



**Foothill Transit**

# **2020 Title VI Program**

September 2020

### List of Attachments

Attachment 1	Public Participation Plan
Attachment 2	Limited English Proficiency and Language Assistance Plans
Attachment 3	Foothill Transit's Service Standards and Policy Guidelines
Attachment 4	September 2016 On-Board Passenger Survey
Attachment 5	Foothill Transit's Major Service Change, Fare Change, Disproportionate Burden and Disparate Impact Policies

### Title VI/Equity Analysis Reports

Attachment 6.1	Mobile Ticketing Program-Equity Analysis
Attachment 6.2	Duarte Transit Service-Equity Analysis
Attachment 6.3	Foothill Transit's Class Pass Program-Equity Analysis
Attachment 6.4	Line 291-Equity Analysis
Attachment 6.5	Line 497-Equity Analysis
Attachment 7	2020 Title VI Program Submission Approval
Attachment 8	Internal Complaint Resolution Procedure
Attachment 9	Procedure for Posting

## Contents

Executive Summary.....	4
Foothill Transit Introduction.....	6
Summary of Foothill Transit's Title VI Program.....	6
General Requirements and Guidelines.....	8
1. Foothill Transit's Title VI Notice to the Public.....	8
2. Foothill Transit's Title VI Complaint Policy and Process.....	15
3. List of Foothill Transit's Title VI investigations, complaints or lawsuits.....	18
4. Foothill Transit's Public Participation and Outreach Summary.....	126
5. Foothill Transit's Four Factor Analysis and Language Assistance Plan.....	129
6. Racial breakdown of transit-related, non-elected planning boards, advisory councils or committees.....	130
7. Description of subrecipient compliance monitoring.....	130
8. Copy of Title VI Equity Analysis related to the construction of any facilities..	130
9. System-wide Service Standards and System-wide Service Policies.....	130
10. Foothill Transit's Service Area Demographic Analysis.....	131
11. Major Service Change and Disparate Impact and Disproportionate Burden Policies.....	142
12. Major Service and Fare Changes since fall 2017.....	143
13. Foothill Transit Title VI Standards and Monitoring Program Results Analysis and Results of Title VI Review.....	145
Conclusion-Summary of Results of Title VI Review and Actions to be taken.....	158

## Executive Summary

Transit agencies which receive money from the Federal Transit Administration (FTA) are required to submit a report outlining their Title VI program every three years; the last Foothill Transit Title VI program update was submitted in fall 2017. In October 2012, an updated Title VI Circular was released by the FTA which clarified the reporting responsibilities of the transit agencies, and added additional responsibilities. In accordance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Foothill Transit's Title VI report covers all aspects of the agency's program and monitoring efforts. The following report contains the following elements:

1. Information about how Foothill Transit communicates the rights granted by Title VI to its customers, including information about how it collects and addresses Title VI related complaints.
2. Information regarding Foothill Transit's public outreach program and strategy including its plan to integrate Limited English Proficient (LEP) people.
3. Foothill Transit's System-Wide Standards and Policies including vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignment.
4. Demographic analysis of the population within Foothill Transit's service area.
5. Policies regarding major service changes and measuring service change impacts on minority and low-income neighborhoods, including a summary of service changes undertaken since Foothill Transit's last Title VI program review in 2017.
6. The results in the monitoring process to assess Foothill Transit's compliance with its own policies and procedures.

The review of current Foothill Transit service against the Title VI policies and standards shows that the service is mostly meeting the minimum standards. Summaries of each of the individual analysis points are listed below:

- A. **Vehicle load** – No route exceeds the maximum load factor standard by service type (local, local express, and express). Four routes have standees (load factor is greater than 1.00). They are Routes 178, 187, 190, and 488. The Planning Department staff will continue to monitor these routes and accordingly adjust the number of trips or frequency to accommodate changes in ridership load.
- B. **Vehicle headway** – The majority of Foothill Transit service meets the minimum headway standards; however, Foothill Transit will review the feasibility of adding service for those lines which do not meet the minimum standard. Routes 195, 270, 274, 284, 285, 286, and 289 are community specific lines and currently do not have the ridership to support additional service.

- C. **On-time performance** –Twenty-eight routes did not exceed the system-wide standard of 75 percent. Where possible, further adjustments will be made to the schedules that do not meet the overall system average. Foothill Transit's Operations Department will continue to work closely with the operations contractors to improve performance.
- D. **Service availability** – Service availability is distributed evenly with respect to the service area demographics. The minority population within ¼ mile distance of a Foothill Transit bus stop is slightly higher than the service area average.
- E. **Vehicle assignment** – The average age of the revenue fleet is 6.85 years. The Pomona fleet average age is 7.3 years and the Arcadia Irwindale fleet average age is 6.4 years. The eldest buses are the 40-foot Nabi buses and the 60-foot articulated buses, both operated by the Arcadia Yard. Electric vehicles are assigned to specific lines such as Line 291 and Duarte Lines 860 and 861. The Pomona Yard's average age of buses exceeds the system-wide average.
- F. **Distribution of transit amenities** – Analysis of the completed bus stop improvements from the Bus Stop Enhancement program showed that a majority of the bus stop improvements are located in minority and low-income areas. The completed bus stop improvements are located in Pomona, Baldwin Park, Covina, Duarte, Glendora, South El Monte, Pasadena. Bus stop locations are evaluated and selected not solely based on the location's minority and low-income populations, but also on multiple criteria such as safety, current service level and ridership, locational proximity to major activity points, cost effectiveness, and other improvement plus amenities.
- G. **Major Service Change** – Since the submission of the 2017 Title VI Program, Foothill Transit has carried out two major service changes, expanded the Class Pass Program, adopted two routes from the City of Duarte, and added a new fare payment method. Equity Analyses were prepared for all of these changes. No disparate impact or disproportionate burden was found.

## **Foothill Transit Introduction**

Foothill Transit, a Joint Powers Authority of 22 member cities in the San Gabriel and Pomona Valleys of Los Angeles County, was created in 1988 to provide public transit services. Foothill Transit operates 39 fixed-route local and express lines covering 327 square miles with over 14 million boardings each year. The cities included in Foothill Transit's 327-square mile service area are Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina, and unincorporated areas in three supervisorial districts of Los Angeles County.

## **Summary of Foothill Transit's Title VI Program**

This document is in response to the FTA Circular 4702.1B adopted on October 1, 2012 – Title VI Requirements and Guidelines for Federal Transit Administration Recipients. Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The report in compliance with the FTA Circular, contains the following information. Foothill Transit is a transit operator that operates more than 50 fixed route vehicles and serves more than 200,000 people:

1. A copy of Foothill Transit's Title VI Notice to the Public that indicates that Foothill Transit complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI and how to obtain more information about Foothill Transit's Title VI policies, as well as a list of locations where the notice is posted.
2. A copy of Foothill Transit's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.
3. A list of any public transportation-related Title VI investigations, complaints or lawsuits filed with Foothill Transit since Foothill Transit's last Title VI Program submission in fall 2017.
4. Foothill Transit's Public Participation Plan that includes an outreach plan to engage minority and LEP populations, as well as a summary of outreach efforts made since the last Title VI Program submission.
5. A copy of Foothill Transit's Language Assistance Plan for providing language assistance to persons with LEP.
6. Racial breakdown of transit-related, non-elected planning boards, advisory councils or committees.
7. Description of subrecipient compliance monitoring.
8. Copy of Title VI Equity Analysis related to the construction of any facilities.
9. System-wide service standards and system-wide service policies including vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities and vehicle assignment.
10. Foothill Transit Service Area Demographic Analysis, including:
  - a. Demographic analysis of Foothill Transit's service area including maps.
  - b. Data regarding customer demographics and travel patterns collected from passenger surveys.

11. Major Service Change and Disparate Impact and Disproportionate Burden Policies
  - a. A description of the public engagement process for setting the “major service change policy” and disparate impact policy.
  - b. A copy of the board meeting minutes demonstrating the consideration, awareness and approval of the major service change policy and disparate impact policy.
12. Major Service and Fare Changes since fall 2017
  - a. Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission and copies of the board meeting minutes demonstrating consideration, awareness and approval of the equity analyses.
13. Foothill Transit Title VI Standards and Policies Monitoring Program
  - a. Results of the monitoring program of system standards and policies and any action taking.

## General Requirements and Guidelines

### 1. Foothill Transit's Title VI Notice to the Public

Foothill Transit is committed to ensuring that all beneficiaries are aware of their rights and protections under Title VI. In compliance to the FTA's Circular 4702.1B and the Title VI of the Civil Rights Act of 1964, public notices are posted at the following locations:

1. **Transit Stores and Administrative Office:** Foothill Transit's Your Rights notice is posted at each Transit Store. The notice states: *"Foothill Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI"). If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with Foothill Transit attn.: Customer Comments at 100 S. Vincent Av., Suite 200, West Covina, CA 91790. You may also contact the Federal Coordination and Compliance Office, Civil Rights Division at the Title VI Hotline: 1-888-TITLE-06 (1-888-848-5306 Voice/TTY) or send a letter to U.S. Department of Justice Civil Rights Division Federal Coordination and Compliance Section, NWB 950 Pennsylvania Avenue, N.W. Washington, D.C. 20530."*

#### List of Transit Store and Administrative Office Locations:

**Pomona Transit Store**  
100 W. Commercial St.  
Pomona, CA 91768

**West Covina Transit Store/  
Administrative Office**  
100 S. Vincent Ave., 2<sup>nd</sup> Floor  
West Covina, CA 91790

**El Monte Transit Store**  
3501 Santa Anita Ave.  
El Monte, CA 91731

**Puente Hills Transit Store**  
1600 S. Azusa Ave., Suite 571  
City of Industry, CA 91748

2. **Foothill Transit Website:** Foothill Transit's Title VI policy and procedure for filing a Title VI discrimination complaint is available on the Foothill Transit website. The Title VI Complaint Form (example included in the next section) is available online in the following 12 languages: Arabic, Armenian, Chinese, English, Filipino (Tagalog), Japanese, Khmer, Korean, Persian, Spanish, Thai, and Vietnamese.
3. **Bus Book:** Foothill Transit's Your Rights notices are published in English, Spanish, and Chinese.
4. The notices are also occasionally published in Foothill Transit's customer newsletter and in various newspapers

**Example of the notice posted at each of the Transit Stores and Board Room:**



**Foothill Transit**

**YOUR RIGHTS  
SUS DERECHOS  
您的权利**

Foothill Transit is committed to ensuring that no person is excluded from participation in, or denied, the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

If you believe you have been subject to discrimination under Title VI, you may file a written complaint with Foothill transit attn.: Customer Comments at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790.

You may also contact the Federal Coordination and Compliance Office, Civil Rights Division at the Title VI Hotline: 1-888-TITLE-06 (1-888-848-5306 Voice/TTY) or send a letter to:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530

Foothill Transit está comprometido a asegurar que no se excluya ni se niegue a ninguna persona el derecho de participar en los beneficios de sus servicios sobre la base de raza, color u origen nacional, como lo protege el Título VI de la Ley de Derechos Civiles de 1964 con sus enmiendas ("Título VI").

Si cree que ha sufrido discriminación bajo el Título VI, puede presentar una queja por escrito a Foothill Transit a: Customer Comments, 100 S. Vincent Ave., Suite 200, West Covina, CA 91790.

También puede comunicarse con la Oficina Federal de Coordinación y Cumplimiento, División de Derechos Civiles a la Línea Directa del Título VI: 1-888-TITLE-06 (1-888-848-5306 Voz/TTY) o enviar una carta a:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530

Foothill Transit 根据1964年民权法案第六章(经修订第六章)的规定, 承诺确保无人因种族, 肤色或民族血统而被排除或拒绝参与其提供的服务和福利。

如果您認為您受到第六章论及的歧視, 您可以按下列的抬頭和地址向Foothill transit进行書面投訴:  
Customer Comments 100 S. Vincent Ave., Suite 200, West Covina, CA 91790.

您也可以撥打Federal Coordination and Compliance 辦公室民權事務處的熱線電話: 1-888-TITLE-06 (1-888-848-5306 语音/耳聾重听)或按如下地址进行書面投訴:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530



**Examples of the notice posted in the Bus Book (also in Spanish and Chinese):**

**1. English Version:**

# Lost and Found, Policies and More

## Lost and Found

If you left an item on board a Foothill Transit bus, give us a call at 1-800-RIDE-INFO (743-3463) to report it. Please note the line number, bus number (which is displayed at the front of the bus, example: F1234), and the time of day when you might have lost your item.

Foothill Transit is not responsible for any lost or stolen items on our buses. All lost items, including bikes, are kept for a minimum of 90 days.

## Your Rights

Foothill Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the **Civil Rights Act of 1964**, as amended "Title VI." If you believe you have been subjected to discrimination under Title VI, you may file a complaint through any one of these methods:

foothilltransit.org/yourrights, in-person, phone, mail. To request more information on Foothill Transit's Title VI Program, please call 1-800-743-3463.

In compliance with the **Americans with Disabilities Act**, Foothill Transit makes accommodations for persons with disabilities who wish to use any of our services. These include but are not limited to wheelchair accessible ramps or lifts on all buses, low-floor, kneeling buses, audio and visual on board bus stop announcements and safety messages, elevators and escalators at Transit Store locations, TDD/TTY access via the California Relay Service via 711 and braille-enhanced bus stop booklets to assist with correct boarding. If you have an ADA complaint, you may e-mail us at [ada@foothilltransit.org](mailto:ada@foothilltransit.org), visit [foothilltransit.org/ada](http://foothilltransit.org/ada) to download a complaint form, or visit any of our Transit Store locations to fill out an ADA complaint form.

## Questions or Comments?

As always, if you need directions or have general questions about our service; please call us at 1-800-RIDE-INFO (743-3463) or visit any of our Transit Store locations below. One of our friendly Customer Service Representatives can provide a detailed itinerary for your trip, including bus lines, transfer points, trip times and even landmarks to follow on your way.

## Foothill Transit Stores

### Pomona Transit Store

100 W. Commercial St.  
Pomona, CA 91768  
(M-F: 7 a.m. to 6 p.m.;  
First and Last SAT: 10 a.m. to 2 p.m.)

### El Monte Transit Store

3501 Santa Anita Ave.  
El Monte, CA 91731  
(M-F: 7 a.m. to 6 p.m.;  
SAT: 10 a.m. to 2 p.m.)

### West Covina Transit Store

100 S. Vincent Ave., 2nd Floor  
West Covina, CA 91790  
(M-F: 8:30 a.m. to 7 p.m.;  
First and Last SAT: 10 a.m. to 2 p.m.)

### Puente Hills Transit Store

1600 S. Azusa Ave., Suite 571  
City of Industry, CA 91748  
(M-F: 10 a.m. to 9 p.m.;  
SAT: 10 a.m. to 8 p.m.;  
SUN: 11 a.m. – 6 p.m.)

### 1 800 RIDE INFO Hours

M-F: 7 a.m. to 9 p.m.  
SAT: 10 a.m. to 8 p.m.  
SUN: 11 a.m. – 6 p.m.

## 2. Spanish Version:

# Objetos perdidos y encontrados, políticas y más

### Objetos Perdidos y Encontrados

Si usted dejó olvidado algún objeto a bordo de un autobús de Foothill Transit, llámenos al 1-800-RIDE-INFO (743-3463) para informar de ello. Por favor anote el número de la línea, el número del autobús (que se muestra en la parte delantera, por ejemplo: F1234), y la hora del día en que podría haber perdido su artículo. Foothill Transit no se hace responsable por los artículos perdidos o robados en nuestros autobuses. Todos los artículos perdidos, incluyendo las bicis, se guardan por un mínimo de 90 días.

**Sus derechos** Foothill Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color u origen nacional, según se protejan por el **Título VI de la Ley de Derechos Civiles de 1964**, y sus enmiendas ("Título VI"). Si usted cree que ha sido sujeto de discriminación conforme al Título VI, puede presentar una queja mediante cualquiera de estos métodos: [foothilltransit.org/yourrights](http://foothilltransit.org/yourrights), en persona, teléfono, correo. Para solicitar más información sobre el Programa del Título VI de Foothill Transit, por favor llame al 1-800-RIDE-INFO (743-3463).

En cumplimiento con **la Ley de Norteamericanos con Incapacidades**, Foothill Transit hace ajustes para personas con incapacidades que desean utilizar cualquiera de sus servicios. Estos incluyen, pero no se limitan a, rampas o elevadores accesibles para sillas de ruedas en todos los autobuses, autobuses de piso bajo que bajan la parte delantera, mensajes de seguridad y anuncios de la parada tanto auditivos como visuales, elevadores y escaleras eléctricas en los lugares de las Tiendas de Foothill Transit, acceso TDD/TTY mediante el Servicio California Relay marcando el 711, y panfletos en las paradas de autobús en formato Braille para ayudar con un correcto abordaje. Si usted tiene una queja relacionada con ADA, puede enviarnos un correo electrónico a [ada@foothilltransit.org](mailto:ada@foothilltransit.org), visitar [foothilltransit.org/ada](http://foothilltransit.org/ada) para descargar un formulario de queja o visitar cualquiera de nuestras tiendas de Foothill Transit para llenar un formulario de queja relacionada con ADA.

**¿Preguntas o comentarios?** Como siempre, si usted necesita indicaciones para llegar o tiene preguntas generales acerca de nuestro servicio, llámenos al 1-800-RIDE-INFO (743-3463) o visite cualquiera de nuestras Tiendas de Foothill Transit mencionadas abajo. Uno de nuestros amables representantes de servicio al cliente le proporcionará un itinerario detallado de su viaje, incluyendo las líneas de autobuses, puntos de transbordo, los tiempos de recorrido e incluso los puntos de referencia a seguir en su camino.

### Tiendas de Foothill Transit

#### Pomona Transit Store

100 W. Commercial St.  
Pomona, CA 91768  
(L-V: 7 a.m. a 6 p.m.; Primer y último  
SAB: 10 a.m. a 2 p.m.)

#### El Monte Transit Store

3501 Santa Anita Ave.  
El Monte, CA 91731  
(L-V: 7 a.m. a 6 p.m.;  
SAB: 10 a.m. a 2 p.m.)

#### West Covina Transit Store

100 S. Vincent Ave., 2nd Floor  
West Covina, CA 91790  
(L-V: 8:30 a.m. a 7 p.m.;  
Primer y último SAB: 10 a.m. a 2 p.m.)

#### Puente Hills Transit Store

1600 S. Azusa Ave., Suite 571  
City of Industry, CA 91748  
(L-V: 10 a.m. a 9 p.m.;  
SAB: 10 a.m. a 8 p.m.;  
DOM: 11 a.m. a 6 p.m.)

#### Horario del 1 800 RIDE INFO

L-V: 7 a.m. to 9 p.m.  
SAB: 10 a.m. to 8 p.m.  
DOM: 11 a.m. – 6 p.m.

### 3. Chinese Version:

# 失物招領、 政策及其他

**失物招領** 如果您在Foothill Transit公車上丟失了東西，請致電1-800-RIDE-INFO (743-3463)報失。請留意線路號碼、公車編號(顯示在公車前面的號碼，例如：F1234)，及當天您可能丟失東西的時間。Foothill Transit對在我們公車上遺失或被盜的任何物品不予負責。所有的遺失物品，包括自行車，會被保留最少90天。

## 您的權利

根據“1964年的民權法案第六標題”依修訂的“第六標題”(“Title VI”)，Foothill Transit致力確保不會有任何人基於種族、膚色或原國籍而被排除其參與資格或因此而無法受益於提供的服務。依第六標題規定，如果您認為自己已受到歧視，您可以通過以下任一方式向Foothill Transit提出投訴：[foothilltransit.org/yourrights](http://foothilltransit.org/yourrights)、親身、致電、信件。欲需要有關Foothill Transit第六標題的更多資訊，請致電1-800-743-3463。

為了符合美國殘障人士法案，Foothill Transit為那些希望使用其任何服務的殘障人士給予配合。這些包括但不僅限於輪椅可進出的坡道或所有公車上的升降機、低踏板、可降低的公車、車上可聽可看的公車站宣佈及安全訊息、公交商店位置的電梯和電扶梯、通過加州替代服務(California Relay Service)711聽障專線(TDD/TTY)的使用，及增強的盲文公車站小冊子以便協助正確地上車。如果您有ADA投訴，[ada@foothilltransit.org](mailto:ada@foothilltransit.org)寄電子郵件給我們，瀏覽[foothilltransit.org/ada](http://foothilltransit.org/ada)下載投訴表，或是前往任何一個捷運商店填寫ADA投訴表。

## 有問題或意見？

與往常一樣，如果您需要方向指南或對我們的服務有一般性的問題，請致電1-800-RIDE-INFO (743-3463) 聯絡我們，或前往我們以下地點的任何一間公交商店。我們每位友好的客戶服務代表會為您提供詳細的行程安排，包括公車路線、換乘點、行程時間，甚至您路上可參照的路標。

## Foothill Transit商店

### Pomona Transit Store商店

100 W. Commercial St.  
Pomona, CA 91768  
(週一至週五: 早上7點至下午6點;  
第一和最後一個週六: 上午10 點至下午2點)

### El Monte Transit Store商店

3501 Santa Anita Ave.  
El Monte, CA 91731  
(週一至週五: 早上7點至下午6點;  
週六: 上午10 點至下午2點)

### West Covina Transit Store商店

100 S. Vincent Ave., 2nd Floor  
West Covina, CA 91790  
(週一至週五: 早上8點30分至晚上7點;  
第一個和最後一個週六: 上午10 點至下午2點)

### Puente Hills Transit Store商店

1600 S. Azusa Ave., Suite 571  
City of Industry, CA 91748  
(週一至週五: 上午10點至晚上9點;  
週六: 上午10 點至晚上8點;  
週日: 上午11點至下午6點)

### 1-800-RIDE-INFO電話服務中心工作時間

週一至週五: 上午7點至晚上9點  
週六: 上午10 點至晚上8點  
週日: 上午11點至下午6點

**On-board Decal/Interior Card:**

Foothill Transit is committed to ensuring that no person shall be denied the benefits of or excluded from participation in its services on the basis of race, color or national origin as protected under the Title VI of the Civil Rights Act of 1964, as amended (“Title VI”).

If you believe you have been subject to discrimination under Title VI, you may file a written complaint with Foothill Transit. Attn: Customer Comments at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. To request more information about the Title VI Program or to obtain the complaint form, please call 1-800-743-3463 or visit [foothilltransit.org/titlevi](http://foothilltransit.org/titlevi).

---

Foothill Transit se compromete a garantizar que no se le niegue a ninguna persona los beneficios o que quede excluida de la participación en sus servicios en base a la raza, el color de la piel o el origen nacional, según se dispone en título VI de la ley de derechos civiles de 1964, según enmendado (“título VI”).

Si usted cree que ha sido objeto de discriminación bajo el título VI, usted puede presentar una queja por escrito a Foothill Transit. A la atención de: Customer Comments; 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Para solicitar más información sobre el programa del título VI o para obtener el formulario de reclamación, por favor llame al 1-800-743-3463 o visite [foothilltransit.org/titlevi](http://foothilltransit.org/titlevi).

---

Foothill Transit致力於依據修正後之1964年民權法案第六章(以下簡稱「第六章」)之保護,不因種族、膚色或國籍拒絕民衆的福利或排斥民衆參與服務。

如果您認為自己已遭受第六章明定之歧視,您可向Foothill Transit提出書面投訴。收件人:顧客意見,地址是100 S. Vincent Ave., Suite 200, West Covina, CA 91790。欲洽詢第六章方案或索取投訴表,請撥打1-800-743-3463或上網[foothilltransit.org/titlevi](http://foothilltransit.org/titlevi)查詢。



## **2. Foothill Transit's Title VI Complaint Policy and Process**

Beneficiaries can submit their comments and complaints to Foothill Transit through various methods including in person at the Administrative Office, Foothill Transit Stores, facsimile, telephone, or email. LEP beneficiaries can submit comments and complaints utilizing the same methods. Foothill Transit uses a third-party interpreter service to communicate with LEP customers utilizing three-way telephone conferencing.

Foothill Transit utilizes an internal controlled Customer Comment Tracking System (CCTS) to organize the feedback gathered from beneficiaries. All comments and complaints, including Title VI comments and complaints, are forwarded to the appropriate department and investigated. It is Foothill Transit's policy to investigate, address, and close a comment/complaint within five days of receiving the feedback. All comments/complaints are recorded, maintained, and tracked through the CCTS including the date the comment/complaint was filed; a summary of the allegations; the status of the investigation; and any actions taken in response to the comment/complaint. Foothill Transit's complaint procedure is posted on <http://foothilltransit.org/about/organization/title-vi/>.

Any comment or complaint alleging discrimination based on race, color, or national origin is logged in the CCTS under a specific Title VI category. Whenever possible, the investigation includes viewing the video of the event and interviewing the bus operator. All Title VI comments and complaints are compiled regularly.

Foothill Transit has developed a specific Title VI complaint form that beneficiaries can use to submit their specific complaint. This form, as well as the complaint procedure, is available online and at the Administrative Office and four Transit Stores in the following 12 languages: Arabic, Armenian, Chinese, English, Filipino-Tagalog, Japanese, Khmer, Korean, Persian, Spanish, Thai, and Vietnamese.

**Example of the Title VI complaint form (also translated into 11 languages-  
<http://foothilltransit.org/about/organization/title-vi/>):**



**Foothill Transit**

### Title VI Complaint Form

Foothill Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title IV of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form and filing a written complaint, contact our Customer Comment Representatives at 800-743-3463 or by visiting one of our Transit Stores. The completed form must be returned to Foothill Transit attn: Title VI - Customer Comments at 100 S. Vincent Ave., Suite 200, West Covina, CA 97190.

<b>Your Name:</b>	<b>Phone:</b>
<b>Street Address:</b>	<b>Alternate Phone:</b>
<b>City, State &amp; Zip Code:</b>	
<b>Person(s) discriminated against (if someone other than complainant):</b>	
<b>Name(s):</b>	
<b>Address:</b>	<b>Phone:</b>
<b>Date of Incident:</b>	<b>Bus #/Route/Location (if applicable)</b>

Continued on reverse side...



### **3. List of Foothill Transit's Title VI Investigations, Complaints or Lawsuits**

There was one lawsuit naming Foothill Transit, alleging discrimination on the basis of race, color, or national origin as stated in Title VI. The customer's complaint and investigation is marked below in red with an asterisk.

Below is a chart of all Title VI related comments and complaints received since Foothill Transit's last submittal. Each comment or complaint is investigated fully by the Customer Service Managers (CSM) at the respective yard the comment or complaint originates from. CSM are expected to review the video footage, when available, and interview the bus operator. Additionally, comments are tracked on an immediate basis by the Foothill Transit Customer Service Assistant and the Title VI Program Analyst. A log of comments is kept and updated as comments arrive. Below are all comments which allege some type of discrimination on the basis of race, color or national origin, as well as a log of the investigation, made between July 2017 to July 2020. There is a total of 46 comments, or an average of about one comment per month.

Table 3: List of Foothill Transit Title VI Investigations, Complaints or Lawsuits

Date Feedback Recorded	Customer Comment	Customer Comment Investigation
6/9/2020	<p>The customer called to report the driver of bus 482 for kicking her and another passenger off of the bus. The caller stated that as the bus was approaching the stop they were waiting by the bus bench and not the bus stop pole, so the driver almost by passed the stop. As they boarded the bus it was very hot inside and passengers began complaining about it to the driver she then called the police and stated that the passengers were threatening her. The customer feels this is a case of discrimination, because everyone who was kicked off of the bus was of the same race. (Latino).</p>	<p>Amada Raya [06/10/2020 09:27:51]</p> <p>According to Avail, the Operator in F2203 was on Colima Rd/ Albatross from 17:14 to 17:24 with 13 passengers boarding and 16 passengers alighting. Video was requested from 17:10 to 17:40.</p> <p>Amada Raya [06/15/2020 12:52:22]</p> <p>I reviewed the video, and the Operator serviced Colima/Albatross at 17:28 with a couple and child boarding. The Operator steps off the bus and walked in from the rear door to tell a male passenger something. The Operator walks back to the front of the bus and pushed some buttons and waited for unknown reasons. A female passenger was questioning the Operator and the Operator stood up to tell the passenger something. The passenger was upset arguing with the Operator and two other passenger began to yell at the Operator. The Police appeared to have been around the area and approached the intersection. The Operator stepped off the bus to catch the Police's attention and they pulled up in front of the bus to speak with the Operator. Some of passengers got off the bus to talk to the Police and other's got off to wait outside for the next bus approaching (178 F1714). The Police officers asked the passengers to wait as they were speaking with the Operator. The Police officers approached two other passengers and left the scene. When the passengers walked back inside the bus, the Operator was addressing one of the passengers about their mask as the Operator continued to point to her mask. The Operator departs and serviced Colima/Fullerton at 17:45 to step outside to make a phone call. The Police arrived at 17:53 and asked a passenger to exit the bus. One of the officers pat down the passenger outside, while the other officer took down the Operators statement. The Operator departed at 17:56 while the Police were taking the passenger's statement. When looking</p>

		<p>back at the video, the female passenger who was pat down by the Police, boarded at PHM. A male passenger appeared to have asked the Operator about the AC. The male passenger was the same passenger the Operator approached before the incident occurred on Colima/Albatross.</p> <p>Amada Raya [06/15/2020 12:52:50]</p> <p>Jeffrey Moore coached and counseled the Operator.</p> <p>Amada Raya [06/16/2020 09:52:48]</p> <p>Called Customer at 09:51 and left a message in vm.</p> <p>Amada Raya [06/16/2020 11:35:43]</p> <p>Customer called back at 11:01 and left a message to call her back.</p> <p>Amada Raya [06/16/2020 13:36:31]</p> <p>Called Customer at 11:35 to apologize for her experience as we were aware of the incident. Customer was appreciative for the call and expressed how unprofessional the Operator was and felt discriminated by the Operator based on how she talked to the passengers and calling the police on her and her Husband. Customer stated that when she boarded, the bus felt extremely hot and other passengers were already telling the Operator to turn on the AC. Customer stated that she felt the Operator was trying to be malicious just because they were opening the windows and the Operator told them to close them or else the AC would not work.</p> <p>Amada Raya [06/16/2020 13:42:59]</p> <p>Customer stated that when they ran into her again on Sunday 6/14/20; the</p>
--	--	--

		<p>Operator remembered them and again called the Road Supervisor for assistance. Customer stated that this time the bus was freezing and had her baby in a onesie so she opened the window so that the AC would not hit her baby directly. The Operator advised the Customer to close the window and when the Customer told the Operator she wouldn't, the Operator left the bus unattended for an hour and the Road Supervisor arrived. Customer stated that when the Supervisor arrived, she advised the Supervisor of the incident and the Supervisor questioned the Customer stating, "The Operator isn't being racist." Customer was upset as she never said the Operator was racist but rather felt the Operator was causing a scene due to the prior incident. Customer wanted to mention that she is not racist and is actually anti-racist. She wants to Foothill Transit and Keolis to be aware of the Operators action. Customer was appreciative for the follow up</p> <p>Amada Raya [06/16/2020 13:47:47]</p> <p>A copy of the video has been downloaded to the Z drive.</p>
--	--	---

<p>6/3/2020</p>	<p>Customer would like to file a complaint. Customer stated he knocked on the front door of the bus and the driver pointed to the other silver streak. He went to that bus but the coach was full and returned to the other bus. He knocked on the door but the driver ignored him. Customer stated he felt discriminated against and he didn't understand why the driver ignored him.</p>	<p>Ana Gallegos [06/04/2020 16:25:32]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12090 B# 283 V#2423 Operator Avila, Andres</p> <p>Ana Gallegos [06/04/2020 16:26:29]</p> <p>Video Requested 06/04/2020.</p> <p>Ana Gallegos [06/08/2020 09:39:43]</p> <p>Called the customer at 0939 on 06/08/2020. Left a voicemail.</p> <p>Tommy Maung [06/10/2020 10:19:34]</p> <p>As of 6/10/20, the video did not successfully download.</p> <p>Tommy Maung [06/10/2020 10:51:25]</p> <p>Met with Operator 6/9/20. Operator recalled the incident and stated he was already full so he directed the customer towards another bus. Operator stated since his doors were already closed he did not reopen them because he would have been over the passenger limit. Operator was spoke with about Courtesy and Customer Service.</p> <p>Tommy Maung [06/10/2020 10:55:56]</p> <p>Called and spoke with customer 6/10/20 at 10:50. Customer appreciated the call back and the action taken. Customer did not have any further questions or concerns regarding the comment.</p>
-----------------	--	---

<p>5/3/2020</p>	<p>Customer would like to file a complaint on the driver of #492WB. Customer states that he and his girlfriend Karla boarded the bus, and since his girlfriend wears glasses they get fogged up when she breaths and had her nose uncovered. He states that the driver a female Hispanic with sunglasses started making remarks mean and hurtful remarks toward them because they are homeless. Andrew stated that the driver said " People like you have the corona virus" Andrew is very upset and feels that people with no tolerance should not be working with the public.</p>	<p>Angel Naranjo [05/05/2020 15:28:43]</p> <p>Requested Video of coach F2206 14:40-15:10</p> <p>Angel Naranjo [05/06/2020 08:52:31]</p> <p>Called customer at 08:51, no answer left VM.</p> <p>Angel Naranjo [05/06/2020 09:32:43]</p> <p>Andrew called back at 09:28 am and stated the Driver was rude from the minute they boarded the bus. There were other passengers who were talking to him stating the operator was also rude to them. He was very disappointed that she is an angry person and should not take it out on the customers. I apologized and he thanked me for the call to him.</p> <p>Angel Naranjo [05/06/2020 15:03:26]</p> <p>Operator was counseled by Operations manager Dianne W. and she stated that she did not say any such things to passengers and she did not recall that situation. We will meet with operator when we have video footage. Operator was advised to use better customer service.</p> <p>Angel Naranjo [05/07/2020 10:53:48]</p> <p>Reviewed video of coach F2206 2 passengers board at Arrow and Clydebank. In the video you can see right as the passengers sit down the Operator is saying something to them but unclear due to no audio. From the complaint I see both passengers wearing a mask below their nose. The talking back and forth continues till the operator pulls over right before Arrow and Morada and they are still exchanging words as the operator radios into dispatch. A few moments later they both exit the bus. Female passenger goes</p>
-----------------	---	--

		<p>to front door and is saying something then gives the Operator the middle finger and walks away. As they both walk away driver continues on route.</p> <p>Angel Naranjo [05/07/2020 10:55:48]</p> <p>Dianne W Operations manager reviewed video with Operator and was coached and counseled. Video will be sent to Foothill Office.</p>
--	--	---

<p>5/2/2020</p>	<p>Customer would like to file a complaint. Customer stated he was waiting at the bus stop when a bus pulled to the stop discharged a passenger and didn't allow the customer to board. Customer stated he feels discriminated because he is a disabled passenger.</p>	<p>Angel Naranjo [05/05/2020 15:29:28]</p> <p>Requested video of coach F2308 -19:40-20:10</p> <p>Angel Naranjo [05/06/2020 08:50:41]</p> <p>Called Customer at 08:49 no answer, unable to leave voicemail, phone just rings.</p> <p>Angel Naranjo [05/06/2020 10:52:29]</p> <p>Reviewed the video of coach F2308, driver was at the stop light and was looking at the bus stop and for some reason he just drive right past the customer looking right at him. It was a male gentleman holding what looked like a cane. Operator is set to meet with Jeffrey Moore (AGM) this afternoon.</p> <p>Angel Naranjo [05/06/2020 13:15:19]</p> <p>Spoke to Customer but he stated his name was Andrew and he had placed another title VI complaint 0006-4476. He stated he was at the stop and the driver just drive past him. He also talked about other drivers always being rude due to him requested the ramp because he walks with a cane.</p> <p>Angel Naranjo [05/06/2020 14:45:40]</p> <p>Operator was counseled by AGM Jeffrey Moore 5/6/2020. Video footage will be sent to Foothill.</p> <p>Cristina Garcia [05/13/2020 09:47:00]</p> <p>From: Maria Ortega</p>
-----------------	--	---

Sent: Wednesday, May 13, 2020 9:13 AM

To: Cristina Garcia <Cgarcia@Foothilltransit.org>

Subject: RE: 0006-4474

I just reviewed call and he does states his name is Vince. Eeron repeated it and he said yes.

<p>4/7/2020</p>	<p>-----Original Message-----</p> <p>From: Thomas Er [mailto:inquirer12345678@gmail.com]</p> <p>Sent: Sunday, April 5, 2020 3:00 PM</p> <p>To: Comment &lt;Comment@Foothilltransit.org&gt;</p> <p>Subject: Reporting a driver for being Anti-Chinese</p> <p>Was just wondering how I am support</p>	<p>Ana Gallegos [04/09/2020 12:07:36]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle#12829 B# 814 V# 2740 Operator Morales, Lisandro.</p> <p>Ana Gallegos [04/09/2020 12:08:42]</p> <p>Video Requested 04/09/2020.</p> <p>Tommy Maung [04/14/2020 15:28:28]</p> <p>Due to the Operator's schedule, we are unable to meet with them by the Target Resolution Date. Operator is flagged to see Customer Service 4/15/20 or 4/16/20.</p> <p>Tommy Maung [04/14/2020 15:39:21]</p> <p>Video was reviewed 4/14/20. Video confirmed the incident. Video had audio. Video shows the operator picking up the caller and asking them for their TAP card. The caller asks if he needs to tap, the operator said "No, I just want to see your TAP card." Another passenger boards a few stops later, and the operator does not ask that person for their fare. Operator will be shown video and spoken with regarding Courtesy, Fares, Customer Service, and Title VI.</p> <p>Tommy Maung [04/14/2020 15:45:24]</p> <p>Email Response: "Good Afternoon Mr. Er,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-4122. The comment was concerning an incident on Route 185 NB on 4/5/20. The comment states that the operator pulled over passed the bus stop, causing you to talk to board the bus, and then the operator asked</p>
-----------------	---	---

		<p>you to show your TAP card, which he did not do for other customers. On behalf of Foothill Transit and Transdev, we sincerely apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, reviewed video, and have scheduled to meet with this operator. Video confirmed the incident and showed not only did the operator pull over about 20 ft. passed the bus stop, but video showed the operator asked you to show your TAP card, but did not ask others. We will be meeting with the operator, showing them video, and speaking with them regarding Courtesy, Customer Service, and Title VI. The operator will be reminded to pull over and pick up at the actual bus stop poles, and also reminded that during this time we are not collecting or inspecting fare types of any kind. Again, we apologize for this experience, we hope something like this does not happen again. However, if it does happen again, please let us know so we can take further action. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a></p> <p style="text-align: center;">Have a great day."</p> <p style="text-align: center;">Ana Gallegos [04/15/2020 15:01:47]</p> <p>Met with the Operator on 04/15/2020. The Operator was shown the video. The Operator does not recall why he asked to see their TAP card and stated he doesn't ask passengers to do so. The Operator was spoken to regarding Fares, Customer Service and Title VI.</p>
--	--	---

<p>3/17/2020</p>	<p style="text-align: center;">Line 280 Driver</p> <p>On Wednesday, March 11, I boarded the 280 bus at the Azusa Intermodal Transit Center bound for the Puente Hills Mall.</p> <p>The time was 11:05 a.m. A few people boarded, including myself (with a full shopping cart) and a lady with a seated walker, who sat across from me in the front of the bus.</p> <p>The driver was an Asian male, wearing a white surgical mask. I do not recall the bus number.</p> <p>When we reached the San Gabriel/1st Street stop (I believe), the driver extended the ramp for a passenger in a small manual wheelchair.</p> <p>The driver said "Maybe one of these women will move for you." I was unable to move anywhere else (I am disabled with Access card). The woman across from me did not move, although there was ample room on that seat for her to move toward the other end. Her walker</p>	<p style="text-align: center;">Ana Gallegos [03/18/2020 13:53:32]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12320 B# 178 V# 2704 Operator De Guzman, Andres.</p> <p style="text-align: center;">Ana Gallegos [03/23/2020 09:18:04]</p> <p style="text-align: center;">Video Requested 03/23/2020.</p> <p style="text-align: center;">Tommy Maung [03/24/2020 14:33:42]</p> <p>As of 3/24/20, the video did not successfully download. Met with Operator 3/24/20. Operator recalled the incident and stated he was simply asking the lady to keep her cart out of the aisle, because it was blocking the aisle and the lady also did not want to give up her seat for a wheelchair. Operator was advised to quote the Foothill Transit policy stating "Large foldable items, such as strollers, carts, folding bikes, and scooters, must be folded before you board the bus. Please keep them out of the aisles and hold them securely on your lap, in front of you, or under the seat." Operator was advised to secure the bus and call for Road Supervisor or Police Assistance if the passengers are not willing to cooperate.</p> <p style="text-align: center;">Tommy Maung [03/24/2020 14:41:51]</p> <p style="text-align: center;">Email Response: "Good Afternoon Mr. Stevens,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-4071. The comment was concerning an incident on Route 280 SB on 3/11/20. The comment states that you boarded with a cart full of items and occupied the disabled seating area on the bus, and when the operator asked you to move you were unable to, because you were also disabled and that the operator was rude and abusive towards you. On behalf of Foothill</p>
------------------	--	--

	<p>was secured in that small seat area.</p> <p>The driver zeroed in on me and began his abusive harassment. He didn't know me, I was minding my own business, yet he thought it necessary to speak to me in such an insulting way and treat me in such a discriminatory manner.</p> <p>The driver placed his hand on my cart and pulled it sideways. He looked at me and began to verbally abuse me. Calling me "rude" and "unwilling to cooperate". And basically just continued to verbally lash into me.</p> <p>I told him that I could not slide my heavily filled cart about the bus. And I pushed out my Access card around my neck and told him there was a reason I was wearing it. He could care less, and said to me, "You are strong enough to push this to the bus but you cannot move it so he can sit down."</p> <p>The passenger had already told the driver that he was able to get up, fold his chair and sit on the bus seat.</p>	<p>Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, requested video, and spoke with the operator pertaining to this comment. I believe some of the confusion may be that the operator (along with other operators) are not enforcing the policy regarding Carts. As it mentions on page 8 of our Foothill Transit Bus Book: "Large foldable items, such as strollers, carts, folding bikes, and scooters, must be folded before you board the bus. Please keep them out of the aisles and hold them securely on your lap, in front of you, or under the seat." So I believe if the operator would have enforced the policy to begin with, it would have prevented this incident, because your cart would have already been folded and kept out of the aisle, which would have implied that the disabled seating area would be available. We met with the operator and made sure they know to enforce that policy moving forward, and if the customer does not want to comply and remove their items and fold their cart, the operator should stop the bus and call for a Road Supervisor or Police to assist. The operator was also spoke with about Courtesy and Customer Service. Again, we apologize for this experience, we hope something like this does not happen again in the future. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a></p> <p style="text-align: center;">Have a great day."</p>
--	---	---

	<p>Also, the driver never said a word to the other woman.</p> <p>I have a debilitating spinal condition and am currently undergoing chemotherapy. My legs are weak and I have spurs in both feet. For that driver to assume that it was easy for me to push my cart (or to simply walk), he has no idea. I am 74 years old.</p> <p>Thank you.</p> <p>Leigh Stevens</p>	
--	--	--

<p>3/6/2020</p>	<p>Mr. Yip wrote the following customer comment:</p> <p>Please see attached letter. In addition, the incident occurred on 03/05/2020. My mom, Yuet Ip, noticed a couple times this week that buses intentionally skipped stops/sped away when she waved and signaled buses to let her board.</p> <p>We would like to let Foothill Transit know that we do not want to jeopardize the livelihood of the offending party. Furthermore, we request Foothill Transit to keep our contact information confidential. We only require an explanation so that my mother can have her closure and feel safe to use Foothill Transit again in the future. I would like to reiterate keeping contact info confidential because I do not want my mother or myself experiencing any form of retaliation.</p>	<p>Amada Raya [03/06/2020 14:23:27]</p> <p>According to Avail, the scheduled Operator serviced PHM from 15:12 to 15:15 with 11 passengers boarding. The Operator serviced Fairway/Colima from 15:41 to 15:46 with 1 passenger boarding and 4 passengers alighting. Video was requested from 15:10 to 15:40 and 15:40 to 16:10.</p> <p>Amada Raya [03/13/2020 09:03:22]</p> <p>Our Road Supervisor Joe Day dropped off a copy of the video to the main office.</p> <p>Amada Raya [03/13/2020 16:35:20]</p> <p>Can I have an extension due to connectivity issues we were experiencing?</p> <p>Amada Raya [03/16/2020 13:49:05]</p> <p>In the video, the Operator serviced PHM from 15:26 to 15:27 with several passengers boarding. A female passenger sat in the front seats and is seen pulling out a clear disposable cup and a water bottle. The Operator was waiting at the stop sign near the Sears entrance and the female passenger poured water into the cup to drink her water, loses her balance when the Operator made a left turn and water spilled in the aisle. This Operator looked over and told the passenger something as the passenger stood up to sit back on her seat. The passenger refilled her cup with water again as the Operator kept looking back towards the passenger and telling the passenger something.</p> <p>The Operator pulls over in front of the park near the Colima/Azusa intersection and stood up from his seat to tell the passenger something while nodding his head no. The passenger is explaining to the Operator about her nose and the Operator appeared to advise the passenger “not here or no” as he motioned</p>
-----------------	---	--

		<p>with his finger. Another male passenger who sat across from the passenger help dry off the water from the floor while the female passenger finished the rest of her water. The Operator is telling the passenger about either her coughing or covering her mouth as he held up his hand over his mouth while the female passenger cleaned up the water spill on the floor. I am unsure if there was a language barrier due to the passenger lifting her hands up as if she was saying "I don't know," and covering her mouth.</p> <p>The Operator continues with the route as passengers boarded and alighted. The passenger is seen rubbing her chest and coughing while putting a napkin over her mouth while the Operator would look back towards her. The Operator then pulls over at Colima/Fairway at 15:55 as passengers alighted. The Operator stood up and is seen telling the passenger to get off the bus as he pointed out towards the door. The Operators body language is too aggressive coming off in an intimidating demeanor while he just stared at the passenger.</p> <p>The passenger looked away looking out the window while ignoring the Operator. The Operator walked up to the passenger, took off his sunglasses, waving "hello" as the passenger continued to ignore the Operator. The passenger is seen nodding her head "no" and the Operator walked off the bus to make a phone call as the passenger walked up to the Operator to tell him something. The Operator ignored the passenger and the passenger walked away while the Operator was on his phone.</p> <p>Amada Raya [03/16/2020 13:50:05]</p> <p>When I spoke to the Operator, he stated that when he heard the passenger fall as he departed from PHM, he asked if she was okay and noticed water on the floor. Operator stated that the passenger told him she was okay and noticed that the passenger was pouring more water into her cup. Operator advised the passenger that she could not do that as she could spill water again. Operator stated that he pulled over by the park because the passenger was making weird grunting noises as if she wanted to throw up. Operator advised</p>
--	--	---

		<p>the passenger if she felt ill he could pull over and pointed towards the shopping center because he was concerned that the passenger would throw up and would have to wait for another bus. Operator stated that the passenger told him she was having issues with her nose. The Operator then continued with the route and kept hearing the same noises as other passengers who were around her moved away towards the back of the bus. Operator continued to ask the passenger if she was ok until he decide to pull over at Colima/Fairway because he did not feel comfortable having the passenger throwing up on the bus after asking her multiple times of her well-being. I advised the Operator that he appeared to be too aggressive and intimidating if he was just asking for the passenger's well-being. Operator stated that he kept looking over because the passenger was actually pouring water into her nostrils, flushing out her nose and spitting water out. The Operator felt the passenger had no common courtesy for everyone on the bus as it was unsanitary on her behalf. Jeffrey Moore and Dianne Williams coached and counseled the Operator.</p> <p style="text-align: center;">Amada Raya [03/16/2020 15:07:51]</p> <p style="text-align: center;">3/7/20 Called Customer at 09:22 and left a message in vm.</p> <p style="text-align: center;">Amada Raya [03/16/2020 15:10:01]</p> <p>Called Customer at 14:36 and apologized for his Mother's experience. Customer stated that his Mother was in fact flushing her nose with the water cup because she had a dry nose. Customer actually apologized for the trouble he caused assuming the worst and did not want to jeopardize the Operator's lively hood. I reassured the Customer by going over our safety protocol with regards to no food or drink policy that has always been in place; even before the Coronavirus outbreak. I informed the Customer the reason why the Operator pulled over due to the Customer's Mother appearing to want to throw up and what was seen in the video. The Customer was very appreciative with time and the information I provided, as he was not present and was only</p>
--	--	--

		<p>going by what was replayed to him by his Mother. Customer stated that it all makes sense as his Mother was ill and felt like throwing up.</p>
--	--	--

<p>3/4/2020</p>	<p>On Tue, Mar 3, 2020 at 6:28 AM          Brian Rye          &lt;brianryeworkemail@gmail.com&gt;          wrote:</p> <p>The 493 came at 6:20 both          yesterday and today for Colima and          Fullerton road stop I am emailing a          complaint on the driver both days 3          people including myself that catch          this bus daily were inconvenienced          it comes at 6:26 on schedule been          catching daily for past month I was          late both days and I am not happy          with inconsistency in service</p> <p>Regards</p> <p>Brian M Rye</p> <p>Also bus left 6:40 Fullerton and          Colima #2514 driver very rude got          loud because put in more than \$5          told him to not get upset over          nothing</p> <p>Check cameras at 1st and Soring          turn elderly crippled black lady with          walker has walk sign he moved bus          forwards 4 times towards her to          make her hurry up I told him off          when getting off he should not be</p>	<p>Cristina Garcia [03/04/2020 10:20:00]</p> <p>0006-3759 is for the bus leaving early and 0006-3760 is for the bus          leaving early and Title VI for the customers comment towards the lady in the          walker and how the driver acted.</p> <p>Ana Gallegos [03/05/2020 15:05:34]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle#          12098 B# 77 V# 2404 Operator Nutong, Surawud</p> <p>Ana Gallegos [03/06/2020 10:03:42]</p> <p>Via NextBus, V#2514 serviced Colima/Fullerton at 0621 operating +5          minutes ahead of schedule.</p> <p>Ana Gallegos [03/06/2020 10:04:29]</p> <p>Video Requested 03/06/2020.</p> <p>Tommy Maung [03/11/2020 14:42:24]</p> <p>As of 3/11/20, the video did not successfully download. Met with Operator          3/11/20. Operator did not recall the incident and stated he had probably          already pulled away from the curb. Operator was spoke with about Courtesy,          Customer Service, and Title VI. Operator was encouraged to remain patient          and take his time out there.</p> <p>Cristina Garcia [04/03/2020 14:35:50]</p> <p>Did you send an e-mail to the customer?</p>
-----------------	--	--

	<p>driving that is insane he would do this he scared the lady he had a problem with black people I am black also formal complaint check camera's for the turn at 1st and spring</p> <p>Regards</p> <p>Brian M Rye</p>	<p>Tommy Maung [04/03/2020 15:24:26]</p> <p>Email Response: "Good Afternoon Mr. Rye,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-3760. The comment was concerning an incident on Route 493 WB on 3/3/20. The comment states that the operator was rude towards a customer who inserted more than \$5, and that the operator also was impatient when they moved the bus multiple times towards a customer to get them to move faster. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, requested video, and met with the operator pertaining to this comment. We met with the operator, and the operator has been counseled and reinstructed regarding Courtesy, Customer Service, and Title VI. This will also be kept on file so that we can monitor this operator's behavior and see if this happens again. Again, we apologize for this experience, we truly wish that this does not happen again in the future. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a></p> <p>Have a great day."</p>
--	---	--

<p>3/3/2020</p>	<p>Customer would like to file complaint on bus 486 from Azusa/ Indian Summer going WB. He said that when he got on the bus he sat on the passenger side all the way in the back. The he said he ended up changing 1 or 2 seats. After he switched seats he said that the driver had a stop on Garvey and Durfee, once bus was at the stop the driver went all the way towards the back where he was. He said he felt as if she harassed him, because she went to the back as if he did something he was not supposed to but all he did was switch seats. Passenger told her that why did she stop and go to the back, driver then responded "I can do whatever I want." He said once they got to El Monte, he walked out through the front and he told her how unfair he felt she treated him.</p>	<p style="text-align: right;">Cristina Garcia [03/06/2020 11:01:28]</p> <p>3/5/2020 Brandon Nobles called the main office and stated when he says discrimination a black driver cannot give a black woman a hard time. Same applies to black females they can't give a hard time to black males. If you don't want to call it discrimination, you can call it reverse sexism, whatever term you want to give. I am maintaining this particular driver treating me in a harsh discriminatory singled me out and harassed me and for whatever her reasons were, it wasn't right. And there is a strong possibility she did it based on race, even though she is black herself. It's possible to have something against black men or the other way around, or reverse sexism. Another example you can't have a white driver harassing a white female passenger. Or reversed white female can't harass white males. Asian black white whatever it may be. This lady was in the wrong, the customer is claiming reverse sexism.</p> <p style="text-align: right;">Cristina Garcia [03/06/2020 11:01:44]</p> <p style="text-align: right;">From: Rebecca Cruz</p> <p style="text-align: right;">Sent: Friday, March 6, 2020 10:57 AM</p> <p style="text-align: right;">To: Cristina Garcia &lt;Cgarcia@Foothilltransit.org&gt;</p> <p style="text-align: right;">Cc: Araceli Lopez &lt;alopez@foothilltransit.org&gt;; LaShawn Gillespie &lt;Lgillespie@Foothilltransit.org&gt;</p> <p style="text-align: right;">Subject: RE: 0006-3713 Title</p> <p>Good morning Cristina. After reviewing the call Mr. Nobles made to the 800 number which resulted in comment number 0006-3713, at no point during the call did he mention discrimination or sexism. He did comment a few times that he felt harassed by the driver, that the video on the bus will show that he was</p>
-----------------	---	--

		<p>not doing anything wrong (drinking, eating, littering, waving hands or being suspicious). He also stated that the driver activated a message that stated “unnecessary conversations with driver is prohibited”, she kept pushing the button until they arrived at the El Monte Station. He said that as he went to exit the bus out the front door he stated to the driver “I still maintain you treated me unfairly, that if I was an older white lady you wouldn’t have did anything like this”. Everything else that was submitted in the comment by Elizabeth is correct.</p> <p>Please let me know if you have any other questions.</p> <p>Thank you kindly,</p> <p>Rebecca</p> <p>Amada Raya [03/06/2020 13:37:29]</p> <p>The Customer stated that he boarded on Azusa/ Indian Summer but the Location details state Amar/Azusa WB. Investigation will be based on Azusa/ Indian Summer. According to Avail, the Operator in F2324 serviced Azusa/ Indian Summer at 20:48 with 1 passenger boarding and 1 passenger alighting. The Operator arrived to EMS at 21:21. Video was requested from 20:45 to 21:15 and 21:15 to 21:45.</p> <p>Amada Raya [03/06/2020 13:46:21]</p> <p>3/3/20 at 08:56 Customer called back regarding a previous complaint and informed me that he submitted another compliant without details of the incident. Customer only indicated that it was a really bad situation and only wanted to notify me. I informed the customer that once his comment was sent to us, that I be following up once the investigation was done.</p>
--	--	--

		<p>Amada Raya [03/10/2020 13:37:14]</p> <p>Unfortunately, there is no video footage for this incident. The video still state as Active 0%.</p> <p>Amada Raya [03/10/2020 13:37:42]</p> <p>Jeffrey Moore coached and counseled the Operator.</p> <p>Amada Raya [03/10/2020 13:45:10]</p> <p>Called Customer at 13:15 and informed the Customer that we received his complaint and apologized for the Operator's unprofessionalism as we do not tolerate any form of harassment or discrimination. Customer was informed that our Operations Department has addressed the Operator. Customer stated that he does not understand why the Operator walked up towards him giving him a stare down as it made him feel as if he did something wrong or caused a disruption on the bus; in which he did not. Customer stated that he went up to the Operator and questioned why she did that and the Operator told him that she could do whatever she wants. Customer felt that the Operator would not have done that had he been an elderly Caucasian Woman. Customer was appreciative for the follow up.</p>
--	--	---

<p>3/3/2020</p>	<p>Cynthia would like to report a driver who she feels discriminated against her. Cynthia states that she has been riding Foothill Transit buses for about a year now, and has been paying \$0.75 every time she rides the bus. Cynthia states that she has never been questioned. Cynthia states that as she boarded the bus this morning, she paid her \$0.75 as usual. She states that the driver then got off his seat and asked her how old she was because she did not look like a senior. Cynthia feels that the driver should not be asking for her age and he began to give her a hard time about the fare and told her that if she was not 62 then she would have to pay the full \$1.75 or get off the bus. Cynthia states that she then paid the additional \$1.00 and took her seat. Cynthia then states that (2) Hispanic passengers then boarded the bus and one of them did not have change for a \$20.00 bill so the driver allowed them to board for free while the other may have not had any fare and also boarded without paying. Cynthia states that she questioned the driver about allowing others to board for free while making her pay</p>	<p>Ana Gallegos [03/05/2020 13:36:02]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12067 B# 161 V# 1712 Operator Perez, Lamberto</p> <p>Ana Gallegos [03/06/2020 08:56:05]</p> <p>Video Requested 03/06/2020.</p> <p>Ana Gallegos [03/10/2020 13:24:32]</p> <p>Spoke with the Operator on 03/10/2020. The customer confirmed the event. The customer stated she has a Disabled Access card but still pays her .75 cent fare. The customer stated that the Operator immediately stated to pay the full fare since she did not look like a senior. Assured the customer that the Operator will be spoken to regarding Title VI and ADA policies. The customer appreciated the call back.</p> <p>Tommy Maung [03/11/2020 14:48:44]</p> <p>Correction: Previous note should say "Spoke with customer on 3/10/20".</p> <p>Tommy Maung [03/11/2020 14:55:00]</p> <p>Met with Operator 3/9/20. Operator recalled the incident and stated the lady did not show any information that would qualify them for the discounted fare. Operator stated he simply quoted the fare to the customer or asked the customer to provide some proof for this discounted fare next time. Operator stated as for the Hispanic customers who boarded, he did treat them any differently. Operator stated they only had \$20 bill and no TAP card, so he felt bad about them losing so much money. Operator admitted he gave them a courtesy ride. Operator was spoke with about Courtesy, Fares, and Title VI.</p>
-----------------	---	--

	<p>the full fare, and she states that driver was rude and kept telling her to be quiet. Cynthia states that she is not a senior, but is disabled and has never been asked for her age or any other proof to pay the discounted fare. Cynthia would like to speak to a supervisor regarding this matter. **TSM NOTES- I provided the customer with information regarding the discounted TAP cards, however she was very adamant about being asked to show any type of proof. Cynthia stated that she took a picture of the signage on board and states that it does not say anything about being 62 to qualify for the discounted fare. The drivers name was Lamberto badge#3224.</p>	<p>Cristina Garcia [04/02/2020 08:30:29]</p> <p>What was viewed in the video?</p> <p>Tommy Maung [04/02/2020 14:33:30]</p> <p>As of 4/2/20, the video did not successfully download.</p>
--	--	--

<p>2/26/2020</p>	<p>Customer would like to file a complaint. Customer stated the bus driver refused to let him board the bus because he had a large suit case with him. Customer stated he tried explaining to the bus driver that he's boarded other buses with this suitcase and had no issues in the past, but the driver replied "I don't care" and kept referring to him as "brother". Customer would like to speak to a supervisor regarding this issue. ***CSR NOTE: Customer also stated he felt discriminated.</p>	<p>Ana Gallegos [02/28/2020 14:15:22]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle#12305 B#609 V#2605 Operator Shirvanyan, Ara</p> <p>Ana Gallegos [02/28/2020 14:16:21]</p> <p>Video Requested 02/28/2020.</p> <p>Ana Gallegos [03/03/2020 08:11:48]</p> <p>Called the customer at 0811 on 03/03/2020. Left a voicemail.</p> <p>Tommy Maung [03/03/2020 16:48:06]</p> <p>Customer was called and left a second voice mail 3/3/20 at 16:42.</p> <p>Tommy Maung [03/04/2020 14:41:14]</p> <p>Met with Operator 3/2/20. Operator did not recall the incident and stated he has not had any issues like that lately. Operator stated if the person had excessive bags blocking the aisle he would just ask them to move it out of the aisle. Operator also mentioned that he says "brother" often, and that he did not mean it in a negative way. Operator was spoke with about Courtesy, and Title VI. As of 3/4/20, the video did not successfully download.</p> <p>Tommy Maung [03/04/2020 14:44:09]</p> <p>Called and spoke with customer 3/4/20 at 14:40. Customer appreciated the call back and the action taken. Customer did not have any further questions or concerns regarding the comment.</p>
------------------	--	--

<p>2/25/2020</p>	<p>Customer called into file a complaint regarding the #280 bus driver heading SB. According to the customer, she asked the bus driver to lower the ramp because she has a bad leg, the bus driver refused. The customer was forced to struggle to get onto the bus, customer also had 2 bags with her which made it more difficult. Customer wishes for a Supervisor from the complaint department to look at the video from the bus that will show her struggling. Customer said that this is not right that the bus drivers will lower the ramp only to some customers and some customers they will refuse to lower the ramp. ***CSR NOTE*** I used a translator to help me file this complaint for this customer since the customer only spoke Spanish.</p>	<p>Ana Gallegos [02/27/2020 15:21:35]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12315 B#611 V#2601 Operator Ontiveros, Manuel</p> <p>Ana Gallegos [02/27/2020 15:23:12]</p> <p>Video Requested 02/27/2020.</p> <p>Ana Gallegos [02/28/2020 14:13:23]</p> <p>Spoke with the customer on 02/28/2020. The customer confirmed the event. The customer stated she verbally asked for the ramp and was told No by the Operator. The customer then added that she struggled to board the bus due to her injuries and bags. The customer then told the Operator that she will be reporting him, but it seemed like the Operator did not listen. The customer also added that as she was getting off at PHM, the operator asked her to wait and then put the ramp down. Assured the customer that the Operator will be spoken to regarding Title VI and Courtesy. The customer appreciated the call back and had no further questions or concerns.</p> <p>Ana Gallegos [03/03/2020 14:00:09]</p> <p>Met with the Operator on 03/2/2020. The Operator did recall the incident. The Operator stated that the ramp would not work unless you get up and manually deploy it. The Operator stated that he did not advise Dispatch and was not deploying the ramp manually, since it would cause a schedule delay. The Operator was advised to contact Dispatch when this issue happens for a possible coach exchange or for shop to respond. The Operator stated that he tried to explain to the passenger that the ramp was not working and will kneel the bus for her. The Operator mentioned that he felt bad seeing an elderly lady with so many bags and tried to help but the passenger refused. The Operator</p>
------------------	---	--

		<p>stated at the end of the route he did manually deploy the ramp for her. The Operator was spoken to regarding Courtesy, ADA Polices, and Title VI.</p> <p>Tommy Maung [03/04/2020 14:31:17]</p> <p>Video was reviewed 3/4/20. Video confirmed the incident. Video shows the ramp appeared to not work, but the operator did not make an effort to deploy the ramp manually. Video shows the operator assists the caller with getting on board. Video ends before the caller exits the bus, unable to see if the operator lowered the ramp when the caller exited.</p>
--	--	---

<p>2/21/2020</p>	<p>-----Original Message-----</p> <p>&gt; From: Alex Adams [mailto:canxdo724@gmail.com]</p> <p>&gt; Sent: Tuesday, February 18, 2020 6:43 PM</p> <p>&gt; To: Comment &lt;Comment@Foothilltransit.org&gt;</p> <p>&gt; Subject: 272 south West Covina driver issue</p> <p>&gt; I was rudely disrespected by y</p>	<p>Tommy Maung [02/25/2020 12:59:58]</p> <p>VDS confirmed the coach and operator pertaining to this comment. Video was requested 2/25/20. V#1715 Block#165 Paddle#12173 B#3778.</p> <p>Tommy Maung [02/27/2020 10:29:50]</p> <p>Met with Operator 2/27/20. Operator recalled the incident and stated he did not want to risk having the customer lose their money, so he advised them to load their TAP card at a Transit Store. Operator was advised to at least make an attempt to load the customer's cards, and if it does not work have the customer call TAP. Operator was explained about Title VI, Discrimination, and Fares.</p> <p>Tommy Maung [02/28/2020 13:46:35]</p> <p>Due to the Transdev Corporate servers being down since 2/27/20, we are unable to send the email response by the Target Resolution Date. Our corporate IT Dept. has been working on the issue since 2/27/20. Email response will be sent as soon as we are able to access our emails.</p> <p>Cristina Garcia [02/28/2020 15:25:28]</p> <p>The comment is being extended to 3/3.</p> <p>Tommy Maung [02/28/2020 15:29:32]</p> <p>Video was reviewed 2/28/20. Video shows the operator has a dialogue with a male passenger who boards at 18:34. No audio to confirm what is said. Video shows the lady after the caller tapped their card and took a seat without any issues.</p>
------------------	---	---

		<p style="text-align: center;">Cristina Garcia [03/03/2020 13:19:42]</p> <p style="text-align: center;">Comment will remain open until the e-mail is sent to the customer.</p> <p style="text-align: center;">Tommy Maung [03/03/2020 16:14:31]</p> <p style="text-align: center;">Email Response: "Good Afternoon Mr. Adams,</p> <p style="text-align: center;">I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-3533. The comment was concerning an incident on Route 272 SB on 2/18/20. The comment states that you boarded and the operator refused to help you add money onto your TAP card. The comment also mentions that the operator was rushing you to board, and that you felt racially profiled. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, reviewed video, and met with the operator pertaining to this comment. The operator admitted he did not want to try loading the card due to issues with the fare box that have been happening, and people losing money when trying to load it. The operator was instructed to still try and assist customers if they are asking to load money, and if the fare box happens to eat the money just advise the customer to call TAP Services to get their money back. Again, we apologize for this experience and any inconvenience this may have caused you. We hope something like this does not happen again. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a></p> <p style="text-align: center;">Have a great day."</p> <p style="text-align: center;">Cristina Garcia [03/12/2020 08:36:31]</p> <p style="text-align: center;">In the video the driver doesn't load anything on the customer card and the</p>
--	--	--

		<p>driver is stating that the customers tap card does not work?</p> <p>Tommy Maung [03/16/2020 12:18:51]</p> <p>Video shows the operator does not load anything onto the customer's no card. The operator was not stating the customer's card did not work. The operator stated he did not want to risk a failed transaction when trying to load the customer's card.</p>
--	--	---

<p>2/21/2020</p>	<p>Marlene is calling to file a complaint on a 482/EB bus driver. She is stating that the driver is being extremely disrespectful to passengers and she is also being racist towards passengers as well. She stated that there was a couple of ladies that boarded the bus and paid \$0.50 for their fare, but the driver started telling them that they had to pay \$0.75. Marlene stated that the driver started to tell them that they needed to get it together and to stop acting as if they didn't know English. She stated that she told the driver that she shouldn't speak to them like that because she's being disrespectful and extremely rude. The customer also stated that another male passenger was going to pay the difference for their fare, but the driver told the male passenger that they are acting like they don't know English and they need to get it together. She is stating that once she told the driver not to speak to them like that and she was being racist towards them for not knowing English. She stated that the driver then started arguing with her and wouldn't be quite. She</p>	<p>Angel Naranjo [02/21/2020 15:44:15]</p> <p>2/21/20-requested Video of coach F2308</p> <p>Amada Raya [02/25/2020 10:00:04]</p> <p>I reviewed the video, and the video ended as the Operator serviced Colima/ Nogales at 13:50. An extended video has been requested from 13:45 to 14:15.</p> <p>Amada Raya [02/27/2020 16:00:44]</p> <p>2/25/20 Call Customer at 10:03 and left a message in vm.</p> <p>Amada Raya [02/28/2020 09:02:42]</p> <p>Our Road Supervisor Gilbert dropped off a copy of the video to Foothill Transit yesterday afternoon.</p> <p>Amada Raya [02/28/2020 09:23:38]</p> <p>I spoke to the Operator and stated that the passengers are her regulars and they have been informed numerous times that they have to pay \$0.75 but they always throw pennies in the farebox and have jammed the farebox before. Operator stated that the passengers do not speak English and have always acknowledged her by saying thank you in Chinese. Operator stated that she was not rude she did feel a little frustrated as it was difficult to communicate with the passengers.</p> <p>Amada Raya [02/28/2020 10:33:25]</p> <p>I reviewed the video, and the Operator serviced Colima/Paso Real at 13:49</p>
------------------	--	--

	<p>would like to speak to a supervisor regrading this driver.</p>	<p>with three female passengers boarding. It appears there may have been an issue as the Operator was explaining something to the passengers. The passengers appeared to be confused by what the Operator was saying. It appears the Operator was helping the passengers insert the coins in the fare box as the Operator had her left palm out with coins. A male passenger who sitting in the front appeared to have given the Operator some change as well. The video does not appear as the customer reported.</p> <p>Amada Raya [02/28/2020 11:00:53]</p> <p>I spoke to the customer at 09:24 and stated that the Operator was so rude and discriminatory towards a group of female Asian passengers that boarded. Customer felt the Operator was out of line for speaking to the passengers the way she did and not allowing another male passenger pay on their behalf. I apologized for her experience as we have addressed the Operator.</p>
--	---	---

<p>2/19/2020</p>	<p>Customer would like to file a complaint. Customer stated his son is under 5 years old and the bus driver refused to let his son board the bus for free. Customer would like to speak to a supervisor regarding this issue. ***CSR NOTE: Customer stated in the past he tried getting his son a student bus passes but he was told kids 5 and under board for free. Customer stated his son is big for his age but has never had an issue with any drivers until today. Customer stated the bus driver kept referring to his son as "she" when clearly he looks like a boy.</p>	<p>Ana Gallegos [02/20/2020 14:07:10]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12310 B#610 V#2611 Operator Charles, Shanna</p> <p>Ana Gallegos [02/21/2020 15:21:42]</p> <p>Video Requested 02/21/2020.</p> <p>Ana Gallegos [02/25/2020 08:47:18]</p> <p>Spoke with the customer on 02/25/2020. The customer confirmed the event. The customer at the time did not know his son could ride for free until he went to a Foothill Store and applied to get a pass for his son. He was then advised that children from the age 5yrs and under are free. The customer does not understand why the Operator did not let his son on board. The customer also added that he is very upset that the Operator kept addressing his son as "She". Assured the customer that the Operator will be consulted regarding Title VI and Customer Service. The customer appreciated the call back and the investigation that is being done.</p> <p>Tommy Maung [02/26/2020 10:37:18]</p> <p>Due to the Operator's schedule, we are not able to meet with them by the Target Resolution Date. Operator is flagged to see Customer Service 2/27/20.</p> <p>Tommy Maung [02/26/2020 10:51:37]</p> <p>Correction: Met with Operator 2/20/20 to discuss this event. Operator came in to report this incident. Operator stated she thought children 5 and up have to pay, but the policy is actually children 5 and under ride free. Operator stated she just quoted the fare to the caller and the caller became upset. After</p>
------------------	---	--

		<p>I clarified the policy, the operator stated she will apologize if she sees the caller. Operator denied it being anything racial. Operator also denied saying he or she. Operator stated she would not disrespect customers by calling them she when they are a he, vice versa. Video was reviewed 2/26/20. Video does not have audio so we cannot confirm what is said. Video shows the operator may have said something to a family with a young boy that boarded at 08:00, but again no audio to confirm what is said. Video shows they board and take a seat without any issues.</p>
--	--	--

<p>1/7/2020</p>	<p>Customer would like to submit a complaint on a bus driver bus 486 W/B Time 17:51. States before boarding the bus, there was an older man with an electric scooter trying to board the bus and asked the bus driver to help him get on the bus, however what Patrick witnessed was a rude bus driver towards the handicap person, and that's when Patrick was trying to tell the bus driver to help him get on the bus, however the bus driver began to be rude to Patrick. He would like a supervisor to look into the way this bus driver handled this situation, according to Patrick was rude and unprofessional.</p>	<p>Valarie Trujillo [01/15/2020 14:50:14]</p> <p>According to Avail, the Operator in Coach F2309 serviced Amar/Sunset at 17:34 with 1 passenger boarding. Video was requested from 17:30 to 18:00.</p> <p>Valarie Trujillo [01/15/2020 14:50:59]</p> <p>On 1/14/2020 at 13:25 I called the customer and left a voicemail.</p> <p>Valarie Trujillo [01/15/2020 16:18:54]</p> <p>I called the customer today at 10:45 and left a voicemail.</p> <p>Valarie Trujillo [01/15/2020 16:19:59]</p> <p>Unfortunately, I was unable to review the video as it still states as Interrupted 19%.</p> <p>Valarie Trujillo [01/15/2020 16:20:30]</p> <p>I was unable to speak to the Operator due to his schedule.</p> <p>Amada Raya [01/15/2020 16:27:05]</p> <p>Called customer at 14:26 and left a message in vm. Third attempt.</p> <p>Valarie Trujillo [01/16/2020 09:33:45]</p> <p>I have reviewed the video and the Operator serviced Amar/Sunset at 17:51 with 2 passengers boarding, and 1 alighting. In the video there was a male who was also at the bus stop who was pushing the passenger in the electric scooter. It appears that the scooter was not working, so the passenger needed</p>
-----------------	---	--

		<p>help getting up the ramp. It appears the male that was with the passenger in the scooter was asking the Operator for help to get him inside the bus and the Operator just waved his hand and gestured to hurry up and get the passenger on the bus. Once the passenger was on the bus, the male who accompanied him alighted the bus and the Operator is seen talking with the passenger about his scooter. It is unclear what they are talking about as there is not audio on the bus. After a few minutes, another passenger on board is seen asking the Operator something regarding the scooter. The passenger appeared to be arguing with the Operator and the Operator alighted the bus to contact dispatch.</p> <p>Valarie Trujillo [01/16/2020 10:04:57]</p> <p>Operations was notified and Jeffrey Moore coached and counselled the Operator.</p> <p>Valarie Trujillo [01/16/2020 10:11:03]</p> <p>The video shows the incident occurred on Amar/Puente and not Amar/Sunset.</p> <p>Valarie Trujillo [01/16/2020 10:39:09]</p> <p>The customer returned my call today at 09:36 and I apologized for the incident with the Operator. The customer stated that the passenger in the scooter was intoxicated and he wasn't able to move his scooter to position it so that the Operator could strap it down. So the Operator was refusing to help the passenger in the scooter because he didn't want the passenger to say that he was the one responsible for anything happening to the scooter. The customer also stated that the passenger in the scooter told the Operator "You blacks don't like us Hispanics". The Operator then replied "You Hispanics always give us problems". So this upset the customer and he started to argue</p>
--	--	---

		<p>with the Operator and told him to just strap down the passenger in the scooter so that they can continue on the route to their destination. The Operator asked the passenger in the scooter if he had spilled a beer on the bus in which he replied "no". The customer said that the Operator became upset and stepped off the bus to contact dispatch and he kept asking the Operator to just strap down the passenger in the scooter because he had somewhere to be. The customer was shocked at the way that the Operator conducted himself and handled the situation. He also stated that the Operator finally left the bus stop and continued on with the route and no Supervisor had arrived.</p> <p style="text-align: center;">Cristina Garcia [02/04/2020 09:27:53]</p> <p style="text-align: center;">Comment is being reopened for further notes to be added by Planning.</p> <p style="text-align: center;">Joshua Landis [02/05/2020 15:24:58]</p> <p>After the customer was called, they mentioned how there was a comment related to Title VI. The Assistant General Manager, Jeff Moore, was informed of this comment and spoke to the operator again regarding the verbal discussion that was had between the customer and operator. The operator was counseled on customer relations by Jeff Moore. Valid complaint for Title VI</p>
--	--	---

<p>12/2/2019</p>	<p>Customer would like to submit a complaint on a bus driver bus 482 E/B Time 19:45. According to customer he boarded the bus and paid for his bus ride at the Puente Hills Mall. Report the bus was still inside the parking lot of the Puente Hills Mall but they had to get on a different 482 bus. He states he had to pay again, which he did not want to do because he had already paid for this bus ride, which he tried to tell the 2nd bus driver why did he have to pay again, however the 2nd bus driver was rude to him and made him pay for the bus. Would like a supervisor to look into this matter.</p>	<p>Amada Raya [12/09/2019 13:04:32]</p> <p>According to Avail, the schedule Operator serviced PHM at 19:45. Video was requested from 19:40 to 20:10.</p> <p>Amada Raya [12/10/2019 15:31:49]</p> <p>12/9/19 Called customer at 15:35 and apologized for his experience. The Customer stated that the bus broke down and the Operator was waving down another Operator of the 482 to board their bus. The Customer described the other Operator as an African-American female and refused to let them board. The customer feels discriminated by the Operator because he is Hispanic and is possibly reason she did not want to let him board. I apologized and informed the customer that we requested the video and the Operator is under investigation. The Operator was appreciative for the follow up call.</p> <p>Amada Raya [12/10/2019 15:36:17]</p> <p>The video has not loaded as it still states as Active 0%. I could not speak to the Operator due to his schedule. The Operator is scheduled to meet with me on Friday 12/13.</p> <p>Cristina Garcia [12/11/2019 08:03:08]</p> <p>The comment has been changed to Title VI since the customer stated he felt discriminated. Once you view the video can you send it to the main office. The comment will remain open until the driver is talked to as well.</p> <p>Amada Raya [12/20/2019 14:27:45]</p> <p>Unfortunately, there is no video footage for this incident as still states as Active 0%. When I spoke to the Operator, he stated that he did not break</p>
------------------	---	--

		<p>down or could recall the incident the customer reported. Operator stated that on this day, a male passenger waved him down by the Krispy Cream Donuts. The Operator opened the door and informed the passenger that he let him board that time only as the stop is at PHM.</p>
--	--	---

<p>11/18/2019</p>	<p>Magdalena would like to file a complaint regarding bus# 486 EB Vehicle# F1905. Magdalena came into the PHM and filled out a report: "Bus driver yelled at scolded me, a senior woman who needs to use the ramp. The bus driver refused to lower the ramp for me stating the ramp is broken. But lowered the ramp for other Hispanic seniors." Magdalena stated the bus driver was discriminating against her. Magdalena also stated the engine was not working properly and could not park close to the side walk. Magdalena also stated the bus driver refused to provide name &amp; badge number.</p> <p>CSR NOTES*** Magdalena described the driver as Female, age between 65-75. Magdalena stated if she is not available on her phone her email is an alternate.</p>	<p>Amada Raya [11/25/2019 14:19:43]</p> <p>According to Avail, the Operator in F1905 serviced Santa Anita/Garvey from 11:21 to 11:24 with 5 passengers boarding. Video was requested from 11:20 to 11:50</p> <p>Amada Raya [11/26/2019 10:58:18]</p> <p>The Operator notified Dispatch as the ramp was not working properly in F1905. Operator was instructed to pull the ramp manually while Dispatch could get a coach exchange. The Operator refused the coach exchange due to the route being her last trip of the day. Maintenance was notified.</p> <p>Amada Raya [11/26/2019 10:59:20]</p> <p>Per Maintenance email on 11/19/19: We just inspected and repaired front door switch was not adjusted right. Tested w/c ramp and kneel system working good.</p> <p>Amada Raya [11/26/2019 11:10:47]</p> <p>11/20/19 Called customer at 12:21 and left a message in vm.</p> <p>Amada Raya [11/26/2019 11:11:38]</p> <p>Called customer at 11:08 and the call went straight to vm. Left a message.</p> <p>Amada Raya [11/26/2019 11:20:39]</p> <p>The Operator informed me of the incident when she arrived back to the yard stating that a female passenger boarded at Santa Anita/Garvey requesting the ramp. The Operator attempted to deploy the ramp and it was</p>
-------------------	--	--

		<p>not working so the Operator informed the passenger that she would pull closer to the cur so that she can board with her cart. The Operator stated that the passenger was upset for not deploying and called Foothill over the phone when she sat down. Operator stated that another passenger requested the ramp on Amar/Puente and the ramp worked. The Operator overheard the customer calling Foothill claiming that she was only deploying the ramp for Mexicans only and felt discriminated. Informed the Operator that if the ramp becomes inoperable, she is to pull the ramp manually until given a coach exchange. Operator stated that she did not want to wait for a coach exchange because she had to take her Husband to his dr appointment and did not want to miss it.</p> <p style="text-align: center;">Amada Raya [11/26/2019 12:22:54]</p> <p>I reviewed the video, and the Operator serviced Santa Anita/Garvey at 11:32 with 4 passengers boarding. A female passenger waited outside as she is telling the Operator something. The Operator pulled up to the curb closer and attempted to deploy the ramp. It appears the ramp was inoperable and the Operator did not deploy the ramp manually. The passenger boards as she looks up looking towards the bus number. The front aisle camera has a split screen and unable to view the customer. The Operator waited for the customer to take a seat as it can be seen from the rear to front camera at 11:35.</p> <p style="text-align: center;">Amada Raya [11/26/2019 13:13:12]</p> <p>Called customer at 13:12 the call went straight to vm. Left a message. Third attempt.</p> <p style="text-align: center;">Amada Raya [11/26/2019 14:30:03]</p> <p style="text-align: center;">The following email sent: Good Afternoon Magdalena Tee,</p>
--	--	---

		<p>On behalf of Keolis Transit America and Foothill Transit, we would like to thank you for taking your time to inform us of your experience. We were informed of an incident that took place on November 18th as you requested the ramp and the Operator yelled at you. Based on the information you provided, we located the scheduled Operator and addressed her as we do not condone the unprofessional behavior.</p> <p>The Operator notified Dispatch regarding the ramp as it was inoperable. The Operators are instructed to pull out the ramp manually as this would allow our passengers to board safely. We addressed the incident with the Operator and can assure you that we are doing everything possible that this experience will not occur again in the future.</p> <p>Again, we sincerely apologize for your experience. It is extremely important to us that all of our customers get to their destinations on time and safely, as we take very seriously the concerns that our customers have about our service.</p> <p>The mission of both Keolis and Foothill Transit, is to provide all of our customers with an efficient, reliable, on-time service, well-maintained, clean vehicle operated safely by a trained, customer-sensitive, uniformed Operator. We hope that you will continue to ride with us again, as we do appreciate you and your business. Should you have any questions, please do not hesitate to contact us.</p> <p>Thank you for choosing Foothill Transit as your form of transportation.</p> <p>Happy Holidays!</p> <p>Best Regards,</p>
--	--	--

<p>11/5/2019</p>	<p>Stevie is upset that the bus operator could not answer his simple question. Stevie asked the bus operator "how much longer until we leave?" The female operator responded with a rude tone "These buses run every ten minute!" Stevie did not appreciate her response in which was not addressed to his actual question. Stevie wants to speak to a supervisor about this incident. He also feels maybe the bus operator was a racist.</p>	<p>Rebecca Szasz [11/07/2019 13:22:45]</p> <p>Spoke to Operator she stated she does not recall being rude to any passengers. she feels she is always friendly with all passengers.</p> <p>Rebecca Szasz [11/07/2019 13:32:01]</p> <p>11/7/19 @13:27-spoke to Stevie and he stated he asked the operator how long before they departed and the operator did not answer his question so he felt disrespected.. He felt a lot of drivers are rude so I apologized and he thanked me for call.</p> <p>No video was pulled due to this was a verbal conversation and video does not have audio.</p> <p>Amada Raya [11/08/2019 10:51:58]</p> <p>According to Avail, the Operator serviced PTC from 10:03 to 10:11. Video was requested from 10:00 to 10:30.</p> <p>Amada Raya [11/08/2019 10:55:15]</p> <p>I reviewed the video, and the Operator serviced PTC at 10:14 with a female passenger and child alighting. The Operators waits as the bus is charging, another female passenger boarded and a male is seen asking the Operator something. The Operator said something as well and the male passenger appears to be upset. The male passenger boards and pays his fare. Due to no audio in the buses, we cannot hear what was said between the Operator and passenger.</p>
------------------	---	---

<p>11/4/2019</p>	<p>Mirna uses public transit to take her disabled daughter (in a wheelchair) to her therapy sessions. She stated that today (11/4) they both intended to board the 190 EB bus at about 1:35 pm, and reports the male, Caucasian bus driver told her she could not board with her daughter because the hooks to strap the wheelchair were not working so she had to wait for the next bus. At about 2:03 pm, the next 190 EB (F2704) bus arrived and the male, Asian bus driver lowered the ramp but once onboard the bus, the operator told her there was no room in the handicap area to accommodate her daughter so they both had to get off the bus and wait for the next bus. Mirna stated there was an elderly lady with a cart full of stuff seated in the handicap area and she is upset the operator did not bother to ask the elderly lady if she could move to another seat to accommodate her daughter. Mirna feels her daughter was discriminated against because these drivers could not accommodate her daughter. [NOTE] Dispatcher Jane was contacted and was apprised of the</p>	<p>Ana Gallegos [11/06/2019 14:00:34]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12213 B# 108 V# 2704 Operator Qian, Andy</p> <p>Ana Gallegos [11/06/2019 14:01:29]</p> <p>Video Requested 11/06/2019.</p> <p>Ana Gallegos [11/11/2019 14:45:39]</p> <p>Called the customer at 1440 on 11/11/2019. Left a voicemail.</p> <p>Ana Gallegos [11/12/2019 09:16:59]</p> <p>Called the customer at 0915 on 11/12/2019. Left a second voicemail.</p> <p>Ana Gallegos [11/12/2019 14:52:28]</p> <p>Spoke with the customer on 11/12/2019. The customer confirmed the event. The customer stated that the first Operator (Donald M) did not have enough hooks to strap the wheelchair so she had to wait for the next bus. Assured the customer that the Operator (4360) will be spoken about making sure he has enough hooks/straps before leaving the yard. The customer then stated that the second Operator (Andy Q.) did not ask the passengers if they could move out of the seat for the wheelchair passenger. Explained to the customer that Operator can ask other passengers if they would like to volunteer their seat, but cannot make anyone move out of their seat. The customer did not agree with this policy and stated that the women sitting down was not in a wheelchair therefore should have not been sitting there. The customer stated that the Operator did not ask if the passengers would like to volunteer their seats. Assured the customer that the Operators will be spoken to regarding</p>
------------------	--	--

	<p>situation. She stated she would contact the next bus driver (F2725) and advised him or her to be on the lookout for this wheelchair passenger.</p>	<p>Title VI and Courtesy.</p> <p>Tommy Maung [11/12/2019 15:33:03]</p> <p>As of 11/12/19, the video did not successfully download.</p> <p>Tommy Maung [11/12/2019 15:35:02]</p> <p>Met with Operator 11/12/19. Operator recalled the incident. Operator stated he already had a wheelchair, and then a second disabled passenger who had a cart, which they apparently use as a walker. Operator stated the second disabled passenger is a regular, and is very problematic. Operator stated he knows she would not have given up her seat for the wheelchair anyway, because she has done it in the past, and claims she is disabled. Operator was advised to at least ask people to move to clear up the disabled seating area, and if they refuse, to contact dispatch and let them know you cannot pick up/accommodate a wheelchair. Operator was spoke with about Courtesy and ADA.</p>
--	---	--

<p>11/4/2019</p>	<p>Mirna uses public transit to take her disabled daughter (in a wheelchair) to her therapy sessions. She stated that today (11/4) they both intended to board the 190 EB bus at about 1:35 pm, and reports the male, Caucasian bus driver told her she could not board with her daughter because the hooks to strap the wheelchair were not working so she had to wait for the next bus. At about 2:03 pm, the next 190 EB (F2704) bus arrived and the male, Asian bus driver lowered the ramp but once onboard the bus, the operator told her there was no room in the handicap area to accommodate her daughter so they both had to get off the bus and wait for the next bus. Mirna stated there was an elderly lady with a cart full of stuff seated in the handicap area and she is upset the operator did not bother to ask the elderly lady if she could move to another seat to accommodate her daughter. Mirna feels her daughter was discriminated against because these drivers could not accommodate her daughter. [NOTE] Dispatcher Jane was contacted and was apprised of the</p>	<p>Ana Gallegos [11/06/2019 13:57:55]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12201 B# 106 V# 2706 Operator Middleton, Donald.</p> <p>Ana Gallegos [11/06/2019 13:59:04]</p> <p>Video Requested 11/06/2019.</p> <p>Ana Gallegos [11/11/2019 14:45:46]</p> <p>Called the customer at 1440 on 11/11/2019. Left a voicemail.</p> <p>Ana Gallegos [11/12/2019 09:16:52]</p> <p>Called the customer at 0915 on 11/12/2019. Left a second voicemail.</p> <p>Ana Gallegos [11/12/2019 14:52:22]</p> <p>Spoke with the customer on 11/12/2019. The customer confirmed the event. The customer stated that the first Operator (Donald M) did not have enough hooks to strap the wheelchair so she had to wait for the next bus. Assured the customer that the Operator (4360) will be spoken about making sure he has enough hooks/straps before leaving the yard. The customer then stated that the second Operator (Andy Q.) did not ask the passengers if they could move out of the seat for the wheelchair passenger. Explained to the customer that Operator can ask other passengers if they would like to volunteer their seat, but cannot make anyone move out of their seat. The customer did not agree with this policy and stated that the women sitting down was not in a wheelchair therefore should have not been sitting there. The customer stated that the Operator did not ask if the passengers would like to volunteer their seats. Assured the customer that the Operators will be spoken to regarding</p>
------------------	--	--

	<p>situation. She stated she would contact the next bus driver (F2725) and advised him or her to be on the lookout for this wheelchair passenger.</p>	<p>Title VI and Courtesy.</p> <p>Tommy Maung [11/12/2019 15:32:25]</p> <p>Met with Operator 11/12/19. Operator recalled the incident and stated the operator before him must have not done a thorough pretrip inspection, because he was given V#2706 at EMS, and when he arrived at the caller's stop, he found out there was only 7 hooks, not 8 hooks. Operator was advised to make sure he reports it to Dispatch when he cannot pick up or accommodate a wheelchair passenger.</p> <p>Tommy Maung [11/12/2019 15:32:45]</p> <p>As of 11/12/19, the video did not successfully download.</p>
--	---	--

<p>10/17/2019</p>	<p>The customer wrote the following on a customer comment form: I am extremely disappointed and upset at this ongoing issue of buses passing me by while I am at the bus stop. Discriminating against us in wheelchairs/disabled. **TSM NOTES- Maria stated that she is constantly being passed up by drivers. She also stated that on this day, one driver did stop and there was already (2) wheelchairs on board and told her to wait for the next bus, but when the next bus came by, Maria states the driver just smiled and passed her up. Time noted was the time of incident.</p>	<p>Amada Raya [10/23/2019 11:02:07]</p> <p>Called customer at 11:00 and left a message in vm.</p> <p>Amada Raya [10/25/2019 11:48:28]</p> <p>According to Avail, I located Barbara Knight in F2014 at 10:13 and video was requested from 10:10 to 10:40. Bulmaro Cota in F2009 at 10:56 and video was requested from 10:50 to 11:25. Johel Ocegueda in F2008 at 10:52 and video was requested from 10:50 to 11:20.</p> <p>Amada Raya [10/25/2019 11:53:10]</p> <p>The video for Barbara Knight was unsuccessful as the video came up as Done (failed) 100%. I spoke to the Operator and stated that she would not leave a passenger in a wheelchair behind. Operator stated that if both sides of senior/disable seats are occupied, she would let the passenger know which happens pretty often on the 291 route and notify Dispatch about the incident. Operator that she cannot recall if she had refuse service on this day and time.</p> <p>Amada Raya [10/25/2019 11:55:47]</p> <p>The video for Bulmaro Cota also was unsuccessful as it came up as Done (failed) 100%. I spoke to the Operator and he couldn't recall leaving any passengers in a wheelchair behind and stated that he would have called Dispatch if he had to .</p> <p>Amada Raya [10/25/2019 12:20:42]</p> <p>The video for Johel Ocegueda has not loaded as still state as Active 0%. I spoke to the Operator and could not recall the incident either. Operator stated that the 291 is busy route and could have been possible that he had to refuse</p>
-------------------	---	--

		<p>service but has to call dispatch so that they are aware.</p> <p>Amada Raya [10/25/2019 12:41:11]</p> <p>Called customer at 12:21 and apologized for her experiences as we do tolerate. Informed the customer that we located three different drivers and time frames as we have to look at video footage. Customer thanked me for calling her back as she feels she gets left behind because she's in a wheelchair.</p> <p>Informed the customer that if both sides of the senior/disabled area are occupied, the Operator has to pullover to inform her that he is unable to board her and would have to wait for the next bus. The Operator also has to inform the Dispatch so that we are aware. Customer stated that she understands if there are two other wheelchairs inside but sometimes there isn't and drivers pass her up. Customer stated that it was a female driver who picked her up as asked her if the driver informed her that they couldn't pick her up and told her no. Customer stated that the Operator provided her name and badge number and she would let Operations know of the inside as well.</p>
--	--	--

<p>10/15/2019</p>	<p>488 EB leaving El Monte Station</p> <p>I was on the 488 EB going to West Covina at around 3:00 pm on Friday October 11. on Valley and Ramona, Driver 2013 (Oscar A.) picked up a passenger in a wheelchair. When the passenger refused the security belts, Driver 2013 raised his voice and told the passenger that he was not going to move the bus until the passenger was secure.</p> <p>The passenger said Driver 2013 was lying to him because he has ridden the bus before and passengers in wheelchairs have the right to refuse security belts. Driver 2013 said that the passenger's statement was untrue and told him if he refused security then he would have to exit the bus. The passenger and the driver exchanged insults and then Driver 2013 told the passenger that he was going to report the incident to his supervisor and call the police.</p>	<p>Amada Palestino [10/22/2019 09:22:19]</p> <p>I misread the information. The Operators badge number is #2013 and I requested video for F2013 thinking the incident took place in F2013.</p> <p>Amada Palestino [10/22/2019 09:23:57]</p> <p>According to Avail, the Operator serviced EMS at 14:55 and Valley/Ramona from 15:02 to 15:21. Video was requested from 15:00 to 15:30 and 15:30 to 16:00.</p> <p>Amada Raya [10/22/2019 10:38:40]</p> <p>The following email sent: Good Morning Vanessa Davis,</p> <p>On behalf of Keolis Transit America and Foothill Transit, we would like to thank you for taking your time to inform us of the encounter you experienced on October 11th with our Operator and the passenger. Based on the information you provided, we located the scheduled Operator and is currently under investigation. This is not the type of behavior we tolerate nor do we train our Operators to conduct themselves in such an unprofessional manor.</p> <p>We sincerely apologize for your experience as we take very seriously the concerns that our customers have about our service. We hope that you will continue to ride with us again, as we do appreciate you and your business. Should you have any questions, please do not hesitate to contact us.</p> <p>Thank you for choosing Foothill Transit as your form of transportation. Have a Safe and Great Day</p> <p>Best Regards,</p>
-------------------	--	---

	<p>Upon calling his supervisor, Driver 2013 referred to the passenger as a Black male in a white shirt and a wheelchair. The passenger asked if the driver needed his name to which he gave the name of Christian Martinez. Driver 2013 then changed his description of the passenger to a Hispanic male and also changed the tone of his voice when speaking to the passenger. The passenger still refused to exit the bus, so Driver 2013 called the El Monte police.</p> <p>Upon arrival of the authorities, the EMPD had the remaining passengers move to the back of the bus and they escorted the passenger off of the bus with minor resistance. Driver 2013 apologized and we continued on our route.</p> <p>Normally, I would not think or say anything concerning incidents of this nature, but it had the air of racial profiling on the part of Driver 2013. He was extremely rude to the passenger when he thought the passenger was an African-American male; however, when he found out that the passenger was a Latino</p>	<p>Amada Raya [10/22/2019 12:29:43]</p> <p>Operator called to request assistance due to a male WC passenger refusing to allow the operator to secure the WC with the four tie down straps and causing a disturbance over the issue. EL Monte P. D. called to location and removed the passenger from the bus at Valley/Ramona at 15:12.</p> <p>Amada Raya [10/23/2019 14:36:18]</p> <p>I reviewed the video, and the Operator serviced Valley/Ramona at 15:15 with a male passenger in a wheelchair boarding. The Operator lowered the ramp and adjusted the straps as the passenger adjusted himself in the senior/disable area. The Operator is seen attempting to strap the passenger down as the passenger is telling the Operator something. The Operator told the passenger something and called Dispatch. Due to no audio in the buses, we cannot hear what was said. The Operators demeanor is a little aggressive as he was talking to the passenger. The Police arrived at 15:30 and informed the passengers to sit towards the back of the bus as the Police talked to the passenger. The Police asked the passenger to alight the bus and Operator continued on route.</p> <p>Amada Raya [10/23/2019 14:37:34]</p> <p>The video does not seem to be as the customer reported however, Jeffrey Moore addressed the Operator regarding the incident.</p> <p>Amada Raya [10/23/2019 14:38:03]</p> <p>A copy of the video will be sent out tomorrow morning.</p>
--	--	--

male, his whole demeanor changed.

I truly believe that Foothill Transit needs to revisit their policies of discrimination, equity and inclusion and that it needs to be discussed with their drivers. Because in the case of Driver 2013, it was apparent that he had an affinity for discrimination against a certain population in Foothill Transit's ridership, and it would be unfortunate if the organization was damaged because of this and potentially other incidents. If you have any further questions on this incident, I may be reached at the [missvdavis@live.com](mailto:missvdavis@live.com). Thank you and have a great day.

Sincerely,

Vanessa Davis

concerned passenger

Valley/Ramona incident occurred leaving El Monte is where the customer boarded the bus incident is on Valley/Ramona

<p>10/10/2019</p>	<p>Carlene called to complain about a bus driver being rude and disrespectful to her. Carlene boarded the SS WB (Coach #1618) at West Covina Pkwy and Toluca Ave around 4:50-4:55PM. Carlene said when she boarded the bus her tap card was not properly working so she asked the driver for assistance and he then kept repeating the same instruction to her three times and the machine was still not working. She then told the driver that she is still not understanding why it is not working. Carlene then states after she told the driver that he made a derogatory comment to her saying "your people" he then kept insisting on being rude to her. Carlene took that comment as a racial slur and she felt very disrespected. Carlene stated the driver said this front of all the passengers and Carlene feel embarrassed and ridiculed. She would like a call back from a supervisor as soon as possible.</p>	<p>Ana Gallegos [10/11/2019 14:53:41]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12177 B# 283 V# 1618 Operator Lemus, Carlos.</p> <p>Ana Gallegos [10/11/2019 14:54:44]</p> <p>Video Requested 10/11/2019.</p> <p>Ana Gallegos [10/15/2019 11:22:19]</p> <p>Spoke with the customer at 1107 on 10/15/2019. The customer confirmed the event. Assured the customer that the Operator will be counseled regarding Title VI and Professionalism. The customer did not agree with my response and stated that she is traumatized due to the incident and felt very embarrassed. The customer is insisting on the Operator to be fired and asked for a second call to be made from higher management.</p> <p>Tommy Maung [10/16/2019 14:28:31]</p> <p>Customer was called and left an additional voice mail 10/16/19 at 14:25.</p> <p>Tommy Maung [10/17/2019 11:17:26]</p> <p>Due to the Operator being on vacation, we are unable to meet with them by the Due Date. Operator has been flagged to see Customer Service 10/21/19.</p> <p>Tommy Maung [10/17/2019 11:32:53]</p> <p>Video was reviewed 10/17/19. Video showed the operator appeared to have a dialogue with an African American female who boarded the bus, however audio is not available so we cannot confirm what was said. Video shows the</p>
-------------------	---	--

		<p>caller taps her card a couple of times, and it appears to have not worked. Then a few other passengers board, and a couple of them used TAP cards but it appeared to work. After that, the operator and the caller have a dialogue, then the operator appears to ask the caller to take a seat. Unable to confirm the incident. Customer was called a final time and left another additional voice mail 10/17/19 at 11:31. Customer was left with my call back number and extension if she wishes to discuss the incident further.</p> <p>Cristina Garcia [10/17/2019 13:27:44]</p> <p>Comment will remain open until the driver is talked to.</p> <p>Tommy Maung [10/21/2019 14:35:12]</p> <p>Met with Operator 10/21/19. Operator recalled the incident and stated the caller's TAP card was not working, so he tried to assist her. Operator stated after a few attempts, he just told the caller to take a seat since it was not working. Operator denied making any sort of racial comments and denied saying "you people". Operator was spoke with about Courtesy, Fares, and Title VI.</p>
--	--	--

<p>9/27/2019</p>	<p>Felipe would like to file a complaint against a bus driver for making a racial comment towards him. Felipe states that as he was boarding the bus with his walker and there was a female passenger in front of him and he states that the driver told him " Get off the bus Hispanic". Felipe was upset and states he got off the bus immediately. Felipe states that he then walked away and the driver called him over, and Felipe told him he was not going to ride and the driver just told him "okay bye" Felipe feels the driver also did this in a laughing matter. Felipe would like a supervisor to investigate this matter and that the video be reviewed. **TSM NOTES- Felipe states that he has photos of the driver. He described him as American/Male. He was not able to obtain the drivers badge number. Felipe has also provided his email address as a second form of contact. Time provide was time of incident.</p>	<p>Ana Gallegos [10/01/2019 14:25:19]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12126 B# 78 V# 2119 Operator Olivares, David.</p> <p>Ana Gallegos [10/02/2019 11:14:52]</p> <p>Met with the Operator on 10/2/2019. The Operator denied the accusations. The Operator recalled the incident and stated it was reported incorrectly. The Operator stated as he was servicing EMS a woman with a walker was looking for her fare and was having trouble with her coins. There was a male passenger behind her who seemed to be upset about how long the women were taking. The Operator then reported that the male passenger was trying to push the women out of the way to take a seat. The Operator responded with "let her finish her transaction. Be careful we don't want to cause any accidents". The Operator then stated that the male passenger decided to get off himself. The Operator denied kicking the passenger off the bus or saying anything rude or disrespectful. Before the Operator pulled for the stop, he asked the passenger if he was going to board, but the passenger did not say anything. The Operator was spoken to regarding Title VI and Courtesy.</p> <p>Ana Gallegos [10/02/2019 11:17:55]</p> <p>Video Requested 10/01/2019.</p> <p>Ana Gallegos [10/04/2019 10:30:43]</p> <p>Called the customer at 1029 on 10/4/2019. Left a voicemail.</p> <p>Ana Gallegos [10/07/2019 08:57:39]</p> <p>Called the customer at 0856 on 10/7/2019. Left a second voicemail.</p>
------------------	--	---

		<p>Tommy Maung [10/07/2019 12:44:56]</p> <p>As of 10/7/19, the video did not successfully download.</p> <p>Ana Gallegos [10/07/2019 14:54:03]</p> <p>Called the customer at 1453 on 10/7/2019. Left a final voicemail.</p> <p>Cristina Garcia [10/10/2019 08:02:33]</p> <p>Can you e-mail the customer since you didn't reach the customer and the customer provided a second form of contact because it is Title VI?</p> <p>Tommy Maung [10/10/2019 10:57:34]</p> <p>Email Response: "Good Morning Mr. Mercado Santiago,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-1075. The comment was concerning an incident on Route 194 EB on 9/27/19. The comment mentions that our operator asked you to get off of the bus and called you "Hispanic", and that the operator was also laughing when you decided to not ride the bus. On behalf of Foothill Transit and Transdev, we sincerely apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, requested video, and met with the operator pertaining to this comment. The operator has been counseled and reinstructed regarding Courtesy, Customer Service, and Title VI Discrimination. Again, we apologize for this experience we hope something like this does not happen again. However, if it does, please let us know so that we can look into it and take further action. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org</p>
--	--	--

		<p>Have a great day.</p> <p>Spanish Translation:</p> <p>“Buenos días Sr. Mercado Santiago,</p> <p>Estoy con Foothill Transit (Transdev), contactándome con respecto al comentario del cliente 0006-1075. El comentario se refería a un incidente en la Ruta 194 EB el 27/09/19. El comentario menciona que nuestro operador le pidió que se bajara del autobús y lo llamó “hispano”, y que el operador también se estaba riendo cuando decidió no viajar en el autobús. En nombre de Foothill Transit y Transdev, nos disculpamos sinceramente por esta experiencia y cualquier inconveniente que esto pueda haberle causado. Realizamos una investigación, solicitamos un video y nos reunimos con el operador correspondiente a este comentario. El operador ha sido asesorado y reinstruido sobre Cortesía, Servicio al Cliente y Discriminación del Título VI. Nuevamente, nos disculpamos por esta experiencia, esperamos que algo así no vuelva a suceder. Sin embargo, si lo hace, infórmenos para que podamos analizarlo y tomar más medidas. Gracias por su uso continuo y por informarnos de esto. Para futuras inquietudes, comuníquese con nuestra línea 1 (800) RIDE-INFO (800.743.3463) o envíe un correo electrónico a <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a></p> <p>Que tengas un gran día.””</p>
--	--	---

<p>9/5/2019</p>	<p>Nina would like to file a complaint regarding a bus driver on the Silver Streak EB. Nina stated she politely asked the bus driver how to load money onto her Disabled TAP Card on the bus and stated the bus driver was very rude and did not want to explain how to load the money. Nina then stated the bus driver told her to just board the bus and he was going to mark her down as non-payment. Nina stated she was behind the driver and the bus driver told her to get out of his face and then asked her to exit the bus. Nina stated she told the driver she was not going to exit the bus and for the driver to call his supervisor. The bus driver then refused to call his supervisor but then call the sheriffs. Nina stated, at the El Monte Station, the bus driver told a security guard and the Sheriffs Nina was threatening him and refused to pay. Nina stated the Sheriffs asked to her exit the bus so she did what they asked. Nina then stated the bus driver was arguing with another passenger outside of the bus, so Nina then put herself in between the driver and the passenger to inform the passenger not to engage with</p>	<p>Ana Gallegos [09/06/2019 14:56:09]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12051 B# 276 V# 1602 Operator Flores, Jesus.</p> <p>Ana Gallegos [09/06/2019 14:57:03]</p> <p>Video Requested 09/06/2019.</p> <p>Tommy Maung [09/10/2019 15:28:56]</p> <p>Customer was called and left a voice mail 9/10/19 at 15:28.</p> <p>Ana Gallegos [09/11/2019 09:46:32]</p> <p>Called the customer at 0946 on 09/11/2019. Left a second voicemail.</p> <p>Tommy Maung [09/11/2019 10:23:16]</p> <p>Customer returned the call 9/11/19 at 09:55. Customer also emailed and provided an audio recording of this incident. Customer stated she would not be content with a "promise to reprimand" and stated she plans on filing a police report and/or seeking legal help. I assured the customer that this matter is being taken seriously and what I viewed in video, which confirmed the operator was wrong in the way he handled this situation. The customer stated she felt more comfortable after my explanation and appreciated the action taken. Customer stated she is trying to obtain the other passenger's video and send it to us, but had no other questions or concerns regarding the comment.</p> <p>Tommy Maung [09/11/2019 10:40:12]</p> <p>Met with Operator first 9/6/19. Operator came in to report this incident and</p>
-----------------	--	--

	<p>the driver. Nina then stated the driver pushed himself against her to yell at the other passenger. Nina stated she felt harassed by the driver. Nina then stated the bus discriminated against her because she is African American. Nina stated the bus driver did not mention anything about her race but she feels this was the driver's intentions towards her. Nina would like a call back from a supervisor with the bus driver information. Nina stated she would like to press charges against the driver.</p> <p>CSR NOTES***Nina also mentioned she has audio/video footage of the incident. I was able to provide Nina with the Foothill Email and did provide her with a report number. Nina stated the bus driver's name was Jesus and described him as Mexican with short black hair.</p> <p>Comment 1 of 2</p>	<p>stated he picked up passengers at EMS, and the caller tapped her card before saying anything, and then asked to load a dollar. However, the farebox was trying to charge her an additional \$1.00. Therefore, the dollar that the caller wanted to load, would have actually been used to pay for the rest of her fare. Operator stated the caller did not want to insert her dollar unless she would be able to find out that the dollar was loaded onto her card. Operator stated since this transaction and interaction was taking longer, he was just quoting the fare, and tried asking the caller to take a seat. Operator stated he marked "No Fare" and proceeded in route. Operator admitted himself that he told the caller "get out of my face". Operator was spoke with about Courtesy, Customer Service, and Fares. Video was reviewed 9/9/19. Video confirmed the incident. Video did not have audio. Video shows the caller boards, and taps her card before saying anything. The operator and caller have a dialogue for a few minutes, and then the operator closes the doors and proceeds to exit EMS. The operator pulls away from the curb while the caller is still standing at the farebox, and as the caller moves behind the line, you can see her stumble or partially lose her balance, leaning on the driver's seat for stability. The caller takes a seat and another male passenger on board appears to be recording this incident on his phone. The operator stops as he is exiting EMS, to flag down a Metro Security Guard. The operator appears to speak with the Metro Security and then steps back on the bus. As the operator steps back on the bus, he steps beyond the yellow line, to speak with the caller and the male passenger who was recording. Video shows the operator gets unnecessarily close to the caller and male passenger who was recording, and appears to be going back and forth with them animated. The caller stands in between the operator and the male passenger, and the operator appears to get closer, and lean in towards the male passenger. After a few minutes of going back and forth, and the operator going on and off the bus, the Sheriffs arrive. Video ends as the sheriff is speaking with the operator.</p> <p>Tommy Maung [09/11/2019 10:46:26]</p>
--	---	---

	<p>Met with Operator again 9/9/19. Operator was shown video and spoke with about Courtesy, Customer Service, Title VI, and Safety. Operator was reminded to not move the bus while passengers are standing in front of the yellow line, and to never walk up on customers to confront them. Operator was also reminded to contact Dispatch to report incidents like this. Operator stated he did not call Dispatch or a Rd. Supervisor to report this incident. Operator stated he came in to Customer Service to report the incident, which he did on 9/6/19.</p> <p>Tommy Maung [09/11/2019 10:53:37]</p> <p>Upon reviewing the audio provided by the customer. Audio confirms that the operator raised his voice, was unprofessional, and confrontational. Audio shows that the operator threatened to call the police/sheriffs, and that the operator made a false claim by saying the caller threatened him, but audio shows she did not threaten him in any way. In the audio, you can hear the caller and the male passenger who was recording, repeatedly asking the operator to back up or step away from them. Audio does not show that the operator mentioned anything about race or color. Audio ends before the Sheriffs arrive.</p> <p>Tommy Maung [09/11/2019 15:52:34]</p> <p>Investigation Completed.</p> <p>Cristina Garcia [09/16/2019 11:39:50]</p> <p>The customer e-mailed us on September 11, 2019 9:21 a.m.</p> <p>Attached is a voice recording of the incident that was reported on 5th. This interaction was between myself, the bus driver Jesus and another rider. When I boarded the bus, I had my card and money in hand. I asked the bus driver how to load the money on the card. The bus driver told me to just out the money in.</p>
--	---

		<p>I wanted to make sure the money went on the card and not just in the machine. So I asked for clarification and that's when the bus driver got rude with me. He raised his voice, accused me of not wanting to pay. After he told me he was just going to mark me as a nonpayment I turned around. He demands multiple times to "get out of his face". I was never face to face with this man. He was facing towards the front and I was behind him. This can be confirmed in both the recording Robert has and the cameras aboard the bus. Jesus however did get so close to me that his body was touching mine. And he refused to back up. He also lied to the police and security and told them that I "threatened him".</p> <p>It is illegal to make a false police report which is exactly what he attempted to do. I want whomever is reading this to understand. That an apology and a "promise to reprehend" while not providing the outcome for privacy reasons will not suffice. I'm so sick and tired of people lying, attacking bullying black women. If I'm able to I will be pressing charges against that bus driver for making physical contact with me and actually getting in my face.</p> <p>Nina</p> <p>Cristina Garcia [09/16/2019 16:11:22]</p> <p>Don't close.</p> <p>Cristina Garcia [09/25/2019 15:09:18]</p> <p>test</p> <p>Cristina Garcia [09/25/2019 15:09:38]</p> <p>Joshua Landis [09/25/2019 14:42:51]</p>
--	--	--

		<p>called and spoke to customer 9/25/19 at 2:30 pm to let her know that we did investigate her comment and do investigate these claims. She thanked me for following up with her and appreciated the call.</p>
--	--	--

<p>9/5/2019</p>	<p>Hi to whom it may concern today at 8:42am on foothill transit silver streak going westbound towards downtown bus F1608, this bus driver was having horrible attitude and yell at multiple passenger for getting on the bus too slow. She almost closes the door on a passenger and said some boarder racist comment when a Chinese lady ask if the bus was going to Chinatown. This is unacceptable. She almost hit a passenger after she close the door as the passenger was trying to put the bike on the bike rack. This bus driver need to improve her attitude and safety training as driver. Foothill transit has many excellent driver and this lady is not one of them. She hates minorities and her job, she needs training and help.</p>	<p>Ana Gallegos [09/06/2019 14:50:17]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12014 B# 271 V# 1608 Operator Huerta, Shelly.</p> <p>Ana Gallegos [09/06/2019 14:51:45]</p> <p>Video Requested 09/06/2019 from 0840-0910.</p> <p>Tommy Maung [09/12/2019 09:28:43]</p> <p>Video was reviewed 9/10/19. Video confirmed the incident. Video shows the operator appears to be in a rush, and appeared to be trying to leave quickly, so that she did not have to board additional passengers. Video shows the operator pulls into bus bay 21, passing the people waiting at bus bay 20. Video shows the operator drops off 2 people, and boards 10 passengers. The operator appears to be letting most of the passenger's board without paying, just having them take a seat. After she boards the 10 passengers, she closes the doors, even though there is still people approaching the bus. The operator reopens the doors, and picks up 3 additional passengers. As the 3rd passenger on the second group gets on, another person rides up to the bus on a bicycle, and the operator appears to gesture to that person, and closes the doors. However, that person moves in front of the bus and starts to load their bicycle on the rack. As that person is moving to the front of the bus, the operator starts to move the bus, but stops because that person is now in front of the bus loading their bicycle. The operator reopens the doors and lets that person and 2 other passengers on the bus for free. Video confirmed that the operator was in a rush and almost hit the person with a bicycle. Video did not have audio, so we are</p>
-----------------	---	---

		<p>unable to confirm what the operator is saying towards passengers getting on the bus.</p> <p>Tommy Maung [09/12/2019 09:29:41]</p> <p>Met with Operator 9/11/19. Operator was shown video and spoke with regarding Safety, Title VI, and Courtesy. Operator was advised to take her time and not be in a rush. Operator was reminded to stop for all potential passengers, and if someone is in front of the door, she should not close the door and try to pull away leaving them behind. Operator denied making any sort of racial comments or saying anything rude towards the passengers getting on board.</p> <p>Tommy Maung [09/12/2019 09:52:44]</p> <p>Email Response: "Good Morning Mr. Cheng,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-0596. The comment is concerning an incident on Route 707 WB on 9/4/19. The comment mentions that our operator was rude towards passengers, made rude comments, and was in a rush, almost hitting a person with a bicycle. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, reviewed video, and met with the operator pertaining to this comment. Video confirmed the incident and showed the operator appeared to be in a rush, and showed the operator did almost hit the person with a bicycle,</p>
--	--	---

		<p>because the operator appeared to be trying to leave without picking up that person. The operator has been counseled and reinstructed regarding Safety, Courtesy, Customer Service, and Title VI. Again we apologize for this experience, we hope something like this does not happen again. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org</p> <p>Have a great day." - Investigation Completed.</p> <p>Cristina Garcia [09/16/2019 16:11:34]</p> <p>Don't close.</p> <p>Cristina Garcia [09/24/2019 12:32:01]</p> <p>Received video.</p>
--	--	--

<p>8/29/2019</p>	<p>Hi Foothill Transit, long time no complain. But unfortunately, I'm here to report ANOTHER incident of possible racial discrimination. The driver of 187e that passed Foothill &amp; Rosemead at 7:06p on 8/25 intentionally left me. I crossed the street and flagged him, and he looked right at me, and kept going. I would have been at the bus door by the time he stopped!! And he was early!! I'm sorry, but that was a passionate choice to not stop, considering he likely was not waiting at his time stops like he's supposed to. And that passion should be investigated as being race driven, unless he can provide a very valid reason. I think disciplinary action would be fair if he missed any time stops up to that point, that caused him to be early. That's just not fair that he couldn't stop, I was RIGHT there!</p> <p>I only ride the bus on Sundays and some holidays mainly. Yet I have plenty to complain about. However, if I have to keep submitting complaints of potential racial discrimination, I'm going to assume you don't take it seriously as an organization, and I will escalate the matter to higher authorities.</p>	<p>Ana Gallegos [09/03/2019 10:25:06]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12879 B# 823 V# 1701 Operator Advincula, Alvin.</p> <p>Ana Gallegos [09/03/2019 10:30:40]</p> <p>Video Requested 09/03/2019.</p> <p>Ana Gallegos [09/04/2019 14:18:34]</p> <p>Met with the Operator on 09/4/2019. The Operator did not recall the incident and stated he waits for all potential passengers. The Operator stated he must've not seen the passenger waving, but if he has seen the passenger he would have serviced the stop. The Operator was spoken to regarding Title VI and Courtesy.</p> <p>Tommy Maung [09/06/2019 15:14:04]</p> <p>As of 9/6/19, the video did not successfully download.</p> <p>Tommy Maung [09/06/2019 15:18:03]</p> <p>Email Response: "Good Afternoon Mr. Keith,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0006-0459. The comment was concerning a pass up on Route 187 EB on 8/25/19. The comment states that the bus passed you up</p>
------------------	---	---

		<p>at Foothill/Rosemead around 19:06. On behalf of Foothill Transit and Transdev, we apologize for any inconvenience this may have caused you. We conducted an investigation, requested video, and spoke with the Operator pertaining to this comment. The operator has been counseled and reinstructed on Courtesy and Pass ups. Though your comment mentions that this is possible discrimination, the operator stated he may have simply not seen you approaching the stop. The operator claimed he would have waited had he saw someone waving or visibly approaching the stop. Regardless, we addressed the issue with the operator and will continue to monitor these issues. We hope this does not happen again, but if it does, please let us know so that we can take further action. Again, we apologize for the inconvenience. Thank you for your ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a></p> <p>Have a nice day. " - Investigation Completed.</p>
--	--	---

<p>8/27/2019</p>	<p>Customer is stating that she was discriminated against because she is black. She and a friend (Hispanic) were on their way to a job interview and asked to get off the bus by the driver. She is stating that two (2) males boarded the bus before her and her friend. One paid his fare and the other one told the driver that he didn't have any money, so could he get a ride. The customer friend of the customer boarded the bus and said she didn't have any money; could she get a ride. The customer boarded the bus and told the driver that she needed a ride and the driver refused and told her and her friend to exit the bus. She wants to know why the two males were let on the bus and she was asked to get off.</p>	<p>Ana Gallegos [08/28/2019 15:23:20]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12063 B# 209 V# 1503 Operator Alcala, George.</p> <p>Ana Gallegos [08/28/2019 15:24:00]</p> <p>The OP center program used to request 1400 and 1500 series buses would not open. Unable to request video.</p> <p>Tommy Maung [08/30/2019 14:14:24]</p> <p>Met with Operator 8/30/19. Operator recalled the incident but stated he would not say anything like that or make anyone exit the bus. Operator stated he simply quotes the fare and asks the passenger to have the fare ready next time. Operator denied asking anyone to exit the bus. Operator was spoke with about Courtesy, Fares, and Title VI.</p> <p>Ana Gallegos [08/30/2019 14:17:24]</p> <p>Called the customer at 1415 on 08/30/2019. Left a voicemail.</p> <p>Ana Gallegos [09/03/2019 09:09:48]</p> <p>Called the customer at 0905 on 09/03/2019. Left a second voicemail.</p>
------------------	--	---

		<p>Tommy Maung [09/03/2019 16:10:52]</p> <p>Called and spoke with customer 9/3/19 at 16:06. Customer stated she was unsure of the time that the incident happened, and reiterated that other passengers were allowed on without paying, but she was not. Customer did not have any further questions or concerns regarding the comment. - Investigation Completed.</p>
--	--	--

<p>8/23/2019</p>	<p>Customer would like to file a complaint on the bus driver. Customer stated the bus driver didn't let him board the bus but let other passengers on. Customer would like a call back regarding this issue. CSR NOTE: Customer also stated he felt the bus driver was being racist towards him.</p>	<p>Ana Gallegos [08/26/2019 14:59:36]</p> <p>VDS confirms the coach and operator pertaining to this comment. Paddle# 12307 B# 606 V# 2613 Operator Sanchez, Rudy.</p> <p>Ana Gallegos [08/26/2019 15:00:33]</p> <p>Video Requested 08/26/2019.</p> <p>Ana Gallegos [08/28/2019 08:41:01]</p> <p>Spoke with the customer on 08/28/2019. The customer confirmed the event. Assured the customer that the Operator will be spoken to regarding Courtesy and Title VI. The customer appreciated the call back and had no further questions or concerns.</p> <p>Tommy Maung [08/30/2019 14:40:04]</p> <p>Due to the operator being on vacation, we are unable to meet with them by the Target Resolution Date. Operator has been scheduled to see Customer Service 9/3/19.</p> <p>Tommy Maung [08/30/2019 14:40:44]</p> <p>As of 8/30/19, the video did not successfully download. - Investigation Completed.</p> <p>Cristina Garcia [09/03/2019 09:54:51]</p>
------------------	--	---

		<p>Comment will remain open until driver has been talked to. - Investigation Re-opened.</p> <p>Tommy Maung [09/03/2019 14:03:48]</p> <p>Met with Operator 9/3/19. Operator denied the claim and stated he would not kick anyone off of the bus, or deny anyone service. Operator stated he picks up passengers from all races every day. Operator denied discriminating against anyone and said he would not deny service. - Investigation Completed.</p>
7/23/2019	<p>Randy is calling in because while he was on the bus he witnesses the operator not pick up passengers along the route. He knew the bus was running a bit late but the customer stated the operator picked up a White lady and Black gentleman but passed by 3 Mexicans. When the customers on the bus told him to stop he replied with a racist remark. Randy wants a supervisor to call him back and wants this driver replaced.</p> <p>CSC Notes: Confirmed bus number vial AVAIL system and bus was running 15 minutes late.</p>	<p>Amada Palestino [07/29/2019 11:26:11]</p> <p>I reviewed the video, and the Operator passed up a male passenger on Vincent/Lakes at 17:15. The passenger raised his hands up as the Operator pointed behind him. Due to no audio on the bus, we are unable to hear what was said. The video does not show any other passenger inside the bus approaching the Operator about the incident. Operations was notified.</p> <p>Amada Palestino [07/29/2019 11:32:38]</p> <p>According to Avail, the Operator in F2305 was on Vincent/Lakes at 17:05. Video was requested from 17:00 to 17:30.</p>

		<p>Amada Palestino [07/29/2019 11:34:09]</p> <p>A copy of the video has been sent out today.</p> <p>Amada Palestino [07/30/2019 15:13:14]</p> <p>Rebecca and Dianne Williams coached and counseled the Operator.</p> <p>Amada Palestino [07/31/2019 11:19:47]</p> <p>7/30/19 Called customer at 15:35 and call was forwarded to vm. Left a message.</p> <p>Amada Palestino [07/31/2019 11:21:22]</p> <p>Called customer at 11:17 and thanked him for reporting the incident as we retrieved the video footage and the Operator had been addressed. Customer stated that he just wanted to report the incident. - Investigation Completed.</p>
--	--	---

<p>4/19/2019</p>	<p>I am a Monrovia Area Partnership (MAP) Leader charged with escalating and/or resolving issues between our citizens and its agencies. An incident was reported to me by someone who has lived and/or worked in our town for some time, Jordon Lowndes and his severely disabled mother, Rosie Maureen Lowndes. Rosie is African American, and her son is mixed race. I have known the family for several years and known Jordon to be quiet, respectful, and hard working. He avoids confrontation or conflict.</p> <p>On Monday, April 15, Rose reached out to me. She was severely upset, and it was affecting her fragile health, exacerbating her medical condition. She had been on the phone with Jordon and specifically heard the driver, Operator 4295, calling African American Passengers Niggers. He was yelling and assailing them with this insult. I provided guidance to both and suggested they reach out to Foothill Transit, the Monrovia liaison, Becky Shevlin, the one for Duarte, and Kathryn Barger's office. My understanding is that the Lowndes family did make phone calls but were unsuccessful in reaching an advocate.</p> <p>Today, Jordon is on the same bus, same driver. I thought, perhaps, the incident would deescalate. However, Jordon advises me the same Black passengers are on the bus, and the driver is now taunting them saying he has not heard from any supervisor about Monday's incident. My understanding is this driver is Male and Latino.</p> <p>The Lowndes Family is prepared to contact the NAACP about this matter. They should be able to take mass</p>	<p>Tommy Maung [04/22/2019 15:38:56]</p> <p>VDS confirmed the coach and operator pertaining to this comment. V#2406 Block#026 Paddle#12085 B#4295.</p> <p>Tommy Maung [04/22/2019 15:42:42]</p> <p>Assistant Ops Manager Charlene met with the Operator and reviewed the video: "-4/17/19 We have footage from 2406 it is in his shared folder. We had reviewed bus 2111, we could not identify anything out of the ordinary with his trip. I am having Road Supervisor Reuben Molina review again tonight and report his findings. The operator is pulled from service tomorrow morning and will submit his side of the story. We will update with more as we further investigate.</p> <p>-4/18/19 Cesar Rojo-Lugo had been placed on Admin Leave. I spoke with him this morning and got his incident report. He did not deny that he called the passenger the "N" word. He had mentioned that nothing happened yesterday other than he apologized to the passenger. After reviewing video from bus #2111, it showed no confrontation with a passenger. Reuben Molina had started the footage at Huntington and Highland until Pasadena. No occurrences.</p> <p>For Monday's incident in bus #2406, you will see footage of the confrontation. No audible so we are not able to verify that he did say it other than his own word. The footage is on his shared drive. I'm still waiting for him to</p>
------------------	---	--

<p>transit without discrimination or racial harassment.</p> <p>The date of the initial incident was Monday, April 15. I asked Jordon the following specifics.</p> <p style="text-align: center;">“187 West</p> <p style="text-align: center;">I got on at 11:08am</p> <p style="text-align: center;">My stop was Huntington/Highland</p> <p>The incident started at Huntington/Shamrock near the Church's Chicken</p> <p>The total timeframe was 11:08 until he exited at 11:29”</p> <p>Today's bus number is F2111. The time frame is approximately the same. Jordon was able to get the badge number above and saw the name Ceasaro.</p> <p style="text-align: center;">NEXT STEPS:</p> <p>Via email, I am requesting you reach out to Jordon. He can loop in his mother in the dialogue.</p> <p>Please investigate the situation including reviewing any tapes if there are any on the bus.</p> <p>Please provide an apology to the Lowndes family—and a free month's pass might be an honorable mitigation.</p> <p>Please counsel, retrain in diversity, and/or reprimand the</p>	<p>finish his incident report. It'll be on my desk or with Chris Wood. I have to report to Jury Duty this morning and should be back later. Please call me if there are any questions.”</p> <p style="text-align: center;">Tommy Maung [04/22/2019 15:43:13]</p> <p>Update as of 4/22/19, from Operations: "UPDATE: Tim and I went over this and we had decided on the following:</p> <ol style="list-style-type: none"> <li>1) Discipline: Prohibited Conduct/Standard of Behavior</li> <li>2) 3-day's suspension from 04/18 - 04/22, RTW on 04/23.</li> <li>3) Classroom/Video Retraining: <ul style="list-style-type: none"> <li>• Customer Service and Professionalism (40 min)</li> <li>• Conflict and Aggression (40 min)</li> </ul> </li> <li>4) The customer had received an apology from the operator (See Incident Report for 04/17/19)</li> <li>5) The customer is requesting a free MONTH's pass as an honorable mitigation - I consulted with Tommy. Tommy will provide his feedback on this.</li> <li>6) The operator will be counseled and disciplined on 04/22 after his training."</li> </ol> <p style="text-align: center;">Tommy Maung [04/26/2019 15:39:55]</p>
---	---

	<p>driver, and provide refresher diversity instruction to your drivers on the Monrovia routes.</p> <p>I am confident it is not always easy to be a driver. I had a brother in law who drove for Metro. But there is NEVER any reason to use a racial epithet with any passenger much less a bus full of people. I have ridden Foothill Transit many times. More often than not, its passengers are people of color.</p> <p>We live in a racially tense and divisive society. It is up to each of us to combat this hate.</p> <p>Feel free to reach out to me at 626-232-3663 if you have any questions or via this email.</p>	<p>Email Response: "Good Afternoon Mr. Jordon,</p> <p>I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0005-8127. The comment was concerning an incident on Route 187 WB on 4/15/19, with one of our operators. The comment mentioned that you encountered a rude Operator on that day, and that there was an argument. The comment states our Operator was using racial slurs towards you and other riders. On behalf of Foothill Transit and Transdev, we sincerely apologize for this experience and any inconvenience this may have caused you. We conducted an investigation, reviewed video, and met with the operator pertaining to this comment. Something like this is a very serious issue, and this comment was handled with high priority. The operator has been counseled and instructed regarding Courtesy, Customer Service, Professionalism, Title VI, and Discrimination. The operator was also sent to meet with our Operations Department, where they went through the progressive discipline process. Though I am not at liberty to disclose the details with you, I can assure you that something like this is against company policy and will not be tolerated.</p> <p>Again, we apologize for this experience, we hope something like this never happens again. If anything like this does happen, please let us know so that we can take further action. Thank you for your ongoing ridership and for bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org</p>
--	---	--

		<p>Have a great day." - Investigation Completed.</p> <p>LaShawn Gillespie [04/29/2019 15:05:24]</p> <p>Copy of Email forwarded to Mr. Lowndes.</p> <p>Good Afternoon Mr. Lowndes,</p> <p>My name is LaShawn Gillespie and I am following-up on your recent experience with Foothill Transit on route 187 and the concerning encounter you had with one of the Bus Operators. I have been monitoring this comment along with the investigation and wanted to follow-up with you to first, apologize for the incident and second to confirm you have received the communication that was sent to you via email on Friday, April 26th regarding the investigation.</p> <p>Thank you for bringing this to our attention. Please know that we take this type of matter seriously and are handling it in that nature. We will continue to monitor the situation as well. If there is any other information regarding this issue that we should be aware, please contact us using our 1-800-RIDE-INFO line or email <a href="mailto:Comment@foothilltransit.org">Comment@foothilltransit.org</a>. I will also provide the Foothill Transit Customer Comment line at 1-626-931-7210 which goes to the Foothill Transit Customer Service Assistant here in our office who works with the teams at the bus operating divisions.</p> <p>Thank you again for riding Foothill Transit.</p>
--	--	---

<p>11/16/2018</p>	<p>Customer states the driver wanted to move into Joseph's lane but Joseph did not let him in. Joseph states the driver started to make a slanted eye gesture at him. Joseph is upset that the driver did this to be mean and make fun of Joseph because he is Asian.</p>	<p>Ana Gallegos [11/19/2018 12:05:05]</p> <p>VDS confirms the coach and operator pertaining to this comment.</p> <p>Ana Gallegos [11/19/2018 12:05:46]</p> <p>Paddle# 12041 B# 248 V# 1607 Operator Reynoso, Francisco.</p> <p>Ana Gallegos [11/19/2018 12:09:03]</p> <p>Video Requested 11/19/2018.</p> <p>Tommy Maung [11/20/2018 14:29:55]</p> <p>Met with Operator 11/20/18. Video was reviewed 11/20/18. Operator stated that the caller was not being courteous and did not let him merge. Operator stated "the Chinese always give me a hard time." Video confirmed the incident. Video shows the operator appearing to say something out of the window, then gestures towards another car. Though you cannot clearly see the operators face/eyes, you can see the operator putting both hands up towards his eyes multiple times, to make some sort of gesture towards the car in front of him. Video also shows the operator moving the bus before passengers are beyond the yellow line. The operator is seen pulling away from the curb as a passenger is standing at the fare box. Operator was spoke with about Title VI, Safety, Racism, and professionalism. This comment is also being forwarded</p>
-------------------	---	--

		<p>to upper management for further action.</p> <p>Tommy Maung [11/20/2018 15:02:07]</p> <p>Called and spoke with customer 11/20/18 at 14:36. Customer appreciated the call back and the action taken. Customer stated he has ridden Foothill Transit and has had great experiences. Customer stated he knows one operator does not represent the company. Customer did not have any further questions or concerns regarding the comment.</p> <p>Tommy Maung [11/26/2018 14:22:26]</p> <p>Investigation Completed.</p>
--	--	---

<p>10/30/2018</p>	<p>Customer called into file a complaint on bus #480 blk#199 heading Eastbound. Customer said that this “Black lady bus driver” told the customer to “Hurry up” because she was late. She was very rude and told all the customers that she hated driving the #480 and that she hated dealing with Mexican people. These comments from the driver made the customer feel so uncomfortable that he plans to change his bus option from #480 to #707. Customer said that the bus driver said that the regular bus driver went on vacation and that she would be there all week, so the customer said he would rather take the #707. ***CSR NOTE*** I asked the customer if he knew the drivers name or badge number, customer said the badge information was never displayed.</p>	<p>Ana Gallegos [10/31/2018 15:00:32]</p> <p>VDS confirms the coach and operator pertaining to this comment.</p> <p>Ana Gallegos [10/31/2018 15:01:16]</p> <p>Paddle# 12237 B# 195 V# 2113 Operator Gammage, Shaneika</p> <p>Ana Gallegos [10/31/2018 15:09:48]</p> <p>Although the time frame states 1946, the only female African American Operator was the next scheduled bus at 2015. NextBus shows V# 2113 servicing West Covina/California as the 480 EB at 2015 operating on time.</p> <p>Ana Gallegos [10/31/2018 15:10:56]</p> <p>Video Requested 10/31/2018.</p> <p>Tommy Maung [11/05/2018 11:03:26]</p> <p>Called and spoke with customer 11/5/18 at 11:02. Customer appreciated the call back and action being taken. Customer did not have any further questions or concerns regarding the comment.</p> <p>Tommy Maung [11/05/2018 13:58:35]</p> <p>Met with Operator 11/5/18. Operator denied the claim</p>
-------------------	---	--

		<p>and stated no such thing happened on her bus. Operator stated she was running on time, so she would not say she was late and definitely would never make that comment about the 480 or Hispanic customers. Operator was spoke with about Courtesy and Title VI.</p> <p>Tommy Maung [11/06/2018 10:49:10]</p> <p>Video was reviewed 11/6/18. Video did not show the operator having any long interactions or rushing any of the couple of customers who boarded at WC/Ca. There is not audio available to confirm what was said. - Investigation Completed.</p>
--	--	---

<p>9/15/2018</p>	<p>Customer would like to leave a complaint on the driver of the 280, heading southbound. She states that she boarded the bus and asked the driver if he stopped at Puente Ave, but the driver belittled her by telling her that he had no idea what she was saying then continued by nagging about her speaking Spanish. She states that she took her seat but the driver proceeded to make remarks about her needing to speak English in this country. Customer felt very disrespected and discriminated against and would like for a supervisor to investigate this unfavorable issue as she did not feel the least bit welcome while riding Foothill Transit.</p>	<p>Ana Gallegos [09/18/2018 09:26:56]</p> <p>VDS confirms the coach and operator pertaining to this comment.</p> <p>Ana Gallegos [09/18/2018 09:27:35]</p> <p>Paddle# 12672 B# 690 V# 2116 Operator Tapia, Joseph.</p> <p>Ana Gallegos [09/18/2018 09:29:34]</p> <p>Video requested 09/18/2018</p> <p>Ana Gallegos [09/18/2018 09:45:18]</p> <p>Spoke with the customer at 0931 on 09/18/2018. The customer is extremely upset with the incident and feels very disrespected by the Operator. The customer expressed her concerns about having another encounter in the future with the Operator. The customer was assured that the Operator will be counseled and retrained in regards to Professionalism, Courtesy, and Customer Service. The customer was appreciative of the call back and the investigation that is being conducted.</p> <p>Ana Gallegos [09/19/2018 11:25:38]</p> <p>Met with the Operator 1018 on 09/19/2018. The Operator stated he does not recall this incident and denied saying any of remarks stated in the comment. The Operator mentioned that when he comes across</p>
------------------	---	--

		<p>Spanish speaking passengers they assume he knows Spanish simply because he has a darker complexion. The Operator added that he always lets people know he does not know Spanish and it seems to offend them. Though the Operator was not receptive of my suggestions the Operator was spoken to in regards to Professionalism, Courtesy and Customer Service.</p> <p>Tommy Maung [09/24/2018 11:08:19]</p> <p>Video was reviewed 9/24/18. Video shows the Operator boarding passengers at Azusa/Arrow. There is no audio available so we cannot confirm what is said. Video shows a passenger board and pay the fare, then appears to say something towards the Operator. The Operator shrugs his shoulder and shakes his head "no". The Operator closes the doors and pulls away after the customer moves back. Customer stands behind the yellow line with her rolling back, holding the pole. The Customer exits a few stops later. - Investigation Completed.</p>
--	--	--

<p>7/3/2018</p>	<p>Syedda would like to leave a complaint on a rude driver that made her feel discriminated against. She stated that she tried to board the bus with a token, and the driver told her that we don't accept those, and wasn't able to give back her token cause it was already in the machine. She stated that another passenger had asked for a courteous ride, and he said yes; but when she asked the driver said no. Syedda would like for a supervisor to contact her back regarding this issue.</p>	<p>Roman Wilkinson [07/05/2018 12:11:07]</p> <p>VDS confirmed the coach and operator pertaining to this comment.</p> <p>Roman Wilkinson [07/05/2018 12:11:28]</p> <p>Video requested 07/05/18.</p> <p>Tommy Maung [07/05/2018 13:12:30]</p> <p>Called and spoke with customer 7/5/18 at 13:10. Customer appreciated the call back and the action being taken.</p> <p>Roman Wilkinson [07/09/2018 10:09:56]</p> <p>Met with the operator at 1007 on 07/09/18. Operator stated the customer inserted the token into the fare box, which was not accepted due to it being a Metro Token, yet the machine kept the token and did not return it. The operator stated he let her ride free but advised her that we do not accept Metro Tokens.</p> <p>Tommy Maung [07/10/2018 15:33:12]</p> <p>Video was reviewed 7/10/18. Video confirmed the caller boarded and immediately entered their token. Operator appears to shake his head saying no as the customer is paying the fare. The caller and the Operator both appear to check the fair box multiple times to see if</p>
-----------------	--	--

		<p>the token was spit out. The caller ends up stepping off the bus, and the Operator proceeds in route. No audio available to confirm what is said. - Investigation Completed.</p>
<p>5/16/2018</p>	<p>From: Delilah Sanchez [mailto:sanchezdelilah16@gmail.com]</p> <p>Sent: Tuesday, May 15, 2018 6:24 PM</p> <p>To: Comment &lt;Comment@Foothilltransit.org&gt;</p> <p>Subject: Embarrassed me for breastfeeding</p> <p>I am taking my time to write to whom it may concern to resolve this matter due to the fact that while I rode the bus from La to do Monte station I had a very unpleasant issue with the bus driver she made me feel horrible. This occurred on May 14 2018 at 2:47pm and when I tried to get her name she hid her badge all I got was the first name Charlene and she was driving bus #2516. While I was on the bus I was breastfeeding my daughter and she was trying to cover up with her hand because I had forgotten a</p>	<p>Roman Wilkinson [05/17/2018 10:56:54]</p> <p>VDS confirmed the coach and operator pertaining to this comment.</p> <p>Roman Wilkinson [05/17/2018 10:59:18]</p> <p>Spoke to the customer at 1020 on 05/17/18. Customer stated she was covered up and out of nowhere the bus driver exited her seat to strap in a wheelchair when the driver told her to cover up and said, nasty ass Mexicans. Customer was very shy about the whole incident.</p> <p>Roman Wilkinson [05/18/2018 10:08:14]</p> <p>Met with the operator at 0958 on 05/18/18. Operator states she only pleasantly asked the passenger to please</p>

blanket and then the bus driver made a stop and she had to get up to help a man in a wheel chair and she gave me a dirty look and said cover yourself up and then turned around and said nasty a## Mexicans. I just stayed quiet and held my tears back she really embarrassed me and made me feel like I was doing something wrong and she was rude all I was doing was feeding my daughter I'm very disappointed with this issue.

Sincerely

Jaqueline Pinales

My number is 9094908308 I would like this matter resolved

It was the silver streak Montclair I boarded in downtown LA in front of the superior. Court

Incident happened at 2:47 p.m.

cover her breast up while she was feeding her daughter. Operator then proceeded to secure a wheelchair and went about her business. Nothing else was said.

Tommy Maung [05/23/2018 13:16:19]

Video was requested 5/17/18. As of 5/23/18, the video did not successfully download. - Investigation Completed.

<p>5/8/2018</p>	<p>Customer claims the driver made a joke toward her because she was carrying her child in her arms. Customer stated the driver was rude and racist towards her and the joke was unprofessional and unnecessary. Customer would like a supervisor to correct the driver for his rude behavior.</p>	<p>Amada Palestino [05/15/2018 15:49:02]</p> <p>Called customer at 15:29 and stated that she boarded the bus with her newborn baby and the operator told her if it was her bomb that she was carrying. The customer was insulted as it seemed racial since he heard her accent. I sincerely apologized for the Operator's unprofessionalism and we will be addressing this issue with the operator. Customer stated that now she is worried that the operator will know it's her since she sees the Operator often on the 492 route. I assured her that the operator would not know it's her. Customer was appreciative.</p> <p>Amada Palestino [05/16/2018 16:49:50]</p> <p>The Operator was in F2155. According to Zonar the Operator was on San Dimas Canyon / Bonita from 13:39 to 13:42.</p> <p>Amada Palestino [05/16/2018 16:53:00]</p> <p>When I spoke to the Operator he stated that he would never say or joke about something like this. I reminded the Operator that it would be unacceptable as it is discriminating the customer and should not be taken lightly even as if it were a joke. - Investigation Completed.</p> <p>Cristina Garcia [05/17/2018 14:57:55]</p> <p>Did you pull video for this comment? - Investigation</p>
-----------------	--	---

		<p>Re-opened.</p> <p>Amada Palestino [05/18/2018 12:48:05]</p> <p>No I didn't. I will request it.</p> <p>Amada Palestino [05/18/2018 12:50:46]</p> <p>Video has been requested from 13:30 to 14:00.</p> <p>Amada Palestino [05/21/2018 15:48:53]</p> <p>The video did not come up and states as Done (failed) 100%. Maintenance has been notified. - Investigation Completed.</p>
--	--	---

<p>4/26/2018</p>	<p>Caller would like to speak to a supervisor regarding about the driver, Block#240. Caller stated that he boards the bus and taped his card, however, when he taped his card the machine made a noise and the driver told the passenger he needed to pay an additional fare. Mr. Segun stated that this has never happened to him and told the driver that he did not have any money on him only credit cards. Mr. Segun stated the driver said "You people never have money". Mr. Segun found this really disrespectful and racist.</p>	<p>Roman Wilkinson [04/27/2018 10:46:51]</p> <p>VDS confirms the operator and coach pertaining to this comment.</p> <p>Roman Wilkinson [04/27/2018 11:34:44]</p> <p>Video requested 04/27/18.</p> <p>Roman Wilkinson [05/02/2018 16:01:27]</p> <p>Called the customer at 1555 on 05/02/18. Left a voicemail.</p> <p>Tommy Maung [05/02/2018 16:06:18]</p> <p>Called and spoke with customer 5/2/18 at 16:02. Customer appreciated the call back. Customer stated the lady behind him was Hispanic and the driver did not say anything to her about being short on the fare.</p> <p>Tommy Maung [05/03/2018 10:12:13]</p> <p>Video was reviewed 5/3/18. Video confirmed that the Operator appears to say something to the caller, and the caller is trying to show the Operator something in their wallet. No audio available to confirm what is said between the caller and the Operator. Video also confirmed the Hispanic lady behind the caller, paid their fare entering 2 dollar bills, and then tapping their card.</p> <p>Tommy Maung [05/03/2018 10:13:52]</p>
------------------	---	--

		<p>Operator is on vacation all week this week and next week. Operator will be scheduled to meet with Customer Experience when they return from vacation. - Investigation Completed.</p> <p>London Lee [05/09/2018 15:37:32]</p> <p>Comment will remain open until the driver is spoken to - Investigation Re-opened.</p> <p>Tommy Maung [05/14/2018 10:12:57]</p> <p>Met with Operator 5/14/18. Operator recalled the incident and stated this has happened with the same passenger about 3 times. Operator stated he does not speak English very well, so he might have chosen the wrong words. Operator stated he said "I know you", not "you people". Operator was spoke with about Courtesy and Customer Service. - Investigation Completed.</p>
--	--	--

<p>*4/19/2018*</p>	<p>Customer would like to place a complaint against a Foothill Bus driver. Customer stated that she boarded line 284 SB from Citrus College at around 5:50pm. She added that she has had difficulties with the same female driver for many months now. She stated at around 6:10pm she wanted to get off on Glendora/Foothill through the front door but the driver refused to let her off and stated to get off through the back doors only. The customer stated that they were arguing for about 20 minutes delaying her route all because she refused to open the front doors. She is very irate with the situation and stated that the only reason why the driver always tends to argue with her is because of her Spanish accent. She would like for an operation manager to give her a call back as soon as possible. CSR Notes: Customer was able to provide coach no. F1708</p> <hr/> <p>ADDITIONAL NOTES PROVIDED BY TSM Maria H.: Ms. Payan called a second time on 4/19 at about 6:55 pm and wanted to include additional information to this comment. She added that as she was disembarking from the bus, the bus driver diverted her attention to another passenger on board and told him, "This (cursed word) woman always gives me a hard time!" She also reported the bus driver refused to let her off at the actual designated stop and dropped her off a block away, which in turned jeopardized her safety by dropping her off at a non-designated stop near a signal light. She claimed this bus driver expressed</p>	<p>Roman Wilkinson [04/20/2018 09:48:26]</p> <p>VDS confirmed the coach and operator pertaining to this comment.</p> <p>Roman Wilkinson [04/20/2018 09:53:45]</p> <p>The customer called my extension at 0935 on 04/20/18. I spoke with her and got more details. Customer is stating that this operator refused to let her exit the rear door only not the front door. The customer is stating that she always uses the front door to exit buses since it is closer to the curb and doesn't have to worry about tripping or falling. The customer believes this operator is only rude towards Hispanic patrons due to her past experiences with this certain operator. Customer is stating when the operator exited the driver's area, the operator stepped on the customer's foot. Customer is stating her toes are black/blue from the pressure. Customer is very distorting over this whole situation. I assured the customer that I would follow-up with her on Monday upon viewing the video.</p> <p>Roman Wilkinson [04/20/2018 14:21:12]</p> <p>Video requested 04/20/18 for comments 0005-1777 &amp; 0005-1775.</p> <p>Roman Wilkinson [04/23/2018 11:34:01]</p> <p>Spoke with the customer at 1102 on 04/23/18. Customer now is stating more information is coming</p>
--------------------	---	--

	<p>nothing but hatred toward her and needs to be addressed about her actions.</p>	<p>back to her. She states that when the operator was taking her photos, she stated she was going to send the photo to immigration and have her friends in immigration get the customer deported. The customer is clearly distorting over all this and was crying over the phone. She was begging for someone to take care of this matter. I reassured her that I was handling this case.</p> <p>Tommy Maung [04/23/2018 15:43:47]</p> <p>Video was reviewed 4/23/18. Video confirmed the incident. Video shows the Operator leaving Citrus College, and the caller is standing behind the driver, just behind the yellow line. Video shows the Operator immediately reach for the radio to contact dispatch. The operator stops the bus at the second stop, Barranca/Foothill and appears to use her cell phone to call someone. The Operator and the caller then appear to take pictures of each other. The caller turns her back, facing the back of the bus, and the operator steps around the caller, and then starts taking pictures of her from the disabled seating area. The caller then turns back around, towards the front of the bus, and again, the Operator walks past, and takes pictures of the caller from the front of the bus. The caller goes up and talks to another female passenger, then the Operator walks to the back of the bus and talks to a different female passenger, no audio available to confirm what is said. The operator stops the trip, and remains parked at Barranca and Foothill from 17:55 - 18:10. When the bus approaches Glendora/Foothill, the caller is seen requesting the stop. The operator stops at</p>
--	---	--

		<p>Glendora/Foothill, but does not open the front doors. 5 seconds pass as the Operator is stopped at Glendora/Foothill with the opportunity to open the front doors, however, the Operator did not open the front door. The caller then leans in the front right corner of the bus, partially leaned against the door. The operator pulls away from the stop at Glendora/Foothill with the caller leaned against the door, in the front of the bus, not safely standing behind the yellow line. The operator then pulls around the corner and pulls over, at an area that is not a designated stop, and opens the door, and exited the bus. The caller exits the bus, and the Operator gets back in the bus, and proceeds in route.</p> <p>Tommy Maung [04/23/2018 16:03:29]</p> <p>Met with Operator 4/23/18. Operator recalled the incident and was shown video. Operator stated she did not open the front door, because the lady was leaning against the door. However, Operator was advised that she had about 5 seconds to open the door, before the caller leaned against the door. Operator was spoke with about Courtesy, Title VI, Safety, and Bus Operations Procedures. Operator was advised to open all doors when a customer requests a stop, and was advised to not move the bus when people are standing in front of the yellow line. Operator was also advised to not take photos of customers, or further engage in confrontation with customers.</p> <p>Tommy Maung [04/23/2018 16:22:22]</p>
--	--	---

		<p>Comments 0005-1775 and 0005-1777 have been forwarded to Safety/Operations, however, the comments are being closed since we have spoken with the customer, met with the Operator, and reviewed video. - Investigation Completed.</p>
--	--	--

<p>4/16/2018</p>	<p>Customer is very upset that the 707 did not stop to pick her up as well as an elderly Latina lady that was sitting on the bench. Caller informs me that she was standing behind the sign and the driver did not acknowledge that they were waiting for it to pull over and load, it just passed them by. Claims the driver racial profiled them because he didn't even look at her to pull over. She informed me she would be pursuing legal actions if something does not happen to remedy this situation.</p>	<p>Roman Wilkinson [04/17/2018 10:06:10]</p> <p>VDS confirmed the coach and operator pertaining to this comment.</p> <p>Roman Wilkinson [04/17/2018 10:34:01]</p> <p>Video requested 04/17/18.</p> <p>Tommy Maung [04/18/2018 12:28:57]</p> <p>Met with Operator 4/18/18. Video was reviewed 4/18/18. Operator recalled the incident and stated the caller was not at the stop, and walking on the side walk talking on the phone. Operator claims the lady sitting on the bench, did not need the bus. However, the Operator had no indication or reason to believe the lady did not need the bus. Operator was shown video and advised to pull over, open the doors, and service the stop if he sees someone seated at the bus bench. Video review shows the caller was indeed approximately 15 ft. or more, away from the stop talking on the phone. However, video shows there is a lady visibly sitting at the bus stop bench.</p> <p>Tommy Maung [04/19/2018 13:37:27]</p> <p>Customer was called and left a voice mail 4/19/18 at 13:35.</p> <p>Tommy Maung [04/23/2018 10:13:47]</p>
------------------	--	--

		<p>Customer was called and left a second voice mail 4/20/18 at 14:47.</p> <p>Tommy Maung [04/23/2018 10:37:28]</p> <p>Called and spoke with customer 4/23/18 at 10:15. Customer appreciated the call back and the action taken. Upon further review of the video, you can see the Operator stop at the red light, at Toluca, after the service stop, and you can see the caller run out into the street to get the driver's attention. The caller then also stands in front of the bus to take a picture, as the light turns green, the Operator moves the bus forward towards the caller. Comment is being forwarded to Safety/Operations. - Investigation Completed.</p>
--	--	--

<p>3/31/2018</p>	<p>The customer is upset because she was at the union station by the side of the freeway waiting for the Silver streak. She said the bus passed and did not stop to pick her up, the customer says the driver looked straight at her. She feels the driver did this because she is African American and the driver was Hispanic.</p>	<p>Cristina Garcia [04/02/2018 11:55:59]</p> <p>Can you pull the video? I need to check to see if she was at the stop, if the bus was running late, or if the bus was full.</p> <p>And can you have the Arcadia ask the customer if any other customers were waiting with her at the stop?</p> <p>Thanks,</p> <p>Vy Phan-Hoang   Foothill Transit</p> <p>? Please consider the environment before printing this e-mail</p> <p>Roman Wilkinson [04/03/2018 11:15:56]</p> <p>VDS confirmed the coach and operator pertaining to this comment.</p> <p>Tommy Maung [04/04/2018 08:21:04]</p> <p>Video was requested 4/4/18.</p> <p>Roman Wilkinson [04/04/2018 11:15:36]</p> <p>Spoke with the operator on 04/04/18. Operator states that she serviced LAUS EB. According to Shadow GPS V#1625 B#701 #12618 Pulled into the EB LAUS service stop at 1437 and departed at 1441. Operator Rivas serviced the stop from 1437-1441 (4 minutes).</p>
------------------	--	---

		<p>Tommy Maung [04/05/2018 09:27:23]</p> <p>Called and spoke with customer 4/5/18 at 09:20. Customer appreciated the call back and that the operator was spoken to. Operator did not have any further questions or concerns regarding the comment.</p> <p>Tommy Maung [04/09/2018 09:49:52]</p> <p>As of 4/9/18, the video did not successfully download. - Investigation Completed.</p>
--	--	--

<p>3/19/2018</p>	<p>Customer stated she paid her fare but she didn't have enough finances to pay for her son's fare. Customer stated she asked for a curiosity ride but the driver made a rude remark towards her regarding customers trying to get a free ride. Customer claims the driver was discriminating against her because just before she boarded the bus the driver gave someone else a curiosity rides. Customer stated the driver was very argumentative and rude towards her. Customer is expecting a call back from a supervisor.</p> <p>CSR Note: Driver Badge #4816. Customer stated she has video tape of the incident upon request.</p>	<p>Tommy Maung [03/22/2018 14:16:49]</p> <p>VDS confirmed the coach and operator pertaining to this comment. Video was requested 3/22/18.</p> <p>Tommy Maung [03/22/2018 14:17:40]</p> <p>Called and spoke with customer 3/22/18 at 12:43. Customer clarified the incident details, and had a picture of the operator's name plate. The incident actually took place on 3/17/18, not 3/18/18. When video was requested, it was for 3/17/18.</p> <p>Tommy Maung [03/26/2018 12:00:14]</p> <p>Met with Operator 3/26/18. Operator recalled the incident and stated he submitted an incident report 3/18/18. Operator stated the caller was trying to board, herself, another adult lady, and two teenage boys for free. Operator stated the caller did not pay a single fare, for the 4 people she was trying to board. Operator stated he was simply quoting the fare to the caller, and every time he quoted the fare, the caller became more upset.</p> <p>Tommy Maung [03/26/2018 12:00:41]</p> <p>As of 3/26/18, the video did not successfully download. - Investigation Completed.</p>
------------------	--	---

<p>10/5/2017</p>	<p>Customer is calling to make a complaint on a white bus driver. Customer stated the driver is being racist to an African American that is disable or slow. Customer stated that it wasn't right for the driver was tell the African American to hurry up to board the bus. Customer stated that when a white lady was boarding the bus that the driver told her to take her time. Customer even stated that when the white lady taps her card on the bus it was not working. Customer stated that the driver took her tap card and told her it's ok just board the bus. Customer doesn't think that it's fair and would like a supervisor to call him back regarding the driver.</p>	<p>Tommy Maung [10/11/2017 17:22:28]</p> <p>Customer was called and left a voice mail 10/10/17 at 15:57. Customer was called and left a second voice mail 10/11/17 at 13:32.</p> <p>Tommy Maung [10/12/2017 14:40:49]</p> <p>SBS/AVL confirmed the coach and operator pertaining to this comment. Video was requested 10/12/17.</p> <p>Tommy Maung [10/13/2017 15:23:39]</p> <p>Operator is on Leave of Absence until further notice.</p> <p>Tommy Maung [10/13/2017 16:17:56]</p> <p>As of 10/13/17, the video did not successfully download.</p> <p>Tommy Maung [10/13/2017 16:24:35]</p> <p>Called and spoke with customer 10/13/17 at 16:15. Customer called the Operator a skinhead, and went on to talk about how he thinks the Operator is racist. - Investigation Completed.</p> <p>Cristina Garcia [11/07/2017 13:52:36]</p> <p>Is the operator still on leave do you have a date when he will be returning? - Investigation Re-opened.</p>
------------------	--	--

		<p data-bbox="1360 233 1818 266">Niti Shroff [11/18/2017 10:01:01]</p> <p data-bbox="1192 311 2011 454">Met with the Operator and the Operator was not able to recall the incident. The Operator was counseled and coached regarding Title VI Disc. and ADA guidelines - Investigation Completed.</p>
--	--	---

<p>8/26/2017</p>	<p>The caller states that the driver was very rude towards her and her husband. The caller states that the driver made racial remarks towards them as well. **CSM NOTES- Time noted was time of incident.</p>	<p>Tommy Maung [08/30/2017 14:37:18]</p> <p>The correct scheduled time is 10:17. SBS/AVL confirmed the coach and operator pertaining to this comment. Video was requested 8/30/17.</p> <p>Tommy Maung [09/05/2017 13:04:12]</p> <p>Customer was called and left a voice mail 9/5/17 at 10:41.</p> <p>Tommy Maung [09/06/2017 14:29:47]</p> <p>Customer was called and left a second voice mail 9/6/17 at 12:33.</p> <p>Tommy Maung [09/06/2017 16:03:06]</p> <p>Video was reviewed 9/6/17. Video did not confirm the event. The operator is not seen being visibly rude towards any passenger that boards. The operator does not appear to be saying anything towards the patrons who board either. There is no audio for this video, so we cannot confirm if the operator said anything to any passengers that board the bus. Only 1 couple boards the bus, and they get right on, pay their fare, and move to the back of the bus. The operator does not appear to be saying anything, however that cannot be confirmed without audio.</p> <p>Tommy Maung [09/06/2017 16:05:16]</p>
------------------	---	---

		<p>Operator is off all week, returning to work 9/9/17.</p> <p>Tommy Maung [09/06/2017 16:11:24]</p> <p>Called and spoke with customer 9/6/17 at 16:00. Customer was not clear on the incident details. Customer stated the Operator was cursing and being very rude towards her and her husband. I explained to the customer what was viewed in the video, and how to obtain a Vehicle # in the future, to make sure they identify the correct bus. - Investigation Completed.</p> <p>Cristina Garcia [09/08/2017 14:19:20]</p> <p>Comment will remain open until the driver is talked to. - Investigation Re-opened.</p> <p>Tommy Maung [09/18/2017 10:30:16]</p> <p>Met with Operator 9/18/17. Operator recalled the incident and stated these two passengers always board with short fare. Operator stated they will board with only 0.50 for 2 passengers, and will still request a transfer. Operator stated all she did was quote the fare. - Investigation Completed.</p>
--	--	--

7/25/2017	<p>From: Patra Chakshujej [mailto:cpatra7@gmail.com]</p> <p>Sent: Monday, July 24, 2017 11:40 PM</p> <p>To: Comment &lt;Comment@Foothilltransit.org&gt;</p> <p>Subject: Unacceptable Behavior of Silver Streak Driver Badge # 4660</p> <p>To Whom It May Concern:</p> <p>I am writing to inform you of the unacceptable behavior of the driver Fernando Rauda (Badge #4660) on the Silver Streak bus headed east leaving 1st &amp; Hill bus stop at around 6:05pm on July 24th headed toward Pomona/Montclair.</p> <p>I am new to the area and bought a TAP card on July 24. The customer service on the Omnitrans buses on the same day was excellent.</p> <p>However, I have never been so poorly mistreated and ripped off by a bus driver as I have by Fernando Rauda. A fare that should have only cost me \$1.20 (the cost of a transfer when you give a bus driver your transfer ticket) ended up costing me \$5.70 (over 4 times the correct price) due to his negligence and pleasure in overcharging me.</p> <p>When I boarded the bus, I gave Fernando Rauda my Foothills transfer ticket and he told me to pay \$1.20. I asked him if I could pay with TAP and he said sure. When I</p>	<p>Tommy Maung [07/27/2017 09:51:39]</p> <p>SBS/AVL confirmed the coach and operator pertaining to this comment.</p> <p>Niti Shroff [07/27/2017 12:42:28]</p> <p>Requested Video query on 7.27.17.</p> <p>Niti Shroff [07/27/2017 13:26:25]</p> <p>Called Tap-to-Go to verify the transactions processed on the Customer's tap card on 7/24/17 while riding on 707, per Tap Representative, @6.02 pm Customer's tap card was processed for \$2.45 cents regular fare to ride Silver Streak, then @ 6.04 pm, the card was charged for transfer 50 cents, again within few seconds the card was charged for 50 cents ( 2nd transfer) and again within few seconds, the card was charged for 50 cents (3rd transfer). So, the Customer was over charged for two transfers 50 cents plus 50 Cents twice, total overcharged amount on Customer's tap card was one dollar.</p> <p>Cristina Garcia [07/27/2017 16:10:16]</p> <p>Customer e-mailed us on Thursday morning below:</p> <p>Thanks. I want to help facilitate the investigation. I just checked my TAP balance online. Below please find the screenshots of my TAP card. I also attached a picture of my screenshot to this email.</p>
-----------	---	--

<p>tapped my card, I noticed that the machine charged me \$2.45 instead of \$1.20 and asked him about it. He smiled and said "I told you \$1.20 but you used TAP so it charged you more."</p> <p>I asked him why he didn't tell me that it would charge me more if I used TAP instead of cash and he smiled again, looking very happy that I had been overcharged.</p> <p>Not satisfied with the complete lack of customer service, I asked him again why he didn't tell me that I would be charged \$2.45 for using TAP instead of paying in cash, and he smiled again asking me "What do you want me to do?"</p> <p>I gestured toward the stack of paper transfers and asked him for one. Fernando Rauda would not give me a paper transfer. Instead, he pressed a button and asked me to TAP my card so I did. I thought he was adding money back onto my TAP card so I followed his instructions.</p> <p>He pressed a button a second time and told me to TAP my card again, so I did.</p> <p>The third time, he pressed a button and asked me to TAP my card, I realized that the machine was deducting \$0.50 from my TAP account each time. My TAP balance had declined by almost \$4 just by interacting with Fernando Rauda for a few minutes.</p> <p>I asked him why he was charging me for so many transfers on TAP. He would not give me a paper transfer.</p>	<p>As you can see, there were 4 transactions with Fernando Rauda on July 24, 2017 between 18:08 to 18:10 where he successfully overcharged me, taking \$3.95 off my TAP card (\$2.45 TAP entry that should have only cost \$1.20 because I gave him a Foothill Transit transfer and he did not tell me that using TAP would cost more than using cash + 3 separate \$0.50 completely unnecessary transfers). The additional \$1.75 I am requesting for a full refund of \$5.70 comes from having to pay an additional \$1.75 out of pocket while boarding the Omnitrans 61 because Fernando Rauda refused to give me a paper transfer.</p> <p>Is it normal for bus drivers to charge passengers for 3 successive unnecessary TAP transfers when they are leaving L.A.?</p> <p>Given the disgusting, unacceptable behavior of Fernando Rauda, I think \$5.70 is a very small, reasonable price to refund back to my TAP card.</p> <p>I have not launched a formal complaint with federal, state, and local agencies yet, but I am prepared to do so if this matter is not resolved satisfactorily.</p> <p>If you review the video on the bus, you will clearly see that he never made any effort to give me a paper transfer and that he pushed the button and asked me to tap my TAP card three times in a row to charge me for 3 totally unnecessary transfers. You will see a complete lack of compassion for cheating and ripping me off.</p>
--	--

<p>Fernando Rauda looked very happy and smiled and said "I gave you 3 transfers."</p> <p>I told him: "You charged me for each one. Why did you do that?"</p> <p>He looked very pleased to have taken so much money from my TAP card. I could not believe he would intentionally try to cheat me so badly.</p> <p>At this point, he had charged me \$3.95 (\$2.45 for the base fare on TAP + three separate \$0.50 transfers, which I did not need since I was going to transfer to an Omnitrans bus). He did not give me a paper transfer.</p> <p>When I finally got off at the Pomona station and boarded the #61 Omnitrans bus, I noticed a lot of the Foothills passengers had paper transfers. I asked the Omnibus bus driver about it and she told me that there are free transfers from Foothills Transit.</p> <p>Instead of giving me the free paper bus transfer that I had asked for, Fernando Rauda charged me \$1.50 for 3 additional \$0.50 transfers on TAP that I did not need. I thought he was going to help me out by adding money back onto my card, but instead, he totally ripped me off.</p> <p>To add insult to injury, I had to pay an additional \$1.75 to board the Omnitrans bus.</p> <p>In total, I paid \$5.70 to get from 1st &amp; Hill in L.A. to Ontario, largely due to Fernando Rauda's negligence and</p>	<p style="text-align: center;">Ride History</p> <p style="text-align: center;">Date / Time Transaction Type Transaction Status Product Device ID Rides Remaining Value Changed Value Remaining</p> <p>2017-07-24 18:09:17 SV Add Transfer Success Reg SV Regular FBX01620 \$- 0.50 \$ 13.55</p> <p>2017-07-24 18:08:16 SV Entry (Tag On) Success Reg SV Regular FBX01620 \$- 2.45 \$ 14.05</p> <p>2017-07-24 17:26:05 SV Entry (Tag On) Success Reg SV Regular RVG00153 \$- 1.75 \$ 16.50</p> <p style="text-align: center;">Sale History</p> <p style="text-align: center;">Date / Time Transaction Type Transaction Status Product Device ID Rides Remaining Value Changed Value Remaining</p> <p>2017-07-24 18:09:23 SV Refund Success Reg SV Regular FBX01620 \$- 0.50 \$ 12.55</p> <p>2017-07-24 18:09:20 SV Refund Success Reg SV Regular FBX01620 \$- 0.50 \$ 13.05</p> <p>I will get the Title VI at the Pomona Transit Station on Monday, July 31.</p> <p style="text-align: right;">Tommy Maung [08/01/2017 15:18:35]</p>
--	---

bad will, instead of \$1.20.

I am requesting that you add \$5.70, the cost of the total fare (\$2.45 TAP fare + 3 separate, unnecessary \$0.50 bus transfers +\$1.75 Omnitrans fare I had to pay since Fernando Rauda refused to give me a paper transfer), back onto my TAP card.

By the time I arrived at the Pomona Transit Station, the customer service had already left so I could not do this in person.

I do not think I should have to pay to be mistreated so badly by a Foothills Transit employee.

My TAP card number is 0160 0087 3627 3433

Please let me know when you have added the \$5.70 back onto my account.

This is unacceptable and disgusting behavior by your employee. Fernando Rauda needs to be sharply corrected and your company should reimburse me for his unnecessary overcharging.

I am of Asian heritage - I don't know if the driver is this rude to everyone or if he was making special effort to be cheat and rip me off due to my ethnicity. I noticed that he treated the non-Asian woman in front of me and the white man behind me with courtesy and respect.

Below, please find pictures of him and his badge.

As of 8/1/17, the video did not successfully download.

Niti Shroff [08/01/2017 21:26:08]

Met with the Operator and the Operator stated that the Commuter had a transfer and before I could get her transfer to process her \$1.20 plus transfer transaction, she had tapped her card and it took \$2.45 regular Silver Streak fare. The Commuter was upset and I tried to tell her that she could wait for me to set it right before tapping it, she kept blaming me, not understanding how fare box works. I tried to reimburse her by offering her two transfers since I cannot reimburse her any other way, that was my mistake for making a poor decision but I learned my lesson now. I am sorry. The Commuter had an issue about my demeanor because I am always calm and smiling, she was yelling and was very rude. The Operator will be scheduled to take fare box refresher class.

Niti Shroff [08/01/2017 21:27:13]

\*\*\*\*\* Attached Email Response to the Customer  
\*\*\*\*\*

Hello Ms. Chakshuvej,

We are in receipt of your Comment# 0004-5262. We appreciate you taking a time to bring this matter to our attention and we are sorry that you had to undergo this experience. We have forwarded your concern to our

	<p>Thank you for your attention,</p> <p>Patra</p>	<p>Operations department to counsel the mentioned Operator by his supervisor, in the meantime, if you can please email me your mailing address for me to mail you our Complimentary Coupons in lieu of the wrongly processed fare charges. Please accept our sincere apology for the inconvenience caused.</p> <p>We appreciate your loyalty and patronage, you have our ongoing commitment to better our services.</p> <p>Thank you,</p> <p>Best regards,</p> <p>Niti Shroff  Manager, Customer Experience - Investigation Completed.</p> <p>Cristina Garcia [08/03/2017 08:35:55]</p> <p>The customer will be going to the Pomona Transit center this Friday or Monday and Maria Ortega the Pomona Transit store manager will have 3 free ride coupons for her to reimburse her.</p>
--	---	--

#### 4. Foothill Transit's Public Participation Plan and Public Outreach Summary

Foothill Transit, as an organization, actively participates in an abundant number of public outreach activities hosted by local municipal and service organizations, schools, civic organizations, and communities. These public events are not only an opportunity to demonstrate Foothill Transit as an active member of the community, but also to provide attendees an opportunity to engage with Foothill Transit staff and provide transportation information and feedback. All feedback is collected and logged into the CCTS and forwarded to the appropriate departments. General outreach activities conducted include:

1. **Schools:** Foothill Transit offers free trip planning and training for students, especially students in special education classes to teach them how to navigate public transportation. A limited number of free TAP cards are distributed to students and staff.
2. **Senior Citizens:** Foothill Transit partners with senior centers to provide training on how to use transit. Free 10-day TAP cards are distributed at senior centers to help encourage older Americans to ride Foothill Transit. Foothill Transit also collaborates with the Los Angeles Metropolitan Transportation Authority's (Metro) On the Move Rider's Program, a peer to peer training program that educates seniors on how to use public transit.
3. **Veterans:** Foothill Transit partners with veteran support services to offer training for veterans so that they can learn to use the public transit system.
4. **Social service agencies:** Foothill Transit refers limited-income customers to Metro's Low-Income Fare is Easy (LIFE) program that provides fare subsidies to low-income individuals. Foothill Transit is a participating agency in the LIFE program.
5. **Community Sponsorship:** Foothill Transit supports non-profit organizations throughout our service area. Support comes in the form of sponsoring fundraisers that benefit the most number of people in our service area, volunteering to serve the organization and via interior cards.
6. **Interior cards:** Foothill Transit provides space on-board our buses to help promote or advertise low to no cost services or events that are open to the public.

In addition to ongoing outreach, Foothill Transit conducted special, focused outreach campaigns:

##### Outreach for Service Changes:

Public input is sought for fare and major service changes; Foothill Transit specifically solicits feedback from all communities including minority and low income. Notices describing proposed changes, dates and locations of public hearings are posted in all buses. Legal notices are printed in local and multi-lingual newspapers. Meetings and hearings are held in various locations throughout the service area and at various

times to allow for diverse input. In addition, comments are solicited through mail, email, and telephone. During public meetings and hearings, bilingual staff members are available to translate information and provide assistance in translating oral or written comments. At public hearings and some public meetings, court reporters are used to officially transcribe the presentation and comments, and provide transcripts. Foothill Transit has conducted two major service changes, expanded the Class Pass Program, adopted two routes from the City of Duarte, and introduced one new fare payment method. Details of the outreach conducted for the major service changes, and the outcomes can be found in the board reports which are included as attachments.

In addition, the Foothill Transit Planning Department conducts a series of regular outreach events coordinated with its service changes called "Meet the Planner." Members of the team are stationed during scheduled times at Foothill Transit Centers one month after a schedule change takes place. These events are scheduled during bus pass sales period to ensure the most people are reached. Feedback is solicited regarding the schedule change, and regarding the system as a whole. The feedback is incorporated into the next change, where feasible.

### **Outreach for the Public Participation Plan and Language Assistance Plan**

In 2013, members of the Foothill Transit team conducted extensive community outreach to shape the development of the Public Participation Plan (PPP). Presentations were made to various community organizations, local political offices, and social service agencies. Three focus groups were held which were attended by 11 organizations: Foothill Aids Project, West Covina School District, Mt. San Antonio College, Tri-City Mental Health Services, The Consortium to End Homelessness, Disabled American Veterans, Los Angeles County Services Center for Independent Living, Baldwin Park Adult Education, Foothill Unity Center, Church of Christ Baldwin Park and East San Gabriel Valley Japanese Center. Input was solicited regarding the transportation needs of their clients, outreach methods utilized by the attendees, especially focusing on underrepresented communities, and techniques to increase community visibility of Foothill Transit. The participants also provided feedback on the proposed PPP.

Staff have also recognized the changing demographic composition of Foothill Transit's service area and are working holding more community workshops to keep the PPP up to date.

### **Summary of the Public Participation Plan**

The intent of the PPP is to standardize Foothill Transit's communication methods. It seeks to provide guidance to Foothill Transit staff on how to develop a project specific outreach plan and utilize the best outreach methods and techniques to distribute and collect information from stakeholders.

This document includes discussion of many tools and information useful in creating project specific outreach plans, including:

- Service area demographics
- Ongoing outreach initiatives
- Public participation methods and techniques
- Inclusion methods for LEP persons and underrepresented communities

This plan is meant to provide best practices; however, outreach methods will be selected based on the type of project and the goals of the outreach being conducted. Additional statutory requirements may need to be met for certain projects under the National Environmental Protection Act and the California Environmental Quality Act.

**See Attachments for the Public Participation Plan**

## **5. Foothill Transit's Four Factor Analysis and Language Assistance Plan**

Compliance with the FTA's Title VI provisions includes providing meaningful access to LEP persons. This is defined as taking "reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals who are Limited-English Proficient (LEP)." The first step is completing the Four Factor Analysis which "is an individualized assessment that balances the following four factors:"

- The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient,
- The frequency with which LEP persons come into contact with the program,
- The nature and importance of the program, activity or service provided by the program to people's lives, and
- The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The results of the Four Factor Analysis are used to determine which language assistance services are appropriate. The Language Assistance Plan will include:

- The results of the Four Factor Analysis, including a description of the LEP populations served,
- Describe how the recipient provides language assistance services by language,
- Describe how the recipient provides notice to LEP persons about the availability of language assistance,
- Describe how the recipient monitors, evaluates and updates the language access plan, and
- Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations

Foothill Transit serves a diverse population with diverse language needs including sizable populations of both Spanish and Chinese speakers. This report provides a detailed analysis and a specific plan to serve the LEP population.

**See Attachments for the Limited English Proficiency and Language Assistance Plans**

## **6. Racial breakdown of transit-related, non-elected planning boards, advisory councils or committees**

Foothill Transit does not have any non-elected planning boards or advisory councils.

## **7. Description of subrecipient compliance monitoring**

Foothill Transit does not have any subrecipients.

## **8. Copy of Title VI Equity Analysis related to the construction of any facilities**

No facilities were constructed during this time.

## **9. System-wide Service Standards and System-wide Service Policies**

The FTA requires that all fixed route transit providers set service standards and policies for each mode. Standards and policies must address how service is distributed to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service standards are to be based on a quantitative threshold. Service standards will be developed for:

- Vehicle load-ratio of passengers to the total number of seats
- Vehicle headway- Amount of time between two vehicles traveling in the same direction on a given line
- On-time Performance-Foothill Transit measures on-time performance at each individual time point and aggregates the figure system wide.
- Service Availability-General distribution of routes within Foothill Transit's service area

Service policies will be developed for:

- Vehicle assignment
- Distribution of transit amenities

See Attachments for the Foothill Transit's Service Standards and Policy Guidelines.

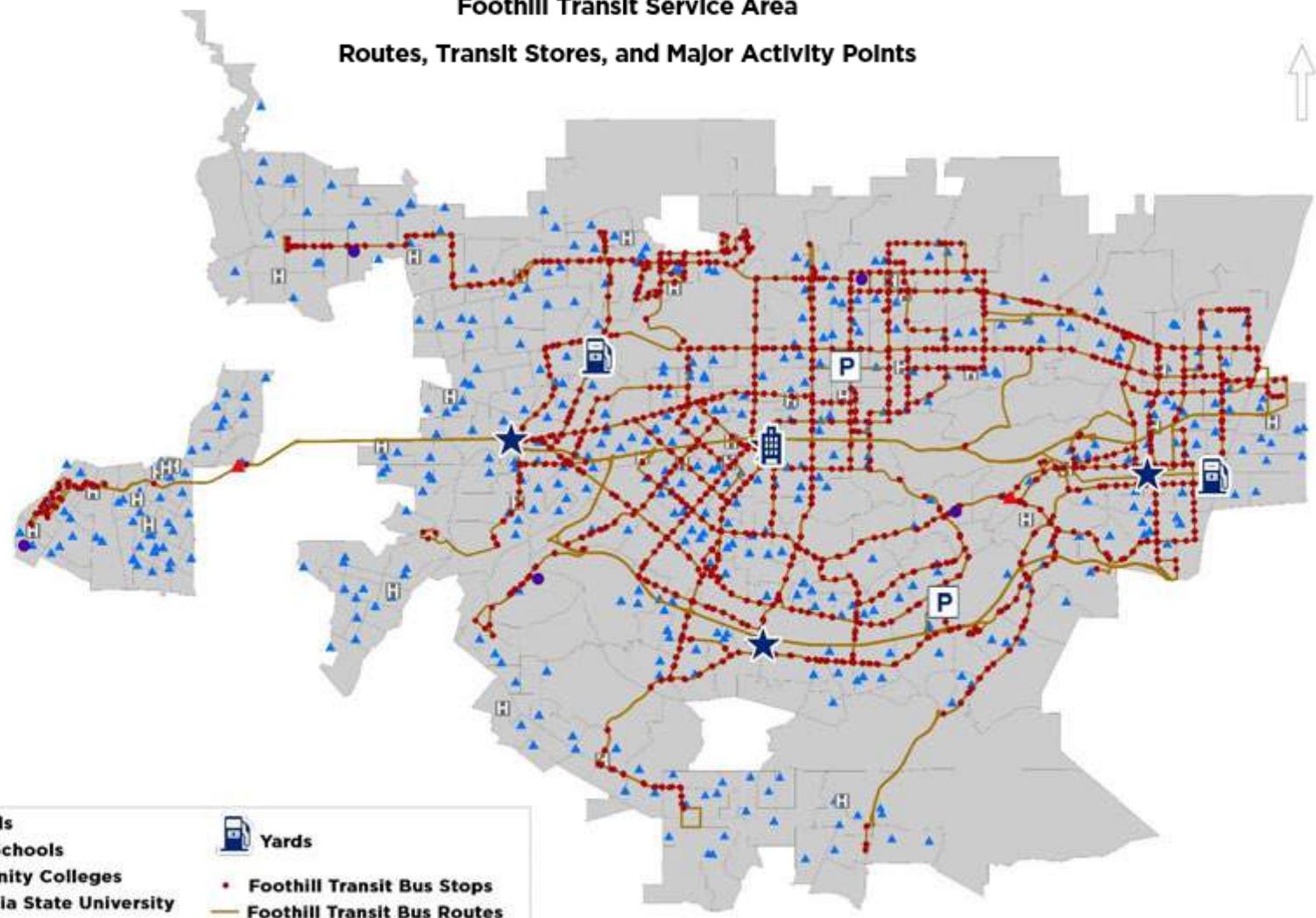
## **10. Foothill Transit's Service Area Demographic Analysis**

The FTA requires that agencies with 50 or more fixed route vehicles and are located in urbanized areas of 200,000 or more report on the demographic make-up of their service area. Demographic and Service Profile maps and charts should depict racial and ethnic data showing the extent to which members of minority groups are beneficiaries of Federal funds.

Foothill Transit utilized American Community Survey 2018 5-Year Estimate Tables: DP05 ACS Demographic and Housing and S1901 Income in the Past 12 Months (in 2018 Inflation-Adjusted Dollars) by Census Tracts to determine minority and low-income populations within its service area to create GIS maps. Below are four maps highlighting the demographic make-up of the Foothill Transit service area.

1. Basemap of Foothill Transit's service area with transit facilities-including transit routes, transit stops and stations, depots, maintenance and garage facilities and administration buildings-along with major activity centers.
2. This map highlights Census Tracts where the percentage of the total minority population exceeds the average percentage of minorities in the Foothill Transit service area as a whole.
3. This map highlights Census Tracts where the percentage of low-income households exceeds the average percentage of low-income residents in the Foothill Transit service area as a whole.
4. This map overlays Census Tracts with minority and low-income populations more than their service area's averages.

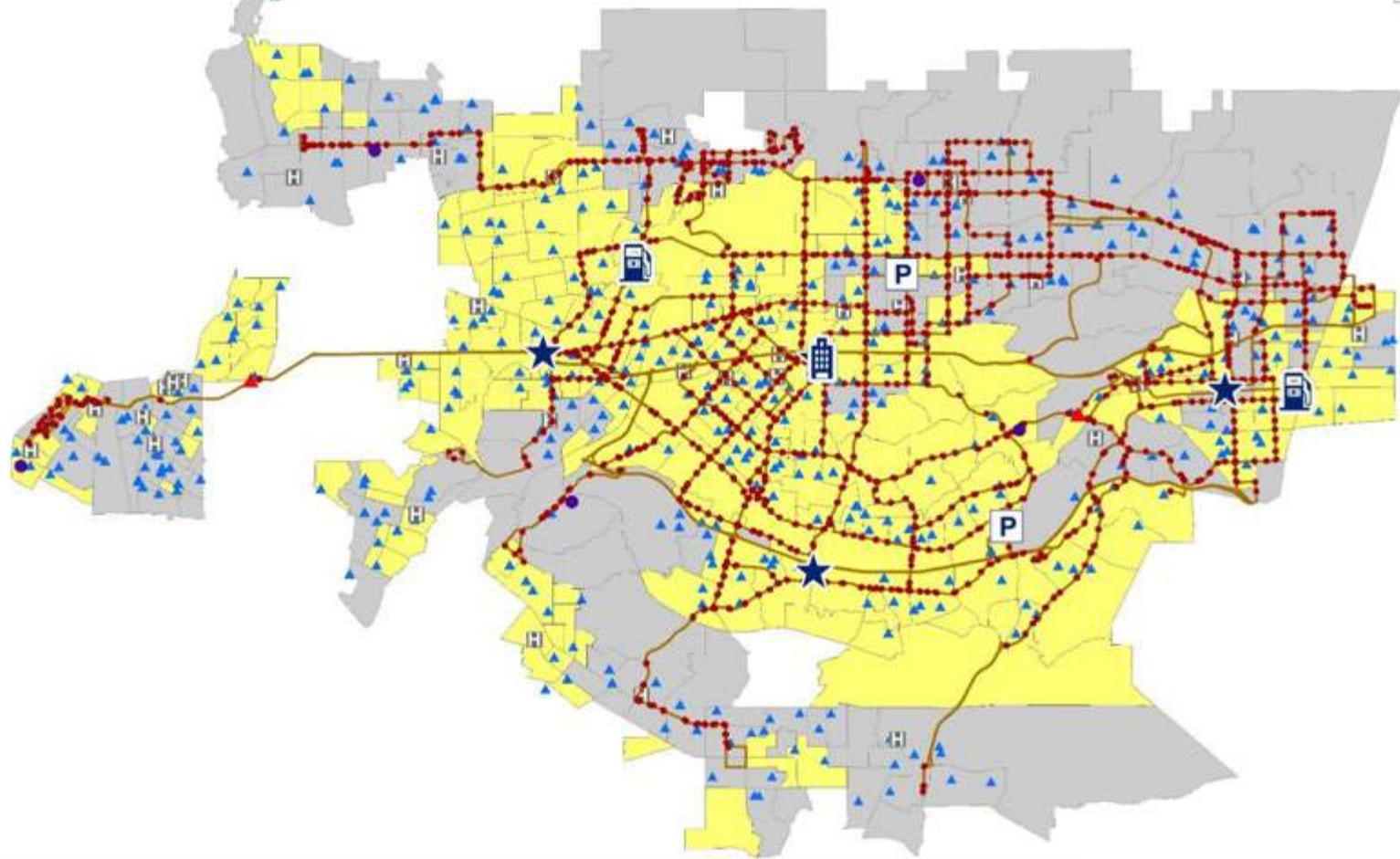
### Foothill Transit Service Area Routes, Transit Stores, and Major Activity Points



Hospitals	Yards
Public Schools	Foothill Transit Bus Stops
Community Colleges	Foothill Transit Bus Routes
California State University	Foothill Transit Service Area
Transit Stores	
Administrative Building	
Agency Owned Park & Rides	

0 | 1 | 2 | 4 | 6 | 8 Miles

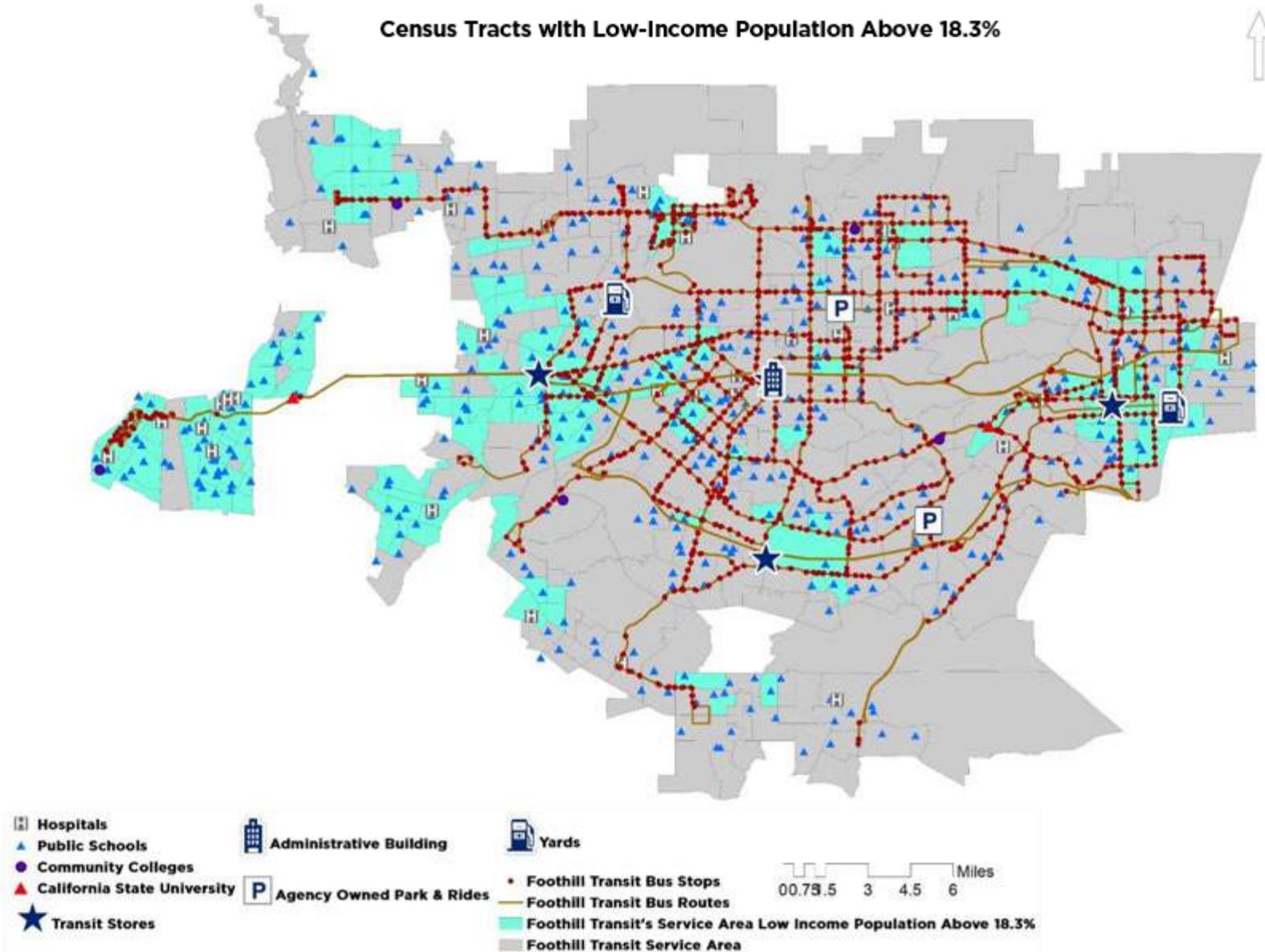
### Foothill Transit Service Area Census Tracts with Minority Population Above 79%



- |                             |                           |   |
|-----------------------------|---------------------------|---|
| Hospitals                   | Administrative Building   | Yards   |
| Public Schools              | Agency Owned Park & Rides | Foothill Transit Bus Stops                                    |
| Community Colleges          |                           | Foothill Transit Bus Routes                                   |
| California State University |                           | Foothill Transit's Service Area Minority Population Above 79% |
| Transit Stores              |                           | Foothill Transit's Service Area                               |

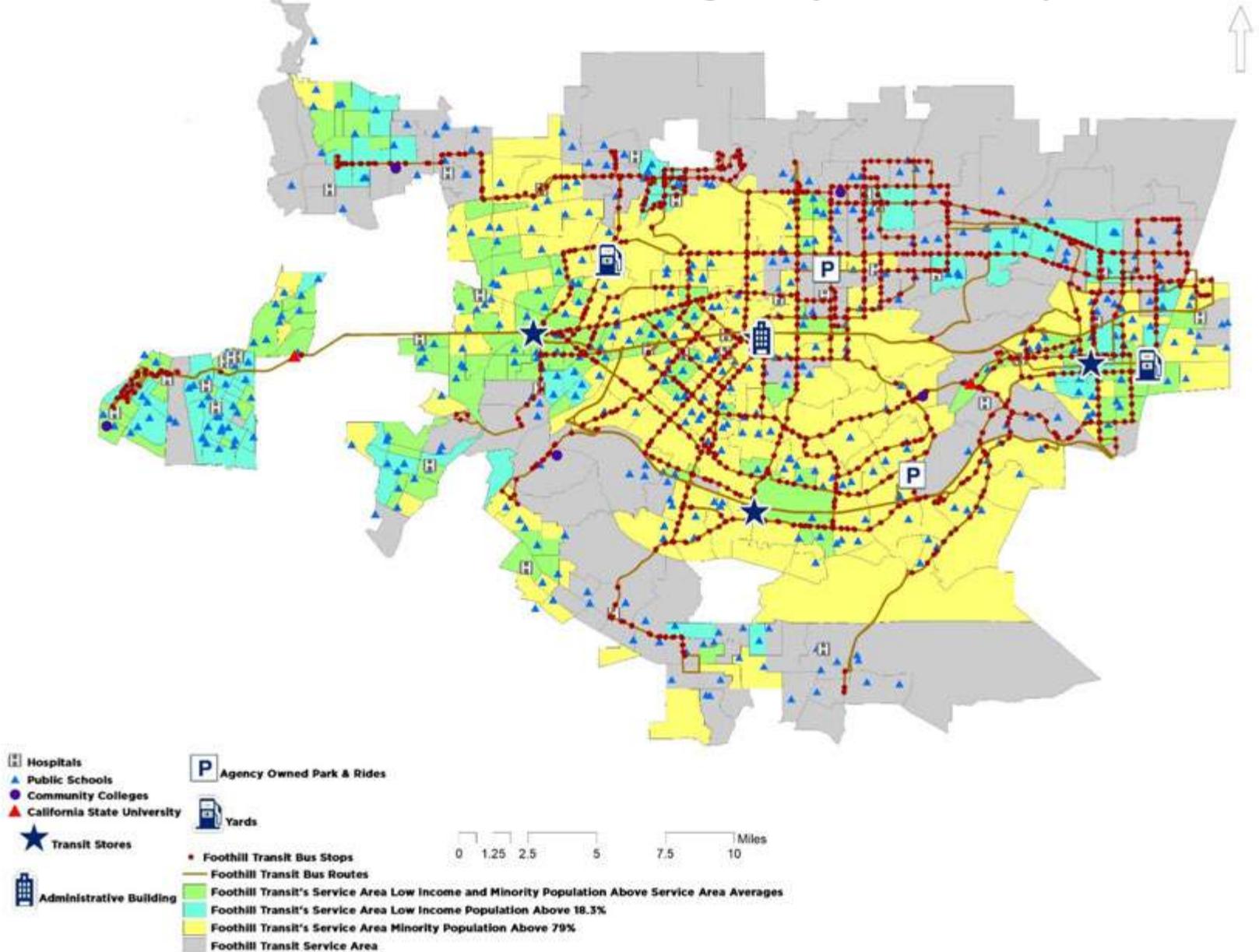
# Foothill Transit Service Area

## Census Tracts with Low-Income Population Above 18.3%



# Foothill Transit Service Area

## Census Tracts with Above Average Minority and Low-Income Populations



The maps above depict Census Tracts where the minority and low-income populations exceed the service area average. When the maps are overlaid there is a high correlation between both factors. Areas that are particularly disadvantaged are El Monte, Pomona, and Downtown Los Angeles. The maps also show that the majority of trip generators in the Foothill Transit service area (as defined here, public schools, community colleges, universities, and hospitals) are served by a Foothill Transit line.

### **Demographic Ridership and Travel Patterns**

The FTA requires providers of public transportation to collect information on the race, color, national origin, English proficiency, language spoken at home, household income, and travel patterns of their riders. Foothill Transit conducted on-board surveys of riders in fall 2016\*. The information gathered from the surveys was used to develop the demographic profile comparing minority and non-minority riders, and trips taken by minority riders and non-minority riders. \*Please note, Foothill Transit was scheduled to conduct a new set of on-board surveys in early 2020. The surveys were postponed due to the COVID-19 pandemic. The surveys have been rescheduled for the next fiscal year.

### **Survey Results**

The survey results generally support the Census level data in that the area is very ethnically diverse. The rate of low-income riders is higher than the Census data suggests; however, ridership among the Local and Express level is definitely stratified. While 70% of Local riders make under \$25,000 per year, 70% of Express riders make over \$50,000 per year. The service area population is largely Hispanic. The demographic profile of each minority group is summarized below:

- **“Typical” Rider Profiles:**
  - Self-identifies as female (50.3 percent).
  - Is under the age of 35 (55.3 percent).
  - Self-identifies as Hispanic and/or Latino (58.8 percent).
  - Speaks English very well (82.1 percent), and also speaks Spanish at home (44.1 percent).
  - Is employed at least part-time. (59.8 percent). Is not a student (55.9 percent).
  - Reports an approximate household income less than \$35,000 (76.5 percent).
  - Has limited access to a personal vehicle (73 percent).
- **Hispanic Ridership:**
  - 54.3 percent of respondents identified as Hispanic.
  - 11.6 percent of respondents used a Spanish version of the survey.

- The income breakdown of Hispanic respondents is as follows:

	Hispanic or Latino
Under \$15,000	46.37%
\$15,000-\$24,999	12.41%
\$25,000 - \$34,999	21.56%
\$35,000-\$49,999	5.50%
\$50,000-\$74,999	7.98%
\$75,000-\$99,999	3.55%
\$100,000-\$149,999	1.61%
\$150,000 or more	1.02%

- **Asian/Pacific Islander (A.P.I.) Ridership:**
  - 13.1 percent of respondents identified as Asian/Pacific Islander.
  - 1.8 percent of respondents used a Chinese version of the survey.
  - The income breakdown of Asian/Pacific Islander respondents is as follows:

	A.P.I.
Under \$15,000	39.79%
\$15,000-\$24,999	11.25%
\$25,000 - \$34,999	16.25%
\$35,000-\$49,999	8.75%
\$50,000-\$74,999	9.17%
\$75,000-\$99,999	6.88%
\$100,000-\$149,999	4.17%
\$150,000 or more	3.75%

- **African-American Ridership:**
  - 7.5 percent of respondents identified as African-American.
  - The income breakdown of African-American respondents is as follows:

	African American
Under \$15,000	43.48%
\$15,000-\$24,999	10.37%
\$25,000 - \$34,999	21.74%
\$35,000-\$49,999	5.02%
\$50,000-\$74,999	8.36%
\$75,000-\$99,999	6.02%
\$100,000-\$149,999	3.34%
\$150,000 or more	1.67%

- **White Ridership:**

- 12.2 percent of respondents identified as White.
- The income breakdown of White respondents is as follows:

	White
Under \$15,000	42.94%
\$15,000-\$24,999	8.95%
\$25,000 - \$34,999	19.48%
\$35,000-\$49,999	5.77%
\$50,000-\$74,999	11.13%
\$75,000-\$99,999	5.17%
\$100,000-\$149,999	3.78%
\$150,000 or more	2.78%

When looking at the data through an income lens, high Hispanic ridership often corresponds to lower levels of income. 58.78 percent of Hispanics make an income less than \$25,000; this is higher than the other ethnic and racial categories. 53.85 percent and 51.89 percent of African Americans and White respondents make less than \$25,000, respectively. Income levels for Asian respondents are higher; approximately 51.04 percent report making less than \$25,000. Routes with both high minority ridership and low-income levels include Routes 197, 291 and 480, which travel through Pomona, and Route 178 which travels through Baldwin Park.

Table 10.1 below shows the minority and income breakdown for all lines. This table and the conclusions above are generally supported by the Census data. Survey responses suggest that Minority ridership is slightly higher overall than the Census percentage at 78.6%. The low-income population on the buses appears to be much higher – 64% percent of all riders surveyed have an income of less than \$25,000.

**See Attachments for the September 2016 On-Board Passenger Survey.**

Table 10.1 Racial and Income Breakdown of Foothill Transit’s Ridership (September 2017 Onboard Survey)

Route	Hispanic	Black	Asian Pacific Islander	Multi-racial	White	Other Not White	<\$15,000	\$15,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 or more
178	58%	7%	17%	3%	4%	11%	50%	11%	19%	8%	9%	3%	1%	1%
185	73%	4%	7%	4%	2%	11%	54%	7%	25%	3%	5%	2%	2%	1%
187	49%	11%	13%	6%	3%	18%	49%	13%	16%	8%	5%	5%	2%	1%
190	73%	4%	7%	5%	2%	8%	42%	13%	15%	9%	13%	2%	4%	4%
194	64%	12%	15%	2%	3%	4%	53%	14%	14%	8%	5%	3%	3%	0%
195	66%	8%	10%	3%	2%	10%	46%	10%	28%	5%	5%	3%	3%	0%
197	50%	14%	3%	0%	5%	28%	43%	14%	20%	2%	14%	6%	0%	2%
269	65%	6%	6%	4%	6%	13%	53%	8%	28%	3%	0%	3%	3%	3%
270	76%	5%	0%	5%	0%	14%	69%	15%	8%	0%	8%	0%	0%	0%
272	57%	7%	15%	6%	2%	13%	54%	8%	27%	3%	3%	0%	3%	3%
274	89%	0%	5%	0%	0%	5%	15%	23%	23%	8%	8%	23%	0%	0%
280	59%	6%	17%	4%	2%	13%	47%	18%	20%	4%	7%	1%	1%	2%
281	61%	6%	12%	5%	2%	13%	46%	11%	20%	7%	9%	4%	1%	0%
282	57%	8%	18%	2%	3%	11%	48%	11%	26%	2%	4%	4%	3%	2%
284	17%	17%	50%	0%	0%	17%	50%	0%	17%	17%	17%	0%	0%	0%
285	74%	0%	7%	5%	8%	7%	50%	10%	21%	6%	12%	2%	0%	0%
286	50%	13%	17%	7%	2%	11%	33%	21%	12%	18%	6%	9%	0%	0%
289	41%	3%	44%	2%	0%	11%	44%	19%	22%	3%	6%	0%	3%	3%
291	54%	15%	7%	4%	3%	17%	64%	9%	16%	6%	1%	1%	1%	1%
292	57%	0%	14%	0%	0%	29%	50%	0%	50%	0%	0%	0%	0%	0%

480	57%	13%	9%	6%	1%	14%	49%	10%	27%	3%	7%	1%	2%	2%
481	55%	9%	23%	0%	0%	14%	5%	5%	48%	14%	5%	10%	10%	5%
482	51%	10%	20%	5%	1%	13%	56%	14%	18%	3%	6%	3%	0%	1%
486	70%	4%	12%	3%	3%	8%	49%	10%	20%	5%	9%	4%	2%	1%
488	58%	7%	9%	8%	2%	15%	52%	11%	23%	3%	9%	2%	0%	0%
492	59%	7%	9%	3%	4%	18%	42%	12%	27%	6%	6%	4%	1%	2%
493	33%	0%	58%	6%	3%	0%	4%	7%	11%	4%	26%	19%	19%	11%
494	58%	0%	42%	0%	0%	0%	44%	11%	0%	11%	22%	11%	0%	0%
495	4%	4%	72%	0%	4%	16%	5%	0%	5%	0%	18%	27%	23%	23%
497	44%	6%	31%	6%	0%	13%	0%	0%	15%	15%	15%	23%	23%	8%
498	47%	3%	23%	0%	3%	23%	4%	4%	12%	0%	27%	15%	15%	23%
499	33%	0%	30%	0%	0%	37%	9%	0%	9%	0%	17%	17%	22%	26%
690	43%	13%	17%	4%	0%	22%	11%	6%	11%	11%	0%	44%	17%	0%
699	35%	22%	19%	7%	0%	17%	2%	7%	7%	11%	29%	18%	17%	8%
851	50%	0%	25%	25%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
855	45%	27%	18%	0%	0%	9%	30%	0%	40%	10%	20%	0%	0%	0%
707	56%	10%	12%	5%	3%	13%	41%	11%	24%	6%	10%	5%	2%	2%

## **11. Major Service Change, Disparate Impact, and Disproportionate Burden Policies**

In the event of a major service or fare change, agencies that meet certain thresholds will complete an Equity Analyses of the proposed change. These analyses are conducted prior to the proposed change to determine whether the planned changes will have a separate impact on the basis of race, color or national origin. The FTA also requires agencies to examine the impact of the proposed change on the low-income populations to determine whether low income populations will bear a disproportionate burden of the changes.

Foothill Transit developed Major Service Change, Fare Change, Disproportionate Burden, and Disparate Impact policies in 2013. These policies were adopted by the Executive and Governing Boards in 2013.

Foothill Transit conducted public outreach to collect comments on the proposed policies. One public meeting was held on October 3<sup>rd</sup>, 2013 in West Covina. The meeting was advertised via E-Notices sent to Foothill Transit customers, as well as through ads placed in various local and multi-lingual newspapers.

**The policies and the board approval are attached.**

## **12. Major Service and Fare Changes Since Fall 2017**

Since the last Title VI Compliance update submitted in fall 2017, Foothill Transit has conducted two major service changes, expanded the Class Pass Program, adopted two routes from the City of Duarte, and introduced one new fare payment method. Equity analyses were prepared and presented to the Foothill Transit Board for all of the major service changes, program expansion, adoption of service, and new fare payment method; no disparate impact or disproportionate burden was determined. Foothill Transit also began a pilot program for a new route in March 2020. The route is currently in the pilot stage; therefore, the Equity Analysis will not be included during this review period.

### **Summary of Service Changes, Fare Changes, and Adjustments**

Equity analysis reports for the major service changes and the fare change are included below:

1. Mobile Ticketing-Equity Analysis
2. Duarte Transit Lines-Equity Analysis
3. Class Pass Program-Equity Analysis
4. Route Modification of Line 291-Equity Analysis
5. Route Cancellation of Line 497-Equity Analysis

See attachments for the aforementioned analysis reports.

Table 12.1 In-Service Route Alignment (Alignment Miles per Route) Monitoring

Service Change Date	Route	Description	Previous Alignment Revenue Miles		New Alignment Revenue Miles		% Change	Was a Title VI Service Equity Analysis Prepared?
			Weekday	Weekend	Weekday	Weekend		
3/1/2020	497	Route cancellation of Line 497.	1,074.37	N/A	N/A	N/A	100%	Yes; An equity analysis was prepared.
9/29/2019	291	Route modification of Line 291.	1,013.75	N/A	995.68	N/A	1.01%	Yes; An equity analysis was prepared. The one-way trip that was modified was over 8 miles and the variation was 3 miles.

Table 12.2 Daily Revenue Miles Monitoring

Service Change Date	Route	Description	Previous Daily Revenue Hours		New Daily Revenue Hours		% Change	Was a Title VI Service Equity Analysis Prepared?
			Weekday	Weekend	Weekday	Weekend		
3/1/2020	497	Route cancellation of Line 497.	45.25	N/A	N/A	N/A	100%	Yes; An equity analysis was prepared.
9/29/2019	291	Route modification of Line 291.	108.65	N/A	107.78	N/A	1%	Yes; An equity analysis was prepared. The one-way trip that was modified was over 8 miles and the variation was 3 miles.

### 13. Foothill Transit Title VI Standards and Policies Monitoring Program

#### Analysis and Results of the Title VI Review

Below are the results of the triennial Title VI review to ensure service delivery is consistent between minority and non-minority routes. The review was conducted in summer of 2020 in preparation to submit the final report to the FTA in September 2020. Issues that were identified in the review are described in the summary section, as well as corrective actions to take place.

**Vehicle Load:** Vehicle loads were analyzed by route during peak and off-peak times. Ridership numbers were gathered from the automatic passenger counter (APC) on our buses. Peak travel times are defined as 5:00 A.M to 9:00 A.M. and 3:00 P.M. to 7:00 P.M. Off-peak times are early morning, midday, and late evening. Maximum load factors represent the maximum achievable capacity, and are calculated by dividing the actual boardings by the seated capacity of the vehicle. Data was gathered from October 1, 2019 to October 31, 2019. This time frame was used because it reflects a typical ridership month without any ridership falls due to the COVID-19 pandemic.

**Table 13.1 Capacity Analysis – October 1, 2019 to October 31, 2019**

Route	Direction	Minority Route?	Weekday Load Factor		Load Factor Standard	Exceeds Standard?	
			Peak Period	Off Peak		Peak Period	Off Peak
178	East	Yes	AM	0.92	0.93	No	No
178	East		PM	1.2		No	
178	West		AM	0.98	1.05	No	No
178	West		PM	1.1		No	

185	North	No	AM	0.59	0.63	No	No
185	North		PM	0.5		No	
185	South		AM	0.62	0.61	No	No
185	South		PM	0.77		No	

187	East	No	AM	0.97	0.83	No	No
187	East		PM	1.06		No	
187	West		AM	0.95	0.91	No	No
187	West		PM	0.83		No	

188	East	No	AM	0.85	0.76	1.25	No	No
188	East		PM	0.81			No	
188	West		AM	0.77	0.86		No	No
188	West		PM	0.79			No	

190	East	Yes	AM	0.85	1.16	1.25	No	No
190	East		PM	0.64			No	
190	West		AM	0.56	1.15		No	No
190	West		PM	0.93			No	

194	East	Yes	AM	0.81	0.85	1.25	No	No
194	East		PM	0.7			No	
194	West		AM	0.59	0.79		No	No
194	West		PM	0.76			No	

195	East	Yes	AM	0.28	0.47	1.25	No	No
195	East		PM	0.5			No	
195	West		AM	0.51	0.3		No	No
195	West		PM	0.21			No	

197	North	Yes	AM	0.27	0.26	1.25	No	No
197	North		PM	0.24			No	
197	South		AM	0.21	0.45		No	No
197	South		PM	0.24			No	

269	North	Yes	AM	0.18	0.25	1.25	No	No
269	North		PM	0.21			No	
269	South		AM	0.07	0.1		No	No
269	South		PM	0.09			No	

270	North	Yes	AM	0.33	0.35	1.25	No	No
270	North		PM	0.32			No	
270	South		AM	0.28	0.32		No	No
270	South		PM	0.31			No	

272	North	Yes	AM	0.15	0.35	1.25	No	No
272	North		PM	0.19			No	
272	South		AM	0.16	0.38		No	No
272	South		PM	0.2			No	

274	North	Yes	AM	0.24	0.36	1.25	No	No
274	North		PM	0.32			No	
274	South		AM	0.25	0.33		No	No
274	South		PM	0.19			No	

280	North	Yes	AM	0.62	0.64	1.25	No	No
280	North		PM	0.51			No	
280	South		AM	0.66	0.72		No	No
280	South		PM	0.57			No	

281	North	Yes	AM	0.81	0.77	1.25	No	No
281	North		PM	0.58			No	
281	South		AM	0.74	0.99		No	No
281	South		PM	0.55			No	

282	East	Yes	AM	0.38	0.46	1.25	No	No
282	East		PM	0.19			No	
282	West		AM	0.35	0.41		No	No
282	West		PM	0.36			No	

284	North	No	AM	0.13	0.32	1.25	No	No
284	North		PM	0.11			No	
284	South		AM	0.21	0.26		No	No
284	South		PM	0.15			No	

285	North	No	AM	0.37	0.31	1.25	No	No
285	North		PM	0.33			No	
285	South		AM	0.25	0.28		No	No

285	South		PM	0.21			No	
-----	-------	--	----	------	--	--	----	--

286	North	No	AM	0.12	0.35	1.25	No	No
286	North		PM	0.45				
286	South		AM	0.17	0.29		No	
286	South		PM	0.22			No	

289	East	Yes	AM	0.81	0.52	1.25	No	No
289	East		PM	0.3				
289	West		AM	0.38	0.67		No	
289	West		PM	0.49			No	

291	North	Yes	AM	0.29	0.44	1.25	No	No
291	North		PM	0.34				
291	South		AM	0.29	0.42		No	
291	South		PM	0.31			No	

292	North	No	AM	0.48	0.37	1.25	No	No
292	North		PM	0.11				
292	South		AM	0.45	0.32		No	
292	South		PM	0.18			No	

480	East	Yes	AM	0.55	0.71	1.25	No	No
480	East		PM	0.64				
480	West		AM	0.69	0.72		No	
480	West		PM	0.77			No	

482	East	Yes	AM	0.7	0.89	1.25	No	No
482	East		PM	0.62				
482	West		AM	0.64	0.58		No	
482	West		PM	0.68			No	

486	East	Yes	AM	0.8	0.71	1.25	No	No
486	East		PM	0.75				

486	West		AM	0.81	0.99		No	No
486	West		PM	0.82			No	

488	East	Yes	AM	0.63	1.03	1.25	No	No
488	East		PM	0.32			No	
488	West		AM	0.77	0.99		No	No
488	West		PM	0.91			No	

492	East	Yes	AM	0.7	0.96	1.25	No	No
492	East		PM	0.79			No	
492	West		AM	0.72	0.89		No	No
492	West		PM	0.91			No	

493	East	Yes	AM	N/A	N/A	1	N/A	N/A
493	East		PM	0.53			No	
493	West		AM	0.46	N/A		No	N/A
493	West		PM	N/A			N/A	

495	East	Yes	AM	N/A	N/A	1	N/A	N/A
495	East		PM	0.77			No	
495	West		AM	0.35	N/A		No	N/A
495	West		PM	N/A			N/A	

497	East	Yes	AM	N/A	N/A	1	N/A	N/A
497	East		PM	0.33			No	
497	West		AM	0.42	N/A		No	N/A
497	West		PM	N/A			N/A	

498	East	Yes	AM	N/A	N/A	1	N/A	N/A
498	East		PM	0.47			No	
498	West		AM	0.45	N/A		No	N/A
498	West		PM	N/A			N/A	

499	East	Yes	AM	N/A	N/A	1	N/A	N/A
-----	------	-----	----	-----	-----	---	-----	-----

499	East		PM	0.41	N/A		No	N/A
499	West		AM	0.46			No	
499	West		PM	N/A			N/A	

690	East	No	AM	N/A	N/A	1	N/A	N/A
690	East		PM	0.19			No	
690	West		AM	0.13	N/A		No	
690	West		PM	N/A			N/A	

699	East	Yes	AM	N/A	N/A	1	N/A	N/A
699	East		PM	0.55			No	
699	West		AM	0.41	N/A		No	
699	West		PM	N/A			N/A	

707	East	Yes	AM	0.37	0.44	1.25	No	No
707	East		PM	0.48			No	
707	West		AM	0.45	0.36		No	
707	West		PM	0.35			No	

851	North	No	AM	0.44	N/A	1.25	No	N/A
851	North		PM	0.34			No	
851	South		AM	0.5	N/A		No	
851	South		PM	0.15			No	

853	North	No	AM	0.67	N/A	1.25	No	N/A
853	North		PM	0.98			No	
853	South		AM	0.61	N/A		No	
853	South		PM	0.5			No	

854	North	No	AM	0.4	N/A	1.25	No	N/A
854	North		PM	N/A			No	
854	South		AM	N/A	N/A		No	
854	South		PM	0.78			No	

860	North	Yes	AM	0.2	0.17	1.25	No	No
860	North		PM	0.15			No	
860	South		AM	N/A	N/A		N/A	N/A
860	South		PM	N/A			N/A	

861	North	Yes	AM	0.13	0.15	1.25	No	No
861	North		PM	0.16			No	
861	South		AM	N/A	N/A		N/A	N/A
861	South		PM	N/A			N/A	

Average Minority Route		0.49	0.61	
Average Non-Minority Route		0.43	0.50	

No route exceeds the maximum load factor standard. Planning staff will continue to monitor the APC ridership numbers and will assess the feasibility of adding additional trips during this period to ease crowding. Routes 178, 190, and 488 are near the maximum load factor standard.

**Vehicle headway:** Vehicle headways were analyzed by route during peak and off-peak times according to the standards outlined in the previous section. Peak travel times are defined as 5:00 A.M. to 9:00 A.M. and 3:00 P.M. to 7:00 P.M. Off-peak times are early morning, midday, and late evening. Data was collected from April 2019. Results of the analysis are shown in Table 13.2.

**Table 13.2 Headway Analysis – April 2019 Schedule**

Route	Minority Route?	Actual Headway (in Minutes)		Minimum Headway Standard (in Minutes)		Meets Standard?	
		Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
178	Yes	30	30	30	60	Yes	Yes
185	No	30	30	30	60	Yes	Yes
187	No	15	20	30	60	Yes	Yes
190	Yes	15	30	30	60	Yes	Yes
194	Yes	15	30	30	60	Yes	Yes
195	Yes	60	60	30	60	No	Yes
197	Yes	30	30	30	60	Yes	Yes

269	Yes	30	30	30	60	Yes	Yes
270	Yes	60	60	30	60	No	Yes
272	Yes	30	60	30	60	Yes	Yes
274	Yes	60	60	30	60	No	Yes
280	Yes	15	15	30	60	Yes	Yes
281	Yes	30	30	30	60	Yes	Yes
282	Yes	30	30	30	60	Yes	Yes
284	No	60	60	30	60	No	Yes
285	No	60	60	30	60	No	Yes
286	No	60	60	30	60	No	Yes
289	Yes	60	60	30	60	No	Yes
291	Yes	15	20	30	60	Yes	Yes
292	No	30	30	30	60	Yes	N/A
480	Yes	20	30	30	60	Yes	Yes
482	Yes	20	30	30	60	Yes	Yes
486	Yes	15	30	30	60	Yes	Yes
488	Yes	30	60	30	60	Yes	Yes
492	Yes	20	30	30	60	Yes	Yes
493	Yes	10	20	20	N/A	Yes	Yes
495	Yes	15	15	20	N/A	Yes	N/A
497	Yes	20	20	20	N/A	Yes	N/A
498	Yes	10	15	20	N/A	Yes	N/A
499	Yes	15	15	20	N/A	Yes	N/A
690	No	20	20	20	N/A	Yes	N/A
699	Yes	7	15	20	N/A	Yes	N/A
707	Yes	8	15	20	60	Yes	Yes
851	No	30	30	30	60	Yes	N/A
853	No	30	30	30	60	Yes	N/A
854	No	10	10	30	60	Yes	N/A
860	Yes	60	60	60	60	Yes	Yes
861	Yes	60	60	60	60	Yes	Yes
<b>Average Minority Route</b>		<b>28.21</b>	<b>34.28</b>				
<b>Average Non-Minority Route</b>		<b>34.5</b>	<b>35</b>				

The majority of Foothill Transit service meets the minimum headway standards. Routes 195, 270, 274, 284, 285, 286, and 289 are community specific lines and currently do not have the ridership to support additional service. Finally, Route 481 does not provide off-peak service because it serves the role of a commuter express line.

**On-time performance:** On-time performance was analyzed by route during weekday service; overall on-time performance of minority lines versus non-minority lines was also compared. On-time performance is tracked electronically via the SmartBus AVL system. Below are the results of the analysis. Data was used from October 1, 2019 to October 31, 2019. This time frame was used because it reflects a typical operating month prior to the COVID-19 pandemic. Results of the analysis are shown in Table 13.3.

**Table 13.3 On-Time Performance Analysis - October 1, 2019 to October 31, 2019**

Route	Minority Route?	Actual On-Time Performance	Meets System-wide Standard?
178	Yes	69.9%	No
185	No	66.7%	No
187	No	61.6%	No
190	Yes	72.5%	No
194	Yes	70.4%	No
195	Yes	70.2%	No
197	Yes	80.4%	Yes
269	Yes	72.2%	No
270	Yes	78.3%	Yes
272	Yes	76.9%	Yes
274	Yes	68.6%	No
280	Yes	70.4%	No
281	Yes	71.5%	No
282	Yes	66.8%	No
284	No	76.0%	Yes
285	No	77.7%	Yes
286	No	78.3%	Yes
289	Yes	64.3%	No
291	Yes	60.0%	No
292	No	76.0%	Yes
480	Yes	66.0%	No
482	Yes	68.5%	No

486	Yes	72.2%	No
488	Yes	51.5%	No
492	Yes	73.7%	No
493	Yes	79.0%	Yes
495	Yes	64.5%	No
497	Yes	59.7%	No
498	Yes	76.1%	Yes
499	Yes	70.7%	No
690	No	62.5%	No
699	Yes	61.3%	No
707	Yes	64.5%	No
851	No	90.0%	Yes
853	No	70.2%	No
854	No	72.0%	No
860	Yes	56.3%	No
861	Yes	66.5%	No
<b>System-wide Standard</b>	<b>70%</b>		
<b>Average Minority Route</b>	<b>69%</b>		
<b>Average Non-Minority Route</b>	<b>72%</b>		

Twenty-eight routes exceeded the system-wide average. Ten routes did not exceed the system-wide average. 82 percent of the minority routes exceeded the system-wide standard. 17 percent of the non-minority routes exceeded the system-wide standard.

Improving schedule adherence, especially for those lines that failed to meet the system-wide average, will be a focal point of efforts during the next review period. The schedules continue to be works-in-progress, and at times external factors affect the schedule beyond a planner's control. In addition, schedule adherence depends heavily on operations and bus operators. Monitoring contractors, especially with on-time performance, will be prioritized and targeted within the next review period.

**Vehicle assignment:** Since vehicle assignments are made based on the available vehicles by dispatch personnel, it is not possible to formally evaluate vehicle assignment by route. Foothill Transit runs its service out of two yards, therefore the average age of buses at each yard was compared, along with the number of minority routes run out of each yard. Vehicle assignments are set in the following cases:

1. The 60-foot articulated coaches are used for Foothill Transit Silver Streak.
2. The Electric Vehicles are assigned to Lines 291, 860, and 861 which have the infrastructure to support the fast charging capabilities required of these lines.

Summary result of the analysis is shown in Table 13.4.

**Table 13.4 Age of Bus Fleet Analysis – Both Yards**

Yard	No. of Minority Routes Served	Average Age of Buses	Exceeds System-wide Average?
Arcadia Yard	15	6.4	No
Pomona Yard	13	7.3	Yes
60-Foot Articulated Buses*	1	14	N/A
Electric Buses	3	5.4	No
Average System-wide		6.85	

\*The 1600 series is currently in the process of engine rebuilding to improve performance and prolong vehicle's lifetime.

Further breakdown is presented in Tables 13.5 and X13.6, separated by yard.

**Table 13.5 Bus Fleet Analysis – Arcadia Yard**

ARCADIA					
SERIES	YEAR	MAKE	MODEL	TOTAL NUMBER OF BUSES	YEARS IN SERVICE
1500	2006	NABI	40 FT	10	14
1600	2006	NABI	ARTIC	24	14
1700	2009	NABI	42 FT	30	11
2100	2013	NABI	42 FT	22	7
2400	2015	NEW FLYER	XCELSIOR	30	5
2500	2016	NEW FLYER	XCELSIOR	30	4
2600	2017	Proterra	Catalyst E2	14	3

2700	2018	EL DORADO	AXESS	28	2
2700	2018	EL DORADO	AXESS	11	2
2800	2018	PROTERRA A	35' CATALYST E2	3	2
				FLEET AVERAGE AGE	6.4

**Table 13.6 Bus Fleet Analysis - Pomona Yard**

POMONA					
SERIES	YEAR	MAKE	MODEL	TOTAL NUMBER OF BUSES	YEARS IN SERVICE
1800	2009	NABI	42 FT	12	11
1900	2012	NABI	42 FT	1	8
1900	2009	NABI	42 FT	13	11
2000	2010	PROTERRA	Ecoliner	2	10
2000	2013	PROTERRA	Ecoliner	11	7
2000	2015	PROTERRA	Catalyst	2	5
2100	2013	NABI	42 FT	42	7
2200	2014	NABI	42 FT	29	6
2300	2014	NABI	42 FT	30	6
2700	2018	EL DORADO	AXESS	6	2
				FLEET AVERAGE AGE	7.3

The new buses are distributed to the yards based on the age and mileage of buses at each yard. The buses with the highest mileage that have reached 500,000 or more and are 12 years or older are selected first for retirement and replaced with a new bus. The buses are selected with these parameters in mind, and not based on their location.

Other service standards to be analyzed system-wide:

**Service availability:** Service availability was measured by comparing the percent of minority population within ¼ mile of Foothill Transit bus stops to the percent of non-minority population within the same buffer. These numbers were compared to the overall service area. Below is the result of the analysis:

**Table 13.7 Minority Population Analysis: Quarter-mile Buffer**

Population	Within 1/4 Mile	Service Area
Minority	84.3%	83%
Non-Minority	15.7%	17%

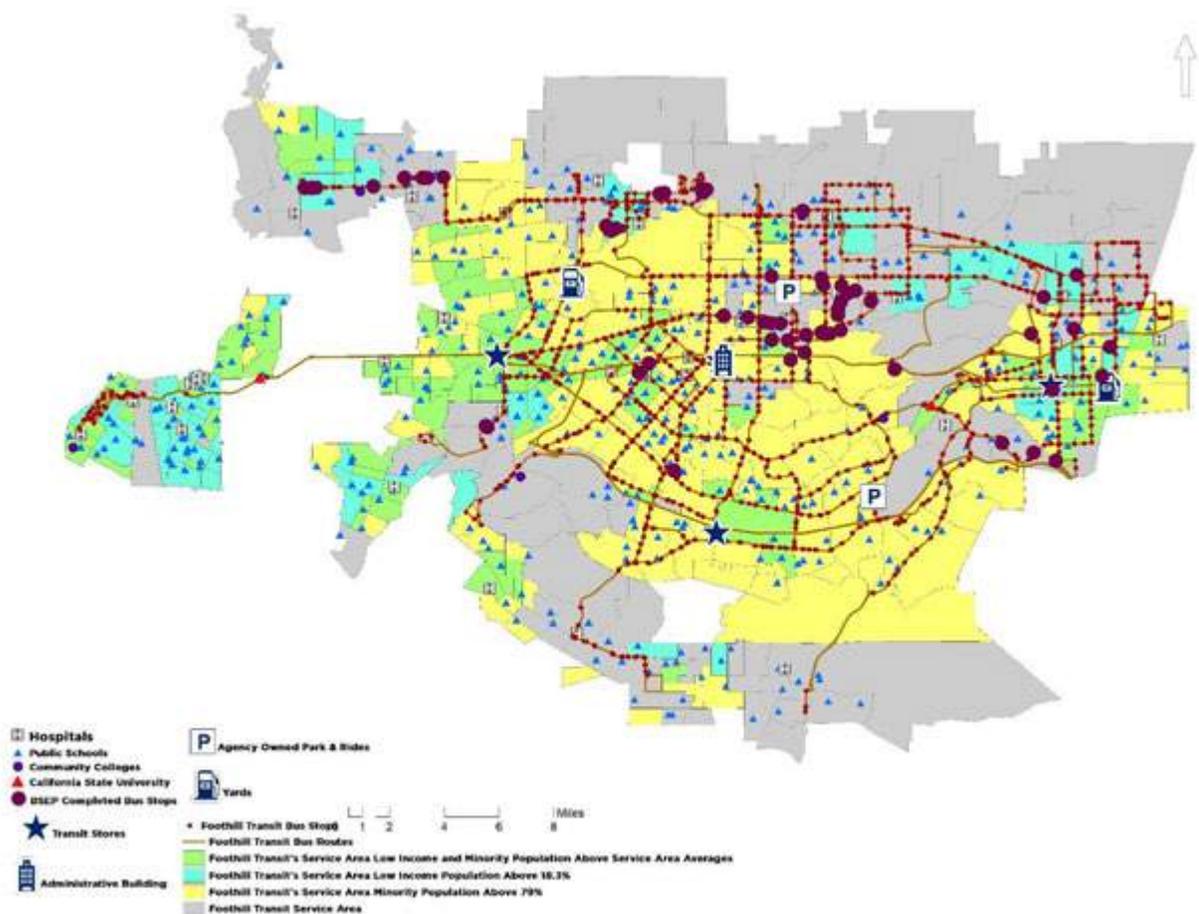
Foothill Transit's service area is majority minority; the analysis shows that the minority population within ¼ mile of Foothill Transit bus stops is slightly higher than the overall service area. This confirms the service area profiles in Section 10 that show Foothill Transit routes servicing many Census Tracts with minority populations greater than the overall service area.

**Transit Amenities:** Foothill Transit does not provide bus stop shelters, benches or trash cans; bus stops are maintained by individual cities in cooperation with Foothill Transit. Foothill Transit assists cities in identifying high traffic bus stops by providing ridership and route information. Foothill Transit posts route maps and timetables at 156 bus stops. These route maps and timetables are provided on the most heavily used stops and routes.

However, Foothill Transit distributes grants on a yearly basis to cities through the Bus Stop Enhancement Program. Individual cities apply for these grants for particular stops and the applications and plans are reviewed by Foothill Transit. Cities are eligible to receive funding for bus stop improvements up to \$40,000. All cities are encouraged to apply for the grants. A presentation on the program and the funds available was made to the Governing Board in spring 2014, which is comprised of representatives from Foothill Transit's JPA member cities, and individual letters were sent out to each city. Presentations of this nature will be made on an annual basis.

To ensure that the grants are distributed in an equitable fashion, an overlay map was produced depicting the location of bus stops that benefited from the Bus Stop Enhancement grants relative to the minority and low-income populations. The map below shows that the stops are generally located in high minority and high low-income areas.

## Completed Bus Stop Enhancements (BSEP) in Foothill Transit's Service Area



### Conclusion – Summary of Results of Title VI Review and Actions to be taken

The review of current Foothill Transit service against the Title VI policies and standards shows that service is mostly meeting the minimum standards. Summaries of each of the individual analysis points are listed below:

- A. **Vehicle load** – No route exceeds the maximum load factor standard by service type (local, local express, and express). Four routes have standees (load factor is greater than 1.00). They are Routes 178, 187, 190, and 488. The Planning team will continue to monitor these routes and accordingly adjust the number of trips or frequency to accommodate changes in ridership load.
- B. **Vehicle headway** – The majority of Foothill Transit service meets the minimum headway standards; however, Foothill Transit will review the feasibility of adding service for those lines which do not meet the minimum standard. Routes 195, 270, 274, 284, 285, 286, and 289 are community specific lines and currently do not have the ridership to support additional service.
- C. **On-time performance** – Twenty-eight routes did not meet the system-wide standard of 75 percent. Where possible, further adjustments will be made to

the schedules that do not meet the overall system average. Foothill Transit Operations team will continue to work closely with the operations contractors to improve performance.

- D. **Service availability** – Service availability is distributed evenly with respect to the service area demographics. The minority population within ¼ mile distance of a Foothill Transit bus stop is slightly higher than the service area average.
- H. **Vehicle assignment** – The average age of the revenue fleet is 6.85 years. The Pomona fleet average age is 7.3 years and the Arcadia Irwindale fleet average age is 6.4 years. The eldest buses are the 40-foot Nabi buses and the 60-foot articulated buses, both operated by the Arcadia Yard. Electric vehicles are assigned to specific lines such as Line 29 and Duarte Lines 860 and 861. The Pomona Yard’s average age of buses exceeds the system-wide average.
- I. **Distribution of transit amenities** – Analysis of the completed bus stop improvements from the Bus Stop Enhancement program showed that a majority of the bus stop improvements are located in minority and low-income areas. The completed bus stop improvements are located in Pomona, Baldwin Park, Covina, Duarte, Glendora, South El Monte, Pasadena. Bus stop locations are evaluated and selected not solely based on the location’s minority and low-income populations, but also on multiple criteria such as safety, current service level and ridership, locational proximity to major activity points, cost effectiveness, and other improvement plus amenities.
- E. **Major Service Change** – Since the submission of the 2017 Title VI Program, Foothill Transit has carried out two major service changes, expanded the Class Pass Program, adopted two routes from the City of Duarte, and added a new fare payment method. Equity Analysis were prepared for all of these changes. No disparate impact or disproportionate burden was found.

### **List of Attachments**

Attachment 1	Public Participation Plan
Attachment 2	Limited English Proficiency and Language Assistance Plans
Attachment 3	Foothill Transit's Service Standards and Policy Guidelines
Attachment 4	September 2016 On-Board Passenger Survey
Attachment 5	Foothill Transit's Major Service Change, Fare Change, Disproportionate Burden and Disparate Impact Policies

### **Title VI/Equity Analysis Reports**

Attachment 6.1	Mobile Ticketing Program-Equity Analysis
Attachment 6.2	Duarte Transit Service-Equity Analysis
Attachment 6.3	Foothill Transit's Class Pass Program-Equity Analysis
Attachment 6.4	Line 291-Equity Analysis
Attachment 6.5	Line 497-Equity Analysis
Attachment 7	2020 Title VI Program Submission Approval
Attachment 8	Internal Complaint Resolution Procedure
Attachment 9	Procedure for Posting

---

# **ATTACHMENT 1**



# **Foothill Transit Public Participation Plan**

## **Updated July 2020**

## Contents

Executive Summary.....	3
Introduction.....	3
Foothill Transit’s Service Area Demographics.....	4
Ongoing Outreach Initiatives.....	6
Developing a Project Specific Public Participation Plan.....	8
Public Participation Methods.....	9
Public Participation Techniques.....	9
Inclusion of Limited English Populations and Underrepresented Communities.....	14
Public Outreach Logistical Considerations .....	15
Interpretation/Translation Needs.....	15
Evaluation of Public Participation.....	18

## **Executive Summary**

The Public Participation Plan (PPP) was created to comply to the Federal Transit Administration (FTA) Circulars 4702.1B and 4703.1. As a recipient of federal funds, Foothill Transit is committed to act in accordance with the Title VI of the Civil Rights Act of 1964 (Title VI) by ensuring that no beneficiaries are discriminated against based on race, color, or national origin, including the denial of meaningful access for Limited English Proficient (LEP) persons. Foothill Transit is aware that Title VI and Executive Order 12898 addressing Environmental Justice for minority and low-income populations overlap; therefore, all outreach plans consider the needs of all underrepresented communities.

The intent of the PPP is to standardize Foothill Transit's communication methods. It seeks to provide guidance to Foothill Transit staff on how to develop a project specific outreach plan and utilize the best outreach methods and techniques to distribute and collect information from stakeholders.

This document includes discussion of many tools and information useful in creating project specific outreach plans, including:

- Service area demographics
- Ongoing outreach initiatives
- Public participation methods and techniques
- Inclusion methods for LEP persons and underrepresented communities

This plan is meant to provide best practices; however, outreach methods will be selected based on the type of project and the goals of the outreach being conducted. Additional statutory requirements may need to be met for certain projects under the National Environmental Protection Act and the California Environmental Quality Act.

## **Introduction**

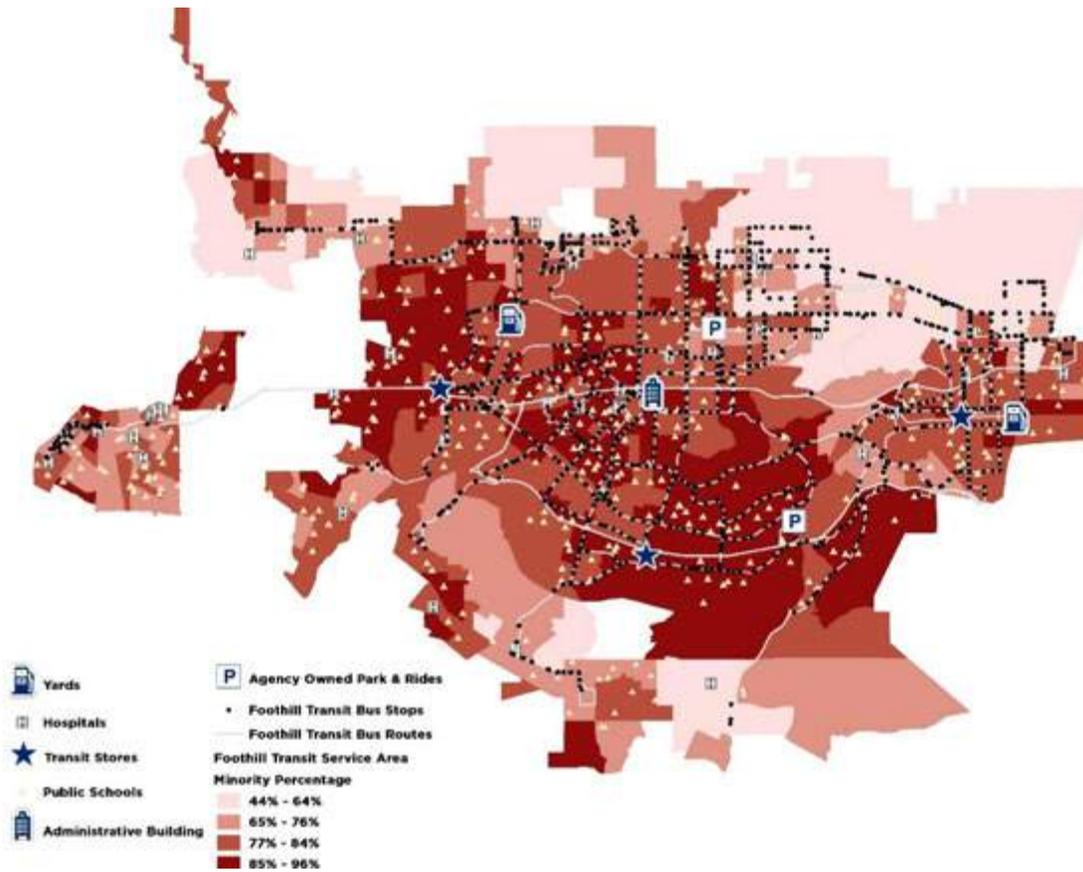
Created in 1988, Foothill Transit is a Joint Powers Authority (JPA) governed by 22 member cities in the San Gabriel and Pomona Valleys covering over 320 square miles. The 22 member cities of the JPA are: Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina, and the County of Los Angeles, which represents unincorporated areas. Foothill Transit services also extend into San Bernardino and Orange Counties, as well as the City of Los Angeles.

The agency was formed to provide high quality public transportation in the San Gabriel and Pomona Valleys. At its inception, Foothill Transit assumed 14 lines previously run by Los Angeles Rapid Transit District (now Los Angeles Metro); fixed-route bus service began in December 1988 with the operation of two lines. The remaining 12 lines were transferred to Foothill Transit over a period of five years. Foothill Transit now operates 39 fixed-route local and express lines covering 327 square miles with 14 million boardings each year. Foothill Transit's mission is to be the premier public transit provider committed to safety, courtesy, quality, responsiveness, efficiency and innovation.

### **Foothill Transit's Service Area Demographics**

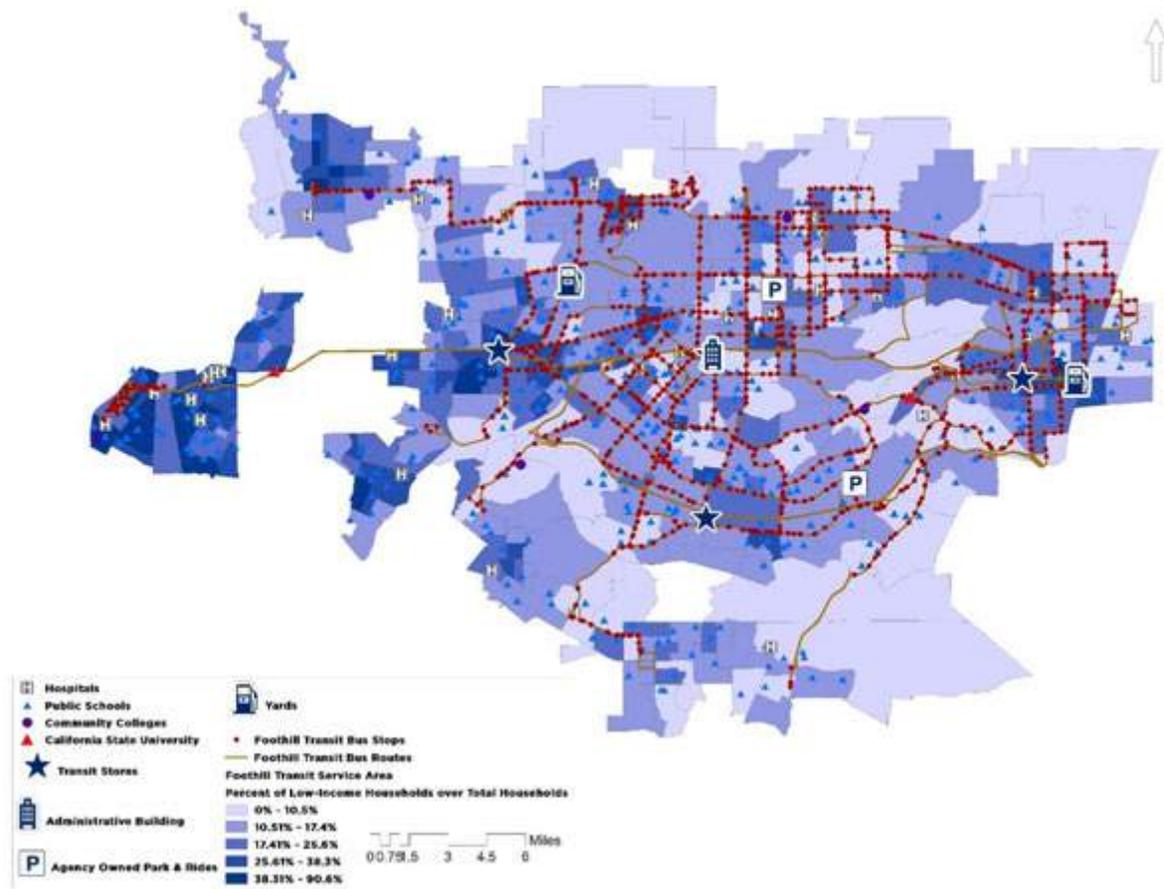
Foothill Transit's service area is diverse, covering all spectrums of the economic and demographic scale. To meet the dynamic needs of its beneficiaries, Foothill Transit runs 39 local routes serving the San Gabriel and Pomona Valleys, some connecting to Orange and San Bernardino counties, six commuter lines during peak hours in and out of downtown Los Angeles and one 24-hour express cross-valley line into downtown Los Angeles.

The average minority population of the Foothill Transit service area is 79%. The map below shows the distribution of the minority population throughout the service area. High percentage minority populations exist mainly in areas of Rowland Heights, West Covina, Walnut, Industry, Temple City, and Baldwin Park.



The average low-income population in the Foothill Transit service area is 18.3%. Foothill Transit adapted the California Department of Housing and Community Development’s definition of “extremely low income” which is a household that earns 30 percent or less of the median household income. The median household income in Foothill Transit’s service area is \$67,857; 30% of the median income is \$20,357.10. Because the census reports household income in \$10,000 increments (after \$15,000), Foothill Transit considers any household with an income less than \$25,000 as “low-income.” High percentage low-income populations live in Pomona and El Monte.

The map below shows the distribution of the low-income population throughout the service area.



## Ongoing Outreach Initiatives

Foothill Transit continuously engages with its beneficiaries. The strategies listed below are regular and ongoing tools that Foothill Transit uses to distribute information and receive feedback:

- Website and Social Media:** Foothill Transit’s website, [www.foothilltransit.org](http://www.foothilltransit.org), contains a wealth of information regarding the agency, its history, job opportunities, procurement opportunities, and maps and schedules for each of Foothill Transit’s routes. In addition, the website is available in twelve different languages and customers are able to download PDF versions of the Bus Book in English, Spanish, and Chinese. Foothill Transit also maintains two Facebook pages, a Twitter feed, a Pinterest page, a LinkedIn page, and an Instagram page. Customers are able to interact with Foothill Transit via these mediums, and if comments or complaints are left on these pages, they are addressed and investigated.
- Bus Book:** The Bus Book is printed bi-annually in accordance with schedule changes. In addition to including maps and schedules, the Bus

- Book includes valuable information about how to ride and pay for the bus as well as fare information. Each Bus Book contains this information in English, Spanish, and Chinese
- **Footnotes:** Footnotes is a monthly newsletter which is distributed to stakeholders within Foothill Transit's service area including JPA member cities, local newspapers, and customers. Copies are also distributed on the buses. This newsletter addresses a wide range of topics including major detours, Foothill Transit news, updates regarding service changes, and news about upcoming meetings. The newsletter is printed in English. Some articles are occasionally translated to Spanish and Chinese.
- **Interior cards:** Interior cards are placed on buses. These cards are used to communicate messages to riders including information about safety, fares, and courtesy. Foothill Transit also donates interior card space to community groups to advertise community services and events. The cards are printed in English, Spanish, and Chinese.
- **Rider Alerts and Bus Stop Notices:** Rider alerts are posters placed inside the bus. Bus stop notices are posters displayed at the bus stop. Both notices communicate information to customers about important service or schedule changes, announcement of public meetings, and other important notices. Information is usually translated in English, Spanish, and Chinese (traditional) when appropriate.
- **Attendance at local events:** Foothill Transit is represented at a variety of community events throughout the service area, including rideshare fairs and health fairs, to promote transit education and use. A majority of Foothill Transit's staff also serve on local government boards, are members of local community service organizations, or serve on Chambers of Commerce in an effort to strengthen the discussion of transit.
- **School and Senior Center Outreach:** Foothill Transit works with local area schools and senior centers to educate about the services that the agency offers. Foothill Transit often works with these organizations to educate the community about bus basics, including how to ride the bus and how to pay fare.
- **1-800 number and Transit Stores:** Foothill Transit has four transit stores where customers can buy fares, ask questions regarding routing or file complaints or compliments. Foothill Transit also maintains a hotline number which customers can call for routing information, ask other

questions or leave complaints or compliments. Transit Store representatives have the ability to utilize translation services to meet the diverse language needs of the Foothill Transit customer. It is Foothill Transit's policy to respond to all comments within five days, if feasible.

- **E-Notices:** Foothill Transit customers can register at <http://www.foothilltransit.org/UserRegistration/Registration.aspx> to receive email blasts or text messages according to the following categories: Press Releases, Footnotes, or Rider Alerts (information on schedule changes, detours or other events – by line). This email list is also used to send notifications of upcoming public meetings.

### **Developing a Project Specific Public Participation Plan**

Special projects or planning initiatives may require additional outreach methods. A PPP describes how to inform, approach, and engage with the public. Each outreach program will be different and will be shaped by a number of factors, including: the type of project, the type of feedback or input desired, and the population affected. This section summarizes the necessary steps to create an appropriate plan based on a project's outreach goals.

1. Determine the public's interest, potential impacts, and statutory and regulatory requirements for the project.
2. Outline the project's outreach goals and objectives and determine how to achieve them.
3. Identify the project's stakeholders.

Stakeholders could fit a number of different categories depending on the project and the type of feedback desired, including:

- Foothill Transit customers
- Foothill Transit potential customers
- Individuals or groups affected by a transportation project or action
- Individuals or groups that believe they are affected by a transportation project or action
- Traditionally under-served and under-represented communities
- Residents of affected geographic areas
- Government agencies
- Community-based organizations (CBOs) or non-governmental organizations (NGOs)

4. Review statutory and regulatory requirements to ensure they have been met.

### Public Participation Methods

Once the goals have been defined, and the stakeholders have been identified, it is appropriate to pick the correct public participation methods. There are four public participation methods:

1. **Public information/outreach:** This is generally one-way communication from the agency to the public. It would be appropriate in a setting where Foothill Transit is alerting or educating its customers on a particular project, service change or disruption.
2. **Public input/engagement:** This approach would be used to both educate and collect feedback from customers.
3. **Community based public information/outreach:** This is also generally one-way communication from the agency, but to a target community. These methods often are enhanced by collaboration with local CBOs or social service organizations. In this case, partnerships can be useful in distributing information.
4. **Community based public input/engagement:** This approach is targeted to specific communities and are designed to elicit feedback, as well as educate. Again, this method would be enhanced by cooperation with local CBOs and partnerships including for the distribution of information, as well as providing support for meetings or outreach techniques.

### Public Participation Techniques

There are many ways to engage the community, to distribute information and to collect feedback. The appropriate outreach strategy for a particular project or initiative may include only one, many or all of the following techniques:

Method	Goal	Example of Projects
Mailing Lists	<i>Public information/outreach</i> – Mailing lists are used to organize stakeholders. The list can be sorted to reach riders of particular lines, type of stakeholder or by city of residence.	The mailing list can be used to send flyers, advertisements, and e-mails. It can also be used to contact potential stakeholders for focus groups, public meetings or hearings.

<p>Public Information Materials</p>	<p><i>Public information/outreach -</i> This technique is broadly encompassing and can include anything from legal advertisements, buttons, brochures, magnets, posters, fact sheets, press releases, summaries of reports or newsletters.</p>	<p>Information materials can be used to advertise meetings or to communicate project details. Examples include take-ones describing a certain project, fliers on the bus advertising a public meeting or service changes.</p>
<p>Video Techniques</p>	<p><i>Public information/outreach -</i> This technique is used to present information to the public in a video format.</p>	<p>Examples include informational videos about how to ride the bus or a new project. Videos are also used for storytelling and promotion.</p>
<p>Media Strategies</p>	<p><i>Public information/outreach -</i> Inform about projects and programs through newspapers, radio, television, videos, billboards, mass mailings of brochures, newsletters, and distribution of fliers.</p>	<p>This technique can be used in conjunction with other techniques. Collaboration with media outlets including radio or newspapers can help promote specific projects and educate Foothill Transit customers. Examples include press releases or videos documenting a specific project.</p>
<p>Social Media Strategies</p>	<p><i>Public input/engagement -</i> Social media platforms including Facebook and Twitter can be used to inform about upcoming meetings, projects, service changes, or other events. They can also be used as a way for members of the public to leave comments or other types of feedback.</p>	<p>This technique can be used in conjunction with other techniques. Videos, press releases, links to other sites, or pictures can be posted via these platforms to advertise and collect feedback.</p>
<p>Public Hearing</p>	<p><i>Community based public information/outreach -</i> Held prior to a decision point, a public hearing gathers community comments and positions from all interested</p>	<p>This technique is used when making policy decisions and major service or fare changes that impact the public. This type of meeting is formal; members of the public can present their opinions to be formally recorded, but this does not</p>

Public Meeting	<p><i>Community based public information/engagement -</i></p> <p>This technique is used to present information to the public and obtain informal input from community residents; held throughout the planning process, they are tailored to specific issues or community groups.</p>	<p>This technique is used to gather input informally. Useful for service change input or for feedback on policy decisions leading to the public hearing.</p>
	<p>parties for public record. Public notices in newspapers advertise the time, date and place of the meeting.</p>	<p>present a platform for engagement on the topic.</p>

Open House	<p><i>Community based public information/engagement -</i>          Informal setting in which people obtain information about a plan or project. Information is presented via displays and with no formal agenda.</p>	<p>This format is useful throughout the planning process, and is more helpful when several options are being considered. Community feedback and input can be used to refine alternatives or to determine which option serves the community best.</p>
Open Forum	<p><i>Community based public information/engagement -</i>          Expands on a public hearing to include elements of an open house; after reviewing exhibits and talking with staff, participants can comment on a proposal for the formal transcript of the public hearing. Requires a formal notice.</p>	<p>This format is useful throughout the planning process. This method of meeting is more formal than an open house. It can be useful for contentious projects or towards the end of a planning process when one alternative is being selected.</p>
Focus Groups	<p><i>Community based public information/engagement -</i>          This tool is used to gauge public opinion. Focus groups are small format meetings of 8-12 specifically selected participants, and are driven by an agenda consisting of 5-6 questions at most. This method is designed to understand public opinions.</p>	<p>This format is used to identify customer concerns, needs, wants and expectations. It can be used to drive development of policies, programs, services, or the allocation of resources.</p>
Workshops	<p><i>Community based public information/engagement -</i>          Task-oriented meetings organized around a particular topic or activity. Typically involves around 20-40 people and addresses aspects of a defined topic.</p>	<p>This format can be used to highlight specific aspects of issues during the planning process or project development.</p>
Charrettes	<p><i>Community based public information/engagement -</i></p>	<p>This format can be used to solve issues in a contentious project or clarify issues within a project or initiative. A</p>

	<p>This is a small group meeting which aims to clarify and resolve a problem or issue. Goals and a time limit are set prior to the start of the charrette.</p>	<p>benefit of this option is that it enlarges the degree of public involvement, and involves the community in problem solving.</p>
--	--	--

## **Inclusion of Limited English Populations and Underrepresented Communities**

Some of these outreach strategies are more effective in including diverse populations than others. Foothill Transit elicited feedback from the public to create an inclusive PPP by engaging with local community-based organizations including cultural centers and health clinics. A series of focus groups took place to discuss Foothill Transit's public outreach philosophy and methods, and to gather feedback and discuss opportunities for future collaboration. Representatives from the East San Gabriel Valley Japanese Cultural Center, Mt. San Antonio College, Southern California Veterans Employment Committee, Church of Christ, Foothill Aids Project, Foothill Unity Center, Inc., San Gabriel Valley Consortium on Homelessness, Los Angeles County Community and Senior Services, San Gabriel Valley Consortium on Homelessness, Baldwin Park Unified School District, and Tri-City Mental Health attended the focus groups and provided feedback.

Generally, mailings and flyers were preferred to social media, as well as advertising in multi-lingual newspapers. Participants also suggested conducting outreach at events or meetings already scheduled where the target audience will already be in attendance. Specific feedback gathered through a series of meetings and focus groups included the following:

- One important group is seniors. A good way to reach this group is through newsletters. Useful strategies include collaborating with senior centers to include updates or meeting advertisements in their newsletters.
- More information on buses to make riding easier. Specific suggestions included interior rolling signs including more information and interior system maps similar to a subway or train. Participants also suggested that formatting bus head signs in different languages and allowing customer access to a Bus Book in larger print, including the E Bus Book, would make the service more accessible.
- Conduct outreach where target populations congregate such as: senior centers, libraries, food banks, winter shelters, Department of Public Social Services (El Monte, Pasadena, Pomona), other main access centers, free meal programs, etc.
- Partner with Assembly members/congressmen during meetings and guest speakers.

- Partner with Social Service organizations to distribute surveys to their clients and collect feedback
- Attend resource fairs for early release prisoners
- Use fliers to distribute information. They can be posted at churches, supermarkets (Cardenas), government agencies, Department of Public Social Services offices, courthouses, other destinations along routes, libraries, etc.
- Advertise on Spanish radio, TV spots, movie theaters (ads/previews), multi-lingual newspapers or Penny Savers
- Sponsor community events

### **Public Outreach Logistical Considerations**

Once the goals of the plan have been identified, and the population selected, the appropriate communication methods will be selected. The list of methods in this document is not intended to be limiting or all inclusive, and when designing an outreach plan you are encouraged to be creative and to think carefully about the goals as you are selecting your outreach techniques.

In addition to identifying outreach techniques and methods, other logistics will need to be considered including:

1. Identifying any accessibility limitations or requirements
2. Cost and resource limitations
3. Cultural considerations aside from language

### **Interpretation/Translation Needs**

The U.S. Department of Transportation (DOT) has adopted the Department of Justice's Safe Harbor Provision in regards to Vital Written Documents. To meet this provision, Foothill Transit should provide written translation of such documents for each eligible LEP language group that constitutes 5% of the population or 1,000 people, whichever is less. Non vital information can be translated orally, if needed. Vital documents, as defined by the DOT, include but are not limited to:

1. Consent and complaint forms,
2. Intake and application forms with the potential for important consequences,
3. Written notices of rights,
4. Notices of denials, losses, or decreases in benefits or services,
5. Notices advising LEP individuals of free language assistance services.

Specific examples cited by the DOT include complementary paratransit eligibility application, a Title VI complaint form, and notice of a person's rights under Title VI.

### **Foothill Transit's Methodology for Vital Documents**

Information considered by Foothill Transit to be "vital" is that which protects customers' physical safety and facilitates customers to exercise their legal rights. If a vital document is not translated, it may effectively deny an eligible LEP person access to services and discrimination on the basis of national origin. Information about public hearings and comment opportunities related to fare/TAP information, major service changes and planning information are also classified as Vital Documents. More specifically, this level of Vital Documents will also include information for vulnerable populations including the elderly and disabled, as well as customer consent and complaint forms, customer surveys related to any of the types of information included in this definition and a statement of rights protected under Title VI.

In some cases, translation of Vital Documents may consist of a summary, or key points. For other Vital Documents, providing notice of available language assistance can also provide sufficient access.

### **Languages that meet the Safe Harbor Threshold**

Foothill Transit's service area contains 12 languages that meet the Safe Harbor Provision stipulations: English, Spanish, Chinese (Mandarin), Vietnamese, Tagalog, Korean, Japanese, Arabic, Armenian, Mon-Khmer (Cambodian), Persian, and Thai.

The main languages spoken by Foothill Transit riders are English, Spanish, and Mandarin or Cantonese. It will be Foothill Transit's first priority to ensure that documents are translated into Spanish and Chinese. In addition, telephone translation service will allow Foothill Transit Customer Service Representatives to address a wide array of questions and provide information to any customers walking into the store, or via phone call in nearly any language.

Vital documents as defined above, or summaries of the documents, will be translated into all 12 languages. Additional efforts will be made to translate select additional documents or information into languages outside of Spanish and Chinese, as appropriate.

	<b>Contain “Vital” information?</b>	<b>Languages translated</b>
<b>Bus Book</b>	Yes; issued twice a year and contains bus rider basics, fares, and a statement on Title VI	Chinese and Spanish; additional Title VI information is translated and provided on the Foothill Transit website
<b>Footnotes newsletter</b>	No; issued once a month and contains information on the community	English; can contain specific messages translated into Spanish or Chinese on occasion
<b>Bus Interior Cards</b>	No; issued once a month and contain safety, marketing, and community messages.	Chinese and Spanish
<b>Transit Store Postings</b>	No; contains information about Transit Store hours and operations	English Poster regarding phone translation services is translated into vital languages
<b>Detour Notices</b>	Yes; signs are posted at bus stops to indicate closure or re-routing	Chinese and Spanish
<b>Web Site</b>	Yes; contains all schedules, fares, passes, and organizational information on Foothill Transit.	English and Spanish; Translation of Notification of Rights under Title VI and Complaint form in 12 languages is posted

<b>Social Media/E-alerts</b>	No; E-alerts may contain service alerts, delays, construction and detour information.	English
<b>On-site/Telephone CSRs</b>	No; Can obtain basic rider information, fare/TAP information, service changes and service alerts and file comments/complaints about service.	Bilingual CSRs (Spanish/English) onsite; Telephone translation services allow CSRs to communicate in 150 different languages
<b>Community Meetings</b>	Yes; meetings provide customers an opportunity to provide input on Foothill Transit service.	Translation to Spanish or Chinese is available; Need for additional translator can be assessed depending on the content and location of the meeting
<b>Board Meetings</b>	Yes; meetings cover all Executive Board actions and decisions.	Translator can be requested; Notification of how to request translation is posted on each board agenda

### **Evaluation of Public Participation**

This document is necessarily a “work in progress,” and cannot by definition be considered finished. The tools and techniques used to reach out to the public should be updated and evaluated regularly for effectiveness. Many of the tools listed are constantly changing as new technology and tools become available for disseminating information to the public.

One tool that is available to collect feedback is a survey which should be distributed after every public meeting. Feedback gathered from these forms should be considered, and incorporated, when possible

# SHARE YOUR THOUGHTS

1. Was today's event beneficial and the information provided helpful?	Yes / No
2. Are you satisfied with your opportunity to provide input today?	Yes / No
3. Was the discussion presented clearly and concisely?	Yes / No
4. Were you satisfied with the following?	
• Availability of language assistance	Yes / No
• Time of today's event	Yes / No
• Location of today's event	Yes / No
• Transportation availability	Yes / No
5. How did you find out about this event?	
• Newspaper, please provide us with the publication: _____	
• Social media	
• Foothill Transit website	
• E-Notice	
• Other, please describe: _____	
6. Please provide any additional comments or recommendations for future events.	
_____	
_____	

This plan is necessarily a working document. It will be updated as demographic information is updated, and techniques are tested and feedback is collected. It will be updated at a minimum of three years.

# **ATTACHMENT 2**





# **Foothill Transit**

## **Limited English Proficiency (LEP)**

Four Factor Analysis

&

Language Assistance Plan

Updated August 2020

## Contents

Executive Summary.....	2
Part 1: Four Factor Analysis.....	3
Introduction.....	4
Application of the Four Factor Framework to Foothill Transit.....	5
Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.....	5
Factor 1: Summary.....	16
Factor 2: The frequency with which LEP Individuals come into contact with Foothill Transit programs, activities, and services.....	16
Factor 2: Summary.....	18
Factor 3: The importance to LEP Persons of Foothill Transit program, activities, and services.....	18
Factor 3: Summary.....	19
Factor 4: Resources Available to Foothill Transit and Costs.....	20
Factor 4: Summary.....	23
Part II: Language Assistance Plan.....	24
Language Assistance Plan- Implementation and Practical Application.....	25
Introduction.....	25
The Results of the Four Factor Analysis.....	25
Language Assistance by Language Group.....	26
How does Foothill Transit provide notice to LEP persons about the availability of language assistance?.....	29
How does Foothill Transit train employees to provide timely and reasonable language assistance to LEP populations?.....	32
How does Foothill Transit monitor, evaluate and update the Language Assistance Plan?..	32

## Executive Summary

Foothill Transit has developed policies and practices to address individuals with Limited English Proficiency (LEP) as required by Title VI of the Civil Rights Act of 1964. Federal Transit Administration (FTA) Circular C 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” published on October 1, 2012 requires that FTA recipients perform a Four Factor Analysis, which includes an analysis of the language needs and demographic make-up of their service area, and develop a Language Assistance Plan.

This report contains both the Four Factor Analysis and the Language Assistance Plan.

The first part of this report consists of the Four Factor Analysis, which includes the following elements:

1. Analysis of the number or proportion of LEP persons eligible to be served or likely to be encountered by Foothill Transit.
2. Analysis of the frequency with which LEP persons come into contact with Foothill Transit services.
3. Analysis of the nature and importance of the services provided by Foothill Transit to people’s lives.
4. Analysis of the resources available to Foothill Transit for LEP outreach, as well as the costs associated with the outreach.

The Four Factor Analysis informs the second part of the report, the Language Assistance Plan. This plan includes:

1. The results of the Four Factor Analysis.
2. A description of how Foothill Transit provides language assistance services by language.
3. A description of how Foothill Transit provides notice to LEP persons about the availability of language assistance.
4. A description of how Foothill Transit monitors, evaluates and updates the Language Assistance Plan.
5. A description of how Foothill Transit trains employees to provide timely and reasonable language assistance to LEP populations.

# Part I: Four Factor Analysis

## Introduction

Foothill Transit serves a large and diverse population within its 320 square-mile service area in eastern Los Angeles County. Foothill Transit is a Joint Powers Authority (JPA) governed by 22 member cities: Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina and the County of Los Angeles, which represents unincorporated areas.

Foothill Transit service is designed to meet the needs of a population with diverse socioeconomic and demographic characteristics. The Foothill Transit system, which consists of local, limited stop express, and commuter express services, carries over 14 million boardings a year.

U.S. Census data indicates that 79 percent of residents within Foothill Transit's service area are minority (non-white) and 24.95 percent have limited English proficiency (LEP). Large LEP populations live in Arcadia, San Gabriel, Temple City, LA City (Central/Koreatown), El Monte, and South El Monte.

FTA Title VI Requirements and Guidelines outline the requirements for analyzing the LEP population within Foothill Transit's service area. The guidelines focus on four main considerations, often referred to as the Four Factor Analysis. The four factors are:

1. Analysis of the number or proportion of LEP persons eligible to be served or likely to be encountered by Foothill Transit.
2. Analysis of the frequency with which LEP persons come into contact with Foothill Transit services.
3. Analysis of the nature and importance of the services provided by Foothill Transit to people's lives.
4. Analysis of the resources available to Foothill Transit for LEP outreach, as well as the costs associated with the outreach.

These four topics with respect to the Foothill Transit service area are addressed in depth in the following sections. The backbone of the Four Factor Analysis is demographic data gathered from the American Community Survey 2018 5-Year Estimates.

## Application of the Four Factor Framework to Foothill Transit

### Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population

Individuals who do not speak English as their primary language and have a limited ability to read, write, speak, or understand English are considered “Limited English Proficient” or LEP. The U.S. Census American Community Survey provides population data by “Ability to Speak English.” The U.S. Census American Community Survey classifies “Ability to Speak English” as “very well” or “less than very well.” In line with the U.S. Census American Community Survey, Foothill Transit has defined LEP persons as those who speak English “less than very well.”

Foothill Transit’s primary service area is Los Angeles County. However, some Foothill Transit lines travel into San Bernardino and Orange Counties to connect with transit providers who service those areas. For purposes of this analysis, Public Use Microdata Areas (PUMAs) have been used to determine the LEP population of Foothill Transit’s Service Area. The following PUMAs were used in this analysis:

- Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities PUMA; California
- Los Angeles County (East Central)--Glendora, Claremont, San Dimas & La Verne Cities PUMA; California
- Los Angeles County (East Central)--Pomona City PUMA, California
- Los Angeles County (East Central)--Covina & Walnut Cities PUMA, California
- Los Angeles County--Diamond Bar, La Habra Heights (East) Cities & Rowland Heights PUMA; California
- Los Angeles County (East Central)--West Covina City PUMA, California
- Los Angeles County (East Central)--La Puente & Industry Cities PUMA, California
- Los Angeles County (East Central)--Arcadia, San Gabriel & Temple City Cities PUMA; California
- Los Angeles County (Central)--Pasadena City PUMA, California
- Los Angeles County (Central)--LA City (Central/Koreatown) PUMA, California
- Los Angeles County (Central)--El Monte & South El Monte Cities PUMA, California
- Los Angeles County (Southeast)--Whittier City & Hacienda Heights PUMA, California
- Orange County (North)--Yorba Linda, La Habra & Brea Cities PUMA; California
- San Bernardino County (Southwest)--Upland & Montclair Cities PUMA, California

According to the U.S. Census Bureau American Community Survey 2018 5-Year Estimate (Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older), approximately 57.73 percent of Foothill Transit’s Service Area’s population 5 years and older spoke a language other than English at home. Furthermore, 24.95 percent of Foothill Transit’s Service Area’s population 5 years and older speaks English “less than very well” and are considered LEP (see Table 1).

**Table 1: Breakdown of Foothill Transit’s Service Area-Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older**

Language spoken at home (other than English)	Total Population	Percent of Population	Population that Speaks English less than “Very Well”	Percent of Population that Speaks English less than “Very Well”
Spanish	675,102	35.5504%	253,348	13.3411%
French (incl. Cajun)	3,589	0.1890%	621	0.0327%
Haitian	225	0.0118%	12	0.0006%
Italian	2,073	0.1092%	421	0.0222%
Portuguese	1,174	0.0618%	362	0.0191%
German	2,632	0.1386%	370	0.0195%
Yiddish, Pennsylvania Dutch or other West Germanic languages	1,475	0.0777%	127	0.0067%
Greek	1,128	0.0594%	201	0.0106%
Russian	1,789	0.0942%	559	0.0294%
Polish	486	0.0256%	121	0.0064%
Serbo-Croatian	300	0.0158%	69	0.0036%

Ukrainian or other Slavic languages	664	0.0350%	223	0.0117%
Armenian	7,240	0.3813%	2,676	0.1409%
Persian (incl. Farsi, Dari)	3,169	0.1669%	1,557	0.0820%
Gujarati	2,447	0.1289%	663	0.0349%
Hindi	4,296	0.2262%	733	0.0386%
Urdu	2,434	0.1282%	568	0.0299%
Punjabi	1,356	0.0714%	429	0.0226%
Bengali	2,315	0.1219%	833	0.0439%
Nepali, Marathi, or other Indic languages	1,812	0.0954%	731	0.0385%
Other Indo-European languages	1,430	0.0753%	404	0.0213%
Telugu	1,294	0.0681%	257	0.0135%
Tamil	917	0.0483%	188	0.0099%

Malayalam, Kannada, or other Dravidian languages	569	0.0300%	118	0.0062%
Chinese (incl. Mandarin, Cantonese)	202,179	10.6466%	125,556	6.6117%
Japanese	6,478	0.3411%	2,973	0.1566%
Korean	49,197	2.5907%	30,993	1.6321%
Hmong	293	0.0154%	114	0.0060%
Vietnamese	31,478	1.6576%	18,779	0.9889%
Khmer	2,964	0.1561%	1,981	0.1043%
Thai, Lao, or other Tai-Kadai languages	5,389	0.2838%	3,012	0.1586%
Other languages of Asia	3,719	0.1958%	2,515	0.1324%
Tagalog (incl. Filipino)	49,921	2.6288%	13,701	0.7215%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	9,712	0.5114%	3,651	0.1923%

Arabic	9,971	0.5251%	3,557	0.1873%
Hebrew	786	0.0414%	172	0.0091%
Amharic, Somali, or other Afro-Asiatic languages	1,239	0.0652%	412	0.0217%
Yoruba, Twi, Igbo, or other languages of Western Africa	998	0.0526%	94	0.0049%
Swahili or other languages of Central, Eastern, and Southern Africa	737	0.0388%	189	0.0100%
Navajo	34	0.0018%	0	0.0000%
Other Native languages of North America	26	0.0014%	21	0.0011%
Other and unspecified languages	1,396	0.0735%	545	0.0287%

According to the U.S. Census Bureau American Community Survey 2018 5-Year Estimate (Table S16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older), the areas with the highest LEP populations are: Arcadia, San Gabriel, Temple City, LA City (Central/Koreatown), El Monte, and South El Monte (see Table 2 and Map 1). For Los Angeles County (East Central) --Arcadia, San Gabriel & Temple City Cities PUMA, 68.74 percent of their LEP population spoke Chinese. For Los Angeles County

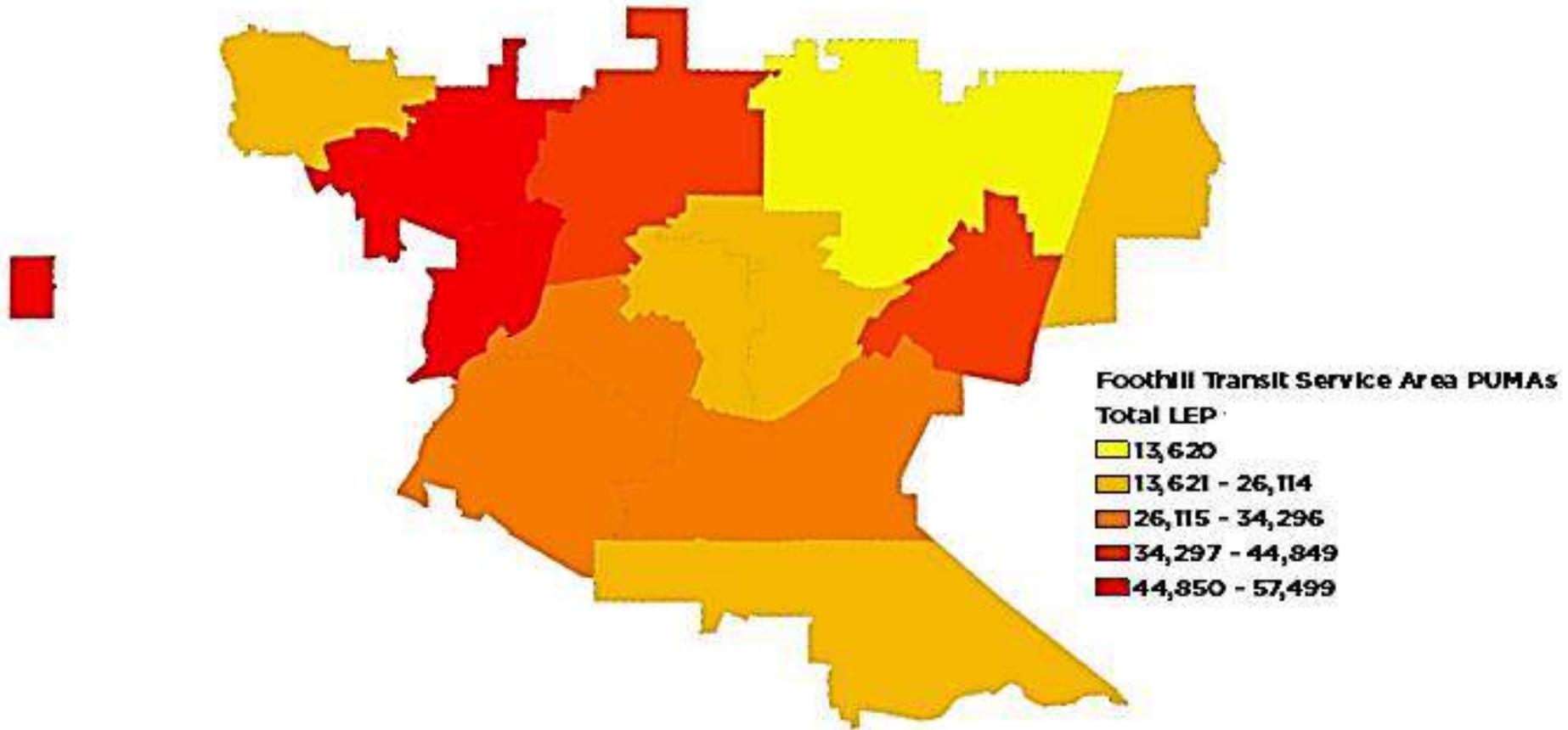
(Central)--LA City (Central/Koreatown) PUMA, 59.80 percent of their LEP population spoke Spanish. In addition, for Los Angeles County (Central)--El Monte & South El Monte Cities PUMA, 59.05 percent of their LEP population spoke Spanish.

**Table 2: Breakdown of Foothill Transit’s Service Area-PUMAs by Total LEP Population**

Geographic Name-PUMA	Total LEP Population in PUMA
Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities PUMA; California	44,849
Los Angeles County (East Central)--Glendora, Claremont, San Dimas & La Verne Cities PUMA; California	13,620
Los Angeles County (East Central)--Pomona City PUMA, California	38,184
Los Angeles County (East Central)--Covina & Walnut Cities PUMA, California	20,781
Los Angeles County--Diamond Bar, La Habra Heights (East) Cities & Rowland Heights PUMA; California	34,296
Los Angeles County (East Central)--West Covina City PUMA, California	26,114
Los Angeles County (East Central)--La Puente & Industry Cities PUMA, California	31,560
Los Angeles County (East Central)--Arcadia, San Gabriel & Temple City Cities PUMA; California	57,499
Los Angeles County (Central)--Pasadena City PUMA, California	22,930

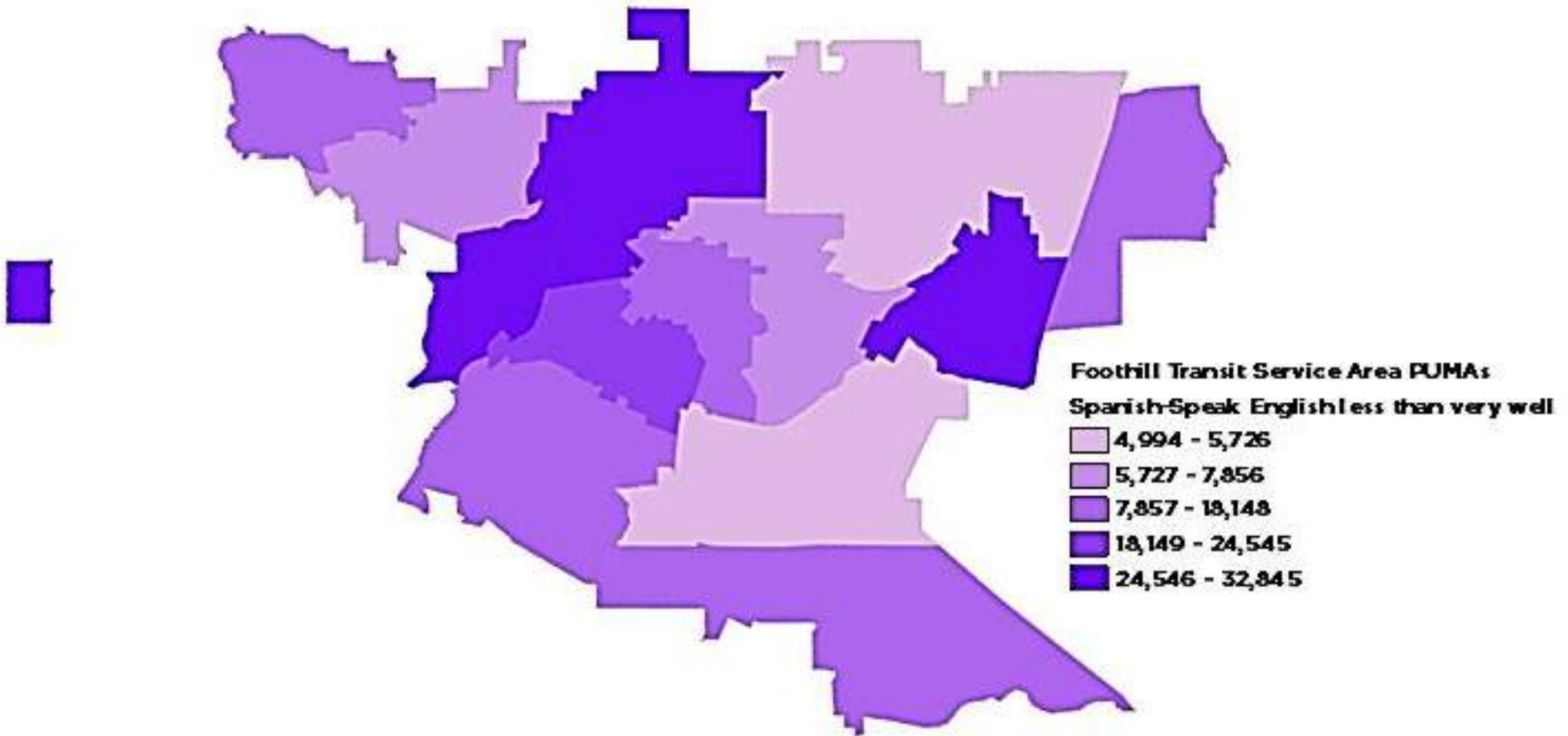
Los Angeles County (Central)--LA City (Central/Koreatown) PUMA, California	54,920
Los Angeles County (Central)--El Monte & South El Monte Cities PUMA, California	54,879
Los Angeles County (Southeast)--Whittier City & Hacienda Heights PUMA, California	31,499
Orange County (North)--Yorba Linda, La Habra & Brea Cities PUMA; California	21,363
San Bernardino County (Southwest)--Upland & Montclair Cities PUMA, California	21,362

**Map 1: Total LEP Population by PUMA**

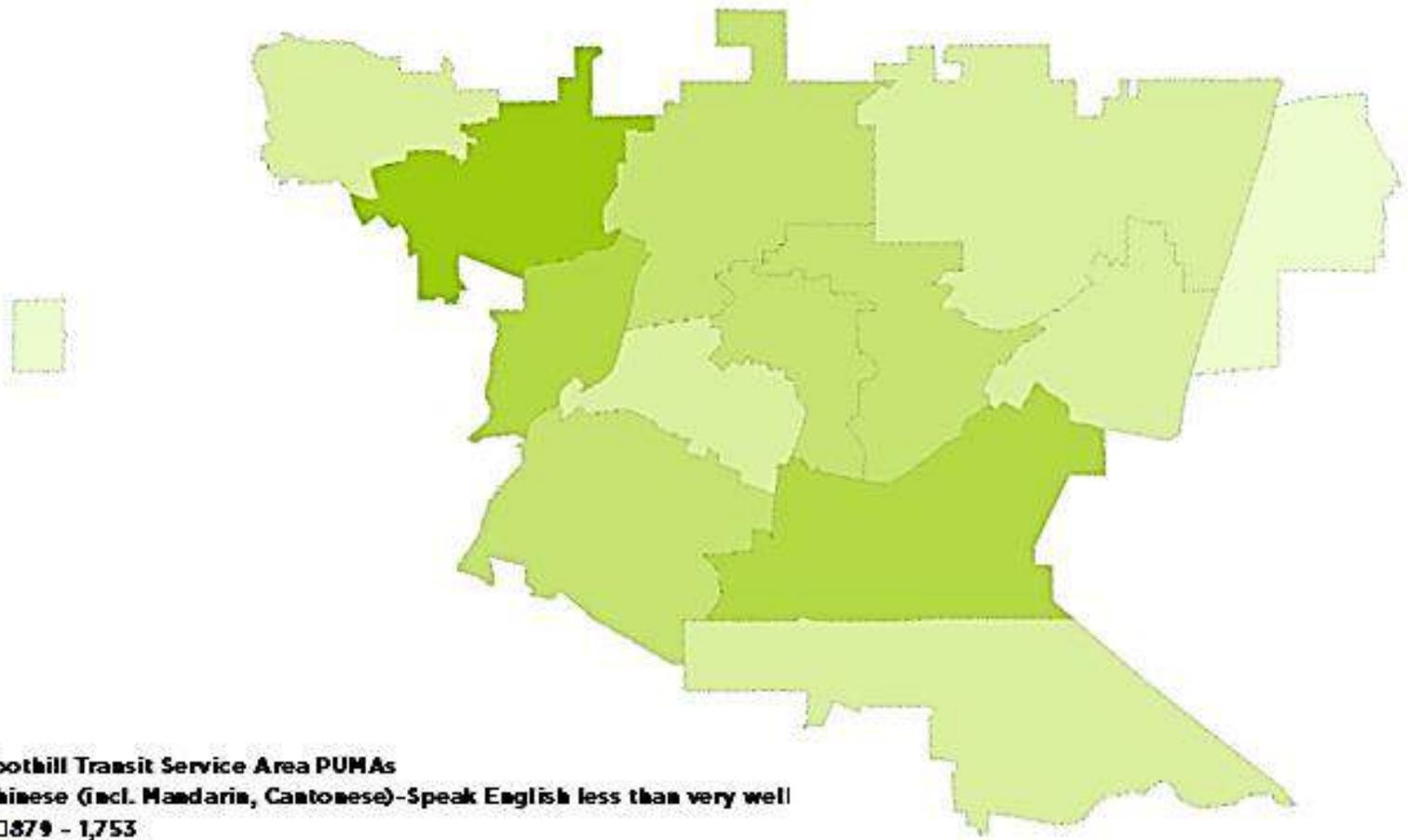


Spanish and Chinese are the highest LEP populations in the entire service area. The highest concentrations of Spanish LEP populations are located in: Arcadia, San Gabriel, Temple City, LA City (Central/Koreatown), El Monte, and South El Monte (see Map 2). The highest concentrations of Chinese LEP populations are located in: Arcadia, San Gabriel, Temple City, Diamond Bar, LA Habra Heights, Rowland Heights, El Monte, and South El Monte (see Map 3).

**Map 2: Spanish LEP Population by PUMA**



**Map 3: Chinese LEP Population by PUMA**



**Foothill Transit Service Area PUMAs**  
**Chinese (incl. Mandarin, Cantonese)-Speak English less than very well**

□	879 - 1,753
□	1,754 - 3,511
□	3,512 - 9,349
□	9,350 - 20,576
□	20,577 - 39,525

Additionally, the U.S. Census Bureau American Community Survey 2018 5-Year Estimates (Table B1602: Limited English Speaking Households) states that 14.24 percent of all households in Foothill Transit’s Service Area are LEP households. Of the 14.24 percent LEP households, 7.68 percent speak Asian and Pacific Island languages, 5.91 percent speak Spanish, 0.48 percent speak Other Indo-European languages, and 0.18 percent speak Other languages.

According to the U.S. Census Bureau American Community Survey 2018 5-year estimate (Table B06007: Place of Birth by Language Spoken at Home and Ability to Speak English in the United States), 37.23 percent of Foothill Transit’s Service Area residents are foreign born. The four PUMAs with the highest number of foreign born populations are: Los Angeles County (East Central)-Arcadia, San Gabriel & Temple City Cities PUMA; California, Los Angeles County (Central)--LA City (Central/Koreatown) PUMA, California, Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities PUMA; California, and Los Angeles County (Central)--El Monte & South El Monte Cities PUMA, California. Of that foreign born population, 30.86 percent are LEP Spanish speakers, and 29.42 percent are LEP residents that Speak Other Languages.

An onboard passenger survey was conducted in September 2016. When surveyed regarding languages spoken at home, 44 percent of Foothill Transit customers stated that they spoke Spanish at home, while less than 5 percent of customers each reported speaking Mandarin and/or Cantonese. Tagalog speakers made up 5.1 percent of the surveyed customers. When surveyed regarding their English proficiency, 11 percent reported “less than very well” and 6.9 percent “not at all” – a total of almost 17 percent.

### **Factor 1 Summary:**

- The dominant non-English language group within Foothill Transit’s service area is Spanish.
- The population of Spanish speakers who speak English less than “very well” is two times larger than the population of Chinese speakers who speak English less than “very well.”
- 24.95 percent of Foothill Transit’s Service Area is LEP.
- According to Foothill Transit rider surveys, 17 percent of Foothill Transit customers are LEP – that is, they speak English “less than well” or “not at all.”

## **Factor 2: The frequency with which LEP Individuals come into contact with Foothill Transit programs, activities, and services**

Foothill Transit is the primary public transportation provider in the Pomona and San Gabriel Valleys and provides bus service connecting Los Angeles County and the City of Los Angeles to San Bernardino and Orange Counties.

According to the 2018 American Community Survey 5-Year Estimates (Table B08113, Means of Transportation to Work by Language Spoken at Home and Ability to Speak English), 41.38 percent of 16-years-and-over working individuals that commute via public transportation are considered LEP as they speak English less than “very well.” Of that 41.38 percent, 32.48 percent are LEP Spanish speakers and 8.89 percent are LEP individuals that Speak Other Languages.

### Foothill Transit In-Person Customer Interaction

Of all Foothill Transit employees and contractors, bus operators have the highest frequency contact with LEP individuals, supporting over 14 million passenger boardings annually. LEP individuals also frequently interact with Customer Service Representatives (CSRs) on the phone and in person. Customers can purchase passes, file complaints or compliments, or request routing information at one of Foothill Transit’s four transit stores. Customers are also invited to register comments or request information through Foothill Transit’s 1-800 hotline.

In August 2013, Foothill Transit implemented a third-party phone translation service, primarily intended for the 1-800 customer service hotline. From July 2017 to July 2020, it has been utilized 971 times by Foothill Transit staff and contractors. The usage breaks down as follows:

**Table 4: Number of requests for translation by language and year**

Language	2017	2018	2019	2020	Sum of Number of Calls by Language
Cambodian	-	-	1	-	1
Cantonese	27	56	36	9	128
Chinese	6	31	48	5	90
Indonesian	-	1	-	-	1
Japanese	1	-	1	-	2
Korean	1	3	4	1	9
Mandarin	43	125	101	22	291
Spanish	109	179	86	12	386
Tagalog	-	1	2	-	3
Thai	-	-	2	-	2
Toisanese	-	1	-	-	1
Vietnamese	10	23	18	6	57
<b>Grand Total of Calls</b>	197	420	299	55	971

The primary non-English language spoken in the Foothill Transit service area is Spanish. Spanish has the highest number of translation requests followed by Mandarin and Cantonese. Foothill Transit has several Customer Service Representatives and other staff who speak Spanish fluently. Thus many Spanish customers are able to have their questions answered without the use of the third-party phone translation service. The Foothill Transit phone system further allows customers to identify themselves as a Spanish speaker when they call the 1-800 hotline so that their calls are automatically transferred to a Spanish speaking CSR.

### **Foothill Transit Printed Materials**

In addition to multilingual customer service over the phone and in transit stores, customers can also access printed materials in multiple languages. The Bus Book contains information translated to Spanish and Chinese. The Foothill Transit website is accessible in the following 12 languages: Arabic, Armenian, Chinese, English, Filipino (Tagalog), Japanese, Khmer, Korean, Persian, Spanish, Thai, and Vietnamese. All Title VI Customer Complaint forms are available in all 12 languages.

### **Foothill Transit Public Meetings**

LEP persons may also interact with Foothill Transit staff at public meetings and events. Monthly Executive Board meetings are held, in addition to quarterly Governing Boarding meetings. Updates regarding Foothill Transit's key performance indicators, budget, and service changes as well as other issues are discussed. Public meetings are also held to discuss and gather feedback regarding service and fare changes. Translation for the board meetings may be requested 48 hours in advance of the meeting.

Finally, regular community outreach is also conducted at community events. Most often a Spanish speaking staff member will be present to answer questions and provide information for Spanish LEP speakers.

### **Factor 2 Summary:**

- Foothill Transit customers most frequently interact with bus operations and Customer Service Representatives.
- Customer Service Representatives have access to a third-party phone translation service, primarily intended for the 1-800 customer service hotline. Since the implementation of the service, it has been utilized 971 times by Foothill Transit staff and contractors mostly to provide Spanish and Mandarin translation assistance.
- Customers primarily obtain Foothill Transit service information from either the Foothill Transit website or the Bus Book, which are both available in multiple languages.
- LEP customers may request translation for board meetings 48 hours in advance to the meeting.

### **Factor 3: The importance to LEP Persons of Foothill Transit program, activities and services**

Foothill Transit primarily serves the San Gabriel Valley region, but also provides connections to Orange and San Bernardino Counties. In the fiscal year 2019-2020 Foothill Transit operated 12,127,653 service miles on 39 fixed route bus lines, of which:

- Twenty-eight local routes serve the San Gabriel Valley
- Seven express routes serve customers during peak hours in and out of downtown Los Angeles
- One 24-hour express line between Montclair and downtown Los Angeles.

Foothill Transit’s 2016 ridership surveys reveal the importance of bus service to Foothill Transit customers. The majority of the trips taken were to traverse between home and work. Surveyed customers also reported making bus trips for school-related or personal-related activities. The table below breaks down trip purpose/destination.

Trip Destinations	Percent of Surveyed Passengers
College/school	15.55%
Home	30.79%
Medical/dental	4.01%
Other	3.06%
Personal business	11.83%
Recreation/social visit/entertainment	4.87%
Shopping	4.13%
Work/work-related	25.75%

**Factor 3 Summary:**

- Foothill Transit provides a vital service. Survey results from Foothill Transit riders showed that 73 percent of respondents didn’t have access to a car.
- Survey responses also show that customers are using the bus as a regular means of transportation; over 40 percent use the bus on a daily basis, and an additional 30 percent use the bus four to five days out of the week.
- Finally, survey responses show that customers are using the bus for vital purposes: 40 percent of Foothill Transit passengers riding the local service during peak periods are travelling for work, 30 percent are travelling for school, and less than 10 percent are using it for personal business, medical/dental or other trips.

#### Factor 4: Resources Available to Foothill Transit and Costs

Many questions LEP customers may have about a route, schedule, or fare information is currently available through the Foothill Transit Bus Book, the multi-lingual website, and customer service representatives and operators, many of whom are bilingual English and Spanish speakers. Foothill Transit implemented an on-demand telephone translation service in August 2013. These costs have been programmed into current and future operations budgets. The agency will continue to evaluate the need for other key materials to be translated, as well as to facilitate translation services when requested. Translation costs from July 2017 to July 2020 are broken down in the graph below.



#### Foothill Transit Communication Methods

In terms of determining when and in how many languages to translate information, Foothill Transit considers both the implications for access to its services that the document has, as well as the feasibility and necessity of translating the document. Information is currently distributed in a number of different formats and channels, as documented in the table below:

**Table 5. Information and Means of Distribution**

		Information Type							
		Basic Rider Info	Maps	Fare/TAP Info	Service Alerts	Service Changes/ Planning Efforts	Safety and Security	Project Updates	Civil Rights Notices
<b>Distribution Channel</b>	Bus Book	X	X	X					X
	Footnotes Newsletter	X		X				X	
	Bus Interior Cards	X		X			X		X
	Transit Store Postings	X		X					X
	Website	X	X	X	X	X	X	X	X
	Social Media/E-alerts				X	X	X	X	
	On-site/Telephone CSRs	X		X	X			X	
	Community Meetings					X		X	
	Board Meetings					X		X	

The table above demonstrates ways in which information may be transmitted. For example, interior cards are used to transmit different messages including advertising social media efforts or courtesy campaigns. They are also used to advertise services of local non-profits that Foothill Transit sponsors. Foothill Transit does not allow paid advertising in or on its buses. The translation policy for each of these methods is explored further in the Language Assistance Plan.

**Foothill Transit Staff language capabilities**

Foothill Transit staff employs a diverse set of language skills. These in-house skills are used to confirm the translations of written materials that are developed by professional translation services, and can be used to provide interpretation services at Foothill Transit public meetings, if needed. Bilingual staff members may also be called upon when answering department specific comments and questions. Staff language capabilities are broken down in the following table:

**Table 6. Language abilities of Foothill Transit staff**

Language	No. of Staff Members	Can Speak	Can Read	Can Write
Armenian	1	1	1	1
Assyrian	1	1	1	
Chinese Cantonese	1	1	1	
Chinese Mandarin	4	4	4	4
French	1		1	1
German	2	2	2	2
Italian	2	2	1	1
Japanese	2	2	1	1
Spanish	21	20	20	18
Tagalog	2	2	2	2
Vietnamese	2	2	1	1

Fifty-two percent of Foothill Transit’s Customer Service Representatives are bilingual (English/Spanish). Foothill Transit assesses fluency in both languages upon first hire and provides continuous monitoring and training of the language and interpretation skills. The breakdown of language capabilities for the Transit Store Staff Customer Service Representatives (CSR) is broken down below:

**Table 7. Language abilities of Foothill Transit Customer Service Representatives**

Language	Number of Staff Members	Fluency
Spanish	11	Spoken

At least one Spanish speaker CSR is available at all of our Transit Stores and there are a total of 21 transit store employees.

**Costs associated with making communication methods LEP accessible**

Currently a number of communication tools are already translated into a variety of languages by Foothill Transit. The table below breaks down costs related to communicating in languages other than English. The information below can be utilized as a baseline to budget future outreach activities or communication

tools. The information can also be helpful in determining the costs of expanding Foothill Transit’s current translation efforts. The specific resources devoted to translating costs are explored in the table below.

**Table 8. Costs of translation resources**

Item Translated	Cost	Average Spent
Phone translation	\$1.45/minute	\$253.71/month (average)
Document translation	\$85 each document	\$13,173.71 from FY 2017 to 2020
Bus Interior card campaign	\$1,792 per order (Average)	Approximately \$5,377.78 from FY 2017 to 2020
Bus Book translation	Average of \$497 each service change	\$1,989.60 from FY 2017 to 2020
Advertisement in Ethnic newspaper	Average of \$1,586 per ad	Approximately \$19,036.80 from FY 2017 to 2020 for ads in La Opinion and Sing Tao Daily newspapers

To maximize outreach efficiency and balance resources, Foothill Transit outreaches to social service organizations and educational institutions on an ongoing basis. Working closely with organizations that also serve significant LEP populations will also allow Foothill to communicate more effectively with LEP customers.

During the Title VI program review period, most resources have been dedicated to having written materials translated. A combination of Foothill Transit in-house language capabilities and the phone translation services are used to respond to customer comments and requests for information.

**Factor 4 Summary:**

- Foothill Transit staff employs a diverse set of language skills. 33 staff members speak, read, or write another language besides English.
- Fifty-two percent of Foothill Transit Customer Service Representatives speak Spanish. Every store is staffed with at least one Spanish speaker.
- Foothill Transit employs several different methods of communicating with LEP speakers including utilizing a third party phone translation service, translating various documents, interior cards, Bus Book, and advertisements in multi-lingual newspapers.

## **Part II: Language Assistance Plan**

# Language Assistance Plan – Implementation and Practical Application

## Introduction

In the Four Factor Analysis, Foothill Transit has identified the Limited English Proficiency populations that live within its service area, as well as the general types of communications the agency generates and how they might be used by these populations. The Four Factor Analysis informs Foothill Transit’s Language Assistance Plan which is comprised of the following elements:

1. The results of the Four Factor Analysis
2. A description of how Foothill Transit provides language assistance services by language
3. A description of how Foothill Transit provides notice to LEP persons about the availability of language assistance.
4. A description of how Foothill Transit trains employees to provide timely and reasonable language assistance to LEP populations.
5. A description of how Foothill Transit monitors, evaluates, and updates the Language Access Plan.

The following plan is a practical application of the Four Factor Analysis and balances the need to communicate to a diverse audience with diverse language requirements with resource limitations.

## The Results of the Four Factor Analysis

The purpose of the Four Factor Analysis is to identify LEP populations within the Foothill Transit service area and appropriate resources to serve their language needs. According to Foothill Transit rider surveys, around 20% of respondents speak English “not well” or “not at all.” The Four Factor Analysis identified large populations of Spanish LEP and Chinese LEP speakers within the Foothill Transit service area. Spanish is prevalent throughout the service area, while there are pockets throughout the service area of Chinese speakers. High percentages of Spanish LEP speakers live in: El Monte, South El Monte, LA Central/Koreatown, Baldwin Park, Azusa, Duarte, and Irwindale. High percentages of Chinese LEP speakers live in: Arcadia, San Gabriel, Temple City, Diamond Bar, La Habra Heights, and Rowland Heights.

From July 2017 to July 2020, the third-party phone translation service has been used 971 times, or approximately 27 times each month. Most of the calls were for Spanish, Mandarin, and Cantonese translations, but translation was also needed for Chinese, Vietnamese, Korean, Japanese, Thai, Toisanese, Indonesian, Cambodian, and Tagalog speaking customers.

The Four Factor Analysis also revealed that Foothill Transit provides a vital service for many of its riders, over 70 percent of whom do not have access to a car. Surveys conducted in spring 2014 show that approximately 40 percent of Foothill Transit passengers riding the local service during peak period are traveling for work, 30 percent are traveling for school and less than 10 percent are using it for personal business, medical/dental or other trips. The numbers are similar for off-peak travel – around 28 percent of passengers were traveling for work and 28 percent for school. The on-board surveys also showed that over 40 percent of respondents use the local service on a daily basis and over 30 percent use it 4-5 days

out of the week. These responses show that, generally LEP or not, Foothill Transit system riders are regular riders who depend on the system to get to their jobs and other important appointments on time.

So far, the bulk of financial resources benefiting LEP persons have been centered on providing written translation services such as translating forms and interior cards. Foothill also purchases telephone translation services on an ongoing basis. Lastly, Foothill also tracks and utilizes the language skills of staff members.

As LEP customers become more aware of the multilingual Foothill Transit resources available to them, and as customer feedback from LEP persons increases, Foothill Transit will have more data on how best to serve LEP customers. Foothill Transit outreaches to social service organizations and educational institutions on an ongoing basis. Working closely with organizations that also serve significant LEP populations will also allow Foothill to communicate more effectively with LEP customers.

## Language Assistance by Language Group

As identified before, the majority of LEP speakers in Foothill Transit's service area speak Spanish and Chinese. When assessing how to provide appropriate language assistance to the LEP population, Foothill Transit will consider the size of the population that speaks a given language, as well as whether the assistance needed is written or oral. The guidelines below represent general approaches to language assistance and will be refined as their practicality is tested.

### Written Language Assistance – Translation Guidelines

USDOT has adopted the Department of Justice's Safe Harbor Provision in regards to Vital Written Documents. The DOJ Safe Harbor Provision "stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served... then such action will be considered strong evidence of compliance with the recipient's written translation obligations."

To meet this provision, Foothill Transit provides written translation of such documents for each eligible LEP language group that constitutes 5% of the population or 1,000 people, whichever is less. Non vital information can be translated orally, if needed. Vital documents, as defined by the DOT, include but are not limited to:

1. Consent and complaint forms,
2. Intake and application forms with the potential for important consequences,
3. Written notices of rights,
4. Notices of denials, losses, or decreases in benefits or services,
5. Notices advising LEP individuals of free language assistance services.

Specific examples cited by the DOT include complementary paratransit eligibility application, a Title VI complaint form, and notice of a person's rights under Title VI.

## **Foothill Transit’s Methodology for Determining Vital Documents**

Information considered by Foothill Transit to be “vital” is any information that protects customers’ physical safety and facilitates customers’ exercise of their legal rights. If a vital document is not translated, it may effectively deny an eligible LEP person access to services and result in discrimination on the basis of national origin. Information about public hearings and comment opportunities related to fare/TAP information, service changes, and planning information are also classified as Vital Documents. Foothill Transit has also determined that Vital Documents include information for vulnerable populations such as the elderly and disabled, as well as customer consent and complaint forms, customer surveys related to any of the types of information included in this definition, and a statement of rights protected under Title VI.

In some cases, translation of Vital Documents may consist of a summary, or key points. For other Vital Documents, providing notice of available language assistance may also provide sufficient access.

## **Languages that meet the Safe Harbor Threshold**

Foothill Transit’s service area contains 11 languages that meet the Safe Harbor Provision stipulations: Spanish, Chinese, Vietnamese, Tagalog, Korean, Japanese, Arabic, Armenian, Mon-Khmer (Cambodian), Persian and Thai.

As demonstrated above, the main language spoken by Foothill Transit riders is Spanish (35.55%). The second main language spoken by the Foothill Transit riders is Chinese (including Mandarin and Cantonese) (10.64%). It will be Foothill Transit’s first priority to ensure that written documents are translated into Spanish and Chinese, as the number of LEP speakers of these two languages each exceeds 5% of the population of that particular group of language speakers in Foothill Transit’s service area. In addition, telephone translation service allows Foothill Transit Customer Service Representatives to address a wide array of questions and provide information to any customers in a transit store or via phone call in nearly any language. Posters advertising the phone translation service are posted in each Transit Store and are translated into each of Foothill Transit’s 11 designated languages.

Vital documents, as defined above, or summaries of the vital documents, will be translated into all 11 languages. Additional efforts will be made to translate selected additional documents or information into languages outside of Spanish and Chinese, as appropriate. Below is a summary of written communications that Foothill Transit utilizes to communicate with the general public, as well as the languages into which each is translated:

	<b>Contains “Vital” information?</b>	<b>Languages translated</b>
<b>Bus Book</b>	Yes; issued twice a year and contains bus rider basics, fares and a statement on Title VI	Chinese and Spanish; Vital information on Title VI policies is translated into all vital languages on <i>foothilltransit.org/yourrights</i>
<b>Footnotes newsletter</b>	No; issued once a month and contains information on the community	English; can contain specific messages translated into Spanish or Chinese on occasion
<b>Bus Interior Cards</b>	No; issued once a month and contains safety, marketing and community messages.	Chinese and Spanish
<b>“Your Rights” Poster</b>	Yes; contains Foothill Transit’s statement of a passenger’s Title VI rights	All 11 vital languages
<b>Poster informing of phone translation services</b>	No; contains information on how to request translation services	All 11 vital languages
<b>Website</b>	Yes; contains all schedules, fares, passes and organizational information on Foothill Transit.	English and Spanish; Translation of Notification of Rights under Title VI and Complaint form in 11 languages is posted
<b>Social Media/E-alerts</b>	No; E-alerts may contain service alerts, delays, construction and detour information.	English
<b>Detour Notices</b>	No; signs are posted at bus stops to indicate closure or re-routing	Chinese and Spanish

### **Oral Language Assistance – Translation guidelines**

Assistance may also need to be provided to LEP speakers orally; for example, if they need public meetings to be translated or if they want to leave a comment on service at the Transit Store. Below is a table which outlines Foothill Transit’s approach to these types of requests.

Circumstance	Information Discussed	Translation Provided?
<b>On-site/Telephone CSRs</b>	Can obtain basic rider information, fare/TAP information, service changes and service alerts and file comments/complaints about service.	Bilingual CSRs (Spanish/English) onsite; telephone translation services allow CSRs to communicate in 150 different languages
<b>Community Meetings</b>	Yes, meetings provide customers an opportunity to provide input on Foothill Transit service.	Need for translator can be assessed depending on the content and location of the meeting
<b>Board Meetings</b>	Yes, meetings cover all Executive Board actions and decisions.	English; translator for a meeting can be requested

A notification is provided on all board meeting agendas to call Foothill Transit 48 hours before a board meeting to request translation services. The Foothill Transit staff has its own diverse language skillset, and in many cases staff members will be asked to attend public meetings in case a need for a translator appears.

### **How does Foothill Transit provide notice to LEP persons about the availability of language assistance?**

Posters are posted at each of the transit stores advertising the phone translation capabilities. The message is translated into Foothill Transit’s 11 main languages. An example is provided below:



Interior cards onboard buses that state “How can I help you” in 11 different languages along with the Foothill Transit customer service number.

**Ano ang maitutulong ko sa iyo?** តើខ្ញុំអាចជួយអ្នកយ៉ាងដូចម្តេចដែរ?

どのような手助けが必要ですか? 我怎么帮你?

무엇을 도와드릴까요?

**Tôi có thể giúp gì cho quý vị?** كيف يمكنني مساعدتك؟

Ինչպե՞ս կարող եմ Ձեզ օգնել

**¿En qué puedo ayudarle?**

**How can I help you?**  
1-800-RIDE-INFO (743-3463)

**Foothill Transit**  
Going Good Places

11/30/2014

## **How does Foothill Transit train employees to provide timely and reasonable language assistance to LEP populations?**

At this point, most language assistance is provided via the Transit Stores and the phone translation system. Transit Store Customer Service Representatives are trained to help customers identify the language they need translated, and to call the phone translation service. The service is provided immediately, and the wait time for a translator is minimal.

Written translation of customer comments will first be performed by a Foothill Transit staff member, if available. All translation of documents, such as forms, marketing collateral, or policy language is translated by a professional translation company. Depending on the length of the document, the turnaround is nearly immediate.

## **How does Foothill Transit monitor, evaluate and update the Language Assistance Plan?**

This Language Assistance Plan is always considered to be a work in progress. The techniques suggested will be consistently revisited and refined as they are utilized and tested. The Language Assistance Plan will be revisited at least every three years, in conjunction with the submittal of the Title VI Program to the FTA. At this time a wholesale look will be made at the demographic data compiled in the Four Factor Analysis, as well as the tools submitted in the Language Assistance Plan.

Foothill Transit's policies for written and oral translation are a constant priority for the agency. As more translation services are requested by Foothill Transit customers, the agency will assess the policies set out in this Language Assistance Plan to ensure they are sufficient. For example, if an increasing number of requests for translation into a certain language become more frequent or less frequent, the number of resources dedicated to translating information into that language will be re-evaluated. In addition, if increasing numbers of LEP individuals begin to attend public meetings or board meetings, the policy regarding oral translation may be revised as well.

Another factor that affects the applicability of the Language Assistance Plan is the accuracy of available demographic data. An onboard passenger survey was conducted in Fall 2016. Future rider surveys will be completed on a 3-to-5-year schedule in accordance with Federal Transit Administration guidelines. These surveys are essential in understanding the make-up Foothill Transit ridership and determining the best and most cost-effective way to direct resources. While U.S. Census data can indicate the general demographic make-up of the service area, surveys help reveal the specific characteristics of Foothill Transit riders. Updated survey data is essential to keeping the Four Factor Analysis accurate. Additionally, as more LEP individuals request assistance from Foothill Transit, agency data will become more representative of the actual customer base.

One staff member in the Planning Department maintains and updates the Title VI policies including the Language Access Plan. The person in this position works across departments to collect feedback on the policies, as well as data, to ensure the policies and plans are up-to-date.

# **ATTACHMENT 3**



**Foothill Transit**

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

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

**1. CALL TO ORDER**

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

Chair Herrera welcomed Executive Board Alternate Sam Pedroza.

**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 ergonomics safety.

**4. ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Warshaw (Executive Board Alternate), Member Calaycay, Member De La Torre, Vice Chair Shevlin, Chair Herrera

Absent: Member Delach

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

Approval of the minutes for the Strategic Planning Workshop of February 5, 2016 and Regular Meeting of February 26, 2016.

Motion by Member Calaycay, second by Vice Chair Shevlin, the minutes for the Strategic Planning Workshop of February 5, 2016 and Regular Meeting of February 26, 2016 were approved. Motion carried 5-0.

6. **PRESENTATIONS**

6.1 Contractors' Employee Recognition

Jim Marshall, General Manager, First Transit, introduced and recognized the following Pomona location First Transit operator and employee of the month:

Andrew Evans, Employee of the Month (March 2016)

Bill Jackson, General Manager, Transdev, introduced and recognized the following Arcadia location Transdev operator and employee of the month:

Johngelene Wiggins, Operator of the Month (March 2016)

Tommy Maung, Employee of the Month (March 2016)

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

6.2 New & Promoted Staff

Promotion:

Michael Tobin, Quality Assurance Analyst

7. **PUBLIC COMMENT**

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

---

## **CONSENT CALENDAR**

### **8. FEBRUARY 2016 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY**

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through February 29, 2016. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of February 29, 2016 for fiscal year ending June 30, 2016.

Motion by Member De La Torre, second by Member Calaycay, to receive and file. Motion carried 5-0.

### **9. FEBRUARY 2016 PERFORMANCE INDICATORS REPORT**

Recommendation: Receive and file the February 2016 Performance Indicators Report.

Motion by Member De La Torre, second by Member Calaycay, to receive and file. Motion carried 5-0.

### **10. MARCH 2016 LEGISLATIVE SUMMARY**

Recommendation: Receive and file the March 2016 Legislative Summary. Adopt support positions on AB 2090 and SB 824.

Motion by Member De La Torre, second by Member Calaycay, to receive and file. Motion carried 5-0.

### **11. FARE COLLECTION SYSTEM**

Recommendation: Receive and file an update on Foothill Transit's fare collection system.

Motion by Member De La Torre, second by Member Calaycay, to receive and file. Motion carried 5-0.

---

12. **REQUEST FOR QUALIFICATIONS (RFQ) - ARCHITECTURAL & ENGINEERING CONSULTANT - MT. SAC TRANSIT CENTER**

Recommendation: Authorize the Executive Director to issue RFQ No. 16-008 seeking qualifications from proposers to provide architectural and engineering services in connection with the development of a proposed Transit Center and Transit Store to be located on the Mt. San Antonio Community College campus.

Motion by Member De La Torre, second by Member Calaycay, to approve.  
Motion carried 5-0.

13. **CONTRACT AMENDMENT - BUS SIGNAL PRIORITY (BSP) PROJECT**

Recommendation: Authorize the Executive Director to execute Amendment No. 8 in the amount of \$316,157 to Contract No. 08-005 with Schneider Electric to complete Foothill Transit's Bus Signal Priority Project.

Motion by Member De La Torre, second by Member Calaycay, to approve.  
Motion carried 5-0.

14. **CONTRACT AWARD - ARCADIA VAULT CANOPY**

Recommendation: Authorize the Executive Director to enter into Agreement No. 16-023 with EC Construction in the amount of \$209,225 for construction activities related to the installation of the fare vault canopy and ADA walkway at the Arcadia Operations & Maintenance Facility.

Motion by Member De La Torre, second by Member Calaycay, to approve.  
Motion carried 5-0.

15. **CONTRACT AWARD - CELLULAR BASED GPS SERVICE**

Recommendation: Authorize the Executive Director to negotiate final terms and conditions and enter into a Contract with Zonar Systems in the amount of \$454,351 to provide cellular-based GPS service for a term of four years on Foothill Transit's bus fleet.

---

Doran Barnes, Executive Director, clarified that in the “Budget Impact” section of the board report, that the report should have indicated that funds were available in the Fiscal Year 2015/2016 Budget.

Motion by Member De La Torre, second by Member Calaycay, to approve.  
Motion carried 5-0.

## **REGULAR AGENDA**

### **16. 2016 Foothill Transit Bus Roadeo Results**

Recommendation: Receive and file the 2016 Foothill Transit Bus Roadeo Results.

Tanya Pina, Operations Contract Manager, presented this item.

Ms. Pina reported that the Foothill Transit Bus Roadeo was held on March 12, 2016. The event was a great platform to enforce safety, encourage professionalism, and to recognize coach operators who are the face of the Foothill Transit system. The winner in the coach operator category was Transdev Coach Operator Enrique Reyes and the maintenance team winners were the Transdev maintenance team made-up of Alex Calderon, Stephen Leung, and Tracy Nicometo.

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

### **17. Citrus College Class Pass Pilot Program**

Recommendation: Authorize staff to proceed with initial planning phases to launch a Class Pass Pilot program at Citrus College

Katie Gagnon, Special Projects Manager, presented this item.

Ms. Gagnon reported that she recently received a call from Maryann Tolano-Leveque, Dean of Students at Citrus College, who previously worked at Mt. SAC and helped implement the Class Program at Mt. SAC. Ms. Tolano-Leveque shared the Mt. SAC experience with Citrus College administrative staff and she was encouraged to contact Foothill Transit and start the discussions on implementation of the program at the college. Citrus College

---

is hoping to launch the program in the fall. The pilot program will last for 2 semesters, fall and spring. During the pilot, ridership data will be gathered to help estimate what the future ridership is going to be and costs. In the coming months staff will be meeting with different administrators in preparation for the fall launch and a MOU will be drafted for the college board to approve and the MOU will be brought to the Foothill Transit Executive Board for final approval. Citrus College has approximately 13,000 students and Foothill Transit has five bus lines that serve the college.

Vice Chair Shevlin commented that staff has worked for years on building a relationship with Citrus College and congratulated Ms. Gagnon on her great work with Mt. SAC that helped the Citrus College Class Pass Program move forward.

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

**18. EXERCISE CONTRACT OPTION - TRANSIT BUSES**

Recommendation: Authorize the Executive Director to negotiate final terms and conditions and exercise Option No. 4 of Contract No. 12-040 with New Flyer for the purchase of 30 compressed natural gas (CNG) fueled, 40-foot Excelsior buses at a cost of \$19,731,600 (Nineteen Million Seven Hundred Thirty-One Thousand, Six Hundred Dollars) including delivery and sales tax.

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

Mr. Cordero reported that Foothill Transit's fleet replacement schedule calls for the retirement of 30 Series 1400 buses. The buses were initially acquired in 2004. The buses have over 500,000 miles and have been in service over 12 years. The current contract with New Flyer has one more contract option to exercise. The option would allow Foothill Transit to purchase 30 buses to replace the retiring buses. If the contract option is authorized, delivery is scheduled for the end of the calendar year.

Motion by Member Calaycay, second by Member De La Torre, to approve.  
Motion carried 5-0.

---

19. **CONTRACT AWARD – OPERATIONS & MAINTENANCE – ARCADIA FACILITY**

Recommendation: Authorize the Executive Director to award a contract to Transdev Services, Inc. for transit operations and maintenance services at Foothill Transit's Arcadia facility. The base contract term will be four years and the contract will include one four-year option to be exercised at Foothill Transit's sole discretion. The projected four-year base contract cost is \$168.5 million, including startup costs and the cumulative cost over the potential life of the contract is projected at \$357.7 million.

LaShawn King Gillespie, Director of Customer Service & Operations, presented this item.

Ms. Gillespie reported that with the Executive Board's authorization, a request for proposals for the operations of transit services out of the Arcadia facility was issued on October 2, 2015. A number of refined requirements were included as part of the request for proposal. On January 28, 2016 proposals were received from First Transit, Keolis Transportation, McDonald Transit, MV Transportation, National Express, and Transdev. All proposals satisfied the prequalification criteria and were evaluated for their technical qualifications. All proposals were found to be in the competitive range and interviews were conducted on March 3 and 4. At Foothill Transit's invitation, best and final offers and proposals were submitted and then scored by the evaluation team. Each proposer's price proposal underwent cost reasonableness and cost realism analysis by an experienced independent third party firm. Transdev Incorporated's proposal was ranked the highest with an overall score of 88.15 out of the possible 100 points. Among the positive aspects of the proposal is Transdev's staffing plan, techniques to improve employee morale, commitment to training, and enforcement of Foothill Transit's customer service focus. During the life of the contract, Foothill Transit will be in the midst of its goal of becoming a 100 percent electric fleet facility; Transdev's corporate electric vehicle initiative will support this goal.

Transdev staff present were Senior Vice President Duane Eskierka, Vice President of Reporting and Accounting Kevin Ooms, Vice President Business Development Ibrahima Toure, and proposed General Manager Bill Jackson. Mr. Eskierka conveyed his gratitude and sincere appreciation for the Board's

---

renewed confidence in Transdev.

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

**20. INTERSTATE 10 FREEWAY CONSTRUCTION SERVICE IMPACTS**

Recommendation: Receive and file the Interstate 10 Freeway Construction Service Impacts report.

Joe Raquel, Director of Planning, presented this item.

Mr. Raquel reported on the service impacts caused by the construction on Interstate 10. The project currently affecting Foothill Transit service is the widening of the freeway in order to accommodate a HOV lane through the city of West Covina which resulted in the closure of the eastbound off-ramp at West Covina Parkway. The closure of the off-ramp impacts the eastbound Silver Streak and Express Bus Lines 496 and 498 forcing the eastbound trips to detour resulting in a 10-minute delay in service. The delay has already resulted in a few customer comments. The delay can also impact ridership, which can also impact fare revenue. The detour is expected to be in effect for the next 8 months, with completion expected in November 2016. Rolling closures are expected at other exits along West Covina, including the off and on-ramps for Vincent Avenue, which is a critical area for the Silver Streak. As a result of the construction, the relationship between Caltrans and Foothill Transit has improved. Foothill Transit is participating in weekly construction meetings for the West Covina segment, allowing Foothill Transit to get better information sooner so staff can better assess the situation, plan accordingly, and notify the customer.

Member Shevlin asked if truck travel along Interstate 10 is impacting schedules. Mr. Raquel stated that any change to traffic flow on Interstate 10 affects schedules and before any service change, staff takes a look at travel changes and updates are made. Executive Director Doran Barnes stated that Foothill Transit is part of a much bigger system and Foothill Transit does not have control of all aspects of the system. Until the entire HOV lane is completed into Pomona, Foothill Transit will face traffic challenges on Interstate 10. Member Warshaw asked why the buses are not traveling on the road next to the freeway when on detour. Mr. Raquel reported that there is

---

no controlled intersection on the road that runs along the freeway.

Motion by Member De La Torre, second by Member Calaycay, to receive and file. Motion carried 5-0.

21. **SERVICE PLANNING GUIDELINES**

Recommendation: Action: Adopt the Foothill Transit service standards and policy guidelines (Attachment A).

Josh Landis, Planning Manager, presented this item.

Mr. Landis reported that last month Transit Planner Vy Phan Hoang discussed a finding from a recent Title VI review that found a deficiency based on the lack of a Board adopted systems and standards guideline. Mr. Landis reported that the proposed Foothill Transit Systems and Standards Guidelines goal is to establish a formal process for evaluating existing service through guidelines as well as provide a framework during the design phase of future routes and services. The guidelines cover a range of topics that include bus stop spacing, service frequency, and when to perform a Title VI analysis after a service change.

Motion by Member De La Torre, second by Member Calaycay, to adopt. Motion carried 5-0.

22. **LINES 190, 194 AND 270 FARE PRODUCTS**

Recommendation: Authorize Foothill Transit to honor all L.A. Metro fare media on Lines 190/194 and 270 for a period of one year, effective June 26, 2016 should Foothill Transit assume operation of those lines on that date.

Michelle Lopes Caldwell, Director of Finance & Treasurer, presented this item.

The L.A. Metro Service Council has approved cancellation of the lines and transfer to Foothill Transit. As part of the cancellation and transfer, L.A. Metro conducted a Title VI analysis and Environmental Justice Equity Evaluation. The report identified a finding of desperate impact, which can be mitigated if Foothill Transit honors all L.A. Metro fare media on these lines

---

for one year. This would result in no fare change for L.A. Metro riders or Foothill Transit riders, so if there is no fare change, no one is impacted. Ridership will be monitored through the TAP system and work with L.A. Metro to implement a reimbursement mechanism for those rides taken with L.A. Metro fare media.

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

23. **TRANSIT STORE QUARTERLY REPORT**

Recommendation: Receive and file the Transit Store Quarterly Report.

Michael Tobin, Quality Assurance Analyst, presented this item.

Mr. Tobin reported on the Transit Store sales and activity for the second quarter of FY 2015/2016, which includes the months of October, November, and December 2015. Sales for the quarter totaled \$1.24 Million, which is a 9 percent decrease from the same time period last fiscal year. Average Hold Time was maintained at 27 seconds, and the average handling time was 1 minute 46 seconds. Of the more than 77,811 calls received, 93 percent were handled by a customer service representative compared to last year, which is an 11 percent decrease in the total number of calls received and number of calls answered. Walk-in traffic totaled 52,995, which is a 33 percent decrease compared to the second quarter of last year. The variance is due to the accuracy of the new people counters that were installed in October 2015.

Motion by Member Warshaw, second by Member De La Torre, to receive and file. Motion carried 5-0.

24. **EXECUTIVE DIRECTOR COMMENT**

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

Mr. Barnes reported the following:

- Thanked those involved in the process for the contract award for the Arcadia Operations and Maintenance Facility. Special Counsel Kent Woodman who guided staff through the process, and Kevin McDonald
-

and LaShawn King Gillespie for leading the effort.

- With the help of Member Warshaw, a meeting with Starwood, the owners of the West Covina Plaza, will take place. The future of the facility will be discussed. Foothill Transit has had a vision of having much improved transit facilities at that location.
- Thanked the Board for their direction on the Citrus College Class Pass Program Pilot Program. Staff anticipates bringing forward a similar item on Cal Poly Pomona. Claremont Colleges also continues to be a focus.
- Staff continues to work on grant applications, particularly the Finance and Vehicle Technology team. There are a lot of grant funding opportunities and staff is pursuing them aggressively.
- Staff is deep into the budget preparation, and the proposed budget and business plan will be brought to the Board at the next Executive Board meeting.
- The main purpose of the next Governing Board meeting scheduled for Friday, April 15, is exclusively for the Fare Restructuring.
- The next Executive Board Meeting is scheduled for Friday, April 22, at 9:00 a.m. Notifications of the change will be sent out.
- The Annual Meeting is scheduled for Thursday, May 12. That is the meeting where the full Governing Board considers the budget and business plan, the elections for the various clusters will be conducted, and the organization of officers.

25. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Executive Board.

- Member Calaycay rode the Gold Line. He started at the Azusa Pacific Citrus Station and there was no parking available. He went to the parking structure in Azusa and the only available parking was the 3-
-

hour parking, at about 11 a.m. A security officer flagged him down and identified a clean air vehicle parking spot. The westbound Gold Line trip was full, and on the return trip from Los Angeles he was joined by Glendora Mayor Murabito. Mr. Murabito had to go through the same exercise to find a parking spot, who ended up parking in Irwindale. Member Calaycay stated that there is an opportunity for better connections to these stations. He's concerned that transit may lose riders if they can't find parking. Vice Chair Shevlin shared that she believes the parking issue is unfortunately a long term problem. The Sierra Madre station has had a parking issue for a long time. The Monrovia parking structure is about 70 percent full.

26. **ADJOURNMENT**

Adjournment for the April 1, 2016 Foothill Transit Executive Board Meeting.

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

---



April 1, 2016

To: Executive Board

Subject: **Service Planning Guidelines**

---

### **Recommendation**

Adopt the Foothill Transit service standards and policy guidelines (**Attachment A**).

### **Background**

The Office of Civil Rights of the Federal Transit Administration (FTA) conducted a review of Foothill Transit's Title VI Program in September 2015. The review is the FTA's assessment of Foothill Transit's compliance with Federal requirements, determined by examining a sample of grant management and program implementation practices.

The Title VI Review looked at Foothill Transit's compliance in ensuring that the organization's transit services are provided in a non-discriminatory manner. Of the 14 areas reviewed, the Title VI Review Report indicates that no substantive deficiencies were found with the FTA requirements, however Administrative Deficiencies were found in three areas, one of which is the need to formalize Foothill Transit's Systemwide Service Standards & Policy.

Foothill Transit's System Standards and Policies establishes the following: (1) a formal process for evaluating existing services; (2) a methodology and process for developing and implementing service adjustments; and (3) service design guidelines to ensure that the transit system is developed consistent with policy guidance approved by Foothill Transit Board of Directors.

Service standards have been developed for vehicle load, vehicle headway, on-time performance, distribution of transit amenities and service availability. Policies have been developed to address vehicle assignments and transit security. The policy document also contains guidelines for bus stop spacing and placement.

**Service Design:** The network should be coordinated and designed to be simple and user-friendly to increase trip-making by existing riders and attract new riders.



**Service Attributes:** The system should provide high quality service to better serve existing riders and attract new riders. Service quality priorities include:

- Reliability- "I can count on it"
- Fast Travel Options
- Real-time, readily-available information
- Clean and safe transit vehicles, stops, and all transit facilities

Sincerely,

Josh Landis  
Planning Manager

Doran J. Barnes  
Executive Director

Attachment



# **Foothill Transit**

**System Standards and System Policies**

**Updated May 2020**





## **Contents**

<b>Introduction</b> .....	3
<b>Foothill Transit Service Profile</b> .....	4
<b>Standards</b> .....	5
1. Vehicle Load.....	5
2. Vehicle Headway.....	6
3. On-Time Performance.....	7
4. Service Availability.....	7
<b>Service Policies</b> .....	7
1. Distribution of Transit Amenities.....	7
2. Vehicle Assignments.....	7
<b>Monitoring Service Standards and Procedures</b> .....	8
Background.....	8
Ongoing monitoring.....	8
<b>Service Change Process</b> .....	8
Outreach Policies for Service Changes.....	11
Outreach for Regular Service Changes.....	11
Outreach for Major Service Changes.....	12
<b>Bus Stop/Line Guidelines</b> .....	13
Ideal Bus Route Length.....	13
Bus Stop Spacing.....	13
Bus Stop Spacing Guideline.....	14
Avg. Stop/ Station Spacing.....	15
Bus Stop Placement.....	15
Bus Stop Placement.....	16
Bus Stop Diagram.....	17

## Introduction

Foothill Transit has developed a set of system wide service standards and policies. It is Foothill Transit's mission to be the premier public transit provider committed to safety, courtesy, quality, responsiveness, efficiency and innovation. These goals have informed the development of the following standards and policies. This document will serve to guide the development of future service, as well as any changes made to existing service. Foothill Transit usually undertakes two service changes a year, during which changes are made with the intent to make improvements where needed. Additionally, these service standards and policies will serve as a benchmark to guide the agency's triennial Title VI review.

Service standards have been developed for: **vehicle load, vehicle headway, on-time performance, distribution of transit amenities** and **service availability**. Policies have been developed to address: vehicle assignments and transit security. This document also contains guidelines for bus stop spacing and placement.

**Service Priorities:** Service should be focused first in high-density areas and be scaled to fit the overall density and passenger demand in the service area.

**Service Design:** Then network should be coordinated and designed to be simple and user-friendly to increase trip-making by existing riders and attract new riders

**Service Attributes:** The system should provide high quality service to better serve existing riders and attract new riders. Service quality priorities include:

- Reliability- "I can count on it"
- Fast Travel Options
- Real-time, readily-available information
- Clean and safe transit vehicles, stops, and all transit facilities

## Purpose

Foothill's System Standards and Policies (SSP) establishes the following: (1) a formal process for evaluating existing services; (2) a methodology and process for developing and implementing service adjustments; and (3) service design



guidelines to ensure that the transit system is developed consistent with policy guidance approved by Foothill Board of Directors.

### **Minimize duplication**

From a customer and operator point of view, operating overlapping services may be costly, confusing and unproductive. Through better service coordination, duplication between Foothill transit services can be reduced. In addition, this concept will result in an easier and simpler to use transit network.

### **Keep the service simple and easy to use**

An easy to use and understand transit system relies on simple network and route design. Consolidating services on the same or parallel corridors within a quarter-mile to a half-mile distance apart provides an opportunity to simplify the network for ease of use and reduce unused capacity. This concept requires better coordination of schedules and transfer points, and will result in an easier to use and more convenient system, while reducing wait time and overall travel time. These enhancements to service quality are expected to help increase ridership and revenue at no additional cost.

Furthermore, consistent headways that are predictable for customers also help reduce uncertainty about next bus arrival times. Consistent headways should be a priority for lines that operate headways of less than 15 minutes.

### **Achieve higher-network speeds**

Increasing the speed of transit service improves the competitiveness of transit with other modes, such as automobiles. In addition, faster service requires fewer resources to operate and thus reduces operating cost. Several factors cause a reduction of speed along a route, including turns, particularly left turns, an increased number of stops, traffic congested corridors, and long dwell times at stops or stations.



## Foothill Transit Service Profile

Foothill Transit is a public agency governed by a Joint Powers Authority comprised of 22 cities in the San Gabriel Valley. Foothill Transit contracts for bus operations and maintenance service which is performed by contractors working out of the Arcadia and Pomona facilities. The Foothill Transit fleet consists of approximately 375 total coaches including 40, 42 and 60-foot compressed natural gas (CNG) coaches, as well as the Nation's largest Proterra electric fleet which includes 17 35-foot and 16 40-foot electric coaches. Foothill Transit receives the second largest share of Transportation Development Act and State Transit Assistance funds in Los Angeles County primarily serving a 327 square mile area in the San Gabriel Valley region, but also providing connections to Orange and San Bernardino Counties. In fiscal year 2018-2019 Foothill Transit recorded 12,543,650 unlinked trips and operated 12,525,040 miles on 40 fixed route bus lines.

For the purpose of developing system wide standards and policies, it's helpful to breakdown the service that Foothill Transit provides into the following categories:

1. **Local:** Moves passengers between major transfer points, employment centers, shopping areas and other points of interest.
2. **Local Express:** Generally, serves a longer distance (greater than 10 miles) making limited stops.
3. **Express:** Serves customers during peak hours in and out of downtown Los Angeles

Foothill Transit's specific routes can be labeled as follows:

Category	Line number
<b>Local</b>	178, 185, 187, 188, 190, 194, 195, 197, 269, 270 272, 274, 280, 281, 282, 284, 285, 286, 289, 291, 292, 480, 482, 486, 488, 492, 690 851, 853, 854, 860, 861
<b>Local Express</b>	707
<b>Express</b>	490, 493, 495, 498, 499, 699

Throughout this policy you will see the terms peak and off-peak as defined by:

- Peak travel times are defined between 6 a.m. and 9 a.m. and 3 p.m. and 7 p.m.
- Off-peak times are early morning, midday and late evening, as well as Saturday, Sunday and holidays.

## Standards

### 1. Vehicle Load

Passenger capacity, the amount of seats and standing room onboard a vehicle, is an important consideration when designing transit service. The utilization of vehicle capacity should be maximized to make the most of resources. However, capacity should not exceed a threshold that deters ridership due to uncomfortably crowded conditions or excessive stop and station dwell times from blocked passageways on board. Capacity thresholds are expressed as a load factor indicating a ratio of available capacity to seats. This indicator is used to determine how many trips must be scheduled for each direction of travel during specified time periods.

$$\text{Load Factor} = \frac{\text{Total Seated + Standing Capacity}}{\text{Seating Capacity of the vehicle}}$$

Foothill Transit monitors its peak loads when studying the system on a line-by-line basis. Staff will also study peak load periodically when operators, quality assurance inspectors or supervisors report high passenger loads or when there is a trend in customer complaints received. Furthermore, vehicle loads are reviewed and adjusted when making schedule adjustments to improve on-time performance.

Category	Peak load factor (not to exceed)
Local	1.25



<b>Local Express</b>	1.25
<b>Express</b>	1.0

If, after performing a routine analysis of a line based on load factor and it is determined to be exceeding the recommended threshold by type of service, staff will recommend the following be considered:

- Add trips during busiest times
- Increase headways
- Provide alternate Lines to travel on to spread the passenger load

## 2. Vehicle Headway

Service demand, scheduling constraints, fiscal constraints and capital resources are considerations to setting Foothill Transit headways. Foothill Transit is committed to providing reliable transportation on a daily basis and has established a maximum headway of 60 minutes for all service types. This maximum headway will allow passengers to travel throughout the service area without having to wait for long periods of time between transit services. As route load factors exceed 1.25, the frequency will be evaluated to determine if adjustments to headway are appropriate. The table below exhibits Foothill Transit's goals for minimum peak frequency depending on the type of service.

<b>Category</b>	<b>Line number</b>	<b>Peak headway</b>	<b>Off peak headway</b>
<b>Local</b>	178, 185, 187, 188, 190, 194, 195, 197, 269, 270, 272, 274, 280, 281, 282, 284, 285, 286, 289, 291, 292, 480, 482, 486, 488, 492, 690, 851, 853, 854, 860, 861	30 minutes	60 minutes



<b>Local Express</b>	707,	20 minutes	60 minutes
<b>Express</b>	490 493, 495, 498, 499, 699	20 minutes	n/a

**3. On-Time Performance**

Foothill Transit has a system-wide on-time performance goal of 85 percent. On-time is defined as a vehicle that departs no more than five minutes later than the established schedule. Beginning July 2012, Foothill Transit began using the CAD/AVL system to measure on-time performance. In any given month, approximately 300,000-time point records are collected and analyzed to calculate schedule adherence.

**4. Service Availability**

In accordance with local Proposition A guidelines, it is Foothill Transit's policy to provide transit service within one mile of 95 percent of its residents. The agency continues to face the challenge of providing responsive service within a service area that is experiencing population fluctuations due to the changes in the economy.

**Service Policies**

**1. Distribution of Transit Amenities**

Transit amenities within Foothill Transit's service area are the jurisdiction of the cities or county in which those amenities reside. The agency provides route maps and timetables at 156 bus stops. These route maps and timetables are provided on the most heavily used stops and routes.

**2. Vehicle Assignments**

The Foothill Transit fleet consists of 33 electric buses and 342 CNG buses totaling 375 buses. There are 182 42-foot buses, 146 40-foot buses, 30 60-foot buses and 17 35-foot buses. All coaches are wheelchair accessible, air-conditioned, include bike racks and have a kneeling feature for the ADA ramp. In addition, all coaches have on board Computer Aided Dispatch/Automatic Vehicle Locator system which includes on board cameras, passenger counters, and automatic voice annunciators. Electronic head signs and fareboxes are on the buses fleet-wide.

Vehicle assignments are made based on the available vehicles by dispatch personnel with the exceptions of the 60-foot articulated coaches, used only on Silver Streak, and the Electric Vehicles, assigned only to Line 291. Additionally, the



two lines currently serving Duarte, Lines 860 and 861, use 30 foot electric buses that have specific livery for the City and cannot be used on any other Foothill Transit lines. There are current plans to expand the use of electric vehicles as Foothill places more charging stations and increases the Electric Vehicle fleet.

## **Monitoring Service Standards and Procedures**

### **Background**

In compliance with FTA Circular 4702.1B, Foothill Transit must monitor the performance of its system relative to its system-wide service standards and service policies not less than every three years. Minority transit routes will be compared to non-minority transit routes to ensure that equal service is being provided system wide. A minority route is defined as a route in which at least one-third of the revenue miles (with stops) are located in a Census block where the percentage minority population exceeds the percentage minority population in the overall service area.

### **Ongoing monitoring**

Many of the service standards are monitored on a regular basis. The Foothill Transit Executive Board sets targets for nine key performance indicators (KPIs) each fiscal year.

These KPIs include

- Schedule adherence
- Boardings per service hour
- Farebox recovery ratio

Foothill Transit staff report progress on the KPIs to the Executive Board every month. Department directors also lead several "Vital Factor" meetings every month with staff and contractors to ensure that each KPI is consistently improving.

## **Service Change Process**

### **Title VI of the 1964 Civil Rights Act**

Title VI states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. "Title VI prohibits intentional discrimination. Services



or fare increase may be implemented if they are found to have disparate impacts (unintentional discrimination), however the Metro board of Directors must first ensure the changes meet two tests:

- There is a substantial legitimate justification for adopting the proposed service change, meaning the selected service change meets a goal that is integral to the mission of Metro; and
- The selected alternative would have a less severe adverse effect on Title VI protected population than other alternatives that were studied

### **Scheduled Service Changes**

Schedule changes are implemented with a goal of twice a year and provide the opportunity to adjust bus routes and schedules to improve system performance. The Planning Department conducts regular analyses to improve performance, including monitoring:

1. Customer comments
  - Staff monitors comments reporting heavy loads, schedule adherence issues, and potential Title VI violations. Trends are analyzed and comments are compared against data gathered through Foothill Transit's automated passenger counters, CAD/AVL systems, and on-board cameras.
2. Boardings
  - Staff analyzes data from the automated passenger counters, CAD/AVL systems, and electronic fareboxes to track boarding levels. Efforts are made to add service on routes with high load factors.

In an effort to adapt to the ever changing environment that exists throughout transportation, Foothill Transit has bi-annual service changes to be implemented in or around March and September of each year. However, this can be subject to change and these will be the goal months to implement, but can be adjusted. Service changes are conducted to modify service based on customer and/or budget fluctuations. Following an established timeline, a service change process work flow is described below:



### Foothill Service Change Timeline

Key Activities	Time Prior to Schedule Start
Meetings held with Operations and Marketing to discuss next service change	12 Months
If lines or part of a line is cut/added, public meeting schedule created	12 Months
Title VI/Environmental Justice and Impact Review	11 Months
Public Meeting request and proposed changes brought to Executive Board to request permission to go to Governing Board	11 Months
Public Meeting request and proposed changes brought to Governing Board	10 Months
Public Meetings held in the cities or surrounding areas where service is scheduled to change	9 Months
Findings of Public Meetings discussed internally to determine if further action needed	7 Months
Final proposal presented to Executive Board with recommendation to go to Governing Board	5 Months
New Schedule created in Hastus	5 Months
Bus Book Initial Review created and Timeline confirmed for scheduled start date	4 Months
Final proposal presented to Governing Board with recommendation to make Line changes	3 Months
All Changes submitted into Hastus for publication	3 Months
Contractors are notified to perform Run Cut	3 Months
Bus Book Final Review and Sent to Print along with Bus Stop Inserts	2 Months
Contractors Complete Run-Cut	1 Month
Schedule Import into CAD/AVL	2 weeks
Operator Bidding Process	Suggested to be completed 10 days
Bus Books Delivered for distribution	1 week
New schedule starts (summer) New schedule starts (winter)	Last Sunday of the Month

Meet the Planner-Public Outreach on changes made to schedule	1 month after Schedule Start
Meet the Planner-Operator Outreach on changes made to schedule	1-2 months after Schedule Start

### **Outreach Policies for Service Changes**

Foothill Transit undertakes bi-annual schedule changes in summer and winter. Changes can be minor including removal of bus stops, adjustments to runtimes or start times to facilitate better on-time performance and transfers or addition of trips. Major changes could include dramatic increases in the number of trips added, addition or elimination of service or routes or dramatic re-routing. A major service change has been defined by the Foothill Transit Executive Board as “any change that affects more than 25 percent of revenue service miles travelled, or more than 25 percent of the riders on a route,” or the introduction of a new line. This definition does not apply to any change that lasts less than 12 months.

### **Outreach for Regular Service Changes**

Although Foothill Transit service has regular bi-yearly schedule changes, the planning process is ongoing and fluid. Between schedule changes, the Planning Department reviews a number of sources to determine what changes to implement including:

1. **Regular review of customer comments.** The Planning Department responds directly to customers requesting routing changes, adjustments to the schedules for transfers or other planning related changes. Each request is analyzed for feasibility and impact on the service as a whole.
2. **Review of on-time performance.** Individual route on-time performance is analyzed on a monthly basis. Foothill Transit maintains a goal of 85% on-time performance for all routes; routes that are performing below average are analyzed and adjustments are made to the runtimes.
3. **Review of ridership.** Comments regarding heavy loads on certain routes are validated against ridership data gathered through Foothill Transit’s Automatic People Counter (APC). Routes that exceed Foothill Transit’s load factor of 1.25 are analyzed for the feasibility of adding service or other measures to improve service.
4. **Regular outreach at Transit Stores.** Approximately one month after the implementation of a schedule change, members of the Planning Department will be available at each of the Foothill Transit Stores to speak to customers about their experience with Foothill Transit and to determine how their commute has been affected by the service change. Dates and times that representatives will be at the Transit Stores will be posted on the Foothill Transit website, sent out via email to customers signed up for E-Notices, posted on Foothill Transit’s social media sites and posted at the Transit Stores two weeks in advance.



## **Outreach for Major Service Changes**

If a proposed service change exceeds the major service change threshold, a formal outreach campaign is undertaken. The proposed change is first presented to the Governing Board to receive input on the proposal and approval to pursue a formal public comment process. Once approval is granted, the process is undertaken. Public hearings are scheduled in the area affected by the change at a date and time that is conducive for customers to attend. If multiple meetings are held, the times should be staggered to allow customers multiple opportunities to attend.

Advertisements informing of the scheduled meeting(s) date and time are published in local and ethnic newspapers two weeks prior to the scheduled meeting. Dates and times are also posted on the Foothill Transit website, sent out via email to customers signed up for E-Notices, posted on Foothill Transit's social media sites and posted at the Transit Stores two weeks in advance. A dedicated e-mail address is also set up to collect any comments related to the schedule change. All communications regarding the comment period will state the dates the email address is active. All comments, whether received via phone, email or at the public hearing, are considered equally and are documented and reported to the board.

Major Service changes and fare changes are subject to Equity Analysis as well, as stipulated by the Federal Transit Administration's enforcement of Title VI of the Civil Rights Act of 1964. Impacts of the proposed changes are analyzed to specifically ensure that they do not disproportionately impact the minority or low-income population utilizing the service. The analysis accomplishes the following goals:

1. Defines and evaluates the impact on riders
2. Identifies adverse impacts to low-income and minority riders as defined by the FTA's enforcement of Title VI
3. Considers alternatives or mitigating solutions to proposed service changes if there are adverse impacts

Once all comments have been gathered, they are grouped according to the content and whether or not they are in support of the project. The volume of comments is considered, as well as the content of the comments. Foothill Transit will identify mitigating measures to address impacts of the major service change to the best of its ability. Once the comments have been considered, the necessity of the change will be re-evaluated. Once the proposal has been reviewed in light of public comments received, a follow-up report will be submitted to the Executive Board including a summary of the comments received and the final service change



proposal. In most cases, once the proposal has been approved by the Executive Board, it will be submitted to the full Governing Board for approval, as stipulated in the rules that govern Foothill Transit. Below is an approximate schedule of major milestones in the service change timeline:

### **Bus Stop/Line Guidelines**

The placement of bus stops is dependent on several factors which include the density of the neighborhood as well as the particular location of the bus stop around the intersection. This guide is a working document of best practices that Foothill Transit seeks to implement when relocating or determining new bus stops and installing related facilities.

#### **Ideal Bus Route Length**

Should be as short as possible to reduce a vehicle’s exposure to events that may delay service (e.g. accidents, road construction, or poor weather conditions) and maintain scheduled travel times to maximize on time performance:

The below table outlines Foothill’s threshold for ideal length of trip (**one direction**) from the start of the line to finish:

<b>Category</b>	<b>Max Route Length</b>
<b>Local</b>	90 Minutes
<b>Local Express</b>	120 Minutes
<b>Express</b>	90 Minutes

#### **Bus Stop Spacing**

The spacing of bus stops is crucial to ensuring a free-flowing level of service. When stops are located very close to one another the distance to any stop that a passenger has to walk is reduced however the operating speed of the bus significantly increases. With more frequent stops the bus has to pull over more often to pick up passengers along the street and is never able to reach an optimum speed. The end result of closely-spaced bus stops is that the passengers walk a shorter distance to and from their origin/destination but the overall bus trip time is extremely long.



LAND USE AREA	LAND USE DESCRIPTION	BUS STOP SPACING
High Density	5,000+ persons/square mile 19+ DU/acre Commercial/Industrial: 0.7 - >1.0 FAR Major commercial building or industrial	1000feet - 1200 feet
Medium Density	3,500 - 5,000 persons/square mile 8 - 18 DU/acre Commercial/Industrial: 0.4 - 0.69 FAR Light retail or commercial	1200feet - 1900 feet
Low Density	Less than 3,500 persons/square mile Commercial/Industrial: < 0.4 FAR 7 or less DU/acre	1500feet- 2200 feet

### Bus Stop Spacing Guideline

The goal of Foothill Transit is to ensure passengers have easily accessible bus stops, while at the same time maintain optimal system speeds. It is for this reason that the below table will be used when reviewing bus stop placement on any given line. Where possible, bus stops will be placed at the minimum spacing to allow for reduced travel times throughout the system. When a line travels on the freeway, or through a low density land use area, the minimum spacing might be increased due to lack of a safe location to stop.

### Avg. Stop/ Station Spacing

Category	Minimum Spacing (Mile)	Maximum Spacing (Mile)
Local	.25	.50
Local Express	0.8	1.25
Express	1.0	-*

\*The nature of express service has minimal pickup locations and therefore is dependent upon the location of the line.

### **Bus Stop Placement**

There are three possible locations for a bus stop – near-side (immediately before the intersection), mid- block (between two intersections), and far-side (immediately after the intersection). When relocating or installing new bus stops, bus poles should be installed on the far-side of an intersection. Far-side stops are preferred over other locations because they are better in terms of both schedule adherence and safety.

Advantages of far-side stop:

- Improved on-time performance
  - Buses are already in the through lane and do not have to wait for a break in traffic to re- enter vehicle stream
  - Bus can move during uniform gaps in traffic due to signalized intersection
  - Buses do not have to wait multiple cycles for down-stream traffic to clear intersection
  - Buses can resume trip immediately after loading passengers and do not have to wait for a green light
- Improved safety
  - Location of bus does not obstruct visibility of pedestrians
  - Pedestrians are able to walk behind bus and cross intersection safely due to improved sightlines
  - Minimizes possibility of traffic queuing or cars cutting off bus at right hand turns
  - Significantly reduces conflict between buses, vehicles and pedestrians

Near-side stops are acceptable when a school or hospital is located on the same block because it eliminates the need for vulnerable populations to cross the street. In all other cases it is preferred that stops be installed on the far-side when technically feasible due to safety and service concerns. The following diagrams will assist you in where along the intersection bus poles should be installed for each location type.



## **Bus Stop Placement**

There are three possible locations for a bus stop – near-side (immediately before the intersection), mid- block (between two intersections), and far-side (immediately after the intersection). When relocating or installing new bus stops, bus poles should be installed on the far-side of an intersection. Far-side stops are preferred over other locations because they are better in terms of both schedule adherence and safety.

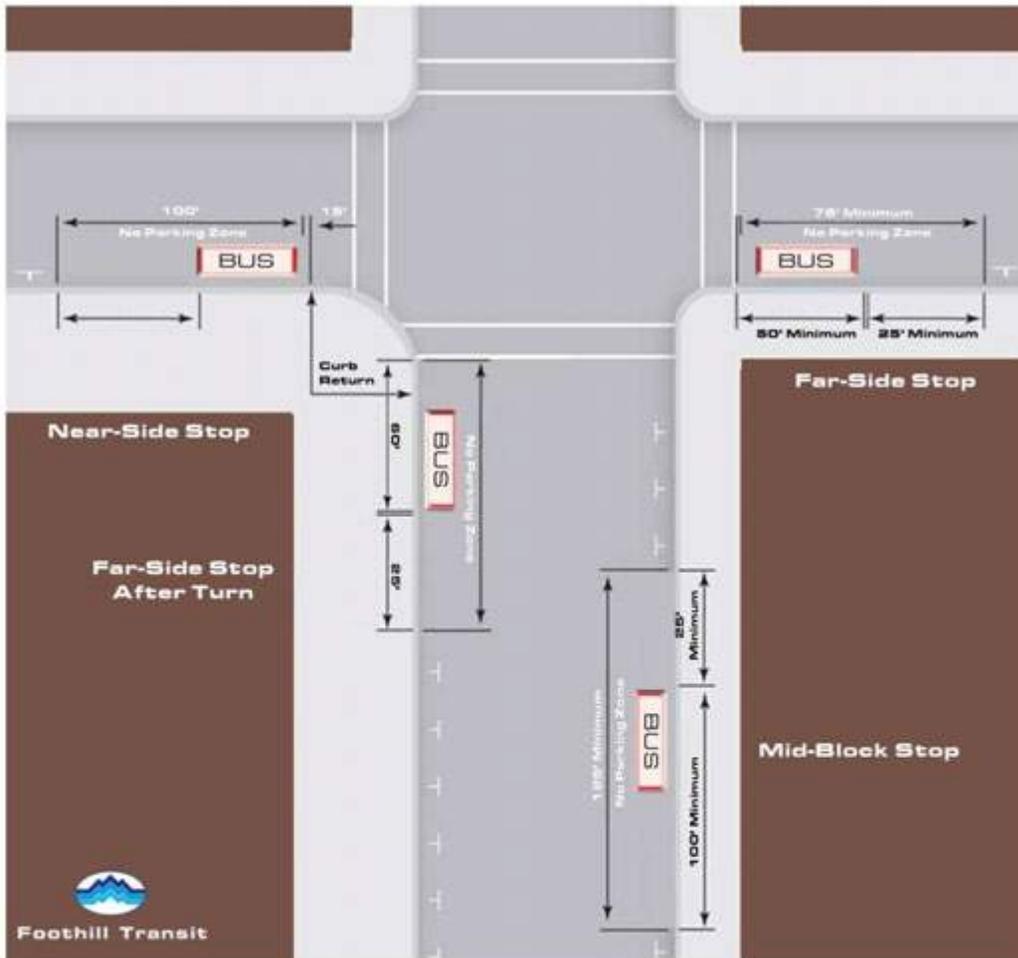
Advantages of far-side stop:

- Improved on-time performance
  - Buses are already in the through lane and do not have to wait for a break in traffic to re- enter vehicle stream
  - Bus can move during uniform gaps in traffic due to signalized intersection
  - Buses do not have to wait multiple cycles for down-stream traffic to clear intersection
  - Buses can resume trip immediately after loading passengers and do not have to wait for a green light
- Improved safety
  - Location of bus does not obstruct visibility of pedestrians
  - Pedestrians are able to walk behind bus and cross intersection safely due to improved sightlines
  - Minimizes possibility of traffic queuing or cars cutting off bus at right hand turns
  - Significantly reduces conflict between buses, vehicles and pedestrians

Near-side stops are acceptable when a school or hospital is located on the same block because it eliminates the need for vulnerable populations to cross the street. In all other cases it is preferred that stops be installed on the far-side when technically feasible due to safety and service concerns. The following diagrams will assist you in where along the intersection bus poles should be installed for each location type.



## Bus Stop Diagrams



**Foothill Transit**

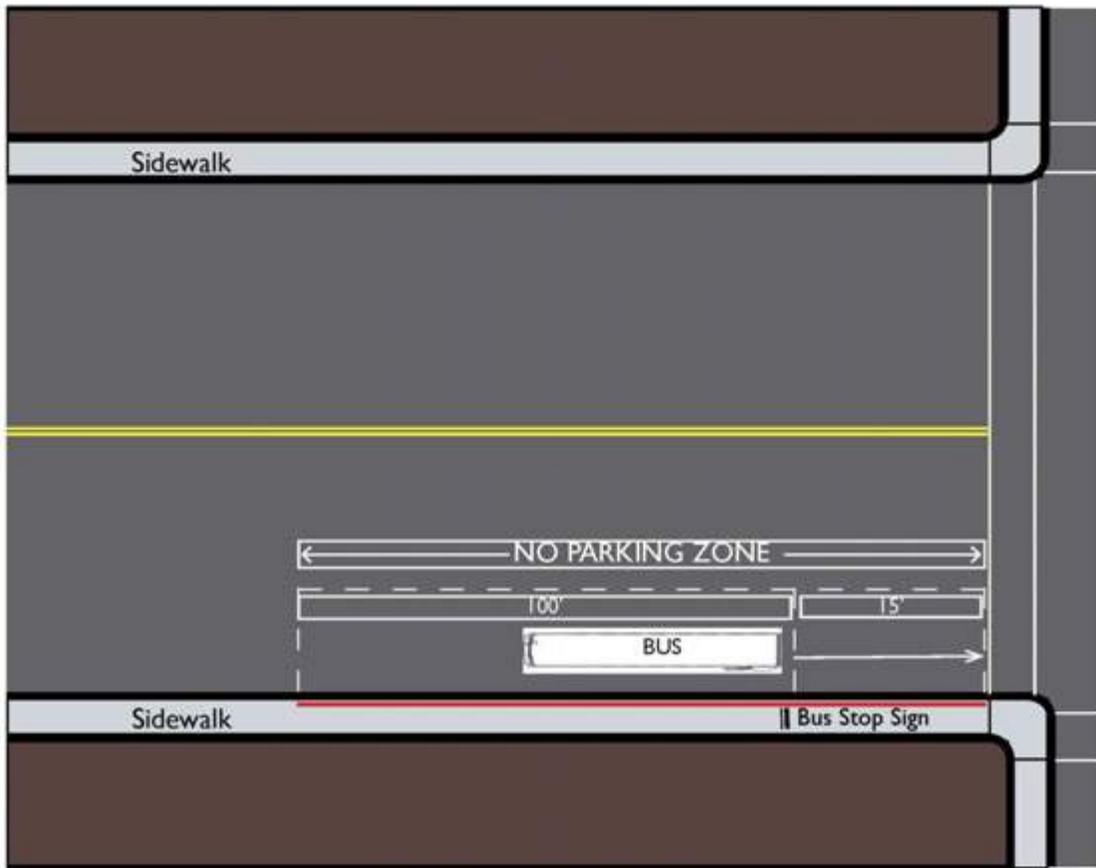
Standard Bus Stop Locations:  
 Near-Side Bus Stop, Mid-Block Bus  
 Stop, Far-Side Bus Stop, Far-Side  
 Bus Stop (After Turn)



**Foothill Transit**

Standard Bus Stop Locations:  
Mid-Block Bus Stop





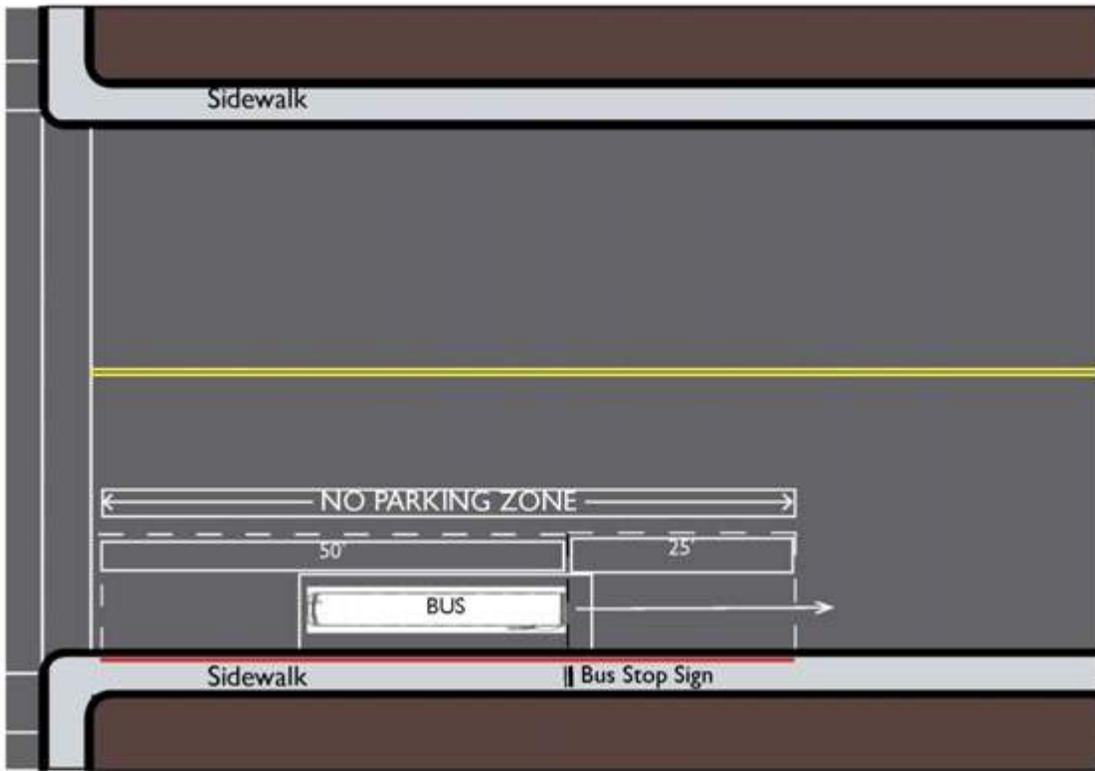
Note: Bus Stop pole should be placed a minimum of 15 feet before crosswalk or curb return.



**Foothill Transit**

Standard Bus Stop Locations:  
Near Side Bus Stop





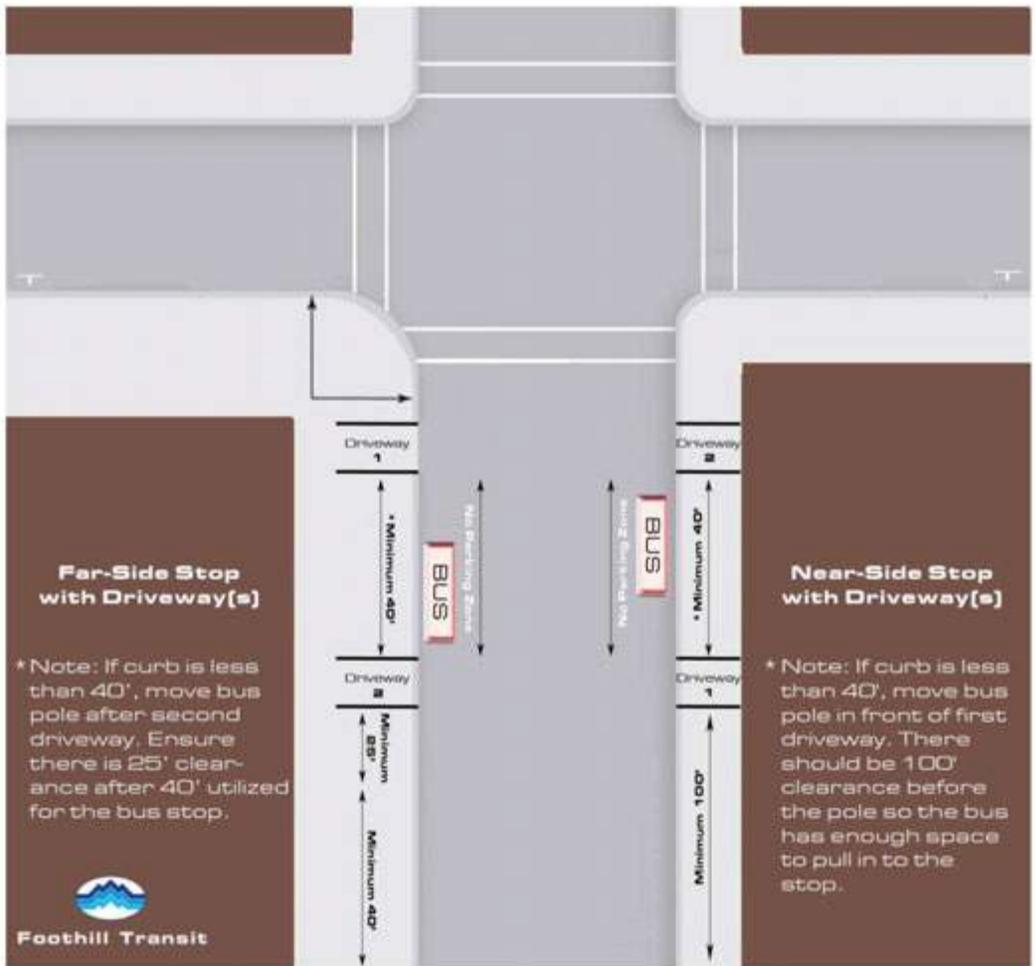
Notes: Bus Stop pole should be placed a minimum of 50' after crosswalk or curb return. If the bus is making a left-hand turn onto the street the bus pole should be placed 60 feet from the end of crosswalk or curb return.



**Foothill Transit**

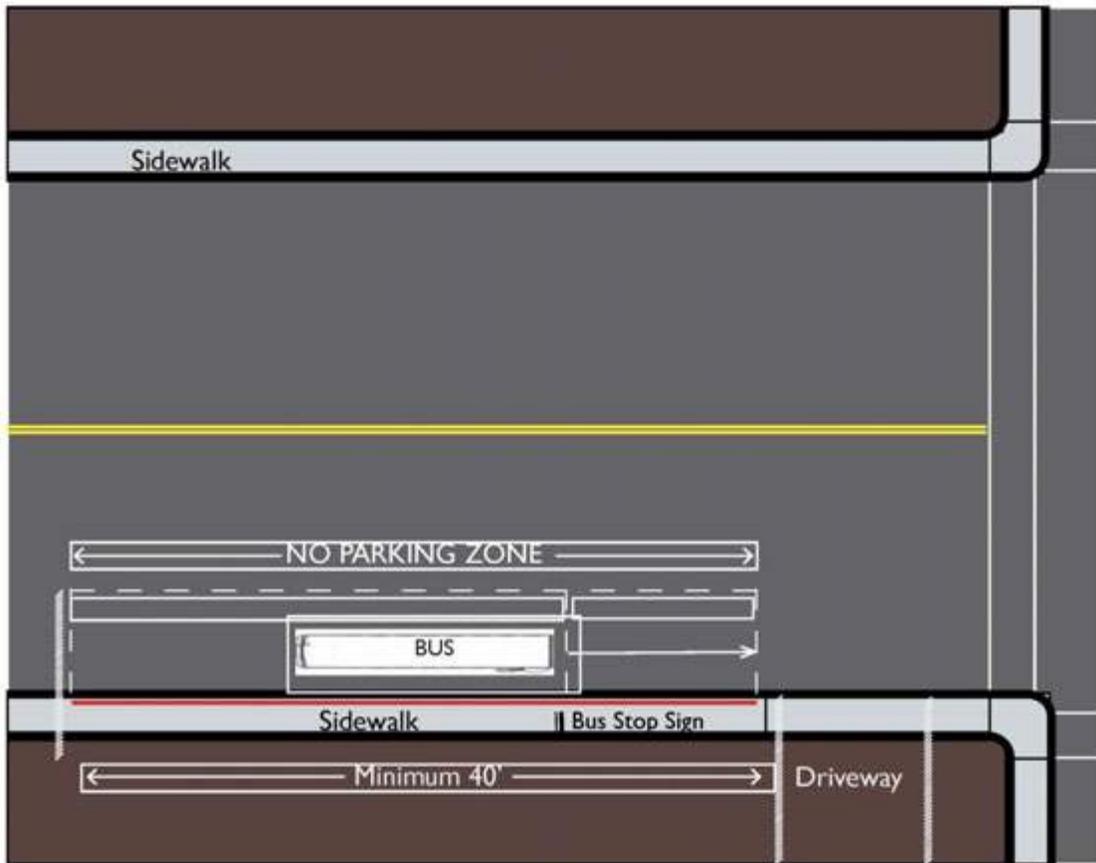
Standard Bus Stop Locations:  
Far Side Bus Stop





**Foothill Transit**

Bus Stop Locations near Driveways:  
Near-Side Bus Stop and Far-Side Bus Stop



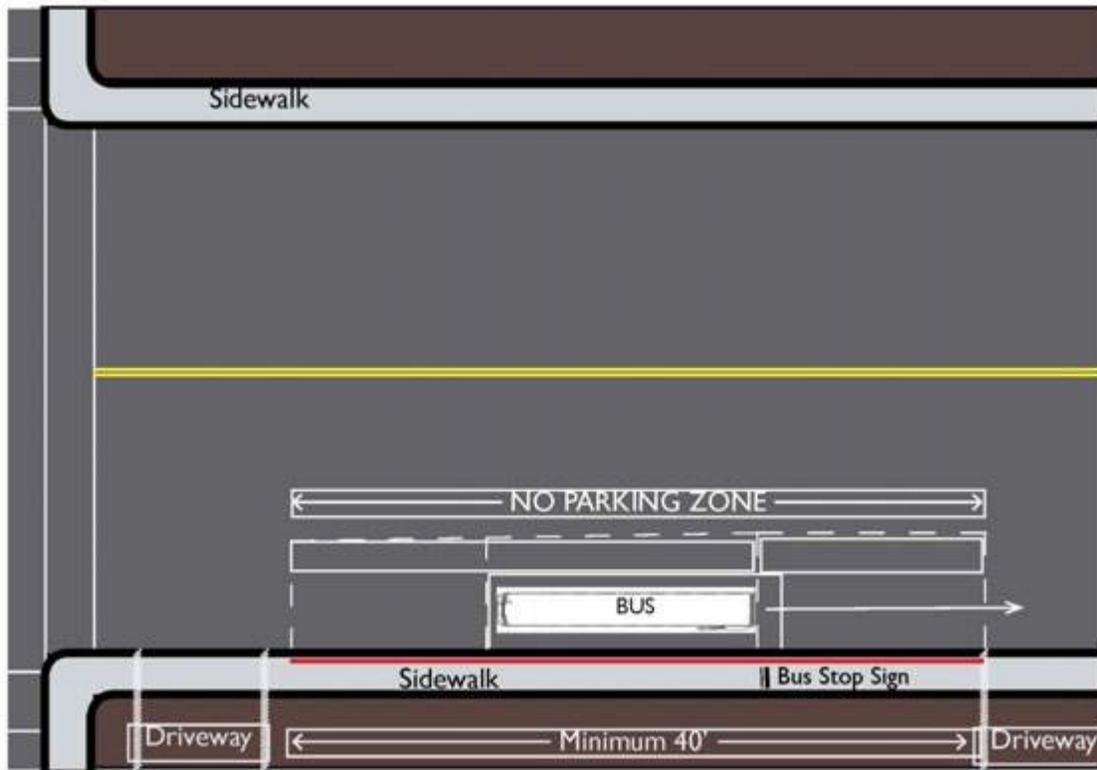
Notes: If curb is less than 40', move pole after 2nd driveway. Ensure there is 25' clearance.



**Foothill Transit**

Bus Stop Locations w/ Driveways:  
Near Side Bus Stop





Notes: If curb is less than 40', move pole after 2nd driveway. Ensure there is 25' clearance.



**Foothill Transit**

Bus Stop Locations w/ Driveways:  
Far Side Bus Stop



# **ATTACHMENT 4**



Final Report  
November 2016

# Foothill Transit 2016 Customer Fare Study



# Table of Contents

**Section 1: Executive Summary ..... 01**

**Section 2: Overview and Methodology ..... 03**

**Section 3: Analysis and Key Findings ..... 08**

**Appendix A: Survey Instruments ..... A-1**

**Appendix B: Simple Frequencies ..... B-1**

*This page intentionally blank.*



## Section 1

# Executive Summary

In 2016, Foothill Transit retained Moore & Associates, Inc. to conduct on-board passenger surveys to compile passenger information regarding fare payment methods as well as demographic information in support of federal Title VI requirements. The updated demographic and fare payment information is essential to ensuring compliance with federal Title VI requirements as Foothill Transit considers possible changes to its fare structure.

Survey objectives included:

- Identify passenger fare payment characteristics, including types of passes used and method of payment for passes;
- Develop passenger demographic profiles;
- Develop a profile of fare usage by minority and low-income individuals; and
- Identify trip characteristics.

Data collection was conducted onboard buses from September 8, 2016 to September 21, 2016. The survey sample of 5,534 valid surveys exceeded the sample target of 5,000, and ensures statistical accuracy of not less than 95 percent and a  $\pm 5$  percent margin of error.

### “Typical” Rider Profiles

By analyzing the simple frequencies arising from the collected data, we developed a profile of the “typical” rider of Foothill Transit:

- Self-identifies as female (50.3 percent).
- Is under the age of 35 (55.3 percent).
- Self-identifies as Hispanic and/or Latino (58.8 percent).
- Speaks English very well (82.1 percent), and also speaks Spanish at home (44.1 percent).
- Is employed at least part-time. (59.8 percent).
- Is not a student (55.9 percent).
- Reports an approximate household income less than \$35,000 (76.5 percent).
- Has limited access to a personal vehicle (73 percent).

### Travel Patterns

- Sixty percent of survey participants cited use of more than one bus to complete the surveyed trip.
- “Home” and “work” were the most frequently cited origins and destinations.
- Seventy-six percent of respondents accessed the origin bus stop via walking.
- Eighty-seven percent of respondents indicated riding Foothill Transit at least two times per week.



- Seventy-two percent of respondents have been riding Foothill Transit for at least one year.

#### Fare Payment

- Fifty-seven percent of respondents cited use of the regular adult fare.
- Most respondents paid cash fare (51.4 percent). Of those riders citing use of transit passes, 74 percent used cash to make the purchase.
- Fifty-seven percent of respondents indicated interest in mobile ticketing options.

#### Foothill Transit Usage and Perceptions

- Respondents rated their *overall satisfaction* with Foothill Transit as 4.08 on a five-point scale.
- Riders are satisfied with current routes, but expressed dissatisfaction with weekend service hours, and many riders would like to see increased service frequency (32.6 percent).
- The most common information source is the Foothill Transit website (49.7 percent).

Chapter Two of this report summarizes survey methodology. Chapter Three provides in-depth analysis of rider survey data. Simple frequency data tables and survey instruments are included in the Appendices.



## Section 2

# Overview and Methodology

This section discusses the methodologies by which the 2016 Transit Customer Fare Study was developed and administered.

### Project Overview

In 2016, Foothill Transit retained Moore & Associates, Inc. to conduct on-board passenger surveys to compile passenger information regarding fare payment methods as well as demographic information in support of federal Title VI requirements. Foothill Transit is currently conducting a fare restructuring study, and updating demographic and fare payment information is essential to ensure continued compliance with federal Title VI requirements. The survey was designed to provide information that was analyzed for characteristics of various transit rider groups.

Survey objectives included:

- Identify passenger fare payment characteristics, including types of passes used and method of payment for passes;
- Develop passenger demographic profiles;
- Develop a profile of fare usage by minority and low-income individuals; and  
Identify trip characteristics.

These objectives were reached through the systematic collection of a sufficient number of completed passenger surveys to allow assessments of rider demographics, fare usage patterns, and trip characteristics by route.

### Survey Development

Moore & Associates worked with Foothill Transit to create a specific survey instrument. The instrument was designed to capture:

- Rider demographics, including race, gender, ethnicity, English proficiency, household income, and vehicle availability. Such demographic information is necessary to fulfill Title VI reporting requirements.
- Fare usage information, including method of fare payment.

Following approval, the survey instrument was translated into Spanish and Mandarin Chinese.

### Sampling Plan

Moore & Associates utilized a stratified random-sampling method to collect data that accurately represents a broad spectrum of riders on all Foothill Transit routes. The system-wide sampling target of



5,000 valid responses was identified to ensure a confidence level of at least 95 percent and no more than  $\pm 5$  percent or less margin of error. Individual route targets were determined through review of recent daily boarding tallies for each route. (Routes 190, 194, and 270 were recently taken over by Foothill Transit from Los Angeles Metropolitan Transportation Authority. Therefore, sample targets on these routes were based on recent ridership data from LACMTA). Although weighted sampling targets were not met on all routes, the system wide sample size of 5,534 provides a confidence level of at least 95 percent and  $\pm 1.2$  percent margin of error.

Exhibit 2.1 illustrates the sample target for each route, as well as the number of valid surveys collected. Note: The total sample includes 39 respondents who did not identify a valid route



# 2016 Transit Customer Fare Study

Foothill Transit

Final Report

Exhibit 2.1 Sampling plan and surveys collected

Line	Total Annual Ridership	Avg Daily Ridership	Avg Daily Unique Riders	Percentage of Total	Weighted Sample	Sample Size	Surveys Collected
Route 178	705,580	2,767	2,075	6.00%	300	300	440
Route 185	401,203	1,573	1,180	3.41%	171	171	213
Route 187	1,448,731	5,681	4,261	12.32%	616	616	372
Route 190	9,519	476	357	1.03%	52	52	86
Route 194	9,726	486	365	1.05%	53	53	108
Route 195	113,888	447	335	0.97%	48	48	60
Route 197	132,851	521	391	1.13%	56	56	67
Route 269	103,628	406	305	0.88%	44	44	57
Route 270	2,137	107	80	0.23%	12	12	26
Route 272	88,874	349	261	0.76%	38	38	65
Route 274	98,640	387	290	0.84%	42	42	22
Route 280	773,682	3,034	2,276	6.58%	329	329	378
Route 281	486,761	1,909	1,432	4.14%	207	207	381
Route 282	256,439	1,006	754	2.18%	109	109	218
Route 284	43,998	173	129	0.37%	19	19	6
Route 285	122,378	480	360	1.04%	52	52	69
Route 286	117,893	462	347	1.00%	50	50	56
Route 289	145,853	572	429	1.24%	62	62	70
Route 291	529,517	2,077	1,557	4.50%	225	225	119
Route 292	33,977	133	100	0.29%	14	14	9
Route 480	523,941	2,055	1,541	4.45%	223	223	299
Route 481	68,193	267	201	0.58%	29	29	26
Route 482	523,454	2,053	1,540	4.45%	223	223	305
Route 486	1,219,052	4,781	3,585	10.37%	518	518	582
Route 488	424,231	1,664	1,248	3.61%	180	180	140
Route 492	681,570	2,673	2,005	5.80%	290	290	320
Route 493	170,739	670	502	1.45%	73	73	36
Route 494	29,073	114	86	0.25%	12	12	13
Route 495	95,408	374	281	0.81%	41	41	28
Route 496	20,727	81	61	0.18%	9	10	14
Route 497	107,042	420	315	0.91%	46	46	17
Route 498	216,660	850	637	1.84%	92	92	30
Route 499	146,883	576	432	1.25%	62	62	31
Route 690	64,739	254	190	0.55%	28	28	24
Route 699	308,105	1,208	906	2.62%	131	131	97
Route 707	1,239,818	4,862	3,647	10.54%	527	527	684
Route 851	19,667	77	58	0.17%	8	10	4
Route 855	24,998	98	74	0.21%	11	11	10
<b>Grand Total</b>	<b>11,548,498</b>	<b>46,121</b>	<b>34,591</b>	<b>100.00%</b>		<b>5003</b>	<b>5,534</b>
			<b>Total sample</b>		<b>5000</b>		<b>5,534</b>



## Survey Administration

### *Staffing/Recruitment*

Moore & Associates contracted with two local temporary staffing firms to recruit surveyor candidates. Our goal was to recruit individuals with a professional appearance and demeanor as well as the skills necessary to conduct the survey. While the staffing firm conducted a background check and ensured each recruit was legally authorized to work in the United States, our criteria for selection included the following:

- Fluency in English as well as Spanish,
- Ability to read and understand a bus schedule,
- “Common sense” problem solving capabilities,
- Ability to conform with appearance standards (“business casual” dress code – black or khaki pants, polo or collared shirt, and comfortable shoes),
- No facial tattoos or extensive visible piercings,
- The physical ability to board and ride the bus unassisted,
- Punctuality (ability to arrive 15 minutes before the start of the shift),
- Availability of reliable transportation (including public transit, bicycle, or ride from friend/family), and
- Possession of a cell phone for communicating with field supervisory personnel.

All surveyors were screened and then trained by our project team. Training included an overview of the project, discussion of surveyor performance expectations, familiarization with Foothill Transit service offerings and survey instrument, onboard etiquette, protocol for conducting the survey, and a review of individual assignments. Moore & Associates trained more surveyor candidates than we anticipated needing in order to have trained back-up personnel immediately available should a surveyor fail to report or be dismissed.

Unacceptable behavior – which included making or receiving calls from persons other than the Moore & Associates’ field supervisors, listening to music on an iPod or phone, causing any type of disruption onboard the vehicle, use of profanity, failure to comply with appearance standards, and tardiness – was communicated to all recruits as cause for immediate dismissal.

Recruitment and training of surveyors was completed on September 7, 2016, prior to survey fielding. Additional surveyors were trained on-site as required.

### *Data Collection*

Data collection reflected an onboard intercept methodology. All survey questionnaires were printed on 100-pound stock, thereby eliminating the need for clipboards. Survey instruments were printed double-sided, with English on one side and Spanish on the other.



Surveyors were easily identified by an identification badge worn on a laminated clip as well as a reflective vest. Prior to boarding the assigned vehicle, each surveyor was provided with a surveyor bag containing survey forms, sharpened pencils, a system map, a route-specific map and schedule, and an individual surveyor “paddle.” Each surveyor was also provided with the cell phone contact information for his/her field supervisor, who conducted spot-checks of surveyor performance and maintained a presence in the service area throughout the entire data collection period as a quality control measure. The use of project Control Sheets ensured an accurate snapshot of data collection activity onboard the vehicles. These Control Sheets allowed for the pairing of each survey response with its respective Foothill Transit route. Therefore, response rate and survey time can be tracked and accounted for during the analysis.

Surveyors offered the bilingual (English/Spanish) survey to nearly all customers boarding the vehicle while also making themselves available to answer questions regarding the survey. Respondents were instructed to return the completed instrument to the surveyor or leave it on their seat for retrieval by our surveyor. At the conclusion of each day’s data collection, all surveys, identification badges, and reflective vests were returned to the field supervisor.

Moore & Associates successfully managed the fielding of a fare survey using an onboard intercept methodology from September 8, 2016 through September 21, 2016.

#### **Data Processing**

##### *Data Entry*

All survey data was entered into an Excel spreadsheet using trained data entry personnel. Moore & Associates’ staff monitored the data entry process, reviewing data entry work on a daily basis while also conducting spot-checks throughout each day.

##### *Data Cleaning*

Data cleaning was undertaken by trained personnel following completion of data entry. This process addressed differing data formatting that resulted in identical responses being sorted as different (i.e., route number being entered as N4 versus n4). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis. Following data cleaning, simple frequencies were compiled and submitted for Foothill Transit staff review.

##### *Analytical Methods*

The SPSS database allowed our project team to compile simple frequencies as well as data cross tabulations within each dataset. Such cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.

Analysis of survey data is included in the following chapter.



## Section 3

# Analysis and Key Findings

This section details findings of the survey of riders of Foothill Transit. The survey was conducted from September 8, 2016 through September 21, 2016. Data collection resulted in 5,534 valid responses, exceeding the sample target of 5,000.

Based on commonalities in response data, certain conclusions were drawn regarding survey participant attitudes, travel behavior, and participant demographics.

Eighty-seven percent of respondents took the survey in English.

## All Respondents

### “Typical” Rider Profiles

By analyzing the simple frequencies arising from the collected data, we developed a profile of the “typical” rider of Foothill Transit:

- Self-identifies as female (50.3 percent).
- Is under the age of 35 (55.3 percent).
- Self-identifies as Hispanic and/or Latino (58.8 percent).
- Speaks English very well (82.1 percent), and also speaks Spanish at home (44.1 percent).
- Is employed at least part-time. (59.8 percent).
- Is not a student (55.9 percent).
- Reports an approximate household income less than \$35,000 (76.5 percent).
- Has limited access to a personal vehicle (73 percent).

### Route Information

- The largest number of respondents were riding the Silver Streak (12.4 percent).
- The largest percentage of respondents were traveling westbound (35.9 percent).
- Sixty percent of the surveyed trips included a transfer.

### Fare types

- Fifty-seven percent paid the regular adult fare.
- Most respondents paid cash fare (51.4 percent). The “Class Pass” was the second-most popular payment method (14.1 percent).
- Nearly 74 percent of respondents using passes purchased them using cash.
- Fifty-seven percent of respondents indicated interest in mobile ticketing options.



- 

#### Origin and Destination

- “Home” and “work” were common trip origin and destination locations.
- Seventy-six percent of respondents walked to the bus stop to begin the surveyed trip.

#### Foothill Transit Usage and Perceptions

- Eighty-seven percent of respondents indicated riding Foothill Transit at least two times per week.
- Seventy-two percent of respondents have been riding Foothill Transit for at least one year.
- The most common information source is the Foothill Transit website (49.7 percent).
- Riders are satisfied with current route alignments. Some riders expressed dissatisfaction concerning weekend service hours, and would also like to see increased service frequency (32.6 percent).

The balance of this report focuses on analysis of individual survey questions, as well as analysis of data cross-tabulations.

#### *Question 1: Which Foothill Transit bus line are you on right now?*

Question One asked respondents to indicate which Foothill Transit bus line they were riding for the surveyed trip, and also invited participants to identify the direction of travel. The greatest percentage were riding the Silver Streak (12.4 percent), followed by Line 486. Nearly 36 percent were traveling west, the single largest component.



# 2016 Transit Customer Fare Study

Foothill Transit

Final Report

Exhibit 3.1 Route

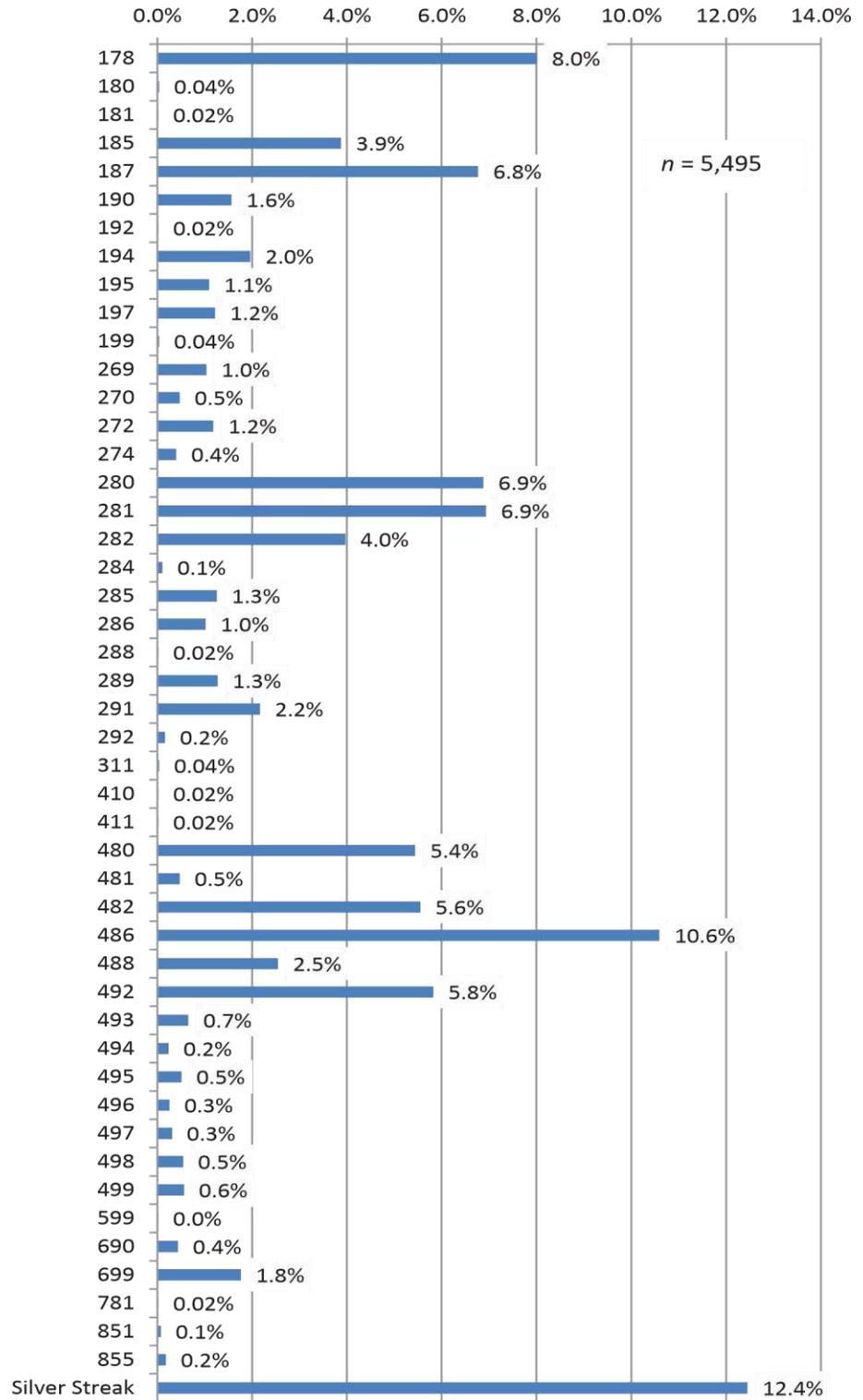
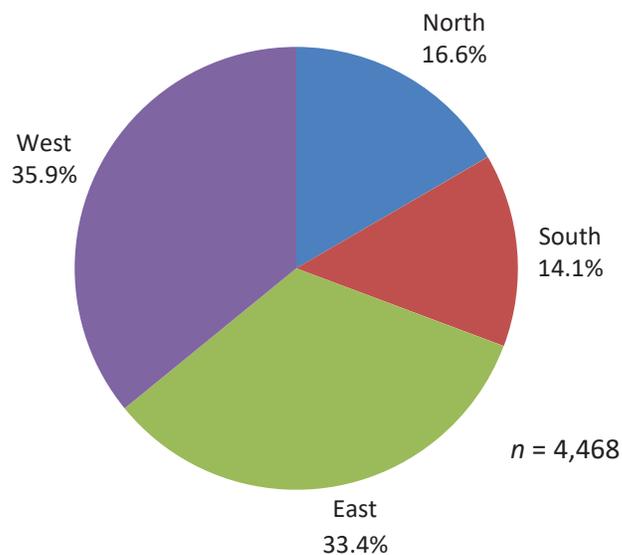
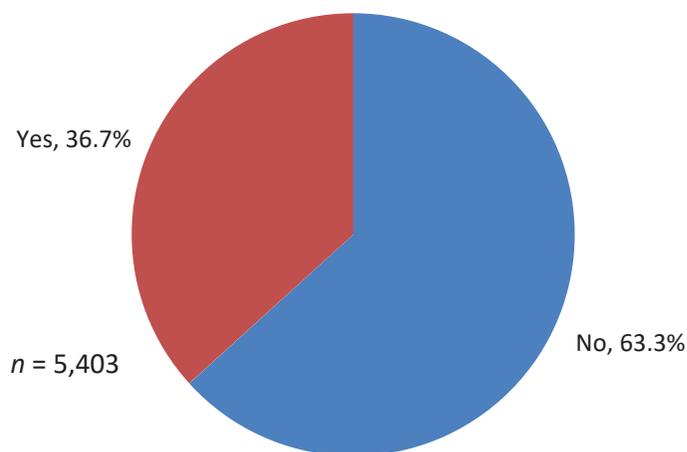


Exhibit 3.1.a Direction of Travel



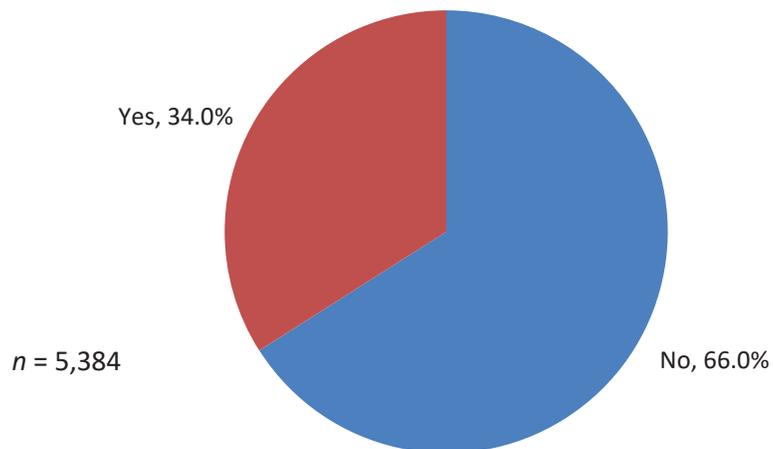
Question 2: Did you transfer from another line to this line?

Exhibit 3.2 Incidence of transfer



Question 3: Will you transfer to another line from this line?

Exhibit 3.3 Line transfer to



**Question 4: What line will you transfer to/from?**

Percentages reflect the total number of respondents who specified a transfer line. Line 486 was the most commonly selected transfer route (7.9 percent), followed by Line 280 (6.4 percent), and Line 281 (4.6 percent).

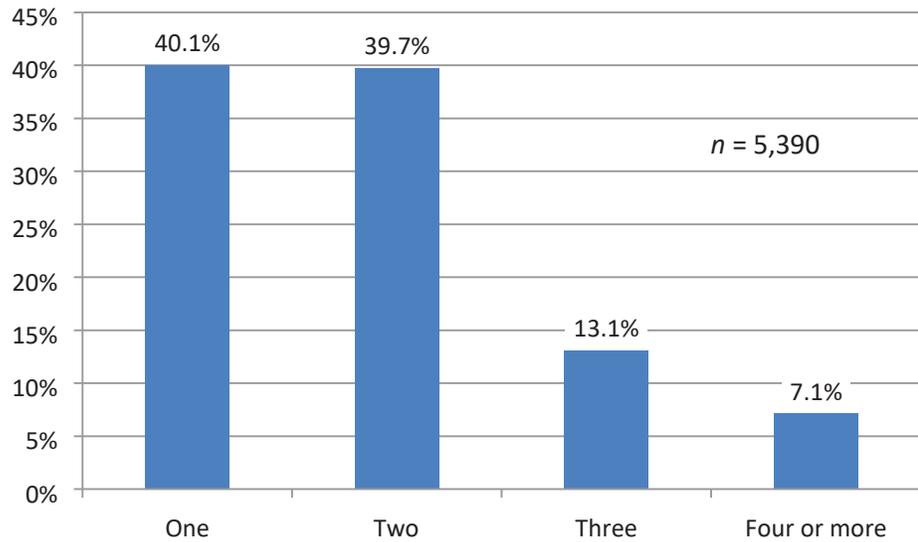
Exhibit 3.4 Line/route transfers

Route	Percentage	Route	Percentage	Route	Percentage	Route	Percentage
1	0.05%	186	0.23%	408	0.05%	BLUE LINE	0.09%
2	0.05%	187	3.82%	428	0.05%	EXPO LINE	0.19%
3	0.05%	188	0.05%	430	0.05%	GOLD LINE	1.96%
5	0.09%	189	0.09%	438	0.05%	GREEN LINE	0.14%
5	0.05%	190	3.82%	468	0.09%	LADOT DASH	0.23%
6	0.05%	191	0.09%	480	5.27%	LADOT DASH A	0.05%
9	0.05%	192	0.33%	481	0.28%	LADOT DASH D	0.14%
11	0.09%	194	2.75%	482	3.82%	LADOT DASH E	0.05%
22	0.05%	196	0.19%	484	0.09%	METRO	4.10%
26	0.05%	197	1.49%	485	0.09%	METRO 10	0.28%
29	0.09%	198	0.09%	486	7.88%	METRO 120	0.19%
30	0.05%	200	0.05%	487	0.51%	METRO 14	0.14%
32	0.05%	207	0.09%	488	3.08%	METRO 16	0.05%
45	0.09%	208	0.14%	489	0.09%	METRO 176	0.56%
55	0.14%	209	0.05%	490	0.19%	METRO 195	1.45%
57	0.14%	212	0.05%	492	4.15%	METRO 20	0.14%
58	0.05%	219	0.05%	493	0.05%	METRO 260	0.05%
61	1.54%	228	0.05%	494	0.14%	METRO 268	0.93%
66	0.51%	234	0.05%	497	0.05%	METRO 28	0.09%
69	0.05%	236	0.05%	497	0.05%	METRO 333	0.05%
70	0.98%	241	0.05%	498	0.19%	METRO 40	0.23%
78	0.23%	242	0.05%	498	0.19%	METRO 501	0.05%
79	0.28%	246	0.05%	534	0.05%	METRO 53	0.23%
80	0.05%	251	0.09%	543	0.05%	METRO 577	0.47%
81	0.14%	258	0.05%	686	0.05%	METRO 66	0.14%
83	0.05%	264	0.09%	687	0.09%	METRO 70	0.28%
83	0.09%	265	0.05%	700	0.05%	METRO 720	0.05%
85	0.79%	266	0.09%	702	0.05%	METRO 728	0.05%
85	0.42%	267	0.75%	704	0.05%	METRO 745	0.33%
86	0.05%	269	0.42%	707	0.28%	METRO 76	1.26%
87	0.05%	270	0.75%	712	0.05%	METRO 770	0.14%
88	0.09%	272	0.79%	728	0.09%	METRO 78	0.05%
90	0.09%	274	0.47%	733	0.05%	METRO 90	0.05%
91	0.05%	275	0.05%	764	0.05%	METRO 91	0.05%
94	0.09%	276	0.05%	770	0.61%	METRO 92	0.14%
95	0.05%	278	0.05%	780	0.05%	METROLINK	0.14%
104	0.05%	280	6.44%	781	0.05%	MONTCLAIR	0.05%
111	0.05%	281	4.62%	786	0.05%	NORWALK	0.05%
129	0.14%	282	1.54%	792	0.05%	NORWALK 7	0.23%
137	0.09%	284	0.42%	806	0.05%	OCTA	0.05%
140	0.05%	285	0.89%	851	0.05%	OMNITRANS	1.45%
143	0.05%	286	0.93%	853	0.05%	OMNITRANS 185	0.05%
153	0.05%	287	0.05%	858	0.05%	PURPLE LINE	0.14%
178	4.10%	289	0.70%	912	0.05%	RED LINE	1.63%
179	0.14%	290	0.09%	916	0.05%	RTA 204	0.05%
180	0.19%	291	3.40%	950	0.05%	SILVER LINE	3.96%
181	0.05%	292	0.19%	986	0.05%	SILVER STREAK	3.26%
182	0.05%	294	0.14%	BIG BLUE BUS	0.09%	TRAIN/SUBWAY	0.23%
184	0.09%	298	0.05%	BIG BLUE BUS 10	0.05%	WEST COVINA	0.05%
185	3.31%	386	0.05%	BIG BLUE BUS 7	0.05%		



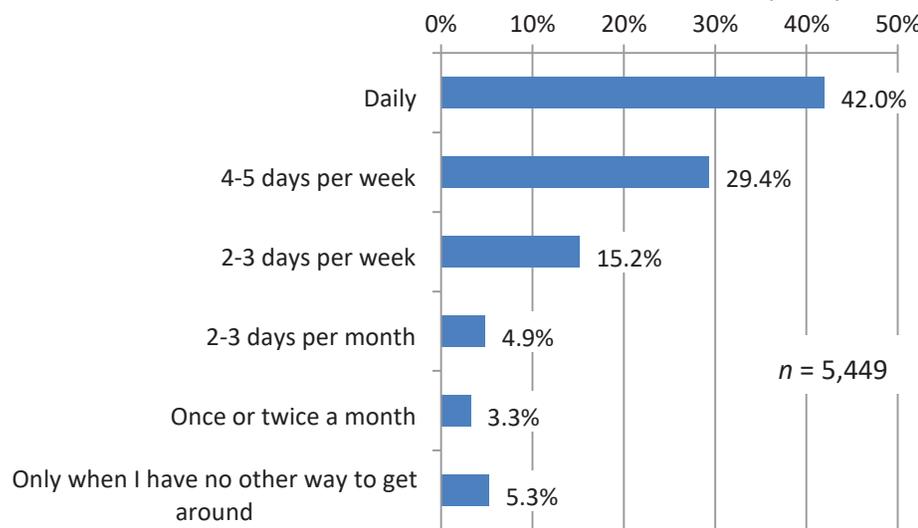
Question 5: How many buses or trains will it take to complete your one-way trip today?

Exhibit 3.5 Number of transfers



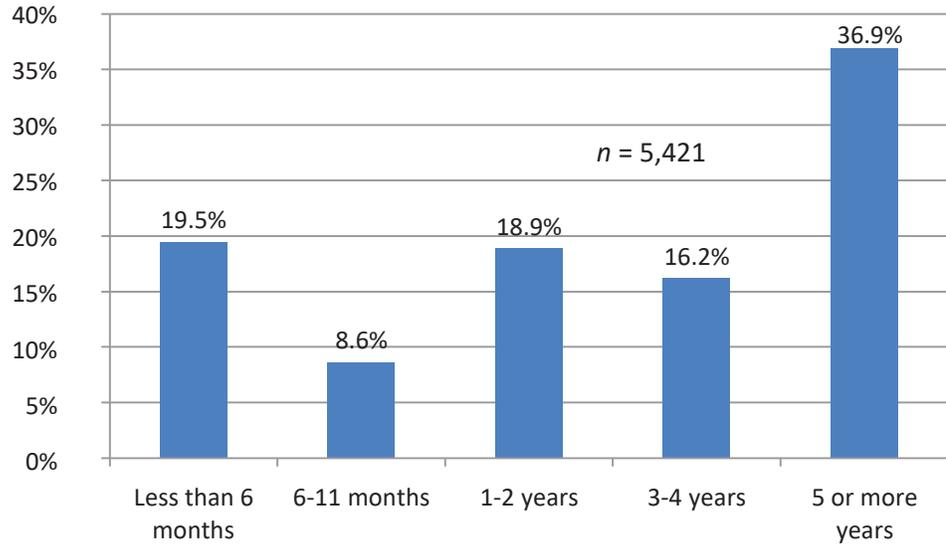
Question 6: How often do you ride Foothill Transit?

Exhibit 3.6 Frequency of usage



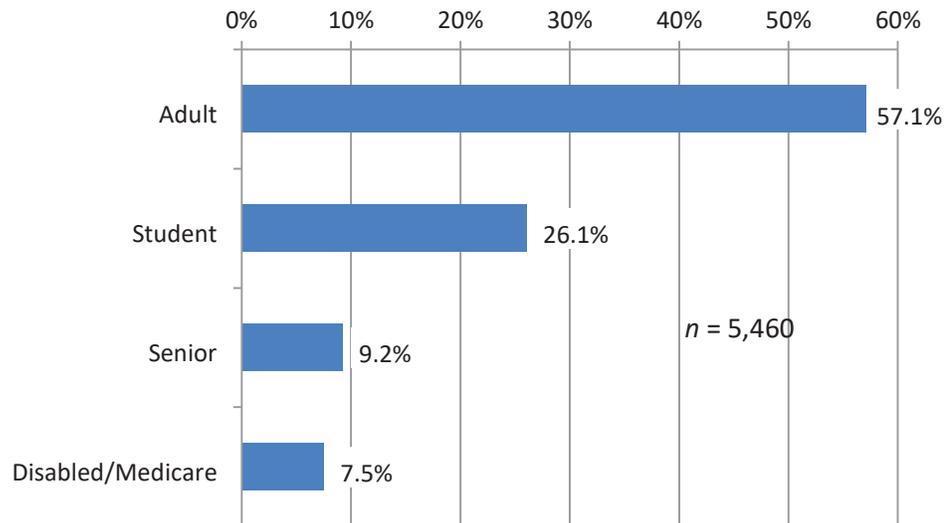
Question 7: How long have you been riding Foothill Transit?

Exhibit 3.7 Length of patronage

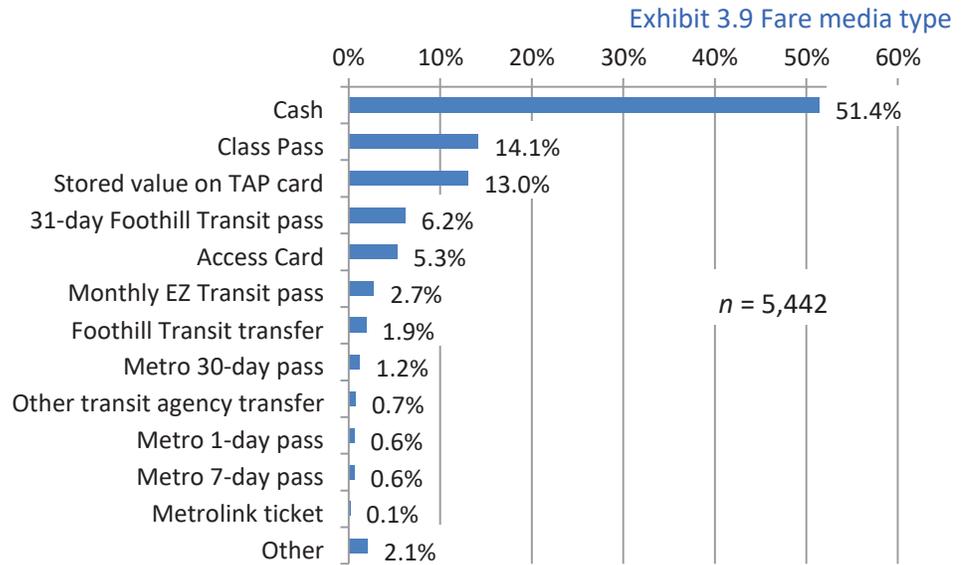


Question 8: What kind of fare did you pay on this bus today?

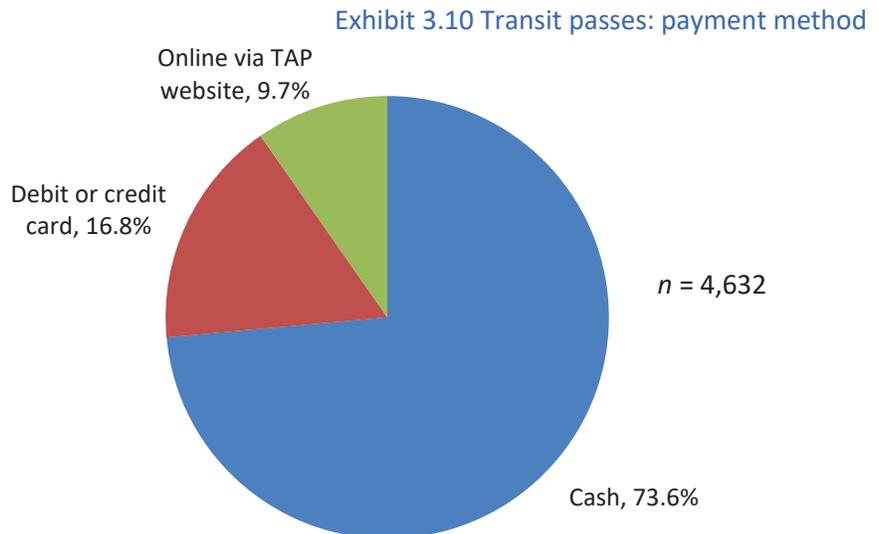
Exhibit 3.8 Fare category



Question 9: How did you pay your fare on this bus today?

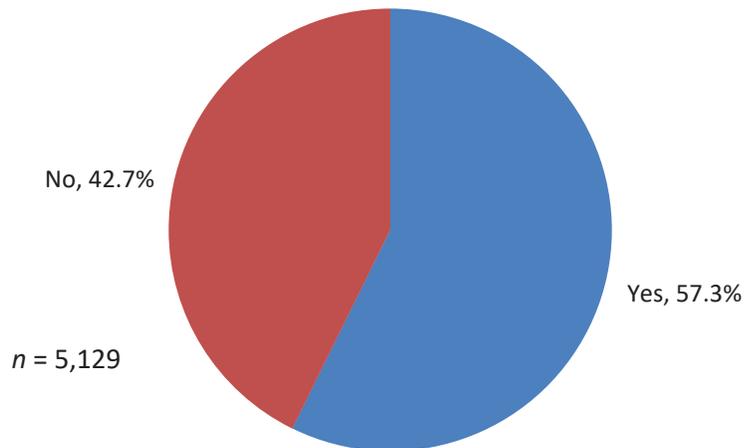


Question 10: If you use Foothill Transit, Metro, EZ transit or TAP pass, how do you usually pay for it?



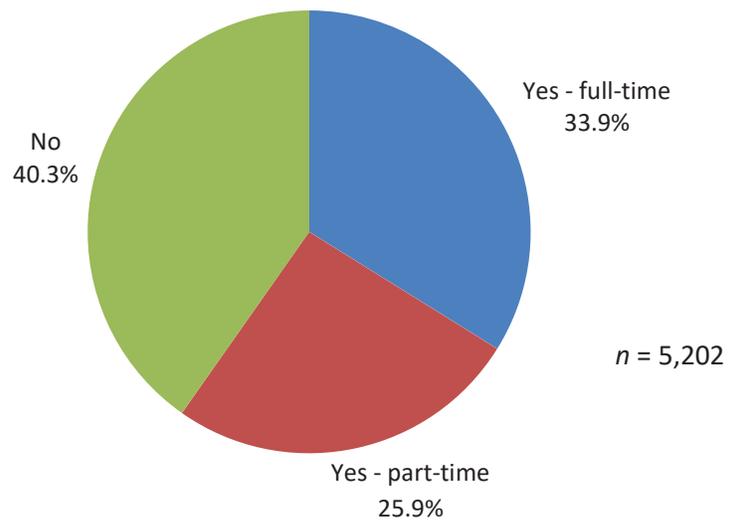
Question 11: If offered, are you interested in mobile ticketing using your smart phone devices?

Exhibit 3.11 Mobile ticketing



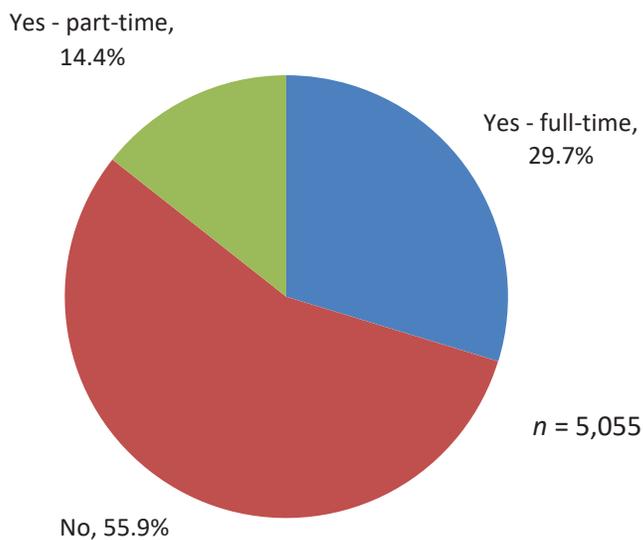
Question 12: Are you employed?

Exhibit 3.12 Employment status



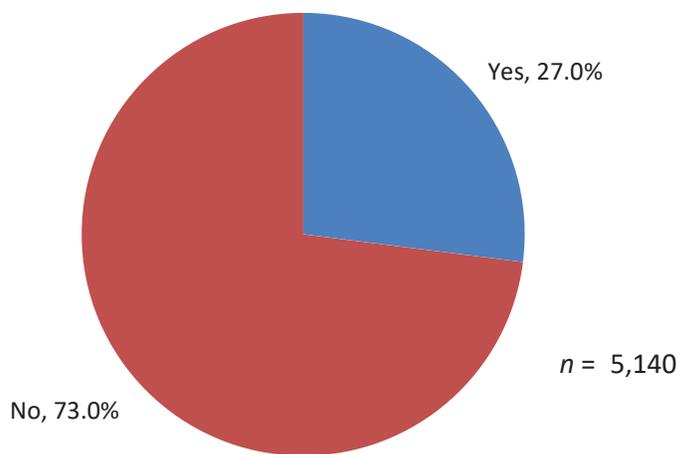
Question 13: Are you a student?

Exhibit 3.13 Student status



Question 14: Did you have access to a car to make the trip you are making today on the bus?

Exhibit 3.14 Vehicle access



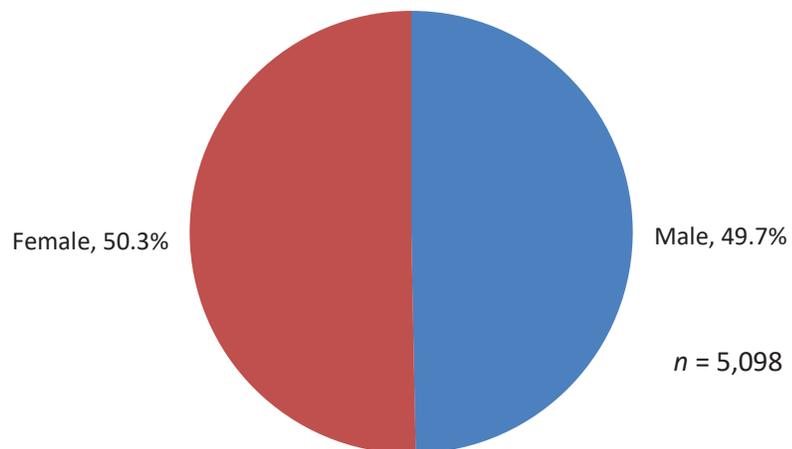
Question 15: What is your home zip code?

Exhibit 3.15 Zip Code

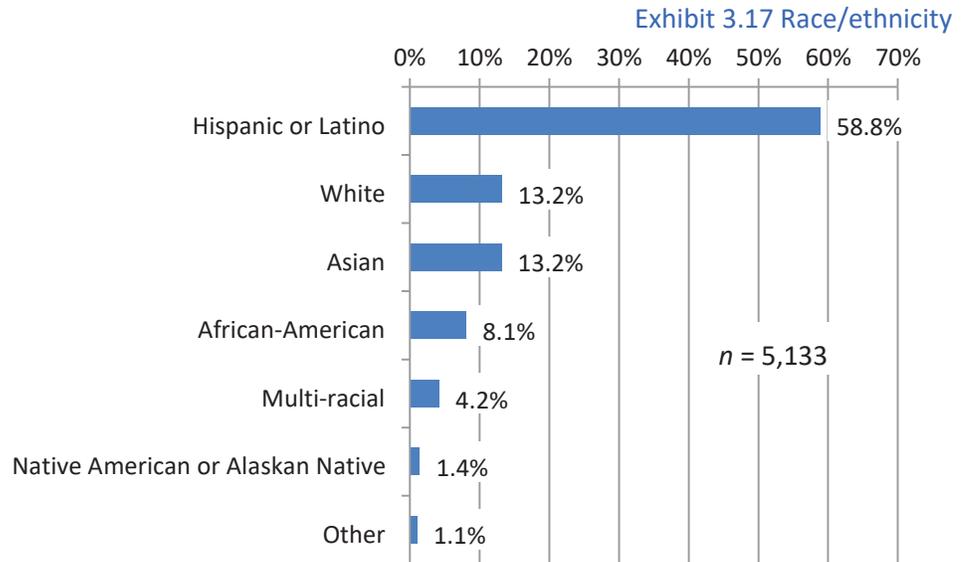
Zip Code	Percentage
91744	9.0%
91706	5.7%
91766	4.8%
91767	4.6%
91702	4.3%
91790	4.3%
91732	3.8%
91745	3.8%
91768	3.8%
91792	3.5%
91748	3.5%
91791	2.7%
91746	2.6%
91722	2.5%

Question 16: What is your gender?

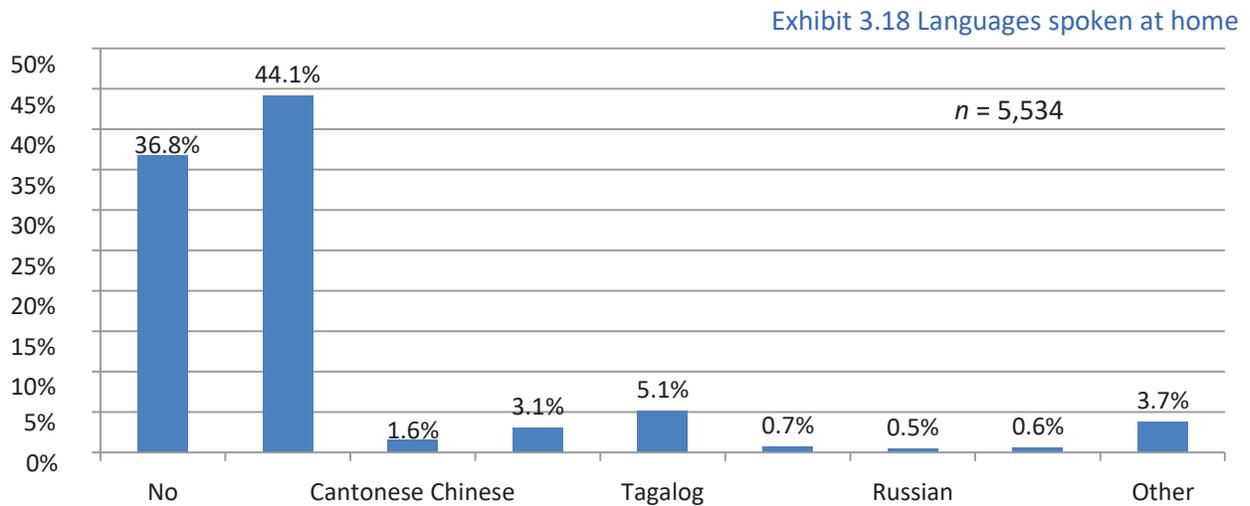
Exhibit 3.16 Gender



Question 17: Which race/ethnicity do you identify with?

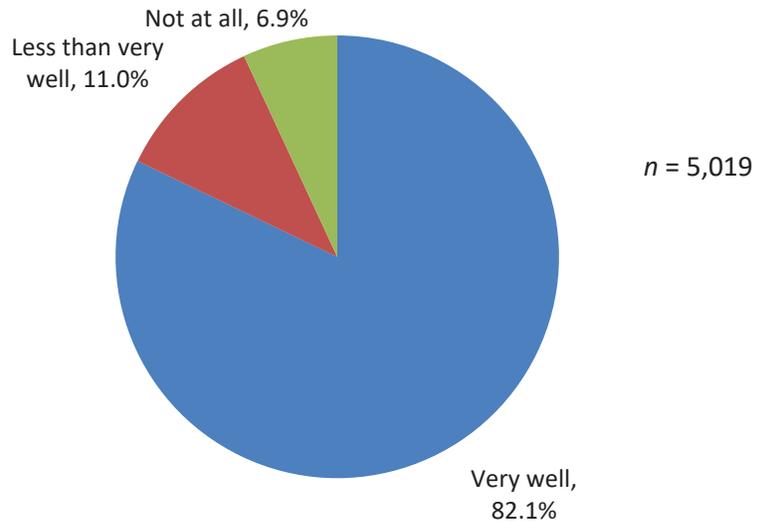


Question 18: Do you personally speak a language(s) other than English at home?



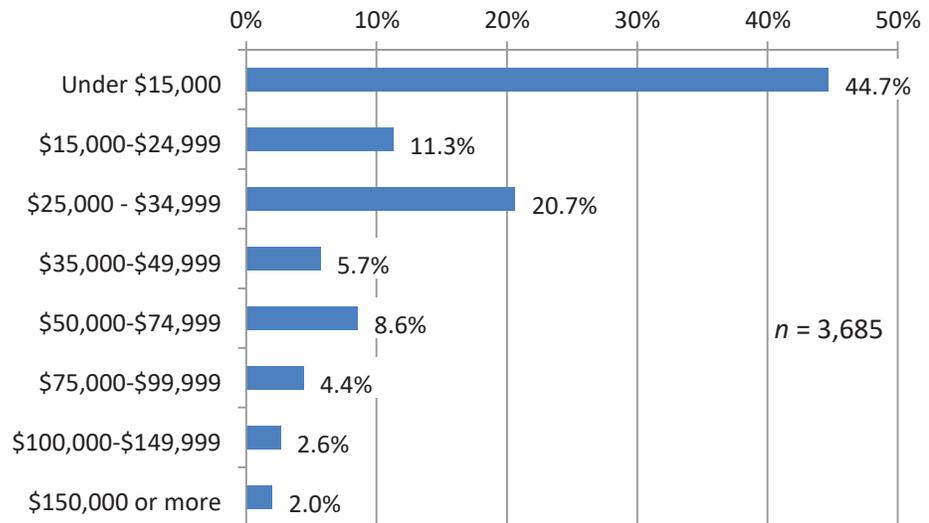
Question 19: How well do you speak English?

Exhibit 3.19 English proficiency

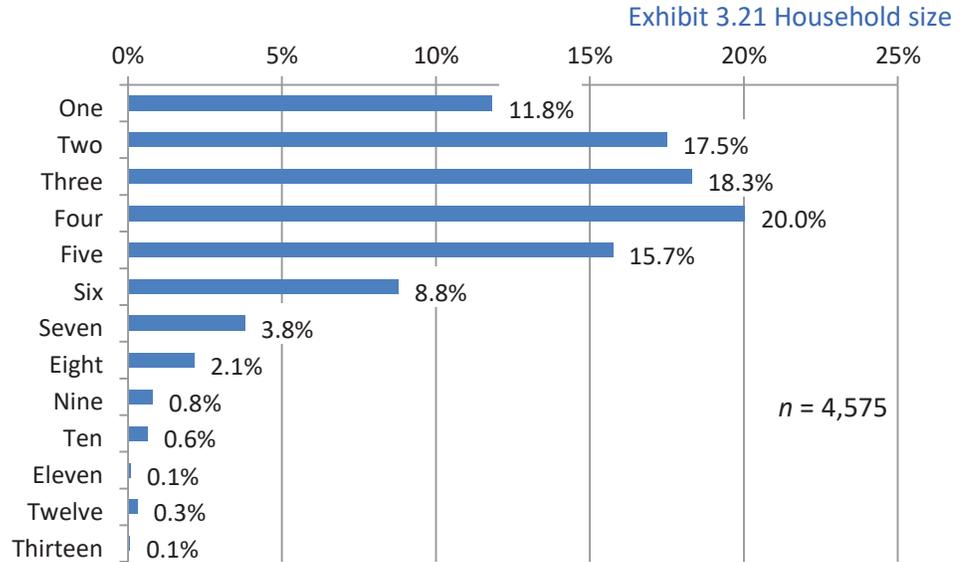


Question 20: What is your approximate household income?

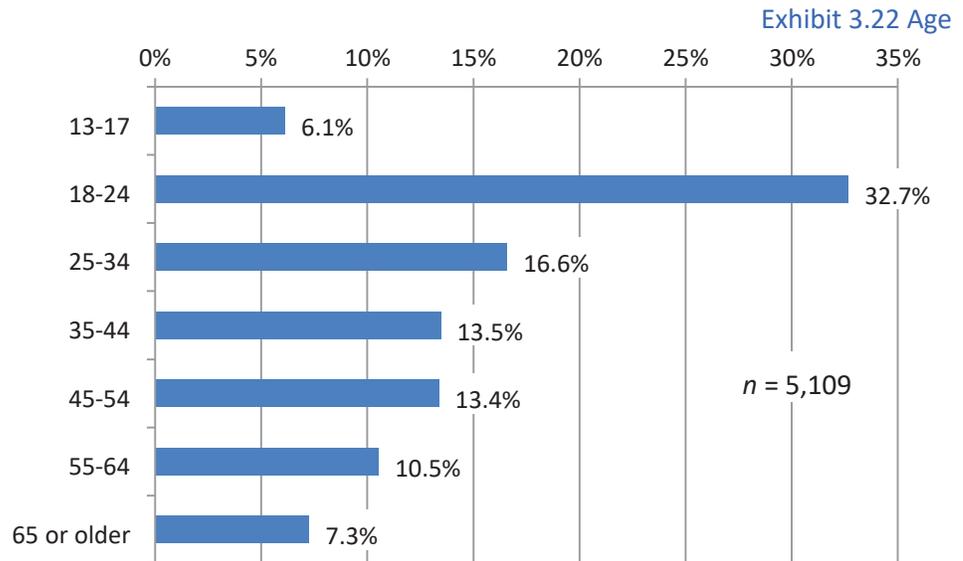
Exhibit 3.20 Household income



Question 21: How many people live in your household?



Question 22: How old are you?



Question 23: Where are you traveling from?

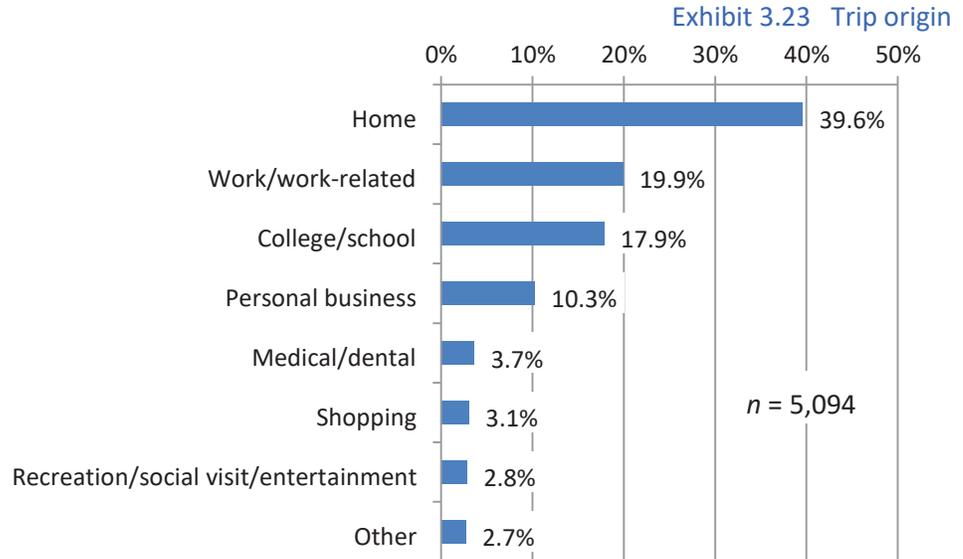


Exhibit 3.24.a Origin location – School

College	Percentage
Mt San Antonio College	39.8%
Citrus College	17.0%
Cal State LA	9.1%
Cal Poly Pomona	6.4%
Pasadena City College	3.8%
Rio Hondo College	3.5%

Exhibit 3.24.b Origin location – Shopping

Shopping location	Percentage
Puente Hills Mall	13.1%
Plaza West Covina	11.9%
Walmart	7.1%
Target	4.8%
Eastland Center	4.8%



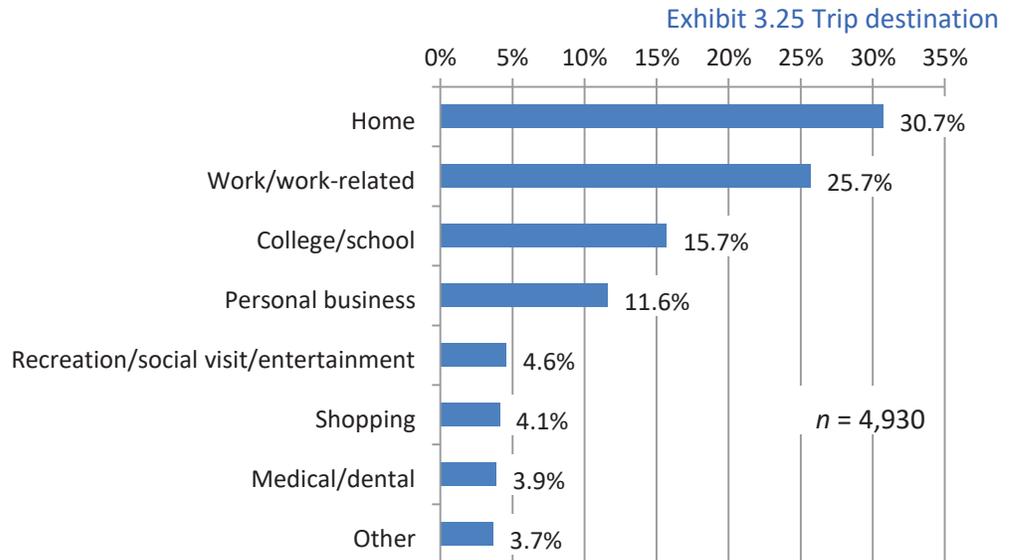
*Question 24: Where did you begin your trip today? Provide the cross-streets or landmark and Zip code or community name:*

Exhibit 3.24.c Origin location – Cross Street/Landmark

Location	Percentage
El Monte Station	4.2%
Pomona Transit Center	3.7%
Montclair Transit Center	3.3%
Puente Hills Mall	2.7%
Mt San Antonio College	1.8%
Union Station	1.8%
South Azusa Ave & Amar Rd	1.5%
Cal State LA busway station	1.1%
Citrus College	1.1%
Plaza West Covina	1.1%
Amar Rd & North Sunset Ave	0.8%
Industry Park & Ride	0.7%
West Temple Ave & Mt Sac Way	0.7%
Garey Ave & Foothill Blvd	0.6%
West Covina Pkwy & California Ave	0.6%
Amar Rd & North Hacienda Blvd	0.6%
Amar Rd & Puente Ave	0.6%
Cal Poly Pomona	0.6%
Colima Rd & Batson Ave	0.6%
Colima Rd & Nogales St	0.6%
Temple Ave & East Amar Rd	0.6%



Question 25: Where are you traveling to?



Respondents who selected “college/school” or “shopping” were asked to specify their destination.

Exhibit 3.25.a Destination location – School

School destination	Percentage
Mt San Antonio College	36.9%
Citrus College	20.8%
Cal State LA	13.6%
Cal Poly Pomona	8.2%
Pasadena City College	4.3%

Exhibit 3.25.b Destination location – Shopping

Shopping destination	Percentage
Puente Hills Mall	40.6%
Eastland Center	8.3%
Plaza West Covina	6.1%
Brea Mall	3.5%
Target	3.5%
WalMart	3.1%



# 2016 Transit Customer Fare Study

## Foothill Transit

### Final Report

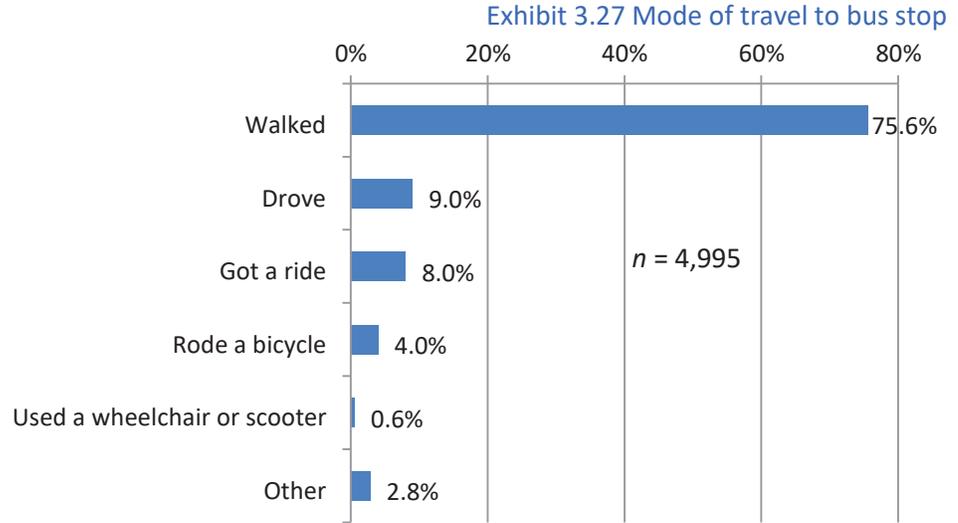
*Question 26: Where will you end your trip today? Provide the cross-streets or landmark and zip code or community name:*

Exhibit 3.25.c Destination location – Cross Street/Landmark

Location	Percentage
Mt san Antonio College	4.4%
El Monte Station	3.6%
Puente Hills Mall	2.9%
Citrus College	2.6%
Pomona Transit Center	2.2%
Plaza West Covina	1.6%
Cal State LA	1.6%
South Azusa Ave & Amar Rd	1.6%
Union Station	1.4%
Cal Poly Pomona	1.4%
Montclair Transit Center	1.4%
Cal State LA busway station	1.0%
Amar Rd & North Hacienda Blvd	0.8%
East Foothill Blvd & North Citrus Ave	0.8%
South Grand Ave & 5th St	0.8%
Eastland Center	0.8%
West Temple Ave & Mt Sac Way	0.8%
Grand Ave & West Temple Ave	0.6%
Pasadena City College	0.6%



Question 27: How did you get to first bus stop for this trip?



Question 28: How many minutes or miles did you travel to get to that bus stop?

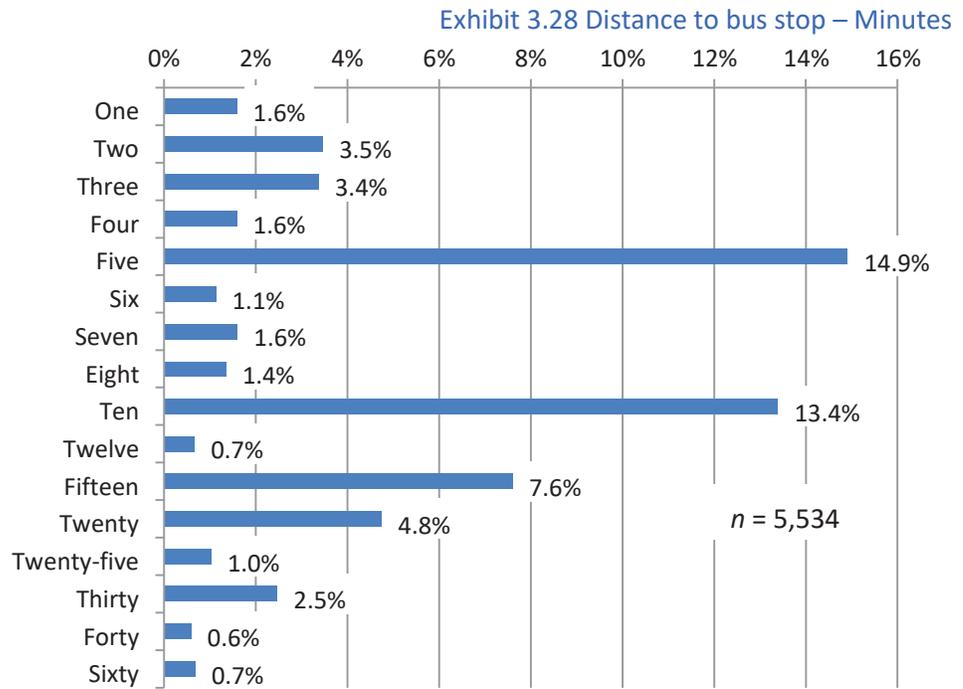
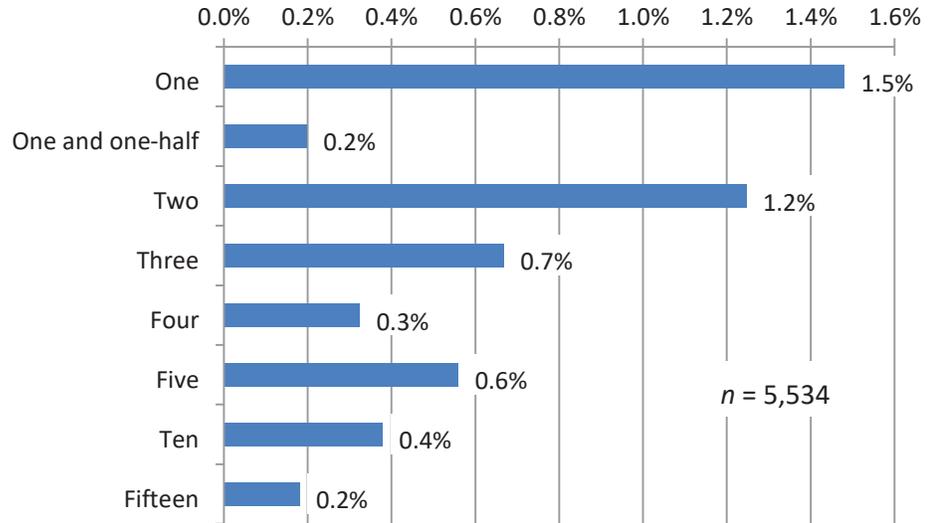
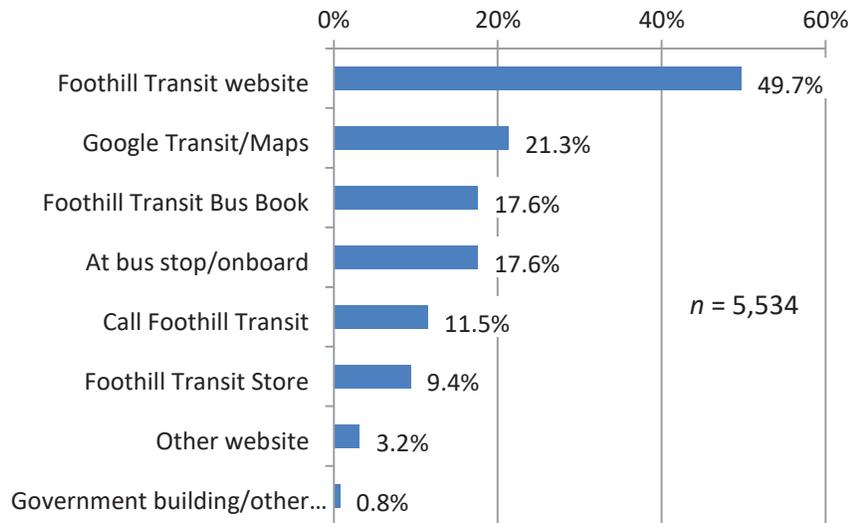


Exhibit 3.28 Distance to bus stop – Miles

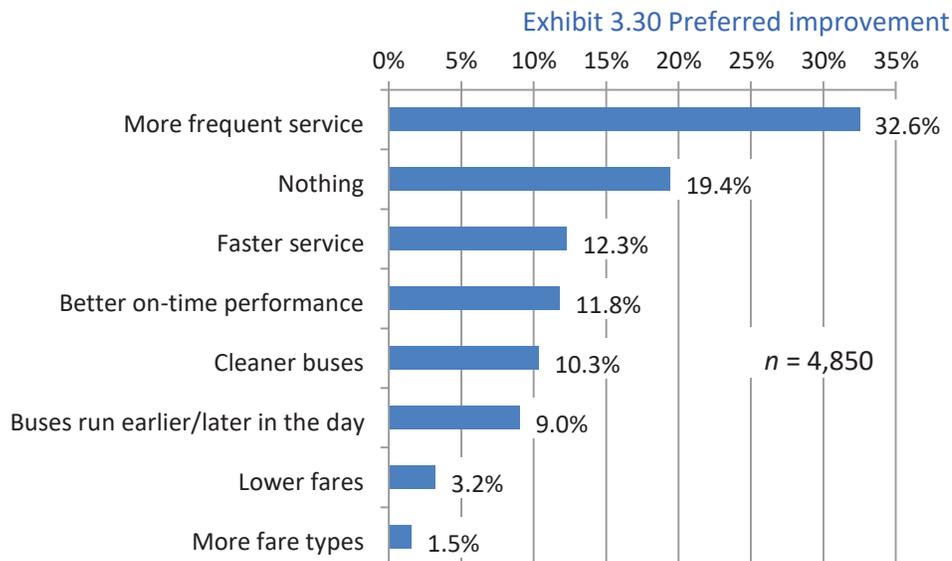


Question 29: If you need information about Foothill Transit, where do you get it?

Exhibit 3.29 Information source



Question 30: What do you want to see improved with Foothill Transit service?



Questions 31-41: Please rate Foothill Transit regarding the following attributes.

Respondents were asked to indicate their satisfaction regarding a series of service attributes as excellent, good, fair, poor, or very poor. Each factor was then weighted on a scale of one to five, (excellent equaling five, good equaling four, and so on). A mean rating for each attribute was then calculated.

Overall satisfaction with Foothill Transit was rated highly, at 4.08. The highest score was received by *service goes where I need to go*, indicating satisfaction with current route alignments. However, riders gave lower scores to *weekend service hours*, *cleanliness of bus stop*, and *frequency of service*.

Exhibit 3.31 Attribute ratings

Attribute	Mean Rating
Overall satisfaction with Foothill Transit service	4.08
Service goes where I need to go	4.16
Safety on bus	4.11
Courtesy/knowledge of bus drivers	4.05
Cleanliness of bus	4.04
Quality of information about services	4.00
Weekday service hours	3.86
Travel time	3.83
Frequency of service	3.78
Cleanliness of bus stop/transit stop	3.73
Weekend service hours	3.59



## Cross-tabulations

Each cross-tabulation category (cash, passes, transfer) represents a breakdown of survey responses for that specific category. For instance, 60.8 percent of respondents who indicated purchasing a one-way fare with cash were employed at least part-time.

### Fare type – Cash (2,797 respondents)

- More than half (60.8 percent) of respondents were employed at least part-time.
- Sixty-two percent of respondents indicated not being enrolled as a student.
- Three in four respondents indicated not having access to a personal vehicle (77.3 percent).
- Gender was fairly evenly distributed amongst male (47 percent) and female (44.8 percent) respondents.
- More than half (59.2 percent) of respondents self-identified as Hispanic/Latino.
- Forty-eight percent of respondents indicated Spanish as the primary language spoken at home.
- Sixty-nine percent of respondents indicated speaking English very well.
- More than half (55.3 percent) of respondents indicated a median household income less than \$35,000.
- Forty-one percent of respondents indicated being between 18 and 34 years of age.

### Fare type – Passes (1,385 respondents)

- More than half (51.3 percent) of respondents indicated being employed at least part-time.
- Forty-nine percent of respondents indicated being enrolled full-time as a student.
- Seventy percent of respondents indicated not having access to a personal vehicle (69.8 percent).
- Gender was fairly evenly distributed amongst male (46.4 percent) and female (48.4 percent) respondents.
- More than half (53 percent) of respondents self-identified as Hispanic/Latino.
- Forty-three percent of respondents indicated Spanish as the primary language spoken at home.
- The majority of respondents indicated speaking English very well (84.7 percent).
- One in four respondents indicated a median household income less than \$15,000 (25.9 percent).
- Fifty percent of respondents indicated being between 18 and 24 years of age.

### Fare type – Other non-cash fares (include Access Card, stored value on TAP, and Metrolink ticket) (1,117 respondents)

- More than half (52.4 percent) of respondents indicated being employed at least part-time.
- More than half (54.1 percent) of respondents indicated not being enrolled as a student.
- Sixty-seven percent of respondents indicated not having access to a personal.
- Gender was fairly evenly distributed amongst male (44.2 percent) and female (49.6 percent) respondents.



- Nearly half (45.5 percent) of respondents self-identified as Hispanic/Latino.
- Forty percent of respondents indicated English as the primary language spoken at home.
- The majority of respondents indicated speaking English very well (81.5 percent).
- One in four respondents indicated a median household income less than \$15,000 (28.3 percent).
- Forty-one percent of respondents indicated being between 18 and 34 years of age.

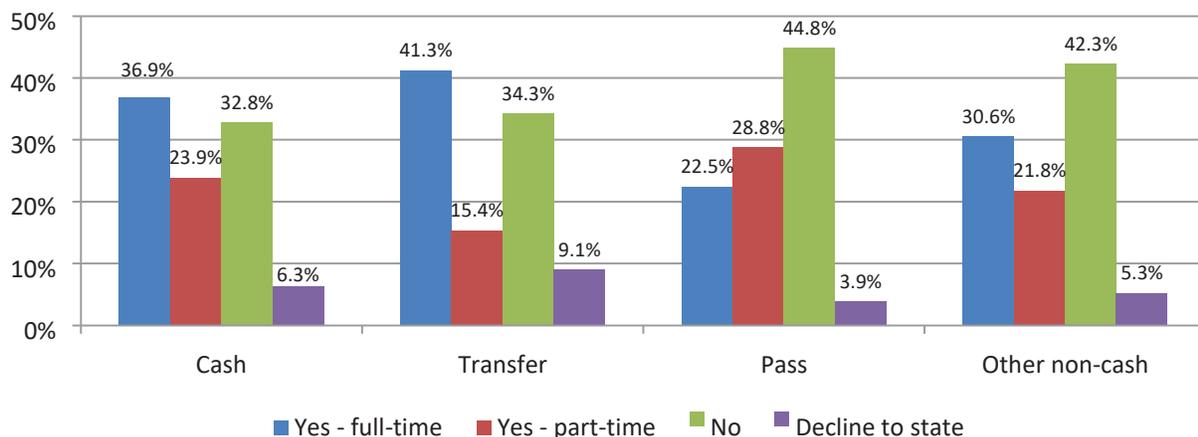
**Fare type – Transfer (Includes Foothill Transit transfers and other transit agency transfers) (143 respondents)**

- More than half (56.7 percent) of respondents indicated being employed at least part-time.
- Fifty-one percent of respondents indicated not being enrolled as a student.
- Sixty-eight percent of respondents indicated not having access to a personal.
- Gender was evenly distributed amongst male (44.4 percent) and female (45.1 percent) respondents.
- More than half (53.2 percent) of respondents self-identified as Hispanic/Latino.
- Forty-one percent of respondents indicated Spanish as the primary language spoken at home.
- Sixty-six percent of respondents indicated speaking English very well.
- More than half (56.8 percent) of respondents indicated a median household income less than \$35,000.
- Thirty-four percent of respondents indicated being between 18 and 34 years of age.

The exhibits below illustrate all responses to demographic questions broken out by fare type.

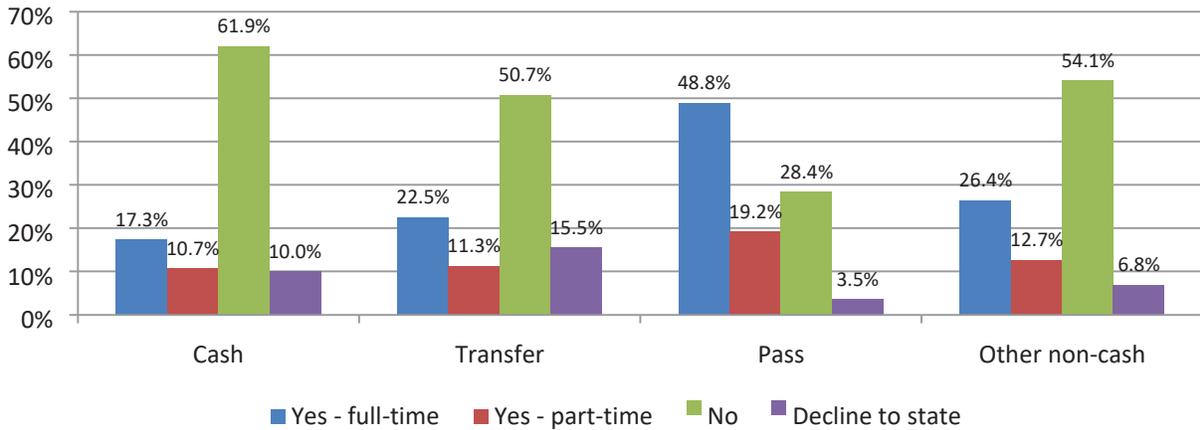
**Data cross-tabulation: Fare vs. employment status**

Exhibit 3.32 Employment status by fare type



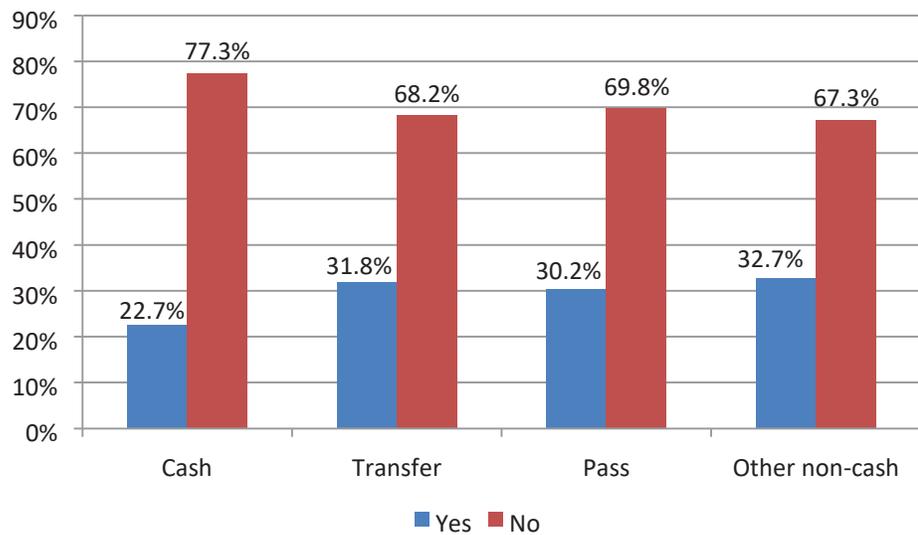
Data cross-tabulation: Fare vs. student status

Exhibit 3.33 Student status by fare type



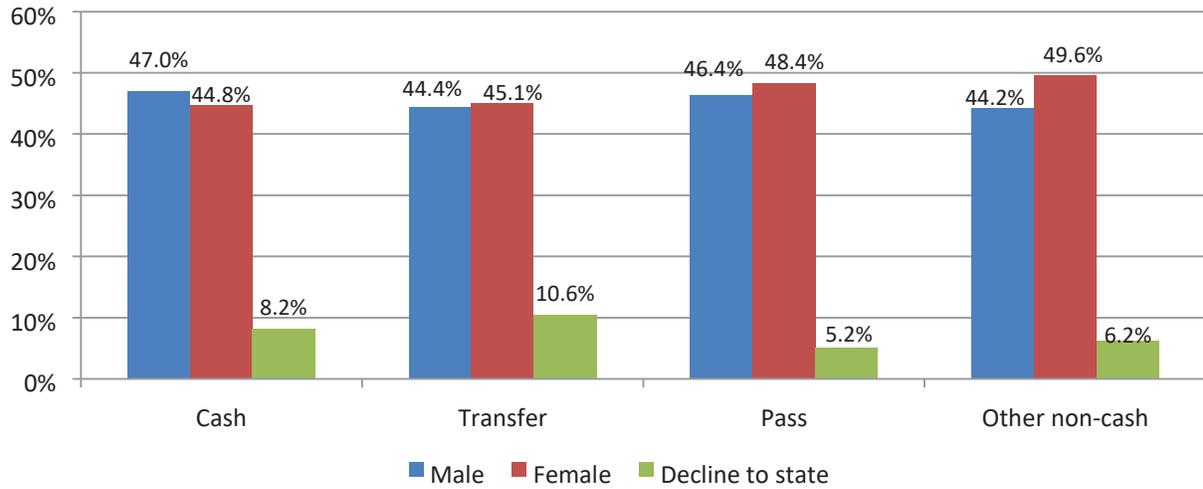
Data cross-tabulation: Fare vs. access to a personal vehicle

Exhibit 3.34 Access to a personal vehicle by fare type



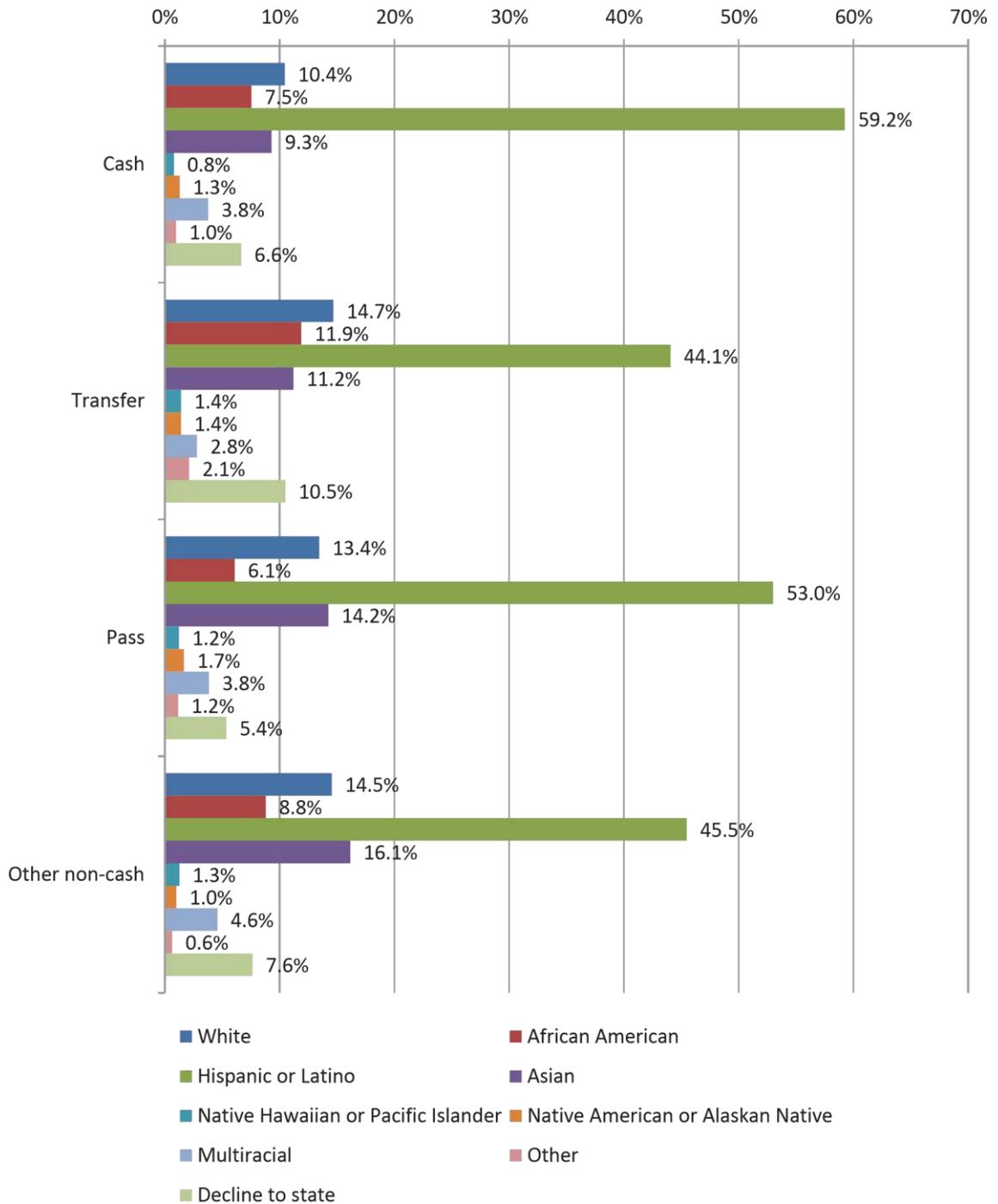
Data cross-tabulation: Fare vs. gender

Exhibit 3.35 Gender by fare type



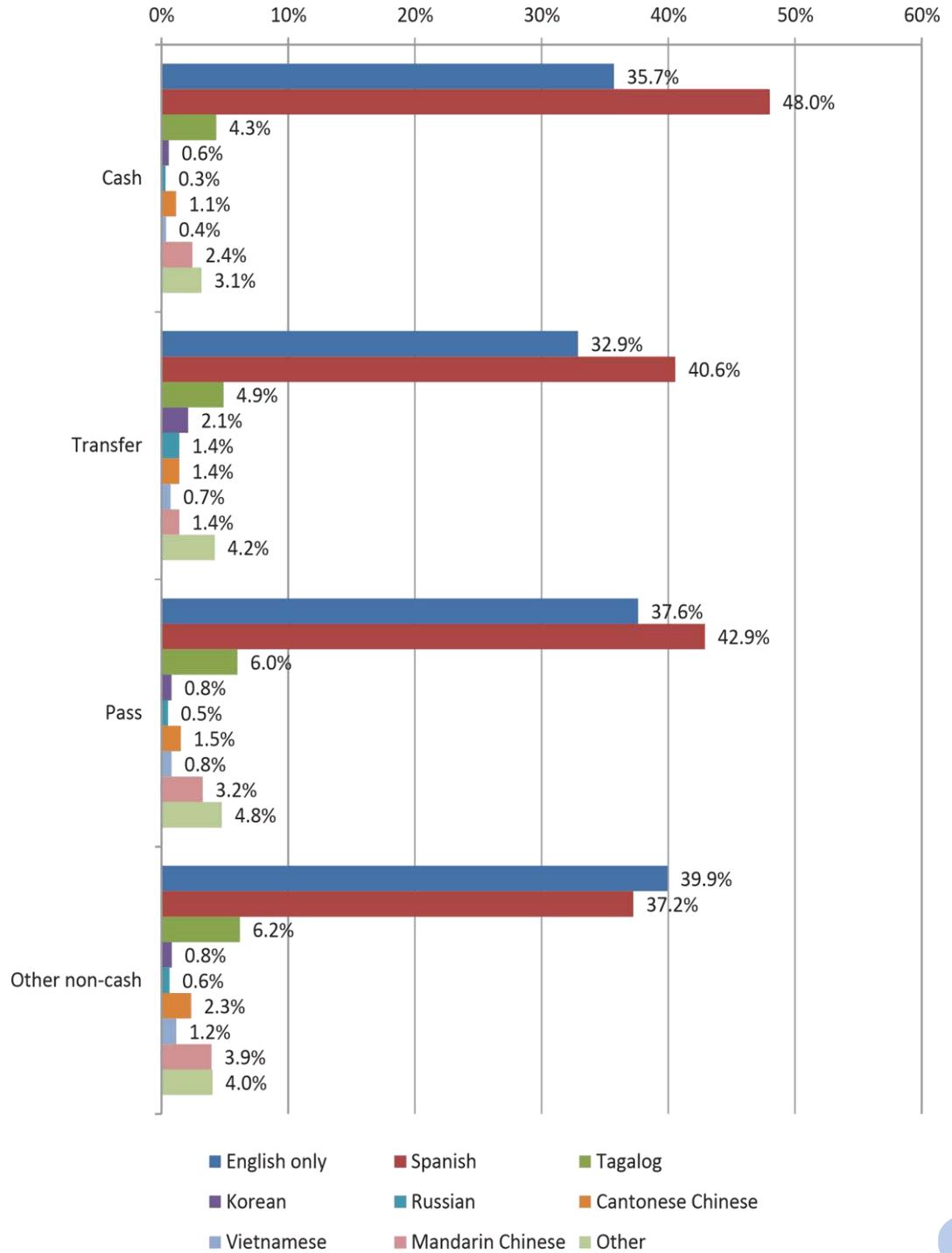
Data cross-tabulation: Fare vs. ethnicity

Exhibit 3.36 Ethnicity by fare type



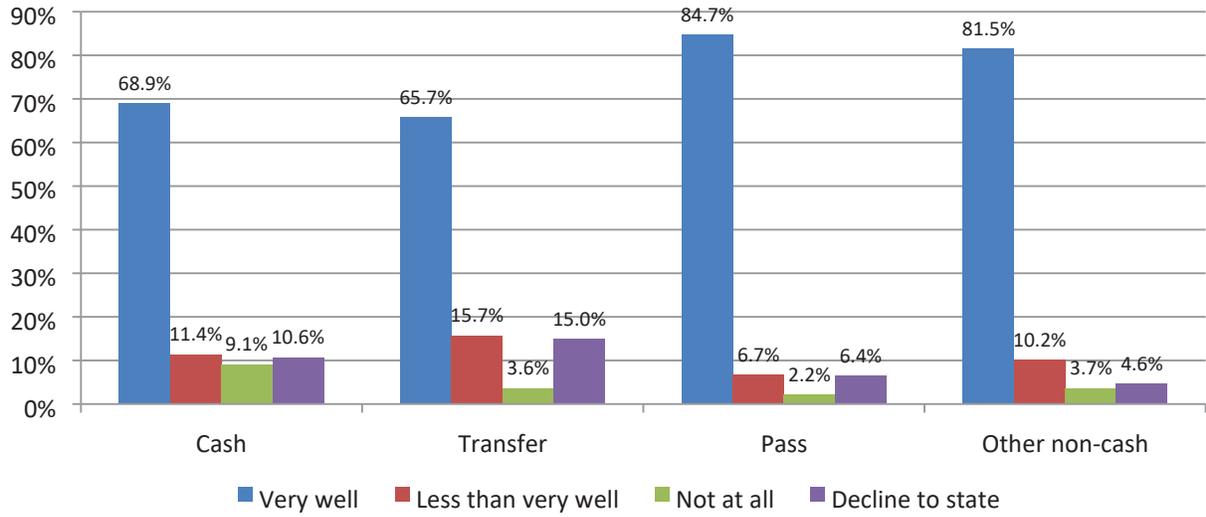
Data cross-tabulation: Fare vs. language spoken at home

Exhibit 3.37 Language spoken at home by fare type



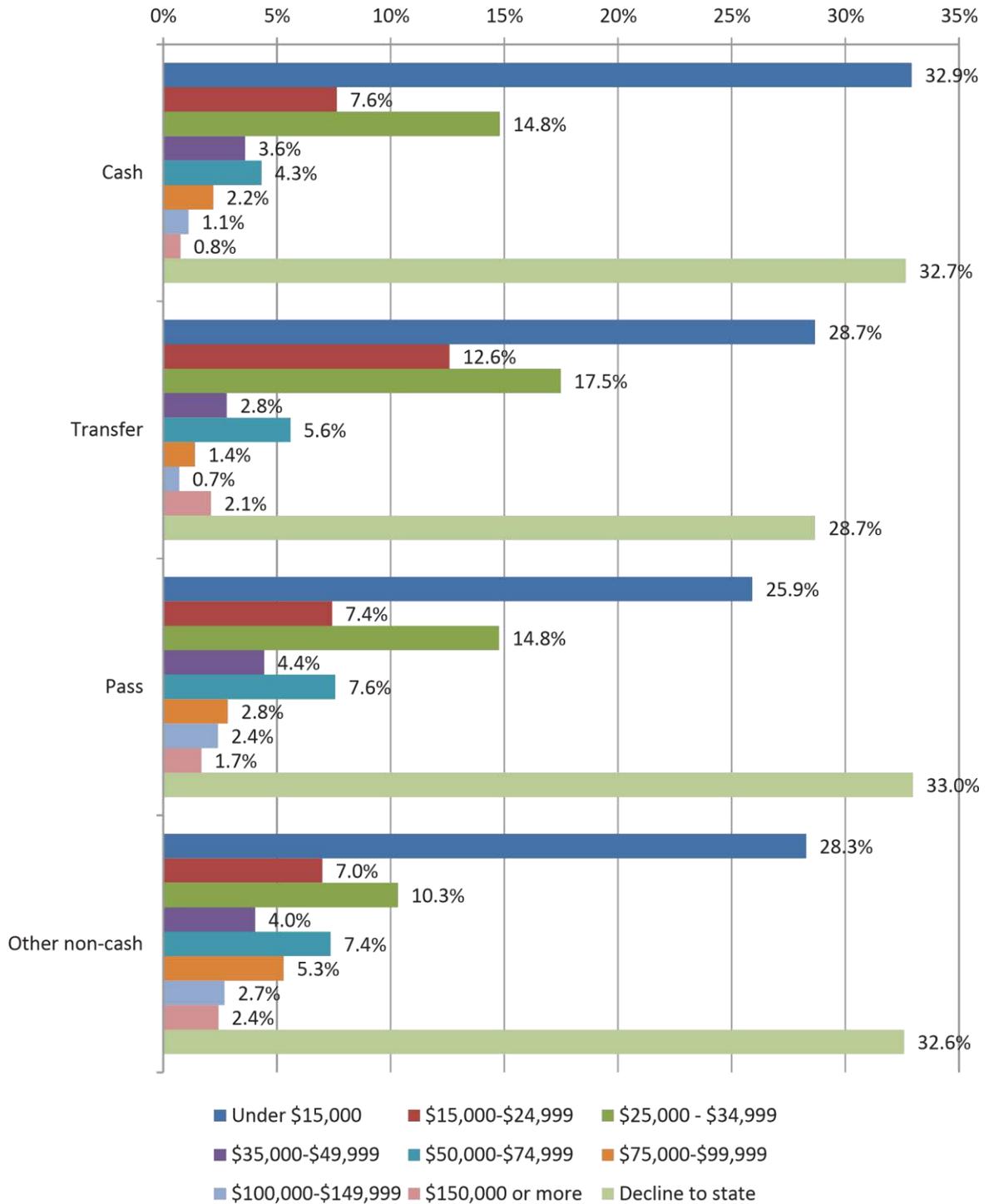
Data cross-tabulation: Fare vs. English proficiency

Exhibit 3.38 English proficiency by fare type



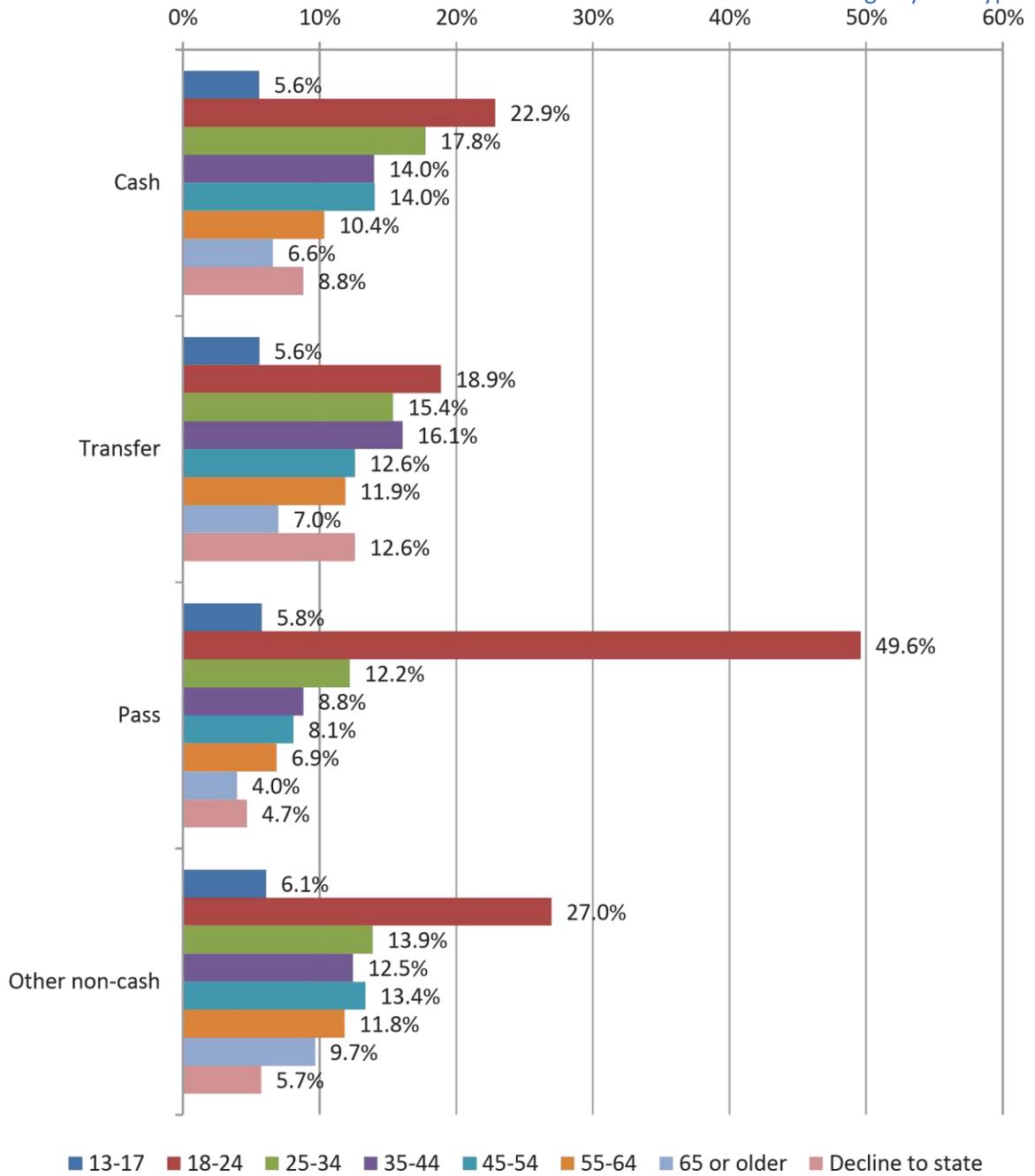
Data cross-tabulation: Fare vs. household income

Exhibit 3.39 Household income by fare type



Data cross-tabulation: Fare vs. age

Exhibit 3.40 Age by fare type



## Appendix A Survey Instruments

### 2016 Foothill Transit Passenger Survey

#### SECTION 1: ROUTE INFORMATION

- Which Foothill Transit bus line are you on right now? \_\_\_\_\_  
Direction (circle one): N / S / E / W
- Did you transfer FROM another line to this line?  
 No  Yes
- Will you transfer TO another line from this line?  
 No  Yes
- What line will you transfer to/from? \_\_\_\_\_
- How many buses or trains will it take to complete your one-way trip today?  
 1  2  3  4 or more
- How often do you ride Foothill Transit?  
 Daily  2-3 days per month  
 4-5 days per week  Once or twice a month  
 2-3 days per week  Only when I have no other way to get around
- How long have you been riding Foothill Transit?  
 Less than 6 months  3 - 4 years  
 6 - 11 month  5 or more years  
 1 - 2 years

#### SECTION 2: FARE TYPES

- What kind of fare did you pay on this bus today? (Check only one)  
 Adult  Student  
 Senior  Disabled/Medicare
- How did you pay your fare on this bus today? (Check only one)  
 Cash  Stored Value on TAP card  
 Class Pass  Access Card  
 Foothill Transit Transfer  
 31-day Foothill Transit pass  
 Monthly EZ Transit Pass  
 Metro 1-day pass  Metro 30-day pass  
 Metro 7-day pass  Metrolink Ticket  
 Other transit agency transfer (specify): \_\_\_\_\_  
 Other: \_\_\_\_\_
- If you use Foothill Transit, Metro, EZ transit or TAP pass, how do you usually pay for it?  
 Cash  Debit or Credit Card  
 Online via TAP website
- If offered, are you interested in mobile ticketing using your smart phone devices? (*Mobile ticketing allows passengers to buy and display tickets on their Smartphone.*)  Yes  No

#### SECTION 3: DEMOGRAPHICS

- Are you employed?  
 Yes - full-time  Yes - part-time  
 No  Decline to state
- Are you a student?  
 Yes - full-time  Yes - part-time  
 No  Decline to state
- Did you have access to a car to make the trip you are making today on the bus?  
 Yes  No
- What is your home zip code? \_\_\_\_\_
- Gender:  Male  Female  Decline to state
- Which race/ethnicity do you identify with?  
 White  Hispanic or Latino  
 African American  Asian  
 Native Hawaiian or Pacific Islander  
 Native American or Alaskan Native  
 Multiracial  Decline to state  
 Other: \_\_\_\_\_
- Do you personally speak a language(s) other than English at home?  
 No  Yes - Spanish  
 Yes - Tagalog  Yes - Korean  
 Yes - Russian  Yes - Cantonese Chinese  
 Yes - Vietnamese  Yes - Mandarin Chinese  
 Yes - other: \_\_\_\_\_  
 Decline to state
- How well do you speak English?  
 Very well  Less than very well  Not at all  
 Decline to state
- What is your approximate household income?  
 Under \$15,000  \$15,000 - \$24,999  
 \$25,000 - \$34,999  \$35,000 - \$49,999  
 \$50,000 - \$74,999  \$75,000 - \$99,999  
 \$100,000 - \$149,999  \$150,000 or more  
 Decline to state
- How many people live in your household? \_\_\_\_\_
- How old are you?  
 13-17  45-54  
 18-24  55-64  
 25-34  65 or older  
 35-44  Decline to state

CONTINUED ON REVERSE →

**SECTION 4: ORIGIN & DESTINATION**

23. Where are you traveling FROM? (Check only one)
- Work/work-related  Home
  - College/school: name \_\_\_\_\_
  - Personal business
  - Recreation/social visit/entertainment
  - Shopping: name \_\_\_\_\_
  - Medical/dental
  - Other: \_\_\_\_\_

24. Where did you begin your trip today?  
Provide the cross-streets or landmark **and**  
Zip code or community name:
- \_\_\_\_\_
- \_\_\_\_\_

25. Where are you traveling TO (your FINAL destination)?  
(Check only one)
- Work/work-related  Home
  - College/school: name \_\_\_\_\_
  - Personal business
  - Recreation/social visit/entertainment
  - Shopping: name \_\_\_\_\_
  - Medical/dental
  - Other: \_\_\_\_\_

26. Where will you end your trip today?  
Provide the cross-streets or landmark **and**  
Zip code or community name:
- \_\_\_\_\_
- \_\_\_\_\_

27. How did you get to your first bus stop for this trip?
- Walked  Drove
  - Rode a bicycle  Got a ride
  - Used a wheelchair or scooter
  - Other (specify): \_\_\_\_\_

28. How many minutes or miles did you travel to get to that bus stop? \_\_\_\_\_  minutes  miles

**SECTION 5: FOOTHILL TRANSIT SERVICE**

29. If you need information about Foothill Transit, where do you get it? (check ALL that apply)
- Foothill Transit website
  - At bus stop / onboard
  - Foothill Transit Bus Book
  - Foothill Transit Store
  - Call Foothill Transit
  - Google Transit / Maps
  - Other website: \_\_\_\_\_
  - Government building / other public facility: \_\_\_\_\_

30. What do you want to see improved with Foothill Transit service? (Check only one)
- Nothing
  - Cleaner buses
  - More frequent service
  - Faster service
  - Buses run earlier/later in the day
  - Better on-time performance
  - Lower fares: which service? \_\_\_\_\_
  - More fare types (specify):  
 Daily  Weekly  Monthly

Please rate Foothill Transit regarding the following attributes.

	Excellent	Good	Fair	Poor	Very Poor
31. Frequency of service (how often the bus runs)	<input type="checkbox"/>				
32. Weekday service hours	<input type="checkbox"/>				
33. Weekend service hours	<input type="checkbox"/>				
34. Travel time	<input type="checkbox"/>				
35. Safety on bus	<input type="checkbox"/>				
36. Cleanliness of bus	<input type="checkbox"/>				
37. Cleanliness of bus stop/transit stop	<input type="checkbox"/>				
38. Courtesy/knowledge of bus drivers	<input type="checkbox"/>				
39. Service goes where I need to go	<input type="checkbox"/>				
40. Quality of information about services	<input type="checkbox"/>				
41. Overall satisfaction with Foothill Transit service	<input type="checkbox"/>				

42. Additional Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**THANK YOU FOR YOUR PARTICIPATION!**



## FOOTHILL TRANSIT 2016 ENCUESTA PARA PASAJEROS

## SECCIÓN 1: INFORMACIÓN DE RUTA

1. ¿En qué línea de autobús Foothill Transit se encuentra ahora mismo? \_\_\_\_\_  
Dirección (marque una opción): N / S / E / O
2. ¿Hizo alguna conexión DESDE otra línea a esta?  
 No  Sí
3. ¿Hará alguna conexión HACIA otra línea luego de esta?  
 No  Sí
4. ¿Con cuál? \_\_\_\_\_
5. ¿Cuántos autobuses o trenes deberá tomar para completar su viaje de ida de hoy?  
 1  2  3  4 o más
6. ¿Qué tan a menudo utiliza Foothill Transit?  
 Diariamente  2-3 días al mes  
 4-5 días a la semana  Una o dos veces al mes  
 2-3 días a la semana  Solo cuando no tengo otra manera de trasladarme
7. ¿Hace cuánto que utiliza el servicio de Foothill Transit?  
 Menos de 6 meses  3 – 4 años  
 6 – 11 meses  5 o más años  
 1-2 años

## SECCIÓN 2: TIPOS DE TARIFAS

8. ¿Qué tipo de tarifa pagó en este autobús el día de hoy? (Marque solo uno)  
 Adulto  Estudiante  
 Mayor  Discapacitado/Medicare
9. ¿Cómo pagó su tarifa en este autobús el día de hoy? (Marque solo uno)  
 Efectivo  Crédito en una tarjeta TAP  
 Pase de clase  Tarjeta de acceso  
 Conexión Foothill Transit  
 Pase de 31 días  
 Pase mensual EZ Transit  
 Pase diario Metro 1  Pase de 30 días Metro  
 Pase de 7 días Metro  Metrolink Ticket  
 Otra conexión de agencias de transporte (especifique): \_\_\_\_\_  
 Otra: \_\_\_\_\_
10. Si usa Foothill Transit, Metro, EZ Transit o pase EZ, ¿cómo suele pagarlo?  
 Efectivo  Tarjeta de crédito o débito  
 Página web TAP
11. En caso de que se le ofrezca, ¿estaría interesado en utilizar Ticketing móvil en su Smartphone para sacar pasajes? (Ticketing móvil le permite a los pasajeros comprar y visualizar los pasajes en su Smartphone).  
 Sí  No

## SECCIÓN 3: DEMOGRAFÍA

12. ¿Está usted empleado?  
 Sí - tiempo completo  Sí - medio tiempo  
 No  No contesta
13. ¿Es usted estudiante?  
 Sí - tiempo completo  Sí - medio tiempo  
 No  No contesta
14. ¿Tiene acceso a un auto para hacer el viaje que está haciendo hoy?  Sí  No
15. ¿Cuál es el código postal de su domicilio?  
\_\_\_\_\_
16. Género:  Hombre  Mujer  No contesta
17. ¿Con qué raza/etnicidad se identifica?  
 Caucásico  Hispano o latino  
 Afroamericano  Asiático  
 Hawaiano nativo o isleño del Pacífico  
 Nativo americano o nativo de Alaska  
 Multiracial  No contesta  
 Otra: \_\_\_\_\_
18. ¿Habla usted otro/s idioma/s aparte del inglés?  
 No  Sí – Español  
 Yes - Tagalo  Sí – Coreano  
 Sí – Ruso  Sí – Chino cantonés  
 Sí – Vietnamita  Sí – Chino mandarín  
 Sí – Otro: \_\_\_\_\_  
 No contesta
19. ¿En qué nivel habla inglés?  
 Muy bien  Bien  Nada  
 No contesta
20. ¿Cuál es el monto aproximado de los ingresos de su hogar?  
 Menos de \$15.000  \$15.000 - \$24.999  
 \$25.000 - \$34.999  \$35.000 - \$49.999  
 \$50.000 - \$74.999  \$75.000 - \$99.999  
 \$100.000 - \$149.999  \$150.000 o más  
 No contesta
21. ¿Cuánta gente vive en su hogar? \_\_\_\_\_
22. ¿Cuántos años tiene?  
 13-17  45-54  
 18-24  55-64  
 25-34  65 o más  
 35-44  No contesta

CONTINÚA AL REVERSO →

**SECCIÓN 4: ORIGEN Y DESTINO**

23. ¿Desde dónde viaja? (Marque solo uno)
- Trabajo o relacionado a él  Casa
  - Escuela/facultad: nombre \_\_\_\_\_
  - Asuntos personales
  - Recreación/visita social/entretenimiento
  - De compras: nombre \_\_\_\_\_
  - Médico/dentistas
  - Otra: \_\_\_\_\_

24. ¿Dónde comenzó su viaje hoy?  
*Detalle el cruce de calles o punto de referencia y el código postal o el nombre de la comunidad:*
- \_\_\_\_\_
- \_\_\_\_\_

25. ¿HACIA dónde está viajando (destino FINAL)? (Marque solo uno)
- Trabajo o relacionado a él  Casa
  - Escuela/facultad: nombre \_\_\_\_\_
  - Asuntos personales
  - Recreación/visita social/entretenimiento
  - De compras: nombre \_\_\_\_\_
  - Médico/dentista
  - Otra: \_\_\_\_\_

26. ¿Dónde terminará su viaje hoy?  
*Detalle el cruce de calles o punto de referencia y el código postal o el nombre de la comunidad:*
- \_\_\_\_\_
- \_\_\_\_\_

27. ¿Cómo llegó a su primera parada de autobús para este viaje?
- A pie  En auto
  - En bicicleta  Lo llevaron
  - Utilizó una silla de ruedas o motocicleta
  - Otra (especifique): \_\_\_\_\_

28. ¿Cuántos minutos o millas ha viajado para llegar a Esa parada de autobús?
- \_\_\_\_\_  minutos
- \_\_\_\_\_  millas

**SECCIÓN 5: SERVICIO DE FOOHILL TRANSIT**

29. Si necesita información sobre Foothill Transit ¿dónde la busca? (marque TODAS las que correspondan)
- Página web de Foothill Transit
  - En una parada de autobús / abordó
  - Bus Book de Foothill Transit
  - Tienda Foothill Transit
  - Llamada a Foothill Transit
  - Google Transit / Maps
  - Otra página web \_\_\_\_\_
  - Edificio gubernamental / otra instalación pública: \_\_\_\_\_

30. ¿Qué le gustaría que Foothill Transit mejore de su servicio? (Marque solo uno)
- Nada
  - Autobuses más limpios
  - Servicio más frecuente
  - Servicio más rápido
  - Salidas más temprano o más tarde durante el día
  - Mejor rendimiento del tiempo
  - tarifas más bajas ¿en qué servicio? \_\_\_\_\_
  - Más clases de tarifas (especifique): \_\_\_\_\_
  - Diarias  Semanales  Mensuales

Califique a Foothill Transit con respecto a los siguientes atributos.

	Excelente	Bueno	Regu lar	Malo	Muy malo
31. Frecuencia del servicio (qué tan seguido funciona el autobús)	<input type="checkbox"/>				
32. Horas de servicio los días de semana	<input type="checkbox"/>				
33. Horas de servicio los fines de semana	<input type="checkbox"/>				
34. Duración del viaje	<input type="checkbox"/>				
35. Seguridad dentro del autobús	<input type="checkbox"/>				
36. Limpieza del autobús	<input type="checkbox"/>				
37. Limpieza de la parada de autobús/parada de tránsito	<input type="checkbox"/>				
38. Cortesía/conocimiento de los choferes	<input type="checkbox"/>				
39. El servicio va a donde necesito	<input type="checkbox"/>				
40. Calidad de la información sobre los servicios	<input type="checkbox"/>				
41. Satisfacción general con el servicio de Foothill Transit	<input type="checkbox"/>				

42. Comentarios adicionales:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**GRACIAS POR SU PARTICIPACIÓN**



## 2016 FOOTHILL TRANSIT 乘客问卷调查

## 第一部分:路线信息

- 您目前在乘坐 Foothill Transit 的哪条公交线路?  
方向 (圈选 1 个): 北 / 南 / 东 / 西
- 您是从其他线路换乘到这条线路的吗?  
 否  是
- 您要从这条线路换乘到其他线路吗?  
 否  是
- 哪条线路是您的换乘线路? \_\_\_\_\_
- 您今天的单程外出总共乘坐了多少辆公交或列车?  
 1  2  3  4 或更多
- 您每隔多久会搭乘 Foothill Transit?  
 每天  2-3 天/月  
 4-5 天/周  1-2 次/月  
 2-3 天/周  
 只有在没有其他办法外出时
- 您已搭乘 Foothill Transit 多久?  
 不到六个月  3-4 年  
 6-11 个月  5 年或以上  
 1-2 年

## 第二部分:车费类型

- 您今天乘坐本公交时支付的是哪类车费?  
(限单选)  
 成人  学生  
 老人  残疾人/医保
- 您如何支付今天的公交车费?  
(限单选)  
 现金  TAP 卡中的充值余额  
 Class Pass  Access Card  
 Foothill Transit Transfer  
 Foothill Transit 月票  
 EZ Transit 月票  
 Metro 单日报  Metro 月票  
 Metro 七日报  Metrolink Ticket  
 其他客运机构的转乘票 (请注明): \_\_\_\_\_  
 其他: \_\_\_\_\_
- 若您使用 Foothill Transit、Metro、EZ transit 或 TAP 卡/票,您通常如何付款?  
 现金  借记卡或信用卡  
 通过 TAP 网站在线支付
- 如果有机会,您愿意通过智能手机设备进行手机订票吗? (通过手机订票,乘客可以利用手机购买并出示车票)  是  否

## 第三部分:人口统计数据

- 您在上班吗?  
 是-全职  是-兼职  
 否  拒绝透露
- 您是学生吗?  
 是-全日制  是-兼职学生  
 否  拒绝透露
- 您曾乘坐私家车行经今天的公交出行路线吗?  
 是  否
- 您的家庭邮编是多少? \_\_\_\_\_
- 性别:  男  女  拒绝透露
- 您属于哪个种族/人种  
 白人  西班牙裔或拉丁裔  
 非裔美国人  亚裔  
 夏威夷原住民或太平洋岛民  
 印第安人或阿拉斯加原住民  
 多种族  拒绝透露  
 其他: \_\_\_\_\_
- 您在家说英语之外的其他语言吗?  
 否  是-西班牙语  
 是-他加禄语  是-朝鲜语  
 是-俄语  是-广东话  
 是-越南语  是-普通话  
 是-其他: \_\_\_\_\_  
 拒绝透露
- 您的英语表达能力如何?  
 很好  不太好  不好  
 拒绝透露
- 您的家庭收入大约有多少?  
 低于 \$15,000  \$15,000 - \$24,999  
 \$25,000 - \$34,999  \$35,000 - \$49,999  
 \$50,000 - \$74,999  \$75,000 - \$99,999  
 \$100,000 - \$149,999  \$150,000 或以上  
 拒绝透露
- 您家中有几个人? \_\_\_\_\_
- 您有多少岁?  
 13-17  45-54  
 18-24  55-64  
 25-34  65 或以上  
 35-44  拒绝透露

背面继续 →

**第四部分：起点&终点**

23. 您从哪里出发？（限单选）

- 工作/与工作相关场所  家
- 大学/学校：名称 \_\_\_\_\_
- 办理私事的地方
- 休闲/社交活动/娱乐场所
- 购物中心：名称 \_\_\_\_\_
- 医院/牙医诊所
- 其他：\_\_\_\_\_

24. 您今天从哪里出发？

*（请提供交叉路口或标志性建筑，以及邮编或社区名称）*

\_\_\_\_\_

\_\_\_\_\_

25. 您要去哪儿（最终目的地）？

**（限单选）**

- 工作/与工作相关场所  家
- 大学/学校：名称 \_\_\_\_\_
- 办理私事的地方
- 休闲/社交活动/娱乐场所
- 购物中心：名称 \_\_\_\_\_
- 医院/牙医诊所
- 其他：\_\_\_\_\_

26. 您今天要去哪儿？

*请提供交叉路口或标志性建筑，以及邮编或社区名称：*

\_\_\_\_\_

\_\_\_\_\_

27. 您这次外出是如何到达公交出发站的？

- 步行  驾车
- 骑自行车  搭顺风车
- 使用轮椅或摩托车
- 其他 (请注明)：\_\_\_\_\_

28. 您到达该公交站花了多少时间，有多少英里？

- \_\_\_\_\_  分钟
- \_\_\_\_\_  英里

**第五部分：FOOTHILL TRANSIT 服务**

29. 若您需要了解 Foothill Transit，您会从何处获得信息？（选中所有合适选项）

- Foothill Transit 网站
- 公交站点/车上
- Foothill Transit Bus Book
- Foothill Transit Store
- 致电 Foothill Transit
- 谷歌公交/地图
- 其他网站：\_\_\_\_\_
- 政府大楼/其他公共建筑：\_\_\_\_\_

30. 您希望 Foothill Transit 改进哪些服务？（限单选）

- 无
- 提高公交车的卫生状况
- 增加服务频次
- 提高服务速度
- 当天发车提前/推迟
- 更加准时
- 降低车费：哪种服务？\_\_\_\_\_
- 增加车费类型（请注明）：
  - 每天  每周  每月

请从以下方面评价 Foothill Transit

	优秀	良好	中等	差	很差
31. 服务频次（公交发车时间间隔）	<input type="checkbox"/>				
32. 工作日服务时长	<input type="checkbox"/>				
33. 周末服务时长	<input type="checkbox"/>				
34. 行程时间	<input type="checkbox"/>				
35. 公交安全	<input type="checkbox"/>				
36. 公交卫生状况	<input type="checkbox"/>				
37. 公交站/停车站卫生状况	<input type="checkbox"/>				
38. 公交司机的礼仪/知识	<input type="checkbox"/>				
39. 是否将我送到目的地	<input type="checkbox"/>				
40. 有关服务的信息质量	<input type="checkbox"/>				
41. 对于 Foothill Transit 的总体满意度	<input type="checkbox"/>				

42. 补充意见：

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

感谢您的参与！



Appendix B

Simple Frequencies

		Language			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	4,790	86.6	86.7	86.7
	Spanish	640	11.6	11.6	98.2
	Chinese	97	1.8	1.8	100.0
	Total	5,527	99.9	100.0	
Missing	System	7	0.1		
Total		5,534	100.0		



Q1. Which Foothill Transit bus are you on right now?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	39	0.7	0.7	0.7
178	440	8.0	8.0	8.7
180	2	0.0	0.0	8.7
181	1	0.0	0.0	8.7
185	213	3.8	3.8	12.6
187	372	6.7	6.7	19.3
190	86	1.6	1.6	20.8
192	1	0.0	0.0	20.9
194	108	2.0	2.0	22.8
195	60	1.1	1.1	23.9
197	67	1.2	1.2	25.1
199	2	0.0	0.0	25.1
269	57	1.0	1.0	26.2
270	26	0.5	0.5	26.6
272	65	1.2	1.2	27.8
274	22	0.4	0.4	28.2
280	378	6.8	6.8	35.0
281	381	6.9	6.9	41.9
282	218	3.9	3.9	45.9
284	6	0.1	0.1	46.0
285	69	1.2	1.2	47.2
286	56	1.0	1.0	48.2
288	1	0.0	0.0	48.2
289	70	1.3	1.3	49.5
291	119	2.1	2.1	51.7
292	9	0.2	0.2	51.8
311	2	0.0	0.0	51.9
410	1	0.0	0.0	51.9
411	1	0.0	0.0	51.9
480	299	5.4	5.4	57.3
481	26	0.5	0.5	57.8
482	305	5.5	5.5	63.3
486	582	10.5	10.5	73.8
488	140	2.5	2.5	76.3
492	320	5.8	5.8	82.1
493	36	0.7	0.7	82.8
494	13	0.2	0.2	83.0
495	28	0.5	0.5	83.5
496	14	0.3	0.3	83.8
497	17	0.3	0.3	84.1
498	30	0.5	0.5	84.6
499	31	0.6	0.6	85.2
599	1	0.0	0.0	85.2
690	24	0.4	0.4	85.6
699	97	1.8	1.8	87.4
781	1	0.0	0.0	87.4
851	4	0.1	0.1	87.5
855	10	0.2	0.2	87.6
SILVER STREAK	684	12.4	12.4	100.0
Total	5,534	100.0	100.0	



Q1.a Direction					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	North	742	13.4	16.6	16.6
	South	630	11.4	14.1	30.7
	East	1,492	27.0	33.4	64.1
	West	1,604	29.0	35.9	100.0
	Total	4,468	80.7	100.0	
Missing	System	1,066	19.3		
Total		5,534	100.0		
Q2. Did you transfer from another line to this line?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3,418	61.8	63.3	63.3
	Yes	1,985	35.9	36.7	100.0
	Total	5,403	97.6	100.0	
Missing	System	131	2.4		
Total		5,534	100.0		
Q3. Will you transfer to another line from this line?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3,553	64.2	66.0	66.0
	Yes	1,831	33.1	34.0	100.0
	Total	5,384	97.3	100.0	
Missing	System	150	2.7		
Total		5,534	100.0		



# 2016 Transit Customer Fare Study

## Foothill Transit

Final Report

Q4. What line will you transfer to/from?

	Frequency	Valid Percent		Frequency	Valid Percent		Frequency	Valid Percent		Frequency	Valid Percent
1	1	0.0	219	1	0.0	480/284	1	0.0	85	8	0.1
10	4	0.1	228	1	0.0	480/291	1	0.0	85/66	1	0.0
10/55/88	1	0.0	234	1	0.0	480/482	1	0.0	851	1	0.0
104	1	0.0	236	1	0.0	480/486	1	0.0	853	1	0.0
11	1	0.0	241	1	0.0	480/66	1	0.0	858	1	0.0
1122	1	0.0	242	1	0.0	480/85	1	0.0	86	1	0.0
1282	1	0.0	246	1	0.0	481	4	0.1	87	1	0.0
129	2	0.0	251	2	0.0	482	57	1.2	88/85	1	0.0
129/285	1	0.0	258	1	0.0	482/280	1	0.0	9	1	0.0
137	1	0.0	26	1	0.0	482/285	1	0.0	91	1	0.0
14/704	1	0.0	264	1	0.0	482/291	1	0.0	912	1	0.0
140	1	0.0	265	1	0.0	482/298	1	0.0	916	1	0.0
143/543	1	0.0	266	2	0.0	482/486	1	0.0	94	2	0.0
153	1	0.0	267	13	0.2	482/786	1	0.0	95	1	0.0
176	8	0.1	267/264	1	0.0	484	2	0.0	950	1	0.0
178	67	1.2	268	17	0.3	485	2	0.0	986	1	0.0
178/180/282	1	0.0	269	9	0.2	486	149	2.7	BAFO LINES	1	0.0
178/185	1	0.0	270	13	0.2	486 OR 194	1	0.0	BIG BLUE BUS	2	0.0
178/195	1	0.0	270/176	1	0.0	486/178	2	0.0	BIG BLUE BUS 10	1	0.0
178/272	1	0.0	270/486	1	0.0	486/185	1	0.0	BIG BLUE BUS 7	1	0.0
178/280	1	0.0	270/490	1	0.0	486/186	1	0.0	BLUE LINE	2	0.0
178/284/482	1	0.0	272	15	0.3	486/190	1	0.0	BUS 56	1	0.0
178/289	2	0.0	274	8	0.1	486/190/194	1	0.0	EXPO LINE	4	0.1
178/482	1	0.0	275	1	0.0	486/274	1	0.0	GOLD LINE	41	0.7
178/486	2	0.0	276	1	0.0	486/280/187	1	0.0	GOLD LINE/486	1	0.0
178/488	1	0.0	278	1	0.0	486/482	2	0.0	GREEN LINE	3	0.1
178/488/190	1	0.0	28	1	0.0	487	10	0.2	LADOT DASH	5	0.1
178/577	1	0.0	280	121	2.2	488	52	0.9	LADOT DASH A	1	0.0
178/90	1	0.0	280/178	1	0.0	488/190	2	0.0	LADOT DASH D	2	0.0
179	2	0.0	280/185	2	0.0	488/274	1	0.0	LADOT DASH DIE	1	0.0
180	2	0.0	280/281	2	0.0	488/280	1	0.0	METRO	87	1.6
180/181	1	0.0	280/294	1	0.0	488/281	1	0.0	METRO 10	1	0.0
182	1	0.0	280/492	1	0.0	488/284	1	0.0	METRO 120	4	0.1
184	1	0.0	281	95	1.7	488/486	1	0.0	METRO 14	1	0.0
185	59	1.1	281/137	1	0.0	489/178	1	0.0	METRO 16	1	0.0
185/280	1	0.0	281/176	1	0.0	489/179	1	0.0	METRO 176	2	0.0
185/280/178	1	0.0	281/178	1	0.0	490	2	0.0	METRO 195	1	0.0
185/285	1	0.0	281/194	1	0.0	492	81	1.5	METRO 20	1	0.0
185/285/282	1	0.0	281/282	1	0.0	492/280	1	0.0	METRO 260	1	0.0
185/468	1	0.0	281/285	1	0.0	492/487	1	0.0	METRO 268	3	0.1
185/486	1	0.0	281/294	1	0.0	492/488	2	0.0	METRO 28	1	0.0
185/488	1	0.0	281/480	1	0.0	493	1	0.0	METRO 333	1	0.0
186	3	0.1	281/488	2	0.0	494	1	0.0	METRO 40	2	0.0
186/190	1	0.0	281/492	1	0.0	494/187	1	0.0	METRO 487	1	0.0
187	78	1.4	282	24	0.4	494/189	1	0.0	METRO 5	1	0.0
187/291	1	0.0	282/281	1	0.0	497	1	0.0	METRO 501	1	0.0
188	1	0.0	282/194	1	0.0	498	4	0.1	METRO 53	1	0.0
189	1	0.0	282/281	1	0.0	5	1	0.0	METRO 577	1	0.0
189/190/490	1	0.0	282/482	2	0.0	53	2	0.0	METRO 66	2	0.0
190	67	1.2	284	6	0.1	534	1	0.0	METRO 70	6	0.1
190/184	1	0.0	285	13	0.2	55	3	0.1	METRO 720	1	0.0
190/191/61	1	0.0	285/280	1	0.0	57	3	0.1	METRO 728	1	0.0
190/194	2	0.0	285/289	1	0.0	577	7	0.1	METRO 745	1	0.0
190/272	1	0.0	286	18	0.3	58/267	1	0.0	METRO 76	27	0.5
190/280	1	0.0	286/482	1	0.0	6	1	0.0	METRO 770	3	0.1
190/281/481	2	0.0	287	1	0.0	61	29	0.5	METRO 78	1	0.0
190/482	1	0.0	289	10	0.2	66	11	0.2	METRO 90	1	0.0
191	1	0.0	289/492	1	0.0	686	1	0.0	METRO 91	1	0.0
192	7	0.1	29	2	0.0	687	2	0.0	METRO 92	3	0.1
194	47	0.8	290	2	0.0	69	1	0.0	METROLINK	3	0.1
194 OR 289	1	0.0	291	66	1.2	70	19	0.3	MONTCLAIR	1	0.0
194/267	1	0.0	291/195	1	0.0	70/282	1	0.0	NORWALK	1	0.0
194/486	1	0.0	291/197	1	0.0	700	1	0.0	NORWALK 7	5	0.1
194/70	1	0.0	291/480	1	0.0	702	1	0.0	OCTA	1	0.0
194/RTA 204	1	0.0	2915	1	0.0	707	6	0.1	OMNITRANS	31	0.6
195	25	0.5	292	4	0.1	712	1	0.0	OMNITRANS 185	1	0.0
195/480	1	0.0	294	1	0.0	728	2	0.0	OMNITRANS 61	3	0.1
195/486	1	0.0	3	1	0.0	733	1	0.0	OMNITRANS 66	6	0.1
196	4	0.1	30	1	0.0	745	4	0.1	OMNITRANS 83	1	0.0
197	27	0.5	32	1	0.0	745/111	1	0.0	OMNITRANS 85	3	0.1
197/281	1	0.0	386	1	0.0	764	1	0.0	POMONATRANSIT CENTER	1	0.0
197/492	1	0.0	40	3	0.1	770	13	0.2	PURPLE LINE	3	0.1
1978	1	0.0	408	1	0.0	78	5	0.1	RED LINE	35	0.6
198	2	0.0	428	1	0.0	780	1	0.0	ROWLAND	1	0.0
2	1	0.0	430	1	0.0	781	1	0.0	RTD	1	0.0
20	2	0.0	438	1	0.0	79	6	0.1	SILVER LINE	85	1.5
200	1	0.0	45	2	0.0	792	1	0.0	SILVER STREAK	70	1.3
207	2	0.0	468	1	0.0	80	1	0.0	TRAIN/SUBWAY	5	0.1
208	3	0.1	480	102	1.8	806	1	0.0	UNION STATION	2	0.0
209	1	0.0	480 280 187	1	0.0	81	3	0.1	WEST COVINA	1	0.0
212	1	0.0	480/194	1	0.0	83	2	0.0	Total	5,534	100.0



Q5. How many buses or trains will it take to complete your one-way trip today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2,160	39.0	40.1	40.1
	2	2,140	38.7	39.7	79.8
	3	705	12.7	13.1	92.9
	4 or more	385	7.0	7.1	100.0
	Total	5,390	97.4	100.0	
Missing	System	144	2.6		
Total		5,534	100.0		
Q6. How often do you ride Foothill Transit?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	2,289	41.4	42.0	42.0
	4-5 days per week	1,600	28.9	29.4	71.4
	2-3 days per week	828	15.0	15.2	86.6
	2-3 days per month	265	4.8	4.9	91.4
	Once or twice a month	178	3.2	3.3	94.7
	Only when I have no other way to get around	289	5.2	5.3	100.0
	Total	5,449	98.5	100.0	
Missing	System	85	1.5		
Total		5,534	100.0		
Q7. How long have you been riding Foothill Transit?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 6 months	1,056	19.1	19.5	19.5
	6-11 months	466	8.4	8.6	28.1
	1-2 years	1,023	18.5	18.9	46.9
	3-4 years	878	15.9	16.2	63.1
	5 or more years	1,998	36.1	36.9	100.0
	Total	5,421	98.0	100.0	
Missing	System	113	2.0		
Total		5,534	100.0		
Q8. What kind of fare did you pay on this bus today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Adult	3,120	56.4	57.1	57.1
	Senior	505	9.1	9.2	66.4
	Student	1,423	25.7	26.1	92.5
	Disabled/Medicare	412	7.4	7.5	100.0
	Total	5,460	98.7	100.0	
Missing	System	74	1.3		
Total		5,534	100.0		



Q9. How did you pay your fare on this bus today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	2,797	50.5	51.4	51.4
	Class Pass	770	13.9	14.1	65.5
	Foothill Transit transfer	103	1.9	1.9	67.4
	31-day Foothill Transit pass	335	6.1	6.2	73.6
	Monthly EZ Transit pass	149	2.7	2.7	76.3
	Metro 1-day pass	33	0.6	0.6	76.9
	Metro 7-day pass	33	0.6	0.6	77.5
	Other transit agency transfer	40	0.7	0.7	78.3
	Other	112	2.0	2.1	80.3
	Stored value on TAP card	708	12.8	13.0	93.3
	Access Card	289	5.2	5.3	98.7
	Metro 30-day pass	65	1.2	1.2	99.9
	Metrolink ticket	8	0.1	0.1	100.0
	Total	5,442	98.3	100.0	
	Missing	System	92	1.7	
Total		5,534	100.0		

Q10. If you use Foothill Transit, Metro, EZ Transit, or TAP pass, how do you usually pay for it?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	3,407	61.6	73.6	73.6
	Online via TAP website	449	8.1	9.7	83.2
	Debit or credit card	776	14.0	16.8	100.0
	Total	4,632	83.7	100.0	
Missing	System	902	16.3		
Total		5,534	100.0		

Q11. If offered, are you interested in mobile ticketing using your smart phone devices?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2,938	53.1	57.3	57.3
	No	2,191	39.6	42.7	100.0
	Total	5,129	92.7	100.0	
Missing	System	405	7.3		
Total		5,534	100.0		

Q12. Are you employed?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - full-time	1,761	31.8	31.9	31.9
	No	2,094	37.8	38.0	69.9
	Yes - part-time	1,347	24.3	24.4	94.3
	Decline to state	313	5.7	5.7	100.0
	Total	5,515	99.7	100.0	
Missing	System	19	0.3		
Total		5,534	100.0		



Q13. Are you a student?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - full-time	1,502	27.1	27.3	27.3
	No	2,827	51.1	51.4	78.7
	Yes - part-time	726	13.1	13.2	91.9
	Decline to state	445	8.0	8.1	100.0
	Total	5,500	99.4	100.0	
Missing	System	34	0.6		
Total		5,534	100.0		
Q14. Did you have access to a car to make the trip you are making today on the bus?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1,388	25.1	27.0	27.0
	No	3,752	67.8	73.0	100.0
	Total	5,140	92.9	100.0	
Missing	System	394	7.1		
Total		5,534	100.0		



# 2016 Transit Customer Fare Study

## Foothill Transit

Final Report

Q16. What is your home zip code?											
	Frequency	Valid Percent		Frequency	Valid Percent		Frequency	Valid Percent		Frequency	Valid Percent
91744	434	9.0%	91707	5	0.1%	91771	2	0.0%	91411	1	0.0%
91706	274	5.7%	91715	5	0.1%	91772	2	0.0%	91423	1	0.0%
91766	231	4.8%	91737	5	0.1%	91782	2	0.0%	91432	1	0.0%
91767	223	4.6%	91742	5	0.1%	91795	2	0.0%	91462	1	0.0%
91702	206	4.3%	91743	5	0.1%	91799	2	0.0%	91477	1	0.0%
91790	205	4.3%	91775	5	0.1%	92404	2	0.0%	91484	1	0.0%
91732	184	3.8%	91793	5	0.1%	92553	2	0.0%	91606	1	0.0%
91745	184	3.8%	91803	5	0.1%	92592	2	0.0%	91607	1	0.0%
91768	183	3.8%	92337	5	0.1%	92761	2	0.0%	91610	1	0.0%
91792	170	3.5%	92407	5	0.1%	92801	2	0.0%	91622	1	0.0%
91748	167	3.5%	90001	4	0.1%	92823	2	0.0%	91626	1	0.0%
91791	130	2.7%	90003	4	0.1%	92831	2	0.0%	91676	1	0.0%
91746	123	2.6%	90007	4	0.1%	92840	2	0.0%	91678	1	0.0%
91722	118	2.5%	90017	4	0.1%	92870	2	0.0%	91700	1	0.0%
91733	96	2.0%	90023	4	0.1%	13019	1	0.0%	91717	1	0.0%
91731	79	1.6%	90034	4	0.1%	15000	1	0.0%	91718	1	0.0%
91711	73	1.5%	90201	4	0.1%	15126	1	0.0%	91720	1	0.0%
91740	72	1.5%	90603	4	0.1%	25525	1	0.0%	91727	1	0.0%
91750	65	1.4%	90605	4	0.1%	31791	1	0.0%	91728	1	0.0%
91763	61	1.3%	90640	4	0.1%	40044	1	0.0%	91729	1	0.0%
91016	60	1.2%	91734	4	0.1%	43551	1	0.0%	91738	1	0.0%
91765	59	1.2%	91747	4	0.1%	70250	1	0.0%	91757	1	0.0%
91789	57	1.2%	91755	4	0.1%	70280	1	0.0%	91774	1	0.0%
91773	53	1.1%	92316	4	0.1%	71770	1	0.0%	91777	1	0.0%
91724	52	1.1%	92346	4	0.1%	81441	1	0.0%	91785	1	0.0%
91723	51	1.1%	92376	4	0.1%	81767	1	0.0%	91797	1	0.0%
91010	47	1.0%	92804	4	0.1%	85757	1	0.0%	91968	1	0.0%
91762	39	0.8%	90020	3	0.1%	90008	1	0.0%	91973	1	0.0%
91786	38	0.8%	90025	3	0.1%	90010	1	0.0%	91992	1	0.0%
91780	34	0.7%	90039	3	0.1%	90030	1	0.0%	92025	1	0.0%
91710	28	0.6%	90065	3	0.1%	90038	1	0.0%	92064	1	0.0%
91709	26	0.5%	90069	3	0.1%	90040	1	0.0%	92104	1	0.0%
91764	26	0.5%	90221	3	0.1%	90041	1	0.0%	92113	1	0.0%
91741	25	0.5%	90240	3	0.1%	90051	1	0.0%	92140	1	0.0%
91770	24	0.5%	90242	3	0.1%	90064	1	0.0%	92170	1	0.0%
91730	23	0.5%	90301	3	0.1%	90066	1	0.0%	92235	1	0.0%
91006	19	0.4%	90604	3	0.1%	90071	1	0.0%	92240	1	0.0%
91761	18	0.4%	90660	3	0.1%	90072	1	0.0%	92313	1	0.0%
90013	14	0.3%	90670	3	0.1%	90076	1	0.0%	92344	1	0.0%
90063	14	0.3%	90703	3	0.1%	90081	1	0.0%	92374	1	0.0%
92336	14	0.3%	91204	3	0.1%	90208	1	0.0%	92379	1	0.0%
91739	13	0.3%	91340	3	0.1%	90220	1	0.0%	92391	1	0.0%
91776	13	0.3%	91703	3	0.1%	90225	1	0.0%	92392	1	0.0%
90032	12	0.2%	91704	3	0.1%	90230	1	0.0%	92411	1	0.0%
90037	11	0.2%	91712	3	0.1%	90250	1	0.0%	92414	1	0.0%
90631	11	0.2%	91716	3	0.1%	90266	1	0.0%	92506	1	0.0%
91708	11	0.2%	91735	3	0.1%	90292	1	0.0%	92507	1	0.0%
90011	10	0.2%	91736	3	0.1%	90303	1	0.0%	92509	1	0.0%
90033	10	0.2%	91749	3	0.1%	90501	1	0.0%	92551	1	0.0%
90042	10	0.2%	91752	3	0.1%	90504	1	0.0%	92563	1	0.0%
90057	10	0.2%	91789	3	0.1%	90508	1	0.0%	92585	1	0.0%
91104	10	0.2%	91794	3	0.1%	90600	1	0.0%	92618	1	0.0%
91784	10	0.2%	91796	3	0.1%	90650	1	0.0%	92620	1	0.0%
90014	9	0.2%	91798	3	0.1%	90710	1	0.0%	92624	1	0.0%
90026	9	0.2%	92301	3	0.1%	90711	1	0.0%	92702	1	0.0%
90255	9	0.2%	92324	3	0.1%	90715	1	0.0%	92703	1	0.0%
91760	9	0.2%	92394	3	0.1%	90718	1	0.0%	92722	1	0.0%
90002	8	0.2%	92880	3	0.1%	90723	1	0.0%	92741	1	0.0%
90005	8	0.2%	93534	3	0.1%	90765	1	0.0%	92768	1	0.0%
90019	8	0.2%	15709	2	0.0%	90801	1	0.0%	92802	1	0.0%
90601	8	0.2%	41766	2	0.0%	90804	1	0.0%	92805	1	0.0%
90602	8	0.2%	90015	2	0.0%	90806	1	0.0%	92821	1	0.0%
91007	8	0.2%	90021	2	0.0%	90810	1	0.0%	92822	1	0.0%
91103	8	0.2%	90027	2	0.0%	91008	1	0.0%	92834	1	0.0%
91754	8	0.2%	90035	2	0.0%	91011	1	0.0%	92868	1	0.0%
90016	7	0.1%	90043	2	0.0%	91018	1	0.0%	92873	1	0.0%
90022	7	0.1%	90047	2	0.0%	91031	1	0.0%	92879	1	0.0%
90031	7	0.1%	90059	2	0.0%	91072	1	0.0%	92881	1	0.0%
90044	7	0.1%	90062	2	0.0%	91077	1	0.0%	93665	1	0.0%
90606	7	0.1%	90210	2	0.0%	91079	1	0.0%	94763	1	0.0%
91701	7	0.1%	90247	2	0.0%	91093	1	0.0%	94810	1	0.0%
91769	7	0.1%	90302	2	0.0%	91102	1	0.0%	95607	1	0.0%
90004	6	0.1%	90405	2	0.0%	91183	1	0.0%	96010	1	0.0%
90006	6	0.1%	90638	2	0.0%	91203	1	0.0%	97024	1	0.0%
90012	6	0.1%	90706	2	0.0%	91231	1	0.0%	97037	1	0.0%
90018	6	0.1%	90744	2	0.0%	91232	1	0.0%	97105	1	0.0%
90029	6	0.1%	90813	2	0.0%	91280	1	0.0%	97116	1	0.0%
91106	6	0.1%	91001	2	0.0%	91306	1	0.0%	97133	1	0.0%
91801	6	0.1%	91024	2	0.0%	91320	1	0.0%	97445	1	0.0%
92335	6	0.1%	91352	2	0.0%	91325	1	0.0%	97730	1	0.0%
90028	5	0.1%	91401	2	0.0%	91331	1	0.0%	98371	1	0.0%
90262	5	0.1%	91405	2	0.0%	91335	1	0.0%	98660	1	0.0%
90280	5	0.1%	91601	2	0.0%	91343	1	0.0%	98722	1	0.0%
91101	5	0.1%	91616	2	0.0%	91351	1	0.0%	99204	1	0.0%
91107	5	0.1%	91714	2	0.0%	91381	1	0.0%	99261	1	0.0%
91705	5	0.1%	91726	2	0.0%	91402	1	0.0%	Total	4,810	



Q16. Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	2,533	45.8	46.1	46.1
	Female	2,565	46.3	46.7	92.8
	Decline to state	395	7.1	7.2	100.0
	Total	5,493	99.3	100.0	
Missing	System	41	0.7		
Total		5,534	100.0		

Q17. Which race/ethnicity do you identify with?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	670	12.1	12.2	12.2
	African American	412	7.4	7.5	19.7
	Native Hawaiian or Pacific Islander	55	1.0	1.0	20.7
	Native American or Alaskan Native	72	1.3	1.3	22.0
	Multiracial	215	3.9	3.9	25.9
	Other	54	1.0	1.0	26.9
	Hispanic or Latino	2,987	54.0	54.3	81.1
	Asian	668	12.1	12.1	93.3
	Decline to state	371	6.7	6.7	100.0
	Total	5,504	99.5	100.0	
Missing	System	30	0.5		
Total		5,534	100.0		

Q18. Do you personally speak a language other than English at home?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2,036	36.0	100.0	100.0
	Spanish	2,442	43.2	100.0	100.0
	Tagalog	282	5.0	100.0	100.0
	Korean	39	0.7	100.0	100.0
	Russian	27	0.5	100.0	100.0
	Cantonese Chinese	86	1.5	100.0	100.0
	Vietnamese	35	0.6	100.0	100.0
	Mandarin Chinese	169	3.0	100.0	100.0
	Other	206	3.6	100.0	100.0
	Decline to state	326	5.8	100.0	100.0
Total		5,648	100.0		

Q19. How well do you speak English?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	4,122	74.5	75.0	75.0
	Decline to state	478	8.6	8.7	83.7
	Less than very well	550	9.9	10.0	93.7
	Not at all	347	6.3	6.3	100.0
	Total	5,497	99.3	100.0	
Missing	System	37	0.7		
Total		5,534	100.0		



Q20. What is your approximate household income?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$15,000	1,647	29.8	30.0	30.0
	\$25,000 - \$34,999	761	13.8	13.9	43.9
	\$50,000-\$74,999	316	5.7	5.8	49.7
	\$100,000-\$149,999	97	1.8	1.8	51.4
	Decline to state	1,798	32.5	32.8	84.2
	\$15,000-\$24,999	416	7.5	7.6	91.8
	\$35,000-\$49,999	211	3.8	3.8	95.7
	\$75,000-\$99,999	163	2.9	3.0	98.7
	\$150,000 or more	74	1.3	1.3	100.0
	Total	5,483	99.1	100.0	
Missing	System	51	0.9		
Total		5,534	100.0		

Q21. How many people live in your household?						
		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid		930	16.8	16.8	16.8	
	0	19	0.3	0.3	17.1	
	1	541	9.8	9.8	26.9	
	10	29	0.5	0.5	27.4	
	11	4	0.1	0.1	27.5	
	12	14	0.3	0.3	27.8	
	13	3	0.1	0.1	27.8	
	14	1	0.0	0.0	27.8	
	15	1	0.0	0.0	27.9	
	16	1	0.0	0.0	27.9	
	2	800	14.5	14.5	42.3	
	20	2	0.0	0.0	42.4	
	22	1	0.0	0.0	42.4	
	24	1	0.0	0.0	42.4	
	3	837	15.1	15.1	57.5	
	4	916	16.6	16.6	74.1	
	5	720	13.0	13.0	87.1	
	52	1	0.0	0.0	87.1	
	54	1	0.0	0.0	87.1	
	6	402	7.3	7.3	94.4	
	60	1	0.0	0.0	94.4	
	7	174	3.1	3.1	97.6	
	8	98	1.8	1.8	99.3	
	9	37	0.7	0.7	100.0	
	Total		5,534	100.0	100.0	



Q22. How old are you?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13-17	313	5.7	5.7	5.7
	18-24	1,669	30.2	30.3	35.9
	25-34	847	15.3	15.4	51.3
	35-44	688	12.4	12.5	63.8
	45-54	683	12.3	12.4	76.2
	55-64	538	9.7	9.8	85.9
	65 or older	371	6.7	6.7	92.7
	Decline to state	405	7.3	7.3	100.0
	Total	5,514	99.6	100.0	
Missing	System	20	0.4		
Total		5,534	100.0		

Q23. Where are you traveling from?						
		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Work/work-related	1,016	18.4	19.9	19.9	
	College/school	910	16.4	17.9	37.8	
	Personal business	523	9.5	10.3	48.1	
	Recreation/social visit/entertainment	145	2.6	2.8	50.9	
	Shopping	158	2.9	3.1	54.0	
	Medical/dental	186	3.4	3.7	57.7	
	Other	139	2.5	2.7	60.4	
	Home	2,017	36.4	39.6	100.0	
		Total	5,094	92.0	100.0	
	Missing	System	440	8.0		
Total		5,534	100.0			



2016 Transit Customer Fare Study  
 Foothill Transit  
 Final Report

Q23. Where are you traveling from? - College/school name

	Frequency	Valid Percent	Frequency	Valid Percent
	4,735	85.6	1	0.0
AMERICAN CAREER COLLEGE	1	0.0	1	0.0
ANTELOPE VALLEY COLLEGE	1	0.0	8	0.1
ARROYO HIGH SCHOOL	1	0.0	2	0.0
AZUSA HIGH SCHOOL	1	0.0	1	0.0
AZUSA PACIFIC UNIVERSITY	4	0.1	2	0.0
BALDWIN PARK ADULT SCHOOL	1	0.0	1	0.0
BASSETT ADULT SCHOOL	5	0.1	1	0.0
BONITA HIGH SCHOOL	1	0.0	318	5.7
CAL POLY POMONA	51	0.9	2	0.0
CAL STATE LA	73	1.3	5	0.1
CAL STATE LONG BEACH	1	0.0	5	0.1
CAL STATE UNIVERSITY FULLERTON	7	0.1	5	0.1
CALS EARLY COLLEGE HIGH SCHOOL	1	0.0	1	0.0
CARRINGTON COLLEGE	2	0.0	2	0.0
CENTRAL HIGH SCHOOL	1	0.0	30	0.5
CITRUS COLLEGE	136	2.5	1	0.0
CLAREMONT COLLEGE	1	0.0	1	0.0
COLUMBIA COLLEGE	1	0.0	1	0.0
CORONADO ALTERNATIVE	1	0.0	1	0.0
COVINA HIGH SCHOOL	2	0.0	28	0.5
CULLEN ELEMENTARY	1	0.0	1	0.0
DIAMOND BAR HIGH SCHOOL	1	0.0	4	0.1
DIAMOND RANCH HIGH SCHOOL	2	0.0	1	0.0
EAST LA COLLEGE	5	0.1	2	0.0
EAST SAN GABRIEL VALLEY	1	0.0	2	0.0
EDGEWOOD HIGH SCHOOL	1	0.0	2	0.0
EL MONTE ADULT SCHOOL	9	0.2	1	0.0
ESLA ROWLAND HEIGHTS	3	0.1	1	0.0
FAIR VALLEY HIGH SCHOOL	2	0.0	2	0.0
FULLERTON COLLEGE	1	0.0	2	0.0
GANESHA HIGH SCHOOL	1	0.0	1	0.0
GAREY SENIOR HIGH SCHOOL	1	0.0	1	0.0
GLADSTONE HIGH SCHOOL	1	0.0	1	0.0
GLENDALE COMMUNITY COLLEGE	1	0.0	9	0.2
GLENORA HIGH SCHOOL	1	0.0	1	0.0
INTERNATIONAL POLYTECHNIC HIGH SCHOOL	6	0.1	2	0.0
LA PUENTE ADULT SCHOOL	1	0.0	3	0.1
LA SERNA HIGH SCHOOL	3	0.1	1	0.0
LA VALLEY COLLEGE	1	0.0	5	0.1
LA VERNE UNIVERSITY	2	0.0	1	0.0
LACHSA	1	0.0	1	0.0
LARK ELLEN ELEMENTARY SCHOOL	1	0.0	1	0.0
LEWIS ELEMENTARY	1	0.0	5,534	100.0
	1	0.0		

## Q23. Where are you traveling from? - Shopping name

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5,450	98.5	98.5	98.5
99 STORE	1	0.0	0.0	98.5
ALBERTSONS	1	0.0	0.0	98.5
CLOTHING	1	0.0	0.0	98.5
CVS	1	0.0	0.0	98.6
DOLLAR TREE	2	0.0	0.0	98.6
EASTLAND CENTER	4	0.1	0.1	98.7
EL MONTE MALL	2	0.0	0.0	98.7
FAIR OAKS MALL	1	0.0	0.0	98.7
FOOD 4 LESS	2	0.0	0.0	98.8
GAME STOP	1	0.0	0.0	98.8
GROCERY/OUTLET	1	0.0	0.0	98.8
HONG KONG SUPERMARKET	1	0.0	0.0	98.8
KINGS MARKET	1	0.0	0.0	98.8
LA PUENTE MALL	2	0.0	0.0	98.9
MALL	9	0.2	0.2	99.0
MARKET	1	0.0	0.0	99.0
MICHAELS CRAFT STORE	1	0.0	0.0	99.1
MONTCLAIR MALL	2	0.0	0.0	99.1
MONTCLAIR PLAZA	3	0.1	0.1	99.2
MONTEBELLO MALL	1	0.0	0.0	99.2
NORTHGATE	1	0.0	0.0	99.2
NUTRITION 4 LESS	1	0.0	0.0	99.2
ONTARIO MILLS MALL	1	0.0	0.0	99.2
PLAZA WEST COVINA	10	0.2	0.2	99.4
PM SEARS	1	0.0	0.0	99.4
POMONA MALL	1	0.0	0.0	99.4
PUENTE HILLS	1	0.0	0.0	99.5
PUENTE HILLS MALL	11	0.2	0.2	99.7
RALPH'S	1	0.0	0.0	99.7
SUPER CATS	1	0.0	0.0	99.7
SUPERIOR	1	0.0	0.0	99.7
SWAPMEET	1	0.0	0.0	99.7
TARGET	4	0.1	0.1	99.8
THRIFT STORE	1	0.0	0.0	99.8
WALGREENS	1	0.0	0.0	99.8
WALMART	6	0.1	0.1	99.9
WESTFIELD MALL	2	0.0	0.0	100.0
Total	5,533	100.0	100.0	





2016 Transit Customer Fare Study  
 Foothill Transit  
 Final Report

Q25. Where are you traveling to (your final destination)? - College/school name				
	Frequency	Valid Percent	Frequency	Valid Percent
	4,750	85.8		
JEFFERSON ELEMENTARY SCHOOL	1	0.0	MESA ELEMENTARY SCHOOL	1
PASADENA CITY COLLEGE	1	0.0	MIRUS SECONDARY SCHOOL	1
ACTING CONSERVATORY HOLLYWOOD	1	0.0	MOUNTAIN VIEW HIGH SCHOOL	4
ADULT TRANSITION CENTER	1	0.0	MT SAN ANTONIO COLLEGE	289
AMERICAN CAREER COLLEGE	1	0.0	MT SIERRA COLLEGE	1
ARCADIA COLLEGE	1	0.0	MULHALL ELEMENTARY SCHOOL	1
AZUSA PACIFIC UNIVERSITY	3	0.0	NOGALES HIGH SCHOOL	2
BAKER ELEMENTARY SCHOOL	1	0.1	NORTH-WEST COLLEGE	8
BASSETT HIGH SCHOOL	8	0.0	NORTH VIEW HIGH SCHOOL	1
CAL POLY POMONA	64	0.1	PASADENA CITY COLLEGE	34
CAL STATE LA	107	1.2	POMONA ART SCHOOL	1
CAL STATE LONG BEACH	1	1.9	POMONA HIGH SCHOOL	1
CAL STATE UNIVERSITY FULLERTON	6	0.0	PREMIER COLLEGE	1
CARRINGTON COLLEGE	2	0.1	PROFESSIONAL INSTITUTE OF BEAUTY	1
CHAFFEY COLLEGE	2	0.0	QUAIL SUMMIT ELEMENTARY SCHOOL	1
CITRUS COLLEGE	163	0.0	RIO HONDO COLLEGE	8
CLAREMONT GRADUATE UNIVERSITY	1	2.9	ROSEMEAD ADULT SCHOOL	1
CLAREMONT HIGH SCHOOL	2	0.0	ROWLAND HIGH SCHOOL	1
DEVRY UNIVERSITY	3	0.0	SANTA MONICA COLLEGE	1
EL MONTE ADULT SCHOOL	3	0.1	SCHOOL OF ARTS POMONA	2
FRL HIGH SCHOOL	1	0.1	SCHOOL OF EXTENDED EDUCATIONAL OPPORTUNITIES	1
GANESHA HIGH SCHOOL	1	0.0	SIERRA VISTA HIGH SCHOOL	2
GLENDORA HIGH SCHOOL	3	0.0	SOUTH EL MONTE HIGH SCHOOL	1
HARVEY MUDD COLLEGE	1	0.1	SOUTH HILLS HIGH SCHOOL	1
HURLEY SCHOOL	1	0.0	THEODORE ROOSEVELT MIDDLE SCHOOL	1
INTERNATIONAL POLYTECHNIC HIGH SCHOOL	3	0.0	TRADE TECH	1
KILLIAN ELEMENTARY	1	0.1	TRAWEEK MIDDLE	1
KINGSLEY ELEMENTARY SCHOOL	1	0.0	UNIVERSITY OF LA VERNE	10
LA FILM	1	0.0	UNIVERSITY OF PHOENIX	1
LAPUENTE ADULT SCHOOL	1	0.0	UNIVERSITY OF SOUTHERN CALIFORNIA	1
LACHSA	3	0.0	UNIVERSITY PREPARATORY ACADEMY	1
LEDESMA HIGH SCHOOL	2	0.1	VALLEY COLLEGE	1
LIFE PACIFIC	1	0.0	WEST COVINA HIGH SCHOOL	5
LOS ANGELES TRADE TECHNICAL COLLEGE	2	0.0	WEST HILLS CHRISTIAN SCHOOL	1
MARSHALL JR HIGH SCHOOL	1	0.0	YOUTH BUILD	1
		0.0	Total	5,534
				100.0

2016 Transit Customer Fare Study  
 Foothill Transit  
 Final Report

Q25. Where are you traveling to (your final destination)? - Shopping name			
	Frequency	Valid Percent	
	5,305	95.9	ISLAND PACIFIC
PUENTE HILLS MALL	1	0.0	JOANNS FABRICS
168 SUPERMARKET	1	0.0	KAISER BALDWIN PARK
5K	1	0.0	MALL
AMAR	1	0.0	MARKET
AZUSA	2	0.0	MAYS
BIG LOTS	1	0.0	MONTCLEAR MALL
BREA MALL	8	0.1	MONTEBELLO MALL
CAR RENTAL	1	0.0	OLVERA STREET
CARDENAS MARKET	1	0.0	ONTARIO MILLS MALL
CERRITOS MALL	1	0.0	PLAZA WEST COVINA
CLAREMONT MALL	1	0.0	PROMENADE MALL
COMMUNITY THRIFT	1	0.0	PUENTE HILLS MALL
COSTCO	1	0.0	RIO RANCHO TOWN CENTER
CRUSE LA CALLE	1	0.0	ROSS
DD'S	1	0.0	SAVERS THRIFT STORE
DISTRIC TOYS	1	0.0	SEAFOOD CITY
EASTLAND CENTER	19	0.3	SEAFOOD CITY SUPERMARKET
EASTLAND PLAZA	1	0.0	STATER BROS
EASTLAND SHOPPING CENTER	3	0.1	SUPER KING
EL MONTE MALL	2	0.0	SUPERIOR
EUCLID	1	0.0	TARGET
FAIR	1	0.0	THE HABIT
FOOD 4 LESS	3	0.1	THE SHOPS AT MONTEBELLO
FRANK & SONS	1	0.0	TOY DISTRICT
GLENDALE GALLERIA	3	0.1	WALMART
GLENDORA	1	0.0	WHITTWOOD TOWN CENTER
GROCERY STORE	3	0.1	Total
HOSPITAL	1	0.0	5,368
			100.0





Q26. Where will you end your trip today? Provide the cross-streets or landmark and Zip code or community name:					
	Frequency	Valid Percent		Frequency	Valid Percent
STATE COLLEGE BLVD & BIRCH ST	1	0.0%	VINCENT AVE & LAKES DR NORTH	1	0.0%
STATER BROTHERS	1	0.0%	VINCENT AVE & WORKMAN AVE SOUTH	1	0.0%
STEWART & ARROW HWY 91706	1	0.0%	WALLARD AVE & FERN AVE	1	0.0%
STEWART AVE & LIVE OAK AVE	1	0.0%	WALMART	1	0.0%
STIMSON AVE & HALLIBURTON RD	1	0.0%	WAREHOUSE PIZZA	1	0.0%
STOCKBRIDGE AVE & TEMPLETON ST	1	0.0%	WASHINGTON BLVD & SORENSEN AVE	1	0.0%
SUNSET AVE & PUENTE SOUTH	1	0.0%	WATERMAN AVE & 5TH ST	1	0.0%
SUNSET AVE & WEST COVINA PKWY	1	0.0%	WEST 5TH ST & SAN GABRIEL AVE	1	0.0%
SUNSET BLVD & FAIRVIEW AVE	1	0.0%	WEST 8TH ST & SOUTH BONNIE BRAE ST	1	0.0%
SUPERIOR COURT OF LOS ANGELES	1	0.0%	WEST ADAMS BLVD & CIMARRON ST	1	0.0%
TACO BELL	1	0.0%	WEST BADILLO ST & 4TH AVE	1	0.0%
TAMPA & UNIVERSITY	1	0.0%	WEST CAMERON AVE & WEST PACIFIC AVE	1	0.0%
TELEGRAPH & POINTER	1	0.0%	WEST COLORADO BLVD & NORTH PASADENA AVE	1	0.0%
TELEGRAPH RD & CARMELITA RD	1	0.0%	WEST COVINA CIVIC CENTER	1	0.0%
TELEGRAPH RD & LAUREL AVE	1	0.0%	WEST COVINA COURTHOUSE	1	0.0%
TEMPLE AVE & GLENDORA AVE	1	0.0%	WEST COVINA FIRE DEPARTMENT	1	0.0%
TEMPLE AVE & NORTH HACIENDA BLVD	1	0.0%	WEST COVINA LIBRARY	1	0.0%
TEMPLE HILLS	1	0.0%	WEST COVINA PKWAY & SOUTH VINCENT AVE	1	0.0%
TEMPLE ST & SPRING ST	1	0.0%	WEST CYPRESS ST & NORTH AZUSA AVE	1	0.0%
TERRA BELLA ST & ARLETA AVE	1	0.0%	WEST FOOTHILL BLVD & MAGNOLIA AVE	1	0.0%
THE BROAD MUSEUM	1	0.0%	WEST FOOTHILL BLVD & MAYFLOWER AVE	1	0.0%
THE LOS ANGELES PUBLIC LIBRARY	1	0.0%	WEST FOOTHILL BLVD & VERNON AVE	1	0.0%
THE UPS STORE	1	0.0%	WEST FOOTHILL BLVD & VIRGINIA AVE	1	0.0%
TORREY PINES APARTMENT HOMES	1	0.0%	WEST HOLT AVE & FAIRPLEX DR	1	0.0%
TRABAJO NOGALES	1	0.0%	WEST HOLT AVE & NORTH PARK AVE	1	0.0%
TWEEDY BLVD & DOROTHY AVE	1	0.0%	WEST HOLT AVE & UNION AVE	1	0.0%
TYLER AVE & BRYANT RD	1	0.0%	WEST MISSION BLVD & BUENA VISTA AVE	1	0.0%
TYLER AVE & DODSON ST	1	0.0%	WEST MISSION BLVD & HAMILTON BLVD	1	0.0%
UNIVERSAL CITY WALK	1	0.0%	WEST MISSION BLVD & WHITE AVE	1	0.0%
UNIVERSAL STUDIOS HOLLYWOOD	1	0.0%	WEST OLYMPIC BLVD & LA LIVE WAY	1	0.0%
UNIVERSITY PREPARATORY ACADEMY	1	0.0%	WEST OLYMPIC BLVD & SOUTH BUNDY DR	1	0.0%
US POST OFFICE - GALE AVE & KWIS AVE	1	0.0%	WEST ORANGE GROVE AVE & LEWIS ST	1	0.0%
VA LONG BEACH HEALTHCARE SYSTEM	1	0.0%	WEST ORANGE GROVE AVE & NORTH DUDLEY ST	1	0.0%
VALINDA AVE & EAST MERCED AVE	1	0.0%	WEST TEMPLE AVE & WEST MISSION BLVD	1	0.0%
VALINDA AVE & GLENDORA AVE	1	0.0%	WEST VALLEY BLVD & PROSPECT AVE	1	0.0%
VALINDA AVE & MAPLEGROVE ST	1	0.0%	WEST VALLEY BLVD & SOUTH 2ND ST	1	0.0%
VALLARTA SUPERMARKETS	1	0.0%	WESTERN AVE & GAGE AVE	1	0.0%
VALLEY-GAN	1	0.0%	WESTMONT COLLEGE	1	0.0%
VALLEY BLVD & ALDERTON AVE	1	0.0%	WESTMONT ELEMENTARY SCHOOL	1	0.0%
VALLEY BLVD & BALDWIN AVE	1	0.0%	WHEELER AVE & BONITA AVE	1	0.0%
VALLEY BLVD & GARVEY AVE	1	0.0%	WHITE AVE & WEST 3RD ST	1	0.0%
VALLEY BLVD & LA MADERA AVE	1	0.0%	WHITE AVE & WEST ORANGE GROVE AVE	1	0.0%
VALLEY BLVD & LEMON CREEK	1	0.0%	WHITTIER BLVD & SOUTH ATLANTIC BLVD	1	0.0%
VALLEY BLVD & NELSON AVE	1	0.0%	WHITTIER NARROWS RECREATION CENTER	1	0.0%
VALLEY BLVD & NORTH NEW AVE	1	0.0%	WHITTWOOD TOWN CENTER	1	0.0%
VALLEY BLVD & NORTH ORANGE AVE	1	0.0%	WILDWOOD MOBILE COUNTRY CLUB	1	0.0%
VALLEY BLVD & OMAR ST	1	0.0%	WILSHIRE & SERVICE	1	0.0%
VALLEY BLVD & PIERRE RD	1	0.0%	WILSHIRE BLVD & ALEXANDRIA AVE	1	0.0%
VALLEY BLVD & ROCKWELL AVE	1	0.0%	WILSHIRE BLVD & BIXEL ST	1	0.0%
VALLEY BLVD & SANTA ANITA AVE	1	0.0%	WILSHIRE BLVD & FAIRFAX AVE	1	0.0%
VALLEY BLVD & SOUTH 5TH AVE	1	0.0%	WILSHIRE BLVD & HARVARD BLVD	1	0.0%
VALLEY BLVD & SOUTH 8TH AVE	1	0.0%	WILSHIRE BLVD & MASSELIN AVE	1	0.0%
VALLEY BLVD & SOUTH BREA CANYON RD	1	0.0%	WILSHIRE BLVD & SANTA MONICA BLVD	1	0.0%
VALLEY BLVD & SOUTH COVINA BLVD	1	0.0%	WILSHIRE BLVD & SOUTH ALVARADO ST	1	0.0%
VALLEY BLVD & SOUTH GARFIELD AVE	1	0.0%	WILSHIRE BLVD & SOUTH FIGUEROA ST	1	0.0%
VALLEY BLVD & SOUTH SAN ANGELO AVE	1	0.0%	WILSHIRE BLVD & UNION AVE	1	0.0%
VALLEY BLVD & VINELAND AVE	1	0.0%	WILSHIRE BLVD & VERMONT AVE	1	0.0%
VALLEY BLVD & WIGGINS AVE - US POST OFFICE	1	0.0%	WILSHIRE BLVD & WESTERN AVE	1	0.0%
VALLEY BLVD & WORKMAN MILL RD	1	0.0%	WILSHIRE BLVD & WESTWOOD BLVD	1	0.0%
VALLEY BLVD & YORBITA RD	1	0.0%	WOODMAN AVE & RIVERSIDE DR	1	0.0%
VERMONT AVE & SANTA MONICA BLVD	1	0.0%	WOODRUFF AVE & PARK ST	1	0.0%
VERMONT AVE & SLAUSON AVE	1	0.0%	WORKMAN AVE & 2ND ST	1	0.0%
VILLAGE LOOP RD & SUNDANCE DR	1	0.0%	WORKMAN MILL RD & DON JULIAN RD	1	0.0%
VIN SCULLY AVE & SUNSET LA	1	0.0%	Total	5,534	100.0

Q28. How many minutes did you travel to get to that bus stop?

Minutes	# of Respondents	Percentage	Minutes	# of Respondents	Percentage
0.01	1	0.0%	0.00	4	0.1%
0.50	1	0.0%	0.00	5	0.1%
2.50	1	0.0%	14.00	6	0.2%
22.00	1	0.0%	90.00	7	0.2%
26.00	1	0.0%	0.00	8	0.2%
33.00	1	0.0%	16.00	8	0.2%
41.00	1	0.0%	50.00	8	0.2%
49.00	1	0.0%	0.00	9	0.3%
52.00	1	0.0%	11.00	9	0.3%
59.00	1	0.0%	120.00	9	0.3%
69.00	1	0.0%	13.00	10	0.3%
75.00	1	0.0%	17.00	10	0.3%
84.00	1	0.0%	35.00	11	0.3%
85.00	1	0.0%	9.00	14	0.4%
100.00	1	0.0%	45.00	15	0.4%
151.00	1	0.0%	18.00	18	0.5%
200.00	1	0.0%	40.00	33	0.9%
570.00	1	0.0%	12.00	37	1.0%
811.00	1	0.0%	60.00	38	1.1%
0.00	2	0.1%	25.00	57	1.6%
0.00	2	0.1%	6.00	63	1.8%
0.00	2	0.1%	8.00	75	2.1%
19.00	2	0.1%	1.00	88	2.5%
23.00	2	0.1%	4.00	88	2.5%
24.00	2	0.1%	7.00	89	2.5%
27.00	2	0.1%	30.00	137	3.9%
32.00	2	0.1%	3.00	187	5.3%
37.00	2	0.1%	2.00	192	5.4%
46.00	2	0.1%	20.00	263	7.4%
65.00	2	0.1%	15.00	421	11.9%
70.00	2	0.1%	10.00	741	20.9%
55.00	3	0.1%	5.00	825	23.3%
80.00	3	0.1%	Total	3,537	100.0%
180.00	3	0.1%			



**Q28. How many miles did you travel to get to that bus stop?**

Miles	# of Respondents	Percentage	Miles	# of Respondents	Percentage
0.01	1	0.3%	22.00	2	0.5%
0.20	1	0.3%	30.00	2	0.5%
0.35	1	0.3%	45.00	2	0.5%
0.40	1	0.3%	0.30	3	0.8%
0.80	1	0.3%	12.00	3	0.8%
0.90	1	0.3%	18.00	3	0.8%
1.25	1	0.3%	0.25	4	1.0%
1.40	1	0.3%	0.70	4	1.0%
2.05	1	0.3%	8.00	4	1.0%
3.50	1	0.3%	9.00	4	1.0%
4.50	1	0.3%	25.00	4	1.0%
13.00	1	0.3%	40.00	4	1.0%
17.00	1	0.3%	11.00	5	1.3%
21.00	1	0.3%	7.00	7	1.8%
32.00	1	0.3%	20.00	7	1.8%
35.00	1	0.3%	6.00	9	2.3%
63.00	1	0.3%	0.50	10	2.6%
66.00	1	0.3%	15.00	10	2.6%
130.00	1	0.3%	1.50	11	2.8%
200.00	1	0.3%	4.00	18	4.6%
0.10	2	0.5%	10.00	21	5.4%
1.20	2	0.5%	5.00	31	8.0%
1.80	2	0.5%	3.00	37	9.5%
2.50	2	0.5%	2.00	69	17.8%
14.00	2	0.5%	1.00	82	21.1%
16.00	2	0.5%	Total	388	100.0%

**Q29. If you need information about Foothill Transit, where do you get it? - Foothill Transit website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Foothill Transit website	2,751	0.0	100.0
	At bus stop/onboard	972	0.0	100.0
	Foothill Transit Bus	973	0.0	100.0
	Foothill Transit Store	519	0.0	100.0
	Call Foothill Transit	635	0.0	100.0
	Google Transit/Maps	1,181	0.0	100.0
	Other website	176	0.0	100.0
	Government	42	0.0	100.0
Total	7,249	100.0		



## Q30. What do you want to see improved with Foothill Transit service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	940	17.0	19.4	19.4
	Cleaner buses	500	9.0	10.3	29.7
	More frequent service	1,579	28.5	32.6	62.2
	Faster service	595	10.8	12.3	74.5
	Buses run earlier/later	437	7.9	9.0	83.5
	Better on-time	570	10.3	11.8	95.3
	Lower fares	155	2.8	3.2	98.5
	More fare types	74	1.3	1.5	100.0
	Total	4,850	87.6	100.0	
Missing	System	684	12.4		
Total		5,534	100.0		

## Q66. Please rate Foothill Transit regarding the following attributes - Frequency of service

Category	Excellent	Good	Fair	Poor	Very poor
Frequency of service	23.0	40.9	28.8	6.0	1.3
Weekday service hours	23.5	45.7	25.0	4.5	1.2
Weekend service hours	19.6	36.8	29.4	11.2	2.9
Travel time	23.8	42.9	26.8	5.2	1.4
Safety on bus	35.8	44.1	16.4	2.8	0.9
Cleanliness of bus	33.6	41.8	20.3	3.4	0.9
Cleanliness of bus stop/transit stop	24.4	37.5	26.9	8.7	2.5
Courtesy/knowledge of bus drivers	35.7	39.3	20.1	3.8	1.1
Service goes where I need to go	39.0	41.5	16.3	2.3	0.8
Quality of information about services	30.5	44.7	20.5	3.2	1.0
Overall satisfaction with Foothill Transit service	32.2	47.4	17.1	2.4	1.0



# **ATTACHMENT 5**



FOOTHILL TRANSIT EXECUTIVE Statement of Proceedings October 25, 2013 BOARD

---

**III. PUBLIC COMMENT**

6. Public Comment. (13-4959)

**Barrick J. Neill, Regional Vice President, Veolia Transportation addressed the Board.**

**Heidi McNary, Vice President Sales and Marketing, Proterra addressed the Board.**

**IV. CONSENT CALENDAR**

7. SEPTEMBER 2013 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommendation: Receive and file the September 2013 Financial Statements and Investment Summary for Fiscal Year 2014. (13-4960)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was received and filed.**

**Attachments:** [SUPPORTING DOCUMENT](#)

8. OCTOBER 2013 LEGISLATIVE SUMMARY

Recommendation: Receive and file the October 2013 Legislative Summary. There are no recommended positions on bills this month. (13-4961)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was received and filed.**

**Attachments:** [SUPPORTING DOCUMENT](#)

9. RESOLUTION ADOPTING BOARD MEETING SCHEDULE FOR 2014

Recommendation: Adopt Resolution No. 2013-02 Board Meeting Schedule for 2014. (13-4962)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was adopted.**

Attachments: [SUPPORTING DOCUMENT](#)

10. Foothill Transit Major Service Change, Fare Change, Disproportionate Burden and Disparate Impact Policies

Recommendation: Adopt the recommended Major Service Change, Fare

---

Page 3

FOOTHILL TRANSIT EXECUTIVE Statement of Proceedings October 25, 2013 BOARD

---

Change, Disproportionate Burden and Disparate Impact Policies. (13-4963)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was adopted.**

Attachments: [SUPPORTING DOCUMENT](#)

11. REQUEST TO ISSUE INVITATION FOR BIDS (IFB) NO. 14-014 - PUENTE HILLS TRANSIT STORE REMODEL

Recommendation: Authorize the Executive Director to Issue IFB No. 14-014 for the expansion and remodel of the Puente Hills Transit Store. (13-4964)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was approved.**

Attachments: [SUPPORTING DOCUMENT](#)

12. CONTRACT AMENDMENT - INSPECTION, REMOVAL AND RE-INSTALLATION OF SMARTBUS EQUIPMENT

Recommendation: Authorize the Executive Director to approve Amendment No. 1 to Contract No. 13-023 with ACS/Xerox in the amount of \$407,130.05 to: a. Inspect, remove and re-install 47 sets of vehicle SMARTBus equipment from retired coaches and install them on 47 newly procured coaches; and b. Provide 17 sets of new vehicle SMARTBus equipment and install them on 17 new procured coaches. c. Provide engineering to develop a new radio code plug to interface 17 new Motorola radios into Foothill Transit's system. (13-4965)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was approved.**

**Attachments:** [SUPPORTING DOCUMENT](#)

**13. CONTRACT AMENDMENT - WEBSITE DEVELOPMENT**

Recommendation: Approve an amendment to the Pulsar Advertising General Marketing Contract (No. 12-038) in the amount of \$96,500 for the technical construction of the website redesign of foothilltransit.org to include backend programming required to execute a mobile first user interface, customized content management, and design execution. (13-4966)

**On motion of Vice Chair Paula Lantz, seconded by Treasurer Carol Herrera, unanimously carried, this item was approved.**

**Attachments:** [SUPPORTING DOCUMENT](#)

October 30, 2013

To: Governing Board

Subject: **Foothill Transit Major Service Change, Fare Change, Disproportionate Burden and Disparate Impact Policies**

---

## **Recommendation**

Adopt the recommended Major Service Change, Fare Change, Disproportionate Burden and Disparate Impact Policies.

## **Analysis**

In order to comply with Federal Transit Administration (FTA) Circular C 4702.1B, Foothill Transit must develop major service change, disparate impact and disproportionate burden thresholds. These thresholds are intended to ensure that major service changes or fare changes do not unfairly burden Foothill Transit's minority and low-income populations. In the event that a major service change does create a disparate impact or disproportionate burden, the Circular stipulates that Foothill Transit should explore options that do not create these impacts. If the impacts cannot be avoided, Foothill Transit must explore any options for mitigating these impacts.

To meet the requirements of the Circular, Foothill Transit must evaluate each service change and determine if it exceeds the major service change threshold. When that threshold is exceeded, or when a fare change is proposed, a disparate impact and disproportionate burden analysis is triggered. Once the thresholds have been adopted by the Agency's Board of Directors and submitted in the Agency's triennial Title VI Report to the FTA, the threshold cannot be changed until the next submittal period.

The Circular specifies that the policies must be developed with community input. Draft policies were taken to the public for comment resulting in the following staff recommendations for policies to define major service change, fare change, disparate impact and disproportionate burden thresholds.

### **Major Service Change:**

If a major service change is being planned by Foothill Transit, a disparate impact and disproportionate burden analysis is triggered. Foothill Transit's current Joint Powers Authority rules specify that service modifications which affect less than 25 percent of the miles in a route, and less than 25 percent of the riders on a route can be determined by the Executive Board without Governing Board approval. Therefore, **any change that affects more than 25 percent of revenue service miles travelled, or more than 25 percent of the riders on a route**, is considered to be a major service change. A major service change also includes the creation of a new line. This major service change definition does not apply to any temporary service change that lasts less than 12 months.

## **Fare Change:**

Any fare change, whether it is an increase, decrease or the introduction of new fare category or media, is subject to a Fare Equity Analysis. Exceptions are defined by the FTA as:

1. "Spare the air days" or other instances when a local municipality or transit agency has declared that all passengers ride free;
2. Temporary fare reductions that are mitigating measures for other actions; or
3. Promotional fare reductions that last less than six months.

## **Disparate Impact Threshold:**

Disparate impact refers to the adverse effects which may be borne by the minority population affected by the service or fare change. Minority persons as defined by the U.S. Census include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, and those persons who identified themselves as some other race or two or more races. The FTA describes the purpose of the disparate impact threshold to "define statistically significant disparity" and specifies that the threshold should be presented as a statistical percentage of impacts borne by minority populations affected by the service or fare change compared to the total minority population of the service area.

Foothill Transit recommends **15 percent** as the threshold above which an impact is deemed "a statistically significant disparity." This means that if the percentage difference between the minority population affected by the service or fare change is above 15 percent than the minority population of the overall service area, a disparate impact exists. This threshold is based on the cumulative impact of the proposed service or fare change. For example, if one line in a particular area within Foothill Transit's service area is being removed to be replaced by another line in that same area with more frequent headways, the impacts of each change will be examined cumulatively.

## **Practical Application of the Disparate Impact Threshold:**

Although it is difficult to compare policies across agencies because each agency's policy should be reflective of its own population, we can look to other agency policies for guidance. For example, Los Angeles Metro defines a disparate impact for major service changes "if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minorities is at least 5 percent or if there is a 20 percent or greater difference between the percentages of these two groups." San Mateo County Transit defines its threshold as "20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations."

Analysis of Foothill Transit's own service area gives insight into what an appropriate threshold may be. For example, if changes were made to the entire route of Line 187 spanning from

Special Governing Board Meeting – 10/30/13  
Foothill Transit Major Service change, Fare Change, Disproportionate  
Burden and Disparate Impact Policies  
Page 3

Montclair to Pasadena, the percentage difference between the affected minority population and overall minority population is 10.94 percent; this does not exceed the draft threshold. However, if changes were made to Line 486 only affecting the most highly minority tracts in Walnut, the percentage difference is 23.1 percent. If changes were made to Line 187 only between Pasadena and Monrovia, the percentage difference would be 19.7 percent.

**Disproportionate Burden Threshold:**

Disproportionate burden refers to the adverse effects which may be borne by the low-income population affected by the service or fare change. The FTA requires that an agency's definition of low-income be at least as inclusive as the U.S. Department of Health and Human Services poverty guidelines. Foothill Transit considers low-income to be a household that earns 30 percent or less of the median household income in its service area. Based on American Community Survey Selected Economic Characteristics 2010 1 Year Estimates, the average median household income in Foothill Transit's service area is \$68,310.54; therefore, the low income threshold is \$20,493.16. Because the census reports household income in \$10,000 increments (after \$15,000), Foothill Transit considers any household with an income less than \$25,000 as "low-income." The FTA describes the purpose of the disparate impact threshold to "define statistically significant disparity" and specifies that the threshold should be presented as a statistical percentage of impacts borne by low-income populations affected by the service or fare change compared to the total low-income population of the service area.

Foothill Transit recommends **15 percent** as the threshold above which an impact is deemed "a statistically significant disparity." This means that if the percentage difference between the low-income population affected by the service or fare change is above 15 percent than the low-income population of the overall service area, a disproportionate burden exists. This threshold is based on the cumulative impact of the proposed service or fare change. For example, if one line is being removed to be replaced by another line with more frequent headways, the impacts of each change will be examined cumulatively.

**Practical Application of the Disproportionate Burden Threshold:**

Again, it is difficult to compare policies across agencies because each agency's policy should be reflective of its own population, we can look to other agency policies for guidance. Both Los Angeles Metro and San Mateo County Transit set the same Disproportionate Burden Threshold as the Disparate Impact Threshold.

Analysis of Foothill Transit's own service area gives insight into what an appropriate threshold may be. For insight, we can look at the changes discussed above to see how they impact the low-income population. For example, if changes were made to the entire route of Line 187 spanning from Montclair to Pasadena, the percentage difference between the affected low income population and overall low income population is 5.2 percent; and this does not exceed the draft threshold. If changes were made to Line 486 only affecting the most highly minority tracts in Walnut, the difference between the affected low income population and overall low

Special Governing Board Meeting – 10/30/13  
Foothill Transit Major Service change, Fare Change, Disproportionate  
Burden and Disparate Impact Policies  
Page 4

income population is -53.6 percent, which shows that the area is actually more affluent than the average population within the Foothill Transit service area. Finally, if changes were made to Line 187 only between Pasadena and Monrovia, the difference would be 3.2 percent. However, if changes were made to Line 195, the percentage difference is 19.1 percent. Again, if changes are made to Line 494, the difference is 19.6 percent.

**Data and Methodology:**

Foothill Transit services a very diverse population. The minority population of the entire service area is 73.2 percent, and the low-income population is 17.3 percent. Data for the minority population was derived from the 2010 Census Demographic Profile 1 organized at the tract level, and data for the low-income population was derived from the American Community Survey data (Table DP03 Selected Economic Characteristics ACS 2011 5-year estimates) organized at tract level. Tracts within ¼ of a mile of Foothill Transit bus stops were used to calculate the percentages presented.

Census data can be used for service equity analysis; however, survey data reflecting actual ridership must be used for the fare equity analysis. The FTA recommends that ridership data be used as in lieu of Census data, if ridership data is available.

**Public Outreach Process:**

Foothill Transit conducted public outreach to collect comments on the proposed Title VI policies. One public meeting was held on October 3<sup>rd</sup>, 2013 in West Covina. The meeting was advertised via E-Notices sent to Foothill Transit customers, as well as through ads placed in the San Gabriel Valley Tribune, Daily Valley News, La Nueva Voz, Inland Valley Daily Bulletin, Sin Tao and Impacto. Notifications were also posted on Foothill Transit's social media sites. Customers were invited to comment on the policies by way of email, regular mail, FAX or through any of the Foothill Transit Stores.

No member of general public or riders attended the meeting in West Covina. Three comments were received via email, none of which was directly relevant to the draft policies.

Sincerely,



Britt Card  
Transit Planner



Doran J. Barnes  
Executive Director

# **ATTACHMENT 6.1**



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

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

**Friday, May 25, 2018  
8:00 a.m.**

**1. CALL TO ORDER**

The meeting was called to order by Chair Calaycay at 8:03 a.m.

Chair Calaycay acknowledged the presence of Executive Board Alternate Gary Boyer, who is filling in for Vice Chair Corey Warshaw and the presence of Monrovia Mayor Pro Tem and former Foothill Transit Executive Board Member and current Governing Board Member Becky Shevlin.

**2. PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Member Herrera.

**3. FOCUS ON SAFETY**

Roberto Estrella, Safety Compliance Coordinator, presented a safety message on Memorial Day Safety.

**4. ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Gary Boyer, Member Cynthia Sternquist, Member Sam Pedroza, Member Carol Herrera, Chair Corey Calaycay

**5. APPROVAL OF AGENDA**

Item 15, Contract Award – Administrative Office Restroom Compliance Modernization was pulled from Consent Calendar. Staff indicated the item would be presented at a future meeting for action.

The agenda was approved as revised.



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

Approval of the minutes for the Special Meeting of April 13, 2018.

Motion by Member Herrera, second by Member Pedroza, the minutes for the Special Meeting of April 13, 2018 were approved. Motion carried 5-0.

**7. PRESENTATIONS**

**7.1 Contractors' Employee Recognition**

Bill Jackson, General Manager, Transdev introduced and recognized the following Arcadia location Transdev operator and employee of the month:

Manuel Dominguez, Operator of the Month (April 2018)

Stephen Leung, Employee of the Month (April 2018)

Marc Perla, introduced and recognized the following Arcadia location Keolis operators and employees of the month:

Carol Criss, Operator of the Month (March 2018)

Shronda Hill, Operator of the Month (April 2018)

Britany Goff, Employee of the Month (March 2018)

Valerie Campos, Employee of the Month (April 2018)

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

**7.2 GoMonrovia Mobility Program**

Oliver Chi, Monrovia City Manager, shared an overview of the City of Monrovia's new program in partnership with Lyft and LimeBike called GoMonrovia, which is a new model of suburban mobility.

**8. PUBLIC COMMENT**

Katrina Heiniken, Regional Vice President, Transdev addressed the Executive Board. Ms. Heiniken thanked the Executive Board for the partnership with Transdev.

Mary Griffieth, Transit Advocate, addressed the Executive Board. Ms. Griffieth commended coach operator Richard and operator #4741. She also

expressed her concerns over Access Services' strapping service, and concerns that potholes are affecting maintenance on the buses.

### **CONSENT CALENDAR**

#### **9. MARCH 2018 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY**

Recommendation: Receive and file the Financial Statements and Investment Summary report year-to-date through March 31, 2018. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of March 31, 2018, for the fiscal year ending June 30, 2018.

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

#### **10. APRIL 2018 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY**

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through April 30, 2018. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of April 30, 2018, for the fiscal year ending June 30, 2018.

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

#### **11. MAY 2018 LEGISLATIVE SUMMARY**

Recommendation: Receive and file the May 2018 Legislative Summary. There are no recommended positions on bills this month.

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

#### **12. RESOLUTION FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM**

Recommendation: Adopt the following resolution: Resolution No. 2018-03: Authorization for the Execution of the Low Carbon Transit Operations Program (LCTOP) Project "Foothill Transit Line 280 Expansion and Electrification" in the Amount of \$725,957 (Attachment A).



Motion by Member Sternquist, second by Member Herrera, to adopt. Motion carried 5-0.

13. **CITY OF WEST COVINA FUND EXCHANGE**

Recommendation: Authorize the Executive Director to execute an assignment agreement with the City of West Covina to exchange general use funds for Proposition A Local Return funds.

Motion by Member Sternquist, second by Member Herrera, to approve. Motion carried 5-0.

14. **CONTRACT AWARD - SECURITY SERVICES AT Foothill TRANSIT'S EL MONTE TRANSIT STORE**

Recommendation: Authorize the Executive Director to enter into Contract No. 17-098 with Platinum Security, Inc. in the amount of \$161,029.44 for two years of security services at Foothill Transit's El Monte Transit Store. This contract will include three one-year options to be exercised at Foothill Transit's sole discretion.

Motion by Member Sternquist, second by Member Herrera, to approve. Motion carried 5-0.

15. **CONTRACT AWARD - ADMINISTRATIVE OFFICE RESTROOM COMPLIANCE MODERNIZATION**

This item was pulled from the agenda, and will presented at a future meeting for action.

16. **PROPOSED DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM GOAL**

Recommended Action: Authorize the Executive Director to conduct a public hearing to solicit input on the suitability of Foothill Transit's proposed DBE goal of two percent.

Motion by Member Sternquist, second by Member Herrera, to approve. Motion carried 5-0.

17. **TITLE VI ANALYSIS FOR MOBILE TICKETING PROGRAM**

Recommended Action: Adopt the Title VI analysis for the mobile ticketing



program. The full report is available for viewing upon request

Motion by Member Sternquist, second by Member Herrera, to adopt. Motion carried 5-0.

18. **DUARTE TRANSIT SERVICE**

Recommended Action: Authorize the Executive Director to seek approval from the Governing Board to conduct public outreach for the assumption of transit services within the City of Duarte per MOU NP18-007.

Motion by Member Sternquist, second by Member Herrera, to approve. Motion carried 5-0.

**REGULAR AGENDA**

19. **FISCAL YEAR 2017-2018 THIRD QUARTER PERFORMANCE INDICATORS REPORT**

Recommendation: Receive and file the FY2017-2018 Third Quarter Performance Indicators Report.

LaShawn King Gillespie, Director of Customer Service and Operations, presented this item.

Ms. Gillespie provided an update on Foothill Transit's key performance indicators for the third quarter of FY2017-2018. Through the third quarter, Foothill Transit achieved two out of eight key performance indicators. The targets met were Average Miles between Service Interruptions and Average Cost per Vehicle Service Hour.

Boardings for the third quarter was 9.37 million boardings, which is nine percent lower than during the same period last fiscal year. Total fare revenue through the third quarter was \$12 million, which is a slight increase compared to the same period last fiscal year. This increase can also be attributed to the fare restructuring. Operating expenses incurred through the third quarter totaled \$69.6 million. The system averaged 0.86 preventable accidents per 100,000 miles through the third quarter. Customer complaints averaged 26 complaints per 100,000 boardings. Work continued on the data collection and analysis of on-time performance data through the new computer aided dispatch, automatic vehicle location (CAD/AVL) system. Foothill Transit confirmed that buses arrived at their time points on schedule 78.9 percent of the time, for the month of October and November. Staff will continue to work with the CAD/AVL vendor to complete the reporting function of the



To: Executive Board

Subject: **Title VI Analysis for Mobile Ticketing Program**

---

### **Recommendation**

Adopt the Title VI analysis for the mobile ticketing program. The full report is available for viewing upon request.

### **Executive Summary**

#### **1. An Overview of the Title VI / Equity Analysis**

In order to comply with guidance associated with the federal Civil Rights Act of 1964, Foothill Transit must conduct a Fare Equity Analysis when contemplating fare changes to ensure that there will be no disproportionate impacts to minority and low-income riders as the agency moves forward to introduce a new fare-payment medium – mobile ticketing. Additionally, more than half of Foothill Transit's customers surveyed during the Foothill Transit 2016 Onboard Rider Survey expressed a desire to use mobile ticketing as a form of fare payment.

Based on a Fare Equity Analysis performed using the ridership data demographic data supplied by the 2016 Foothill Transit On-Board Survey, the analysis uncovered no Title VI equity concerns per the Foothill Transit adopted policies with regard to the adoption of the mobile ticketing fare medium.

### **Summary of the Title VI / Equity Analysis**

#### **1. Methodology**

The typical measure of disparate impact or disproportionate burden involves a comparison between the proportion of persons in the protected class (i.e. minority or low income populations) who are adversely affected by the service or fare change and the proportion of persons not in the protected class (i.e. non-minority or non-low income) who are adversely affected.

Based on the Federal Guidance, the transit provider shall—  
Determine the number and percent of users of each fare media being changed;



- i. Review fares before the change and after the change;
- ii. Compare the differences for each particular fare media between minority users and overall users; and
- iii. Compare the differences for each particular fare media between low-income users and overall users.

For the purpose of this analysis, we only the impacts of changes in fare media were analyzed as the fare structure and prices remain unchanged.

For purposes of this analysis, it was assumed that the difference in the adverse effects absorbed by minority and low-income persons as a result of any fare change shall not be greater than 15 percent of impacts absorbed by the overall ridership. For fare changes, adverse effects could include an increase in cost or a reduction in accessibility of fare media. The analysis contained within this report uses these thresholds for determining Disproportionate Burden and Disparate Impacts.

## 2. Results

### A. Ethnicity and Income Analysis

For purposes of the analysis, and in this review, minority status is characterized as anyone who responded to anything other than "White/Caucasian." Low-income status includes those with an annual income below \$25,000. Large populations of Foothill Transit's ridership fall into the minority and/or low-income category.

Figure 1: Ridership Income

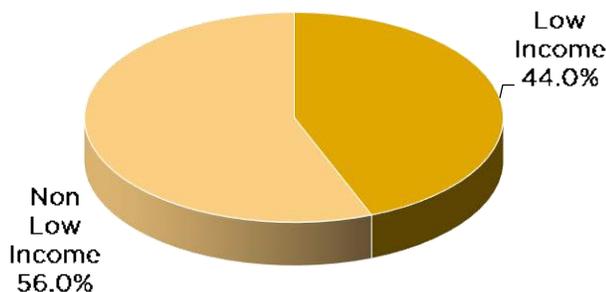
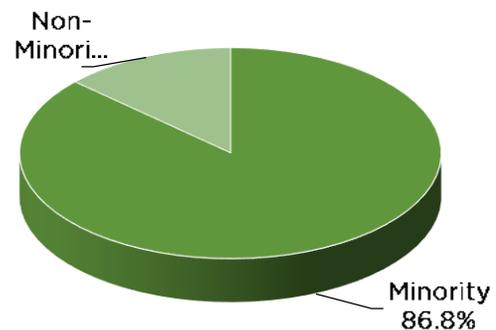


Figure 2: Ridership Minority Status

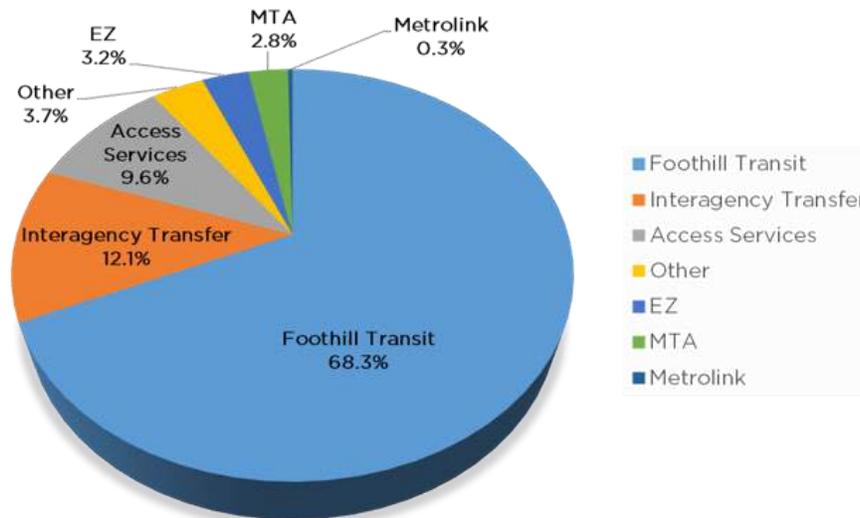




B. Ridership Share Analysis

Ridership share analysis showed that the bulk of riders either paid cash onboard of a Foothill Transit bus or purchased Foothill Transit fare media (68.27 percent of 13.6 million riders). The second and third largest groups were group of customers that transferred from a non-Foothill Transit bus to Foothill Transit service (12.14 percent) and Access Services customers (9.6 percent).

The use of mobile ticketing will not change the way Foothill Transit is currently honoring interagency transfers and will not compromise the acceptance of other agencies' fare media onboard Foothill Transit bus per approved interagency agreements. Therefore, staff determined that the introduction of mobile ticketing into Foothill Transit fare media will not have any impact on the current ridership share.



C. TAP Vendor Analysis

It is important to note that the use of mobile ticketing will not in any way, alter the current fare structure and pricing. The number of retail locations that offer TAP cards will not be affected. Additionally, Foothill Transit staff had made an effort to analyze accessibility to TAP-card vendors to further determine how equitably the TAP locations have been distributed throughout the service area as the agency introduces mobile ticketing.



Based on the analysis, it appears that minority populations have greater access to TAP locations than non-minority riders, and slightly greater access than the total minority population in the service area. Of the population within a ¼-mile radius of TAP vendors, 85.5 percent are minorities; whereas, 76.1 percent of the total population within the service area are minorities.

The share of low-income households within the same ¼-mile radius of a TAP vendor is lower than higher income households. There are half as many low-income households as higher income households within the ¼-mile radius (34.8 percent of the households are classified as low income while 65.2 percent of the households are not classified as low income). While additional vendors would improve access to low income populations, the percent of low-income household with access to TAP vendors is still greater than the percent of low-income households in the service area. 34.8 percent of the households within the ¼-mile radius are classified as low income; whereas, 25.5 percent of the households in the service area are low income.

### 3. Conclusion

Based on the equity analysis results, no disparate impact or disproportionate burden was found for the adoption of mobile ticketing as an additional method of fare payment. Therefore, no mitigations are needed.

Sincerely,

Vy Phan-Hoang  
Transit Planner

Doran J. Barnes  
Executive Director

## I. EXECUTIVE SUMMARY

In order to comply with guidance associated with the federal Civil Rights Act of 1964, Foothill Transit must conduct a Fare Equity Analysis when contemplating fare changes to ensure that there will be no disproportionate impacts to minority and low-income riders as the agency moves forward to introduce a new fare-payment medium – mobile ticketing. Additionally, more than half of the customers had expressed desire to use mobile ticketing method as a form of fare payment when asked about such option on the Foothill Transit 2016 Onboard Rider Survey.

Based on a Fare Equity Analysis performed using the ridership data demographic data supplied by the 2016 Foothill Transit On-Board Survey, the analysis uncovered no Title VI equity concerns per the Foothill Transit adopted policies in regard to the adoption of the mobile ticketing fare medium.

## II. TITLE VI OVERVIEW

Title VI of the Civil Rights Act of 1964, Section 601 states:

“No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

It is Foothill Transit’s objective to avoid, minimize or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the Federal Transit Administration (FTA), Foothill Transit is required to comply with Title VI of the Civil Rights Act of 1964 by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

According to the Federal Department of Transportation, equity in the provision of transit service is described as "providing equal levels of service to minority and non-minority residents of the urbanized area. Levels of service, in turn, are defined in terms of capital allocation and accessibility." The metrics of discrimination that could be monitored for disparate treatment include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public, access to specialized fare media, or methods of communication to populations with Limited English Proficiency. However, a Title VI Equity Analysis should not replace good program planning, which

should be an on-going process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

### III. ANALYSIS METHODOLOGY

The typical measure of disparate impact or disproportionate burden involves a comparison between the proportion of persons in the protected class (i.e. minority or low income populations) who are adversely affected by the service or fare change and the proportion of persons not in the protected class (i.e. non-minority or non-low income) who are adversely affected.<sup>1</sup>

Based on the Federal Guidance, the transit provider shall—

- (i) Determine the number and percent of users of each fare media being changed;
- (ii) Review fares before the change and after the change;
- (iii) Compare the differences for each particular fare media between minority users and overall users; and
- (iv) Compare the differences for each particular fare media between low-income users and overall users.<sup>2</sup>

For the purpose of this analysis, we only analyzed the impacts of changes in fare media as the fare structure and prices remain unchanged.

For purposes of this analysis, we have assumed that the difference in the adverse effects absorbed by minority and low-income persons as a result of any fare change shall not be greater than 15% of impacts absorbed by the overall ridership. For fare changes, adverse effects could include an increase in cost or a reduction in accessibility of fare media. The analysis contained within this report uses these thresholds for determining Disproportionate Burden and Disparate Impacts.

For purposes of examining the fare payment behavior, two main data sets were used:

- Foothill Transit 2016 Onboard Rider Survey – The data includes information regarding customers' riding behavior including fare usage, ethnicity, income, household size and other relevant information. The survey captured a total of 5,534 completed records, which exceeded

---

<sup>1</sup> Federal Circular: C4702.1B Chap IV-10

<sup>2</sup> Federal Circular C4702.1B Chap. IV-19

the sample target of 5,000 required to ensure statistical accuracy of not less than 95 percent and  $\pm 5$  percent margin of error. The 2016 data is the most recent comprehensive data available.

- Ridership Data for FY16/17 – Farebox data was used to determine ridership share between Foothill Transit and other transit (EZ Pass, MTA, Metrolink, Access Services, Other [unclassified], and Interagency Transfer).

For purposes of the Fare Equity Analysis, ethnicity and income characteristics for the fare change analysis are based upon the Onboard Survey results disaggregated by service type and fare payment method, then weighted for ridership by service type.

#### A. ETHNICITY ASSUMPTIONS

For purposes of the Fare Equity Analysis and the Average Fare Analysis, minority populations are those who have not identified themselves as only “Caucasian/White” on the 2016 Onboard Survey. Ethnicity/Race categories include:

- (1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- (3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- (4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- (5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

## B. INCOME ASSUMPTIONS

Based on the Foothill Transit policy, a “low income” categorization is considered for those whose median household income is at or below 30% of the median income for the service area. This translates to those who indicate that they make below \$25,000. This corresponds to three income categories in the Onboard Survey, as indicated below in Chart 1:

**Chart 1: 2016 Onboard Survey Income Categories**

<b>2016 Onboard Survey Income Categories</b>
Under \$15,000
\$15,000 - \$24,999
\$25,000 - \$34,999
\$35,000 - \$49,999
\$50,000 - \$74,999
\$75,000 - \$99,999
\$100,000 - \$150,000
\$150,000 or more

## C. FARE MEDIA ASSUMPTIONS

In order to appropriately forecast the impacts for new fare payment method (mobile ticketing), we assumed that Foothill Transit customers would only shift from the existing fare media to mobile ticketing if they already have access or will have to smartphone devices. Moreover, we had also collected customers’ opinion on using mobile ticketing as a possible fare payment method. Chart 2 provides the percentage of customers responding “YES” to mobile ticketing, broken down by ethnicity/race.

**Chart 2: Percentage of Surveyed Customers Responding “YES” to mobile ticketing**

Ethnicity/Race	YES, I would like to use mobile ticketing.
Multiracial	65%
Asian	60%
Hispanic or Latino	59%
African American	59%
White	52%
Decline to state	49%
Native Hawaiian or Pacific Islander	47%
Native American or Alaskan Native	46%
Other	35%

#### **IV. DEMOGRAPHIC, RIDERSHIP SHARE, AND TAP VENDOR ANALYSES**

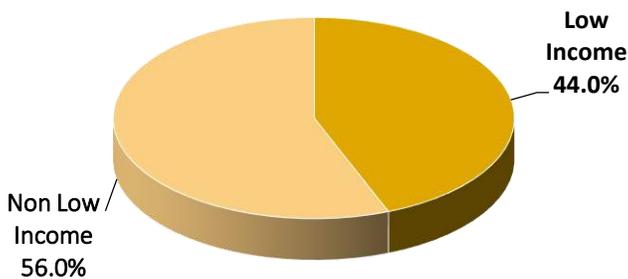
The following provides an overview of the Foothill Transit system-wide ridership taken from the 2016 Onboard Survey, which is the most recent study for which results are available.

These demographic statistics have been considered in the development of the fare restructuring study recommendations in order to minimize or avoid the potential for changes to result in a Disproportionate Burden on low-income riders or Disparate Impacts on minority riders.

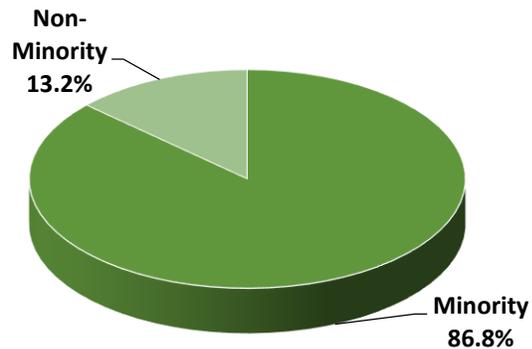
## A. ETHNICITY AND INCOME ANALYSIS

The following Figures 1 and 2 provide a system-wide overview on ethnicity and income. For purposes of the analysis, and in this review, minority status is characterized as anyone who responded to anything other than “White/Caucasian.” Low income status includes those making below \$25,000.

**Figure 1: Ridership Income**



**Figure 2: Ridership Minority Status**



Source:

Foothill Transit 2016 Onboard Rider Survey

We also reviewed the income and ethnicity of by fare type to recognize that various fare structure changes may impact some protected groups more than others. However, based on the Onboard Survey data, because the percentage of minority riders is so high for Foothill Transit, it is unlikely that minority riders will avoid impacts. Charts 3 and 4 present ethnicity/race and income percentages by fare type.

**Chart 3: Fare Type by Ethnicity/Race**

<b>Fare Type</b>	<b>Non-Minority</b>	<b>Minority</b>
Cash	10%	90%
Class Pass	10%	90%
Foothill Transit transfer	11%	89%
31-day Foothill Transit pass	17%	83%
Monthly EZ Transit pass	16%	84%
Metro 1-day pass	22%	78%
Metro 7-day pass	39%	61%
Other transit agency transfer	25%	75%
Other	18%	82%
Stored value on TAP card	13%	87%
Access Card	17%	83%
Metro 30-day pass	15%	85%
Metrolink ticket	25%	75%

**Chart 4: Fare Type by Income**

Fare	Low Income	Non-Low Income
Cash	41%	59%
Class Pass	32%	68%
Foothill Transit transfer	43%	57%
31-day Foothill Transit pass	29%	71%
Monthly EZ Transit pass	42%	58%
Metro 1-day pass	45%	55%
Metro 7-day pass	27%	73%
Other transit agency transfer	38%	63%
Other	28%	72%
Stored value on TAP card	31%	69%
Access Card	49%	51%
Metro 30-day pass	47%	53%
Metrolink ticket	50%	50%

**B. RIDERSHIP SHARE ANALYSIS**

An analysis was also performed to study the ridership share based on fare media purchases off riders who had boarded Foothill Transit buses during FY16/17. The analysis showed that the bulk of riders either paid cash onboard of a Foothill Transit bus or purchased Foothill Transit fare media (68.27% out of 13.6 million riders). The second and third largest groups were group of customers that transferred from a non-Foothill Transit bus to Foothill Transit service (12.14%) and Access Services customers (9.6%). Chart 5 provides the detailed breakdown by agency.

The adoption of mobile ticketing will not change the way Foothill Transit is currently honoring interagency transfer and will not compromise the acceptance of other agencies’ fare media onboard Foothill Transit bus per approved interagency agreement. Therefore, Foothill Transit staff determined that the adoption of mobile ticketing into Foothill Transit fare media will not have any impact on the current ridership share.

**Chart 5: Ridership Share based on Fare Media Purchases**

Agency Fare Accepted on Foothill Transit Bus	Number of Riders	Percentage Share
Foothill Transit	9,258,548	68.27%
Interagency Transfer	1,645,681	12.14%
Access Services	1,303,414	9.61%
Other	495,659	3.65%
EZ	439,799	3.24%
MTA	375,616	2.77%
Metrolink	42,407	0.31%

**C. TAP VENDOR LOCATION ANALYSIS**

It is important to note that the adoption of mobile ticketing will not, in any way, alter the current fare structure and pricing. Retail locations that offer TAP cards will not be reduced or affected. Additionally, Foothill Transit staff had made an effort to analyze accessibility to TAP-card vendors to further determine how equitably the TAP locations have been distributed throughout the service area as the agency introduces mobile ticketing.

Staff conducted a geospatial analysis using mapping software that includes the location of the TAP vendors. A tabular examination based on the geospatial analysis of the households and populations within a ¼ mile radius of TAP vendors and within in the Foothill Transit service area was conducted to

determine whether certain populations have greater access to TAP locations. Chart 6 presents the analysis of populations within a ¼ mile radius of TAP vendors.

Based on the analysis, it appears that minority populations have greater access to TAP locations than non-minority riders, and slightly greater access than the total minority population in the service area. 85.5% of the population within a ¼ mile radius of TAP vendors are minorities; whereas, 76.1% of the total population within the service area are minorities.

The share of low income households within the same ¼ mile radius of a TAP vendor is lower than higher income households. There are half as many low income households as higher income households within the ¼ - mile radius (34.8% of the households are classified as low income while 65.2% of the households are not classified as low income). While additional vendors would improve access to low income populations, the percent of low income household with access to TAP vendors is still greater than the percent of low income households in the service area. 34.8% of the households within the ¼ mile radius are classified as low income; whereas, 25.5% of the households in the service area are low income.

**Chart 6: TAP Vendor Analysis**

INSIDE QUARTER-MILE RADIUS OF TAP VENDORS			
TOTAL POPULATION	428,815	TOTAL HOUSEHOLDS	152,071
MINORITY POPULATION	366,615	HOUSEHOLDS WITH LESS THAN \$25,000	52,940
NON-MINORITY POPULATION	62,200	HOUSEHOLDS WITH MORE THAN \$25,000	99,131
MINORITY PERCENT	85.5%	PERCENT OF LESS THAN \$25,000	34.8%
NON-MINORITY PERCENT	14.5%	PERCENT OF MORE THAN \$25,000	65.2%
SERVICE AREA MINORITY PERCENT	76.1%	SERVICE AREA LOW INCOME PERCENT	25.5%

## V. SUMMARY

The analysis showed that the adoption of mobile ticketing will not have any disparate impact or disproportionate burden on the minority population and low-income population, respectively. This introduction of a new fare medium will provide additional method to pay for transit fare and not replacing any of the existing ones. Foothill Transit will continue to honor all of the interagency transfer agreements that are currently in place. If any changes to the transfer agreement to be taken place, equity analysis will be performed then to ensure no community or population will be disparately or disproportionately impacted.

## **ATTACHMENT 6.2**



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

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

**Friday, December 14, 2018  
9:45 a.m.**

**1. CALL TO ORDER**

The meeting was called to order by Chair Calaycay at 10:15 a.m.

**2. ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Richard Barakat, Member Sam Pedroza, Vice Chair Carol Herrera, Chair Corey Calaycay

**3. APPROVAL OF AGENDA**

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

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

Approval of the minutes for the Special Meeting of October 30, 2018 and Special Meeting of November 12, 2018.

Motion by Member Barakat, second by Member Pedroza, the minutes for the Special Meeting of October 30, 2018 and Special Meeting of November 12, 2018 were approved. Motion carried 4-0.

**5. PUBLIC COMMENT**

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

**5.1 Executive Director Response to Public Comment**

There was no response to Public Comment by the Executive Director.

**CONSENT CALENDAR**

6. **OCTOBER 2018 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY**

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through October 31, 2018. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of October 31, 2018 for the fiscal year ending June 30, 2019.

Motion by Member Pedroza, second by Vice Chair Herrera, to receive and file. Motion carried 4-0.

7. **TITLE VI EQUITY ANALYSIS - DUARTE TRANSIT SERVICE**

Recommendation: Receive and file the equity analysis of Duarte Community Connector service.

Motion by Member Pedroza, second by Vice Chair Herrera, to receive and file. Motion carried 4-0

8. **TITLE VI EQUITY ANALYSIS - Foothill Transit CLASS PASS PROGRAM REVIEW**

Recommendation: Receive and file the Title VI Equity Analysis review report for the Class Pass Program.

Motion by Member Pedroza, second by Vice Chair Herrera, to receive and file. Motion carried 4-0

9. **CONTRACT AWARD - ARCADIA FACILITY UTILITY ROOF**

Recommendation: Authorize the Executive Director to enter into Agreement No. 19-024 with Best Contracting Services, Inc., in the amount of \$230,680 for replacement of the asphalt utility roof at Foothill Transit's Arcadia Operations and Maintenance Facility.

Motion by Member Pedroza, second by Vice Chair Herrera, to approve. Motion carried 4-0.



December 14, 2018

To: Executive Board

Subject: **Title VI Equity Analysis – Duarte Transit Service**

---

### **Recommendation**

Receive and file the equity analysis of Duarte Community Connector service.

### **Analysis**

#### I. Summary

In a special partnership with the city of Duarte, Foothill Transit will begin operation of two fixed route transit lines in the city starting in February 2019. The lines will be numbered Lines 860 and 861 and they will be operated using 35-foot, all-electric buses. The Federal Transit Administration (FTA) Circular 4702.1B requires transit agencies to a conduct service and fare equity analysis for all service and fare changes to ensure equitable service for all. Using census data, an equity analysis was conducted by staff to determine whether the operation of these two transit routes would have any disparate impact or disproportionate burden. No significant impact was found.

#### II. Methodology

Foothill Transit's Disparate Impact and Disproportionate Burden Policy established a statistical threshold to determine whether minority and low-income passengers would be disproportionately impacted by the adverse effects of a service or fare change. This means that if the percentage difference between the minority population affected by the service or fare change is above 15 percent of the minority population of the overall service area, a disparate impact exists. If the affected low-income population (households) is above 15 percent of the low-income of the overall service area, a disproportionate burden exists. This threshold is based on the cumulative impact of the proposed service or fare change.

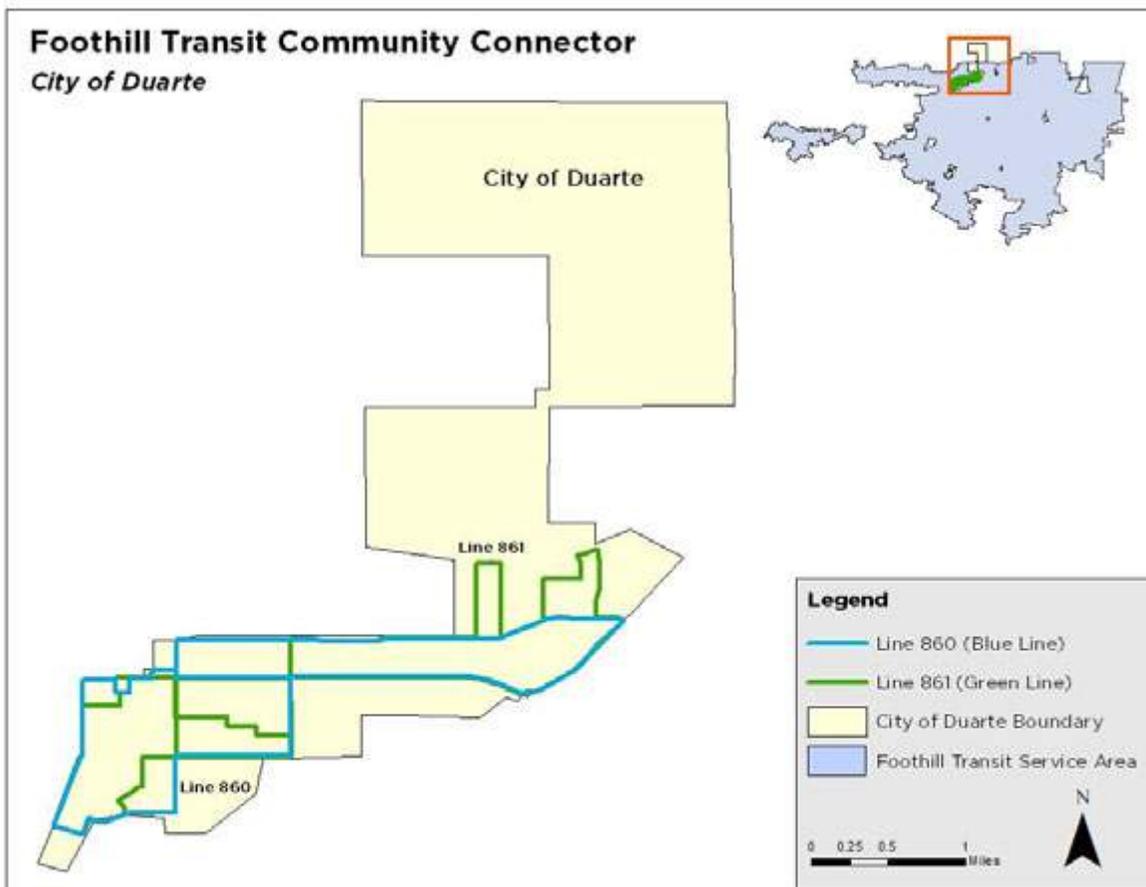
Using the 2016 American Community Survey 5-Year Estimate Block Group data, it is estimated that there are approximately 1.7 million people living within Foothill Transit's service area, and 1.4 million are minority (82.01 percent). A "low income" categorization is considered for those whose median household income is at or below 30 percent of the median income for the service area or \$18,901 (using 2016 ACS 5-Year Estimate). This translates to those who make below \$25,000 due to the \$15,000-increment income



categories. This method estimated 22.5 percent of 528,598 households within the service area are low-income households.

For the route-specific analysis, buffer zones of 0.25 mile and 1 mile were individually placed on each of the Duarte Transit lines. Using demographic analysis tools, clusters of census blocks within the buffer zones were isolated for detailed demographic analysis. Due to the large number of overlapping route segments, the analysis also looked at the two transit lines as a consolidated alignment to accurately determine demographic differences and any potential impacts. Figure 1 shows service area and route alignments.

**Figure 1 Map of Foothill Transit Community Connector in City of Duarte**





III. Analysis

1. Quarter-Mile Buffer Analysis

Minority population analysis found the quarter-mile area surrounding Lines 860 and 861 has 4.21 percent less minorities than that of Foothill Transit’s service area. Low-income population within the routes’ quarter-mile buffer zone has 0.41 percent more households with low income than that of the service area. Tables 1 and 2 show the results of the quarter-mile buffer analysis. None of the changes in minority population and low-income household exceed the 15-percent impact threshold.

**Table 1 Quarter-Mile Buffer Analysis: Minority Population**

<i>Quarter-Mile Buffer Analysis</i>	Area Population	Minority Population	Minority Proportion	Difference from overall service area	Is the percent change more than 15%?
Blue Line (Line 860)	22,323	17,368	77.80%	-4.21%	No
Green Line (Line 861)	22,323	17,368	77.80%	-4.21%	No
Consolidated Alignment	22,323	17,368	77.80%	-4.21%	No
Overall Service Area	1,718,406	1,409,328	82.01%		

**Table 2 Quarter-Mile Buffer Analysis: Low-Income Households**

<i>Quarter-Mile Buffer Analysis</i>	Area Households	Low-Income Households	Low-Income proportion	Difference from overall service area	Is the percent change more than 15%?
Blue Line (Line 860)	6,997	1,603	22.91%	+0.41%	No
Green Line (Line 861)	6,997	1,603	22.91%	+0.41%	No
Consolidated Alignment	6,997	1,603	22.91%	+0.41%	No
Overall Service Area	528,598	118,926	22.50%		



2. One-Mile Buffer Analysis

Analysis found the one-mile area surrounding Lines 860 and 861 has 1.72 percent less minorities and 5.53 percent less low-income households than that of the quarter-mile buffer area. In comparison to the overall Foothill Transit service area, the one-mile area also contains less minorities and low-income households – 5.93 percent and 5.12 percent, respectively. Tables 3 and 4 show the results of the one-mile buffer analysis. None of the changes in minority population and low-income household exceed the 15-percent impact threshold.

**Table 3 One-Mile Buffer Analysis: Minority Population**

<i>One-Mile Buffer Analysis</i>	Area Population	Minority Population	Minority proportion	Difference from overall service area	Is the percent change more than 15%?
Blue Line (Line 860)	45,656	34,735	76.08%	-5.93%	No
Green Line (Line 861)	45,656	34,735	76.08%	-5.93%	No
Consolidated Alignment	45,656	34,735	76.08%	-5.93%	No
Overall Service Area	1,718,406	1,409,328	82.01%		

**Table 4 One-Mile Buffer Analysis: Low-Income Households**

<i>One-Mile Buffer Analysis</i>	Area Households	Low-Income Households	Low-Income proportion	Difference from overall service area	Is the percent change more than 15%?
Blue Line (Line 860)	14,055	2,443	17.38%	-5.12%	No
Green Line (Line 861)	14,055	2,443	17.38%	-5.12%	No
Consolidated Alignment	14,055	2,443	17.38%	-5.12%	No
Overall Service Area	118,926	1,409,328	22.50%		



#### IV. Public Outreach Results

When Foothill Transit begins operation of the service, customers will pay Foothill Transit's fares for Local service. Foothill Transit and the City of Duarte held two workshops and one public hearing to answer questions and listen to concerns regarding the new service. The workshops were held on August 29, 2018 at 6:00PM in the Duarte Community Center and September 5, 2018 at 9:00AM in the Duarte Senior Center. The Public Hearing was held on Saturday September 15, 2018 at 10:00AM in the Duarte Senior Center.

Nine people attended the first workshop, ten attended the second, and 15 people attended the public hearing. Residents had questions about the actual routing of the service and the proposed span of service. There is no plan to operate routing that is different from the City of Duarte's current routing on their Blue and Green Lines, but the number of trips may need to be changed to better accommodate the range of the electric buses that will be used exclusively for this service.

As expected, the biggest concern of the Duarte system's current customers is going from a free service on the City's current transit system to paying a fare on Foothill Transit's service. Duarte Assistant City Manager, Kristen Peterson helped address those concerns by noting that even if Foothill Transit were not to operate Lines 860 and 861, the City would eventually have to begin charging fares to continue providing service. The Foothill Transit team present at the meetings shared the various fare options, including the Day Pass and Monthly Passes, informing attendees that the passes are good on all Foothill Transit lines, not just the two new lines. Many of the attendees at the events already had some form of a discounted TAP card, and overall, residents were looking forward to the new service, technologies, and the new electric buses.

The City of Duarte and Foothill Transit will hold more informational workshops targeting current and future customers to continue to inform them of the coming service before the official launch of service. The workshops will focus on fare payment procedures, fare options, NextTrip, and bus basics. Foothill Transit and the City of Duarte remain in regular communication to ensure the service launch is smooth and successful.

#### V. Conclusion

Based on the threshold set forth by the agency's disparate impact and disproportionate burden policy, the assumption of operations of Duarte Transit routes has 1) no impact on the minority population within both the quarter-mile and one-mile buffer zones; 2) no



Special Executive Board Meeting – 12/14/18  
Title VI Equity Analysis – Duarte Transit Service  
Page 6

impact on the low-income population within the one-mile buffer zone; and 3) a positive impact on the low-income population within the quarter-mile area.

Sincerely,

Vy Phan-Hoang  
Transit Planner

Doran J. Barnes  
Executive Director



June 8, 2018

To: Governing Board

Subject: **Duarte Transit Service – Request to Conduct Public Outreach**

---

### **Recommendation**

In accordance with the Executive Board’s recommendation, authorize the Executive Director to seek public input and conduct a public hearing regarding the assumption of transit services within the City of Duarte.

### **Summary of the Service Assumption Agreement**

Foothill Transit and the City of Duarte have signed an MOU where Foothill Transit will operate the city’s two bus lines, the Duarte Blue and Green Lines. Duarte Transit is a fixed-route bus system that began more than 28 years ago, operating from 5:30 a.m. to 7:00 p.m., Monday through Saturday. During the week, two buses operate continuously, while a single bus provides service on Saturday.

As part of the transition, Foothill Transit staff will begin to analyze the lines along with its operations contractor during the summer of 2018, which may cause rerouting of certain segments of the routes. The team will be focusing on route safety to ensure the buses can safely maneuver the existing route and look for areas where improvements can be made.

Per the agreement, the fare for bus services will be the fares charged for Foothill Transit local services, which is \$1.50 on cash and \$1.25 on TAP. The City can decide to provide residents or categories of residents, such as seniors, certain fare subsidies on the Duarte routes. Services on the Duarte Blue and Green Lines are currently provided at no cost to the customers. This will constitute a fare change for the customers who are already using the Duarte Transit service prior to Foothill Transit operating the service.

### **Public Outreach Requirement**

The Federal Transit Administration (FTA) Circular 4702.1B requires a transit agency to conduct service and fare equity analysis for all service and fare changes. As part of the analysis, Foothill Transit must inform the public of all the changes to the existing service (route alignment, fares, service level, etc.) and engage them in



the decision-making process. The information collected from this public outreach effort will be used to perform in-depth impact analysis as Foothill Transit is preparing for the operation of Duarte Transit service. The input and feedback collected via the public outreach process are also valuable to the planning process, as they provide insights to the types and levels of service that the community need and want.

Thus, Foothill Transit staff requests permission to conduct public outreach to gather comments from customers regarding any changes to the route and fare structure. The outreach will be focused on the existing Duarte bus customers and will include a series of town hall-like meetings and one public hearing. Once feedback is gathered and analyzed, staff will make its recommendations for Governing Board approval.

**Public Outreach Process**

The public outreach process will be scheduled for summer 2018. After the public outreach period is concluded, staff will prepare the Title VI service equity and fare equity analysis report(s) to identify any disparate impact and/or disproportionate burden resulted from the potential route modification and the transition from free fare to Foothill Transit's regular local service fares. The findings will be brought to the Executive Board for further approval.

**Fiscal Impact**

There are nominal costs associated with marketing materials and public notification regarding the Public Hearing. Funds are available in the Proposed FY18-19 Business Plan and Budget.

Sincerely,

Vy Phan-Hoang  
Transit Planner

Doran J. Barnes  
Executive Director

# Sign-in Sheet

Event: DUARTE TRANSIT SERVICE Date: 08/29/18 Time: 6PM - 8PM

Location: DUARTE COMMUNITY CENTER, 1600 HUNTINGTON DR., DUARTE

#	Name	Email	Phone Number
1	<del>STEVE HOENAUER</del> STEVE HOENAUER	TRB2 2002 @YAHOO.COM TRB2 2002 @YAHOO.COM	(626) 306-6841
2	Emily Jaciles	NONE	626-343-4951
3	ROBERT MEINERT		
4	AARNE WILKINS	QUILTIN F00L94 @yahoo.com	626- 203-6237
5	RUTH STEWART	Rstewart132@yahoo.com	323-362-0777
6	PHIL SHERIDAN	P-J-S@MSN.COM	(626) 303-5232
7	TIM HOGLE	TimHogle@aol.com	357-7110
8	LEN WEST		(626) 357-6396
9			
10			
11			
12			
13			
14			
15			

100 S. Vincent Ave., Suite 200 • West Covina, CA 91790 W: foothilltransit.org P: 626-931-7500 F: 626-915-1111

MEMBER CITIES: Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina and Los Angeles County. A PUBLIC AGENCY



Foothill Transit

# Sign-in Sheet

Event: DUARTE TRANSIT SERVICE Date: ~~9/24~~ 09.05.18 Time: 9AM - 11AM

Location: SENIOR CENTER, 1600 MONTIPATON DR, DUARTE, CA

#	Name	Email	Phone Number
1	R Talenti		626-256- <del>6768</del> <sup>6768</sup>
2	Barbara Tjaden		626-359-0157
3	Dave Myers		626-429-2487
4	Mike Hulsmann		626-531-6996
5	Alice Ryan		626-930-1954
6	Farouk Mankoss		626-253-2412
7	Emma Williams		626 359 1501
8			
9			
10			
11			
12			
13			
14			
15			

100 S. Vincent Ave., Suite 200 • West Covina, CA 91790 W foothilltransit.org P 626.931.7500 F 626.915.1143

MEMBER CITIES: Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina and Los Angeles County A PUBLIC AGENCY

# Acknowledgement of Scheduling

California Deposition Reporters  
550 South Barranca Ave  
Foothouse  
Covina, CA 91731  
Telephone: 626-242-1996  
Fax: 626-967-1012  
**EMERGENCY/AFTER HOURS  
626-625-0967**



<b>Job No.</b>	157945	<b>Scheduled Date</b>	8/7/2018 2:12:09 PM
<b>Attn</b>	DEANNA	<b>Attorney</b>	DEANNA FORREST
<b>Firm</b>	FOOTHILL TRANSIT 100 S. VINCENT AVE. SUITE 200 West Covina, CA 91790 Phone: 626-931-7221 Fax: 626-967-4608		

This fax/email is being sent as confirmation of the following scheduled deposition:

<b>Style of Case</b>	PUBLIC HEARING-LINE CHANGE CITY OF DUARTE		
<b>Witness(es)</b>	PUBLIC HEARING		
<b>Deposition Date</b>	09/15/2018	<b>Time</b>	10:00 AM - 05:00 PM
<b>Location</b>	DUARTE SENIOR CITIZEN CENTER 1610 HUNTINGTON DRIVE  Duarte, CA 91010 Phone: Room No.: Detail:		
<b>Services</b>	<u>Service Item</u>	<u>Units</u>	
<b>Remarks</b>			

We always try to confirm this assignment via telephone the business day prior to the scheduled time. The terms and conditions listed below will be deemed as acceptable unless notice is given to California Deposition Reporters at 626-242-1996 upon receipt of this facsimile or a different arrangement has been made in advance.

Our contract is with the attorney and law office that scheduled the deposition. We do not bill third or other parties unless we have agreed previously to bill an insurance carrier. We do not bill the client of the attorney or the law office or another law firm.

**TERMS:** Depositions require 24 hour cancellation; interpreter, video conference and conference rooms require 48 hour cancellation notice. Net cash 30 days from the date of invoice. Delinquent rate is 1.5% per month, 18% per annum, plus reasonable attorney's fees and cost of collections. Any disputes or collections proceedings arising from the agreement shall be heard at the West Covina, CA. If the deposition should be canceled, please call our office. If after hours please call 626-625-0967 24/7 365 days a week.

All returned checks or credit cards are subject up to a \$50.00 charge each occurrence. Thank you for choosing California Deposition Reporters.



Foothill Transit

# Sign-in Sheet

Event: DUARTE TRANSIT SERVICE Date: 9/15/2018 Time: 10 AM - 12 PM

Location: DUARTE SENIOR CENTER, 1610 HUNTINGTON DR., DUARTE, CA

#	Name	Email	Phone Number
1	Greta Saccoman	GM Saccoman@gmail.com	626-423-2579
2	Liz Reilly	reilly1@accessduarte.com	626-253-6600
3	Wiz Hazelton	wzhazelton3974@gmail.com	626-755-8082
4	Jose Melendez	josem1223@yahoo.com	(626) 332-0815 (626) 426-2815
5	Ross Marlit		(626) 930-9191
6	Julie M. Lopez		626-484-8411
7	Wen-Tzong Lo	robertlogood@gmail.com	(626)-461-2397
8	CRAG R. HOVER	crhover@earthlink.net	626 487 7704
9	Nobrough Prange		
10	Bernice Mayfield		(626) 221 4120
11	Rosalina Cruz		(626) 674-1185
12			
13			
14			
15			

100 S. Vincent Ave., Suite 200 • West Covina, CA 91790 W: foothilltransit.org P: 626-931-7500 F: 626-935-1143

MEMBER CITIES: Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina and Los Angeles County. A PUBLIC AGENCY



November 2, 2018

To: Executive Board

Subject: **Duarte Transit Service – Public Outreach Results**

---

### **Recommendation**

Receive and file a report on the results of the Duarte Transit Service Public Outreach.

### **Analysis**

In a special partnership with the city of Duarte, Foothill Transit will begin operation of two fixed route transit lines in the city starting in January 2019. The lines will be numbered Lines 860 and 861 and they will be operated using 35-foot, all-electric buses.

When Foothill Transit begins operation of the service, customers will pay Foothill Transit's fares for Local service. Foothill Transit and the City of Duarte held two workshops and one public hearing to answer questions and listen to concerns regarding the new service. The workshops were held on August 29, 2018 at 6:00PM in the Duarte Community Center and September 5, 2018 at 9:00AM in the Duarte Senior Center. The Public Hearing was held on Saturday September 15, 2018 at 10:00AM in the Duarte Senior Center.

Nine people attended the first workshop, ten attended the second, and 15 people attended the public hearing. Residents had questions about the actual routing of the service and the proposed span of service. There is no plan to operate routing that is different from the City of Duarte's current routing, but the number of trips may need to be changed to better accommodate the range of the electric buses that will be used exclusively for this service.

As expected, the biggest concern of the Duarte system's current customers is going from a free service on the City's current transit system to paying a fare on Foothill Transit's service. Duarte Assistant City Manager, Kristen Peterson helped address those concerns



by noting that even if Foothill Transit were not to operate Lines 860 and 861, the City would eventually have to begin charging fares to continue providing service. The Foothill Transit team present at the meetings shared the various fare options, including the Day Pass and Monthly Passes, informing attendees that the passes are good on all Foothill Transit lines, not just the two new lines. Many of the attendees at the events already had some form of a discounted TAP card, and overall, residents were looking forward to the new service, technologies, and the new electric buses.

The City of Duarte and Foothill Transit will hold more informational workshops targeting current and future customers to continue to inform them of the coming service before the official launch of service. The workshops will focus on fare payment procedures, fare options, NextTrip, and bus basics. Foothill Transit and the city of Duarte remain in regular communication to ensure the service launch is smooth and successful.

**Budget Impact**

The cost to operate the Duarte service has been programmed in the FY 18-19 operating budget.

Sincerely,

Joseph Raquel  
Planning Director

Doran J. Barnes  
Executive Director

## **ATTACHMENT 6.3**

**CONSENT CALENDAR**

6. **OCTOBER 2018 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY**

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through October 31, 2018. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of October 31, 2018 for the fiscal year ending June 30, 2019.

Motion by Member Pedroza, second by Vice Chair Herrera, to receive and file. Motion carried 4-0.

7. **TITLE VI EQUITY ANALYSIS - DUARTE TRANSIT SERVICE**

Recommendation: Receive and file the equity analysis of Duarte Community Connector service.

Motion by Member Pedroza, second by Vice Chair Herrera, to receive and file. Motion carried 4-0

8. **TITLE VI EQUITY ANALYSIS - Foothill Transit Class Pass Program Review**

Recommendation: Receive and file the Title VI Equity Analysis review report for the Class Pass Program.

Motion by Member Pedroza, second by Vice Chair Herrera, to receive and file. Motion carried 4-0

9. **CONTRACT AWARD - Arcadia Facility Utility Roof**

Recommendation: Authorize the Executive Director to enter into Agreement No. 19-024 with Best Contracting Services, Inc., in the amount of \$230,680 for replacement of the asphalt utility roof at Foothill Transit's Arcadia Operations and Maintenance Facility.

Motion by Member Pedroza, second by Vice Chair Herrera, to approve. Motion carried 4-0.



December 14, 2018

To: Executive Board

Subject: **Title VI Equity Analysis – Foothill Transit Class Pass Program Review**

---

### **Recommendation**

Receive and file the Title VI Equity Analysis review report for the Class Pass Program.

### **Analysis**

#### VI. Summary

This report provides a review of the Foothill Transit Class Pass Program in terms of equity. The analysis shows that the program makes public transportation more affordable for all students whether they are enrolled part-time or full-time at any of the four participating colleges within Foothill Transit's service area. No significant impacts were found.

#### VII. Class Pass Program

In 2014, Foothill Transit's Executive Board directed staff to pursue expanding the student rider program to colleges throughout the San Gabriel and Pomona Valleys. Since then Foothill Transit Class has implemented programs on four local college campuses, which have contributed to increased student ridership system wide.

Foothill Transit currently has established Class Pass programs at the University of La Verne, Mount San Antonio College (Mt. SAC), and Citrus College. All of these colleges began with a Foothill Transit funded pilot program, which led to adoption of the Class Pass through a student vote or school board approval. A pilot program is currently in process at the Claremont Colleges since January 2018. This program includes all seven Universities that make up the Claremont College Consortium, and access to the system is provided to faculty and staff in addition to the student population. The pilot runs for two semesters and is free of charge to the Claremont Colleges.

#### VIII. Methodology

Foothill Transit's Disparate Impact and Disproportionate Burden Policy has established a statistical threshold to determine whether minority and low-income customers would be disproportionately impacted by the adverse effects of a service or fare change. This means that if the percentage difference between the minority population of Class Pass participants affected by the service or fare change is above 15 percent of the minority



population of the overall service area, a disparate impact exists. If the affected low-income population (households) of Class Pass participants is above 15 percent of the low-income of the overall service area, a disproportionate burden exists. This threshold is based on the cumulative impact of the proposed service or fare change.

Using the 2016 American Community Survey (ACS) 5-Year Estimate Block Group data, it is estimated that there are approximately 1.7 million people living within Foothill Transit's service area, and 1.4 million are minority (82.01 percent). Foothill Transit's policy defines "low income" as households that have a median household income at or below 30 percent of the median income for the service area or \$18,901 (using 2016 ACS 5-Year Estimate). This translates to those who make below \$25,000 due to the \$15,000-increment income categories.

However, due to the geographical diversity of the student populations, it would be inaccurate to look at median incomes of communities surrounding these campuses. Thus, in order to properly assess the impact of the Class Pass Program, the 150-percent federal poverty level threshold was determined to be the appropriate measure of low-income population. This was then compared to the reported percentage of recipients at each school because financial-aid recipients were subjected to the federal poverty level threshold guidelines for eligibility. Approximately 28 percent of the population within Foothill Transit's service area is under the 150-percent poverty threshold.

- **Foothill Transit Class Pass Program**

- A. Fare Structure

- In March 2014, the Executive Board approved a Class Pass subsidy rate of \$0.60 per boarding for all Class Pass campuses. In the recent fare restructuring, this subsidy rate was increased to \$0.75 per boarding beginning with the fall 2018 academic session. Thus, all Class Pass campuses will reimburse Foothill Transit \$0.75 per boarding. Any college subsequently entering the program will also be subject to the same rate or any board-approved change of rate hereafter. A Not to Exceed (NTE) amount is individually calculated by each participating college using the part-time and full-time student



Special Executive Board Meeting – 12/14/2018  
Title VI Equity Analysis – Foothill Transit Class Pass Program Review

enrollment and is submitted to Foothill Transit every academic year for reimbursement purposes.

Table 1 Cash Fares

Cash Fare	Fare Category	Regular Fare (per ride)	Class Pass Fare (per ride for the duration of enrollment)
	Student Local	\$1.50 / \$1.25	\$0.75
	Student Silver Streak	\$2.75 / \$2.50	\$0.75
	Student Commuter Express	\$5.00	\$5.00

Table 2 Pass Fares

Pass Fare	Fare Category	Regular 1-Day Pass (per pass)	Regular 31-Day Pass (per pass)	Foothill Transit Class Pass Fare (per ride for the duration of enrollment)
	Student Local	\$5.00	\$36.00	\$0.75/ride unlimited
	Student Silver Streak	\$5.00	\$75.00	\$0.75/ride unlimited
	Student Commuter Express	N/A	N/A	\$5.00/ride

B. Ridership Analysis

Ridership data of the past three fiscal years and the FY18-19 YTD shows that farebox-classified student ridership is approximately 10.511 percent of Foothill Transit’s system-wide ridership. Table 3 below summarizes the information.

Table 3 Farebox-Classified Student Ridership

Fiscal Year	System-wide Ridership	Student Only Ridership	Student Proportion
FY15-16	13,584,135	1,411,304	10.38%
FY16-17	13,561,124	1,456,746	10.72%
FY17-18	12,543,650	1,302,852	10.39%
FY18-19 YTD (October 2019)	4,262,441	448,750	10.53%
<b>Average Student Ridership Share</b>	<b>10.511%</b>		



Special Executive Board Meeting – 12/14/2018  
Title VI Equity Analysis – Foothill Transit Class Pass Program Review  
Page 4

The Class Pass program alone constitutes on average 6.658 percent of Foothill Transit’s system-wide ridership. Table 4 gives a breakdown of the Class Pass ridership percentage at each participating college from FY15-16 through the month of October in FY18-19.

Table 4 Farebox-Classified Class Pass Only Ridership

Campus	FY15-16	FY16-17	FY17-18	FY18-19 (YTD)
University of La Verne	0.17%	0.12%	0.10%	0.12%
Mt. San Antonio College	6.05%	5.15%	5.14%	5.08%
Citrus College	-	1.41%	1.55%	1.53%
Claremont Colleges	-	-	0.08%	0.14%
<b>Total System Ridership Share</b>	<b>6.22%</b>	<b>6.68%</b>	<b>6.87%</b>	<b>6.86%</b>
<b>Average System Ridership Share</b>	<b>6.658%</b>			

C. Demographic Analysis

Demographic analysis shows that the minority populations at three of the four participating college is less than the overall service area’s average – the Claremont Colleges have the highest discrepancy (-22.57 percent). Mt. San Antonio College, on the other hand, has a slightly higher minority percentage than that of the service area. All participating colleges have considerably larger low-income populations than that of Foothill Transit’s service area. Table 5 summarizes the results of the demographic analysis per college.

Table 5 Results of Demographic Analysis per Participating College

Campus	Minority Population Proportion	Difference from overall service area	Financial-Aid Assistance Proportion	Percent difference from overall service area
University of La Verne	68.80%	-13.21%	68.00%	+39.66%
Mt. San Antonio College	83.14%	+1.13%	75.00%	+46.66%
Citrus College	80.00%	-2.01%	84.62%	+56.28%
Claremont Colleges	59.44%	-22.57%	60.44%	+32.10%
Overall Service Area	82.01%		28.34%	

Based on the threshold set forth by the agency’s disparate impact and disproportionate burden policy, the Class Pass Program has a positive impact on the low-income student



Special Executive Board Meeting – 12/14/2018  
Title VI Equity Analysis – Foothill Transit Class Pass Program Review  
Page 5

population. There is no significant disparate impact despite the 22.57 percent minority-proportion difference between Foothill Transit's service area and Claremont Colleges.

There are two primary reasons for this determination. First, the geographical diversity of the student populations, where it would be misleading to strictly compare the overall service area minority population to the minority population of the participating campuses. The second reason is the program's Intention of providing affordable public transportation to students studying within the San Gabriel Valley area. The financial-aid assistance proportion analysis finds that, on average, 72.01 percent of the students studying at the four participating campuses received some form of financial aid for the 2018 academic year. This is an average of 43.68 percent more than the agency's low-income population according to the below-150-percent poverty threshold. The analysis supports the program's intention of providing affordable transportation alternative to students of minority and/or low-income.

• **Partnership with LA Metro: U-Pass Program**

In addition to the Foothill Transit Class Pass Program, LA Metro also offers a similar discounted student pass to several colleges within the San Gabriel Valley area. Foothill Transit also participates, as partner, in this LA Metro-managed student pass program at two colleges: Pasadena City College and Rio Hondo College. These two colleges also have a high number of students utilizing the discounted pass to travel to and from school via Foothill Transit service – approximately 1.64 percent of the agency's system-wide ridership. Table 6 summarizes the ridership share of the two aforementioned colleges from FY15-16 through October of FY18-19.

Table 6 Ridership Share of LA Metro's U-Pass on Foothill Transit Service

Campus	FY15-16	FY16-17	FY17-18	FY18-19 (YTD)
Pasadena City College	0.61%	0.36%	0.30%	0.31%
Rio Hondo College	0.23%	0.20%	0.22%	0.28%
<b>Total System Ridership Share</b>	<b>2.66%</b>	<b>1.79%</b>	<b>1.53%</b>	<b>0.59%</b>
<b>Average System Ridership Share</b>	<b>1.642%</b>			



- **Conclusion**

The Class Pass program does not cause any significant disparate impact or disproportionate burden to any communities within Foothill Transit’s service area.

Sincerely,

Vy Phan-Hoang  
Transit Planner

Doran J. Barnes  
Executive Director

# **ATTACHMENT 6.4**



9:15 AM, September 25, 2020

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

Page 3

8. TITLE VI EQUITY ANALYSIS - LINE 291 ROUTE MODIFICATION

*Recommended Action: Receive and file the equity analysis of Line 291 Route Modification.*

9. TITLE VI EQUITY ANALYSIS - LINE 497 CANCELLATION

*Recommended Action: Receive and file the equity analysis of the cancellation of Line 497*

10. REQUEST TO ISSUE INVITATION FOR BIDS - SECURITY INFORMATION AND EVENT MANAGEMENT SOFTWARE

*Recommended Action: Authorize the Executive Director to issue an invitation for bids (IFB No. 21-020) for the purchase of a Security Information and Event Management (SIEM) Software for the Foothill Transit Data Center located at the administrative offices.*

11. EXERCISE OF OPTION - PRINTING OF INTERIOR BUS CARDS

*Recommended Action: Authorize the Executive Director to exercise the first two-year option (Option Years 1 and 2) in the amount of \$168,100 for the printing of Interior Bus Cards with Kandid Graphics (19-065).*

12. REQUEST TO ISSUE REQUEST FOR QUALIFICATIONS - MATERIALS TESTING AND SPECIAL INSPECTIONS SERVICES FOR MT. SAN ANTONIO COLLEGE TRANSIT CENTER

*Recommended Action: Authorize the Executive Director to issue Request for Qualifications (RFQ) 21-021 Materials Testing and Special Inspections Services for Mt San Antonio College Transit Center.*

REGULAR AGENDA:

13. EXECUTIVE AND GOVERNING BOARD 2021 MEETING SCHEDULE

*Recommended Action: Provide direction regarding the preparation of the 2021 meeting schedule.*

14. CONTRACT AMENDMENT - AGREEMENT NO. 08-073 AMERICANEAGLE.COM

*Recommended Action: Authorize the Executive Director to modify the scope of work for Contract No. 18-073 with AmericanEagle.com to exclude the Foothill Transit mobile fare payment application and to complete work on the point-of-sale (POS) system including ongoing maintenance and support and to negotiate an appropriate reduction project cost.*



September 25, 2020

To: Governing Board

Subject: **Title VI Equity Analysis – Line 291 Route Modification**

---

### **Recommendation**

Receive and file the equity analysis of Line 291 Route Modification.

### **Analysis**

#### IX. Summary

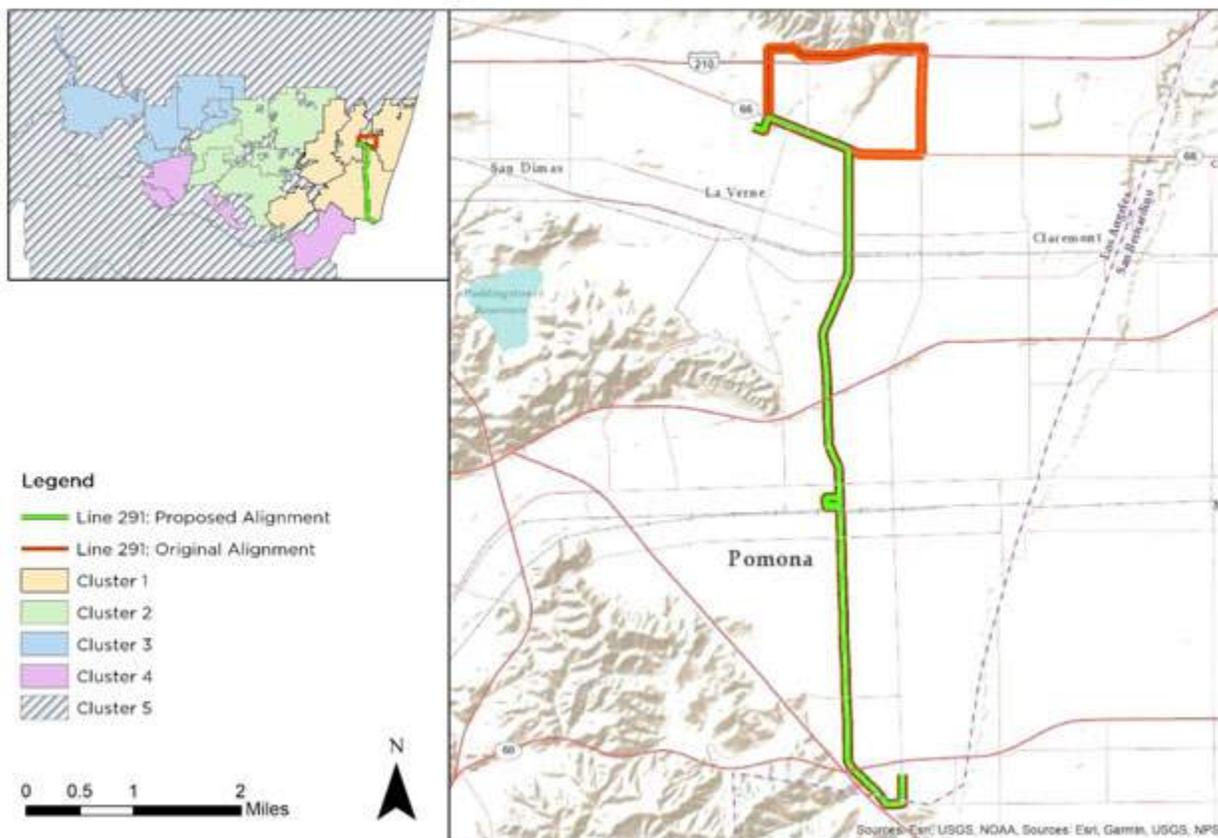
In February of 2017, Foothill Transit proposed a route variation on Line 291 to have a select number of trips serve an area that previously did not have any Foothill Transit bus service.

During the public outreach for the proposed change, general sentiment was positive with customers expressing their desire to have service to the area. In May of 2017, the Governing Board approved the route modification to begin having select northbound trips on Line 291 continue north on Garey Avenue to Towne Avenue as a way to serve Base Line Road. Three additional stops were added along the routing for customers to access various destinations in the area.

Below is a map of the current and proposed alignments for Line 291. The dotted orange line represents the current routing that serves Base Line Road while the green line represents the proposed routing for the upcoming service change in September 2019. Using census data, an equity analysis was conducted by staff to determine whether the operation of these two transit routes would have any disparate impact or disproportionate burden. No significant impact was found.



**Foothill Transit Line 291 Proposed Route Modification**



X. Methodology

Foothill Transit's Disparate Impact and Disproportionate Burden Policy established a statistical threshold to determine whether minority and low-income passengers would be disproportionately impacted by the adverse effects of a service or fare change. This means that if the percentage difference between the minority population affected by the service or fare change is above 15 percent of the minority population of the overall service area, a disparate impact exists. If the affected low-income population (households) is



above 15 percent of the low-income of the overall service area, a disproportionate burden exists. This threshold is based on the cumulative impact of the proposed service or fare change.

Using the 2017 American Community Survey 5-Year Estimate Block Group data, it is estimated that there are approximately 1.7 million people living within Foothill Transit’s service area, and 1.4 million are minority (82.49 percent). A “low income” categorization is considered for those whose median household income is at or below 30 percent of the median income for the service area or \$20,228.48 (using 2017 ACS 5-Year Estimate). This translates to those who make below \$24,999. This is due to the nearest income category available in the ACS data is “\$20,000 to \$24,999.” This method estimated 21.25 percent of the 531,719 households within the service area are low-income households.

Route-level analysis was performed using buffer analysis too. Buffers of quarter-mile radius and one-mile radius were placed around Line 291. Section III below contains the detailed results.

XI. Analysis

3. Quarter-Mile Buffer Analysis

The minority population within the quarter-mile area surrounding proposed Line 291 is 4.63 percent more than that of Foothill Transit’s service area. The number of low-income households within the routes’ quarter-mile buffer zone is 0.53 percent fewer than that of the service area. Tables 1 and 2 show the results of the quarter-mile buffer analysis. None of the changes in minority population and low-income household exceed the 15-percent impact threshold.

**Table 1 Quarter-Mile Buffer Analysis: Minority Population**

<i>Quarter-Mile Buffer Analysis</i>	Area Population	Minority Population	Minority Proportion	Percent Difference from Service Area	Is the percent change more than 15%?
Modified Line 291	29,634	25,817	87.12%	4.63%	NO
Current Line 291	35,866	29,830	83.17%	0.69%	NO
Service Area	1,731,279	1,428,056	82.49%		



**Table 2 Quarter-Mile Buffer Analysis: Low-Income Households**

<i>Quarter-Mile Buffer Analysis</i>	Area Households	Low-Income Households	Low-Income proportion	Percent Difference from Service Area	Is the percent change more than 15%?
Modified Line 291	8,032	1,664	20.72%	-0.53%	NO
Current Line 291	10,301	2,349	22.80%	1.56%	NO
Service Area	531,719	112,976	21.25%		

4. One-Mile Buffer Analysis

In comparison to the overall Foothill Transit service area, the one-mile area has lower less minority population and low-income households – 0.21 percent and 0.02 percent, respectively. Tables 3 and 4 show the results of the one-mile buffer analysis. None of the changes in minority population and low-income household exceed the 15-percent impact threshold.

**Table 3 One-Mile Buffer Analysis: Minority Population**

<i>One-Mile Buffer Analysis</i>	Area Population	Minority Population	Minority proportion	Difference from overall service area	Is the percent change more than 15%?
Modified Line 291	125,476	103,238	82.28%	-0.21%	NO
Current Line 291	169,171	127,268	75.23%	-7.26%	NO
Overall Service Area	1,731,279	1,428,056	82.49%		



**Table 4 One-Mile Buffer Analysis: Low-Income Households**

<i>One-Mile Buffer Analysis</i>	Area Households	Low-Income Households	Low-Income proportion	Difference from overall service area	Is the percent change more than 15%?
Modified Line 291	34,991	7,426	21.22%	-0.02%	NO
Current Line 291	50,514	10,213	20.22%	-1.03%	NO
Overall Service Area	531,719	112,976	21.25%		

**XII. Public Outreach Results**

After the Governing Board authorized the Executive Director to seek public input and conduct a public hearing following the March 29, 2019 Governing Board Meeting, Foothill Transit staff began the outreach process to speak to customers. Rider alerts were sent out to customers, and bus stop notices were posted along the route to inform customers of the proposed change.

Customers were able to email, call, fax, visit a Transit Store, or give their opinion at the public hearing on May 3, 2019. The table below outlines the number of comments received and whether their comment was in favor of or opposed to the proposed change to Line 291.

Comment Category	Number of Comments
In Favor of Proposal	-
Against Proposal	1
Total	1

**XIII. Financial Impact**

This report has no financial impact.

Sincerely,

Lourdes Alvarez  
Transit Planner

Doran J. Barnes  
Executive Director



March 29, 2019

To: Governing Board

Subject: **Request to Seek Public Hearing for Line 291 Route Segment Elimination**

---

**Recommendation**

Authorize the Executive Director to seek public input and conduct a public hearing regarding the proposed elimination of a segment of Line 291.

**Analysis**

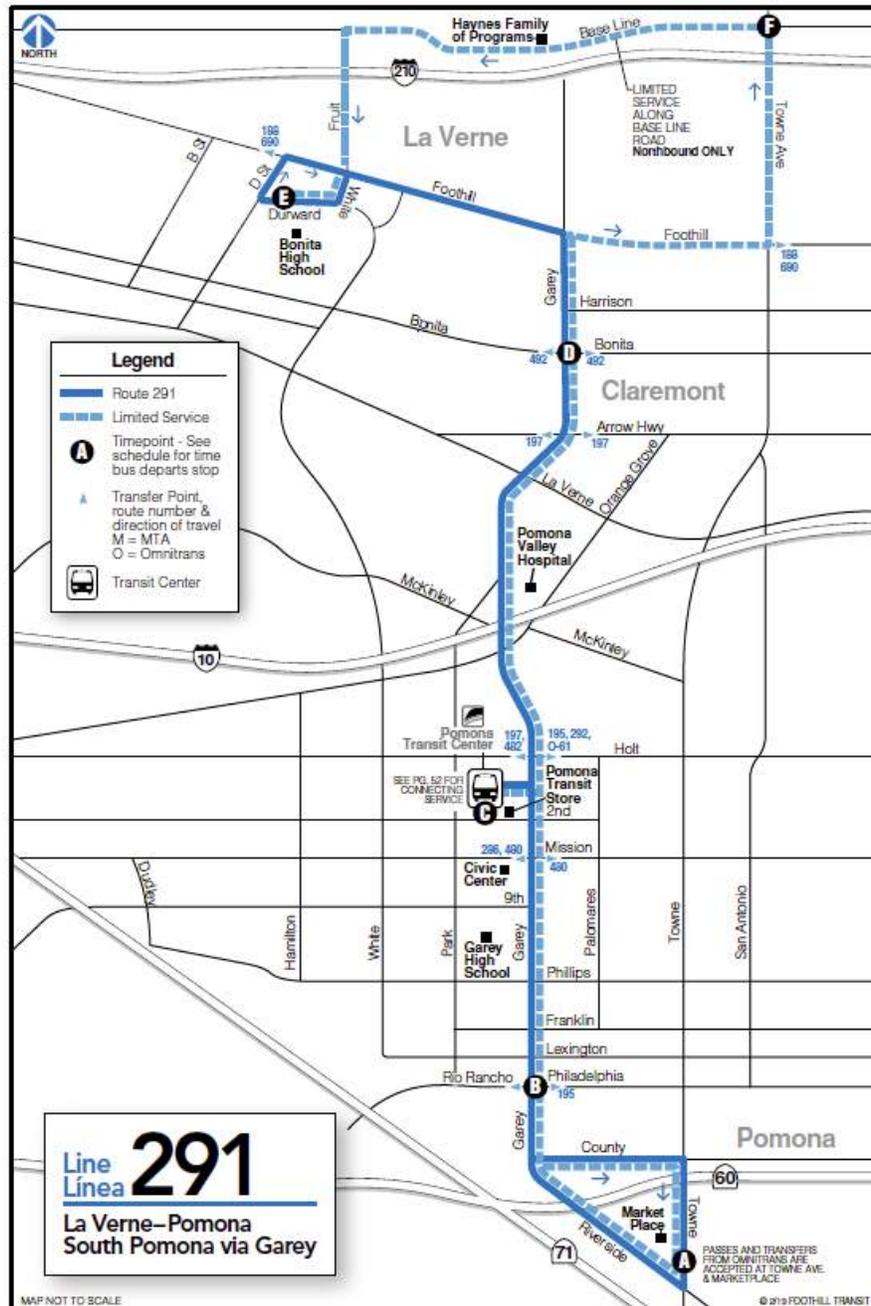
In February of 2017, Foothill Transit proposed a route variation on Line 291 to have a select number of trips serve an area that previously did not have any Foothill Transit bus service.

During the public outreach for the proposed change, general sentiment was positive with customers expressing their desire to have service to the area. In May of 2017, the Governing Board approved the route modification to begin having select northbound trips on Line 291 continue north on Garey Avenue to Towne Avenue as a way to serve Base Line Road. Three additional stops were added along the routing for customers to access various destinations in the area.

Below is a map of the current Line 291 with the dotted lines representing the route deviation to serve Base Line Road.



Governing Board Meeting - 03/29/19  
Request to Seek Public Hearing for Line 291 Route Segment Elimination





Governing Board Meeting - 03/29/19  
Request to Seek Public Hearing for Line 291 Route Segment Elimination

The route schedule for Line 291 has the six trips highlighted in grey to show customers that these select trips serve the stops on Base Line Road.

Line-Línea <b>291</b>		NORTHBOUND/EN DIRECCIÓN NORTE POMONA TO LA VERNE POMONA HACIA LA VERNE					
WEEKDAY ENTRE SEMANA		A Towms Ave. & Marketplace	B Garey Ave. & Rio Rancho Rd.	C Pomona Transit Center	D Garey Ave. & Bonita Ave.	F Base Line Rd. & Towne Ave.	E Dunward Way & D St
4:00	4:05	4:18	4:31	.....	4:40		
4:30	4:35	4:48	5:01	.....	5:10		
5:00	5:05	5:18	5:31	.....	5:40		
5:20	5:25	5:38	5:51	.....	6:00		
5:40	5:45	5:58	6:11	.....	6:20		
6:00	6:05	6:18	6:31	6:40	6:45		
6:20	6:25	6:38	6:51	7:00	7:05		
6:40	6:45	6:58	7:14	.....	7:23		
7:00	7:06	7:22	7:38	7:47	7:52		
7:20	7:26	7:42	7:58	.....	8:07		
7:40	7:46	8:02	8:18	.....	8:27		
8:00	8:06	8:23	8:39	.....	8:48		
8:20	8:26	8:43	8:59	.....	9:09		
8:40	8:46	9:03	9:20	.....	9:30		
9:00	9:07	9:24	9:41	.....	9:51		
9:20	9:27	9:44	10:01	.....	10:11		
9:40	9:47	10:04	10:21	.....	10:31		
10:00	10:07	10:24	10:41	.....	10:51		
10:20	10:27	10:44	11:01	.....	11:11		
10:40	10:47	11:04	11:22	.....	11:32		
11:00	11:06	11:23	11:41	.....	11:51		
11:15	11:21	11:38	11:56	.....	12:06		
11:30	11:36	11:53	12:11	.....	12:21		
11:45	11:51	12:08	12:26	.....	12:36		
12:00	12:06	12:22	12:40	.....	12:50		
12:15	12:21	12:37	12:55	.....	1:05		
12:30	12:36	12:52	1:10	.....	1:20		
12:45	12:51	1:07	1:25	.....	1:35		
1:00	1:06	1:22	1:40	.....	1:50		
1:15	1:21	1:37	1:55	.....	2:05		
1:30	1:36	1:52	2:09	.....	2:19		
1:45	1:51	2:07	2:24	.....	2:34		
2:00	2:07	2:23	2:40	.....	2:50		
2:15	2:22	2:38	2:55	.....	3:05		
2:30	2:37	2:53	3:10	3:20	3:25		
2:45	2:52	3:08	3:25	.....	3:35		
3:00	3:06	3:22	3:39	3:49	3:54		
3:15	3:21	3:37	3:54	.....	4:04		
3:30	3:36	3:52	4:09	4:19	4:24		
3:45	3:51	4:07	4:24	.....	4:34		
4:00	4:06	4:22	4:39	.....	4:49		
4:15	4:21	4:37	4:54	.....	5:04		
4:30	4:36	4:52	5:09	.....	5:19		
4:45	4:51	5:07	5:24	.....	5:34		
5:00	5:06	5:22	5:39	.....	5:49		
5:15	5:21	5:37	5:54	.....	6:04		
5:30	5:36	5:52	6:08	.....	6:18		
5:45	5:51	6:07	6:23	.....	6:33		
6:00	6:06	6:21	6:37	.....	6:47		
6:15	6:21	6:36	6:52	.....	7:02		
6:30	6:36	6:51	7:07	.....	7:16		
6:45	6:51	7:06	7:22	.....	7:31		
7:00	7:06	7:20	7:36	.....	7:45		
7:20	7:26	7:40	7:56	.....	8:05		
7:40	7:46	8:00	8:15	.....	8:24		
8:00	8:05	8:19	8:34	.....	8:43		
8:30	8:35	8:49	9:04	.....	9:13		
9:00	9:05	9:19	9:33	.....	9:42		
9:30	9:35	9:49	10:03	.....	10:12		

NOTE: Line 291 is an all-electric route. Electric buses will re-charge for a few minutes at the Pomona Transit Center.

LIGHT TYPE = AM  
BOLD TYPE = PM

foothilltransit.org 800.RIDE.INFO (743.3463) EFFECTIVE DATE: 2/10/19



Foothill Transit selected three northbound trips in the morning and three northbound trips in the afternoon to follow the route deviation based on customer feedback during the public outreach process. Since implementing this service in October of 2017, ridership has been low with minimal boardings per day.

**Public Outreach and Next Steps**

Subject to Board authorization, the Foothill Transit Planning Team will conduct a public hearing to obtain public input on the proposal during the month of May. Staff also plans to reach out to various community groups and organizations in the area who might be affected by the routing change.

Aside from the public hearing, customers will be able to submit their comments through email, postal mail, telephone using our 800-RIDE-INFO line, fax, and in person at our Transit Stores. The public comment period will last 30 days, giving customers ample time to submit comments.

At the close of the public comment period, staff will analyze the data and present a final recommendation to the Executive and Governing Boards for final approval. Implementation of any recommended changes would be scheduled to occur during the fall 2019 schedule change.

<b>Next Steps</b>	
<b>Seek Governing Board Approval to conduct public outreach</b>	<b>March 2019</b>
<b>Public Comment/Outreach Period</b>	<b>April to May 2019</b>
<b>Present Final Recommendations to the Governing Board for approval</b>	<b>May 2019</b>
<b>Implement any Approved Changes</b>	<b>Fall 2019</b>

**Title VI Analysis**

In order to comply with the federal Civil Rights Act of 1964, Foothill Transit conducted an analysis on the proposed changes to ensure that there will be no disparate adverse impact on minorities and disproportionate burden on low-income customers.



Governing Board Meeting – 03/29/19  
Request to Seek Public Hearing for Line 291 Route Segment Elimination

Page 5

Staff will conduct an analysis using ridership data from our demographic data supplied by the 2016 Foothill Transit On-Board Survey. Any findings will be reported to the board upon completion of the public outreach process.

**Financial Impact**

The projected annual savings from the elimination of these northbound trips is \$12,110. The savings from Line 291 is scheduled to be reinvested into other parts of Foothill Transit to improve frequency and coverage.

Sincerely,

Joshua Landis  
Planning Manager

Doran J. Barnes  
Executive Director

## Sign-in Sheet

Event: Line 29/ Service Changes Date: 5/2/19 Time: 10 AM  
Location: 100 S Vincent Ave, Suite 200, West Covina, CA 91790

#	Name	Email	Phone Number
1	Andy Rivera	arivera@cpp.edu	(562) 205-6872
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

100 S. Vincent Ave., Suite 200 • West Covina, CA 91790 W.CoMtrTransit.org P: 626.931.7300 F: 626.915.1143

MEMBER CITIES: Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina and Los Angeles County. A PUBLIC AGENCY



May 31, 2019

To: Governing Board

Subject: **Line 291 Route Segment Elimination**

---

**Recommendation**

Approve the elimination of a portion of Line 291 that serves select northbound trips along Base Line Road.

**Analysis**

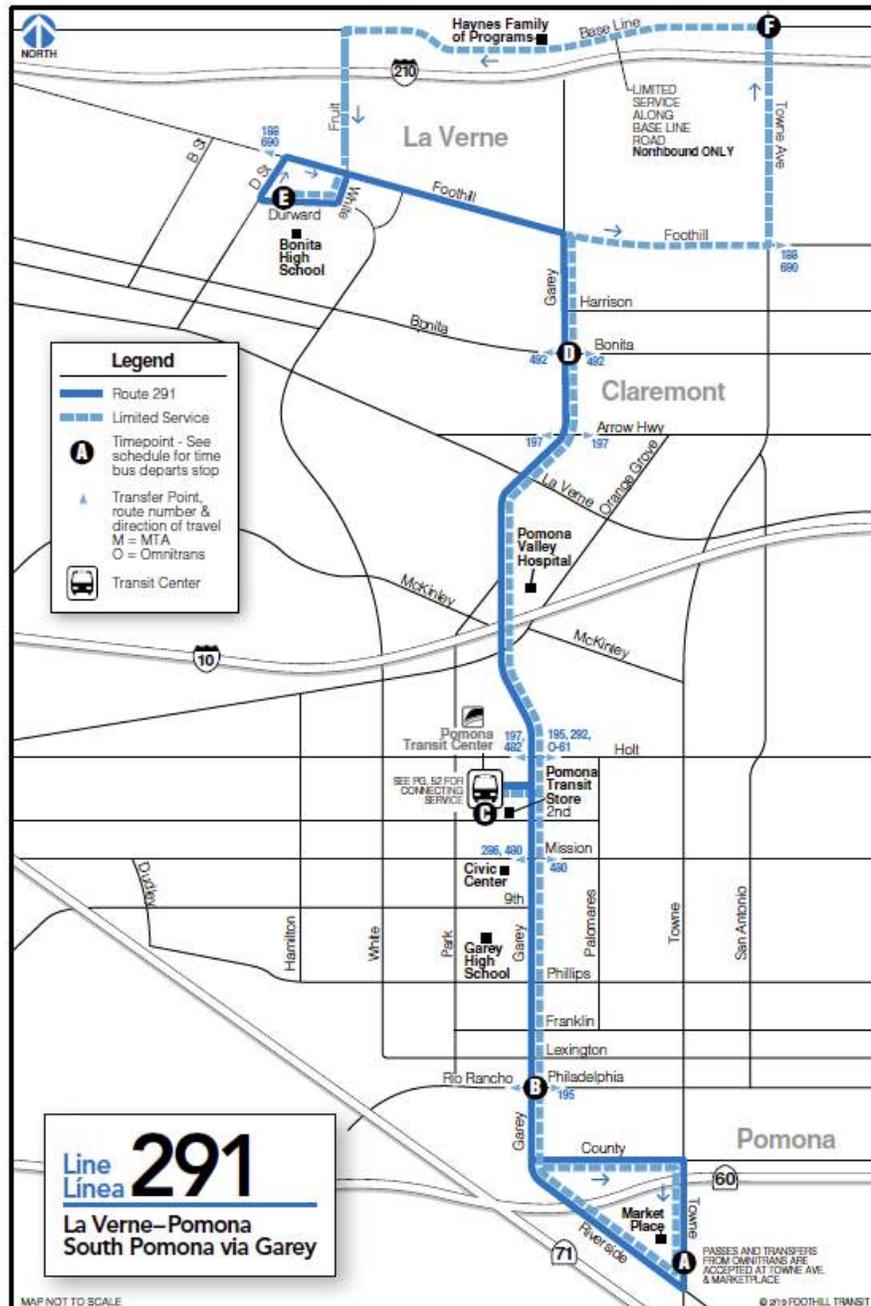
In February 2017, a route variation was proposed on Line 291 to have select trips serve an area that previously did not have any Foothill Transit bus service.

During the public outreach for the proposed change, general sentiment was positive with customers expressing their desire to have service to the area. In May 2017, the Governing Board approved the route modification to begin having select northbound trips on Line 291 continue north on Garey Avenue to Towne Avenue as a way to serve Base Line Road. Three additional stops were installed along the new route segment for customers to access various destinations in the area.

On the next page is a map of the current Line 291 with the dotted lines representing the route deviation to serve Base Line Road.



Joint Meeting - Annual Governing Board and Executive Board Meeting - 05/31/19  
Public Hearing Results for Line 291 Route Segment Elimination





Joint Meeting - Annual Governing Board and Executive Board Meeting - 05/31/19  
Public Hearing Results for Line 291 Route Segment Elimination

The route schedule for Line 291 has the six trips highlighted in grey to indicate that these select trips serve the stops on Base Line Road.

Line-Línea <b>291</b>		NORTHBOUND/EN DIRECCIÓN NORTE POMONA TO LA VERNE POMONA HACIA LA VERNE					
WEEKDAY ENTRE SEMANA		A	B	C	D	E	F
		Towne Ave. & Marketplace	Garey Ave. & Rio Rancho Rd.	Pomona Transit Center	Garey Ave. & Bonita Ave.	Base Line Rd. & Towne Ave.	Durward Way & D St.
4:00	4:05	4:18	4:31	.....	.....	4:40	
4:30	4:35	4:48	5:01	.....	.....	5:10	
5:00	5:05	5:18	5:31	.....	.....	5:40	
5:20	5:25	5:38	5:51	.....	.....	6:00	
5:40	5:45	5:58	6:11	.....	.....	6:20	
6:00	6:05	6:18	6:31	6:40	7:00	6:45	
6:20	6:25	6:38	6:51	.....	.....	7:05	
6:40	6:45	6:58	7:14	.....	.....	7:23	
7:00	7:06	7:22	7:38	7:47	.....	7:52	
7:20	7:26	7:42	7:58	.....	.....	8:07	
7:40	7:46	8:02	8:18	.....	.....	8:27	
8:00	8:06	8:23	8:39	.....	.....	8:48	
8:20	8:26	8:43	8:59	.....	.....	9:09	
8:40	8:46	9:03	9:20	.....	.....	9:30	
9:00	9:07	9:24	9:41	.....	.....	9:51	
9:20	9:27	9:44	10:01	.....	.....	10:11	
9:40	9:47	10:04	10:21	.....	.....	10:31	
10:00	10:07	10:24	10:41	.....	.....	10:51	
10:20	10:27	10:44	11:01	.....	.....	11:11	
10:40	10:47	11:04	11:22	.....	.....	11:32	
11:00	11:06	11:23	11:41	.....	.....	11:51	
11:15	11:21	11:38	11:56	.....	.....	12:06	
11:30	11:36	11:53	12:11	.....	.....	12:21	
11:45	11:51	12:08	12:26	.....	.....	12:36	
12:00	12:06	12:22	12:40	.....	.....	12:50	
12:15	12:21	12:37	12:55	.....	.....	1:05	
12:30	12:36	12:52	1:10	.....	.....	1:20	
12:45	12:51	1:07	1:25	.....	.....	1:35	
1:00	1:06	1:22	1:40	.....	.....	1:50	
1:15	1:21	1:37	1:55	.....	.....	2:05	
1:30	1:36	1:52	2:09	.....	.....	2:19	
1:45	1:51	2:07	2:24	.....	.....	2:34	
2:00	2:07	2:23	2:40	.....	.....	2:50	
2:15	2:22	2:38	2:55	.....	.....	3:05	
2:30	2:37	2:53	3:10	3:20	.....	3:25	
2:45	2:52	3:08	3:25	.....	.....	3:35	
3:00	3:06	3:22	3:39	3:49	.....	3:54	
3:15	3:21	3:37	3:54	.....	.....	4:04	
3:30	3:36	3:52	4:09	4:19	.....	4:24	
3:45	3:51	4:07	4:24	.....	.....	4:34	
4:00	4:06	4:22	4:39	.....	.....	4:49	
4:15	4:21	4:37	4:54	.....	.....	5:04	
4:30	4:36	4:52	5:09	.....	.....	5:19	
4:45	4:51	5:07	5:24	.....	.....	5:34	
5:00	5:06	5:22	5:39	.....	.....	5:49	
5:15	5:21	5:37	5:54	.....	.....	6:04	
5:30	5:36	5:52	6:08	.....	.....	6:18	
5:45	5:51	6:07	6:23	.....	.....	6:33	
6:00	6:06	6:21	6:37	.....	.....	6:47	
6:15	6:21	6:36	6:52	.....	.....	7:02	
6:30	6:36	6:51	7:07	.....	.....	7:16	
6:45	6:51	7:06	7:22	.....	.....	7:31	
7:00	7:06	7:20	7:36	.....	.....	7:45	
7:20	7:26	7:40	7:56	.....	.....	8:05	
7:40	7:46	8:00	8:15	.....	.....	8:24	
8:00	8:05	8:19	8:34	.....	.....	8:43	
8:30	8:35	8:49	9:04	.....	.....	9:13	
9:00	9:05	9:19	9:33	.....	.....	9:42	
9:30	9:35	9:49	10:03	.....	.....	10:12	

NOTE: Line 291 is an all-electric route. Electric buses will re-charge for a few minutes at the Pomona Transit Center.

LIGHT TYPE - AM  
BOLD TYPE - PM  
foothilltransit.org 800.RIDE.INFO (743.3463) EFFECTIVE DATE: 2/10/19



Joint Meeting - Annual Governing Board and Executive Board Meeting - 05/31/19  
Public Hearing Results for Line 291 Route Segment Elimination

Three northbound AM trips and three northbound PM trips were modified to follow the route deviation based on customer feedback during the public outreach process. Since implementing this service in October 2017, ridership has been low with very few boardings each day.

The proposal for this line is to reroute the select northbound trips that serve Base Line Road so that all northbound trips follow the original routing throughout the day.

**Public Outreach and Next Steps**

After the Governing Board authorized the Executive Director to seek public input and conduct a public hearing following the March 29, 2019 Governing Board Meeting, Foothill Transit staff began the outreach process to speak to customers. Rider alerts were sent out to customers, and bus stop notices were posted along the route to inform customers of the proposed change.

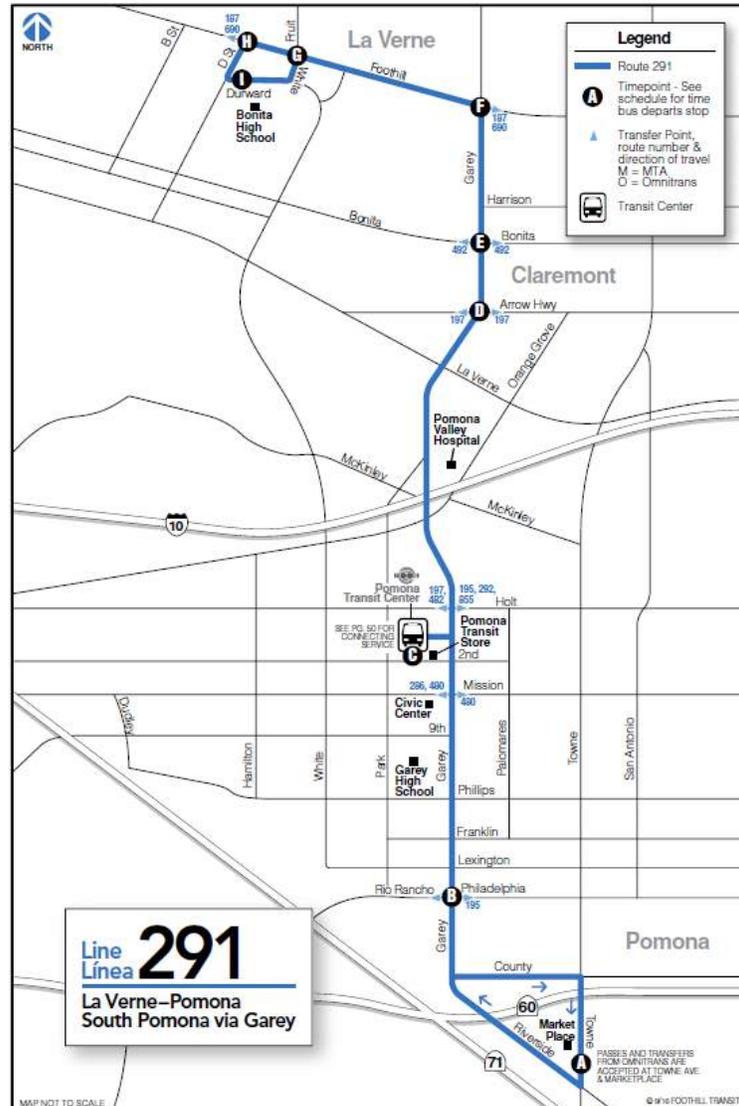
Customers were able to email, call, fax, visit a Transit Store, or give their opinion at the public hearing on May 3, 2019. The table below outlines the number of comments received and whether their comment was in favor of or opposed to the proposed change to Line 291.

	<b>Number of Comments</b>
In Favor of Proposal	-
Against Proposal	1
<b>Total</b>	<b>1</b>



Joint Meeting - Annual Governing Board and Executive Board Meeting - 05/31/19  
Public Hearing Results for Line 291 Route Segment Elimination

The map below is the recommended routing alignment that eliminates the northbound variation for Line 291.





Joint Meeting - Annual Governing Board and Executive Board  
Meeting - 05/31/19  
Public Hearing Results for Line 291 Route Segment Elimination

Page 6

**Financial Impact**

The projected annual savings from the rerouting of these northbound trips is \$12,110. The savings from Line 291 will be reinvested into other Foothill Transit service that could benefit from improved frequency and/or coverage.

Sincerely,

Joshua Landis  
Planning Manager

Doran J. Barnes  
Executive Director

## **ATTACHMENT 6.5**



9:15 AM, September 25, 2020

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

Page 3

**8. TITLE VI EQUITY ANALYSIS - LINE 291 ROUTE MODIFICATION**

*Recommended Action: Receive and file the equity analysis of Line 291 Route Modification.*

**9. TITLE VI EQUITY ANALYSIS - LINE 497 CANCELLATION**

*Recommended Action: Receive and file the equity analysis of the cancellation of Line 497*

**10. REQUEST TO ISSUE INVITATION FOR BIDS - SECURITY INFORMATION AND EVENT MANAGEMENT SOFTWARE**

*Recommended Action: Authorize the Executive Director to issue an invitation for bids (IFB No. 21-020) for the purchase of a Security Information and Event Management (SIEM) Software for the Foothill Transit Data Center located at the administrative offices.*

**11. EXERCISE OF OPTION - PRINTING OF INTERIOR BUS CARDS**

*Recommended Action: Authorize the Executive Director to exercise the first two-year option (Option Years 1 and 2) in the amount of \$168,100 for the printing of Interior Bus Cards with Kandid Graphics (19-065).*

**12. REQUEST TO ISSUE REQUEST FOR QUALIFICATIONS - MATERIALS TESTING AND SPECIAL INSPECTIONS SERVICES FOR MT. SAN ANTONIO COLLEGE TRANSIT CENTER**

*Recommended Action: Authorize the Executive Director to issue Request for Qualifications (RFQ) 21-021 Materials Testing and Special Inspections Services for Mt San Antonio College Transit Center.*

**REGULAR AGENDA:**

**13. EXECUTIVE AND GOVERNING BOARD 2021 MEETING SCHEDULE**

*Recommended Action: Provide direction regarding the preparation of the 2021 meeting schedule.*

**14. CONTRACT AMENDMENT - AGREEMENT NO. 08-073 AMERICANEAGLE.COM**

*Recommended Action: Authorize the Executive Director to modify the scope of work for Contract No. 18-073 with AmericanEagle.com to exclude the Foothill Transit mobile fare payment application and to complete work on the point-of-sale (POS) system including ongoing maintenance and support and to negotiate an appropriate reduction project cost.*



September 25, 2020

To: Governing Board

Subject: **Title VI Equity Analysis – Line 497 Cancellation**

---

### **Recommendation**

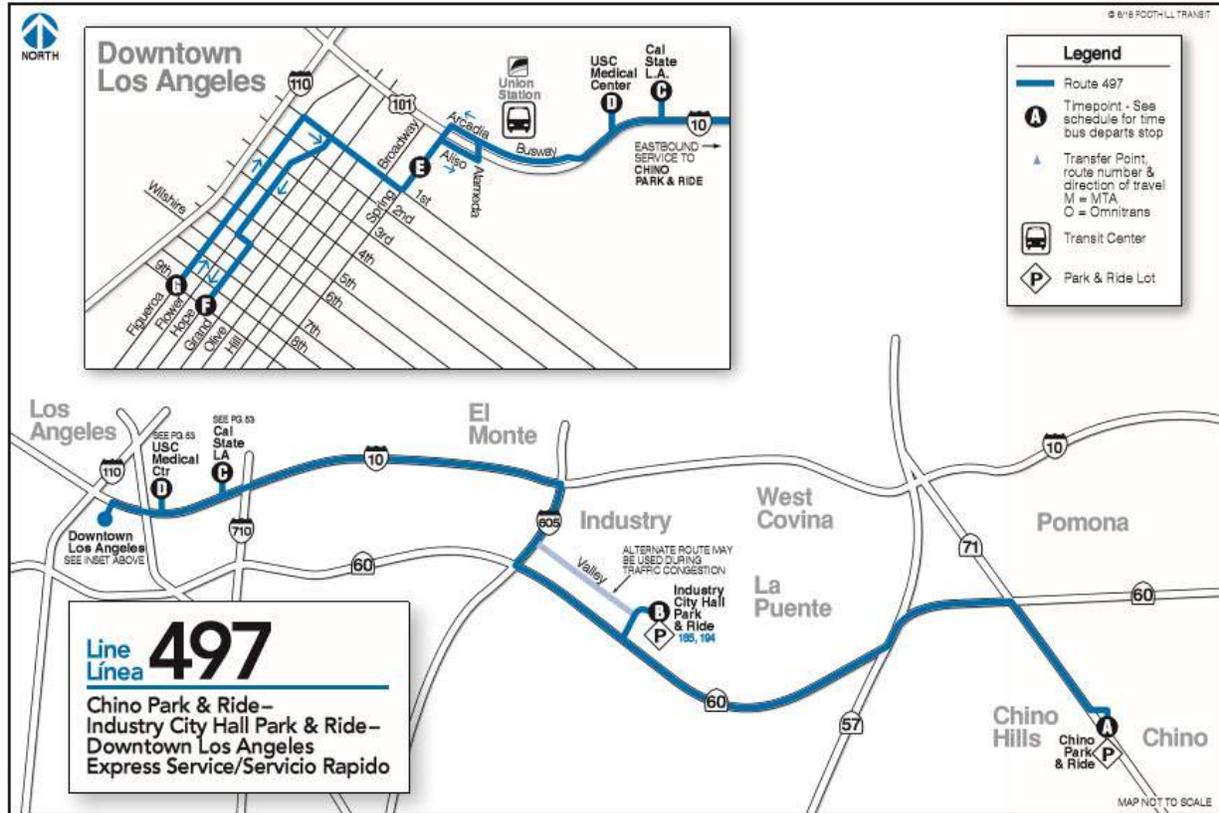
Receive and file the equity analysis of the cancellation of Line 497.

### **Analysis**

#### XIV. Summary

In the summer of 2018, the Governing Board authorized public outreach regarding a proposed change to Line 497. This line currently serves the Chino Park & Ride as well as the Industry City Hall Park & Ride. Customers from both stops provided input regarding the proposed change, ultimately leading to the continuation of current service while the City of Chino investigated opportunities for funding from San Bernardino County. Foothill Transit staff has had discussions with the City of Chino regarding the safety and productivity concerns of serving the location, and to coordinate a discussion relative to a subsidy to provide this service outside of Foothill Transit's service area. While these discussions are ongoing, we continue to experience low productivity and negative customer comments regarding the drive time to service the stop at Industry City Hall on the way to Downtown Los Angeles.

Below is a map of the current Line 497.



The board approved cancellation of Line 497 allows for the savings to be reinvested into other Foothill Transit lines. The projected annual savings of \$1,606,388 will be used to increase frequency on other express lines as well as increase the span of service for express lines based on customer feedback. Specifically, there are requests for earlier trips on Line 499 as well as more frequency for Line 495. For customers who currently ride from Industry City Hall, the approved route modification of Line 498 addresses their concerns to continue to receive service. For customers from Chino Park & Ride, they have options to drive to Industry Park & Ride to board Line 495 or drive to Fairplex Park & Ride to board Line 699.

XV. Methodology

Foothill Transit's Disparate Impact and Disproportionate Burden Policy established a statistical threshold to determine whether minority and low-income passengers would be



disproportionately impacted by the adverse effects of a service or fare change. This means that if the percentage difference between the minority population affected by the service or fare change is above 15 percent of the minority population of the overall service area, a disparate impact exists. If the affected low-income population (households) is above 15 percent of the low-income of the overall service area, a disproportionate burden exists. This threshold is based on the cumulative impact of the proposed service or fare change.

Using the 2017 American Community Survey 5-Year Estimate Block Group data, it is estimated that there are approximately 1.7 million people living within Foothill Transit's service area, and 1.4 million are minority (82.49 percent). A "low income" categorization is considered for those whose median household income is at or below 30 percent of the median income for the service area or \$20,228.48 (using 2017 ACS 5-Year Estimate). This translates to those who make below \$24,999. This is due to the nearest income category available in the ACS data is "\$20,000 to \$24,999." This method estimated 21.25 percent of the 531,719 households within the service area are low-income households.

Route-level analysis was performed using buffer analysis too. Buffers of quarter-mile radius were placed around Line 497. Section III below contains the detailed results.

## XVI. Analysis

### 5. Quarter-Mile Buffer Analysis

The minority population within the quarter-mile area surrounding Line 497 is 3.09 percent lower than that of Foothill Transit's service area. The low-income population within the routes' quarter-mile buffer zone is 8.08 percent higher than that of the service area. Tables 1 and 2 show the results of the quarter-mile buffer analysis. None of the changes in minority population and low-income household exceed the 15-percent impact threshold. Customers of Line 497 that ride from Industry City Hall are not stranded without service as the modification to Line 498 allows them to continue to ride Foothill Transit.



**Table 1 Quarter-Mile Buffer Analysis: Minority Population**

<i>Quarter-Mile Buffer Analysis</i>	Area Population	Minority Population	Minority Proportion	Percent Difference from Service Area	Is the percent change more than 15%?
Line 497	21,707	18,609	79.4%	-3.09%	NO
Service Area	1,731,279	1,428,056	82.49%		

**Table 2 Quarter-Mile Buffer Analysis: Low-Income Population**

<i>Quarter-Mile Buffer Analysis</i>	Area Population	Low-Income Population	Low-Income proportion	Percent Difference from Service Area	Is the percent change more than 15%?
Line 497	21,707	6,451	32.28%	8.08%	NO
Service Area	1,731,279	418,969	24.2%		

**XVII. Public Outreach Results**

After the Governing Board authorized the Executive Director to seek public input and conduct a public hearing following the May 31<sup>st</sup> Governing Board meeting, Foothill Transit staff began the outreach process to speak to customers. Rider alerts were sent out to customers, and bus stop notices were posted at potentially affected bus stops.

Customers were able to email, call, fax, visit a Transit Store, or give their opinion at the public hearing on August 10, 2019. The table below outlines the number of comments received and whether their comment was in favor of or opposed to the cancellation of Line 497.



Comment Category	Number of Comments
In Favor of Proposal	9
Against Proposal	111
<b>Total</b>	<b>120</b>

**XVIII. Financial Impact**

The cancellation of Line 497 results in a savings of \$1,606,388; however, these funds will be used throughout Foothill Transit service area to result in a cost neutral impact.

Sincerely,

Lourdes Alvarez  
Transit Planner

Doran J. Barnes  
Executive Director



May 25, 2018

To: Executive Board

Subject: **Line 497 Request to Conduct Public Hearings**

---

### **Recommendation**

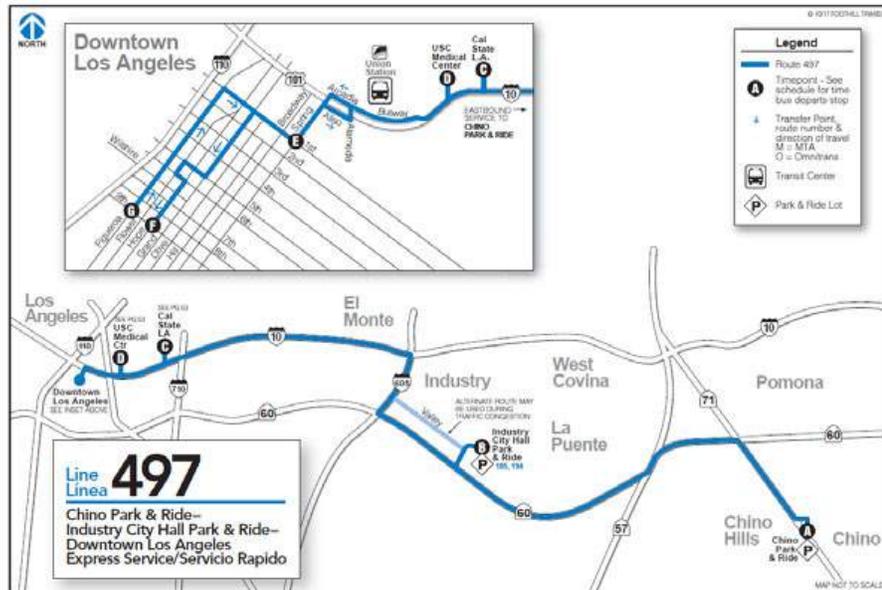
Recommend that the Governing Board authorize the Executive Director to seek public input regarding the proposed modification to Line 497.

### **Analysis**

Line 497 is a Foothill Transit express line that operates during peak service hours between the Chino Park & Ride and Downtown Los Angeles on weekdays. Line 497 provides 13 inbound trips in the morning and 13 outbound trips in the afternoon/evening. In addition to the starting location in Chino, the line has one service stop at the Industry City Hall Park & Ride before continuing into Downtown L.A. A common concern for customers who park in Chino is a lack of parking that results in them having to park across the street without access to a designated crosswalk.

Line 497 utilizes State Route 71, State Route 60, and Valley Blvd. on the way to the City of Industry, and this all occurs during high traffic times. Buses then travel north on the Interstate 605 and finally along Interstate 10 Westbound into Los Angeles. The multiple merging operations onto four freeways in peak traffic direction each day has resulted in numerous complaints from customers.

Additionally, the introduction of Line 495 in 2014 provides one-stop direct service to Downtown LA from the City of Industry Park & Ride where there is ample customer parking.



Month	Line 497 Boardings	Line 497 Boardings per VSH
Sep. 2017	8,283	9.1
Oct. 2017	8,513	8.5
Nov. 2017	7,831	8.2
Dec. 2017	7,345	8.1
Jan. 2018	8,433	8.4
Feb. 2018	7,449	8.6
Mar. 2018	8,441	8.4
Apr. 2018	8,163	8.5



In order to provide more coordinated transit service to customers wishing a quicker commute to and from Downtown L.A., it is recommended that Line 497 be rerouted with a new eastern starting point at the Fairplex Park & Ride. From there, buses would travel directly into Downtown Los Angeles.

Next Steps	
Seek Governing Board approval to conduct public outreach	June 2018
Public Comment/Outreach Period	July to Aug. 2018
Present Recommendation to the Executive Board	Sept. 2018
Present Final Recommendation to the Governing Board for approval	Oct. 2018
Implement Approved Changes	January 2019

**Budget Impact**

The projected annual cost savings associated with this recommendation would be \$340,491. Those savings would be reinvested in other Foothill Transit lines. Potential targets for reinvestment of these savings are increased frequency for Lines 289, 492, and other express lines that have a need for increased service.

Sincerely,

Joshua Landis  
Planning Manager

Doran J. Barnes  
Executive Director

# Acknowledgement of Scheduling

California Deposition Reporters  
599 South Barranca Ave  
Penthouse  
Covina, CA 91723  
Telephone: 800-242-1996  
Fax: 800-960-1811  
**EMERGENCY/AFTER HOURS**  
**626-625-0967**



<b>Job No.</b>	157944	<b>Scheduled Date</b>	8/7/2018 2:10:37 PM
<b>Attn</b>	DEANNA	<b>Attorney</b>	DEANNA FORREST
<b>Firm</b>	FOOTHILL TRANSIT 100 S. VINCENT AVE. SUITE 200 West Covina, CA 91790 Phone: 626-931-7221 Fax: 626-967-4608		

This fax/email is being sent as confirmation of the following scheduled deposition:

<b>Style of Case</b>	PUBLIC HEARING-LINE CHANGE 497		
<b>Witness(es)</b>	PUBLIC HEARING		
<b>Deposition Date</b>	08/18/2018	<b>Time</b>	10:00 AM - 05:00 PM
<b>Location</b>	FOOTHILL TRANSIT 100 S. VINCENT AVE. SUITE 200 West Covina, CA 91790 Phone: 626-931-7221 Room No.: Detail:		
<b>Services</b>	<u>Service Item</u>	<u>Units</u>	
<b>Remarks</b>			

We always try to confirm this assignment via telephone the business day prior to the scheduled time. The terms and conditions listed below will be deemed as acceptable unless notice is given to California Deposition Reporters at 800-242-1996 upon receipt of this facsimile or a different arrangement has been made in advance.

Our contract is with the attorney and law office that scheduled the deposition. We do not bill third or other parties unless we have agreed previously to bill an insurance carrier. We do not bill the client of the attorney or the law office or another law firm.

**TERMS:** Depositions require 24 hour cancellation; interpreter, video conference and conference rooms require 48 hour cancellation notice. Net cash 30 days from the date of invoice. Delinquent rate is 1.5% per month, 18% per annum, plus reasonable attorney's fees and cost of collections. Any disputes or collections proceedings arising from the agreement shall be heard at the West Covina, CA. If this deposition should be cancelled, please call our office. If after hours please call 626-625-0967 24/7 365 days a week.

All returned checks or credit cards are subject up to a \$50.00 charge each occurrence. Thank you for choosing California Deposition Reporters.



Foothill Transit

August 18, 2018

Public Hearing

Line 497 Proposed Changes

Please Sign In:

Name	City	Phone	Email Address
Connie Ray	Chino Hills	909 973-9100	Conn50@gmail.com
Palun Dincobek	Eastvale	323 337 7126	Prwaakke @gmail.com
VINCENT MENDOZA	CHINO HILLS	909 479-4530	VMENDOZA4050 MEN.COM
PADDY MWEMBU	EASTVALE	951 764-9479	Mwembu@yahoo.com
Lee Guenueur	Chino Hills	626-683-1796	lee@76racegas.com
Gloria Lugo	Haci Hts	626-290-3228	glugo@usc.edu
CYNTHIA DELDA	CHINO HILLS	909 631 7032	CLDELDA@gmail.com
Robert Lugo	Haci Hts	626 290 3228	trjelbfan@aol.com
MANUEL PASTOR	LA PUENTE	323 309-6772	manuelmbayon@gmail.com
Monica Gonzalez	C. Hills	909) 248-6704	monica9777@yahoo.com
Leslie Barzela	La Puente	323 229 3921	Leslie.Barzela24@gmail.com
Stephanie Hanks	La Puente	626-622-1753	shanks_144@yahoo.com
Brianna Luce	Ontario	909-856-9825	brianna@extremecoreconcepts.com
Agnes Lope	Ontario	909-226-8070	agnes.lope@lw.com
Nelia Galvan	Chino Hills	909-631-7694	neldel1959@hotmail.com

h



August 24, 2018

To: Executive Board

Subject: **Line 497 - Public Outreach Results**

---

### **Recommendation**

Receive and file the results of the public outreach conducted related to Line 497, and maintain the current route alignment on Line 497 while eliminating a select few westbound trips to improve overall efficiency on the line.

### **Analysis**

Line 497 is a Foothill Transit express line that operates during peak service hours between the Chino Park & Ride and Downtown Los Angeles on weekdays. Line 497 provides 13 inbound trips in the morning and 13 outbound trips in the afternoon/evening. In addition to the starting location in Chino, the line has one service stop at the Industry City Hall Park & Ride before continuing into Downtown L.A. A common concern for customers who park in Chino is a lack of parking that results in them having to park across the street without access to a designated crosswalk.

Line 497 utilizes State Route 71, State Route 60, and Valley Boulevard on the way to City of Industry, and this all occurs during high traffic times. Buses then travel north on the Interstate 605 and finally along Interstate 10 Westbound into Los Angeles. The multiple merging operations onto four freeways in peak traffic direction each day has resulted in numerous complaints from customers.

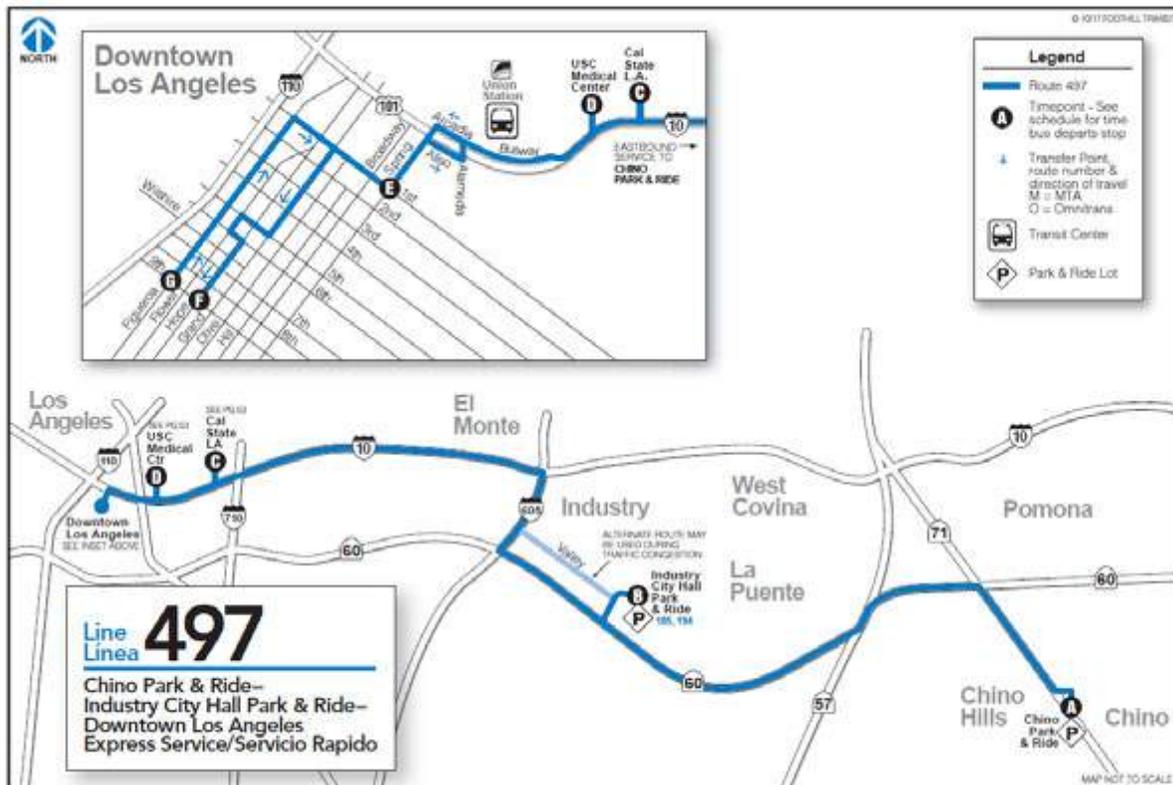
Parking challenges at the Chino Park and Ride have resulted in numerous complaints related to safety as the parking lot quickly fills up with carpool and vanpool vehicles in the early morning. Due to the lack of space in the secure parking lot, customers are forced to park across the street in a residential neighborhood as they then illegally cross four lanes of traffic without the protection of a crosswalk. Speeding cars along Chino Avenue creates an unsafe environment for customers utilizing Line 497.

Additionally, the introduction of Line 495 in 2014 provides one-stop direct service to Downtown LA from the City of Industry Park & Ride where there is ample customer parking.



Overall ridership continues to be lower than other express lines within Foothill Transit and the subsidy per boarding is the highest. These concerning metrics led Foothill Transit Planning staff to search for alternatives to improve Line 497.

**Map of Current Line 497**



The performance metric used to analyze the efficiency of the Line is boardings per vehicle service hour (BVSH). The table below shows that the BVSH for Line 497 is between eight and nine passengers per hour. This Line has the lowest BVSH compared with other express lines throughout Foothill Transit’s service area. The lower ridership, along with increased travel time due to traffic to and from Downtown LA, creates a consistent challenge for schedule adherence as well as unpredictable travel times.



Month	Line 497 Ridership	Line 497 Boardings per VSH
Sep. 2017	8,283	9.1
Oct. 2017	8,513	8.5
Nov. 2017	7,831	8.2
Dec. 2017	7,345	8.1
Jan. 2018	8,433	8.4
Feb. 2018	7,449	8.6
Mar. 2018	8,441	8.4
Apr. 2018	8,163	8.5
May 2018	8,607	8.6
June 2018	8,477	8.9
July 2018	7,976	8.3

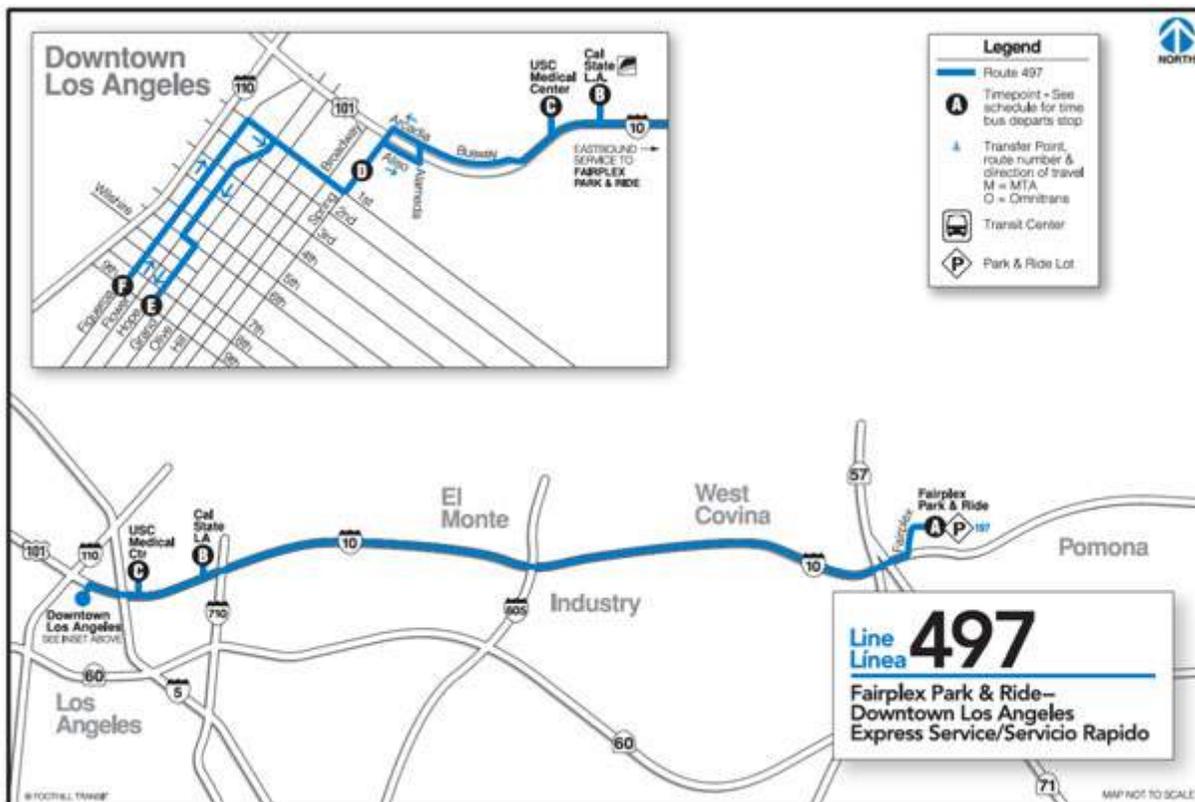
An additional metric to look at when analyzing the performance of a line is the subsidy per boarding. As seen in the table below, the higher operating expenses for Line 497 with lower fare revenue result in a higher subsidy per customer.

Line	Operating Expense	Total Fare Revenue	Recovery Ratio	Subsidy Per Boarding
<b>493</b>	\$1,657,541	\$686,593	41.4%	\$6.37
<b>495</b>	\$1,216,741	\$390,237	32.1%	\$9.70
<b>497</b>	\$1,993,547	\$443,454	22.2%	\$16.01
<b>498</b>	\$2,002,405	\$865,193	43.2%	\$6.14
<b>499</b>	\$1,834,516	\$599,142	32.6%	\$9.64
<b>699</b>	\$3,915,860	\$1,239,778	31.6%	\$9.89



Foothill Transit staff reviewed the current Line 497 and identified an alternate route alignment based on customer feedback. Customers expressed a desire to have a route that went directly into Downtown LA after departing from a single pickup location, increased frequency to allow more flexibility based on their schedules, reduced travel time on the bus, and adequate parking to address concerns of limited parking at the Chino Park & Ride. The map of the proposal accomplishes these outlined suggestions with the shifting of the starting point from Chino Park & Ride to the Fairplex Park & Ride adjacent to the 10 Freeway in Pomona. Furthermore, the shifting of resources to this new starting location would have a proposed cost savings that could then be used to increase frequency of other Foothill Transit Lines while allowing for additional buses to account for the closure of the bus stop at the Industry City Hall Park & Ride for the customers who currently take Line 497 from that stop.

Map of Proposed Line 497





**Public Outreach**

After the Governing Board authorized the Executive Director to seek public input and conduct a public hearing following the June 6, 2018 Governing Board meeting, Foothill Transit staff began the outreach process to speak to customers. Rider alerts were sent out to customers, and bus stop notices were posted at both stops along Line 497 to notify customers about the proposal. Customers were able to email, call, fax, visit a Transit Store, or give their opinion at one of six public meetings (held at bus stops in Chino and City of Industry) or the public hearing. The multiple avenues to collect feedback resulted in over 130 comments being received so far. A Public Hearing is scheduled at 10:00 AM on August 18, 2018 at the Foothill Transit administrative offices and any comments received at that meeting will be documented and included in the presentation to the Board on August 24, 2018. The below table outlines the number of comments received to-date and whether their comment was in favor or against the proposed change to Line 497.

	<b>Number of Comments</b>
In Favor of Proposal	6
Against Proposal	127
<b>Total</b>	<b>133</b>

Customers cited several reasons for opposing the new Line 497 with the overwhelming amount being against the additional drive time for them to reach Fairplex. Customers felt this added time was a greater inconvenience than the benefits of the new line to their commute. Additionally, customers at the Industry City Hall stop expressed concern over parking in West Covina and the proximity to the bus stop boarding as well as their additional drive time in a personal car to get to the other bus stops. For both stops, there were customers who walk to the stop and are dropped off by someone, therefore restricting their ability to access the proposed alternatives.

Furthermore, the Mayors from the City of Chino and Chino Hills mailed letters in opposition to this proposal. The Mayors outlined the proposed elimination of the stop in Chino could cause an inconvenience to their communities as they relied on Line 497 to get



to and from Downtown Los Angeles. Foothill Transit Planning staff reached out to the City Manager of Chino to actively engage the concerns over parking safety at the stop and will continue to work closely with the cities to search for ways to improve. Copies of the letters are attached to this agenda item as **Attachment A and B**.

Due to the large number of customers who are opposed to this proposal, the original proposal to shift the starting point from Chino Park & Ride to the Fairplex Park & Ride has been modified. Instead, staff will review the current level of service to determine if a select few trips can be removed to reduce the overall service hours without negatively impacting the number of customers utilizing the service. This shift in service hours will improve the BVSH and those savings can be allocated to other lines within Foothill Transit service area in need of additional service. Additionally, staff will closely monitor Line 497 over the next year and determine if a new proposal is in order to improve travel times along this corridor once construction is complete along the 10 Freeway.

**Budget Impact**

The newly projected annual cost savings associated with the removal of select morning trips for Line 497 would have a projected annual cost savings \$178,000. These savings can be reinvested in other Foothill Transit lines to ensure there is no reduction in revenue miles during the year. Potential targets for reinvestment are increased frequency on Lines 289 or 492 starting in January of 2019.

Sincerely,

Joshua Landis  
Planning Manager

Doran J. Barnes  
Executive Director

# **ATTACHMENT 7**



**Foothill Transit**

## **Record of Executive Board Action**

September 25, 2020

At the Executive Board Meeting of September 25, 2020 the Executive Board took the following action:

### **FOOTHILL TRANSIT 2020 TITLE VI PROGRAM**

Recommendation: Approve Foothill Transit's 2020 Title VI Program update and analysis (the full Title VI Program and its associated attachments are available for viewing upon request).

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

I, Christina Lopez, Board Secretary, hereby attest that at the Regular Meeting of the Foothill Transit Executive Board on September 25, 2020, the Executive Board approved the Foothill Transit 2020 Title VI Program.

Christina Lopez  
Board Secretary

# **ATTACHMENT 8**

## **Title VI Complaint Procedure**

Title VI prohibits discrimination on the basis of race, color and national origin. National origin refers to the particular nation in which a person is born, or where the person's parents or ancestors were born. It is Foothill Transit's policy that all people, regardless of race, color, national origin or language abilities, will have equal access to its services.

Any person who believes s/he has been discriminated against on the basis of race, color, or national origin by Foothill Transit may file a Title VI complaint by completing and submitting Foothill Transit's Title VI Complaint Form. Complainant may also call 1-800-743-3463 to file a complaint. The form may be found on Foothill Transit's Website at <http://www.foothilltransit.org/titlevi/> or <http://www.foothilltransit.org/library/> or at any of Foothill Transit's Stores or Foothill Transit's Administrative Office in West Covina.

The form may be mailed or submitted to Foothill's Administrative offices or Transit Stores located at:

- Pomona Transit Store: 100 W. Commercial St. Pomona, CA 91768
- El Monte Transit Store: 3501 Santa Anita Ave. El Monte, CA 91731
- West Covina Transit Store/Administrative Office: 100 S. Vincent Ave., 2nd Floor West Covina, CA 91790
- Puente Hills Transit Store: 1600 S. Azusa Ave., Suite 571 City of Industry, CA 91748

The Complainant may also submit a complaint directly to the Federal Transit Administration: x FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

Foothill Transit encourages the complainant to file the complaint as soon as possible after the alleged incident to ensure a complete investigation; furthermore, the complainant is encouraged to provide all requested information to ensure a complete investigation. Sometimes video footage from onboard Foothill Transit buses is used in the investigation process; however, this footage is only retained between 7 and 14 days after a given point in time depending on the circumstances.

According to Foothill Transit policy, a comment is investigated, addressed and closed out within five days after receiving the comment, to the extent feasible. During that time, Foothill Transit may contact the complainant if more information is needed to resolve the case; if the complainant does not respond with the requested information, Foothill Transit will do its best to complete the investigation with the information provided. In addition, if the complainant withdraws their complaint or no longer wants to pursue an investigation, the case can be closed.

After the complaint has been investigated, the staff member responsible for the investigation will attempt to respond to the complainant. The response will indicate the nature of the investigation and the resolution. If the complainant wishes to appeal the decision, s/he has the option to do so. Again, Foothill Transit encourages the complainant to file an appeal as soon as possible to ensure a complete investigation and response.

# **ATTACHMENT 9**

## **Title VI Complaint Procedure**

Title VI prohibits discrimination on the basis of race, color and national origin. National origin refers to the particular nation in which a person is born, or where the person's parents or ancestors were born.

Title VI complaints will come in two general categories, Service Level or Policy/Planning Level:

- a. Service level: allegations of discrimination by a driver or other service professional-ex: bus driver passed me because of my race; bus driver gave me different treatment because of my color
- b. Policy/Planning level: allegations of discrimination via policy-ex: certain areas are underserved due to the heavy minority population; service is cut due to heavy minority population

Complaints are received through the following avenues: phone calls to 800-743-3463, emails to [comment@foothilltransit.org](mailto:comment@foothilltransit.org), or mail/personal visit to Foothill Transit's administrative offices or any of its five Transit Stores. Once comments are received, they are entered into Foothill Transit's Customer Comment Tracking System (CCTS). Comments are then categorized according to the type of complaint (schedule adherence, courtesy, Title VI etc.) by the Operations Assistant. Depending on the type of comment, it is forwarded to the appropriate personnel to be investigated and addressed.

If a complainant specifically requests to file a Title VI complaint or requests a Title VI complaint form, the complaint will still be entered into the CCTS and routed accordingly.

### **How Title VI Comments are routed and addressed**

- a. Service level: Comments alleging discrimination by a driver or other service professional employed at one of the two Foothill Transit bus yards will be forwarded to the appropriate yard and will be addressed accordingly. As with other comments, the Customer Service Manager or other appropriate personnel will be expected to review video of the incident if it is available, and to address the driver and coach them as appropriate. Comments alleging discrimination at one of Foothill Transit's Transit Stores or by any service professional employed by Veolia Transportation on the Foothill Transit Contract will be forwarded to the appropriate manager. All complaints will be copied to the Planning Department for reporting purposes.
- b. Policy/Planning level: Comments alleging discrimination via policy will be forwarded to the Planning Department to be addressed.

According to Foothill Transit policy, a comment is investigated, addressed and closed out within five days after receiving the comment, to the extent feasible.