



Foothill Transit

Executive Board Meeting AGENDA

SPECIAL EXECUTIVE BOARD MEETING

9:00 AM, MAY 8, 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 EXECUTIVE 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/81035222622>. ALTERNATIVELY, TO PARTICIPATE VIA PHONE, DIAL (669) 900-6833 AND ENTER MEETING ID 810-3522-2622.

1. CALL TO ORDER
2. ROLL CALL: MEMBERS BARAKAT, BOYER, CALAYCAY, MOSS, STERNQUIST
3. APPROVAL OF AGENDA
4. PUBLIC COMMENT

IF PARTICIPATING VIA ZOOM, CLICK ON "RAISE YOUR 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 MAY 7, 2020.

4.1. Executive Director Response to 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 two minutes in length. Action may be taken on any item identified on the agenda. Persons wishing to comment should submit a "Request to Speak" form to the Secretary. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting by calling (626) 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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5. OPTIONS FOR SERVICE DELIVERY POLICIES DURING PHASES 2 AND 3 OF THE COVID-19 HEALTH CRISIS

Recommended Action: Provide direction to staff regarding possible service delivery policies during the Phases 2 and 3 of the COVID-19 health crisis.

6. EXECUTIVE DIRECTOR COMMENT

7. BOARD MEMBER COMMENT

8. ADJOURNMENT

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 pagsasalin, 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 លេខបន្ត 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



May 8, 2020

To: Executive Board

Subject: **Options for Service Delivery Policies during Phases 2 and 3 of the COVID-19 Health Crisis**

Recommendation

Provide direction to staff regarding possible service delivery policies during the Phases 2 and 3 of the COVID-19 health crisis.

Analysis

Since March 23, 2020, service has been suspended on all Foothill Transit Express services, Line 690 (linking the Azusa Gold Line station to cities to the east during peak hours only), and two Local lines that primarily serve middle and high schools. Other Local service has been provided at normal weekday and weekend levels to facilitate social distancing for those customers who rely on our service for essential travel.

To best provide opportunities for physical distancing, customers are directed to board and disembark through the rear doors (this excludes customers who need to have the front door ramp deployed in order to board and alight from the bus). Fare collection has been suspended so that customers do not have to congregate at the front of the coach near the coach operator.

Once customers board, there are signs throughout the bus directing them to seat themselves so as to allow proper physical distancing between themselves and other customers, and between themselves and the coach operator.

On those coaches that are not yet equipped with operator barriers, a clear plastic curtain is currently being installed across the aisle behind the operator compartment to help protect the coach operator from airborne particles or spray from customers. This is a temporary solution that is being put in place while permanent operator barriers are procured and installed on the older fleet which was not equipped with the barriers during the manufacturing process. In addition, signage at the doors and onboard the coaches remind customers to wear face coverings onboard at all times. Prior to installation of the plastic curtains, a yellow chain was installed across the aisle behind the coach operator to provide physical distancing between the coach operators and customers.



An additional impact of the crisis concerns adoption of the FY2020-2021 budget. Normally, the annual budget for the upcoming fiscal year is brought to the Board for adoption in April and May of the current fiscal year. Although the first draft of the FY2020-2021 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. While we continue to gather data on these important budget factors, we propose to adopt the FY2020-2021 fiscal year budget in two parts:

1. Present a 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 to the Executive Board for consideration in July and to the Governing Board for adoption in August.

This will allow us to bring a more informed FY2020-2021 budget to the Board for adoption.

A number of other service related factors are impacted by California's Stay at Home Order, and more specifically by the four phases of the Order. Those phases are:

Phase 1 - Essential businesses

Phase 2 - Lower risk workplaces, including:

- Non-essential manufacturing (toys, furniture, clothing, etc.)
- Schools
- Childcare facilities
- Retail businesses for curbside pick-up
- Offices where working remotely isn't possible, but that can be modified to make the environment safer for employees
- Seated dining not included

Phase 3 - Higher-risk businesses, including:

- Nail and hair salons
- Gyms
- Movie theaters
- Sports without live audiences
- In-person religious services



Phase 4 - End of Stay at Home order

- Only with the existence of treatments or a vaccine

Phase 2 of California’s Stay at Home Order could begin as early as May 8, 2020, and the Safer at Home Order issued by the County of Los Angeles is currently set to expire on May 15, 2020. Policies and procedures will need to be put in place to help ensure the continued safety of our customers and coach operators as customers are likely to return to using the service over time. Some of these issue areas are discussed below.

Modified Maximum Passenger Loads:

Our 40-foot coaches are equipped with seating for between 35 and 40 customers, depending on the bus manufacturer and seating configuration. The 60-foot articulated coaches seat 55 customers, and our 35-foot bus fleet seats 29 customers. Facilitating social distancing onboard will necessitate establishing passenger load limits significantly lower than the number of seats available on each bus.

Prior to the COVID-19 pandemic, we targeted a load factor (ratio of passengers to seats) of 1 on service that operates at freeway speeds, and a load factor of 1.25 on service that operates at slower speeds. Once the Stay at Home Order transitions to the next phase and customers begin returning to transit service, it will be necessary to establish, publicize, and to either target or strictly adhere to lower passenger load limits on our coaches to provide for appropriate social distancing onboard.

Transit agencies across the nation have begun targeting lower onboard passenger limits, as shown below.

Agency	Maximum Load	
	40-foot Coach	60-foot Coach
OmniTrans	20	25
Long Beach Transit	15	23
OCTA	15	20
Rochester N.Y.	15	20
Lane Transit (Oregon)	15	22
L.A. Metro	15	30
RIPTA (Rhode Island)	15	N/A



As these agencies have done, it may be beneficial for Foothill Transit to designate a passenger limit for the 60-foot articulated coaches assigned to Silver Streak service; a second limit for the 35-foot battery-electric coaches assigned to Line 291 (service between La Verne and Pomona) and Lines 860 and 861 (service in Duarte); and a third limit for all other buses and routes.

Policies for Enforcing Passenger Load Limits:

Once the limits above are determined, policies and procedures will be needed to guide coach operator actions in each of the situations below:

- A coach approaching a stop is already at its designated load
- A coach is actively boarding customers and there are more customers wishing to board than the designated passenger load

For a “full” bus approaching a bus stop, possible options are for the coach operator to:

- Stop to inform waiting customers; or
- Continue along the route without stopping

For a bus below its passenger capacity as it approaches a bus stop with customers waiting to board, possible options are for the coach operator to:

- Attempt to stop waiting customers from boarding when the passenger capacity is reached; or
- Allow all waiting customers to board

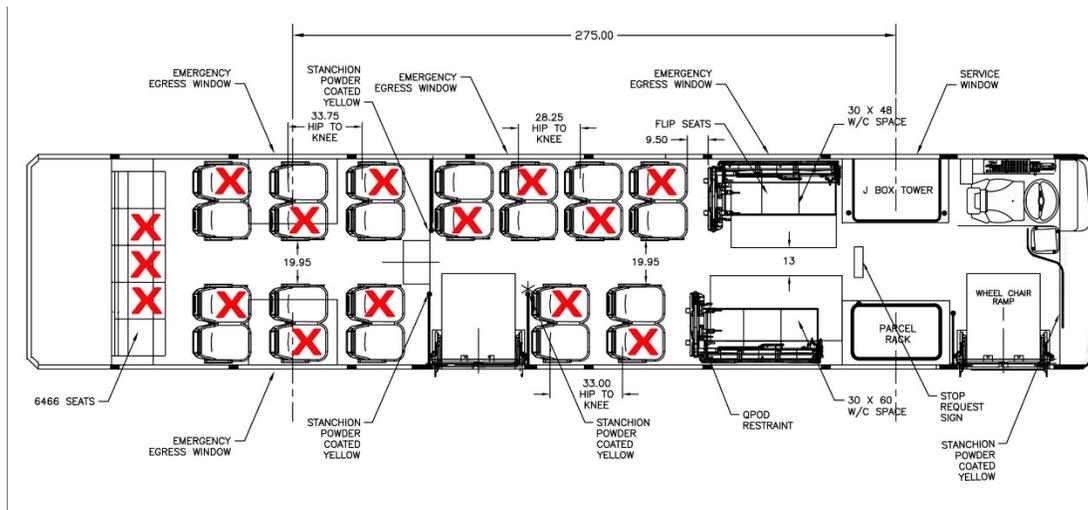
The customer impact and the response of customers to coach operators in each of these situations will be dependent on the route frequency and on whether the trip in question is the last trip of the day.

Another consideration is whether to reserve the aisle-facing seats at the front of the bus for those customers who are elderly or who have a disability, or to allow some of those seats to be occupied on a first-come, first-served basis. If those seats are occupied at the time that an ADA customer wishes to board, there is onboard signage informing customers that the seats should be made available to an elderly customer or a customer with a disability. However, that could result in the designated passenger load being exceeded and physical distancing being compromised.



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The diagram below, used for the purpose of illustration only, shows a possible seating configuration of a 40-foot coach to facilitate some level of onboard social distancing if a predetermined minimum distance between customers is the goal. Seats not available for customer use would be marked with onboard signage.



While our Express service was suspended, our transit operation contractors, Keolis and Transdev were able to station standby coaches and operators at strategic locations throughout the service area to respond to reported heavy loads by inserting a standby coach into service to mitigate customer loads that do not provide social distancing opportunities. Once Express service resumes, standby coaches will be available on a very limited basis because preventive maintenance activities, typically done on coaches not in revenue service, will make those coaches unavailable to provide standby service.

Approach to Resumption of Express Service:

Plans to reinstate service on the lines that are currently suspended will need to account for the current closure of the Department of Motor Vehicles (DMV). The Workforce Continuity agreement that has been put in place has allowed for the large majority of our contractors’ coach operators to be kept employed and immediately available to return to front line service. However, there are a number of new coach operators who have been recruited and trained by our contractors to replace coach operators who have either retired, are out for COVID-19 related issues, or have been terminated for cause. These new contractor employees cannot be tested and issued the required endorsements on their licenses until the DMV reopens. That reopening is



currently scheduled for the end of June. As such, while most of the currently suspended service will be able to be immediately staffed by the contractors, complete restoration of all service may not be feasible until the DMV reopens and contractor staff who have been trained are able to be tested.

Special Services:

In addition to our regular transit service, Foothill Transit also provides charter service each year to numerous events at the Rose Bowl and Hollywood Bowl, and shuttle service for participants in the L.A. Marathon. We are also frequently asked to provide Bus Bridge service for Metrolink customers when Metrolink experiences a service disruption. Buses are typically loaded to their seating and standing capacity for these services. If lower passenger limits are established for regular transit service, those limits should likely be applied to any charter service provided as well. This will likely involve amending the existing multi-year agreement with the Rose Bowl Operating Company (RBOC) if they exercise the available two-year option on that agreement.

The County of Los Angeles recently released an Invitation for Bids (IFB) for Park & Ride bus service to and from the Hollywood Bowl for regular season events. In 2019 and 2020, Foothill Transit provided this service originating at Pete Schabarum Park in Rowland Heights because no private charter operators were willing or able to provide the service. We anticipate receiving a request from staff at L.A. County to provide that service if no private charter providers again respond to their IFB for service to and from that location. If that occurs, any passenger limits designated by the Board will be incorporated into any agreement negotiated with the County.

Fares and Fare Collection:

In order to resume enforcement of fare collection, Bus Mobile Validators (BMVs) are being procured. These units will be installed on the rear doors of the 35-foot and 40-foot bus fleet, and on the middle and rear doors of the 60-foot articulated bus fleet. The BMVs will allow those customers boarding with a TAP card to do so without having to interface with the farebox at the front of the bus. Customers with stored value, a Day Pass, a Class Pass, or a 31-Day Pass will be able to pay their fares at the middle and rear doors.

Permanent driver barriers are also being installed to provide an additional level of protection between the coach operator and riders. It is expected that it will take approximately six months for the design and installation of these barriers. It is also expected to take up to six months to install the BVMs. One



key issue to discuss is when fare collection will resume and how fare collection will occur without BMVs or driver barriers.

A second issue is that as enforcement of fare collection resumes, a further incentive for customers to use TAP fare media will encourage those customers who routinely pay with cash at the farebox to migrate to using a TAP card, minimizing the number of customers who board at the front door adjacent to the coach operator, and speeding up the boarding process.

Currently, customers with stored value loaded on their TAP cards obtain a \$0.25 discount from the regular cash fare on Local and Silver Streak service. When this discount was introduced in 2017, onboard cash payment went from 51 percent of total fare revenue to 48 percent, and TAP stored value payment increased from 19 percent to 21 percent in 12 months. If a pilot program were to be implemented that further deepens the discount on TAP stored value cash fares from \$0.25 to \$0.50, it would likely result in a more pervasive adoption of TAP fare media systemwide. Our transit service would experience two significant benefits from this increased TAP fare media adoption. Boarding times on all our routes would be improved, and social distancing on our buses would be enhanced. If this holds true, the Board could consider making the \$0.50 discount permanent.

Staff is seeking policy direction on this wide range of topics related to service delivery during Phase 2 of the COVID-19 crisis.

Sincerely,

Kevin Parks McDonald
Deputy Executive Director

Doran J. Barnes
Executive Director