



 **Foothill Transit**
Silver Streak



Foothill Transit
Going Good Places

EXECUTIVE BOARD MEETING

West Covina, CA
Friday, December 16, 2016



Foothill Transit

Executive Board Meeting AGENDA

EXECUTIVE BOARD MEETING
8:00 AM, DECEMBER 16, 2016
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

REVISED

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. FOCUS ON SAFETY
4. ROLL CALL: MEMBERS CALAYCAY, HERRERA, PEDROZA, STERNQUIST, WARSHAW
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES FOR THE REGULAR MEETING OF OCTOBER 28, 2016
7. PRESENTATIONS:
 - 7.1. Contractors' Employee Recognition
 - 7.2. New & Promoted Staff
8. 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. Presentation shall not exceed three 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) 931-7300 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.



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CONSENT CALENDAR: Items 9 through 12 are consent items which may be received and filed and/or approved by the board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

9. OCTOBER 2016 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommended Action: Receive and file the Financial Statements and Investment Summary year-to-date report through October 31, 2016. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of October 31, 2016 for the fiscal year ending June 30, 2017.

10. OCTOBER 2016 PERFORMANCE INDICATORS REPORT

Recommended Action: Receive and file the October 2016 Performance Indicators Report.

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 Executive Director's office at (626) 931-7300 extension 7204, at least 48 hours prior to the meeting.

Si necesita servicios de traducción, por favor póngase en contacto con la oficina del Director Ejecutivo en el (626) 931-7300, extensión 7204, al menos 48 horas antes de la reunión.

如果需要翻译服务, 请至少于会议前48小时致电高级主任办公室: (626) 931-7300 分机 7204。

Nếu Quý vị có yêu cầu dịch vụ dịch thuật, xin vui lòng liên hệ với văn phòng Giám đốc Điều hành tại (626) 931-7300 số lẻ 7204, ít nhất 48 giờ trước khi cuộc họp.

Kung nangangailangan ka ng mga serbisyo sa pagsasalín, pakisuyong makipag-ugnayan sa opisina ng Executive Director sa (626) 931-7300 extension 7204, ng hindi bababa sa 48 oras bago ang pulong.

번역 서비스가 필요하시면 미팅 최소 48시간 이전에 임원 사무실로 (626-931-7300, 내선 번호 7204) 전화주시기 바랍니다.

翻訳サービスが必要な方は、会議の48時間前までに(626) 931-7300 内線 7204のエグゼクティブディレクター事務所にご連絡ください。

إن كنت بحاجة إلى خدمات ترجمة، برجاء الاتصال بالمدير التنفيذي للمكتب على رقم (626) 931-7300 (الرقم الداخلي 7204) قبل الاجتماع بـ 48 ساعة على الأقل.

Եթե Ձեզ թարգմանչական ծառայությունների են հարկավոր, հանդիպումից առնվազն 48 ժամ առաջ խնդրում ենք զանգահարել Գործադիր տնօրենի գրասենյակ (626) 931-7300 լրացուցիչ 7204 հեռախոսահամարով:

ប្រសិនបើលោកអ្នកស្នើសុំសេវាកម្មបកប្រែភាសា សូមទាក់ទងមកកាវិយាល័យនាយកប្រតិបត្តិ តាមលេខទូរស័ព្ទ៖ (626) 931-7300 លេខបញ្ជូនបន្ត 7204 ដែលមានរយៈពេលយ៉ាងតិច 48 ម៉ោង មុនពេលកិច្ចប្រជុំ។

در صورت نیاز به خدمات ترجمه، لطفاً حداقل 48 ساعت قبل از جلسه ملاقات با مدیر اجرایی دفتر به شماره (626) 931-7300 داخلی 7204 تماس حاصل فرمایید.

หากคุณต้องการบริการการแปลภาษากรุณาติดต่อสำนักงานผู้ช่วยการบริหารที่ (626) 931-7300 ต่อ 7204, อย่างน้อย 48 ชั่วโมงก่อนที่จะมีการประชุม



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11. NOVEMBER 2016 ELECTION SUMMARY UPDATE

Recommended Action: Receive and file the November 2016 Election Summary Update.

12. CONTRACT AWARD - WIDE AREA NETWORK SERVICE RENEWAL AND PHONE SERVICE CONVERSION

Recommended Action: Authorize the Executive Director to enter into Agreement No. 17-014 with Verizon in the amount of \$121,642.70 for replacement of PRI (Primary Rate Interface) and SIP (Session Initiation Protocol) trunk services for the VOIP phone system and continued service of existing six MPLS (Multiprotocol Label Switching) Ethernet PIP circuits.

REGULAR AGENDA:

13. CAD/AVL SYSTEM REPLACEMENT DEMONSTRATION

Recommended Action: Receive and file an update on the replacement of Foothill Transit's computer aided dispatch and automatic vehicle location (CAD/AVL) system.

14. TRANSIT CENTER AND PARK & RIDE IN THE CITY OF COVINA

Recommended Action: Receive and file the update on the development of a Transit Center and Park & Ride facility in the City of Covina.

15. CONTRACT AWARD - ARCHITECTURAL AND ENGINEERING SERVICES FOR THE WEST COVINA TRANSIT CENTER

Recommended Action: Authorize the Executive Director to negotiate final terms and conditions and execute Contract No. 17-017 in the amount of \$697,452.50 with RNL Interplan, Inc. (RNL) for the provision of Architectural Engineering and Design Services related to the development of the preliminary design of a Transit Center in the City of West Covina.

16. FISCAL YEAR 2016/2017 BUSINESS PLAN INITIATIVES UPDATE

Recommended Action: Receive and file the status update on the FY 2016/2017 Business Plan Initiatives.

17. FOOTHILL TRANSIT METROLINK BUS BRIDGE SERVICE

Recommended Action: Receive and file the report on Foothill Transit's Metrolink bus bridge service.



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18. I-10 FREEWAY CONSTRUCTION SERVICE IMPACT UPDATE

Recommended Action: Receive and file the I-10 Freeway Construction Service Update report.

19. FISCAL YEAR 2016/2017 FIRST QUARTER BUDGET UPDATE

Recommended Action: Receive and file the First Quarter Budget Update for the fiscal year ending on June 30, 2017.

20. TRANSIT STORE QUARTERLY REPORT

Recommended Action: Receive and file the Transit Store Quarterly Report.

21. EXECUTIVE DIRECTOR COMMENT

22. BOARD MEMBER COMMENT

23. ADJOURNMENT

The next Regular Meeting of the Executive
Board is scheduled for
Friday, January 27, 2017 at 8:00 a.m.

The Strategic Planning Workshop is scheduled for
Friday, February 3, 2017 from 8:00 a.m. – 3:00 p.m.
Kellogg House, Cal Poly Pomona



Foothill Transit

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

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

**Friday, October 28, 2016
8:00 a.m.**

1. CALL TO ORDER

The meeting was called to order by Chair Herrera at 8:02 a.m.

2. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Chair Herrera.

3. FOCUS ON SAFETY

Ali Showkatian, Safety Compliance Coordinator, presented a safety message on earthquake preparedness.

4. ROLL CALL

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Pedroza, Member Sternquist, Member Warshaw, Vice Chair Calaycay, Chair Herrera

5. APPROVAL OF AGENDA

Chair Herrera approved the agenda as presented.

6. REVIEW & APPROVAL OF THE MINUTES

Approval of the minutes for the Regular Meeting of September 30, 2016.

Motion by Vice Chair Calaycay, second by Member Warshaw, the minutes for the Regular Meeting of September 30, 2016 were approved. Motion carried 5-0.

7. PRESENTATIONS

6.1 Contractors' Employee Recognition

Diane Williams, Assistant General Manager, First Transit, introduced and recognized the following Pomona location First Transit operator and employee of the month:

Van Vong, Operator of the Month (October 2016)
Vincent Millan, Employee of the Month (October 2016)

Dana Coffey, Assistant General Manager, Transdev, introduced and recognized the following Arcadia location Transdev operator and employee of the month:

Rick Barrows, Operator of the Month (October 2016)
Reuben Molina, Employee of the Month (October 2016)

After discussion, by Common Consent, and there being no objection, the Board recognized the operators and employees of the month.

8. PUBLIC COMMENT

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

CONSENT CALENDAR

Member Pedroza requested that Item 13 Contract Amendment - Real-Time Passenger Information System be pulled for discussion.

9. SEPTEMBER 2016 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through September 30, 2016. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of September 30, 2016 for the fiscal year ending June 30, 2017.

Motion by Vice Chair Calaycay, second by Member Warshaw, to receive and file. Motion carried 5-0.



10. **RESOLUTION ADOPTING EXECUTIVE AND GOVERNING BOARD MEETING SCHEDULE FOR 2017**

Recommendation: Adopt Resolution No. 2016-04 the Executive and Governing Board Meeting Schedule for 2017.

Motion by Vice Chair Calaycay, second by Member Warshaw to adopt. Motion carried 5-0.

11. **CONTRACT AWARD - EMERGENCY GENERATOR AT POMONA OPERATIONS AND MAINTENANCE FACILITY**

Recommendation: Authorize the Executive Director to execute Agreement No. 17-012 with AG Engineering in the amount of \$152,672.80 for replacement of the Emergency Diesel Generator equipment at Foothill Transit's Pomona Operations and Maintenance Facility.

Motion by Vice Chair Calaycay, second by Member Warshaw, to approve. Motion carried 5-0.

12. **COACH OPERATOR AUDIT RESULTS**

Recommendation: Receive and file the results of the Coach Operator Audits conducted in August 2016.

Motion by Vice Chair Calaycay, second by Member Warshaw, to approve. Motion carried 5-0.

13. **CONTRACT AMENDMENT - REAL-TIME PASSENGER INFORMATION SYSTEM**

Recommendation: Authorize the Executive Director to execute Amendment No. 3 to Agreement No. 12-004 with NextBus in the amount of \$182,592 to exercise option years four and five on Foothill Transit's real time passenger information system.

Motion by Member Pedroza, second by Vice Chair Calaycay, to approve. Motion carried 5-0.

14. **REQUEST TO ISSUE INVITATION FOR BIDS - VIDEO PROJECTION SYSTEM REPLACEMENT**

Recommendation: Authorize the Executive Director to issue an invitation for

bids (IFB No. 17-041) for the purchase and installation of a replacement video projection system for the Boardroom at Foothill Transit's administrative offices.

Motion by Vice Chair Calaycay, second by Member Warshaw, to approve. Motion carried 5-0.

REGULAR AGENDA

15. FISCAL YEAR 2015-2016 COMPREHENSIVE ANNUAL FINANCIAL AUDIT REPORT RESULTS

Recommendation: Receive and file the Fiscal Year 2015-2016 financial and compliance audit results. The Comprehensive Annual Financial Report (CAFR) including the auditor's opinions has been provided for you as Attachment A.

Michelle Lopes Caldwell, Director of Finance and Treasurer, introduced Scott R. Nickerson, CPA, CGMA, Crowe Horwath LLP who presented this item.

Mr. Nickerson reported that through the cooperation of management and the audit team that the audit went very well. There were no audit adjustments and no reportable findings. Foothill Transit is in compliance with Federal A-133 Guidelines, State TDA Guidelines, and local sales tax grant requirements.

Motion by Vice Chair Calaycay second by Member Warshaw, to receive and file. Motion carried 5-0.

16. DOUBLE DECKER BUS DEMONSTRATION SURVEY RESULTS

Recommendation: Receive and file the survey results of the double decker bus demonstration.

Roland Cordero, Director of Maintenance & Vehicle Technology, presented this item.

Mr. Cordero presented the results of the double decker demonstration that took place the week of October 3, 2016. The bus was deployed on the Silver Streak line. This line has the highest ridership and limited stops. The purpose of the demonstration was to assess bus performance, receive feedback from customers, and to determine if there would be dwell time issues. Alexander Dennis, the bus manufacturer did not charge Foothill Transit for the use of



the bus. They also provided driver and mechanic training prior to the demonstration.

Foothill Transit staff served as ambassadors handing out surveys and answering questions from riders. During the demonstration the bus transported 726 riders, 59 percent of the riders completed the survey. The overall response to the double decker demonstration was overwhelmingly positive with 93 percent of riders saying they would like to see Foothill Transit use double decker buses in the future.

Motion by Vice Chair Calaycay, second by Member Warshaw, to receive and file. Motion carried 5-0.

17. **FISCAL YEAR 2016/2017 FIRST QUARTER PERFORMANCE INDICATORS REPORT**

Recommendation: Receive and file the FY 2016-2017 First Quarter Performance Indicators Report.

Mike Tobin, Quality Assurance Analyst, presented this item.

Mr. Tobin reported that in the first quarter of FY 2016-2017, Foothill Transit achieved four out of nine key performance indicators. The four include schedule adherence, miles between service interruptions, average hold time, and average cost per vehicle service hour.

The total of boardings recorded by the farebox in the first quarter was 3.52 million. That is a one percent increase from the same quarter last year. Total fare revenue for the quarter was \$4.1 million. The average fare was \$1.19 per boarding. Operating expenses incurred in the quarter totaled \$22 million, resulting in an average cost per service hour of \$100.09. The system averaged 0.95 preventable accidents per 100,000 miles. Foothill Transit received 21.5 complaints per 100,000 boardings in the first quarter. This is 17 percent higher than the first quarter of the previous year. Foothill Transit recorded 83.1 percent on-time performance. This is a one percent decrease from the first quarter of last year.

Member Warshaw asked if the three bus lines from Metro that Foothill Transit assumed were removed from the analysis, and if not how much would ridership have decreased. Deputy Executive Director Kevin Parks McDonald stated that additional analysis would have to be done. This information would be provided at a future meeting.

Motion by Member Pedroza, second by Member Sternquist, to receive and file. Motion carried 5-0.

18. **WEST COAST MULTI-AGENCY EXCHANGE PROGRAM**

Recommendation: Receive and file the update on the inaugural West Coast Multi-Agency Exchange (MAX) Program.

Josh Landis, Planning Manager, presented this item.

Mr. Landis reported that in December 2015, several Foothill Transit staff members were selected to participate in a seven month program as part of the inaugural class of the West Coast Multi-Agency Exchange. The program was led by Deputy Executive Director Kevin Parks McDonald. Visits were coordinated with Long Beach Transit and Santa Monica Big Blue Bus. The West Coast MAX program was started as a way for municipal transit agencies in Southern California to develop professional relationships and encourage the exchange of knowledge, ideas, challenges and lessons learned within the profession.

Participants met in December 2015 at Santa Monica Big Blue Bus. In March 2016 participants met at Foothill Transit and the program wrapped up at Long Beach Transit in June 2016. At the conclusion of the program, evaluations were conducted to help guide the next class that is planned for 2017.

Motion by Member Sternquist, second by Member Warshaw, to receive and file. Motion carried 5-0.

19. **DEPUTY EXECUTIVE DIRECTOR COMMENT**

Comments by Mr. Kevin Parks McDonald, Deputy Executive Director, Foothill Transit.

Mr. McDonald reported the following:

- Mr. McDonald conveyed Mr. Barnes' appreciation for allowing him to participate in the Transit Cooperative Research Program TOPS Committee meeting that he is participating in today.
- Staff is diligently working on preparing for the Federal Transit Administration Review. Every three years the Federal Transit Administration does a comprehensive review of management and

grant oversight. They will be on site in May 2017. They already have provided questions and a request for documents that need to be produced by December 2016.

- On March 4, 2017 the Foothill Transit Annual Bus Rodeo will take place at the Arcadia Operations & Maintenance Facility.
- The marketing staff left information out in the lobby related to Measure M if anybody would like to take it back to their constituency.
- Wished the Executive Board a happy Thanksgiving holiday.

20. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Executive Board.

- Member Sternquist invited everyone to the City of Temple City dedication ceremony for their Veteran's Memorial on November 11, 2016.

Member Sternquist announced that Temple City has a new Rose Queen Victoria Castellanos. Temple City has not had a rose queen in 34 years. The City is very proud of her.

- Vice Chair Calaycay stated he had the opportunity to join Chair Herrera, Executive Director Doran Barnes, and Director of Maintenance and Vehicle Technology Roland Cordero on a tour of the New Flyer bus manufacturing facility. He was amazed to see what goes into making a bus. New Flyer manufactures 47 percent of the buses across the United States and Canada.
- Member Warshaw thanked Michelle Lopes Caldwell and her finance team for an excellent job again on the annual audit results.
- Member Pedroza reported that yesterday Proterra CEO Ryan Popple and members of his company came out to the City of Industry to meet with City staff in regards to Proterra's bus manufacturing facility scheduled to be built in the city. Deputy Executive Director Kevin Parks McDonald and Director of Customer Service and Operations LaShawn King Gillespie were also present at the meeting.
- Chair Herrera report that the San Gabriel Valley Council of Governments had a General Assembly. Many speakers were present

including Supervisor Hilda Solis and Congress Member Judy Chu, both praised Foothill Transit for all the great things Foothill Transit is doing for the region.

21. **ADJOURNMENT**

Adjournment for the October 28, 2016 Foothill Transit Executive Board Meeting.

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



December 16, 2016

To: Executive Board

Subject: **October 2016 Financial Statements and Investment Summary**

Recommendation

Receive and file the Financial Statements and Investment Summary year-to-date report through October 31, 2016.

The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of October 31, 2016 for the fiscal year ending June 30, 2017.

Balance Sheet Analysis (Attachment A):

Assets

The balance sheet, as of October 31, 2016, shows total assets at \$315 million. This total consists primarily of \$198 million in fixed assets, \$108 million in cash and investments and \$9 million in receivable and prepaid assets. Foothill Transit's cash position of \$81 million is \$6 million more than the previous month, and is \$7.8 million more than last year in October.

Liabilities

The accounts payable balance is \$12.16 million. Accounts Payables include operating and maintenance for \$8.81 million and \$1.62 million for fuel.

The deferred revenue of \$74 million represents capital grants that are reserved for planned capital expenditures such as upcoming bus procurements and park and ride construction activities.

Investments (Attachment B)

Our current investments are held in financial instruments pursuant to Foothill Transit's investment policy. Funds held with Bank of the West in non-interest earning accounts qualify for FDIC insurance, eliminating the risk of loss.

The cash and investments balance includes \$24.55 million in non-interest bearing accounts held with Bank of the West; \$31.5 million in interest bearing money market accounts with Bank of the West; \$9.6 million with Chase; and \$15.1 million invested in the Local Agency Investment Fund (LAIF). Longer term investments include \$24 million with Bank of the West Agency notes;



\$500,000 Bank of the West certificates of deposit; and \$2.74 million with Wells Fargo certificates of deposit.

The current interest rates on all accounts are included on Attachment B. The LAIF investment, the CD investments, and the deposits with Chase earn interest and are held for future capital and operating funding requirements.

Operating and Capital Revenues and Expense Analysis (Attachment C)

October 2016 year-to-date fare revenues were \$5.66 million which is \$841,000 less than the budgeted amount and \$489,000 less than October 2015. The budget for fare revenues was increased based on the projected ridership for Lines 190, 194 and 270. After the budget was developed, Foothill Transit agreed to allow Metro riders to ride the transferred lines with Metro passes for one year. This has negatively impacted our projected fare revenues. Ridership is nearly equal to ridership at the same time last year; this includes new riders added for the new lines. Foothill Transit is also experiencing ridership declines as passengers migrate to the Gold Line. The regional operators continue to analyze ridership trends and determine causes for ridership declines.

Operating costs through October 2016 were \$28.69 million, which is \$3.32 million less than the budget and \$4.51 million more than October 2015. Of this \$28.69 million, \$22.22 million reflects operating costs for the Arcadia and Pomona operating contractors. The other large operating expense is fuel which was \$2.21 million through October 2016.

Capital expenditures through October were \$1.66 million compared with \$2.23 million last year at this time. The annual budget for capital expenditures includes the purchase of 30 CNG buses, replacement of the CAD/AVL system and initiation of construction for the Covina Park and Ride lot.

Farebox Recovery Ratio

The October year-to-date farebox recovery ratio was 19.7 percent; 1.30 percent lower than the performance target of 21 percent. The farebox recovery ratio is derived by dividing the total fare revenue of \$5,659,015 by the total bus operating expense of \$28,721,307. This ratio is less than the October 2015 ratio of 24.87 percent. The decline is due to increase of operating expenses accompanied by a decrease in fare revenues.



Total Disbursements (Attachment D)

Total disbursements reflect invoices paid for the month of October 2016; they do not reflect the total expense incurred for the month. If an expense has been incurred but not yet invoiced or paid, Finance accrues the expense to properly track the expenses during the month in which they actually occurred. Total disbursements for October 2016 were \$2.50 million. Capital disbursements totaled \$99,803, and other significant disbursements include \$820,000 to First Transit and \$790,000 to Transdev for bus operating services.

Sincerely,

A handwritten signature in blue ink that reads "Michelle Lopes Caldwell".

Michelle Lopes Caldwell
Director of Finance and Treasurer

A handwritten signature in blue ink that reads "Doran J. Barnes".

Doran J. Barnes
Executive Director

Attachments

Foothill Transit
Balance Sheet
As of October 31, 2016

Assets

Current Assets:

Cash	80,794,860
Investments	\$27,239,000
Due from government agencies	4,692,706
Other receivables	2,776,922
Other assets	1,290,608

Total Current Assets 116,794,097

Property & Equipment (net of depreciation) 197,662,120

Total Assets 314,456,216

Liabilities and Equity

Current Liabilities:

Accounts payable and accrued liabilities 12,155,788

Deferred Revenue 73,907,693

Total Liabilities 86,063,481

Equity

Fund Balance:

Investment in Capital Assets 197,662,120

Current Year Change (9,745,101)

Reserve 40,475,717

Total Equity 228,392,736

Total Liabilities and Equity \$ 314,456,216

Summary of Cash and
Investment Account
For October 31, 2016

Cash:	Interest Rate	Term	Principal/ Book & Market Value
Bank of the West-Reg. Checking	N/A	Demand Deposit	\$19,655,165
Petty Cash	N/A	N/A	400
Revolving Fund - Transit Stores	N/A	N/A	1,200
Bank of the West-Excise Tax	N/A	Demand Deposit	4,896,662
Bank of the West-Money Market	0.180%	Demand Deposit	7,061,961
Bank of the West-Money Market	0.180%	Demand Deposit	14,584,057
Bank of the West-Money Market	0.180%	Demand Deposit	9,621,425
Bank of the West-CA Transit Assistance	0.070%	Demand Deposit	252,784
Chase Business Saving	0.080%	Demand Deposit	9,614,660
LAIF Investment	0.460%	Demand Deposit	15,106,548
Subtotal Cash on Hand			<u>\$80,794,860</u>
Investments:			
Bank of the West:			
Maturity - 10/29/20 - 5yrs.	1.125%	Callable Note	5,000,000
Maturity - 05/25/21 - 5yrs.	1.250%	Callable Note	5,000,000
Maturity - 01/27/21 - 5yrs.	1.000%	Callable Note	5,000,000
Maturity - 07/27/21 - 5yrs.	1.000%	Callable Note	8,000,000
Maturity - 02/26/21 - 5yrs.	1.250%	Callable Note	1,000,000
	1.25-1.50%	Cert. of Deposit	500,000
	0.45-1.60%	Cert. of Deposit	2,739,000
Subtotal Investments			<u>\$27,239,000</u>
Total Cash and Investments			<u><u>\$108,033,860.43</u></u>

(1) Consist of 2 Cds at \$250,000 each

(2) Consist 12 Cds at \$249,000 each

Foothill Transit
Statement of Revenue and Expense
For Month Ended October 31, 2016

	Actual YTD October-16	Budget YTD October -16	Variance	Actual YTD October - 15
Fare Revenue				
Farebox	\$2,970,409	\$3,300,000	(9.99%)	\$3,245,888
Pass Sales	1,188,033	1,520,000	(21.84%)	1,293,529
TAP Cash Purse	1,046,896	1,140,000	(8.17%)	1,002,251
MetroLink & Access Service	215,975	240,000	(10.01%)	197,625
EZ Transit Pass	237,702	300,000	(20.77%)	271,721
Total Operating Revenue	\$5,659,015	\$6,500,000	(12.94%)	\$6,011,014
Operating Subsidies and Other				
Transportation Development Act	\$7,646,937	7,646,937	(0.00%)	\$4,832,957
TDA-Reserve from prior years	\$2,939,382	5,416,599	(45.73%)	1,249,776
STA	\$613,936	613,934	0.00%	1,125,868
Prop A 40% Discretionary	\$5,360,414	5,360,414	(0.00%)	4,761,587
Prop A 40% BSCP	\$1,519,625	1,519,625	0.00%	1,495,106
Prop C BSIP	\$304,736	304,736	(0.00%)	299,201
Prop C Base Restructuring	\$654,540	654,540	0.00%	642,651
Prop C Transit Service Expansion	\$109,074	109,074	0.00%	107,093
Transit Security-Operating	\$306,008	306,008	0.00%	278,728
Measure R Operating	\$3,470,575	3,470,575	(0.00%)	3,258,563
Miscellaneous Transit Revenues	101,542	101,542	0.00%	67,771
Total Subsidies and Other	\$23,026,768	\$25,503,984	(9.71%)	\$18,119,301
Total Operating Revenue	\$28,685,783	\$32,003,984	(10.37%)	\$24,130,315
Other Revenues				
Gain on Sale of Fixed Assets	\$43,384	0	0.00%	\$3,644
Auxiliary Revenue	652,105	491,667	32.63%	\$539,220
Total Other Revenues	\$695,489	\$491,667	41.46%	\$542,864
Operating Expenses				
Operations	\$25,416,476	\$27,130,260	6.32%	\$21,198,172
Maintenance & Vehicle Technology	252,340	303,840	16.95%	210,323
Marketing and Communications	483,998	702,244	31.08%	464,205
Information Technology	660,795	1,068,208	38.14%	559,042
Administration	783,171	1,119,668	30.05%	738,859
Procurement	117,267	291,500	59.77%	171,382
Finance	390,048	447,145	12.77%	314,663
Planning	242,417	385,152	37.06%	213,081
Facilities	339,271	555,967	38.98%	303,969
Total Operating Expenses	\$28,685,783	\$32,003,984	10.37%	\$24,173,696
Other Expenses				
Property Management	\$157,829.57	\$133,333	(18.37%)	\$141,407
Dial-A-Ride	281,808	108,333	(160.13%)	227,145
Special Services	88,223	250,000	64.71%	130,931
Total Other Expenses	\$527,860	\$491,667	(95.42%)	\$499,483
Total Operating and Other Expenses	29,213,644	\$32,495,651	10.10%	\$24,673,179
Capital Revenues				
Capital Grants	\$1,657,558	\$18,709,037	(91.14%)	\$2,228,645
Capital Expenditures				
Capital Expenditures	\$ 1,657,558	\$18,709,037	91.14%	\$2,228,645

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This report also includes bank accounts that only have balances.

Bank Account: Date Filter: 10/01/16..10/31/16

Check	Date	Check No.	Vendor Name	Description	Amount	Printed Amount	Voided Amount	Entry Status
B001			General Checking					
			Phone No. 800-488-2265					
10/06/16		24033	AFLAC	09/16 Voluntary insurance premium	1,357.62	1,357.62	0.00	Posted
10/06/16		24034	Akkadian Labs LLC.	3 year maintenance renewal	500.00	500.00	0.00	Posted
10/06/16		24035	Allied Administrators for Delta Dental	11/16 Dental Insurance Premium	7,027.53	7,027.53	0.00	Posted
10/06/16		24036	Ashlien Savage	Replenish petty cash fund	365.70	365.70	0.00	Posted
10/06/16		24037	Bankcard Center-Bank of the West	9/16 Agency credit cards usage	18,311.62	18,311.62	0.00	Posted
10/06/16		24038	California Choice	11/16 Medical Insurance Premium	41,501.86	41,501.86	0.00	Posted
10/06/16		24039	Calstart, Inc.	Membership Calstart	1,950.00	1,950.00	0.00	Posted
10/06/16		24040	Chamber of Commerce - EM / SEM	10/16 - 10/17 Annual Membership	375.00	375.00	0.00	Posted
10/06/16		24041	Chamber of Commerce - Glendora	Annual Membership	275.00	275.00	0.00	Posted
10/06/16		24042	CIGNA Group Insurance	10/16 Cigna Life Insurance Premium	3,774.36	3,774.36	0.00	Posted
10/06/16		24043	Community Partners	2016 BikeSGV Awards Night	1,000.00	1,000.00	0.00	Posted
10/06/16		24044	Corey L. Calaycay	Reimbursable Expense - New Flyer site visit	415.20	415.20	0.00	Posted
10/06/16		24045	Day - Lite Maintenance Co. Inc.	Admin Bldg Lighting Repairs	220.45	220.45	0.00	Posted
10/06/16		24046	Design-Build Institute of America	Certification Workshop	1,500.00	1,500.00	0.00	Posted
10/06/16		24047	Diamond Bar Community Foundation	Home for the Holidays Gala	1,500.00	1,500.00	0.00	Posted
10/06/16		24048	Diversified Transportation, LLC	08/16 Monrovia Dial A Ride	72,223.39	72,223.39	0.00	Posted
10/06/16		24049	FEDEX Corp.	Express Mail	275.58	275.58	0.00	Posted
10/06/16		24050	Home Depot Credit Services	8/16 Facility Supplies	291.10	291.10	0.00	Posted
10/06/16		24051	IBI Group	CAD/AVL Replacement Consulting 2/1-2/29/16	25,478.00	25,478.00	0.00	Posted
10/06/16		24052	James Brady	Media Planning Strategy for 2016 - 2017	8,900.00	8,900.00	0.00	Posted
10/06/16		24053	Landmark Healthplan of California, Inc.	10/16 Chiropractic Insurance Premium	338.11	338.11	0.00	Posted
10/06/16		24054	LaShawn Gillespie	Reimbursable Expense - APTA	209.66	209.66	0.00	Posted
10/06/16		24055	Lazar and Associates	Translation	85.00	85.00	0.00	Posted
10/06/16		24056	Moore and Associates Inc.	Fare Demographic Passenger Survey	33,996.00	33,996.00	0.00	Posted
10/06/16		24057	NextBus, Inc.	CAD/Val Project - Lease (10) Nextbus DCUs for year	14,660.00	14,660.00	0.00	Posted
10/06/16		24058	Vida Covington	Reimburse Air -Interview Mgr Policy/Compliance	298.98	298.98	0.00	Posted
10/06/16		24059	Panera, LLC	9/30 Executive Board Meeting	185.50	185.50	0.00	Posted
10/06/16		24060	ReadyRefresh	Drinking Water	71.92	71.92	0.00	Posted
10/06/16		24061	Richards Watson and Gershon	9/16 Legal Fees	234.60	234.60	0.00	Posted
10/06/16		24062	RNL/Interplan	Phase 1 A&E Services for Covina P&R	44,211.43	44,211.43	0.00	Posted
10/06/16		24063	Rodger's Food Service	Special Governing Board Meeting 10/4/16	419.65	419.65	0.00	Posted
10/06/16		24064	Shepherd's Pantry	Fall Fundraiser	250.00	250.00	0.00	Posted
10/06/16		24065	Staples Business Adv.-Dept. LA	Office Supplies	543.05	543.05	0.00	Posted
10/06/16		24066	State Compensation Insurance Fund	10/16 Workers Comp insurance premium	3,990.25	3,990.25	0.00	Posted
10/06/16		24067	Steve Hirano	IFB 17-013 Advertisement	95.00	95.00	0.00	Posted
10/06/16		24068	Tanya Marie Pina	Reimbursable expense - WTS Leadership Program	120.51	120.51	0.00	Posted
10/06/16		24069	The Gas Co.	9/16 Admin Bldg Gas	103.86	103.86	0.00	Posted
10/06/16		24070	Thomas J. Koontz	Bus Interior Cards & Buttons for APTA Annual Mtg.	211.46	211.46	0.00	Posted

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Bank Account: Date Filter: 10/01/16..10/31/16

Check	Date	Check No.	Vendor Name	Description	Amount	Printed Amount	Voided Amount	Entry Status
	10/06/16	24071	Toyo Landscaping Company	Admin Building Irrigation Repair	850.00	850.00	0.00	Posted
	10/06/16	24072	Vision Service Plan - (CA)	10/16 Vision Insurance Premium	1,228.22	1,228.22	0.00	Posted
	10/06/16	24073	Willie J. Brooks	Admin Bldg Indoor plant care	449.75	449.75	0.00	Posted
	10/06/16	24074	Yoko Igawa	Reimbursable expense - ICMA Annual Conference	228.52	228.52	0.00	Posted
	10/06/16	E00413	First Transit Inc.	Pomona Special Service 09/10/2016	8,624.10	0.00	0.00	Posted
	10/06/16	E00414	First Transit Inc.	09/01-15 Pomona 499 Extra Trips	1,184.00	0.00	0.00	Posted
	10/06/16	E00415	First Transit Inc.	LA County Fair Service	19,242.20	0.00	0.00	Posted
	10/06/16	E00416	First Transit Inc.	09/10/2016 Pomona Special Service	248.61	0.00	0.00	Posted
	10/06/16	E00417	Transdev Services, Inc.	Arcadia Special Service 09/10/2016	7,586.13	0.00	0.00	Posted
	10/13/16	24075	ACC Business	Internet	3,051.72	3,051.72	0.00	Posted
	10/13/16	24076	Adt Security Services, Inc.	10/16-01/17 Arcadia yard Security Services	149.94	149.94	0.00	Posted
	10/13/16	24077	Andrew John Papson	Reimbursable expense - Electric bus workshop	89.86	89.86	0.00	Posted
	10/13/16	24078	AT and T - 105068	El Monte Back line	34.37	34.37	0.00	Posted
	10/13/16	24079	AT and T - 5025	El Monte Phone Line	111.77	111.77	0.00	Posted
	10/13/16	24080	AT and T Mobility II LLC	Avail Cellular	536.00	536.00	0.00	Posted
	10/13/16	24081	California Deposition Reporters	IFB 17-012 Pre-Bid Conference	779.26	779.26	0.00	Posted
	10/13/16	24082	Capture Technologies, Inc.	10/16 Nice recorders channel expansion base rate	189.56	189.56	0.00	Posted
	10/13/16	24083	Citrix Online LLC	OpenVoice Audio Service	98.75	98.75	0.00	Posted
	10/13/16	24084	Claremont Community Foundation	Annual Membership/Sponsorship	600.00	600.00	0.00	Posted
	10/13/16	24085	Darold D. Pieper Attorney at Law	Legal Fees	7,025.00	7,025.00	0.00	Posted
	10/13/16	24086	E.C. Construction Inc.	Arcadia Fare Collection Canopy Installation	5,585.05	5,585.05	0.00	Posted
	10/13/16	24087	Grand Car Wash	Vehhicle washing	766.16	766.16	0.00	Posted
	10/13/16	24088	HD Supply Facilities Maintenance	Batteries	380.96	380.96	0.00	Posted
	10/13/16	24089	Independent Technology Group, LLC	Minerva	7,700.00	7,700.00	0.00	Posted
	10/13/16	24090	Instant Signs Inc.	Reserved Parking Sign	119.08	119.08	0.00	Posted
	10/13/16	24091	Kevin Mc Donald	Reimbursable Expenses - ZEB Conference	1,528.84	1,528.84	0.00	Posted
	10/13/16	24092	Mobile Relay Associates Inc.	Mobile Radio / Portable Radio Analog Service	210.38	210.38	0.00	Posted
	10/13/16	24093	NAACP Pasadena Branch	31st Ruby McKnight Williams Awards Dinner	2,500.00	2,500.00	0.00	Posted
	10/13/16	24094	Neil Beightol	El Monte Station Layover Decals	82.13	82.13	0.00	Posted
	10/13/16	24095	Proterra LLC	PTC Side A-B PMI	1,589.50	1,589.50	0.00	Posted
	10/13/16	24096	Raycom	5 Kenwood Antenna 440-490 whips	76.30	76.30	0.00	Posted
	10/13/16	24097	Rotary Club of West Covina	Membership fees	714.00	714.00	0.00	Posted
	10/13/16	24098	Signal Campus, LLC	Advertising	1,296.00	1,296.00	0.00	Posted
	10/13/16	24099	Staples Business Adv.-Dept. LA	Office Supplies	150.40	150.40	0.00	Posted
	10/13/16	24100	The Poly Post	Advertising	752.25	752.25	0.00	Posted
	10/13/16	24101	Thomas J. Koontz	Class Pass Stickers - University of La Verne	3,196.60	3,196.60	0.00	Posted
	10/13/16	24102	ThyssenKrupp Elevator Corporation	10/1/16-12/31/16 Industry P&R Elevator Maintenance	435.00	435.00	0.00	Posted
	10/13/16	24103	Verizon Wireless	Cell Phone	5,691.88	5,691.88	0.00	Posted
	10/13/16	24104	Waste Management	10/16 Arcadia Warehouse Trash	217.66	217.66	0.00	Posted
	10/13/16	24105	WPL Publishing Company, Inc.	Construction Management Webinar Series	1,297.00	1,297.00	0.00	Posted
	10/13/16	24106	Wright Express	Vehicle fueling -Sptember 2016	590.91	590.91	0.00	Posted
	10/19/16	E00418	First Transit Inc.	04/16-08/16 - Added Miles on 496 & 498	8,998.61	0.00	0.00	Posted

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Bank Account: Date Filter: 10/01/16..10/31/16

Check	Date	Check No.	Vendor Name	Description	Amount	Printed Amount	Voided Amount	Entry Status
	10/19/16	E00419	First Transit Inc.	07-09/16 Pomona Additional Running time on I-10	75,000.00	0.00	0.00	Posted
	10/19/16	E00420	First Transit Inc.	9/1-15 Pomona Contractor Services	684,308.99	0.00	0.00	Posted
	10/19/16	E00421	First Transit Inc.	9/22/2016 - Pomona Special Service	200.93	0.00	0.00	Posted
	10/19/16	E00422	First Transit Inc.	09/24/2016 Pomona Special Service	9,099.29	0.00	0.00	Posted
	10/19/16	E00423	First Transit Inc.	Lunch for Foothill Transit employees 09/24/2016	52.32	0.00	0.00	Posted
	10/19/16	E00424	First Transit Inc.	10/01/2016 Pomona Special Service	8,911.48	0.00	0.00	Posted
	10/19/16	E00425	International City Management Assoc. Retirement Co	Payroll ending 10/8 retirement funds	35,108.05	0.00	0.00	Posted
	10/19/16	E00426	Transdev Services, Inc.	Graphitti Guard/ Double Decker	1,243.98	0.00	0.00	Posted
	10/19/16	E00427	Transdev Services, Inc.	09/1-15 Arcadia Contractor Services	773,218.99	0.00	0.00	Posted
	10/19/16	E00428	Transdev Services, Inc.	09/24/2016 Arcadia Special Services	7,750.69	0.00	0.00	Posted
	10/20/16	24107	ACCO Engineered Systems Inc.	10/16 Admin Bldg HVAC Maintenance	350.00	350.00	0.00	Posted
	10/20/16	24108	Adt Security Services, Inc.	10/14/16 - 1/13/17 Pomona Yard Security Services	457.83	457.83	0.00	Posted
	10/20/16	24109	AFLAC	10/16 Voluntary insurance premium	1,357.62	1,357.62	0.00	Posted
	10/20/16	24110	Athens Services	10/16 Admin Trash Service & Parking Lot Sweeping	1,126.04	1,126.04	0.00	Posted
	10/20/16	24111	Baker Donelson Bearman and Cal.	Public Affairs	9,226.40	9,226.40	0.00	Posted
	10/20/16	24112	Cal Poly Pomona Foundation	Deposit - 2017 Strategic Planning Workshop	200.00	200.00	0.00	Posted
	10/20/16	24113	Charter Communications Inc.	Cable TV Service	2.44	2.44	0.00	Posted
	10/20/16	24114	City of Walnut	BSEP Program City of Walnut Reimbursement	2,850.41	2,850.41	0.00	Posted
	10/20/16	24115	Civic Publications	Advertising	4,987.00	4,987.00	0.00	Posted
	10/20/16	24116	Civic Resource Group International Inc.	Website Maintenance - August 2016	5,700.00	5,700.00	0.00	Posted
	10/20/16	24117	Come Land Maintenance Service Company Inc.	10/16 Janitorial Service	2,800.00	2,800.00	0.00	Posted
	10/20/16	24118	Conference of Minority Transport. Officials - DC	Transportation Agency Membership	5,100.00	5,100.00	0.00	Posted
	10/20/16	24119	David Reyno	Reimbursable Expenses - CTA Federal Lobby Day/Mtgs	2,831.73	2,831.73	0.00	Posted
	10/20/16	24120	FEDEX Corp.	Express Mail	322.88	322.88	0.00	Posted
	10/20/16	24121	Fleet Refinishing So Cal Wraps	Double Decker Bus Graphics	1,873.20	1,873.20	0.00	Posted
	10/20/16	24122	Frank Kuo	Reimbursable expense - Navision conference	106.56	106.56	0.00	Posted
	10/20/16	24123	Frontier California Inc.	Local calls	2,498.98	2,498.98	0.00	Posted
	10/20/16	24124	Frontier Communications Corporation	Fire Monitoring	56.44	56.44	0.00	Posted
	10/20/16	24125	G4S Secure Integration LLC	09/16 Security Maintenance	10,424.83	10,424.83	0.00	Posted
	10/20/16	24126	Instant Signs Inc.	Azusa Wayfinding Signs	167.79	167.79	0.00	Posted
	10/20/16	24127	International City Management Assoc. Retirement Co	7/1 - 9/30/16 Asset Fee Allowance 108053	2,843.79	2,843.79	0.00	Posted
	10/20/16	24128	Lazar and Associates	09/16 Interpreting Services	139.20	139.20	0.00	Posted
	10/20/16	24129	MailFinance Inc.	Postage Machine Leasing Charges	505.40	505.40	0.00	Posted
	10/20/16	24130	MetroLink	8/16 MetroLink passes	49,665.00	49,665.00	0.00	Posted
	10/20/16	24131	Mobile Relay Associates Inc.	Mobile Radio Digital Airtime	20,154.65	20,154.65	0.00	Posted
	10/20/16	24132	Neofunds by Neopost	Postage	605.37	605.37	0.00	Posted
	10/20/16	24133	Newage PHM, LLC	11/16 TS 2 Office lease	7,182.85	7,182.85	0.00	Posted
	10/20/16	24134	Omnitrans	10/16 Omnitrans passes	8,428.80	8,428.80	0.00	Posted
	10/20/16	24135	Panera, LLC	Covina Forward Project	232.18	232.18	0.00	Posted
	10/20/16	24136	Platinum Security Inc.	07/16 El Monte Security Services	8,577.43	8,577.43	0.00	Posted

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Check	Date	Check No.	Vendor Name	Description	Amount	Printed Amount	Voided Amount	Entry Status
	10/20/16	24137	Pulsar Advertising	08/16 Consulting services	58,252.75	58,252.75	0.00	Posted
	10/20/16	24138	Rotary Club of West Covina	Membership - Doran Barnes	1,037.00	1,037.00	0.00	Posted
	10/20/16	24139	Roy Eseyan	Educational Assistance and Reimbursement	1,629.00	1,629.00	0.00	Posted
	10/20/16	24140	Shih Hsiau Wang	Reimbursable expense - Navision conference	108.08	108.08	0.00	Posted
	10/20/16	24141	Signal Campus, LLC	Rio Hondo, Mt. SAC	2,475.00	2,475.00	0.00	Posted
	10/20/16	24142	Skyline Pest Control	9/16 Pest & Rodent Control	95.00	95.00	0.00	Posted
	10/20/16	24143	Socal Office Technologies	Xerox Copiers	408.02	408.02	0.00	Posted
	10/20/16	24144	Society for Human Resource Management	Talent Symposium Conf - Registration	195.00	195.00	0.00	Posted
	10/20/16	24145	Southern California Edison Co.	8/16 Admin Bldg Electricity	27,164.84	27,164.84	0.00	Posted
	10/20/16	24146	Southern California Edison Co.	09/16 Pomona Transit Center electricity usage	16,140.65	16,140.65	0.00	Posted
	10/20/16	24147	Southern California Edison Co.	10/16 Pomona Transit Electricity Usage	14,589.19	14,589.19	0.00	Posted
	10/20/16	24148	Southern California Edison Co.	9/16 Admin Bldg Electricity	17,124.54	17,124.54	0.00	Posted
	10/20/16	24149	Standard Parking Corporation	9/16 Admin Bldg Parking Service	4,958.02	4,958.02	0.00	Posted
	10/20/16	24150	Staples Business Adv.-Dept. LA	Office Supplies	110.96	110.96	0.00	Posted
	10/20/16	24151	State Board of Equalization -	3rd Qtr. Sales and Use Tax Return	3,047.00	3,047.00	0.00	Posted
	10/20/16	24152	Suburban Water Systems	9/16 Admin Bldg Fire Pump Water	962.36	962.36	0.00	Posted
	10/20/16	24153	Tanya Marie Pina	Reimbursable expense - Roadeo Planning Mtg	53.63	53.63	0.00	Posted
	10/20/16	24154	The Poly Post	Advertising	752.25	752.25	0.00	Posted
	10/20/16	24155	Thomas J. Koontz	Interior Cards	10,914.18	10,914.18	0.00	Posted
	10/20/16	24156	Thompson Coburn LLP	General Legal	50,689.69	50,689.69	0.00	Posted
	10/20/16	24157	Top Cleaners LLC	Cleaning of Tablecloths	175.00	175.00	0.00	Posted
	10/20/16	24158	TransTrack Systems Inc.	FY 16 NTD Statistical Consulting	2,400.00	2,400.00	0.00	Posted
	10/20/16	24159	Tri - Signal Integration, Inc.	10/16 Admin Bldg Alarm Monitoring	490.00	490.00	0.00	Posted
	10/20/16	24160	Vy Thuy Phan - Hoang	Reimbursable expense - USC Tour Sept. 2016	61.06	61.06	0.00	Posted
	10/20/16	24161	Willie J. Brooks	10/16 Transit Store Plant Care	213.00	213.00	0.00	Posted
	10/20/16	24162	Yoko Igawa	Reimbursable expense - Measure M Presentations	69.60	69.60	0.00	Posted
	10/20/16	24163	Zones Inc.	APC Batteries	2,168.96	2,168.96	0.00	Posted
	10/27/16	24164	Alandale Ins. Agency	General Liab. endorsement for Rose Bowl	154.80	154.80	0.00	Posted
	10/27/16	24165	APTA	7/1/16 - 6/30/17 APTA Membership Dues	38,691.00	38,691.00	0.00	Posted
	10/27/16	24166	Ashlien Savage	Reimbursable expense - SHRM Talent Symposium	417.71	417.71	0.00	Posted
	10/27/16	24167	CDW Government Inc.	Solarwinds renewal	92.95	92.95	0.00	Posted
	10/27/16	24168	Diversified Transportation, LLC	09/16 Monrovia Dial a Ride	69,284.11	69,284.11	0.00	Posted
	10/27/16	24169	Jarrett Stoltzfus	Employee Rideshare Program	1,148.00	1,148.00	0.00	Posted
	10/27/16	24170	Roy Eseyan	Education assistance and reimbursement	1,629.00	1,629.00	0.00	Posted
	10/27/16	24171	Thomas J. Koontz	Skull Masks	3,894.20	3,894.20	0.00	Posted
	10/27/16	24172	Vincent Saucedo	Reimbursable expenses - DBIA Certification	229.21	229.21	0.00	Posted
	10/27/16	24173	Walnut Valley Water District	9/16 Industry P&R Landscape Water	88.96	88.96	0.00	Posted
	10/27/16	E00429	International City Management Assoc. Retirement Co	Payroll ending 10/22/16 retirement funds	35,254.64	0.00	0.00	Posted
			General Checking		2,496,292.76	820,259.75	0.00	



December 16, 2016

To: Executive Board

Subject: **October 2016 Performance Indicators Report**

Recommendation

Receive and file the October 2016 Performance Indicators Report.

Analysis

This report provides an analysis of Foothill Transit's performance indicators for October of FY 2016/2017. Foothill Transit monitors a number of measures in evaluating the services provided to the public. There are key performance indicators that record the bus system safety, courtesy, and reliability standards, along with industry-standard measurements which are monitored to assess transit operations.

In October, Foothill Transit achieved six out of nine key performance indicator goals. The performance indicator targets met for the quarter are: miles between service interruptions, average hold time, boardings per vehicle service hour, farebox recovery ratio, and average cost per vehicle service hour.

Further detail on each performance measure including a description and analysis to account for the variances between reporting periods follows in the analysis section of this item. Foothill Transit's performance indicators are summarized below.

- **Boardings** – Total number of boardings recorded by the farebox in October was 1.26 million – a three percent decrease from the same month last year.
- **Fare Revenue** – Total fare revenue for October was \$1.52 million. The average fare was \$1.20 per boarding.
- **Operating Expenses** – Operating expenses incurred in October totaled \$6.8 million, resulting in an average cost per service hour of \$92.84.
- **Accidents** – The system averaged 0.73 preventable accidents per 100,000 miles in October.



- **Customer Complaints** – Foothill Transit received 17.5 complaints per 100,000 boardings in October. This is eight percent lower than the October of the previous year.
- **Schedule Adherence** – In October, Foothill Transit recorded 81.3 percent on-time performance. This is a 0.4 percent decrease from the October of last year.

Analysis

In order to accomplish its mission, Foothill Transit has the following goals:

- Goal 1: Operate a safe transit system.
- Goal 2: Provide outstanding customer service.
- Goal 3: Operate an effective transit system.
- Goal 4: Operate an efficient transit system.

These goals provide a framework for performance indicators to quantify and measure how well Foothill Transit is performing. Performance indicators are derived from data collected from a variety of sources including the fareboxes on buses, the SMARTBus CAD/AVL system, reports from the operations contractors, and financial performance data. This report contains two scenarios to better ascertain the effects of the addition of routes 190, 194 and 270 on the agency's performance. Scenario A includes route 190, 194 and 270, while Scenario B excludes these routes, showing the agency's performance had these lines not been operated by Foothill Transit.

Overall System Performance

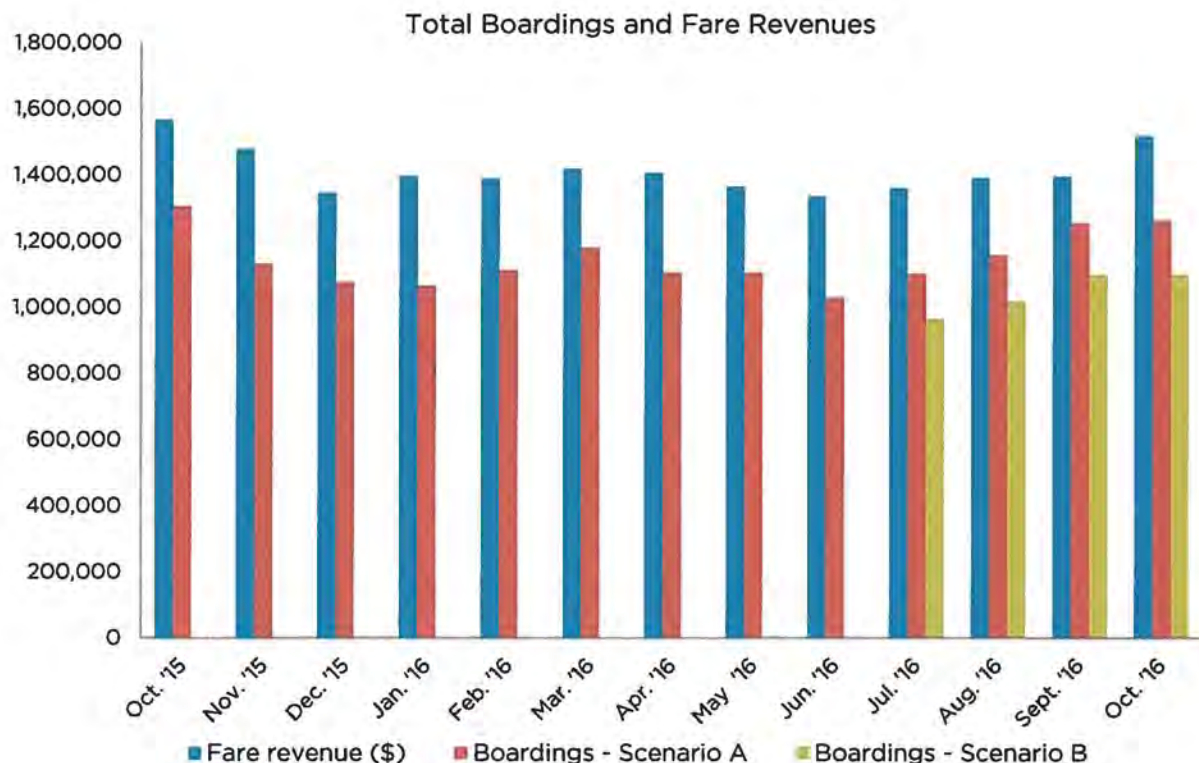
Foothill Transit's overall system performance is based on several key indicators. These include total ridership, fare revenues, vehicle service hours, and total operating expenses.



Total Boardings and Total Fare Revenues

In October of FY 2016/2017, Foothill Transit buses had 1.26 million boardings. Compared to the 1.31 million boardings during the same period last year, this is a three percent decrease. Analysis of the three service classes show that compared to the same period the previous year, there was a 0.7 percent decline in boardings on local lines, a 15.2 percent decline in boardings on limited stop lines, and a 13 percent increase in boardings on commuter express lines. Both nationally and regionally, bus transit ridership has been on the decline, and the decrease in ridership may be attributed to continued economic recovery and an increase in car sales in the region. Foothill Transit staff continues to closely monitor transit ridership trends on the system and in the Southern California region.

Total fare revenue recorded in October was \$1.52 million, a three percent decline from the same period last year. This decline in fare revenue can be attributed to an increase in the proportion of ADA free fare boardings, as well as the acceptance of Metro fare media on Lines 190, 194 and 270 for the first year of operation of those three lines. The chart below shows boardings under both Scenario A and Scenario B. Fare revenue remains the same under both scenarios.





Vehicle Service Hours and Operating Expenditure

In October, Foothill Transit operated 73,311 service hours, which represents an eight percent increase compared to the same period the previous fiscal year. This is primarily the result of the addition of Lines 190, 194, 270, as well as increased service on lines connecting to the Gold Line Extension.

During October, Foothill Transit incurred \$6.81 million in operating expenses. This is 20 percent higher compared to the same period the previous fiscal year. Variance between years is related to increased service provided, as well as increased costs associated with the new Arcadia contract, which went into effect on June 26. The increase in service is due to the addition of the aforementioned routes. Under Scenario B, where Foothill Transit had not acquired the new lines, operating expenses would have increased by 14 percent.

Goal 1: Operate a Safe Transit System

Foothill Transit's primary goal is to operate a safe transit system. Foothill Transit monitors system safety by tracking the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

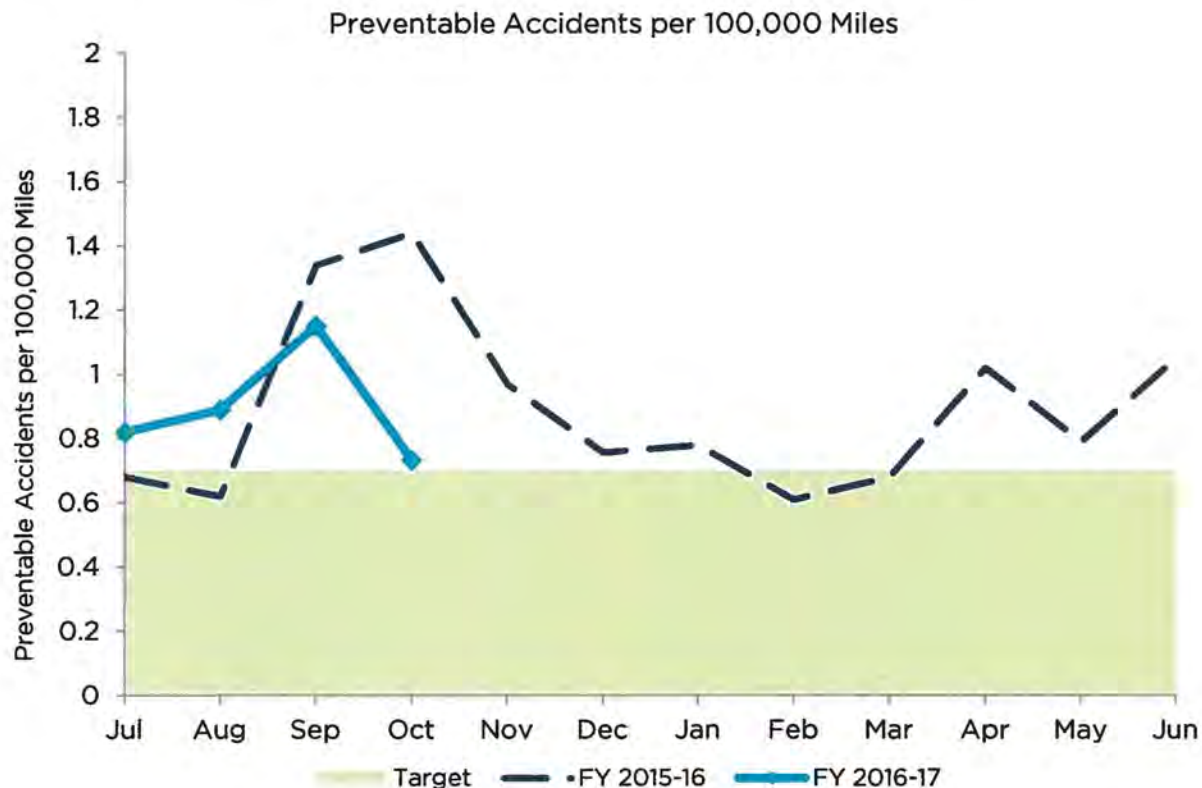


Preventable Accidents per 100,000 Miles

In October of FY 2016-2017, Foothill Transit did not meet the adopted standard of 0.70 or fewer preventable accidents per 100,000 miles with an average of 0.73. However, this is a 49 percent improvement compared to the same period the previous year. The majority of the preventable accidents during October were vehicles making contact with fixed-objects.

Foothill Transit's operations team continues to work closely with the contractors at the yards to improve safety performance. Particular emphasis has been placed on reducing fixed object collisions, increasing pedestrian awareness, and identifying blind spots. Furthermore, staff have been utilizing additional analytic tools in helping to identify trends and trouble areas with the goal of further reducing preventable accidents.

Additionally, in preparation for the seasonal increase of vehicular and pedestrian traffic with the start of the school year beginning in late August, the contractors implemented campaigns to increase pedestrian safety and reinforce proper techniques when entering road intersections. Staff continue to monitor trends and identify areas for improvement that are also addressed in the contractors' monthly safety meetings.





Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time for customers calling the customer service line.

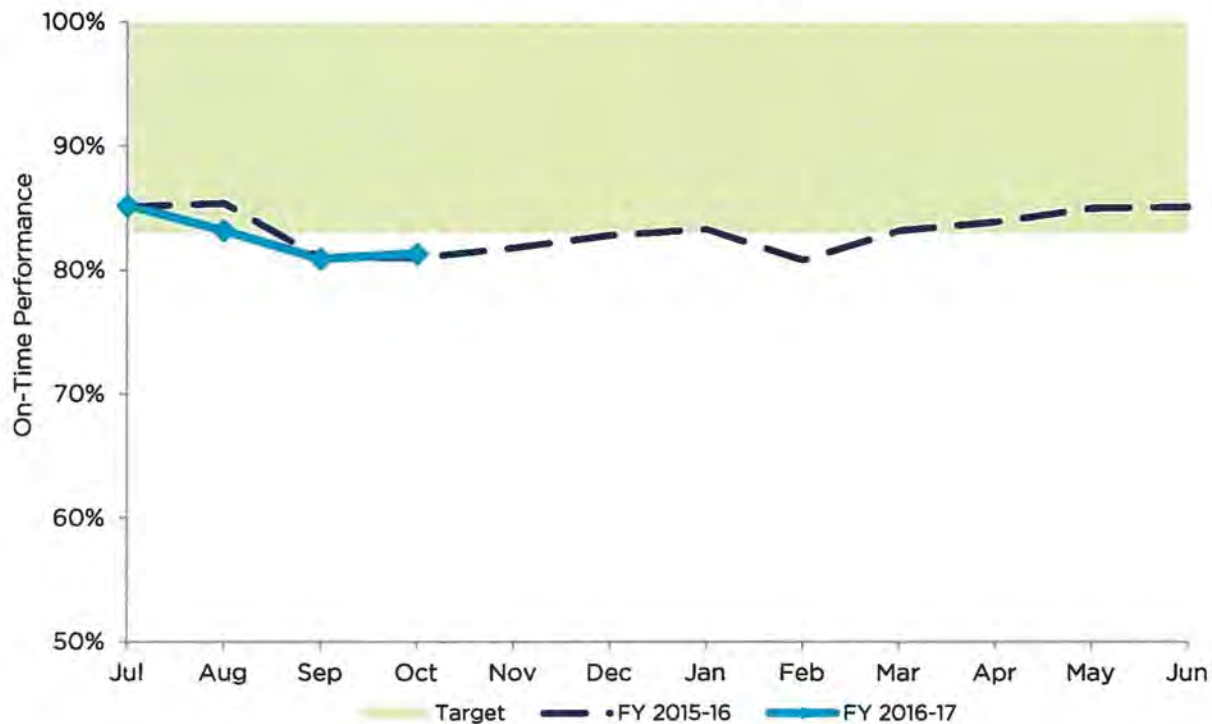


Schedule Adherence

Foothill Transit measures its schedule adherence using the industry standard metric of on-time performance (OTP). OTP is calculated by evaluating a vehicle's adherence to time points in the planned schedule. A trip is considered on-time if it departed the time point no more than five minutes late and not early. Foothill Transit has adopted a goal of 83 percent or higher OTP for this fiscal year. In October, Foothill Transit achieved 81.3 percent OTP for the entire system, and did not achieve the target. This is a 0.4 percent decrease from last year. This variance is due to myriad construction projects in downtown Los Angeles that have primarily affected Commuter Express service, as well as service along the 10 freeway that is impacted by the ongoing freeway construction.

Limited Stop routes averaged 76 percent OTP, while Commuter Express routes averaged 76.1 percent. Quality assurance staff monitor the SMARTBus system in real-time to ensure that the bus service runs in accordance to the schedule. Staff have worked closely with the contractors to identify areas for improvement, and these adjustments were implemented in the recent service change on October 30.

On-time Performance



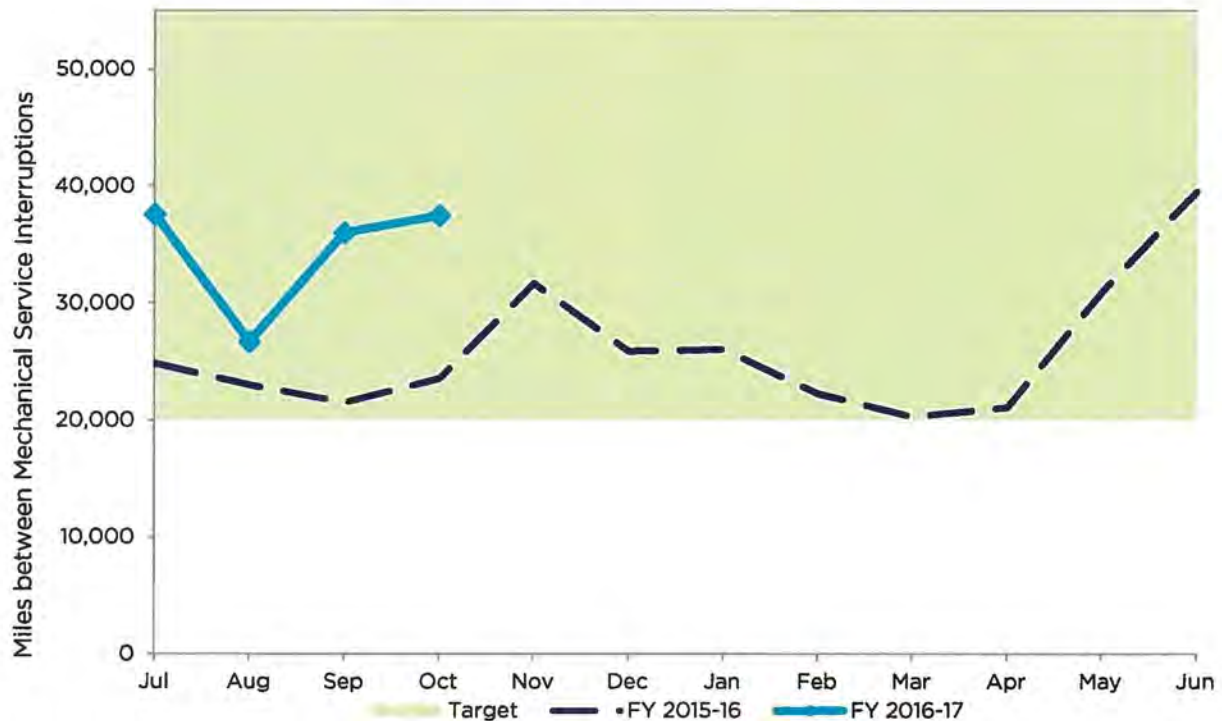


Average Miles between Service Interruptions

Average miles between service interruptions is a maintenance performance indicator that measures the miles between mechanical roadcalls of a vehicle used during revenue service resulting in a service delay of more than five minutes. In October, Foothill Transit averaged 37,497 miles between service interruptions as reported by the operations contractors. Foothill Transit exceeded the maintenance reliability goal of at least 20,000 miles between service interruptions and the metric is 59 percent higher compared to last year.

As older bus models have been phased out and newer buses added, the overall age of the fleet has decreased, resulting in an increase in mechanical reliability. Furthermore, there has been a campaign to repower the engines in the 1600, 1700 and 1800-series coaches that were procured in FY 2007 through 2010. These coaches have undergone a heavy maintenance campaign that included a refurbishing of the interior space, technology updates, a repainting with Foothill Transit's new livery, and an engine rebuild, thus further increasing reliability and decreasing the frequency of mechanical breakdowns that would result in customer delays. Careful monitoring of roadcalls by Foothill Transit staff have helped to identify trends in types of mechanical failures and these are being used to advise targeted bus maintenance efforts.

Miles between Service Interruptions



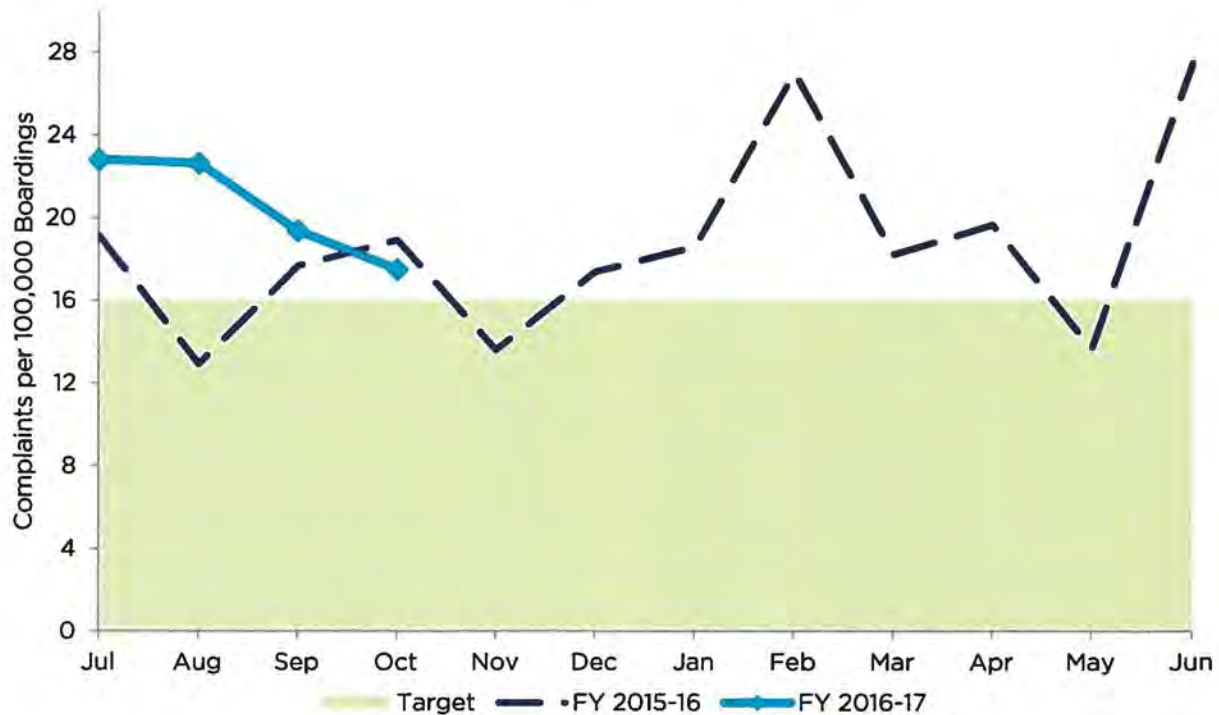


Complaints per 100,000 Boardings

Customer complaints are counts of incidents where a customer reports dissatisfaction with the service. All customer complaints received by Foothill Transit are subject to an investigation process which ensures all customers receive a response and allows Foothill Transit to determine if a complaint is valid. Investigations include contacting the customer and may include reviewing the SMARTBus system, dispatch logs, on-board videos, or verbal communication with the coach operator. In October, Foothill Transit received 17.5 complaints per 100,000 boardings, which represented an eight percent improvement from the previous fiscal year. This doesn't achieve the performance target of 16.00 or fewer complaints per 100,000 boardings.

Of the complaints received this quarter, 51 percent were related to schedule adherence and 16 percent were related to courtesy. Foothill Transit staff are working closely with the contractors addressing the communication of detour information between the agency and Transit Stores with the goal of informing customers in a timelier manner. In October, the Arcadia yard received 15 compliments, and the Pomona yard received 14 compliments.

Complaints per 100,000 Boardings

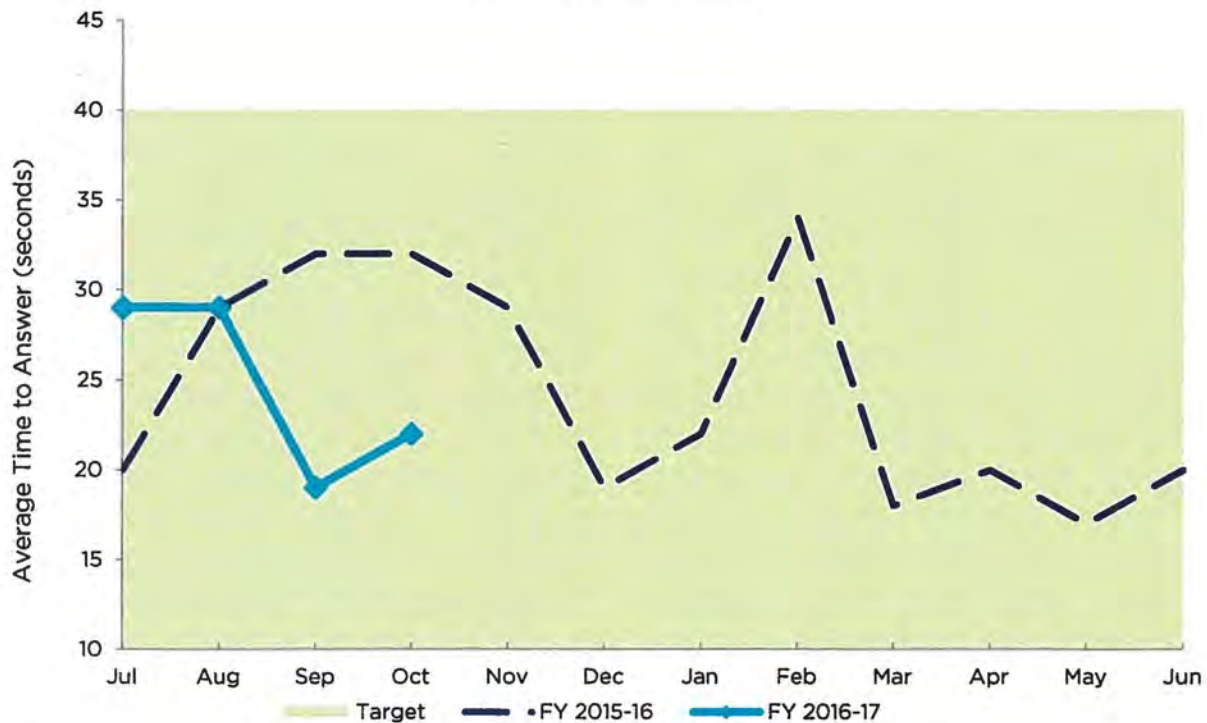




Average Hold Time

Phone systems at Foothill Transit’s four Transit Stores provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 22 seconds during October is well below the performance target of less than 40 seconds and is a 31 percent improvement compared to the same period during the previous year. Recently, Foothill Transit staff have focused on improving average hold time by continuing to refine holiday and queue messages and hiring bilingual staff to meet performance targets for calls from both English and Spanish speakers.

Average Hold Time



Goal 3: Operate an Effective Transit System

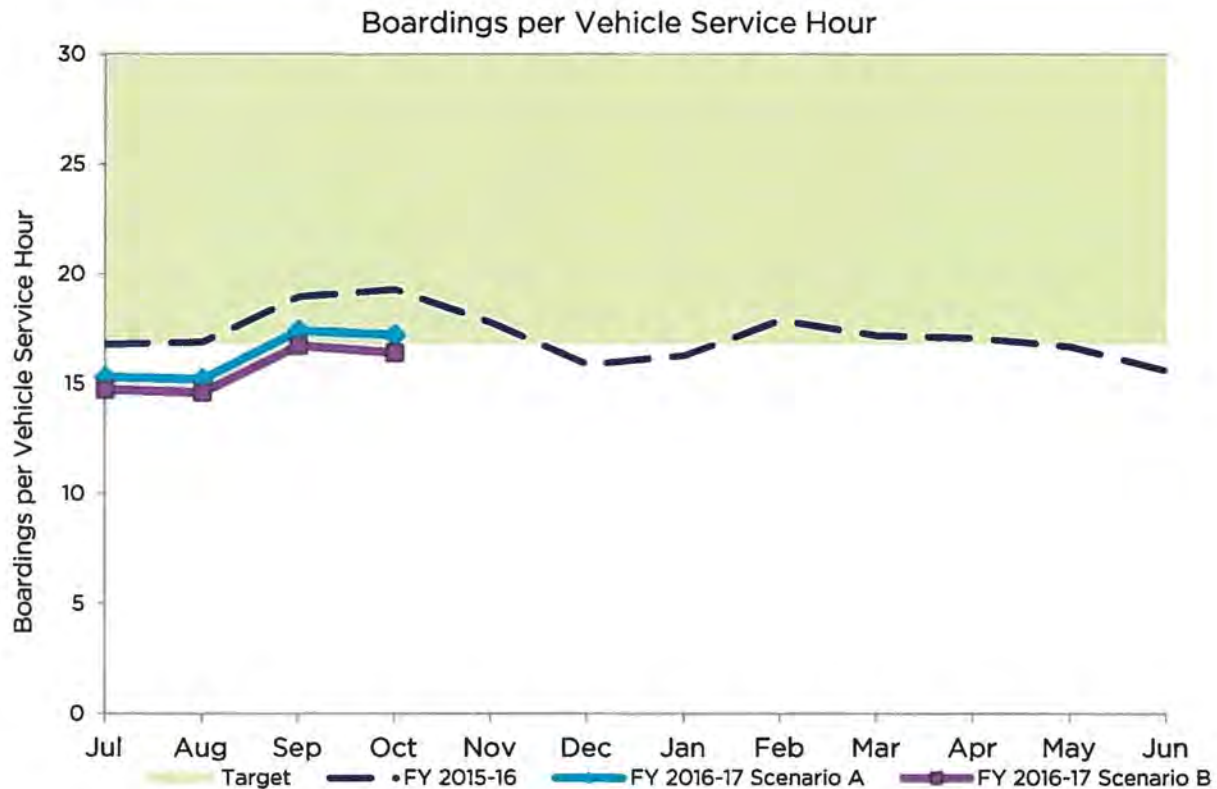
Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.



Boardings per Vehicle Service Hour

Boardings per vehicle service hour is the total number of boardings divided by the total number of service hours in a given period. There were 17.2 boardings per vehicle service hour in October, which meets the performance target of 16.8 or more boardings per service hour. This is an 11 percent decline compared to the same period the previous year. Year to date, the agency is averaging 16.3 boardings per vehicle service hour, which doesn't meet the target of at least 16.8. Under Scenario B, year to date the agency would be averaging 15.6 boardings per vehicle service hours, which is 4.3 percent lower than that of Scenario A, thus demonstrating the productivity of the new lines.

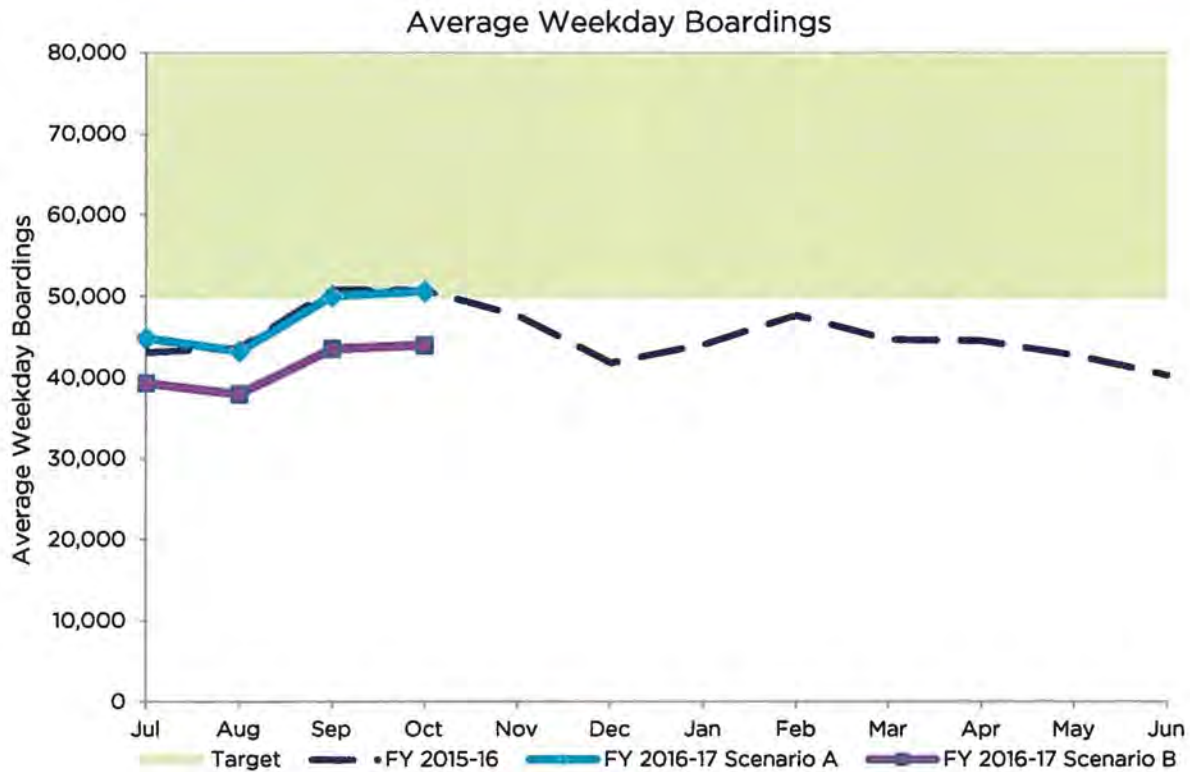
Foothill Transit continues to encourage increased ridership by targeting specific demographics of customers through the Class Pass program and marketing towards schools, religious groups, and senior citizens. Improved data analysis allows Foothill Transit Planning staff to better understand travel demand in the service area. Foothill Transit is using the information to target strategic service changes in order to balance ridership with overall service. These changes were implemented in the service change slated for the end of October, the results of which will be reported in next month's performance indicators report.





Average Weekday Boardings

The number of average weekday boardings is calculated by dividing the total number of weekday boardings by the number of days with weekday service in a given period. The Fiscal Year 2016/2017 performance target for average weekday boardings is to achieve at least 49,638 average weekday boardings. In October, there were 50,645 average weekday boardings, which is a slight increase from the same period the previous year and meets the target. The overall trend in average weekday boardings closely matches the overall trends in total boardings. Year to date the agency has averaged 47,731 average weekday boardings, which doesn't meet the performance target. However, under Scenario B, the agency would be averaging 41,173 weekday boardings, which is about 14 percent lower than that of Scenario A.



Goal 4: Operate an Efficient Transit System

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

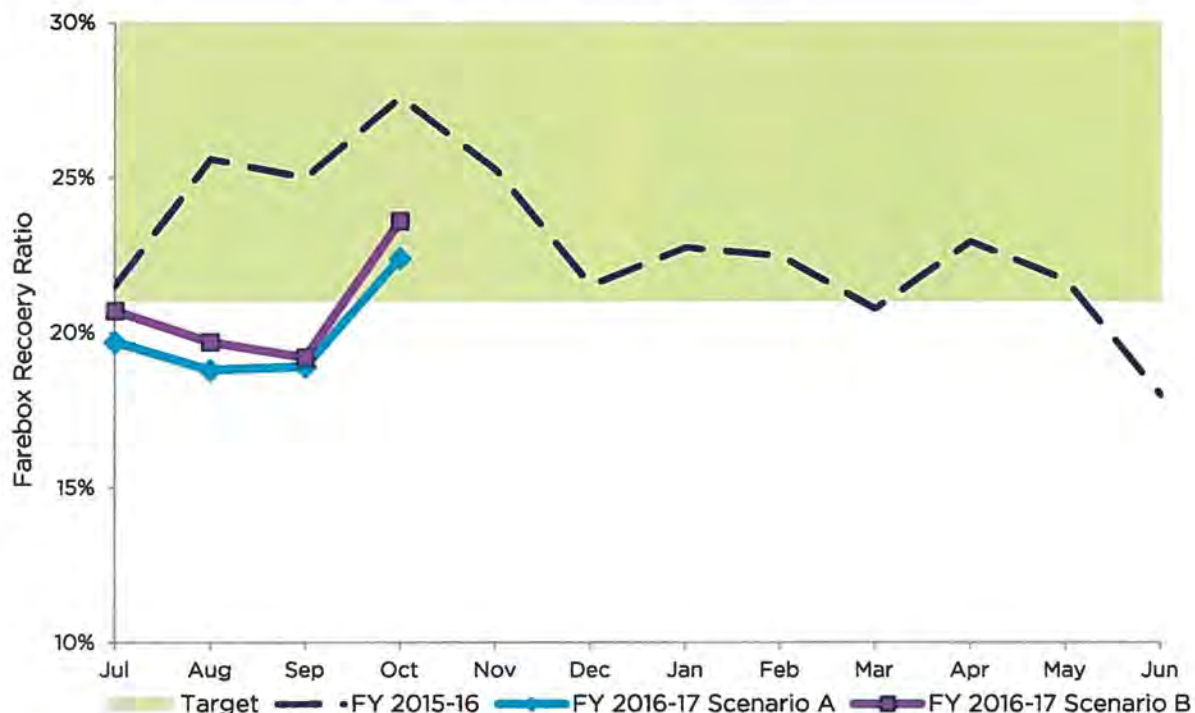


Farebox Recovery Ratio

Farebox recovery ratio is a measure of the proportion of operating cost recovered by passenger fares. The farebox recovery ratio is calculated by dividing total fare revenue by total operating expense. As part of the budget development process, a goal of 21 percent has been established for the fiscal year. The Transportation Development Act (TDA) stipulates that a minimum ratio of 20 percent of a transit agency's cost of providing service must be met using local funds in order for the transit agency to receive the state sales tax available for public transit purposes. To date, Foothill Transit has met that threshold by applying its farebox revenues. Foothill Transit's farebox recovery ratio for October was 22.4 percent, which is 19 percent lower than the previous fiscal year.

The lower farebox recovery ratio as compared to the budget is a result of lower fare revenues than projected due to the acceptance of Metro fare media on Lines 190, 194 and 270, as well as an increase in ADA free fare boardings and an increase in operating expenses incurred this quarter. Year-to-date, the farebox recovery ratio is 19.8 percent. Under Scenario B, the farebox recovery ratio would be 20.7 percent due to the addition of service without the additional fare revenue.

Farebox Recovery Ratio

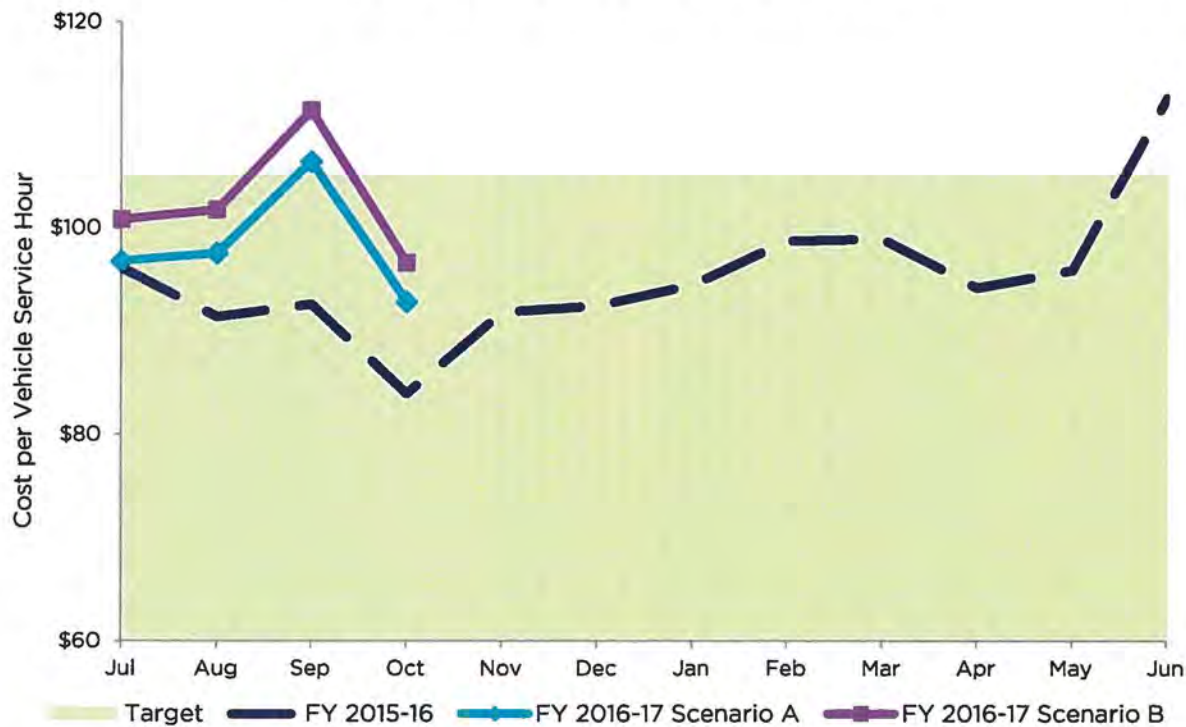




Average Cost per Vehicle Service Hour

Average cost per vehicle service hour is an industry standard utilized to measure the cost efficiency of transit service. It is derived by dividing operating expenses by vehicle service hours. Foothill Transit's average cost per vehicle service hour for October was \$92.84, which meets the fiscal year target of less than \$105.17, and is eleven percent higher than the previous fiscal year. This increase is due to the increase in operating expenses associated with higher costs of the newly procured operation and maintenance contract in Arcadia.

Average Cost per Vehicle Service Hour



Sincerely,

Mike Tobin
Quality Assurance Analyst

Doran J. Barnes
Executive Director

Foothill Transit
Key Performance Indicators
October 2016

Goal	Performance Indicator	October 2016	Met Target?	October 2015	% Improvement Over Same Month Last Year	FY 2016-2017 YTD	Met Target?	FY 2015-2016 YTD	% Improvement YTD	Performance Target
Overall System Performance	Total Boardings	1,261,850	-	1,305,319	(3%)	4,784,002	-	4,784,034	(0%)	
	Vehicle Service Hours	73,311	-	67,642	8%	293,255	-	266,003	10%	
	Total Fare Revenue	\$1,516,300	-	\$1,566,659	(3%)	\$5,659,015	-	\$6,011,014	(6%)	
	Total Operating Expense	\$6,805,940	-	\$5,677,656	20%	\$28,843,612	-	\$24,173,695	19%	
Safety	Preventable Accidents per 100,000 Miles	0.73	No	1.44	(49%)	0.90	No	1.02	(12%)	≤ 0.70
Customer Service	Schedule Adherence	81.3%	No	81.0%	0.4%	82.7%	No	83.2%	(1%)	≥ 83%
	Miles Between Mechanical Service Interruptions	37,497	Yes	23,574	59%	34,437	Yes	23,191	48%	≥ 20,000
	Complaints per 100,000 Boardings	17.5	No	18.92	(8%)	20.5	No	17.24	19%	≤ 16.00
	Average Hold Time (Seconds)	22	Yes	32	(31%)	25	Yes	28	(12%)	≤ 40
Effectiveness	Boardings per Vehicle Service Hour	17.2	Yes	19.3	(11%)	16.3	No	18.0	(9%)	≥ 16.8
	Average Weekday Boardings	50,645	Yes	50,774	(0.3%)	47,731	No	47,101	1%	≥ 49,638
Efficiency	Farebox Recovery Ratio	22.4%	Yes	27.59%	(19%)	19.7%	No	24.9%	(21%)	≥ 21.0%
	Average Cost per Vehicle Service Hour	\$92.84	Yes	\$83.94	11%	\$98.28	Yes	\$90.88	8%	≤ \$105.17

Red = did not meet target

Foothill Transit
Operations Report
October 2016

Goal	Performance Indicator	October 2016	October 2015	% Improvement Over Same Month Last Year	FY 2016-2017 YTD	FY 2015-2016 YTD	% Improvement YTD
Operations	Average fare per boarding	\$1.20	\$1.20	0.1%	\$1.19	\$1.26	-
	Average cost per boarding	\$5.39	\$4.35	24.0%	\$6.01	\$5.05	-
	Average subsidy per boarding	\$4.19	\$3.15	33.1%	\$4.60	\$3.80	-
	Total vehicle miles	1,499,868	1,320,153	13.6%	6,015,252	5,194,766	-
	Vehicle service miles	1,060,187	982,132	7.9%	4,245,436	3,863,682	-
	Total vehicle hours	97,040	88,832	9.2%	388,112	351,014	-
	In-service speed (mph)	14.5	14.5	(0.2%)	14.48	14.5	-
	Boardings per vehicle service mile	1.21	1.33	(8.7%)	1.14	\$1.24	-



December 16, 2016

To: Executive Board

Subject: **November 2016 Election Summary Update**

Recommendation

Receive and file the November 2016 Election Summary Update.

Analysis

A summary of the November 2016 San Gabriel Valley municipal, Los Angeles County, State Legislature and Federal Election results is attached. Foothill Transit's federal congressional delegation remains unchanged. Former California Attorney General Kamala Harris was elected to the U.S. Senate. She will take the place of Senator Barbara Boxer who announced in January 2015 that she would not be seeking reelection.

At the State Senate level, Anthony Portantino and Josh Newman were elected to the 25th and 29th State Senate Districts, respectively, taking the places of Carol Liu and Bob Huff who did not run for reelection due to term limits. Blanca Rubio and Phillip Chen were elected to the 48th and 55th State Assembly Districts, taking the place of Roger Hernandez and Ling Ling Chang, respectively. Janice Hahn and Kathryn Barger were elected to the Los Angeles County Fourth and Fifth Supervisorial District seats, respectively, taking the place of Michael Antonovich and Don Knabe, who were both termed out of office.

At the municipal level, Tim Sandoval won his election against incumbent Elliott Rothman for the City of Pomona Mayoral seat. Rubio Gonzalez was elected to the Pomona City Council First District seat. Elizabeth Ontiveros-Cole and Robert Torres won their elections against incumbents Paula Lantz and Debra Martin for the Fourth and Sixth Pomona City Council District seats, respectively.

The passage of Los Angeles County's Measure M is projected to provide Foothill Transit with \$11 million during the first year of implementation, with increases projected each year. These funds can be spent on operating service enhancements and capital expenses. In addition, Foothill Transit will be able to compete for additional Measure M funding once the San Gabriel Valley Council of Governments releases a call for projects for the \$199 million in




Measure M subregional equity program funds it will receive for the use of system connectivity projects.

Budget Impact

As mentioned above, Measure M is projected to provide approximately \$11 million annually to Foothill Transit, most likely beginning in Fiscal Year 2018/2019. There is no direct fiscal impact resulting from the other measures that were voted on during the November 2016 election.

Sincerely,



Yoko J. Igawa
Manager of Public Affairs



Doran J. Barnes
Executive Director

Attachment

2016 Los Angeles County, State Legislature & Federal Election Results			
Election/Jurisdiction	Candidate/Position	Votes	Percentage
U.S. Senate	Kamala D. Harris (D)	7,418,434	61.8%
	Loretta L. Sanchez (D)	4,587,959	38.2%
27th U.S. House District	Judy Chu (D) *	168,064	67.4%
	Jack Orswell (R)	81,245	32.6%
28th U.S. House District	Adam B. Schiff (D) *	209,802	78.0%
	Lenore Solis (R)	59,134	22.0%
32nd U.S. House District	Roger Hernandez (D)	71,239	38.4%
	Grace F. Napolitano (D) *	114,274	61.6%
35th U.S. House District	Norma J. Torres (D) *	123,803	72.4%
	Tyler Fischella (R)	47,213	27.6%
38th U.S. House District	Linda T. Sanchez (D) *	162,635	70.5%
	Ryan Downing (R)	68,070	29.5%
39th U.S. House District	Brett Murdock (D)	112,473	42.8%
	Ed Royce (R) *	150,556	57.2%
25th State Senate District	Anthony J. Portantino (D)	217,230	57.9%
	Michael D. Antonovich (R)	158,163	42.1%
29th State Senate District	Josh Newman (D)	160,040	50.4%
	Ling Ling Chang (R)	157,566	49.6%
41st State Assembly District	Chris Holden (D) *	116,535	60.4%
	Casey C. Higgins (R)	76,381	39.6%
48th State Assembly District	Blanca E. Rubio (D)	86,834	64.1%
	Cory Ellenson (R)	48,659	35.9%
49th State Assembly District	Ed Chau (D) *	82,429	70.0%
	Peter Amundson (R)	35,348	30.0%
55th State Assembly District	Gregg D. Fritchle (D)	72,317	42.3%
	Phillip Chen (R)	98,820	57.7%
57th State Assembly District	Ian C. Calderon (D) *	92,701	62.7%
	Rita Topalian (R)	55,179	37.3%
4th County District	Janice Hahn	352,999	56.4%
	Steve Napolitano	272,271	43.6%
5th County District	Kathryn Barger	349,207	57.9%
	Darrell Park	253,573	42.1%
LA County Measure A	Yes	2,344,722	74.9%
	No	787,022	25.1%
LA County Measure M	Yes	2,259,654	71.2%
	No	916,375	28.9%

Incumbent is marked with an asterisk (*)

Current as of 12/02/2016

Sources: California Secretary of State's Office (<http://vote.sos.ca.gov/>);

Los Angeles County Registrar-Recorder/County Clerk's Office (<https://www.lavote.net/>)

2016 San Gabriel Valley Municipal Election Results				
Municipality	Measure/Council Seat	Candidate/Position	Votes	Percentage
City of Pomona	Mayor	Tim Sandoval	21,252	62.76%
		Elliott Rothman *	12,609	37.24%
	1st Council District	Rubio Ramiro Gonzalez	2,474	58.16%
		Ismael "Ish" Arias	974	22.90%
		Hector "Tony" Quevedo	806	18.95%
	4th Council District	Elizabeth Ontiveros-Cole	1,999	38.50%
		Paula Lantz *	1,906	36.71%
		Remington Allen Cordova	1,287	24.79%
6th Council District	Robert Torres	3,078	43.49%	
	Debra Martin *	2,985	42.18%	
	George Okekenweje	1,014	14.33%	
City of Temple City	Measure AA <i>(Includes City Council Term Limits: Maximum 4 Terms)</i>	Yes	8,781	86.35%
		No	1,388	13.65%

Incumbent is marked with an asterisk (*)

Current as of 12/02/2016

Source: Los Angeles County Registrar-Recorder/County Clerk's Office (<https://www.lavote.net/>)



December 16, 2016

To: Executive Board

Subject: **Contract Award - Wide Area Network Service Renewal and Phone Service Conversion**

Recommendation

Authorize the Executive Director to enter into Agreement No. 17-014 with Verizon in the amount of \$121,642.70 for replacement of PRI (Primary Rate Interface) to SIP (Session Initiation Protocol) trunk services for the VOIP phone system and continued service of existing six MPLS (Multiprotocol Label Switching) Ethernet PIP circuits.

Analysis

The current cost for Foothill Transit's MPLS and PRI with Verizon is \$23,405 per month (\$280,860 annually) for Foothill Transit's two bus yards and three remote transit store properties. The bandwidths are 20Mb for each operations and maintenance facility, and 3Mb each for the Puente Hills, Pomona, and El Monte Transit Stores. The bandwidth to the Puente Hills Mall Store will be increased to 6Mb to better serve the added staff at that location resulting from the closure of the Claremont Transit Store. The anticipated increase is \$540 per month.

Budget Impact

The conversion of our service to SIP and the new contract for the MPLS will provide operating cost savings. There is an initial one time cost of \$5,412 for setup of new SIP service, however overall operating costs will be reduced to \$9,685.85 per month. The annual cost of service is \$121,642.70, resulting in a savings of \$159,217.30 annually. Funding for this project is included in Foothill Transit's approved Fiscal Year 2016/2017 budget.

Sincerely,

Donald Luey
Director of Information Technology

Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **CAD/AVL System Replacement Update**

Recommendation

Receive and file an update on the replacement of Foothill Transit's computer aided dispatch and automatic vehicle location (CAD/AVL) system.

Analysis

In June 2015, the Executive Board authorized the Executive Director to negotiate final contract terms and conditions and award a contract to Avail Technologies for the replacement of Foothill Transit's existing CAD/AVL system, including equipment installation, testing, training, system implementation, product support and warranty. This new state-of-the art system will replace the current aging system and will include enhancements to better monitor service in real time, while providing more accurate data to customers to plan their trips and to agency staff for system planning and performance reporting.

As part of the CAD/AVL replacement, the Avail solution includes a replacement of the automatic passenger counters (APC), automatic voice annunciation (AVA), vehicle health monitoring (VHM), integrated real time passenger information (RTPI), and an integrated business intelligence (BI) tool. Voice and data communication will be achieved using a combination of digital radio communication and Voice over Internet Protocol (VoIP) using cellular service, with backup digital voice communication service.

Since the update on the project at the September 2016 Executive Board Meeting additional milestones have been completed. The Foothill Transit teams and technical consultants from IBI Group have been working with the Avail teams on the final design document to provide the engineers with the final specifications for the first delivery of the project. Members of the Avail project team have also continued to meet with the operations and customer service teams to learn more on the opportunities of the new system implementation and training. Several discussions have taken place related to the system architecture as well as integration with NextBus (customer information system), TransTrack (business intelligence software), the video surveillance system, and other systems have been analyzed.



One of the major opportunities has been the integration of the farebox system into the overall architecture of the CAD/AVL system. With the ongoing developments that are taking place with the L.A. County TAP program equipment, additional engineering, testing and design have been conducted.

The equipment and technology for the Foothill Transit Bus Signal Priority Project is in testing. This project will use the GPS (Global Positioning Satellite) antenna in the Avail system to communicate with the signals along the Line 187 corridor as well as utilize the schedule data to request priority when the bus is behind schedule.

Over the next several months, a number of milestones will be achieved including Final System Design Acceptance, Factory Acceptance Testing, additional equipment procurement, site testing, vehicle pilot fleet testing, training, and system adoption. All of these will take place in the weeks and months leading up to the final testing phase and system acceptance.

The project timeline has completion slated for April 2018.

Budget Impact

The adopted Fiscal Year 2016/2017 budget includes funding for the replacement of the existing CAD/AVL system, including equipment, installation, testing, training, system implementation, product support, and warranty.

Sincerely,

LaShawn King Gillespie
Director of Customer Service & Operations

Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **Transit Center and Park & Ride in the City of Covina**

Recommendation

Receive and file the update on the development of a Transit Center and Park & Ride facility in the City of Covina.

Analysis

In January 2016, a Deposit Agreement and Non-Binding Memorandum of Understanding (MOU) with the City of Covina was executed to begin the process of developing a joint mixed-use development project for the City, Foothill Transit, and private developer MLC Holdings, Inc. The project, also referred to the Covina Forward Project, consists of a residential community, transit center, and city event and/or business innovation center. The Transit Center component will consist of a parking structure, bus bays, transit oriented retail space, and provisions for an electric bus charging station.

The transit component would comprise approximately 3.1 acres of the total 10.66-acre project site. The parking structure will be a three-tier parking structure with approximately 372 parking spaces. As the project continues to develop, a refinement of parking count will occur as the design-build team begins detail design. The transit-related retail will be adjacent to the parking structure which is approximately 4,800 square feet. Bus bays would be located south of the parking structure for bus loading and unloading of passengers and for use during bus layover.

To date, the Project team has participated in three study sessions: two with the Covina City Council and one with the Covina Planning Commission and residents of Covina. On November 8, 2016, a public hearing with the Covina Planning Commission was held to discuss the results of the draft Environmental Impact Report (EIR), including the recommendations to City Council on various Applications such as the environmental report, General Plan Amendment, Covina Forward Specific Plan, Zone Change, and Site Plan Review.

On Tuesday, November 29, 2016, the City of Covina held a Special City Council meeting to recommend City Council to certify the EIR and take actions related to the General Plan Amendment, Covina Forward Specific Plan, Zone Change, and other entitlements related to the Covina Forward



Project. After receiving public testimony in favor of and in opposition to the Covina Forward Project, City Council unanimously approved the Project. On December 6, 2016, the second reading of the Zone Change ordinance related to the Covina Forward project (first reading presented during the November 29th meeting) was also approved by City Council.

Throughout the Due Diligence phase, a public outreach consultant interfaced with neighborhood residents and project stakeholders to discuss the Covina Forward project. In addition to the EIR prepared in accordance with the California Environmental Quality Act (CEQA) for the Covina Project, Foothill Transit staff have been working with the city’s environmental consultant to prepare the draft Categorical Exclusion (CE) checklist to meet the federal National Environmental Policy Act (NEPA) requirements for the transit component.

As the project continues to move forward, the following milestones and sequence of events will be required in order to begin construction:

	Task	Projected completion date
1	Issue RFQ for Design-Build	August 2, 2016
2	Start of EIR public comment period	September 13, 2016
3	Preliminary appraisal of subject property for the transit component.	September 2016
4	Schematic Design for transit component complete	October 2016
5	City Planning Commission Meeting	November 8, 2016
6	Issue RFP for Design-Build to short list of qualified firms	November 29, 2016
7	City Council Meeting for land use entitlement, DEIR, etc.	11/29/2016 and 12/06/16
8	FTA approval of NEPA-CE	January 2016
9	FTA review of the appraisals and concurrence	February 2016
10	Request Authorization to Approve Land Purchase Agreement	March 2017 Executive Board Meeting
11	Contract Award for Design-Build firm	March 2017 Executive Board Meeting



12	Start construction	November 2017
13	Complete construction	December 2018

Budget Impact

Foothill Transit's approved FY 2016/2017 Business Plan and Budget includes funding for the Covina Park & Ride and Transit Center Project.

Sincerely,


Sharlane R. Bailey
Director of Facilities


Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **Contract Award - Architectural and Engineering Services for the West Covina Transit Center**

Recommendation

Authorize the Executive Director to negotiate final terms and conditions and execute Contract No. 17-017 in the amount of \$697,452.50 with RNL Interplan, Inc. (RNL) for the provision of Architectural Engineering and Design Services related to the development of the preliminary design of a Transit Center in the City of West Covina.

Analysis

On October 18, 2016 Foothill Transit issued Request for Qualifications (RFQ) No. 17-017 seeking proposals from architectural and engineering (A&E) firms to provide design consulting services to Foothill Transit for the preliminary design of a transit center in the City of West Covina.

Five submittals were received on November 15, 2016. Interviews were conducted on December 1, 2016. The highest-rated proposer was RNL. RNL is an international design firm providing architecture, landscape and urban design services. RNL's experience includes design of transit centers, park and rides, and bus operation facility projects.

The base scope of services for Phase I will include provision of appropriate A&E services including, but not limited to preparation of preliminary design documents for a proposed transit center, transit store, and other amenities located on land adjacent to the West Covina Plaza shopping mall. Additionally, the existing parking structure to the south of the mall is to be considered for transit customer parking on the third (top) level. Phase 1a of the project consists of development of conceptual design, parking needs analysis, preliminary utilities research, alternative concepts, and cost estimates for a cost of \$219,452.50. Once a preferred alternative has been chosen as part of Phase 1a, additional approval will be given to the consultant for Phase 1b of the work. Phase 1b will consist of geotechnical investigation, additional site assessment, development of schematic design, right-of-way and easement analysis, landscape design, and cost estimates at an estimated cost of \$478,000.



Federal environmental studies and findings must be completed before the design of the project can move forward, and as such the consultant's work will include Phase I being limited to preliminary design, support to the environmental consultant, as necessary, in preparing the appropriate Federal and State environmental studies. The preliminary engineering design work will also include preliminary transit center design of two to three alternative preliminary concepts for up to three potential sites, including access to the existing parking structure. The estimated cost for the entire Phase 1 services is \$697,452.50.

Budget Impact

The approved FY 2016/2017 Business Plan and Budget includes funding for the West Covina Transit Center Project.

Sincerely,


Sharlane R. Bailey
Director of Facilities


Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **Fiscal Year 2016/2017 Business Plan Initiatives Update**

Recommendation

Receive and file the status update on the FY 2016/2017 Business Plan Initiatives.

Analysis

Foothill Transit's Fiscal Year 2016/2017 Business Plan & Budget includes nine major initiatives for the organization to pursue during the course of the year. Following is a brief status report on each initiative:

Pomona Operations Contract Procurement

The current agreement for operation of transit services at Foothill Transit's Pomona facility expires on June 30, 2017. A request for proposals was released on July 29, 2016 followed by a well-attended site visit and pre-proposal conference on August 8 where prospective proposers were given an overview of the project and allowed to ask project-related questions. Following the site visit, proposers submitted written questions which the project team responded to on September 1. Follow up questions from interested parties were received on September 13, with responses due on October 5. Proposals were received on October 25, and these are currently being evaluated. The procurement timeline calls for a recommendation regarding contract award at the February 24, 2017 Executive Board meeting. This will allow sufficient time for contract transition activities to be undertaken in time for the start of service delivery under a new contract on July 1, 2017.

Arcadia Operations Contract Startup

The Arcadia Operations Contract Startup with Transdev is close to completion. All coach operators and service technicians have been hired. Due to some corporate transition and promotions, some key personnel positions are being filled, and this will be completed in the coming weeks. The Foothill Transit and Transdev maintenance teams are finalizing the fleet inspection documentation, and all facility inspections and all facility turnover repairs have been completed. A new phone system and supporting architecture is currently being installed to support the new



contract. It is anticipated that open transition items will be complete by January 2017.

Fleet Electrification

Last October the in-depot fast charging station was completed at the Pomona Operations and Maintenance facility. This will allow the 17 Proterra electric buses to charge at the Pomona facility before being deployed into service on Lines 291 and 285. Foothill Transit's order of 13 40-foot Catalyst E2 extended-range buses will be built at Proterra's City of Industry plant. These buses will have a range of 240 miles on one charge. They will be delivered between May and October 2017 and will be deployed on Line 280, serving the Azusa Intermodal Transit Center where two charging stations will be built to provide opportunity charging. Line 280 has its southern terminus at Puente Hills Mall Transit Center. A working group has been created between Foothill Transit and Proterra to identify and complete action items and plans to ensure the capability of electrifying the entire fleet by 2030.

CAD/AVL System Replacement

Since the update on the project at the September 2016 Executive Board Meeting, the Foothill Transit teams and technical consultants from IBI Group have been working with the Avail teams on the final design document to provide the engineers with the final specifications for the first delivery of the project. Over the next several months, a number of milestones will be achieved including Final System Design Acceptance, Factory Acceptance Testing, additional equipment procurement, site testing, vehicle pilot fleet testing, training, and system adoption. The project timeline has completion slated for April 2018.

Covina Park & Ride and Transit Center

In January 2016, the City of Covina, private developer MLC Holdings and Foothill Transit entered into a Non-Binding Memorandum of Understanding to collaborate on the development of a mixed-use project in the City of Covina. Since then, Foothill Transit's design team has developed a preliminary architectural and engineering design for the transit component which will consist of a parking structure, bus bays, retail space and provisions for an electric bus charging station.

To date, the Project team has participated in three study sessions: two with the Covina City Council and one with the Covina Planning Commission and residents of Covina. On November 8, 2016, a public hearing with the Covina



Planning Commission was held to discuss the results of the draft Environmental Impact Report (EIR) and make recommendations to City Council on the EIR and other project entitlement applications. On November 29, 2016 the City of Covina held a Special City Council meeting to certify the EIR and take actions related to the General Plan Amendment, Covina Forward Specific Plan, Zone Change, and other entitlements related to the Covina Forward Project. After receiving public testimony in favor of and in opposition to the Covina Forward Project, the Covina Council unanimously approved the Project. On December 6, 2016 the second reading of the Zone Change ordinance related to the Covina Forward project (first reading presented during the November 29th meeting) was also approved by City Council.

Foothill Transit staff have been working with the city's environmental consultant to prepare the draft Categorical Exclusion (CE) checklist to meet the federal National Environmental Policy Act (NEPA) requirements for the transit component. In addition, Foothill Transit has issued a Request for Proposals (RFP) for Design-Build services and expects to recommend the highest-ranked proposer for contract award for Design-Build at Foothill Transit's March 2017 Executive Board Meeting.

Fare Restructuring

In December 2015 the Executive Board authorized award of a contract to Four Nines Technologies to evaluate Foothill Transit's current fare structure, provide recommendations to restructure, and perform predictive modeling for potential fare changes.

The consultants have completed nearly all of the milestones for the project and the original schedule called for public hearings this fall and implementation of the new fare structure in January 2017. In July's Executive Board Meeting, staff presented a revised project schedule that accommodates recent operation changes. The Fare Restructuring committee has identified several operational reasons why it will be more prudent for both Foothill Transit and our customers to change the implementation date from the originally planned date of January 2017 to fall 2017.

In the upcoming three Governing Board meetings, the consultants will present decision factors for fare changes as well as the preferred fare structure. According to the revised schedule, the final proposed fare structure will be presented to the Executive Board in April and to the



Governing Board for adoption in May. Implementation will coincide with fall service change.

Mt. SAC Transit Center Development

The Memorandum of Understanding between Foothill Transit and Mt. SAC is being presented for approval at the December Board of Trustees Meeting. We are also working with Mt. SAC staff to review the Request for Qualifications for architectural and engineering services to begin preliminary design of the Transit Center. In addition, further discussions are required with Mt. SAC staff and their environmental consultants to possibly incorporate the transit center component into the existing Environmental Impact Report.

Alternative Service Delivery Concepts

Foothill Transit has been included in the FTA Mobility on Demand (MOD) Sandbox Grant application submitted by Los Angeles Metro. The recipients of the MOD grants will be announced sometime in the Fall. If Metro is awarded the grant, Foothill Transit will partner with Metro in the creation of their MOD project. Additionally, our team is reviewing our system as a whole to identify areas and lines that may have the potential for implementation of an alternative service delivery mode.

Class Pass Program Expansion

This fall we launched the Class Pass program at Citrus College. More students have been picking up a Class Pass than originally projected and the implementation of a TAP sticker is an exciting addition to this program. The TAP sticker will ensure that the Class Pass stays with the student because it will be affixed to the student ID. The Class Pass program at University of La Verne and Mt. SAC continue to be successful programs with strong campus favorability and ridership. Foothill Transit staff has participated in an event and met with some key administrative officials at Cal Poly and the Class Pass discussion is progressing to have Foothill Transit bus access be included in their campus general plan in the future.



Staff will continue to pursue attainment of each of these initiatives during FY 2016/2017 and will report progress made on each in future updates to the Executive Board. In addition to these agency-wide initiatives, the team continues to pursue attainment of the many department-specific initiatives included in the current Business Plan.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kevin Parks McDonald'.

Kevin Parks McDonald
Deputy Executive Director

A handwritten signature in blue ink, appearing to read 'Doran J. Barnes'.

Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **Foothill Transit Metrolink Bus Bridge Service**

Recommendation

Receive and file the report on Foothill Transit's Metrolink bus bridge service.

Analysis

Foothill Transit is one of several regional bus operators to provide bus Bridge Service to Southern California Regional Rail Authority (Metrolink) in the event of a Metrolink service disruption. Through a Memorandum of Understanding (MOU) between Foothill Transit and Metrolink, when the need arises, Metrolink may reach out to Foothill Transit to request assistance in transporting Metrolink customers between stations along a route using Foothill Transit buses and operators. Foothill Transit's responsibility is to provide the service when buses and operators are available. Metrolink is then billed at an hourly rate as stipulated in the MOU.

Working with both operations and maintenance contractors, Foothill Transit has been able provide service to Metrolink on a number of occasions. However, there are occasions when Foothill Transit has been unable to participate.

Metrolink's peak service hours coincide with Foothill Transit's peak service hours, and providing bus bridge service to Metrolink during those hours would require a reduction in service to Foothill Transit customers because of the limited number of operators and buses available at that time.

Metrolink provides service across multiple counties in Southern California, including service to Riverside, Orange County, and Antelope Valley, among a number of other areas. These are well outside of Foothill Transit's service area, and in order to provide service to these regions, buses and operators would need to be taken out of Foothill Transit service to a location or locations beyond Foothill Transit's radio communications capability. Depending on the request, coach operators may be required to work beyond the hours that they are scheduled or available to work.

The nature of the emergency request often makes it difficult to predict the duration of the Metrolink service interruption. When a request is received,



there are steps that need to be completed in order for us to provide bus service, including identifying buses and operators, conducting pre-trip inspections of the coaches, and traveling to the station being impacted. Because of this, it frequently happens that Foothill Transit has begun the process and then is notified that the Metrolink service interruption is over prior to the bus bridge service being put into place.

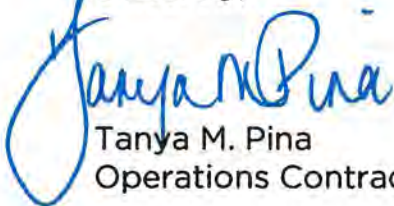
When a Metrolink service interruption occurs near a Foothill Transit bus stop, Metrolink customers are encouraged and allowed to utilize Foothill Transit service to travel to their destinations or wherever train service is available. Bus operators along those routes are notified of the outage and alerted that these customers should be allowed to board without additional payment. These boardings are recorded by the coach operator as Metrolink rides utilizing a designated button on the farebox.

In November, Foothill Transit staff met with Metrolink staff to discuss service requests, response times, improvements to communication, and the limitations on the provision of service. These discussions are ongoing as both teams work to identify opportunities to address the many challenges. In addition, Foothill Transit staff will participate in Metrolink's quarterly Bus Bridge Review meetings.

Budget Impact

This is an update item and as such there is no budget impact.

Sincerely,



Tanya M. Pina
Operations Contract Manager



Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **I-10 Freeway Construction Service Impact Update**

Recommendation

Receive and file the I-10 Freeway Construction Service Impact Update report.

Analysis

Since December 2009, CalTrans has been working on the San Bernardino Freeway High Occupancy Vehicle Lane Construction Project which will build carpool lanes each direction on the I-10 between the San Gabriel River Freeway (I-605) and the Orange Freeway (SR-57). The ultimate goal of the project is to ease congestion on the San Bernardino Freeway. Construction is broken up into three segments. The area that each segment covers and the construction start dates and anticipated end dates are listed in the diagram below:

I-10 PROJECTS

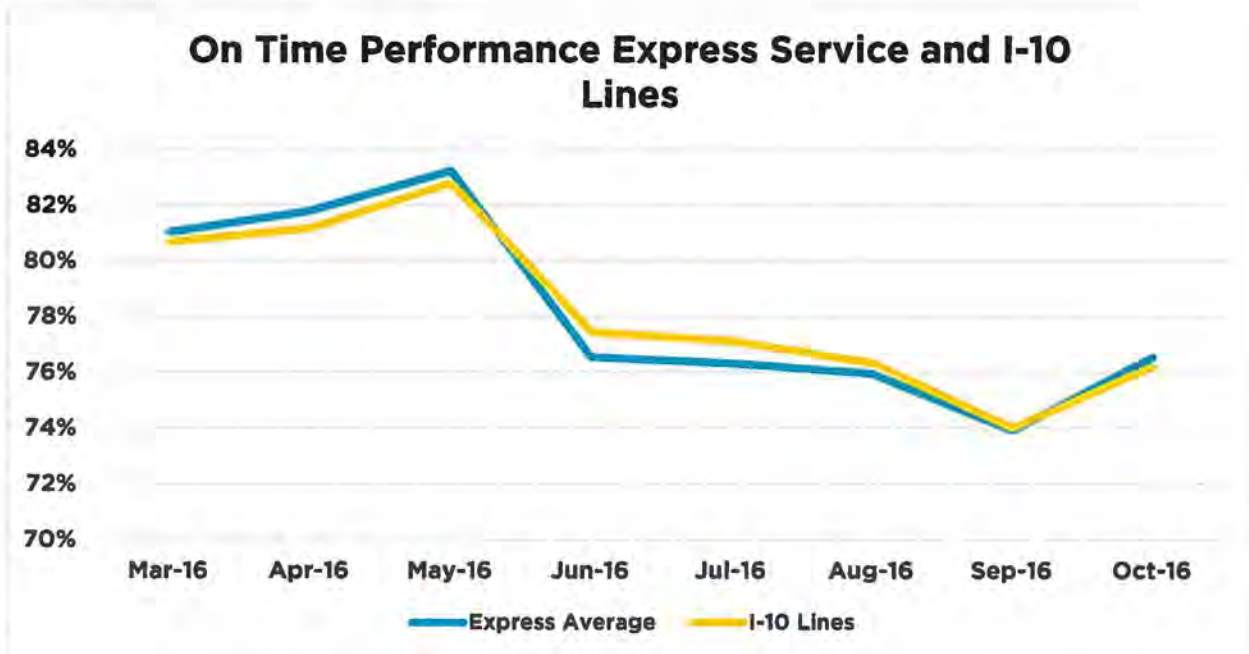


Segment 1	Segment 2	Segment 3
I-605 to Puente Ave.	Puente Ave. to Citrus St.	Citrus St. to SR-57
Completed	Begin Construction: Summer, 2014	Begin Construction: Spring, 2016
	End Construction: Spring 2019	End Construction: Summer, 2021



This report is an update to the Interstate 10 Freeway Construction Service Impacts report presented by staff at the April 2016 Executive Board Meeting. The focus of the April meeting was the closure of the eastbound 10 Freeway Sunset off-ramps in West Covina which forced the rerouting of the eastbound Silver Streak and Commuter Lines 496 and 498, resulting in an increase in revenue miles. The cost impact during the eight month period was approximately \$102,000.

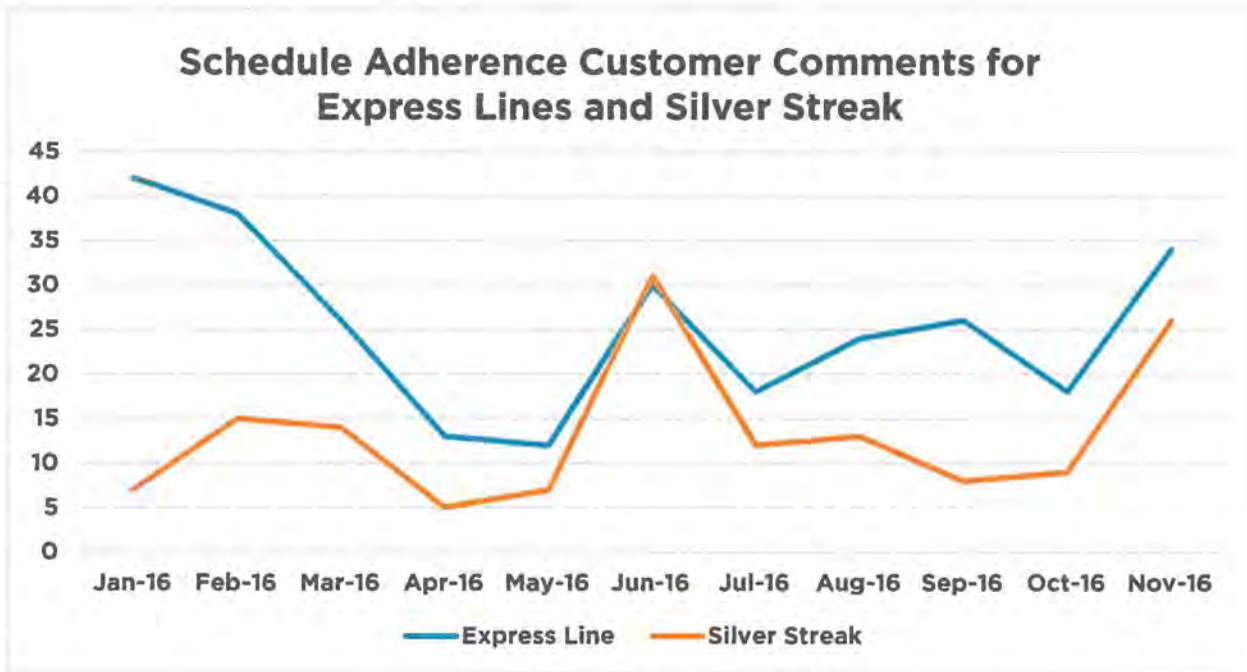
The San Bernardino Freeway is a key corridor for the Silver Streak, Line 480, and all the Express Routes. Any construction project along this corridor impacts service, but with two areas of construction occurring simultaneously along the corridor there will definitely be an impact on the lines traveling along this corridor. The graph below shows the impact the construction has had on on-time performance to the Express Routes, the Silver Streak, and Line 480 since April 2016.



As shown on the graph, on-time performance started to decrease as construction started ramping up in the West Covina area in April 2016. During construction, off-ramps and lanes were closed, forcing traffic to merge into single lanes and forcing traffic to follow detours. The graph shows a six percent drop in on-time performance when construction on Segment 3 began in June 2016. Overall on-time performance dropped further in September 2016 at the end of summer and the fall semester began for most area schools.



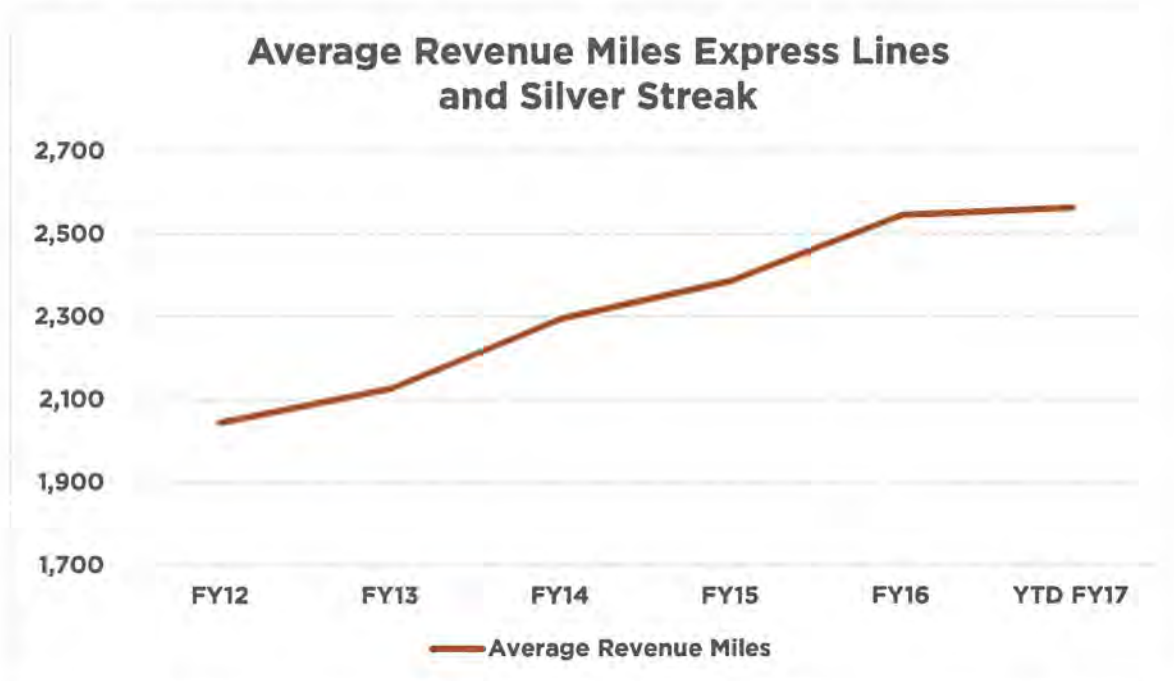
The on-time performance numbers also translate to the number of customer comments Foothill Transit receives. When on-time performance is high, the number of customer comments received regarding schedule adherence is usually lower. The opposite is also true. If on-time performance is low, then the number of customer comments regarding schedule adherence is usually higher. The graph below shows the number of schedule adherence customer comments received for the Express Lines and the Silver Streak from January 2016 to November 2016. As shown in the graph, the number of schedule adherence customer comments increased for the Express Lines and the Silver Streak during June 2016, when CalTrans started construction on Segment 3 of the I-10 HOV project.



Based on the customer survey results from the recently completed Comprehensive Operational Analysis (COA), customers want fast, reliable, on-time service. In order to provide this service, run times on lines have to be updated to reflect the current traffic situation. Whenever more time is added because operators are unable to maintain the schedule due to traffic conditions, total revenue hours go up. As revenue hours go up, overall operating expenses go up. The current operating contract in Arcadia, the facility that operates both the Silver Streak and Line 480, is paid by both revenue hour and revenue mile. The current operating contract in Pomona, the facility that runs all the Express Lines, is paid by the revenue mile, but that



will change next fiscal year when the contractor will be paid by both revenue mile and revenue hour.



The graph above shows the steady increase of revenue miles for the Express Lines and the Silver Streak. Since construction started on Segment 2 of the I-10 HOV project during the Summer of 2014, revenue hours have gone up 13 percent for the Silver Streak, Express Lines, and Line 480 which equates to about 269 additional hours each weekday. Based on our current year-to-date cost per vehicle service hour of \$98.28, the annualized impact would be about \$6,873,703.

The construction of the HOV lanes along the I-10 is not the only planned project. In late, 2017, CalTrans plans construction on the bridges on a five-mile stretch between Fremont Avenue and Rosemead Boulevard. Construction is expected to last six weeks and the Express Lanes will be closed during this period of time, forcing the Silver Streak and Express Lines to use the general traffic lanes, resulting in longer trip times. A committee regarding this construction will meet in February to determine more favorable alternatives for the buses. This closure also impacts LA Metro’s Silver Line. Please refer to the construction map below:



I-10 FREEWAY EXPRESS LANES 6-WEEK CLOSURE (BOTH DIRECTIONS)



Foothill Transit staff are closely monitoring the situation and making adjustments to the schedules and routes as needed. The Planning Team also participates in CalTrans' weekly construction meetings regarding the HOV lane construction project and shares information with the contractors and customers to help lessen the impact.

Once completed, the San Bernardino Freeway High Occupancy Vehicle Lane Construction Project will be a positive addition to our freeway system. But during the construction phase, the project heavily impacts the system, especially when construction affects two segments of the freeway used by Foothill Transit's Express Lines and the Silver Streak.

Sincerely,

Joseph Raquel
Director of Planning

Doran J. Barnes
Executive Director



December 16, 2016

To: Executive Board

Subject: **Fiscal Year 2016/2017 First Quarter Budget Update**

Recommendation

Receive and file the First Quarter Budget Update for the fiscal year ending on June 30, 2017.

The attached Departmental First Quarter Budget result summarizes Foothill Transit's expenditures through the first quarter and provides a forecast to complete the fiscal year.

Budget Update

As of September 30, 2016, Foothill Transit is \$2.7 million under the approved year-to-date operating budget of \$24.3 million. This variance is primarily attributable to activities which are scheduled to proceed later in the fiscal year. Examples of such activities include the Bus Roadeo, procurement of bus operator uniforms, renewal of software licenses, and procurement of the Pomona operating contract.

After reviewing the first quarter budget and expenditures, Foothill Transit is forecasted to end the fiscal year approximately \$720,000 under the approved operating budget of \$93.1 million. The expected budget underrun is primarily due to positions which were not filled during the first quarter or are not expected to be filled during the fiscal year, reduction of outside legal services, and reduction of bus book printing.

Operating Accomplishments

A major accomplishment during the first quarter was the addition of lines 190,194, and 270, which further enhanced accessibility in the San Gabriel and Pomona Valleys. Other accomplishments include special service of Line 196 for the LA County Fair, and continuance of the fare restructuring study. The Comprehensive Annual Financial Audit Report (CAFR) was completed and Foothill Transit received a clean audit.



Capital Project Accomplishments

Major achievements during the first quarter of FY2016/2017 in the capital programs include the initiation of the Covina Park & Ride A&E services, continued activities for the CAD/AVL replacement project, heavy maintenance of the first three of 30 articulated buses, and continued construction for the cash revenue security enhancement project.

FY2016/2017 Budgetary Variances

The first-quarter budget analysis identified a slight overrun for the Maintenance and Vehicle Technology department, due to unforeseen expenses related to repairs made to training buses. This overrun will be ameliorated with savings from other departments by the end of the fiscal year.

Ridership continues to be less than budgeted and as a result fare revenues are also under the planned budget. This underrun will negatively impact the farebox recovery ratio.

Areas for Budgetary Improvement

The Department of Finance will continue to review and analyze the budget on a quarterly basis to ensure budget adherence as well as to identify future improvements.

Sincerely,


Michelle Lopes Caldwell
Director of Finance and Treasurer


Doran J. Barnes
Executive Director

Attachment



Attachment A

	Dept #	DEPARTMENTS	Annual Budget	Budget Y-T-D	Actual Y-T-D	Variance Fav(unf)	Annual Budget Remaining	Estimated Savings (Deficit)
			(A)	(B)	(C)	(B - C)	(A - C)	
1	10	Customer Service & Operations	\$79,968,120	\$20,461,377	\$19,038,806	\$1,422,571	\$60,680,015	\$96,000
2	11	Maintenance & Vehicle Technology	878,940	241,714	209,225	32,489	669,715	(13,822)
3	20	Marketing and Communications	2,046,750	534,183	306,907	227,276	1,739,843	0
4	30	Information Technology	2,263,240	926,201	506,289	419,912	1,756,951	0
5	40	Administration	3,357,230	874,451	557,872	316,579	2,799,358	577,500
6	41	Procurement	848,300	231,650	87,405	144,245	760,895	0
7	60	Finance	1,236,250	331,940	295,015	36,925	941,235	0
8	80	Planning	975,450	297,364	203,676	93,688	771,774	60,000
9	90	Facilities	1,574,640	414,278	376,720	37,558	1,197,920	0
10		TOTAL	\$93,148,920	\$24,313,158	\$21,581,916	\$2,731,242	\$71,317,706	\$719,678



December 16, 2016

To: Executive Board

Subject: **Transit Store Quarterly Report**

Recommendation

Receive and file the Transit Store Quarterly Report.

Analysis

Pass Sales (Attachments A & B): Sales for the first quarter of FY 2016/17 totaled \$1,118,639. The Pass Sales figure represents a 14 percent decrease from the sales during the same period of FY 2015/16. Foothill Transit product sales decreased by 13 percent, primarily due to a decrease in Senior/Disabled Silver Streak and Commuter Express passes. However, Student Silver Streak passes increased by 67 percent compared to the same period the previous fiscal year.

Attachment A provides a graphic representation of the three-month sales figures by store. Attachment B provides a graphic representation of the three-month sales figures separated by product type. Sales by Transit Store are also summarized in the table below.

Location	July 2016	August 2016	September 2016	Total
El Monte	\$93,937	\$102,624	\$103,925	\$300,486
Pomona	\$88,000	\$100,733	\$101,010	\$289,743
Puente Hills	\$86,656	\$94,295	\$96,329	\$277,279
West Covina	\$48,991	\$59,799	\$53,436	\$162,225
Online	\$28,679	\$30,071	\$30,157	\$58,750
Total	\$346,263	\$387,522	\$384,857	\$1,118,639



Phone Activity (Attachments C & D): In July, August and September, a total of 73,634 phone calls were received through the toll-free customer service line. Customer Service Representatives (CSRs) answered 94 percent, or 68,907 incoming phone calls with an average time to answer of 26 seconds. The average handling time of a call was one minute and fifty-five seconds. Compared to last year, this was a 13.6 percent decrease in the total number of calls received by the Transit Stores. Transdev, the Transit Store contractor, continues to monitor and seek improvements in call center management and the overall service provided to Foothill Transit customers.

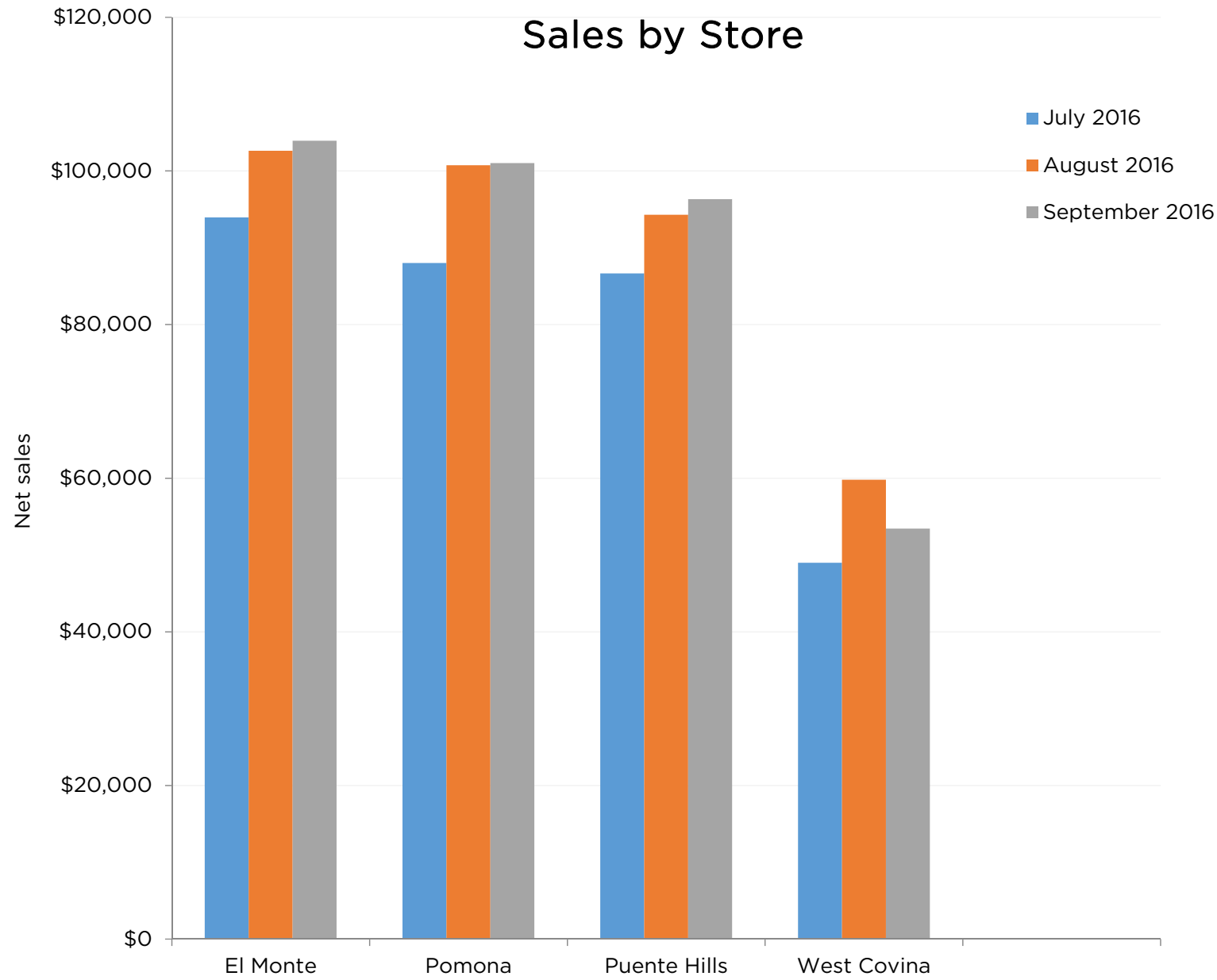
Customer call handling					
Month	% of calls answered	Calls received	Calls answered	Average time to answer	Average handling time
July 2016	92.8%	23,974	22,251	:29	01:54
August 2016	92.8%	25,151	23,331	:29	01:55
September 2016	95.2%	24,509	23,325	:19	01:57
Total	94%	73,634	68,907	:26	1:55

Walk-in Traffic (Attachment E): Walk-in traffic recorded for all stores during this time period totaled 50,246 entries, which amounts to a decrease of 41 percent. This variance is due to the accuracy of the new people counters, which no longer double count customers, as well as the closure of the Claremont store in February.

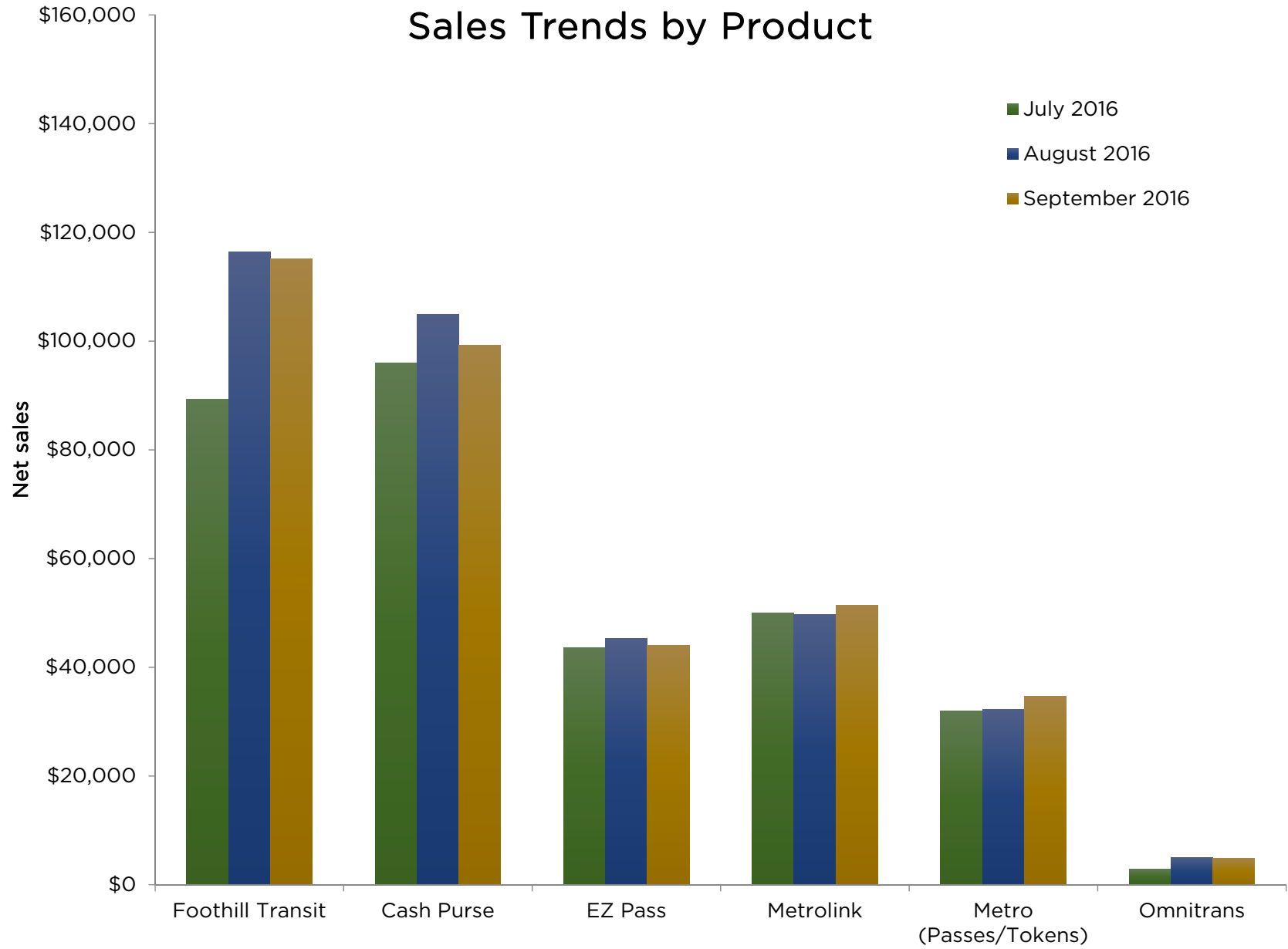
Sincerely,

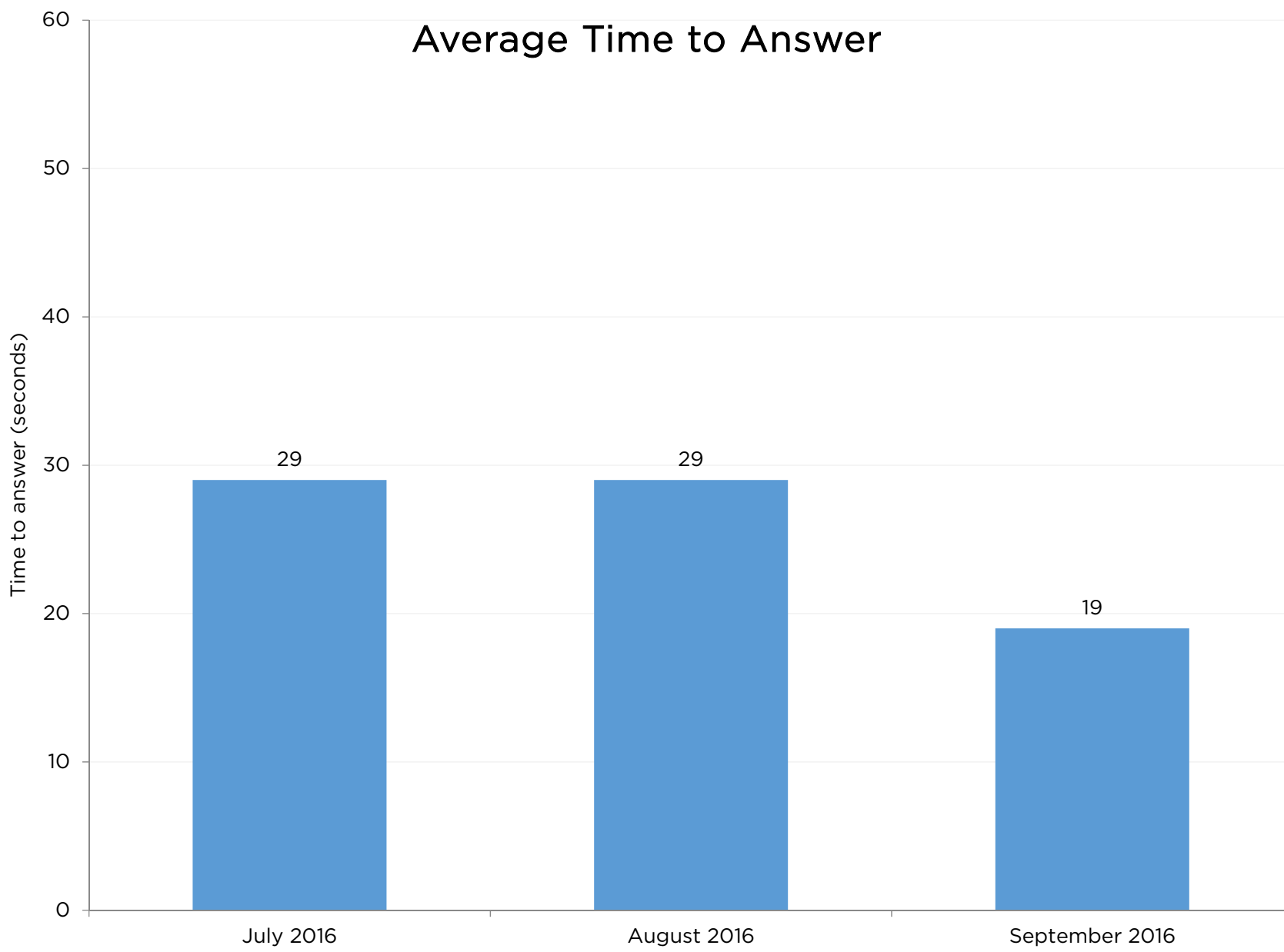
Mike Tobin
Quality Assurance Analyst

Doran J. Barnes
Executive Director



Sales Trends by Product





Customer Calls to Transit Stores

