



Foothill Transit

**Annual Governing Board and
Executive Board Meeting**
West Covina, CA
Friday, June 26, 2020



Foothill Transit

Foothill Transit MISSION

To be the premier public transit provider committed to:

SAFETY

COURTESY

QUALITY

RESPONSIVENESS

EFFICIENCY

INNOVATION



Foothill Transit VALUES

SAFETY

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

RESULTS

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

INTEGRITY

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

GRATITUDE

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

DIVERSITY

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

TEAM MEMBERS

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

COMMUNICATION

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

SUSTAINABILITY

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



Foothill Transit

Governing Board Meeting AGENDA

JOINT MEETING
ANNUAL GOVERNING BOARD MEETING
EXECUTIVE BOARD MEETING - TELECONFERENCE
7:45 AM, June 26, 2020
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

FOOTHILL TRANSIT IS TAKING ALL PRECAUTIONS POSSIBLE TO PREVENT THE SPREAD OF COVID-19. FOR THE HEALTH AND SAFETY OF ALL GOVERNING BOARD MEMBERS, FOOTHILL TRANSIT STAFF, AND THE PUBLIC, PARTICIPATION IN THE MEETING WILL BE DONE REMOTELY VIA TELECONFERENCE USING THE FOLLOWING ZOOM MEETING LINK: <https://foothilltransit.zoom.us/j/83894668031>. ALTERNATIVELY, TO PARTICIPATE VIA PHONE, DIAL (669) 900-6833 AND ENTER MEETING ID: 838-9466-8031.

This is a combined agenda for the Annual Meeting of the Governing Board (GB) and a Regular Meeting of the Executive Board (EB). Each agenda item indicates whether it applies to both meetings (GB & EB) or to only one of the meetings (GB) or (EB).

1. CALL TO ORDER (GB & EB)
2. PLEDGE OF ALLEGIANCE (GB & EB)
3. ROLL CALL (GB & EB)
 - A. EXECUTIVE BOARD: MEMBERS BARAKAT, BOYER, CALAYCAY, MOSS, STERNQUIST
 - B. GOVERNING BOARD

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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2nd Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790
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- 4. APPROVAL OF AGENDA (GB & EB)
- 5. APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF MAY 29, 2020 (GB)
- 6. PUBLIC COMMENT (GB & EB)

IF PARTICIPATING VIA ZOOM, CLICK "RAISE HAND" TO INDICATE YOU WOULD LIKE TO SPEAK. IF PARTICIPATING VIA PHONE CALL, SUBMIT A REQUEST TO BOARD.SECRETARY@FOOTHILLTRANSIT.ORG BY CLOSE OF BUSINESS ON JUNE 25, 2020.

7. ANNOUNCEMENT OF CLUSTERS 2 AND 3 ELECTION RESULTS (GB)

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 թարգմանչապահանջ առաջարկությունների են հարկապարհ, հանդիպումից առնվազն 48 ժամ առաջ խնդրում ենք զանգահարել Գործադիր տնօրենի գրասենյակ (626) 931-7300 լրացուցիչ 7204 հեռախոսահամարով:

ប្រសិនបើលោកអ្នកស្នើសុំសេវាកម្មបកប្រែភាសា សូមទាក់ទងមកការិយាល័យនាយកប្រតិបត្តិ តាមលេខទូរស័ព្ទ៖ (626) 931-7300 លេខបន្តសន្ត 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.

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



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8. PROPOSED FISCAL YEAR 2021 FIRST QUARTER BUDGET (GB)

Recommended Action: As recommended by the Executive Board, approve Foothill Transit's proposed first quarter budget for Fiscal Year 2021.

9. TRANSPORTATION FUND EXCHANGES (GB)

Recommended Action: Receive and file this report discussing the ability of cities to exchange Proposition A Transportation Local Return funds for Foothill Transit general use funds.

10. COVID-19 TRANSIT OPERATIONS UPDATE (GB)

Recommended Action: Receive and file an update on Foothill Transit operations during the COVID-19 pandemic and Los Angeles County Safer-At-Home order.

11. GOVERNING BOARD MEMBER COMMENT (GB & EB)

12. EXECUTIVE DIRECTOR COMMENT (GB & EB)

13. ADJOURNMENT OF ANNUAL GOVERNING BOARD MEETING (GB)

14. EXECUTIVE BOARD ELECTION FOR Foothill TRANSIT CHAIR AND VICE CHAIR (EB)

15. ADJOURNMENT OF EXECUTIVE BOARD MEETING (EB)

**A Meeting of the Governing Board
is scheduled for
Friday, July 24, 2020 at 7:45 a.m.**

**A Regular Meeting of the Executive Board
is scheduled for
Friday, July 24, 2020 at 9:15 a.m.**



Foothill Transit

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

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

**Friday, May 29, 2020
7:45 a.m.**

1. CALL TO ORDER

The meeting was called to order by Chair Sternquist at 7:51 a.m.

2. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Chair Sternquist.

3. ROLL CALL

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Corey Calaycay, Member Emmett Badar, Member Edward Alvarez, Member Jorge Marquez, Member Gary Boyer, Member Albert Ambriz, Member Roger Chandler, Member Richard Barakat, Member Tzeitel Paras-Caracci, Member Becky Shevlin, Member Margaret McAustin, Member Steve Tye, Member Jessica Ancona, Member Cory Moss, Member Hector Delgado, Member Sam Pedroza, Member Jimmy Lin, Member Cynthia Sternquist

Absent: Member Tim Hepburn, Member Robert Torres, Member Andrew Rodriguez, Member Ricardo Pacheco, Member Tony Wu, Member Fernando Vizcarra, Member Valerie Muñoz

4. REVIEW & APPROVAL OF THE MINUTES

Approval of the minutes for the Governing Board Meeting of January 31, 2020.

Motion by Vice Chair Calaycay, second by Member Moss, the minutes for the Governing Board Meeting of May 29, 2020 were approved. Motion carried 18-0.



5. APPROVAL OF AGENDA

After discussion, by Common Consent, and there being no objection, the Board approved the agenda as presented.

6. PUBLIC COMMENT

Laura Hendricks, President of Transdev Services, addressed the Governing Board. She thanked Foothill Transit for the continued support and partnership during this critical time and new operating environment. She expressed her appreciation for Foothill Transit for allowing Transdev to maintain its workforce at this time.

Ibrahima Toure, Transdev Area Vice President Operations, addressed the Governing Board. Mr. Toure thanked Foothill Transit for the support provided during this critical time.

6.1. Executive Director Response to Public Comment

Doran Barnes, Executive Director, thanked both Keolis and Transdev for their partnership.

CONSENT CALENDAR

7. MARCH 2020 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through March 31, 2020. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of March 31, 2020, for the fiscal year ending June 30, 2020.

Motion by Member Marquez, second by Vice Chair Calaycay, to receive and file. Motion carried 18-0.

REGULAR AGENDA

8. COVID-19 TRANSIT OPERATIONS UPDATE

Recommendation: Receive and file an update on Foothill Transit operations during the COVID-19 pandemic and Los Angeles County Safer-At-Home order.

LaShawn King Gillespie, Director of Customer Service and Operations, and



Felicia Friesema, Director of Marketing and Communications, presented this item.

Ms. Gillespie reported that on March 19, 2020 the Safer-at-Home order was issued. Foothill Transit suspended service on express lines, school trippers, and Line 690 on March 23, 2020. Daily teleconference calls are held with operations and transit store leadership to discuss staffing levels, ridership, call volume and feedback, and safety.

There has been a reduction of between 60 percent and 70 percent in daily ridership. Average weekday boardings per day prior to COVID-19 averaged 40,000 boardings per day compared to 14,000 boarding per day since the implementation of the Safer-at-Home order. She also reported on on-board social distancing, social distancing target bus loads, operations and maintenance facilities cleaning and safety protocols, fleet cleaning, and operational readiness enhanced training.

Ms. Friesema reported on customer communication, on-board communication, and bus stop communication. Staff has also been working with local health entities to help magnify the reach to customers. Digital media has been a core part of the outreach strategy with the Foothill Transit home page serving as the clearing house of up-to-date information.

Received and filed.

9. **FUEL CELL ELECTRIC BUS PROGRAM**

Recommendation: Receive and file the report on Foothill Transit's Fuel Cell Electric Bus Program.

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

Mr. Cordero provided an overview of Foothill Transit's electric bus milestones, in-route and in-depot charging stations, and the challenges in operating grid-powered battery electric buses. The challenges have led Foothill Transit to look into hydrogen fuel cell battery electric buses. An educational video was played explaining the difference between a battery electric bus and hydrogen fuel cell electric bus.

Foothill Transit currently has a \$5 million Transit and Intercity Rail Capital Program grant. Plans are to deploy 20 hydrogen fuel cell buses on Line 486. Several agencies have implemented hydrogen fuel cell buses. SunLine Transit in Palm Desert currently has 17 hydrogen fuel cell buses in service, AC

Transit in Northern California recently started operating 23 hydrogen fuel cell buses, and OCTA began a demonstration project with 10 hydrogen fuel cell buses.

Received and filed.

10. **CLUSTER 2 AND 3 ELECTION NOTIFICATION**

Recommendation: Receive notification of Cluster 2 and 3 elections to be held on June 26, 2020.

Christina Lopez, Board Secretary, presented this item.

Ms. Lopez notified Clusters 2 and 3 of the upcoming election scheduled to take place at the June 26, 2020 Annual Governing Board Meeting. Both clusters will elect an Executive Board Member and Executive Board Alternate.

The current Cluster 2 representatives are Gary Boyer, Executive Board Member (Glendora) and Albert Ambriz, Executive Board Alternate (Irwindale). The current Cluster 3 representatives are Richard Barakat, Executive Board Member (Bradbury) and Becky Shevlin, Executive Board Alternate (Monrovia).

Members elected to the board member seats will serve a term running from June 2020 through May 2023.

Clusters 2 and 3 election notification received.

11. **EXECUTIVE DIRECTOR COMMENT**

Comments by Mr. Doran J. Barnes, Executive Director, Foothill Transit.

Mr. Barnes reported the following:

- Thanked the Governing Board Members for participating in today's teleconference meeting. Staff anticipates meetings will be held via Zoom until there is a vaccine for COVID-19.
- At the Annual Meeting the Governing Board will be asked to adopt a three-month budget and cluster elections will take place.



12. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Governing Board.

- Chair Sternquist congratulated Doran Barnes and his family on the birth of his granddaughter.
- Member Lin asked if Foothill Transit is doing something to ensure the fiscal situation is intact. Mr. Barnes reported that there is a lag in sales tax collection, and monies getting to Foothill Transit will have no impact at this point and the CARES Act will provide \$33 million which will help maintain operations.
- Chair Sternquist thanked Doran Barnes and staff for meeting the challenges of COVID-19, and thanked the Governing Board Member for participating in today's meeting.

13. **ADJOURNMENT**

Adjournment for the May 29, 2020 Foothill Transit Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned at 9:10 a.m. in the memory of Member Jimmy Lin's mother Mrs. Ye O. Lin.



June 26, 2020

To: Governing Board

Subject: **Proposed Fiscal Year 2021 First Quarter Budget**

Recommendation

As recommended by the Executive Board, approve Foothill Transit's proposed first quarter budget for Fiscal Year 2021.

Analysis

Historically, the annual budget for the upcoming fiscal year is presented to the Executive Board for consideration in April and to the Governing Board for adoption in May of the current fiscal year. Although the first draft of the FY2021 budget has been completed, it is obvious that there are many unknowns related to service operation, ridership, fare collection, and sales tax revenues for the next fiscal year due to the ongoing COVID-19 pandemic. While we continue to gather data on these important budget factors, we have proposed that the Governing Board adopt the FY2021 fiscal year budget in two parts:

1. Present a financial budget for July, August, and September to the Executive Board for consideration in May and to the Governing Board for adoption in June; and
2. Present the full budget and Business Plan to the Executive Board for consideration in July and to the Governing Board for adoption in August.

Splitting the budget adoption in two parts will allow us to bring a more informed FY2021 budget and Business Plan to the Board for adoption later this summer.

The First Quarter Fiscal Year 2021 budget is provided in Attachment A. The budget includes both operating and capital expenses and revenues to fund those expenses for the months of July, August, and September. Important assumptions include the following:

- All commuter express service has been reinstated to full operation
- The Capital Program will continue as scheduled
- In order to best protect coach operators with social distancing from riders, fare collection will not be enforced, resulting in no fare revenues



- Sales tax revenues from LA Metro will continue at their current level through September 2020 as confirmed by LA Metro
- Federal CARES Act funds will be available to cover any revenue shortfalls and extraordinary COVID-19 expenses.

Capital Program

The Foothill Transit Financial Stability Policy adopted by the Board in 2016 requires the capital program budget be integrated into the annual budget process. The capital budget includes all capital program activities associated with bus acquisition, bus capital improvements, facility construction, and other capital improvements such as information technology improvements. The Board approves a capital project as part of the annual budget adoption; it authorizes the schedule and total expenditures over the life of the project.

There are two new capital projects that should move forward during the first quarter of FY2021. Those projects and their requested life-of-project (LOP) budgets are the following:

Project# 212 Hydrogen Fuel Cell Bus Replacement and Fueling Infrastructure
LOP budget \$33,000,000

This project is for the replacement of 20 CNG buses and construction of the fueling infrastructure to fuel the buses. The project has received a grant that must be authorized by the California Transportation Commission in October 2020.

Project # 226 IT COVID-19 Capital Investment FY2021 LOP budget \$250,000

This project will be used in the first quarter of FY2021 to fund equipment required to respond to working conditions that have been adjusted in response to the COVID-19 pandemic. This includes computers, ancillary equipment, and safety equipment, such as body temperature scanners.

The Executive Board considered the budget for July 2020 through September 2020 at their meeting on May 29, 2020 and recommend its approval.



Financial Impact

Foothill Transit's proposed first quarter FY2021 budget is balanced between revenues and expenses with an estimated \$27,105,040 million operating budget and a \$21,729,909 million capital budget, for a total first quarter budget of \$48,834,949 million.

Sincerely,

Michelle Lopes Caldwell
Director of Finance and Treasurer

Doran J. Barnes
Executive Director

Attachment

Revenue Summary
For the Quarter Ending September 30, 2020

Revenue Summary	FY2020 Adopted Budget	FY2021 Proposed Budget
Operating and Other Revenues		
Fare Revenue	\$ 4,232,250	\$ -
Operating Subsidies	21,936,850	27,016,290
Property Management Revenue	88,750	88,750
Special Service Revenue	150,000	-
Total Operating and Other Revenues	\$ 26,407,850	\$ 27,105,040
Capital Revenues		
Total Capital Revenues	\$ 19,186,465	\$ 21,729,909
Total Budget Revenues	\$ 45,594,315	\$ 48,834,949

Expenditure Summary
For the Quarter Ending September 30, 2020

Expenditure Summary	FY2020 Adopted Budget	FY2021 Proposed Budget
Operating and Other Expenses		
Transit Operating Expenses	\$ 26,169,100	\$ 27,016,290
Non-Operating Expenses	238,750	88,750
Total Operating and Other Expenses	\$ 26,407,850	\$ 27,105,040
Capital Expenditures		
New Capital Programs	\$ 1,752,000	\$ 2,050,000
Existing Capital Programs	17,434,465	19,679,909
Total Capital	\$ 19,186,465	\$ 21,729,909
Total Budgeted Expenditures	\$ 45,594,315	\$ 48,834,949

Budgeted Operating Expenses
For the Quarter Ending September 30, 2020

Transit Operating Expenses by Department	FY2020 Adopted Budget	FY2021 Proposed Budget
Customer Service and Operations	\$ 22,108,750	\$ 23,146,410
Maintenance and Vehicle Technology	204,910	224,510
Marketing and Communications	559,670	538,410
Information Technology	616,200	507,700
Administration	830,600	550,900
Procurement	223,510	219,050
Government Relations	-	239,930
Finance	510,290	488,730
Planning	505,340	468,490
Facilities	609,830	632,160
Total Transit Operating Expenses	\$ 26,169,100	\$ 27,016,290
Non-Transit Operating Expense		
Property Management	\$ 88,750	\$ 88,750
Special Services	150,000	-
Total Non-Transit Operating Expense	\$ 238,750	\$ 88,750
Total Operating Expense	\$ 26,407,850	\$ 27,105,040

Budgeted Capital Expenditures
For the Quarter Ending September 30, 2020

Summary By Program	FY2020 Adopted Budget	FY2021 Proposed Budget
New Capital Programs		
Buses/Fleet Maintenance	\$ 319,500	\$ 1,800,000
Facilities Construction/Maintenance	1,132,500	-
Information Technology	300,000	250,000
Total New Capital Programs	\$ 1,752,000	\$ 2,050,000
Existing Capital Programs		
Buses/Fleet Maintenance	\$ 7,322,500	\$ 13,274,500
Facilities Construction/Maintenance	8,192,003	4,182,246
Information Technology	1,919,963	2,223,163
Total Existing Capital Programs	\$ 17,434,465	\$ 19,679,909
Total Capital	\$ 19,186,465	\$ 21,729,909



June 26, 2020

To: Governing Board

Subject: **Transportation Fund Exchanges**

Recommendation

Receive and file this report discussing the ability of cities to exchange Proposition A Transportation Local Return funds for Foothill Transit general use funds.

Analysis

Each city in LA County receives Transportation Local Return funds for the four ½ cent sales taxes, Proposition A, Proposition C, Measure R and Measure M. The funding goes directly to the cities and may only be used for transportation uses, such as transit delivery, bus stop improvements, traffic improvements, and road repairs, for example.

Occasionally, a city may find they have a surplus of transportation funding with no planned projects. The legislation for the Proposition A Transportation Local Return funds allows for the cities to exchange the Proposition A funds with another entity (such as Foothill Transit). Foothill Transit will provide the city with General Use funds at a discounted rate which the city may then use for any city council approved use.

Foothill Transit has completed recent exchanges with Temple City, the City of San Gabriel, and West Covina. The city coordinates the fund exchange with LA Metro following the established guidelines. The exchange takes place a) within 30 days of execution of the assignment agreement, and b) with the approval of the exchange by Los Angeles County Metropolitan Transportation Authority (LACMTA).

Budget Impact

Foothill Transit benefits from these exchanges by receiving \$1.00 for every \$0.75 exchanged. The participating cities benefit from the exchanges by receiving funds that provide more flexibility to meet the city's expenditure needs. Foothill Transit then programs the funds into eligible transit operating and capital expenses.

Sincerely,

Michelle Lopes Caldwell
Director of Finance and Treasurer

Doran J. Barnes
Executive Director



June 26, 2020

To: Governing Board

Subject: **COVID-19 Transit Operations Update**

Recommendation

Receive and file an update on Foothill Transit operations during the COVID-19 pandemic and Los Angeles County Safer-At-Home order.

Analysis

The Governing Board was provided an update on Foothill Transit Operations in response to the COVID-19 pandemic at the May 29, 2020 meeting. The update detailed events from March 4, 2020, when Governor Gavin Newsom proclaimed a State of Emergency to the actions that have been taken at the local and national levels to control the spread of the pandemic up to the time of the report. This report will provide the most recent actions that have been taken.

In light of the health emergency and the “Safer-At-Home” Executive Order, which resulted in school and non-essential workplace closures, we suspended operation of all Express Services, Line 690 (linking the Azusa Gold Line station to cities to the east during peak hours only), and Lines 851, 853, and 854 that primarily serve middle and high schools. This had reduced service by approximately 20 percent. We continued to operate other Local and Silver Streak service in an effort to provide critical lifeline transit services while encouraging social distancing onboard the transit coaches.

On June 8, 2020 Express Service was restored, bringing on-street service to 99 percent of pre-COVID-19 pandemic levels. Service on Lines 851, 853, and 854 remains suspended.

Ridership and Service Levels:

Ridership on the Express Service during the second week since that service resumed has averaged 470 customers per day. This represents approximately 13 percent of the ridership on these lines prior to the pandemic. Ridership on Local lines are now around 55 percent of the ridership levels in the weeks and months prior to the Safer-At-Home Executive Order for the past two months. Overall weekday ridership on all lines has slowly risen to roughly half of pre-COVID-19 levels.



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COVID-19 Transit Operations Update
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Ridership levels and our current service levels are helping to ensure opportunities for proper social distancing for those needing to use the service for essential trips.

Staff representing all functional areas of the Foothill Transit administrative team have participated in daily teleconference with operations and maintenance contract staff and customer service contract staff. Much of the discussion these past few weeks has focused on the reimplementation of the Express Service and the reopening of the Puente Hills Mall Transit Store. This past week, in-field observations have focused on ridership loads on the Express trips. Additionally, planning for detours and for service impacts related to the demonstration in downtown Los Angeles and the surrounding communities has been a focus.

In general, these meetings allow the teams to share updates on staffing levels, discuss any operational challenges, chart safety initiatives, and determine strategies to adjust to new ridership patterns. The ongoing communication also ensures consistency across the organization as we respond to operational challenges such as mask distribution to customers, any customer comments received related to target loads, and projects that are underway in response to COVID-19. It also supports efforts toward providing the most up-to-date information as we communicate with customers and other stakeholders.

Onboard Social Distancing:

On Tuesday, May 26, operators began implementing the targeted customer loads based on the bus size in operation to provide for appropriate social and physical distancing. Our teams continue to monitor operator and customer feedback on this protocol and to determine if additional support or communication is needed. Enhanced monitoring of the impact of this protocol on the ADA community is also being conducted.

Facility Cleaning and Safety Protocols:

At our operations and maintenance facilities, Keolis and Transdev continue to implement their procedures related to proper social distancing for the members of their staff, the proper usage of personal protective equipment, and personal hygiene practices. The Foothill Transit administrative team works closely with each of the Facility, Operations, and Customer Service teams to monitor the inventory of equipment and supplies to ensure continued promotion of facility cleaning and safety protocols.



Fleet Cleaning Protocols:

Both operations and maintenance contractors continue their enhanced daily cleaning protocols for the bus fleet. Prior to any bus being placed into service each day, it is first thoroughly cleaned and disinfected using disinfecting products from the EPA's list of products approved for use against SARS-CoV-2, the cause of COVID-19. The service attendants responsible for daily cleaning of the buses have all been issued and are directed to consistently use appropriate PPE to ensure their health and safety.

Operator Barriers:

Progress continues on the procurement and installation of permanent operator safety and security barriers on those buses that do not currently have them. The vendor is working to accelerate the installation of these units quickly. Enforcement of fare collection has been suspended until these operator barriers are installed,

Customer Communication Activities:

The Marketing and Communications team has been at the forefront of keeping Foothill Transit customers and the community informed of service impacts, agency initiatives, and health advisories. In addition to daily service advisories, communications campaigns focused on revised bus boarding practices, social distancing efforts, utilizing service for essential trips, face coverings, and overall health practices have been developed and are disseminated through a variety of communications methods. Vibrant, multi-lingual signage has been developed and placed on-board the buses, in operating facilities, Transit Stores, and in common areas. With the issuance of new office safety protocols by the public health officer, new signage is being placed in a variety of locations at the administrative offices in West Covina, directing visitors, tenants, and Foothill Transit team members to wear masks and maintain physical distancing at all times. Foothill Transit messages related to COVID-19 activities and prevention are issued on social media platforms daily. The core digital repository of all Foothill Transit pandemic response information resides at foothilltransit.org/covid. From there, one can navigate to the agency's infection tracking database, sharable graphics for download, and pandemic related service alerts.



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Transit Store Operations:

Prior to June 8, 2020, all four Foothill Transit Stores were closed to in-person visits while Customer Service Representatives continued to respond to customer calls for service information, routing, and TAP payment information through the decentralized call center. On June 8, following the installation of sneeze guards and signage regarding face coverings and social distancing and other requirements imposed by the State and mall management, the Puente Hills Mall Transit Store reopened to in-person customer visits. We expect the El Monte Station Transit Store to open on July 6. We are still evaluating the most appropriate dates to open the West Covina and Pomona Transit Stores.

Sincerely,

LaShawn King Gillespie
Director of Customer Service and Operations

Felicia Friesema
Director of Marketing and Communications

Doran J. Barnes
Executive Director