

Foothill Transit

GOVERNING BOARD MEETING

West Covina, CA
Friday, March 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

GOVERNING BOARD MEETING - TELECONFERENCE

7:45 AM, MARCH 26, 2021

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/86779267061>. ALTERNATIVELY, TO PARTICIPATE VIA PHONE, DIAL (669) 900-6833 AND ENTER MEETING ID: 867-7926-7061.

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL
4. CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER
5. CAL POLY POMONA PARTNERSHIP
6. APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF JANUARY 29, 2021
7. INTRODUCTION OF FOOTHILL TRANSIT BUSINESS PARTNERS

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

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



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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. Presentations shall not exceed two minutes in length. The Board will take public comment under this agenda item for a maximum of 30 minutes. Public Comment will resume later in the meeting if there are members of the public who did not get an opportunity to speak because of the 30-minute limit.

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

IF PARTICIPATING VIA ZOOM, CLICK ON “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 MARCH 25, 2021.

8.1. Chief Executive Officer Response to Public Comment

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

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

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

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

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

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

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

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

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

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

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

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

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



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9. LA METRO FARELESS SYSTEM INITIATIVE

Recommended Action: Receive and file the update on the LA Metro Fareless System Initiative.

10. COVID-19 TRANSIT OPERATIONS UPDATE

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. COVID-19 VACCINATION UPDATE

Recommended Action: Receive and file the COVID-19 Vaccination Update.

12. ZERO EMISSIONS BUS PROGRAM UPDATE

Recommended Action: Receive and file the Zero Emissions Bus Program Update.

13. CONTINUED PUBLIC COMMENT

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

14. CHIEF EXECUTIVE OFFICER DIRECTOR COMMENT

15. GOVERNING BOARD MEMBER COMMENT

16. ADJOURNMENT

**The next meeting of the Governing Board
is scheduled for
Friday, April 30, 2021 at 7:45 a.m.**



Foothill Transit

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

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

**Friday, January 29, 2021
7:45 a.m.**

1. CALL TO ORDER

The meeting was called to order by Chair Sternquist at 7:45 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 Rick Crosby, Member Victor Preciado, Member Emmett Badar, Member Linda Freedman, Member Edward Alvarez, Member Daniel Damien, Member Jorge Marquez, Member Gary Boyer, Member Albert Ambriz, Member Dario Castellanos, Member Roger Chandler, Member Richard Barakat, Member Tzeitel Paras-Caracci, Member Becky Shevlin, Member Felicia Williams, Member Fernando Vizcarra, Member Steve Tye, Member Jessica Ancona, Member Cory Moss, Member Hector Delgado, Member Sam Pedroza, Member Jimmy Lin, Member Cynthia Sternquist

Absent: Member Valerie Munoz

4. APPROVAL OF AGENDA

Motion by Member Marquez, second by Member Ancona, the agenda was unanimously approved as presented.



5. REMARKS BY METRO BOARD MEMBER NOMINEE TIM SANDOVAL

Chair Sternquist introduced newly elected Metro Board Member Tim Sandoval. Mr. Sandoval stated that he looks forward to representing the San Gabriel Valley on the Metro board. He shared his transit experience and also stated that some of the areas he plans to focus on are the environment and project cost overruns. He stated that the Metro board met yesterday and the board approved requiring riders wear face masks and the board approved an increase in bus service. He thanked the Governing Board and stated that he looked forward to working on their behalf.

6. INTRODUCTION OF NEW CHIEF OF SAFETY AND SECURITY

Doran Barnes, Chief Executive Officer, announced that John Curley has accepted the position of Chief of Safety and Security. Mr. Curley is currently still the Chief of Police for the City of Covina. He has over 30 years of law enforcement experience and he is also committed to community involvement. Mr. Curley stated that looks forward to becoming a member of the Foothill Transit team.

7. REVIEW & APPROVAL OF THE MINUTES

Approval of the minutes for the Governing Board Meeting of December 18, 2020.

Motion by Member Moss, second by Member Shevlin, the minutes for the Regular Meeting of December 18, 2020 were approved. Motion carried 20-0. Members Damian, Freedman, Preciado, and Williams abstained.

8. INTRODUCTION OF Foothill TRANSIT BUSINESS PARTNERS

Doran Barnes, Chief Executive Officer, announced the passing of Bill Jackson, Transdev General Manager, for the Foothill Transit Arcadia/Irwindale Operations and Maintenance Facility. Mr. Barnes stated that Mr. Jackson was a people person and it showed in his work. A slide show featuring Mr. Jackson was played.

Ibrahima Toure, Transdev Vice President Southwest Region, stated that Mr. Jackson was genuinely loved and appreciated by the Foothill Transit and Transdev family. Mr. Toure thanked Mr. Barnes and the Foothill Transit team for their support. Denise Murphy, Assistant General Manager, stated that Mr. Jackson was a mentor and he was committed to the development of his team and it can be seen throughout the Arcadia/Irwindale facility. Member

Barakat stated that Mr. Jackson did way more than people realized, Mr. Jackson hired several special education students and gave them the opportunity to enter the workforce, and made a positive impact in the lives of those students.

9. PUBLIC COMMENT

Lupe Carranza, ATU, stated that Mr. Jackson will be missed. He stated that that he hopes that the new Chief of Safety and Security John Curley will work with them on major areas, such as abuse of drivers, passengers refusing to wear masks, and potential reinstatement of rear-door boarding.

Lorence Bradford, ATU, stated that the loss of Mr. Jackson has been difficult. Mr. Bradford stated that they look forward to the opportunity to work with Mr. John Curley. He also announced that since the implementation of front door boarding that there has been a spike in positive COVID-19 cases.

Chris Constantin, San Dimas City Manager, announced that he is the new City Manager for the City of San Dimas. He wanted to take the opportunity to introduce himself and thanked Mr. Barnes for the warm welcome.

9.1. Chief Executive Officer Response to Public Comment

In response to Public Comment Mr. Barnes stated that there would be a presentation on the driver barriers at the meeting. He congratulated Lorence Bradford on being elected President of the ATU, and he thanked Chris Constantin for attending the meeting.

10. DOUBLE DECK ELECTRIC BUS UPDATE

Recommendation: Receive and file the update on the double deck electric bus project.

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

Mr. Cordero presented an update on the double deck electric bus project. He reported that the two electric double deck buses had been delivered. He stated that no other agency in the country utilizes this technology. The Foothill Transit Maintenance and Vehicle Technology team will be performing road testing and acceptance testing. Full service deployment is expected in mid-February.

Mr. Cordero responded to questions from Member Barakat, Member Lin, and Member Preciado. There was no public comment on this item.

The presentation was received and filed.

11. **DRIVER BARRIER UPDATE**

Recommendation: Receive and file the Driver Barrier Update.

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

Mr. Cordero reported that Foothill Transit began to install driver barriers with the buses that were procured in 2016. At that time the buses were outfitted with ArowGuard driver barriers. With the urgency to outfit the entire fleet with driver barriers to protect operators from COVID-19 and assaults, Foothill Transit purchased the Vapor VShield barriers, since ArowGuard was unable to provide a quote. As of October 2020, 180 coaches have been retrofitted with the VShield barrier. The only buses not outfitted with barriers are the 32 Proterra battery electric buses. Installing the barriers on the Proterra buses has proven to be infeasible due to an inability to properly secure the heavy barriers, staff continues to work on a solution.

Mr. Cordero and Mr. Barnes responded to questions and comments from Member Barakat, Member Preciado, Vice Chair Calaycay, Member Delgado, Member Chandler, and Member Lin. Under Public Comment, Lupe Carranza, Andre Walker, Lorrence Bradford, Jesus Medina, and Deborah McCullah commented on the need for clear signage on buses regarding passenger etiquette, input by drivers on design of equipment purchased for buses, and hazard pay.

The presentation was received and filed

12. **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 Operations and Customer Service and Felicia Friesema, Director of Marketing and Communications, presented this item.



Ms. Gillespie provided an operational update on the initiatives taken on in response to COVID-19. She reported on service suspensions due to COVID-19 related issues at both facilities in late November and early December and the implementation of revised bus schedules. Service levels are 94 percent of pre-COVID-19, average daily ridership is 54 percent of pre-COVID-19, and express service ridership is 22 percent of pre-COVID-19. She also reported on enhanced facility and fleet cleaning and safety protocols and reported on the openings of the El Monte Station, Puente Hills Mall, and West Covina Transit Stores. The Pomona Transit Store is the only store that has not reopened. Staff continues to work with staff from the City of Pomona to establish safety protocols to open the store.

Ms. Friesema reiterated the comments of Mr. Barnes, that on-board and online communications have been entirely focused on pandemic safety and has been reworked and refreshed to keep the message fresh. The COVID-19 related issues at the facilities, required a rapid turn-around on service adjustments and communications to Foothill Transit customers. The goal was to be transparent about the reasons for the adjustments and to provide reassurance to Foothill Transit's customers. Signage with updated schedule information was posted at all affected bus stops as soon as the schedules were finalized. Ms. Friesema also reported that Foothill Transit has a dedicated public web page that tracks agency COVID-19 cases.

There were no comments or questions on this presentation by members of the Governing Board. Under Public Comment, Lupe Carranza expressed concern in regards to front door boarding and Santiago Gomez suggested the use of the headsign and ADA announcer to enforce the wearing of masks by customers.

The presentation was received and filed.

13. **FISCAL YEAR 2021 BUSINESS PLAN INITIATIVES UPDATE**

Recommended Action: Receive and file an update on Foothill Transit's FY2021 Business Plan Initiatives.

Doran Barnes, Chief Executive Officer suggested that at the Chair's discretion that the next two agenda items could be deferred to a future meeting or received without presentation. Chair Sternquist requested that a brief presentation be made on the Fiscal Year 2021 initiatives.

Kevin Parks McDonald, Deputy Chief Executive Officer, presented this item.



Mr. McDonald reported that each year the Governing Board adopts key initiatives with the adoption of the agency's annual Business Plan. Mr. McDonald provided updates on the following key projects: Mt. SAC Transit Center, Comprehensive Operational Analysis (COA), ExpressLanes Operations, Zero Emissions Fleet, Hydrogen Fuel Cell Bus Procurement, Fare Technology, Mobility as a Service (MaaS), and Website Redesign.

There were no comments or questions by members of the Governing Board. There was no Public Comment on this presentation.

The presentation was received and filed.

14. **FOOTHILL TRANSIT'S MEMBERSHIP IN THE AMERICAN BUS BENCHMARKING GROUP (ABBG)**

Recommended Action: Receive and file a report on Foothill Transit's membership in the American Bus Benchmarking Group (ABBG).

The Governing Board received and file this agenda item without a presentation. Doran Barnes, Chief Executive Officer, recommended bringing back this item to a future meeting.

15. **CONTINUED PUBLIC COMMENT**

Public comment was not reopened as the Public Comment period was concluded earlier in the agenda (Item 9).

16. **CHIEF EXECUTIVE OFFICER COMMENT**

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

Mr. Barnes reported the following:

- Thanked the Governing Board for attending today's meeting and thanked them for their continued support.

17. **BOARD MEMBER COMMENT**

There were no comments by members of the Governing Board.

18. **ADJOURNMENT**



Adjournment for the January 29, 2021 Foothill Transit Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned in the memory of Bill Jackson at 9:47 a.m.



March 26, 2021

To: Governing Board

Subject: **LA Metro Fareless System Initiative**

Recommendation

Receive and file the update on the LA Metro Fareless System Initiative.

Analysis

At the December Governing Board meeting, we provided you with an update on this initiative. That report explained the purpose for the initiative and the steps to develop the plan. This report will provide you with the taskforce progress on the initiative and current plan for proceeding.

In May 2021, Metro CEO Phil Washington will present the Metro Board with a proposal to implement a phased pilot program for the fareless system initiative. The pilot program will begin in January 2022 and will provide fareless transit rides for all low income riders. The riders will need to register with LA Metro to receive a TAP card allowing them to ride. The next phase of the initiative will begin in August 2022 when all K-12 students will also be included.

The pilot program is estimated to cost approximately \$300 million and will be concluded in June 2023. LA Metro is planning to fund the pilot program using existing grant funds such as Congestion Mitigation and Air Quality Improvement (CMAQ) or Low Carbon Transit Operations Program (LCTOP), or through potential federal grant awards.

There is no plan at this time to provide funding for the other LA County regional operators to participate in the pilot program. The Metro Task Force Initiative Project Manager will present the pilot program to the Governing Board at the March board meeting. LA Metro Fareless Program Project Manager Doreen Morrissey will be making a presentation on this item.

Sincerely,

Michelle Lopes Caldwell
Director of Finance and Treasurer

Doran J. Barnes
Chief Executive Officer



March 26, 2021

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 has been provided with updates on Foothill Transit Operations in response to the COVID-19 pandemic at several meetings since Governor Gavin Newsom proclaimed a State of Emergency in March 2020. Each update provided an overview of the actions taken at Foothill Transit in response to the pandemic and the state and local orders to control the spread. This report will provide the most recent actions that have been taken.

On March 23, 2020, Express Services, and service on 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 was suspended in light of the health emergency and the “Safer-At-Home” Executive Order, which resulted in school and non-essential workplace closures. This reduced service levels 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 following the phased reopening guidelines provided by LA County, bringing on-street service to 99 percent of pre-COVID-19 pandemic levels. Service on Lines 851, 853, and 854 remained suspended. Additionally, the El Monte and Puente Hills Mall Transit Stores reopened to walk-in traffic.

Governor Newsom, Los Angeles Mayor Eric Garcetti, and L.A. County Supervisor Kathryn Barger all issued revised Health Orders on Monday, July 13 that require the closure of offices in non-critical sectors, as well as closure of places of worship, personal care services, and indoor malls in an effort to slow the increased spread of the virus since Phase 3 reopening. This order also resulted in the closure of the Foothill Transit Stores to walk-in traffic.



On March 15, 2021, LA County closure orders were modified to allow for some businesses to open to and provided some guidelines for the re-opening of schools.

Recent Service Suspensions

Beginning on January 11, all Commuter Express Lines (490, 493, 495, 498, 499, and 699) began running at reduced service levels to provide a more reliable level of service to Foothill Transit customers while both operations and maintenance contractors began experiencing higher numbers of call-offs by employees due to COVID-19. These new schedules resulted in approximately 20-minute trip frequencies on each route during the morning and evening commutes. Working with both operations and maintenance contractors, these modified schedules resulted in a 35% reduction in Express service. The service level adjustments, however, allowed for significant improvement in service reliability as it allowed for more standby operators to be available to provide coverage for trips that would otherwise have been missed due to operator call-offs that occurred that particular day. Ridership trends are monitored regularly to confirm appropriate amounts of service to allow for mobility and onboard physical distancing are available to customers.

Ridership and Service Levels:

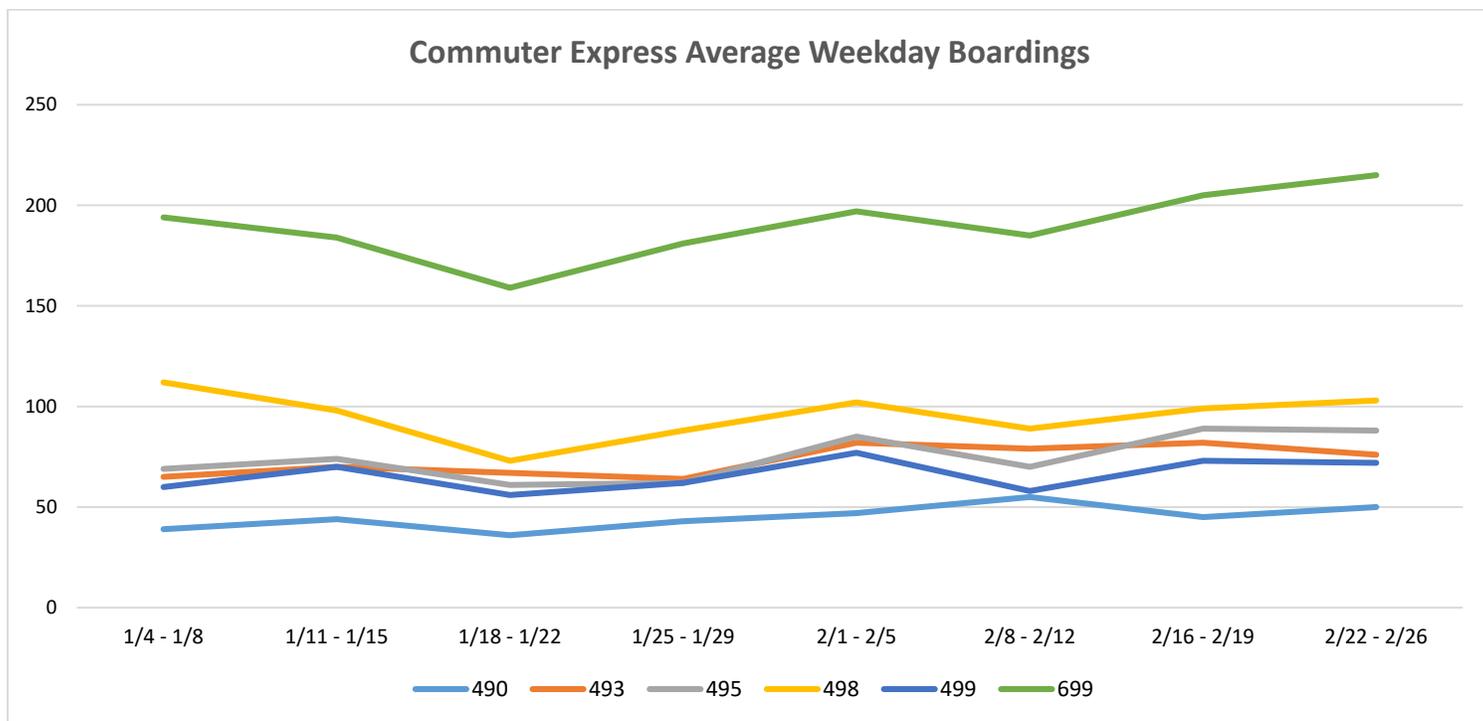
Average weekday ridership for the month of January was 15,566 which is approximately 40 percent of the ridership levels in the months prior to the Safer-At-Home Executive Order issued March 2020. During January, weekday ridership on Local Service was approximately 43 percent of those pre-COVID-19 levels.

In the month of February, a significant increase in ridership compared to the previous month was experienced. In February, average weekday ridership was 17,085 which is approximately 44 percent of the ridership levels in the months prior to the Safer-At-Home Executive Order. During February, weekday ridership on Local Service was approximately 47 percent of pre-COVID-19 levels.

During January, the Commuter Express Service ridership averaged approximately 508 passengers per day, which is 85 percent below the ridership levels on these lines prior to the pandemic. In February, the Commuter Express Service ridership increased with an average of approximately 580 passengers per day. These lines are evaluated weekly to monitor for appropriate service levels and opportunities for physical



distancing. Ridership trends by week from January through February on each of Foothill Transit’s six Commuter Express Lines can be seen on the chart below.



CDC Mask Order

On January 21, 2021 an Executive Order on Promoting COVID-19 Safety in Domestic and International Travel was issued. The order requires that masks be worn in compliance with Centers for Disease Control (CDC) guidelines on all forms of public transportation. Following this order, the Transportation Security Administration (TSA) developed specific requirements in consultation with the Department of Transportation and the CDC.

The TSA order which became effective on February 1, gives specific actions required under this security directive.

- “Owners/Operators must notify passengers with prominent and adequate notice of the mask requirements to facilitate awareness and compliance.”



- -The messaging must include that Federal law requires wearing a mask while on the conveyance and failure to comply may result in denial of boarding or removal.
- -The owners/operators must notify passengers that refusing to wear a mask is a violation of federal law and that passengers may be subject to penalties under federal law.

In addition to notifying passengers, the order states that owner/operators must require that individuals wear a mask in a public transportation, passenger railroad, or bus conveyance as well as while in public areas of transportation facilities.

The CDC Order provides further details for compliance. It details the responsibilities of the owner/operators of the conveyance to require masks for all persons when boarding, disembarking, and for the duration of travel by setting agency policy and requirements of passengers. It continues by outlining that the bus operator must make best efforts to ensure that this regulation is met by efforts which include:

- Boarding only those persons who wear masks;
- Instructing persons that Federal law requires wearing a mask on the conveyances and failure to comply constitutes a violation of Federal law;
- Monitoring persons onboard the conveyance for anyone who is not wearing a mask and seeking compliance from such persons;
- At the earliest opportunity, disembarking any person who refuses to comply; and
- Providing persons with prominent and adequate notice to facilitate awareness and compliance of the requirement to wear a mask.

While Foothill Transit has had a mask requirement for passengers and operations since April 2020 enhancements to the training and communication on the requirement has taken place in response to this directive. Coach operators have been trained to quote the mask requirement but not confront customers so as to avoid any action that could result in an altercation between and operator and the customer. In compliance with this directive, Keolis and Transdev have been training operators and customer service representatives on actions required when compliance is not achieved. This training includes many of the de-escalation training techniques as instructed by the National Transit Institute as well as reporting requirements placed by the TSA.



To further communicate the federal mandate to customers and support the operators, the onboard electronic signage has been updated to display the message “No Mask, No Ride.” Automatic voice announcements that play inside and outside the bus have been updated to state “mask required per federal law.” These announcements are played when the bus stops at a bus stop and every 10 minutes when the bus is in service.

The Marketing and Communications teams have been working on additional bus signage and communications strategies to support the mask mandate as highlighted later in this report.

COVID-19 Vaccine Operator Outreach

On Wednesday, March 10, the LA County Department of Health designated Public Transit Workers as Emergency Service Workers thus including them in the current eligibility to receive the Covid-19 Vaccines. Transdev and Keolis immediately began campaigns to communicate to their team members their eligibility and encouraged staff to make appointments to receive the vaccine. Flyers providing information about the vaccine clinic hosted by Foothill Transit, City of Covina, and Albertsons were distributed and posted throughout the facilities. Electronic messages were sent to operators through the electronic message system capabilities on board. Dispatchers provided information during check-in. Maintenance and administrative staff were notified via traditional and electronic messages. Several members of the management staff worked with team members to dissemination additional as well as providing technical support for registering for the clinic and providing proof of eligibility.

Western University has provided an opportunity for our contractors’ coach operators to be vaccinated at their campus in downtown Pomona. Information regarding the Western University clinic is being circulated and additional, similar efforts are being placed on providing this opportunity for public transit workers to receive their vaccination through this clinic and others available throughout the community.

Operator Barriers:

The installation of the operator barriers that were installed on the steel framed buses as one physical channel toward preventing the spread of COVID-19 was complete earlier this year. Initially those barriers could not be used on the electric buses. Recently, the barrier installers came up with a way to properly secure the barriers on the newer Proterra buses operated out of



the Arcadia/Irwindale operations and maintenance facility. The Maintenance and Vehicle Technology Team has been working with an independent fabricator along with Keolis maintenance team to develop a barrier appropriate for the early Proterra BE-35 buses at the Pomona operations and maintenance facility while also providing the protection for the operators and meeting state and local safety guidelines for operating vehicles.

Customer Communication Activities:

In addition to continuing to amplify messaging from the Los Angeles County Department of Public Health, the communications team continued to push mask messaging across via our website, social media, and on board platforms in accordance to the national mask mandate from the CDC. The new mask mandate specifically highlighted a requirement for masks on board buses.

Re-designed signs on the bus interior windows were developed to highlight the importance of the COVID-19 safety messages and to keep them fresh in the eyes of our customers. In addition, updated signs were developed for the exterior of the buses to highlight the importance of face masks when riding the bus. The artwork is also shared across our digital channels and we are using the “No mask. No ride.” copy on the LED signs on our buses to emphasize the message.

Sincerely,

LaShawn King Gillespie
Director of Customer Service and Operations

Felicia Friesema
Director of Marketing and Communications

Doran J. Barnes
Chief Executive Officer



March 26, 2021

To: Governing Board

Subject: **COVID-19 Vaccination Update**

Recommendation

Receive and file the COVID-19 Vaccination Update.

Analysis

Foothill Transit continues to play a vital role in the response to the pandemic by providing essential workers a safe and reliable source of transportation. Our partnership with member cities and key stakeholders allowed us to explore other opportunities to assist in this public health crisis, specifically with the ongoing and challenging vaccination efforts. The Los Angeles County Department of Public Health guidance is monitored daily by staff and most recently on March 10th it opened-up vaccination eligibility to transit workers. This report will provide updated information related to Item No. 11 on the Executive Board's agenda at the February 26, 2021 meeting.

Covina Transit Vaccination Site

On Saturday, March 13th, Foothill Transit partnered with Albertsons Pharmacy and the City of Covina to utilize Foothill Transit's Covina Transit Center facility as a vaccination site for the community. Planning for this event involved numerous meetings, site visits, media and customer messaging, and coordination between several agencies. Albertsons Pharmacy vaccination coordinators managed the appointment process and administered the Johnson & Johnson vaccine. City of Covina and Foothill Transit staff employees/volunteers assisted with logistics and safety issues during this collaborative effort. Additionally, we increased the frequency of service on Line 281 to the site to help ensure ease of access to the site for our customers. A thorough Event Action Plan was prepared, rehearsed, and implemented on the day of the event (Attachment A), and a joint press release with the City of Covina was issued ahead of the March 13 event (Attachment B). At the conclusion of this vaccination effort, approximately 1,300 vaccinations were given to members of the community, making it a truly successful effort in serving our community. Plans are currently in place for two additional vaccination days at the site on March 27th and April 17th.



Social Media and Marketing

Throughout the pandemic, the Foothill Transit marketing team has played a pivotal role in using digital platforms to provide customers with information on various vaccination sites throughout the Pomona and San Gabriel valleys. A website was created to host this information and content was shared across our social media channels to inform our customers.

The team also developed a collaborative effort with City of Covina to inform the community about the Covina Vaccination Site on March 13th. Information was shared across Foothill Transit's social media platforms, with our community partners (senior centers, education partners, etc.), e-mail communication to Line 281 customers, and across City of Covina channels including their social media platforms and their community messaging platform.

Cal Poly Pomona/Cal State LA/Western University

Foothill staff engaged the leadership for both the Cal Poly Pomona and Cal State LA vaccination sites to ensure available access for each location. Kaiser Permanente (Baldwin Park) is the provider for Cal Poly while FEMA is for Cal State LA. Existing bus lines at both sites offer easy access to those wanting to utilize Foothill Transit as transportation to the vaccination. Foothill staff continues to work with these sites and more recently, Western University offered a future partnership to once again utilize our bus service to its supply of vaccinations. Our friends at Western University of Health Sciences in partnership with Los Angeles County Department of Public Health offered two opportunities for the Foothill Transit team to obtain the COVID vaccine at their campus in Pomona during the week of March 15th. They have set up two separate days with up to 300 appointments (150 each day) at their Pomona campus. This information was shared with Foothill Transit team members, including our partners at Transdev and Keolis.

City of Pomona Working Group/Mobile "Pop-up" Vaccines

In addition to the March 13th Covina Park & Ride vaccination clinic, Foothill Transit staff proposed another potential partnership with Albertsons Pharmacy regarding the feasibility of utilizing one or more of Foothill Transit's coaches as *mobile* vaccination clinics. Discussions centered on the bus or buses parked at designated times and locations throughout the Foothill



Transit service area to afford improved access to the vaccine to more vulnerable, less mobile populations.

Foothill Transit staff confirmed through our local Federal Transit Administration (FTA) representatives that such use of our buses and facilities to help combat the COVID-19 pandemic is considered allowable incidental use of the federally-funded assets. Moreover, the Los Angeles County Department of Public Health (LACDPH) continues to reinforce the need for mobile “pop-up” vaccination sites in order to make vaccinations accessible to both senior citizens as well as those underserved portions of the region.

The proposed Mobile “Pop-up” vaccination concept between Foothill Transit and Albertsons Pharmacy involves use of buses/coaches to transport Albertsons/Foothill Transit staff as well as minimal logistical resources to senior and underserved communities serviced by Foothill Transit. These conversations are ongoing and nothing is planned as of yet.

Response and recovery to the COVID-19 pandemic has been challenging; nonetheless these ongoing efforts highlight Foothill Transits community oriented approach throughout Southern California’s San Gabriel and Pomona Valleys. The efforts with our contractors are equally important and demonstrated with retrofitted coaches with driver barriers, implementation of the federal mask mandate, and proper signage and spacing within our bus fleet. The road ahead and ongoing recovery efforts remain a priority for Foothill Transit.

Budget Impact

Costs related to implementation of this program are ongoing and unanticipated; however proper Incident Command System planning documents could allow for reimbursement from state and/or federal funding sources. Other costs related to marketing, ambulance services, vests, masks, food services have been shared with our partnerships with the City of Covina and Albertsons.

Sincerely,

John Curley
Chief of Safety and Security

Doran J. Barnes
Chief Executive Officer

Hendy Satya
Marketing and Communications Manager



March 26, 2021

To: Governing Board

Subject: **Zero Emissions Bus Program Update**

Recommendation

Receive and file the Zero Emissions Bus Program Update.

Analysis

In December 2021, after a competitive procurement, we engaged the consulting firm Center for Transportation and the Environment (CTE) to guide us in developing a plan to deploy 20 fuel cell buses and fueling infrastructure on Foothill Transit's Line 486 which provides service between El Monte and Pomona. Project completion, which includes delivery of the buses and construction of the fueling infrastructure, is slated for the third quarter of 2022. The project budget is \$33 million which covers the cost of 20 buses and construction of a hydrogen fueling station at the Pomona operations and maintenance facility. This project is funded with \$5 million of Transit and Intercity Rail Capital Program (TIRCP) funds and \$2.5 million of LA Metro Bus Operators Subcommittee (BOS) Section 5307 funds. We are pursuing additional grants and California Air Resources Board Incentives to fully fund the project.

With the arrival of the two double-deck battery electric buses, Foothill Transit's zero emission fleet has now grown to 32 battery-electric single floor buses and two battery-electric double deck buses.

The two double-deck buses are currently being painted with Foothill Transit's livery. Upon completion of painting, the buses' Computer Aided Dispatch and Automated Vehicle Locator (CAD/AVL) system will undergo functional testing at the Arcadia-Irwindale operations and maintenance facility where they will be based. Fareboxes and license plates will be installed prior to the buses being deployed into service in early April.

To further our organization's deployment of zero-emissions buses, an upcoming deployment of vehicles in 2023 to replace aging CNG-powered vehicles could consist of an order of double deck coaches. Double deck coaches seat 80 passengers - higher capacity than any of our existing fleet. The double deck, zero-emissions coaches also offer superior ride quality, unique appearance, and sustainability benefits that will attract riders who may not otherwise consider taking public transit



At last month's Executive Board meeting the Board endorsed the proposed Zero Emissions Double Deck Program and authorized the Chief Executive Officer to seek funding for the project.

No capital funds have been identified for this procurement and advancing the project will depend on our ability to secure grant funding. We are working with Powell Consulting, our advocate in Washington, DC to acquire dedicated funding for this exciting project.

Sincerely,

Roland M. Cordero
Director of Maintenance
and Vehicle Technology

Doran J. Barnes
Chief Executive Officer