

# Eastern Contra Costa Transit Authority

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2024-2026

## Title VI Program



# TRI DELTA TRANSIT

**Updated December 2023**

**Contact Information:**

**Eastern Contra Costa Transit Authority  
(ECCTA)- Recipient ID 5617**

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(925) 754-6622

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## Program Introduction

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.

Since 1972, the FTA has required applicants for, and recipients of, Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA has the responsibility to ensure that federally supported transit services are distributed in a manner consistent with Title VI, including Environmental Justice and access for individuals who have Limited English Proficiency (LEP). This program conforms to the FTA Title VI Circular 4702.1B, effective October 2012.

As a direct recipient of Federal financial assistance, ECCTA is required to update and submit its Title VI Program every three years to the FTA. The 2024 Title VI plan is an update of the previous Title VI plan.

ECCTA's Title VI Program contains information on the following topics, as per Appendix A of Circular 4702.1B:

### **General Requirements (All transit providers)**

- Title VI Notice to the Public, including a list of locations where the notice is posted
- Title VI Complaint Procedures and Form
- List of Title VI Investigations, Complaints, and Lawsuits
- Public Participation Plan, as well as outreach efforts made since the last Title VI Program submission
- Language Assistance Plan
- Membership of Non-Elected Boards and Committees
- Monitoring of Subrecipients for Title VI Compliance
- Facility Equity Analysis
- Title VI Program Board Resolution

### **Additional Requirements (transit providers with 50 or more fixed route vehicles)**

- Service Standards and Policies
- Monitoring Program Results
- Public Engagement for Major Service Change Policy and Disparate Impact/Disproportionate Burden Policy
- Service or Fare Equity Analyses
- Demographic and Service Profile Maps
- Demographic Ridership and Travel Patterns



## **Title VI Notice to the Public**

Eastern Contra Costa Transit Authority (ECCTA) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by ECCTA you may file a Title VI complaint. For more information on ECCTA's Title VI program and the procedures to file a complaint, visit [www.TriDeltaTransit.com/title\\_VI.aspx](http://www.TriDeltaTransit.com/title_VI.aspx) or contact:

Eastern Contra Costa Transit Authority  
Compliance Manager  
801 Wilbur Avenue  
Antioch, CA 94509  
(925) 754-6622  
(925) 757-2530 (fax)  
[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

A complaint may be filed directly with the Federal Transit Administration, at Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact 1-925-754-6622.

Si necesita información en Español, llame al 1- 925-754-6622.

如果需要中文信息, 请致电 1-925-754-6622.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-6622.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.

## Título VI Aviso al Público

Eastern Contra Costa Transit Authority (ECCTA) opera sus programas y servicios sin importar la raza, el color, ni tampoco el origen de su nacionalidad de acuerdo con el Título VI de la ley de derechos civiles de 1964.

Si usted cree que ha sido discriminado debido a su raza, color, ó por el origen de su nacionalidad por ECCTA usted puede entablar una queja según el Título V. Para más información acerca del programa del Título VI de ECCTA y el proceso para entablar una queja, visite [www.TriDeltaTransit.com/title\\_VI.aspx](http://www.TriDeltaTransit.com/title_VI.aspx) ó también puede ponerse en contacto:

Eastern Contra Costa Transit Authority  
El Gerente de Quejas (Compliance Manager)  
801 Wilbur Avenue  
Antioch, CA 94509  
(925) 754-6622  
(925) 757-2530 (fax)  
[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

Puede entablar una queja directamente con el departamento de Federal Transit Administracion (Administración Federal de Tránsito), en la oficina de Civil Rights (Derechos Civiles), Atención: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact 1-925-754-6622.

如果需要中文信息, 请致电 1-925-754-6622.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-6622.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.

## List of Title VI Notice Placement

ECCTA currently has its Title VI Notice placed at the following locations:

- In the lobby of the main office, located at 801 Wilbur Avenue, Antioch, CA 94509
- On each fixed route and paratransit bus
- On ECCTA's website at [www.trideltatransit.com/title\\_VI.aspx](http://www.trideltatransit.com/title_VI.aspx)



Title VI Notice placed in the lobby of the main office



# TITLE VI

## Title VI Notice to the Public

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Compliance Manager  
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Antioch, CA 94509  
(925) 754-6622  
(925) 757-2530 (fax)  
[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

A complaint may be filed directly with the Federal Transit Administration, at Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

## Título VI Aviso Al Publico

Eastern Contra Costa Transit Authority (ECCTA) opera sus programas y servicios sin importar la raza, el color, ni tampoco el origen de su nacionalidad de acuerdo con el Título VI de la ley de derechos civiles de 1964.

Si usted cree que ha sido discriminado debido a su raza, color, ó por el origen de su nacionalidad por ECCTA usted puede entablar una queja según el Título V. Para más información acerca del programa del Título VI de ECCTA y el proceso para entablar una queja, visite [www.TriDeltaTransit.com/title\\_VI.aspx](http://www.TriDeltaTransit.com/title_VI.aspx) ó también puede ponerse en contacto:

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[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

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**Si necesita información en Español, llame al 1-925-754-6622.**

**如果需要中文信息, 请致电 1-925-754-6622.**

**Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-6622.**

**Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.**

Title VI Notice on board buses

Plan your trip. Track your ride. **transit**

Tri Delta Transit + Transit  
Transit is now Tri Delta Transit's official mobile app.  
Download Transit on your Apple or Android device now.  
**DOWNLOAD**

TRI DELTA TRANSIT

CLIPPER CARDS | EMAIL/TEXT ALERTS | PARK & RIDE | BUS STOP LOCATIONS | PUBLIC HEARING AGENDA | LOCAL BUSES | COMMUTER | PARATRANSIT

SCHEDULES & MAPS | FARES/PASSES | RIDER INFO | BUSINESS/GENERAL INFO | SCHOOL TOOLS | ABOUT US/CONTACT | MOBILE SITE

Board of Directors & Meetings  
 Civil Rights  
 Employment  
 Press & Public Information

## Title VI Notice to the Public

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Eastern Contra Costa Transit Authority  
 Compliance Manager  
 801 Wilbur Avenue  
 Antioch, CA 94509  
 (925) 754-6622  
 (925) 757-2530 (fax)  
[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

A complaint may be filed directly with the Federal Transit Administration, at Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact 1-925-754-6622.

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如果需要中文信息，請致電 1-925-754-6622。

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## Título VI Aviso al Publico

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Si usted cree que ha sido discriminado debido a su raza, color, o por el origen de su nacionalidad por ECCTA usted puede entablar una queja según el Título V. Para más información acerca del programa del Título VI de ECCTA y el proceso para entablar una queja, visite [www.TriDeltaTransit.com/title\\_VI.aspx](http://www.TriDeltaTransit.com/title_VI.aspx) o también puede ponerse en contacto:

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 El Gerente de Quejas (Compliance Manager)  
 801 Wilbur Avenue  
 Antioch, CA 94509  
 (925) 754-6622  
 (925) 757-2530 (fax)  
[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

Puede entablar una queja directamente con el departamento de Federal Transit Administración (Administración Federal de Tránsito), en la oficina de Civil Rights (Derechos Civiles), Atención: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

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Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.

Title VI Notice on website at [www.TriDeltaTransit.com/title\\_VI.aspx](http://www.TriDeltaTransit.com/title_VI.aspx)

## Title VI Complaint Procedures and Form

This document outlines the Title VI complaint procedures for any person who believes they have been discriminated against on the basis of race, color, or national origin by ECCTA. It does not deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the U.S. Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

### 1. Filing Complaint

Any person who believes that they have been subjected to discrimination based on race, color, or national origin by ECCTA may file a Title VI complaint. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

- a. Complainants have the right to complain directly to the appropriate federal agency, however they must do so within one-hundred eighty (180) calendar days of the last alleged incident. A person may file a complaint directly with the Federal Transit Administration:  
Federal Transit Administration Office of Civil Rights  
Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue SE  
Washington, DC 20590
- b. To file a written complaint with ECCTA, the complainant may download the Title VI Complaint Form from ECCTA's website ([www.TriDeltaTransit.com](http://www.TriDeltaTransit.com)) or request the Title VI Complaint Form from ECCTA's Customer Service Department or Compliance Manager by calling 1-925-754-6622. Complaints may also be filed with ECCTA's Customer Service Department over the phone at 1-925-754-6622 or in person at ECCTA's Administration Office at 801 Wilbur Avenue, Antioch, CA.
- c. The complainant may also submit a written statement that contains all of the information identified in Section c (1) through (7).

The complaint will include the following information:

1. Name, address, and telephone number of the complainant.
2. The basis of the complaint i.e., race, color, or national origin.
3. The date or dates on which the alleged discriminatory event or events occurred.
4. The nature of the incident that led the complainant to feel discrimination was a factor.

5. Names, addresses, and telephone numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.
7. Complainant's signature (optional) and date.

If the complainant is unable to write a complaint, ECCTA staff will assist the complainant. If requested by complainant, ECCTA staff will provide a language or sign interpreter.

The complaint may be sent or faxed to the following address:

Eastern Contra Costa Transit Authority  
Compliance Manager  
801 Wilbur Avenue  
Antioch, CA 94509  
(925) 754-6622  
(925) 757-2530 (fax)

Or emailed to [CivilRights@eccta.org](mailto:CivilRights@eccta.org)

## **2. Reviewing Complaint**

- a. Upon receipt of a potential Title VI complaint, the complaint is investigated, then the Compliance Manager or designee will review the information to determine if it is covered under Title VI.

## **3. Following Up on Complaint**

- a. Upon review of the complaint, the Compliance Manager or designee will discuss findings and/or recommendations for resolution with ECCTA management.
- b. The Compliance Manager or designee will send a letter to the complainant stating the outcome of the investigation, the right to appeal, and appeal process no later than sixty (60) calendar days after the date ECCTA received the complaint. If more time is required, the complainant will be notified of the estimated time-frame for completing the review.

## **4. Submitting Appeal**

- a. A complainant can appeal the decision by submitting an appeal in writing stating the reason(s) for the appeal. The written appeal is to be submitted to:  
Eastern Contra Costa Transit Authority  
Chief Executive Officer  
801 Wilbur Avenue  
Antioch, CA 94509

ECCTA's Chief Executive Officer (CEO), or designee, shall promptly consider the appeal. Consideration of the appeal will be based on the written appeal and accompanying documentation and with the discretion of the CEO or designee, may include a meeting with the appealing party. ECCTA's CEO or designee shall within a reasonable time

frame, but not to exceed sixty (60) calendar days from receipt of the appeal by ECCTA, issue a written decision to the appealing party. The decision by the CEO or designee shall constitute the final administrative determination by ECCTA.

If information is needed in another language, please contact 1-925-754-6622.

Si necesita información en Español, llame al 1- 925-754-6622.

如果需要中文信息, 请致电 1-925-754-6622.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-6622.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.



Eastern Contra Costa Transit Authority
Title VI Complaint Form

Title VI of the Civil Rights Act of 1946 states, "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Please provide the following information in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

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

Alternatively, it can be faxed to 1-925-757-2530 or emailed to CivilRights@eccta.org.

Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

Person discriminated against (if other than complainant):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Which of the following best describes the reason you believe the discrimination took place?

(Check all that apply):

- \_\_\_ Race
\_\_\_ Color
\_\_\_ National Origin

What date did the alleged discrimination take place? \_\_\_\_\_

Describe the alleged discrimination in as much detail as possible. Explain what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. Please include the route number and direction of travel, the time the incident occurred, and the bus number, if applicable. For additional space, attach additional sheets of paper or use the back of this form.

Multiple horizontal lines for providing detailed description of the incident.

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Did you file this complaint with another federal, state, or local agency; or with a federal or state court?  
(Check appropriate space) \_\_\_\_\_ Yes \_\_\_\_\_ No

If the answer is yes, check each agency that your complaint was filed with:

Federal Agency \_\_\_\_\_ Federal Court \_\_\_\_\_ State Agency \_\_\_\_\_

State Court \_\_\_\_\_ Local Agency \_\_\_\_\_ Other \_\_\_\_\_

Provide the contact person information for the agency (or agencies) you filed the complaint with:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date Filed: \_\_\_\_\_

Sign the complaint in the space below. Attach any documents you believe support your complaint.

---

(Signature-optional)

---

(Date)

If information is needed in another language, please contact 1-925-754-6622.

Si necesita información en Español, llame al 1- 925-754-6622.

如果需要中文信息, 请致电 1-925-754-6622.

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Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.

## Título VI Procedimiento de Quejas y Formulario

Este documento describe el procedimiento de queja Título VI para cualquier persona que cree ser víctima de discriminación personal en base a su raza, color, origen de nacionalidad por parte de ECCTA. No niega el derecho al demandante de entablar una queja formal con las siguientes dependencias del gobierno:

California Department of Transportation (Departamento de Transporte de California), Secretary of the U.S. Department of Transportation (Secretaría del Departamento de Transporte de los E.U.), Equal Employment Opportunity Commission (Comisión de Oportunidad de Empleo Equitativo), Federal Highway Administration (Administración Federal de Carreteras), Federal Transit Administration (Administración Federal de Tránsito), ó buscar asesoramiento privado para quejas por motivo de discriminación, intimidación, ó por cualquier tipo de represalia prohibida por la ley.

El Título VI de la Ley de Derechos Civiles de 1964 requiere que ninguna persona en los Estados Unidos no sea discriminada por motivos de raza, color, ni origen de nacionalidad, sea excluida de la participación en, le sean negados beneficios de, ó ser sujeto a discriminación en cualquier programa ó actividad que reciba asistencia financiera federal.

### 1. Presentar Denuncia

Cualquier persona que cree haber sido sujeta a discriminación por motivos de raza, color, ni origen de nacionalidad, puede entablar una demanda por escrito con ECCTA. La ley Federal y Estatal requiere que las quejas sean entabladas dentro de ciento ochenta (180) días hábiles desde el último incidente.

- a. Los demandantes tienen el derecho de quejarse directamente con la agencia federal apropiada, sin embargo deberán hacerlo dentro de ciento ochenta (180) días hábiles subsecuentes al último incidente. La persona puede entablar su queja directamente con el Administración Federal de Transporte (Federal Transit Administration):  
Federal Transit Administration Office of Civil Rights  
Attention: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue SE  
Washington, DC 20590
- b. Para entablar una queja por escrito con ECCTA, el demandante puede descargar el formulario del Title VI Complaint Form (Formulario de Quejas Título VI) de la página de internet de ECCTA ([www.TriDeltaTransit.com](http://www.TriDeltaTransit.com)) también puede solicitar el formulario del Departamento de Servicio al Cliente, ó también llamando al Compliance Manager 1-925-754-6622. El demandante también puede enviar una declaración por escrito que contenga toda la información identificada en la Sección c, del inciso (1-7).
- c. La queda deberá incluir la siguiente información:
  1. Nombre, dirección, y número telefónico del demandante.
  2. La razón en la cual se basa la queja, por ejemplo: raza, color, ó origen de nacionalidad.
  3. La fecha o fechas en las cuales ocurrió dicho evento ó eventos de discriminación.



4. El motivo del incidente por el cual llevó al demandante a creer que la discriminación fué el factor de la queja.
5. Nombres, direcciones, y números telefónicos de personas que podrían tener conocimiento del evento.
6. Otras agencias ó tribunales donde se haya entablado la queja y el nombre del contacto.
7. La firma del demandante (opcional) y la fecha.

Si al demandante no le es posible presentar la queja por escrito, el personal de ECCTA le proveerá un intérprete del idioma, así como también un intérprete de lenguaje por señas.

La queja puede ser enviada o mandarla por fax a la siguiente dirección:  
Eastern Contra Costa Transit Authority  
El Gerente de Quejas (Compliance Manager)  
801 Wilbur Avenue  
Antioch, CA 94509  
(925) 754-6622  
(925) 757-2530 (fax)

Puede enviarla a: [CivilRights@eccta.org](mailto:CivilRights@eccta.org)

## **2. Revisando la Denuncia**

- a. Al recibir una posible denuncia de Título VI, se investiga la denuncia, y el Gerente de Quejas o su designado revisará la denuncia para determinar si está amparada bajo el Título VI.

## **3. Seguimiento de la Denuncia**

- a. Después de revisar la demanda, el Gerente de Quejas o su designado expondrá lo que haya encontrado y/o sus recomendaciones para una resolución con la administración de ECCTA.
- b. El Gerente de Quejas o su designado enviará una carta al denunciante exponiendo los resultados de la investigación, su derecho a la apelación, y el proceso de apelación en un término no mayor de los 60 (sesenta) días hábiles después de la fecha en que ECCTA recibió la demanda. De ser necesario más tiempo, el demandante será notificado acerca de una fecha aproximada para terminar dicha investigación.

## **4. Remitiendo la Apelación**

El demandante puede apelar la decisión enviando una apelación por escrito explicando la razón(es) por dicha apelación. Dicha apelación por escrito debe ser enviada a:

El Director Ejecutivo de ECCTA (CEO)  
801 Wilbur Avenue  
Antioch, CA 94509

El Director Ejecutivo de ECCTA, ó su designado, deberá considerar inmediatamente la apelación. Consideración a la apelación se basará en la apelación presentada por escrito y los documentos adjuntos y a discreción de el Director Ejecutivo ó su designado, puede convocar una junta con el demandante. El Director Ejecutivo de ECCTA, ó su designado dentro de un tiempo razonable, pero que no exeda (60) dias hábiles de haber recibido la apelación por ECCTA, deberá expedir su decisión por escrito al demandante. La decision tomada por el Director Ejecutivo de ECCTA, ó su designado deberán constituir la determinación administrative final por parte de ECCTA.

If information is needed in another language, please contact 1-925-754-6622.

如果需要中文信息, 请致电 1-925-754-6622.

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**Eastern Contra Costa Transit Authority  
Título VI Formulario de Queja**

Título VI de la Ley de Derechos Civiles de 1964 declara “Ninguna persona en los Estados Unidos será discriminada en base a su raza, color, ó por su origen de nacionalidad, ni tampoco será excluida de la participación en, negarle los beneficios de, ó ser sujeto a discriminación bajo ningún programa ó actividad que reciba asistencia federal financiera.”

Favor de proveer la siguiente información a fin de procesar su queja. Hay asistencia disponible si lo requiere. Complete éste formulario y envíelo ó entrégelo personalmente en la oficina de:

Eastern Contra Costa Transit Authority  
El Gerente de Quejas (Compliance Manager)  
801 Wilbur Avenue  
Antioch, CA 94509

También tiene la alternativa de mandarlo for Fax 1-925-757-2530 o bien, por correo electrónico a [CivilRights@eccta.org](mailto:CivilRights@eccta.org)

Nombre del Demandante: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Zona Postal: \_\_\_\_\_

Número Telefónico (Casa): \_\_\_\_\_ Trabajo: \_\_\_\_\_

Nombre de la persona discriminada (si es diferente del demandante):

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Zona Postal: \_\_\_\_\_

De la lista siguiente, cual de ellas describe mejor la razón por la que usted cree que fué discriminado?  
(Marque todas las que apliquen):

\_\_\_\_\_ Raza

\_\_\_\_\_ Color

\_\_\_\_\_ Origen de Nacionalidad

En que fecha ocurrió dicha discriminación? \_\_\_\_\_

Describa la presunta discriminación con el mayor detalle posible. Explique que pasó y porque cree usted que hubo discriminación en su contra. Describa todas las personas que estuvieron involucradas. Incluya el nombre y la información para comunicarse con la persona(s) quién discriminó en contra suyo (si sabe) así como también los nombres y la información para ponerse en contacto con testigos. Favor de incluir el número de ruta y hacia donde se dirigia, la hora en que ocurrió el incidente, y el número del autobús, si es que aplica. Si necesita espacio adicional, adjunte hojas de papel adicionales ó también puede usar el reverso de ésta hoja.

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Presentó usted ésta queja ante otra agencia federal, estatal, ó local; ó ante alguna corte federal ó estatal? (Marque el espacio correspondiente) \_\_\_\_\_ Si \_\_\_\_\_ No

Si la respuesta es afirmativa, marque cada agencia con la cual usted presentó su queja:

Agencia Federal \_\_\_\_\_ Corte Federal \_\_\_\_\_ Agencia Estatal \_\_\_\_\_  
Corte Estatal \_\_\_\_\_ Agencia Local \_\_\_\_\_ Otra \_\_\_\_\_

Favor de proveer información de la persona de la agencia (ó agencias) donde presentó su queja:

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado \_\_\_\_\_ Zona Postal \_\_\_\_\_

Número Telefónico: \_\_\_\_\_

Fecha de la Denuncia: \_\_\_\_\_

Firme la denuncia en el espacio de abajo. Adjute cualquier documento que usted considere importante para su queja.

\_\_\_\_\_  
(Firma-opcional)

\_\_\_\_\_  
(Fecha)

If information is needed in another language, please contact 1-925-754-6622.

如果需要中文信息, 请致电 1-925-754-6622.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-6622.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.

## Complaint Procedures

Upon receipt of a written Title VI complaint submitted on the Title VI Complaint Form, the complaint is investigated in accordance to the procedures set forth in this program.

In addition to receiving written Title VI complaint submissions on the Title VI Complaint Form, ECCTA will maintain a log of customer reports that are potential Title VI complaints. Upon initial notification, each complaint is reviewed to determine if it may be a potential Title VI complaint. If the complaint is a potential Title VI complaint, Title VI is indicated in the customer service program. Each potential Title VI complaint is thoroughly investigated in accordance with the procedures set forth in this program.

ECCTA's Compliance Manager reviews all complaints to determine if there were any additional potential Title VI complaints that were not identified earlier that may need further investigation.

Title VI complaints are placed within a Title VI complaint binder. When the Title VI Program is updated, all complaints in the Title VI binder received after the previous Title VI Program submission will be listed in the updated Title VI Program.

All complaints received by ECCTA are entered into an internal web-based customer service program. Complaints remain recorded within the web-based customer service program indefinitely for future review.

After each complaint is closed, it is circulated to ECCTA management for review.

## List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Since the previous Title VI Program submission in 2021, ECCTA has not received any written Title VI complaints submitted on the Title VI Complaint Form or any lawsuits. However, ECCTA’s customer service department did receive customer complaints that were identified as potential Title VI complaints. The following log identifies those complaint calls.

Complaints	Complaint Date	Summary of Allegations	Status of Complaint	Investigation Response
1.	5/20/2021	Customer reported that the operator did not open the door for her to board the bus when it was already stopped at the bus stop. The driver departed the bus stop without boarding the customer. Customer stated that maybe it was because she was Latina. Basis of complaint: race	Closed.	Unable to validate customer’s complaint. All buses at reported location and time did not leave any passengers behind. Asked for additional information from the customer and customer did not follow up. Complaint unsubstantiated.
2.	6/6/2021	Customer reported that an operator did not answer his question about what bus to board and felt discriminated against because of his accent. Basis of complaint: national origin	Closed.	Unable to validate customer’s complaint. Reviewed video footage and operator answered customer’s question. Customer did not want follow up on complaint. Complaint unsubstantiated.
3.	9/26/2021	Customer reported that the operator did not open the door for her to board the bus when it was already stopped at the bus stop. The driver departed the bus stop without boarding the customer. Customer stated that she felt it was undue discriminatory bias and racist. Basis of complaint: race	Closed.	Operator was held to First Transit disciplinary standard for leaving a passenger at the bus stop and provided training. Pass up was not substantiated as intentional pass up or Title VI related. Customer did not want follow up on complaint.
4.	2/14/2022	Customer reported that her son was passed up by the operator and that she hoped it was not racial as her child is African American. Basis of complaint: race	Closed.	Operator was held to First Transit disciplinary standard for passing bus stop and provided training. Pass up was not substantiated as

				intentional pass up or Title VI related. Followed up with customer.
5.	7/24/2022	Customer reported that the paratransit operator left without her when she forgot her bag in the house and that she felt it was racially motivated. Basis of complaint: race	Closed.	Complaint unsubstantiated. When the operator arrived to pick up the customer, the customer reported she was not ready and still needed to get dressed. Operator followed protocol, called into Dispatch, held 3 minutes, then proceeded. Customer did not want follow up on the complaint.
6.	2/15/2023	Customer reported that her return operator was rude and used racial slurs to a passenger that was dropped off before her. Basis of complaint: race		Complaint unsubstantiated. Video footage was reviewed and the operator was not seen to use racial slurs directed towards a passenger. Customer did not want follow up on the complaint.

## Public Participation Plan

ECCTA's Public Participation Plan provides a framework of outreach tools to guide a customized and strategic approach to public participation. The plan describes ECCTA's approach to public participation for planning activities and bus service changes.

In addition to communication strategies and outreach tools providing opportunities for the public to participate, outreach tools are included that specifically address language or economic barriers that may be preventing minority, low-income, and limited English proficient (LEP) populations from participating effectively in ECCTA's decision making process. The Public Participation Plan complements ECCTA's activities for reaching individuals with limited English proficiency that are described in ECCTA's Language Assistance Plan.

Due to the COVID-19 pandemic, the Metropolitan Transportation Commission (MTC) delayed performing on-board passenger surveys for transit agencies within its jurisdiction for two years, which required MTC to push the schedule for transit agency on-board passenger surveys further out. MTC decided to perform a high-level survey to re-baseline ridership trip and demographics of the region's transit agencies with a Snapshot Survey from the Fall of 2023 to the Spring of 2024. ECCTA is participating in the Snapshot Survey. Because MTC is two years behind in performing on-board passenger surveys for transit agencies within its jurisdiction, MTC plans to perform ECCTA's next Title VI on-board passenger survey in 2027. Therefore, ECCTA is using data from the most recent on-board passenger survey conducted by MTC in the Spring of 2019. According to the 2019 on-board passenger survey, about one-third of ECCTA's passengers indicated they spoke a language other than English at home. 79.3% of the passengers indicated they spoke Spanish at home. The next highest language spoken at home was Tagalog at 4.6%. Of all passengers indicating they spoke a language other than English at home, more than two-thirds indicated they spoke English "very well." All of ECCTA's vital documents are translated into Spanish.

More than one-third of passengers reported an annual household income below \$25,000 and approximately half of all passengers reported an annual household income of between \$25,000 and \$75,000.

The purpose of ECCTA's Public Participation Plan is multi-faceted. It seeks to:

- Inform the public about transportation issues and the planning process.
- Establish the process whereby the public can express concerns, desires, and values.
- Reach a wide range of residents and increase the participation of under-represented populations.
- Ensure ECCTA's programs and activities reflect community values.
- Improve service based on public input.

To accomplish these goals, ECCTA employs numerous outreach tools. ECCTA selects appropriate outreach tools based on factors such as the demographics of the affected population, the type of public participation process planned, community input needed, available staffing, and resources.



These outreach tools include:

**1.) Website:**

ECCTA posts notices and announcements on the agency's website at [www.TriDeltaTransit.com](http://www.TriDeltaTransit.com). Google Translate allows website visitors to instantly translate the website content into the needed language. For planning outreach, ECCTA provides project information, community engagement opportunities, and how to provide input. ECCTA posts all service change information on the website. For major service changes, ECCTA provides service change information, community engagement opportunities, and how to provide input.

**2.) Email/Text Notification:**

ECCTA communicates via email and/or text message to customers over an email/text message notification system. Customers receive the specific information they register to receive, whether it is route information, general ECCTA news, outreach activities, service change information, etc. For planning outreach, ECCTA provides project information, community engagement opportunities, and how to provide input. For major service changes, ECCTA provides service change information, community engagement opportunities, and how to provide input.

**3.) Social Media:**

Due to the popularity and ease of use, social media is used for its quick and widespread reach. ECCTA uses Facebook, Instagram, Twitter and YouTube to communicate route information, general ECCTA news, outreach activities, service change information, alerts, etc.

**4.) On-Board Resources:**

Printed materials are available on buses to convey planning outreach and service change information. Critical information that appears on these materials are translated into languages identified as spoken or written by a target population. If all information cannot be translated, notices describe where to obtain the translated information.

**5.) Customer Service:**

In-person language assistance is available at ECCTA's administrative office or via telephone. The public can visit the administrative office or call to receive information, as well as give comments and input. The customer service center number is included in ECCTA materials. Staff have access to LanguageLine telephone translation services covering the full range of languages. Any customers who are on hold on an ECCTA phone receive a recorded announcement which highlights planning and other changes that require community input.

**6.) Print Materials:**

In addition to on-board printed information, ECCTA publicizes public participation and outreach information via print materials, such as flyers and other direct mail materials. ECCTA places announcements at the top 20 frequently boarded bus stops and also places print ads when

applicable. Critical information that appears on these materials are translated into languages identified as spoken or written by a target population. If all information cannot be translated, notices describe where to obtain the translated information.

**7.) Media Relations:**

Press releases and media events disseminate project and agency information to local, national, and trade media outlets. ECCTA will issue press releases for planning outreach and service changes.

**8.) Surveys:**

The Metropolitan Transportation Commission (MTC) is currently responsible for conducting a statistically-valid on-board survey of ECCTA passengers, with issue-specific surveys being used under appropriate circumstances. Surveys include adequate and appropriate language translations and can be conducted either in-person, over-the-telephone, online, or a combination of the three.

**9.) Community Events:**

ECCTA staff participate in community events in Eastern Contra Costa County to establish a presence, promote programs, and interact with residents. Staff provide information on ECCTA services and programs, answer questions, assist with trip planning, and obtain input from riders and the public. If there is a predominate language other than English spoken at the community event, a staff member speaking the predominate language represents ECCTA at the event or staff use available translation apps.

**10.) Contractor Outreach:**

Outreach to contractors regarding ECCTA's Disadvantaged Business Enterprise (DBE) programs provides information about opportunities to bid and compete for upcoming contracts. ECCTA collaborates with DBE officers in transit agencies across the Bay Area, as a member of the Business Outreach Committee (BOC), to develop and stage outreach and educational events each year. The events inform the contracting community of upcoming contracting opportunities, assist small contractors in developing relationships with prime contractors, and provide education on becoming DBE certified businesses. The BOC also issues a quarterly newsletter with announcements of upcoming contracting opportunities.

**11.) Community Based Organizations:**

Community Based Organizations (CBOs) play an important role in public participation. ECCTA works with a variety of CBOs, including ethnic centers, geographic-specific organizations such as tenant associations, neighborhood and community groups, civic groups, business organizations, education facilities, service providers for youth, families, disabled individuals, recreation facilities, senior organizations, and many others. Staff works with the CBOs to conduct outreach.

Below is a list of some of the CBOs ECCTA works with:

<b>Organization</b>	<b>Address</b>	<b>City</b>	<b>Title VI/Environmental Justice Group</b>
La Clinica	2240 Gladstone Drive, Suite 2	Pittsburg	Low income, minority
La Clinica	2021 Main Street	Oakley	Low income, minority
Antioch Senior Center	415 W. 2 <sup>nd</sup> Street	Antioch	Low income, minority
Brentwood Senior Center	193 Griffith Lane	Brentwood	Low income
Pittsburg Senior Center	300 Presidio Lane	Pittsburg	Low income, minority
Oakley Senior Center	215 Second Street	Oakley	Low income, minority
Employment and Human Services	4545 Delta Fair Boulevard	Antioch	Low income, minority
SparkPoint Family Service Center	3105 Willow Pass Road	Bay Point	Low income, minority
Opportunity Junction	3102 Delta Fair Boulevard	Antioch	Low income

**12.) Public Meetings and Public Hearings:**

Public meetings and public hearings allow ECCTA to give and to receive information from a broad segment of the community. Such meetings are widely advertised and open to all community members and can range from open houses to public hearings. These meetings provide stakeholders with the most current information in an interactive setting. Meetings may consist of brief presentations with brainstorming discussions, full project or service proposal reviews, or small informational sessions. ECCTA compiles any comment and written statements to document public input and present to the Board of Directors. Staff provides information to participants on upcoming public meetings and resources on ECCTA’s website.

ECCTA’s public meetings and public hearings are held at locations that are transit and Americans with Disabilities Act (ADA) accessible, and they may be scheduled at various times of the day to accommodate working families, individuals, and seniors. Convenient and accessible locations, facilities, and meeting times maximize opportunities to provide input.

ECCTA’s public meetings may also be held in an online/by telephone format when in-person meetings are not feasible.

As appropriate, ECCTA hosts public meetings and public hearings with translation assistance provided by bilingual ECCTA staff or external translators.

a. **Public Hearings:**

A public hearing must be held whenever a major service change or change to the basic fare structure will be enacted. Notice of the public hearing shall be posted at least twenty-one (21) days prior to the hearing. All notices shall include a description of the matter(s) to be considered. The notices shall also state where and when the hearing(s) shall take place, as well as options to view the information for the public that cannot attend the hearing.

Should a specific group(s) or neighborhood(s) be impacted by a proposed change, ECCTA shall use their best efforts to publish information targeting the impacted group(s) or neighborhood(s).

At a public hearing, ECCTA shall afford any interested party the opportunity to present statements, both written and oral. Limitations may be established on the length of the presentation in order for all community members to be heard.

**13.) Digital Tools:**

ECCTA uses digital outreach to geotarget specific demographics or regions of eastern Contra Costa County. ECCTA also uses the following smart phone applications to message passengers regarding passenger information and service changes:

a. **Tri Delta Watch**

Description: Safety reporting application

Capability: Push notification to passengers and an alert posted in the app. ECCTA is able to identify those who have selected Spanish as their language of choice and provide a message in the appropriate language.

b. **Tri MyRide**

Description: Microtransit application

Capability: Push notification to passengers, a pop up when they open the app, and an alert in their app inbox. ECCTA is able to identify those who have selected Spanish as their language of choice and provide a message in the appropriate language.

c. **Transit**

Description: Real-time route information and bus-crowding application

Capability: Push notification to passengers, a banner at the top of the app homepage, and route specific notifications. ECCTA is able to identify those who have selected Spanish as their language of choice and provide a message in the appropriate language.

**d. Easy Book**

Description: On-line paratransit booking system

Capability: Allows for email alerts as well as notification section at the top of the webpage. A message in Spanish is included in each notification.

The following table provides an overview of ECCTA’s outreach tools for public participation.

<b>Outreach Tool</b>	<b>When Used</b>
<b>Website</b>	Passenger information Planning outreach Service changes Participation
<b>Email/Text Notification</b>	Passenger information Planning outreach Service changes Participation
<b>Social Media</b>	Passenger information Planning outreach Service changes Participation
<b>On-Board Resources</b>	Passenger information Planning outreach Service changes Participation
<b>Print Materials</b>	Passenger information Planning outreach Service changes Participation
<b>Media Relations</b>	Passenger information Planning outreach Service changes
<b>Surveys</b>	Passenger information/Demographics
<b>Community Events</b>	Passenger information Planning outreach Service changes Participation
<b>Contractor Outreach</b>	Participation
<b>Community Based Organizations</b>	Planning outreach Major service changes Participation
<b>Public Meetings</b>	Planning outreach Major service changes
<b>Digital Tools</b>	Passenger information Planning outreach Service changes Participation

### Public Outreach by Type of Service Change

Outreach Tool	Major Service Change	Minor Service Change
Press Releases	X	X
On-Board Resources	X	X
Print Resources	X	
Social Media	X	X
Email/Text Notification	X	X
Website	X	X
Community Based Organizations	X	
Community Events	X	X
Public Meetings	X	
Digital Tools	X	X

### Summary of Outreach

Since the previous Title VI Program submission in 2021, the following public participation outreach activities were performed:

- **Bus Route Evaluation and Redesign**

A service and fare equity analysis was conducted for a bus route evaluation and redesign. Initial public participation outreach was conducted in the fall of 2020 and was used to identify the transit improvements that were of greatest value to east Contra Costa County residents and transit riders. The initial outreach survey responses were used to develop proposed route revisions. The second feedback survey conducted in the fall of 2021 was used to get input on each of the proposed route revisions. At the October 27, 2021 Tri Delta Transit Board meeting, Board members held a public hearing, reviewed outreach feedback, and approved the route redesign as presented. The approved route and fare changes were implemented in September 2022.

Promotion of the project and survey were done through the following public participation activities:

- Direct email to community organizations, including the community-based organizations listed in Tri Delta Transit’s Title VI program plan
- Direct email to businesses in the transit service area
- Direct email and follow up to cities and chambers of commerce
- Direct email to individuals participating in 511 Contra Costa free and low-cost bus pass programs
- Direct email invitation to respondents of the initial outreach survey to participate in the feedback outreach
- General and targeted social media posts on Twitter, Facebook, and Instagram
- On-board, transit center and bus stop signage
- Web and print ads, including to
- Agency service alerts and newsletters

- 511 Contra Costa’s TDM outreach newsletter
- Virtual town hall meeting

Electronic promotion offered a direct link to the project page and survey. Print promotion offered a QR code and/or URL to the project website, along with a phone number and email to request a paper survey or to take the survey over the phone. All survey options, the virtual town hall meeting, and outreach materials were offered in Spanish and English.

The Bus Route Evaluation and Redesign Service and Fare Equity Analysis is included in Appendix A.

- **COVID-19 Temporary Service Changes**

On March 17, 2020 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 due to the COVID-19 pandemic. The shelter in place was then extended until 11:59pm on May 3, 2020 and extended again until 11:59pm on May 31, 2020. Contra Costa County continued to experience a significant increase in community transmission and illness from COVID-19 and the Health Officer of Contra Costa County continued to impose additional restrictions on certain businesses and activities that were previously cleared for operation on July 11, 2020.

On April 19, 2020 ECCTA implemented changes to service in response to changing travel patterns and significantly reduced staffing levels due to the COVID-19 pandemic. Since April 19, 2020, ECCTA brought back service when resources allowed and temporarily restored full service on July 4, 2021. With emergency related temporary transit service changes still in effect twelve months after service reductions were introduced in April 2020, ECCTA conducted a service equity analysis of its COVID-19 temporary service changes as of April 2021 to be responsive to the FTA’s requirement that changes in effect longer than twelve months be subject to such an analysis.

ECCTA made service adjustments to respond to the COVID-19 State of Emergency to account for significant constraints on resources, specifically staff availability. ECCTA was unable to meet its pre-pandemic service demands and standards with a shortage of operators. When resources allowed, ECCTA restored service to pre-pandemic service levels.

Below is an overview of the COVID-19 related temporary service changes that were implemented between April 2020 and April 2021.

- **April 19, 2020-** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, service adjustments were made.
- **November 8, 2020-** The majority of ECCTA’s bus routes feed into the Bay Area Rapid Transit (BART) system. In response to BART adjusting service due to the COVID-19 State of Emergency, ECCTA made service adjustments to better meet BART trains.

- **March 21, 2021-** In response to BART adjusting service again due to the COVID-19 State of Emergency, ECCTA made service adjustments to better meet BART trains.

To respond to the requirement stated in FTA Circular 4702.1B (Title VI) that service changes in effect longer than twelve months are subject to a service equity analysis, the equity analysis compared ECCTA service at the following two time points:

- **April 2020** – COVID-19 temporary service reductions began in April 2020. ECCTA used service in effect before the initial COVID-19 service reductions began in April 2020, using the most recent pre-pandemic service adjustments which went into effect on February 10, 2019.
- **April 2021** – ECCTA used service in effect twelve months from the initial COVID-19 temporary service reductions, using the latest service adjustments that went into effect on March 21, 2021.

Throughout the pandemic, ECCTA welcomed feedback regarding the temporary service changes. ECCTA staff followed up with each individual as requested. Comments were collected online, by email, telephone, fax, mail or in-person.

To engage passengers and the public, ECCTA placed information online at [www.TriDeltaTransit.com](http://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.

To inform the public and passengers of the public hearing, ECCTA posted the information and service equity analysis on the website at [www.TriDeltaTransit.com](http://www.TriDeltaTransit.com) and emailed and mailed the public meeting agenda to stakeholders, including media. An email/text alert also notified the public and passengers of the public hearing.

A public hearing was held on February 23, 2022 at ECCTA's headquarters in Antioch, California. The public hearing was conducted as both an in-person and online Zoom format, so participants could choose to join the public hearing in-person or remotely. The Americans with Disability Act (ADA) accessible location was also accessible by transit. A Spanish speaking interpreter was available for the public hearing. There was one comment from the public. A member of the LGBTQ community reported he had noticed over the years the respect that Tri Delta Transit bus drivers had offered to customers. He pointed out however, that there was nothing in Title VI referring to LGBTQ and asked if that needed to be addressed. ECCTA staff responded and informed that Title VI addressed race, color, or national origin, as well as low-income.

ECCTA's Board of Directors approved the service equity analysis. The February 23, 2022 agenda and associated resolution are located in Appendix B.



- **Paratransit Mobile Fare Payment Type Elimination- Fare Equity Analysis**

ECCTA's Mobile Ticket App was created by an app developer. Unexpectedly, ECCTA began experiencing problems with the backend of the Mobile Ticket App and customers were no longer able to purchase tickets or use existing tickets or wallet funds in their account. ECCTA contacted the app developer and after waiting two months, with no resolution presented by the app developer, ECCTA decided to end the contract with the app developer and eliminate the Mobile Ticket App. Fixed route customers were transitioned to another existing mobile ticket app for fixed route fare payment on a mobile device, but there was no alternate existing mobile ticket app to transition paratransit customers to for paratransit fare payment on a mobile device. ECCTA anticipates an alternate mobile ticket app for paratransit customers to be available in 2025. Cash and paratransit one-way ride tickets are accepted on ECCTA's paratransit vehicles and provide an alternative payment to the mobile ticket option.

The elimination of ECCTA's Mobile Ticket App and ability for paratransit customers to use a mobile device to pay a paratransit fare requires a fare equity analysis due to the elimination of a paratransit fare payment type.

The public engagement activities related to the fare equity analysis were conducted from the time ECCTA's Mobile Ticket App stopped functioning to after elimination of the app. Since ECCTA's Mobile Ticket App suddenly and unexpectedly stopped working and the app developer was not able to fix the problems causing the app to not function correctly, ECCTA was not able to perform outreach in advance of the app not working. The outreach provided an opportunity to both educate and to collect input from riders on the elimination of the Mobile Ticket App. In addition, ECCTA was able to outreach to customers regarding receiving a refund for tickets and wallet funds in the ECCTA Mobile Ticket App. No complaints or negative comments were directly expressed over the phone to ECCTA staff who answered customers questions about the Mobile Ticket App.

Information was communicated in both English and in Spanish. Spanish is the identified Limited English Proficiency (LEP) language in ECCTA's service area. Information was available in other languages upon request and through Language Line translation.

ECCTA engaged the public through the following activities:

- Website- [www.TriDeltaTransit.com](http://www.TriDeltaTransit.com) communicated rider news with updated information on ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA. Information was also communicated by text and email alert.
- Social Media- ECCTA's Twitter and Facebook account were used to communicate information about ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA.
- Elerts (Tri Delta Watch)- Communicated information about ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA.
- Scheduling Department/Customer Service Department- ECCTA's scheduling and customer service departments informed and updated callers on ECCTA's Mobile Ticket App.
- Operations In-Service Meetings- Operations employees were informed and updated on ECCTA's Mobile Ticket App so they could convey the information to passengers if necessary.

- WiFi Splash Page-A banner on ECCTA's free WiFi informed and updated customers on ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA.
- Mobile Ticket App Paratransit Customer Survey- ECCTA sent a survey to the 65 paratransit Mobile Ticket App customers to develop a detailed understanding of passenger demographics and to communicate information about the Mobile Ticket App, provide contact information for customers to receive assistance with receiving a refund for existing tickets or wallet funds in their Mobile Ticket App account, and provide a comment section for customers.
- Email- ECCTA emailed all Mobile Ticket App customers to communicate information about the Mobile Ticket App, provide contact information for customers to receive assistance with receiving a refund for existing tickets or wallet funds in their Mobile Ticket App account and provide an opportunity for feedback.

ECCTA's Board of Directors approved the fare equity analysis. The fare equity analysis, including the June 28, 2023 resolution are located in Appendix C.

- **Additional public participation outreach activities:**
  - **January 2021-** Revitalize Day Program outreach, community outreach at Pittsburg Senior Center, Overcoming Transportation Barriers presentation with Contra Costa County Behavioral Health
  - **February 2021-** Sierra School outreach, Guide Dogs for the Blind outreach, Somerset Senior Apartments outreach presentation, ODAT non-profit youth organization Transportation Justice Youth Team presentation
  - **March 2021-** Working Wonders Day Program outreach, Overcoming Transportation Barriers presentation with Contra Costa County Behavioral Health
  - **April 2021-** East County Resource and Networking Meeting presentation
  - **May 2021-** Delta Veterans Group outreach, outreach to community on Free WIFI provided on buses
  - **June 2021-** Overcoming Transportation Barriers presentation with Contra Costa County Behavioral Health
  - **July 2021-** Tri MyRide outreach, Open House and Job Fair outreach
  - **August 2021-** bus schedule community outreach, school registration outreach
  - **September 2021-** partnered with Bay Area Transit Agencies on All Aboard Bay Area Transit-get back to transit campaign, partnered with Bay Area Transit Agencies for Free Fare September campaign, assisted Contra Costa Transportation Authority in East Bay transportation survey campaign, Revitalize Day Program outreach, participation in Committee for Social Inclusion
  - **October 2021-** System Redesign survey promotion and public hearing, October 6<sup>th</sup> Free Ride for 4<sup>th</sup> Annual California Clean Air Day campaign
  - **December 2021-** bus schedule community outreach
  - **January/February 2022-** COVID-19 Temporary Service Change public hearing outreach, Gateway school outreach, Clipper START community outreach, bus schedule community outreach, DBE/SBE outreach for Meet the Buyers Procurement forum

- **March 2022**- Clipper START community outreach, Delta Veterans Group Outreach, Liberty Union High School District's Gateway Program outreach
- **April 2022**- DBE/SBE outreach for DBE Triennial Goal
- **May 2022**- Bike to Work Day community outreach
- **June 2022**- City of Pittsburg Green Footprint Festival community outreach
- **July 2022**- July 4<sup>th</sup> holiday schedule community outreach, high school registration outreach, ECCTA 45<sup>th</sup> Birthday and Tri MyRide 3<sup>rd</sup> Anniversary community outreach
- **August 2022**- Customer service community outreach, student outreach for Pass2Class 511 Contra Costa Program, DBE/small business construction contractor outreach
- **September 2022**- System Redesign community outreach, paratransit fare equity analysis survey, Oakley Park & Ride community outreach, Antioch Senior Center outreach
- **October 2022**- Pittsburg Chamber of Commerce Halloween community outreach event
- **November 2022**- Quail Lodge Assisted Living senior outreach, dialysis unit outreach
- **December 2022**- Outreach with Accessible Services to Vistability, dialysis and Commercial Support Services
- **January 2023**- Antioch Senior Center, Stoneman Village and Harmony Home senior outreach
- **February 2023**- Ride4Free community outreach for 511 Contra Costa program, Antioch Senior Center outreach, DBE/small business outreach for procurement series
- **March 2023**- Transit Driver Appreciation Day/free fare community outreach, Means Based Fare Pilot Program outreach
- **April 2023**- Means Based Fare Pilot Program outreach, Antioch Senior Center outreach, Merrill Gardens Assisted Living senior outreach
- **May 2023**- LMC Elementary school outreach event, Bike to Wherever Day community outreach, Contra Costa County Fair event community outreach, Means Based Fare Pilot Program outreach, dialysis unit outreach
- **June 2023**- City of Pittsburg Green Footprint Festival community outreach, City of Oakley Summerfest community outreach, Means Based Fare Pilot Program outreach, DBE/small business outreach for DBE/ACDBE certification workshops
- **July 2023**- Student outreach for Pass2Class 511 Contra Costa program, Clipper START and Clipper Mobile program community outreach, City of Oakley Summerfest community outreach, Freedom High School student outreach
- **August 2023**- Student outreach for Pass2Class 511 Contra Costa program, Dallas Ranch Middle School community outreach, Oakley Senior Center community outreach
- **September 2023**- Schedule change community outreach, community outreach at Pittsburg Seafood and Music Festival event, Antioch Big Truck Event community outreach, community outreach for system changes/bus schedule
- **October 2023**- Clipper START program community outreach, Pittsburg Chamber of Commerce Spooktacular community outreach event, community outreach at Brentwood Oktoberfest event, DBE/SBE outreach at CalTrans DBE Summit, Los Medanos College community outreach event
- **November 2023**- DBE/SBE outreach at Meet the Buyers event, Pittsburg High School community outreach event

## Language Assistance Plan

Per Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000),” ECCTA is federally mandated to develop and implement a Language Assistance Plan, by which persons with Limited English Proficiency (LEP) can meaningfully access translations of written and oral information. As ECCTA is an FTA recipient receiving federal financial assistance, ECCTA must take reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP persons.

ECCTA developed this LEP Plan to identify reasonable steps for providing language assistance to persons with limited English proficiency to access ECCTA’s services and programs. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

### Four-Factor Analysis

In compliance with Circular 4702.1B guidance, ECCTA conducted a four-factor analysis to determine the specific language services that are appropriate to provide to persons within its service area. The four-factor LEP analysis considers the following factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people’s lives.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

### ***Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.***

To determine the number of Limited English Proficient (LEP) persons eligible to be served or likely to be encountered by ECCTA, ECCTA first determined what census tracts fell within its service area<sup>1</sup>. Taking data about these census tracts from the U.S. Census Bureau<sup>2</sup>, ECCTA was able to determine that the estimated total population within its service area was 301,053. Following the Census’ classification, and the formal definition of LEP persons as established by the FTA, ECCTA then focused on the number of

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<sup>1</sup> The census tracts within ECCTA’s service area are: 3020.05, 3020.06, 3020.07, 3020.09, 3020.13, 3020.14, 3031.04, 3031.05, 3031.06, 3031.07, 3032.02, 3032.04, 3032.06, 3032.07, 3032.08, 3032.09, 3032.10, 3032.11, 3040.01, 3050.00, 3060.02, 3060.03, 3060.04, 3071.01, 3071.02, 3072.01, 3072.02, 3072.04, 3072.05, 3080.01, 3080.02, 3090.00, 3100.00, 3110.00, 3120.00, 3131.02, 3131.04, 3131.05, 3132.03, 3132.04, 3132.05, 3132.06, 3141.02, 3141.03, 3141.05, 3141.06, 3142.00, 3150.00, 3160.00, 3170.00, 3180.00, 3200.04, 3211.01, 3280.00, 3310.00, 3551.09, 3551.10, 3551.11, 3551.18, 3551.19, 3551.20, 3552.01, 3552.02

<sup>2</sup> U.S. Census, table C16001, “Language Spoken at Home for the Population 5 Years and Over”

persons who, speaking any language other than English, spoke English “less than very well” within its service area. This total came to be 39,989 persons.

ECCTA then examined the language groups themselves in order to better ascertain the extent of language assistance that might be needed. Spanish LEP speakers accounted for 8.6% of the total population (25,884 persons). The next three largest percentages of LEP speakers of the total population were those speakers speaking Tagalog<sup>3</sup> at 1.4% (4,285 persons), Chinese<sup>4</sup> at 1% (3,078 persons), and Vietnamese at 0.5% (1,540).

Safe Harbor languages are defined by FTA Circular 4702.1B as languages spoken by at least 1,000 individuals with Limited English Proficiency (LEP) within the service area. The circular states, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

The top three languages in ECCTA’s service area have not changed since the previous Title VI Program submission in 2021: Spanish is the predominant language spoken by individuals with Limited English Proficiency (LEP). ECCTA had previously designated Tagalog and Chinese as Safe Harbor languages, and with census data tracking 1,540 LEP individuals speaking Vietnamese in ECCTA’s service area, ECCTA has added Vietnamese as a Safe Harbor language.

ECCTA uses Remix, a proprietary geospatial data analysis that uses Geographic Information System (GIS) mapping software customized for ECCTA. Remix uses a fixed set of census block groups from a Shapefile ECCTA provided to Remix. Based upon the Remix map data for LEP individuals in ECCTA’s service area, it is assumed that the majority of these LEP individuals would be eligible to be served by, or otherwise encounter, ECCTA either via ECCTA’s fixed route, microtransit, or paratransit services.

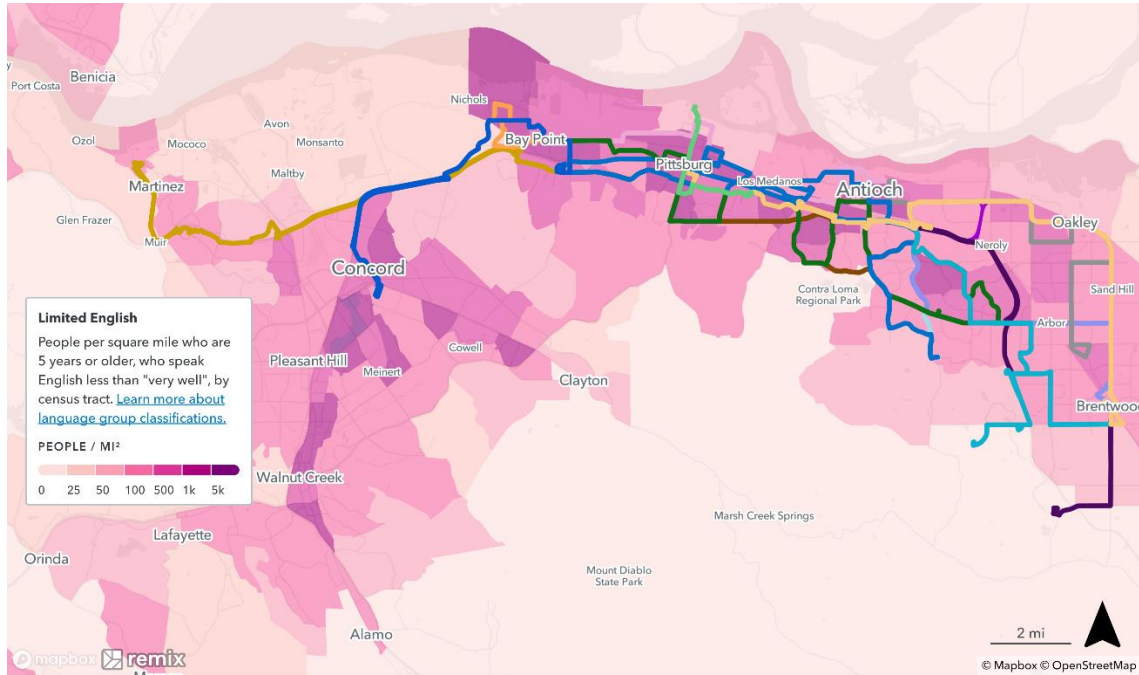
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<sup>3</sup> For the purposes of this analysis, and following the example of the U.S. Census, Tagalog and Filipino were considered as one language under the Tagalog classification.

<sup>4</sup> For the purposes of this analysis, and following the example of the U.S. Census, Chinese includes Mandarin and Cantonese.

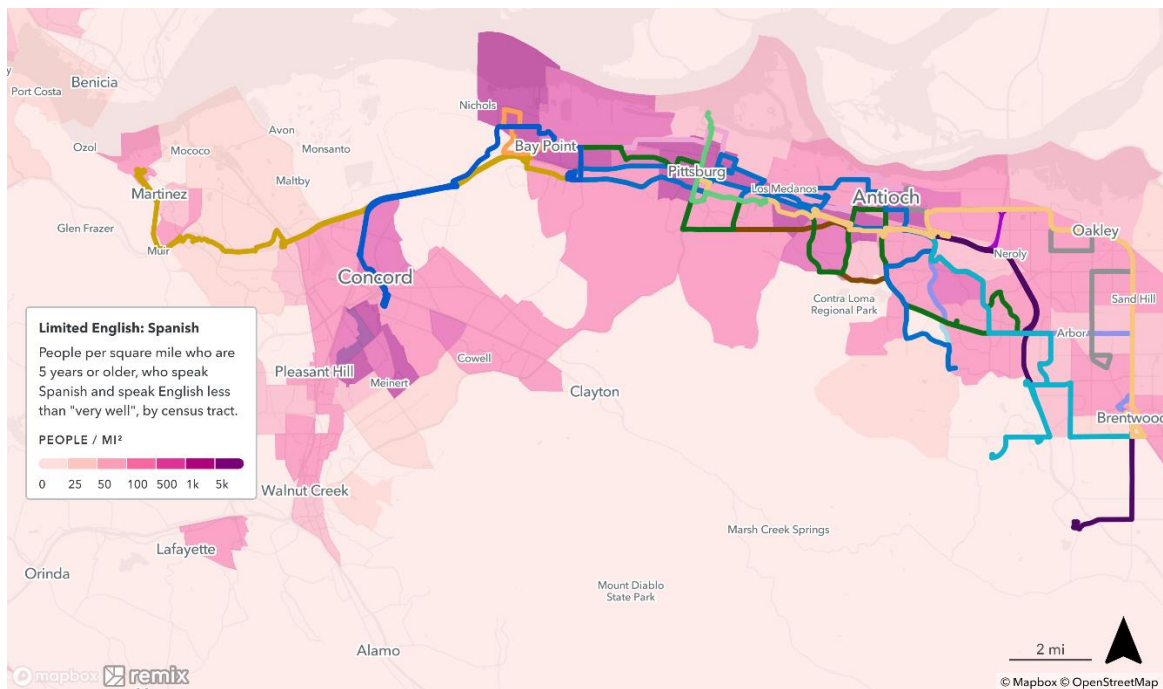
## Limited English Proficiency map- All LEP languages

(Map from Remix)



## Limited English Proficiency map- Spanish language

(Map from Remix)



***Factor 2: The frequency with which LEP persons come into contact with the program.***

To determine the frequency these LEP populations come into contact with our services, ECCTA looked at the most recent fixed route ridership survey, which was performed in the Spring of 2019, the amount of active eligible paratransit riders that had indicated a preferred language other than English on their applications for service, and LanguageLine/staff interpreted calls. ECCTA focused on the aforementioned four languages (Spanish, Tagalog, Chinese and Vietnamese), as they would be the most likely language groups that would require language assistance.

**Fixed Route**

According to the ridership survey performed in 2019, passenger responses indicated that approximately 30.9% of weekday passengers spoke a language other than English at home. Of those weekday passengers who spoke a language other than English at home, 9.5% indicated they spoke English “less than well” and 1.3% spoke English “not at all”, for a total of 10.8%. 9.1% of the LEP weekday passengers speaking Spanish spoke English “less than well” and 1.7% “not at all”, for a total of 10.8%. 0% of passengers speaking Tagalog spoke English “less than well” or “not at all”, 0% of passengers speaking Chinese spoke English “less than well” or “not at all”, and 0% of passengers speaking Vietnamese spoke English “less than well” or “not at all”.

44% of weekend passengers spoke a language other than English at home. Of those weekend passengers who spoke a language other than English at home, 0% indicated they spoke English “less than well” and 1.3% spoke English “not at all”. 1.4% of the LEP weekend passengers speaking Spanish spoke English “not at all”, 0% of passengers speaking Tagalog spoke English “not at all”, 0% of passengers speaking Chinese spoke English “not at all”, and no weekend passengers indicated that they spoke Vietnamese.

**Paratransit**

When applying for eligibility to use ECCTA’s paratransit service, applicants are offered the option to indicate a primary language if other than English. While this does not mean that the applicant is an LEP individual, it is assumed that an LEP person would indicate their primary language on the eligibility application as other than English, especially if they speak English less than very well. This language is then noted in ECCTA’s scheduling software to indicate that this person may need translation services when being contacted about a paratransit ride.

ECCTA looked at all the active eligible users of its paratransit services and found that out of 3,359 paratransit passengers, 289 passengers indicated Spanish was their primary language, 75 passengers indicated Tagalog was their primary language, 13 passengers indicated Chinese was their primary language, and 6 passengers indicated Vietnamese was their primary language. Based on this information, 9% spoke Spanish as their primary language, 2% spoke Tagalog as their primary language, 0% spoke Chinese as their primary language, and 0% spoke Vietnamese as their primary language.

### **LanguageLine Calls/Staff Interpreted Calls**

ECCTA reviewed LanguageLine calls and staff interpreted calls received from June 2021 to June 2023. There were 2,404 LEP calls with 2,337 calls in Spanish, 2 calls in Tagalog, 1 call in Chinese, and 64 calls in Vietnamese. Based on this information, approximately 97% of the callers spoke Spanish as their primary language, 0% spoke Tagalog as their primary language, 0% spoke Chinese as their primary language, and 3% spoke Vietnamese as their primary language.

#### ***Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.***

DOT Guidance states, "The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual...providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

Transit services operated by ECCTA continue to play a vital role in the lives of many residents in eastern Contra Costa County. ECCTA's services serve major local commercial, employment, healthcare, education, and civic locations throughout Eastern Contra Costa County and include connections to the Bay Area Rapid Transit (BART), Central Contra Costa Transit Authority, and Western Contra Costa Transit Authority service areas that, in turn, reach most major job centers in the Bay Area. As such, for ECCTA riders, the importance of ECCTA's services are paramount.

#### ***Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.***

The DOT Guidance says, "A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns."

The majority of language assistance at ECCTA is provided via an over-the-phone interpretation service (currently LanguageLine translators translate the call into the caller's spoken language) through the ECCTA call center and administration office, and translation services by bi-lingual staff. ECCTA's website can be translated using the Google Translate button, which currently provides translations in more than 100 languages. At public meetings, interpreters can be requested in advance at no cost to the speaker. On the bus, interpretation may be provided by bi-lingual staff and all staff have access to language assistance cards that include the most frequently spoken languages in ECCTA's service area.



ECCTA currently provides resources to each LEP group while maintaining cost efficiency.

Resources may include, but are not limited to:

- Bilingual or multi-lingual staff members.
- Professional translation services (can be implemented quickly with minimal cost).
- Over-the-phone translation services through Language Line, which can be implemented quickly.
- Documents, brochures, and other media of less-essential importance shall be translated into the LEP language groups upon request.
- Information displays at community events where it is likely that significant numbers of LEP persons will attend shall be staffed by at least one person fluent in the identified language(s), if feasible.
- Oral translation services shall be provided upon request.
- Pictographs shall be provided whenever possible to instruct and depict necessary information and procedures.
- Any other translation request, provided it does not create an undue financial or administrative burden.

ECCTA translates the following vital documents:

- **Title VI Notice to Beneficiaries, Title VI Complaint Form, Title VI Complaint Procedures.** These printed and online vital documents are provided in English and in Spanish, and include a language assistance text block in all Safe Harbor languages. The online information may also be accessed using Google Translate.
- **Paratransit applications, paratransit eligibility documents.** These printed vital documents are provided in English and in Spanish, and include a language assistance text block in all Safe Harbor languages. Downloadable online paratransit applications are provided in English and in Spanish, and include a language assistance text block in all Safe Harbor languages.
- **Bus schedule.** This printed vital document is provided in English/Spanish and includes a language assistance text block in all Safe Harbor languages. Bus schedule information online may be accessed using Google Translate.
- **Service alerts.** The printed vital document is provided in English/Spanish and includes a language assistance text block in all Safe Harbor languages. Service alerts online may be accessed using Google Translate.

#### **Four-Factor Analysis Final Results**

The Four-Factor Analysis performed by ECCTA identified the top four LEP language groups spoken within ECCTA's service area: Spanish, Tagalog, Chinese, and Vietnamese.

**Spanish:** 25,884 persons, or 8.6%, within the population of ECCTA's service area are Spanish LEP persons. Additionally, when looking at the frequency with which Spanish LEP speakers interact with ECCTA (12.2% for fixed route and 9% for paratransit, 97% for LanguageLine calls), ECCTA will translate all vital documents into Spanish.

**Tagalog:** Tagalog LEP persons make up 1.4% of the total population within ECCTA's service area (4,285 persons). Additionally, when looking at the frequency with which Tagalog LEP speakers interact with ECCTA (0% for fixed route and 2% for paratransit, 0% for LanguageLine calls), ECCTA has determined that translation of vital documents into Tagalog is not warranted at this time. Tagalog is identified as a Safe Harbor language and the language assistance text block included on all vital documents includes Tagalog.

**Chinese:** Chinese LEP persons make up 1% of the total population within ECCTA's service area (3,078 persons). Additionally, given the frequency with which Chinese LEP speakers interact with ECCTA (0% for fixed route and 0% for paratransit, 0% for LanguageLine calls), ECCTA has determined that translation of vital documents into Chinese is not warranted at this time. Chinese is identified as a Safe Harbor language and the language assistance text block included on all vital documents includes Chinese.

**Vietnamese:** Vietnamese LEP persons make up less than 0.5% of the entire service area population (1,540 persons). Additionally, given the frequency with which Vietnamese LEP speakers interact with ECCTA (0% for fixed route and 0% for paratransit, 3% for LanguageLine calls), ECCTA has determined that translation of vital documents into Vietnamese is not warranted at this time. Vietnamese is identified as a Safe Harbor language and the language assistance text block included on all vital documents includes Vietnamese.

**The language assistance text block included on all vital documents:**

If information is needed in another language, please contact 1-925-754-4040.

Si necesita información en Español, llame al 1- 925-754-4040.

如果需要中文信息, 请致电 1-925-754-4040.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

(1-925-754-6622 is the contact number for Title VI Notice to Beneficiaries, Title VI Complaint Form, Title VI Complaint Procedures)

**Identifying LEP individuals who need language assistance**

ECCTA may identify an LEP person who needs language assistance through the following activities:

- If a customer speaks a language other than English, customer service language assistance is provided in person or over the phone;
- If a customer requests a paratransit application or in-person assessment in a language other than English or Spanish, the Accessible Services Department provides the language assistance and records and reports on the assistance provided;
- If bus operators or other front line staff identify language assistance needed, they provide the language assistance or connect the LEP passenger to customer service for language assistance using the language assistance card.

## **Language Assistance Measures**

Based on the results of the four-factor analysis, ECCTA provides translation of vital documents into Spanish. ECCTA provides a notice on vital documents stating “If information is needed in another language, please contact 1-925-754-4040” (1-925-754-6622 is the contact number for Title VI Notice to Beneficiaries, Title VI Complaint Form, Title VI Complaint Procedures). The statement is made in Spanish, Tagalog, Chinese, and Vietnamese.

Vital documents include:

- Title VI Public Notice, Title VI Complaint Form, Title VI Complaint Procedures
- paratransit applications, paratransit eligibility documents
- bus schedule
- service alerts

There are numerous language assistance measures available to LEP persons, including oral and written language services. ECCTA strives to assist an LEP person who needs language assistance via the following measures:

- Bilingual or multi-lingual staff members.
- Professional translation services.
- On-call translation services through LanguageLine or similar language translation service.
- Documents, brochures, and other media of less-essential importance shall be translated into the LEP language groups upon request.
- Information displays at community events where it is likely that significant numbers of LEP persons will attend shall be staffed by at least one person fluent in the identified languages, if feasible.
- Oral translation services shall be provided upon request.
- Pictographs shall be provided whenever possible to instruct and depict necessary information and procedures.
- Any other translation request, provided it does not create an undue financial or administrative burden.

## **Employee Training**

ECCTA staff are required to know their obligation to provide meaningful access to information and services for LEP persons. An effective LEP plan includes training to ensure that staff are informed about LEP policies and procedures, and that staff having contact with the public are trained to work effectively with the resources made available to them to assist LEP persons.

ECCTA has identified that bus operators, supervisors, dispatchers, route information, schedulers, customer service and administrators are most likely to come into contact with LEP persons.

Employees who work with the public shall periodically take part in training sessions to keep up to date on their responsibilities to LEP persons.

Training includes:

- Curriculum that educates staff on the Title VI requirements for providing meaningful access to services for LEP persons.
- Providing staff with procedures to be followed when encountering an LEP person, including how to communicate using the “I Speak” language assistance cards.
- LanguageLine (or similar language translation service) training for call center and administration staff.

### **Providing Notice to LEP Persons**

The availability of language assistance for LEP persons shall be posted in the following locations:

- Transit vehicles
- Transit website at [http://trideltatransit.com/title\\_VI.aspx](http://trideltatransit.com/title_VI.aspx)
- Public meeting agendas created by ECCTA

### **Monitoring and Updating the Language Assistance Plan**

ECCTA updates the Language Assistance Plan (LEP Plan) every three years as required by the Federal Transit Administration (FTA). ECCTA will continue monitoring and evaluating the effectiveness of its LEP Plan by:

- Analyzing census data as it becomes available to monitor demographic trends regarding LEP persons.
- Monitoring paratransit applications and LanguageLine (or other translation service) and staff Interpreted calls to determine which LEP populations are most frequently interacting with ECCTA’s transit services.
- Reviewing complaints.
- Updating the Language Assistance Plan every three years in accordance with FTA regulations.

All Language Assistance Plan changes are subject to approval by the ECCTA Board of Directors.

The Language Assistance Plan shall be made available to the public at the following locations:

- Any person may request the Language Assistance Plan by calling the Compliance Manager: 1-925-754-6622, by email: [CivilRights@eccta.org](mailto:CivilRights@eccta.org), by mail or in person: ECCTA Administration Office, 801 Wilbur Avenue, Antioch, CA 94509, and shall be provided a copy of the plan at no cost.
- A link to ECCTA’s Title VI Program which includes the LEP Plan is provided online at <http://trideltatransit.com/civil-rights.aspx>

**Contact Information**

Questions or comments regarding the Language Assistance Plan may be submitted to:

Eastern Contra Costa Transit Authority

Compliance Manager

801 Wilbur Avenue

Antioch, CA 94509

(925) 754-6622

(925) 757-2530 (fax)

[CivilRights@eccta.org](mailto:CivilRights@eccta.org)

## **Membership of Non-Elected Boards and Committees**

ECCTA currently has no boards or committees that are non-elected. All board members are appointed to ECCTA by each member of the JPA.

## **Monitoring of Subrecipients for Title VI Compliance**

ECCTA does not have any subrecipients for Federal Transit Administration funding.

## **Facility Equity Analysis**

ECCTA does not have any facility equity analysis.



## System-wide Service Standards and Policies

Title VI guidelines require the adoption of system-wide service standards and policies. System-wide service standards and policies ensure that service design and operation practices do not result in discrimination on the basis of race, color, or national origin.

The required standards address:

*Vehicle load for each mode:* Generally expressed as the ratio of passengers to the total number of seats on a vehicle, relative to the vehicle's maximum load point.

*Vehicle headways for each mode:* The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.

*On-time performance for each mode:* A measure of runs completed as scheduled.

*Service availability for each mode:* A general measure of the distribution of routes within an agency's service area.

The required policies address:

*Distribution of transit amenities for each mode.* Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public.

*Vehicle assignment for each mode.* Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the agency's system.

At the June 24, 2015 ECCTA Board of Directors meeting, the following service standards and policies were approved. The June 24, 2015 Board Agenda is located in Appendix D.

### **Vehicle Headways**

All established routes\* shall operate on a minimum headway of at least one during the hour for the routes span of service with the following exceptions:

1. Commuter service (limited stop service that is limited to peak periods)
2. Routes that do not meet the current productivity guidelines.
3. Routes that had trips with less than 5 passengers per trip and the trip was discontinued.
4. Routes that have more than 1.5 miles between stops.
5. Routes that have more than 1.5 miles between stops due to ADA bus stop accessibility standards.
6. Routes that operate school days only.

\*An established route is defined as three years from the start of service

**Service Availability**

1. 40% of all census tracts shall have fixed route service that operates on a minimum of one hour headways as defined by Vehicle Headways.
2. 40% of all census tracts shall have fixed route service that operates on a minimum of thirty minute headways during peak periods as defined by Vehicle Headways.
3. 40% of all census tracts shall have fixed route service with at least one hour headways on weekends/holidays as defined by Vehicle Headways.

**Distribution of Transit Amenities**

The distribution of transit amenities including benches, shelters, and trash cans should be no less than 1 amenity per directional route mile. The exceptions are commuter service routes, routes that have more than 1.5 miles between stops, and routes that are operated school days only.

**Transit Amenity Placement**

All amenities in place as of May 27, 2015 shall be grandfathered into the service standards. New placement shall follow the standards:

- Shelters shall not be placed at stops with less than 41 average boardings/alightings per day or at locations that will not comply with ADA standards.
- Benches will not be placed at stops with less than 15 average boardings/alightings per day or at locations that will not comply with ADA standards.
- Trash receptacles will not be placed at stops with less than 25 average boardings/alightings per day or at locations that will not comply with ADA standards.

**Vehicle Assignments**

Revenue vehicles are assigned to routes on a rotating basis. All routes except Route 381 are interlined so buses assigned to a block will be used on all routes. Route 381 is not interlined because it is the only route that has headways and trip length that are efficient without interlining. Buses are not assigned to a particular route therefore buses are evenly distributed throughout the entire service area on a random basis. 70% of all route blocks shall include at least two different routes.

At the September 23, 2020 ECCTA Board of Directors meeting, the following standards were approved. The September 23, 2020 Board Agenda and associated resolution are located in Appendix E.

<b>Service Evaluation Standards</b>	<b>Red Flags</b>	<b><u>Goal</u></b>
Vehicle load factor (fixed route per peak period trip) <sup>5</sup>	.100 3.6 pax	.750 27 pax
On-time performance (fixed route and paratransit)	Less than 90%	95.1%

<sup>5</sup> These values represent the average vehicle load factor of each route.

## Monitoring Program Results

ECCTA is required to monitor the performance of its transit system relative to system-wide service standards and policies, not less than every three years, to remain compliant with Title VI requirements. ECCTA conducts an analysis to compare the level of service provided to predominately minority areas with the level of service provided to predominately non-minority areas to ensure the end result of policies and decision-making is equitable. If ECCTA determines, based on the monitoring activities, that prior decisions have resulted in a disparate impact on the basis of race, color, or national origin, ECCTA shall take corrective action to remedy the disparities to the greatest extent possible. Per FTA C 4702.1B, a minority transit route means a route that has at least 1/3 of its total revenue mileage in a census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. ECCTA's routes are currently all designated as minority transit routes with the exception of Route 202x.

The results of ECCTA's monitoring, as of September 2023 are found below.

### Vehicle Load

Average Passenger Capacity	AM				Midday				PM Peak			
	Eastbound		Westbound		Eastbound		Westbound		Eastbound		Westbound	
Minority Routes	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load
200x	.053	1.9	.061	2.2	.067	2.4	.075	2.7	.067	2.4	.067	2.4
201x	.108	3.9	.178	6.4	.167	6.0	.125	4.5	.133	4.8	.119	4.3
300x	.058	2.1	.064	2.3	.081	2.9	.064	2.3	.100	3.6	.056	2.0
379	.061	2.2									.111	4
380	.236	8.5	.214	7.7	.344	12.4	.400	14.4	.211	7.6	.244	8.8
381	.067	2.4	.075	2.7	.108	3.9	.111	4	.081	2.9	.081	2.9
383	.131	4.7	.067	2.4	.083	3.0	.069	2.5	.089	3.2	.097	3.5
385	.100	3.6	.078	2.8	.108	3.9	.100	3.6	.106	3.8	.108	3.9
384	.094	3.4	.086	3.1	.094	3.4	.094	3.4	.108	3.9	.136	4.9
387	.192	6.9	.181	6.5	.211	7.6	.228	8.2	.200	7.2	.164	5.9
388	.178	6.4	.164	5.9	.217	7.8	.233	8.4	.186	6.7	.172	6.2
389	.119	4.3			.122	4.4			.111	4.0		
390			.089	3.2					.114	4.1		
391	.133	4.8	.169	6.1	.178	6.4	.183	6.6	.156	5.6	.147	5.3
395	.067	2.4			.056	2.0			.058	2.1		
380 Sat	.225	8.1	.206	7.4	.258	9.3	.294	10.6	.236	8.5	.264	9.5
380 Sun	.225	8.1	.211	7.6	.225	8.1	.256	9.2	.203	7.3	.222	8.0

381 Sat	.122	4.4	.069	2.5	.122	4.4	.103	3.7	.103	3.7	.100	3.6
381 Sun	.083	3.0	.069	2.5	.111	4.0	.089	3.2	.089	3.2	.100	3.6
388 Sat	.119	4.3	.156	5.6	.178	6.4	.211	7.6	.192	6.9	.181	6.5
388 Sun	.131	4.7	.136	4.9	.150	5.4	.178	6.4	.142	5.1	.167	6.0
389 Sat	.142	5.1			.106	3.8			.125	4.5		
389 Sun	.122	4.4			.147	5.3			.117	4.2		
391 Sat	.147	5.3	.175	6.3	.158	5.7	.181	6.5	.175	6.3	.181	6.5
391 Sun	.158	5.7	.169	6.1	.139	5.0	.175	6.3	.156	5.6	.147	5.3
395 Sat	.089	3.2			.092	3.3			.083	3.0		
395 Sun	.092	3.3			.081	2.9			.092	3.3		
<b>Non-Minority Routes</b>												
202x	.050	1.8	.044	1.6	.044	1.6	.039	1.4	.047	1.7	.125	4.5

### Vehicle Headway

			Frequency (in minutes)		
Route	Description	Minority	Peak	Off Peak	Hours of Service
<b>Express Route</b>					
200x (vehicle headway exception #4)	Martinez / Pittsburg	Yes	60	60	6:20 a.m. – 6:04 p.m.
201x (vehicle headway exception #4)	Pittsburg-Bay Point BART / Concord BART	Yes	30	60	5:39 a.m. – 7:41 p.m.
202x	Brentwood Park & Ride / Los Medanos College Brentwood	No	2 trips during peak	1 trip during peak	7:31 a.m. - 5:24 p.m.
300x	Brentwood Park & Ride / Antioch BART	Yes	15	30	3:59 a.m. – 10:00 p.m.
<b>Weekday Routes</b>					
380	Pittsburg-Bay Point BART / Antioch BART	Yes	30	60	3:51 a.m. – 11:30 p.m.
381	Pittsburg Marina / Los Medanos College	Yes	15	30	7:00 a.m. - 6:20 p.m.
383	Blue Goose Park / Antioch BART	Yes	60	60	5:08 a.m. - 6:49 p.m.
384	Brentwood Park & Ride / Antioch BART	Yes	60	60	5:34 a.m. - 8:07 p.m.

385	Antioch BART / Brentwood Park & Ride	Yes	60	60	6:09 a.m. - 8:14 p.m.
387	Antioch BART / Pittsburg-Bay Point BART	Yes	30	60	4:43 a.m. - 12:16 a.m.
388	Pittsburg-Bay Point BART / Kaiser Antioch Medical Center	Yes	30	60	4:59 a.m. - 11:45 p.m.
389	Pittsburg-Bay Point BART / Bay Point	Yes	60	60	6:36 a.m. – 4:21 p.m.
390 (vehicle headway exception #1)	Antioch BART / Pittsburg-Bay Point BART	Yes	30	60	4:39 a.m. – 8:31 p.m.
391	Brentwood Park & Ride / Pittsburg Center BART	Yes	30	60	4:03 a.m. - 1:28 a.m.
<b>School Day Routes</b>					
379 (vehicle headway exception #6)	Antioch BART / Kaiser Antioch Medical Center	Yes	1 trip each peak	N/A	7:51 a.m. - 3:50 p.m.
<b>Saturday and Sunday/Holiday Routes</b>					
380	Pittsburg-Bay Point BART / Antioch BART	Yes	60	60	5:49 a.m. – 12:31 a.m.
381	Pittsburg Marina / Los Medanos College	Yes	60	60	7:00 a.m. – 10:48 p.m.
388	Pittsburg-Bay Point BART / Kaiser Antioch Medical Center	Yes	60	60	7:33 a.m. - 12:27 a.m.
389	Pittsburg-Bay Point BART / Bay Point	Yes	60	60	7:00 a.m. – 10:39 p.m.
391	Brentwood Park & Ride / Pittsburg Center BART	Yes	60	60	6:24 a.m. – 9:45 p.m.
395	Streets of Brentwood / Antioch BART	Yes	60	60	9:22 a.m. – 7:49 p.m.

**On-Time Performance (by individual route)**

FY22-23		Annual Totals		Minority
Route	Timepoints	#	%	
200x	% Early	242	2.58	Yes
	% On Time	7,542	80.39	
	% Late	1,282	13.66	
	% Very Late	316	3.37	
201x	% Early	118	0.64	Yes
	% On Time	15,931	85.92	
	% Late	2,053	11.07	
	% Very Late	439	2.37	
202x	% Early	10	0.72	No
	% On Time	1,202	86.85	
	% Late	140	10.12	
	% Very Late	32	2.31	
300x	% Early	139	0.44	Yes
	% On Time	27,862	87.37	
	% Late	3,390	10.63	
	% Very Late	498	1.56	
379	% Early	2	0.44	Yes
	% On Time	295	64.41	
	% Late	141	30.79	
	% Very Late	20	4.37	
380	% Early	1,440	1.32	Yes
	% On Time	87,024	80.07	
	% Late	16,214	14.92	
	% Very Late	4,005	3.69	
381	% Early	117	0.60	Yes
	% On Time	17,472	90.30	
	% Late	1,503	7.77	
	% Very Late	257	1.33	
383	% Early	100	0.58	Yes
	% On Time	14,549	84.09	
	% Late	2,302	13.31	
	% Very Late	350	2.02	
384	% Early	43	0.37	Yes
	% On Time	10,136	86.30	
	% Late	1,286	10.95	
	% Very Late	280	2.38	

<b>385</b>	% Early	<b>96</b>	<b>0.52</b>	<b>Yes</b>
	% On Time	<b>15,063</b>	<b>81.60</b>	
	% Late	<b>2,834</b>	<b>15.35</b>	
	% Very Late	<b>466</b>	<b>2.52</b>	
<b>387</b>	% Early	<b>859</b>	<b>14.87</b>	<b>Yes</b>
	% On Time	<b>38,529</b>	<b>83.86</b>	
	% Late	<b>5,273</b>	<b>11.48</b>	
	% Very Late	<b>1,281</b>	<b>2.79</b>	
<b>388</b>	% Early	<b>1,162</b>	<b>1.49</b>	<b>Yes</b>
	% On Time	<b>58,671</b>	<b>75.12</b>	
	% Late	<b>14,742</b>	<b>18.87</b>	
	% Very Late	<b>3,529</b>	<b>4.52</b>	
<b>389</b>	% Early	<b>176</b>	<b>1.58</b>	<b>Yes</b>
	% On Time	<b>10,021</b>	<b>89.98</b>	
	% Late	<b>805</b>	<b>7.23</b>	
	% Very Late	<b>135</b>	<b>1.21</b>	
<b>390</b>	% Early	<b>137</b>	<b>1.42</b>	<b>Yes</b>
	% On Time	<b>7,451</b>	<b>77.13</b>	
	% Late	<b>1,855</b>	<b>19.20</b>	
	% Very Late	<b>217</b>	<b>2.25</b>	
<b>391</b>	% Early	<b>333</b>	<b>0.59</b>	<b>Yes</b>
	% On Time	<b>41,859</b>	<b>74.25</b>	
	% Late	<b>12,303</b>	<b>21.82</b>	
	% Very Late	<b>1,880</b>	<b>3.33</b>	
<b>709*</b>	% Early	<b>0</b>	<b>0.00</b>	<b>Yes</b>
	% On Time	<b>291</b>	<b>63.40</b>	
	% Late	<b>159</b>	<b>34.64</b>	
	% Very Late	<b>9</b>	<b>1.96</b>	
<b>395</b>	% Early	<b>18</b>	<b>0.49</b>	<b>Yes</b>
	% On Time	<b>2,754</b>	<b>75.43</b>	
	% Late	<b>695</b>	<b>19.04</b>	
	% Very Late	<b>184</b>	<b>5.04</b>	
	% Early	<b>4,992</b>	<b>1.13</b>	<b>% Early</b>
	% On Time	<b>356,652</b>	<b>80.60</b>	<b>% On Time</b>
	% Late	<b>66,977</b>	<b>15.14</b>	<b>% Late</b>
	% Very Late	<b>13,898</b>	<b>3.14</b>	<b>% Very Late</b>

\*BART early bird service

**Service Availability**

<b>Census Tracts</b>	<b>Census Tracts with 60 Min Headways</b>	<b>Census Tracts with 30 Min Headways during Peak Periods</b>	<b>Census Tracts with 60 Min Headways on Weekends/Holidays</b>
63	63	47	49
% Meet Criteria	100%	74.60	77.78

<b><u>Tract #</u></b>	<b><u>Hourly</u></b>	<b><u>30m Peak</u></b>	<b><u>60m Wknd/Hol</u></b>
3020.05	Yes	Yes	Yes
3020.06	Yes	Yes	Yes
3020.07	Yes	Yes	Yes
3020.09	Yes	Yes	Yes
3020.13	Yes	Yes	Yes
3020.14	Yes	No	No
3031.04	Yes	Yes	Yes
3031.05	Yes	Yes	Yes
3031.06	Yes	Yes	Yes
3031.07	Yes	Yes	Yes
3032.02	Yes	No	Yes
3032.04	Yes	No	Yes
3032.06	Yes	No	No
3032.07	Yes	Yes	Yes
3032.08	Yes	No	Yes
3032.09	Yes	No	Yes
3032.10	Yes	No	No
3032.11	Yes	No	No
3040.01	Yes	No	No
3050.00	Yes	Yes	Yes
3060.02	Yes	Yes	Yes
3060.03	Yes	Yes	Yes
3060.04	Yes	Yes	Yes
3071.01	Yes	Yes	Yes
3071.02	Yes	Yes	Yes
3072.01	Yes	Yes	Yes
3072.02	Yes	Yes	Yes
3072.04	Yes	Yes	Yes
3072.05	Yes	Yes	Yes
3080.01	Yes	Yes	Yes
3080.02	Yes	Yes	Yes
3090.00	Yes	Yes	Yes
3100.00	Yes	Yes	Yes



<u>Tract #</u>	<u>Hourly</u>	<u>30m Peak</u>	<u>60m Wknd/Hol</u>
3110.00	Yes	Yes	Yes
3120.00	Yes	Yes	Yes
3131.02	Yes	Yes	Yes
3131.04	Yes	Yes	Yes
3131.05	Yes	Yes	Yes
3132.03	Yes	Yes	Yes
3132.04	Yes	Yes	Yes
3132.05	Yes	Yes	Yes
3132.06	Yes	Yes	Yes
3141.02	Yes	Yes	Yes
3141.03	Yes	Yes	Yes
3141.05	Yes	Yes	Yes
3141.06	Yes	Yes	Yes
3142.00	Yes	No	Yes
3150.00	Yes	No	No
3160.00	Yes	No	No
3170.00	Yes	No	No
3180.00	Yes	No	No
3200.04	Yes	No	No
3211.01	Yes	No	No
3280.00	Yes	Yes	No
3310.00	Yes	Yes	No
3551.09	Yes	Yes	Yes
3551.10	Yes	Yes	Yes
3551.11	Yes	Yes	Yes
3551.18	Yes	Yes	Yes
3551.19	Yes	Yes	Yes
3551.20	Yes	Yes	Yes
3552.01	Yes	Yes	Yes
3552.02	Yes	Yes	No
<b>Count</b>	<b>63</b>	<b>47</b>	<b>49</b>
<b>%</b>	<b>100.00</b>	<b>74.60</b>	<b>77.78</b>

**Distribution of Transit Amenities**

ECCTA has the following amenities system-wide:

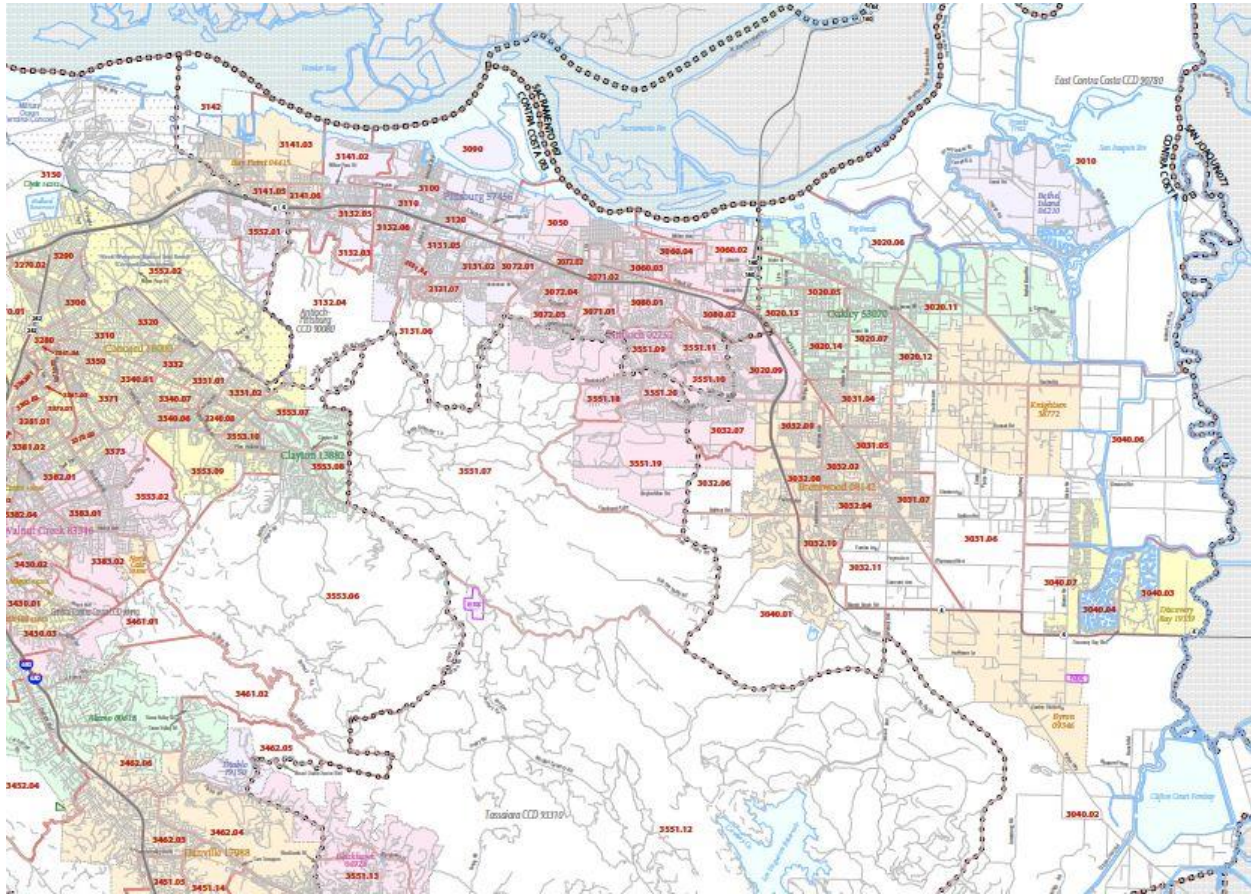
<b>Amenity</b>		
<b>Bench</b>	<b>Shelter</b>	<b>Trash Can</b>
<b>260</b>	<b>91</b>	<b>132</b>

Total of amenities: 483

Total system directional route miles: 295.62

Amenity per directional route mile: 1.63

## 2020 Census Tract Map for Contra Costa County



### **Conclusions**

ECCTA is aware that it is not meeting the service standard for on-time performance. As a solution for this deficiency in on-time performance, ECCTA will be working with a consultant on a comprehensive operational analysis. ECCTA has issued the RFP and anticipates awarding the contract in February 2024. ECCTA is confident the comprehensive operational analysis will improve on-time performance as ECCTA's existing services and how the services are functioning will be reviewed to explore opportunities to increase ridership, enhance service efficiency and increase cost effectiveness.

ECCTA is also aware that it is not meeting the service standard for vehicle load. ECCTA's ridership is below the ridership level prior to the start of the pandemic. ECCTA's planned comprehensive operational analysis will provide ECCTA with additional information on how to re-configure the system to build ridership. As part of the process for the comprehensive operational analysis, service standards, productivity guidelines, and objectives, measures and standards will be re-evaluated.

ECCTA is meeting its service standard/policy for vehicle headway, service availability, distribution of transit amenities, and vehicle assignments.

## Major Service Change Policy

The Major Service Change 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 May 16, 2016. Following a public participation process, a minor update was made to the Major Service Change Policy to reflect the length of time the Title VI Circular allows for experimental or emergency service changes and fare changes, and was approved at the February 26, 2020 ECCTA Board of Directors meeting. The February 26, 2020 Board Agenda and associated resolution are located in Appendix F.

For ECCTA's public participation process, the public is notified of a public meeting or a public hearing. For individuals unable to attend the public meeting or public hearing, ECCTA's website ([www.TriDeltaTransit.com](http://www.TriDeltaTransit.com)) communicates information about the Major Service Change Policy. Individuals are able to comment by email, telephone, mail, or in-person.

### ***Major Service Change Policy***

ECCTA is committed to meeting the public transit needs of East County residents. To ensure this, ECCTA will provide an opportunity for a public hearing prior to making a final decision on any increase to the basic fare structure or any major service change.

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 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.

## 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. At the February 26, 2020 ECCTA Board of Directors meeting, the existing approved Disparate Impact and Disproportionate Burden Policy was re-affirmed. Appendix F includes the February 26, 2020 Board Agenda and associated resolution.

For ECCTA's public participation process, the public is notified of a public meeting or a public hearing. For individuals unable to attend the public meeting or public hearing, ECCTA's website ([www.TriDeltaTransit.com](http://www.TriDeltaTransit.com)) communicates information about the Disparate Impact and Disproportionate Burden Policy. Individuals are able to comment by email, telephone, mail, or in-person.

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 riders, defined as minority or low-income populations or riders. A finding of disparate impact or disproportionate burden would indicate to ECCTA that it may need to take additional steps before implementing any major service change or fare change to avoid, minimize or mitigate the disparate impact or disproportionate burden.

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.

There are two sources of data for demographic analysis of proposed changes: U.S. Census data and ECCTA on-board passenger survey data. When ECCTA uses on-board passenger survey data to analyze potential impacts, the ridership of the affected route(s) will be compared to the entire ridership of the fixed route system. When no passenger survey data is available, ECCTA will rely on U.S. Census data.

### ***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 in a service 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 service decreases is greater than 10 percentage points above the percentage of the protected population system wide.

- For benefits or service increases, a disparate impact or disproportionate burden will occur when the protected population impacted by service benefits is less than 10 percentage points below the percentage of the protected population system wide.

The following is an example of ECCTA’s disparate impact or disproportionate burden analysis:

In this example 71.6 percent of the population that would be impacted by two service decreases are classified as minority, while 37.3 percent of the population are classified as low-income. The system-wide average of minority populations is 68.2 percent, while the system-wide average of low-income populations is 31.8 percent.

	Average Riders	Percent Minority	Average Minority Riders
Line A (route eliminated)	800	70.0%	560
Line B (frequency reduced)	950	73.0%	694
Total	1750	71.6%	1254
		Percent Low-Income	Average Low-Income Riders
		40%	320
		35%	333
		37.3%	653
System-wide Average		68.2%	31.8%
Difference		3.4%	5.5%
Greater than 10%?		NO	NO

In this example, no disparate impact or disproportionate burden is considered to exist, as neither of the differences between the system-wide percentages and the protected class percentages equals more than ten (10) percent.

If a disparate impact and/or a disproportionate burden are found when considering a fare change or a major service change, ECCTA will take steps to avoid, minimize, or mitigate these impacts. If, however, ECCTA is unable to reduce these impacts in any way, pursuant to FTA Circular 4702.1B, ECCTA will be able to show that it has substantial legitimate justification for the proposed change and that there are no alternatives serving the same legitimate objectives that would have less of an impact on the protected classes involved.

## Service and Fare Equity Analyses

ECCTA uses the policies in the Title VI Program and the most recent U.S. Census data and on-board passenger survey data to monitor its system and conduct analyses of proposed fare and service changes.

Since the previous Title VI Program submission in 2021, ECCTA conducted a Bus Route Evaluation and Redesign Service and Fare Equity Analysis. ECCTA also conducted a COVID-19 Temporary Service Changes Service Equity Analysis.

### Service and Fare Equity Analysis

- **Bus Route Evaluation and Redesign Service and Fare Equity Analysis**

The service and fare equity analysis for the Bus Route Evaluation and Redesign is located in Appendix A. ECCTA conducted a service and fare equity analysis to ensure that the proposed bus route redesign did not result 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 service equity analysis, the proposed bus route redesign did not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. The fare equity analysis concluded that the transition to the new fare structure did not result in a disparate impact to minority passengers or a disproportionate burden to low-income passengers.

- **COVID-19 Temporary Service Changes Service Equity Analysis**

On April 19, 2020 ECCTA implemented changes to service in response to changing travel patterns and significantly reduced staffing levels due to the COVID-19 pandemic. Since April 19, 2020, ECCTA brought back service when resources allowed and temporarily restored full service on July 4, 2021. With emergency related temporary transit service changes still in effect twelve months after service reductions were introduced in April 2020, ECCTA conducted a service equity analysis of its COVID-19 temporary service changes as of April 2021 to be responsive to the FTA's requirement that changes in effect longer than twelve months be subject to such an analysis.

The COVID-19 Temporary Service Changes Service Equity Analysis is located in Appendix B. A service equity analysis was conducted to ensure that COVID-19 temporary service changes did not result 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 service equity analysis, the COVID-19 Temporary Service Changes did not place a disproportionate burden on low-income riders or a disparate impact on minority riders.

- **Paratransit Mobile Fare Payment Type Elimination- Fare Equity Analysis**

ECCTA conducted a fare equity analysis to evaluate the effects of the paratransit mobile fare payment elimination and to determine if the change created a Disparate Impact on minority paratransit passengers or a Disproportionate Burden on low-income paratransit passengers.

Based on the fare equity analysis, ECCTA determined that elimination of the ECCTA Mobile Ticket App did not create a Disparate Impact on minority paratransit passengers, but did create a Disproportionate Burden on low-income paratransit passengers. ECCTA performed additional outreach to paratransit Mobile Ticket App customers to mitigate the Disproportionate Burden.

The fare equity analysis for the Paratransit Mobile Fare Payment Type Elimination is located in Appendix C.

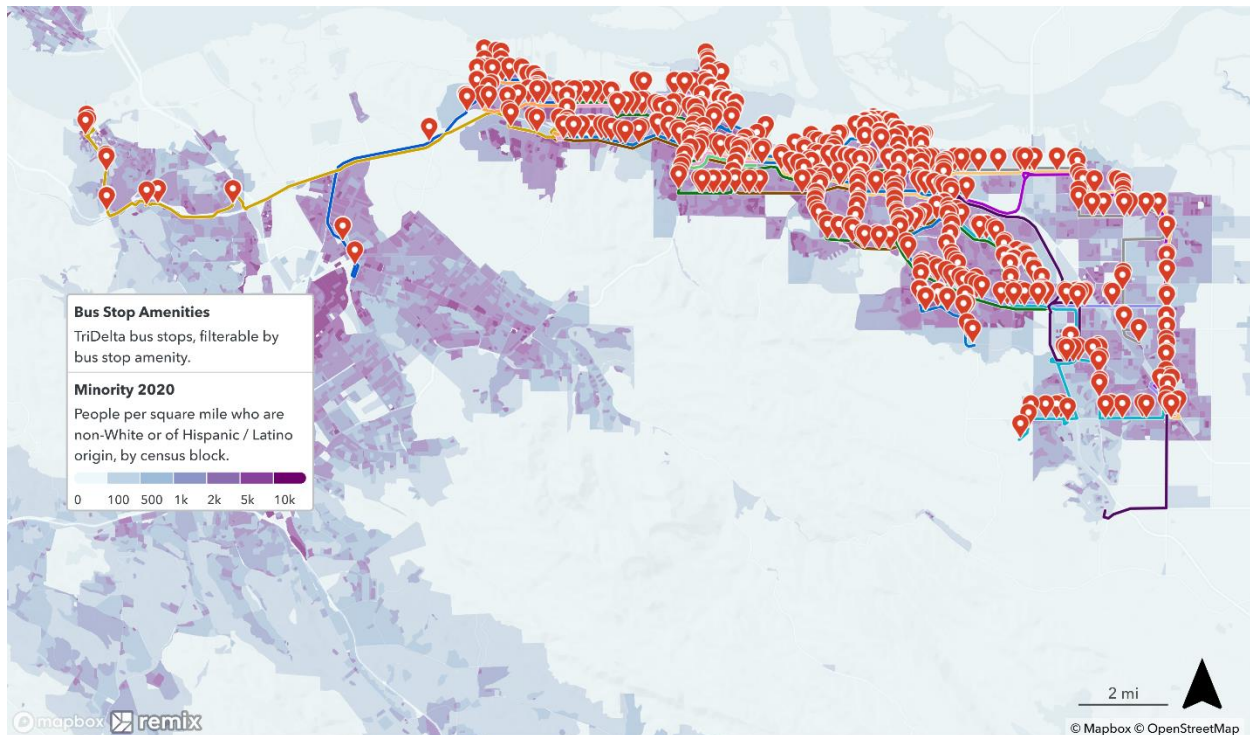


## Demographic and Service Profile Maps

Graphic depictions, via Remix Title VI software, of the demographics of ECCTA's service area with overlays pertaining to minority, poverty, and LEP populations within ECCTA's service area can be found on pages 58 through 60. Remix is a proprietary geospatial data analysis that uses Geographic Information System (GIS) mapping software customized for ECCTA. Remix uses a fixed set of census block groups from a Shapefile ECCTA provided to Remix.

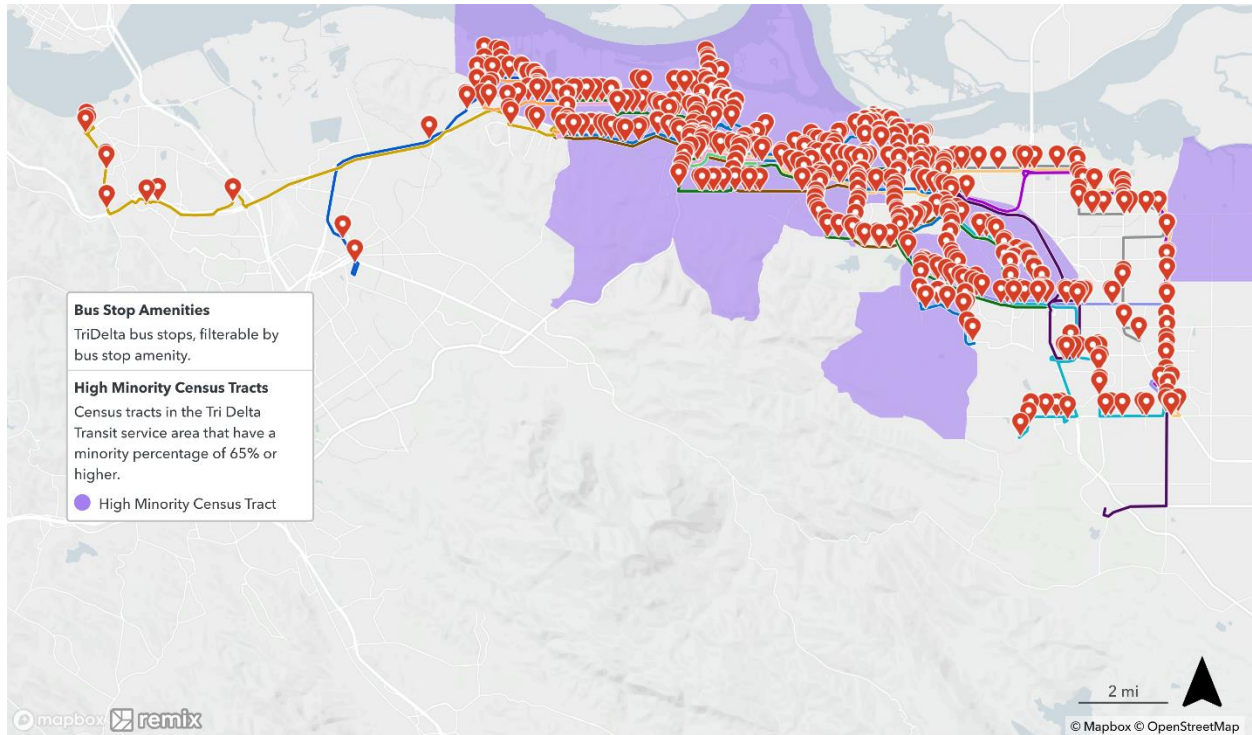
### Map 1: Base Map

Map 1 is a base map of ECCTA's service area that overlays census blocks depicting minority populations with transit routes, bus stops, and bus shelters displayed. Map 1 data is from Remix.



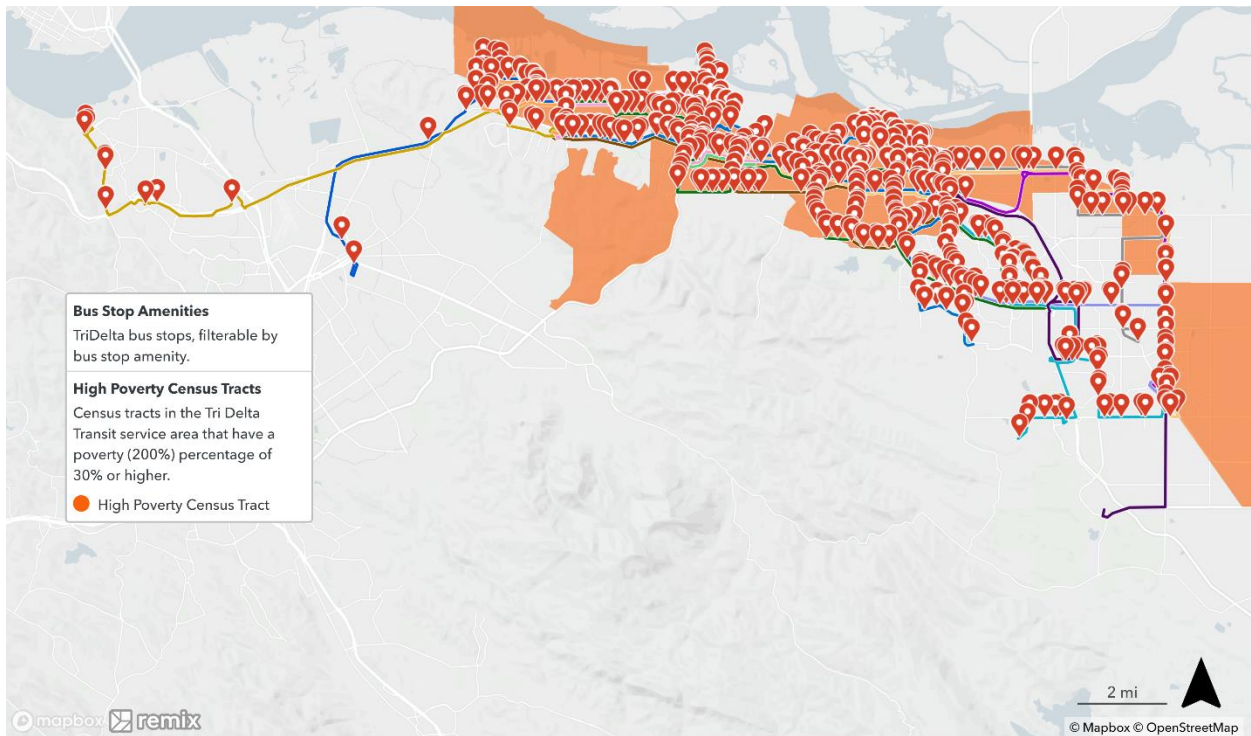
## Map 2: Minority Population

Map 2 shows the census blocks where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations in the service area as a whole. The map also shows all transit routes, bus stops and bus shelters. Map 2 data is from Remix.



### Map 3: Low-Income Population

Map 3 is similar to Map 2, but instead of portraying the minority demographics of the ECCTA service area, it shows the census blocks where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole. The map also shows all transit routes, bus stops and bus shelters. “Low-income” is defined as a household income of less than 200% the federal poverty level. Map 3 data is from Remix.



## Demographics and Travel Patterns of ECCTA Passengers

Due to the COVID-19 pandemic, the Metropolitan Transportation Commission (MTC) delayed performing on-board passenger surveys for transit agencies within its jurisdiction for two years, which required MTC to push the schedule for transit agency on-board passenger surveys further out. MTC decided to perform a high-level survey to re-baseline ridership trip and demographics of the region's transit agencies with a Snapshot Survey from the Fall of 2023 to the Spring of 2024. ECCTA is participating in the Snapshot Survey. Because MTC is two years behind in performing on-board passenger surveys for transit agencies within its jurisdiction, MTC plans to perform ECCTA's next Title VI on-board passenger survey in 2027. Therefore, ECCTA is using data from the most recent on-board passenger survey conducted by MTC in the Spring of 2019.

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 customer was able to select their language choice for the survey and Spanish speaking interviewers were also available to administer surveys.

Per Title VI regulations, the survey collected information on the race, color, national origin, English proficiency, language spoken at home, household income and travel patterns of passengers to develop a demographic profile. The survey also collected demographic information on fare usage by fare type amongst minority users and low-income users, in order to assist with fare equity analysis.

### Transit Trip Characteristics

The following bullets describe Tri Delta Transit passengers' transit trips:

#### *Weekday*

- 35% of all weekday passengers' trips surveyed were home-to-work or work-to-home trips. Half of all transit passenger trips (55.3%) surveyed were either home-to-other (non-work) or other-to-home (non-work). 10% of all transit passengers' trips were non-home-based type trips.
- 91% of transit passengers responding to the survey reported walking to access transit. About 2% reported personal bike to transit. 6% reported driving alone or being dropped off by someone – not a service.
- More than 80% of all weekday passengers had trips that did not require any transfers on any system routes to complete their one-way trip. About 16% of passengers required a one or two system transfer. Transfer percentages were based on the unlinked expansion.
- Majority of weekday passengers (84.5%) paid the adult fare for their one-way trip. About 8% of weekday passengers paid for the senior fare.

#### *Weekend*

- 39% of all weekend passengers' trips surveyed on the weekend routes were home-to-work or work-to-home trips. Half of all transit passenger trips (56.8%) surveyed were either home-to-other (non-work) or other-to-home (non-work). Less than 5% of all transit passengers' trips were non-home-based type trips.

- Most weekend passengers reported walking to access transit (96.1%). About 2% reported personal bike to transit.
- Most weekend passengers had trips that did not require any transfers on any system routes to complete their one-way trip (95.8%). Transfer percentages were based on the unlinked expansion.
- Most weekend passengers (92.8%) paid the adult fare for their one-way trip. About 5% of weekend passengers paid for the senior fare.

### **Transit Passenger Profile**

The following bullets describe Tri Delta Transit passengers' demographics:

#### *Weekday*

- Nearly 60% of weekday passengers are employed.
- 70% of weekday passengers are currently not a student. About one-fifth of passengers (18.2%) are either full- or part-time college/university students.
- Nearly two-thirds of weekday passengers (65.7%) are between 18 and 50 years of age, with 43% being between 18 and 34 years of age.
- The race/ethnicity of weekday passengers are: 39.3% Black/African American, 27.9% Latino/Hispanic, 27.8% White, 5.9% Asian, 2.8% American Indian/Alaska Native, 2% Native Hawaiian/Pacific Islander and 1.4% "Other".
- More than one-third of weekday passengers report an annual household income below \$25,000 (37%) and nearly half of passengers (48.5%) reported an annual household income of between \$25,000 and \$75,000.

#### *Weekend*

- Nearly two-thirds of weekend passengers (65.2%) are employed.
- Most weekend passengers are currently not a student (84.7%).
- Over half of weekend passengers (55.5%) indicated their age is between 18-34. 43% of weekend passengers are 35 or over.
- The race/ethnicity of weekend passengers are: 38.2% Latino/Hispanic, 32.1% Black/African American, 25.1% White, 4.9% Asian, 1.2% Native Hawaiian/Pacific Islander, 1% American Indian/Alaska Native and 0.7% "Other".
- More than one-third of weekend passengers report an annual household income below \$25,000 (39.3%) and half of passengers (52.1%) reported an annual household income of between \$25,000 and \$75,000.

The 2019 on-board passenger survey is located in Appendix G.

**Appendix A- Bus Route Evaluation and Redesign Service and Fare Equity Analysis**



Tri Delta Transit  
**BUS ROUTE EVALUATION AND REDESIGN**  
**Proposed Service & Fare**  
**Equity Analysis**

October 2021





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# 1 Introduction

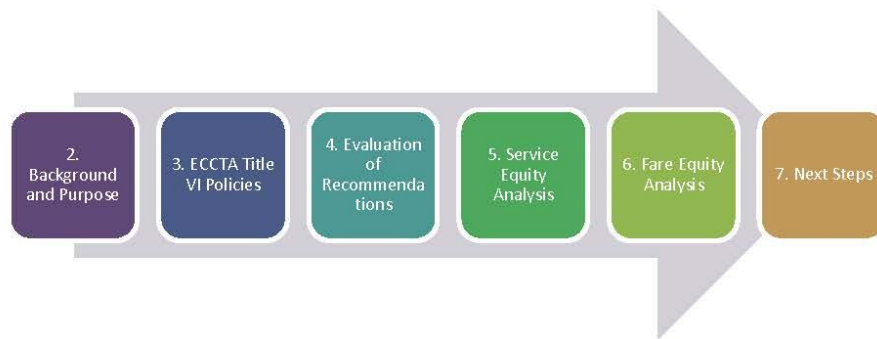
The East Contra Costa Transit Authority (ECCTA) was formed in 1977 as a joint Powers Agency consisting of the cities of Antioch, Brentwood, Pittsburg, and the county of Contra Costa. Oakley was incorporated as a city and joined in 1999. ECCTA operates fixed-route and paratransit service under the name Tri Delta Transit (TDT) and contracts with a private company, First Transit, for the operation of buses.

In response to various transportation improvements within TDT’s service area including the addition of the microtransit service - Tri MyRide, the new Los Medanos College campus in Brentwood, and the construction of a Park & Ride lot in the City of Oakley, a new route structures plan was developed with recommendations to improve service efficiencies and increase ridership while accommodating the existing and emerging needs of the transit users. This report includes service and fare equity analysis to determine whether a disparate impact or a disproportionate burden will result from proposed fare changes and major service changes in comparison to the baseline service and fare equity.

The service and fare equity analysis included in this report complies with Federal Transit Administration (FTA)’s Title VI Requirements and Guidelines, as detailed in FTA Circular 7202.1B and ECCTA’s 2021 Title VI Program. The impacts were evaluated cumulatively by service change and service type.

## Report Organization

The remainder of the report is organized in the following chapters:



## 2 Background and Purpose

TDT currently operates 14 local bus routes Monday – Friday, five local bus routes on weekends, door-to-door bus service for senior citizens and people with disabilities, on-demand rideshare services, and shuttle services to community events. The TDT bus system is primarily structured as a feeder service to the BART network and provides connections to local destinations. The current transit network structure is a hub-and-spoke where the routes converge at focal points such as BART stations and Park & Ride lots to facilitate transfers.

While the TDT service is oriented towards coverage, there are routes with 15-minute headways in peak periods with more direct service. Overall, there is a balance in consideration to ridership versus coverage and peak service versus all-day service.

To address various existing and emerging transportation needs with a broader goal of improving service efficiencies and increasing ridership, a system redesign effort was undertaken to develop a new route structure plan with recommended changes in the near-term that improve service efficiencies, and mid to long-term improvements that address emerging needs of transit users.

### Recommendations from the New Route Structures Plan

The following improvements are recommended to improve the overall efficiency and reliability of the TDT system to meet existing and future needs. The recommendations are presented in *Table 1* as near-term (12 months), mid-term (13-24 months), and long-term (25-48 months).

The near-term recommendations that are included in the equity analysis and are highlighted in the chart. The near-term improvements that are not included in the analysis are either not applicable for the analysis or TDT has decided not to implement those strategies this fiscal year. Mid and long-term improvements are also not included in the analysis.

**Table 1: Near, mid, and long-term recommendations**

Recommendation	Near-Term 12M	Mid-Term 13-24M	Long-Term 25-48M	Included in Equity Analysis
<b><i>Recommendations to provide service to new destinations</i></b>				
<b><i>Recommendation 1: Service type, route, stop, and fare changes to #300</i></b>	X			Yes

Recommendation	Near-Term 12M	Mid-Term 13-24M	Long-Term 25-48M	Included in Equity Analysis
<i>Recommendation 2:</i> Route and stop changes to #383	X			Yes
<i>Recommendation 3:</i> Route and stop changes to #391	X			Yes
<i>Recommendation 4:</i> Route and stop changes to #393	X			Yes
<i>Recommendation 5:</i> New route #202	X			Yes
<b><i>Recommendations to fill gaps in service</i></b>				
<i>Recommendation 1:</i> Tri MyRide service corridor connecting Antioch BART station to include Oakley Park & Ride and new housing developments on E. Cypress Road, Summer Lakes housing and Bethel Island.	X			Yes
<i>Recommendation 2:</i> New Tri MyRide service Zone C (phase 2) to include Discovery Bay and Brentwood Park & Ride.		X		No
<i>Recommendation 3:</i> Partnership with Uber, Lyft, and local taxi company (United Taxi) to offer discounts on non-paratransit, shared rides within the Tri MyRide service areas.		X		No
<b><i>Recommendations to improve service performance</i></b>				
<i>Recommendation 1:</i> Pilot an all-door boarding project on buses serving routes #380, #387, #391, #381, and #388.		X		No
<i>Recommendation 2:</i> Provide on-demand service on weekends			X	No
<i>Recommendation 3:</i> On-board USB charging		X		No

Recommendation	Near-Term 12M	Mid-Term 13-24M	Long-Term 25-48M	Included in Equity Analysis
<b>Recommendation 4:</b> Improvements to TDT website	X			No
<b>Recommendation 5:</b> Add naming designation for Express routes	X			Yes
<b>Recommendation 6:</b> Adjust schedules or on-time performance goals based on the implementation of Connection Protection and post-COVID conditions	X			No
<b>Recommendation 7:</b> Consider a smaller bus fleet when replacing the existing bus fleet.			X	No
<b>Recommendation 8:</b> Pilot macrotransit project using existing bus fleet and bus stop infrastructure to provide on-demand service		X		No
<b>Recommendations to address user requests and needs</b>				
<b>Recommendation 1:</b> Coordinate the schedule of TDT routes connecting BART stations with the latest BART schedules	X			No
<b>Recommendation 2:</b> Route #380 - Additional EB late-night trip	X			No
<b>Recommendation 3:</b> Expand existing Tri MyRide zone or establish new Zone B (phase 2) to include Prewett Ranch Rd. Brentwood Blvd., and Streets of Brentwood.		X		No
<b>Recommendation 4:</b> Route #388 - Eliminate School St. and Chester Dr. loop for EB and WB trips after 5:00 pm	X			No

Recommendation	Near-Term 12M	Mid-Term 13-24M	Long-Term 25-48M	Included in Equity Analysis
<b>Recommendation 5:</b> Expand existing Tri MyRide Antioch zone or establish new zones to include Route #390 route on Hillcrest Avenue and Lone Tree Way	X			Yes
<b>Recommendation 6:</b> Route #393 - Route deviation within one mile to accommodate user-requested detours	X			No
<b>Recommendation 7:</b> Route #394 – Two additional late-night trips	X			No
<b>Recommendation 8:</b> Eliminate weekend-only routes and incorporate Saturday and Sunday service into existing non-commute centered weekday routes.	X			Yes
<b>Recommendation 9:</b> Extend existing Tri MyRide Antioch zone to include the Kaiser Sand Creek facility	X			Yes
<b>Recommendation 10:</b> Establish a cooperative agreement with County Connection to serve Diablo Valley College in Pleasant Hill		X		No
<b>Recommendations for Tri MyRide service</b>				
<b>Recommendation 1:</b> Expand existing Pittsburg/Bay Point Zone (phase 1).	X			Yes
<b>Recommendation 2:</b> Establish new service Zone D (phase 3).			X	No
<b>Recommendations for emerging trends</b>				
<b>Recommendation 1:</b> Route along Wilbur Ave. and E. 18 <sup>th</sup> St. is recommended for the testing of the		X		No

Recommendation	Near-Term 12M	Mid-Term 13- 24M	Long-Term 25- 48M	Included in Equity Analysis
autonomous pilot project within the proposed Tri MyRide service Zone A.				
<b>Recommendation 2:</b> Participate and provide input in the development of Dynamic Personal Mass Transit project in East Contra Costa County.			X	No
<b>Recommendation 3:</b> Work with CCTA to integrate TDT network into regional MOD app.			X	No
<b>Recommendation 4:</b> Implement germicidal lighting to disinfect bus surfaces.	X			No

### Need for Service and Fare Equity Analysis

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 that receives federal financial assistance comply with the requirements of Title VI of the 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.

A service and fare equity analysis is needed to evaluate the proposed service and fare changes included in *Table 1* to ensure that the changes comply with the requirements of Title VI of the of the 1964 Civil Rights Act.

### 3 ECCTA Title VI Policies

ECCTA's Title VI program provides policy, procedure, and data analysis to comply with guidelines issued by the FTA of the United States Department of Transportation (USDOT) to implement Title VI of the 1964 Civil Rights Act.

#### Major Service Change Policy

ECCTA adopted its Title VI program in February 2008 and updated its Title VI Major Service Change Policy in February 2020 to reflect guidelines from the FTA Title VI Circular 4702.1B. ECCTA will provide an opportunity for a public hearing prior to making a final decision on any increase to the basic fare structure or any major service change.

The following defines a major service change or fare change, with exceptions noted:

- A transit route is added or eliminated; or
- 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
- 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.

Some exceptions exist to the major service change definition:

1. Standard seasonal variations in service.
2. Experimental or 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 12 months or less without an equity analysis being completed.
3. Changes to a route with productivity that is 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.
4. Restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination and those minor deviations do not exceed the requirements of exceptions one (1) through three (3) above.

## Disparate Impact and Disproportionate Burden Policy

As required by FTA Title VI Circular 4702.1B, ECCTA developed a Disparate Impact and Disproportionate Burden policy for use in the assessment of proposed major service changes or fare changes. This policy was adopted by the ECCTA Board of Directors on April 22, 2015, and reaffirmed at the February 26, 2020, Board of Directors Meeting.

A disparate impact is when a facially neutral policy or practice disproportionately affects members of a group identified by race, color, or national origin. A disproportionate burden is when a neutral policy or practice disproportionately affects low-income populations more than non-low-income populations. If a disparate impact or disproportionate burden is found, ECCTA may take additional steps before implementing any major service or fare change to avoid, minimize, or mitigate creating that disparate impact or disproportionate burden.

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

- For adverse effects or service decreases, a disparate impact or disproportionate burden will occur when the protected population impacted by service decreases is greater than 10 percentage points above the percentage of the protected population system wide.
- For benefits or service increases, a disparate impact or disproportionate burden will occur when the protected population impacted by service benefits is less than 10 percentage points below the percentage of the protected population system wide.
- For fare changes, a fare equity analysis will be performed, comparing the percent change in average fare by fare media for protected and non-protected riders. Should the difference between the protected and non-protected riders be greater than 10 percent, a disparate impact or disproportionate burden will be considered to exist.



## 4 Evaluation of Recommendations

The recommendations included in the new route structures plan are based on existing and emerging transit user needs as indicated by the review of demographics, growth potential in the area, comprehensive route analysis and input from public outreach. The recommendations that qualify as a major service change or a fare change are identified in this section and are included in the service and fare equity analysis. Additionally, a high-level analysis was conducted to understand the elasticity of transit ridership with respect to the changes included in the recommendations.

### Major Service and Fare Change Assessment

Each fixed route with proposed service changes included in the near-term recommendations was evaluated to determine if the change should be considered a major service change. Fiscal Year 2020 data from July 2019 to February 2020 for fixed routes was used as the baseline route statistic in this evaluation. A major service change exists if (1) a route is added or eliminated; (2) revenue miles change by more than 25 percent; or (3) if a routes path is altered more than 40 percent.

Routes #200, #201 and #300 will undergo a naming designation change to indicate that the routes are express routes. This change does not qualify as a major service change. In addition to the change in naming designation, route #300 will be changed from a local route to an express route. This change does not qualify as a major service change. However, fare equity analysis is required with the fare change that accompanies the route classification change to an express route.

As shown in *Table 2*, the proposed changes that qualify as major service changes are the addition of a new route #202 and replacement of weekend routes with existing non-commute centered weekday routes.

FTA Circular 4702.1B defines any non-fixed route system transporting individuals with advanced scheduling including services provided by public entities, non-profits, and private providers as demand response service. However, there are no equity analysis requirements listed for demand response systems. ECCTA's major service policy and disparate impact and disproportionate burden policy do not address equity analysis requirements for demand response system. For this analysis, new service zones and expansion of the existing Tri MyRide service zones are considered major service changes.

The fixed-route, near-term improvements will fill the gaps in existing transit user needs while improving service performance without much of an increase in the number of buses and/or

service hours. However, additional fleet and drivers will be needed for the expansion of Tri MyRide service which is greatly needed to meet the changing demands of riders.

**Table 2: Major Service Change Assessment**

Route	Existing		Proposed		Major Service Change Assessment			
	Daily Revenue Miles	One-Way Trip Length	Daily Revenue Miles	Daily Revenue Hours	Route Added/ Eliminated	Revenue Miles Difference	Route Alteration	Major Service Change
<b>Weekday</b>								
200	296.76	14.84	296.76	14.84	No	0%	0%	No
201	428.06	10.97	428.06	15.35	No	0%	0%	No
202	0	0	426.2	33.4	Yes	100%	100%	Yes
300	510.66	11.1	510.66	11.1	No	0%	0%	No
383	329.42	13.17	345.94	13.83	No	5%	5%	No
391	1037.0	20.33	1026.0	20.11	No	-1%	-1%	No
<b>Weekend</b>								
392-Sat	883.14		0	0	Yes	100%	100%	Yes
393-Sat	419.99		0	0	Yes	100%	100%	Yes
394-Sat	438.31		0	0	Yes	100%	100%	Yes
396-Sat	143.75		0	0	Yes	100%	100%	Yes
396-Sat	414.97		0	0	Yes	100%	100%	Yes
380-Sat	0	0	890.87	26.2	Yes	100%	100%	Yes
381-Sat	0	0	149.24	4.39	Yes	100%	100%	Yes
388-Sat	0	0	803.81	23.64	Yes	100%	100%	Yes
389-Sat	0	0	143.04	4.36	Yes	100%	100%	Yes
391-Sat	0	0	691.27	20.33	Yes	100%	100%	Yes
392-Sun	825.9	623	0	0	Yes	100%	100%	Yes
393-Sun	398.6	214	0	0	Yes	100%	100%	Yes
394-Sun	438.6	338	0	0	Yes	100%	100%	Yes
395-Sun	142.6	30	0	0	Yes	100%	100%	Yes
396-Sun	380.8	217	0	0	Yes	100%	100%	Yes
380-Sun	0	0	890.87	26.2	Yes	100%	100%	Yes
381-Sun	0	0	149.24	4.39	Yes	100%	100%	Yes
388-Sun	0	0	803.81	23.64	Yes	100%	100%	Yes
389-Sun	0	0	143.04	4.36	Yes	100%	100%	Yes
391-Sun	0	0	691.27	20.33	Yes	100%	100%	Yes

## Elasticity Models

In the context of transit ridership, elasticity can be defined as a measure of sensitivity of demand (ridership) relative to a particular variable. A single variable such as a service change or a price change could affect demand in the short term (6 months to a year), whereas multiple variables could affect demand in the long term. A detailed and cross elasticity model might be required for long-term planning however, a rough estimate of changes in ridership can be made with some proposed service and fare changes to facilitate short-term improvements.

**Transit Fare Elasticity:** Price elasticities have many applications in transportation planning. They can be used to predict the ridership and revenue resulting from changes in transit fares; they are used in modeling to predict how changes in transit service will affect vehicle traffic volumes and pollution emissions; they can help evaluate the impacts and benefits of mobility management strategies such as new transit services, road tolls and parking fees<sup>1</sup>.

Fare or price elasticities are the most commonly used elasticity models in transit planning and are used to show how a change in fare price affects transit ridership. They are measured using elasticities defined as the percentage change in consumption resulting from a one-percent change in price.

As shown in *Figure 1*, the equilibrium price and equilibrium quantity occur where the supply and demand curves cross. The equilibrium occurs where the quantity demanded is equal to the quantity supplied. If the price is below the equilibrium level, then the quantity demanded will exceed the quantity supplied. Excess demand or a shortage will exist. If the price is above the equilibrium level, then the quantity supplied will exceed the quantity demanded. In either case, economic pressures will push the price toward the equilibrium level<sup>2</sup>.

There are also other factors that can affect how price change influences ridership:

- User type: Transit dependent riders are generally less price sensitive than choice or discretionary riders
- Trip type: Commute trips vs non-commute trips
- Geography: Large cities vs smaller cities
- Type of price change: Transit fare or parking fee
- Direction of price change: Increase or decrease of price
- Time period: Near-term vs long-run
- Transit type: Bus or rail

A common rule of thumb for fare elasticities, the Simpson - Curtin rule, calculates that for every 3% fare increase, ridership decreases by 1%. The Simpson-Curtin rule, while useful for rough analysis, is considered too simplistic and outdated for detailed planning and modeling.

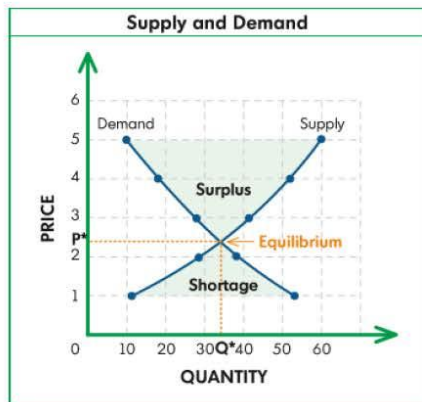


Figure 1: Supply and demand equilibrium

**Service Elasticities:** Service elasticities indicate how transit ridership is affected by transit service quality factors such as convenience, frequency, speed, and comfort (Kittleston & Associates, 2013; Phillips, Karachepone and Landis 2001; Greer and van Campen 2011). Pratt (1999) finds that new bus service in a community with no previous transit service typically achieves 3 to 5 annual rides per capita, with 0.8 to 1.2 passengers per bus-mile. The elasticity of transit service expansion (routes into new areas) is typically 0.6 to 1.0, meaning that for every 1% of additional transit vehicle-miles or vehicle-hours, ridership increases by 0.6-1.0%.

The elasticity of transit use with respect to transit service frequency (called a headway elasticity) averages 0.5, with greater effects where service is infrequent. There is wide variation in these factors depending on type of service, demographics, and geographic factors. For example, studies indicate that higher service elasticities often occur with new express transit service in university towns and in suburbs with rail transit stations to serve. Some increases in service result in minimal increases in ridership. Results from the cited studies indicate that an increase in service frequency tends to increase transit ridership more than a reduction in fare price. Studies also indicate that in general, it usually takes one to three years for new routes to reach their full ridership potential.

<sup>1</sup> <https://www.vtpi.org/tranelas.pdf>, pg.3

<sup>2</sup> <https://opentextbc.ca/principlesofeconomics/chapter/3-1-demand-supply-and-equilibrium-in-markets-for-goods-and-services/>.

### ***Estimated Changes in Demand from the Elasticity Perspective***

Utilizing the elasticity model and findings from the elasticity studies noted, a high-level assessment of the route restructure recommended near-term improvements is provided in this section. The assessments demonstrate the complexity of applying elasticities to singular changes in service or fares due to the fact that multiple factors influence the outcome.

***Express route #300:*** The only fare increase proposed in the near-term improvements is for route #300. This route offers a convenient connection between the Brentwood Park & Ride and Antioch BART station with a connection to the Oakley Park & Ride lot when it is operational. Route #300 is the fastest and most convenient way for transit commuters to travel between Brentwood and Antioch. With the service elasticities having a greater potential impact on ridership than the price elasticities, the reduction in ridership that is generally expected with a price increase may not occur. The proposed service improvements to #300 (reduction in bus stops, faster service, connection to Oakley Park & Ride) will increase user comfort and convenience and we expect the benefits of service improvements to outweigh any negative effect of a price increase.

***New route #202:*** This new route will serve the new Los Medanos College Brentwood Center in Brentwood. In order to establish ridership, it is recommended to begin the new route with limited service as the campus opens and classes shift from online to in-person. The route is not designed to pull riders from the surrounding area, but rather, draw riders to the Brentwood Park & Ride for service to a single primary destination - the campus. Using the transit service elasticity model to predict ridership for new service may not apply to route 202. Student attendance, the availability and price of student and staff parking, and shift to in-person classes over time will also have impacts on ridership. As is the case with any new route, it could take one to three years to realize the full ridership potential and ridership growth should align with growth in the student population and increases in daily trips.

***Expansion of Tri MyRide service:*** Expanding mobility-on-demand service in the Tri Delta Transit service area provides opportunity to serve more users in less dense areas and in the areas where it is not economically feasible to provide fixed-route transit service. As was referenced in the noted studies, an increase in ridership of 0.6-1.0% is expected with each 1% of additional transit vehicle-miles or vehicle-hours. However, since vehicle miles and hours for on-demand service are based on rider requests for service, not on a base level of service, the new service elasticity model is difficult to apply. Rider requests for service in both the recommended expansion zones and in the new corridor area are a good indicator of demand and potential ridership.

**Restructuring of weekend service:** Results from public outreach indicated that riders wanted weekend service to operate on existing weekday-only routes. Utilizing consistent routes to operate weekday and weekend service will greatly increase the comfort and convenience of the users and based on the comfort and convenience variables included in the elasticity model studies, operating consistent routes seven days a week has the potential to increase ridership even if service miles and hours are not added.

### **Elasticity Model – For Planning Purposes**

As explained in the previous section, there are various factors and variables that affect the demand and service performance variables. Each transit agency has unique geography, user characteristics, policies, and economic considerations that can alter price and service elasticities. While not always applicable to singular changes in fare or service, elasticity models could be beneficial to transit planners to effectively plan larger service and fare changes or be run annually to analyze how service and fare changes affect ridership.

The elasticity model could also help TDT with emerging technology strategies as it can help planners assess various elasticities and make adjustments, such as, but not limited to:

- Transitioning from traditional fixed-route transit to more mobility on demand
- Transitioning from larger buses to smaller buses and vans
- Building a personal microtransit network in collaboration with the private sector to complement existing route and other mobility options
- Building on the success of Tri MyRide for major destinations and BART stations
- Conducting fare analysis based on the outcome of an annual elasticity analysis

In addition to elasticity models, there are various multivariate econometric demand models that are used in transit planning. In general, the data that is needed to set up these models are:

- Monthly ridership data by day of the week, type of service and route
- Monthly revenue hours and miles by type of service and route
- Monthly service performance measure metric including on-time performance
- Historic fares
- Historic service changes
- Monthly historic employment by industry in the area.

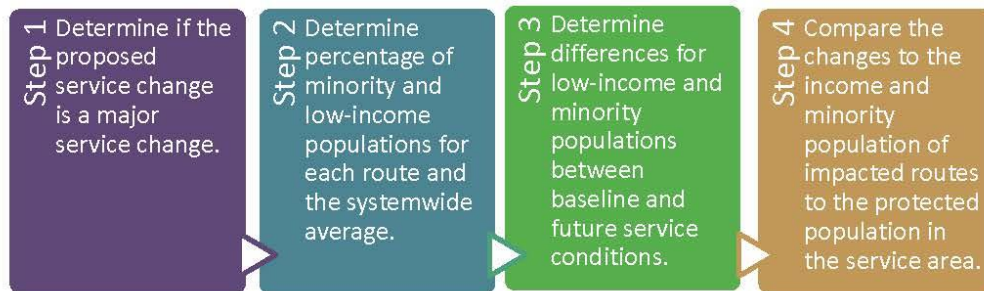
Except for the historic employment by industry in the area, the data needed to build an elasticity model is readily available to TDT.

## 5 Service Equity Analysis

The following section evaluates if the proposed major service changes will have a disparate impact and/or disproportionate burden on minority and/or low-income riders.

### Service Equity Data Analysis Methodology

The following steps were taken to determine if there is a disparate impact or disproportionate burden with major service changes.



#### **Step 1: Determine if a service change is a major change**

Based on major service change assessment in the previous section, the following changes are considered as major service changes that require service equity analysis:

1. New route #202
2. Replacement of weekend routes with existing non-commute centered weekday routes
3. New Tri MyRide service corridor A connecting the Antioch BART station, including the Oakley Park & Ride, and new housing developments on East Cypress Road, Summer Lakes housing and Bethel Island.
4. Expansion of existing Tri MyRide Antioch zone
5. Expansion of existing Tri MyRide Pittsburg/Bay Point zone

#### **Step 2: Determine percentages of minority and low-income populations**

The 2015-2019 American Community Survey 5-year estimates, which correspond to the data set used for the Remix Analysis was used to determine the percentage of minority and low-income populations for each route for the existing/baseline conditions. The same data set was used for routes with major service changes. *Table 3* shows the low-income and minority populations by route for the existing and proposed conditions. *Figure 2* through *Figure 5* show

the system route map, total population, low-income and minority population with 0.25-mile buffer at each bus stop overlay respectively.

This data is calculated using a 0.25-mile buffer around each bus stop. For minority populations and low-income populations, the census “block group” divisions are used. In the analysis, the number of transit trips serving each census division is calculated for both the baseline service and the future service. The change in service level is calculated for each census division by subtracting current total trips from future total trips, as shown:

$$\begin{array}{l} \text{Future trips available} \\ \text{within census division} \\ \text{(modified/planned bus routes)} \end{array} - \begin{array}{l} \text{Current trips available} \\ \text{within census division} \\ \text{(existing bus routes)} \end{array} = \begin{array}{l} \text{Change in service} \\ \text{by census division} \end{array}$$

Under the population method, the average percent change in service is calculated by assigning weights to each division’s individual percent change according to its population makeup. This is achieved by multiplying each division’s population by the percent change in that division, summing the results for all analyzed areas, and dividing the sum by the total population of the analyzed census divisions, as shown:

$$Avg \% \Delta = \frac{\sum Population_i \times Percent\ Change_i}{\sum Population_i}$$





**Table 3: Protected population percentages – Proposed Changes**

Route	Existing (Inbound)				Existing (Outbound)				Proposed (Inbound)				Proposed (Outbound)			
	Populati on (within ¼ mile)	Low Income	Minority	Trips (Annu ally)	Populati on (within ¼ mile)	Low Income	Minority	Trips (Annu ally)	Populati on (within ¼ mile)	Low Income	Minority	Trips (Annu ally)	Population (within ¼ mile)	Low Income	Minority	Trips (Annu ally)
202									1,303	33.5%	54.2%	765	1,008	35.6%	50.1%	765
392 (A)	59,089	38.1%	78.3%	1,705	58,105	37.9%	78.1%	1,595								
392 (B)	17,506	21.9%	70.7%	220	0			0								
393	18,474	31.2%	60.8%	1,815	18,118	30.8%	61.0%	1,815								
394	36,199	38.4%	78.2%	1,430	35,994	38.0%	78.3%	1,320								
395	3,318	16.3%	57.6%	1,210	0			0								
396 (A)	31,672	38.5%	84.4%	1,595	27,694	36.2%	84.0%	1,595								
396 (B)	20,387	36.6%	81.4%	220	20,035	36.7%	81.5%	110								
380									64,155	35.2%	76.5%	1,870	63,435	35.2%	76.6%	1,870
381									10,921	43.5%	83.3%	1,870	10,764	43.6%	83.5%	1,870
388									39,783	36.3%	77.7%	1,870	39,841	36.1%	77.9%	1,870
389									14,509	41.0%	89.5%	1,870	0			0
391									30,754	36.3%	67.6%	1,870	30,497	36.2%	68.2%	1,870

**Step 3: Changes between existing and proposed service**

To calculate the change borne by low-income and minority populations, the difference between existing and proposed fixed-route service is compared in *Table 4*.

**Table 4: Changes between existing and proposed fixed-route service**

Service Zone	People-Trips (Population X Trips)	Low-Income Populations -Trips	Minority Populations -Trips	Change Borne by Low Income	Change Borne by Minorities
202	1,767,915	608,175	926,415	34.4%	52.4%
392 (A)	-193,424,220	-73,517,010	-151,238,395	38.0%	78.2%
392 (B)	-3,851,320	-844,089	-2,721,620	21.9%	70.7%
393	-66,414,480	-20,591,348	-40,463,610	31.0%	60.9%
394	-99,276,650	-37,892,954	-77,659,230	38.2%	78.2%
395	-4,014,780	-654,954	-2,311,100	16.3%	57.6%
396 (A)	-94,688,770	-35,416,490	-79,746,810	37.4%	84.2%
396 (B)	-6,688,990	-2,449,376	-5,446,320	36.6%	81.4%
380	238,593,300	83,957,313	182,620,460	35.2%	76.5%
381	40,550,950	17,646,107	33,824,560	43.5%	83.4%
388	148,896,880	53,856,412	115,840,890	36.2%	77.8%
389	27,131,830	11,115,884	24,291,300	41.0%	89.5%
391	114,539,370	41,512,480	77,754,600	36.2%	67.9%
<b>Changes</b>	<b>103,121,035</b>	<b>37,330,152</b>	<b>75,671,140</b>	<b>36.2%</b>	<b>73.4%</b>

**Step 4: Comparison with protected population in the service area**

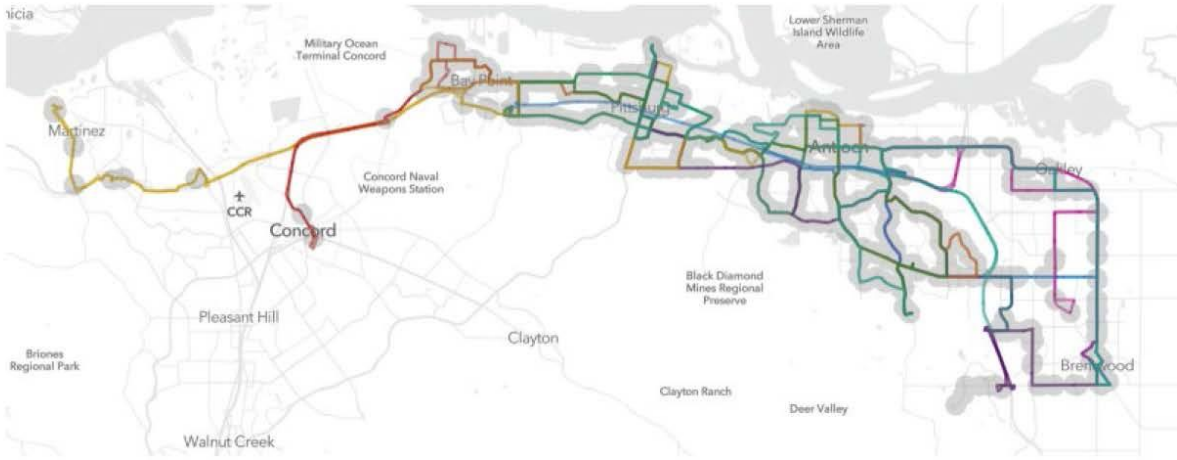
The change borne by low-income and minority populations with the protected group population in service area is compared in *Table 5*.

**Table 5: Comparison – Service Percent Difference**

	Low Income	Minority
Change borne by	36.2%	73.4%
Service area average	27.6%	65.5%
<b>Difference</b>	<b>8.6%</b>	<b>7.9%</b>

***Disparate and Disproportionate Burden – Fixed-Route Changes***

For fixed-route service changes, the percent difference for low-income and minority populations is less than the 10 percent threshold. Low-income and minority populations impacted by service increases is higher compared to the service area minority population. Therefore, on average, benefits impact protected groups more than non-protected groups.



**Figure 2 Tri Delta Transit System – 0.25-mile buffer**

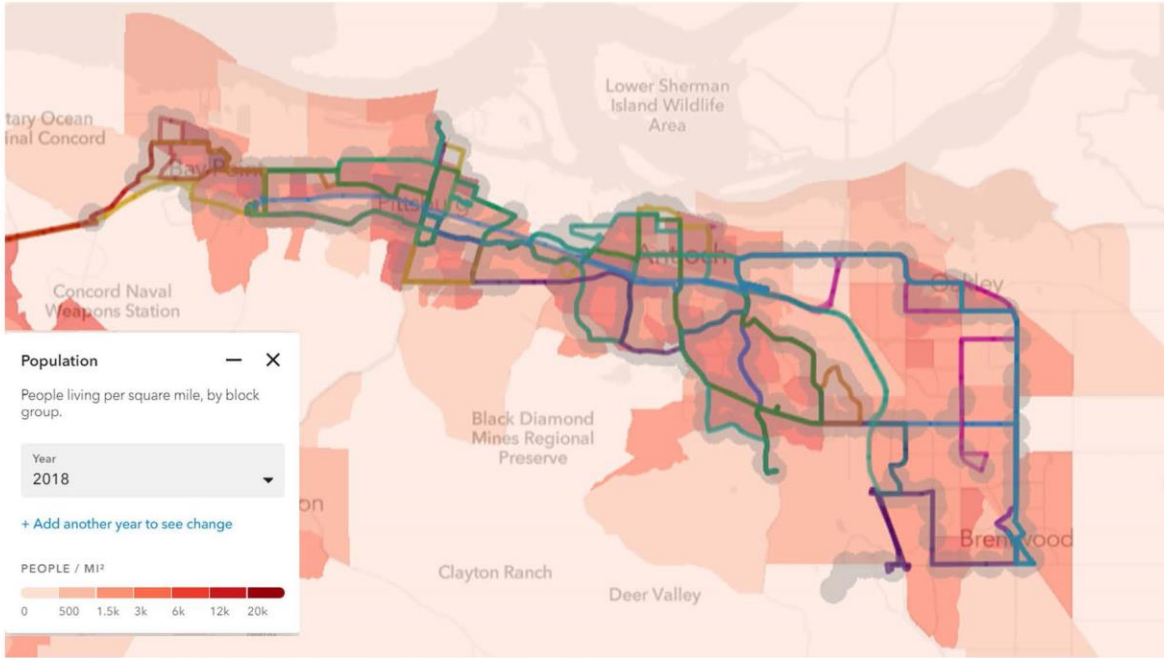


Figure 3 ECCTA Service Area Total Population with 0.25-mile buffer overlay



Figure 4 ECCTA Service Area Poverty with 0.25-mile buffer overlay



Figure 5 ECCTA Service Area Minority with 0.25-mile buffer overlay

## Service Equity Analysis – Tri MyRide

In 2019, an on-demand microtransit service, Tri MyRide, was launched as a pilot program in two neighborhoods primarily connecting commuters in underserved communities to and from Pittsburg/Bay Point and Antioch BART stations. The fare for Tri MyRide one-way trips starting or ending inside a single service zone is \$2.00. The pilot program was a success and TDT will be implementing the service as a long-term operation.

As the demand for Tri MyRide service is expanding to other areas, the system redesign effort explored identification of new Tri MyRide service zones. The following recommendations were made to expand the Tri MyRide service zones as near-term improvements:

1. Tri MyRide service corridor connecting the Antioch BART station to include the new Oakley Park & Ride and new housing developments on East Cypress Road, Summer Lakes housing and Bethel Island (Corridor A).
2. Expand the limits of the existing Tri MyRide Antioch zone to include the Kaiser Sand Creek facility and include #390 on Hillcrest Avenue and Lone Tree Way.
3. Expand the limits of the existing Tri My Ride Pittsburg/Bay Point zone.

This service equity analysis includes assessment of disparate impact and/or disproportionate burden on minority and/or low-income riders with the implementation of Tri MyRide service in the service zones included in the pilot program and the new and expanded service areas recommended in the system redesign effort. The summary of the service analysis assessment is of existing TMR service and proposed TMR service included in *Table 6* and *Table 7* respectively.

**Table 6: Service equity analysis summary – Existing Tri MyRide**

Service Zone	Minority	% Minority	Non-Minority	Diff	Low-Income	% Low-Income	Non-Low-Income	Diff
Existing Antioch Zone	14,768	71.0%	6,032	5.5%	3,536	17.0%	17,264	-10.6%
Existing Pittsburg/Bay Point Zone	4,368	78.0%	1,232	12.5%	616	11.0%	4,984	-16.6%
<b>Total</b>	<b>19,136</b>	<b>72.5%</b>	<b>30,194</b>	<b>7.0%</b>	<b>4,152</b>	<b>17.7%</b>	<b>22,248</b>	<b>-11.9%</b>
<b>Service Area</b>	<b>211,177</b>	<b>65.5%</b>	<b>111,126</b>		<b>88,930</b>	<b>27.6%</b>	<b>233,373</b>	

**Table 7: Service equity analysis summary – Proposed Tri MyRide**

Service Zone	Minority	% Minority	Non Minority	Diff	Low-Income	% Low-Income	Non-Low-Income	Diff
Corridor A (within ½ mile)	7,875	63.0%	4,625	-2.5%	4,250	34%	8,250	6.4%
Expanded Antioch Zone	33,840	72.0%	13,160	6.5%	10,340	22%	36,660	-5.6%
Expanded Pittsburg/Bay Point Zone	29,155	85.0%	5,145	19.5%	11,319	33%	22,981	5.4%
<b>Total</b>	<b>70,870</b>	<b>75.6%</b>	<b>22,930</b>	<b>10.0%</b>	<b>25,909</b>	<b>27.6%</b>	<b>67,891</b>	<b>0.03%</b>
<b>Service Area</b>	<b>211,177</b>	<b>65.5%</b>	<b>111,126</b>		<b>88,930</b>	<b>27.6%</b>	<b>233,373</b>	

**Disparate and Disproportionate Burden – Tri MyRide Changes**

For benefits or service increases, a disparate impact or disproportionate burden will occur when the protected population impacted by service benefits is less than 10 percentage points below the percentage of the protected population system wide.

Analysis results included in *Table 6* indicate that there is a disparate impact or disproportionate burden on low-income population with the existing Tri MyRide service zones. With the proposed changes to the Tri MyRide service zones (*Table 7*), there is no disparate impact or disproportionate burden on protected population either with Tri MyRide service in individual zones/corridor or when the zones are combined.



## 6 Fare Equity Analysis

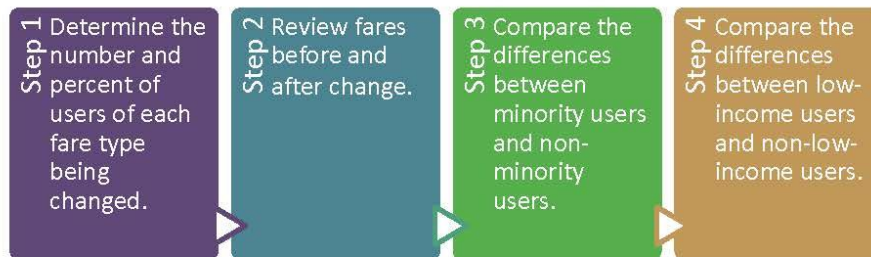
The following section evaluates if the proposed fare changes will have a disparate impact and/or disproportionate burden on minority and/or low-income riders.

### Route 300 Fare Increase

TDТ defines an express route as any route that have five or more miles of closed-door fixed route service. Classification of route #300 is being changed from a local route to an express route. With this change, the fare for Single Ride General Public will be increased from \$2.00 to \$2.50 and Single Ride Senior/Disabled passengers will be increased from 85¢ to \$1.25. Day passes for General Public and Senior/Disabled passengers are \$3.75 and \$1.75 respectively which are valid on all Tri Delta Transit buses except paratransit buses.

### Fare Equity Data Analysis Methodology

The following steps as listed in Chapter IV-19 of the Title VI Circular will be taken to determine if there is a disparate impact or disproportionate burden with fare changes. The thresholds included in the Disparate Impact and Disproportionate Burden Policy section will be used in the analysis.



#### Step 1: Number and percent of users per fare type

Data from the MTC's on-board OD survey was used to analyze the percentage of minority and low-income populations using each fare type. *Table 8* and *Table 9* show minority and low-income populations by each fare type, respectively. Annual ridership of route #300 as reported in ECCTA's 2020-2029 for fiscal year 2019 is 72,088.

**Table 8: Minority and low-income percentage by fare type**

Fare Type	Total Population Percent	Minority Percent	Non-Minority Percent	Low-Income Percent	Non-Low-Income Percent
<b>Fare Payment Type – One Way Trip</b>					
Adult	84.5%	61.01%	23.49%	63.54%	20.96%
Senior	7.6%	5.49%	2.11%	5.72%	1.88%
Disabled	5.9%	4.26%	1.64%	4.44%	1.46%
Other	2.0%	1.44%	0.56%	1.50%	0.50%

**Table 9: Minority and low-income population by fare type**

Fare Type	Minority Riders	Non-Minority Riders	Low-Income Riders	Non-Low-Income Riders
Adult	43,981	16,933	45,805	15,110
Senior/Disabled	7,029	2,703	7,324	2,408
Other	1,038	404	1,081	360

**Step 2: Review fares before and after change**

Assuming that the other fare type is passes, the fare change is applied only to Adult and Senior/Disabled user groups. *Table 10* shows the fares before and after change for route 300.

**Table 10: Fare increase information**

Fare Type	Current Fare	Future Fare	Change	% Change
Adult	\$2.00	\$2.50	\$0.50	20%
Senior/Disabled	\$0.85	\$1.25	\$0.40	32%
Other	Varies	Varies	\$0.00	0%

**Step 3: Difference between minority and non-minority users**

To determine whether a disparate impact will be created by this fare increase, the average fare increase is divided by the total average fare increase amount for both minority and non-minority riders to calculate average percent change of fare increase. As seen in the *Table 11*, the difference between percent change of minority and non-minority users is zero for each fare type.

**Table 11: Fare increase: minority and non-minority users**

Fare Type	Minority Users	% Change	Non-Minority Users	% Change	Difference in % Change
Adult	\$22,902	50%	\$7,555	50%	0%
Senior/Disabled	\$2,930	50%	\$963	50%	0%
Other	Varies	0%	Varies	0%	0%

**Step 3: Difference between low-income and non-low-income users**

To determine whether a disparate impact will be created by this fare increase, the average fare increase is divided by the total average fare increase amount for both low-income and non-low-income riders to calculate average percent change of fare increase. As seen in *Table 12*, the difference between percent change of minority and non-minority users is zero for each fare type.

**Table 12: Fare increase: low-income and non-low-income users**

Fare Type	Low-Income Users	% Change	Non-Low-Income Users	% Change	Difference in % Change
Adult	\$21,990	50%	\$8,467	50%	0%
Senior/Disabled	\$2,811	50%	\$1,081	50%	0%
Other	Varies	0%	Varies	0%	0%

**Disparate and Disproportionate Burden**

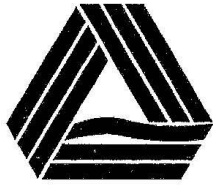
A disparate impact or disproportionate burden is considered to exist if the percent change in average fare by fare media/type is greater than 10 percent. Since the difference is less than 10 percent, a disparate impact or disproportionate burden does not exist for minority users and low-income users.

**7 Next Steps**

The next steps in the project are:

- Feedback on New Route Structures: Public outreach, stakeholder outreach and ECCTA’s Board of Directors presentation and outreach will be performed to solicit feedback on the proposed new route structures.

- Final Public Outreach: This effort will assist passengers with navigating the new system and new schedules.



# TRI DELTA TRANSIT

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

## RESOLUTION #211027D Bus Route Evaluation and Redesign

**Resolution #211027D authorizes staff to implement changes**

**WHEREAS**, route restructure and schedule changes are necessary to accommodate travel pattern changes associated with the imminent opening of the Oakley Park and Ride lot in Eastern Contra Costa County; and

**WHEREAS**, Eastern Contra Costa Transit Authority is recommending route restructuring and schedule changes; and

**WHEREAS**, one virtual public hearing was conducted and, due to the pandemic, comments were gathered via social media, Tri Delta Transit’s website, virtual community events, virtual intercept events, and during follow-up phone calls; and

**WHEREAS**, over 400 comments were submitted and taken into consideration when the proposed new routes and schedules were developed and designed to meet customer expectations; and

**WHEREAS**, a Title VI review was conducted on the proposed bus routes and schedules to evaluate if there would be a disparate impact on the basis of race, ethnicity, or national origin, or a disproportionate burden on low-income households.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #211027D authorizing the system redesign changes as outlined in the Advance Mobility Group report *Tri Delta Transit Bus Route Evaluation and Redesign* (draft October 2021) to take effect in February 2022.

PASSED AND ADOPTED THIS 27<sup>th</sup> day of October 2021, by the following votes:

### EASTERN CONTRA COSTA TRANSIT AUTHORITY

  
\_\_\_\_\_  
Key Gray, Chair

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

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

**Appendix B- COVID-19 Temporary Service Changes Service Equity Analysis**

# **Title VI Service Equity Analysis**

## ***COVID-19 Temporary Service Changes***

Eastern Contra Costa Transit Authority

February 2022

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## Agency Information

Eastern Contra Costa Transit Authority (ECCTA) was formed in 1976 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 demand response 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 15 local bus routes weekdays, 5 local bus routes on weekends and holidays, on-demand weekday shuttle service, and door-to-door bus service for senior citizens and people with disabilities.



ECCTA Weekday System Map

## Background and Purpose

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

The Federal Transit Administration's (FTA) Circular 4702.1B states that if "a temporary service addition or change lasts longer than twelve months, then FTA considers the service addition or change permanent and the transit

Title VI Service Equity Analysis - COVID-19 Temporary Service Changes

provider must conduct a service equity analysis if the service otherwise qualifies as a major service change” (Circular 4702.1B, Chapter IV-13).

Since ECCTA’s temporary service changes due to COVID-19 lasted longer than 12 months, to ensure compliance with federal and state civil rights regulations, including Title VI of the Civil Rights Act of 1964, ECCTA has performed this service equity analysis using FTA-approved methodology.

### **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 service equity analysis will use the following policies and thresholds to assess the impacts of the COVID-19 temporary service changes. The major service changes across multiple routes will be evaluated cumulatively in determining if a disparate impact and/or disproportionate burden exists.

#### *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. 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 service decreases 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 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.

ECCTA will assess whether the COVID-19 temporary service changes create a disparate impact on minority riders and/or a disproportionate burden on low-income riders using ECCTA's Disparate Impact and Disproportionate Burden Policy.

### **ECCTA and its Response to the COVID-19 Pandemic**

On March 17, 2020 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 due to the COVID-19 pandemic. The shelter in place was then extended until 11:59pm on May 3, 2020 and extended again until 11:59pm on May 31, 2020. Contra Costa County continued to experience a significant increase in community transmission and illness from COVID-19 and the Health Officer of Contra Costa County continued to impose additional restrictions on certain businesses and activities that were previously cleared for operation on July 11, 2020.

On April 19, 2020 ECCTA implemented changes to service in response to changing travel patterns and significantly reduced staffing levels due to the COVID-19 pandemic. Since April 19, 2020, ECCTA brought back service when resources allowed and temporarily restored full service on July 4, 2021. With emergency related temporary transit service changes still in effect twelve months after service reductions were introduced in April 2020, ECCTA conducted

a service equity analysis of its COVID-19 temporary service changes as of April 2021 to be responsive to the FTA's requirement that changes in effect longer than twelve months be subject to such an analysis.

ECCTA made service adjustments to respond to the COVID-19 State of Emergency to account for significant constraints on resources, specifically staff availability. ECCTA was unable to meet its pre-pandemic service demands and standards with a shortage of operators. When resources have allowed, ECCTA temporarily restored service to pre-pandemic service. However, the COVID-19 pandemic continues to affect staff availability which prohibits ECCTA from meeting pre-pandemic service levels.

Below is an overview of the COVID-19 related temporary service changes that were implemented between April 2020 and April 2021.

- **April 19, 2020-** In response to a steep drop in ridership and staff availability due to the COVID-19 State of Emergency, service adjustments were made.
- **November 8, 2020-** The majority of ECCTA's bus routes feed into the Bay Area Rapid Transit (BART) system. In response to BART adjusting service due to the COVID-19 State of Emergency, ECCTA made service adjustments to better meet BART trains.
- **March 21, 2021-** In response to BART adjusting service again due to the COVID-19 State of Emergency, ECCTA made service adjustments to better meet BART trains.

### Analysis Methodology

To respond to the requirement stated in FTA Circular 4702.1B (Title VI) that service changes in effect longer than twelve months are subject to a service equity analysis, the analysis included herein compares ECCTA service at the following two time points:

- **April 2020** – COVID-19 temporary service reductions began in April 2020. ECCTA will use service in effect before the initial COVID-19 service reductions began in April 2020, using the most recent pre-pandemic service adjustments which went into effect on February 10, 2019.
- **April 2021** – ECCTA will use service in effect twelve months from the initial COVID-19 temporary service reductions, using the latest service adjustments that went into effect on March 21, 2021.

The analysis involves first determining which, if any, of the service changes that have been implemented meet the criteria in ECCTA's Major Service Change Policy described above. Then each route that meets criteria in the Major Service Change policy is grouped by the categories of the major service change criteria that are met – route-added or eliminated, reduction or increase of 25 percent or more in total vehicle revenue miles in service on any given route over a one month period, and/or 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. A route is included in multiple categories of major service changes if the changes along the route meet multiple criteria of the Major Service Change Policy. Once the service changes are grouped by category, the ridership that is impacted by each category of major service changes is then determined.

ECCTA relies on Remix demographic data for service change analyses. The demographic data is then combined with the corresponding data for all of the routes in the major service change category to determine the proportion of the impacted ridership who identified as a minority or a person living in a low-income household. The identified proportions for the impacted ridership are then compared to the corresponding proportions for ECCTA's overall ridership. This comparison is used to determine if the service changes in each major service change category are

found to result in a disparate impact on ECCTA's minority riders or a disproportionate burden on ECCTA's low-income riders.

### Data Sources

To ensure compliance with Title VI regulations, the service equity analysis used available information from Remix to assess whether the COVID-19 temporary service changes create a disparate impact on minority riders and/or a disproportionate burden on low-income riders using ECCTA's Disparate Impact and Disproportionate Burden Policy.

Remix is a GIS mapping software platform that allows ECCTA to evaluate transportation data. Each ECCTA bus route is mapped within Remix. Remix uses census data from the American Community Survey 5-Year Estimates to provide detailed population demographics. ECCTA is able to gather detailed demographic data for each bus route and the system-wide service area.

Minority definition- For the purposes of this analysis, minority is defined as people who are non-White or of Hispanic/Latino origin.

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 1.

**Table 1: 2021 Federal\* Poverty Guidelines**

2021 Federal* Poverty Guidelines		
Household Size	Poverty Guideline (Federal)	200%
1	\$12,880	\$25,760
2	\$17,420	\$34,840
3	\$21,960	\$43,920
4	\$26,500	\$53,000
5	\$31,040	\$62,080
6	\$35,580	\$71,160
7	\$40,120	\$80,240
8	\$44,660	\$89,320

\*For the 48 Contiguous States and the District of Columbia

Source: US Department of Health & Human Services

## Ridership Demographics

Using data from Remix, the demographic characteristics of ECCTA's service area were calculated.

Table 2 summarizes ECCTA's system wide ridership demographics using Remix.

**Table 2: ECCTA System Wide Ridership Demographics**

	<b>Percent Minority</b>		<b>Percent Low-Income</b>
All Riders System Wide	75%		37%

As the table above shows, data indicates that ECCTA's overall ridership is 75% minority.

Data also indicates that ECCTA's overall ridership is 37% low-income.

**Table 3: Summary of Net Service Changes Between April 2020 and April 2021 and Determinations if Changes Meet Major Service Change Criteria**

Route	Net Service Change between April 2020 and April 2021		Meets Major Service Change Criteria		
	Route Change	Frequency Change	Route Added (+) or Eliminated (-)	Total Vehicle Revenue Miles Reduction (-) or Increase (+) of 25% or more	Route Change that alters 40% or more of route's path
200	No	No	No	No	No
201	No	Yes	No	-28.26%	No
300	No	Yes	No	-54.49%	No
379	No	No	No	No	No
380	No	Yes	No	-39.73%	No
381	No	Yes	No	-61.76%	No
383	No	No	No	No	No
384	No	No	No	No	No
385	No	No	No	No	No
387	No	Yes	No	-10.18%	No
388	No	Yes	No	-27.90%	No
389	No	No	No	No	No
390	No	Yes	No	-39.97%	No
391	No	Yes	No	-39.21%	No
709*	N/A	N/A	N/A	N/A	N/A
392	No	Yes	No	-1.58%	No
393	No	Yes	No	-15.26%	No
394	No	Yes	No	-5.99%	No
395	No	No	No	No	No
396	No	Yes	No	-16.19%	No

\*Route 709 is a Bay Area Rapid Transit (BART) bus route operated by ECCTA under BART's authority and direction and is therefore excluded in ECCTA's Major Service Change evaluation.

**Table 4: Major Service Changes in Effect April 2021**

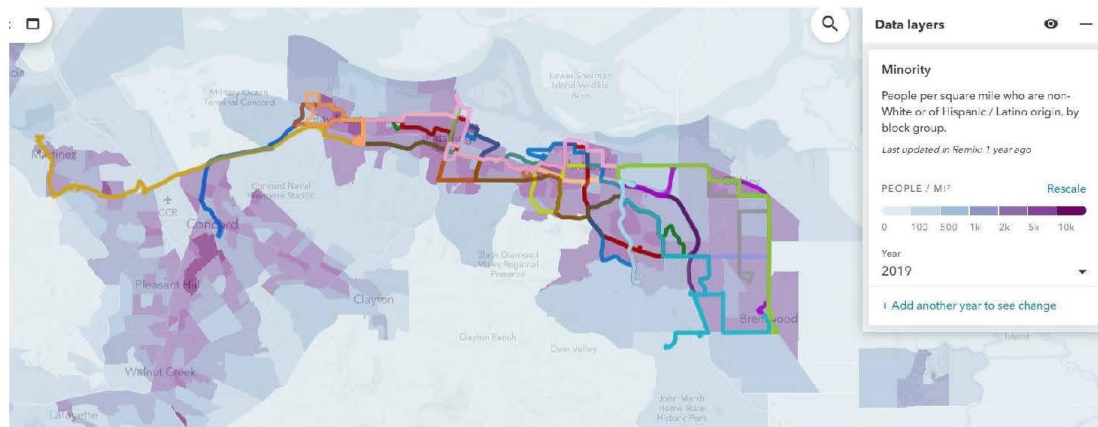
Using data from Remix, the demographic characteristics of each affected bus route meeting the Major Service Change threshold were analyzed.

Route	Total Vehicle Revenue Miles % Change	Impacted % Minority Riders	Impacted % Low-Income Riders
201	-28.26%	84%	38%
300	-54.49%	63%	35%
380	-39.73%	76%	35%
381	-61.76%	83%	44%
388	-27.90%	78%	36%
390	-39.97%	74%	35%
391	-39.21%	68%	36%
<b>Total Impacted Riders</b>		75%	37%
<b>System wide Riders</b>		72%	34%
<b>Difference in Percentage Points</b>		+3%	+3%
<b>Disparate Impact?</b> (Difference of 10 or more percentage points for service decreases)		NO	N/A
<b>Disproportionate Burden?</b> (Difference of 10 or more percentage points for service decreases)		N/A	NO



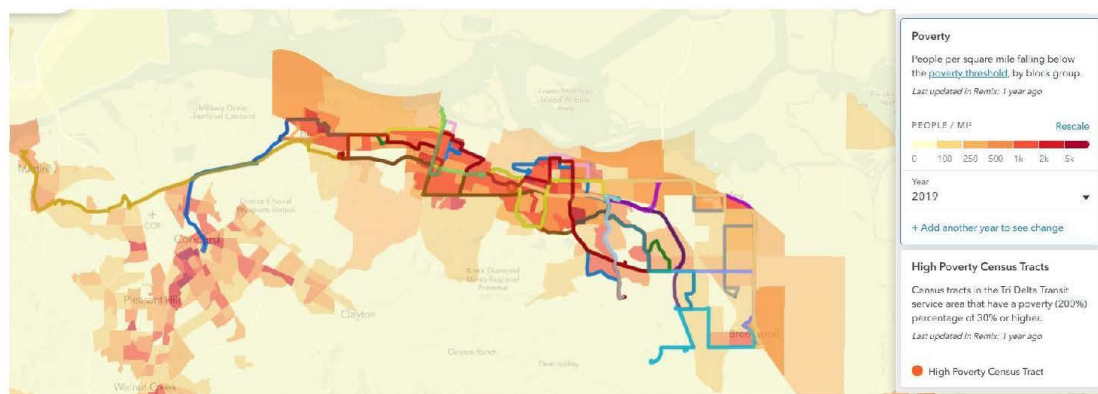
### Figure 1: COVID-19 Temporary Service Changes- Major Service Changes in Effect April 2021 and Analysis of Impact on Minority Populations

Figure 1 data is from Remix. The area identified extends across ECCTA's affected service area and identifies people per square mile minority by block group.



### Figure 2: COVID-19 Temporary Service Changes- Major Service Changes in Effect April 2021 and Analysis of Impact on Low-Income Populations

Figure 2 data is from Remix. The area identified extends across ECCTA's affected service area and identifies people per square mile below 200% of the Nation-Wide Poverty Level by Block Group.



## Public Engagement

Pursuant to Title VI of the Civil Rights Act of 1964 and its implementing regulations, ECCTA takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of ECCTA's programs and activities for individuals regardless of race, color or national origin. Given the diversity of ECCTA's ridership, ECCTA is particularly committed to disseminating information that is accessible to individuals who may have a limited ability to read, write or speak English. Information was communicated in both English and in Spanish. Spanish is the identified Limited English Proficiency (LEP) language in ECCTA's service area.

Given the rapidly changing environment and the need to implement changes quickly, ECCTA employed a range of communication methods to provide accessible, updated customer information to the extent possible. The public engagement activities related to the COVID-19 temporary service changes are detailed below. The outreach provided an opportunity to both educate and to collect input from the community and riders on the COVID-19 temporary service changes, including minority and low-income populations.

ECCTA engaged the public through the following activities:

- Website- [www.TriDeltaTransit.com](http://www.TriDeltaTransit.com) communicated information about the COVID-19 temporary service changes. A dedicated banner, web page, and a news notification provided detailed information. The news notification was also sent by text message and email to customers and Community Based Organizations.
- Social Media- ECCTA's Twitter and Facebook account were used to communicate information about the COVID-19 temporary service changes.
- A press release communicated information to the community about the COVID-19 temporary service changes.
- On-board poster- Information about the COVID-19 temporary service changes was placed on-board all ECCTA fixed route and Tri MyRide buses.
- Announcements on ECCTA's fixed route buses.
- Bus stop poster- Information about the COVID-19 temporary service changes was placed at bus stops with the highest number of passenger boardings.
- Public hearing- Adhering to ECCTA's Title VI Program, notice of the public hearing discussing and accepting ECCTA's Title VI Service Equity Analysis for COVID-19 Temporary Service Changes was placed on ECCTA's website. It was also distributed by news notification to customers and Community Based Organizations and posted on social media.

## Public Input

Throughout the pandemic, ECCTA welcomed feedback regarding the temporary service changes. ECCTA staff followed up with each individual as requested. Comments were collected online, by email, telephone, fax, mail or in-person. The following comments were related to the schedule change between April 2020 and April 2021:

- Customer called upset says this bus never is timed with the BART train. She said she always has to wait 1 hour for the 388WB when she arrives at Antioch BART. She says this has been happening since November 2020. Would like this to be fixed.
- I'm pretty sure this was the 392 eastbound. The bus sat at the Kaiser stop for about half an hour. Despite being scheduled to arrive at Antioch station at 9:09am in literally every place I could find, we got there at

9:32am. The bus driver insisted that it was an updated schedule, but the timetables don't show that. Please update your schedules and announce changes so people don't end up an hour late for work.

- Bus # 388 Customer Comment: This is the most inconsistent bus schedule I have ever experienced. On 12/8/2020, the bus came at the time stated (10:57am) on both Google & Apple's Map App and the Transit App. Today, 12/11/2020, the bus stated on the schedule and all three apps that it would arrive at 10:57am, however, after around 10:47am, the time changed on the Transit app to twenty or so minutes. I am wondering if the schedule is different on Friday's and none of the apps used are informed or if this is just a constant inconvenience. This is not the first time this schedule change has happened to me out of complete nowhere. It is a great convenience for someone who works a ways away and needs to catch a certain train at a specific time. I would like more notice if there's going to be schedule changes at the very last minute. Thank you.
- Customer says since the schedule change and this new operator the bus is coming through this stop early. She said the operator is coming through about 6:42a. She says it isn't supposed to come through until about 6:50a. Wants to know why this has been happening all week. She knows there is a new schedule.
- Customer was waiting 1hr2min at Railroad & Center Dr for 381 and vehicle never came by. The 391 passing by later did not run as well, eventually a 2nd 381 arrived running 17 minutes behind schedule. Customer states that she understands that the new schedule just came out. She states the driver told her that they sent her to the wrong starting point.
- The customer stated that the 383 EB bus was 20 minutes late to bus stop #810019 Wilbur & Cavallo. She said she doesn't understand how the bus can be late when the bus yard is right around the corner and she is the first stop. She also said with COVID-19 and people losing their jobs and our routes being cut she doesn't understand how buses can still be running late.
- The customer reported that the 381 EB bus was supposed to be at bus stop 816596 near the Marina at 2:30 pm but it just got there at 2:51 pm. He also stated that we should not be charging fare if we cannot operate our full schedule again.
- Customer was upset that she had to wait so long for a bus. She said the bus was supposed to arrive about 3:04p. She finally had a bus come at 3:44p. Wants to know why there is such a long time between buses. It is really hard for seniors and disabled to wait that long.
- The customer left a voicemail message stating that she had no clue we were changing the bus schedule. She said she rides the bus every day so she would have no need to check our website for changes. She said there is usually a displayed message across the digital banner that shows the next bus stop. She also stated that the only signs on the bus are in small print and in an area that is inaccessible to passengers due to the COVID-19 social distancing rules.
- The customer left a voicemail saying that we are being inconsiderate to essential workers commuting on BART because we've cut our late evening buses at Pittsburg/ Bay Point BART. She said her BART train arrives at 9:30 pm but the last buses are at 8:55pm and 9:04pm.

## **Conclusion**

Based on the Title VI Service Equity Analysis conducted, the transit service changes that comprise the COVID-19 Temporary Service Changes that were in place in April 2021 are not found to disparately impact minority riders or disproportionately burden low-income riders when compared to transit service in effect in April 2020.

## Appendix

### 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

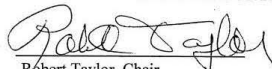
**WHEREAS**, ECCTA is required to comply with FTA Circular 4702.1B;

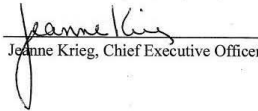
**WHEREAS**, ECCTA has established a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy complying with FTA Circular 4702.1B;

**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 26<sup>th</sup> 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

Social Media



# NEW SCHEDULE

## NUEVO HORARIO




### Effective March 21, 2021

Efectivo el 21 de Marzo del 2021

**UPDATE**  
Timetables have been adjusted and will be in effect on  
3/21/2021 until further notice.

**AVISO**  
Los horarios han sido ajustados temporalmente. Este horario actualizado es efectivo comenzando el  
21 de Marzo del 2021 hasta nuevo aviso.

**FOR SCHEDULE INFORMATION:**

- Print & View schedule  
 [TriDeltaTransit.com](http://TriDeltaTransit.com)
- Download the app  Transit
- Call  925-754-4040

**PARA INFORMACIÓN DEL HORARIO:**

- Imprimir y ver el horario  
 [TriDeltaTransit.com](http://TriDeltaTransit.com)
- Descarga la aplicación  Transit
- Llama al  925-754-4040

## Press Release

## Preparing for a Post Pandemic Future, Tri Delta Transit Makes Modifications to Benefit Passengers

*From slight route adjustments to increased COVID protections, Tri Delta Transit is ready for passengers*

**Antioch, Calif., (March 3, 2021)** – As vaccinations continue occurring throughout Contra Costa County, Tri Delta Transit has been working throughout the pandemic to better serve their passengers by making adjustments that will allow for the transit agency to continue operating in the best interests of the community.

On the COVID-19 front, Tri Delta Transit has implemented changes that will allow customers to take public transit in a manner that will limit their exposure, as much as possible. From an increase in personal protection equipment on all buses to contactless payment options, the transit agency made adjustments that, when passengers are ready to use public transit, will help to create a safe environment.

“The current pandemic created an opportunity for Tri Delta Transit to re-examine how we are going to provide our service into the future,” said Jeanne Krieg, Chief Executive Officer, Tri Delta Transit. “By further investing into safety measures, we are making it clear that we will always operate with the best interests of our passengers in mind because being there for them will always be our goal.”

Additionally, to more seamlessly connect Tri Delta Transit riders with the rest of the Bay Area, the transit agency made minor scheduling changes. In doing so, Tri Delta Transit is seeking to alleviate missed connections with other Tri Delta Transit buses, and other transit agencies.

“Through these schedule adjustments, Tri Delta Transit is seeking to make timetable improvements that will allow for our passengers to reach their destinations seamlessly,” said Maria Arce, Chief Communications Officer, Tri Delta Transit. “As a transit agency, we are proud that we were able to make these schedule adjustments without cutting any routes, or the frequency of trips.”

In order to stay up to date with schedule changes and Tri Delta Transit’s COVID-19 response, passengers are urged to do one of the following:

- Visit <https://trideltatransit.com/schedule-new/default.aspx>
- Use the trip-planning app Transit
- Call Route Information (925) 754-4040

**ABOUT TRI DELTA TRANSIT:** Tri Delta Transit provides over 2 million trips each year to a population of over 315,000 residents in the 225 square miles of Eastern Contra Costa County. They currently operate 15 local bus routes Monday – Friday, 5 local bus routes on weekends, door-to-door bus service for senior citizens and people with disabilities, on demand rideshare services and shuttle services to community events. To learn more, visit: [TriDeltaTransit.com](http://TriDeltaTransit.com).

###

On-Board Posters



**Tri Delta Transit**  
Service Alert

**NEW SCHEDULE**  
NUEVO HORARIO

**Effective March 21, 2021**  
Efectivo el 21 de Marzo del 2021

<b>FOR SCHEDULE INFORMATION:</b> <ul style="list-style-type: none"><li>-Print &amp; View schedule TriDeltaTransit.com</li><li>-Download the app Transit</li><li>-Call 925-754-4040</li></ul>	<b>PARA INFORMACIÓN DEL HORARIO:</b> <ul style="list-style-type: none"><li>-Imprimir y ver el horario TriDeltaTransit.com</li><li>-Descarga la aplicación Transit</li><li>-Llama al 925-754-4040</li></ul>
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**Tri Delta Transit**  
Service Alert  
Aviso de Alerta

**NEW SCHEDULE**  
NUEVO HORARIO

**Effective March 21, 2021**  
Efectivo el 21 de Marzo del 2021

**FOR SCHEDULE INFORMATION:**  
**PARA INFORMACIÓN DEL HORARIO:**

- Print & View schedule  
TriDeltaTransit.com
- Download the app Transit
- Call 925-754-4040

Title VI Service Equity Analysis- COVID-19 Temporary Service Changes



Bus Stop Poster



**NEW SCHEDULE**  
**NUEVO HORARIO**

**Reminder:** Face coverings must be worn at all times when waiting for and when riding the bus.

**Aviso:** Debe usar cubrebocas en todo momento, desde que espera abordar el autobús, así como durante el trayecto de su viaje.

**Effective**  
**March 21, 2021**

A partir del 21 de Marzo, del 2021





**UPDATE**

**Timetables have been adjusted and will be in effect 03/21/2021 until further notice.**

**AVISO**

**Los horarios han sido modificados y estarán en efecto Marzo 21, 2021 hasta nuevo aviso.**

**FOR SCHEDULE INFORMATION:**

- Print & View schedule  
 [TriDeltaTransit.com](https://www.trideltatransit.com)
- Download the app  Transit
- Call  925-754-4040

**PARA INFORMACIÓN DEL HORARIO:**

- Imprimir y ver el horario  
 [TriDeltaTransit.com](https://www.trideltatransit.com)
- Descarga la aplicación  Transit
- Llama al  925-754-4040

**Public Hearing**

TRI DELTA TRANSIT

GO FREE

Commuter 300.

CLIPPER CARDS | EMAIL/TEXT ALERTS | PARK & RIDE | BUS STOP LOCATIONS | PUBLIC MEETING AGENDA | LOCAL BUSES | COMMUTER | PARATRANSIT

SCHEDULES & MAPS ▶ FARES/PASSES ▶ RIDER INFO ▶ BUSINESS/GENERAL INFO ▶ SCHOOL TOOLS ▶ ABOUT US/CONTACT ▶ MOBILE SITE

**BUSINESS/GENERAL INFO**

- Advertising on Buses
- Bus Turnout Dimensions
- Disadvantaged Business Enterprises (DBE) Program
- Doing Business with Us
- Employment
- Environmental and Sustainability Management System Policy
- Financial Statement & Audits
- Invitation for Bids
- Legal Notices
- Press & Public Information
- Reasonable Modification of Policies and Practices Policy
- Title VI
- Transit Plans

**Legal Notices**

**Public Hearing for ECCTA's Title VI Service Equity Analysis- COVID-19 Temporary Service Changes**

Eastern Contra Costa Transit Authority (Tri Delta Transit) is holding a public hearing on Tri Delta Transit's Title VI Service Equity Analysis on COVID 19 Temporary Services Changes. The public hearing will take place at the regularly scheduled Board of Director's Meeting on Wednesday, February 23, 2022 at 4:00pm.

Eastern Contra Costa Transit Authority (Tri Delta Transit) estará llevando a cabo una audiencia relacionada con el Título VI del Servicio Equitativo Analítico de Tri Delta Transit los Cambios Temporales de Servicios debido al COVID-19. La audiencia pública se llevará a cabo el Miércoles, 23 de Febrero, 2022 a las 4:0pm, durante la junta regular De La Mesa Directiva.

[Title VI Service Equity Analysis-COVID-19 Temporary Service Changes \(pdf\)](#)

alerts@trideltatransit.com | Tania Babcock | 2/2/2022

**NOTICE OF PUBLIC HEARING** Aviso de audiencia pública

Suggested Meetings | Action Items | + Get more add-ins

Eastern Contra Costa Transit Authority (Tri Delta Transit) is holding a public hearing on Tri Delta Transit's Title VI Service Equity Analysis on COVID 19 Temporary Services Changes. Eastern Contra Costa Transit Authority (Tri Delta Transit) estará llevando a cabo una audiencia relacionada con el Título VI del Servicio Equitativo Analítico de Tri Delta Transit los Cambios Temporales de Servicios debido al COVID-19.

Eastern Contra Costa Transit Authority (Tri Delta Transit) is holding a public hearing on Tri Delta Transit's Title VI Service Equity Analysis on COVID 19 Temporary Services Changes. The public hearing will take place at the regularly scheduled Board of Director's Meeting on Wednesday, February 23, 2022 at 4:00pm. Eastern Contra Costa Transit Authority (Tri Delta Transit) estará llevando a cabo una audiencia relacionada con el Título VI del Servicio Equitativo Analítico de Tri Delta Transit los Cambios Temporales de Servicios debido al COVID-19. La audiencia pública se llevará a cabo el Miércoles, 23 de Febrero, 2022 a las 4:00pm, durante la junta regular De La Mesa Directiva. Find information at: [https://trideltatransit.com/business-legal.aspx?p=2&nav=2011\\_side\\_nav\\_gen](https://trideltatransit.com/business-legal.aspx?p=2&nav=2011_side_nav_gen)

Modifications to your Alert settings, email or to stop the subscription can be done anytime on your [Alert Settings Page](#). Please have your email address handy to log in. The Alert System is a free service provided to our customers. Replies to this email will not be received.

**Title VI Service Equity Analysis - COVID-19 Temporary Service Changes**

**ECCTA Board Approval of Title VI Service Equity Analysis for COVID-19 Temporary Service Changes**



**TRI DELTA TRANSIT**

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

**RESOLUTION #220223A**

**Title VI Service Equity Analysis for COVID-19 Temporary Service Changes**

**Resolution #220223A accepts the findings of ECCTA's Title VI Service Equity Analysis for COVID-19 Temporary Service Changes.**

**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 that temporary service changes in effect longer than twelve months are subject to a service equity analysis; 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 ECCTA's temporary service changes due to COVID-19 that lasted longer than twelve months to ensure compliance with federal and state civil rights regulations; and

**WHEREAS**, ECCTA made service adjustments to respond to the COVID-19 State of Emergency and to account for significant constraints on resources, specifically staff availability; and

**WHEREAS**, when resources allowed, ECCTA temporarily restored service to pre-pandemic service; and

**WHEREAS**, the COVID-19 pandemic continues to affect staff availability which prohibits ECCTA from meeting pre-pandemic service levels; and

**WHEREAS**, the Title VI analysis compared ECCTA service at the following two time points: April 2020, when COVID-19 temporary service reductions began, and April 2021, service in effect twelve months from the initial COVID-19 temporary service reductions; and

**WHEREAS**, the Title VI analysis evaluated if there was a disparate impact on minorities, or a disproportionate burden on low-income households; and

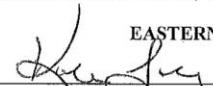
**WHEREAS**, the Title VI analysis concluded the transit service changes that comprised the COVID-19 Temporary Service Changes that were in place in April 2021 are not found to


disparately impact minority riders or disproportionately burden low-income riders when compared to service in effect in April 2020;

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #220223A accepting the findings of ECCTA's Title VI Service Equity Analysis for COVID-19 Temporary Service Changes.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of February 2022, by the following votes:

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**

  
\_\_\_\_\_  
Ken Gray, Chair

  
\_\_\_\_\_  
Jeanné Krieg, Chief Executive Officer

AYES:            10  
NOES:            0  
ABSENT:        1  
ABSTENTIONS: 0

**Appendix C- Paratransit Mobile Fare Payment Type Elimination-Fare  
Equity Analysis**



**Paratransit Mobile Fare Payment Type Elimination**

**Fare Equity Analysis**

**June 2023**

Eastern Contra Costa Transit Authority  
(Tri Delta Transit)

801 Wilbur Avenue  
Antioch, CA 94509

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*Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis*

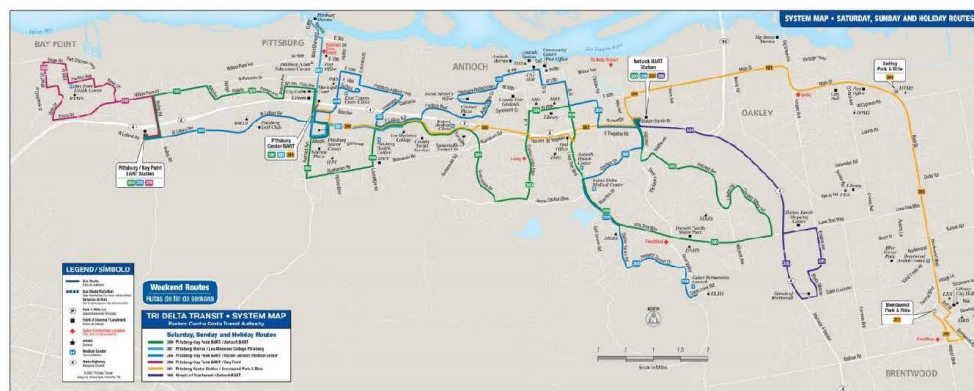
## Agency Information

Eastern Contra Costa Transit Authority (ECCTA) was formed in 1976 as a Joint Powers Authority (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 demand response service under the name "Tri Delta Transit" and contracts with a private company, Transdev, 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 17 local bus routes weekdays, 6 local bus routes on weekends and holidays, on-demand shared-ride shuttle service, and door-to-door bus service for senior citizens and people with disabilities.



ECCTA Weekday System Map



ECCTA Weekend/Holiday System Map

## Paratransit Mobile Fare Payment Type Elimination Fare Equity Analysis



## Background and Purpose

This analysis is undertaken in connection with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, 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.

ECCTA's Mobile Ticket App was created by an app developer. Unexpectedly, ECCTA began experiencing problems with the backend of the Mobile Ticket App and customers were no longer able to purchase tickets or use existing tickets or wallet funds in their account. ECCTA contacted the app developer and after waiting two months, with no resolution presented by the app developer, ECCTA decided to end the contract with the app developer and eliminate the Mobile Ticket App. Fixed route customers were transitioned to another existing mobile ticket app for fixed route fare payment on a mobile device, but there was no alternate existing mobile ticket app to transition paratransit customers to for paratransit fare payment on a mobile device. ECCTA anticipates an alternate mobile ticket app for paratransit customers to be available in 2025. Cash and paratransit one-way ride tickets are accepted on ECCTA's paratransit vehicles and provide an alternative payment to the mobile ticket option.

The elimination of ECCTA's Mobile Ticket App and ability for paratransit customers to use a mobile device to pay a paratransit fare requires a fare equity analysis due to the elimination of a paratransit fare payment type. ECCTA will evaluate the effects of the paratransit mobile fare payment type elimination to determine if eliminating ECCTA's Mobile Ticket App disproportionately impacted minority and/or low-income paratransit customers.

## Disparate Impact

Evaluating for Disparate Impacts analyzes potential effects on minority riders or populations as compared to non-minority riders or populations. Minority definition- for the purposes of this analysis, minority is defined as all races/ethnicities besides White, non-Hispanic.

Any change in fare, fare media, or fare payment type requires a fare equity analysis. ECCTA shall analyze any available information generated from customer surveys indicating whether minority riders were disproportionately more likely to use the paratransit mobile fare payment type that was eliminated. For the fare payment type change, a potential Disparate Impact is noted when the percentage of minority riders using that fare payment type exceeds the percentage of non-minority riders.

### *Paratransit Mobile Fare Payment Type Elimination Fare Equity Analysis*

## Disproportionate Burden

Evaluating for Disproportionate Burden analyzes potential effects on low-income populations. The analysis is similar to that used to determine potential Disparate Impacts, but comparing low-income and higher income. 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.

ECCTA shall analyze any available information generated from customer surveys indicating whether low-income riders were disproportionately more likely to use the paratransit mobile fare payment type that was eliminated. For the fare payment type change, a potential Disproportionate Burden is noted when the percentage of low-income riders using that fare payment type exceeds the percentage of non-low-income riders.

**Table 1: 2022 Federal\* Poverty Guidelines**

2022 Federal* Poverty Guidelines		*For the 48 Contiguous States and the District of Columbia
Household Size	Poverty Guideline (Federal)	200%
1	\$13,590	\$27,180
2	\$18,310	\$36,620
3	\$23,030	\$46,060
4	\$27,750	\$55,500
5	\$32,470	\$64,940
6	\$37,190	\$74,380
7	\$41,910	\$83,820
8	\$46,630	\$93,260

The combinations of household size and income that are defined as "low-income" are shown in Table 1. ECCTA used the 2022 Federal Poverty Guidelines because the survey asked customers to provide their annual household income.

## Fare Payment Type Change

### Description of Change

ECCTA eliminated its Mobile Ticket App after waiting unsuccessfully for two months for the app developer to correct the problems associated with the app suddenly not being able to process ticket orders and customers not being able to use tickets or wallet funds on their account. With no alternate mobile ticket app to transition paratransit customers to for paratransit fare payment on a mobile device, ECCTA conducted a fare equity analysis. ECCTA anticipates an alternate mobile ticket app for paratransit customers to be available in 2025. Cash and paratransit one-way ride tickets are accepted on ECCTA's paratransit vehicles and provide an alternative payment to the mobile ticket option. In addition, paratransit customers are able to purchase paratransit one-way ride tickets in person or over the phone or online at [www.trideltatransit.com](http://www.trideltatransit.com) to be mailed to them.

*Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis*

## Fare Equity Analysis

The following section evaluates the effects of the paratransit mobile fare payment type elimination to determine if the change potentially created a disparate impact on minority passengers or a disproportionate burden on low-income passengers based on survey data available.

### Data Sources

As Title VI regulations do not currently require reporting of detailed demographic data of paratransit customers, ECCTA does not have current ridership survey data of paratransit customer demographics to use as a data source for its service area. The fare equity analysis used available information from a survey of the 65 paratransit customers that used ECCTA's Mobile Ticket App to compare if minority paratransit passengers were more likely to be negatively impacted by the elimination of the Mobile Ticket App than non-minority paratransit passengers and if low-income paratransit passengers were more likely to be negatively impacted than non-low-income paratransit passengers.

The Mobile Ticket App paratransit passenger survey data was used to develop a detailed understanding of paratransit Mobile Ticket App passenger demographics and paratransit usage. In addition, the survey provided a comment section for customers.

ECCTA had email addresses for all customers using its Mobile Ticket App. The survey was emailed to all 65 ECCTA Mobile Ticket App paratransit customers. Six email addresses were no longer valid email addresses. With no other contact information for the Mobile Ticket App customers, this resulted in 59 customers receiving the survey. To increase survey responses, ECCTA emailed the survey on three separate occasions to the ECCTA Mobile Ticket App paratransit customers. ECCTA initially offered two paratransit tickets valued at \$5.50 and entry into a drawing for a chance to win a \$50 Amazon gift card. No customers responded to the initial offer. ECCTA then increased the incentive and offered a paratransit coupon book valued at \$27.50 to each customer that completed the survey. 11 customers responded to the survey for a 18.6% survey response rate. The survey was emailed in Spanish and in English, with the option for the customer to request another language. A copy of the paratransit survey is in the appendix.

## Survey Analysis Results

ECCTA used data from the Mobile Ticket App paratransit passenger survey.

**Table 2: Survey Demographic Summary**

All Respondents = 11

Minority/Non-Minority	Percentage of Respondents	Total Respondents
Minority	36%	4
Non-Minority	64%	7
<b>Total Responses</b>		<b>11</b>
Low-Income/Non-Low-Income	Percentage of Respondents	Total Respondents
Low-Income	55%	6
Non-Low-Income	45%	5
<b>Total Responses</b>		<b>11</b>

*Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis*

**Table 3: Preferred Method of Purchasing Tickets**

All Respondents = 11

Minority/ Non-Minority	Mobile Ticket App	Online (www.trideltatransit.com)	Telephone	No Preference
Minority	2	2	0	0
Non-Minority	2	2	2	1
Low-Income/ Non-Low-Income	Mobile Ticket App	Online (www.trideltatransit.com)	Telephone	No Preference
Low-Income	2	3	1	0
Non-Low-Income	2	1	1	1

**Table 4: Actively Use Paratransit Services**

All Respondents = 11

Minority/Non-Minority	Yes-Actively Use Paratransit	No- Don't Actively Use Paratransit
Minority	3	1
Non-Minority	3	4
Low-Income/Non-Low-Income	Yes- Actively Use Paratransit	No- Don't Actively Use Paratransit
Low-Income	4	2
Non-Low-Income	2	3

### Disparate Impact Analysis

ECCTA used data from the Mobile Ticket App paratransit passenger survey.

**Table 5: Comparison of Minority/ Non-Minority**

All Respondents = 11

Fare Type	Minority	Percent Minority	Non- Minority	Percent Non- Minority
Mobile Ticket App paratransit fare payment	4	36%	7	64%

Minority/ Non-Minority	Mobile Ticket App	Online (www.trideltatransit.com)	Telephone	No Preference
Minority	2	2	0	0
Non-Minority	2	2	2	1

Minority/ Non-Minority	Yes-Actively Use Paratransit	No- Don't Actively Use Paratransit
Minority	3	1
Non-Minority	3	4

*Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis*

Given the available demographic data, data indicates that minority paratransit customers were not more likely to be negatively impacted by the elimination of the Mobile Ticket App than non-minority paratransit customers. A greater percentage of paratransit customers using the Mobile Ticket App indicated they were non-minority. An equal number of minority and non-minority paratransit customers preferred purchasing tickets through ECCTA's Mobile Ticket App and actively used the paratransit service. Therefore, the analysis indicates no Disparate Impact for minority riders.

### Disproportionate Burden Analysis

ECCTA used data from the Mobile Ticket App paratransit passenger survey.

**Table 6: Comparison of Low-Income/Non-Low-Income**

All Respondents = 11

Fare Type	Low-Income	Percent Low-Income	Non-Low-Income	Percent Non-Low-Income
Mobile Ticket App paratransit fare payment	6	55%	5	45%

Low-Income/Non-Low-Income	Mobile Ticket App	Online (www.trideltatransit.com)	Telephone	No Preference
Low-Income	2	3	1	0
Non-Low-Income	2	1	1	1

Low-Income/Non-Low-Income	Yes- Actively Use Paratransit	No- Don't Actively Use Paratransit
Low-Income	4	2
Non-Low-Income	2	3

Given the available demographic data, data indicates that low-income paratransit customers were slightly more likely to be negatively impacted by the elimination of the Mobile Ticket App than non-low-income paratransit customers. An equal number of low-income and non-low-income paratransit customers preferred purchasing tickets through ECCTA's Mobile Ticket App. A higher number of low-income paratransit customers indicated they actively use paratransit service. Therefore, the analysis indicates a Disproportionate Burden for low-income riders.

To mitigate the Disproportionate Burden, ECCTA will perform additional outreach to paratransit Mobile Ticket App customers on the additional options available to them for purchasing paratransit tickets and will perform additional outreach when the new mobile ticket option becomes available in 2025.

### Public Engagement

The public engagement activities related to the fare equity analysis were conducted from the time ECCTA's Mobile Ticket App stopped functioning to after elimination of the app. Since ECCTA's Mobile Ticket App suddenly and unexpectedly stopped working and the app developer was not able to fix the problems causing the app to not function correctly, ECCTA was not able to perform outreach in advance of the app not working. The outreach

*Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis*

provided an opportunity to both educate and to collect input from riders on the elimination of the Mobile Ticket App. In addition, ECCTA was able to outreach to customers regarding receiving a refund for tickets and wallet funds in the ECCTA Mobile Ticket App.

Information was communicated in both English and in Spanish. Spanish is the identified Limited English Proficiency (LEP) language in ECCTA's service area. Information was available in other languages upon request and through Language Line translation.

ECCTA engaged the public through the following activities:

- Website- [www.TriDeltaTransit.com](http://www.TriDeltaTransit.com) communicated rider news with updated information on ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA. Information was also communicated by text and email alert.
- Social Media- ECCTA's Twitter and Facebook account were used to communicate information about ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA.
- Elerts (Tri Delta Watch)- Communicated information about ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA.
- Scheduling Department/Customer Service Department- ECCTA's scheduling and customer service departments informed and updated callers on ECCTA's Mobile Ticket App.
- Operations In-Service Meetings- Operations employees were informed and updated on ECCTA's Mobile Ticket App so they could convey the information to passengers if necessary.
- WiFi Splash Page-A banner on ECCTA's free WiFi informed and updated customers on ECCTA's Mobile Ticket App and requested Mobile Ticket App customers to contact ECCTA.
- Mobile Ticket App Paratransit Customer Survey- ECCTA sent a survey to the 65 paratransit Mobile Ticket App customers to develop a detailed understanding of passenger demographics and to communicate information about the Mobile Ticket App, provide contact information for customers to receive assistance with receiving a refund for existing tickets or wallet funds in their Mobile Ticket App account, and provide a comment section for customers.
- Email- ECCTA emailed all Mobile Ticket App customers to communicate information about the Mobile Ticket App, provide contact information for customers to receive assistance with receiving a refund for existing tickets or wallet funds in their Mobile Ticket App account and provide an opportunity for feedback.

## Public Input

The public engagement process allowed ECCTA to gather rider feedback on the elimination of ECCTA's Mobile Ticket App. No complaints or negative comments were directly expressed over the phone to ECCTA staff who answered customers questions about the Mobile Ticket App.

Comments collected from the survey are listed below as submitted:

- 1. In 2020 I purchased 3 Tri Delta Transit "Dial-a-Ride" tickets at the Antioch Senior Center. The center was subsequently closed due to the COVID pandemic and later reopened. I still have the tickets. Does "Dial-a-Ride" still exist or has it been replaced by "MyRide"?
- 2. Can the 10 free one-way ride tickets be used by "MyRide"?
- 3. Tri Delta used to subsidize rides for "Lyft" and "Uber". Has the subsidization of these services been discontinued?
- So easy to use

***Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis***

- It was a wonderful and convenient experience while it lasted
- It was really easy for me and I like the way I can purchase them through my phone. I'm really disappointed that you don't have the mobile app anymore.

## Conclusion

ECCTA conducted a fare equity analysis to evaluate the effects of the paratransit mobile fare payment type elimination and to determine if the change created a Disparate Impact on minority paratransit passengers or a Disproportionate Burden on low-income paratransit passengers.

Based on this analysis, ECCTA determined that elimination of the ECCTA Mobile Ticket App did not create a Disparate Impact on minority paratransit passengers, but did create a Disproportionate Burden on low-income paratransit passengers. ECCTA will perform additional outreach to paratransit Mobile Ticket App customers to mitigate the Disproportionate Burden.

## Appendix

### Survey (English and Spanish)



#### Tri Delta Transit Mobile Ticketing App Survey - REVISED

Thank you for taking Tri Delta Transit's Mobile Ticketing App survey. In appreciation, Tri Delta Transit will mail you a paratransit coupon book (that's 10 FREE one-way ride tickets!). The purpose of the survey is to collect contact information to send you your appreciation gift and to gain information about you that will assist us in researching possible comparable services and additional services.

\* 1. Please verify that you are a rider, please enter the email address you used for the Mobile Ticketing app account\*

Only registered Mobile Ticketing App emails will be eligible to receive the paratransit coupon book (10 FREE one-way ride tickets!). One survey per eligible Mobile Ticketing App paratransit passenger.

\* 2. In general, did you find the Mobile Ticketing App easy to use?

Yes

No

\* 3. Do you currently actively use Tri Delta Transit paratransit services?

Yes

No

**Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis**



4. If so, how often? (select one)

- Once a week
- More than once a week
- Once a month
- More than once a month
- Once every three months
- Once every six months
- Less often

5. If not, do you intent to use Tri Delta Transit paratransit services in the next six months?

- Yes
- No
- Not sure

\* 6. What is your preferred alternative method of purchasing tickets? (select one)

- Ordering tickets through [www.trideltatransit.com](http://www.trideltatransit.com) to be mailed to me
- Coming to the Tri Delta Transit administrative office
- Calling to order tickets over the phone to be mailed to me
- Having a ticket order form mailed to me that I can mail back in
- Having a mobile app to purchase tickets and using my phone to redeem tickets
- No preference

***Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis***

\* 7. How would you best describe yourself?

- Hispanic or Latino
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- White or Caucasian
- African American

\* 8. What is the total number of persons in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- More than 8

\* 9. What was your total annual household income in 2021?

- Less than \$27,180
- \$27,181- \$36,620
- \$36,621 - \$46,060
- \$46,061 - \$55,500
- \$64,941- \$74,380
- \$74,381-\$83,820
- \$83,821-\$93,260
- Over \$93, 261

10. Is there anything else you would like to tell us about your Mobile Ticketing App experience?

THANK YOU AGAIN FOR TAKING TRI DELTA TRANSIT'S MOBILE TICKETING SURVEY. We are very happy to provide you with a paratransit coupon book for 10 FREE ONE-WAY RIDE TICKETS! In order to obtain your coupon book, **please complete your mailing information below.** After receiving your completed survey, we will mail you (via USPS) one paratransit coupon book.

11. Please provide your contact information for us to MAIL a coupon book to you:

Name	<input type="text"/>
Address	<input type="text"/>
City/Town	<input type="text"/>
State/Province	<input type="text" value="-- select state --"/>
ZIP/Postal Code	<input type="text"/>

One paratransit coupon book (10 one-way ride tickets) will be sent to each person verified by the valid email address registered with the mobile ticketing app. If a person has more than one mobile ticketing app account, then one book will be sent to the address. Tri Delta Transit is not responsible for lost or stolen tickets via USPS. Processing and mail is estimated to take two weeks. Survey Paratransit coupon books are not redeemable for cash.

If you have any questions regarding this survey, the Tri Delta Transit's Mobile Ticketing App or your paratransit coupon book, please call Customer Service at 1-925-754-6622 (Monday through Thursday, 7:00 a.m. – 6:00 p.m. and Friday, 8:00 a.m. – 5:00 p.m.).

**Thank you again for taking the survey and for riding Tri Delta Transit.**



### **MOBILE TICKETING Y PLAN DE MENSAJE**

#### **Welcome to the Tri Delta Transit Survey**

Gracias por tomar la encuesta de la Aplicación Mobile Ticketing de Tri Delta Transit. En agradecimiento, Tri Delta Transit le enviará un libro de cupones para el servicio Paratransit (10-cupones gratis para viajes sencillos!). El propósito de la encuesta es para recopilar información para enviarte su regalo como agradecimiento y para obtener información acerca de usted para que nos ayude en la investigación de posibles servicios comparables así como también servicios adicionales.



### MOBILE TICKETING Y PLAN DE MENSAJE

DE NUEVO GRACIAS POR RESPONDER A LA ENCUESTA MOBILE TICKETING DE TRI DELTA TRANSIT

\* 1. Verificar el correo electrónico que usó cuando estableció su cuenta en la aplicación de Mobile Ticketing\* Solamente los correos electrónicos registrados en la aplicación de Mobile Ticketing serán elegibles. Una encuesta por cada usuario elegible en la Aplicación Mobile Ticketing como pasajero.

\* 2. En general, la Aplicación Mobile Ticketing le pareció fácil de usar?

- Sí
- No
- Nunca la he usado

\* 3. Actualmente está usted usando el Servicio Paratransit de Tri Delta Transit?

- Sí
- No

4. Si es así, con que frecuencia? (marque uno)

- Diariamente
- Una vez por semana
- Más de una vez por semana
- Una vez por mes
- Una vez cada tres meses
- Una vez cada seis meses
- Con menos frecuencia

5. Planea usted usar los Servicios Paratransit de Tri Delta Transit en los próximos seis meses?

- Sí
- No
- No estoy seguro

\* 6. Cuál es su método preferido alternativo para la compra de sus boletos? (marque uno)

- Ordenar boletos por internet [www.trideltatransit.com](http://www.trideltatransit.com) para que me los envíen por correo
- Visitar la oficina administrativa de Tri Delta Transit
- Ordenar mis boletos por teléfono para que me los envíen por correo
- Recibir el formulario especial para hacer mi orden de boletos para luego regresarlo
- Tener la aplicación en mi teléfono para comprar boletos y usarlo como forma de pago
- No tengo preferencia.

\* 7. Cómo se describiría a si mismo? \*

- Negro ó Afroamericano
- Hispano ó Latino
- Asiático
- Indio Americano ó Nativo de Alaska
- Nativo de Hawaii ó Otra Isla del Pácifico
- Blanco

\* 8. Cuál es el número total de personas en su familia?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- Más de 8



\* 9. Cuál fué el ingreso total anual de su familia en el 2021\*?

- Menos de \$27,180
- \$27,181 - \$36,620
- \$36,621 - \$46,060
- \$46,061 - \$55,500
- \$55,501 - \$64,940
- \$64,941 - \$74,380
- \$74,381 - \$83,820
- \$83,821 - \$93,260
- Más de \$93,261

10. Hay algo más que le gustaría compartir con nosotros acerca de su experiencia con Mobile Ticketing?

**DE NUEVO GRACIAS POR RESPONDER A LA ENCUESTA MOBILE TICKETING DE TRI DELTA TRANSIT.** Nos complace proveerle gratuitamente con un libro de cupones para 10-VIAJES CENCILLOS!! A fin de obtener su libro de cupones a vuelta de correo, favor de completar su información correcta.

Después de recibir su encuesta contestada en su totalidad, le enviaremos por correo (USPS, Servicio Postal de los Estados Unidos) un libro de cupones.

\* 11. Dirección

Nombre Completo	<input type="text"/>
Dirección completa	<input type="text"/>
Ciudad*	<input type="text"/>
Zona Postal*	<input type="text"/>

Un libro de cupones (10-cupones gratis para viajes sencillos) será enviado a cada persona verificada por medio del correo electrónico registrado en la aplicación Mobile Ticketing. Si la persona tiene más de una cuenta en la aplicación Mobile Ticketing, entonces se enviará un libro de cupones a dicha dirección.

Tri Delta Transit no se hace responsable por boletos extraviados o robados durante el trayecto del servicio Postal de los Estados Unidos. Se estima que el proceso y envío se toma aproximadamente dos semanas. Los libros de cupones por la Encuesta Paratransit, no son elegibles para cangearlos por dinero en efectivo.

Si usted tiene preguntas a cerca de Tri Delta Transit Mobile Ticketing aplicación, favor de llamar a Servicio al Cliente al 1-925-754-6622 (Lunes a Jueves, 7 am – 6 pm y los Viernes de las 8 am – 5 pm)

**Gracias otra vez por responder a la encuesta y for viajar con Tri Delta Transit.**

**Board Resolution**



**TRI DELTA TRANSIT**

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

**RESOLUTION #230628B**

**Paratransit Mobile Fare Payment Type Elimination Fare Equity Analysis**

**Resolution #230628B accepts the findings of ECCTA's Paratransit Mobile Fare Payment Type Elimination Fare Equity Analysis**

**WHEREAS**, the Federal Transit Administration (FTA) 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; and

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

**WHEREAS**, a Title VI analysis was conducted to evaluate if there was a Disparate Impact on minority passengers, or a Disproportionate Burden on low-income passengers; and

**WHEREAS**, the Title VI analysis indicated that elimination of ECCTA's Mobile Ticket App did not create a Disparate Impact on minority paratransit passengers, but did create a Disproportionate Burden on low-income paratransit passengers;

**WHEREAS**, ECCTA performed additional outreach to paratransit Mobile Ticket App customers to mitigate the Disproportionate Burden;

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #230628B accepting the findings of ECCTA's Paratransit Mobile Fare Payment Type Elimination Fare Equity Analysis.

PASSED AND ADOPTED THIS 28<sup>th</sup> day of June 2023, by the following votes:

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**

  
\_\_\_\_\_  
Anissa Williams, Chair

  
\_\_\_\_\_  
Rashidi Barhes, Chief Executive Officer

AYES:   9    
NOES:      

ABSENT:   2    
ABSTENTIONS:      

***Paratransit Mobile Fare Payment Type Elimination  
Fare Equity Analysis***

**Appendix D- Board Approval of Service Standards and Policies**



# 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 June 24<sup>th</sup>, 2015

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

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

Please see the last page of this agenda for:

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

1. **Call to Order:** Chair Gene Clare

2. **Pledge of Allegiance**

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.

3. **Public Comment**

4. **Chair's Report:** Chair Gene Clare

**PUBLIC HEARING:** Accepting comments on proposals to:

- Offer a day pass instead of a 24 hour pass
- Increase the day pass price from \$3.35 to \$3.75 for general public
- Increase the day pass price from \$1.35 to \$1.75 for senior and disabled
- For Clipper® Cards only:
  - Offer a day pass accumulator that is valid on CCCTA, WestCat, Wheels, and ECCTA
  - Offer a bus-to-bus transfer within 120 minutes with a full fare payment

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

- Minutes of the Board of Directors meeting of May 27<sup>th</sup>, 2015
- Financial Report
- Marketing Activities Report

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

### Board of Directors:

City of Antioch

Wade Harper  
Mary Rocha

City of Brentwood

Gene Clare\*  
Barbara Guise

City of Oakley

Doug Hardcastle  
Kevin Romick

City of Pittsburg

Ben Johnson\*\*  
Pete Longmire

Contra Costa County

Federal Glover  
Mary Piepho

Member-at-Large

Ken Gray

\* Chair: FY 2014-15

\*\* Vice-chair: FY 2014-15

**Board of Directors Meeting Agenda  
Wednesday June 24, 2015**

6. **CEO's Report:** Jeanne Krieg
  - a. **Operations Report** (*see attachment: tab #2*)

7. **ACTION AND DISCUSSION ITEMS**

- a. **ACTION ITEM:** Updated Service Standards  
(*see attachment: tab #3*)  
**Requested Action:** Approve the proposed service standards.
- b. **ACTION ITEM:** Reasonable Modification  
(*see attachment: tab #4*)  
**Requested Action:** Adopt Resolution #150624 adopting reasonable modification of policies and practices for individuals with disabilities.
- c. **ACTION ITEM:** Cost of Living  
(*see attachment: tab #5*)  
**Requested Action:** Authorize a 2.5% one-time payment to each employee in lieu of a cost of living adjustment.
- d. **ACTION ITEM:** August Board of Directors Meeting  
(*see attachment: tab #6*)  
**Requested Action:** Authorize the cancellation of the August 2015 meeting of the ECCTA Board of Directors.
- e. **ACTION ITEM:** FY 2015-16 ECCTA Board of Directors Officers  
(*see attachment: tab #7*)  
**Requested Action #1:** Elect Pittsburg representative Ben Johnson as chair of the ECCTA Board of Directors for FY 2015-16.

*Chair Clare will pass the gavel to incoming Chair Johnson.*

**Requested Action #2:** Elect Oakley representative Doug Hardcastle to serve as the vice-chair of the ECCTA Board of Directors for FY 2015-16.

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: July 22<sup>nd</sup>, 2015 at 4:00pm at the ECCTA administration facility, 801 Wilbur Avenue, Antioch, CA

**Public Comment Guidelines:**

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

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

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

**Americans with Disabilities Act Information:**

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

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

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

**Staff Report to ECCTA Board of Directors**

**Meeting Date:** June 24, 2015

**Agenda Item:** Updated Service Standards  
Agenda #7a

**Lead Staff:** Steve Ponte

**Approved:** Jeanne Krieg 

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**Background**

1. Staff's proposed updated service standards were reviewed by the members of the ECCTA Board of Directors during their May 27, 2015 meeting. The members of the board requested that more information be presented during the next meeting.
2. A **service standard** is defined as a minimum level of service.
3. Setting service standards is required by Title VI to ensure that equity between classes is considered during the decision making process regarding provision of service. Title VI does not require specific standards for transit agencies – it only requires each agency to set their own standards and to review/amend their standards periodically.
4. ECCTA amends service standards to reflect changes in the service and changes in the service area.
5. ECCTA's service standards are:
  - a. Vehicle Headways
    - The minimum headways (time between buses) on any route.

*Agenda Item #7a  
Eastern Contra Costa Transit Authority  
Board of Directors  
Meeting: June 24, 2015*



- b. Transit Amenities
  - The minimum number of amenities per mile.
- c. Service Availability
  - The minimum number of routes traveling through census tracts in the ECCTA service area.
- d. Vehicle Assignments
  - The minimum number of routes assigned to a vehicle block and how buses are distributed throughout the service area.
- e. Transit Security
  - The minimum security equipment required on buses.
- f. Amenity Placement
  - The minimum number of boardings/alightings suggested before an amenity is placed at a stop. An amenity is defined as a bench, shelter, trash receptacle, or wayfinder.

### Considerations

1. To comply with federal regulations, ECCTA is required to periodically review and, if required, update service standards. The last review by the ECCTA Board of Directors occurred in November 2011.
2. The proposed service standard amendments are:
  - a. **Vehicle Headways:** Amended to reflect the reduction in scheduled trips.
  - b. **Transit Amenities:** Amended to correct a mis-statement that the standard is 2.65 amenities per mile. The actual standard is 1 amenity per directional route mile.
  - c. **Service Availability:** Amended to include all new census tracts in and out of the Antioch Urbanized Area. ECCTA has two service areas: the entire service area and the federally recognized urbanized area which excludes some of the unincorporated areas of eastern Contra Costa County.
  - d. **Vehicle Assignments:** Amended to allow fewer blocks with two or more routes per assignment.

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*Eastern Contra Costa Transit Authority*  
*Board of Directors*  
Meeting: June 24, 2015

e. **Transit Security:** There are no changes to this standard.

f. **Amenity Placement:** This standard is new and was added for future placement of amenities. Funding is scarce for amenities so there is a need for a standard to use as a basis for amenity placement. The proposed levels are a minimum level that will be used for placement.

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### **For Discussion**

During the May board meeting, most of the questions by board members concerned placement of amenities. The following is considered by staff when placing any amenity:

1. **ADA accessibility:** An area where an amenity is placed must meet all ADA requirements.
2. **Unwanted amenities:** There are some bus stops where a nearby business or the community does not want an amenity. The requests to remove — or not place --- an amenity come from police departments to address vagrancy and other illegal activity, business owners who do not want an amenity near their business, and city staff who do not want an amenity because it does not blend well with the surroundings. A few examples of requests to remove an amenity are:
  - a. Pittsburg: 3<sup>rd</sup> and Marina, car dealership at Railroad & Bliss, car dealership at Railroad & DeAnza Trail, Railroad near Mi Pueblo, Railroad at Parkside, Railroad on ramp to westbound Highway 4.
  - b. Brentwood: City Hall.
  - c. Antioch: Prewett Park, Burger King on Lone Tree Way, Chevron Station on Lone Tree Way, Lone Tree at Tregallas, 4<sup>th</sup> and O, 18<sup>th</sup> and D, 18<sup>th</sup> and A.
  - d. Oakley: Main & Cypress, O'Hara and Main
3. **Amenities needed at specific locations:** Amenities are sometimes requested at locations required for a particular situation such as a senior center, a day program, or a group home.

*Agenda Item #7a*  
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**4. Cost to purchase and install an amenity:**

- a. Shelter: \$10,000
- b. Bench: \$1,000
- c. Trash can: \$400 to \$550

5. **Cost to maintain the amenity:** There are currently 71 shelters with trash receptacles, 256 benches and 150 trash receptacles. High use areas are cleaned every three days. Low use areas are serviced every two weeks. The annual cost for shelter maintenance (employee and equipment) is about \$100,000.

Page | 4

**Bus Stop Statistics**

- 1. Benches: 256
- 2. Shelters: 71
- 3. Trash Receptacles: 150
- 4. Wayside information signs: 35
- 5. Total Stops: 693
- 6. Stops that have less than 11 boarding/alighting daily: 363 52%
- 7. Of the 71 most used stops, 26 do not have shelters because:
  - a. 9: removal requests
  - b. 10: ADA issues
  - c. 5: business/owners say no
  - d. 2: No requests

The attached chart shows the existing standards and the proposed updated standards.

**Staff Request**

Approve the proposed updated ECCTA Service Standards.

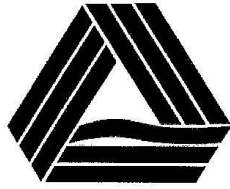
*Agenda Item #7a*  
*Eastern Contra Costa Transit Authority*  
*Board of Directors*  
Meeting: June 24, 2015

**ECCTA Service Standards**

<b>Standard</b>	<b>Current</b>	<b>Proposed</b>
Vehicle Headways	<p>All established routes shall operate on a minimum headway of one hour with the following exceptions:</p> <ol style="list-style-type: none"> <li>1. Commuter service (limited stop service that is limited to peak periods)</li> <li>2. Routes that do not meet the current productivity guidelines</li> <li>3. Routes that have more than 1.5 miles between stops due to ADA bus stop accessibility standards</li> </ol>	<p>All established routes shall operate on a minimum headway of at least one during the hour for the routes span of service with the following exceptions:</p> <ol style="list-style-type: none"> <li>1. Commuter service (limited stop service that is limited to peak periods)</li> <li>2. Routes that do not meet the current productivity guidelines</li> <li>3. Routes that had trips with less than 5 passengers per trip and the trip was discontinued</li> <li>4. Routes that have more than 1.5 miles between stops</li> <li>5. Routes that have more than 1.5 miles between stops due to ADA bus stop accessibility standards</li> <li>6. Routes that operate school days only</li> </ol>
Transit Amenities	<p>The distribution of transit amenities including benches, shelters, and trash cans should be no less than 2.65 amenities per directional route mile. The exceptions are commuter service routes and routes that have more than 1.5 miles between stops.</p>	<p>The distribution of transit amenities including benches, shelters, and trash cans should be no less than 1 amenity per directional route mile. The exceptions are commuter service routes, routes that have more than 1.5 miles between stops, and routes that are operated school days only.</p>
Service Availability	<ol style="list-style-type: none"> <li>1. 75% (39) of all census tracts shall have fixed route service that operates on a minimum of one hour headways</li> <li>2. 85% (44) of all census tracts shall have at least commuter service</li> <li>3. 50% (26) of all census tracts shall have fixed route service that operates on a minimum of thirty minute headways during peak periods</li> <li>4. 50% (26) of all census tracts shall have fixed route service with at least one hour headways on weekends/holidays</li> </ol>	<ol style="list-style-type: none"> <li>1. 40% of all census tracts shall have fixed route service that operates on a minimum of one hour headways as defined by Vehicle Headways</li> <li>2. 40% of all census tracts shall have fixed route service that operates on a minimum of thirty minute headways during peak periods as defined by Vehicle Headways</li> <li>3. 40% of all census tracts shall have fixed route service with at least one hour headways on weekends/holidays as defined by Vehicle Headways</li> </ol>

Standard	Current	Proposed
Vehicle Assignments	All revenue vehicles are assigned to routes on a rotating basis. Most routes are interlined so buses assigned to a block will be used on all routes. Buses are not assigned to a particular route therefore buses are evenly distributed throughout the entire service area on a random basis. 90% of all route blocks shall include at least two different routes	All revenue vehicles are assigned to routes on a rotating basis. Most routes are interlined so buses assigned to a block will be used on all routes. Buses are not assigned to a particular route therefore buses are evenly distributed throughout the entire service area on a random basis. 70% of all route blocks shall include at least two different routes.
Transit Security	All revenue vehicles are equipped with video surveillance and DriveCam® systems. Additionally, all buses are equipped with GPS and an emergency alarm notification system. ECCTA's dispatch office monitors vehicle location/status and is able to deploy local police forces to a specific location if necessary.	<i>No change:</i> All revenue vehicles are equipped with video surveillance and DriveCam® systems. Additionally, all buses are equipped with GPS and an emergency alarm notification system. ECCTA's dispatch office monitors vehicle location/status and is able to deploy local police forces to a specific location if necessary.
Amenity Placement	None	<p><b>All amenities in place as of May 27, 2015 shall be grandfathered into the service standards new placement shall follow the standards:</b></p> <ul style="list-style-type: none"> <li>• Shelters shall not be placed at stops with less than 41 average boardings/alightings per day or at locations that will not comply with ADA standards</li> <li>• Benches will not be placed at stops with less than 15 average boardings/alightings per day or at a locations that will not comply with ADA standards</li> <li>• Trash receptacles will not be placed at stops with less than 25 average boardings/alightings per day or at a locations that will not comply with ADA standards</li> </ul>

**Appendix E- Board Approval of Service Standards**



# 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 September 23, 2020

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

Available online: [www.trideltatransit.com](http://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 laptop or a phone:

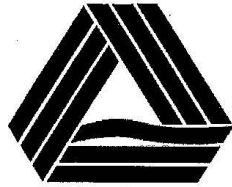
Click to join Zoom Meeting  
<https://zoom.us/j/99420999810>

Go to: <https://zoom.us/join>, then enter meeting ID: 994 2099 9810. Then click join.

or

Dial by your location  
+1 669 900 6833 US  
Meeting ID: 994 2099 9810

- 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.



# 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 September 23, 2020

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

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

Please see the last page of this agenda for:

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

1. **Call to Order:** Chair Shanelle Scales-Preston

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 Shanelle Scales-Preston

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 August 26, 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 2020-21

\*\* Vice-chair: FY 2020-21



**Board of Directors Meeting Agenda  
Wednesday September 23, 2020**

**7. ACTION and DISCUSSION ITEMS**

- a. **ACTION ITEM:** Objectives, Measures, Standards, and Productivity Guidelines  
(see attachment: tab #3)  
**Requested Action:** Adopt Resolution #200923A implementing updated Objectives, Measures, and Standards, as well as the Productivity Guidelines.
  
- b. **ACTION ITEM:** ECCTA Safety Plan  
(see attachment: tab #4)  
**Requested Action:** Adopt Resolution#200923B accepting ECCTA's updated Safety Plan.

**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: October 28, 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:**

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**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.

**Staff Report to ECCTA Board of Directors**

**Meeting Date:** September 23, 2020  
**Agenda Item:** Objectives, Measures, Standards, and Productivity Guidelines –  
Agenda Item #7A  
**Lead Staff:** Tania Babcock, SMS Executive  
**Approved:** Jeanne Krieg, Chief Executive Officer 

**Background**

ECCTA is required to review its Safety Plan annually, which includes reviewing the agency’s safety performance targets. ECCTA made changes to the safety performance targets in the Safety Plan to establish safety performance targets by mode of transit service: fixed route bus and non-fixed route bus (paratransit).

Safety performance targets are included in ECCTA’s Objectives, Measures, and Standards that are used as benchmarks for operations. Therefore, an update was made to the safety performance targets listed in the Objectives, Measures, and Standards.

Objectives, Measures, and Standards are developed as follows:

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

The Productivity Guidelines are a subset of Objectives, Measures, and Standards. They are specific goals that are set by ECCTA to improve performance and productivity. Many of the goals are stretch goals. The Objectives, Measures, and Standards and Productivity Guidelines are used for incentives and penalties in the operations contract. No changes were made to the Productivity Guidelines.

**Requested Action**

Adopt Resolution #200923A which implements updated Objectives, Measures, and Standards, as well as the Productivity Guidelines.

**ATTACHED:**

1. Objectives, Measures, and Standards
2. Productivity Guidelines
3. Resolution #200923A

**Agenda Item #7**  
*Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
September 23, 2020*

	Objective	Measure	Standard
I.A.	Safe Transit	Miles between preventable accidents	FR - 150,000mi , Para - 100,000mi
		CHP Safety Compliance Report	Satisfactory rating annually
		RVM* between road calls	FR - 50,000mi , Para- 100,000mi
		Preventative Main. Inspections (PMI)	PMIs within 400 miles of scheduled
		Contractor accident & loss reporting	Next day verbal report by 9:00 a.m. Written report within 5 working days
I.B.	Reliable Transit	Fixed route schedule adherence-late	95.01%+ within 5 minutes of schedule
		Fixed route schedule adherence-early	.74% or less of trips ahead of schedule
		Fixed route-missed trips	Less than .74% of scheduled trips
		Paratransit – pick-up time deviations	95.01% of pickups within 15 minutes of the time promised to riders
		Paratransit – early	No pickups more than 30 minutes ahead of the time promised to riders
		Paratransit – denials	Zero ADA trip denials Zero Regional ADA trip denials
1.C.	High-Quality Transit	Clean Buses	Every bus interior cleaned every day Every other day - bus exterior washed Monthly - every bus detailed
		Uniformed Operators	100% compliance contract dress code
		Road Supervisors	At least one road supervisor to be on duty at all times
		Air-Conditioned Buses	100% of revenue vehicles in service with functioning air conditioning when temperature is above 80 degrees
		Customer Complaints	<0.3% of passengers complain
		Calls presented - avg time to answer	All three types must meet the standard of less than 90 seconds
		Abandoned Calls - avg time to abandoned	
		Answered Calls - avg time to answer	
II.	Efficient System	Productivity (passengers per RVH**)	Fixed Route-average 20 pass/RVH At least 10 pass/RVH on any route Para-average 3.0 pass/RVH
		Farebox Cost Recovery (Percent)	Fixed Route-minimum 20% system wide Para-minimum 10% system wide
III.A.	Accessible System - Disabilities	Wheelchair Lift Reliability	100% of lifts functional at all times
III.B.	Accessible System -Transit Dependents	Bus Benches & Shelters	One amenity for every directional route mile
III.C.	Accessible System -Choice Riders & Commuters	BART Schedule Coordination	Less than 15 minute wait for BART connections during peak period travel direction for routes serving one BART station
			Coordinate schedule on key routes to key BART stations - arrive/depart 10 min. before/after BART
	Annual Safety Performance Targets	Fatalities	FR 0, Para 0
		Injuries	FR 3, Para 2
		Safety Events	FR 28, Para 5
		System Reliability (miles between road calls)	FR 50,000 Para 100,000

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

**Eastern Contra Costa Transit Authority**  
**Productivity Guidelines**  
 Adopted 9/23/2020

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

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

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



# TRI DELTA TRANSIT

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

## RESOLUTION #200923A Objectives, Measures, and Standards Productivity Guidelines

Resolution #200923A adopts updated Objectives, Measures, and Standards and Productivity Guidelines.

WHEREAS, Eastern Contra Costa Transit Authority (ECCTA) currently accepts federal funds; and

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

WHEREAS, reporting standards are required to be updated; and

WHEREAS, reporting standards are required to be published.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #200923A updating the Objectives, Measures, and Standards and Productivity Guidelines.

PASSED AND ADOPTED THIS 23<sup>rd</sup> day of September 2020, by the following votes:

### EASTERN CONTRA COSTA TRANSIT AUTHORITY

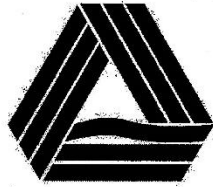
*Shanelle Scales-Preston*  
Shanelle Scales-Preston, Chair

*Jeanne Krieg*  
Jeanne Krieg, Chief Executive Officer

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



**Appendix F- Board Approval of Major Service Change Policy/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

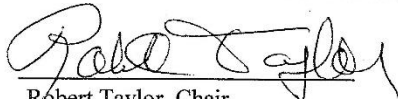
**WHEREAS**, ECCTA is required to comply with FTA Circular 4702.1B;

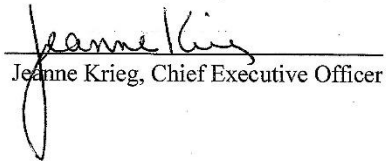
**WHEREAS**, ECCTA has established a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy complying with FTA Circular 4702.1B;

**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 26<sup>th</sup> 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



# 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 26, 2020

4:00pm

ECCTA Boardroom

801 Wilbur Avenue, Antioch, CA 94509

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

Please see the last page of this agenda for:

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

1. **Call to Order:** Chair 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 January 29, 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*)
- b. **Update of Fuel Futures Program**

**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 February 26, 2020**

**7. ACTION and DISCUSSION ITEMS**

- a. **DISCUSSION ITEM:** Title VI Oakley Park and Ride Outreach  
(see attachment: tab #3)  
**No Action Requested**
  
- b. **ACTION ITEM:** Title VI Major Service Change Policy/Disparate Impact and Disproportionate Burden Policy  
(see attachment: tab #4)  
**Requested Action:** Adopt Resolution #200226A which approves the Title VI Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.
  
- c. **ACTION ITEM:** Bus Exterior Advertising  
(see attachment: tab #5)  
**Requested Action:** Adopt Resolution #200226B which authorizes the Chief Executive Officer to execute and enter into a three year contract, with two one-year options, for the use of external advertising space on ECCTA's fixed route and paratransit buses with Vector Media.
  
- d. **ACTION ITEM:** System Redesign Consultant  
(see attachment: tab #6)  
**Requested Action:** Adopt Resolution #200226C which authorizes the Chief Executive Officer to execute and enter into a contract for the evaluation of ECCTA's bus routes and redesign of its system with Advanced Mobility Group for an amount not to exceed \$260,000 which includes a 10% contingency.
  
- e. **DISCUSSION ITEM:** Microtransit Technology Provider  
(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 25, 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-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.

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

**Meeting Date:** February 26, 2020  
**Agenda Item:** Title VI Major Service Change Policy/Disparate Impact and Disproportionate Burden Policy– Agenda Item #7b  
**Lead Staff:** Tania Babcock, Executive Assistant/Civil Rights Officer  
**Approved:** Jeanne Krieg, Chief Executive Officer

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### **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.

### **Major Service Change Policy**

ECCTA is updating its Title VI Major Service Change Policy to reflect current guidelines from the FTA Title VI Circular 4702.1B. ECCTA is committed to meeting the public transit needs of East County residents. To ensure this, ECCTA will provide an opportunity for a public hearing prior to making a final decision on any increase to the basic fare structure or on any major service change.

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.

*Agenda Item #7b  
Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
February 26, 2020*

- 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.

### **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 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 riders, defined as minority or low-income populations or riders. A finding of disproportionate impacts would determine whether Tri Delta Transit 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.

#### ***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 in a service change. In assessing disparate impact and disproportionate burden, Tri Delta Transit 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 service decreases 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 is less than 10 percentage points below the percentage of the protected population system wide.

### **Requested Action**

Adopt Resolution #200226A which approves the Title VI Major Service Change Policy/Disparate Impact and Disproportionate Burden Policy.

*Agenda Item #7b  
Eastern Contra Costa Transit Authority  
Board of Directors Meeting  
February 26, 2020*

**Appendix G- On-Board Passenger Survey**



# 2019 Tri Delta Transit On-Board Survey

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FINAL REPORT  
APRIL 2019



Prepared for The Tri Delta  
Transit and Metropolitan  
Transportation Commission  
(MTC)

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## EXECUTIVE SUMMARY

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Tri Delta Transit conducted the 2019 Transit On-Board Origin-Destination (OD) Survey in partnership with the Metropolitan Transportation Commission (MTC). MTC contracted with ETC Institute to conduct the Tri Delta On-Board OD Survey. The data collection began in February of 2019 and ended in March of 2019. This summary will provide an overview and detailed description of the 2019 On-Board OD Survey process. The summary covers the purpose/background, design, sampling, administration methodology, quality control process, and survey findings.

### OBJECTIVES

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The primary objectives for the Survey were as follows:

- ▲ Compile statistically accurate information about the use of transit in the region by Tri Delta passengers.
- ▲ Generate reliable linked OD data to support computerized travel demand modeling and transportation network simulation activities for purposes of regional long-range transportation planning.
- ▲ Assess changes in trip characteristics and ridership profiles of Tri Delta passengers by comparing the Survey results with data from previous Tri Delta surveys.
- ▲ Acquire demographic data to meet requirements for compliance under Title VI of the Civil Rights Act of 1964.

### SURVEY METHODOLOGY SUMMARY

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ETC Institute Interviewers conducted the On-Board Survey upon a representative sample of Tri Delta routes on weekdays and weekends. The passenger-intercept interviews were completed using hand-held tablet personal computers (PCs) upon which the online Survey, created and developed by ETC Institute in cooperation with Tri Delta, was administered. Passengers were selected for participation using a random sampling function built into the Survey programming and passenger responses were captured in real time. ETC Institute 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.

For those passengers who elected to participate, the Survey was administered in two uninterrupted sections: The first was designed to create a detailed record of the passenger's current one-way trip and the second to gather required demographic data. In the initial section, the survey application's mapping features allowed for geocoding of addresses using information provided by the passenger. Passengers were able to see each on-screen map and confirm the accuracy of the trip data collected. At the end of the Survey's first section, passengers were asked to confirm a comprehensive summary of their complete origin-to-destination trip. In the demographics section of the Survey, passengers were offered the choice of physically selecting the answers themselves (pressing the buttons on the tablet PC screen) to ensure their privacy. Upon completion of the Survey, minimal passenger contact information was collected and passengers were thanked for their time and willingness to participate.

ETC Institute Interviewers were available to answer passenger questions, the most common of which involved the need to ask for personal information and how the information gathered would ultimately

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*2019 Tri Delta Transit On-Board Survey*

be used. Passengers were assured all information collected would be kept strictly confidential, that Tri Delta intended to use the information for research purposes designed to improve their system, and that the information would never be used for any commercial purpose.

The summary information below is based on the linked weight factors. A linked passenger trip is a trip from origin to destination on the transit system. Even if a passenger must make several transfers during a one-way journey the trip is counted as one linked trip on the system. Unlinked passenger trips count each boarding as a separate trip regardless of transfers.

#### TRANSIT TRIP CHARACTERISTICS

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The following bullets describe Tri Delta Passengers' transit trips:

##### *Weekday*

- ▲ Thirty-five (35.0 percent) of all Tri Delta Weekday Passengers' trips surveyed were home-to-work or work-to-home trips. Half of all transit passenger trips (55.3 percent) surveyed were either home-to-other (non-work) or other-to-home (non-work). Ten percent of all transit passengers' trips were non-home-based type trips (9.7 percent).
- ▲ Ninety-one percent of transit passengers responding to the survey reported walking to access transit (91.1 percent). About two percent reported personal bike to transit (1.9 percent). Six-percent reported driving alone or being dropped off by someone – not a service (6.1 percent).
- ▲ More than eighty-percent of all Tri Delta Weekday Passengers had trips that did not require any transfers on any system routes to complete their one-way trip (84.4 percent). About sixteen-percent of passengers required one or two system transfer (15.6 percent). ***Transfer percentages above were based on the unlinked expansion.***
- ▲ Majority of Tri Delta Weekday Passengers (84.5 percent) paid the Adult fare for their one-way trip. About eight-percent of Tri Delta Weekday Passengers (7.6 percent) paid for the Senior fare.

##### *Weekend*

- ▲ Thirty-nine (38.9 percent) of all Tri Delta Weekend Passengers' trips surveyed on the weekend routes were home-to-work or work-to-home trips. Half of all transit passenger trips (56.8percent) surveyed were either home-to-other (non-work) or other-to-home (non-work). Less than 5 percent of all transit passengers' trips were non-home-based type trips (4.2 percent).
- ▲ Most Tri Delta Weekend Passengers reported walking to access transit (96.1 percent). About two percent reported personal bike to transit (1.9 percent).
- ▲ Most Tri Delta Weekend Passengers had trips that did not require any transfers on any system routes to complete their one-way trip (95.8 percent). ***Transfer percentages above were based on the unlinked expansion.***
- ▲ Most Tri Delta Weekend Passengers (92.8 percent) paid the Adult fare for their one-way trip. About five-percent of Tri Delta Weekend Passengers (4.8 percent) paid for the Senior fare.



## TRANSIT PASSENGER PROFILE

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The following bullets describe Tri Delta Passengers' demographics:

### *Weekday*

- ▲ Nearly sixty-percent of Tri Delta Weekday Passengers (59.3 percent) are employed.
- ▲ Seventy-percent of Tri Delta Weekday Passengers (70.3 Percent) are currently not a student. About one-fifth of Tri Delta Passengers (18.2 percent) are either full- or part-time college/university students.
- ▲ Nearly two-thirds of Tri Delta Weekday Passengers (65.7 percent) are between 18 and 50 years of age, with forty-three percent being between 18 and 34 years of age (43.4 percent).
- ▲ The race/ethnicity of Tri Delta Weekday Passengers in the region are: 39.3 percent Black/African American, 27.9 percent Latino/Hispanic, 27.8 percent White, 5.9 percent Asian, 2.8 percent American Indian/Alaska Native, 2.0 percent Native Hawaiian/Pacific Islander and 1.4 percent "Other".
- ▲ More than one-third of Tri Delta Weekday Passengers report an annual household income below \$25,000 (37.8 percent) and nearly half of Tri Delta Passengers (48.5 percent) reported an annual household income of between \$25,000 and \$75,000.

### *Weekend*

- ▲ Nearly two-thirds of Tri Delta Weekend Passengers (65.2 percent) are employed.
- ▲ Most Tri Delta Weekend Passengers are currently not a student (84.7 percent).
- ▲ Over half of Tri Delta Weekend Passengers (55.5 percent) indicated their age is between 18-34. Forty-three percent of Tri Delta Weekend Passengers are 35 or over (42.6 percent).
- ▲ The race/ethnicity of Tri Delta Passengers in the region are: 38.2 percent Latino/Hispanic, 32.1 percent Black/African American, 25.1 percent White, 4.9 percent Asian, 1.2 percent Native Hawaiian/Pacific Islander, 1.0 percent American Indian/Alaska Native and 0.7 percent "Other".
- ▲ More than one-third of Tri Delta Weekend Passengers report an annual household income below \$25,000 (39.3 percent) and half of Tri Delta Passengers (52.1 percent) reported an annual household income of between \$25,000 and \$75,000.

## Chapter 1. OD SURVEY SYSTEM RESULTS (WEEKDAY)

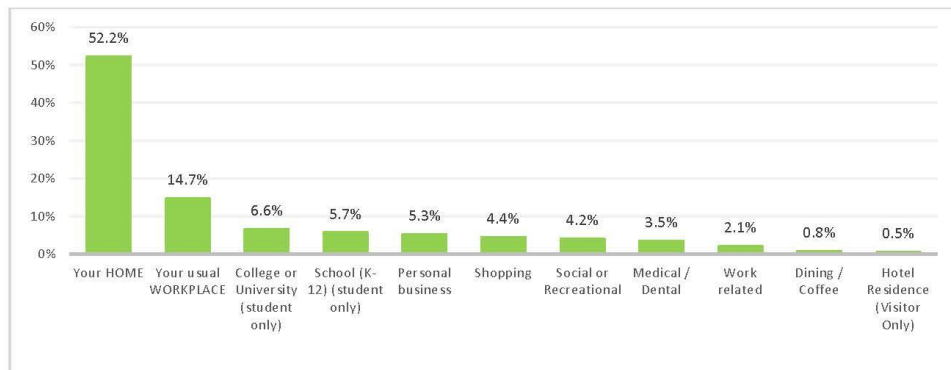
Chapter 1 highlights selected demographic and trip-related findings from weekday Tri Delta OD Survey. Four major categories are presented regarding the Survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household and (4) Rider demographics. Regarding results, the database used for the charts/tables below were expanded based on the linked weight factors unless noted.

### TRAVEL CHARACTERISTICS

#### TYPES OF PLACES TRI DELTA PASSENGERS ARE COMING FROM

Table 1-1 below shows the top types of places Tri Delta Passengers are coming from. Based on the Survey results, more than half of Tri Delta Passengers (52.2 percent) selected “Your HOME” for where their trip originated from. Another top choice was “Your usual WORKPLACE” with 14.7 percent of Tri Delta Passengers. An additional 6.6 percent of Tri Delta Passengers reported they were coming from “College or University (student only)”.

Table 1-1: Types of Places Tri Delta Passengers are COMING FROM

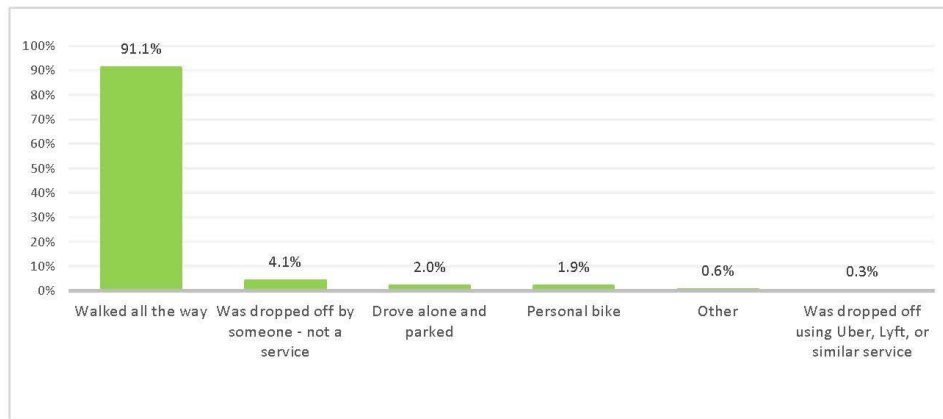


Origin Type	Percent
Your HOME	52.2%
Your usual WORKPLACE	14.7%
College or University (student only)	6.6%
School (K-12) (student only)	5.7%
Personal business	5.3%
Shopping	4.4%
Social or Recreational	4.2%
Medical / Dental	3.5%
Work related	2.1%
Dining / Coffee	0.8%
Hotel Residence (Visitor Only)	0.5%
<b>Total</b>	<b>100.0%</b>

HOW PASSENGERS ACCESS PUBLIC TRANSIT

How Passengers first access public transit for their one-way trip by service type is shown in Table 1-2. A large majority of all Tri Delta Passengers (91.1 percent) selected that they accessed public transit by “Walked all the way”, compared to next highest (4.1 percent) of Tri Delta Passengers who reported “Was dropped off by someone – not a service”. An additional 1.9 percent of Passengers reported they accessed public transit by “Personal bike”.

Table 1-2: How Passengers Access Public Transit

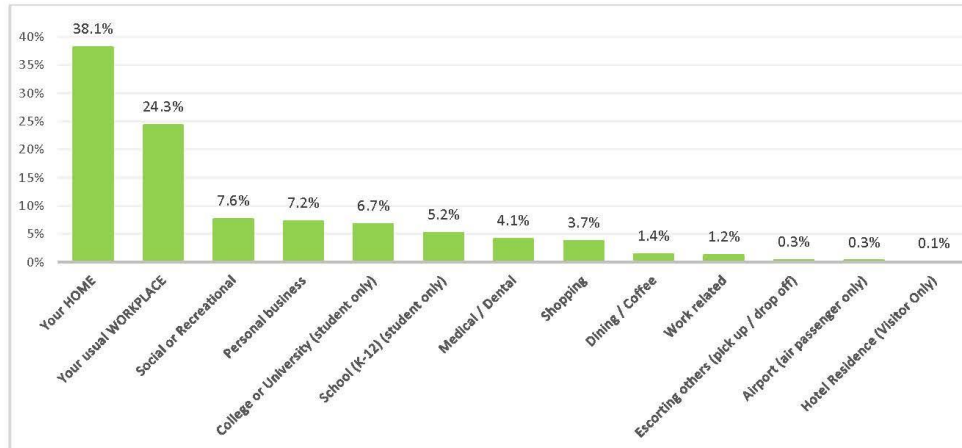


Access Mode	Column N %
Walked all the way	91.1%
Was dropped off by someone - not a service	4.1%
Drove alone and parked	2.0%
Personal bike	1.9%
Other	0.6%
Was dropped off using Uber, Lyft, or similar service	0.3%
<b>Total</b>	<b>100.0%</b>

### TYPES OF PLACES TRI DELTA PASSENGERS ARE GOING TO

Table 1-3 below shows the top types of places Tri Delta Passengers are going to. Based on the Survey results, 38.1 percent of Tri Delta Passengers selected “Your HOME” for where they were headed on this trip. Another top choice was “Your usual WORKPLACE” with 24.3 percent of Tri Delta Passengers. The third top choice was “Social or Recreational” with 7.6 percent of Tri Delta Passengers.

Table 1-3: Types of Places Passengers are GOING TO



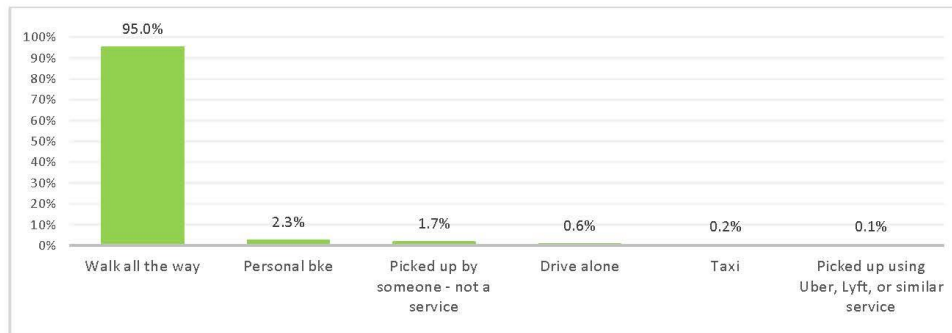
Destin Place Type	Column N %
Your HOME	38.1%
Your usual WORKPLACE	24.3%
Social or Recreational	7.6%
Personal business	7.2%
College or University (student only)	6.7%
School (K-12) (student only)	5.2%
Medical / Dental	4.1%
Shopping	3.7%
Dining / Coffee	1.4%
Work related	1.2%
Escorting others (pick up / drop off)	0.3%
Airport (air passenger only)	0.3%
Hotel Residence (Visitor Only)	0.1%
<b>Total</b>	<b>100.0%</b>



HOW PASSENGERS TRAVELED FROM TRANSIT TO THEIR FINAL DESTINATION

Table 1-4 shows how Passengers traveled from transit to their destination. Most of all transit Passengers (95.0 percent) selected “Walk all the way” for their egress mode type to their final destination after using public transit, compared to the next highest (2.3 percent) of Tri Delta Passengers that selected “Personal bike”. An additional 1.7 percent of Tri Delta Passengers reported they traveled from transit to their destination by “Picked up by someone - not a service”.

Table 1-4: How Passengers Traveled from Transit to Their Final Destination

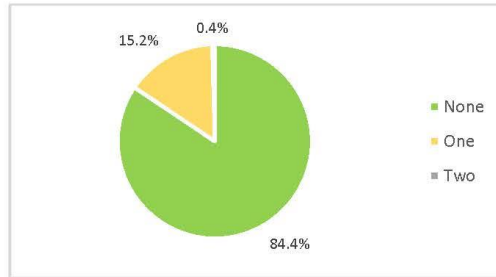


Egress Mode	Column N %
Walk all the way	95.0%
Personal bike	2.3%
Picked up by someone - not a service	1.7%
Drive alone	0.6%
Taxi	0.2%
Picked up using Uber, Lyft, or similar service	0.1%
<b>Total</b>	<b>100.0%</b>

NUMBER OF SYSTEM TRANSFERS USED

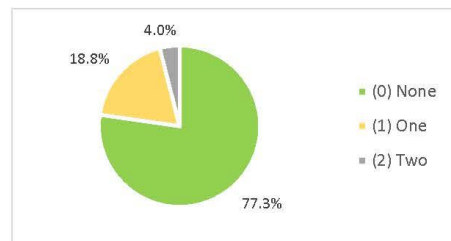
Table 1-5 Series shows the total number of system transfers used in the one-way trip by Tri Delta Passengers. Most Tri Delta Passengers (84.4 percent) used zero Tri Delta System transfers to make their current trip, compared to, 15.2 percent of Tri Delta Passengers that used one Tri Delta System transfer during their trip. **Transfer percentages were based on the unlinked secondary expansion.**

Table 1-5a: Number of Total Transfers Used in The One-Way Trip



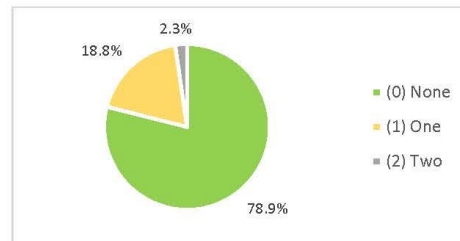
Total number of system transfers	Column N %
None	84.4%
One	15.2%
Two	0.4%
<b>Total</b>	<b>100.0%</b>

Table 1-5b: Number of Total Transfers Before Surveyed Route



Number of Total Transfers Before Surveyed Route	Column N %
(0) None	77.3%
(1) One	18.8%
(2) Two	4.0%
<b>Total</b>	<b>100.0%</b>

Table 1-5c: Number of Total Transfers After Surveyed Route



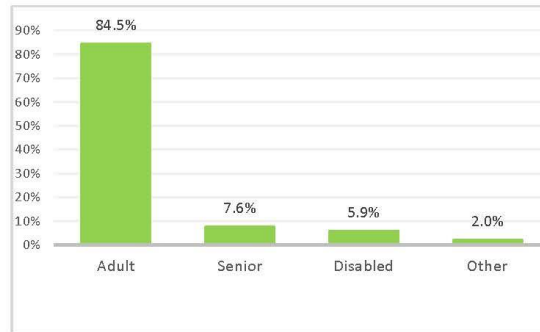
Number of Total Transfers After Surveyed Route	Column N %
(0) None	78.9%
(1) One	18.8%
(2) Two	2.3%
<b>Total</b>	<b>100.0%</b>

PASS/PAYMENT CHARACTERISTICS

HOW DID YOU PAY FOR THIS ONE-WAY TRIP

Table 1-6 shows the fare payment used by Tri Delta Weekday Passengers. As shown in these visuals, “Adult fare” was the most used fare payment type as indicated by Weekday Passengers for Tri Delta (84.5 percent), compared to the next highest, “Senior fare” (7.6 percent).

Table 1-6: Fare Payment Type

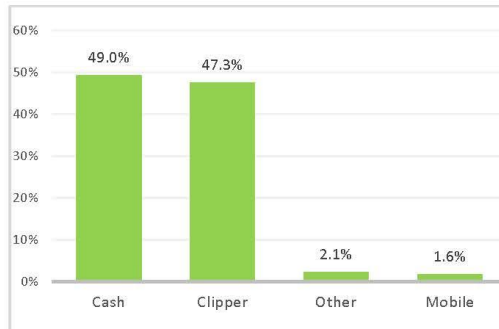


Fare Payment Type	Column N %
Adult	84.5%
Senior	7.6%
Disabled	5.9%
Other	2.0%
<b>Total</b>	<b>100.0%</b>

METHOD OF FARE PAYMENT

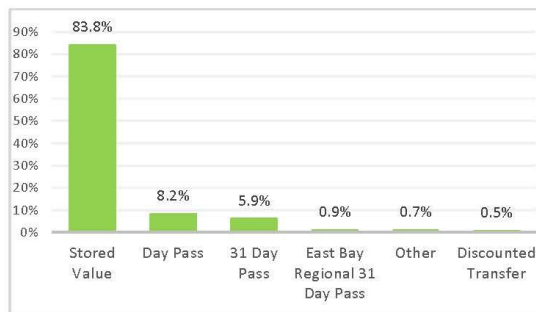
Table 1-7 Series illustrates the method of fare payment used by Tri Delta Weekday Passengers. Nearly half of Tri Delta Passengers use the “cash” to pay for a ride (49.0 percent), compared to the next highest, “Clipper” (47.3 percent). An additional 1.6 percent of Tri Delta Weekday Passengers reported they paid fare using “Mobile”.

Table 1-7a: Method of Payment



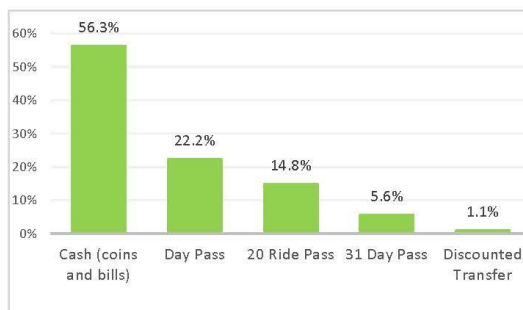
Method of Payment	Column N %
Cash	49.0%
Clipper	47.3%
Mobile	1.6%
Other	2.1%
<b>Total</b>	<b>100.0%</b>

Table 1-7b: Type of Clipper



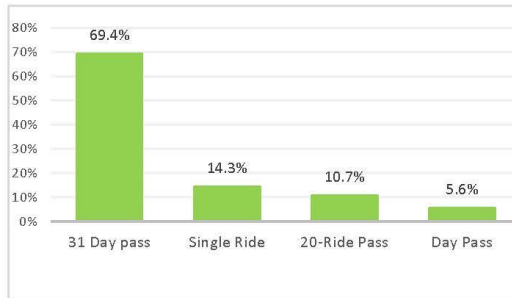
Type of Clipper	Column N %
Stored Value	83.8%
Day Pass	8.2%
31 Day Pass	5.9%
East Bay Regional 31 Day Pass	0.9%
Other	0.7%
Discounted Transfer	0.5%
<b>Total</b>	<b>100.0%</b>

Table 1-7c: Cash or Paper Type of Fare Payment



Cash or Paper Type of Fare Payment	Column N %
Cash (coins and bills)	56.3%
Day Pass	22.2%
20 Ride Pass	14.8%
31 Day Pass	5.6%
Discounted Transfer	1.1%
<b>Total</b>	<b>100.0%</b>

Table 1-7d: Mobile App Type of Fare Payment

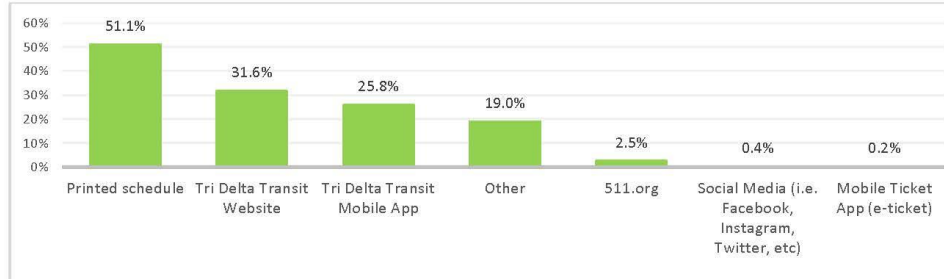


Mobile App Type of Fare Payment	Column N %
31 Day Pass	69.4%
Single Ride	14.3%
20-Ride Pass	10.7%
Day Pass	5.6%
<b>Total</b>	<b>100.0%</b>

SOURCES OF INFORMATION ABOUT THE BUS

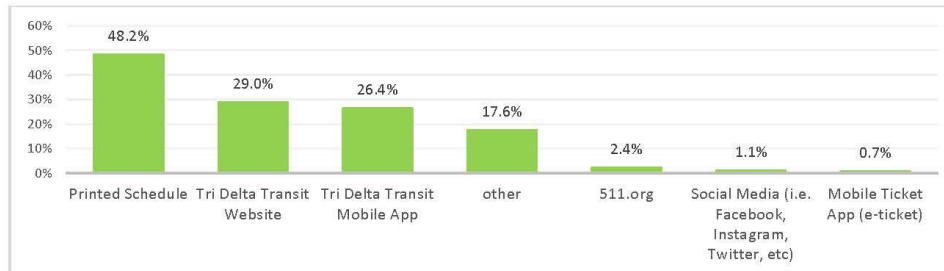
Table 1-8 Series shows how Tri Delta Passengers get information and updates about the bus (schedules, arrival times, etc.). Half of the Passengers reported they used “Printed schedule” (51.1 percent). Nearly one-third of the Passengers are using “Tri Delta Transit Website” (31.6 percent). Nearly half of the Passengers prefer “Printed schedule” (48.2 percent) for the information source about the bus.

Table 1-8a: Information Source about the Bus (Mark All That Applies)



Current Information Sources	Column N %
Printed schedule	51.1%
Tri Delta Transit Website	31.6%
Tri Delta Transit Mobile App	25.8%
Other	19.0%
511.org	2.5%
Social Media (i.e. Facebook, Instagram, Twitter, etc.)	0.4%
Mobile Ticket App (e-ticket)	0.2%

Table 1-8b: Preference to Information Sources about the Bus (Mark All That Applies)



Current Information Sources	Column N %
Printed Schedule	48.2%
Tri Delta Transit Website	29.0%
Tri Delta Transit Mobile App	26.4%
other	17.6%
511.org	2.4%
Social Media (i.e. Facebook, Instagram, Twitter, etc.)	1.1%
Mobile Ticket App (e-ticket)	0.7%

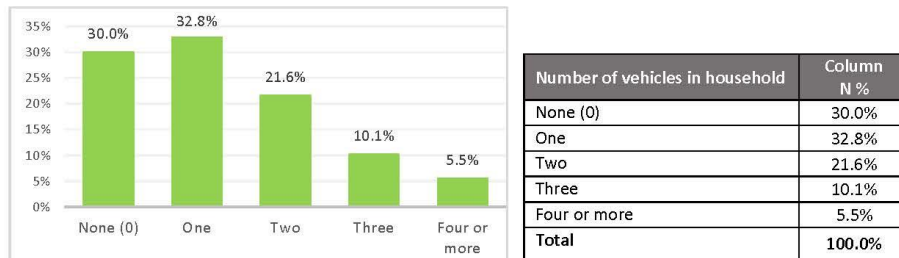
2019 Tri Delta Transit On-Board Survey

## HOUSEHOLD DEMOGRAPHICS

### HOW MANY WORKING VEHICLES (AUTO OR MOTORCYCLES) ARE AVAILABLE TO YOUR HOUSEHOLD

Table 1-9 shows the number of household vehicles for Tri Delta Passengers' household. Thirty percent of Tri Delta Passengers (30.0 percent) indicated they are without a working vehicle in their household, compared to 32.8 percent of Passengers with one working vehicle in their household, and 37.2 percent of Passengers with two or more working vehicles in their household.

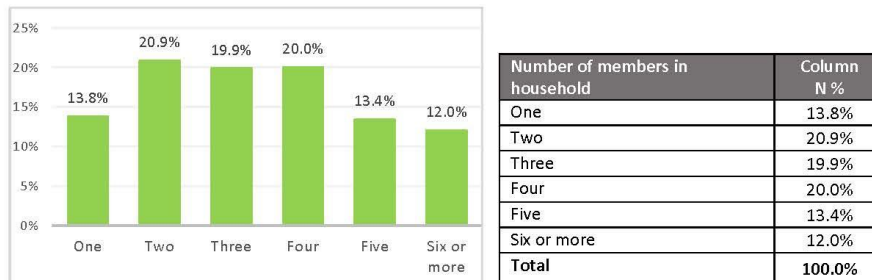
Table 1-9: Number of Available Household Vehicles (Includes Residents Only)



### INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD

The total number of household members for Tri Delta Passengers' household is shown in Table 1-10. Slightly more than one-third of Tri Delta Passengers (34.7 percent) are in a one or two-member household, compared to 39.9 percent of Tri Delta Passengers with three or four members in the household, and 25.4 percent of Tri Delta Passengers with five or more members in the household.

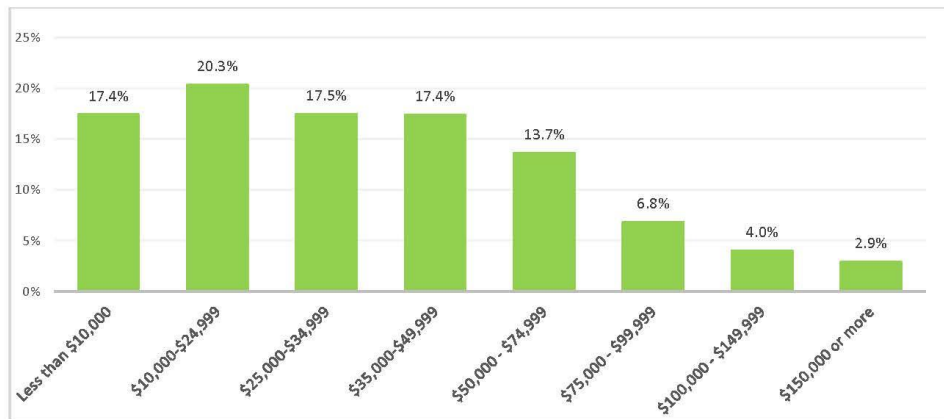
Table 1-10: Total Number of Household Members (Includes Residents Only)



WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2018  
BEFORE TAXES

Table 1-11 shows the Total Annual Household Income for Tri Delta Passengers' household. More than one-third (37.7 percent) of Tri Delta Passengers indicated their household income is below "\$25,000", compared to 48.6 percent of Tri Delta Passengers with household income between "\$25,000 - \$75,000", and 13.7 percent of Tri Delta Passengers with household income of "\$75,000 or more".

Table 1-11: Total Household Income (excluded don't know/no response)



Total annual household income	Column N %
Less than \$10,000	17.4%
\$10,000-\$24,999	20.3%
\$25,000-\$34,999	17.5%
\$35,000-\$49,999	17.4%
\$50,000 - \$74,999	13.7%
\$75,000 - \$99,999	6.8%
\$100,000 - \$149,999	4.0%
\$150,000 or more	2.9%
<b>Total</b>	<b>100.0%</b>

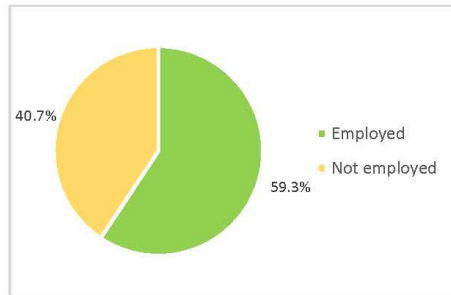


PASSENGER DEMOGRAPHICS

EMPLOYMENT STATUS

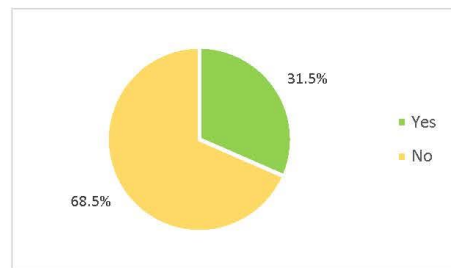
Table 1-12 Series shows the employment status of Tri Delta Weekday Passengers. Nearly sixty percent of Tri Delta Passengers (59.3 percent) reported “Employed” for employment status. Of those employed, about one-third of Passengers (31.5 percent) said they went to work before taking the surveyed bus, and nearly half of Passengers (47.0 percent) reported they were going to work after taking the surveyed bus.

Table 1-12a: Employment Status



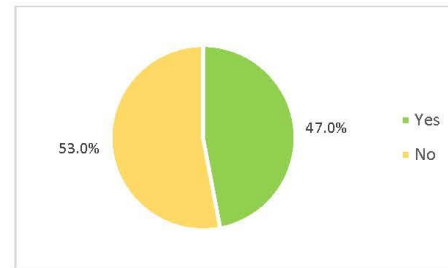
Employment Status	Column N %
Employed	59.3%
Not employed	40.7%
<b>Total</b>	<b>100.0%</b>

Table 1-12b: Went to Work Before Surveyed Route



Went to work before taking this bus/rail	Column N %
Yes	31.5%
No	68.5%
<b>Total</b>	<b>100.0%</b>

Table 1-12c: Going to Work After Surveyed Route

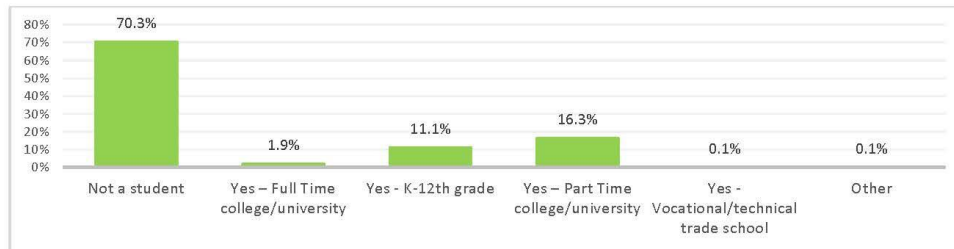


Going to work after taking this bus/rail	Column N %
Yes	47.0%
No	53.0%
<b>Total</b>	<b>100.0%</b>

## STUDENT STATUS

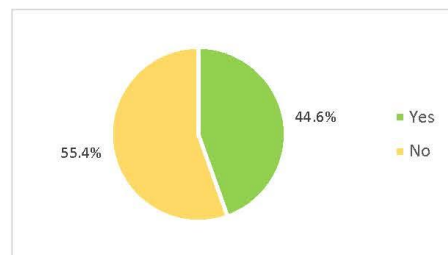
Table 1-13 Series shows the student status of Tri Delta Passengers. More than two-thirds of Tri Delta Passengers (70.3 percent) reported that they were not a student. Eighteen percent of Tri Delta Passengers (18.2 percent) are full-time or part-time college/university students. Forty-five percent of student Passengers who study at the campus location went to school before the surveyed route while forty-three percent of student Passengers who study at the campus location reported to go to school after taking the surveyed route.

Table 1-13a: Student Status



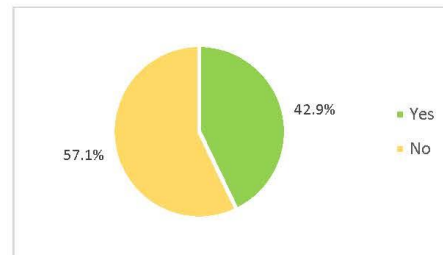
Student status	Column N %
Not a student	70.3%
Yes - Full Time college/university	1.9%
Yes - K-12th grade	11.1%
Yes - Part Time college/university	16.3%
Yes - Vocational/technical trade school	0.1%
Other	0.1%
<b>Total</b>	<b>100.0%</b>

Table 1-13b: Went to School Before Surveyed Route



Went to school before taking this bus/rail	Column N %
Yes	44.6%
No	55.4%
<b>Total</b>	<b>100.0%</b>

Table 1-13c: Going to School After Surveyed Route

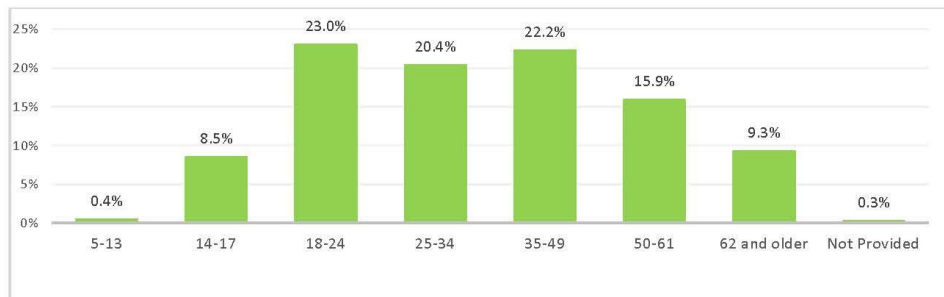


Going to school following taking this bus/rail	Column N %
Yes	42.9%
No	57.1%
<b>Total</b>	<b>100.0%</b>

AGE OF TRANSIT PASSENGER

Table 1-14 shows the age of Tri Delta Passengers. Forty-three percent of Tri Delta Passengers (43.4 percent) indicated their age is between 18-34, compared to 8.9 percent of Tri Delta Passengers indicated their age is below 18, 47.4 percent of Tri Delta Passengers are 35 or over, and 0.3 percent marked “Not Provided”.

Table 1-14: Age of Transit Passenger (excluded non-provided results)

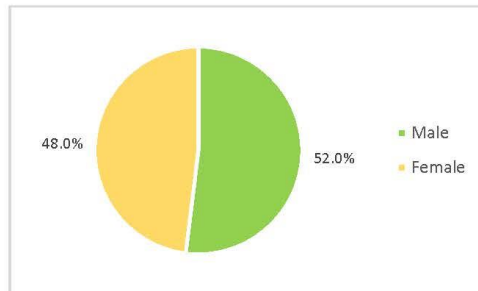


Age	Column N %
5-13	0.4%
14-17	8.5%
18-24	23.0%
25-34	20.4%
35-49	22.2%
50-61	15.9%
62 and older	9.3%
Not Provided	0.3%
<b>Total</b>	<b>100.0%</b>

WHAT IS YOUR GENDER

The gender of Tri Delta Passengers is presented in Table 1-15. Over half of Tri Delta Passengers (52.0 percent) indicated they were male, compared to (48.0 percent) who indicated they were female.

Table 1-15: Gender of Transit Passenger



Gender	Column N %
Male	52.0%
Female	48.0%
<b>Total</b>	<b>100.0%</b>

DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

The language spoken at the home of Tri Delta Weekday Passengers is displayed in the Table 1-16 Series. About one-third (30.9 percent) of Tri Delta Passengers indicated they spoke a language other than English at home. Of those Tri Delta Passengers, more than two-thirds (69.9 percent) indicated they spoke English “Very well” as shown the second set of charts in the Table 1-16 Series.

Table 1-16a: Transit Passengers That Speak Another Language Besides English At Home

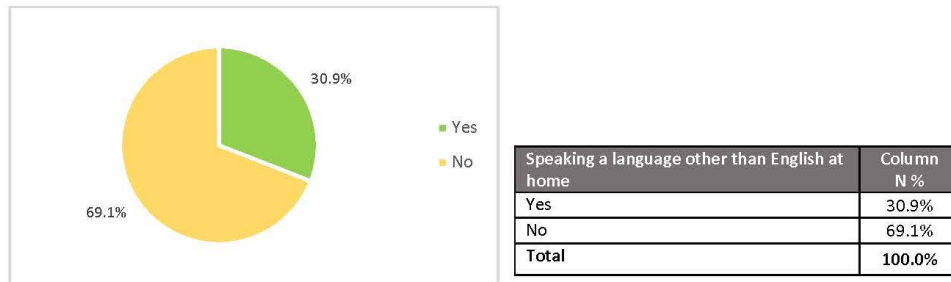


Table 1-16b: IF YES: How well do you speak English?

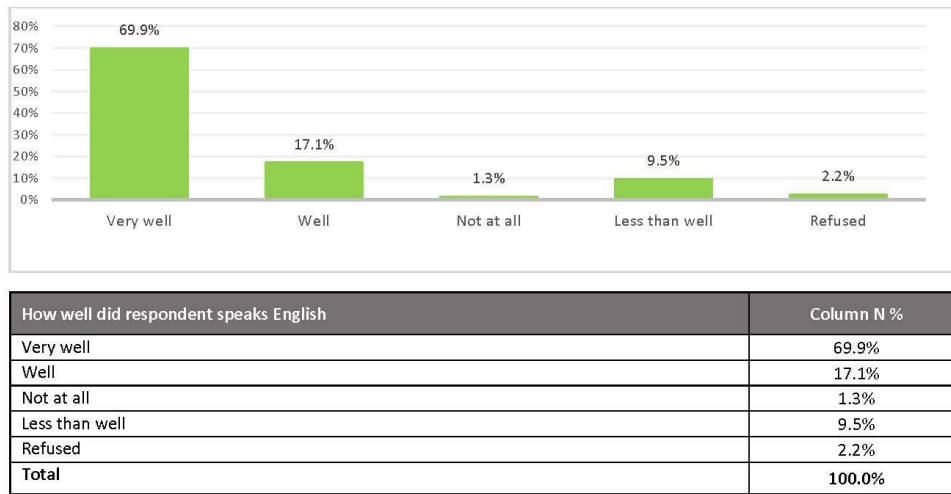
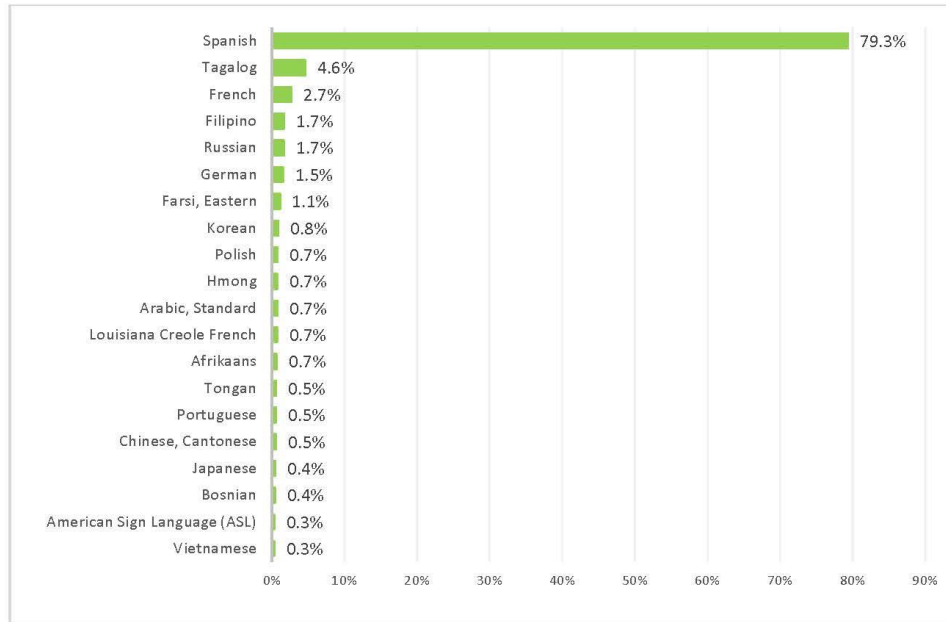


Table 1-16c: IF YES: Languages Spoken At Home



Languages Spoken at Home	Column N %
Spanish	79.3%
Tagalog	4.6%
French	2.7%
Filipino	1.7%
Russian	1.7%
German	1.5%
Farsi, Eastern	1.1%
Korean	0.8%
Arabic, Standard	0.7%
Hmong	0.7%
Polish	0.7%
Louisiana Creole French	0.7%
Afrikaans	0.7%
Portuguese	0.5%
Tongan	0.5%
Chinese, Cantonese	0.5%
Japanese	0.4%
Bosnian	0.4%
American Sign Language (ASL)	0.3%
Vietnamese	0.3%
Total	100.0%

Table 1-16d: IF YES: English Speaking Ability by Language Spoken at Home

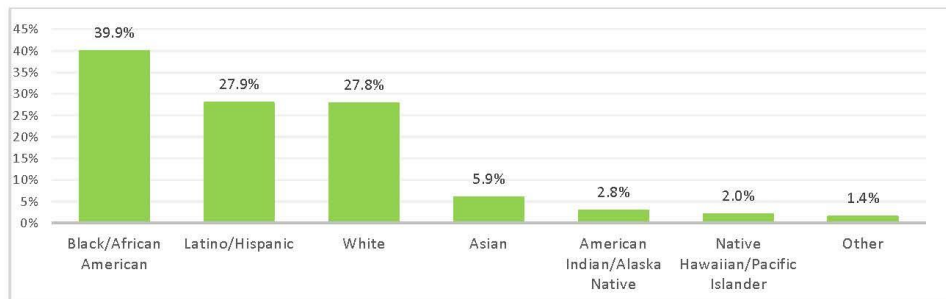
Language Spoken at Home	English Speaking Ability				
	Very well	Well	Less than well	Not at all	Total
Afrikaans	26.4%	73.6%	0.0%	0.0%	100.0%
American Sign Language (ASL)	100.0%	0.0%	0.0%	0.0%	100.0%
Arabic, Standard	100.0%	0.0%	0.0%	0.0%	100.0%
Bosnian	100.0%	0.0%	0.0%	0.0%	100.0%
Chinese, Cantonese	0.0%	100.0%	0.0%	0.0%	100.0%
Farsi, Eastern	100.0%	0.0%	0.0%	0.0%	100.0%
Filipino	100.0%	0.0%	0.0%	0.0%	100.0%
French	84.7%	15.3%	0.0%	0.0%	100.0%
German	100.0%	0.0%	0.0%	0.0%	100.0%
Hmong	100.0%	0.0%	0.0%	0.0%	100.0%
Japanese	0.0%	100.0%	0.0%	0.0%	100.0%
Korean	0.0%	0.0%	100.0%	0.0%	100.0%
Louisiana Creole French	100.0%	0.0%	0.0%	0.0%	100.0%
Polish	100.0%	0.0%	0.0%	0.0%	100.0%
Portuguese	100.0%	0.0%	0.0%	0.0%	100.0%
Russian	0.0%	0.0%	100.0%	0.0%	100.0%
Spanish	70.9%	18.3%	9.1%	1.7%	100.0%
Tagalog	76.1%	23.9%	0.0%	0.0%	100.0%
Tongan	100.0%	0.0%	0.0%	0.0%	100.0%
Vietnamese	100.0%	0.0%	0.0%	0.0%	100.0%
Total	71.5%	17.5%	9.7%	1.4%	100.0%



RACE/ETHNICITY OF TRANSIT PASSENGER

Table 1-17 shows the race/ethnicity of Tri Delta Passengers. Totals add up to more than 100% because respondents were encouraged to check all answers that applied. Over one-third of Tri Delta Passengers (39.9 percent) indicated they were “Black/African American”, compared to the next highest (27.9 percent) of Tri Delta Passengers who reported “Latino/Hispanic”.

Table 1-17: Race/Ethnicity of Tri Delta Passengers (Mark All That Applies)



Race/Ethnicity	Column N %
Black/African American	39.9%
Latino/Hispanic	27.9%
White	27.8%
Asian	5.9%
American Indian/Alaska Native	2.8%



## Chapter 2. OD SURVEY SYSTEM RESULTS (WEEKEND)

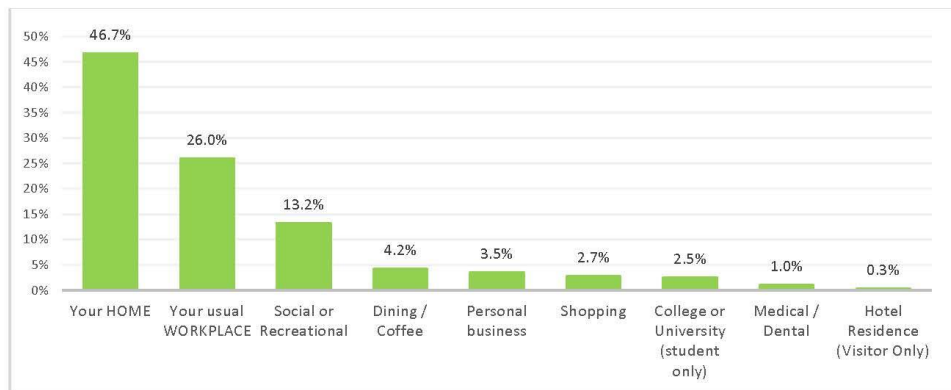
Chapter 2 highlights selected demographic and trip-related findings from weekend Tri Delta OD Survey. Four major categories are presented including: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household and (4) Rider demographics. Regarding results, the database used for the charts/tables below were expanded based on the linked weight factors unless noted.

### TRAVEL CHARACTERISTICS

#### TYPES OF PLACES TRI DELTA PASSENGERS ARE COMING FROM

Table 2-1 below shows the top types of places Tri Delta Weekend Passengers are coming from. Based on the Survey results, Close to half of Tri Delta Weekend Passengers (46.7 percent) selected “Your HOME” for where their trip originated from. Another top choice was “Your usual WORKPLACE” with about one-fourth of Tri Delta Weekend Passengers (26.0 percent). An additional 13.2 percent of Tri Delta Weekend Passengers reported they were coming from “Social or Recreational” place.

Table 2-1: Types of Places Tri Delta Passengers are COMING FROM



Origin Type	Percent
Your HOME	46.7%
Your usual WORKPLACE	26.0%
Social or Recreational	13.2%
Dining / Coffee	4.2%
Personal business	3.5%
Shopping	2.7%
College or University (student only)	2.5%
Medical / Dental	1.0%
Hotel Residence (Visitor Only)	0.3%
<b>Total</b>	<b>100.0%</b>

HOW PASSENGERS ACCESS PUBLIC TRANSIT

How Passengers first access public transit for their one-way trip by service type is shown in Table 2-2. A large majority of all Tri Delta Weekend Passengers (96.1 percent) selected that they accessed public transit by “Walked all the way”. An additional 1.9 percent of Passengers reported they accessed public transit by “Personal bike”.

Table 2-2: How Passengers Access Public Transit



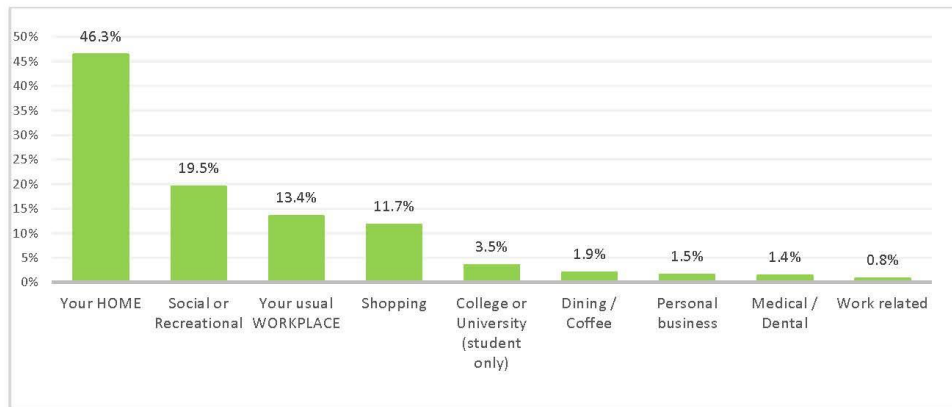
Access Mode	Column N %
Walked all the way	96.1%
Personal Bike	1.9%
Was dropped off using Uber, Lyft, or similar service	0.6%
Was dropped off by someone - not a service	0.5%
Wheelchair	0.5%
Taxi	0.3%
<b>Total</b>	<b>100.0%</b>



**TYPES OF PLACES TRI DELTA PASSENGERS ARE GOING TO**

Table 2-3 shows the top types of places Tri Delta Weekend Passengers are going to. Based on the Survey results, nearly half of Tri Delta Weekend Passengers (46.3 percent) reported “Your HOME” for their destination on this trip. One-fifth chose “Social or Recreational” place (19.5 percent) for where they were headed to. The third top choice was “Your usual WORKPLACE” with 13.4 percent of Tri Delta Weekend Passengers.

*Table 2-3: Types of Places Passengers are GOING TO*

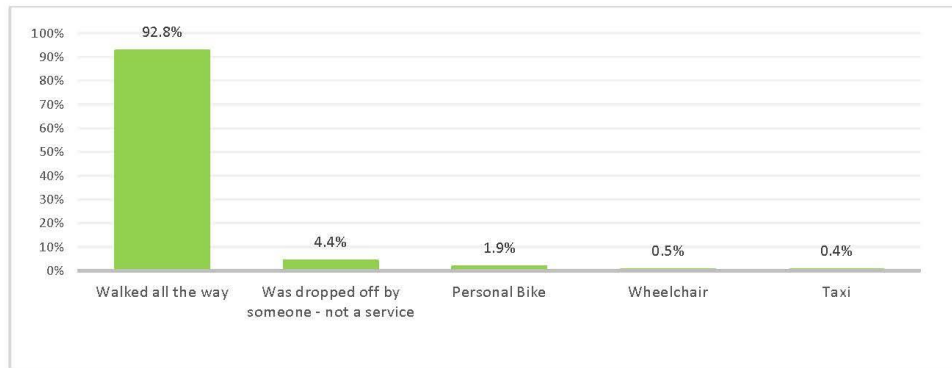


Destin Place Type	Column N %
Your HOME	46.3%
Social or Recreational	19.5%
Your usual WORKPLACE	13.4%
Shopping	11.7%
College or University (student only)	3.5%
Dining / Coffee	1.9%
Personal business	1.5%
Medical / Dental	1.4%
Work related	0.8%
<b>Total</b>	<b>100.0%</b>

HOW PASSENGERS TRAVELED FROM TRANSIT TO THEIR FINAL DESTINATION

Table 2-4 shows how Weekend Passengers traveled from transit to their destination. Most of all Tri Delta Weekend Passengers (92.8 percent) selected “Walk all the way” for their egress mode type to their final destination after using public transit, compared to the next highest (24.4 percent) of Tri Delta Weekend Passengers that selected “Was dropped off by someone - not a service”. An additional 1.9 percent of Tri Delta Weekend Passengers reported they traveled from transit to their destination by “Personal Bike”.

Table 2-4: How Passengers Traveled from Transit to Their Final Destination

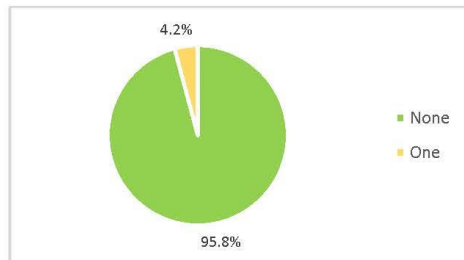


Egress Mode	Column N %
Walked all the way	92.8%
Was dropped off by someone - not a service	4.4%
Personal Bike	1.9%
Wheelchair	0.5%
Taxi	0.4%
Total	100.0%

NUMBER OF SYSTEM TRANSFERS USED

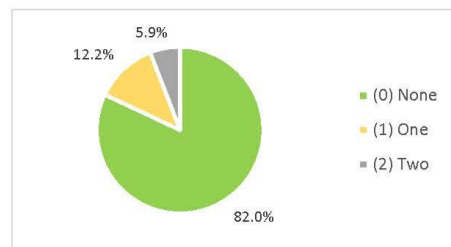
Table 2-5 Series shows the total number of system transfers used in the one-way trip by Tri Delta Passengers. Most Tri Delta Weekend Passengers (95.8 percent) used zero Tri Delta System transfers to make their current trip, compared to, 4.2 percent of Tri Delta Weekend Passengers that used one Tri Delta System transfer during their trip. **Transfer percentages were based on the unlinked secondary expansion.**

Table 2-5a: Number of Total Transfers Used in The One-Way Trip



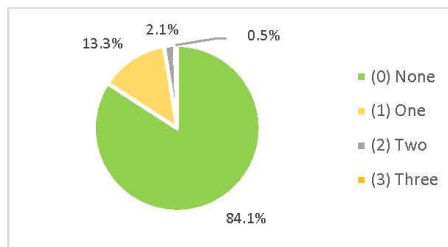
Total number of system transfers	Column N %
None	95.8%
One	4.2%
<b>Total</b>	<b>100.0%</b>

Table 2-5b: Number of Total Transfers Before Surveyed Route



Number of Total Transfers Before Surveyed Route	Column N %
(0) None	82.0%
(1) One	12.2%
(2) Two	5.9%
<b>Total</b>	<b>100.0%</b>

Table 2-5c: Number of Total Transfers After Surveyed Route



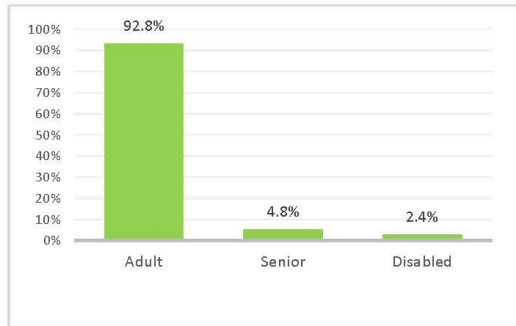
Number of Total Transfers After Surveyed Route	Column N %
(0) None	84.1%
(1) One	13.3%
(2) Two	2.1%
(3) Three	0.5%
<b>Total</b>	<b>100.0%</b>

## PASS/PAYMENT CHARACTERISTICS

### HOW DID YOU PAY FOR THIS ONE-WAY TRIP

Table 2-6 shows the fare payment used by Tri Delta Weekend Passengers. As shown in these visuals, Most Weekend Tri Delta Passengers reported that they paid with “Adult fare” (92.8 percent), compared to the next highest, “Senior fare” (4.8 percent).

Table 2-6: Fare Payment Type

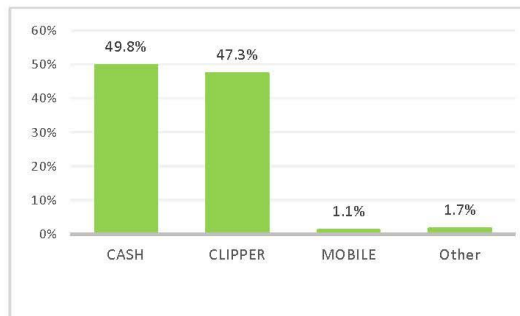


Fare Payment Type	Column N %
Adult	92.8%
Senior	4.8%
Disabled	2.4%
<b>Total</b>	<b>100.0%</b>

METHOD OF FARE PAYMENT

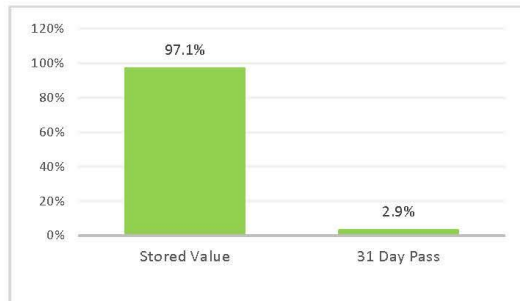
Table 2-7 Series illustrates the method of fare payment used by Tri Delta Passengers. Nearly half of Tri Delta Passengers use the “cash” to pay for a ride (49.8 percent), compared to the next highest, “Clipper” (47.3 percent). An additional 1.1 percent of Tri Delta Passengers reported they paid fare using “Mobile”.

Table 2-7a: Method of Payment



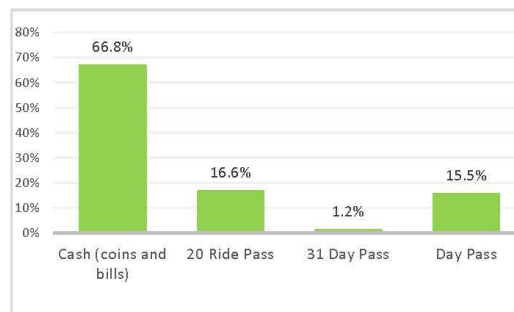
Method of Payment	Column N %
Cash	49.8%
Clipper	47.3%
Mobile	1.1%
Other	1.7%
<b>Total</b>	<b>100.0%</b>

Table 2-7b: Type of Clipper



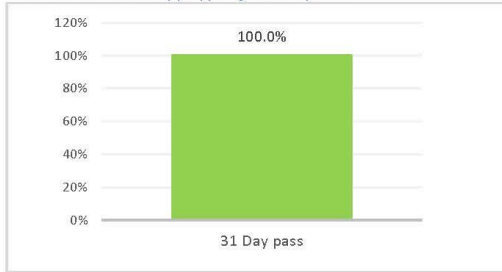
Type of Clipper	Column N %
Stored Value	97.1%
31 Day Pass	2.9%
<b>Total</b>	<b>100.0%</b>

Table 2-7c: Cash or Paper Type of Fare Payment



Cash or Paper Type of Fare Payment	Column N %
Cash (coins and bills)	66.8%
20 Ride Pass	16.6%
31 Day Pass	1.2%
Day Pass	15.5%
<b>Total</b>	<b>100.0%</b>

Table 2-7d: Mobile App Type of Fare Payment



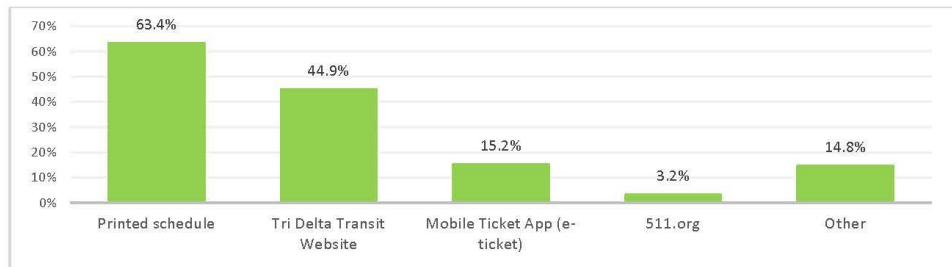
Mobile App Type of Fare Payment	Column N %
31 Day Pass	100.0%
Total	100.0%



## SOURCES OF INFORMATION ABOUT THE BUS

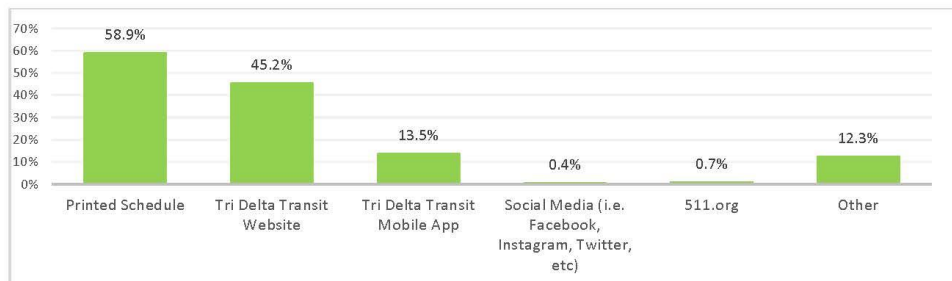
Table 2-8 Series shows how Tri Delta Weekend Passengers get information and updates about the bus (schedules, arrival times, etc.). About two-thirds of the Weekend Passengers (63.4 percent) reported they used “Printed schedule”. An additional forty-five percent of the Weekend Passengers are using “Tri Delta Transit Website” (44.9 percent). Likewise, ‘Printed schedule’ was the top preference to information sources about the bus (58.9 percent) followed by Tri Delta Transit Website” (45.2 percent).

Table 2-8a: Information Source about the Bus (Mark All That Applies)



Current Information Sources	Column N %
Printed schedule	63.4%
Tri Delta Transit Website	44.9%
Mobile Ticket App (e-ticket)	15.2%
511.org	3.2%
Other	14.8%

Table 2-8b: Preference to Information Sources about the Bus (Mark All That Applies)



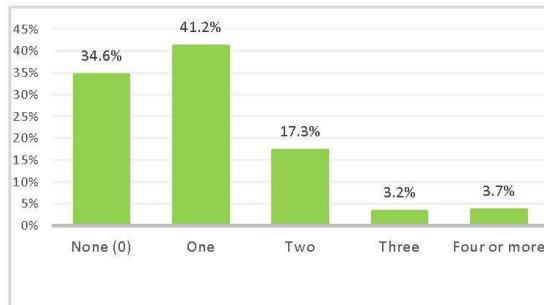
Current Information Sources	Column N %
Printed Schedule	58.9%
Tri Delta Transit Website	45.2%
Tri Delta Transit Mobile App	13.5%
Social Media (i.e. Facebook, Instagram, Twitter, etc)	0.4%
511.org	0.7%
Other	12.3%

## HOUSEHOLD DEMOGRAPHICS

### HOW MANY WORKING VEHICLES (AUTO OR MOTORCYCLES) ARE AVAILABLE TO YOUR HOUSEHOLD

Table 2-9 shows the number of household vehicles for Tri Delta Weekend Passengers' household. One-third of Tri Delta Weekend Passengers (34.6 percent) indicated they do not own a working vehicle in their household, compared to 41.2 percent of Weekend Passengers with one working vehicle in their household, and 24.2 percent of Passengers with two or more working vehicles in their household.

Table 2-9: Number of Available Household Vehicles (Includes Residents Only)

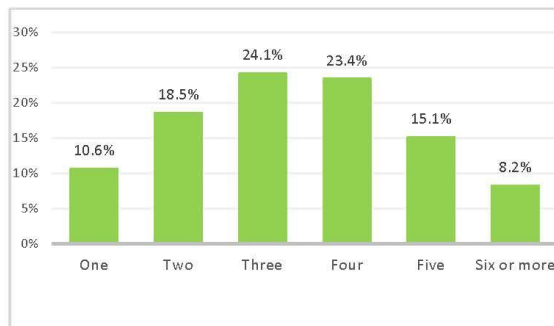


Number of vehicles in household	Column N %
None	34.6%
One	41.2%
Two	17.3%
Three	3.2%
Four or more	3.7%
<b>Total</b>	<b>100.0%</b>

### INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD

The total number of household members for Tri Delta Weekend Passengers' household is shown in Table 2-10. Slightly less than one-third of Tri Delta Weekend Passengers (29.2 percent) are in a one or two-member household, compared to 47.5 percent of Tri Delta Weekend Passengers with three or four members in the household, and 23.3 percent of Tri Delta Passengers with five or more members in the household.

Table 2-10: Total Number of Household Members (Includes Residents Only)

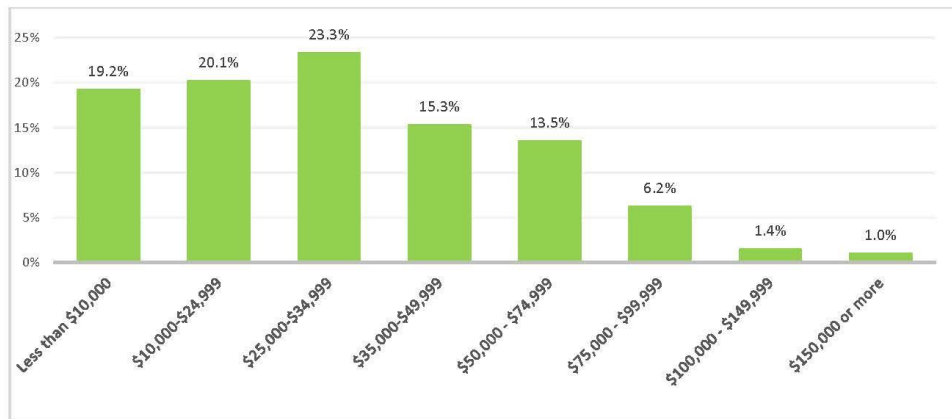


Number of members in household	Column N %
One	10.6%
Two	18.5%
Three	24.1%
Four	23.4%
Five	15.1%
Six or more	8.2%
<b>Total</b>	<b>100.0%</b>

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2018  
BEFORE TAXES

Table 2-11 shows the Total Annual Household Income for Tri Delta Weekend household. More than one-third (39.3 percent) of Tri Delta Weekend Passengers indicated their household income is below “\$25,000”, compared to 52.1 percent of Tri Delta Passengers with household income between “\$25,000 - \$75,000”, and 8.6 percent of Tri Delta Passengers with household income of “\$75,000 or more”.

Table 2-11: Total Household Income (excluded don't know/no response)



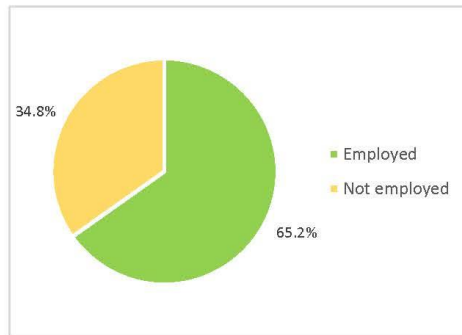
Total annual household income	Column N %
Less than \$10,000	19.2%
\$10,000-\$24,999	20.1%
\$25,000-\$34,999	23.3%
\$35,000-\$49,999	15.3%
\$50,000 - \$74,999	13.5%
\$75,000 - \$99,999	6.2%
\$100,000 - \$149,999	1.4%
\$150,000 or more	1.0%
<b>Total</b>	<b>100.0%</b>

PASSENGER DEMOGRAPHICS

EMPLOYMENT STATUS

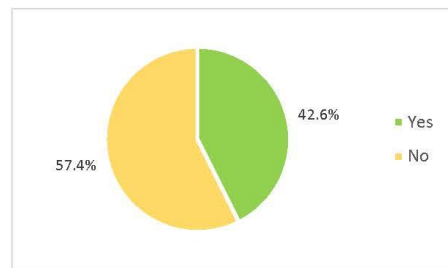
Table 2-12 Series shows the employment status of Tri Delta Weekend Passengers. Over two-thirds of Tri Delta Weekend Passengers (65.2 percent) reported “Employed” for employment status. Of those employed, forty-three percent said they went to work before taking the surveyed bus (42.6 percent), and nearly one-fourth of Weekend Passengers (23.9 percent) reported they were going to work after taking the surveyed bus.

Table 2-12a: Employment Status



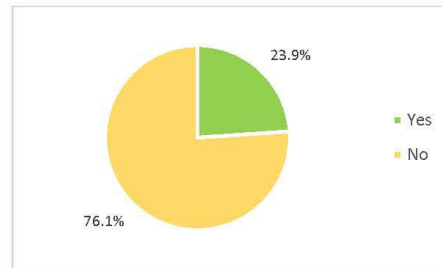
Employment Status	Column N %
Employed	65.2%
Not employed	34.8%
<b>Total</b>	<b>100.0%</b>

Table 2-12b: Went to Work Before Surveyed Route



Went to work before taking this bus/rail	Column N %
Yes	42.6%
No	57.4%
<b>Total</b>	<b>100.0%</b>

Table 2-12c: Going to Work After Surveyed Route

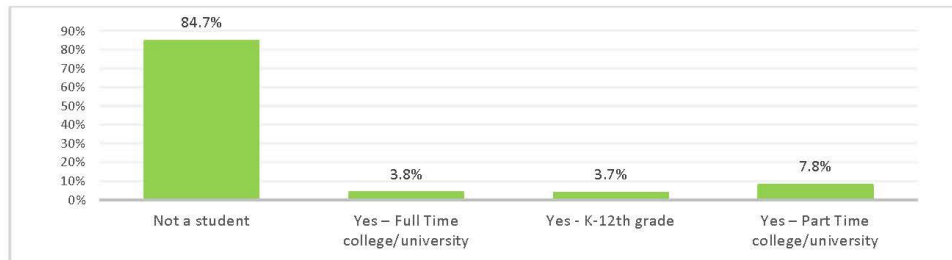


Going to work after taking this bus/rail	Column N %
Yes	23.9%
No	76.1%
<b>Total</b>	<b>100.0%</b>

STUDENT STATUS

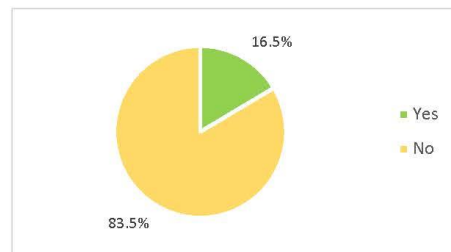
Table 2-13 Series shows the student status of Tri Delta Weekend Passengers. Most Tri Delta Weekend Passengers (84.7 percent) reported that they were not a student. Twelve percent of Tri Delta Weekend Passengers (11.6 percent) are full-time or part-time college/university students. Seventeen percent of student Passengers who study at the campus location (16.5 percent) went to school before the surveyed route while twenty-three percent of student Passengers who study at the campus location (22.6 percent) reported to go to school after taking the surveyed route.

Table 2-13a: Student Status



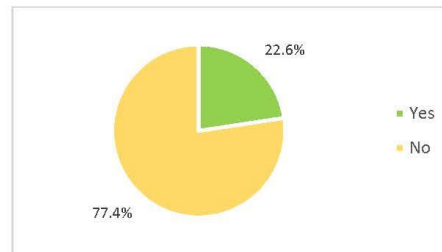
Student status	Column N %
Not a student	84.7%
Yes - Full Time college/university	3.8%
Yes - K-12th grade	3.7%
Yes - Part Time college/university	7.8%
<b>Total</b>	<b>100.0%</b>

Table 2-13b: Went to School Before Surveyed Route



Went to school before taking this bus/rail	Column N %
Yes	16.5%
No	83.5%
<b>Total</b>	<b>100.0%</b>

Table 2-13c: Going to School After Surveyed Route

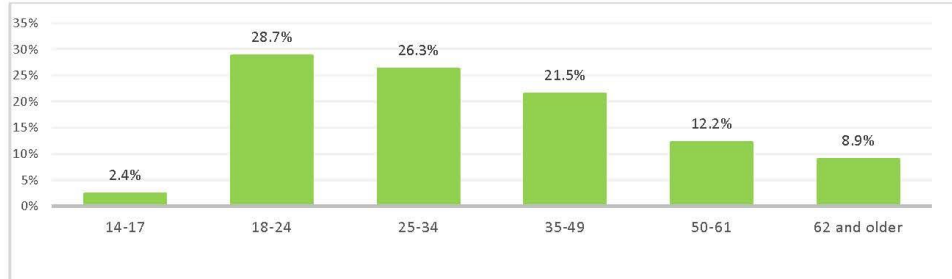


Going to school following taking this bus/rail	Column N %
Yes	22.6%
No	77.4%
<b>Total</b>	<b>100.0%</b>

### AGE OF TRANSIT PASSENGER

Table 2-14 shows the age distribution of Tri Delta Weekend Passengers. Over half of Tri Delta Weekend Passengers (55.5 percent) indicated their age is between 18-34, compared to 2.4 percent of Tri Delta Weekend Passengers indicated their age is below 18, 42.6 percent of Tri Delta Weekend Passengers are 35 or over.

Table 2-14: Age of Transit Passenger (excluded non-provided results)

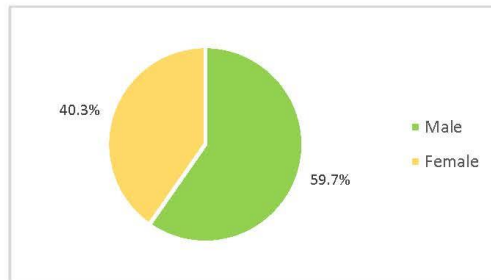


Age	Column N %
14-17	2.4%
18-24	28.7%
25-34	26.3%
35-49	21.5%
50-61	12.2%
62 and older	8.9%
Total	100.0%

## WHAT IS YOUR GENDER

The gender of Tri Delta Passengers is presented in Table 2-15. Over half of Tri Delta Passengers (59.7 percent) indicated they were male, compared to (40.3 percent) who indicated they were female.

Table 2-15: Gender of Transit Passenger



Gender	Column N %
Male	59.7%
Female	40.3%
<b>Total</b>	<b>100.0%</b>

## DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

The language spoken at the home of Tri Delta Passengers is displayed in the Table 2-16 Series. Forty-four percent of Tri Delta Weekend Passengers indicated they spoke a language other than English at home. Of those Tri Delta Weekend Passengers speaking a language other than English at home, majority (81.4 percent) indicated they spoke English "Very well" as shown the second set of charts in the Table 2-16 Series. The top language spoken at home other than English was Spanish with 91.2 percent.

Table 2-16a: Transit Passengers That Speak Another Language Besides English At Home

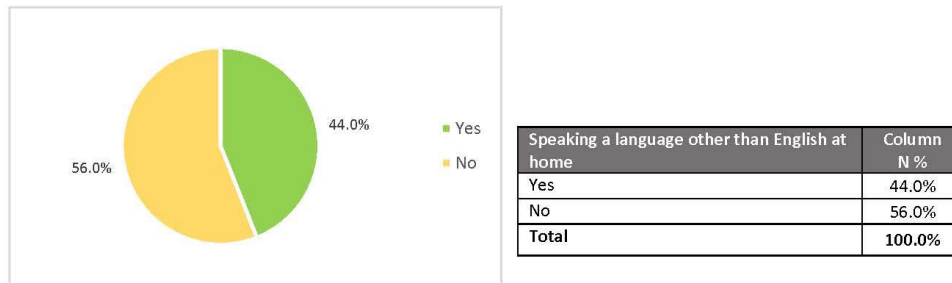


Table 2-16b: IF YES: How well do you speak English?

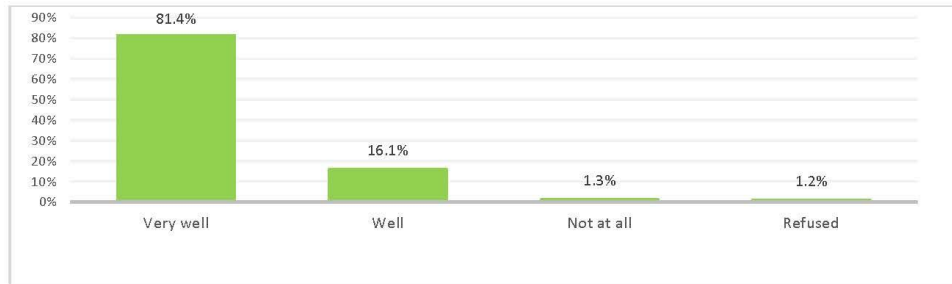
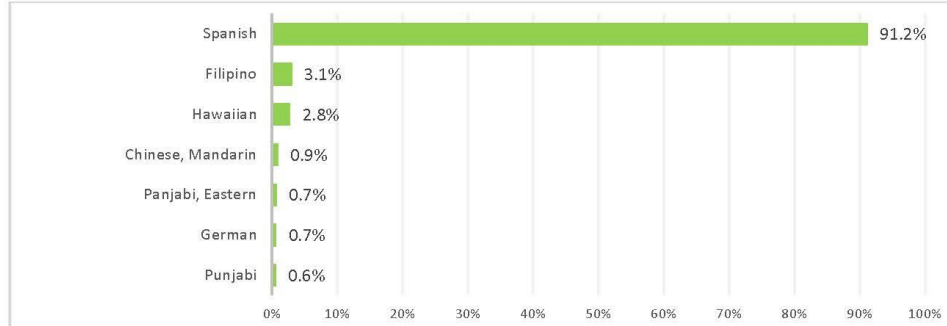




Table 2-16c: IF YES: Languages Spoken At Home



Languages Spoken at Home	Column N %
Spanish	91.2%
Filipino	3.1%
Hawaiian	2.8%
Chinese, Mandarin	0.9%
Panjabi, Eastern	0.7%
German	0.7%
Punjabi	0.6%
<b>Total</b>	<b>100.0%</b>

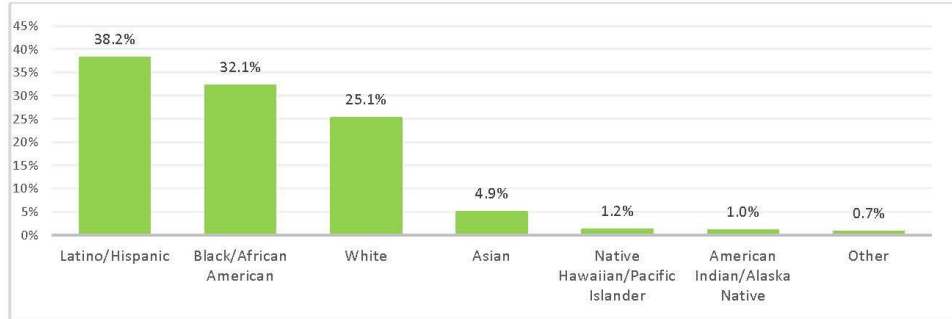
Table 2-16d: IF YES: English Speaking Ability by Language Spoken at Home

Language Spoken at Home	English Speaking Ability				Total
	Very well	Well	Not at all	Refused	
Chinese, Mandarin	100.0%	0.0%	0.0%	0.0%	100.0%
Filipino	76.6%	23.4%	0.0%	0.0%	100.0%
German	100.0%	0.0%	0.0%	0.0%	100.0%
Hawaiian	100.0%	0.0%	0.0%	0.0%	100.0%
Panjabi, Eastern	0.0%	100.0%	0.0%	0.0%	100.0%
Punjabi	100.0%	0.0%	0.0%	0.0%	100.0%
Spanish	81.7%	16.1%	1.4%	0.7%	100.0%
<b>Total</b>	<b>81.9%</b>	<b>16.2%</b>	<b>1.3%</b>	<b>0.6%</b>	<b>100.0%</b>

## RACE/ETHNICITY OF TRANSIT PASSENGER

Table 2-17 shows the race/ethnicity of Tri Delta Weekend Passengers. Totals add up to more than 100% because respondents were encouraged to check all answers that applied. Over one-third of Tri Delta Weekend Passengers (38.2 percent) indicated they were “Latino/Hispanic”, compared to the next highest (32.1 percent) of Tri Delta Weekend Passengers who reported “Black/African American”.

Table 2-17: Race/Ethnicity of Tri Delta Passengers (Mark All That Applies)



Race/Ethnicity	Column N %
Latino/Hispanic	38.2%
Black/African American	32.1%
White	25.1%
Asian	4.9%
Native Hawaiian/Pacific Islander	1.2%
American Indian/Alaska Native	1.0%
Other	0.7%

## Chapter 3. SURVEY METHODOLOGY

### SAMPLING PLAN

To ensure that the distribution of completed surveys mirrored the actual distribution of Tri Delta Passengers who use the system, ETC Institute, Tri Delta, and MTC developed sampling goals for each Tri Delta route. The amount of the survey sample was based on a sampling rate of 7.5% for the weekday Tri Delta system and 3.5% for the weekend. The time periods for the weekday collection of this survey were as follows:

Figure 3-1: Project Time Periods

TIME PERIOD	TIME RANGE
VERY EARLY	3:01 am-5:00 am
EARLY AM	5:01-6:00 am
AM PEAK	6:01 am-10:00 am
MIDDAY	10:01 am-3:00 pm
PM PEAK	3:01 pm-7:00 pm
EVENING	7:01 pm-10:00 pm
LATE NIGHT	10:01 pm-3:00 am

### SAMPLING GOALS FOR OD SURVEY

ETC Institute developed a weekday sampling plan that would ensure the completion of the OD Survey by approximately 422 riders utilizing a 7.5% sampling rate for overall weekday Tri Delta system, and 130 riders for weekend Tri Delta system with overall 3.5% sampling rate. The original ridership average was provided by Tri Delta.

#### *Weekday*

Table 3-1 shows the original goals by route, time period, and direction for overall weekday system. The sampling plan for the OD survey was designed to obtain completed surveys utilizing various sampling rates for each route operated by Tri Delta.



Table 3-1: Weekday OD Sampling Goals

Route #	Direction	EOL/DESTINATION	Very Early 300A- 500A	Early AM 500A- 600A	AM Peak 601A- 1000A	Midday 1001A- 300P	PM Peak 301P- 700P	Evening 701P- 1000P	Late Night 1001P- 300A	Direction Total	Route Totals
200	EB	Pittsburg-Bay Point BART	0	0	2	2	1	0	0	5	10
200	WB	Martinez AMTRAK	0	0	2	3	1	0	0	5	
201	EB	Pittsburg-Bay Point BART	0	0	3	2	4	2	0	11	24
201	WB	Concord BART	0	0	5	3	3	0	0	13	
300	EB	Brentwood Park n Ride	0	0	1	0	4	2	0	7	18
300	WB	Antioch BART	2	2	5	1	1	0	0	11	
379	EB	Deer Valley Kaiser	0	0	0	0	0	0	0	0	1
379	WB	Antioch BART	0	0	0	0	0	0	0	0	
380	EB	Antioch BART	0	5	19	23	13	4	0	63	133
380	WB	Pittsburg-Bay Point BART	2	4	18	24	18	4	0	70	
381	EB	Los Medanos College	0	0	1	4	4	0	0	10	22
381	WB	Pittsburg Marina	0	0	2	5	6	0	0	12	
383	EB	Blue Goose Park	0	0	1	2	1	0	0	5	10
383	WB	Tri Delta Transit	0	0	1	2	1	0	0	5	
384	EB	Brentwood Park n Ride	0	0	1	2	2	0	0	5	11
384	WB	Antioch BART	0	0	1	3	2	0	0	6	
385	EB	Brentwood Park n Ride	0	0	1	4	2	0	0	7	11
385	WB	Antioch BART	0	0	2	1	0	0	0	3	
387	EB	Antioch BART	0	0	7	8	3	2	0	19	41
387	WB	Pittsburg-Bay Point BART	0	1	9	7	4	1	0	22	
388	EB	Deer Valley Kaiser	0	2	10	12	8	1	1	34	70
388	WB	Pittsburg-Bay Point BART	0	3	15	12	6	1	0	36	
389	Loop	Pittsburg-Bay Point BART	0	1	3	3	3	1	0	11	11
390	EB	Antioch BART	0	0	0	0	3	0	0	3	8
390	WB	Pittsburg-Bay Point BART	2	2	2	0	0	0	0	5	
391	EB	Brentwood Park n Ride	0	0	7	7	8	2	1	25	52
391	WB	Pittsburg Center BART	2	2	9	7	4	3	0	27	
<b>Total</b>			<b>8</b>	<b>22</b>	<b>126</b>	<b>139</b>	<b>102</b>	<b>23</b>	<b>2</b>	<b>422</b>	<b>422</b>

### Weekend

Table 3-2 shows the original goals by route, time period, and direction for overall weekend system.

Table 3-2: Weekend OD Sampling Goals

Route #	Direction	EOL/DESTINATION	Very Early 300A- 500A	Early AM 500A- 600A	AM Peak 601A- 1000A	Midday 1001A- 300P	PM Peak 301P- 700P	Evening 701P- 1000P	Late Night 1001P- 300A	Direction Total	Route Totals
392	EB	Antioch BART	0	0	3	5	4	3	0	15	30
392	WB	Pittsburg-Bay Point BART	0	0	3	5	4	3	0	15	
393	EB	Brentwood Park n Ride	0	0	3	5	4	3	0	15	30
393	WB	Antioch BART	0	0	3	5	4	3	0	15	
394	EB	Antioch BART	0	0	3	5	4	3	0	15	30
394	WB	Pittsburg-Bay Point BART	0	0	3	5	4	3	0	15	
395	Loop	Antioch BART	0	0	0	4	4	2	0	10	10
396	EB	Delta Fair Kaiser	0	0	3	5	4	3	0	15	30
396	WB	Bay Point	0	0	3	5	4	3	0	15	
<b>Total</b>			<b>0</b>	<b>0</b>	<b>24</b>	<b>44</b>	<b>36</b>	<b>26</b>	<b>0</b>	<b>130</b>	<b>130</b>

### SURVEY INSTRUMENT

The tablet PCs were the preferred survey method due in large part to their on-screen mapping features which allowed for real-time geo-coding of addresses, intersections, or landmarks provided by respondents. The respondents were able to confirm a geo-coded search location based on the position of the Google Maps indicator icon on the on-screen map. In addition to using the mapping feature to collect the global positioning system coordinates of important Survey locations (home address, origin address, destination address, boarding location and alighting location) the tablet PC also allowed the interviewer to walk through each question with the respondent. This allowed the interviewer to answer any respondents' questions while ensuring the quality of the data collected. An additional benefit of using the tablet PC was that it enabled surveyors to offer respondents the option of selecting answers to demographic questions by touching the tablet PC screen themselves, thereby protecting their privacy.

Respondents who did not have time to complete the Survey during their bus trip were also given the option of providing their phone numbers to be called back. Those who provided their phone numbers

were then contacted by ETC Institute’s call center to complete the Survey. Figure 3-2 through Figure 3-6 show examples from the tablet PC Survey.

Figure 3-2: Tablet PC Screenshot for Question: “What Type of Place Are You Coming from Now?”

**2019 TRI DELTA TRANSIT SURVEY**

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

Your usual WORKPLACE	College or University (student only)
Work related	Airport (airline passenger only)
Your HOME	Medical / Dental
Social or Recreational	Dining / Coffee
Shopping	Escorting others (pick up / drop off)
School (K-12) (student only)	Personal business
	Other: <input type="text"/>

THIS ROUTE: 200 - Martinez / Pittsburg EB to Pittsburg-Bay Point BART

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Exit and clear survey Previous Callback Next

Figure 3-3: Tablet PC Screenshot for Question: “How Did You Get from Your Origin to Your Very First Bus on This One-Way Trip?”

**2019 TRI DELTA TRANSIT SURVEY**

How did you GET FROM your origin [ Your HOME ] TO [ 200 - Martinez / Pittsburg EB to Pittsburg-Bay Point BART ] on this one- way trip?

Walked all the way	Was dropped off by someone - not a service
Personal Bike	Drove alone and parked
Bike Share	Drove or rode with others and parked
Was dropped off using Uber, Lyft, or similar service	Other, please specify: <input type="text"/>
Taxi	

THIS ROUTE: 200 - Martinez / Pittsburg EB to Pittsburg-Bay Point BART

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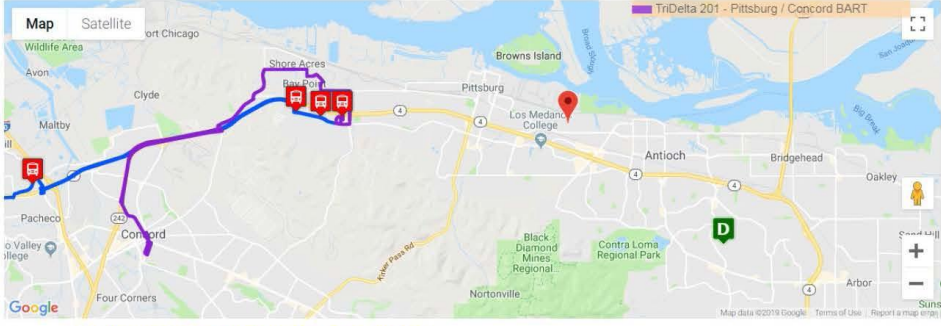
Figure 3-4: Tablet PC Screenshot for Question: "Where Will You Get off This Bus?"

**2019 TRI DELTA TRANSIT SURVEY**

Where will you GET OFF [ 200 - Martinez / Pittsburg EB to Pittsburg-Bay Point BART ] on this one-way trip?

Street Address  Latitude  Longitude   User Stop

Enter a location here Distance: \_\_\_\_\_ mi



>>>>>> 200 - Martinez / Pittsburg EB to Pittsburg-Bay Point BART

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Figure 3-5: Tablet PC Screenshot of a set Demographic Questions

**2019 TRI DELTA TRANSIT SURVEY**

How many working vehicles (cars, trucks, or motorcycles) are available to your household?

None (0)	Three (3)	Six (6)	Nine (9)
One (1)	Four (4)	Seven (7)	Ten or more (10+)
Two (2)	Five (5)	Eight (8)	

Including YOU, how many people *live* in your household?

One (1)	Four (4)	Seven (7)	Ten or More (10+)
Two (2)	Five (5)	Eight (8)	
Three (3)	Six (6)	Nine (9)	

Including YOU, how many adults (age 16 or older) that are employed full or part-time live in your household?

None (0)	Three (3)	Six (6)	Nine (9)
One (1)	Four (4)	Seven (7)	Ten or More (10+)
Two (2)	Five (5)	Eight (8)	

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Figure 3-6: Tablet PC Screenshot of a set Demographic Questions

**2019 TRI DELTA TRANSIT SURVEY**

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**What year were you born?**  
Each answer must be between 1900 and 2018

**Are you?**  
Check any that apply

Latino / Hispanic	Native Hawaiian / Pacific Islander
Black / African American	White
Asian	Other
American Indian / Alaska Native	<input style="width: 150px; height: 15px;" type="text"/>

check all that apply)

**What is your gender?**  
Choose one of the following answers

Male	Female	Another Gender <input style="width: 100%; height: 15px;" type="text"/>
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Exit and clear survey

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## Chapter 4. SURVEY ADMINISTRATION

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### LABOR RECRUITMENT AND TRAINING

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Assembling a team of high-quality surveying staff was one of the most important steps in the OD administration process. ETC Institute collaborated with a staffing firm to provide interviewers for the OD survey.

The training session focused on the survey purpose and objectives, the survey instrument, scripts on how to respond to passengers' questions, how to use data collection tools correctly, the random sampling protocol, instructions on how to conduct themselves when working with the public, and safety training. Survey staff were instructed to understand that while they were not Tri Delta employees, they were representing the agency while on transit vehicles or property, and that they needed to act in a manner that reflected positively on Tri Delta at all times. There were additional training sessions conducted throughout the data collection process on an as-needed basis but with smaller groups.

Maximizing participation and legitimizing the survey among passengers depended on the public response to the survey staff. To support a good public image, ETC Institute imposed strict dress code standards that required survey staff to wear clean, appropriate clothing to present a casual yet neat appearance that ensured professionalism and comfort. Survey staff were provided with interviewer badges and vests to identify interviewers to Tri Delta staff and passengers to further legitimize their appearance. The badge and dress code standards promoted a professional appearance and reinforced survey legitimacy, which increased passengers' trust in the interviewers and the process.

### TRAINING OD INTERVIEWERS

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The ETC Institute Field Supervisor created the necessary training materials and conducted the OD training. The classroom training session included a PowerPoint presentation to explain the purpose and objectives of the survey, questionnaire content, interviewer procedures and requirements, random sampling protocol, survey logistics, how to maximize response rates (including difficult-to-survey passengers), and the data collection process in a step-by-step format. Other goals of the training included building interview staff confidence, helping interview staff feel that they are an important part of the survey's success, and helping them understand the importance of the survey and the long-term benefits to their community.

ETC Institute ensured that the training addressed the following details:

- ▲ Tips on intercepting/interacting with non-English speakers and passengers with limited English proficiency.
- ▲ Cultural sensitivity.
- ▲ Importance of understanding the intent of the questions.
- ▲ Instructions on conveying the purpose of the survey to passengers.
- ▲ Importance of adhering to our random sampling protocol at the outset of every survey.
- ▲ Procedure for properly recording all refusals and completing a short observational assessment of the refusing passenger for internal purposes.



- ▲ Importance of data confidentiality and instruction on how to address passenger concerns regarding same.
- ▲ Overview of the Tri Delta system covering all topics covered in the tablet questionnaire with route-specific instruction as needed.
- ▲ How to handle passenger comments and complaints.
- ▲ Safety training.

Toward the end of training, interviewers conducted mock interviews using the survey tablets. This allowed ETC Institute staff to gauge each interviewer's comprehension of the survey and instrument and provide feedback as needed. After the training, interviewers were tested on items discussed in training.

Following classroom training, applicants got a chance to conduct interviews under the supervision of an experienced ETC Institute supervisor. Supervisors oversaw interviewers and provided feedback on performance throughout the day.

Interviewers who were conducting the survey properly could go to the next phase of field training. Interviewers who needed more help but showed promise were asked to spend a second day in the field under direct supervision. Once an interviewer had demonstrated proficiency under direct supervision, he/she was given a field test during which the prospective interviewer conducted surveys on his/her own. During this period the interviewer's productivity and data quality were remotely assessed by ETC Institute's staff.

#### OD PASSENGER SURVEY INTERVIEWERS ROLES

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Each day OD Survey interviewers boarded an assigned bus route and conducted interviews with passengers selected to participate by means of the random sampling protocol. Interviewers asked the respondent each question from the survey tablet and recorded each response provided them by the passenger. At the conclusion of each completed Survey the interviewer thanked the respondent then moved on to the next potential interview subject as identified by the tablet PC's random sampling process. Under no circumstances was an interviewer permitted to select an interview subject, not was any passenger permitted to "volunteer" to be interviewed.

## SURVEY ADMINISTRATION

### SELECTION OF PARTICIPANTS

For the OD surveys conducted by tablets, a random number generator (shown in Figure 4-1) was used to determine which passengers were asked to participate in the survey after boarding the surveying bus.

If four people boarded a bus, the tablet PC randomly generated a number from 1 to 4. If the answer was 2, the second person who boarded the bus was asked to participate in the survey. If the answer was 1, the first person was asked to participate in the survey, and so forth. The selection was limited to the first six people who boarded a bus or train at any given stop to ensure the interviewer could keep track of the passengers as they boarded.

Figure 4-1: OD Survey Random Number Generator



For example, if 20 people boarded a bus or train, the tablet PC program would randomly pick one of the first six people for the survey. If the interview was refused by the randomly selected passenger, then the passenger who boarded before the passenger selected would be attempted (*after, if 1 was selected*).

Respondents who did not have time to complete the survey during their bus trip or who spoke a language different from the interviewers were given the option of providing their phone numbers to conduct the survey at another time. Those who provided their phone numbers for call back were then contacted by ETC Institute's call center to complete the survey. Those interviewers that did speak the foreign language of the passenger translated the English tablet PC version and indicated which language the interview was conducted in.

ETC Institute maintained adequate bilingual (English/Spanish) interviewer staff throughout the entire project. At any given time, at least 15.0 percent of the interview staff were bilingual.

### OD SURVEY PROCEDURE

Interviewers selected people for the survey in accordance with the random sampling procedures described earlier in this subsection. Once an interviewer had employed random sampling protocol to identify the passenger to be surveyed, the interviewer:

- Approached the passenger who was identified and asked him or her to participate in the survey.
- If the person refused, the interviewer ended the survey, excused themselves and completed three observational questions.
- If the person agreed to participate, the interviewer asked the respondent if he/she had at least 5 minutes to complete the survey.
- If the person did not have at least 5 minutes on the bus, the interviewer asked the person to provide his/her name, and phone number for a later call back in the likely event that they alighted prior to completing the survey. A phone interviewer from ETC Institute's call center contacted the respondent and asked him/her to provide the information by phone. This methodology ensured



that people who completed short trips on public transit were well represented. The vast majority of records were able to be completed on-board with only a nominal amount of records completed by phone.

- ▲ If the person had at least 5 minutes on the bus, the interviewer began administering the survey to the respondent as a face-to-face interview using a tablet PC.

#### IN-FIELD QUALITY ASSURANCE/QUALITY CONTROL

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Each day, ETC Institute's Field Supervisor reviewed each employee's data regarding the following issues to assess whether the employee was conducting the survey properly:

- ▲ Distribution of surveys by demographics.
- ▲ Distribution of surveys by trip characteristics.
- ▲ Length of each survey in minutes.
- ▲ Percentage of refusals.
- ▲ Percentage of short trips.

In addition to daily reviews of demographic responses, trip speed, etc. a comprehensive weekly report was created at the direction of the Field Supervisor which included a detailed itemized breakdown of each interviewer's performance for the week, specifically analyzing distribution of survey responses in relation to the norm. The weekly report was reviewed by all supervisory staff and discussed during a weekly meeting/conference call during which a corrective action plan was formulated in each case. A member of the supervisory team would be assigned each issue. That supervisor would take the corrective action, then add a dated note to the weekly report describing in detail the remedial action taken. The same supervisor would be assigned to follow-up on the issue with the interviewer in question during the current week. If the corrective plan did not prove successful, the interviewer was removed from the schedule, either temporarily pending supplemental training or permanently, where such action was deemed appropriate by the Field Supervisor.

ETC Institute's Field Supervisors routinely conducted spot checks on assigned bus routes and made frequent unannounced visits to stops and stations. Supervisors also utilized anonymous "secret shoppers" to pose as passengers on buses to check up on staff attitude, appearance, performance, and compliance with ETC Institute rules and procedures. Also, Field Supervisors could verify if an interviewer was on their assigned route by viewing the displayed geographic locations of where the interviews were taking place as well as track productivity and data accuracy down to the second it occurred. These checks ensured data integrity and helped identify any interviewer who was falling short of our standards for field survey collection.

## Chapter 5. DATA REVIEW PROCESS

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Many of the processes described in previous sections of this report were essential elements of the overall quality assurance/quality control (QA/QC) process that was implemented throughout the survey administration process. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained from each bus route. Training of interviewers and the high levels of oversight provided by the Field Manager and the Field Supervisors ensured that the survey was administered properly. Also, the use of the latest geocoding tools such as ETC Institute's tablet PC survey with an embedded Google map search, ETC Institute Elvis program, and Caliper® Maptitude geographic information system (GIS) software, all of which contributed to the high quality of geocoding accuracy that was achieved.

The following subsections describe the QA/QC processes that were implemented after the data was collected.

### PROCESS FOR IDENTIFYING COMPLETE RECORDS

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To classify a survey as being completed, the record must have contained all elements of the one-way trip. ETC Institute has classified required trip data as containing complete answers to the following:

- ▶ Route/Direction
- ▶ Time of trip
- ▶ Transfers made
- ▶ Home address
- ▶ Origin address
- ▶ Destination address
- ▶ Origin place
- ▶ Destination place type
- ▶ Access mode
- ▶ Egress mode
- ▶ Boarding location
- ▶ Alighting location

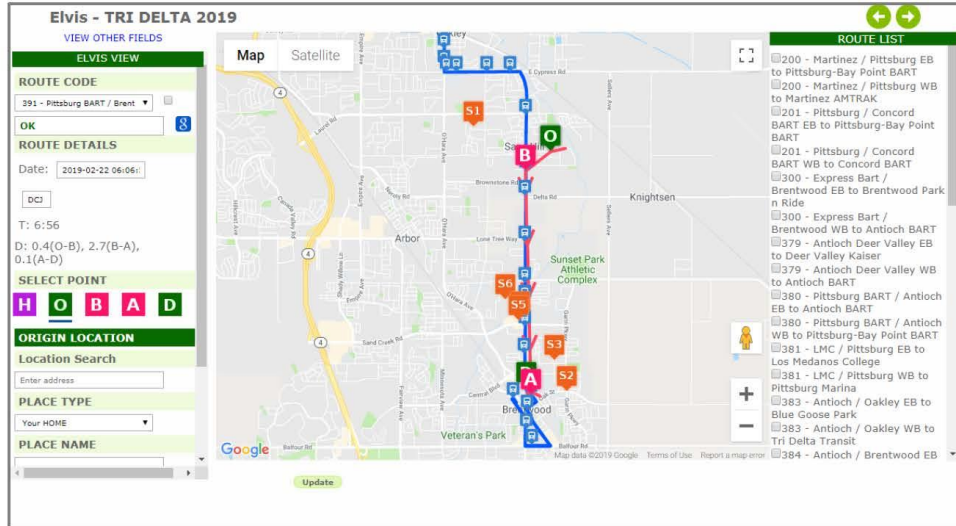
In addition to the required trip-data questions, a survey must have been marked as complete by the online survey program, which occurred only if the interviewer had navigated through every required question on the online survey instrument, including demographic questions.

### ONLINE VISUAL REVIEW TOOL

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ETC Institute created an online visual review tool that allowed for the review of all completed records within the database. This tool displayed all components of each individual trip as well as a series of preprogrammed distance and ratio checks as described on subsequent pages. After directions were finalized, the next step was to run each record through the speed/distance/time checks. Figure 5-1 shows an example of the online visual review tool.

Figure 5-1: Online Visual Review Tool (Editable Version)



#### PRE-DISTANCE CHECKS

A series of distance and ratio checks are preprogrammed into the online visual review tool to allow for ETC Institute’s Transit Review Team (TRT) to take a more systematic approach in reviewing complete records. The TRT process for editing surveys is described later in this section. **Note: The distance and ratio checks described were meant to alert the reviewer that closer evaluation was needed. It did not necessarily indicate that the record was inaccurate or unusable.**

The distances used for the checks were created using the great-circle distance formula that is based on a straight line from point A to point B that considers the curvature of the earth. Some of the distance checks that were run are listed below:

- Access/Egress-Mode Distance Check (distances from origin to boarding and alighting to destination).
- Origin-to-Destination Check (distance from origin to destination).
- Boarding-and-Alighting Distance Check (distance checks from boarding to alighting location).

#### PRE-RATIO CHECKS

After all transfer checks were completed, the next step in this process involved the application of a series of QA/QC Ratio Checks.

Three ratio checks were conducted for each record. First, the distance between boarding and alighting was divided by the distance between origin and destination. If the passenger had a high ratio, then the passenger was on the bus for an extensive time compared to the origin-to-destination distance. If the check created an extremely low ratio, the use of transit seemed unnecessary.

Second, the distance between origin and boarding was divided by the distance between origin and destination. If the passenger had a high ratio, the origin to boarding distance was excessive compared to the origin to destination.

Third, the distance between alighting and destination was divided by the distance between origin and destination. If the passenger had a high ratio, the alighting to destination distance was excessive compared to the origin to destination.

#### TRANSIT REVIEW TEAM

ETC Institute has a dedicated team whose priority is reviewing and editing completed records using an online visual review tool. The TRT reviewed all completed records collected for the Survey, paying special attention to records that were automatically flagged by the previously-described distance checks. Typically, around 10 percent of all records receive an automatic flag. Prior to making edits to any survey, they first attempted to contact the respondent to clarify any questionable answer choices regarding the trip. If no contact was made, or if contact was not possible, which occurs for most cases, the general issues listed in Table 5-1 generally result in actions that allow about 30 percent of those records that are automatically flagged to be retained, or approximately 3 percent of all completed surveys.

Table 5-1: General Issues

Issue	Description of Issue	Action
Origin/Destination Condition 1	Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected	If, for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected.
Origin/Destination Condition 2	Origin/Destination appears to have been geocoded to the incorrect city/state	If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the surveyor selects the wrong choice from the list of possible address choices that appear in the online survey instrument, then the appropriate address information will be inserted.
Access/Egress Mode	Access/Egress Mode seems illogical based on trip	If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than 0.2 miles, then the access/egress mode is recoded to walk/walked and that change will be reflected in the database.
Directionality of Record	Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the surveyor	Change direction of route selected and, if necessary, update boarding and alighting locations based on appropriate direction.

#### POST-PROCESSING ADDITIONAL CHECKS

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After all records were reviewed by the TRT, the next step in this process involved the application of a series of QA/QC non-trip checks. Non-trip checks are described as anything not pertaining to the respondent's actual trip (i.e., demographic information).

Non-trip related checks included:

- ▲ Ensuring the respondents who indicated that their origin or destination place type was usual workplace were either full-time or part-time employed.
- ▲ Ensuring the time of day a survey was completed was reasonable given the published operating schedule for the route.
- ▲ Ensuring that the appropriate fare type was used given the age of respondent.
- ▲ Checking that there is a representative demographic distribution based on age, gender, and income status.
- ▲ Removing any personal contact information used for quality control purposes during the data collection portion of the project to protect the anonymity of the respondents.

Once all records had gone through the pre-processing and post-processing QA/QC checks, those that were deemed complete and usable were then used to update the completion report used by the field staff to ensure that all contractual goals had been met. After the final high-level review was completed, metadata (a codebook or data dictionary) was created to suitably explain the data in the database.



## Chapter 6. SURVEY WEIGHTING AND EXPANSION

Tri Delta OD surveys were expanded by route, direction, and time-of-day. The following sections describe the methodology that was used to develop the unlinked expansion factors. Unlinked expansion factor is based on Passenger trips which counts each boarding as a separate trip regardless of transfers.

### DATA EXPANSION OVERVIEW

When Survey quantity goals are created, they are typically based upon a percentage of the average weekday ridership for the routes in the system and desired confidence levels. These are further broken down by direction and time periods. The time periods that are created (e.g., 6 a.m. to 10 a.m.) are based off the specific needs of the Tri Delta System. Once a sample percentage is agreed upon, the goals for the Survey collection are based off the ridership for each route by direction and time period and then multiplied by the sampling percentage.

The purpose of developing Survey quantity goals is to collect an appropriate number of Survey records that will be expanded to represent the total average weekday ridership of each route by direction and time period. The expanding/weighting process balances any over/under representation in the survey database by any route/ time of day. The weekday survey data was expanded by route, direction, and time of day based on ridership provided by Tri Delta.

$$\text{Expansion Weight} = \text{Average Daily Ridership} / \text{Valid Surveys (By Route, Direction \& Time of Day)}$$

### LINKED TRIP EXPANSION FACTORS FOR ALL RECORDS

The linked-trip expansion factor helps to account for the number of transfers that were made by each passenger, so the linked expansion factors should better represent the overall system. Linked expansion factors are generated after the unlinked expansion factors are created. The equation that is used to calculate the linked trip multiplying factor is shown below:

$$\text{Linked Trip Multiplying Factor} = [1 / (1 + \# \text{ of system transfers})]$$

If a passenger did not make a system transfer the linked trip multiplying factor would be 1.0 because the person would have only boarded one vehicle. If a person made two system transfers the linked trip expansion factor would be 0.33 because the person would have boarded three transit vehicles during his/her one-way trip. An example of how the linked trip expansion factors were calculated is provided in Figure 6-1.

Figure 6-1: Sample Calculations of Linked Trip Multiplying Factors

Number of Transfers	Calculation [1/(1+Number of Transfers)]	Linked Trip Multiplying Factor
0	[1/(1+0)]	1
1	[1/(1+1)]	0.5
2	[1/(1+2)]	0.33
3	[1/(1+3)]	0.25

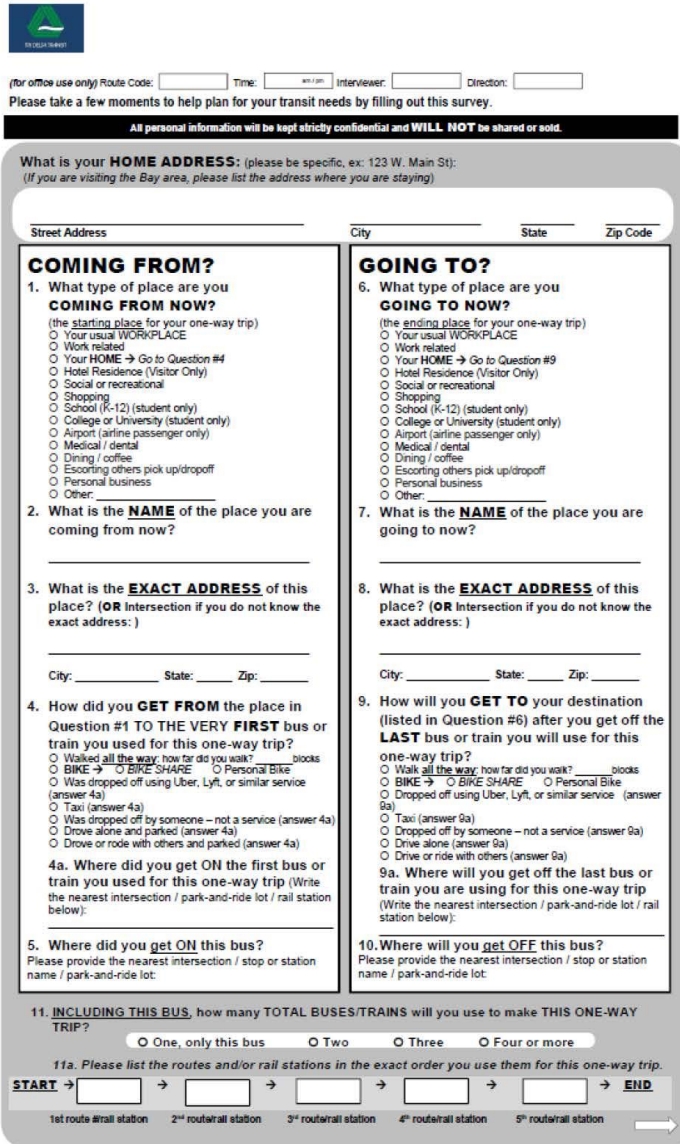
Once the linked trip multiplier is created it is multiplied by the unlinked expansion factor to create the linked expansion factor.

## APPENDICES

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## APPENDIX A: SURVEY INSTRUMENT

Figure A- 1: Paper Instrument (Front Page)



**TRI DELTA TRANSIT**

(for on-board 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 #8
- 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

Figure A- 2: Paper Instrument (Back Page)

**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 - 12<sup>th</sup> grade  
 Yes - Part Time college/university  Yes - vocational/technical/trade school  Yes - other

21a. ([#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 \$359 Visa gift card.

Name: \_\_\_\_\_  
 Phone Number: (\_\_\_\_) \_\_\_\_\_  
 E-mail address: \_\_\_\_\_

**THANKS FOR YOUR PARTICIPATION!**

**Appendix H- Board Approval of Title VI Program**



# TRI DELTA TRANSIT

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

## RESOLUTION #240124A 2024-2026 Title VI Program

**Resolution #240124A approves ECCTA’s 2024-2026 Title VI Program and authorizes staff to submit the program to the FTA.**

**WHEREAS**, the Federal Transit Administration (FTA) requires 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 submit a Title VI program to the FTA every three years in accordance to, and in compliance with, FTA Circular 4702.1B; and

**WHEREAS**, ECCTA is required to monitor its service as part of the Title VI program at a minimum of every three years; and

**WHEREAS**, the monitoring results are included in the Title VI program;


**WHEREAS**, ECCTA’s last Title VI program was submitted to the FTA in 2021;

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Directors of the Eastern Contra Costa Transit Authority to adopt Resolution #240124A approving ECCTA’s 2024-2026 Title VI Program and authorizing staff to submit the program to the FTA.

PASSED AND ADOPTED THIS 24<sup>th</sup> day of January, 2024, by the following votes:

  
\_\_\_\_\_  
Lamar Thorpe, Chair

**EASTERN CONTRA COSTA TRANSIT AUTHORITY**

  
\_\_\_\_\_  
Rashidi Barnes, Chief Executive Officer

AYES: 10  
NOES: 0  
ABSENT: 0  
ABSTENTIONS: 0