



**Foothill Transit**

# **GOVERNING BOARD MEETING**

West Covina, CA  
Friday, May 27, 2022





Foothill Transit

# Foothill Transit MISSION

To be the premier public transit provider committed to:

**SAFETY**

**COURTESY**

**QUALITY**

**RESPONSIVENESS**

**EFFICIENCY**

**INNOVATION**



## Foothill Transit VALUES

### **SAFETY**

We educate, encourage, and endorse a strong culture of safety at all levels of the organization, valuing the responsibility entrusted in us by the communities that we serve.

### **RESULTS**

We value the achievement of organizational goals and initiatives as defined in our business plan and involving all levels of the organization.

### **INTEGRITY**

We are committed to high ethical standards based on accountability, honesty, respect, transparency, and a high level of fiscal responsibility.

### **GRATITUDE**

We are a team united in thankfulness for each other; we express gratitude for our many opportunities by investing our time and energy in our community and industry, and through the open expression of appreciation.

### **DIVERSITY**

We create an environment rich with talented people and differing viewpoints, valuing the unique perspectives that everyone brings.

### **TEAM MEMBERS**

Our team members are the key to Foothill Transit's success and we are committed to supporting them through education, development, and recognition.

### **COMMUNICATION**

We value and are committed to open honest respectful discussion which is responsive, informative, and constructive.

### **SUSTAINABILITY**

We embrace sustainability because it benefits all aspects of our business while helping our communities by protecting the environment through measured and responsible stewardship of resources.



**Foothill Transit**

# Governing Board Meeting **AGENDA**

GOVERNING BOARD MEETING  
7:45 AM, MAY 27, 2022  
Foothill Transit Administrative Office  
2<sup>nd</sup> Floor Board Room  
100 South Vincent Avenue  
West Covina, CA 91790

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL
4. CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER
5. REMARKS BY DR. MUNTU DAVIS, HEALTH OFFICER, LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH
6. APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF APRIL 29, 2022
7. REMARKS BY DANNY WU, EXECUTIVE DIRECTOR OF TRANSPORTATION & PLANNING, CAL POLY POMONA

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Public Comment: Members of the public shall have the right to address the Board on any item of interest which is within the jurisdiction of the Board before or during the Board's consideration of the item. Presentation shall not exceed two minutes in length. Action may be taken on any item identified on the agenda. Persons wishing to comment should submit a "Request to Speak" form to the Secretary. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting by calling (626) 967-3147 extension 7204 or at the agency's offices located at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Documents, including PowerPoint handouts, distributed to Board Members by staff or Board Members at the meeting will simultaneously be made available to the public upon request.



7:45 AM, May 27, 2022  
2<sup>nd</sup> Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790  
Page 2

8. GENERAL PUBLIC COMMENT

Public Comment: Members of the public shall have the right to address the Board on any item of interest which is within the jurisdiction of the Board before or during the Board’s consideration of the item. Presentations shall not exceed two minutes in length. The Board will take public comment under this agenda item for a maximum of 30 minutes. Public Comment will resume later in the meeting if there are members of the public who did not get an opportunity to speak because of the 30-minute limit.

Action may be taken on any item identified on the agenda.

8.1. Chief Executive Officer Response to Public Comment

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In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please contact the Executive Director’s office at (626) 931-7300 extension 7204, at least 48 hours prior to the meeting.

If you require translation services, please contact the Chief Executive Officer’s office at (626) 931-7300 extension 7204, at least 48 hours prior to the meeting.

Si necesita servicios de traducción, comuníquese con la oficina del Director Ejecutivo llamando al (626) 931-7300, extensión 7204, al menos 48 horas antes de la reunión.

若需要翻譯服務，請在會議前至少48小時聯絡執行長辦公室 (626) 931-7300分機7204

Nếu quý vị yêu cầu dịch vụ dịch thuật, vui lòng liên hệ với văn phòng Giám Đốc Điều Hành theo số (626) 931-7300, số máy lẻ 7204, ít nhất 48 giờ trước cuộc họp

Kung kailangan mo ng serbisyong pagsasalin, mangyaring makipag-ugnayan sa tanggapan ng Punong Ehekutibong Opisyal sa numerong (626) 931-7300 ekstensyon 7204, hindi bababa ng 48 oras bago ang pagpupulong

번역 서비스가 필요한 경우, 회의가 시작되기 최소 48시간 전에 (626) 931-7300 내선 7204번으로 최고경영자실에 연락하십시오.

通訳／翻訳サービスが必要な際は、ミーティング48時間前までに、CEO/最高経営責任者事務所までに連絡してください。CEO事務所連絡先：  
(626) 931-7300内線7204

اگر به خدمات ترجمه نیاز دارید، لطفاً دست کم 48 ساعت قبل از شروع جلسه با دفتر مدیر عامل به شماره تلفن (626) 931-7300 داخلی (626) 931-7300 تماس بگیرید

Եթե Ձեզ թարգմանչական ծառայություններ են հարկավոր, հանդիպումից առնվազն 48 ժամ առաջ զանգահարեք Գլխավոր գործադիր տնօրենի գրասենյակ (626) 931-7300 լրացուցիչ 7204 հեռախոսահամարով:

ប្រសិនបើលោកអ្នកត្រូវការសេវាកម្មបកប្រែភាសា សូមទាក់ទងការិយាល័យនាយកភ្នាក់ងារប្រតិបត្តិកាមន្ទរស័ព្ទលេខ (626) 931-7300 លេខភ្ជាប់បន្ត 7204, ដែលមានរយៈពេលយ៉ាងតិច 48 ម៉ោងមុនកិច្ចប្រជុំ

في حالة الحاجة لخدمات الترجمة، يرجى الاتصال بمكتب الرئيس التنفيذي على رقم الهاتف (626) 931-7300 (الرقم الداخلي 7204) وذلك قبل 48 ساعة على الأقل من الاجتماع

หากคุณต้องการบริการล่าม โปรดติดต่อสำนักงานประธานเจ้าหน้าที่บริหารที่ (626) 931-7300 ต่อ 7204 อย่างน้อย 48 ชั่วโมงก่อนการประชุม



7:45 AM, May 27, 2022

2<sup>nd</sup> Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790

Page 3

9. ANNOUNCEMENT OF CLUSTER 5 ELECTION RESULTS

10. LINE 270 - EXTENSION TO ARCADIA L LINE STATION

*Recommended Action: Authorize the Chief Executive Officer to implement the existing routing changes to Line 270 on an ongoing basis.*

11. Foothill Transit Forward Update

*Recommended Action: Receive and file the Foothill Transit Forward Update.*

12. CUSTOMER COMMENT PROCESS OVERVIEW

*Recommended Action: Receive and file the overview of the Customer Comments Process.*

13. CONTINUED GENERAL PUBLIC COMMENT

*This time is reserved for those members of the public who were unable to speak earlier in the agenda because of the 30-minute time restriction.*

14. CHIEF EXECUTIVE OFFICER COMMENT

15. GOVERNING BOARD MEMBER COMMENT

16. ADJOURNMENT

**The next meeting of the Governing Board  
is scheduled for  
Friday, June 24, 2022 at 7:45 a.m.**



**Foothill Transit**

**STATEMENT OF PROCEEDINGS FOR THE  
REGULAR MEETING OF THE  
FOOTHILL TRANSIT GOVERNING BOARD**

**FOOTHILL TRANSIT ADMINISTRATIVE OFFICE  
2<sup>ND</sup> FLOOR BOARD ROOM  
100 S. VINCENT AVENUE  
WEST COVINA, CALIFORNIA 91790**

**Friday, April 29, 2022  
7:45 a.m.**

**1. CALL TO ORDER**

The meeting was called to order by Chair Sternquist at 7:50 a.m.

**2. PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Member Paras-Caracci.

**3. ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Corey Calaycay, Member Rick Crosby, Member Victor Preciado, Member Emmett Badar, Member Edward Alvarez, Member Gary Boyer, Member H. Manuel Ortiz, Member Rosario Diaz, Member Richard Barakat, Member Tzeitel Paras-Caracci, Member Becky Shevlin, Member Felicia Williams, Member Fernando Vizcarra, Member Nancy Lyons, Member Jessica Ancona, Member Cory Moss, Member Valerie Munoz, Member Hector Delgado, Member Sam Pedroza, Member Cynthia Sternquist

Absent: Member Linda Freedman, Member Daniel Damian, Member John King, Member Paul Cheng

**4. CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER**

Chair Sternquist announced she had no changes to the agenda. Chief Executive Officer Doran Barnes announced that Danny Wu, Cal Poly Pomona, was unable to attend today's meeting. He will make remarks at a future meeting. He also announced that Closed Session is not required, as there are no updates regarding the legal matter.

After discussion, by Common Consent, the Chair and Chief Executive Officer confirmed the agenda as revised.

5. **REMARKS BY ASSEMBLYMEMBER MIKE FONG**

Chair Sternquist introduced Assemblymember Mike Fong and thanked him for attending. Assemblymember Fong discussed the gas tax rebate, student internet access, college affordability, and free transit passes for students. He stated that he looks forward to working with the cities in the western San Gabriel Valley. He thanked the Governing Board for allowing him to make remarks at the meeting.

6. **REVIEW & APPROVAL OF THE MINUTES**

Approval of the minutes for the Governing Board Meeting of March 25, 2022.

Motion by Vice Chair Calaycay, second by Member Shevlin, the minutes for the Regular Meeting of March 25, 2022 were approved. Motion carried 19-0. Member Lyons abstention.

7. **REMARKS BY CAL POLY POMONA EXECUTIVE DIRECTOR, TRANSPORTATION AND PLANNING DANNY WU**

Mr. Wu was unable to attend the meeting and will make remarks at a future meeting.

8. **GENERAL PUBLIC COMMENT**

No members of the public addressed the Foothill Transit Governing Board.

8.1. Chief Executive Officer Response to Public Comment

9. **COVID-19 TRANSIT OPERATIONS UPDATE**

Recommendation: Receive and file an oral update on the continuing impacts of COVID-19 on Foothill Transit's operations and provide direction to staff.

LaShawn King Gillespie, Director of Customer Service and Operations and John Curley, Chief of Safety and Security, presented this item.

Ms. Gillespie reported on the TSA mask mandate that was suspended by the U.S. District Court on April 19, 2022, and the LA County Public Health Department announcement on April 21, 2022, that the mask mandate would



continue for all public transportation in Los Angeles County. She also reported on the impacts on the frontline teams, customers, and ridership. Mr. Curley reported that staff continues to take part in the Los Angeles County Department of Public Health briefings, and he reported that TSA would not get involved in local government decisions.

There was no Public Comment on this presentation. Staff responded to comments and questions by members of the Governing Board. Board members requested that Dr. Ferrer or a member of her staff be asked to speak at the next Governing Board meeting. Member Boyer requested that a letter be drafted on behalf of the Governing Board requesting that the county mask mandate for public transportation be reversed.

The recommendation was amended to have staff draft a letter requesting that the mask mandate for public transportation for Los Angeles County be reversed. In addition, the letter will include an invitation to Dr. Ferrer or staff member to speak at the next Governing Board Meeting.

Motion by Member Pedroza, second by Member Moss, to approve.  
Motion carried 20-0.

10. **APRIL 2022 LEGISLATIVE UPDATE**

Recommendation: Receive and file the April 2022 Legislative Update.

Yoko Igawa, Director of Government Relations and Jan Powell, Foothill Transit's Washington DC Advocate, presented this item.

Ms. Powell reported that a request was submitted for the FY2023 appropriations bill for \$17.1 million for 24 double deck zero-emissions buses. The request was submitted to Foothill Transit's delegation at the beginning of April.

Ms. Igawa provided a state legislative update. She reported that in March, Governor Newsom announced an \$11 billion relief package, which included \$1.75 billion for zero-emissions vehicles and infrastructure, \$750 million for three months of free transit, and \$500 million in active transportation projects. In May, the governor is expected to release the May Revision to the FY2023 state budget, and June 15 is the deadline to pass the FY2023 state budget.



There was no Public Comment on this presentation. Member Pedroza commented on Foothill Transit setting an example for agencies pursuing grants.

The Governing Board received and filed this presentation.

11. **PROPOSED CANCELLATIONS OF LINE 690 AND ROUTE VARIANT OF LINE 292**

Recommendation: At the recommendation of the Executive Board, authorize the Chief Executive Officer to adopt the proposed cancellations of Line 690 and route variant of Line 292 to Foothill Transit's service.

Lourdes Álvarez, Transit Planner, presented this item.

Ms. Álvarez reported that staff is proposing that Line 690 be cancelled due to its low ridership. Ridership on Line 690 has been decreasing since 2016. Line 690 experienced a drop in ridership when the Foothill Extension of the Metro Gold Line opened. She reviewed ridership data from July 2019 to December 2020. Due to the impacts of the pandemic, Line 690 was paused in April and May of 2020 and again in January 2021. Line 690 is currently not operational. The projected annual cost savings associated with this cancellation would be \$438,700.

The cancellation of Line 292 variant was also proposed. Line 292 contains a two-trip variant that travels on Baseline Road, offering a trip in the morning and one in the afternoon. Ridership on the variant has been minimal. Each trip is averaging less than one boarding per weekday. The projected annual cost savings associated with this cancellation would be \$12,424.

Ms. Álvarez reported on the public outreach process. Nine comments were received throughout the public outreach process.

There was no Public Comment on this presentation. Member Ortiz asked what happens to the coach operators that drive these routes. Ms. Álvarez responded that coach operators are reassigned to other routes.

Motion by Member Moss, second by Vice Chair Calaycay, to approve. Motion carried 20-0.

**12. EXECUTIVE BOARD AND GOVERNING BOARD MEMBERS STIPEND POLICY**

Recommendation: In accordance with the Executive Board's recommendation, adopt revisions to the Foothill Transit Executive Board and Governing Board Stipend Policy as noted in Attachment A.

Christina Lopez, Board Secretary, presented this item.

Ms. Lopez reported that at the Executive Board's request, she would be presenting on proposed revisions to the stipend policy. The revisions include: decreasing the stipend from \$176 to \$150 and eliminating the Consumer Price Index (CPI) annual increases, setting a limit amount for Executive Board Members at \$600 per month or four meetings, and conducting an annual review of the stipend policy at the Executive Board's annual strategic planning workshop, any recommended changes will be included in the next years' business plan and budget for the Governing Board's final approval.

Executive Board Members and staff responded to comments and questions by the Governing Board. There was no Public Comment on this presentation.

Motion by Member Barakat, second by Paras-Caracci, to adopt.  
Motion carried 20-0.

**13. CONTINUED GENERAL PUBLIC COMMENT**

Public comment was not reopened as the Public Comment period was concluded earlier in the agenda (Item 8).

**14. CHIEF EXECUTIVE OFFICER COMMENT**

Comments by Mr. Doran J. Barnes, Chief Executive Officer, Foothill Transit.

Mr. Barnes reported the following:

- The current bus order with New Flyer may be affected by supply chain issues.
- Cluster 5 elections and election of officers will take place at the May meeting.
- Approval of the FY2023 Business Plan and Budget will take place at the June Governing Board Meeting.
- Foothill Transit received a \$3.8 million grant for infrastructure.
- Mission to Mission Active event will take place this weekend.
- The Camellia Festival in Temple City will take place on May 21, 2022.



- The Foothill Transit picnic will take place at the LA County Fair on May 21, 2022.

15. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Governing Board.

- Member Paras-Caracci thanked Foothill Transit for sponsoring Duarte’s Memorial Day event. Wished Governing Board Members having elections in June 2022 the best. Introduced Duarte’s newly appointed Councilmember Cesar Garcia.
- Member Preciado wished staff happy Administrative Professionals Day.
- Member Williams asked if Foothill Transit would be pursuing grants through the AQMD for buses. Chief Executive Officer Doran Barnes responded that staff would research the possibility.
- Chair Sternquist announced that Temple City’s Camellia Festival would be taking place May 20-22, 2022.

16. **CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL—EXISTING LITIGATION** Existing Litigation, Government Code § 54956.9(a)

Name of Case: *Julian Bryant, et al. v. City of Pomona, Foothill Transit, et al.*, Los Angeles Superior Court Case No. 19STCV46308

This item was pulled from the agenda, there was no update required.

17. **CLOSED SESSION REPORT**

This item was pulled from the agenda.

18. **ADJOURNMENT**

Adjournment for the April 29, 2022, Foothill Transit Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned at 9:07 a.m.



May 27, 2022

To: Governing Board

Subject: **Line 270 - Extension to Arcadia L Line Station**

**Recommendation**

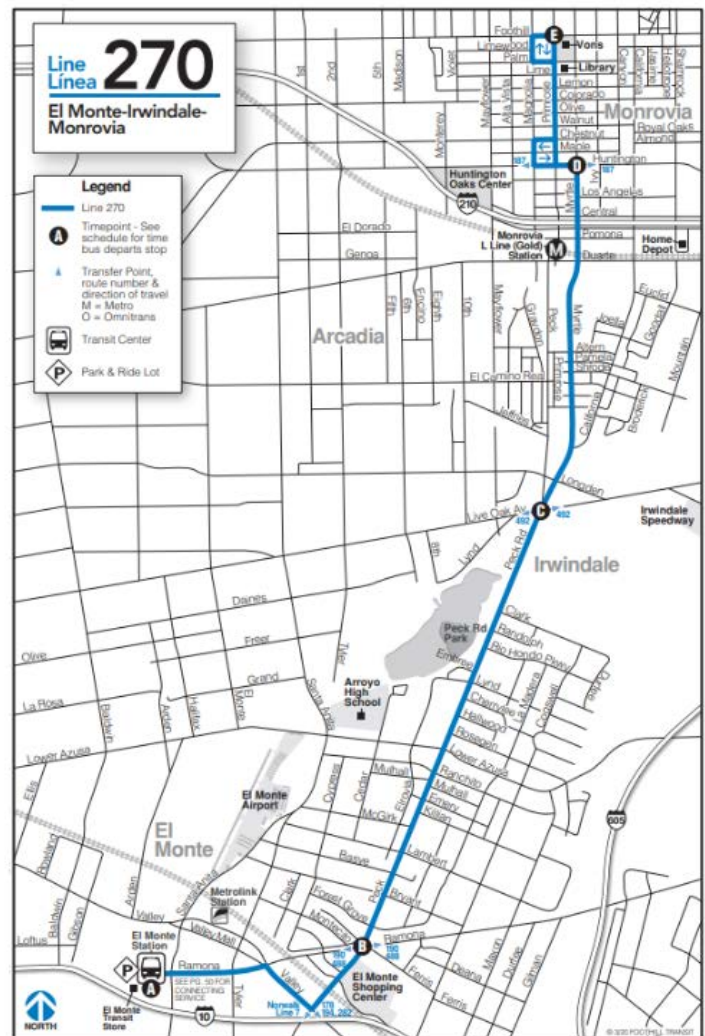
Authorize the Chief Executive Officer to implement the existing routing changes to Line 270 on an ongoing basis.

**Analysis**

Foothill Transit began operation of Line 270 in June 2016, along with the transition of Lines 190 and 194 from LA Metro. Currently, Line 270 connects the El Monte Station to Monrovia with hourly service that operates seven days per week. Since transitioning the line from LA Metro, Foothill Transit has made minor adjustments over the years to a few bus stops and added service on Sunday based on customer feedback at the time.

To the right is a map of the current routing for Line 270.

In November 2021, as part of an effort to address the concerns from the local community, Foothill Transit began operating a pilot extension for Line 270 that extended the routing from Monrovia to the Arcadia L Line Station. In addition to the extension, six additional stops were added on Foothill Boulevard to



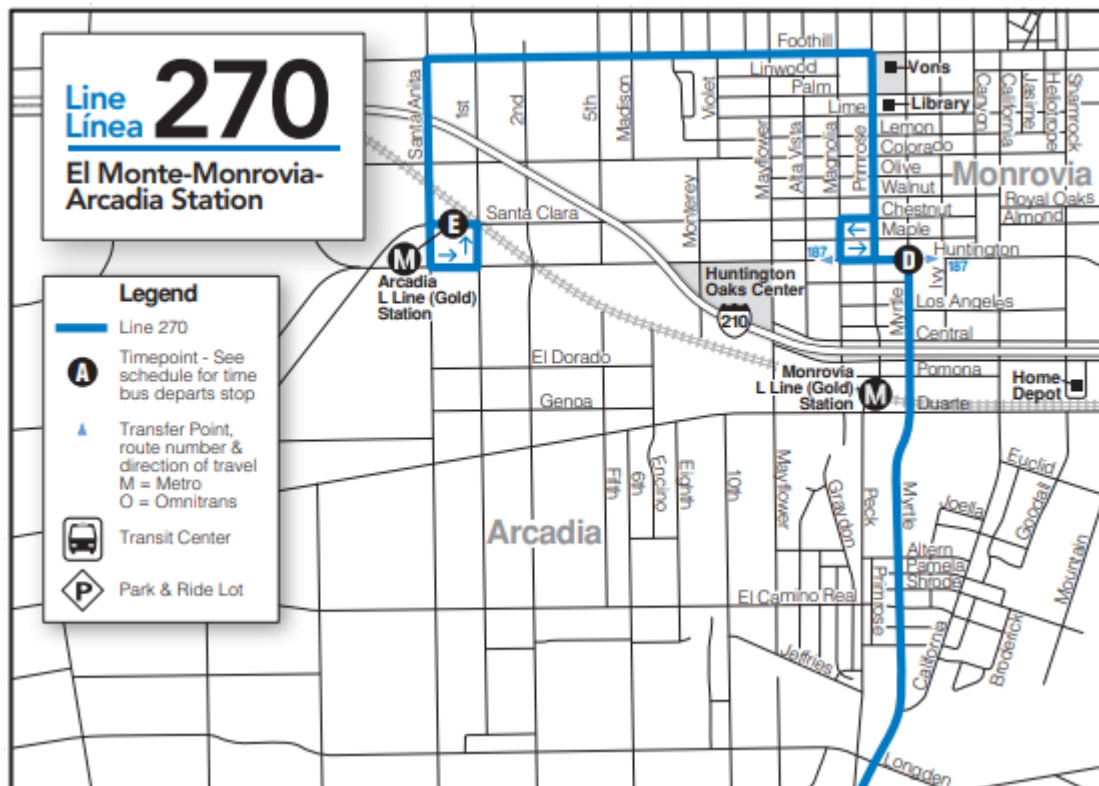




increase opportunities for customers to access the extended routing. Members of the Foothill Transit planning team have had several meetings with City of Monrovia staff as well as members from the Transdev team that operate Line 270 out of the Arcadia/Irwindale operating facility.

Below is a map of the Northern portion of the proposed routing that starts at the Arcadia L Line station, travels north to Foothill Boulevard and then follows the same routing as it currently does by making a right onto Primrose Avenue. This permanent extension will improve regional connectivity by connecting to the L Line Station and should not affect current customers of Line 270.

**Proposed Line 270 Extension**





The table below shows ridership along the extended routing from January to April of this year. The almost 1,000 customers per month helps to show the continued need for this service in the area.

January 2022 - April 2022		
Bus Stop	Ridership	Daily Average
Arcadia Station	1,361	12
Foothill Blvd and Fifth Ave	397	3
Foothill Blvd and Magnolia Ave	675	6
Foothill Blvd and Mayflower	662	6
Foothill Blvd and Second Ave	128	1
Primrose Ave and Linwood Ave	1,010	9
<b>Total</b>	<b>3,896</b>	<b>33</b>

Public Meetings and Results of Public Comments

The formal public comment period began March 21, 2022, and concluded on April 15, 2022. Foothill Transit staff conducted a public hearing on April 7, 2022, at 4:00 PM to maximize public participation. Throughout the public comment period, we received twenty comments through social media, postal mail, and email. All of the comments received are in favor of the proposal to permanently extend Line 270 to the Arcadia Station.

In Favor	20
Not in Favor	0
Total Comments:	20



Schedule for Implementation

Activities	Dates
Executive Board Meeting - COMPLETED	August 2021
Governing Board Meeting - COMPLETED	August 2021
Pilot Extension Began	November 2021
Public Hearing - COMPLETED	April 7, 2022
Executive Board Recommendation - COMPLETED	April 2022
Governing Board Final Action	May 2022

**Budget Impact**

The projected budget impact from the pilot extension will result in an increase to the operating budget of Line 270 by \$291,118 per year. The current savings from operating reduced express service allows for the operation of the extension within the current fiscal year budget.

Sincerely,

Joshua Landis  
Planning Manager

Doran J. Barnes  
Chief Executive Officer



May 27, 2022

To: Governing Board

Subject: **Foothill Transit Forward Update**

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### **Recommendations**

Receive and file the Foothill Transit Forward Update.

### **Analysis**

Foothill Transit Forward, Foothill Transit's latest comprehensive operational analysis (COA) officially kicked off in April 2021, and completion is targeted in late August 2022.

### **What is Foothill Transit Forward?**

As a reminder:

- Foothill Transit Forward is an evaluation of Foothill Transit service to determine how best to meet the needs of existing and potential customers.
- The Foothill Transit Forward study includes a detailed review of existing service and robust community outreach.
- The study aims to create a more effective, efficient, equitable, and sustainable transit system that will get people where they need to go in the shortest time possible.
- The outcome of Foothill Transit Forward will be an updated service plan, which will guide Foothill Transit service improvements over the next five years.

The consultant team has completed the first round of public outreach where the focus was customer and stakeholder needs and overall satisfaction with the service. The Foothill Transit Forward team engaged with customers using pop-up events, virtual workshops, a project website, stakeholder focus group meetings, and on-board surveys. The team also met with drivers and management teams from both operating facilities to gather feedback about the current routes.

Based on the results, customers are generally happy with the overall service but seek improvements in on-time performance, bus frequency, and fare

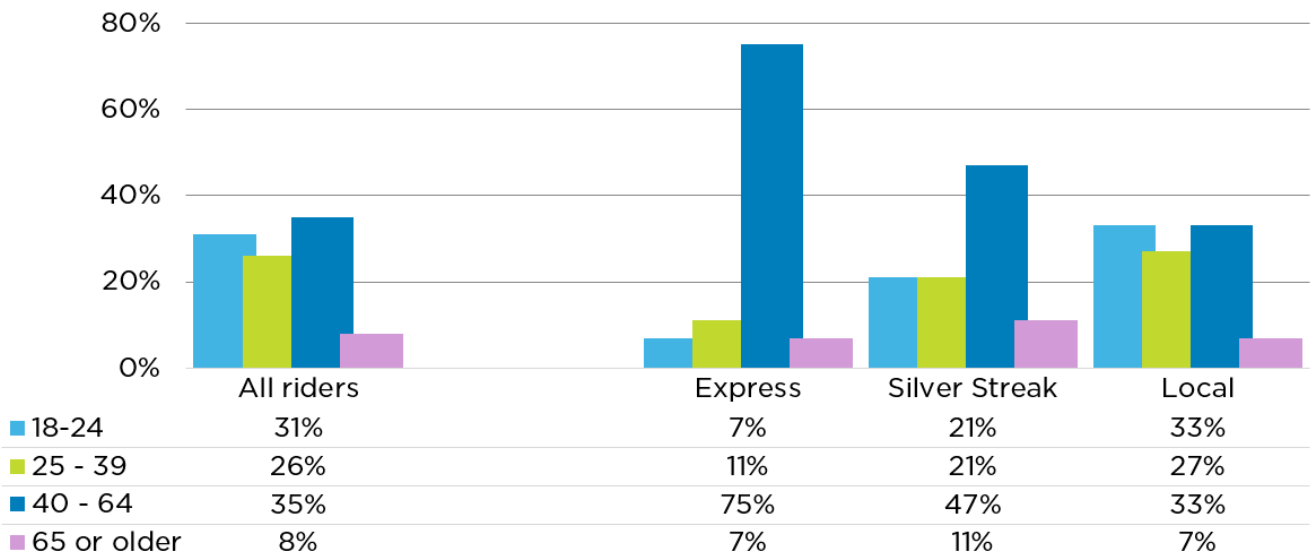




pricing. It is important to note the outreach was conducted prior to any fare promotions. The survey also showed Foothill Transit accomplished its mission during the pandemic by providing essential trips to customers. The results indicated those riding during the pandemic used the service to go to work and a majority rode the service five days a week.

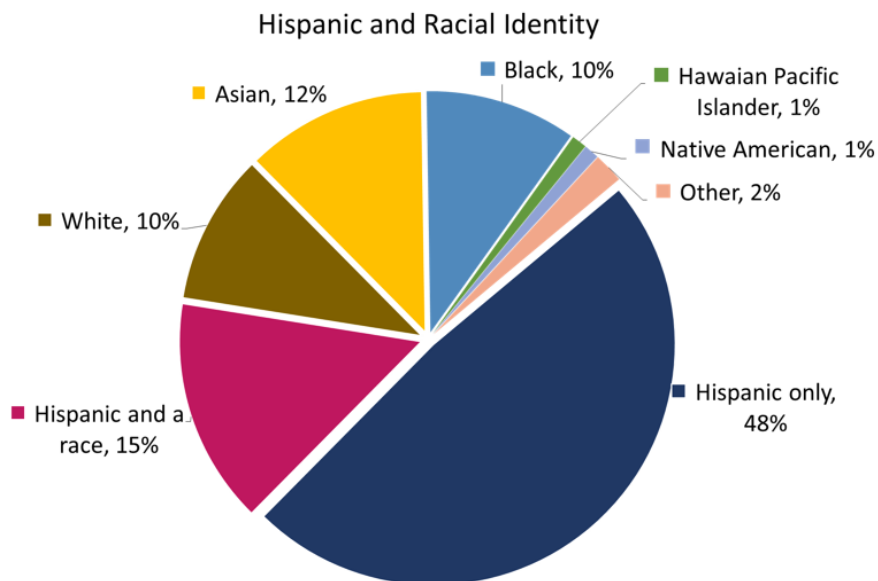
Demographic Charts

# Age and Transit Service Type

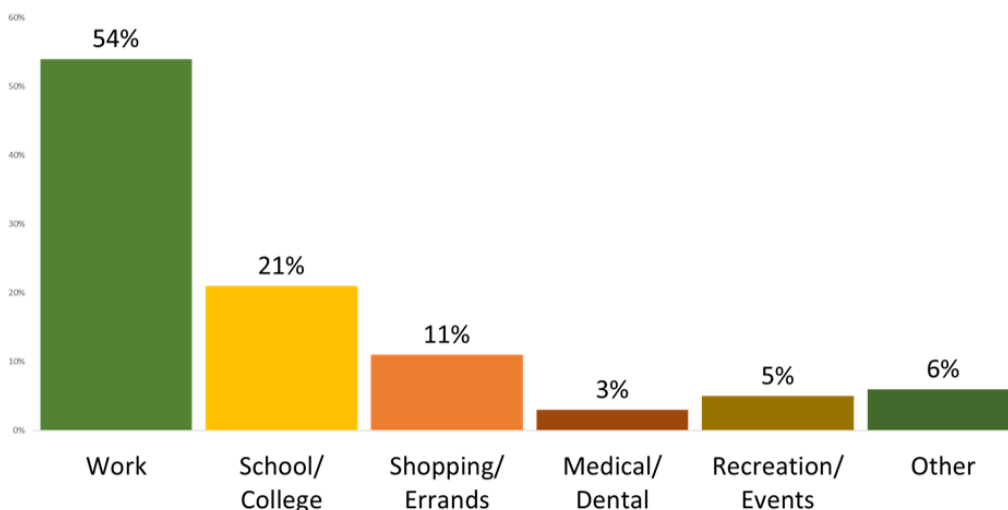




# Hispanic & Racial Identity

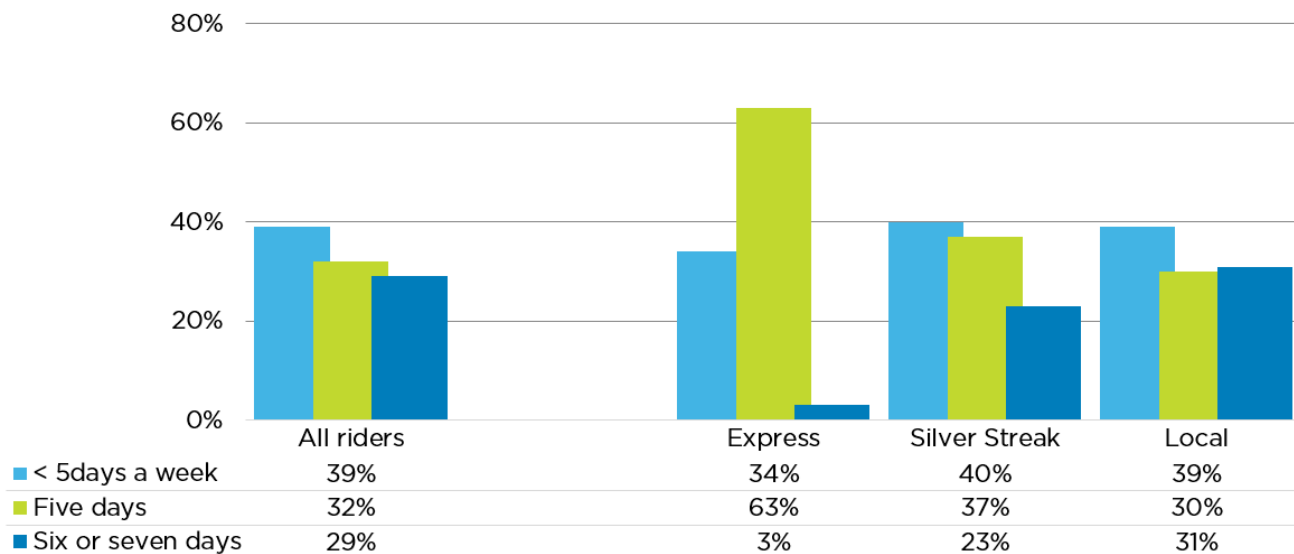


# Trip Purpose





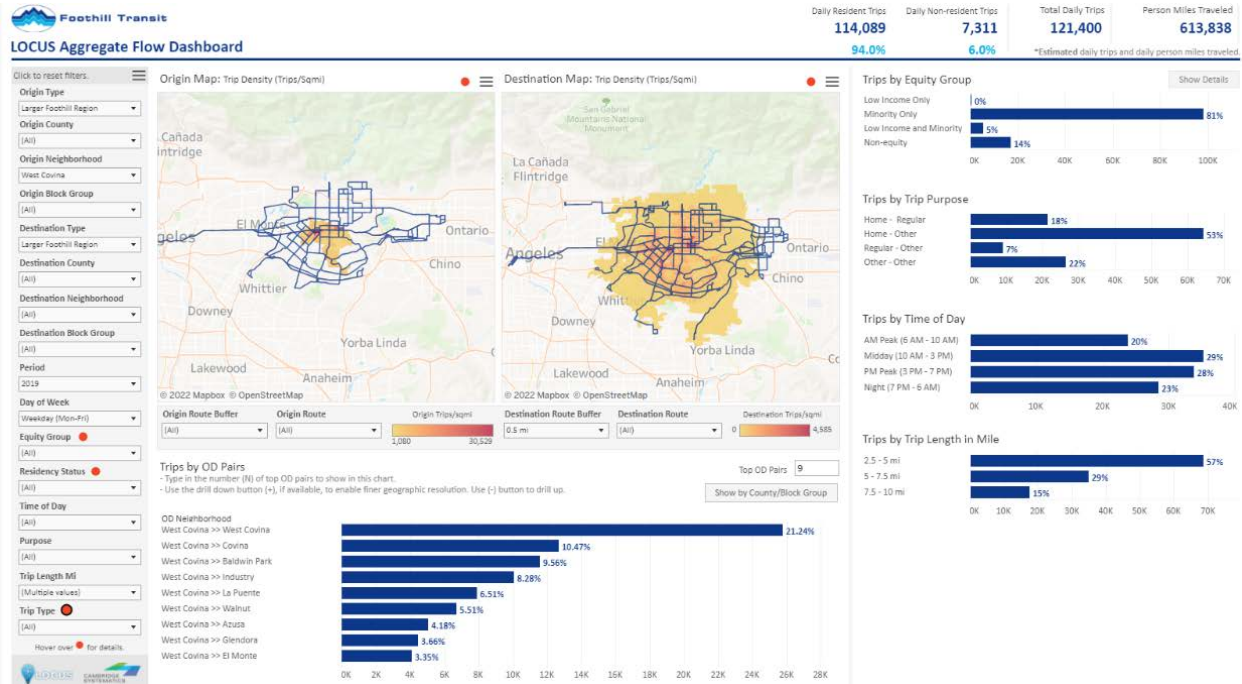
# Frequency of Use



The consultants also used a tool called LOCUS that uses cell phone data to analyze travel patterns or origin-destination pairs. From this data, along with feedback gathered from customers, stakeholders, and of course current ridership, the team will make route change suggestions. These suggestions will be the basis of the second phase of robust public outreach to determine which changes will be implemented.



Governing Board Meeting – 05/27/2022  
Foothill Transit Forward Update  
Page 5



Screenshot of LOCUS Tool

**Next Steps**

The next big milestones of Foothill Transit Forward are to finalize the list of suggested route changes to take out for public comment, which will kick off Phase Two of public outreach. Just as in the first phase, a series of public workshops and meetings, both physical and virtual, will be held to collect feedback.

Once the public outreach is complete, changes will be made to the route suggestions based on the comments received. These changes will be included in the final report as recommendations to implement into service. The Foothill Transit Forward study is anticipated to be completed in November 2022.

Sincerely,

Joe Raquel  
Director of Planning

Doran J. Barnes  
Chief Executive Officer





May 27, 2022

To: Governing Board

Subject: **Customer Comments Process Overview**

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### **Recommendation**

Receive and file the overview of the Customer Comments Process.

### **Background**

One of Foothill Transit's organizational goals is to provide outstanding customer service. One of the primary ways this goal is measured is through the review and analysis of feedback received through our Customer Comment process. Each month, the Foothill Transit Key Performance Indicator of Complaints per 100,000 Boardings is calculated and reported to Foothill Transit's senior management team, both operations and maintenance contractors, and our customer service contractor. This process provides a framework for Foothill Transit to communicate with customers and address service issues that may arise and gather other information as it relates to the quality of service provided.

Over the years, we have expanded the number of avenues through which customers and non-customers can communicate with Foothill Transit. These include the 1-800 phone line, email, traditional mail, social media, and in-person at any Transit Store. Stakeholders can provide feedback as well as share their experiences while engaging with our services.

Comments received via phone, email, mail, fax, or walk-in are entered into the agency's web-based transportation data management system. Each comment is reviewed by a member of the Foothill Transit administrative team to confirm that adequate information has been provided to investigate the comment thoroughly. In some instances and when customer contact information is available, the customer may be immediately contacted to gather additional or clarifying information.

The comment is then classified based on the nature of the information being provided. For example, if a customer reports they were passed up at a bus stop, the comment would be classified in the category of "Courtesy Pass-up". The comment is then assigned to the appropriate Foothill Transit Administrative or Operations and Maintenance Contractor staff member for investigation and resolution using the information provided and to determine



whether there is information to support the validity of the comment based on their findings.

There are a number of ways in which complaints are investigated to determine their validity. These include viewing bus video footage, conducting operator interviews, using technology such as farebox data or the Computer-Aided Dispatch Automatic Vehicle Locator (CAD-AVL) system to name a few. However, the tool used depends on the nature of the incident. For example, if a customer calls to report that a bus arrived late, Foothill Transit and/or contractor staff will utilize the CAD-AVL system to run a playback based on the vehicle involved, its route, and the date and time of the incident. Tracking the movement of the vehicle allows a factual determination of whether the bus was late or on time.

All comments are investigated and addressed within eight business days unless they are safety-related. Safety comments are investigated immediately and addressed within three business days. Once the investigation is complete, the Foothill Transit Administrative or Operations and Maintenance Contractor staff member will input their notes and finding into the transportation data management system and then reach out to the customer. Customers have the option to receive follow-up contact related to their comment. If accurate contact information is provided the customer will be contacted via their preferred method of communication, phone, email, or letter, to review the incident and update them on the resolution. If the preferred form of response is telephone then the requirement is to make two attempts to contact the customer within the allotted timeframe on separate days prior to closing out the comment.

Previously, if the customer was unreachable and unable to provide additional or clarifying information, the comment was invalidated. That process has been modified this year and comments are only invalidated if there is insufficient information to fully investigate the comment or if there is factual information available to dispute the information provided in the customer comment.

As technology and communication methods have evolved and as customers now have the ability to reach us by a variety of new platforms in addition to the more traditional methods, we have revised the Customer Comment process to enhance and streamline our customer communication for more efficiency. We now also incorporate the use of the available technology to further investigate complaints and have implemented more stringent criteria when determining complaint dispositions. This has in turn provided added trend information and more useful data on the service we provide.



Another area that was recently modified in the validation process relates to customer follow-up on complaints. In the past, three attempts would be made to reach the customer to discuss their comment and provide an update. The requirement was that the calls be made on different days and times to try and increase the chances of reaching the customer. In each unsuccessful attempt, a voicemail would be left if the customer had a mailbox system set up. The message would include the staff member's name, the reason they were calling, and their contact information. After three attempts, if the customer could not be contacted or if the customer did not return the call, then the comment would be recorded as invalid regardless of the investigation finding and results.

The process of invalidating a comment for this reason did not provide an accurate representation of the services being provided and should not be an indicator of whether the issue or area of their concern was valid. This process was changed this fiscal year and a comment now remains valid unless the completed investigation supports that the incident in question did not take place. For example, if the investigation of the courtesy pass up complaint, through reviewing the video reveals that the bus stopped at the proper location and time; that the doors were opened and the operator followed the proper protocol; or no customer was at the stop this complaint would be classified as invalid.

We anticipated with this change that the number of valid comments received would increase and that it would impact achievement of the target set for the Customer Comment Key Performance Indicator, but there was no definitive way to accurately project the impact until the new practice was implemented. During Fiscal Year 2022, the number of valid customer complaints has increased significantly and this is partially attributable to the change in the process. Year-to-date for Fiscal Year 2022 we have received 2,479 valid complaints compared to the same time period last fiscal year when we had a total of 924 valid complaints. However, with this new practice, we have a more accurate depiction of service as well as more data and trend information. This allows the entire team to continue to focus on key areas to improve upon and to continue to strive toward providing outstanding service to our customers.

Sincerely,

Tanya M. Pina  
Operations Contract Manager

Doran J. Barnes  
Chief Executive Officer