



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 May 27, 2020

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Available online: www.trideltatransit.com

On March 12, 2020, in response to the increasing threat posed by the Coronavirus, California Governor Newsom issued Executive Order N-25-20 which suspends meeting requirements of the Brown Act and Bagley-Keene Act.

The order authorizes state and local bodies to hold public meetings by teleconference and to make public meetings accessible telephonically or otherwise electronically to all members of the public seeking to attend and to address the local or state agencies.

The Governor further ordered that “all requirements in both the Bagley-Keene Act and the Brown Act expressly or impliedly requiring the physical presence of members, the clerk or other personnel of the body, or of the public as a condition of participation in or quorum for a public meeting are hereby waived.”

Members of the Board of Directors or members of the public can attend the meeting from a phone:

1. Call 1-872-240-3311
2. Enter code 654-009-637#
3. When prompted for an audio ID code, enter #

- Public comments can be submitted via e-mail to CEO@trideltatransit.org. Comments received one hour prior to the meeting will be distributed to the members of the Board of Directors and summarized in the minutes.
- Please be advised, per Executive Order N-25-20, seating will be significantly limited in the ECCTA Boardroom.



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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 Robert Taylor

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 Robert Taylor

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 April 22, 2020
- 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

Sue Higgins
Kevin Romick

City of Pittsburg

Merl Craft
Shanelle Scales-Preston**

Contra Costa County

Diane Burgis
Federal Glover

Member-at-Large

Ken Gray

* Chair: FY 2019-20

** Vice-chair: FY 2019-20

**Board of Directors Meeting Agenda
Wednesday May 27, 2020**

7. ACTION and DISCUSSION ITEMS

- a. ACTION ITEM:** Operations Contract
(see attachment: tab #3)

Requested Action: Adopt Resolution #200527A authorizing the CEO to exercise the three two-year options on the operations contract with First Transit.

- b. ACTION ITEM:** Oakley Park and Ride Lot Equity Analysis
(see attachment: tab #4)

Requested Action: Adopt Resolution #200527B accepting the findings of ECCTA's Oakley Park and Ride lot Equity Analysis

- c. ACTION ITEM:** Mobile Ticketing App Fare Equity Analysis
(see attachment: tab #5)

Requested Action: Adopt Resolution #200527C accepting the findings of ECCTA's Mobile Ticketing App Fare Equity Analysis

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: June 24, 2020 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 May 27, 2020

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

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

MINUTES

April 22, 2020

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

Chair Taylor announced that due to public health recommendations related to COVID-19, also known as coronavirus, and consistent with Contra Costa County's Shelter in Place Order as well as the Governor's Executive Order N-29-20, which suspends certain provisions of the Bagley-Keene Open Meeting Act and Brown Act, the Tri Delta Transit Board meeting offered a teleconferenced option for Boardmembers, staff members, and members of the public.

Chair Taylor reported that the meeting was being recorded; Legal Counsel Ben Stock and scribe Anita Tucci-Smith were attending remotely and were on the telephone; those present and those on the telephone whether Boardmembers, staff, or members of the public were identified; and all votes were Roll Call votes.

ROLL CALL / CALL TO ORDER

PRESENT IN

BOARDROOM: Robert Taylor (Brentwood/Chair)

PRESENT BY

TELEPHONE: Diane Burgis (Contra Costa County); Merl Craft (Pittsburg); Nancy Parent, Alternate for Federal Glover (Contra Costa County); Ken Gray (Member-at Large); Barbara Guise (Brentwood); Sue Higgins (Oakley); Kevin Romick (Oakley); Lamar Thorpe (Antioch); Monica Wilson (Antioch); and Shanelle Scales-Preston (Pittsburg/Vice Chair)

ABSENT:

None

STAFF IN

BOARDROOM: Jeanne Krieg, Chief Executive Officer (CEO)
Steve Ponte, Chief Operating Officer (COO)
Joe Chappelle, Manager of Administrative Services

STAFF BY

TELEPHONE: Ben Stock, Legal Counsel
Tania Babcock, Executive Assistant
Maureen Gonzales, Controller
Maria Arce, Customer Service & Marketing Manager

Ms. Krieg reported that paratransit service was about 20 percent of normal. Tri MyRide was still operating although ridership was low at 20-30 passengers a day. She noted that one of the regular Tri MyRide passengers had sown 50 masks for the drivers. Today was the first day of mandatory masks where all drivers and customers were required to wear masks. All employees in the office were wearing masks as well and a work-at-home program had been started this week for some administrative employees to help with social distancing.

Ms. Krieg added that the buses were being sanitized every night and spray bottles of hospital grade disinfectant were issued to each driver so that the bus could be touched up during the day. The facility was also sanitized every day and all employees had access to gloves, masks, and hand sanitizer. Since fares were not being collected, foot traffic in the administrative facility had slowed to almost nothing. As a result, the lobby had been closed.

Ms. Krieg also reported that Tri Delta Transit was working with Contra Costa County Health and Human Services to transport the homeless from shelters to motels, and buses were available to provide transportation for COVID-19 testing to and from hospitals for the county. The county handled all transportation requests and forwarded them to Tri Delta Transit staff.

Ms. Krieg explained that funding from the CARES Act would flow through the Metropolitan Transportation Commission (MTC), and ECCTA had been allocated \$3.8 million for the first round. A second allocation was expected in August or September based on need, which would take care of lost revenue and expenses incurred due to the COVID-19 pandemic. Tri Delta Transit had no reported cases of the virus.

Ms. Krieg also explained that Tri Delta Transit had recently received national press coverage on its charging software for the electric bus fleet. She noted that the zero emission bus program had been launched in 2018 with four electric buses and ECCTA planned to have a 100 percent zero emission bus fleet by 2037, three years ahead of the state mandate. Since the electric bill for charging the buses was very high, she and Chief Operating Officer Steve Ponte had found a software program that had been installed in 2019 that simplified the charging operations and controlled when and how the buses were charged to be able to take advantage of the best electric rates. To date, 40 percent had been saved on charging costs and savings were expected to increase as the zero emission bus fleet expanded in the future.

The public information meetings for the Oakley Park & Ride had been changed to an on-line format with comments and questions due by May 15. Ms. Krieg reported there had been no comments to date.

Ms. Krieg explained that all of the other projects in process had been slowing down because many of the consultants and vendors were not working. She noted that plans were being developed for how to return service to normal levels. The Shred-It event was still scheduled for April 30 from 9:00 A.M. to 1:00 P.M. The outdoor event would make it easier to ensure social distancing.

AYES: Burgis, Craft, Gray, Guise, Higgins, Parent, Romick, Scales-Preston, Thorpe,
Wilson, Taylor
NOES: None
ABSTAIN: None
ABSENT: None

C. Authorization to File Funding Application

Ms. Krieg reported that the appropriate paperwork was required to be filed to claim Transportation Development Act (TDA) and State Transit Assistance (STA) funds through MTC for the coming fiscal year beginning July 1, 2020. She requested the authorization to file the application.

On motion by Director Burgis, seconded by Director Higgins, ECCTA Boardmembers adopted Resolution 200422B which authorizes the Chief Executive Officer or her designee to file an application with the Metropolitan Transportation Commission for the allocation of Transportation Development Act and State Transit Assistance funds, carried by the following vote:

AYES: Burgis, Craft, Gray, Guise, Higgins, Parent, Romick, Scales-Preston, Thorpe,
Wilson, Taylor
NOES: None
ABSTAIN: None
ABSENT: None

BOARD OF DIRECTORS COMMENTS

Each Director was individually asked for comments.

Chair Taylor thanked everyone for their participation and Tri Delta Transit staff for its assistance.

ADJOURNMENT

The meeting of the Eastern Contra Costa Transit Authority adjourned at 4:28 P.M. to May 27, 2020 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 April 30, 2020
(unaudited)

	YTD Actual			YTD Budget			YTD Variance favorable/(unfavorable)			FY20 Full Year Budget			YTD % of Fiscal Year Budget		
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
OPERATING REVENUES															
Passenger Fares	\$ 1,743,583	\$ 1,261,688	\$ 481,895	\$ 1,686,898	\$ 1,363,878	\$ 323,020	\$ 56,685	\$ (102,190)	\$ 158,875	\$ 2,023,959	\$ 1,635,953	\$ 388,006	86%	77%	124%
Other Income	\$ 150,143	\$ 19,786	\$ 130,357	\$ 195,830	\$ 70,830	\$ 125,000	\$ (45,687)	\$ (51,044)	\$ 5,357	\$ 235,000	\$ 85,000	\$ 150,000	64%	23%	87%
<i>Total Operating Revenues:</i>	\$ 1,893,726	\$ 1,281,474	\$ 612,252	\$ 1,882,728	\$ 1,434,708	\$ 448,020	\$ 10,998	\$ (153,234)	\$ 164,232	\$ 2,258,959	\$ 1,720,953	\$ 538,006	84%	74%	114%
OPERATING EXPENSES															
Purchased Transportation	\$ 11,609,210	\$ 8,427,498	\$ 3,181,712	\$ 11,976,341	\$ 8,526,953	\$ 3,449,389	\$ 367,131	\$ 99,455	\$ 267,677	\$ 14,371,596	\$ 10,232,343	\$ 4,139,254	81%	82%	77%
Materials and Supplies	\$ 2,529,326	\$ 2,042,811	\$ 486,515	\$ 2,356,156	\$ 1,934,297	\$ 421,860	\$ (173,170)	\$ (108,514)	\$ (64,655)	\$ 2,829,474	\$ 2,323,242	\$ 506,232	89%	88%	96%
Salaries & Benefits	\$ 3,749,073	\$ 3,315,692	\$ 433,381	\$ 3,700,610	\$ 3,219,530	\$ 481,080	\$ (48,463)	\$ (96,162)	\$ 47,699	\$ 4,440,736	\$ 3,863,440	\$ 577,296	84%	86%	75%
Services	\$ 783,157	\$ 628,670	\$ 154,487	\$ 751,360	\$ 601,090	\$ 150,270	\$ (31,797)	\$ (27,580)	\$ (4,217)	\$ 901,639	\$ 721,311	\$ 180,328	87%	87%	86%
Other	\$ 232,823	\$ 212,208	\$ 20,615	\$ 380,821	\$ 361,780	\$ 19,041	\$ 147,998	\$ 149,572	\$ (1,574)	\$ 456,985	\$ 434,136	\$ 22,849	51%	49%	90%
Casualty and liability insurance	\$ 445,108	\$ 399,343	\$ 45,765	\$ 539,270	\$ 501,520	\$ 37,750	\$ 94,162	\$ 102,177	\$ (8,015)	\$ 647,122	\$ 601,823	\$ 45,299	69%	66%	101%
Utilities	\$ 147,201	\$ 136,192	\$ 11,009	\$ 141,040	\$ 133,990	\$ 7,050	\$ (6,161)	\$ (2,202)	\$ (3,959)	\$ 169,246	\$ 160,784	\$ 8,462	87%	85%	130%
Taxes	\$ 20,731	\$ 16,490	\$ 4,241	\$ 18,952	\$ 15,162	\$ 3,790	\$ (1,779)	\$ (1,328)	\$ (451)	\$ 21,727	\$ 17,382	\$ 4,345	95%	95%	98%
<i>Total Operating Expenses:</i>	\$ 19,516,629	\$ 15,178,904	\$ 4,337,725	\$ 19,864,551	\$ 15,294,321	\$ 4,570,230	\$ 347,922	\$ 115,417	\$ 232,505	\$ 23,838,525	\$ 18,354,460	\$ 5,484,065	82%	83%	79%
NON-OPERATING REV															
Federal Funds	\$ -	\$ -	\$ -	\$ 463,720	\$ -	\$ 463,720	\$ (463,720)	\$ -	\$ (463,720)	\$ 556,469	\$ -	\$ 556,469			
State Funds	\$ 14,094,361	\$ 11,549,109	\$ 2,545,252	\$ 13,113,994	\$ 11,052,064	\$ 2,061,930	\$ 980,367	\$ 497,045	\$ 483,322	\$ 15,738,153	\$ 13,264,443	\$ 2,473,710	90%	87%	103%
Local Funds	\$ 1,058,257	\$ 587,758	\$ 470,499	\$ 2,064,908	\$ 469,178	\$ 1,595,730	\$ (1,006,651)	\$ 118,580	\$ (1,125,231)	\$ 2,477,894	\$ 563,014	\$ 1,914,880	43%	104%	25%
Inter-Operator Agreements	\$ 2,802,043	\$ 2,802,043	\$ -	\$ 2,335,040	\$ 2,335,040	\$ -	\$ 467,003	\$ 467,003	\$ -	\$ 2,802,048	\$ 2,802,048	\$ -	100%	100%	
Interest & Other Misc Income	\$ 36,340	\$ 25,685	\$ 10,655	\$ 4,161	\$ 3,331	\$ 830	\$ 32,179	\$ 22,354	\$ 9,825	\$ 5,002	\$ 4,002	\$ 1,000	727%	642%	1066%
<i>Total Non-operating Revenues:</i>	\$ 17,991,001	\$ 14,964,595	\$ 3,026,406	\$ 17,981,823	\$ 13,859,613	\$ 4,122,210	\$ 9,178	\$ 1,104,982	\$ (1,095,804)	\$ 21,579,566	\$ 16,633,507	\$ 4,946,059	83%	90%	61%
EXCESS REV/(EXP)	\$ 368,098	\$ 1,067,165	\$ (699,067)	\$ -	\$ -	\$ -	\$ 368,098	\$ 1,067,165	\$ (699,067)	\$ -	\$ -	\$ (0)			


Agenda Item #5b
Eastern Contra Costa Transit Authority
Board of Directors Meeting
May 27, 2020

Staff Report to ECCTA Board of Directors

Meeting Date: May 27, 2020

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

Lead Staff: Maria Arce, Manager Customer Service & Marketing

Approved: Jeanne Krieg, Chief Executive Officer 

This has been a unique time for our community. Marketing continues to work diligently to inform the public about recent Tri Delta Transit changes with the goal of providing superior customer service. Although our working environment has had some unique challenges, our department continues to work on projects and find creative solutions to continue to get the job done. All Tri Delta Transit staff members have responded quickly to meet the new demands and concerns regarding COVID-19.

Coronavirus Response

Transit has been deemed an essential service and, through this global pandemic, we have seen how essential it truly is. Although Tri Delta Transit has seen a significant drop in ridership, passengers who rely on transit are using it to make essential trips to the grocery store and social services as well as to travel to essential job functions. In order to continue to support our community, it is imperative that messaging regarding changes and enhancements be made clearly and quickly to avoid any potential confusion.

Social Media

Our social media outlets continue to be an effective source of messaging as engagement and response can be monitored so the exact number of communications can be tabulated. We recently used this platform to say thank you to one of our local heroes, although she would say her heroes are our bus drivers. Jennifer B., a passenger of Tri MyRide, sent us 50 cloth masks that she made for our drivers, she included a note:

“Thanks for making it possible for me to get to work and visit friends. I don’t drive due to visual issues (depth perception and peripheral vision are sort of important for driving), so it’s nice knowing I have options. If it weren’t for you all, I would be stuck looking for work within bike radius.”

When we reached out to express our gratitude to Jennifer, her first question was “*Do you need more?*” With over 150 drivers and a site full of mechanics, maintenance and support staff the answer was yes. She responded with photos of fabric choices and another note:

“Okiedokie! And I'm glad I can help. I know I've said it before, but if it weren't for you all, I wouldn't have the job or the direction in life I do. Getting around safely and easily is a huge deal, and I like to know I'm in good hands. I'll have another 50 to give on Wednesday. I want to get at least 200 for you all.”

Jennifer made over 200 cloth masks which have been distributed to drivers and staff. Social Media provided an opportunity for drivers to post pictures in their beautiful masks and show their appreciation for her generosity. The gift of masks helped our drivers feel appreciated so we wanted to appreciate Jennifer right back!

On the bus

Updated signage on the bus allows us to directly communicate with passengers regarding mask requirements and boarding instructions. The goal is to ensure the safety of our drivers and passengers. To that end, drivers are provided with 5 individually wrapped surgical masks to distribute if a passenger does not have a mask of their own.

Joint Information Center

In March, MTC activated its virtual emergency operations center (EOC) in response to the COVID-19 emergency. One of the tasks was to establish a regional joint information center (JIC) which coordinates all of the public information officers. This group meets weekly with a focus on unified messaging across the transit agencies. It has been invaluable to hear from counterparts at other agencies. Collectively, messaging was created for car cards that we will be installing in the coming weeks. We continue to share best practices and resources useful in this ever-changing climate.

Projects & Events

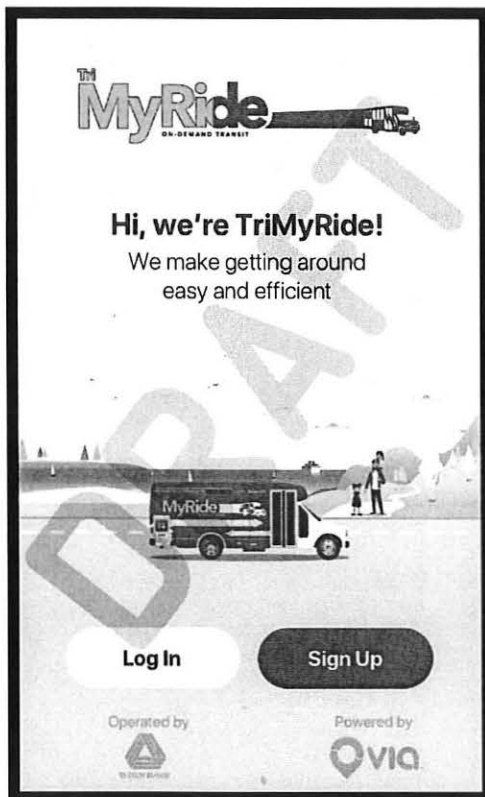
This pandemic has required creative solutions to ensure progress to ongoing projects. It is truly amazing how quickly Jeanne Krieg and Steve Ponte worked to ensure each department had the items needed for remote work and created an environment to ensure those in the office remained safe. Their support and leadership ensured our productivity and safety.

Tri MyRide

Our new partnership with VIA is off to a strong start. Our current contract with Transloc ends June 17th so we are moving quickly to create a new application, set parameters for the goals of service and execute a seamless transition plan. The design of this improved application was built upon feedback we received through our pilot program. Exciting enhancements requested by passengers and drivers:

- app is clearly named and branded Tri MyRide
- passengers will be able to book a ride over the phone
- the app stores payment information securely
- there will be a more accurate ETA
- improved routing of trips will optimize shared rides
- dispatch will be able to send text messages to drivers
- improved driver tools such as integrated timers

We will begin to message current passengers regarding the change once the Tri MyRide app is available for download. We will execute a larger marketing campaign for the improved service when appropriate. The system redesign team will also be examining the options for expanding Tri MyRide into other areas.



Shelter Project

We are moving forward with our project to order and install eleven new shelters this fall. Marketing will be working with our Planning Department and each city to determine locations for these new shelters. The shelters include solar lighting, a long-time request from passengers.

Shred-It Event

On April 30th we conducted our 2nd annual Shred-It event. This year, the public was invited. Due to concerns regarding COVID-19 we stopped promoting the event but decided we would not turn any community members away. Our team set up social distancing protocols to ensure the safety of all in attendance. From 9am to 1pm we had a steady flow of employees and community members bring their documents for shredding. The gratitude was overwhelming and the most frequently asked question: “When are you going to do this again?” With all of the activity of the day we did not get a formal count of those in attendance. However, our Shred-It staff member said based on how full his truck was, it was around 100 people. We continue to look for opportunities to serve the public on and off the bus.

Community Partnerships & Cross Promotions

Marketing works with local community programs to find ways to cross promote services. Last month we were contacted by the Delta Veterans Group to create a cross promotional campaign. The group would like to begin promoting their Memorial Banner Program on our paratransit vehicles in exchange for promoting our Route 200. Express Route 200 provides bus service between Eastern Contra Costa County and the Veterans Administration in Martinez. This route ensures access to health care for our local veterans. Delta Veterans Group will begin distributing over 200 brochures about this route as well as Tri MyRide service. We look forward to exploring further options for cross-promotion with this and other organizations.

Coloring Book

Although most public events have been canceled, Marketing is still preparing for future tabling events. We have begun working on an updated coloring book to provide to our field trip participants and at events. We are still in the editing process.



*Agenda Item #5c
Eastern Contra Costa Transit Authority
Board of Directors Meeting
May 27, 2020*

TAB 2

Agenda Item #6a

CEO's REPORT

Board of Directors Meeting

Wednesday May 27, 2020

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509



Chief Executive Officer's Report

May 2020

COVID-19

- Fixed route ridership remained steady at approximately 40% of normal during the week and 60% of normal on weekends.
- Paratransit ridership is approximately 10% of normal.
- All Tri Delta Transit buses, cars, and vans are cleaned and disinfected each evening by our maintenance staff.
- The facility is sanitized at least once/day.
- All employees have access to gloves, masks, and hand sanitizer.
- All staff meetings have been canceled and are being conducted via email.
- All meetings away from the facility have been canceled.
- Outside visitors are not permitted in the building.
- Service was reduced by 30% to address anticipated driver shortage, respond to BARTS's service cuts, and accommodate declining ridership. All scheduled routes will continue to operate at a less frequent basis. No operator will lose their job or benefits.
- The lobby in the administrative building has been closed to the public.

COVID-19

- Contra Costa County is requiring ECCTA to operate special shuttle service transporting homeless individuals from shelters to motels. The county trained the drivers on the use of PPE and provided all necessary equipment. The drivers who operate this service are being paid an extra \$5/hour.
- Per the CARES Act, administrative employees have been offered the option to work from home.
- Fixed route buses are boarded through the rear door. Fares are not being collected on fixed route or paratransit to encourage social distancing.
- Tri MyRide service is offered to and from any destination within the designated service zones.
- There have been no reported cases of COVID-19 in the Tri Delta Transit facility.
- All employees have their temperature taken when they enter the building. Anyone over 100.4 will be sent home.
- Application for CARES Act funding was submitted. \$3.8 million will be allocated within 30 days.
- All employees are required to wear masks in the facility. All drivers and passengers must wear a mask when on a bus.

Projects

- A prototype WiFi router has been installed on a bus for testing.
- Hydrogen fueling station
- Hydrogen bus procurement
- System redesign project
- New auditor – starts July 1
- Implementation of new microtransit software
- Maintenance software upgrade analysis
- Grant applications submitted: paratransit software, AVL
- Title VI program outreach
- Phase II: UC Berkeley's PATH IDTO project – ON HOLD
- Green Business recertification
- Vehicle disposal – ON HOLD
- Mobile Emergency Operations bus construction
- One-seat regional paratransit pilot program – ON HOLD
- LCFS credits
- Copier lease analysis
- CCTA's Design Alternative Assessment for SR4 from I-680 to Hillcrest
- Bus shelter placement

Back to Normal

- Maintenance department staff members are building barriers for the operators so fares can be collected.
- The transition from Transloc to VIA for Tri MyRide service is going smoothly. The new service will begin June 15th.
- Ramp-up plans for returning service to normal levels are being developed. This includes schedules, timing, headways, fare collection, facility lobby opening, and meeting schedule implementation.

Pending

- CCTA planning grant: transit corridor between Hillcrest & Marsh Creek
- Oakley Park & Ride construction
- Clipper: next generation
 - Funding agreement
 - Site visits for hardware placement
 - Ticket vending machine for ECCTA's lobby
- Service to Brentwood LMC campus (August 2020)
- CCTA Accessible Transportation Plan
- Zero emission bus plan implementation
- Partial parking lot reconstruction (facility)
- Facility electric grid upgrade
- Antioch BART station parking lot construction
- Transportation Development Act reform
- Tri MyRide vehicle delivery - DELAYED

Facility

- The HVAC project started.
- An RFQ for the phone system upgrade project was published.
- The desktop printer lease ended so all printers are being replaced.

Services Offered

- Fixed route
- Senior paratransit
- ADA paratransit
- Mobility on Demand
- Tri MyRide
- MedVan

TAB 3

Agenda Item #7a

ACTION ITEM: Operations Contract

Resolution #200527A

Board of Directors Meeting

Wednesday May 27, 2020

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: May 27, 2020

Agenda Item: Operations Contract – Agenda Item #7a

Lead Staff: Jeanne Krieg



Background

ECCTA contracts with First Transit for transit operations including dispatch, road supervision, transit information, training, safety, management, paratransit scheduling, and bus operators. The term of the agreement is July 1st, 2016 to June 30th, 2020 with three two-year options.

Contract Performance Evaluation

The on-site management team, led by Yevette McNeese and Gary Mitchell, along with the corporate support team, led by Mark Elias and Fadi Chakbazof, has met various challenges over the past few years with creativity and collaboration. They have built a team that works well with Tri Delta Transit staff. The biggest challenge – prior to the pandemic – was a driver and staff shortage. This was addressed and performance was improving prior to shelter-in-place orders being issued. The pandemic has presented unique challenges and the teamwork between First Transit and Tri Delta Transit has led to our agency making the best of a difficult situation.

Current Contract

When the current contract was written in 2016, staff experimented with a concept that has not been used at any transit agency in the country. Instead of standard incentives and penalties for performance measures, we offered incentives with no penalties. Staff was not satisfied with the results because there was no recourse for issues associated with driver and staffing shortages. First Transit creatively addressed the shortage issue but, by the time the results were beginning to show, shelter-in-place orders were issued.

Process

The current pandemic and the associated shelter-in-place orders make publishing a new Request for Proposal impractical because interviews of proposers would be prohibited and social distancing would make training and contract start-up impractical and expensive.

Exercising an option is the prudent and most cost effective course of action under the current conditions so First Transit submitted a price proposal for exercising one two-year option (July 1, 2020 through June 30, 2022). The proposal reflects new wage structures, new positions, the union contract, and updated insurance and benefit costs. The proposal was fair and, while FY 2020-21 is a 14% increase over FY 2019-2020, reflects the reality of today's labor market. The second year of the First Transit proposal is a 5% increase.

In response, ECCTA staff developed a counterproposal for First Transit with two choices for them:

1. Staff will make a recommendation to the Board of Directors to accept the cost proposal as submitted. An RFP would be published in 2022. The incentives-only contract would remain as is.
2. Staff will make a recommendation to the Board of Directors to exercise all three of the two-year options and add penalties for performance measures to the contract. The price for the first two years (FY2020-21 and FY 2021-22) would be as proposed by First Transit. Costs for years 3 – 6 (July 1, 2022 through June 30, 2026) would be tied to the San Francisco Bay Area Consumer Price Index/All Products with a cap. The increase would not exceed 5% or be lower than 2.5%.

Year	Option 1 Exercise one of the two-year options and publish a Request for Proposal in 2022 after the pandemic is over. The incentives-only contract would remain as is.	Option 2 Exercise all three of the two-year options and add penalties to the contract.
20-21	14% increase + incentives \$15,340,514	14% increase ± incentives/penalties \$15,340,514
21-22	5% increase + incentives \$16,101,360	5% increase± incentives/penalties \$16,101,360
22-23	? would be a new contract	2.5-5% increase± incentives/penalties Between \$16,503,894 & \$16,906,428
23-24	? would be a new contract	2.5-5% increase± incentives/penalties Between \$16,916,491 & \$17,751,749
24-25	? would be a new contract	2.5-5% increase± incentives/penalties Between \$17,339,404 & \$18,639,337
25-26	? would be a new contract	2.5-5% increase± incentives/penalties Between \$17,772,889 & \$19,571,304

The benefits to exercising all three options are:

- **Stability.** The maximum amount that will be spent on purchased transportation for the next six years will be known.
- **Cost savings:** The agency will save the cost of publishing an RFP and awarding a new contract.
- **Service continuity:** First Transit knows Tri Delta Transit's service and is familiar with specific community idiosyncrasies.
- **Special project implementation:** First Transit has proven to be a cooperative partner in our creative programs such as Tri MyRide, Mobility on Demand, and MedVan. Additionally they have been active participants in the EOC exercises.
- **Momentum:** The momentum of the positive trends in the contractual performance will continue.
- **System knowledge:** Our service restructuring project will benefit from the institutional knowledge First Transit has about Tri Delta Transit and the east county community.

Options

1. Accept First Transit's cost proposal for one two-year option and direct staff to publish a Request for Proposal in 2022 for a new operations contract.
2. Exercise three two-year options extending the contract with First Transit to June 30, 2026.
3. Direct staff to immediately publish a Request for Proposal.

Staff Recommendation

Exercise all three of the two-year options and add penalties for performance measures to the contract. The price for the first two years (FY2020-21 and FY 2021-22) would be as proposed by First Transit. Costs for years 3 – 6 (July 1, 2022 through June 30, 2026) would be tied to the San Francisco Bay Area Consumer Price Index/All Products with a cap. The increase would not exceed 5% or be lower than 2.5%.

Requested Action

Adopt Resolution #200527A authorizing the CEO to exercise the three two-year options on the operations contract with First Transit.



TRI DELTA TRANSIT

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

RESOLUTION #200527A OPERATIONS CONTRACT

Resolution #200527A authorizes the CEO to execute an agreement to exercise three two-year options on the operations contract with First Transit.

WHEREAS, EASTERN CONTRA COSTA TRANSIT AUTHORITY (“ECCTA”) has determined that First Transit has the management and technical personnel, expertise and other assets useful for the support of ECCTA’s transportation management, and operations services; and

WHEREAS, Contractor has warranted that it is capable of providing these services and is desirous of providing such services; and

WHEREAS, the July 1st, 2016 Agreement provided that ECCTA may, at its option, extend the Agreement by electing to exercise three options to extend the Agreement for a two year period for each option; and

WHEREAS, ECCTA desires to exercise each of these three options;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority that the CEO is authorized to execute an agreement to exercise three two-year options for a total of six additional years between ECCTA and First Transit.

PASSED AND ADOPTED this 27th day of May 2020 by the following votes:

Robert Taylor, Chair

Jeanne Krieg, Chief Executive Officer

AYES: _____
NOES: _____
ABSENT: _____
ABSTENTIONS: _____

TAB 4

Agenda Item #7b

ACTION ITEM: Oakley Park and Ride Lot Equity Analysis

Resolution #200527B


Board of Directors Meeting

Wednesday May 27, 2020

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: May 27, 2020
Agenda Item: Oakley Park and Ride Lot Equity Analysis– Agenda Item #7b
Lead Staff: Tania Babcock, Executive Assistant/Civil Rights Officer
Approved: Jeanne Krieg, Chief Executive Officer 

Background

Eastern Contra Costa Transit Authority's (ECCTA's) Title VI program provides policy, procedure, and data analysis to comply with guidelines issued by the Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT) to implement Title VI of the 1964 Civil Rights Act. The intent of Title VI is to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.

Tri Delta Transit's Requirements

As required by ECCTA's Title VI program, ECCTA provided outreach to residents of Oakley who are located within ½ mile radius of the planned Oakley Park and Ride lot off Main Street near E. Cypress Road.

A series of public information meetings were scheduled to be held at the Oakley City Hall on April 6, 2020 and April 7, 2020. Due to the shelter in place directive from the Health Officer of Contra Costa County, ECCTA canceled the in-person meetings and encouraged individuals to comment or submit questions by email, telephone, or mail. Tri Delta Transit's website (www.TriDeltaTransit.com) communicated information about the Oakley Park and Ride lot, the canceled meetings and how to comment online, by telephone, or by mail. We informed the public that answers to questions would be posted on the Tri Delta Transit website. No comments were received. Information about the Oakley Park and Ride lot will remain on Tri Delta Transit's website throughout the duration of construction.

An equity analysis was performed on the Oakley Park and Ride lot to evaluate the site selected and to follow ECCTA's public participation plan in the Title VI program. Based on this analysis, the Oakley Park and Ride lot does not have a disparate impact on minority populations or place a disproportionate burden on low-income populations.

Requested Action

Adopt Resolution #200527B, accepting the findings of ECCTA's Oakley Park and Ride lot Equity Analysis.

*Agenda Item #7b
Eastern Contra Costa Transit Authority
Board of Directors Meeting
May 27, 2020*

ATTACHED:

1. Oakley Park and Ride lot Equity Analysis
2. Resolution #200527B



TRI DELTA TRANSIT

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

RESOLUTION #200527B

Oakley Park and Ride lot Equity Analysis

Resolution #200527B accepts the findings of ECCTA’s Oakley Park and Ride lot Equity Analysis.

WHEREAS, the Federal Transit Administration requires Eastern Contra Costa Transit Authority (ECCTA) to conform to Title VI of the Civil Rights Act of 1964, its amendments, and related statutes and Executive Orders, including Environmental Justice and Limited English Proficiency; and

WHEREAS, ECCTA is required to comply with FTA Circular 4702.1B; and

WHEREAS, ECCTA has established a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy complying with FTA Circular 4702.1B; and

WHEREAS, a Title VI analysis was performed on the Oakley Park and Ride lot to evaluate the site selected and to follow ECCTA’s public participation plan in the Title VI program; and

WHEREAS, the Title VI analysis shows the Oakley Park and Ride lot does not have a disparate impact on minority populations or place a disproportionate burden on low-income populations;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200527B accepting the findings of ECCTA’s Oakley Park and Ride lot Equity Analysis.

PASSED AND ADOPTED THIS 27th day of May 2020, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Robert Taylor, Chair

Jeanne Krieg, Chief Executive Officer

AYES: _____
NOES: _____
ABSENT: _____
ABSTENTIONS: _____

ECCTA Oakley Park and Ride lot Equity Analysis

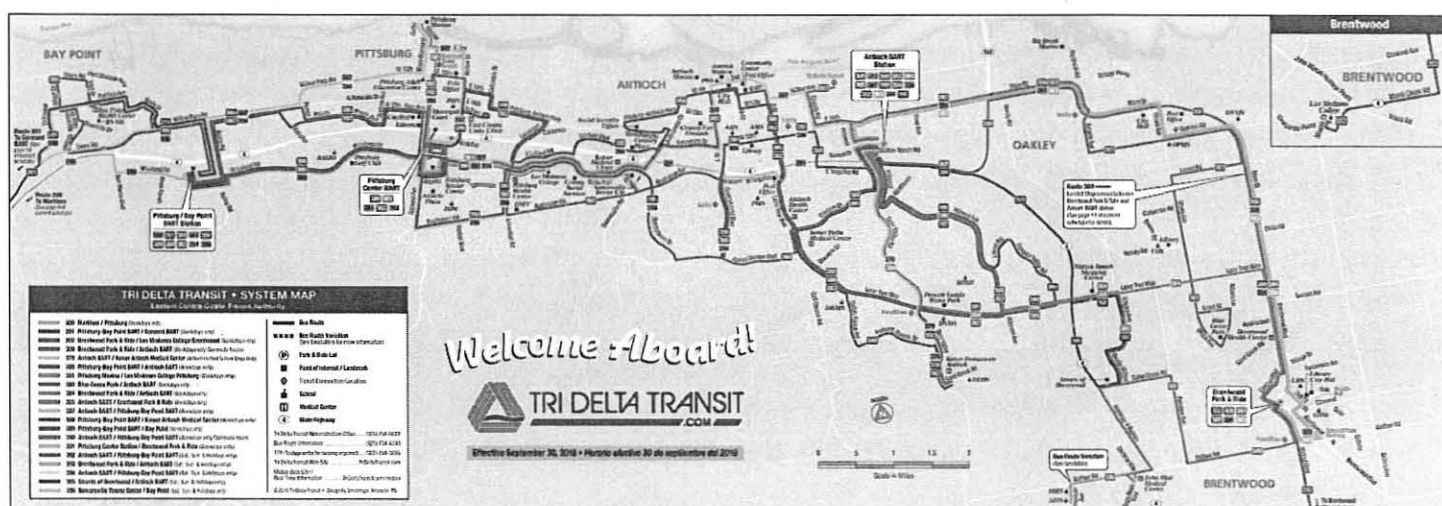
Table of Contents

Agency Information	2
Background and Purpose	2
ECCTA Disparate Impact and Disproportionate Burden Policy	3
Equity Analysis	5
Data Source	5
Table 1: 2016 Federal* Poverty Guidelines	5
Figure 1: People Per Square Mile Minority by Block Group	6
Figure 2: People Per Square Mile Below 200% of the Nation-Wide Poverty Level by Block Group.....	7
Benefits and Burdens Analysis.....	8
Table 2: Benefits and Burdens	8
Demographic Data	8
Table 3: Demographic Data	9
Table 4: Equity Impact Comparison.....	9
Impact from Site Location.....	9
Public Engagement	9
Conclusion.....	10
Appendix.....	11

Agency Information

Eastern Contra Costa Transit Authority (ECCTA) was formed in 1977 as a Joint Powers Agency (JPA) consisting of the cities of Antioch, Brentwood, Pittsburg and the county of Contra Costa. Oakley incorporated as a city and joined in 1999. ECCTA is governed by an eleven-member board of directors composed of two appointed by each of the mayors of Antioch, Brentwood, Oakley, and Pittsburg, two appointed by the Contra Costa County Board of Supervisors, and one member at large. ECCTA operates fixed-route and paratransit service under the name "Tri Delta Transit" and contracts with a private company, First Transit, for the operation of the buses.

ECCTA provides nearly 2 million trips each year to a population of approximately 315,000 residents in the 225 square miles of Eastern Contra Costa County. Tri Delta Transit operates 14 local bus routes Monday-Friday, 5 local bus routes on weekends and holidays, and door-to-door bus service for senior citizens and people with disabilities.



ECCTA System Map

Background and Purpose

The purpose of the ECCTA equity analysis is to evaluate the site selected in Oakley, California for the Oakley Park and Ride lot and to follow ECCTA's public participation plan in the Title VI program. ECCTA purchased land for the Oakley Park and Ride lot in 2008. The environmental study was completed in 2008 and construction plans were completed in 2009. ECCTA received approval from the City of Oakley in 2009 for construction. ECCTA did not receive federal funding for construction of the park and ride lot until late 2019. Construction plans were updated in 2019 to reflect changes in code requirements and the California Environmental Quality Act (CEQA) documents were re-submitted in 2019. The equity analysis was completed during the planning stage for the Oakley Park and Ride lot, prior to receiving approval from the City of Oakley for construction of the park and ride lot and prior to submitting an Invitation for Bid for construction of the park and ride lot.

This analysis is undertaken in connection with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. While low-income populations are not a protected class under Title VI, the Federal Transit Administration (FTA) requires recipients to evaluate the site or location of facilities to determine whether low-income populations will bear a disproportionate burden of the changes. It is important for

an equity analyses to examine both scenarios where minority and low income populations may bear a greater share of negative impacts, or experience a lesser share of positive impacts than non-minority and non-low-income populations. Accordingly, the FTA has adopted regulations and reporting compliance requirements for agencies that receive federal financial assistance to ensure that the programs and activities of each respective agency comply with the requirements of Title VI.

FTA requires an equity analysis during the planning stage for facility locations. According to FTA's Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, dated October 1, 2012, FTA does not classify bus shelters, transit stations, power substations, etc as a facility, and therefore does not require an equity analysis for those items. Based on FTA's Circular 5100.1, Bus and Bus Facilities Formula Program: Guidance and Application for Instructions, dated May 18, 2015 that defines FTA's general philosophy on facilities, "FTA generally assists in building two kinds of facilities. (1) facilities that support transit operations, such as maintenance garages and administrative buildings; and (2) facilities that provide passenger amenities and extend into the built environment, such as bus or rail terminals, stations, shelters, and park-and-ride lots as well as intermodal facilities that include both transit and intercity bus or rail services."¹ Even though ECCTA's park and ride lot is considered a passenger amenity extending into the built environment, ECCTA is performing an equity analysis on the Oakley Park and Ride lot site to evaluate the effects of the park and ride lot to ensure that the change does not have a disparate impact on minority populations or place a disproportionate burden on low-income populations based on ECCTA's Disparate Impact and Disproportionate Burden Policy. ECCTA also desires to follow the public participation plan and provide outreach to the community during the planning phase, regarding construction of the Oakley Park and Ride lot.

ECCTA Disparate Impact and Disproportionate Burden Policy

The Disparate Impact and Disproportionate Burden Policy was developed pursuant to the FTA Title VI Circular 4702.1B, following a public participation process, and adopted by the ECCTA Board of Directors on April 22, 2015. The Disparate Impact and Disproportionate Burden Policy was re-affirmed by the ECCTA Board of Directors on February 26, 2020. The purpose of the Disparate Impact and Disproportionate Burden Policy is to define when impacts of a new facility location, major service change or a fare change result in disparate impacts or disproportionate burdens on protected populations or passengers, defined as minority or low-income populations or passengers. A finding of disproportionate impacts would determine whether ECCTA may need to take additional steps to avoid, minimize or mitigate impacts.

The policy defines a disparate impact as a neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. Further the policy defines a disproportionate burden as a neutral policy or practice that disproportionately and adversely affects low-income populations.

¹https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Final_FTA_C_5100_4-16-15.pdf

The equity analysis will use the following policies and thresholds to assess the impacts of the Oakley Park and Ride lot location.

Threshold for Disparate Impact and Disproportionate Burden

The policy provides a process and threshold for determining if a disparate impact or disproportionate burden has resulted from a service change or fare change. In assessing disparate impact and disproportionate burden, ECCTA determines adverse impact based on a threshold that compares benefits and adverse impacts between protected and non-protected populations. The following definitions apply to determine if a disparate impact or disproportionate burden may exist.

1. For adverse effects or service decreases, a disparate impact or disproportionate burden will occur when the protected population impacted by the service change or fare change is greater than 10 percentage points above the percentage of the protected population system wide.
2. For benefits or service increases, a disparate impact or disproportionate burden will occur when the protected population impacted by service benefits or fare change is less than 10 percentage points below the percentage of the protected population system wide.

Major Service Change Policy

The ECCTA Board of Directors approved the updated Major Service Change Policy on February 26, 2020. The following defines a major service change or fare change, with exceptions also noted.

1. A transit route is added or eliminated; or
2. A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one month period; or
3. A change in the routing of a bus route, when it is in service that alters 40 percent or more of the route's path.

Exceptions to the "major service change" include the following.

- Standard seasonal variations in service.
- Experimental or emergency fare changes may be instituted for six months or less without an equity analysis being completed; Experimental or emergency service changes may be instituted for twelve months or less without an equity analysis being completed.
- Changes to a route with productivity that is fifty (50) percent or below 18 passengers per revenue hour (Tri Delta Transit productivity standard) in a typical service day are not considered "major," unless service on that route is eliminated completely on any such day. Productivity refers to the number of passengers carried per revenue hour or per trip.
- Restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not exceed the requirements of (1), (2), or (3) above.

Equity Analysis

The following section evaluates whether the Oakley Park and Ride lot will have a disparate impact and/or disproportionate burden on minority and low income populations.

Data Source

To ensure compliance with Title VI regulations, the equity analysis used demographic data from Remix, a platform for transportation planning.

Remix was used to identify the census tracts where a higher rate of minority and low-income individuals reside in order to analyze the potential impacts of the Oakley Park and Ride lot location.

Minority definition- For the purposes of this analysis, minority is defined as all races/ethnicities besides White, non-Hispanic.

Low-income definition- ECCTA defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the US Department of Health and Human Services (HHS) poverty guidelines. ECCTA's definition is more inclusive of low-income populations than the HHS guidelines to account for the higher living costs in the Bay Area compared to most of the rest of the United States. This definition takes into account both the household size and household income of survey respondents. The combinations of household size and income that are defined as "low-income" are shown in Table 4.

Table 1: 2016 Federal* Poverty Guidelines

2016 Federal* Poverty Guidelines		
Household Size	Poverty Guideline (Federal)	200%
1	\$11,880	\$23,760
2	\$16,020	\$32,040
3	\$20,160	\$40,320
4	\$24,300	\$48,600
5	\$28,440	\$56,880
6	\$32,580	\$65,120
7	\$36,730	\$73,460
8	\$40,890	\$81,780

*For the 48 Contiguous States and the District of Columbia

Source: US Department of Health & Human Services

Figure 1: People Per Square Mile Minority by Block Group

Figure 1 data is from Remix. The area identified extends ½ mile from the site selected for the Oakley Park and Ride lot

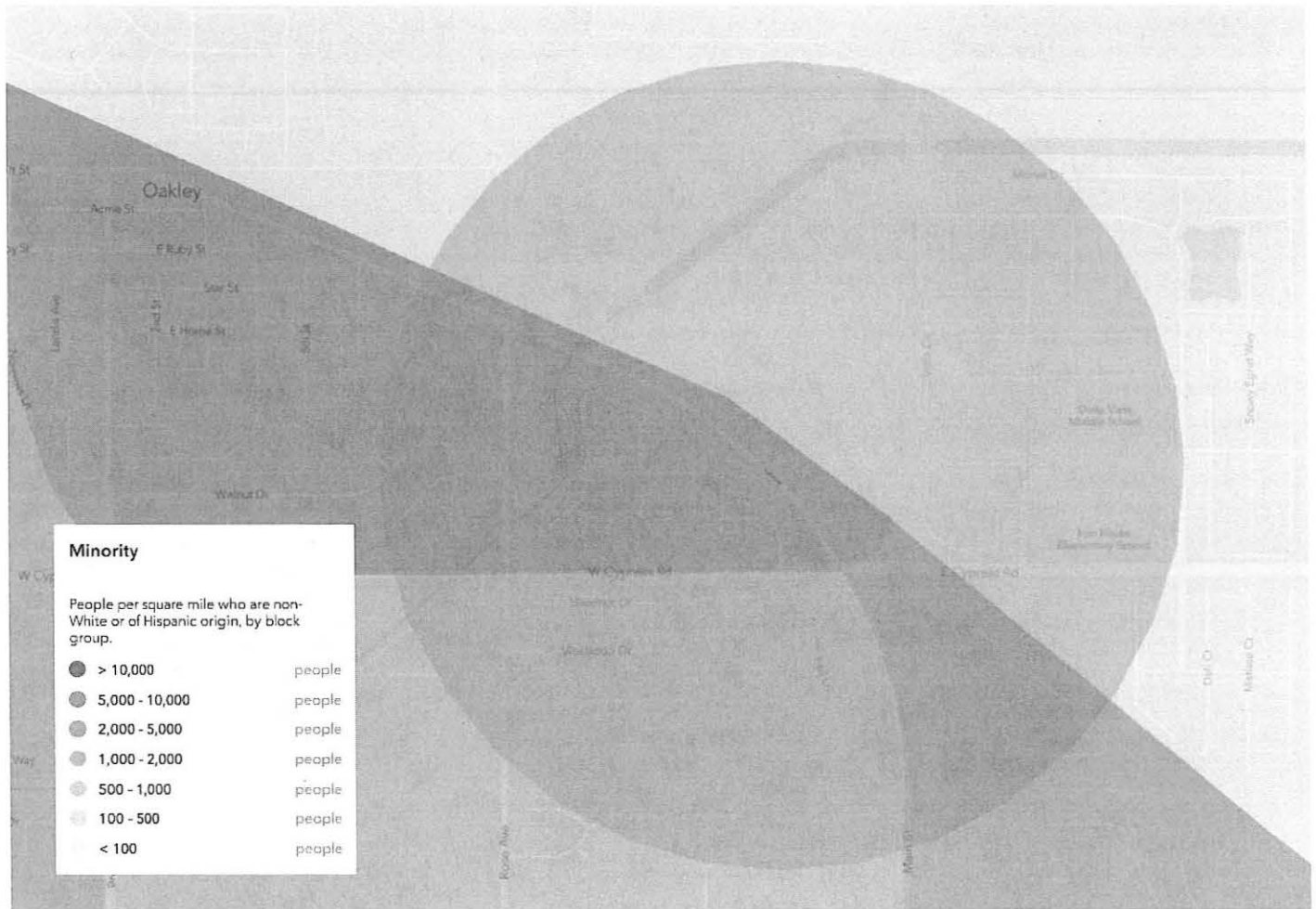
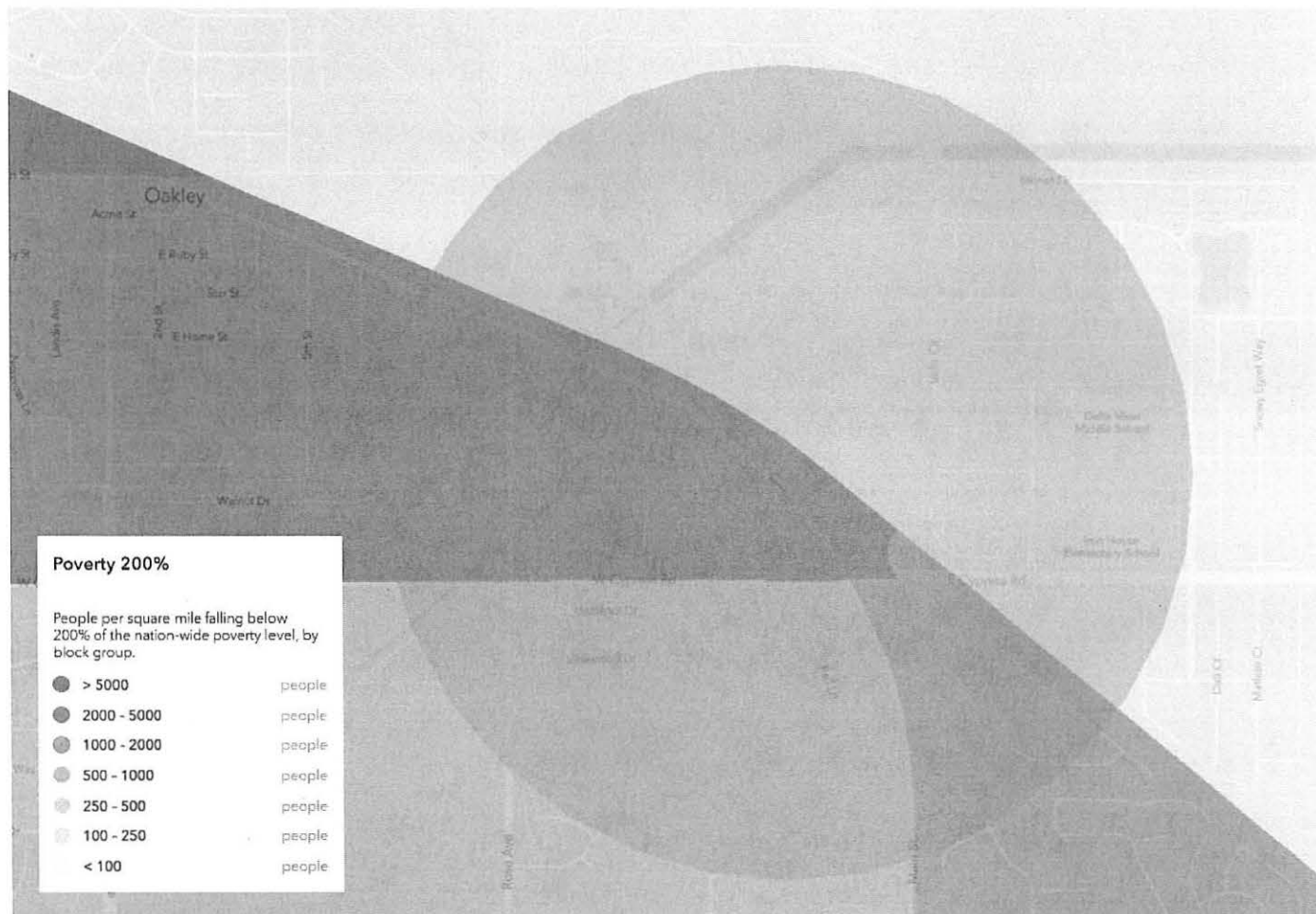


Figure 2: People Per Square Mile Below 200% of the Nation-Wide Poverty Level by Block Group

Figure 2 data is from Remix. The area identified extends ½ mile from the site selected for the Oakley Park and Ride lot

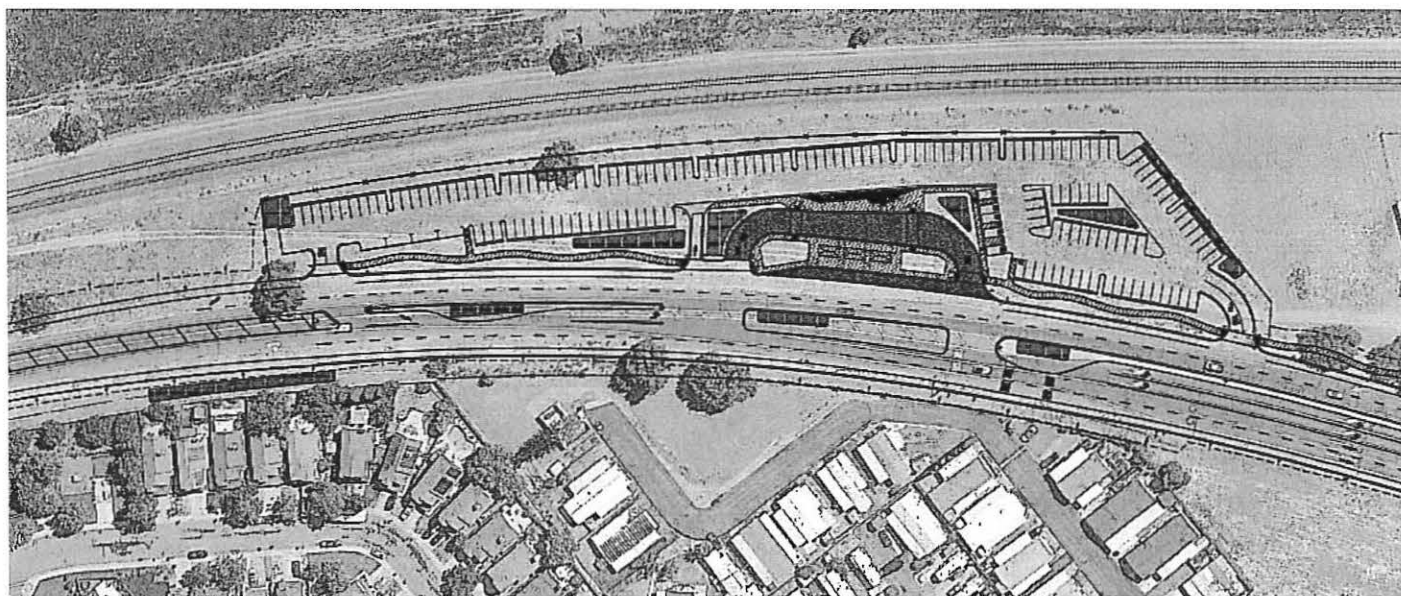


Benefits and Burdens Analysis

ECCTA reviewed the benefits and burdens of the site to determine any impacts that adversely affect the community. In summary, there would be no displacement of residents or businesses as the land is currently cleared and undeveloped. The site is located in a rural area in-between a railroad track and a major roadway, so there would be no cumulative impacts from nearby businesses. This also provides a buffer between the property and residential properties located nearby. The site has one residence adjacent to the property, but the resident is supportive of the park and ride lot and the fact that a sidewalk will be added near his residence for accessibility to the park and ride lot.

Table 2: Benefits and Burdens

Benefits/Positive Impacts	Burdens/Adverse Impacts
<ul style="list-style-type: none"> • Good access to transportation corridors • Located on major roadway • Provides service to residential community nearby • Cleared/undeveloped land • Railroad track and major roadway buffer between property and residential properties nearby 	<ul style="list-style-type: none"> • One residence located adjacent to property



Aerial view of Oakley Park and Ride lot property

Demographic Data

ECCTA analyzed area demographics and equity impacts to ensure the location of the park and ride lot did not result in disparate treatment on the basis of race, color, or national origin, or in a disproportionate burden on low-income populations.

Table 3: Demographic Data

Oakley Park and Ride lot Demographics Compared to Service Area									
	Minority	Percent Minority	Non-Minority	Difference		Low-Income	Percent Low-Income	Non-Low-Income	Difference
Oakley Park and Ride lot	1,471	64.30%	817	-2.30%		828	36.20%	1,460	3.80%
Service Area	166,950	66.60%	83,726	-		81,219	32.40%	169,457	-

Source: Remix

In summary, the minority and low-income populations impacted by the Oakley Park and Ride lot fall within ECCTA's 10 percentage points threshold, resulting in no disparate impact or disproportionate burden.

Table 4: Equity Impact Comparison

Impact Criteria	Oakley Park and Ride lot- ½ mile radius
Who would be impacted by selecting this site?	One adjacent residence (Railroad tracks and major roadway provide buffer for all other nearby residences)
Will selecting this site require displacement of residents or businesses?	No
Other similar facilities nearby	None

In summary, the equity analysis found there was no adverse or cumulative impact per Title VI regulations.

Impact from Site Location

After evaluating the demographics of the site location, ECCTA determined that the Oakley Park and Ride lot is not expected to create a disparate impact or a disproportionate burden.

The Oakley Park and Ride lot gives the community more flexibility and options on where to board the bus and how to plan their transit trips. The Oakley Park and Ride lot location is not a disparate impact or a disproportionate burden because the impact to the minority and low-income population is within ECCTA's 10 percentage points threshold.

Public Engagement

The public engagement activities related to the equity analysis were conducted during the planning phase of the Oakley Park and Ride lot. The outreach provided an opportunity to both educate and to collect input from the community, including minority and low-income populations.

ECCTA used direct mail, placed information online at www.TriDeltaTransit.com, on-board buses and on social media using Facebook and Twitter. ECCTA sent text messages and email messages. All information was communicated in

both English and in Spanish. Spanish is the identified Limited English Proficiency (LEP) language in ECCTA's service area.

Direct mail was sent to surrounding neighbors and to business property owners within ½ mile of the site location. The following Community Based Organizations located in Oakley also received the direct mail: Delta Vista Middle School, Oakley Library, O'Hara Park School, Oakley Chamber of Commerce, Iron House Elementary School, Iron House Sanitary District, Oakley Senior Center, and La Clinica.

A series of public information meetings were scheduled to be held at the Oakley City Hall on April 6, 2020 and April 7, 2020. Oakley City Hall is located in Contra Costa County. Due to COVID-19, the Health Officer of Contra Costa County ordered all individuals living in the county to shelter at their place of residence, except to leave to provide or to receive certain essential services or engage in certain essential activities and work for essential businesses and governmental services, effective 12:01am on March 17, 2020 until 11:59pm on April 7, 2020. The shelter in place was then extended until 11:59pm on May 3, 2020 and extended again until 11:59pm on May 31, 2020. Due to the shelter in place directive and the situation with COVID-19, ECCTA canceled the in-person meetings and encouraged individuals to comment or submit questions by email, telephone, or mail. Tri Delta Transit's website (www.TriDeltaTransit.com) communicated information about the Oakley Park and Ride lot, the canceled meetings and how to comment online, by telephone, or by mail. We informed the public that answers to questions would be posted on the Tri Delta Transit website.

ECCTA received no comments or questions from the public.

An image of the direct mail piece and Tri Delta Transit's website is in the appendix.

Conclusion

ECCTA's Oakley Park and Ride lot location was selected without regard to race, color, or national origin. The park and ride lot will make boarding and riding transit faster, easier to use, and more flexible. ECCTA conducted an equity analysis on the Oakley Park and Ride lot location to evaluate if the location resulted in a disparate impact on the basis of race, ethnicity, or national origin, or a disproportionate burden on low-income households. Based on ECCTA's Disparate Impact and Disproportionate Burden Policy, the Oakley Park and Ride lot does not have a disparate impact on minority populations or place a disproportionate burden on low-income populations.

Appendix

Direct Mail



Eastern Contra Transit Authority
801 Wilbur Ave.
Antioch, CA 94509

Presorted
Standard
U.S. Postage Paid
Concord, CA 94520
Permit 346

Construction will start soon on the new Oakley Park and Ride.
La construcción comenzará pronto en el nuevo lote de Oakley Park and Ride.

Please join Tri Delta Transit staff at a public information meeting to learn about the future Oakley Park and Ride located near the northeast corner of Main Street and East Cypress Road.

To get to the meeting ride route 300 or route 391 and exit the bus at Main Street near Norcross Lane by the Oakley City Hall.

Light refreshments provided.

For more information/Para más información

- www.TriDeltaTransit.com
- comments@eccta.org
- 925-754-6622



@TriDeltaTransit



TRI DELTA TRANSIT

Please join Tri Delta Transit staff at a public information meeting to learn about the future Oakley Park and Ride.



When?

12PM **Apr 06, 2020**

Or

6PM **Apr 07, 2020**

Where?

**Oakley City Council Chambers
3231 Main Street
Oakley, CA 94561**



Unase al personal de Tri Delta Transit en una reunion de informacion pública para conocer el futuro lote de Oakley Park and Ride ubicado cerca de la esquina noreste de Main Street y East Cypress Road.

Website

myRide
 SCHEDULES & MAPS | RATES & FEES | TRIP INFO | EQUATED GENERAL INFO | SCHOOL TOOLS | ABOUT US CONTACT | WEBSITE

Updates
OAKLEY PARK AND RIDE PUBLIC INFORMATION MEETING UPDATE

Due to the shelter in place order, Tri Delta Transit will be accepting questions and comments until 5/15/2020.

Submit via e-mail: comments@eccta.org
 phone: (925)754-6622 or mail:
 801 Wilbur Avenue
 Antioch, CA 94509

Answers will be posted on our website TriDeltaTransit.com

PARK. RIDE. SMILE.

Debido al mandato reciente de quedarse en casa, Tri Delta Transit estará aceptando preguntas y comentarios hasta el día 5-15-2020. Envíe sus comentarios por correo electrónico: comments@eccta.org. Puede llamar por teléfono: 925-754-6622 o enviarlo a vuelta de correo: 801 Wilbur Avenue, Antioch, CA 94509. Las respuestas serán publicadas en nuestra página de internet: trideltatransit.com

PARK CANCELED
 Apr 06, 2020
 Or
 6PM Apr 07, 2020
 Where?
 Oakley City Council Chambers
 1237 Main Street
 Oakley, CA 94651

ECCTA Board Approval of Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy



TRI DELTA TRANSIT

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

RESOLUTION #200226A

Title VI Major Service Change Policy/Disparate Impact and Disproportionate Burden Policy

Resolution #200226A adopts ECCTA's Title VI Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy, in compliance with FTA Circular 4702.1B.

WHEREAS, the Federal Transit Administration requires Eastern Contra Costa Transit Authority (ECCTA) to conform to Title VI of the Civil Rights Act of 1964, its amendments, and related statutes and Executive Orders, including Environmental Justice and Limited English Proficiency; and

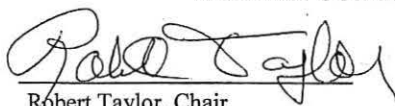
WHEREAS, ECCTA is required to comply with FTA Circular 4702.1B;

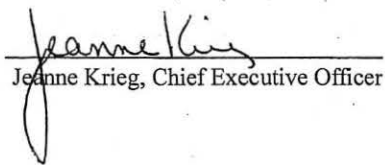
WHEREAS, ECCTA has established a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy complying with FTA Circular 4702.1B;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200226A approving ECCTA's Title VI Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

PASSED AND ADOPTED THIS 26th day of February 2020, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY


Robert Taylor, Chair


Jeanne Krieg, Chief Executive Officer

AYES: 11
NOES: 0
ABSENT: 0
ABSTENTIONS: 0

TAB 5

Agenda Item #7c

ACTION ITEM: Mobile Ticketing App Fare Equity Analysis

Resolution #200527C


Board of Directors Meeting

Wednesday May 27, 2020

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Staff Report to ECCTA Board of Directors

Meeting Date: May 27, 2020
Agenda Item: Mobile Ticketing App Fare Equity Analysis– Agenda Item #7c
Lead Staff: Tania Babcock, Executive Assistant/Civil Rights Officer
Approved: Jeanne Krieg, Chief Executive Officer 

Background

Eastern Contra Costa Transit Authority's (ECCTA's) Title VI program provides policy, procedure, and data analysis to comply with guidelines issued by the Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT) to implement Title VI of the 1964 Civil Rights Act. The intent of Title VI is to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.

Tri Delta Transit's Requirements

As required by ECCTA's Title VI program, ECCTA conducted a fare equity analysis to evaluate ECCTA's Mobile Ticketing App Pilot Program. The pilot program provided ECCTA the opportunity to test the market for mobile ticketing in our service area. The free Mobile Ticketing App was available for download on smart phones. The app allowed passengers to purchase and download Tri Delta Transit bus passes on a smart phone.

ECCTA conducted a fare equity analysis to evaluate if the Mobile Ticketing App resulted in a disparate impact on the basis of race, ethnicity, or national origin, or a disproportionate burden on low-income households.

The Mobile Ticketing App introduced one new fare media into the system. The fare equity analysis detailed the existing fare media and point of purchase, the proposed fare media and point of purchase, and the difference between the two.

Based on this analysis, the Mobile Ticketing App does not have a disparate impact on minority riders or place a disproportionate burden on low-income riders.

Requested Action

Adopt Resolution #200527C, accepting the findings of ECCTA's Mobile Ticketing App Fare Equity Analysis.

ATTACHED:

1. Mobile Ticketing App Fare Equity Analysis
2. Resolution #200527C



TRI DELTA TRANSIT

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

RESOLUTION #200527C

Mobile Ticketing App Fare Equity Analysis

Resolution #200527C accepts the findings of ECCTA’s Mobile Ticketing App Fare Equity Analysis

WHEREAS, the Federal Transit Administration requires Eastern Contra Costa Transit Authority (ECCTA) to conform to Title VI of the Civil Rights Act of 1964, its amendments, and related statutes and Executive Orders, including Environmental Justice and Limited English Proficiency; and

WHEREAS, ECCTA is required to comply with FTA Circular 4702.1B; and

WHEREAS, ECCTA has established a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy complying with FTA Circular 4702.1B; and

WHEREAS, a Title VI analysis was conducted on the Mobile Ticketing App to evaluate if there was a disparate impact on the basis of race, ethnicity, or national origin, or a disproportionate burden on low-income households; and

WHEREAS, the Title VI analysis shows the Mobile Ticketing App does not have a disparate impact on minority riders or place a disproportionate burden on low-income riders;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200527C accepting the findings of ECCTA’s Mobile Ticketing App Fare Equity Analysis.

PASSED AND ADOPTED THIS 27th day of May 2020, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Robert Taylor, Chair

Jeanne Krieg, Chief Executive Officer

AYES: _____

NOES: _____

ABSENT: _____

ABSTENTIONS: _____

ECCTA Mobile Ticketing App Fare Equity Analysis

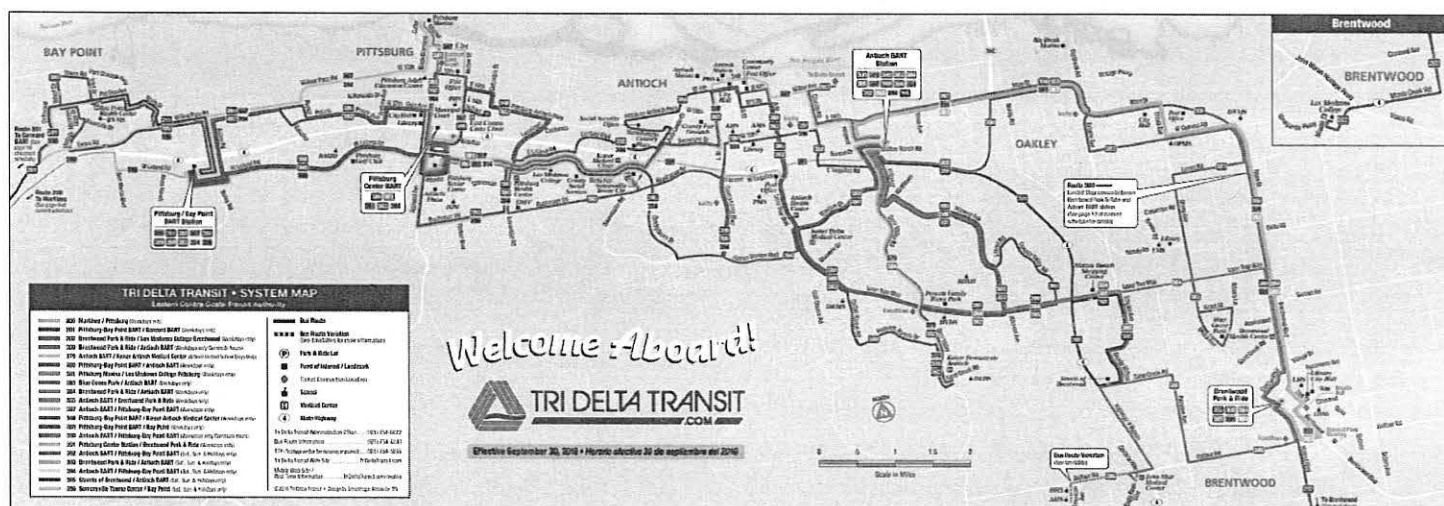
Table of Contents

Agency Information	2
Background and Purpose	2
ECCTA Disparate Impact and Disproportionate Burden Policy	3
Existing Conditions.....	4
Fare Media	4
Point of Purchase.....	5
Tri Delta Transit Bus Pass Retail Locations	5
Clipper Card Retail Locations	6
Table 1: Point of Purchase for Existing Fare Media	6
Proposed Changes to Fare Media.....	7
Table 2: Proposed Changes to Fare Media	7
Table 3: Proposed Point of Purchase for Fare Media	8
Fare Equity Analysis.....	8
Data Sources	8
Table 4: 2016 Federal* Poverty Guidelines	9
Figure 1: ECCTA Service Area People Per Square Mile Minority by Block Group.....	10
Figure 2: ECCTA Service Area People Per Square Mile Below 200% of the Nation-Wide Poverty Level by Block Group	10
Figure 3: ECCTA Service Area Bus Pass and Clipper Card Retail Locations with People Per Square Mile who are Minority by Block Group.....	11
Figure 4: ECCTA Service Area Bus Pass and Clipper Card Retail Locations with People Per Square Mile Below 200% of the Nation-Wide Poverty Level by Block Group.....	12
Method of Payment.....	12
Table 5: Method of Fare Payment	13
Impact from New Fare Media.....	13
Public Engagement	13
Conclusion.....	14
Appendix.....	15

Agency Information

Eastern Contra Costa Transit Authority (ECCTA) was formed in 1977 as a Joint Powers Agency (JPA) consisting of the cities of Antioch, Brentwood, Pittsburg and the county of Contra Costa. Oakley incorporated as a city and joined in 1999. ECCTA is governed by an eleven-member board of directors composed of two appointed by each of the mayors of Antioch, Brentwood, Oakley, and Pittsburg, two appointed by the Contra Costa County Board of Supervisors, and one member at large. ECCTA operates fixed-route and paratransit service under the name "Tri Delta Transit" and contracts with a private company, First Transit, for the operation of the buses.

ECCTA provides nearly 2 million trips each year to a population of approximately 315,000 residents in the 225 square miles of Eastern Contra Costa County. Tri Delta Transit operates 14 local bus routes Monday-Friday, 5 local bus routes on weekends and holidays, and door-to-door bus service for senior citizens and people with disabilities.



ECCTA System Map

Background and Purpose

The purpose of the ECCTA fare equity analysis is to evaluate ECCTA's Mobile Ticketing App Pilot Program. A pilot program allowed ECCTA the opportunity to test the market for mobile ticketing in our service area. Mobile ticketing is an emerging technology option being adopted by transit agencies of all sizes. Mobile ticketing can make the experience of boarding and paying for transit seamless and can lower the barrier of entry for new transit users. ECCTA was looking to use advanced technology to make paying for transit faster, easier, more flexible, and to increase operational efficiencies. ECCTA's Mobile Ticketing App was available for use on its fixed-route and paratransit services. The Mobile Ticketing App provided an additional point of purchase location for ECCTA fare media.

This analysis is undertaken in connection with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. While low-income passengers are not a protected class under Title VI, the Federal Transit Administration (FTA) requires recipients to evaluate proposed service and fare changes to determine whether low-income passengers will bear a disproportionate burden of the changes. It is important for fare equity analyses to examine both scenarios where minority and low income passengers may bear a greater share

of negative impacts, or experience a lesser share of positive impacts than non-minority and non-low-income passengers. Accordingly, the FTA has adopted regulations and reporting compliance requirements for agencies that receive federal financial assistance to ensure that the programs and activities of each respective agency comply with the requirements of Title VI.

FTA requires a fare equity analysis for all fare changes regardless of the amount of increase or decrease. ECCTA will evaluate the effects of its fare media change to ensure that the change does not have a disparate impact on minority passengers or place a disproportionate burden on low-income passengers based on ECCTA's Disparate Impact and Disproportionate Burden Policy.

ECCTA Disparate Impact and Disproportionate Burden Policy

The Disparate Impact and Disproportionate Burden Policy was developed pursuant to the FTA Title VI Circular 4702.1B, following a public participation process, and adopted by the ECCTA Board of Directors on April 22, 2015. The Disparate Impact and Disproportionate Burden Policy was re-affirmed by the ECCTA Board of Directors on February 26, 2020. The purpose of the Disparate Impact and Disproportionate Burden Policy is to define when impacts of a major service change or a fare change result in disparate impacts or disproportionate burdens on protected populations or passengers, defined as minority or low-income populations or passengers. A finding of disproportionate impacts would determine whether ECCTA may need to take additional steps to avoid, minimize or mitigate impacts.

The policy defines a disparate impact as a neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. Further the policy defines a disproportionate burden as a neutral policy or practice that disproportionately and adversely affects low-income populations.

The fare equity analysis will use the following policies and thresholds to assess the impacts of the Mobile Ticketing App Pilot Program.

Threshold for Disparate Impact and Disproportionate Burden

The policy provides a process and threshold for determining if a disparate impact or disproportionate burden has resulted from a service change or fare change. In assessing disparate impact and disproportionate burden, ECCTA determines adverse impact based on a threshold that compares benefits and adverse impacts between protected and non-protected populations. The following definitions apply to determine if a disparate impact or disproportionate burden may exist.

1. For adverse effects or service decreases, a disparate impact or disproportionate burden will occur when the protected population impacted by the service change or fare change is greater than 10 percentage points above the percentage of the protected population system wide.
2. For benefits or service increases, a disparate impact or disproportionate burden will occur when the protected population impacted by service benefits or fare change is less than 10 percentage points below the percentage of the protected population system wide.

Major Service Change Policy

The ECCTA Board of Directors approved the updated Major Service Change Policy on February 26, 2020. The following defines a major service change or fare change, with exceptions also noted.

1. A transit route is added or eliminated; or
2. A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one month period; or
3. A change in the routing of a bus route, when it is in service that alters 40 percent or more of the route's path.

Exceptions to the "major service change" include the following.

- Standard seasonal variations in service.
- Experimental or emergency fare changes may be instituted for six months or less without an equity analysis being completed; Experimental or emergency service changes may be instituted for twelve months or less without an equity analysis being completed.
- Changes to a route with productivity that is fifty (50) percent or below 18 passengers per revenue hour (Tri Delta Transit productivity standard) in a typical service day are not considered "major," unless service on that route is eliminated completely on any such day. Productivity refers to the number of passengers carried per revenue hour or per trip.
- Restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not exceed the requirements of (1), (2), or (3) above.

Existing Conditions

Fare Media

The following fare media are currently available for use on ECCTA's fixed route buses:

- cash
- magnetic swipe passes
 - day pass
 - senior/disabled day pass
 - 20-ride pass
 - Senior/Disabled 20-ride pass
 - 31-day pass
- summer youth pass
- clipper card (clipper card is a reloadable contactless smart card used for electronic transit fare payment in the San Francisco Bay Area)
 - adult clipper card
 - senior clipper card
 - youth clipper card
 - disabled clipper card (Regional Transit Discount Card)

Point of Purchase

ECCTA allows passengers to purchase fares and passes in different ways. The fare media is available at the following point of purchase locations:

- **On-board**- Cash may be used to pay a single ride fare on-board buses.
- **On-board**- Magnetic swipe passes (day pass, senior/disabled day pass, 20-ride pass and senior/disabled 20-ride pass) are sold on-board buses. The passes may be purchased with cash or a magnetic swipe credit ticket.
- **Retail locations**- Magnetic swipe passes are sold at all Tri Delta Transit bus pass retail locations. Summer youth passes and senior/disabled magnetic swipe passes are sold at Tri Delta Transit. Passes may be purchased at retail locations with cash, check, money order, or credit/debit card. The following is a list of Tri Delta Transit bus pass retail locations:

Tri Delta Transit Bus Pass Retail Locations

Location	Address
Tri Delta Transit	801 Wilbur Avenue, Antioch, CA 94509
FoodMaxx	4500 Lone Tree Way, Antioch, CA 94531
Lucky	3190 Contra Loma Blvd, Antioch, CA 94509
Lucky	111 East 18th St, Antioch, CA 94509
Health Hut	161 Chestnut Street, Brentwood, CA 94513
Harvest Park Bowl	5000 Balfour Road, Brentwood, CA 94513
FoodMaxx	4461 Balfour Road, Brentwood, CA 94513
Lucky	2545 Main Street, Oakley, CA 94565
Railroad Book Depot	650 Railroad Ave, Pittsburg, CA 94565

- **Online**- Magnetic swipe passes and summer youth passes are sold online at www.trideltatransit.com. Passes may be purchased online with a credit/debit card.
- **Telephone**- Magnetic swipe passes and summer youth passes are sold by telephone order. Passes may be purchased by telephone order with a credit/debit card.
- **Mail**- Magnetic swipe passes and summer youth passes are sold by mail order. Passes may be purchased by mail order with check, money order, or credit/debit card.

- **Clipper card Mail, Telephone, Online and Retail locations-** Adult clipper cards may be purchased or value added at retail locations with cash, check, money order, or credit/debit card. Adult clipper cards are sold online at www.clippercard.com or by telephone order with a credit/debit card. Senior clipper cards, youth clipper cards and disabled clipper cards are available by mail order or at Tri Delta Transit. Automatic reload of all clipper cards is also available. Adult clipper cards may be purchased or value may be added to all clipper cards at the following clipper card retail locations:

Clipper Card Retail Locations

Location	Address
Tri Delta Transit	801 Wilbur Avenue, Antioch, CA 94509
Walgreens	3416 Deer Valley Rd, Antioch, CA 94509
Antioch BART	1600 Slatten Ranch Road, Antioch, CA 94509
Walgreens	4520 Balfour Road, Brentwood, CA 94513
Walgreens	2271 Balfour Road, Brentwood, CA 94513
Walgreens	2901 Railroad Avenue, Pittsburg, CA 94565
Walgreens	6570 Lone Tree Way, Brentwood, CA 94513
Walgreens	2700 Willow Pass Road, Pittsburg, CA 94565
Pittsburg/Bay Point BART	1700 W. Leland Road, Pittsburg, CA 94565
Pittsburg Center BART	2099 Railroad Ave, Pittsburg, CA 94565

Table 1: Point of Purchase for Existing Fare Media

Fare Type	Point of Purchase				
	On-Board	Retail Location	Online	Mail Order	Telephone Order
single ride	x				
day pass	x	x	x	x	x
senior/disabled day pass	x	x	x	x	x
20-ride pass	x	x	x	x	x
senior/disabled 20-ride pass	x	x	x	x	x
31-day pass		x	x	x	x

summer youth pass		x	x	x	x
adult clipper card (smart card)		x	x		x
senior clipper card (smart card)		x		x	
youth clipper card (smart card)		x		x	
disabled clipper card (smart card)		x		x	

Proposed Changes to Fare Media

With the Mobile Ticketing App Pilot Program, ECCTA introduced a free app available for download on smart phones. The app can be used to access a registered account and allows passengers to purchase and download Tri Delta Transit bus passes on a smart phone. All regular ECCTA bus passes, plus the single ride fare are available through the Mobile Ticketing App. Only the summer youth pass is not included in the app because it is a seasonal pass with low sales. 221 summer youth passes were sold out of a total of 30,777 total ticket sales, accounting for .72% of total ECCTA ticket sales for 2019. Mobile Ticketing App purchased passes can be stored on the phone indefinitely and only expire after they are activated. ECCTA's Mobile Ticketing App relies on visual validation from the bus operators. Visual Validation uses existing farebox hardware and the activated ticket in the Mobile Ticketing App is shown to bus operators upon boarding.

A 2017 Communications survey conducted with ECCTA passengers indicated 96.59% owned a cell phone. Of those passengers who owned a cell phone, 80.08% had a smart phone that accessed the Internet. ECCTA's 2017 survey is consistent with the 2019 Pew Research Center study on mobile phone ownership. The Pew Research study indicated 96% of Americans own a cell phone, and 81% own a smart phone.¹ Furthermore, the Pew Research study cited 96% of people living in the suburbs own a cell phone, and 83% own a smart phone. For individuals reporting an income of less than \$30,000, 95% own a cell phone, 71% own a smart phone. The study cited 96% of White, 98% of Black, and 96% of Hispanic individuals own a cell phone. 82% of White, 80% of Black, and 79% of Hispanic own a smart phone. A copy of the 2017 Communications survey instrument is included in the appendix.

Table 2 summarizes the difference in the proposed fare media with the Mobile Ticketing App.

Table 2: Proposed Changes to Fare Media

Fare Media Comparison	Existing	Proposed
cash	x	x
magnetic swipe pass	x	x
summer youth pass	x	x
clipper card (smart card)	x	x
mobile ticketing app		x

¹ <https://www.pewresearch.org/internet/fact-sheet/mobile/>

Table 3: Proposed Point of Purchase for Fare Media

The Mobile Ticketing App gives passengers an additional way to purchase fares and passes. Table 3 summarizes the changes with the Mobile Ticketing App. It provides an additional point of purchase for fares and passes. A passenger can be located anywhere inside or outside of ECCTA's service area to purchase fares and passes through the Mobile Ticketing App.

Fare Type	Point of Purchase					
	On-Board	Retail Location	Online	Mail Order	Telephone Order	Mobile Ticketing App
single ride	x					x
day pass	x	x	x	x	x	x
senior/disabled day pass	x	x	x	x	x	x
20-ride pass	x	x	x	x	x	x
senior/disabled 20-ride pass	x	x	x	x	x	x
31-day pass		x	x	x	x	x
summer youth pass		x	x	x	x	
adult clipper card (smart card)		x	x		x	
senior clipper card (smart card)		x		x		
youth clipper card (smart card)		x		x		
disabled clipper card (smart card)		x		x		

Fare Equity Analysis

The following section evaluates whether the addition of the Mobile Ticketing App as a new fare media has a disparate impact and/or disproportionate burden on minority and low income riders.

Data Sources

To ensure compliance with Title VI regulations, the fare equity analysis used demographic data from Remix, a platform for transportation planning, as well as data from the 2019 on-board passenger survey.

Remix was used to identify the census tracts where a higher rate of minority and low-income individuals reside in order to analyze the potential impacts of the fare media change.

The on-board passenger survey data was used to develop a detailed understanding of passenger demographics and their preferred method of fare payment. The survey was distributed on all ECCTA routes and was weighted to reflect daily ridership levels. Passengers were selected for participation using a random sampling function built into the survey programming and passenger responses were captured in real time. The passenger-intercept interviews were completed using hand-held tablet personal computers (PCs) upon which the online survey was administered. Interviewers were required to adhere strictly to the random sampling protocol and were at no time permitted to exercise personal discretion with regard to the selection of survey subjects. The customer was able to select their

language choice for the survey and Spanish speaking interviewers were also available to administer surveys. A paper version of the 2019 on-board passenger survey instrument is included in the appendix.

Minority definition- For the purposes of this analysis, minority is defined as all races/ethnicities besides White, non-Hispanic.

Low-income definition- ECCTA defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the US Department of Health and Human Services (HHS) poverty guidelines. ECCTA's definition is more inclusive of low-income populations than the HHS guidelines to account for the higher living costs in the Bay Area compared to most of the rest of the United States. This definition takes into account both the household size and household income of survey respondents. The combinations of household size and income that are defined as "low-income" are shown in Table 4.

Table 4: 2016 Federal* Poverty Guidelines

2016 Federal* Poverty Guidelines		
Household Size	Poverty Guideline (Federal)	200%
1	\$11,880	\$23,760
2	\$16,020	\$32,040
3	\$20,160	\$40,320
4	\$24,300	\$48,600
5	\$28,440	\$56,880
6	\$32,580	\$65,120
7	\$36,730	\$73,460
8	\$40,890	\$81,780

*For the 48 Contiguous States and the District of Columbia

Source: US Department of Health & Human Services

Figure 1: ECCTA Service Area People Per Square Mile Minority by Block Group

Figure 1 data is from Remix.



Figure 2: ECCTA Service Area People Per Square Mile Below 200% of the Nation-Wide Poverty Level by Block Group

Figure 2 data is from Remix.



Figure 3: ECCTA Service Area Bus Pass and Clipper Card Retail Locations with People Per Square Mile who are Minority by Block Group

Figure 3 data is from Remix.

In addition to the bus pass and clipper card retail locations indicated by red dots on the map, cash fare is accepted and magnetic swipe tickets are available on-board buses along all of ECCTA's fixed routes indicated by the various colored lines.

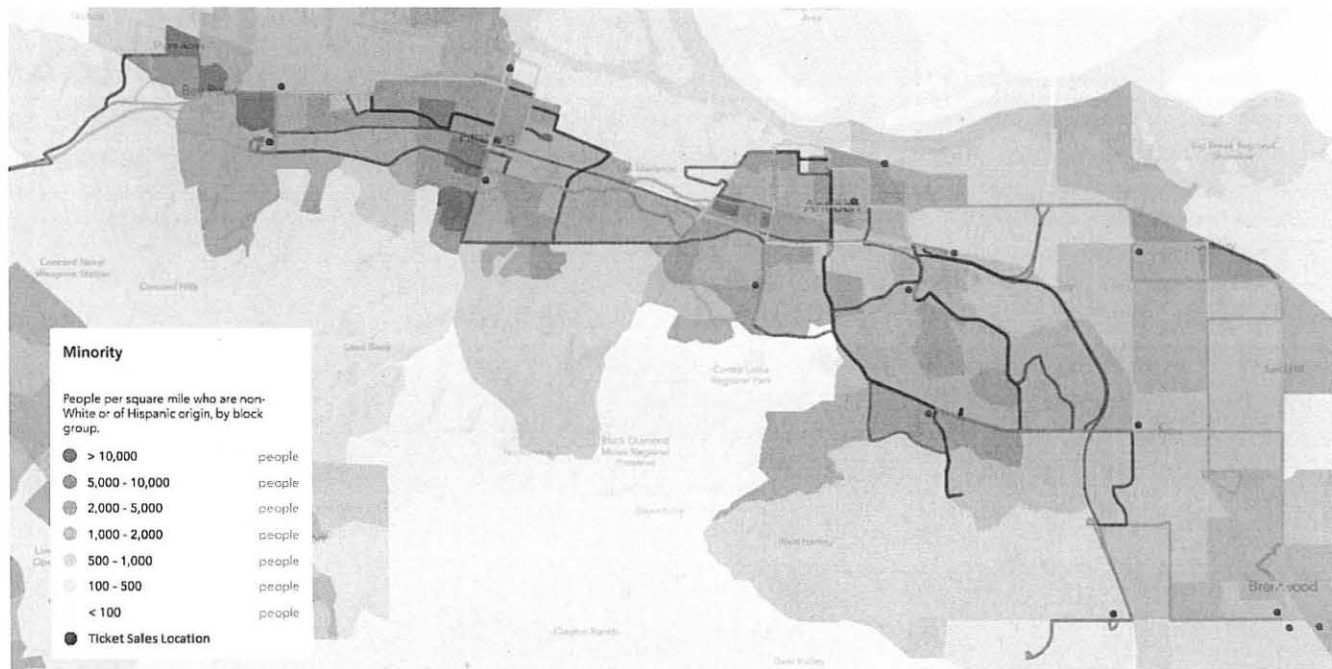


Figure 4: ECCTA Service Area Bus Pass and Clipper Card Retail Locations with People Per Square Mile Below 200% of the Nation-Wide Poverty Level by Block Group

Figure 4 data is from Remix.

In addition to the bus pass and clipper card retail locations indicated by red dots on the map, cash fare is accepted and magnetic swipe tickets are available on-board buses along all of ECCTA's fixed routes indicated by the various colored lines.



Method of Payment

Using data from the 2019 on-board passenger survey, the method of fare payment and the demographic characteristics of each passenger could be identified to understand the method of fare payment across different groups.

Table 5 summarizes the method of payment by passenger group and fare type category using the 2019 survey data. For this table, all clipper cards, magnetic swipe passes, and mobile tickets purchased through the app are combined into each corresponding fare type category. Summer youth pass is not included in the method of payment because the 2019 on-board survey took place in February 2019, during a month when the summer youth pass is not a valid pass. The summer youth pass is only valid for June 1 through August 31 of each year.

Table 5: Method of Fare Payment

Current Method of Fare Payment by Group									
Fare Type	Minority	Percent Minority	Non-Minority	Difference		Low-Income	Percent Low-Income	Non-Low-Income	Difference
cash single ride	162	74.31%	56	2.02%		127	58.26%	91	-1.83%
clipper	243	71.89%	95	-0.40%		194	57.40%	144	-2.69%
magnetic swipe pass	115	70.99%	47	-1.30%		109	67.28%	53	7.20%
mobile ticketing app	7	63.64%	4	-8.65%		8	72.73%	3	12.64%
total	527	72.29%	202	-		438	60.08%	291	-

Impact from New Fare Media

After evaluating the method of fare payment used, ECCTA determined that the addition of the Mobile Ticketing App as a new fare media is not expected to create a disparate impact or disproportionate burden on passengers.

The new fare media gives passengers more flexibility in how they pay for and manage their transit trips. The Mobile Ticketing App is not a disparate impact or a disproportionate burden because the impact to minority passengers is within the 10 percentage points threshold and low-income passengers benefit greater than the 10 percentage points threshold for use of the Mobile Ticketing App compared to the percentage of the protected population system wide.

Public Engagement

The public engagement activities related to the fare equity analysis were conducted prior to and during the pilot program. The outreach provided an opportunity to both educate minority and low-income residents and passengers in ECCTA's service area on the Mobile Ticketing App and to collect input on the Mobile Ticketing App.

A 2017 Communications survey conducted with ECCTA passengers indicated the majority of passengers prefer notification of changes directly on-board the bus. 53.41% of passengers preferred notification on the bus. 28.03% of passengers preferred email or text message notification of changes. 5.68% preferred notification on the website and 4.92% preferred social media notification on Facebook/Twitter.

To engage passengers and the public, including minority and low-income passengers and residents, ECCTA incorporated all of the preferred methods of communication, plus additional methods for further reach. ECCTA used direct mail, placed information on-board buses, online at www.TriDeltaTransit.com, at bus stops, and on social media using Facebook and Twitter. ECCTA sent text messages and email messages, and mailed Mobile Ticketing App information to each passenger ordering a bus pass during the pilot program. ECCTA staff also provided the Mobile Ticketing App information at the following community events: Antioch Senior Resource Fair, Brentwood Senior Resource Fair, Pittsburg Senior Appreciation Health Fair, Big Truck Community Event, Bike to Work Day, Contra Costa County Fair, Brentwood Art, Wine and Jazz Festival, and east county high school registrations.

On-board the buses ECCTA placed a newsletter, static cling posters on the windows of the bus, a car card, and provided operators with an information card takeaway to give to passengers. The Mobile Ticketing App was also featured on the cover of a bus schedule. In addition to the bus schedule available on-board every bus, the bus schedule is displayed at 122 locations within ECCTA's service area, and is the key information piece discussed and given away at community events.

Mobile Ticketing App feedback was positive as passengers embraced the idea of mobile ticketing being convenient and eliminating fare box problems that a magnetic swipe pass or clipper card may experience if the pass or card is damaged. The main concern reported by passengers who had limited experience downloading apps was assistance needed with downloading the free Mobile Ticketing App. ECCTA's customer service department assisted callers who needed help downloading the app or had questions regarding the app. ECCTA's Spanish speaking employees and Language Line were used to assist callers who spoke a language other than English.

The Mobile Ticketing App was designed to communicate to English speaking and non-English speaking customers. The app allowed a customer to select a specific language using Google Translate. Google Translate then translated all information in the app into the selected language. An image of the Mobile Ticketing App displayed in English and in Spanish is in the appendix. Spanish is the identified Limited English Proficiency (LEP) Language in ECCTA's service area.

Conclusion

ECCTA's Mobile Ticketing App makes paying for transit faster, easier to use, and more flexible. ECCTA conducted a fare equity analysis to ensure that the Mobile Ticketing App did not result in a disparate impact on the basis of race, ethnicity, or national origin, or a disproportionate burden on low-income households.

The fare equity analysis detailed the existing fare media and point of purchase, the proposed fare media and point of purchase, and the difference between the two. ECCTA's Mobile Ticketing App introduced one new fare media into the system. This new technology provides many benefits to passengers.

Based on this analysis, the Mobile Ticketing App does not have a disparate impact on minority riders or place a disproportionate burden on low-income riders based on ECCTA's Disparate Impact and Disproportionate Burden Policy. As a result, this fare equity analysis concludes that the transition to the new fare technology will not result in a disparate impact to minority passengers or a disproportionate burden to low-income passengers.

Appendix

2017 Communications Survey

Tri Delta Transit 2017 Communications Survey

Tri Delta Transit values your opinion. Please take a moment to complete the survey. The first 300 people to complete the survey will receive a free Day Pass. You'll also be entered into a drawing to win a free \$57 31-Day Pass. Just complete the survey in its entirety and mail it to Tri Delta Transit in the enclosed envelope (postage required). Survey must be completed and received no later than March 31, 2017. If you prefer, you can save postage and take the survey online at www.trideltatransit.com/survey2017

1) How often do you ride Tri Delta Transit buses?

- 5-7 days a week 2-4 days a week
 1 day a week A few times a month
 Less than a few times a month

2) Overall, how satisfied are you with Tri Delta Transit bus service?

- Very satisfied Somewhat satisfied
 Somewhat dissatisfied Very dissatisfied

3) When bus services change, (including new schedules, changes to routes, addition of new routes, fare increases, etc) how would you rate Tri Delta Transit's notification of these changes to passengers?

- Excellent Very good Good
 Fair Poor Don't know

4) Please provide your suggestions on how we can better communicate with passengers about service changes:

5) What is your preferred way to receive information about changes to bus service?

- Notice on the bus Notice on the web site
 Email or text message Facebook/Twitter
 Television Newspaper

Other: _____

6) Have you seen this Rider Alert sign on Tri Delta Transit buses?



- Yes / No / Not sure

Encuesta disponible en Español a petición.

7) Are you aware that Tri Delta Transit publishes an on board newsletter called "Take One" with news and information that affects bus service?

- Yes / No / Not sure

8) If you are aware of the on board newsletter, have you ever read "Take One"? Yes / No

9) If you have not read the on board newsletter, why not?

- Don't know where to find it
 They are usually gone
 Not interested
 Have never seen it

10) Do you have access to the Internet either at home, work, or on your cell phone? Yes / No

11) If you have Internet access, have you visited Tri Delta Transit's web site at

- www.TriDeltaTransit.com? Yes / No / Not sure

12) If you have used Tri Delta Transit's website, how easy/helpful have you found it to be?

- Very easy/helpful
 Somewhat easy/helpful
 Less than helpful
 Not helpful at all

13) Do you own a cell phone? Yes / No

14) If you own a cell phone, can you access the Internet from your phone (Smart Phone)? Yes / No

15) Are you aware that Tri Delta Transit has a free email alert system that will send you an email or text message when something affects our service and/or your bus route including delays, detours, public hearings, etc? Yes / No / Not sure

16) Are you currently signed up to receive email/text alerts? Yes / No / Not sure

17) If you are not signed up to receive email/text alerts, what is the main reason?

- Have never heard of email alerts
 Don't know how to use it
 Afraid I'll receive spam emails
 Can't text with my cell phone
 Don't have email
 Don't need it
 Don't want it

OVER



18) Tri Delta Transit does not share email/text alert addresses with third parties and does not send promotional emails/texts. Knowing this, would you be more inclined to sign up for email/text alerts?
 Yes / No / Maybe

19) Have you heard of Tri Delta Transit's free mobile app or mobile website (trideltatransit.com/mobile) with real time bus arrival information?
 Yes / No / Not sure

20) Have you used Tri Delta Transit's free mobile app or mobile website (trideltatransit.com/mobile)?
 Yes / No / Not sure

21) If you have not used the mobile app or mobile website (trideltatransit.com/mobile), why not?
 Don't own a cell phone or smart phone
 Unable to download the app/Not currently available for my phone (iPhone)
 Can't use Internet with my cell phone
 Have never heard of it
 Too difficult to figure out
 Don't need it
 Don't want it

Other _____

22) If you have used the mobile app or mobile website, how pleased were you with the real time bus arrival information?
 Very satisfied Somewhat satisfied
 Somewhat dissatisfied Very dissatisfied

23) If you were dissatisfied with the real time bus arrival information, why were you dissatisfied?
 Too difficult to figure out
 It didn't work with my cell phone
 the real time information was not correct
 the real time information did not work

24) Are you aware you can follow Tri Delta Transit on Facebook and Twitter?
 Yes / No / Not sure

25) Are you aware that we use social media to announce changes/disruptions in service?
 Yes / No / Not sure

26) Is social media a good means to communicate these announcements to you?
 Yes / No / No opinion

27) What social media channels do you use on a daily basis?
 Facebook Twitter Snapchat
 Instagram Pinterest Other _____

28) Did you know that you can use your bus pass to get discounts at local restaurants and businesses?
 Yes / No

29) If you are aware of the discounts, have you ever used your pass to receive a discount from a participating restaurant/business?
 Yes / No

IMPORTANT

Please provide your name and mailing address to receive your free Day Pass and to be entered into the 31-Day Pass drawing*. Please print clearly. Illegible addresses will not be processed. Mail your completed survey to Tri Delta Transit in the envelope provided (postage required).

Name _____
 Address _____
 City _____ ZIP _____

*Survey must be postmarked no later than March 31, 2017 to be eligible. Postmarks after March 31, 2017 will not be processed. No purchase necessary. Limit one free Day Pass per household, while supplies last. Free Day Pass is not guaranteed. The first 300 people to complete the survey will receive a free Day Pass.

TRI DELTA TRANSIT 2017 ENCUESTA DE COMUNICACION

Tri Delta Transit valora su opinión. Favor de tomar unos minutos para completar esta encuesta. Las primeras 300 personas que completen esta encuesta recibirán un Pase de Un Día gratis. Usted también participará en la rifa de un Pase de 31-Días \$57. Solamente conteste todas las preguntas de la encuesta y mande por correo a Tri Delta Transit en el sobre adjunto (necesita estampilla). La encuesta deberá ser recibida a más tardar el 31 de Marzo del 2017. Si usted prefiere, puede tomar la encuesta en la página de internet: trideltatransit.com/survey2017

- 1) Que tan seguido viaja usted en los autobuses the Tri Delta Transit?
 5-7 días/semana
 2-4 días/semana
 1 día por semana
 Algunas veces/mes
 Pocas veces a mes
- 2) Que tan satisfecho está usted con el servicio de Tri Delta Transit?
 Muy satisfecho
 Satisfecho
 Mas o menos satisfecho
 Muy disatisfecho
- 3) Cuando hay cambios en el servicio (incluyendo horarios nuevos, cambio de rutas, rutas adicionales, aumento de tarifas, etc.) como califica usted los avisos de dichos cambios de Tri Delta Transit a los pasajeros?
 Excelente
 Muy bueno
 Bueno
 Favorable
 Desfavorable
 No tengo opinión
- 4) Favor de darnos sus sugerencias de como podemos mejorar nuestra comunicación con los pasajeros acerca de cambios en el servicio:

- 5) Cual es su preferencia para recibir información acerca de los cambios a los servicios?
 Avisos en el autobus
 Avisos en el sitio de internet
 Correo electrónico/mensaje de texto
 Facebook/Twitter
 Televisión
 Periódico
Otro _____
- 6) Ha visto usted éste Aviso de Alerta en los buses de Tri Delta Transit?
Si _____ No _____ No estoy seguro _____
- 7) Sabia usted que Tri Delta Transit publica un boletín titulado "Take One" con avisos e información relacionado con servicios de los autobuses?
Si _____ No _____ No estoy seguro _____
- 8) Si usted ha visto el boletín "Take One" abordo de los autobuses, lo ha leído alguna vez?
Si _____ No _____
- 9) Podría contestar porque no ha leído el boletín?
 No se donde encontrarlo
 Porque ya se agotaron
 No me interesa
 Nunca lo he visto
- 10) Tiene usted acceso al internet, en casa, trabajo o en su teléfono celular? Si _____ No _____
- 11) Si usted tiene acceso al internet, alguna vez ha visitado la página de internet de Tri Delta Transit www.TriDeltaTransit.com?
Si _____ No _____ No estoy seguro _____
- 12) Si usted ha visitado alguna vez el sitio de internet de Tri Delta Transit, que tan facil/informativo le pareció?
 Muy fácil/informativo
 Mas o menos fácil/informativo
 No muy informativo
 No me ayudó en lo absoluto
- 13) Tiene usted teléfono celular?
Si _____ No _____
- 14) Si usted tiene teléfono, tiene usted acceso al internet en su teléfono, (Teléfono Inteligente)?
Si _____ No _____
- 15) Sabia usted que Tri Delta Transit tiene un sistema de alerta gratuito que le envia un correo electrónico, o un mensaje de texto cuando surgen problemas que afectan el servicio, ya sea con demoras, desviaciones, audiencias públicas, etc?
Si _____ No _____ No estoy seguro _____
- 16) Está usted actualmente inscrito para recibir alertas por email/textos?
Si _____ No _____ No estoy seguro _____

17) Cual es la razón por la cual usted no se ha inscrito para recibir alertas por email/textos?

- Nunca he escuchado hablar de alertas de emails
 No se como usarlos
 Porque no quiero recibir emails no deseados
 No puedo mandar textos desde mi teléfono
 No tengo email

18) Tri Delta Transit no comparte alertas de emails/textos o direcciones con otras personas. Estaría usted interesado en inscribirse para recibir alertas de emails/textos sabiendo ésto?

Si No No estoy seguro

19) Sabia usted de la aplicación gratuita de Tri Delta Transit en su teléfono mobil (trideltatransit.com/mobile)? Con información actual de la hora que llega el autobus?

Si No No estoy seguro

20) Alguna vez a usado usted la aplicación gratuita de Tri Delta Transit o también el sitio (trideltatransit.com/mobile)?

Si No No estoy seguro

21) Cual es la razón principal por la cual usted no ha usado la aplicación o el sitio de internet mobil, (trideltatransit.com/mobile)?

- No tengo celular ni tampoco Teléfono Inteligente
 No se como descargar la aplicación/No está disponible para mi teléfono (iPhone)
 No tengo internet en mi telefono celular
 Nunca ha escuchado acerca de ésta información
 Muy difícil de figurar
 No la necesito
 No la quiero Otra razón _____

22) Si usted ha usado la aplicación mobil o el sitio de internet, que le pareció a usted la información con los horarios de las llegadas del autobus?

- Muy satisfecho
 Satisfecho
 Mas of menos satisfecho
 Muy disatisfecho

23) Cual fue la razón principal por la cual usted no estuvo satisfecho con la información de la llegada del autobus?

- Muy difícil para figurar
 No es compatible con mi teléfono celular
 La información de la llegada del autobus no estaba correcta
 La información de la llegada del autobus no me dio resultado

24) Sabia usted que puede seguir a Tri Delta Transit en Facebook y Twitter?

Si No No estoy seguro _____

25) Sabia usted que nosotros usamos los medios sociales para anunciar cambios/interrupciones en el servicio?

Si No No estoy seguro

26) Le parece que las redes sociales es un buen medio para comunicarse con usted?

Si No No estoy seguro

27) Cuales son los sitios de las redes sociales que usted usa a diario?

- Facebook
 Twitter
 Snapchat
 Instagram
 Pinterest
 Other

28) Sabia usted que puede recibir descuentos con su boleto del autobus en algunos restaurantes y negocios locales?

Si No

29) Si usted está enterado de los descuentos, ha recibido algun descuento de los restaurantes/negocios participantes?

Si No

IMPORTANTE

Favor de escribir su nombre y dirección para recibir su pase De Un Dia, gratis y para que participe en la rifa* de un boleto de \$57 Pase de Un Mes. Favor de escribir con claridad. Encuestas con escritura no legible no serán procesadas. Envie su encuesta completa a Tri Delta Transit en el sobre adjunto. (requiere estampilla).

Nombre _____

Dirección _____

Ciudad _____ ZIP _____

*La encuesta deberá ser recibida a mas tardar el día 31 de Marzo, del 2017 para participar. Encuestas recibidas después del 31 de Marzo, del 2017 no serán procesadas. No es necesario comprar nada. Limite de un Pase de Un Dia por familia, mientras dure la existencia. Pase de Un Dia no se garantiza. Las primeras 300 personas que completen y envíen la encuesta recibirán un pase gratis de Un Dia.

2019 On-Board Passenger Survey



(for office use only) Route Code: Time: Interviewer: Direction:

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and **WILL NOT** be shared or sold.

What is your **HOME ADDRESS**: (please be specific, ex: 123 W. Main St);
(If you are visiting the Bay area, please list the address where you are staying)

Street Address _____ City _____ State _____ Zip Code _____

COMING FROM?

1. What type of place are you **COMING FROM NOW?**
(the starting place for your one-way trip)

- Your usual **WORKPLACE**
- Work related
- Your **HOME** → Go to Question #4
- Hotel Residence (Visitor Only)
- Social or recreational
- Shopping
- School (K-12) (student only)
- College or University (student only)
- Airport (airline passenger only)
- Medical / dental
- Dining / coffee
- Escorting others pick up/dropoff
- Personal business
- Other: _____

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

4. How did you **GET FROM** the place in Question #1 **TO THE VERY FIRST** bus or train you used for this one-way trip?
 Walked all the way; how far did you walk? _____ blocks
 BIKE → BIKE SHARE Personal Bike
 Was dropped off using Uber, Lyft, or similar service (answer 4a)
 Taxi (answer 4a)
 Was dropped off by someone – not a service (answer 4a)
 Drove alone and parked (answer 4a)
 Drove or rode with others and parked (answer 4a)

4a. Where did you get **ON** the first bus or train you used for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

5. Where did you get **ON** this bus?
Please provide the nearest intersection / stop or station name / park-and-ride lot:

GOING TO?

6. What type of place are you **GOING TO NOW?**
(the ending place for your one-way trip)

- Your usual **WORKPLACE**
- Work related
- Your **HOME** → Go to Question #9
- Hotel Residence (Visitor Only)
- Social or recreational
- Shopping
- School (K-12) (student only)
- College or University (student only)
- Airport (airline passenger only)
- Medical / dental
- Dining / coffee
- Escorting others pick up/dropoff
- Personal business
- Other: _____

7. What is the **NAME** of the place you are going to now?

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST** bus or train you will use for this one-way trip?
 Walk all the way; how far did you walk? _____ blocks
 BIKE → BIKE SHARE Personal Bike
 Dropped off using Uber, Lyft, or similar service (answer 9a)
 Taxi (answer 9a)
 Dropped off by someone – not a service (answer 9a)
 Drive alone (answer 9a)
 Drive or ride with others (answer 9a)

9a. Where will you get off the last bus or train you are using for this one-way trip (Write the nearest intersection / park-and-ride lot / rail station below):

10. Where will you get **OFF** this bus?
Please provide the nearest intersection / stop or station name / park-and-ride lot:

11. **INCLUDING THIS BUS**, how many **TOTAL BUSES/TRAINS** will you use to make **THIS ONE-WAY TRIP**?
 One, only this bus Two Three Four or more

11a. Please list the routes and/or rail stations in the exact order you use them for this one-way trip.

START → → → → → → → **END**

1st route/rail station 2nd route/rail station 3rd route/rail station 4th route/rail station 5th route/rail station

OTHER INFORMATION ABOUT THIS TRIP(S)

12. What time did you BOARD this bus? _____ : _____ am / pm (circle one)
13. Will you (or did you) make this same trip on exactly the same routes in the opposite direction today?
 No Yes - At what time did/will you leave for this trip in the opposite direction? _____ : _____ am/pm (circle one)
14. What fare category did you pay?
 Adult Senior Disabled Other: _____
15. How did you pay for this one-way trip?
BY CLIPPER **BY CASH OR PAPER** **BY Mobile Ticket App**
 Day Pass Cash (coins and bills) 20 Ride Pass
 Transfer from different Agency Transfer from different Agency 31 Day Pass Mobile Ticket App
 Stored Value Other: _____ Day Pass
 31 Day Pass East Bay Regional 31 Day Pass

16. How do you currently get information and updates about your bus (schedules, arrival times, etc)? **select all that apply**
 Printed schedule Mobile Ticketing app Social Media (ie Facebook, Instagram, Twitter, etc)
 Tri Delta website Tri Delta mobile app 511.org Other: _____
17. How would you prefer to get news, updates, schedule information about your bus? **select top three choices**
 Printed schedule Mobile Ticketing app Social Media (ie Facebook, Instagram, Twitter, etc)
 Tri Delta website Tri Delta mobile app 511.org Other: _____
18. How many working vehicles (auto or motorcycles) are available to your household? _____ vehicles
19. Including YOU, how many people live in your household? _____ people
20. Including YOU, how many adults (age 16 and older) that are employed full or part time live in your household? _____ people
21. Are you a student? (check the one response that BEST describes you)
 Not a student Yes - Full Time college/university Yes - K - 12th grade
 Yes - Part Time college/university Yes - vocational/technical/trade school Yes - other
- 21a. [if #21 is Yes] Please specify your college/university/school name and address: _____
22. What year were you born? _____
23. Are you? (check all that apply)
 Latino/Hispanic Black/African American Asian
 American Indian / Alaska Native Native Hawaiian / Pacific Islander White Other: _____
24. What is your gender? Male Female Other Gender: _____
25. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2018 before taxes?
 Below \$10,000 \$50,000 - \$74,999
 \$10,000-\$24,999 \$75,000 - \$99,999
 \$25,000-\$34,999 \$100,000 - \$149,999
 \$35,000-\$49,999 \$150,000 or more Not provided
26. Do you speak a language other than English at home? No Yes - Which language?
 IF YES: How well do you speak English? Very Well Well Less than well Not at all

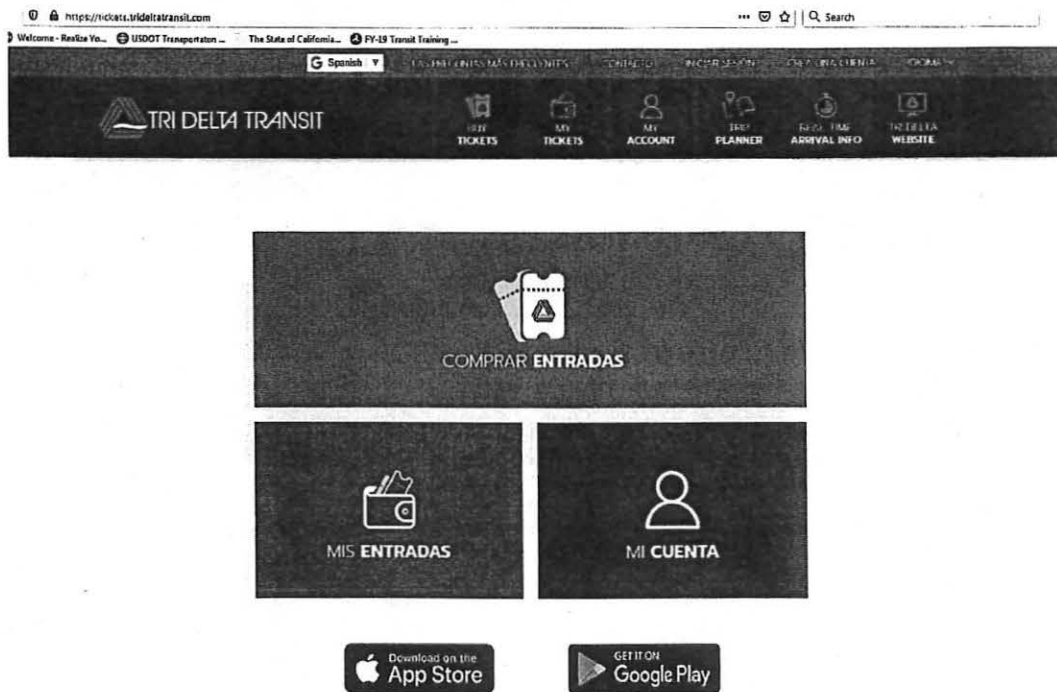
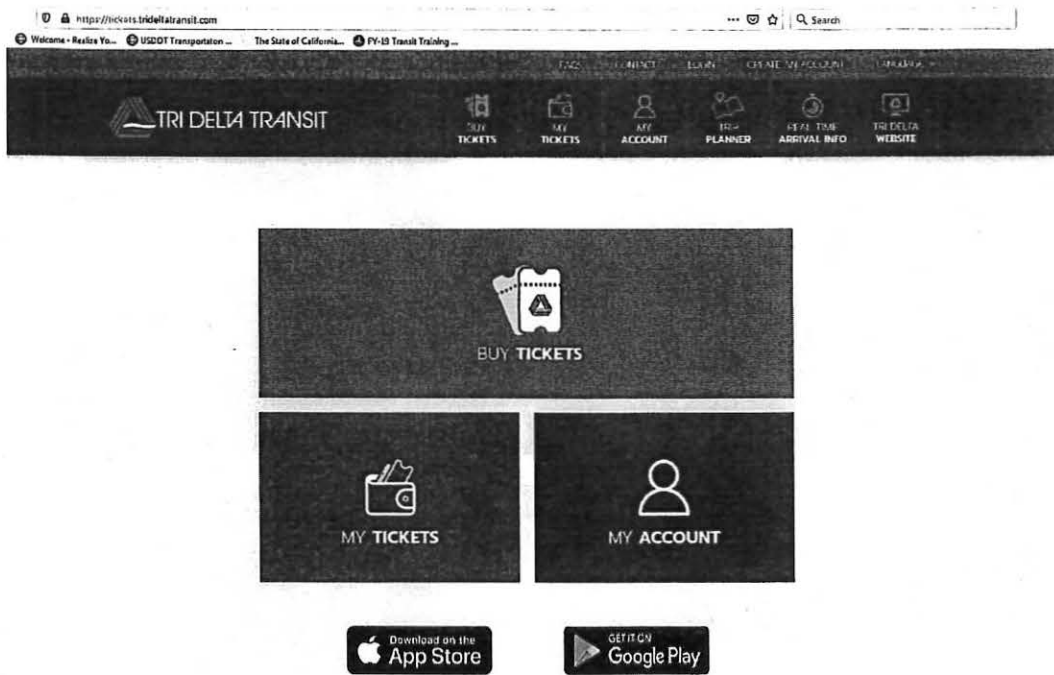
WIN A PRIZE!!!!

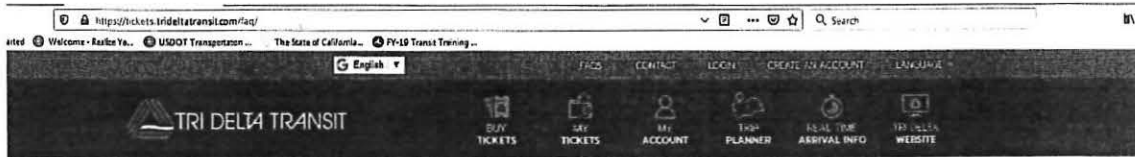
People who submit an accurately completed survey will be entered in a random drawing for a chance to win a \$399 Visa gift card.

Name: _____
 Phone Number: (____) _____
 E-mail address: _____

THANKS FOR YOUR PARTICIPATION!

Mobile Ticketing App Displayed in English and in Spanish





- MY ACCOUNT**
- Account Home >
- Manage Payments >
- Buy Tickets >
- My Tickets >
- Expired Tickets >
- Order History >
- My Devices >
- FAQs >
- Schedule >
- Customer Service >
- Terms & Conditions >
- Logout >

FAQ

Frequently Asked Questions Getting Started

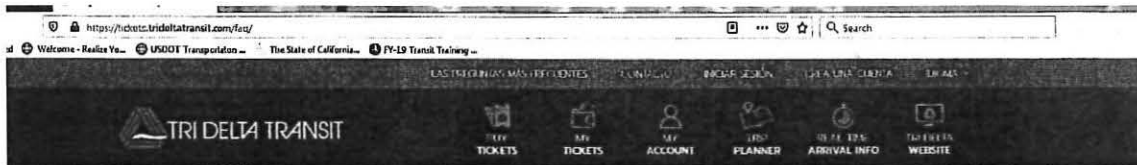
- What is Mobile Ticketing? +
- How do I start using Mobile Ticketing? +
- Do I need a credit card to set up an account? +

My Account

- What if I forget my password? +
- What happens if I lose my smartphone or buy a new smartphone? +

Ticket Purchase

- Does it cost more to use Mobile Ticketing? +
- Is Mobile Ticketing safe to use? +
- What passes can I buy on my phone? +



- MI CUENTA**
- Inicio >
- gestionar los pagos >
- Comprar boletos >
- Mis entradas >
- Las entradas caducadas >
- Historial de pedidos >
- Mis dispositivos >
- Preguntas frecuentes >
- Calendario >
- Servicio al Cliente >
- Términos y condiciones >
- Cerrar sesión >

PREGUNTAS MÁS FRECUENTES

Preguntas frecuentes Empezando

- Lo que es móvil de venta de entradas? +
- ¿Cómo comienzo a utilizar móvil de venta de entradas? +
- ¿Necesito una tarjeta de crédito para abrir una cuenta? +

Mi cuenta

- ¿Qué pasa si olvido mi contraseña? +
- ¿Qué pasa si pierdo mi teléfono inteligente o comprar un nuevo teléfono inteligente? +

Compra de entradas

- ¿Hay que pagar más para utilizar móvil de venta de entradas? +
- Es móvil de venta de entradas seguro de usar? +
- Lo que pasa puedo comprar en mi teléfono? +
- ¿Cuántos boletos puedo comprar móviles a la vez? +

ECCTA Board Approval of Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy



TRI DELTA TRANSIT

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

RESOLUTION #200226A

Title VI Major Service Change Policy/Disparate Impact and Disproportionate Burden Policy

Resolution #200226A adopts ECCTA's Title VI Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy, in compliance with FTA Circular 4702.1B.

WHEREAS, the Federal Transit Administration requires Eastern Contra Costa Transit Authority (ECCTA) to conform to Title VI of the Civil Rights Act of 1964, its amendments, and related statutes and Executive Orders, including Environmental Justice and Limited English Proficiency; and

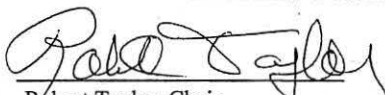
WHEREAS, ECCTA is required to comply with FTA Circular 4702.1B;

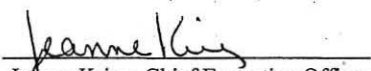
WHEREAS, ECCTA has established a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy complying with FTA Circular 4702.1B;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200226A approving ECCTA's Title VI Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

PASSED AND ADOPTED THIS 26th day of February 2020, by the following votes:

EASTERN CONTRA COSTA TRANSIT AUTHORITY


Robert Taylor, Chair


Jeanne Krieg, Chief Executive Officer

AYES:	<u>11</u>
NOES:	<u>0</u>
ABSENT:	<u>0</u>
ABSTENTIONS:	<u>0</u>