



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
Phone 925.754.6622 Fax 925.757.2530

## Board of Directors Meeting Agenda

Wednesday January 27, 2016

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Available on line: [www.trideltatransit.com](http://www.trideltatransit.com)

Please see the last page of this agenda for:

- Public comment guidelines
- Agenda, staff report, and document availability
- Americans with Disabilities Act information
- Anticipated action by the Board of Directors

1. **Call to Order:** Chair Ben Johnson

a. **Roll Call**

2. **Pledge of Allegiance**

3. **Public Comment**

While public comments are encouraged and taken very seriously, State law prevents the Board of Directors from discussing items that are not on the meeting agenda. If appropriate, staff will follow up on public comments. Please see Public Comment Guidelines on Page 3 of this agenda.

4. **Chair's Report:** Chair Ben Johnson

5. **Consent Calendar (ACTION ITEM):** Minutes, Financial Report, and Marketing Activities Report (*see attachment: tab #1*)

- Minutes of the Board of Directors meeting of December 16, 2015
- Financial Report
- Marketing Activities Report

**Requested Action:** Approve items 5a, 5b, and 5c

6. **CEO's Report:** Jeanne Krieg

- Operations Report** (*see attachment: tab #2*)
- Operations Contract: Status Report** (*information will be presented during the board meeting*)

**Board of Directors:**

City of Antioch

Wade Harper  
Mary Rocha

City of Brentwood

Gene Clare  
Barbara Guise

City of Oakley

Doug Hardcastle\*\*  
Kevin Romick

City of Pittsburg

Ben Johnson\*  
Pete Longmire

Contra Costa County

Federal Glover  
Mary Piepho

Member-at-Large

Ken Gray

\* Chair: FY 2015-16

\*\* Vice-chair: FY 2015-16

**Board of Directors Meeting Agenda  
Wednesday January 27, 2016**

**7. ACTION AND DISCUSSION ITEMS**

- a. **DISCUSSION ITEM:** Status Report: Advertising on Buses  
(see attachment: tab #3)

**Requested Action:** Give direction to staff

- b. **ACTION ITEM:** Bus Options Assignment  
(see attachment: tab #4)

**Requested Action:** Authorize the CEO to sign a Bus Options Assignment Letter with Long Beach Transit to secure two BYD electric bus options.

- c. **ACTION ITEM:** HVAC Contract  
(see attachment: tab #5)

**Requested Action:** Adopt Resolution 160127 authorizing the CEO to execute and deliver a five-year contract for HVAC maintenance and as-needed repairs to Tyndall HVAC Inc. for \$3100 for year one.

- d. **DISCUSSION ITEM:** Paratransit  
(see attachment: tab #6)

**No action requested**

**8. Board of Directors Comments**

Under this item, Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to staff, or requesting a report be made at another meeting.

**9. Adjourn**

Next Meeting: February 24, 2016

**Public Comment Guidelines:**

- Persons requesting to address the ECCTA Board of Directors are requested to complete a Comment Request form and submit it to the clerk. If possible, please submit the form prior to the start of the meeting. At the appropriate time, the ECCTA chair will call on individuals to comment.
- During the public comment agenda item, the public is permitted to address the ECCTA Board of Directors on items that are on the consent calendar or items not on the agenda. Individuals may also make a request for future agenda items. No action or discussion may take place on any item not appearing on the posted agenda.
- If a person wishes to speak on a specific agenda item, the ECCTA chair will call on the individual when the agenda item is being discussed by the Board of Directors.
- Persons addressing the ECCTA Board of Directors are requested to limit their remarks to three (3) minutes unless an extension of time is granted by the chair, subject to approval of the ECCTA Board of Directors.

**Agenda, staff report, and document availability:**

Copies of all staff reports and documents subject to disclosure that relate to each item of business referred to on the agenda are available for public inspection the Friday before each regularly scheduled Board of Director's meeting at Tri Delta Transit's front desk located 801 Wilbur Avenue, Antioch, California. Any documents subject to disclosure that are provided to all, or a majority of all, of the members of the Board regarding any item on this agenda after the agenda has been distributed will also be made available for inspection at Tri Delta Transit's front desk at the above referenced address during regular business hours.

**Americans with Disabilities Act Information:**

In compliance with the Americans with Disabilities Act, the meeting room is wheelchair accessible and disabled parking is available in the Tri Delta Transit parking lot. If you are a person with a disability and you need disability-related modifications or accommodations to participate in this meeting, please contact the CEO's Office at (925) 754-6622 or fax (925) 757-2530. Notification 48 hours prior to the meeting will enable Tri Delta Transit to make reasonable arrangements to ensure accessibility to this meeting. {28 CFR 35.102-35, 104 ADA Title II} Please help us accommodate individuals with EI-MSD and refrain from wearing scented products to this meeting. Please turn off any electronic paging device or cell phone.

**Anticipated action by the Board of Directors:**

The Board of Directors may take action on any item on the agenda, which action may consist of the recommended action, no action or a related action.

# **TAB 1**

Agenda Item 5a,b,c

Consent Calendar (ACTION ITEM): Minutes, Financial Report, and  
Marketing Activities Report

## **Board of Directors Meeting**

Wednesday January 27, 2016

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**  
**Antioch - Brentwood - Pittsburg - Oakley and Contra Costa County**

**MINUTES**

December 16, 2015

The Eastern Contra Costa Transit Authority (ECCTA) meeting was called to order in the ECCTA Board Room, 801 Wilbur Avenue, Antioch, California by Chair Ben Johnson at 4:00 P.M.

**ROLL CALL / CALL TO ORDER**

**PRESENT:** Nancy Parent, Alternate for Federal Glover (Contra Costa County); Ken Gray (Member-at-Large); Barbara Guise (Brentwood); Wade Harper (Antioch); Mary N. Piepho (Contra Costa County); Mary Rocha (Antioch); Kevin Romick (Oakley); Doug Hardcastle (Oakley/Vice Chair); and Ben Johnson (Pittsburg/Chair)

**ABSENT:** Gene Clare (Brentwood); and Pete Longmire (Pittsburg)

**STAFF:** Jeanne Krieg, Chief Executive Officer (CEO)  
Steve Ponte, Chief Operating Officer (COO)  
Megan Burke, Legal Counsel

**OTHERS**

**PRESENT:** Michael Daugelli, Antioch  
Cheryl deHoog, Consultant  
Michael Griffus, Consultant  
Susan Hinson, First Transit  
Gary Mitchell, First Transit  
Hosie Pintily, First Transit  
Nick Promponas, First Transit  
Cristina Russell, MV Transit

**PLEDGE OF ALLEGIANCE**

Director Harper led the Pledge of Allegiance.

**PUBLIC COMMENT**

Michael Daugelli, Antioch, described what he had done to promote Tri Delta Transit, particularly those activities that could be done inexpensively, and advised that he would keep the Board apprised of his continuing activities in that regard.

### **CHAIR'S REPORT**

Chair Johnson advised that there had been a great parade on Saturday in Pittsburg when there had been a good turnout. He also reported that he had been elected Mayor of the Pittsburg City Council on December 7.

### **CONSENT CALENDAR**

Chair Johnson requested a correction to the minutes of the October 28, 2015 meeting to show that Director Piepho had been present at the meeting.

On motion by Director Romick, seconded by Director Rocha, ECCTA Boardmembers adopted the Consent Calendar, as shown, which carried by the following vote:

- A. Minutes of the Board of Directors meeting of October 28, 2015, as amended.
- B. Financial Report
- C. Marketing Activities Report

AYES: Gray, Guise, Hardcastle, Harper, Parent, Piepho, Rocha, Romick, and Johnson  
NOES: None  
ABSTAIN: None  
ABSENT: Clare and Longmire

### **CHIEF EXECUTIVE OFFICER'S REPORT**

- A. Operations Report

CEO Jeanne Krieg advised that she had met with Assemblymember Frazier, who is the Chair of the Assembly Transportation Committee, and had identified and discussed Tri Delta Transit's ongoing activities. She explained that she was still trying to secure funding for the construction of the Oakley Park & Ride lot as well as the Antioch Park & Ride. She had also discussed the California Air Resources Board's (CARB's) Zero Emission Bus program and stated that Assemblymember Frazier was supportive of the technology-neutral approach to the goals being set by CARB.

Ms. Krieg reported that Clipper® had gone live and the small operators committee continued to have a strong working relationship. She commented that the larger operators had expressed surprise and envy at how well the small operators committee was working together. She noted that COO Steve Ponte represented Tri Delta Transit on the small operators committee and was working on the next generation of Clipper® scheduled for 2019.

Ms. Krieg also reported that a fully funded five-year transportation bill had been passed and had been signed by the President. The bill, which was still being analyzed, increased funding for transit. She also reported that the electric bus project was progressing and staff was waiting for a piece of the grant that would then allow the whole plan to be brought to the Board for approval, expected in January or February, to allow the purchase of the buses.

With respect to the American Public Transportation Association (APTA) Board Members Seminar, Ms. Krieg reported that Directors Gray, Clare, and Rocha had signed up to attend the seminar from April 30 to May 3, 2016 in San Antonio. Any other interested members of the Board were asked to identify that interest.

Ms. Krieg also reported that she had been honored to have been re-elected to the California Transit Association Executive Committee for a two-year term, and noted that the Committee had successfully worked on important legislation regarding bus axle weights, rest and meal breaks, and other issues. She explained that the most pressing issue at this point was working with CARB on the Zero Emission Bus program.

Ms. Krieg referred to the Board's continuance of an item discussed at the last meeting with respect to the bus advertising contract. She reported that her conversations with the advertising company had been both productive and positive and she would provide a report at the Board meeting next month. She commented that Director Clare had asked for a full presentation on the paratransit system with respect to qualifications and cost, which would also be on the January 2016 agenda.

In terms of operation, Ms. Krieg reported a slight decrease in ridership, which every transit agency had been experiencing, and commented that some agencies in southern California had a 20 percent decline in ridership, thought to be a result of the low gas prices. Expenses were in line with the budget and all other operational parameters were as expected for this time of year.

### **ACTION AND DISCUSSION ITEMS**

#### **A. Status Report: Facility Solar Project**

Ms. Krieg reported that the Solar Facility project was ongoing, a consultant had been hired to come up with a plan to move forward, there had been a concern with the City of Antioch, the paperwork was in Sacramento for the potential low interest loan, and ECCTA staff would continue to work with Antioch staff to continue moving forward.

Director Harper stated he was glad the issues had been able to be worked out with the City of Antioch. He asked Ms. Krieg to share some of those issues with the Antioch representatives and noted in the future they might be able to help with any issues of concern.

Ms. Krieg explained that the information in the memo had been identified on December 15, and there had been no time to identify the concern which had been new to everyone.

B. Status Report: Operations Contract

Ms. Krieg advised that Tri Delta Transit currently contracted with First Transit for transit operations, and the last time a Request for Proposal (RFP) had been published for operations was ten years ago when Laidlaw had won the contract. Subsequently, First Transit had purchased Laidlaw. All of the options of the contract had run out, and a new RFP was now required, to be published in February to go with the process for a new contract to begin on July 1, 2016. Since it was a ten-year commitment, she stated that Michael Griffus and Cheryl deHoog, would work with staff to develop the best RFP possible. She referenced some innovative and exciting ideas, stated the process had officially been started, and advised that the Operations Contract would be a standing item on ECCTA agendas between now and June 2016.

C. Status Report: Clipper®

COO Steve Ponte referred to the report that Clipper® had provided for the month of November and noted that the four small operators had gotten together, there would be a Memorandum of Understanding (MOU) to offer guidance as to how the four operators would be run; a contract had been signed with a company called Solutions for Transit, and while there had been some problems with the 'on' and 'off' on the system, that problem had been fixed. As of today there were 33,915 tags for all East Bay operators. He noted that Tri Delta Transit had not officially launched the program, which would be done after the first of the year, although 13,176 tags had been used on Tri Delta Transit and 6.7 percent of total passengers on Tri Delta Transit were using Clipper®

Mr. Ponte stated that everything was going great although the numbers were bouncing all over the place because it was new and it would take a few months for things to start leveling out. Almost 10 percent of total ridership in December was using Clipper®.

Director Piepho asked about the 20 percent one way access to the BART system, to which Mr. Ponte noted that before going to the day pass it had always been around 20 percent, and for the month of December it was 26 percent.

With respect to one-way use, Mr. Ponte explained that while he could identify how many passengers went from BART to Tri Delta Transit, he could not identify how many passengers went from Tri Delta Transit to BART. He also clarified the day pass accumulator process.

In response to Director Harper as to whether Clipper® could pay for BART parking, Mr. Ponte and Ms. Krieg both explained that there was a system through BART where parking could be charged to Clipper® although one had to sign up for that option.



Director Gray emphasized the convenience of Clipper® to access other transit providers.

D. Bus Options Assignment Agreement

Ms. Krieg explained that the Federal Transit Administration (FTA) had formalized rules for an agency to purchase vehicles using another agency's approved purchase contract, referred to as a piggy-back. Staff wanted to use a piggy-back option with King County Department of Transportation to purchase two Proterra electric buses. She sought approval to sign the Bus Options Assignment Agreement with King County to release two bus options to ECCTA.

On motion by Director Romick, seconded by Director Piepho, ECCTA Boardmembers authorized the CEO to sign the Bus Options Assignment Agreement with King County Department of Transportation to secure two bus options, carried by the following vote:

AYES: Gray, Guise, Hardcastle, Harper, Parent, Piepho, Rocha, Romick, and Johnson  
NOES: None  
ABSTAIN: None  
ABSENT: Clare and Longmire

E. 2016 ECCTA Board of Director Meeting Dates

Ms. Krieg stated that as usual the Thanksgiving and Christmas holidays conflicted with scheduled meetings. This year she suggested a combination of one combined meeting for November and December, to be held in December. She asked for approval to combine the November and December 2016 Board meetings and conduct that meeting on December 14, 2016.

On motion by Director Guise, seconded by Director Harper, ECCTA Boardmembers approved combining the November and December 2016 Board meetings, with one meeting be held on December 14, 2016, carried by the following vote:

AYES: Gray, Guise, Hardcastle, Harper, Parent, Piepho, Rocha, Romick, and Johnson  
NOES: None  
ABSTAIN: None  
ABSENT: Clare and Longmire

F. Independent Auditor's Report for the year ended June 30, 2015

Ms. Krieg stated every year ECCTA was audited by an outside independent firm and ECCTA had been under contract with Maze & Associates for two years and had three more years on the contract.

Ms. Krieg advised that there was nothing to report in the audit. There were no red flags.

Director Gray asked about funding moving forward and wanted to be prepared for what ECCTA might face in the future given that funding was always a question.

Ms. Krieg explained that given the aging population in the U.S. along with the growing disability population, paratransit was important for every transit agency, and ECCTA had been planning for that.

Director Gray emphasized senior mobility and the need to serve the community.

On motion by Director Piepho, seconded by Director Rocha, ECCTA Boardmembers adopted Resolution 151216a accepting the Independent Auditor's Report for the year ended June 30, 2015, carried by the following vote:

AYES: Gray, Guise, Hardcastle, Harper, Parent, Piepho, Rocha, Romick, and Johnson

NOES: None

ABSTAIN: None

ABSENT: Clare and Longmire

#### **BOARD OF DIRECTORS COMMENTS**

Director Gray commented that he now had implants which had improved his hearing from 60 to almost 90 percent. He thanked everyone for their patience with his hearing issues. He also commented that he had gone to San Diego and had used the Compass card, and reported that on the weekend to get more families to utilize the system kids could ride for free. He suggested that might be something for Tri Delta Transit to look into for the future.

Director Guise reported that the Byron, Brentwood, Knightsen Cemetery District, which had been founded in 1878, had been honored to start a tradition with Wreaths Across America where wreaths were placed on the graves of soldiers past.

Director Parent reported that on Sunday, December 20 at 2:00 P.M. at the California Theatre there would be a joint Theatre, Church of the Good Shephard Holiday program. The Nutcracker Ballet would also be performed at the Creative Arts Building. Tickets could be purchased on line for the Pittsburg California Theatre, and at Black Diamond Ballet.org for tickets to the ballet. She wished everyone a Merry Christmas and a Happy New Year.

Director Romick also wished everyone a Merry Christmas and a Happy New Year.

Vice Chair Hardcastle reported that his church had held an event.

Director Rocha reported that the City of Antioch had its first female captain, Captain Diane Aguinaga, in the Police Department. She noted that there had been a Wreaths Across America event at the Dixon Cemetery where her son was buried. She also urged people to patronize the stores in downtown Antioch.

Director Harper reported on his attendance at an event at Mike's Auto Body when needy families received an automobile, and bicycles were provided for needy children. He also proudly announced that Diane Aguinaga was a new Captain in the Antioch Police Department, stated that Antioch was hiring more police, crime was down, and there was a new communication system. He added that he enjoyed being part of the ECCTA Board, was very proud of CEO Jeanne Krieg and COO Steve Ponte, and wished everyone a Merry Christmas.

Director Piepho reported that she had met with Elaine Welch of Mobility Matters and had been very impressed with her enthusiasm, passion, and energy related to senior services, which were critical today and would get even more critical moving forward. She too wished everyone a Merry Christmas.

Chair Johnson thanked the Board for selecting him as Chair and wished everyone Happy Holidays and lots of cheer.

### **ADJOURNMENT**

Chair Johnson adjourned the meeting of the Eastern Contra Costa Transit Authority at 4:41 P.M. to January 27, 2016 at the ECCTA Administration Facility, 801 Wilbur Avenue, Antioch, California.

Respectfully submitted,

Anita L. Tucci-Smith

**TRI DELTA TRANSIT**  
**Income Statement - Comparison to Annual Budget**  
 As of December 31, 2016  
*(unaudited)*

	YTD Actual			YTD Budget			YTD Variance <i>(favorable)/(unfavorable)</i>			FY16 Full Year Budget						YTD % of Fiscal Year Budget			
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	
																			ECCTA
<b>OPERATING REVENUES</b>																			
Passenger Fares	\$ 1,593,859	\$ 1,350,076	\$ 243,783	\$ 1,653,793	\$ 1,414,709	\$ 239,084	\$ (59,994)	\$ (94,633)	\$ 4,699	\$ 3,247,000	\$ 2,789,000	\$ 478,000	\$ 49%	\$ 49%	\$ 51%				
Other Income	\$ 171,837	\$ 82,000	\$ 89,837	\$ 150,000	\$ 60,000	\$ 90,000	\$ 21,837	\$ 22,000	\$ (163)	\$ 260,000	\$ 80,000	\$ 180,000	\$ 66%	\$ 103%	\$ 50%				
<b>Total Operating Revenues:</b>	\$ 1,765,696	\$ 1,432,076	\$ 333,620	\$ 1,803,793	\$ 1,474,709	\$ 329,084	\$ (38,087)	\$ (42,633)	\$ 4,536	\$ 3,507,000	\$ 2,849,000	\$ 658,000	\$ 50%	\$ 50%	\$ 51%				
<b>OPERATING EXPENSES</b>																			
Purchased Transportation	\$ 5,766,649	\$ 4,046,826	\$ 1,719,823	\$ 5,849,209	\$ 4,095,979	\$ 1,753,230	\$ 82,560	\$ 49,153	\$ 33,407	\$ 11,687,068	\$ 8,183,174	\$ 3,503,894	\$ 49%	\$ 49%	\$ 49%				
Materials and Supplies	\$ 1,367,389	\$ 1,114,063	\$ 253,326	\$ 1,775,296	\$ 1,441,298	\$ 333,998	\$ 407,907	\$ 327,235	\$ 80,672	\$ 3,550,100	\$ 2,880,100	\$ 670,000	\$ 39%	\$ 39%	\$ 38%				
Salaries & Benefits	\$ 1,813,396	\$ 1,718,209	\$ 95,187	\$ 2,117,100	\$ 1,905,300	\$ 211,800	\$ 203,704	\$ 187,091	\$ 16,613	\$ 4,234,000	\$ 3,810,600	\$ 423,400	\$ 45%	\$ 45%	\$ 46%				
Services	\$ 393,186	\$ 303,621	\$ 89,565	\$ 414,502	\$ 341,002	\$ 73,500	\$ 21,316	\$ 37,381	\$ (16,065)	\$ 829,000	\$ 682,000	\$ 147,000	\$ 47%	\$ 48%	\$ 61%				
Other	\$ 170,970	\$ 163,067	\$ 7,903	\$ 201,900	\$ 188,905	\$ 14,995	\$ 30,930	\$ 23,838	\$ 7,092	\$ 405,000	\$ 375,450	\$ 29,550	\$ 42%	\$ 43%	\$ 27%				
Casualty and liability insurance	\$ 257,742	\$ 214,888	\$ 42,854	\$ 254,987	\$ 183,104	\$ 71,883	\$ (2,755)	\$ (31,784)	\$ 29,029	\$ 465,588	\$ 330,524	\$ 135,064	\$ 55%	\$ 65%	\$ 32%				
Utilities	\$ 134,272	\$ 127,641	\$ 6,631	\$ 128,000	\$ 121,000	\$ 7,000	\$ (6,272)	\$ (6,641)	\$ 369	\$ 254,000	\$ 241,000	\$ 13,000	\$ 53%	\$ 53%	\$ 51%				
Taxes	\$ 11,858	\$ 9,234	\$ 2,624	\$ 9,000	\$ 6,300	\$ 2,700	\$ (2,858)	\$ (2,934)	\$ 76	\$ 20,000	\$ 14,000	\$ 6,000	\$ 59%	\$ 68%	\$ 41%				
<b>Total Operating Expenses:</b>	\$ 10,015,462	\$ 7,697,549	\$ 2,317,913	\$ 10,749,994	\$ 8,280,888	\$ 2,469,106	\$ 734,532	\$ 583,339	\$ 151,193	\$ 21,444,756	\$ 16,516,848	\$ 4,927,908	\$ 47%	\$ 47%	\$ 47%				
<b>NON-OPERATING REV</b>																			
Federal Funds	\$ -	\$ -	\$ -	\$ 461,577	\$ 200,000	\$ 261,577	\$ (461,577)	\$ (200,000)	\$ (261,577)	\$ 923,155	\$ 400,000	\$ 523,155							
State Funds	\$ 6,110,914	\$ 4,807,073	\$ 1,303,841	\$ 6,605,382	\$ 5,120,336	\$ 1,485,046	\$ (484,468)	\$ (313,263)	\$ (181,205)	\$ 13,165,969	\$ 10,201,183	\$ 2,964,786	\$ 46%	\$ 47%	\$ 44%				
Local Funds	\$ 934,649	\$ 508,213	\$ 426,436	\$ 675,850	\$ 282,499	\$ 393,351	\$ 258,799	\$ 225,714	\$ 33,085	\$ 1,341,842	\$ 558,975	\$ 781,867	\$ 70%	\$ 91%	\$ 55%				
Inter-Operator Agreements	\$ -	\$ -	\$ -	\$ 1,202,396	\$ 1,202,396	\$ -	\$ (1,202,396)	\$ (1,202,396)	\$ -	\$ 2,404,790	\$ 2,404,790	\$ -							
Interest & Other Misc Income	\$ 2,660	\$ 2,551	\$ 109	\$ 948	\$ 948	\$ -	\$ 1,664	\$ 1,603	\$ 61	\$ 102,000	\$ 101,900	\$ 100	\$ 3%	\$ 3%	\$ 109%				
<b>Total Non-operating Revenues:</b>	\$ 7,048,223	\$ 5,317,837	\$ 1,730,386	\$ 8,946,201	\$ 6,806,179	\$ 2,140,022	\$ (1,897,978)	\$ (1,488,342)	\$ (409,636)	\$ 17,937,756	\$ 13,667,848	\$ 4,269,908	\$ 39%	\$ 39%	\$ 41%				
<b>EXCESS REV/(EXP)</b>	\$ (1,201,543)	\$ (947,636)	\$ (253,907)	\$ -	\$ -	\$ -	\$ (1,201,543)	\$ (947,636)	\$ (253,907)	\$ -	\$ -	\$ -							


Agenda item #5b  
 Eastern Contra Costa Transit Authority  
 Board of Directors Meeting  
 January 27, 2016

**TRI DELTA TRANSIT**  
**Income Statement - Comparison to Prior Year**  
 As of December 31, 2015  
*(unaudited)*

	December 2015 YTD Actual			December 2014 YTD Actual			FY16 vs FY15 - YTD			% Change from Previous Year		
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
<b>OPERATING REVENUES</b>												
Passenger Fares	\$ 1,593,859	\$ 1,350,076	\$ 243,783	\$ 1,604,560	\$ 1,355,340	\$ 249,220	\$ (10,701)	\$ (5,264)	\$ (5,437)	-1%	0%	-2%
Other Income	\$ 171,837	\$ 82,000	\$ 89,837	\$ 140,800	\$ 60,000	\$ 80,800	\$ 31,037	\$ 22,000	\$ 9,037	22%	37%	0%
<b>Total Operating Revenues:</b>	<b>\$ 1,765,696</b>	<b>\$ 1,432,076</b>	<b>\$ 333,620</b>	<b>\$ 1,745,360</b>	<b>\$ 1,415,340</b>	<b>\$ 330,020</b>	<b>\$ 20,336</b>	<b>\$ 16,736</b>	<b>\$ 3,600</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
<b>OPERATING EXPENSES</b>												
Purchased Transportation	\$ 5,766,649	\$ 4,046,826	\$ 1,719,823	\$ 5,740,316	\$ 4,009,205	\$ 1,731,111	\$ (26,333)	\$ (37,621)	\$ 11,288	0%	-1%	1%
Materials and Supplies	\$ 1,367,389	\$ 1,114,063	\$ 253,326	\$ 1,628,409	\$ 1,329,847	\$ 298,562	\$ 261,020	\$ 215,784	\$ 45,236	16%	16%	15%
Salaries & Benefits	\$ 1,913,396	\$ 1,718,209	\$ 195,187	\$ 1,864,149	\$ 1,878,822	\$ 185,327	\$ (49,247)	\$ (39,387)	\$ (9,860)	-3%	-2%	-5%
Services	\$ 393,186	\$ 303,621	\$ 89,565	\$ 425,010	\$ 329,939	\$ 95,071	\$ 31,824	\$ 26,318	\$ 5,506	7%	8%	6%
Other	\$ 170,970	\$ 163,067	\$ 7,903	\$ 170,366	\$ 162,122	\$ 8,244	\$ (604)	\$ (945)	\$ 341	0%	-1%	4%
Casualty and liability insurance	\$ 257,742	\$ 214,888	\$ 42,854	\$ 212,102	\$ 176,445	\$ 35,657	\$ (45,640)	\$ (38,443)	\$ (7,197)	-22%	-22%	-20%
Utilities	\$ 134,272	\$ 127,641	\$ 6,631	\$ 126,773	\$ 120,909	\$ 5,864	\$ (7,499)	\$ (6,732)	\$ (767)	-6%	-6%	-13%
Taxes	\$ 11,858	\$ 9,234	\$ 2,624	\$ 6,873	\$ 7,788	\$ 2,000	\$ (4,985)	\$ (1,446)	\$ (624)	-73%	-19%	-31%
<b>Total Operating Expenses:</b>	<b>\$ 10,015,462</b>	<b>\$ 7,697,549</b>	<b>\$ 2,317,913</b>	<b>\$ 10,176,913</b>	<b>\$ 7,815,077</b>	<b>\$ 2,361,836</b>	<b>\$ 161,451</b>	<b>\$ 117,528</b>	<b>\$ 43,923</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>
<b>NON-OPERATING REV</b>												
Federal Funds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-
State Funds	\$ 6,110,914	\$ 4,807,073	\$ 1,303,841	\$ 6,605,316	\$ 4,924,896	\$ 1,680,420	\$ (494,402)	\$ (117,823)	\$ (376,579)	-7%	-2%	-22%
Local Funds	\$ 934,649	\$ 508,213	\$ 426,436	\$ 990,904	\$ 562,878	\$ 428,026	\$ (56,255)	\$ (54,665)	\$ (1,590)	100%	100%	0%
Inter-Operator Agreements	\$ -	\$ -	\$ -	\$ 1,655,200	\$ 1,655,200	\$ -	\$ (1,655,200)	\$ (1,655,200)	\$ -	0%	0%	0%
Interest & Other Misc Income	\$ 2,660	\$ 2,551	\$ 109	\$ 4,321	\$ 4,175	\$ 146	\$ (1,661)	\$ (1,624)	\$ (37)	-38%	-39%	-25%
<b>Total Non-operating Revenues:</b>	<b>\$ 7,048,223</b>	<b>\$ 5,317,837</b>	<b>\$ 1,730,386</b>	<b>\$ 9,255,741</b>	<b>\$ 7,147,149</b>	<b>\$ 2,108,592</b>	<b>\$ (2,207,518)</b>	<b>\$ (1,829,312)</b>	<b>\$ (378,206)</b>	<b>-24%</b>	<b>-26%</b>	<b>-18%</b>
<b>EXCESS REV/(EXP)</b>	<b>\$ (1,201,543)</b>	<b>\$ (947,636)</b>	<b>\$ (253,907)</b>	<b>\$ 824,188</b>	<b>\$ 747,412</b>	<b>\$ 76,776</b>	<b>\$ (2,025,731)</b>	<b>\$ (1,695,048)</b>	<b>\$ (330,683)</b>			

Agenda Item #5b  
 Eastern Contra Costa Transit Authority  
 Board of Directors Meeting  
 January 27, 2016

# Staff Report to ECCTA Board of Directors

**Meeting Date:** January 27, 2016  
**Agenda Item:** Marketing/Communications Activities – Agenda Item 5c  
**Lead Staff:** Mike Furnary, Director of Marketing  
**Approved:** Jeanne Krieg, Chief Executive Officer 

## **I. Completed Marketing Activities**

### **1. Advertising Sales 2015**

Completed advertising period 2015 exceeding annual minimum guarantee of \$80,000. December totals not yet received, however, expected overage projected to be \$45,000 - \$50,000. **Annual total: \$125,000 - \$130,000**

### **2. Trade Agreements 2016**

Launched trade agreements for 2016 to extend marketing budget. Continuing to seek out additional agreements with local media:

- Grapevine Magazines: \$12,000
- Press Newspapers: \$7,800
- Streets of Brentwood: \$12,000

### **3. CommuterPass**

Launched alternative commute promotion, which offers free introductory bus passes for East Contra Costa County residents to encourage the use of buses as part or all of daily commuting. Program goals:

- Rides: 8,000
- Revenue: \$13,200
- Fare collected per ride: \$1.65

### **4. More Than Buses Branding Campaign**

Completing production of final campaign elements. Effective January, campaign media scheduled to include:

- Television
- Print
- Outdoor
- Online
- On board
- Social Media
- Direct Mail (concept in January, mailing planned for March)
- Event materials
- Welcome Pack materials

### **5. How to Ride Video Completion**

Completed edits of videos 1 & 4 to reflect change in passes with Clipper. All videos uploaded to Youtube and embedded to TDT web site.

6. **Class Pass/Facility Tour/Classroom on Wheels Presentation**  
One class passes provided/scheduled for January 2016

7. **Ongoing marketing programs**

- Welcome Pack mailing
- 2 for 1 tickets on Route 300 (subsidized by 511 Contra Costa)
- Take One on board newsletter
- Gatekeeper quarterly newsletter

**II. Planned Marketing/Communications Activities**

1. High-Density housing direct mail
2. Logo umbrella distribution promotion
3. Electric bus vehicle design
4. How to ride video edits completion
5. Web site redesign/additions
6. Route specific marketing promotions
7. Senior outreach 2016
8. Clipper faster boarding campaign
9. Customer courtesy on-board campaign
10. Online/web customer survey

# **TAB 2**

Agenda Item 6a  
CEO's REPORT: Operations Report

## **Board of Directors Meeting**

Wednesday January 27, 2016

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509



# Chief Executive Officer's Report

January 2016



TRI DELTA TRANSIT

## ECCTA Executive Team

Jeanne Krieg  
*Chief Executive Officer*

Steve Ponte  
*Chief Operating Officer*

Tom Harais  
*Chief Financial Officer*

Ann Hutcheson  
*Director of  
Administrative Services*

Kevin Moody  
*Director of  
Maintenance*

Mike Furnary  
*Director of Marketing*

Susan Hinson  
*First Transit  
Director of Operations*

## Highlights:

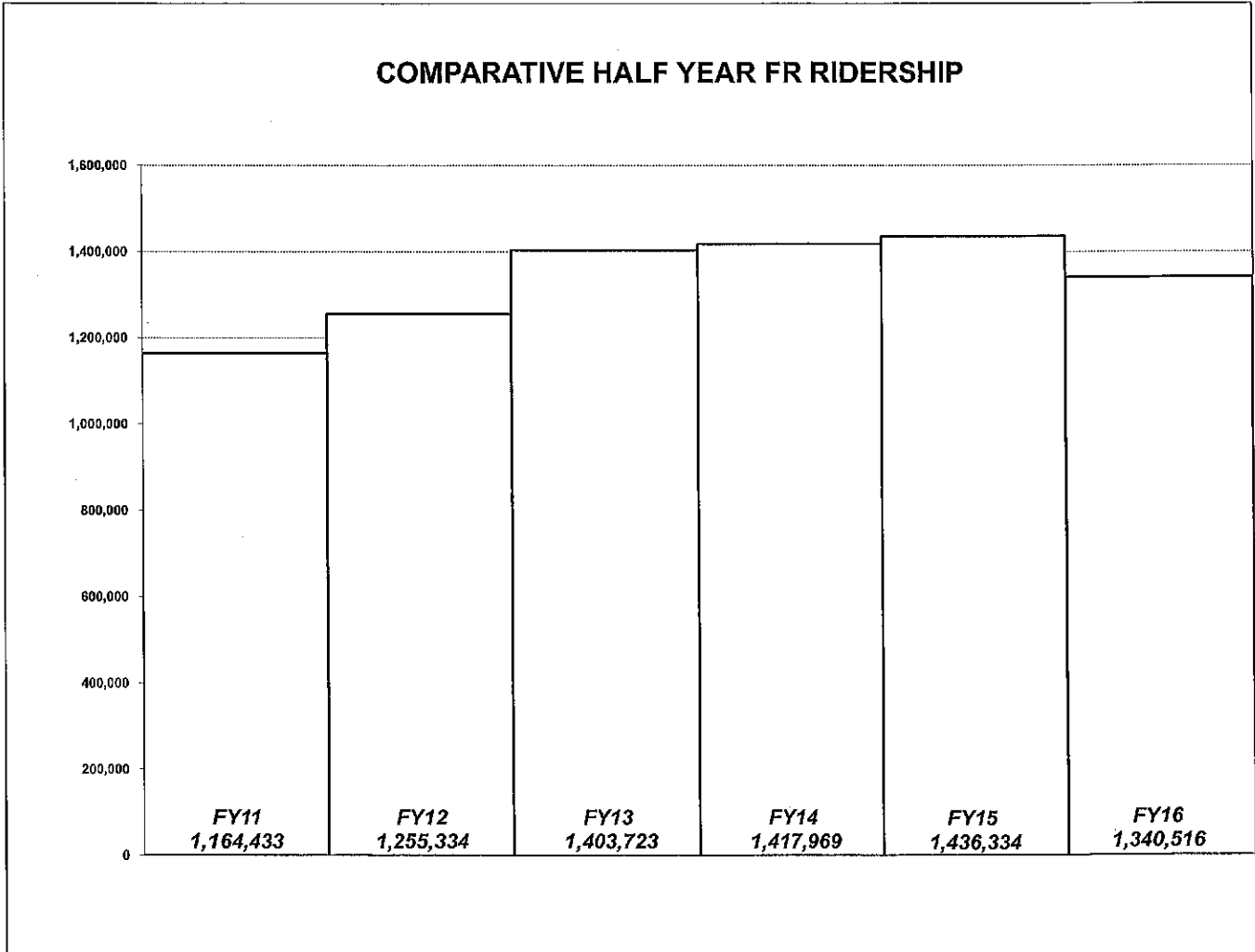
- The facility solar project is progressing. The low-interest loan will be officially approved in March. After official notification is received, an RFP will be published.
- Funding is being secured for the purchase of four electric buses and the associated infrastructure.
- Plans are being developed and funding is being pursued to build four electric car charging stations in front of the ECCTA facility.
- Staff is investigating the possibility of purchasing fuel futures.
- Staff is working with CHP and BART Police on two separate non-ECCTA involved incidents.
- The Gillig bus pre-production meeting will be held February 23. The buses will be delivered in October 2016. A factory tour will be scheduled when the production schedule is known.
- The Clipper small operators subgroup, which includes all small operators in the nine county Bay Area, continues to meet on a regular basis.
- The advisory team for the Contra Costa Mobility Management project continues to meet. The group is moving toward forming a CTSA which will provide additional funding opportunities.
- The Bus Route Evaluation & Re-design project continued. Public hearings will be held in March.
- The UC Berkeley PATH Integrated Dynamic Transit Operations system demonstration project that will use Tri Delta Transit as the subject continued. CCTA is overseeing the Caltrans-funded project that will demonstrate transit connect, dynamic dispatch, and dynamic rideshare in east county.
- Work continued on the Contra Costa County Express Bus Plan.

## Pending:

- Electric bus procurement
- FTA's Safety Program
- Federal grants
- Service to Brentwood LMC campus (August 2018)
- Next generation of Clipper (2019)
- Service to eBART stations in Pittsburg and Antioch (2019)
- Fixed route bus delivery (buses will be on production line October 2016)
- A&E: Antioch Park & Ride lot (in process)
- Oakley Park & Ride lot construction
- PATH Integrated Dynamic Transit Operations system demonstration project
- Contra Costa County Mobility Management Plan implementation
- Contra Costa County Transportation Plan
- Operations Contract (expires June 30, 2016)
- CCTA Express Bus Study (update to the 2001 study)
- Electric Car Charging Station grant
- Park & Ride lots – land acquisition

*Agenda Item #6a  
Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
January 27, 2016*

**TRI DELTA TRANSIT  
YTD COMPARISON  
FR RIDERSHIP**



## EASTERN CONTRA COSTA TRANSIT AUTHORITY KEY PERFORMANCE INDICATORS BY SERVICE

								<b>YTD COMPARISON</b>		
	<i>Actual</i>					<i>Budget</i>	<i>15/16B</i>	<i>Actual</i>		% ▲
	10/11	11/12	12/13	13/14	14/15	15/16	%	Dec-14	Dec-15	
<b>DIAL-A-RIDE</b>										
<b>PASSENGERS</b>										
Total DAR Trips Provided	129,041	130,619	128,999	131,476	133,769	140,000	5%	69,609	65,480	-6%
Average Weekday Ridership	474	481	470	471	487	506	4%	500	486	-3%
Average Sat Ridership	110	106	140	180	153	164	7%	181	125	-31%
Average Sun/Hol Ridership	71	71	72	68	63	66	5%	72	46	-37%
Average Passengers/Hour (wkdys)	2.2	2.2	1.9	1.9	2.0	2.2	9%	2.0	2.1	3%
<b>CUSTOMER SERVICE</b>										
Ride Refusals / Day	0.0	0.0	0.0	0.0	0.0	0.0	0%	0.0	0.0	0%
Customer Complaints	0.148%	0.183%	0.097%	0.071%	0.103%	0.103%	0%	0.099%	0.105%	6%
On Time Performance	85%	85%	87%	89%	87%	90%	3%	87%	86%	-2%
<b>MAINTENANCE</b>										
Gallons of Fuel Consumed	85,174	116,392	139,678	145,043	138,528	144,619	4%	72,510	68,093	-6%
Miles Between Preventable Accidents	61,377	898,467	328,002	244,390	162,293	200,000	23%	250,603	118,612	-53%
Miles Between Road calls	21,920	56,154	109,568	61,109	139,113	100,000	0%	100,257	94,893	-5%
<b>COST RATIOS</b>										
Farebox Recovery Ratio	12%	11%	11%	10%	10%	10%	0%	11%	11%	0%
\$/Gal Fuel	\$ 3.33	\$ 3.84	\$ 3.81	\$ 3.67	\$ 3.09	\$ 3.25	5%	\$ 3.24	\$ 2.76	-15%
Operating Cost/Passenger	\$ 31.47	\$ 30.58	\$ 33.22	\$ 35.25	\$ 34.18	\$ 35.23	3%	\$ 33.93	\$ 35.40	4%
Operating Cost/Revenue Hour	\$ 63.05	\$ 64.34	\$ 63.52	\$ 68.75	\$ 69.81	\$ 71.60	3%	\$ 69.28	\$ 74.20	7%
Operating Cost/Revenue Mile	\$ 5.25	\$ 5.22	\$ 5.36	\$ 5.76	\$ 5.74	\$ 6.01	5%	\$ 5.78	\$ 5.94	3%
<b>FIXED ROUTE</b>										
<b>PASSENGERS</b>										
Total FR Trips Provided	2,351,662	2,431,768	2,740,834	2,832,264	2,806,028	2,826,000	1%	1,436,334	1,340,516	-7%
Average Weekday Ridership	8,345	8,594	9,616	9,930	9,794	9,949	2%	10,002	9,350	-7%
Average Sat Ridership	2,594	2,753	3,232	3,464	3,498	3,391	-3%	3,577	3,313	-7%
Average Sun/Hol Ridership	1,989	2,087	2,788	2,692	2,787	2,695	-3%	2,819	2,617	-7%
Average Passengers/Hour	15.1	15.9	17.7	19.0	19.2	19.3	1%	19.4	18.6	-4%
<b>CUSTOMER SERVICE</b>										
Customer Complaints	0.020%	0.023%	0.012%	0.009%	0.009%	0.009%	0%	0.008%	0.009%	15%
On Time Performance	97%	86%	86%	92%	92%	90%	-2%	92%	90%	-2%
<b>MAINTENANCE</b>										
Gallons of Fuel Consumed	639,072	636,276	562,702	603,013	600,072	594,981	-1%	302,368	301,888	0%
Miles Between Preventable Accidents	170,175	120,644	65,392	110,754	98,066	100,000	2%	136,876	120,679	-12%
Miles Between Road calls	37,539	32,481	42,844	67,684	41,553	50,000	20%	53,562	41,613	-22%
<b>COST RATIOS</b>										
Farebox Recovery Ratio	16%	16%	18%	18%	18%	18%	1%	17%	18%	1%
\$/Gal Fuel	\$ 3.20	\$ 3.52	\$ 3.95	\$ 3.48	\$ 2.77	\$ 3.00	8%	\$ 3.07	\$ 2.10	-32%
Operating Cost/Passenger	\$ 6.52	\$ 6.60	\$ 6.01	\$ 5.58	\$ 5.54	\$ 5.79	5%	\$ 5.44	\$ 4.77	-12%
Operating Cost/Revenue Hour	\$ 98.54	\$ 105.05	\$ 106.53	\$ 105.76	\$ 106.38	\$ 111.77	5%	\$ 105.79	\$ 106.96	1%
Operating Cost/Revenue Mile	\$ 8.98	\$ 7.46	\$ 7.98	\$ 7.71	\$ 7.62	\$ 8.07	6%	\$ 7.64	\$ 7.54	-1%

**TRI DELTA TRANSIT  
COMPARATIVE YTD FR RIDERSHIP BY ROUTE**

TOTAL PASSENGER TRIPS											YTD COMPARISON		
ROUTE	10/11	% Chg	11/12	% Chg	12/13	% Chg	13/14	% Chg	14/15	% Chg	Dec-14	Dec-15	% Chg
	200	36,121	3%	37,682	4%	55,322	47%	55,914	1%	54,167	-3%	27,105	24,913
201	105,655	6%	110,660	5%	119,977	8%	124,289	4%	112,116	-10%	53,795	67,028	6%
300	290,750	8%	302,067	4%	290,313	-4%	328,582	13%	353,802	8%	177,799	172,289	-3%
379	12,230	0%	10,235	-16%	15,232	49%	6,759	-56%	3,223	-52%	1,669	2,059	23%
380	565,484	-4%	584,779	3%	680,981	16%	682,650	0%	666,704	-2%	344,651	314,567	-9%
383	39,780	-9%	34,210	-14%	35,031	2%	32,073	-8%	30,200	-6%	15,616	12,904	-17%
384	25,653	-14%	26,201	2%	8,227	-69%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
385	36,855	6%	36,481	-1%	61,388	68%	70,974	16%	68,013	-4%	32,522	35,060	8%
386	4,650	-4%	3,042	-35%	2,172	-29%	1,902	-12%	1,583	-17%	853	727	-15%
387	195,608	2%	212,731	9%	262,396	23%	264,036	1%	257,944	-2%	131,720	121,036	-8%
388	311,242	5%	320,981	3%	366,041	14%	400,190	9%	370,128	-8%	193,008	174,352	-10%
389	48,272	-9%	46,723	-3%	53,255	14%	53,068	0%	51,480	-3%	24,602	24,495	0%
390	49,042	-5%	52,660	7%	68,564	30%	72,054	5%	71,211	-1%	35,289	35,552	1%
391	332,841	0%	346,080	4%	370,500	7%	386,640	4%	402,579	4%	206,286	189,083	-8%
Dimes a Ride	12,745	-10%	11,328	-11%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Delta Express (Hac)	18,686	18%	11,831	-38%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Shuttles	9,161	35%	9,446	3%	4,941	-48%	3,370	-32%	5,375	59%	5,375	4,637	-14%
392	105,702	-1%	112,330	6%	133,569	19%	142,284	7%	142,650	0%	75,410	67,329	-11%
393	104,487	1%	111,697	7%	135,181	21%	133,078	-2%	141,281	6%	72,604	69,184	-5%
394	46,798	-10%	50,614	8%	71,557	41%	64,904	-9%	63,087	-3%	34,490	28,552	-17%
395	N/A	N/A	N/A	N/A	6,187	100%	9,497	100%	10,485	100%	3,540	6,749	91%
Total Fixed Route	2,351,662	0%	2,431,768	3%	2,740,834	13%	2,832,264	3%	2,806,029	-1%	1,436,334	1,340,516	-7%

AVERAGE PASSENGERS PER REVENUE HOUR											YTD COMPARISON		
ROUTE	10/11	% Chg	11/12	% Chg	12/13	% Chg	13/14	% Chg	14/15	% Chg	Dec-14	Dec-15	% Chg
	200	10.0	7%	10.3	3%	12.6	22%	12.5	-1%	12.6	1%	12.5	11.8
201	19.1	3%	19.7	3%	17.8	-10%	17.9	1%	17.0	-5%	16.2	17.4	7%
300	15.2	7%	15.8	4%	15.8	0%	18.6	18%	20.3	10%	20.4	19.9	-3%
379	13.2	4%	9.8	-26%	10.7	9%	16.8	57%	26.5	57%	29.8	36.9	24%
380	16.6	-5%	17.4	5%	20.2	16%	20.6	2%	20.2	-2%	20.7	19.5	-6%
383	11.2	-9%	9.7	-13%	10.2	5%	12.6	23%	13.0	3%	13.2	11.5	-13%
384	9.6	-18%	10.2	7%	14.6	43%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
385	12.0	-10%	11.1	-7%	11.9	7%	12.9	8%	12.3	-4%	12.2	12.0	-1%
386	6.0	-2%	3.9	-36%	3.6	-7%	6.3	74%	6.3	1%	7.5	6.7	-10%
387	17.7	2%	19.6	11%	22.8	16%	23.7	4%	23.3	-2%	23.5	22.6	-4%
388	15.0	4%	16.5	3%	17.1	10%	18.2	7%	17.4	-5%	17.7	17.3	-3%
389	14.7	-2%	13.6	-8%	13.4	-1%	14.4	8%	15.4	7%	14.4	15.5	7%
390	9.9	-19%	10.7	9%	18.6	73%	20.8	12%	21.5	3%	21.3	21.7	2%
391	16.8	0%	18.7	11%	19.6	5%	20.5	4%	21.9	7%	22.3	20.8	-7%
Dimes a Ride	8.1	-10%	10.9	36%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Delta Express (Hac)	9.0	12%	8.1	-10%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Shuttles	11.7	44%	N/A	N/A	N/A	N/A	6.4	N/A	30.7	383%	30.7	24.5	-20%
392	15.1	-2%	15.2	1%	17.6	16%	19.1	9%	18.9	-1%	19.5	17.6	-10%
393	15.7	1%	16.4	5%	17.5	7%	17.5	0%	18.7	7%	18.7	17.9	-4%
394	10.8	-8%	11.7	9%	15.0	28%	17.0	13%	15.9	-7%	17.0	14.3	-16%
395	N/A	N/A	N/A	N/A	12.0	N/A	16.2	N/A	16.4	1%	10.8	20.5	90%
Total Fixed Route	15.1	-1%	15.9	5%	17.7	12%	19.0	7%	19.2	1%	19.4	18.6	-4%

# **TAB 3**

Agenda Item 7a

DISCUSSION ITEM: Advertising on Buses

## **Board of Directors Meeting**

Wednesday January 27, 2016

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

## **Staff Report to ECCTA Board of Directors**

**Meeting Date:** January 27, 2016

**Agenda Item:** Advertising on Buses – Agenda Item 7a

**Lead Staff:** Jeanne Krieg, Chief Executive Officer 

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### **Considerations**

- Board Chair Ben Johnson requested a discussion about the future sales of advertising on the buses.
- The current contract began January 1, 2015. It is a 3 year contract with 2 one-year options.
- The contract includes a cancellation clause for termination with or without cause.
- The minimum annual guarantee to ECCTA is:
  - Year 1: \$80,000 – we will receive \$125,000 - \$130,000
  - Year 2: \$82,000
  - Year 3: \$85,000
  - Year 4: \$88,000
  - Year 5: \$90,000
- The contractor has indicated that they are willing to modify the contract. They estimate our income would drop by 40% if we eliminate ads that cover widows. A contract modification would reduce the minimum annual guarantee.
- All windows on 33 of the fixed route buses have dark tinted windows. The twenty phantom buses that do not currently have dark windows will be replaced with low-floor dark windowed buses in October.

### **Requested Action**

Give direction to staff

# **TAB 4**

Agenda Item 7b

**ACTION ITEM: Bus Options Assignment**

## **Board of Directors Meeting**

**Wednesday January 27, 2016**

**ECCTA Boardroom**


**801 Wilbur Avenue, Antioch, CA 94509**

**Staff Report to ECCTA Board of Directors**

**Meeting Date:** January 27, 2016

**Agenda Item:** Bus Options Assignment  
Agenda Item 7b

**Lead Staff:** Steve Ponte, Chief Operating Officer

**Approved:** Jeanne Krieg, Chief Executive Officer 

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**Background**

The Federal Transit Administration formalized the rules for an agency to purchase vehicles using another agency's approved purchase contract (referred to as a piggy-back). ECCTA staff desires to use a piggy-back option with Long Beach Transit to purchase two BYD electric buses. In order for ECCTA to negotiate with BYD, ECCTA must send a letter to secure two options from Long Beach Transit.

**Recommendation:**

Authorize the CEO to sign a Bus Options Assignment Letter with Long Beach Transit to secure two BYD electric bus options.



# **TAB 5**

Agenda Item 7c

**ACTION ITEM: HVAC Maintenance & As-Needed Repairs Contract**

Resolution 160127

## **Board of Directors Meeting**

Wednesday January 27, 2016

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

## **Staff Report to ECCTA Board of Directors**

**Meeting Date:** January 27, 2016

**Agenda Item:** HVAC Maintenance & As-Needed Repairs Contract  
Agenda Item 7c

**Lead Staff:** Steve Ponte, Chief Operating Officer

**Approved:** Jeanne Krieg, Chief Executive Officer 

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### **Background**

- Effective March 1, 2015, the California Department of Industrial Relations (DIR) requires all contractors and subcontractors working on public works projects to be registered with the DIR (SB854).
- ECCTA's HVAC contractor at the time decided not to participate in the DIR program so ECCTA was required to find a local contractor that was registered with the DIR to perform the remaining three HVAC services for 2015.
- An Invitation for Bid was prepared by ECCTA to find a permanent contractor registered with the DIR to perform HVAC maintenance and as-needed repairs for five years beginning January 2016.

### **Process**

- November 9, 2015: IFB #2015-001 for HVAC Maintenance & As-Needed Repairs was mailed to 14 firms, advertised in the East County Times & trade journals, and posted on ECCTA's web site.
- November 23, 2015: Two firms attended a pre-bid meeting.
- January 7, 2016: ECCTA received two bids:
  - Freschi Service Experts (Antioch): \$8,662.02 for year 1
  - Tyndall HVAC, Inc. (Antioch): \$3,100 for year 1

### **Recommendation**

Adopt Resolution # 160127 authorizing the CEO to execute and deliver a five-year contract for HVAC maintenance and as-needed repairs to Tyndall HVAC Inc. for \$3,100 for year one.

*Note: The contract is for a period of five years with a San Francisco Bay Area CPI (California Price Index) price increase allowed each year at the time of the annual commencement Agreement date.*

#### **Agenda Item #7c**

Eastern Contra Costa Transit Authority

Board of Directors

Meeting: January 27, 2016



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
Phone 925.754.6622 Fax 925.757.2530

## **RESOLUTION #160127 AUTHORIZATION FOR AWARD OF CONTRACT FOR HVAC Maintenance & As-Needed Repairs**

**Resolution #160127 authorizes the CEO to execute and deliver a five year contract with a San Francisco Bay Area CPI (California Price Index) price increase allowed each year at the time of the annual commencement Agreement date, to Tyndall HVAC Inc, for \$3,100.00 for year 1.**

WHEREAS, on November 9, 2015, Eastern Contra Costa Transit Authority (ECCTA) published an Invitation for Bid; and

WHEREAS, two bids were received on January 7, 2016; and

WHEREAS, the process followed all requirements established by ECCTA Purchasing Policies; and

WHEREAS, Tyndall HVAC Inc., is the recommendation of ECCTA staff as the lowest responsible bidder.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

1. ECCTA does hereby award a five year contract with a San Francisco Bay Area CPI (California Price Index) price increase allowed each year at the time of the annual commencement Agreement date, for a sum of \$3,100.00, year 1, to Tyndall HVAC Inc.
2. ECCTA hereby grants the CEO the authorization to execute and deliver a contract to Tyndall HVAC Inc.

PASSED AND ADOPTED THIS 27<sup>th</sup> day of January 2016, by the following votes:

### **EASTERN CONTRA COSTA TRANSIT AUTHORITY**

\_\_\_\_\_  
Ben Johnson, Chair

\_\_\_\_\_  
Jeanne Krieg, CEO

AYES: \_\_\_\_\_  
 NOES: \_\_\_\_\_  
 ABSENT: \_\_\_\_\_  
 ABSTENTIONS: \_\_\_\_\_

# **TAB 6**

Agenda Item 7d  
DISCUSSION ITEM: Paratransit

## **Board of Directors Meeting**

Wednesday January 27, 2016

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

**Staff Report to ECCTA Board of Directors****Meeting Date:** January 27, 2016**Agenda Item:** Paratransit -- Agenda Item #7d**Approved:** Jeanne Krieg, Chief Executive Officer **Lead Staff:** Steve Ponte, Chief Operating Officer

Director Gene Clare requested staff to make a presentation to the Board of Directors about Tri Delta Transit's paratransit service. Attached is some information about the system. Below are some statistics. Staff will be prepared to make a full presentation at the board meeting.

Registered ADA customers	2366
Registered senior customers	767 (24%)
Average # of trips provided/month	10,134
Average # of regional trips/month (rides transferred to other agencies)	445 (4.5%)
Average # of over-the-hill trips/month (trips to Martinez/Concord)	459 (4.6%)
Annual MediCal fares	\$294,000
Annual regular fares	\$245,000
Average trip distance -- time	5.52 miles – 30 minutes
Average new applications/month	100
Average renewal applications/month	87

**Action Requested**

No action requested.

**Agenda Item #7d**  
 Eastern Contra Costa Transit Authority  
 Board of Directors  
 Meeting: January 27, 2016



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
Phone 925.754.6622 Fax 925.757.2530

## Important Application Information for Paratransit Transportation

This packet includes information and forms you need to apply for Tri Delta Transit's paratransit transportation. Tri Delta Transit's paratransit transportation includes two programs:

1. **ADA Paratransit Transportation:** This type of door-to-door public transportation is provided following the requirements and regulations of the Americans with Disabilities Act (ADA). It is limited to individuals who are unable to use fixed route transportation some or all of the time due to a disability or health related condition. If you qualify, you will be able to travel on paratransit systems throughout the nine-county Bay Area.
2. **Senior (Age 65+) Paratransit Transportation:** While not required by the ADA, Tri Delta Transit provides local door-to-door transportation to individuals who are 65 years of age or older. This transportation is limited to Tri Delta Transit's service area in Eastern Contra Costa County and is subject to ride availability.

# ADA Paratransit Transportation

## ADA Paratransit Transportation Eligibility:

Eligibility is determined on a case-by-case basis in accordance with the ADA. Disabled status is strictly limited to those who have limitations that prevent them from using accessible fixed route transportation. If you are found to be capable of using fixed route bus service, you will not be eligible for ADA Paratransit transportation.



To apply for eligibility you must fully complete the attached application form and return it to Tri Delta Transit. We will review your ability to use accessible fixed route transportation and will consult with your doctor, health professional, or other specialist about your condition and abilities. After reviewing your application and the information provided by your health care professional, we may need to contact you by phone or schedule a personal interview or a functional evaluation. The functional evaluation will help us determine your ability to take a public transit trip.

Once your fully completed application is received and we receive a medical verification form from your health care provider, your application will be processed within 21 days. You will receive notice of your eligibility determination by mail.

If you are certified as ADA eligible, you can travel on Tri Delta Transit's ADA Paratransit transportation system as well as on paratransit systems throughout the nine-county Bay Area. If you are found to be ineligible and do not agree with the eligibility determination, you have the right to appeal. Information on how to file an appeal will be included with your eligibility determination letter if your ADA status is denied.

# Senior (Age 65+) Paratransit Transportation

## Senior (Age 65+) Paratransit Transportation Eligibility:

If you are 65 years of age or older, you are eligible for Tri Delta Transit's Senior Paratransit Transportation. This transportation is limited to Tri Delta Transit's service area in Eastern Contra Costa County and is subject to ride availability. Rides are not guaranteed.





# Tri Delta Transit Paratransit Information

## Tri Delta Transit's Paratransit Transportation Includes Two Programs

### ADA Paratransit Transportation

This type of door-to-door public transportation is provided following the requirements and regulations of the Americans with Disabilities Act (ADA). It is limited to individuals who are unable to use fixed route transportation some or all of the time due to a disability or health related condition. If you qualify, you will be able to travel on paratransit systems throughout the nine county Bay Area.

### Senior (Age 65 +) Paratransit Transportation

While not required by the ADA, Tri Delta Transit provides local door-to-door public transportation to individuals who are 65 years of age or older. This transportation is limited to Tri Delta Transit's service area in Eastern Contra Costa County and is subject to ride availability.

## Contact Information

### Phone Numbers

Applications, Questions, Comments:  
925-754-6622

Ride Reservations: 925-754-3060

Ride Cancellations: 925-706-4382

Lost & Found: 925-754-6622

TTY: 925-754-3695

### Mailing Address

Tri Delta Transit  
801 Wilbur Avenue  
Antioch, CA 94509



## Eligibility and Registration

### ADA Paratransit Transportation

Eligibility is determined on a case-by-case basis in accordance with the ADA. Disabled status is strictly limited to those who have limitations that prevent them from using accessible fixed route transportation. If you are found to be capable of using fixed route bus service, you will not be eligible for ADA Paratransit transportation.



### To request an eligibility application:

- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch
- Call 925-754-6622 to get an application by mail

You must fully complete the application form and return it to Tri Delta Transit.

### We will receive and review the application

- You may be contacted by phone for more information
- You may be asked to come to Tri Delta Transit for a personal interview or functional evaluation
- You will be notified by mail of your eligibility status within 21 days of receipt of your completed application and medical verification form completed by your medical provider.
- If you are certified as ADA eligible, you can travel on Tri Delta Transit's ADA Paratransit transportation as well as on paratransit systems throughout the nine county Bay Area.

Revised April 2015

## Eligibility and Registration

### ADA Paratransit Eligibility Appeals

If you are found to be ineligible and do not agree with the eligibility determination, you have the right to appeal the decision.

To appeal a decision, send a brief letter within 60 days of the decision stating your reasons for the appeal to:

**Paratransit Appeals  
Tri Delta Transit  
801 Wilbur Avenue  
Antioch, CA 94509**



Once we receive the letter, an appeals panel will be assembled to hear your appeal. The appeals board will render a final, written decision within 30 days of hearing the appeal.

The appeals panel consists of at least three persons, including one peer to the applicant, one medical professional, and one transit professional.

The appeals process will include a meeting between you (or someone on your behalf) and the appeals panel.

You may bring anyone you wish along to the meeting to speak on your behalf. Tri Delta Transit will provide free transportation for you to and from the appeals meeting. Tri Delta Transit will also provide any necessary aids that you request at the appeals meeting, if you request them at least one week in advance.

### Senior (Age 65+) Paratransit Transportation

If you are 65 years of age or older, you are eligible for Tri Delta Transit's Senior Paratransit transportation.

This transportation is limited to Tri Delta Transit's service area in Eastern Contra Costa County and is subject to ride availability.

Requested rides are not guaranteed.



#### To request an eligibility application:

- Visit Tri Delta Transit's administrative office at 801 Wilbur Avenue in Antioch
- Call 925-754-6622 to get an application by mail

You must fully complete the application form and return it to Tri Delta Transit.

You will be notified by mail of your eligibility status within 14 days of receipt of your completed application.



## Hours and Days of Operation

### Transportation Service Hours

#### ADA Paratransit Transportation Hours:

Monday - Friday 3am to midnight\*

Saturday 6am to 1am\*

Sunday 7am to 1am\*

\*Transportation availability subject to fixed route bus service hours

ADA Paratransit transportation is available during the same days and hours that Tri Delta Transit's fixed route bus service operates. You may request a pick-up within  $\frac{3}{4}$  mile of a fixed route during the days and hours of service the bus route operates.

#### Senior (Age 65+) Paratransit Transportation Hours:

Monday - Friday 6:30am to 5:30pm\*\*

Saturday 10:00am to 5:30pm\*\*

Sunday No service available

\*\*Transportation subject to ride availability

### Saturday/Sunday/Holiday Service

There is limited ADA Paratransit transportation on Saturdays, Sundays and on holidays. There is no Senior Paratransit transportation on Sundays or on holidays.

- New Year's Day (Actual & Observed)
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day (Actual & Observed)
- Labor Day
- Veterans Day (Actual & Observed)
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day (Actual & Observed)



### Ride Reservations

925-754-3060

6am - 6pm daily,  
including holidays



### Ride Cancellations

925-706-4382

Call the cancellation line with all ride cancellations at least one hour in advance of your ride time or you will be charged with a no-show.

The cancellation line is available 24 hours a day, 7 days a week to record your cancellation message.



#### **Please leave the following information:**

1. Your name and pick-up address
2. Time and date of all rides to be cancelled, including return ride if applicable

### Late Cancellation/ No-Show Policy

A no-show is a scheduled ride that you do not take without properly cancelling on time.

- If you call to cancel less than one hour in advance of your ride time, you will be marked a no-show.
- If you accumulate more than three no-shows in a six-month period of time, your service may be suspended for one month.
- A written warning will be sent before service is suspended.

## Scheduling a Ride

Once you have been notified that you are eligible to use Tri Delta Transit's Paratransit transportation, call 925-754-3060 to schedule a ride. Ride requests may be made one to three days in advance. If you are requesting a trip that goes outside Eastern Contra Costa County, we recommend that you call at least seven days in advance so we can coordinate your trip with the other providers.

**When requesting a ride, please give the reservationist the following information:**

1. Your name and pick-up address
2. The date and time of the appointment or your preferred pick-up time\*
3. The destination address and phone number
4. The preferred return time\*
5. The return address
6. If a personal care attendant or companion(s) will travel with you
7. If you will be using a cane, walker, service animal or mobility device

After making the ride request, you will receive an automated call with your confirmed pick-up time the day before your scheduled ride.

\*Please remember this is shared ride transportation. To accommodate as many ride requests as possible, an ADA Paratransit confirmed pick-up time may be up to one hour before or after the requested pick-up time. Senior (Age 65+) Paratransit transportation rides are subject to ride availability and requested rides are not guaranteed.

- If you schedule a trip where your arrival time is important (e.g., doctor appointment), please give the reservationist your appointment time.
- If you schedule a trip where your arrival time is not important (e.g., store), please give the reservationist the time you prefer to be picked up from your starting location.

## ADA Paratransit Regional Rides

ADA Paratransit transportation allows you to schedule rides which take you outside Eastern Contra Costa County. This means you will be required to transfer to another paratransit provider.



We recommend that you call at least seven days in advance to schedule a regional trip so we can coordinate your trip with the other providers.

## ADA Paratransit Subscription Service

Subscription service is a convenience offered to our ADA Paratransit passengers that take the same trip on a regular basis. Subscription service is pre-paid and has specific rules and limits. Typical subscription rides include those for school, jobs, dialysis, chemotherapy, and other medical treatments. Tri Delta Transit offers subscription service on a space available basis. If space is not available for subscription service, you may ask to be placed on a waiting list by calling Tri Delta Transit's Accessible Services department at 925-754-6622.



## Fares and Tickets

Paratransit drivers must collect fares upon boarding, so please have the exact fare ready prior to boarding. The driver cannot give change.

One-way trip starting and ending in Tri Delta Transit's ADA service area	\$2.75
One-way trip starting and/or ending outside Tri Delta Transit's ADA service area	\$5.50
One-way Direct Trips to Concord or Martinez Mon-Fri*	\$5.50
One-way Regional Trips (transfer to Link) Mon-Fri* \$5.50 + all applicable fees for other transit agencies	\$5.50 + additional fees
One-way Regional Trips (transfer to Link) Sat-Sun# \$7.00 + all applicable fees for other transit agencies	\$7.00 + additional fees
10 one-way ride tickets valued at \$2.75 each	\$27.50

\*During fixed route 200 & 201 regular service hours only.

#All trips provided to Concord and Martinez during hours Route 200 & 201 are not in operation (including weekends and holidays) will be charged an additional fee of \$3 each way.

## Personal Care Attendant Fare

If you are certified to ride with an attendant for ADA Paratransit transportation, a personal care attendant is not required to pay a fare and must be picked up and dropped off at the same locations as you, the passenger. You must let the reservationist know if you will have an attendant when scheduling your ride. Your need for an attendant must be registered with Tri Delta Transit's Accessible Services department during the eligibility determination process or by calling 925-754-6622.



## Companion Fare



If you are certified for ADA Paratransit transportation, companions are charged the same fare as you, the passenger. ADA Paratransit transportation customers are allowed up to two companions per ride. Additional companions may be allowed to ride as space permits. Companions must be picked up and dropped off at the same locations as you. You must let the reservationist know if you will have companions when scheduling your ride.

## Tickets

You can purchase 10-ride coupon books with 10 one-way ride tickets valued at \$2.75 each by:

- Calling 925-754-6622 to order over the phone or to request a mail order envelope
- Ordering online at [TriDeltaTransit.com](http://TriDeltaTransit.com)
- Ordering in person at Tri Delta Transit's administrative office: 801 Wilbur Avenue, Antioch

## Rules and Procedures

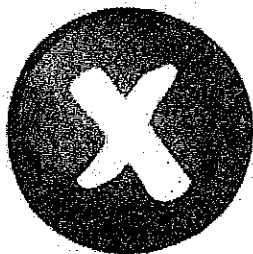
### Paratransit Drivers WILL

- Help you board and exit the vehicle
- Secure your mobility device to the vehicle (walkers, canes and carts are not secured)
- Upon request, escort you to and from the front door of the primary building upon arrival at both origin and destination
- Assist with loading shopping bags upon request. You may carry four shopping bags on the vehicle. The shopping bags may not weigh more than twenty pounds each. The shopping bags must remain out of the aisle.



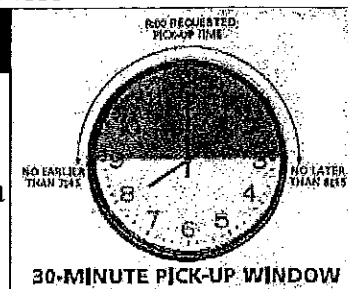
### For Safety Reasons, Paratransit Drivers WILL NOT

- Enter your private residence
- Push your wheelchair up or down any stairs, steep ramps or inclines
- Lose sight of their vehicle
- Enter an apartment complex, driveway, or other private property without written permission from the property owner
- Carry more than four shopping bags



### Being on Time

- Once your pick-up time has been confirmed, Tri Delta Transit has a 30-minute window during which to arrive (either 15 minutes before or 15 minutes after your scheduled time).



For example, if your pick-up time is confirmed for 12:30 pm, you should be ready for pick-up from 12:15 p.m. to 12:45p.m.

- You must meet the paratransit driver within 3 minutes of his/her arrival during the 30-minute window.



For example, if your scheduled pick-up time is 7am and the driver arrives at 6:45am, the driver will wait until 6:48am. If you are not ready, you will be marked as a no show.

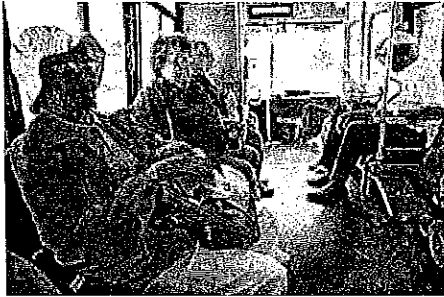
### Rider Responsibilities

- For your safety, please refrain from eating, drinking, and smoking while on the bus.
- There is no reserving of seats, fighting, yelling or obscene language allowed.
- You are also requested to not wear scented personal care products while using the service. This is to ensure that vehicles are accessible for passengers with multiple chemical sensitivity.

## Shared Ride Transportation

Paratransit is shared ride transportation. This means that other passengers may be on-board during any part of a ride and that scheduled pick-up times or routes of travel may be altered so another passenger can be accommodated. It is likely that the vehicle will stop and pick-up other passengers as it proceeds.

Shared rides help lower the cost of paratransit.



## Mobility Devices and Securement

All Tri Delta Transit vehicles are equipped with a mobility device ramp or lift.

- Passengers using a wheelchair are encouraged to remain in their chairs and wear a lap belt during boarding and exiting and while riding in the paratransit vehicle.
- Passengers using a scooter are encouraged to transfer to a seat during travel and wear a lap belt.
- During boarding and exiting, electric mobility devices are required to be set on the lowest speed or turned off.
- Mobility devices are required to be in good working order and must adhere to ADA requirements/limitations. Maximum size for a mobility device is 30 inches wide and 48 inches long. The maximum combined weight of a passenger and their mobility device is 600 pounds.
- All mobility devices except walkers, canes, and carts must be secured to the bus. All other items must be kept clear of the aisles.

## Service Animals and Pets

### Service Animals

A service animal is an animal specifically trained to assist you with necessary duties.

If you travel with a service animal, you must include this

information on your

eligibility application. Please let the reservationist know if you will be bringing a service animal when scheduling your ride.

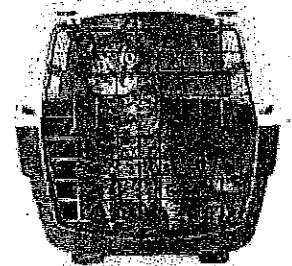


- Animals meeting service animal criteria may board the bus with you at any time.
- While riding in a vehicle, the service animal is required to sit, stand, or lay on the floor of the vehicle and may not block the aisle.
- If your service animal misbehaves, you will be asked to remove the animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking passengers, the driver, or other service animals.

### Pets

Pets may board the bus with you if your pet is in a pet carrier. For safety reasons, the driver is unable to assist with carrying

the pet carrier. Please let the reservationist know if you will be bringing a pet carrier when scheduling your ride.



## **Transit Miner *My Trips***

Imagine not having to call and be placed on hold just to review, confirm or cancel your ride. It's possible with *My Trips* from Transit Miner!

Transit Miner *My Trips* is an optional service available to you. It is an easy-to-use service that allows you to have more control over your paratransit trips.

### **TRANSIT MINER *MY TRIPS* PROVIDES**

- Secure access to your personal ride information, 24/7
  - Ability to view and confirm same day and future rides
  - Ability to cancel a ride
  - Easy viewing of your pick up window PLUS an estimated time of arrival
  - Voice, text message and/or email alert reminders for your rides
  - Easy access from smart phones, tablets and/or personal computers
- \* Currently you cannot schedule a ride with *My Trips*. This feature is coming soon!

### **HOW TO SIGN UP**

Transit Miner *My Trips* costs \$4.99 per year (that's about 42¢ per month).

Registering is easy and only takes a few minutes. You will need your paratransit client ID number. Please call Tri Delta Transit Paratransit transportation at 925-754-3060 to request your client ID number.

After you have your client ID number, create your account by logging onto [www.transitminer.info](http://www.transitminer.info) and following the simple instructions shown on the website. For assistance with setting up your account please email: [support@transitminer.info](mailto:support@transitminer.info)

## **Frequently Asked Questions**

We've anticipated some questions you may have about Tri Delta Transit Paratransit transportation. If you still have questions after reading this information, please call Tri Delta Transit at 925-754-6622 or TTY: 925-754-3695.

### **If I am disabled, am I automatically eligible for ADA Paratransit transportation?**

No. Only those individuals whose disabilities prevent them from using fixed route bus service, all of the time or some of the time, are eligible. This eligibility criterion comes from the Americans with Disabilities Act. All Tri Delta Transit buses are accessible, and many individuals with disabilities are able to use the fixed route bus service.



**If I have a blue DMV disabled placard, am I automatically eligible for ADA Paratransit transportation?**

No. Only those individuals whose disabilities prevent them from using fixed route bus service, all of the time or some of the time, are eligible. This eligibility criterion comes from the Americans with Disabilities Act. All Tri Delta Transit buses are accessible, and many individuals with disabilities are able to use the fixed route bus service.

**Where is the service area?**

Tri Delta Transit ADA Paratransit transportation follows the guidelines of the Americans with Disabilities Act (ADA). According to the ADA, ADA paratransit transportation must be provided within  $\frac{3}{4}$  mile of fixed route bus service. ADA paratransit transportation is designed to be comparable to Tri Delta Transit's fixed route bus service, providing ADA paratransit transportation to origins and destinations within a  $\frac{3}{4}$  mile radius of Tri Delta Transit's bus routes during regular service hours of that route.

There are also transfer points for ADA paratransit regional rides which take passengers outside Eastern Contra Costa County. Reservationists will make the arrangements with the other paratransit provider(s) and provide assistance in arranging your ride to connect at a transfer point, if needed. It is recommended that you call at least seven days in advance to request a regional ride.

While not required by the ADA, Tri Delta Transit provides paratransit transportation for seniors (age 65+) within Tri Delta Transit's service area in Eastern Contra Costa County. Transportation is subject to ride availability. Requested rides are not guaranteed. This service does not permit travel on other transit agencies' paratransit services.

**What must I do to be able to use ADA Paratransit transportation?**

Visit Tri Delta Transit's Administrative Office at 801 Wilbur Avenue in Antioch or call 925-754-6622 to request an application. Complete and submit the application to Tri Delta Transit, 801 Wilbur Avenue, Antioch, CA 94509. We will review your application and mail a medical verification form to your doctor in order to process your application.

**How long does it take to process my application for ADA Paratransit transportation?**

Once we receive your fully completed application and a medical verification form from your health care provider, your application will be processed within 21 days. You will receive notice of your eligibility determination by mail.

**What if I do not qualify for ADA Paratransit transportation?**

You will receive a letter explaining why you are not eligible. The letter also will explain how you can appeal the decision.

**What must I do to be able to use the Senior (Age 65+) Paratransit transportation?**

Visit Tri Delta Transit's Administrative Office at 801 Wilbur Avenue in Antioch or call 925-754-6622 to request an application. Complete and submit the application to Tri Delta Transit, 801 Wilbur Avenue, Antioch, CA 94509. We will review and process your application.

**How long does it take to process my application for Senior (Age 65+) Paratransit transportation?**

You will be notified by mail of your eligibility status within 14 days of receipt of your completed application.

**How far in advance do I need to schedule my ride?**

Ride requests may be made one to three days in advance. We recommend calling at least seven days in advance to schedule an ADA Paratransit trip that goes outside Eastern Contra Costa County.

**Can an attendant ride with me?**

Yes, if you are certified to ride with an attendant for ADA Paratransit transportation. A personal care attendant may ride free if you are certified to ride with an attendant. When you reserve a ride, you must let the reservationist know that an attendant will be traveling with you.

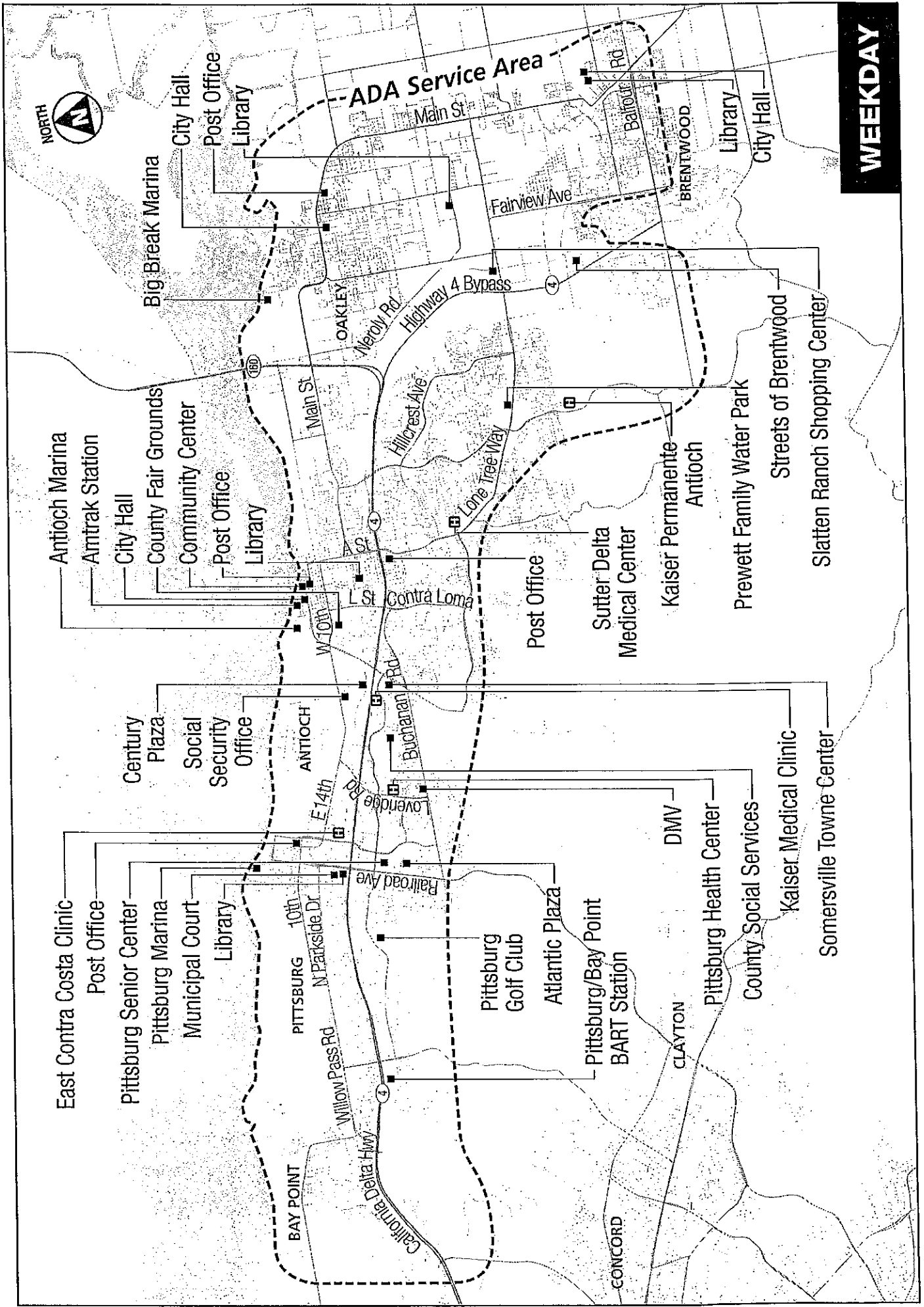
**Can I take my friend or family member with me?**

Yes, if you are certified for ADA Paratransit transportation. You must let the reservationist know that you will have companion(s) with you. Your companion(s) also must pay the same fare for each one-way trip. You are allowed up to two companions per ride.

**Do you allow animals on the bus?**

Yes. Service animals and pets are allowed. The pet must be in a pet carrier. For safety reasons, the driver is unable to assist in carrying the pet carrier.

PARATRANSIT AREA



WEEKDAY

# PARATRANSIT AREA

