف مقدم الشكوى.
2. أساس الشكوى. (على سبيل المثال، العرق أو اللون أو الأصل القومي).
3. التاريخ (التواريخ) الذي وقع فيه حادثة التمييز المزعومة.
4. طبيعة الحادثة التي دفعت مقدم الشكوى إلى الشعور بالتمييز كان عاملاً.
5. أسماء وعناوين وأرقام هواتف الأشخاص الذين قد يكون لديهم علم بالحدث.
6. الوكالات أو المحاكم الأخرى التي ربما تم تقديم شكوى فيها واسم جهة الاتصال.

## 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.

The purpose of the PPP is:

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

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.

## 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, including all fare changes and major service changes. 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

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.

Currently, County Connection posts notices and announcements on the agency’s website ([www.countyconnection.com](http://www.countyconnection.com)), Facebook, Twitter, 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 County Connection 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 its 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. In 2023, County Connection purchased 40 new buses that are equipped with digital “infotainment” screens that can be used to display dynamic content.

#### **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. Mobile Lobby**

County Connection provides the local community with a pop-up lobby at select locations Monday through Friday. Customer service representatives are available in-person to answer questions about County Connection services and public transit. The calendar for these outreach events can be found on the County Connection website at [www.countyconnection.com/mobile-lobby-outreach-events](http://www.countyconnection.com/mobile-lobby-outreach-events).

#### **6. 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.

#### **7. 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.

## **8. Interviews**

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

## **9. Community-Based Organizations (CBOs)**

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 organizations 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.

## **10. Public Meetings, Open Houses, Workshops**

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 meetings may additionally be attended virtually through the County Connection website at [www.countyconnection.com/meetings](http://www.countyconnection.com/meetings). Online public meetings lower the barrier to attendance for public meetings, allowing people who may not be able to travel to an in-person meeting to still participate and give their feedback.

Public hearings (discussed further below) are the most formal method 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 participants to speak. Public 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 tabletop 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.

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 members of the public as possible within target populations are aware of any opportunities for providing input on planning and policy development efforts.

### **11. Public Hearings**

The County Connection Board of Directors adopted a Public Hearing Policy on October 16, 2008 to govern public hearing procedures. In April 2015, the policy was amended to include additional ways to solicit and consider public comments.

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

#### Necessity of a Public Hearing

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

Major reduction in service is defined as:

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

#### Notice

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

provide 21 days' advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing and the second notice at least 5 days prior to the last hearing date.

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

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

#### Conduct of the Public Hearing

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

#### Other Public Comments

Staff may solicit public comments on the proposed major service change or fare change using other methods in addition to the required public hearing, such as email, phone calls to customer service, mobile apps that collect passenger comments or conduct surveys, blog posts, and workshops.

#### Consideration of Comments

All comments received will be summarized and presented to the Board for their consideration as part of the decision making process.

## Summary of Outreach Efforts

The table below summarizes County Connection’s public outreach efforts between 2021 and 2024.

Campaign	Dates	Outreach Strategies
Clipper START	Oct 2020 – Sep 2021	Public hearing, local newspaper, website, social media, onboard signage, digital ads, eblasts, bus exterior ads, CBOs, local jurisdictions
Youth Clipper	Oct 2020 – Sep 2021	Public hearing, local newspaper, website, social media, onboard signage, eblasts, CBOs, local jurisdictions, school districts
Clipper Mobile App	May 2021 – Sep 2021	Website, social media, flyer, digital ads, bus exterior ads, local jurisdictions
All Aboard Bay Area	Aug 2021 – Sep 2021	Website, social media, digital ads
Free Rides in September	Aug 2021 – Sep 2021	Website, social media, onboard signage, digital ads, CBOs, local jurisdictions
Weekend Monument Free	Jun 2022 – Dec 2022	Public hearing, local newspaper, website, social media, onboard signage, CBOs, local jurisdictions
2023-2028 Short Range Transit Plan	Sep 2022 – Dec 2022	Public hearing, local newspaper, survey, website, social media, onboard signage, CBOs, local jurisdictions
October Free Rides	Sep 2022 – Oct 2022	Website, social media, onboard signage, digital ads, CBOs, local jurisdictions
Route 27 & 99X Consolidation	Apr 2023 – Aug 2023	Public hearing, local newspaper, website, social media, onboard signage, CBOs, local jurisdictions
Clipper Fare Changes	Aug 2023 – ongoing	Public hearing, local newspaper, website, social media, onboard signage, digital ads, CBOs, local jurisdictions, school districts

Campaign	Dates	Outreach Strategies
Onboard Passenger Survey	Oct 2023 – Nov 2023	Survey, website, social media, onboard signage
<i>Continuous/Recurring</i>		
Mobile Lobby	Weekdays	Website, social media, local jurisdictions
Service Changes	Quarterly	Website, social media, onboard signage, CBOs, local jurisdictions
Summer Youth Pass	Annually	Website, social media, onboard signage, digital ads, flyers, eblasts, CBOs, local jurisdictions, school districts
Pass2Class	Annually	Website, social media, onboard signage, digital ads, flyers, eblasts, CBOs, local jurisdictions, school districts

## 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 LAP, 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 "restrict[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 "utiliz[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 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 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 LAP complies with the requirements of DOT LEP guidance.

## Four Factor Analysis

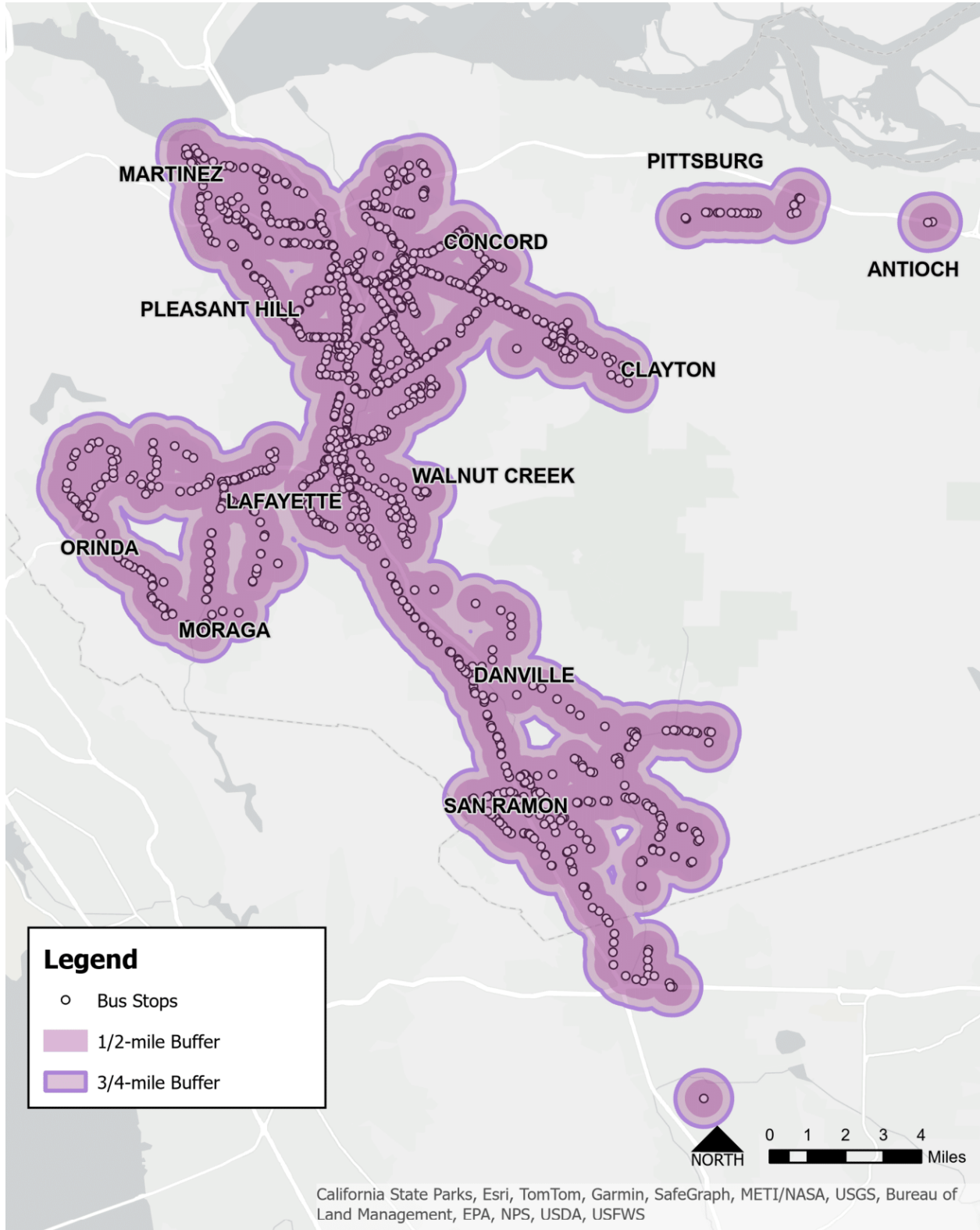
### Factor 1:

**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 ½- and ¾-mile boundaries corresponding with the reasonable distance a customer could be expected to walk to access a County Connection bus.



Bus Stop Walking Distance



### 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) 2018-2022 5-year Estimates.

Since the last Program Report, there was a change in how the ACS categorizes and aggregates language data due to privacy concerns and small sample sizes. In particular, Census Tract-level summary data has been reduced to reflect the most commonly spoken languages in the United States, and certain groups of spoken languages are now aggregated. Because of this, additional analysis was performed using Public Use Microsample (PUMS) data from the same ACS dataset to provide more detailed breakdowns of language groups. However, due to the more detailed nature of this microdata, it is only available for larger geographic areas, which do not correspond exactly with the Census Tracts that comprise County Connection's service area.

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, eight 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
- Korean
- Persian/Farsi
- Tagalog/Filipino
- Russian
- Vietnamese
- Arabic

Hindi previously met the guidelines of more than 1,000 persons in Central Contra Costa County who speak English less than “very well,” and County Connections currently provides translation of vital documents into Hindi.

The following table illustrates the breakdown by language of residents within County Connection’s service area who speak English “very well” or less than “very well” based on ACS summary data. For the purposes of this analysis, staff focused on those residents indicating they spoke English less than “very well.” There are approximately 63,336 residents within the service area who indicated they speak English less than “very well,” representing just over 10 percent of the populace.

English Proficiency (ACS summary data)

Language or Language Group	Total	Speak English "very well"	Speak English less than "very well"	% Speaking English less than "very well"
Speak only English	433,309	-	-	-
<b>Spanish</b>	74,332	47,851	<b>26,481</b>	<b>4.2%</b>
French, Haitian, or Cajun	4,215	3,558	657	0.1%
German or other West Germanic languages	2,522	2,180	342	0.1%
<b>Russian, Polish, or other Slavic languages <sup>(1)</sup></b>	8,593	5,328	<b>3,265</b>	0.5%
<b>Other Indo-European languages <sup>(1)</sup></b>	30,338	22,981	<b>7,357</b>	1.2%
<b>Chinese (incl. Mandarin, Cantonese)</b>	25,712	14,468	<b>11,244</b>	1.8%
<b>Korean</b>	6,091	3,474	<b>2,617</b>	0.4%
<b>Vietnamese</b>	3,983	1,584	<b>2,399</b>	0.4%
<b>Tagalog (incl. Filipino)</b>	14,247	10,978	<b>3,269</b>	0.5%
<b>Other Asian and Pacific Island languages <sup>(1)</sup></b>	15,817	12,232	<b>3,585</b>	0.6%
<b>Arabic</b>	3,802	2,753	<b>1,049</b>	0.2%
<b>Other and unspecified languages</b>	3,721	2,650	<b>1,071</b>	0.2%
<b>Total</b>	<b>626,682</b>	<b>130,037</b>	<b>63,336</b>	<b>10.1%</b>

**Bold** indicates languages or language groups meeting the "Safe Harbor" criteria

(1) Language group was further analyzed using PUMS data

Source: U.S. Census Bureau, 2018-2022 American Community Survey, Table C16001

As mentioned previously, recent changes to the ACS tables resulted in more languages being grouped together on the Census Tract level, making it difficult to distinguish which specific language(s) meet the "Safe Harbor" criteria. In particular, Persian (Farsi) has historically been

identified as a “Safe Harbor” language but is now grouped under “Other Indo-European languages”, and Russian is grouped with Polish and other Slavic languages. Thus, PUMS data was analyzed to provide a more detailed breakdown by individual language. The following table shows the languages that meet the “Safe Harbor” criteria based on PUMS data.

**English Proficiency (PUMS data)**

Language or Language Group	Total	Speak English "very well"	Speak English less than "very well"	% Speaking English less than "very well"
Speak only English	378,631	-	-	-
Spanish	41,429	28,002	13,427	2.6%
Chinese (incl. Mandarin, Cantonese)	23,737	14,097	9,640	1.8%
Korean	5,720	3,512	2,208	0.4%
Farsi	6,330	3,912	2,418	0.5%
Tagalog (incl. Filipino)	8,172	6,437	1,735	0.3%
Russian	5,869	3,948	1,921	0.4%
Vietnamese	2,763	1,636	1,127	0.2%
Hindi	6,338	5,670	668	0.1%
<i>Other languages</i>	43,296	48,346	9,131	1.7%
<b>Total</b>	<b>522,285</b>	<b>115,560</b>	<b>42,275</b>	<b>8.1%</b>

Source: U.S. Census Bureau, 2017-2021 American Community Survey, Public Use Microdata Sample (PUMS)

While some of these groups represent a modest percentage of County Connection’s Service Area 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, and notices. These documents must be translated into the identified languages from Factor One and Factor Two

in the next section for Title VI compliance. Translations of these documents are included in Appendix A and Appendix B.

County Connection currently translates most materials into Spanish, which is the only language group constituting a share of more than 5 percent of the population.

California Department of Education

In addition to Census data, the Factor 1 analysis considered language data from the California Department of Education (CDE) English Learners Database. Although this data is limited to students and not necessarily reflective of the population as a whole, it provides another means of cross-checking the census data analysis.

The following table provides a breakdown of the languages that are spoken at home by more than 100 English Learners within County Connection’s service area. The most common languages are consistent with those identified previously as “Safe Harbor” languages.

**English Learners by Language Spoken at Home**

Language	English Learners	% of Total Enrollment
Spanish	5,772	7.0%
Mandarin (Putonghua)	375	0.5%
Farsi (Persian)	503	0.6%
Russian	334	0.4%
Arabic	196	0.2%
Korean	149	0.2%
Filipino (Pilipino or Tagalog)	133	0.2%
Telugu	97	0.1%
Cantonese	140	0.2%
Vietnamese	117	0.1%
Hindi	90	0.1%

Language	English Learners	% of Total Enrollment
Portuguese	112	0.1%
Other Languages	1,123	1.4%
<b>Total</b>	<b>9,141</b>	<b>11.0%</b>

Source: California Department of Education, 2022-2023 English Learners by Grade & Language

## Factor 2:

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

The second step in the analysis is an evaluation of the current frequency of contact between LEP individuals and County Connection’s services. This includes a survey of key program areas and major points of contact with the public, such as use of bus service, customer service interactions, and at public meetings.

#### Participation in Public Meetings

During the reporting period, County Connection has held four (4) public meetings, in addition to regularly scheduled Board and subcommittee meetings. No individual has requested either an interpreter for a language other than Spanish nor expressed interest in commenting in a language other than English or Spanish.

#### Call Center

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 2023, 41,641 total calls were answered. Of calls answered, 91 calls were interpreted via language line call services, with the majority (60 percent) to Spanish. Interpreted calls, however, only represent less than one-tenth of one percent of all calls received and have been decreasing in recent years due to customer service representatives who have been hired with bilingual Spanish proficiency.

Call Center Translation Data

Language	Number of Calls Interpreted in 2023
Spanish	55
Mongolian	33
Arabic	1
Korean	1
Mandarin	1
<b>Total</b>	<b>91</b>

Customer Survey

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 October 2023 and asked riders what language they speak at home and how well they speak English. It is critical to note the triennial survey is focused entirely on customers while the Census tracks all county residents. Not only does the survey capture only those who are bus riders, but it also captures those who may live outside of Central Contra Costa County.

The following table shows a breakdown of the survey responses regarding English proficiency. In the survey, 95% of the riding public surveyed stated that they speak only English or that they speak English “very well”. Of the respondents who speak English less than “very well”, just over half speak Spanish.



English Proficiency of Riders

Language or Language Group	Total	Speak English "very well"	Speak English less than "very well"	% Speaking English less than "very well"
Speak only English	438	-	-	-
Spanish	171	80	91	13.1%
Tagalog/Filipino	26	10	16	2.3%
Chinese	19	6	13	1.9%
Hindi	5	3	2	0.3%
Persian/Farsi	1	1	0	0.0%
<i>Other languages</i>	34	26	8	1.2%
<b>Total</b>	<b>694</b>	<b>126</b>	<b>130</b>	<b>18.7%</b>

Source: 2023 County Connection On-Board Transit Survey

Factor 3:

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

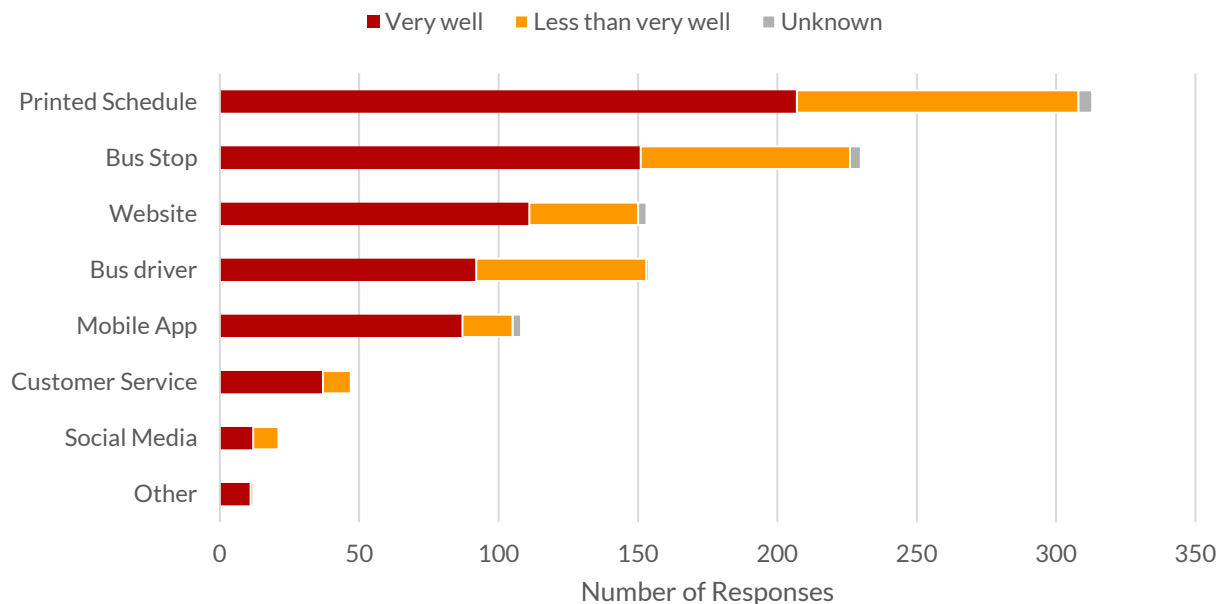
There are a number of key interaction points with the bus system which could prove problematic for LEP populations:

- County Connection website
- County Connection customer service phone line
- Bus stop signage
- Printed schedules
- Fare payment
- Driver inquiries
- Onboard announcements
- Social media posts
- 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.

The following chart summarizes how riders receive information relating to County Connection’s services by English proficiency based on the most recent passenger survey. Printed schedules and information posted at the bus stop are the main sources of information for riders, although bus drivers are disproportionately likely to be the source of information for riders that speak English less than “very well.”

**Information Sources by English Proficiency**



While County Connection Customer Service personnel have access to interpretation 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 data and customer surveys.

Opportunities for Improvement

Currently County Connection disseminates all information in English, with most information also available in Spanish. Select materials are also available in Chinese. Customer service personnel all speak English, with some speaking Spanish.

Given that as many as eight 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
- Korean
- Persian/Farsi
- Tagalog/Filipino
- Russian
- Vietnamese
- Arabic

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. County Connection also currently provides translation of vital materials into Hindi, which was identified as falling within the federal “Safe Harbor” guidelines during previous updates.

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, aside from vital documents). This could include targeted materials for communities in which other languages are commonly spoken.
- Include a standard statement at the bottom of each publication and on certain web pages of the phrase "For information, call 925-676-7500" translated into each safe harbor language.

- Advertise in more media outlets that target languages other than English and Spanish.
- Translate information about fare payment and pass sales into more languages than English and Spanish, and/or use symbols to illustrate key ideas.
- Improve communication with targeted organizations such as Community-Based Organizations (CBOs), Parent Teacher Organizations (PTOs), and schools 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) to increase LEP participation at informational outreach events. The placement of multi-language printed materials 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, real-time interpretation 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 interpreters 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 across all departments are as follows:

- Translation/Interpretation: \$2,000
- Schedules/Graphics: \$70,000
- Market research: \$60,000 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. Materials are translated into additional languages – such as Chinese, Russian, Vietnamese and the other “Safe Harbor” languages 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 during the next three years:

- Increased use of universal pictograms at bus stops and on buses.
- Increased translations of documents.
- Conduct more language-specific outreach.
- 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 2018 and found that approximately 70,000 residents indicated that they speak English less than “very well,” or 11 percent of the service area population. Eight language groups (Spanish, Chinese, Korean, Persian/Farsi, Tagalog/Filipino, Russian, Vietnamese, and Arabic) have more than 1,000 persons who speak English less than “very well” and require a translation of vital documents. Currently County Connection only consistently translates most materials into Spanish.

#### Providing Services

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

*-DOT LEP Guidance Section VII(2)*

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

- Google Translate tool on County Connection’s website
- Interpreters (by request) for public hearings
- Multilingual printed materials

- Language Line (for customer service representatives and dispatch personnel to assist passengers using requested language)
- County Connection customer service line

There are additional resources such as smartphones and bilingual staff that provide language assistance to LEP customers, but these are not formally tracked.

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 ensure that all vital documents are translated.
- Review current translation, interpretation and language assistance efforts to determine whether they can be improved.

“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. To ensure compliance with Title VI, these documents must be translated into the identified languages from Factor One and Factor Two in the previous section.

County Connection has translated the following vital documents into the eight “Safe Harbor” languages identified in the analysis, including Hindi:

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

- Title VI Complaint Form.

Translations of these documents are included in Appendix A and Appendix B.

### 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 surveys.
- Review list of CBOs and regional agencies to ensure that information is 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:

- Expand coordination and partnerships with CBOs, schools, and other organizations to more effectively reach LEP populations.



- Work with Google or other outside translation service(s) 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.

## E. BOARD RESOLUTIONS

Board Resolutions for the FTA required standards and policies are attached. *Additionally, the Board resolution for the approval of the 2024 Title VI Program Update and results of monitoring program will be included upon adoption.*

## RESOLUTION NO. 2013-019

### Central Contra Costa Transit Authority

#### Board of Directors

\*\*\*

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

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

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

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

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

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

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

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

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

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

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

NOES: Directors Dessayer and Weir

ABSTENTIONS: None

ABSENT: Directors Hudson and Storer



Erling Horn, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

RESOLUTION NO. 2015-014

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
BOARD OF DIRECTORS

\* \* \*

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

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

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

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

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

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

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

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

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

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

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

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

NOES:

ABSTAIN:

ABSENT: Directors Hudson and Worth

ATTEST:



Lathina Hill, Clerk to the Board

  
A.G. Dessayer, Chair, Board of Directors

## F. TITLE VI POLICIES, SERVICE STANDARDS & POLICIES

FTA Circular 4702.1B requires the governing boards of public transportation providers that operate fixed route service to adopt the following standards and policies:

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

These standards and policies were developed to ensure that service is provided in a manner that does not discriminate on the basis of race, color, or national origin. As required by Circular 4702.1B, the first policy defines “major service change” as a threshold for when County Connection will conduct a thorough analysis of the potential effects of service changes on protected populations, and the second and third policies define thresholds for when County Connection will find that a fare change or major service change will result in a “disparate impact” on minority populations or a “disproportionate burden” on low-income populations. The last two policies define system-wide service standards and policies to be used to ensure that service and amenities are distributed equitably and do not result in discrimination against protected populations.

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 borne disproportionately by minority populations 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 borne 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 borne disproportionately by low-income populations 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.

## System-wide Service Standards

Pursuant to requirements set forth in 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 to develop quantitative standards for the following indicators:

1. Vehicle Load
2. Vehicle Headways
3. On-time Performance
4. Service Availability

### 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 adopted on-time performance goals that are based on service type: 87 percent for local routes, 75 percent for express routes, and 80 percent for select and weekend routes. 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 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 a three-quarter mile radius 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:

1. Vehicle Assignment

## 2. Transit Amenities

These policies were developed to ensure that vehicles and transit amenities are distributed equitably across the system and that their distribution does not result in discrimination against protected populations. These 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 at a single depot and 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 on street limitations and average loads. 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, benches, real-time signage, and schedule information. 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.

## G. DEMOGRAPHIC & SERVICE PROFILE

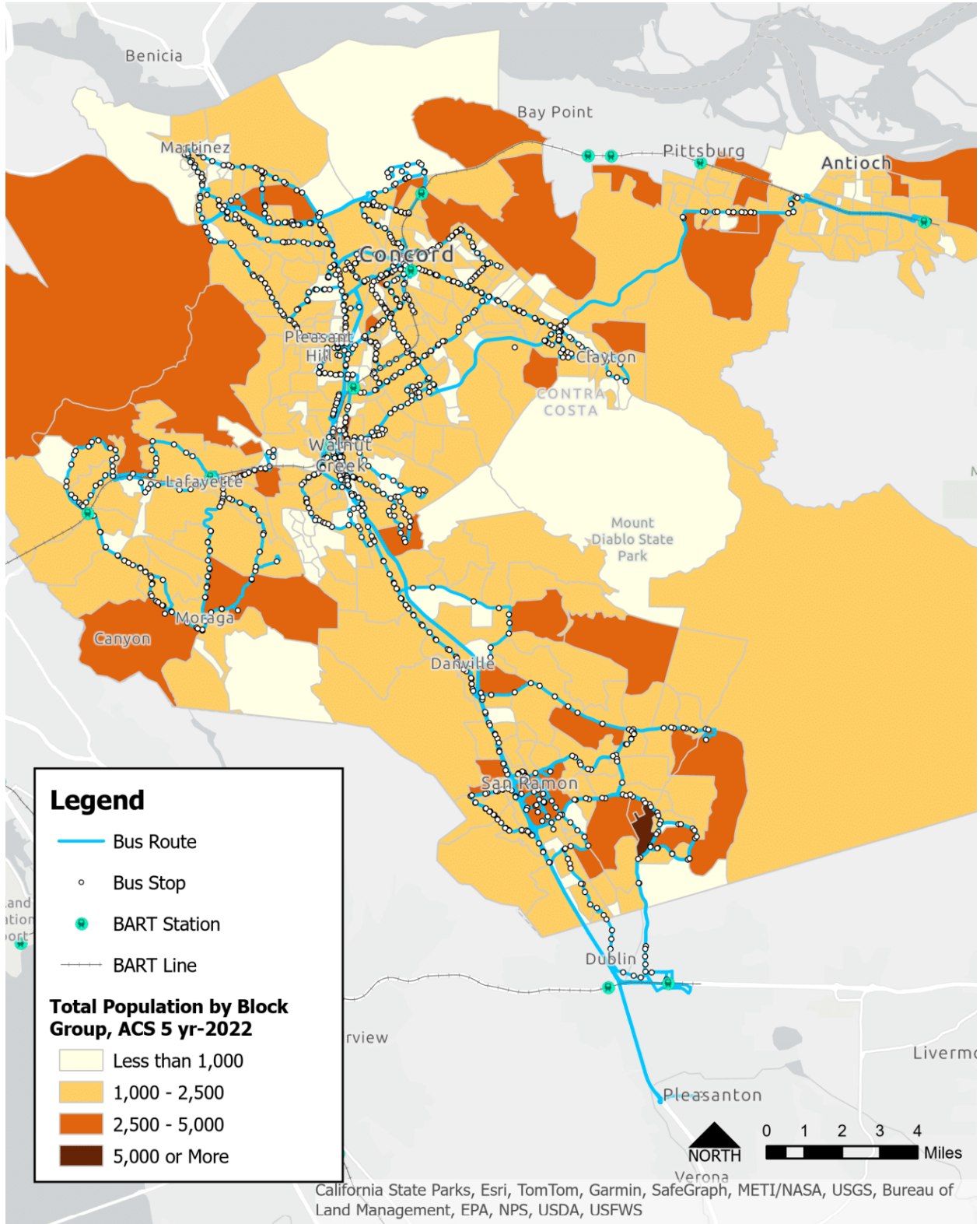
County Connection's service area is the central portion of Contra Costa County and includes the cities of Concord, Pleasant Hill, Martinez, Walnut Creek, Clayton, Lafayette, Orinda, Moraga, Danville, and San Ramon. Segments of some routes operate within Alameda County. However, for the purposes of this analysis, the service area consists of only Census block groups within Contra Costa County.

The following maps show County Connection's service area, along with demographics based on Census data from the 2018-2022 ACS 5-year Estimates. This analysis uses the following definitions:

- **Minority** – FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.
- **Low-Income** – FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. However, FTA encourages the use of any locally developed threshold provided that the threshold is at least as inclusive as the HHS poverty guidelines. Due to the area's higher cost of living, County Connection defines low-income as at or below 150% of the federal poverty level.

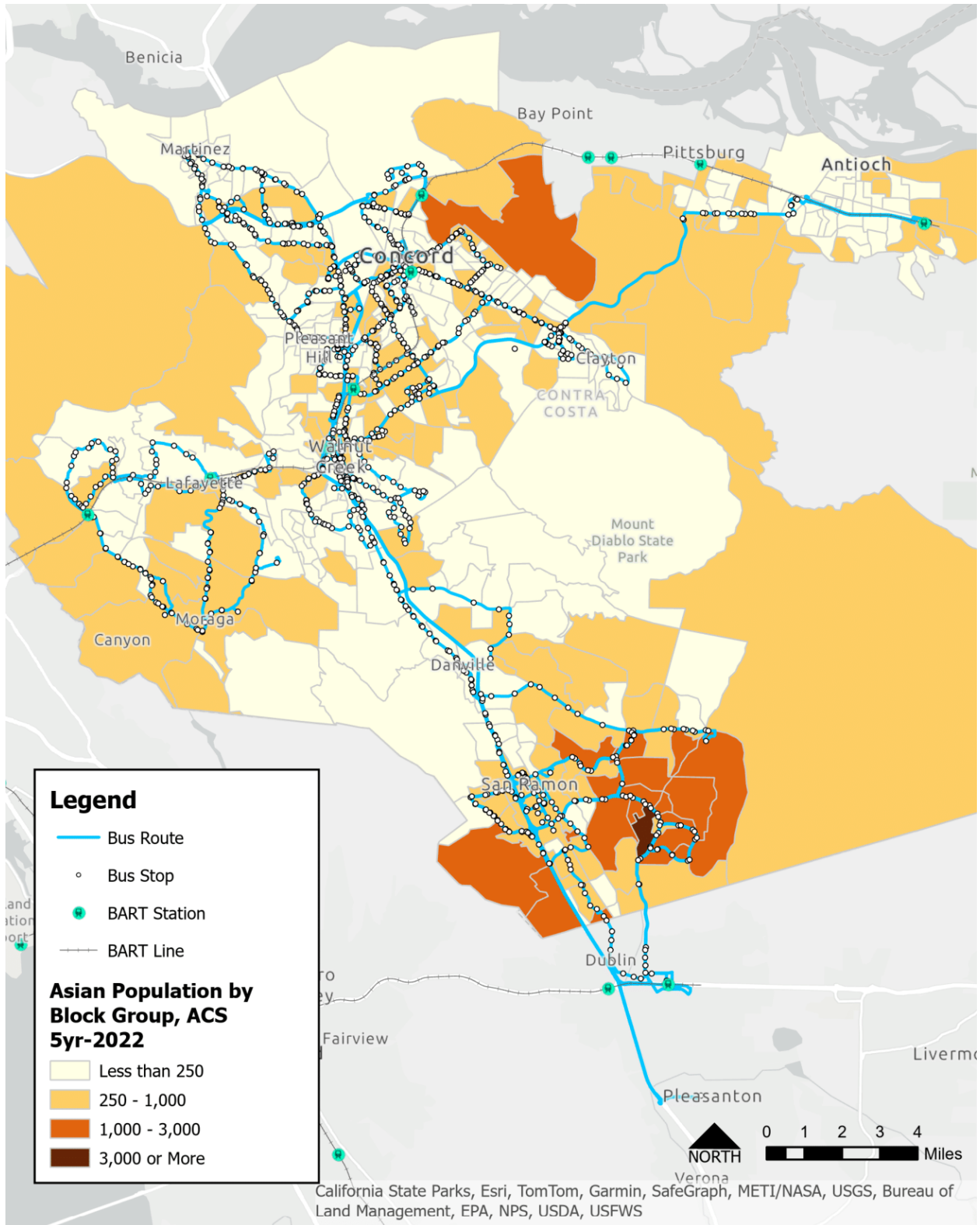
Based on Census data, 50.2% of the overall population within County Connection's service area identifies as minority, and 10.8% of households are considered low-income. Block groups where the proportion of minority or low-income population is equal to or greater than the percentage for the service area as a whole are categorized as minority or low-income block groups, respectively.

Total Population by Census Block Group

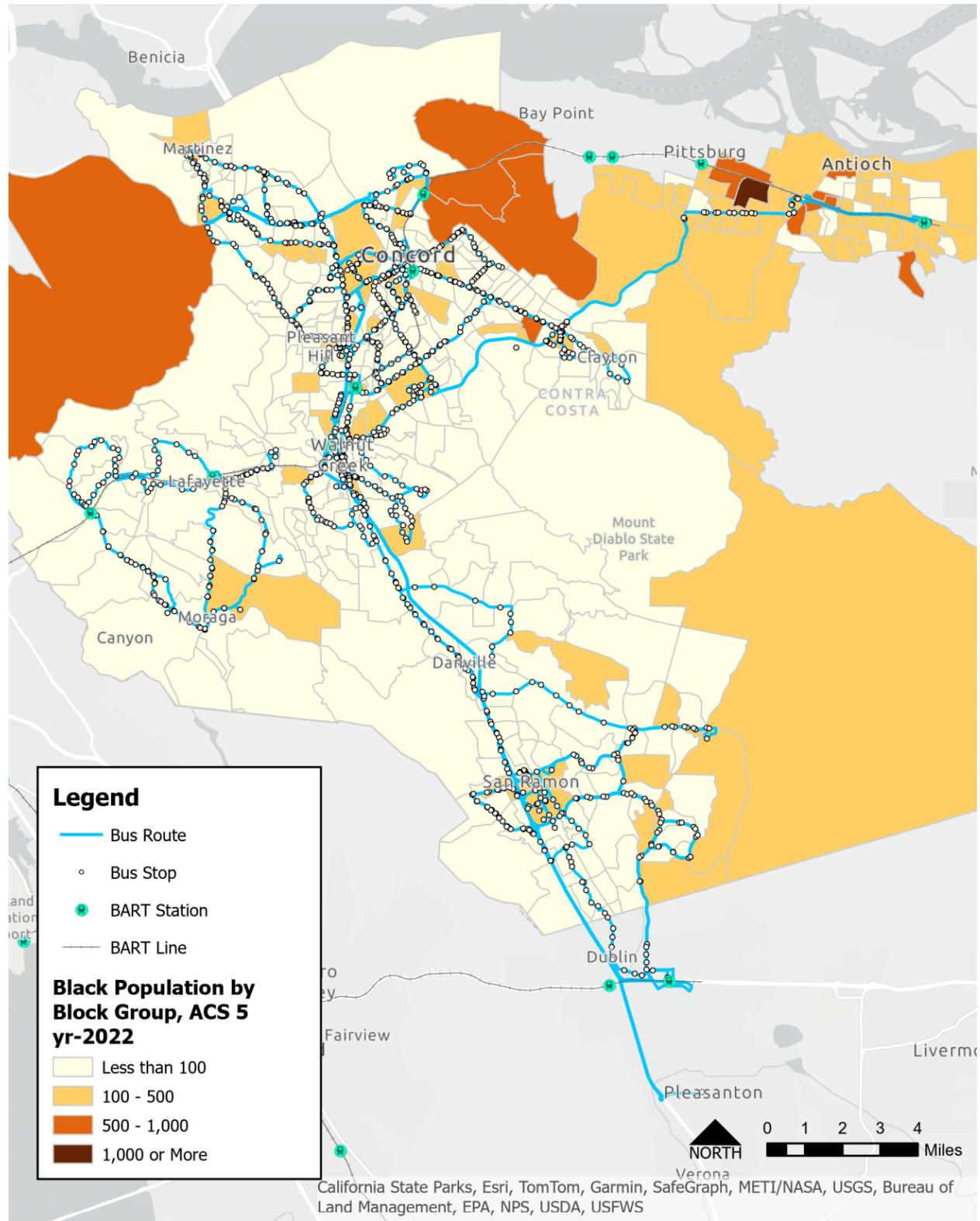




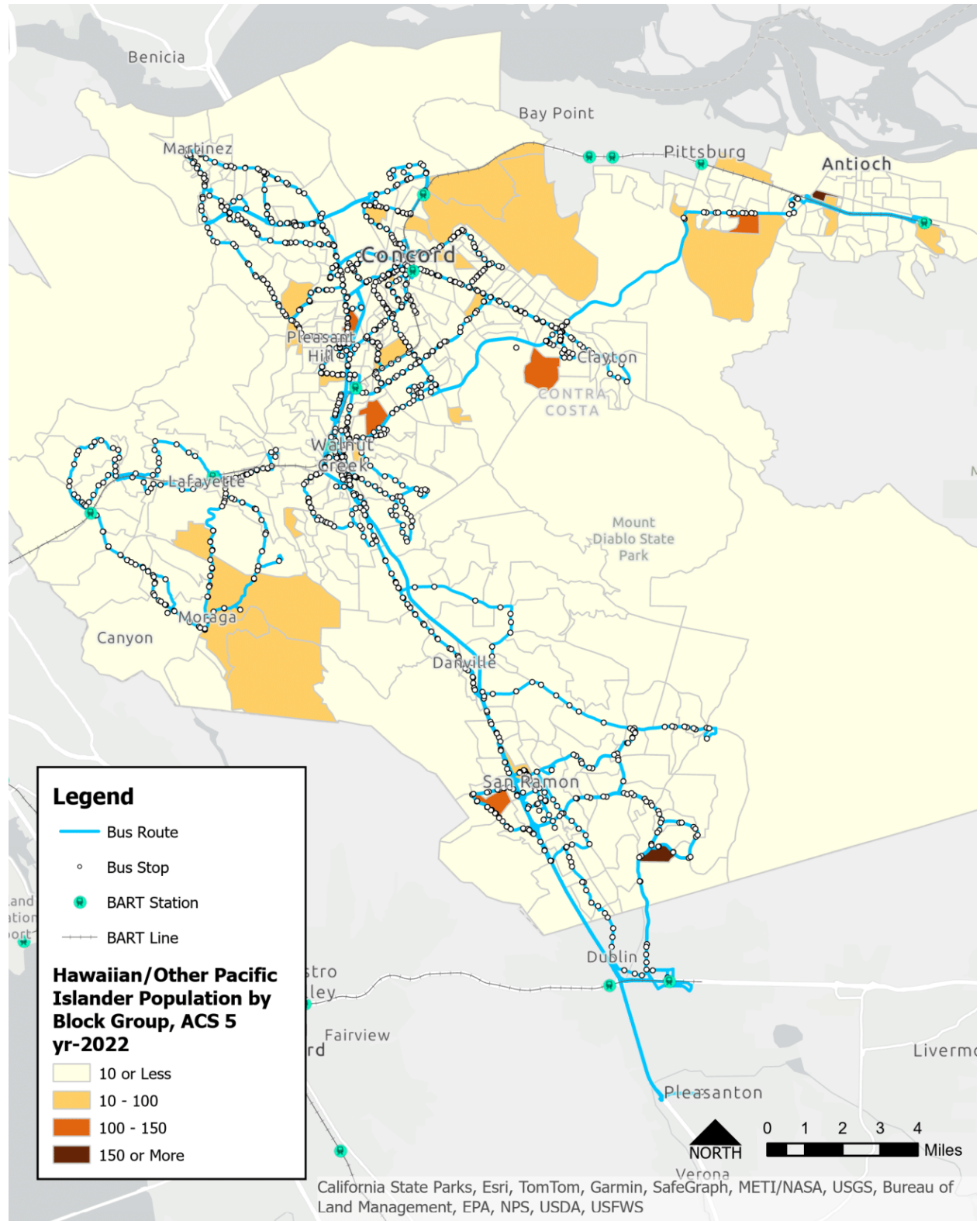
Asian Population by Census Block Group



Black Population by Census Block Group

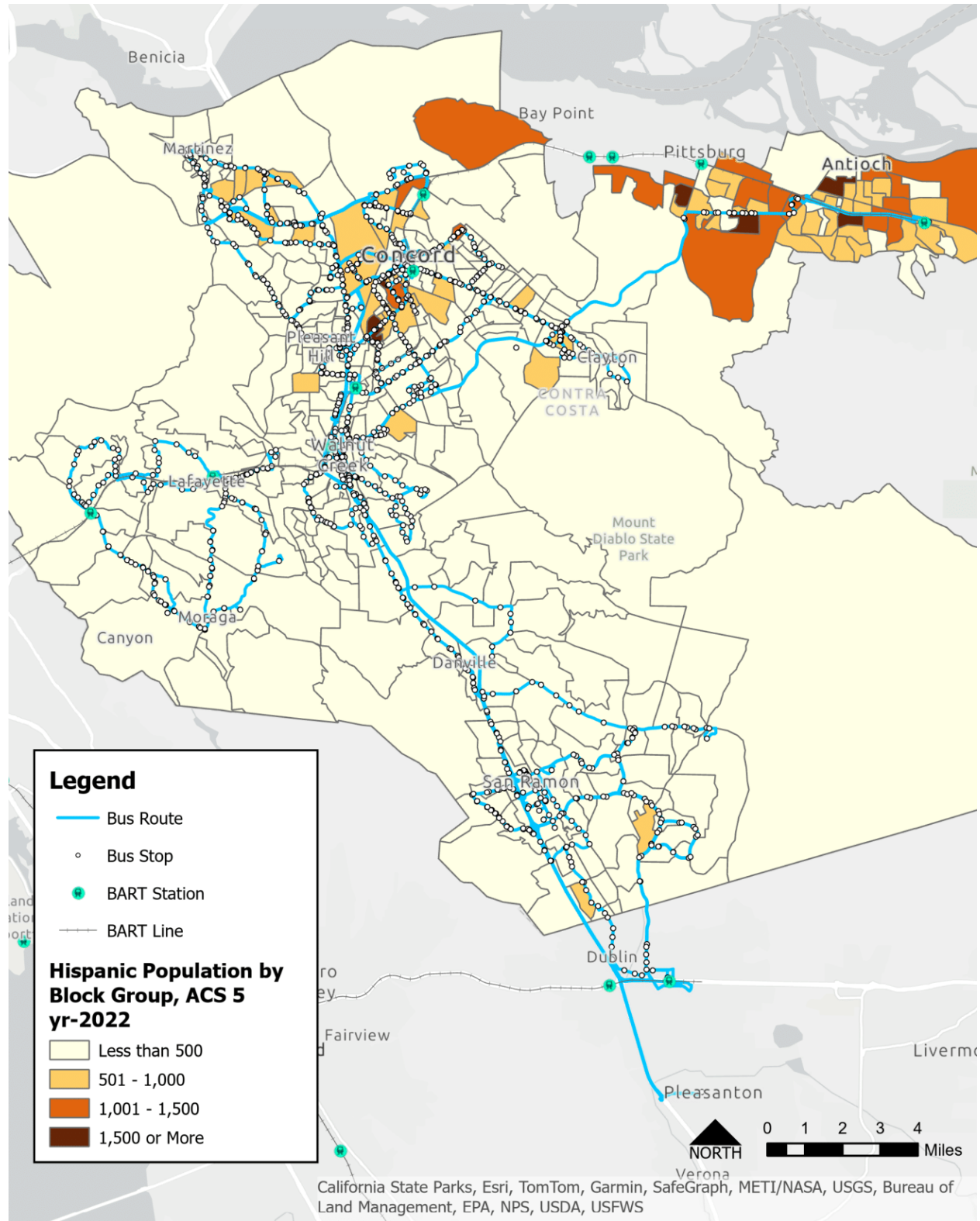


Hawaiian/Pacific Islander Population by Census Block Group

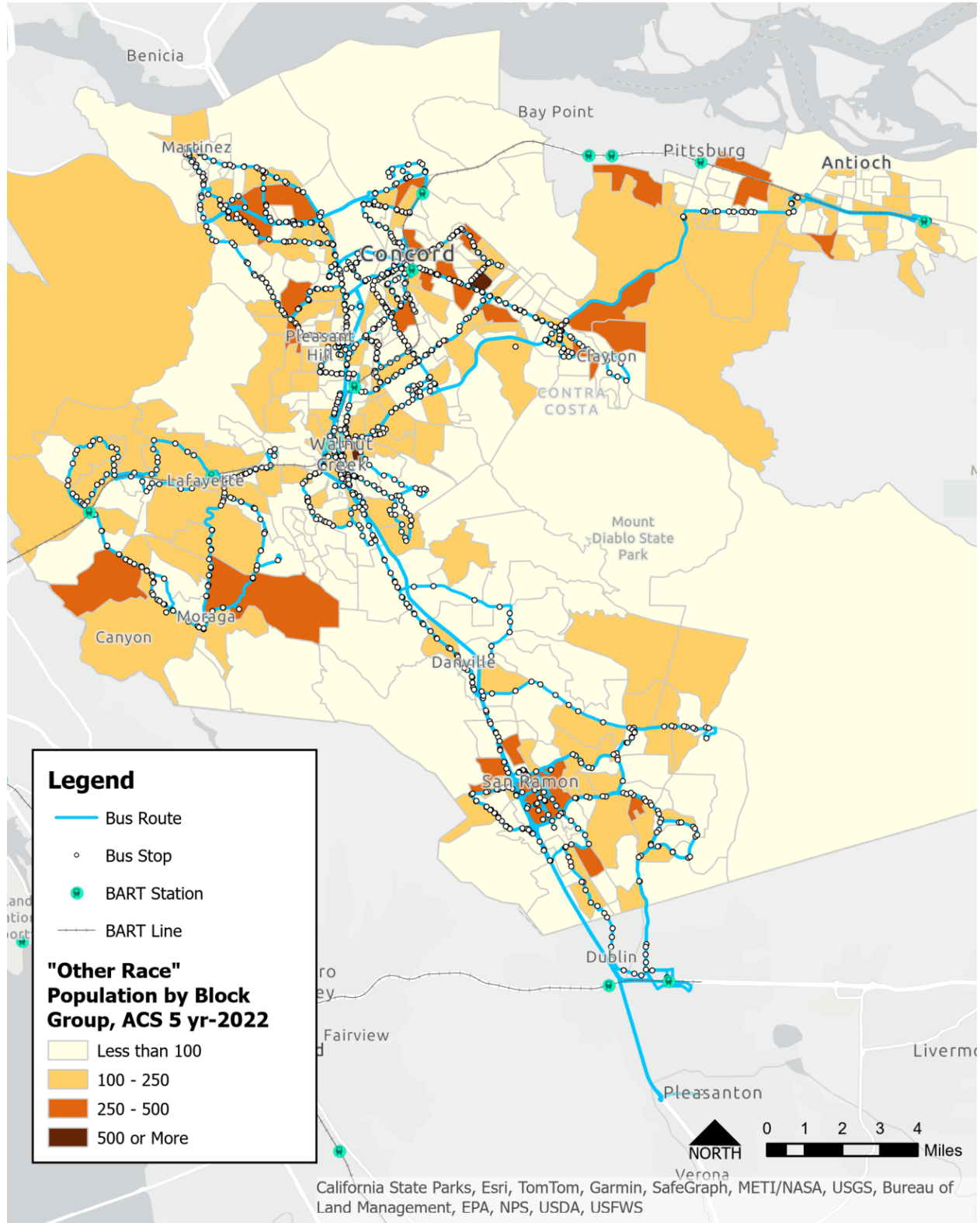




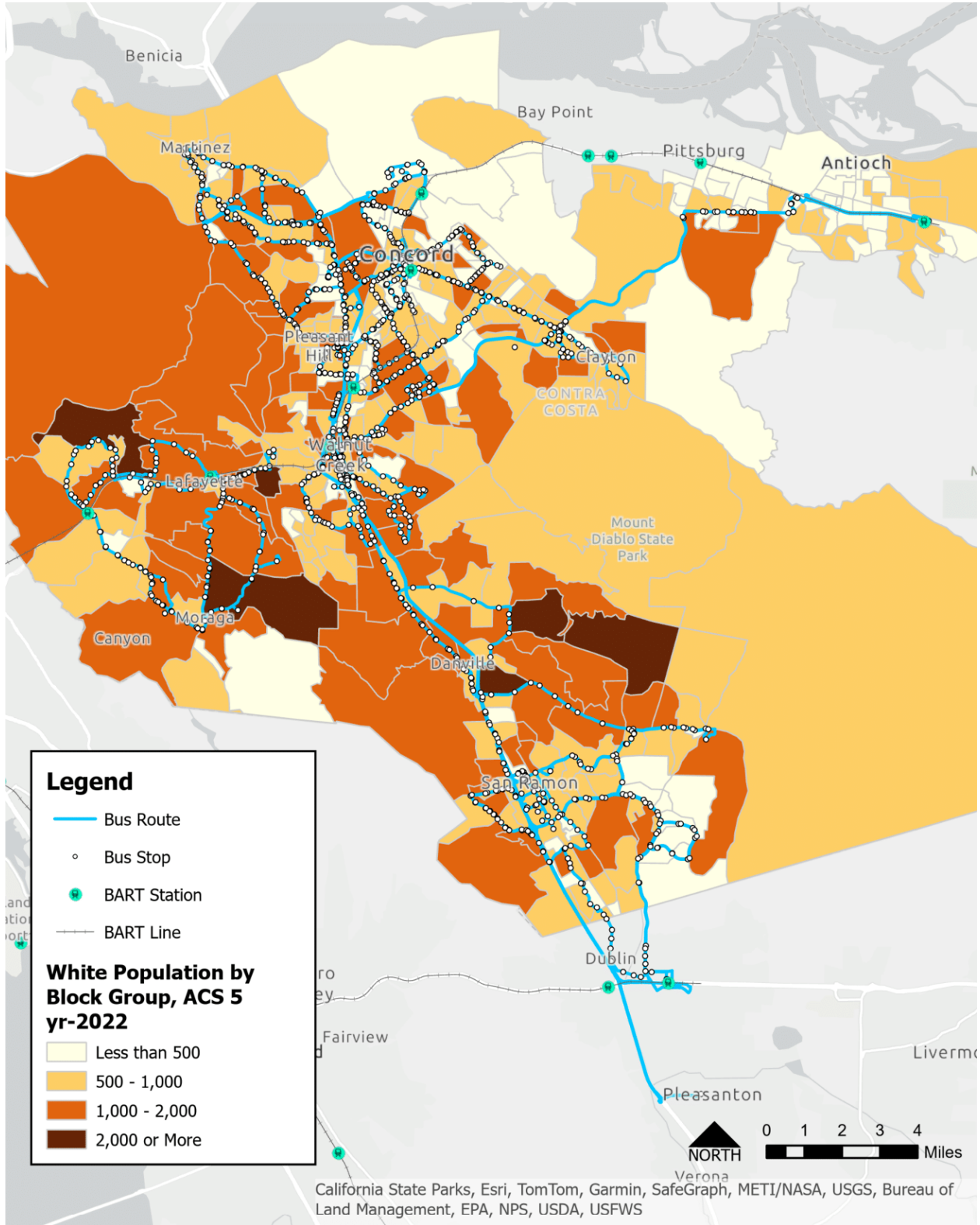
Hispanic Population by Census Block Group



“Other Races” Population by Census Block Group

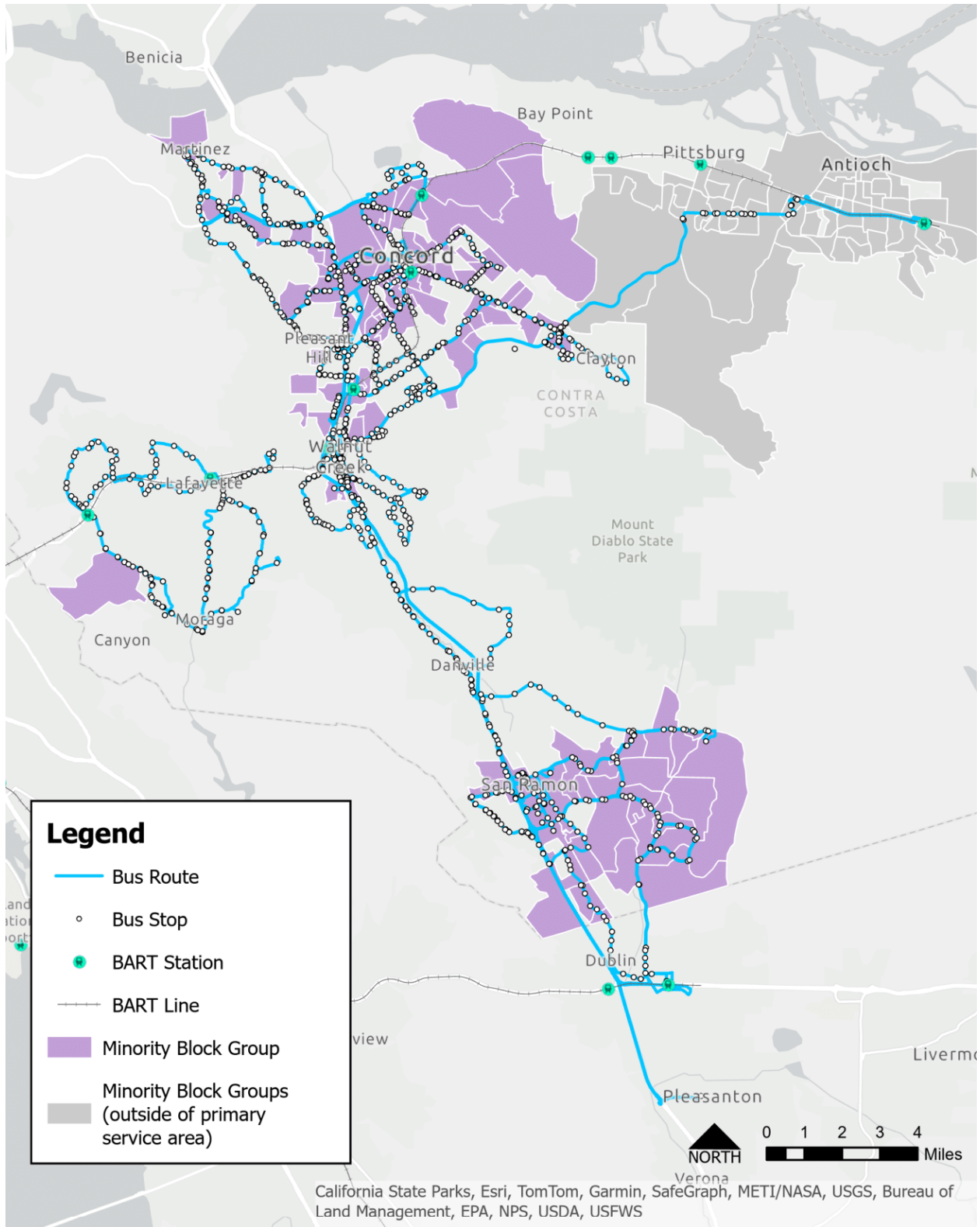


White Population by Census Block Group

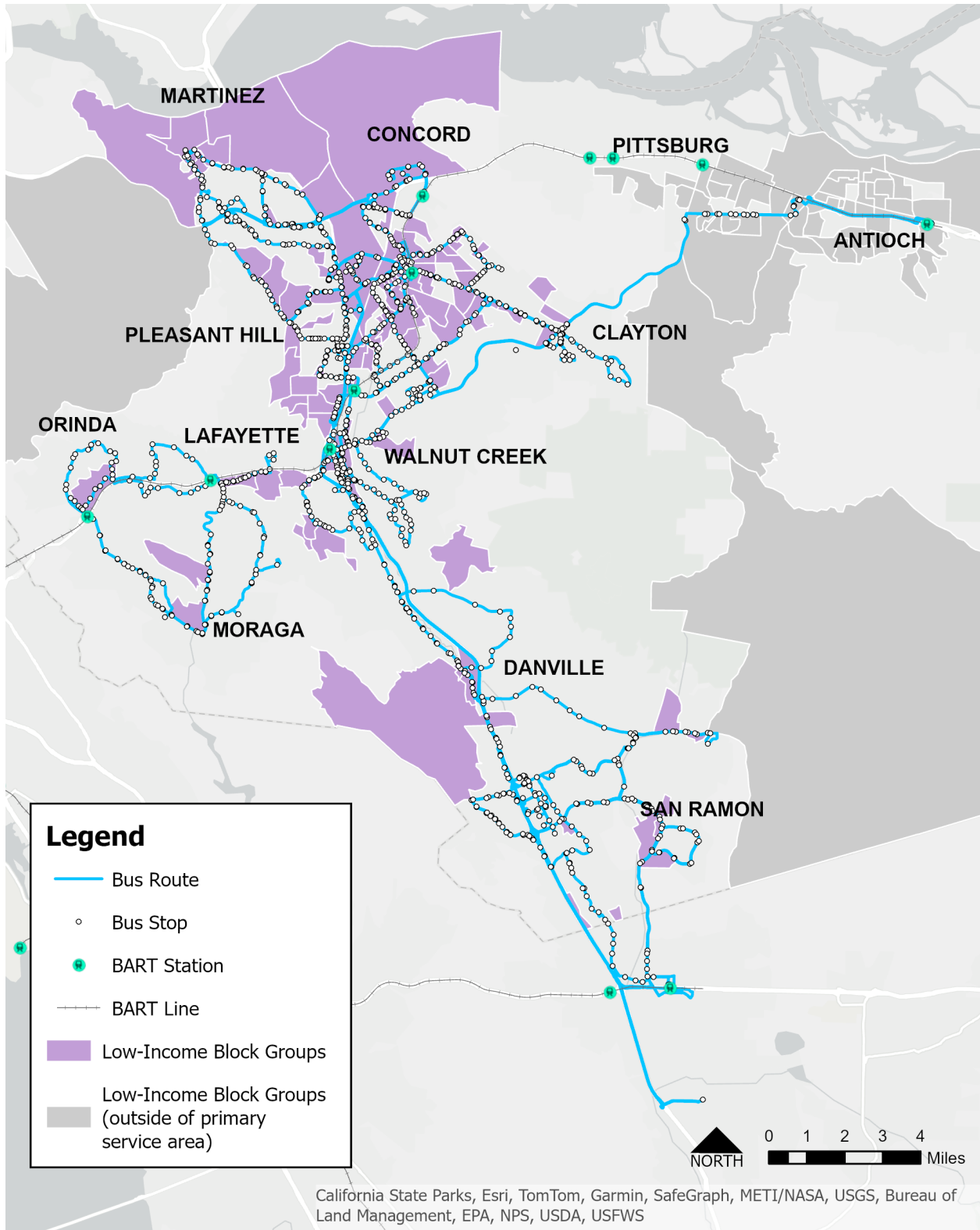




Minority Block Groups



Low-Income Block Groups





## H. RIDERSHIP & TRAVEL PATTERNS

Passenger surveys are conducted system-wide every three years using a market research firm. The purpose of the survey is to collect customer demographic information, such as race/ethnicity, English proficiency, and income, as well as trip information, such as origin and destination and trip purpose.

Attached is the board memo describing results of the most recent survey conducted in October 2023, including travel patterns, fare payment, demographics (including race, minority status, language spoken at home, annual household income, and low-income status), and customer satisfaction. The survey was conducted using paper surveys distributed on-board vehicles and collected by surveyor staff. The survey was available in both English and Spanish in accordance with County Connection's Language Assistance Plan. The results were entered, cleaned, and compiled by the contractor, and the complete dataset was provided to County Connection to use at its discretion.

**To:** Board of Directors

**Date:** 01/11/2024

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

**Reviewed by:** MR

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**SUBJECT: Onboard Passenger Survey**

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### **Background:**

County Connection has historically conducted an onboard passenger survey about every three years. These surveys are used to inform planning decisions and for triennial Title VI program updates and equity analyses. The Metropolitan Transportation Commission (MTC) manages a regional transit passenger survey program and conducts surveys on each of the fixed-route transit operators in the Bay Area on a rotating schedule. However, those surveys are only conducted for each operator every five to seven years, so County Connection staff have led additional survey efforts to supplement the regional program.

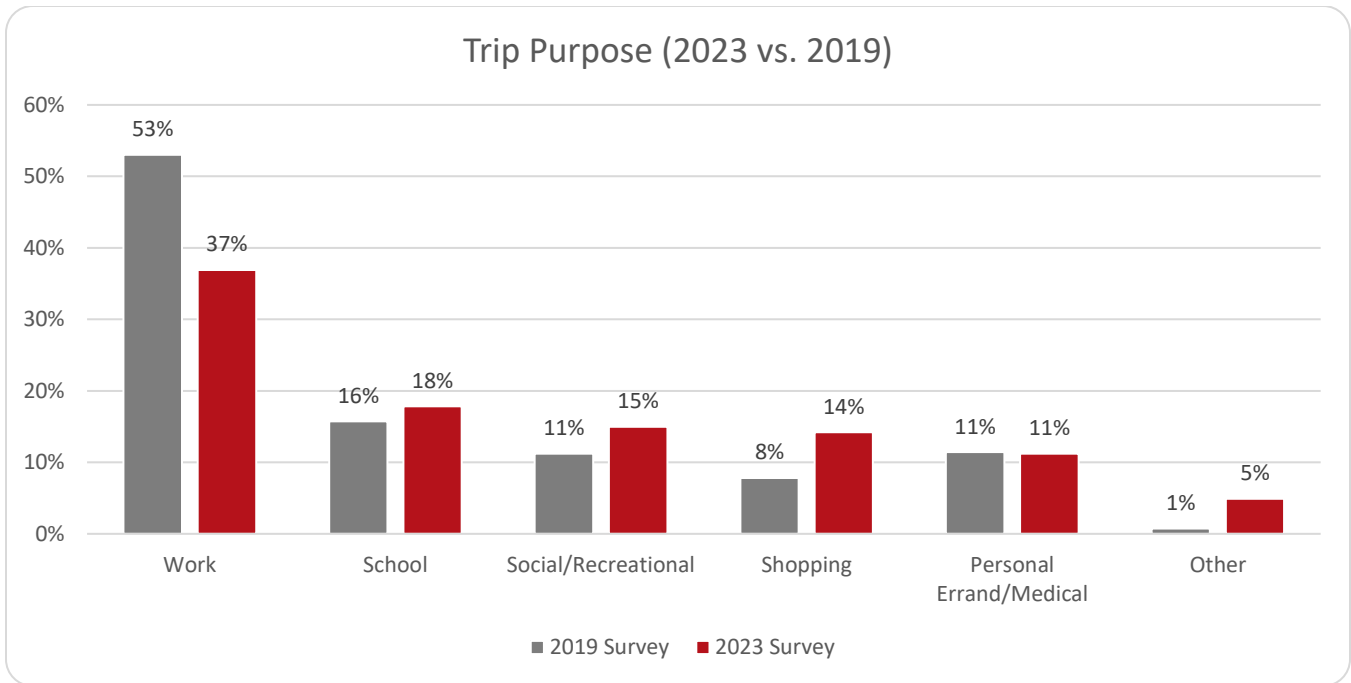
The last onboard survey of County Connection's passengers was completed by MTC in fall of 2019, but the pandemic has delayed MTC's surveying schedule such that the next survey on County Connection will not be until 2027. Given the significant shifts in travel patterns as a result of the pandemic as well as a Title VI program update due in March, staff utilized the on-call planning contract with Transportation Management & Design (TMD) to conduct an onboard survey during Fall 2023.

### **Survey Results:**

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

### Shifting Travel Patterns

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



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

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

#### Fare Payment

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

#### Rider Demographics

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

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

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

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

**Notes:**

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

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

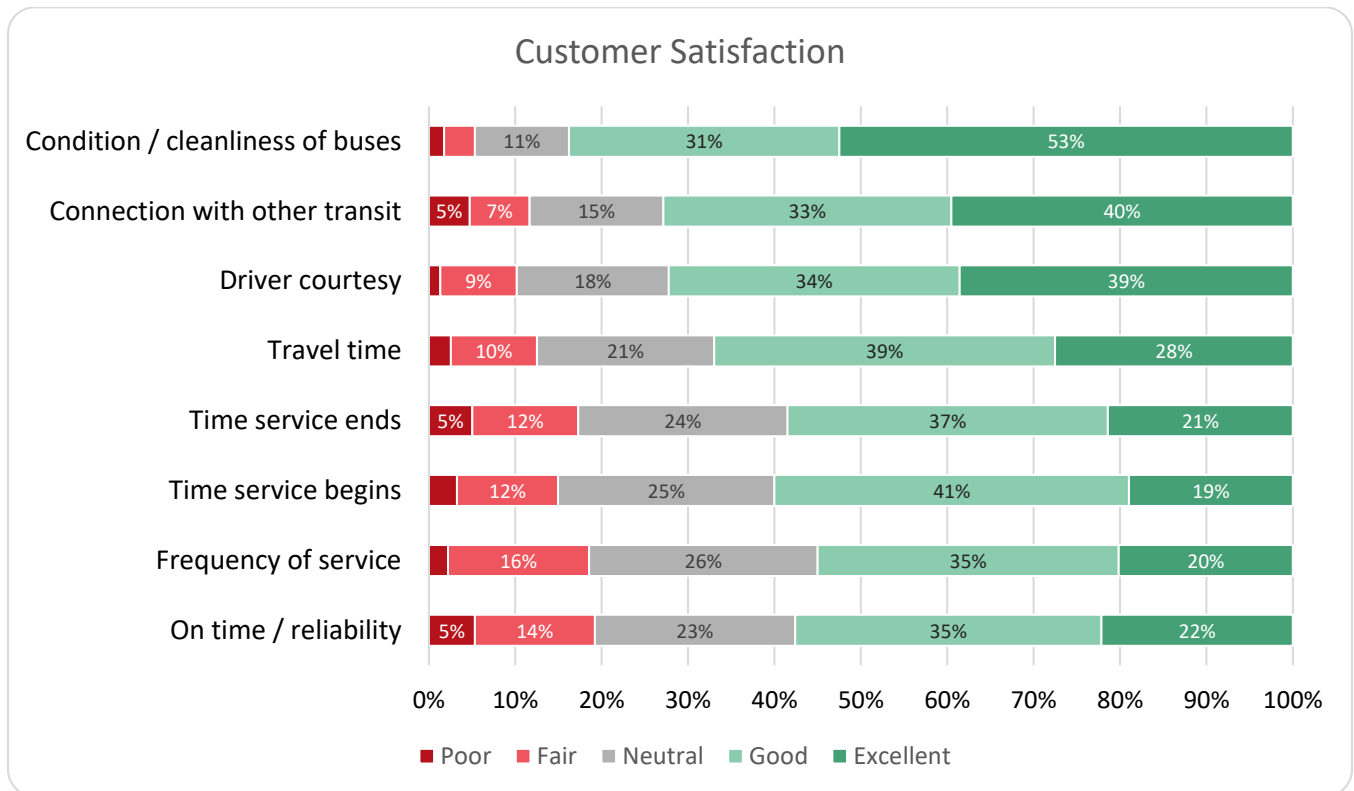
(2) **Bold** values and accompanying arrows indicate significant changes compared to the 2019 survey.

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

### Customer Satisfaction

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

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



### **Financial Implications:**

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

### **Recommendation:**

None, for information only.

### **Action Requested:**

None, for information only.

### **Attachments:**

Attachment 1: 2023 Survey Instrument

# 2023 CCCTA Passenger Survey



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

## TRIP CHARACTERISTICS

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

Address, Intersection, or Landmark:

---

City, Neighborhood, or ZIP Code:

---

Type of Place:

- |  |  |
|--|--|
| <input type="checkbox"/> Home                            | <input type="checkbox"/> Social / Recreational     |
| <input type="checkbox"/> Work                            | <input type="checkbox"/> Personal Errand / Medical |
| <input type="checkbox"/> School / College (student only) | <input type="checkbox"/> Other (specify):          |
| <input type="checkbox"/> Shopping                        | <hr/>  |

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

Address, Intersection, or Landmark:

---

City, Neighborhood, or ZIP Code:

---

Type of Place:

- |  |  |
|--|--|
| <input type="checkbox"/> Home                            | <input type="checkbox"/> Social / Recreational     |
| <input type="checkbox"/> Work                            | <input type="checkbox"/> Personal Errand / Medical |
| <input type="checkbox"/> School / College (student only) | <input type="checkbox"/> Other (specify):          |
| <input type="checkbox"/> Shopping                        | <hr/>  |

3. What route are you currently riding?

---

4. Does this trip include any transfers?

- No
- Yes



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

County Connection (which route(s)?)

---

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

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

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

6. How did you pay your fare today?

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

7. Which fare category did you pay?

- |                                   |   |
|-----------------------------------|---|
| <input type="checkbox"/> Adult    | <input type="checkbox"/> Clipper START    |
| <input type="checkbox"/> Senior   | <input type="checkbox"/> N/A – free route |
| <input type="checkbox"/> Disabled | <input type="checkbox"/> Other (specify): |
| <input type="checkbox"/> Youth    | <hr/>                                     |

## RIDING CHARACTERISTICS

8. How often do you ride County Connection?

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

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

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

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

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

## DEMOGRAPHIC INFORMATION

11. What is your employment status?

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

**TURN OVER**

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

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

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

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

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

## INFORMATION ACCESS

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

## CUSTOMER SATISFACTION

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

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

Characteristics	Poor	Fair	Neutral	Good	Excellent
On time / reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time service begins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time service ends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection with other transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition / cleanliness of buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Encuesta a pasajeros de CCCTA 2023



Estamos solicitando comentarios sobre cómo mejorar los servicios de transporte público proporcionados por County Connection. Su información y respuestas se utilizarán únicamente con fines de planificación del transporte. ¡Gracias por su ayuda!

## CARACTERÍSTICAS DEL VIAJE

### 1. ¿Dónde **empezó** su viaje hoy?

Dirección, punto de referencia o intersección:

---

Ciudad, vecindario, o código postal:

---

Tipo de lugar:

- |  |   |
|--|---|
| <input type="checkbox"/> Hogar                                   | <input type="checkbox"/> Social / recreativo      |
| <input type="checkbox"/> Trabajo                                 | <input type="checkbox"/> Asunto personal / médico |
| <input type="checkbox"/> Escuela / Universidad (solo estudiante) | <input type="checkbox"/> Otro (especifique):      |
| <input type="checkbox"/> Compras                                 | <hr/>   |

### 2. ¿Dónde **terminará** su viaje hoy?

Dirección, punto de referencia o intersección:

---

Ciudad, vecindario, o código postal:

---

Tipo de lugar:

- |  |   |
|--|---|
| <input type="checkbox"/> Hogar                                   | <input type="checkbox"/> Social / recreativo      |
| <input type="checkbox"/> Trabajo                                 | <input type="checkbox"/> Asunto personal / médico |
| <input type="checkbox"/> Escuela / Universidad (solo estudiante) | <input type="checkbox"/> Otro (especifique):      |
| <input type="checkbox"/> Compras                                 | <hr/>   |

### 3. ¿En qué ruta viaja actualmente?

---

### 4. ¿Este viaje incluye trasbordos?

- No
- Sí (**seleccione todas las que apliquen**):
- County Connection (¿Cuál(es) ruta(s)?)
- 

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

### 5. ¿Cómo llegó a su primera parada en este viaje?

- A pie o en silla de ruedas
- En bici
- Manejando
- Taxi / Uber / Lyft
- Alguien me llevó
- Otro (especifique):
- 

### 6. ¿Cómo pagó hoy su tarifa?

- Efectivo
- Tarjeta Clipper – Viaje sencillo (Single Ride)
- Tarjeta Clipper – Pase de 31 días
- Pase del empleador
- Pase escolar / Pass2Class
- Amtrak / ACE Transfer
- No se requirió tarifa (ruta gratuita)
- Otro (especifique):
- 

### 7. ¿Qué categoría de tarifa pagó?

- |   |  |
|---|--|
| <input type="checkbox"/> Adulto           | <input type="checkbox"/> Clipper START       |
| <input type="checkbox"/> Tercera edad     | <input type="checkbox"/> N/A ruta gratuita   |
| <input type="checkbox"/> Discapacitado(a) | <input type="checkbox"/> Otro (especifique): |
| <input type="checkbox"/> Joven            | <hr/>  |

## CARACTERÍSTICAS DE SUS VIAJES

### 8. ¿Con qué frecuencia viaja en County Connection?

- Más de 5 días por semana
- 4 ó 5 días a la semana
- 2 ó 3 días a la semana
- Un día a la semana
- Menos de un día a la semana

### 9. ¿Cuáles son sus razones por elegir a County Connection para este viaje? (seleccione todas las que apliquen):

- Costo
- Prefiero ir en transporte público a manejar
- Evitar el tráfico / estacionamiento
- No había auto disponible
- No pude manejar
- Otro (especifique):
- 

### 10. ¿Cómo habría realizado este viaje si County Connection no hubiera estado disponible?

- Hubiera manejado mi propio vehículo
- En auto / van compartido
- Taxi / Uber / Lyft
- Hubiera andado en bicicleta
- A pie
- No hubiera viajado
- Hubiera pedido que me llevara un amigo o un familiar
- Otro (especifique):
- 

## INFORMACIÓN DEMOGRÁFICA

### 11. ¿Cuál es su situación de empleo?

- Empleado(a) de tiempo completo (35 ó más horas por semana)
- Empleado(a) de medio tiempo
- Sin empleo



12. ¿Es usted estudiante?
- Estudiante de tiempo completo
  - Estudiante de tiempo parcial
  - No soy estudiante
13. En promedio, ¿cuántos días a la semana viaja a la escuela o al trabajo?
- 1 ó 2 días a la semana
  - 3 ó 4 días a la semana
  - 5 o más días a la semana
  - Ninguno, completamente a distancia
  - N/A No trabajo ni asisto a la escuela
14. ¿Cuál es el código postal de su domicilio?
- 

15. Incluyéndose a usted mismo(a), ¿cuántas personas viven en su casa?
- 

16. ¿Cuántos vehículos (automóviles o motocicletas) están disponibles para su grupo familiar?
- 

17. ¿Cuáles son los ingresos anuales aproximados de su grupo familiar?
- Menos de \$10,000
  - \$10,000 a \$24,999
  - \$25,000 a \$34,999
  - \$35,000 a \$49,999
  - \$50,000 a \$74,999
  - \$75,000 a \$99,999
  - \$100,000 a \$149,000
  - \$150,000 o más

18. ¿Con cuál de los siguientes orígenes étnicos se identifica usted?
- Blanco
  - Negro / afroamericano
  - Hispano / Latino
  - Asiático
  - Nativo de Hawai / otra isla del Pacífico
  - Indio americano / Nativo de Alaska
  - Otro (especifique):
- 

19. ¿Habla un idioma que no sea inglés en casa?
- No
  - Sí (**especifique**):
- Español
  - Tagalo / filipino
  - Chino
  - Hindi
  - Persa / farsi
  - Otro (especifique):
- 

20. ¿Qué tan bien domina el inglés?
- Muy bien
  - Bien
  - No muy bien
  - Para nada

26. ¿Cómo califica usted a County Connection en las siguientes áreas?

Características	Malo	Regular	Neutral	Bueno	Excelente
Puntualidad / confiabilidad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frecuencia del servicio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hora en que comienza el servicio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hora en que termina el servicio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tiempo de recorrido	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cortesía de conductores	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conectividad con otros medios de transporte	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condiciones / limpieza de los autobuses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. ¿Cuál es su género?
- Masculino
  - Femenino
  - No binario
  - Prefiero no responder

22. ¿Cuál es su edad?
- 18 años o menor
  - 19 a 34
  - 35 a 54
  - 55 a 64
  - 65 a 74
  - 75 o mayor

## ACCESO A LA INFORMACIÓN

23. ¿Cómo se conecta a internet? (seleccione todas las que apliquen):
- Teléfono inteligente
  - Computadora en casa
  - Computadora en el trabajo o la escuela
  - Tableta
  - No me conecto a internet
24. ¿Por qué medio obtiene normalmente la información sobre County Connection? (por ejemplo, horarios, horas de llegada, últimas noticias del servicio)? (seleccione todos los que apliquen):
- Horarios impresos
  - Sitio web de County Connection
  - Redes sociales (especifique):
- 
- Aplicación móvil (especifique):
- 
- En la parada de autobús
  - Del conductor del autobús
  - Centro de servicio telefónico al cliente
  - Otro (especifique):
- 

## SATISFACCIÓN DEL CLIENTE

25. ¿Cuál de las siguientes opciones le alentaría a usar County Connection más seguido? (seleccione todas las que apliquen):
- Nada
  - Servicio más frecuente
  - Servicio más directo
  - Autobuses dando servicio más temprano
  - Autobuses dando servicio más tarde
  - Servicio más confiable
  - Tarifas más bajas
  - Autobuses más limpios
  - Más servicio los fines de semana
  - Otro (especifique):
-

# I. MONITORING PROGRAM RESULTS

Pursuant to requirements set forth in FTA Circular 4702.1B, County Connection must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. The service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service that is distributed in a nondiscriminatory manner.

Some standards are defined by 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.

*The results of the monitoring program will be reviewed by County Connection's Board of Directors. The Board resolution approving this Title VI Program Report, including the results of the monitoring program, will be included in Appendix E following Board adoption.*

## Route Designations

As part of the Title VI service monitoring and evaluation process, each bus route is designated as either a "minority route" or a "non-minority route." Per FTA Circular 4702.1B:

*Minority transit route means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.*

County Connection utilized Census data from the 2018-2022 ACS 5-year Estimates supplemented with its triennial customer survey data to classify routes as minority or non-minority. In addition, a similar analysis was performed to classify routes as either a "low-income route" or a "non-low income route."

Based on Census data, 50.2% of the overall population within County Connection's service area identifies as minority, and 10.8% of households are considered low-income. Block groups where the proportion of minority or low-income population is equal to or greater than the percentage for the service area as a whole are categorized as minority or low-income block groups, respectively. Any route with at least a third of its revenue miles within a minority block group is designated as a

minority route, and any route with at least a third of its revenue miles within a low-income block group is designated as a low-income route. Based on this analysis, a total of 33 routes are minority routes and 30 routes are low-income routes.

Additional minority and low-income routes were identified using on-board passenger survey data in recognition that the surrounding geographic area of a route is not always reflective of the ridership demographics of that route. Any routes wherein a higher percentage of riders identified themselves as minority than the system average of 62.8% are categorized as minority routes, and any routes with more than the system average of 33.2% of riders who are considered low-income are categorized as low-income routes. Based on this analysis, an additional 4 routes are designated as minority routes, and an additional 2 routes are low-income routes.

Based on a combination of these two methodologies, out of a total of 50 routes, 37 routes are designated as minority routes, and 32 routes are low-income routes. These designations are shown in the following table and maps.

**Minority and Low-Income Route Designations**

Route	% Mileage in Minority Block Group	% of Minority Riders	Minority Route	% Mileage in Low Income Block Group	% of Low Income Riders	Low Income Route
<b>Local Routes</b>						
1	11.0%	33.3%		<b>39.2%</b>	<b>33.3%</b>	yes
4	26.4%	<b>62.9%</b>	yes	<b>87.1%</b>	15.2%	yes
5	14.5%	<b>73.3%</b>	yes	<b>66.0%</b>	0.0%	yes
6	3.0%	47.8%		19.2%	<b>38.9%</b>	yes
7	11.1%	57.9%		8.2%	0.0%	
9	<b>48.4%</b>	<b>82.4%</b>	yes	<b>60.9%</b>	14.3%	yes
10	<b>43.5%</b>	49.1%	yes	29.6%	<b>55.3%</b>	yes
11	<b>38.7%</b>	<b>68.0%</b>	yes	<b>41.9%</b>	<b>31.8%</b>	yes
14	<b>49.3%</b>	<b>68.3%</b>	yes	<b>54.6%</b>	<b>41.4%</b>	yes

TITLE VI PROGRAM REPORT  
I. Monitoring Program Results

Route	% Mileage in Minority Block Group	% of Minority Riders	Minority Route	% Mileage in Low Income Block Group	% of Low Income Riders	Low Income Route
15	37.9%	76.2%	yes	50.7%	20.0%	yes
16	32.4%	77.1%	yes	49.3%	24.1%	yes
17	71.6%	79.2%	yes	66.6%	33.3%	yes
18	42.3%	43.8%	yes	36.2%	30.8%	yes
19	54.1%	80.0%	yes	58.4%	30.0%	yes
20	89.9%	73.2%	yes	85.3%	55.6%	yes
21	17.9%	40.0%		24.8%	0.0%	
28	64.2%	66.7%	yes	46.4%	0.0%	yes
35	87.9%	66.7%	yes	14.2%	22.2%	
<b>Express Routes</b>						
91	85.1%	33.3%	yes	100.0%	40.0%	yes
92	30.1%	50.0%		14.1%	0.0%	
93	64.4%	36.4%	yes	39.1%	20.0%	yes
95	18.8%	0.0%		15.7%	0.0%	
96	20.2%	100.0%	yes	14.2%	14.3%	
97	78.1%	62.5%	yes	7.0%	12.5%	
98	43.2%	76.9%	yes	41.2%	20.0%	yes
99	34.5%	54.5%	yes	61.0%	33.3%	yes
<b>Weekend Routes</b>						
301	32.1%	0.0%		58.3%	0.0%	yes
310	40.6%	66.7%	yes	31.6%	0.0%	
311	33.6%	76.5%	yes	47.2%	10.0%	yes

**TITLE VI PROGRAM REPORT**  
I. Monitoring Program Results

Route	% Mileage in Minority Block Group	% of Minority Riders	Minority Route	% Mileage in Low Income Block Group	% of Low Income Riders	Low Income Route
314	<b>82.0%</b>	<b>81.8%</b>	yes	<b>61.6%</b>	<b>61.1%</b>	yes
315	<b>60.7%</b>	<b>100.0%</b>	yes	<b>63.7%</b>	<b>100.0%</b>	yes
316	<b>42.7%</b>	50.0%	yes	<b>38.2%</b>	<b>50.0%</b>	yes
320	<b>93.8%</b>	46.7%	yes	<b>94.3%</b>	0.0%	yes
321	21.6%	50.0%		28.1%	--(1)	
335	<b>94.1%</b>	<b>75.0%</b>	yes	20.4%	0.0%	
<b>School Routes<sup>(2)</sup></b>						
601	0.0%	--		<b>40.3%</b>	--	yes
602	2.6%	--		20.0%	--	
605	<b>40.1%</b>	--	yes	<b>66.8%</b>	--	yes
606	2.1%	--		23.4%	--	
611	<b>36.7%</b>	--	yes	<b>45.5%</b>	--	yes
612	<b>58.0%</b>	--	yes	<b>41.5%</b>	--	yes
613	<b>62.8%</b>	--	yes	<b>63.1%</b>	--	yes
615	<b>63.9%</b>	--	yes	<b>61.1%</b>	--	yes
619	<b>39.3%</b>	--	yes	<b>43.5%</b>	--	yes
622	<b>88.2%</b>	--	yes	29.1%	--	
623	<b>37.8%</b>	--	yes	3.6%	--	
625	0.0%	--		13.8%	--	
626	0.0%	--		18.2%	--	
635	<b>98.8%</b>	--	yes	2.8%	--	
636	<b>44.8%</b>	--	yes	2.8%	--	

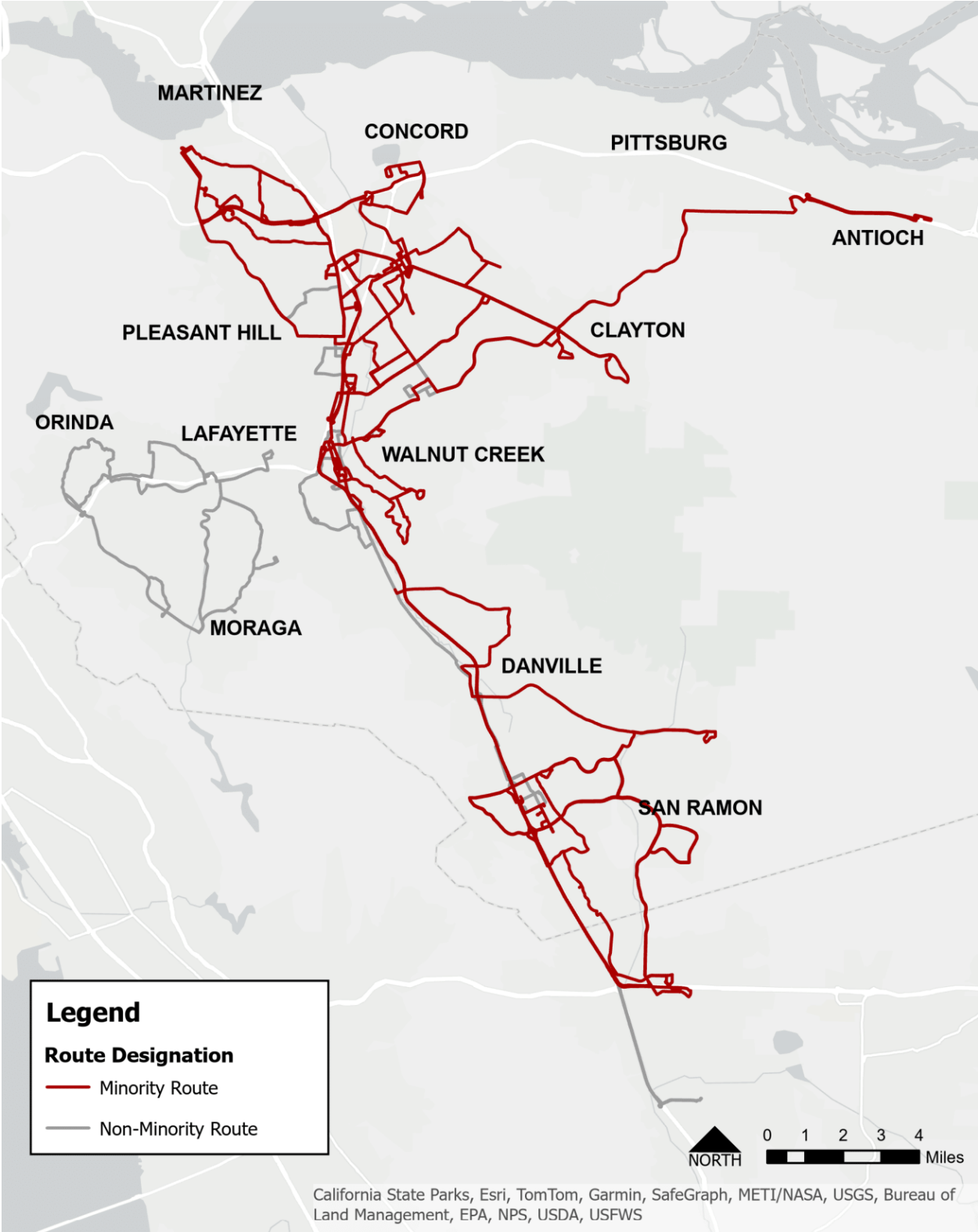
Source: U.S. Census Bureau, 2018-2022 American Community Survey; 2023 Onboard Survey

**Bold** indicates percentages meeting threshold for minority or low-income.

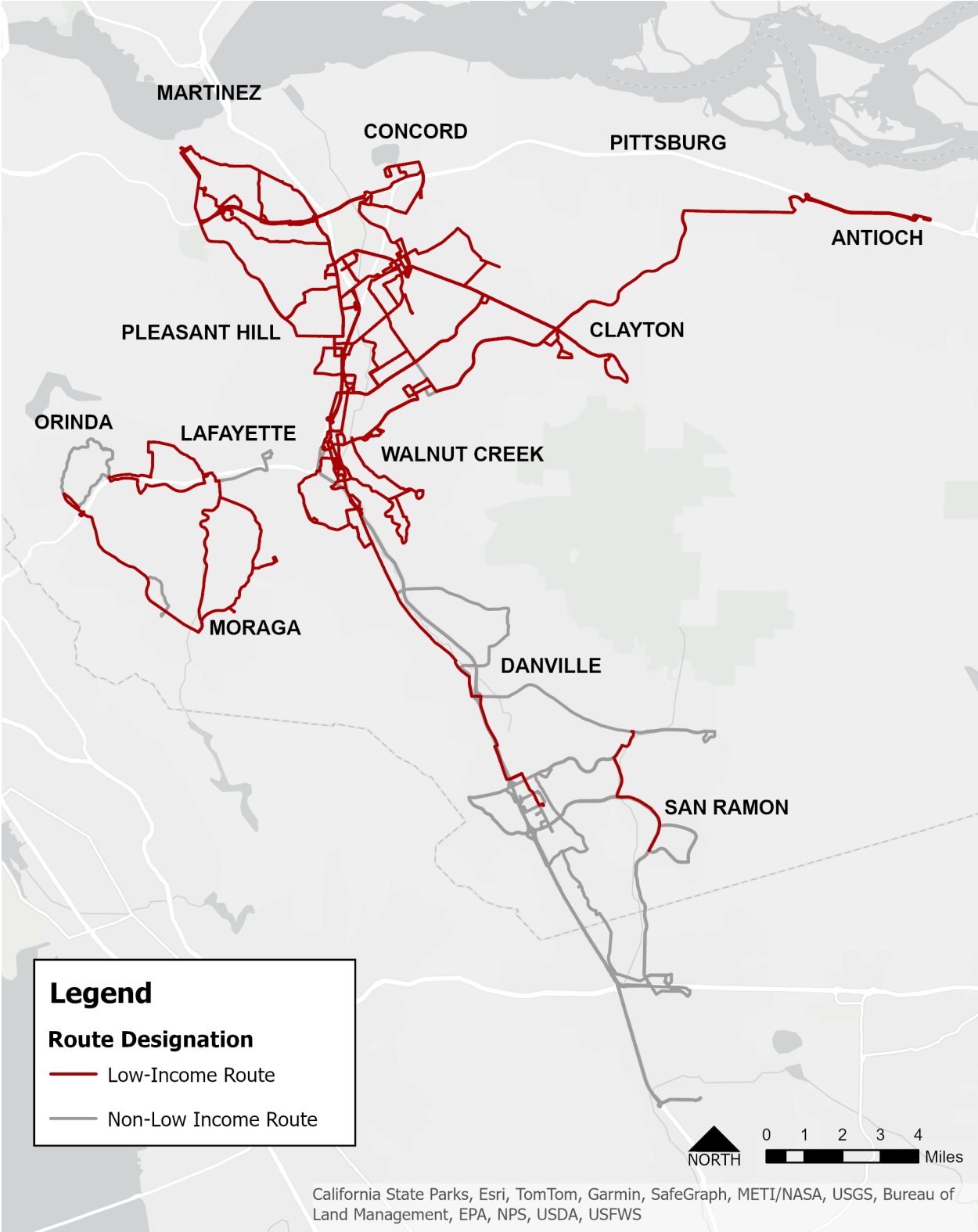
(1) No survey data available for Route 321

(2) Select Routes have limited survey data available and are categorized only by the block group analysis.

County Connection Routes Categorized by Minority/Non-Minority



County Connection Routes Categorized by Income Level





## System-Wide Service Standards

### 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.” County Connection has implemented a maximum Vehicle Load Factor of 1.25 during peak and 1.00 during off-peak times. 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.

Finding:

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

### Vehicle Load Factor

Vehicle Load Factor	Average Load
Standard	1.25 (Peak) and 1.00 (Off-Peak)
Actual Systemwide Average Vehicle Load	0.35
<b>Average Vehicle Load By Route Designation</b>	
Minority Route	0.29
Non-Minority Route	0.48
Low Income Route	0.31
Non-Low Income Route	0.42

Source: Fall 2023 APC data

### 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.” County Connection has established a maximum vehicle headway standard of 2 hours.

Finding:

The vehicle headway standard was met across all County Connection routes. Based on schedules from Winter 2024 (effective November 12, 2023), the longest systemwide headway was on Route 19 with a frequency of 90 minutes, which is below the vehicle headway standard.

Route 19 is designated as a minority and low-income route. Among minority and low-income routes, the average headway was 51 minutes and 53 minutes, respectively. Among non-minority and non-low-income routes, the average headway was 51 minutes and 48 minutes, respectively. The highest headway for non-minority routes was Route 1 with a frequency of 60 minutes, while the highest headway for non-low income routes was Route 21 with a frequency of 60 minutes.

**Maximum Vehicle Headway**

Vehicle Headway	
Standard	2:00
Highest Actual Headway	1:30
<b>Highest Vehicle Headway By Route Designation</b>	
Minority Route	1:30
Non-Minority Route	1:00
Low Income Route	1:30
Non-Low Income Route	1:00

**On-Time Performance**

Standard:

On-time performance is defined by FTA Circular 4702.1b as “a measure of runs completed as scheduled.” County Connection has adopted on-time performance goals that are based on service type: 87 percent for local routes, 75 percent for express routes, and 80 percent for select and weekend routes. A bus is considered late if it departs its scheduled “time point” five or more minutes later than the scheduled time. Beginning in July 2022, County Connection updated its on-time performance reporting methodology to also account for early departures, defined as a bus leaving from a scheduled “time point” more than one minute prior to the scheduled departure time. In addition, early arrivals at the last timepoint on a route are considered to be on time.

Finding:

County Connection did not meet its on-time performance standards for any route type, as shown below. There was a significant decrease in on-time performance largely due to the change in

methodology made to account for early departures. In addition, new software implemented in 2023 has enabled staff to more accurately track and measure on-time performance, which has revealed some issues with how it was historically reported. However, as traffic congestion has returned post-pandemic, staff have been continually monitoring on-time performance and making runtime adjustments in response to these changing conditions. In addition, County Connection has been exploring transit priority, bus stop consolidation, and other capital improvements that would help speed up buses and increase reliability.

**On-Time Performance**

On-Time Performance	Local	Express	Select	Weekend
Standard	87%	75%	80%	80%
Actual	79%	74%	65%	75%
<b>By Route Designation</b>				
Minority Route	78%	76%	63%	77%
Non-Minority Route	81%	68%	67%	68%
Low Income Route	79%	74%	63%	76%
Non-Low Income Route	79%	75%	66%	73%

Source: FY 2023 APC data

**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.

Finding:

County Connection’s standard for service availability was met for the service area population as a whole, as well as for minority and low-income populations.

**Service Availability Population**

Service Availability	
Standard	70% within ¾ mile
Service Area Population	655,586
Population within ¾ Mile	513,579
% Population within ¾ Mile	78%
Minority Population	
Service Area Minority Population	328,836
Minority Population within ¾ Mile	251,335
% Minority Population within ¾ Mile	76%
Low-Income Population	
Service Area Low-Income Population	70,849
Low-Income Population within ¾ Mile	51,753
% Low-Income Population within ¾ Mile	73%

*Source: U.S. Census Bureau, 2018-2022 American Community Survey*

**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 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 on street limitations and average loads. 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 defined by FTA Circular 4702.1B as “items of comfort, convenience, and safety that are available to the general riding public,” such as bus shelters, bus stop benches, and trash receptacles.

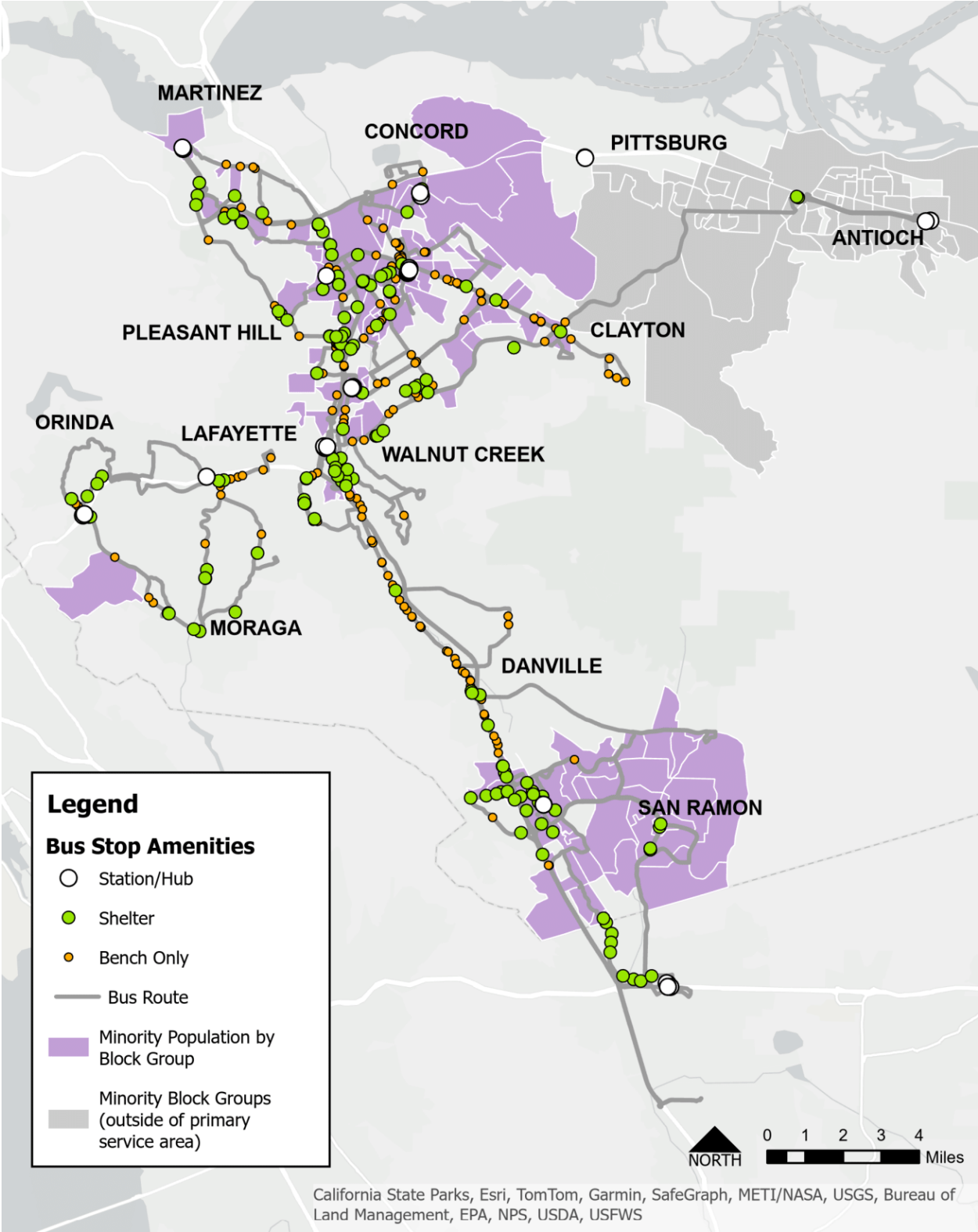
#### Standard:

County Connection’s policy states that transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches, real-time signage, and schedule information. 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 reviewed minority Census tracts and worked with local jurisdictions to ensure that benches and shelters are distributed in a nondiscriminatory manner throughout minority and low-income areas, as demonstrated by the map below. It should be noted that while County Connection provides some service to Eastern Contra Costa County, this is outside of the agency’s primary service area, and stops in East County are under the jurisdiction of Tri Delta Transit.

Bus Stop Amenity Locations



## J. POLICY DEVELOPMENT OUTREACH

FTA Circular 4702.1B requires public outreach during development of Major Service Change, Disparate Impact and Disproportionate Burden Policies.

When County Connection considered and adopted these policies, staff developed draft policies and received public input through three community meetings, with language services available, throughout County Connection's service area. Comments also were solicited and accepted via County Connection's website.

County Connection held the following community meetings:

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

The meetings participants provided valuable comments for staff. Upon receipt of the input from public outreach, staff revised the proposals for its policies and submitted them for Board approval. They were approved June 20, 2013.

## K. TITLE VI EQUITY ANALYSES

In the past three years, County Connection has conducted equity analyses for the following fare or service changes. Copies of the full equity analyses can be found on County Connection's website (<https://countyconnection.com/reports-and-publications/#titlevi>) and are linked below:

- [2022 Weekend Monument Free Expansion](#)
- [2023 Routes 99X and 27 Consolidation & Free Fare](#)
- [2023 Clipper Fare Changes](#)

Proof of the Board's consideration and approval of each Board-approved equity analysis is attached.



**RESOLUTION NO. 2023-023**

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

\* \* \*

**APPROVING WEEKEND MONUMENT FREE FARE EXPANSION PROGRAM**

**WHEREAS**, the County of Contra Costa and the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, and Walnut Creek, and the Towns of Danville and Moraga (hereinafter “member jurisdictions”), have formed the Central Contra Costa Transit Authority (CCCTA), a joint exercise of powers agency created under California Government Code Sections 6500, *et seq.*, to provide coordinated and integrated public transportation services within the area of such member jurisdictions;

**WHEREAS**, on February 21, 2019, the Board of Directors (Board) authorized the Weekend Monument Free Fare Program (Program) as a pilot program to fully subsidize fares on weekday Routes 11, 14, and 16 using funding from the state's Low Carbon Transit Operations Program (LCTOP);

**WHEREAS**, on July 1, 2019, CCCTA implemented the Program, resulting in a 54.6% increase in average daily ridership on Routes 11, 14, and 16 over the first six months of the Program as compared to the previous period for the prior year;

**WHEREAS**, on April 16, 2020, the Board approved continuation and expansion of the Program to include three weekend routes, Routes 311, 314 and 316, resulting in a 32% increase in ridership as compared to the previous fiscal year average;

**WHEREAS**, staff recommends continuation of the expanded Program, so long as funds are available through LCTOP or another source;

**WHEREAS**, Federal Transit Administration (FTA) Circular 4702.1B, which implements Title VI of the Civil Rights Act of 1964 (Title VI), requires CCCTA to conduct an equity analysis (Title VI Analysis) on fare changes to assess whether the changes have disproportionate burdens on low-income populations or disparate adverse impacts on minority populations;

**WHEREAS**, CCCTA staff began outreach to receive public comments on the proposed continuation of the expanded Program in November 2022, and conducted a public hearing on December 15, 2022;

**WHEREAS**, the Title VI Analysis found that none of the proposed fare changes have a disparate impact on minority populations or a disproportionate burden on low-income populations;

**WHEREAS**, the Marketing, Planning & Legislative Committee recommends that the Board approve the continuation of the expanded Program, so long as funds are available through LCTOP or another source, and approve the Title VI Analysis; and

**WHEREAS**, the Board has reviewed the Title VI Analysis, and has considered the public input received and the financial implications of the proposed fare changes.

**NOW THEREFORE BE IT RESOLVED** by the Central Contra Costa Transit Authority Board of Directors as follows:

1. The continuation of the expanded Program, so long as funds are available through LCTOP or another source, and the associated Title VI analysis, attached hereto as Exhibit A and incorporated by reference, are hereby approved.
2. The General Manager, or designee, is hereby authorized to take all actions necessary and proper to implement the expanded Program.
3. The General Manager, or designee, is hereby authorized to take all necessary steps to submit documentation relating to the Title VI Analysis to the FTA.

Regularly passed and adopted this 15th day of December 2022, by the following vote:

AYES: Directors Andersen, Haydon, Hoffmeister, Hudson, Noack, Schroder, Tatzin, Wilk and Worth

NOES: None

ABSTAIN: None

ABSENT: Directors McCluer and Storer



Amy Worth, Chair, Board of Directors

ATTEST:



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Lathina Hill, Clerk to the Board

**RESOLUTION NO. 2023-037**

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

\* \* \*

**APPROVING ROUTES 99X AND 27 FARE AND SERVICE CHANGES AND CORRESPONDING TITLE VI  
EQUITY ANALYSIS**

**WHEREAS**, the County of Contra Costa and the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, and Walnut Creek, and the Towns of Danville and Moraga (hereinafter “member jurisdictions”), have formed the Central Contra Costa Transit Authority (CCCTA), a joint exercise of powers agency created under California Government Code Sections 6500, *et seq.*, to provide coordinated and integrated public transportation services within the area of such member jurisdictions;

**WHEREAS**, in August 2018, CCCTA launched Route 99X, an express route which runs from the Martinez Amtrak Station to North Concord BART during peak hours and serves the Pacheco Transit Center, Concord Adult Homeless Shelter, Contra Costa County offices at Glacier Drive and Muir Road, and the Contra Costa County Superior Courthouse in Martinez and is funded by the state's Low Carbon Transit Operations Program (LCTOP);

**WHEREAS**, Route 99X has not attracted much ridership since it was introduced in 2018, and even at its peak, its performance was below the overall average for all CCCTA express routes, and the route continues to underperform compared to other CCCTA express routes;

**WHEREAS**, to increase ridership, efficiency, and productivity, CCCTA staff propose service changes that will consolidate Route 27 with Route 99X and eliminate several segments from the routes;

**WHEREAS**, the new alignment and schedule of Route 99X will provide a faster and more direct connection between North Concord BART and Martinez Amtrak, continue serving high usage stops like North Concord BART, Concord Adult Homeless Shelter, Morello Avenue/Arnold Drive, Martinez Amtrak station, and Mason Circle, eliminate route segments with little to no ridership on both Routes 27 and 99X, including Pike Ln, the Pacheco Transit Center, Muir Rd, and Arnold Dr, and improve transfer connections and frequencies with Amtrak and BART;

**WHEREAS**, to address potential financial burdens with the consolidation of the routes, CCCTA staff also recommend eliminating all fares on the realigned Route 99X, which will be funded by LCTOP grant funds, and to also make paratransit fares free on complementary trips;

**WHEREAS**, Federal Transit Administration (FTA) Circular 4702.1B, which implements Title VI of the Civil Rights Act of 1964 (Title VI), requires CCCTA to conduct a service and fare equity analysis (Title VI Analysis) on the proposed service and fare changes to assess whether the changes have disproportionate burdens on low-income populations or disparate adverse impacts on minority populations;

**WHEREAS**, CCCTA staff began outreach to receive public comments on the proposed changes in April 2023, conducting onboard bus surveys, posting notices about the proposed changes on CCCTA’s social media accounts and website, and conducted a noticed public hearing on May 18, 2023;

**WHEREAS**, the Title VI Analysis found that none of the proposed service and fare changes have a disparate impact on minority populations or a disproportionate burden on low-income populations;

**WHEREAS**, the Board has reviewed the Routes 99X and 27 Consolidation and Free Fare Title VI Service and Fare Equity Analysis, has considered the public input received, and the financial implications of the proposed service and fare changes.

**NOW THEREFORE BE IT RESOLVED** by the Central Contra Costa Transit Authority Board of Directors as follows:

1. The Routes 99X and 27 Consolidation and Free Fare Title VI Service and Fare Equity Analysis, attached hereto as Exhibit A and incorporated by reference, is hereby approved.
2. The consolidation of Route 27 with Route 99X and realignment of Route 99X, as described with more particularity in the attached Exhibit A, are hereby approved.
3. Upon consolidation of Route 27 with Route 99X, all fares on Route 99X will be free and will be funded by LCTOP grant funding. Additionally, consistent with applicable federal requirements, paratransit fares will also be free on complementary trips.
4. The General Manager, or designee, is hereby authorized to take all actions necessary and proper to implement the actions listed above.
5. The General Manager, or designee, is hereby authorized to take all necessary steps to submit documentation relating to the Routes 99X and 27 Consolidation and Free Fare Title VI Service and Fare Equity Analysis to the Federal Transit Administration.

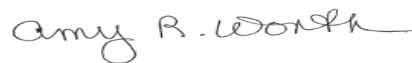
Regularly passed and adopted this 18th day of May 2023, by the following vote:

AYES: Directors Andersen, Diaz, Hoffmeister, Schroder, Sos, Storer, Tatzin, Wilk and Worth

NOES: None

ABSTAIN: None

ABSENT: Directors Hudson and Noack



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Amy Worth, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

**RESOLUTION NO. 2024-07**

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

\* \* \*

**APPROVING CLIPPER FARE CHANGES AND CORRESPONDING TITLE VI EQUITY  
ANALYSIS**

**WHEREAS**, the County of Contra Costa and the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, and Walnut Creek, and the Towns of Danville and Moraga (hereinafter "Member Jurisdictions"), have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Sections 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 November 19, 2020, the Board of Directors ("Board") approved implementation of the Clipper START Program and Youth Fare Program pursuant to Resolution No. 2021-014, and the pilot programs were launched on January 25, 2021;

**WHEREAS**, on September 16, 2021, the Board approved an 18 month extension of the Clipper START Program and Youth Fare Program pursuant to Resolution 2022-007;

**WHEREAS**, on June 15, 2023, the Board approved a two year extension of the Clipper START Program and Youth Fare Program through June 30, 2025;

**WHEREAS**, the Clipper START Program and Youth Fare Program currently provide a 20% discount off the Clipper single-ride fare for eligible low-income adults and youth ages 6-18, respectively, when using a Youth Clipper card;

**WHEREAS**, the Metropolitan Transportation Commission ("MTC"), the regional transportation planning agency for the San Francisco Bay Area that administers the Clipper START Program, conducted an evaluation of the first two years of the pilot program and identified several strategies to improve the effectiveness of the program and increase participation, including incentivizing all operators to offer a 50% discount by increasing MTC's reimbursement amount;

**WHEREAS**, staff proposes increasing the discount from 20% to 50% for Clipper START and Youth Clipper fares for the duration of the pilot programs;

**WHEREAS**, CCCTA's current fare structure includes a \$0.25 Clipper surcharge for single rides and \$10 surcharge for a 31-day pass on Express routes, and staff proposes eliminating these surcharges so that the Express route fares are consistent with Local route fares;

**WHEREAS**, Federal Transit Administration ("FTA") Circular 4702.1B, which implements Title VI of the Civil Rights Act of 1964 ("Title VI"), requires CCCTA to conduct a service and fare equity analysis ("Title VI Analysis") on proposed service and fare changes to assess whether the changes have disproportionate burdens on low-income populations or disparate adverse impacts on minority populations;

**WHEREAS**, CCCTA staff began outreach to receive public comments on the proposed changes in July 2023 and conducted a noticed public hearing on September 28, 2023;

**WHEREAS**, the Title VI Analysis found that none of the proposed fare changes have a disparate impact on minority populations or a disproportionate burden on low-income populations; and

**WHEREAS**, the Board has reviewed the proposed fare changes and 2023 Clipper Fare Changes Title VI Fare Equity Analysis, considered the public input received, and considered the financial implications of the proposed fare changes.

**NOW THEREFORE BE IT RESOLVED** by the Central Contra Costa Transit Authority Board of Directors as follows:

1. The 2023 Clipper Fare Changes Title VI Fare Equity Analysis, attached hereto as Exhibit A and incorporated by reference, is hereby approved.
2. The 50% discount for Clipper single-ride fare for the Clipper START Program and Youth Fare Program, as described with more particularity in the attached Exhibit A, is hereby approved for the duration of the pilot programs.
3. Elimination of the \$0.25 Clipper surcharge for single rides and \$10 surcharge for a 31-day pass on Express routes, as described with more particularity in the attached Exhibit A, is hereby approved.
4. The General Manager, or designee, is hereby authorized to take all actions necessary and proper to implement the actions listed above.
5. The General Manager, or designee, is hereby authorized to take all necessary steps to submit documentation relating to the 2023 Clipper Fare Changes Title VI Fare Equity Analysis to the Federal Transit Administration.

Regularly passed and adopted this 28th day of September 2023, by the following vote:

**AYES:** Directors Andersen, Diaz, Hoffmeister, Hudson, Schroder, Storer, Sos, Tatzin, Wilk and Worth

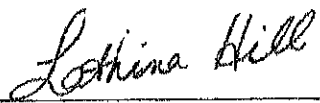
**NOES:** None

**ABSENT:** Director Noack

**ABSTAIN:** None

  
\_\_\_\_\_  
Don Tatzin, Chair, Board of Directors

**ATTEST:**

  
\_\_\_\_\_  
Lathina Hill, Clerk to the Board

**RESOLUTION NO. 2024-019**

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

\* \* \*

**ADOPTING CCCTA 2024 TITLE VI PROGRAM REPORT**

**WHEREAS**, the County of Contra Costa, the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon and Walnut Creek, and the Towns of Danville and Moraga (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, 42 U.S.C. 2000d *et seq.*, ("Title VI") prohibits recipients of federal financial assistance from subjecting any person to discrimination based on race, color or national origin under any program or activity receiving federal financial assistance;

**WHEREAS**, CCCTA receives a variety of grants and other forms of federal financial assistance from the Federal Transit Administration ("FTA");

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

**WHEREAS**, the Circular includes 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;

**WHEREAS**, CCCTA's current Title VI Program covers the period from 2019 through 2021, which necessitates submittal of an updated program report to the FTA;

**WHEREAS**, staff has developed a proposed Title VI Program Report (provided to the Board of Directors via staff report), evidencing CCCTA's compliance with Title VI and including the monitoring results of CCCTA's System-Wide Service Standards and Policies, for consideration and approval by the Board of Directors; and

**WHEREAS**, staff recommends and the Marketing, Planning & Legislative Committee concurs that the Board of Directors 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 2024 Title VI Program as set forth in the CCCTA Title VI Program Report;

**BE IT FURTHER RESOLVED** that the Board of Directors has considered and approves the monitoring results of CCCTA's System-Wide Service Standards and Policies; and

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

1. Include in the final CCCTA Title VI Program Report evidence of the Board of Director's consideration and approval of the CCCTA Title VI Program and monitoring results of CCCTA's System-Wide Service Standards and Policies;
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 21st day of March, 2024 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Don Tatzin, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board



**To:** Board of Directors

**Date:** 03/14/2024

**From:** Ryan Jones, Manager of Marketing & Communication

**Reviewed by:** MR

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**SUBJECT: FY 2025 Marketing Plan**

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### **Background:**

As of December 2023, County Connection has recovered approximately 80% of our ridership from our pre-pandemic numbers. Loss in ridership and other impacts, such as a loss of staff and operators due to COVID-19, are long-lasting and require the authority to continue to develop strategic engagement strategies that can withstand operational and economic fluctuations in the years ahead. The Marketing Plan for FY 2025 is intended to build upon our current marketing efforts and outlines a strategy to connect with more customers within our service area, as well as those who travel to Central Contra Costa County, and build upon our relationship with regional transit partners.

During the plan development, staff engaged the Advisory Committee, who provided ideas on what to include in the plan and then reviewed and provided comments on an initial draft. Staff incorporated those comments into the plan now being presented for approval.

### **Focuses of Marketing and Outreach:**

#### General Engagement:

Staff is expanding upon channels of communication for general engagements (i.e. planned and unplanned service interruptions, schedule changes, events). Additionally, staff will look at how messages trend online, which help to provide valuable data, further shaping ongoing strategic engagement.

- **CHANNELS:** Staff will continue to lean on Facebook, Instagram, X, and Nextdoor, and explore new platforms such as TikTok, Threads, and WhatsApp. Different social media channels help staff to engage differently with audiences, particularly through paid boosts that allow for targeting demographics and regions within Central Contra Costa. There are also plans to launch an external newsletter intended for community partners and subscribers, as well as send out printed “welcome” mailers to areas with high concentrations of low-income residents.
- **PERFORMANCE:** Staff will be tracking KPIs to see how regular engagement and campaigns trend online. This will help staff better understand diverse audiences, and how far our online content is reaching and performing. When possible, staff will also be pulling ridership data to see how marketing campaigns have helped boost transit usage. For example, staff has been promoting recent fare changes (November 2023-February 2024) to Youth Clipper and is able to track data on any increases in Youth Clipper card use during the campaign period.

#### Events: Promotions, Recruiting, and Education:

Staff will continue to plan Mobile Lobby events and are looking to include community events that involve working with area schools, universities (DVC, Saint Mary’s), transit communities, and community

partners (511 Contra Costa, Food Bank of Solano & Contra Costa, Contra Costa Health Services) to promote new programs, recruit staff, and provide education on public transit technologies (i.e. Clipper, navigation apps). As well, we will be working more with senior care facilities and Independent Living to promote and schedule trainings for those who may need help to ride our fixed-route buses. Activities being developed include:

- **PROMOTIONS:** Staff will plan tabling events in areas where a promotion can connect with the community for which it's intended. For example, staff will coordinate activities with the Monument Crisis Center and Food Bank of Solano & Contra Costa to speak on Clipper START, or work with school administrations in the Spring/Summer to promote Summer Youth Pass and Pass2Class, and in the Fall to provide information on Youth Clipper during back-to-school events.
- **RECRUITING:** Staff is looking to hold recruiting events around local grocery stores, parking a bus in a lot and have operators and HR staff available to speak about career opportunities.
- **EDUCATION:** Staff is building a curriculum to educate potential riders on using transit. Topics might be how to load a Clipper card, use the Clipper app, trip planning through the Transit app, reading timetables, bus etiquette, and some background what goes into planning a bus route. The intent of the series is to help those who may be new to transit or require more in-person/hands-on experience. The content will be tailored for senior, youth, and when possible, Spanish-speaking/immigrant populations.

Paratransit:

Staff will work to build an identity for County Connection LINK for current ridership and actively educate on its programs (One Seat Regional Ride, Travel Training). LINK is an important resource for those in our senior and disabled community, and helping to define and promote the paratransit service as part of Central Contra Costa Transit Authority will bring visibility to the services provided throughout the county.

Youth & Family Programming:

With much of the workforce continuing to work from home, staff will put more energy into attracting youth and families to ride transit. Youth & Family Programming is for everyone and will entail content geared for families with youth (ages 3-18) living in Central Contra Costa. The primary content will focus on transit passes and promotions for youth, particularly those utilizing (or able to utilize) our 600-series school buses. Additional content will spotlight areas of interest around the region that families might visit on a County Connection fixed-route bus, such as parks, hiking trails, shopping centers, and the theater. Additionally, staff is exploring a rider rewards program for youth, a social media campaign for schools to showcase their “green” clubs and students who ride transit (tagging County Connection Instagram account), and a passport/scavenger hunt for participants to complete challenges to be eligible for prize packages (e.g. Take a picture in front of 8 public libraries within the county and tag @cccta on Instagram for a chance to win a gift bag).

**Financial Implications:**

Staff has budgeted \$170,000 to cover the expenses associated with the FY 2025 Marketing Plan.

General Engagement	\$75,000
Events: Promotions, Recruiting, and Education	\$45,000
Paratransit	\$15,000
Youth & Family Programming	\$35,000
<b>TOTAL</b>	<b>\$170,000</b>

**Recommendation:**

Staff recommends approval of the proposed FY 2025 Marketing Plan.

**Action Requested:**

Staff requests that the MP&L Committee forward the proposed FY 2025 Marketing Plan to the Board for approval.

**Attachments:**

None

## INTER OFFICE MEMO

**To:** Board of Directors

**Date:** 3/6/2024

**From:** J. Scott Mitchell, Chief Operating Officer

**Reviewed by:** *W.C.*

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**SUBJECT: Approval of Revised Public Transportation Agency Safety Plan (PTASP)**

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### **Background:**

On July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). County Connection's PTASP was approved and adopted by the Board of Directors at the November 2020 meeting. Per the Federal regulation 49 CFR Part 673, the PTASP must be updated and certified by the transit agency annually.

The purpose of the PTASP is to make working on and managing the bus transit system inseparable from delivering safe and "accident-free" service. This covers all the operations on property, onboard our buses, at our bus stops, and everywhere the County Connection operates. To fulfill this purpose, the plan establishes safety programs and practices that prevent accidents, injuries and illnesses; provides guidance on how to prepare for an accident or emergency and provides guidance on how to respond to hazards and incidents.

### **Safety Committee:**

On February 17, 2022, FTA issued a Dear Colleague Letter regarding changes to PTASP requirements as a result of the Bipartisan Infrastructure Law (BIL), also known as the Infrastructure Investment and Jobs Act (IIJA). One of the new requirements is for transit agencies that receive Section 5307 funding to establish a Safety Committee compliant with 49 U.S.C. § 5329(d)(5) by July 31, 2022. The Safety Committee is then required to approve an update to the agency's PTASP to incorporate the new requirements by December 31, 2022.

The Safety Committee is responsible for identifying and recommending risk-based mitigations or strategies as well as deficiencies. The Safety Committee consists of an equal number of frontline employee and management representatives. County Connection staff established and convened its first Safety Committee meeting on March 29, 2022. The Safety Committee continues to meet quarterly and oversees any revisions to the Plan.

Transportation and Training have implemented an Accident Reduction Program into the PTASP this year.

### **Financial Implications:**

None at this time.

**Recommendation:**

The O&S Committee recommend that the Board of Directors at its March 21, 2024, meeting, adopt Resolution No. 2024-015 authorizing the General Manager to recognize that County Connection has revised the Public Transportation Agency Safety Plan (PTASP).

**Action Requested:**

The O&S Committee recommend that the Board of Directors at its March 21, 2024, meeting, adopt Resolution No. 2024-015 authorizing the General Manager to approve the revised Public Transportation Agency Safety Plan (PTASP).

**Attachments:**

Attachment 1: Public Transportation Agency Safety Plan (PTASP)

Resolution No. 2024-015

# Central Contra Costa Transit Authority

## Public Transportation Agency Safety Plan (PTASP)

### Distribution

Chairman of the Board, Don Tatzin

General Manager, William Churchill

Chief Operating Officer, J. Scott Mitchell (Accountable Executive)

Assistant General Manager Administration, Ruby Horta

Director of Human Resources, Dawud Brewer

Chief Financial Officer, Amber Johnson

Manager of Grants and Purchasing, Kevin Finn (Chief Safety Officer)

Revised: April 11, 2022, November 15, 2022, February 2024

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# 1 POLICY STATEMENT AND AUTHORITY

## 1.1 Policy Statement

The Central Contra Costa Transit Authority (County Connection) Public Transportation Agency Safety Plan (PTASP) is an operational document intended to provide guidance to all management and staff through a well-defined process to achieve and maintain safety for all transit riders, employees, and visitors to our facility and revenue vehicles. Management will review this document on an ongoing basis to ensure safe environments and provide updates as appropriate.

The mission statement for safety is:

- Safety within County Connection is our highest priority. Through the combined efforts of the Operations, Maintenance, and Administrative teams, we will provide the safest possible transportation system and ensure safe conditions.
- During the operation of our vehicles, our bus operators will always conduct themselves in a professional manner with emphasis on safety towards passengers, motorists, pedestrians, and property alike.
- To assure that traffic accidents are kept to an absolute minimum, no unsafe vehicles will be committed to service nor will physical hazards and/or unsafe practices be allowed to remain uncorrected. Safety will always take precedence.
- Through employee safety awareness, we will strive to achieve and maintain our goal of being the safest transit agency in operation.

The PTASP was prepared by the Safety and Transportation Departments, and frontline employee representatives, which have direct responsibility for overseeing all safety-related issues within County Connection. Development of this plan was in accordance with the American Public Transportation Association's "Manual for the Development of Bus Transit Public Transportation Agency Safety Plans."

### Agency

County Connection was formed in 1980 as a Joint Powers Authority. County Connection assumed control of public bus service in and around Contra Costa County in the nine counties that make up the San Francisco Bay Area.

County Connection is governed by an eleven-member Board of Directors (Board) representing the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek, the towns of Danville and Moraga, and the unincorporated areas of Central Contra Costa County.

County Connection's facility is located at 2477 Arnold Industrial Way, Concord, California 94520. The County Connection service area is 200 square miles. Service area population is 482,400. Annual ridership is 3.5 million (fixed route and paratransit). County Connection's fixed route service operates 25 weekday routes, 8 express routes and 7 weekend routes.

The Board hires the General Manager to be responsible to the Board for the proper administration of all affairs of County Connection and to carry out the policies established by the Board.

## **2 DESCRIPTION OF PURPOSE**

The purpose of the PTASP is to make working on and managing the bus transit system inseparable from delivering safe and "accident-free" service. This covers all the operations on property, onboard our buses, at our bus stops, and everywhere the County Connection operates. To fulfill this purpose, the plan establishes safety programs and practices that prevent accidents, injuries and illnesses; provides guidance on how to prepare for an accident or emergency and provides guidance on how to respond to hazards and incidents. To achieve this purpose, the plan:

- Documents the County Connection commitment to safety on a system-wide basis.
- Provides a framework for implementation of safety policies and the achievement of safety goals and objectives for all personnel, passengers, contract employees, and service providers/vendors who come onto the property.
- Demonstrates compliance with Federal and State laws and local codes, ordinances and regulations.
- Sets training and performance standards to meet or exceed accepted industry safety standards on an ongoing basis.
- Establishes and manages safety activities intended to serve as countermeasures in minimizing risk and loss of resources, and to maximize the safety of the public.
- Integrates the safety function throughout the organizational structures.
- Defines organizational safety responsibilities.
- Provides for the documentation and verification of safety activities.
- Establishes evaluation activities to assure continued development and advancement of safety activities.

The link between delivering bus transit service and providing a safe work and customer environment comes from understanding and implementing a broad definition of safety throughout the organization. System safety is defined as system-wide coordination of all departments to apply operating and technical management techniques and principles to conserve life and property, prevent and reduce accidents/incidents and to maintain a safe and healthful work environment. The plan defines safety to include efforts to:

- Conserve life and property.
- Provide for the occupational safety and health for employees.
- Provide for the operational safety of passengers, employees, contractors and community members.
- Provide for community safety through education and awareness.
- Maintain safe operation interactions with other transit systems.
- Prevent accidents and injuries and reduce the frequency of safety-related incidents.
- Preserve the working condition of the property and equipment utilized in service.
- Ensure that the safety concerns of the elderly and those with disabilities are addressed.

At a minimum, safety includes driving vehicles safely, having safe working areas for all employees, having bus stops that are inviting and safe for our riders, taking safety into consideration whenever purchasing new vehicles or equipment, and in designing and building any part of the infrastructure. County Connection takes great pride in the number of accident-free miles it drives each year and is determined to make the percentage an ever-increasing percentage of our total miles driven.

### **3 GOALS**

The overall goal of the PTASP is to identify, minimize and control safety hazards and their risks by establishing requirements, lines of authority, levels of responsibility and accountability, and methods of documentation for the organization.

- Management has the responsibility to provide the necessary safety and training of employees.
- Each employee has the responsibility to receive, understand and use the training as provided.
- In the performance of their assigned work, each employee is expected to do their work safely and follow correct operating procedures, as a condition of employment.
- Ensure that no single point of failure of equipment results in an unsafe condition.
- Promote a uniform safety philosophy and culture throughout County Connection.
- Identify and eliminate or control, when possible, hazards through the use of an established safety hazard process.
- Provide management and staff with a consolidated reference, including all current safety policies and procedures in place, for educational and accountability purposes.
- Transportation and Maintenance Departments will establish annual key performance indicators and provide a monthly status report to management and department employees.

The purpose of these goals is to minimize the exposure to hazards and unsafe conditions to personnel, property, and our customers. These goals are reflected in the planning, design, construction, operation and maintenance of the transit system.

### **4 IDENTIFIABLE AND ATTAINABLE OBJECTIVES**

Objectives are the working elements of the PTASP, the means by which the previously stated goals are to be achieved. Unlike goals, objectives must be able to provide a meaningful framework for the day-to-day activities that provide a safe transit operation.

The primary objective of the PTASP is to develop, implement, and maintain a safety effort comprised of strategies and tactics to continually review and improve the safety performance.

- Transportations Training, Safety and First-Line Supervisors, as appropriate, shall provide safety training to all new employees and to employees with assignment changes, as appropriate.
- Transportations Training shall provide Defensive Driving training to all Transportation and Maintenance employees and to all employees who drive County Connection vehicles.
- Facility Maintenance shall provide Emergency Spill Response training to Maintenance employees.
- Transportations Training shall provide optional AED/CPR/First Aid training open to all County Connection employees.
- Transportation Department shall investigate all accidents/near-misses and or incidents for purposes of identifying and documenting causes with the aim of implementing corrective action(s) to prevent recurrence.
- Facility Maintenance shall conduct quarterly facility inspections at County Connection.
- Human Resources shall make available County Connection's Injury & Illness Prevention Program (IIPP) to all employees as part of the New Hire Orientation.
- Transportation Department shall conduct a Safe Driver Award program for Operators of revenue vehicles.
- Company-wide there is an Employee of the Quarter Award based on perfect attendance, no accidents, and no written warnings. Four employees are chosen.

Specific programs, such as the Injury & Illness Prevention Program, Hazardous Materials Business

Plan, Spill Prevention, Control and Countermeasures Plan, Storm Water Pollution Prevention Plan, Hazardous Waste Source Reduction Plan, Sludge Discharge Prevention and Contingency Plan, Right to Know Plan, Emergency Operations Center Online Guide, and the Substance Abuse Alcohol Misuse Prevention Program, have been developed and implemented for:

- Identifying and eliminating or controlling of hazards to the public, employees, and property.
- Maintaining and operating the property and equipment in a safe and effective manner.
- Providing a working environment that meets or exceeds all government and industry occupational health and safety standards and practices.
- Responding to emergency response agencies to all company-related emergencies.

The Safety Policy is established in the County Connection *Employee Safety Manual*. The safety program incorporates public, employee, and property safety to include life safety, fire loss, and loss prevention in the following programs:

- Monthly Shop Safety Meetings in Maintenance.
- Quarterly Operations and Maintenance Safety Committee Meetings.
- Training programs for all new hires.
- Annual hazardous materials training for all appropriate personnel.
- Defensive Driver training for any personnel who drive or might drive a company vehicle.
- Personnel training/testing documentation.
- Disaster preparedness and emergency response training in accordance with County Connection's Emergency Plan and facility evacuation procedures.

## **5 SYSTEM DESCRIPTION/ORGANIZATIONAL STRUCTURE**

This section is to define both the transit system's physical characteristics, including service and performance parameters, and the organizational structure of the system.

### **5.1 System Description**

#### **5.1.1 History**

On July 1, 1980, County Connection began service with its first route serving Walnut Creek. The change over from AC Transit to County Connection was somewhat gradual, with County Connection assuming the remainder of the service by 1982.

#### **5.1.2 Scope of Service**

The overall purpose of County Connection is to plan, develop, finance and operate a modern, coordinated system of transportation that meets local mobility demands and promotes growth and economic development for the region. County Connection provides bus transit services throughout Central Contra Costa County. County Connection also operates a paratransit service, and funds shuttles connecting to BART stations and employment centers. Currently, County Connection operates 125 buses and 63 paratransit vehicles.

County Connection works with Livermore Amador Valley Transit Authority (LAVTA) to provide coordinated paratransit services that serve both County Connection and LAVTA customers.

#### **5.1.3 Facility, Bus Shelters and Stops**

The facilities system includes all building structures, plumbing, electrical, heating and air conditioning, pavement management, lighting, parking, bus maintenance, and cleaning and fueling facilities. Four buildings are located on the facility property:

	<u>Building Square Footage</u>
#1 – Maintenance	41,853
#2 – Administration	17,526
#3 – Bus Wash/Fuel Island	7,437
#4 – Paratransit	10,064

County Connection maintains 1,288 bus stops. Anodized aluminum and glass passenger shelters are provided at 164 bus stops within Contra Costa County. Shelters are located at transfer points, shopping centers, hospitals, BART stations and park and ride lots. Many of these shelters are provided by Outfront Media, which places ads in them, as well as maintains them.

Within Contra Costa County, significant trip generators include the eight BART stations served, as well as Diablo Valley College and Bishop Ranch. Other destinations include Sun Valley Mall, San Ramon Transit Center, St. Mary's College, Mitchell Drive Park & Ride, Martinez Amtrak Station, ACE Pleasanton, and Broadway Plaza.

County Connection also has several partnerships with local jurisdictions, major employers, and business districts to provide shuttle bus service, which primarily operate during the morning and evening weekday peak periods and is offered for free to the general public with fares being subsidized by the employers they serve and various granting partners.

Ridership and operating statistics are monitored monthly. County Connection implements new run books in January, June, August, and November. At these times, new service and schedule modifications can be introduced. Service modifications may include route expansions, consolidations, alterations or deletions. Minor adjustments and fine-tuning of running times are also made at these times.

County Connection fixed-route buses are wheelchair accessible. Reduced fares, as well as designated front seating, are provided for customers with disabilities and the elderly. Paratransit service is available for those unable to use fixed-route bus service as established by the Americans with Disabilities Act (ADA).

County Connection works with local jurisdictions to ensure wheelchair access at bus stops. Benches, shelters, curb cuts and other bus stop improvements are prioritized for areas where large numbers of elderly and persons with disabilities wait for the bus. County Connection is committed to continuing special training for bus operators and customer service representatives.

#### **5.1.4 Maintenance**

The Maintenance Department is managed by the Chief Operating Officer who is responsible for the maintenance oversight of the entire fleet of 125 revenue vehicles and 20 non-revenue service support vehicles, such as sedans, pickups, and forklifts. To assist the Chief Operating Officer, there is a Director of Maintenance and a Manager of Maintenance. Our Buyer is responsible for parts and inventory control. Maintenance has an authorized workforce of 27 employees. Standard shifts are eight hours. Mechanic support is provided as follows:

- 1st Shift consists of mechanics who report to work at 4:00 a.m. and work to 12:30 p.m.
- 2nd Shift consists of mechanics who report to work at 7:00 a.m. and work to 3:30 p.m.
- 3rd Shift consists of mechanics who report to work at 12:30 p.m. and work to 9:00 p.m.
- 4th Shift consists of mechanics who report to work at 3:30 p.m. and work to 12:00 a.m.
- Saturday consists of one mechanic who reports to work at 1:30 p.m. and works to 10:00 p.m.
- On Sunday a Mechanic VI is on call.

Mechanics are responsible for preventative maintenance inspections, general repairs, engine and transmission repairs, brake repairs and other repairs. Maintenance crews also are responsible for repairing items noted on the Daily Bus Operator Vehicle Safety Report, handling road calls, and repair of minor defects. Maintenance strives for the best-suited candidates for Mechanic I to Mechanic VI levels. As for the individuals, they develop a win-win situation with increases in mechanics' knowledge and current technological depth. There is a total of 14 mechanics.

The Service Worker shifts are from 4:00 a.m. to 12:00 a.m. Monday through Friday. One Service Worker works on Saturdays 1:30 p.m. to 10:00 p.m. Service Workers are primarily involved in the servicing (fluid levels and refueling) and cleaning of the fleet of revenue vehicles. The total number of Service Workers is 11.

There are two Storekeepers. Their shifts cover from 7:00 a.m. to 11:00 p.m.

#### **5.1.5 System Modifications**

Modifications are made to the systems as conditions warrant during ongoing re-evaluations of Operations and Maintenance standard operating procedures. This process is detailed in the Standard Operating Procedure (SOP) #M-1. System modifications applicable to Maintenance are monitored through this same process, complimented by in-house Maintenance Campaign Bulletins.

#### **5.1.6 Organizational Structure**

County Connection operates through departments under the direction of the General Manager.

The General Manager is responsible for directing and overseeing all activities and for providing support to the Board of Directors, the Operations Department, and the Maintenance Department.

The Assistant General Manager Administration provides management assistance to departments and is responsible for Human Resources. This position is also responsible for the shuttles programs, paratransit services, ADA services pursuant to the requirements of the Americans with Disabilities Act (ADA), quality assurance, intelligent transportation systems, and service scheduling and planning.

The Finance Department is responsible for financial accounting and reporting, capital budgeting, operational budgeting, payroll and vendor disbursements, investments and cash management, debt management, revenue control, purchasing, contract administration, risk management, and information technology.

The Planning, Grants and Marketing Department is responsible for fare media, customer service, marketing, sales, advertising, distribution services, public information, media relations, legislative activities and community outreach.

County Connection is governed by an eleven-member Board of Directors. The Board meets once a month to determine overall policy for County Connection. Meetings are open to the public. Agendas are available online approximately one week before the meetings. Members of the public are invited to attend the Board meetings and address the Board on transportation issues directly during the "Public Comment" portion of the meeting.

Directors serve on standing and ad hoc committees of the Board to review Company matters and make recommendations to the Board. These committees usually meet once a month and include:

- Administration & Finance
- Marketing, Planning & Legislative
- Operating & Scheduling

Input to the Board comes from multiple sources including a Citizens Advisory Committee (CAC). The CAC members represent Contra Costa County's bus riders, multimodal transit riders, and community at large. The CAC members, appointed by the Board, meet bi-monthly and advise the Board on aspects of County Connection policy.

#### **5.1.6.1 Lines of Communication from Safety Within County Connection**

Communication from Safety to the General Manager utilizes two channels. The primary channel is through the Chief Operating Officer/COO. The secondary channel is directly to the General Manager for critical, time-sensitive distribution. The Chief Safety Officer (Kevin Finn) can report relations directly to the General Manager.

### **6 HAZARD IDENTIFICATION/RESOLUTION PROCESS**

The purpose of this section is to describe County Connection's formal manner of hazard identification and resolution, how to ensure that all hazards are adequately addressed, and the resolution process itself is properly documented.

#### **6.1 Hazard Identification**

The objective of hazard identification activities is to define those conditions and faults, which have the potential for causing an accident. Employees are asked to use the Hazard Identification Report Form found at the end of this section.

The actual hazard identification process includes the use of various sources of information including the input of Operations and Maintenance personnel such as:

- Observation of work practices, work areas and equipment for obvious or potential unsafe conditions
- Periodic facility inspections
- Worker safety suggestions or complaints
- Reports of hazards by employees
- Accident or near-miss investigations
- Post-accident analysis

County Connection provides all employees with both verbal and written means to communicate with management and the Safety Department concerning potential hazards or unsafe conditions. State law protects reporting unsafe conditions or practices. The District will investigate any report or question as required by California Labor Code section 6401.7 or California Code of Regulations Title 8 Section 3203 and advise the employee who reported such information and the workers affected by the results of all ensuing investigations.

#### **6.1.2 Facility Work Orders**

All County Connection employees may submit an email to Facilities requesting a wide range of services from moving heavy objects such as furniture or boxed documents, to reporting unsafe physical situations to be resolved, such as buckled carpeting or exposed wiring. System users receive reply emails alerting them 1) that their work order has been logged, 2) when it has been

assigned and to whom, and 3) when the work has been completed.

### **6.1.3 Injury & Illness Prevention Program (IIPP)**

County Connection's Injury & Illness Prevention Program or IIPP can be found in the *Employee Safety Manual*, which is maintained by the Human Resources Department. A copy of the IIPP is available to employees and/or any member of the public on the County Connection website. It may also be provided upon request in writing by the employee to the IIPP Administrator. It includes instructions on reporting hazards and a copy of the Hazard Identification Report Form. All employees are encouraged to bring all known hazards to the attention of both management and the Chief Safety Officer. In accordance with State law, employees may report hazards anonymously as well. (See attached Employee Report Form.)

### **6.1.4 Service Change Request (SCR)**

A "Service Change Request" or SCR is completed by bus operators to document operational and safety issues of concern with regard to runs, routes, schedules, stops, tree trimming, on-time performance, and other such related matters. They are categorized as "Suggestion, Normal Business, or Urgent Business" by the bus operator who then enters the report online. The report is forwarded to the appropriate department for review and response.

### **6.1.5 Operator Incident Report**

An "Operator Incident Report" is completed by bus operators who wish to report passenger interaction issues, or any incident that needs to be communicated to the Manager. Unusual incidents and events not covered under the Service Change Request form, or unresolved maintenance issues. The bus operator who completes the form then gives the document to the Transportation Dispatcher, who then routes it to the Transportation Manager for review, evaluation and processing.

### **6.1.6 Incident Report**

An Incident Report is completed by Dispatch or Maintenance to report concerns about work conditions or events regarding Company personnel, physical property, or passenger issues affecting, or being affected by, our buses. Incident Reports are routed to the Chief Operating Officer or Director of Transportation for review and evaluation.

### **6.1.7 Safety Committee Meetings**

Safety Committee Meetings are joint management-labor quarterly meetings for the purpose of discussion and resolution of safety issues affecting employees, or the riding public.

### **6.1.8 Shop Safety Meetings**

Shop Safety Meetings are held once a month across all shifts within the Maintenance Department. Employees may bring up new safety items during the meetings or request the items to be added to future meeting agendas. Copies of the "Shop Safety Meeting" are distributed to the Chief Operating Officer, and include the officiating managers name, the date and shift holding the meeting, discussion topics, and also serves as the meeting's sign-in sheet in accordance with "Maintenance Safety."

### **6.1.9 Operator's Inspection Report**

The "Operator's Inspection Report" is handed to each Bus Operator before they drive a bus off property. These reports are used daily for the recording of all pre-trip and post-trip inspection findings by the employee assigned to operate each individual bus for all or part of their work shift verifying that the bus is safe and roadworthy. All items found to be defective either prior or during operation of the bus must be reported on the "Operator(s) Defects Report." (See Section 9.1 for Operator(s) Defects Report procedures.) The Operator's Inspection Report is turned into Dispatch



at the end of their shift. These daily vehicle inspection procedures are documented in "Vehicle Inspection Procedure."

### 6.1.10 Radio Control Dispatch

The Radio Control is located in the Administration Building inside of Operations. Dispatchers perform the dispatching duties to direct-operated bus service. The Radio Control operates Monday through Sunday, 3:00 a.m. till 12:00 a.m., and weekends 5:30 a.m. till 10:30 p.m.

Radio Control and Dispatchers utilize radio and phone communications systems, which are recorded lines; thus, all hazard reports are captured and can either be addressed by the Radio Controllers/Dispatchers or forwarded to the Manager for review and evaluation as appropriate.

## 6.2 Hazard Categorization

For those hazards that are not addressed by the various procedures, an ad hoc committee is to be convened by the department director most affected by the hazard identified and included in this section is a method for categorization of all identified hazards. Hazards are normally categorized in terms of severity and probability of occurrence. For the probability of occurrence, the following categories are employed; Frequent, Probable, Occasional, Remote, Improbable and Design Resolved. For severity of event consequences, the analysis uses Catastrophic, Critical, Marginal, Negligible. Each aspect will be represented in a matrix to determine the required disposition.

### 6.2.1 Hazard Severity

Hazard severity is defined as a subjective measure of the worst credible mishap resulting from personnel error, environmental conditions, design inadequacies or procedural efficiencies for system, subsystem, or component failure or malfunction, and is categorized as follows:

#### Hazard Severity Categories

<u>Description</u>	<u>Category</u>	<u>Definition</u>
CATASTROPHIC	I	Death, system loss, severe environmental damage, or complete and extended disruption of service.
CRITICAL	II	Severe injury, severe occupational illness, major system environmental damage, or major disruption of service.
MARGINAL	III	Minor injury, minor occupational illness, or less than minor system, environmental damage, or less than minor disruption of service.
NEGLIBIBLE	IV	Less than minor injury, occupational illness, or less than minor system, environmental damage, or less than minor disruption of service.

Disruption of Service refers to a disruption resulting from reported damage to equipment, facilities, and/or other property as a result of a collision, or any event that is not addressed through routine Operations' practices or procedures.

### 6.2.2 Hazard Probability

Hazard probability is defined as the probability that a specific hazard will occur during the planned life expectancy of the system element, subsystem or component. It can be described subjectively in potential occurrences per unit of time, events, population, items or activity. A qualitative hazard probability may be derived from research, analysis, and evaluation of safety data from the operating experience historical safety data from similar systems. An example of hazard probability ranking is shown in the following:

#### Hazard Probability Levels

<u>Description</u>	<u>Level</u>	<u>Specific Item</u>	<u>Fleet/Inventory</u>
FREQUENT	A	Likely to occur frequently.	Continuously experienced.
PROBABLE	B	Will occur several times in the life of an item.	Will occur frequently.
OCCASIONAL	C	Likely to occur sometime in the life of an item.	Will occur several times.
REMOTE	D	Unlikely, but possible to occur in the life of an item.	Unlikely but can reasonably be expected to occur.
IMPROBABLE	E	So unlikely it can be assumed occurrence may not be experienced.	Unlikely to occur, but possible.

### 6.2.3 Hazard Resolution

Once a hazard is identified, an analysis is performed to define its potential severity and probability of occurrence as defined in the previous two sections. Hazard resolution is defined as the analysis and subsequent actions taken to reduce to the lowest level practical the risk associated with an identified hazard. Procedures have been established for resolution of potential hazards. Once the supervisor receives a report of a potential hazard from anyone at the facility, the supervisor shall report the hazard to their respective Director, who shall notify the Chief Safety Officer when circumstances are outside pre-established response procedures. The Chief Safety Officer will notify the Chief Operating Office and the General Manager as appropriate.

Each hazard will be categorized. For the probability of occurrence, the following categories are employed; Frequent, Probable, Occasional, Remote and Improbable. For severity of event consequences, the analysis uses; Catastrophic, Critical, Marginal and Negligible. Each aspect will be represented in a matrix to determine the required disposition.

Hazard Risk Assessment Index and Hazard Rating Table charts show which actions need to be taken as follows:

<u>Frequency of Occurrence</u>	<b>Hazard Risk Assessment Index</b>			
	<u>Catastrophic (I)</u>	<u>Critical (II)</u>	<u>Marginal (III)</u>	<u>Negligible (IV)</u>
FREQUENT	IA	IIA	IIIA	IVA
PROBABLE	IB	IIB	IIIB	IVB
OCCASIONAL	IC	IIC	IIIC	IVC
REMOTE	ID	IID	IIID	IVD
IMPROBABLE	IE	IIE	IIIE	IVE

#### **Hazard Rating Table**

<u>Risk Category</u>	<u>Hazard Risk Index</u>	<u>Acceptance Criteria</u>
1	IA, IB, IC, IIA, IIB, IIIA	Unacceptable
2	ID, IIC, IID, IIIB, IIIC	Undesirable
3	IE, IIE, IID, IIIE, IVA, IVB	Acceptable with review
4	IVC, IVD, IVE	Acceptable without review

#### **6.2.4 Hazard Closure**

The close out process is the most critical of the safety management process. The responsible manager(s), depending on the subject matter, are responsible for arranging follow-up action. The responsible manager shall also ensure that appropriate internal budgeting, cost, and capital project prioritizing are initiated, as required by the hazard resolution. If system design standard revisions are warranted, or changes and additions to long-term capital maintenance and improvement programs are needed, these shall be reviewed through the Configuration Management process.

**County Connection Hazard Identification Report Form**

Date of report:

\_\_\_\_\_

Date hazard discovered:

\_\_\_\_\_

Submitted by (please sign and print):

\_\_\_\_\_

Signature

Phone: (\_\_\_\_) \_\_\_\_\_

Cell: (\_\_\_\_) \_\_\_\_\_

Print

Are you a County Connection employee?    Yes    No    (circle one)

Describe hazard:

What is exact location of hazard?

What are consequences of hazard?

Has hazard harmed anyone or damaged anything already?

Your suggestions for minimizing or abating the hazard:

Route this form to 1) Your direct supervisor, 2) Chief Safety Officer, 3) Keep copy for yourself.

## **7 ACCIDENT/INCIDENT REPORTING & INVESTIGATION**

All accidents and any related injuries must be reported immediately. An accident report is an official document and must be completed accurately with sufficient detail. In the event of a vehicular accident involving revenue service, the Operator must contact Radio Control/Dispatch immediately who will then send out a Dispatch supervisor to the scene. Injured employees may be sent to a physician, industrial clinic or hospital depending on the time of day and or the type of injury. As soon after the accident as possible, the supervisor must document the facts of the accident and recommend suitable corrective action to prevent recurrence. In the cases of preventable accidents, or non-preventable accidents based on equipment failure, either the supervisor or Accountable Executive (Scott Mitchell) can request the accident report be forwarded for Hazard Identification and Resolution.

The following list outlines the adopted Standard Operating Procedures related to County Connection's response in the event of a vehicular collision:

- Dispatch: Vehicular Collision/Accident Investigation
- Dispatch and Training: Vehicle Accident Retraining
- Operators: Bus Operator Accident Reporting Procedures
- Maintenance: Revenue Vehicle Brake Inspection After Accident

## **8 FACILITIES INSPECTIONS**

Our facilities inspections are detailed in our FTA Facilities Equipment and Maintenance Plan. In summary, the goal of the maintenance program is to enhance quality, sustain safety, and maintain good state of repair of the district's facility in addition to minimize service interruptions and reduce operating and maintenance costs.

Preventative maintenance cycles are developed for a number of pieces of equipment as well as for all park and rides, bus stops, and shelters. Each piece of equipment is assigned an equipment number and facility ID location. In most cases, the original equipment manufacturer (OEM) manufacturer's recommendations are followed; in other cases, the established intervals are either longer or shorter than the OEM recommendations. When deviations from the OEM recommendations occur, research and data collection are used to develop the appropriate maintenance cycle.

The Facility Superintendent schedules and monitors facility inspections. Work orders are generated daily using an electronic maintenance management system for specific equipment or areas of the facility.

Inspection intervals/cycles range from daily to annual, with several being as long as triennial. Most equipment is scheduled for monthly, quarterly, semiannual, and annual inspections. Facilities inspections include all operating, maintenance and administrative structures.

The following is a list of facilities/specialized equipment with specific safety-related characteristics and their individual inspection schedule:

### **8.1 Employee Safety**

- Air Compressors: tested monthly, State certification every five years.
- Automated External Defibrillators: inspected monthly.
- Elevators in Administration, Maintenance and Paratransit Buildings: inspected monthly.
- Emergency Generators: tested weekly.
- First Aid Kits: stocked monthly.
- Forklifts: inspected monthly, serviced annually.

- Ingress/Egress: checked daily.
- Overhead Piping: checked daily.
- Overhead Cranes: inspected quarterly, full system inspection annually.
- Underground Hoist: inspected quarterly.
- Uninterrupted Power Supply (UPS) in Administration Building: tested annually.

## **8.2 Fire Protection Equipment**

- Fire Alarms: tested quarterly.
- Fire Extinguishers: serviced annually, tags checked monthly.
- Full Fire Extinguishing System: test every five years.
- Fire Hose Cabinets: tested annually.
- Panels: test semi-annually.
- Sprinkler System: flow test quarterly.

## **8.3 Environmental**

### **8.3.1 Storm Water Outfall**

- Rainy Season: visual check monthly, water samples four times.
- Underground Storage Tanks: continuous monitoring, weekly self-test, annual system test.
- Secondary Containment: continuous electronic monitoring test 3 years.
- Leak Detection Equipment: functional test annually.

### **8.3.2 Other**

- Bus Shelters: debris removed once per week and cleaned monthly.
- Bus Wash: inspected daily, cleaned out quarterly.
- Heating, Ventilation, Air Conditioning Systems (HVAC): serviced quarterly.

## **8.4 Emergency Preparedness**

- Rider Scrubber: inspected weekly, serviced monthly.
- Power Generators (Gen 1 and Gen 2): inspected monthly, serviced every 6 months.
- Yard Carts: inspected monthly, serviced annually.

## **9 MAINTENANCE AUDITS/INSPECTIONS**

The Maintenance Department is responsible for the maintenance of 125 fixed-route buses.

### **9.1 Preventative Maintenance (Operator(s) Defects Report)**

The first and most frequent type of preventative maintenance inspection performed is the daily Operator Defect Card (Operator(s) Defects Report). This inspection is performed before the bus departs the yard AM and PM. All daily Operator Defect Cards are picked up by Maintenance twice a day and reviewed. If a defect is noted on the daily Operator Defect Card, a maintenance work order detailing the defect is created and work order number is written on the Operator Defect Card. The maintenance work order is then assigned to a mechanic for appropriate corrective and testing action.

The Maintenance Department has an effective preventive maintenance program based on major and minor vehicle inspections, which are outlined and updated through the CIMS Maintenance Program and governing Standard Operating Procedures (SOP). These preventive maintenance inspections are performed at specific mileage intervals and are consistent with the original equipment manufacturer (OEM) recommended service intervals, APTA standards and/or with industry best practices. The mileage between inspection intervals is computer tracked, providing management with a report on the mileage since the previous inspection. The mileage information

is based on hubodometer readings, which are captured every night in the service lane by the Service Workers.

The Preventive Maintenance Inspection consists of:

- “A” Inspections – Support vehicles, 4,500 miles or every 6 months.
- “B” Inspections – Refers to preventive maintenance inspections performed on buses at 6,000 miles.
- “C” Inspections – are major preventive maintenance performed on buses at intervals in order and in continuous repeating cycle.

Major inspections such as “C” are developed specifically for each sub-fleet, e.g., Gillig low-floor, Gillig Hybrid, Gillig electric, etc. In addition, there is a comprehensive preventive maintenance and inspection program for all major components/accessories such as air conditioning unit, wheelchair lift/ramp, engine emission system, camera, radio, and automatic passenger counter.

All major component/accessories inspections are performed every B and C inspection. Preventive maintenances are performed at intervals that meet or exceed FTA’s 85% scheduled on-time performance.

All major preventive maintenance inspections are scheduled from the daily Preventive Maintenance Due report on CIMS. A maintenance work order is created and assigned to a mechanic with the appropriate preventive maintenance checklist. The vehicle undergoes a complete safety inspection and system’s check of exterior, interior, undercarriage, engine compartment, wheelchair ramp, air conditioning unit, and major components followed by a road test. Lubrication of the chassis, checking and changing of all prescribed fluids/filter also is performed. The mechanic performing the inspection records all defects found on the preventive maintenance CIMS work order program in accordance with the corresponding categories; exterior, interior, undercarriage, engine, air conditioning and wheelchair ramp.

Upon completion of the preventive maintenance inspection, a separate work order is generated for the repair of all preventive maintenance defects. The repair work order is generated by management and assigned to a mechanic for repair. All defects are repaired prior to returning the bus to revenue service. No repairs are deferred.

Maintenance has a quality assurance program for the preventive inspection process. The Chief Operating Officer requires the Director of Manager and the Manager of Maintenance to spot check and sign off on the quality of the preventive maintenance inspections. Maintenance measures and reports monthly, the number of preventive maintenance inspections, mileage intervals between inspections, and fleet service calls to confirm the inspection program is effective.

County Connection’s preventive maintenance program is designed, monitored, and executed to meet and exceed the fleet performance reliability of 6,000 miles between service calls.

## **9.2 General Repair (Unscheduled Repairs)**

Repairs on buses are initiated in several ways:

- First, a repair can be initiated in response to an Operator Defect Card. Daily Operator Defect Cards are forwarded to Maintenance for review daily. If a defect is noted on the Operator Defect Card, a maintenance work order detailing the defect is created. The maintenance work order is then assigned to a mechanic for repair.

- Second, a work order can be initiated by a Service Worker who cleans and services the buses. When a bus is driven through the service lane, if a vehicle defect is noted, it will be noted on the Fuel Island Report, then the Director or Manager will generate a maintenance work order detailing needed repairs and assign it to a mechanic.
- Third, a work order can be initiated in response to a service call. A work order is issued for all service calls. The corrective actions and/or repairs are documented accordingly. Maintenance tracks service calls by bus number, date, and type of service call. This information is then captured in the Road Call Report, which is generated each day if a road call occurs. This information is accumulated on a monthly basis and forwarded to the Chief Operating Officer.
- Fourth, a work order can be initiated by a supervisor quality control check or reported as found damage by a Mechanic or Service Worker at any time.
- Fifth, a work order can be initiated in response to a transit safe complaint.

Maintenance operations/activities span six days a week. From Monday through Saturday, County Connection has multiple shifts covering 20 hours. While on Saturday, there is one shift. Sunday is on-call.

The flow of work through the shop is coordinated by the Director of Maintenance and Manager of Maintenance. Day shift performs most of the defect and major repairs, and brake inspections. Swing shift performs most of the Operator Defect Card and brake inspections, and the majority of preventive maintenance inspections in progress. The goal is to meet morning pull-out and to provide additional support throughout the day.

Maintenance has a computerized work order system. The work order lists pertinent vehicle information, date, supervisor who created it, defect and shop. The repairs made, the amount of time spent performing them, parts used, and the employee who performed the work are documented on the computerized work order form. Completed work orders are signed off by the Director and Manager and then filed.

### **9.3 Fleet Owner Inspection and Maintenance Station License**

Pursuant to California Code of Regulations Title 13 Section, Article 3, Section 619 et seq., Maintenance facilities are licensed by the California Highway Patrol enabling County Connection, as fleet owners, to operate inspection and maintenance stations to certify their vehicles are in compliance with applicable provision of:

- California Code of Regulations Title 13 – Motor Vehicles
- The State of California Vehicle Code
- Display official stickers on their vehicles as evidence of certification

This license is non-transferable and any change in ownership or control of the licensed activity shall require a new license.

In addition, the California Highway Patrol conducts annual inspections, consisting of random inspections of vehicles, maintenance records, and other records. See Section 11 (Training and Certification Review/Audit.) The State of California inspector then issues a “Safety Compliance Report/Terminal Record Update.”

### **9.4 Maintenance Standard Operating Procedures**

The following is a list of Standard Operating Procedures adopted by County Connection related to vehicle maintenance:



- Maintenance, Minor “A” Inspection Procedures
- Maintenance, Brake Inspection After Accident
- Maintenance, Preventive Maintenance Transit Buses
- Maintenance, Inspection and Maintenance Station

In addition to the above procedures, the Director also writes and adopts “Maintenance Campaign Bulletins” and “Maintenance Technical Bulletins”, which are generated on a variety of vehicle maintenance-related issues as needed.

## **10 RULES/PROCEDURES REVIEW**

To ensure safe and efficient operations, all safety-sensitive County Connection employees are trained to perform their jobs according to formally developed and authorized rules and procedures pertaining to specific job functions. One of the most important functions of County Connection is to ensure that rules and procedures are appropriately developed, controlled, distributed, and periodically reviewed. Department Directors are tasked with ensuring these requirements are met.

Immediate changes to work plans, rules and procedures take the form of Operational Notices, Campaign Bulletins, Maintenance Technical Bulletins, and Notices to Operators. Longer term procedural changes are incorporated into the Standard Operating Procedures. These governing documents are dated, issued by indicated authority, serialized and archived, and reside in accessible areas for employee review. Master copies of these documents reside in the Director of Transportation and Maintenance offices.

### **10.1 Process Changes**

#### **10.1.1 Operational Notice**

Operational Notices issued by the Chief Operating Officer take precedent over all other instruments and communications. Similarly, Director-issued Notices supersede SOPs, Rules, prior Notices, Campaign Bulletins, and Maintenance Technical Bulletins. A safety notification would be issued as an Operational Notice. Through an annual review process, applicable information is incorporated into SOPs or Rules.

#### **10.1.2 Campaign Bulletin**

This document defines a specific operational project and associated work order for the Transportation or Maintenance departments. These bulletins are issued on authority of Director of Maintenance.

#### **10.1.3 Maintenance Technical Bulletin**

This document addresses a specific fleet or sub-fleet problem, the identified solution, and specific work instructions. These bulletins are issued on authority of Director of Maintenance.

#### **10.1.4 Notice of Operators**

This document is prepared by staff, generally a Transportation Supervisor, and is issued on authority of Managers. These usually address specific operational technical details, such as a re-routing and bus stop closures.

#### **10.1.5 Standard Operating Procedures**

Internal procedures and practices are put into writing and adopted in accordance with Standard Operation Procedure (SOP) #M-1. This document defines the process concerning how SOPs are regularly reviewed and updated, validated, or eliminated, and how new SOPs are created.

## **10.2 Rules**

The Transit Operators Training Manual is re-issued upon review and revision by the Training Department. The final product is submitted to the Chief Operating Officer for review and approval. Once approved, the revised Rulebook is posted to the network drive for "read only" access, and copies distributed to the workforce. To clearly define and communicate critical safety and security concerns, a section of the Rulebook called "Safety" lists all such rules. These are the most critical rules operating personnel must know and obey.

The controlling documents described above define the way we safely and efficiently conduct business. Unauthorized variation from these instructions constitutes a disciplinary infraction and subjects the offender to investigation and possible progressive disciplinary action. Professional management and correction of compliance issues ensures reliable adherence to controlling documentation requirements.

## **10.3 Employee Performance Management Evaluation Process**

The Performance Management Process utilizes differentiating competencies and related behaviors as a focal point in performance appraisals. These are behavioral goals in the sense we are asking supervisors to work with direct reports to identify 2-3 competencies and related behaviors to support agreed upon performance goals. While there is a specific competency titled "Technical/Professional Expertise", there is not one titled "Safety." As we continue to follow our Safety Management System (SMS) format, safety responsibilities are every employee's responsibility.

# **11 TRAINING AND CERTIFICATION REVIEW/AUDIT**

## **11.1 Training**

Proper qualifications of operating and maintenance personnel are an important part of a safe transit environment. The County Connection Operations Training Department maintains all training documentation and records. Full-time instructors are certified by the Transportation Safety Institute (TSI), a division of the Federal Transit Administration (FTA) and under the U.S. Department of Transportation (USDOT), and the Department of Motor Vehicles Employer Testing Program (ETP). An adjunct staff of qualified Bus Operators, known as Bus Operator Trainers, who are also certified US DOT TSI, assists in completing training assignments when demand exceeds departmental capacity. At least one instructor is certified by the American Red Cross to conduct First Aid/CPR/AED training.

## **11.2 Bus Operator Training**

### **11.2.1 New Bus Operators**

New Bus Operators receive up to six calendar weeks of training under US DOT certified instructors. All Instructors and Bus Operator Trainers are fully certified trainers, and all training hours are certifiable on a DMV Transit Driver Training Record form DL 260. (The DL 260 document is completed by the employer to ensure proper yearly hours are given to holder of a Verification of Transit Training (VTT) card.)

The hours trainees receive are both classroom and behind the wheel as outlined in the TSI training guidelines using TSI PowerPoint slides, TSI Instructor manuals and TSI participant manual augmented with specific material from County Connection. County Connection's materials include SOPs, County Connection's equipment (buses) and other information exclusive of County Connection. Additionally, the U.S. DOT, Federal Motor Carrier Safety Administration (FMCSA) Entry-Level Driver Training (ELDT) Minimum Federal Curricula Requirements mandate specific training topics and procedures for Class B with Passenger Endorsement licensing. All training and

materials provided are consistent with TSI and USDOT FMCSA best practices.

A typical training day consists of both classroom and behind the wheel training as outlined in the TSI Behind the Wheel training guidelines. The ratio of trainees to instructors is no more than 1-to-4 trainees with the goal of a 1-to-2 ratio.

A series of County Connection quizzes and three written tests will be administered during the training program. Trainees are held to a passing standard of 70% on these quizzes and tests. Instructors review, individually, all incorrect answers with the trainee, and the instructor and the trainee must initial the correct answers.

Two written exams for the ELDT are also administered during the training program. Trainees are held to a passing standard of 80% per ELDT requirements. Instructors review, individually, all incorrect answers with the trainee, and the instructor and the trainee must initial the correct answers.

The exam timeline (timelines may vary):

- A. Three operational/safety quizzes within the first 40 hours of training.
- B. Three operational/safety quizzes and Test 1 between hours 40 and 80 of training.
- C. ELDT Operational Procedures and Practices Theory Assessment Exam between 40 and 80 of training.
- D. Four operational/safety quizzes and Test 2 between hours 80 and 120 of training.
- E. One operational/safety quiz, Test 3 and the Mid-term Exam will be administered between hours 120 and 160 of training.
- F. Safety Critical Knowledge and Proficiency exams are taken concurrent with the mid-term exam. The passing standard is 100% on all Safety Critical exams. Trainees will be allowed one repeat.
- G. ELDT Passenger Endorsement Procedures and Practices Theory Assessment Exam between hours 120 and 160 of training.
- H. Bus operator trainees who possess a Commercial Learner's Permit (CLP) are required to pass the DMV Employer Testing Program (ETP) Vehicle Inspection, Basic Control Skills Test and Driving Performance Evaluation Test. The passing standard for all DMV tests will be in accordance with the DMV Employer Testing Program guidelines. Testing will be administered between hours 120 and 160 of training.
- I. Bus operator trainees who possess the appropriate Class A-P/B-P Commercial Driver License (CLD) are required to pass the DMV Vehicle Inspection and Basic Control Skills test to qualify for certification by County Connection. The passing standard for all DMV tests will be in accordance with the DMV Employer Testing Program guidelines. Behind the wheel driving performance will be evaluated throughout the training program.
- J. The Final exam will be administered by or during the final week of training.

There is an accelerated training program for new hires that have previous transit driving experience. These new hires will receive up to four weeks of training. However, new hires receiving this accelerated training must pass all written tests. Training includes but is not limited to:

- Policies, Procedures, Rules, and Regulations
- Drug-Free Workplace
- Air Brakes System
- Bus Pre-Trip and Post-Trip Inspections
- Bus Maneuvers
- Defensive driving principles and techniques

- Proper positioning of the bus for Left and Right Turns
- Use of Mirrors
- Customer Relations
- Bus Accident Procedures and Reporting of Accidents
- Americans with Disabilities Act Requirements
- Fare Structure
- Communicating with Limited English Proficiency Customers
- Active Shooter Training
- De-Escalation principles and techniques

New Bus Operators must demonstrate proficiency on all vehicle sub-fleets they will operate. All classroom and behind-the-wheel training is recorded and filed on weekly training log sheets. Weekly training logs are reviewed by the department manager are transferred to a DMV Transit Driver Training Record Form DL 260, a Department of Education Training Record Form T-02 and the ELDT DMV California Commercial Driver Behind The Wheel Certification Form 1236. The manager meets with trainees midway into the training program, reviews their progress and makes recommendations as necessary. A final performance review for each new hire is conducted with the manager, or designee, before the new hire is allowed to graduate.

An instructor who is a certified DMV Examiner and in good standing with the California Employer Testing Program administers the Driver's Performance Evaluation Test following the California Department of Motor Vehicles guidelines. The test score sheets are retained as part of the driver's training record, and a DMV Certificate of Driving Skill form DL 170, is issued to the successful operator trainee. Trainees then exchange the ELDT Form 126 and DMV Form DL 170 for a Commercial Class B-P driver's license, and the DMV Form DL 260 for a Verification of Transit Training Certificate (VTT) at a local DMV office.

### **11.3 Verification of Transit Training for Bus Operators**

Experienced Bus Operators are provided annually with a minimum of 8 hours refresher training on:

- Passenger Interaction Skills
- Americans with Disabilities Act
- Approved Pre- and Post-Trip Inspection Procedures
- Vehicle Accident Reduction Skills
- Fleet Safety, Defensive Driving Skills, Railroad Crossings and Bus Stops
- Fitness for Duty
- Drug and Alcohol Testing
- Emergency Evacuation Procedures
- Active Shooter Training
- De-Escalation principles and techniques

### **11.4 Vehicle Collision Retraining**

Following a vehicle collision that the Director of Transportation has graded "preventable," Bus Operators train with a certified instructor to explore methods of preventing reoccurrence. Hours of retraining vary according to the nature of the collision. Typically, 4 to 8 hours is spent on retraining.

### **11.5 Extended Leave Training**

All Bus Operators who return to work from extended leave (more than 30 calendar day's absence, regardless of the reason for the absence) are retrained to verify the employee can perform their driving assignment to the appointed standard. Typically, up to 8 hours is spent on retraining.

### **11.5.1 Specialized Training**

Specialized training is performed on a request basis to help Bus Operators with their individual performance skills.

### **11.5.2 Vehicle Accident Reduction Program**

An ongoing program in mitigating vehicle preventable collisions consists of:

- An active ride check program to uncover deficient driving habits.
- Follow up training to address deficiencies uncovered during ride checks.

### **11.6 Safety Focus Campaign**

Utilizes posters, seat drops, PowerPoint displays and field contacts to promote safe driving and workplace practices and other management tools of the Safety Management System (SMS).

### **11.7 Data Analysis**

Analysis of collision data (preventable and non-preventable) and proactive awareness and mitigating risk through a proactive Safety Management System.

### **11.8 Mechanic Training**

New mechanics receive 280 to 320 hours of training with certified instructors, which includes:

- Policies and Procedures.
- 8 hours on forklift training and work area orientation.
- Hazardous Materials "First Responder" training pursuant to California Code of Regulations Title 8 Section 5192.
- 80 hours on vehicle orientation; driving in and around the shop area, bus stalls, and bus yard.
- 20 hours behind-the-wheel training on the road before undertaking the DMV Pre-Trip, Skills Test, and Driver's Performance Evaluation drive test.
- 80 hours mechanic training to include core elements: Shop Safety and Procedures, and Air and Brake Systems (for Mechanics I-VI).
- 40 hours training on Heating, Ventilation, Air Conditioning Systems (for Mechanics V and VI).

Mechanics who possess a Commercial Learner's Permit (CLP) are required to pass the DMV Employer Testing Program (ETP) Vehicle Inspection, Basic Control Skills Test and Driving Performance Evaluation Test. The passing standard for all DMV tests will be in accordance with the DMV Employer Testing Program guidelines. Mechanics then exchange the ELDT DMV Form 1236 and the DMV Form DL 170 for a Commercial Class B-P driver's license at a local DMV office.

Mechanics who possess the appropriate Class A-P/B-P Commercial Driver License (CLD) are required to pass the DMV Vehicle Inspection and Basic Control Skills test to qualify for certification by County Connection. The passing standard for all DMV tests will be in accordance with the DMV Employer Testing Program guidelines. Behind the wheel driving performance will be evaluated throughout the training program.

### **11.9 Bus Maintenance Training**

Upon delivery of new vehicles, mechanics undertake training provided by the vehicle manufacturer or component representative. Mechanics are selected for training based on job classification and shift coverage. County Connection contracted personnel (i.e., Transdev U.S., Inc.) also are invited to attend and participate in the equipment training.

The County Connection Maintenance training program consists of shop safety, repair skills, diesel engine tune up, basic electrical, Multiplex and charging systems, diesel electronic controls and

after-treatment, air systems and brakes, hydraulic braking systems, steering and suspension systems, automatic transmission, radio system, sub-systems, and HVAC. Classes are actively reviewed to make sure they are up to date with current fleet and industry trends.

#### **11.10 Service Worker Training**

Service Workers receive 200 hours of training with certified instructors, which include:

- 16 hours learning District policies and procedures.
- 8 hours on forklift training and work area orientation.
- 8 hours Hazardous Materials "First Responder" training pursuant to California Code of Regulations Title 8 Section 5192.
- 40 hours on vehicle orientation; driving in and around the shop area, bus stalls, and bus yard.

Service workers who possess a Commercial Learner's Permit (CLP) are required to pass the DMV Employer Testing Program (ETP) Vehicle Inspection, Basic Control Skills Test and Driving Performance Evaluation Test. The passing standard for all DMV tests will be in accordance with the DMV Employer Testing Program guidelines. Service workers then exchange the ELDT DMV Form DL 1236 and the DMV form DL 170 for a Commercial Class B-P driver's license at a local DMV field office.

Service workers who possess the appropriate Class A-P/B-P Commercial Driver License (CLD) are required to pass the DMV Vehicle Inspection and Basic Control Skills test to qualify for certification by County Connection. The passing standard for all DMV tests will be in accordance with the DMV Employer Testing Program guidelines. Behind the wheel driving performance will be evaluated throughout the training program.

#### **11.11 Verification of Transit Training**

Pursuant to California Vehicle Code Section 12804.6, eight hours of annual training is provided by County Connection certified instructors to all bus operators. Subject matter is mandated by the California Department of Motor Vehicles and is listed in section **11.3 Verification of Transit Training for Bus Operators**. Training is classroom based and can include behind the wheel training. All hours are documented on DMV Form DL 260 and DoE Form T-02.

All Operators are required to possess a valid DMV form DL 260A "California Verification of Transit Training Document" (VTT) as a requirement of employment. This is verified by a monthly license check.

#### **11.12 Certification Review/Audit**

##### **11.12.1 Pull Notice Program**

Pursuant to the State of California Vehicle Code Section 1808.1, County Connection maintains the required program elements and submits to annual inspections by the California Highway Patrol to verify compliance regarding participation in the Department of Motor Vehicles' Pull Notice Program. The purpose of this program is to enable County Connection to verify that each employee in a "Safety-Sensitive" function has a driver's license that has not been suspended or revoked, verify traffic violation point count, and whether the employee has been convicted of a violation of Section 23152 or 23153 of the California Vehicle Code. Human Resources will notify the appropriate managers of any pull notices from DMV.

### **11.12.2 Employer Testing Program**

Pursuant to the State of California Vehicle Code Section 15250, County Connection sustains all the requisite program elements, and all required records are maintained on file in the Training Department for inspection and verification. Selected County Connection instructors have participated in the DMV Commercial Driving Performance Evaluation Training. Plus, our Operations Training Department submits to annual on-site inspections and/or audits by the California Department of Motor Vehicles to verify our compliance with the DMV's Employer Testing Program (ETP). The DMV inspection can consist of examination of records such as the DMV Form DL 65 ETP Part I "ETP CDL Pre-Trip Inspection and Skills Evaluation Score Sheet" and DMV Form DL 65 ETP Part II "ETP CDL Driving Performance Evaluation Score Sheet."

### **11.13 Human Resources Training**

#### **11.13.1 Training Policy Established**

Human Resources has established policies that cover the following:

- Training enrollment
- Travel authorization – for training
- Pay during travel and training
- Tuition reimbursement
- Performance management

#### **11.13.2 New Hires / Contractors / Vendors**

- New Hire Orientation – All employees, including Operators, receive 6 hours of employee orientation upon hire. Topics covered are Information Systems Orientation, Time and Labor, Employee Relations Orientation, and Human Resources Policies and Procedures.
- Contractors/Consultants – Occasionally we have no contractors providing training at County Connection.
- Vendors – Currently employees can apply to external vendor training providers to take training upon approval of manager and Human Resources.
- Training – County Connection also registers employees in workshops that are offered to employees for a fee. County Connection employees can also participate, upon approval of their supervisor, in external vendor training or certification programs through the County Connection continuing education program.

#### **11.13.3 On-the-Job Training**

Human Resources encourages departments to utilize on-the-job training. All supervisors and employees are encouraged to hold a Career Discussion. The manager is available for employee development consulting.

#### **11.13.4 Coordination of Inter-Departmental Safety Record Training**

County Connection has mandatory safety and security training for employees.

#### **11.13.5 Computer-based Training**

We currently have an online training vendor to provide Sexual Harassment training as mandated by the State of California every two years for managers.

Employees requiring computer-based skills training, e.g., MS Office Suite – Word, Excel, etc., are encouraged to attend external training resources or to attend internal workshops.

### **11.13.6 Training Tracking**

We currently do not have a training system that would automatically assign or track completed training at County Connection.

### **11.13.7 Vendor Training Evaluation**

Final evaluations on workshops are collected and provided to external vendors or internal trainers as a way to track overall satisfaction by participants.

## **12 EMERGENCY RESPONSE PLANNING, COORDINATION, TRAINING**

### **12.1 Emergency Conditions**

Abnormal and emergency conditions may develop that interfere with efficient passenger movement. An emergency may involve fire, smoke, collision, power failure, structural damage to facilities or infrastructure, or other circumstances.

### **12.2 Emergency Procedures**

Procedures have been developed and incorporated into the Emergency Plan, which is located in Director's offices and the Facility Maintenance office, and the Operator Rulebook and other documents for the safety of passengers during an emergency event.

### **12.3 Emergency Management Program Activities**

The Emergency Plan details emergency planning, preparedness, and response capabilities. The Chief Safety Officer is responsible for the periodic review of this plan and emergency procedures with all affected departments and external agencies, as appropriate, and as required as a result of evaluations of drills and actual incidents.

Both Operations and Maintenance have been prepared to continue services for light search and rescue and First Aid supplies even after the main buildings sustain heavy damage. The trailers are equipped with a generator capable of providing alternative power in the event of electrical failure. See Section 8 (Facilities Inspections) of this document for a listing and inspection schedule of the types of equipment and capabilities County Connection maintains.

Dispatch vehicles have installed Ethernet WiFi to stay in connection with the fleet through mobile laptop.

The Emergency Plan contains instructions on what do to in case of an earthquake. There's a section for All Employees and a section for Dispatch providing instructions for how to respond during an emergency, as well as emergency telephone numbers and logs for tracking equipment and personnel. There is Emergency Preparedness outlining operational aftermath procedures in the event of a large-scale disaster.

### **12.4 Fixed-Route and Paratransit Contractors**

The Contractor providing Paratransit services on behalf of County Connection is required to follow prescribed emergency response procedures specified in their respective Scopes of Work. In case of emergencies, all vehicles carry onboard a copy of "Emergency Preparedness" instructions. Operators ensure its presence via their daily pre-trip inspections. Operators are instructed to follow these instructions and report their status via two-way radio or phone communication. Dispatchers report and receive instructions from the Paratransit Department who is part of County Connection's Emergency Operations Center (EOC) structure.



## **12.5 Mutual Aid Agreement**

County Connection participates in a Mutual Aid Agreement, which has been made among transit agencies in the Bay Area through the Metropolitan Transportation Commission (MTC).

## **12.6 Emergency Drills and Exercise**

Emergency preparedness drills are planned and conducted to ensure the:

- Adequacy of emergency plans and procedures
- Readiness of personnel to perform under emergency conditions
- Effective coordination between emergency response agencies

County Connection is a member of the MTC Transit Response Planning Committee for the purpose of contributing to the planning and taking part in the execution of the MTC Training and Exercise Plan. The Training and Exercise Plan is administered by MTC in conjunction with Bay Area transit operators, California Office of Emergency Services, California Department of Transportation, and San Francisco Bay Area Water Emergency Transportation Authority. All exercises referenced in the Training and Exercise Plan and coordinated by MTC will meet minimum Homeland Security Exercise and Evaluation Program requirements and comply with both Federal Emergency Management Agency guidelines and the National Incident Management System.

## **12.7 Alternative Emergency Communication**

The MTC has set up a satellite phone system to be used throughout the San Francisco Bay Area in the event of an emergency, such as an earthquake. There is a test of the system on the first Wednesday of each month. Participants in the system include Bay Area Counties Office of Emergency Services, public transit districts, the California Highway Patrol, and the MTC. Each year the MTC also distributes the participating organization list, which includes a contact name, office phone number, email address, and satellite identification number. The satellite phone test is conducted at 9:15 a.m. on the first Wednesday of each month. MTC will lead the call, with Bay Area Rapid Transit (BART) police department as a backup.

## **12.8 Coordination with External Emergency Agencies**

The Safety Department serves as the liaison between police and fire jurisdictions and emergency response agencies. The Chief Operating Officer serves as the liaison with law enforcement agencies.

## **13 SYSTEM MODIFICATION DESIGN REVIEW AND APPROVAL PROCESS**

Transit systems are in a constant state of acquisition, with new equipment, system expansion and modification, and system rehabilitation requiring constant design and procurement efforts. Ongoing acquisitions and procurement can be more critical than initial design for many reasons. Coordination and compatibility with the existing system, construction efforts under operating conditions and testing and break-in phases must all be managed as part of the ongoing system safety effort. Equally important is the Safety Certification process, a detailed, documented approval process with specifics of sign-off requirements and exception capability.

County Connection utilizes professional consulting services (e.g., general engineering contractor) to provide design of system modifications including various optional solutions. An internal technical review panel made up of a variety of staff as appropriate, provide review of the designs and recommend approval through the necessary processes. A contractor(s) is hired through the contract and procurement process and the project is managed, through acceptable completion, by the Facility Maintenance Department.

### **13.1 System Modification to Equipment or Stock**

Changes to equipment and stock are forwarded by the Director of Maintenance to the Chief Operating Officer for authorization. Campaign Bulletins communicate such changes to Maintenance personnel. Complex design changes such as electrical or structural, come from the original equipment manufacturer (OEM). County Connection relies on the OEM engineer(s) for review of such design changes prior to authorization of the Chief Operating Officer.

### **13.2 Safety Certification of Stock**

Bus acceptance procedures are part of the new bus procurement. The responsibility of project management for all stock will be the Chief Operating Officer, or their designee, and occur in the approximate following order:

- Pre-built meetings between the OEM, bus maintenance contract administrator, and Chief Operating Officer occur after award of contract.
- As part of the procurement process for electric buses, the Chief Operating Officer coordinates and plans the charging infrastructure needs and requirements with the Facilities Superintendent. This coordination includes power requirements, sign assessment and existing infrastructure viability, charger requirements, and an operational charging management plan.
- Onsite "live production" inspections occur on the OEM's premises with sign-off by the Director of Maintenance.
- The Chief Operating Officer is responsible for including the Operations Training Department in the review of the operating characteristics of the new buses (e.g., dash layout, mirror positioning, and location of controls).
- Upon delivery of new buses to County Connection, there is an acceptance procedures inspection with the OEM and a defect list is created.
- For electric buses, bus chargers include a separate acceptance procedure. For electric buses, the charging infrastructure testing and operational functionality include oversight from the Maintenance and Facility Maintenance Departments, OEMs, power providers, and third-party contract specialists.
- Preparation for revenue service and in-house retrofit/modifications (e.g., programming, fareboxes, and system).
- The OEM provides signoff on brakes. The Director of Maintenance will validate such signoffs.
- Technical training supplied by both the OEM and the bus manufacturer (e.g., buses by Gillig, transmission by Voith, air conditioning by Thermo King, diesel engine by Cummins).
- Operations training personnel attend "Train-the-Trainer" training.
- Ready for revenue service.
- In-house training for Maintenance mechanics.

### **13.3 System Modification to Facilities**

The Facilities Maintenance Department manages major facility improvement projects, from the earliest planning phase through the design and construction phases. Good design and construction planning require coordinated reviews from the user departments, including Maintenance, Transportation, and Safety. On large or more complex projects, consulting engineer and architects who provide professional design and construction services assist the project manager. Major projects, such as the electrification of the bus fleet, are reviewed and approved by the local planning, building and fire departments.

## **14 SAFETY DATA ACQUISITION/ANALYSIS**

One of the most important services the Safety Department provides for County Connection is the collection, maintenance, and distribution of safety data relative to system operations. This data includes information gathered from within the system on various operating events relative to safety.

Analysis of this system specific data can be used to determine trends and patterns in system operation. Used as part of the hazard resolution process, data collection and analysis can be used to identify hazards before they cause accidents by such techniques as trend analysis, and thus becomes a vital component of effort to improve system performance not only in respect to safety, but also in overall delivery of service to the riding public.

#### **14.1 Executive Summary Report**

Lists the following information:

##### **14.1.1 Vehicle Accidents**

- Running totals and subtotals of all accidents and preventable accidents for the current calendar year and each of the previous two years, broken down by Transportation and Maintenance.
- A descriptive paragraph describing the categories of preventable accidents for the current month the report was issued.
- The average number of miles traveled between preventable accidents.
- A description of all preventable and non-preventable accidents based on type of accident broken down by the current year and each of the previous three calendar years.
- A description of the current month's preventable accidents broken down by employee type (operator, maintenance, other) and place of origin.
- A description of all preventable accidents during the current month broken down by days of the week they occurred.
- A description of all preventable accidents broken down by month of occurrence for the current calendar year and each of the previous three years.
- A description of the percent change on a monthly basis of the year-to-date preventable accident totals for the current year as compared to the previous calendar year.

#### **14.2 Preventable and Non-Preventable Accidents Reports**

This report shows all preventable and non-preventable accidents for each individual bus operator and maintenance employee for the previous 24 months from the date of the report and the date of the last preventable and non-preventable accident prior to the two-year reporting period.

#### **14.3 Passenger Falls Report**

This report lists the following information for each passenger fall from the current month, the previous months of the current calendar year and the previous calendar year:

- Name of Operator
- Date of fall
- Fall type
- Bus number
- Route
- Base of origin

### **15 INTER-DEPARTMENTAL/INTER-AGENCY COORDINATION**

Communication between departments is conducted primarily through staff meetings, memorandums, emails, and topic specific task forces.

To date, we have worked with every department across the organization to create detailed organizational charts to help people identify position specific roles and responsibilities. These organizational charts are intended to be used as a quick reference to help individuals find the right person to discuss business related questions.

Emergency Response Agency coordination is discussed in full in Section 12 (Emergency Response, Planning, Coordination, Training) of this document. See also Section 13 (System Modification Design Review and Approval Process) of this document.

## **15.1 Director and Manager Positions**

### Assistant General Manager – Administration, Ruby Horta

Purpose: Provide leadership to the Administration Department and directs its activities to realize County Connection's goals and objectives as they relate to the functions of human resources, marketing and customer service, management information systems, and service planning and ADA/Specialized Services.

### Chief Operating Officer, J. Scott Mitchell

Purpose: Provide leadership to the Transportation and Maintenance Department's functions such that County Connection's goals and objectives, as they relate to the functions of transportation, equipment and facilities maintenance, stores and procurement.

### Chief Financial Officer, Amber Johnson

Purpose: Provide leadership to the Finance Department's functions such that County Connection's goals and objectives, as they relate to financial activities, can be realized.

### Director of Transportation, Yvette Glenn

Purpose: Provide leadership to the Transportation Department's activities such that County Connection's goals and objectives, as they relate to transportation activities to ensure quality service and service delivery.

### Director of Human Resources, Dawud Brewer

Purpose: Plans and carries out policies relating to all phases of human resources activity by performing the following duties personally or through subordinate supervisors.

### Director of Planning & Marketing & Innovation, Melody Reeb

Purpose: Responsible for the development of innovative strategies to utilize emerging technologies and innovations in the transportation industry to provide safe, efficient and accessible transportation services.

### Director of Maintenance, Marcel Longmire

Purpose: Provide leadership to the Maintenance Department and direct its activities to realize County Connection's goals and objectives as they relate to the functions of effective maintenance services on County Connection vehicles.

### Director of IT, Chan Saechao

Purpose: Directs and coordinates activities of workers engaged in computer operations. To act as a technical, analytical, administrative, and managing resource to the IT, Scheduling, and Service Analysis sections such that the department's goals and objectives can be realized.

### Manager of Human Resources, Kristina Martinez

Purpose: Provide management and leadership in activities as they relate to recruitment, performance management, employee development and other special programs.

### Director of ADA and Specialized Services, John Sanderson

Purpose: Manages service contracts within the guidelines set forth by the Board of Directors and state/federal law. Manages day-to-day operations and performance of through contract monitoring.

Manager of Accessible Services, Rosa Noya

Manager of Accounting, Karol McCarty

Purpose: Responsible for all areas relating to financial reporting. This position is responsible for developing and maintaining accounting principles, practices and procedures to ensure accurate and timely financial statements.

Manager of Training, Sophia Martinez-Morris

Purpose: The Training Manager is responsible for proper training of designated employees, developing, establishing and promoting the maintenance of a safe, accident free and healthy working environment.

Manager of Transportation, Aline Carroll and Miguel Duenas

Purpose: Manages and coordinates the Transportation Department's activities, as directed by the Director of Transportation, such that the department's goals and objectives can be realized.

Manager of Marketing & Communications, Ryan Jones

Purpose: Responsible for oversight and development of County Connection's marketing, public information, customer service, and outreach programs and activities.

Manager of Planning, Pranjal Dixit

Purpose: Assists in the development of innovative strategies to utilize emerging technologies and innovations in the transportation industry. Provides management support to customer service and marketing personnel.

Chief Service Scheduler, Don Avelar

Purpose: Responsible for oversight and development of County Connection's long range, short range, and capital planning, provision of technical, analytical and management support to the Scheduling section of Operations, and supervision of data analysis personnel enable County Connection to provide quality transit service, which responds to community and passenger needs.

Facilities Superintendent, Steve Muhlestein

Purpose: Under general direction of the Chief Operating Officer, plans, directs and performs the maintenance and repair of assigned County Connection facilities and equipment, supervises department employees.

Manager of Maintenance, Bruce Voltz

Purpose: Under the general direction of the Director of Maintenance and Chief Operating Officer, this position plans, organizes, directs, and coordinates the activities of Mechanics and Service Workers to ensure efficient, safe, secure and effective maintenance services.

Manager of Grants and Purchasing, Kevin Finn

Purpose: Plans, manages and coordinates the purchase of materials, equipment and services for County Connection. Supervises Purchasing and Materials Department. Manages disbursements of Grants and Grant Reporting Requirements. Writes and manages Request for Proposals and contracts.

## **16 CONFIGURATION MANAGEMENT**

Managing all components of the County Connection system including hardware, software, rules, procedures, training programs, information and documentation related to infrastructure, facilities, equipment and operations and maintenance to ensure that they possess the required safety characteristics and that documentation reflects those characteristics accurately.

Configuration management is the process that ensures, as much as possible, that all property, equipment, and systems design elements are documented as to configuration, accurately and completely. That any changes to an individual subsystem, or a fleet- or inventory-side change is recorded on as-built drawings and addressed in training courses, maintenance manuals and procedures in a timely and effective manner. The process includes procedures for authority to make configuration changes, the process for incorporating these changes into all appropriate documentation and the process for ensuring that all necessary units are formally made aware of such changes.

### **16.1 Configuration Management of Equipment and Stock (Reference Section 5.1.5 System Modifications)**

- Vehicle acceptance originates in Maintenance. The Maintenance Department will document and maintain all records related to the useful life cycle of all equipment and stock and will also provide oversight to any changes that fall within the scope of the program.
- As-built documents are filed in Maintenance Department. All modifications are documented.
- All modifications are properly documented and available to all personnel supporting maintenance and repair.
- New County Connection assets arrive in a quality status that is documented and prearranged.
- Campaign Bulletins originate in Maintenance to document equipment changes, modifications or adjustments. Campaign Bulletins are forwarded by the Director of Maintenance to be approved for issuance by the Chief Operating Officer.
- Service Bulletins document maintenance procedures, inspections or maintenance service. Their content is originated by the original equipment manufacturer to address specific subsystem issues. Availability to review changes in configuration for any and all providers of asset maintenance.
- Technical Bulletins make adjustments to Maintenance procedures.

### **16.2 Configuration Management of Facilities**

The Chief Operating Officer is responsible for all new construction projects and facility improvements. The Facility Superintendent is responsible for all associated support equipment and owned facilities, which include all building structures, plumbing, electrical, heating and air conditioning, pavement, lighting, parking, bus fueling facility, and bus wash. All functional areas coordinate with all other departments to emphasize acceptable levels of safety in the design or new equipment, facilities, and construction specifications.

## **17 EMPLOYEE SAFETY PROGRAM**

Incorporated herein specifically by portion and by overall reference, this program manual outlines the policies, objectives, responsibilities, investigative procedures, communications policies, and all safety, hazard and occupational injury and illness report forms and includes the following articles:

### **17.1 Safety Procedures/Requirements**

- Service Support Vehicle Requirements – Reporting Accidents and Qualified Drivers
- Reporting Revenue Vehicle Accidents
- No-Smoking Regulations

- Reporting Occupational Injuries/Illnesses
- Hazard Communication
- Portable Fire Extinguishers
- Bloodborne Pathogens
- Emergency Action Plan
- Injury & Illness Prevention Program
- Ergonomics
- Supervisor/Manager Responsibilities in Health & Safety
- First Aid Kits and Automated External Defibrillators (AEDs)

## **17.2 Incentive Programs**

To begin in 2023:

- Safe Driver Award Program – Bus Transportation
- Safe Worker Award Program – Bus Maintenance

The department standard operating procedures for vehicular collision/accident investigations are documented in Section 7 (Accident/Incident Reporting & Investigation) of this document.

## **18 HAZARDOUS MATERIALS PROGRAMS**

County Connection operates a facility that is required to maintain environmental permits. Section 5.1.3 (Facility, Bus Shelters and Stops) of this document describes this facility in detail.

County Connection complies with all current regulations for the storage, handling and disposal of hazardous materials through trained facility staff and a licensed hazardous materials contractor. Specifically, the Facilities Department handles disposal of used batteries and fluorescent lights.

For the safety of our employees, copies of the Safety Data Sheets (SDS) for all our regulated materials in use at County Connection are maintained by the Facility Maintenance Department and are available to all employees.

The permit documents County Connection is required to maintain with regard to the storage of regulated materials are the “California Hazardous Materials Inventory Reporting Form” (i.e., Hazardous Materials Business Plan), and the “Spill Prevention Control and Countermeasure Plan” (SPCC).

Storage of hazardous materials is regulated and monitored by Contra Costa Health Services, Department of Environmental Health & Hazardous Materials Programs.

The documentation for the “Annual Report for Storm Water Discharges Associated with Industrial Activities” and the “Storm Water Pollution Prevention Plan” (SWPPP) make up our “General Industrial Activities Storm Water Permit.” This documentation is submitted to the California State Water Resource Control Board.

## **19 DRUG AND ALCOHOL ABUSE PROGRAMS**

County Connection has a strong commitment to all employees to establish programs promoting high standards of responsibility to the public and reliable performance. We are committed to providing an alcohol and drug-free workplace, to provide a safe and productive work environment, and to maintain the public’s trust and confidence in our transportation services. The purposes of these programs are to help prevent accidents, injuries, incidents, and losses resulting from alcohol and drug issues. County Connection also provides an Employee Assistance Program and

encourages employees to seek professional assistance anytime personal problems, including alcohol or drug dependency could adversely affect their ability to perform their assigned duties or endanger their coworkers.

Pursuant to Title 41 United States Code Section 701 et. Seq., The Drug-Free Workplace Act of 1988 and Title 49 Code of Federal Regulations Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations, County Connection has developed Section 209 (Substance Abuse Program) in the Employee's Handbook. The administration and maintenance program requirements for this program is handled by the Human Resources Department.

## **20 CONTRACTOR SAFETY COORDINATION**

### **20.1 Fixed Route and Paratransit Contractor Oversight**

Contractors providing services for County Connection must follow the safety rules, procedures and directions outlined in the PTASP document. To ensure the contractors understanding and to demonstrate their commitment to the PTASP, the contractor (Transdev U.S., Inc.) has become a signatory to the PTASP.

Transdev U.S., Inc. ensures the assets are receiving timely and proper maintenance. Ratings include defects based on eighteen (18) categories rated "A" for major concerns requiring immediate attention and rated "B" for defects that do not require immediate attention; both are averaged and compared to previous inspections to gauge the contractor's maintenance schedule adherence. In addition, engine oil transmission and coolant fluid samples are taken and analyzed to ensure that engines are running at their best. The information is compiled into a formalized report that details the findings and compares stats with past audits. The report is sent to Transdev U.S., Inc. for review and then forwarded to the Chief Operating Officer for review.

As contractors are on-site at County Connection facility performing work, County Connection staff monitors their schedule (check-in and check-out), ensures proper identification (badges, uniforms, etc.) are in place, and performs a safety briefing to monitor their work through completion with Maintenance Department staff. Contractor's insurance is verified through County Connection's contracts and procurement staff.

The Maintenance staff performs semi-annual inspections of the operations of the Contractor during County Connections inspections. The Director of Maintenance or their designee performs an onsite review of maintenance records and vehicle condition inspections. Audits are conducted per the contractual stipulations. A report is compiled and submitted to the Chief Operating Officer for review.

Contracted Services are monitored by our Director of Accessible Services regarding the performance of contracted shuttles and paratransit services throughout the service area. The manager assists with analysis and evaluation of inspection data and contractor-prepared reports and provides information relative to observed or anticipated difficulties in meeting contractual goals and performance standards.

In addition, staff meets with the Contractor on a month or bi-weekly schedule to review performance and compare contract stipulations. Operational issues are also covered. Contracts staff provides suggestions and recommendations to help alleviate any concerns at hand.

Staff also monitor customer complaints. Staff also periodically travels to locations and conducts assessments for safety and usability. A response is generated once inter-departmental consensus is reached as to who the appropriate respondent should be.



### **20.1.1 Paratransit Service**

In January 1990, County Connection assumed responsibility for Public Paratransit Service in Central Contra Costa. County Connection provides service for passengers with mobility impairments through a contract with Transdev U.S., Inc. The Contractor provides curb-to-curb service, as well as limited door-to-door service, seven (7) days a week. Individual trips are scheduled up to seven days in advance in accordance with ADA regulations. Annual operator/vehicle records and vehicle inspections for the service provider fall under the California Highway Patrol (CHP). Staff review the CHP terminal inspection reports after each completed inspection.

### **20.2 Fixed Route and Paratransit Contractors**

County Connection currently provides an in-person eligibility process procedure for ADA paratransit service. At this time the number of registered ADA clients in Central Contra Costa County is 4,545.

The Contractor providing purchased transportation on behalf of County Connection is required to follow Emergency Response procedures specified in their respective Scopes of Work. In case of emergencies, all employees adhere to "Emergency Preparedness" instructions. Operators ensure its presence via their daily pre-trip inspections. Operators are instructed to follow these instructions and report their status via two-way radio or phone communication. Dispatchers report and receive communication from Paratransit, which is part of County Connection's Emergency Operations Center (EOC) structure. Every six (6) months, the Director of Maintenance conducts a series of inspections of contracted services.

### **20.3 Capital Projects and Construction Contractor Safety**

County Connection's construction contracts include standard general conditions and special provisions that outline requirements for the following:

- Supervision and construction procedures
- Permits and licenses
- Oversight by the Contractor
- Construction schedule
- Work site maintenance
- Access to the work sites
- Subsurface excavations
- Trench excavation safety plan
- Hazardous chemical and wastes
- Public safety
- Emergencies

## **21 CONSTRUCTION SAFETY REQUIREMENTS**

### **21.1 Description**

- A. This Section includes specifications for construction safety requirements. In addition to these requirements, the Contractor shall comply with Federal and State OSHA, ANSI and all other applicable safety standards. When a discrepancy exists, the more restrictive requirement shall apply.
- B. Satisfactory performance under this specification will not relieve the Contractor of responsibility for safety.

The Contractor and/or subcontractor(s) shall at all times observe safe practices and comply with applicable codes, rules and regulations of Federal, State and local agencies having jurisdiction. The Contractor shall ensure that service technicians are properly trained and equipped to safely perform contract work and act in compliance to Contractor's Injury & Illness Prevention Program (IIPP), Code of Safe Practices, and Contractor's project related work safety manual/documents.

## **21.2 Safety Requirements and Deliverables**

- A. The Contractor shall furnish a copy of firm's Injury & Illness Prevention Program (IIPP) pursuant to OSHA standards and California Code of Regulations, reference CCR, Title 8, Section 3203. This document may be furnished in print or electronic (PDF) format and shall be provided in advance of County Connection's Notice to Proceed.

The required elements of the IIPP program are:

1. Responsibility
  2. Compliance
  3. Communication
  4. Hazard Assessment
  5. Accident/Exposure Investigation
  6. Hazard Correction
  7. Training and Instruction
  8. Recordkeeping
- B. The Contractor shall provide a safe work area for its employees and those of County Connection. When unsafe conditions do exist, immediate corrective action(s) and preventive measures are required. The Contractor shall furnish a copy of firm's Code of Safe Practices pursuant to California Code of Regulations, Title 8, Section 1509. This document may be furnished in print or electronic (PDF) format and shall be provided in advance of County Connection's Notice to Proceed.

## **21.3 First Aid and Worker Safety**

- A. Employees shall receive prompt first aid care when injured.
- B. The Contractor shall provide employees with applicable First Aid and Personal Protective Equipment (PPE) supplies and related training.
- C. Contractor's personnel shall utilize PPE, which may include, but not be limited to, the following:
1. Safety hard hats
  2. Safety hearing protection
  3. Safety eye protection
  4. Safety shoes
  5. Respiratory protection

## **21.4 Emergencies and Emergency Procedures**

- A. In the event of an emergency, Contractor's IIPP will include the following procedures:

1. Identify the person responsible for handling an emergency.
  2. Establish teams for handling each type of emergency.
  3. Identify the person responsible for making emergency calls (preferably the ranking supervisor present).
  4. Require conspicuously posted list of emergency phone numbers, along with information to be transmitted.
- B. Following an emergency, the Contractor shall:
1. Secure the area as expediently as possible.
  2. Contact County Connection's Facilities Superintendent immediately.
  3. Provide to County Connection's Facilities Superintendent, and to applicable agencies, an account of the nature of the emergency.

### **21.5 Specific Requirements**

- A. **Work Practices:** The Contractor shall be responsible for employees working safely and use the appropriate personal protective equipment. A qualified supervisor/worker shall monitor work conditions and conduct daily safety briefings, which are to be documented daily and shall be provided upon request to a County Connection designee. This applies equally to applicable subcontractor(s) as utilized by the Contractor.
- B. **Work Areas:** Upon arrival to County Connection's facilities, Contractor's personnel shall inspect the immediate job site to recognize and eliminate jobsite hazards and unsafe conditions. As needed, applicable traffic-control devices shall be utilized in accordance with federal, state, and local regulations to regulate, warn, and guide traffic at work site.
- C. **Accident Investigations:** The Contractor shall conduct an accident investigation whenever an accident or near miss, with major potential for a loss, occurs at County Connection facilities and/or upon request by County Connection. Relative data regarding each incident shall be compiled on forms and completed within 24 hours. The forms shall provide verification of related facts and be accompanied by recommendations noting specific corrective action(s) and preventive measures to preclude the occurrence of similar accidents/incidents. Copies shall be submitted to County Connection's Facilities Superintendent.
- D. **Record Keeping and Reporting:**
1. Maintain an injury and illness log with accurate monthly man-hours.
  2. Obtain the same log and form from all subcontractors.
  3. Upon request from County Connection, the Contractor shall document its periodic employee Safety Meetings pursuant to the IIPP. Contractors shall record/document the meeting dates, topics, employee attendance and any subsequent action(s) to address safe workplace practices and requirements.
- E. **Electrical Work:**
1. The Contractor's employees shall have a lockout/tagout program in writing and implemented procedure for eliminating risk of hazardous energy sources.

2. All Contractor's electrical equipment and related wiring, connections and/or hook-ups, shall be in accordance with the NFPA 70 and California Building Standards Title 24, Part 3.
3. The Contractor's employees shall conduct applicable equipment-grounding conductor procedures that meet NEC requirements

## **22 PROCUREMENT**

System safety extends to include the routine procurement of supplies, materials, and equipment. Within County Connection procedures are in place to preclude the introduction into the transit environment of unauthorized hazardous materials and supplies, as well as defective or deficient equipment and replacement parts.

### **22.1 Maintenance Contract Administrator**

It is the responsibility of the Chief Operating Officer to develop the technical specifications and contract documents for the materials and services required to support the Maintenance Department's Capital and Operating budget programs. Specifically, this position:

- Writes/reviews technical specifications for bus equipment, purchased or to be purchased, on contracts funded by capital grants.
- Works with capital administration, contracts and procurement, Operations and Maintenance personnel, Operations training, and the Safety Committee to ensure that technical specifications for contracts are adequate, responsive, and correct.
- Develops technical provisions and warranty specification in accordance with Federal, State and local laws and County Connection policies.
- Administers quality assurance program.
- Acts as liaison to contract vendors, engineering and other staff elements for capital purchases such as bus equipment, alternative fuels, and radio configuration equipment.
- Monitors vendors to ensure compliance with contracts and agreements.
- Compose, update, and research technical bulletins, campaign bulletins, and standard operating procedures to improve quality of service on capital equipment related items.

### **22.2 Warranty Administrator**

Maintenance management is responsible for the Maintenance Department's quality assurance and warranty activities as related to the procurement of replacement parts, services, and equipment; and the internal/external repair practices/procedures in the maintenance of heavy-duty transit buses and support vehicles/equipment. Specifically, this position:

- Plans, organizes, and coordinates the Warranty Control Program.
- Develops, implements, and administers a Quality Insurance Program to be used in the procurement of replacement parts, services, and equipment.
- Reviews for approval, new products and parts for "Approved Equal" status assuring minimum quality standards are maintained. Initiates and monitors in-use testing, if required, as a method of determination.
- Coordinates failure analysis of parts and/or equipment under warranty. Advises management of trends or unsafe conditions and recommends corrective action.
- Monitors vendors to ensure compliance with warranty agreements.
- Acts as liaison to external vendors, manufacturers, technical engineers and others.

## **23 ALTERNATIVE FUELS & SAFETY**

County Connection is an active participant in the procurement and operation of zero emission buses. County Connection is committed to evaluate the best possible technology that will provide performance, reliability, cost effectiveness, and cleaner emissions. With new developments and ever-increasing research, County Connection is well positioned to take advantage of the next

evolution of technology.

In 2009, nine diesel-hybrid buses were placed into service. In combination with the diesel-hybrid buses, clean diesel buses have reduced fuel consumption, noise, and greenhouse gases. In 2016, County Connection purchased four electric buses. In 2017, four more electric buses were added to the fleet. The electric buses have a range of approximately 180 miles and have charging stations at the Walnut Creek BART station and the facility. Due to the high voltage, unique personal protective equipment is required. Original equipment manufacturer requirements and procedures for charging and maintaining these buses are designed and installed.

## **24 OPERATING ENVIRONMENT AND PASSENGER FACILITY MANAGEMENT**

Bus stop planning and design is a joint effort of Planning, Transportation, Maintenance, and other local public agencies. Elements considered during the planning, design and construction phases include location, spacing, site planning, sidewalk, landing pads, bus stop length, shelters, benches, lighting, amenities, signing, traffic engineering, turnouts, roadway design, property encroachments, and ADA requirements.

To provide for a safe operating environment for both our buses and customers when planning locations for bus stops and passenger amenities, County Connection has Orange County Transportation Authority's OCTA Bus Stop Safety and Design Guidelines.

Shelters are primarily located at transfer points, shopping centers, hospitals, BART stations, and park and ride lots. County Connection works with the local jurisdictions to identify locations for shelters and benches based on a variety of factors such as boarding activity, right-of-way availability, and passenger requests. There are 116 free standing benches system wide. County Connection maintains 1,288 bus stops. Passenger shelters are provided at 164 bus stops in the County District. Many of these shelters are maintained by Outfront Media, which places ads in them, as well as maintains them. Repairs to shelters are performed by Facility Maintenance in an emergency only.

## **25 SECURITY**

It is the objective of County Connection to provide secure and reliable service to its passengers, minimizing vandalism and property destruction associated with County Connection's vehicles and facilities, and provide a safe and secure workplace for employees.

### ***System Security Program Plan Preparedness Plan (SSEPP)***

The SSEPP was a prevention-oriented approach to security emphasizing the importance of identifying potential threats and areas of vulnerability, developing approaches that will minimize those threats and vulnerabilities, and demonstrating a clear and pro-active approach to security.

The SSEPP was replaced with a *System Security Plan (SSP)*. The SSEPP contained classified "Sensitive Security Information" (SSI), and therefore cannot be shared openly with every employee and contractor, yet it contained non-security information that everyone should have access to. County Connection adopted an "SSI" policy and instituted an SSI program explaining what SSI is, who is responsible for the program and how to gain access to any SSI document.

County Connection maintains a contract with Guardian Security Agency. They provide services including but not limited to:

- Patrol services for up to 24 hours a day 365 days year.
- All management oversight associated with providing security enforcement services.
- All activities associated with personnel.

- Response to high priority calls for service.
- Conduct investigations.
- Maintenance of all records, reports, and required/related documents.
- Maintenance and management of the property/evidence function.
- Fulfill duties and responsibilities.
- Select, train and obtain the necessary certification for security use of single purpose duties.

Except as otherwise specifically set forth in the Agreement, the services shall only encompass the duties and functions of the type coming within the jurisdiction of and customarily rendered by the statutes of the State of California and the regulations adopted by County Connection and Board of Supervisors.

## **25.1 Information Technology (IT)**

IT staff secures the camera system and badge system. They also produce badges for all employees and contractors.

### **25.1.1 Payment Card Industry (PCI) Compliance**

County Connection is currently compliant with Payment Card Industry-Data Security Standard (PCI DSS) 3.1. Information security standards are designed to ensure that we maintain a secure environment to process and store information.

- Clipper Card system used at BART and buses can add money from a bank card through a card reader to the server using WiFi.
- Vulnerability scans and bi-annual penetration test.
- There are application, database, and file system backups (two on site). One backup is Amazon cloud AWS.
- Data retention and protection.
- Good Mobile Messaging for containing corporate information on smartphones.
- Call recording.
- Badging system updated November 2019. BRIVO is the name of the hardware.
- Wide Area Network used for Closed Circuit Television feeds from various areas.
- Automatic Vehicle Location (AVL) – Maintain IT security and infrastructure for AVL.
- Securities vulnerabilities – Regular notifications and other sources are received and reviewed; corrective/preventive actions are taken as needed.
- Disaster recovery.
- Disaster recovery for Exchange server to prevent single point of failure.
- Backups are replicated to disaster recovery site to prevent any data corruption or in case of any disaster at the office.

### **25.1.2 Network**

- Defense in depth – Multiple layers of security control for critical systems access control lists.
- Perimeter security.
- Access control server – Access control management and compliance.
- Outlook email – Email security appliance provides advanced threat prevention, blocks spam and viruses, and enables corporate email policy enforcement.
- Amazon Web – Web security appliance, URL filtering and reputation filtering.
- Emergency Responder Mitel system and its enhanced 911 functionality.

## **26 INTERNAL SAFETY AUDIT, CONTROL AND UPDATE PROCEDURES**

The internal safety audit program determines compliance with County Connection's safety policies, rules, regulations, standards, codes, procedures and assigned system safety activities

and requirements as prescribed within the Public Transportation Agency Safety Plan (PTASP). The details below are included in the "Internal Public Transportation Agency Safety Plan Audit Procedures."

The Accountable Executive must ensure all 26 elements of the PTASP are audited at least once every year. Or, if an accident/incident occurs, a document review may be done.

A meeting with management of the department to be audited and the Accountable Executive will occur prior to the audit being conducted so that audit expectations are known, and the department management is aware of the criteria of the audit.

### **26.1 Internal Safety Audit Process**

The Accountable Executive has established an internal safety and audit program to measure the effectiveness of the PTASP in achieving the objectives of the Plan and compliance with its requirements. Program requirements include the following:

- A process to ensure adequate on-the-job safety surveillance during system maintenance, operation, and modification.
- A process to determine compliance with management safety policies as contained in PTASP.
- A process to determine compliance with operating rules, regulations, standards, codes, and procedures.
- A process to recommend specific corrective action plans to eliminate or minimize the effects of any deviations from compliance.
- A process to audit design process for future construction.

### **26.2 Audit Responsibility**

The Accountable Executive is responsible for ensuring that the required audits are conducted. This preserves the independent nature of the audit process since other organizational units are primarily involved with implementation of the audit items. Other organizational units are required to cooperate with the Accountable Executive in the conduct of audits.

### **26.3 Audit Schedule**

Audits will be announced in advance by the Accountable Executive to ensure the full support and participation of each department. An audit will be conducted at least every year, or more often as required. The audit may include the use of unannounced inspections and spot audits as determined by the Accountable Executive. Spot audits will be an ongoing part of the audit program.

### **26.4 Audit Content**

The Accountable Executive will cause the following functions to be addressed in the audit:

- Facility inspections, maintenance audits and inspections.
- Reviews of rules and procedures, training and certification, emergency response planning coordination and training system.
- System modification review and approval process.
- Safety data acquisition and analysis.
- Interdepartmental and interagency coordination.
- Configuration of management.
- Employee safety programs.
- Hazard materials programs.
- Drug and alcohol abuse programs.
- Contractor safety.
- Procurement.

A list of items to be audited will be developed by the Accountable Executive in advance of this audit, including checklists that address both quantitative and qualitative aspects of performance. The Accountable Executive will provide organizational units with time to produce documentation related to checklist items.

### **26.5 Audit Reporting**

The Chief Safety Officer will submit the audit checklist including findings, conclusions, and recommendations directly to the Accountable Executive.

### **26.6 Audit Objectives and Techniques**

Internal safety audits provide a mechanism for determining the effectiveness of the PTASP and an assessment of the implementation maturity level of Program elements.

#### **26.6.1 The Objectives of the Internal Safety Audit Program Include:**

- Verify safety programs have been developed/implemented in accordance with the PTASP requirements.
- Assess effectiveness of the PTASP.
- Identify PTASP deficiencies.
- Identify potential hazards in the operational system and weaknesses in the PTASP.
- Verify prior corrective actions are being tracked for closure.
- Recommend improvements to the PTASP.
- Provide management with assessment of status and adequacy of PTASP.
- Assure continuing evaluation of safety-related programs, issues, awareness and reporting.

#### **26.6.2 The Internal Safety Audit Program Encompasses All Aspects of Auditing Including:**

- Responsibilities
- Planning
- Scheduling
- Checklists
- Audit Performance
- Notifications
- Reporting
- Corrective Action Plans
- Closeout of Findings

#### **26.6.3 Major Issues and Activities Involved in Performing the Internal Safety Audit Include:**

- Examination of documentation
- Analysis of safety data and information
- Observation of equipment, facilities and in-process tasks
- Evaluation of system operation and employee workplace
- Interviews with management and staff

#### **26.6.4 During the Audit, the Safety Auditor Should Have Authority to:**

- Access records and facilities
- Issue reports
- Recommend corrective action plans



#### **26.6.5 Examples of Departmental Documentation Include:**

- Maintenance procedures
- Training manuals
- Proceedings of meetings
- Equipment specifications
- Rules and regulations of each department
- Management program plans

#### **26.6.6 Examples of District-Wide Documentation Include:**

- Public Transportation Agency Safety Plan
- Standard Operating Procedures
- Emergency Procedures
- Configuration Management Plan
- Hazardous Materials Management Plan
- Employee Handbook
- Safety Rules
- Drug and Alcohol Abuse Program
- Hazard Identification Procedures
- Accident and Incident Procedures
- "As Built" System Drawings
- Process Specifications

#### **26.6.7 Examples of Historical-Type Documentation Include:**

- Hazard Analysis
- Accident Investigations
- Audit Reports
- Surveys
- Test Results
- Logbooks
- Supervisor Reports
- Files
- Maintenance Inspection Reports and Repair Reports
- Safety Data Sheets

### **26.7 Audit Completeness**

While the audit process usually relies on the concept of spot-checking of sample areas being audited for compliance with internal procedures and requirements, it should not contain any surprises or unexpected events. All departments involved need to know when audits will be conducted and how they will examine departmental documents. While ongoing inspections may be conducted on an unannounced basis, actual audits should be done on a coordinated basis, with full management support. The following minimum audit components must be prescribed as part of the documented audit procedure.

#### **26.7.1 Audited Department Must Know When to Expect Audits**

Audits must be scheduled so that they are as unobtrusive as possible. Unannounced inspections or spot audits must be approved as part of the overall audit process with concurrence of general management.

#### **26.7.2 Checklists of Items to be Studied Must be Prepared in Advance**

When necessary, audited departments should be given time to produce necessary documentation.

This does not preclude spot check of individual records, such as maintenance records or personnel qualification records; however, the cooperative nature of the audit process must be maintained.

### **26.7.3 Documentation of a Formal Nature of All Aspects of the International Audit Process Must be Maintained**

### **26.7.4 Follow-Up or Corrective Action in a Summary of Recommended Corrective Actions, if any, Must be Included in the Audit**

Corrective action plans approved by management must then be formally tracked for compliance.

### **26.8 Follow-Up Action Plans**

Departments and other organizational units are sponisible for implementing their respective approved recommendations and corrective action plans within the established time frames. Future audits will determine compliance with this requirement.

### **26.9 Documentation and Checklists**

The Accountable Executive will maintain audit documentation. These records will be maintained in accordance with County Connection's Record Retention policy.

Where applicable, checklists will be used to assure completeness of the audit. Checklists for specific functions or locations may be used, or a generic checklist may be used.

### **26.10 Base Inspection Audits**

The Chief Operating Officer is responsible for the semi-annual Base Inspections. The Audit Team includes but is not limited to:

- Chief Operating Officer
- Director of Maintenance
- Director of Transportation
- Chief Safety Officer

### **26.11 Base Inspection Reporting**

All findings on an exception basis are documented and submitted to the Chief Operating Officer as "Base Inspections."

### **26.12 Revisions to the Public Transportation Agency Safety Plan (PTASP)**

The Chief Safety Officer will have the responsibility to incorporate any required changes into the PTASP and then re-distribute the reviewed PTASP.

## **27 INJURY & ILLNESS PREVENTION PROGRAM (IIPP) RESPONSIBILITIES**

### **27.1 General Manager**

The General Manager is responsible for overseeing that the IIPP is implemented. Duties include, but are not limited to:

- Ensuring all Executive staff, Directors and managers actively support the IIPP.
- Providing an appropriate environment and funds necessary to maintain an effective and compliant safety program.

### **27.2 Executive Staff**

Under direction of the General Manager, it is the responsibility of the Assistant General Manager, Chief Operating Officer, and Chief Finance Officer to support, encourage and champion an environment that encourages a safe and healthy work environment. Executive staff shall ensure

that all Directors and their respective departments actively support the IIPP. Individuals reporting dangerous conditions or shedding light on unhealthy practices and behavior should not be discouraged from doing so.

### **27.3 Directors**

Directors share in the responsibility in supporting, encouraging, and providing an environment that encourages a safe and healthy work environment. Directors are responsible for delegating to their managers and/or supervisors the responsibility of implementing the IIPP and all its activities.

### **27.4 Managers and/or Supervisors**

Managers and/or supervisors have the responsibility of providing a safe place to work including facilities, equipment, standards and procedures, adequate supervision and recognition for a job done properly. They are responsible for training all of their employees to perform their jobs properly and safely. They teach, demonstrate, observe, and enforce compliance with established safety standards.

### **27.5 IIPP Administrator (Director of Safety & Training)**

The Director of Safety & Training position has been designated as County Connection's IIPP Administrator and is the individual responsible for the implementation, maintenance, and ensuring this policy is kept up to date. The IIPP Administrator will be identified in all internal and external communications regarding County Connection's IIPP. If the IIPP Administrator position is vacant, Kristina Martinez, Manager of Human Resources will be designated as the interim IIPP Administrator. Kristina Martinez can be reached at (925) 680-2031 or kmartinez@cccta.org.

### **27.6 Employees**

Employees have the responsibility of performing their tasks properly and safely. They are to assure themselves that they know how to do the job properly and ask for additional training or assistance when they feel there is a gap in their ability, knowledge, or training. They should never undertake any task, job, or operation unless they are able to perform it safely.

## **28 COMPLIANCE**

### **A. Management Responsibility**

Management is responsible for ensuring that organizational safety and health policies are clearly communicated and understood by employees. Directors, managers and supervisors are expected to enforce the rules fairly and uniformly.

### **B. Employee Responsibility**

All employees are responsible for using safe work practices, for following directives, policies and procedures, and for assisting in maintaining a safe work environment.

### **C. Employee Recognition**

Employees, who make a significant contribution to the safety program, as determined by their supervisors, receive written acknowledgment that is filed in the employees' personnel files.

### **D. Employee Training**

Employees are trained on safety concerns as needed.

E. Employee Correction

Employees who fail to follow safe work practices and/or procedures, or who violate organizational rules or directives, are subject to disciplinary action, up to and including termination.

Supervisors correct safety violations in a manner considered appropriate by organizational management.

Notwithstanding the above, the organization reserves the right to correct in any fashion it deems appropriate, including the right to terminate immediately an employee for a safety violation.

## 29 COMMUNICATION

### 29.1 Two-Way Communication

Management recognizes that open, two-way communication between management and staff on health and safety issues is essential to an injury-free, productive workplace. County Connection fosters open and robust communication regarding safety between all levels of the agency. This starts with fully promulgating the safety policy to all employees. County Connection uses notices, posters, bulletins, electronic display to ensure all employees are aware of the agency's and their own safety commitments and requirements.

In addition, the Safety Department supports all other departments in ensuring safety messaging and awareness are communicated effectively within each department. Employees are required and encouraged to report hazards, take responsibility for safety in their tasks and work areas, educate themselves on safety in addition to formal training, and attend safety briefings, trainings, activities and events.

Finally, all levels of the agency are required, through formal and informal communications, to ensure safety information is disseminated throughout the agency. This Plan sets forth the requirements for both the formal and informal reporting that supports our Safety Management System (SMS).

A. The Organization's System of Communication

The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff in a form that is readily understandable.

1. An orientation program is given to all new employees and includes a review of the IIPP and a discussion of policy and procedures that the employee is expected to follow. All new employees are directed to County Connection's website to view the IIPP.
2. The transit system has safety meetings where safety is openly discussed by all present. All involved employees are expected to attend and are encouraged to participate in discussion.
3. Maintenance has implemented a monthly Safety Committee Meeting comprised of both representatives from management and employees.
4. At times when a general safety topic applies to all employees, everyone is expected to attend meetings where such topics are discussed.
5. From time to time, written safety notifications are posted throughout all transit system facilities and included in the transit system's employee newsletter.

6. Other methods of communicating pertinent health and safety information are used as they are identified.

Communication throughout the Agency consists of:

1. Safety Meetings
2. Topic-specific videos, posters, bulletins addressing risk-prioritized defensive driving and injury prevention topics
3. Safety Campaigns
4. Local Management Communications
5. Intranet Communications
6. Safety Posters and Bulletins
7. Electronic Display

### **30 SAFETY SUGGESTIONS AND HAZARD REPORTING**

- A. All employees are encouraged to inform their supervisors, or other management personnel of any matter that they perceive to be a workplace hazard, or a potential workplace hazard. They are also encouraged to report suggestions for safety improvement. This reporting can be done orally or preferably in writing. If done in writing, the notification may be given directly to the supervisor, the IIPP Administrator, or other management personnel.
- B. If employees wish to report anonymously a hazard, safety suggestion, or other safety problem, they can complete a form entitled *Report of Unsafe Hazardous Conditions*, not filling in their name.
- C. No employee shall be retaliated against for reporting hazards or potential hazards, or for making suggestions related to safety.
- D. Management reviews all suggestions and hazard reports.

### **31 HAZARD IDENTIFICATION AND EVALUATION**

Inspection of the workplace is our primary tool used to identify unsafe conditions and practices. While we encourage all employees to continuously identify and correct hazards and poor safety practices, certain situations require formal evaluation and documentation.

#### **31.1 Safety Inspections**

Internal facility inspections (to include safety issues) are conducted quarterly. Hazards found are corrected on the spot or recommendations are submitted for future corrections.

#### **31.2 Additional Inspections**

Inspections are also conducted in accordance with Cal-OSHA requirements:

- A. Whenever new substances, processes, procedures or equipment present a new safety or health hazard.
- B. Whenever management/supervision become aware of a new or previously unrecognized hazard, either independently or by receipt of information from an employee.
- C. Whenever it is appropriate to conduct an unannounced inspection.

### **32 INJURY/ILLNESS INVESTIGATION**

#### **32.1 Investigation**

All accidents resulting in injury or property damage, however slight, including *near misses*,

are investigated to determine the primary and contributing causes. This investigation is completed within seven working days of the initial report. This information is documented and analyzed to assist in obtaining corrective actions to prevent similar accidents from occurring in the future.

The responsibility to see that this investigation is performed rests with the IIPP Administrator when the event occurs either in the administrative offices or in operations. Management in maintenance fulfills this obligation for facility and vehicle maintenance staff.

### **32.2 Reporting**

All facts, findings, and recommendations are documented on an accident investigation report. Management reviews accident investigation reports with a view towards determining adequacy of corrective action.

### **33 CORRECTION OF HAZARDS**

When a hazard exists, it is corrected on a timely basis based on the severity of the hazard. If imminent danger exists to any employees, management and supervision remove these employees from the danger at once, and personnel who are provided with the necessary safeguards correct the hazard.

### **34 SAFETY PERFORMANCE MONITORING AND MEASUREMENT**

County Connection has established activities to:

- Monitor the Transit Agency system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance.
- Monitor Transit Agency operations to identify hazards not identified through the Safety Risk Management process (per 49 CFR §673.25).
- Monitor Transit Agency operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.
- Investigate safety events to identify causal factors; and monitor information reported through any internal safety reporting programs.

#### Management of Change

County Connection has established a process for identifying and assessing changes that may introduce new hazards or impact safety performance. If County Connection determines a change may impact its safety performance, then County Connection will evaluate the proposed change through its Safety Risk Management process.

#### Continuous Improvement

County Connection has established a process to assess its safety performance. If County Connection identifies any deficiencies as part of its safety performance assessment, then County Connection will develop and carry out, under the authority of the Chief Operating Officer, a plan to address the identified safety deficiencies.

### **34.1 Performance Monitoring and Measurement**

#### **A. Accident Investigation**

All employees and contractors are expected to comply with County Connection's accident and incident reporting procedures and use the forms prescribed. Roles, responsibilities, and accident reporting thresholds are outlined in the procedure, including accident notification, reporting, and investigation throughout the organization. The level of investigation required is dependent on the seriousness of the event.

Each accident/incident is investigated as specified in the County Connection Occurrence Report Form. The Occurrence Report Form complies with 49 CFR Part 672 and 673, State Safety Oversight Rule for bus incidents/accidents.

B. Accident/Incident Investigation and Reporting Criteria

County Connection must make reports available to DOT and the MPO regarding accidents/incidents. The Safety Manager conducts internal accident investigations on its behalf, unless otherwise notified.

All investigations conducted by County Connection will follow the Accident Investigation Plan.

DOT/MPO may participate in the investigation process when it is conducting the investigation on DOT's behalf. If DOT elects to address an investigation of accidents or incidents, County Connection may also conduct an independent investigation.

C. Internal Notification of Accidents/Incidents and Unacceptable Hazards

In the instance where an accident or incident occurs, the Supervisor or frontline employee will notify their Supervisor that an accident/incident has occurred. The Supervisor will provide the time of the occurrence, the location, and any other important details. The Emergency Notification Group includes the notification to the established appointed contacts at the location.

D. Notification of Accidents and Incidents to External Agencies

Recordable accidents tracked by County Connection and made available to DOT, MPO and FTA:

1. Fatality (occurring at the scene or within 30 days following the accident):
2. One or more persons requiring immediate medical treatment away from the scene of the accident
3. One or more vehicles incurring disabling damage and needing to be towed from the scene of the accident as result of the accident.

Job related employee fatalities shall be reported to OSHA within 8 hours of occurrence. In-patient hospitalization, amputation, or eye loss shall be reported within 24 hours.

Pursuant to the NTD Safety and Security Reporting Manual, **substantial damage** is defined as damage to any involved vehicles, facilities, equipment, rolling stock, or infrastructure that:

1. Disrupts the operations of the transit agency
2. Adversely affects the structural strength, performance, or operating characteristics of the vehicle, facility, equipment, rolling stock, or infrastructure, requires towing, rescue, on-site maintenance, or immediate removal prior to safe operation.

Substantial damage excludes damage limited to:

1. Cracked windows;
2. Dents, bends, or small puncture holes in the body

E. Accident/Incident Reporting and Documentation

Each bus investigation conducted on behalf of DOT must be documented in a final report that includes a description of investigation activities, findings, identified causal factors, and a corrective action plan, if applicable. All accident reports must follow the requirements established in the

Accident Investigation Plan. At its discretion, and as specified in its accident investigation plan, County Connection may separate its investigation report into two parts:

1. Description of investigation activities, investigation findings, and determination of the most probable cause and additional contributing causes; and
2. Recommendations to prevent recurrence, including a corrective action plan, which implements the recommendations.

County Connection prepares written accident and unacceptable hazardous condition reports on standard forms. Such written reports are maintained. Reports contain the most probable cause, other contributing causes, corrective action plans, and a schedule for implementing corrective actions.

The status investigation reports at a minimum shall include:

1. Minutes of any meeting held by a local safety ad hoc reportable event investigation committee or contractor;
2. Disclosure of any immediate corrective actions of planned or completed principal issues or items currently being evaluated; and
3. Overall progress and status of the investigation.

Written reports are filed for all occurrences that fall into the category of an accident, incident, or injury. The Safety Manager files a monthly statement of all accidents, incidents, unacceptable hazardous conditions, and tracks open corrective action items through completion.

In addition, County Connection maintains a file of the annual safety performance report in a format available for review by DOT at any time during an investigation. The report shall be prepared and a full briefing on the known circumstances of the event, status of County Connection's investigation and investigation activities.

Reports and records of accident investigations submitted to DOT by County Connection as well as related reports and records produced by both DOT and County Connection, will be treated as confidential information, and will not be released without concurrence by both DOT and County Connection.

#### F. Safety Data Acquisition

County Connection has the responsibility to monitor the safety performance of operations. The Chief Safety Officer is responsible for compiling and analyzing all safety data to determine if safety performance meets established safety goals. This data includes injuries to passengers, contractor personnel, public; potentially hazardous equipment failures; unacceptable hazardous conditions, and rules as well as procedure violations. A closed-loop reporting system for identifying and monitoring safety-related items has been established. To close out each incident, safety verification activities and results are reviewed and audited by the General Manager and reviewed by the Safety Manager. The Safety Manager is responsible for providing safety data to the General Manager for review. The Safety Manager monitors Safety Key Performance Indicators utilizing several tools and provides monthly progress updates to the General Manager.

Tracking of hazard related data is used to identify trends. These trends are further analyzed and/or investigated to determine causal factors. Tools available to the Safety Manager include Risk-Based Analysis, Monthly Performance reviews, EVR data, and data analysis and trends.

The Safety Manager is responsible for information regarding accidents, incidents, hazardous conditions, and operations, which are obtained from different reporting mechanisms. These include but are not limited to: Accident/Injury Reports and Investigations, Incident Reports, Daily Operations Summaries, Operator, and Supervisor Reports; Employee/Occupational Injury reports,



mining of maintenance data, analysis of vehicle records, and procurement contracts.

#### G. Internal Audits

The purpose of internal system safety audits is to perform an official evaluation of accomplishments, problems, and trends related to safety and to evaluate the effectiveness of the implementation of the Agency Safety Plan. The Safety Manager is responsible for the direction of the safety reviews and audits of its contractors to determine performance related to the Safety goals and objectives.

Organizational functions subject to the safety audit process include:

- Facility inspections
- Maintenance audits/inspections
- Review of rules, standard operating procedures, special bulletins, and orders
- Review of training/re-certification programs
- Emergency response planning, coordination, training
- Configuration Management
- Systems modifications (review and approval)
- Safety data analysis
- Employee safety programs
- Hazardous materials program
- Interdepartmental safety goals and objectives
- Occupational safety and health programs
- Contractor safety
- Procurement and specification engineering
- Drug and Alcohol Testing Program
- Any aspect or responsibility as outlined in this document

County Connection and contractors are subject to safety audits. The critical nature of certain operations requires rigorous development of reviews and audits. These include training, maintenance, and operations activities. Both periodic and no-notice inspections are undertaken to address all aspects of the activity including documentation, practices, and compliance with the Agency Safety Plan and other requirements. The Safety Manager reviews training, practices, and procedures to correct deficiencies identified during the performance of audits or other safety activities, including inspections and emergency drills.

#### H. Safety Audit Process

The Safety Manager is responsible for the management of the Internal Safety Audit Program. All County Connection employees and contractors are required to cooperate fully with Safety and Security personnel. Executive and senior managers ensure their areas participate fully in the safety audit process.

#### I. Integrity of the Process

To maintain the integrity of the review process, an external audit team is used to conduct safety audits. The Safety Manager does not perform audits/reviews of those functions and elements for which it is directly responsible to implement. No team member shall audit a function or activity for which they are responsible.

#### J. Auditing Cycle

The Internal Safety Audit Process is intended to be an ongoing, continuous safety review process.

Over a three-year period, all elements of the ASP must be audited at least once. The Internal Safety Audit Process is intended to be an ongoing, continuous safety review process. It is intended that at least 2 components of the ASP will be audited per year. The schedule is revised as necessary to accommodate schedules for auditors and the audited divisions.

The Audit Schedule presented in this section is as follows:

- Year 1
  - 1. Full SSPP (expected to be the last SSPP Audit)
  
- Year 2
  - 1. Safety Promotion
    - a. Training Program
    - b. Safety Communication
  
  - 2. General Requirements
  - 3. Safety Policy
    - a. Safety Management Policy
    - b. Employee Safety Reporting
    - c. Key Management & Responsibilities
  
- Year 3
  - 1. Risk Management
    - a. Risk Management
    - b. Safety Hazard Identification Safety Risk Assessment
    - c. Safety Mitigation
    - d. Safety Assurance:
    - e. Performance Monitoring and Measurement
    - f. Management of Change
    - g. Continuous Improvement

An annual audit schedule must be developed, reviewed, maintained and updated to ensure all elements are reviewed during the three (3) year audit cycle.

The Safety Manager notifies the division/organization a minimum of 30 days in advance of a scheduled safety audit.

#### K. Checklists and Performance of Safety Audits

The checklists include the elements on which the department will be audited. Checklists are prepared during the review of the Agency Safety Plan section, documents referenced in the Agency Safety Plan section, previous audits, and corrective actions.

Pre-audit and post-audit conferences are held by the audit team with the entity being audited. The safety audits are comprised of record reviews, interviews, field observations, and inspections and measurements to verify the accuracy of documentation and spot inspections of facilities and equipment to verify compliance with the Agency Safety Plan, procedures, codes, and regulations.

#### L. Rule Compliance

All County Connection employees and its contractors are responsible for the prevention of accidents, identification of hazards, and resolution of such hazards. Reports of all accidents, incidents, occurrences, deficiencies, near misses and defects will be maintained by the Manager of the appropriate department.

County Connection is assigned the responsibility for the safe operation of vehicles. Responsibilities include:

- Preparation and implementation of safe operating policies, plans, rules and procedures.
- Development of safety policies, plans, rules, and procedures for safe operation and maintenance.
- Personnel are annually re-trained in the proper performance of all applicable safety-related rules and procedures that cover their specific job function.
- Ensure the number of hours worked during a seven-day period does not exceed DOT limits.
- Ensure the number of consecutive days worked does not exceed DOT limits.
- Employees are provided copies of safety and emergency rules, procedures, and policies that affect them.
- Monitoring adherence to safety-related operating and maintenance policies, plans, rules and procedures through periodic in-service evaluations using the "Observation Report Form" by County Connection Supervisors or a Manager. All deficiencies are reported, in written form, for review, re-instruction, or re-training. Supervisor Driver Evaluations, and rule conformance frequency shall follow the requirements outlined in Employee Qualifications & Rule Book.
- When necessary, performance coaching or re-instruction training for Supervisors is performed by County Connection. Supervisors are expected to comply with all rules and enforcement thereof, as they apply to the management of bus service and the management of personnel. Additionally, Supervisor skills are assessed annually from participation in the driver Recertification Program.
- Personnel, whose safety record requires follow-up, additional training or discipline, including discharge, are identified through maintenance of records.
- County Connection will be required to develop a preventive maintenance schedule, for each system hardware element, which is designed to maintain system safety. Reported deficiencies and defects in equipment and facilities are corrected and monitored to assure satisfactory resolution. Only equipment known to be free of safety-related defects are placed into service.

## **35 TRAINING**

### **35.1 Initial On-The-Job Training**

When an employee first starts to work, a manager or supervisor trains the employee in all aspects of safety. This training is completed to ensure the new employee knows how to recognize the hazards of the work environment and the required safety procedures to mitigate those hazards.

The manager/supervisor conducts this training and documents it by using the *Employee Safety Training and Meeting Report* or similar form. The manager or supervisor and the employee sign the form when the training is completed. The form then becomes a permanent part of the employee's personnel file.

### **35.2 Specific Organizational-Wide Training**

#### **A. Disaster Preparedness**

This training includes the organization's disaster preparation structure and how the employee fits into the structure, i.e., what the employee is to do under specific circumstances, such as fire, earthquake, medical emergency, and bomb threat.

#### **B. First Aid, AED, CPR, and Bloodborne Pathogen Training** Designated employees receive first aid, AED, CPR, and bloodborne pathogen training.

### **35.3 Retraining**

Reasons for retraining include change of job assignment, change of operations or materials, observation of poor work habits, or update of training methods.

### **35.4 Specialized Training**

#### **A. Management/IIPP Administrator:**

1. Determine safety-training needs.
2. Implement new training programs.
3. Evaluate the effectiveness of these programs.

#### **B. In addition, training is provided whenever:**

1. New substances, processes, procedures or equipment pose a new hazard and there is a lack of skill or knowledge to deal with the situation.
2. Management, supervision, the IIPP Administrator become aware of a previously unrecognized hazard and there is a lack of skill or knowledge to deal with the hazard.

#### **C. Accident Prevention:**

1. Training and Education – Providing knowledge and skills necessary to identify hazards.
2. Safety Regulations and Compliance – Adhering to specific standards for safe working environments.
3. Maintenance & Inspection – Ensuring the equipment is regularly inspected and properly maintained.

#### **D. Right Turn and Left Turn:**

1. Signal early – Use the signal in advance for an intended turn. Check blind spots (due to their size).
2. Positioning (Right Turn) – Move to the proper lane and position the commercial vehicle closer to the right curb or edge of the road.
3. Positioning (Left Turn) – Position the commercial vehicle in the appropriate lane to make a left turn. Be aware of lane markings and dedicated left-turn lanes.
4. Plan for the turn – Assess the size of the intersection and plan the turn accordingly.
5. Be aware of pedestrians – Check crosswalks and prepare to yield the right of way.

#### **E. Bus Stop:**

1. Signal early – Indicate your intention to stop by activating your signal well in advance.
2. Check mirrors and blind spots – Before initiating the stop, check all your mirrors to know the traffic conditions.
3. Move to the Right Lane – If possible, move the bus to the right lane, aligning it to the curb or designated service stop area. Ensure that the bus is close enough to the curb if possible.

4. Monitor Passenger Activity – Make sure passengers board and alight safely. Provide assistance to passengers with mobility challenges as needed.

#### Mirror Usage:

1. Adjustment before driving – Adjust mirrors to provide the broadest possible view.
2. Regular mirror checks – Periodically check mirrors to make sure they remain adjusted.
3. Side mirrors and convex – Monitor traffic and check mirrors before changing lanes and making turns. Use the convex mirror to monitor your blind spots.
4. Stay informed – Continuously scan mirrors to stay knowledgeable of the traffic around you.

### 36 SAFETY PERFORMANCE TARGETS

#### Implementation of a Measurement & Evaluation System

The transit system reviews selected results and activities to ascertain whether its efforts are being successful and asks: why are we doing better? and/or why are we doing worse? The transit system uses a frequency rate to compare itself from one time period to another. The frequency rate is calculated by using the following equation:

$$\text{Fleet frequency rate} = \frac{\# \text{ of accidents} \times 100,000}{\# \text{ of miles driven}}$$

The result is a rate that equals *the number of accidents that the system has sustained for every one hundred thousand miles driven.*

#### Safety Performance Targets

Accidents – Total number of reportable accidents and rate per total vehicle revenue miles over a year. Analyzing the factors that relate to accidents is a significant step in developing actions to prevent them.

Injuries – Total number of reportable injuries and rate per total vehicle revenue miles over a year. Analyzing the factors that relate to injuries is a significant step in developing actions to prevent them.

Falls – Total number of all reportable falls and rate per total vehicle revenue miles over a year. Tracking and then reducing fall events will support efforts to reduce falls.

Fatalities – Total number of reportable fatalities and rate per total vehicle revenue miles over a year. As an agency we must understand the factors involved in each fatality to prevent further occurrences.

System Reliability – Distance between major mechanical failures. This is a measurement of how well a fleet of transit vehicles are maintained and operated.

### 36.1 Accidents

Total number of reportable accidents and rate per total vehicle revenue miles:

	<u># of Accidents</u>	<u>Miles Driven</u>	<u>Frequency Rate</u>
2022:	35	3,080,151	1.13
2023:	24	2,980,935	.80

### 36.2 Injuries

Total number of reportable passenger injuries (not including falls) and rate per total vehicle revenue miles:

	<u># of Injuries</u>	<u>Miles Driven</u>	<u>Frequency Rate</u>
2022:	4	3,080,151	.12
2023:	9	2,980,935	.30

### 36.3 Falls

Total number of reportable falls and rate per total vehicle revenue miles:

	<u># of Falls</u>	<u>Miles Driven</u>	<u>Frequency Rate</u>
2022:	34	3,080,151	1.10
2023:	38	2,980,935	1.27

### 36.4 Fatalities

Total number of reportable fatalities and rate per total vehicle revenue miles:

	<u># of Fatalities</u>	<u>Miles Driven</u>	<u>Frequency Rate</u>
2022:	0	3,080,151	0
2023:	1	2,980,935	.03

### 36.5 System Reliability

Distance between major mechanical failures:

	<u># of Major Road Calls</u>	<u>Miles Driven</u>	<u>Frequency Rate</u>
2022:	114	3,080,151	3.70
2023:	86	2,980,935	2.88

## 37 SAFETY PERFORMANCE TARGET COORDINATION

County Connection will transmit safety performance targets to Caltrans' division of Rail and Mass Transit and to the Metropolitan Transportation Commission (MTC). Safety performance targets will be transmitted to Caltrans and the MTC thirty (30) days after initial Board approval of the Safety Plan. The targets will be transmitted annually to MTC and Caltrans by September 30 to assist in their planning process for the future and identifying investment priorities for upcoming transit projects.

#### Targets Transmitted to the State: Caltrans

Upon approval of Plan and annually by September 30.

#### Targets Transmitted to the Metropolitan Planning Organization: Metropolitan Transportation Commission

Upon approval of Plan and annually by September 30.

This Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

APPROVED BY:

\_\_\_\_\_  
Chief Operating Officer, *Accountable Executive*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Board Chairman/Designee

\_\_\_\_\_  
Date

RECOMMENDED BY:

\_\_\_\_\_  
General Manager, *Safety Management System Executive*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Safety Officer

\_\_\_\_\_  
Date

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**  
*Cal-OSHA Serious Injury/Illness Reporting Requirements*

***What to report to Cal-OSHA upon learning of a serious occupational injury or illness.***

Within eight (8) hours of learning of an occupational injury or illness that involves death or serious injury (see the transit system's employee Injury & Illness Prevention Program (IIPP) regarding conducting accident investigations), the IIPP Administrator is required to provide the following information to Cal-OSHA at 925-602-6517\*:

1. Time and date of accident.
2. Employer's name, address and telephone number.
3. Name and job title, or badge number of person reporting the accident.
4. Address of site of accident or event.
5. Name of person to contact at site of accident.
6. Name and address of injured employee(s).
7. Nature of injury.
8. Location where injured employee(s) was (were) moved to.
9. List and identity of other law enforcement agencies present at the site of accident.
10. Description of accident and whether the accident scene instrumentality has been altered.

\*This telephone number is for the Cal-OSHA Enforcement Unit Region 2 office located at 1465 Enea Circle, Building E, Suite 900, Concord, CA 94520.



# CENTRAL CONTRA COSTA TRANSIT AUTHORITY EMPLOYEE REPORT FORM

**Use of this Form**

Please use this form whenever you have something to report regarding a safety matter. Your report may be based on your observation of an unsafe practice, an unsafe condition, a problem associated with managerial policies and/or procedures or some other matter. *It is the policy of Central Contra Costa Transit Authority that employees will not be retaliated against for submitting a safety report.* Our goal is to eliminate accidents and your help is what it is all about. Please feel free to use additional sheets of paper to describe fully your identified problem and suggestion.

**Identified Problem and Suggestion**

**Name of Employee Submitting Suggestion (optional\*):** \_\_\_\_\_

**Telephone Number (optional\*):** \_\_\_\_\_

\*If you provide your name and telephone number, you will be kept informed as to the status of your suggestion. Without this information, it will not be possible to keep you updated.

**Complete Description of Identified Problem** – If the problem is based upon a specific circumstance, please include the date and time that you saw it:

**Description of Suggestion(s)** - What changes do you recommend to correct the problem?

\_\_\_\_\_  
Signature of Employee (optional)

\_\_\_\_\_  
Date

\* \* \*

**Investigative Response**

**Employee Submitting Report: Please Do Not Write in this Section.**

**Name of Person Investigating Problem and Suggestion:** \_\_\_\_\_

**Results of Investigation** - What was found?

**Recommended Steps to Correct the Identified Problem** - The recommendations may be the same as the employee who submitted this form.

\_\_\_\_\_  
Signature of Investigator

\_\_\_\_\_  
Date

# CENTRAL CONTRA COSTA TRANSIT AUTHORITY

## *Employee Safety Training and Meeting Report*

**Use of this Form**

1. All safety training programs and meetings (including tailgates) conducted for transit system employees, are documented on this form.
2. The completed form is distributed and filed as follows:
  - a. Training Programs
    - 1) One copy is filed with the master training file for each course. The master file includes this form, the training course curriculum, all training handouts, and anything else that pertains to the training program.
    - 2) If appropriate, one copy is given to the Human Resources Department where the following information is retrieved and inserted into each attendee's personnel file on the transit system's *Record of Training Form*:
 

a) Name of employee	d) Training subject
b) Employee's department	e) Whether a certificate was issued
c) Date of training	
  - b. Safety or Tailgate Meetings  
 This form is filed with the master meeting file for each safety or tailgate meeting. The master file includes this form, the safety or tailgate meeting agenda, all safety or tailgate meeting handouts and anything else that pertains to the safety or tailgate meeting.

Was Program a Training Program? (Yes / No)	Was Program a Safety or Tailgate Meeting? (Yes / No)
Training/Safety or Tailgate Meeting Subject(s):	
Certificate Issued (circle answer):            Yes    No	
Training/Meeting Date:	Training Instructor/Meeting Leader Name(s):
Description of Training Provided or Safety or Tailgate Meeting Topic:	
Course or Meeting Handouts (attach to this form):	

### Attendance Roster

<u>Employee Name (print)</u>	<u>Employee Name (signature)</u>	<u>Employee's Department</u>

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**  
***NEW EMPLOYEE SAFETY ORIENTATION CHECKLIST***

Use of this Form

1. All new employees receive general safety orientation training. All such safety training is documented on this form.
2. The completed checklist is filed in each new employee's personnel file.
3. Check off that each topic has been covered.
4. Both the person who conducts the orientation and the employee sign and date that the orientation training has been completed.

	<u>Orientation Topics</u>	<u>Check When Completed</u>
1.	Review of the transit system's <i>Injury &amp; Illness Prevention Program</i> – The instructor conducts a detailed review of this document with the employee. The employee receives a copy of the IIPP and signs for it using the receipt designed for the purpose.	_____
2.	Review of those aspects of the transit system's <i>Employee Emergency Plan</i> that pertains to the employee.	_____
3.	Review of the employees' <b>right-to-know</b> about hazardous substances in their work environment and provision of information about the transit system's <i>Hazardous Waste Training Program</i> , available in their departments.	_____
4.	Review of <b>specific accident prevention tips</b> of the most common types* of employee accidents to be avoided.	_____
4.a.	*Back injury prevention	_____
4.b.	*Slip, trip and fall prevention	_____
4.c.	*Cut prevention	_____
4.d.	*Electrical shock prevention	_____
4.e.	*Driving accident prevention	_____
4.f.	*Ergonomics-related injury/illness prevention	_____
5.	Summary of information covered.	_____

\_\_\_\_\_  
Date of Orientation

\_\_\_\_\_  
Instructor Name (Printed)

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Instructor Signature

\_\_\_\_\_  
Employee Signature

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
Safety Inspection Form/Action Plan

Location: \_\_\_\_\_

Page 1 of \_\_\_\_\_

Facility Inspected: \_\_\_\_\_

Name of Inspector(s): \_\_\_\_\_

Date of Inspection: \_\_\_\_\_

Date of Report: \_\_\_\_\_

# of items corrected from previous inspections: \_\_\_\_\_ out of \_\_\_\_\_

# of items uncorrected from previous inspections: \_\_\_\_\_

# of items uncorrected in this inspection: \_\_\_\_\_

# of items corrected on the spot in this inspection: \_\_\_\_\_

# of total items remaining uncorrected in this report: \_\_\_\_\_

Number (%) of total items uncorrected by priority:

Priority I (Urgent): \_\_\_\_\_ ( \_\_\_\_\_ %)

Priority II (Necessary): \_\_\_\_\_ ( \_\_\_\_\_ %)

Priority III (Desirable): \_\_\_\_\_ ( \_\_\_\_\_ %)

Report Recipients: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For information regarding this inspection, please contact: \_\_\_\_\_

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
Safety Inspection Form/Action Plan

Location: \_\_\_\_\_

*Page 2 of \_\_\_\_\_*

TC	P	\$	Item No. Yr-Mo-Day	Observations	Recommendations	Current Status

Key

- TC: Check this column when the action is corrected
- P: Priority (I-Urgent, II-Necessary, III-Desirable)
- \$: Estimated amount to correct (L = \$0 to \$250, M = \$251 to \$1000, H = \$1001 +, T = Time Only)

**Central Contra Costa Transit Authority**

**SUPERVISOR'S INVESTIGATION REPORT (Occupational Injury or Illness)**

Time is of the essence. Please be as complete and concise as possible. If you need additional space, please use additional sheets of paper and note the paragraph number and letter. The information you provide should help prevent a similar occupational injury or illness in the future.

1. WHO:

1.a. Name of Injured Employee: \_\_\_\_\_

1.b. Department/Division: \_\_\_\_\_

1.c. Date of Hire: \_\_\_\_\_

1.d. Normal Occupation of Employee (Job Classification):

1.e. Name(s) of Witness(es):

2. WHEN:

2.a. Date of Incident: \_\_\_\_/\_\_\_\_/\_\_\_\_

2.b. Time of Incident: \_\_\_\_\_AM \_\_\_\_\_PM

2.c. Date Reported to You: \_\_\_\_/\_\_\_\_/\_\_\_\_

2.d. Time Reported: \_\_\_\_\_AM \_\_\_\_\_PM

2.e. Did Employee Leave Work Due to Incident? \_\_\_\_Yes \_\_\_\_No

2.f. Did Employee Return to Work? \_\_\_\_Yes \_\_\_\_No

If Yes, When (Date and Time): \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_\_AM \_\_\_\_\_PM

3. WHERE: (Describe Where the Incident Happened):

4. WHAT:

4.a. Describe the Injury or Illness, such as cut, strain, fracture, skin rash:

4.b. What Part of the Body was Affected, such as back, left wrist, right eye, lungs:

4.c. What was employee doing when injured? (Be specific by identifying tools, equipment or materials being used.) Use additional paper, if necessary.



## GLOSSARY

<u>TERM</u>	<u>DEFINITION</u>
ADA	American with Disabilities Act. Passed in 1990, this federal legislation calls on public transit systems to make their services fully accessible and to underwrite a parallel complementary network of paratransit service.
Accident	An unforeseen, unintended event or occurrence resulting in injury, death, contact, or property damage.
BART	Bay Area Rapid Transit District provides heavy rail public transit service in San Francisco, San Mateo, Alameda, and Contra Costa counties.
DOT	Department of Transportation. At the federal level, a cabinet agency with responsibility for highways, mass transit, aviation and ports; headed by the Secretary of Transportation.
FTA	Federal Transit Administration. Agency of the United States Department of Transportation that provides federal transit financing, policy, and programs.
Fixed Route	Public transit service that operates on a regular basis over a predefined route at predefined times and published in a public timetable (e.g., bus and rail).
Hazard	Any real or potential condition that can cause injury or death, or damage to or loss of equipment or control.
Hazard Analysis	An analysis performed to identify hazardous conditions for the purpose of their elimination or control.
Incident	An unforeseen event or occurrence that does not result in injury, death, contact, or property damage.
Paratransit	Transportation service required by the ADA for individuals with disabilities who are unable to use fixed-route service.
Public Transit	Provision of general transportation service by a public agency to the public on a regular and continuing basis.
Revenue Service	The operation of a transit vehicle in scheduled service for the use of passengers.
Risk Management	An element of the system safety management function that evaluates the safety effects of potential hazards considering acceptance, control, or elimination of such hazards with respect to expenditure or resources. (The feasibility of hazard elimination must be considered in light of financial, legal, and human considerations.)
Safety Critical	Safety Critical is a designation placed on a system, subsystem, element, component, device, or function denoting that satisfactory operation of such is mandatory to assurance of patrons, personnel, equipment, or facility safety. Such a designation dictates incorporation of special safety design features.
SDS	Safety Data Sheets (SDS) replace Material Safety Data Sheets (MSDS).





Complete as it applies to your property, or note N/A

## OCCURRENCE REPORT FORM

License No. 2702735

TYPE OF OCCURRENCE (Circle One)		Collison	Passenger	Incident Observation
Member	Date of Occurrence	Time	Report Number	Occurrence Type
Full Name of Employee		Employee Badge Number		___ Full Time ___ Part Time
Social Security No.		Date of Birth		Hire Date
Occurance On (Street,/Roadway/Avenue, etc.)		At or Between		City
Transit Vehicle Identification Number	Was Transit Vehicle Damaged? ___ Yes ___ No	Line	Route No.	Run No.
General Direction (eastbound, etc.)	Weather Condition (clear, fog, etc.)	Condition of Roadway		
Bus On Time?	Minutes Late	Number of Passengers	Number of Courtesy Cards Obtained	

Description of Accident: For additional information use extra report form.

Brief Summary: \_\_\_\_\_

Describe in Detail: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

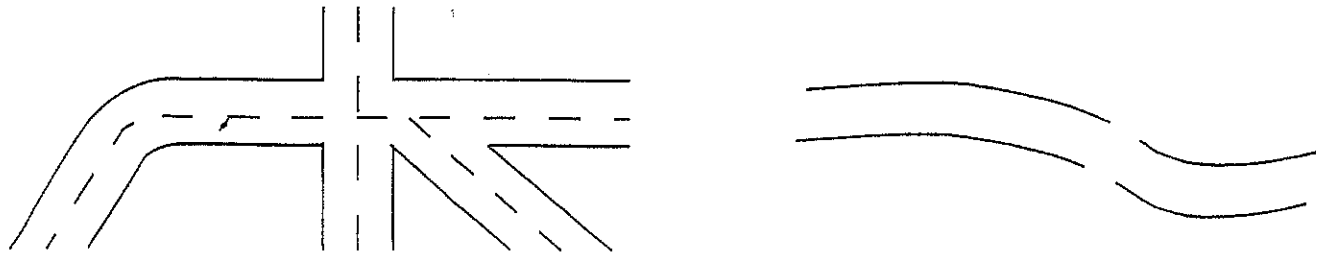
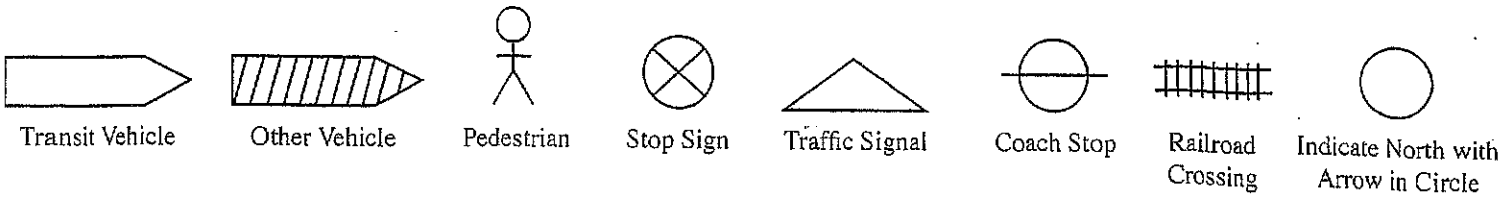
\_\_\_\_\_

\_\_\_\_\_

Date of Report	Employee Signature Indicate Classification: ___ Operator ___ Student ___ Other	Time Stamp	Initials
----------------	---	------------	----------

**TRAFFIC DIAGRAM (IMPORTANT)** Draw complete diagram of where and how occurrence happened using symbols shown below. Show street names and indicate direction of travel of vehicle involved.

Show points of contact on vehicles with a check (✓). Indicate path of vehicle(s) **BEFORE** collison with a solid line ( \_\_\_\_\_ ) and **AFTER** the collison with a broken line ( \_ \_ \_ \_ \_ ).



Police at Scene of Occurrence? Yes No		Report No.	City		Indicate Each Square with Y - Yes or N - No												
Road Supervisor? Yes No		Road Supervisor's Name	Badge Number	Photographs? Yes No	Ambulance Requested	Claimed Injuries	Apparent Injuries	Passenger	Pedestrian	Other Vehicle	Approximate Age						
PERSONS INJURED OR PROPERTY INVOLVED																	
	Name	Address & Telephone	City	Zip													
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	

PASSENGER OCCURRENCE				PEDESTRIAN OCCURRENCE			
Was Person	If a Fall Give Location		If Crime		Was Person In		
Boarding	Front Steps		Fare Evader	Crosswalk			
Exiting	Front Platform		Struck Pass.	Loading Zone			
Onboard	Aisle Seat		Struck Op.	Rear Doors			
At Front Door	Rear Platform		Damaged Bus	Jay Walker			
At Rear Door	Rear Steps		Theft	Direction			
Struck by Door	Wheelchair Ramp		Other	Other			
Did person contact transit vehicle in fall? Yes No				If pedestrian not in crosswalk, how far from crosswalk _____ feet.			
Distance of transit vehicle entrance/exit from curb _____ feet.							
Or fall was _____ feet from transit vehicle.							

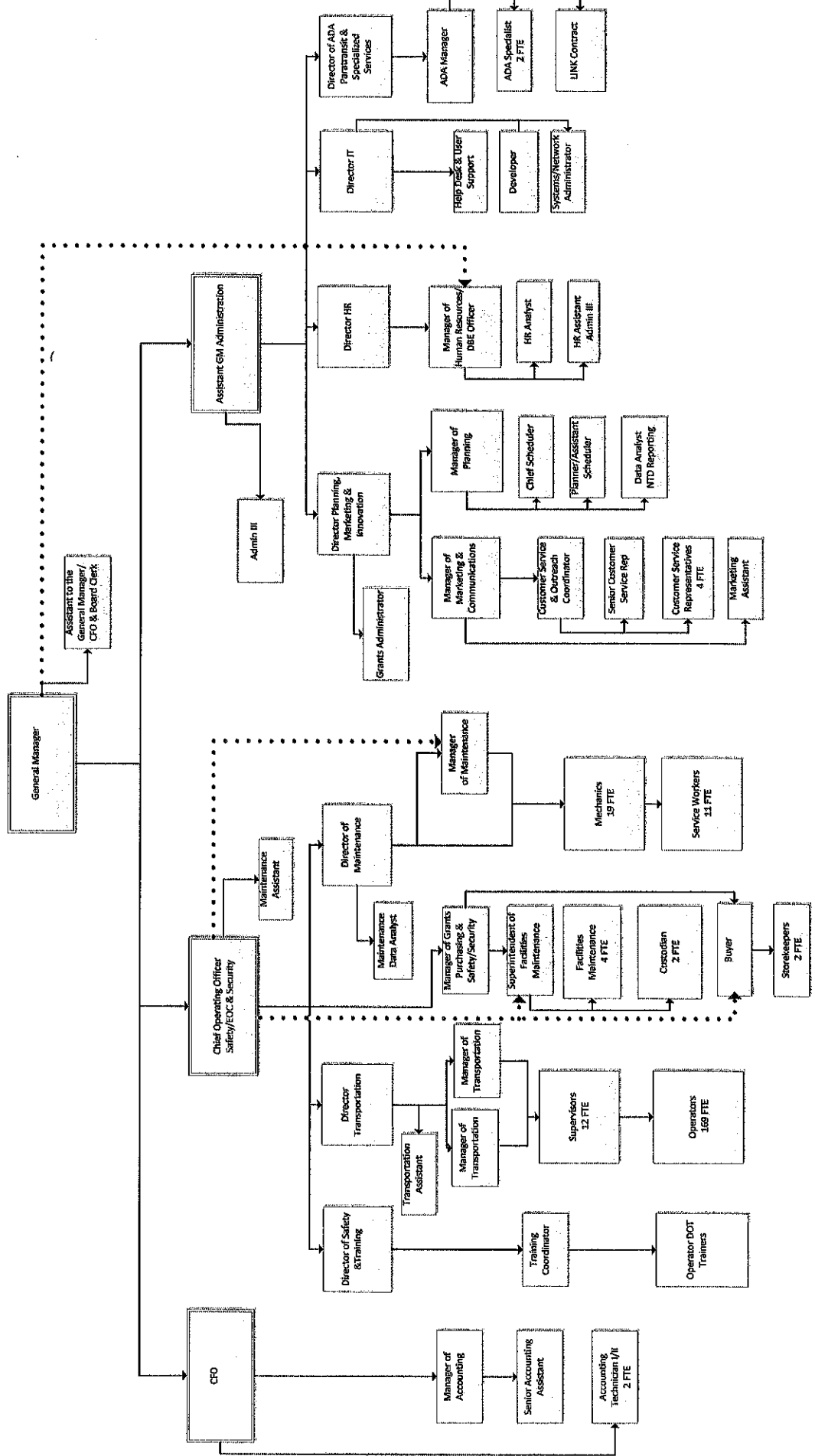
OTHER VEHICLE INFORMATION			
Registered Owner	Address	State/City/Zip	Telephone
Driver	Address	State/City/Zip	Telephone
Vehicle License No. & State	Driver's License No. & State	Type & Make of Vehicle	
No. of Persons in Vehicle	Damage to Vehicle or Property	Insurance Carrier & Policy No.	

**MUST BE FILLED OUT FOR ALL OCCURRENCES (PASSENGERS - TRAFFIC - PEDESTRIAN)**

**MOTION OF TRANSIT VEHICLE: Check proper item**

Standing	Running		Speed bus was traveling:  _____ MPH	Was there any unusual motion of Transit Vehicle? Yes No
Starting	Straight			
Stopping	Curve			

Motion of Vehicles Involved:	Transit Vehicle	Other Vehicle
Estimated Speed When Danger First Noticed	M.P.H.	M.P.H.
Estimated Speed At Time Of Occurrence	M.P.H.	M.P.H.
Distance from Point of Occurrence When Danger First Noticed	Feet	Feet
Distance Traveled After Occurrence	Feet	Feet
If At Night, Were Street Lights On? Yes No		
If At Controlled Intersection, What Color Were Traffic Lights?	E/B W/B N/B S/B	
Describe Damage to Transit Vehicle		
Condition of Equipment - Circle Defective Items - Steps Floors Doors Seats Brakes Other		
Describe Defects -		
Were Defects Reported Prior to Occurrence? Yes No To Whom?		
Noted on Operator's Report of Defects? Yes No		



**RESOLUTION NO. 2024-015**

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

\* \* \*

**APPROVING REVISED COUNTY CONNECTION  
PUBLIC TRANSPORTATION AGENCY SAFETY PLAN**

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

**WHEREAS**, on July 19, 2018, the Federal Transit Administration ("FTA") published the Public Transportation Agency Safety Plan ("PTASP") Final Rule that requires certain transit operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants (49 U.S.C. § 5307) to develop a PTASP that includes the processes and procedures to implement a Safety Management System ("SMS");

**WHEREAS**, as an operator of a public transportation system that receives Federal financial assistance under Title 49 of the United States Code Chapter 53, CCCTA is required to develop and adopt a fully compliant PTASP;

**WHEREAS**, on November 19, 2020, CCCTA's Board of Directors approved the County Connection PTASP;

**WHEREAS**, on February 17, 2022, the FTA issued a Dear Colleague Letter regarding changes to PTASP requirements as a result of the Bipartisan Infrastructure Law ("BIL"), also known as the Infrastructure Investment and Jobs Act ("IIJA");

**WHEREAS**, transit agencies that receive Section 5307 funding are required to establish a Safety Committee compliant with 49 U.S.C. § 5329(d)(5);

**WHEREAS**, CCCTA created its Safety Committee, consisting of an equal number of frontline employee and management representatives, which convened its first meeting on March 29, 2022 and continues to meet quarterly and oversees any revisions to the PTASP;

**WHEREAS**, the Safety Committee approved an update to the PTASP that includes the BIL/IIJA requirements and an Accident Reduction Program; and

**WHEREAS**, staff recommends and the Operations and Scheduling Committee concurs that the Board approve, and authorize the General Manager to sign, the revised PTASP.

**NOW THEREFORE BE IT RESOLVED** that the Central Contra Costa Transit Authority Board of Directors hereby approves the revised County Connection Public Transportation Agency Safety Plan and authorizes the General Manager, or designee, to sign the revised County Connection Public Transportation Agency Safety Plan and take any actions necessary in furtherance of this Resolution.

Regularly passed and adopted this 21st day of March, 2024, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

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Don Tatzin, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board