



# 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 February 22, 2023

4:00pm

Eastern Contra Costa Transit Authority Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

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

Please see the last page of this agenda for:

- Public comment guidelines
- Agenda, staff report, and document availability
- Americans with Disabilities Act information
- Limited English Proficiency (LEP) information
- Anticipated action by the Board of Directors

1. **Call to Order:** Chair Anissa Williams
  - 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 the last page of this agenda.

4. **Chair's Report:** Chair Anissa Williams

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

- a. Minutes of the Board of Directors meeting of January 25, 2023
- b. Financial Report
- c. Marketing and Customer Service Activities Report

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

6. **CEO's Report:** Rashidi Barnes

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

### Board of Directors:

City of Antioch

Lamar Thorpe \*\*

Monica Wilson

City of Brentwood

Joel Bryant

Tony Oerlemans

City of Oakley

Shannon Shaw

Anissa Williams \*

City of Pittsburg

Dionne Adams

Shanelle Scales-Preston

Contra Costa County

Diane Burgis

Federal Glover

Member-at-Large

Merl Craft

\* Chair: FY 2022-23

\*\* Vice-chair: FY 2022-23

**Board of Directors Meeting Agenda  
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**7. ACTION and DISCUSSION ITEMS**

- a. **DISCUSSION ITEM:** Coordinating Entity Program

*(see attachment: tab #3)*

**No Action Requested**

- b. **ACTION ITEM:** Conference Travel Approval for Director Thorpe

*(see attachment: tab #4)*

**Requested Action:** Approve Vice-Chair Lamar Thorpe's request to attend the 2023 APTA Legislative Conference in Washington DC March 12-14.

- c. **ACTION ITEM:** Transit Driver Appreciation Day 2023

*(see attachment: tab #5)*

**Requested Action:** Authorize Tri Delta Transit to go fare-free on paratransit, fixed route, and Tri MyRide services on March 18, 2023 in recognition of Transit Driver Appreciation Day.

- d. **DISCUSSION ITEM:** Tri MyRide Follow Up

*(see attachment: tab #6)*

**No Action Requested**

- e. **DISCUSSION ITEM:** One Seat Demonstration Project Extension

*(see attachment: tab #7)*

**No Action Requested**

**8. Board of Directors Comments**

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

**9. Adjourn**

Next Meeting: March 22, 2023 at 4:00pm, 801 Wilbur Avenue, Antioch, CA 94509.

**Board of Directors Meeting Agenda  
Wednesday February 22, 2023**

**Public Comment Guidelines:**

- Public comments can be submitted via e-mail to [CEO@trideltatransit.org](mailto: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 .
- Persons requesting to address the ECCTA Board of Directors in person 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-MSC 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 #5

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

## **Board of Directors Meeting**

Wednesday February 22, 2023

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

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

**MINUTES**

January 25, 2023

The Eastern Contra Costa Transit Authority (ECCTA) meeting was called to order in the ECCTA Board Room, 801 Wilbur Avenue, Antioch, California by Chair Williams at 4:03 P.M.

**ROLL CALL / CALL TO ORDER**

**BOARDMEMBERS**

**PRESENT:** Dionne Adams (Pittsburg)\*; Joel Bryant (Brentwood); Merl Craft (Member-at-Large); Federal Glover (Contra Costa County); Tony Oerlemans (Brentwood); Shanelle Scales-Preston (Pittsburg)\*; Shannon Shaw (Oakley); Lamar Thorpe (Antioch)\* and Anissa Williams (Oakley/Chair)

\*Arrived after Roll Call

**ABSENT:** Diane Burgis (Contra Costa County); Monica Wilson (Antioch)

**STAFF PRESENT:** Rashidi Barnes, Chief Executive Officer (CEO)  
Jeanne Krieg, CEO Transition Officer  
Toan Tran, Chief Operating Officer (COO)  
Steve Ponte, COO Transition Officer  
Eli Flushman, General Counsel  
Agustin Diaz, Chief Financial Officer (CFO)  
Will Turner, Director of Maintenance  
Leeann Lorono, Manager of Marketing and Customer Service  
Uriel Diaz, Manager of Planning and Grants  
Tania Babcock, Executive Assistant

**OTHERS**

**PRESENT:** Yvette McNeese, First Transit General Manager  
Myeisha Williams, First Transit Assistant General Manager  
Hosie Pintily, First Transit Safety Manager  
Alternate Nancy Parent  
Vincent Manuel  
Ryan Nielsen, Brown Armstrong Accountancy  
Alfredo Rico, Rico Visuals

### **PLEDGE OF ALLEGIANCE**

Chair Williams led the Pledge of Allegiance.

### **PUBLIC COMMENT**

There were no comments from the public.

### **CHAIR'S REPORT**

Chair Williams reported that she and Director Burgis attended the MTC Regional Network Management Business Review to receive a status update. It will go to the full MTC Executive Board on January 25<sup>th</sup>, with approval for implementation potentially on February 22<sup>nd</sup>, followed by and a two-year trial.

Chair Williams introduced new board members Dionne Adams representing Pittsburg, Tony Oerlemans representing Brentwood, Shannon Shaw representing Oakley, and Merl Craft as the Member-at-Large.

### **CONSENT CALENDAR**

On motion by Director Bryant, seconded by Director Scales-Preston, ECCTA Board members adopted the Consent Calendar, as follows, which carried by the following Roll Call vote:

- A. Minutes of the Board of Directors meeting of December 14, 2022
- B. Financial Report
- C. Marketing and Customer Service Activities Report

AYES: Bryant, Craft, Glover, Oerlemans, Scales-Preston, Shaw, Williams

NOES: None

ABSTAIN: None

ABSENT: Adams, Burgis, Thorpe, Wilson

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

- A. Operations Report

Chief Executive Officer Rashidi Barnes reported on the bus feeder service for BART. The regions small operators are collectively sending a letter to Bob Powers, General Manager at BART and Theresa Romell, Director of Funding at MTC. Operators are uncertain of the amount of funding that will be provided for the bus feeder service.

Mr. Barnes provided an update on the Regional Network Management. Implementation will be dependent on when the new director at MTC is hired.

Mr. Barnes reported that Contra Costa's transit authorities planned an advocacy trip on February 1<sup>st</sup> to Sacramento to help inform representatives on regional issues. Board members confirmed that Director Bryant would attend the advocacy trip with Mr. Barnes.

Mr. Barnes advised that the State Supreme Court is looking to vote in favor of RM3.

An update on APTA conferences and information on the Annual Statement of Economic Interests Form 700 was provided to the board.

Mr. Barnes introduced Will Turner, the new Director of Maintenance.

### **ACTION AND DISCUSSION ITEMS**

#### **A. ECCTA Board Director-at-Large Confirmation**

CEO Transition Officer Jeanne Krieg discussed that during the December 14, 2022 meeting, the Board of Directors interviewed the candidates for Director-at-Large. The board selected Merl Craft as the Director-at-Large and Sue Higgins as the Director-at-Large Alternate.

On motion by Director Thorpe, seconded by Director Glover, ECCTA Board members adopted Resolution #230125A confirming the appointment of Merl Craft to the position of Director-at-Large and Sue Higgins as the Director-at-Large Alternate for the term January 1, 2023 – December 31, 2024, carried by the following Roll Call vote:

AYES: Adams, Bryant, Glover, Oerlemans, Scales-Preston, Shaw, Thorpe, Williams  
NOES: None  
ABSTAIN: Craft  
ABSENT: Burgis, Wilson

#### **B. Transit App Update**

Manager of Customer Service and Marketing Leeann Loronó discussed the use of the mobility app 'Transit' since February 2018. The partnership was expanded in 2022 by deploying Transit Royale, an app branded to Tri Delta Transit.

Ms. Loronó discussed increase in use of the app, features that were beneficial to riders, accessibility features, new features to enhance the customer experience, and the QR code

that allows riders to download the app.

Board members asked clarifying questions regarding the app. The Transit app update was a discussion item and no action was requested.

C. Tri MyRide Service Update

Manager of Planning and Grants Uriel Diaz discussed the Tri MyRide service that began operation in June 2019 as a pilot program providing rides to the communities surrounding the Antioch and Pittsburg Bay/Point BART stations.

The service was implemented permanently in June 2020 and expanded to include the communities of Bay Point and Oakley in September 2022.

Mr. Diaz discussed the increase in ridership and trip types most frequently served by Tri MyRide.

Beginning February 13<sup>th</sup> Tri MyRide will expand to include Saturday, Sunday and Holiday service and additional vehicles will be added to peak period commute hours on weekdays. Additional vehicles will need to be procured to expand coverage in existing zones and expand into new communities.

Board members asked clarifying questions regarding Tri MyRide. The Tri MyRide service update was a discussion item and no action was requested.

D. FY 21/22 Independent Auditor's Report

Chief Financial Officer Agustin Diaz introduced Ryan Nielsen from Brown Armstrong Accountancy to discuss the annual certified fiscal audit conducted by Brown Armstrong CPAs for the fiscal year ending June 30, 2022.

Mr. Nielsen explained the audit process and presented an unmodified opinion on the financial statements and an unmodified opinion on internal controls and compliance with grant agreements. No material weaknesses or significant deficiencies in internal controls were identified.

After discussion by Board members, on motion by Director Craft, seconded by Director Scales-Preston, ECCTA Board members adopted Resolution #230125B accepting the Independent Auditor's Report for the year ended June 30, 2022, carried by the following Roll Call vote:

AYES: Adams, Bryant, Craft, Glover, Oerlemans, Scales-Preston, Shaw, Thorpe, Williams



NOES: None  
ABSTAIN: None  
ABSENT: Burgis, Wilson

E. Emergency Operations Center Bus

COO Transition Officer Steve Ponte discussed that ECCTA's board room became a designated Emergency Operations Center in 2010. In case ECCTA's board room became inoperable, a tent was purchased, and then a retired bus was purchased.

Board members were invited to tour the bus. The Emergency Operations Center Bus was a discussion item and no action was requested.

**BOARD OF DIRECTORS COMMENTS**

Director Adams shared that she was excited to learn more about ECCTA's initiatives and goals for the year. She has regulatory, public policy, and diversity, equity and inclusion experience, and looked forward to working with everyone.

Director Bryant shared that this year is Brentwood's 75<sup>th</sup> anniversary. A birthday party was held on January 21<sup>st</sup>. Different events will be held throughout the year and all are welcome to come and participate.

Director Scales-Preston welcomed the new board members and shared that she looked forward to celebrating with Brentwood.

Director Thorpe welcomed the new board members and thanked Tri Delta Transit and Mr. Barnes for efforts to assist the unhoused residents to emergency shelters during the storm.

Director Craft welcomed the new board members and shared that she was excited to continue working with board members.

Director Shaw shared that she was excited to be a new board member, was a senior advocate, and very excited for Tri MyRide.

Director Oerlemans shared that he was excited to be on the board and to be able to learn more about Tri Delta Transit and how to make it work better for the community.

Chair Williams welcomed the new board members and also thanked Tri Delta Transit for the work done in Antioch during the storm.

**ADJOURNMENT**

The meeting of the Eastern Contra Costa Transit Authority adjourned at 5:10 P.M. to February 22, 2023 at 4:00 P.M. in the ECCTA Administration Facility, 801 Wilbur Avenue, Antioch, California.

Respectfully submitted,

Tania Babcock  
Executive Assistant

**TRI DELTA TRANSIT**  
**Income Statement - Comparison to Annual Budget**  
As of January 31, 2023  
*(unaudited)*


	YTD Actual			YTD Budget			YTD Variance <i>favorable/(unfavorable)</i>			FY23 Full Year Budget			YTD % of Fiscal Year Budget		
	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR	ECCTA	FR	DR
<b>OPERATING REVENUES</b>															
Passenger Fares	\$ 927,687	\$ 570,147	\$ 357,540	\$ 992,169	\$ 570,782	\$ 421,387	\$ (64,482)	\$ (635)	\$ (63,847)	\$ 1,739,509	\$ 993,177	\$ 746,332	53%	57%	48%
Other Income	\$ 321,253	\$ 180,057	\$ 141,196	\$ 237,571	\$ 119,000	\$ 118,571	\$ 83,682	\$ 61,057	\$ 22,625	\$ 375,276	\$ 170,000	\$ 205,276	86%	106%	69%
<i>Total Operating Revenues:</i>	\$ 1,248,940	\$ 750,204	\$ 498,736	\$ 1,229,740	\$ 689,782	\$ 539,958	\$ 19,200	\$ 60,422	\$ (41,222)	\$ 2,114,785	\$ 1,163,177	\$ 951,608	59%	64%	52%
<b>OPERATING EXPENSES</b>															
Purchased Transportation	\$ 10,852,002	\$ 7,479,357	\$ 3,372,645	\$ 10,481,838	\$ 6,907,314	\$ 3,574,524	\$ (370,164)	\$ (572,043)	\$ 201,879	\$ 18,473,766	\$ 12,170,311	\$ 6,303,455	59%	61%	54%
Materials and Supplies	\$ 2,915,361	\$ 2,372,978	\$ 542,383	\$ 2,572,226	\$ 2,013,787	\$ 558,439	\$ (343,135)	\$ (359,191)	\$ 16,056	\$ 4,525,155	\$ 3,539,656	\$ 985,499	64%	67%	55%
Salaries & Benefits	\$ 3,445,186	\$ 3,029,889	\$ 415,297	\$ 3,586,632	\$ 3,236,289	\$ 350,343	\$ 141,446	\$ 206,400	\$ (64,954)	\$ 6,148,512	\$ 5,547,924	\$ 600,588	56%	55%	69%
Services	\$ 636,811	\$ 465,971	\$ 170,840	\$ 573,039	\$ 426,700	\$ 146,339	\$ (63,772)	\$ (39,271)	\$ (24,501)	\$ 1,036,006	\$ 804,950	\$ 231,056	61%	58%	74%
Other	\$ 244,943	\$ 211,594	\$ 33,349	\$ 256,547	\$ 222,686	\$ 33,861	\$ 11,604	\$ 11,092	\$ 512	\$ 401,444	\$ 347,420	\$ 54,024	61%	61%	62%
Casualty and liability insurance	\$ 384,373	\$ 330,365	\$ 54,008	\$ 390,832	\$ 345,661	\$ 45,171	\$ 6,459	\$ 15,296	\$ (8,837)	\$ 670,003	\$ 592,566	\$ 77,437	57%	56%	70%
Utilities	\$ 146,802	\$ 124,946	\$ 21,856	\$ 132,389	\$ 117,420	\$ 14,969	\$ (14,413)	\$ (7,526)	\$ (6,887)	\$ 219,781	\$ 194,424	\$ 25,357	67%	64%	86%
Taxes	\$ 14,353	\$ 11,101	\$ 3,252	\$ 18,196	\$ 14,811	\$ 3,385	\$ 3,843	\$ 3,710	\$ 133	\$ 23,018	\$ 18,604	\$ 4,414	62%	60%	74%
<i>Total Operating Expenses:</i>	\$ 18,639,831	\$ 14,026,201	\$ 4,613,630	\$ 18,011,699	\$ 13,284,668	\$ 4,727,031	\$ (628,132)	\$ (741,533)	\$ 113,401	\$ 31,497,585	\$ 23,215,855	\$ 8,281,830	59%	60%	56%
<b>NON-OPERATING REV</b>															
Federal Funds	\$ 4,411,188	\$ 2,312,135	\$ 2,099,053	\$ 2,544,017	\$ 1,476,782	\$ 1,067,255	\$ 1,857,171	\$ 835,373	\$ 1,031,798	\$ 4,361,172	\$ 2,531,592	\$ 1,829,580	101%		115%
State Funds	\$ 9,518,014	\$ 7,921,814	\$ 1,596,200	\$ 12,191,153	\$ 9,780,904	\$ 2,410,249	\$ (2,673,139)	\$ (1,859,090)	\$ (814,049)	\$ 21,512,953	\$ 17,228,711	\$ 4,284,242	44%	46%	37%
Local Funds	\$ 1,168,446	\$ 492,299	\$ 676,147	\$ 1,221,661	\$ 513,261	\$ 708,400	\$ (53,215)	\$ (20,962)	\$ (32,253)	\$ 2,094,279	\$ 879,879	\$ 1,214,400	56%	56%	56%
Inter-Operator Agreements	\$ 1,404,496	\$ 1,404,496	\$ -	\$ 819,290	\$ 819,290	\$ -	\$ 585,206	\$ 585,206	\$ -	\$ 1,404,496	\$ 1,404,496	\$ -	100%	100%	n/a
Interest & Other Misc Income	\$ 7,286	\$ 6,324	\$ 962	\$ 5,838	\$ 4,669	\$ 1,169	\$ 1,448	\$ 1,655	\$ (207)	\$ 10,000	\$ 8,000	\$ 2,000	73%	79%	48%
<i>Total Non-operating Revenues:</i>	\$ 16,509,430	\$ 12,137,068	\$ 4,372,362	\$ 16,781,959	\$ 12,594,986	\$ 4,187,073	\$ (272,529)	\$ (457,818)	\$ 185,289	\$ 29,382,900	\$ 22,052,678	\$ 7,330,222	56%	55%	60%
<b>EXCESS REV/(EXP)</b>	\$ (881,461)	\$ (1,138,929)	\$ 257,468	\$ -	\$ -	\$ -	\$ (881,461)	\$ (1,138,929)	\$ 257,468	\$ -	\$ -	\$ -			

## Staff Report to ECCTA Board of Directors


**Meeting Date:** February 22, 2023

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

**Lead Staff:** Leeann Loroño, Manager of Customer Service and Marketing

**Approved:** Rashidi Barnes, Chief Executive Officer 

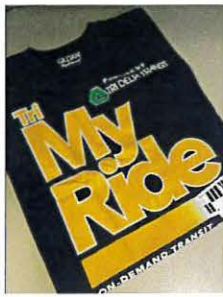
Tri Delta Transit strives to provide top notch service to our customers and the community, as well as communicate the pivotal role Tri Delta Transit plays in the community. Here are some projects Marketing has been working on.

 <p><b>Important Schedule Changes</b></p> <p><b>NEW TIMETABLES</b> Los horarios han cambiado</p> <p><b>TRI MYRIDE ZONES EXPANDING TO WEEKENDS/HOLIDAYS</b> El servicio Tri MyRide expande sus servicios a los fines de semana y Días Feriados en las zonas actuales</p> <p><b>ALERT SOCIAL MEDIA SITES</b> Las alertas en las redes sociales ya están disponibles</p> <p>TRI DELTA TRANSIT <a href="http://www.trideltatransit.com">www.trideltatransit.com</a> </p> <p><b>Effective MONDAY, February 13, 2023</b></p> <p><b>Efectivo el lunes, 13 de febrero del 2023</b></p> <p>TRANSLATION SERVICES: <b>ESPAÑOL - EN ESPAÑOL</b> SERVICIO DE TRADUCCIÓN: <b>ESPAÑOL - EN ESPAÑOL</b></p>  <p><b>NOW RIDE 7 DAYS A WEEK!</b></p> <p><b>MONDAY - FRIDAY</b> Lunes - Miércoles - Jueves - Viernes 5am - 9pm</p> <p><b>SAT., SUN. &amp; HOLIDAYS</b> Sábado, Domingo &amp; Días festivos 8am - 5pm</p> <p>Effective February 13, 2023. Ride-share based on availability.</p>	<h3>February Marketing Campaign</h3> <p>February's focus is our schedule change that took place on Monday, February 13, 2023.</p> <p>Changes to the schedule include:</p> <ul style="list-style-type: none"> <li>• Timetable changes to most routes to coincide with BART's schedule</li> <li>• Tri MyRide expanded to now provide weekend/holiday service from 8 am – 5 pm in our existing service areas</li> </ul> <p>Schedule materials went out on vehicles, Lobby TV, printed schedules, social media, rider alerts, and app notifications.</p>
<p><b>MARTIN LUTHER KING JR. HOLIDAY</b></p> <p>TRI DELTA TRANSIT WILL BE OPERATING SUNDAY/HOLIDAY SERVICE <b>MONDAY, JANUARY 16TH</b></p> <p>Routes 380, 381, 388, 389, 391 and 395 will operate.</p> <p>Paratransit services will be limited.</p> <p>Tri MyRide will not be operating. The administrative office will be closed.</p> <p>HAVE A SAFE HOLIDAY!</p>  <p><b>IN OBSERVANCE OF PRESIDENTS DAY</b></p> <p><b>MONDAY, FEBRUARY 20TH</b></p> <p>TRI DELTA TRANSIT WILL BE OPERATING SUNDAY/HOLIDAY SERVICE</p> <p>Routes 380, 381, 388, 389, 391 and 395 will operate. Paratransit services will be limited.</p> <p>Tri MyRide will have limited service.</p> <p>The administrative office will be closed.</p> 	<h3>Holiday Notifications</h3> <p>On our alert systems and social media platforms, Tri Delta Transit keeps riders informed about changes in service, such as those due to the recent holidays.</p>

### Congratulations

on being a rider  
 this inaugural weekend—  
 Feb. 18/19th!  
 Tri Delta Transit  
 wants to say  
**thank you**  
 by giving you  
**a FREE**  
**ROUND TRIP RIDE\***

\*Assigned to first weekend riders only first come, first serve basis. Free fare will be credited to your account. Trip funds are not transferable or exchangeable for cash.



### Exciting First Weekend for Tri MyRide

Passengers were thrilled to have Tri MyRide expanded to weekends/holiday service.

To thank them for riding, Tri Delta Transit surprised inaugural weekend riders with a free Tri MyRide T-shirt and a round trip fare credited to their account.



### Enhancing the Rider Experience

Signage to elevate a rider's experience is being installed on all new style bus shelters, as well as all Tri Delta Transit owned bus stop/flag poles.

We look forward to having our riders 'get connected' and 'stay connected' to Tri Delta Transit.

### Human Trafficking Awareness Month

**On January 11th -**  
 Wear blue to show solidarity and raise awareness.

LOVE NEVER FAILS

Text 233733 (BE FREE)  
 1-888-373-7888  
 Local 1-844-849-2698

TRIDELTA TRANSIT County Connection WESTCAT

### Bus Operators Against Human Trafficking

January is Human Trafficking Awareness Month.

- Tri Delta Transit is continuing work on messaging for Human Trafficking awareness.
- Fliers are currently on board all fixed route buses in English and Spanish
  - Social media campaign ran for educational purposes (English and Spanish). We hope to do more through March.
  - The subject matter was briefly covered at monthly In-service meetings mandatory for drivers. Wallet booklets were given out for operators to keep on hand. In addition, training has human trafficking as part of their curriculum and were excited to receive more materials for the operators.

### HELP STOP Human Trafficking

If you or someone you know is being forced to engage in any activity and cannot leave.....  
 to access help and services:

**TEXT**  
 233-733 (Be Free)

**CALL**  
 1-888-373-7888  
 National Human Trafficking Hotline  
 1-888-KEY-2-FRE (EDOM) or 1-888-539-2378  
 California Coalition to Abolish Slavery  
 1-844-249-2698  
 Love Never Fails (local agency)


Victims of slavery and human trafficking are protected under United States and California law


**What is considered Human Trafficking?**


A PERSON FORCED TO ENGAGE IN commercial sex, housework, farm work, construction, factory, retail, restaurant work or any other activity—

TRIDELTA TRANSIT LOVE NEVER FAILS

Marketing is still working with County Connection and WestCAT on the use of Bus Decals.

	<h3>Transit Equity Day – Rosa Parks’ Birthday</h3> <p>Tri Delta Transit was proud to honor a pioneer of freedom and equality on Transit Equity Day (also Rosa Parks’ Birthday), Saturday, February 4, 2023. We honored Rosa Parks by reserving the first forward facing seat on all fixed route and paratransit vehicles for the day.</p> <p>Riders were thrilled to learn the day was historically significant and honored her efforts as well.</p>
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	<h3>A Sweet Deal</h3> <p>February is Valentines Day but it also marks the start of the Ride4Free promotion by 511 Contra Costa. Ride4Free provides 20-Ride passes to those who live or work in eastern Contra Cosa County who will get out of their cars and ride the bus to work, thereby reducing greenhouse emissions (a cause that is near and dear to our hearts.)</p> <p>511 Contra Costa purchased 400 20-Ride passes from Tri Delta Transit and will run the program while supplies last.</p>
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<p><b>Ongoing projects:</b></p> 	<h3>Website Redesign</h3> <p>The RFP scope of work is prepared for release. Marketing is collecting potential web company information who may receive the RFP for bidding. The process is underway.</p>
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	<h3>Transit Takes You Places</h3> <p>Marketing is continuing the campaign of Transit Takes You Places. Social media highlights local events in eastern Contra Costa County that our service goes to. The posts tell about the events and what routes or services, such as Tri MyRide, you can take there.</p>
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## SOCIAL MEDIA ANALYTICS

Following please find a brief summary of metrics for the Tri Delta Transit social media accounts.

MAIN ACCOUNTS	MONTHS			
	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023
Followers				
Facebook	1.2K	1.2K	1.2K	1.2K
Instagram	869	874	881	899
Twitter	996	998	1,006	1,014
LinkedIn *new account	0	208	296	307

NEW ALERT ACCOUNTS	MONTHS		
	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023
Followers			
Facebook	6	12	17
Instagram	3	4	12
Twitter	3	4	6

- Started 11/16/2022. Advertising started 12/6/2022 and is building in frequency.

TWITTER	MONTHS		
	OCTOBER 2022	NOVEMBER 2022	JANUARY 2023
Impressions	6,724	10,200*	6,450
Engagement	191	217	82
Retweets	19	23	10
Likes	55	25	27
User Profile Clicks	24	44	16

\*Increase in tweets from BART service disruptions

Please let us know if you have any questions or need further information about any of these materials.

**Agenda Item #5c**  
*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
February 22, 2023*

# **TAB 2**

Agenda Item #6  
CEO's Report

## **Board of Directors Meeting**

Wednesday February 22, 2023

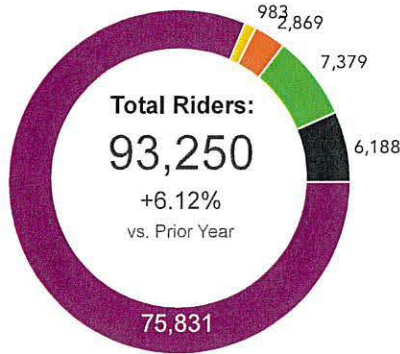
ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509





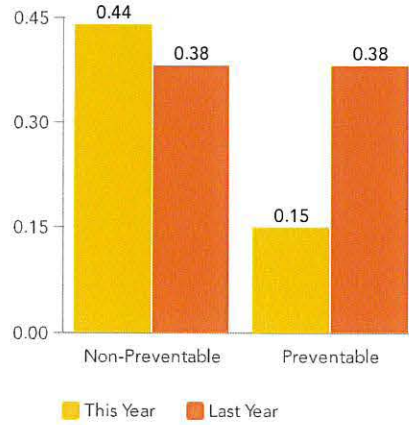
# Performance Summary

Ridership

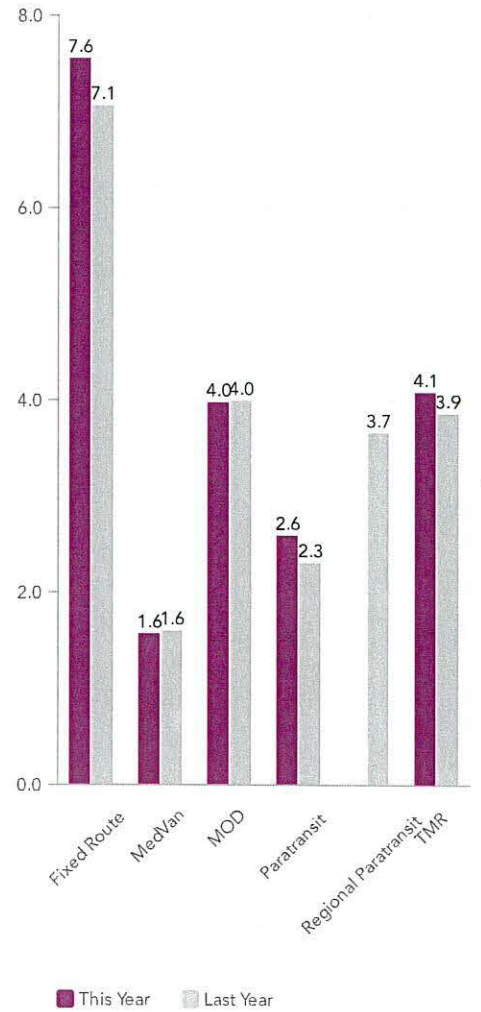


- Fixed Route
- Paratransit
- MedVan
- TMR
- MOD

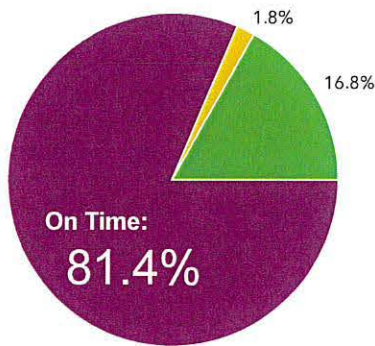
Accidents / 100K Miles



Passengers Per Revenue Hour

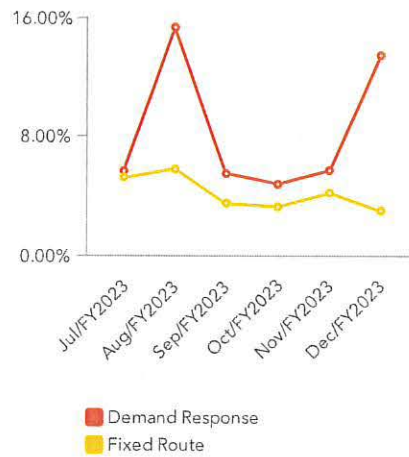


On Time Performance



- On Time
- Early
- Late

Cost Recovery Ratio



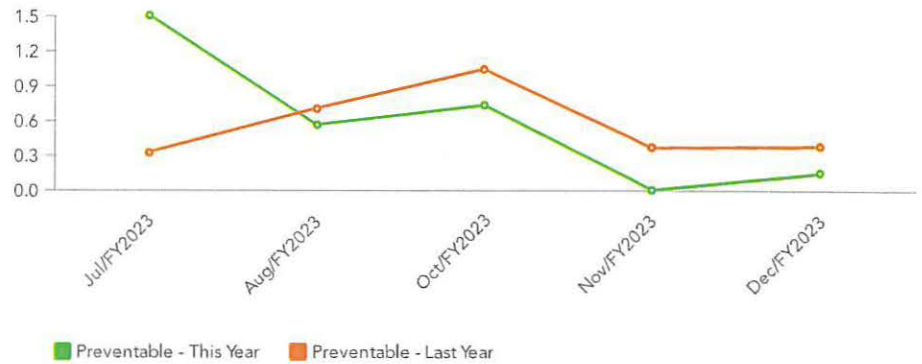
- Demand Response
- Fixed Route

# Safety Performance

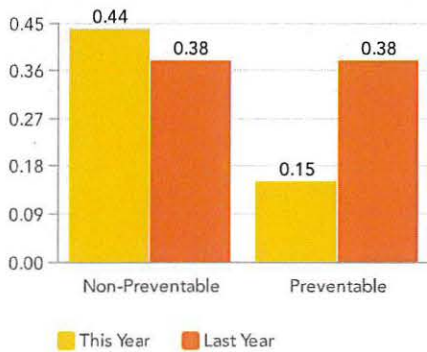
## Preventable Accident Report

Month	Count	Rate	Change
Aug/FY2023	2	0.56	10
Oct/FY2023	2	0.73	
Dec/FY2023	1	0.15	
YTD 2022	1	0.38	
YTD 2023	1	0.15	
YTD Change	0	-60.53%	

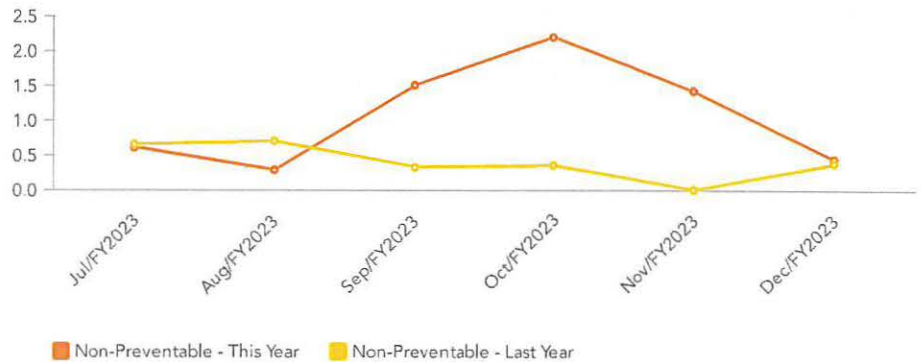
## Preventable Accidents Per 100,000 Miles Last Six Months - System Wide



## Year To Date - System Wide Accidents Per 100,000 Miles

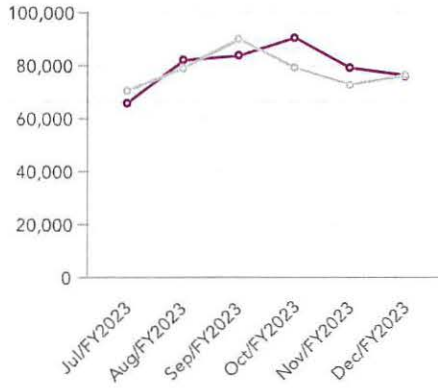


## Non-Preventable Accidents Per 100,000 Miles Last Six Months - System Wide



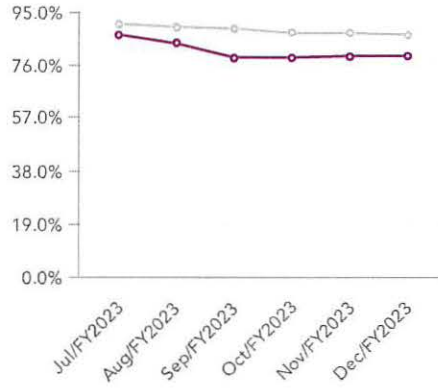
# Fixed Route Performance

### Total Ridership



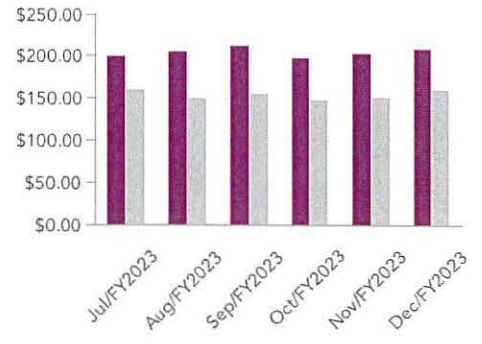
■ This Year ■ Last Year

### On Time Performance



■ This Year ■ Last Year

### Operating Cost Per Revenue Hour

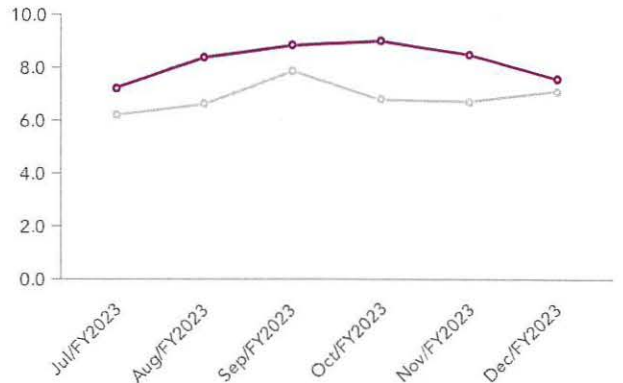


■ This Year ■ Last Year

### YTD Report - Fixed Route

Metric	This Year	Prior Year	% Change
Customer % of Trips On Time	79.24	86.72	-8.6%
Service Average Miles Between Roadcalls	23,932.61	30,154.80	-20.6%
Complaints Per 100k Riders	27.69	32.85	-15.7%
Ridership Per Rev. Hour	7.55	7.06	+6.9%
Financial Operating Costs Per Rev. Hour	208.26	160.29	+29.9%
Ridership Ridership	75,831.00	76,103.00	-0.4%

### Passengers Per Revenue Hour



■ This Year ■ Last Year

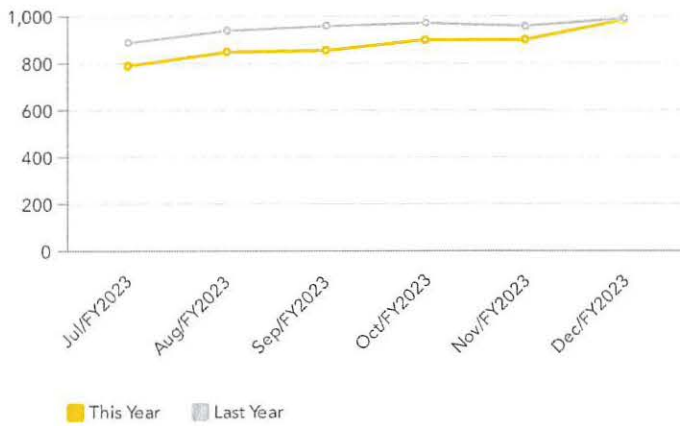
# MedVan, Paratransit, and MOD Performance

## YTD Report

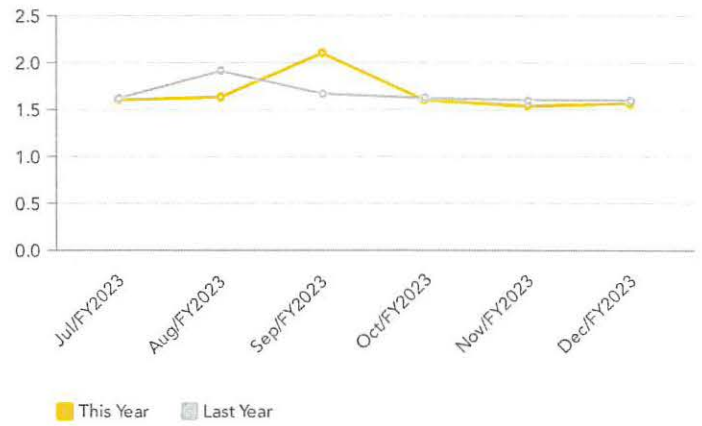
### MedVan

	Metric	This Year	Prior Year	% Change
Customer Service	% of Trips On Time	94.07	97.46	-3.5%
	Complaints Per 100k Riders	101.73	101.32	+0.4%
	Ridership Per Rev. Hour	1.56	1.59	-1.9%
Financial	Operating Costs Per Rev. Hour	143.66	103.73	+38.5%
Ridership	Ridership	983.00	987.00	-0.4%

### Total Ridership



### Passengers Per Revenue Hour

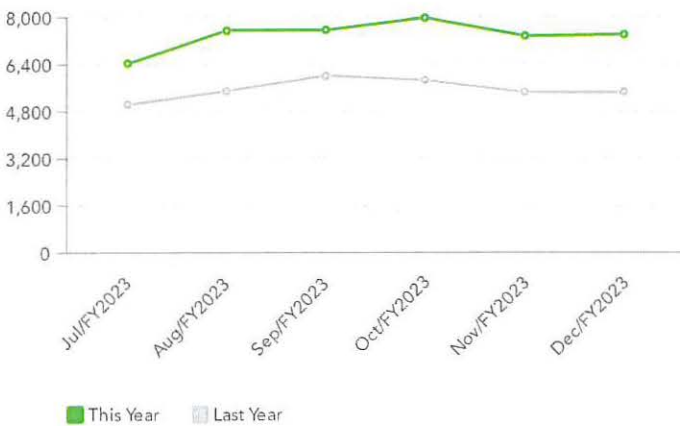


## YTD Report

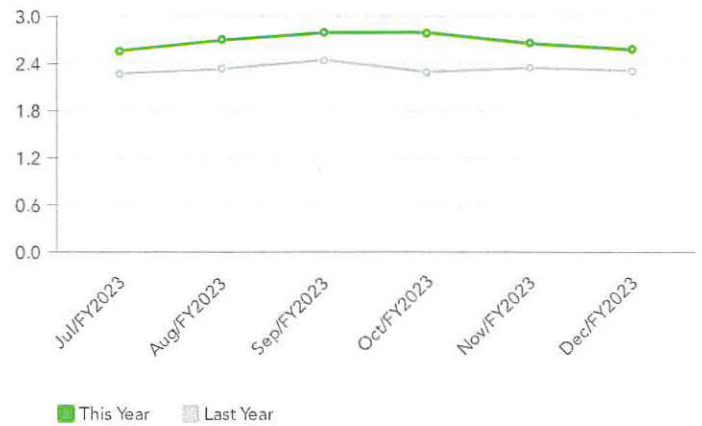
### Paratransit

	Metric	This Year	Prior Year	% Change
Customer Service	% of Trips On Time	90.66	94.77	-4.3%
	Complaints Per 100k Riders	135.52	165.38	-18.1%
	Ridership Per Rev. Hour	2.58	2.30	+12.2%
Financial	Operating Costs Per Rev. Hour	134.41	103.67	+29.7%
Ridership	Ridership	7,379.00	5,442.00	+35.6%

### Total Ridership



### Passengers Per Revenue Hour

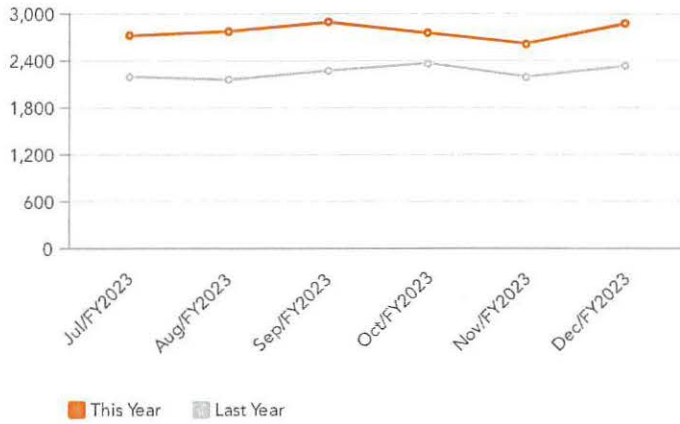


### YTD Report

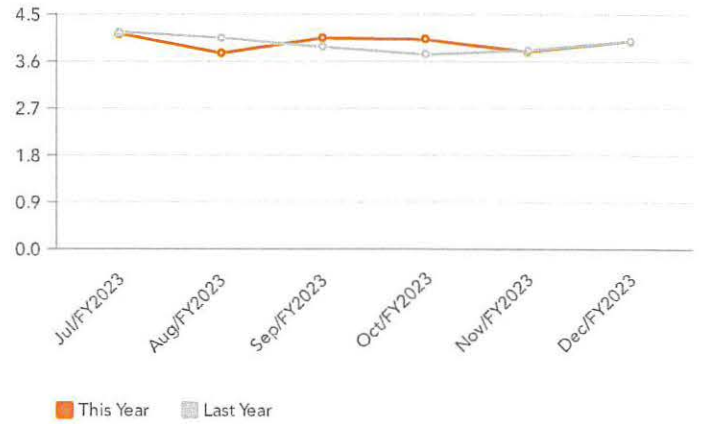
## MOD

	Metric	This Year	Prior Year	% Change
Customer	Complaints Per 100k Riders	0.00	129.09	-100.0%
Service	Ridership Per Rev. Hour	3.97	3.98	-0.3%
Financial	Operating Costs Per Rev. Hour	91.60	107.23	-14.6%
Ridership	Ridership	2,869.00	2,324.00	+23.5%

#### Total Ridership



#### Passengers Per Revenue Hour

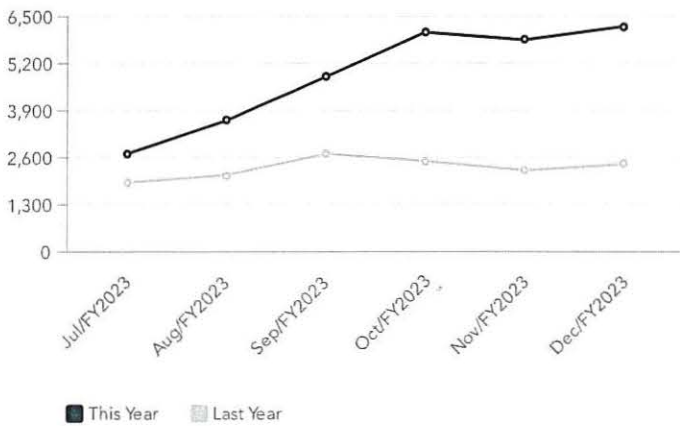


### YTD Report

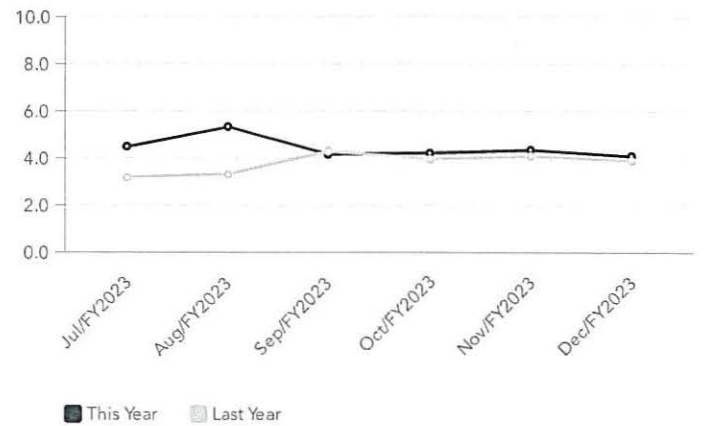
## TMR

	Metric	This Year	Prior Year	% Change
Customer	Complaints Per 100k Riders	0.00	124.48	-100.0%
Service	Ridership Per Rev. Hour	4.08	3.86	+5.7%
Financial	Operating Costs Per Rev. Hour	122.47	99.92	+22.6%
Ridership	Ridership	6,188.00	2,410.00	+156.8%

#### Total Ridership



#### Passengers Per Revenue Hour



# **TAB 3**


Agenda Item #7a  
DISCUSSION ITEM: Coordinating Entity Program

## **Board of Directors Meeting**

Wednesday February 22, 2023

ECCTA Boardroom  
801 Wilbur Avenue, Antioch, CA 94509

## Staff Report to ECCTA Board of Directors

**Meeting Date:** February 22, 2023  
**Agenda Item:** Coordinated Entity (CE) Program Update – Agenda Item #7a  
**Lead Staff:** Rashidi Barnes, Chief Executive Officer   
**Approved:**

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### Background

In October of 2019, Contra Costa Transportation Authority (CCTA) received a Caltrans Sustainable Transportation Planning Grant to engage in a regional transportation study, specifically focusing on the gaps in services associated with seniors, persons with disabilities and disadvantaged persons. To conduct this study and offer recommendations, CCTA engaged Nelson Nygaard consulting firm. Nelson Nygaard convened two committees, one a Technical Advisory Committee (TAC) that was familiar with the transportation needs of the area as well as a Policy Advisory Committee (PAC). The TAC was comprised of: Americans with Disabilities Act (ADA) managers, volunteer service organizers specializing in transportation for seniors, transit riders and various senior advocacy groups. The PAC was mainly comprised of Transportation Agency General Managers, Executives of Social Service Agencies, and City Council members. Although significant progress was made, due to grant constraints the Accessible Transportation Strategic (ATS) Plan was required to be completed by February 28, 2021, ending the study before all solutions could be contemplated.

Following the development of the ATS Plan, a Task Force was established made up of members of nonprofit transit organizations, policy makers and transit personnel to explore potential solutions and begin to implement some of the action items identified. Some key action items were analyzing potential structures for a Coordinated Entity (CE), identifying gaps in service, developing sources of funding, and creating a set of roles and responsibilities.

Tri Delta Transit staff supports the concept of developing a CE that could provide a single source of information for individuals seeking accessible transportation in Contra Costa, across all existing modes of transportation as well as new programs, as they are developed.

Tim Haile from Contra Costa Transportation Authority will provide an update on the CE program and its correct status.

**Requested Action**

No action requested.

Please see Appendix A—Coordinated Entity Framework



# **TAB 4**

Agenda Item #7b

**ACTION ITEM: Conference Travel Approval for Director Thorpe**

## **Board of Directors Meeting**

**Wednesday February 22, 2023**

**ECCTA Boardroom**

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

## Staff Report to ECCTA Board of Directors

**Meeting Date:** February 22, 2023  
**Agenda Item:** Conference Travel Approval for Director Thorpe – Agenda Item #7b  
**Lead Staff:** Rashidi Barnes, Chief Executive Officer

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### Background

In January 2015, the Tri Delta Transit Board of Directors adopted the following policy: Budget permitting, each member of the Board of Directors may travel to two conferences within a fiscal year. The Board of Directors, prior to attendance, must approve additional travel. ECCTA Board Member attendance at the annual APTA Legislative Conference is limited to the ECCTA Board Chair and/or Vice-Chair or their designee(s).

### Considerations

- Here are the conferences board members have attended during FY 2022-23:
  - Dionne Adams: None
  - Joel Bryant: None
  - Diane Burgis: APTA TRANSform Conference
  - Merl Craft: APTA TRANSform Conference
  - Federal Glover: APTA TRANSform Conference
  - Tony Oerlemans: None
  - Shanelle Scales-Preston: APTA TRANSform Conference
  - Shannon Shaw: None
  - Lamar Thorpe: Transit Board Members Seminar and APTA TRANSform Conference
  - Anissa Williams: None
  - Monica Wilson: Transit Board Members Seminar

Vice-Chair Lamar Thorpe has requested authorization to attend the 2023 APTA Legislative Conference in Washington DC March 12-14.

### Requested Action

Approve Vice-Chair Lamar Thorpe's request to attend the 2023 APTA Legislative Conference in Washington DC March 12-14.

# **TAB 5**

Agenda Item #7c

**ACTION ITEM: Transit Driver Appreciation Day 2023**


## **Board of Directors Meeting**

**Wednesday February 22, 2023**

**ECCTA Boardroom**

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

## Staff Report to ECCTA Board of Directors

**Meeting Date:** February 22, 2023  
**Agenda Item:** Transit Driver Appreciation Day 2023 – Agenda Item #7c  
**Lead Staff:** Toan Tran, Chief Operating Officer  
**Approved:** Rashidi Barnes, Chief Executive Officer 

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### Background and Discussion

Over the last several decades, Tri Delta Transit (TDT) has joined other agencies in celebrating Transit Driver Appreciation Day; a day that recognizes the public service of public transit operators. This celebration will occur on March 18, the day was selected to commemorate the launch of the first bus line in Paris in 1662.

Tri Delta Transit today has about 170 bus operators operating fixed route, paratransit, and microtransit services. Many of our operators have been with the agency for years and in some cases for decades, proudly providing transportation services to our customers seven days a week, 365 days a year.

In prior years, TDT has provided lunches and gift bags to our operators to show our appreciation for their commitment to TDT and our riders as well as for being essential employees who have continually supported the various communities that we serve. For this year, in addition to lunches and other small items, TDT would like to eliminate fares on March 18. This will only be for one day.

Among many other things, operators are entrusted with the responsibilities of transporting our passengers safely and efficiently, and collecting fares. One of the biggest challenges operators endure on a daily basis is fare dispute. By going fare-free that hurdle will be lifted, making their job a little easier even if it's just for one day.

We know that operators have a challenging yet instrumental role in keeping TDT moving forward, so this is just a small token of our appreciation and a way for us to say thank you for the essential service that is provided to our communities in eastern Contra Costa County.

County Connection and WestCAT will also go fare-free on March 18. Along with social media posts, a joint press release will be issued to commemorate this well-deserved recognition.

### **Fiscal Impact**

March 18, 2023 is a Saturday. The average fare revenue collected from all modes of transportation on a given Saturday is approximately \$2,000. This potential loss in revenue can be absorbed in the approved budget for FY 2022-23.

### **Requested Action**

Staff requests the Board of Directors to authorize Tri Delta Transit to go fare-free on paratransit, fixed route, and Tri MyRide services on March 18, 2023 in recognition of Transit Driver Appreciation Day.

# **TAB 6**

Agenda Item #7d

DISCUSSION ITEM: Tri MyRide Follow Up

## **Board of Directors Meeting**

Wednesday February 22, 2023

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

## Staff Report to ECCTA Board of Directors

**Meeting Date:** February 22, 2023  
**Agenda Item:** Tri MyRide Follow Up – Agenda Item #7d  
**Lead Staff:** Toan Tran, Chief Operating Officer  
**Approved:** Rashidi Barnes, Chief Executive Officer



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### Background

During last month's board meeting, staff provided a high-level service update on the Tri MyRide (TMR) program. Given it was the first board meeting for several members and the first presentation of its kind, a lively discussion ensued. Overall, the program was well received, however, there were clarifying questions regarding the goals and objectives, marketing and outreach efforts, and performance of the program. In addition to providing responses to these questions, staff will illustrate how TMR compares to fixed route in the areas of coverage, cost, and convenience.

### Requested Action

No action requested.

# **TAB 7**

Agenda Item #7e

DISCUSSION ITEM: One Seat Demonstration Project Extension

## **Board of Directors Meeting**

Wednesday February 22, 2023

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509



## Staff Report to ECCTA Board of Directors

**Meeting Date:** February 22, 2023

**Agenda Item:** One Seat Demonstration Project Extension -- Agenda Item #7e

**Lead Staff:** Rashidi Barnes, Chief Executive Officer



**Approved:**

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### Background

On November 1, 2020, ECCTA, LAVTA, CCCTA, and WestCat entered into a demonstration MOU to provide paratransit trips within Contra Costa County and eastern Alameda County that do not require a transfer between transit agencies. The demonstration project was called "One Seat Ride." The traditional system required passengers who wanted a ride outside of their service area to transfer between buses. For example: a passenger who wanted to go to Pinole from Oakley would take an ECCTA bus to Concord BART, transfer to a CCCTA bus to Martinez, where they would transfer to a WestCat bus to finish their trip.

The current demonstration project allows an ADA passenger from any service area to call a single phone number and book a trip from one service area to another without having to change buses. The costs for the current service are split among each agency involved in the trip based on hours and miles associated with the trip.

The initial demonstration project was December 1, 2020 to April 30, 2021. All agencies agreed to extend the one seat ride demonstration project until October 31, 2023 to allow the program to be extended into the western parts of West County to include El Cerrito, San Pablo, Richmond and El Sobrante. In addition, the program extension addresses some needed gaps in the service, which includes a new travel training program and language to allow for future growth of the service.

### Requested Action

No action requested.