



# 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 March 27, 2019

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Available online: [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
- Limited English Proficiency (LEP) information
- Anticipated action by the Board of Directors

1. **Call to Order:** Chair Diane Burgis

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 Diane Burgis

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

a. Minutes of the Board of Directors meeting of February 27, 2019

b. Financial Report

c. Marketing and Customer Service Activities Report

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

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

a. **Operations Report** (*see attachment: tab #2*)

**Board of Directors:**

City of Antioch

Lamar Thorpe

Monica Wilson

City of Brentwood

Barbara Guise

Robert Taylor\*\*

City of Oakley

Doug Hardcastle

Kevin Romick

City of Pittsburg

Merl Craft

Shanelle Scales-Preston

Contra Costa County

Diane Burgis\*

Federal Glover

Member-at-Large

Ken Gray

\* Chair: FY 2018-19

\*\* Vice-chair: FY 2018-19

**Board of Directors Meeting Agenda  
Wednesday March 27, 2019**

**7. ACTION and DISCUSSION ITEMS**

**a. ACTION ITEM: Bus Disposal**

*(see attachment: tab #3)*

**Requested Action:** Adopt Resolution #190327A authorizing the disposal of two 2011 El Dorado paratransit buses.

**b. ACTION ITEM: Objectives, Measures, Standards, and Productivity Guidelines**

*(see attachment: tab #4)*

**Requested Action:** Adopt Resolution #190327B which implements updated Objectives, Measures, and Standards as well as updated Productivity Guidelines.

**c. ACTION ITEM: Employee Title Adjustment**

*(see attachment: tab #5)*

**Requested Action:** Authorize the addition of the title *SMS Executive* to the Executive Assistant's job title.

**d. ACTION ITEM: Low Carbon Transit Operations Program**

*(see attachment: tab #6)*

**Requested Action:** Adopt Resolution #190327C authorizing the CEO to execute the certifications and assurances and apply for the Low Carbon Transit Operations Program (LCTOP) to continue the operation of Route 383 serving the Antioch BART station for an additional 24 months.

**e. DISCUSSION ITEM: Fuel Hedging**

*(see attachment: tab #7)*

**Requested Action:** None 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: April 24, 2019 at 4:00pm, 801 Wilbur Avenue, Antioch, CA 94509

**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 ECCTA's front desk located at 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 ECCTA'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 ECCTA 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 no fewer than 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.

**Limited English Proficiency (LEP):**

Any person with Limited English Proficiency (LEP) who requires language assistance to communicate with the Tri Delta Transit Board of Directors during the meeting should contact the CEO's Office at (925) 754-6622 or fax (925) 757-2530. Notification no fewer than 48 hours prior to the meeting will enable Tri Delta Transit to make reasonable arrangements to assure language assistance for this meeting.

**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 March 27, 2019

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

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

**MINUTES**

February 27, 2019

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

**ROLL CALL / CALL TO ORDER**

**PRESENT:** Michael Daugelli, alternate for Diane Burgis (Contra Costa County/Chair); Nancy Parent, alternate for Federal Glover (Contra Costa County); Ken Gray (Member-at-Large); Barbara Guise (Brentwood); Kevin Romick (Oakley); Shanelle Scales-Preston (Pittsburg); Lamar Thorpe (Antioch); Monica Wilson (Antioch); and Robert Taylor (Brentwood/Vice Chair)

**ABSENT:** Merl Craft (Pittsburg); and Doug Hardcastle (Oakley)

**STAFF:** Jeanne Krieg, Chief Executive Officer (CEO)  
Steve Ponte, Chief Operating Officer (COO)  
Ben Stock, Legal Counsel  
Maureen Gonzales, Controller

**OTHERS**

**PRESENT:** Stuart Crust, TransTrack Systems, Inc.  
Susan Hinson, First Transit  
Gary Mitchell, First Transit  
Hosie Pintily, First Transit

Vice Chair Taylor reported that Chair Burgis was doing well after surgery.

**PLEDGE OF ALLEGIANCE**

Vice Chair Taylor led the Pledge of Allegiance.

**PUBLIC COMMENT**

There were no comments from the public.

**CHAIR'S REPORT**

There was no Chair's report.

**CONSENT CALENDAR**

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

- A. Minutes of the Board of Directors meeting of January 30, 2019
- B. Financial Report
- C. Marketing Activities Report

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None  
ABSTAIN: None  
ABSENT: Craft and Hardcastle

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

#### A. Operations Report

Chief Executive Officer (CEO) Jeanne Krieg reported that BART's Early Bird service had begun on February 11, operating four trips between 4:00 and 5:00 A.M. on weekdays between the Antioch BART station and the Pittsburg Bay Point BART station, where transfers could take place to Oakland or San Francisco. Current ridership averaged 50 people. She noted that BART would be funding the service during the three and a half years of transbay tube construction.

Ms. Krieg also reported that for the first time in years Tri Delta Transit would participate in the American Public Transportation Association's (APTA's) Transit Driver Appreciation Day on March 18, when the Marketing Director would staff a table in the driver's room to hand out snacks and gift bags. In addition, planning for the Microtransit demonstration project was progressing and would begin later in the spring, taking a smaller bus into neighborhoods (sort of a cross between fixed route and Uber), focusing on areas around the Antioch and Pittsburg Bay Point BART stations. The Metropolitan Transportation Commission (MTC) had surveyors riding buses to collect demographic data from customers with results to be available in the spring; and the Antioch Police Department's canine unit had conducted a training exercise at the Tri Delta Transit facility using a bus as well as the building.

Ms. Krieg announced that the new driver exchange vehicles had been delivered and since all members of the JPA had declined to purchase the old vehicles for \$5, the old vehicles would be auctioned to the public as directed by the Board.

Ms. Krieg also reported that a complaint during a Pittsburg City Council meeting about trash, unsightly landscaping and vagrants at the intersection of Loveridge and Leland Roads had resulted in a recommendation to contact Tri Delta Transit. She had contacted the individual which had resulted in a discussion and coordination with Tri Delta Transit, the Pittsburg Police Department, Wal-Mart, Shell, TDT, the garbage company, and anyone else that could address the problems, which were not attributable to any one entity.

In other matters, Ms. Krieg reported that staff continued to work through the issues that had resulted in the driver shortage with First Transit, the service was getting better, and there were no longer missing trips; the Seafood Festival had hit the 4,000 passenger mark so staff was starting to work on the 2019 shuttle with the intent to clarify that buses would be provided on a pre-determined route every 15 minutes, and with the possibility of partnering with Uber and Lyft to supplement the service; fixed route ridership continued to be below last year but efficiencies continued to look good in terms of billable hours, salaries and benefits, and parts; ridership for paratransit had increased 19 percent while costs had been reduced by 22 percent due to the Mobility on Demand program, and it was hoped the Microtransit project would have a similar effect on fixed route service.

On a personal note, Ms. Krieg stated that Josh McKey, the son of Tri Delta Transit mechanic David McKey, had signed a letter of intent to play football on a full ride scholarship at Western Oregon. In addition two baby boys had been born this month to Mechanic Sebastian Sanchez and Service Worker Justin Cortes.

Reporting on another project, Ms. Krieg stated that staff was investigating ways to make regional paratransit trips better and had been talking with the staff of County Connection and considering pulling the regional trips out of Tri Delta Transit service and providing them separately through other options. A proposal for a demonstration project would be brought to the Board later in the year.

Ms. Krieg commented that this was an exciting time for transit; she had recently been interviewed for a new podcast series on mobility when she had discussed technology and how technology would bring changes to the industry in the future.

Director Parent referred to the comments related to options for connectivity between East County and Central County, particularly with respect to seniors, acknowledged the statistics related to the Antioch BART station, and requested similar statistics for Pittsburg. She added that the parking lot on Bliss Avenue, while a distance from the BART station, was filled quite early in the day.

Director Gray noted with respect to senior mobility that there was a need for seniors to be able to easily access medical facilities.

Director Daugelli stated that he had used the Pittsburg BART station, which was heavily used, and with respect to senior mobility there had been complaints of a lack of connection to other transit systems in the region.

### **ACTION AND DISCUSSION ITEMS**

#### **A. Maintenance Department Cost of Living Wage Adjustment**

Ms. Krieg reported that Maintenance Department staff had not had a cost of living wage adjustment since 2016.

There were sufficient funds in the budget to provide a 3 percent cost of living increase now, with a return in June for a second cost of living increase that would become effective July 1, 2019. Because the last cost of living adjustment had been so long, in addition to a 3 percent increase, Ms. Krieg recommended that each Mechanic receive a one-time \$500 bonus, and each Service Worker receive a one-time \$250 bonus.

Director Romick made a motion, seconded by Director Daugelli, to approve a 3 percent cost of living increase for all Maintenance Department employees effective the pay period that includes March 1, 2019, with a one-time \$500 bonus for Mechanics and a one-time \$250 bonus for Service Workers.

On the motion, Director Thorpe asked why there had been no cost of living increases for the Maintenance Department since 2016, and Ms. Krieg explained that maintenance workers were not represented and there had been an oversight in not including them in an increase.

Director Thorpe asked about the pay differential between Mechanics and Service Workers and recommended a \$500 bonus across the board.

On motion by Director Romick, seconded by Director Daugelli, ECCTA Boardmembers approved a 3 percent cost of living increase for all maintenance employees effective the pay period that includes March 1, 2019, later amended to include a \$500 one-time bonus across the board for Mechanics and Service Workers, carried by the following vote:

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None  
ABSTAIN: None  
ABSENT: Craft and Hardcastle

B. SB1 Project List Approval

Ms. Krieg referred to the annual required resolution for the State of Good Repair (SGR) program to fund eligible transit projects. She reported that \$55,157 was available to be used for bus shelter replacement, and recommended approval of the resolution.

On motion by Director Gray, seconded by Director Romick, ECCTA Boardmembers adopted Resolution 190227A approving the SB1 State of Good Repair Project List for FY 2018-19 and authorizing the Chief Executive Officer to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds and to execute the related grant applications, forms, and agreements, carried by the following vote:

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None



ABSTAIN: None  
ABSENT: Craft and Hardcastle

C. Summer Youth Pass

Ms. Krieg reported that County Connection was seriously considering joining Tri Delta Transit and WestCAT to offer the unlimited-ride summer youth pass, which if approved would mean that kids in East County could travel free throughout Contra Costa County.

Vice Chair Taylor recommended that Tri Delta Transit staff attend the County Connection Board of Directors meeting when the item was to be considered to encourage an affirmative vote.

Director Wilson reported that the City of Antioch would again allocate funds to the Parks and Recreation Department to buy all-day passes to sell to Antioch residents at a discounted rate of \$25.

On motion by Director Guise, seconded by Director Romick, ECCTA Boardmembers authorized staff to market an unlimited-ride 2019 summer pass to passengers aged 6-18 for \$50, carried by the following vote:

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None  
ABSTAIN: None  
ABSENT: Craft and Hardcastle

D. Transit Study Mission

Ms. Krieg reported that she had been invited to join the 25 individuals participating in this year's Transit Study Mission that would start in Vienna on June 2 and end up in Helsinki on June 8. Since the International Association of Public Transport Global Summit would occur in Stockholm from June 9-12, she would also be attending that event. She requested approval to participate in the program at a cost not to exceed \$13,000.

On motion by Director Guise, seconded by Director Romick, ECCTA Boardmembers authorized the CEO to participate in the 2019 International Study Mission to study Mobility as a Service (MaaS), carried by the following vote:

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None  
ABSTAIN: None  
ABSENT: Craft and Hardcastle

E. Voice Radio Conversion

Ms. Krieg reminded the Board of an outside individual who had been interfering with ECCTA's voice radio system, and while the agency had been working with the Federal Communications Commission (FCC), there had been no success in identifying the individual involved. She described the vulnerabilities of the voice radio system, which was in both fixed route and paratransit buses, and identified the problems with the system that could not be resolved by changing the codes as recommended by the FCC, which had been done, along with the desire to have two separate channels for fixed route and paratransit service and address privacy and chatter issues. She explained that the existing radio contractor had identified a cost to update the system from analog to digital, install the new equipment, and maintain the new radio voice system.

Chief Operating Officer (COO) Steve Ponte advised that the Maintenance Agreement would be rolled into the current maintenance contract and staff would have the ability to actually kill the interfering radio with a button, which radio would then require maintenance. He responded to questions, explained that prosecution of the individual involved with the interference was not possible because that individual could not be found or stopped, and that the digital upgrade would allow one channel to be split to fixed route and paratransit with individual communication with the operators.

On motion by Director Romick, seconded by Director Parent, ECCTA Boardmembers adopted Resolution 190227B authorizing the CEO to enter into an agreement with Day Wireless to upgrade, install, and maintain an enhanced voice radio system for a cost not to exceed \$123,235, carried by the following vote:

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None  
ABSTAIN: None  
ABSENT: Craft and Hardcastle

F. Web Based Data Management System

Mr. Ponte identified a number of different software packages used by the agency which produced information for required reports. He referred to a package that could assimilate all the information out of the software packages to be compiled into one reporting package for the various required reports. He estimated an annual report required 150 employee hours and explained that the program would save at least 150 employee hours on an annual basis.

Mr. Ponte requested approval of a contract for the web based data management system with TransTrack in an amount not to exceed \$150,000 for a three-year contract.

On motion by Director Romick, seconded by Director Guise, ECCTA Boardmembers adopted Resolution 190227C authorizing the CEO to enter into an agreement with TransTrak systems to install and maintain a web based data management system for an amount not to exceed \$150,000 for a three-year contract, carried by the following vote:

AYES: Daugelli, Gray, Guise, Parent, Romick, Scales-Preston, Thorpe, Wilson, and Taylor  
NOES: None  
ABSTAIN: None  
ABSENT: Craft and Hardcastle

### **BOARD OF DIRECTORS COMMENTS**

Director Wilson reported that a recent meeting of the Contra Costa Transportation Authority (CCTA) with all transit operators had resulted in newly claimed funding of just under \$124,000 to use for an ECCTA project.

Director Parent announced that the Pittsburg Arts and Community Foundation, which ran the California Theatre, the bookstore, and many other art programs in the city was having a fundraiser on March 16 at the Senior Center, a casino night that would include dinner. Tickets were \$50.

### **ADJOURNMENT**

The meeting of the Eastern Contra Costa Transit Authority adjourned at 4:42 P.M. to March 27, 2019 at 4:00 P.M. in 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 February 28, 2019  
(unaudited)

	YTD Actual			YTD Budget			YTD Variance <i>favorable/unfavorable</i>			FY19 Full Year Budget			YTD % of Fiscal Year Budget		
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
<b>OPERATING REVENUES</b>															
Passenger Fares	\$ 1,361,593	\$ 1,104,376	\$ 257,217	\$ 1,802,907	\$ 1,540,312	\$ 262,595	\$ (441,314)	\$ (435,936)	\$ (5,378)	\$ 2,765,569	\$ 2,388,069	\$ 397,500	49%	47%	65%
Other Income	\$ 222,832	\$ 150,212	\$ 72,620	\$ 180,000	\$ 85,000	\$ 95,000	\$ 62,832	\$ 65,212	\$ (2,380)	\$ 235,000	\$ 85,000	\$ 150,000	95%	177%	48%
<i>Total Operating Revenues:</i>	\$ 1,584,425	\$ 1,254,588	\$ 329,837	\$ 1,982,907	\$ 1,625,312	\$ 337,595	\$ (378,482)	\$ (370,724)	\$ (7,758)	\$ 3,000,569	\$ 2,453,069	\$ 547,500	53%	51%	60%
<b>OPERATING EXPENSES</b>															
Purchased Transportation	\$ 8,164,328	\$ 6,423,749	\$ 1,740,579	\$ 8,060,076	\$ 5,987,500	\$ 2,072,576	\$ (104,252)	\$ (436,249)	\$ 331,997	\$ 12,142,672	\$ 9,030,500	\$ 3,112,172	67%	71%	58%
Materials and Supplies	\$ 1,687,554	\$ 1,434,896	\$ 252,658	\$ 2,104,284	\$ 1,723,064	\$ 381,200	\$ 416,710	\$ 288,168	\$ 128,542	\$ 3,168,000	\$ 2,593,000	\$ 575,000	53%	55%	44%
Salaries & Benefits	\$ 2,776,747	\$ 2,610,905	\$ 165,842	\$ 2,777,408	\$ 2,416,344	\$ 361,064	\$ 661	\$ (194,561)	\$ 195,222	\$ 4,166,112	\$ 3,624,517	\$ 541,595	67%	72%	31%
Services	\$ 509,116	\$ 419,784	\$ 89,332	\$ 566,668	\$ 453,336	\$ 113,332	\$ 57,552	\$ 33,552	\$ 24,000	\$ 850,000	\$ 680,000	\$ 170,000	60%	62%	53%
Other	\$ 296,402	\$ 279,623	\$ 16,779	\$ 261,800	\$ 252,310	\$ 9,490	\$ (34,602)	\$ (27,313)	\$ (7,289)	\$ 407,000	\$ 392,000	\$ 14,950	73%	71%	112%
Casualty and liability insurance	\$ 346,243	\$ 323,867	\$ 22,376	\$ 378,101	\$ 352,634	\$ 25,467	\$ 31,858	\$ 28,767	\$ 3,091	\$ 549,975	\$ 513,869	\$ 36,106	63%	63%	62%
Utilities	\$ 109,546	\$ 104,180	\$ 5,366	\$ 160,996	\$ 152,945	\$ 8,051	\$ 51,450	\$ 48,765	\$ 2,685	\$ 204,367	\$ 194,148	\$ 10,219	54%	54%	53%
Taxes	\$ 15,706	\$ 13,133	\$ 2,573	\$ 16,320	\$ 13,956	\$ 2,364	\$ 614	\$ 823	\$ (209)	\$ 22,460	\$ 19,168	\$ 3,292	70%	69%	78%
<i>Total Operating Expenses:</i>	\$ 13,905,642	\$ 11,810,137	\$ 2,295,505	\$ 14,325,633	\$ 11,352,089	\$ 2,973,544	\$ 419,991	\$ (258,048)	\$ 678,039	\$ 21,510,586	\$ 17,047,252	\$ 4,463,334	65%	68%	51%
<b>NON-OPERATING REV</b>															
Federal Funds	\$ 347,105	\$ 347,105	\$ -	\$ 684,692	\$ 408,849	\$ 276,043	\$ (337,587)	\$ (61,544)	\$ (276,043)	\$ 960,734	\$ 408,649	\$ 552,085	36%	85%	
State Funds	\$ 8,608,302	\$ 6,693,803	\$ 1,914,499	\$ 9,204,679	\$ 7,308,715	\$ 1,895,964	\$ (596,377)	\$ (614,912)	\$ 18,535	\$ 12,811,582	\$ 10,373,129	\$ 2,438,453	67%	65%	79%
Local Funds	\$ 907,053	\$ 499,876	\$ 417,177	\$ 1,127,150	\$ 663,872	\$ 463,278	\$ (220,097)	\$ (173,996)	\$ (46,101)	\$ 2,046,952	\$ 1,122,656	\$ 924,296	44%	44%	45%
Inter-Operator Agreements	\$ 2,685,749	\$ 2,685,749	\$ -	\$ 1,342,874	\$ 1,342,874	\$ -	\$ 1,342,875	\$ 1,342,875	\$ -	\$ 2,685,749	\$ 2,685,749	\$ -	100%	100%	
Interest & Other Misc Income	\$ 60,379	\$ 37,629	\$ 22,750	\$ 3,328	\$ 2,664	\$ 664	\$ 57,051	\$ 34,865	\$ 22,086	\$ 5,000	\$ 4,000	\$ 1,000	1208%	941%	2275%
<i>Total Non-operating Revenues:</i>	\$ 12,608,588	\$ 10,254,162	\$ 2,354,426	\$ 12,362,723	\$ 9,726,774	\$ 2,635,949	\$ 245,865	\$ 527,388	\$ (281,523)	\$ 18,510,017	\$ 14,594,183	\$ 3,915,834	68%	70%	60%
<b>EXCESS REV(EXP)</b>	\$ 287,371	\$ (101,387)	\$ 388,758	\$ (3)	\$ (3)	\$ -	\$ 287,374	\$ (101,384)	\$ 388,758	\$ -	\$ -	\$ -			


Agenda Item #5b  
Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
March 27, 2019

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

**Meeting Date:** March 27, 2019

**Agenda Item:** Marketing/Communications Activities – Agenda Item #5c

**Lead Staff:** Maria Korbay, Manager Customer Service & Marketing

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

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Marketing continues to work on exciting outreach and service opportunities with a focus on unifying the voice of Tri Delta Transit and delivering superior customer service. Listed below are the major items my department is researching, working on, and developing this month.

### **Transit Driver Appreciation Day**

Transit Driver Appreciation Day was held on March 18<sup>th</sup> and was a huge success. Transit providers across the country celebrated and thanked their operators for their contribution to our community. Each of our operators received two bags as a gift to show our support and appreciation. Operators received a messenger bag filled with Tri Delta Transit items such as key chains, pens, and a Tri Delta Transit sport bottle. We also gifted them a snack bag to show our support. This will be an annual event, designed to boost driver morale and improve retention. We also created a social media campaign posting our daily preparation and providing creative ideas for our passengers to show their appreciation for their bus driver. We will continue to share photos and stories from the event in future marketing materials.

### **Bike to Work Day**

On May 9<sup>th</sup> Tri Delta Transit will participate in the 25<sup>th</sup> annual Bay Area Bike to Work Day, an event hosted by 511 Contra Costa. The marketing team will work as a brand ambassador, encouraging the public to consider bikes and buses for their daily commute.

### **Get On Board Day**

APTA has recently launched a national campaign, Get on Board Day. The goal of Get on Board Day is to raise awareness and advocacy for transit. Tri Delta Transit has signed up, along with many other agencies, to create a unified voice which will highlight the many benefits public transit provides to communities. This month we are working on outlining the details of this exciting event.

## **Summer Youth Pass**

Our community has a wide range of summer activities and events geared toward youth. The Summer Youth Pass helps these young riders get to these exciting destinations. The annual promotion has been done in partnership with 511 Contra Costa and WestCAT transit agency. This pass allows riders, 18 and under, unlimited rides from June 1 –Aug 31 on our fixed route buses. In an effort to increase participation in this program, our marketing department has met with 511 Contra Costa, WestCAT, as well as County Connection. County Connection's participation would allow our young riders to travel beyond the service areas of WestCAT and Tri Delta Transit. County Connection is currently pending board approval for participation. However, upon discussion, 511 Contra Costa has agreed to increase their subsidy from \$10 per pass to \$25 per pass. This will allow our youth to ride for 3 months for just \$35.

## **Customer Comments**

We are continuing to examine the way we process and respond to Customer Comments. This has led to creating new avenues for communication between First Transit and the Customer Service department. We are working closely with the lead scheduler at First Transit to ensure the calls taken by First Transit get the superior customer service that is consistent with the Tri Delta Transit brand. We have begun changing the process of how we respond to our customers, with the ultimate goal of having them feel heard and using their feedback to improve our service.

## **APTA Marketing Conference:**

The APTA conference provided many useful resources. We will begin incorporating many of the ideas shared at workshops, award ceremonies, and networking events in future marketing and outreach campaigns.

## **Ongoing:**

**Microtransit:** We are continuing to work closely with TransLoc to launch this exciting new transit on demand service. Depending on production of bus wraps, our goal for launch is in early May.

**Social Media:** We have seen much more engagement in recent posts and look forward to building our following. This allows us to be more accessible to the community we serve.

## **Community Partnerships and Cross Promotion:**

We continue to work closely with community partners, creating new relationships as well as reviewing past relationships. This month marketing has met with Brentwood Art Society, Soroptimist, and local chamber events.

## **Bus Stops:**

In the upcoming months Marketing and Maintenance will be working together to inventory our current bus stop amenities. We will also be visiting all bus stops to assess those that might be in need of repair or replacement.

# **TAB 2**

Agenda Item #6a  
CEO's REPORT: Operations Report

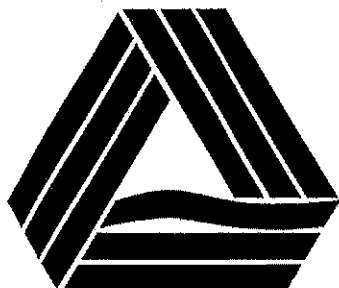
## **Board of Directors Meeting**

Wednesday March 27, 2019

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

# Chief Executive Officer's Report

March 2019



TRI DELTA TRANSIT

## ECCTA Executive Team

Jeanne Krieg  
Chief Executive Officer

Steve Ponte  
Chief Operating Officer

Kevin Moody  
Director of  
Maintenance

Susan Hinson  
First Transit  
Director of Operations

## Highlights:

- *Early Bird* bus service continues to operate with limited success. Ridership on the four trips provided by Tri Delta Transit is less than 50 per day. BART will be paying Tri Delta Transit to operate the service for the 3½ year transbay tube construction project.
- We celebrated Transit Driver Appreciation Day with a goodie bag and snack bag for each transit operator.
- Details for the implementation of Tri Delta Transit's Microtransit demonstration project are being finalized. The project will begin soon.
- 511 Contra Costa agreed to increase their subsidy for the Summer Youth Pass from \$10 per pass to \$25 per pass meaning passengers aged 18 and under can purchase a pass for \$35.
- The project, approved by the Board of Directors in December, to change the communication piece of AVL from radio technology to cellular is complete. The associated server and software upgrades are also complete.
- Phase II of the UC Berkeley PATH Integrated Dynamic Transit Operations system demonstration project that uses Tri Delta Transit as the subject is progressing. CCTA is overseeing the Caltrans-funded project that will demonstrate Transit Connect, Dynamic Dispatch, and Dynamic Rideshare in east county.

## Pending:

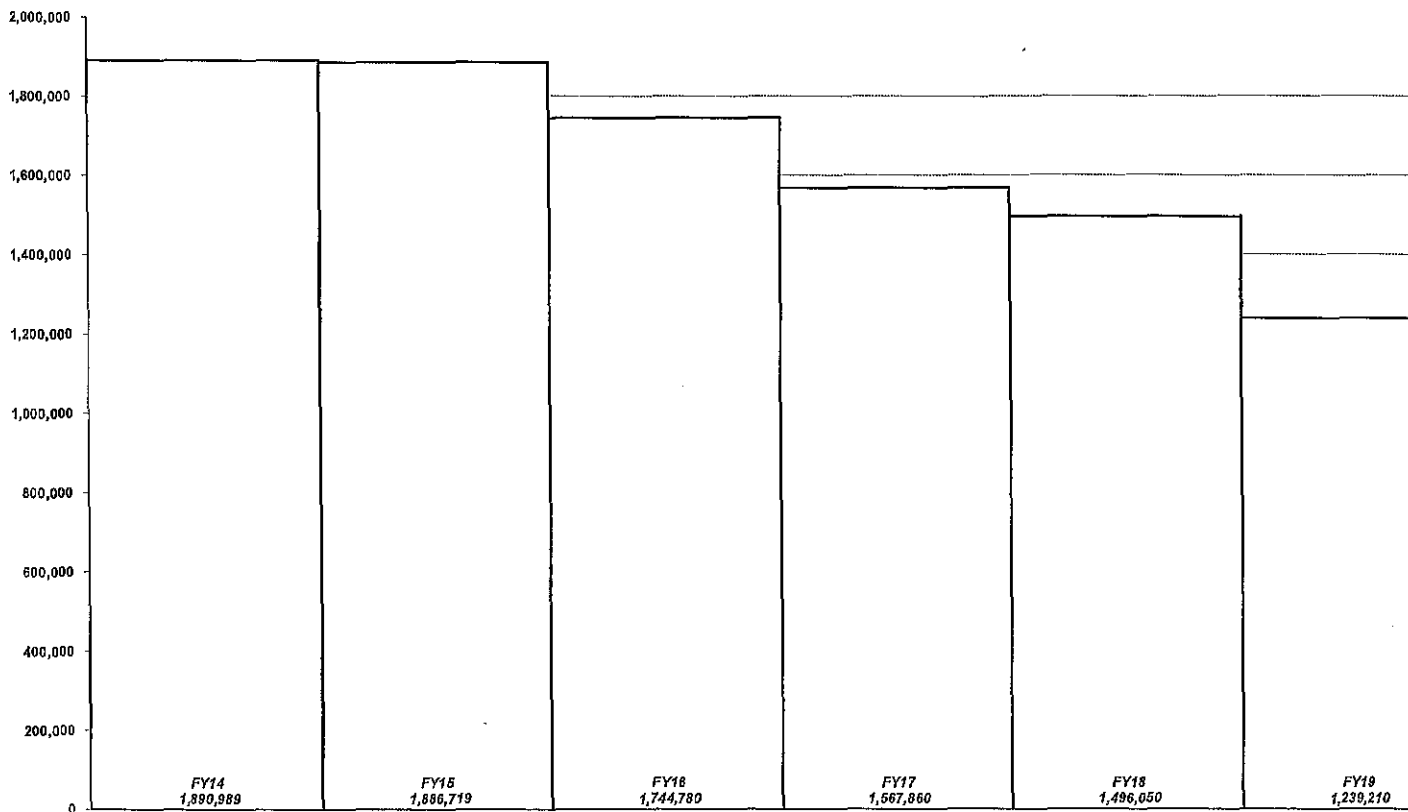
- International Transit Study Mission (June 2019)
- Public auction (cars, buses)
- Voice radio conversion
- CCTA's Accessible Transportation Plan
- Web based data management system
- Bike to Work Day (May 9)
- Seafood Festival shuttle (September 7-8)
- CARB electric bus purchase requirements
- MTC passenger survey results
- Mobile Emergency Operations Center construction
- Microtransit demonstration project
- Mobility on Demand demonstration project
- Mobile ticketing app group discount program
- Service to Brentwood LMC campus (2019)
- FTA's Safety Program
- Antioch Park & Ride lot construction
- Oakley Park & Ride lot construction

*Agenda Item #6a  
Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
March 27, 2019*



# TRI DELTA TRANSIT

## COMPARATIVE FR RIDERSHIP - FEBRUARY YTD



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

								YTD COMPARISON		
	Actual					Budget	18/19B	Actual		% ▲
	13/14	14/15	15/16	16/17	17/18	18/19	%	Feb-18	Feb-19	
<b>DIAL-A-RIDE</b>										
<b>PASSENGERS</b>										
Total DAR Trips Provided	131,476	133,769	131,917	133,406	125,558	124,604	-1%	83,323	101,200	21%
Average Weekday Ridership	471	487	489	498	469	464	-1%	473	558	18%
Average Sat Ridership	180	153	118	107	105	108	2%	107	167	56%
Average Sun/Hol Ridership	68	63	49	47	47	48	2%	46	90	94%
Average Passengers/Hour (wkdys DAR Only)	2.3	2.4	2.5	2.9	2.9	2.9	-1%	2.8	3.1	10%
<b>CUSTOMER SERVICE</b>										
Ride Refusals / Day	0.0	0.0	0.0	0.0	0.0	0.0	-100%	0.0	0.0	0%
Customer Complaints	0.071%	0.103%	0.114%	0.382%	0.486%	0.250%	-48%	0.510%	0.496%	-3%
On Time Performance	89%	87%	85%	81%	66%	90%	37%	67%	59%	-12%
<b>MAINTENANCE</b>										
Gallons of Fuel Consumed	145,043	138,528	135,809	131,936	122,057	122,772	1%	82,120	72,451	-12%
Miles Between Preventable Accidents	244,390	162,293	159,143	153,397	207,048	200,000	-3%	186,264	257,842	38%
Miles Between Road calls	61,109	139,113	190,963	919,507	276,017	100,000	-64%	186,252	515,839	177%
<b>COST RATIOS</b>										
Farebox Recovery Ratio	10%	10%	10%	11%	10%	9%	-15%	10%	11%	11%
\$/Gal Fuel	\$ 3.67	\$ 3.09	\$ 2.59	\$ 2.57	\$ 3.21	\$ 3.00	-7%	\$ 2.91	\$ 3.20	10%
Operating Cost/Passenger	\$ 35.25	\$ 34.18	\$ 34.41	\$ 29.15	\$ 29.68	\$ 35.82	21%	\$ 31.19	\$ 22.68	-27%
Operating Cost/Revenue Hour	\$ 68.75	\$ 69.81	\$ 72.26	\$ 73.97	\$ 80.33	\$ 95.04	18%	\$ 81.92	\$ 67.51	-18%
Operating Cost/Revenue Mile	\$ 5.76	\$ 5.74	\$ 5.85	\$ 5.18	\$ 5.38	\$ 6.72	25%	\$ 5.57	\$ 5.46	-2%
<b>FIXED ROUTE</b>										
<b>PASSENGERS</b>										
Total FR Trips Provided	2,832,264	2,806,028	2,574,864	2,344,985	2,232,469	2,321,636	4%	1,496,050	1,239,210	-17%
Average Weekday Ridership	9,930	9,794	8,999	8,230	7,886	8,238	4%	8,004	6,637	-17%
Average Sat Ridership	3,464	3,498	3,061	2,715	2,490	2,450	-2%	2,558	2,194	-14%
Average Sun/Hol Ridership	2,692	2,787	2,501	2,236	2,087	2,140	3%	2,142	1,692	-21%
Average Passengers/Hour	19.0	19.2	17.8	16.1	14.7	15.4	5%	15.0	12.5	-17%
<b>CUSTOMER SERVICE</b>										
Customer Complaints	0.009%	0.009%	0.009%	0.025%	0.025%	0.025%	-2%	0.026%	0.036%	38%
On Time Performance	92%	92%	92%	82%	83%	90%	8%	83%	81%	-3%
<b>MAINTENANCE</b>										
Gallons of Fuel Consumed	603,013	600,072	606,378	584,879	575,568	534,257	-7%	380,099	356,361	-6%
Miles Between Preventable Accidents	110,754	98,066	97,469	117,465	145,522	100,000	-31%	126,517	72,810	-42%
Miles Between Road calls	67,684	41,553	27,690	21,084	19,951	50,000	151%	23,165	28,102	21%
<b>COST RATIOS</b>										
Farebox Recovery Ratio	18%	18%	18%	16%	13%	14%	0%	14%	10%	-33%
\$/Gal Fuel	\$ 3.48	\$ 2.77	\$ 1.96	\$ 2.07	\$ 2.30	\$ 2.65	15%	\$ 2.29	\$ 2.86	25%
Operating Cost/Passenger	\$ 5.58	\$ 5.54	\$ 5.98	\$ 6.93	\$ 7.56	\$ 7.34	-3%	\$ 7.39	\$ 9.37	27%
Operating Cost/Revenue Hour	\$ 105.76	\$ 106.36	\$ 106.33	\$ 111.83	\$ 111.07	\$ 113.24	2%	\$ 110.68	\$ 116.85	6%
Operating Cost/Revenue Mile	\$ 7.71	\$ 7.62	\$ 7.49	\$ 7.98	\$ 8.19	\$ 8.95	9%	\$ 8.09	\$ 9.14	13%

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

TOTAL PASSENGER TRIPS											YTD COMPARISON		
ROUTE	13/14	% Chg	14/15	% Chg	15/16	% Chg	16/17	% Chg	17/18	% Chg	Feb-18	Feb-19	% Chg
	200	55,914	1%	54,167	-3%	48,866	-10%	44,467	-9%	40,568	-9%	27,398	23,662
201	124,289	4%	112,116	-10%	116,301	4%	117,839	1%	115,491	-2%	76,878	65,313	-15%
300	328,582	13%	353,802	8%	340,127	-4%	351,131	3%	323,694	-8%	226,512	50,369	-78%
379	6,759	-56%	3,223	-52%	3,859	14%	2,407	-34%	2,358	-2%	1,796	1,473	-18%
380	682,650	0%	666,704	-2%	606,012	-9%	552,671	-9%	510,333	-8%	340,215	301,102	-11%
381	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	51,256	N/A	25,632	67,315	163%
383	32,073	-8%	30,200	-6%	25,830	-14%	21,936	-15%	21,987	0%	14,035	25,023	78%
384	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3,366	N/A	N/A	28,107	N/A
385	70,974	16%	68,013	-4%	66,045	-3%	54,207	-18%	55,816	2%	36,724	32,184	-12%
386	1,902	-12%	1,583	-17%	1,507	-5%	1,398	-7%	1,104	-21%	781	N/A	N/A
387	284,038	1%	257,944	-2%	233,185	-10%	198,900	-15%	180,733	-9%	118,409	116,765	-1%
388	400,190	9%	370,128	-8%	327,585	-11%	287,820	-12%	265,449	-8%	173,417	161,518	-7%
389	53,068	0%	51,480	-3%	45,836	-11%	40,557	-12%	41,396	2%	26,503	29,909	13%
390	72,054	5%	71,211	-1%	70,022	-2%	71,431	2%	70,019	-2%	48,246	24,234	-50%
391	386,640	4%	402,579	4%	360,256	-11%	317,873	-12%	286,436	-10%	194,149	155,964	-20%
Shuttles	3,370	-32%	5,375	69%	13,410	149%	2,956	-78%	2,027	-31%	2,027	4,841	139%
392	142,284	7%	142,850	0%	124,708	-13%	110,687	-11%	105,150	-5%	73,470	61,763	-16%
393	133,078	-2%	141,281	6%	126,853	-10%	114,022	-10%	98,170	-14%	73,543	24,071	-67%
394	64,904	-9%	63,087	-3%	53,894	-15%	48,389	-10%	47,726	-1%	32,141	34,612	8%
395	9,497	100%	10,485	100%	10,968	100%	6,204	100%	5,937	100%	4,174	4,904	17%
396	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3,953	N/A	N/A	25,379	N/A
Total Fixed Route	2,832,264	3%	2,806,028	-1%	2,574,864	-8%	2,344,985	-9%	2,232,469	-5%	1,496,050	1,238,508	-17%

AVERAGE PASSENGERS PER REVENUE HOUR											YTD COMPARISON		
ROUTE	13/14	% Chg	14/15	% Chg	15/16	% Chg	16/17	% Chg	17/18	% Chg	Feb-18	Feb-19	% Chg
	200	12.5	-1%	12.6	1%	11.5	-9%	9.9	-14%	8.6	-14%	8.8	7.9
201	17.9	1%	17.0	-5%	16.1	-5%	13.8	-15%	12.9	-6%	13.0	11.9	-9%
300	18.6	18%	20.3	10%	19.6	-4%	20.6	5%	20.5	0%	20.7	10.6	-49%
379	16.8	57%	26.5	57%	30.6	15%	18.9	-38%	16.7	-11%	19.8	13.9	-30%
380	20.6	2%	20.2	-2%	18.7	-7%	17.3	-8%	16.1	-7%	16.2	15.7	-3%
381	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11.6	N/A	11.2	12.4	11%
383	12.6	23%	13.0	3%	11.6	-11%	10.1	-12%	8.8	-13%	9.7	6.9	-29%
384	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6.8	N/A	N/A	8.2	N/A
385	12.9	8%	12.3	-4%	11.4	-8%	9.3	-19%	9.5	2%	9.6	8.7	-9%
386	6.3	74%	6.3	1%	6.6	5%	6.0	-10%	4.8	-20%	4.8	N/A	N/A
387	23.7	4%	23.3	-2%	21.7	-7%	18.6	-14%	15.9	-15%	16.1	13.8	-14%
388	18.2	7%	17.4	-5%	16.2	-7%	14.3	-12%	13.1	-8%	13.1	12.2	-6%
389	14.4	8%	15.4	7%	14.4	-6%	12.4	-14%	11.9	-4%	11.6	13.1	12%
390	20.8	12%	21.5	3%	21.4	-1%	22.1	3%	21.3	-4%	22.3	10.8	-61%
391	20.5	4%	21.9	7%	19.7	-10%	17.3	-12%	15.5	-11%	15.9	14.1	-11%
Shuttles	6.4	N/A	30.7	383%	23.6	-23%	15.0	-36%	15.4	3%	17.2	63.4	268%
392	19.1	9%	18.9	-1%	16.7	-12%	14.2	-15%	13.1	-7%	13.2	12.6	-5%
393	17.5	0%	18.7	7%	16.8	-10%	15.3	-9%	13.8	-9%	14.3	10.1	-29%
394	17.0	13%	15.9	-7%	13.9	-13%	12.9	-7%	12.4	-4%	12.3	12.4	1%
395	16.2	N/A	16.4	1%	17.1	5%	9.9	-42%	9.9	0%	9.9	10.3	4%
396	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	9.2	N/A	N/A	9.1	N/A
Total Fixed Route	19.0	7%	19.2	1%	17.8	-7%	16.1	-9%	14.7	-9%	15.0	12.5	-17%

# **TAB 3**

Agenda Item #7a  
ACTION ITEM: Bus Disposal


Resolution #190327A

## **Board of Directors Meeting**

Wednesday March 27, 2019

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

## Staff Report to ECCTA Board of Directors

**Meeting Date:** March 27, 2019  
**Agenda Item:** Bus Disposal – Agenda Item #7a  
**Lead Staff:** Joe Chappelle, Manager of Administrative Services  
**Approved:** Jeanne Krieg, Chief Executive Officer 

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### Background

- In 2018, the ECCTA Board of Directors approved an auction of buses that were at the end of their life. The resolution adopted included a provision for any member of the JPA to purchase a vehicle for \$5. Additionally staff reserved one of the buses for possible use as a customer service vehicle.
- A member of the JPA that expressed interest in a bus changed plans and staff concluded that the expense to modify the remaining vehicle into a customer service vehicle would be better spent on other programs.
- The result is there are two 2011 Ford El Dorado Paratransit buses that are at the end of their useful life and must be disposed of.

### Staff Recommendation

Authorize staff to include the two 2011 El Dorado Paratransit buses to the disposal auction for driver exchange automobiles that was approved by the Board of Directors at the January 20<sup>th</sup>, 2019 meeting in accordance with the following provisions:

- a. The award for the sale of the automobiles, buses, and miscellaneous equipment will be made either separately or as one award based on what is most advantageous to ECCTA.
- b. Payment shall be made by the successful bidder(s) in the form of a certified or cashier's check made payable to ECCTA. Each purchaser shall take all steps which are necessary in order to transfer title and registration for each purchased vehicle to the purchaser. Each purchaser shall be responsible for paying, in addition to the purchase price, any and all sales or uses taxes which may be required by the Department of Motor Vehicles in order to transfer title and registration and ownership of each vehicle to its buyer.

### Requested Action

Adopt Resolution #190327A authorizing the addition of two 2011 El Dorado Paratransit buses to the upcoming disposal auction.



# TRI DELTA TRANSIT

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

## **Resolution #190327A Disposal of Two 2011 El Dorado Paratransit Buses**

**Resolution #190327A authorizes the disposal of two 2011 El Dorado Paratransit Buses.**

**WHEREAS**, ECCTA has two 2011 El Dorado Paratransit buses that have reached the end of their useful life; and

**WHEREAS**, the two 2011 El Dorado Paratransit buses were reserved for other purposes when scheduled to be retired; and

**WHEREAS**, the circumstances associated with not auctioning the buses have changed; and

**WHEREAS**, ECCTA desires to add the two 2011 El Dorado Paratransit buses to the planned disposal auction.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #190327A authorizing staff to add the two 2011 El Dorado Paratransit buses to the planned disposal auction in accordance with the following provisions:

- The sale of the vehicles shall be made as a group or individually for cash payable by the highest legally qualified bidder.
- The award for the sale of the vehicles will be made either separately or as one award based on what is most advantageous to ECCTA.
- Payment shall be made by the successful bidder(s) in the form of a certified or cashier's check made payable to ECCTA. Each purchaser shall take all steps which are necessary in order to transfer title and registration for each purchased vehicle to the purchaser. Each purchaser shall be responsible for paying, in addition to the purchase price, any and all sales or use taxes which may be required by the Department of Motor Vehicles in order to transfer title and ownership of each vehicle to its buyer.
- The sale of each vehicle is on an "as-is, where-is" basis. The buyer is responsible for moving the vehicle(s) off ECCTA's property within 7 business days of the purchase award.

**PASSED AND ADOPTED THIS 27<sup>th</sup> day of March 2019, by the following votes:**

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**

\_\_\_\_\_  
Diane Burgis, Chair

\_\_\_\_\_  
Jeanne Krieg, Chief Executive Officer

**AYES:** \_\_\_\_\_

**NOES:** \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

**ABSTENTIONS:** \_\_\_\_\_

# **TAB 4**

Agenda Item #7b

**ACTION ITEM: Objectives, Measures, Standards, and Productivity Guidelines**

Resolution #190327B

## **Board of Directors Meeting**

**Wednesday March 27, 2019**

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



## Staff Report to ECCTA Board of Directors

**Meeting Date:** March 27, 2019

**Agenda Item:** Objectives, Measures, Standards, and Productivity Guidelines  
Agenda Item #7b

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

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

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### Background

ECCTA's 2007/08 – 2017/18 Short Range Transit Plan (SRTP) includes Objectives, Measures, and Standards (OMS) that are used as benchmarks for operational aspects that are passenger related. They are developed as follows:

- Objectives: recommended by the Federal Transit Administration
- Measures: set by regulatory agencies and ECCTA
- Standards: set by ECCTA

The Productivity Guidelines are a subset of OMS and are specific goals that are set by ECCTA to improve performance and productivity. Many of the goals are stretch goals. The OMS and the Productivity Guidelines are used for incentives and penalties in the operations contract.

Staff is in the process of developing the next SRTP so must set new standards and goals. Additionally, new regulations (Safety Management System – SMS) require an objective regarding safety performance targets. This new objective includes four measures and four standards.

### Requested Action

Adopt Resolution #190327B which implements updated Objectives, Measures, and Standards as well as updated Productivity Guidelines.

Attached:

- Current Objectives, Measures, and Standards
- Proposed Objectives, Measures, and Standards
- Current Productivity Guidelines
- Proposed Productivity Guidelines
- Resolution #190327B

**Agenda Item #7b**

*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
March 27, 2019*



# TRI DELTA TRANSIT

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

## **RESOLUTION #190327B Objectives, Measures, and Standards Productivity Guidelines**

**Resolution #190327B adopts updated Objectives, Measures, and Standards and updated Productivity Guidelines**

**WHEREAS**, EASTERN CONTRA COSTA TRANSIT AUTHORITY (ECCTA) currently accepts federal funds; and

**WHEREAS**, ECCTA is required to have standards that are measurable; and

**WHEREAS**, reporting standards are required to be updated; and

**WHEREAS**, reporting standards are required to be published.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #190327B updating the Objectives, Measures, and Standards and updating the Productivity Guidelines.

PASSED AND ADOPTED THIS 27<sup>th</sup> day of MARCH 2019, by the following votes:

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

\_\_\_\_\_  
Diane Burgis, Chair

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

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

Table 2.2 Summary of ECCTA Objectives, Measures, and Standards

Objective	Measure	Standard	
I.A.	Safe Transit	Miles between preventable accidents	Average 50,000-70,000 miles
		CHP Safety Compliance Report	Satisfactory rating annually
		RVM* between road calls	Average 4,000-7,000 miles
		Preventative Main. Inspections (PMI)	PMIs within 500 miles of scheduled
		Contractor accident & loss reporting	Next day verbal report by 9:00 a.m. Written report within 5 working days
I.B.	Reliable Transit	Fixed route schedule adherence-late	90%+ within 5 minutes of schedule
		Fixed route schedule adherence-early	No trip ahead of published schedule
		Fixed route-missed trips	Less than 1% of scheduled trips
		Dial-A-Ride - pick-up time deviations	90% of pickups within 15 minutes of the time promised to riders
		Dial-A-Ride - early	No pickups more than 30 minutes of the time promised to riders
		Dial-A-Ride - denials	Less than 4% of non-ADA trips. No denials of trips for ADA passengers
1.C.	High-Quality Transit	Clean Buses	Daily-every bus washed and cleaned Weekly-every bus detailed Monthly-every bus "super cleaned"
		Uniformed Operators	100% compliance contract dress code
		Road Supervisors	At least one road supervisor to be on duty at all times.
		Air-Conditioned Buses	100% of revenue vehicles in service with functioning air conditioning when temperature is above 80 degrees.
		Customer Complaints	<0.02% of passengers complain
		Telephone response time Average abandoned call time	Fixed Route - Average 0:54 to 1:12 sec Dial-A-Ride - Average 1:26 to 1:46 sec Abandoned call time of 1:26 to 1:46 sec
		Telephone reliability - lost calls	Less than 20% of all calls
II.	Efficient System	Productivity (passengers per RVH**)	Fixed Route-average 15 pass/RVH At least 10 pass/RVH on any route Dial-A-Ride-average 3 pass/RVH
		Farebox Cost Recovery (Percent)	Fixed Route-minimum 20% system wide Dial-A-Ride-minimum 10% system wide
III.A.	Accessible System-Disabilities	Customer Travel Training Wheelchair Lift Reliability	Minimum 3 passengers per month 100% of lifts functional at all times
III.B.	Accessible system-transit dependents	Bus Benches & Shelters	Install benches at all stops with 25+ boardings per day. Install shelters-top 5% of bus stops.
III.C.	Accessible system-choice riders & commuters	BART Schedule Coordination	Less than 15 min. wait time transfer from BART train to buses. Coordinate schedule on key routes to arrive/depart 5 min. before/after BART.
* Revenue vehicle miles ** Revenue vehicle hours			

**Current OMS**

	Objective	Measure	Standard		
I.A.	Safe Transit	Miles between preventable accidents	FR - 150,000mi , Para - 100,000mi		
		CHP Safety Compliance Report	Satisfactory rating annually		
		RVM* between road calls	FR - 50,000mi , DAR - 100,000mi		
		Preventative Main. Inspections (PMI)	PMIs within 400 miles of scheduled		
		Contractor accident & loss reporting	Next day verbal report by 9:00 a.m. Written report within 5 working days		
I.B.	Reliable Transit	Fixed route schedule adherence-late	95.01%+ within 5 minutes of schedule		
		Fixed route schedule adherence-early	.74% or less of trips ahead of schedule		
		Fixed route-missed trips	Less than .74% of scheduled trips		
		Dial-A-Ride – pick-up time deviations	95.01% of pickups within 15 minutes of the time promised to riders		
		Dial-A-Ride – early	No pickups more than 30 minutes ahead of the time promised to riders		
		Dial-A-Ride – denials	Zero ADA trip denials Zero Regional ADA trip denials		
1.C.	High-Quality Transit	Clean Buses	Every bus interior cleaned every day Every other day - bus exterior washed Monthly - every bus detailed		
		Uniformed Operators	100% compliance contract dress code		
		Road Supervisors	At least one road supervisor to be on duty at all times		
		Air-Conditioned Buses	100% of revenue vehicles in service with functioning air conditioning when temperature is above 80 degrees		
		Customer Complaints	<0.3% of passengers complain		
		Calls presented - avg time to answer	All three types must meet the standard of less than 90 seconds		
		Abandoned Calls - avg time to abandoned			
		Answered Calls - avg time to answer			
II.	Efficient System	Productivity (passengers per RVH**)	Fixed Route-average 20 pass/RVH At least 10 pass/RVH on any route Dial-A-Ride-average 3.0 pass/RVH		
		Farebox Cost Recovery (Percent)	Fixed Route-minimum 20% system wide Dial-A-Ride-minimum 10% system wide		
		III.A.	Accessible System - Disabilities	Wheelchair Lift Reliability	100% of lifts functional at all times
		III.B.	Accessible System -Transit Dependents	Bus Benches & Shelters	One amenity for every directional route mile
III.C.	Accessible System -Choice Riders & Commuters	BART Schedule Coordination	Less than 15 minute wait for BART connections during peak period travel direction for routes serving one BART station		
			Coordinate schedule on key routes to key BART stations - arrive/depart 10 min. before/after BART		
	Annual Safety Performance Targets	Fatalities	0		
		Injuries	20		
		Safety Events	32		
		System Reliability (miles between road calls)	FR 50,000 Para 100,000		

\* Revenue vehicle miles \*\* Revenue vehicle hours

# Proposed OMS

# ECCTA Productivity Guidelines

July 2015

<u>Productivity Guidelines for Fixed Route</u>	<u>Red Flags</u>	<u>Current level</u>	<u>Goal</u>
Fixed Route Passenger per hour (all fixed routes)	Less than 18	19.4	20
Fixed Route Passenger per hour (established fixed route)	Less than 12	Route 200 (12.6) Route 201 (16.8) Route 300 (20.5) Route 379 (27.2) Route 380 (20.6) Route 383 (13.4) Route 385 (12.6) Route 386 (6.2) Route 387 (23.6) Route 388 (17.5) Route 389 (14.9) Route 390 (21.4) Route 391 (22.1) Route 392 (20.0) Route 393 (20.5) Route 394 (16.5) Route 395 (16.5)	16
Fixed Route Passenger per hour (new fixed route)	Less than 7.0	N/A	10
Fare Box Recovery (fixed route)	Less than 17%	18.0%	20%
Fixed Route Vehicle load factor (per peak period trip)	.100	.251	.750
Fixed Route late Trips (late 11-15 minutes)	More than 4%	4.03%	2.0%

## Current Productivity Guidelines

<b><u>Productivity Guidelines for Fixed Route</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
Fixed Route Miles between Preventable Accidents	Less than 100,000	146,000	166,000
Fixed Route Miles between Road Calls	Less than 20,000	25,000	30,000
Fixed Route Customer Complaints	More than .048%	.024%	.012%
Fixed Route Early Trips	More than 2%	1.05%	.4%
<b><u>Productivity Guidelines for Paratransit</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
Paratransit Miles between Road calls	Less than 30,000	35,000	45,000
Paratransit Miles between Preventable Accidents	Less than 100,000	136,000	156,000
ADA Ride Refusals	More than 1 month	0 per month	0
Paratransit Passenger per hour (weekday)	Less than 1.5	2.1	2.5
Paratransit Late Trips (+15 minutes)	More than 7%	5%	2%
Paratransit Fare Box Recovery	Less than 8%	10%	12%
Paratransit Customer Complaints	More than .371%	.152%	.126%

**Current Productivity Guidelines**

<b><u>Productivity Guidelines for both Fixed Route and Paratransit</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
On-Time Performance	Less than 90%	92.16%	96.1
Customer Calls received vs. recorded	More than 10	100%	100%
Preventative Maintenance Inspections	Less than 95%	96%	98%
Operator Uniform Infractions	More than 1 per month	2 infractions per year	0%
Operating Air Conditioners in buses	More than 1 inoperable per month	2 inoperable per year	1 per year
Lost Calls	More than 18%	22.8%	Less than 8%
Average time for Abandoned Calls	More than 2'20"	2'15"	Less than 1'30"
Lift/Ramp availability	More than 1	100%	100%

## Current Productivity Guidelines

# ECCTA Productivity Guidelines

March 2019

<u>Productivity Guidelines for Fixed Route</u>	<u>Red Flags</u>	<u>Current level</u>	<u>Goal</u>
Fixed Route Passenger per hour (all fixed routes)	Less than 18	12.6	20
Fixed Route Passenger per hour (established fixed route)	Less than 12	Route 200 (7.8) Route 201 (12.1) Route 389 (14.3)	16
Fixed Route Passenger per hour (new fixed route)	Less than 7.0	Route 300 (11.1) Route 379 (13.4) Route 380 (16.0) Route 381 (12.8) Route 383 (7.0) Route 384 (8.2) Route 385 (8.2) Route 387 (14.1) Route 388 (12.4) Route 390 (10.0) Route 391 (14.8) Route 392 (12.9) Route 393 (10.4) Route 394 (12.7) Route 395 (10.5) Route 396 (9.7)	10
Fare Box Recovery (fixed route)	Less than 17%	14%	20%
Fixed Route Vehicle load factor (per peak period trip)	.100	.251	.750
Fixed Route late Trips (late 11-15 minutes)	More than 4%	2.31%	2.0%

## Proposed Productivity Guidelines



<b><u>Productivity Guidelines for Fixed Route</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
Fixed Route Miles between Preventable Accidents	Less than 75,000	78,000	150,000
Fixed Route Miles between Road Calls	Less than 30,000	29,000	50,000
Fixed Route Customer Complaints	More than .048%	.037%	.03%
Fixed Route Early Trips	More than 2%	3.8%	.74%
<b><u>Productivity Guidelines for Paratransit</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
Paratransit Miles between Road calls	Less than 50,000	459,000	100,000
Paratransit Miles between Preventable Accidents	Less than 50,000	229,000	100,000
ADA Ride Refusals	More than 1 month	0 per month	0
Paratransit Passenger per hour (weekday)	Less than 2.0	3.06	3.0
Paratransit Late Trips (+15 minutes)	More than 7%	41%	2%
Paratransit Fare Box Recovery	Less than 8%	11%	12%
Paratransit Customer Complaints	More than .371%	.498%	.3%

## Proposed Productivity Guidelines

<b><u>Productivity Guidelines for both Fixed Route and Paratransit</u></b>	<b><u>Red Flags</u></b>	<b><u>Current level</u></b>	<b><u>Goal</u></b>
On-Time Performance	Less than 90%	69.4%	95.1
Customer Calls received vs. recorded	More than 10	100%	100%
Preventative Maintenance Inspections	Less than 95%	100%	100%
Operator Uniform Infractions	More than 1 per month	2 infractions per year	0%
Operating Air Conditioners in buses	More than 1 inoperable per month	2 inoperable per year	1 per year
Lost Calls	More than 18%	22.8%	Less than 8%
Average time for Abandoned Calls	More than 2'20"	2'15"	Less than 1'30"
Lift/Ramp availability	More than 1	100%	100%

## Proposed Productivity Guidelines

# **TAB 5**

Agenda Item #7c

**ACTION ITEM: Employee Job Title Adjustment**

## **Board of Directors Meeting**

**Wednesday March 27, 2019**

**ECCTA Boardroom**

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

## Staff Report to ECCTA Board of Directors

**Meeting Date:** March 27, 2019

**Agenda Item:** Employee Job Title Adjustment  
Agenda Item #7c

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



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### Background

MAP-21 amended federal transit law by authorizing a new Public Transportation Safety Program. The Program must include a plan to improve the safety of all public transportation systems that receive federal transit funds. The ultimate goal is to move safety from a compliance approach to a safety management approach. There are many requirements associated with the safety management system (SMS) and staff is working to implement them.

SMS requires that safety accountability reside with the top executive of a transit agency, regardless of agency size. Within SMS, the individual with ultimate accountability is known as the Accountable Executive. Typically, the Accountable Executive is the CEO, President, General Manager, or Executive Director. SMS requires the person who has day-to-day responsibilities for SMS oversight to report directly to the Accountable Executive. In a small agency such as Tri Delta Transit, there are not enough staff members to designate an individual whose sole function is to tend to the day-to-day SMS responsibilities. I have designated Executive Assistant Tania Babcock to fill this role. To give credibility to ECCTA's commitment to SMS, it is necessary to add a title to Tania's existing titles of Executive Assistant, DBE Liaison Officer, and Civil Rights Officer. The additional proposed title is SMS Executive.

### Requested Action

Authorize the addition of the title *SMS Executive* to the Executive Assistant's job title.

# **TAB 6**

Agenda Item #7d

**ACTION ITEM: Low Carbon Transit Operations Program**

Resolution #190327C

## **Board of Directors Meeting**

**Wednesday March 27, 2019**

**ECCTA Boardroom**

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

## Staff Report to ECCTA Board of Directors

Meeting Date: March 27, 2019

Agenda Item: Low Carbon Transit Operations Program  
Agenda Item #7d

Lead Staff: Maureen Gonzales, Controller

Approved: Jeanne Krieg, Chief Executive Officer



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### Background

The Low Carbon Transit Operations Program (LCTOP) is one of several programs that are part of the Transit, Affordable Housing, and Sustainable Communities Program established by the California Legislature in 2014 by Senate Bill 862. The LCTOP was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emission and improve mobility, with a priority on serving disadvantaged communities. Approved projects in LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions.

For agencies whose service area includes disadvantaged communities, at least 50 percent of the total moneys received shall be expended on projects that will benefit disadvantaged communities. This program will be administered by Caltrans in coordination with Air Resource Board (ARB) and the State Controller's Office (SCO). The California Department of Transportation (Caltrans) is responsible to ensure that the statutory requirements of the program are met in terms of project eligibility, greenhouse reduction, disadvantaged community benefit, and other requirements of the law.

### Considerations

- ECCTA is an eligible recipient for LCTOP funds.
- ECCTA's first project using the FY15 funds was operating additional runs on the Route 201 service which was implemented February 21, 2016.

- ECCCTA applied for and received an approval to apply for LCTOP funds each year to continue service on newer routes.
- Staff is prepared to file an FY19 LCTOP operating fund application with Caltrans for \$662,492. This will be used to operate Route 383 between Antioch BART and Brentwood.

### **Requested Action**

Adopt Resolution #190327C authorizing the CEO to execute the certifications and assurances and apply for the Low Carbon Transit Operations Program (LCTOP) to continue the operation of Route 383 serving the Antioch BART station for an additional 24 months.



# TRI DELTA TRANSIT

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

## RESOLUTION #190327C

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:

**Route 383 (Antioch BART station) \$662,492**

**WHEREAS**, the Eastern Contra Costa Transit Authority (ECCTA) is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

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

**WHEREAS**, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

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

**WHEREAS**, ECCTA wishes to delegate authorization to execute these documents and any amendments thereto to the Chief Executive Officer; and

**WHEREAS**, ECCTA wishes to implement the following LCTOP project listed above.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of ECCTA that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

**NOW THEREFORE, BE IT FURTHER RESOLVED** that Jeanne Krieg, the Chief Executive Officer, be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of ECCTA that it hereby authorizes the submittal of the following project nomination(s) and allocation request(s) to the Department in FY 2018 – 19 LCTOP funds:



Project Name: Route 383  
Amount of LCTOP funds requested: \$662,492  
Short description of project: Operation of Route 383, GHG reduction in CAC w/multi-modal connection. BART to Park.  
Benefit to a Priority Populations: Route is designed to facilitate the needs of priority population to transport them to Shopping Center to BART, to Library and Park.  
Contributing Sponsors (if applicable): Metropolitan Transportation Commission

**PASSED AND ADOPTED THIS 27<sup>th</sup> day of March 2019, by the following votes:**

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**

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Diane Burgis, Chair

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Jeanne Krieg, Chief Executive Officer

**AYES:** \_\_\_\_\_

**NOES:** \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

**ABSTENTIONS:** \_\_\_\_\_

# **TAB 7**

Agenda Item #7e  
DISCUSSION ITEM: Fuel Hedging

## **Board of Directors Meeting**

Wednesday March 27, 2019

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

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

**Meeting Date:** March 27, 2019

**Agenda Item:** Fuel Hedging  
Agenda Item #7e

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

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



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### **Background**

Fuel is the third largest cost – and the most variable -- component of Tri Delta Transit's service. In the eight years between 2008 and 2016, the cost of diesel fuel varied by 87%. This volatility made budgeting for this item unreliable.

In December 2016, Jeff Lemunyon the principal at Linwood Capital and a recognized professional in the fuel hedging field, presented a hedging strategy to the ECCTA Board of Directors. The Board of Directors subsequently adopted a resolution which authorized staff to hedge<sup>1</sup> fuel prices.

ECCTA's hedge fund for diesel fuel was established in May 2017. Staff will present a status report during the board meeting.

### **Requested Action**

None requested.

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<sup>1</sup> Hedging means fuel is bought and sold through fuel contracts at a forward price in advance of needs. Hedging is an insurance policy to maintain overall fuel costs within a narrower range into the future than allowed by open market procurements. It's a way of smoothing over the volatility of diesel fuel prices. It requires tying up a small amount of cash in advance and paying a small advisory fee for an expert opinion.