

Foothill Transit

Title VI Program

2026

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Definitions

BIPOC- Throughout this document, the term Black, Indigenous, and People of Color "BIPOC" will be used to describe any person or population who identifies as non-White instead of the word "minority." While the term "minority" might be factually correct, it is not specific to race and ethnicity and it carries a negative connotation of being "less than" the group not included in this category (Raypole, 2020). In efforts to support inclusive language, people referred to as BIPOC in this document will include the following racial and ethnic groups:

> "(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" (Federal Transit Administration, 2012, p. Chap. 1-3)."

Low-Income- The term low-income describe any person or population "whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines" (Federal Transit Administration, 2012, p. Chap. 1-3).

Limited English Proficient- The term Limited English Proficient "LEP" describe any person or population "whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all" (Federal Transit Administration, 2012, p. Chap. 1-3).

Executive Summary

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" (U.S. Department of Labor, n.d.). The Federal Transit Administration's (FTA) Circular 4702.lB (2012) requires all transit agencies that receive funding from the FTA to submit a Title VI report outlining their Title VI program every three years. The last Foothill Transit Title VI report was submitted in September 2023.

This report covers all aspects of Foothill Transit's Title VI program and monitoring efforts. Foothill Transit is a transit operator that operates 36 fixed route vehicles and serves more than 200,000 people. This report, in compliance with the FTA Circular 4702.lB, contains the following information:

A. A copy of Foothill Transit's Title VI Notice to the Public that indicates that Foothill Transit complies with Title VI. The notice informs customers of the protections against discrimination afforded to them by Title VI. It gives them instructions on how to obtain more information about Foothill Transit's Title VI policies as well as a list of locations where the notice is posted.

B. A copy of Foothill Transit's instructions to customers regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

C. 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 September 2023.

D. Foothill Transit's Public Participation Plan (PPP) includes an outreach plan to engage BIPOC populations and populations with LEP, as well as a summary of outreach efforts made since the last Title VI Program submission in September 2023.

E. A copy of Foothill Transit's Language Assistance Plan for providing language assistance to people with LEP.

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

G. Description of subrecipient compliance monitoring.

H. Copy of Title VI Equity Analysis related to the construction of any facilities.

I. 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.

J. 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.

K. 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.

L. Major Service and Fare Changes since September 2023.

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.

M. Foothill Transit Title VI Standards and Policies Monitoring Program

a. Results of the system standards and policies monitoring program and any action taken.

Foothill Transit 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, and 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 the 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 36 fixed-route local and express lines covering 327 square miles with 11 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 Title VI Notice to the Public

Foothill Transit's Administrative Office and Transit Stores: 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.lB and the Title VI of the Civil Rights Act of 1964, Foothill Transit's Your Rights notice is posted at each Transit Store and at the Administrative Office's Board Room (please see Figures 1-2). The notice states: "Foothill Transit is committed to ensuring that no person is excluded from participation in, or denied, the benefits of its service on the basis of race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) persons.as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI"). Any person who believes they have 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 or by calling 1-800-743-3463 to file a complaint. The form may be found online at https://www.foothilltransit.org/your-rights, at any of Foothill Transit's Stores, or Foothill Transit's Administrative Office in West Covina. The form may be mailed to Foothill Transit attn.: Customer Comments at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790 or submitted to Foothill's Administrative office, Transit Stores, or emailed to titlevi@foothilltransit.org. If you have any questions regarding how to file a Title VI complaint, please call 1-800-743-3463, email titlevi@foothilltransit.org, or visit any of our Transit Stores. You may also file your complaint directly with the Federal Transit Administration by mailing your complaint to: Federal Transit Administration Office of Civil Rights, 1200 New Jersey Avenue SE Washington, DC 20590."

List of Transit Store and Administrative Office Locations:

1. El Monte Transit Store

   3501 Santa Anita Ave.

   El Monte, CA 91731

2. West Covina Transit Store/Administrative Office

   100 S. Vincent Ave. 2nd Floor

   West Covina, CA 91790

Foothill Transit's 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 (please see Figure 3-9) is available online in the following 25 languages: Arabic, Armenian, Burmese, Cantonese, Cebuano, Dari, English, Farsi, Filipino -Tagalog, Hawaiian, Hindi, Ilocano,

Indonesian, Japanese, Karen, Khmer, Korean, Lao, Mandarin, Samoan, Spanish, Thai, Turkish, Uzbek, and Vietnamese.

Foothill Transit's Bus Book: Foothill Transit's Your Rights notices are published in the Bus Book in English, Spanish, and Chinese (please see Figures 10-12).

Foothill Transit's Buses: Foothill Transit's Title VI policy and procedure for filing a Title VI discrimination complaint is available on-board Foothill Transit's buses through multilingual bus cards. The bus cards are available English, Spanish, and Chinese (please see Figures 13-15).

Figure 1

Transit Stores' Public Notice (Available in 25 languages)



YOUR RIGHTS

Foothill Transit is committed to ensuring that no person is excluded from participation in, or denied, the benefits of its service on the basis of race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) persons as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

Any person who believes they have 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 or by calling 1-800-743-3463 to file a complaint. The form may be found online at foothilltransit.org/your-rights, at any of Foothill Transit's Stores, or Foothill Transit's Administrative Office in West Covina.

The form may be mailed to Foothill Transit attn.: Customer Comments 100 S. Vincent Ave., Suite 200, West Covina, CA 91790 or submitted to Foothill's Administrative Office, Transit Stores, or emailed to titlevi@foothilltransit.org.

If you have any questions regarding how to file a Title VI complaint, please call 1-800-743- 3463, email titlevi@foothilltransit.org, or visit any of Foothill's Transit Stores.

You may also file your complaint directly with the Federal Transit Administration by mailing your complaint to:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Figure 2

Administrative Office's Public Notice



Figure 3

Notice on Foothill Transit's Website Part I

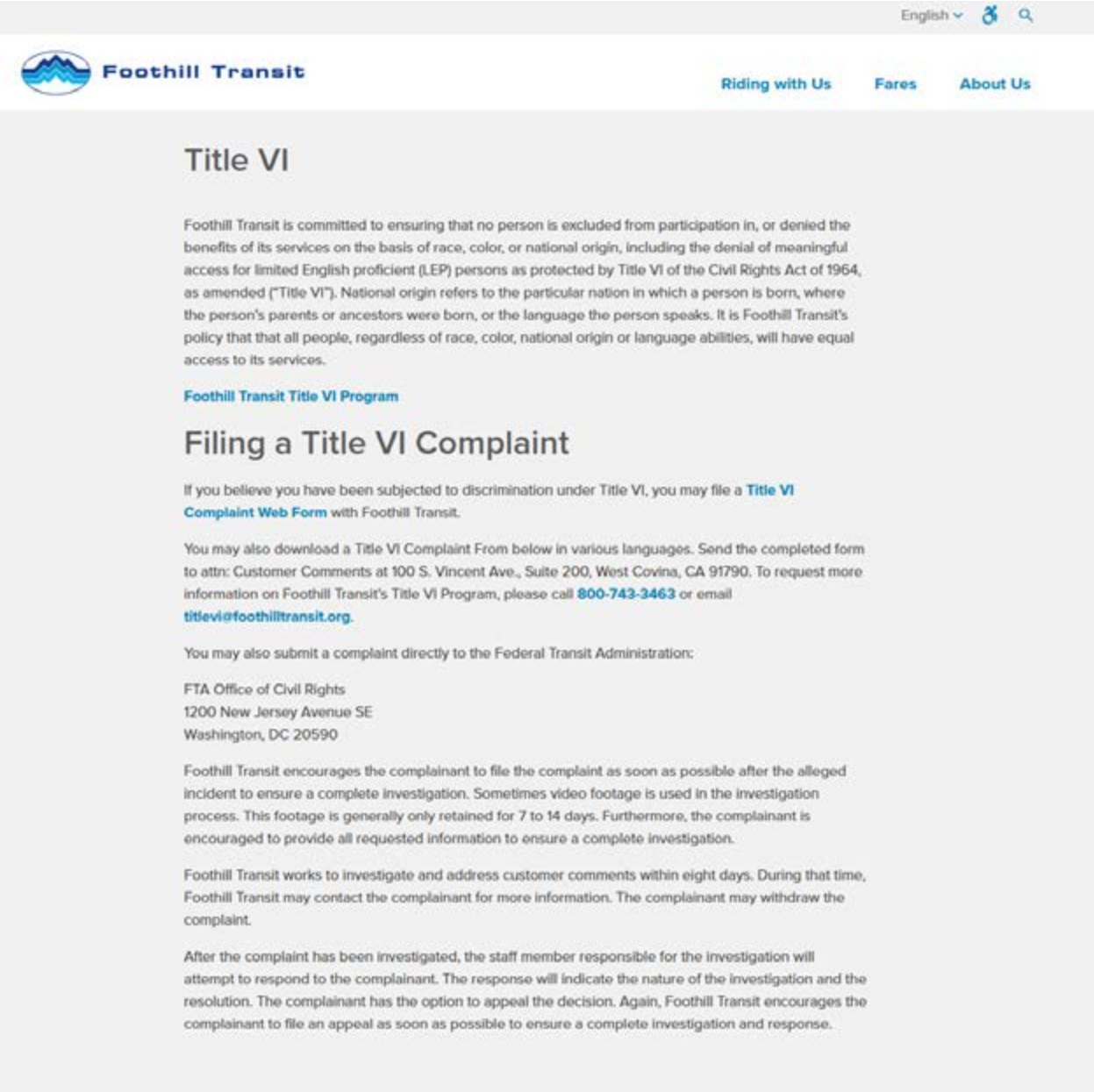


Figure 4

Notice on Foothill Transit's Website Part II

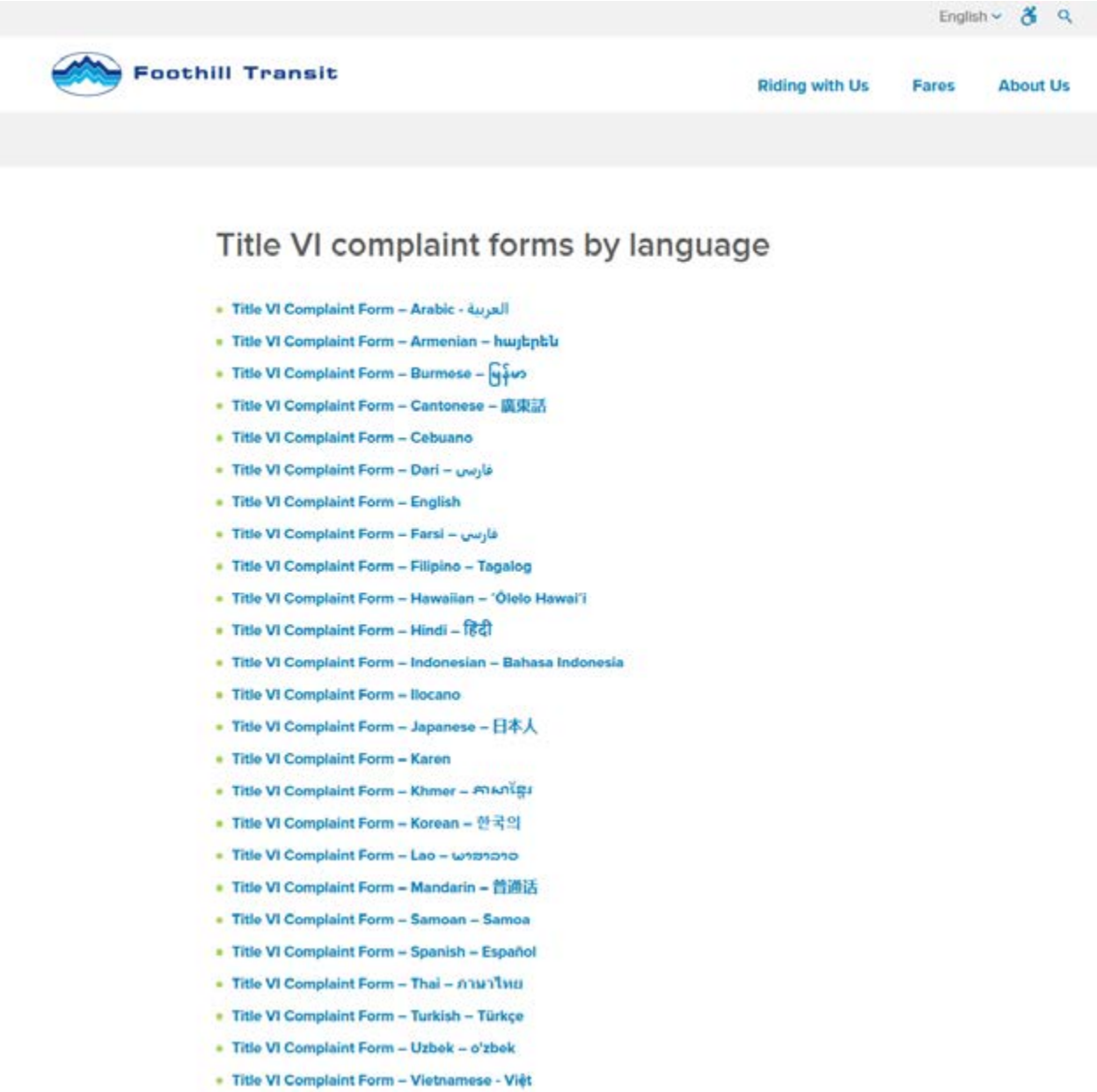


Figure 5

Title VI Complaint Form Part I (Available in 25 languages)

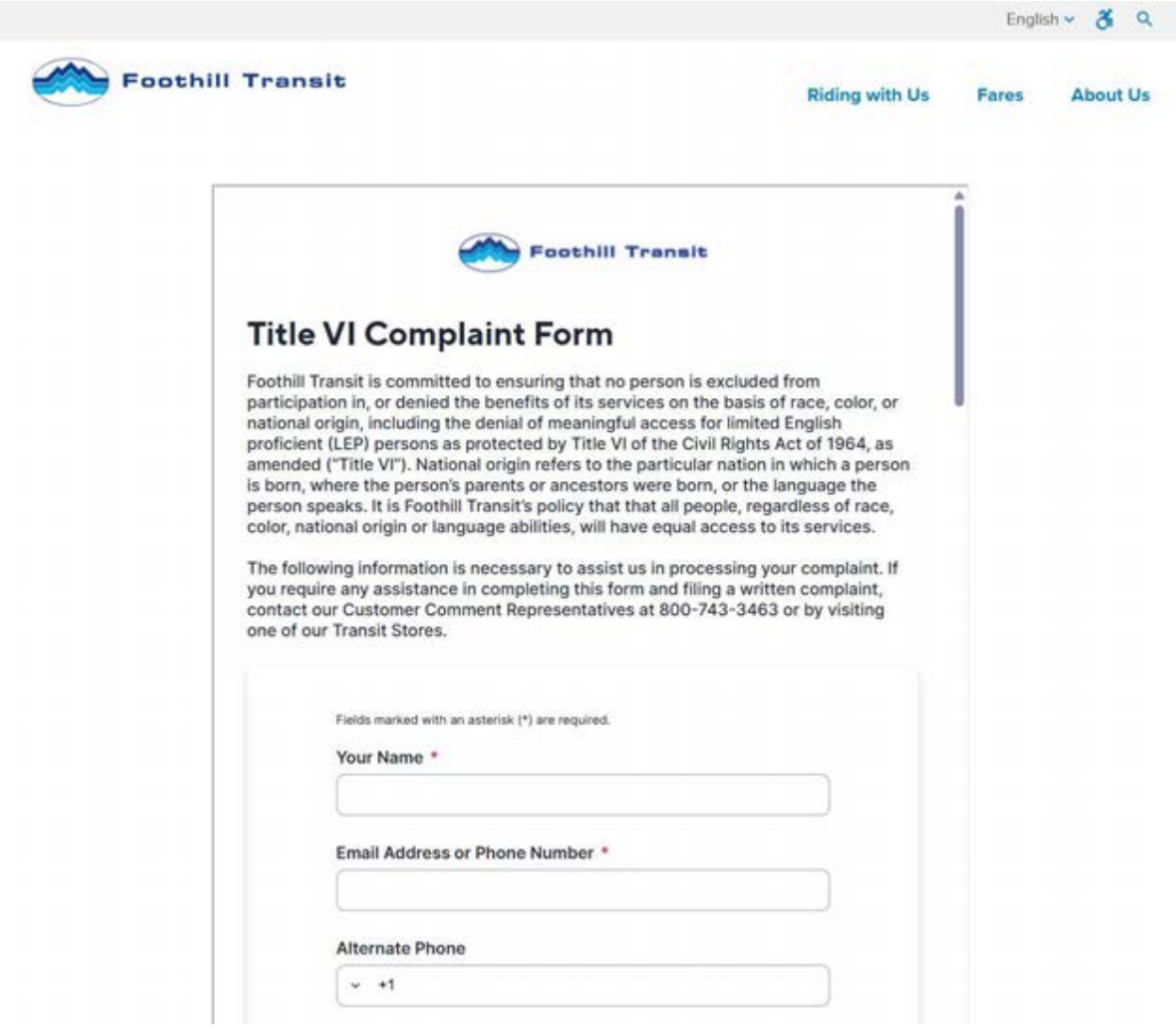


Figure 6

Title VI Complaint Form Part II

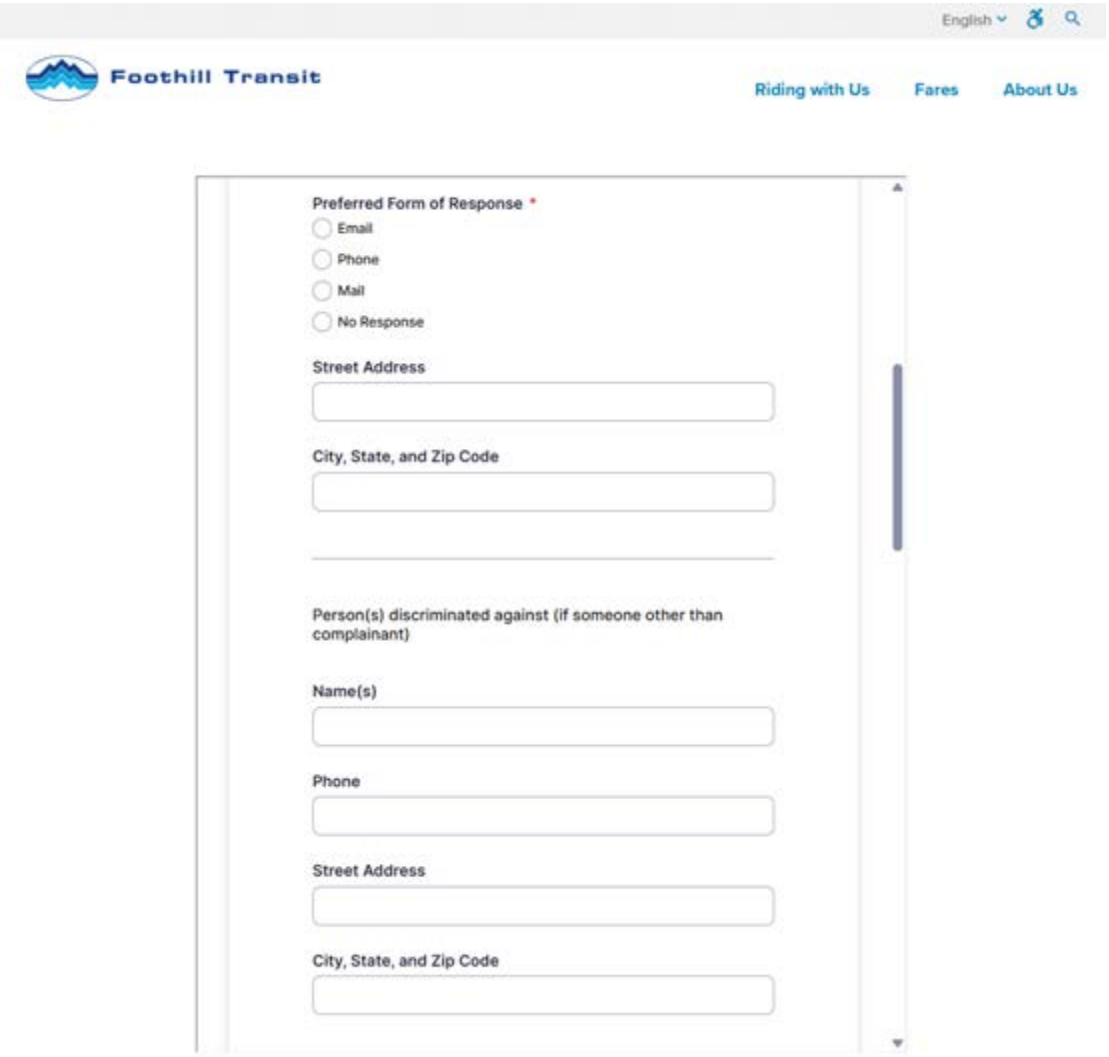


Figure 7

Title VI Complaint Form Part III

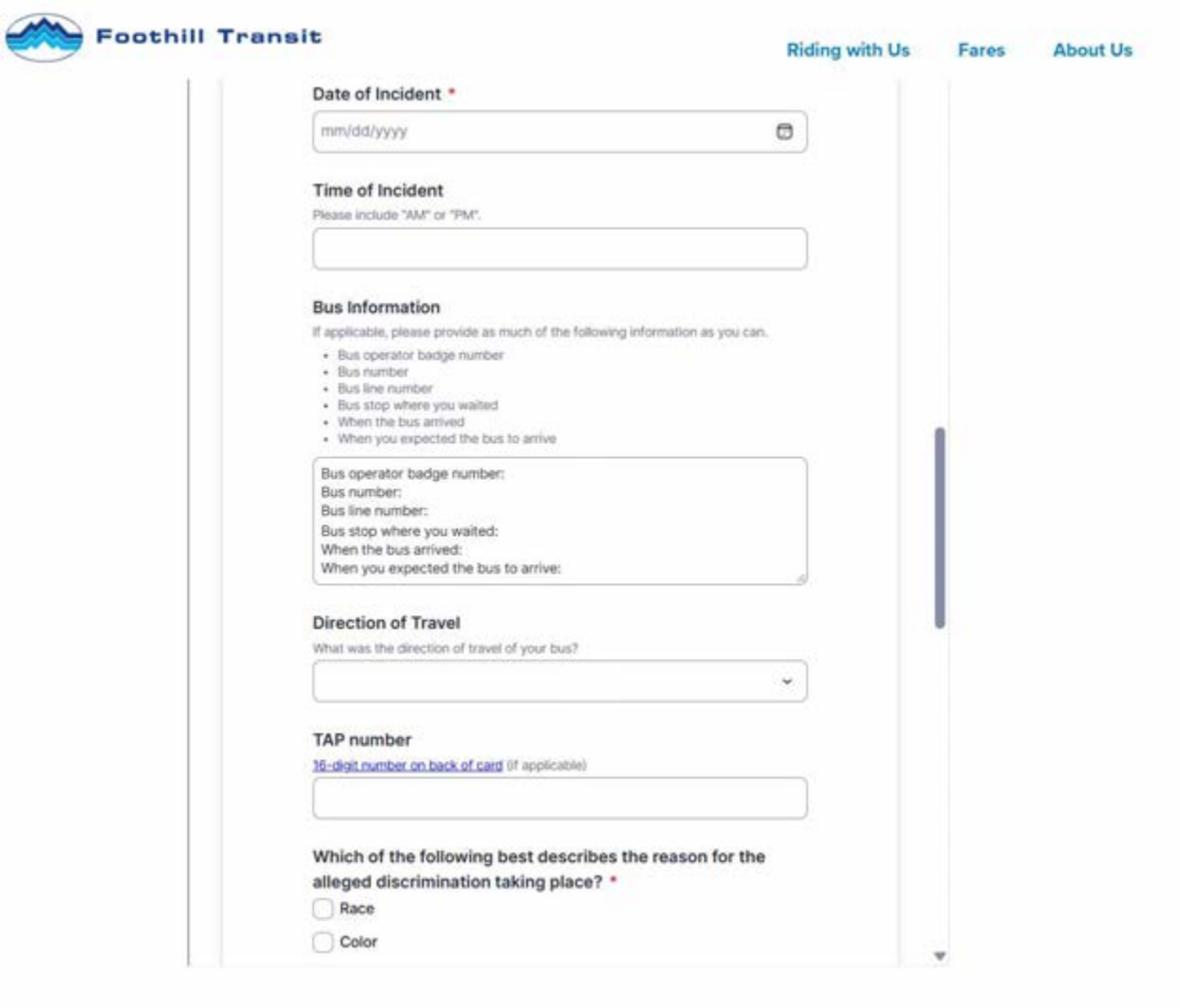


Figure 8

Title VI Complaint Form Part IV

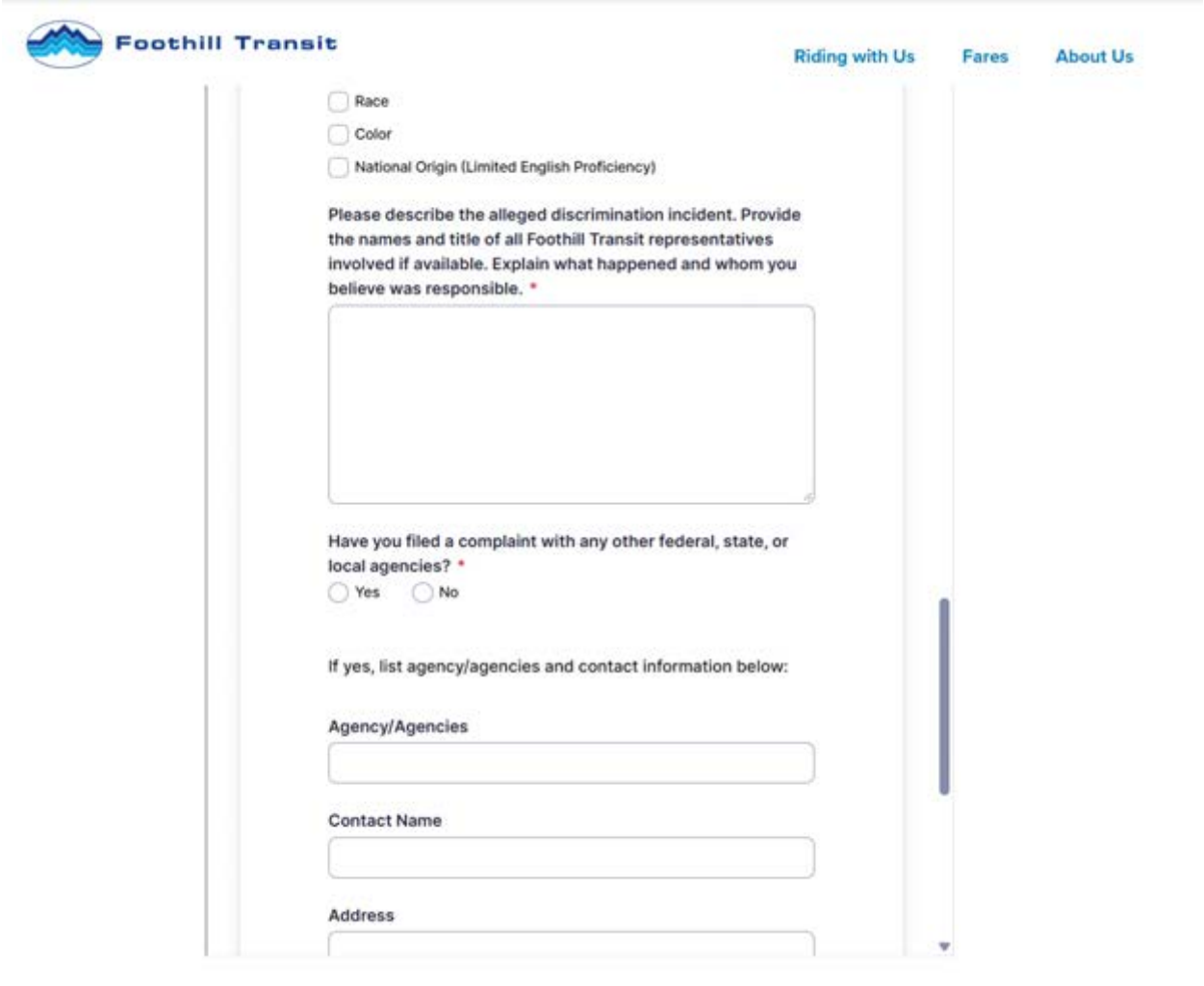


Figure 9

Title VI Complaint Form Part V

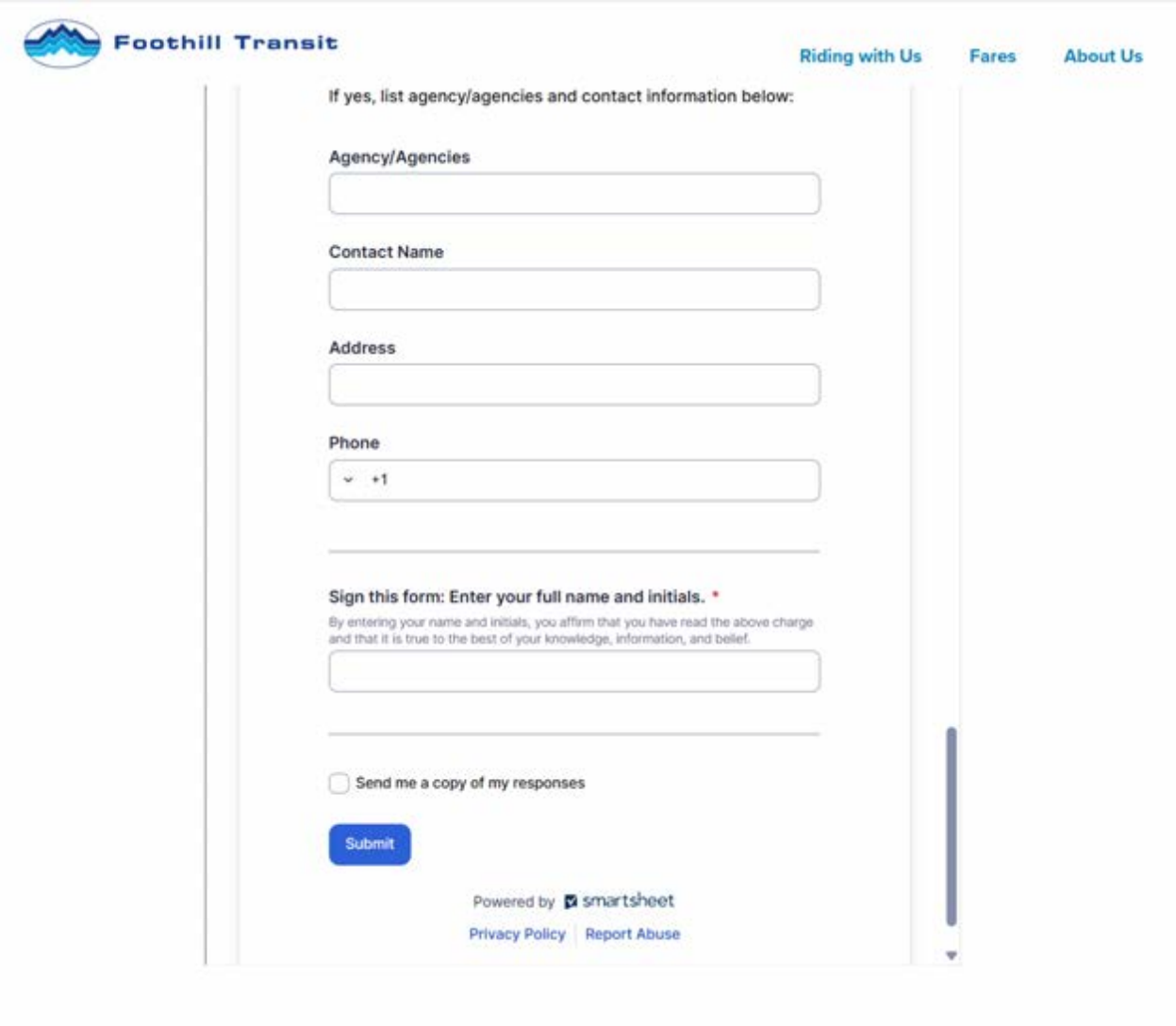
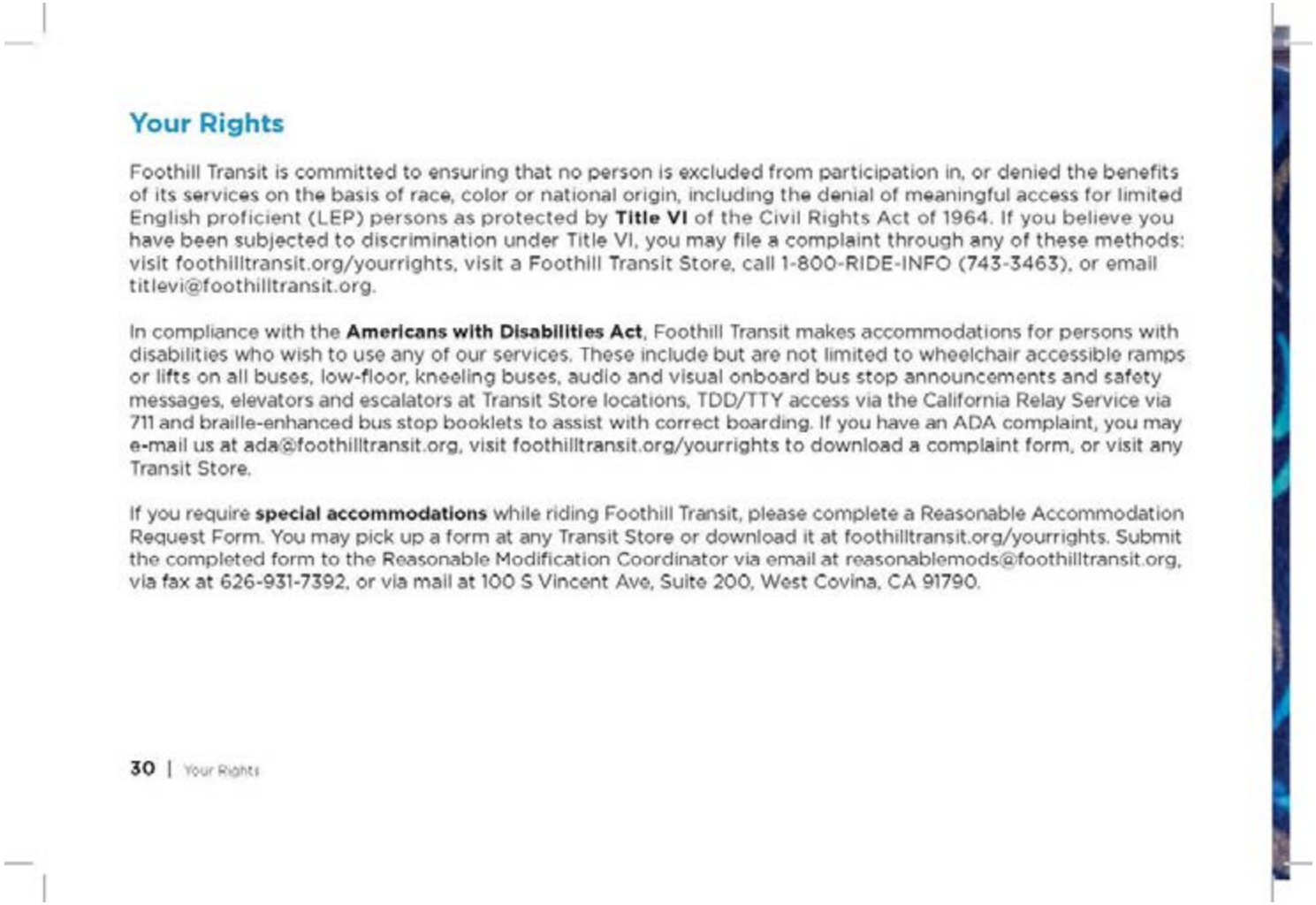


Figure 10

Notice on Bus Book (English)



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, including the denial of meaningful access for limited English proficient (LEP) persons as protected by **Title VI** of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint through any of these methods: visit foothilltransit.org/yourrights, visit a Foothill Transit Store, call 1-800-RIDE-INFO (743-3463), or email titlevi@foothilltransit.org.

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 onboard 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, visit foothilltransit.org/yourrights to download a complaint form, or visit any Transit Store.

If you require **special accommodations** while riding Foothill Transit, please complete a Reasonable Accommodation Request Form. You may pick up a form at any Transit Store or download it at foothilltransit.org/yourrights. Submit the completed form to the Reasonable Modification Coordinator via email at reasonablemods@foothilltransit.org, via fax at 626-931-7392, or via mail at 100 S Vincent Ave, Suite 200, West Covina, CA 91790.

30 | Your Rights

Figure 11

Notice on Bus Book (Spanish)



Sus derechos

Foothill Transit se compromete a garantizar que no se excluya a ninguna persona de la participación en sus servicios ni se le nieguen los beneficios de los mismos por motivos de raza, color u origen nacional, incluida la negación de un acceso significativo a las personas con dominio limitado del inglés (LEP), tal y como ampara el Título VI de la Ley de Derechos Civiles de 1964. En caso de que considere que ha sido objeto de discriminación en virtud del **Título VI**, puede presentar una queja a través de cualquiera de estos métodos: visite foothilltransit.org/es/yourrights, visite una Transit Store, llame al 1-800-RIDE-INFO (743-3463) o envíe un correo electrónico a titlevi@foothilltransit.org.

En cumplimiento de la Ley de **Estadounidenses con Discapacidades (ADA)**, Foothill Transit hace adaptaciones para las personas con discapacidades que deseen utilizar cualquiera de nuestros servicios. Entre estos servicios se incluyen, entre otros, rampas o ascensores accesibles para sillas de ruedas en todos los autobuses, autobuses de piso bajo y con inclinación, anuncios sonoros y visuales a bordo para las paradas de autobús y mensajes de seguridad, ascensores y escaleras mecánicas en las ubicaciones de Transit Stores, acceso TDD/TTY mediante el Servicio de Retransmisión de California a través del 711 y folletos en braille para uso en las paradas de autobús para ayudarle a subir correctamente. Si tiene una queja sobre la ADA, puede enviarnos un correo electrónico a ada@foothilltransit.org, visitar foothilltransit.org/es/yourrights para descargar un formulario de queja o visitar cualquier Transit Store.

Si necesita **adaptaciones especiales** mientras viaja en Foothill Transit, complete un Formulario de solicitud de adaptaciones razonables. Puede recoger un formulario en cualquier Transit Store o descargarlo en foothilltransit.org/es/yourrights. Envíe el formulario completo al coordinador de adaptaciones razonables por correo electrónico a reasonablemods@foothilltransit.org, por fax al 626-931-7392 o por correo postal a 100 S Vincent Ave, Suite 200, West Covina, CA 91790.

54 | Sus derechos

Figure 12

Notice on Bus Book (Chinese Traditional)



乘客權益

Foothill Transit 致力於確保所有乘客都能受惠於所提供的服務，如《1964 年民權法案》**第六條**所保障，不會因種族、膚色或國籍 (包含有限英語水平 (LEP) 人士的實質需求) 遭到排除或拒絕而無法獲受服務的福利。若您認為受到了《1964 年民權法案》第六條中所禁止的歧視行為，可以透過下列方式申訴：訪問 foothilltransit.org/yourrights 網站、前往轉乘商店、撥打 1-800-RIDE-INFO (743-3463) 或寫電子郵件至 titlevi@foothilltransit.org。

根據**《美國身心障礙者法》**，Foothill Transit 皆提供我們服務的身障人士做了一些調整方案。調整方案包括但不限於：所有巴士均配備輪椅無障礙坡道或升降裝置、低地板雙胎可升降巴士、聲音與視覺形式的巴士站點通知和安全資訊、轉乘商店配備電梯和手扶梯、透過加州中繼服務 (經由 711) 提供 TDD/TYY 服務以及協助搭上正確巴士的盲文巴士站點手冊。若您有任何與《美國身心障礙者法》相關的投訴，可以寄送電子郵件至 ada@foothilltransit.org、前往 foothilltransit.org/yourrights 網站下載投訴表單，或親自前往任何一間 Fooothill Transit 商店。

若您希望 Foothill Transit 時有**特殊調整**的需求，請填寫「合理調整要求表」。您可在任何一間 Foothill Transit 商店取得此表單，或在 foothilltransit.org/yourrights 網站下載。您可將填寫好「合理調整要求表」以電子郵件方式寄送給 reasonablemods@foothilltransit.org、透過傳真 626-931-7392 提交或郵寄至 100 S Vincent Ave, Suite 200, West Covina, CA 91790。

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Figure 13

English On-board Bus Card



Figure 14

Spanish On-board Bus Card



Figure 15

Chinese Traditional On-board Bus Card



Foothill Transit's Title VI Complaint Policy and Progress

Customers 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 e-mail. Customers with LEP can submit comments and complaints utilizing the same methods. Foothill Transit uses a third-party interpreter service to communicate with customers with LEP utilizing three-way telephone conferencing.

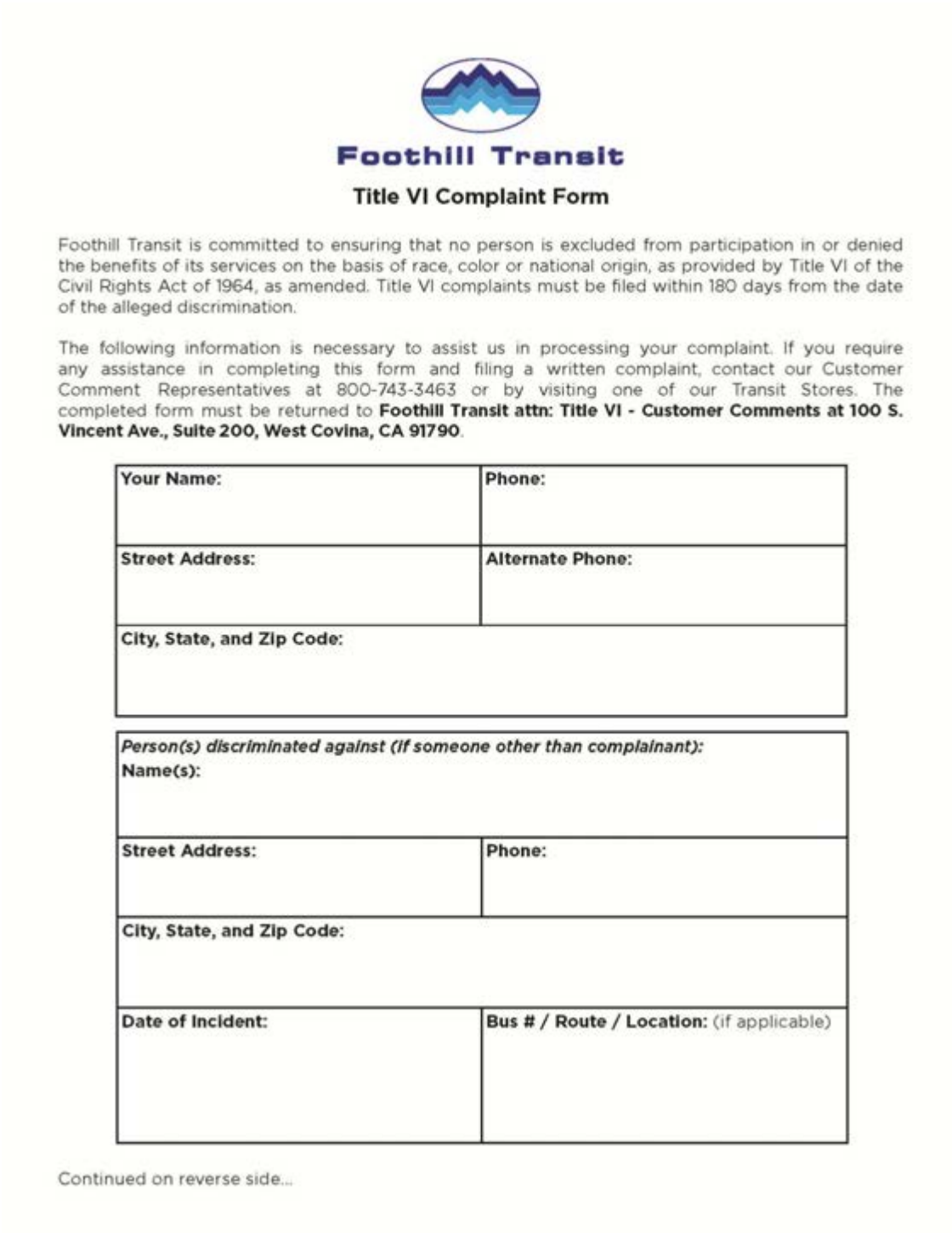
Foothill Transit utilizes an internally controlled Customer Comment Tracking System (CCTS) to organize customer feedback. All comments and complaints, including Title VI comments and complaints, are forwarded to the appropriate department and investigated. Foothill Transit's policy is to investigate, address, and close a comment/complaint within eight business 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 at https://www.foothilltransit.org/your-rights.

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.

Foothill Transit has developed a specific Title VI complaint form that customers can use to submit their specific complaints. This form, as well as the complaint procedure, is available online and at the Administrative Office and Transit Stores in the following 25 languages: Arabic, Armenian, Burmese, Cantonese, Cebuano, Dari, English, Farsi, Filipino -Tagalog, Hawaiian, Hindi, Ilocano, Indonesian, Japanese, Karen, Khmer, Korean, Lao, Mandarin, Samoan, Spanish, Thai, Turkish, Uzbek, and Vietnamese.

Figure 16

Title VI Complaint Form Part I (Available in 25 languages here: https://www.foothilltransit.org/your-rights)



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 VI 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 91790**.

Your Name:	**Phone:**
Street Address:	**Alternate Phone:**
City, State, and Zip Code:	

Person(s) discriminated against (if someone other than complainant): **Name(s):**	
Street Address:	**Phone:**
City, State, and Zip Code:	
Date of Incident:	**Bus # / Route / Location:** (if applicable)

Continued on reverse side...

Figure 17

Title VI Complaint Form Part II (Available in 25 languages here: https://www.foothilltransit.org/your-rights)

Which of the following best describes the reason for the alleged discrimination taking place? (Check one)

- ☐ Race
- ☐ Color
- ☐ National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide the names and title of all Foothill Transit representatives involved if available. Explain what happened and whom you believe was responsible. Please use an additional sheet of paper of this form if additional space is required.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Have you filed a complaint with any other federal, state, or local agencies? ☐ Yes ☐ No

If yes, list agency/agencies and contact information below:

Agency/Agencies:	**Contact Name:**
Address:	**Phone:**

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

Signature: _____ Date: _____

List of Foothill Transit's Title VI Investigations, Complaints, or Lawsuits

There was no lawsuit naming Foothill Transit, alleging discrimination on the basis of race, color, or national origin as stated in Title VI.

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 thoroughly by the Customer Service Managers (CSMs) at the respective yard the comment or complaint originates from. CSMs are expected to review the video footage, when available, and interview the bus operator. Additionally, comments are tracked immediately 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 investigations made between August 2023 to July 2026. There is a total of 186 comments or an average of about five comments per month.

Table 1

List of Foothill Transit's Title VI Investigations, Complaints, or Lawsuits

Date Feedback Recorded	Language Spoken	Customer Comment	Customer Service Comments
8/7/2023	English	Customer would like to leave a complaint regarding his experience with the driver of the 187 WB. Frances has stated that while on the bus he witnessed the driver of the bus ignore a stop requested from another passenger, leaving him more than three blocks away from his original stop. That interaction the driver had with that passenger caused Frances to walk to the front of the bus and to verbally tell the driver that he needed to get off the bus on Colorado and Garfield. The driver told Frances the same thing he said to the other passenger, which was "I don't talk to passengers when I drive" and completely ignores the customer. The driver let	Ana Gallegos [08/14/2023 14:45:06] VDS confirms the coach and operator pertaining to this comment. Paddle#12702 B# 644 V#2711 Operator Huerta, Alvaro. Video requested 08/14/2023 Ana Gallegos [08/17/2023 14:25:40] As of 8/17/2023, the video did not download. Tommy Maung [08/18/2023 16:03:51] Due to the operator's schedule, we are unable to meet with them by the target resolution date. Operator has been reflagged for 8/21/23. Customer was called and left a voice mail 8/18/23 at 15:45. Cristina Garcia [08/18/2023 16:16:18] Comment will remain open until the driver is

		him get off the bus on Marengo, which is passed the stop he asked to be let off at. Frances feels like the driver did this because both he and the other passenger are African American men. [MGR Note] Frances would only provide the time he physically got off the bus after it passed his stop. He mumbled a lot during the call which made it difficult to understand him. The location is where he got off the bus.	met with. Ana Gallegos [08/23/2023 16:32:44] Met with the operator on 8/22/2023. The operator stated that the man pressed the stop request too late and was approaching the next stop to let him exit. The operator stated for his own safety he does not engage in conversations while driving. The operator was spoken to regarding Title VI and Courtesy. Cristina Garcia [09/05/2023 07:37:08] From: Dianna Robledo Sent: Friday, September 1, 2023 11:49 AM To: Cristina Garcia Cc: Maria Ortega Subject: Report #0008-0075 Hi Cristina, I received a call from a customer Report # 0008-0075. He said he has not heard back from

			anyone regarding his complaint. The notes read that the caller was contacted on 8/23/23 at 3:45 P.M. and a voicemail was left. The caller stated he did not receive a call or voicemail left. The phone number was confirmed 626-731-5445. Can you please forward message. Thank you, Dianna Robledo -Pomona Can you reach out to the customer. Cristina Garcia [09/05/2023 15:09:36] Csr Arturo took the call submitted another comment but it is the same as this one so

			0008-0556 will be invalidated and I have added the notes below. The customer called to inquire about report #0008-0075. The customer was informed that an attempt was made to talk with the customer but not successful. The caller was told a voice mail was left but states he has no voice mail. The customer also needed to know if the video was downloaded, in which I stated it was not successful. The customer needs the video as every bus must have a working video camera on board. The customer states that the company is trying to cover up for the bus driver for not having the video. The customer will take legal action for discrimination if they are not able to get a video and speak with a supervisor. They would like to speak as soon as possible. Ana Gallegos [09/05/2023 16:48:41] Spoke with the customer at 1625 on 9/5/2023. Spoke with the customer regarding the comment. The customer was provided with information regarding the investigation. The customer would consciously get off topic and speak regarding Religion and Politics. In the end the customer requested for video for all his complaints. The customer was advised that I did not have the ability to provide him video. The

			customer stated he will be contacting someone regarding containing video from previous comments. Cristina Garcia [10/13/2023 15:28:40] From: Carolyn Renteria <crenteria@foothilltransit.org> Sent: Friday, October 13, 2023 3:14 PM To: Cristina Garcia <Cgarcia@Foothilltransit.org> Subject: RE : 0008-0075 & 0008-0556 Good Afternoon Cristina. I received a phone call from Mr. Frances McCuller (Comment 8-0075 & 8-0556) who stated he has not received a phone call from a supervisor regarding his comments. Mr. McCuller provided an updated phone # is 626-786-6410 where he can be reach. Thank you,

			Carolyn Renteria Can you have someone higher reach out. Ana Gallegos [10/27/2023 13:57:53] Per Assistant General Manager Steve Peoples: "I reached out to the passenger at 12:32 pm today (10/27/2023). The passenger did not answer so I left a voicemail."
8/9/2023	English	The customer is leaving a complaint on a driver for being very rude. The customer states they were assisting a customer get onto the bus because they have just gotten out of the hospital. The customer states the driver got very hostel and physical towards him. The customer states the driver started challenging him and was very discriminative towards him due to him being Hispanic. The customer states he was also showing the driver his Access card and states he could not be denied entry onto the bus. The customer	Cristina Garcia [08/09/2023 09:03:33] 0008-0115 is for the ADA comment. 0008-0114 is for the Title VI comment. 0008-0055 is for the safety comment. Ana Gallegos [08/14/2023 10:20:01] VDS confirms the coach and operator pertaining to this comment. Paddle# 12611 B# 611 V# 2915 Operator Angle, Janet. Video requested 08/09/2023. Called the customer at 1032 on 8/11/2023. Left a voicemail. Ana Gallegos [08/14/2023 10:20:22] Training/Safety Department met with the

		states he requested a supervisor to the scene but states the driver closed the doors and drove off. Jose would like to include that he suffers from severe illnesses and to please be logical and fair when getting in contact to resolve the incident. The customer states it was an African American Female Driver. CSR NOTE: The customer was very unsure what time the incident was but believes it to be approximately between 11:30 and 12:00.	operator 8/12/23. Operator was counseled and reinstructed regarding ADA, Customer Service, Safety and Title VI Discrimination. Operator was made aware that her comments and actions were inappropriate and unprofessional. Operator was placed on administrative leave pending investigation. Ana Gallegos [08/14/2023 10:20:43] Video was reviewed. Video showed the operator servicing 1st St and Hill. Video shows male and female passenger approaching the bus. The male caller who made the complaint, while still standing on the sidewalk curb, tries to explain to the operator regarding the female passenger not having funds to board. The operator immediately did not let the caller finish his sentence and he began to say "that has nothing to do with me. I don't want to hear it". As the caller began to try to explain further, the operator began to aggressively yell and use foul language towards the caller. The caller then walked around the bus and began to speak to the operator by the operator's window. The man was still standing very close to the bus when the operator decided to move forward. The operator continues to use foul language and does not de-escalate the incident. The operator then continued with the route.

			Cristina Garcia [08/28/2023 10:43:39] Good Morning Cristina, Jose Francisco Jovel walked in the El Monte Transit Store to get a follow up on his complaints. He stated he received a call back from someone in regards to his complaint but left a VM. He stated he has been calling back to the number that left a VM but no response. He is requesting another follow up to the same number provided on his comments. 0008-0114 0008-0115 0008-0183 Elizabeth Tapia El Monte- Customer Service Representative Can you reach out to the customer.

			Ana Gallegos [08/28/2023 10:53:01] Called the customer at 1051 on 8/28/2023. Left an additional voicemail.
8/15/2023	English	On February 2, 2023 at approximately 11:04 p.m. I was standing at the bus stop, the operator (female) saw me shook her "no" and proceeded to drive away and pass me up. Same female operator from prior incident (ref report #76670. Denial of services, habitual, intentional, egregious actions bus #1721, route 480 westbound, Foothill Transit, Transdev and Operator are responsible.	Ana Gallegos [08/23/2023 10:07:36] This is a duplicate comment from 0007-7136 Ana Gallegos [08/23/2023 10:08:21] VDS confirms the coach and operator pertaining to this comment. Paddle#XT35 B#217 V#1721 Operator Johnson, Stephanie. Video requested on 02/06/2023 Ana Gallegos [08/23/2023 10:09:09] Reviewed the video on 2/14/2023. Video showed the operator approaching Garey Ave and 3rd St at 1104PM. Video showed that there was a potential passenger visibly waiting right at the bus stop pole. The operator slowed down but did not come to a complete stop. The operator made no attempt to board the potential passenger. The operator continued with the route. Ana Gallegos [08/23/2023 10:11:00]

			Met with the operator on 2/6/2023. The operator recalled the incident. The operator stated she was already past the stop when the caller ran in front of the bus. The operator stated that the man was not at the bus stop and was running from Kingsley street. The operator was spoken to regarding Courtesy. Met with the operator again on 2/14/2023 to show them the video. The operator was counseled and re-trained regarding Courtesy and Pass Ups. Ana Gallegos [08/23/2023 10:11:36] Spoke with the customer at 1534 on 2/13/2023. The customer was spoken to about Missed Services and Service Delays. The customer was also advised that each comment is investigated individually, video gets requested, and each operator is spoken to/re-trained. The customer appreciated the call back. Free Ride Coupons are being mailed to the customer. Address provided: 1050 W 9TH ST #2 Pomona Ca, 91766. Coupon Numbers: 84703, 84702, 84701, 84700, 84699, 94698, 84697, 84696, 84695, and 84694. They were mailed on 2/13/2023. Ana Gallegos [08/28/2023 08:08:01] Customer was contacted by General

			Manager Shawn Chavira on 8/25/2023 at 1640. Left a voicemail. Ana Gallegos [08/28/2023 08:08:28] Met with the operator on 8/25/2023. The operator was spoken to regarding Title VI.
8/25/2023	English	Mr. Tracy would like to report he bus driver on the 194|EB that arrived at Lemon/Valley at 7:34am. Mr. Tracy states the bus driver was driving fast along the route and feels this is very reckless. Mr. Tracy also claims that once he arrived at Temple/Campus, as he was getting ready to exit through the rear of the bus, the bus driver closed the doors and caught Mr. Tracy's arm in the doors. Mr. Tracy feels the drivers' actions were done purposely and also racially motivated as he is White, and the bus driver was African American. Mr. Tracy claims he has been on the bus with this driver before, and often drives fast. He was not able to get	Cristina Garcia [08/25/2023 13:50:22] 0008-0386 is for the Title VI comment. 0008-0382 is for the safety comment. Ana Gallegos [09/06/2023 08:46:27] VDS confirms the coach and operator pertaining to this comment. Paddle# 12069 B#219 V#2526 Operator Lacey, Marlon. Ana Gallegos [09/06/2023 08:46:50] Video requested 08/29/2023 Ana Gallegos [09/07/2023 08:28:36] The operator is currently on Vacation and is re-scheduled to see customer service on 9/11/2023.

		the drivers badge and described him as Male. African American. **TSM NOTES_ Time noted, was the time the bus was due at Valley/Lemon, also time of boarding.	Ana Gallegos [09/07/2023 08:28:55] Called the customer at 1555 on 8/30/2023. Left a voicemail. Ana Gallegos [09/07/2023 10:37:23] As of 9/7/2023, the video did not download. Cristina Garcia [09/08/2023 11:45:27] Comment will remain open until the driver is met with. Ana Gallegos [09/13/2023 17:11:49] Met with the operator on 9/13/2023. The operator was spoken to regarding the comment. The operator was counseled regarding Safety and Title VI.
8/31/2023	English	On August 31, 2023 at 12:43, Danny called and stated that he was on the 188 | WB | F2507 | #2289 (Grand/Route 66) and was already dealing with a field supervisor named Anastasia but was requesting another supervisor because she was being discriminating	Ana Gallegos [09/11/2023 11:18:48] VDS confirms the coach and operator pertaining to this comment. Paddle#12084 B#139 V#2507 Operator Roby. Marquis. Ana Gallegos [09/12/2023 10:35:14] Video requested 09/12/2023

		towards him. Danny is stating the field supervisor was very unprofessional with all her tattoos visible, which he states are gang related and that she was trying to intimidate him. He is also stating that the field supervisor is trying to make him take all his things out of his walker but Foothill Transit doesn't require other people to do that or doesn't require people who board with an animal make the animal get off a seat. Danny is also stating that both the driver and field supervisor were very unprofessional and being very disrespectful towards him. **Mgr Note** The incident time is when Danny called not the scheduled time the bus was to service the stop. Dispatch was called and they were already aware of the	Ana Gallegos [09/13/2023 14:51:41] As of 9/13/2023, the video did not download. Ana Gallegos [09/13/2023 14:52:53] Per GM Shawn Chavira: "customer was called on 9/7/2023 and left a voicemail at 1625" Ana Gallegos [09/13/2023 15:57:16] Per GM Shawn Chavira the phone number (747-290-4997) provided is no longer in service. Called the customer on 9/12/2023 at 1632 and on 9/13/2023 at 1500. Both attempts the call stated not in service Ana Gallegos [09/13/2023 15:59:01] The operator was spoken to by Operations Manager Charlene Nicolson on 9/1/2023. The operator was spoken to regarding ADA, Courtesy, and Title VI.

		issue that was happening and stated that the field supervisor had called PD for assistance and that another supervisor was not going to go and assist. During the time of this complaint the PD arrived and escorted him off the bus. Danny did mention that he knew all the police were gonna do was make him get off the bus.	
9/1/2023	English	Gabriel would like to submit a complaint on the female bus operator for bus line 285 N/B with Bus/Coach F2210. Gabriel stated that this incident occurred on Friday, September 1st, 2023 at approximately 2:54pm at Colima Road/Whittier Blvd N (Bus Stop #1045) (Incident Date, Time, Location and Bus/Coach Number provided by Gabriel). Gabriel stated that when boarding the bus, the bus operator gave him a hard time when he tried boarding with his work	Raquel Martinez [09/06/2023 10:25:15] According to Avail, the Operator was on coach F2210. Arrived to the stop @ 14:55 - Departed the stop @ 14:59. Video download in process. Raquel Martinez [09/08/2023 15:01:01] Upon further review of the footage, I noted she arrived to the stop where three customers can be seen waiting for the bus. The first two board without any issues. The third one, is seen with a restaurant cup as he makes it to the door. The Operator tells him right away that he has two options, to stay and wait for the next bus and finish his drink or leave his drink there.

		reusable insulated cup. Gabriel stated that the bus operator was rude and disrespectful about the situation and began to shout at him. Gabriel claimed that the bus operator told him that he could leave it and board or wait with his cup for the next bus. While on the call with Gabriel, I provided him with the Bus Basics policy regarding food and drinks onboard the bus for all passenger's safety. Gabriel stated that he threw out his cup and was boarding when the bus operator continued to give him a hard time shouting and being rude while he was paying his bus fare. He also stated that the bus operator idled for approximately (5) minutes due to this incident causing all passengers an inconvenience. Gabriel stated he did not understand why the bus operator continued to give him a hard time after he threw away the cup. Gabriel was very upset during the call	The customer at first does not understand what she is saying or what she is talking about. He then asks her why he can't bring his cup with him; she explains it is a policy. As they are discussing this, he also mentions that he needs a courtesy ride and throws his cup out. She tells him she does not have any courtesy rides. He then puts some change in the farebox, and she tells him the fare is 1.75. He tells her that is all he has and walks way to take a seat. She then contacts dispatch and tells them she has a passenger that has a cup and only paid .50 cents. As she talks to dispatch she tells them. "okay let me tell the customer." She yells out for him, but he ignores her, does not answer her back. She then continues to talk to them and once again directs herself to the customer and lets him know that this time she will be taking him. I was not able to make out her exact words. She then continues the route. The video was interrupted at 15:05, waiting for the rest of the video to confirm is she ran a red light. Raquel Martinez [09/08/2023 15:48:45] VM successfully left for the customer @

		and stated he didn't know if it was due to his race but this incident with this bus operator resulted in a very uncomfortable trip for all passengers onboard the bus. While on the call with Gabriel, he claimed that another passenger had told him that the bus operator had taken a red light while in route approximately at Colima Road/Hacienda Blvd at about 3:07pm however Gabriel stated that he was unsure if this did happen but would like this included on the report. Gabriel would like a supervisor to look into the matter and would like a callback to the phone number noted. CSR Note: While on the call with Gabriel, I was unable to locate the bus on the myStop system with the Bus/Coach	15:44. Raquel Martinez [09/14/2023 14:50:01] Upon reviewing the rest of the footage, I noted the Operator arriving to the intersection, Hacienda & Colima. As she does this, she has to stop for the red light behind several cars. Once the light turns green car behind to make the turn, when she is next the light turned yellow. She continues to drive as the light turns red. The Operator has been addressed and was given a disciplinary action for her service during this trip. She has been made aware that she is supposed to only quote the fare not enforce it. She also needs to provide a better customer service when it comes to any policy. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation

		number provided in route. Gabriel was unable to provide the Bus Operator's Badge Number, he claimed that it was reflecting on the display but then stopped appearing when trying to get the information for the report. Gabriel was offered and provided with the report number.	in schools, employment, and public accommodations.
9/7/2023	English	The customer walked in the Pomona Transit Store and wrote the following on a customer comment form: I was waiting for the bus, and when the bus arrived, the bus driver only opened the middle door. I was confused at first, and then drive up a bit more. I was waiting at the stop along with another person. I realized the bus driver was discriminating against this man and did not want to let him on. The bus driver did not even interact with the man to refuse him to ride. When he finally opened the door, I kept	Ana Gallegos [09/15/2023 14:50:49] VDS confirms the coach and operator pertaining to this comment. Paddle# 12004 B#003 V#2918 Operator Kao, Guy. Video requested 09/15/2023 Ana Gallegos [09/19/2023 16:18:12] Reviewed the video. Video showed the operator stopping on West Covina Pkwy/California where there were postnatal passengers waiting. Video showed two passengers approaching the front door, but the operator did not open the doors. After several moments the operator announced that he will not be boarding the male passenger. He opened the doors and allowed the female passenger to

		asking him "why can't he get on?" the driver did not answer my question and yelled at me asking if I was going to get on or not. After I paid and sat down, the driver kept talking bad about the man. I was so upset by the driver's behavior that I had to get off at the next stop.	board. The operator made comments stating that he will not be boarding the male passengers due to previous incidents. The operator closed the doors and left the male passenger behind. Ana Gallegos [09/19/2023 16:19:01] As of 9/19/2023, the operator is no longer employed with Transdev - Arcadia Yard. Ana Gallegos [09/19/2023 16:40:41] Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Title VI Discrimination Issue Customer Comment 0008-0611. The comment stated on 9/07/2023 you witnessed the operator of the Silver Streak (EB) refused service to another passenger which resulted in the passenger being left behind. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. We conducted an investigation and requested video. I appreciate

			you making us aware of your negative experience. It is always in our best interest to perform with operational excellence and customer service day in and day out, inside and out of our regular day of operating the service. We can assure you that you will not see the operator conducting himself in that manner again. Again, we apologize for this experience and the inconvenience. 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. For important information about major changes like detours, schedule changes, fare information, and more, we suggest to make a Rider Alert account at https://foothill.rideralerts.com/myStop/AgencyAccount/Register. You can subscribe to get emails or text messages about your favorite bus lines. To see if your bus is running on time, you can visit the Foothill Transit website at https://www.foothilltransit.org/. If you're on your phone, the website can use your location to tell you about your closest stop.

			Thank you. "
9/12/2023	English	On Thu, Sep 7, 2023, 4:28 PM JT.Entertains <jthemusicman77@gmail.com > wrote: Hello, Ana nor Raquel have contacted me about recent complaints submitted. Mr. Shawn Chavira. GENERAL Manager Transdev Arcadia has contacted me only on August 31. 2023. I have returned Mr. Chavira's phone call several times, left messages and attempted to communicate on to no-avail.....September 4th,	Cristina Garcia [09/13/2023 16:18:52] Can you have Jeffrey call and e-mail the customer. I sent Mr. Tucker an e-mail to his availability for a call and has not responded as of now. From: Comment Sent: Tuesday, September 12, 2023 2:36 PM To: 'JT.Entertains' <jthemusicman77@gmail.com> Subject: RE: ADA, Title Complaints / Personal injury claims Good Afternoon Mr. Tucker, Your report numbers for Title VI 0008-0704 and ADA 0008-0702 Raquel's comments

		2023....no return call...also phoned September 6th twice and September 5 once..no return call.	Your report numbers for Title VI 0008-0703 and ADA 0008-0701 Ana's comments
		I wish to file additional complaints and additional ADA/ Title xi complaints against the customer service managers "Ana" from Transdev and "Raquel" from Keolis for their disregard and inattention to provide dispositions of complaints as stated in Foothill Transit's Policy/ Complaint Procedure.	If you can provide us the times available you are available for a response regarding these comments in within the business hours of the Arcadia and Pomona yard to reach you. Arcadia/Irwindale Operations & Maintenance – Operated by Transdev Ana – Customer Service Manager 626-357-7912 extension 232; Business Hours: M-F 8:00 a.m.-4:30 p.m.
		I have not been excluded from receiving and not afforded the services and benefits provided by Foothill Transit's Policy.	Pomona Operations & Maintenance – Operated by Keolis Raquel – Customer Service Manager 909-629-6224 extension 249;

		J.Tucker, United States Marine Corps Veteran 909-802-3276 On Fri, Sep 8, 2023, 10:15 AM JT.Entertains <jthemusicman77@gmail.com> wrote: Hello, (2nd Attempt to notify)	Business Hours: M-F 8:00 a.m.-4:00 p.m. Patiently, awaiting your response. Cristina Garcia Customer Service & Operations Coordinator Cristina Garcia [09/14/2023 12:55:49] From: JT.Entertains <jthemusicman77@gmail.com> Sent: Thursday, September 14, 2023 8:09 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: ADA, Title Complaints / Personal injury claims Good day,

		Ana nor Raquel have contacted me about recent complaints submitted. Mr. Shawn Chavira. GENERAL Manager Transdev Arcadia has contacted me only on August 31. 2023. I have returned Mr. Chavira's phone call several times, left messages and attempted to communicate on to no-avail.....September 4th, 2023....no return call...also phoned September 6th twice and September 5 once..no return call. I wish to file additional	I am available to speak anytime. Raquel from Keolis phoned on September 13, 2023 at approx. 4pm and left an approx. two minute voice message, addressing only "some" of the complaints submitted..... Ana from Transdev has not contacted me in months, for dispositions of numerous complaints submitted.... The dispositions of all complaints submitted may also be emailed to me. J.Tucker, United States Marine Corps Veteran

		complaints and additional ADA/ Title xi complaints against the customer service managers "Ana" from Transdev and "Raquel" from Keolis for their disregard and inattention to provide dispositions of complaints as stated in Foothill Transit's Policy/ Complaint Procedure. I have not been excluded from receiving and not afforded the services and benefits provided by Foothill Transit's Policy. J.Tucker, United States Marine Corps Veteran	909-802-3276 Raquel Martinez [09/19/2023 15:53:43] Jeffrey Moore successfully spoke to the customer on 9/15 @ 9:25. Please see the email below - Per Jeffrey; --Please be advised that Mr. Tucker and I had an extraordinary call this morning. The call lasted more than the scheduled one hour. However, Mr. Tucker felt that all of his pending concerns were handled during this call. We reviewed all of his CFR's that he still had concerns with from February 24, 2023, to date. To ensure Mr. Tucker that we are adamant about providing quality customer service and value his feedback. I let Mr. Tucker know that moving forward, all CFRs received from him would be directed to me, and I would follow up with him, giving him the opportunity for a resolution.--

		909-802-3276 On Fri, Sep 8, 2023, 11:41 AM JT.Entertains <jthemusicman77@gmail.com > wrote: Good day, (3rd attempt to notify) I am awaiting report numbers for the additional report/claims I have recently submitted via email regarding Customer Service Managers Ana (Transdev) and Raquel (Keolis). ADA Complaint, Title xi Complaint-Denial of Services and Benefits.	

		J.Tucker, United States Marine Corps Veteran 909-802-3276 From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, September 8, 2023 10:15 AM To: Comment	

		<Comment@Foothilltransit.org> Subject: Re: ADA, Title Complaints / Personal injury claims Hello, (2nd Attempt to notify) Ana nor Raquel have contacted me about recent complaints submitted. Mr. Shawn Chavira. GENERAL Manager Transdev Arcadia has contacted me only on August 31. 2023.	

		I have returned Mr. Chavira's phone call several times, left messages and attempted to communicate on to no-avail……September 4th, 2023….no return call…also phoned September 6th twice and September 5 once..no return call. I wish to file additional complaints and additional ADA/ Title xi complaints against the customer service managers "Ana" from Transdev and "Raquel" from Keolis for their disregard and inattention to provide dispositions of complaints as stated in Foothill Transit's Policy/ Complaint Procedure.	

		I have not been excluded from receiving and not afforded the services and benefits provided by Foothill Transit's Policy. J.Tucker, United States Marine Corps Veteran 909-802-3276 From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, September 8, 2023 11:42 AM	

		To: Comment <Comment@Foothilltransit.org> Subject: Re: ADA, Title Complaints / Personal injury claims Good day, (3rd attempt to notify) I am awaiting report numbers for the additional report/claims I have recently submitted via email regarding Customer Service Managers Ana (Transdev) and Raquel (Keolis). ADA Complaint, Title xi	

		Complaint-Denial of Services and Benefits. J.Tucker, United States Marine Corps Veteran 909-802-3276 From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, September 11, 2023 10:56 AM To: Comment	

		<Comment@Foothilltransit.org> Subject: Re: ADA, Title Complaints / Personal injury claims Good day, (4th attempt to notify) I am awaiting report numbers for the additional report/claims I have recently submitted via email regarding Customer Service Managers Ana (Transdev) and Raquel (Keolis). ADA Complaint, Title xi	

		Complaint-Denial of Services and Benefits. J.Tucker, United States Marine Corps Veteran 909-802-3276 From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, September 11, 2023 11:00 AM To: Christina Lopez	

		<clopez@foothilltransit.org>; ADA <ADA@foothilltransit.org>; Title VI <titlevi@foothilltransit.org> Subject: Re: Foothill Transit: Personal Injury Claims Good day, (2nd Attempt to notify) I wish to file ADA/Title vi complaints regarding denial of benefits/services. I have sent this email to Foothill Transit Customer Service many days ago and am still awaiting a response with an appropriate report number.	

		J.Tucker, United States Marine Corps Veteran 909-802-3276	
9/14/2023	English	Mr. Rosales would like to submit a complaint on the male bus operator for bus line 188 W/B with Bus/Coach F2101. Mr. Rosales stated that this incident occurred Thursday, September 14th, 2023 at approximately 8:45 am at Foothill Blvd/San Dimas Canyon Road W (Bus Stop #1299) (Incident Date, Time, Location and Bus/Coach Number provided by Mr. Rosales). Mr. Rosales stated that he was waiting at the bus stop when the bus operator flew passed him not servicing	Ana Gallegos [09/25/2023 14:49:36] VDS confirms the coach and operator pertaining to this comment. Paddle# 12124 B# 75 V#2101 Operator Ko, Ming. Video requested 09/25/2023 Ana Gallegos [09/27/2023 08:14:01] A conference call was made and Spoke with the customer along with Shawn Chavira on 9/18/2023 at 1608. Both Shawn and I spoke with the customer regarding various complaints and concerns. The customer was assured that each comment is investigated individually. The customer appreciated the conversation and call back.

		the bus stop leaving him at the bus stop. Mr. Rosales stated that the bus operators are deliberately passing him up. He claims that bus operators are taking pictures/videos of him and sharing them with each other to identify him and not pick him up. He stated that he would be taking legal action against Foothill Transit for discrimination and for violating his civil rights. He stated that he has been reporting the issues he has encountered and that no one is listening or doing anything about it. He would like a supervisor to look into the matter and would like a callback to the phone number noted. CSR Note: Mr. Rosales was	Ana Gallegos [09/27/2023 11:06:53] Met with the operator on 9/27/2023. The operator did not recall the incident. The operator stated he always stops and boards passengers on Foothill/San Dimas. The operator was spoken to regarding Pass Ups and Title Vi. Ana Gallegos [09/27/2023 15:40:27] As of 9/27/2023, the video did not download.

		offered the report number but he declined this information.	
9/17/2023	English	Caller wanted to submit a complaint on the female driver of the 492 WB | F2209 | for giving him attitude and he feels attacked by the driver, he said he made a complaint last week for the same driver. Caller states that when the driver stopped at stop ID 0881 on Bonita/Towne the driver allowed the passengers to get off from the back doors and didn't open the door for the caller, he claims she was giving him a death stare and didn't open the door for him until the light turned green. He states that she made a comment to him regarding if he was going to make a report on her today, and he said he didn't have any issues as long as she was doing her job properly. The caller said he engaged in small talk with the driver and she was giving him attitude and that she told the	Raquel Martinez [09/20/2023 14:54:27] According to Avail, the Operator was on coach F2209. Departed the stop @ 11:55. Video download in process. Raquel Martinez [09/28/2023 13:58:18] Upon further review of the footage, I noted the Operator arriving to the stop where only Mr. Cross is seen waiting at the stop. The Operator stops, opens only the back door first for a customer to exit. She waits a few seconds before opening the front door. When she does the customer boards, does not say anything to her as he pays his fare. She's the one that begins to talk to him by saying, "You're not going to tell on me today are you?" He tells her, "No, there's no problem today." He then takes a seat. She continues to talk to him saying that she does not understand why customers call, when she does her job and that she did stop for him last time. She continues to say things of that nature and the customer tells her to let him off. He exits the bus at 11:59.

		caller she wouldn't be picking him up. When the passenger was going to get off he said the driver told him "you better go report me again'. The caller claims that he is afraid of the driver and said she might be racist towards him, he is afraid that the driver will not be picking him up moving forward. Caller would like to hear back from a supervisor. *CSR NOTES* All information was provided by the caller, the time noted is the time of incident.	The Operator was addressed by her Driver Manager in regards to conducting service in a professional manner at all times. She is not to discuss with a customer past incidents or how she feels about it. This is uncalled for and unacceptable. There was further coaching / discipline also provided to the driver to ensure she does not do this again going forward. Raquel Martinez [09/28/2023 15:32:44] Emailed the customer @ 15:30. Details below; Dear Mr. Cross, I hope you find yourself well! This is a response to a complaint made regarding Route 492 WB @ 11:55 on September 17th from Towne & Bonita. I would like to first apologize for what you have

			encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. We want to apologize for the operator's rude demeanor and unprofessionalism. It is important for us to know that the operators are conducting themselves in a professional manner towards the customers at all times, which is why we take your report very seriously. Report Number: 0008-0795: Upon reviewing the footage of the incident, I was able to confirm the Operator began to address you as you boarded asking if you were going to report her and just did not stop voicing her opinion as to customers calling in and how she does her job. I would like to inform you the operator has been addressed in regard to this unacceptable service and there was further coaching / discipline for this operator to ensure she does not do this again moving forward. She must

			service each route with professionalism and not make unnecessary remarks to customers that just are uncalled for. We truly appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. Cristina Garcia [09/29/2023 15:43:07] The comment is being reclassified as Title VI since the customer states: the caller claims that he is afraid of the driver and said she might be racist towards him. Raquel Martinez [09/29/2023 15:53:15] The driver has been told this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal

			application of voter registration requirements and racial segregation in schools, employment, and public accommodations. The video has been downloaded on the share drive.
9/29/2023	English	Customer boarded the 480WB (F1718) at 1:50pm. Customer claims an Asian Female boarded without full fare and the driver proceeded to ridicule her making a comment about the Asian female having to walk next time if she forgets her purse again. Later in the trip the customer claims the driver stopped somewhere before Kellogg Dr at a nonstop and began a conversation with a random person and made a comment to the Asian passenger about the man being Mexican. Furthermore, the customer claims the driver told the Asian female to say hi to her Chinese people, customer felt this comment was racist.	Ana Gallegos [10/13/2023 13:57:31] Coach 1718 (as provided) was not on any route or in service during the time/date provided. VDS confirms the coach and operator pertaining to this comment. Paddle# 12176 B# 191 V# 1810 Operator Azanon, Max. Video requested 10/13/2023 Ana Gallegos [10/16/2023 09:47:45] As of 10/16/2023, the video did not download. Ana Gallegos [10/16/2023 09:48:06] As of 10/16/2023, the operator is no longer employed with Transdev-Arcadia Yard. Ana Gallegos [10/16/2023 09:49:07] Per General Manager Shawn Chavira: "Customer was contacted on 9/29/2023 at

		CSR Notes - Time noted is time provided by customer. Customer would like a call back.	2:49PM and left a voicemail. Customer was contacted again at 10:04AM on 10/04/2023 and left an additional voicemail. "
10/4/2023	English	Customer was waiting for the 286NB (F2324) at 2:51pm. Customer claims this driver passed him by without servicing the stop. Customer also claims this driver as well as others honked the horn to make fun of him while passing him by. CSR Notes - Time noted is time provided by customer.	Cristina Garcia [10/04/2023 14:27:59] Original comment was 0008-0622. 0008-1060 created ADA. 0008-1061 created Title VI. Customer filled out the ADA and Title VI forms are being processed to be investigated as ADA and Title VI. Raquel Martinez [10/11/2023 16:38:02] According to Avail, the Operator was on coach F3119. Unfortunately, video failed to download unable to confirm the incident.

			Operator has been addressed by her Driver Manager to ensure she is properly servicing all stops accordingly. All customers who are at the stop on time and visible must be picked up. Raquel Martinez [10/11/2023 16:38:39] I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [10/11/2023 16:39:04] VM successfully left for the customer @ 16:18. Cristina Garcia [10/31/2023 14:54:37] F2324 is selected in the drop down and you stated it is F3119 not F2324.

			Raquel Martinez [11/01/2023 16:45:38] Coach F3119 was the correct coach conducted during the trip based on the outcome of the investigation not F2324.
10/4/2023	English	Jesus stated while waiting for the 291 NB the operator almost passed him by and pulled over after the stop (Bus Sign). Jesus stated when boarding the bus, the operator told him "You need to be facing me when the bus arrives or I'm going to pass you up." Jesus stated he informed the operator he was going to report her when the operator replied "I don't care this is my retirement job" Jesus stated while in route the operator continued to verbally harass him and even complained about him in Spanish to another passenger. Jesus stated he felt the operator was trying to intimidate him by verbally harassing him and calling him	Cristina Garcia [10/04/2023 11:58:49] 0007-9423 original comment. 0008-1056 created for ADA. 0008-1057 created for Title VI. Customer filled out the ADA and Title VI forms. Raquel Martinez [10/11/2023 16:29:25] According to Avail, the Operator was on coach F2132. Video download in process. Unfortunately, video failed to download unable to confirm the incident. Operator has been addressed by her Driver Manager and coached to ensure she is always conducting service in a professional manner. She needs to stop and pick up all customer who are at the stop visible and on time regardless of

		inappropriate names. Jesus stated the operator was very unprofessional and rude. Jesus would like a call back from Doran Barnes. CSR NOTES*** Time/Location is when Jesus stated the incident began. Jesus was able to provide the coach number. I was able to provide Jesus with the report number. Comment 2 of 2.	them facing the bus or not. Raquel Martinez [10/11/2023 16:31:16] I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [10/11/2023 16:31:52] VM successfully left for the customer @ 16:18.
10/4/2023	English	Jesus called to file a complaint on route 480 WB. At approximately 20:45 bus F2418 drove by Mission/Curran leaving Jesus and his Daughter Jessica without stopping and	Cristina Garcia [10/04/2023 10:34:13] 0008-1051 created for the Title VI comment. 0008-1052 created for the ADA comment. Original comment was 0007-9355 but the

		servicing the stop. He would like the CEO of the company to call him regarding this matter. CSR Notes: Time and location provided by the customer.	customer filled out the ADA and Title VI forms and wanted to process them as ADA and Title VI. Ana Gallegos [10/13/2023 13:59:56] VDS confirms the coach and operator pertaining to this comment. Paddle#12171 B# 148 V# 2418 Operator Angela Hernandez. Video requested 06/26/2023 Ana Gallegos [10/13/2023 14:00:04] Reviewed the video. Video showed the operator approaching the stop, where you can visibly see two potential passengers waiting by the bus stop pole. The operator made no attempt to service the stop and continued with the route. Ana Gallegos [10/16/2023 08:45:13] Met with the operator on 10/16/2023. The operator was spoken to regard the comment. The operator was spoken to regarding ADA and Title VI. Ana Gallegos [10/16/2023 08:47:58] Per General Manager Shawn Chavira:

			"Customer was contacted on 9/29/2023 at 2:49PM and left a voicemail. Customer was contacted again at 10:04AM on 10/04/2023 and left an additional voicemail. "
10/10/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Wednesday, April 26, 2023 10:15 PM To: Comment <Comment@Foothilltransit.org> Subject: Incident On April 14, 2023 at approximately 8:41pm, Bus #2741, 480 westbound at Hamilton and Mission passed me and my daughter Jessica	Cristina Garcia [10/10/2023 15:40:03] Original comment was 0007-8502 customer wanted to file as Title VI the form is attached. Ana Gallegos [10/17/2023 15:30:35] VDS confirms the coach and operator pertaining to this comment. Paddle# 12181 B#150 V#2721 Operator Alcala, Fernando. Video requested 05/03/2023 Ana Gallegos [10/20/2023 14:28:36] As of 10/20/2023, the video did not download. Met with the operator on 10/202023. The operator was spoken to regarding the comment. The operator was spoken to regarding ADA and Title VI. Ana Gallegos [10/20/2023 14:30:12] Per General Manager Shawn Chavira: The customer called at 0819 on 10/14/2023. Spoke with him about different topics. But hung up

		up... Operator did not stop. Multiple pass ups within the past few months. Egregious and habitual Civil Rights/ADA violations. Please provide a report number. J.Tucker, United States Marine Corps	abruptly. Ana Gallegos [10/20/2023 14:33:08] Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-1169 and 0008-1172. The comment stated on 04/41/2023 the operator of the 480 WB passed you and your daughter up on Hamilton/Mission. 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. We can assure you that you will not see the operator conducting himself in that manner again. The operator was also spoken to regarding ADA, Title VI, and Pass Ups. Again, we apologize for this experience and the inconvenience. 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

		Veteran, 909-802-3276	Have a great day."
10/10/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Wednesday, April 26, 2023 10:15 PM To: Comment <Comment@Foothilltransit.org> Subject: Incident On April 14, 2023 at approximately 8:41pm, Bus #2741, 480 westbound at Hamilton and Mission passed	Cristina Garcia [10/10/2023 15:37:47] Original comment was 0007-8502 customer wanted to file as Title VI on behalf of his daughter Jessica. Form attached. Ana Gallegos [10/17/2023 15:30:04] VDS confirms the coach and operator pertaining to this comment. Paddle# 12181 B#150 V#2721 Operator Alcala, Fernando. Video requested 05/03/2023 Ana Gallegos [10/20/2023 14:25:55] Met with the operator on 10/202023. The operator was spoken to regarding the comment. The operator was spoken to regarding ADA and Title VI. Ana Gallegos [10/20/2023 14:28:54] As of 10/20/2023, the video did not download.

		me and my daughter Jessica up... Operator did not stop. Multiple pass ups within the past few months. Egregious and habitual Civil Rights/ADA violations. Please provide a report number. J.Tucker, United States Marine Corps Veteran, 909-802-3276	Ana Gallegos [10/20/2023 14:30:04] Per General Manager Shawn Chavira: The customer called at 0819 on 10/14/2023. Spoke with him about different topics. But hung up abruptly.

10/10/2023	Spanish	Anonymous Caller would like to submit a complaint on the female bus operator for bus line 486 W/B with Bus/Coach F2316. Caller stated that this incident occurred Tuesday, October 10th, 2023 at approximately 1:14 pm at Garvey Avenue/Peck Road W (Bus Stop #1477) (Incident Date, Time, Location and Bus/Coach Number provided by Caller). Caller stated that she witnessed the bus operator service the bus stop but did not allow (2) elderly passengers board the bus due to them having carts with groceries. Caller stated that the bus operator was rude and shouted at the passengers stating they would not be able to board and left them at the bus stop. Caller was very upset because she stated that there were passengers with similar carts onboard the bus and that if this is the policy it should be the same for all passengers not only selected	Raquel Martinez [10/10/2023 16:37:44] According to Avail, the Operator was on coach F2316. Video download in process. Raquel Martinez [10/18/2023 13:23:55] Upon further review of the footage, I noted the Operator arriving to the stop @ 13:07. As she opens the door she tells the customers outside to hold on a minute. There is a female who exits from the front door. The Operator then tells the customers who are outside that she does not have room for their carts and that there are too many people on the bus, no more room for them. One of the customers gets on and is at the door, asks the Operator in Spanish what was going on. She then signals to the customer with her hand to get back and tells the customer again that there is no room. She then tells the customer to get back so that she can close the door. She then closes the door and continues the route. She then drivers off, saying that there is no more room that they were going to block the aisle. There were already two customers on board, one with a cart and the other with a rolling bag in the front seating area. As the route continued I did not hear the Operator at any point tell anyone to turn off their phone as reported. The trip ended

		passengers. She also stated if the bus operator was not going to allow the passengers board the bus she should have just continued in route but Caller stated she felt it was discrimination. Caller also mentioned that a passenger was on a phone call and the bus operator shouted “Turn your phone off or I will”. I provided the Bus Basics to Caller while on the call for carts and phones but Caller stated that what she was very upset about was the way the bus operator handled the situation. Caller would like a supervisor to look into the matter and speak to this bus operator. CSR Note: Report Number was offered but Caller declined the information.	at 13:18. Raquel Martinez [10/18/2023 13:24:40] I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws’ discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		Caller was unable to provide Badge Number.	
10/16/2023	English	Anonymous Caller would like to submit a complaint on the bus operator for bus line 285 N/B. Caller stated the incident occurred Monday, October 16th, 2023 at approximately 8:50 am on Colima Road/Whittier Blvd N (Bus Stop #1045) (Incident Date, Time and Location provided by Caller). Caller was very upset while on the call shouting because he was left behind when he was trying to catch the bus. Caller stated he had run to catch the bus even with his asthma and claimed he was at the light. Caller claimed the bus was at a complete stop/parked and that the bus operator made eye contact when the passenger was waving down the bus operator to wait for him and claimed the bus operator ignored him continuing in route and	Raquel Martinez [10/17/2023 11:09:44] According to Avail, the Operator was on coach F2216. Departed the stop @ 8:50. Video download in process. Raquel Martinez [10/18/2023 15:11:26] Unfortunately, footage failed to download unable to confirm the incident. The Operator stated he picked up all customers who were at the stop when he arrived to service it. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements

		leaving him behind. Caller stated that this is against his civil rights and that he would be taking legal action because now he feels that this may be due to his race because this is not the first time the bus operators' have left him behind and stated he has made reports about it. CSR Note: While on the call according to the myStop system Bus/Coach F2216 for bus line 285 N/B was in route. Caller was unable to provide Bus/Coach number or Badge number. Caller was adamant about having this incident documented even after me asking if he was at the bus stop ready to board. Report number was offered and provided.	and racial segregation in schools, employment, and public accommodations.
10/18/2023	English	From: JT.Entertains <jthemusicman77@gmail.com>	Cristina Garcia [10/19/2023 09:02:40] 0008-1298 ADA.

		Sent: Monday, October 16, 2023 11:31 AM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Foothill Transit/Transdev Incident 10-16-2023 (video attached) Good morning, On October 16, 2023, at approximately 10:43am, I boarded the route 480 bus eastbound,	0008-1297 Title VI. Ana Gallegos [10/24/2023 15:29:53] VDS confirms the coach and operator pertaining to this comment. Paddle# 12104 B#258 V# 1911 Operator Abella, Rommell. Video requested 10/24/2023 Ana Gallegos [10/31/2023 08:59:49] Reviewed the video. Video showed the operator servicing Mission/Hamilton where a passenger boarded. Video showed the man tapped his card and the fare box made a Buzzer sound indicating there is no fare on the card. The man then put a singular bill in the fare box, Unable to clearly hear what the man is stating but the operator was heard saying "I'll let you ride with that". The man then asked for a transfer which the operator advised him that he did not pay the full fare to secure a transfer. The man and the operator then began going back and forth regarding the situation. The operator was shown moving the bus while the man was still standing at the fare box. The man eventually took a seat and the operator continued with the route. Unable to see what the internal sign was showing.

		(Bus # 1911) on Mission and Hamilton. Upon requesting a transfer several times, the operator would not provide me a transfer....dangerous driving, arguing with me while conducting the bus repeatedly after I requested the transfer several times beforehand after seating....moved the bus while I was still at the farebox above the yellow line...dangerous egregious....poor customer service. The digital overhead display was stuck on the incorrect time of 9:57am...no operator ID available... upon exit driver did not say nothing to me but	Ana Gallegos [10/31/2023 11:13:09] Met with the operator on 10/31/2023. The operator recalled the incident. The operator stated that the man was short fare and when he would tap his card it would say that he was short fare. The operator stated that the transfers are automatically added onto the tap card after the passenger pays the far, but the man did not have his full fare of 1.75. The operator stated that he was not using a Disabled/Senior card so after he put the dollar bill it was still saying short fare. The operator was spoken to regarding the comment.. The operator was re-trained regarding the Yellow Standee Violation, ADA, and Title VI. Ana Gallegos [10/31/2023 11:16:50] Email response: "Good Morning I am with Foothill Transit (Transdev), contacting you regarding ADA/Title VI Customer Comment 0008-1297 and 0008-1298. The comment stated you encountered a negative experience with one of our 480 EB operators on

		said have a good day to the lady behind me. Discriminating behavior. ADA and Title VI report numbers requested as well. J.Tucker, United States Marine Corps Veteran	10/16/2023 (Mission/Hamilton). On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. Also, video was requested and the operator was spoken to regarding the comment. The operator was counseled regarding ADA and Title VI policies. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you." Ana Gallegos [10/31/2023 12:08:59]

		909-802-3276	Customer email response: "From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, October 31, 2023 12:03 PM To: Gallegos, Ana <Ana.Gallegos@transdev.com> Subject: Re: Foothill Customer Comment - 0008-1297 and 0008-1298 Thank you for the disposition. J.Tucker, United States Marine Corps Veteran

			909-802-3276 "
10/23/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, October 20, 2023 4:01 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident / Accident October 20, 2023 Good afternoon,	Cristina Garcia [10/23/2023 14:48:28] 0008-1383 Title VI. 0008-1384 ADA. Raquel Martinez [10/30/2023 10:09:04] According to Avail, the Operator was on coach F2218. Video download in process. Raquel Martinez [10/30/2023 14:05:22] Unfortunately, footage failed to download unable to review the incident. Both Trainee and Instructor were addressed and reminded that they must always check to see if a customer needs any medical attention when a situation like this occurs. I explained to the driver that this was a Title VI customer comment because the customer felt he was discriminated against when the door closed on him as he attempted to exit the bus.

		On October 19, 2023, at approximately 1:10pm, I boarded the line 482 westbound at the Pomona Transit Center. At approximately 1:15pm, upon exiting the rear of the bus on Park and Holt, the driver intentionally closed the doors on me twice, while I was attempting to exit. A Training Supervisor was present and neither her or the driver apologized to me after the incident.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [10/30/2023 14:06:57] Operator departed the stop @ 13:07. Raquel Martinez [10/31/2023 16:11:14] Emailed the customer @ 16:09. Details below; Dear Mr. Tucker, I hope you find yourself well. I am writing to you in response to a report

		These actions caused me fear, mental anguish, emotional harm, emotional distress, confusion, anxiety, stress, embarrassment, humiliation, etc... I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. ADA Title VI report numbers also requested for this incident. J.Tucker,	submitted for an incident that took place on October 19th from the Pomona Transit Center @ 13:07. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We truly hope that you are not still hurting from the incident. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: 0008-1383 Title VI & 0008-1384 ADA; Please note the Operators have been addressed in regard to this report. They must conduct service safely at all times. She has to be extremely careful and pay close attention when customers are boarding and exiting the bus. There was further discipline for these operators by their Driver Manager to ensure they are more aware of when to close the door as customers have safely exited the bus. She must always check to confirm if the customer is hurt and may need medical attention when a situation such as this one occurs. We appreciate and thank you for taking the

		United States Marine Corps Veteran 909-802-3276 On Mon, Oct 23, 2023, 2:12 PM Comment <Comment@foothilltransit.org> wrote: Mr. Tucker, Which is the correct incident date the subject states October 20 and your e-mail states October 19th?	time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. We apologize for the inconvenience this may have caused you. If you continue to have concerns, questions &/or suggestions regarding our service please feel free to contact us.

		Cristina Garcia Customer Service & Operations Coordinator From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, October 23, 2023 2:25 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident / Accident October 20, 2023 October 19th is the correct date.	

10/23/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, October 20, 2023 7:32 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report September 29, 2023 / Keolis Good day, On September 29, 2023, at approximately 3:10pm, my daughter Jessica Tucker and I boarded the bus at Mission &	Cristina Garcia [10/23/2023 14:21:41] 0008-1381 Title VI. 0008-1382 ADA. Raquel Martinez [10/23/2023 16:45:17] According to Avail, the Operator was on coach F2209. Video download in process. Raquel Martinez [11/02/2023 15:53:36] Operator arrived to the stop @ 15:10 - Departed @ 15:14. Unfortunately, footage failed to download unable to review the incident. The Operator was addressed by his Driver Manager to ensure he is conducting service professionally at all times. He is to quote the fare not enforce it. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws'

		Hamilton, route 286 southbound. Upon paying my daughter's $1 student fare, I then tapped the card again ...I requested a transfer for my 12 year old daughter... a reduced student fare of $1 and was refused several times....The driver stated "You did not pay"... I then requested his ID # several times and was refused... Bus # 2209	discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/02/2023 16:36:09] Emailed the customer @ 16:35. Details below; Dear Mr. Tucker, I hope you find yourself well! This is a response to a complaint made regarding Route 286 SB @ 15:10 on September 29th from Mission & Hamilton. I would like to first apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns

		Operator Badge ID # 2416 I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. For this retaliation / discrimination, I request an ADA and Title VI report numbers as well, for this incident. Denial of Services and Benefits, Failure to identify, Discrimination.	that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. We want to apologize for the operator's rude demeanor and unprofessionalism. It is important for us to know that the operators are conducting themselves in a professional manner towards the customers at all times, which is why we take your report very seriously. Report Number: 0008-1381 & 0008-1382- I would like to inform you the operator has been addressed in regard to this unacceptable service, there was further coaching / discipline for this operator to ensure he does not do this again moving forward. He must service each route with professionalism, he is to quote the fare, not enforce it. .We truly appreciate and thank you for taking the time to bring these experiences to our attention, and are truly sorry for any inconvenience this may have caused you. It is through the feedback of our customers that we can continue to grow and improve our service.

		J.Tucker, United States Marine Corps Veteran 909-802-3276	
10/25/2023	English	Jesus would like to file a complaint on coach operator of route 482 EB. Jesus stated the 482 EB passed him up at 19:45 on Holt and Lewis, Jesus stated he was waiting at the stop when the operator just drove by without servicing the stop. Jesus would like to speak with a supervisor regarding this incident. CSR NOTES*** Time/Location noted provided by caller. I was able to provide caller with the report number. Caller also requested an ADA and Title VI	Cristina Garcia [10/27/2023 08:56:34] 0008-1436 Title VI. 0008-1454 ADA. Raquel Martinez [10/27/2023 11:03:43] According to Avail, the Operator was on coach F2301. Approached the stop @ 19:46. Video download in process. Raquel Martinez [11/06/2023 15:22:55] Upon further review of the footage I noted the Operator approaching the stop. From a far I was not able to see anyone, as she gets closer, before the stop a man can be seen standing up

		report number. Emailed comment@foothilltransit.org as well. From: JT.Entertains <jthemusicman77@gmail.com> Sent: Thursday, October 26, 2023 9:00 AM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report 10-25-2023 / Transdev	waiting at the stop. The Operator does not stop to service the stop leaving the customer behind. It seemed like she did not notice him until she passed the stop. I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against him and left him at the stop. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/06/2023 16:37:29] VM successfully left for the customer @ 16:34.

		Good day, On October 25th 2023, at approximately 7:45 PM, the line 482 eastbound, Bus # 2301, passed me up on Lewis and Holt boulevard. Habitual pass ups, egregious. I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc..	

		For this retaliation / discrimination, I request an ADA and Title VI report numbers as well, for this incident. J.Tucker, United States Marine Corps Veteran 909-802-3276	
10/25/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Saturday, October 21, 2023 6:33 AM To: Comment	Cristina Garcia [10/25/2023 16:26:10] 0008-1428 Title VI. 0008-1429 ADA. Krystal Bai [11/02/2023 14:42:53] Based on the customer's TAP card history, on 10/20, customer took their first ride on F2211

		<Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report / 10-20-2023 Keolis Good day, On October 20, 2023, at approximately 4:55pm, I boarded the route 286 Northbound, bus # 2211, Operator Badge ID # 2416 The driver stated that a transfer was issued on my TAP card after I paid the fare. I saw no transfer present on the farebox screen and repeatedly requested a transfer and was	but didn't have insufficient balance in the TAP card to pay the fare. The operator ID that logged into the farebox is 2416 (GEORGE TOLEDO), and the operator failed to load SV in customer's TAP card first. Therefore, customer couldn't pay the fare with their TAP card, and the free transfer was not encoded on their card. When customer took their 2nd ride on F2125, no transfer could be validated. Cristina Garcia [11/21/2023 10:59:17] The comment is being forwarded to Pomona. Raquel Martinez [11/22/2023 12:37:59] According to Avail, the Operator conducted service on coach F2211. Departed the stop @ 16:58. Unfortunately, footage failed to download unable to confirm the incident. Operator stated the customer did not have enough to pay the full fare which caused the transfer to fail. The Operator tried to explain this to the

		denied several times. Upon reviewing the farebox scree. I still saw that no transfer was issued to my card. The driver stated, "I am letting you ride my bus....", rudely, when I was missing a quarter change, but then found it and inserted it into the farebox. I declared to the driver that I was disabled, the driver then intentionally sped away from the stop while I was attempting to sit down. I had to hold on to the seats/straps etc. to prevent from falling down.	customer, but stated the customer did not seem to understand and kept asking him for his name and badge number. The operator was addressed by his Driver Manager to ensure he is conducting service in a professional manner at all times. He should also make sure that it is safe to pull from the stop once the customers are safely holding on or standing up behind the yellow line. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/22/2023 13:36:26] Emailed the customer @ 13:32. Details below;

		I exited at The Pomona Transit Center. I then transferred to the route 291 Northbound (bus # 2125) where I was advised that there was no transfer on my card. Same driver as reported previously for denial of benefits and services, failure to identify, discrimination, and unsafe driving. (*See incident reported on September 29, 2023, Route 286 Southbound, Badge ID # 2416) I feel that there is an active retaliation occurring due to the reporting of multiple	Dear Mr. Tucker, I hope you find yourself well! This is a response to a complaint made regarding Route 286 NB @ 16:58 on October 20th from Mission & Hamilton. I would like to first apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. We want to apologize for the operator's rude demeanor and unprofessionalism. It is important for us to know that the operators are conducting themselves in a professional manner towards the customers at all times, which is why we take your report very seriously. Report Number: 0008-1428 Title VI:

		safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. For this retaliation / discrimination, I request an ADA and Title VI report numbers as well, for this incident. Denial of Services and Benefits, Discrimination, multiple incidences. J.Tucker, United States Marine Corps	The Operator should never make any type of rude remarks when speaking to any customers about any issues such as a transfer like in this situation. I would like to inform you the operator has been addressed in regard to this unacceptable service and there was further coaching / discipline for him to ensure he does not do this again moving forward. He must service each route with professionalism. He has been reminded that he must make sure all passengers are safely holding on, sitting down or safely standing before he departs the stop. We truly appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service and are genuinely sorry for the inconvenience this may have caused you.

		Veteran 909-802-3276 On Tue, Oct 24, 2023, 9:20 AM Comment <Comment@foothilltransit.org > wrote: Good Morning Mr. Tucker, Can you provide us your tap card number and where you boarded the 286 northbound at 4:55 p.m. on October 20th?	

		Cristina Garcia Customer Service & Operations Coordinator From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, October 24, 2023 9:33 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report / 10-20-2023 Keolis Good day,	

		I believe the TAP card number that I used for this trip is 0170 0234 0546 5203 5857. I believe I boarded on Hamilton and Mission or on Mission and Cypress. J.Tucker, United States Marine Corps Veteran 909-802-3276	
10/26/2023	English	From: JT.Entertains <jthemusicman77@gmail.com>	Cristina Garcia [10/26/2023 10:33:36] 0008-1446 Title VI.

		Sent: Tuesday, October 24, 2023 12:16 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report / ADA_Title VI / 10-24-2023 Good day, On October 24, 2023, at approximately 11:58am, Route 291 Northbound, bus #1716, honked at me mockingly, and passed me up while waiting at the bus stop on Garey and 3rd street. (east side of Garey Ave)	0008-1447 ADA. Raquel Martinez [10/27/2023 10:48:58] According to Avail, the Operator was on coach F1716. Approached the stop @ 12:00. Video download in process. Raquel Martinez [11/06/2023 15:08:45] Upon further review of the footage, I noted the Op approaching the stop and it appears to be empty. I was not able to make anyone out as she approached. No one was standing at the stop. As she is passing it by, from the curb side camera I saw Mr. Tucker get up from the bench to stand up. At that point the Operator had passed him by. She did not honk at him, she honked as she approached the stop passing a yellow light. It appeared to me the Operator did not see the customer while he was sitting down. Raquel Martinez [11/06/2023 15:09:36] I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against him and left him behind. To ensure that the operator understood what a

		I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. For this retaliation / discrimination, I request an ADA and Title VI report numbers as well, for this incident. J.Tucker, Unites States Marine Corps Veteran	Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/06/2023 16:22:16] Emailed the customer @ 16:20. Details below; Dear Mr. Tucker, I hope you find yourself well. I am writing to you in response to four reports submitted for Route 291 NB on October 17th from the Pomona Transit Center @ and October 24th from Garey & 3rd Street. The mission of both Keolis and Foothill Transit is to provide all of our customers with an

		909-802-3276	efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We truly hope that you are not still hurting from the incident. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: Title VI 0008-1425 / 291 NB at 11:08 Coach F1724 10/17 - Report 0008-1427 ADA; Please note upon reviewing the footage of the incident I was able to confirm the Operator arrived at 11:03 - departed at 11:08. Everyone who was at the stop on time and visible was able to board. We ask customers to arrive at least 10 minutes ahead of the scheduled time to be able to catch the bus. I did see you arriving to the Transit Center as the Operator was about to exit. Please note the Operators cannot stop at any stop just because they are being waved down. Report: Title VI 0008-1446 / 291 NB at 12:00 Coach F1716 10/24 - Report 0008-1447 ADA: Upon reviewing the footage, I was able to confirm the Operator passed the stop, not servicing it and leaving you behind.

			Please note the Operator has been addressed and further coaching / discipline has been provided for the Operator to ensure she is picking up all passengers and servicing all stops accordingly. We appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. We apologize for the inconvenience this may have caused you. If you continue to have concerns, questions &/or suggestions regarding our service please feel free to contact us.
10/26/2023	Spanish	the caller would like to submit a complaint on the female driver of the 291 NB | F2122 | for being rude and yelling at the caller. The caller stated that she had boarded the bus from the back entrance and she said the driver began to immediately yell at her to come pay for her fare. The caller was in shock because she was going to walk to the front to pay. She felt that the driver might have been racist	Raquel Martinez [10/27/2023 10:50:33] According to Avail, the Operator was on coach F2122. Departed the stop @ 9:23. Video download in process. Raquel Martinez [11/06/2023 15:38:30] Upon further review of the footage, I noted the Operator arriving to the stop at 9:20, where only one customer is waiting. She does not open the door, the customer signals her open the door and the Operator yells at her, "Can you wait? Wait a minute!" The front door is not

		towards her, the caller would like a supervisor to call her regarding the incident. *CSR NOTES* Information was provided by the caller, the time noted is the scheduled pick-up time.	working, it is not opening. She opens the back door for the customer to board. As the customer gets on, she remains standing up for a second while looking in her bag. She then takes a seat, still looking in her stuff. The Operator yells at her, "Pay your fare!" She yells this at her twice. The customer in Spanish tells her not to yell at her. The Operator then gets up from her seat to try and push open the door and close it all the way. The customer waits for her to finish and then pays her fare, takes a seat. Nothing else is said between the two. The Operator then continues the route. Raquel Martinez [11/06/2023 15:39:30] I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against her for her race and yelled at her unprofessionally. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment,

			and public accommodations. Raquel Martinez [11/07/2023 09:49:50] VM successfully left for the customer @ 9:39.
10/27/2023	English	On Wednesday, May 31,2023 Mr. Tucker stated he was waiting at the bus stop at Barranca/Garvey and at approximately 11:05am the 488 WB (F2148) just by passed him and did not service the bus stop.	Cristina Garcia [10/27/2023 11:11:34] Customer wanted to resubmit the comment that was originally 0007-9280 as ADA and Title VI. 0008-1472 ADA. 0008-1473 Title VI. Raquel Martinez [10/30/2023 09:48:42] According to Avail, the Operator was on coach F2148. Video download in process. Raquel Martinez [11/07/2023 11:05:55] Upon further review of the footage, I noted the Operator approaching the stop @ 11:07. One male customer can visibly be seen at the stop standing up. The Operator slows down but makes no attempt to stop and service the stop accordingly leaving the customer behind.

			The Operator has been addressed and reminded she needs to service all stops accordingly. All customers who are at the stop on time and visible must be picked up, no one gets left behind. This is unacceptable and she cannot conduct service this way from now on. Further coaching / discipline was also given to the driver per Driver Manager. I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against him and left him at the stop. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/07/2023 16:02:56] Emailed the customer @ 16:01. Details

			below; Dear Mr. Tucker, I hope you find yourself well. I am writing to you in response to a report submitted for Route 488 WB on May 31st from Barranca & Garvey @ 11:07. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We truly hope that you are not still hurting from the incident. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: Title VI 0008-1473 / 488 WB Coach F2148 - Report: ADA 0008-1473: Upon reviewing the footage, I was able to confirm the Operator passed the stop, not servicing it and leaving you behind. I confirmed

			you were standing at the stop as she approached. Please note the Operator has been addressed and further coaching / discipline has been provided for the Operator to ensure she is picking up all passengers and servicing all stops accordingly. We appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. We apologize for the inconvenience this may have caused you. If you continue to have concerns, questions &/or suggestions regarding our service please feel free to contact us.
11/3/2023	Spanish	The customer is reporting a rude bus driver. The customer states when they entered the bus they were going to put their bag down to get money and pay the bus fare. The customer states the driver told her to get off when the customer was putting her bag down. The customer states the driver seems to be targeting	Raquel Martinez [11/07/2023 14:04:36] According to Avail, the Operator was on coach F3102. Video download in process. Raquel Martinez [11/10/2023 10:28:43] Operator departed the stop @ 9:34. Unfortunately, footage failed to download unable to review the incident.

		only Spanish speaking passengers because when an English speaker enters and does not pay the driver does not speak up. The customer wants to also add the driver speeds and brakes hard when driving.	The Operator has been addressed by her Driver Manager and reminded that she must quote the fare not enforce it equally to all passengers. She should not tell any customer to get off over the fare. I explained to the driver that this was a Title VI customer comment because the customer. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/10/2023 16:24:40] VM successfully left for the customer @ 14:15.
11/7/2023	English	Caller would like to file a complaint on the bus operator of the 699 EB. Caller boarded the bus on 1st and Hope at approximately 3:44 PM;	Raquel Martinez [11/09/2023 11:35:29] According to Avail, the Operator was on coach F1903. Video download in process.

		however, he stated the bus operator was being extremely rude to the passenger in front of him because the passenger didn't speak English. Caller also stated the driver became very angry and was driving the bus very aggressively. Caller feels a supervisor needs to speak to this bus operator regarding her customer service skills. Caller also wants to speak to a supervisor regarding this bus operator. ***CSR NOTE: Time and location was provided by the caller. Caller also provided me with the bus operator's badge number as #7387. Caller also stated once the bus approached Union station at approximately 3:51 PM; a passenger was knocking on the door and the bus operator became very angry as well. Caller stated the bus operator looked like she was having a bad day and was frustrated	Raquel Martinez [11/15/2023 16:22:35] Operator departed the stop @ 15:44. Unfortunately, footage failed to download unable to confirm the incident. The Operator has been addressed in regards to this service and told that he needs to provide good customer service and be professional at all times. He needs to pick up all customers who are at the stop on time and visible. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/15/2023 16:41:14]

		with all the passengers that were boarding the bus. Bus line 699 EB is schedule to depart from 1st and Hope at 3:44 PM. ***	VM successfully the customer @ 16:36.
11/9/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Sunday, November 5, 2023 7:35 AM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report 11-1-23 / Transdev Good day,	Cristina Garcia [11/09/2023 13:22:51] 0008-1777 ADA 0008-1778 Title VI per customer's request. Ana Gallegos [11/17/2023 11:46:45] VDS confirms the coach and operator pertaining to this comment. Paddle#12043 B# 66 V# 2509 Operator Ortiz, Daniel. Video requested 11/17/2023 Ana Gallegos [11/20/2023 11:53:12] The operator is currently on Vacation. Unable to meet with the operator by the resolution date. The operator is re-scheduled to see customer service on. Ana Gallegos [11/20/2023 11:53:26]

			The operator is re-scheduled to see customer service on 11/27/2023. Ana Gallegos [11/20/2023 13:09:38] Email response: "Good Afternoon,
		On November 1, 2023, at approximately 930am, I boarded the line 480 eastbound, bus # 2509, Operator Badge ID # 3215. I requested a disabled fare and then a transfer and the driver denied my request. I then requested a transfer and the driver was laughingly smiling and mocking me, while dangerously moving the bus, while I was still at the farebox, above the yellow line. The driver continued to ignore me and started to smile and drive dangerously while I was awaiting a response.	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-1777 and 0008-1778. The comment stated on 11/01/2023 the Operator of the 480 EB conducted themselves in an unprofessional and not Safe manner. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. It is always in our best interest to perform with operational excellence and customer service day in and day out, inside and out of our regular day of operating the service. We conducted an investigation, and requested video, and counseled the Operator. We can assure you that you will not see the operator conducting herself in that manner again. The operator was provided with re-training regarding Professiolism, Safety, ADA,

		The driver finally answered me after requesting a transfer more than four times. The driver told me "no", discriminated, and denied me services and benefits. I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. For this retaliation / discrimination, I request an ADA and Title VI report numbers as well, for this incident.	and Title VI. Again, we apologize for this experience and the inconvenience. 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 Have a great day" Ana Gallegos [11/21/2023 07:00:28] As of 11/21/2023, the video did not download. Cristina Garcia [12/05/2023 10:55:26] Has the operator been met with. Ana Gallegos [12/05/2023 16:54:05] Met with the operator on 11/27/2023. The operator did not recall details regarding the incident. The operator stated he doesn't get asked for transfers since they automatically load on the passengers TAP card after they pay.

		Previously reported this driver for similar behavior, to include dangerous driving (SeeReport # 080326) *Retaliation J.Tucker, United States Marine Corps Veteran 909-802-3276	The operator was spoken to regarding ADA and Title VI.

		On Wed, Nov 8, 2023, 9:36 AM Comment <Comment@foothilltransit.org > wrote: Where did you board the bus? Cristina Garcia Customer Service & Operations Coordinator From: JT.Entertains <jthemusicman77@gmail.com > Sent: Wednesday, November 8, 2023 12:29 PM To: Comment <Comment@Foothilltransit.org>	

		Subject: Re: Incident Report 11-1-23 / Transdev Good day, I do not recall exactly where I boarded, possibly on Mission and Hamilton or another stop along the route to the Pomona Transit Center route. The time/date, bus number, and operator badge ID number identification should be sufficient for bus video review. J.Tucker, United Stated Marine Corps	

		Veteran 909-802-3276	
11/13/2023	English	Customer is calling to leave a complaint about an incident he witnessed as a passenger on the bus. He is currently on the 492 | WB | F2134 at the intersection of San Dimas/Bonita (#876) the male Hispanic driver pulled over to the stop to let a passenger exit the bus. At this time an elderly African American male with a cane was standing at the stop waiting for the door to be opened so that he may board. The driver stared straight ahead and did not open the door to let the elderly African American male board. He pulled away from the curb and left him at the stop. Customer feels that this is a form of racism towards the passenger left at the stop.	Raquel Martinez [11/28/2023 12:14:49] According to Avail, the Operator was on coach F2134. Departed the stop @ 10:45. Video download in process. Raquel Martinez [11/30/2023 13:36:58] Unfortunately, footage failed to download unable to confirm the incident. The Operator was addressed by his Driver Manager and further coaching / discipline was given to him to ensure he is picking up all customers who are at the stop on time a visible. No one should be left behind. It is unacceptable for him to not properly service the stop when arriving. He needs to make sure to open the door and allow customers to board. Operator did not recall this incident taking place.

		Mgr Note All details were provided by the customer. Time is both scheduled and incident time.	Raquel Martinez [11/30/2023 13:37:44] I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [12/04/2023 15:22:45] Emailed the customer @ 15:21. Details below; Dear Mr. Cross, I hope you find yourself well! This is a response to a complaint made regarding Route 492 WB on November 13th and

			20th . I would like to first apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. We want to also apologize for the operator's rude demeanor and unprofessionalism. It is important for us to know that the operators are conducting themselves in a professional manner towards the customers at all times, which is why we take your report very seriously. Report Number: 0008-1832 - 11/13 @ 10:44 492 WB from San Dimas Ave & Bonita - I would like to inform you that the operator has been addressed in regard to this unacceptable service, there was further coaching / discipline for him to ensure he does not do this again moving forward. He must service each stop accordingly, all customers who are at the stop on time and visible need to be picked up, no one gets left behind.

			Report: 0008- 1963 - 11/20 @ 10:58 492 WB from Bonita & Garey - Operator departed the stop @ 11:05 - Service was over 7 minutes behind schedule. Unfortunately, the Operator ran into a bit of traffic that caused this delay. We understand your frustration when the buses do not show up as scheduled. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you. If you continue to have concerns, questions, or suggestions regarding our service, please contact me.
11/14/2023	English	Caller would like to file a complaint on the bus operator of the 492 WB. Caller wanted to board the bus on 1st and Harvard at approximately 3:47 PM; however, he stated the bus operator told him he couldn't board the bus because he wasn't the right color. Caller felt discriminated because of what the bus	Raquel Martinez [11/22/2023 15:30:04] According to Avail, the Operator was on coach F1908. Video download in process. Raquel Martinez [11/29/2023 15:44:41] Operator departed the stop at 15:48. Unfortunately, footage failed to download unable to confirm the incident.

		operator told him. Caller would like to bring this up to a supervisor's attention. ***CSR NOTE: Time and location was provided by the caller. According to My Stop coach F1908 is in route as the 492 WB, schedule to depart from 1st and Harvard at 3:47 PM. ***	The Operator was addressed by his Driver Manager and told to always be professional and respectful to all customers. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
11/15/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, November 14, 2023 6:24 PM To: Comment <Comment@Foothilltransit.or	Ana Gallegos [12/04/2023 16:04:13] VDS confirms the coach and operator pertaining to this comment. Paddle# xt30 B#272 V#2909 Operator Sylve, David. Video requested 12/04/2023 Ana Gallegos [12/06/2023 08:24:16] As of 12/06/2023, the video did not download.

		g> Subject: Incident Report 11-14-23 Transdev Good day, On November 14, 2023, at approximately 5:40pm, the Silverstream westbound, bus #2909 passed me up while I was waiting at the Lakes dr and Vincent stop, denying me services and benefits. Habitual pass ups and denials of service and benefits, negligence. I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury	Ana Gallegos [12/06/2023 08:26:29] Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-1899 and 0008-1900. The comment stated on 11/14/2023 the Operator of the Silver Streak WB passed you up as you waited on Vincent & Lakes Dr. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. It is always in our best interest to perform with operational excellence and customer service day in and day out, inside and out of our regular day of operating the service. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups, ADA, and Title VI. Again, we apologize for this experience and the inconvenience. We hope something like this does not happen again. Thank you for your ongoing ridership and for bringing this to our

		claims etc. with the Foothill Transit Administrative Offices. The Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA), as amended (38 U.S.C. s 4212), prohibits discrimination against protected veterans. Under VEVRAA, a veteran may be classified as a "disabled veteran,"" "recently separated veteran," "active duty wartime or campaign badge veteran,'	attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Have a good day. " Ana Gallegos [12/06/2023 15:12:54] Met with the operator on 12/05/2023. The operator does not recall details regarding the incident. The operator stated that all stops in West Covina are busy and always services them. The operator was advised to be more aware of the stop moving forward. The operator was spoken to regarding ADA, pass up, and Title Vi. Cristina Garcia [12/07/2023 15:26:54] ADA: 0008-1899 Title VI: 0008-1900

		or "Armed Forces service medal veteran." I request ADA and Title VI report numbers as well, for the denial of services and benefits. J.Tucker, United States Marine Corps Veteran 909-802-3276	

		ADA: 0008-1899 Title VI: 0008-1900	
11/16/2023	Spanish	Customer would like to submit a complaint on a female bus driver (Badge 7466), Bus 486 E/B Time schedule at 9:45am from El Monte Station. Customer states the bus driver was rude and unprofessional towards her. The customer states she is diabetic had not eaten because she had a doctor's appointment and was going back home. This is when the interaction occurred. Upon entering the bus, the customer states she was going to eat a piece of chocolate because she was not feeling well due to her diabetes. This is when	Raquel Martinez [11/22/2023 15:30:54] According to Avail, the Operator was on coach F3113. Video download in process. Raquel Martinez [12/04/2023 10:38:50] Unfortunately, footage failed to download unable to confirm the incident. Driver Manager, Christina has addressed the Operator and further coaching was provided for the driver to ensure that she is always conducting service in a professional manner. She should have handled this situation much better, and have the courtesy to allow a diabetic customer to eat a piece of chocolate quickly without making the situation worse.

		the bus driver told her she should have done this before she entered the bus. The customer tried to explain to the driver, this is not food, it's a piece of chocolate. The customer states then the bus driver told her to lower the volume on her phone because it was too loud. According to the customer the volume on her phone was not loud and the bus driver asked her if she had ear buds or headphones to lower the volume on the phone. The customer replied no and again the bus driver started to berate her in front of passengers. This again led to the customer calling the bus driver a racist due to how the bus driver was talking to her. She would like a supervisor to look into this matter.	I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [12/04/2023 16:22:32] Successfully spoke to the customer @16:20.
11/20/2023	English	Mr. Gutierrez has called in to complain about an incident he had with a driver of the 492 WB. He was as the stop of	Cristina Garcia [11/20/2023 15:52:38] 0008-1830 Safety

		Lone Hill/Arrow (#683) waiting for the bus scheduled at 06:38 to arrive. Bus F2130 arrived at the stop late and he went to board. He was wearing his air pods and did not hear the driver speak to him about the food and drink he was about to board with. He is stating that the driver told him that he could not board with his food because of issues with roaches and he drink was not in an approved bottle or sealed container. Mr. Gutierrez said that he told her that he had never had an issue before and this was the first-time hearing about it. She continued to tell him that he needed to throw it away if he wanted to board. He said that this was unacceptable behavior. The driver then got off the bus to make a call, while she was on the phone he said he could hear her talking to someone describing what he was wearing and saying that he was a hostile	0008-1966 Title VI Raquel Martinez [11/21/2023 08:25:48] According to Avail, the Operator was on coach F2130. Arrived to the stop @ 6:44. Departed @ 6:51. Video download in process. Raquel Martinez [11/28/2023 14:43:16] Unfortunately, footage failed to download unable to confirm the incident. The Operator has been addressed by her Driver Manager and asked to provide good customer service when informing the customers of our policy when it comes to food and drinks when boarding the bus. She should never be rude when dealing with a situation such as this one. Nor should she ever call a customer a name when they call the incident in. This is extremely unprofessional and uncalled for, but most importantly she should never for any reason touch / push any passenger. There was further coaching / discipline for this Operator by her Driver Manager.

		passenger who was not listening to her. Mr. Gutierrez got off the bus at the same time to throw his food away and put the remaining beverage in his thermos. Both he and the driver turned to board the bus at the same time and he moved one way and she moved the same way to get back on the bus. At this time the driver put her hands on Mr. Gutierrez and pushed him out of her way. This really frightened him because he felt threatened. He states that he suffers from anxiety and PTSD and by her putting her hands on him caused him to become anxious, nervous and scared. He is a full-time student at PCC and available to speak to a supervisor anytime Fri-Sun. **MGR Note** During the complaint, Mr. Gutierrez relayed the same information a few times but added that he	Raquel Martinez [11/28/2023 14:48:31] I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against him. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [11/28/2023 15:00:10] VM successfully left for the customer @ 14:51.

		felt that it was discrimination and racially motivated after reiterating his complaint, but did not elaborate as to why he felt it was racially motivated. He did add the that the driver told him that he was a snitch.	
11/28/2023	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, November 20, 2023 12:01 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report 11-20-23 Keolis	Cristina Garcia [11/28/2023 14:44:02] 0008-2037 Title VI comment. 0008-2038 ADA comment. Per customer's request. Raquel Martinez [11/29/2023 16:40:14] According to Avail, the Operator was on coach F3110. Video download in process. Raquel Martinez [12/08/2023 10:53:40] Operator departed the stop @ 10:44. Unfortunately, footage failed to download unable to confirm the pass up. The Operator was addressed and asked to properly service each stop accordingly. All

		Good day, On November 20, 2023 at approximately 10:44am, bus # 3110, route 195 westbound at Holt and Palomares passed me up while waiting at the bus stop. The bus driver slowed down, made a gesture, and continued to drive away without servicing the stop.	customers who are at the stop on time and visible need to be picked up, no one gets left behind. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [12/08/2023 10:56:54] Emailed the customer @ 10:56. Details below; Dear Mr. Tucker, I hope you find yourself well!

		Habitual pass ups/denial of services.	This is a response to a complaint made regarding Route 195 WB @ 10:44 from Holt & Palomares on November 20th - Pass Up. I would like to apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. Report Number: 0008-2037 Title VI / 0008-2038 ADA;
		Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore / Doug Brockwell.	Please note the operator has been addressed in regard to this unacceptable service. There was further coaching /discipline for this operator by her Driver Manager to ensure she services all stops accordingly and picks up all customers who are at the stop visible and on time, no one gets left behind. We are sincerely sorry for the major inconvenience this caused you and truly appreciate and thank you for taking the time to
		I feel that there is an active	

		retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims etc. with the Foothill Transit Administrative Offices. The Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA), as amended (38 U.S.C. s 4212), prohibits discrimination against protected veterans. Under VEVRAA, a veteran may be classified as a "disabled veteran,"" "recently	bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. Cristina Garcia [12/13/2023 15:48:24] The comment will reopen for the notes to be added on what was viewed in the video. Raquel Martinez [12/13/2023 16:42:46] Upon further review of the footage, I noted the Operator approaching the stop @ 10:44. The customer can be seen standing at the stop talking on his phone. The Operator slows down but does not service the stop. Leaving the customer behind. The Operator was addressed and asked to properly service each stop accordingly. All customers who are at the stop on time and visible need to be picked up, no one gets left behind. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a

		separated veteran," "active duty wartime or campaign badge veteran,' or "Armed Forces service medal veteran." I request ADA and Title VI report numbers as well, for the denial of services and benefits.	landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		J.Tucker, United States Marine Corps Veteran 909-802-3276	
11/29/2023	English	The customer is reporting a driver for skipping her. The customer states they told the driver to please wait because they were getting some items. The customer states the driver should have heard them because she was directly telling the driver. The customer states there were other customers boarding the bus while she was getting her items. The customer states once all lined up customers got onto the bus the driver	Ana Gallegos [12/07/2023 13:49:49] VDS confirms the coach and operator pertaining to this comment. Paddle# 12134 B# 99 V#2747 Operator Di Rocco, Albert. Video requested 12/07/2023 Ana Gallegos [12/11/2023 09:25:34] Due to the operator being on Vacation we are unable to meet with them by the resolution date. The operator is flagged to see customer service on 12/19/2023. Ana Gallegos [12/11/2023 10:44:16]

		closed the door and left the customer behind. The customer is upset because she needed to take the bus to connect with the 861 routes at Huntington and Las Lomas. The customer would like to add they were being assisted with their items by a Hispanic male and believes that's why the driver left her. She believes the driver is prejudice because she was being assisted by a Hispanic male.	Called the customer at 1044 on 12/11/2023. Left a voicemail. Ana Gallegos [12/12/2023 15:50:10] As of 12/12/2023, nexivew program did not download the requested video. A second attempt will be made on 12/13/2023. Cristina Garcia [12/18/2023 10:15:29] Comment will remain open until the driver is met with and if the video is downloaded. Ana Gallegos [01/04/2024 07:40:37] As of 1/4/2024, video did not download. Met with the operator on 12/21/2023. The operator did not recall exact details regarding the comment. The operator stated he was waiting at the stop and boarded passengers. The operator thought everyone boarded and did not know someone was left behind. The operator was spoken to regarding Title VI and Pass Ups.
12/2/2023	Spanish	The customer is reporting a driver for skipping them. The customer states they were	Raquel Martinez [12/05/2023 10:57:35] According to Avail, the Operator was on

		standing at the bus stop when the driver continued driving. The customer states they have had many issues with this driver constantly skipping bus stops. She states this driver also runs late very often. The customer believes this occurs a lot because the driver skips Hispanic customers often and believes the driver might have an issue with Hispanics. The customer states it was a female African American bus driver.	coach F2301. Video download in process. Raquel Martinez [12/05/2023 11:15:21] Operator approached the stop @ 13:09. Raquel Martinez [12/14/2023 11:14:06] Upon further review of the footage, I noted the Operator arriving to the intersection and stopping at the red light before arriving to the stop. As she is stopped waiting for the light, two people can be seen running as they turn the corner. The Operator then processed at the green light. As she began driving the two people were walking in front of the bench. As she is almost in front of the stop, both of them stop, turn to face the bus. The Operator did not stop as it was already too late and she had not pulled in to the curb to be able to service the stop. I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against him due to his race. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United

			States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [12/14/2023 16:23:52] VM successfully left for the customer @ 14:21. Cristina Garcia [12/18/2023 10:13:07] Can you select the video status.
12/5/2023	English	Devon called in to file a complaint on the bus operator for the route #188 heading WB. According to Devon, he was waiting at the bus stop prior to the bus arriving and the bus driver just passed him up without stopping. Devon doesn't understand why they did not stop and assumed it may be racially related. Devon stated that he was wearing grey pants, black jacket, and a gold sweatshirt, standing next	Ana Gallegos [12/08/2023 16:04:43] VDS confirms the coach and operator pertaining to this comment. Paddle# 12128 B# 49 V# 2744 Operator Garcia, David. Video requested 12/08/2023 Ana Gallegos [12/14/2023 08:38:16] Reviewed the video. Video showed the operator approaching foothill/wheeler and as he was waiting at the nearby red-light intersection, there was no one visibly standing by the bus stop pole. As the operator gets

		to a CVS basket, for video viewing purposes (if needed). This was the second bus to pass up Devon. ***CSC NOTES*** Customer prefers to be contacted via phone. Dispatch confirmed the coach #F2744. Incident details noted are when the bus was scheduled to depart. 2 of 2 complaints. Dispatch was called to reach out to the following bus operator to ensure the bus does not pass the customer again.	closer to the stop, there was someone sitting down on a bench that was located several feet away from the actual bus stop pole. The person remained seating (on their phone) as the operator approached and passed the stop. The operator did not make a stop at the buss top and was shown resuming servicing. Ana Gallegos [12/14/2023 08:53:05] Called the phone number provided (561-938-9760) at 0852 on 12/14/2023. Unable to leave a message due to an error automated announcement. Ana Gallegos [12/15/2023 09:12:16] Met with the operator on 12/14/2023. The operator recalled the incident. The operator stated as he waited at nearby the intersection he seen the man looking at the bus but did not get up. The operator stated the man had more than enough time to make gestures or show any indication that he needed to board the bus. The operator assumed the man was just sitting on the bench and speaking on the phone. The operator was spoken to regarding Courtesy and Title Vi. Ana Gallegos [12/15/2023 09:12:48]

			Called the customer at 0902 on 12/14/2023. Unable to leave a message due to an error automated announcement. Ana Gallegos [12/15/2023 09:13:40] *Correction: Called the customer at 0902 on 12/15/2023. Cristina Garcia [01/23/2024 15:59:17] From: Vanessa Ynzunza <vynzunza@foothilltransit.org> Sent: Tuesday, January 23, 2024 3:34 PM To: Cristina Garcia <Cgarcia@Foothilltransit.org> Subject: Comments 8-2138 & 8-2139 Good Afternoon Cristina. I received a phone call from Devon Parks (Comments 8-2138 & 8-2139) who stated he has

			not received a phone call from a supervisor. I did review the notes in both reports which stated the customer was contacted. However, Devon requested an email response from a supervisor at their earliest convenience regarding his previous two comments. Devon can be reached at: ubeelyft@gmail.com Can you reach out via e-mail. Ana Gallegos [01/24/2024 17:14:20] Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-2139 and 0008-2138. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. Each comment was investigated individually.

			- 0008-2138: The comment stated that on 12/05/2023 the operator if the 188 WB did not service your stop, Foothill/Wheeler, scheduled to depart at 0745AM. We conducted an investigation, requested video, and spoke with the Operator pertaining to this comment. The operator was reinstructed on Courtesy, Pass ups, and Title VI policies. - 0008-2139: The comment stated that on 12/05/2023 the operator if the 188 WB did not service your stop, Foothill/Wheeler, scheduled to depart at 0800am. We conducted an investigation, requested video, and spoke with the Operator pertaining to this comment. The operator was reinstructed on Courtesy, pass ups, and Title VI policies. We appreciate you making us aware of your

			negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. For Employee privacy, we cannot disclose further into detail regarding any progressive discipline but we can confirm we are handling the situation appropriately. We also do recommend to visibly stand/wait right next to the bus stop pole to allow easy visibility for the bus operators. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you."
12/5/2023	English	Devon called in to file a complaint on the bus operator for the route #188 heading WB. According to Devon, he	Ana Gallegos [12/08/2023 16:03:27] VDS confirms the coach and operator pertaining to this comment. Paddle#12063 B#

		was waiting at the bus stop prior to the bus arriving and the bus driver just passed him up without stopping. Devon doesn't understand why they did not stop and assumed it may be racially related. Devon stated that he was wearing grey pants, black jacket, and a gold sweatshirt, standing next to a CVS basket, for video viewing purposes (if needed). ***CSC NOTES*** Customer prefers to be contacted via phone. Dispatch confirmed the coach #F2410. Incident details noted are when the bus was scheduled to depart. 1 of 2 complaints.	41 V# 2410 Operator Delangis, Rick. Video requested 12/08/2023 Ana Gallegos [12/14/2023 08:49:14] Reviewed the video. Video showed the operator approaching foothill/wheeler and there was no one visibly standing by the bus stop pole. As the operator gets closer to the stop, there was someone sitting down on a bench that was located several feet away from the actual bus stop pole. The person remained seating and waved their hand as the operator approached and passed the stop. The operator did not make a stop at the bus stop and was shown resuming servicing. Ana Gallegos [12/14/2023 08:52:59] Called the phone number provided (561-938-9760) at 0852 on 12/14/2023. Unable to leave a message due to an error automated announcement. Ana Gallegos [12/15/2023 09:13:17] Called the customer at 0902 on 12/15/2023. Unable to leave a message due to an error automated announcement.

			Ana Gallegos [12/15/2023 15:42:20] Met with the operator on 12/15/2023. The operator was shown the video. The operator stated he actually did not see the person sitting down on a bench until after he passed the stop. The operator stated if the person was standing by the bus stop he would of made a complete stop. The operator was spoken to regarding pass ups and title vi. Cristina Garcia [01/23/2024 15:58:40] From: Vanessa Ynzunza <vynzunza@foothilltransit.org> Sent: Tuesday, January 23, 2024 3:34 PM To: Cristina Garcia <Cgarcia@Foothilltransit.org> Subject: Comments 8-2138 & 8-2139 Good Afternoon Cristina. I received a phone call from Devon Parks

			(Comments 8-2138 & 8-2139) who stated he has not received a phone call from a supervisor. I did review the notes in both reports which stated the customer was contacted. However, Devon requested an email response from a supervisor at their earliest convenience regarding his previous two comments. Devon can be reached at: ubeelyft@gmail.com Can you reach out via e-mail. Ana Gallegos [01/24/2024 17:14:35] Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-2139 and 0008-2138. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. Each comment was investigated

			individually. - 0008-2138: The comment stated that on 12/05/2023 the operator if the 188 WB did not service your stop, Foothill/Wheeler, scheduled to depart at 0745AM. We conducted an investigation, requested video, and spoke with the Operator pertaining to this comment. The operator was reinstructed on Courtesy, Pass ups, and Title VI policies. - 0008-2139: The comment stated that on 12/05/2023 the operator if the 188 WB did not service your stop, Foothill/Wheeler, scheduled to depart at 0800am. We conducted an investigation, requested video, and spoke with the Operator pertaining to this comment. The operator was reinstructed on Courtesy, pass ups, and Title VI policies.

			We appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. For Employee privacy, we cannot disclose further into detail regarding any progressive discipline but we can confirm we are handling the situation appropriately. We also do recommend to visibly stand/wait right next to the bus stop pole to allow easy visibility for the bus operators. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you."
12/7/2023	English	Customer would like to request the video of an incident that occurred while	Ana Gallegos [12/11/2023 15:29:08] VDS confirms the coach and operator

		she was a passenger on the bus. She boarded the 188 EB bus at the AITC (#177) scheduled at 15:57. She states that the driver, a Caucasian male with red hair (badge number 4133) started to make racial slurs, berating and degrading comments towards her. She is stating that the driver did know that she could hear him because she had headphones on. The driver was making racial comments towards her and she responded to him asking him to leave her alone but the driver continued to harass her with racial and degrading comments. As the driver continued to say things to her the badge number appeared on the LED display and she commented out loud his badge number. The driver yelled out, don't threaten me, don't you threaten me. Customer responded that there was audio and visual recording of what was going	pertaining to this comment. Paddle# 12169 B#41 V# 2727 Operator Moore, Micheal. Video requested 12/11/2023 Ana Gallegos [12/18/2023 15:58:42] Met with the operator on 12/18/2023. The operator was spoken to regarding the comment. The operator was re-trained regarding Fares, De-escalation, Customer Service and Title VI. Ana Gallegos [12/19/2023 14:05:35] Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Title VI Discrimination Issue Customer Comment 0008-2189. The comment stated that on 12/06/2023 you encountered a negative experience with one of our 188 EB Operators. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. It is always in our best

		on and that she was going to make a report. While commenting to the driver that the way he was acting and treating her was very unprofessional and the driver commented back that she was the unprofessional one. Customer then told the driver that she was not the one on the job, but he was. Driver then responded that she probably didn't have a job and the way you are acting is just how you people are, how you people were raised. Customer has also mentioned that other passengers on the bus got involved telling the driver what is wrong with you, you need to stop and just leave her alone. The driver continued being aggressive towards her. She said this lasted until she got off the bus at Route 66/Pasadena Ave (#2290)	interest to perform with operational excellence and customer service day in and day out, inside and out of our regular day of operating the service. We immediately identified the operator, conducted a thorough investigation, and requested video. The operator was provided with re-trained and counseling regarding Professionalism and Title VI Policies. We can assure you that you will not see the operator conducting himself in that manner again. Again, we apologize for this experience and the inconvenience. 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. For important information about major changes like detours, schedule changes, fare information, and more, we suggest to make a Rider Alert account at https://foothill.rideralerts.com/myStop/AgencyAccount/Register. You can subscribe to get emails or text messages about your favorite bus lines. To see if your bus is running on time, you can visit the Foothill Transit website at https://www.foothilltransit.org/. If you're on

		Mgr Note** All details were provided by the customer.	your phone, the website can use your location to tell you about your closest stop. Thank you. " Ana Gallegos [12/19/2023 14:08:39] Reviewed the video. Video showed the operator servicing Azusa Station and boarded passengers. There was a passenger with a cart who pushed it in and took a seat. The operator asked the passenger about the fare which caused the initial argument. The operator and the passenger engaged in a lengthy argument. The operator was unprofessional and showed no attempt to de-escalate the situation. Audio did not show the operator saying any racial comments but did show the operator making unnecessary comments throughout the entire trip.
12/22/2023	English	-----Original Message----- > From: Julio Gutierrez <gutierrez.julio27@yahoo.com	Cristina Garcia [12/22/2023 10:25:53] Q.A. Miguel located F1903 driver Garcia, Michael badge #7046.

		>	Cristina Garcia [12/22/2023 10:26:33]
		> Sent: Tuesday, December 12, 2023 11:10 PM	At Arrow/Montevista
		> To: Comment <Comment@Foothilltransit.org>	Raquel Martinez [01/02/2024 10:34:10]
		> Subject: Customer Complaint	According to Avail, the Operator was on coach F1903. Video download in process.
		>	Raquel Martinez [01/05/2024 13:35:52]
		> Hello foothill transit,	According to Avail, the Operator was on coach F1903. Departed the stop @ 15:43.
		>	Unfortunately, video failed to download unable to confirm the incident.
		> Hope this email finds you and your crew members well. My name is Julio Gutierrez and I am writing this email to inform you about an issue my	There was further coaching / discipline for this Operator by his Driver Manager to ensure he does conduct service in this manner again. He needs to always be professional and respectful to our passengers. He should never for any reason make unnecessary remarks such as the ones reported. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the

		mother Rosa Tolentino and her friend Margarita Nava faced with your employee (Driver) this afternoon at 3:30 pm at buena vista Stop in the city of Montclair (492); bus route was taken from Montclair to El Monte bus station. My mother stated that when her and her friend made their way onto board foothill transit, your driver was extremely rude and unprofessional. Your employee made comments to them by saying “When you board my bus you got to make sure your dollar bills are unfolded, because you make me waste my time” he continued by talking to both in a very condescending tone and continued by saying “I will kick you off my bus”. My mother and her friend (Rosa & margarita) felt helpless, discriminated and terrified during this whole bus ride. Knowing my mother and her friend take these bus routes	following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws’ discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [01/05/2024 16:49:21] Emailed the customer @ 16:44. Detailed below; Dear Julio, I hope you find yourself well! This is a response to a complaint made regarding Route 492 WB @ 15:43 on December 12th from Monte Vista. I would like to first apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-

		every Tuesday morning and afternoon, they are now in search of finding other alternatives to get to work. > As a son and superintendent of a construction firm, I find this upsetting, I don't condone these types of actions and behaviors. I ask for you to please speak to your employees and take disciplinary action. And I hope to hear from a team member of yours soon, if fail to do so I will take matters in my own hands and will proceed by taking this up to HR and up to chain of command if possible. > I have provided additional information below and also my contact information to best reach me at. >	time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. We want to apologize for the operator's rude demeanor and unprofessionalism. It is important for us to know that the operators are conducting themselves in a professional manner towards the customers at all times, which is why we take your report very seriously. Report Number: 0008-2432; The Operator should never make any type of rude remarks when speaking to any customer. I would like to inform you the operator has been addressed in regard to this unacceptable service and was given further coaching / discipline to ensure he does not do this again moving forward. He must service each route with professionalism and be respectful to our passengers at all times. We truly appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and

		> > Bus information: > > Foothill transit 492 > Bus number (7046) > Time: 3:30 pm > Location: Montclair (Buena vista Stop) > Route: Montclair to El Monte Bus Station >	improve our service and are genuinely sorry for the inconvenience this may have caused you.

		> Sincerely: Julio Gutierrez > > (626)409-5085 > Gutierrez.julio27@yahoo.com > > > > On Dec 14, 2023, at 8:23 AM, Comment	

		<Comment@foothilltransit.org > wrote: > > Good Morning, > > We apologize for what your mother and friend encountered, in taking our service. The 492 does not go to Buena Vista could it have been Monte Vista stop? Does your mother or friend recall the two cross streets the incident occurred. > >	

		> Patiently, awaiting your response. > > > Cristina Garcia > Customer Service & Operations Coordinator -----Original Message----- From: Julio Gutierrez <gutierrez.julio27@yahoo.com> Sent: Wednesday, December 20, 2023 6:55 PM To: Comment	

		<Comment@Foothilltransit.org> Subject: Re: Customer Complaint Hello sorry for my late response, yes Monte Vista. Sent from my iPhone	
12/27/2023	English	Customer would like to leave a complaint about the interaction he had with the driver of the 291 bus route. He is stating that he boarded the 291 NB at PTC. When he boarded the bus he tapped his card but was charged 1.75 although he had the 2H transfer which was still valid.	Raquel Martinez [01/02/2024 11:02:50] According to Avail, the Operator was on coach F3132. Departed the stop @ 10:01. Video download in process. Raquel Martinez [01/11/2024 16:43:25] Operator departed the stop @ 10:02.

		He watched as a wheelchair customer boarded but was not properly secured. Another 3 passengers boarded the bus and did not pay, each time a customer boarded he looked at Arthur in his rear mirror. Customer Arthur commented about being charged and the other ones not being charged, he admits that he sarcastically told the driver, "what's going on, am I not the right color" and the driver looked and him and said "yes". The 4 passengers who boarded at PTC were Caucasian and customer Arthur is Hispanic with tattoos. He could not believe that he was told that by a driver. Further down the route he let another Caucasian passenger board who asked if the bus was free, the driver responded are you the only one who wants to pay? Driver is a Caucasian male with badge number 2620.	Unfortunately, footage failed to download unable to confirm the incident. The Operator has been addressed and reminded that he must quote the fare to all customer equally. He is to quote the fare as they board, not enforce it. There was further coaching / discipline for this Operator by his Driver Manager to ensure he always conducting service professionally. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [01/12/2024 09:04:58] When was the customer called?

		Mgr Note** Details were provided by the customer. Time detail is when the call was made to the CC and not the time of the incident. He wants to speak to a supervisor directly and receive a follow up email.	Raquel Martinez [01/12/2024 16:54:01] VM was left the customer 1/11 @ 16:55.
12/31/2023	English	Caller would like to report driver of 286 SB | F2160 for passing him up at stop ID 2008 on Mission/Hamilton. The caller stated that the driver signaled him with his hands and drove past the stop leaving the caller and his daughter behind. Caller stated that this is a Title VI violation and would like to receive a response via email. *CSR NOTES* Information was	Cristina Garcia [01/02/2024 08:12:09] 0008-2523 was created for the pass up but will be used for a different complaint since the customer already has submitted ADA and Title VI for this comment. ADA 0008-2524 Title VI 0008-2525. Raquel Martinez [01/02/2024 16:58:10] According to Avail, the Operator was on coach F2160. Video download in process. Raquel Martinez [01/12/2024 14:48:21]

		provided by the caller, the time noted is the scheduled pick up time. 2 comments were created ADA and Title VI.	Upon further review of the footage, I was able to confirm the Operator approached the stop at 13:40. As he arrives to the intersection, he stops at the red light. Two people can be seen standing at the stop. As the light turns green the Operator continues the route slowly passing the customers. He can be seen waving his up as he passes them, not stopping to service the stop, leaving them behind. The Operator was addressed by his Driver Manager to ensure he is properly servicing all stops accordingly and picking up all customers who are at the stop on time and visible. No one gets left behind. I explained to the driver that this was a Title VI customer comment because the customer felt he discriminated against him and left him behind at the stop. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment,

			and public accommodations. Raquel Martinez [01/12/2024 16:46:39] Emailed the customer @ 16:42. Details below; Dear Mr. Tucker, I hope you find yourself well. I am writing to you in response to 7 reports submitted for our Yard. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: Safety 0008-2644 - November 30th @ 15:44 Route 482 WB From Hamilton & Holt;

			Please note the Operator has been addressed and coached in regard to this major safety issue. He needs to always service each stop safely and ensure all customers get to point A to B without any issues. He must make sure all passengers are safely seated or standing safely holding on before departure. He was also asked to drive at least the speed limit if there is no traffic there is no reason for him to drive as slow as he was driving during this trip. Report: Title VI 0008-2552 Route 286 SB at 10:40 From Mission & Hamilton on December 30th ADA Report: 0008-2551: Please note after reviewing the footage, I was able to note the Operator approached the stop, the stop was empty. I was able to confirm two people walking in that direction, after they crossed the street but as he waited at the light no one was waiting for the bus at the time. Please make sure to arrive at least 10 minutes before the scheduled time to be able to board. Report: Title VI 0008-2525 Route 286 SB at 13:40 From Mission & Hamilton on December 31st ADA Report: 0008-2524: The Operator did not stop to service the stop accordingly leaving you and your daughter

			behind. I would like to inform you that the Operator has been addressed and further coaching / discipline has been provided to ensure he is picking up all passengers and servicing all stops accordingly. All customer who are at the stop on time and visible need to be picked up, no one gets left behind. This is unacceptable on his end and we can assure you he will not be doing again going forward. Report: Title VI 0008-2607 Route 291 SB at 10:24 From Foothill & White on January 4th ADA Report: 0008-2593: The Operator did not stop to service the stop accordingly leaving behind. I would like to inform you that the Operator has been addressed and further coaching / discipline has been provided to ensure she is picking up all passengers and servicing all stops accordingly. All customer who are at the stop on time and visible need to be picked up, no one gets left behind. This is unacceptable on her end and we can assure you she will not be doing again going forward. We appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and

			improve our service. We apologize and are truly sorry for the inconvenience this may have caused you.
1/4/2024	English	Customer would like to submit a complaint on a female bus driver Bus 291 S/B Time schedule at 10:21am from Foothill and White. Customer states the bus driver past him up. Customer states he was at the bus stop for the scheduled time of 10:21am. Customer did see the bus approach at 10:20am and states the bus driver partially slowed down, however did not stop and drove off. The customer feels since he files complaints, he feels the bus drivers are retaliating against him. Customer states this is an ongoing issue with this particular line 291 and has happened to him 4 times in the last couple of weeks. Also states he has made approximately 35 complaints in 2023 with Foothill Transit. Unfortunately, now he will	Cristina Garcia [01/05/2024 14:10:35] 0008-2593 ADA 0008-2607 Title VI. Raquel Martinez [01/08/2024 09:42:25] According to Avail, the Operator was on coach F2130. Video download in process. Raquel Martinez [01/12/2024 16:14:59] Upon further review of the footage, I noted the Operator approaching the stop @ 10:24. Only Mr. Tucker can be seen at the stop. The Operator pulls in slowly and when doing so the customer takes a step back and then moves his body walking towards the bench does not look at the driver. It appeared as though he was not going to board. The Operator continues the route without completely stopping to service the stop. As she pulls away he can be seen tuning his body towards the street and looking at the bus drive off.

		have to report to The American Disability Act and Title 6. The customer states he is a Disabled Veteran and has spoken to numerous Foothill Operations Managers and still is the same issues not being resolved. Would like a supervisor to contact him via email.	The Operator has been addressed by her Driver Manager and asked to properly service each stop. All customers who are at the stop on time and visible need to be picked up. No one gets left behind. She needed to stop to pick him up or allow him to refuse the ride not assume he was not going to board. I explained to the driver that this was a Title VI customer comment To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [01/12/2024 16:47:48] Emailed the customer @ 16:42. Details below; Dear Mr. Tucker,

			I hope you find yourself well. I am writing to you in response to 7 reports submitted for our Yard. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: Safety 0008-2644 - November 30th @ 15:44 Route 482 WB From Hamilton & Holt; Please note the Operator has been addressed and coached in regard to this major safety issue. He needs to always service each stop safely and ensure all customers get to point A to B without any issues. He must make sure all passengers are safely seated or standing safely holding on before departure. He was also asked to drive at least the speed limit if there is no traffic there is no reason for him to drive as slow as he was driving during this trip.

			Report: Title VI 0008-2552 Route 286 SB at 10:40 From Mission & Hamilton on December 30th ADA Report: 0008-2551: Please note after reviewing the footage, I was able to note the Operator approached the stop, the stop was empty. I was able to confirm two people walking in that direction, after they crossed the street but as he waited at the light no one was waiting for the bus at the time. Please make sure to arrive at least 10 minutes before the scheduled time to be able to board. Report: Title VI 0008-2525 Route 286 SB at 13:40 From Mission & Hamilton on December 31st ADA Report: 0008-2524: The Operator did not stop to service the stop accordingly leaving you and your daughter behind. I would like to inform you that the Operator has been addressed and further coaching / discipline has been provided to ensure he is picking up all passengers and servicing all stops accordingly. All customer who are at the stop on time and visible need to be picked up, no one gets left behind. This is unacceptable on his end and we can assure you he will not be doing again going forward.

			Report: Title VI 0008-2607 Route 291 SB at 10:24 From Foothill & White on January 4th ADA Report: 0008-2593: The Operator did not stop to service the stop accordingly leaving behind. I would like to inform you that the Operator has been addressed and further coaching / discipline has been provided to ensure she is picking up all passengers and servicing all stops accordingly. All customer who are at the stop on time and visible need to be picked up, no one gets left behind. This is unacceptable on her end and we can assure you she will not be doing again going forward. We appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. We apologize and are truly sorry for the inconvenience this may have caused you.
1/9/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, January 8, 2024	Cristina Garcia [01/09/2024 16:37:58] 0008-2663 ADA 0008-2664 Title VI

		4:26 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Foothill Transit Keolis 12-6-2023 Good day, On December 6, 2023, at approximately 5:55pm, I	per customers request. Raquel Martinez [01/17/2024 16:43:06] According to Avail, the Operator was on coach F1906. Video download in process. Raquel Martinez [01/22/2024 18:53:47] Unfortunately, footage failed to download unable to confirm the incident. The Operator was addressed and further coaching discipline was provided to her to ensure she is properly servicing all routes. She should not be rushing customers to hurry up and board. She needs to be quoting the fare to all customers. She also needs to ensure all customers are safely holding on after passing the yellow line before pulling away from the stop. At no time is it okay for her to run a red light while behind the wheel. She needs to conduct service safely and keep in mind it is a priority when conducting service. I explained to the driver that this was a Title VI customer comment.

		boarded bus #1906 / operator badge ID #7413, at the Pomona Transit Center, Route 291 Southbound. The Female bus driver was very rude to me and almost caused me to fall down. The bus driver would not allow me to pay and said that I was making her late by paying, and not to pay. The bus driver moved the bus unsafely as I was attempting to pay and after paying the fare, the bus driver moved the bus again while I was attempting to sit, causing me to stumble once more.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [01/22/2024 19:15:56] Emailed the customer @ 19:13. Details below; Dear Mr. Tucker, I hope you find yourself well. I am writing to you in response to 4 reports submitted for Route 291 SB & NB on December 4th from Garey & Franklin and 6th from Pomona Transit Center The mission of both Keolis and Foothill Transit is to provide all of our customers with an

		At Ninth and Garey the bus driver ran through a red light.	efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: Title VI 0008-2664 Route 291 SB on 12/6 at 17:55 / ADA 0008-2663;
		Continued Substandard Service and Management. Lack of Training.	Please note the Operator has been addressed in regard to this report. Further coaching / discipline was provided for her by her Driver Manager. She needs to properly depart the stops once everyone is safely holding on after passing the yellow line. She should never rush any customer to board. All passengers need to be quoted on the fare when boarding.
		Habitual missed/skipped services, and excessive service interruptions.	Report: Title VI 0008-2648 Route 291 NB on 12/4 at 18:22 / ADA 0008-2647
		Numerous reports of habitually unsafe and discriminatory drivers conducting the buses	I would like to inform you that the Operator has been addressed and further coaching / discipline has been provided to ensure he is picking up all passengers and servicing all stops accordingly. All customer who are at the stop on time and visible need to be picked up, no one gets left behind. This is unacceptable on his end and we can assure you he will not be doing

			again going forward.
		Blatant disregard for passenger safety.	We appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. We apologize and are truly sorry for the inconvenience this may have caused you.
		Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore / Doug Brockwell.	
		I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims etc. with the Foothill Transit Administrative Offices.	

		The Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA), as amended (38 U.S.C. s 4212), prohibits discrimination against protected veterans. Under VEVRAA, a veteran may be classified as a "disabled veteran,"" "recently separated veteran," "active duty wartime or campaign badge veteran,' or "Armed Forces service medal veteran."	

		I request ADA and Title VI report numbers as well for discriminatory treatment. J.Tucker, United States Marine Corps Veteran	

		909-802-3276 2 comments were created.	
1/9/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, January 8, 2024 1:51 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Foothill Transit Keolis 12-4-2023	Cristina Garcia [01/09/2024 13:35:59] 0008-2647 ADA 0008-2648 Title VI upon customers request. Raquel Martinez [01/17/2024 15:07:37] According to Avail, the Operator was on coach F2211. Video download in process. Raquel Martinez [01/22/2024 18:33:08] Unfortunately, footage failed to download unable to confirm the incident. The Operator was addressed and told he needs

		Good day, On December 4, 2023, at approximately 6:21pm, the driver of bus #2211, line 291 Northbound at Garey and Franklin passed me up while waiting at the bus stop. Continued Substandard Service and Management. Lack of Training.	to provide service accordingly and pick up all customers who are at the to stop on time and visible. No one gets left behind. Further coaching was provided by his Driver Manager. explained to the driver that this was a Title VI customer comment.. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [01/22/2024 19:17:56] Emailed the customer @ 19:13. Details below; Dear Mr. Tucker, I hope you find yourself well.

		Habitual missed/skipped services, and excessive service interruptions. Numerous reports of habitually discriminatory drivers conducting the buses. ADA, Title VI, Habitual pass ups, failure to identify. Denial of Benefits and Services Continued Substandard Service/ Suboptimal performance by Transdev Management Shawn Chavira / Brent Johnson.	I am writing to you in response to 4 reports submitted for Route 291 SB & NB on December 4th from Garey & Franklin and 6th from Pomona Transit Center The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. Safety is a priority for us, we expect all of our Operators to conduct service safely at all times. Report: Title VI 0008-2664 Route 291 SB on 12/6 at 17:55 / ADA 0008-2663; Please note the Operator has been addressed in regard to this report. Further coaching / discipline was provided for her by her Driver Manager. She needs to properly depart the stops once everyone is safely holding on after passing the yellow line. She should never rush any customer to board. All passengers need to be quoted on the fare when boarding. Report: Title VI 0008-2648 Route 291 NB on 12/4 at 18:22 / ADA 0008-2647

		I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims etc. with the Foothill Transit Administrative Offices. The Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA), as amended (38 U.S.C. s 4212), prohibits discrimination against protected veterans.	I would like to inform you that the Operator has been addressed and further coaching / discipline has been provided to ensure he is picking up all passengers and servicing all stops accordingly. All customer who are at the stop on time and visible need to be picked up, no one gets left behind. This is unacceptable on his end and we can assure you he will not be doing again going forward. We appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. We apologize and are truly sorry for the inconvenience this may have caused you.

		Under VEVRAA, a veteran may be classified as a "disabled veteran,"" "recently separated veteran," "active duty wartime or campaign badge veteran,' or "Armed Forces service medal veteran." I request ADA and Title VI report numbers as well, for the denial of services and benefits.	

		J.Tucker, United States Marine Corps Veteran 909-802-3276 2 comments were created.	
1/11/2024	Spanish	Customer would like to submit a complaint on a female bus driver, Bus 274 N/B Time	Ana Gallegos [01/15/2024 13:52:10] VDS confirms the coach and operator

		schedule at 11:24am from Puente and Garvey. Customer states she was at the bus stop for the scheduled time of 11:24am and the bus driver did not stop. Customer is upset because this bus is once an hour. Customer will be late for work. Customer feels the bus driver is racist because this is the 3rd time, the same bus driver has done this to her. The customer waved at the bus driver to get her attention, the bus driver did see her, however, did not stop to pick her up. Would like a supervisor to look into this matter.	pertaining to this comment. Paddle#12107 B#170 V# 2103 Operator Hernandez, Angela. Video requested 01/15/2024 Ana Gallegos [01/19/2024 16:18:35] Reviewed the video. Video showed the operator approaching Puente and Garvey where a passenger was visibly waiting at the bus stop and also waving at the operator. The operator did not attempt to service the stop and resumed service leaving the potential passenger behind. Ana Gallegos [01/24/2024 10:01:30] Spoke with the customer at 1000 on 1/24/2024. The customer confirmed the event. Assured the customer that the operator was spoken to regarding the comment. The customer appreciated the call back. Ana Gallegos [01/24/2024 10:02:12] The operator was spoken to and re-trained by Management on 1/24/2024. The operator was re-trained regarding Title Vi, Pass Ups, and Customer Service.

1/29/2024	English	The customer is reporting a bus operator for possible discrimination. The customer states the bus arrived to their bus stop but was some feet away from the actual stop, the customer states it was some large distance. The customer tried waving down the operator so they can get closer but states the operator would not move and the customer had to walk towards the bus. The customer states they did not speak to the driver when they entered nor during the trip. The customer noticed when the bus operator was picking other customers up they made the stop directly by the bus stop. The customer would like a supervisor to investigate the operator. Bus operators badge:2803	Raquel Martinez [02/05/2024 10:39:32] According to Avail, the Operator was on coach F2220. Video download in process. Raquel Martinez [02/08/2024 16:10:59] Unfortunately, there was no footage recorded for the time of the incident. Unable to confirm what took place. The Operator was addressed by his Driver Manager to ensure he is properly servicing all stops and picking up all customers accordingly. I explained to the driver that this was a Title VI customer comment because the customer felt he discriminated against. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

			Raquel Martinez [02/08/2024 16:40:29] Emailed the customer @ 16:39. Details below; Dear Mr. Nobles, I hope you find yourself well! This is a response to a complaint made regarding Route 486 WB @ 21:44 from Amar / Indian Summer. I would like to apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. Report Number: 0008-2885;

			Please note the operator has been addressed in regard to this service. There was further coaching /discipline for this operator by his Driver Manager to ensure he services all stops accordingly and picks up all customers who are at the stop visible and on time. We are sincerely sorry for the major inconvenience this caused you and truly appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service.
2/1/2024	English	Caller would like to file a complaint on the bus operator of the 178 WB. Caller stated he was having a conversation on the bus with another passenger; however, the bus operator became very angry and raised his voice. Caller stated the bus operator on coach F2526 parked the bus on Cogswell and Killian at approximately 3:27 PM at called for a supervisor to arrive to the scene. Caller is upset because he stated the bus operator raised his voice	Ana Gallegos [02/07/2024 16:20:01] VDS confirms the coach and operator pertaining to this comment. Paddle#12195 B# 202 V# 2526 Operator Lam, Mike. Video requested 02/07/2024 Ana Gallegos [02/13/2024 11:13:51] Reviewed the video. Video showed the operator pulling over and advising the passengers that he is contacting a supervisor. The operator exited and is shown on the phone. The Road Supervisor eventually arrives and speaks with a passenger on board. The Road Supervisor de-escalated the situation and also

		and told him “you’re speaking too loud and its distracting my driving”. Caller also stated he felt discriminated because he is a 56 years old African American male. Caller would like to speak to a supervisor regarding this incident. ***CSR NOTE: Time and location was provided by the caller. According to My Stop coach F2526 is in route as the 178 WB. ***	speaks with the operator. The Road Supervisor then takes over the rest of the route. Ana Gallegos [02/13/2024 16:09:00] Spoke with the customer at 1542 on 2/13/2024. The customer confirmed the event. The customer confirmed the event. Assured the customer that the operator will be spoken to. The customer appreciated the call back. Ana Gallegos [02/13/2024 16:28:57] Met with the operator on 2/13/2024. The operator was spoken to regarding the comment. The operator was re-trained regarding De-escalation, Title VI, and Customer Service.
2/14/2024	English	Mr. Medina would like to submit a complaint on the female bus operator for bus line 185 N/B. Mr. Medina stated that this incident occurred Wednesday, February 14, 2024 at approximately 2:02 pm at Colima Road/Manor Gate Road N (Bus Stop #1019) (Incident Date, Time and Location provided by Mr.	Ana Gallegos [02/23/2024 16:54:02] VDS confirms the coach and operator pertaining to this comment. Paddle#12186 B#17 V#2759 Operator Monreal, Genoveva. Video requested 02/23/2024 Ana Gallegos [02/28/2024 15:12:17] Reviewed the video. Video showed the operator approaching Colima Road/Manor Gate

		Medina). Mr. Medina claimed that he was at the bus stop when the bus operator seen him at the bus stop but continued in route passing him up. Mr. Medina stated that he felt discriminated against because the bus operator acknowledged him but did not service the bus stop continuing in route and leaving him to wait for the next bus. Mr. Medina would like a supervisor to look into the matter. CSR Note: While on the call with Mr. Medina, according to the myStop system Bus/Coach F2759 was in route for bus line 185 N/B. Mr. Medina was offered and provided with the report number.	where there was a potential passenger visibly waiting at the stop. The operator made no attempt to service the stop and left the passenger behind. Ana Gallegos [02/28/2024 15:18:25] Email response: "Good Afternoon, I am with Foothill Transit, contacting you regarding Customer Comment 0008-3109. The comment was concerning a pass up on Route 185 NB on 2/14/2024. The comment states that the bus passed you up on Colima Road/Manor Gate and made no attempt to service the stop. 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 was reinstructed on Courtesy, Title VI Policies, and Pass ups. 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

			Comment@foothilltransit.org Have a nice day. " Ana Gallegos [02/28/2024 15:42:11] The operator was counseled and re-trained by Tommy Maung, assistant Operations Manager, on 2/28/2024. The operator was spoken to regarding Title VI and Pass Ups.
2/20/2024	English	Customer would like to leave a complaint against the driver of the 272 NB. He is stating that he was at the stop of Avenida Barbosa/Alpha (#890) waiting for the bus scheduled at 13:30 headed north to Duarte. Bus F2427 approached the stop without attempting slow down or service the stop. Customer states that the driver of the bus looked over at him and continued driving passed the stop. He said that he was frantically waving at the driver and chose not to run after the bus because there would have	Ana Gallegos [02/29/2024 11:11:28] VDS confirms the coach and operator pertaining to this comment. Paddle# 12074 B#161 V# 2427 Operator Chen, Chris. Video requested. Ana Gallegos [03/04/2024 08:11:32] Met with the operator on 2/22/2024. The operator was shown the video. The operator was spoken to regarding Courtesy, Pass Ups, and Title VI. Ana Gallegos [03/04/2024 08:12:40] Reviewed the video. Video showed the

		been no point. Customer is a regular rider of this route and mentioned that in the last week he had been passed up like this while at the stop before. Although he is not accusing a driver of being racist he is questioning if his being passed up is because he is black male and those two drivers didn't want to let him board. He was unable to provide additional information on the other incident but was able to relay that today the driver was an elderly Asian male.	operator approaching Avenida Barbosa / Alpha St. Using the Curb Side Camera you can see there was a potential passenger waiting by the bus stop pole. The operator made no attempt to service the stop and resumed service. Ana Gallegos [03/04/2024 15:11:57] Spoke with the customer at 1508 on 3/4/2024. The customer confirmed the event. Assured the customer that the operator was spoken to regarding the comment. The customer appreciated the call back. Free Ride Coupons will be mailed to Raymond Litte 1235 Highland Ave APT 101 Duarte ca 91010. The Mailing of Free Ride coupons will be made once they are ready for pick up on 3/5/2024 (per Linda Apodaca).
3/4/2024	English	Mr. Tucker would like to report the bus operator on the 188|EB (F2727). At approximately 10:19am on 2/22/24 Mr. Tucker claims he was at the bus stop on Foothill/White, when the bus operator passed him up. Mr. Tucker feels these actions are discriminatory and retaliation.	Ana Gallegos [03/08/2024 12:08:17] Per coach number provided, 2727, VDS confirms the coach and operator pertaining to this comment. Paddle#12062 B# 79 V# 2727 Operator Orosco, Gonzalo. Video requested. Ana Gallegos [03/12/2024 15:15:24] Reviewed the video. Video showed the operator approaching Foothill/White where

			there was someone standing nearby the bus stop. The operator did not service the stop and resumed service. Ana Gallegos [03/13/2024 10:15:51] Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3323. The comment stated on 02/22/2024 the Operator of the 188 EB pass you up as you waited on Foothill/White. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups and Title VI Policies. Again, we apologize for this experience and the inconvenience. 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 Have a good day." Ana Gallegos [03/13/2024 13:24:18] The operator was counseled by Tommy Maung, assistant operations manager, on 3/13/2024. The operator was spoken to regarding Pass Ups and Title VI.
3/5/2024	English	Mr. Tucker would like to submit a complaint on the bus operator for bus line 286 N/B with Bus/Coach F2134. Mr. Tucker stated that this incident occurred Tuesday, March 5, 2024 at approximately 4:53 pm at Mission Blvd/Hamilton Blvd E (Bus Stop #2007) (Incident Date, Time, Location and Bus/Coach Number provided by Mr. Tucker). Mr. Tucker claimed he was at the bus stop when the bus	Raquel Martinez [03/07/2024 10:04:36] According to Avail, the Operator was on coach F2134. Video download in process. Raquel Martinez [03/14/2024 16:04:38] Upon further review of the footage, I noted the Operator approaching the stop which is completely empty. He stops at the red light behind two cars. As he is waiting for the light Mr. Tucker can be seen coming from around the corner making his way to the stop. The Operator continues the route when the light turns green.

		approached but stated the bus operator waved at him but did not service the bus stop continuing in route and leaving him at the bus stop. Mr. Tucker would like a supervisor to look into the matter. CSR Notes: Mr. Tucker would also like this report to be submitted as ADA violation and Title VI. Two (2) comments were created: Comment No. 0008-3336 pertains to the request of submitting this as an ADA Violation. Comment No. 0008-3337	I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [03/14/2024 16:05:20] Op approached the stop @ 16:53. Raquel Martinez [03/15/2024 14:32:58] Emailed the customer @ 14:32. Details below; Dear Mr. Tucker

		pertains to the request of submitting this as a Title VI.	I hope you find yourself well! This is a response to a complaint made regarding Route 286 NB @ 16:53 from Mission & Hamilton on March 5th. I would like to apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. Report Number: 0008-3337 Title VI - 0008-3336 ADA; Please note we successfully reviewed the footage of the incident, and we were able to confirm the stop was completely empty as the Operator approached the stop. I did notice a man coming from around the corner as the driver was waiting at the light. We ask all customers to please be at the stop at least 10 minutes prior to the scheduled time to be able to catch the bus without any issues.

			We are sincerely sorry for the major inconvenience this caused you and truly appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service. Cristina Garcia [03/27/2024 11:22:08] From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, March 15, 2024 2:47 PM To: Raquel Martinez <raquel.martinez@keolisna.com>; Comment <comment@foothilltransit.org> Subject: Re: Foothill Transit / Customer Feedback Good day, I would like to appeal this review as I was

			standing at the bus stop and the driver waved at me while passing me at the stop. J.Tucker, United States Marine Corps Veteran From: Jeffrey Moore <Jeffrey.Moore@KeolisNA.com> Sent: Monday, March 25, 2024 3:52 PM To: : JT.Entertains <jthemusicman77@gmail.com> Cc: Raquel Martinez <raquel.martinez@keolisna.com>; April Serna <April.Serna@KeolisNA.com> Subject: FW: Foothill Transit / Customer Feedback

			Mr. Tucker, I hope that you are doing well. As a result of the email response, I need to follow up with you. Upon reviewing the video, the driver could and should have serviced the bus stop while you were waiting to board the bus. However, I didn't see the driver wave at you while passing the bus stop. I sincerely apologize for this inconvenience. I will review the video with the driver to ensure he understands his responsibility to service the bus stops when customers are waiting to board. Thanks
3/6/2024	Spanish	Gabriel would like to make a report on the Latino driver of the 185 SB | F2104 for his rude behavior towards the caller. The caller said that he tapped his card on the fare box but perhaps it did not register the transaction, the caller stated	Ana Gallegos [03/07/2024 13:26:46] VDS confirms the coach and operator pertaining to this comment. Paddle# 12145 B#52 V# 2104 Operator Martinez, Ruben. Video requested. Called the customer at 1325 on 3/7/2024. Left

		that the driver began to say rude things to him like "get a job" and the caller does not understand English very well and spoke to the driver in Spanish and the driver would answer him in English. The caller stated that the driver allowed a transient onboard without paying and did not say anything to them, this made the caller upset because he said that he was on his way to his job and the driver was giving him a hard time but not the transient. The caller said that while getting off board the bus he was still trying to be nice and told the driver to have a blessed day, he said the driver responded something to him in English so he did not understand. The whole situation made the caller upset and he would like to speak with a supervisor regarding the incident.	a voicemail. Ana Gallegos [03/12/2024 16:06:57] Reviewed the video. Video confirmed the event. Video showed the operator servicing Hacienda/Amar where several passengers boarded. A male passenger boarded and was having issues with their TAP card. The operator was shown making rude and unprofessional comments. The passenger was able to board and take a seat. The operator failed to de-escalate the situation. The operator shown telling the passenger to get a job along with the usage of foul language. Ana Gallegos [03/12/2024 16:09:15] The operator was counseled and spoken to by Higher Management on 3/8/2024. The operator was re-trained regarding Title VI, Customer Service, De-escalation, and Professionalism.

		CSR NOTES Time noted is the scheduled pick up time. all information was provided by the caller.	
3/7/2024	English	From: julia edi <babyj4ever@hotmail.com> Sent: Thursday, March 7, 2024 6:40 AM To: Comment <Comment@Foothilltransit.org> Subject: Insulted and embarrassed by Bus Driver Dear Sir/ Ma,	Raquel Martinez [03/11/2024 10:46:47] According to Avail, the Operator was on coach F2206. Departed the stop @ 8:18. Video download in process. Raquel Martinez [03/15/2024 14:15:43] Upon further review of the footage, I noted the customer boarding and when doing so at the same time a customer exits. The Operator did put her hand out towards the farebox as the customer entered the bus. The customer said, thank you to the Operator as she passed her and took a seat. As she walked towards her seat the Operator asks is she had a tap card. She asked the customer several times, but it appeared like the customer had her earphone on and did not hear the Operator. She then departs without getting an answer. As she arrived to the next stop and almost all the passengers exited the Operator asks her again and point to her telling her she is talking to her.

		My name is Julia Edi. I am writing this letter to express my embarrassment, anger and frustration by the actions of your female driver yesterday March 6th 2024 enroute to work. She drove the bus number 2206 heading to the Claremont Transit center. I boarded the bus at the Towne/ Laverne bus top and I had my tap card in my hand to pay. As I stretched out my hand to tap my card on the device, The female driver made a movement with a hand which, most drivers do when they are waving you on not to pay. Being a frequent rider, I assumed that was the case as I had my card in my hand and I had made the gesture of taping the card. I noticed when I got to my seat that she was looking at me and talking but I had my earphones on and I did not think nothing of	The customer confuse realizes she is talking to her and gets up to walk to the farebox. The Operator then tells her the fare is 1.75 and that she has to pay. The customer tells her what she thought, which was that she was telling her no when she boarded. They then begin to discuss the issues. Operator tells her she did not say anything to her and that if she has her Tap card to pay and does ask her if she is okay. The customer got really upset when she asked her that. She then goes to take a seat again and does not stop saying things to the driver, telling her she should not say things like that and that she thought she said no, to not paying. She continued this until she exited at 8:27. The Operator did not say anything to her after she went to take her seat. The Operator was reminded that her job it to quote the fare not enforce it. She was provided further coaching by her DM. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a

		it. When we got to the Towne and Bangor bus stop and the other passengers alighted, I noticed she was still looking and me and I walked up to her to ask if there was a problem. She told me that I did not pay and I was meant to pay. I was shocked and I told her that she saw me bring out my tap card to pay and she gestured that I can go in. She said she did no such thing and I replied that she did. While I was trying to defend myself verbally by stating that the bus has a video camera which can definitely show what transpired, she rudely asked me "If I was OKAY"? I felt so insulted as she was asking me whether I was mentally retarded or stupid or if there was something wrong me with me. I am a dark-skinned person	landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [03/15/2024 14:46:15] Emailed the customer @ 14:45. Details below; Dear Julia, I hope you find yourself well! This is a response to a complaint made regarding an incident that took place on March 6th from Towne and La Verne at 8:18. I would like to first apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all of our customers with an efficient, reliable, on-time service. We strive to fulfill this mission on a

		and an African, I do not know if the female driver has any prejudice against people like me but I felt so insulted and embarrassed. I got to work in a very disturbed state of mind which affected my work and my day. Please, I would like the video footage to be reviewed with regards to this complaint and I have attached a picture of the bus. Thank you for your time. Regards, Julia Edi	daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. We want to apologize for the operator's rude demeanor and unprofessionalism. It is important for us to know that the operators are conducting themselves in a professional manner towards the customers at all times, which is why we take your report very seriously. Report Number: 0008-3377; Please note the incident was reviewed. I would like to inform you the Operator has been addressed in regard to her attitude and there was further coaching / discipline for this Operator to ensure she services each route with professionalism. She is to quote the fare, not enforce it. She should never make unnecessary remarks to any customers. If there was a confusion on her part she should be professional when handling the situation. We truly appreciate and thank you for taking the time to bring these experiences to our attention. It is through the feedback of our customers that we can continue to grow and improve our service and are genuinely sorry for

		From: Comment <Comment@Foothilltransit.org> Sent: Thursday, March 7, 2024 10:03:17 AM To: julia edi <babyj4ever@hotmail.com> Subject: RE: Insulted and embarrassed by Bus Driver Good Morning, We apologize for what you have encountered, in taking	the inconvenience this may have caused you. Cristina Garcia [03/19/2024 13:50:59] Which line was the driver conducting. Raquel Martinez [03/20/2024 15:58:25] Conducting Route 292 NB

		our service. What time did you board at Towne/LaVerne? Which line did you board the 292. Patiently, awaiting your response. Cristina Garcia Customer Service & Operations Coordinator From: julia edi <babyj4ever@hotmail.com>	

		Sent: Thursday, March 7, 2024 11:26 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: Insulted and embarrassed by Bus Driver Dear Ma, Thank you for your prompt response to my email. I boarded the bus at 8.16am in the morning, the number of the bus is F2206 going to the Claremont Transit center.	

		Today, while riding the bus at 8.16am this morning, the female driver in question apologize to me when I was getting off my bus stop at Ist Street and Harvard Avenue. She explained that she was waved to let me know that students were getting of the bus, hence the miscommunication. I have accepted her apology and I am grateful for your time in considering my complaint. Thank you Best regards,	

		Julia Edi Sent from my Verizon, Samsung Galaxy smartphone Get Outlook for Android _____ From: Comment <Comment@Foothilltransit.org> Sent: Thursday, March 7, 2024 11:31:47 AM To: julia edi <babyj4ever@hotmail.com>	

		Subject: RE: Insulted and embarrassed by Bus Driver I am glad that the driver apologized. Are you retracting your complaint? Cristina Garcia Customer Service & Operations Coordinator From: julia edi <babyj4ever@hotmail.com> Sent: Thursday, March 7, 2024 2:05 PM	

		To: Comment <Comment@Foothilltransit.org> Subject: Re: Insulted and embarrassed by Bus Driver I am not retracting my complaint. I would like my complaint and the apology of the female driver to be on record. Thank you. Sent from my Verizon, Samsung Galaxy smartphone Get Outlook for Android	
3/11/2024	English	Danny called to report the female bus operator on the	Raquel Martinez [03/12/2024 15:37:49]

		282|EB for passing him up at Valley/Johnson at approximately 15:48. Danny feels this bus operator does not like him and accused the bus operator of being racist. Danny described the bus operator as female/African American.	According to Avail, the Operator was on coach F2322. Approached the stop @ 15:48. Video download in process. Raquel Martinez [03/18/2024 15:58:45] Upon further review of the footage, I noted the Operator approaching the stop where one person can be seen standing next to the bench with his cart. The Operator makes no attempt to stop and service the stop leaving the customer behind. The Operator was given a disciplinary action for this pass up. She must service each stop accordingly and pick up all customers who are at the stop on time and visible. No one gets left behind. I explained to the driver that this was a Title VI customer comment. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements

			and racial segregation in schools, employment, and public accommodations. Raquel Martinez [03/18/2024 16:35:12] VM successfully left for the customer @ 14:34.
3/13/2024	English	Mr. Tucker would like to submit a complaint on the bus operator for bus line 480 E/B with Bus/Coach F2701. Mr. Tucker stated that this incident occurred Saturday, March 9th, 2024 at approximately 8:32 pm at Temple Avenue/Grand Avenue (Incident Date, Time, Location and Bus/Coach Number was provided by Mr. Tucker). Mr. Tucker stated that the bus was running delayed approximately (5) minutes and claimed he was at the bus stop when the bus operator passed him up leaving him at the bus stop. Mr. Tucker would like a supervisor to look into the matter.	Ana Gallegos [03/14/2024 11:07:53] VDS confirms the coach and operator pertaining to this comment. Paddle#12707 B# 719 V#2701 (as provided) Operator Herrera, Juan. Video requested. Ana Gallegos [03/21/2024 15:58:41] Reviewed the video. Video showed the operator approaching the stop Temple Avenue/Grand Avenue. As the operator is approaching the stop you cannot visibly see anyone standing by the bus stop pole. It is also very dark out side. As the operator is passing the stop, when pausing the video, you can see someone standing under the near by shelter located a couple feet past the actual bus stop. The person is shown waving a small cellphone light as the operator is passing by. The operator resumed with the service.

		CSR Notes: Mr. Tucker requested this comment to be submitted as an ADA Violation and a Title VI. Mr. Tucker was provided with the report numbers. Two (2) comments were created: Comment No. 0008-3471 pertains to the request of submitting this as an ADA Violation. Comment No. 0008-3472 pertains to the request of submitting this as a Title VI.	Ana Gallegos [03/21/2024 16:04:12] Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3471 and 0008-3472. The comment stated on 03/09/2024 the Operator of the 480 EB pass you up as you waited on Temple Avenue/Grand Avenue. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups, ADA, and Title VI Policies. Again, we apologize for this experience and the inconvenience. 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

			Have a good day." Ana Gallegos [03/25/2024 09:14:43] Met with the operator on 3/22/2024. The operator was shown the video. The operator did express since it is very dark in that area at night it makes it difficult to see people at the bus stop pole. The operator also stated that the person was near the shelter which also is much darker. The operator was advised to be more aware of the stop moving forward. The operator was spoken to regarding Pass Ups, Title VI, and ADA.
3/20/2024	Spanish	Caller would like to file a complaint on the female driver of the 281 NB for not servicing the stop on Citrus/Arrow Hwy. The caller stated that he frequently has issues with this driver regarding her rude behavior towards the passengers if they are of Hispanic race. The caller stated that the driver saw him and the other passengers waiting but kept on driving.	Ana Gallegos [03/26/2024 15:34:26] VDS confirms the coach and operator pertaining to this comment. Paddle#12173 B# 194 V# 2719 Operator Sanchez, Sylvia. Video requested. Ana Gallegos [03/28/2024 13:46:41] Called the customer at 1346 on 3/28/2024. Left a voicemail. Ana Gallegos [04/02/2024 08:16:44]

		The caller stated he has an appointment to make it to and it's not right that the driver just felt like not servicing the stop. *CSR NOTES* Time noted is the scheduled pick up time. Coach F2719 was located via avail at the time of the call.	The video request submitted into Nexview did not successfully download. A second attempt was made by pulling video via hardwire. There was no video available. An email was sent to Maintenance for further inspection. Unable to confirm the event. Ana Gallegos [04/02/2024 16:12:46] Met with the operator on 4/2/2024. The operator denied the accusation. The operator was reminded to stop and board all potential passengers. The operator was re-trained regarding Courtesy, Pass Ups, and Title VI.
3/27/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, March 26, 2024 10:58 PM To: Comment <Comment@Foothilltransit.org>	Raquel Martinez [03/28/2024 09:41:59] According to Avail, the Operator was on coach F1907. Arrived at 21:00 - Departed at 21:17. Video download in process. Jeffrey Moore [04/08/2024 16:50:16] I reviewed the video and found that the customer boarded the bus with an unsecured drink. The driver requested that the customer dispose of the drink or leave it up front, which the customer did. The customer went to lay his items down and then returned to the fare box

		Subject: Incident Report March 26, 2024, Keolis Good day, On March 26, 2024 at approximately 9pm, our daughter Jessica Tucker and I boarded the 286 Southbound at the Pomona Transit Center, bus # 2320. Upon entering the bus, the bus driver immediately became very upset and	to pay his fare. The customer only inserted a dollar. The driver asked him to pay the full fare. The customer said he was disabled and walked to the rear of the. The driver began talking to the customer about the fare difference and would not move the bus. The driver called dispatch for assistance. After a few moments, the driver was directed to allow the customer to ride. Below is the email that I sent to the customer today at 16:45. Mr. Tucker, This is Jeffrey Moore, the AGM at the Pomona Keolis location that operates Route 286 for Foothill Transit. This is a follow-up to your Customer Feedback Reports # 0008-3638. I interviewed the operator and reviewed the video with her. The operator should have de-escalated this encounter and continued service without a delay. To ensure that the operator understood, I explained to the operator what ADA and Title VI Customer Feedback Reports are. I will have this operator work with a training

		started yelling at us about carrying covered drinks. The bus driver yelled at us in a very condescending tone that we had two options....to discard the drinks or get off of the bus....attempting to deny us service. The bus driver was not courteous or respectful, all the while giving us condescending commands and yelling. The bus driver pointed to the sign above. The sign posted above states "no eating or drinking", it does not state that we cannot carry our personal items....we had groceries to include glass items, eggs and other liquids	team to better prepare her for this situation in the future. However, the driver was correct about the student fare and the need for a drink to be covered with spill lids. We at Foothill Transit value you as a customer. Thank you for riding with us. Jeffrey Moore Jeffrey Moore [04/08/2024 16:53:11] This was for 0008-3639. Cristina Garcia [04/09/2024 11:08:18] For this sentence can you complete the sentence. The customer said he was disabled and walked to the rear of the. Can you resend the e-mail to the customer with the correct report number. Jeffrey Moore [04/09/2024 11:55:25]

		in our shopping bags. We are also being discriminated against for holding our personal property. I have witnessed many other passengers board with other cups, bowls, containers, large bags of open aluminum cans, recycling bags etc.. I have also witnessed passengers board the bus with very unsanitary and soiled clothing, and are not denied service or discriminated against. I discarded the drinks as	The customer said he was disabled and walked to the bus's rear. Below is the email with the two CFR numbers sent to the customer yesterday Mr. Tucker, This is Jeffrey Moore, the AGM at the Pomona Keolis location that operates Route 286 for Foothill Transit. This is a follow-up to your Customer Feedback Reports # 0008-3638 and 0008-3639. I interviewed the operator and reviewed the video with her. The operator should have de-escalated this encounter and continued service without a delay. To ensure that the operator understood, I explained to the operator what ADA and Title VI Customer Feedback Reports are. I will have this operator work with a training team to better prepare her for this situation in the future. However, the driver was correct about the student fare and the need for a drink to be covered with spill lids.

		requested in the bus trash can and the bus driver immediately began yelling more at me , and also yelling at me to pay the fare when she saw that my hands were full with bags and I was attempting to place them down next to our daughter's seat. Bus # 1907 The bus driver refused to give me her badge ID # when requested on the bus and upon exiting the bus, even though I requested 4 or 5 times...I was still denied her driver badge ID #.	We at Foothill Transit value you as a customer. Thank you for riding with us. Jeffrey Moore Cristina Garcia [04/09/2024 11:57:39] What time was it sent. Raquel Martinez [04/14/2024 14:53:17] Jeffrey emailed the customer @ 16:45 on 4/8.

		Failure to Identify, Egregious, Unprofessional, Discriminatory. Immediately after discarding the drinks in the bus trash can, the bus driver became more upset and started yelling again, even more.... saying that I did not pay the disabled fare when I paid $1, which is .25 cents extra, when declared disabled, and my daughter is a student and has been told by other operators that students are FREE. The bus driver held the bus and did not move and called	

		someone on her phone, speaking loud and obnoxious, then she said I'm going to let you ride for free this time. I told the bus driver that I paid the fare already and that we were not "riding for free"....and that she was discriminating against us due to prior reporting of her Discrimination to Foothill Transit and a current pending lawsuit/litigation. The bus driver was also engaging in discriminatory talk about me with an elderly passenger who boarded and a Pomona Transit Center security guard.	

		Then she immediately told the security guard something I could not understand…and held the bus an even longer time….the time was now approximately past 9:20pm…. The bus driver then began move the bus, but before moving, saying to us that she is going to report us to have us removed or banned…saying that she was going to report us for not paying the fare. This event was extremely humiliating and the bus driver involved was very demeaning, unprofessional and discriminatory to our daughter Jessica and myself.	

		I request report numbers and to file ADA, and Title VI for Discrimination, Failure to Identify, Failure to post Badge ID # abover driver seat, Failure to login so that the Badge ID # is clearly visible to all passengers on electronic display, including disabled passengers, and retalition for prior discrimination reporting. The bus driver has been reported prior to Foothill Transit for similar egregious discriminatory treatment in the past.	

		(**See Prior Incident Report # 079895, ADA, Title VI, Discrimination reports, Operator Badge ID #7177, Foothill Transit July, 26, 2023 **) Bus # 2320 Jesus Tucker, United States Marine Corps Veteran	

		On Wed, Mar 27, 2024, 8:17 AM Comment <Comment@foothilltransit.org > wrote: Good Morning Mr. Tucker, You provided two bus numbers below which is the correct one? Patiently, awaiting your response. Cristina Garcia	

		Customer Service & Operations Coordinator From: JT.Entertains <jthemusicman77@gmail.com> Sent: Wednesday, March 27, 2024 9:03 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report March 26, 2024, Keolis Good day,	

		This incident involved bus # 2320. There was a prior incident on July 26, 2023, with the same bus driver on bus #1907. (**See Prior Incident Report # 079895, ADA, Title VI, Discrimination reports, Operator Badge ID #7177, Foothill Transit July, 26, 2023 **)	

		J.Tucker, United States Marine Corps Veteran 2 comments were created 0008-3639 Title VI 0008-3638 ADA.	
3/28/2024	English	Ryan stated the 280 NB (F2730) operator denied him a bus ride because the operator mistook Ryan for another passenger who previously caused an incident on the bus last week. Ryan stated while boarding the bus the operator informed Ryan he was no longer allowed on	Ana Gallegos [04/09/2024 11:07:42] Coach 2730, as provided, was operating as the 280 SB during the time/date provided. The operator driving coach 2730 was also a women not a Hispanic male, as provided. Ana Gallegos [04/09/2024 15:18:32] VDS confirms the coach and operator

		the bus and said "You peed on the bus last week you are not allowed to board." Ryan stated he was shocked, humiliated and confused with the operator's allegations towards him. Ryan stated he believes the operator mistook him for another passenger because he (Ryan) and the other Male are both African American. Ryan would like a phone call back from a supervisor regarding this incident. CSR NOTES*** Time/Location noted is When/Where Ryan stated he was left behind/waiting for the 280 NB. Ryan was able to provide the coach number (F2730) and described the operator as a Hispanic Male. I was able to provide Ryan with the report number.	pertaining to this comment. Paddle#12248 B#172 V#2743 Operator Vargas, Victor. Video requested. Ana Gallegos [04/09/2024 15:20:33] The operator reported the issue to me on 3/29/2024. The operator Victor Vargas stated that there was a man on board of his bus on 3/27/2024 who asked to exit the bus, due to having to urinate, as he was entering Puente Hills Mall. The operator stated he has to wait until he reaches the bus stop to exit. The operator reached the bus stop and everyone exited. As the operator was conducting a walk through of the bus he noticed urine in the back of the bus. The operator stated the smell was bad and had to do a coach exchange which caused a delay. The operator then stated that the next day on 3/28/2024 he saw the same man again and did not feel comfortable having him on board. The operator stated that he did not allow the man to board and resumed service. The operator was explained that he is unable to deny service. The operator was spoken to regarding Courtesy and Pass Ups on 3/29/2024. Ana Gallegos [04/10/2024 08:17:23]

			Called the phone number provided, 626-322-6684, at 1632 on 4/09/2024 but was unable to leave a message due to an error message. Called the customer again at 0815 on 4/10/2024 and was unable to leave a voicemail. Ana Gallegos [04/10/2024 14:55:43] Reviewed the video. Video showed the operator servicing Azusa/Hurley where a man with a bike was shown waiting at the stop. As the man was loading his bike on the bike rack the operator got out of the driver chair and exited. The operator began to speak with the customer and advising him that he will be contacting Dispatch and he would be needing to wait for the next bus. After going back and forth the operator eventually got back onto the bus and resumed service. The man did not board the bus. Ana Gallegos [04/10/2024 14:57:07] Met with the operator again on 4/10/2024. The operator was spoken to regarding Title VI and Customer Service.
4/8/2024	English	From: Carmen Conde <carmenconde1305@gmail.com>	Ana Gallegos [04/15/2024 11:37:12] VDS confirms the coach and operator

		Sent: Saturday, April 6, 2024 3:24 PM To: Comment <Comment@Foothilltransit.org> Subject: Bus Driver report Hi, I'd like to report one of your bus drivers badge #5307 on the 187 route bus #1911 going east to Azusa today 4/6. Today at around 2:45pm on the Colorado/Berkeley stop the driver completely stopped	pertaining to this comment. Paddle# 12726 B# 634 V# 1911 Operator Alcala, Fernando. Video requested. Ana Gallegos [04/17/2024 08:24:03] Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3757. The comment stated on 04/06/2024 while on board of the 187 EB you encountered a negative experience which delayed the service. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Courtesy and Title VI Policies. Again, we apologize for this experience and the inconvenience. We hope something like this does not happen again. Thank you for your ongoing ridership and for bringing this to our

		the bus, refused to continue the route, and even tried calling the cops because he didn't want two passengers on board. The bus was stopped for at least 10-15min and heavily delayed the schedule. It's still unclear why he didn't want the two passengers on board as they were not being disrespectful or disruptive at all. They even placed their belongings in the correct spot and were not blocking the path at all. The driver was being rude, unreasonable, and I believe he might have been discriminating the passengers because of their socioeconomic status and/or race. The driver was the one causing the disturbance and delays, not the passengers. He was wasting time and he	attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Have a good day." Ana Gallegos [04/17/2024 08:29:35] Reviewed the video. Video showed the operator servicing Colorado/Berkeley where several passengers boarded. Video showed there was a male passenger who was blocking the isle as people were trying to board. The operator asked the passenger if he could take a seat. After taking a seat the passengers luggage was in the isle as well. A women passenger eventually was able to grab the luggage and tuck it away from the isle. The operator then noticed that the man had a clear beverage bottle in his hands. The operator then was shown sending a message on AVAIL (most likely RTT). After the operator was shown waiting several moments for a response he then exited the bus and got on his phone. Both the male and female passenger then decided to exit the bus. The operator got back on board and resumed service.

		would have rather called the cops and delayed services even more, than simply keep driving with the two peaceful passengers. As someone that takes Foothill transit everyday I am very disappointed at the treatment these passengers received today and hope the driver doesn't do this again. Thank you, Carmen	Ana Gallegos [04/17/2024 10:35:52] Email was sent on 4/17/2024 at 0824. Ana Gallegos [04/18/2024 15:42:26] Met with the operator on 4/18/2024. The operator recalled the incident. The operator stated that a the two individuals smelled of alcohol and the bottle the man was holding was a small alcohol bottle. The operator stated he did place a message in AVAIL for a Dispatcher to contact him but when he received no response he got out to call them instead. The operator stated once the Road Supervisor arrived he would ask them to speak with the couple regarding the alcohol. The operator stated the couple exited the bus on their own before a supervisor was contacted. The operator was spoken to regarding Title VI.

4/11/2024	English	Customer filled out a complaint form and wrote the following: While waiting for bus at stop ID 2048 on Garvey/Santa Anita. Driver allowed 2 other passengers to board but denied me to board. This is blatant inexcusable case of discrimination. Driver had no possible reasonable excuse to shut door and not allow me on board. I believe this is due to my economic status as homeless. I would like immediate termination of driver otherwise a lawsuit will be filed.	Ana Gallegos [04/19/2024 14:43:48] VDS confirms the coach and operator pertaining to this comment. Paddle#12117 B#141 V# 2415 Operator Betancourt, Teresa. Video requested. Ana Gallegos [04/23/2024 09:02:24] Reviewed the video. Video showed the operator servicing Santa Anita Av/ Garvey Av where two passengers boarded. As one of those passengers was paying the fare, another potential passenger approached the front door. The operator immediately closed the door and resumed service as there was still someone standing at the fare box. The operator was shown leaving a potential passenger behind and conducting a Yellow Line Standee Violation. Ana Gallegos [04/23/2024 09:04:26] Called the customer at 1723 on 4/22/2024. Unable to leave a message due to voicemail not being set up. Called the customer again at 0903 on 4/23/2024 and was still unable to leave a message. Ana Gallegos [04/23/2024 09:13:43]

		Mgr Note** Details were provided by the customer, which include the time the customer stated this incident occurred not the time the bus was scheduled at the stop. Customer has requested follow up via phone call, email and letter to address provided.	Letter mailed (next day delivery) on 4/23/2024. Coupon Number: 130192 and 130191. Letter: "To Raymond Richard Ruiz: I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3803. The comment stated on 04/11/2024, on Santa Anita Av/ Garvey Av, the Operator of the 269 SB denied you entry resulting in you being left behind at the stop. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups, Customer Service, and Title VI Policies. With that being said, I have also attached a few Free Ride Coupons. Again, we apologize for this experience and the inconvenience. 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. Have a good day. - Ana Gallegos Customer Service Manager " Ana Gallegos [04/23/2024 09:23:25] Email response made at 0923 on 4/23/2024. Email: "Good Morning,

			I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3803. The comment stated on 04/11/2024, on Santa Anita Av/ Garvey Av, the Operator of the 269 SB denied you entry resulting in you being left behind at the stop. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups, Customer Service, and Title VI Policies. With that being said, I have also mailed you a formal response along with a few Free Ride Coupons attached. They were mailed out to the address provided. Again, we apologize for this experience and the inconvenience. 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.

			Have a good day." Ana Gallegos [04/23/2024 13:06:43] The operator was spoken to by Tommy Maung, Assistant Operations Manager, on 4/23/2024. The operator was spoken to regarding Title VI, Courtesy, Pass Ups, and Standee Line Violations.
4/12/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Thursday, April 11, 2024 8:12 PM To: Comment <Comment@Foothilltransit.org>	Raquel Martinez [04/15/2024 15:07:58] According to Avail, the Operator was on coach F1902. Video download in process. Rene Martinez-Meija [05/09/2024 16:24:03] 5/09/24 Upon reviewing the video footage, after all the passenger board the bus and sit down, operator ask Mr. Tucker if he paid the fare at witch time Mr. Tucker stared the fare box is out of service. The operator informed him it was working. Mr. Tucker went up front to pay

		Subject: Incident Report, April 11, 2024- Keolis Good day, On April 11, 2024, at approximately 7:40pm, myself and daughter Jessica boarded the 291 Southbound, bus # 1902 at Foothill and Fruit/White.	the fare but he didn't have enough money on his tap card. Operator ask him if he had another card and Mr. Tucker said he had already replaced his card. Mr. Tucker puts some change in the fare box. During the conversation, the operator does chuckle a couple times. Mr. Tucker asked why hi was laughing at him. The operator stated he wasn't laughing at him. Operator did allow another passenger to board the bus with out paying. The was a conversation between the passenger and operator but I can't understand what was said. April Serna [05/10/2024 18:09:43] 5/10/24 - I spoke with the operator and viewed the video with him. I informed him that he should quote the fare and allow the passenger to take a seat. I also discussed with him that he needs to conduct himself in a professional manner at all times. I further explained to him what Title VI discrimination is. Video has been uploaded to the drive.

		Upon boarding, the farebox stated "OUT OF SERVICE" as I went to swipe. The bus driver immediately yelled at us about not paying the fare. I stated to the driver that the farebox stated "OUT OF SERCVICE" and he stated that it was now working after we had already sat down. As I approached to pay, I tapped my TAP cards and the bus driver began to laugh at	I sent the following email to Mr. Tucker: Hello Mr. Tucker, This is April Serna, the Quality Assurance Manager / Customer Service Manager at the Pomona Keolis location that operates Route 291 for Foothill Transit. This is a follow-up to your Customer Feedback Reports # 0008-3822 and 0008-3823. I sincerely apologize for the service provided. I spoke with the operator and reviewed the video with him. The operator should have quoted the fare and allowed you to take a seat. He was also addressed about his inappropriate behavior. To ensure that the operator understood, I explained to the operator what ADA and Title VI Customer Feedback Reports are. I will have this operator work with a training team to better prepare him for this situation in the future. We at Foothill Transit value you as a customer.

		me when one was short the fare. I asked the bus driver what was so funny and he continued to be rude and disrespectful by saying I don't know and laughing... Another passenger wearing a black hoodie boarded later and did not pay the fare. The bus driver did not yell at the other passenger nor laugh at him. The bus driver was also speaking with the same	Thank you for riding with us. April Serna Cristina Garcia [05/15/2024 15:07:55] What was the date and time you e-mailed the customer. April Serna [05/15/2024 17:46:58] Email was sent to Mr. Tucker on 5/10/24 at 16:04

		passenger unnecessarily while dangerously conducting the bus. This is unprofessional discriminatory behavior and treatment. Unsafe driving, a public safety hazard. I request ADA and Title VI report numbers.	

		Operator Badge ID # 7226 J.Tucker, United States Marine Corps Veteran 0008-3822 was created for the Title VI comment.	

		0008-3823 was created for the ADA comment.	
4/16/2024	English	Customer would like to submit a complaint on a male bus driver, Bus 280 N/B Time schedule at 12:54pm from Azusa and Aroma. Customer states the bus driver did not let him board the bus. Customer states as he was getting ready to enter the bus, there was a lady exiting and the customer states when the bus driver took a look at him, according to the customer the bus driver made a disgusting look towards him and told him he could not get on the bus. The customer is upset because he felt like he was being discriminated against him and has to wait for the next bus. Would like a supervisor to look into this matter.	Ana Gallegos [04/24/2024 14:21:42] VDS confirms the coach and operator pertaining to this comment. Paddle#12248 B# 172 V# 2741 Operator Vargas, Victor. Video requested. Ana Gallegos [04/29/2024 08:27:29] Video did not download from Nexview. A second attempt was conducted via hardwire. Video was not captured during the date of incident. Unable to confirm the incident. Ana Gallegos [04/29/2024 09:07:31] Called the customer at 0907 on 4/29/2024. Left a voicemail. Ana Gallegos [04/29/2024 15:29:08] Met with the operator on 4/29/2024. The operator did not recall the incident and denied the accusations. The operator was explained to always board potential passengers who are waiting at the service stops. The operator was

			also spoken to regarding Title Vi, courtesy, and pass ups. Cristina Garcia [05/02/2024 10:14:41] Who did you forward the issue regarding the video. Ana Gallegos [05/03/2024 16:17:05] The issue was forwarded to Maintenance.
4/17/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, April 12, 2024 2:45 PM To: Comment <Comment@Foothilltransit.org> Subject: Incident Aprill 11, 2024- Keolis	Rene Martinez-Meija [05/02/2024 08:14:18] 5/02/24 After request the video again is nothing 0% not started. Going to give to the op manager a copy to see if they can get the video from the coach. also I'm going to send the report about the video to the shop. Jeffrey Moore [05/06/2024 12:54:25] I met with the driver today at 11:45 to review CFR 0008-3863. I have thoroughly investigated the incident, including interviewing the operator and reviewing the video. As you know, Route 291's bus bay is shared by the northbound and southbound routes. Upon reviewing the video, it was evident that the southbound Route 291 was stopped in the bus bay. This led to the

		Good day, On April 11, 2024, at approximately 5:37pm, Bus # 3101 passed us up inside the Pomona Transit Center and did not stop in the correct bay and also did not stop to let us board in another open bay that was directly behind the route 480 bus bay. Route 291 Northbound.	northbound driver stopping and discharging his passenger in the discharge-only bay, which I imagine was inconvenient for you. I saw the Route 291 bus bay passengers come to the bus servicing the discharge-only bay. I informed the driver to be observant of passengers who may still be waiting at the designated bus stop when servicing the discharge-only bay. The driver was very apologetic for the mishap. To ensure that the operator understood the seriousness of these two Customer Feedback Reports, I explained to the operator what ADA and Title VI Discrimination Customer Feedback Reports are. Below is the email that was sent to the customer at 12:50 today. Mr. Tucker, I'm Jeffrey Moore, the AGM at the Pomona

		Myself and daughter Jessica involved. ADA and Title VI report numbers required as well. Discriminatory, Denial of Services and Benefits.	Keolis location that operates Route 291 for Foothill Transit. I am contacting you regarding your Customer Feedback Reports # 0008-3863 and 0008-3862. I have thoroughly investigated the incident, including interviewing the operator and reviewing the video. As you know, the bus bay for Route 291 is shared by the northbound and southbound Route 291, and upon review of the video, it was evident that the southbound Route 291 was stopped in the bus bay. This led to the northbound driver stopping and discharging his passenger in the discharge-only bay, which I imagine was inconvenient for you. I saw the Route 291 bus bay passengers come to the bus servicing the discharge-only bay. I informed the driver to be observant of passengers who may still be waiting at the designated bus stop when servicing the discharge-only bay. The driver was very apologetic for the mishap. To ensure that the operator understood the seriousness of these two Customer Feedback Reports, I explained to the operator what ADA and Title VI Discrimination Customer Feedback Reports are.

		J.Tucker, United States Marine Corps Veteran 2 comments were created 0008-3862 ADA and 0008-3863 Title VI.	Mr. Tucker, your feedback is invaluable to us at Foothill Transit. We truly appreciate your continued patronage and the opportunity to address your concerns. Thank you for riding with us. Jeffrey Moore Cristina Garcia [05/06/2024 15:02:56] It states in the notes the video was viewed but no video was selected and no video is uploaded on the drive. Jeffrey Moore [05/06/2024 20:08:03] The video status was selected, and the video was also uploaded to the drive. Jeffrey Moore [05/07/2024 13:17:14] According to Avail, the bus number was 3101. Cristina Garcia [05/07/2024 14:31:49] The video needs to be labeled as the report number in the drive.

			Jeffrey Moore [05/07/2024 14:37:22] Rene updated the information in the drive at 14:20.
4/18/2024	English	Vince would like to report the female driver of the 488 EB for passing him up at the stop on Grand/Covina. The caller stated that he was waiting at the stop and had a flashlight and was flashing the driver to wave her down to stop. The caller said that the driver then moved over to the next lane and proceeded to pass him up and not service the stop. The caller stated this is probably the 5th time this has happened with our drivers. He stated that he had to pay $20 for transportation and he feels that he is being discriminated against by our drivers. The caller said he would like to be reimbursed for the times he's had to order a ride for being left behind.	Rene Martinez-Meija [05/01/2024 14:50:26] 5/01/24 Sorry I make a mistake because I was looking the time on the report (09:55) but the time is wrong the real time is 21:55 I notes till was reading the report and notes the passenger stated he had a flashing light. I request the wrong video so today I request correct video. 5/01/24 According to Avail, the operator was conducting coach F 2319. Video on process. Rene Martinez-Meija [05/06/2024 08:52:43] 5/06/24 I requested the video twice but is something wrong 0% not started. Jeffrey Moore [05/08/2024 14:18:43]

		CSR NOTES All information was provided by the caller. Time noted is the scheduled pick up time. The caller was provided with the report number	Today at 13:45, Driver Manager Christina Ramirez and I reviewed the CFR and video uploaded directly from the bus with the driver. The video revealed exactly what's stated in the CFR. The driver was given documented coaching for failing to service the bus stop. Today, at 14:10, I called the customer at the number on the CFR. Unfortunately, he did not answer, so I left a message apologizing for the inconvenience. I also left my office number and CRF number for him to follow up if he would like. The video was uploaded to Foothill Transits drive. Cristina Garcia [05/08/2024 15:56:00] Was the driver met with regarding Title VI? Jeffrey Moore [05/08/2024 16:11:23] I'm sorry; yes, we did talk about Title VI and what it is.
4/18/2024	English	The caller is reporting an incident that occurred on 04/17/2024 with another customer. The caller states there was a female customer	Ana Gallegos [04/24/2024 14:37:18] VDS confirms the coach and operator pertaining to this comment. Paddle#12191 B#32 V#2518 Operator Lieu, Danny. Video requested.

		who boarded the bus and paid 1 dollar for their fare. The caller states the customer then walked away from the fare box and while trying to walk away, the operator tried calling the customer back to pay the full fare. The caller states the female customer only spoke Spanish and did not understand what the operator was saying. The caller was trying to translate for the female customer but they know very little Spanish. The caller states the operator continued saying they must pay the full fare and they can't do that. The caller states what the operator did was very unprofessional and states the operator also called the female customer "a B!tch". OP Badge: 4352 CSR NOTE: The customer is unaware what time the incident exactly happened. The customer boarded the bus	Ana Gallegos [04/26/2024 14:25:12] Called the customer at 1424 on 4/26/2024. Left a voicemail. Ana Gallegos [04/26/2024 14:26:58] Video was reviewed. Video showed the operator servicing Francisquito Ave and Hacienda Blvd. A female passenger boarded and paid $1. The operator was showing quoting the $1.75. Due to a language barrier the customer was unable to explain that she will only be paying the $1. The passenger then took a seat. The operator was shown exiting the driver seat and approaching the customer. The operator was shown saying "why are you acting like a kid". The operator eventually took a seat and resumed service. Ana Gallegos [04/30/2024 16:58:57] I met with the operator on 4/30/2024. The operator was shown the video. The operator was re-trained regarding Fares, Customer Service, Professiolism, and De-escalation. The operator was reminded that Foothill Transit does not enforce the fare.

		around 17:30 to 18:00. The caller would like to remain anonymous but would like for a supervisor to get back. The location they boarded was Hacienda Blvd and Francisquito Ave, that is were the incident occurred as well.	Cristina Garcia [05/02/2024 10:17:02] Did you speak to the driver regarding Title VI because of the language barrier. Ana Gallegos [05/02/2024 10:23:19] Yes, the operator was also spoken to regarding Title VI.
4/22/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, April 22, 2024 12:53 PM To: Comment <Comment@Foothilltransit.org> Subject: Incident Report April 22, 2024 - Transdev	Ana Gallegos [04/25/2024 14:12:13] VDS confirms the coach and operator pertaining to this comment. Paddle#12047 B#76 V# 2504 Operator Perez, Mary. Video requested. Ana Gallegos [05/01/2024 11:35:57] Reviewed the video. Video showed the operator approaching West Covina Pky and Fashion Plaza Way where there was no one visibly waiting by the bus stop pole. As the operator got closer to the stop you can see someone coming out from under the bench shelter. The operator was able to slow down and pull over a couple feet past the bus stop pole. As the man boarded the bus the operator asked if he could wave at the operator to show indication that he needs the bus. The man

		Incident on April 22, 2024, at approximately 9:28am, Route 281 southbound at West Covina Pky and Fashion Plaza Way, bus # 2504. Operator Badge ID # (none displayed on digital board or physical placard above the driver). As I was standing at the bus stop the bus driver passed me up slowly and then parked way outside of the bus stop, in the middle of the road, blocking traffic....	passenger was upset with the comment made and began to argue with the operator. The operator explained he does not have to wave but the gesture would help operators. The man then takes a seat and the operator resumed service. At 0934 the customer was shown exiting the bus and asking the operator for their badge number the operator did give them a badge number of 001. Ana Gallegos [05/01/2024 11:41:21] Email response made at 1140 on 5/1/2024. Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3929 and 0008-3928. The comments state that you encountered a negative experience towards one of our 281 SB operators on 04/22/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and

		Dangerous driving, unsafe. The bus driver said that I should wave next time to stop the bus...I said that I was already standing at the bus stop and did not have to wave. The bus driver then said, "I do not have to stop next time.".... The bus driver then continued to be discriminatory and rude, while dangerously moving the bus as I was attempting to sit down.	counseled the Operator. The operator was provided with re-training regarding ADA, Courtesy, and Title VI Policies. Again, we apologize for this experience and the inconvenience. 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 Have a good day." Ana Gallegos [05/02/2024 09:09:44] Continued video notes: Unable to see if the operator have their badge information displayed. Video also did not show the operator driving dangerously. Ana Gallegos [05/02/2024 09:11:48] I met with the operator on 5/2/2024. The operator recalled the incident. The operator stated she actually did not see the man until the last minute and was able to slow down to service the stop. The operator stated he was not at the bus stop pole and wanted to suggest

		I asked the operator for her badge ID# and she gave a false ID of #001 The bus driver said she remembers me from last time… and that I was harassing her which is not true… The bus driver continued to speak negatively about me in front of the other bus passengers… The bus driver previously engaged in discriminatory behavior just as with this incident today.	for him to possibly wave to allow operators enough time to stop. The operator was spoken to regarding Courtesy, Title VI, Badge information, and ADA.

		Previously reported the same driver for discriminatory, rude and unprofessional behavior. The bus driver was also conducting the bus by stopping abruptly and hard braking. On West Covina and Sunset, the bus driver positioned the bus dangerously in the left turn lane, blocking traffic behind the bus and on the side right side of the bus.	

		Bus Operator is a Hispanic lady with dark sunglasses, heavy eye makeup, Middle to older aged, dark hair long. I am requesting the badge ID# of the bus operator involved with this incident, as it was not available on the placard display above the bus driver, or on the digital display on the bus I request ADA and Title VI report numbers as well for continued harassment, retaliation for prior reporting of this bus driver, and discrimination.	

		J.Tucker, United States Marine Corps Veteran 0008-3928 ADA and 0008-3929 was created for Title VI.	
4/23/2024	English	Customer Comment I witnessed this bus driver being completely rude to an elderly man today. The Badge number 3050, bus tag 2521.	Ana Gallegos [04/29/2024 13:52:14] VDS confirms the coach and operator pertaining to this comment. Paddle# 12243 B#176 V#2521 Operator Perez, Martha. Video requested.

		This bus was going towards Azuza the 280 bus line and this was around 1:15-1:30 p.m. on January 16. The driver was being completely rude to the elderly man who could not hear or understand English. The driver began to shout at him and blame him for the bus coming to a stop. He had gotten up before the bus arrived to the bus stop and he was confused as to why the bus was not moving, many people tried to tell him to sit down but didn't understand. The driver continued to yell and shout and say he is in a rush and blaming him. I think this behavior was completely uncalled for when it comes to the man being an elderly and unable to understand English. I hope the driver is at least notified over this situation it was very rude and disrespectful. Thank you, Vanessa Quiroz vane.quiroz10@gmail.com	Ana Gallegos [05/03/2024 08:58:03] Email response made at 0857 on 5/3/2024. Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-3950. The comment was towards a negative experience that occurred on board of the 280 NB on 01/16/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested video and the operator was spoken to regarding the incident. The operator was re-trained regarding Title VI Policies and Customer Service. 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 bringing this to our attention. For future concerns, please contact our 1 (800)

			RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org
		What kind of comment is this? Complaint	
		Date and Time Recorded 01/16/24 1:56 PM	Thank you." Ana Gallegos [05/03/2024 09:50:28]
		Anonymous?	
		Name Vanessa Quiroz	I met with the operator on 5/3/2024. The operator recalled the incident. The operator stated while she was on route she noticed an elderly man get up from the seat and began to stand in the middle of the isle. The operator stated this man looked like he was going to fall and did not have enough strength to hold onto the handle bars. When the operator noticed the man she was able to slowly stop and ask him to take a seat. The operator stated there was a language barrier and the man did not understand her. The operator stated she did raise her voice but only so he could hear her since he was towards the back of the bus. The operator then stated that other passengers then began to help her by telling the man to take a seat. The man eventually did sit down and she
		Street address 1622 E Louisa Ave	
		City and State West Covina, CA	
		ZIP Code 91791	

		Home Telephone # Cell Telephone # (626)362-7839 Work Telephone # Email vane.quiroz10@gmail.com Language Spoken English Other Language Spoken Response? Preferred Form of Response Email	resumed with the service. The operator stated she was not in a rush and simply did not want the man to fall or hurt himself by standing up while the bus was in motion. The operator was spoken to regarding Title Vi and Courtesy. Ana Gallegos [05/06/2024 08:32:45] The video request submitted through Nexview Program did not successfully download. A second attempt was made via hardwire. There is no video for the date/time provided.

		Incident Date 01/16/24 Incident Time 1:15-PM:1:30PM AM or PM PM Scheduled time 1:10 AM or PM 2 PM Route # 280 Direction North Vehicle # 2521 Location West Covina Employee 3050	

		TAP number On Wed, Jan 17, 2024 at 10:24 AM Comment <Comment@foothilltransit.org > wrote: Good Morning, We apologize for what you have encountered, in taking our service. Do you recall the two cross streets where the incident occurred around 1:15 p.m.-1:30 p.m. in West Covina?	

		Patiently, awaiting your response. Cristina Garcia Customer Service & Operations Coordinator From: nessa <vane.quiroz10@gmail.com> Sent: Tuesday, April 23, 2024 2:47 PM To: Comment <Comment@Foothilltransit.org>	

		Subject: Re: 280 Line Sorry just seen the email the two streets were Azuza and Puente in West Covina	
5/1/2024	English	From: Jennifer Arias <arias.jennifer21@gmail.com> Sent: Saturday, April 27, 2024 12:03 PM To: Comment <Comment@Foothilltransit.org> Subject: Bus driver complaints	Ana Gallegos [05/08/2024 13:34:47] The operator is no longer employed with Transdev-Arcadia Yard. Ana Gallegos [05/08/2024 13:37:09] VDS confirms the coach and operator pertaining to this comment. Paddle# 12686 B#607 V#2413 Operator Bankells, Giorgio. Video requested. Ana Gallegos [05/10/2024 10:51:05] Email response made at 1050 on 5/10/2024. Email response: "Good Morning,

		I was riding the bus 178 towards puente hills mall . I boarded the bus on the stop of nogales and fenmead. During this ride the driver kept slamming his breaks and driving very unsafe to the point stuff was falling of other riders hands. And at one point he yelled at one of the riders to stop dropping stuff because he was going to get in trouble. He continued to drive very unsafe . He then made very inappropriate comments to another pair of drivers where he yelled He doesn't speak Chinese . The bus badge number was 5343 On Tue, Apr 30, 2024, 2:12 PM Comment <Comment@foothilltransit.org > wrote: Good Afternoon,	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4057. The comment was towards a negative experience that occurred towards one of our operators of the 178 EB, on 04/27/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested and the operator was spoken to regarding the incident. For employee privacy reason we cannot provide further information regarding the operator but can assure you that we handled the incident accordingly. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org

		We apologize for what you have encountered, in taking our service. What time did you board the 178 at Nogales/Fenmead on April 27th? ?Can you elaborate on the inappropriate comments to another pair of drivers when he yelled He doesn't speak Chinese. Patiently, awaiting your response.	Thank you." Ana Gallegos [05/10/2024 11:19:00] Reviewed the video. Video showed the operator in service as the 178 EB trip. The operator was shown servicing Nogales/Fenmead where several passengers boarded. While in service video showed that a cart fell down (in the disabled section) as the operator was slowing down to service a stop. The owner of the cart grabbed the cart and held onto it. The operator resumed service. At 1150 the operator asked out loud who ever had their music playing they would have to lower it and explained he cannot drive with music on. The operator also continued to say "i don't understand Chinese. no music period." The operator did make unnecessary comments. A stop request was then made for the next stop. The operator serviced the next stop which several passenger exited. The operator then reusmed service.

		Cristina Garcia Customer Service & Operations Coordinator From: Jennifer Arias <arias.jennifer21@gmail.com> Sent: Tuesday, April 30, 2024 7:07 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Bus driver complaints	

		Yes i boarded the bus at around 11:30am. His comments of him not speaking Chinese was uncalled for, he was being rude because the rider was pointing at the next stop. He was targeting the Asian riders specifically.	
5/3/2024	English	Caller called to report bus operator with badge #7496 for route 486 WB on Amar and Creekside at 5:24pm, caller stated bus driver waved saying no and drove by leaving her and her son to wait for the next bus. Caller stated this has been on going issue with the same bus driver not stopping at Amar/Creekside caller knows that this stop was close for construction, however; she knows that the stop is now open and being service by other driver with no problem. Caller also mentioned that she feels it's become as personal	Jeffrey Moore [05/13/2024 14:09:08] According to Avail, the bus was 3130. Today at 11:45, I attempted to download the video from bus 3130 manually. Unfortunately, the event footage could not be downloaded due to a mechanical malfunction. I informed our maintenance team, and WO# 224237 was open. I met with the driver on Friday, May 10, 2024, at 14:15 and reviewed the CFR. The driver stated that she did pass the customer on this date and time outlined in the CFR because she informed the customer in the past that the bus stop was closed due to construction. Upon review of bus stop closures, Aamar and Creekside were closed due to construction from March 19, 2024, to April 19th, 2024. The driver started this new route on Monday, April 22, 2024, and should have known that this bus stop closure was

		an unprofessional for the bus driver not to service stop when she's waiting for the bus. Caller also stated the issue has been going on for over a year and she didn't want to report it, however; with the incident from yesterday she feels it's more than fair for her to report the bus driver for her (driver) actions. Caller would like to speak to a supervisor as soon as possible. CSR NOTES / Incident details provided by caller. Report number was provided to caller. Caller also requested to file Title VI. Customer e-mailed us view below: From: Alane Mey	lifted. I explained to the driver the importance of reading the detour and bus stop closure board before or after signing on to work. I also ensured that the driver understood what Title VI Discrimination CFR was. At 13:05 today, I called the customer to review her CFR. Unfortunately, the customer wasn't available. I left a message with my name and CFR number. I apologized for the inconvenience and thanked her for riding with Foothill Transit. I also informed her that our driver was in error by not servicing the bus stop because she thought it was closed due to the construction.

		<alanemey@gmail.com> Sent: Tuesday, May 7, 2024 2:31 PM To: Title VI <titlevi@foothilltransit.org> Subject: Title IV Complaint May 7, 2024 Hello Foothill Transit, My name is Alane Mey and I am a frequent rider of the Foothill Transit Services.	

		Below I would like to submit a Title VI Complaint Form: The details of the incident can be found here of the inline text and I have also attached two documents: One is the title vi form filled out and The other is the .pdf version of the detailing incidents.	

		May 2, 2024, bus stop located on Creekside Dr & Amar Rd. Route 486 Westbound, scheduled stop at 5:22pm. Bus driver Badge #7496: A Black woman or of African descent, overweight, with shoulder-length curly hair. The bus driver intentionally does not stop for me, alone, as a rider or myself along with	

		my 10-year-old son, Aiden, discriminatorily, due to personal prejudice of me. I wave her down to get her attention, she waves her hand “no” to remind me the third time, she is not going to pick me up at this stop any longer with this incident as proof she followed through on her word. She does not even pretend to miss the stop as sometimes bus drivers can do unintentionally when they are on autopilot. Neither was the bus full, with the marquee reading “discharging only” and rides that arrive on time are unlikely at full capacity; only when a driver calls out or a stop was cancelled, is there a likely chance the next scheduled ride to hold full passengers at full capacity. Though she did reluctantly stop for me for the last two encounters before this incident, she warned me twice,	

		“I am not going to pick you up or stop for you at that stop anymore. Walk down to the stop on Amber Valley.” That bus stop was to be serviced as scheduled, not skipped. We waited for the next bus to arrive at the same stop. As the next bus arrives as scheduled at 5:39pm, the driver stops for us, as he is supposed to do, to allow us to onboard the bus. As I onboard and tap my card on reader, I ask him if there are any alerts for him as a driver that he is supposed to skip this stop due to ongoing construction or the stop being unavailable to riders. There are also no official alerts on foothilltransit.org site that says the stop unavailable. He says, “No,” & shows me the screen that the bus is scheduled to be stopped	

		where we are at on Creekside Dr & Amar Rd going 486W. This further proves that bus driver with badge #7496 has targeted me and has continued to harass & discriminate me by purposefully not stopping for me & my son to allow us to ride the bus. This is not negligence on her part, even as I showed her proof the stop is to resume service, she refuses to pick me up at this stop. She has continued to discriminate me for over a year! Beginning in April 2024, there was construction by SoCal Gas Company going on & off for about a month at this bus stop. They have set up orange cones, and a huge sign on the bus stop pole to let riders know this bus stop will not be	

		in service due to construction. During construction, there were no official alerts on the foothill transit site but the real-time bus schedule on the site did show that the stop was to be “skipped.” We utilized the next bus stop westbound at Amber Valley & Amar Rd on the 486W route in the meantime. Towards the end of April, construction finished, and we tried using the Creekside bus stop again. While some bus drivers did stop for us as orange cones were removed and the construction sign with bus stop service availability was taken down, posing no actual physical safety hazard, upon inquiring with multiple other bus drivers, I was shown the screen the driver uses that the stop was still to be	

		"skipped," meaning, it hasn't been officially cleared for bus drivers to resume service at Creekside Dr. The bus drivers that stopped for us anyway on Creekside were really exercising their empathy. We went back to using the stop down at Amber Valley & Amar Rd on route 486W. When the real-time bus schedule on the site no longer showed that the Creekside stop was to be skipped, we were able to use it as we normally would without any problems with any bus drivers towards the end of April 2024.	

		However, Bus driver with badge #7496, was scheduled to serve route 486W & 486E again. The second incident before May 2, she verbally informed me that she “will not be picking me up at Creekside any more due to safety hazard concerns because of construction.” I reminded her that the construction is completely done, there is no SoCal Gas Company onsite, there is no safety hazard as all orange cones and signs have been removed, the bus is no longer scheduled to “skip” this stop. I asked her to show me her screen where it says she is supposed to skip the	

		Creekside stop. I looked at her screen and it showed that it was scheduled to stop as normally. She lied. I told her, we have been back on normal schedule for over 2 weeks now, and she insisted, “Well, I am not picking you up at that stop anymore,” even after I informed her of all proof the stop is to resume service as regularly scheduled. She has had a personal prejudice against me for over a year. She used this construction that delayed transit services for riders, as an opportunity to abuse her power as a bus driver to single me out and discriminate me. She is the only bus driver that refuses to stop for me & my 10-year-old son at that stop while all the other bus drivers are doing their jobs correctly & ethically by resuming normal scheduled stops, stopping for us. To summarize, she warned me two times on two separate onboarding occasions that she	

		will not be stopping for me or me & my son despite all evidence indicating the stop is to resume regular service with the latest incident, on May 2nd, where she intentionally passed us without stopping for us. All other bus drivers stopped for us as regularly scheduled. She did not even pretend to miss us due to not paying attention, as she was happy to wave “no” to me to show she intentionally missed me on purpose. Usually, it is only me or me & my son at that stop waiting to be picked up with no other riders waiting. She derives a sense of satisfaction & power over me by making my daily life just a little harder by not stopping for me, causing me to wait for the next scheduled bus to arrive @ 5:39pm or walk extra	

		to the stop further down on Amber Valley, discriminatorily. This is worse than Rosa Parks being sent to sit in the back of the bus because she was a Black woman in 1955! This bus driver, who is a Black woman, also a POC, refuses to even stop for me to allow me to ride the bus, violating my rights to ride just as any other person is allowed to ride the bus! I digress on the other many layers she discriminates me even woman to woman! Even before the constructional delay that caused the Creekside bus stop to be out of service, she has always behaved unethically on the job with me, specifically. Whenever I get on the bus, I always show her courtesy by acknowledging her and saying, “Hello.” She not only	

		never says “hello” back, she ignores me, refusing to give eye contact, but not before giving me a rude up & down stare while I am onboarding, then looking away, as I greet her and tap my card on the reader. Every single time for over a year, she behaves this way. She does not hide her prejudice towards me. She wants me to see that she is judging and hating me by openly giving me a rude up & down stare every time I onboard the bus. This is no doubt not only unprofessional, but unethical and I would no way believe bus drivers were trained to behave this way with riders. Still, I show her courtesy, saying “hello,” every time I onboard the bus with her as driver. Again, she continues to rudely look up & down at me with pure hatred, rolls her eyes, does not say “hello” back, & looks the other way with a very displeased look, holding her downturned	

		puckered lips until I finally seat myself and son down. I have never done anything to offend this woman and have always shown her kindness if not common courtesy as baseline treatment as I would to any fellow human being. I empathize and muster up the patience of a saint by assuming she is going through a rough patch in her personal life, and that if I show her kindness, it will signal to her that she is still acknowledged and appreciated in society. That I along with all riders, appreciate her service as a foothill public transit bus driver. She continues to single me out and make it difficult for me to use public transit as any other person has the right to. This is no longer a coincidence as it	

		has been ongoing for over a year, with multiple indicative incidents that violate Title VI. It interferes with my daily schedule to go about my day when it was discriminatory and targeting. It pleases her that she has made it difficult for me every day to go about my daily business by not stopping for me on purpose. She does not hide any of it. She wants me to know she gains the little sense of power she derives by not stopping for me and wants me to know it, banking on the stereotype that I am a meek Asian woman who will not fight back or snitch on her. It is difficult to know for certain what exactly her prejudice against me is: I am a young Asian woman. What is worse is that she is also a POC, being a Black woman, yet chooses to be racist towards me. It could be a deep-seated insecurity she has about her personal appearance being overweight	

		and unattractive, and by me simply existing daily triggers her own insecurities so profoundly, that it causes her to lash out to behave unethically as an employee of Foothill Transit on the clock. It could be the way I carry myself in that I am trying to get further in life; I'm walking with purpose like I have somewhere I need to be on-time and she is "just a bus driver with no big dreams or future goals, a servicer to me," which I have never made her feel, but was triggered by her own insecurities and perception of something that never happen. Her audacity in such blatant displays of unethical acts of racism and personal prejudice as a Foothill Transit bus driver should not continue to be	

		encouraged, yet alone condoned. She serves as a bad example and ruins the good reputation of Foothill Transit Services that is meant to serve a community in need. A year of her ongoing discrimination against me is more than kind on my part that I have had to endure, violating my personal rights and Title VI. She has made me feel unsafe to ride with her even though I need to, feeling like I do not have a choice. All this despite my being the utmost kind to her. Her unjust treatment of me is completely unethical, is and should be grounds for dismissal from her employment when she is pleased to continue to target me for over a year and makes no commitment to keep it hidden, but wanting it to be known to her victim: Me & my 10 year old son. I keep hoping that whatever rough patch she is going through in her personal life & taking it out on	

		me will be over. It does not only persist, but she seems to have escalated her personal attacks on me. This is the last bit of patience I can grace her with. If she continues to not stop for me, she is now intruding into my personal life by trying to sabotage my daily productivity: She is making me late to my destinations on purpose, despite me always choosing the earlier route just in case other non-discriminatory emergencies that can happen causes bus schedules to be delayed as would normally be expected. I am having to wait double the time necessary to get to where I need to go because of her, daily! Me & my 10-year-old son are waiting 30-55 min at a stop (not counting the time we arrive early to a stop), instead of the expected 15-22 minutes at a stop, between buses scheduled on that route.	

		I can only liken her actions to the “crabs in a bucket mentality,” personal prejudice and racism. When she sees me, she feels that I have purpose & intention about my daily life towards a long-term goal, which somehow has triggered her own insecurities. Her attempt to sabotage me by delaying my time to destination & blatant display of hatred towards me, is to make sure, I never “climb out of the bucket.” She wants me to not go further in life because she has given up in her own life in her own ways. Throughout the year, I still always show her appreciation for her service which she does not feel at all and refuses to accept. I always greet her pleasantly and say thank you. She is the ONLY bus driver	

		that has targeted me in this manner. Though there have been other bus drivers that might have been rude or not as kind, with most being very kind, she is the only one that has singled me out and targeted me with an unwarranted vendetta for no faults I've made towards in her actuality, but only perceived by her, by me simply existing on her route as a rider. Please, I urge you, Foothill Transit, to take the right action towards this unethical employee. I have no doubt if it is not me, that she will continue to target other young Asian women the same way if not worse. I do not believe that a simple	

		mediation meeting would set her right as she has persisted for over year and wants me to know she is doing it on purpose as if to reclaim any sense of power she might have over me to “win,” justifying for the qualities she feels she lacks in herself. It is taboo to speak as the victim, but I must voice it and write it: It really does look like an act of malicious envy on her part. I also fear that if she continues to be allowed to service the routes I take, she will further retaliate with dangerous acts that put me & my son’s safety at higher risk if we continue to encounter her as our driver in the future after this reporting. I am ready to escalate this horrendous act of discrimination towards litigation against her as an	

		employee, separately, and Foothill Transit Services if there is failure of resolution to stop her discrimination against me and other future riders that are young Asian women. I have determined now that even though this will be a lengthy process, not taking actions to stand up for my rights is at a greater cost to me when she has interfered with my personal life by sabotaging me; Not to mention, she does not even care that it affects my 10-year-old boy who needs to arrive to school on time! She does not care that her unethical actions affect an innocent school child! I cannot imagine an employee who is meant to serve the community showing such acts of discrimination towards a child as collateral damage in order to really discriminate against his mother! She is also interfering with a minor's life by sabotaging his daily	

		productivity as well. My son needs to arrive home to finish his homework, unwind, and go to bed on time to get enough sleep, which she shows a total disregard for just so she could hurt me. I sincerely have faith that you, Foothill Transit, will take the right actions to set things right. That justice for all will be had. If you do not feel sympathy for me, then please do for my 10-year-old son! I hope to hear from you soon. In the meantime, I will continue to record evidence at the risk of continuing to be skipped at the stop by her or her further escalating verbally,	

		may God forbid, physically, by being aware I am recording her with video. I have also filed a complaint by phone with a customer service representative at Foothill Transit, report reference number: 00084103 on May 3, 2024. I will also file this Title VI complaint to The Federal Transit Administration by mail. Thank you so much for your vital public services to serve the community who need to utilize public transportation as the alternative transportation to get to where we need to go. It is an invaluable service to our city, and we should not have our rights violated and unjust interference in our personal lives by bus drivers like her.	

		Earnestly and Patiently Awaiting, Alane Mey 562-313-0531	
5/7/2024	English	Customer would like to submit a complaint on a bus driver, Bus 292 S/B Time schedule at 17:26 from Holt and Palomares. Customer states he was at the bus stop for the scheduled time of 17:26 and according to the customer the bus driver past him up and did not stop for him. Customer would like a supervisor to look into this matter because he feels the bus driver denied him a bus ride. The header did display 292 Pomona.	Jeffrey Moore [05/20/2024 14:53:53] According to Avail, the bus was 1910. Today at 12:50, I met with the driver to review CRFs 0008-4146, 0008-4145, and the video. Upon review of the video, you can see that the driver changed lanes before the bus stop on Holt and Palomares. As a result, he did not service the bus stop. The driver acknowledged his mistake. He stated that there is usually a person who's experiencing a state of homelessness and never boards his bus. The driver was informed that he needed to approach all bus stops, assuming passengers would be boarding. I also ensured that he fully

		CSR Notes: This report is #0008-4146 for TITLE VI and ADA Report #0008-4145	understood the ADA and Title VI Discrimination CFR and their potential consequences. It is crucial that all our drivers adhere to these regulations, ensuring the safety and service quality we strive for. The operator was issued a documented coaching. At 14:40, I called the customer. Unfortunately, he did not answer. I apologized for the inconvenience caused by the driver's poor judgment, which caused him to be passed up at the bus stop. I left my office contact number and both CFRs and requested that he not hesitate to contact me if he would like to discuss the two CFRs further.
5/7/2024	English	From: Sam L <saml88@hotmail.com> Sent: Tuesday, August 8, 2023 1:03 PM To: Comment <comment@foothilltransit.org>	Ana Gallegos [05/13/2024 16:09:54] VDS confirms the coach and operator pertaining to this comment. Paddle#12010 B# 10 V# 2921 Operator Newell, Jon. Video requested. Ana Gallegos [05/16/2024 11:50:34] The video request submitted through Nexview Program did not successfully download. A second attempt was made via hardwire. There is no video for the date/time

			provided. Ana Gallegos [05/16/2024 11:53:10] Email response made at 1152 on 5/16/2024. Email response: "Good Morning,
		Subject: Fw: The incident happened on Silver Streak - 707 West-Bound Dear Foothill Transit customer services: I have been a long-time rider of the Foothill transit for more than 15 years. In general, my experiences have been good. The majority of the drivers are nice and courteous. Unfortunately, this morning I witnessed something that have never seen before from a driver.	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4143. The comment was towards a negative experience that occurred on board of the Silver Streak WB on 08/08/2023. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested video and the operator was spoken to regarding the incident. The operator was re-trained regarding Title VI Policies and Customer Service. 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

		I was on the West bound bus 707 Silver Streak from West Covina Plaza to DTLA. I got on at the Vincent Ave. and Plaza Drive stop (FT2647) in West Covina. The driver's # is 5055. When the bus was in the downtown area near the Grand Park and City Hall vicinity, an older Asian lady called out " Stop, Stop". When I looked up , the scrolling digital sign inside the bus read " STOP REQUESTSED". At first, I thought maybe the bus driver didn't hear what she said, and the bus still kept moving. After the bus made a right turn at an intersection, the senior Asian lady walked towards the front of the bus and attempted to get the driver's attention. All of the sudden, the driver yelled in a loud voice at her " SIT DOWN, SIT DOWN" while the lady was pleading for him to let her off at the next stop because	inconvenience. Thank you 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 Thank you." Ana Gallegos [05/16/2024 15:39:11] I met with the operator on 5/16/2024. The operator did not recall any details regarding the comment. The operator also denied the accusation. The operator was spoken to regarding Title Vi and Courtesy.

		he missed her stop. To my surprise, the driver kept on yelling " SIT DOWN" over and over again at her; until she finally took a seat frustrated. Needless to say, I was both surprised and shocked. What I witnessed was inexcusable and unacceptable. I could understand that maybe the driver did not hear or notice the STOP button was pushed. He may have gotten distracted or something. However, there is no excuse for him to shout and tell the lady to sit down in such an unprofessional and impolite manner. In no way should passengers and people be treated that way, especially to a senior. With what's been happening around the country on "Asian Hate" incidents in the past few years, I could not help but wonder what could have been in the driver's mind when he believes he could	

		treat a senior and any passengers in such a manner. No matter what happened that caused the missed bus stop, rather than at least say sorry and be polite and tell the lady that he will stop at the next station, he chooses to ignore her and “order” her to SIT DOWN instead. Eventually, the senior Asian lady , whom I recognized her as a regular rider and obviously on her way to work, got off the bus about few blocks away from her usual stop. That was around 6:30 am in the Downtown LA area. I sure hope she arrives to her work safe and sound as she must have to walk a long way back to her office. The driver, badge # 5055, need better and proper training in terms of customer	

		services and how to treat the passengers in a professional and courtesy way. We all should be kind to each others as those signs said in different languages that are posted on the windows of most of the Foothill Transit buses. Thank you. Sam From: Sam L <saml88@hotmail.com> Sent: Tuesday, August 22,	

		2023 8:01 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: 2nd email:- The incident happened on Silver Streak -707 West-Bound Good morning This is a follow-up email since I have not received any response or acknowledgement yet.	

		Hope to hear back from you soon. Regards Sam From: Comment <Comment@Foothilltransit.org> Sent: Tuesday, August 22, 2023 8:13 AM To: Sam L <saml88@hotmail.com> Subject: RE: 2nd email:- The incident happened on Silver Streak -707 West-Bound	

		Good Morning, View e-mail attached, we responded on August 8 asking for the time that you boarded the bus at Vincent/Plaza. Cristina Garcia Customer Service & Operations Coordinator From: Sam L <saml88@hotmail.com>	

		Sent: Tuesday, May 7, 2024 3:31 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: 2nd email:- The incident happened on Silver Streak -707 West-Bound Dear Foothill Transit customer services For some reasons this email slipped through my attention. I wonder what happened.	

		Hope my responses are not too late. The time I boarded this bus line was usually around 5:50 am or 5:52 am at the Vincent and Plaza Dr. stop (FT 2647). That was the schedule back in August 2023. Again the driver's number as it appeared on the digital screen inside the bus was #5055. Sorry for the late reply. But I would still like to get the response and update on the results of your investigation from my comments in this matter. Thank you. Sam	
5/10/2024	English	On Tue, May 7, 2024, 4:50 PM Manolo Borruel <borruelmanolo15@gmail.com > wrote:	Ana Gallegos [05/17/2024 14:51:46] VDS confirms the coach and operator pertaining to this comment. Paddle#12219 B# 103 V# 2722 Operator Preciado, Adrian. Video

		Afternoon..bus route to asuza 188 foothill transit transport failed to stop at my stop 2042 even after I waved and flagged him down he did what was called a rolling stop...look foothill it's Manolo borruel we all know who the f**k it is and all the problems I've had w the drivers due to the gang stalking that's occuring on your busses to where there's two incident reports here in Montclair w you guys as well as supervisor Velasquez on video accepting and admitting to said allegations...there's one lawyer who knows what's taking place for I'm a paying rider and this is a civil rights discrimination allegation cuz you and ur staff of drivers are unaware of the violence it can cause...we know what's going on so act your f***ing age all of you and just drive your route w out all the extras ..you dnt get paid enough for all that..you guys can thank	requested. Ana Gallegos [05/22/2024 07:30:57] Video did not download from the request in Nexview. A second attempt was conducted via hardwire. Unfortunately no video was captured. An email was sent to Maintenance for further investigation. Unable to confirm the event. Ana Gallegos [05/23/2024 14:17:08] Email response made at 1416 on 5/23/2024. Email response: "Good Afternoon, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4188. The comment was towards a negative experience you encountered towards one of our 188 EB operators on 05/07/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the

		Federico valadez and son of skilight express inc...and brothers trucking Inc of Fontana ca...as well as Micheal boschee, Jaime garnes ,Eric Palma of junk removal express and so forth....f**k all the gas light bulls**t.. Manolo palos borruel La Eme On Tue, May 7, 2024, 9:44 PM Manolo Borruel <borruelmanolo15@gmail.com > wrote: I'm on this bus one of ur supervisors is here I called the driver on his s**t now they called the police as soon as I	Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested video and the operator was spoken to regarding the incident. The operator was re-trained regarding Professionalism and Title VI Policies. For employee privacy reasons we cannot provide further information regarding the operator but can assure you that it was taken care of appropriately. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you." Ana Gallegos [05/24/2024 12:32:35] I met with the operator on 5/24/2024. The operator recalled the incident. The operator stated along the route he boarded a passenger.

		get back I will go back to the Montclair police and file another incident report we all know what's going here ...I've emailed the lawyer as well so we're all aware Micheal boschee..piru...Jaime garnes.barstow... Federico valadez.fontana.Andy valadez..fontana.ana Abeyta...crystal Garcia..barstow..Angelica Cruz.barstow..Mike beaza of Compton ...estela gudino borruel of fort Irwin military base are the ones who are doing this your supervisor and driver of 2722 are str8 liars I got them on video.manolo palos borruel la eme From: Manolo Borruel <borruelmanolo15@gmail.com> Sent: Tuesday, May 7, 2024 9:46 PM	The operator did not see the passenger right away (since it was dark) and almost passed up the stop. The operator stated he was able to pull over on time, just ahead of the bus stop, and boarded him. The operator stated everything was fine and he resumed the service. Then while in service the male passenger began to yell and make physical threats towards him. So he decided to pull over and call a road supervisor. The operator was spoken to regarding Title VI and Courtesy.

		To: Comment <Comment@Foothilltransit.org> Subject: Re: In re 188 bus route to asuza @ 4:41 pm as of now...now the transdev transit Eric Palma as well junk removal express LLC.. On Wed, May 8, 2024, 4:33 PM Comment <Comment@foothilltransit.org> wrote: Good Afternoon,	

		We apologize for what you have encountered, in taking our service. What time did the bus driver fail to stop for you while you waited for the bus? You stated you are on this bus, you were able to board after the driver passed you up. Patiently, awaiting your response. Cristina Garcia Customer Service &	

		Operations Coordinator From: Manolo Borruel <borruelmanolo15@gmail.com> Sent: Wednesday, May 8, 2024 4:56 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: In re 188 bus route to asuza @ 4:41 pm as of now...now the transdev transit No the issue that took place last night where your driver	

		called in a threat was made to him and I was arrested.....I've got three incident reports on your foothill transit silver streak 707 that now is called transdev transit....that false charge was a false call that is a criminal ticket now from what happened on that bus ....there was other ppl on the bus ....and I'd like the report from which phn was the call placed from .....there's two lawyers one form a Mr Rodriguez who's in Santa Ana police sub station right now and a Mr.Hernandez who's in usp Hazelton who's lawyer along w Mr Rodriguezs who are aware and will be filing a suit against you.....You should get w a Federico valadez of brothers trucking Inc in Fontana ..look up his usdot # ...also a Eric Palma from la's junk removal express and waste management LLC...they've got other holdings and there the ones telling you drivers to place	

		that call thru the speaker intercom....it goes on in the Metrolink ..the metro busses..foothill transit...Omni bus transit..... Manolo borruel Because the police report doesn't say it was from you guys... Manolo borruel..... On Thu, May 9, 2024, 4:13 PM Comment <Comment@foothilltransit.org> wrote: The incident occurred on the Silver Streak bus F2722 at 9:44 p.m. on May 7th where the driver called the police on you and it was the eastbound Silver Streak?	

		From: Manolo Borruel <borruelmanolo15@gmail.com> Sent: Thursday, May 9, 2024 4:35 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: In re 188 bus route to asuza @ 4:41 pm as of now...now the transdev transit No that's a false Statement it was on the 188 frm asuza to Montclair cuz the clairmont pd	

		where the the arresting officers.... On Thu, May 9, 2024, 4:41 PM Comment <Comment@foothilltransit.org > wrote: At the Azusa Intermodal station is where the incident occurred at 9:44 p.m. 5/7/24 bus 2722? From: Manolo Borruel <borruelmanolo15@gmail.com > Sent: Thursday, May 9, 2024 8:20 PM To: Comment <Comment@Foothilltransit.or	

		g> Subject: Re: In re 188 bus route to asuza @ 4:41 pm as of now...now the transdev transit No it didn't cuz I have the ticket and that's a lie a false statement punishable by California law..it states on foothill bl and Indian hill ..I want audio of the bus drm when they entered the bus bus cuz there is audio and the microphone is always on ...thank you..	
5/28/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, May 24, 2024 1:36 PM	Cristina Garcia [05/28/2024 15:49:27] From: Miguel Rodriguez <mrodriguez@Foothilltransit.org> Sent: Tuesday, May 28, 2024 12:15 PM To: Comment <Comment@Foothilltransit.org>

		To: Comment <Comment@Foothilltransit.org> Subject: Incident Report May 24, 2024 Transdev Good day, On May 24, 2024, at approximately 1:04pm, the operator for bus #2702, route 480 westbound, Badge ID #3158, was very rude and	Subject: RE: Incident Report May 24, 2024 Transdev Coach 2702 at 1:05 pm was traveling E/B on Mission/Hamilton. Operator Carlos Lemus. MR. Ana Gallegos [05/29/2024 10:56:10] VDS confirms the coach and operator pertaining to this comment. Paddle# 12129 B#235 V#2702 Operator Lemus, Carlos. Video requested. Ana Gallegos [05/29/2024 11:26:00] VDS confirms the coach and operator pertaining to this comment. Paddle# 12129 B#235 V#2702 Operator Lemus, Carlos. Video requested. Ana Gallegos [06/06/2024 08:25:29] Reviewed the video. Video showed the operator servicing Hamilton and Mission where a passenger boarded. The passenger tapped

		discrimnatory. Upon boarding the bus, My TAP card displayed that I was short the fare. I then payed a partial fare, told the bus Operator that was all the change that I had....many times.....but he did not respond immediately. Finally, after the fourth or 5th time I stated again " That's all that I have", the bus driver yelled at me "I hear you!" I requested a transfer and the bus Operator said "No" very	their TAP card and was showing placing coins into the fare box. You can slightly hear the passenger saying "that's all i got" but there was no response from the operator. The operator finally responded with "I can hear you". Which the passenger then asked for a transfer. The operator told him "no" several times which the man then walked away and took a seat. The operator then resumed service. Ana Gallegos [06/06/2024 08:30:08] Email response made at 0829 on 6/6/2024. Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4463 and 0008-4461. The comments state that you encountered a negative experience towards one of our 480 EB operators on 05/24/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested

		rudely, twice. The driver neither greeted me upon entry or upon exiting the bus. Extremely poor customer service and discriminatory actions, resulting in public embarrasement, the denial of services and benefits etc.. I request ADA and Title VI report numbers for this incident, for the multiple denial of benefits and services.	video, and counseled the Operator. The operator was provided with re-training regarding ADA, Courtesy, and Title VI Policies. Again, we apologize for this experience and the inconvenience. 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 Have a good day." Ana Gallegos [06/06/2024 12:04:51] I met with the operator on 6/6/2024. The operator was shown the video. The operator was reminded that Foothill Transit does not enforce the fare. The operator was spoken to regarding ADA, Courtesy, and Title VI. Ana Gallegos [06/11/2024 14:26:09] The operator refused to provide the customer with a transfer because the customer did not pay the full fare. The operator should have hit “short fare” on the fare box and had the customer tap again so he can have a

		J.Tucker, United States Marine Corps Veteran On Fri, May 24, 2024, 2:38 PM Comment <Comment@foothilltransit.org > wrote: Where did you board the bus?	transfer but that was not done. The operator was provided retraining regarding Fares on 6/06/2024.

		On Sat, May 25, 2024, 9:09 AM JT.Entertains <jthemusicman77@gmail.com > wrote: Good day, I do not recall the location of boarding ...possibly Hamilton and Mission. The bus # and operator badge ID # are correct.	

		The TAP Card No. used to locate information is: # 01701971151499703088 May 24, 2024 at 1:04pm	

		J.Tucker, United States Marine Corps Veteran On Sat, May 25, 2024, 9:09 AM JT.Entertains <jthemusicman77@gmail.com > wrote: Good day, I do not recall the location of boarding ...possibly Hamilton	

		and Mission. The bus # and operator badge ID # are correct. The TAP Card No. used to locate information is: # 01701971151499703088 May 24, 2024 at 1:04pm	

		J.Tucker, United States Marine Corps Veteran From: JT.Entertains <jthemusicman77@gmail.com> Sent: Saturday, May 25, 2024 9:19 AM To: Comment	

		<Comment@Foothilltransit.org> Subject: Re: Incident Report May 24, 2024 Transdev Possibly it was the eastbound bus. Kindly verify boarding location with TAP card # provided above.	

		J.Tucker, United States Marine Corps Veteran From: JT.Entertains <jthemusicman77@gmail.com> Sent: Saturday, May 25, 2024 9:23 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report May 24, 2024 Transdev	

		Attached below is TAP card information: J.Tucker, United States Marine Corps Veteran 2 comments were created 0008-4461 Title VI and 0008-4463 ADA.	

6/13/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, June 11, 2024 12:09 PM To: Comment <Comment@Foothilltransit.org> Subject: Incident Report 6-11-2024, Transdev Good day,	Rene Martinez-Meija [06/25/2024 13:49:22] According to Avail the operator was conducting coach F3113. Kevin DM informed me that he could not download the video of the bus and that he met with the operator but the operator does not remember that any passenger has been at that stop, he also requested that a work order be maintained to see if something can be done and be able to get the video. Rene Martinez-Meija [06/27/2024 12:56:41] 6/27/24 emailed the customer at 13:54 pm. Dear Jesus, The reason for this email is to inform you that the incident that occurred on June 11-24 has been resolved, and the operator's manager has taken the necessary actions so that this does not happen again. We appreciate the time you

		On June 11, 2024, Bus # 3113 passed an older lady standing at the bus stop and waving her hand at approximately 11:55 PM, route to 291 Northbound at Garey and Mission blvd. I request ADA and Title VI report numbers for discrimination/denial of services and benefits, as I am a witness to this event.	took to contact us, thank you. Rene Martinez-Meija [06/28/2024 14:51:54] 6/2824 Kevin DM met with the operator to inform her of the situation regarding Title VI so that it can be handled courteously with all passengers to avoid this and any type of reports. Rene Martinez-Meija [06/28/2024 15:02:59] Maintenance sent this email: Good afternoon, Yes, The DVR is INOP. We will have the mechanic look at the DVR to determine the problem. I created a work order (226207) for the repair.

		J.Tucker, United States Marine Corps Veteran On Thu, Jun 13, 2024, 3:56 PM Comment <Comment@foothilltransit.org > wrote: Good Afternoon, Did you mean it happened at 11:55 a.m. on June 11?	Thank you, George Perez Cristina Garcia [07/02/2024 10:36:07] The time stamp is displaying as 6/27/24 12:56 p.m. and you stated you e-mailed the customer on 6/27/24 at 1:54 p.m.? Rene Martinez-Meija [07/02/2024 10:51:29] Sorry was at 12:54 pm I check the time.

		From: JT.Entertains <jthemusicman77@gmail.com> Sent: Thursday, June 13, 2024 4:13 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report 6-11-2024, Transdev 11:55am is the correct time. J.Tucker, United States Marine Corps Veteran	

		2 comments were created: 0008-4676 Title VI and 0008-4677 ADA.	
6/15/2024	English	Ebony stated she was discriminated against while riding the 190 EB. Ebony stated while boarding the bus she informed the operator her phone had just died and her TAP Card was loaded on the TAP App. She proceeded to take her seat when the operator replied "You don't have money?" Ebony replied "I told you my phone died." Ebony then stated while other passengers were boarding the operator informed them if they were paying cash they would board for free because the machine was not working. Ebony stated she is Hispanic but looks African American	Ana Gallegos [06/21/2024 16:36:53] VDS confirms the coach and operator pertaining to this comment. Paddle# 12626 B#612 V# 2735 Operator Moedano, Alfredo. Video requested. Ana Gallegos [06/25/2024 11:43:14] Reviewed the video. Video showed the operator servicing Peck/Ramona. A women boarded and tells the operator that her phone died, but did mention the fare. The women then took a seat in the Disabled Section. The operator asked if she had the fare. The women then says again that her phone died due to waiting on the bus. The operator and the women then began going back and forth. The operator then resumed the service.

		and feels the operator discriminated against her. Ebony stated she is also going to write a letter to Administration Office and would like a call back from a supervisor as soon as possible. CSR NOTES*** Time/Location noted is when/where 190 EB was scheduled to arrive. Ebony was able to provide the coach number (F2735) and Badge Number (5038) and described the operator as Male. I was able to provide Ebony with the report number.	Ana Gallegos [06/26/2024 09:44:13] I met with the operator on 6/26/2024. Video was shown to the operator. The operator stated he did not understand when the passenger was saying that he phone died which is why he questioned that comment. The operator stated he was not trying to enforce the fare and understands the policy. The operator was spoken to regarding Courtesy and Title VI. Ana Gallegos [06/27/2024 08:53:29] Spoke with the customer at 0853 on 6/27/2024. Assured the customer that the operator was spoken to. The customer appreciated the call back.
6/17/2024	English	Anonymous caller would like to submit a general complaint regarding the bus line 270. Caller stated that this bus line is constantly either late or missed service. Caller claimed that since this bus line does not have high ridership he feels that Foothill Transit cancels this bus lines trips and he feels that the passengers	Ana Gallegos [06/21/2024 16:39:57] The comment was forwarded to Operations Department. Ana Gallegos [06/25/2024 16:27:22] Video was not requested due to the comment being an overall service comment. Ana Gallegos [06/26/2024 16:58:11]

		for this bus line are being discriminated. Caller stated that at issue is in both directions and times vary. He stated that there has been times passengers have had to wait over two hours for a bus. He would like a supervisor to look into the matter. CSR Notes: Incident Date and Time noted is time the call was received. Direction and Location fields were left blank due to this being a general complaint on bus line 270.	Operation Department Response: "The On Time Performance for the 270 route has overall improved. For example the week of 06/09/2024 through 06/15/2024 the route was operating at 76.8% On Time Departure Performance. Compared to the following week (6/16/2024 - 6/22/2024) it has now increase and running at 84.8% OTP. The team members here at the Arcadia Yard are working very hard every day, to ensure we recruit and train more and more divers. With that being said, we are also equally trying our best to cover all routes with the current staffing levels that we have on hand"
6/17/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, June 14, 2024 2:25 PM	Rene Martinez-Meija [06/17/2024 14:00:14] According to Avail operator was conducting coach F3101. Video in process. Rene Martinez-Meija [06/27/2024 14:51:12]

		To: Comment <Comment@Foothilltransit.org> Subject: Incident Report June 11, 2024- Keolis Good day, On June 11, 2024, at approximately 1:30pm-145pm, Route 492 westbound at Central and Target Ln. did not service the stop and passed up the stop while honking.	Upon reviewing the video footage. Playing the video, you can see the operator passing through the stop without stopping and leaving the passengers behind. Rene Martinez-Meija [06/27/2024 14:55:16] 6/27/24 Good Afternoon, It was confirmed that Lisa Narvaez did not service the bus stop on Central and Target Ln. Operator was coached on the incident that took place and stated that the passenger has shown aggression towards her previously before this incident. I explained to the operator the Title VI and ADA guidelines and scheduled the operator for customer service retraining on Monday at 5:00 A.M. Rene Martinez-Meija [06/27/2024 15:03:13] 6/27/24 emailed the customer at 15:01 pm.

		No bus number available. I request ADA and Title VI report numbers for discrimination and denial of benefits and services. J.Tucker, United States Marine Corps Veteran	Dear Jesus, I am sending you this email to notify you that we have resolved the incident you had on June 11-24. The operator's manager has taken the required actions so that this does not happen again, hoping that you do not have to go through this type of incident again, we appreciate the time you have taken to contact us, thank you. Cristina Garcia [06/27/2024 15:33:42] The location was Moreno st/Target Lane what was viewed for this location and who met with the operator what date? Rene Martinez-Meija [06/27/2024 16:20:22] Darien DM met with the operator on 6/27/26 and at the location only looked when the operator passed by using her horn but continued with her trip without stopping. Cristina Garcia [06/27/2024 16:57:00] Can you correct the date you stated 6/27/26.

		On Mon, Jun 17, 2024, 10:05 AM Comment <Comment@foothilltransit.org > wrote: Good Morning Mr. Tucker, For the location below the cross streets for the 492 WB are Richton st/Central ave or Moreno St/ Target Ln. Which would be the location of the cross streets I listed? Central and Target Ln don't cross. Patiently, awaiting your response.	Rene Martinez-Meija [06/28/2024 08:09:34] Darien DM met with the operator on 6/27/24 and at the location only looked when the operator passed by using her horn but continued with her trip without stopping.

		From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, June 17, 2024 10:54 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report June 11, 2024- Keolis Good day, This occured on Moreno St./ Target Ln. J.Tucker,	

		United States Marine Corps Veteran 2 comments were created 0008-4713 Title VI and 0008-4714 ADA.	
6/17/2024	English	From: Yujiro Corleone Eto <realestatecapitaloftheworld@gmail.com> Sent: Sunday, June 16, 2024 12:01 AM To: Comment <Comment@Foothilltransit.org> Subject: About a bus driver of 282 at El Monte around 8:40pm on June 15th	Rene Martinez-Meija [06/17/2024 13:58:40] According to Avail operator was conducting coach F3124. Video in process. Rene Martinez-Meija [06/26/2024 12:42:50] 6/26/24 Could not get the bus video, Darien DM sent me this response: Good Morning,

		Hello! I used a bus 282 around 8:40pm from El Monte Station. I sat near rear exit area with suitcase next to the seat. Black person woman driver came to me on the way and let me go forcibly! I don't think I troubled others because there were enough space to pass by.	I attempted to pull video from coach 3124, but all cameras are inoperable on the bus. Maintenance was notified of the issue and the bus cameras will be repaired. Operator was coached on the issue. She stated that she didn't speak rudely to the passenger. She simply quoted the fare and asked the passenger to have a seat due to the amount of time it took for the passenger to pay the fare. Passenger was not kicked off the bus and transported safely to their intended destination. Rene Martinez-Meija [06/26/2024 12:54:35] 6/26/24 emailed the customer at 12:56 pm. Dear Yujiro, The reason for this email is to inform you that we have resolved the incident that happened on Jun-15-24, the operator's manager took the necessary actions to discipline the operator, and that this does not happen again, we regret what happened We hope that you do not have to go through another incident in the future. We

		I felt Discrimination against me.(Asian or Traveler.) We pay for ride and the driver and passenger are just equal. I didn't sit around front seat because sometimes wheelchair person or older people or someone with cart come. Please please don't take care of passengers like that as Trash.	also appreciate the time you took to contact us, thank you. Cristina Garcia [06/26/2024 14:04:18] The driver needs to be met with regarding Title VI the comment was about Title VI. Which is the correct time you e-mailed the customer. The time stamp is 12:54 p.m. and you are stating that you e-mailed the customer at 12:56 p.m.? Video status needs to be selected. Rene Martinez-Meija [06/26/2024 15:31:45] I sent the email at 12:52 PM. Rene Martinez-Meija [06/27/2024 13:02:47] 6/26/24 Darien met with the operator and reminded him about Title VI and also reminded him how to behave with passengers. Cristina Garcia [06/27/2024 13:32:43] Video status needs to be selected.

		Thank you. Yujiro Eto	
6/18/2024	English	Marvin would like to file a report on the driver of the 187 EB | F2730 | Badge 4043 for his rude and disrespectful behavior towards the caller. Caller is disabled and is currently waiting for his TAP card to arrive by mail, when getting on board the bus he tapped his temporary disabled card and paid the .75 fair. This was when the bus driver made a comment to the caller and said that next time he better have the full $1.75, the caller was taken back because he had been riding with FHT for over a month and has had no issues and actually has a good	Ana Gallegos [06/21/2024 16:39:04] VDS confirms the coach and operator pertaining to this comment. Paddle#12623 B#608 V#2730 Operator Masri, Eric. Video requested. Ana Gallegos [06/27/2024 10:31:28] Called the customer at 1031 on 6/27/2024. Left a voicemail. Ana Gallegos [06/27/2024 16:44:17] Due to the operators schedule they are flagged to see management on 7/1/2024. Ana Gallegos [06/28/2024 12:34:48]

		experience using our services and speaks well about the company. The caller stated that the two people that boarded the bus before him only paid $1.00 but the driver did not make any comments to them but decided to say something to the caller about paying the full price, the caller strongly feels that the incident was racially motivated because he is both African American and Mexican. The caller stated that he is 51 years old and is a very peaceful and mindful person, he noted that he makes the trip from the Valley to Pasadena for volunteer work so this experience did bother him and felt that someone should speak with the driver regarding his behavior and he would like to speak with a supervisor as well.	Video was reviewed. Video showed the operator in service as the 187 EB operator. As the operator is servicing Colorado/Lake a passenger was attempting to pay the fare. The operator quoted the $1.75 fare. The customer explained that he has been utilizing the bus for a month. The operator explained once he gets his card (disabled tap card) it will be .75 cents. The passenger did take a seat which the operator later responded with his badge number information. Cristina Garcia [07/02/2024 10:37:49] The comment will remain open until the driver is met with. Ana Gallegos [07/10/2024 15:45:50] I met with the operator on 7/10/2024. The operator was shown the video. The operator stated he was not trying to be rude and only quoting what the fare box was showing. The operator was spoken to regarding ADA, Title VI, and Fares.

		CSR NOTES Time noted is the scheduled pick up time. All information was provided by the caller. 2 comments were created 0008-4710 ADA and 0008-4722 Title VI.	
6/19/2024	Spanish	Oscar would like to submit a complaint on the male Hispanic bus operator for bus line 492 E/B with Bus/Coach F3128. He stated that he was onboard the bus and requested his stop at Arrow Highway/Azusa Avenue E (Bus Stop #626) and claimed the bus operator stopped allowed passengers to board but did not open the rear door to allow him to disembark the bus. Oscar stated that he told the bus operator to open the doors in both English and	Rene Martinez-Meija [06/24/2024 16:22:40] According to Avail operator was conducting coach F3128. Video in process. Rene Martinez-Meija [06/26/2024 11:41:36] Upon reviewing the video footage. Playing the video, you can see the operator arriving at the stop, the passenger requests the stop to get off the bus, it seems that the operator was distracted because one of the passengers asks for a free ride, you hear the passenger asking for the door to be opened, It is difficult to

		Spanish and claimed the bus operator looked at him through his rearview mirror and acknowledged him but ignored him and continued talking to passengers. Oscar stated that passengers then told the bus operator that he was trying to disembark the bus to open the door. Oscar stated that he did not know if the bus operator did this because he was racist but he would like a supervisor to look into the matter. CSR Notes: Oscar provided the incident Date, Time, Location, Bus Operator Description and Bus/Coach Number noted. According to the myStop system Bus/Coach F3128 was in route for bus line 492 E/B. Oscar	confirm that the operator is looking at him in the mirror, the passenger asks to stop again and it is when the operator looks at the passenger that he wants to leave. Rene Martinez-Meija [06/26/2024 12:28:07] 6/26/24 Left a message at 12:25 pm. Rene Martinez-Meija [06/27/2024 13:09:15] 6/27/24 Christina DM met with the operator and reminded him not to have distractions as this brings problems such as the passenger who submitted the report especially for the Title VI category. Cristina Garcia [06/27/2024 13:35:23] Was the driver explained why the comment was filed as Title VI since the customer stated the driver was racist ? Cristina Garcia [06/27/2024 13:36:11] Video status needs to be selected. Cristina Garcia [06/27/2024 14:07:30] Was the driver explained why the comment

		was offered and provided with the report number.	was filed as Title VI since the customer stated the driver was racist ? Rene Martinez-Meija [06/27/2024 14:12:35] Christina says she talked to him about Title VI and because of the distraction the passenger is reporting this as racist. Cristina Garcia [06/27/2024 14:22:13] You stated you viewed the video and you selected no video. Rene Martinez-Meija [06/27/2024 14:34:30] I'm sorry Cristina, in one of your comments you told me that I had to select the status of the video. And well I got confused again and that's why I did it. Cristina Garcia [06/27/2024 14:38:11] Can you select the correct video status. Rene Martinez-Meija [06/27/2024 14:43:39] Done .

6/26/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Sunday, June 23, 2024 2:13 PM To: Doran Barnes <DBarnes@Foothilltransit.org> ; Comment <Comment@Foothilltransit.org> Subject: Incident Report June 23, 2024- Transdev Good day,	Ana Gallegos [06/27/2024 16:19:05] VDS confirms the coach and operator pertaining to this comment. Paddle#12862 B# 821 V#2515 Operator Mestre, Rudy. Video requested. Ana Gallegos [07/09/2024 14:18:02] Email response made at 1417 on 7/9/2024. Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4808 and 0008-4807. The comments state that you witnessed a negative encounter on board of the 480 WB on 06/23/2024, at the Pomona Transit Center. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding ADA, Courtesy, and Title VI Policies.

			Again, we apologize for this experience and the inconvenience. 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
		On June 23, 2024, at approximately 1:37pm, route 480 westbound at the Pomona Transit Center, a male passenger requested to stop inside of the Transit Center and the bus driver did not acknowledge or in any way respond. Another female passenger then told the bus Operator again that a stop was needed.....again no response from the bus Operator.	Have a good day." Ana Gallegos [07/09/2024 16:15:06] I met with the operator on 7/1/2024. The operator recalled the incident and denied the accusation. The operator stated he did service the Pomona station, but as he was leaving the bus bay a male passenger wanted to exit. The operator stated he was slowly approaching a safe location to allow him to exit, a couple bus bays away, but there was a women who began to yell. The operator had full intentions in stopping and did not understand why the women was screaming so loudly in the bus. The operator stated he did not leave the station yet and was able to allow the man to exit. The operator admitted to making unnecessary comments but stated it was out of frustration from the women's yells. The operator was

		Finally, after several requests from both the male and female passenges for the bus Operator to stop, the Bus operator began screaming at the lady, emberrasing and belittling her in public. The Operator was was also yelling to the female passenger, saying in a threatening manner to "get off my bus if you're going to have an attitude", and other unprofessional words. Continued unprofessional and discriminatory treatment by bus Operators.	spoken to regarding Courtesy, ADA, and Title Vi. Ana Gallegos [07/09/2024 16:30:30] Video will be pulled via hardwire on 7/9/2024. Ana Gallegos [07/10/2024 07:00:59] Video was reviewed. Video showed the operator servicing the 480 bus bay at the Pomona Station where passengers boarded. Once all passengers boarded he resumed with the service. While still in the station, someone asked to exit. The male passenger must have not noticed he needed to exit at the station until after servicing the stop. A women passenger begin to shout out that the passenger needed to exit. There was no verbal response from the operator until he began to pull over at a safe location, within the Pomona station. The operator then began to raise his voice at the women. The operator opened the back door which the passenger was able to exit at. The operator was shown making unnecessary comments.

		This Bus Operator was also previously reported on September 4, 2023 for unprofessional/unsafe driving, and similiar unsafe behavior. **(See Report# 080636) Habitual pass ups/denial of services. Numerous reports of habitually discriminatory drivers conducting the buses.	

		Continued Substandard Service/ Suboptimal performance by Transdev Management Shawn Chavira / Brent Johnson. Numerous reports of habitually discriminatory/ unprofessional drivers conducting the buses. I request ADA and Title VI report numbers as well, for witnessing this discrimination.	

		Operator badge ID #5261 Bus #2515 J.Tucker, United States Marine Corps	

		Veteran 2 comments were created: 0008-4808 for Title VI and 0008-4807 ADA.	
6/26/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Friday, June 21, 2024 5:27 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident June 21, 2024- Keolis	Rene Martinez-Meija [06/27/2024 10:58:53] According to Avail operator was conducting coach F2223. Video in process. Rene Martinez-Meija [07/02/2024 13:21:43] Upon reviewing the video footage. Playing the video, you can see the operator arriving at the stop but without stopping, you can also see that he is leaving two passengers behind. Rene Martinez-Meija [07/03/2024 10:23:13] 7/03/24 emailed customer 10:21 am.

		Good day, On June 21, 2024, at approximately 1:55pm, route 286 northbound at Garey and Mission, bus#2223 passed me and another elderly asian man, while waiting at the bus stop. Operator Badge ID #2614	Dear Jesus, The reason of this email is to inform we have resolved the incident you had on Jun 21st-24. The Operator was given a disciplinary action for this service. He should always service each stop accordingly in the correct location. He needs to pick up all customer who are at the stop on time and visible, no one gets left behind. I told the driver that this customer comment was classified as a Title VI Customer Comment because of his unwillingness to service the stop accordingly and leaving the customer behind. I explained that Title VI defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability. The Title VI also makes it unlawful to discriminate against a person based on that person's association with a person with a disability.

		Habitual pass ups/denial of services. Numerous reports of habitually discriminatory drivers conducting the buses. Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore / Doug Brockwell.	Rene Martinez-Meija [07/03/2024 12:40:36] Christina DM met with the operator to explain about Title VI. I explained to the driver that this was a Title VI customer comment because the customer felt he discriminated against him because his disability. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [07/03/2024 14:13:37] What date did the driver manager meet with the driver?

		Numerous reports of habitually discriminatory drivers conducting the buses. I feel that there is an active retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. I request ADA and Title VI report numbers as well, for the denial of services and benefits.	Rene Martinez-Meija [07/03/2024 14:49:24] Today. Rene Martinez-Meija [07/15/2024 11:08:59] 7/15/24 I resent the email to the customer to corrected for the first email. Dear Jesus, The reason of this email is to inform we have resolved the incident you had on Jun 21st-24. The Operator was given a disciplinary action for this service. He should always service each stop accordingly in the correct location. He needs to pick up all customer who are at the stop on time and visible, no one gets left behind. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on

		J.Tucker, United States Marine Corps Veteran 2 comments were created: 0008-4806 for Title VI and 0008-4803 ADA.	race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [07/15/2024 11:12:18] 7/15/24 Emailed the customer at 11:07 am.
6/29/2024	English	Danny would like to file a complaint on the driver of the 185 SB | F2759 for passing him up at stop ID 1696 on Hacienda/Valley. The caller describes the driver as an	Ana Gallegos [07/02/2024 12:46:17] VDS confirms the coach and operator pertaining to this comment. Paddle#12635 B#637 V#2759 Operator Sweatt, Jackie. Video requested.

		African American man who he has had issues with in the past. The caller stated that the driver was too far away from the curb and was telling him he had to pull up closer to the curb, but instead had driven off without the caller. The caller stated that this is the reason why he does what he does when he places himself in front of the buses requesting for a road supervisor, he states he has made numerous complaints and no changes have happened. Caller stated that he is considering taking FHT to court for discrimination. The caller would like a supervisor to call him back regarding being passed up. *CSR NOTES* Time noted is the scheduled pick up time.	Ana Gallegos [07/02/2024 13:31:53] The operator was spoken to by Florencio Borja, training supervisor, on 7/2/2024. The operator was shown the video. The operator expressed his concerns towards the male passenger and stated the man causes too many issues with drivers. The operator also stated he was going to merge forward but heard the passenger say "I'm just going to sit on the rack then" and the operator did not want the passenger to delay the service. The operator was spoken to regarding Title Vi, ADA, and Pass Ups. Ana Gallegos [07/08/2024 11:03:31] Reviewed the video. Video showed the operator in service as the 185 SB trip. The video confirmed the operator did not board a passenger, who had a walker, on Hacienda/Valley. The operator did not lower the ramp as requested and left the passenger behind. The customer requested for the operator to move forward but the operator left the stop instead. Ana Gallegos [07/08/2024 11:19:46]

		Coach F2759 was located via avail at the time of the call.	Spoke with the customer at 1103 on 7/8/2024. Assured the customer that the operator was spoken to. The customer appreciated the call back.
7/2/2024	English	Customer would like to leave a complaint about being passed up at the bus stop. He states that he and an African American male were standing at the bus stop waiting for the bus scheduled to leave at 11A. Two (2) buses pulled into the Pomona Transit Center around 11A and both were Out of Service. They both passed him and the other passenger at the stop, as the buses passed him, he watched as the bus turned the loop and when a bus approached the exit of PTC, customer saw that the Out of Service sign had been changed to 482. He was very upset that he and the other passenger were left at the stop. He is questioning if the reason that the driver left them at the stop was because	Rene Martinez-Meija [07/03/2024 08:18:39] According to Avail operator was conducting coach F2124. Video in process. Rene Martinez-Meija [07/08/2024 11:00:35] Upon reviewing the video footage. Playing the video, you can see the operator (and the instructor) arriving at PTC, you can't see any passengers trying to board the bus, oh, close to the bus, while at the stop, the instructor realizes that the headway is wrong and fixes it before continuing. with the trip. Rene Martinez-Meija [07/08/2024 11:10:44] 7/08/24 I spoke with the customer at 11:05 am. Rene Martinez-Meija [07/08/2024 12:37:46] 7/08/24 Christina DM met with the operator

		the other passenger was an African American male.	to explain about ADA. I explained that ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability. The ADA also makes it unlawful to discriminate against a person based on that person's association with a person with a disability. Cristina Garcia [07/15/2024 11:12:55] This comment was sent as Title VI. The driver needs to be met with regarding Title VI not ADA. Rene Martinez-Meija [07/15/2024 11:26:34] 7/15/24 Christina DM met with the operator to explain about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the

			following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
7/10/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Thursday, July 4, 2024 10:38 AM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report July 4, 2024- Keolis	Rene Martinez-Meija [07/15/2024 13:52:28] According to Avail operator was conducting coach F2317. Rene Martinez-Meija [07/15/2024 13:55:23] When the video is played, the operator can be seen arriving at the stop but does not stop, leaving the passenger behind. Rene Martinez-Meija [07/15/2024 14:18:09] 7/15/24 emailed the customer at 14:16 pm. Dear Jesus, The reason of this email is to inform we have resolved the incident you had on Jun 21st-24.

		Good day, On July 4, 2024, bus # 2317, route 289 westbound, Walnut /Puente Hills Mall passed me up while inside the Mt Sac. Transit Center at approximately 10:25am. The driver did not stop at both ports.	The Operator was given a disciplinary action for this service. He should always service each stop accordingly in the correct location. He needs to pick up all customer who are at the stop on time and visible, no one gets left behind. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [07/15/2024 14:28:17] 7/15/24 emailed the customer at 14:24 pm disregards my first email. Dear Jesus, The reason of this email is to inform we have

		I was ignored when waving down to stop.	resolved the incident you had on July 04-24. The Operator was given a disciplinary action for this service. He should always service each stop accordingly in the correct location. He needs to pick up all customer who are at the stop on time and visible, no one gets left behind.
		Numerous reports of habitually discriminatory drivers conducting the buses.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
		Continued Substandard Service/ Suboptimal performance by Keolis Management JeffereyMoore / Doug Brockwell.	Rene Martinez-Meija [07/16/2024 11:15:59] 7/16/24 Raul DM met with the operator to explain about Title VI.
		Numerous reports of	To ensure that the operator understood what a Title VI customer comment was, I explained the

		habitually discriminatory drivers conducting the buses. I feel that there is an active retaliation occurring, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. I request ADA and Title VI report numbers for discrimination, denial of services and benefits.	following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		J.Tucker, United States Marine Corps Veteran 2 comments were created: 0008-4964 Title VI and 0008-4965 ADA.	
7/10/2024	English	From: JT.Entertains <jthemusicman77@gmail.com	Ana Gallegos [07/16/2024 13:57:18]

		> Sent: Wednesday, July 3, 2024 6:38 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report July 3, 2024- Transdev Good day,	VDS confirms the coach and operator pertaining to this comment. Paddle#12173 B# 225 V# 2730 Operator Chen, Xiang. Video requested. Ana Gallegos [07/17/2024 10:55:42] Due to the operators schedule we are unable to meet with them by the resolution date. The operator is flagged to see management on 7/23/2024. Ana Gallegos [07/17/2024 10:59:33] Email response made at 1059 on 7/17/2024. Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4963 and 0008-4962. The comments state that you had a negative encounter towards an operator of the 480 EB on 07/03/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your

		On July 3, 2024 at approximately 6:25pm, bus #2730, route 480 eastbound. The bus operator ignored me and closed the door in my face while I was asking a question, then drove away without being able to board the bus. This occurred on Valley Blvd and Human Way. Numerous reports of habitually discriminatory	negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding ADA, Courtesy, and Title VI Policies. Again, we apologize for this experience and the inconvenience. 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 Have a good day." Ana Gallegos [07/18/2024 14:01:54] Reviewed the video. Video showed the operator servicing Valley Blvd and Human Way. There was someone waiting at the stop who did not board and asked the operator if he was \continuing towards Holt street. The operator nodded his head in the "No" motion, indicating he was not continuing onto Holt. The customer then pointed to a different direction and asked "its that one? goes to hold?". The operator then nodded in the "Yes" motion as he began to close the door. The caller then stepped back

		drivers conducting the buses. Continued Substandard Service/ Suboptimal performance by Transdev Management Shawn Chavira/ Brent Johnson. I feel that there is an active retaliation occurring, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices.	and the operator resumed with the service. Cristina Garcia [07/24/2024 08:42:48] Comment will remain open until the driver is met with. Ana Gallegos [07/25/2024 11:44:50] I met with the operator on 7/25/2024. The operator was shown the video. The operator realized it was rude to close the door so quickly and apologized. The operator was spoken to regarding Customer Service, ADA and Title VI.

		I request ADA and Title VI report numbers for discrimination, denial of services and benefits. J.Tucker, United States Marine Corps Veteran 2 comments were created:	

		Title VI 0008-4962 and ADA 0008-4963	
7/11/2024	English	Caller would like to leave a complaint on the driver of the 480 that was leaving the Mt Sac Transit Center at 12:06 PM. Caller stated that the driver was extremely rude, and racist's towards the passengers. Stating "you people are always asking for free rides". Caller stated that she doesn't know if that driver made that comment because she was African American or because she is homeless, but that is wasn't acceptable for any reason, and would like for a supervisor to look into this matter.	Ana Gallegos [07/16/2024 14:49:05] Coach 2717, as provided, was not in service and deadheading to Montclair station during the time/date provided. VDS confirms the coach and operator pertaining to this comment. Paddle# 12090 B# 72 V# 2717 Operator Oterro Cossio, Victor. Video requested. Ana Gallegos [07/18/2024 16:43:36] The correct coach is 2739. Ana Gallegos [07/23/2024 16:19:00] The operator is flagged to see customer service on 7/24/2024. Video did not download from Nexview. A Road Supervisor will be attempt to get video via hardwire. * Cristina Garcia [07/24/2024 08:45:37] Comment will remain open until the video is viewed and the driver to be met with. Ana Gallegos [07/24/2024 10:22:47]

			Video was retrieved via hard wire. Video showed the operator servicing Mt Sac Transit Center. A passenger boarded and advised the operator that her TAP card was not working and if that was okay. The operator sounded unsure on how to respond back. The passenger then walked past the operator. The operator then says out loud tells the women why didn't she explain from the beginning that she was not going to pay. The passenger and the operator then went back and forth regarding the issue. The operator was not shown saying "you people are always asking for free rides". The operator was shown moving the bus while the passenger was standing at the Fare Box which is a Standee Line Violation. Ana Gallegos [07/24/2024 14:34:47] I met with the operator on 7/24/2024. The operator was shown the video. The operator was spoken to regarding Safety, Courtesy, Fares, and Title VI.
7/12/2024	English	From: JT.Entertains <jthemusicman77@gmail.com>	Rene Martinez-Meija [07/12/2024 14:04:38] According to Avail operator was conducting coach F2320.

		Sent: Wednesday, July 10, 2024 12:21 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report July, 10, 2024- Keolis Good day, On July 10, 2024, at	Video in process. Rene Martinez-Meija [07/16/2024 10:56:41] Upon reviewing the video footage. While playing the video, you can see the operator when he passes by the stop but he does not stop even when he sees the 2 passengers who are at the stop and he uses the horn (I don't understand why) and continues with the trip. Rene Martinez-Meija [07/16/2024 11:00:38] 7/16/24 emailed the customer at 10:59 am. Dear Jesus, The reason of this email is to inform we have resolved the incident you had on July 10-24. The Operator was given a disciplinary action for this service. He should always service each stop accordingly in the correct location. He needs to pick up all customer who are at the stop on time and visible, no one gets left behind.

		approximately 12:07pm, route 286 southbound, Bus # 2320 passed myself and another passenger waiting at the bus stop on Hamliton and Mission Blvd. The bus driver was ignoring us by honking the bus horn repeatedly as he passed us by. I was also signaling to the driver to stop. Numerous reports of habitually discriminatory drivers conducting the buses.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [07/16/2024 15:37:21] 7/16/24 Christina met with the operator to explain about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore/ DougBrockwell. Numerous reports of habitually discriminatory drivers conducting the buses. I feel that there is an active retaliation occurring against, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit	

		Administrative Offices. I request ADA and Title VI report numbers for discrimination, denial of benefits and services. J.Tucker, United States Marine Corps Veteran	

		2 comments were created: 0008-5001 Title VI and 0008-5002 ADA.	
7/12/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, July 9, 2024 7:12 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident July 9, 2024-Transdev	Ana Gallegos [07/16/2024 15:14:05] Per coach number provided, VDS confirms the coach and operator pertaining to this comment. Paddle#12231 B#312 V#2710 Operator Hernandez, Miguel. Video requested. Ana Gallegos [07/18/2024 14:45:21] Reviewed the video. Video showed the operator servicing Grand and Valley blvd where several passengers exited through the rear door. Video showed as the caller was exiting the rear door made brief contact with his right lower arm. The rear door automatically opened when the sensor sensed a person still standing at the rear door and did not come to complete close. Ana Gallegos [07/23/2024 08:50:31]

		Good day, On July 9, 2024, at approximately 4:10pm, I boarded Bus #2710, route 194 westbound at the Mt. Sac Transit center. While exiting the bus, at approximately 4:17 PM on Grand and Valley The blvd, the bus driver hit and smashed me with the rear doors.	Email response made at 0850 on 7/23/2024. Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-4996 and 0008-4997. The comment was towards a Safety concern you experienced towards one of our Bus Operators of the 194 WB, on 07/09/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested video and the operator was spoken to regarding the incident. The operator was re-trained regarding ADA, Safety and Title VI Policies. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email

			Comment@foothilltransit.org
		Numerous reports of habitually discriminatory drivers conducting the buses.	
			Thank you." Ana Gallegos [07/23/2024 08:50:57]
		Continued Substandard Service/ Suboptimal performance by Transdev Management Shawn Chavira/ Brent Johnson.	Comment was closed by error. Ana Gallegos [07/24/2024 14:56:58] I met with the operator on 7/24/2024. The operator was shown the video. The operator was reminded to make sure all passengers are fully exited prior to closing the doors. The operator was spoken to regarding Safety, ADA, and Title VI.
		Numerous reports of habitually discriminatory drivers conducting the buses.	
		I feel that there is an active	

		retaliation occurring, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc…with the Foothill Transit Administrative Offices. I request ADA and Title VI report numbers for discrimination, and also witnessing discrimination.	

		J.Tucker, United States Marine Corps Veteran 2 comments were created: 0008-4996 Title VI and 0008-4997 ADA.	
7/18/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Wednesday, July 17, 2024 8:54 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org>	Rene Martinez-Meija [07/19/2024 10:00:15] According to Avail operator was conducting coach F2312. Video in process. Rene Martinez-Meija [07/23/2024 14:42:51] Upon reviewing the video footage. Playing the video, you can see the passenger with a young lady boarding the bus, the passenger pays with his tap card, apparently he has no

		Subject: Incident Report July 17, 2024 - Keolis Good day, On July 17, 2024, at approximately 7:59pm, bus # 2312, route 286 southbound at Pomona Transit Center. badge ID # 7461	money and takes out another tap card, and that is when the operator tells him that if he is not ready, he should wait for the other bus. and starts having an argument with the passenger. Rene Martinez-Meija [07/23/2024 14:51:03] 7/23/24 emailed the customer at 14:50 pm. Dear Jesus, The reason of this email is to inform we have resolved the incident you had on July 17-24. The Operator was given a disciplinary action for this service. He needs to be respectful to all passengers and not have any type of argument. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		My daughter Jessica and I boarded the bus and immediately the driver looked upset as I was attempting to pay the fares. The bus driver told us to "Just take the next bus if you're not ready.!"....Impatient, Verbally abusing and attempting to deny us service. The bus driver stated this twice as I was attempting to insert money into the farebox. During the route, the bus	Rene Martinez-Meija [07/23/2024 16:14:07] 7/23/24 Kevin DM met with the operator to explain what Title VI is. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [07/24/2024 11:59:09] Was the statements below viewed in the video and the driver needs to be addressed as well regarding the incidents? During the route, the bus driver was engaged in unnecessary and unprofessional conversation with a female passenger, while conducting the bus dangerously distracted. As we exited on Hamilton and Mission blvd., I

		driver was engaged in unecessary and unprofessional conversation with a female passenger, while conducting the bus dangerously distracted. As we exited on Hamilton and Mission blvd., I requested the badge ID number of the bus operator twice, as he did not respond immediately, and his badge ID was not present above him on a placard, or displayed on the digital overhead signage. As we exited the bus, the bus driver continued to again make a rude and discriminatory comment, stating "Just next time be	requested the badge ID number of the bus operator twice, as he did not respond immediately, and his badge ID was not present above him on a placard, or displayed on the digital overhead signage. As we exited the bus, the bus driver continued to again make a rude and discriminatory comment, stating "Just next time be ready!", as he closed the door in my face dangerously, as I was asking him to repeat his statement again, because I could not hear him. Rene Martinez-Meija [07/29/2024 09:49:53] 7/29/24 While playing the video, you can see a woman boarding the bus and talking to the operator. You can also see the passenger when he is about to get off the bus and asks for his Badge ID and the operator tells him, but also when the passenger is leaving the bus. bus operator tells him to be ready for the next time and closes the door to continue the trip. Rene Martinez-Meija [07/29/2024 16:04:11] 7/29/24 Kevin DM met with the operator to remind him that he cannot drive with

		ready!", as he closed the door in my face dangerously, as I was asking him to repeat his statement again, because I could not hear him.	distractions, because driving and talking with a passenger distracts him from the road. He also reminded him that he has to be nice to the passengers and not have any type of argument with any passenger. .
		Numerous reports of habitually discriminatory drivers conducting the buses.	
		Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore/ Doug Brockwell.	
		Numerous reports of habitually unsafe bus drivers	

		conducting the buses with continued safety violations, and a blatant disregard for passenger safety. I feel that there is an active retaliation occurring against Jessica and I, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. I request ADA and Title VI report numbers for discrimination, denial of benefits and services.	

		J.Tucker, United States Marine Corps Veteran 2 comments were created: 0008-5085 Title VI and 008-5086 ADA.	
7/18/2024	English	From: JT.Entertains <jthemusicman77@gmail.com	Ana Gallegos [07/19/2024 11:30:34]

		>	Per badge and coach number provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 12204 B# 259 V#2749 Operator Lieu, Danny. Video requested.
		Sent: Wednesday, July 17, 2024 6:28 PM	Ana Gallegos [07/29/2024 09:30:53]
		To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org>	Email response made at 0930 on 7/29/2024. Email response: "Good Morning,
		Subject: Incident Report July 17, 2024- Transdev	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-5084 and 0008-5083. The comments were towards a negative issue you experienced towards one of our 480 EB Bus Operators on 07/17/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested video and the operator was spoken to regarding the incident. The operator was re-trained regarding
		Good day,	

		Incident July 17, 2024. Route 480 eastbound, Operator badge ID# 4352, bus #2749 at approximately 4:48pm. . Hamilton and Mission bus stop. As my daughter Jessica and I were boarding the bus, the bus driver drove away	ADA, Title VI and Safety. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you." Ana Gallegos [07/30/2024 09:11:43] Video was reviewed. Video showed the operator servicing Hamilton/Mission. A male passenger boarded and wanted to pay for himself and his daughter which she is a student. The passenger was shown placing $1.00, for the daughter, into the fare box and place coins into the fare box. The passenger did tap his car but the error buzzer went off. The passenger then inquired about a Transfer. The operator and passenger then began to go back and forth while the passenger is still standing at the fare

		dangerously and did not stop, while I was attempting to pay at the farebox while standing above the yellow safety line. I had to hold on to the top railing to prevent from falling down. The bus driver also refused us two transfers after I payed $1 for my daughter's student fare and $0.75 for a disabled fare., I was short $0.50 of the fare. The bus driver showed no regard for the public's safety, which was demonstrated by	box. The operator was shown moving the bus while the passenger was still at the fare box. Ana Gallegos [07/30/2024 13:33:51] I met with the operator on 7/30/2024. The operator was shown the video. The operator stated he was confused as to why the man was asking for a transfer when he didn't have the full fare and when he tapped the card it was making the error noise. The operator was spoken to regarding Safety, ADA, and Title VI. The operator was also spoken to regarding Fares.

		the aforementioned actions. This is discrimantory, along with unsafe. Numerous reports of habitually discriminatory drivers conducting the buses. Continued Substandard Service/ Suboptimal performance by Transdev Management Shawn Chavira/Brent Johnson.	

		Numerous reports of safety issues. I feel that there is an active retaliation occurring against Jessica and I, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. I request ADA and Title VI report numbers for discrimination and denial of	

		services and benefits. J.Tucker, United States Marine Corps Veteran 2 comments were created: 0008-5083 Title VI and 0008-5084 ADA.	

7/27/2024	English	Brooklyn would like to file a report on the female driver of the 284 SB | F2527 for being rude towards the caller. The caller stated that she felt the driver was being racist towards her and she is of Asian descent. The caller had a bad experience with our services today. *CSR NOTES* Time noted is scheduled pick up time.	Ana Gallegos [07/31/2024 09:30:18] VDS confirms the coach and operator pertaining to this comment. Paddle#112656 B#646 V#2527 Operator Navarro, Noemi. Video requested. Ana Gallegos [08/05/2024 09:44:14] Reviewed the video. Video showed the operator at the Citrus College stop. The operator was shown in the bus when a passenger approached the front door. The operator, from the seat, tells the passenger that she is still on her lunch and they have to wait. Once the operator gets up and finishes signing on, she opened the door. An elderly passenger approached the bus which the operator confirms with her if she needs the 284 route. The passenger states she is going to Puente Hills Mall which the operator explains that she does not go there and ends at the Eastland Center. The passenger still boards and states she is going to west Covina. The next passenger boards which the operator confronts her regarding tapping on the door. The operator did have a rude tone. The passenger did not respond and took a seat. The operator then resumed with the service.

			Ana Gallegos [08/08/2024 14:52:51] I met with the operator on 8/8/2024. The operator was shown the video. The operator was spoken to regarding Courtesy and Title VI. The operator was advised to refrain from making any unnecessary comments.
8/6/2024	English	From: keithroymail@yahoo.com <keithroymail@yahoo.com> Sent: Monday, August 5, 2024 7:36 PM To: Comment <Comment@Foothilltransit.org> Subject: Racial disparity I was riding bus 2150 for the 488e which I boarded at	Rene Martinez-Meija [08/06/2024 09:25:06] According to Avail operator was conducting coach F2150. Video in process. Rene Martinez-Meija [08/07/2024 16:16:55] Upon reviewing the video footage. While playing the video, you can see the operator arrive at the stop, but it is a man who boards the bus, not a woman, and he just passes by and sits down. It is true that the operator does not say anything, then you can see him arrive at the other stop and board, an African American woman, and does the same thing, she gets on without saying anything, and sits down, the operator is heard telling her that it is $1.75, and he continues with his trip. Rene Martinez-Meija [08/07/2024 16:18:53]

		Vincent & Glendora at around 3:35pm. When the driver stopped for a rider to board at Rowland & Osborn, the rider entered the bus without paying fare or saying a word, then headed straight for their seat. I don't pay attention to who doesn't pay fare, so I didn't get a look at the person. But from the side of my eye, it looked like a thin white lady when she walked past me. And the driver just pressed the "no fare" button as she walked past. Almost procedurally. Then at Arrow & Grand, another rider did the exact same thing, but the driver said "$1.75" as she walked by before he pressed the "no fare" button. The rider sat in the seat right across from me, and I saw that it was a black lady.	8/7/24 are two videos because of the time frame between the two stops Rene Martinez-Meija [08/07/2024 16:29:54] 8/7/24 emailed customer at 16:29 pm Rene Martinez-Meija [08/08/2024 11:18:21] Dear Keith, The reason for this email is to inform you that we have resolved the incident that occurred on Aug,5/24, the way to treat two identical incidents in different ways, the manager has disciplined the operator, we hope that you will not have to witness a situation like this again We also appreciate the time you have taken to contact us Rene Martinez-Meija [08/08/2024 11:21:21] 8/8/24 Kevin DM met with the operator to explain about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United

		So we have a black lady doing exactly what the white lady did, but getting pestered for fare. By a Latino driver who seems to procedurally press the "no fare" button. Or at least did so for the white lady. I don't think it was a deliberate act of racism, but more likely based on impulse. Probably based on a general view of freeloading black people. However, he's operating a public transit bus. So it's a big problem if he doesn't take a standard approach to dealing with riders who don't pay fare, or who don't say anything to the driver about not having fare. I know some drivers expect that if a rider doesn't have fare, they should explain that instead of just walking straight past the fare box. Others just press the "no fare" button without a peep. Others really go into collection mode. But it shouldn't differ based on race.	States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

8/7/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, August 6, 2024 4:10 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report August 6, 2024- Keolis Good day,	Rene Martinez-Meija [08/07/2024 14:44:34] Acvcording Avail operator was conducting coach F2314. Video in process. Rene Martinez-Meija [08/12/2024 09:22:00] Upon reviewing the video footage. While playing the video, the operator can be seen passing through the stop without stopping, leaving behind the passenger with his daughter at the stop. Rene Martinez-Meija [08/12/2024 09:29:00] 8/12/24 emailed to cuatomer at 9:27 am. Dear Jesus, The reason of this email is to inform we have resolved the incident you had on August 06-24. The Operator was given a disciplinary action for this service. The operator must make all established stops so as not to leave behind any passengers.

		On August 6, 2024, at approximately 3:57pm, route 699 eastbound at Patsaouras Plaza did not service the stop and passed me and our daughter up while we were waiting at the stop. Bus # 2314 Numerous reports of habitually discriminatory drivers conducting the buses.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Respectfully, Rene Martinez-Meija [08/12/2024 14:36:39] Kevin DM met with the operator on 8/12/24 to remind him that he has to stop at all designated stops, so as not to leave any passengers behind, and also explained about Title VI.
		Continued Substandard Service and Management. Lack of Training.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United

		Continued Substandard Service/ Suboptimal performance by Keolis Management JeffereyMoore / Doug Brockwell. I feel that there is an active retaliation occurring against me and Jessica, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices.	States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		I request ADA and Title VI report numbers for discrimination, denial of services and benefits. J.Tucker, United States Marine Corps Veteran 2 comments were created.	

		0008-5279 Title VI and 0008-5280 ADA.	
8/13/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Monday, August 12, 2024 10:47 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report August 12, 2024- Transdev Good Day,	Ana Gallegos [08/14/2024 16:17:00] VDS confirms the coach and operator pertaining to this comment. Paddle# 12226 B#111 V#2707 Operator Davis, Cameron. Video requested. Ana Gallegos [08/21/2024 09:18:48] Video was reviewed. Video showed the operator servicing Pomona Transit center. A male passenger boarded and had two tap cards. As the passenger was attempting to pay, the operator began to rush the passenger and was shown making unnecessary comments regarding the man wasting his time. The operator asked the passenger to take a seat which he did. The operator then resumed with the service. Ana Gallegos [08/21/2024 09:21:00] Email response made at 0920 on 8/21/2024. Email response: "Good Morning,

		On August 12, 2024, at approximately 10:08pm, I boarded bus # 2707, operator badge ID # 4361, route 480 westbound at the Pomona Transit Center. The bus driver began making rude remarks as I boarded the bus and took out my TAP card. The bus driver said, to me, "I don't have time for (TAP) cards", as I was attempting to pay.	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-5333 and 0008-5335. The comments were towards a negative issue you experienced towards one of our 480 WB Bus Operators on 08/12/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested video and the operator was spoken to regarding the incident. The operator was re-trained regarding ADA, Title VI and Safety. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org

		The bus driver then said the same thing again as I was taking cash out to pay the fare. The bus driver was discriminatory, with remarks and did not allow me to pay the fare with cash either, saying don't waste my time. The bus driver did not fully stop on Monterey and Garey while making a right turn.	Thank you." Ana Gallegos [08/21/2024 14:43:57] I met with the operator on 8/21/2024. The operator was spoken to regarding the comment. The operator was spoken to regarding ADA, Title VI, and Customer Service. Cristina Garcia [08/27/2024 13:49:08] Was this viewed in the video? The bus driver did not fully stop on Monterey and Garey while making a right turn. The bus driver was also driving with one hand on the steering wheel during the route.. Ana Gallegos [08/29/2024 14:32:30] The operator did make a full stop prior to making the right turn onto Monterey and Garey. The operator was seen occasionally driving with

		The bus driver was also driving with one hand on the steering wheel during the route.. Numerous reports of habitually discriminatory and unsafe drivers conducting the buses. Continued Substandard Service/ Suboptimal performance by Transdev Management Shawn Chavira/ Brent Johnson. I feel that there is an active	one hand on the steering wheel. I met with the operator on 8/29/2024. The operator was spoken to regarding Safety.

		retaliation occurring, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc…with the Foothill Transit Administrative Offices. I request ADA and Title VI report numbers for discrimination, of services and benefits. J.Tucker,	

		United States Marine Corps Veteran 2 comments were created: 0008-5333 Title VI and 0008-5335 ADA.	
8/13/2024	English	Customer Comment I was Lost I came from Orange County and he was the only bus I recognized and I saw him outside doing nothing and I tried asking what bus port he was and he ignored me I continued to try and talk 5 times to him but he straight up ignored me again. the metro bus people were finally able to help me but still very unprofessional from that bus driver that is supposed to	Rene Martinez-Meija [08/13/2024 10:40:10] According to Avail operator was conducting coach F2122. Video in process. Rene Martinez-Meija [08/13/2024 16:05:55] Upon reviewing the vido footage. Unfortunately, nothing is seen in the video, because as the custome stated, this happens outside the bus, and nothing is seen in the video. Rene Martinez-Meija [08/13/2024 16:08:59]

		represent the company I'm disappointed as I would like to think it was not because of my thick Hispanic accent and bronze skin but the way the interaction went says otherwise What kind of comment is this? Complaint Date and Time Recorded 08/13/24, 7:31 AM Anonymous? Name Julian Street address 323 s flower st City and State Orange ZIP Code 92868	8/13/24 I spoke with the customer at 16:07 pm. Rene Martinez-Meija [08/15/2024 08:03:57] 8/14/24 Good Afternoon, After speaking with the operator, he stated that he remembers the interaction between that passenger. Operator stated that he didn't hear the passenger trying to get his attention. While entering the bus he put on his headphones and closed the door behind him. After closing the door, the passenger started to act unruly which the operator chose not to engage in conversation with that person. When he is on lunch, he is not obligated to assist passengers when off the clock but is asked to do so as a courtesy to the passenger.

		Home Telephone # 6264790464 Cell Telephone # Work Telephone # Email jecardenas14@outlook.com Language Spoken English Other Language Spoken Response? Preferred Form of Response Phone	Darien Rainey Driver Manager, Foothill Transit Operations Rene Martinez-Meija [08/29/2024 15:30:00] Diarian DM met with the operator on 8/29/24, to explain about Title VI To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		Incident Date 08/13/24 Incident Time 7:00 AM or PM AM Scheduled time AM or PM 2 AM Route # 492 Direction Not Sure Vehicle # F2122 Location El Monte station Employee	

		TAP number	
8/28/2024	English	From: Ice ❄ <callmeic3@icloud.com> Sent: Wednesday, August 28, 2024 2:55 AM To: Comment <Comment@Foothilltransit.org> Subject: Bus Avoiding Black Male Hello Foothill Transit,	Ana Gallegos [09/03/2024 14:58:32] VDS confirms the coach and operator pertaining to this comment. Paddle#12003 B#003 V#2912 Operator Macy, Gianna. Video requested. Ana Gallegos [09/03/2024 15:04:25] Reviewed the video. Video showed the operator approaching Vincent Ave and Plaza. Footage showed it was still dark outside and had low visibility inside of the bus shelters. As the operator is approaching the stop there was no clear view of inside the bus shelter. As the operator is passing the stop, using the curb side camera, you can see someone coming out of the bus shelter. The operator resumed with the service. Ana Gallegos [09/05/2024 15:43:05] Email response made at 1542 on 9/5/2024. Email response: "Good Afternoon,

		it's currently 2:30 am and now I'm currently stranded in West Covina needing to be in La because of your poor choice of hiring bus drivers. At 2:33am of 8/28/2024 I was at Vincent Ave and Plaza Dr S - Stop 2647 When the bus approached I waved him down to stop and he sped up and continued going, I attempted to chase him down but he ignores me and continues to speed up.	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-5519. The comment stated on 8/28/2024, on Vincent Ave and Plaza Dr S, the Operator of the WB Silver Streak did not service the stop resulting in you being left behind. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups, Customer Service, and Title VI Policies. With that being said, I would also love to mail you out some Free Ride Coupons if you would like to provide an address. Again, we apologize for this experience and the inconvenience. 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.

		This was the last bus of the night and extremely unacceptable of the driver. Its bus #2912 of 8/28/2024. I'm now stranded at 2 am at a bus stop until the bus starts up again. Due to your drivers negligence I am in a situation where my safety is at risk and I could be robbed or seriously injured. I ask for a follow up and a statement of the driver for his reasoning for not picking me up. I also want notice of what will happen this is a serious matter. Nobody should be in this situation and it's completely unfair. Now I will be late for work and at risk of unemployment just by your drivers mistake.	Have a good day." Ana Gallegos [09/09/2024 12:51:42] I met with the operator on 9/9/2024. The operator did not recall the incident. The operator was shown the video. The operator was not able to see or notice the passenger which is why she did not service the stop. The operator was advised to be more aware of the stop moving forward. The operator was spoken to regarding Title VI.

		Sincerely, a frequent user of foothill transit Bryant Jones	
9/4/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Tuesday, September 3, 2024 10:20 PM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident Report September 3, 2024 Good day,	Rene Martinez-Meija [09/05/2024 15:41:02] According to Avail operator was conducting coach F2124. Video in process. Rene Martinez-Meija [09/10/2024 09:38:06] Upon reviewing the video footage. Playing the video, you can see the operator at the stop, some passengers board the bus, when the operator continues with his trip, a person comes walking towards the bus, but the operator no longer stops, when he turns around the platform, The passenger is observed with his phone waiving the operator, but he does not stop and continues with his trip. Rene Martinez-Meija [09/10/2024 10:04:41] Dear Jesus,

		On September 3, 2024, at approximately 9:59pm, route 286 southbound, bus # 2124, Pomona Transit Center. The last bus southbound to Brea left early and did not stop while approaching and when waved at. The bus driver did not stop	The reason for this email is to inform you that we have resolved the incident that occurred on Sep-03-24, the manager has disciplined the operator, since he must wait for all the passengers who are at the stop to board the bus and not leave behind none. He was also instructed on Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [09/10/2024 10:07:33] 9/10/24 emaioled customer at 10:03 am. Rene Martinez-Meija [09/10/2024 15:25:36] Kevin DM met with the operator on 9/10/24, to remind him not to leave any passengers behind, and also explained Title VI.

		again when I flashed my phone light, signaling for him to stop at another open port before exiting the Transit Center. I was ignored and passed up twice while inside the transit center. Continued Substandard Service and Management. Lack of Training. Numerous reports of habitually discriminatory drivers conducting the buses.	To ensure that the operator understood what a Title VI customer comment was, I explained the following a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [09/25/2024 07:47:03] Cristina Garcia [09/11/2024 13:38:46] According to Avail B.I. what time did the bus depart since the customer stated the bus left early too? Rene Martinez-Meija [09/11/2024 13:51:14] 9/11/24 According to Avail BI bus departed from PTC at 21:59 pm on time. Cristina Garcia [09/11/2024 14:47:34] Which is the trip and the variance it states in Avail? Rene Martinez-Meija [09/11/2024 14:54:55]

		Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore and Doug Brockwell. I feel that there is an active retaliation occurring, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. I request ADA and Title VI	9/11/24 Trip is at 22:00 on BI and Avail depart from PTC at 21:52 pm. Rene Martinez-Meija [09/12/2024 11:14:58] 9/12/24 Please disregard my previous comment. According to Avail B.I., trip 22:00 was conducted on coach F2124. Departed Pomona TRansit Center @ 21:59 - 00:03 on time.

		report numbers for discrimination and denial of services and benefits. J.Tucker, United States Marine Corps Veteran 2 comments were created: 0008-5580 Title VI and 0008-5581 ADA.	

10/1/2024	English	Customer would like to leave a complaint against the driver of the 492 WB scheduled to leave Bonita/Walnut at 2:18P. Customer states that he was originally across the street from the bus and saw the bus about 6-7 cars down the street. He states that he crossed the street in enough time to catch the bus. When the bus arrived, the customer took a step back to allow any passengers to exit through the front if needed. He said that he was carrying a backpack and had it slightly opened because he had just taken his wallet out. At that time the driver held out a hand and said we are not going to have anything like that, leading the customer to believe that the driver thought he had a concealed weapon. Customer states that he had no idea what the driver was saying or referring to and felt that it was discrimination because he is a young Hispanic male student	Rene Martinez-Meija [10/02/2024 10:10:38] According to Avail operator was conducting coach F3103. Video in process. Rene Martinez-Meija [10/14/2024 10:24:33] Upon reviewing the video footage. Playing the video, you can see the operator when she arrives at the stop, the passenger is putting something in his backpack, the operator tells him that she cannot let him get on the bus like that, because he has an open can, and that way he can't get him on the bus. , she closes the door to continue with the trip, and leaves the passenger behind. Rene Martinez-Meija [10/14/2024 10:26:51] 10/14/24 left a message at 10:25 am. Rene Martinez-Meija [10/14/2024 14:18:52] Raul DM met with the operator on 10/14/24 to remind her that she must be kind to passengers and avoid any type of comment or argument. He also explained to her about Title VI.

		and the driver is an African American female. The driver closed the door on him and left him at the stop.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
10/4/2024	English	Ryan called to file a complaint against the bus operator on the 190|WB (F2728) for accusing him of eating on the bus. At approximately 2:30pm Ryan boarded the bus at Irwindale/San Bernardino upon boarding he took his seat. As the bus was in route, Rayn claims he had a bag and was reaching into it and the bus operator told him to stop eating. Ryan claims he was not eating anything, and he	Ana Gallegos [10/07/2024 16:07:35] VDS confirms the coach and operator pertaining to this comment. Paddle# 12189 B# 235 V#2728 Operator Sanchez, Sylvia. Video requested. Ana Gallegos [10/17/2024 08:13:48] The operator was spoken to by Florencio Borja, Assistant Training/Safety Manager, on 10/10/2024. The operator was spoken to regarding De-escalation, Courtesy, and Customer Service.

		was simply just reaching into his bag. Ryan then claims the bus operator pulled the bus over and refused to continue in route and began to call someone. Ryan was upset that the bus operator was holding everyone on the bus for no reason. Ryan decided to exit and ride his bike to his destination. Ryan feels the bus operator had a problem with him because he is an African American man, and the bus operator was a female/Latina.	Ana Gallegos [10/17/2024 09:00:11] Spoke with the customer at 0858 on 10/17/2024. The customer confirmed the event. Assured the customer that the operator was spoken to. The customer appreciated the call back. Ana Gallegos [10/17/2024 09:03:25] Reviewed the video. Video showed the operator servicing Irwindale/San Bernardino where passengers boarded. The operator was shown having a conversation with a male passenger as they boarded. The passenger took a seat and the operator resumed with the service. While in service the male passenger took out a brown fast food bag. The operator then quoted the food/drink policy. The operator and the passenger then began to argue over the issue. The passenger was upset and requested to exit at the next stop. The operator pulled over at the next bus stop and began to contact Dispatch for a supervisor. While the operator was on the phone the customer got up and advised her that he wants the next stop, but did eventually exit at the stop they were currently located at. Once the customer exited the operator resumed with the service. The

			operator was unprofessional during the interaction. Ana Gallegos [10/23/2024 16:17:21] The operator was also spoken to regarding Title VI.
10/7/2024	English	Caller would like to leave a complaint that the bus passed her up while she was waiting at the stop. Caller stated that the driver did it because she was "white" and the driver was probably "African American or Latina". Caller would also like to add that she is disabled, and the driver passed her up. CSR Note: Caller mentioned that her disability is that she cant really see to good. Incident details are of the time the bus went by the stop.	Rene Martinez-Meija [10/09/2024 08:36:57] According to Avail operator was conducting coach F3126. Video in process. Rene Martinez-Meija [10/21/2024 16:51:53] Upon reviewing the video footage. In the video you can see the operator, when he passes through the stop without stopping, because he is distracted talking to a passenger, leaving the passenger behind. Rene Martinez-Meija [10/21/2024 16:56:23] Kevin DM met with the operator on 10/21/24, to remind him that he must drive without distractions, and stop at all required stops, so as not to leave any passengers behind, he also explained about Title VI.

			To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
10/7/2024	English	Customer Comment your bus driver is intimidating passengers. badge # 5514 silver streak 8-21-24 scheduled departure time 332pm headsign = los angeles driver description = male, hispanic, dark hair, rude What kind of comment is this?	Cristina Garcia [10/07/2024 09:28:23] Q.A. Farid located the badge number 5514 at the El Monte station on September 21 not on August 21st. Ana Gallegos [10/07/2024 16:02:04] Per badge number provided, VDS confirms the coach and operator pertaining to this comment. Paddle#12610 B#678 V#2916 Operator Hernandez, Jorge. Video requested. Ana Gallegos [10/08/2024 10:57:56]

		Date and Time Recorded 09/21/24, 5:43 PM Anonymous? Name Street address City and State ZIP Code Home Telephone # Cell Telephone # Work Telephone # Email	Video was pulled via hardwire but due to technical issues footage was not captured. Unable to confirm the event. Maintenance was notified. Ana Gallegos [10/16/2024 10:43:28] I met with the operator on 10/16/2024. The operator denied being rude to anyone on board. The operator does not recall having any issues or passenger disturbances on board. The operator was spoken to regarding Title VI and Courtesy.

		Language Spoken English Other Language Spoken Response? Preferred Form of Response Incident Date Complainant's Name . Complainant's Email . Complainant's Alternate Phone	

		Complainant's Street Address . Complainant's City, State, and Zip Code . Name(s) of Person(s) Discriminated Against Person Discriminated Against Phone Person Discriminated Against Street Address Person Discriminated Against City, State, ZIP Date of Incident 09/21/24 Bus # / Route / Direction of Travel / Location	

		Reason For Alleged Discrimination Race Incident Description foothill transit bus drivers are intimidating passengers. badge # 5514 silver streak 8-21-24 scheduled departure time 332pm leaving from el monte transit center headsign = los angeles driver description = male, hispanic, dark hair, rude Filed With Other Agency? No Agency/Agencies Agency Contact Name Agency Address Agency Phone	

		Affirmation . Created 09/21/24, 6:01 PM Time of Incident TAP number Preferred Form of Response No Response Direction of Travel West Incident Time AM or PM Scheduled time	

		AM or PM 2 Route # Direction West Vehicle # Location Employee TAP number	
10/17/2024	English	From: Dana Teng <danateng666@gmail.com> Sent: Friday, October 11, 2024 4:46 PM	Ana Gallegos [10/22/2024 14:56:23] VDS confirms the coach and operator pertaining to this comment. Paddle#12109 B#93 V#2727 Operator Dirocco, Albert. Video requested. Ana Gallegos [10/24/2024 11:18:46]

		To: Title VI <titlevi@foothilltransit.org> Subject: Some questions Hello, I was riding route 185 with my baby at the Colima Rd & Manor Gate Rd bus stop around 2pm today, the driver instructed me to put the stroller away before getting on the bus, but my baby was so small I couldn't hold her in one hand and put it away with the other, and I wondered why the driver didn't turn on the barrier free access either when I got on the bus or when I got off the bus, which made it hard for me to move around, and I apologize for the inconvenience of taking up public space. I'm sorry for inconveniencing the other passengers on the bus by	Reviewed the video. Video showed the operator servicing Colima Rd & Manor Gate Rd were a passenger was waiting with a child and a stroller. Video showed the operator made hand gestures to the customer to fold their stroller, prior to opening the doors. The operator eventually opened the doors which the women was about to board with the unfolded stroller. The operator explained that the child must be out of the stroller and the stroller must be folded. The operator repeated the instructions several times. The operator did speak in a a high tone. The women was able to board and sat in the ADA section with the baby out of the stroller, attempting to fold it. The Operator resumed with the service while the stroller was shown blocking the isle. The operator did not address the isle being blocked. Ana Gallegos [10/29/2024 11:34:18] I met with the operator on 10/29/2024. Video was shown to the operator. The operator was spoken to regarding Courtesy, Tone of Voice, Safety and Title VI. Ana Gallegos [10/29/2024 11:38:24] Email response made at 1138 on 10/29/2024.

		taking up public space, but the driver's approach made me uncomfortable, I needed help not a warning look, I'm guessing if I'm being discriminated against because of my race or language barrier, I don't know which department to react to this situation, so I'm writing this email in the hope that my questions will be answered, thank you again for reading. Comment <Comment@foothilltransit.org>于2024年10月17日 周四14:20写道： Good Afternoon, We apologize for what you have encountered, in taking	Email response made: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-6185. The comment was towards a negative experience you encountered towards an operator of the 185 NB route on 10/11/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. An investigation was immediately conducted. The operator was identified and spoken to regarding the incident. The operator was provided re-training regarding Title VI policies, Courtesy, and Safety. Just as a friendly reminder Foothill Transit Bus Basic Policy is the following: “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. Un-foldable scooters or other large items that will block the aisle are not allowed on the bus”. 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 bringing this to our attention. For future

		our service. If you can provide us the direction of travel you were headed towards on the 185. Were you headed northbound towards Azusa or southbound towards Puente Hills Mall? Patiently, awaiting your response. Cristina Garcia Customer Service & Operations Coordinator	concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you." Cristina Garcia [11/05/2024 10:48:15] Can you select the video status. Ana Gallegos [11/08/2024 08:22:17] Video status selected.

		From: Dana Teng <danateng666@gmail.com> Sent: Thursday, October 17, 2024 3:37 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Some questions Azusa, thanks!	
10/17/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Wednesday, October 16, 2024 4:08 PM	Cristina Garcia [10/17/2024 15:42:50] 0008-6181 is for the ADA comment and 0008-6182 is for the Title VI comment. Rene Martinez-Meija [10/18/2024 08:23:37]

		To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident October 14, 2024 - Keolis Good day, Occurence- October 14, 2024, Badge ID #7444, Line 286 Northbound-at approximately 6:55pm, pass up at Curran and Mission, driver passed us up-me and our daughter Jessica	According Avail operator was conducting coach F2327. Video in process. Rene Martinez-Meija [10/23/2024 14:10:08] Upon reviewing the video footage. In the video you can see when the operator passes a little bit the stop, the passengers walk to board the bus, you can see a young woman who is about to board the bus, and the operator tells her that he did not see them, it is dark and they have black clothes, he tells her that next time they should use a flashlight, a passenger who is the young woman's father coming after her to board the bus, the passenger asks the operator if he was not thinking of stopping, the operator mentions yes and tells him the same thing as his daughter, the passenger responds in a mocking manner and says, oh it's my fault, I have to bring a flashlight just because you say so? The operator responds that it is not just because he says so, it is just a suggestion, the passenger laughs and goes to sit down, the operator continues with his trip. Rene Martinez-Meija [10/23/2024 16:26:28] Christina DM met with the operator on

		Tucker at the bus stop. Our daughter boarded first...the driver told our daughter "I could not see you because of dark clothing, you need to bring a Flashlight next time, do you understand!?" Once I boarded, I hurried to sit down because the driver was parked dangerously and the bus driver said, "Are you going to pay!?...No apology whatsoever....As he was dangerously stopped in the red crookedly, blocking traffic.	10/23/24, to remind him that he has to drive without distractions, to make the required stops and avoid any type of arguments with passengers, she also explained about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [10/24/2024 10:27:19] Was this viewed in the video? the driver was parked dangerously and the bus driver said, "Are you going to pay!?...No apology whatsoever....As he was dangerously stopped in the red crookedly, blocking traffic. If this was the case the driver needs to be met with regarding safety.

		The bus driver also said the same thing to me as to our daughter…blaming us for his incompetence and demanding we use flashlights. The driver said that the we must signal him with a flashlight. Continued Substandard, Safety, Service and Management. Lack of Training. Numerous reports of habitually unsafe and discriminatory drivers conducting the buses.	Rene Martinez-Meija [10/24/2024 12:51:48] 10/24/24 In the video it is not observed that the operator has stopped in a dangerous place, nor is it heard that he asks the passenger if he is going to pay.

		Continued Substandard Service/ Suboptimal performance by Keolis Management Jefferey Moore and Doug Brockwell. Numerous reports of safety issues. I request an ADA and Title VI report numbers as well for this incident.	

		This is discriminatory. We wish to file this as discriminatory ADA and Title VI, for the denial of services and benefits-pass up at stop. J.Tucker, United States Marine Corps Veteran	

		0008-6181 is for the ADA comment and 0008-6182 is for the Title VI comment.	
10/22/2024	English	Passenger would like to leave a complaint on the driver badge # 5512. He stated that while walking on Huntington the passenger stated that he saw the bus coming towards him, and began to waive it down. Caller stated that he was still able to board at the actual bus stop if anything he was the max of two feet from the actual pole. Caller stated that when he boarded the bus the driver checked him out, and then told him "hey the actual bus stop is right F******* here, not back there". The passenger took this to very unprofessional and unprovoked to take such a tone to that degree with him. Caller stated that he felt that this was dissemination towards him because he was a Muslim man, and there was no	Ana Gallegos [10/23/2024 10:05:20] VDS confirms the coach and operator pertaining to this comment. Paddle#12190 B#236 V#2420 Operator Delgado, Arturo. Video requested. Ana Gallegos [10/23/2024 10:23:30] Called the customer at 1023 on 10/23/2024. Left a voicemail. Ana Gallegos [11/04/2024 13:49:43] Video was reviewed. Video showed the operator in service as the 187 EB trip. As the operator was approaching Huntington/Myrtle, there was someone walking about 40 feet away towards the bus stop. The operator noticed the person and slow downed. The operator did say "run" and as the passenger boarded the operator tells the customer that the bus stop is ahead and not back there. The passenger explained that he was walking towards the bus stop and then proceeded to take a seat. The

		reason for that driver to react to him at the level is which he did. Caller stated that he would like for a supervisor to look into this matter, and to follow up with him regarding this matter. CSR Note: Caller stated that he will be in contact with his lawyers, to request video feed of this incident. Caller did add he will be emailing a complaint as well so be on the lookout for maybe duplicate of the same matter. Incident details were provided by the passenger for at the time the matter took place on the bus exactly.	operator resumed with the service. The operator did not use foul language. Ana Gallegos [11/04/2024 14:23:49] I met with the operator on 11/4/2024. The operator was shown the video. The operator was advised to refrain from making any unnecessary comments. The operator was spoken to regarding Courtesy and Title VI.
11/13/2024	English	Customer Comment Hi, I just wanted to reach out and share my experience with	Ana Gallegos [11/15/2024 15:40:44] VDS confirms the coach and operator pertaining to this comment. Paddle#12061 B#198 V# 2412 Operator Otero Cossio, Victor.

		the incident that happened today. I was boarding the bus (last one to board) and my tap card wasn't read correctly. The driver asked me to go back and tap it again. My tap card is on my phone so I was trying to pull up my wallet app to tap again, and the driver asked me not to tap. I was a little confused and told him i was not tapping. He told me to tap. I tapped, and the machine did not read it and he told me to try again. As I was opening my wallet app, he started saying no dont tap what are you doing? in a very condescending tone, and I explained to him i was not tapping yet. He asked me to tap again, the machine did not read it, and then he asked me to tap again. This action went on for like 5 minutes, it took 12 taps, and the machine was still not reading my tap card. He got upset and told me that most people pay to ride the bus and that next time I	Video requested. Ana Gallegos [11/19/2024 09:24:39] Reviewed the video. Video showed the operator serving Citrus and Arrow where several passengers boarded. A female passenger was shown tapping their Mobile TAP card but the fare box made an "error" buzzer sound. The operator was shown waving the passenger back up to the fare box. Audio is not very clear and can not clearly capture what the operator or passenger are saying. The operator was shown directing the passenger to tap their phone. This goes on for several moments but the TAP was not working. The women eventually takes a seat and the operator resumes service. Ana Gallegos [11/22/2024 13:12:08] I met with the operator on 11/22/2024. The operator was shown the video. The operator stated he meant no harm and was only trying to see what was going on with their TAP card. The operator reminded that Foothill Transit does not enforce the fare. The operator was spoken to regarding Title VI.

		should bring money. I was upset at the way he was talking to me, but I brushed it off. When we approach the bus stop of front and citrus, two individuals get on the bus. the first one is a man, and his tap card does not get read (the machine made that noise) and the driver laughs and says that its okay and that the machine isnt working. The next individual gets on the bus and sits down. She does not pay until later, and the driver does not tell her anything about paying. Now I dont usually do this but, it felt a little biased, especially since these individuals were of light skin complexion than I. I am very much tan, and seeing these interactions after made it seem like the driver treated me like this because of the color of my skin. What kind of comment is this? Complaint	

		Date and Time Recorded 11/08/24, 11:49 AM Anonymous? Name Street address City and State ZIP Code Home Telephone # Cell Telephone # Work Telephone #	

		Email millerfs216@gmail.com Language Spoken English Other Language Spoken Response? Preferred Form of Response No Response Incident Date 11/08/24 Incident Time 10:59 AM or PM AM Scheduled time 10:55	

		AM or PM 2 AM Route # 281 Direction South Vehicle # 2412 Location Citrus and Arrow Employee 3612 TAP number 01760000000012611552	
11/15/2024	English	From: blackmatterz <blackmatterz@proton.me> Sent: Friday, November 15, 2024 1:03 PM	Ana Gallegos [11/18/2024 14:53:52] VDS confirms the coach and operator pertaining to this comment. Paddle# 12069 B#44 V# 2513 Operator Shamburger, Robin. Video requested. Ana Gallegos [11/25/2024 11:45:09]

		To: Comment <Comment@Foothilltransit.org> Subject: Badge #4370/line#187/car# 2513 heading east incident complaint Greetings, My names is Homeless, I am a Sr. (over 60) female Veteran. I got on line 187 this morning heading east around approximately 9:30 AM @ Sunny Slopes/Foothill. The fare for Srs is .75 Cents. I dropped a quarter in the designated slot informing the driver I am homeless as I had	Video was reviewed. Video showed the operator servicing a bus stop where one passenger boarded. The passenger placed a coin in the fare box and proceeded to take a seat in the ADA section. The operator was shown advising the passenger that the fare is not .25 cent. The passenger goes back to the fare box and explains that she is homeless and would need a free ride. The operator responded in a rude and unprofessional manner. The operator was shown making unprofessional comments towards the passenger while driving the bus. Ana Gallegos [11/25/2024 11:55:15] The operator was spoken to by Florencio Borja, Assistant Safety/Training Manager, on 11/25/2024. The operator was spoken to regarding Customer Service, Professionalism, De-escalation, and Title VI.

		with me heavy load of CLEAN luggage so she can tell. Since I don't have a job and that's aaall I can contribute. The African American female who was @ the wheel of the bus said to me that is not the proper fare. Again I told her I was homeless. she very Angrily said I should have asked for free fare then. I told her that quarter is 30% of the fare. She went fu**ing BALLISTIC on me for daring to point out that they are giving illegals 2200 Bucks a month, yet here they are asking me, a homeless SR American to pay full fare when my job have been given to one of those scumbags!!! She claimed that has nothing to do with that! I said it has EVERYTHING to do with it!!! She started screaming at me that she will throw me off the bus. I told her to then give me back my quarter and I will get off the bus. She was such an Oppressive Vile Bit*h with her	

		threats and scumbagy mannerism!!! First off: Unlike her, I don't do crack nor do I even smoke or drink!!! Secondly: I have more education in my big toes than that crack wh**e has in her entire body for her to treat me like that, as I do reading in a week she can't in life time!!! Thirdly: I used to beg til I get the money for the weekly pass, then go buy me one, til I've seen, on daily basis, people who are CLEARLY on their way to work, mumbling something as they get on the bus, and the driver just waves them through without them paying a diiime!!! then I stopped doing that.	

		4/- I ve' seen on numerous occasions some of The African American drivers just wave African American homeless through, while they give those of us who are not black hard time for not having the full fare. And that's illegal discrimination that needs to stop!!! Generally speaking, your drivers are Most decent, CLASSY compassionate professionals. But the vile creature I've dealt with this morning, I"ve never seen anything like her before. I would have sworn she is on crack and she terribly missing her morning fix for her to lash like that and be completely outta control.	

		She is an employee and not the owner of this fleet. She needs to drill that in her ret**ded skull and adjust her behavior accordingly. If she's going through some hard time. So what?! everyone else is right now. She is not the only one. But that does not give her the right to act like a thug. This Company is kind of prestigious. Their buses are beautiful, the drivers, the locations, Everything is kind of Up Scale. if she is that miserable, she might want to get a car and become an independent driver so she'll be able to make her own nazi crap rules. But her current Employer is not the place for that.	

		Thank you so much Most sincerely,	
11/18/2024	English	From: Anthony R. McFarland Sr. <xxxsave83@gmail.com> Date: Sun, Nov 17, 2024, 11:34 PM Subject: This email Title VI Complaint is for you line 187 operator subjecting me to discrimination on 02/24/2024 on the basis of race and color. To: <titlevi@foothilltransit.org> Cc: Anthony R. McFarland Sr.	Ana Gallegos [11/20/2024 14:23:42] VDS confirms the coach and operator pertaining to this comment. Paddle#xt12 B# 702 V#2517 Operator Newell, John. Video requested. Ana Gallegos [12/02/2024 09:21:17] This comment is a similar comment from 0008-3220. Just the Time of Incident is reported differently. Ana Gallegos [12/02/2024 09:35:29] Email response made at 0935 on 12/2/2024. Email response: "Good Morning,

		<xxxsave83@gmail.com> To whom it may concern, This is my email title VI complaint to Foothill Transit to complain about one of your line 187 inbound to Duarte from your Azusa downtown station operators subjecting me to racial discrimination on February 24, 2024 at about 12:10 PM. He failed and refused to allow me to board his bus because I was am a colored man and he failed and refused to allow my asian female witness to board the same bus because she is asian. I've attached photographs to support my above statement. Anthony McFarland	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-6582. The comment stated on 02/24/2024, at the Azusa Station, the Operator of the WB 187 did not service the stop resulting in you being left behind. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. We conducted an investigation, and requested video, and counseled the Operator. The operator was provided with re-training regarding Pass Ups, Customer Service, and Title VI Policies. With that being said, I would also love to mail you out some Free Ride Coupons if you would like to provide an address. Again, we apologize for this experience and the inconvenience. 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.

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		complaint incident might be Hispanic and was relieved by the operator in these attached photos. If the bus outside and drivers area cameras were on you should be able to get footage from this incident.	
11/26/2024	English	From: blackmatterz <blackmatterz@proton.me> Sent: Friday, November 22, 2024 12:00 PM To: Comment <Comment@Foothilltransit.org> Subject: Fw: Badge #4370/line#187/car# 2513 heading east incident complaint--UPDATE	Cristina Garcia [11/26/2024 10:43:47] Customer also submitted 0008-6562 and was using profanity and the comment was only sent for investigation not to contact the customer. This is the same this comment will be forwarded over for investigation as well. Ana Gallegos [12/04/2024 15:00:40] Coach 2513, as provided was located at the Arcadia Yard (not in service) during the time/date provided. The operator of Badge number 4370 (Robbin Shamburger) was not operating a coach or signed on to drive during the time provided. The operator (from the badge number provided) did not run a 187 trip on 11/20/2024. Ana Gallegos [12/04/2024 15:05:12] Per the time, location, and date provided

		Hello, On Wednesday Nov 20th, I was waiting on the first st/Huntington blvd stop, on the city of Arcadia I believe. Going west. At 2040 hours approximately, Here she comes, about to stop, but apparently when she saw me, she hit the gas and took off like a criminal coward!!! So I was not picked up. She is using the company bus to attend to her Nazi KKK Black crap! From now on, even if she decides to stop, would you please tell her I would not be getting on the same bus as such Nazi thug!!! I would not.	VDS confirms the coach and operator pertaining to this comment. Paddle# 12194 B# 94 V# 2740 Operator Evans, Kimberlyn. Video requested. Ana Gallegos [12/10/2024 09:24:33] Reviewed the video. Video showed the operator approaching first st/Huntington blvd as the 187 WB trip. As the operator is approaching the stop, there was a potential passenger visibly waiting at the bus stop. The operator made no attempt to service the bus stop and left the potential passenger behind. The operator did make a comment stating that the passenger had a lot of bags/luggage with them. Ana Gallegos [12/11/2024 14:13:27] I met with the operator on 12/11/2024. The operator was shown the video. The operator was spoken to regarding Courtesy, Pass Ups, and Title VI.

		Your buses run with such frequency I'd rather wait for a decent elegant and ethical driver (which aaall of them are btw) than having to deal with such sorry INSECURE Dysfunctional creature. She is the type of creature I could just see ramming the company bus into a cop patrol car to just satisfy her compulsive outta control problems. And I don't need to deal with that. Most Sincerely💐💓,	

		Sent with Proton Mail secure email.	
11/27/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Sunday, November 24, 2024 11:32 AM To: Comment <Comment@Foothilltransit.org>; Doran Barnes <DBarnes@Foothilltransit.org> Subject: Incident- Discrimination November 23, 2024- Keolis	Rene Martinez-Meija [12/02/2024 09:14:37] According to Avail operator was conducting coach F2202. Video in process. Rene Martinez-Meija [12/10/2024 16:38:34] 12/10/24 Unfortunately, the video of this coach could not be obtained because the DVR is broken. Maintenance opened a work order WO # 235070. Rene Martinez-Meija [12/10/2024 16:41:38] 12/10/24 emailed to customer at 16:40. Dear Jesus, The reason for this email is to inform you that

		Good day, Occurence -November 23, 2024. Bus # 2202 operator badge ID#-- "none displayed" Route 291 northbound bus. At approximately 4:45pm, Me and daughter Jessica boarded at Ninth and Garey and we witnessed the female bus driver being discriminatory towards a black	we have resolved the incident that occurred on Nov-23-24, the manager has disciplined the operator, do to the comments she referred to other passengers To ensure that the operator understood what a Title VI customer comment was, I explained the following landmark civil rights and labor law in the United States that outlaws' discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [12/10/2024 16:42:51] Darien DM met with the operator on 12/09/24, to explain about Title VI, and also remind her to avoid comments or arguments with passengers or towards passengers. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and

		gentleman...arguing and yelling.... also discriminatory towards a white older man in a wheelchair that was attempting to board...arguing and yelling at him. The bus driver was also making discriminatory comments to other female passengers regarding the the passengers that she was discriminating against. The bus driver did not have an identification placard on digital display or above her seating area.	later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [12/12/2024 08:40:30] What was the investigation regarding: "The bus driver did not have an identification placard on digital display or above her seating area." Was the driver met with regarding the statement that the customer stated? Rene Martinez-Meija [12/19/2024 11:06:14] 12/17/24 Driver was spken to and reminded to have their drivers nameplate displayed at all times. Rene Martinez-Meija [12/19/2024 11:06:44] The operator is on vacation. April Serna [12/20/2024 08:31:21] Correction to Rene Martinez-Mejia's comment entered on 12/19/24 at 11:06:44:

		Safety violations.	On 12/17/24, Darien spoke to the operator and reminded her to have her driver's nameplate displayed at all times.
		Continued Substandard Service provided by Foothill/Keolis Transit.	The comment of the operator being on vacation has no relevance to the investigation comments.
		Kindly provide ADA and Title VI report numbers for discrimination.	
		J.Tucker,	

		United States Marine Corps Veteran 0008-6725 Title VI 0008-6726 ADA.	
12/2/2024	English	Complainant's Name Christopher Carrillo Complainant's Email 3238755360 Complainant's Alternate Phone Complainant's Street Address 13230 don Julian rd	Ana Gallegos [12/11/2024 14:17:52] VDS confirms the coach and operator pertaining to this comment. Paddle#12236 B#242 V# 1807 Operator Hicks, John. Video requested. Ana Gallegos [12/11/2024 14:45:25] Reviewed the video. Video showed the operator ending a trip in the El Monte station and then going to the layover. After the operator takes their break they they head over to the 194 Bus Bay. The operator serviced the

		Complainant's City, State, and Zip Code La puente ca 91746 Name(s) of Person(s) Discriminated Against Person Discriminated Against Phone Person Discriminated Against Street Address Person Discriminated Against City, State, ZIP Date of Incident 11/29/24 Bus # / Route / Direction of Travel / Location Bus operator badge number: I don't know Bus number: not sure Bus line number:194 Bus stop where	stop which there was no one waiting and no one boarded. The operator then merged away from the bus stop and resumed service. As the operator was back in service, using the front camera, you can see someone riding their bike. The person in their bike then got off the sidewalk and went onto the street. The male passenger then stood in front of the bus and stopped it from service. The operator was shown asking the person to move and explained that he already serviced the stop. After several moments, the man moved out the way and the operator resumed service. As the operator was driving away they were shown using foul language and spitting out the window. Ana Gallegos [12/13/2024 13:10:28] Spoke with the customer at 1303 on 12/13/2024. The customer was provided information that was investigated. The customer began to use foul language towards me and the situation. The customer was assured the the operator was spoken to. The customer then hung up the call. Ana Gallegos [12/13/2024 13:10:54] Due to the operator calling off they are flagged to see customer service on 12/16/2024.

		you waited: El Monte station When the bus arrived:10:04 When you expected the bus to arrive:10:06 Reason For Alleged Discrimination Race Color National Origin (Limited English Proficiency) Incident Description I was waiting at El Monte station for the 194 bus to arrive, with my bicycle by my side. As the bus pulled up to the stop, I waved to flag the driver down, signaling him to wait for me. The driver acknowledged me and initially stopped, but as I approached to board, he suddenly told me to move out of the way and began pulling off. Surprised and frustrated, I	Cristina Garcia [12/18/2024 08:40:28] Has the driver been met with. Ana Gallegos [12/19/2024 11:18:28] Yes, the operator was spoken to on 12/17/2024. The operator was spoken to regarding the comment. The operator was spoken to regarding Professiolism and Title VI.

		called out to him, asking him to wait, explaining that the next bus wouldn't come for another hour. Despite this, he dismissed my request and claimed that I wasn't standing at the designated stop when he arrived, so I wasn't allowed to board. Determined not to miss the bus, I hopped on my bicycle and pedaled as fast as I could to reach the next stop ahead of him. When I arrived, I was standing there with another passenger as the bus pulled up. The driver recognized me immediately and, instead of letting me board, he outright refused, stating that I still couldn't get on. He then threatened to call the sheriff's department on me. At this point, I told him to go ahead and call the sheriffs because I genuinely needed to get home—it was already past 10 p.m., and I had no other options. While I stood there waiting for him to act, he opened the back door and	

		allowed the other male passenger to board the bus. However, he kept the door shut in my face and reiterated that I should wait for the next bus because, according to him, I hadn't been at the previous stop "on time." I was completely baffled by his behavior. I couldn't understand why I was being singled out and discriminated against by a driver who was a complete stranger to me. His actions felt unwarranted, unfair, and deeply frustrating, especially given the circumstances. Filed With Other Agency? No Agency/Agencies Agency Contact Name Agency Address	

		Agency Phone Affirmation Christopher Carrillo Created 12/02/24, 9:04 AM Time of Incident 10:06 pm TAP number Preferred Form of Response Phone Direction of Travel Not applicable The customer states that he	

		does not feel comfortable taking the bus anymore because of the incident that occurred.	
12/9/2024	English	Customer would like to submit a complaint on a male bus driver, Badge 2799, Bus driver name: Jimmy Martinez, wears dark eyeglasses. Customer states he was at the bus stop for the scheduled time of 11:06am at Garey and Lexington. Customer states upon the bus approaching the stop, the customer states when the bus driver made a stop without opening the door, the customer states the bus driver was yelling at him from inside the bus and motioning with his hands like if the bus driver was drinking. The customer also states the bus driver was yelling at him from inside the bus through the bus driver's side window and drove off.	Rene Martinez-Meija [12/10/2024 09:24:35] According to Avail operator was conducting coach F2225. Video in process. Rene Martinez-Meija [12/17/2024 13:46:40] Upon reviewing the video footage. The operator is seen arriving at the stop, the passenger who wants to board the bus has a glass of coffee, without opening the door the operator tells him that he cannot get on with the glass of coffee, the passenger apparently does not listen and the operator tells him With a loud voice and signals, the passenger walks towards the bench and the operator continues with his trip. Rene Martinez-Meija [12/17/2024 14:40:43] 12/17/24 emailed to cuatomer at 14:39.

		The customer feels since he had 2 previous issues with this same bus driver on October 21, 2023 and March 13, 2024, he feels the bus driver did not pick him up today because the bus driver is retaliating towards him from the 2 previous incidents. The customer feels this bus driver should not be working for Foothill Transit since he takes Foothill Transit buses all the time. Would like to be contacted via email. Would like a supervisor to look into this matter. The customer would like this report to be a Title VI Report. 0008-6826 ADA 0008-6827 Title VI	Dear Jesus, Thank you for your email regarding report #0008-6827 submitted on December 9, 2024. I want to address the situation you experienced with the bus operator concerning your drink. As you mentioned, passengers are allowed to bring hot or cold drinks on board, provided they are in a container with a safety lid to prevent any spills. We sincerely apologize for the inconvenience you faced when the operator did not allow you to board due to your coffee. Our manager has met with the operator to reinforce the importance of treating passengers respectfully and ensuring clear communication of our policies. It was emphasized that, while safety is a priority, operators must also assist passengers in understanding these policies without unnecessary conflict.

		12/12/24 customer e-mailed as well below is the e-mail. From: J T <jthemusicman77@gmail.com> Sent: Wednesday, December 11, 2024 10:25 AM To: Comment <Comment@Foothilltransit.org> Subject: Incident 12-9-2024 - Keolis Good day,	Thank you for taking the time to submit your report, as it helps us improve our services and training. The manager also communicated to the operator the significance of Title VI and its implications for our interactions with passengers. Once again, we apologize for the experience you faced, and we appreciate your understanding. Rene Martinez-Meija [12/17/2024 15:30:29] Kevin DM met with the operator on 12/17/24, to reassure him that he must be kind to the passengers and how in this situation he had to open the door to the passenger to explain about the glass of drink that the passenger had, he also explained to him about Title VI.

		On December 9., 2024, #2225 bus, route 291 northbound at approximately 11:06am. Lexington and Garey ave stop. The bus operator stopped ahead of the stop and was yelling at me unintelligibly through the front door constantly, while waving his hands in the air. The bus operator then opened the driver side window and was yelling unintelligibly out of the window.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		The bus operator did not open the front door when stopped. I requested several times the door be openend and was denied service and entry, and the bus operator yelled out more. This bus operator hasel been previously reported two times for discriminatory, retaliatory behavior and treatment. Prior discrimination ADA/Title	

		VI reports have been made against this bus operator. (Ref. Report # 83481, Report # 83482) Report # 0008-1784 Title VI, Report# 0008-1785 ADA) Operator badge ID #2799 Jimmy Martinez-Bus Operator For this retaliatory, discriminatory action, I request ADA, Title VI report	

		numbers for the Denial of Benefits and Services, Discrimination,Retaliation, and Harrasment. I feel that there is an active retaliation from bus operator Jimmy Martinez occurring, due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. The bus driver Jimmy Martinez humiliated, discriminated, and demeaned me in public by yelling at me, not servicing the stop and denying me services and benefits.	

		J.Tucker, United States Marine Corps Veteran	
12/11/2024	English	Customer Comment He was so late, dod not wait again to be seated, even though I told him because I had to sit in the disabled seat. Again and again how many times I have to complain to your company about this issue. I am a senior disabled with limited coordination. Also this guy skipped a rider not to pay which has happened twice when the other passengers pay is there preference because of race when the driver is black and the	Rene Martinez-Meija [12/26/2024 15:25:45] 12/26/24 Could not obtain the video, maintenance will check to find out what the problem is and fix it. Rene Martinez-Meija [12/26/2024 15:30:06] Darien DM met with the operator on 12/26/24, I've had a chance to speak with operator Kenneth Sims. The operator stated that he was simply doing what his safety department instructed him to do per company policy. Operators are to quote the fare and allow the passenger to ride. I also explained about Title VI.

		passenger he tells her not to pay? Bad representation for your company. He is so late that is making me late to work also. I need to have a higher up calle or email. I will get in touch with your politicians regarding this B.S. What kind of comment is this? Complaint Date and Time Recorded 12/10/24, 7:09 AM Anonymous? Name VIRGINIA A ESQUER Street address City and State West Covina	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [12/26/2024 15:32:19] He was also asked about the passenger if she asked him to wait until she sat down, and the operator stated that she never asked him for anything. Rene Martinez-Meija [12/26/2024 15:56:52] 12/26/24 emailed to customer at 15:56. Dear Virginia,

		ZIP Code 91792 Home Telephone # 6263916537 Cell Telephone # 626-3916537 Work Telephone # Email oreoups@gmail.com Language Spoken English Other Language Spoken Response? Preferred Form of Response Email	I hope this message finds you well. I am writing this email in response to report #0008-6847, regarding the operator who did not wait when you had requested him, time till you were sitting. We have taken this matter seriously and have explained Title VI to him as part of our commitment to customer service and compliance. Please accept our sincere apologies for what transpired that day. We appreciate your patience and understanding in this matter. Thank you very much for taking the time to contact us. Your feedback is invaluable in helping us improve our services.

		Incident Date 12/10/24 Incident Time 6:50 a.m. AM or PM AM Scheduled time 6:35 AM or PM 2 AM Route # 486 Direction West Vehicle # F2128 Location Westport and Amar rd	

		Employee No badge it just says not in service TAP number On Tue, Dec 10, 2024, 11:27 AM Comment <Comment@foothilltransit.org > wrote: Good Morning, We apologize for the frustration you keep encountering, in taking our service. Do you recall the location where the customer boarded that did not pay and then questioned another customer that they had to	

		pay? Patiently, awaiting your response. Cristina Garcia Customer Service & Operations Coordinator	

		On Tue, Dec 10, 2024, 11:32 AM oreoups <oreoups@gmail.com> wrote: Yes valinda and Amar From: oreoups <oreoups@gmail.com> Sent: Tuesday, December 10, 2024 11:35 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: 486 line	

		He did not question anyone about paying,but she was going to pay but he let her go like saying it's fine. 0008-6846 ADA 0008-6847 Title VI	
12/11/2024	English	From: JT.Entertains <jthemusicman77@gmail.com> Sent: Saturday, December 7, 2024 4:27 PM To: Comment <Comment@Foothilltransit.org>	Ana Gallegos [12/17/2024 12:49:13] VDS confirms the coach and operator pertaining to this comment. Paddle# 12694 B#645 V#2116 Operator Curtis, James. Video requested. Ana Gallegos [12/23/2024 09:47:16] Email response made at 0947 on 12/23/2024. Email response: "Good Morning,

		Subject: Incident 12-7-2024 Good day, #2116 bus 190 west to El Monte #5114 operator ID, James C On December 7,2024,	I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-6845. The comment was towards a negative issue you experienced towards one of our 190 WB Bus Operators on 12/07/2024. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. I appreciate you making us aware of your negative experience. The complaint was immediately forwarded to our Operations and Safety department here at the Arcadia Yard for further investigation. We were able to identify the operator. Video was also requested and the operator was spoken to regarding the incident. The operator was re-trained regarding Title VI and Professionalism. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org

		our Daughter Jessica and I boarded the 190 westbound bus at approximately 2:50pm at Citrus and Rowland and immediately the bus operator attempted to deny us service because I was holding my personal covered food item. The bus driver continued to yell and argue while conducting the bus unsafely. I asked him to stop yelling and he continued to yell and became more irate saying that I must read the bus book and that I could not ride the bus, berating and humiliating as publicy. While we were exiting the bus	Thank you." Ana Gallegos [12/23/2024 14:07:14] I met with the operator on 12/23/2024. The operator was shown the video. The operator was spoken to regarding Title VI, De-escalation, and Professionalism. Ana Gallegos [12/23/2024 14:09:44] Reviewed the video. Video showed the operator in service as the 190 wb trip. Video showed a male customer boarded with a disposable beverage cup. The operator quoted the food and drink policy. The conversation escalated which lead to the operator and customer going back and forth while the operator was in service. The operator did speak in an unprofessional manner.

		on 4th and Badilllo the bus driver continued to harass us by saying "oh I thought you wanted the supervisor" and continued to yell at us in front of the parade goers near the park as we exited. This is discriminatory and egregious behavior and we wish to file Title XI and Discrimination forms as well against operator James C for attempted refusal of service, and discriminatory treatment. This bus operator looked very tired and poorly groomed.	

		This bus operator should not be allowed to engage or work with the public. J.Tucker, United States Marine Corps Veteran	
12/12/2024	English	From: J T <jthemusicman77@gmail.com> Sent: Wednesday, December 11, 2024 10:34 AM To: Comment <Comment@Foothilltransit.org>	Rene Martinez-Meija [12/13/2024 08:28:38] According to Avail operator was conducting coach F3123. Video in process. Rene Martinez-Meija [12/17/2024 10:29:44] Upon reviewing the video footage. In the video you can see the operator passing through the stop without stopping, leaving the

			passenger behind. Rene Martinez-Meija [12/17/2024 10:45:20] 10/17/24 emailed to customer at 10:44.
		Subject: Incident 12-9-2024 - Transdev Good day, On December 9, 2024, at approximately 2pm, Route 488 el monte station, bus # 3123 passed me at the stop and did not service the stop at Garvey and Barranca. I feel that there is an active	Dear Jesus, Thank you for your report regarding the operator who did not stop at the designated stop. I want to assure you that the manager has addressed this matter with the operator to ensure strict adherence to established stops, which is essential for our passengers. We sincerely apologize for this incident and appreciate your understanding as we work to resolve it. It is our hope that future experiences will be better. Additionally, we have taken the time to explain Title VI to the operator, ensuring they fully appreciate the seriousness of the situation.

		retaliation occurring due to the reporting of multiple safety issues, pass ups / denial of services, filing ADA / Title VI claims, and personal injury claims etc.. For this Retaliation and Discrimination, I request an ADA and Title VI report numbers as well, for this incident. J.Tucker,	Thank you again for your valuable feedback. We remain committed to providing the best service possible and appreciate your effort in helping us achieve this. Rene Martinez-Meija [12/17/2024 15:16:08] Raul DM met with the operator on 12/17/24, to remind him that he must drive without distractions and make the designated stops, so as not to leave any passengers behind, he also explained Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		United States Marine Corps Veteran 0008-6861 ADA 0008-6862 Title VI	Cristina Garcia [12/18/2024 08:44:29] The e-mail was sent October 17 to the customer? Rene Martinez-Meija [12/18/2024 14:10:46] 12/17/24 emailed to customer at 10:44
12/19/2024	English	Ms. Ali requested to submit a complain about a male bus driver for being prejudiced. Ms. Ali, who uses a wheelchair, boarded the 280 | SB | F2100 bus at the Azusa Intermodal Transit on Thursday, 12/19 around 2:40 p.m. She claims that as she boarded the bus, the driver asked her to pay, and she informed him she had her pass and asked to give her a moment so she could get situated in the disability area. She alleged that he pressed the issue until she tapped her TAP card on the farebox. She further said that an African-American male passenger boarded at the same location	Ana Gallegos [12/30/2024 13:43:31] Per coach number provided, VDS confirms the coach and operator pertaining to this comment. Paddle#xt14 B#192 V# 2100 Operator Dimas, Guillermo, Video requested. Ana Gallegos [01/07/2025 15:49:06] Reviewed the video. Video showed the operator servicing Azusa Station which several passengers boarded. A passenger who was wheelchair bound was shown boarding the bus. The operator was shown asking the customer if she needed help tapping her card. The women responded which the operator clarified that he meant the TAP card. The operator was not rude or enforcing the fare. The operator then assisted the customer with securing the chair then shortly after resumed with the service.

		and, when he tapped his tap card on the fare box, it malfunctioned, prompting the bus driver to say, "You all have to pay!" A male Mexican passenger boarded the bus farther down the route, and as he attempted to pay his fee, he informed the operator that he was short $0.35. The operator said, "Just go". Ms. Ali was upset because the operator did not argue with the Mexican male passenger about the fare, but he did argue with her and the African-American guy about it.	Ana Gallegos [01/07/2025 16:05:43] Called the customer at 1605 on 1/7/2025. Left a voicemail. Ana Gallegos [01/07/2025 18:24:56] I met with the operator on 1/7/2025. The operator was spoken to regarding the comment. The operator was spoken to regarding Courtesy and Title Vi.
12/20/2024	English	Customer would like to submit a complaint on a bus driver, Bus 486 E/B Time schedule at 10:45am from Campus and Kellogg. Customer states he was at the bus stop for the scheduled time of 10:45am. Customer states he did see the bus approach his stop and the bus driver did acknowledge him. Unfortunately, the customer	Rene Martinez-Meija [12/20/2024 12:58:46] According to AVail Operator was conducting coach F1906. Video in process. Rene Martinez-Meija [12/23/2024 13:18:24] Upon reviewing the video footage,the operator passes through the stop without stopping, leaving the passenger behind.

		states the bus driver did not stop and past him up. Customer feels the bus driver did not want to pick him up due to his race. Would like a supervisor to look into this matter.	Rene Martinez-Meija [12/23/2024 13:20:55] 12/23/24 left a message at 13:20. Rene Martinez-Meija [12/23/2024 13:53:04] Darien DM met with the operator on 12/23/24, to remind him that he has to drive without distractions, make all required stops, so as not to leave passengers behind, and explained about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
12/21/2024	English	Caller would like to report bus operator for route 284 SB,	Ana Gallegos [12/31/2024 10:35:29]

		F2721. Caller boarded coach at 1625 at Covina Valley Center, however caller stated bus driver had a bad attitude and he also felt judge and discriminated because his dress like a Mexican cowboy, caller stated he said to bus driver, how are you? In Spanish (como estas), caller stated bus driver didn't respond so he said it in English, how are you? Drivers response was pay and take a seat, caller stated he responded to driver, we have to communicate and bus driver answered we don't need to communicate, pay and take a seat. Caller stated bus driver body langue and tone of voice he felt the discrimination from bus driver. Caller stated this bus driver need to be more humble and approachable and if he doesn't like his job, he needs to find a new job. Caller would like to speak to a supervisor.	VDS confirms the coach and operator pertaining to this comment. Paddle#126668 B#648 V# 2721 Operator Huynh, Shawn. Video requested. Ana Gallegos [01/06/2025 15:04:34] The operator was spoken to by Florencio Borja, training manager, and Juan Silver, Assistant General Manager on 1/6/2025. The operator was spoken to regarding De-escalation, Professionalism, and Title VI policies. Ana Gallegos [01/07/2025 09:37:49] Called the customer at 0937 on 1/7/2025. Left a voicemail. Ana Gallegos [01/08/2025 15:47:38] Reviewed the video. Video showed the operator in service as the 284 route. The operator serviced Covina and Valley Center where a male passenger boarded. The male passenger was shown greeting the operator in Spanish. The operator then tells the passenger "i dont speak Spanish" which the passenger then stated "you should". The operator then proceeded to say "why this is the united states". After going back and forth the operator

		CSR Notes / Details provided by caller	instructs for the customer to take a seat. The operator was shown making unnecessary and unprofessional remarks and failed to de-escalate.
12/26/2024	English	Complainant's Name Francisca Gutierrez Complainant's Email gutierrez92francisca@gmail.com Complainant's Alternate Phone +1 (323) 319-8418 Complainant's Street Address 18559 Colima Rd, F Complainant's City, State, and Zip Code 91748	Ana Gallegos [12/30/2024 09:33:33] VDS confirms the coach and operator pertaining to this comment. Paddle#12216 B#210 V#2109 Operator Monreal, Genoveva. Video requested. Ana Gallegos [01/08/2025 15:49:23] Called the customer at 1549 on 1/8/2025. Left a voicemail. Ana Gallegos [01/08/2025 16:01:00] Reviewed the video. Video showed the operator in service as the 178 WB trip. The operator was shown servicing a bus stop which a women boarded with children. As the women was paying the fare the operator then began to ask who she will be paying for. The women then stated she is paying for her self and asked why she was being asking. The operator then began to raise her voice and argue with the women.

		Name(s) of Person(s) Discriminated Against Person Discriminated Against Phone Person Discriminated Against Street Address 18559 Colima Rd Person Discriminated Against City, State, ZIP 91748 Date of Incident 12/24/24 Bus # / Route / Direction of Travel / Location Bus operator badge number:F2109 Bus number: 178 Bus line number: Bus stop where you waited: Jellick Ave & Colima Rd When the bus arrived: 3:27 When you expected the bus to arrive:	Once the women paid the fare and took a seat. The operator got out of the driver seat and argue the customer. The driver then did not like the comments the customer was saying and began to address her. The operator was shown behaving in an aggressive and unprofessional manner. The operator also failed to de-escalate the incident. Ana Gallegos [01/09/2025 11:42:40] The operator has been continously absent from work. The operator is flagged to see customer service on 1/10/2025 or upon their arrival. Cristina Garcia [01/10/2025 08:46:14] Comment will remain open until the driver is met with. Ana Gallegos [01/15/2025 14:11:37] I met with the operator along with Juan Silva, Assistant Operations Manager, on 1/15/2025. The operator was shown the video. The operator was counseled and re-trained regarding Customer Service, Title VI Policies, and De-escalation. The operator was also

		Reason For Alleged Discrimination Race National Origin (Limited English Proficiency) Incident Description The bus driver was unexpectedly rude to me. She Yelled at me for no reason. She offended my children. I was getting in the bus suddenly she was asking me if I was paying for me., which I answered yes I paying for me . Why?. Then she started yelling all loud. She involved God in her comments. Filed With Other Agency? No Agency/Agencies	reminded that Foothill Transit does not enforce the fare.

		Agency Contact Name Agency Address Agency Phone Affirmation Francisca Gutierrez F. G. M Created 12/24/24, 4:13 PM Time of Incident 3:27pm TAP number Preferred Form of Response Phone Direction of Travel West	

12/30/2024	Vietnamese	Customer was waiting at the stop in his wheelchair. Coach F3102 for the eastbound 486 at Santa Anita/Garvey arrived with an African American female driver. This driver allowed 4 passengers to board the bus before him, including one with a walker. The driver then told him that there was no room for his wheelchair and closed the doors and left. Customer states that he was discriminated against because he is in a wheelchair and speaks Vietnamese. He mentions that he has had many issues with this driver in the past and he feels that she leaves him intentionally. He is very angry because he had to sit in the cold and wait for another bus and because the driver allowed the other passengers to board before him	Rene Martinez-Meija [12/30/2024 11:56:58] According to Avail operator was conducting coach F3102. Video in process. Rene Martinez-Meija [01/02/2025 14:56:12] Upon reviewing the video footage,in the video you can see the operator at the stop, the passengers who are waiting to board the bus they are seniors, they get on first, and they do not give the passenger with a wheelchair the opportunity to get on, of the passengers who boarded there are two with walkers, the seats designated for seniors and wheelchairs are already occupied, the operator informs the passenger and tells him that he has to wait for the other bus, the passenger apparently gets upset, he asks the operator to move some passengers to the back seats, but the operator tells him that she cannot do that and continues with his trip. Rene Martinez-Meija [01/02/2025 15:03:15] 01/02/25 I spoke with the customer at 14:58. Rene Martinez-Meija [01/03/2025 09:54:04]

		2 comments were created 0008-6986 ADA and 0008-6992 Title VI.	Christina DM met with the operator on 03/01/25, to explain to her about Title VI, and to tell her that next time she has to try to get disabled passengers on the bus first. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [01/03/2025 09:56:22] Christina DM met with the operator on 01/0325, to explain to her about Title VI, and to tell her that next time she has to try to get disabled passengers on the bus first. Cristina Garcia [01/10/2025 08:51:22]

			Did you use the translating service to reach out to the customer in Vietnamese? The language preferred states Vietnamese? Can you update the date the driver manager spoke to the driver? Rene Martinez-Meija [01/14/2025 15:35:35] Christina DM met with the operator on 01/03/25, to explain to her about Title VI, and to tell her that next time she has to try to get disabled passengers on the bus first. Rene Martinez-Meija [01/14/2025 15:38:35] 01/14/25 When I called the client, he answered in English, he didn't ask me for someone who spoke Vietnamese.
12/30/2024	Spanish	Ms. Hernandez called to report a male operator regarding a situation that occurred while boarding the bus. She boarded the 185 | NB | F2760 bus with her cart at 9:25 a.m. on Monday, December 30 at the Puente Hills mall. While on board, the operator advised her to get off the bus since her cart was blocking the path.	Ana Gallegos [01/03/2025 13:33:31] VDS confirms the coach and operator pertaining to this comment. Paddle# 12099 B#24 V# 2760 Operator Jimenez, Tommy. Video requested. Ana Gallegos [01/13/2025 08:44:59] The operator was spoken to by Florencio Borja, Safety and Training Manager, on

		She claimed that no passengers were aboard the bus and that her cart did not interfere with the isle. She stated she was unable to fold her cart due to a medical ailment, however, she got off the bus at the bus driver's request. She also mentioned that while speaking with the operator, he informed her that she was in the United States and would need to speak English. Ms. Hernandez was upset about having to wait for the next bus and the way the operator handled the situation.	1/13/2025. The operator was spoken to regarding Title VI, De-escalation, and Professionalism. Ana Gallegos [01/13/2025 08:46:42] Called the customer at 1701 on 1/9/2025. Due to the voicemail not being set up i was unable to leave a message. Called the customer again at 0845 on 1/13/2025. There was no voicemail option. Unable to leave a message. Ana Gallegos [01/13/2025 12:00:46] Reviewed the video. Video showed the operator servicing the 185 stop at the Puente Hills Mall. A female passenger with a cart with her belongings was shown boarding the bus. The women sat in the ADA section with the cart ahead of her which was in the isle. The operator was shown explaining to the customer that the cart cannot be in the walk way. The operator was shown becoming frustrated due to a language barrier. While the operator and passenger were going back and forth regarding the issue the operator was shown telling the passenger "we are in the united states you need to learn English". The customer explained that she will not be exiting the bus and she already paid her fare. The operator then took money

			out of his personal wallet and gave it to the passenger. The upset passenger then exited the bus. The operator was shown making inappropriate and rude remarks as well ask did not de-escalate the issue. Once the women exited she also began to use foul language in Spanish. The operator closed the doors and resumed service. Ana Gallegos [01/14/2025 10:42:41] Continued video notes: The operator tells the passenger to leave and exit the bus. The passenger did not want to exit and was forced to exit by the bus operator.
1/2/2025	English	Complainant's Name Joshua Kenneth Hoodye Complainant's Email 6264304765 Complainant's Alternate Phone Complainant's Street Address 1372 north Albertson Ave	Cristina Garcia [01/02/2025 16:43:52] Called the customer 1/2/2025 at 4:43 p.m. and was unable to leave a voice message the mail box was full. Cristina Garcia [01/03/2025 08:57:13] Called the customer 1/3/2025 at 8:55 a.m. and I was able to speak to Joshua and he stated he would like a call back. Ana Gallegos [01/09/2025 15:12:49]

		Complainant's City, State, and Zip Code Covina Name(s) of Person(s) Discriminated Against Joshua Kenneth Hoodye Person Discriminated Against Phone 6264304765 Person Discriminated Against Street Address 1372 north Albertson Ave Person Discriminated Against City, State, ZIP Covina Date of Incident 01/01/25 Bus # / Route / Direction of Travel / Location Bus operator badge number: Bus number:	VDS confirms the coach and operator pertaining to this comment. Paddle# 12922 B#872 V#2505 Operator Maningding, Micheal. Video requested. Ana Gallegos [01/15/2025 08:58:26] Called the customer at 0858 on 1/15/2025. Unable to leave a voicemail due to the inbox being full. Ana Gallegos [01/15/2025 16:47:32] Reviewed the video. Video showed the operator approaching Azusa Ave and Grondahl. There was a potential passenger standing nearby the bus stop with their back towards the street. The operator slowed down but did not service the stop. The operator resumed with the service leaving the potential passenger behind. Ana Gallegos [01/15/2025 16:52:15] I met with the operator on 1/15/2025. The operator was shown the video. The operator was spoken to regarding Courtesy, Pass Ups, and Title VI Policies.

		Bus line number: Bus stop where you waited: When the bus arrived: When you expected the bus to arrive: Reason For Alleged Discrimination Race Color Incident Description Bus driving passed me by and left me knowing that I was waiting at the bus stop. Didn't even try to pull to let me on the bus. Stop ID 0767 time 10:00am line 280 South puente hills mall. Filed With Other Agency? No Agency/Agencies Agency Contact Name	

		Agency Address Agency Phone Affirmation Joshua Kenneth Hoodye Created 01/01/25, 10:05 AM Time of Incident 10:00am TAP number Preferred Form of Response Email Direction of Travel South	
1/28/2025	English	Angel would like to report a male bus operator, badge number 4793 of bus line 707	Ana Gallegos [02/04/2025 14:12:12] Per the badge number provided, 4793, VDS

		W/B today 1/28/2025 at 12:35PM from El Monte Station. According to Angel the bus operator ignored him when he asked him the cost for the bus fare. Angel has not rode a bus for some time now and did not know the fare. He noticed that the bus operator picked and chose who to associate with. Angel also stated that the bus operator allowed Asian customers to board without payment where as Mexican customers paid the full on fare each time. Angel would like to be contacted by a supervisor and feels that the bus operator is racist.	confirms the coach and operator pertaining to this comment. Paddle#12028 B#288 V# 3001 Operator Tong, Chi-Pang. Via Playback, the operator was running the 707 EB (not WB) and arrived to El Monte Station around the time reported. Ana Gallegos [02/06/2025 09:37:12] Video did not download on Nexview. A second attempt was conducted via hardwire. Due to technical issues video was not captured. Unable to confirm the event. This information was forwarded to Maintenance. The cameras were inspected on 1/31/2025 which stated they are now working properly. Ana Gallegos [02/07/2025 13:59:25] I met with the operator on 2/7/2025. The operator denied the accusation. The operator was spoken to regarding Title VI and Courtesy. The operator was also reminded that Foothill Transit does not enforce the fare. Ana Gallegos [02/07/2025 15:34:13] Called the customer at 1533 on 2/7/2025. Left a voicemail.

1/29/2025	English	Complainant's Name Alexander Zambrana Complainant's Email zambrana.alexander@gmail.com Complainant's Alternate Phone +1 (213) 788-3912 Complainant's Street Address Complainant's City, State, and Zip Code Name(s) of Person(s) Discriminated Against Alexander Zambrana Person Discriminated Against Phone	Rene Martinez-Meija [01/29/2025 13:19:12] According to Avail operator was conducting coach F2303. Video in process. Rene Martinez-Meija [02/03/2025 10:41:10] Upon reviewing the video footage, in the video you can see the operator at the stop, 2 young girls ask her for a free ride, and she denies them, they get off the bus, 2 passengers get on and ask for a free ride, the operator tells them we don't no longer give free trips, she has just denied it to two young girls, one of the passengers tells her that he is not a young girl and he passes and sits down, the other passenger does the same, the operator is heard telling him loser, then an argument begins between the 2 passengers and the operator, she tells him that she is going to take him off at the next stop, she does not take them off but the passengers continue having an argument with the operator, until another passenger is heard and tell one of the two passengers to shut up because he is already bothering him because of everything he says, the passenger tells him you were the one who didn't pay so shut up now because you are already bothering me, and

		Person Discriminated Against Street Address Person Discriminated Against City, State, ZIP Date of Incident 01/28/25 Bus # / Route / Direction of Travel / Location Bus operator badge number:7481 Bus number:2303 Bus line number:486 Bus stop where you waited:El Monte station When the bus arrived:926 When you expected the bus to arrive:926 Reason For Alleged Discrimination National Origin (Limited English Proficiency) Incident Description I told the	next stop, they get off the bus, none of the 2 passengers who have the argument with the operator can be heard having problems speaking in English. Rene Martinez-Meija [02/03/2025 10:58:37] 02/03/25 emailed to customer at 10:57. Dear Alexander, I hope this message finds you well. I am writing to respond to report #0008-7297 that you submitted on January 28, 2025, regarding the issue with one of our operators. We sincerely apologize for the incident you experienced and the inconvenience it may have caused. Please rest assured that our manager has met with the operator in question to ensure that the

		driver that I did not have the fare but I needed to board the bus. she proceeded to insult me and call me a loser, before driving and continuing to insult me at the next bus stop and instructing me to get off. Filed With Other Agency? No Agency/Agencies Agency Contact Name Agency Address Agency Phone Affirmation Alexander Zambrana Created 01/28/25, 9:45 PM	necessary actions are taken to prevent such occurrences in the future. We value your feedback immensely and appreciate the time you took to bring this matter to our attention. Thank you once again for your understanding. Rene Martinez-Meija [02/03/2025 15:41:12] Kevin DM met with the operator on 02/03/25, to remind her that no person can be denied a free trip, she has to avoid any type of argument with passengers, be courteous and professional, he also explained about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment,

		Time of Incident 924pm TAP number Preferred Form of Response Email Direction of Travel East	and public accommodations. Cristina Garcia [02/07/2025 10:58:55] April can you help with the video notes that Rene noted. Rene Martinez-Meija [02/12/2025 14:03:57] 02/12/25 Upon reviewing the video footage, you can see the operator approach at the stop, 2 young girls ask her for a free ride, and she denies them, they then get off the bus, then 2 other male passengers get on and ask for a free ride as well, the operator then tells the two male passengers that we no longer give free trips, and that she had just previously denied the free trip to two young girls, one of the passengers then tells the operator that he is not a young girl and he proceeds to sit down anyway, the other male passenger then does the same, the operator is heard calling him a loser, then an argument begins between the 2 male passengers and the operator, she tells them that she is going to take them off at the next stop, she does not take them off but the passengers continue arguing with the operator, until another male passenger who was already on the bus is heard telling one of the two male passengers that were arguing with the operator

			to shut up because he is now bothering him because of everything he is saying to the operator, the passenger then tells him you were the one who didn't pay so shut up now because you are already bothering me, as they arrive at the next stop, the two male passengers who were arguing with the operator get off the bus, none of the 2 passengers causing the argument with the operator can be heard not having problems speaking in English. April Serna [02/21/2025 15:41:11] I viewed the video on 2/21/25. I observed the operator quote the fare to two young girls, then the girls stepped off the bus. Two men get on the bus and attempt to use their TAP cards, but the cards didn't work. The operator quotes the fare and is then heard telling the customers that courtesy rides are no longer allowed and mentioned something about the two young girls getting off the bus because they didn't have the fare. One man states he's not a young girl and goes to sit down and the other man follows him. The operator then calls the man a loser. Nothing further is said by the customer. A little time goes by, and the operator escalates the situation by making derogatory remarks towards the customer and calling him an inappropriate name (curse word). That's when

			the customer reacts and says inappropriate things back to the operator. The operator continues with inappropriate remarks towards the customer. I cannot hear if the operator tells the customer he will have to get off the bus at the next stop. This whole situation was instigated and continued to escalate due to the operator's actions.
2/6/2025	English	Brenda would like to submit a complaint on the female Hispanic bus operator with Badge #7177 for bus line 282 E|B with Bus/Coach F3101. Brenda stated she was waiting for the bus at Valley Blvd/Workman Mill Road E (Bus Stop #3332). Brenda stated that when the bus approached the stop at approximately 6:30 pm her husband accompanied her and when they attempted to board the bus the bus operator denied passengers access to board. Brenda stated that the bus operator began to raise her voice at passengers humiliating them and accused them of not paying full bus	Rene Martinez-Meija [02/07/2025 08:30:05] According to Avail operator was conducting coach F3101. Video in process. Rene Martinez-Meija [02/18/2025 13:07:37] The DVR was not working, maintenance opened a work order to replace it. WO# 240171. Rene Martinez-Meija [02/18/2025 14:10:49] 18/02/25 I spoke to the passenger at 2:06 p.m. but his voicemail box was full. Rene Martinez-Meija [02/18/2025 16:14:41]

		fare in the past. Brenda stated that she is a regular passenger on this bus line and is never short paying her bus fare. She stated that she told the bus operator that she must have been mistaking her with someone else. Brenda stated that the bus operator replied “No it’s you”. Brenda stated that the bus operator also told passengers that she had the right not to allow them to board the bus and if necessary, she would contact higher authority. Brenda stated that the bus operator held service for this incident for about ten minutes just shouting at passengers. Brenda stated that this incident made her feel discriminated and she would like a supervisor to look into the matter to avoid this from becoming a reoccurring issue.	Christina DM met with the operator on 02/18/25, to remind her that she cannot deny a free trip to anyone, she has to remain professional at all times, avoid any type of arguments or comments with passengers, she also explained about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [02/21/2025 17:03:58] You spoke to the passenger or you did not and couldn't leave a voicemail? If you couldn't leave a voicemail can you attempt another call? Rene Martinez-Meija [02/25/2025 09:49:12]

		CSR Notes: Brenda provided incident Date, Time, Location, Bus Operator's Description, Badge Number and Bus/Coach number noted. While on the call with Brenda, according to the myStop system Bus/Coach F3101 was in route for bus line 282 E|B. Brenda was offered and provided with the report number. A call was made to Pomona Dispatch, I spoke to Dispatcher Ruth, and she stated she would have the bus operator complete an incident report.	I sopek with teh customer on 02/18/25 at 2:06.
2/26/2025	English	Customer would like to submit a complaint on a female bus driver, Bus 282 W/B Time schedule at 23:55 from PHM. Customer states as soon as he boarded the bus, the customer felt the bus driver was assuming he was homeless because he is African American. The customer states he was paying cash and	Rene Martinez-Meija [02/26/2025 16:11:34] According to Avail operator was conducting coach F2324. Video in process. Rene Martinez-Meija [03/07/2025 16:13:37] Upon reviewing the video footage, in the video you can see the operator at the stop,

		if he would get his change back. This is when the bus driver gave him attitude, was rude, condescending towards him. The customer felt the bus driver was only disrespectful to him and not the other 4 or 5 passengers. Would like Foothill Transit to retrain this bus driver for customer service, to be more open to diversity and be respectful towards all walks of life. Would like Foothill transit to suspend her for a few days to dock her pay so she can realize the repercussions of her actions. Would like a supervisor to look into this matter.	some passengers get on the bus, a passenger pays with 2 dollars, the passenger asks the operator if she is not going to give him change, the operator tells him that they do not give change and that is what it says on the fare box, the passenger gets upset and begins to have an argument with the operator, in the video you do not see the operator assume that he is homeless, nor is it heard that she was rude to him, about the passenger's comment that the operator was disrespectful with him and not with the other passengers, in the video you can only see that the operator has an argument with him and not with all the passengers Rene Martinez-Meija [03/07/2025 16:25:55] 03/07/25 left a message at 16:15. Rene Martinez-Meija [03/10/2025 14:40:36] Tyrone DM met with the operator on 03/10/25 to remind her that she has to avoid any type of argument or comment with the passengers; to avoid conflicts, she has to be kind and professional at all times, he also explained about Title VI.

			To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
2/26/2025	English	From: J T <jthemusicman77@gmail.com> Sent: Tuesday, February 25, 2025 9:17 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report 2-	Rene Martinez-Meija [02/26/2025 13:21:29] 02/26/25 The coach number that the passenger provided is wrong. Rene Martinez-Meija [02/26/2025 13:22:24] According to Avail operator was conducting coach F3111. Video in process. Rene Martinez-Meija [03/07/2025 15:14:06] Upon reviewing the video fooatge,in the

		25-2025 On Tue, Feb 25, 2025, 8:12 PM J T <jthemusicman77@gmail.com> wrote: Good day, February 25, 2025 incident.	video you can see the operator arriving at the stop, the passenger is about to get on the bus with his daughter, the operator tells them to wait and uses the horn, because the operator is lowering the ramp for a senior female, when the passenger gets on the bus he asks the operator why she used the horn, the operator tells him that it is a way to communicate but it seems that the passenger does not believe her, then she tells him that he can ask the police (there is a police car in front of the bus) the passenger asks her why she has to ask the police and begins to have an argument with the operator, the passenger asks the operator for her batch number and the operator tells him and also tells him that the road supervisor is there if he wants to talk to him, the passenger tells him no that he only wants to know his batch number, the road supervisor asks the

		Female bus driver (Operator Badge ID # 2364, Bus #3122, line 197 Monntclair) was blaring the bus horn upon arrival, while our daughter Jessica was boarding at the Pomona Transit Center at approximately 4:55pm. Upon boarding I inquired with the bus driver as to why she was blaring the horn at us because we were startled. The bus driver replied in an arrogant, rude and inappropriate manner that "It is a form of communication", and "I can blare the horn if I want to."	operator if he would get off the bus to talk to her, you cannot hear what they are saying, and the passenger walks away. He gets up from his seat and starts recording the operator and the supervisor when they are talking outside in front of the bus. Rene Martinez-Meija [03/07/2025 15:15:26] 3/07/25 The video does not show the operator being rude or arrogant, nor does it show her saying, "I can blare the horn if I want to," nor does it show her telling the passenger to ask the supervisor for his batch number, nor does it show the operator wearing an Army hoodie tied around her waist. Rene Martinez-Meija [03/07/2025 15:37:49] 03/07/25 emailed to customer at 15:37. Dear Jesus,

		The bus driver then said in a smirky manner to ask the police officers that were on the opposite side of the ports the reason why. I asked why do I have to ask them?.. The bus driver said that I was having a verbal conflict with her regarding the blaring of the horn which was not true. The bus driver used	Thank you for your email regarding report #0008-7641 submitted on February 25, 2025, concerning the interaction between the Road Supervisor and the operator during company hours. We understand how the delay affected you and your daughter's departure time, and we sincerely apologize for any inconvenience. I would like to inform you that the supervisor's manager has addressed the issue with him in order to resolve this matter effectively. Additionally, we discussed the importance of Title VI to ensure compliance and understanding of our company's values and responsibilities. We appreciate the time you took to bring this to our attention, and we are committed to ensuring better service in the future. If you have any further concerns or require

		unprofessional and inappropriate intimidation tactics... abuse of power dereliction of duties. The bus driver also said to ask her supervisor for her badge ID upon request...then the supervisor was inside and outside of the bus talking about us. The Bus driver and Supervisor were outside of the bus conversing and laughing about us during company hours and would not move the bus on time, making us late for our scheduled trip.	more information, please do not hesitate to reach out. Rene Martinez-Meija [03/10/2025 14:34:44] Raul Operations Manager met with the road supervisor on 03/10/25 to remind him that whenever he has a conversation with any operator, he has to do it away from the passengers and be careful with the type of conversation because the passengers can assume different ways of what the conversation with the operator is like, he also talk about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements

		I then began recording the abuse on my cel phone which is attached below. The bus driver was also out of uniform protocol, having an US Army hoodie rapped around her waist. The bus Driver and Supervisor were both discriminatory as they were talking about us amongst themselves in front of the other passengers, then they proceeded outside of the bus to do the same.	and racial segregation in schools, employment, and public accommodations.

		The Unprofessional and discriminatory Supervisor did not bother to address the situation, and rather escalated the situation by performing humilation and intimadtion tactics along with the driver. Numerous reports of habitually unprofessional and discriminatory drivers conducting the buses and Supervisors. Continued Substandard Service and Management and Lack of Training.	

		Continued Substandard Service/ Suboptimal performance by Keolis Management Steve Peoples / Doug Brockwell. I feel that there is an active retaliation occurring against me and Jessica Tucker, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. We request ADA and Title VI report numbers for both Female bus driver and Male	

		Supervisor, for retaliation, discrimination, public humiliation, intimidation, denial of proper customer service and benefits. When requesting the reason why the bus driver was blaring the horn, her response was because "I can blare it if I want to". The Unprofessional and Discriminatory Supervisor did not approach us to address the situation nor did he offer an apology for the bus running late and the female bus driver's discriminatory mistreatment, but rather participated in the maltreatment.	

		J.Tucker, United States Marine Corps Customer sent a video and it is attached to the additional comments browser. Veteran 4 comments were created:	

		0008-7639 driver Title VI 0008-7640 driver ADA 0008-7641 supervisor Title VI 0008-7642 supervisor ADA	
2/26/2025	English	From: J T <jthemusicman77@gmail.com> Sent: Tuesday, February 25, 2025 9:17 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Incident Report 2-25-2025	Rene Martinez-Meija [02/26/2025 13:13:53] The coach number the passenge rprovided was wrong. Rene Martinez-Meija [02/26/2025 13:19:39] According to Avail operator was conducting coach F3111. Video in process. Rene Martinez-Meija [03/07/2025 14:54:30] Upon reviewing the video fooatge,in the video you can see the operator arriving at the stop, the passenger is about to get on the bus with his daughter, the operator tells them to

		On Tue, Feb 25, 2025, 8:12 PM J T <jthemusicman77@gmail.com > wrote: Good day, February 25, 2025 incident. Female bus driver (Operator Badge ID # 2364, Bus #3122, line 197 Monntclair) was	wait and uses the horn, because the operator is lowering the ramp for a senior female, when the passenger gets on the bus he asks the operator why she used the horn, the operator tells him that it is a way to communicate but it seems that the passenger does not believe her, then she tells him that he can ask the police (there is a police car in front of the bus) the passenger asks her why she has to ask the police and begins to have an argument with the operator, the passenger asks the operator for her batch number and the operator tells him and also tells him that the road supervisor is there if he wants to talk to him, the passenger tells him no that he only wants to know his batch number, the road supervisor asks the operator if he would get off the bus to talk to her, you cannot hear what they are saying, and the passenger walks away. He gets up from his seat and starts recording the operator and the supervisor when they are talking outside in front of the bus. Rene Martinez-Meija [03/07/2025 15:05:48] 3/07/25 The video does not show the operator being rude or arrogant, nor does it show her saying, "I can blare the horn if I want to," nor does it show her telling the passenger to ask the supervisor for his batch number, nor does it show the operator wearing an Army

		blaring the bus horn upon arrival, while our daughter Jessica was boarding at the Pomona Transit Center at approximately 4:55pm. Upon boarding I inquired with the bus driver as to why she was blaring the horn at us because we were startled. The bus driver replied in an arrogant, rude and inappropriate manner that "It is a form of communication", and "I can blare the horn if I want to."	hoodie tied around her waist. Rene Martinez-Meija [03/07/2025 15:27:25] 03/07/25 emailed to customer at 15:25. Thank you for reaching out to us regarding report #0008-7639 that you submitted on February 25, 2025. We take your concerns seriously and appreciate the time you invested in bringing this matter to our attention. I would like to inform you that the manager has met with the operator involved to address the situation. Appropriate disciplinary measures will be taken, and she will receive guidance on understanding Title VI and its implications. Your feedback is invaluable in helping us ensure our services meet the highest standards. Please do not hesitate to reach out if you have any further concerns or questions. Rene Martinez-Meija [03/10/2025 14:27:14]

		The bus driver then said in a smirky manner to ask the police officers that were on the opposite side of the ports the reason why. I asked why do I have to ask them?.. The bus driver said that I was having a verbal conflict with her regarding the blaring of the horn which was not true. The bus driver used unprofessional and inappropriate intimidation tactics... abuse of power	Christina DM met with the operator on 03/10/25 to remind her to be polite to passengers, avoid any type of arguments, and be careful about the type and manner of conversations she has with any other co-worker or passenger, and to explain about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		dereliction of duties. The bus driver also said to ask her supervisor for her badge ID upon request...then the supervisor was inside and outside of the bus talking about us. The Bus driver and Supervisor were outside of the bus conversing and laughing about us during company hours and would not move the bus on time, making us late for our scheduled trip. I then began recording the	

		abuse on my cel phone which is attached below. The bus driver was also out of uniform protocol, having an US Army hoodie rapped around her waist. The bus Driver and Supervisor were both discriminatory as they were talking about us amongst themselves in front of the other passengers, then they proceeded outside of the bus to do the same. The Unprofessional and discriminatory Supervisor did	

		not bother to address the situation, and rather escalated the situation by performing humilation and intimadtion tactics along with the driver. Numerous reports of habitually unprofessional and discriminatory drivers conducting the buses and Supervisors. Continued Substandard Service and Management and Lack of Training. Continued Substandard Service/ Suboptimal	

		performance by Keolis Management Steve Peoples / Doug Brockwell. I feel that there is an active retaliation occurring against me and Jessica Tucker, due to the reporting of multiple safety issues, pass ups / denial of services, missed services, late services, filing ADA / Title VI claims, and personal injury claims, ongoing litigation etc...with the Foothill Transit Administrative Offices. We request ADA and Title VI report numbers for both Female bus driver and Male Supervisor, for retaliation, discrimination, public humiliation, intimidation,	

		denial of proper customer service and benefits. When requesting the reason why the bus driver was blaring the horn, her response was because "I can blare it if I want to". The Unprofessional and Discriminatory Supervisor did not approach us to address the situation nor did he offer an apology for the bus running late and the female bus driver's discriminatory mistreatment, but rather participated in the maltreatment.	

		J.Tucker, United States Marine Corps Veteran Customer sent a video and it is attached to the additional comments browser. 4 comments were created: 0008-7639 driver Title VI	

		0008-7640 driver ADA 0008-7641 supervisor Title VI 0008-7642 supervisor ADA	
3/12/2025	English	From: J T <jthemusicman77@gmail.com> Sent: Sunday, March 9, 2025 5:31 PM To: Comment <Comment@Foothilltransit.org> Subject: Incident Report Keolis 2-26-2025	Rene Martinez-Meija [03/13/2025 12:54:39] According to Avail operator was conducting coach F2225. Video in process. Rene Martinez-Meija [03/24/2025 08:37:42] 03/21/25 I couldn't get the video, and Samantha DM couldn't download it from the bus either. Rene Martinez-Meija [03/24/2025 08:45:26] Maintenance opened a work order on 03/21/25 to check the DVR WO# 241301 Rene Martinez-Meija [03/24/2025 15:18:12] Samantha DM met with the operator on

		Good day, On February 26, 2025, I witnessed line 197 Northbound bus driver at the Pomona Transit Center pass up an elderly lady with a walker that was waiting at the bus stop, screaming and yelling for the bus driver to stop. Bus #2225 at approximately 6:59pm. I require ADA and Title VI	03/24/25, see emailed below : Hello, Jose Mata was coached and reminded of his responsibilities under Title VI , ensuring he understood the importance of compliance with these regulations. He was also reminded of the need to demonstrate appropriate customer service skills and maintain courtesy in all interactions. Thank you, Samantha Hughes

		report numbers for this egregious discriminatory violation.	Driver Manager - Team #5
		Numerous reports of habitually unprofessional and discriminatory drivers conducting the buses and Supervisors.	She also explain him about Title Vi
		Continued Substandard Service and Management and Lack of Training.	To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Rene Martinez-Meija [03/24/2025 15:31:19] Emailed to customer on 03/24/25 at 15:30.
		Continued Substandard Service/ Suboptimal performance by Keolis Management Steve Peoples /	Thank you for reaching out to us regarding

		Doug Brockwell. J.Tucker, United States Marine Corps Veteran	report #0008-7829 that you submitted on February 26, 2025. We take your concerns seriously and appreciate the time you invested in bringing this matter to our attention. I would like to inform you that the manager has met with the operator involved to address the situation. Appropriate disciplinary measures will be taken, and she will receive guidance on understanding Title VI and its implications. Your feedback is invaluable in helping us ensure our services meet the highest standards. Please do not hesitate to reach out if you have any further concerns or questions.

		Jesus Tucker USMC Veteran 909-802-3276 0008-7828 ADA 0008-7829 Title VI	
3/12/2025	English	Customer is leaving a complaint against the female African American driver of the 488 WB that left Hacienda/E Francisquito about 5:15P. His complaint includes that he didn't have change or small	Rene Martinez-Meija [03/14/2025 09:30:22] According to Avail operator was conducting coach F2300. Video in process.

		bills and that he notified the driver as he boarded. The driver looked at him and quoted the fare over and over again. He repeated that he didn't have small bills. The driver then loudly and rudley started to tell him, "What you mean you don't have $1.75, you got money". Customer walked away and took a seat. He said that a couple of stops along the way, two other passengers boarded and asked for a courtesy ride and the driver did not attempt to yell or belittle them and let them board without hesitation. Customer feels that the driver discriminated against him because of the color of his skin, him being of Hispanic/Latino descent while the other two passengers allowed to board were Caucasian.	Rene Martinez-Meija [03/20/2025 16:58:03] Upon reviewing the video footage, in the video, a male passenger is seen getting on the bus and putting some coins in the fare box, he is not heard telling the operator that he does not have a smaller bill to pay, the operator asks him why he paid that, the passenger asks how much he has to pay since he doesn't know how much the fare is, the operator tells him it's 1.75, the passenger responds that if she wants he can pay up to a thousand dollars, an older man is seen getting on the bus and paying the senior citizen fare and the other passenger begins to complain and says that this is discrimination, to which the operator tells him that the passenger is an senior citizen, but the other passenger remains upset and says that he is a veteran, to which the operator tells him that he has to say that so that he also pays only part of the fare for being a veteran, the operator is not seen or heard saying "what do you mean you don't have 1.75 you have money", nor is anyone seen requesting a free ride. Rene Martinez-Meija [03/20/2025 17:11:47] I called the customer on 03/20/25 at 17:00 and he answered, but when I told him where I was calling from, he started yelling and he said

			that he wasn't going to get back on the bus and that I should forget about it and not bother him. Rene Martinez-Meija [03/24/2025 13:19:40] Tyrone DM met with the operator on 03/21/25, to remind her to avoid any type of argument with passengers, and also explained about Title VI. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
3/20/2025	English	Landon would like to submit a complaint on the male bus operator for the W|B Silver Streak with Bus/Coach F2904. Landon stated that this	Ana Gallegos [03/21/2025 10:12:15] VDS confirms the coach and operator pertaining to this comment. Paddle#12006 B# 266 V# 2904 Operator Maningding, Micheal.

		incident occurred at approximately 9:00 am at Pomona Transit Center. He stated that he was having a domestic situation at the station when the bus approached and he claimed he boarded the bus alone. Landon stated that while boarding the bus operator questioned him about the situation and Landon stated he ignored the bus operator. Landon stated that the bus operator then asked him to get off calling him a racist slur "ni****" and called the police. Landon stated that the Police arrived and spoke to both of them and told the bus operator he should not have said that and asked Landon to wait for the next bus. Landon stated he did wait for the next bus and stated that the bus operator for bus F1800 was very helpful assisting him. He would like a supervisor to look into the matter and would like a callback to the phone	Video requested. Ana Gallegos [03/21/2025 10:16:16] Called the customer at 1015 on 3/21/2025. Unable to leave a message due to the voicemail not being set up. Ana Gallegos [03/21/2025 10:50:02] Video was reviewed. Video showed the operator servicing the Pomona Station at the 707 WB trip. As passengers where boarding the bus a male passenger was shown entering using the rear doors. The operator noticed that the male passenger did not pay the fare and began to shout at the passenger. The operator was shown escalating the issue and enforcing the fare. The operator was seen stopping service and exiting the driver seat. The operator began to approach the passenger, who was sitting towards the rear of the bus, and was shown arguing with the passenger. The operator immediately exited. Video showed that the operator and passenger continued to argue. Audio is not very clear. At this moment in the video its is unclear what is being said. After a few moments, a Police Officer arrived at the scene. Once the passenger was escorted off the bus, the operator resumed with the service.

		number noted. CSR Notes: Landon provided the incident Date, Time, Location and Bus/Coach Number noted. Landon was offered the report number.	Ana Gallegos [03/21/2025 10:54:18] The operator was spoken to by Hector Calvinisti, Director of Safety & Security, and Florencio Borja, Assistant Safety/Training Manager, on 3/21/2025. The operator was spoken to regarding De-escalation and Title VI Policies. Ana Gallegos [03/28/2025 08:01:46] Called the customer at 0801 on 3/28/2025. Unable to leave a message due to the voicemail not being set up.
3/28/2025	English	Complainant's Name Alvaro Trejo Complainant's Email alvarosavages506@gmail.com Complainant's Alternate Phone +1 (626) 324-8455	Ana Gallegos [03/28/2025 12:49:20] Per coach number provided, VDS confirms the coach and operator pertaining to this comment. Paddle#12026 B# 286 V#2908 Operator Tong, Chi-Pang. Video requested. Ana Gallegos [04/02/2025 10:29:26] Video was reviewed. Video showed the operator approaching 1st/hill as the 707 EB trip. The operator did slow down but did not come

		Complainant's Street Address 820 s Glendora ave Complainant's City, State, and Zip Code West Covina Name(s) of Person(s) Discriminated Against Person Discriminated Against Phone Person Discriminated Against Street Address Hill & First Eastbound Person Discriminated Against City, State, ZIP Los Angeles, Ca. Date of Incident 03/26/25	to a complete stop to open the doors. A male passenger was shown walking towards the bus as it was approaching the stop. Once the operator left the stop and merged away to wait at the nearby red light intersection, the male passenger approached. The operator was not next to the curb anymore and was unable to board them. The male passenger then stood in front of the bus. Once the light turned green the operator resumed with the service. A road supervisor shortly arrived and spoke with the operator. Ana Gallegos [04/07/2025 09:41:20] I met with the operator on 4/7/2025. Video was shown to the operator. The operator stated the people standing nearby did not want his bus which is why he resumed service. The operator was advised to stop and opened the doors for all potential passengers. The operator was spoken to regarding Courtesy, Pass Ups, and Title VI. Ana Gallegos [04/07/2025 09:42:07] Called the customer at 0941 on 4/7/2025. Left a voicemail.

		Bus # / Route / Direction of Travel / Location Bus operator badge number: Bus number: Bus line number: Bus stop where you waited: When the bus arrived: When you expected the bus to arrive: Reason For Alleged Discrimination Race National Origin (Limited English Proficiency) Incident Description The Bus driver Saw me at the Bus Stop didn't even open the doors and drove off onto a Red light which is about 5'ft from the stop. I knocked on the window and Driver ignored me. Badge #286 bus#2908 Filed With Other Agency? No	

		Agency/Agencies Agency Contact Name Agency Address Agency Phone Affirmation Alvaro M Trejo Created 03/26/25, 3:38 PM Time of Incident 3:20 pm TAP number Preferred Form of Response Phone Direction of Travel East	

3/28/2025	Spanish	The caller called to file formal complaint about the female bus driver's behavior. On Friday, March 28, at approximately 7:22 a.m. The caller boarded the 492 | WB | F2160 bus on Santa Anita Ave and West Hondo Parkway and complained about the following: • Upon boarding, the bus driver very rudely told her, “Wait, the bus opens slowly!” The caller did not appreciate being spoken to in a rude manner. The caller feels the operator is racist because of the way she spoke her and previous encounters she has had with this operator. • The operator made two passengers board through the back door instead of the front door. She claimed this operator is notorious for making passengers board	Rene Martinez-Meija [03/28/2025 09:44:11] According to Avail operator was conducting coach F2160. Video in process. Rene Martinez-Meija [03/31/2025 16:16:01] Upon reviewing the video footage, In the video, you can see the operator at the stop, the door opens slowly, you can hear her telling the passenger to wait because the door is opening slowly, but you don't hear the operator being rude, you can see the passenger pushing the door so that it will open faster, when the passenger gets off, the operator tells two passengers to get on through the back door. Rene Martinez-Meija [03/31/2025 16:19:45] I conducted a playback on Avail of the trip to confirmed the speed the operator speed was 38MPH on a 35MPH. Rene Martinez-Meija [04/01/2025 15:16:54] Christina DM met with the operator on 03/31/25, to remind her that she cannot make passengers board through the rear door, that if

		through the back door. • The bus driver drives very slowly, causing the bus to fall behind schedule. She rides the bus daily and has observed this operator driving slowly. This has become a source of frustration for her since she relies on the bus to get to her destination on time.	she has problems, she has to call dispatch to report it and receive instructions on what to do, she also explained about Title VI Discrimination. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
3/31/2025	English	Customer would like to leave a complaint against the Hispanic male driver of the 197 NB. He boards the bus at Fairplex PnR at 1:48P. Today he pushed the tape for a stop request at White/Arrow but the driver missed his stop completely and stopped at the next stop. Customer feels that this particular driver has a thing	Rene Martinez-Meija [04/01/2025 16:15:16] According to Avail operator was conducting coach F2156. Video in process. Rene Martinez-Meija [04/03/2025 11:09:12] Upon reviewing the video footage, in the video the passenger is seen talking on the

		against him because he is an African American male. He never has any other issues with Hispanic drivers on this route. Driver often has a sour disposition and can come off as rude, dismissive, grumpy and overall unhappy.	phone, apparently, he is distracted, when he heard the stop (Arrow Hwy / Dudley) he requested the stop and he got off the bus, the operator is not seen missed the stop. Rene Martinez-Meija [04/03/2025 11:20:16] Left a messages on 04/03/25 at 10;18. Rene Martinez-Meija [04/04/2025 15:29:00] Darien DM met with the passenger on 04/03/25 to explain about Title VI Discrimination To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

			Cristina Garcia [04/07/2025 07:53:31] The comment is about White/Arrow was this viewed in the video the customer pressing the stop request at this location? What was the investigation regarding the customers comment below? Customer feels that this particular driver has a thing against him because he is an African American male. He never has any other issues with Hispanic drivers on this route. Driver often has a sour disposition and can come off as rude, dismissive, grumpy and overall unhappy. Rene Martinez-Meija [04/09/2025 13:22:29] Yes the comment is about White / Arrow, on the video you can see the passenger is on the phone talking, when I have heard the stop (Arrow Hwy / Dudley) on the video you can see the passenger requesting the stop, he don't request the stop before, about the problem with the driver I don't have enough information to confirm this, because on the video you don't see or hear any interaction between the operator and the passenger. Rene Martinez-Meija [04/09/2025 13:52:41]

			Just to clarify, when I viewed the video, I heard the announcement of Arrow Hwy / White. The customer did not request the stop. He was busy on his phone. When the stop of Arrow Hwy / Dudley was announced, he pressed the stop request strip. The operator stopped at the requested stop and the customer got off the bus. I didn't view the operator having any issues with the customer. There wasn't any interaction between them. I didn't observe the operator come off as rude, dismissive,grumpy and overall unhappy. Rene Martinez-Meija [04/14/2025 11:52:08] Correction about the comments I made before, I was looking at the wrong passenger, I uploaded the right video. Rene Martinez-Meija [04/14/2025 11:56:33] Upon reviewing the video footage, in the video you can see the passenger requesting the stop, he push the strip request more than one time but you don't hear the request, it looks like the strip wasn't working, it is not the operator missed the stop, the passenger get up the seat and told the driver about the stop, you can hear

			some other passenger request the stop, the passenger get off the bus but you don't see any interaction between the passenger and the operator. Rene Martinez-Meija [04/14/2025 11:58:04] I spoke to maintenance to have them check the bus and open a work order. WO # 243659 Rene Martinez-Meija [04/15/2025 12:11:03] Per maintenance : needs IVU , being replaced today by technician.
4/6/2025	English	Customer would like to leave a complaint about being passed up at the stop by the driver of the 194 WB at Covina/Valley scheduled at the stop at 07:48. He is stating that he was at the stop, clearly visible and waving at the driver. He mentions that he made eye contact with the driver who then sped up without attempting to slow down or service the stop. Customer feels that this was done because of his race, which he	Ana Gallegos [04/14/2025 12:34:26] Per coach number provided, VDS confirms the coach and operator pertaining to this comment. Paddle#12091 B#131 V#2524 Operator Garcia, John. Video requested. Ana Gallegos [04/15/2025 08:40:56] Reviewed the video. Video showed the operator approaching Covina/Valley where there was a potential passenger visibly waiting at the bus stop. The operator made no attempt to service the stop resulting in the passenger being left behind.

		would not confirm other than stating Foothill Transit already knows this because he has made comments in the past regarding this same issue.	Ana Gallegos [04/16/2025 08:10:07] Called the customer at 0809 on 4/16/2025. Left a voicemail. Ana Gallegos [04/16/2025 14:28:08] I met with the operator on 4/16/2025. The operator was shown the video. The operator was spoken to regarding Courtesy, Pass ups, and Title VI.
4/9/2025	English	From: lourdes salgado <lourdessalgado.3@gmail.com> Sent: Tuesday, April 8, 2025 11:06 AM To: Comment <Comment@Foothilltransit.org> Subject:	Rene Martinez-Meija [04/09/2025 12:38:29] According to Avail operator was conducting coach F3129. Video in process. Rene Martinez-Meija [04/17/2025 12:44:23] Upon reviewing the video footage, in the video, the operator can be seen and heard in a loud voice telling a female passenger that she cannot have her walker in the aisle, apparently, the passenger does not understand English. The operator continues telling the passenger from her seat. A male passenger can be heard telling the operator that if the male passenger went on

			his bicycle, he would arrive faster. The operator tells him to do it, that it is no problem. Rene Martinez-Meija [04/21/2025 14:34:42] Emailed to customer on 04/21/25 at 14:32.
		Driver 3129 line 488 not beeing politely with elderly people On Tue, Apr 8, 2025, 1:23 PM Comment <Comment@foothilltransit.org > wrote: Good Afternoon, We apologize for what you have encountered, in taking our service. Where did the incident occur, if you could provide the cross streets? What time did the incident occur. Which direction was the bus headed east towards Glendora or west towards El Monte station. Can you	Dear Lourdes, I hope this message finds you well. I am writing in response to report #0008-8126 that you submitted on April 8, 2025, regarding the incident involving the operator's rudeness towards a passenger who may not have spoken or understood English. I would like to assure you that the manager has met with the operator to address this matter and ensure it does not happen again. Disciplinary measures have been taken as necessary.

		elaborate on what transpired. Patiently, awaiting your response. Cristina Garcia Customer Service & Operations Coordinator	We genuinely appreciate the time and effort you took to bring this issue to our attention. Thank you for helping us to improve our service. Rene Martinez-Meija [04/21/2025 17:09:22] Christina met with the operator on 04/21/25, to explain about Title VI Discrimination. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

		(626) 931-7210 Comments Line (626) 931-7311 Fax From: lourdes salgado <lourdessalgado.3@gmail.com> Sent: Tuesday, April 8, 2025 2:11 PM To: Comment <Comment@Foothilltransit.org> Subject: Re:	

		Line 488 tours El Monte station Chinese lady who doesn't speak English beeing rude to her and she didn't stand up to help for her walker and didn't use the straps to hold it.Walker didn't have brakes so I help the lady to hold it. I don't remember the street name . I don't wanted do anything to the driver just wanted to be more patient to us I'm a senior also and on the same line long ago another driver didn't stopped for me and another young guy with a different condition had to run but he didn't stopped anyway On Tue, Apr 8, 2025, 4:55 PM Comment <Comment@foothilltransit.org > wrote:	

		Can you provide us at least the time the incident occurred on the 488 towards El Monte station on April 8th? From: lourdes salgado <lourdessalgado.3@gmail.com> Sent: Tuesday, April 8, 2025 5:22 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: Hi good evening it was around 10:40am going to El Monte station near Francisquito and	

		Ramona around that area the driver was a lady didn't have a name on the board just a number 2 comments were created: 0008-8126 Title VI 0008-8133 ADA	
4/11/2025	English	Customer would like to file a complaint on the female bus operator for the #488 heading WB from Grand/Route 66. According to the customer, she was denied entry on the bus because she stated that the bus operator accused her of calling the bus operator names. Customer also felt that she was racial discriminated against because the bus operator was an African-American and the caller was not. Customer stated that the female operator wore thick	Rene Martinez-Meija [04/16/2025 14:22:07] According to Avail operator was conducting coach F2314. Video in process. Rene Martinez-Meija [04/23/2025 12:50:53] Upon reviewing the video footage, in the video, the operator is seen denying the passenger access to the bus, accusing the passenger of calling the operator's names. The passenger tells her that she never saw her but does not get on the bus and the operator continues with her trip.

		glasses. ***CSR NOTES*** Time/Location noted was when the incident happened, according to the customer.	Rene Martinez-Meija [04/24/2025 14:09:38] Tyrone DM met with the operator on 04/23/25, to remind her that she cannot deny access to the bus to anyone, to avoid any type of arguments, if there is any problem with the passengers she has to report it to dispatch, he also explained about Title VI. I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against him because he was black. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment,

			and public accommodations. Rene Martinez-Meija [04/25/2025 11:54:14] Tyrone DM met with the operator on 04/23/25, to remind her that she cannot deny access to the bus to anyone, to avoid any type of arguments, if there is any problem with the passengers she has to report it to dispatch, he also explained about Title VI. I explained to the driver that this was a Title VI customer comment because the customer felt she discriminated against her.
4/17/2025	English	Caller would like to file a complaint on bus line 188 W/B. Caller boarded the bus at the Montclair Station for the scheduled time of 8:17 am. Caller boarded the bus and attempted to pay the fare with his access card but was unable to find it. Caller asked the bus operator for a courtesy ride and states that the bus	Ana Gallegos [04/22/2025 11:36:38] VDS confirms the coach and operator pertaining to this comment. Paddle# 12148 B# 85 V# 2526 Operator Cervantes, James. Video requested. Ana Gallegos [04/24/2025 09:28:06] Called the customer at 0927 on 4/24/2025. Unable to leave a message due to the voicemail

		operator was using rude comments like “you people always want a free ride.” Caller is upset and would like a supervisor to look into this matter. CSR*** Details were provided by caller. 2 comments were created: 0008-8226 Title VI 0008-8268 ADA	box not being set up. Ana Gallegos [04/24/2025 09:32:10] Reviewed the video. Video showed the operator servicing Montclair station as the 188 WB. The last passenger to board tapped their card but the fare box made a "error" sound indicating low/no funds. The customer explained that he had a LIFE pass but the fare box was not accepting the card. Video confirmed the operator stated "why you guys never want to pay the fare". The operator began to argue with the passenger regarding the fare. The passenger takes a seat and the operator then waits for the their scheduled time before departing the stop. Ana Gallegos [04/25/2025 08:17:13] Called the customer at 0817 on 4/25/2025. Unable to leave a message due to the voicemail box not being set up. Ana Gallegos [04/28/2025 14:10:22] I met with the operator on 4/28/2025. The operator was spoken to regarding the comment. The operator was spoken to

			regarding Title Vi and ADA. The operator was reminded to not enforce the fare.
4/21/2025	English	From: Joseph Solorzano <josephsolorzano57@gmail.com> Sent: Friday, April 18, 2025 3:13 PM To: Comment <Comment@Foothilltransit.org> Subject: Report Driver F2300 driver was rude, Spanish speaking patron put a dollar in and tried to get off ride after realizing the bus ride was $5.50 but wasn't given his dollar back. This happened at 4/18 at 3pm at Cal State la,	Rene Martinez-Meija [04/23/2025 10:07:30] According to Avail operator was conducting coach F2300. Video in process. Rene Martinez-Meija [05/02/2025 09:35:32] Upon reviewing the video footage in the video you can see the operator at the stop one male passenger get on the bus, he paid with his tap card, it seems that he did not have enough money, looks like he dot know the bus was express, you can hear the operator telling him he have to get off the bus and wait for the next bus, the passenger don't understand and he put a dollar bill on the fare box, the operator was looking at him and told him you need to pay $ 5.50 or have to get off the bus and wait for the other bus, the passenger calls someone to interpret him what the operator say, the operator explain but she was rude and telling both of them making her to be late, the person told the operator about the dollar bill, she responded is nothing she can do about it,

		bus going to El Monte. She said that the patron was wasting her time. She was rude and inconsiderate of the patron. On Mon, Apr 21, 2025, 9:36 AM Comment <Comment@foothilltransit.org > wrote: Good Morning, We apologize for what you have encountered, in taking our service. Which route number were you on that the incident occurred?	Rene Martinez-Meija [05/02/2025 09:54:12] The routeof the bus is 699. Rene Martinez-Meija [05/02/2025 10:05:58] Emailed to customer on 05/02/25 at 10:02. Dear Joseph, Thank you for your report regarding the operator's conduct on April 18, 2025. We appreciate you bringing this matter to our attention. I wanted to inform you that the manager has addressed the situation with the operator involved. Necessary measures have been taken to ensure appropriate discipline and to prevent similar incidents from occurring in the future.

			We value your feedback and are committed to improving our service. Cristina Garcia Thank you for your vigilance and for taking the time to contact us. Customer Service & Operations Coordinator Rene Martinez-Meija [05/02/2025 15:07:06] Samantha DM met with the operator on 05/02/25 to remind her to be courteous, kind and respectful to passengers and to avoid any type of argument, she also explained about Title VI Discrimination. (626) 931-7210 Comments Line (626) 931-7311 Fax To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, From: Joseph Solorzano <josephsolorzano57@gmail.com>

		Sent: Monday, April 21, 2025 11:03 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: Report Driver I forgot the number route for the bus	and public accommodations. Carlos Munguia [05/28/2025 14:20:11] In addition, Driver Manager Samantha reminded the driver to only quote the fare and not require the fare on 5-2-25.
4/30/2025	English	Customer would like to submit a complaint on a Female Bus Driver (Asian) , Badge 2178 Bus 482 E/B Time schedule at 13:16 from Colima and Batson. Customer states upon entering the bus, the customer states she is aware her tap card is not reading the fare box correctly. The reason for submitting this complaint is; due to the behavior of the bus	Carlos Munguia [05/05/2025 15:22:04] According to Avail the Operator was conducting Coach F2224. Video in Process Carlos Munguia [05/15/2025 10:26:51] Upon reviewing the video footage the Operator did not appear to chastise the customer for her tap card not working properly.

		driver. According to the customer, the bus driver chastised the customer for the tap card not working properly. The customer states the bus driver was rude and condescending towards her. The customer also states while on board the bus, the customer states when another passenger entered the bus, according to the customer the passenger appeared homeless, the bus driver was also rude and condescending too. However, the customer states when an Asian passenger entered the bus, the bus driver was kind and friendly towards the Asian passenger. Janice feels the bus driver picks and chooses how to treat passengers based on how they look and she feels that is not right. Janice would like a supervisor to look into this matter.	However, the Operator did yell at a customer for only paying $1.00 and told him to return to the fare box to pay the remaining $0.75 that he was short. At the next stop, a lady entered the bus was greeted by the operator and was allowed to ride for free. Passengers are not being treated the same by the operator. Carlos Munguia [05/15/2025 10:42:01] Called customer on 5-15-25 at 10:40 a.m. Carlos Munguia [05/15/2025 10:56:21] Driver Manager Darien spoke to the Operator on 5-14-25. The meaning of ADA and Title VI were reviewed along with the proper coaching to avoid future customer complaints. Carlos Munguia [05/15/2025 15:26:44] To ensure that the operator understood what a Title VI customer comment was, the Driver Manager Darien explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial

			segregation in schools, employment, and public accommodations. Cristina Garcia [05/19/2025 10:19:10] April can you help with this comment. And video status needs to be selected.
5/3/2025	English	Anonymous Caller would like to submit a complaint on the male African American bus operator for bus line 291 N|B. Caller stated that this incident occurred at approximately 2:18 pm at Pomona Transit Center. Caller stated that she was waiting to board the bus and when she was going to board the bus the bus operator shut the doors and took off leaving her at the bus stop. Caller stated she felt the bus operator was racist and claimed she has a heart condition but walked to another bus stop to catch the next bus.	Carlos Munguia [05/05/2025 13:39:55] According to Avail the Operator was conducting coach F3130. Video processing Carlos Munguia [05/14/2025 14:16:28] I could not download the video. The Driver Manager Samantha was also unable to download this video. This has been sent to Maintenance Department and a Work Order has been open to check the DVR.

		CSR Notes: Anonymous Caller provided incident Date, Time, Location and Bus Operator Description noted. Caller was provided with the report number.	Work Order Number 245587. Carlos Munguia [05/15/2025 14:07:55] I spoke to Maintenance Department today they responded that the DVR on the bus was fixed this morning 5-15-25 at 8:30 a.m. Carlos Munguia [05/15/2025 14:56:14] Driver Manager Samantha spoke to the driver on 5-14-25 and reminded him of Title VI regulations. To ensure that the operator understood what a Title VI customer comment was, she explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [05/15/2025 15:18:56] I sent an email to the customer on 5-15-25 at 15:18. See email below.

			Dear Vera Dalmatoff, In regards to Customer Comment number 0008-8386 Route 495 Westbound on April 29, 2025, I wanted to let you know that the Driver Manager has met with the Bus Operator to remind her to be aware of her surroundings and who is coming in and out of the bus. The mission of both Keolis and Foothill Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. I appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you. Carlos Munguia [05/15/2025 15:20:04] **Correction this last email was sent to 0008-8386 Cristina Garcia [05/19/2025 10:10:44]

			The correct e-mail needs to be sent to the customer and if you can select video status only for Title VI comments below. Carlos Munguia [05/19/2025 14:00:07] Yes, this email below was correctly sent to report 0008-8386 on 5-15-25 at 15:20. Carlos Munguia [05/19/2025 15:18:03] Customer's preferred form of response was "No Response." Therefore, no phone call or email were sent. 5-19-25 @15:17
5/7/2025	English	Mr. Tucker and his daughter were passed up at the bus stop on Moreno/Target Lane and feels it was discrimination and retaliation due his ongoing legal issues with Keolis.	Ana Gallegos [05/13/2025 13:18:52] VDS confirms the coach and operator pertaining to this comment. Paddle# 12225 B#241 V# 2512 Operator Smickle, Shavonesse. Video requested. Ana Gallegos [05/14/2025 12:04:47] Reviewed the video. Video showed the operator approaching Moreno/Target Ln. As the operator was approaching the stop they were shown honking alerting the passengers that she is approaching. The operator did not slow down or service the stop. There was two people

		Mgr Note: When is was told to Mr. Tucker that the 188 was not serviced by Keolis and that this would be written up as pass up complaint, he requested that it be set up the two complaint, like his others because it is still Foothill Transit. Therefore, he has requested this be separated into two complaints, one as Discrimination and retaliation because of his current ongoing litigation with Keolis and also as a Title VI. Denial of benefits and services. Comment 1 of 2 0008-8464 Title VI 0008-8468 courtesy pass up	visibly waiting at the stop. The operator resumed with the service leaving the potential passengers behind. Ana Gallegos [05/19/2025 15:50:16] I met with the operator on 5/19/2025. The operator was shown the video. The operator was spoken to regarding Title Vi, Courtesy, and Pass Ups Ana Gallegos [05/20/2025 08:02:02] Called the customer at 0801 on 5/20/2025. Left a voicemail.

5/7/2025	English	Mr. Tucker would like to leave a complaint about being passed up at the stop. He feels this is in retaliation because of ongoing legal issues he has with Keolis. Mgr Note: He has requested this be separated into two complaints, one as Discrimination and retaliation because of his current ongoing litigation with Keolis and also as a Title VI. Denial of benefits and services. Comment 2 of 2 0008-8463 Title VI 0008-8462 Courtesy-Pass-Up	Carlos Munguia [05/13/2025 10:24:10] According to Avail the Operator was conducting Coach F2209. Video in Process April Serna [05/22/2025 18:57:31] Upon reviewing the video, the operator was driving in the left lane and passed up the customer, leaving the customer at the stop. The operator was coached on 5/22/25 by the driver manager, Tyrone. It was emphasized that he needs to drive without distractions and make all required stops to ensure no passenger is left behind. The operator was also coached regarding Title VI comments. To ensure that the operator understood what a Title VI customer comment was, the following was explained to him: " The Civil Rights Act of 1964 is a landmark civil rights and labor law in

			the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [05/23/2025 10:23:57] Called our customer spoke to him on 5-23-25 at 10:20.
5/7/2025	English	Customer would like to file a complaint on the bus operator for the #492 heading WB, F2320. According to the customer, she boarded the bus without having her bus pass ready and that the bus operator started degrading her. Customer stated that another passenger boarded the bus without having his bus pass ready and was not told anything. Customer believes that this may be a race issue. ***CSR NOTES*** Time and location noted was provided	Carlos Munguia [05/08/2025 12:34:17] According to Avail operator was conducting coach F2320. Video in process. Carlos Munguia [05/15/2025 13:13:43] Upon reviewing the video footage, the customer boards the bus and says I have my tap card in my bag and walks towards her seat. The operator tells her, "you should have had your tap card ready when you boarded the bus." After a brief exchange, the customer pays the fare using her tap card. Both the customer and the operator can be heard muttering to themselves as the bus drives away from the bus

		by the customer as to when this incident happened. Customer provided coach number.	stop. Carlos Munguia [05/15/2025 13:15:54] No discrimination is seen in this video however, the operator could have been more patient when asking for the fare. Carlos Munguia [05/20/2025 16:26:01] Driver Manager Tyrone met with the driver on 5-19-25 at 15:35. He reminded the driver of our company's mission to provide good customer service, remain professional at all times, and to avoid getting into verbal arguments with customers. Carlos Munguia [05/20/2025 16:30:25] There is no Customer to contact (Anonymous). The Video has been downloaded to Video Pomona drive (Title VI Discrimination 8-8459 Sylvester Jacob). Carlos Munguia [05/20/2025 16:36:02]

			In Addition, the Driver Manager reminded the driver of the Title VI law: To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Cristina Garcia [05/21/2025 09:48:51] What was the investigation regarding the below comments: Customer stated that another passenger boarded the bus without having his bus pass ready and was not told anything. Carlos Munguia [05/28/2025 14:00:51] As stated previously, the Driver Manager talked to the operator and reminded him of treating every passenger fairly and equally under Tittle VI law. The operator denied not

			treating every passenger fairly. That second customer was not ready with her pass as she entered the bus either but did not go sit down when she entered the bus she was looking for it inside her purse as she was attempting to pay her bus fare.
5/8/2025	English	Caller would like to file a complaint for bus like 291 S/B. Caller was at the stop on White/Foothill at approximately 9:30pm. Caller states that as soon as he and his daughter attempt to board the bus the bus operator closed the bus door on him and his daughter and drove off. This caused the caller to find another alternative to get home and due to that his groceries went bad and threw them to the trash. Caller would like a supervisor to look into this matter. CSR NOTES** 4 comments	April Serna [05/22/2025 19:46:06] According to Avail, trip was conducted on coach F2149 Hard drive was replaced after date of incident. Attempted to view video from old hard drive but was unable to retrieve video for this date / time. The operator was coached on 5/21/25 by the driver manager, Samantha. It was emphasized that he needs to make sure no one at the bus stop wants to board the bus before departing to ensure no passenger is left behind. The operator was also coached regarding Title VI comments.

		were created. 8-8495 ADA for his daughter, 8-8496 Title VI for his daughter, 8-8497 ADA for Mr. Tucker, 8-8498 Title VI for Mr. Tucker.	To ensure that the operator understood what a Title VI customer comment was, the following was explained to him: " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [05/23/2025 10:40:09] I spoke to the customer on 5-23-25 at 10:27.
5/8/2025	English	Caller would like to file a complaint for bus like 291 S/B. Caller was at the stop on White/Foothill at approximately 9:30pm. Caller states that as soon as he and his daughter attempt to board the bus the bus operator closed the bus door on him and his daughter and drove off. This caused the caller to find another alternative to get home and due to that his groceries went bad and threw	April Serna [05/22/2025 19:44:42] According to Avail, trip was conducted on coach F2149 Hard drive was replaced after date of incident. Attempted to view video from old hard drive but was unable to retrieve video for this date / time.

		them to the trash. Caller would like a supervisor to look into this matter. CSR NOTES** 4 comments were created. 8-8495 ADA for his daughter, 8-8496 Title VI for his daughter, 8-8497 ADA for Mr. Tucker, 8-8498 Title VI for Mr. Tucker.	The operator was coached on 5/21/25 by the driver manager, Samantha. It was emphasized that he needs to make sure no one at the bus stop wants to board the bus before departing to ensure no passenger is left behind. The operator was also coached regarding Title VI comments. To ensure that the operator understood what a Title VI customer comment was, the following was explained to him: " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [05/23/2025 10:43:48] Called customer spoke to him on 5-23-25 at 10:20.
5/8/2025	English	Caller would like to file a complaint on bus line 286 S/B. Caller attempted to board the bus with his daughter on	April Serna [05/22/2025 19:57:14] To ensure that the operator understood what a Title VI customer comment was, the

		Hamilton/Mission at approximately 3:49 pm. Caller states that the bus operator did not stop to service the bus stop nor did he attempt to slow down so they can board the bus. The caller states that the headway sign was off but there were people inside the bus. He also states that the bus was 12 minutes late. Caller would like a call back in regards of this matter. CSR NOTES** 4 comments were created. 8-8490 ADA for his daughter, 8-8492 Title VI for his daughter, 8-8493 ADA for Mr. Tucker, 8-8494 Title VI for Mr. Tucker.	following was explained to him: " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. April Serna [05/22/2025 19:58:39] Correction: According to Avail, trip was conducted on coach F2310. Hard drive was replaced after date of incident. Attempted to view video from old hard drive but was unable to retrieve video for this date / time. The operator was coached on 5/22/25 by the driver manager, Samantha. It was emphasized that he needs to drive without distractions and make all required stops to ensure no passenger

			is left behind. The operator was also coached regarding Title VI comments. To ensure that the operator understood what a Title VI customer comment was, the following was explained to him: " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [05/23/2025 10:47:33] Called customer talk to him on 5-23-25 at 10:25 am
5/8/2025	English	Caller would like to file a complaint on bus line 286 S/B. Caller attempted to board the bus with his daughter on Hamilton/Mission at approximately 3:49 pm. Caller states that the bus operator did not stop to service the bus stop nor did he attempt to	April Serna [05/22/2025 19:56:09] According to Avail, trip was conducted on coach F2310. Hard drive was replaced after date of incident. Attempted to view video from old hard drive

		slow down so they can board the bus. The caller states that the headway sign was off but there were people inside the bus. He also states that the bus was 12 minutes late. Caller would like a call back in regards of this matter. CSR NOTES** 4 comments were created. 8-8490 ADA for his daughter, 8-8492 Title VI for his daughter, 8-8493 ADA for Mr. Tucker, 8-8494 Title VI for Mr. Tucker.	but was unable to retrieve video for this date / time. The operator was coached on 5/22/25 by the driver manager, Samantha. It was emphasized that he needs to drive without distractions and make all required stops to ensure no passenger is left behind. The operator was also coached regarding Title VI comments. To ensure that the operator understood what a Title VI customer comment was, the following was explained to him: " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [05/23/2025 10:48:59] Called customer talked to him on 5-23-25 at 10:25.

6/11/2025	English	On Wednesday, June 11, at approximately 5:30 p.m., Mr. Tucker boarded the 291 | SB | F2309 bus at Garey Avenue and Mission Boulevard. He was carrying a covered cup and was told by the operator, (Described as a female with long nails, tattoos on her neck, and wearing dark sunglasses) that he could not board the bus with his drink. He responded by stating that the cup was covered, pointed to the onboard signage stating, “No drinking,” and clarified that he had no intention of drinking his drink while on the bus. He then proceeded to pay his fare and take a seat. According to Mr. Tucker, the operator continued to be rude and argued with him about the drink even after he was seated. He expressed concern	Carlos Munguia [06/24/2025 10:31:06] According to Avail the operator was conducting coach F2309. Video is in process Carlos Munguia [06/24/2025 10:42:03] Upon reviewing the video footage, the passenger boards the bus holding a drink container to which the operator tells the boarding passenger, "you cannot bring your drink on the bus." The passenger says it is a closed container. The operator points to sign on the bus and says no drinks of any kind are allowed on the bus. They go back and forth until the driver tells the passenger "just go ahead and have a seat, just don't drink it on the bus." The passenger takes a seat and starts to complain to another passenger about the driver. The two then start telling each other stuff. The passenger saying "stop talking while your driving" and the driver saying "be quiet you are talking to me." After a minute, they both stop and the ride stays quiet for the next ten minutes until the passenger gets off the bus and asks the driver for her badge number. The operator

		about the operator engaging in a verbal dispute while driving, citing potential safety risks for all passengers. Mr. Tucker stated that he attempted to obtain the operator's badge number, but it was not visibly posted. He further reported that he has had prior issues with this same operator and, during a previous incident, when he asked for her badge number, she provided false information. Mr. Tucker believes the operator's actions are discriminatory based on his disability and is requesting that this complaint be filed under the ADA and Title VI.	gives the passenger the badge number and he exits the bus. As the passenger is exiting the bus, the operator says "have a nice day." Carlos Munguia [06/24/2025 16:39:36] Driver Manager Tyrone met with the driver today 6-24-25. He reminded the operator of Title VI laws. To ensure that the operator understood what a Title VI customer comment was, the Driver Manager explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [06/24/2025 16:41:20] Called customer left a voicemail message on 6-24-25 at 16:40.

		[NOTE] Mr. Tucker was asked whether his drink had a spill-proof lid and was informed that Foothill Transit's policy regarding beverages can be found on the agency's website. He responded by stating that his drink was covered/sealed and that he should not be required to prove whether it had a spill-proof lid, as he believes such a request along with Foothill Transit's policies about beverages are discriminatory. Comment No. 8-8903 pertains to ADA comment. Comment No. 8-8904 pertains to Title VI comment.	
6/20/2025	English	Customer would like to file a complaint against the driver of the 707 | WB | F1802. He has	Ana Gallegos [06/25/2025 15:54:10] VDS confirms the coach and operator

		stated that he is sitting in the rear of the bus with ear buds on looking at his phone. As the bus was servicing the stop on Azusa/10 Fwy, the driver called out to him telling him that he needed to exit the bus because he was smoking. He said that he was surprised and shocked that she pointed him out because he wasn't even paying attention to anything other than his phone. He said that he told the driver what he was doing and was not smoking. He states that the driver asked him again to exit the bus but he refused because he was not smoking and the request was unwarranted. The driver continued the route but told him that if he continued then she would call the cops to have him removed. He felt he was being profiled because of his race and the driver was wrong to accuse him and she was unable to prove that he was the person smoking.	pertaining to this comment. Paddle# 12017 B# 277 V#1802 Operator Cordova, Chantel. Video requested. Ana Gallegos [07/07/2025 15:47:05] Reviewed the video. There is no audio in the video. During the operating conducting the 707 WB route you can see the operator attempting to speak with a customer while driving. Unknown what is being said. A male passenger who was seated in the back was shown speaking back to the Operator. Eventually the customer exited the bus. Video did not shown anyone smoking on board. Ana Gallegos [07/07/2025 15:47:52] Called the customer at 1547 on 7/7/2025. Left a voicemail. Ana Gallegos [07/07/2025 16:18:08] I met with the operator on 7/7/2025. The operator was shown the video and confirmed with her that the video did not show anyone smoking. The operator apologized. The operator was spoken to regarding Courtesy and Title Vi.

		Female driver with blonde hair had badge number 4665 on display.	
6/27/2025	English	Complainant's Name MousaM Complainant's Email 2695470218 Complainant's Alternate Phone Complainant's Street Address Complainant's City, State, and Zip Code Name(s) of Person(s) Discriminated Against Person Discriminated Against Phone	Cristina Garcia [07/01/2025 10:38:54] I called the customer 6/27/25 at 11:29 a.m. and left a message because the customer provided two different times. As of 7/1/25 the customer has not called back. I created two comments one for the scheduled time 7:45 p.m. and 8:45 p.m. Carlos Munguia [07/01/2025 12:03:50] According to Avail the operator was conducting coach F3122. Video is in process Carlos Munguia [07/10/2025 10:36:46] Video was requested on 7-1-25. It failed to download. Sent an email to Maintenance Shop on 7-1-25 to check Bus DVR for proper functioning.

		Person Discriminated Against Street Address Live oak Santa anita Person Discriminated Against City, State, ZIP Arcadia Date of Incident 06/23/25 Bus # / Route / Direction of Travel / Location Bus operator badge number: Bus number: Bus line number: Bus stop where you waited:live oak Santa Anita When the bus arrived:7:45 When you expected the bus to arrive:8:45 Reason For Alleged Discrimination National Origin (Limited English Proficiency) Incident Description He not stop after see me in stop at	Carlos Munguia [07/10/2025 10:38:05] I spoke to Maintenance/Shop Supervisor Monica today 7-10-25 advised the Bus DVR was inspected and it works good on 7-2-25. Work Order number 248410. Carlos Munguia [07/10/2025 10:38:29] Requested video again on 7-10-25 at 10:38. Carlos Munguia [07/10/2025 10:50:07] Requested two videos: 1. Coach 3122 20:30-21:00 2. Coach 2147 19:35-19:55 Carlos Munguia [07/11/2025 13:33:45] Reviewed the video footage of coach F2147 there was no evidence of this report.

		live oak Santa Anita 23 June at 8:45 PM Filed With Other Agency? No Agency/Agencies Agency Contact Name Agency Address Agency Phone Affirmation Mousam Created 06/24/25, 9:01 PM Time of Incident 8:45 TAP number	The video for coach F3122 is failing to download will ask Driver Manager to pull video manually on 7-11-25 @13:33. Carlos Munguia [07/14/2025 17:57:22] The DVR is not working, Driver Manager unable to pull video. Maintenance Shop will recheck to make sure it is working properly. Work Order # 248410 Cristina Garcia [07/15/2025 08:39:23] The driver needs to be met with when there is no video. Carlos Munguia [07/16/2025 12:13:05] I spoke to the operator (Robbie Johnson) on 7-16-25 at 12:05. She said she usually gives this gentleman passenger a ride every other day. She said the customer tries to pay the fare using his phone or a debit card and she reminds him that he can only use his tap card. There seems to be a language barrier as the passenger speaks limited English. I reminded the operator about being courteous and providing good customer service for all passengers.

		Preferred Form of Response No Response Direction of Travel East	Carlos Munguia [07/16/2025 12:18:02] Called customer and left a message on his voicemail 7-16-25 at 12:15. Carlos Munguia [07/16/2025 14:36:41] When I met with the operator today at 12:05 she was also reminded about Title XI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [07/16/2025 16:07:35] Correction: When I met with the operator today at 12:05 she was also reminded about Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion,

			sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.
7/28/2025	English	From: Barryn Stroh <barrynstroh@gmail.com> Sent: Sunday, July 20, 2025 11:43 AM To: Comment <Comment@Foothilltransit.org> Subject: Re: URGENT: Repeated Driver Misconduct – Compensation Request for Missed Buses	Ana Gallegos [07/28/2025 11:32:22] VDS confirms the coach and operator pertaining to this comment. Paddle# 12826 B# 822 V# 2715 Operator Luna, Juna. Video requested. Ana Gallegos [07/28/2025 11:39:22] Called the customer at 1138 on 7/28/2025. Left a voicemail. Ana Gallegos [07/28/2025 11:44:10] Email response made at 1143 on 7/28/2025. Email response: "Good Morning, I am with Foothill Transit (Transdev), contacting you regarding Customer Comment 0008-9420. The comments state that you had a

		To Whom It May Concern, I am writing to formally document a second disturbing incident with a Foothill Transit driver that occurred today, Sunday [insert date]. This follows a previous occurrence on July 4th, both of which involved the same line and—based on timing and behavior—likely the same driver. In both incidents, I was standing clearly visible at the stop, signaled the driver, and in today's case even stood by	negative experience towards an operator of the 188 Eastbound (Moreno/Foothill) on 07/20/2025 along with a previous incident as well regarding not being boarded by the Operators. On behalf of Foothill Transit and Transdev, we apologize for this experience and any inconvenience this may have caused you. The operators were identified and placed into a re-training for Courtesy, Pass Ups and Title VI. Again, we apologize for this experience and the inconvenience. If Accepted, we would love to email over some digital free ride coupons to compensate for the inconvenience you have faced. Please feel free to email me back and I will have those Coupons generated to you which will be able to be loaded onto your TAP card. If you do not have a TAP card I will also be able to mail out one. 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.

		the curb and motioned to stop while the driver came to a complete halt. He then looked directly at me and *drove off intentionally* the moment the light turned green, as I turned to grab my two bags from the bench. This pattern of disrespect is unacceptable. I am currently unhoused and rely on Foothill Transit to get to essential resources. Being left behind twice is not only cruel but could be interpreted as **targeted harassment**. I am requesting: - A formal investigation into the driver on this Sunday shift	Have a good day." Ana Gallegos [07/30/2025 11:44:36] Reviewed the video. The incident occurred on Foothill/Moreno not Foothill/Wheeler. Video showed the operator in service as the 188 EB trip. As the operator was approaching Foothill/Moreno there was a potential passenger visibly waiting at the stop. The operator made a stop but did not wait for the passenger to gather their items and resumed back in service. The operator left the potential passenger behind. Ana Gallegos [07/30/2025 14:03:05] I met with the operator on 7/30/2025. The operator was shown the video. The operator was spoken to regarding Courtesy, Pass up, and Title VI. Cristina Garcia [07/31/2025 10:04:26] Where did it state Foothill/Wheeler? Is the operator John or Juna? Ana Gallegos [07/31/2025 14:08:03] The incident occurred on Foothill/Wheeler

		- A written response regarding disciplinary action or retraining - Compensation of **$40 total** ($20 per incident) for time and wages lost and hardship caused within my job which I am now being written up for starting a new job and within 30 days being late twice!! Next time this happens I am going to be fired Please allow me properly reiterate that to you once again - clearly:	not Moreno/Foothill. Customer provided wrong stop. Driver name is john.

		Due to the bus not stopping today, I am being **written up by my employer**, and I have now **lost wages and job security**. This makes this incident not just inconvenient—it directly affects my ability to work and survive. This is the **second time** this has occurred with what appears to be the same driver on a Sunday shift. These actions appear intentional, targeted, and malicious, especially given that the driver came to a full stop and then drove away as I reached for my belongings after signaling him clearly.	

		I am requesting **$40 in compensation** for lost time and wages ($20 per incident). If I do not receive a timely and appropriate response from Foothill Transit, I will explore **legal options**, including but not limited to: - Filing a complaint with the **California Public Utilities Commission** - Consulting with a **civil rights or transit attorney** - Filing a claim in **small claims court for wage-related damages**	

		Your driver's conduct is causing *real harm*, and I'm demanding corrective action and restitution. I will escalate this complaint to the **Foothill Transit Board** and the **Public Utilities Commission** if necessary. These actions are not minor inconveniences—they are safety issues and direct acts of discrimination against vulnerable riders. I expect a timely response within 5 business days. Sincerely,	

		Barryn Vaughn Stroh 949-444-2348 949-339-3707 barrynstroh@gmail.com On Thu, Jul 24, 2025, 8:49 AM Comment <Comment@foothilltransit.org > wrote: Good Morning,	

		We apologize for the frustration you keep encountering, in taking our service. From Moreno/Foothill on the 188 eastbound at what time did the incident occur on July 20, 2025? Patiently, awaiting your response.	

		Cristina Garcia Customer Service & Operations Coordinator (626) 931-7210 Comments Line (626) 931-7311 Fax From: Barryn Stroh <barrynstroh@gmail.com> Sent: Friday, July 25, 2025	

		3:29 PM To: Comment <Comment@Foothilltransit.org> Subject: Re: URGENT: Repeated Driver Misconduct – Compensation Request for Missed Buses Good afternoon. 11:10am	
8/19/2025	English	Customer would like to submit a complaint on a male driver (Caucasian) Bus 492 E/B Time schedule at 10:43am from Santa Anita and Valley. Customer came into the El Monte Foothill Store to state the bus driver did not stop and drove past her stop. Customer feels the bus driver did not pick her up due to:	Carlos Munguia [08/29/2025 13:02:17] According to Avail the operator was conducting coach F 3108. A video has been requested Carlos Munguia [08/29/2025 13:04:31]

		she is African American and she had a few bags with her. Customer would like Foothill Transit to acknowledge this matter. CSR Notes: did not want to provide her name and number, however she did want a report number.	Video failed to download on: 8-19-25 @ 12:05, 8-21-25 @ 16:30, 8-27-28 @ 14:30, and 8-28-25 @13:30. Tried to manually download video on 8-29-25 @ 12:35, Failed- "data not available" Carlos Munguia [08/29/2025 13:05:31] Sent an email to Maintenance Shop on 8-29-25 at 13:00 to check the bus's DVR. See email below. Good Afternoon Maintenance Shop, Can we diagnose the Bus's DVR since it does not record all trips? Coach 3108 does not record video consistently; I have requested video 2-3 times and also tried to download video manually and it says "Data not available."

			Thank You. Sincerely, Carlos Munguia Customer Service Representative Carlos Munguia [08/29/2025 14:29:16] I spoke to the operator on 8-29-25 at 14:05. He does not recall passing up a lady at the Santa Anita and Valley bus stop on 8-19-25 at approximately 10:43. He was coached on servicing all bus stops and ensuring that no passengers are left behind. In addition, he was read Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

8/27/2025	English	Angelus is filing a complaint against the female bus operator on the 492|EB for not allowing him to board the bus with his electric scooter. Angelus claims he travels on buses with his electric scooter all the time and has never had any trouble with any the bus operators. Today, 8/27/25 as Angelus attempted to board the bus, he claims the bus operator told him that he could not board with his electric scooter. Angelus claims he has boarded the bus with this bus operator before and had no problem. Angelus feels discriminated against because he feels the bus operator has a personal issue with him.	Carlos Munguia [08/28/2025 14:30:55] According to Avail the operator was conducting coach F2303. Video has been requested Carlos Munguia [09/09/2025 15:25:59] Upon review of the video footage, the operator serviced the bus stop at Live Oak and Mayflower. A young man enters the bus to board carrying an electric scooter. As he is about to board the bus operator tells him to please read this message (the operator was showing the passenger her phone with a written message on it). The passenger tells the bus operator that he never has any issues boarding a bus carrying his electric scooter except when she is the operator. The bus operator tells him to please read the message, the passenger becomes upset and decides not to ride the bus and gets off and leaves. Carlos Munguia [09/10/2025 14:52:57] Driver Manager Darien met with the operator today 9-10-25. The operator was

			coached on providing service to all passengers waiting at designated bus stops and ensuring that no passengers are left behind. In addition, the operator was coached on Title VI law. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [09/10/2025 14:58:01] Called customer and left a message on voicemail on 9-10-25 at 14:55. Carlos Munguia [09/10/2025 15:00:31] Video has been uploaded to Pomona Drive
10/1/2025	English	Rey would like to submit a complaint on a male bus operator, badge# 5559 for not allowing him to board the 707 E/B from Union Station about 8:00PM on 9/30/2025.	Ana Gallegos [10/01/2025 13:47:55] VDS confirms the coach and operator pertaining to this comment. Paddle# 12033 V# 2904 Operator Wherry, Ronnie.

		According to Rey he has a scooter and usually folds it and will board the bus with no problem. For whatever reason the bus operator did not allow him to board, and told him to step aside and drove away. Rey believes that the bus operator is a racist, and would like to be contacted by a supervisor.	Ana Gallegos [10/01/2025 13:49:27] Per dispatch email the operator ended service at the Union Station due to mechanical issue which lead to the rest of the service being missed. Dispatch email: " From: Dispatch Irwindale <Dispatch-3@Foothilltransit.org> Sent: Tuesday, September 30, 2025 8:49 PM To: Arcadia Alerts <ArcadiaAlerts@foothilltransit.org> Cc: VeoliaTransitStore-AllStaff <VeoliaTransitStore-AllStaff@foothilltransit.org> Subject: Partial Missed Service CAUTION: The email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

			Date: 9-30-25 Bus: 2904 Route & Dir: 707 E/B Block#: 10285 Paddle: 12033 Location: Union Station Missed Service: Route 707 E/B Started Pico and Flower.....19:32

			1st and Spring.....19:48 Union Station.....19:53 El Monte Station.....20:09 Missed West Covina Pkwy and California20:25 Cal Poly Pomona Admin.....20:39 Pomona Transit Center.....20:53 Montclair Transit Center.....21:10 Drivers Name & Badge Number: Ronnie Wherry 5559 Issue/Reason: Interlock Issues CEL SCEL / RD sup Shyette resonded Bus will be coming back to base Incident: 50486

			Thank You, Alvaro Huerta Arcadia Dispatcher" Ana Gallegos [10/13/2025 15:52:39] Called the customer at 1552 on 10/13/2025. Left a voicemail. Ana Gallegos [10/13/2025 16:02:01] Reviewed the video. Video showed the operator stopping at the Union station bus stop as the 707 EB. A male passenger with a scooter approached the door. The operator asked for him to step aside and board the next bus. Several other passenger boarded the bus. There was also another passenger who approached the bus with a mobility device like a bike which the operator advised them to also take the next bus. Before resuming back in service the operator noticed mechanical issues with the bus. As the operator is troubleshooting he advises all passengers on board that they will have to wait for the next bus. All passengers

			exited the bus. The operator then speaks with Dispatch regarding the issue. Ana Gallegos [10/13/2025 16:09:46] The operator is scheduled to see customer service on 10/14/2025. Cristina Garcia [10/14/2025 14:39:36] Comment will remain open until the operator is met with. Ana Gallegos [10/15/2025 15:14:16] I met with the operator on 10/15/2025. The operator was shown the video. The operator stated that the bus had a lot of people on board and there would have been no room for a scooter or folded bike on board. The operator was advised to communicate with the passengers or provide and opportunity to board and see where their item can be safely stored. The operator stated that all passenger did have to exit either way due to mechanical issues. The operator was spoken to regarding Courtesy and Title VI.
10/21/2025	Spanish	Rosaura would like to submit a complaint on the male bus	Ana Gallegos [10/22/2025 12:09:24]

		operator for bus line 178 E|B with Bus/Coach F2734. Rosaura stated that she boarded the bus at approximately 7:45 am at Mountain View Road/Valley Blvd E (Bus Stop #2054). She claimed that she boarded the bus with her cart and took a seat and the bus operator asked her to move her cart to avoid blocking the aisle. She claimed the cart was not in the way and said it in Spanish to what the bus operator responded to speak English or go back to Mexico. Rosaura was upset while on the call stating that he is racist and claimed this is not the first complaint she has submitted on this bus operator for doing this. She stated that this bus operator should be reprimanded for his actions. Rosaura would like a supervisor to look into the matter and would like a callback to the phone number noted.	VDS confirms the coach and operator pertaining to this comment. Paddle#12055 V# 2734 Operator Otero Cossio, Victor. Ana Gallegos [10/29/2025 11:19:17] The operator was spoken to by Juan Silva, Assistant General Manager, on 10/22/2025. The operator was spoken to regarding Title VI, ADA, Customer Service, and De-escalation. Ana Gallegos [10/29/2025 11:22:24] Called the customer at 1122am on 10/29/2025. Left a voicemail. Ana Gallegos [10/29/2025 11:25:58] Video was reviewed. Video showed the operator servicing Mountain View Road/Valley which a female passenger with a walker boarded. The passenger took a seat in the ADA section with the walker ahead of her. The operator noticed that the walker was blocking the isle and got out of the seat to address the issue. The walker was moved to the other ADA section with the women sitting in the first row. The operator also asked for her to place the break on her walker. The passenger began to shout at the operator. An argument escalated

		CSR Notes: Rosaura provided incident Date, Time, Location and Bus/Coach Number noted. While on the call with Rosaura, according to the myStop system Bus/Coach F2734 was in route for bus line 178 E|B. Rosaura was offered the report number but she declined.	between the operator and the passenger. The passenger then tells the operator to speak in Spanish which the operator responded with "no because i am in America, i am not in Mexico". The passenger was visibly upset and continued to curse and shout at the operator. The operator did not de-escalate the issue. Eventually the driver took a seat to resume with the service.
10/27/2025	English	Jesus would like to file a complaint on the bus operator for the #486, heading WB, F3125. According to Jesus, the bus was scheduled to depart (Timepoint) at 1:00PM from the Pomona Transit Center, however, it arrived 10 minutes late. Jesus also stated that while on the bus he heard the bus operator conversating with another male passenger who was telling racial jokes about Mexican & White	Carlos Munguia [11/06/2025 14:07:55] According to Avail the operator was conducting coach F3125. A video has been requested Carlos Munguia [11/06/2025 14:11:29] The video failed to download on 10-28-25.

		people, and talking about religions. Jesus said that the bus operator should not be engaging in conversations with passengers while driving, unless it is regarding bus routing information. Jesus stated that instead, the bus operator went along and entertained the male passenger. Jesus described the passenger as a bald gentleman. Jesus stated that this type of conversation is discriminatory with this type of language. There was no bus operator information was displayed, according to Jesus. ***CSR NOTES*** Time and location noted was provided by the customer as to when the bus was scheduled to depart.	Requested video again on 11-6-25. No video is available, the cameras were not working. Carlos Munguia [11/06/2025 14:16:52] I spoke to the operator today on 11-6-25 at 14:05. He advised that the gentlemen that was speaking and trying to make conversation was an older white gentlemen was telling the driver that he was a Vietnam Vet and that he has been all over the world, so he was trying to talk about religion and making jokes about various people. The driver said he was trying not to talk to the passenger because he was driving but rather let the gentlemen kind of talk to himself mostly. I coached the operator on Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. In addition, the operator was coached on safe driving habits and to avoid having conversations with

			passengers while driving to avoid distractions. Carlos Munguia [11/06/2025 14:44:16] Sent the customer an email on 11-6-25 at 14:43. See email below. Hello Jesus Tucker, I am writing to you in response to your customer comment #0009-0587 that you submitted regarding our 486 WB route on October 18, 2025. I would like to sincerely apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service.

			I wanted to give you an update on what has transpired since we last communicated. The Driver Manager met with the Bus Operator and reminded him that Safety, Courtesy, Title VI regulation and Customer Service are very important to us and to make every effort to service every stop and not leave any passengers behind while driving in a safely manner. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you. Sincerely, Carlos Munguia

			Customer Service Representative London Lee [11/14/2025 08:19:17] did you notify maintenance that the video did not download? London Lee [11/14/2025 08:24:49] was the driver met with regarding the badge not being displayed? April Serna [11/14/2025 15:48:59] The issue with the cameras was fixed on 11/11/25 with work order #255703. Carlos Munguia [11/17/2025 12:14:50] Yes, on 11-6-25 at 14:43 I met with the operator he was coached on multiple things including Title VI regulation, courtesy, safety driving methods, and displaying his badge and ensuring he was logged in properly.
11/23/2025	English	The caller would like to file a complaint regarding bus line 284 northbound. She was at the Eastland Center stop for the scheduled 4:05 PM	Ana Gallegos [12/03/2025 16:23:28] VDS confirms the coach and operator pertaining to this comment. Paddle# 12856 B#892 V# 2720 Operator Covarrubias, Albert.

		departure. The caller stated that she attempted to board the bus prior to the scheduled time, but the operator told her he needed a few more minutes to finish his lunch break. When the scheduled time approached again, the operator instructed her to wait an additional five minutes before boarding. During this time, another young white female placed her bike on the rack, and when the time came, that passenger was allowed to board. When the caller attempted to board afterward, the operator closed the doors and began his route without allowing her on. The caller expressed concern that she may have been denied boarding due to the color of her skin and is requesting to speak with a supervisor immediately.	Ana Gallegos [12/09/2025 16:42:23] Due to the operators schedule they are flagged to see customer service on 12/12/2025. Ana Gallegos [12/09/2025 16:43:40] Video did not download on Nexview. A second attempt was conducted. Due to technical issues video was not captured. Unable to confirm the event. Maintenance was notified. Ana Gallegos [12/09/2025 17:05:32] Called the customer at 5:04pm on 12/9/2025. Left a voicemail. Cristina Garcia [12/10/2025 10:55:28] Comment will remain open until the driver is met with. Ana Gallegos [12/15/2025 10:26:26] I met with the operator on 12/12/2025. The operator denied the accusations. The operator was spoken to regarding Courtesy and Title VI.

		CSR NOTES***Details provided by caller. Report number was provided.	
12/3/2025	English	The caller would like to file a complaint regarding Bus Line 280, southbound. The incident occurred at approximately 3:10 PM at Azusa Ave & Garvey. As the caller attempted to board and tap his fare card, the validator displayed a “no balance” message. According to the caller, the bus operator then stated, “You do this every time.” The caller is upset because he has never seen this operator before and feels the operator’s comment was inappropriate and possibly discriminatory. The caller believes the operator did not want him on the bus due to the color of his skin. The caller is requesting that a supervisor investigate this matter.	Ana Gallegos [12/11/2025 09:01:11] VDS confirms the coach and operator pertaining to this comment. Paddle#12264 B#190 V# 2726 Operator Dominguez, Manuel. Ana Gallegos [12/12/2025 09:23:13] Spoke with the customer at 0921am on 12/12/2025. The customer was provided information that was investigated. The customer appreciated the call back. Valentin Mendoza [12/12/2025 15:17:40] Reviewed video. Passenger boarded at Azusa/ Garvey. Passenger stood by the driver door in silence. The operator stated "Just for the record, you do this every time." The operator then hit no fare on the farebox and the passenger took his seat. The operator then resumed in service. Valentin Mendoza [12/12/2025 15:27:26]

		CSR NOTES***Details provided by caller. Report number was provided.	I met with the operator on 12/4/25. The operator reported the incident to me. The operator was reminded to refrain from making any unnecessary comment. the operator was spoken to regarding title VI and courtesy.
12/23/2025	English	Jesus is requesting to submit a complaint for the bus operator on the 480|WB (F2717). On 12/19/2025, Jesus boarded the bus at approximately 10:15pm at PTC. While on the bus he requested to exit at Misson/Hamilton and states the bus operator bypassed the stop letting him of at Mission/Buena Vista. Jesus is requesting to file an ADA and Title VI for this customer comment. CSM NOTES- Customer Comment No. 0009-1302 pertains to ADA	Valentin Mendoza [01/07/2026 13:22:35] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 12232 V# 2717 B# 10234 Operator Rauda, Fernando. Valentin Mendoza [01/09/2026 11:39:43] I reviewed the video. Video shows a male passenger sitting in the ADA section behind the driver. Video shows the passenger requesting to stop as the bus is already passing the bus stop on Mission and Hamilton, and not any time before. Video shows the operator stop at the next available stop; the passenger disembarks without further incident. Valentin Mendoza [01/09/2026 13:37:33] I met with the operator on 1/9/26. Operator did not recall the incident. We discussed Title VI Discrimination.

		Customer Comment No. 0009-1303 pertains to Title VI	Valentin Mendoza [01/09/2026 16:31:01] Email response made at 4:28 pm on 1/9/26. Email response: " Good Afternoon Jesus, I am with Transdev, contacting you in regards to Customer Comments 0009-1302 and 0009-1303. On behalf of Transdev, we thank you for bringing this to our attention. The comments you submitted were regarding the service of the 480 Eastbound on 12/19/25. Each comment was individually investigated. • 0009-1303: The comment stated that on 12/19/25 you were aboard the 480 and requested to stop, but the operator bypassed the stop in which you felt discriminated against. Again, we conducted an investigation, requested video, and met with the operator pertaining to this comment.

			Overall, we thank you for your feedback and apologize for this negative experience and the inconvenience the incidents may have caused. If accepted, we would like to forward over some Digital Free Ride Codes. Again, we apologize for this experience, and we 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 Have a good day. Valentin Mendoza Branch Operations Controller TransDev | Foothill Transit - Arcadia Division Phone: (626) 357-7912 ext. 233 Email: valentin.mendoza@transdev.com "

			Cristina Garcia [01/12/2026 14:10:02] The e-mail to the customer states 480 EB resend the e-mail. Cynthia Acuna [01/15/2026 12:04:46] Email response made at 12:03 pm on 1/15/26. Email response: " Good Afternoon Jesus, I am with Transdev, contacting you in regards to Customer Comments 0009-1302 and 0009-1303. On behalf of Transdev, we thank you for bringing this to our attention. The comments you submitted were regarding the service of the 480 Westbound on 12/19/25. Each comment was individually investigated. • 0009-1303: The comment stated that on 12/19/25 you were aboard the 480 and requested to stop, but the operator bypassed the stop in which you felt discriminated against. Again, we conducted an investigation, requested video, and met with the operator pertaining to this comment.

			Overall, we thank you for your feedback and apologize for this negative experience and the inconvenience the incidents may have caused. If accepted, we would like to forward over some Digital Free Ride Codes. Again, we apologize for this experience, and we 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 Have a good day. Cynthia Acuna | Assistant Operations Manager

			Transdev Services, Inc. | Foothill Transit - Arcadia Division 5640 Peck Rd. Arcadia, Ca 91006 Cell: 626-682-1984 Phone: 626-357-7912 Ext 235 Email: Cynthia.acuna@transdev.com
1/9/2026	English	Mr. Tucker would like to submit a complaint on the bus line 286 N|B. Mr. Tucker stated that this incident occurred on January 8th, 2026 at approximately 7:01 pm on Garey Avenue/Third Street N (Bus Stop #1416). Mr. Tucker claimed that they were at the bus stop waiting for the bus however the bus operator did not service the bus stop passing him and his daughter Jessica up leaving them at the bus stop. He would like a supervisor to look into the matter and would like an e-mail response.	Carlos Munguia [01/23/2026 11:10:08] According to Avail the operator was conducting coach F3101. A video has been requested Carlos Munguia [01/23/2026 11:10:46] The video failed to Download A second video was requested on 1-22-26 Carlos Munguia [01/23/2026 11:13:14]

			Second video failed to download. Avail appears not to work. According to Avail B.I. Trip 18:20 NB was missed. I contacted the Maintenance Shop on 1-23-26 at 10:05 am, they are checking the Coach for Bad Avail and DVR Video Work Order # 259885 Carlos Munguia [01/23/2026 12:48:46] I spoke to the operator today on 1-23-26 at 12:15. She does not recall leaving any passengers behind. She prides herself on servicing every bus stop. The operator was coached on Title VI regulation. To ensure that the operator understood what a Title VI customer comment
		CSR Notes: Mr. Tucker request for this comment to be submitted as an ADA Violation and Title VI for him and his daughter. Mr. Tucker was provided with the report numbers. Two (2) comments were created: Comment No. 0009-1454 pertains to the request of submitting this as an ADA Violation. Comment No. 0009-1455	

		pertains to the request of submitting this as a Title VI.	was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [01/23/2026 12:49:58] The operator states this trip took place and was conducted by coach F3101. She keeps her notes. Carlos Munguia [01/23/2026 12:54:37] Her Avail was not working that day. Carlos Munguia [01/23/2026 16:28:45] I sent an email to the customer on 1-23-26 at 16:27. See email below. Hello Jesus Tucker (jthemusicman77@gmail.com),

			I am writing to you in response to your customer comments #0009-1454 and 0009-1455 that you submitted regarding our 286 NB route on January 8, 2026. I would like to sincerely apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. I wanted to give you an update on what has transpired since we last communicated. Bus # 3101 serviced the Bus Stop at Garey Avenue and Third Street at 7:11 p.m. on 1-8-2026. The Driver Manager met with the Bus Operator and reminded him that Courtesy and Customer Service are very important to us and to make every effort to service every stop and not leave any passengers behind.

			We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you. Sincerely, Carlos Munguia Customer Service Representative
1/9/2026	English	Mr. Tucker would like to submit a complaint on the bus line 492 E|B. Mr. Tucker stated that this incident occurred on January 8th, 2026 for the scheduled time of 9:27 pm on Arrow Highway/Maimone Avenue E (Bus Stop #688). Mr. Tucker claimed that they were at the bus stop waiting for the bus however the bus	Carlos Munguia [01/23/2026 09:48:59] According to Avail the operator was conducting coach F2129. A video has been requested Carlos Munguia [01/23/2026 09:49:56]

		operator did not service the bus stop passing him and his daughter Jessica up leaving them at the bus stop. He would like a supervisor to look into the matter and would like an e-mail response. CSR Notes: Mr. Tucker requested for this comment to be submitted as an ADA Violation and Title VI for him and his daughter. Mr. Tucker was provided with the report numbers. Two (2) comments were created: Comment No. 0009-1452 pertains to the request of	Upon review of the video footage, the operator failed to service the bus stop at Arrow Hwy and Maimone Ave leaving two waiting passengers behind. Carlos Munguia [01/23/2026 15:40:59] Driver Manager Tommy me with the bus operator today 1-23-26. He coached her on servicing all designated bus stops, scanning the entire area, and ensuring that no passengers are left behind. Carlos Munguia [01/23/2026 15:47:45] I sent an email to the customer on 1-23-26 at 15:46. See email below. Hello Jesus Tucker (jthemusicman77@gmail.com), I am writing to you in response to your customer comments #0009-1452 and 0009-1453 that you submitted regarding our 492 EB route on January 8, 2026.

		submitting this as an ADA Violation. Comment No. 0009-1453 pertains to the request of submitting this as a Title VI.	I would like to sincerely apologize for what you have encountered with our service. The mission of both Keolis and Foothill Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. We expect our operators to utilize time management while servicing the routes in efforts to serve our customers better. I wanted to give you an update on what has transpired since we last communicated. The Driver Manager met with the Bus Operator and reminded him that Courtesy and Customer Service are very important to us and to make every effort to service every stop and not leave any passengers behind. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may

			have caused you. Sincerely, Carlos Munguia Customer Service Representative Cristina Garcia [01/26/2026 10:29:51] The driver needs to be met with regarding Title VI. Carlos Munguia [01/26/2026 11:36:54] Driver Manager Tommy me with the bus operator today 1-23-26. He coached her on servicing all designated bus stops, scanning the entire area, and ensuring that no passengers are left behind. In addition, the driver was spoken to in regards to Title VI regulation, to ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal

			application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [01/28/2026 10:46:03] Video was uploaded to Pomona Drive
1/25/2026	English	The caller would like to file a complaint regarding a coach operator on Route 291 Northbound. While waiting at Pomona Transit Center, the coach operator arrived but did not deploy the accessibility ramp and allowed other passengers to board before assisting the caller. The caller has requested to be contacted via email regarding this complaint. CSR provided all applicable report numbers to the caller.	Carlos Munguia [02/05/2026 10:35:26] According to Avail the operator was conducting coach F3103. A video has been requested Carlos Munguia [02/05/2026 11:06:19] Upon review of the video footage, the operator serviced the bus stop at Pomona Transit Center. There was a man who wanted to board the bus and had a large suitcase type and requested the ramp be deployed but, right before the male operator was about to deploy the ramp 5 passengers boarded the bus in a line one right after the other. The operator than deployed the ramp so that the passenger could board using the ramp. No words were communicated when the passenger requested

		Comment No. 9-1641 pertains to the ADA comment. Comment No. 9-1642 pertains to the Title VI comment	the ramp, it was not heard that he requested it but he pointed to the ramp as if to say he needed the ramp deployed. Carlos Munguia [02/05/2026 11:09:49] I spoke to the bus operator on 1-30-26 at 12:00. He advised that he was just about to push the button to deploy the ramp when a line of people all rushed in and boarded the bus. The operator was coached on Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [02/05/2026 11:30:06] I sent an email to the customer on 2-5-26 at 11:28. See email below. Hello Jesus Tucker

			(jthemusicman77@gmail.com), I am writing to you in response to your customer comments #0009-1641 and 0009-1642 that you submitted regarding our 291 NB route on January 9, 2026. I would like to sincerely apologize for what you have encountered with our service. The mission of Keolis Transit is to provide all of our customers with an efficient, safe, reliable, and on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. The Driver's Manager has met with this driver to communicate the appropriate bus stop procedures. The Bus Operator has been spoken to in order to prevent this event from happening again.

			We understand your frustration when the buses do not show up as scheduled. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you. Sincerely, Carlos Munguia Customer Service Representative Carlos Munguia [02/05/2026 11:35:06] Video has been uploaded to the Pomona Drive.
1/29/2026	English	Anonymous caller is requesting to file a complaint for the male African American bus operator on the 188|EB (F2711) for his rude demeanor towards her. At approximately 12:36pm, the	Valentin Mendoza [02/05/2026 15:57:47] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 12107 V# 2711 B# Operator Robinson, Brian.

		bus was arriving at the Montclair Transit Center, and the caller was the only passenger on the bus along with the bus operator. The caller states that as the bus came to a stop the caller was going to get ready to exit and states the bus operator was blocking the front entrance and the doors were closed, she then said, “excuse me so she can exit”. The bus operator did not say anything, and she states the bus operator was very closed to her as if he was trying to intimidate her by blocking the exit. The bus operator finally slammed the front doors open and at no time did he acknowledge the caller even after she politely excused herself. The caller feels the bus operator targeted her for several reasons, such as when she initially boarded, the caller did not pay her fare explaining to the bus operator that she has lost her TAP card and was	Valentin Mendoza [02/11/2026 13:37:31] Email sent by Fernando at 12:28 pm on 2/11/26. Email: " Sorry Valentin! No footage was found. --- From: Moreno, Jesus <Jesus.Moreno@transdev.com> Sent: Wednesday, February 11, 2026 12:26 PM To: Ayala, Fernando <Fernando.Ayala@transdev.com> Cc: Lopez, Anthony <Anthony.Lopez@transdev.com>; Soto, Bobby <Bobby.Soto@transdev.com> Subject: Re: Footage Title VI I connected to 2711 with the laptop and checked using the Nexview software, there's nothing recorded on this unit's hard drive for this unit

		in the process of trying to get it replaced. The caller also noted that she is currently ill with a cold and was coughing while on board and although she was wearing a mask the bus operator was bothered by her coughing. The caller also feels the bus operator discriminated against her based on her gender and race being that she is a Latina. The caller suggests the driver's behavior overall was rude and inappropriate and he was not polite to other riders or did not greet them upon boarding. The caller feels both the front and back doors should have been open to allow her to be ready to exit once the bus came to a stop. The caller states that as she made eye contact with bus operator, he gave her "dirty looks". The caller also noted that she boarded the bus with the bus operator the prior day on 1/28/2026 and again she had requested a courtesy ride	(1/29/26) --- From: Ayala, Fernando <Fernando.Ayala@transdev.com> Sent: Wednesday, February 11, 2026 10:30 AM To: Moreno, Jesus <Jesus.Moreno@transdev.com> Cc: Lopez, Anthony <Anthony.Lopez@transdev.com>; Soto, Bobby <Bobby.Soto@transdev.com> Subject: Fw: Footage Title VI See if you have any luck pulling footage. --- From: Mendoza, Valentin <valentin.mendoza@transdev.com> Sent: Wednesday, February 11, 2026 9:21 AM To: Ayala, Fernando

		because she lost her TAP card. She feels this may be why he targeted her. The caller opted to provide her name but will be expecting a call from a supervisor regarding this matter. CSM NOTES- The caller is requesting video, audio and the call be reviewed by the investigating supervisor prior to them reaching out to her. Time noted was the time the caller states the bus arrived at MTC and when the incident occurred.	<Fernando.Ayala@transdev.com>; Lopez, Anthony <Anthony.Lopez@transdev.com> Cc: Enamorado, Cindi <Cindi.Enamorado@transdev.com>; Borja, Florencio <Florencio.Borja@transdev.com>; Calvinisti, Hector <Hector.Calvinisti@transdev.com>; Acuna, Cynthia <cynthia.acuna@transdev.com>; Chavira, Shawn <Shawn.Chavira@transdev.com> Subject: FW: Footage Title VI Good morning Fernando, There was no video available for V# 2711 on 1/29/26. Please be advised. Best regards,

			Valentin Mendoza Valentin Mendoza [02/12/2026 10:15:03] Florencio from safety met with the operator on 2/11/26. Operator did not recall the interaction with the passenger. Operator was spoken to and coached on Title VI. Valentin Mendoza [02/12/2026 14:35:36] Florencio in Safety called the customer at 2:15 pm on 2/12/26. They discussed the incident details. Customer appreciated the call back but was unable to talk at the moment and is requesting a call back from Florencio on 2/13/26. Cristina Garcia [02/13/2026 13:35:46] Is maintenance going to look at the bus what is wrong? Valentin Mendoza [02/13/2026 16:29:10] Assistant Maintenance Manager Anthony will look into the matter regarding video not being captured on unit 2711 as it is now working fine.

			Cristina Garcia [02/23/2026 10:39:48] Can you provide the date and time Florencio called the customer on 2/13? Cynthia Acuna [02/25/2026 15:14:06] Per Florencio customer was called back on 2/13/26 at 2:00PM and left a voicemail.
2/4/2026	English	The caller would like to file a complaint regarding the bus operator of the 281 NB, coach F2754. The caller requested a courtesy ride, but the operator made it difficult for him by quoting the bus fare. Despite this, the caller boarded the bus and took a seat. The caller is upset because, during the course of the ride along the 281 NB route, he observed that the same bus operator had no issue giving courtesy rides to other passengers without any hesitation or questioning. The caller feels this treatment was unfair and inconsistent. The caller would	Valentin Mendoza [02/10/2026 09:43:19] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 12134 V# 2754 B# 10196 Operator Zamora, Victor. Valentin Mendoza [02/19/2026 11:31:10] I met with the operator on 2/18/26. Operator recalls the incident. Operator states that passenger walked in and made no attempt to pay the fare, so he simply quoted the fare. Operator did confirm that he did not quote the fare to the next passenger who boarded because he did not want any further confrontation. Operator was coached on courtesy and Title VI discrimination.

		like to bring this matter to a supervisor's attention and discuss the situation further to understand why he was treated differently from other passengers. ***CSR NOTE: Time and location was provided by the caller. According to My Stop coach F2754 is in route as the 281 NB, schedule to depart from 2nd and Workman at 2:27 PM.***	Valentin Mendoza [02/19/2026 15:48:44] I reviewed the video. Video was glitchy, it was difficult to confirm the altercation. Video shows the passenger board and tap his tap card, but the operator calls him back. Video shows the operator addressing an issue with the passenger, conversation is inaudible due to the video cutting in and out. Video shows the passenger ends up disembarking form the bus. The operator continues in route. Valentin Mendoza [02/19/2026 15:51:37] GM Shawn called the customer at 3:20 pm on 2/19/26. Passenger asked who was calling and then hung up abruptly. When a second call attempt was made, the call went straight to voicemail. Valentin Mendoza [02/19/2026 15:55:58] Video uploaded to drive.
2/5/2026	English	Caller called to file a complaint on the male bus operator for the #190, heading WB, badge #4303. According to the caller, the bus operator let two white individuals on before the	Valentin Mendoza [02/10/2026 09:32:25] VDS confirms the coach and operator pertaining to this comment. Paddle# 10119 V# 2734 B# 10119 Operator Jara-Magdaleno, Samuel.

		caller, for free, and when the caller approached, the bus operator said “No, you people pay”. Caller stated that he feels that the bus operator was racial towards him. ***CSR NOTES*** Time and location noted was provided by the caller as to when and where the incident happened. Caller was also able to provide badge number. Caller would like to be contacted at the phone number he has left but would like to leave the name under anonymous.	Valentin Mendoza [02/16/2026 11:10:22] I reviewed the video. Video shows the operator approach the stop and begins to lower the ramp for a man in a wheelchair. Video shows Hispanic male in a wheelchair and his associate with a bike. His associate places his bike on the rack while the man in the wheelchair boards and taps his card. Video shows as the operator assists the passenger in the wheelchair get strapped in, his associated walks in to take his seat, another male passenger, who appears to be Hispanic, follows. The operator can be heard telling them both, "You guys gotta to pay". The man in the wheelchair tells the operator, " He's with me" and presents his Access card. Meanwhile the third Hispanic male continues towards the seats. Operator reiterates to the third passenger that he has to pay. The passenger asks the driver if he can have a free ride. The operator tells him "No". The passenger goes to the farebox and pays his fare. Video shows the operator get back into his seat and continues in route. No further incident occurred. Valentin Mendoza [02/19/2026 10:00:22] I called the customer back at 9:44 am on

			2/19/26. We discussed the incident details. Customer appreciated the call back. Valentin Mendoza [02/19/2026 10:51:04] Video uploaded to drive. Valentin Mendoza [02/19/2026 10:58:30] I had met with the operator on 2/18/26. Operator confirmed the incident and stats that the man in the wheelchair did pay his fare and had a PCA o his card. Operator stated that he did not say "No, you people pay." Operator was reminded on courtesy and not enforcing the fare. Cristina Garcia [02/19/2026 11:35:56] The driver needs to be met with regarding Title VI? Valentin Mendoza [02/19/2026 11:47:42] Correction. Operator was coached on Title VI when discussing the details with him on 2/18/26.
2/20/2026	English	Vera boarded the 188 E/B at 7:40AM today, 2/20/2026	Valentin Mendoza [02/27/2026 15:42:36]

		from Foothill and Towne center Drive. According to Vera she was not aware that she could not bring in a drink onto the bus. Vera states she had a smoothie, and as she boarded the bus operator (badge# 3763) told her " I told you time and time again you cant bring that on the bus". Afterwards the bus operator made a comment toward Vera stating that "If you spill that drink, I'm going to hang you". Vera played it off as a joke, but felt very uncomfortable being that she is a black woman and she felt it was racially provoked. Vera would like to be contacted by a supervisor.	VDS confirms the coach and operator pertaining to this comment. Paddle# 12049 V# 2426 B# 10101 Operator Perez, Mary. Valentin Mendoza [03/04/2026 10:17:04] I reviewed the video. Unfortunately, no audio was recorded. Video shows a female passenger board with a lidded cup and there is a brief altercation between the driver and the passenger. Unable to confirm what is being said, video shows the operator gesturing that she can't bring the drink onboard but then allows for her to take her seat. Passenger takes her seat and operator continues in route. Valentin Mendoza [03/04/2026 10:21:19] Maintenance has been informed regarding no audio recorded. Valentin Mendoza [03/05/2026 10:23:07] I met with the operator on 3/4/26. Operator confirmed that she told the passenger that drinks are no allowed but permitted the passenger to board the bus with her fast-food drink cup, despite it being against policy. She expressed that, to avoid confrontation, she attempted to make a lighthearted remark by

			saying, "But don't spill it or we'll hang you up in the tree." in a playful manner. She states that her comment was just a saying and was not meant to cause harm or offense. She states that she told the passenger, after she made the comment, that she was joking and began explaining that a spilled drink can be a safety hazard. Operator was coached on courtesy and Title VI. Disciplinary action will be escalated per upper management. Valentin Mendoza [03/05/2026 10:39:14] Comment response from Fernando in maintenance: " Valentin, per our conversation, I will have my tech double check but most likely there will not be any audio. I brought this up to Jon House last incident. A few years ago he went and switched the entire fleet on. Unless we've changed the DVR and it came back off, it stayed off. " Valentin Mendoza [03/05/2026 10:41:35] Video uploaded to drive. Valentin Mendoza [03/05/2026 16:08:24] GM Shawn called the customer twice at 4:03

			pm on 3/5/26. Customer answered on the 2nd attempt and requested a call back tomorrow at 10:00 am as she seemed to be in a hurry.
2/25/2026	English	Carlos asked to register a complaint over a courtesy pass-up. He claims that on Wednesday, 2/25, at around 7:30 p.m., the male operator for bus line 285 | SB pulled up to the bus stop at the Puente Hills mall and drove away. Carlos claimed he made eye contact with the operator and indicated that he wanted to board, but he was left at the bus stop. Carlos did not want to jump to conclusions, but he suspects he was discriminated against and was left at the bus stop because of the way he looks.	Carlos Munguia [03/02/2026 11:54:03] According to Avail the operator was conducting coach F2128. A video has been requested Carlos Munguia [03/02/2026 11:55:31] Upon review of the video footage, the operator failed to service the bus stop at Puente Hills Mall leaving behind a couple of waiting passengers. Carlos Munguia [03/10/2026 12:48:18] Driver Manager Tyrone met with the bus operator on 3-9-26. He coached him on Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion,

			sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. In addition, the operator was coached on scanning the entire area and ensuring that no passengers were left behind. Carlos Munguia [03/10/2026 13:41:28] Called customer and left a voicemail message on 3-10-26 at 13:40. Carlos Munguia [03/10/2026 13:43:09] Video has been uploaded to the Pomona Drive
2/25/2026	English	Albert called to file a complaint regarding the service and against a male bus driver with a white beard. He stated that on Tuesday, February 24, at approximately 6:25 p.m., he boarded the 274 | SB bus at Puente Ave and Merced Ave. According to Albert, the bus was scheduled to arrive at 6:18 p.m., and claimed the bus was late. In	Valentin Mendoza [03/06/2026 12:11:52] VDS confirms the coach and operator pertaining to this comment. Paddle# 12173 V# 2727 B# 10170 Operator Curtis, James. Valentin Mendoza [03/09/2026 13:48:57] I reviewed the video. Video shows the passenger board with a backpack and a disposable coffee cup. Operator tells him, you can't bring that on the bus, and passenger

		addition, Albert reported that when he boarded the bus, the driver rudely told him he could not bring his sealed-cap drink on board. He also reported that the bus driver treats passengers differently based on race. He claimed that when African American or Latino passengers board with items such as McDonald's bags, the driver tells them they cannot bring food on the bus, but does not say anything when Caucasian passengers board with food. Additionally, Albert stated that during the ride, another passenger was using their phone on speaker. He said the driver attempted to use the microphone, which was not working properly, and then loudly and rudely yelled, "Whoever has the speaker on, turn it off! Have some respect!" Albert feels the driver's behavior was unprofessional. He mentioned that he has filed complaints about this particular driver in	response with "It's covered." Operator then tells him that it's disposable and the top can pop off. Passenger response with "Ok." Operator did not seem rude but rather informative. Passenger takes his seat after paying his fare and the operator proceeds in route. Valentin Mendoza [03/10/2026 13:42:49] GM Shawn called the customer at 1:34 pm on 3/10/26. They discussed the incident details. Customer appreciated the call back. Valentin Mendoza [03/10/2026 13:49:02] Video uploaded to drive. Valentin Mendoza [03/10/2026 14:28:05] I met with the operator on 3/10/26. Operator recalled the incident and stated that he just told him his cup was not allowed on the bus, which is consistent with the video. Operator was reminded and coached on Title VI.

		the past and claimed his behavior should be addressed. Comment No. 9-1991 pertains to the delay. Comment No. 9-1992 pertains to the operator's unprofessional behavior Title VI comment.	
3/2/2026	English	The caller would like to file a complaint regarding the bus operator of Route 291 NB, Badge #2690. The caller stated that he boarded the bus at Rio Rancho and Lone Ridge and paid his bus fare upon entry. However, during the route, he observed the bus operator allowing approximately six passengers to board the bus without paying the bus fare. The caller expressed frustration and	Cristina Garcia [03/03/2026 13:14:19] Q.A. Miguel located driver Babine, Michael badge #3128 291 SB. Miguel stated: Driver is running the NB trip on the 291 around the time requested. He didn't update his trip to proper direction of travel. Cristina Garcia [03/03/2026 16:10:34] update vehicle number 3128 badge # 2620. Carlos Munguia [03/12/2026 15:38:23]

		concern about this situation, stating that he felt he was treated unfairly. The caller further stated that he believes the bus operator's actions were unfair and that he was required to pay his fare while others were not. The caller is requesting to speak with a supervisor to discuss this matter further and seek clarification regarding the fare enforcement practices on this bus route. ***CSR NOTE: Time and location was provided by the caller. Badge number as #2690 was also provided by the caller. Bus line 291 NB is schedule to depart from Rio Rancho and Lone Ridge at 9:40 AM. A report number was provided to the caller.***	According to Avail the operator was conducting coach F2144. A video has been requested Carlos Munguia [03/12/2026 15:39:28] Upon review of the video footage, the front camera was not working. You could not clearly see if all the passengers were paying their fare when they were boarding. Carlos Munguia [03/13/2026 14:14:00] I spoke to the operator today 3-13-26 at 13:58. He advised that he does not enforce the fare as he has been instructed and trained. Most passengers pay the fare but, if a passenger does not have the fare he quotes the fare and allows passengers to board the bus. In addition, the bus operator was also spoken to about Title VI regulation, to ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion,

		ADDED NOTES SUBMITTED BY TSM MARIA H. Eddie called back on 3/2 around 10:25 a.m. to expand on his aforesaid comment. He claimed he boarded the bus between the hours of 9:00 – 10:00 a.m. He reiterated the male bus driver was prejudiced since the operator charged him the fare but did not charge the fare to another passengers. He noted the operator did not charge the fare when passengers boarded on Garey Ave. and Philadelphia St. and when the operator serviced the bus stop on Garey Ave. and 12th St. He also understands that it will take around 7-10 business days to obtain a response to his complaint; however, he has asked for a call back sooner because he intends to take	sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [03/13/2026 14:52:19] Called customer and spoke to him on 3-13-26 at 14:50. Carlos Munguia [03/13/2026 14:58:39] Video has been uploaded to Pomona Drive Cristina Garcia [03/24/2026 09:00:22] Did you inform maintenance regarding the front camera not working? Carlos Munguia [03/24/2026 12:55:09] Yes, an email was sent to Maintenance on 3-12-26 at 15:35.

		legal action. He also requested that if a supervisor returns his call and he does not answer, the supervisor leave a phone number on his voicemail so that he can contact the supervisor at his earliest convenience. Eddie requested free ride coupons for the inconvenience.	
3/8/2026	Spanish	Caller would like to file a complaint regarding an interaction with coach operator badge 4869 on Route 280 SB, F2507, at approximately 12:27 PM. Caller boarded the coach and tapped her tap card, it made a loud noise. The coach operator said something in English, but since caller doesn't speak English nor understands it, caller asked if he could repeat himself in Spanish. Operator response was, "You need to learn English." Caller found this remark rude and inappropriate. Caller then	Valentin Mendoza [03/18/2026 15:04:15] VDS confirms the coach and operator pertaining to this comment. Paddle# 12914 V# 2507 B# 10882 Operator Rodrigez, Jose. Valentin Mendoza [03/20/2026 10:12:14] I reviewed the video. Video shows several passengers board the bus. One female passenger taps her card, and it buzzes. Operator then tells her that her card is expired. Passenger then asks him in Spanish if he speaks Spanish. Operator responds "Yes" Spanish. The passenger then tells him in Spanish that he can talk in Spanish then. Operator responds by telling her, that she can learn English too. Passenger becomes upset and tells him that he doesn't have to talk to her like that. Passenger

		expressed that there was no need for him to speak to her in such a manner, and I went to take a seat. Caller is upset by this interaction and would like to speak to a supervisor regarding this incident. CSR Notes / Details provided by caller. Caller was provided report number.	pays her fare with chance and then takes her seat. Operator proceeds in route. Valentin Mendoza [03/20/2026 10:16:13] Video uploaded to drive. Valentin Mendoza [03/20/2026 12:53:47] Operations Manager Cindi called the customer at 12:24 pm on 3/20/26. Left a voicemail. Valentin Mendoza [03/20/2026 15:13:14] I met with the operator on 3/20/26. Operator recalls the incident and states that he was just informing the passenger that her card had expired and but wasn't aware that she did not speak Spanish, and she responded rudely. Operator was coached on Title VI Discrimination. Operator was receptive and apologetic.
3/11/2026	English	The caller would like to file a formal complaint regarding the bus operator of the 281 NB, coach F2759. The caller reported that when he attempted to board the bus	Valentin Mendoza [03/16/2026 16:29:19] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 12216 V# 2759 B# 10208 Operator Lam, Mike.

		without a shirt, the bus operator gave him a hard time and insisted that he put on a shirt before he could board. The caller complied and put on a shirt, but expressed that the way the bus operator handled the situation made him feel humiliated and discriminated against. The caller stated that the bus operator not only singled him out for his appearance but also allegedly called him names, which further contributed to his feeling of being treated unfairly. The caller emphasized that he felt targeted in a way that was disrespectful and demeaning. The caller believes that the behavior of the bus operator was discriminatory, as he was treated differently from other passengers. The caller met with a road supervisor at the corner of 2nd and Puente and is filing a report with the supervisor as well. The caller has requested a follow-up call	Valentin Mendoza [03/23/2026 12:19:04] I reviewed video. Video shows a passenger board the bus without a shirt on. The operator tells him that he needs to put his shirt on first before he can board. Passenger tells him that he has a shirt to put on but asks if he can just board and then he'll put it on. Operator reiterates that he must have his shirt on before he boards. Passenger then puts his shirt on. Operator tells him to have his fare ready next time to which the passenger retorts by saying that the policy states that if someone says they don't have money the drivers not supposed to discriminate against them. Operator then argues back telling him that he's not supposed to take advantage. The two continue back and forth extensively even after the passenger takes his seat. Operator then pulls over to call a supervisor. Valentin Mendoza [03/24/2026 10:37:43] GM Shawn called the customer at 10:30 am on 3/24/26. Voicemail was left. Valentin Mendoza [03/24/2026 14:16:06] I met with the operator on 3/24/26.

		and stated that he is planning to file a lawsuit in relation to this incident. ***CSR NOTE: Time noted is when the call was received. According to My Stop coach F2759 was on 2nd and Puente waiting for a road supervisor to get all the callers belonging to take them to lost and found. I contacted dispatch because the caller was making his way over to 2nd and Puente because he wanted to get his belongings, while on the phone with the caller I can hear he was speaking to a female road supervisor. I provided the caller with a report number and the coach number. The caller continue his conversation with the road	Operator recalled the altercation. Operator was coached on Title VI and sent to customer service retraining and de-escalation training. Valentin Mendoza [03/24/2026 14:23:57] Video uploaded to drive.

		supervisor and I disconnected the call. Location provided is Rowland and Barranca because the caller stated this is the location he had to exit the bus; the bus operator also exited the bus to call a road supervisor and then quickly boarded the bus and departed with the caller's belongings. The caller is requesting for a supervisor to review the video and audio footage on the bus.***	
3/27/2026	English	The caller would like to file a complaint regarding a coach operator on Route 482 WB. The caller stated that he boarded the coach at Colima/Banida at approximately 12:31 PM. Upon boarding, the caller was recording himself. The caller reported that the coach operator told him, in what he perceived as a rude manner, "Don't record me." The caller then proceeded to take a seat while continuing to record	Carlos Munguia [04/13/2026 15:03:17] According to Avail the operator was conducting coach F2321. A video has been requested Carlos Munguia [04/13/2026 15:06:24] Video Failed to Download

		himself. During this time, he alleged that the coach operator behaved in a racist and rude manner toward another passenger who was boarding, stating to that individual, “You should know English.” The caller was very upset while providing this information to CSR. He further stated that he has a disability and if no action is taken against the operator, he intends to post the video on YouTube for his followers to see and may pursue legal action against FHT for failing to address the situation. CSR Notes / Details provided by caller. CSR wasn’t able to take customers information because the caller disconnected the call.	I spoke to the bus operator on 4-13-26 at 14:50. She advised that all she said to the young man was "please do not record me." The young man boarded the bus and was talking on his phone recording with his phone camera as he boarded. The operator denies saying to the young man, "you should speak English." She only told him please don't record me. Carlos Munguia [04/13/2026 15:09:16] A second video has been requested. Sent an email to the Maintenance Team to check the DVR for proper recording functioning on 4-13-26 at 15:08. Cristina Garcia [04/14/2026 11:16:51] Were you able to view the second video request? Carlos Munguia [04/14/2026 15:43:27] No video. The DVR needs to be checked, it is not recording properly. Maintenance will check it tomorrow 4-15-26.

			Cristina Garcia [04/15/2026 08:49:12] Was the driver spoken to regarding Title VI? Carlos Munguia [04/15/2026 13:19:22] Yes. I spoke to the bus operator on 4-13-26 at 14:50. She advised that all she said to the young man was "please do not record me." The young man boarded the bus and was talking on his phone recording with his phone camera as he boarded. The operator denies saying to the young man, "you should speak English." She only told him please don't record me. The operator was coached regarding Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

4/27/2026	English	Jessica would like to file a complaint regarding the male bus operator for the #492, heading EB, F2325. Jessica stated that she was sitting in the disabled seating area, and that the bus operator forced her to move for another disabled passenger. Jessica stated that she is disabled and feels discriminated against by the bus operator. Jessica stated that the bus operator told her, “I hate people like you”, and “Next time I see you, I won’t pick you up”. Jessica describes the bus operator as an older male with grey hair. ***CSR NOTES*** Customer provided time and location noted. Customer was provided with the report number. ***CSR NOTES*** Customer called back 4/27/2026, at 1:12pm to include that the bus operator gave her a bad	Carlos Munguia [05/05/2026 15:12:41] According to Avail the operator was conducting coach F2325. A video has been requested Carlos Munguia [05/05/2026 15:20:56] Upon review of the video footage, the operator serviced the bus stop at Arrow Hwy and Maimone. There was a man in a wheelchair trying to board the bus but, there were two people occupying the ADA seats already. The bus operator asked them if they could move to allow the wheelchair passenger to board. An older male passenger then decides to move his seat to allow the wheelchair person to board the bus. The lady who was sitting on the ADA seats across from the older man who moved refused to move. The bus operator thanked the elderly man for moving and creating the open space for the wheelchair. The lady became upset because she was asked to move saying that she had disability issues and she took offense to being asked to move seats. The male bus operator tried to explain to her that wheelchair passengers have priority to those

		attitude when asked to deploy the ramp, because she travels with a cart, which she uses as a walker. Customer did say that she had groceries in the cart that were heavy, so she could not remove them or break down the cart. 2 comments were created: 0009-2840 Title VI 0009-2853 ADA	ADA seats. The lady became upset stayed in her seat and said "I don't care about that, I have a disability." The lady passenger then proceeded to call Foothill Transit Customer Service to file a complaint on the bus operator while the bus was in motion. Carlos Munguia [05/05/2026 15:23:45] The bus operator was not heard telling the lady that he hated people like her but he was heard saying that next time she boarded he would not deploy the ramp for her. Carlos Munguia [05/07/2026 13:59:20] Driver Manager Tyrone met with the operator on 5-6-26. He coached the operator on Title VI Regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations.

			Carlos Munguia [05/07/2026 14:00:23] In addition, the operator was talked to regarding his comment of not deploying the ramp next time the lady passenger boarded. Carlos Munguia [05/07/2026 14:11:04] Called the customer and left a voicemail message on 5-7-26 at 14:10. Carlos Munguia [05/07/2026 14:20:40] Video has been uploaded to the Pomona Drive
5/1/2026	English	From: FURR-EVA PALS <palsfurreva@gmail.com> Sent: Friday, May 1, 2026 1:46 PM To: Comment <Comment@Foothilltransit.org> Subject: Formal Complaint	Carlos Munguia [05/07/2026 08:38:31] According to Avail the operator was conducting coach F2318. A video has been requested Carlos Munguia [05/07/2026 10:46:20] Upon review of the video footage, a lady passenger boards the bus at Union Station. As the lady is standing in front of the Fare Box

		Regarding Discrimination on Montclair Express Bus #699 To Whom It May Concern, I am writing to formally file a complaint regarding an incident that occurred on April 30, 2026, at around 4:31 PM involving Montclair Express Bus #699 (F2318). Incident Details Date and Time: April 30, 2026, at approximately 4:31 PM	looking for change to put in the Fare Box, the bus operator blocks the Fare Box with her hand and asks her "you know this is an Express Route right? The Fare is $5.50." The lady gets upset and tells her "I don't care about any Express Route I am trying to get to Montclair Transit Center and why are you touching me," The driver tells her "I just wanted to ley you know that the Fare is $5.50." The lady passenger gets upset and says "well congratulations you just got 50 cents you weird "B word" and walked inside the bus and took a seat in the middle of the bus. The lady passenger was aggressive and cursed out the lady bus operator. Carlos Munguia [05/13/2026 16:22:48] Driver Manager Tyrone met with the operator on 5-12-26. He coached the operator on Title VI regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial

		Bus Number: Montclair Express #699 (F2318) Location: LA Union Station, BAY Bus Area Description of the Incident: On that date, I attempted to board the bus while holding two bags.I inserted $1 into the fare machine to pay for my ride. However, the bus driver physically pushed my hand away and stated, “No courtesy ride; the bus is $5.” This action felt disrespectful and discriminatory.I felt humiliated in front of other passengers due to the driver’s aggressive behavior.	segregation in schools, employment, and public accommodations. Carlos Munguia [05/13/2026 16:27:32] I sent an email to the customer on 5-13-26 at 16:26. See email below. Hello Ma'Lenna, I am writing to you in response to your customer comment #0009-2911 that you submitted regarding our 699 EB route on April 30, 2026. I would like to sincerely apologize for what you have encountered with our service. The mission of Keolis Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. The Driver’s Manager has met with this driver to

		This incident has caused me significant emotional distress, and I am seeking damages of $10,000 for the humiliation and emotional suffering I endured as a person with disability Request for ResolutionI urge Foothill Transit to take this matter seriously and conduct a thorough investigation into this incident. It is essential for your staff to be trained on appropriate customer service practices to prevent such occurrences in the future.	communicate the appropriate bus stop procedures with respect to fares, courtesy, and professionalism. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you. Sincerely, Carlos Munguia Customer Service Representative Carlos Munguia [05/13/2026 16:43:45] Video has been uploaded to the Pomona Drive Carlos Munguia [05/21/2026 10:57:01]

		Thank you for your attention to this matter. I look forward to your prompt response. Ma'Lenna 747-267-7595	In addition, the bus operator on 5-12-26 was spoken to by Driver Manager Tyrone to quote the Fare and not enforce it. Cristina Garcia [06/16/2026 15:33:10] From: FURR-EVA PALS <palsfurreva@gmail.com> Sent: Wednesday, June 10, 2026 7:24 AM To: Title VI <titlevi@foothilltransit.org> Subject: Request for Title VI Review and Escalation of Unresolved Discrimination Complaint Dear Title VI Coordinator, I am writing to request review and escalation of a previously submitted complaint involving Foothill Transit. Despite filing a complaint and receiving correspondence regarding the matter, I do not believe the concerns raised have been adequately investigated or resolved.

			The response acknowledged the incident and indicated that the operator was counseled; however, it did not address the discriminatory nature of the conduct alleged, provide investigative findings, identify corrective actions taken, or explain how Foothill Transit determined that the matter was resolved. As a result, I am requesting a formal Title VI review of this complaint and any related records. Specifically, I request: • A copy of any investigative findings or conclusions; • Identification of corrective actions taken; • Confirmation of whether Title VI considerations were evaluated; • Preservation of all relevant evidence, including surveillance footage, operator reports, dispatch records, fare records, witness statements, and internal communications; • Information regarding any appeal or further

			review process available to complainants. Please consider this correspondence a request to preserve all records related to the incident while this matter remains under review. If additional information is required, please advise in writing. I respectfully request a written response within 15 business days. Thank you for your attention to this matter. Sincerely, Ma'Lenna Capers 747-267-7595 palsfurreva@gmail.com Foothill Transit Customer Comment 0009-2911

			April can you reach out. Cristina Garcia [06/17/2026 16:34:56] The comment has been escalated to the Keolis legal team.
5/5/2026	English	Anonymous caller would like to report that the bus operator of line 707E/B due at 11:33AM from Olive and 5th today, 5/5/2026 did not service the bus stop. According to caller she was standing at the bus stop, and the bus operator drove right by without stopping. CSR note*** The caller did not want to leave any of her information, but she did make a note of the report number itself. Foothill Transit Title VI Complaint Form (Completed) Name: Rokosi Humphrey	Ana Gallegos [05/11/2026 16:16:03] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 91 V# 2904 Operator Rodriguez, Albert. Ana Gallegos [05/13/2026 15:08:55] Reviewed the video. Video showed the operator in service as the 707 EB trip. Video showed two large orange trucks blocking the bus stop. There was someone standing prior to the bus stop signaling to the operator. The operator made an unsafe decision by merging over to the right and allowing two passengers to board from the street. The operator then resumed with the service. Overall the stop was blocked off by the trucks and could have not bee serviced in a safe manner. Ana Gallegos [05/13/2026 15:13:49]

		Phone: 323-925-1407 Street Address: 2601 Wilshire Blvd City, State, ZIP: Los Angeles, CA 90057 Date of Incident: 05/05/2026 Bus/Route/Location: 707 Silver Streak, Olive and 5th St, Los Angeles, CA (via Cal Poly toward 10 Fwy/Puente Ave E) Basis for Discrimination: n Race Description of Incidents (Pattern of Discrimination):	Email response made at 3:13pm on 5/13/2026. Email response: "Good Afternoon, I am with Transdev, contacting you regarding Customer Comment 0009-2945 and 0009-2946. The comment states that you had a negative experience towards the service of the Silver Streak EB (Olive and 5th) on 05/05/2026 (Scheduled 11:13Am and 11:33am). On behalf Transdev, we apologize for this experience and any inconvenience this may have caused you. We were able to investigate both complaints and pull footage as well. It was confirmed that the stop was temporarily blocked off by two large construction site trucks which operators were unable to safely service the bus stop. Again, we apologize for this experience and the inconvenience. Please reach out to the 1800RIDEINFO Line if this does happen again so they may re-route you and assist you in your travels. We hope something like this does not happen again. If accepted, we would love to email over some digital free ride coupons. 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.

		I am filing this Title VI complaint for race-based discrimination. Two back-to-back incidents on 05/05/2026 denied me transit service. - Incident 1: 11:13 AM PDT, Olive & 5th St, LA. Route 707 Silver Streak. Driver passed despite clear signal. Report #: 0009-2945. - Incident 2: 11:33 AM PDT (next bus), same stop. Route 707 Silver Streak (different driver). Repeated pass-by. Report #: 00092946.	Have a good day." Ana Gallegos [05/14/2026 11:59:47] I met with the operator on 5/14/2026. The operator was reminded safely board passengers at designated bus stops near the curb. The operator was spoken tor regarding Safety and Title VI.

		This pattern suggests targeted denial based on my race (Black appearance). No mechanical/traffic issues; others not affected. Filed with other agencies? n No Affirmation: I affirm the above is true to the best of my knowledge. Signature: _____ _____ Date: 05/05/2026 2 comments were created for the date of 5/5/26 for the Silver Streak incident at 11:13 a.m. and 11:33 a.m.	

		Customer filled out a form Title VI attached on the file.	
5/5/2026	English	Customer would like to submit a complaint on Bus SS/EB Time schedule at 11:18am from Olive and 5th. Customer states waiting at the bus stop for the scheduled time of 11:18 and states the bus driver did not stop and drove past the stop. Customer feels discriminated because the bus driver past the stop without picking up customer. Would like Foothill Transit to acknowledge this matter. CSR Notes: did provide a report number.	Ana Gallegos [05/11/2026 16:20:35] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle#xt13 V#2422 Operator Acosta, Frank. Ana Gallegos [05/13/2026 14:48:31] Reviewed the video. Video showed the operator in service as the 707 EB trip. As the operator is approaching the stop there was two large orange trucks completely blocking the bus stop. The operator was unable to service the stop. Unable to clearly see if anyone was waiting at the stop. Ana Gallegos [05/13/2026 15:13:54] Email response made at 3:13pm on 5/13/2026. Email response: "Good Afternoon,

		Foothill Transit Title VI Complaint Form (Completed) Name: Rokosi Humphrey Phone: 323-925-1407 Street Address: 2601 Wilshire Blvd City, State, ZIP: Los Angeles, CA 90057 Date of Incident: 05/05/2026	I am with Transdev, contacting you regarding Customer Comment 0009-2945 and 0009-2946. The comment states that you had a negative experience towards the service of the Silver Streak EB (Olive and 5th) on 05/05/2026 (Scheduled 11:13Am and 11:33am). On behalf Transdev, we apologize for this experience and any inconvenience this may have caused you. We were able to investigate both complaints and pull footage as well. It was confirmed that the stop was temporarily blocked off by two large construction site trucks which operators were unable to safely service the bus stop. Again, we apologize for this experience and the inconvenience. Please reach out to the 1800RIDEINFO Line if this does happen again so they may re-route you and assist you in your travels. We hope something like this does not happen again. If accepted, we would love to email over some digital free ride coupons. 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.

		Bus/Route/Location: 707 Silver Streak, Olive and 5th St, Los Angeles, CA (via Cal Poly toward 10 Fwy/Puente Ave E) Basis for Discrimination: n Race Description of Incidents (Pattern of Discrimination): I am filing this Title VI complaint for race-based discrimination. Two back-to-back incidents on 05/05/2026 denied me transit service. - Incident 1: 11:13 AM PDT, Olive & 5th St, LA. Route 707 Silver	Have a good day." Cristina Garcia [05/19/2026 08:32:44] The driver in the drop down states Acosta, Javier. Ana Gallegos [05/22/2026 15:44:26] The correct operator was selected in the drop down list. Cristina Garcia [05/26/2026 09:10:26] Select the video status.

		Streak. Driver passed despite clear signal. Report #: 0009-2945. - Incident 2: 11:33 AM PDT (next bus), same stop. Route 707 Silver Streak (different driver). Repeated pass-by. Report #: 00092946. This pattern suggests targeted denial based on my race (Black appearance). No mechanical/traffic issues; others not affected. Filed with other agencies? n No Affirmation: I affirm the above	

		is true to the best of my knowledge. Signature: _____ _____ Date: 05/05/2026 2 comments were created for the date of 5/5/26 for the Silver Streak incident at 11:13 a.m. and 11:33 a.m. Customer filled out a form Title VI attached on the file.	
5/5/2026	English	Christopher would like to file a complaint on the male bus operator for the #187, heading WB, F2423, badge# 3308. According to Christopher, he boarded the bus and informed the bus operator that all he had was .50 cents to pay for his fare. Christopher stated	Ana Gallegos [05/11/2026 16:07:26] Per coach provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 40 V#2423 Operator Trujillo, Daniel. Ana Gallegos [05/13/2026 14:35:00] Reviewed the video. Video showed the

		that the bus operator turned around and told him, “Last Wednesday or Thursday, you did the same thing” and “All you black people look the same”, and “I don’t forget a face”. Christopher also mentioned that the bus operator told him that he had the right to kick Christopher off the bus for not paying for his fare. Christopher stated that the bus operator violated his rights and was racially profiled against by this bus operator and feels discriminated against. ***CSR NOTES*** Time and location noted was provided by the customer as to when the incident happened.	operator in service as the 187 WB trip. The operator was shown servicing Huntington/Buena Vista where a male passenger boarded. The passenger was short fare and explained that was all he had. The operator confronted him about always having short fare and explaining that he always boards the bus with short fare. The customer and the operator began to argue back and forth. The operator was shown telling the customer that he always boards and that he never forgets a face. The operator resumes with the rest of the route. Video did not show the operator saying " “All you black people look the same”". The operator was being rude. Ana Gallegos [05/13/2026 14:40:28] Email response made at 2:40pm on 5/13/2026. Email response: "Good Afternoon, I am contacting you regarding Customer Comment 0009-2944. I would like to formally acknowledge and sincerely apologize for the unprofessional behavior displayed by the operator of the 187 WB on 05/05/2026 (Huntington/Buena Vista). We sincerely apologize for how the operator treated you and

			spoke to you. This is not the level of service we aim to provide, and I truly appreciate you bringing it to our attention. We are addressing the issue internally to ensure it does not happen again. We conducted an investigation, requested video, and met with the Operator pertaining to this comment. The operator was provided re-trained regarding Title VI policies and Professionalism. Again, we apologize for this experience and the inconvenience. Again, we apologize for this experience and we thank you for your ongoing ridership and for bringing this to our attention. For important information about major changes like detours, schedule changes, fare information, and more, we suggest to make a Rider Alert account at https://foothill.rideralerts.com/myStop/AgencyAccount/Register. You can subscribe to get emails or text messages about your favorite bus lines. To see if your bus is running on time, you can visit the Foothill Transit website at https://www.foothilltransit.org/. If you're on your phone, the website can use your location to tell you about your closest stop. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org

			Have a nice day. " Ana Gallegos [05/14/2026 11:52:57] I met with the operator on 5/14/2026. The operator was shown the video. The operator was spoken to regarding Unprofessional Conduct, Fare Enforcing, and Title VI.
5/28/2026	English	From: Anthony Pedregon <1hged3@gmail.com> Sent: Sunday, May 24, 2026 6:36 PM To: Comment <Comment@Foothilltransit.org> Subject: Complaint Regarding Unsafe and Unprofessional Conduct by Silver Streak Bus	Valentin Mendoza [06/04/2026 15:58:08] Per coach and badge provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 743 V# 2922 B# 161 Operator Wade, Brandy. Ana Gallegos [06/08/2026 12:29:35] The operator was spoken to by Florencio Borja, Safety Manager, on 5/29/2026. The operator was spoken to regarding Title VI, ADA, Safety and Customer Service. Cynthia Acuna [06/08/2026 15:21:09]

		Driver – May 23, 2026 I am writing to formally report an incident that occurred on the night of May 23, 2026, while I was riding the 11:00 PM scheduled Silver Streak bus traveling eastbound from Los Angeles. I provided a photograph I took of the bus and badge information. During a stop in El Monte, a man using a wheelchair boarded the bus. The driver asked him where he would be getting off so she could assist with the wheelchair restraints and know where to stop, stating that this was protocol. The passenger responded in a rude or dismissive manner,	Email response: " From: Acuna, Cynthia Sent: Monday, June 8, 2026 3:21 PM To: '1hged3@gmail.com' <1hged3@gmail.com> Subject: Customer Comment 0009-3216 and 0009-3198 Good Afternoon, I am with Transdev, contacting you regarding Customer Comment 0009-3216 and 0009-3198. The comment was concerning the unprofessional behavior of the Silver Steak EB Operator on 5/23/2026. On behalf of Transdev, we apologize for this experience and any inconvenience this may have caused you. The comment was immediately forward to our Operations and Safety Department here at the Arcadia Yard. We conducted an internal investigation, requested video, and met with the

		saying, “Wherever I press the button.” While I understand that the passenger’s response may have been frustrating or discourteous, I believe the driver’s reaction became immediately inappropriate, unprofessional, and unsafe. The driver began verbally arguing with the passenger and, before even leaving the El Monte station, made comments about his disability, including statements implying that his behavior was “why he is in a wheelchair” or “why he has no legs.” I found these remarks shocking and unacceptable.	operator pertaining to this comment. All topics were discussed with the operator regarding ADA, TITLE VI, and Unprofessional Conduct. We appreciate your feedback as it is important to us to ensure that we address these concerns. 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 bringing this to our attention. For future concerns, please contact our 1 (800) RIDE-INFO line (800.743.3463) or email Comment@foothilltransit.org Thank you." Ana Gallegos [06/09/2026 10:44:02] Reviewed the video. Video showed the operator servicing El Monte Station. The operator boarded several passengers. The operator was seen making rude and inappropriate comments. As the operator assisted a passenger utilizing a wheelchair she asked the customer where their destination was. The passenger responded with "when i hit the button" and did not exactly say where there were exiting. The operator did not like the

		The argument escalated as the bus continued eastbound on the freeway. Both individuals exchanged insults, and at one point other passengers became involved, including two men who approached the passenger in the wheelchair in what appeared to be an attempt to intervene or de-escalate the situation. However, their involvement made me feel even more unsafe because I feared the situation could become physical. I was seated nearby and became concerned for my own safety and for the safety of everyone on board. What especially concerned me was that the driver did not appear to make meaningful efforts to de-escalate the situation. She did not instruct the other passengers to return	response and engaged in an escalated argument with the passenger. The operator was seen using foul language and behaving in a inappropriate way. The operator did make comments regarding the passengers disability. The operator displayed lack of de-escalation skills and displayed overall unprofessional conduct.

		to their seats or attempt to calm tensions. Instead, she continued engaging in the verbal confrontation even after the passenger repeatedly asked her to stop speaking to him. At no point did it appear that the driver attempted to disengage from the argument despite being responsible for the safety of all passengers onboard. As the situation continued, I also became alarmed by the driver's manner of driving. In my opinion, she appeared visibly angry and frustrated and began making what appeared to be unsafe or erratic lane changes while still arguing with the passenger. At that point I genuinely felt unsafe remaining on the bus.	

		I exited the bus before the passenger in the wheelchair did, but I left concerned that the situation could continue escalating after my departure. I became concerned the situation could unnecessarily escalate into law enforcement involvement after multiple missed opportunities to de-escalate the conflict earlier. Based on prior observations, this is not the first time I have witnessed this driver engage in confrontational behavior with passengers, although never to this extent. Because of that, I believe this may reflect an ongoing issue with professionalism, emotional control, or judgment while operating a public transit vehicle.	

		I want to be clear that my concern is entirely about conduct, safety, professionalism, and passenger welfare. I believe the incident should be reviewed based on the driver's actions and the safety risk created for passengers. I respectfully request that the agency review any available onboard camera footage and investigate the matter thoroughly. Thank you for your time and attention to this matter. Sincerely,	

		Anthony Frequent Transit Rider Bus 2911 badge#5733 photo from 11:48pm may 23 2026 5/28/26 added form customer submitted Title VI	

		Complainant's Name Anthony Complainant's Email 1hged3@gmail.com Complainant's Alternate Phone Complainant's Street Address Complainant's City, State, and Zip Code Name(s) of Person(s) Discriminated Against Person Discriminated Against Phone	

		Person Discriminated Against Street Address Person Discriminated Against City, State, ZIP Date of Incident 05/23/26 Bus # / Route / Direction of Travel / Location Bus operator badge number:5733 Bus number:2911 Bus line number: silver streak Bus stop where you waited: When the bus arrived: When you expected the bus to arrive: Reason For Alleged Discrimination Race Color National Origin (Limited	

		English Proficiency) Incident Description Complaint Regarding Unsafe and Unprofessional Conduct by Silver Streak Bus Driver – May 23, 2026 I am writing to formally report an incident that occurred on the night of May 23, 2026, while I was riding the 11:00 PM scheduled Silver Streak bus traveling eastbound from Los Angeles. I provided a photograph I took of the bus and badge information. During a stop in El Monte, a man using a wheelchair boarded the bus. The driver asked him where he would be getting off so she could assist with the wheelchair restraints and know where to stop, stating that this was protocol. The passenger responded in a rude or dismissive manner, saying, “Wherever I press the button.” While I understand that the passenger’s response	

		may have been frustrating or discourteous, I believe the driver's reaction became immediately inappropriate, unprofessional, and unsafe. The driver began verbally arguing with the passenger and, before even leaving the El Monte station, made comments about his disability, including statements implying that his behavior was "why he is in a wheelchair" or "why he has no legs." I found these remarks shocking and unacceptable. The argument escalated as the bus continued eastbound on the freeway. Both individuals exchanged insults, and at one point other passengers became involved, including two men who approached the passenger in the wheelchair in what appeared to be an attempt to intervene or de-escalate the situation. However, their involvement made me feel even more unsafe because I feared the	

		situation could become physical. I was seated nearby and became concerned for my own safety and for the safety of everyone on board. What especially concerned me was that the driver did not appear to make meaningful efforts to de-escalate the situation. She did not instruct the other passengers to return to their seats or attempt to calm tensions. Instead, she continued engaging in the verbal confrontation even after the passenger repeatedly asked her to stop speaking to him. At no point did it appear that the driver attempted to disengage from the argument despite being responsible for the safety of all passengers onboard. As the situation continued, I also became alarmed by the driver's manner of driving. In my opinion, she appeared visibly angry and frustrated and began making what appeared to be unsafe or erratic lane	

		changes while still arguing with the passenger. At that point I genuinely felt unsafe remaining on the bus. I exited the bus before the passenger in the wheelchair did, but I left concerned that the situation could continue escalating after my departure. I became concerned the situation could unnecessarily escalate into law enforcement involvement after multiple missed opportunities to de-escalate the conflict earlier. Based on prior observations, this is not the first time I have witnessed this driver engage in confrontational behavior with passengers, although never to this extent. Because of that, I believe this may reflect an ongoing issue with professionalism, emotional control, or judgment while operating a public transit vehicle. I want to be clear that my concern is entirely about conduct, safety, professionalism, and	

		passenger welfare. I believe the incident should be reviewed based on the driver's actions and the safety risk created for passengers. I respectfully request that the agency review any available onboard camera footage and investigate the matter thoroughly. Thank you for your time and attention to this matter. Sincerely, Anthony Frequent Transit Rider Filed With Other Agency? No Agency/Agencies Agency Contact Name Agency Address Agency Phone	

		Affirmation Ap Created 05/24/26, 6:41 PM Time of Incident Pm TAP number Preferred Form of Response Email Direction of Travel East 2 comments were created:	

		0009-3198 ADA 0009-3216 Title VI	
5/29/2026	English	Customer Comment this bus driver is racist and very rude. yelling at a lady who only speaks chinese is not okay. and telling her he's going to remove her if she can't fit her bags on the bus is ridiculous. there should be equal treatment for all passengers on bus lines no matter what and this driver should not be employed. he gives foothill transit a bad name and is not a good representation of your values. I had to stand up for this elderly lady because she was so confused when he was yelling at her. please fix this issue. this is not the first time i've seen a bus driver on a high horse and be rude to passengers. his badge id is listed above.	Valentin Mendoza [06/05/2026 09:32:23] Per badge provided, VDS confirms the coach and operator pertaining to this comment. Paddle# 21 V# 2522 B# 10196 Operator Gonzalez, Ricardo. Valentin Mendoza [06/05/2026 09:33:06] Direction of travel, per time and date provided, is Westbound not Eastbound. Ana Gallegos [06/15/2026 13:28:39] Video requested on Nexview did not successfully download. Another attempted was made via hardwire. Due to technical issues video was not captured. Maintenance and Higher Management was notified. Unable to confirm the event. Ana Gallegos [06/15/2026 13:30:21] Called the customer at 1:29pm on

		What kind of comment is this? Complaint Date and Time Recorded 05/29/26, 5:46 AM Anonymous? Name Nicholas Macias-Autran Street address 2628 Altamira Dr City and State west covina ZIP Code 91792 Home Telephone # 16264826807 Cell Telephone # 6264826807	6/15/2026. Unable to leave a message due to no voicemail set up. Ana Gallegos [06/16/2026 09:35:26] Spoke with the customer at 0934am on 6/16/2026. The customer was provided information that was investigated. The customer appreciated the call back. Ana Gallegos [06/16/2026 16:13:53] I met with the operator on 6/16/2026. The operator denied the accusation. The operator stated that there was a language barrier and he did have to repeat himself when speaking to the women. There was someone on board who was able to translate for him and help them withe the cart. The women was not denied service and she was able to fold the cart and place it out of the isle. The operator stated that the caller was yelling at him about the issue but the operator asked him to no intervene. The operator was spoken to regarding Courtesy and Title VI.

		Work Telephone # Email Nicholas_macias@icloud.com Language Spoken English Other Language Spoken Response? Preferred Form of Response Phone Incident Date 05/29/26 Incident Time 5:35	

		AM or PM AM Scheduled time 5:35 AM or PM 2 AM Route # Silver Streak Direction East Vehicle # Location West Covina Pkwy Employee 5517 TAP number	
5/30/2026	English	Carlos would like to complain about the driver of the 289WB (F2142) at 4:36pm. Carlos	Carlos Munguia [06/08/2026 15:59:32] According to Avail the operator was

		claims at about 4:36pm a passenger boarded wearing an Italia hat and the driver spoke to him in Spanish which offended Carlos and allegedly also offended the boarding passenger. Carlos states the passenger informed the driver that he spoke English and sat down. CSR Notes - The time noted is the estimated time of incident, Carlos was uncertain as to where the passenger in question boarded.	conducting coach F2142. A video has been requested Carlos Munguia [06/08/2026 16:05:51] Upon review of the video footage, the operator serviced the bus stop at Hacienda and Colima. A man boarded the bus and the operator began to tell him that he needed to stand near the bus stop to avoid being left behind. The man stayed quiet and did not answer immediately so the bus operator asked him if he spoke Spanish and the boarding passenger responded yes. The bus operator than began telling him in Spanish to please stand at the bus stop sign to avoid being left behind in Spanish. The man boarding got upset because he thought he was getting scolded (a third person, a male passenger got involved in the conversation) and was upset that the bus operator had spoken to him in Spanish. The passenger who was boarding decided to sit down and was a bit upset the driver told him I spoke to you in English and you did not answer

			so I asked you if you spoke Spanish which you responded yes. Carlos Munguia [06/08/2026 16:18:50] Called and spoke to the customer on 6-8-26 at 16:15. The customer likes to provoke conversation that can get controversial and racial. Carlos Munguia [06/08/2026 16:20:23] The customer talks politics and can be a bit rude. Carlos Munguia [06/09/2026 14:33:02] I spoke to the bus operator today 6-9-26 at 14:05. I coached the operator on communicating with all passengers professionally. In addition, Title VI regulation was reviewed and coached. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial

			segregation in schools, employment, and public accommodations. Carlos Munguia [06/09/2026 14:44:16] Video has been uploaded to the Pomona Drive.
6/3/2026	English	Dane would like to submit a complaint on the female bus operator for bus line 286 S|B. Dane claimed that this incident occurred at approximately 1:45 pm at Diamond Bar Blvd/Grand Avenue S (Bus Stop #3067). He stated that when attempting to board the bus he asked for a courtesy ride and the bus operator yelled/barked at him and refused to allow him to board the bus. Dane stated that he had a crucifix on and claimed another passenger that looked like a Hispanic gang member told him loser you can't afford it get off got in his face and threatened him making comments about his crucifix	Carlos Munguia [06/09/2026 12:02:53] According to Avail the operator was conducting coach F2137. A video has been requested Carlos Munguia [06/09/2026 12:20:16] Upon review of the video footage, the operator serviced the bus at Diamond Bar Blvd and Grand Ave. A male passenger boarded the bus and asked for a free ride. The operator quoted the fare and the male passenger said that he needed the free ride because he was unemployed. The lady operator requested the fare again and the male passenger became upset saying that he was being discriminated against because he was White and threatened to call ICE. A couple of other male passengers

		to what he responded with a comment about ICE. Dane stated that the bus operator did nothing about the other passenger's actions. Dane stated that he is an American that is tired of bus operators that discriminate against him because he shouldn't be refused service. Dane stated that he was discriminated against based on race, religion, denied freedom of movement, threatened by both individuals and if Foothill Transit does not respond to him regarding this incident to settle with him, he will seek legal actions and call ICE. He would like a supervisor to look into the matter and would like an e-mail response. CSR Notes: Dane provided incident Date, Time and Location noted. Dane was	told him, "look buddy no one is discriminating against you we all paid our bus fares." The male passenger started calling a young Latino male passenger a "beaner" and left the bus upset and yelled "F- you!" as the bus was leaving. Carlos Munguia [06/09/2026 13:27:20] The bus operator was not seen yelling at the male passenger on the video. Carlos Munguia [06/11/2026 13:27:11] Driver Manager Tommy met with the bus operator today 6-11-26. He coached her on quoting the fare and not enforcing it and or denying a passenger a ride. Carlos Munguia [06/11/2026 13:33:05] I sent an email to the customer on 6-11-26 at 13:31. See email below. Hello Dane, I am writing to you in response to your customer comment #0009-3286 that you submitted regarding our 286 SB route on June

		unable to provided Bus/Coach Number or Bus Operator's Badge Number. Dane was offered and provided with the report number.	3, 2026. I would like to sincerely apologize for what you have encountered with our service. The mission of Keolis Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. The Driver's Manager has met with this driver to communicate the appropriate bus stop procedures with respect to courtesy and professionalism. The Bus Operator has been spoken to in order to prevent this event from happening again. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may

			have caused you. Sincerely, Carlos Munguia Customer Service Representative Cristina Garcia [06/16/2026 11:33:26] Select the video status. Carlos Munguia [06/17/2026 11:33:52] Video was uploaded to drive
6/26/2026	English	Sent: Thursday, June 25, 2026 2:18 PM To: Comment <Comment@Foothilltransit.org> Subject: Changes to Title VI Complaint: Phillip	Carlos Munguia [06/30/2026 14:25:37] According to Avail the operator was conducting coach F2306. A video has been requested Carlos Munguia [06/30/2026 16:01:01] Upon review of the video footage, the

			operator failed to service the stop at Grand Ave and Diamond Bar Blvd. There was a person standing at the bus stop that was left behind. Raquel Martinez [07/10/2026 12:56:05] Spoke to the Operator about this acceptable service on 7/10. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964 is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Raquel Martinez [07/10/2026 15:01:23] Emailed the customer @ 15:00 on 7/10. Details below; Hello Mr. Martin. I am writing to you in response to your customer comment #0009-3573 you submitted regarding an incident that occurred with the
		Complainant's Name Phillip Complainant's Email schemes_sharers.3u@icloud.com Complainant's Alternate Phone +1 (909) 452-4420 Complainant's Street Address Complainant's City, State, and Zip Code Name(s) of Person(s)	

		Discriminated Against Person Discriminated Against Phone Person Discriminated Against Street Address Person Discriminated Against City, State, ZIP Date of Incident 06/25/26 Bus # / Route / Direction of Travel / Location Bus operator badge number: Bus number: Bus line number: Bus stop where you waited: When the bus arrived: When you expected the bus to arrive: Reason For Alleged Discrimination Race	operator on route 286 SB at the Grand and Diamond Bar bus stop on June 25, 2026. I would like to sincerely apologize for what you have encountered with our service. The mission of Keolis is to provide all of our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. I want to assure you that our manager has met with the operator to address this issue and implement the necessary actions to ensure incidents like this do not occur again. Your feedback is invaluable in helping us maintain a high standard of service, and we are grateful for the time you took to reach out to us. If you have any further concerns or questions, please do not hesitate to contact us. Cristina Garcia [07/13/2026 11:18:10] Upload the video to the drive and select the status in the drop down.

		Incident Description 286 line going to Brea Mall at 1:40~50 on the corner of grand and diamond bar. The driver purposely began to stop as I stood on the corner and once she saw me she rolled her eye and hit the gas refusing to stop. This is now the third time I keep running into person who continues to be unprofessional, calling dispatch as if I'm trying to steal a ride and this is the only bus I have that passes my house every hour. I have frozen food and every time I choose to use this line to get food for my kids she threatens me with police because I'm adding money to my tap card. Each time I still pay and she has targeted me and is refusing to do her job. I am a single father in a racist area. I have never had an issue with any driver for the two years I've lived here and this person is cause an extreme burden on	

		my family and kids I'm trying to get home to feed. I hope this does not go unnoticed. I trust you will do the right thing. Filed With Other Agency? No Agency/Agencies Agency Contact Name Agency Address Agency Phone Affirmation Phil Martin pm Created 06/25/26, 2:15 PM Time of Incident Pm	

		TAP number Preferred Form of Response Email Direction of Travel South	
6/29/2026	English	Amna would like to submit a complaint on the female bus operator with Badge #7466 for bus line 286 S|B. She stated that this incident occurred Friday, June 26th, 2026 at approximately 6:18 am at Garey Avenue/Third Street S (Bus Stop #1463). Amna stated that she is an Asian student passenger that boards this bus line and travels with her scooter on a daily basis and claimed that when she was boarding the bus there was a male passenger ahead of her who showed his student id and was allowed to board and when she presented the driver with her UCI id the bus	Carlos Munguia [06/30/2026 12:10:05] According to Avail the operator was conducting coach F3135. A video has been requested Carlos Munguia [06/30/2026 12:20:50] Upon review of the video footage, a young lady boarded the bus with a scooter. She folded the scooter but left it by itself in the front seats (ADA section). She then moved seats to speak to a young man a few seats away. The young lady was using her cell phone and talking to the young man at the same time. Her phone appeared to be on speaker mode and the bus operator commented to the entire group of

		operator quoted the bus fare. Amna stated that she paid her bus fare and secured her scooter before approaching the male passenger to ask him about his student id when the bus operator said “hey girl you have to hold your scooter” and then continued to make derogatory comments towards her and said that because of stupid people bus operators had problems about incidents on the buses. Amna stated that the bus operator was rude and racist towards her and she would like a supervisor to look into the matter. CSR Notes: Amna provided incident Date, Time, Location and Bus Operator’s Badge Number noted. She was offered the report number.	passengers, "Who ever has their phone on speaker mode please turn it off, it is distracting, no sound devices on board." A few minutes later, the bus operator told the young lady, "look at your scooter, it fell and it is right in the middle of the aisle, you need to sit next to it and keep it from blocking the aisle." The young lady apologized and went to sit next to her scooter. Both the bus operator and young lady both said something which was not heard on the microphone. No other conversation was seen between the young lady and the female bus operator. Carlos Munguia [06/30/2026 13:40:24] The operator before departing asked the young man and the young lady to have their Fares ready next time when they board. Both the young man and the young lady made their way to the front of the bus to try and pay their fares. The operator allowed the young man to board because he was trying to used his debit card to pay but the system was not set up yet. The young lady paid her fare using cash. The bus operator was not heard making racist

			comments towards the passenger on the video. Carlos Munguia [06/30/2026 13:54:54] Driver Manager Tyrone met with the operator on 6-30-26. He coached her on courtesy and Title VI Regulation. To ensure that the operator understood what a Title VI customer comment was, I explained the following " The Civil Rights Act of 1964" is a landmark civil rights and labor law in the United States that outlaws discrimination based on race, color, religion, sex, national origin, and later sexual orientation. It prohibits unequal application of voter registration requirements and racial segregation in schools, employment, and public accommodations. Carlos Munguia [06/30/2026 14:02:50] I sent an email to the customer on 6-30-26 at 14:01. See email below. Hello Amna Shakeel, I am writing to you in response to your customer comment #0009-3598 you submitted

			regarding our 286 SB route on June 26, 2026. I would like to sincerely apologize for what you have encountered with our service. The mission of Keolis Transit is to provide all our customers with an efficient, safe, reliable, on-time service. We strive to fulfill this mission on a daily basis and take very seriously the concerns that our customers have with our service. The Driver's Manager has met with this Bus Operator to communicate the appropriate bus stop procedures and communication with all passengers. We do our best daily to provide the best service we possibly can. We appreciate and thank you for taking the time to bring these experiences to our attention. Through our customers' feedback, we can continue to grow and improve our service. In closing, we are genuinely sorry for the inconvenience this may have caused you.

			Sincerely, Carlos Munguia Customer Service Representative Carlos Munguia [06/30/2026 14:11:04] Video has been uploaded to the Pomona Drive

Foothill Transit's Public Participation Plan (PPP) 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, logged into the CCTS, and forwarded to the appropriate departments.

General outreach activities conducted include:

a. Schools: Foothill Transit works closely with educators to offer free trip planning and training for their students, especially students in special education classes, to teach them how to navigate public transportation and prepare them for experiential field trips using public transportation. Field trips help students gain confidence and remain self-sufficient for their future. A limited number of free TAP cards are distributed to students and staff.

b. Senior Citizens: Foothill Transit partners with senior centers to provide training on how to use transit. A limited number of free 10-day TAP cards are distributed at senior centers to encourage older Americans to try 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 using public transit.

c. Veterans: Foothill Transit partners with veteran support services and veteran housing communities to train veterans to use the public transit system.

d. Social Service Agencies: Foothill Transit refers low-income customers to Metro's Low-Income Fare is Easy (LIFE) program that provides fare subsidies to populations with low-incomes. Foothill Transit is a participating agency in the LIFE program.

e. Community Sponsorship: Foothill Transit partners with a number of non-profit organizations throughout our service area. Support comes in the form of financially sponsoring fundraisers, participating in community events to distribute information that benefits most people in our service area, volunteering to serve in the organization, and via interior cards to promote their events.

f. Interior Bus Cards: Foothill Transit provides space onboard our buses to help non-profit organizations promote or advertise low to no-cost services or events open to the public.

Table 2 below lists the outreach activities Foothill Transit has conducted from August 2023 to July2026.

Table 2

List of Foothill Transit's Outreach Efforts

EVENT	Community Engagement Target	Purpose	Event Location	Date of Event	Overall Event Attendance
August 2023					
Veterans Resource Fair Hosted by Rep. Grace Napolitano	Veterans	Connect with customers and give relevant information about discounts and answer other ridership related questions	National Guard Armory 1351 W. Sierra Madre Ave., Azusa CA 91702	08/05/23	550
Duarte Touch-a-Truck	Community	Make an impression on the community and give kids the chance to explore our buses in a stress free and inquisitive way	Duarte Senior Center 1610 Huntington Drive, Duarte	08/05/23	250
Cal Poly National Summer Transportation Institute Summer Program	Schools	A transportation focused career awareness initiative. The purpose is to	Cal Poly Pomona 3801 West Temple Ave. Pomona, CA 91768	08/11/23	200

		create awareness and stimulate interest in middle and high school participants to take advantage of career opportunities that exist in the transportation industry, to provide academic enhancement activities, and to encourage students to pursue transportation-related course work at the college and university level.			
Claremont McKenna College International Student	Schools	Speaking with international students about ridership opportunities especially as	Mckenna Auditorium 390 E Ninth St, Claremont, CA 91711	08/18/23	150

Community Information Fair		they relate to their access to class pass.			
September 2023					
Covina Chamber Police Awards Breakfast	Community	To promote community partnership with local law and community members	CVUSD District field, 220 W. Puente St, Covina 91723	09/14/23	75
Claremont Colleges Back to Your Future tabling event	Schools	To connect with students with the full spectrum of services available to them while attending the Claremont colleges	N Dartmouth Ave & N College Way, Claremont, CA 91711	09/19/23	200
West Covina Touch a Truck event	Community	Connect with community to explain technology and bus service for all	City Hall, 1444 W. Garvey Ave. South, West Covina, 91790	09/23/23	150
Mt. SAC Student Success Programs Fair	Schools	Promote Class Pass	Mt SAC	09/26/23	120
October 2023					

Pomona USD Task Force Meeting	Community	Support educators and student programs and teach about public transport and technology	Zoom	10/01/23	45
Clean Air Day Event at Azusa High School	School	To promote public transit use, teach about technology, encourage students to take clean air personally	Azusa High School, 151 Fenimore Ave, Azusa, CA 91702	10/04/23	30
ESGVJCC Akimatsuri Fall Festival	Community	Cultural fair	1203 W . Puente Ave, West Covina, CA 91790	10/07/23	175
Village Venture	Community	Craft fair put on by the Claremont Chamber of Commerce	Claremont	10/19/23	300
November 2023					
ESGVJCC Health Fair	Community	Cultural fair	1203 W. Puente Ave, West Covina CA, 91790	11/04/23	100

Arcadia Festival of Bands	Community	Supporting music programs in local schools	400 W Duarte Rd, Arcadia, CA 91007	11/18/23	500
December 2023					
Mt. SAC Connect 4 Meetings & WorkAbility at DBHS	School	Partnering with educators to help students with disabilities to understand public transit	Zoom	12/01/23	17
PUSD College, Career & Workforce Development Task Force and Los Angeles Performance Pilot Program (LA P3)	School	Support educators and student programs and teach about public transport and technology	Zoom	12/03/23	45
Mock interviews at Azusa HS	School	Support educators to help prepare students for real-world job skills	Azusa High school, 240 N Cerritos Ave., Azusa, CA 91702	12/12/23	25
January 2024					
Pomona Inland Valley MLK Project 41st Award Celebration	Community, School	to assist inland valley students (ages 15-19) against social injustice within their	Pilgrim Congressional Church, 600 N. Garey Ave, Pomona	01/14/24	350

		community like Dr. King's nonviolent social justice reform			
February 2024					
PUSD Workforce Development Task Force Monthly Meeting	School	Share updated Foothill Transit information on updated fares and routes	Zoom	02/01/24	45
Bus Basics Foothill Transit Presentation to Diamond Bar HS Adult Transition Program	school	expose students with disabilities to transportation options to keep them independent	Diamond Bar HS, 21400 Pathfinder Rd, Diamond Br	02/01/24	55
Cal Poly Pomona Club Fair	School	Promote Class Pass	Cal Poly Pomona (Commons) 3801 W. Temple Ave, Pomona	02/13/24	500
Temple City Camellia Festival	Community	Community support	Temple City Drive	02/24/24	450
Assemblywoman Blanca Rubio's Young Legislators: Policy panel	Community	Introduce high school students to careers and opportunities	Baldwin Park Council Chambers	02/24/24	100

La Verne Chamber Career Day at Ramona Middle School	School	Introduce careers to students	Ramona Middle School, 3940 Ramona Ave, La Verne	02/26/24	500
March 2024					
State of Public Safety in SGV with Sherriff Luna	Community	Updates re: state of city and SGV	Historical Society of Temple City (Women's Club Hall) 9704 Woodruff Ave, Temple City	03/01/24	75
Options for Leaning in Service	Community	In service training for Options staff, exposing them to transportation options they can share with their clients	Fairplex at Pomona	03/06/24	1000
CA School of the Arts SGV Gala Fundraiser	Community	Fundraiser for school programs and activities	Sheraton Los Angeles San Gabriel Valley 303 E. Valley Blvd, San Gabriel 91776	03/09/24	175
PUSD Science Fair (Pasadena)	School, community	Annual community event hosted by the Pasadena Unified School	John Muir High School, 1905 Lincoln Ave, Pasadena, CA 91103	03/16/24	50

		District to celebrate science, technology, the environment, and to inspire the next generation of scientists and innovators			
SoCal Trades Career Day	School	Introducing high school students to careers in transit	South Hills High School- no attendance after all	03/21/24	
IBC State of the City, City of Industry Luncheon	Business/School	City and District updates with special addresses to students	Pacific Palms One Industry Hills Parkway	03/24/24	450
Hacienda/La Puente Adult Education center STEM Night	Schools	Introducing adult Ed students to careers in transit	Hacienda Adult School	03/27/24	125
Palm Elementary School Vehicle Career Day	schools	HFC bus in display, taught about technology and career opportunities	Palm Elementary School 14740 Palm Ave., Hacienda Heights	03/29/24	500
April 2024					

Claremont Graudate School - spring preview resource far	schools	Promote class pass, answer questions	CGU Blaisdell Foundation Quad 900 N. College Ave., Claremont 91711	04/06/24	150
Citrus College Go Pass Event - LA Metro	School	Promote GoPass, show support for Metro	Citrus College Quad	04/08/24	50
Disabilities Resources Fair	School, community	sharing transportation options for students who may never be able to drive	WSGV Special Education Local Plan Area Office, 11204 Asher St., El Monte	04/13/24	300
ESGV Japanese Community Center Cherry Blossom Festival	Cultural	Sponsoring community event promoting cultural awareness	Plaza West Covina, 112 Plaza Dr., West Covina	04/13/24	175
Students with Disabilities Resource Fair	School, Community	sharing transportation options for students who may never be able to drive	West San Gabriel Valley Special Education Local Plan Area Office, 11204 Asher St., El Monte CA, 91731	04/13/24	150
Covina Valley Health and Wellness Fair	Community	Promoting bus service to the general public	Covina District Field, 220 W.	04/18/24	400

			Puente St., Covina		
WTS-LA Transportation YOU Girl's Empowerment Day	Schools	Introducing young women to careers in transportation	Cal Poly Pomona	04/19/24	135
Kare Youth League Top Golf Fundraiser	Community	Raising funds to support sports programs through Kare	Top Golf Ontario, 1050 N. Archibald Ave, Ontario	04/20/24	125
Newcomers Access Center Fundraiser	Community	Raise finds for NAC programs to help refugees secure housing, work, and citizenship	Doubletree by Hinton Ontario, 222 N. Vineyard Ace, Ontario, CA, 91764	04/21/24	250
Cal Poly Pomona Sustainability Fair (Earth Day)	School/Community	Promote Class Pass	Cal Poly Pomona (Commons) 3801 W. Temple Ave, Pomona	04/23/24	100
Cal Poly Pomona Sustainability Fair	School	Promote Class Pass	Bronco Commons, Cal Poly Pomona	04/23/24	250
Glendora Mayor's Prayer Breakfast	Community	Support community unity through prayer and reflection	Glendora Golf Club	04/24/24	200

Mt SAC Earth Day event - cultural eco-fest hosted by Associated Students	School	Promote Class Pass and share technology updates	Mt SAC	04/25/24	200
West Covina Beautiful Arbor Day Celebration	Community	Shared public transportation options to community members who attended	West Covina Civic Center	04/27/24	225
May 2024					
University of La Verne - Adulting 101	School	Sharing Class Pass Info	UNLV Hanawalt House, 2058 2nd St., La Verne	05/01/24	50
8th Annual Older Adult Transportation Expo	Seniors	Helping seniors feel confident taking public transportation	Pasadena Convention Center 175 S. Euclid Ave, Pasadena, CA 91101	05/07/24	500
Duarte Chamber SGV Women's Summit	Business	Empowering women-owned businesses via educational workshops	DoubleTree by Hilton Monrovia, 924 W. Huntington Dr. Monrovia	05/10/24	200
LA County Fair Parade with the Minibus	Community	Parade participation to support	LA County Fair	05/19/24	400

		community events			
WTS School visit LACES	School	Sharing careers in transportation and scholarship opportunities	5931 W 18th St, Los Angeles CA, 90035	05/23/24	75
Tournament of Roses and San Gabriel Valley LGBTQ Center Pride Kick-off Reception	LGBTQ+	celebratory kick off for San Gabriel Valley Pride tour 2024	Tournament House, 391 S Orange Grove, Pasadena, CA 91184	05/31/24	110
June 2024					
Options for Learning Summer Kick Off Resource Fair		Sharing public transit info with the disabled community	Morgan Park 4100 Baldwin Park Ave, Baldwin Park CA 91706	06/08/24	62
Bradbury Night Out	Community	Sharing public transit info to the community	Bradbury City Hall, 600 Winston Ave, Bradbury, CA, 91008	06/20/24	200
Azusa High School Bus Exploration for the visually impaired	School, community	Allowed visually impaired students to explore the bus at their own pace to gain confidence for	240 N Cerritos Ave, Azusa CA 91702	06/27/24	45

		future commuting			
July 2024					
Disabled Resources Center Awards Recognition Event	Community	Sharing public transit info with the disabled community	Grand Evenet Center, 4101 E Willow St, Long Beach CA, 90815	07/25/24	100
San Dimas Sheriff Boosters Car Show(HFC Bus at Albertson's)	Community	Show off HFC Bus, share the technology, plus block traffic from grocery parking lot	City of San Dimas Civic Center, 245 E. Bonita Av., San Dimas	07/28/24	650
August 2024					
Duarte Touch a Truck Event	Community	Sharing public transit info to the community	Duarte Civic Center, 1610 Huntington Drive	08/03/24	250
Claremont McKenna Student Welcome Event	Schools	Sharing public transit info to the community	McKenna Auditorium, 390 E Nineth St, Claremont, CA 91711	08/16/24	100
Claremont Graduate School Welcome Event	School	Sharing public transit info to the community	DesCombes Quad 150 E. 10th St, Claremont, CA 91711	08/23/24	300
September 2024					

Claremont Colleges Back to Your Future Event	School	Lively outdoor event with over 50 booths hosted by student service offices, food vendors, and community resources.	800 N Dartmouth Ave, Claremont 91711	09/18/24	125
Presentation at Diamond Bar High School	School	Sharing public transit info with the disabled community	24100 E Pathfinder Rd, Diamond Bar, CA	09/23/24	35
Pomona Colleges Benefits Fair	School	Sharing public transit info to the community	Edmunds Ballroom on Pomona College Campus, 170 E. 6th St, Claremont CA, 91711	09/25/24	120
Clean Air Day/SoCal Transit Week Resource Fair	Community	Sharing public transit info to the community	Grand Park 500 W Temple St, Los Angeles, CA 90012	09/26/24	175
West Covina Touch a Truck	Community	Show off HFC Bus, share the technology	West Covina City Hall	09/28/24	125
October 2024					
Covina PD National Night Out	Community	Show off HFC Bus, share the technology	Heritage Plaza Park, 400 N.	10/01/24	100

			Citrus Ave Covina		
Hope Through Housing Presentation	Community	Sharing public transit info with the veteran community	446 W. Commercial Street Pomona, 91768	10/03/24	40
Cal Poly Pomona Hot Dog Caper	Community	Promote Class Pass and share technology updates	Cal Poly Pomona Commons	10/10/24	300
Sunny Garden Senior Community presentation	Community, Seniors	Sharing public transit info with the senior community	13712 Sunkist Dr. La Puente 91746	10/11/24	40
Claremont Village Venture	Community	Arts and crafts festival	200 W 1st Street, Claremont, CA 91711	10/26/24	250
November 2024					
OTMRP Older Adult Popup - SGV (La Verne)	Community	speaking with seniors about their public transportation options and discounts	La Verne Community Center, 3680 D St, La Verne, CA, 91750	11/15/24	50
Arcadia Festival of Bands	Community	transporting dignitaries in minibus	Church of the Good Shepard 40 W Duarte Rd., Arcadia, CA, 91007	11/23/24	400
December 2024					

Monrovia Holiday Parade	Community	holiday parade in Old Town Monrovia	Myrtle Ave, Monrovia, CA, 91016	12/05/24	300
San Dimas Holiday Extravaganza	Community	minibus in parade	Civic Center Park, 245 E. Bonita Ave., San Dimas	12/07/24	300
January 2025					
Walnut High School Class Presentation	School, community	Sharing public transit info with the disabled community	Walnut High School 400 Pierre Rd, Walnut, CA 91789	01/14/25	25
February 2025					
Parents as Partners, Transition Resource Night	School, community	Sharing public transit info with the disabled community	Walnut Grove Intermediate School, 614 E Vine Ave, West Covina, CA 91790	02/20/25	30
March 2025					
Cal Poly Pomona - 13th Annual Research, Scholarship, and Creative Activities (TSCA) Confrence	School	judging reseach presentations at confrence	Bronco Student Center- 3801 W Temple Ave Bldg 35 Ste 2123, Pomona, CA, 91768	03/01/25	80
City of Irwindale 2nd Annual	Community	Sharing public transit info with	Irwindale City Hall, 5050 N.	03/08/25	60

RockAbilities Resource Fair		the disabled community	Irwindale, CA, 91706		
Mock Interviews for Students with Disabilities	School	Mock interviews with coaching and feekback	San Dimas High School, 800 W Covina Blvd, San Dimas, CA 91773	03/08/25	35
Students with Disabilities Resource Fair	Schools, community	Sharing public transit info with the disabled community	West San Gabriel Valley Special Education Local Plan Area Office,11204 Asher St., El Monte, CA, 91732	03/29/25	60
April 2025					
Claremont Graduate University's Office of Admissions Community Resource Fair	Schools	Informing students about their options with foothill and class pass	Blaisdell Foundation behind Harper Hall at Claremont Graduate University, 150 E 10th St., Claremont CA 91711	04/05/25	1285
LA County Sanitation District Earth Day Event	Community	Show off HFC Bus, share the techology	1955 Workman Mill Rd., Whittier, CA	04/12/25	150

Cal Poly Sustainability / Earth Day Fair	schools	Promote Class Pass and share technology updates	Bronco Commons, Cal Poly Pomona	04/22/25	200
Youth Empowerment Day at Rose Bowl	community		Rose Bowl Stadium, 1001 Rose Bowl Dr., Pasadena, CA, 911103	04/30/25	200
May 2025					
Vehicle Career Day at Palm Elementary	School	giving students an opportunity to explore careers in working with vehicles	Palm Elementary School, 14740 Palm Ave, Hacienda Heights 91745	05/02/25	15
Guide Dogs of America Puppy Training	Community	Working with guide dogs in training to learn to navigate their handlers environment	Bus stio at Starbucks. 114 E Bonita Ave, San Dimas, CA, 91773	05/03/25	20
Neighborhood Homework House End of the Year Celebration	Community	carnival style event with games and prizes	777 E Alosta Ave, Azusa, CA, 91702	05/23/25	150
ESGV Japanese Community Center Health Fair	Community	Sharing public transit info with the community	Plaza West Covina, 112 Plaza Dr, West Covina, CA 91790	05/31/25	100

June 2025					
Glendora High School Class Presentation	School	WTS/Foothill Transit event to promote careers in transit, technology and scholarships	Glendora High School	06/03/25	40
School Presentation - Jennifer	School	WTS/Foothill Transit event to promote careers in transit, technology and scholarships	Cullen Elementary School 440 N Live Oak, Glendora, CA 91741	06/04/25	30
Crossroads Inc. Welcome Home Breakfast	Community	Annual fundraiser for Croosroads that serves formerly incarcerated women to transition back into society after serving time	Sheraton Fairplex Pomona, 601 W McKinley Ave, Pomona, CA 91768	06/10/25	80
Bradbury Night Out	Community	Sharing public transit info with the community	Bradbury City Hall, 600 Winstin Ave, Bradbury, CA 91008	06/12/25	200

Hope Through housing Beauty, bubbles and Bites Fundraiser	Community	benefit fo Building Bright Futures	Guardian Jet Center Ontario 1150, S Vineyard Ave, Ontario, CA, 91761	06/12/25	110
July 2025					
Veterans Park 4th of july BBQ	Community	Tabling event	444 W Commercial St, Pomona CA, 91768	07/02/25	50
Bus Visit to Azuza United for Visually Impaired Students	Schools, community	bringing bus to valleydale elementary school	Valleydale Elementary School, 700 S Lark Ellen Ave, Azusa, CA	07/08/25	50
Pasadena Towers Rideshare Fair	Community, employers	tabling event	555 Lake Ave, Suite 100, Pasadena,CA, 91101	07/24/25	80
August 2025					
Kiwanis Club of Duarte Community Angel Awards	community	Sharing public transit info with the community	Santa Teresita Madonna Hall, 819 Buena Vista St, Duarte, CA	08/01/25	60
Duarte Touch a Truck Event	Community	Showing of HFC bus	Duarte Senior Center, 1610 Huntington Dr, Duarte, CA	08/02/25	250
City of West Covina Touch-a-Truck and	Community	Showing of HFC bus	West Covina City Hall, 1444 W. Garvey Ave. S., West Covina	08/05/25	200

National Night Out					
CARS Oral Presentaitions at CPP	Schools	Moderator		08/07/25	35
Cal Poly Pomona - NSTI Hands-on Activity/Panel Presentation (WTS)	Schools	WTS/Foothill Transit event to promote careers in transit, technology and scholarships	Cal Poly Pomona 3801 W. Temple Ave, Pomona, CA	08/08/25	60
Westminster Gardens Presentation on DuartEbus	Community	Sharing public transit info with the senior community	1420 Santo Domingo, Duarte, CA 91010	08/11/25	30
Claremont Graduate University's New Student Welcome Resources Fair	Schools	Sharing Class Pass Info	831 N Dartmouth Ave, Claremont CA 91711	08/22/25	125
APU Welcome Weekend Community Fair	Schools	Sharing Class Pass Info	East Campus 901 E. Alosta Ave, Azusa CA 91702	08/22/25	125
Pomona College - Class Pass	Schools	Sharing Class Pass Info	Pomona Smith Campus Center 170 E 6th St, Claremont, CA 91711	08/26/25	50

Claremont McKenna College - Class Pass	Schools	Sharing Class Pass Info	Claremont McKenna, McKenna Auditorium 390 E. 9th Street, Claremont, CA 91711	08/27/25	50
Harvey Mudd - Class Pass	Schools	Sharing Class Pass Info	Harvey Mudd, Hoch-Shanahan Dining Commons 385 E. Platt Blvd., Claremont, CA 91711	08/28/25	50
September 2025					
Scripps College - Class Pass	Schools	Sharing Class Pass Info	Scripps, Balch Auditorium, 1030 N. Columbia Ave., Claremont CA 91711	09/02/25	60
Claremont Graduate College - Class Pass	Schools	Sharing Class Pass Info	Claremont Graduate, Hagelbarger's 170 E. 10th Street, Claremont, CA 91711	09/03/25	50
Pitzer College Class Pass	School	Sharing Class Pass Info	Pitzer, McConnell Center 601 E 9th Street,	09/04/25	50

			Claremont, CA 9171		
Claremont Colleges Back to Your Future 2025	School	Sharing Class Pass Info	N Dartmouth Ave & N College Way, Claremont, CA 91711	09/17/25	100
Industry Taste of Town	Community		Industry Expo Center 16200 Temple Ave, City of Industry 91744	09/19/25	275
Claremont Lewis Museum of Art Fall Gallery	Community		Claremont Lewis Museum of Art 200 W 1st St, Claremont 91711	09/20/25	125
SGV Habitat for Humanity Raise the Roof for Alta Dena	Community		Le Meridian 130 W, Huntington Dr, Arcadia, CA	09/27/25	100
San Dimas Wellness Fair	Community		Civic Center Park, 245 E Bonita, Ave, San Dimas 91773	09/27/25	50
October 2025					
El Monte Community Rideshare Fair	Community		El Monte Community Center 3130 Tyler Ave. El Monte	10/02/25	180

ESGV Japanese Community Center Akimatsuri Fall Festival	Community		ESGV Japanese Community Center, 1203 W Puente Ave, West Covina, CA 91790	10/04/25	175
Annual Civic Center Clean Air-Rideshare Fair	Community, Business		Kenneth Hahn Gall of Administration Building, at 500 W Temple St, Los Angeles, CA 90012	10/07/25	170
Covina PD National Night Out	Community		Heritage Plaza Park 400 N. Citrus Ave, Covina	10/07/25	150
Cal Poly Hot Dog Caper	School	promote class pass	Bronco Commons	10/09/25	200
City of Walnut Senior Health Fair	Community		Walnut Senior Center 21215 La Puente Rd, Walnut, CA 91789	10/14/25	40
Irwindale Chamber Job Fair	Community		SCE Energy Education Center - Irwindale 6090 Irwindale Ave, CA, 91702	10/17/25	45

Greater West Covina 3K Walk for Cancer	Community		The Lakes, 1240 Lakes Dr. B, West Covina	10/18/25	300
9th Annual Pomona 5K and 10K	Community		Shaun Diamond Plaza 197 W 2nd St, Pomona, 91766	10/18/25	400
LADWP Rideshare Fair	Community, business	Rideshare event where city employees are able to learn about commuting options that are alternatives to driving on their own		10/23/25	175
Village Venture Craft Show	Community	supporting local community event	Claremont Depot, 200 W 1st St, Claremont, CA 91711	10/25/25	350
November 2025					
Explore CPP	School, community	Annual event for new and prospective students to view the resources available to them through		11/01/25	200

		Cal poly Pomona			
Run4Recovery Soberfest	Community	tabling event to provide attendees with information	Aurora Charter Oak Hospital	11/01/25	300
ActiveSGV Corazon Del Valle Open Streets Event	Community	Community event to promote alternative forms of transportation/ clean air		11/02/25	200
Arcadia Festival of Bands	Community	community event to promote service/minibus		11/22/25	500
Breath of Life: Harvesting A Future for Clean Air Event	Community	Community event to promote clean air and public transportation		11/22/25	100
December 2025					
Wassail Toy Drive with Casa Colina	Community, School	toy drive for Casa Colina with Minibus present	Student Center Building 410, 1100 N Grand Ave, Walnut, CA 91789	12/04/25-12/06/2025	75
Monrovia Holiday Parade	Community	Bus in parade	Monrovia	12/04/25	350
San Dimas Holiday Parade	Community	Bus in parade	San Dimas	12/06/25	350

Pomona Holiday parade	Community	Minibus in parade	Pomona	12/13/25	300
January 2026					
Pomona Inland Valley MLK Awards	Community	Youth social justice student awards	01/18/26	6:00pm-8:30pm	250
February 2026					
Upward Bound - Tour of Pomona Yard	Community, Schools	Giving students insight into what sort of careers are avaliable in transit by giving them a tour of the Pomona Yard	Pomona Yard	02/16/26	30
Temple City Camellia Festival	Community	Minibus in parade	Las Tunas in Temple City	02/21/26	450
West San Gabriel Valley Special Education Local Plan Area (SELPA) Resource Fair	Community	Sharing ridership information with attendees			75
March 2026					
EXP Women in STEM Career Day	School	speaking with students about career opportunities in transportatino			70

Cal Poly Career Fair	Schools	speaking with students on career opportunities within the transportaion industry as well as sharing information on class pass for cal poly students	3801 W Temple Ave, Pomona, CA	03/09/26	60
Citrus College Club Rush	Schools	talking to students about how using Go Pass gives them access to Foothill Transit free of cost	1000 Foothill Blvd, Glendora, CA	03/10/26	40
Covina-Valley Health and Wellness Center 6th Annual Health & Wellness Fair	Community		Covina District-220 W. Puente St., Covina 91723	03/11/26	80
APU Upward Bound - Senior Summit	School	Career and job development for students at APU	APU	03/14/26	30
Health & Wellness Fair at APU	School	Speaking to students about ridership	Kresge Plaza, West Campus	03/18/26	50

		opportunities and giving out information about Class Pass			
Health Fair at Plaza West Covina-ESGVJCC	Community	talking to attendees about ridership opportunities		03/21/26	80
Schurr High School Career Fair	School	speaking to students about the opportunities for careers within the transportation field	820 Wilcox Ave, Montebello, CA,90640	03/23/26	100
Canyon Early Learning Center	School	Touch-a-Truck	1000 S Canyon Blvd, Monrovia, CA	03/24/26	100
Duarte High School Career Day	School	Speaking with high school students about potential careers within the transportation industry		03/26/26	50
April 2026					
The Sanitation Districts and the Clean Water	Community	Earth day celebration where Foothill	1955 Workman Mill Rd.,	04/11/26	80

Works education Foundation (CWWEF) Earth Day Celebration		Transit is able to demonstrate how they are committing to sustainability as well as how ridership can contribute to that as well	Whittier, CA, 90601		
Cal Poly Pomona - Class and Bronco Bike Pomona	Community, School	Event where bike riders can meet with community partners like FHT and speak about community resources, especially alternative forms of transportation (non-car)	3801 W Temple Ave, Pomona, CA 91768	04/17/26	60
Glendora Earth Day Celebration	Community	Earth day celebration where Foothill Transit is able to demonstrate how they are committing to sustainability as well as how	Finkbiner Park Bandshell Area 181 N Cullen Ave. Glendora, CA 91741	04/18/26	115

		ridership can contribute to that as well			
University of La Verne Earth day Fair	Community, School	Earth day celebration where Foothill Transit is able to demonstrate how they are committing to sustainability as well as how ridership can contribute to that as well	Finkbiner Park Bandshell Area 181 N Cullen Ave. Glendora, CA 91741	04/18/26	125
Cherry Blossom Festival at Plaza West Covina-ESGVJCC	Community	Speaking about ridership opportunities and potential discounts for community members	Plaza West Covina	04/25/26	175
San Dimas Arbor Day Celebration	Community	Earth day celebration where Foothill Transit is able to demonstrate how they are committing to sustainability as well as how ridership can	Senior Center 245 E. Bonita Ave, San Dimas, CA 91773	04/25/26	150

		contribute to that as well			
Parents' Place Information Fair and Festival	Community	Speaking to people about ridership options	2441 E Cortez Avenue, West Covina, CA 91791	04/26/26	75
Resource Row at the Rose Bowl Institute's 5th Annual Women's Empowerment Networking Luncheon	Community	Event to promote ridership with students and young adults	Rose Bowl Stadium	04/28/26	80
May 2026					
The Upper San Gabriel Valley Municipal Water District (Upper Water) WaterFest	Community	Earth Day adjacent event where we are able to share our participation in cutting emissions and committing to sustainability	Arcadia County Park, 405 S Santa Anita Ave, Arcadia, CA 91006	05/02/26	75
West San Gabriel Valley SELPA 2nd Annual Student Voice: Get Workplace	Community, School	Speaking with students about their future in the workforce and potential careers in the		05/04/26	65

Ready Conference		transportation industry			
WTS Pomona Facility Tour	Industry	Tour for students participating in WTS		05/05/26	30
Homework House Student Showcase	Community			05/22/26	50
Tournament of Roses Pride Kick-Off	Community	Demonstrating Foothill Transit's commitment to inclusion and celebration of all in our community		05/29/26	150
June 2026					
Glendora Special Ed Presentation	Community	Speaking to students about ridership opportunities	1600 E Foothill Blvd, Glendora CA, 91741	06/10/26	25
Bradbury Night Out	Community	Community event where potential riders can learn more about Foothill	600 Winston Avenue Bradbury, 91008	06/18/26	200
ESGV Japanese Community Center 75th Anniversary	Community	Event to meet with potential customers in order to promote	1203 W Puente Ave, West Covina, CA 91790	06/20/26	150

		ridership opportunities			
July 2026					
2026 World Cup FIFA FanZone (Whittier Narrows)	Community	Run an unofficial cooling tent as well as handing out promo items, waters, and answering questions	Whittier Narrows Recreation Park, South El Monte, CA	07/09-07/11	3000
University of La Verne Orientation Resource Fair	Schools	Speaking with students about class pass and ridership opportunities available to them	1950 Third Street, La Verne, CA 91750	07/10/26	150
2026 World Cup FIFA FanZone (Pomona Fairplex)	Community	Run an unofficial cooling tent as well as handing out promo items and answering questions	1101 W. McKinley Avenue Pomona, CA 91768	07/14-07/15, 07/18-07/19	2000
Vehicle Career Day at Shepherd of the Valley Preschool	Schools	Speaking with students about working in transportation	La Verne, CA 91750	07/15/26	50

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

Outreach for Major Service Changes

Foothill Transit solicits public input on all major service changes and actively engages with communities throughout its service area, including populations that identify as BIPOC and low-income communities. To inform the public and encourage participation, notices describing proposed service changes and the dates, times, and locations of public hearings are posted on all buses, and legal notices are published in local and multilingual newspapers. Public meetings and hearings are held at various locations and times throughout the service area to accommodate diverse schedules and promote broad participation. Foothill Transit also provides multiple opportunities for the public to submit comments in person, by mail, email, or telephone.

To support meaningful participation by individuals with LEP, bilingual staff are available at public meetings and hearings to provide language assistance and facilitate the translation of oral and written comments. Since the previous Title VI Program update, Foothill Transit has implemented nine major service changes. Details regarding the public outreach conducted for each change and the resulting outcomes are documented in the corresponding board reports, which are included in the appendices of this Title VI Program.

Outreach for Schedule Changes

In addition to outreach efforts associated with major service changes, the Foothill Transit Planning Department conducts recurring “Meet the Planner” events to engage customers and gather feedback on schedule changes and transit services. These events are held at designated Foothill Transit hubs, typically one month after a service change is implemented, and are coordinated with bus pass sales periods to maximize opportunities for customer engagement.

During these events, customers are encouraged to share feedback on recent service changes and the transit system as a whole. When feasible, this feedback is evaluated and incorporated into future service adjustments and planning initiatives to better address customer needs and improve transit services.

Outreach for the PPP and Language Assistance Plan

Between April and May 2026, Foothill Transit conducted a comprehensive public outreach effort to update its PPP. The effort included two surveys—one

targeting Foothill Transit customers and another focused on community stakeholders—as well as a public hearing.

The public hearing provided an opportunity to present Foothill Transit's approach to public outreach and community engagement, gather public input, and solicit feedback on the proposed PPP. The hearing was conducted in a hybrid format, allowing participants to attend either in person or virtually via Zoom.

Both surveys were available online for one month to provide broad access and ample opportunity for participation. Feedback was solicited on a range of topics, including transportation needs, preferred methods of communication and outreach, strategies for engaging underrepresented communities, and opportunities to increase Foothill Transit's visibility within the communities it serves. Participants were also invited to review the proposed PPP and provide comments to inform its development.

Summary of the PPP

The PPP was created to comply with the FTA Circular 4702.1B. As a recipient of federal funds, Foothill Transit is committed to acting in accordance with Title VI by ensuring that no customers are discriminated against based on race, color, or national origin, including customers with LEP. Foothill Transit is aware that Title VI and Executive Order 12898 address Environmental Justice for communities of BIPOC and low-income communities; therefore, all outreach plans consider the needs of all underrepresented communities.

The PPP intends to standardize Foothill Transit's communication methods. It seeks to guide Foothill Transit staff in developing a project-specific outreach plan and utilizing the best outreach methods and techniques to distribute and collect customer information.

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

- Service area demographics
- Ongoing outreach initiatives
- Public participation methods and techniques
- Inclusion methods for customers with LEP and all other 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 specific

projects under the National Environmental Protection Act and the California Environmental Quality Act.

See Appendix A for the PPP.

Foothill Transit's Four Factor Analysis and Language Assistance Plan

Foothill Transit has developed policies and practices to address populations with Limited English Proficiency (LEP) as required by Title VI of the Civil Rights Act of 1964. Federal Transit Administration (FTA) Circular 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 people with LEP eligible to be served or likely to be encountered by Foothill Transit.
2. Analysis of the frequency with which people with LEP encounter 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 and the associated costs.

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 people with LEP 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 people with LEP.

Foothill Transit serves a diverse population with diverse language needs including sizable populations of both Spanish and Chinese speakers. Foothill Transit's Four Factor Analysis and Language Assistance Plan provides a

detailed analysis, and a specific plan of how the agency serves populations with LEP.

See Appendix B for the LEP and Language Assistance Plans.

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.

Description of Subrecipient Compliance Monitoring

Foothill Transit does not have any subrecipients.

Copy of Title VI Equity Analysis Related to the Construction of any Facilities

No facilities were constructed during this time.

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 and are developed for:

1. Vehicle Load
2. Vehicle Headway
3. On-time Performance.
4. Service Availability

Service policies are developed for:

1. Vehicle Assignment
2. Distribution of Transit Amenities

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

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 should depict racial and ethnic data showing the extent to which populations who identify as BIPOC and low-income are beneficiaries of Federal funds (Federal Transit Administration, 2012, Chap. IV-8). Foothill Transit operates in an urbanized area of 200,000 people or more; therefore, the agency must comply with this Title VI requirement.

Foothill Transit created GIS maps illustrating the agency's demographic characteristics using U.S. Census data. Specifically, the U.S. Census Bureau's 2024 American Community Survey (ACS) 5-Year Estimates tables, Hispanic or Latino Origin by Race and Household Income in the Past 12 Months (in 2024 Inflation-Adjusted Dollars), were analyzed at the census block group level to identify and map populations within the service area that are BIPOC and low-income.

The following four maps highlight the demographic make-up of Foothill Transit's service area:

•Figure 18- Basemap of Foothill Transit's service area with transit facilities-including transit lines, transit stops and stations, depots, maintenance and garage facilities and administration buildings-along with major activity centers.

•Figure 19 -Map highlighting the Census Block Groups where the percentage of the total population who identifies as BIPOC exceeds the average percentage of the population who identifies as BIPOC in the Foothill Transit service area as a whole.

•Figure 20- Map highlighting Census Block Groups where the percentage of households with low-incomes exceeds the average percentage of households of low-incomes in the Foothill Transit service area as a whole.

•Figure 21-Map highlighting Census Block Groups with populations who identify as BIPOC and are low-income that are more than their service area's averages.

Figure 18

Basemap of Foothill Transit's Service Area

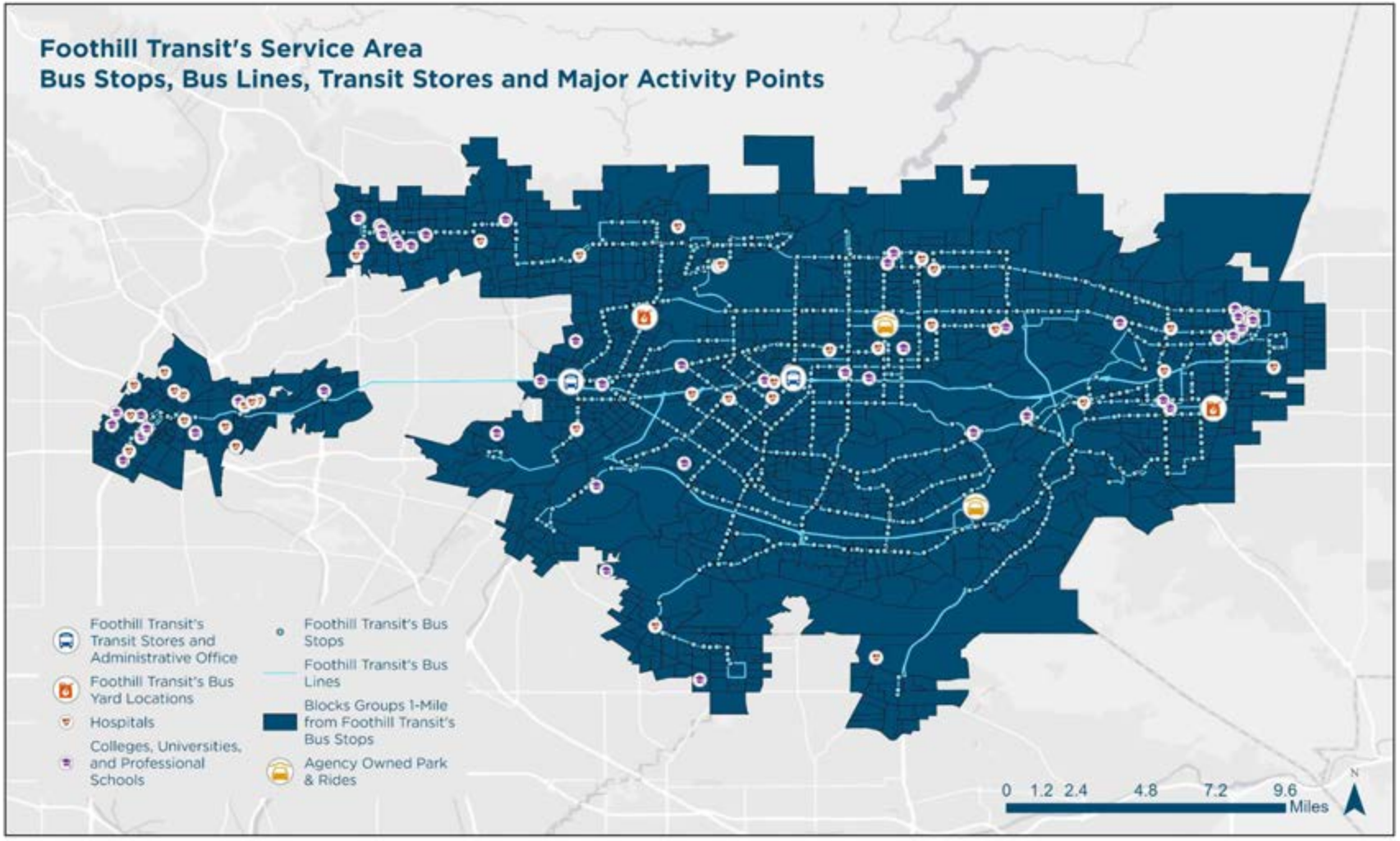


Figure 19

Block Groups with BIPOC Populations Higher than 84%

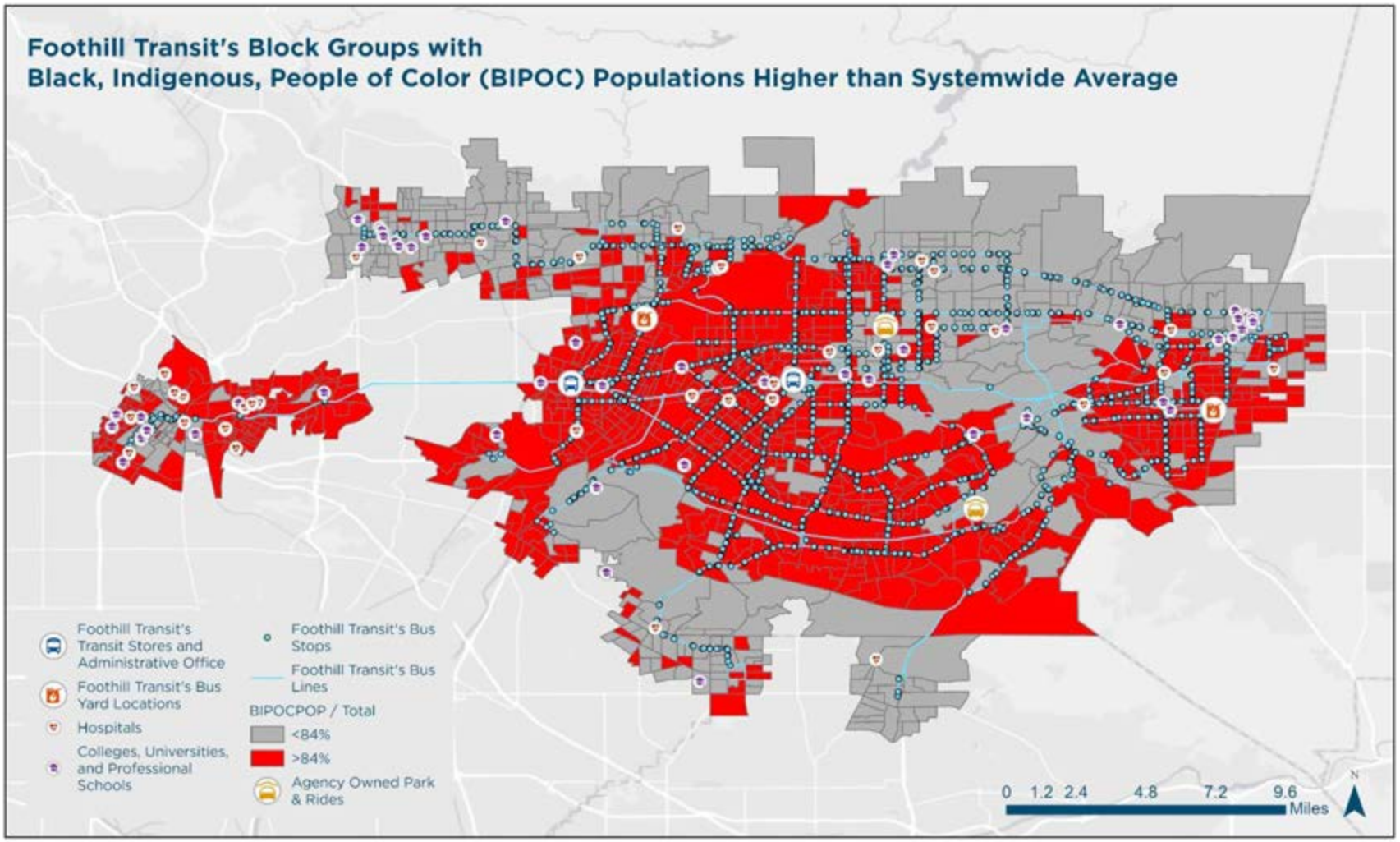


Figure 20

Block Groups with Low-Income Households Higher than 17%

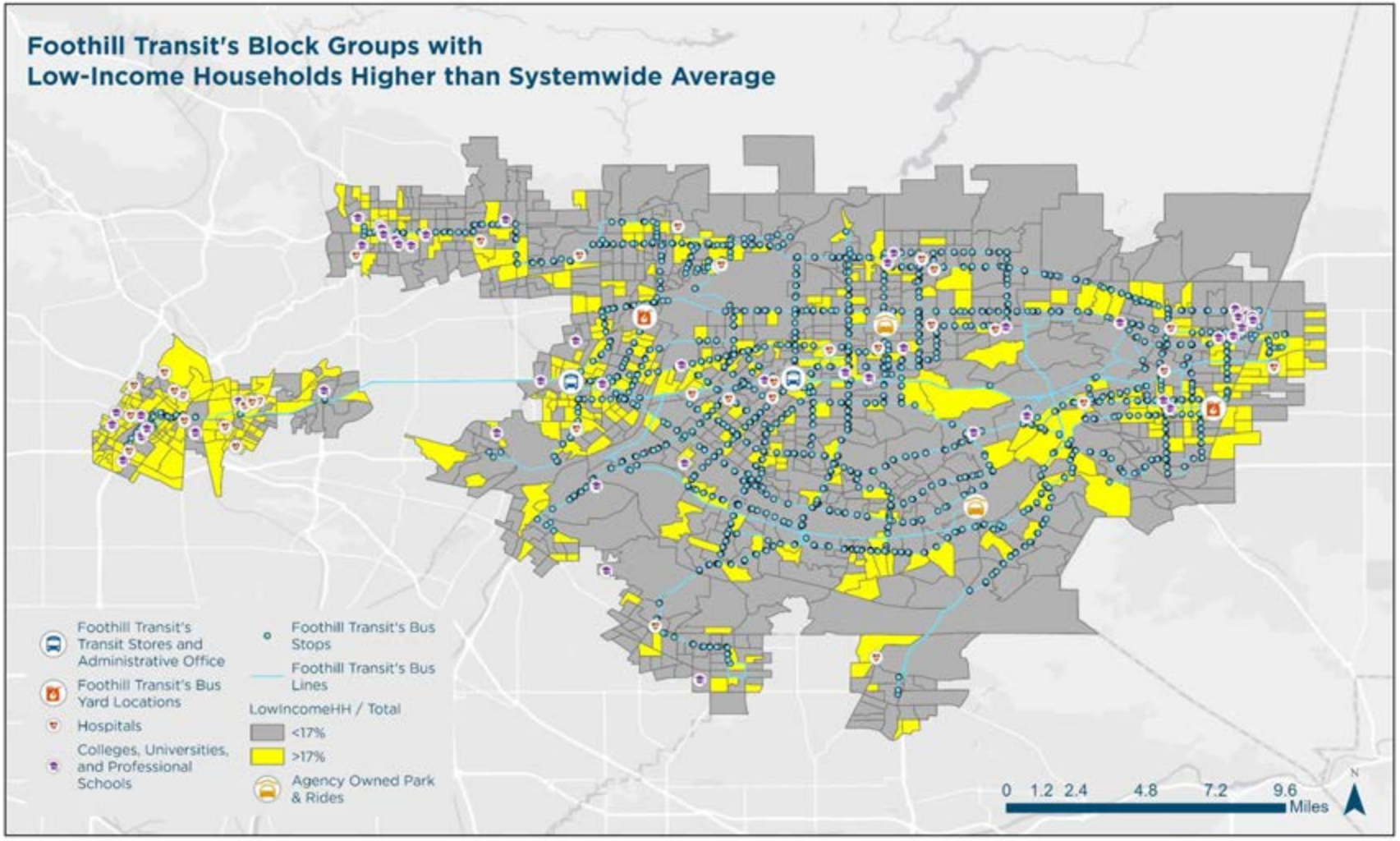
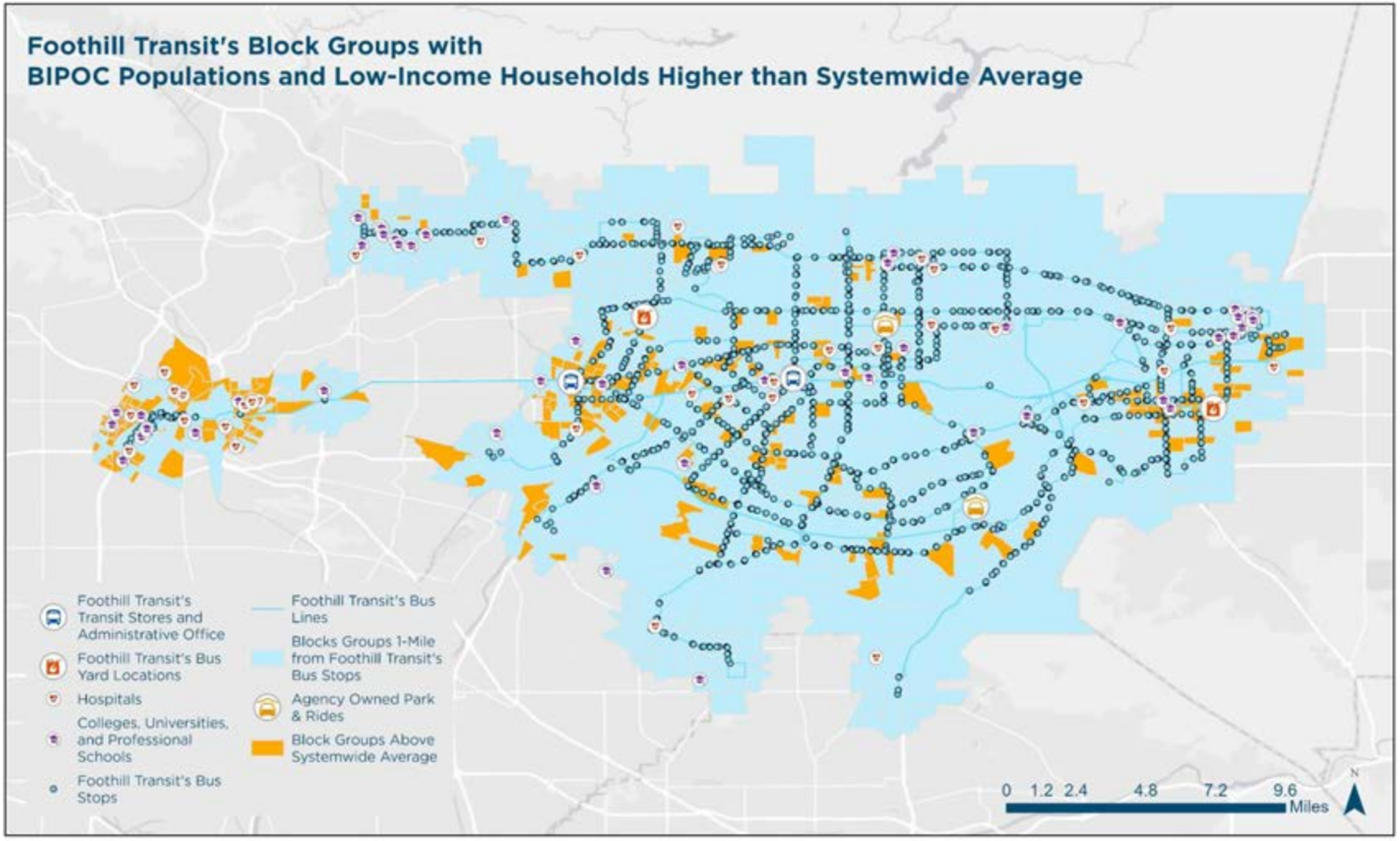


Figure 21

Block Groups with BIPOC Populations and Low-Income Households Higher than Systemwide Average



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 3rd, 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 multilingual newspapers.

See Appendix E for the Major Service Change, Disparate Impact, and Disproportionate Burden Policy and Board approval.

Major Service and Fare Changes Since Fall 2023

Since the last Title VI Compliance update submitted in fall 2023, Foothill Transit has conducted seven major service changes and closed two Transit Stores. Equity analyses were prepared and presented to the Foothill Transit Board for all of the major service changes and Transit Store closures; no disparate impact or disproportionate burden was determined.

Summary of Service Changes and Transit Store Closures

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

1. October 2023 (F)
    - Line 272 – Line extension to Mountain Vista Plaza.
    - Line 291 – Southern terminus changed to serve Rancho Camino Dr instead of County Rd and Towne Ave.
    - Line 486 – Line extension to the Pomona Transit Center.
    - Line 498 – Line restructured to serve West Covina City Hall.
    - Lines 860 and 861 – Lines were merged into one line.
    - Silver Streak – Line schedule extension for the Cal Poly Pomona stop.
2. Pomona Transit Store Closure (G)
3. Puente Hills Mall Transit Store Closure (H)
4. Line Schedule Extension for Line 492 (I)

See Appendix F-I for the aforementioned analysis reports.

Foothill Transit's Title VI Standards and Policies Monitoring Program

See Appendix J for the 2026 Monitoring Report.

Results of Title VI Review and Actions to be Taken

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

1. Vehicle Load – No line exceeds the maximum load factor standard by local and express service type.
2. Vehicle Headway – Most of Foothill Transit service meets the minimum headway standards; however, Foothill Transit will review the feasibility of adding service for those lines that do not meet the minimum standard. Lines 195, 274, 284, 285, 286, and community-specific lines and currently do not have the ridership to support additional service.
3. On-Time Performance – Fourteen lines did not meet the system-wide standard of 79 percent. Where possible, further adjustments will be made to the line schedules that do not meet the overall system average. The Foothill Transit Operations team will continue to work closely with the operations contractors to improve performance.
4. Service Availability – Service availability is distributed evenly with respect to the service area demographics. The BIPOC population within ¼ mile of a Foothill Transit bus stop is higher than the service area population.
5. Vehicle Assignment – The average age of the revenue fleet is 9.96 years. The Pomona fleet's average age is 10.71 years, and the Arcadia Irwindale fleet's average age is 9.44 years. The eldest buses are the 42-foot Nabi buses operated by Arcadia Yard and Pomona Yard. The 60-foot articulated buses and double-deck buses are used for Foothill Transit Silver Streak. The battery electric buses are assigned to Lines 280, 860, and 861, which have the infrastructure to support the fast-charging capabilities required of these lines, and the hydrogen fuel cell coaches are assigned to Lines 291 and 486.
6. Distribution of transit amenities –BSEP participating cities are in both high and moderate BIPOC areas of the service area. Cities are selected not solely for their proposed bus stop locations but also on multiple criteria such as safety, current service level, ridership, locational proximity to major activity points, cost-effectiveness, and other improvement plus amenities.
7. Major Service Changes –Since submitting the 2023 Title VI Program, Foothill Transit has made several major service changes. Equity Analyses were prepared for all these changes.

References

Federal Transit Administration. (2012). *Title VI requirements and guidelines for Federal Transit Administration recipients* (FTA Circular 4702.1B). U.S. Department of Transportation. https://www.transit.dot.gov/regulations-and-guidance/fta-circular-47021b-title-6-requirements-and-guidelines-federal-transit.

Raypole, C. (2020, September 17). *The Difference Between 'BIPOC' and 'POC' Matters—Here's Why*. Healthline. https://www.healthline.com/health/bipoc-meaning

U.S. Department of Labor. (n.d.). *Title VI, Civil Rights Act of 1964*. Retrieved October 6, 2026, from https://www.dol.gov/agencies/oasam/regulatory/statutes/title-vi-civil-rights-act-of-1964

APPENDICES

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Appendix B	Limited English Proficiency, Four Factor Analysis, and Language Assistance Plans
Appendix C	Foothill Transit's Service Standards and Policy Guidelines
Appendix D	2026 Title VI Onboard Passenger Survey
Appendix E	Foothill Transit's Major Service Change, Fare Change, Disproportionate Burden, and Disparate Impact Policies
Appendix F	Title VI Analyses for October 2023 Major Service Changes: Line 272 - Line extension to Mountain Vista Plaza Line 291 – Southern terminus changed to serve Rancho Camino Dr instead of County Rd and Towne Ave Line 486 – Line extension to the Pomona Transit Center Line 498 – Line restructured to serve West Covina City Hall Lines 860 and 861 – Lines were merged into one line Silver Streak – Line schedule extension for the Cal Poly Pomona stop
Appendix G	Title VI Analysis for Pomona Transit Store Closure
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APPENDIX A

PUBLIC PARTICIPATION PLAN



EFFECTIVE
FEBRUARY 2026

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Executive Summary

The Public Participation Plan (PPP) was created to comply with the Federal Transit Administration (FTA) Circular 4702.1B. As a recipient of federal funds, Foothill Transit is committed to acting in accordance with the Title VI of the Civil Rights Act of 1964 (Title VI) by ensuring that no customers are discriminated against based on race, color, or national origin, including customers with Limited English Proficiency (LEP). Foothill Transit is aware that Title VI and Executive Order 12898 address Environmental Justice for communities of Black, Indigenous, and people of color (BIPOC) and low-income communities; therefore, all outreach plans consider the needs of all underrepresented communities.

The PPP intends to standardize Foothill Transit's communication methods. It seeks to guide Foothill Transit staff in developing a project-specific outreach plan and utilizing the best outreach methods and techniques to distribute and collect customer information.

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

- Service area demographics
- Ongoing outreach initiatives
- Public participation methods and techniques
- Inclusion methods for customers with LEP and all other 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 specific projects under the National Environmental Protection Act and the California Environmental Quality Act.

Introduction

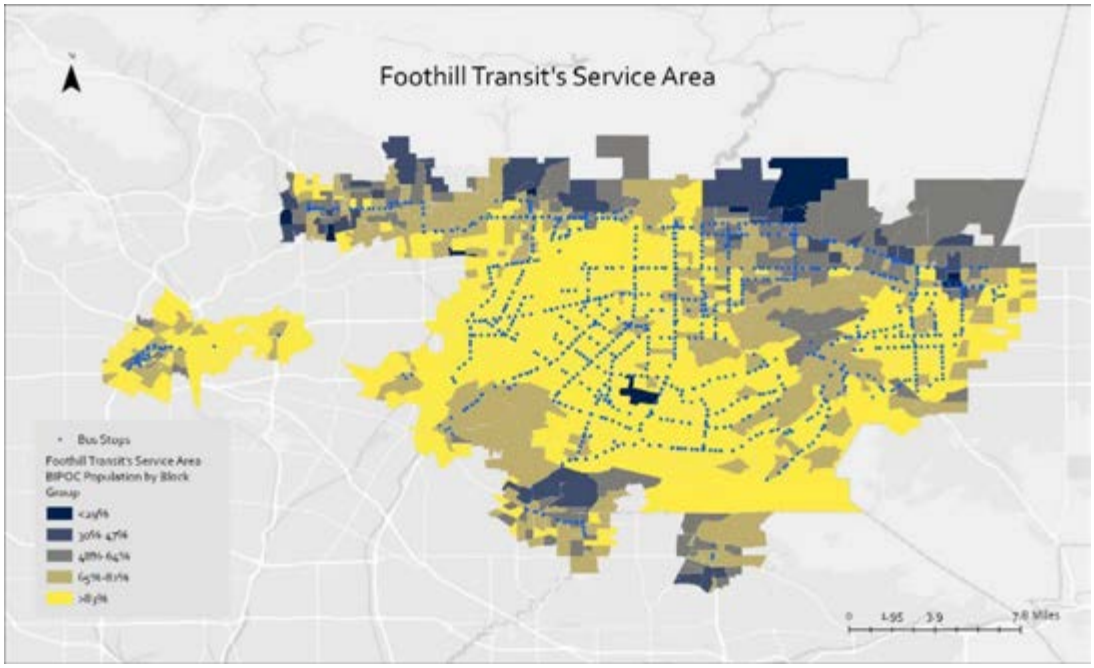
Created in 1987, Foothill Transit is a Joint Powers Authority (JPA) governed by 22 member cities in the San Gabriel and Pomona Valleys, covering over 320 square miles. The 22 member cities of the JPA are Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pasadena, Pomona, San Dimas, South El Monte, Temple City, Walnut, and West Covina. The JPA also includes the County of Los Angeles, which represents unincorporated areas. Foothill Transit services also extend into San Bernardino and Orange Counties and 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 five years. Foothill Transit now operates 36 fixed-route local and express lines covering 327 square miles with 10 million yearly boardings. Foothill Transit's mission is to be the premier public transit provider committed to safety, courtesy, quality, responsiveness, efficiency, and innovation.

Service Area Demographics and Ongoing Outreach Initiatives

Foothill Transit's service area is diverse, covering all demographic scale spectrums (please see Figure 1).

Figure 1: Foothill Transit's Service Area



To meet the diverse needs of its service area, Foothill Transit continuously engages with its customers using a variety of ongoing outreach tools to distribute information and receive feedback:

1. Website and Social Media

Foothill Transit's website, https://www.foothilltransit.org, contains information regarding the agency, its history, job opportunities, procurement opportunities, and maps and schedules for each of Foothill Transit's bus lines. The website is available in twenty-one different languages, and customers can download PDF versions of the Bus Book in English, Spanish, and Chinese (traditional). A complementary blog, called Footnotes, is available on the website.

Foothill Transit maintains accounts on Facebook, Instagram, Threads, Bluesky, X, LinkedIn, YouTube, TikTok, and Pinterest. Customers can interact with Foothill Transit via these social media platforms, and if comments or complaints are left on these pages, they are addressed and investigated.

2. Bus Book

The Bus Book includes maps, frequency charts, and everything customers need to know to ride on Foothill Transit —where we go, how to pay the fare, who's eligible for discounts, tips for making trips safe and simple, and more. Each Bus Book contains this information in English, Spanish, and Chinese (traditional).

3. Footnotes

Footnotes is a monthly newsletter distributed to stakeholders within Foothill Transit's service area, including JPA member cities, community partners (such as libraries and recreation centers), local newspapers, and customers. Copies are printed and distributed on the buses and in the Transit Stores. This newsletter addresses many topics, including major detours, Foothill Transit news, updates regarding service changes, and news about upcoming meetings. The newsletter is printed in English and Spanish.

4. Interior Cards and Rider Alert Posters

Interior cards and Rider Alerts are messages that are displayed on the buses. These communicate customer messages regarding safety, fares, service updates, and courtesy. They are printed in English, Spanish, and sometimes Chinese (traditional).

In addition, Foothill Transit donates interior card space to community groups to advertise low to no cost community services and events.

5. Attendance at Local Events

Foothill Transit is represented at various community events throughout the service area, including rideshare and health fairs, to promote transit education and use. Most of Foothill Transit's staff are members of local community service organizations, and/or serve on local Chambers of Commerce boards to contribute to the discussion of transit.

6. School and Senior Center Outreach

Foothill Transit works with local area schools and senior centers to educate about the agency's services. Foothill Transit often works with these organizations to inform the community about bus basics, including how to ride the bus and pay fares. Training with older Americans helps them stay active and keeps them connected to the people and activities they enjoy. In addition, the agency works closely with educators serving students with developmentally delays to offer information, training, and experiential learning field trips. Students learn how to navigate public transportation to help them gain confidence and retain independence.

7. Community Newsletter/CEO's Newsletter

The Community Newsletter is a monthly electronic newsletter distributed to employers, schools, nonprofit organizations, and community members within the Foothill Transit service area. This newsletter addresses a wide range of topics, including Foothill Transit news, updates, tips, reminders, and service information to help our customers and potential customers. The CEO also publishes a monthly newsletter that updates stakeholders on agency projects and community involvement. This newsletter is distributed to over 150 stakeholders, board members, community leaders, businesses, and partner organizations located throughout our service area.

8. Meet the Planner

Meet the Planner is an in-person and/or virtual event that Foothill Transit hosts after every service change. This event helps the Planning Team answer customer questions, comments, or concerns regarding the recent service changes.

9. Toll-Free Helpline and Transit Stores

Foothill Transit has two transit stores where customers can buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments. Foothill Transit also operates a helpline where customers can speak with a live agent to ask questions, plan a trip, get schedule information, or file complaints and compliments. Transit Store representatives can utilize translation services to meet the diverse language needs of Foothill Transit customers. If a representative needs to

refer a customer's comment to a different department, Foothill Transit's policy is to respond to all comments within seven days, if feasible. Signs are also displayed inside the Transit Store to provide information about upcoming public meetings and essential Foothill Transit information. Customers can also send comments or complaints via e-mail, online form, mail, and fax.

10. Rider Alerts by Email and SMS

    Foothill Transit customers can register at https://foothilltransit.rideralerts.com/myStop/AgencyAccount/Register to receive emails or text messages for the bus lines that they choose as well as system-wide notifications. They can also opt to receive alerts when the next bus is predicted to arrive at a stop of their choice.

11. Print and Digital Advertising

    Foothill Transit publishes advertising in local news publications to share information about upcoming public meetings and service or fare information with the community. Print and digital media offered by the publication are utilized based on the goals of our outreach campaign.

Developing a Project-Specific Public Participation Plan

Special projects or planning initiatives may require additional outreach methods. Such projects or plans consider factors such as the type of project, 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. Identify the project's stakeholders.

   Stakeholders could fit several different categories depending on the project, including:

   a) Foothill Transit customers
   b) Foothill Transit potential customers
   c) Individuals or groups affected by a transportation project or action
   d) Individuals or groups that believe they are affected by a transportation project or action
   e) Traditionally underserved and underrepresented communities
   f) Residents of affected geographic areas
   g) Government agencies
   h) Community-based organizations (CBOs) or non-governmental organizations

2. Determine the stakeholders' interests, how the project may affect them, and statutory and regulatory requirements for the project.

3. Outline the project's outreach goals and objectives.

4. Choose a public participation strategy and public participation technique (s) to achieve them.

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

Table 1: Strategy 1 -Public Information/Outreach

Method	Goal	Example(s)
Mailing Lists	Mailing lists are used to organize stakeholders. The list can be sorted to reach riders of particular lines, type of stakeholder, or by the city of residence.	Mailing lists can be used to send flyers, advertisements, and emails for focus groups, public meetings or hearings.
Public Information Materials	This technique broadly encompasses and can include anything from legal advertisements, buttons, brochures, magnets, posters, fact sheets, press releases, summaries of reports, or newsletters.	Information materials can be used to advertise meetings or to communicate project details. Examples include take-ones describing a specific project and fliers on the bus promoting a public meeting or service changes.
Video	This technique presents information to the public in a video format.	Examples include informational videos about how to ride the bus or a new project. Videos are also used for storytelling and promotion.
Mass Media	Information is presented through newspapers, radio, television, billboards, mass mailings of brochures, newsletters, and the distribution of fliers.	Collaboration with media outlets, including radio and newspapers, can help promote specific projects and educate Foothill Transit customers. Examples include press releases or videos

Table 2: Strategy 2-Public Input/Engagement

Method	Goal	Example(s)

Social Media	Social media platforms, including Facebook and X, 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.	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.

Table 3: Strategy 3-Community-based Public Information/Outreach

Method	Goal	Example(s)
Public Hearing	Before a decision point, a public hearing gathers community comments and representatives from all interested parties for public record. Public notices in newspapers advertise the meeting's time, date, and place.	This technique is used when making policy decisions and major service or fare changes that impact the public. This type of meeting is formal; public members can present their opinions to be formally recorded, but this does not offer a platform for engagement.

Table 4: Strategy 4 -Community-based Public Information/Engagement

Method	Goal	Example(s)

Open House	Informal setting in which people obtain information about a plan or project. Information is presented via displays and with no formal agenda.	This format is useful throughout the planning process and more helpful when considering several options. Community feedback and input can be used to refine alternatives or to determine which option serves the community best.
Open Forum	Expands on a public hearing to include elements of an open house; after reviewing exhibits and talking with the staff, participants can comment on a proposal for the formal public hearing transcript. Requires a formal notice.	This format is helpful throughout the planning process. This method of meeting is more formal than an open house. It can be beneficial for contentious projects or toward the end of a planning process when one alternative is selected.
Focus Groups	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.	This format is used to identify customer concerns, needs, wants, and expectations. It can be used to drive the development of policies, programs, services, or the allocation of resources.
Workshops	Task-oriented meetings are organized around a particular topic or activity. Typically involves around 20-40 people and addresses aspects of a defined topic.	This format can be used to highlight specific aspects of issues during the planning process or project development.

Charrettes	This small group meeting aims to clarify and resolve a problem or issue. Goals and a time limit are set before the start of the charrette.	This format can solve issues in a contentious project or clarify issues within a project or initiative. A benefit of this option is that it enlarges the degree of public involvement and involves the community in problem-solving.

5. Public Outreach Logistical Considerations

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

a) Identifying any accessibility limitations or requirements

b) Interpretation and translation needs

The U.S. Department of Transportation (DOT) Safe Harbor Provision requires Foothill Transit to translate vital documents for limited English proficiency (LEP) populations that make up at least 5% of the service area or 1,000 people, whichever is less. Vital documents include consent and complaint forms, applications, notices of rights, service changes or denials, and information about free language assistance. Foothill Transit defines vital information as content that impacts customer safety or legal rights, including public hearing notices, service changes, materials for vulnerable populations (such as elderly and disabled riders), customer surveys, and Title VI rights information. In some cases, translations may be provided as summaries or supplemented with language assistance notices. Figure 2 summarizes Foothill Transit's documents, indicating which contain vital information and the languages into which they are translated.

Table 5: Foothill Transit's Documents

Document Type	Vital Document	Translated Into
Bus Book	Yes, published once a year, containing bus rider basics, fares, and a statement on Title VI	Chinese and Spanish
Footnotes	No; issued once a month.	English and Spanish

Bus Interior Cards	No; issued once a month	Chinese and Spanish
Transit Store Postings	No; contains information about upcoming public meetings and essential Foothill Transit information	English, Spanish, and Chinese. A poster regarding phone translation services is translated into all languages that meet the Safe Harbor threshold
Detour Notices	Yes; signs are posted at bus stops to indicate closure or re-routing	Chinese and Spanish
Website	Yes; contains information regarding the agency, its history, job opportunities, procurement opportunities, and maps and schedules for each of Foothill Transit's bus lines	All languages that meet the Safe Harbor threshold
Social Media/ Rider alerts	No; E-alerts contain service alerts such as delays, construction, and detour information.	English, Spanish and Chinese in occasion
Transit Stores/Helpline (Oral)	No; Customers can buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments	Some bilingual CSRs (Spanish/English) on-site; Telephone translation services allow CSRs to communicate in more than 200 languages.
Community Meetings	Yes; meetings allow customers to provide input on Foothill Transit's service.	Chinese and Spanish; additional languages as needed

Board Meetings	Yes; meetings cover all Executive Board actions and decisions.	A translator can be requested; Notification of how to request translation is posted on each board agenda.

Foothill Transit identifies 12 languages that meet Safe Harbor requirements: English, Spanish, Chinese (Mandarin), Vietnamese, Tagalog, Korean, Japanese, Arabic, Armenian, Cambodian, Persian, and Thai. Because Spanish and Chinese are the most commonly spoken languages among riders, they are prioritized for translation. However, all vital documents or their summaries are translated into all 12 languages, with additional translations provided as needed. To further support accessibility, telephone interpretation services are available to assist customers in a wide range of languages for both in-person and phone inquiries.

c) Cost and resource limitations
d) Cultural considerations aside from language

Assessment of Public Participation Plan

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

APPENDIX B



Limited English Proficiency, Four Factor Analysis, & Language Assistance Plan

Foothill Transit

Executive Summary

Foothill Transit has developed policies and practices to address populations with Limited English Proficiency (LEP) as required by Title VI of the Civil Rights Act of 1964. Federal Transit Administration (FTA) Circular 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 (LAP). This report contains both the Four Factor Analysis and the LAP.

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 people with LEP eligible to be served or likely to be encountered by Foothill Transit.
2. Analysis of the frequency with which people with LEP encounter 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 and the associated costs.

The Four Factor Analysis informs the second part of the report, the LAP. 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 people with LEP about the availability of language assistance.
4. A description of how Foothill Transit monitors, evaluates, and updates the LAP.
5. A description of how Foothill Transit trains employees to provide timely and reasonable language assistance to people with LEP.

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 unincorporated areas of Los Angeles County. Foothill Transit's service is designed to meet the needs of a population with diverse socioeconomic and demographic characteristics. The Foothill Transit system, consisting of local and commuter express services, carries over 11 million yearly boardings.

FTA's Title VI Circular 4702.1B states the requirements needed to analyze the populations with LEP within Foothill Transit's service area. It also provides guidelines that focus on four main considerations when analyzing populations with LEP, often called the Four Factor Analysis. The four factors are:

1. Analysis of the number or proportion of people with LEP eligible to be served or likely to be encountered by Foothill Transit.
2. Analysis of the frequency with which people with LEP encounter 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 and the associated costs.

These four topics with respect to the Foothill Transit service area are addressed in depth in the following sections. The demographic data for this analysis was gathered from the U.S. Census Bureau's 2024 American Community Survey 5-Year Estimates B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over table.

Application of the Four Factor Framework to Foothill Transit

Factor 1: The number and proportion of people with LEP served or encountered in the eligible service population.

Individuals who do not speak English as their primary language and are limited to reading, writing, speaking, or understanding English are considered "Limited English Proficient" or LEP. The U.S. Census Bureau's American Community Survey provides population data by “Ability to Speak English.” The U.S. Census Bureau’s American Community Survey classifies “Ability to Speak English” as “very well” or “less than very well.” In line with the U.S. Census Bureau’s American Community Survey, Foothill Transit has defined people with LEP as those who read, write, speak, or understand English “less than very well.”

Foothill Transit provides bus services within Los Angeles County; however, some Foothill Transit lines travel into San Bernardino and Orange Counties to connect customers to the transit providers who service those areas. For purposes of this analysis, all Foothill Transit bus stops were overlapped with Public Use Microdata Areas (PUMAs) to determine and locate populations with LEP in Foothill Transit’s service area. The following PUMAs were identified and used in this analysis:

1. Los Angeles County (Central)--El Monte & South El Monte Cities
2. Los Angeles County (Central)--LA City (East Central/Central City & Boyle Heights)
3. Los Angeles County (Central)--Pasadena City
4. Los Angeles County (Central)--Pico Rivera & Montebello Cities
5. Los Angeles County (Central)--San Gabriel Valley Region (North)
6. Los Angeles County (East Central) --Arcadia, San Gabriel & Temple City Cities
7. Los Angeles County (East Central) --Covina & Walnut Cities
8. Los Angeles County (East Central) --Glendora, Claremont, San Dimas & La Verne Cities
9. Los Angeles County (East Central) --La Puente & Industry Cities
10. Los Angeles County (East Central) --Pomona City
11. Los Angeles County (East Central) --West Covina City
12. Los Angeles County (Southeast)--Whittier City & Hacienda Heights
13. Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities
14. Los Angeles County--Diamond Bar, La Habra Heights (East) Cities & Rowland Heights
15. Los Angeles County--LA City (Mount Washington, Highland Park & Glassell Park)
16. Orange County (North)--Yorba Linda, La Habra & Brea Cities
17. San Bernardino County (Southwest)--Upland & Montclair Cities

According to the U.S. Census Bureau’s American Community Survey 2021 5-Year Estimates B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over table, approximately 56.13 percent of Foothill Transit's Service Area's population five years and older spoke a language other than English at home. Furthermore, 13.56 percent of Foothill Transit's Service Area's population five years and older speaks English "less than very well" and is considered LEP (see Table 1).

Table 1

Breakdown of Foothill Transit's Service Area by Language Spoken at Home and Ability to Speak English Among the Population Ages 5 and Older

Language	Population	Percent of Population	Population with LEP	Percent of population with LEP	Meets Safe Harbor Provision (yes/no)
Amharic, Somali, or other Afro-Asiatic languages	1,037	0.04%	313	0.01%	No
Arabic	11,848	0.51%	3,901	0.17%	Yes
Armenian	14,707	0.63%	4,807	0.21%	Yes
Bengali	1,923	0.08%	441	0.02%	No
Chinese (incl. Mandarin, Cantonese) - Mandarin Chinese, Min Nan Chinese (incl. Taiwanese), Yue Chinese (Cantonese)	232,239	9.96%	142,140	6.10%	Yes
French (incl. Cajun)	4,742	0.20%	570	0.02%	No
German	3,397	0.15%	283	0.01%	No
Greek	1,291	0.06%	235	0.01%	No
Gujarati	3,567	0.15%	1,247	0.05%	Yes
Haitian	318	0.01%	25	0.00%	No
Hebrew	819	0.04%	76	0.00%	No
Hindi	6,189	0.27%	1,061	0.05%	Yes
Hmong	401	0.02%	277	0.01%	No
Ilocano, Samoan, Hawaiian, or other Austronesian languages - Cebuano (Bisayan), Hawaiian, Iloko (Ilocano),	7,729	0.33%	3,085	0.13%	Yes

Indonesian, Samoan					
Italian	2,887	0.12%	510	0.02%	No
Japanese	9,111	0.39%	4,377	0.19%	Yes
Khmer	4,152	0.18%	2,373	0.10%	Yes
Korean	37,703	1.62%	21,306	0.91%	Yes
Malayalam, Kannada, or other Dravidian languages	854	0.04%	109	0.00%	No
Navajo	60	0.00%	10	0.00%	No
Nepali, Marathi, or other Indic languages	2,604	0.11%	822	0.04%	No
Other and unspecified languages	1,958	0.08%	755	0.03%	No
Other Indo-European languages	2,204	0.09%	436	0.02%	No
Other languages of Asia - Burmese, Karen, Turkish, Uzbek	4,935	0.21%	2,953	0.13%	Yes
Other Native languages of North America	254	0.01%	134	0.01%	No
Persian (incl. Farsi, Dari) - Iranian Persian (Farsi), Dari	5,429	0.23%	1,094	0.05%	Yes
Polish	504	0.02%	156	0.01%	No
Portuguese	1,485	0.06%	314	0.01%	No
Punjabi	1,620	0.07%	659	0.03%	No
Russian	4,536	0.19%	1,715	0.07%	Yes
Serbo-Croatian	436	0.02%	44	0.00%	No
Spanish	835,556	35.85%	300,039	12.87%	Yes
Swahili or other languages of Central, Eastern, and Southern	985	0.04%	40	0.00%	No

Africa					
Tagalog (incl. Filipino) - Tagalog, Filipino	53,330	2.29%	15,388	0.66%	Yes
Tamil	1,336	0.06%	232	0.01%	No
Telugu	1,239	0.05%	201	0.01%	No
Thai, Lao, or other Tai-Kadai languages - Thai, Lao	5,668	0.24%	3,413	0.15%	Yes
Ukrainian or other Slavic languages	916	0.04%	157	0.01%	No
Urdu	2,681	0.12%	561	0.02%	No
Vietnamese	33,005	1.42%	20,462	0.88%	Yes
Yiddish, Pennsylvania Dutch or other West Germanic languages	1,291	0.06%	302	0.01%	No
Yoruba, Twi, Igbo, or other languages of Western Africa	1,437	0.06%	102	0.00%	No

According to the U.S. Census Bureau's American Community Survey 2024 5-Year Estimates B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over table, the areas with the highest populations with LEP are Los Angeles County (Central)--LA City (East Central/Central City & Boyle Heights), Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities, Los Angeles County--LA City (Mount Washington, Highland Park & Glassell Park), and Los Angeles County (East Central)--Pomona City (see Table 2).

Table 2

Breakdown of Foothill Transit's Service Area-PUMAs by Total Population with LEP

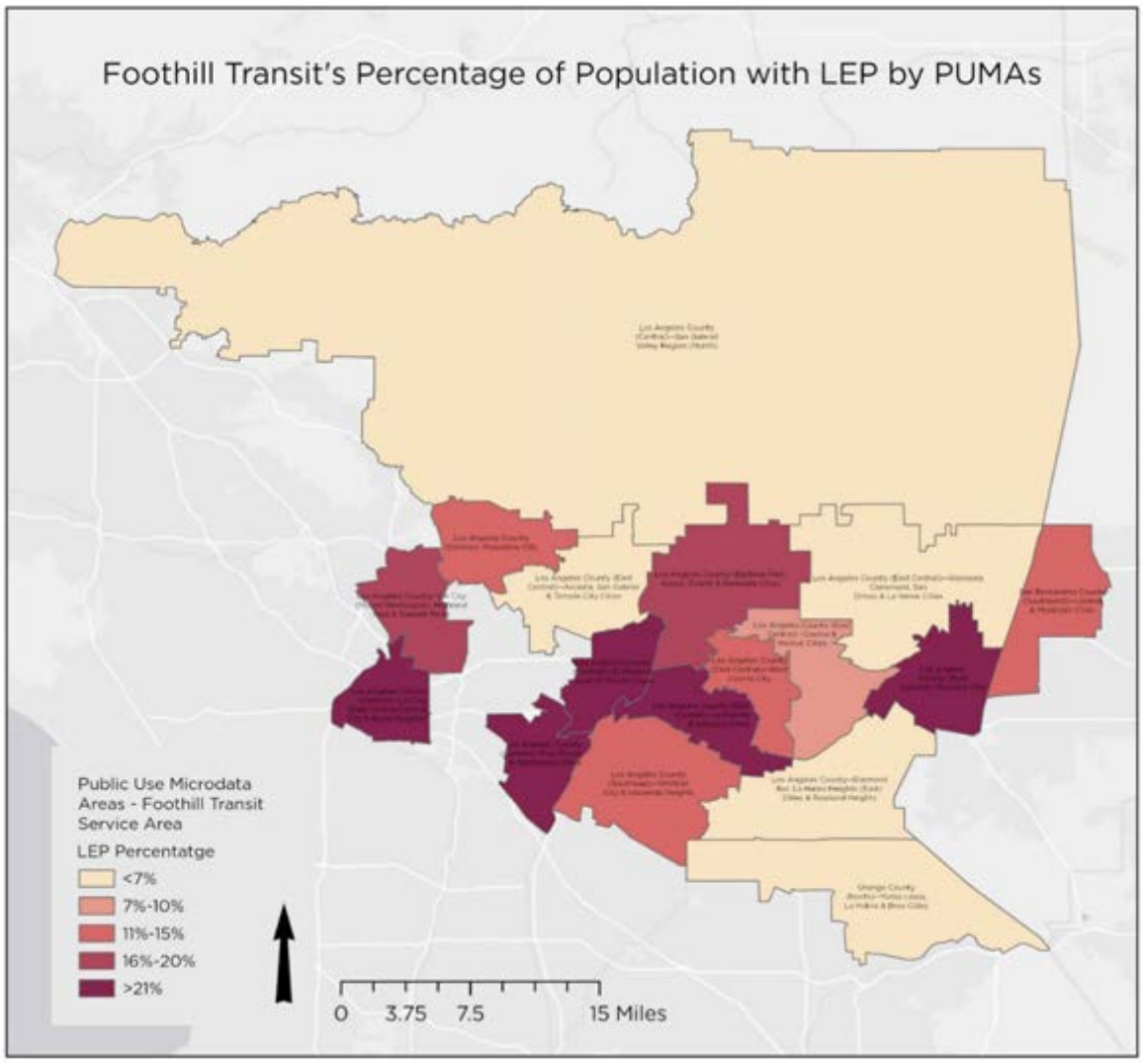
Geographic Area Name	Population with LEP
Los Angeles County (Central)--LA City (East Central/Central City & Boyle Heights)	40,967
Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities	30,488
Los Angeles County-LA City (Mount Washington, Highland Park & Glassell Park)	29,705
Los Angeles County (East Central) --Pomona City	29,313
Los Angeles County (Central)--El Monte & South El Monte Cities	28,650
Los Angeles County (Central)--Pico Rivera & Montebello Cities	26,828
Los Angeles County (East Central) --La Puente & Industry Cities	20,926
Los Angeles County (Southeast)--Whittier City & Hacienda Heights	16,839
Los Angeles County (East Central) --West Covina City	15,929
San Bernardino County (Southwest)--Upland & Montclair Cities	13,821
Los Angeles County (Central)--Pasadena City	13,814
Orange County (North)--Yorba Linda, La Habra & Brea Cities	12,462
Los Angeles County (East Central) --Covina & Walnut Cities	9,183
Los Angeles County (East Central) --Arcadia, San Gabriel & Temple City Cities	8,703
Los Angeles County (East Central) --Glendora, Claremont, San Dimas & La Verne Cities	7,089
Los Angeles County (Central)--San Gabriel Valley Region (North)	5,725
Los Angeles County--Diamond Bar, La Habra Heights (East) Cities & Rowland Heights	5,578

According to the U.S. Census Bureau's American Community Survey 2024 5-Year Estimates B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over table, the areas with the highest percentage of populations with LEP are Los Angeles County (Central)--El Monte & South El Monte Cities, Los Angeles County (Central)--LA City (East Central/Central City & Boyle Heights), Los Angeles County (Central)--Pico Rivera & Montebello Cities, Los

Angeles County (East Central)--La Puente & Industry Cities, and Los Angeles County (East Central)--Pomona City (see Figure 1).

Figure 1

Foothill Transit's Percentage of Population with LEP by PUMA



The highest populations within Foothill Transit's service area with LEP speak Spanish and Chinese. The highest concentrations of populations with LEP who speak Spanish are located in Los Angeles County (Central)--LA City (East Central/Central City & Boyle Heights), Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities, Los Angeles County (East Central) --Pomona City, Los Angeles County (Central)--El Monte & South El Monte Cities, and Los Angeles County (Central)--Pico Rivera & Montebello Cities (see Figure 2). The highest concentrations of populations with LEP who speak Chinese are in Los Angeles County (East Central) --Arcadia, San Gabriel & Temple City, Los Angeles County--Diamond Bar, La Habra Heights (East) Cities & Rowland Heights, Los Angeles County

(Central)--El Monte & South El Monte Cities, and Los Angeles County (East Central)--Covina & Walnut Cities (see Figure 3).

Figure 2

Foothill Transit's Percentage of Population with LEP by PUMAs - Spanish

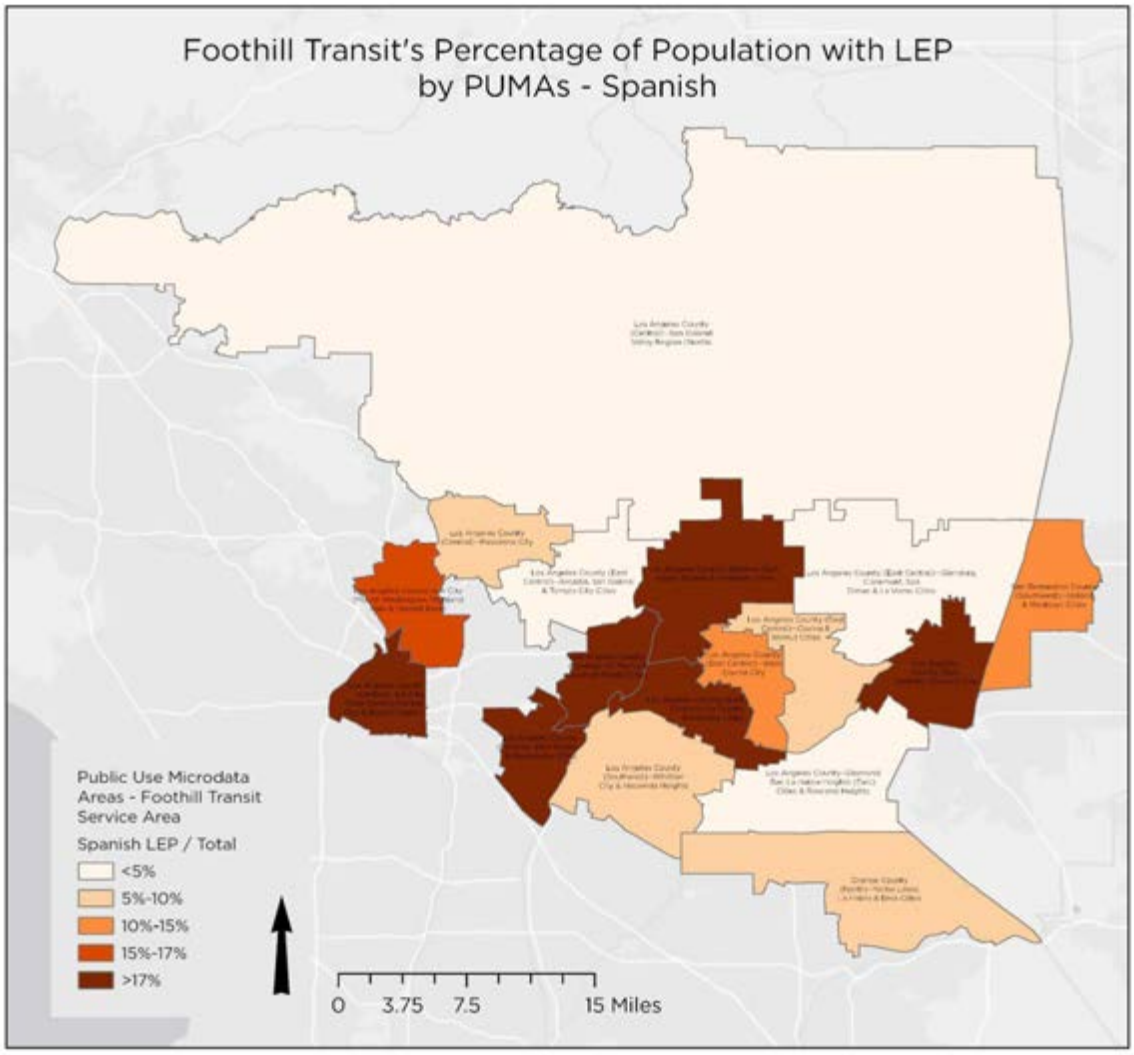
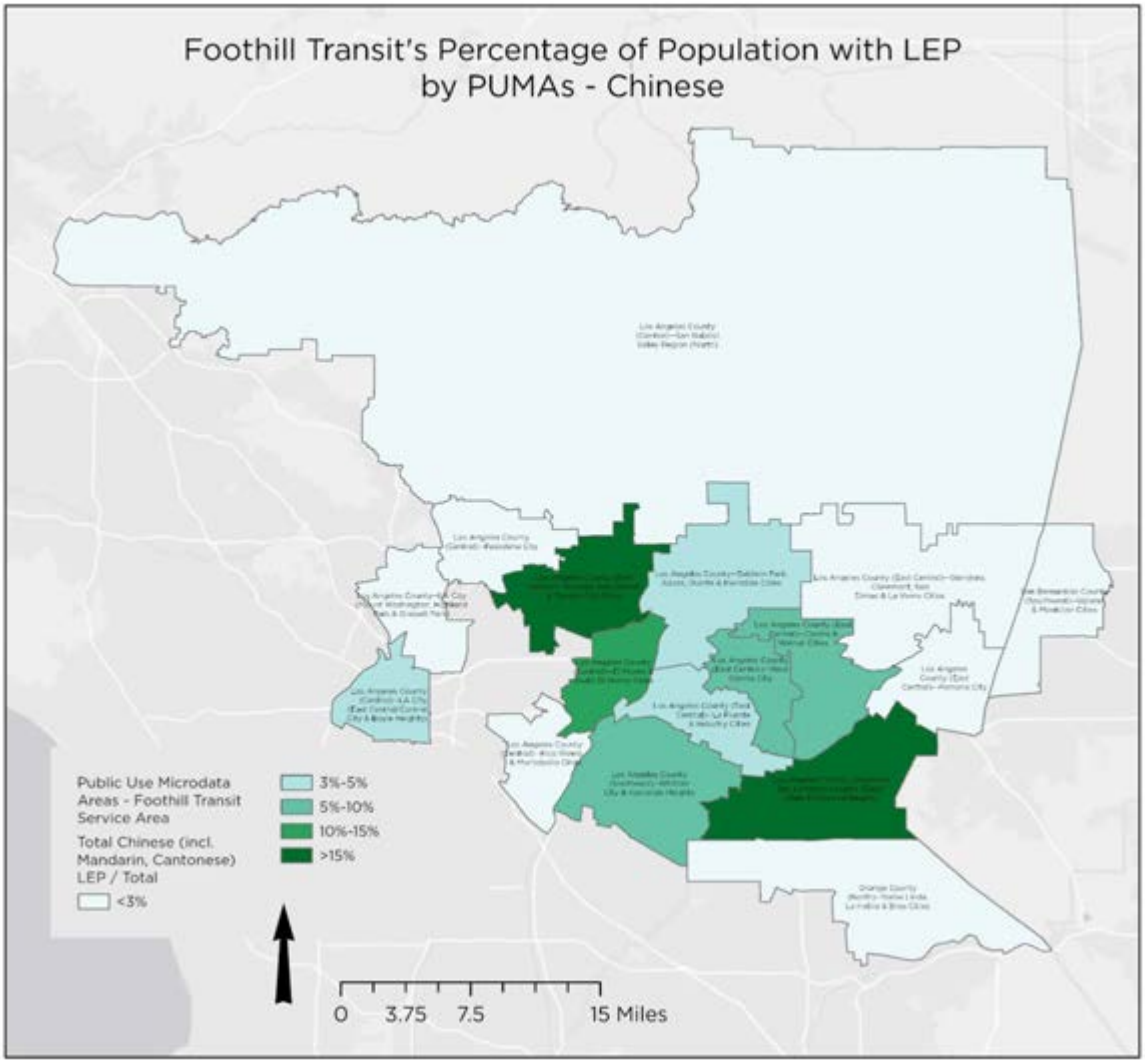


Figure 3

Foothill Transit's Percentage of Population with LEP by PUMAs - Chinese



Additionally, the U.S. Census Bureau American Community Survey 2024 5-Year Estimates (Table B1602: Limited English-Speaking Households) states that 12.29 percent of all households in Foothill Transit's Service Area are households with LEP. Of the 12.21 percent of households with LEP, 54.70 percent speak Asian and Pacific Island languages, 40.56 percent speak Spanish, 3.79 percent speak Other Indo-European languages, and 0.95 percent speak Other languages.

According to the U.S. Census Bureau American Community Survey 2024 5-year estimate (Table B06007: Place of Birth by Language Spoken at Home and Ability to Speak English in the United States), 35.06 percent of Foothill Transit's Service Area residents are foreign-born. The three PUMAs with the highest number of foreign-born populations are Los Angeles County (East Central)-Arcadia, San Gabriel & Temple City Cities, Los Angeles County (Central)--LA City (East Central/Central

City & Boyle Heights), and Los Angeles County--Baldwin Park, Azusa, Duarte & Irwindale Cities. Of that foreign-born population, 30.49 percent are Spanish speakers with LEP, and 26.95 percent are residents that speak Other Languages with LEP.

An onboard passenger survey was conducted in February 2026. The survey was available in English, Spanish, Cantonese, Mandarin, and Vietnamese. A total of 5,543 surveys were collected. A total of 86.6 percent of the surveys were answered in English, 11.3 percent of the surveys were answered in Spanish, 1.2 percent of the surveys were answered in Mandarin, 0.7 percent of the surveys were answered in Cantonese, and 0.2 percent of the surveys were answered in Vietnamese. When surveyed regarding languages spoken at home, 23.4 percent of Foothill Transit's customers stated that they spoke Spanish at home, 2.1 percent of customers reported speaking Mandarin, 0.7 percent of customers reported speaking Cantonese, and 2.2 percent reported speaking another language.

Factor 1 Summary:

1. The dominant non-English language groups within Foothill Transit's service area are Spanish and Chinese.
2. 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."
3. Twenty-three percent of Foothill Transit's Service Area population is LEP.
4. Twenty-three percent of Foothill Transit customers speak Spanish at home.

Factor 2: The frequency with which people with LEP encounter Foothill Transit's 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 2024 American Community Survey 5-Year Estimates (Table B08113, Means of Transportation to Work by Language Spoken at Home and Ability to Speak English), 30.48 percent of 16-years-and-over working people that commute via public transportation are considered LEP as they speak English less than "very well." Of that 30.48 percent, 75.62 percent are Spanish speakers with LEP, and 24.38 percent are individuals that Speak Other Languages with LEP.

Foothill Transit's LEP Customer Interaction

Of all Foothill Transit employees and contractors, bus operators have the highest frequency of contact with people with LEP, supporting over 11 million passenger boardings annually. People with LEP 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 two transit stores. Customers can also make comments or request information by calling Foothill Transit's 1-800 hotline.

In August 2013, Foothill Transit implemented a third-party phone interpretation service, primarily for its Foothill Transit's 1-800 customer service hotline. This service allows CSRs to communicate with Foothill Transit customers in almost any language by phone. From September 2023 to July 2026, this interpretation service was utilized 215 times by CSRs and other Foothill Transit staff. The usage of this service is as follows:

Table 3

Number of requests for interpretation by language and year

Language	2023	2024	2025	2026	Sum of Calls by Language
Chinese Cantonese	3	25	8	1	37
Chinese Mandarin	18	53	29	11	111
French	1				1
Indonesian		1			1
Korean	1				1
Spanish	2	15	12	23	52
Tagalog				1	1
Vietnamese	2	7	2		11
Grand Total of Calls	27	101	51	36	215

According to U.S. Census data, Spanish is the primary non-English language spoken within the Foothill Transit service area. However, since 2023, Chinese Mandarin has generated the highest annual number of interpretation requests. It is important to note that several CSRs and other Foothill Transit staff are fluent in Spanish. In addition, Foothill Transit's phone system allows customers to identify themselves as Spanish speakers when calling the 1-800 hotline, after which their calls are automatically routed to a Spanish-speaking CSR. As a result, many Spanish-speaking customers can receive assistance directly from Foothill Transit staff without the need to use the third-party telephone interpretation service.

Foothill Transit's Printed Materials and Website

In addition to providing multilingual customer service by phone and at transit stores, Foothill Transit offers printed materials in multiple languages to support customers with LEP. The Bus Book includes information translated into Spanish and Chinese, and Footnotes are occasionally provided in these languages as well. Customers may also request printed materials in Spanish or Chinese to be mailed to their homes by visiting the Foothill Transit website and completing the printed materials request form.

The Foothill Transit website is accessible in 25 languages: Arabic, Armenian, Burmese, Cebuano, Simplified Chinese, Traditional Chinese, English, Farsi, Gujarati, Hawaiian, Hindi, Indonesian, Japanese, Karen, Khmer, Korean, Lao, Russian, Samoan, Spanish, Tagalog, Thai, Turkish, Uzbek, and Vietnamese. To further support language accessibility, all Title VI customer complaint forms are available in each of these 25 languages.

Foothill Transit Public Meetings

People with LEP may also interact with Foothill Transit staff through public meetings and community events. Monthly Executive Board meetings and annual Governing Board meetings provide opportunities for the public to learn about Foothill Transit's key performance indicators, budget, service changes, and other important issues. Public meetings are also held to discuss proposed service and fare changes and to gather community feedback. Interpretation services for Board meetings, as well as translation of Board meeting materials, are available upon request and must be requested at least 48 hours in advance.

In addition to public meetings, Foothill Transit conducts regular community outreach at local events. These events provide another opportunity for people with LEP to ask questions and receive information in their preferred language. A Spanish-speaking staff member is often available at community events to assist Spanish-speaking individuals with LEP and provide information about Foothill Transit's services.

Factor 2 Summary:

1. Foothill Transit customers most frequently interact with bus operators and CSRs.
2. CSRs have access to a third-party phone interpretation service, primarily intended for the 1-800 customer service hotline. From September 2023 to July 2026, this interpretation service was utilized 215 times by CSRs and other Foothill Transit staff, mostly to provide Chinese Mandarin and Spanish interpretation assistance.
3. Customers primarily obtain Foothill Transit information from either the Foothill Transit website or the Bus Book, both available in multiple languages.
4. Customers with LEP may request translation or interpretation services in their preferred language for Board meetings by providing at least 48 hours' advance notice.

Factor 3: The importance of the LEP Program to Foothill Transit's customers and community.

Foothill Transit primarily serves the San Gabriel Valley region but also provides connections to Orange and San Bernardino Counties. In the fiscal year 2025-2026, Foothill Transit operated 11,920,021 service miles on 36 fixed bus lines, of which:

- 30 local lines serve the San Gabriel Valley
- Six express lines serve customers during peak hours in and out of downtown Los Angeles

Foothill Transit serves a demographically diverse population, with customers representing a wide range of ages, occupations, ethnic backgrounds, and income levels. Every three years, Foothill Transit conducts a comprehensive Title VI Onboard Passenger Survey to gather demographic information and identify travel patterns among its riders. Based on data from the 2026 Title VI Onboard Passenger Survey, the typical Foothill Transit rider can be characterized as follows:

- Of working age (age 18 to 64) (82.1 percent);
- Self-identifies as Hispanic/Latino (62.3 percent);
- Primarily speaks English at home (71.5 percent);
- Speaks English very well or is a native English speaker (82.6 percent);
- Has an annual household income of less than $30,000 (59.7 percent);
- Is living in poverty or is at risk of living in poverty (62.7 percent);
- Does not have access to a personal vehicle (76.7 percent);
- Rides Foothill Transit at least 4 days per week (66.8 percent);
- Has been riding Foothill Transit for 3 years or more (53.6 percent);
- Pays their fare with cash or TAP cash value (68.3 percent);
- Indicated work or school as the most common trip purpose (70.9 percent);
- Is employed either full-time or part-time (52.2 percent);
- Prefers Google Maps (37.1 percent) or Transit App (30.7) for trip planning;
- Feels safe while onboard Foothill Transit vehicles (73.8 percent);
- Ranks "courtesy and helpfulness of bus operators" and "frequency of service on weekdays" as strongest service attributes; and
- Is overall satisfied with the quality of Foothill Transit services (83 percent).

The survey results indicate that 76.7 percent of Foothill Transit riders do not have access to a vehicle, while more than 20 percent speak a language other than English at home. These findings underscore the importance of bus service in providing essential mobility and connecting customers to employment, education, and other daily activities. Table 4 summarizes the trip purposes reported by surveyed customers. The results show that the most common trip purpose was traveling between home and work. Customers also reported using Foothill Transit for school-

related and personal activities, highlighting the role of transit in meeting a variety of daily transportation needs.

Table 4

Trip Purpose

Trip Purpose	Percent of Surveyed Customers
Work	47.8%
School	23.1%
Shopping/Errands	14.1%
Healthcare/Medical	5.9%
Recreation/Social	7.1%
Other	0.8%
All the above	1.2%

Factor 3 Summary:

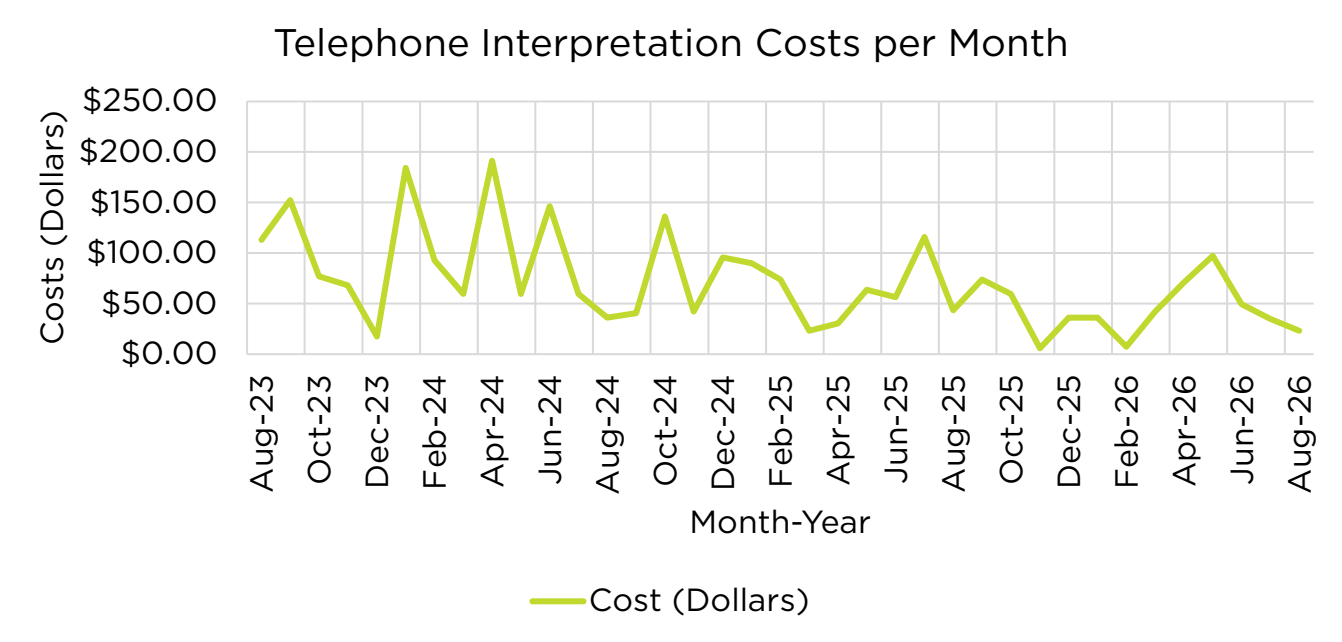
1. Foothill Transit provides a vital service. Survey results from Foothill Transit's 2026 Title VI Onboard Passenger Survey reveal that 76.6 percent of respondents didn't have access to a car.
2. Survey responses also reveal that customers use the bus as a regular means of transportation; over 60 percent use the bus at least four times per week.
3. Finally, survey responses demonstrate that customers are using the bus for vital purposes: 47.8 percent of Foothill Transit customers riding the bus are traveling for work, 29.1 percent are traveling for school, and 25 percent are using it for personal business, medical/dental, or other trips.

Factor 4: Resources Available to Foothill Transit and Costs

Customers with LEP can access line, schedule, and fare information through the Foothill Transit Bus Book, the agency's multilingual website, and CSRs and bus operators, many of whom speak both English and Spanish. In August 2013, Foothill Transit implemented an on-demand interpretation service to further support customers who require language assistance. Costs associated with these services have been incorporated into current and future budgets. Foothill Transit will continue to assess the need for translating additional key materials and provide interpretation services upon request. Figure 4 presents a breakdown of telephone interpretation service costs from August 2023 through August 2026.

Figure 4

Telephone Interpretation Costs



Foothill Transit's Communication Methods

When determining whether and into which languages information should be translated, Foothill Transit considers the document's potential impact on customers' access to services, as well as the feasibility and necessity of translation. As summarized in Table 5, Foothill Transit communicates with the public through a variety of formats and channels. For example, interior bus cards convey messages related to social media outreach, courtesy campaigns, and services provided by local nonprofit organizations sponsored by Foothill Transit. Foothill Transit does not permit paid advertising on or inside its buses. The LAP further outlines the translation policies applicable to each communication method.

Table 5

Information and Means of Distribution

	Basic Rider Info	Maps	Fare/TAP Info	Service Alerts	Service Changes/Planning Efforts	Safety and Security	Project Updates	Civil Rights Notices
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	

Foothill Transit Staff Language Capabilities

Foothill Transit staff members possess a range of language skills that support the agency's language assistance efforts. These in-house capabilities can be used to review and verify translations of written materials prepared by professional translation services, provide interpretation at public meetings when needed, and assist with department-specific comments and inquiries from customers. Table 6 summarizes the language capabilities available among Foothill Transit staff.

Table 6
Language Abilities of Foothill Transit's Staff

Language	No. of Staff Members that can Speak	No. of Staff Members that can Read	No. of Staff Members that can Write
American Sign Language	1	-	-
Arabic	1	1	1
Armenian	1	1	1
Chinese Mandarin	2	2	2
Farsi	1	1	1
German	1	1	1
Gujarati	1	1	1
Indonesian	1	1	1
Italian	2	1	1
Japanese	1	1	1
Pashto	1	1	1
Spanish	20	20	17
Tagalog (Filipino)	1	1	1
Urdu	1	1	1
Vietnamese	1	1	1

In addition to Foothill Transit employees, contracted CSRs offer a range of language capabilities, with most CSRs being bilingual. Table 7 provides a breakdown of the language capabilities of Transit Store CSRs.

Table 7
Language Abilities of Foothill Transit's CSRs

Language	Number of Staff Members	Fluency
Spanish	6	Spoken

Foothill Transit assesses Foothill Transit staff and CSRs language proficiency during

the hiring process and provides ongoing monitoring of their language and interpretation skills.

Costs Associated with Making Communication Methods Accessible to Customers with LEP

Foothill Transit has already translated several communication materials into multiple languages. Table 8 summarizes the costs associated with providing information in languages other than English. These cost estimates serve as a baseline for budgeting future outreach activities and communication materials, as well as for evaluating the potential costs of expanding Foothill Transit's existing translation efforts. The table also outlines the resources allocated to translation services and multilingual communication.

Table 8

Costs of Translation Resources

Item Translated	Cost	Average Spent
Phone Translation	$1.45/minute	$70.42/month (average).
Document translation Bus Interior card campaign Bus Book translation	$85 each document	$9,256.98 from August 2023 to August 2026
Advertisements in Non-English newspapers	Average of $1,565 per ad	Approximately $25,047 from August 2023 to August 2026 for ads in the Sing Tao Daily and El Clasificado

To maximize outreach efforts and use resources efficiently, Foothill Transit maintains ongoing engagement with social service organizations and educational institutions. Collaborating with organizations that serve significant populations with LEP helps Foothill Transit communicate more effectively with these customers and better address their language assistance needs. During the Title VI program review period, most resources were dedicated to translating written materials. Foothill Transit also uses a combination of in-house language capabilities and telephone interpretation services to respond to customer comments and requests for information.

Factor 4 Summary:

1. Foothill Transit staff possess a diverse range of language skills, with 37 staff

members able to speak, read, or write a language other than English.
2. Seventy-five percent of Foothill Transit's CSRs speak Spanish. Every store is staffed with at least one Spanish speaker.
3. Foothill Transit employs several methods of communicating with customers with LEP, including utilizing a third-party phone interpretation service, translating various documents, interior cards, Bus Book, and advertisements in Non-English newspapers.

Part II: LAP-Implementation and Practical Application

Introduction

In the Four Factor Analysis, Foothill Transit has identified the populations with LEP that live within its service area, as well as the general types of communications the agency generates and how these populations might use them. The Four Factor Analysis informs Foothill Transit's LAP, 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 people with LEP about the availability of language assistance.
4. A description of how Foothill Transit trains employees to provide timely and reasonable language assistance to populations with LEP.
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 and resource limitations.

Results of the Four-Factor Analysis

The Four-Factor Analysis evaluates populations with LEP and their language assistance needs within Foothill Transit's service area and identifies appropriate strategies and resources to address those needs. The analysis examined the characteristics of populations with LEP, the frequency with which they interact with Foothill Transit, the importance of transit services to their daily lives, and the resources available to provide language assistance. The findings highlight the importance of Spanish and Chinese language assistance, the essential role of Foothill Transit in meeting customers' transportation needs, and the continued need for multilingual communication and outreach.

LEP Population Characteristics

The analysis identified substantial populations of Spanish- and Chinese-speaking individuals with LEP throughout Foothill Transit's service area. Spanish-speaking LEP populations are distributed broadly across the service area, while Chinese-speaking LEP populations are more concentrated in specific communities. The cities of El Monte, South El Monte, La Puente, and Industry have high percentages of Spanish-speaking individuals with LEP. High percentages of Chinese-speaking individuals with LEP reside in Arcadia, San Gabriel, Temple City, Diamond Bar, La Habra Heights, and Rowland Heights. These geographic patterns help inform Foothill Transit's decisions regarding language priorities, translation efforts, and targeted outreach.

Use of Language Assistance Services

The analysis also examined demand for oral interpretation services. From September 2023 through July 2026, Foothill Transit used its third-party telephone interpretation service 215 times. Mandarin Chinese, Spanish, and Cantonese Chinese accounted for most interpretation requests. Additional requests involved French, Indonesian, Korean, Tagalog, and Vietnamese. These results demonstrate that, although Spanish and Chinese are the primary language priorities, Foothill Transit must maintain access to interpretation services in other languages to address customers' diverse communication needs.

Importance of Transit Services to Customers

The 2026 Title VI Onboard Passenger Survey highlights the important role Foothill Transit plays in providing mobility and access to essential destinations. Survey results indicate that 76.7 percent of riders do not have access to a vehicle, underscoring their potential reliance on public transportation for daily travel. Employment was the most frequently reported trip purpose, accounting for 47.8 percent of surveyed trips. School-related travel accounted for 23.1 percent, while

errands, medical and dental appointments, recreation, and other activities accounted for the remaining 29.1 percent. The survey also found that 66.8 percent of respondents ride Foothill Transit at least four days per week and 53.6 percent have used the system for at least three years. Taken together, these findings indicate that many Foothill Transit customers are frequent, long-term riders who rely on the system to access employment, education, health care, and other essential activities. Providing effective language assistance is therefore important to ensuring that customers with LEP can obtain transit information, understand available services, and communicate their needs to Foothill Transit.

Language Assistance Resources and Expenditures

Foothill Transit currently directs a substantial portion of its language assistance resources toward written translation and multilingual communications. These efforts include translating forms and interior bus cards, as well as disseminating important transit information and news through non-English-language newspapers. Foothill Transit also maintains access to third-party telephone interpretation services and identifies and utilizes the language skills of its staff to assist customers. These complementary approaches allow Foothill Transit to address both written and oral communication needs. The analysis findings support continuing these efforts while evaluating whether existing resources adequately address the language needs of customers across the service area.

Ongoing Outreach and Evaluation

Foothill Transit recognizes that effectively serving customers with LEP requires ongoing engagement, evaluation, and adaptation. As customers become more aware of available multilingual resources, feedback and service-use data can help Foothill Transit better understand how customers access language assistance and identify opportunities for improvement.

Foothill Transit also maintains ongoing outreach to social service organizations and educational institutions, particularly those serving substantial LEP populations. Strengthening these partnerships can help disseminate transit information, increase awareness of available language assistance, and improve communication with communities that may face language barriers.

Overall, the Four-Factor Analysis reinforces the importance of prioritizing Spanish and Chinese language assistance while maintaining resources to serve customers who speak other languages. By combining translated materials, telephone interpretation, staff language capabilities, and community outreach, Foothill Transit can continue refining its language assistance strategies to better meet customer needs and support equitable access to transit services.

Foothill Transit's LAP

Language Assistance by Language Group

As previously noted in the Four Factor Analysis, Spanish and Chinese are the most spoken languages among individuals with LEP in Foothill Transit's service area. When determining appropriate language assistance measures, Foothill Transit considers the size of the population speaking each language and whether assistance is needed for written materials, oral communication, or both. The following guidelines outline general approaches to providing language assistance and will be refined over time based on implementation experience and practical effectiveness.

1. *Written Language Assistance – Translation Guidelines*

The U.S. Department of Transportation (DOT) Safe Harbor Provision requires Foothill Transit to translate vital documents for populations with LEP that make up at least 5% of the service area or 1,000 people, whichever is less. Vital documents include consent and complaint forms, applications, notices of rights, service changes or denials, and information about free language assistance. Foothill Transit defines vital information as content that impacts customer safety or legal rights, including public hearing notices, service changes, materials for vulnerable populations (such as elderly and disabled riders), customer surveys, and Title VI rights information.

According to U.S. Census data, 27 language groups within Foothill Transit's service area meet the Safe Harbor Provision thresholds: Spanish; Chinese; Korean; Vietnamese; Tagalog (including Filipino); Armenian; Japanese; Arabic; Thai; Lao and other Tai-Kadai languages; Ilocano; Samoan, Hawaiian, and other Austronesian languages; other languages of Asia; Khmer; Russian; Gujarati; Persian (including Farsi and Dari); and Hindi.

The Four Factor Analysis identified substantial populations of Spanish- and Chinese-speaking individuals with LEP throughout Foothill Transit's service area. Accordingly, Foothill Transit prioritizes translating written materials into Spanish and Chinese to address the language assistance needs of these customer groups.

Table 9 summarizes Foothill Transit's documents, identifies those containing vital information, and indicates the languages into which they are translated.

Table 9

Foothill Transit's Documents

Document Type	Vital Document	Translated Into
Bus Book	Yes, published once a year, containing bus rider basics, fares, and a statement on Title VI	Chinese and Spanish
Footnotes	No; issued once a month.	English and Spanish
Bus Interior Cards	No; issued once a month	Chinese and Spanish
Transit Store Postings	No; contains information about upcoming public meetings and essential Foothill Transit information	English, Spanish, and Chinese. A poster regarding phone translation services is translated into all languages that meet the Safe Harbor threshold.
Detour Notices	Yes; signs are posted at bus stops to indicate closure or re-routing	Chinese and Spanish
Website	Yes; contains information regarding the agency, its history, job opportunities, procurement opportunities, and maps and schedules for each of Foothill Transit's bus lines	All languages that meet the Safe Harbor threshold
Social Media/ Rider alerts	No; E-alerts contain service alerts such as delays, construction, and detour information.	English, Spanish and Chinese in occasion

Transit Stores/Helpline (Oral)	No; Customers can buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments	Some bilingual CSRs (Spanish/English) on-site; Telephone interpretation services allow CSRs to communicate in more than 200 languages.
Community Meetings	Yes; meetings allow customers to provide input on Foothill Transit's service.	Chinese and Spanish; additional languages are available upon request.
Board Meetings	Yes; meetings cover all Executive Board actions and decisions.	An interpreter or translation of documents can be requested; Notification of how to request translation or interpretation is posted on each board agenda.

2. Oral Language Assistance – Interpretation Guidelines

Customers with LEP may require oral language assistance to communicate effectively with Foothill Transit. Examples include requesting interpretation at public meetings or providing comments and feedback at a Transit Store. Table 10 outlines Foothill Transit's approach to providing oral interpretation services in response to these and other customer needs.

Table 10
Oral Interpretations

Circumstance	Information Discussed	Interpretation Provided?
On-site/Telephone CSRs	Can obtain basic rider information, fare/TAP information, service changes, and service alerts and file comments/complaints about service.	Bilingual CSRs (Spanish/English) on-site; telephone interpretation services allow CSRs to communicate in any language. Customers with LEP have access to a language flipchart at each Transit

		Store that helps CSRs identify what language they need interpretation for.
Community Meetings	Meetings provide customers with an opportunity to provide input on Foothill Transit service.	Bilingual Foothill Transit staff (Spanish/Chinese) can help with interpretation for community meetings when available. The need for an interpreter can be assessed depending on the content and location of the meeting and by customer request.
Board Meetings	Meetings cover all Executive Board actions and decisions.	An interpreter for a meeting can be made available upon request. 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 diverse language skills, and in many cases, staff members will be asked to attend public meetings in case a need for a translator appears.

Public Notification of Language Assistance Services for Populations with LEP

Foothill Transit informs customers of the availability of language assistance services through multiple communication channels to ensure that individuals with LEP are aware of the resources available to them. An LEP flip chart is available at each Transit Store, providing information about Foothill Transit's telephone translation and interpretation services. This information is translated into all of Foothill Transit's Safe Harbor languages (please see Figure 5-6). In addition, interior cards displayed onboard buses communicate the message "How can I help you?" in all Safe Harbor languages, signaling to customers that language assistance is available (please see Figure 7).

Figure 5
LEP Flipchart

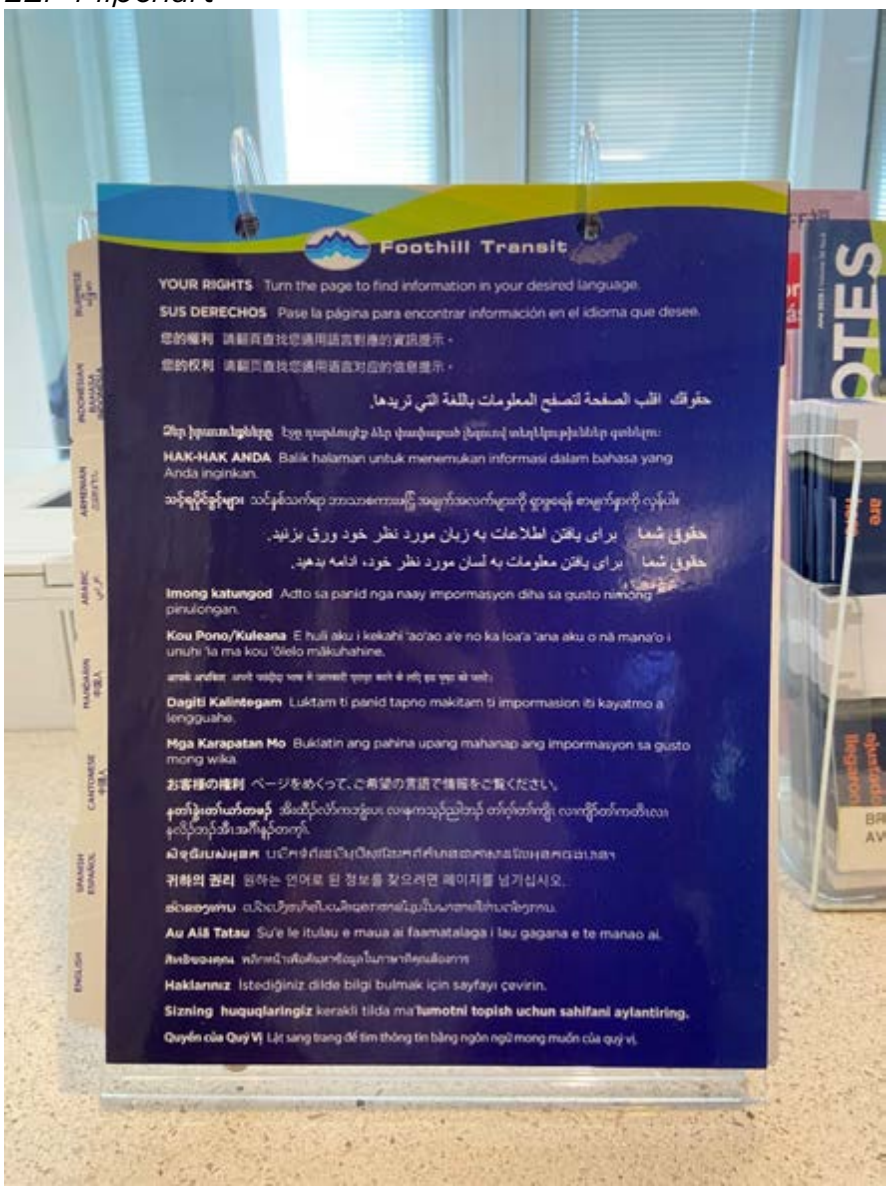


Figure 6

LEP Flipchart – Chinese Cantonese Tab Example



Figure 7

Interior card onboard buses that state "How can I help you" in different languages along with the Foothill Transit customer service number



Foothill Transit also provides information about language assistance services on its website. Through the *Your Rights* section, customers can submit requests for document translation using the Printed Materials Web Form. This allows customers to request translated materials and access information in a language they understand. Furthermore, the agendas for both Executive Board and Governing Board meetings include a footer informing the public how to request document translation or interpretation services (please see Figure 8). These notices help ensure that customers and members of the public are aware of their options for obtaining language assistance when accessing Foothill Transit services, participating in public meetings, or reviewing agency materials.

Figure 8

Board Agenda Footer (Example)



Employee Training for Timely and Effective Language Assistance for Populations with LEP

Most oral language assistance is provided through Foothill Transit's Transit Stores and third-party telephone interpretation service. CSRs are trained to identify customers' language needs and connect them with the appropriate interpreter. Interpretation services are available on demand, with minimal wait times for an interpreter.

For written customer comments, Foothill Transit first seeks assistance from an available staff member with the appropriate language skills. Translations of official documents, including forms, marketing materials, and policy documents, are completed by a professional translation company to help ensure accuracy and consistency. Translation turnaround times vary depending on the length and complexity of the document, with shorter materials generally completed more quickly.

Monitoring, Evaluating, and Updating Foothill Transit's LAP

This LAP is considered a living document that will be continually reviewed and refined as language assistance strategies are implemented and evaluated. Foothill Transit will review the LAP at least every three years in conjunction with the submission of its Title VI Program to the FTA. As part of this review, the agency will conduct a comprehensive assessment of the demographic data used in the Four Factor Analysis and evaluate the effectiveness and appropriateness of the language assistance strategies and tools outlined in the LAP.

Foothill Transit prioritizes providing effective written and oral language assistance to customers with LEP. As customer requests for translation and interpretation services evolve, the agency will regularly assess the policies and resources outlined in the LAP to ensure they continue to meet customer needs. For example, changes in the frequency of requests for written translation into a particular language may prompt the agency to reassess the resources allocated to that language. Similarly, an increase in LEP participation at public or Board meetings may warrant a review of existing oral interpretation procedures to ensure meaningful access to agency information and public participation opportunities.

The accuracy and availability of demographic data are also critical to maintaining an effective LAP. Foothill Transit conducted a Title VI Onboard Passenger Survey in Spring 2026 and plans to conduct future rider surveys every three to five years, consistent with FTA guidance. These surveys provide valuable insight into the characteristics and language needs of Foothill Transit riders, helping the agency allocate resources effectively and cost-efficiently. Although U.S. Census data provide a general overview of the demographic composition of the agency's service area, rider surveys offer more specific information about the customers who use

Foothill Transit services. Updated survey data are essential to maintaining an accurate Four Factor Analysis and ensuring that language assistance strategies reflect current ridership characteristics. In addition, as Foothill Transit collects more information about LEP customers who request language assistance, the agency will be better positioned to identify emerging needs and refine its services accordingly.

Responsibility for maintaining and updating Foothill Transit's Title VI policies, including the LAP, rests with a designated staff member in the Planning Department. This individual coordinates with staff across departments to gather feedback, review relevant data, and identify changes in customer needs and agency practices. This collaborative process helps ensure that the LAP and related policies remain current, effective, and responsive to the language assistance needs of Foothill Transit customers.

APPENDIX C









System Standards & Policies

March 2026

Foothill Transit

Foothill Transit

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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. Once adopted by the Foothill Transit Executive Board, these standards will be in place in 2026 until modified in the future.

Service standards have been developed for: **vehicle load, vehicle headway, on-time performance, distribution of transit amenities** and **service availability**. Polices 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. This also increases services reliability, which improves the overall customer experience. The 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 357 total coaches including compressed natural gas (CNG), Battery Electric Buses (BEB), and Hydrogen Fuel Cell Electric Buss (HFCEB). 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.

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. **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
Local	178, 185, 187, 188, 190, 194, 195, 197, 269, 270 272, 274, 280, 281, 282, 284, 285, 286, 289, 291, 292, 295, 480, 482, 486, 488, 492,690,853, 861, 707
Express	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 7 a.m. and 9:59 a.m. and 3 p.m. and 5:59 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 or 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.

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

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
Express	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. Headway in these instances can be less than the minimum where demand is needed.

Category	Line number	Peak headway	Off peak headway
Local	178, 185, 187, 188, 190, 194, 195, 197, 269, 270, 272, 274, 280, 281, 282, 284, 285, 286, 289, 291, 292, 295,480,482, 486, 488, 492, 690, 853, 707,861	30 minutes	60 minutes
Express	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 79 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 responsibility of the jurisdiction of the cities or county in which those amenities reside. The exception is for Foothill Transit owned Transit Centers.

2. Vehicle Assignments

As of March 2026, the Foothill Transit fleet consists of 19 Battery Electric Buses (BEB), which includes the two Double Deck BEBs, 205 Compressed Natural Gas (CNG) buses, and 33 Hydrogen Fuel Cell Buses totaling 357 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 30-foot electric buses that have specific livery for the City of Duarte which are assigned only to Line 861.

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 at least 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 monthly. Department directors also lead several "Vital Factor" meetings every month with staff and contractors to ensure that each KPI is consistently improving.

Special Consideration- Minority and Equity Focused Lines

Foothill Transit completed its most recent Comprehensive Operational Analysis (COA) titled Foothill Transit Forward in 2023. Foothill Transit Forward identified "Minority" and "Equity" Lines based on the percentage of the minority population, income, and "zero car" households within a quarter mile radius of the line. The lines identified can use the classification as another data point for consideration during the monitoring process.

Minority Lines

Minority individuals (i.e., the non-White population) are a protected group under Title VI of the Civil Rights Act of 1964. Foothill Transit, like other transit agencies in the United States is required to conduct monitoring to ensure that service changes do not disproportionately affect minority individuals.

Foothill Transit defines a minority line as a line that has at least one-third of its revenue miles with stops running through areas where the percent minority population exceeds the percent minority population of the Foothill Transit service area. The minority population is defined as the non-White population, including people who identify ethnically as Latino/Hispanic. While Foothill Transit has traditionally used Census tracts for its analysis, Census block groups were used to be consistent with the rest of the maps in this report.

Based on this evaluation, the following lines have been identified as a minority line: Line 178, 185, 190, 194, 195, 197, 269, 270, 272, 274, 280, 281, 282, 285, 286, 289, 291, 292, 480, 482, 486, 488, 492, 493, 495, 498, 499, 699, 861, and Silver Streak.

Considerations for Equity
In recent years, the topic of transportation equity has been discussed more frequently and with increasing levels of importance. At its core, transportation equity seeks to prioritize resources to those that need it most. This project worked to define what equity meant to Foothill Transit.

The term Black, Indigenous, and People of Color (BIPOC) is used to describe communities whose residents primarily identify as racial or ethnic minority groups, including but not limited to Black or African American, Indigenous or Native American, Hispanic or Latino, Asian, Pacific Islander, and other non-White populations. The term is commonly used in equity and public policy discussions to acknowledge communities that have historically experienced systemic barriers to economic opportunity, transportation access, and other public services.

For this analysis, Foothill Transit identifies a Line as serving BIPOC communities when 25 percent or more of the route's alignment operates within census tracts where the majority of residents identify as people of color or minority populations. This methodology helps ensure that service planning decisions consider how transit service supports communities that may rely more heavily on public transportation for access to jobs, education, healthcare, and other essential services.

Using Census data, three metrics with strong correlations to increased transit use in the San Gabriel Valley were examined.

These metrics were:

- Households with annual income of $25,000 and below (Low-Income)
- Non-white households (Black, Indigenous, People of Color 'BIPOC' Population)
- Zero-vehicle households

Equity Areas and Equity Lines
The examination of those three metrics resulted in the identification of three Equity

Areas. These Equity Areas encompass the cities of El Monte, Baldwin Park, and Pomona. These are the areas with the highest concentrations of higher need, and thus are important to consider in any discussion of potential changes to the Foothill Transit network. Using the defined Equity Areas, three Foothill Transit lines were identified as Equity Lines, as they had the highest percentage of stops serving the defined Equity Areas:

Lines 195, 269, and 270.

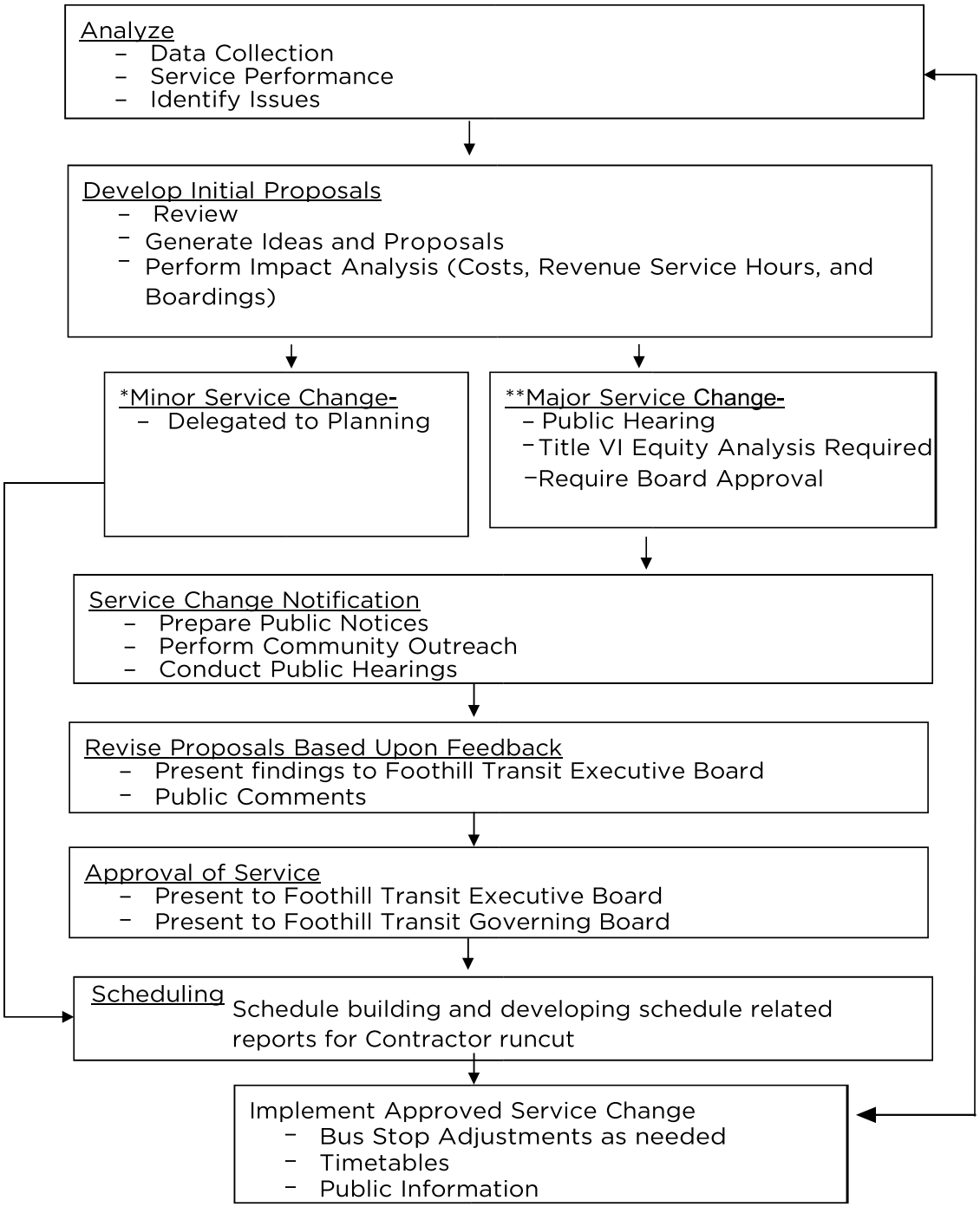
Service Change Process

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 implemented in or around spring and fall each year. However, this can be subject to change. 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:



* Minor Service- proposed changes affect less than 25% of a lines revenue hours and/or revenue miles

** Major Service- proposed changes affect 25% or more of a lines revenue hours and/or revenue miles

Outreach Policies for Service Changes

Foothill Transit undertakes bi-annual schedule changes in spring and fall. 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 and revenue service hours 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 Minor 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:

Category	Ideal Max Route Length
Local	60 Minutes
Express	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 park	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
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

All Foothill Transit bus stops require approval from the jurisdiction to which the stop is located.

Foothill Transit staff will coordinate directly with local municipality staff for their analysis and approval prior to the implementation of a bus stop.

The Below table outlines the bus turning radius by vehicle type within the Foothill Transit fleet.

Bus Series	Bus Length	Bus Turning Radius
NABI 1800s	42FT.	47FT.
NABI 1900s	42FT.	47FT
NABI 2100s	42FT.	47FT
NABI 2200s	42FT.	45.5FT.
NABI 2300s	42FT.	45.5FT
NEW FLYER 2400s	40FT.	44FT.
NEW FLYER 2500s	40FT.	44FT.
Proterra 2600s	40FT.	41FT.
ENC 2700s	40FT.	40FT.
Proterra 2800s	35FT.	35FT.
ENC 2800s	35FT.	40FT.
NEW FLYER 2900s	60FT.	44FT.
ALEXANDER DENNIS DD 3000s	44FT.	36FT.
NEW FLER 3100s	40FT.	43FT.

APPENDIX D

Foothill Transit



Foothill Transit

Title VI On-Board Passenger Survey

Final Report
May 2026

moore & associates
CELEBRATING 35 YEARS

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Section 1 | Executive Summary

As a recipient of federal transportation funding, Foothill Transit is required to conduct periodic surveys of its customers as part of its compliance with Title VI of the Civil Rights Act of 1964. These efforts ensure that transit services are planned and delivered in a manner that does not discriminate on the basis of race, color, or national origin, and that the needs of minority, low-income, and limited English proficiency (LEP) populations are appropriately considered.

To support these requirements, Foothill Transit engaged Moore & Associates, Inc. to design and administer a comprehensive customer survey of its riders and to prepare this report summarizing the findings. This report presents the results of the 2026 Title VI survey effort, including key demographic characteristics of riders, travel behaviors, and customer perceptions of Foothill Transit services.

Survey Approach and Methodology

The survey was administered using a combination of onboard/intercept and online data collection methods to ensure broad participation and representation of Foothill Transit riders. The online survey was available from January 26 through March 13, 2026, while trained surveyors conducted intercept surveys onboard Foothill Transit vehicles, at transit centers, and at key activity locations between February 11 and February 26, 2026.

A stratified random sampling methodology was employed to ensure that the survey results accurately reflect the diversity of riders across the Foothill Transit system. Sampling targets were established for each route based on recent ridership data provided by Foothill Transit, allowing for proportional representation of ridership by route.

Survey instruments and data collection protocols were developed using industry best practices in transit market research to:

- Maximize response rates;
- Minimize non-response bias; and
- Ensure the collection of accurate, reliable, and representative data.

By administering surveys during or immediately following transit trips, feedback was captured that is both timely and reflective of riders' most recent experiences, improving the overall quality and relevance of responses.

To support Title VI compliance and data integrity, a "decline to state" response option was included for all demographic questions. This approach helps to protect respondent privacy, encourage participation, and allow for more accurate interpretation of demographic data by distinguishing between non-response and intentional non-disclosure.

Data Collection Process

Foothill Transit riders were approached by trained survey staff who were clearly identifiable by survey badges and reflective safety vests. Surveyors introduced themselves on behalf of Foothill Transit and invited passengers to participate either at the time of boarding or while at transit centers and key activity locations.

Upon receiving consent, survey staff provided assistance as needed to ensure all riders had an opportunity to participate. This assistance included:

- Reading survey questions and response options aloud,
- Recording responses on behalf of riders, and
- Providing clarification while maintaining a neutral and unbiased approach.

To further encourage participation, particularly among riders who declined to participate at the time of contact, or preferred to respond at their convenience, surveyors distributed multilingual cards containing a QR code and link to a parallel online survey.

This dual-mode data collection approach enhanced accessibility and inclusivity by accommodating a wide range of rider needs, including those with limited time, limited literacy, or limited English proficiency, and helped ensure a more representative sample of Foothill Transit riders.

A total of 5,543 completed surveys were collected, representing a robust and statistically reliable sample of Foothill Transit riders.

Title VI and Equity Considerations

The survey provides critical input into Foothill Transit's Title VI program by:

- Identifying demographic characteristics of riders
- Assessing the presence and needs of minority and low-income populations
- Evaluating language access needs
- Supporting equitable service planning and decision-making

Foothill Transit Rider Profile

The 2026 Title VI survey effort successfully captured comprehensive and representative data on Foothill Transit riders. Through a combination of rigorous sampling methods, multilingual outreach, and in-person engagement, the survey provides a reliable foundation for evaluating equity, informing service planning, and meeting federal Title VI requirements.

The findings presented in this report will support Foothill Transit in continuing to deliver inclusive, accessible, and equitable transit services to the communities it serves.

Based on the 2026 Title VI survey data, the typical Foothill Transit rider:

- Is of working age (age 18 to 64) (82.1 percent);
- Self-identifies as Hispanic/Latino (62.3 percent);
- Primarily speaks English at home (71.5 percent);
- Speaks English very well or is a native English speaker (82.6 percent);
- Has an annual household income of less than $30,000 (59.7 percent);

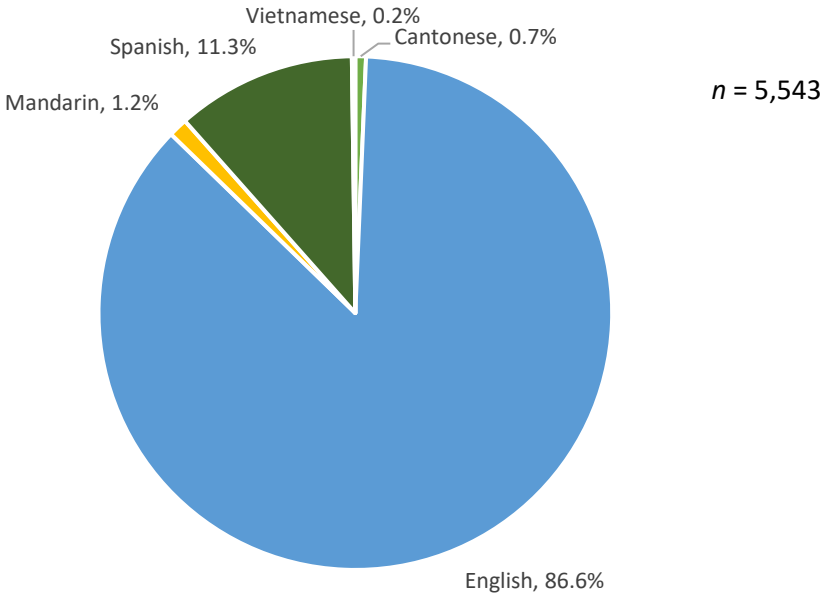
- Is living in poverty or is at risk of living in poverty (62.7 percent);
- Does not have access to a personal vehicle (76.7 percent);
- Rides Foothill Transit at least 4 days per week (66.8 percent);
- Has been riding Foothill Transit for 3 years or more (53.6 percent);
- Pays their fare with cash or TAP cash value (68.3 percent);
- Indicated work or school as the most common trip purpose (70.9 percent);
- Is employed either full-time or part-time (52.2 percent);
- Prefers Google Maps (37.1 percent) or Transit App (30.7) for trip planning;
- Feels safe while onboard Foothill Transit vehicles (73.8 percent);
- Ranks "courtesy and helpfulness of bus operators" and "frequency of service on weekdays" as strongest service attributes; and
- Is overall satisfied with the quality of Foothill Transit services (83 percent).

Section 2 | Title VI Survey Summary

To encourage the broadest possible participation, the Foothill Transit Title VI survey was available in English, Spanish, Cantonese, Mandarin, and Vietnamese. Of the 5,543 surveys collected, the majority of respondents (86.6 percent) completed the survey in English. Spanish was the second most common language, representing 11.3 percent of responses. Surveys collected in other languages included Mandarin (1.2 percent), Cantonese (0.7 percent), and Vietnamese (0.2 percent).

Overall, 13.4 percent of respondents completed the survey in a language other than English, suggesting the presence of riders with limited English proficiency (LEP).

Exhibit 2.1: Survey Language



The distribution of completed surveys closely aligns with the established sampling plan, with the relative share of responses by route reflecting overall ridership patterns. Routes with higher ridership levels correspondingly account for a greater proportion of collected surveys.

Exhibit 2.2: Sampling Plan (based on ridership by route)

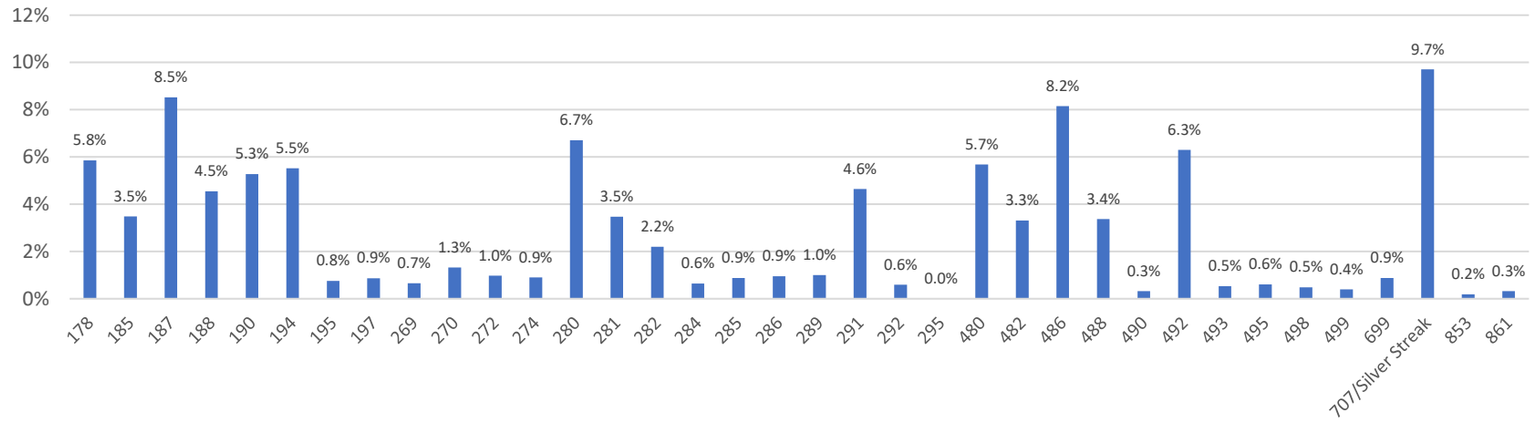
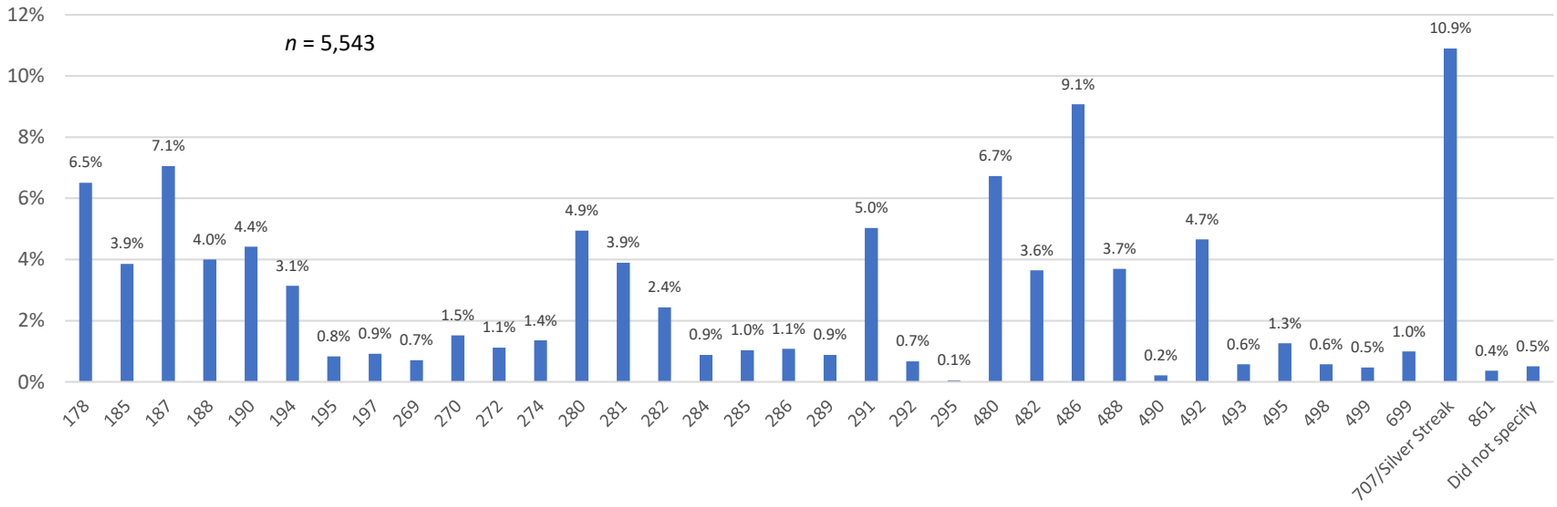


Exhibit 2.3: Surveys Collected by Route



Question 1. Which of the following groups include your age?

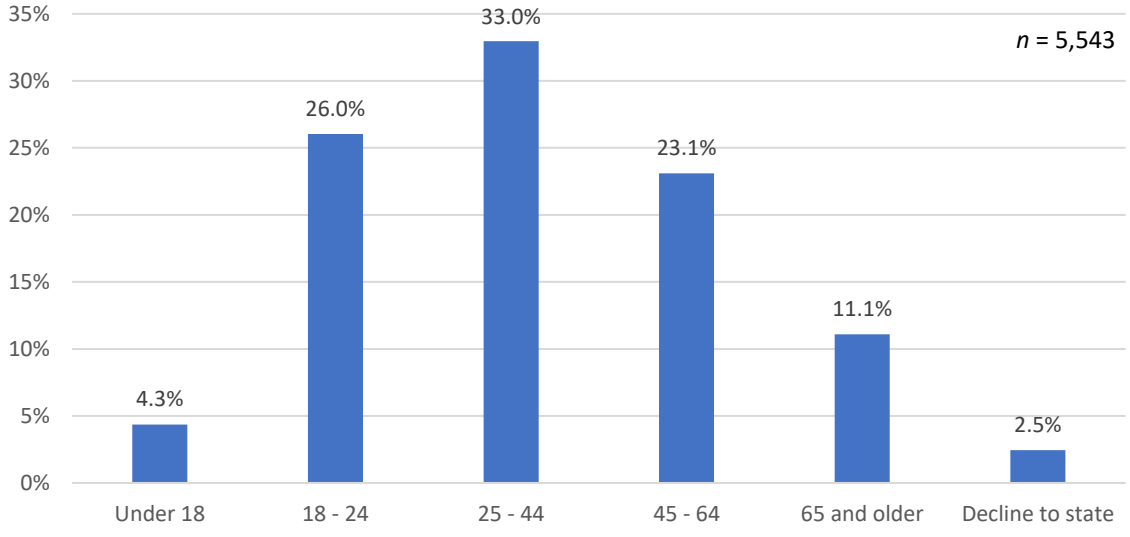
The age distribution of survey respondents indicates that Foothill Transit primarily serves working-age adults, with 82.1 percent of riders between the ages of 18 and 64. The largest segment is riders aged 25 to 44 years old (33 percent), followed by those aged 18 to 24 years old (26 percent). Riders aged 45 to 64 represent 23.1 percent of respondents, while seniors (65 and older) account for 11.1 percent. Youth under the age of 18 comprise a relatively small share of the survey participants (4.3 percent).

From a Title VI perspective, these findings demonstrate that Foothill Transit serves a diverse cross-section of the population, including groups that may be more likely to rely on transit for essential travel. The high proportion of riders within the 18 to 64 age range underscores the system's role in supporting access to employment, education, and economic opportunity, which are key considerations in evaluating equitable service provision.

The presence of older adults (65 and over), representing more than one in ten riders, highlights the importance of ensuring accessible vehicles, safe boarding conditions, and clear customer information, as this population may be more likely to experience mobility limitations. While age itself is not a protected class under Title VI, it is closely associated with other factors, such as income, disability status, and access to transportation, that are relevant to equity analyses.

Overall, these results support the conclusion that Foothill Transit provides essential mobility for populations with varying needs and circumstances, reinforcing the importance of maintaining equitable, accessible, and inclusive transit services across the system.

Exhibit 2.4: Age

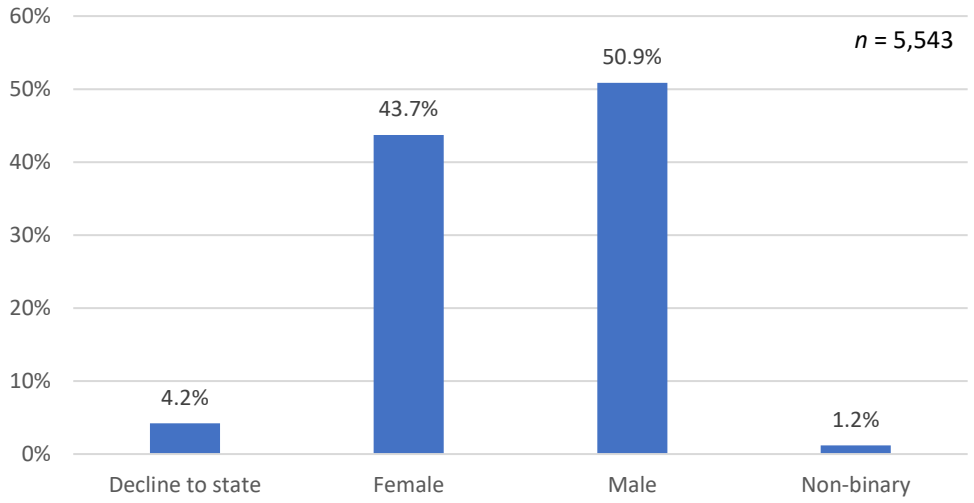


Question 2. What gender do you identify as?

Survey responses indicate that 50.9 percent of respondents identify as male, 43.7 percent as female, and 1.2 percent as non-binary, with 4.2 percent declining to state.

While gender is not directly used in Title VI equity determinations, these findings provide valuable context for understanding rider demographics and supporting inclusive and responsive transit planning.

Exhibit 2.5: Gender



Note: Due to rounding, the sum of individual percentage values may not total exactly 100 percent. Minor discrepancies (e.g., 99.9% or 100.1%) are the result of standard rounding conventions.

Question 3. Which of the following best describes you? (check all that apply)

Survey respondents were asked to self-identify their race and/or ethnicity, with the option to select multiple categories. As a result, total percentages exceed 100 percent.

The survey results indicate that Foothill Transit serves a highly diverse and predominantly minority rider population, with Hispanic/Latino riders comprising the majority of minority respondents (62.3 percent).

Under Title VI of the Civil Rights Act of 1964, transit agencies are required to evaluate whether services are provided equitably and do not result in disparate impacts to minority populations. For the purposes of this analysis, minority populations are defined as individuals identifying as Hispanic/Latino and/or any race other than non-Hispanic White.

The survey findings indicate that:

- A substantial majority of Foothill Transit riders identify as minority (non-White and/or Hispanic/Latino).
- Hispanic/Latino riders represent a dominant share of the rider population, suggesting a high level of reliance on transit within this group.
- Additional minority populations, including Asian, Black, and other racial groups, are also meaningfully represented.

These results demonstrate that Foothill Transit serves a predominantly minority ridership base, underscoring the importance of evaluating all service planning, service changes, and communication strategies through an equity lens.

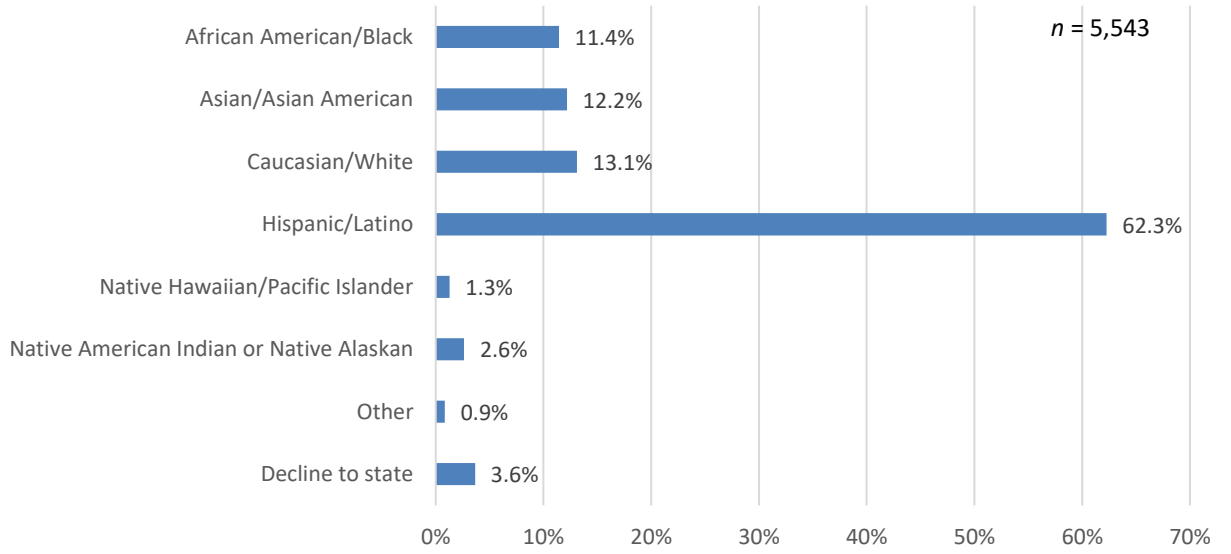
To further assess equity, survey results were compared to the most recent American Community Survey (ACS) demographic data for the Foothill Transit service area. Census data indicates that Hispanic/Latino populations represent approximately 50 to 60 percent of the general population, while non-Hispanic White populations account for approximately 20 to 30 percent, with Asian and other minority populations comprising the remainder.

This comparison shows that minority populations are overrepresented among Foothill Transit riders relative to their share of the general population, indicating a higher level of transit reliance among these groups.

Given this reliance, it is critical that any proposed service changes be carefully evaluated to avoid disparate impacts on minority populations. Additionally, outreach and engagement efforts should prioritize culturally and linguistically appropriate communication, particularly for Hispanic/Latino riders.

Overall, these findings reinforce the importance of ensuring that Foothill Transit's planning, operations, and public engagement efforts continue to support equitable and inclusive access to transit services.

Exhibit 2.6: Race



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Exhibit 2.7: Race: Other

Race/Ethnicity: Other	Frequency
Africa British	1
Albanian	1
AngloEuro, Sephardic	1
Arabic	2
Armenian	2
Ashkenazi	1
Bengali	1
Bi-racial	1
Caribbean	1
Creole	2
Egyptian	1
French	1
German	1
Indian	2
Jamaican	1
Middle Eastern	2
Multiracial	13
Pakistani/American	1
Persian	3

Geographic Distribution of Minority Populations

An analysis of Census data indicates that minority populations are widely distributed throughout the Foothill Transit service area, with numerous concentrations of high-minority populations (defined as areas with greater than 50 percent minority residents) located in the San Gabriel Valley, including the cities of Azusa, Baldwin Park, El Monte, La Puente, Pomona, and West Covina.

These areas correspond closely with established transit corridors, particularly along the I-10 corridor, State Route 60 corridor, and major arterials such as Foothill Boulevard, Garvey Avenue, and Valley Boulevard, where transit service is frequent and accessible.

Transit Service and Minority Population Overlay

A comparison of transit routes with minority population density demonstrates that Foothill Transit services are well-aligned with areas of high minority concentration. Many of the system's highest-ridership routes operate within these corridors, indicating that transit service is effectively serving communities with the greatest reliance on public transportation.

This spatial relationship supports the conclusion that Foothill Transit is providing broad and equitable access to transit services for minority populations.

Equity Assessment

The overlay analysis indicates that:

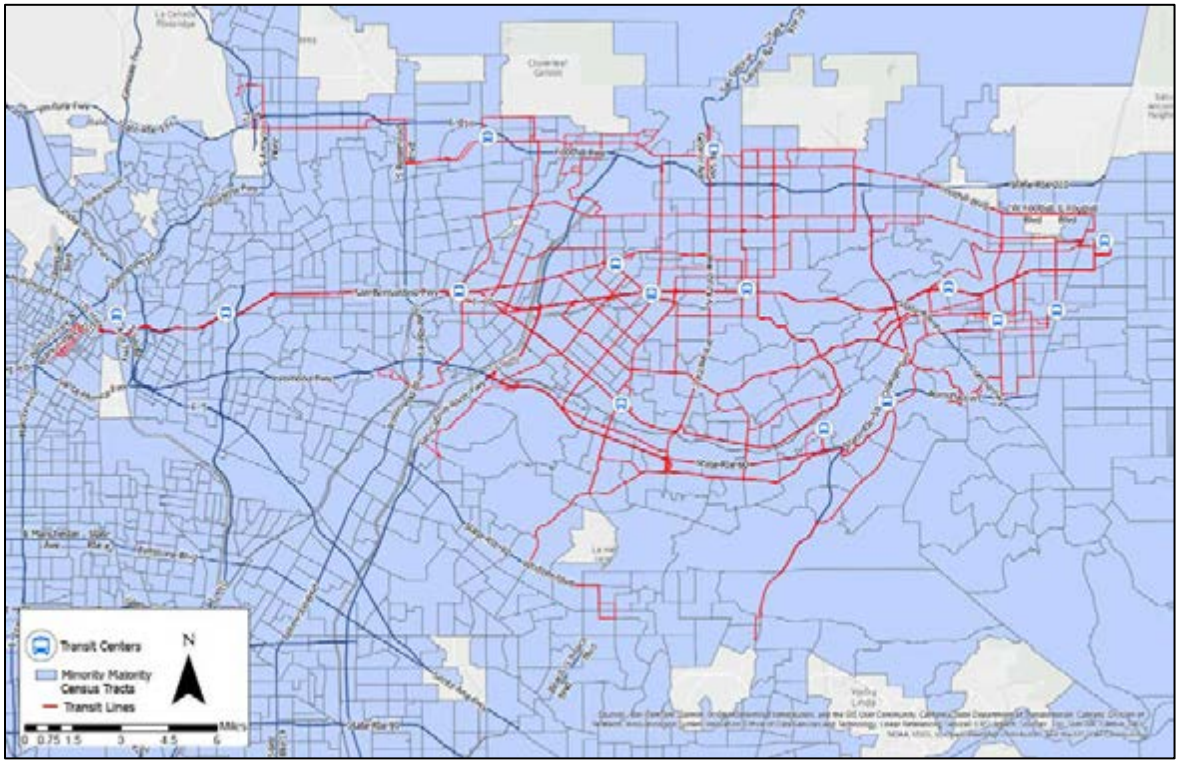
- High-minority areas are served by multiple transit routes
- There are no significant gaps in service coverage within major minority population centers
- Transit service appears to be proportionally distributed based on population density and community need

These findings are consistent with survey results, which show that minority populations—particularly Hispanic/Latino riders—make up a significant share of Foothill Transit users.

Conclusion

The geographic analysis confirms that Foothill Transit services are appropriately and equitably distributed relative to minority population concentrations, supporting compliance with Title VI requirements. The strong alignment between transit service and areas with higher minority populations indicates that the system is effectively providing access to mobility, employment opportunities, and essential services for historically underserved communities.

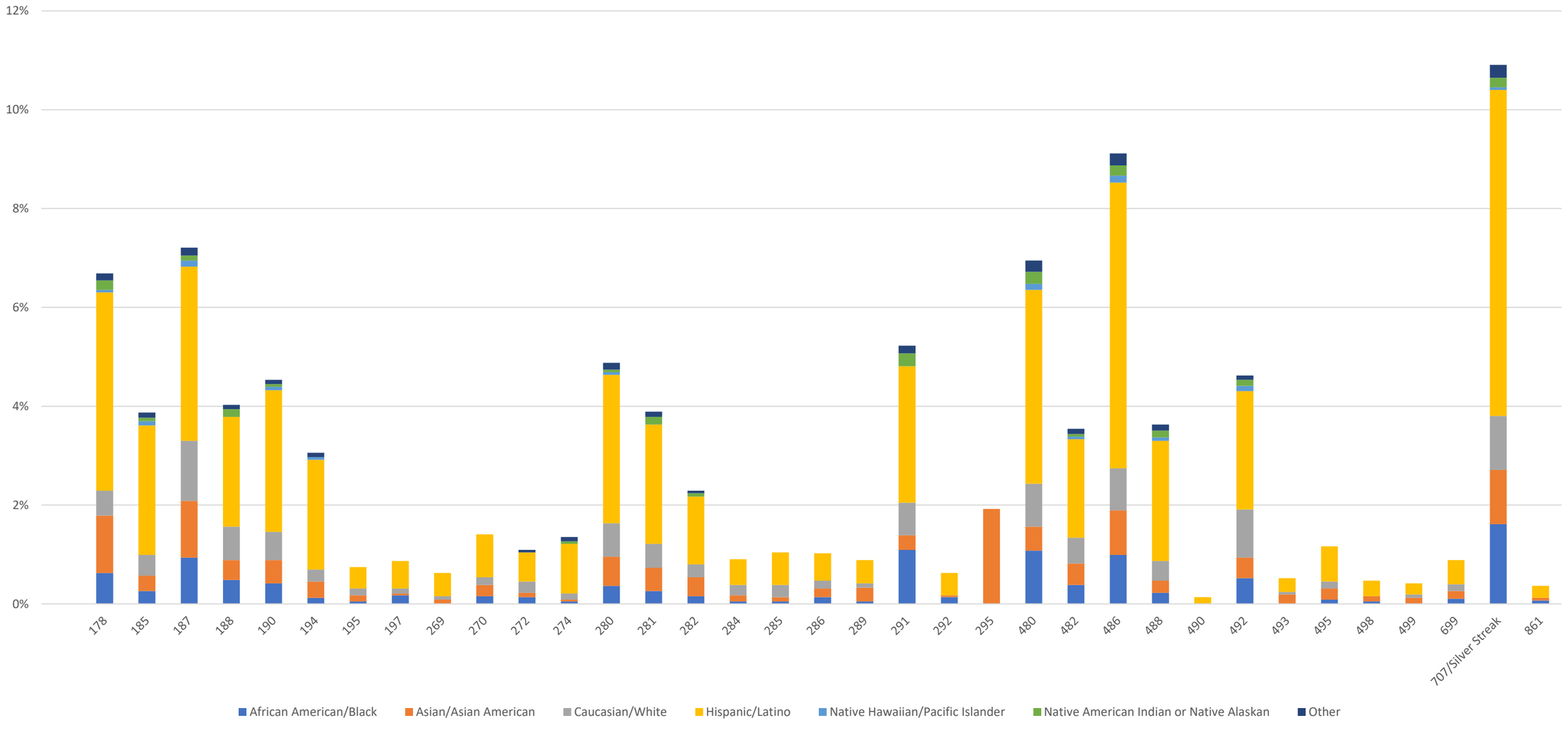
Exhibit 2.8: Map of minority-majority census tracts in Foothill Transit service area



Cross-tabulation: Route vs. Question 3. Race/Ethnicity.

The distribution of riders by route indicates notable variation in demographic composition across the Foothill Transit system, with certain routes showing higher concentrations of specific population groups. Across nearly all routes, Hispanic/Latino riders represent the largest share, often comprising the majority of riders. This pattern is consistent systemwide and reinforces earlier findings that Foothill Transit serves a predominantly minority population.

Exhibit 2.9: Cross-tabulation: Route vs. Race/Ethnicity



Question 4. What is the primary language spoken in your home?

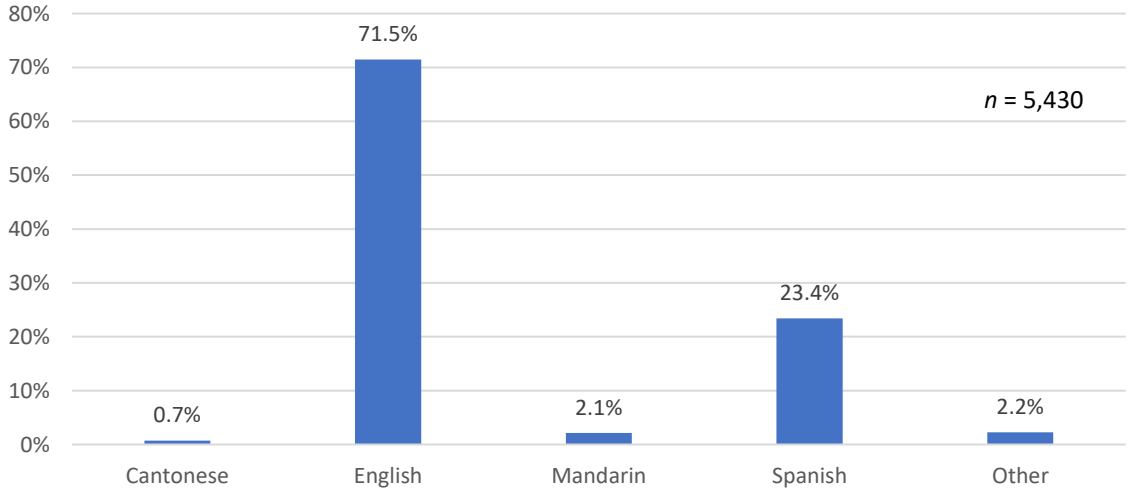
The majority of respondents (71.5 percent) reported English as the primary language spoken at home, followed by Spanish (23.4 percent). Smaller shares reported Mandarin (2.1 percent), other languages (2.2 percent), and Cantonese (0.7 percent).

While many riders appear to be comfortable accessing information in English (as demonstrated by the majority of respondents taking the survey in English), the relatively high proportion of Spanish-speaking households suggests a notable presence of a limited English proficiency (LEP) population. This finding supports the continued provision of Spanish-language materials and outreach. The presence of additional language groups, though smaller in proportion, reflects the linguistic diversity of the rider population and may warrant targeted communication strategies in areas where these populations are concentrated.

To further assess language needs, survey results were evaluated alongside the most recent American Community Survey (ACS) data, which identifies populations that speak English "less than very well." Census data for the Foothill Transit service area similarly indicate that Spanish is the most prevalent non-English language spoken at home, with smaller but measurable populations speaking Asian languages, including Chinese dialects and Vietnamese.

Overall, the survey findings are consistent with regional demographic patterns and confirm that Foothill Transit serves a diverse ridership, including a notable share of LEP individuals. These results reinforce the importance of maintaining and enhancing multilingual communication and outreach efforts to ensure equitable access to transit information and services.

Exhibit 2.10: Primary language spoken at home



Note: Due to rounding, the sum of individual percentage values may not total exactly 100 percent. Minor discrepancies (e.g., 99.9% or 100.1%) are the result of standard rounding conventions.

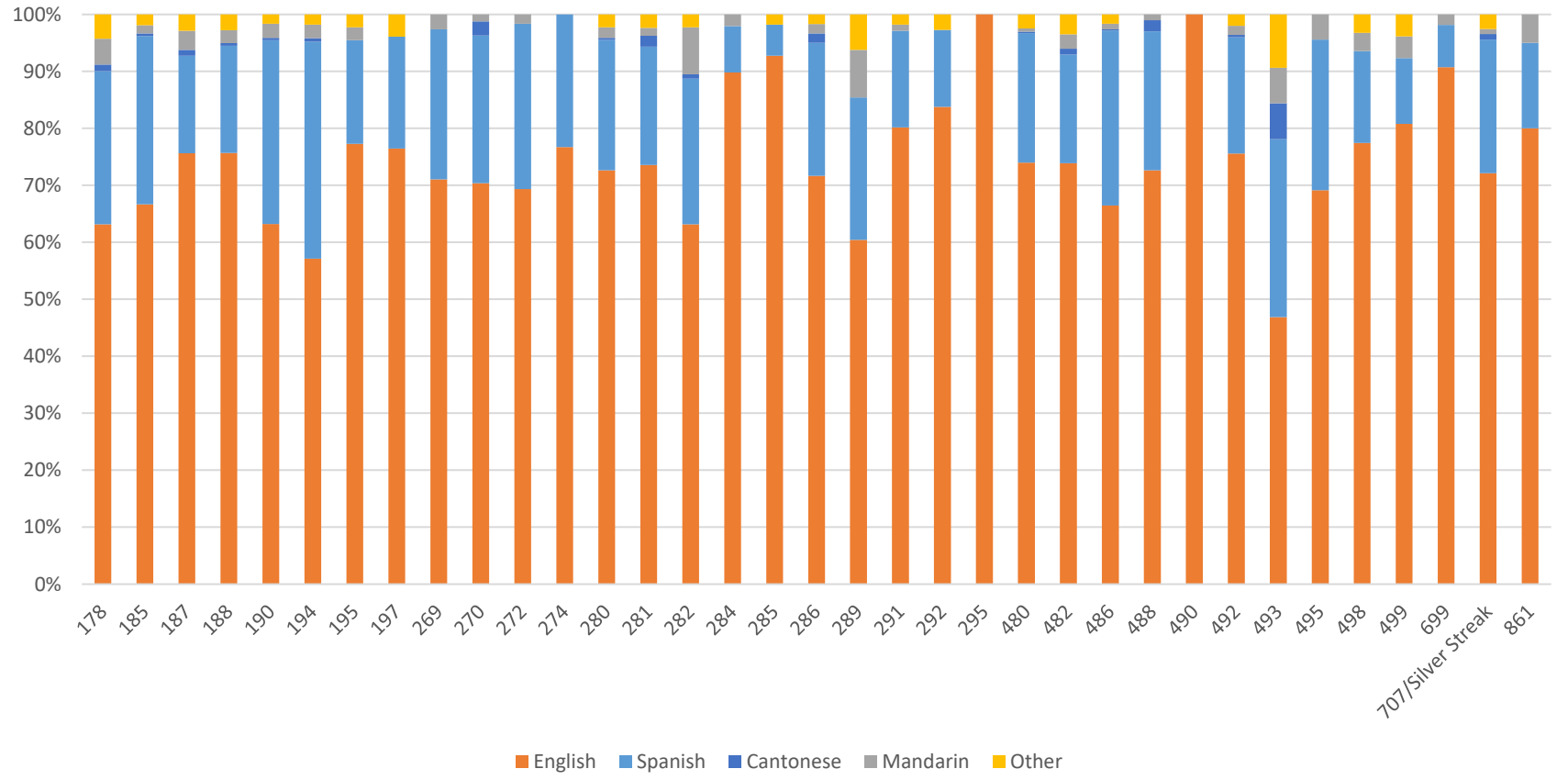
Exhibit 2.11: Primary language spoken at home: Other

Primary language spoken at home: Other	Frequency
Arabic	8
Armenian	1
Bengali	2
Bisaya	1
Burmese	9
Chinese	2
Danish	1
Farsi	2
Filipino/Tagalog	28
French	2
French and Arabic	1
German	1
Hindi	2
Hindi-Punjabi	1
Indonesian	2
Japanese	2
Khmer	1
Korean	7
Luganda	1
Maltese	1
Malinke	1
Multilingual	3
Nepali	3
Polish	1
Portuguese	2
Punjab-Hindi	1
Punjabi	1
Taiwanese	4
Tamil	1
Thai	1
Urdu	3
Vietnamese	8

Cross-tabulation: Route vs. Question 4. Primary Language Spoken at Home

Foothill Transit serves a linguistically diverse rider population, with a strong presence of Spanish-speaking riders across the system and route-specific concentrations of LEP populations. These findings again underscore the importance of multilingual communication strategies and equitable access to transit information to ensure compliance with Title VI and to effectively serve all riders.

Exhibit 2.12: Cross-tabulation: Route vs. Primary Language



Question 5. How well do you speak English?

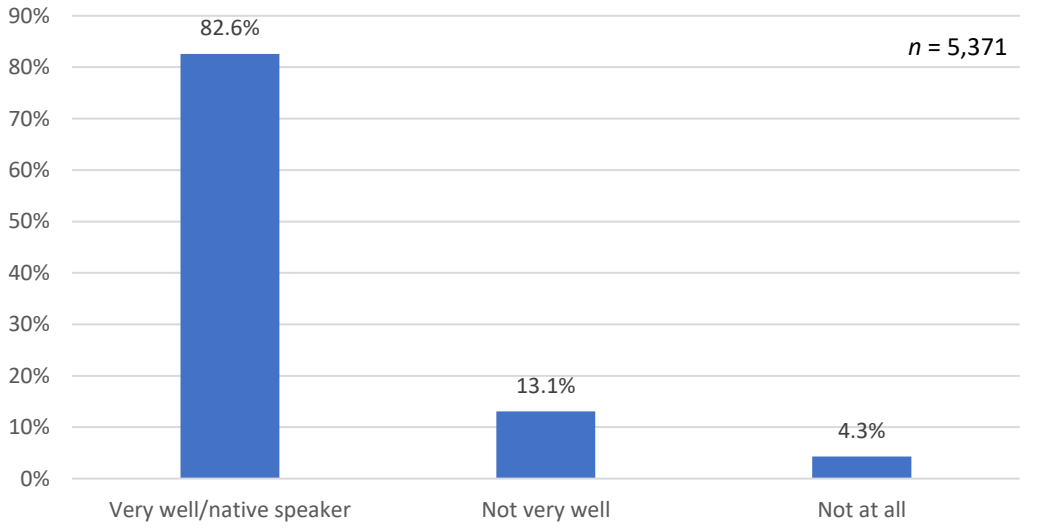
Survey respondents were asked to indicate how well they speak English. The results show that the majority of respondents (82.6 percent) report speaking English very well or being a native speaker. However, a notable portion of respondents report lower levels of proficiency, with 13.1 percent indicating they do not speak English very well and 4.3 percent reporting that they do not speak English at all.

In total, 17.4 percent of respondents may be considered to have limited English proficiency (LEP), defined as individuals who speak English less than "very well." This represents a meaningful segment of the Foothill Transit rider population.

From a Title VI perspective, these findings indicate that while most riders are able to access transit information in English, a significant share may face challenges understanding service information, schedules, fare policies, and service changes without language assistance.

The presence of a measurable LEP population, particularly when considered alongside the high proportion of Spanish-speaking households, supports the continued need for multilingual communication strategies, including the provision of materials in Spanish and other languages where appropriate. These efforts are critical to ensuring meaningful access to transit services and compliance with Title VI requirements.

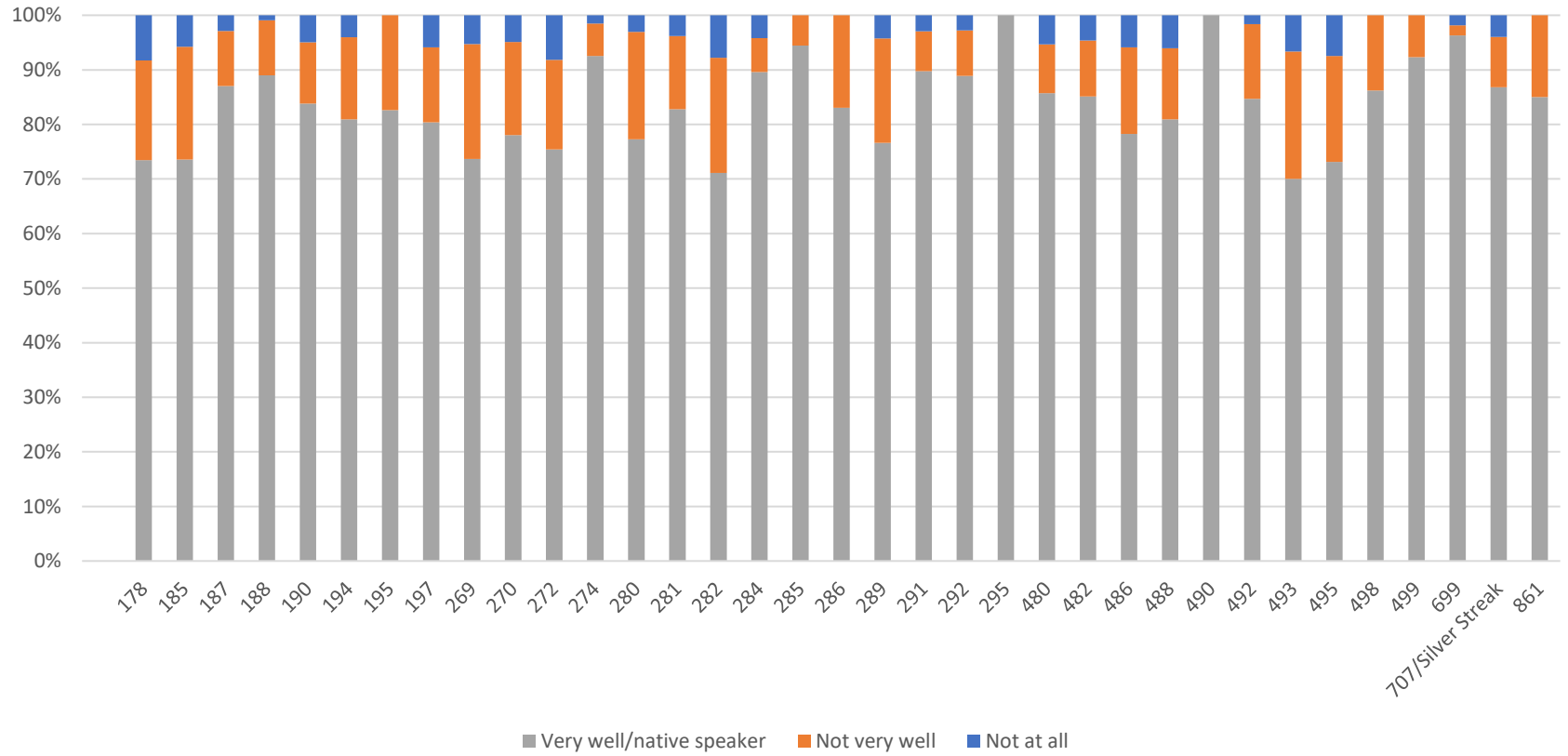
Exhibit 2.13: English proficiency



Cross-tabulation: Route vs. Question 5. English Proficiency

Foothill Transit serves a linguistically diverse ridership. While most riders report being proficient in English, a consistent and meaningful share of Limited English Proficiency (LEP) individuals is present across multiple routes. These findings reinforce the importance of maintaining and strengthening multilingual communication efforts and ensuring equitable access to transit information throughout the system.

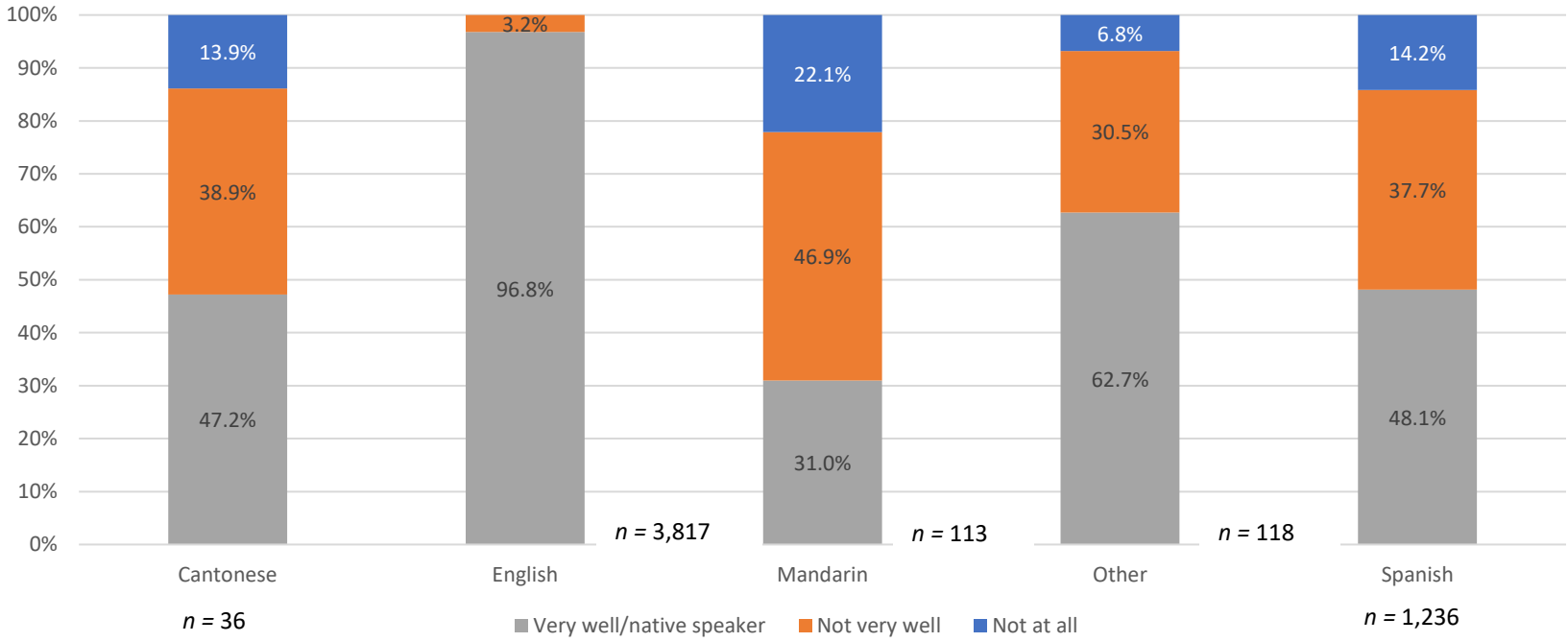
Exhibit 2.14: Cross-tabulation: Route vs. English Proficiency



Cross-tabulation: Question 4. Primary Language Spoken at Home vs. Question 5. English Proficiency

The survey shows a clear link between the primary language spoken at home and English proficiency among Foothill Transit riders. Nearly all riders who speak English at home report speaking English very well or as native speakers (96.8 percent), indicating minimal language barriers. In contrast, riders who speak other languages at home are much more likely to report limited English proficiency. For example, only about half of Spanish (48.1 percent) and Cantonese (47.2 percent) speakers report high proficiency, with sizable shares indicating they do not speak English well or at all (e.g., 51.9 percent of Spanish speakers and 52.8 percent of Cantonese speakers). Mandarin speakers show even lower proficiency (31 percent), with the largest cohort reporting limited English skills. These results highlight the presence of LEP populations within the rider base and underscore the importance of strong multilingual communication strategies to ensure equitable access to Foothill Transit services and service information.

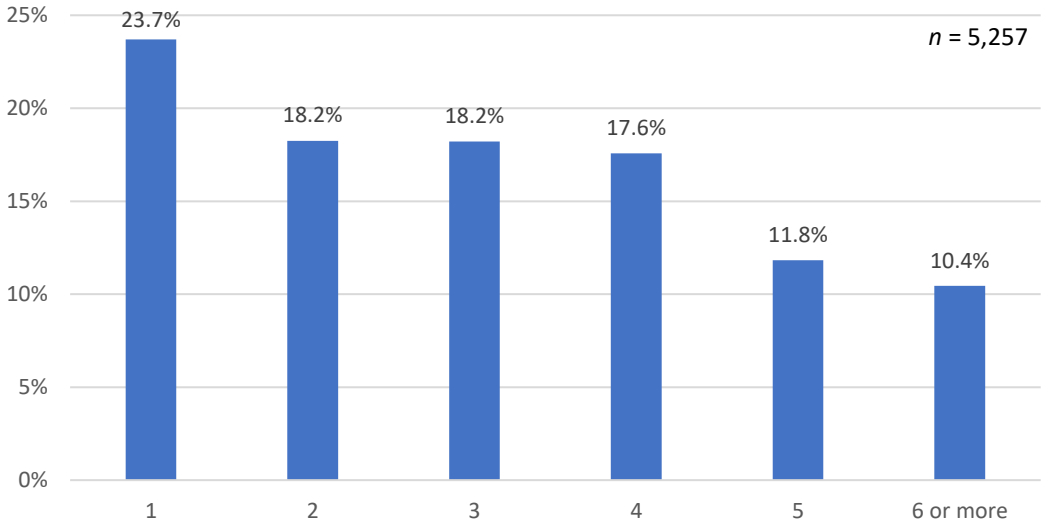
Exhibit 2.15: Cross-tabulation: Primary Language vs. English Proficiency



Question 6. How many individuals (including yourself) live in your household?

Asking household size in a Title VI survey is important because it provides context for economic vulnerability, transit dependency, and equity impacts, even though it is not a protected class itself. Determining low-income status of households impacts the assessment of disproportionate burden when evaluating fare changes.

Exhibit 2.16: Household size



Note: Due to rounding, the sum of individual percentage values may not total exactly 100 percent. Minor discrepancies (e.g., 99.9% or 100.1%) are the result of standard rounding conventions.

Question 7. What is your approximate annual household income?

Survey respondents were asked to report their annual household income. The results indicate that Foothill Transit serves a substantial proportion of riders, with a significant concentration reporting the lowest income categories.

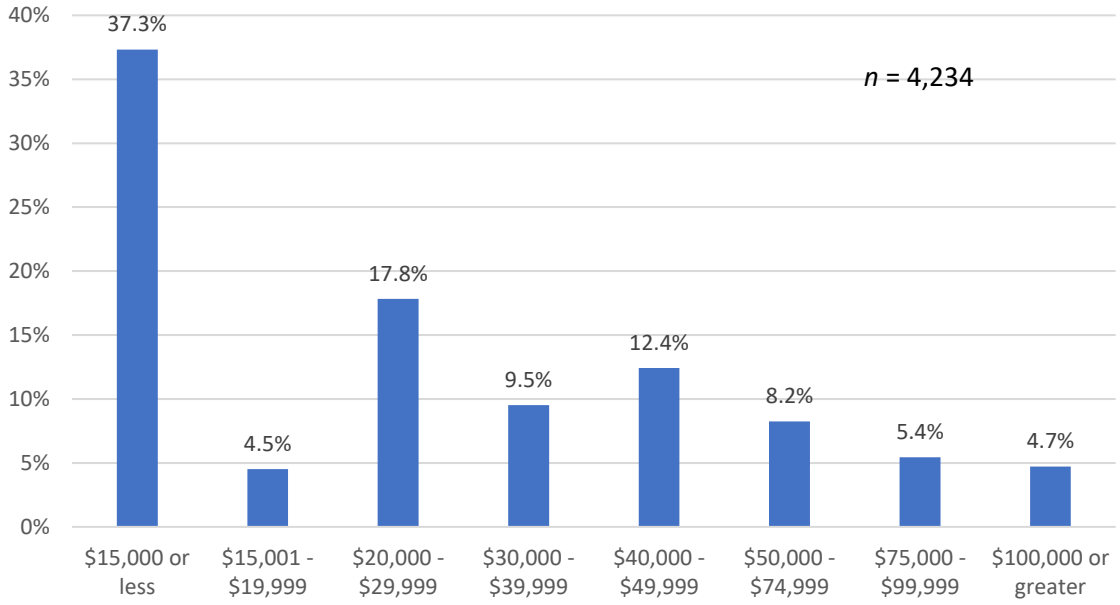
Although nearly a quarter of respondents declined to report income (23.6 percent), the overall distribution clearly indicates that low-income populations comprise a large share of the rider base, reinforcing the importance of continued equity-focused planning and evaluation.

The largest share of respondents (37.3 percent) reported annual household income of $15,000 or less. An additional 4.5 percent reported income between $15,001 and $19,999, and 17.8 percent reported income between $20,000 and $29,999. In total, approximately 60 percent of respondents reported household income below $30,000, highlighting a strong concentration of lower-income households among the participating Foothill Transit riders.

From a Title VI perspective, these findings demonstrate that Foothill Transit serves a predominately low-income rider population, suggesting a high level of transit dependency among individuals who rely on others for essential trips such as employment, education, and access to services. The relatively small share of higher-income riders further underscores the system's role as a critical mobility resource for economically disadvantaged populations.

Given this income distribution, it is important to consider potential equity impacts in future decision-making. Fare changes may place a disproportionate burden on low-income riders, and service reductions could significantly impact access to employment and essential destinations. Maintaining affordable, reliable, and accessible service is therefore essential to ensuring equitable access to transportation.

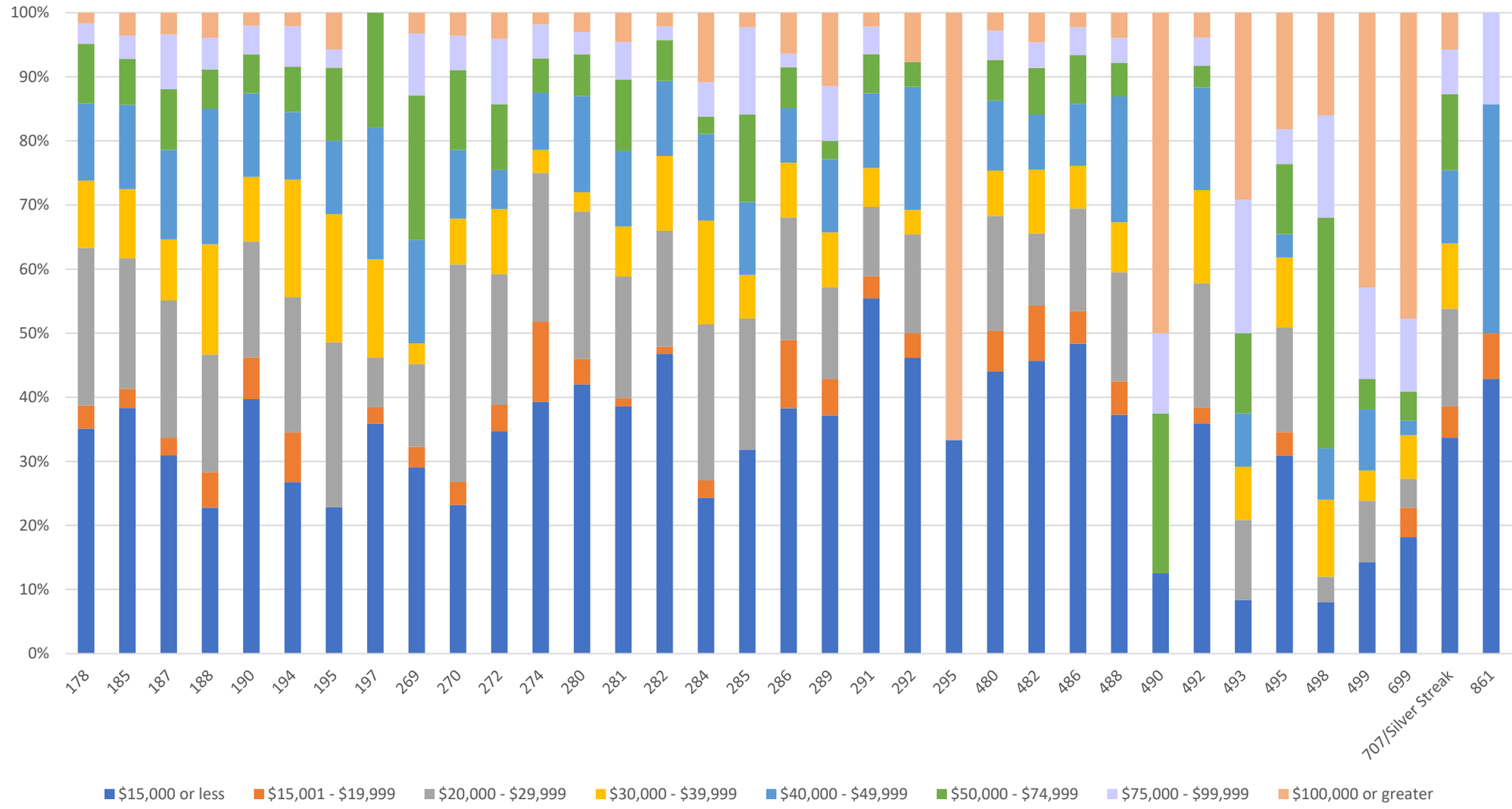
Exhibit 2.17: Household income



Cross-tabulation: Route vs. Question 7. Annual Household Income

Foothill Transit serves a predominantly low-income ridership across most routes. These findings highlight the system's essential role in supporting equitable access to employment, education, and services, and underscore the importance of maintaining affordable, reliable, and accessible transit service for all riders.

Exhibit 2.18: Cross-tabulation: Route vs. Household Income



Geographic Distribution of Low-Income Populations

The following map illustrates the distribution of low-income census tracts across the Foothill Transit service area, overlaid with the agency's transit network and key transit centers. Consistent with Title VI and U.S. Department of Transportation guidance, low-income tracts are identified using two criteria: (1) census tracts with a poverty rate of at least 20 percent, based on federal poverty thresholds established annually by the U.S. Census Bureau; or (2) census tracts where the median family income is at or below 80 percent of the applicable median income benchmark.

For reference, the federal poverty threshold in 2026 is approximately $33,000 for a family of four, though this amount varies by household size. The median income threshold is defined as 80 percent of the statewide median family income or, within a metropolitan area, the greater of 80 percent of the statewide or metropolitan median. Based on American Community Survey (ACS) 2019–2023 5-year estimates, the median family income for the Los Angeles-Long Beach-Anaheim Metropolitan Statistical Area is approximately $100,000 to $110,000, resulting in an 80 percent threshold of roughly $80,000 to $88,000. Census tracts falling at or below these income levels are classified as low-income for the purposes of this analysis.

Several spatial patterns are evident. Low-income tracts are heavily concentrated in the western portion of the service area, particularly in and around El Monte, South El Monte, and the western San Gabriel Valley. Additional clusters extend eastward along major corridors through West Covina, Pomona, and Montclair. These areas generally correspond with denser, more urbanized communities.

The Foothill Transit network closely overlaps many of these low-income areas, especially along key corridors such as Interstate 10 and State Route 60. This alignment indicates that the system serves a substantial number of riders living in economically disadvantaged communities and plays an important role in providing access to jobs, education, and essential services.

At the same time, the map suggests that some lower-income tracts—particularly those located farther from major corridors or in less dense areas—may have more limited direct access to frequent transit service. These locations may represent opportunities for service enhancements, improved connectivity, or targeted investments to better meet the needs of transit-dependent populations.

Overall, the map highlights the strong presence of low-income communities within the Foothill Transit service area and reinforces the importance of maintaining and improving equitable transit access across the system.

Exhibit 2.19: Map of low-income census tracts in Foothill Transit service area

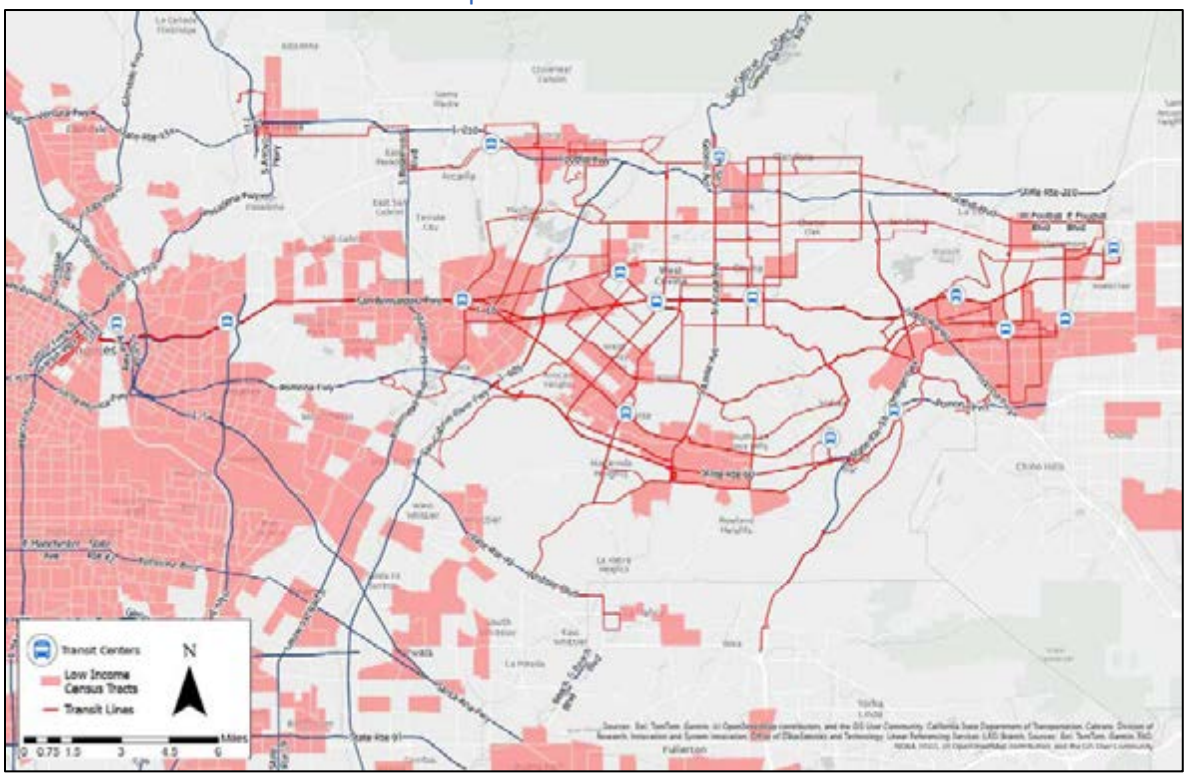


Exhibit 2.20 shows the share of respondents at or near the federal poverty guideline by household size and income, based on the 4,103 respondents who reported both. "At risk" indicates that some individuals within a given income category may fall below the federal poverty threshold depending on household size.

Overall, the results indicate a substantial concentration of riders with low incomes. Nearly half of respondents (47.9 percent) are living below 100 percent of the federal poverty guideline. An additional 14.8 percent fall into income ranges where they may be at or near the poverty threshold (based on their household size and income range). Combined, this means that at least 62.7 percent of rider respondents are likely to be considered low-income.

These findings underscore the extent to which Foothill Transit serves riders with limited financial resources, reinforcing the system's role as a critical service for low-income populations.

Exhibit 2.20: Respondents at risk of living in poverty

	1	2	3	4	5	6 or more
$15,000 or less	14.9%	6.7%	5.4%	4.5%	2.3%	3.1%
$15,001 - $19,999	1.0%	1.0%	1.2%	0.6%	0.5%	0.3%
$20,000 - $29,999	3.8%	3.9%	3.7%	2.7%	2.3%	1.4%
$30,000 - $39,999	1.6%	1.8%	1.8%	1.9%	1.3%	1.1%
$40,000 - $49,999	2.1%	2.7%	2.8%	2.7%	1.1%	1.2%
$50,000 - $74,999	1.0%	1.5%	1.5%	1.6%	1.7%	1.1%
$75,000 - $99,999	0.5%	0.6%	1.3%	1.4%	1.0%	0.6%
$100,000 or greater	0.4%	0.8%	0.7%	1.2%	0.9%	0.8%

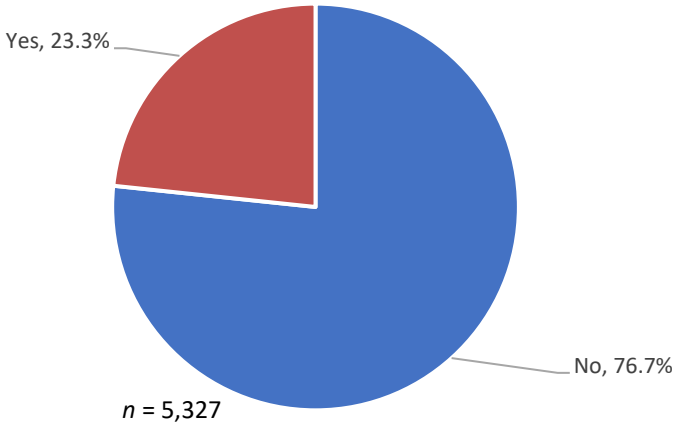
At or below 100% of the federal poverty guideline
At risk of being at or below 100% of the federal poverty guideline

Question 8. Do you have access to a personal vehicle?

The majority of survey respondents (76.7 percent) reported not having access to a personal vehicle, indicating a high level of ride-dependency among the rider population. This finding underscores the critical role that Foothill Transit plays in providing access to employment, education, healthcare, and other essential services.

From a Title VI perspective, the lack of vehicle access, particularly when considered alongside income and demographic characteristics, highlights the importance of maintaining reliable, affordable, and accessible transit service. Given that many riders have limited transportation alternatives, service changes or fare adjustments may disproportionately affect transit-dependent populations, reinforcing the need for careful, equity-focused planning and decision-making.

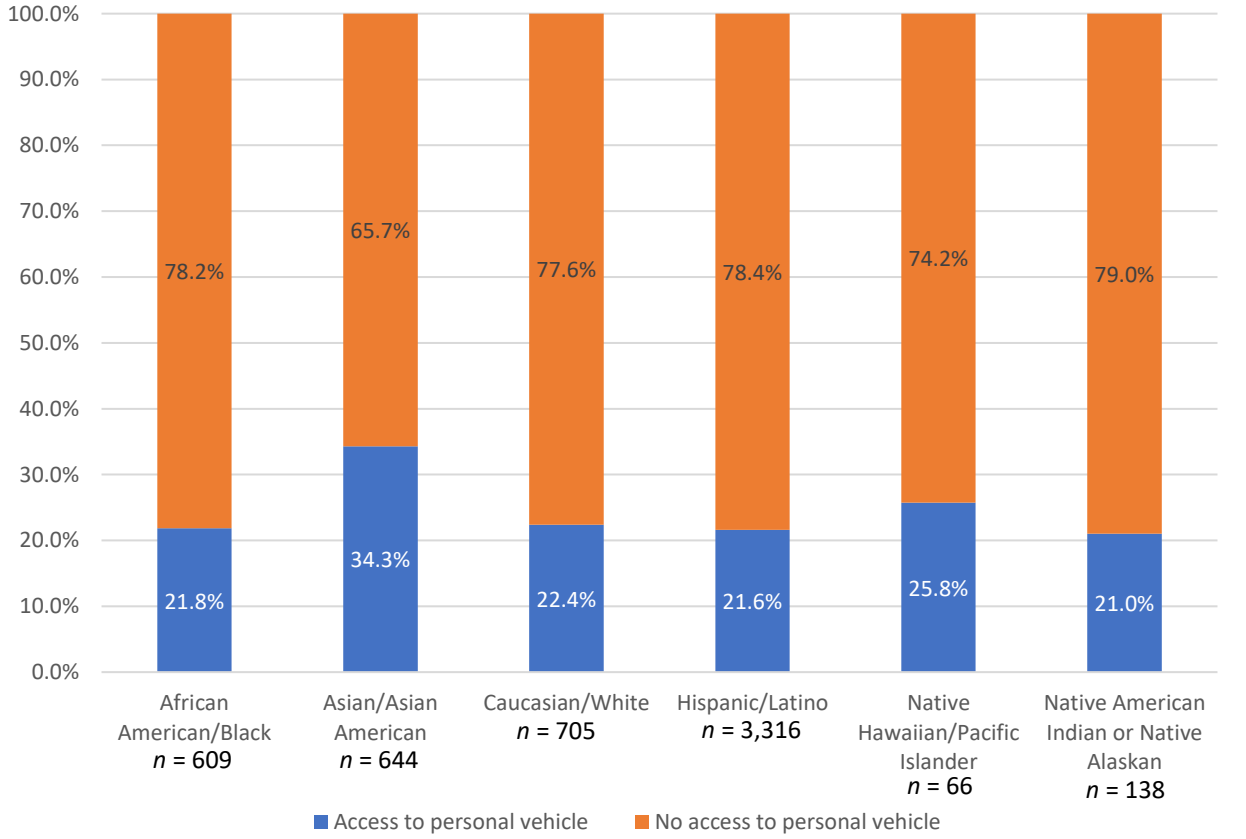
Exhibit 2.21: Access to personal vehicle



Cross tabulation: Question 3. Race vs. Question 8. Access to Personal Vehicle

Foothill Transit serves a highly transit-dependent and predominantly minority rider base, with limited access to personal vehicles across all demographic groups. The particularly high level of transit reliance among Hispanic/Latino riders underscores the importance of maintaining equitable, affordable, and reliable transit service systemwide.

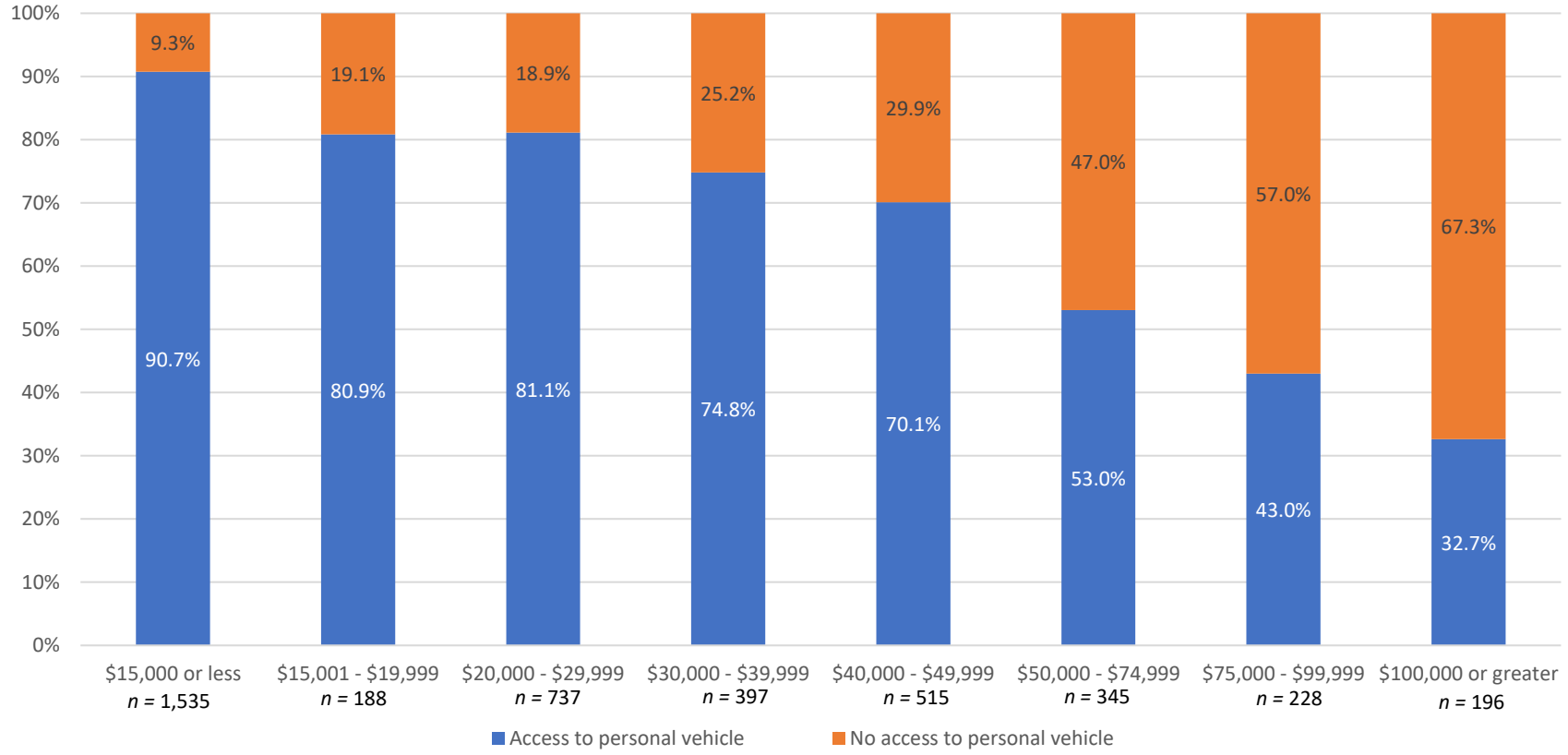
Exhibit 2.22: Cross-tabulation: Race vs. Access to Personal Vehicle



Cross-tabulation: Question 7. Annual Household Income vs. Question 8. Access to Personal Vehicle

Foothill Transit serves a highly transit-dependent population, particularly among lower-income households with limited access to personal vehicles. While vehicle access increases with income, reliance on transit remains significant across all income groups, reinforcing the importance of an equitable and cost-effective transit system.

Exhibit 2.23: Cross-tabulation: Household Income vs. Access to Personal Vehicle



Question 9. Have you or anyone you know had difficulty using Foothill Transit due to a language barrier?

The majority of respondents indicated that neither they nor anyone they know have experienced difficulty using Foothill Transit due to a language barrier (94.8 percent). Among the approximately five percent who responded "yes," many of the comments provided were not directly related to language barriers. As a result, those responses have been compiled and presented separately in an exhibit titled "Comments" included in the Appendix.

Exhibit 2.24: Language barrier

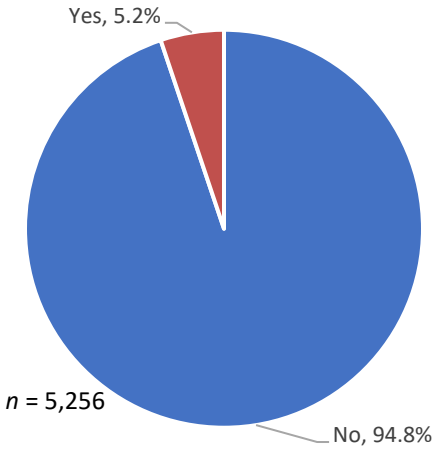


Exhibit 2.25: Language barrier comments

Language Barrier Comments
A few months ago, there was a lady trying to figure out the bus route. She didn't speak English and ended up on the opposite side of the bus stop that she is supposed to be on.
A French girl with limited English.
A passenger is asked to translate when the driver does not understand.
Actually yes, my mom primarily speaks Spanish and rides the bus frequently and says she always has difficulty with how drivers speak to her.
Asians, Mexicans
Asking for help when they don't speak English
Because I can't explain or speak English
Before, but it's getting better now. A.I. helps a lot.
Bus driver was impatient with people who don't speak a lot of English
Bus drivers don't speak other languages like Spanish or Asian.
Cannot reload TAP card due to language barrier on bus
Chine, Mexico people
Chinese seniors

Language Barrier Comments
Denied ride or passed up
Discrimination by the Driver
Don't know how or is difficult to communicate
Don't know where to get off
Don't speak and understand English well.
Drivers speak to me, and I don't know how to answer.
Families who do not speak English
Grandfather can't speak English as well.
Hard to ask for directions if drivers don't speak Spanish
Me and my family were followed by a homeless person on the bus to DTLA but I don’t know how to ask the driver for help
Hispanic friend who is new to neighborhood had to get to court and got turned around because no Spanish speaking drivers
I don't know English very well.
I have had to help out people at the bus stops understand which line to take because they couldn’t read English.
I have met people who don't fully understand how to use a cell phone, and—rather than asking about the language they speak—they prefer to avoid using the bus.
I have seen a lot of Asian people having difficulty navigating due to not being able to read and speak English.
I have seen a lot of Asian people trying to understand how to navigate but due to their education level and language they are not able to ask directions
I need to ask the passengers for clarification.
I once saw a woman try to ask the bus driver to stop because she didn't know how due to her not speaking English
I sometimes encounter/translate for older individuals who speak Spanish; different bus routes & destinations
I witness others have this problem. Mostly Spanish and Chinese speakers.
I've witnessed a lot of people asking for help but they don't speak English fluently so it’s hard for them to understand to get to the destination they want to go
It's hard to talk much with the bus driver, English is not very good, many questions I want to ask about your bus.
I’ve had difficulty with asking drivers for directions or which bus to take. Simply rude drivers
Just when the Spanish speaking or Chinese cause they don’t understand how to take bus
Most of the drivers don't speak Spanish.
Mostly Asian-speaking friends
My father had trouble with basic things, such as knowing how to request a stop or where to properly park his bicycle outside. Although he doesn't speak English, he was able to understand; however, it was still a bit difficult due to the language barrier.
My grandad
My grandma solely uses Spanish and struggles to understand bus routes

Language Barrier Comments
My grandmother in the late 90's early 2000's, when the technology or information for routes was less accessible
My mom
My mom didn't know English very well
My mom gets lost sometimes because driver doesn't speak Spanish
My mom sometimes has a hard time communicating
My mom speaks only Spanish, and whenever she has wanted to know if a specific bus route passes through a particular area, the drivers haven't been able to help her.
My mom. She doesn't know English
My mother never used the bus or rail system in her life because of language barrier
My parents have a hard time using Foothill Transit website
My parents often have a hard time communicating
My relative was asking about schedule to a Latino driver, he wouldn't respond because they spoke Spanish to him
My son and other individuals with autism and special needs.
My uncle tried to get off the bus but driver couldn't understand him
Need more call translators
No, because the drivers understand a little bit of Spanish.
Non-native English speaker asking for directions
Not all drivers speak Spanish
Not all the drivers speak Spanish, and others are indifferent—not very friendly.
Once saw this dude trying to ask the driver for help and he didn't understand the guy
Passenger was unable to ask driver – only speaks Thai
People who don't speak English asking for directions from phone or address
People I regularly ride the 178/185 buses with
People speaking a foreign language get left behind
Saw Chinese woman getting on Silver Streak trying to get on the wrong direction of bus. I helped the driver to redirect her to the opposite bus stop. She still stayed at the same bus stop.
My friend needs to show her destination in English on paper to the driver at the beginning when she gets on. Now is better.
Slight language barrier between bus driver & bus rider. Seen it happen a few times before.
Some drivers don't speak English
Some drivers don't speak with kindness and professionalism which is my language.
Some drivers have a thick accent or don't know a bit of English
Some of my family members don't understand English and some bus drivers get mad
Some older Hispanic workers who were not explained why the CSULA stop was skipped last year. I reached out to Silver Streak and they followed up with the driver
Some people can be rude to my mom for not speaking English
Some people—particularly those who are unfamiliar with the process—don't know how much to pay, or aren't sure how to signal the driver when they want to get off.
Sometimes folks seem shy to ask about routes, and they may not be native speakers.

Language Barrier Comments
Sometimes I feel ignored because the bus driver has trouble understanding me, so they don't respond
Sometimes they cannot explain to the driver where they are going.
Sometimes they have trouble getting around or asking for directions if the bus driver does not know Spanish very well
Sometimes difficulty understanding driver
Sometimes, I ask whether it's heading south or north.
Spanish speaker language barrier
Telling or communicating with a driver, can't ask questions.
The driver didn't speak Spanish; I had to ask someone.
The person didn't know the way or direction
There are some who don't speak Spanish
There's always someone to help
They are deaf and the driver didn't have the patience
They don't know how to take bus
They don't speak English.
Those who are first time bus riders
Usually riders who speak another language that the driver does not more than often get left behind.
When they cannot do their job right or the driver is responsible for his passengers
Yes, but it's more of the individual driver than it is the bus operator of the agency
Yes, I've seen multiple Spanish mothers have difficulty getting to the place they want to go to because of the language barrier
Yes, when people want to talk on their phone and music on the phone while passengers are trying to talk to the driver.
You ask the driver questions, but he cannot answer because he does not speak Spanish.

Question 10. How often do you ride Foothill Transit?

Survey respondents were asked how often they ride Foothill Transit. These results demonstrate that Foothill Transit primarily serves a core base of frequent riders, with more than two-thirds of respondents using the service at least four days per week. This pattern is indicative of regular, habitual use, often associated with commuting to work, school, or other essential activities.

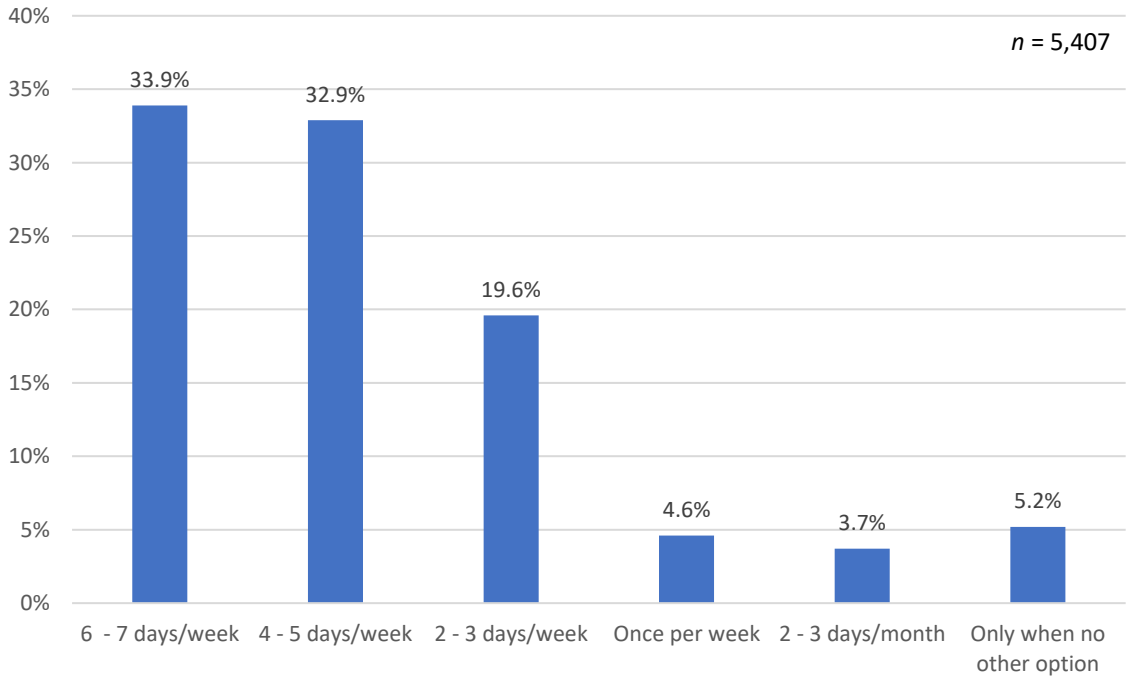
The relatively small share of infrequent riders suggests that Foothill Transit is less commonly used on an occasional or discretionary basis, and instead functions as a primary mode of transportation for many users.

From a planning and Title VI perspective, the high proportion of frequent riders underscores the importance of maintaining:

- Reliable and consistent service,
- Frequent service levels on key routes, and
- On-time performance and system dependability.

Given this level of reliance, any service disruptions or changes could have a direct and significant impact on daily mobility, particularly for transit-dependent populations.

Exhibit 2.26: Frequency of Use

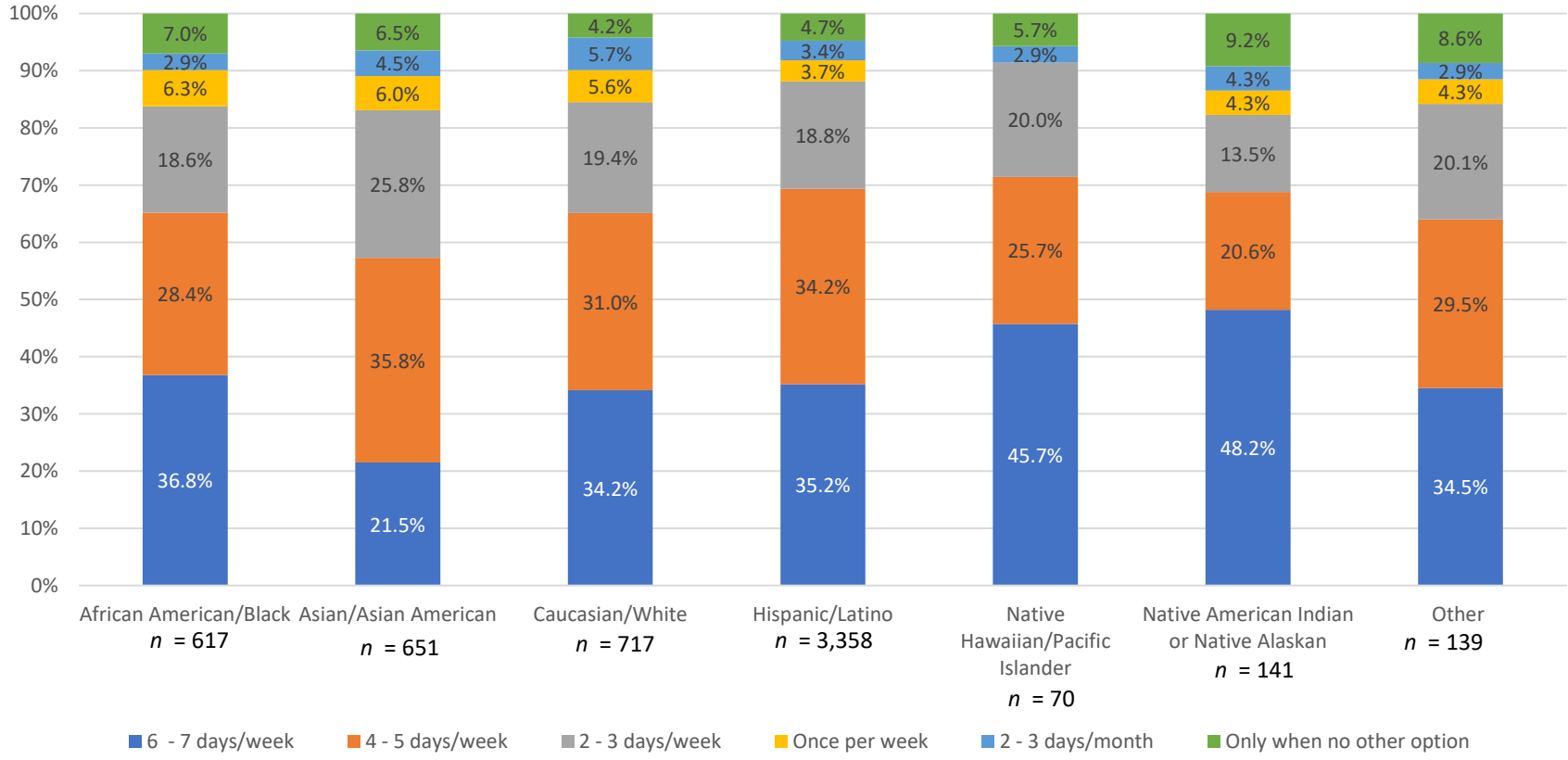


Note: Due to rounding, the sum of individual percentage values may not total exactly 100 percent. Minor discrepancies (e.g., 99.9% or 100.1%) are the result of standard rounding conventions.

Cross-tabulation: Question 3. Race vs. Question 10. Frequency of Use

Overall, the findings demonstrate that Foothill Transit serves a diverse rider base with generally high levels of usage across all racial and ethnic groups. The prevalence of frequent ridership underscores the system's importance as a reliable and essential service for many communities.

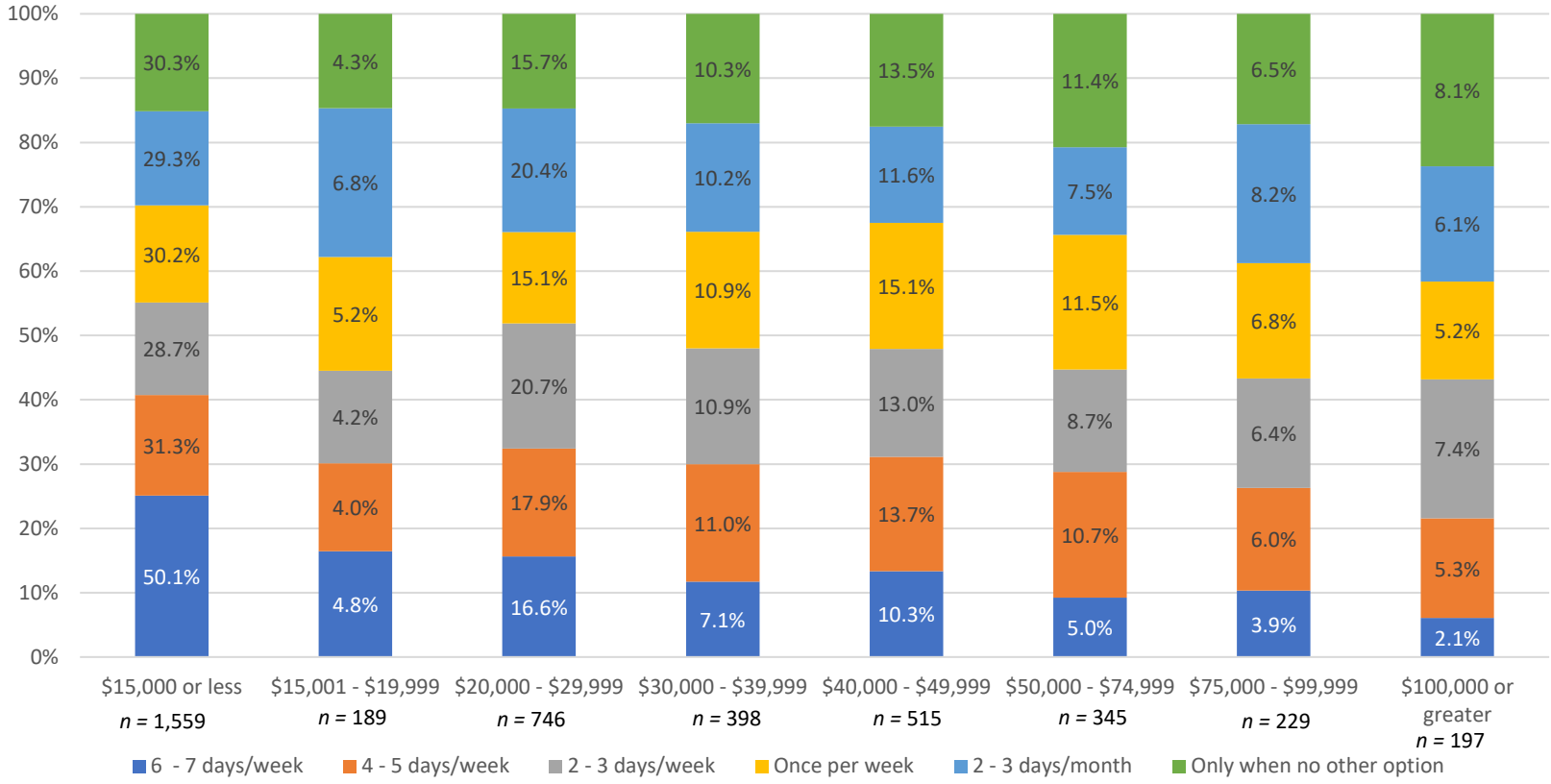
Exhibit 2.27: Cross-tabulation: Race vs. Frequency of Use



Cross-tabulation: Question 7. Household Income vs. Question 10. Frequency of Use

Foothill Transit serves a highly transit-dependent low-income population, with frequency of use declining as income increases. These findings underscore the importance of maintaining equitable, reliable, and affordable transit service, particularly for riders who rely on the system most for their daily mobility needs.

Exhibit 2.28: Cross-tabulation: Household Income vs. Frequency of Use



Question 11. How long have you been riding Foothill Transit?

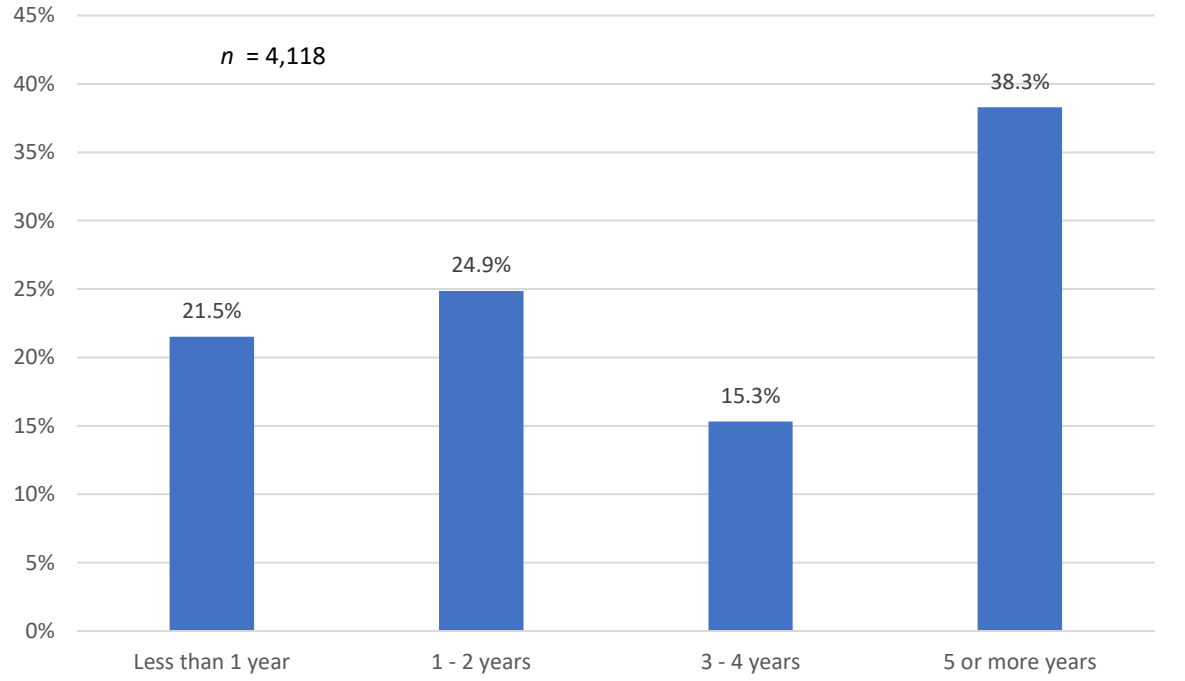
Survey respondents were asked how long they have been riding Foothill Transit. These results demonstrate that Foothill Transit serves a balanced mix of long-term and newer riders. The high proportion of riders with five or more years of experience reflects customer retention and sustained satisfaction, while the presence of newer riders indicates ongoing system relevance and ridership growth.

From a planning perspective, this mix highlights the importance of:

- Maintaining consistent and reliable service to retain long-term riders,
- Continuing outreach and marketing efforts to attract new users, and
- Ensuring that service remains accessible and easy to navigate for both experienced and first-time riders.

The combination of long-term loyalty and continued ridership turnover suggests that Foothill Transit plays a critical and enduring role in the mobility of residents within its service area.

Exhibit 2.29: Ridership Tenure



Question 12. How did you pay for this trip?

Survey respondents were asked how they paid for their trip. The results indicate that cash-based and subsidized fare programs are the primary payment methods among Foothill Transit riders.

The largest share of respondents (35.1 percent) reported paying using TAP cash value, followed closely by 33.2 percent who paid with cash. Together, these two methods account for more than two-thirds of all responses, highlighting the continued importance of both electronic stored value and traditional cash payment options. A notable share of riders (16.1 percent) utilized student passes, reflecting the system's role in supporting student mobility.

These results suggest that Foothill Transit riders rely heavily on flexible and accessible fare payment options, particularly TAP stored value and cash. The continued prevalence of cash usage may indicate:

- A significant population of unbanked or underbanked riders, and
- A need to maintain equitable access to fare payment options.

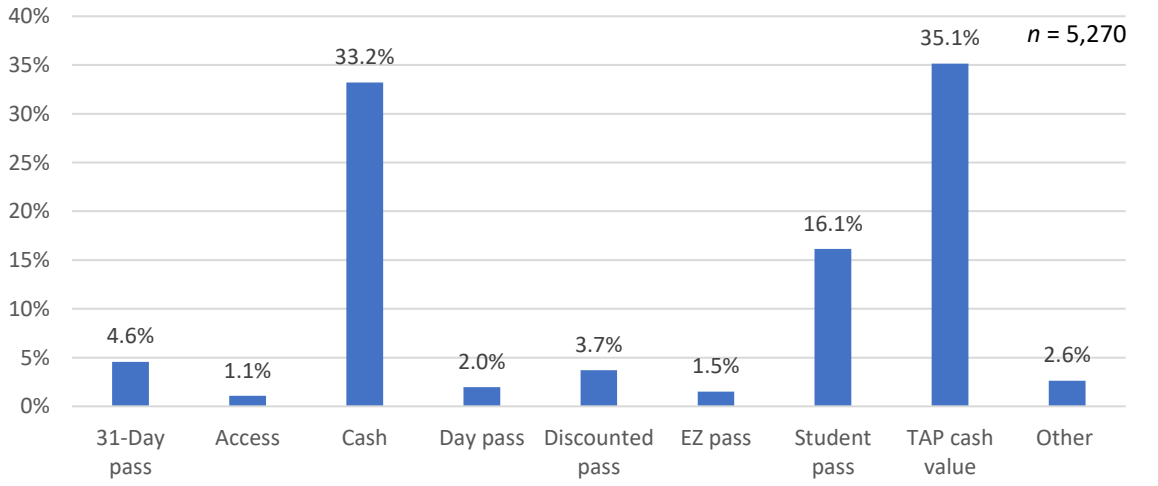
The use of student passes further highlights the importance of reduced-fare programs in supporting key rider groups.

From a planning and Title VI perspective, these findings reinforce the importance of:

- Maintaining multiple fare payment options to accommodate diverse rider needs,
- Ensuring that transitions to more digital or contactless systems do not create barriers for vulnerable populations, and
- Continuing to support and promote discounted fare programs for eligible riders.

Overall, the distribution of fare payment methods reflects a diverse and transit-dependent ridership, underscoring the need for inclusive and accessible fare policies.

Exhibit 2.30: Fare Payment



Note: Due to rounding, the sum of individual percentage values may not total exactly 100 percent. Minor discrepancies (e.g., 99.9% or 100.1%) are the result of standard rounding conventions.

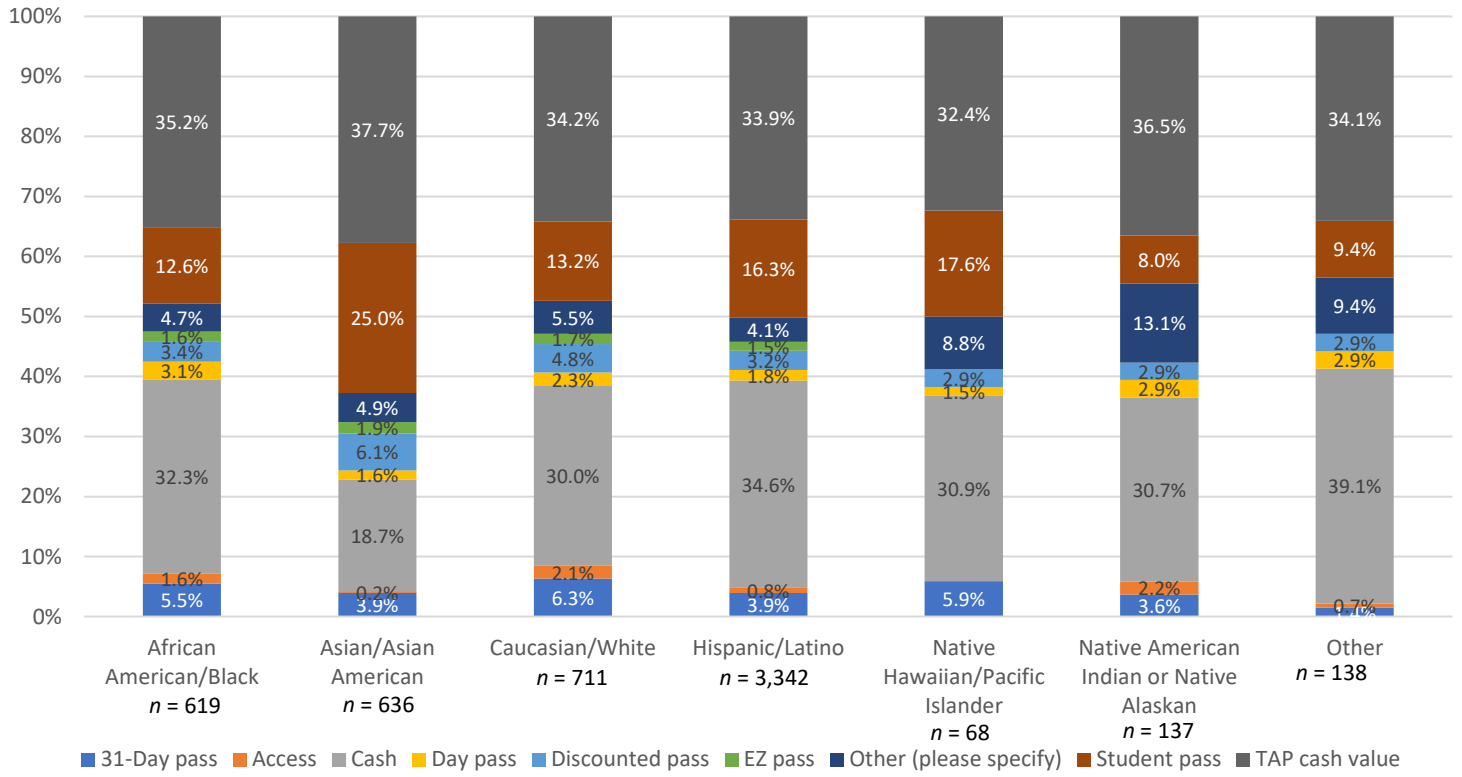
Exhibit 2.31: Fare Payment: Other

Payment: Other	Frequency
10-Trip Pass	13
20-Day pass	3
90-Day pass	3
American Career Transportation Program	1
Card	1
Courtesy ride/Did not pay	44
Express pass	1
Free 90 days	1
Law enforcement	1
LIFE pass	34
Metro Bus pass	2
Metrolink pass/ticket/transfer	5
Mobile app	1
Mt. Sac pass	2
Omnitrans	1
PCA	2
Senior pass	12
Senior TAP	3
Subsidize	1
TAP 20 free rides	2
TAP App	1
TAP in apple wallet	1
Transfer	2
Work pays	1
Zone pass	1

Cross-tabulation: Question 3. Race vs. Question 12. Fare Payment

Fare payment patterns are broadly consistent across racial and ethnic groups, with a strong reliance on cash and TAP stored value options. These findings highlight the importance of maintaining flexible and accessible fare payment systems to support Foothill Transit's diverse and transit-dependent rider population.

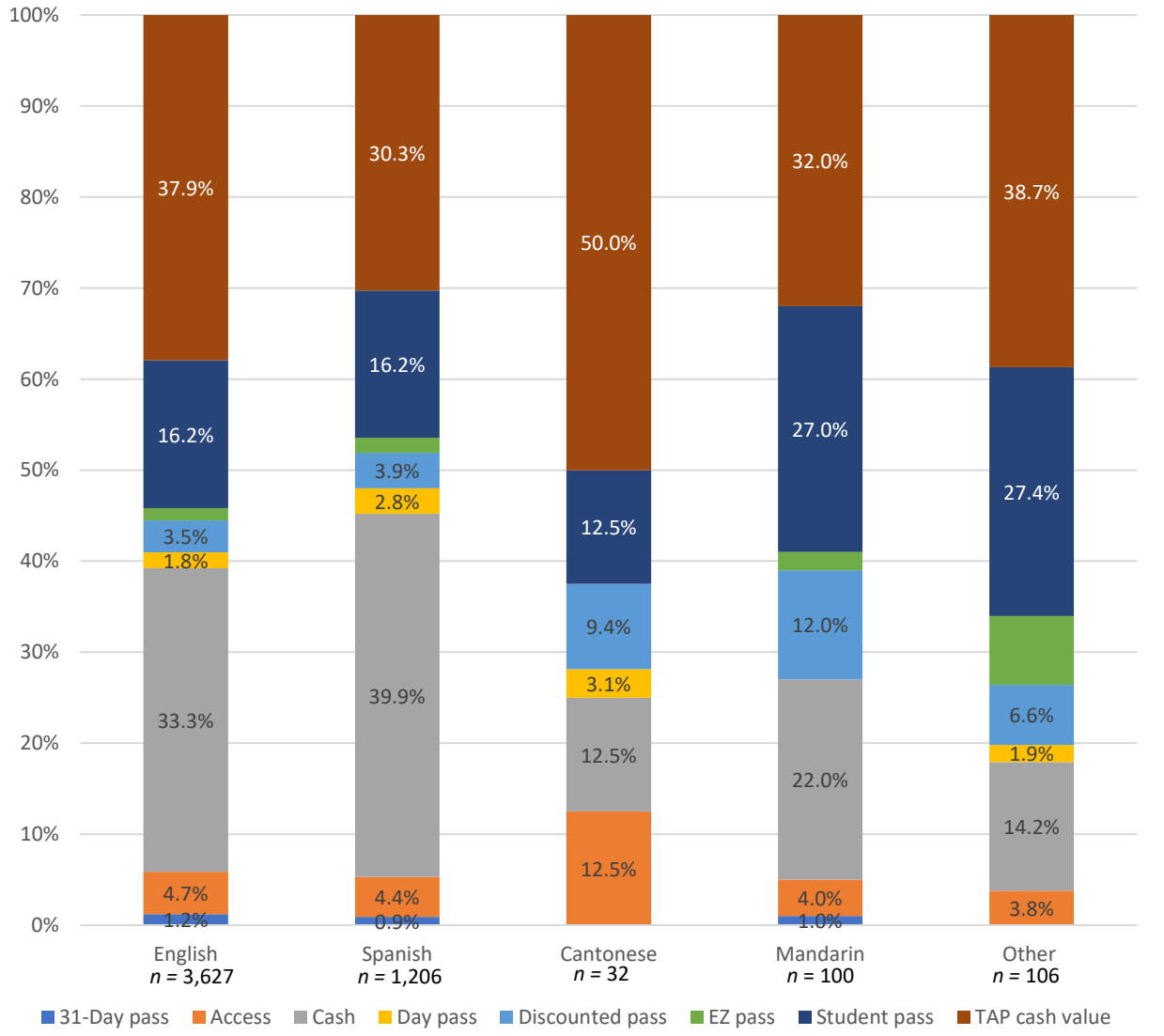
Exhibit 2.32: Cross-tabulation: Race vs. Fare Payment



Cross-tabulation: Question 4. Primary Language vs. Question 12. Fare Payment

Fare payment behaviors are largely consistent across language groups, with both English- and Spanish-speaking riders making use of a range of fare options. These findings highlight the importance of maintaining clear, accessible, and multilingual fare communications to ensure equitable access for Foothill Transit's diverse rider population.

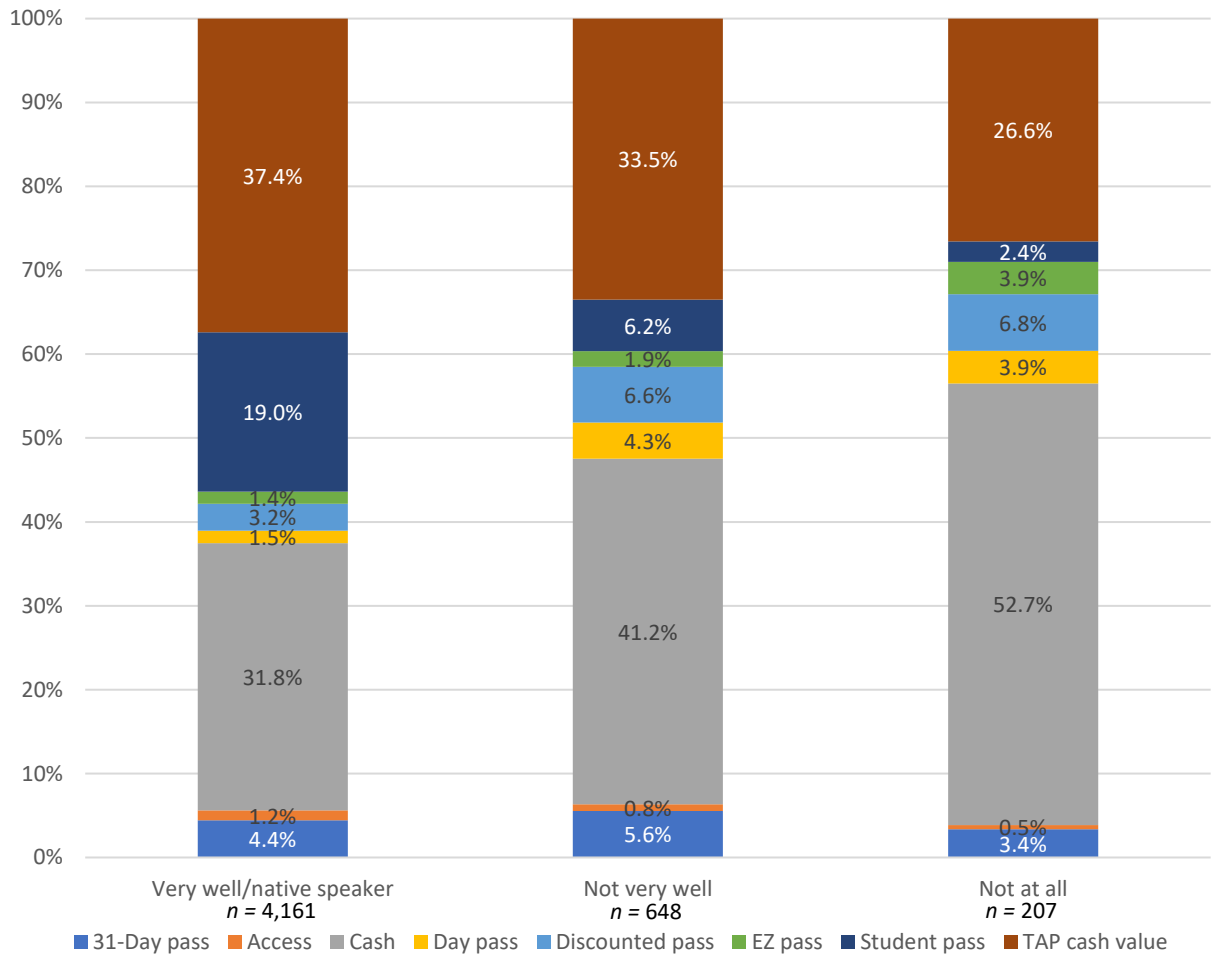
Exhibit 2.33: Cross-tabulation: Primary Language vs. Fare Payment.



Cross-tabulation: Question 5. English Proficiency vs. Question 12. Fare Payment

While most riders across all English proficiency levels used all different fare payment types, those who do not speak English "very well" were more likely to use cash to pay their fare. Those proficient in English were more likely to use a student pass or TAP cash value, suggesting there may need for additional non-English outreach about non-cash fare payment options. These findings reinforce the importance of maintaining clear, multilingual, and accessible fare systems to ensure equitable access for all Foothill Transit riders.

Exhibit 2.34: Cross-tabulation: English Proficiency vs. Fare Payment

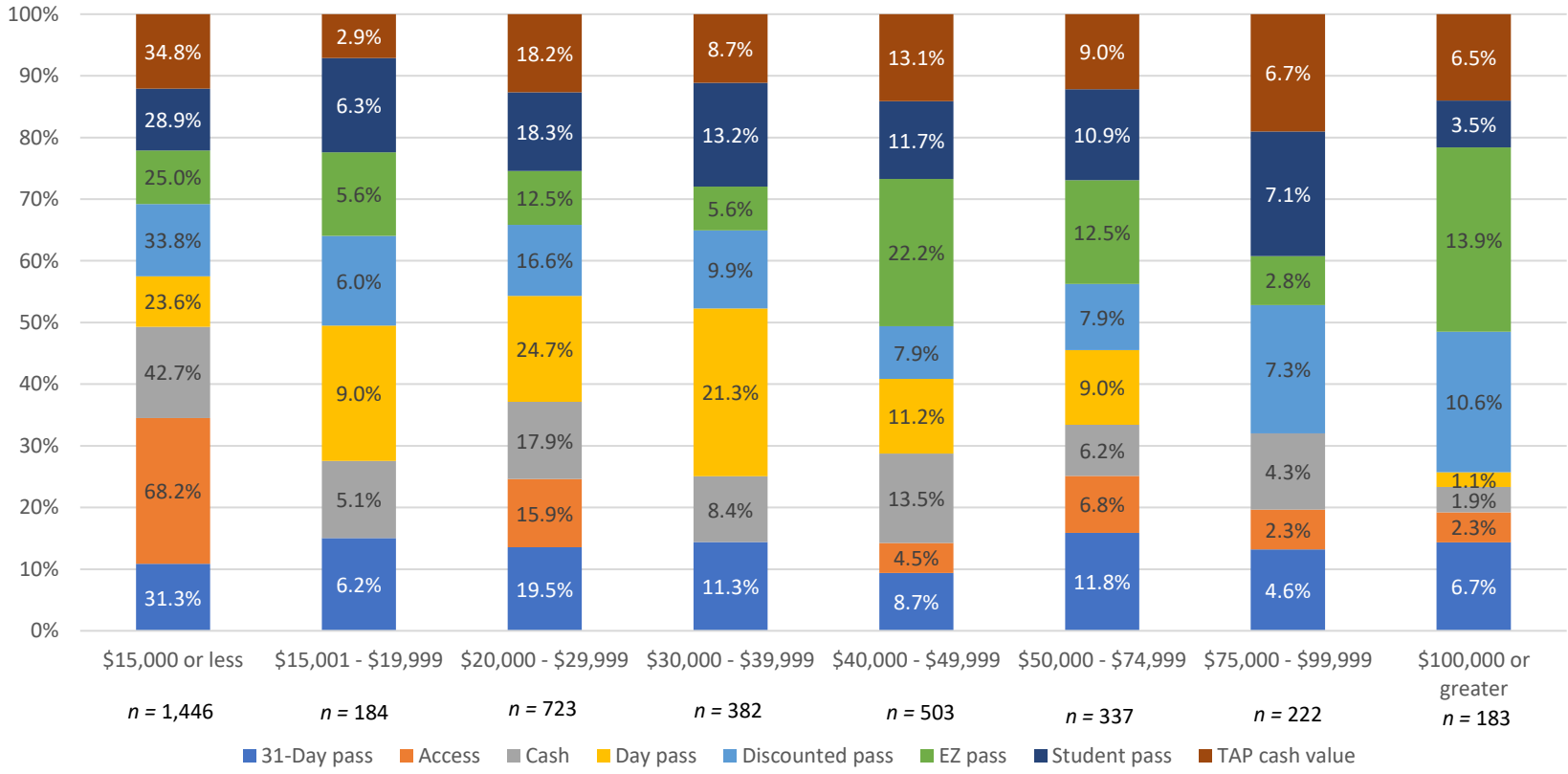


Cross-tabulation: Question 7. Annual Household Income vs. Question 12. Fare Payment

Fare payment patterns vary notably by income level, with lower-income riders more likely to rely on flexible, pay-as-you-go options, while higher-income riders tend to use pass-based products. This difference likely reflects financial constraints, as lower-income individuals may not have the ability to pay the upfront cost of higher-priced fare options, such as monthly passes, whereas higher-income riders are better positioned to absorb these costs in a single transaction.

These findings highlight the importance of maintaining a fare structure that is affordable, accessible, and flexible, ensuring equitable transit access for Foothill Transit's diverse rider population.

Exhibit 2.35: Cross-tabulation: Household Income vs. Fare Payment



Question 13. When riding Foothill Transit, what is your most common trip purpose?

Survey respondents were asked to identify their most common trip purpose when riding Foothill Transit. The results indicate that the system is primarily used for work and school-related travel, highlighting its critical role in supporting access to employment and education.

These findings demonstrate that Foothill Transit functions primarily as a commuter and essential services network, with more than 70 percent of riders using the system for work or school. This level of reliance underscores the importance of maintaining:

- Reliable and frequent service during peak travel periods,
- Consistent on-time performance, and
- Strong connections to employment centers and educational institutions.

The presence of riders using transit for errands, healthcare, and social purposes also highlights the system's broader role in supporting daily life activities and access to essential services.

From a planning and Title VI perspective, the high share of work- and school-related trips indicates that many riders are transit-dependent, and that service changes could directly impact access to economic opportunity and education—particularly for low-income and minority populations.

Exhibit 2.36: Trip Purpose

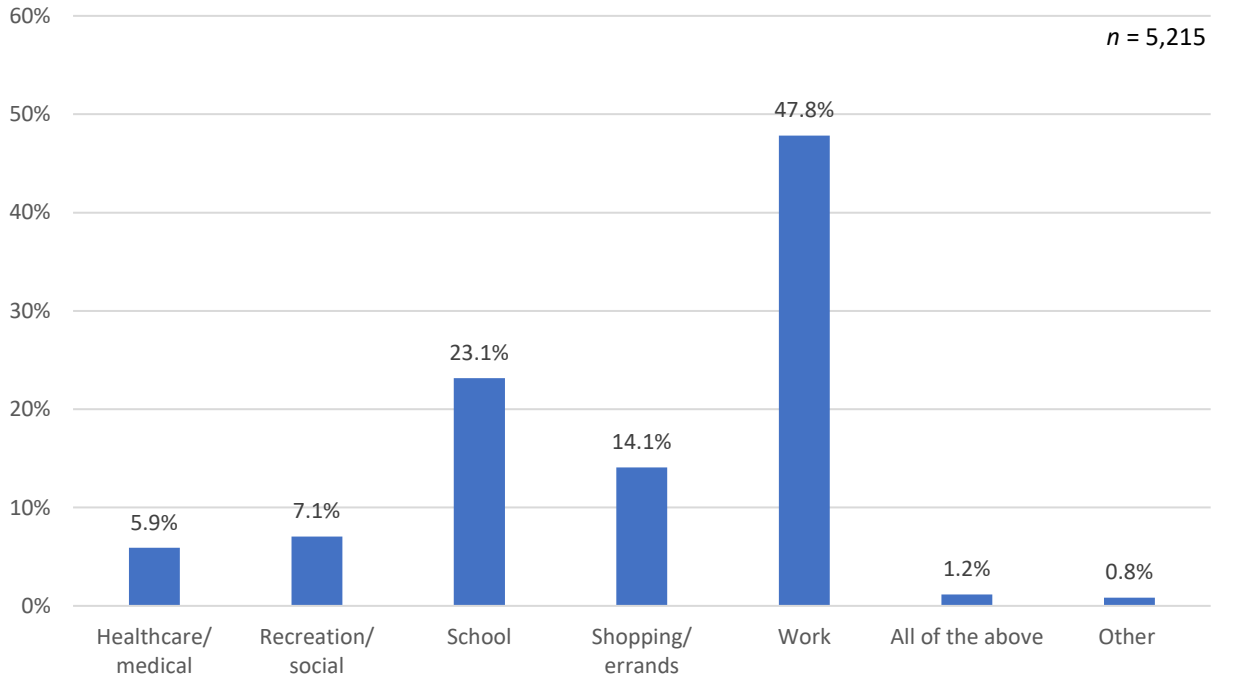


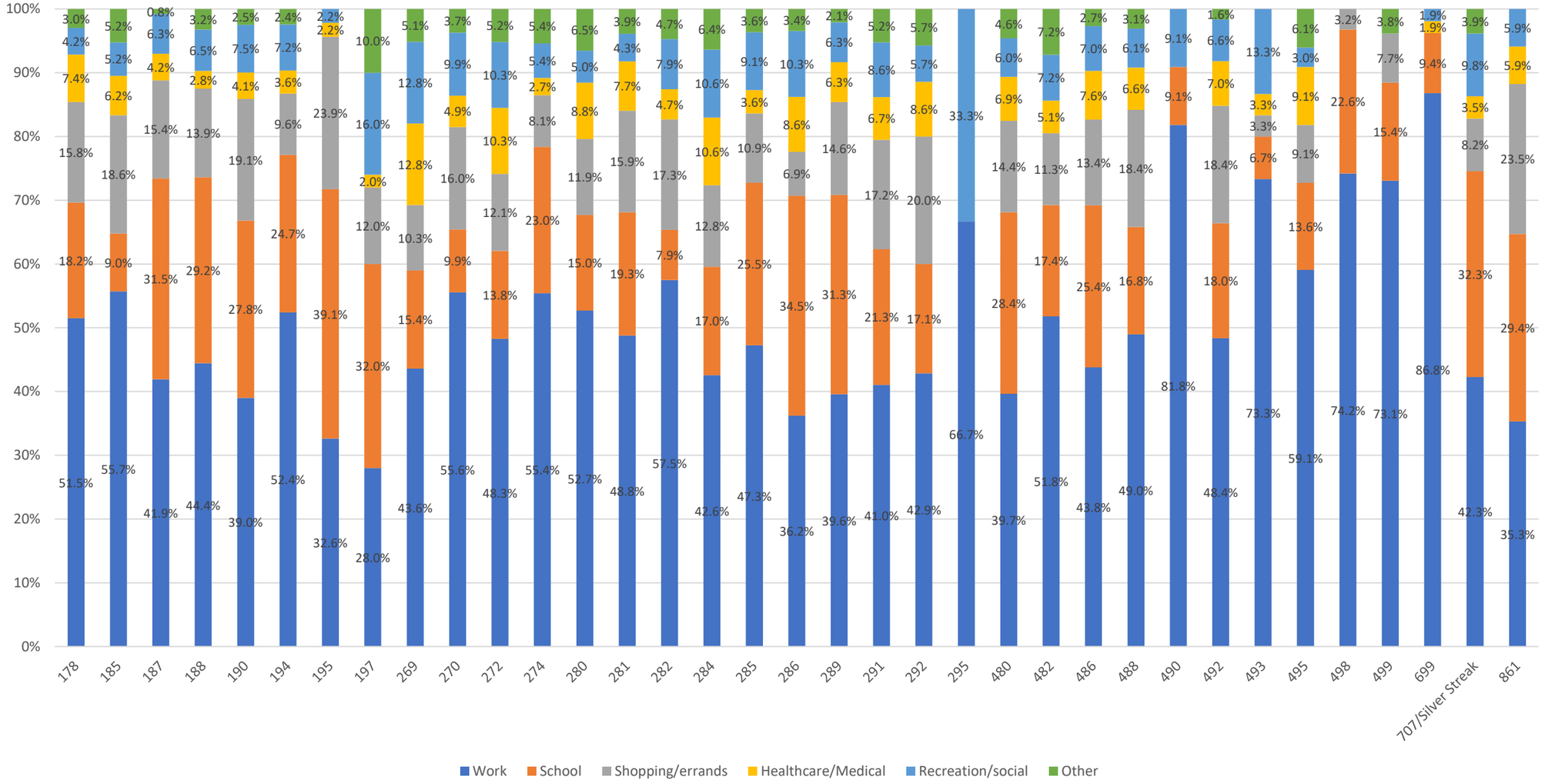
Exhibit 2.37: Trip Purpose: Other

Trip Purpose: Other	Frequency
AA meetings	1
Church	5
Community integration practices/therapy	1
Court	1
DCFS	1
Dining	1
Go to Pasadena	1
Interview for jobs/job search	3
Less CO2 emissions	1
Personal business	6
Programs	1
Senior Center	1
Training	1
Volunteer assignment	1

Cross-tabulation: Route vs. Question 13. Trip Purpose

Foothill Transit is primarily used for work-related travel, with school and daily errands also representing key trip purposes. These findings reinforce the system's role as an essential mobility service, supporting access to employment, education, and everyday needs across the service area.

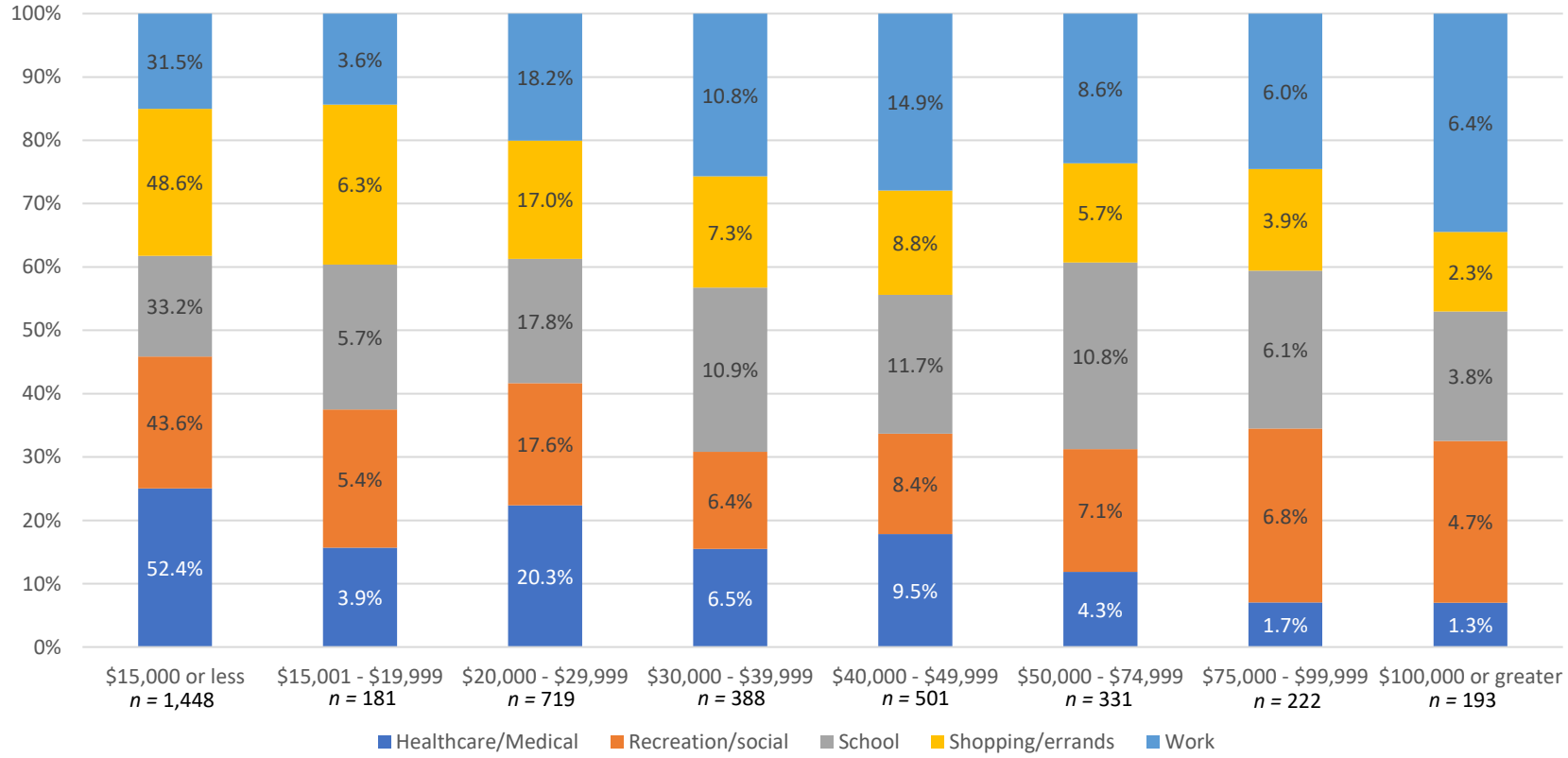
Exhibit 2.38: Cross-tabulation: Route vs. Trip Purpose



Cross-tabulation: Question 7. Annual Household Income vs. Question 13. Trip Purpose

Trip purpose varies significantly by income, with lower-income riders relying on transit for a wide range of essential daily needs, while higher-income riders use transit more for work-related travel. These findings reinforce the importance of maintaining frequent, reliable, and all-day service to support equitable access across Foothill Transit's diverse rider base.

Exhibit 2.39: Cross-tabulation: Household Income vs. Trip Purpose



Question 14. Where do you typically obtain information about Foothill Transit to plan your trip? (check all that apply)

Survey respondents were asked where they typically obtain information to plan their Foothill Transit trips, with the option to select multiple sources. These findings highlight that riders primarily rely on mobile and web-based tools for trip planning, with third-party applications—particularly Google Maps and the Transit App—serving as the dominant platforms. This underscores the importance of ensuring that Foothill Transit's data (e.g., schedules, real-time information) is accurate, timely, and fully integrated with these platforms.

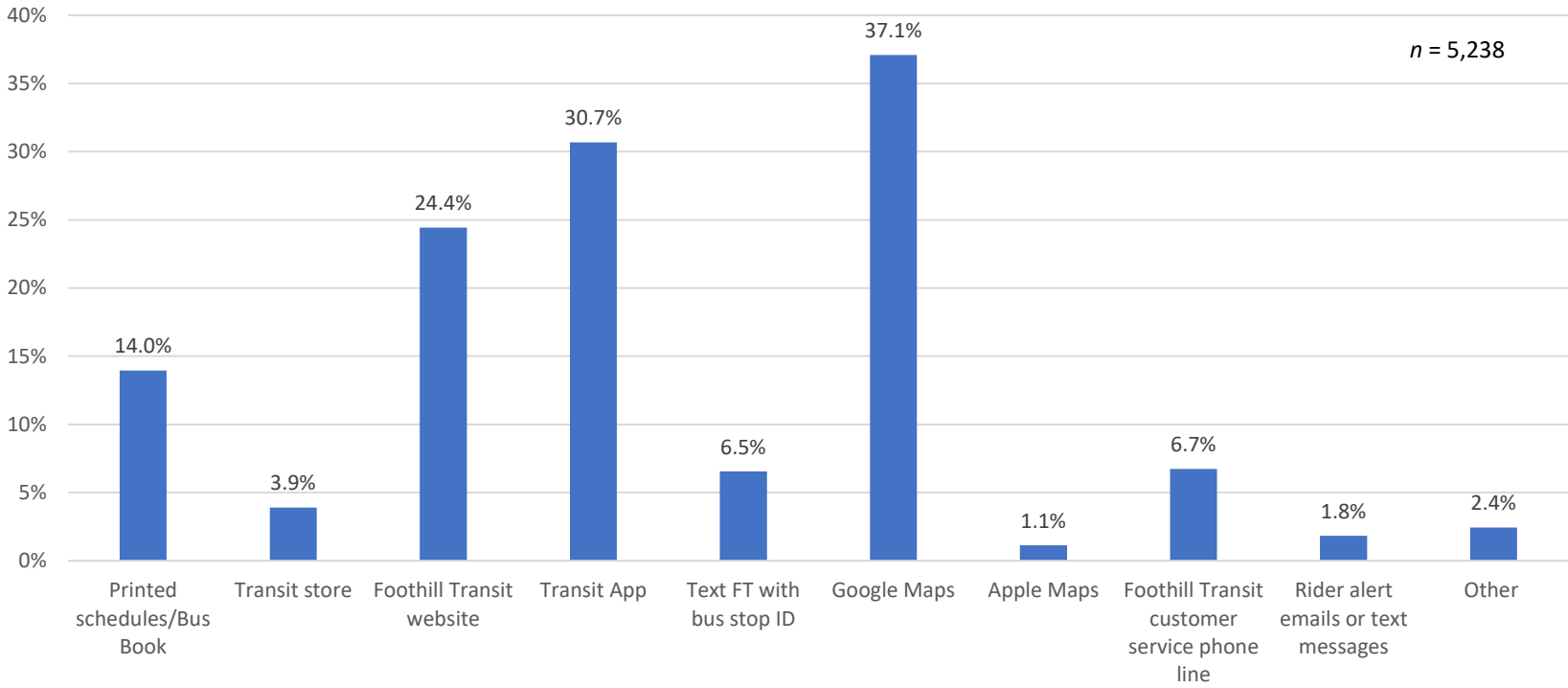
At the same time, the continued use of printed materials and customer service channels indicates that a segment of riders still depend on non-digital resources, which may include older adults, individuals with limited internet access, or those with limited English proficiency.

From a planning and Title VI perspective, these results reinforce the need to:

- Maintain multiple communication channels to ensure equitable access to information,
- Support both digital and non-digital users, and
- Ensure that real-time and schedule information is clear, reliable, and accessible across platforms.

Overall, the diversity of information sources reflects a varied rider population with different access needs, emphasizing the importance of a comprehensive and inclusive communication strategy.

Exhibit 2.40: Method of Obtaining Information



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Exhibit 2.41: Obtaining Information: Other

Obtain Information: Other	Frequency
511	2
All of the above	2
Ask other people (friends/family/worker)	29
At bus stop	9
At the station/transit center	6
Bus driver	5
Call 1800	1
Cell phone	1
Foothill signs	1
Go Transit	1
Just wait at stop	5
Memory	10
Metro (app/website)	6
Moovit app	15
My Ride app	1
myStop app	13
Next Bus	1
Office	1
On the bus	2
Online	6
Printed Foothill Footnotes which are available on bus	1
RTD	1
School	3
Social media	4
Sponsor	1
Wing it	2

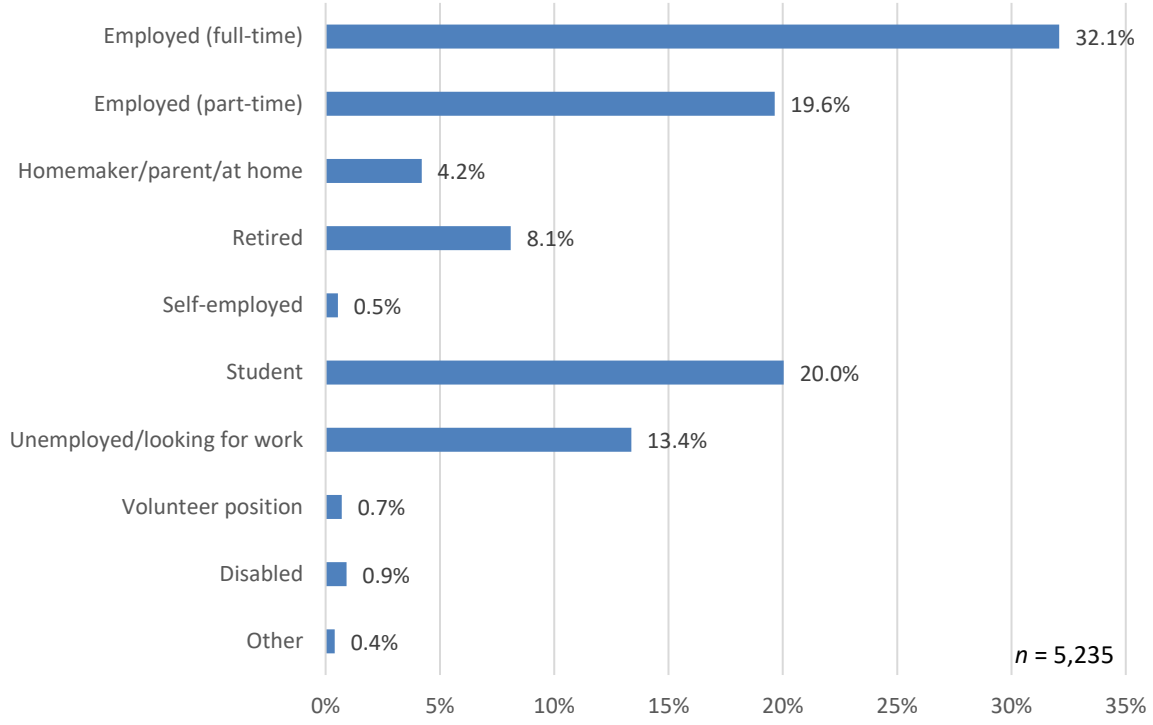
Question 15. Which of the following best describes your employment status?

Survey respondents were asked to identify their current employment status. These findings highlight that Foothill Transit primarily serves individuals who are economically active or seeking economic opportunity, including both employed riders and those looking for work. The notable share of students further underscores the system's importance in supporting access to education.

The presence of unemployed riders suggests that transit plays a role in enabling job access and workforce participation, particularly for individuals who may lack reliable transportation alternatives.

From a planning and Title VI perspective, this distribution indicates that many riders are likely transit-dependent, and that service reliability, frequency, and affordability are critical to maintaining access to employment and education opportunities. Service changes or fare increases could have a direct impact on economic mobility, particularly for lower-income and vulnerable populations.

Exhibit 2.42: Employment Status



Note: Due to rounding, the sum of individual percentage values may not total exactly 100 percent. Minor discrepancies (e.g., 99.9% or 100.1%) are the result of standard rounding conventions.

Question 16. If employed, in a typical week, do you usually…

Employed respondents were asked about their typical work schedules, specifically whether they work evenings (after 9:00 PM) and/or weekends. The data demonstrates that a significant share of Foothill Transit riders have work schedules that extend beyond traditional weekday and daytime hours. While most riders do not work late evenings (61.3 percent), the presence of nearly four in ten riders working after 9:00 PM indicates meaningful demand for late-night transit service.

The high proportion of riders working weekends further underscores the need for consistent service across all days of the week, not just weekdays. This reflects the realities of employment in sectors such as retail, hospitality, healthcare, and service industries, where non-traditional schedules are common.

From a planning and Title VI perspective, these results highlight the importance of:

- Maintaining evening and late-night service options,
- Ensuring reliable weekend service levels, and
- Supporting riders with non-traditional work schedules, who may be more likely to be transit-dependent.

Overall, the data suggests that Foothill Transit plays a critical role in supporting access to employment for riders with diverse and non-standard work schedules, reinforcing the need for a service network that is both flexible and consistent throughout the week.

Exhibit 2.43: Work Schedule Characteristic: Time

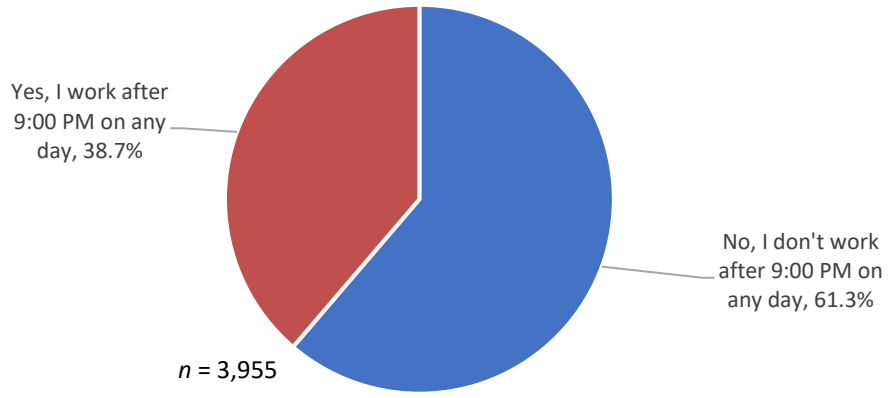
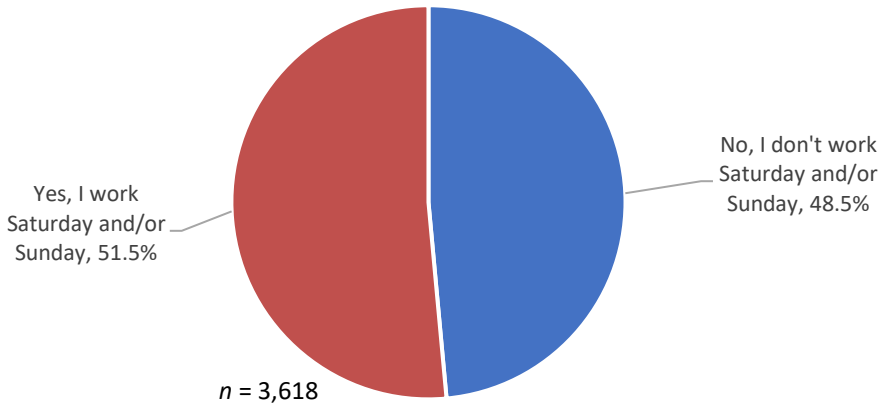


Exhibit 2.44: Work Schedule Characteristic: Weekends



Question 17. Where do you feel safe while traveling on Foothill Transit? (check all that apply)

Survey respondents were asked where they feel safe while traveling on Foothill Transit, with the option to select multiple responses. Overall, the results indicate that most riders feel safe within the system, particularly while onboard Foothill Transit vehicles.

The majority of respondents (73.8 percent) reported feeling safe onboard the vehicle, making it the location where riders feel most secure. However, only approximately one-third of respondents indicated feeling safe while waiting at transit centers (33.4 percent) and at bus stops (33.6 percent).

A smaller proportion of respondents (9.5 percent) indicated that they never feel safe while traveling on Foothill Transit.

These findings suggest that while riders generally feel safe once onboard, perceptions of safety are lower in waiting environments, including both transit centers and bus stops. This indicates that safety concerns may be more pronounced due to conditions in waiting areas such as insufficient lighting or surrounding activity.

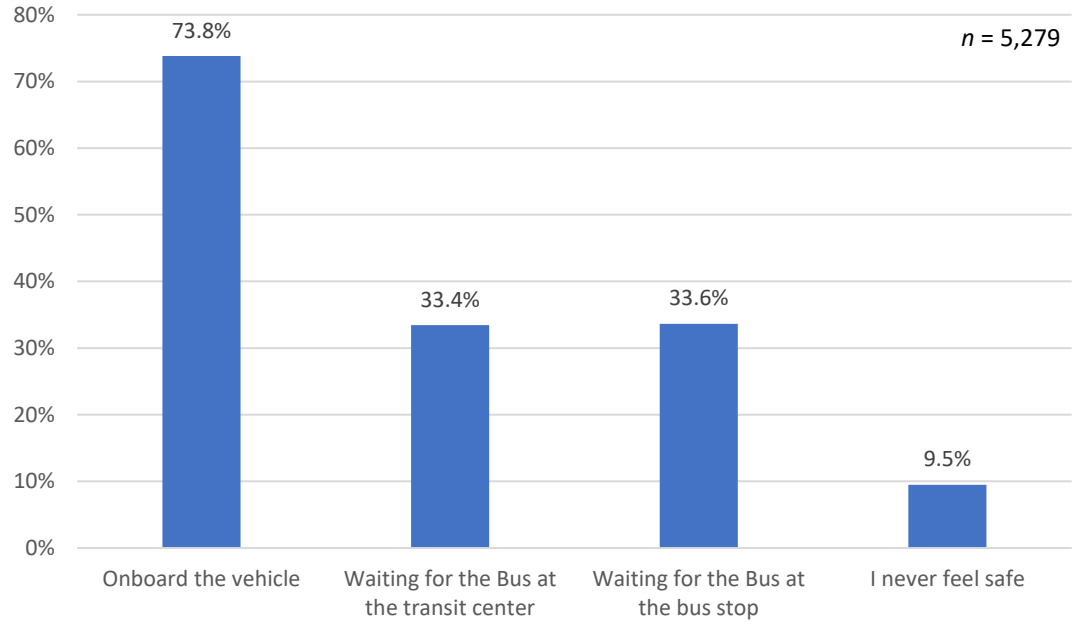
The fact that nearly one in ten riders report never feeling safe highlights an important area for continued attention and improvement.

From a planning and Title VI perspective, these results reinforce the importance of:

- Enhancing safety and security measures at bus stops and transit centers;
- Improving lighting, visibility, and cleanliness in waiting areas;
- Considering enhancing security presence or monitoring where appropriate; and
- Ensuring that safety improvements are equitably distributed across the system.

Overall, while Foothill Transit vehicles are perceived as safe by most riders, there are opportunities to improve customer comfort and security at stops and facilities, which are critical components of the overall transit experience.

Exhibit 2.45: Perceptions of Safety



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 18-30. Please tell us how well Foothill Transit has met your travel needs in the past 30 days.

Foothill Transit receives consistently high satisfaction ratings, particularly for weekday service, affordability, and customer service. However, opportunities exist to enhance the rider experience through improvements to weekend service, evening operations, and service reliability, ensuring the system continues to meet the needs of its diverse rider base.

Exhibit 2.46: Customer Satisfaction with Foothill Transit services

Attribute	Strongly Agree (5)	Somewhat Agree (4)	Neutral/ No opinion (3)	Somewhat Disagree (2)	Strongly Disagree (1)	Mean rating	Sample
Frequency of service on weekdays (Mon-Fri)	59.5%	23.8%	11.8%	3.4%	1.5%	4.36	*n* = 5350
Hours the buses operate on weekdays (Mon-Fri)	56.4%	24.5%	13.6%	3.9%	1.6%	4.30	*n* = 5350
Frequency of service on Saturday	36.7%	19.3%	31.4%	7.8%	4.8%	3.75	*n* = 5350
How late on Saturday evening the buses operate	32.5%	17.3%	35.6%	8.8%	5.8%	3.62	*n* = 5351
Frequency of service on Sunday	32.0%	16.4%	36.2%	8.7%	6.7%	3.58	*n* = 5351
How late on Sunday evening the buses operate	30.5%	16.8%	37.4%	9.0%	6.4%	3.56	*n* = 5351
Buses running on schedule	43.9%	26.7%	16.7%	8.9%	3.8%	3.98	*n* = 5351
Service to all destinations you want to get to	53.7%	23.7%	15.9%	4.5%	2.1%	4.22	*n* = 5351
Making connections between Foothill Transit buses	51.4%	22.6%	20.5%	3.7%	1.9%	4.18	*n* = 5351
Cleanliness of the bus interiors	53.6%	23.2%	15.8%	4.5%	2.9%	4.20	*n* = 5351
Courtesy and helpfulness of bus operators	59.6%	20.7%	15.0%	2.8%	2.0%	4.33	*n* = 5351
Affordability of the fare	59.4%	19.0%	16.0%	3.4%	2.1%	4.30	*n* = 5351
The quality of Foothill Transit services overall	59.1%	23.9%	13.2%	2.3%	1.5%	4.37	*n* = 5351

Appendix

Exhibit A.1: Comments

Comments
281 takes forever. 272 times posted are never accurate (maps and transit times).
A Foothill driver that used to drive 861/187. He does inappropriate acts with women at early hours of the morning.
Badge #3899: rude and doesn't wait.
Bus schedules are inconsistent and it does not go everywhere. If I go to a different city my pass doesn't work any more.
Bus should be free for everyone to ride like New York!
Buses come late or don't show up at all.
Buses need to run more often during hours in morning going to work and coming back home. We need consistency during 7-9am and 4:30-7:00pm.
Buses not sticking to schedules being late/too early.
Buses smell like urine.
Issue with driver wasn't because of language barrier the driver was just rude!
Convenience for bike motorist disability proof card!
Courtesy ride issue. Too many people riding for free.
Denied ride or passed up.
Don't like the bus stops.
Driver was not compliant.
Drivers don't know how to deal with people with disabilities.
Drivers don't always lower ramp when requested.
Drivers don't know how to work with disabled people.
Drivers frequently skip stops.
Early departures, rude & careless driving in relation to passenger safety speeding.
Issues for elderly people, due to their capacity in trying to board the bus can be very difficult because they are not able to move as fast as other people, so they end up not riding.
Fare is too expensive for senior ($0.75).
Fix the bus stop signs.
Homeless make a mess on the bus.
I do not travel at night. Note: On this day, 2/12/26, I was waiting for the 194 at Mountain View and Valley Blvd. At 9:30—while I was sitting on the bench—the bus was traveling in the left lane and did not stop.
I don't feel safe because many individuals with mental illness ride the bus. Once I was assaulted by another passenger.
I don't know if I have to pay for the transfer at the beginning of trip.
I have to go out to work on Saturdays, and I don't know how to ask if Route 577 runs. It's Saturday, and I don't see it leaving.
I need a bus near my house, at S. Hamilton and Phillips, so I don't have to walk all the way to Mission or Garey—I get really tired.

Comments
I think the bus is great. Great freedom of movement bike rack. Everybody's been nice and I wish good luck. And thanks to all (also I've never witnessed a mistake by a bus driver). No gripes.
I use a walker.
I wish there was security, or ambassadors, and law enforced.
I would ask for a courtesy ride and they would refuse me a ride in the rain.
I would like there to be service every half hour, because every hour is too long. Thank you.
I'm tired of people sleeping on the bus. They leave us no seats.
In general, Foothill Transit does not widely operate in our neighborhood. Too far for older people to walk.
I've seen wheelchairs struggle to get on busses, some of the lifts don't lift enough and they struggle hard timing it.
Line 178 – waiting time between the bus is too long. Line 194 and 190 is much better.
Need a bench on Second/Grand.
Need to run more frequent during morning going to work and coming back home from work.
Never been nothing but helpful.
No heater on bus.
Not a language barrier. Just getting general street direction and areas.
Not about language barrier, just having children with a double stroller but drivers mostly refuse service or pass me.
Not having small bills to pay fare.
Not so convenient, always waiting a long time.
Not frequent enough service.
Older people don't know where bus goes.
One time this morning bus never came. 187 at 855am.
Only with the guys who insult and hit.
People being rude, careless, entitled, disrespectful towards riders & bus drivers.
People don't assist on bus or stop.
Please bring the Grand and Amar 486 west bus stop back.
Please extend the times and frequency of the 270 line.
Please stop letting freeloaders on the bus. For the safety of passengers and bus drivers.
Reading the booklet seems to confuse people more than help them.
Route 178 is always late.
Route 188: add a stop for Indian Hill and Monte Vista.
Rude drivers.
Safety has gone downhill. People sleeping on buses, sleeping at bus stops. People sleeping on the bus in the aisles, taking up all the seats, leaving loose bags and shopping carts on bus in the morning (530am – 630am). No seats for regular passengers.
Saw an old guy who didn't know how to use the yellow tape.
Silver Streak from El Monte to Union Station is horrible. It is a homeless camp on wheels.
Some bus operators are extremely rude.
Some drivers are impatient at stops, not knowing people are A.D.A.
Some people don't have enough money to ride.

Comments
Some places are really hard or too far to reach, and we need service more than once every hour.
Some rude drivers, homeless aggression.
Sometimes bus is running behind schedule. I've waited almost 1.5 hours for a bus.
Sometimes drivers aren't friendly. With the last change there are 2 on the 187 they are mean to passengers. One white guy and one long dark hair in afternoon.
Sometimes drivers refuse to pick up certain passengers.
Sometimes I don't have the money for bus fare.
Sometimes I'm late because bus does not come accurately on time.
Sometimes the bus driver would yell at me and I didn't like it. Sometimes I see people doing things on the bus and then would yell at them.
Stop letting people on the bus for free. For the safety of the passengers and bus drivers.
Strangers on the bus. Need better translations and route info. Need instruction and help to push stop signal request. Better teaching tools.
Take Access, accessibility (handicap).
Thank you so much. I love the Foothill Transit - always there when I need help.
The 480 has a timing & cancelation issue.
The bus is always late.
The bus stop at Sumner Ave and Garey Ave feel unsafe usually. I avoid them when possible.
The driver is always just chilling doing his thing. Not minding the set schedule.
I see people with language barrier issues boarding at The Myrtle Station Blue Line and getting in the bus down towards El Monte.
The reliability of the bus service along La Habra Boulevard continues to be a major concern. The buses frequently arrive late and often fail to follow the posted schedule, making it difficult for students, workers, and commuters to plan their day with confidence. Consistent delays create unnecessary stress and can cause riders to miss important commitments, whether it's school, work, or appointments. Public transportation should offer dependability and efficiency, yet the ongoing timing issues on this route reflect a need for improved schedule accuracy and operational accountability. Riders deserve a transit system that values punctuality as much as accessibility.
The bus windows could be anti UV.
There are good and bad drivers out there; 90%—both men and women—don't answer when spoken to, and some act like they own the bus.
There aren't many buses on weekends!
There is no one to talk to.
This driver is the best.
Throw the trash on Route 185.
Waiting on a case for a $20 TAP issue. Case #0009-1694. Angus Solis. 626.409.5061
Wish you would give transfers so don't have to pay to get on another bus.
Yes, when people want to talk on their phone and music on the phone while passengers are trying to talk to the driver.
Your buses are late and some of your drivers are so rude!! Especially to older people.

Exhibit A.2: English survey instrument (front)

2026 Foothill Transit Title VI Survey

Foothill Transit

Thank you for participating in today's survey. Your feedback will help Foothill Transit update its Title VI Plan, which ensures equal access to public transit services regardless of race, color, or national origin. Participants will have the option to be entered into a random drawing for a series of $100 VISA gift cards. Your participation is appreciated!

For office use Route: Date: Time: AM/PM

1. **Which of the following groups include your age?**
   ❒ Under 18 ❒ 18 - 24 ❒ 25 - 44
   ❒ 45 - 64 ❒ 65 and older ❒ Decline to state
2. **What gender do you identify as?**
   ❒ Male ❒ Female
   ❒ Non-binary ❒ Decline to state
3. **Which of the following best describes you? (check all that apply)**
   ❒ African American/Black ❒ Asian/Asian American
   ❒ Caucasian/White ❒ Hispanic/Latino
   ❒ Native Hawaiian/Pacific Islander
   ❒ Native American Indian or Native Alaskan
   ❒ Other (specify): _____
4. **What is the primary language spoken in your home?**
   ❒ English ❒ Spanish ❒ Cantonese
   ❒ Mandarin ❒ Other (specify): _____
5. **How well do you speak English?**
   ❒ Very well/native speaker
   ❒ Not very well
   ❒ Not at all
6. **How many individuals (including yourself) live in your household?**
   ❒ 1 ❒ 2 ❒ 3 ❒ 4 ❒ 5 ❒ 6 or more
7. **What is your approximate annual household income?**
   ❒ $15,000 or less ❒ $15,001 - $19,999
   ❒ $20,000 - $29,999 ❒ $30,000 - $39,999
   ❒ $40,000 - $49,999 ❒ $50,000 - $74,999
   ❒ $75,000 - $99,999 ❒ $100,000 or greater
   ❒ Decline to state
8. **Do you have access to a personal vehicle?**
   ❒ Yes ❒ No
9. **Have you or anyone you know had difficulty using Foothill Transit due to a language barrier?**
   ❒ No ❒ Yes – please explain in the box below:
10. **How often do you ride Foothill Transit?**
    ❒ 6 - 7 days/week ❒ 4 - 5 days/week
    ❒ 2 - 3 days/week ❒ Once per week
    ❒ 2 - 3 days/month ❒ Only when no other option
11. **How long have you been riding Foothill Transit?**
    ❒ Less than 1 year ❒ 1 - 2 years
    ❒ 3 - 4 years ❒ 5 or more years
12. **How did you pay for this trip?**
    ❒ Cash ❒ TAP cash value ❒ Day pass
    ❒ 31-Day pass ❒ Student pass ❒ EZ pass
    ❒ Discounted pass ❒ Other (specify): _____
13. **When riding Foothill Transit, what is your most common trip purpose?**
    ❒ Work ❒ School
    ❒ Shopping/errands ❒ Healthcare/Medical
    ❒ Recreation/social
    ❒ Other (specify): _____
14. **Where do you typically obtain information about Foothill Transit to plan your trip? (check all that apply)**
    ❒ Printed schedules/Bus Book ❒ Transit store
    ❒ Foothill Transit website ❒ Transit App
    ❒ Text FT with bus stop ID ❒ Google Maps
    ❒ Foothill Transit customer service phone line
    ❒ Rider alert emails or text messages
    ❒ Other (specify): _____
15. **Which of the following best describes your employment status?**
    ❒ Employed (full-time) ❒ Employed (part-time)
    ❒ Homemaker/parent/at home ❒ Student
    ❒ Unemployed/looking for work ❒ Retired
    ❒ Volunteer position
    ❒ Other (specify): _____
16. **If employed, in a typical week, do you usually?**
    a. Work after 9:00 PM on any day? ❒ Yes ❒ No
    b. Work Saturday and/or Sunday? ❒ Yes ❒ No
17. **Where do you feel safe while traveling on Foothill Transit? (check all that apply)**
    ❒ Onboard the vehicle
    ❒ Waiting for the Bus at the transit center
    ❒ Waiting for the Bus at the bus stop
    ❒ I never feel safe

CONTINUE ON BACK

Exhibit A.3: English survey instrument (back)

Please tell us how well Foothill Transit has met your travel needs in the past 30 days.

Attribute	Strongly Agree 5	Somewhat Agree 4	Neutral/ No opinion 3	Somewhat Disagree 2	Strongly Disagree 1
18. Frequency of service on weekday (Mon-Fri)	❒	❒	❒	❒	❒
19. Hours the buses operate on weekdays (Mon-Fri)	❒	❒	❒	❒	❒
20. Frequency of service Saturday	❒	❒	❒	❒	❒
21. How late on Saturday evening the buses operate	❒	❒	❒	❒	❒
22. Frequency of service on Sunday	❒	❒	❒	❒	❒
23. How late on Sunday evening the buses operate	❒	❒	❒	❒	❒
24. Buses running on schedule	❒	❒	❒	❒	❒
25. Service to all destinations you want to get to	❒	❒	❒	❒	❒
26. Making connections between Foothill Transit buses	❒	❒	❒	❒	❒
27. Cleanliness of the bus interiors	❒	❒	❒	❒	❒
28. Courtesy and helpfulness of bus operators	❒	❒	❒	❒	❒
29. Affordability of the fare	❒	❒	❒	❒	❒
30. The quality of Foothill Transit services overall	❒	❒	❒	❒	❒

Thank you for completing this survey. Your feedback is important. In order to be entered into a random drawing for a series of $100 VISA gift cards, provide your contact information below.

First name: _____

Phone number: _____

All personal information will be kept confidential. It will only be used for the express purposes cited herein. You do not have to provide any personal information to participate in the survey.

Please return the survey to the survey staff!

Exhibit A.4: Spanish survey instrument (front)

Encuesta del Título VI de Foothill Transit 2026

Foothill Transit

Gracias por participar en la encuesta de hoy. Sus comentarios ayudarán a Foothill Transit a actualizar su Plan del Título VI, que garantiza la igualdad de acceso a los servicios de transporte público independientemente de la raza, color o nacionalidad. Los participantes tendrán la opción de participar en un sorteo aleatorio de una serie de tarjetas regalo VISA por valor de $100. ¡Agradecemos su participación!

Para uso de la oficina/For office use *Route:* *Date:* *Time:* *AM/PM*

1. **¿Cuál de los siguientes grupos incluye su edad?**
   ❒ Menos de 18 ❒ 18 - 24 ❒ 25 - 44
   ❒ 45 - 64 ❒ 65 años o más ❒ Prefiero no decirlo
2. **¿Con qué género se identifica?**
   ❒ Masculino ❒ Femenino
   ❒ No binario ❒ Prefiero no decirlo
3. **¿Cuál de las siguientes opciones le describe mejor? (marque todas las que correspondan)**
   ❒ Afroamericano/Negro ❒ Asiático/Asiático-Americano
   ❒ Caucásico/Blanco ❒ Hispano/Latino
   ❒ Nativo de Hawái/Islas del Pacífico
   ❒ Indígena Americano o Indígena de Alaska
   ❒ Otro (especifique): _____
4. **¿Cuál es el idioma predominante en su hogar?**
   ❒ Inglés ❒ Español ❒ Cantonés
   ❒ Mandarín ❒ Otro (especifique): _____
5. **¿Qué tan bien habla inglés?**
   ❒ Muy bien/hablante nativo
   ❒ No muy bien
   ❒ Para nada
6. **¿Cuántas personas (incluido usted mismo) viven en su hogar?**
   ❒ 1 ❒ 2 ❒ 3 ❒ 4 ❒ 5 ❒ 6 o más
7. **¿Cuál es el ingreso anual aproximado de su hogar?**
   ❒ $15,000 o menos ❒ $15,001 - $19,999
   ❒ $20,000 - $29,999 ❒ $30,000 - $39,999
   ❒ $40,000 - $49,999 ❒ $50,000 - $74,999
   ❒ $75,000 - $99,999 ❒ $100,000 o más
   ❒ Prefiero no decirlo
8. **¿Tiene acceso a un vehículo personal?**
   ❒ Sí ❒ No
9. **¿Usted o alguien que conoce ha tenido dificultades para utilizar Foothill Transit debido a la barrera del idioma?**
   ❒ No ❒ Sí – Por favor, explique en la casilla siguiente:
10. **¿Con qué frecuencia utiliza Foothill Transit?**
    ❒ 6 - 7 días/semana ❒ 4 - 5 días/semana
    ❒ 2 - 3 días/semana ❒ Una vez por semana
    ❒ 2 - 3 días/mes ❒ Solo cuando no hay otra opción
11. **¿Cuánto tiempo lleva utilizando Foothill Transit?**
    ❒ Menos de 1 año ❒ 1 - 2 años
    ❒ 3 - 4 años ❒ 5 o más años
12. **¿Cómo pagó este viaje?**
    ❒ Efectivo ❒ Valor en efectivo de TAP ❒ Pase diario
    ❒ Pase de 31 días ❒ Pase de estudiante ❒ Pase EZ
    ❒ Pase con descuento ❒ Otro (especifique): _____
13. **Cuando viaja en Foothill Transit, ¿cuál es el motivo más habitual de su viaje?**
    ❒ Trabajo ❒ Escuela
    ❒ Compras/recados ❒ Atención Sanitaria/Médica
    ❒ Recreación/social
    ❒ Otro (especificar): _____
14. **¿Dónde suele obtener información sobre Foothill Transit para planificar su viaje? (marque todas las opciones que correspondan)**
    ❒ Horarios impresos/Libro de autobuses ❒ Tienda de Transit
    ❒ Sitio web de Foothill Transit ❒ App Transit
    ❒ Mensaje de texto FT con la ID de la parada de autobús
    ❒ Google Maps
    ❒ Teléfono de atención al cliente de Foothill Transit
    ❒ E-mails o mensajes de texto de alerta para los usuarios
    ❒ Otro (especifique): _____
15. **¿Cuál de las siguientes opciones describe mejor su situación laboral?**
    ❒ Empleado (tiempo completo) ❒ Estudiante
    ❒ Empleado (tiempo parcial) ❒ Jubilado
    ❒ Ama de casa/padre/en casa ❒ Cargo de voluntario
    ❒ Desempleado/en busca de empleo
    ❒ Otro (especifique): _____
16. **Si tiene empleo, en una semana típica, ¿suele hacer lo siguiente?**
    a. ¿Trabaja después de las 9:00 p.m. cualquier día?
       ❒ Sí ❒ No
    b. ¿Trabaja el sábado y/o el domingo?
       ❒ Sí ❒ No
17. **¿Dónde se siente seguro cuando viaja en Foothill Transit? (marque todas las opciones que correspondan)**
    ❒ A bordo del vehículo
    ❒ Esperando el autobús en la estación de Transit
    ❒ Esperando el autobús en la parada
    ❒ Nunca me siento seguro

CONTINÚE EN LA PARTE POSTERIOR

Exhibit A.5: Spanish survey instrument (back)

Por favor, díganos en qué medida Foothill Transit ha satisfecho sus necesidades de transporte en los últimos 30 días.

Atributo	Totalmente de Acuerdo 5	Algo de Acuerdo 4	Neutral/ Ninguna Opinión 3	Algo en Desacuerdo 2	Totalmente en Desacuerdo 1
18. Frecuencia del servicio entre semana (de lunes a viernes)	❒	❒	❒	❒	❒
19. Horario de funcionamiento de los autobuses entre semana (de lunes a viernes)	❒	❒	❒	❒	❒
20. Frecuencia del servicio los sábados	❒	❒	❒	❒	❒
21. Hasta qué hora circulan los autobuses el sábado por la noche	❒	❒	❒	❒	❒
22. Frecuencia del servicio los domingos	❒	❒	❒	❒	❒
23. ¿Hasta qué hora circulan los autobuses el domingo por la noche?	❒	❒	❒	❒	❒
24. Los autobuses circulan según el horario previsto	❒	❒	❒	❒	❒
25. Servicio a todos los destinos a los que quiera llegar	❒	❒	❒	❒	❒
26. Conexiones entre los autobuses de Foothill Transit	❒	❒	❒	❒	❒
27. Limpieza del interior de los autobuses	❒	❒	❒	❒	❒
28. Cortesía y amabilidad de los conductores de autobús	❒	❒	❒	❒	❒
29. Asequibilidad de la tarifa	❒	❒	❒	❒	❒
30. La calidad general de los servicios de Foothill Transit	❒	❒	❒	❒	❒

Gracias por completar esta encuesta. Su opinión es importante. Para participar en un sorteo aleatorio de una serie de tarjetas regalo VISA de $100, proporcione su información de contacto a continuación.

Nombre: _____

Número de Teléfono: _____

Toda la información personal se mantendrá confidencial. Solo se utilizará para los fines expresamente citados en el presente documento. No es necesario que proporcione ninguna información personal para participar en la encuesta.

¡Por favor, devuelva la encuesta al personal encargado de las encuestas!

Exhibit A.6: Cantonese survey instrument (front)

2026 Foothill Transit 第六章合规性调查问卷

Foothill Transit

感谢您参与本次问卷调查。您的反馈将助力 Foothill Transit 更新其第六章合规计划，该计划旨在保障公众不论种族、肤色或国籍，均可平等享受公共交通服务。参与者将有机会参与抽奖，赢取面值 100 美元的 VISA 礼品卡。感谢您的参与！

办公室专用 (For office use) Route: Date: Time: AM/PM

1. 您的年龄属于以下哪一分组？
   ❒ 18 岁以下 ❒ 18 - 24 岁 ❒ 25 - 44 岁
   ❒ 45 - 64 岁 ❒ 65 岁及以上 ❒ 拒绝透露
2. 您的性别认同为？
   ❒ 男性 ❒ 女性
   ❒ 非二元性别 ❒ 拒绝透露
3. 以下哪项最能描述您的种族/族裔？（选择所有适用项）
   ❒ 非裔美国人/黑人 ❒ 亚裔/亚裔美国人
   ❒ 高加索裔/白人 ❒ 西班牙裔/拉丁裔
   ❒ 夏威夷原住民/太平洋岛民
   ❒ 美洲原住民/阿拉斯加原住民
   ❒ 其他（请说明）：_____
4. 您家中主要使用的语言是？
   ❒ 英语 ❒ 西班牙语 ❒ 粤语
   ❒ 普通话 ❒ 其他（请说明）：_____
5. 您的英语水平如何？
   ❒ 非常流利/母语水平
   ❒ 不太流利
   ❒ 完全不会
6. 您的家庭常住人口数量（包括您本人）是？
   ❒1 人 ❒ 2 人 ❒ 3 人 ❒ 4 人 ❒ 5 人
   ❒ 6 人及以上
7. 您的家庭年收入大约为？
   ❒ $15,000 美元及以下 ❒ 15,001-19,999 美元
   ❒ 20,000-29,999 美元 ❒ 30,000-39,999 美元
   ❒ 40,000-49,999 美元 ❒ 50,000-74,999 美元
   ❒ 75,000-99,999 美元 ❒ 100,000 美元及以上
   ❒ 拒绝透露
8. 您是否拥有私人交通工具？
   ❒ 是 ❒ 否
9. 您本人或您认识的人是否曾因语言障碍，在使用 Foothill Transit 时遇到困难？
   ❒否 ❒ 是 – 请在下方方框内说明具体情况：
10. 您乘坐 Foothill Transit 的频率是？
    ❒ 每周 6-7 天 ❒ 每周 4-5 天
    ❒每周 2-3 天 ❒ 每周 1 次
    ❒ 每月 2-3 天 ❒ 仅在无其他出行选择时乘坐
11. 您使用 Foothill Transit 服务的时长为？
    ❒ 不足 1 年 ❒ 1-2 年
    ❒ 3-4 年 ❒ 5 年及以上
12. 您本次乘车的支付方式是？
    ❒ 现金 ❒ TAP 卡储值 ❒ 单日票
    ❒ 31 日票 ❒ 学生票 ❒ EZ 卡
    ❒ 优惠票 ❒ 其他（请注明）：_____
13. 您乘坐 Foothill Transit 最主要的出行目的是？
    ❒ 上班通勤 ❒ 上学
    ❒ 购物/办事 ❒ 就医/医疗相关
    ❒ 休闲/社交
    ❒ 其他（请说明）：_____
14. 您通常从哪里获取关于 Foothill Transit 的信息来规划行程？（选择所有适用项）
    ❒ 纸质时刻表/公交手册 ❒ 公交服务中心
    ❒ Foothill Transit 官网 ❒ 公交出行 APP
    ❒ 发送公交站点编号至“FT”短信号码查询
    ❒ Google 地图
    ❒ Foothill Transit 客服热线
    ❒ 公交运营提醒邮件/短信
    ❒其他（请说明）：_____
15. 以下哪项最能描述您的就业状况？
    ❑ 在职（全职） ❒ 在职（兼职）
    ❑ 家庭主妇/主夫/居家照料 ❒ 学生
    ❑ 失业/求职中 ❒ 已退休
    ❑ 志愿者
    ❑ 其他（请说明）：_____
16. 若您目前处于就业状态，在一般情况下：
    a. 您是否会在任意一天的晚上 9 点后工作？❒ 是 ❒ 否
    b. 您是否会在周六和/或周日工作？ ❒ 是 ❒ 否
17. 您认为在乘坐 Foothill Transit 时，以下哪些场景是安全的？（选择所有适用项）
    ❑ 车厢内
    ❑ 公交枢纽候车时
    ❑ 公交站候车时
    ❑ 从未感到安全

Exhibit A.7: Cantonese survey instrument (back)

请评价过去 30 天内，Foothill Transit 服务满足您出行需求的情况。

	完全同意	比较同意	中立/无意见	比较不同意	完全不同意
评价维度	5	4	3	2	1
18. 工作日（周一至周五）发车间隔	❒	❒	❒	❒	❒
19. 工作日（周一至周五）公交车运营时长	❒	❒	❒	❒	❒
20. 周六发车间隔	❒	❒	❒	❒	❒
21. 周六晚间公交车运营时长	❒	❒	❒	❒	❒
22. 周日发车间隔	❒	❒	❒	❒	❒
23. 周日晚间公交车运营时长	❒	❒	❒	❒	❒
24. 公交准点率	❒	❒	❒	❒	❒
25. 公交线路覆盖目的地满足度	❒	❒	❒	❒	❒
26. Foothill Transit 公交车换乘便捷度	❒	❒	❒	❒	❒
27. 车厢内部整洁度	❒	❒	❒	❒	❒
28. 公交司机服务态度与协助意愿	❒	❒	❒	❒	❒
29. 票价合理性	❒	❒	❒	❒	❒
30. Foothill Transit 服务整体质量	❒	❒	❒	❒	❒

感谢您完成本次调查问卷。您的反馈至关重要。若您希望参与抽奖赢取价值 100 美元的 VISA 礼品卡，请在下方提供您的个人联系方式。

名字：_____

电话号码：_____

所有个人信息将严格保密。仅用于本次活动明确说明的用途。您无需提供任何个人信息也可参与本调查。

請將問卷交返界調查人員！

Exhibit A.8: Mandarin survey instrument (front)

2026 年 Foothill Transit 第六條款調查表

Foothill Transit

感謝您參與本次調查。您的回饋意見將協助 Foothill Transit 更新《第六條款》實施計畫，本計畫旨在確保民眾不分種族、膚色或國籍，皆能平等使用大眾運輸服務。參與者可自願參與抽獎，有機會獲得面額 100 美元的 VISA 禮品卡。感謝您的參與！

辦公室專用 (For office Use) *Route:* *Date：* *Time:* *AM/PM*

1. 您的年齡屬於以下哪個區間？
   ❒ 未滿 18 歲 ❒ 18 - 24 歲 ❒ 25 - 44 歲
   ❒ 45 - 64 歲 ❒ 65 歲及以上 ❒ 不願透露

2. 您的性別認同為何？
   ❒ 男性 ❒ 女性
   ❒ 非二元性別 ❒ 不願透露

3. 以下哪項最能描述您的種族/族裔？（請選擇所有適用項）
   ❒ 非裔美國人/黑人 ❒ 亞裔/亞裔美國人
   ❒ 高加索裔/白人 ❒ 西班牙裔/拉丁裔
   ❒ 夏威夷原住民/太平洋島民
   ❒ 美洲原住民/阿拉斯加原住民
   ❒ 其他（請註明）：_____

4. 您家中主要使用何種語言？
   ❒ 英語 ❒ 西班牙語 ❒ 粵語
   ❒ 普通話 ❒ 其他（請註明）：_____

5. 您的英語口說能力如何？
   ❒ 非常流利/母語程度
   ❒ 不太流利
   ❒ 完全不會

6. 您的家庭常住人口（包含您本人）有幾人？
   ❒ 1 人 ❒ 2 人 ❒ 3 人 ❒ 4 人 ❒ 5 人
   ❒ 6 人或以上

7. 您的家庭年收入大約為多少？
   ❒ $15,000 或以下 ❒ $15,001 - $19,999
   ❒ $20,000 - $29,999 ❒ $30,000 - $39,999
   ❒ $40,000 - $49,999 ❒ $50,000 - $74,999
   ❒ $75,000 - $99,999 ❒ $100,000 或以上
   ❒ 不願透露

8. 您是否有私人車輛可使用？
   ❒ 是 ❒ 否

9. 您本人或您認識的人士是否曾因語言障礙，而在使用 Foothill Transit 服務時遭遇困難？
   ❒否 ❒是 —— 請於下方欄位說明：

10. 您搭乘 Foothill Transit 的頻率為何？
    ❒ 每週 6-7 天 ❒ 每週 4 - 5 天
    ❒每週 2-3 天 ❒ 每週 1 次
    ❒ 每月 2-3 天 ❒ 僅在無其他出行選擇時搭乘

11. 您使用 Foothill Transit 的時間有多久？
    ❒ 不到 1 年 ❒ 1 - 2 年
    ❒ 3 - 4 年 ❒ 5 年及以上

12. 您本次搭乘的付費方式為何？
    ❒ 現金 ❒ TAP 卡儲值金 ❒ 一日票
    ❒ 31 日票 ❒ 學生票 ❒ EZ 卡
    ❒ 優惠票 ❒ 其他（請註明）：_____

13. 您搭乘 Foothill Transit 最主要的出行目的為何？
    ❒ 上班 ❒ 上學
    ❒ 購物/辦事 ❒ 醫療/就醫相關
    ❒ 休閒/社交
    ❒ 其他（請註明）：_____

14. 您通常透過哪些管道取得 Foothill Transit 資訊來規劃行程？（請選擇所有適用項）
    ❒ 紙本時刻表/公車手冊 ❒ 運輸服務中心
    ❒ Foothill Transit 網站 ❒ 大眾運輸應用程式
    ❒ 傳送公車站牌 ID 至 FT 查詢 ❒ Google 地圖
    ❒ Foothill Transit 客服專線
    ❒ 乘車提醒電子郵件或簡訊
    ❒其他（請註明）：_____

15. 以下哪項最能描述您的就業狀況？
    ❒ 全職就業 ❒ 兼職就業
    ❒ 家庭主婦/主夫/居家 ❒ 學生
    ❒ 失業/正在求職 ❒ 已退休
    ❒ 志工
    ❒ 其他（請註明）：_____

16. 若您目前處於就業狀態，一般情況下：
    a. 您是否會在任何一天的晚間 9 點後工作？
       ❒ 是 ❒ 否
    b. 您是否會在週六及/或週日工作？
       ❒ 是 ❒ 否

17. 您認為在搭乘 Foothill Transit 時，以下哪些地方是安全的？（請選擇所有適用項）
    ❒ 車廂內
    ❒ 轉運站候車區
    ❒ 公車站牌候車區
    ❒ 全程皆無安全感

Exhibit A.9: Mandarin survey instrument (back)

請評估過去 30 天內，Foothill Transit 服務滿足您出行需求的程度。

	非常同意	略為同意	中立/無意見	略為不同意	非常不同意
評估項目	**5**	**4**	**3**	**2**	**1**
18. 平日（週一至週五）班次頻率	❒	❒	❒	❒	❒
19. 平日（週一至週五）公車營運時間	❒	❒	❒	❒	❒
20. 週六班次頻率	❒	❒	❒	❒	❒
21. 週六晚間公車營運至多晚	❒	❒	❒	❒	❒
22. 週日班次頻率	❒	❒	❒	❒	❒
23. 週日晚間公車營運至多晚	❒	❒	❒	❒	❒
24. 公車準點率	❒	❒	❒	❒	❒
25. 服務範圍涵蓋您所有想前往的目的地	❒	❒	❒	❒	❒
26. Foothill 各路線間轉乘便利性	❒	❒	❒	❒	❒
27. 車廂內整潔度	❒	❒	❒	❒	❒
28. 駕駛人員的禮貌度與協助意願	❒	❒	❒	❒	❒
29. 乘車費用合理性	❒	❒	❒	❒	❒
30. Foothill Transit 服務的整體品質	❒	❒	❒	❒	❒

感謝您完成本次調查。您的回饋意見至關重要。若您希望參與抽獎，贏取面額 100 美元的 VISA 禮品卡，請於下方提供您的聯絡資訊。

名字：_____

電話號碼：_____

所有個人資訊皆會嚴格保密。僅用於本調查明訂之用途。您無須提供任何個人資訊，亦可參與本次調查。

Exhibit A.10: Vietnamese survey instrument (front)

Khảo sát Tiêu đề VI của Foothill Transit năm 2026

Foothill Transit

Cảm ơn Quý vị đã tham gia khảo sát hôm nay. Ý kiến phản hồi của Quý vị sẽ giúp Foothill Transit cập nhật Chương Trình Tiêu Đề VI, nhằm đảm bảo mọi người được tiếp cận dịch vụ giao thông công cộng một cách bình đẳng không phân biệt chủng tộc, màu da hoặc nguồn gốc quốc gia. Người tham gia có thể lựa chọn tham gia bốc thăm ngẫu nhiên để nhận các thẻ quà tặng VISA trị giá 100 USD. Chúng tôi rất trân trọng sự tham gia của Quý vị!

Dành cho văn phòng sử dụng/For office use Route: Date: Time: AM/PM

1. **Quý vị thuộc nhóm độ tuổi nào sau đây?**
   ❑ Dưới 18 ❑ 18 - 24 ❑ 25 - 44
   ❑ 45 - 64 ❑ 65 trở lên ❑ Từ chối trả lời

2. **Quý vị xác định giới tính của mình là gì?**
   ❑ Nam ❑ Nữ
   ❑ Phi nhị nguyên ❑ Từ chối trả lời

3. **Lựa chọn nào sau đây mô tả đúng nhất về Quý vị? (chọn tất cả các mục phù hợp)**
   ❑ Người Mỹ gốc Phi/Da đen ❑ Người châu Á/Người Mỹ gốc Á
   ❑ Người da trắng ❑ Người gốc Hispanic/Latino
   ❑ Người bản địa Hawaii/Người dân đảo Thái Bình Dương
   ❑ Người bản địa Mỹ hoặc Người bản địa Alaska
   ❑ Khác (vui lòng ghi rõ): _____

4. **Ngôn ngữ chính được sử dụng trong gia đình Quý vị là gì?**
   ❑ Tiếng Anh
   ❑ Tiếng Tây Ban Nha
   ❑ Tiếng Quảng Đông
   ❑ Tiếng Quan Thoại
   ❑ Khác (vui lòng ghi rõ): _____

5. **Quý vị nói tiếng Anh tốt đến mức nào?**
   ❑ Rất tốt/Người bản ngữ
   ❑ Không được tốt lắm
   ❑ Hoàn toàn không

6. **Trong hộ gia đình của Quý vị có bao nhiêu người (bao gồm cả Quý vị)?**
   ❑ 1 ❑ 2 ❑ 3 ❑ 4 ❑ 5 ❑ 6 trở lên

7. **Thu nhập hộ gia đình hằng năm (ước tính) của Quý vị là bao nhiêu?**
   ❑ $15.000 trở xuống ❑ $15.001 - $19.999
   ❑ $20.000 - $29.999 ❑ $30.000 - $39.999
   ❑ $40.000 - $49.999 ❑ $50.000 - $74.999
   ❑ $75.000 - $99.999 ❑ $100.000 trở lên
   ❑ Từ chối trả lời

8. **Quý vị có thể sử dụng xe cá nhân không?**
   ❑ Có ❑ Không

9. **Quý vị hoặc người quen của Quý vị có gặp khó khăn khi sử dụng Foothill Transit do rào cản ngôn ngữ không?**
   ❑ Không ❑ Có – vui lòng giải thích trong ô bên dưới:

10. **Quý vị đi Foothill Transit thường xuyên như thế nào?**
    ❑ 6 - 7 ngày/tuần ❑ 4 - 5 ngày/tuần
    ❑ 2 - 3 ngày/tuần ❑ 1 lần/tuần
    ❑ 2 - 3 ngày/tháng ❑ Chỉ khi không còn lựa chọn nào khác

11. **Quý vị đã đi Foothill Transit được bao lâu?**
    ❑ Dưới 1 năm ❑ 1 - 2 năm
    ❑ 3 - 4 năm ❑ 5 năm trở lên

12. **Quý vị đã thanh toán cho chuyến đi này bằng cách nào?**
    ❑ Tiền mặt ❑ Giá trị tiền mặt TAP ❑ Vé ngày
    ❑ Vé 31 ngày ❑ Vé học sinh/sinh viên ❑ EZ pass
    ❑ Vé giảm giá ❑ Khác (vui lòng ghi rõ): _____

13. **Khi đi Foothill Transit, mục đích chuyến đi phổ biến nhất của Quý vị là gì?**
    ❑ Đi làm ❑ Đi học
    ❑ Mua sắm/việc vặt ❑ Chăm sóc sức khỏe/Y tế
    ❑ Giải trí/giao lưu
    ❑ Khác (vui lòng ghi rõ): _____

14. **Quý vị thường lấy thông tin về Foothill Transit ở đâu để lên kế hoạch cho chuyến đi? (chọn tất cả các mục phù hợp)**
    ❑ Lịch trình in/Bus Book ❑ Điểm giao dịch Transit
    ❑ Trang web Foothill Transit ❑ Ứng dụng Transit
    ❑ Nhắn tin FT kèm mã điểm dừng xe buýt ❑ Google Maps
    ❑ Điện thoại dịch vụ khách hàng của Foothill Transit
    ❑ Email hoặc tin nhắn cảnh báo cho hành khách
    ❑ Khác (vui lòng ghi rõ): _____

15. **Lựa chọn nào sau đây mô tả đúng nhất về tình trạng việc làm của Quý vị?**
    ❑ Đang làm việc (toàn thời gian) ❑ Đang làm việc (bán thời gian)
    ❑ Nội trợ/cha mẹ ở nhà ❑ Học sinh/sinh viên
    ❑ Thất nghiệp/đang tìm việc ❑ Đã nghỉ hưu
    ❑ Tình nguyện
    ❑ Khác (vui lòng ghi rõ): _____

16. **Nếu đang làm việc, trong một tuần điển hình, Quý vị thường?**
    a. Làm việc sau 9:00 tối vào bất kỳ ngày nào?
       ❑ Có ❑ Không
    b. Làm việc vào Thứ Bảy và/hoặc Chủ Nhật?
       ❑ Có ❑ Không

17. **Khi di chuyển bằng Foothill Transit, Quý vị cảm thấy an toàn ở đâu? (chọn tất cả các mục phù hợp)**
    ❑ Trên xe
    ❑ Chờ xe buýt tại trung tâm trung chuyển
    ❑ Chờ xe buýt tại điểm dừng
    ❑ Tôi không bao giờ cảm thấy an toàn

TIẾP TỤC Ở MẶT SAU

Exhibit A.11: Vietnamese survey instrument (back)

Vui lòng cho biết Foothill Transit đã đáp ứng nhu cầu đi lại của Quý vị trong 30 ngày qua như thế nào.

	Hoàn toàn đồng ý	Phần nào đồng ý	Trung lập/Không có ý kiến	Phần nào không đồng ý	Hoàn toàn không đồng ý
Tiêu chí	**5**	**4**	**3**	**2**	**1**
18. Tần suất phục vụ ngày thường (Thứ Hai–Thứ Sáu)	❒	❒	❒	❒	❒
19. Khung giờ xe buýt hoạt động ngày thường (Thứ Hai–Thứ Sáu)	❒	❒	❒	❒	❒
20. Tần suất phục vụ Thứ Bảy	❒	❒	❒	❒	❒
21. Xe buýt hoạt động muộn đến mức nào vào tối Thứ Bảy	❒	❒	❒	❒	❒
22. Tần suất phục vụ Chủ Nhật	❒	❒	❒	❒	❒
23. Xe buýt hoạt động muộn đến mức nào vào tối Chủ Nhật	❒	❒	❒	❒	❒
24. Xe buýt chạy đúng giờ	❒	❒	❒	❒	❒
25. Phục vụ đến tất cả các điểm đến mà Quý vị muốn đến	❒	❒	❒	❒	❒
26. Kết nối/chuyển tuyến giữa các tuyến xe buýt Foothill Transit	❒	❒	❒	❒	❒
27. Độ sạch sẽ bên trong xe buýt	❒	❒	❒	❒	❒
28. Sự lịch sự và nhiệt tình hỗ trợ của tài xế xe buýt	❒	❒	❒	❒	❒
29. Khả năng chi trả của giá vé	❒	❒	❒	❒	❒
30. Chất lượng tổng thể dịch vụ của Foothill Transit	❒	❒	❒	❒	❒

Cảm ơn Quý vị đã hoàn thành khảo sát này. Ý kiến phản hồi của Quý vị rất quan trọng. Để được tham gia bốc thăm ngẫu nhiên nhận các thẻ quà tặng VISA trị giá 100 USD, vui lòng cung cấp thông tin liên hệ bên dưới.

Tên: _____

Số điện thoại: _____

Mọi thông tin cá nhân sẽ được giữ bí mật. Thông tin này chỉ được sử dụng cho các mục đích nêu rõ tại đây. Quý vị không bắt buộc phải cung cấp bất kỳ thông tin cá nhân nào để tham gia khảo sát.

Vui lòng trả lại bản khảo sát cho nhân viên phụ trách khảo sát!

Exhibit A.12: Promotional web graphic

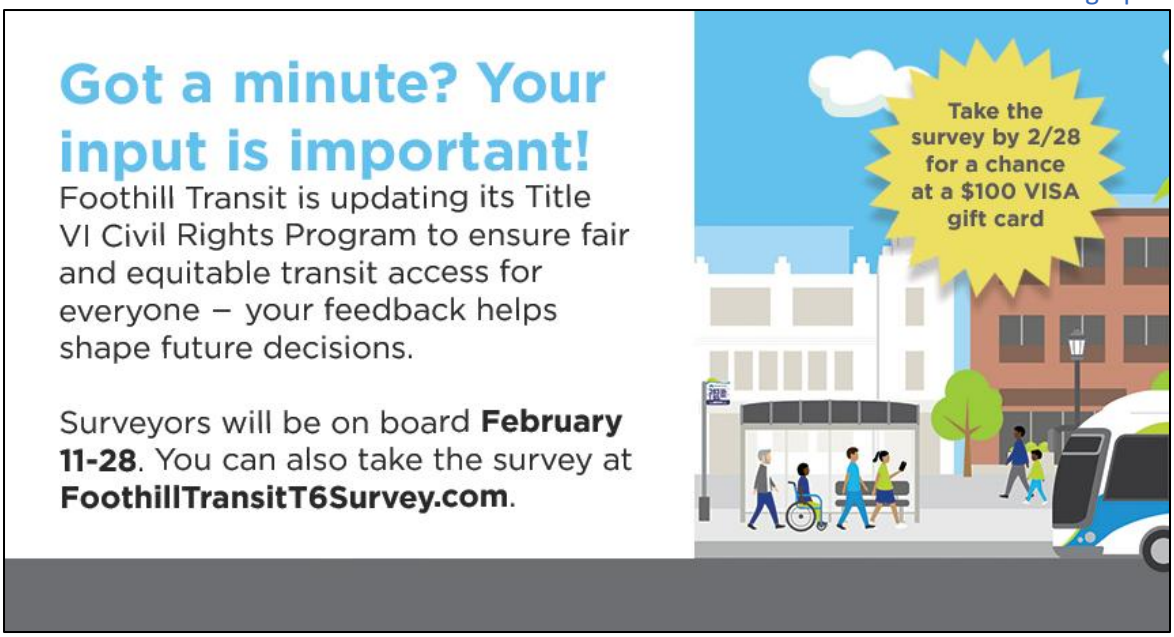


Exhibit A.13: Interior car card (English)



Exhibit A.14: Business card (English/Spanish)



Exhibit A.15: Business card (Cantonese/Mandarin/Vietnamese)



Exhibit A.16: Social media promotion

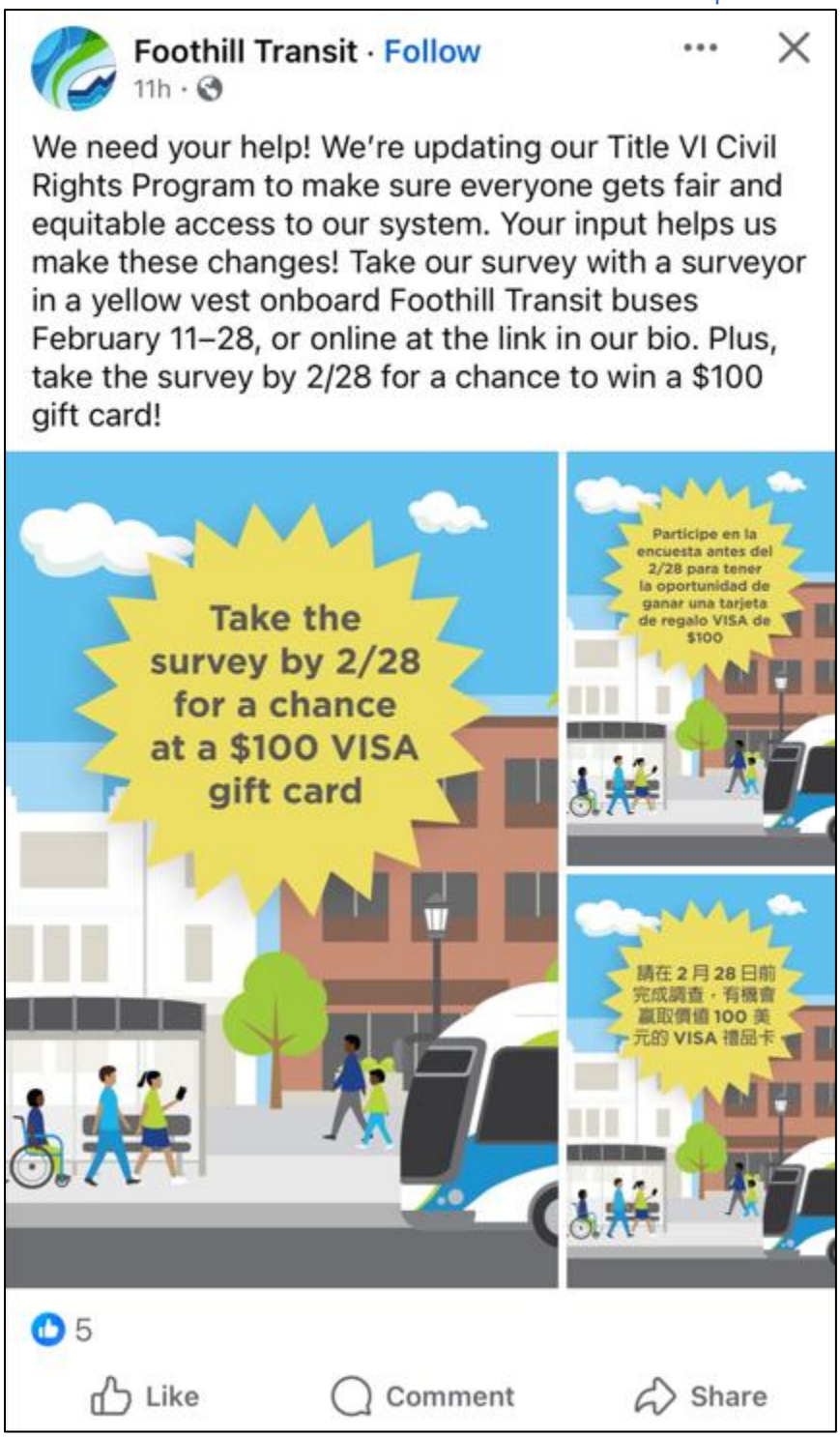


Exhibit A.17: Driver lounge poster



APPENDIX E

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 a 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 is 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 Line187 spanning from

APPENDIX F



Foothill Transit

ANNUAL GOVERNING BOARD MEETING

West Covina, CA
Tuesday, May 23, 2023

Foothill Transit

Foothill Transit MISSION

To be the premier public transit provider committed to:

SAFETY

COURTESY

QUALITY

RESPONSIVENESS

EFFICIENCY

INNOVATION



Foothill Transit VALUES

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

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

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

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

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

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

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

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

Foothill Transit

Governing Board Meeting AGENDA

ANNUAL GOVERNING BOARD MEETING
7:45 AM, MAY 23, 2023
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL

4. CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER

5. PRESENTATIONS

   5.1. Introduction of Foothill Transit Business Partners

   5.2. Contractors' Employee Recognition

   5.3. Kevin Parks McDonald Recognition

   5.4. Crossroads Inc. Presentation

6. APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF OCTOBER 28, 2022

Public Comment: Members of the public shall have the right to address the Board on any item of interest which is within the jurisdiction of the Board before or during the Board's consideration of the item. Presentation shall not exceed one minute in length. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

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

7. ANNOUNCEMENT OF CLUSTER 2, CLUSTER 3, AND CLUSTER 5 ELECTION RESULTS

8. FOOTHILL TRANSIT FORWARD SERVICE CHANGE RECOMMENDATIONS

Recommended Action: Authorize the Chief Executive Officer to implement the proposed service change recommendations.

9. PROPOSED FISCAL YEAR 2024 BUSINESS PLAN AND BUDGET

Recommended Action: Approve Foothill Transit's proposed Business Plan, Budget, and Performance Targets for Fiscal Year 2024.

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

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

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

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

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

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

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

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

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

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

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

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

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

10. CHIEF EXECUTIVE OFFICER COMMENT

11. GOVERNING BOARD MEMBER COMMENT

12. GENERAL PUBLIC COMMENT

13. ADJOURNMENT

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

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

DRAFT

Friday, October 28, 2022
7:45 a.m.

1. **CALL TO ORDER**

The meeting was called to order by Chair Calaycay at 7:48 a.m.

2. **PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Chair Calaycay.

3. **ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Corey Calaycay, Member Rick Crosby, Member Emmett Badar, Member Linda Freedman, Member Edward Alvarez, Member Gary Boyer, Member H. Manuel Ortiz, Member Rosario Diaz, Member Richard Barakat, Member Becky Shevlin, Member Felicia Williams, Member Fernando Vizcarra, Member Steve Tye, Member Jessica Ancona, Member Cory Moss, Member Hector Delgado, Member Sam Pedroza, Member Cynthia Sternquist

Absent: Member Victor Preciado, Member Daniel Damian, Member John King, Member Paul Cheng, Member Valerie Munoz

4. **CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER**

After discussion, by Common Consent, the Chair and Chief Executive Officer confirmed the agenda as presented.

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

Approval of the minutes for the Governing Board Meeting of September 30, 2022.

Motion by Member Shevlin, second by Vice Chair Moss, the minutes for the

Regular Meeting of September 30, 2022, were approved. Motion carried 18-0.

6. INTRODUCTION OF FOOTHILL TRANSIT BUSINESS PARTNERS

Laura Hendricks, Chief Executive Officer, Transdev, addressed the Governing Board.

7. HYDROGEN FUEL CELL PROGRAM OVERVIEW

The Governing Board received a project overview on the hydrogen fuel cell program from Foothill Transit staff and business partners. Roland Cordero, Director of Maintenance and Vehicle Technology, provided a project timeline and introduced the presenters.

Sharlane Bailey, Director of Facilities and Capital Projects, presented on the infrastructure and operation facilities upgrades, construction design, and cost and schedule. Mark Fisher, Director of Sales, New Flyer, provided an overview of zero-emission fuel cell electric transit buses. He reported on how fuel buses work, bus range, and performance. Patrick Scully, General Manager, Global Bus Market, Ballard Systems, presented on fuel cell technology. Aydin Manouchehri, CTE, reported on hydrogen properties and safety. Wally Dubno, Business Development Manager, Messer, reported on hydrogen mobility.

Staff and project business partners responded to comments and questions by members of the Governing Board regarding fueling, bus weight, supply chain issues, and replacement fuel cells.

Mike Greenspan provided one minute of Public Comment on the cancellation of the hydrogen event scheduled for October 14.

Armando Herman provided one minute of Public Comment on hydrogen.

8. CHIEF EXECUTIVE OFFICER COMMENT

Comments by Mr. Doran J. Barnes, Chief Executive Officer, Foothill Transit.

Mr. Barnes reported the following:

- Foothill Transit will offer free fares on Election Day.
- Completion of Mt. SAC Transit Center construction expected in spring 2023.

- Foothill Transit will be supporting a California Air Resources Board event being held in Riverside and Foothill Transit's double deck will be on display.
- Foothill Transit's double deck bus will be on display at Metro's ExpressLanes event on November 9.
- The Governing Board Meeting for December 2022 will be canceled.
- Michelle Caldwell, Director of Finance and Treasurer, has been awarded with the WTS Rosa Parks Diversity Leadership Award.
- Announced the untimely passing of El Monte Police Chief Ben Lowry.

9. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Governing Board.

- Member Sternquist announced that on January 18, 2023, there will be a Mayor's Roundtable at the City of Temple City Library. Topics include public safety, transportation, and risk management.
- Member Barakat invited members to Arcadia Park on December 31, 2022, where approximately 150 vehicles built between 1903-1930 will be on display.
- Member Shevlin thanked all the presenters for their presentations on the hydrogen fuel cell project.

10. **GENERAL PUBLIC COMMENT**

Mike Greenspan provided one minute of General Public Comment

Armando Herman provided one minute of General Public Comment.

11. **ADJOURNMENT**

Adjournment for the October 28, 2022, Foothill Transit Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned in the memory of El Monte Police Chief Ben Lowry at 9:26 a.m.

May 23, 2023

To: Governing Board

Subject: **Foothill Transit Forward Service Change Recommendations**

Recommendations

Authorize the Chief Executive Officer to implement the proposed service change recommendations.

Analysis

What is Foothill Transit Forward?

As a reminder:

- Foothill Transit Forward is an evaluation of Foothill Transit service to determine how best to meet the needs of existing and potential customers.
- The Foothill Transit Forward study includes a detailed review of existing service and robust community outreach.
- The study aims to create a more effective, efficient, equitable, and sustainable transit system that will get people where they need to go in the shortest time possible.
- The outcome of Foothill Transit Forward will be an updated service plan, which will guide Foothill Transit service improvements over the next five years.

Following an analysis of travel patterns, ridership, and results from online and on-board surveys, a set of service change recommendations was created. The goal of the recommendations is to increase and/or provide uniform frequencies of key routes, reduce redundancies, and change or streamline routes to match travel demands while keeping an eye on equity. The proposed recommendations are included in the final report and summarized below.

The proposed recommendations were presented to the public over a one-month period to collect feedback, and changes to the proposed recommendations were made and reflected in the final recommendations listed below for implementation. If the proposed changes are approved by

Foothill Transit's Governing Board, then the changes will be implemented in the fall 2023 Service Change.

Public Meetings and Results of Public Comments

The formal public comment period began on February 21, 2023, and concluded on April 23, 2023. To encourage public comments, Foothill Transit staff conducted virtual and in-person outreach. Staff held three virtual public workshops and eight in-person engagements held primarily at Los Angeles County libraries. A public hearing was also held on Saturday, April 15, 2023, at the Foothill Transit Administrative Office. The locations for in-person outreach were selected based on the proposed changes. In addition to workshops, customers were able to provide feedback through email, phone via Foothill Transit's 800-RIDE-INFO, and postal mail.

The proposed changes and various workshops were advertised on Foothill Transit's website and social media, and flyers were placed at all stops of the lines with proposed changes. The public hearing was also advertised in newspapers and Los Classificados.

The workshops, both virtual and in-person, were well attended. Approximately 80 people attended the in-person workshops with the highest number of attendees at the San Dimas Library with 25 people and the Duarte Senior Center with 40 people. The virtual workshops had 52 attendees; the highest meeting attended meeting was on Monday, April 10, 2023, with 22 people. The agency received 137 comments regarding the proposed service recommendations, with the proposed change for Line 499 receiving the most comments with 47.

Proposed Route Changes and Recommendations

Line 190

The proposal for Line 190 is to extend the short trips that currently start and end at Eastland Center to run the full route from Cal Poly Pomona to El Monte Station.

Recommendation

The recommendation for Line 190 is to implement the proposed changes to extend the short trips.

Line 194
The proposal for Line 194 is to extend the short trips that currently start and end at Valley Boulevard and Lemon Boulevard to run the full route from Cal Poly Pomona to El Monte Station.

Recommendation
The recommendation for Line 194 is to implement the proposed changes to extend the short trips.

Line 195
The proposed change for Line 195 is to eliminate the Corporate Center Drive loop and continue along South Campus Drive due to low ridership. In conjunction with the proposed Line 291 reroute, Line 195 will be changed to serve South Garvey Avenue, East County Road, and South Towne Avenue to provide coverage for almost all stops currently served by Line 291.

Recommendation
The recommendation for Line 195 is to implement the proposed changes to the current routing.

Line 272
The proposal for Line 272 is to extend the route to serve Mountain Vista Plaza in the city of Duarte.

Recommendation
The recommendation for Line 272 is to implement the proposed changes to the current routing.

Line 274
The proposal for Line 274 is to change the northern terminus from the Baldwin Park Metrolink Station to Plaza West Covina. There is greater ridership potential and more Foothill Transit lines for transfer at West Covina. Customers in Baldwin Park can use Line 178 to travel to West Covina.

Recommendation
The recommendation for Line 274 is to implement the proposed changes to the current routing.

Line 281
The proposal for Line 281 is to keep the line on Citrus Avenue instead of going into the Covina Transit Center. This change will save 5 minutes on the southbound trip and 2 minutes on the northbound trip.

Recommendation
The recommendation for Line 281 is to implement the proposed changes to the current routing.

Line 282
The proposal for Line 282 is to cancel the line due to duplication; the only unique portion of this route is a segment on Haliburton Road, which has low ridership. Customers can currently use alternate lines to reach shared destinations and with the recommended changes to Line 194, would have more access to El Monte Transit Center. Customers along this segment are about a 5-minute walk to bus stops served by other Foothill Transit routes.

Recommendation
The recommendation for Line 282 is to cancel the line due to duplicative service with other Foothill Transit Lines.

Line 286
The proposal for Line 286 is to change the northern terminus from the Pomona Transit Center to the Mt. SAC Transit Center.

Recommendation
The recommendation for Line 286 is to keep the current routing and not make any changes due to better connections at the Pomona Transit Center. Foothill Transit will review this proposal in the future to determine if new travel demands warrant a routing change.

Line 291
The proposal for Line 291 is to change the southern terminus from an industrial area to Rancho Camino Drive, which is close to retail stores such as Target, Walmart, and Win Co.

Recommendation
The recommendation for Line 291 is to implement the proposed changes to the current routing.

Line 292
The propose change to Line 292 is to reroute the line to provide a direct connection between Pomona and Claremont. The data shows most of the ridership is between Pomona Transit Center and Arrow Highway. The modified route would also run until 7 p.m. instead of ending service at 4:45 p.m.

Recommendation
The recommendation for Line 292 is to implement the proposed changes to the current routing.

Line 482
The propose change to Line 482 is to eliminate the segment connecting to the Industry Transit Center; the segment generates few riders and adds 10 minutes of travel. The Industry Transit Center will continue to be served by Line 495.

The other change to the line is the elimination of the Corporate Center Drive loop. The segment generates few riders and the location is short walk from South Campus Drive.

Recommendation
The recommendation for Line 482 is to implement the proposed changes to the current routing.

Line 486
The proposal for Line 486 is to extend the line to the Pomona Transit Center along Holt Avenue.

Recommendation
The recommendation for Line 486 is to implement the proposed changes to the current routing.

Line 487
This new line would combine Lines 197 and 289 and provide a one-seat ride from Puente Hills Mall to Montclair. The route would also eliminate the segment low ridership segments along Fairplex Drive. Service to the Pomona Fairplex will be provided along White Avenue and will link the future La Verne Gold Line Station to the Fairplex.

Recommendation
The recommendation is to implement the proposed routing changes and combining of Lines 289 and 197 into one line. Based on customer feedback and a similar route name to LA Metro, an additional recommendation is to change the proposed name from Line 487 to continue with the current Foothill Transit name of Line 289.

Line 498
The proposed change to Line 498 is to eliminate the Industry City Hall Park and Ride due to low ridership. Customers can go to either the West Covina City Hall Park and Ride or Puente Hills Mall.

Recommendation
The recommendation for Line 498 is to cancel the stop at Industry City Hall Park and Ride as well as discontinue the current stop located at Vincent Boulevard and Lakes Avenue. The recommendation is to start and end the routing at West Covina City Hall Park and Ride.

Line 499
The proposal for Line 499 is to cancel the line due to the closing of the San Dimas Park and Ride as the result of the Gold Line (L-Line) extension project.

Recommendation
The recommendation for Line 499 is to start and end the route at Via Verde Park and Ride.

Line 851
The proposal for Line 851 is to cancel this line due to low ridership. Foothill Transit should explore the possibility of collaborating with the Glendora Shuttle to provide service.

Recommendation
The recommendation for Line 851 is to cancel the line.

Line 853/854
The proposal for Lines 853 and 854 is to combine the two lines to improve utilization and efficiency. The modified alignment will cover the highest ridership stops of both routes.

Recommendation
The recommendation for this proposal is to keep the current alignment of Line 853 and cancel Line 854. The segment of Line 854 where service would be cancelled is currently served by Line 482 and would continue to provide service along Diamond Bar Boulevard.

Line 860/861
The proposal for Lines 860 and 861 is to combine both Duarte routes into one consolidated route. The route will provide service to the city's biggest destinations. The new route will provide faster and more direct service for existing customers while being easier to understand for new customers. Customers in residential areas north of Royal Oaks Drive may need to walk further to access service.

Recommendation
The recommendation is to implement the proposed routing changes to combine both lines into one line. It is important to note that if the Governing Board approves this recommendation, the city of Duarte will also need to approve the change prior to implementation because Foothill Transit operates Lines 860 and 861 on behalf of the city.

Silver Streak
The proposal for Silver Streak is to modify the current routing to serve a bus stop at Cal Poly Pomona. The Silver Streak will service the school during the weekdays between the hours of 7 a.m. to 7 p.m.

Recommendation
The recommendation is to implement the proposed routing changes to Silver Streak.

Gold Line (L-Line) Service
This new route will provide service from the San Dimas Gold Line station to Mt. SAC and Cal Poly Pomona.

Recommendation
The recommendation is to continue to review travel demand patterns with the opening of the Gold Line (L-Line) in the future.

Schedule for Implementation

If approved, the implementation of the approved changes will start at the fall 2023 Service Change.

Activities	Dates
Recommendations approved by the Executive Board	**April 25, 2023**
Governing Board Meeting	**May 23, 2023**
Planned Implementation	**Fall 2023 Service Change**

Budget Impact

Preliminary analysis shows the implemented changes to be within the budgeted revenue hours for the fiscal year.

Sincerely,

Joseph Raquel
Director of Planning

Doran J. Barnes
Chief Executive Officer

Attachments

Attachment A

Outreach Summary

Outreach Schedule and Locations

Date	Time	Location
Tuesday, February 21, 2023		Public Outreach Kick-Off
Thursday, March 02, 2023	6:00 PM - 7:00 PM	Zoom
Tuesday, March 7, 2023	6:00 AM - 8:00 AM	Industry City Hall Park and Ride
Thursday, March 9, 2023	12:00 PM - 2:00 PM	Duarte Senior Center
Tuesday, March 14, 2023	5:00 PM - 6:00 PM	Rowland Heights Library (Meeting Room)
Wednesday, March 15, 2023	5:30 PM - 6:30 PM	Sunkist Library (Meeting Room)
Wednesday, March 22, 2023	5:30 PM - 6:30 PM	San Dimas Library (Meeting Room)
Thursday, March 23, 2023	5:30 PM - 6:30 PM	Hacienda Heights Library (Meeting Room)
Wednesday, March 29, 2023	6:00 PM - 7:00 PM	Zoom
Monday, April 10, 2023	6:00 PM - 7:00 PM	Zoom
Tuesday, April 11, 2023	5:00 PM - 6:00 PM	Hispanic Chamber of Commerce-Pomona
Saturday, April 15, 2023	9:00 AM	Foothill Transit Administrative Office (Board Room)
Thursday, April 20, 2023	7:00 PM	Duarte Unified School District
Friday, April 21, 2023		Public Outreach Ends

Outreach Summary - Continued

Event Type	Number of Attendees
Virtual Zoom Workshops	52
In-Person Events	80

Comments Received Via	Number Received
E-mail	58
Public Comment	5
Social Media	12
800-RIDE-INFO	1
Grand Total	76

Line	Number of Comments
190	2
194	2
195	2
197	3
272	2
274	4
281	4
282	20
285	3
286	6
289	2
291	5
292	3
482	5
486	4
487	3
493	2
498	6
499	47
861	3
853/854	2
860/861	5
College Connector	1
Silver Streak	1
Grand Total	**137**

May 23, 2023

To: Governing Board

Subject: **Proposed Fiscal Year 2024 Business Plan and Budget**

Recommendation

Approve Foothill Transit's proposed Business Plan, Budget, and Performance Targets for Fiscal Year 2024.

Analysis

The Business Plan and Budget development process provides an opportunity to review Foothill Transit's current and planned financial status in relation to goals and objectives. To facilitate this process, a draft business plan and budget have been developed which incorporates overall goals and supporting action steps. Included in the document are Fiscal Year 2023 accomplishments, an overall budget summary, and departmental budget summaries.

Despite unprecedented increases in operating costs, Foothill Transit has sufficient funding to provide a balanced budget. The proposed budget will allow us to operate full service in Fiscal Year 2024. Foothill Transit is required to submit a balanced budget and a Short Range Transit Plan (SRTP) to the Los Angeles County Metropolitan Transportation Authority annually to be eligible to receive subsidy funds. Both documents have been incorporated into a single Business Plan and Budget document.

The Fiscal Year 2024 Business Plan and Budget document is provided as an Attachment. It was developed with the organization's mission as its central focus. The mission of Foothill Transit is to be the premier public transit provider committed to safety, courtesy, quality, responsiveness, efficiency and innovation. Supporting this mission, the primary goals of Foothill Transit are the following:

- Operate a safe transit system;
- Provide outstanding customer service;
- Operate an effective transit system; and
- Operate an efficient transit system.

Goals and performance measures tied to each of the four goals listed above have been incorporated into the plan to ensure that Foothill Transit's resources are focused on achieving its mission. To fulfill its mission and meet its goals, Foothill Transit's proposed Business Plan and Budget document includes detailed initiatives. Over the next year, the proposed business plan will allow Foothill Transit to advance the key agency-wide initiatives listed below:

Fuel Cell Bus and Infrastructure Expansion

Foothill Transit's first 33 hydrogen fuel-cell electric buses (FCEBs) built by New Flyer Industries are now in service. Some have been deployed on Line 291 to replace the first-generation 35-foot Proterra fast-charge buses on that line, while others have replaced end-of-life compressed natural gas buses. These buses are operated out of the Pomona operations and maintenance facility.

In FY2023, the Board approved a second order of 19 hydrogen FCEBs to be built by ElDorado National, along with fueling infrastructure to be built at the Arcadia Irwindale operations and maintenance facility. As the 33 New Flyer buses will be deployed at the Pomona facility while the next order of 19 buses will be operated out of the Arcadia Irwindale operations and maintenance facility, we will be able to perform a side-by-side comparison of the vehicles. This will inform future bus purchase decisions as older compressed natural gas buses are retired.

Zero-Emissions Double Deck Fleet Expansion

To further our organization's deployment of zero-emissions buses, an upcoming deployment of vehicles to replace aging CNG-powered vehicles will consist of an order of 24 double-deck coaches. The double-deck zero-emissions coaches offer far superior ride quality, are visually appealing, and will attract riders who may not otherwise consider taking public transit. This purchase will be supported by a $7.9 million federal competitive grant.

Facility Security Hardening

The security surveillance and access control systems at Foothill Transit's administrative office building and at both operations and maintenance facilities were installed when each facility was constructed, and they were last updated in 2012. That effort involved the installation of certain access control and video surveillance equipment. The security cameras, software, and hardware were updated as needed over time; however, in light of

newer and more robust technology on wireless secured security systems now available, a more robust and better-integrated system is currently being implemented. In the upcoming year, approved capital improvement and sought after grant funds will allow for a safer, more secure system that will be congruent with the recently awarded security guard services contract. New fencing, cameras, gated access control system for vehicles and pedestrian access control are being installed in the Arcadia Irwindale overflow parking facility to better secure that area.

Foothill Transit Forward Implementation

Foothill Transit Forward, the title for our comprehensive operational analysis (COA) examined and evaluated the Foothill Transit system to determine where improvements could be implemented to make transit operations more effective and efficient. The final report recommended changes to 23 lines that would reduce duplicative service, improve regional connections, connections to the L (Gold) Line, retail locations, and college campuses, and improve frequency and span of service on certain lines. Prior to implementation, Foothill Transit conducted public workshops and a public hearing to collect feedback and make adjustments based on the feedback regarding the changes.

Transit Store and Facilities Maintenance Contract Procurement and Implementation

The existing agreement with Transdev for the operation of transit store and facility maintenance services expires on August 31, 2023. There are remaining contract options available; however, a new transit services agreement is currently under procurement to incorporate needed changes to the scope of services to be provided. A contract award recommendation is anticipated at the June 27, 2023, Executive Board meeting. Contract transition activities will commence immediately thereafter to facilitate an effective transition to a new operating agreement on September 1, 2023. Upon contract implementation, staff will work with the contractor to ensure service delivery complies with the terms of the new contract.

Cal Poly Pomona Bronco Mobility Hub and Class Pass Project

Foothill Transit and Cal Poly Pomona are working in partnership to improve mobility on campus with key transit projects including the development of a Mobility Hub and an accompanying Class Pass program.

A feasibility study is underway for development of the Mobility Hub, and the Class Pass program is concluding the final year of the pilot program and will soon become a permanent program at Cal Poly Pomona. The program has grown over the last two years and has become a vital resource for students on campus. The proposed Mobility Hub is currently in the feasibility study phase and is anticipated to be completed in fall 2023. The two projects will help provide a convenient transportation option for students, faculty, and staff and represent an exciting opportunity to further strengthen our close partnership with the university.

Additionally, individual department initiatives are included in each department's subsection of the Business Plan document.

Capital Program

The Foothill Transit Financial Stability Policy adopted by the Board in 2016 and updated annually, requires that the capital program budget be integrated into the annual budget process. The capital budget includes all capital program activities associated with bus acquisition, bus capital improvements, facility construction, and other capital improvements such as information technology improvements. The Board approves a capital project as part of the annual budget adoption; it authorizes the schedule and total expenditures over the life of the project. There are 15 newly proposed capital projects for FY2024. The newly proposed Life of Project budgets for capital projects in FY2024 total $5.18 million.

In addition to the 15 newly proposed capital projects, we are also requesting the Board increase the life of project budget for Project #0182, Pomona Steam Bay Lift Replacement, from $275k to $730k. The original budget for this project was developed in 2018 and since then, we have advanced design by assessing existing conditions and equipment replacement options with the operations and maintenance facility management team. Through the design development process, it was determined that the equipment that was assumed for replacement in the original budget was discontinued and thus an alternate was identified which would require additional concrete foundation and electrical improvements. The life of project budget of $730k accounts for alternate equipment, additional foundation and electrical improvements, and market escalations to reflect increases in labor and equipment costs.

Revenues

The revenues proposed in this budget are sufficient to achieve the goals and objectives identified in the Business Plan and Budget. Revenue projections are based on the draft annual "funding marks" developed by Metro and include estimated funding allocations from Metro for Fiscal Year 2024. Included in the budgeted revenues are approved federal American Rescue Plan Act (ARPA) Additional Assistance funds.

Subsequent to the Governing Board's adoption of the Foothill Transit 2024 Business Plan and Budget, the Foothill Transit Financial Forecast will be updated using the Governor of California's Revised State Budget, final formula allocation procedure (FAP) funding marks received from Metro, and available local and statewide economic forecasts. Funding marks have been programmed higher than initially forecasted; however, Foothill Transit continues to forecast using a conservative approach due to the current economic conditions and uncertainty moving forward.

Financial Impact

Foothill Transit's proposed FY2024 budget is balanced between revenues and expenses with an estimated $162.1 million operating budget and a $67.5 million capital budget, for a total budget of $229.6 million. The Fiscal Year 2024 Business Plan and Budget targets a farebox recovery ratio of 4.8 percent as ridership has been reshaped post-pandemic.

Sincerely,

Michelle Lopes Caldwell
Director of Finance and Treasurer

Doran J. Barnes
Chief Executive Officer

Attachment















Proposed Business Plan & Budget

FY2024

Foothill Transit

Foothill Transit Leadership

Executive Board

Chair
Corey Calaycay
Cluster 1 - Claremont

Vice Chair
Cory Moss
Cluster 4 - Industry

Board Member
Gary Boyer
Cluster 2 - Glendora

Board Member
Becky Shevlin
Cluster 3 - Monrovia

Board Member
Cynthia Sternquist
Cluster 5 - Los Angeles County

Executive Board Alternates

Cluster 1 - San Dimas
Emmett Badar

Cluster 2 -
VACANT

Cluster 3 - Pasadena
Felicia Williams

Cluster 4 - La Puente
Valerie Muñoz

Cluster 5 - County of Los Angeles
VACANT

Governing Board

Cluster 1

Claremont
Councilmember Corey Calaycay
Alternate: Mayor Ed Reece

La Verne
Mayor Pro Tem Rick Crosby
Alternate: Mayor Tim Hepburn

Pomona
Councilmember Victor Preciado
Alternate: Councilmember John Nolte

San Dimas
Mayor Emmett Badar
Alternate: Councilmember Ryan Vienna

Walnut
Councilmember Linda Freedman
Alternate: Councilmember Eric Ching

Cluster 2

Azusa
Councilmember Edward J. Alvarez
Alternate: Mayor Pro Tem Dennis Beckwith

Baldwin Park
Councilmember Daniel Damian
Alternate: Mayor Emmanuel J. Estrada

Covina
Mayor Pro Tem Walt Allen
Alternate: Mayor Patricia Cortez

Glendora
Mayor Gary Boyer
Alternate: Councilmember Michael Allawos

Irwindale
Mayor H. Manuel Ortiz
Alternate: Mayor Pro Tem Albert Ambriz

West Covina
Mayor Rosario Diaz
Alternate: Councilmember Letty Lopez-Viado

Cluster 3

Arcadia
Councilmember Michael Cao
Alternate: Councilmember Sharon Kwan

Bradbury
Mayor Pro Tem Richard G. Barakat
Alternate: Councilmember Elizabeth Bruny

Duarte
Councilmember Cesar A. Garcia
Alternate: Councilmember Toney Lewis

Monrovia
Mayor Becky Shevlin
Alternate: VACANT

Pasadena
Vice Mayor Felicia Williams
Alternate: VACANT

Temple City
Councilmember Fernando Vizcarra
Alternate: Mayor William Man

Cluster 4

El Monte
Mayor Jessica Ancona
Alternate: VACANT

Diamond Bar
Councilmember Steve Tye
Alternate: Mayor Andrew Chou

Industry
Mayor Cory C. Moss
Alternate: Mayor Pro Tem Catherine Marucci

La Puente
Mayor Pro Tem Valerie Muñoz
Alternate: Mayor Charlie Klinakis

South El Monte
Councilmember Hector Delgado
Alternate: Mayor Gloria Olmos

Cluster 5

County of Los Angeles

Cynthia Sternquist

Dr. John P. Lloyd

VACANT

Senior Management

Chief Executive Officer
Doran J. Barnes

Deputy Chief Executive Officer
LaShawn King Gillespie

Director of Customer Service and Operations
VACANT

Director of Maintenance and Vehicle Technology
Roland Cordero

Director of Marketing and Communications
Felicia Friesema

Director of Information Technology
Donald Luey

Director of Procurement
Christopher Pieper

Director of Government Relations
Yoko J. Igawa

Director of Finance and Treasurer
Michelle Lopes Caldwell

Chief of Safety and Security
John Curley

Director of Planning
Joseph Raquel

Director of Capital Projects and Facilities
Sharlane Bailey

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Executive Summary

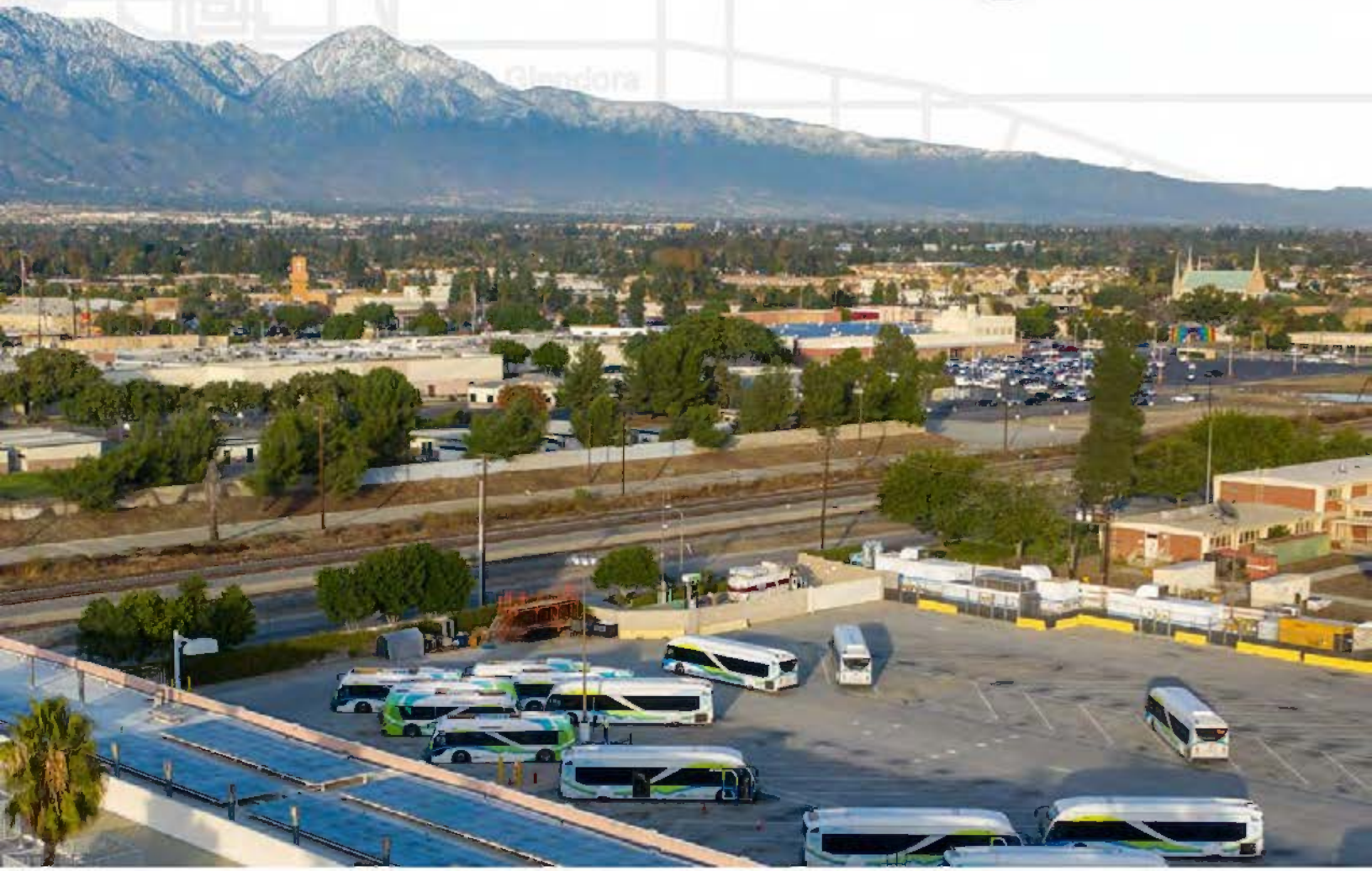


The COVID-19 global pandemic has left a significant impact on Foothill Transit and many other transit providers across the Country. This has given us an opportunity to reevaluate and reimagine how we deliver service to the community. Past history of performance is no longer a valuable indicator to compare with and we must move past comparisons of pre-pandemic life. Foothill Transit has reset how we evaluate our performance targets and we are moving toward a new post-pandemic standard. This business plan and budget marks the begining of a new era for Foothill Transit.

Completion of our Foothill Transit Forward Comprehensive Operational Analysis during FY2023 provides recommendations which allow us to implement changes that will bring improved and efficient service to the community. This FY2024 Business Plan and Budget is a product of that reshaping and accommodates within an ever shifting financial and cultural landscape what challenges we can reasonably predict and adds flexibility for the ones we cannot.

Foothill Transit continues to prioritize technology improvements which will meet and exceed all required air quality standards. In FY2024, Foothill Transit will operate the largest hydrogen fuel cell fleet in the nation. In addition to the 33 new fuel cell buses that were purchased in FY2023, the capital program proposes to purchase an additional 19 hydrogen fuel cell buses and to build an additional fueling facility at the Arcadia Irwindale operating facility during FY2024.

The American Rescue Plan (ARP) Act of 2021 was passed by Congress and signed into law on March 11, 2021, and contained $30.5 billion for public transit agencies throughout the United States. Foothill Transit received $48 million of federal grant funds which were used to mitigate impacts from COVID-19. In addition, Foothill Transit received $50 million of additional assistance ARPA funds to further support daily operating expenses for transit service. These funds are in addition to the CARES and CRRSA act funds which were spent in fiscal years 2021 and 2022. Examples of



eligible uses include operating expenses and COVID-19 related procurements. Foothill Transit has programmed these revenues to pay for operating expenses to replace fare revenues and mitigate other cost increases resulting from the current economic climate.

The total agency-wide budget of $229.6 million includes operating costs of $162.1 million and a current capital program of $67.5 million. The major elements of the operating budget, purchased transportation and fuel and electricity, total $137.4 million or 85 percent of the total operating budget. The capital program includes $239.1 million of capital projects planned to be completed in the next five years. The majority of capital funding continues to be programmed for bus replacement and supporting infrastructure as we transition to a fully zero-emission bus fleet.

Foothill Transit's top priority is always safety, which now includes a higher level of attention to public health while maintaining safe access to our communities' work centers, hospitals, and other vital services.

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Mission

To be the premier public transit provider committed to Safety, Courtesy, Quality, Responsiveness, Efficiency, and Innovation.

Values

ACCOUNTABILITY

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

RESULTS

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

INTEGRITY

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

GRATITUDE

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

INCLUSION

We are committed to creating a culture that facilitates equal access to opportunity and promotes participation among our diverse and talented team members, valuing the unique perspectives that everyone brings.

TEAM MEMBERS

Our care for each other magnifies the care we provide to our communities, so we endeavor to practice compassion, embodying the best of our humanity to one another. We are also committed to supporting the team through education, development, and recognition.

COMMUNICATION

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

SUSTAINABILITY

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

Overall System Performance

This chart shows a comparison of Foothill Transit's overall system performance for FY2022, the projected performance for FY2023, and the targeted performance goals for FY2024.

Overall System Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
Passenger Boardings	6,852,419	7,959,435	7,832,315	8,302,254
Vehicle Service Hours	794,370	878,481	778,483	876,058
Vehicle Service Miles	10,196,687	12,533,977	10,732,388	12,376,490
Fare Revenue	$ 7,480,849	$ 9,046,200	$ 7,800,000	$ 7,667,065
Transit Operating Expense	**$ 103,413,775**	**$ 123,153,550**	**$ 114,068,749**	**$ 161,290,850**

Goal	Indicator	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
Operate a Safe Transit System	Preventable Collisions per 100,000 miles	0.58	0.80	0.91	0.80
Provide Outstanding Customer Service	Schedule Adherence	76.2%	75.0%	78.2%	78.0%
	Average Miles Between Technical Roadcalls	12,784	14,000	10,880	12,500
	Complaints per 100,000 Boardings	44.4	38.0	49.6	38.0
Operate an Effective Transit System	Boardings per Vehicle Service Hour	8.63	9.06	10.06	9.48
	Average Weekday Boardings	21,804	25,396	25,402	26,875
Operate an Efficient Transit System	Farebox Recovery Ratio	7.2%	7.3%	6.8%	4.8%
	Average Cost per Vehicle Service Hour	$130.18	$140.19	$146.53	$184.11

Initiatives for FY2023 and FY2024

FY2023 Initiatives Underway or Completed

- Fuel Cell Bus and Infrastructure Implementation
- Zero-Emissions Double-Deck Fleet Expansion
- Mt. San Antonio College Transit Center
- Facility Security Hardening
- Comprehensive Operational Analysis (Foothill Transit Forward)
- Operations Contract Implementation
- Cal Poly Pomona Bronco Mobility Hub and Class Pass Project
- Legislative Advocacy

FY2024 Initiatives

- Fuel Cell Bus and Infrastructure Expansion
- Zero-Emissions Double-Deck Fleet Expansion
- Facility Security Hardening
- Foothill Transit Forward Implementation
- Transit Store and Facilities Maintenance Contract Procurement and Implementation
- Cal Poly Pomona Bronco Mobility Hub and Class Pass Project

Agency & Service Summary



Agency History

Foothill Transit was created in 1987 as a unique joint powers authority following the Southern California Rapid Transit District (SCRTD) announcement of service cuts and fare increases that would negatively impact the San Gabriel Valley. The Los Angeles County Transportation Commission (LACTC) approved Foothill Transit's application to assume operation of 14 lines previously operated by SCRTD. Foothill Transit was tasked by community leaders to provide quality public transportation, while reducing costs and improving local control.



Foothill Transit service began in December 1988 with the operation of two fixed-route bus lines formerly operated by SCRTD – Lines 495 and 498. The remaining 12 lines approved by the LACTC were transferred to Foothill Transit operation over a period of five years. The new agency also assumed administration of the Bus Service Continuation Project and began providing service on an additional six lines that were canceled by SCRTD. Foothill Transit performed an analysis of regional transit needs which resulted in changes to existing lines, increased weekday service, and introduced new weekend service and additional service to connect communities.

Foothill Transit now operates 39 fixed-route local and express lines, covering over 300 square miles in eastern Los Angeles County and provides approximately 13 million rides per year (pre-pandemic). This number is up from 9.5 million at the time of Foothill Transit's formation. Unfortunately, during the 2021 and 2022 fiscal years we experienced very low ridership. Ridership is currently approximately 60 percent of pre-pandemic ridership levels, with modest increases being observed each month.

At its inception, Foothill Transit relied on contractor-provided operations facilities to maintain its growing fleet. Then in 1997, Foothill Transit opened its first agency-owned operations facility in Pomona. Construction was completed on the second agency-owned operations facility in Arcadia in 2002. In 2007, the administrative offices moved from leased property to the current address at 100 S. Vincent Ave. in West Covina. The purchase of the administrative building enabled the investment of capital dollars to offset ongoing operating costs associated with the lease of the previous office space.

Agency growth continued in 2007 as Foothill Transit launched the region's first cross-valley, high occupancy bus service – the Silver Streak. Covering approximately 45 miles from Montclair to downtown Los Angeles, the Silver Streak route spends about five percent of its total trip time on surface streets by utilizing freeways and High Occupancy Toll (HOT) lanes for quick commuting between designated station stops, mimicking the efficiency and speed of light rail.



Foothill Transit began converting its diesel-fueled fleet to compressed natural gas in 2002. Fleet conversion was completed when the final diesel-fueled bus was retired in late 2013. Continuing its commitment to adopt low emissions technology, the agency took a bold step in 2010 with the implementation of the first-of-its-kind, zero emissions battery electric buses. Funded through the American Recovery and Reinvestment Act of 2009 (ARRA), these vehicles were the first heavy duty zero emissions, battery electric public transit buses that utilized in-route fast charging capability. This technology enabled them to remain in service throughout the day without having to leave the route to be charged before returning to service. Foothill Transit received a $10.2 million TIGGER II grant in early 2011 to expand the electric bus program. This funding enabled the purchase of 12 additional electric vehicles for use on Line 291 serving the Pomona Transit Center. In July 2014, Line 291 became the first all-electric, zero emissions bus line in operation in Los Angeles County. Today our grid-powered battery-electric fleet has grown to 34 coaches, including two double-deck battery-electric coaches. This year, 33 fuel-cell electric buses replaced older CNG coaches and our oldest grid-powered battery-electric buses. A hydrogen fueling station is also being constructed at the Pomona Operations and Maintenance Facility to support the fuel cell fleet.

To best serve the organization and stakeholders, Foothill Transit began the transition to in-house management on June 15, 2013, by hiring its first full-time employee, Executive Director/ Chief Executive Officer Doran J. Barnes. Doran had previously served as Executive Director since 2003 under a management contract with Veolia Transportation (later renamed Transdev). At the direction of the Board, senior leadership and technical staff were hired and the management services contract with Transdev was amended, which resulted in management of Foothill Transit being brought in-house on July 1, 2013. Bus operations and maintenance, Transit Store operations, and bus stop installation, signage, and cleaning continue to be provided under contracts with private firms.



Foothill Transit began providing service to the first agency-owned parking structure, the Industry Park & Ride, on October 7, 2013, to provide more convenient and predictable commuting options for residents of the San Gabriel and Pomona Valleys. The structure houses 622 parking spaces and its construction

allowed for the introduction of Line 495 – Foothill Transit's first and only commuter line to offer non-stop service into downtown Los Angeles.

Foothill Transit's second Park & Ride facility – the Azusa Intermodal Transit Center – opened in January 2016 in the City of Azusa. The structure is shared by the City of Azusa, the Gold Line Foothill Extension, and Foothill Transit. The Azusa Intermodal Transit Center, immediately adjacent to the parking structure, includes infrastructure for electric bus charging to facilitate the electrification of Line 280, which is a north-south route traveling between Azusa and the Puente Hills Mall.



In June 2016, Foothill Transit assumed operation of Lines 190, 194, and 270 from LA Metro – the largest service expansion in 14 years. Lines 190 and 194 provide service from El Monte to Pomona along corridors that were not previously served by other Foothill Transit lines. Additionally, Line 270 serves the cities of Monrovia and El Monte, while connecting passengers to the newly constructed Gold Line Station.

In February 2017, Foothill Transit achieved an important milestone in the agency's quest towards sustainability as it became the first bus-only public transit system in North America to attain the American Public Transportation Association's (APTA) Sustainability Commitment Platinum Level. APTA's recognition highlights the agency's effort in being responsible stewards of the resources that are entrusted to us, and our ability to develop and implement sustainable processes.

In 2020, after years of planning and cooperative efforts, Foothill Transit opened its second agency-owned Park & Ride and transit center near downtown Covina. The Covina Transit Center serves as the primary regional anchor for the agency's newest Commuter Express Line 490. In the coming years, Foothill Transit plans to complete a feasibility study regarding the construction of a state-of-the-art Mobility Hub on the Cal Poly Pomona campus. Cal Poly has also joined the group of college campuses participating in our Class Pass program. Additionally, an on-campus transit center at Mt. San Antonio College will bring unparalleled student access to transit to the school that started the Class Pass program. As our commuting and educational environment shifts in response to the global pandemic, Foothill Transit is heading into the new fiscal year with heightened awareness, focus, and flexibility.

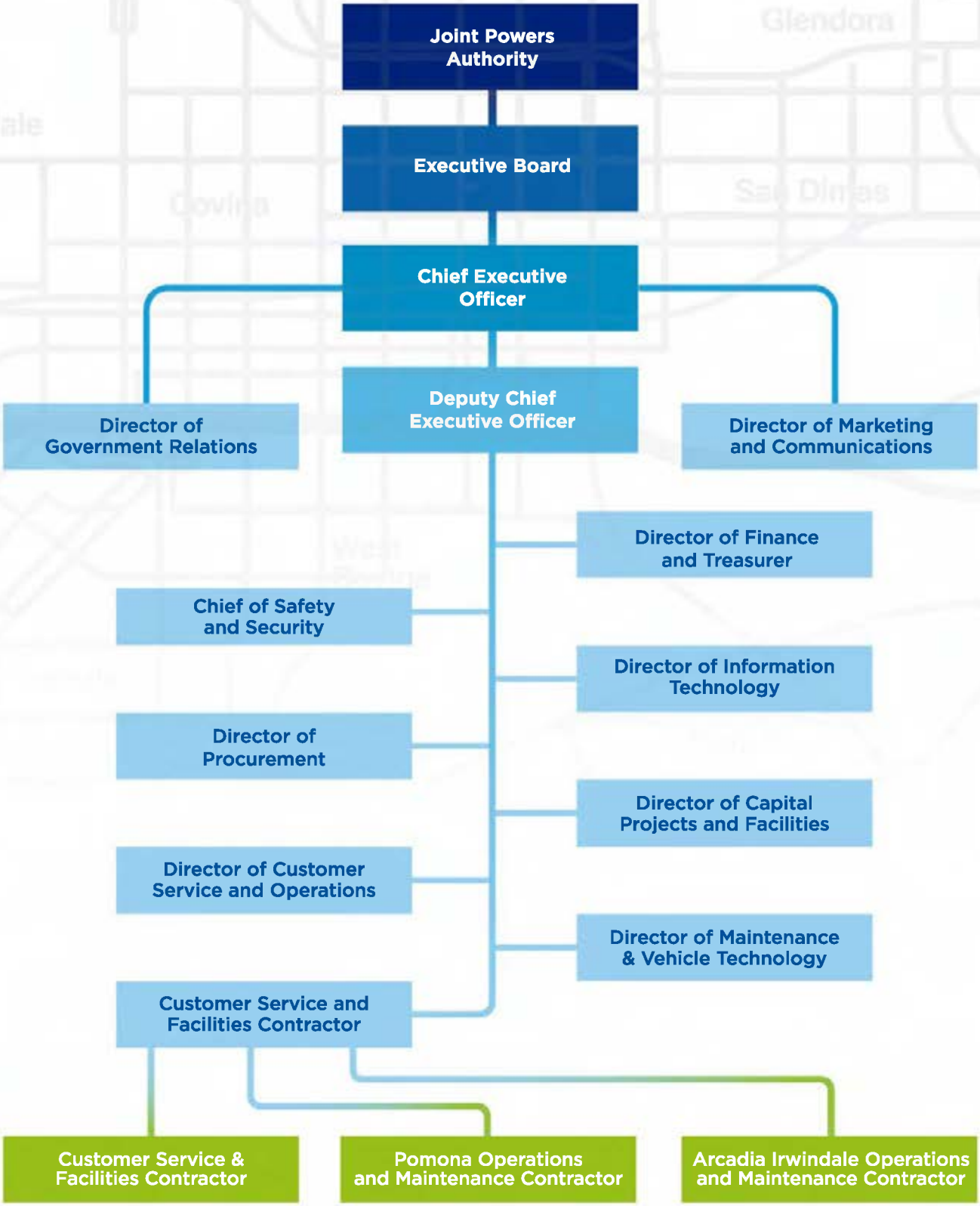
Organization Structure

General membership in the Foothill Transit Joint Powers Authority includes one city council member and one alternate from each of the 22 cities in the Foothill Transit service area and three appointed representatives for the County of Los Angeles.

A five-member Executive Board governs Foothill Transit: four elected officials representing four clusters of cities, and the fifth member is elected by the Los Angeles County representatives (Cluster Five).

The Board directs policy that is implemented by a directly employed administrative staff. On-street operations and front-line customer service are provided through contracts currently with Keolis Transit Services and Transdev.




Joint Powers Authority
Executive Board
Chief Executive Officer
Director of Government Relations
Deputy Chief Executive Officer
Director of Marketing and Communications
Director of Finance and Treasurer
Chief of Safety and Security
Director of Information Technology
Director of Procurement
Director of Capital Projects and Facilities
Director of Customer Service and Operations
Director of Maintenance & Vehicle Technology
Customer Service and Facilities Contractor
Customer Service & Facilities Contractor
Pomona Operations and Maintenance Contractor
Arcadia Irwindale Operations and Maintenance Contractor

Foothill Transit Fleet and Facilities

Arcadia Irwindale Operations and Maintenance Facility
5640 Peck Rd., Arcadia, CA

Pomona Operations and Maintenance Facility
200 S. East End Ave., Pomona, CA

West Covina Administrative Office
100 S. Vincent Ave. Suite 200, West Covina, CA

Fleet	Quantity	Seats	Fuel
1900s	14	34	CNG
2100s	64	37	CNG
2200s	29	38	CNG
2300s	30	38	CNG
2400s	30	35	CNG
2500s	30	35	CNG
2600s	14	40	Electric
2700s	63	36	CNG
2800s	3	35	Electric
2800s	2	35	CNG
2900s	24	54	CNG
3000s	2	35	Electric
3100s	33	35	Fuel Cell
NEW	19	35	Fuel Cell

Total CNG	286
Total Electric	19
Total Fuel Cell	52
TOTAL FLEET	357






oothill Transit


Foothill Transit
Foothill Transit
Entrance


FASHION WATCHES
LAKHANI ENTERPRISE INC.




Zero-Emissions | Hydrogen Fuel Cell
Keeping California Clean
Foothill Transit


I'm electric!
Your all-electric bus
Foothill Transit





Short-Range Transit Plan

This section includes information on service changes planned for FY2024 through FY2026.



Foothill Transit Forward (Comprehensive Operational Analysis (COA))

Foothill Transit Forward is a study that analyzed current ridership trends and recommended routing changes to best align with new travel patterns resulting from the COVID-19 pandemic. The study aimed to redistribute service to improve transit access, equity, and sustainability, as well as explore potential transit markets within the service area.

After completing the study, Foothill Transit held ten public workshops and one public hearing to discuss the recommended routing changes in detail. Three workshops were virtual, and eight were in-person.

The recommended routing changes would positively affect the agency's service by increasing service frequency, improving regional transit connections, and providing access to popular destinations such as retail and colleges. Foothill Transit plans to implement the recommended routing changes in the next two years.

Line Productivity

The COVID-19 pandemic has significantly impacted ridership. As we enter the endemic phase, agencies must adjust service levels to meet the demand as customers return to work, school, and the travels of everyday life. In response, our team will look at all lines and schedules to ensure efficient and productive routes. We will apply the adopted Planning Service Standards and recommend changes to improve productivity and bring lines closer to the adopted service standards. Some examples of these changes include adjusting frequencies of non-productive lines to increase frequencies on other lines that exceed the capacity limit and possibly introducing separate Saturday and Sunday schedules to ensure appropriate service levels are provided to customers each day.

Regional Service Improvements

The San Gabriel Valley Council of Governments (SGVCOG) is working on the San Gabriel Valley Feasibility study. The purpose of this study will be to identify feasible transit solutions that enhance communities and lives by providing a high-quality mobility project to the San Gabriel Valley—meeting the Metro Strategic Plan goals of developing and providing equitable and accessible transit services, reducing travel times, managing roadway congestion, and enhancing connections to the regional/local transit networks. Upon completion of the study, Foothill Transit will look at the recommendations in conjunction with Foothill Transit Forward to determine the best alternatives that are feasible to implement.



Gold Line Extension (Metro L Line) Phase 2B – Azusa to Pomona

With the second extension of the Gold Line currently in construction, Foothill Transit will look at connections to the new Gold Line stations in Glendora, San Dimas, La Verne, and Pomona. Foothill Transit will work with the cities in station design to ensure a convenient bus-to-train interface. Similar to when the first Gold Line extension - Pasadena to Azusa - went into operation, Foothill Transit will make the necessary service adjustments to meet demand.

Creation of Frequent Transit Network

Frequent Transit Network Routes will be those Foothill Transit routes with the highest frequency. Route frequency will be informed by ridership and productivity. Lines 187, 188, 190, 194, 280, 291, 486, 488, and Silver Streak are Foothill Transit's most frequent and productive lines. Each of these lines has market potential to support higher service levels due to an appropriate mix of population, employment density, and connections to other local and regional services. These routes create a grid of North/South and East/West connections that traverse the Foothill Transit service area along its most heavily traveled corridors. The frequent network is also vital in enhancing the overall customer experience.

Major Capital Projects Proposed for the Next Three Years

This section includes information on capital projects for FY2024 through FY2026.

Buses, Infrastructure and Fleet Maintenance

Bus Replacement

Foothill Transit will continue to replace the oldest coaches in its fleet. During FY2023, Foothill Transit received 33 hydrogen fuel cell buses. This acquisition is part of our zero-emissions program to meet the California Air Resources Board's Innovative Clean Transportation Regulation of 100% zero-emissions fleet by 2040. Additionally, Foothill Transit's Executive Board authorized the purchase of 19 more hydrogen fuel cell buses to replace 19 buses that have met the Federal Transportation Administartion's useful life requirement of 12 years old and have accumulated more than 500,000 miles in service.

Bus Fleet Heavy Maintenance

As the coaches accumulate 300,000 miles, they will undergo a heavy maintenance program that includes engine replacement and transmission overhaul to provide more efficient and cost effective service. The heavy maintenance program mitigates mechanical bus failures, improves on-time performance, and reduces customer complaints. Approximately 90 buses will undergo heavy maintenance over two fiscal years, FY2024 and FY2025.



Hydrogen Fueling Station

In FY2023, Foothill Transit completed the construction of its first Hydrogen Fueling Infrastructure and fueling station to power its fleet of 33 hydrogen fuel cell buses. 20 of the 33 buses were deployed on line 486 to service Pomona and El Monte Station. The 13 other buses replaced early model battery-electric buses. Line 291 will be operated with hydrogen fuel cell buses instead of battery electric buses.

In order to operate an additional 19 fuel cell buses from the Arcadia/Irwindale facility, a hydrogen fueling facility will be constructed. A consultant will be hired to assist in the development, design, build and installation of two fueling stations. The fueling station will be completed by 2025. A temporary hydrogen fueling station will be installed at the Arcadia/Irwindale facility in anticipation of receiving 19 fuel cell buses prior to completion of a permanent hydrogen infrastructure and fueling station. Necessary hydrogen gas detection and ventilation upgrades to the Arcadia/Irwindale maintenance building will also be completed in order to repair fuel cell buses in the maintenance building.

Facility Rehabilitation, Repair and Maintenance

Arcadia-Irwindale HVAC and Roof Replacement
Replacement of the HVAC system including package air units and split system units original to the facility built in 2002 commenced in FY2022. In preparation of the HVAC replacement, the roof membrane material was completed in 2020. Contractors are currently working on roof curb structural support designs as they await delivery of rooftop mechanical equipment. Installation of the equipment and other roof modifications began in May 2023.



Pomona Steam Bay Lift Replacement
Both operation and maintenance facilities are equipped with a steam bay for undercarriage washing that uses a bus lift. The existing bus lift at Pomona is no longer in working order and is in need of replacement. The scope includes removal and disposal of the existing lift and replacement with a new lift for undercarriage steam cleaning. Design is currently in progress.

Pomona Operations Facility CNG Fueling Equipment Replacement
The project will replace existing CNG compressors, dispensers and associated CNG equipment at the Pomona O&M facility. While compressors are maintained and quarterly inspections are performed, the compressors are over 20 years old and will need replacement as they reach their useful life.

Mt. San Antonio College Transit Center
Mt. San Antonio College is served by five Foothill Transit bus routes with a number of stops at the perimeter of the campus. Existing bus stops around the campus provide minimal amenities and student ridership to and from the campus is a significant segment of Foothill Transit's overall ridership. The project will consolidate existing bus stops around the campus into an on-campus 10-bay transit center with amenities to enhance the student transit experience. The project is currently under construction and is anticipated to be completed in June 2023.

Key Performance Indicators



Overall System Statistics

Overall System Performance	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
Passenger Boardings	6,852,419	7,959,435	7,832,315	8,302,254
Vehicle Service Hours	794,370	878,481	778,483	876,058
Vehicle Service Miles	10,196,687	12,533,977	10,732,388	12,376,490
Fare Revenue	$ 7,480,849	$ 9,046,200	$ 7,800,000	$ 7,667,065
Transit Operating Expense	**$ 103,413,775**	**$ 123,153,550**	**$ 114,068,749**	**$ 161,290,850**

Analysis

Passenger Boardings and Fare Revenue

Passenger boardings are projected to improve as customers return to public transit as a means of transportation. Fare revenue is projected to experience a slight decrease as customers are strategically expected to take advantage of our summer sale. In addition, Foothill Transit is also participating in the Regional GoPass program (formerly known as the Fareless Service Initiative (FSI)), which focuses on improving passenger boardings at a cost of reduction in fare revenue. With implimentation of the Regional GoPass program, passengers are riding more but paying less. Foothill Transit continues to closely monitor the ridership trends and explore opportunities to restore ridership. Passenger boardings are projected to increase during FY2024 when compared to the estimate for FY2023 as a result of new service recommendations made by the Foothill Transit Forward Comprehensive Operational Analysis.

Vehicle Service Hours and Operating Expenses

The vehicle service hours estimate for FY2023 is projected to be below the targeted service hours due to the operation of reduced Express Service and reduced service on Lines 291, 486, and the Silver Streak. Lines 291 and 486 were restored to pre-pandemic levels at the start of May 2023 and the Silver Streak began serving the Cal Poly Pomona campus in January 2023 which helped bring the service hours closer to the target. In FY2024, Express Service will remain at current levels due to ridership demand but we are anticipating the extension of Line 486 to the Pomona Transit Center and additional service to Cal Poly Pomona during the Fall of 2023.

Operating expenses in FY2024 are projected to increase approximately 41.4 percent over the current year budget estimate to accommodate the contractually required escalations for the Pomona operations and maintenance contract, increasing CNG fuel prices, and the additional expenses needed to further support deployment of zero-emission buses.

Business Plan & Budget FY2024 25

Goals and Performance Standards

Goal	Indicator	FY2022 Actual	FY2023 Target	FY2023 Estimate	FY2024 Target
Operate a Safe Transit System	Preventable Collisions per 100,000 miles	0.58	0.80	0.91	0.80
Provide Outstanding Customer Service	Schedule Adherence	76.2%	75.0%	78.2%	78.0%
	Average Miles Between Technical Roadcalls	12,784	14,000	10,880	12,500
	Complaints per 100,000 Boardings	44.4	38.0	49.6	38.0
Operate an Effective Transit System	Boardings per Vehicle Service Hour	8.63	9.06	10.06	9.48
	Average Weekday Boardings	21,804	25,396	25,402	26,875
Operate an Efficient Transit System	Farebox Recovery Ratio	7.2%	7.3%	6.8%	4.8%
	Average Cost per Vehicle Service Hour	$130.18	$140.19	$146.53	$184.11

Performance indicators are established annually based on projections of total vehicle service hours, total vehicle miles, ridership, revenues, and expenses. The estimated boardings per vehicle service hour, farebox recovery ratio and cost per vehicle service hour are derived directly from overall system statistics, while other indicators are estimated based on historical data and current events. Each indicator is discussed on the following pages.

Analysis

Preventable Collisions per 100,000 Miles

Foothill Transit's first priority is safety. Foothill Transit is projected to end FY2023 at 0.91 preventable vehicle collisions per 100,000 miles, which is more than the annual target of 0.80. Preventable vehicle collisions include any preventable collision that has occurred on the road whether the bus is in or out of revenue service; preventable collisions that occur off-street at transit centers or bus stations are also included. While there was a significant increase in preventable vehicle collisions in September, performance has shown measurable improvement in recent months. In addition, the majority of the preventable collisions on the road in FY2023 resulted in coaches making contact with fixed objects. Safety teams meet on a monthly basis to discuss collision trends and are actively involved in the development of safety action plans which involve operator training, coaching, and other activities as appropriate to help mitigate these types of collisions.

The target for preventable vehicle collisions per 100,000 miles for FY2024 will remain the same at 0.80. This rigorous target is set to ensure a continued focus on safety while acknowledging the high level of traffic congestion, road construction, and reduced lane widths in the Los Angeles basin.

Schedule Adherence

Through the first eight months of FY2023, Foothill Transit was able to achieve a monthly on-time performance of over 75 percent. Operations teams continue to monitor the SMARTBus system in real-time to ensure the bus service runs in accordance with the schedule. Projected on-time performance for FY2023 is 78.2 percent, which is above the annual target of 75 percent. In relation to schedule adherence, verifying the on-time performance (OTP) data continues to be a priority for Foothill Transit. This includes evaluating GPS positioning of each time point to accurately reflect the bus arrivals and departures.



The FY2024 target for schedule adherence will increase to 78 percent. With detailed OTP data readily available from the CAD/AVL system, we continue to effectively monitor low performing routes, analyze the impacts of construction and traffic flow, and work with both operations and maintenance contractors to identify areas of improvement.

Average Miles between Technical Roadcalls

In FY2023, Foothill Transit is projected to average 10,880 miles between technical roadcalls, below the performance target of 14,000 miles. This particular measure tracks any mechanical breakdown that occurs, whether a bus is in revenue service or not.

The target for average miles between technical roadcalls for FY2024 will decrease to 12,500 miles.

Complaints per 100,000 Boardings

The agency is projected to receive approximately 49.6 complaints per 100,000 boardings at the end of this current fiscal year, which is higher than the goal of 38 complaints per 100,000 boardings. So far in FY2023, Foothill Transit has received significantly more total number of complaints in comparison to the same period in FY2022. This is primarily attributed to the high number of schedule adherence related complaints received in FY2023, due to missed service. Our transit service contractors continue to experience operator staffing shortages and call-offs and as a result of this, there have been many efforts implemented that focus on recruitment and retention.

The target for FY2024 will remain the same at 38 complaints per 100,000 boardings.



Boardings per Vehicle Service Hour
Boardings per service hour for FY2023 is estimated at 10.06, which is higher than the target of 9.06 boardings per vehicle service hour. This is a result of both an increase in ridership levels and a decrease in operated service hours due to operator shortages, which is currently known to be an industry challenge.

The FY2024 boardings per vehicle service hour target is proposed at 9.48. This new target of 9.48 anticipates an increase in operated service hours and a gradual increase in ridership, as we continue to explore opportunities to grow ridership.

Average Weekday Boardings
In FY2023, Foothill Transit carried an estimated average of 25,402 boardings per weekday. This is slightly above the target of 25,396 average weekday boardings.

In FY2024, average weekday boardings are projected to increase as a result of evolving travel demands and customers returning to public transit, with a proposed target of 26,875 average weekday boardings.

Farebox Recovery Ratio
Farebox recovery ratio has historically been one of the two indicators used to measure efficiency by evaluating total fare revenue as a percentage of total operating expenses. Since the dramatic ridership decrease and fare revenue loss subsequent to the pandemic, farebox recovery ratio is no longer a reliable key performance indicator. The FY2024 farebox recovery ratio target of 4.8% percent reflects a decrease in fare revenues and increasing contractual costs related to purchased transportation.

Average Cost per Vehicle Service Hour
Average cost per vehicle service hour is the ratio between overall operating expenses and planned service hours during the year. The target for FY2024 is $184.11. This represents a 25.6 percent increase compared to the current year estimate, resulting from a significant increase in total operating expenses driven by purchased transportation and fuel costs.

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Foothill Transit Initiatives



FY2023 Agency Initiatives Underway or Completed



Fuel Cell Bus and Infrastructure Implementation
Battery electric buses have demonstrated range limitations and demanding charging requirements. In addition, charging infrastructure for a fully electrified bus fleet would be costly, involve complicated charging logistics, and require a larger fleet size. Data suggests that Fuel Cell buses have ranges that are comparable to conventional CNG buses allowing a one-to-one bus replacement with no adverse impacts on current operational activities. Foothill Transit applied for and received a $5 million Transit and Intercity Rail Capital Program (TIRCP) grant specifically to fund the electrification of Line 486 with 20 zero-emission buses. Line 486 operates between Pomona and El Monte Station traveling mainly on busy local streets, the perfect conditions under which to demonstrate the capabilities of a fuel cell bus.

Foothill Transit received 33 brand new Hydrogen Fuel Cell buses built by New Flyer. Twenty of the 33 buses will be operated on line 486 that runs from Pomona Transit Center to El Monte Bus Station. The additional 13 fuel cell buses will replace the 13 retired Proterra early model fast-charge battery-electric buses that operated on Line 291 in the cities of Pomona and La Verne. While construction of the permanent fueling infrastructure was underway, an interim temporary fueling solution from Air Liquide was installed at the Pomona yard to fuel delivered fuel cell buses. Another temporary source of hydrogen fuel was at a Shell hydrogen filling station located at the Ontario Truck Stop just south of the 10 freeway. Construction of the permanent hydrogen fueling infrastructure was substantially completed on March 24, 2023, and commissioning of the fueling station occurred on April 7, 2023. Full deployment of the 33 fuel cell buses commenced after successful commissioning.

Mt. San Antonio College Transit Center
Construction of the Transit Center on campus continues to move forward. Mt. SAC is one of the largest trip generators in Foothill Transit's system and a limited number of on-street bus stops currently serve the campus. Foothill Transit applied for and received a federal grant for the construction of this transit center, which will include ten transit bays with covered bus shelters for customers.

The Transit Center construction commenced in July 2021 and Mt. SAC is simultaneously constructing a pedestrian bridge over the Transit Center. The new parking structure built by Mt SAC is complete and will be connected to the campus Miracle Mile by way of the new pedestrian bridge. New elevators and a stairway, both of which will be built by Mt SAC, will provide access to the Transit Center. Coordination activities to ensure the successful completion of both projects is significant as the foundation of several of the supporting structures for the pedestrian bridge are within the transit center footprint. Completion is slated for June 2023.



Zero-Emissions Double Deck Fleet Expansion
The double-deck zero-emissions coaches offer superior ride quality, are visually appealing, and include sustainability and physical distancing benefits that will attract riders who may not otherwise consider taking public transit. Alexander Dennis, the bus builder, redesigned the battery pack and axle drive system to extend the bus range to at least 300 miles and improve the drive system. To meet Buy America requirements, Alexander Dennis is looking for a manufacturing facility in the U.S. The plan is to have a pilot bus by fiscal year 2025.

Facility Security Hardening
The security surveillance and access control systems at Foothill Transit's administrative office building and at both operations and maintenance facilities were installed when each facility was constructed, and they were last updated in 2012. That effort involved the installation of certain access control and video surveillance equipment. The security cameras, software, and hardware were updated as needed over time, however, in light of newer and more robust technology on wireless secured security systems now available, a more robust and better integrated system is currently being implemented. In the upcoming year, approved capital improvement and sought after grant funds will allow for a more secure and safer system that will be congruent with the recently awarded security guard services contract. New fencing, cameras, and a gated access control system are being installed in the Arcadia Irwindale overflow parking facility to better secure that area.

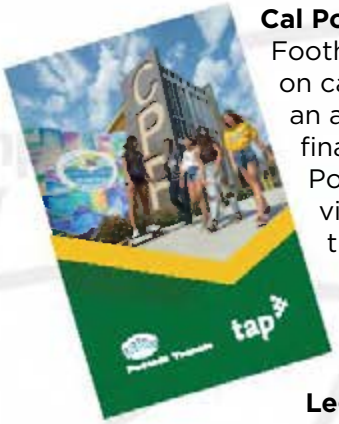
Comprehensive Operational Analysis (Foothill Transit Forward)
Foothill Transit Forward is a comprehensive operational analysis (COA) study that evaluated Foothill Transit's service and provided recommendations aimed to improve transit service by making it more equitable and efficient. After two years of analysis and public outreach, the consultant team completed Foothill Transit Forward in January 2023. The recommendations that resulted from Foothill Transit Forward were presented at multiple in-person and virtual public workshops and a public hearing to gather input from customers and constituents. After collecting all the feedback received, the recommendations were evaluated once more to incorporate customer suggestions where possible. The revised recommendations will be implemented into service within the next two years.

Operations Contract Implementation

The agreement with Transdev for the operation of transit services at our Arcadia Irwindale operating facility was set to expire on June 30, 2022. With authorization by the Executive Board, this contract was extended through July 30, 2022 to facilitate the competitive procurement process. At the conclusion of the process, the Board authorized a new contract award to Transdev Service in May 2022. Contract transition activities commenced immediately and the transition to a new operating agreement went into effect on July 31, 2022.



The existing agreement with Keolis for the operation of transit services at our Pomona operating facility was mutually terminated by Foothill Transit and Keolis. With authorization by the Executive Board, Foothill Transit solicited a competitive request for proposals (RFP). At the conclusion of the process, the Board authorized a new contract award to Keolis at the February 28, 2023 Executive Board meeting. Contract transition activities commenced immediately and the new operating agreement went into effect on April 30, 2023.



Cal Poly Pomona Bronco Mobility Hub and Class Pass Project

Foothill Transit and Cal Poly Pomona are working in partnership to improve mobility on campus with key transit projects including the development of a Mobility Hub and an accompanying Class Pass program. The Class Pass program is concluding the final year of the pilot program and will soon become a permanent program at Cal Poly Pomona. The program has grown over the last two years and has become a vital resource for students on campus. The proposed Mobility Hub is currently in the feasibility study phase and is anticipated to be complete Fall 2023. The two projects will help provide a convenient transportation option for students, faculty, and staff and represent an exciting opportunity to further strengthen our close partnership with the university.

Legislative Advocacy



We will continue to maintain and nurture the relationships we have built with Foothill Transit's federal and state delegation, Los Angeles County Supervisors, and local city representatives. The relationships we have built with federal, state, county, regional, and local governmental organizations and agencies will continue to be cultivated, such as with the Department of Transportation, Federal Transit Administration, California State Transportation Agency, California Transportation Commission, California Air Resources Board, California Public Utilities Commission, San Gabriel Valley Council of Governments, and others. We will also continue to maximize our participation in transit associations and regional business associations to further advocate for legislation and policies that advance regional mobility, Foothill Transit's operations, and zero-emissions fleet expansion.

FY2024 Initiatives

Fuel Cell Bus and Infrastructure Expansion
Foothill Transit's first 33 hydrogen fuel-cell electric buses (FCEBs) built by New Flyer Industries are now in service. Some have been deployed on Line 291 to replace the first-generation 35-foot Proterra fast-charge buses on that line, while others have replaced end-of-life compressed natural gas buses. These buses are operated out of our Pomona operations and maintenance facility.



In FY2023, the Board approved a second order of 19 hydrogen FCEBs to be built by ElDorado National, along with fueling infrastructure to be built at the Arcadia Irwindale Operations and Maintenance Facility. As the 33 New Flyer buses will be deployed at our Pomona facility while the next order of 19 buses will be operated out of our Arcadia Irwindale operations and maintenance facility, we will be able to perform a side-by-side comparison of the vehicles. This will inform future bus purchase decisions as older compressed natural gas buses are retired.

Zero-Emissions Double-Deck Fleet Expansion
To further our organization's deployment of zero-emissions buses, an upcoming deployment of vehicles to replace aging CNG-powered vehicles will consist of an order of 24 double-deck coaches. The double-deck zero-emissions coaches offer far superior ride quality, are visually appealing, and will attract riders who may not otherwise consider taking public transit. This purchase will be supported by a $7.9 million federal competitive grant.

Facility Security Hardening
The security surveillance and access control systems at Foothill Transit's administrative office building and at both operations and maintenance facilities were installed when each facility was constructed, and they were last updated in 2012. That effort involved the installation of certain access control and video surveillance equipment. The security cameras, software, and hardware were updated as needed over time, however, in light of newer and more robust technology on wireless secured security systems now available, a more robust and better integrated system is currently being implemented. In the upcoming year, approved capital improvement and sought after grant funds will allow for a safer, more secure system that will be congruent with the recently awarded security guard services contract. New fencing, cameras, gated access control system for vehicles and pedestrian access control are being installed in the Arcadia Irwindale overflow parking facility to better secure that area.



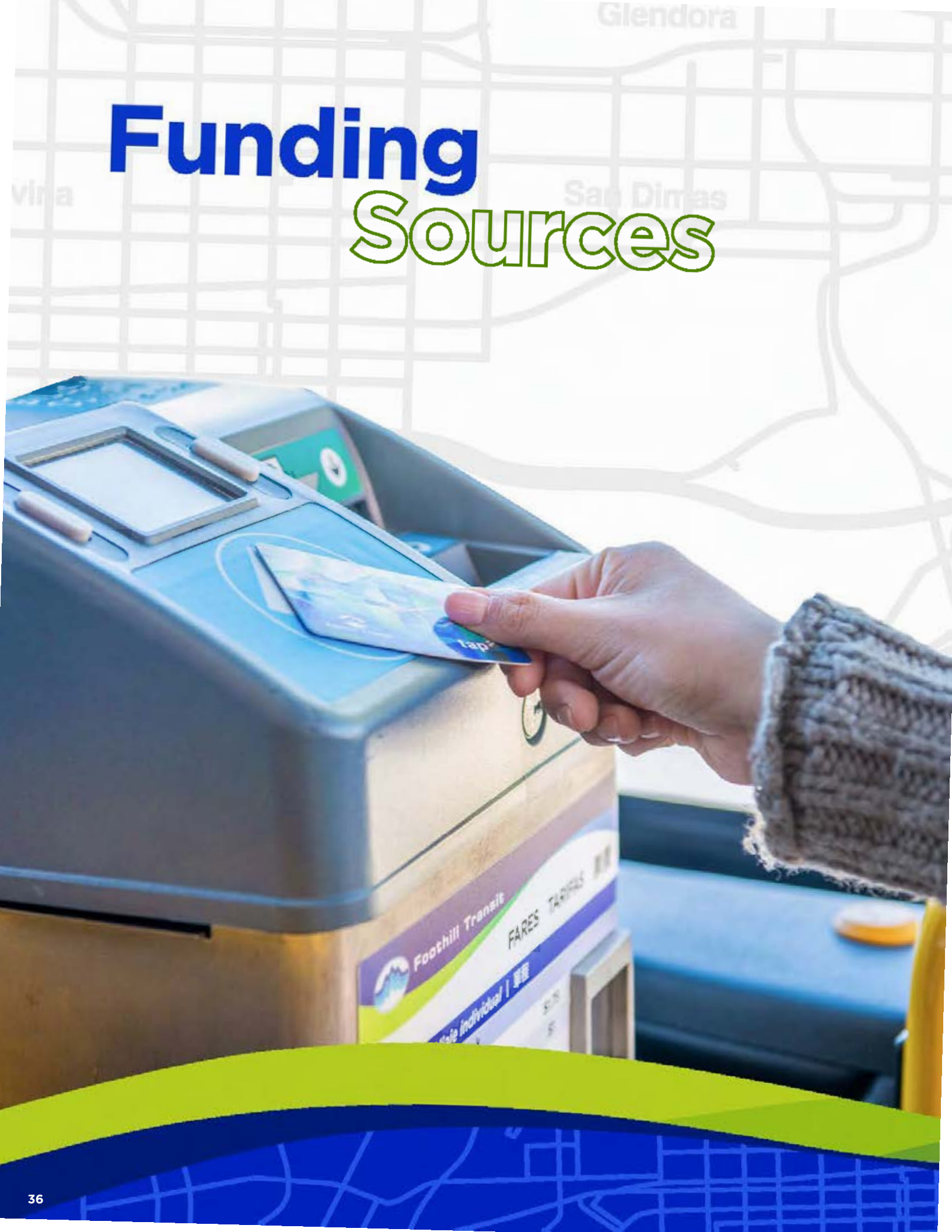
Foothill Transit Forward Implementation
Foothill Transit Forward, the title for our comprehensive operational analysis (COA) examined and evaluated the Foothill Transit system to determine where improvements could be implemented to make transit operations more effective and efficient. The final report recommended changes to 23 lines that would reduce duplicative service, improve regional connections, connections to the L (Gold) Line, retail locations, and college campuses, and improve frequency and span of service on certain lines. Prior to implementation, Foothill Transit will conduct public workshops and a public hearing to collect feedback and make adjustments based on the feedback regarding the changes.

Transit Store and Facilities Maintenance Contract Procurement and Implementation
The existing agreement with Transdev for the operation of transit store and facility maintenance services expires on August 31, 2023. There are remaining contract options available, however a new transit services agreement is currently under procurement to incorporate needed changes to the scope of services to be provided. A contract award recommendation is anticipated at the June 27, 20232 Executive Board meeting. Contract transition activities will commence immediately thereafter to facilitate an effective transition to a new operating agreement on September 1, 2023. Upon contract implementation, staff will work with the contractor to ensure service delivery complies with the terms of the new contract.

Cal Poly Pomona Bronco Mobility Hub and Class Pass Project
Foothill Transit and Cal Poly Pomona are working in partnership to improve mobility on campus with key transit projects including the development of a Mobility Hub and an accompanying Class Pass program. A feasibility study is underway for development of the Mobility Hub, and the Class Pass program is concluding the final year of the pilot program and will soon become a permanent program at Cal Poly Pomona. The program has grown over the last two years and has become a vital resource for students on campus. The proposed Mobility Hub is currently in the feasibility study phase and is anticipated to be completed this Fall. The two projects will help provide a convenient transportation option for students, faculty, and staff and represent an exciting opportunity to further strengthen our close partnership with the university.



Funding Sources



Foothill Transit is funded with state and local sales tax funds, federal transportation funds, and farebox revenues.

The majority of funds are transportation subsidies allocated by the Regional Transportation Planning entity (LA Metro) to Los Angeles County fixed-route transit operators through the Formula Allocation Procedure (FAP) and the Capital Allocation Procedure (CAP). The FAP uses vehicle service miles and passenger revenues to apportion the available revenues into percentage shares. The CAP uses total vehicle miles and active fleet size (National Transportation Database data) to apportion the shares. The sources of funds are discussed in the following sections.

Los Angeles County Resources

Proposition A 40% Sales Tax Funds
Proposition A is a Transit Operations voter approved one-half cent Los Angeles county local sales tax ordinance. These funds may be used for bus operations or capital. This source also funds the Prop A Bus Service Continuation Program (BSCP).

Proposition C 40% Discretionary Sales Tax Funds
Proposition C is a 1990 voter approved one-half cent Los Angeles County sales tax ordinance. The funds are allocated to the regional transit operators through the following LA Metro Board adopted programs: 1) Municipal Operator Service Improvement Program (MOSIP); 2) Bus System Improvement Plan Overcrowding Relief on Lines 480, 481, and the Silver Streak; 3) Transit Service Expansion; 4) Base Restructuring on Lines 497 and 498, and local Saturday service on various lines; and, 5) Prop 1B Bridge funding eligible for public transportation modernization improvements, service enhancements, and security expenditures. The Prop C 40% funds are eligible for transit operations and transit capital.

Proposition C 5% Transit Security
These funds are specifically intended to improve transit security. They are distributed to county transit operators based on total unlinked passenger trips.

Measure R 20% Bus Operations
Measure R is a 2008 voter approved Los Angeles County sales tax ordinance. These funds are eligible for bus operating and capital expenses.

Measure M 20% Bus Operations
Measure M is a 2016 voter approved Los Angeles County sales tax ordinance. These funds are eligible for bus operating and capital expenses.

Metro ExpressLanes Net Toll Revenue Reinvestment Grant Program
Metro ExpressLanes Net Toll Revenue Reinvestment Grant Program is funded by toll revenues collected from the use of the ExpressLanes on the I-10 and I-110 corridors. Grant funds are invested in projects and programs that provide direct mobility benefits to the I-10 and I-110 ExpressLanes within a three-mile radius. The primary objective of the Net Toll Revenue Program is to increase mobility and person throughput via implementation of integrated strategies that enhance transit operations, transportation demand management, transportation systems management, active transportation, and capital investments in the I-10 and I-110 corridors.

State Resources

Transportation Development Act (TDA) Article 4
TDA is a statewide one-quarter cent sales tax that is deposited into the State Local Transportation Fund. TDA funds are eligible for capital and operating expenses.

State Transit Assistance Funds (STA)
STA is a statewide excise tax on fuel, the funds are eligible for use on transit capital and operating expenses.

SB-1 (State of Good Repair Program)
The Road Repair and Accountability Act of 2017, Senate Bill (SB) 1 (Chapter 5, Statutes of 2017), signed by the Governor on April 28, 2017, includes a program that will provide additional revenues for transit infrastructure repair and service improvements. SB 1 emphasizes the importance of accountability and transparency in the delivery of California's transportation programs. This investment in public transit will be referred to as the State of Good Repair program. This program provides funding of approximately $105 million annually to the State Transit Assistance (STA) Account. The funds are distributed to transit agencies throughout the State according to the STA formula. These funds are available for eligible transit maintenance, rehabilitation and capital projects.

Low Carbon Transit Operations Program (LCTOP)
LCTOP is funded by auction proceeds from the California Air Resource Board's (ARB) Cap-and-Trade Program and deposited into the Greenhouse Gas Reduction Fund (GGRF). This program is a component of the State of California budget (by Senate Bill 852 and Senate Bill 862) with a goal of reducing greenhouse gas emissions. These funds are eligible for transit operating and capital projects that reduce greenhouse emissions.

Transit and Intercity Rail Capital Program (TIRCP)
TIRCP was created by Senate Bill 862 (Chapter 36, Statutes of 2014) and modified by Senate Bill 9 (Chapter 710, Statutes of 2015) to provide grants from the Greenhouse Gas Reduction Fund to fund transformative capital improvements that will modernize California's intercity, commuter and urban rail systems, and bus and ferry transit systems to reduce emissions of greenhouse gasses by reducing congestion and vehicle miles traveled throughout California.

Federal Resources

American Rescue Plan Act (ARPA)
The American Rescue Plan Act of 2021 (ARPA) was signed into law on March 11, 2021. The bill includes $30.5 billion which will be used to support the nation's public transportation systems as they continue to respond to the COVID-19 pandemic. The supplemental funding will be provided at 100-percent federal share, with no local match required.

American Rescue Plan (ARP) Additional Assistance
The Federal Transit Administration made $2.2 billion of discretionary grant funding available

for transit systems demonstrating additional pandemic-associated needs. The additional assistance was awarded to transit systems demonstrating the need to cover operating expenses related to maintaining day-to-day operations, cleaning and sanitization, combating the spread of pathogens on transit systems and maintaining critical staffing levels.

Federal Urban Area Formula Program (Section 5307)
These funds are allocated by the Federal Transit Administration to Los Angeles County transit operators based on a capital allocation formula consisting of total vehicle miles, number of vehicles, unlinked boardings, passenger revenue and base fare. They are used for capital procurements or preventive maintenance expenditures. These funds require a 20 percent local match.

Federal Buses and Bus Facilities and Low-or No-Emission Program (Section 5339)
The Grants for Buses and Bus Facilities program (49 U.S.C. 5339) makes federal resources available to States and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. A sub-program, the Low- or No-Emission Vehicle Program, provides competitive grants for bus and bus facility projects that support low and zero emission vehicles.

Non-Subsidy Resources

Auxiliary Revenue
Foothill Transit operates a park and ride shuttle service for the Rose Bowl. These special services revenues are used for operating the special services.

Budget Summary



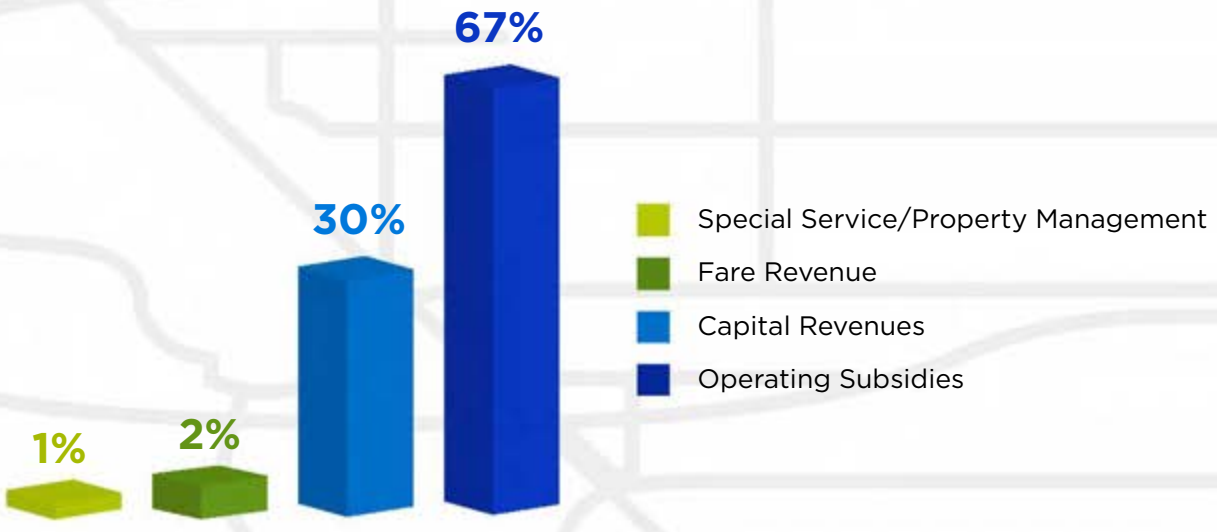
Budget Summary

Funding Assumptions

- Farebox revenues will decrease due to growing participation in reduced fare programs
- Capital Revenues include federal formula and successfully awarded competitive grants
- ARP Act additional assistance funds will assist to fund operating expenses

FY2024 Budget Revenues

	FY2023 Budget	FY2024 Budget
Operating and Other Revenues		
Fare Revenue	$ 9,046,200	$ 7,667,065
Operating Subsidies	114,107,350	153,623,785
Property Management	464,500	464,500
Special Services	320,000	320,000
Total Operating & Other Revenues	$ 123,938,050	$ 162,075,350
Capital Revenues		
Total Capital Revenues	**$ 89,775,380**	**$ 67,478,891**
Total Budgeted Revenues	**$ 213,713,430**	**$ 229,554,241**



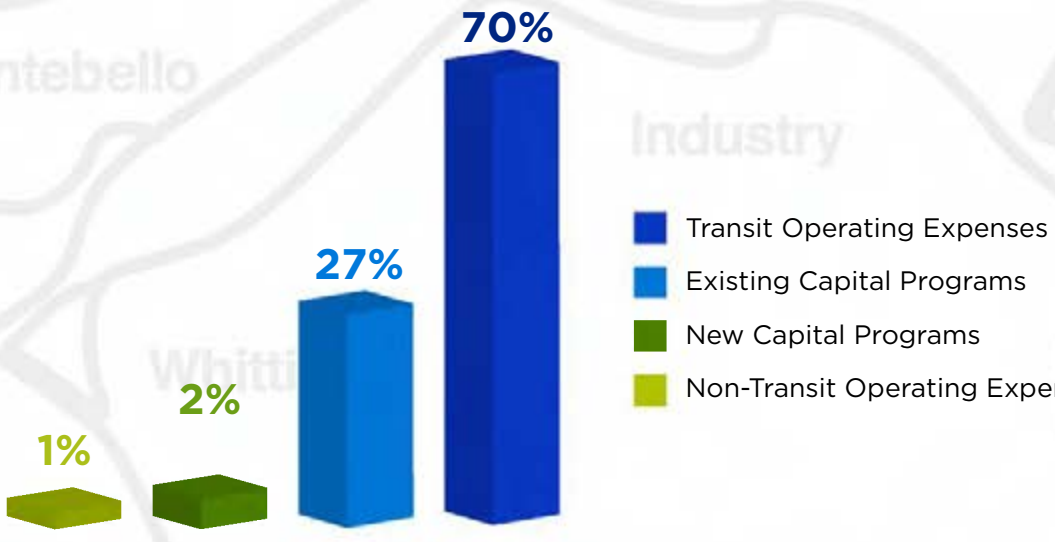
Business Plan & Budget FY2024 41

Expenditure Assumptions

- Transit operating expenses increased by 31 percent over prior year budget
- Continue fleet replacements for 19 CNG buses
- Complete heavy maintenance on CNG buses; this includes heavy maintenance and transmission overhaul
- Continue facility improvements at both operations and maintenance facilities and the administration office building

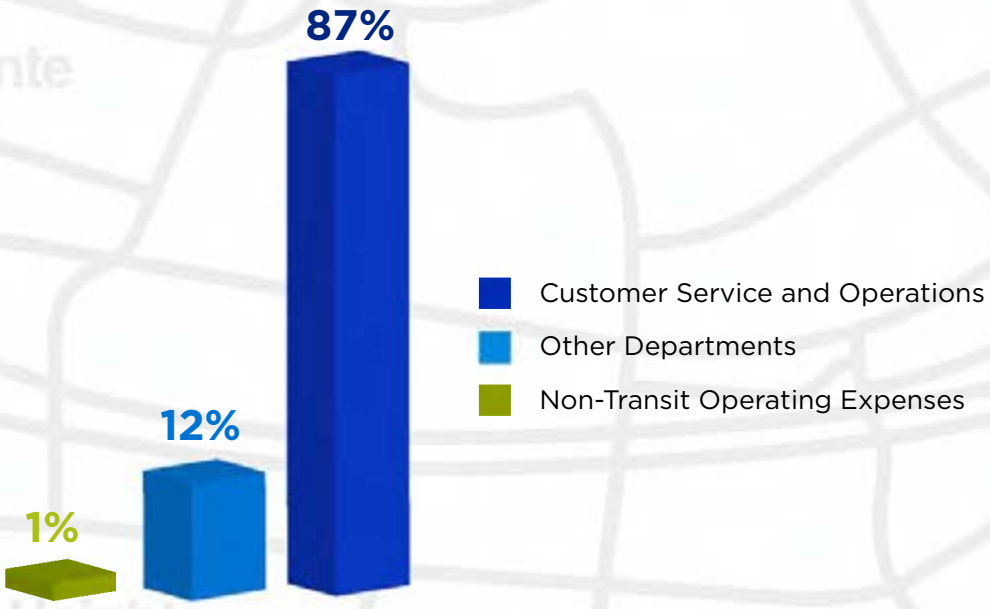
FY2024 Budget Expenditures

	FY2023 Budget	FY2024 Budget
Operating & Other Expenses		
Transit Operating Expenses	$ 123,153,550	$ 161,290,850
Non-Transit Operating Expenses	784,500	784,500
Total Operating & Other Expenses	**$ 123,938,050**	**$ 162,075,350**
Capital Expenditures		
New Capital Programs	$ 7,540,000	$ 5,082,000
Existing Capital Programs	82,235,380	62,396,891
Total Capital	**$ 89,775,380**	**$ 67,478,891**
Total Budgeted Expenditures	**$ 213,713,430**	**$ 229,554,241**



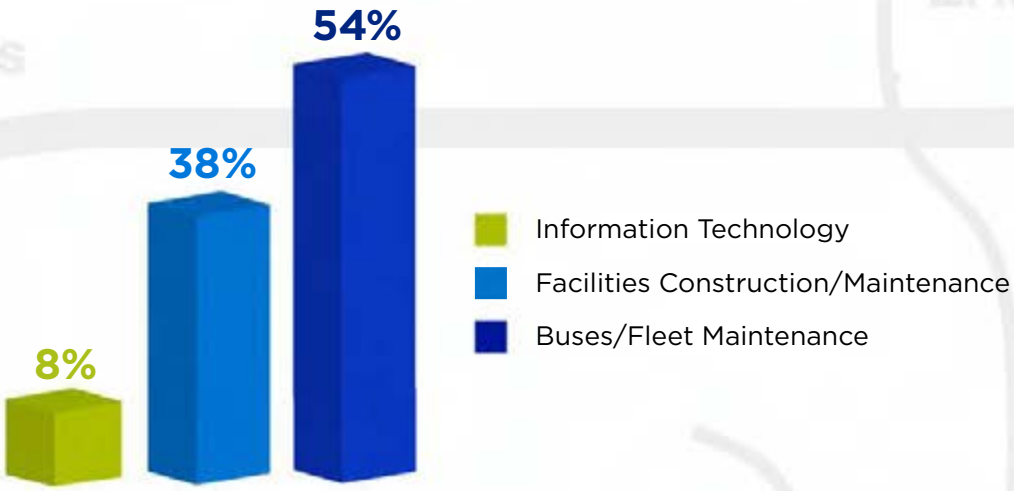
FY2024 Operating Expenses by Department

	FY2023 Budget	FY2024 Budget
Transit Operating Expenses		
Customer Service & Operations	$ 105,343,720	$ 140,707,520
Maintenance & Vehicle Technology	1,324,030	1,214,970
Marketing & Communications	2,396,200	2,483,620
Information Technology	2,509,030	2,831,490
Administration	2,085,120	2,279,410
Procurement	942,270	1,070,000
Government Relations	795,670	787,680
Finance	2,094,780	2,322,230
Safety and Security	1,917,190	3,681,700
Planning	1,647,470	1,578,470
Facilities	2,098,070	2,333,760
Total Transit Operating Expenses	**$ 123,153,550**	**$ 161,290,850**
Non-Transit Operating Expenses		
Property Management	$ 464,500	$ 464,500
Special Services	320,000	320,000
Total Non-Transit Operating Expense	**$ 784,500**	**$ 784,500**
Total Operating Expenses	**$ 123,938,050**	**$ 162,075,350**



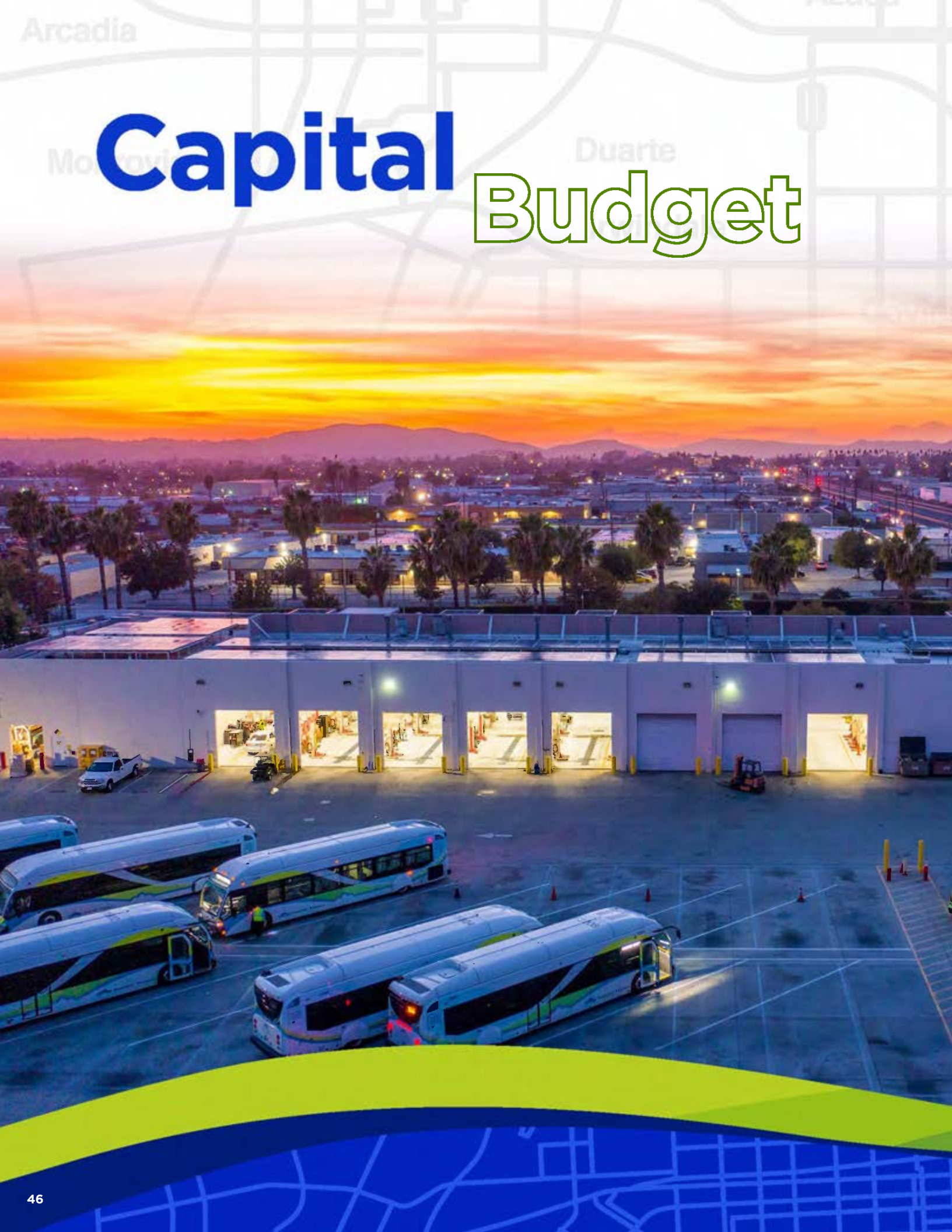
FY2024 Capital Summary

	FY2023 Budget	FY2024 Budget
New Capital Programs		
Buses/Fleet Maintenance	$ 565,000	$ 110,000
Facilities Construction/Maintenance	6,000,000	3,970,000
Information Technology	975,000	1,002,000
Total New Capital Programs	**$ 7,540,000**	**$ 5,082,000**
Existing Capital Programs		
Buses/Fleet Maintenance	$ 55,446,500	$ 36,435,000
Facilities Construction/Maintenance	22,502,380	21,291,641
Information Technology	4,286,500	4,670,250
Total Existing Capital Programs	**$ 82,235,380**	**$ 62,396,891**
Total Capital	**$ 89,775,380**	**$ 67,478,891**



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Capital Budget



Capital Program

The currently proposed capital projects, with total life-of-project budgets of $239.1 million, include $5.2 million of new projects. Each project includes the life-of-project budget, estimated expenditures through FY2023, and the balance of expenditures for future years.

New Capital Projects for FY2024

Buses/Fleet Maintenance:

0259 - Non-Revenue Vehicle Replacement - FY2024 - This project is for the replacement of retiring non-revenue vehicles in our fleet.

0258 - Bus Reporting Tablets - This project will provide tablets to the contractors for entering repair orders into RTA systems via Connixt software systems. This will enable the Foothill Transit maintenance and vehicle technology department to issue reports on fleet maintenance using data recorded in RTA.

Facilities Construction/Maintenance:

0268 - Arcadia Gas Detection and Fire Alarm Upgrades - This project will upgrade the existing gas detection system controllers for hydrogen fuel and CNG buses, gas detection devices, and exhaust fans for the maintenance building at Arcadia/Irwindale.

0267 - Charging Equipment & Infrastructure at O&M Facilities - This project consists of design, permitting, and installation of electrical infrastructure as required for the deployment of non-revenue fleet electric vehicle charger equipment at the Pomona and Arcadia/Irwindale yards.

0266 - Emergency Operations Center - Phase II - This project will remodel the Arcadia/Irwindale warehouse to support technology and office supplies for Foothill Transit's Emergency Operations Center.

0265 - Facilities Capital Contingency FY2024 - This project is an emergency project for unplanned facility repairs throughout the year.

0264 - Arcadia O&M Concrete Slab Replacement - This project will remove and replace concrete slabs near the bush wash exit to repair subgrade and reinforce new concrete to prevent damage that currently exists.

0263 - Administration Kitchenette Refresh - This project is for design and replacement of kitchen counter surfaces, plumbing fixtures, and select cabinetry for Foothill Transit kitchenettes.

Facilities Construction/Maintenance (Continued):

0262 - Pomona O&M Asphalt Repairs - This project will repair the asphalt in the employee parking lot to repair damaged asphalt, cracks, oil saturated patches, seal coating, and re-striping.

0261 - Administration Guard Shed Replacement - This project will replace the existing guard shack with a new shed, lighting, and camera technology.

0260 - Operations Facilities Furniture - This project will replace office furniture at both Foothill Transit operations and maintenance facilities.

Information Technology:

0272 - Scheduling Software Upgrade - This project will upgrade the existing Giro Hastus software.

0271 - IT Capital Contingency FY2024 - This project is an emergency project for unplanned IT repairs and replacements throughout the year.

0270 - Yards Network Switches Upgrade - This project will replace the switches that are reaching end of life and will provide additional capacity for the wireless upgrade project.

0269 - Yards 5G Proof of Concept - This project is for a proof of concept to install 5G access points and increase wireless throughput for the two operations and maintenance facilities.

Capital Program

Project #	Project Name	LOP Budget	Estimated Expenditures through FY2023	FY2024 Budget	FY2025+
Buses/Fleet Maintenance:					
0259	Non-Revenue Vehicle Replacement - FY2024 **(NEW)**	$ 200,000	$ -	$ 100,000	$ 100,000
0258	Bus Reporting Tablets **(NEW)**	10,000	-	10,000	-
0243	Zero-Emission Double Deck Buses	36,000,000	-	-	36,000,000
0242	Zero-Emission Infrastructure	8,000,000	-	-	8,000,000
0241	Fuel Cell Bus Telematics	45,000	-	45,000	-
0229	1700s and 1800s Bus Replacement	32,000,000	-	32,000,000	-
0227	Fuel Monitoring System	340,000	-	340,000	-
0167	Fleet Heavy Maintenance - 2	22,010,000	4,800,000	2,400,000	14,810,000
0124	Fare Collection System	8,200,000	5,000,000	1,600,000	1,600,000
0094	Replacement Facility Trucks	250,000	200,000	50,000	-
	Buses/Fleet Maintenance Total	**$107,055,000**	**$ 10,000,000**	**$ 36,545,000**	**$ 60,510,000**
Facilities Construction/Maintenance:					
0268	Arcadia Gas Detection and Fire Alarm Upgrades **(NEW)**	$ 1,700,000	$ -	$1,700,000	$ -
0267	Charging Equipment & Infrastructure at O&M Facilities **(NEW)**	870,000	-	870,000	-
0266	Emergency Operations Center - Phase II (NEW)	500,000	-	500,000	-
0265	Facilities Capital Contingency FY2024 **(NEW)**	250,000	-	250,000	-
0264	Arcadia O&M Concrete Slab Replacement **(NEW)**	215,000	-	215,000	-
0263	Administration Kitchenette Refresh **(NEW)**	130,000	-	130,000	-
0262	Pomona O&M Asphalt Repairs (NEW)	105,000	-	105,000	-
0261	Administration Guard Shed Replacement **(NEW)**	100,000	-	100,000	-
0260	Operations Facilities Furniture **(NEW)**	100,000	-	100,000	-
0257	Electric Vehicle Charging Equipment & Infrastructure	400,000	-	200,000	200,000
0250	Cal Poly Pomona Transit Mobility Hub	16,000,000	-	300,000	15,700,000
0248	21st Century Foothill Transit Security Project	3,000,000	-	2,000,000	1,000,000
0247	Arcadia-Pomona Restroom Remodel	2,750,000	-	200,000	2,550,000
0245	Emergency Operations Center	250,000	-	250,000	-
0244	Arcadia Irwindale O&M Facility Landscape/Irrigation Replacement	200,000	-	100,000	100,000

Project #	Project Name	LOP Budget	Estimated Expenditures through FY2023	FY2024 Budget	FY2025+
Facilities Construction/Maintenance (Continued)					
0240	Bus Stop Enhancement Program - FY2022	400,000	120,000	80,000	200,000
0237	Facilities Security Hardening Improvement Project	1,700,000	35,000	1,000,000	665,000
0236	Cal Poly Pomona Transit Mobility Hub Feasibility Study	200,000	150,000	50,000	-
0235	Pomona CNG Replacement	5,000,000	-	200,000	4,800,000
0234	O&M Facilities Equipment Replacement	460,000	-	100,000	360,000
0233	Arcadia O&M Overflow Parking Lot Enhanced Security	250,000	50,000	200,000	-
0232	3rd Floor Conference Room Conversion	200,000	-	100,000	100,000
0231	General Preliminary Engineering	400,000	500	200,000	199,500
0218	Arcadia Facility Improvements	220,000	50,000	170,000	-
0217	Pomona Facility Improvements	210,000	50,000	160,000	-
0216	Admin 4th Floor Carpet Replacement	20,000	10,000	10,000	-
0215	Admin Exterior Lighting Upgrades	60,000	30,000	30,000	-
0204	Operations Facilities Security Projects	250,000	150,000	100,000	-
0202	Arcadia HVAC Replacement	1,800,000	800,000	1,000,000	-
0200	Administration Office Furniture	60,000	40,000	20,000	-
0199	Arcadia Bus Wash Retrofit & Steam Bay Lift	1,000,000	700,000	300,000	-
0182	Pomona Steam Bay Lift Replacement	730,000	125,000	605,000	-
0181	DTLA Layover Parking Improvements	4,100,000	900,000	3,200,000	-
0178	Restroom Compliance and Modernization	2,400,000	1,260,000	1,140,000	-
0176	Administration HVAC Replacement	400,000	-	200,000	200,000
0173	Lighting Upgrades	160,000	100,000	60,000	-
0157	Arcadia/Pomona Facility Interior Resurface and Paint	210,000	150,000	60,000	-
0155	Administrative Building Solar Canopy	4,000,000	-	500,000	3,500,000
0139	West Covina Transit Store, Plaza, and Transitway	15,079,000	140,000	-	14,939,000
0138	Covina Park & Ride and Transit Center	28,495,511	22,508,000	5,987,511	-
0131	BSEP - West Covina Bus Shelters	260,000	30,870	229,130	-
0129	Pomona Transit Store Renovation	800,000	5,000	795,000	-
0116	Administration Building 2nd Floor Remodel	796,000	1,000	795,000	-
0115	Mt. SAC Transit Center	10,350,000	9,400,000	950,000	-
	Facilities Construction/Maintenance Total	**$106,580,511**	**$ 36,805,370**	**$ 25,261,641**	**$ 44,513,500**

Project #	Project Name	LOP Budget	Estimated Expenditures through FY2023	FY2024 Budget	FY2025+
Information Technology:					
0272	Scheduling Software Upgrade **(NEW)**	$ 400,000	$ -	$ 400,000	$ -
0271	IT Capital Contingency FY2024 **(NEW)**	250,000	-	250,000	-
0270	Yards Network Switches Upgrade **(NEW)**	182,000	-	182,000	-
0269	Yards 5G Proof of Concept **(NEW)**	170,000	-	170,000	-
0256	Data Center Update and Replacement	1,000,000	150,000	250,000	600,000
0255	Yards Server Room/Infrastructure Upgrade	400,000	150,000	150,000	100,000
0253	Desktop Computer Replacement	300,000	75,000	75,000	150,000
0252	CAD/AVL Long Term Retention Expansion	100,000	-	100,000	-
0239	Hybrid Conference Rooms	400,000	-	400,000	-
0225	Access Point Replacement	100,000	7,500	92,500	-
0223	Arcadia Yard Cabling Upgrade	200,000	-	200,000	-
0222	Replacement Monitors	75,000	25,000	25,000	25,000
0209	Transit Corridor Improvements	500,000	264,000	236,000	-
0208	Transit Asset Management Implementation	350,000	35,500	150,000	164,500
0207	SD-Wide Area Network	350,000	-	150,000	200,000
0206	Transit Store Phone Replacement	50,000	6,500	16,750	26,750
0194	Pomona Yard Network Cabling Upgrade	75,000	-	75,000	-
0192	Cabling and Core Switch Replacement	275,000	100,000	150,000	25,000
0097	CAD/AVL Replacement	20,300,000	14,000,000	2,600,000	3,700,000
	Information Technology Total	**$ 25,477,000**	**$ 14,813,500**	**$ 5,672,250**	**$ 4,991,250**
	Grand Total	**$239,112,511**	**$ 61,618,870**	**$ 67,478,891**	**$110,014,750**

Operating Budget



Operating Budget

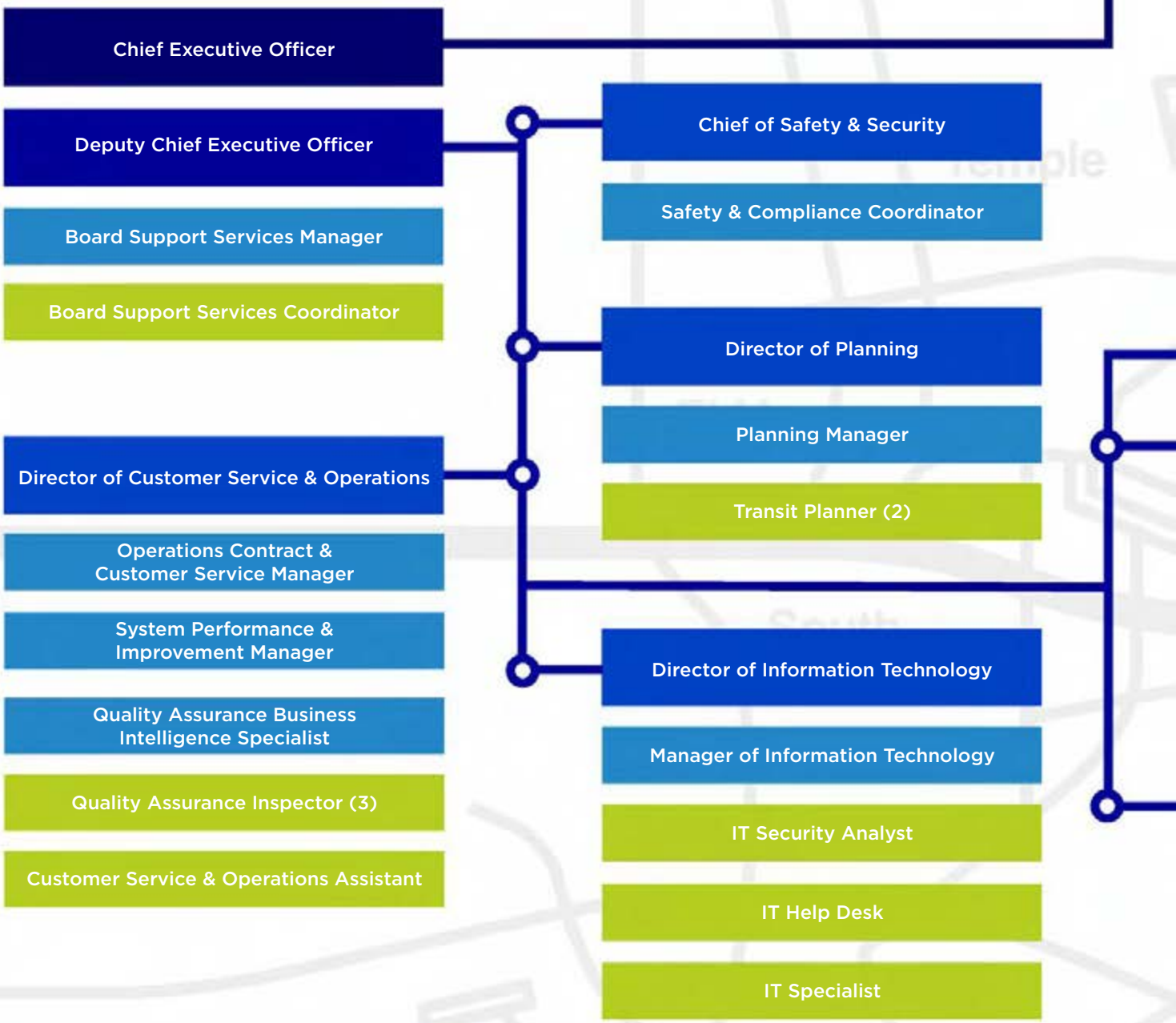
Operating Budget and Department Summary

Foothill Transit's operating budget and departmental initiatives for FY2024 are presented in this section. A brief description of each department has been provided. A summary of all departments is shown below:

	FY2022 Actual	FY2023 Budget	FY2023 Estimate	FY2024 Budget
Transit Operating Expenses:				
Customer Service & Operations	$89,995,333	$105,343,720	$98,208,784	$140,707,520
Maintenance & Vehicle Technology	826,869	1,324,030	1,172,231	1,214,970
Marketing & Communication	1,936,000	2,396,200	2,040,700	2,483,620
Information Technology	1,927,756	2,509,030	2,320,398	2,831,490
Administration	2,345,601	2,085,120	1,724,970	2,279,410
Procurement	746,781	942,270	916,870	1,070,000
Government Relations	430,526	795,670	533,610	787,680
Finance	1,871,842	2,094,780	1,895,987	2,322,230
Safety and Security	-	1,917,190	2,153,224	3,681,700
Planning	1,504,588	1,647,470	1,346,547	1,578,470
Facilities	1,828,477	2,098,070	1,755,427	2,333,760
Total Operating Expense	$103,413,775	$123,153,550	$114,068,749	$161,290,850
Non-Transit Operating Expenses:				
Property Management	$348,527	$464,500	$464,500	$464,500
Special Services	343,302	320,000	320,000	320,000
Total Non-Transit Operating Expense	$691,829	$784,500	$784,500	$784,500
Total Operating Expenses	$104,105,604	$123,938,050	$114,853,249	$162,075,350

Department Summary

The FY2024 Budget includes 54 total Foothill Transit employes, consistent with last fiscal year. For reference, below is the current organization structure.



- Director of Government Relations
  - Government Relations Coordinator
- Director of Maintenance & Vehicle Technology
  - Fleet Maintenance Manager
  - Fleet Technology Coordinator
  - Mechanical Service Quality Inspector
- Director of Capital Projects and Facilities
  - Capital Projects Manager
  - Facilities Manager
  - Facilities Analyst
- Director of Procurement
  - Procurement Manager
  - Procurement Specialist
  - Assistant Administrative Analyst
- Director of Marketing & Communications
  - Manager of Community Engagement
  - Marketing & Communications Manager
  - Digital Media & Customer Relations Coordinator
  - Creative Content Designer
  - Marketing & Communications Assistant
- Director of Finance & Treasurer
  - Budget & Grants Manager
  - Controller
  - Revenue Manager
  - Human Resources Manager
  - Human Resources Assistant
  - Finance Analyst
  - Senior Accountant (2)
  - Accountant (2)

Customer Service and Operations

The Customer Service and Operations department is responsible for ensuring the safe and efficient daily operation of Foothill Transit service, focusing specifically on applied enforcement of agency standards for operating performance.

The department also works closely with the four Foothill Transit Stores to improve the customer service experience; from when a customer calls for information about their proposed trip, to the actual completion of their bus ride, and through the customer feedback process. The safety of our customers, contractors, and staff is a primary focus of the Customer Service and Operations department and the team works directly with local, state, and national safety organizations in this effort.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5001	Purchased Transportation	$77,330,278	$92,259,330	$117,078,460
5020	Fuel	8,299,664	8,356,760	15,195,620
5035	Electricity Fuel	479,077	260,180	235,010
5045	Hydrogen Fuel	-	1,370,390	4,878,530
5100	Salaries, Wages and Benefits	997,083	1,140,970	1,196,870
5150	Contracted Services	1,673,833	1,792,490	1,969,730
5260	Professional/Technical	-	50,000	40,500
5411	Bus Roadeo	618	75,000	75,000
5550	Training and Conferences	18,962	26,600	27,000
5555	Travel and Meeting	131	2,000	2,000
5560	Uniform/Clothing Supplies	2,097	7,000	5,200
5720	Other Contracted Services	4,028	3,000	3,600
	Total	**$89,995,333**	**$105,343,720**	**$140,707,520**

Budget Notes:

5001 Reprocured Purchased Transportation Contract for the Pomona Operations and Maintenance Services
5020 Anticipating higher CNG costs based off historical context
5035 Retired 13 battery-electric vehicles
5045 Introduction of Hydrogen fueled vehicles
5560 Quality Assurance Inspector Uniforms have been suspended

In FY2023, the department the Customer Service and Operations Department achieved several significant accomplishments that positively impacted their operations and customer experience. They helped secure the Pomona Irwindale Operations and Maintenance Contract and provided ongoing support for the Foothill Transit Forward initiative. They also improved Transtrack reporting capabilities and participated in the APTA Emerging Leaders Program to develop leadership skills. The team focused on CAD/AVL data to improve safety, on-time performance, and maintenance. They conducted weekly monitoring and analysis of ridership impacts and coordinated service for special events. Additionally, the department collaborated with operations teams to develop on-time performance improvement plans and recertified automatic passenger counters for National Transit Database Certification.



In FY2024, the Customer Service and Operations Department department will undertake several initiatives to enhance operations and services. They will support the implementation of a new Transit Store and Facility Maintenance Contract and coordinate the Foothill Transit Annual Bus Roadeo. The team will also enhance Transtrack reporting capabilities and reinstate the Front Line Customer Service Recognition Program. They will coordinate participation in the Conference of Minority Transportation Official (COMTO) annual meeting and support the agency in hosting the California Transportation Association Annual Meeting. The department will continue to focus on data reporting utilizing the CAD/AVL and provide special service for events. They will also update Foothill Transit's Continued Operations Plans and other safety plans to ensure preparedness for emergency situations.



Maintenance and Vehicle Technology

The Maintenance and Vehicle Technology (MVT) Department ensures daily operation of Foothill Transit's revenue and non-revenue vehicle fleet through the systematic enforcement of Foothill Transit standards for fleet maintenance and oversight of maintenance on CNG and Hydrogen fueling stations, including electric bus charging stations. The MVT Department ensures ongoing local, state and federal regulatory compliance of the fleet and environmental compliance of the operations. In addition, the MVT department is responsible for the development and implementation of Foothill Transit's zero-emissions s program including bus specifications, in-plant inspection, and acceptance of all new rolling stock and technologies to maximize efficiencies in both operations and maintenance. The MVT department participates and supports legislative efforts in the development of policies and regulations for transit fleet electrification.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5040	Gas and Lubricants	$ 3,162	$ 6,000	$ 5,000
5100	Salaries, Wages and Benefits	655,326	627,270	683,350
5260	Professional/Technical	112,742	382,960	468,820
5430	Dues and Subscriptions	5,100	8,400	8,400
5550	Training and Conferences	10,356	18,500	18,500
5555	Travel and Meeting	1,661	3,000	3,000
5720	Other Contracted Services	10,588	263,500	13,500
5970	Repair and Maint. Vehicles	15,335	14,400	14,400
	Total	**$ 826,868.73**	**$ 1,324,030**	**$ 1,214,970**

Budget Notes:

5260 New battery-electric bus charger maintenance contract
5720 Temporary H2 fueling at Pomona was removed

The Maintenance and Vehicle Technology Department at Foothill Transit achieved several notable accomplishments in the previous fiscal year. They received an $8.9 million Hybrid and Zero-Emission Truck and Bus Vouchers Incentive Project Grant, which enabled them to purchase new, more sustainable vehicles. They also retired older battery electric buses, received FTA approval for their early retirement, and upgraded their Zonar Pre-Trip and Post-Trip bus inspection system. In addition, they purchased new non-revenue electric vehicles to support their sustainability goals.

Moving forward in FY2024, Foothill Transit has several initiatives planned to improve their fleet maintenance and operations. These include implementing bus heavy maintenance on Series 2300 and 2400 buses, performing in-plant inspection and acceptance testing on 19 fuel cell buses, retiring older buses, purchasing tablets for maintenance mechanics, replacing their fuel monitoring systems, performing weekly revenue fleet inspections, and procuring 24 zero-emissions double deck buses. These initiatives reflect Foothill Transit's continued commitment to sustainability and innovation in its operations.







Marketing

The Marketing and Communications team supports, brands, and promotes Foothill Transit service with the goal of heightening public awareness of Foothill Transit and increasing ridership. This is accomplished through strategic planning, targeted advertising, community engagement, public affairs outreach, media exposure, and creative customer communications, both on board and off to both customers, stakeholders, and the community at large.myriad on-board communication.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 844,194	$ 873,700	$ 974,120
5260	Professional/Technical	427,560	631,000	685,000
5300	Advertising and Promotion	479,257	645,000	610,000
5330	Community Sponsorship	102,402	120,000	90,000
5380	Special Events	8,774	50,000	64,000
5430	Dues and Subscriptions	18,397	24,000	25,000
5550	Training and Conferences	1,711	10,000	10,000
5555	Business Travel and Meeting	1,503	8,000	8,000
6261	Class Pass Media	-	20,000	5,000
6280	Printing	11,285	12,500	12,500
	Total	**$ 1,936,000**	**$ 2,396,200**	**$ 2,483,620**

Budget Notes:

5260 Technical retainer amendment for new website scheduling updates and new photo archive software
5330 Reduced due to revamp of sponsorships and loss of local organizations
5380 Cohosting CTA 2023 in Pasadena and the agency's 35th anniversary promotions

The Marketing and Communications Department at Foothill Transit can take pride in their FY2023 accomplishments, which include developing multi-faceted campaigns aimed at increasing and regaining ridership post-pandemic. The strategies included simplifying fares and a temporary pass sale. They also developed strategic responses and campaigns to increase ridership as COVID-19 cases declined. The department launched an integrated campaign to engage the local community and potential riders, which included multilingual communications, community outreach and engagement, and updating all necessary materials. Customer satisfaction and demographic surveys were periodically conducted to engage customers and identify areas for improvement.

The team launched a newly re-designed website with improvements to customer usability on mobile and desktop platforms, streamlined information, and back-end improvements. They developed internal communications strategies related to COVID-19 phased re-opening of the workplace and continued to provide support for Foothill Transit Forward. The department refreshed Class Pass campaigns on all participating colleges and managed relationships and outreach with local colleges transitioning to the new Metro GoPass program. They also participated in the annual ABBG Customer Satisfaction Survey and launched events to engage local and national elected officials, celebrating the arrival of the first Hydrogen Fuel Cell buses and the grand opening of the Mt. SAC Transit Center.

For FY2024, the department will launch the agency's third annual Summer Sale program and develop new customer center campaigns to restore ridership. They will leverage the new website to formulate new customer data analysis for demographic targeting and outreach. Targeted customer satisfaction surveys will be conducted, and the team will participate in the annual ABBG survey in the spring. Internal communications campaigns will be developed and revised to augment agency culture and team cohesion. A campaign and customer information outreach will be launched for upcoming Foothill Transit Forward service changes. Class Pass and Go Pass outreach will be reviewed and revised to leverage new on-campus facilities at both Mt. SAC and Cal Poly Pomona. A campaign will be launched to celebrate 35 years of Foothill Transit's service to the community, and the team will coordinate and execute the agency's co-hosting of the California Transit Association conference in Pasadena in October with Pasadena Transit and Access Services.



Information Technology

The Information Technology (IT) Department is responsible for management, coordination, and implementation of information technology to ensure timely and cost-effective delivery of services to the public. The department provides data and communication solutions to Foothill Transit's administrative staff, the transit stores, and the operations and maintenance contractors to achieve Foothill Transit's goals and objectives.

The IT Department has expanded to cover the responsibilities of Cyber Security over infrastructure, data integrity, protection of personal identifiable information, securing data resources from outside attacks and constant system monitoring from vulnerabilities and malware.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 766,667	$ 779,880	$ 836,740
5260	Professional/Technical	-	125,000	125,000
5421	Copier	59	6,600	6,600
5430	Dues and Subscriptions	30	3,000	3,000
5550	Training and Conferences	13,709	46,500	46,500
5555	Travel and Meeting	-	4,000	4,000
5720	Other Contracted Services	493,971	657,390	914,690
5950	Repair & Maint. Other Equip.	9,148	8,000	8,000
6130	Telephone/Data	624,168	878,660	886,960
	Total	**$ 1,927,756**	**$ 2,509,030**	**$ 2,831,490**

Budget Notes:

5720 Increased due to additional Vmware licenses needed to upgrade the phone system Cost of Nutanix hardware maintenance increased as additional hardware was pur chased

The Information Technology (IT) department accomplished several important goals in **FY2023**. They replaced the aging virtual workstation servers that hosted the Transit store's desktop computers, which improved the performance and reliability of the system. Additionally, the department replaced the outdated surveillance cameras at the Transit stores to ensure the security of the premises.

To mitigate new emerging cyber threats, the IT department also replaced the aging multi-factor authentication system. Moreover, they completed the replacement and configuration of the aging core switch for the administrative building, which improved network performance and stability. The department also replaced the aging Cisco Unified Computing System (UCS) that hosted the production servers, such as the computer-aided dispatch and automated vehicle locator.

Furthermore, the IT department pilot tested the new Software Defined Wide Area Network (SD-WAN) and procured the necessary hardware to replace network connectivity to administrative building and operating facilities in the next fiscal year.

In **FY2024**, the IT department plans to continue upgrading the aging network cabling at both operations and maintenance facilities. They will also continue to replace aging desktop computers for administrative building and contractors. Furthermore, the department will deploy new cybersecurity measures to mitigate new cyber threats and replace wireless access points at both yards to provide better coverage for CAD/AVL and surveillance video downloads.

The IT department will continue upgrading the servers to mitigate new cyber threats and pilot test new 5G technology for the operating and maintenance facilities to improve surveillance video downloads. Additionally, they plan to implement new Software Defined Wide Area Network (SD-WAN) to replace aging MPLS technology and improve network connectivity to operating facilities and transit stores.



Administration

The Administration Department is responsible for providing management direction to all departments within the organization while executing the strategies and policies of the Board. Additionally, the Administration Department coordinates the organization's activities with the Federal Transit Administration (FTA) and provides Board support, office support, and coordination of the organization's records and central filing system.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 1,482,590	$ 1,273,970	$ 1,345,760
5250	Legal Fees	213,759	455,000	290,000
5260	Professional/Technical	44,755	63,000	363,000
5412	Board Stipend	62,434	66,000	67,000
5430	Dues and Subscriptions	51,420	25,000	27,500
5441	Postage/Express Mail	6,470	12,150	8,150
5550	Training and Conferences	31,549	86,000	84,000
5555	Business Travel and Meeting	12,500	81,000	81,000
5720	Other Contracted Services	3,699	3,000	3,000
5850	Office/General Supplies	22,078	20,000	10,000
	Total	**$ 2,345,601**	**$ 2,085,120**	**$ 2,279,410**

Budget Notes:

5250 Conclusion of major legal case
5260 Includes additional consulting for Staff Development and Support
5991 Transferred to Safety and Security Department Budget

In the past fiscal year, the Administrative department at Foothill Transit provided essential support to the Executive Board and Governing Board. They ensured that communication between these boards was effective and productive. Additionally, they successfully advocated for federal funding to support the agency's capital projects.

The department also worked to enhance the agency's visibility and influence within the public transportation industry. This was achieved through strengthened involvement with organizations such as the American Public Transportation Association, California Transit Association, and Access Services. Furthermore, the department continued to actively engage in the Conference of Minority Transportation Officials (COMTO) and Women's Transportation Seminar (WTS), ensuring a diverse and inclusive approach.

In the upcoming fiscal year, the Administrative department has set out several initiatives to maintain their level of success. The department will continue to support the Executive and Governing Boards while maintaining effective communication between them. They will also advocate for federal funding to support Foothill Transit's capital projects.

The department will maintain strong involvement with the aforementioned organizations, including the American Public Transportation Association, California Transit Association, Access Services, COMTO, and WTS. By doing so, they will strengthen the agency's visibility and influence within the industry, as well as ensure a diverse and inclusive approach to public transportation.



Procurement

The Procurement Department is responsible for supporting Foothill Transit's mission through the timely completion of procurement and contract administration activities. It is also responsible for the disposition of capital assets and provides support for Foothill Transit's Disadvantaged Business Enterprise program.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 499,878	$ 538,170	$ 650,200
5250	Legal Fees	184,968	270,000	285,000
5260	Professional/Technical	20,688	67,000	67,000
5300	Advertising and Promotion	3,048	6,500	7,200
5430	Dues and Subscriptions	260	2,600	2,600
5550	Training and Conferences	2,445	26,000	26,000
5555	Business Travel and Meeting	93	2,000	2,000
5720	Other Contracted Services	22,657	30,000	30,000
	Total	**$ 746,781**	**$ 942,270**	**$ 1,070,000**

The Procurement department at Foothill Transit achieved several milestones in FY2023. They earned their sixth consecutive National Procurement Institute's Achievement of Excellence in Procurement award. Additionally, the department coordinated agency administrative policies, procedures, and systems, ensuring that they were effective and compliant with Federal and State procurement guidelines. The department procured services to support capital activities at Foothill Transit's administrative building and maintenance and operating facilities. They also managed the procurement processes and successfully contracted or amended agreements for Operations and Maintenance services, fuel cell revenue vehicles, hydrogen fuel cell fueling stations, and other goods that are essential to the agency's mission.

The procurement department adapted to limitations on standard practices during the procurement process due to lingering supply chain issues resulting from the COVID-19 pandemic. They leveraged the utilization of the agency's electronic procurement platform, web-based meeting software, and electronic document workflows to increase department efficiency and reduce operating costs.

For FY2024, the Procurement department aims to continue ensuring successful and timely procurement of goods and services to support Foothill Transit's mission. They plan to coordinate agency administrative policies, procedures, and systems and update the Procurement Policies and Procedures Manual to ensure compliance with Federal and State procurement guidelines.

Additionally, the department plans to procure any necessary emergency goods and services in response to any remaining supply chain or industry disruption resulting from the COVID-19 pandemic. They also aim to earn their seventh National Procurement Institute's Achievement of Excellence in Procurement award.The Procurement department will support Foothill Transit in the promotion of innovative concepts and methodologies, including opportunities with emerging technologies that will enhance service, security or efficiency. The department will manage the procurement process for major initiatives, including security hardening, fleet revenue vehicle replacement, and facilities equipment replacements.



Government Relations

The Government Relations Department is responsible for overseeing federal, state and local legislative and regulatory activities including establishing and maintaining legislative contacts, tracking transit-related legislation and regulations, obtaining the maximum amount of federal, state and local funding, and informing stakeholders of pending government developments. Government Relations also supports legislative activities in the development of programs, policies and regulations for the agency's zero-emission bus program and public affairs outreach efforts.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 246,284	$ 300,610	$ 325,620
5265	Public Affairs	90,316	210,000	186,000
5430	Dues and Subscriptions	86,275	127,060	118,060
5550	Training and Conferences	532	100,500	100,500
5555	Business Travel and Meeting	429	57,500	57,500
	Total	**$ 430,526**	**$ 795,670**	**$ 787,680**





The Government Relations department at Foothill Transit achieved several accomplishments in FY2023. They communicated and advocated for the agency's positions on legislative and regulatory proposals to key local, state, and federal governing bodies. Additionally, they successfully advocated for congressionally directed spending and community project funds to support Foothill Transit's zero-emission bus program. This resulted in the inclusion of $4 million within the FY 2023 Federal Omnibus Budget Bill following the passage of the Consolidated Appropriations Act of 2023. The department also advocated for and obtained written support from lawmakers, local public agencies, and community organizations for Foothill Transit's federal and state grant applications to support the zero-emission bus program.

Furthermore, the Government Relations department strengthened industry involvement and enhanced Foothill Transit's visibility and influence with the American Public Transportation Association, California Transit Association, and Zero Emission Bus Resource Alliance. They also strengthened in-person and virtual agency visibility at various local legislative coalitions, including the Southern California Association of Governments, San Gabriel Valley Council of Governments, San Gabriel Valley Economic Partnership, San Gabriel Valley Public Affairs Network, and BizFed. Lastly, the department hosted tours of Foothill Transit's zero-emissions fleet and infrastructure for congressional and state legislative delegation and staff.

For FY2024, the Government Relations department plans to further cultivate existing relationships with federal, state, county, and local lawmakers and governing agencies.

They aim to maximize participation in public transportation associations and regional business associations to further advocate for legislation and policies that advance regional mobility and Foothill Transit's zero-emissions fleet and infrastructure expansion. Additionally, they plan to continue to communicate with local, state, and federal government legislative bodies on proposed policy changes and regulations that would impact Foothill Transit. The department also plans to develop and maintain regional and local participation to ensure effective partnerships, visibility, and influence with relevant transportation policies and projects.

The Government Relations department also plans to advocate for increased federal and state funding sources for transportation agencies, with an emphasis on capital investments for zero-emission technologies. They also plan to continue to enhance Foothill Transit's visibility, involvement, and influence with the American Public Transportation



Finance

The Finance Department provides support services including accounting, payroll, financial planning, grant administration, budget development and long-range forecasting, accounts receivable billing and collections, and financial reporting for the organization. Finance also administers the required annual financial and compliance audits, oversees the investment portfolio, manages the defined contribution retirement program, and monitors cash flow. The department also manages the fare revenue collection system, fare rules and policies, and maintenance of related equipment, and manages human resources and benefits administration.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 1,647,223	$ 1,633,490	$ 1,756,120
5210	Audit Fees	47,290	70,000	80,000
5260	Professional/Technical	31,960	21,000	6,000
5410	Team Member Appreciation	466	21,000	17,080
5430	Dues and Subscriptions	11,004	17,200	18,980
5545	Tuition Reimbursement	30,185	32,000	36,750
5550	Training and Conferences	29,524	58,090	84,300
5555	Business Travel and Meeting	274	3,000	3,000
5720	Other Contracted Services	53,371	205,000	286,000
5741	Fare Collection Equip./Maint.	13,676	14,000	14,000
6210	Pass Sales Commission	190	5,000	5,000
6260	Fare Media	-	10,000	10,000
6261	Class Pass Media	-	5,000	5,000
	Total	**$ 1,871,842**	**$ 2,094,780**	**$ 2,322,230**

Budget Notes:

5550 Additional training for Latinos in Transit and APTA Emerging Leaders
5720 Included budget for new HRIS Software which also includes one-time implementation fees
5720 Added additional Accounts Payable and GASB Reporting modules

In FY2023, the Finance department at Foothill Transit achieved several accomplishments. They updated the ten-year financial forecast and monitored budget progress to ensure financial stability. The department also completed numerous financial audits resulting in no material findings, showcasing their commitment to transparency and accountability. As a result of their efforts, Foothill Transit received the National Government Finance Officers Association award for excellence in financial reporting.

The department conducted a five-year capital improvement program call-for-projects, which aimed to improve the quality of service for Foothill Transit's riders. They also successfully programmed and withdrew American Rescue Plan Act federal relief funds, which helped Foothill Transit navigate the challenges posed by the pandemic. The department prepared annual operating and capital budgets and an annual Business Plan that included annual cash flow for capital projects. They also prepared the Annual Comprehensive Financial Report and the annual revision to the Employee Handbook.

The Finance department represented Foothill Transit on several committees, including the Transportation Finance Learning Exchange (TFLEX), Bus Operator Subcommittee (BOS) of LA Metro, Neighborhood Homework House in Azusa, and the Women's Transportation Seminar (WTS) Board of Directors. They continued to refine the automated Accounts Payable system and implemented a new financial accounting standard.

For FY2024, the Finance department plans to update the ten-year financial forecast and monitor the budget process. They aim to secure funding for the transition of Foothill Transit's fleet to Zero-Emission Vehicles, which aligns with the agency's commitment to sustainability. Additionally, the department plans to implement an automated human resources/payroll system and prepare an update to the Employee Handbook. They will also explore continued updates to Foothill Transit fare structure to better serve riders.



Safety and Security

The Safety and Security Department represents the agency's commitment to improving and maintaining safety, security and emergency management functions across all operations and services and is designed to incorporate safety, security, and emergency preparedness into every aspect of the organization. Safety and Security also administers both the Public Transportation Agency Safety Plan (PTASP) and the Security and Emergency Preparedness Plan (SEPP), oversees risk management, manages the safety and security training mandates, and monitors the law and supplemental security contractors. The department also manages security sensitive information (SSI) and maintenance of related equipment, and provides leadership promoting safety, security, and emergency preparedness throughout the organization and enforces related rules, policies, procedures, goals, and objectives.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ -	$ 330,750	$ 380,900
5260	Professional/Technical	-	35,000	145,000
5430	Dues and Subscriptions	-	21,500	26,500
5550	Training and Conferences	-	47,500	47,500
5555	Business Travel and Meeting	-	11,500	16,500
5600	Casualty & Liability Insurance	-	392,500	1,277,260
5720	Other Contracted Services	-	523,440	933,040
5721	Other Contracted Services - Facilities	-	555,000	855,000
	Total	**$ -**	**$ 1,917,190**	**$ 3,681,700**

Budget Notes:

5260	"Emergency Preparedness" added for increased readiness & training
5260	Threat Assessment Team and other specialized training
5600	Reflects an increase on current year premiums
5720	2 yr. professional assessment of needed law services
5720	Includes additional funding for approach to homelessness
5720	Specific Budget Item for Risk Management & Training
5721	Consistent with Board Approved Security Services contract
5721	Combining ADT Alarm with Transit Stores

In FY2023, the Safety and Security department at Foothill Transit achieved many objectives. They enhanced the Foothill Transit Watch application and increased its users. They partnered with the Joint Regional Intelligence Center (JRIC) to host regional critical infrastructure training at the Administrative offices. They started a new security services program which includes human guard services, mobile surveillance cameras with artificial intelligence, and remote monitoring.

The department implemented a protocol for conducting background investigations on newly hired staff and became a member of the FBI San Gabriel Valley Cyberhood Watch Program. They represented Foothill Transit on various boards, including the Peace Officers Association of Los Angeles County Board, Chiefs Special Agents, International Chiefs of Police Association, FBI InfraGard, and American Society for Industrial Security. The department also increased the Los Angeles County Sheriff's Department bus riding team schedule and strengthened relationships with regional law enforcement leaders.

They continued the Security and Emergency Preparedness Plan quarterly meetings with key stakeholders, an effective response to persons experiencing homelessness at no cost, and implemented a workplace violence prevention and intervention program. The department also deployed Flock Camera Automated License Plate Reader (ALPR) technology at key infrastructure locations and implemented some of the American Public Transportation Association (APTA) audit recommendations. They continued participation in FTA's Agency Safety Plan Peer Review program and implemented an Incident Command System compliant Event Action Planning process for key Foothill Transit events and operations.

In FY2024, the Safety and Security department plans to continue analyzing and implementing the TSA, CISA, FEMA, and APTA audits from FY2022 to improve safety and security. They will establish both a physical and virtual Emergency Operations Center and complete the security hardening project at the Irwindale/ Arcadia Yard. The department plans to complete the procurement(s) for 21st Century technology systems, including access control, blue light security call stations, and surveillance cameras. They will build and train staff on the Everbridge platform to assist in both receiving and sending external and internal communications during critical events and emergency situations.

The department plans to conduct Table Top Exercises on Active Assailant, Cyber Attack, and Earthquake scenario based incidents, ensure TSA Training Rule requirements are completed, revise and update the Public Transportation Agency Safety Plan (3rd Revision), and implement training for Security and Emergency Preparedness and Business Continuity & Resiliency and conduct related table-top exercises. They will also explore the possibility of joining the California Joint Powers Insurance Agency (CJPIA).



Planning

The Planning Department is responsible for service planning and Title VI reporting and compliance. This department consistently coordinates with member cities and local jurisdictions to ensure ADA compliance at all Foothill Transit bus stops. The department also budgets and monitors the purchased transportation costs of Foothill Transit's two operating contracts. In addition, the department participates in regional studies to improve regional mobility and provide better transit connections for transit-dependent populations. This department also manages and oversees the Bus Stop Enhancement Program.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salaries, Wages and Benefits	$ 630,780	$ 664,570	$ 712,270
5260	Professional/Technical	576,143	450,000	310,000
5430	Dues and Subscriptions	2,735	4,200	4,200
5550	Training and Conferences	3,618	20,000	22,000
5710	Facilities Leases	-	12,000	12,000
5720	Other Contracted Services	269,933	316,700	348,000
6200	Bus Book Printing	6,838	180,000	170,000
	Total	**$ 1,504,588**	**$ 1,647,470**	**$ 1,578,470**

Budget Notes:

5260 Removed costs related to the Comprehensive Operational Analysis
5720 Reflects increases to Remix and Avail MyStop Hosting



In FY2023, the Planning department at Foothill Transit made significant progress in improving their transit services. They completed the Foothill Transit Forward Comprehensive Operational Analysis study and the public outreach period. They also connected the Silver Streak line to California State Polytechnic University, Pomona, and rerouted Line 188 to serve the Claremont Colleges.

To enhance customer experience, the Planning department added bus stop IDs to all Foothill Transit's bus stop blades, updated all Title VI signage for the Transit Stores and the Administrative Office's Board Room, and redesigned, reformatted, and modernized the Bus Book. They also modified Line 289's weekend service from 2-hour headways to 1-hour headways and restored pre-pandemic trips for Line 486. Furthermore, they modified Line 291's schedules to accommodate the line's transition from battery electric buses to hydrogen fuel cell buses and integrated the new Mt. San Antonio Transit Center. They provided service to the Los Angeles County Fair.

For FY2024, the Planning department will implement the Foothill Transit Forward proposed routing changes into service, write and submit the 2023 Title VI Program, and implement the next generation transit signal priority along the Amar Rd. corridor. They will also print and distribute the updated Bus Book for all customers and constituents, update the system standards and policy guidelines for service planning and data reporting, and implement routing changes to serve the new Mt. San Antonio Transit Center. They will evaluate ridership and adjust service levels to meet ridership demands as more customers return to work and school.



Foothill Transit Service Area Map

Facilities

The Facilities Department is responsible for all Foothill Transit's physical assets, including grounds, administrative offices, operations and maintenance facilities and parking structures. The department implements a comprehensive and strategic approach to developing, enhancing, and sustaining Foothill Transit's physical assets. In addition, the department plays a supporting role in the bus operations through the installation and upkeep of Foothill Transit's bus stop signage program.

Account Number	Account Name	FY2022 Actual	FY2023 Budget	FY2024 Budget
5100	Salary, Wages & Benefits	$ 620,521	$ 626,080	$ 682,740
5151	Contracted Services-Facility	462,235	495,190	545,250
5260	Professional/Technical	2,282	2,000	2,000
5420	Contract Maintenance	154,682	277,360	312,130
5430	Dues & Subscriptions	12,211	14,150	14,150
5471	Janitorial	49,649	62,400	62,400
5550	Training and Conferences	4,489	19,500	21,850
5710	Transit Store Lease	284,807	297,600	324,150
5720	Other Contracted Services	51,403	92,700	96,200
5910	Tools and Materials	23,242	37,550	37,550
5950	Repair & Maint. Other Equip.	109,861	108,000	114,000
5991	Safety & Security	191,892	185,280	186,520
6100	Utilities	281,939	344,760	399,320
	Total	**$ 2,292,977**	**$ 2,562,570**	**$ 2,798,260**

Budget Notes:

5151 New Transit Store and Facilities Techs contract effective Sept 2023
5420 New vendor for landscape services increased from IFB issuance in Feb 2023
6100 Increase in utilities for electricity and gas

In FY2023, the Facilities department at Foothill Transit accomplished several tasks. They completed the construction of the hydrogen fuel cell infrastructure and station at the Pomona O&M facility in May 2023, and also finished the construction of the electrical connections for the temporary hydrogen fuel cell station at the Pomona O&M Facility. Additionally, the department completed the construction of Arcadia-Irwindale facility security enhancement improvements at the employee overflow parking lot. The Facilities Transit Asset Management Plan for the Arcadia Irwindale and Pomona Operations & Maintenance Facilities was also updated.

For FY2024, the Facilities department at Foothill Transit has several initiatives planned. Construction of the Mt. SAC Transit Center is currently underway and is expected to be completed in June 2023. They plan to complete the construction of the gas detection modifications for the hydrogen fuel cell bus implementation at the Pomona O&M facility, and for the replacement of the HVAC system at Arcadia-Irwindale O&M facility. The department will also begin the Pomona O&M facility steam bay lift replacement, remodel the conference room with audio/visual upgrades at Administrative Office Building, and renovate the 3rd floor office space.

Other initiatives include beginning the design replacement of parking lot lighting at Administrative Office building parking lot with energy efficient LED light fixtures, the design of the Pomona Parking Lot Repairs and Reseal, and the design replacement of CNG Compressors at Pomona O&M facility. The Facilities department will also begin the design of the Arcadia O&M Landscape and Irrigation Replacement, the conceptual design of 2nd floor renovation at the administrative office building, and tenant improvements of commercial space at Covina Transit Center. They will also complete the Feasibility Study for the proposed Cal Poly Pomona Bronco Mobility Hub and continue to partner with the SGVCOG Energy Wise Partnership to reach for Platinum level status for the 2022-2023 Energy Champions Award in December 2023.



MEMORANDUM

To: Foothill Transit

From: Thomas Wittmann, Kyle Taniguchi, and Anna Trevino

Date: February 28, 2023

Subject: Title VI Service Analysis for Proposed Service Changes

INTRODUCTION

Pursuant to the requirements of FTA Circular 4702.1B, Foothill Transit must establish service and fare equity policies to evaluate the impacts of a major service change on minority and low-income populations. Being that the agency is currently proposing service changes as part of Foothill Transit Forward to improve the rider experience, a Title VI analysis was conducted to assess the outcomes of said service changes and their potential to affect the service area population. All service changes associated with Foothill Transit Forward were evaluated, although not all lines discussed in this analysis meet or exceed the 25% threshold for a major service change.

SERVICE AND FARE EQUITY POLICIES

In accordance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," effective October 1, 2012, transit providers, operating 50 or more fixed-route vehicles during peak service and serving a population of 200,000 or greater, must evaluate prior to implementation, any and all proposed changes that exceed the transit provider's major service change threshold to determine whether those changes will have a discriminatory impact.

To comply with this requirement, transit providers must adopt the following three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The major service change policy defines what actions constitute a major change and are therefore subject to a service or fare equity analysis. The disparate impact policy establishes a threshold for determining when adverse impacts of a proposed change are borne disproportionately by the minority population. The disproportionate burden policy establishes a threshold for determining when adverse impacts of a proposed change are borne disproportionately by the low-income population.

Major Service Change Policy

Proposed changes that qualify as a major service change include changes to existing lines that affect more than 25% of revenue service miles traveled, or more than 25% of riders on a lines. A major service change also includes the creation of a new line. Temporary service changes that last less than 12 months are exempt from this policy.

This analysis considers all routing, span, and frequency changes proposed in the Foothill Transit Forward network, regardless of their status as a major service change.

Disparate Impact Policy

A disparate impact occurs when the percent minority population adversely affected by a service or fare change is fifteen percent (15%) more than the minority population of the Foothill Transit service area. Minority persons are defined by the U.S. Census and include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, and those who self-identify as some other race or two or more races.

Disparate impact on lines with span of service and/or frequency changes was examined on a cumulative basis by evaluating all line changes together.

Disproportionate Burden Policy

A disproportionate burden occurs when the percent low-income population adversely affected by a service or fare change is fifteen percent (15%) more than the average low-income population of the Foothill Transit service area.

Foothill Transit considers a household low-income if they earn thirty percent (30%) or less than the median household income in the Foothill Transit service area. According to the U.S. Census Bureau, the median income for Foothill Transit's service area is $76,367; therefore, Foothill Transit established the low-income threshold as $22,912. 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."

Disproportionate burden on lines with changes to alignment, span, and/or frequency was examined on a cumulative basis by evaluating all line changes together to assess the overall impact of the service change on the full service area.

METHODOLOGY

This Title VI analysis incorporated geo-spatial analysis of current and proposed service areas for Foothill Transit service. Potentially affected populations were analyzed at the Block Group level, with data pulled from 2020 American Community Survey (ACS) 5-year estimates.

The current service area, using the network as of June 2022, was defined by a quarter mile buffer around all existing lines. This service area has 67.20% minority share and a 17.16% share of households living below the poverty line. According to the Foothill Transit Title VI Program, a disparate impact occurs when the percent minority population adversely affected by a major service change is fifteen percent (15%) more than the average minority population of the Foothill Transit service area. Thus, any negative impact should not be borne by a population that has a minority share of over 82.20% or a low-income household share over 32.16%.

A quarter mile buffer was also analyzed for the proposed Foothill Transit Forward network. Figure 1 below compares the demographic characteristics of both the current and proposed service areas.

Figure 1 Current and Proposed Service Area Census Block Groups

	Current Service Area	Proposed Service Area
Population	742,443	727,207
Minority population	506,736	488,648
Households	224,934	219,476
Low-income households	38,607	37,659
% Minority	68.07%	67.20%
% Low income	17.16%	17.16%
Total Area (sq mi)	109.63	106.18

In accordance with Foothill Transit's disparate impact and disproportionate burden policies, lines with proposed changes were analyzed at the cumulative level. In order to determine the effects of proposed alignment changes, a quarter mile buffer was used to analyze Block Groups that stood to gain or lose coverage due to new lines, deleted lines, or realigned lines. Impacted populations were determined by calculating the percent of each block group within the service area and multiplying that percent by the population and households in each block group to approximate the share of impacted people and households within the service area.

FINDINGS

Figure 2 shows a line-level summary of populations within a quarter mile of proposed changes in coverage.

Figure 2 Population within Quarter Mile of Proposed Network Changes

Line	Change Type	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
178	Realigned	82,766	64,210	77.58%	22,381	3,937	17.59%
195	Realigned	29,733	20,175	67.86%	7,817	1,439	18.41%
197	Eliminated	28,813	17,166	59.58%	7,856	1,539	18.73%
272	Realigned	35,206	23,892	67.86%	9,968	1,843	18.49%
274	Realigned	31,966	21,668	67.78%	8,159	869	10.66%
281	Realigned	31,958	21,663	67.79%	8,156	869	10.65%
282	Eliminated	30,730	22,600	73.54%	8,406	1,599	19.02%
286	Realigned	15,087	11,677	77.40%	4,667	715	15.32%
289	Realigned	26,500	21,735	82.02%	7,799	1,099	14.09%
291	Realigned	27,488	17,930	65.23%	8,490	1,789	21.07%
292	Realigned	17,947	11,820	65.86%	5,292	1,242	23.47%
482	Realigned	40,605	31,581	77.78%	11,712	2,172	18.55%
486	Realigned	68,096	49,107	72.11%	17,000	2,962	17.42%
498	Realigned	36,878	26,943	73.06%	15,370	4,054	26.37%
851	Eliminated	39,559	19,768	49.97%	13,100	1,710	13.05%
853	Realigned	14,874	10,934	73.51%	5,143	780	15.18%
854	Eliminated	12,697	9,450	74.42%	4,396	611	13.90%
860	Realigned	18,046	10,224	56.65%	5,501	798	14.50%
861	Eliminated	20,890	11,698	56.00%	6,616	1,093	16.52%
Silver Streak	Realigned	58,541	41,416	70.75%	23,590	7,340	31.12%

Figure 4 shows only those lines that stand to gain coverage. No lines standing to gain coverage exceed the threshold for disparate impact. While there are three lines serving a higher percentage of low-income populations than the service area average, those people living along Line 272, Line 486, and Silver Streak will benefit from improved service area coverage and therefore not bear the weight of a disproportionate burden.

Figure 3 Population within Half Mile of Proposed Increase in Coverage

Line	Change Type	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
272	Realigned	35,206	23,892	67.86%	9,968	1,845	18.50%
274	Realigned	31,966	21,668	67.78%	8,159	869	10.66%
486	Realigned	68,096	49,107	72.11%	17,000	2,962	17.42%
853	Realigned	14,874	10,934	73.51%	5,143	780	15.18%
Silver Streak	Realigned	58,541	41,416	70.75%	23,590	7,340	31.12%
TOTAL		208,683	147,016	70.45%	63,859	13,797	21.60%

Figure 5 shows lines that stand to lose coverage, through realignment or elimination. Among populations that stand to lose service (due to elimination or realignment), the aggregate of people losing potential service had a slightly higher minority and low-income share than the existing service area (68.8% minority compared to an overall share of 67.2% minority; 18.61% low-income compared to an overall share of 17.2%). However, the minority and low-income shares falls below the threshold for disparate impact and disproportionate burden. Additionally, many of the eliminated lines will have some or all of their service area covered by realignments.

Figure 4 Population within Half Mile of Proposed Reduction in Coverage

Line	Change Type	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
178	Realigned	82,766	64,210	77.58%	22,381	3,937	17.59%
195	Realigned	29,733	20,175	67.86%	7,817	1,439	18.41%
197	Eliminated	28,813	17,166	59.58%	8,219	1,539	18.73%
282	Eliminated	30,730	22,600	73.54%	8,406	1,599	19.02%
286	Realigned	15,087	11,677	77.40%	4,667	715	15.32%
291	Realigned	27,488	17,930	65.23%	8,490	1,789	21.07%
292	Realigned	17,947	11,820	65.86%	5,292	1,242	23.47%
482	Realigned	40,605	31,581	77.78%	11,712	2,172	18.55%
498	Realigned	36,878	26,943	73.06%	15,370	4,054	26.37%
851	Eliminated	39,559	19,768	49.97%	13,100	1,710	13.05%
854	Realigned	12,697	9,450	74.42%	4,396	611	13.90%
860	Realigned	18,046	10,224	56.65%	5,501	798	14.50%
861	Realigned	20,890	11,698	56.00%	6,616	1,093	16.52%
TOTAL		401,239	275,242	68.60%	121,967	22,698	18.61%

It should be noted that while the minority and/or low-income population affected by several proposed changes are higher than that of the overall service area, they still fall within the appropriate thresholds for disparate impact/disproportionate burden. Still, the following considerations were taken into account when proposing changes to these lines:

- Line 178: Changes to this line eliminate a deviation to a single low ridership off street stop. This deviation was replaced by an on-street stop that will improve on-board travel times for all riders while still maintaining access to the area served by the former stop.
- Line 286: Changes to this line were made to better serve riders traveling to Cal Poly Pomona and Mt. San Antonio College. Line 480 will continue to serve much of the area eliminated from Line 286. Line 195, 480, and 482 would provide connections from the new Line 286 terminus and the Pomona Transit Center.
- Line 291: Changes to Line 291's southern terminus will be mitigated by an alignment change on Line 195 that covers most of the old Line 291 alignment.
- Line 292: Changes to Line 292 will provide more direct service between Pomona and Claremont. Lines 188, 489, and 492 will continue to provide service to the impacted areas.
- Line 482: Changes to Line 482 eliminated a deviation to a low-ridership park and ride facility while improving overall travel times along the line and improving the consistency of transfers at line endpoints. The park and ride would continue to be served by Line 495.
- Line 498: Changes to Line 498 eliminate a deviation to a low-ridership park and ride. Impacted riders would still be able to drive to nearby express bus stops served by Line 493 and Line 498.

Foothill Transit Forward did not propose reduced service frequency or service hours on any lines. Figure 6 shows all populations within half mile of proposed increases in service frequency or span. In total, the population affected by frequency increases contain a minority share that is within the established threshold of Foothill Transit's disparate impact policy. While several of these lines have a low-income population that is higher than that of the broader Foothill Transit service area, these individuals will benefit from increased transit service.

Figure 5 Population within Quarter Mile of Proposed Increase in Frequency or Span

Line	Change Type	Total Population	Minority Population	% Minority	Total Households	Low-Income Households	% Low-Income
190	Increased Frequency	54,567	38,437	70.44%	14,804	2,799	18.91%
194	Increased Frequency	35,432	26,087	73.63%	9,200	1,592	17.30%
289	Increased Frequency	26,500	21,735	82.02%	7,799	1,099	14.09%
292	Increased Span	17,947	11,820	65.86%	5,292	1,242	23.47%
TOTAL		134,446	98,078	72.95%	37,095	6,731	18.15%

APPENDIX G



Foothill Transit

SPECIAL EXECUTIVE BOARD MEETING

West Covina, CA
Friday, November 3, 2023

Foothill Transit

Foothill Transit MISSION

To be the premier public transit provider committed to:

SAFETY

COURTESY

QUALITY

RESPONSIVENESS

EFFICIENCY

INNOVATION



Foothill Transit VALUES

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

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

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

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

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

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

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

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

Foothill Transit

Executive Board Meeting AGENDA

SPECIAL EXECUTIVE BOARD MEETING
8:30 AM, NOVEMBER 3, 2023
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL: MEMBERS BOYER, CALAYCAY, MOSS, SHEVLIN, STERNQUIST

4. CONFIRMATIONS OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER

5. PRESENTATIONS

    5.1. Introduction of Foothill Transit Business Partners

    5.2. Contractors' Employee Recognition

CONSENT CALENDAR: Items 6 through 17 are consent items which may be received and filed and/or approved by the board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

6. APPROVAL OF MINUTES FOR THE REGULAR MEETING OF SEPTEMBER 29, 2023

Public Comment: Members of the public shall have the right to address the Board on any item of interest which is within the jurisdiction of the Board before or during the Board's consideration of the item. Presentation shall not exceed one minute in length. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting by calling (626) 931-7300 extension 7204, emailing board.secretary@foothilltransit.org, or at the agency's offices located at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Documents, including PowerPoint handouts, distributed to Board Members by staff or Board Members at the meeting will simultaneously be made available to the public upon request.

7. SEPTEMBER 2023 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommended Action: Receive and file the Financial Statements and Investment Summary year-to-date report through September 30, 2023. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of September 30, 2023, for the fiscal year ending June 30, 2024.

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

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

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

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

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

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

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

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

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

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

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

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

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

8. FISCAL YEAR 2024 FIRST QUARTER BUDGET UPDATE

Recommended Action: Receive and file the Fiscal Year 2024 First Quarter Budget Update.

9. OCTOBER 2023 PROCUREMENT MONTHLY REPORT

Recommended Action: Receive and file the Procurement Monthly Report for October 2023.

10. OCTOBER LEGISLATIVE REPORT

Recommended Action: Receive and file the October 2023 Legislative Report.

11. RESOLUTION ADOPTING EXECUTIVE BOARD AND GOVERNING BOARD MEETINGS SCHEDULE FOR 2024

Recommended Action: Adopt Resolution No. 2023-02, the Executive and Governing Board Meetings Schedule for 2024.

12. TITLE VI ANALYSIS FOR POMONA TRANSIT STORE

Recommended Action: Receive and file the Title VI analysis report for the closure of Pomona Transit Store (PTS).

13. AUTHORIZATION TO ISSUE REQUEST FOR PROPOSALS FOR A FUEL MANAGEMENT SYSTEM

Recommended Action: Authorize the Chief Executive Officer to issue a Request for Proposals (RFP) for a Fuel Management System.

14. AUTHORIZATION TO AWARD CONTRACT FOR ADMINISTRATIVE OFFICE SECOND FLOOR RECEPTION AREA AND THIRD FLOOR CONFERENCE ROOM RENOVATIONS

Recommended Action: Authorize the Chief Executive Officer to enter into Agreement No. 23-097 with R Dependable Construction Inc. for $292,500 for renovation of the Administrative Office second floor reception area and third floor conference room.

15. AUTHORIZATION TO AWARD SOLE SOURCE CONTRACT FOR FEDERAL ADVOCACY SERVICES

Recommended Action: Authorize the Chief Executive Officer to enter into a sole source

agreement with Powell Consulting DC, LLC in a not-to-exceed amount of $ 382,257.77 over five-year term. The contract will consist of a three-year base term with two one-year options.

16. AUTHORIZATION TO AWARD CONTRACT FOR TRANSIT STORES OPERATIONS AND FACILITY MAINTENANCE SERVICES

Recommended Action: Authorize the Chief Executive Officer to award a contract to Transdev Services, Inc. for transit store operations and facility maintenance services at Foothill Transit's El Monte and West Covina Transit Stores and operational facilities. The contract term will be four years. The projected four-year life of the contract is $7,597,451.367.

17. SUMMER SALE UPDATE

Recommended Action: Receive and file the Summer Sale Update.

18. CHIEF EXECUTIVE OFFICER COMMENT

19. BOARD MEMBER COMMENT

20. GENERAL PUBLIC COMMENT

21. ADJOURNMENT

STATEMENT OF PROCEEDINGS FOR THE SPECIAL MEETING OF THE FOOTHILL TRANSIT EXECUTIVE BOARD

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

Friday, September 29, 2023
8:30 a.m.

DRAFT

1. **CALL TO ORDER**

The meeting was called to order by Chair Moss at 8:34 a.m.

2. **PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Chair Moss.

3. **ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Gary Boyer, Member Corey Calaycay, Vice Chair Becky Shevlin, Chair Cory Moss

Member Cynthia Sternquist temporarily absent.

4. **CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER**

Doran Barnes, Chief Executive Officer, recommended that Item 22, General Public Comment be taken prior to the Consent Calendar, and Consent Calendar Item 9 and Consent Calendar Items 14-17 be pulled for presentation.

After discussion, by Common Consent, the Chair and Chief Executive Officer confirmed the agenda as revised.

5. **PRESENTATIONS**

5.1 Contractors' Employee Recognition

Fermin Mora, Director of Maintenance, introduced the Pomona location Keolis employees of the month.

Vincent Millan – Employee of the Month
Sergio Mendez– Operator of the Month (not present)

Shawn Chavira, General Manager, introduced the Arcadia location Transdev employees of the month.

Brianna Lomas – Employee of the Month
Brendan Ramirez – Operator of the Month

5.2 Introduction of Foothill Transit Business Partners

The following business partners addressed the Executive Board: Doug Gies, Regional Vice President, Transdev and Steve Peoples, Assistant General Manager, Transdev.

Member Sternquist joined the meeting at 8:46 a.m.

CONSENT CALENDAR

There was no Public Comment on the consent calendar.

The Executive Board took action on a single motion on items 6-8, 10-13, and 18.

6. APPROVAL OF MINUTES FOR THE REGULAR MEETING OF AUGUST 22, 2023

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

7. AUGUST 2023 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through August 31, 2023. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of August 31, 2023, for the fiscal year ending June 30, 2024.

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

8. **SEPTEMBER 2023 PROCUREMENT MONTHLY REPORT**

Recommendation: Receive and file the Procurement Monthly Report for September 2023.

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

9. **SEPTEMBER LEGISLATIVE REPORT**

Recommendation: Receive and file the September 2023 Legislative Report.

Mathew Nakano, Government Relations Coordinator, provided an update on Senate Bill 125, which makes available $5.1 billion for new state transit funding. Funding can be used for both capital and operation expenses. Funds are allocated directly to Regional Transportation Planning Agencies (RTPA). LA Metro is the region's RTPA and has full discretion on how the new transit funds will be spent. LA Metro staff announced that it would be using all the new funding to pay for three approved rail construction projects. Members of the Los Angeles Municipal Operators Association, which Foothill Transit is a member of, has sent a letter to urge LA Metro to reconsider.

There was no Public Comment on this presentation. Staff responded to questions by members of the Executive Board.

The Executive Board received and filed this presentation.

10. **TITLE VI PROGRAM**

Recommendation: Receive and file the Title VI Program Overview.

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

11. **TITLE VI ANALYSIS FOR PUENTE HILLS MALL TRANSIT STORE**

Recommendation: Receive and file the Title VI analysis report for the closure of the Puente Hills Mall Transit Store (PHMTS).

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

12. **PROPOSED PROCUREMENT POLICIES AND PROCEDURES MANUAL REVISIONS**

Recommendation: Adopt the proposed Procurement Policies and Procedures Manual revisions.

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

13. **AUTHORIZATION TO ISSUE REQUEST FOR PROPOSALS FOR STATE ADVOCACY SERVICES**

Recommendation: Authorize the Chief Executive Officer to issue Request for Proposals (RFP) No. 24-027 for state advocacy services.

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

14. **UPDATE ON THE FORMAL APPLICATION PROCESS WITH THE CALIFORNIA JOINT POWERS INSURANCE AUTHORITY (CJPIA)**

Recommendation: Receive and file an update on Foothill Transit's Formal Application with the CJPIA.

John Curley, Chief of Safety and Security, provided an overview of Foothill Transit's insurance profile and the recent increase in premiums to the agency's General Liability & Excess Liability policies. Foothill Transit has initiated an application with the California Joint Powers Insurance Authority (CJPIA). The Executive Board will be provided an update once the CJPIA review and determination has been completed. Foothill Transit could potentially join the CJPIA in summer 2024.

There was no Public Comment on this presentation. Staff responded to questions by members of the Executive Board.

The Executive Board received and filed this presentation.

15. **HYDROGEN FUEL INFLUENCER CAMPAIGN**

Recommendation: Receive and file the Hydrogen Fuel Influencer Campaign report.

Felicia Friesema, Director of Marketing and Communications, provided an

overview on the hydrogen fuel influencer marketing campaign. Foothill Transit hired social media influencers who brought influence and large audiences into the campaign. The campaign launched on August 28, and garnered thousands of impressions and shares across multiple platforms.

There was no Public Comment on this presentation. Staff responded to questions by members of the Executive Board. Member Boyer requested that the video clips be shared with the Executive Board.

The Executive Board received and filed this presentation.

16. **PROTERRA CHAPTER 11 BANKRUPTCY**

Recommendation: Receive and file the report on Proterra's Chapter 11 Bankruptcy filing.

Roland Cordero, Director of Maintenance and Vehicle Technology, provided an update on Proterra's filing for Chapter 11 Bankruptcy on August 7, 2023. On August 10, the Bankruptcy Court granted their First Day Motions, which allows Proterra to continue operating. Foothill Transit is currently running 17 Proterra battery electric buses from the Arcadia Irwindale Operating and Maintenance Facility. Proterra's parts and service department are open for business. Staff will continue to monitor the situation and provide updates and report on any impacts to the fleet of 17 buses.

There was no Public Comment on this presentation. Staff responded to questions by members of the Executive Board.

The Executive Board received and filed this presentation.

17. **REGIONAL PARTNERSHIPS CHALLENGE GRANTS APPLICATION REPORT**

Recommendation: Receive and file the Regional Partnerships Challenge Grants Application Report.

Joe Raquel, Director of Planning, provided an update on the Regional Partnerships Challenge Grants application process, which is being offered through the US Department Transportation's neighborhood Access and Equity Grant Program. In preparation for the 2028 Olympic Games, Metro has identified two projects in Foothill Transit's service area. The projects are a Mobility Hub in El Monte and the construction of 6.5 miles of Bus Only Lanes along Valley Boulevard. The total cost for both projects is $15.3 million. Metro will take the lead and partner with Foothill Transit in applying for the grants.

There was no Public Comment on this presentation. Staff responded to questions by members of the Executive Board.

The Executive Board received and filed this presentation.

18. **FALL 2023 SERVICE CHANGE**

Recommendation: Receive and file update on the Fall 2023 Service Change.

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

REGULAR AGENDA

19. **2024 BOARD MEETING SCHEDULE PLANNING**

Recommendation: Provide conceptual direction to staff regarding the Board Meeting schedule for 2024.

Doran Barnes, Chief Executive Officer, presented this item.

Mr. Barnes requested input from the Executive Board in regards to preparation of the 2024 meeting schedule. Members of the board expressed a preference to return to Friday Executive Board Meetings and quarterly Governing Board Meetings. Some members expressed interest in still meeting for the informal chats meetings. Mr. Barnes thanked the Executive Board for their feedback and stated that staff would return to the October 2023 Executive Board Meeting, with the proposed 2024 meeting schedule for the board's consideration for adoption.

There was no Public Comment on this presentation.

20. **CHIEF EXECUTIVE OFFICER COMMENT**

Comments by Mr. Doran J. Barnes, Chief Executive Officer, Foothill Transit.

Mr. Barnes reported the following:

- Announced that the October 24 2023, Regular Executive Board Meeting will be cancelled and in its place a Special Meeting will be held on November 3, 2023. In addition, the December 12, 2023 Regular Meeting is being cancelled and a Special Meeting will be held on December 15, 2023.

- Thanked Governing Board Member John Lloyd, Ph.D. who rides Foothill Transit service, for providing input regarding gaps in service at Cal Ploy Pomona. Joe Raquel, Director of Planning, reported that service has been added to help address the gaps in service.
- Reported that the draft Cal Poly Pomona feasibility has been received and progress continues to be made on the Cal Poly Pomona mobility hub project.
- Foothill Transit will be providing shuttle service to the Rose Bowl for the Coldplay concert at the Rose Bowl on September 30.
- Secretary Buttigeig has been invited to be the keynote speaker at the California Transit Association Fall Conference being held in Pasadena in November 2023.
- Introduced newly hired Executive Staff Assistant Trina Padilla.
- Reported that the Puente Hills Mall Store has been closed and the Pomona Transit Store is expected to close mid-December.
- Introduced the logo for Foothill Transit's 35th Anniversary, and a celebration will be held on December 8, 2023, and additional details are forth coming.
- Requested that the meeting be adjourned in the memory of LA County Sherriff's Deputy Ryan Clinkunbroomer and Senator Dianne Feinstein.

21. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Executive Board.

- Governing Board Member John Lloyd Ph.D. thanked the board for their growing partnership with Cal Poly Pomona.

22. **GENERAL PUBLIC COMMENT**

General Public Comment was moved prior to the Consent Calendar.

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

23. **ADJOURNMENT**

Adjournment for the September 29, 2023 Foothill Transit Special Executive Board Meeting.

There being no further business, the Foothill Transit Executive Board meeting adjourned in the memory of LA County Sherriff's Deputy Ryan Clinkunbroomer and Senator Dianne Feinstein at 10:06 a.m.

November 3, 2023

To: Executive Board

Subject: **September 2023 Financial Statements and Investment Summary**

Recommendation

Receive and file the Financial Statements and Investment Summary year-to-date report through September 30, 2023.

The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of September 30, 2023, for the fiscal year ending June 30, 2024.

Balance Sheet Analysis (Attachment A):

Assets

The balance sheet, as of September 30, 2023, shows total assets at $436.44 million. This total consists primarily of $219.97 million in fixed assets, $181.13 million in cash and investments and $34.91 million in receivable and prepaid assets. Foothill Transit's cash position of $181.13 million is $28.12 million more than the previous month, and is $49.62 million more than last year in September.

Liabilities

The accounts payable balance is $11.89 million. Accounts Payables include operation and maintenance expenses for $9.65 million and $0.89 million for fuel.

The deferred revenue of $153.07 million represents funds that are reserved for planned capital expenditures, such as, upcoming bus procurements, construction of bus infrastructure, and security enhancements construction activities at Arcadia-Irwindale and Pomona yards.

Our current investments are held in financial instruments pursuant to Foothill Transit's investment policy. The cash and investments balance includes $100.60 million in liquid accounts held with Bank of Montreal (BMO); $11.45 million in interest bearing money market accounts with BMO; $68,119 with

Chase; and $65.92 million invested in the Local Agency Investment Fund (LAIF). On June 1, 2023, Foothill Transit invested $14.61 million in 6-month US Treasury Bills with par value of $15 million. The bills will mature on November 30, 2023.

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

On February 1, 2023, BMO completed its acquisition of Bank of the West. As a result of this merger, Foothill Transit's bank accounts at Bank of the West including investment accounts were successfully transitioned to BMO on September 2, 2023. All transition activities were completed with minimal impact to Foothill Transit's daily finance activities.

Operating and Capital Revenues and Expense Analysis (Attachment C)

Fare revenue fiscal year to date were up 7.78% compared to budget due to the summer fare sale and a slight increase in ridership. EZ transit pass revenue significantly decreased due to Metro's fare change and fare cap implementation.

Revenues for FY24 reflect application of the American Rescue Plan Act (ARPA) Additional Assistance federal funds. The budget anticipated spending approximately $25 million of the additional assistance federal funds on operating expenses.

Operating costs through September 2023 were $31.68 million, which is $6.17 million less than the budget and $3.34 million more than September 2022. The actual expenditures were less than the budget due to lower than planned service delivery resulting from bus operator shortages. This employment challenge is being experienced by Transit Operators nationwide. Of the $31.68 million expenditures, $24.16 million reflects operating costs for the Arcadia and Pomona operations contractors. Other operating expenses include fuel, which was $2.51 million through September 2023.

Capital expenditures through September were $2.48 million compared with $4.04 last year at this time. The annual budget for capital expenditures includes the procurement and construction of 19 hydrogen fuel cell electric

buses and a hydrogen fueling station at the Arcadia-Irwindale yard, the Cal Poly Pomona Bronco Mobility Hub Feasibility Study, the Bus Stop Enhancement Program, HVAC replacement at the Arcadia-Irwindale facility, security enhancements at the Arcadia-Irwindale and Pomona operations and maintenance facilities, and updates to the data center and conference rooms.

Total Disbursements (Attachment D)

Total disbursements reflect invoices paid for the month of September 2023; they do not reflect the total expense incurred for the month. If an expense has incurred but not yet invoiced or paid, Foothill Transit accrues the expense to track the expenses properly during the month in which they actually occurred. Total disbursements for September 2023 were $14.27 million. Capital disbursements totaled $0.73 million and other significant disbursements include $3.37 million to Keolis and $7.91 million to Transdev for bus operating services.

Sincerely,

Michelle Lopes Caldwell
Director of Finance and Treasurer

Doran J. Barnes
Chief Executive Officer

Attachments

Foothill Transit
Balance Sheet
As of September 30, 2023

Assets	
Current Assets:	
Cash	$181,125,895
Due from government agencies	20,338,883
Other receivables	11,321,066
Other assets	3,245,452
Total Current Assets	$216,031,296
Non current Assets:	
Notes receivable	$429,502
Property & Equipment (net of depreciation)	219,974,969
Total Non Current Assets	$220,404,471
Total Assets	$436,435,767
Liabilities and Equity	
Current Liabilities:	
Accounts payable and accrued liabilities	$11,891,863
Deferred Revenue	153,069,845
Total Liabilities	$164,961,708
Equity	
Fund Balance:	
Investment in Capital Assets	$219,974,969
Current Year Change	7,465,894
Excise Tax Credit	0
Reserve	44,033,196
Total Equity	$271,474,059
Total Liabilities and Equity	$436,435,767

Summary of Cash and Investment Account For September 30, 2023

	Interest Rate	Term	Principal/ Book & Market Value
Cash:			
Bank of Montreal-Reg. Checking	N/A	Demand Deposit	$72,982,906
Petty Cash	N/A	N/A	900
Revolving Fund - Transit Stores	N/A	N/A	400
Bank of Montreal-Excise Tax/LCFS #1106	N/A	Demand Deposit	16,099,481
Bank of Montreal-Money Market #1110	2.50%	Demand Deposit	5,103,348
Bank of Montreal-Money Market #1111	2.50%	Demand Deposit	5,062,539
Bank of Montreal-LCTOP #1108	2.50%	Demand Deposit	1,281,875
Chase Business Saving #1109	0.01%	Demand Deposit	68,119
LAIF Investment #1141	3.36%	Demand Deposit	65,915,477
Total Cash and Investments			$166,515,045
Investments:			
Bank of Montreal-US Treasury Bill			
1 Maturity - 11/30/2023 - 6 months	5.371%	US Treasury Bill	$14,610,850
Subtotal Investments			14,610,850
Total Cash and Investments			$181,125,895

Foothill Transit
Statement of Revenue and Expense
For Month Ended September 30, 2023

	Actual YTD September 2023	Budget YTD September 2023	Variance	Actual YTD September 2022
Fare Revenue				
Farebox	$952,461	$828,048	15.02%	$849,803
Pass Sales	579,791	525,844	10.26%	470,041
TAP Cash Purse	573,033	536,971	6.72%	551,767
MetroLink & Access Service	73,821	82,380	(10.39%)	67,905
EZ Transit Pass	47,008	92,117	(48.97%)	92,623
Total Operating Revenue	$2,226,115	$2,065,360	7.78%	$2,032,139
Operating Subsidies and Other				
Transportation Development Act	$4,828,110	$8,569,459	(43.66%)	$7,974,239
State Transit Assistance (STA)	0	1,325,477	(100.00%)	0
Senate Bill 1 - STA	0	1,015,294	(100.00%)	0
Senate Bill 1 - STA BSCP	0	114,730	(100.00%)	0
CalTrans-LCTOP	0	0	0.00%	0
Prop A 40% Discretionary	0	0	0.00%	0
Prop A 40% BSCP	0	0	0.00%	0
Prop A Exchange	0	0	0.00%	700,000
Prop C BSIP	261,115	261,115	0.00%	0
Prop C Base Restructuring	560,848	560,848	0.00%	0
Prop C Transit Service Expansion	93,461	93,461	0.00%	0
Transit Security	344,630	344,630	0.00%	0
Measure R	0	4,742,141	(100.00%)	0
Measure M	0	0	0.00%	0
Federal ARP Act 5307	23,362,483	18,750,000	24.60%	17,265,288
Miscellaneous Transit Revenues	0	0	0.00%	363,615
Total Subsidies and Other	$29,450,646	$35,777,155	(17.68%)	$26,303,142
Total Operating Revenue	$31,676,762	$37,842,515	(16.29%)	$28,335,281
Other Revenues				
Gain on Sale of Fixed Assets	$7,310	$0	0.00%	$19,480
Auxiliary Revenue	188,815	196,125	(3.73%)	207,395
Total Other Revenues	$196,125	$196,125	0.00%	$226,875
Total Operating and Other Revenues	$31,872,887	$38,038,640	(16.21%)	$28,562,156
Operating Expenses				
Customer Service & Operations	$27,998,416	$32,449,460	(13.72%)	$24,544,152
Maintenance & Vehicle Technology	304,952	282,625	7.90%	276,056
Marketing & Communications	506,919	620,905	(18.36%)	381,623
Information Technology	462,276	964,570	(52.07%)	578,457
Administration	463,174	572,850	(19.15%)	394,477
Procurement	197,554	248,855	(20.61%)	199,974
Government Relations	107,533	196,915	(45.39%)	116,547
Finance	458,708	594,985	(22.90%)	471,957
Safety and Security	542,912	920,425	(41.02%)	537,778
Planning	242,713	394,615	(38.49%)	377,360
Facilities	391,605	596,310	(34.33%)	456,900
Total Operating Expenses	$31,676,762	$37,842,515	(16.29%)	$28,335,281
Other Expenses				
Property Management	$116,125	$116,125	0.00%	$116,125
Special Services	80,000	80,000	0.00%	112,639
Total Other Expenses	$196,125	$196,125	0.00%	$228,764
Total Operating and Other Expenses	$31,872,887	$38,038,640	(16.21%)	$28,564,045
Capital Revenues				
Capital Grants	$2,483,984	$16,869,723	(85.28%)	$4,036,651
Capital Expenditures				
Capital Expenditures	$2,483,984	$16,869,723	(85.28%)	$4,036,651

Bank Acc. - Detail Trial Bal.

Period: 09/01/23..09/30/23
Foothill Transit

Attachment D

This report also includes bank accounts that only have balances.
Bank Account: No.: B001, Date Filter: 09/01/23..09/30/23

Posting Date	Document Type	Document No.	Vendor	Amount	Entry No.
09/01/23	Payment	60353	Amazon Web Services, Inc	744.86	863941
09/01/23	Payment	60354	MRC Smart Technology Solutions	508.37	863943
09/01/23	Payment	60355	Bradley Weatherill	262.66	863945
09/01/23	Payment	60356	AT and T - 5075	39.37	863947
09/01/23	Payment	60357	Psomas	6,729.50	863949
09/01/23	Payment	60358	Lourdes L. Alvarez	5,280.00	863951
09/01/23	Payment	60359	The Poly Post	2,936.75	863955
09/04/23	Payment	60360	Dean Gazzo Roistacher LLP	18,486.00	863957
09/04/23	Payment	60361	Ragan Communications	39.99	863959
09/04/23	Payment	60362	Rotary Club of West Covina	1,100.00	863961
09/04/23	Payment	60363	ODP Business Solutions, LLC	528.62	863963
09/04/23	Payment	60364	Thomas J. Koontz	68.36	863965
09/04/23	Payment	60365	FEDEX Corp.	22.20	863967
09/06/23	Payment	60366	Tri - Signal Integration, Inc.	175.00	864326
09/06/23	Payment	60367	Thomas J. Koontz	543.98	864332
09/06/23	Payment	60368	Fifth Asset Inc.	13,000.00	864334
09/06/23	Payment	60369	Connecta Satellite Solutions LLC	128.74	864336
09/06/23	Payment	60370	Concentra Medical Centers - CA	68.00	864338
09/06/23	Payment	60371	Green Thumb Indoor Plant	662.75	864340
09/06/23	Payment	60372	Rodger's Food Service	556.76	864343
09/06/23	Payment	60373	United Imports of Puente Hills	125.95	864345
09/06/23	Payment	60374	National CineMedia, LLC	7,500.00	864347
09/06/23	Payment	60375	Pre-Paid Legal Services, Inc	163.50	864349
09/06/23	Payment	60376	Allied Administrators for Delta Dental	7,013.28	864351
09/06/23	Payment	60377	Landmark Healthplan of California, Inc.	1,130.16	864353
09/06/23	Payment	60378	Linda Garrison	675.00	864355
09/06/23	Payment	E100852	Clean Energy	21,202.34	864733
09/06/23	Payment	E100853	Clean Energy	19,267.61	864735
09/06/23	Payment	E100854	Transdev Services, Inc.	176,182.61	864737
09/06/23	Payment	E100855	Transdev Services, Inc.	7,613.59	864739
09/06/23	Payment	E100856	Transdev Services, Inc.	13,423.31	864741
09/06/23	Payment	E100857	Clean Energy	117,066.31	864743
09/06/23	Payment	W000960	Verizon Business-15043 ZBA	1,419.23	867301
09/06/23	Payment	W000913	Verizon Business-15043 ZBA	2,229.21	867303
09/06/23	Payment	W000962	Verizon Business-15043 ZBA	4,750.92	867305
09/06/23	Payment	W000963	International City Management Assoc. Retirement	57,829.82	867307
09/07/23	Payment	60379	Day - Lite Maintenance Co. Inc.	108.00	864745
09/07/23	Payment	60380	San Gabriel Valley Newspaper	5,464.21	864747
09/07/23	Payment	60381	Azteca Landscape	4,614.96	864749
09/07/23	Payment	60382	Commercial Building Management Services, Inc.	4,539.80	864751
09/07/23	Payment	60383	Home Depot Credit Services	1,008.86	864753
09/07/23	Payment	60384	Donald Luey	244.70	864755
09/07/23	Payment	60385	Qualified Mobile, Inc.	773.79	864757
09/07/23	Payment	60386	California Assoc. of Public Information Officials	275.00	864759
09/07/23	Payment	60387	Henry Lopez	502.00	864761
09/07/23	Payment	60388	Thompson Coburn LLP	13,029.90	864766
09/07/23	Payment	W000964	Azusa Light & Water ZBA	51.10	867309
09/07/23	Payment	W000965	Azusa Light & Water ZBA	85.14	867311
09/07/23	Payment	W000966	Azusa Light & Water ZBA	115.59	867313

ATTACHMENT D

Posting Date	Document Type		Vendor	Amount	Entry No.
09/07/23	Payment	W000967	Azusa Light & Water ZBA	122.01	867315
09/07/23	Payment	W000968	Charter Communications Inc. ZBA	185.99	867317
09/07/23	Payment	W000969	Southern California Edison Co. ZBA	205.08	867319
09/07/23	Payment	W000970	Frontier ZBA	239.07	867321
09/07/23	Payment	W000971	Azusa Light & Water ZBA	481.98	867323
09/07/23	Payment	W000972	Southern California Edison Co. ZBA	691.40	867325
09/07/23	Payment	W000973	AT and T -5019 ZBA	762.69	867327
09/08/23	Payment	E100859	Behavioral Science Applications	2,400.00	865204
09/08/23	Payment	E100860	Kevin O. Parks McDonald	13,650.00	865206
09/08/23	Payment	E100861	Kevin O. Parks McDonald	13,650.00	865208
09/08/23	Payment	E100862	Kevin O. Parks McDonald	13,650.00	865210
09/08/23	Payment	60389	American Air Liquide Holdings, Inc.	10,391.39	865396
09/08/23	Payment	60390	Zonar Systems Inc.	6,120.00	865398
09/08/23	Payment	60391	Vision Service Plan - (CA)	1,476.99	865401
09/08/23	Payment	W000974	The Gas Co. ZBA	152.58	867329
09/08/23	Payment	W000975	Univeral Waste Systems ZBA	4,267.18	867331
09/11/23	Payment	60392	GA Technical Services, Inc.	8,827.71	865212
09/11/23	Payment	60393	Crown Castle USA Inc.	952.50	865214
09/11/23	Payment	60394	Alireza Showkatian	432.80	865216
09/11/23	Payment	60395	Pomona Pride Center, Inc.	2,500.00	865218
09/11/23	Payment	60396	Our Lady of Assumption Church	500.00	865220
09/11/23	Payment	60397	Sing Tao Daily	2,460.00	865222
09/11/23	Payment	60398	Puente House Foundation	500.00	865224
09/11/23	Payment	60399	E.S.G.Valley Japanese Community Ctr	1,000.00	865226
09/11/23	Payment	60400	United Imports of Puente Hills	192.59	865228
09/11/23	Payment	60401	Phillip Cook	3,500.00	865230
09/11/23	Payment	60402	Kimberly Dawn Hilton	3,500.00	865232
09/11/23	Payment	60403	Sinchan Patil	2,500.00	865234
09/11/23	Payment	60404	Elisha L. Johnson	2,500.00	865236
09/11/23	Payment	E100863	Keolis Transit America, Inc.	17,081.16	865403
09/11/23	Payment	E100864	Metrokinetics, Inc.	5,121.50	865405
09/11/23	Payment	E100865	Keolis Transit America, Inc.	1,143,227.59	865407
09/11/23	Payment	E100866	Keolis Transit America, Inc.	644.44	865409
09/11/23	Payment	E100867	Transdev Services, Inc.	2,934,071.41	865411
09/12/23	Payment	60405	ECAMSECURE	39,365.89	865413
09/12/23	Payment	60406	Reliable Monitoring Services	209,848.35	865419
09/12/23	Payment	E100868	Canto, Inc.	858.34	865421
09/12/23	Payment	E100869	Canto, Inc.	858.34	865423
09/12/23	Payment	E100870	Clean Energy	127,761.97	865425
09/12/23	Payment	E100871	Transdev Services, Inc.	1,716,419.96	865427
09/12/23	Payment	W000976	Frontier ZBA	443.79	867333
09/12/23	Payment	W000977	Frontier ZBA	1,709.00	867335
09/12/23	Payment	W000978	Verizon Wireless ZBA	4,642.55	867337
09/12/23	Payment	W000979	Verizon Wireless ZBA	15,322.39	867339
09/13/23	Payment	60407	Cintas Corporation 37	308.71	865429
09/13/23	Payment	60408	State of California Department of Transportation	35,151.84	865431
09/13/23	Payment	60409	Qualified Mobile, Inc.	747.38	865434
09/13/23	Payment	E100872	Powell Consulting DC, LLC	5,500.00	865886
09/13/23	Payment	W000980	Wright Express ZBA	172.35	867341
09/13/23	Payment	W000981	AT and T-5025 ZBA	637.47	867343
09/13/23	Payment	W000982	Frontier ZBA	847.82	867345
09/14/23	Payment	60410	Thomas J. Koontz	52.92	865888

Posting Date	Document Type		Vendor	Amount	Entry No.
09/14/23	Payment	60411	FEDEX Corp.	47.55	865890
09/14/23	Payment	60412	Dean Gazzo Roistacher LLP	5,992.40	865892
09/14/23	Payment	60413	Birdi Systems, Inc.	4,250.00	865894
09/14/23	Payment	60414	Apollo Electric	12,874.00	865896
09/14/23	Payment	60415	Ron Turley Associates Inc.	16,692.00	865899
09/14/23	Payment	E100873	Keolis Transit America, Inc.	13,500.00	865901
09/15/23	Payment	60416	CaliforniaChoice Benefit Administration	68,884.98	865903
09/15/23	Payment	60417	Landmark Healthplan of California, Inc.	947.89	865905
09/15/23	Payment	60418	Pulsar Advertising	16,996.50	865907
09/15/23	Payment	60419	ODP Business Solutions, LLC	166.37	865914
09/15/23	Payment	60420	United Site Services of California, Inc.	538.67	865916
09/15/23	Payment	E100874	Stantec Consulting Services Inc.	1,882.70	865918
09/15/23	Payment	E100875	Transdev Services, Inc.	11,152.84	865920
09/15/23	Payment	E100876	Transdev Services, Inc.	11,651.99	865922
09/15/23	Payment	E100877	Transdev Services, Inc.	184,434.81	865924
09/15/23	Payment	E100878	Clean Energy	102,295.09	865926
09/15/23	Payment	E100879	Clean Energy	470,522.59	865928
09/15/23	Payment	E100880	Clean Energy	53,194.44	865930
09/15/23	Payment	E100881	Clean Energy	246,005.28	865932
09/15/23	Payment	E100882	The Thurman Group, Inc.	5,611.43	865934
09/15/23	Payment	W000983	Athens Services ZBA	244.42	867347
09/15/23	Payment	W000984	Athens Services ZBA	1,325.59	867349
09/15/23	Payment	W000932	Verizon Business-15043 ZBA	1,426.86	867351
09/15/23	Payment	W000986	State Compensation Insurance Fund ZBA	3,654.08	867353
09/15/23	Payment	W000987	Verizon Business-15043 ZBA	4,909.19	867355
09/18/23	Payment	60421	Digium Cloud Services, LLC	2,753.93	865936
09/18/23	Payment	60422	ACC Business	1,080.53	865939
09/18/23	Payment	60423	Crowe LLP	20,000.00	865941
09/18/23	Payment	60424	John Curley	122.62	865943
09/18/23	Payment	60425	Thomas J. Koontz	7,094.65	865945
09/18/23	Payment	60426	Latinos in Transit	5,000.00	865950
09/18/23	Payment	60427	Rodger's Food Service	1,648.80	865952
09/18/23	Payment	60428	AFLAC	1,869.46	865956
09/18/23	Payment	60429	Allied Administrators for Delta Dental	6,811.16	865958
09/18/23	Payment	60430	Concur Technologies, Inc.	2,602.05	865960
09/18/23	Payment	60431	Uniform Headquarters	36.46	865962
09/18/23	Payment	60432	Cosco Fire Protection, Inc.	8,634.00	865964
09/18/23	Payment	60433	Instant Signs Inc.	5,368.25	865966
09/18/23	Payment	E100883	Transdev Services, Inc.	4,244.63	865968
09/18/23	Payment	W000988	AT and T-5025 ZBA	1,124.84	867357
09/18/23	Payment	W000989	BMO credit card	34,673.90	867359
09/19/23	Payment	60434	GA Technical Services, Inc.	2,223.51	865970
09/19/23	Payment	60435	T-Mobile USA Inc.	779.05	865972
09/19/23	Payment	60436	Newage PHM, LLC	314.02	865974
09/19/23	Payment	60437	Industry Public Utility Commission	1,813.49	865976
09/19/23	Payment	60438	Skyline Pest Control	115.00	865978
09/19/23	Payment	E100884	Keolis Transit America, Inc.	11,872.43	865980
09/19/23	Payment	E100885	Transdev Services, Inc.	8,485.90	865982
09/19/23	Payment	E100886	Clean Energy	124,684.67	865984
09/19/23	Payment	E100887	Translating Services, Inc.	113.10	865986
09/20/23	Payment	60439	Dalila Ortiz	46.94	865988
09/20/23	Payment	E100888	Darold D. Pieper Attorney at Law	8,930.00	865990

Posting Date	Document Type		Vendor	Amount	Entry No.
09/20/23	Payment	E100889	Keolis Transit America, Inc.	2,184,740.63	865992
09/20/23	Payment	W000990	Southern California Edison Co. ZBA	3,494.27	867361
09/20/23	Payment	W000991	Southern California Edison Co. ZBA	41,336.04	867363
09/20/23	Payment	W000992	International City Management Assoc. Retirement	60,290.39	867365
09/21/23	Payment	E100890	Access Pacific, Inc.	301,748.58	866313
09/21/23	Payment	E100891	Transdev Services, Inc.	3,013,720.85	866315
09/21/23	Payment	E100892	Keolis Transit America, Inc.	7,086.39	866317
09/21/23	Payment	W000993	Suburban Water Systems ZBA	175.75	867367
09/21/23	Payment	W000994	Suburban Water Systems ZBA	426.05	867369
09/21/23	Payment	W000995	Suburban Water Systems ZBA	914.36	867371
09/22/23	Payment	60440	Corodata Records Management, Inc.	132.00	866449
09/22/23	Payment	60441	Atkinson Andelson Loya Ruud and Romo	655.50	866451
09/22/23	Payment	W000996	Waste Management Collection ZBA	691.16	867373
09/25/23	Payment	60442	CDW Government Inc.	4,426.21	866453
09/25/23	Payment	60443	Adt Security Services, Inc.	399.90	866455
09/25/23	Payment	60444	County of L.A. - Sheriff's Dept.	71,139.37	866457
09/25/23	Payment	60445	Instant Signs Inc.	5,566.85	866459
09/25/23	Payment	60446	Alta Planning + Design, Inc.	6,368.27	866461
09/25/23	Payment	60447	Birdi Systems, Inc.	930.00	866463
09/25/23	Payment	60448	J.J. Keller and Associates, Inc.	688.00	866465
09/25/23	Payment	60449	Green's Lock and Safe	197.46	866467
09/25/23	Payment	60450	Qualified Mobile, Inc.	804.61	866469
09/25/23	Payment	W000947	ReadyRefresh ZBA	79.91	867375
09/25/23	Payment	W000998	TVL Inc. ZBA	1,488.00	867377
09/26/23	Payment	60451	Pulsar Advertising	10,637.50	866471
09/26/23	Payment	60452	Town Square Publication LLC	2,395.00	866474
09/26/23	Payment	60453	Thomas J. Koontz	7,903.99	866476
09/26/23	Payment	60454	Gotcha Media Holdings, LLC	6,980.00	866479
09/26/23	Payment	60455	Metrolink	5,598.25	866481
09/26/23	Payment	60456	Pre-Paid Legal Services, Inc	163.50	866484
09/26/23	Payment	60457	Landmark Healthplan of California, Inc.	1,119.77	866486
09/26/23	Payment	60458	Linda Garrison	600.00	866488
09/26/23	Payment	W000999	Frontier ZBA	62.10	867379
09/26/23	Payment	W001000	Southern California Edison Co. ZBA	2,035.06	867381
09/26/23	Payment	W001001	Southern California Edison Co. ZBA	15,003.61	867383
09/27/23	Payment	60459	Vision Service Plan - (CA)	1,575.78	866958
09/27/23	Payment	60460	Thompson Coburn LLP	3,420.66	866960
09/27/23	Payment	E100893	Metrokinetics, Inc.	675.00	867104
09/27/23	Payment	E100894	Clean Energy	80,320.94	867106
09/27/23	Payment	E100895	Kevin Oliver Parks McDonald	13,650.00	867108
09/27/23	Payment	W001002	Deluxe Business Forms and Supplies ZBA	513.13	867385
09/27/23	Payment	W001002	Deluxe Business Forms and Supplies ZBA	513.13	867387
09/27/23	Payment	W001002	Deluxe Business Forms and Supplies ZBA	513.13	867389
09/28/23	Payment	60461	Connecta Satellite Solutions LLC	128.74	867110
09/28/23	Payment	60462	Amazon Web Services, Inc	748.63	867112
09/28/23	Payment	60463	Kolob Industries LLC	75.56	867114
09/28/23	Payment	60464	Tangled Web Solutions: Investigations & Consulting	280.00	867116
09/28/23	Payment	W001005	Charter Communications Holdings, LLC ZBA	1,315.00	867391
09/29/23	Payment	2054V	Ivan Davalos	-8,450.00	867118
09/29/23	Payment	2437V	Rotary Club of Walnut Valley	-148.00	867120
09/29/23	Payment	60465	Ivan Davalos	8,450.00	867122

ATTACHMENT D

Posting Date	Document Type		Vendor	Amount	Entry No.
09/29/23	Payment	60466	Rotary Club of Walnut Valley	148.00	867124
09/29/23	Payment	60467	AT and T - 5075	39.37	867126
09/29/23	Payment	60468	CA Newspaper Service Bureau	252.98	867128
09/29/23	Payment	60469	Pink Transfer Inc.	1,675.00	867131
09/29/23	Payment	60470	CMAX Commercial Maintenance Inc	10,000.00	867133
09/29/23	Payment	E100896	Transdev Services, Inc.	8,463.18	867139
09/29/23	Payment	E100897	ChargePoint, Inc.	2,145.00	867141
09/29/23	Payment	E100898	ChargePoint, Inc.	2,145.00	867143
09/29/23	Payment	W001006	Azusa Light & Water ZBA	1,760.92	867393
09/29/23	Payment	W001007	AT and T-5025 ZBA	3,778.39	867395
		General Checking		**14,274,528.86**	

November 3, 2023

To: Executive Board

Subject: **Fiscal Year 2024 First Quarter Budget Update**

Recommendation

Receive and file the Fiscal Year 2024 First Quarter Budget Update.

Analysis

As of September 30, 2023, Foothill Transit is $6.2 million under the approved year-to-date operating budget of $37.8 million. Each department is continuing to work toward achievement of its individual goals and objectives identified in the FY2024 Business Plan and Budget.

Operating Accomplishments

Foothill Transit continues to prioritize safety of customers and staff as its highest priority. Team members have continued to work diligently to deliver service to Foothill Transit customers throughout the San Gabriel and Pomona Valleys.

Operating accomplishments during the first quarter of FY2024 included the following: continued daily operations of all Foothill Transit service; operations of Rose Bowl service for the summer concert series and the fall football season; continued transition of a new operating and maintenance contract at the Pomona facility; continued operations of hydrogen fuel cell buses into service; and the commencement of service at the Mt. San Antonio College Transit Center. Each department is instrumental in delivering Foothill Transit's mission while also remaining within fiscal constraints.

Capital Program Accomplishments

Capital achievements during the first quarter of FY2024 included continuation of the bus heavy maintenance program; continued facility upgrades at the Pomona facility to align with hydrogen safety requirements; continuation of the Arcadia-Irwindale facility HVAC replacement; further completion of the Cal Poly Pomona Bronco Mobility Hub feasibility study; safety improvements at the Arcadia Irwindale facility; and updates to the Foothill Transit data center.

Budget Impact

Through the first quarter, Foothill Transit is experiencing significant operating underruns in Purchased Transportation and Fuel. As Foothill Transit continues to implement proposed changes from the Foothill Transit Forward study and we await the award of the new contract for the Arcadia Irwindale facility, we are expecting an overall variance in Purchased Transportation. This variance should decrease significantly starting in quarter two with the October service change. Foothill Transit also continues to experience staffing shortages that result in missed trips. As a result of prior year fuel spikes, Foothill Transit has increased the fuel budget to be consistent with market pricing and trends from prior years but have not experienced a spike in this fiscal year. At this point in the fiscal year, we have not yet incurred the bulk of Professional and Technical services and contract renewal increases and we expect to decrease the overall budget variance in the coming quarters.

Foothill Transit collected $2.2 million of fare revenues through the first quarter of FY2024. This is above the targeted fare revenue of $2.1 million. We can attribute this positive performance to the success of the summer fare sale.

The budget will continue to be reviewed and analyzed on a quarterly basis to ensure budget adherence and identify any future improvements.

Sincerely,

Jorge Quintana
Budget and Grants Manager

Doran J. Barnes
Chief Executive Officer

Michelle Lopes Caldwell
Director of Finance & Treasurer

Attachment

TOTAL BUDGET BY DEPARTMENT
FY2024 Quarterly Budget Variance Report QTR 1
07/01/2023 to 09/30/2023

Dept #	DEPARTMENTS	Annual Budget	Budget Y-T-D	Actual Y-T-D	Variance Fav(unf)
10	Customer Service & Operations	$ 140,707,520	$ 32,449,460	$ 27,998,416	$ 4,451,044
11	Maintenance & Vehicle Technology	1,214,970	282,625	304,952	(22,327)
20	Marketing and Communications	2,483,620	620,905	506,919	113,986
30	Information Technology	2,831,490	964,570	462,276	502,294
40	Administration	2,279,410	572,850	463,174	109,676
41	Procurement	1,070,000	248,855	197,554	51,301
42	Government Relations	787,680	196,915	107,533	89,382
60	Finance	2,322,230	594,985	458,708	136,277
70	Safety and Security	3,681,700	920,425	542,912	377,513
80	Planning	1,578,470	394,615	242,713	151,902
90	Facilities	2,333,760	596,310	392,121	204,189
	TOTAL	$ 161,290,850	$ 37,842,515	$ 31,677,278	$ 6,165,237

As of 10/19/2023 9:25 AM

November 3, 2023

To: Executive Board

Subject: **October 2023 Procurement Monthly Report**

Recommendation

Receive and file the Procurement Monthly Report for October 2023.

Awarded Procurements:

Since the previous month's Executive Board meeting on September 29, 2023, there has been one award of agreements over $100,000.00 but below the Executive Board's approval threshold of $250,000.00.

- Connixt, Inc. was awarded Contract No. 24-006 for annual subscription, maintenance and support costs for the iMarq mobile application for the uploading of maintenance work orders and data. The Independent Cost Estimate for this work was $120,000.00. The contract is in the amount of $74,400.00 for one year, the application is proprietary to Connixt and they are the sole distributor of the solution.

Upcoming Procurements:

Since the previous month's Executive Board meeting, the Procurement Department has initiated one procurement over $100,000.00 but below the Executive Board's approval threshold of $250,000.00.

- Request for Quotes 24-017 for 2 years of provision of and cleaning services for portable restrooms and wash stations at the Downtown Los Angeles Layover location. The Independent Cost Estimate for this solicitation is approximately $126,622.07. The solicitation was released on September 28th, with anticipated award occurring in early November.

Sincerely,

Christopher Pieper
Director of Procurement

Doran J. Barnes
Chief Executive Officer

November 3, 2023

To: Executive Board

Subject: **October 2023 Legislative Report**

Recommendation

Receive and file the October 2023 Legislative Report.

Analysis

Federal Update:

On the night of September 30, Congress passed a last-minute spending bill hours before October 1, averting a government shutdown. The 45-day continuing resolution was signed into law by President Biden that night, allowing the government to stay open through November 17.

Days later on October 3, after the enactment of this continuing resolution, Speaker Kevin McCarthy was ousted from the House as Speaker. The effort was led by hardline conservative members of the House who were infuriated by Speaker McCarthy's role in putting a stopgap measure on the floor. In the final 216-210 vote, eight Republicans joined 208 Democrats present to remove McCarthy from his speakership. Unable to conduct any legislative work on the House floor without a Speaker, the following three weeks were consumed by stalemate while House Republicans underwent votes to determine a GOP speaker designate to fill the vacancy. On October 24, the fourth designate selected by the GOP through this process, Rep. Mike Johnson from Louisiana, officially became the new speaker by the full House on a first vote, receiving votes from all 220 Republicans, while all 209 Democrats nominated Minority Leader Hakeem Jeffries. Prior to the vote, Speaker Johnson addressed the need to pass the FY 2024 Appropriations bills to extend government funding beyond the November 17 deadline, and suggested that he would consider extending a new continuing resolution to either January 15 or April 15.

The passing of U.S. Senator Dianne Feinstein on September 29 created a vacancy in California's delegation to the U.S. Senate. On October 1, Governor Newsom appointed Laphonza Butler to fulfill the remainder of late Senator Dianne Feinstein's six-year term of her U.S. Senate seat, which runs through 2024. Senator Butler previously served as president of EMILY'S List, International Vice President of the Service Employees International Union (SEIU), president of the SEIU California State Council, Director of the Federal

Reserve System Los Angeles Branch Board of Governors, and as a Regent on the University of California Board of Regents. Primary elections for the Senate seat will be held on March 5, 2024, followed by the general election on November 5, 2024.

State Update:

October marks the end of the first year of the 2023-2024 Legislative Session. Governor Newsom had until October 14 to sign or veto bills passed by the Legislature. Governor Newsom signed 890 bills into law out of the 1,046 under his consideration. Foothill Transit submitted several position letters on bills this cycle: support positions on SB 410, SB 617, AB 1377, and AB 463; oppose on AB 819. All but AB 463 successfully passed out of the Legislature to the Governor's desk. Governor Newsom signed all three of our support positions on SB 410, SB 617, and AB 1377 into law and vetoed our opposition on AB 819. Further details on these bills are outlined below. All statutes of bills signed into law by Governor Newsom take effect on January 1, and the Legislature will reconvene on January 3.

On September 29, the California State Transportation Agency (CalSTA) released the final SB 125 guidelines for the formula-based Transit and Intercity Rail Capital Program (TIRCP) and Zero Emission Transit Capital Program (ZETCP). SB 125 requires CalSTA to develop and administer an accountability program to govern the distribution of funds for the ZETCP and General Fund component of the TIRCP. To be eligible to receive money from these funding sources, regional transportation planning agencies must submit a regional short-term financial plan to CalSTA. Initial allocation package submittals and regionally compiled transit operator data are due on December 31, and requested funding are expected to be allocated no later than April 30, 2024. Foothill Transit staff will continue to closely monitor this funding process.

On October 13, California was selected as a National Hydrogen Hub, and will receive up to $1.2 billion from the U.S. Department of Energy (DOE) to accelerate the development and deployment of clean renewable hydrogen. This funding will be critical in statewide expansion of clean energy investments and for the advancement of California's production of hydrogen from renewable energy and biomass. Governor Newsom directed the Governor's Office of Business and Economic Development, GO-Biz, to develop California's Hydrogen Market Development Strategy and the Alliance for Renewable Clean Hydrogen Energy Systems (ARCHES) as the designated clean hydrogen (H2) hub for California. ARCHES is anticipated to develop

statewide major development clusters including hubs in Los Angeles and the Inland Empire, targeting regions with heavy transportation corridors and ports to facilitate goods movement. The ARCHES H2 Hub is projected to begin implementation in 2030 with final project details pending DOE approval.

Tracked State Bills

The following is an update on bills that Foothill Transit has taken positions on.

Bills Supported by Foothill Transit

- **SB 617 – Public contracts: progressive design-build: local and regional agencies: transit** would authorize transit agencies to utilize the progressive design-build procurements for capital projects over $5 million, for up to 15 projects through January 1, 2029. SB 617 was signed by Gov. Newsom and chaptered by the Secretary of State, Chapter 310, Statues of 2023.
- **SB 410 – Powering Up Californians Act** would require the California Public Utilities Commission to establish by September 30, 2024, a reasonable average and maximum target energization time period in order to connect new customers and upgrade the service of existing customers to the electric grid. This bill was approved by the Governor on October 7 and chaptered by the Secretary of State, Chapter 394, Statues of 2023.
- **AB 463 – Electricity: prioritization of service: public transit vehicles** would direct the California Public Utilities Commission to consider prioritizing electrical service to public transit vehicles during electrical shortages or safety-related outages. The bill was placed on the Assembly Appropriations suspense file in April and was not successful in passing out of the Legislature.
- **AB 1377 – Homeless Housing, Assistance, and Prevention Program** would require tracking and documenting data of the State's Housing, Assistance, and Prevent program activities in providing services to people experiencing homelessness on transit facilities owned and operated by a transit agency. On October 10, Governor Newsom approved AB 1377 and was later chaptered by the Secretary of State, Chapter 728m Statues of 2023.

Bills Opposed by Foothill Transit

- **AB 819 – Crimes: public transportation: fare evasion** would reduce misdemeanors to infractions for a third of subsequent transit fare evasion violations. The bill was presented to Gov. Newsom for signature but ultimately vetoed, given the cost and crimes associated with fare evasions on transit systems.

Sincerely,

Yoko J. Igawa
Director of Government Relations

Doran J. Barnes
Chief Executive Officer

November 3, 2023

To: Executive Board

Subject: **Resolution Adopting Executive Board and Governing Board Meetings Schedule for 2024**

Recommendation

Adopt Resolution No. 2023-02, the Executive and Governing Board Meetings Schedule for 2024.

Analysis

The schedule of Executive and Governing Board meetings are shown on the attached meeting schedule (Attachment A). Foothill Transit's Joint Powers Agreement (JPA) requires that meetings be fixed by resolution (Attachment B).

Upon adoption, the resolution and meeting schedule will be filed with the JPA member cities and Los Angeles County.

Due to business issues that may arise, it may be necessary to modify the meeting schedule. Notification will be provided in a timely manner of any possible date or time changes and proper notifications will be posted.

Sincerely,

Christina Lopez
Board Secretary

Doran J. Barnes
Chief Executive Officer

Attachments

Foothill Transit

DRAFT

2024 Executive Board & Governing Board Meetings Schedule

January 2024	Friday, January 26 at 7:45 a.m. – Governing Board Meeting Friday, January 26 at 9:15 a.m. – Executive Board Meeting
February 2024	No Meetings scheduled in February
March 2024	Friday, March 1 at 8:00 a.m. – 3:00 p.m. – Strategic Planning Workshop, Location TBD Friday, March 29 @ 8:30 a.m. – Executive Board Meeting
April 2024	Friday, April 26 at 7:45 a.m. – Governing Board Meeting Friday, April 26 at 9:15 a.m. – Executive Board Meeting
May 2024	Friday, May 31 at 8:30 a.m. – Executive Board Meeting
June 2024	Friday, June 28 at 7:45 a.m. – Annual Governing Board Meeting Friday, June 28 at 9:15 a.m. – Executive Board Meeting
July 2024	No meetings scheduled in July
August 2024	Friday, August 30 at 8:30 a.m. – Executive Board Meeting
September 2024	Friday, September 27 at 8:30 a.m. – Executive Board Meeting
October 2024	Friday, October 25 at 7:45 a.m. – Governing Board Meeting Friday, October 25 at 9:15 a.m. – Executive Board Meeting
November 2024	No meetings scheduled in November
December 2024	Friday, December 13 at 8:30 a.m. – Executive Board Meeting

Adopted:

Attachment B

RESOLUTION NO. 2023-02

A RESOLUTION OF THE EXECUTIVE BOARD OF FOOTHILL TRANSIT ADOPTING THE 2024 MEETINGS SCHEDULE

The Executive Board of Foothill Transit does resolve as follows:

1. Findings. The Executive Board hereby finds and declares the following:

A. The Joint Exercise of Powers Agreement governing Foothill Transit requires that the dates of the regular meetings of the Governing Board and Executive Board fixed by resolution.

B. It is most convenient and useful to the agency and its members to fix the dates of the regular meetings and of other significant meetings through the adoption of an annual schedule.

2. Action.

A. The Executive Board adopts the 2024 Executive and Governing Board Meetings Schedule attached as Attachment A.

3. Adoption. PASSED AND ADOPTED at a Special Meeting of the Executive Board held on November 1, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

_____
CORY MOSS, CHAIR

APPROVED AS TO FORM:
DAROLD PIEPER, GENERAL COUNSEL

By:_____

ATTEST:
CHRISTINA LOPEZ, BOARD SECRETARY

By:_____

November 3, 2023

To: Executive Board

Subject: **Title VI Analysis for Pomona Transit Store**

Recommendation

Receive and file the Title VI analysis report for the closure of Pomona Transit Store (PTS).

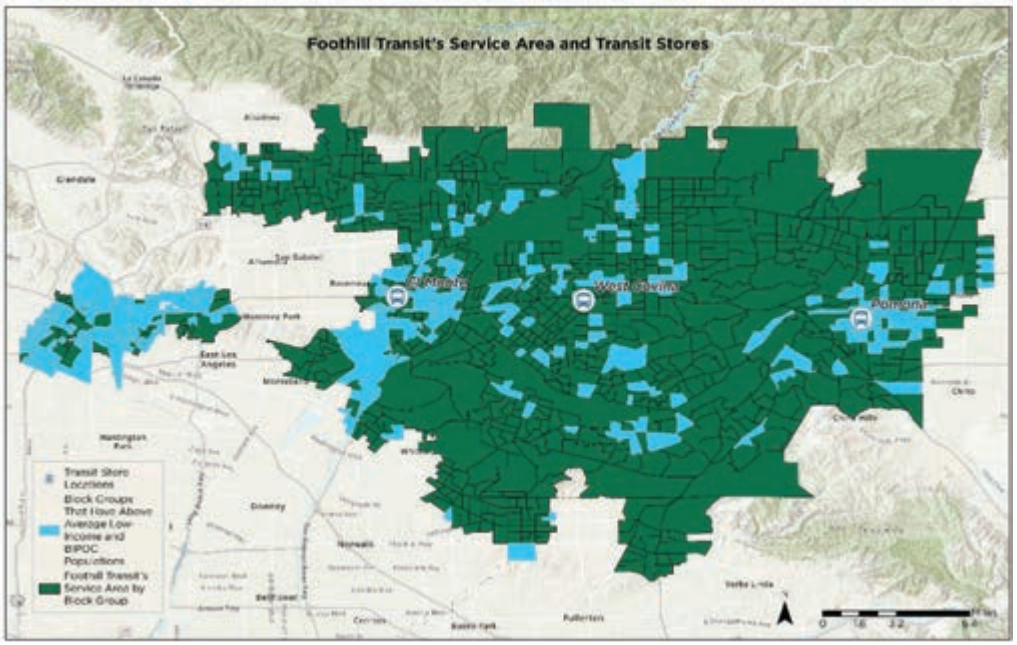
Analysis

This Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on populations who identify as Black, Indigenous, People of Color (BIPOC) and/or on populations with low-incomes.

Foothill Transit's Transit Stores and the 1-800 Hotline Number

Foothill Transit currently operates three Transit Stores within its service area (see Figure 1). Foothill Transit customers can visit any of the three Transit Stores to buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments. Printed signage inside the Transit Stores provide customers information on upcoming public meetings, customer rights, and other essential Foothill Transit information.

Figure 1
Foothill Transit's Transit Stores



Foothill Transit also maintains a 1-800 hotline number, which customers can utilize to speak with a Transit Store Customer Service Representative (CSR) to ask questions, plan a trip, get schedule information, or file complaints and compliments. CSR's have access to a third-party interpretation service that allows them to communicate to Foothill Transit's customers in almost every language.

Store Location

PTS is one of the three Foothill Transit's Transit Stores located in the city of Pomona. The store opened in March 1999 and currently customers who wish to travel to PTS can utilize the following Foothill Transit Lines: 195, 286, 291, 292, 480, 482, 486, and 707. In February 2022, Foothill Transit hosted its annual Strategic Planning Workshop in which the Foothill Transit Executive Board discussed its financial forecast and capital projects. The Board was presented a detailed report on all of Foothill Transit's Transit Stores, summarizing each stores' product sales, walk-in traffic, and call volume.

In January 2023, the Foothill Transit Executive Board was given another annual update on the Transit Stores at its annual Strategic Planning Workshop. After taking into consideration the 160% increase of mobile app sales, seeing a significant transition of in-person sales to online sales, and analyzing the 47% decrease in walk-in traffic at PTS, Foothill Transit made the decision to close the store (please see Table 1 and Table 2).

Table 1
FY2019-FY2023 Sales

Sales by Store	FY2019	FY2020	FY2021	FY2022	FY2023
El Monte	$972,100	$662,356	$103,911	$255,172	$367,003
Pomona	$1,032,924	$740,280	$25,848	$261,425	$263,858
West Covina	$561,009	$423,083	$111,915	$254,584	$221,715
Online	$443,922	$337,208	$76,878	$137,271	$226,835
Mobile App			$22,511	$118,315	$307,541

Table 2
FY2019-FY2023 Walk-In by Store

Walk-in by Store	FY2019	FY2020	FY2021	FY2022	FY2023	
El Monte	50,468	36,674	10,230	20,415	26,524	*-47%*
Pomona	41,860	29,824	828	15,982	21,979	*-47%*
West Covina	17,866	13,447	5,398	8,269	9,161	*-49%*

Foothill Transit's Transit Stores were created to be spaces where customers could purchase fare and seek any Foothill Transit information. With the rise of the internet, web-based services, and online activity, Foothill Transit has been able to increase their customer information online and in addition improve its fare technology. Foothill Transit customers currently have access to real time information online, online trip planning, onboard payment options, and TAP TO GO apps to purchase fare product online and onboard the buses. Foothill Transit acknowledges that not all customers are familiar with online technologies, therefore; the closure of PTS will not decrease the number of CSRs available via telephone. Customers will still be able to call Foothill Transit's 1-800 Number to speak to someone regarding Foothill Transit. PTS customers may also visit any of the other two remaining Transit Stores for help in-person.

Title VI Analysis

Methodology

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning stages to determine whether these changes have a discriminatory impact or disproportionate burden on BIPOC and/or low-income populations. This report provides a demographic analysis, comparing PTS' BIPOC and low-income populations before and after the closure of the store to the BIPOC and low-income populations of Foothill Transit's service area.

Foothill Transit staff utilized the 2020 Decennial Census Redistricting Data and the 2016-2020 American Community Survey 5-Year Estimates at the block group level to determine the impacts that the closure of PTS might have on populations who identify as BIPOC and/or on populations with low-incomes within the ¼-mile and 1-mile radius of the store.

It is important to note that Foothill Transit defines low-income to be a household that earns 30 percent or less of the median household income in its service area. The average median household income in Foothill Transit's service area is $81,154; therefore, the low-income threshold is $24,346.20. Because the census reports household income in increments, Foothill Transit considers any household with an income less than $25,000 as "low-income."

PTS Closure Results

Quarter-mile radius analysis

Figure 2
BIPOC Populations (0.25 Mile from PTS)

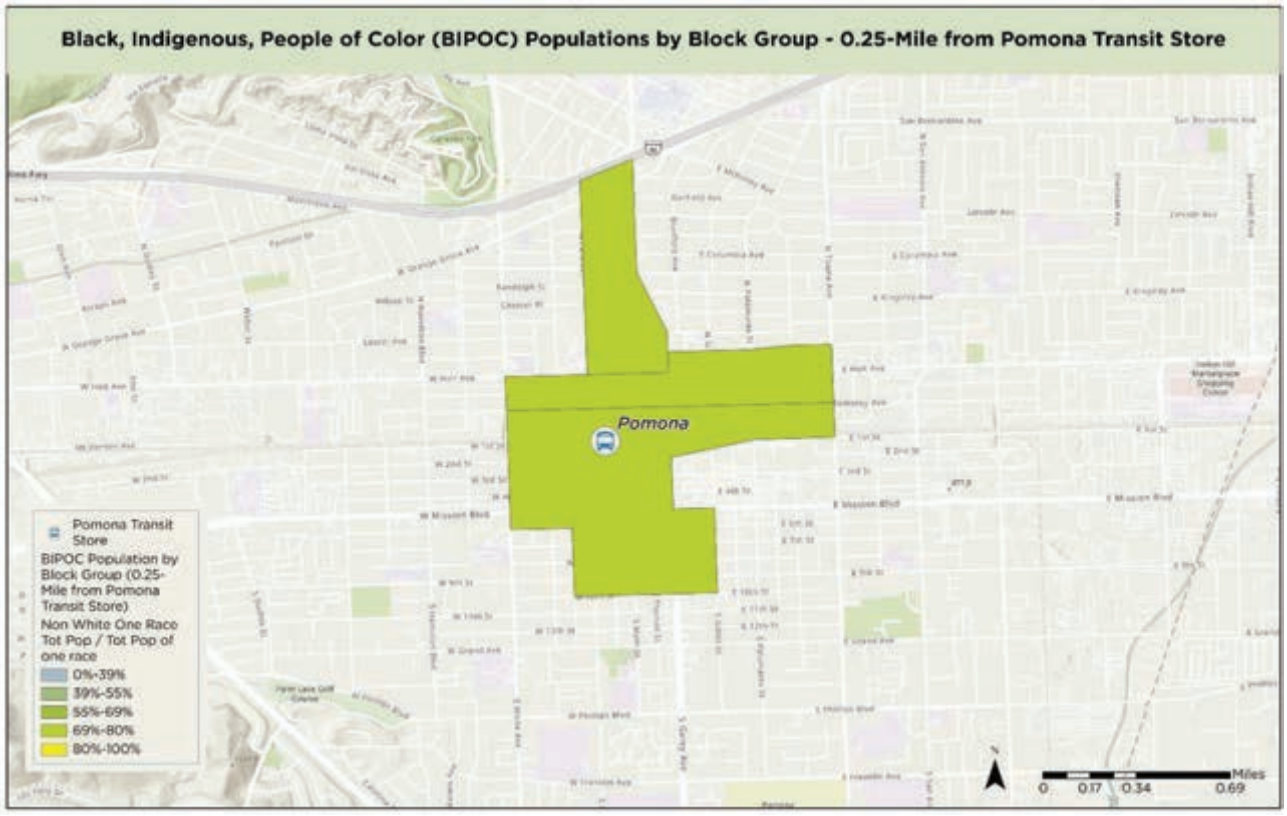


Figure 3
Low-Income Populations (0.25 Mile from PTS)

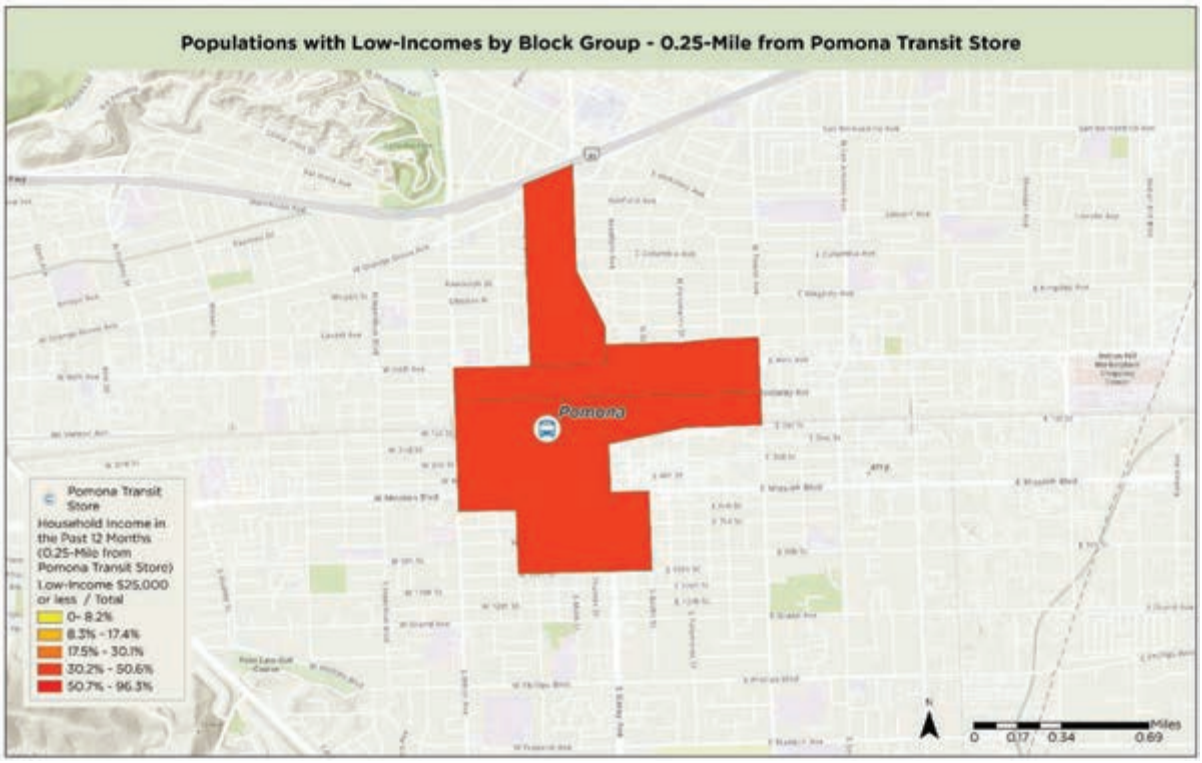


Table 1
Closure of PTS vs Overall Service Area: Quarter-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
¼-mile radius of PTS	3,967	74.97%	17.85%	36.86%	19.43%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1/4-mile radius around PTS and the overall service area, the quarter-mile radius analysis results demonstrate impacts greater than 15 percent for both BIPOC populations and for low-income populations. The

closure of PTS would have a disparate impact on BIPOC populations and low-income populations.

One-mile-radius analysis

Figure 4

BIPOC Populations (1-Mile from PTS)

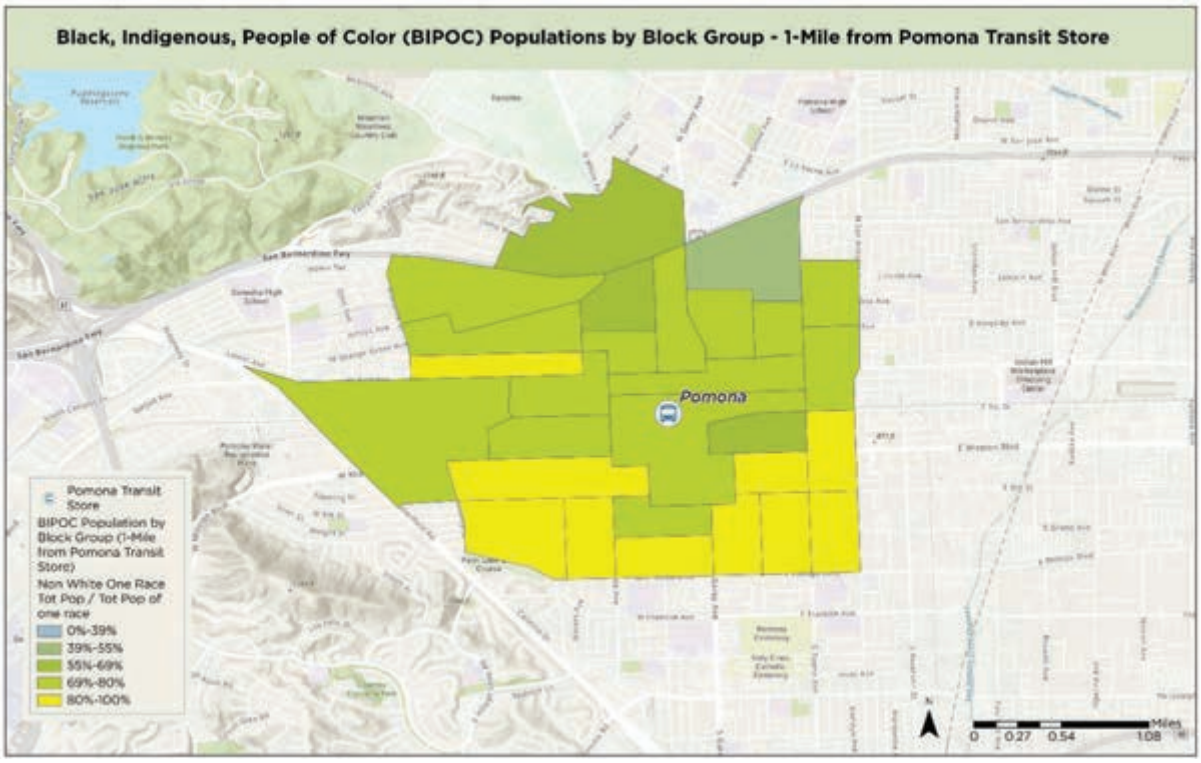


Figure 5
Low-Income Populations (1-Mile from PTS)

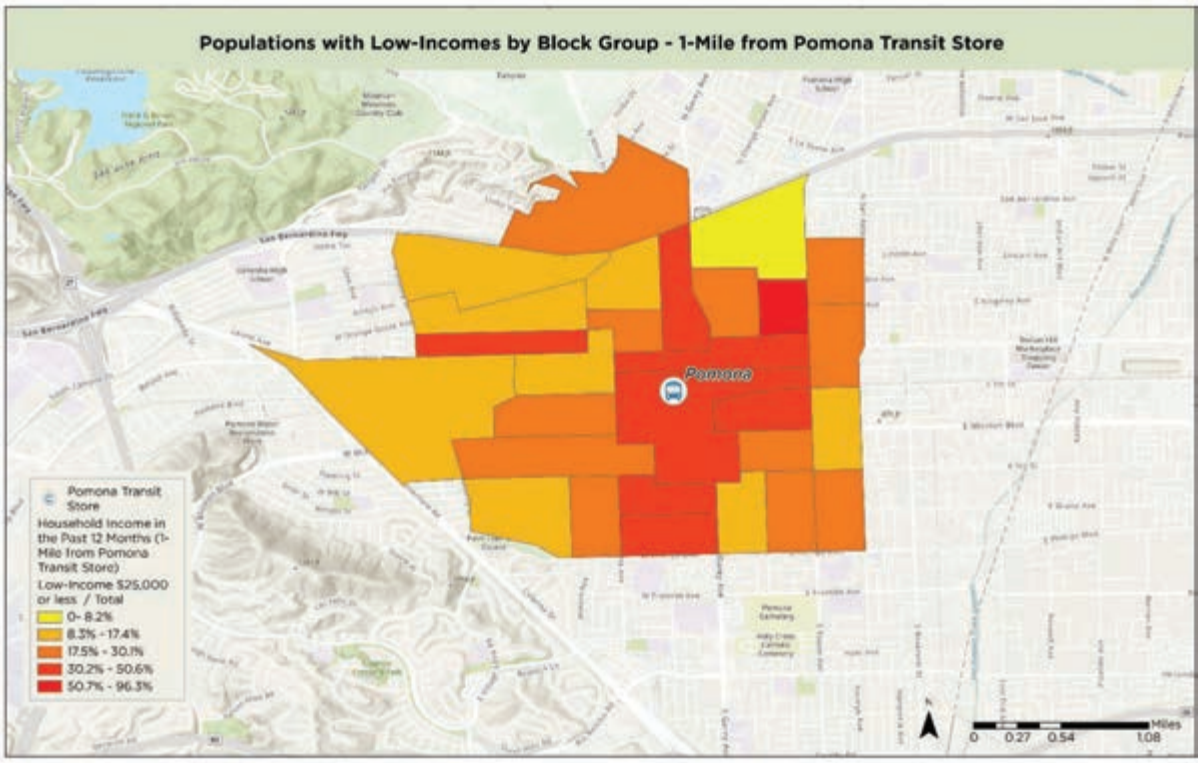


Table 2
Closure of PTS vs Overall Service Area: One-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
1-mile radius of PTS	39,166	76.25%	19.13%	23.19%	5.76%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1-mile radius around PTS and the overall service area, the one-mile radius analysis results demonstrate impacts greater than 15 percent for BIPOC populations but less than 15 percent for low-income populations. The closure of the PTS would have a disparate impact only on BIPOC populations.

Mitigating, Minimizing and/or Offset Disproportionate Impact Measures

This Title VI analysis report is a FTA Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on BIPOC and/or low-income populations.

The closure of PTS will have a "disparate impact" as defined by FTA on BIPOC populations based on the quarter-mile and one-mile analysis results. The closure of PTS will also have a "disparate impact" as defined by FTA on low-income populations based on the quarter-mile analysis results.

In order to address the disparate impacts of the closure of PTS, Foothill Transit added additional weekend hours of operation to the West Covina Transit Store. PTS customers will still be able to call the 1-800 number to receive any Foothill Transit-related information they may need. CSRs will still have access to a third-party interpreting service to be able to communicate with customers in almost any language. These mitigations will allow Foothill Transit to continue serving its PTS customers and will fulfill a customer need communicated during Foothill Transit's Public Participation Plan outreach.

Budget Impact

The projected annual cost savings associated with the closure of PTS would approximately be $40,000.

Sincerely,

Lourdes Álvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer

November 3, 2023

To: Executive Board

Subject: **Authorization to Issue Request for Proposals for a Fuel Management System**

Recommendation

Authorize the Chief Executive Officer to issue a Request for Proposals (RFP) for a Fuel Management System.

Analysis

Foothill Transit has been utilizing the Broadlux Fuel Force fuel management system (Broadlux) for roughly twenty years. This management system was implemented when Foothill Transit was primarily operating diesel buses providing data on fuel usage.

Over the ensuing years, Foothill Transit has implemented a variety of alternative fuel buses that utilize Broadlux such as Compresses Natural Gas and Hydrogen Fuel Cell. The current fuel management system has limited capabilities such as: a) limited reporting features, b) reliant on Broadlux for adding, modifying and relocating fleet between bus yards, c) incapable of reporting usage of hydrogen in kilograms.

Broadlux uses traditional analog phone lines versus current network or wireless based system.

Foothill Transit's addition of hydrogen fuel cell buses requires the following upgrades to monitor and manage fuel usage:

- Customizable reporting features
- Add/remove/transfer buses instead of relying on the vendor
- Automatic email alerts
- Various fuel logging
- Autonomous mileage tracking

Budget Impact

Funding for this project is included in the approved FY 2024 Budget under Zero Emissions Infrastructure Capital Project #0227.

Sincerely,

Roland M. Cordero
Director of Maintenance and Vehicle Technology

Doran J. Barnes
Chief Executive Officer

Michelle Lopes Caldwell
Director of Finance and Treasurer

Christopher Pieper
Director of Procurement

November 3, 2023

To: Executive Board

Subject: **Authorization to Award Contract for Administrative Office Second Floor Reception Area and Third Floor Conference Room Renovations**

Recommendation

Authorize the Chief Executive Officer to enter into Agreement No. 23-097 with R Dependable Construction Inc. for $292,500 for renovation of the Administrative Office second floor reception area and third floor conference room.

Analysis

At the August 2023 Executive Board Meeting, the Board authorized the issuance of IFB No. 23-097 for renovations of the second floor reception area and third floor conference room at the Administrative Office. In recent years, the need for additional office space at the Administrative Office has increased. This project will create additional office space to address the need.

Foothill Transit engaged our on-call architecture and engineering consultants for redesign of select second and third floor spaces. The second floor reception area is an underutilized space and is planned for a conference room to create additional meeting space. In addition, we plan to reconfigure the mailroom area to accommodate additional workstations and to accommodate a call-center area in West Covina. On the third floor, an existing conference room would be converted into two separate offices. Plans were reviewed and approved by the City of West Covina.

IFB No. 23-097 was issued on September 7, 2023 seeking bids from qualified construction contractors. A pre-bid site visit and conference was held on September 14, 2023 where 15 potential bidders attended. Bids were due on October 10, 2023. Of the two bid received, the lowest responsive and responsible bidder was R Dependable Construction Inc. R Dependable is a general contractor specializing in interior renovations and improvements. Founded in 2006, the company is based out of San Bernardino and has recently completed interior renovations for the City of Rosemead and Torrance Police Department.

Budget Impact

The approved FY2023-2024 Business Plan and Budget includes funding for construction related to the renovation of the Administrative Office second floor reception area and third floor conference room.

Sincerely,

Vincent Sauceda
Capital Projects Manager

Doran J. Barnes
Chief Executive Officer

Michelle Lopes Caldwell
Director of Finance and Treasurer

Christopher Pieper
Director of Procurement

November 3, 2023

To: Executive Board

Subject: **Authorization to Award Sole Source Contract for Federal Advocacy Services**

Recommendation

Authorize the Chief Executive Officer to enter into a sole source agreement with Powell Consulting DC, LLC in a not-to-exceed amount of $ 382,257.77 over five-year term. The contract will consist of a three-year base term with two one-year options.

Background

With nearly three decades of having advocated for Foothill Transit in Washington DC, Janet Powell has an extensive breadth of knowledge of Foothill Transit and has established good working relationships with Foothill Transit's many congressional representatives, their staff, key committees on Capitol Hill, the DOT, and FTA. Her institutional knowledge of every initiative Foothill Transit has endeavored upon for federal support since 1995 is distinct, unique to her qualifications, and demonstrates a unique capability not available from another source. Foothill Transit's procurement policies establishes that a sole source procurement may be utilized in such cases when the services sought are available from a single source that provides a unique capability or availability.

For the last 28 years since 1995, Foothill Transit has utilized federal advocacy services with an external advocacy firm. From 1995 through 2019, Foothill Transit's federal advocacy services were contracted to Baker Donelson, with Janet Powell designated as Foothill Transit's representative and lobbyist working out of the firm's Federal Government Relations & Public Policy Group located in Washington, DC. Since 2019, upon the establishment of Powell Consulting DC, following Janet Powell's retirement from Baker Donelson, Foothill Transit has contracted its federal advocacy services with Janet Powell through Powell Consulting DC via sole source procurement due to her insight of Foothill Transit that is unique to her qualifications. This contract is set to expire on January 31, 2024.

With the next round of federal funding opportunities anticipated to be released very soon, it would be in Foothill Transit's best interest to retain the advocacy services that Jan Powell, through Powell Consulting DC, uniquely

provides to Foothill Transit as a result of her experience and knowledge of having advocated for Foothill Transit over the decades.

Janet Powell's prior experience working for several years on budget oversight and the development of annual Appropriations bills to fund Transportation as staff for the United States Congress under the House Appropriations Transportation Subcommittee has further augmented her ability to advocate effectively on behalf of Foothill Transit on the Hill. Just over the most recent course of Foothill Transit's current contract with Powell Consulting DC, Janet Powell has successfully advocated for Foothill Transit's interests, helping Foothill Transit staff secure $7.8 million in FTA Bus and Bus Facilities Grant funding, $50 million in ARPA COVID-19 relief operations funding, and $4 million in congressional earmarks. Powell Consulting DC played a key role in helping facilitate these successful federal grant applications and earmark requests, and contracting with a new lobbyist would introduce a significant learning curve.

For the reasons stated above, Powell Consulting DC provides a clearly unique set of qualifications for which Jan Powell is the sole source of experience, knowledge, insight, and understanding of Foothill Transit's history, operations, and relationships with key staff and agencies in Washington DC.

The three-year base contract and two one-year options will start with a $6,000 monthly rate for the first year, followed by a 3 percent increase at the start of years two, three, option year one, and option year two. The contract amount for years one, two, and three will be at $72,000, $74,160, and $76,384.80, respectively. Option years one and two will be set at $78,676.34 and $81,036.63, respectively.

Budget Impact

The costs associated with the remainder of the current federal advocacy contract and the first year of service within FY 2024 associated with the potential provision of federal advocacy services under a new contract has been accounted for in the FY 2024 Budget.

Sincerely,

Yoko J. Igawa
Director of Government Relations

Doran J. Barnes
Chief Executive Officer

November 3, 2023

To: Executive Board

Subject: **Authorization to Award Contract for Transit Store Operations and Facility Maintenance Services**

Recommendation

Authorize the Chief Executive Officer to award a contract to Transdev Services, Inc. for transit store operations and facility maintenance services at Foothill Transit's El Monte and West Covina Transit Stores and operational facilities. The contract term will be four years. The projected four-year life of the contract is $7,597,451.

Analysis

Foothill Transit issued Request for Proposals (RFP) No. 23-003 on April 13 2023, for the operation of transit stores and facility maintenance services for the agency's transit stores and operational facilities. This RFP included a number of requirements, including: (1) invoicing based on a combination of a fixed monthly fee, compensation rate per hour and extra work rate; (2) performance requirements; (3) clarifications to the performance requirements and non-revenue vehicle condition and maintenance requirements; and (4) optional services for the Puente Hills and Pomona Transit Stores.

On May 9, 2023, one proposal in response to the RFP was received from Transdev. A Prequalification Evaluation team comprised of members of Foothill Transit's management team and Foothill Transit's Special Legal Counsel evaluated each firm's Prequalification submittals. The prequalification factors evaluated included:

- Proposal Letter;
- Evidence of Good Standing and Authorized Execution;
- Summary of Qualifications;
- Information regarding Debarments, Findings of Non-Responsibility, Default, Claims, Disputes, and Related Events;
- Financial Information;
- Certifications;
- Plans and Policies;
- Proposal Bond; and
- Exceptions

The proposer satisfied the prequalification criteria and was recommended for passage into the evaluation phase.

Foothill Transit Procurement staff performed vendor interest checks with interested parties that downloaded the solicitation from the E-Procurement Portal on PlanetBids and also participated in the Question and Answer process to establish if sufficient competition existed. Upon completion of vendor interest checks, staff found that adequate competition existed and the solicitation was not unduly restrictive. One potential proposer was actively working on a response to the solicitation when the firm's ownership directed staff to cease efforts due to a desire not to pursue business in the State of California.

Subsequently, the technical evaluation committee, consisting of five members of Foothill Transit's management team reviewed the technical proposals. Each technical proposal was evaluated based on the following criteria and weighting:

Technical Qualifications (weighted 75 percent of Overall Score)

- Work Plan, Management Approach and Strategy (30 percent)
- Corporate Experience and Past Performance (30 percent)
- Key Personnel, Staffing Plan and Organizational Relationships (35 Percent)
- Financial Viability (5 percent)

*Financial Viability was scored using a template designed by a third-party firm with significant experience in this area.

Additionally, at this stage of the evaluation, evaluators considered the results of reference checks performed on each proposer.

Price (weighted 25 percent of Overall Score) was scored as follows:

$$\text{Proposer's Price Score} = \frac{\text{Lowest Price}}{\text{Proposer's Price}} * 100 \text{ Points}$$

Overall pricing for each contractor was determined primarily by their stated fixed monthly fee and compensation rate per hour as indicated in the RFP. In addition, each firm proposed separate costs per hour for Extra Work for Special Services. Those costs were factored into their overall pricing using the projected number of annual hours in each category.

The evaluation committee determined that the technical proposal was within the competitive range, with a legitimate opportunity to win the contract. With the competitive range determined, the evaluation committee recommended, in consultation with the Contracting Officer, that interviews be conducted with the proposing firm.

Interviews were subsequently conducted on October 3 allowing the firm to clarify and expand on their written proposal and respond to questions from the evaluation team. An official invitation to submit a Best and Final Offer (BAFO) was then sent to the proposer. The BAFO request removed the optional services at the Puente Hills and Pomona transit stores following the official decisions to close both stores. After the evaluation committee received the proposer's BAFO, the proposal underwent a final evaluation by the team, taking into account information gleaned during the interview process, and the firm's BAFO submittal.

Transdev's proposal received an overall score of 94.3 out of a possible 100 points. Among the positive aspects of this proposal are Transdev's strong and experienced local team, the robust level of corporate support, and the quality of their plans for staffing. Transdev placed an emphasis on training plans and programs for staff along with strong internal communications systems. The agreement with Transdev will also include potential for a performance bonus.

A summary of the final scoring is provided as Attachment A.

In addition to the evaluation above, each proposer's price proposal underwent a price analysis that determined contract costs to be fair and reasonable.

On October 24, a meeting was held with representatives of Transdev to finalize the proposed agreement including negotiations regarding final costs and terms. Subject to the Executive Board's approval, the contract will be executed and any transitional activities under the terms of the new contract will be undertaken. The start-up date for services under the new contract will be January 1, 2024.

Budget Impact

Foothill Transit's current Business Plan include funding for the operation of transit store and facility maintenance services through June 2024. Future funding for will be programmed into each year's Business Plan.

Sincerely,

La Shawn King Gillespie
Director of Customer Service and Operations

Doran J. Barnes
Chief Executive Officer

Michelle Lopes Caldwell
Director of Finance and Treasurer

Christopher Pieper
Director of Procurement

Attachment A

Evaluation Factors	Maximum Score	Transdev
1. Work Plan, Management Approach and Strategy	30	27.42
2. Corporate Experience and Past Performance	30	26.94
3. Key Personnel, Staffing Plan and Organizational Relationships	35	33.04
7. Financial Viability	5	5.00
Total	100	**92.40**
Overall Technical Score out of 75 *(Total score x 0.75; Technical Score is 75% of Overall Score)*	75	**69.30**
Proposer's Total Life of Contract Price		**$ 8,092,069.88**
Proposer's Price Score *(maxium price score x percentage of lowest price)*		**25.00**
Proposer's Total Overall Score	***100***	**94.30**
Rank		1

November 3, 2023

To: Executive Board

Subject: **Summer Sale Update**

Recommendation

Receive and file the Summer Sale Update.

Background

In March 2023, staff received approval for the launch of Foothill Transit's third annual Summer Sale to cultivate positive customer sentiment and recruit ridership. The Summer Sale first launched in 2021 in response to significantly diminished ridership on all service due to the COVID-19 pandemic. Since then, the Summer Sale has become a proven revenue and ridership generator. The Foothill Transit Summer Sale temporarily cut all pass prices in half for three months – July, August, and September -- providing temporary financial relief to customers and attracting new customers looking to leverage greater savings on their commute, while improving community perception of public transit and increasing pass sales and ridership.

In prior years, the Summer Sale was successful in achieving some key goals – to improve community perception of public transit, improve pass sales, and increase ridership. Positive customer engagement increased across multiple language streams and pass sales increased three-fold in FY2021 and FY 2022. Ridership had been showing organic increases of two to three percent prior to the sales. During the sales, a boosted increase of eight to ten percent in ridership was recorded. The sales both concluded in September and ridership numbers have since remained on a steady increase. Pass and fare sales proved to be a well-proven strategy for recovering lost ridership; however, we did anticipate some diminished growth with the third repeat of the campaign due to promotion fatigue and waning interest.

Analysis

The third annual Summer Sale was a bigger success than anticipated, both in revenue generation and in ridership growth. Positive customer engagement also increased with many customers purchasing multiple passes to sustain their commutes long term.

This year, Foothill Transit achieved approximately 5-7% ridership growth per month organically (without promotion). Ridership during the Summer Sale, when ridership is already historically lower, nearly doubled, with growth between 10-14%. And in September, average weekday boardings broke the 30,000 mark for the first time since before the pandemic. Early ridership numbers for October are preliminarily showing a continuation of that growth.

In terms of Summer Sale revenue, we received $236,698, which was approximately 3% less than FY 2023 ($243,165), although the start of the Summer Sale in July was stronger than FY2023 by 23%. This overall decrease was at least in part due to Meta (Facebook and Instagram) cancelling most of the scheduled August advertising due to as yet undetermined violations of their advertising policy. We've encountered this with other digital advertising campaigns that have environmental messages or that celebrate specific holidays. We will continue to work to better understand advertising limitations on digital platforms to avoid derailing campaign progress and will continue to diversify paid reach. But even with this unexpected pivot, revenue remained strong for a third year campaign.

Customer feedback was also strong and positive, with many customers noting the particularly high cost of gasoline over the summer months and the need to reduce spending due to inflation. Many expressed appreciation that Foothill Transit was showing up for the community in this way and hoped that the Summer Sale would continue to be a part of the agency's community engagement efforts.

A recent survey of downtown LA ridership indicates that many previous M-F commuters are now commuting to work two or three days a week. We continue to look for new ways to motivate public transit use – the implementation of a trip-based pass and the simplification of the fare table have been successful – and anticipate recommending the continuation of the Summer Sale for FY 2025, pending more in depth analysis.

Sincerely,

Felicia Friesema
Director of Marketing and Communications

Doran J. Barnes
Chief Executive Officer

November 3, 2023

To: Executive Board

Subject: **Title VI Analysis for Pomona Transit Store**

Recommendation

Receive and file the Title VI analysis report for the closure of Pomona Transit Store (PTS).

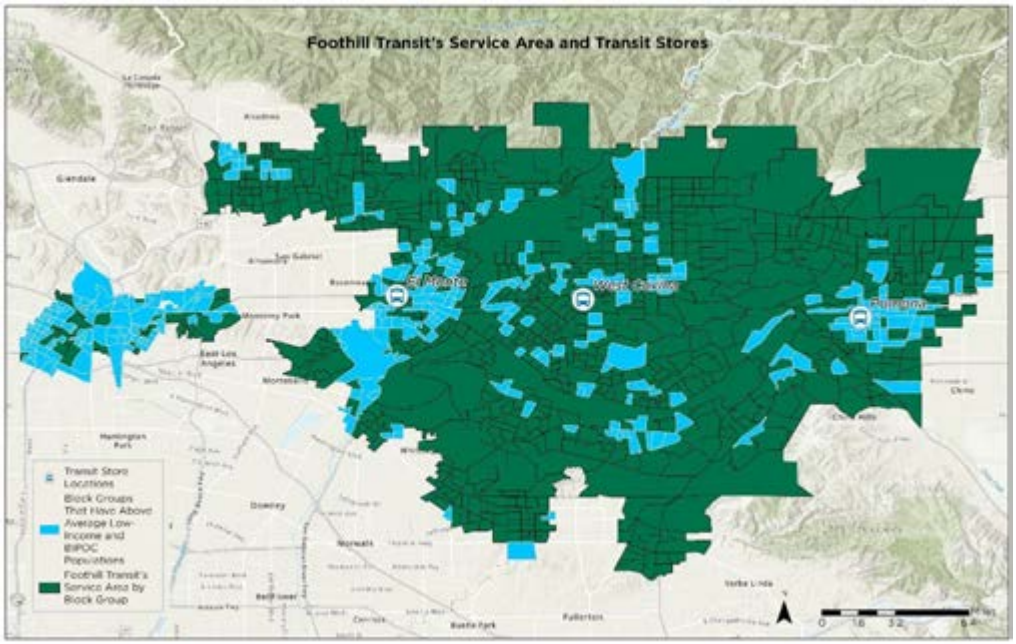
Analysis

This Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on populations who identify as Black, Indigenous, People of Color (BIPOC) and/or on populations with low-incomes.

Foothill Transit's Transit Stores and the 1-800 Hotline Number

Foothill Transit currently operates three Transit Stores within its service area (see Figure 1). Foothill Transit customers can visit any of the three Transit Stores to buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments. Printed signage inside the Transit Stores provide customers information on upcoming public meetings, customer rights, and other essential Foothill Transit information.

Figure 1
Foothill Transit's Transit Stores



Foothill Transit also maintains a 1-800 hotline number, which customers can utilize to speak with a Transit Store Customer Service Representative (CSR) to ask questions, plan a trip, get schedule information, or file complaints and compliments. CSR's have access to a third-party interpretation service that allows them to communicate to Foothill Transit's customers in almost every language.

Store Location

PTS is one of the three Foothill Transit's Transit Stores located in the city of Pomona. The store opened in March 1999 and currently customers who wish to travel to PTS can utilize the following Foothill Transit Lines: 195, 286, 291, 292, 480, 482, 486, and 707. In February 2022, Foothill Transit hosted its annual Strategic Planning Workshop in which the Foothill Transit Executive Board discussed its financial forecast and capital projects. The Board was presented a detailed report on all of Foothill Transit's Transit Stores, summarizing each stores' product sales, walk-in traffic, and call volume.

In January 2023, the Foothill Transit Executive Board was given another annual update on the Transit Stores at its annual Strategic Planning Workshop. After taking into consideration the 160% increase of mobile app sales, seeing a significant transition of in-person sales to online sales, and analyzing the 47% decrease in walk-in traffic at PTS, Foothill Transit made the decision to close the store (please see Table 1 and Table 2).

Table 1
FY2019-FY2023 Sales

Sales by Store	FY2019	FY2020	FY2021	FY2022	FY2023
El Monte	$972,100	$662,356	$103,911	$255,172	$367,003
Pomona	$1,032,924	$740,280	$25,848	$261,425	$263,858
West Covina	$561,009	$423,083	$111,915	$254,584	$221,715
Online	$443,922	$337,208	$76,878	$137,271	$226,835
Mobile App	[redacted]		$22,511	$118,315	$307,541

Table 2
FY2019-FY2023 Walk-In by Store

Walk-in by Store	FY2019	FY2020	FY2021	FY2022	FY2023	
El Monte	50,468	36,674	10,230	20,415	26,524	*-47%*
Pomona	41,860	29,824	828	15,982	21,979	*-47%*
West Covina	17,866	13,447	5,398	8,269	9,161	*-49%*

Foothill Transit's Transit Stores were created to be spaces where customers could purchase fare and seek any Foothill Transit information. With the rise of the internet, web-based services, and online activity, Foothill Transit has been able to increase their customer information online and in addition improve its fare technology. Foothill Transit customers currently have access to real time information online, online trip planning, onboard payment options, and TAP TO GO apps to purchase fare product online and onboard the buses. Foothill Transit acknowledges that not all customers are familiar with online technologies, therefore; the closure of PTS will not decrease the number of CSRs available via telephone. Customers will still be able to call Foothill Transit's 1-800 Number to speak to someone regarding Foothill Transit. PTS customers may also visit any of the other two remaining Transit Stores for help in-person.

Title VI Analysis

Methodology

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning stages to determine whether these changes have a discriminatory impact or disproportionate burden on BIPOC and/or low-income populations. This report provides a demographic analysis, comparing PTS' BIPOC and low-income populations before and after the closure of the store to the BIPOC and low-income populations of Foothill Transit's service area.

Foothill Transit staff utilized the 2020 Decennial Census Redistricting Data and the 2016-2020 American Community Survey 5-Year Estimates at the block group level to determine the impacts that the closure of PTS might have on populations who identify as BIPOC and/or on populations with low-incomes within the ¼-mile and 1-mile radius of the store.

It is important to note that Foothill Transit defines low-income to be a household that earns 30 percent or less of the median household income in its service area. The average median household income in Foothill Transit's service area is $81,154; therefore, the low-income threshold is $24,346.20. Because the census reports household income in increments, Foothill Transit considers any household with an income less than $25,000 as "low-income."

PTS Closure Results

Quarter-mile radius analysis

Figure 2
BIPOC Populations (0.25 Mile from PTS)

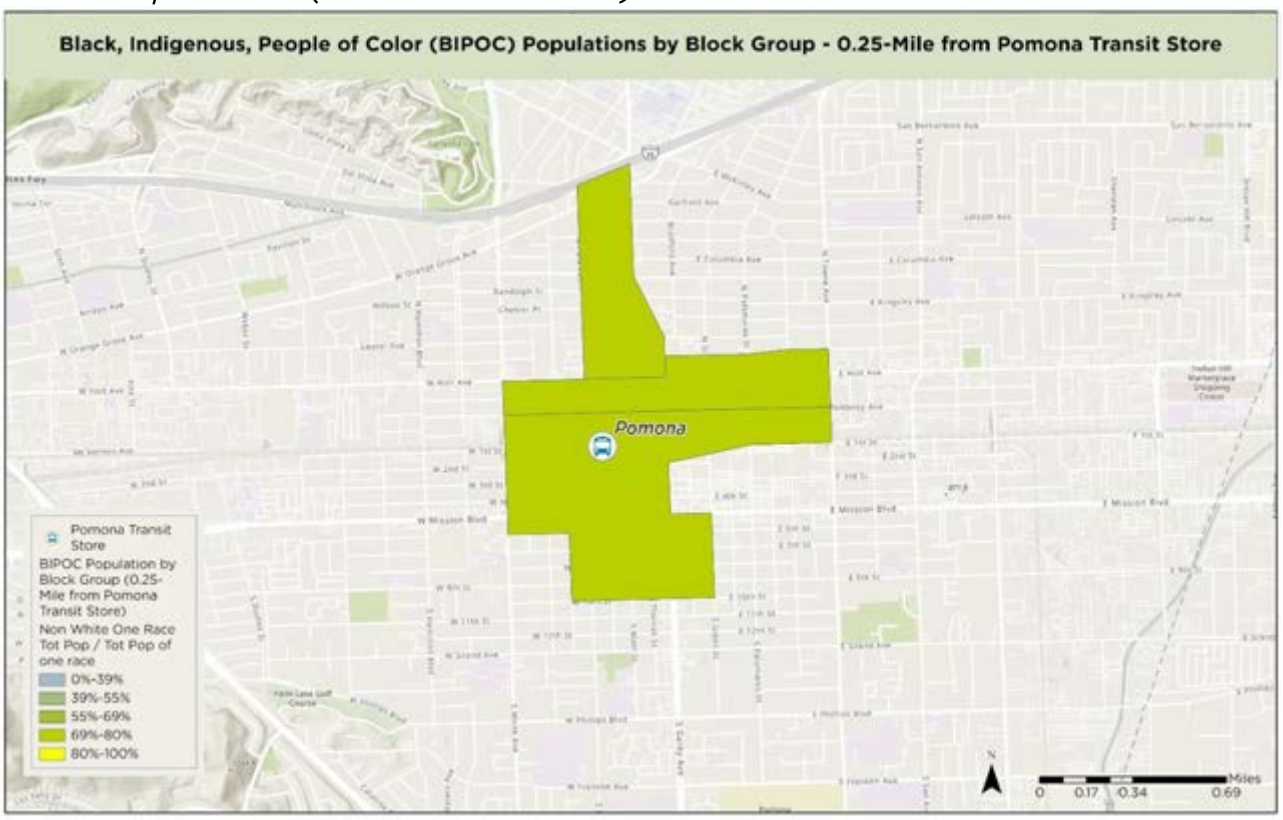


Figure 3
Low-Income Populations (0.25 Mile from PTS)

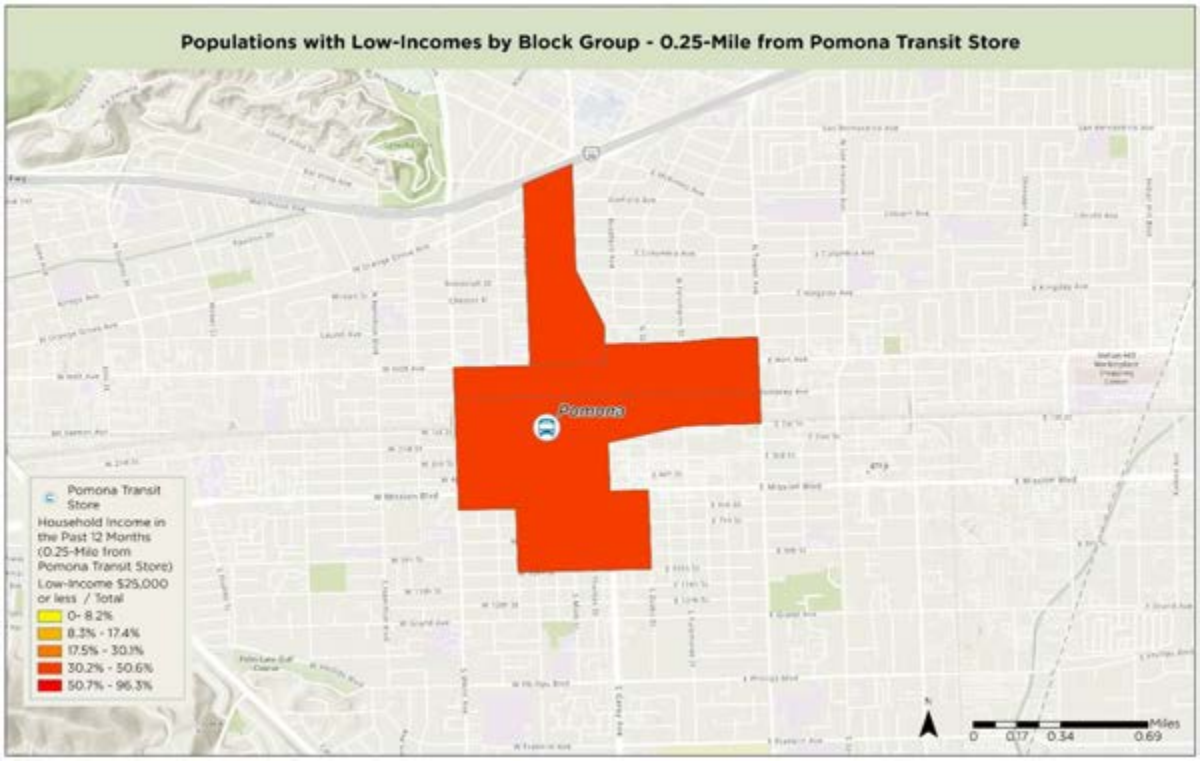


Table 1
Closure of PTS vs Overall Service Area: Quarter-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
¼-mile radius of PTS	3,967	74.97%	17.85%	36.86%	19.43%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1/4-mile radius around PTS and the overall service area, the quarter-mile radius analysis results demonstrate impacts greater than 15 percent for both BIPOC populations and for low-income populations. The

closure of PTS would have a disparate impact on BIPOC populations and low-income populations.

One-mile-radius analysis

Figure 4

BIPOC Populations (1-Mile from PTS)

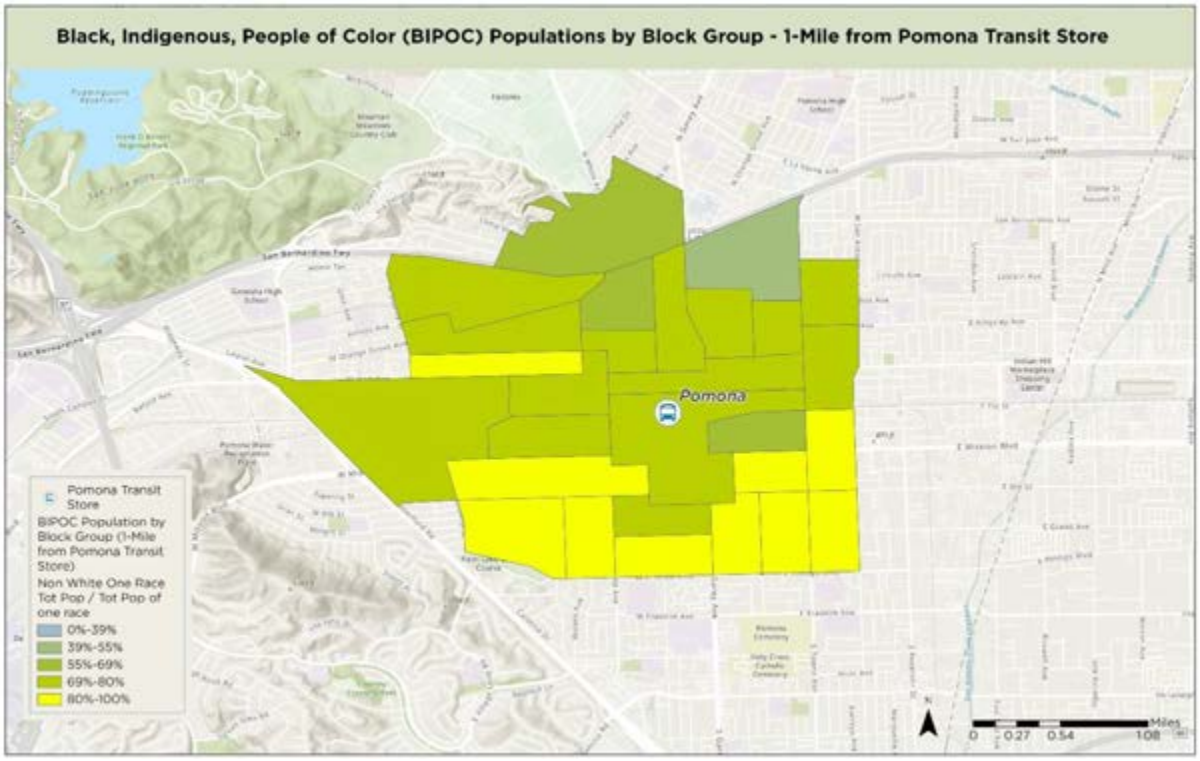


Figure 5
Low-Income Populations (1-Mile from PTS)

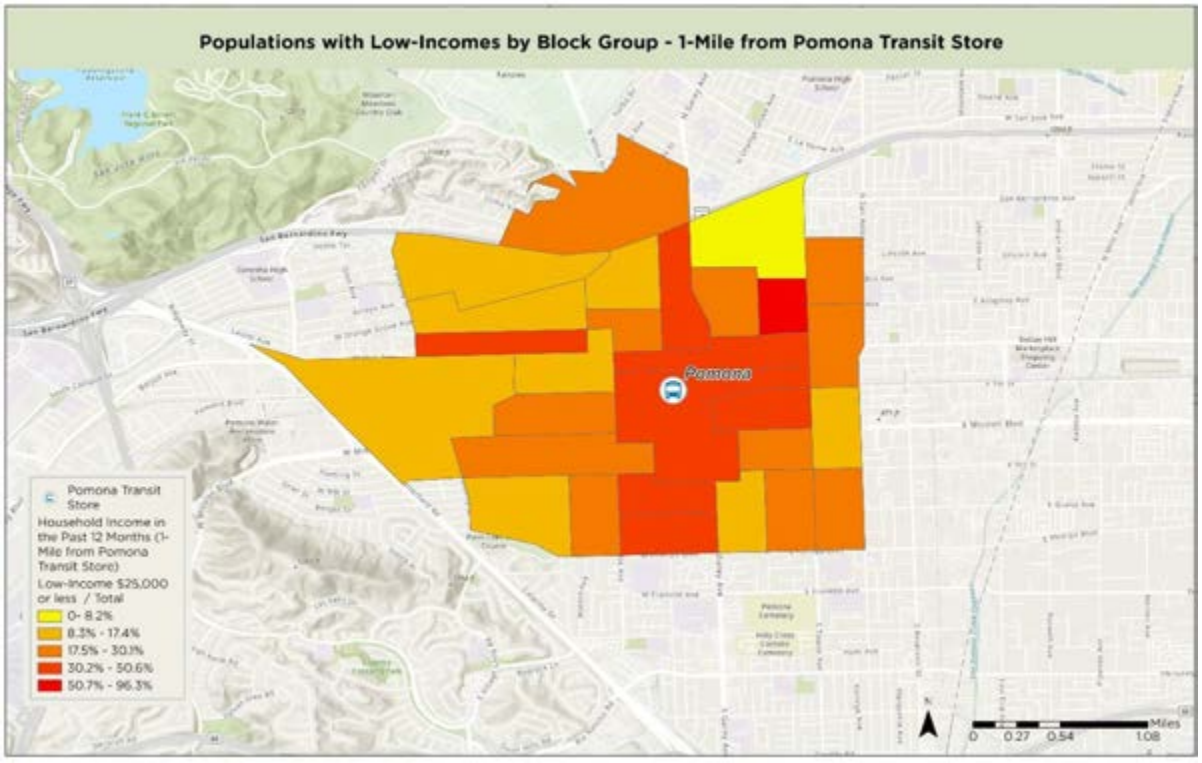


Table 2
Closure of PTS vs Overall Service Area: One-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
1-mile radius of PTS	39,166	76.25%	19.13%	23.19%	5.76%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1-mile radius around PTS and the overall service area, the one-mile radius analysis results demonstrate impacts greater than 15 percent for BIPOC populations but less than 15 percent for low-income populations. The closure of the PTS would have a disparate impact only on BIPOC populations.

Mitigating, Minimizing and/or Offset Disproportionate Impact Measures

This Title VI analysis report is a FTA Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on BIPOC and/or low-income populations.

The closure of PTS will have a "disparate impact" as defined by FTA on BIPOC populations based on the quarter-mile and one-mile analysis results. The closure of PTS will also have a "disparate impact" as defined by FTA on low-income populations based on the quarter-mile analysis results.

In order to address the disparate impacts of the closure of PTS, Foothill Transit added additional weekend hours of operation to the West Covina Transit Store. PTS customers will still be able to call the 1-800 number to receive any Foothill Transit-related information they may need. CSRs will still have access to a third-party interpreting service to be able to communicate with customers in almost any language. These mitigations will allow Foothill Transit to continue serving its PTS customers and will fulfill a customer need communicated during Foothill Transit's Public Participation Plan outreach.

Budget Impact

The projected annual cost savings associated with the closure of PTS would approximately be $40,000.

Sincerely,

Lourdes Álvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer



Foothill Transit

EXECUTIVE BOARD MEETING

West Covina, CA

Friday, September 27, 2024

Foothill Transit

Foothill Transit MISSION

To be the premier public transit provider committed to:

SAFETY

COURTESY

QUALITY

RESPONSIVENESS

EFFICIENCY

INNOVATION



Foothill Transit VALUES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

اگر به خدمات ترجمه نیاز دارید، لطفاً دست‌کم 48 ساعت قبل از شروع جلسه با دفتر مدیر عامل به شماره تلفن (626) 931-7300 داخلی 7204 تماس بگیرید

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

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

عام على الأقل 48 ساعة قبل (7204 الداخلي) (626) 931-7300 فضلك مقر يرجى الاتصال بالمدير التنفيذي لشؤون الموظفين على الرقم

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

သင်သည် ဘာသာပြန် ဝန်ဆောင်မှုများကို လိုအပ်ပါက အစည်းအဝေးမစတင်မီ အနည်းဆုံး 48 နာရီအလို၌ အလုပ်အမှုဆောင်အရာရှိချုပ်ရုံး၊ ဖုန်းနံပါတ် (626) 931-7300 လိုင်းခွဲ 7204 သို့ ဆက်သွယ်ပေးပါ။

如果您需要翻譯服務，請至少在會議開始前 48 小時撥打(626) 931-7300 轉 7204，聯繫首席執行官辦公室。

اگر ضرورت به خدمات ترجمانی دارید، لطفاً حداقل 48 ساعت قبل از برگزاری جلسه، با دفتر مدیر عامل ذریعهٔ نمبر (626) 931-7300 و نمبر داخلی 7204 به تماس شوید.

در صورت نیاز به خدمات ترجمه، لطفا حداقل 48 ساعت
قبل از جلسه از طریق شماره 7300-931 (626) داخلی
7204 با دفتر مدیر عامل تماس بگیرید.

Inā pono e loaʻa iā ʻoe kekahi kōkua ʻunuhi ʻōlelo ʻē, ʻoluʻolu e kaʻaʻike aku me ka Pouhana ma (626) 931-7300 ma ka laina 7204, e kelepona au hoʻi ma kahi o 48 mau hola ma mua o ka hui pū ʻana aku me lākou.

अगर आपको अनुवाद सेवाओं की आवश्यकता है, तो कृपया बैठक से कम से कम 48 घंटे पहले, मुख्य कार्यपालक अधिकारी के कार्यालय का संपर्क (626) 931-7300 एक्सटेंशन 7204 नंबर पर करें।

No kasapulam ti serbisio ti panagipatarus, maidawat nga kontakem ti opisina ti Chief Executive Officer iti (626) 931-7300 extension 7204, di kumurang a 48 nga oras sakbay ti miting

နမ့်လိဉ်ဘဉ် တၢ်တိစၢၤမၤစၢၤတဖဉ်လၢ တၢ်ကတိၤကျိာ်ထံအဂီၢ်နှဉ်, ဝံသးစူၤဆဲးကျၢဘဉ် ပၢဆှၢအံးကွၢ်မူဒါခိဉ် အဝဲၤဒး ဖဲ (626) 931-7300 လီတဲစိနိဉ်ဂံၢ်ဒှ 7204, အစှၤကတၢၢ် 48 နဉ်ရံဉ် တချုးတၢ်ထံဉ်လိာ်အိဉ်ဖြိဉ်သကိးနှဉ်တကွၢ်.

ຖ້າທ່ານຕ້ອງການບໍລິການແປພາສາ, ຕິດຕໍ່ຫ້ອງການຫົວໜ້າຜູ້ບໍລິຫານທີ່ເບີ (626) 931-7300 ຕໍ່ຫາ 7204 ຢ່າງ ໜ້ອຍ 48 ຊົ່ວໂມງກ່ອນການປະຊຸມ.

如果您需要翻译服务，请至少在会议
开始前 48 小时拨打(626) 931-7300 转
7204，联系首席执行官办公室。

Afai ete manaomia ni auaunaga faaliliu, faamolemole faafesoota'i le ofisa o le Pule Sili i le (626) 931-7300 extension 7204, a itiiti mai i le 48 itula a'o le'i faia le fono.

Tercüme hizmetine ihtiyacınız varsa, lütfen toplantıdan en az 48 saat önce (626) 931-7300 dahili 7204 numaralı telefondan İcra Kurulu Başkanının ofisiyle irtibata geçin.

Agar siz tarjima xizmatlariga ehtiyoj sezsangiz, uchrashuvdan kamida 48 soat oldin (626) 931-7300 raqamining 7204 kengaytmasi orqali Markaziy Boshqaruv Ofisiga murojaat qiling.

Foothill Transit

Executive Board Meeting AGENDA

EXECUTIVE BOARD MEETING
8:00 AM, SEPTEMBER 27, 2024
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL: MEMBERS BOYER, CALAYCAY, MOSS, SHEVLIN, STERNQUIST

4. CONFIRMATIONS OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER

5. PRESENTATIONS

   5.1. Introduction of Foothill Transit Business Partners

   5.2. Contractors' Employee Recognition

6. PUBLIC COMMENT

Public Comment: Any individual may request to address the Executive Board at this time. Public comments are allowed only during the Public Comment portion of the agenda. Speakers may speak only once for up to 3 minutes total time during which they may address both on- and off- agenda items. If there are any public hearings scheduled, individuals will be given an additional opportunity to comment under said items. Speakers are not permitted to yield their time to another speaker. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting by calling (626) 931-7300 extension 7204, emailing board.secretary@foothilltransit.org, or at the agency's offices located at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Documents, including PowerPoint handouts, distributed to Board Members by staff or Board Members at the meeting will simultaneously be made available to the public upon request.

CONSENT CALENDAR: Items 7 through 13 are consent items which may be received and filed and/or approved by the board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

7. APPROVAL OF MINUTES FOR THE REGULAR MEETING OF AUGUST 30, 2024

8. AUGUST 2024 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommended Action: Receive and file the Financial Statements and Investment Summary year-to-date report through August 31, 2024. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of August 31, 2024, for the fiscal year (FY) ending June 30, 2025.

9. SEPTEMBER 2024 PROCUREMENT MONTHLY REPORT

Recommended Action: Receive and file the Procurement Monthly Report for September 2024.

10. MT. SAN ANTONIO COLLEGE BALLOT MEASURE V

Recommended Action: Adopt a SUPPORT position on November 2024 Ballot Measure V.

11. TRANSPORTATION FUND EXCHANGE – CITY OF SAN DIMAS

Recommended Action: Authorize the Chief Executive Officer to enter into an agreement with the City of San Dimas to exchange Foothill Transit general use funds for Proposition A Transportation Local Return funds and to negotiate final terms and conditions.

12. RESOLUTION FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM

Recommended Action: Adopt the following resolution: Resolution No. 2024-09: Authorization for the Execution of the Certifications and Assurances for the California State of Good Repair Program (Attachment A).

13. TITLE VI ANALYSIS UPDATE FOR POMONA TRANSIT STORE

Recommended Action: Receive and file the Title VI analysis update report for the closure of Pomona Transit Store (PTS).

REGULAR AGENDA:

14. PUBLIC TRANSPORTATION AGENCY SAFETY PLAN UPDATE – THIRD REVISION

Recommended Action: Adopt Foothill Transit's Public Transportation Agency Safety Plan (PTASP).

15. AUTHORIZATION TO PURCHASE 12 ADDITIONAL BATTERY ELECTRIC DOUBLE-DECK BUSES

Recommended Action: In lieu of the previous purchase of 12 Battery Electric Double Deck buses, authorize the Chief Executive Officer to purchase a total of 24 Electric Double-Deck buses under Contract No. 24-055 with Alexander Dennis for the total amount of Forty-Five Million Four Hundred Twenty-One Thousand Five Hundred Fifty-Four ($45,421,554), exclusive of California sales and use tax.

16. DUARTEBUS SERVICE AGREEMENT NO. 18-007 – OPTION EXERCISE

Recommended Action: Authorize the Chief Executive Officer to enter into the second of two three-year options on our Agreement No. 18-007 with the City of Duarte to operate the duartEbus service.

17. AUTHORIZATION TO ISSUE REQUEST FOR PROPOSALS FOR TEMPORARY MOBILE REFUELER

Recommended Action: Authorize the Chief Executive Officer to issue Request for Proposals (RFP) No. 25-022 for a temporary mobile refueler at the Arcadia/Irwindale Operations and Maintenance Facility.

18. AUTHORIZATION TO AWARD SOLE SOURCE CONTRACT FOR BUS ROUTER REPLACEMENT

Recommended Action: Authorize the Chief Executive Officer to enter into a sole source agreement with Avail Technologies, Inc. in the amount of $2,327,180 for the replacement and support of the Cradle Point Routers on the Foothill Transit fleet.

19. PUENTE HILLS MALL TRANSIT CENTER UPDATE

Recommended Action: Receive and file the Puente Hills Mall Transit Center Update.

20. CHIEF EXECUTIVE OFFICER COMMENT

21. BOARD MEMBER COMMENT

22. ADJOURNMENT

The next Regular Meeting of the Executive Board
is scheduled for
October 25, 2024, at 8:00 a.m.

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

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

Friday, August 30, 2024
8:00 a.m.

DRAFT

1. **CALL TO ORDER**

The meeting was called to order by Chair Moss at 8:04 a.m.

2. **ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Gary Boyer, Member Emmett Badar, Member Cynthia Sternquist, Vice Chair Becky Shevlin, Chair Cory Moss

Chair Moss recessed the meeting at 8:04 a.m.

Chair Moss reconvened the meeting at 9:30 a.m.

3. **CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER**

Doran Barnes, CEO, requested the removal of agenda item 14, Authorization to purchase 12 Additional Battery Electric Double-Deck Buses. The item will be reconsidered at a future meeting.

After discussion, by Common Consent, the Chair and Chief Executive Officer confirmed the agenda as revised.

4. **PRESENTATIONS**

4.1. Introduction of Foothill Transit Business Partners

Marc Perla, Keolis Western Division Vice President U.S. Bus Operations addressed the Executive Board.

5. **PUBLIC COMMENT**

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

CONSENT CALENDAR

The Executive Board took action on a single motion on items 6–13.

6. **APPROVAL OF MINUTES FOR THE REGULAR MEETING OF JUNE 28, 2024**

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

7. **AUGUST 2024 PROCUREMENT MONTHLY REPORT**

Recommended Action: Receive and file the Procurement Monthly Report for August 2024.

The Executive Board received and filed the May 2024 Procurement Monthly Report.

8. **AUGUST 2024 LEGISLATIVE UPDATE**

Recommendation: 1. Adopt a SUPPORT position on SB 1418, and 2. Receive and file the August 2024 Legislative Update.

Motion by Vice Chair Shevlin, second by Member Sternquist, to adopt a support position on SB 1418, motion carried 5-0. The Executive Board also received and filed the August 2024 Legislative Update.

9. **AUTHORIZATION TO ISSUE REQUEST FOR ARCADIA IRWINDALE OPERATIONS AND MAINTENANCE FACILITY HYDROGEN FUELING STATION**

Recommendation: Authorize the Chief Executive Officer to issue Request for Proposals (RFP) No. 25-001 for a Hydrogen Fueling Solution at the Arcadia/Irwindale Operations and Maintenance Facility.

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

10. **AUTHORIZATION TO AWARD A SOLE SOURCE CONTRACT FOR DVR HARD DRIVE REPLACEMENT**

Recommendation: *:* Authorize the Chief Executive Officer to execute Contract No. 25-003 to Transit Solutions, Inc. in the amount of Five Hundred Ninety-Three Thousand Seven Hundred Twenty-Six Dollars ($593,726.00) for upgrading the Digital Video Recorder (DVR) hard drives in Foothill Transit's fleet of buses.

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

11. **TRANSIT ASSET MANAGEMENT PLAN**

Recommendation: Receive and file the Transit Asset Management (TAM) Plan Version 2.0 (Attachment A).

The Executive Board received and filed the Transit Asset Management Plan Plan Version 2.0.

12. **AMENDMENT TO CHIEF EXECUTIVE OFFICER'S EMPLOYMENT AGREEMENT**

Recommendation: Authorize the Executive Board Chair to execute the First Amendment to the First Amended and Restated Chief Executive Officer Employment Agreement dated July 1, 2023.

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

13. **DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM UPDATE**

Recommendation: Adopt Foothill Transit's revised FFY 2022 – FFY 2024 DBE Program (Attachment A).

Motion by Vice Chair Shevlin, second by Member Sternquist, to adopt. Motion carried 5-0.

REGULAR AGENDA

14. **AUTHORIZATION TO PURCHASE 12 ADDITIONAL BATTERY ELECTRIC DOUBLE-DECK BUSES**

Recommendation: Authorize the Chief Executive Officer to purchase 12 additional Battery Electric Double-Deck buses under Contract No. 24-055 with Alexander Dennis in the amount of $21,096,000.00.

The item was removed from the agenda and will be reconsidered at a future meeting.

15. **AUTHORIZATION TO AWARD SOLE SOURCE CONTRACT FOR HEADSIGN REPLACEMENT**

Recommendation: Authorize the Chief Executive Officer to execute Contract No. 25-002 with I/O Controls in the amount of Three Hundred Ninety Eight Thousand and Ten Dollars ($398,010.00) for headsign replacement on 60 Foothill Transit buses.

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

Mr. Cordero reported that the headsigns on Foothill Transit's 2200 and 2300 series buses need to be replaced due to age, unavailability of parts, and outdated technology. He highlighted the benefits of upgrading the headsigns, including the ability to remotely update signs, access to local field technicians, and improved availability of parts. Staff addressed comments and questions from members of the Executive Board.

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

16. **PUBLIC OUTREACH FOR LINE 492 PILOT**

Recommendation: Recommend that the Governing Board authorize the Chief Executive Officer to seek public input and conduct public outreach regarding the Line 492 Pilot.

Henry Lopez, Transit Planner, presented this item.

Mr. Lopez presented an overview of Line 492 and reported that it is being proposed that a one-year pilot for Line 492 be conducted. The proposed pilot would increase Line 492 weekday frequency from 30 minutes to 20 minutes to match the frequent network. He reviewed the public outreach timeline and stated that final recommendations would be presented to the

Governing Board in January 2025.

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

17. **CHIEF EXECUTIVE OFFICER COMMENT**

Comments by Mr. Doran J. Barnes, Chief Executive Officer, Foothill Transit.

Mr. Barnes reported the following:

- Met with Cal Poly President Dr. Coley to discuss the Bronco Mobility Hub project.
- Provided update on ARCHES partnership and funding. An item will be going before the board at the next meeting.

18. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Executive Board.

- Chair Moss provided an update on the sale of the Puente Hills Mall.

19. **ADJOURNMENT**

Adjournment for the August 30, 2024 Foothill Transit Executive Board Meeting.

There being no further business, the Foothill Transit Executive Board meeting adjourned at 9:54 a.m.

September 27, 2024

To: Executive Board

Subject: **August 2024 Financial Statements and Investment Summary**

Recommendation

Receive and file the Financial Statements and Investment Summary year-to-date report through August 31, 2024.

The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of August 31, 2024, for the fiscal year (FY) ending June 30, 2025.

Balance Sheet Analysis (Attachment A):

Assets

The balance sheet, as of August 31, 2024, shows total assets at $415.55 million. This total consists primarily of $205.14 million in fixed assets, $182.57 million in cash and investments and $27.48 million in receivable and prepaid assets. Foothill Transit's cash position of $182.57 million is $2.65 million less than the previous month, and is $29.56 million more than last year in August.

Liabilities

The accounts payable and accrued liabilities balance is $12.21 million. Accounts payables and accrued liabilities include operation and maintenance expenses for $9.95 million and $0.83 million for fuel.

The deferred revenue of $161.48 million represents funds that are reserved for planned capital expenditures, such as, upcoming bus procurements and security enhancements, and construction activities at Arcadia-Irwindale and Pomona yards.

Our current investments are held in financial instruments pursuant to Foothill Transit's investment policy. The cash balance includes $81.75 million in liquid accounts held with Bank of Montreal (BMO) and $10.94 million in interest bearing money market accounts with BMO.

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

Foothill Transit invested $68.52 million in the Local Agency Investment Fund (LAIF), and invested funds in multiple certificates of deposit (CDs) with staggered maturity dates to minimize any potential cash flow concerns. The total return of investment for these CDs is projected to be $1.04 million and potentially more when funds are re-invested after maturity. The breakdown of the investments are listed on Attachment B.

With the higher yielding money market accounts, Foothill Transit plans to allocate more money from the general checking account to money markets accounts to maximize investment opportunities while conservatively planning to meet cash flow needs.

Operating and Capital Revenues and Expense Analysis (Attachment C)

Fare revenues FY to date were up 10.51% compared to budget due to gradual ridership increases in the Los Angeles Region. TAP stored value usage have been gradually increasing throughout the FY as ridership experienced a similar increase. Student ridership has increased due to the expansion of the Regional GoPass program which has attributed to fare revenue.

Revenues for FY25 reflect application of the American Rescue Plan Additional Assistance (ARPA) federal funds. To date, Foothill Transit plan to spend $25 million of the emergency federal funds on operating expenses.

Operating costs through August 2024 were $24.96 million, which is $2.64 million less than the budget and $3.92 million more than August 2023. The variance in operating cost as the new contract for the Arcadia Operations and Maintenance facility started in late March 2024. Of the $24.96 million expenditures, $20.08 million reflects operating costs for the Arcadia-Irwindale and Pomona operations contractors. Other operating expenses include fuel, which was $1.87 million through August 2024.

Capital expenditures through August were $1.31 million compared with $1.93 million last year at this time. The annual budget for capital expenditures include the procurement and construction of 19 zero-emission buses and a

security enhancements at the Arcadia-Irwindale and Pomona operations and maintenance facilities, and CNG equipment replacement at the Pomona operations and maintenance facility. Due to the need to re-procure the 19 buses originally awarded to El Dorado, Foothill Transit has awarded a contract to New Flyer and anticipates the cost of these buses will be incurred in FY 2025.

Total Disbursements (Attachment D)

Total disbursements reflect invoices paid for the month of August 2024; they do not reflect the total expense incurred for the month. If an expense has been incurred but not yet invoiced or paid, Foothill Transit accrues the expense to track the expenses properly during the month in which they actually occurred. Total disbursements for August 2024 were $13.51 million. Capital disbursements totaled $1.28 million and other significant disbursements include $3.84 million to Keolis and $6.02 million to Transdev for bus operating services.

Sincerely,

Joyce Rooney
Director of Finance

Doran J. Barnes
Chief Executive Officer

Attachments

Attachment A

Foothill Transit
Balance Sheet
as of August 31, 2024

Assets	
Current Assets:	
Cash and Investments	$182,566,258
Due from government agencies	22,634,305
Other receivables	3,516,024
Other assets	1,331,346
Total Current Assets	$210,047,932
Non current Assets:	
Notes receivable	362,742
Property & Equipment (net of depreciation)	205,141,235
Total Non Current Assets	205,503,978
Total Assets	$415,551,910
Liabilities and Equity	
Current Liabilities:	
Accounts payable and accrued liabilities	$12,205,081
Deferred Revenue	162,555,244
Total Liabilities	$174,760,325
Equity	
Fund Balance:	
Investment in Capital Assets	$205,141,235
Current Year Change	(7,734,202)
Reserve	43,384,552
Total Equity	$240,791,585
Total Liabilities and Equity	$415,551,910

Attachment B

Summary of Cash and Investment Account For August 31, 2024

	Interest Rate	Term	Principal/ Book & Market Value
Cash:			
Bank of Montreal-Reg. Checking	N/A	Demand Deposit	$63,389,724
Petty Cash	N/A	N/A	600
Revolving Fund - Transit Stores	N/A	N/A	400
Bank of Montreal-Excise Tax/LCFS #1106	N/A	Demand Deposit	16,099,481
Bank of Montreal-Money Market #1110	4.25%	Demand Deposit	5,288,964
Bank of Montreal-Money Market #1111	4.25%	Demand Deposit	5,246,671
Bank of Montreal-LCTOP #1108	2.50%	Demand Deposit	17,168
Total Cash			$90,043,008
Investments:			
LAIF Investment #1141	4.55%	Demand Deposit	$68,523,250
Bank of Montreal - Certificate Deposit (CD)			
1 Maturity - 09/12/2024 - 9 months	5.50%	Certificate Deposit	8,000,000
2 Maturity - 12/12/2024 - 12 months	5.50%	Certificate Deposit	10,000,000
3 Maturity - 06/26/2025 - 12 months	5.00%	Certificate Deposit	6,000,000
Subtotal Investments			$92,523,250
Total Cash and Investments			$182,566,258

Foothill Transit
Statement of Revenue and Expense
For Month Ended August 31, 2024

	Actual YTD August 2024	Budget YTD August 2024	Variance	Actual YTD August 2023
Fare Revenue				
Farebox	$652,514	$657,354	(0.74%)	$644,464
Pass Sales	519,419	399,724	29.94%	333,104
TAP Cash Purse	437,464	385,015	13.62%	377,334
MetroLink & Access Service	59,327	72,449	(18.11%)	48,187
EZ Transit Pass	29,140	21,882	33.17%	31,259
Total Operating Revenue	$1,697,864	$1,536,423	10.51%	$1,434,349
Operating Subsidies and Other				
State Transit Assistance (STA)	$1,205,758	$1,205,758	0.00%	-
Senate Bill 1 - STA	914,543	914,543	0.00%	-
Senate Bill 1 - STA BSCP	105,806	105,806	0.00%	-
CalTrans-LCTOP	328,690	328,690	0.00%	-
Prop A 40% Discretionary	-	-	-	-
Prop A 40% BSCP	-	-	-	-
Prop A Exchange	1,761,606	1,761,606	0.00%	-
Prop C BSIP	179,299	179,299	0.00%	174,077
Prop C Base Restructuring	385,116	385,116	0.00%	373,899
Prop C Transit Service Expansion	64,177	64,177	0.00%	62,307
Transit Security	214,494	214,494	0.00%	229,753
Measure R	3,408	3,408	0.00%	-
Measure M	-	-	-	-
Federal ARP Act 5307	18,099,513	20,898,202	0.00%	15,757,373
Transportation Development Act	-	-	-	3,006,498
Miscellaneous Transit Revenues	-	-	-	-
Total Subsidies and Other	$23,262,409	$26,061,098	(10.74%)	$19,603,907
Total Operating Revenue	$24,960,273	$27,597,521	(9.56%)	$21,038,256
Other Revenues				
Gain on Sale of Fixed Assets	$44,362	$0	0.00%	$0
Auxiliary Revenue	99,722	144,083	0.00%	119,365
Total Other Revenues	144,083	144,083	0.00%	$119,365
Total Operating and Other Revenues	$25,104,356	$27,741,605	(9.51%)	$21,157,621
Operating Expenses				
Customer Service & Operations	$22,416,279	$23,510,837	(4.66%)	$18,749,075
Maintenance & Vehicle Technology	215,597	236,424	(8.81%)	181,767
Marketing & Communications	313,188	434,030	(27.84%)	324,990
Information Technology	379,571	753,378	(49.62%)	271,258
Administration	273,363	432,654	(36.82%)	271,108
Procurement	124,147	180,410	(31.19%)	128,795
Government Relations	103,575	143,718	(27.93%)	66,539
Finance	328,974	398,496	(17.45%)	319,130
Safety and Security	351,915	829,744	(57.59%)	297,276
Planning	155,807	269,382	(42.16%)	161,765
Facilities	297,856	408,448	(27.08%)	266,553
Total Operating Expenses	$24,960,273	$27,597,521	(9.56%)	$21,038,256
Other Expenses				
Property Management	$77,417	$77,417	0.00%	$77,416
Special Services	66,667	66,667	0.00%	41,949
Total Other Expenses	$144,083	$144,083	0.00%	$119,365
Total Operating and Other Expenses	$25,104,356	$27,741,605	(9.51%)	$21,157,621
Capital Revenues				
Capital Grants	$1,309,823	$17,924,010	(92.69%)	$1,932,384
Capital Expenditures				
Capital Expenditures	$1,309,823	$17,924,010	(92.69%)	$1,932,384

Bank Acc. - Detail Trial Bal.

Period: 08/01/24..08/31/24

FOOTHILLTRANSIT\SSUWANNARAT

Foothill Transit

ATTACHMENT D

Posting Date	Document Type	Document No.	Vendor	Amont	Entry No.
08/05/24	Payment	E101436	Apollo Electric	8,850.00	898399
08/05/24	Payment	W001510	Southern California Edison Co. ZBA	114.00	901423
08/05/24	Payment	W001511	Verizon Business-15043 ZBA	2,264.60	901425
08/06/24	Payment	E101437	Darold D. Pieper Attorney at Law	9,377.00	898401
08/06/24	Payment	W001512	Verizon Business-15043 ZBA	42.06	901427
08/06/24	Payment	W001513	The Gas Co. ZBA	382.33	901429
08/06/24	Payment	W001514	Verizon Business-15043 ZBA	3,757.73	901431
08/07/24	Payment	W001515	Frontier ZBA	254.35	901433
08/07/24	Payment	W001516	International City Management Assoc. Retirement Co	59,958.77	901435
08/08/24	Payment	E101438	California Hydrogen Business Council	3,300.00	898411
08/08/24	Payment	E101439	Keolis Transit America, Inc.	825.33	898413
08/08/24	Payment	E101440	Transdev Services, Inc.	1,070.90	898415
08/08/24	Payment	E101441	Transdev Services, Inc.	6,504.67	898417
08/08/24	Payment	E101442	Transdev Services, Inc.	17,410.25	898419
08/08/24	Payment	E101443	Transdev Services, Inc.	6,526.37	898421
08/08/24	Payment	95543	American Advertising Distributors of No. VA	3,844.27	898728
08/08/24	Payment	95544	CA Newspaper Service Bureau	941.32	898731
08/08/24	Payment	95545	Cal Poly Pomona Foundation	2,000.00	898733
08/08/24	Payment	95546	Chamber of Commerce - Irwindale	60.00	898735
08/08/24	Payment	95547	Climatec, LLC	2,448.00	898738
08/08/24	Payment	95548	CMAX Commercial Maintenance Inc	2,500.00	898740
08/08/24	Payment	95549	Commercial Building Management Services, Inc.	4,800.15	898742
08/08/24	Payment	95550	Faronics Technologies USA Inc.	411.25	898744
08/08/24	Payment	95551	Grainger	69.34	898746
08/08/24	Payment	95552	Green Thumb Indoor Plant	599.75	898748
08/08/24	Payment	95553	HD Supply Facilities Maintenance	187.02	898750
08/08/24	Payment	95554	Home Depot Credit Services	720.56	898752
08/08/24	Payment	95555	Lewis Engraving	13.23	898754
08/08/24	Payment	95556	ODP Business Solutions, LLC	116.96	898756
08/08/24	Payment	95557	Pride Industries One Inc.	1,757.31	898758
08/08/24	Payment	95558	Quadient Leasing USA, Inc.	466.82	898760
08/08/24	Payment	95559	Qualified Mobile, Inc.	313.00	898762
08/08/24	Payment	95560	Ron Turley Associates Inc.	18,361.20	898764
08/08/24	Payment	95561	Roy Jorgensen Associates, Inc.	4,520.00	898766
08/08/24	Payment	95562	Skyline Pest Control	115.00	898768
08/08/24	Payment	95563	SmartRise Elevator Service Inc	383.00	898770
08/08/24	Payment	95564	Southern California Public Radio	3,625.00	898772
08/08/24	Payment	95565	Southern California Streets Initiative	2,000.00	898774
08/08/24	Payment	95566	Steven Leonard Gandara	129.26	898776
08/08/24	Payment	95567	Team One Management	8,000.00	898778
08/08/24	Payment	95568	Thomas J. Koontz	7,892.83	898784
08/08/24	Payment	95569	T-Mobile USA Inc.	778.24	898786
08/08/24	Payment	95570	Town Square Publication LLC	1,495.00	898788
08/08/24	Payment	95571	Tri - Signal Integration, Inc.	175.00	898794
08/08/24	Payment	95572	United Site Services of California, Inc.	563.18	898796
08/08/24	Payment	95573	Paragon Partners Consultants, Inc.	1,477.50	898798

Bank Acc. - Detail Trial Bal.

Period: 08/01/24..08/31/24

Foothill Transit

ATTACHMENT D

Posting Date	Document Type	Document No.	Vendor	Amont	Entry No.
08/08/24	Payment	95574	American Advertising Distributors of No. VA	496.28	898800
08/08/24	Payment	95575	Thomas J. Koontz	319.73	898802
08/08/24	Payment	95525V	Paragon Partners Consultants, Inc.-Void	-1,477.50	899167
08/08/24	Payment	W001517	AT and T- 5019 ZBA	943.55	901437
08/12/24	Payment	E101444	Thompson Coburn LLP	48,496.76	898885
08/12/24	Payment	E101445	Stantec Consulting Services Inc.	461.75	898887
08/12/24	Payment	E101446	Keolis Transit America, Inc.	164,590.39	898889
08/12/24	Payment	E101447	Keolis Transit America, Inc.	169,716.86	898891
08/12/24	Payment	E101448	Keolis Transit America, Inc.	113,715.43	898893
08/12/24	Payment	E101449	Keolis Transit America, Inc.	167,105.56	898895
08/12/24	Payment	E101450	Keolis Transit America, Inc.	169,505.52	898897
08/12/24	Payment	E101451	Transdev Services, Inc.	62,299.63	898899
08/12/24	Payment	E101452	Transdev Services, Inc.	62,299.63	898901
08/12/24	Payment	E101453	Transdev Services, Inc.	42,969.95	898903
08/12/24	Payment	E101454	Powell Consulting DC, LLC	6,000.00	898905
08/12/24	Payment	E101455	Platinum Advisors, LLC	6,500.00	898907
08/12/24	Payment	W001518	Azusa Light & Water ZBA	60.53	901439
08/12/24	Payment	W001519	Azusa Light & Water ZBA	137.27	901441
08/12/24	Payment	W001520	Frontier ZBA	452.64	901443
08/12/24	Payment	W001521	Courval Scheduling Inc. ZBA	1,732.50	901445
08/13/24	Payment	60706V	Michelle Sabastian-Void	-58.52	899169
08/13/24	Payment	W001522	AT and T - 5025	766.58	901447
08/13/24	Payment	W001523	Frontier ZBA	960.14	901449
08/13/24	Payment	W001524	Frontier ZBA	1,793.95	901451
08/13/24	Payment	W001525	Verizon Business-15043 ZBA	4,732.73	901453
08/13/24	Payment	W001526	Verizon Business-15043 ZBA	18,628.59	901455
08/14/24	Payment	E101456	Linda Apodaca	255.78	899171
08/14/24	Payment	95576	Azteca Landscape	4,845.68	899184
08/14/24	Payment	95577	Birdi Systems, Inc.	4,377.00	899186
08/14/24	Payment	95578	Cal Poly Pomona Foundation	1,000.00	899188
08/14/24	Payment	95579	Chamber of Commerce - Glendora	300.00	899190
08/14/24	Payment	95580	Chamber of Commerce-La Verne	550.00	899191
08/14/24	Payment	95581	Community Partners	5,000.00	899194
08/14/24	Payment	95582	Concur Technologies, Inc.	2,703.25	899196
08/14/24	Payment	95583	Corodata Records Management, Inc.	140.25	899198
08/14/24	Payment	95584	ECAMSECURE	31,055.33	899203
08/14/24	Payment	95585	Green Thumb Indoor Plant	139.00	899205
08/14/24	Payment	95586	HD Supply Facilities Maintenance	57.21	899207
08/14/24	Payment	95587	Instant Signs Inc.	8,052.38	899209
08/14/24	Payment	95588	ODP Business Solutions, LLC	270.56	899211
08/14/24	Payment	95589	Pulsar Advertising	11,471.75	899217
08/14/24	Payment	95590	Qualified Mobile, Inc.	339.08	899219
08/14/24	Payment	95591	Remix Technologies LLC	40,000.00	899221
08/14/24	Payment	95592	State of California Department of Transportation	18,103.20	899223
08/14/24	Payment	95593	Thomas J. Koontz	11,510.10	899226
08/14/24	Payment	95594	United Site Services of California, Inc.	1,112.86	899228
08/14/24	Payment	95595	Zonar Systems Inc.	6,035.00	899231

Bank Acc. - Detail Trial Bal.

Period: 08/01/24..08/31/24

Foothill Transit

ATTACHMENT D

Posting Date	Document Type	Document No.	Vendor	Amont	Entry No.
08/14/24	Payment	95596	Michelle Sabastian	58.52	899233
08/14/24	Payment	W001527	Wright Express ZBA	249.22	901457
08/14/24	Payment	10001	Foothill Transit	1.25	901934
08/15/24	Payment	E101457	Dean Gazzo Roistacher LLP	193.90	899528
08/15/24	Payment	E101458	Dean Gazzo Roistacher LLP	4,730.60	899530
08/15/24	Payment	E101459	AvidXchange	2,500.00	899532
08/15/24	Payment	W001528	Verizon Business-15043 ZBA	993.34	901459
08/15/24	Payment	W001529	AT and T - 5025 ZBA	1,719.96	901461
08/15/24	Payment	W001530	Verizon Business-15043 ZBA	2,591.52	901463
08/16/24	Payment	E101460	Clean Energy	53,240.04	900909
08/16/24	Payment	E101461	Clean Energy	121,489.86	900911
08/16/24	Payment	E101462	Clean Energy	65,333.14	900913
08/16/24	Payment	E101463	Clean Energy	96,482.71	900915
08/16/24	Payment	E101464	Clean Energy	217,138.64	900917
08/16/24	Payment	E101465	Keolis Transit America, Inc.	22,500.00	900919
08/16/24	Payment	E101466	Keolis Transit America, Inc.	423.23	900921
08/16/24	Payment	E101467	Keolis Transit America, Inc.	22,500.00	900923
08/16/24	Payment	E101468	Clean Energy	13,750.00	900925
08/16/24	Payment	E101469	Translating Services, Inc.	59.45	900927
08/16/24	Payment	W001531	Athens Services- 54957 ZBA	271.38	901465
08/16/24	Payment	W001532	Athens Services- 54957 ZBA	1,370.09	901467
08/19/24	Payment	E101470	Matthew Nakano	280.02	900929
08/19/24	Payment	W001533	Azusa Light & Water ZBA	100.59	901469
08/19/24	Payment	W001534	Azusa Light & Water ZBA	100.59	901471
08/19/24	Payment	W001535	Azusa Light & Water ZBA	264.81	901473
08/19/24	Payment	W001536	BMO Financial Group-Corporate Credit Card ZBA	27,394.23	901475
08/20/24	Payment	W001537	Southern California Edison Co. ZBA	3,529.91	901477
08/20/24	Payment	W001538	Southern California Edison Co. ZBA	38,401.87	901479
08/21/24	Payment	W001539	International City Management Assoc. Retirement Co	62,255.64	901481
08/21/24	Payment	W001540	Tanya Marie Pina	8,108.82	901483
08/22/24	Payment	95597	ACC Business	1,080.53	900325
08/22/24	Payment	95598	Amazon Web Services, Inc	970.86	900327
08/22/24	Payment	95599	C.A.T. Specialties	165.64	900329
08/22/24	Payment	95600	Chinese American Association of West Covina	2,500.00	900331
08/22/24	Payment	95601	Cintas Corporation #2	396.99	900333
08/22/24	Payment	95602	Climatec, LLC	14,936.50	900335
08/22/24	Payment	95603	Connecta Satellite Solutions LLC	128.74	900337
08/22/24	Payment	95604	Digital Scepter Corporation	128,613.32	900339
08/22/24	Payment	95605	Digium Cloud Services, LLC	2,828.42	900342
08/22/24	Payment	95606	EarthLink, LLC	2,550.00	900346
08/22/24	Payment	95607	ECAMSECURE	23,447.35	900348
08/22/24	Payment	95608	FEDEX Corp.	91.33	900350
08/22/24	Payment	95609	Fifth Asset Inc.	10,000.00	900352
08/22/24	Payment	95610	Granite Telecommunications, LLC	12,996.49	900354
08/22/24	Payment	95611	Insight Public Sector, Inc.	8,682.92	900356
08/22/24	Payment	95612	Instant Signs Inc.	87.88	900358
08/22/24	Payment	95613	Lourdes L. Alvarez	40.00	900360

ATTACHMENT D

Posting Date	Document Type	Document No.	Vendor	Amont	Entry No.
08/22/24	Payment	95614	ODP Business Solutions, LLC	726.04	900362
08/22/24	Payment	95615	Pride Industries One Inc.	1,757.31	900364
08/22/24	Payment	95616	Pulsar Advertising	2,649.75	900366
08/22/24	Payment	95617	Qualified Mobile, Inc.	339.08	900368
08/22/24	Payment	95618	Roberto Vidal Estrella	392.82	900370
08/22/24	Payment	95619	Samir Aklil	450.42	900372
08/22/24	Payment	95620	San Gabriel Valley Tribune	223.23	900374
08/22/24	Payment	95621	Van Dermyden Makus Law Corporation	13,815.50	900376
08/22/24	Payment	95622	WB Covina-KI, LLC	605.27	900378
08/22/24	Payment	W001541	Azusa Light & Water ZBA	187.95	901485
08/22/24	Payment	W001542	Waste Management Collection & Recycling, Inc. ZBA	713.55	901487
08/23/24	Payment	W001543	Suburban Water Systems ZBA	175.58	901489
08/23/24	Payment	W001544	Suburban Water Systems ZBA	450.27	901491
08/23/24	Payment	W001545	Suburban Water Systems ZBA	825.20	901493
08/26/24	Payment	W001546	ReadyRefresh ZBA	79.91	901495
08/26/24	Payment	E101477	Transdev Services, Inc.	4,937.50	901512
08/26/24	Payment	E101478	Keolis Transit America, Inc.	2,492,212.29	901514
08/26/24	Payment	E101489	R DEPENDABLE CONST INC	17,360.17	901837
08/26/24	Payment	E101490	Translating Services, Inc.	3,336.80	901839
08/26/24	Payment	E101491	Transdev Services, Inc.	17,445.13	901841
08/26/24	Payment	E101492	Transdev Services, Inc.	6,557.82	901843
08/26/24	Payment	E101493	Transdev Services, Inc.	17,448.90	901845
08/26/24	Payment	E101494	Transdev Services, Inc.	18,437.79	901847
08/26/24	Payment	E101495	Transdev Services, Inc.	5,068.64	901849
08/26/24	Payment	E101496	Transdev Services, Inc.	923.18	901851
08/26/24	Payment	E101497	Transdev Services, Inc.	6,795.16	901853
08/26/24	Payment	10002	Skyline Pest Control	115.00	901936
08/27/24	Payment	E101471	Transdev Services, Inc.	33,446.00	900931
08/27/24	Payment	E101472	Transdev Services, Inc.	58,727.53	900933
08/27/24	Payment	E101473	Transdev Services, Inc.	58,727.53	900935
08/27/24	Payment	E101474	Transdev Services, Inc.	1,965,297.93	900937
08/27/24	Payment	E101475	Keolis Transit America, Inc.	1,300,315.06	900939
08/27/24	Payment	E101476	Transdev Services, Inc.	3,876,394.93	900941
08/27/24	Payment	W001547	Frontier ZBA	63.16	901497
08/27/24	Payment	W001548	Southern California Edison Co. ZBA	318.81	901499
08/27/24	Payment	W001549	Southern California Edison Co. ZBA	17,983.40	901501
08/27/24	Payment	W001550	Quadient Finance USA, Inc.	560.00	901503
08/28/24	Payment	W001551	Walnut Valley Water District ZBA	193.90	901505
08/28/24	Payment	W001552	Walnut Valley Water District ZBA	288.49	901507
08/28/24	Payment	W001553	AT and T ZBA	4,575.63	901509
08/28/24	Payment	E101479	Keolis Transit America, Inc.	597.23	901516
08/28/24	Payment	E101480	Keolis Transit America, Inc.	870.40	901518
08/29/24	Payment	95623	Covina Downtown Merchants Association	500.00	901068
08/29/24	Payment	95624	American Advertising Distributors of No. VA	14,708.55	901070
08/29/24	Payment	95625	ATKINSON ANDELSON LOYA RUUD AND ROMO	11,633.00	901073
08/29/24	Payment	95626	Birdi Systems, Inc.	8,065.68	901075
08/29/24	Payment	95627	CEAG Electric Co. Inc.	2,766.48	901078

Bank Acc. - Detail Trial Bal.

Period: 08/01/24..08/31/24

Foothill Transit

ATTACHMENT D

Posting Date	Document Type	Document No.	Vendor	Amont	Entry No.
08/29/24	Payment	95628	County of L.A. - Sheriff's Dept.	79,170.75	901080
08/29/24	Payment	95629	Industry Public Utility Commission	1,582.26	901082
08/29/24	Payment	95630	Insight Public Sector, Inc.	1,553.98	901085
08/29/24	Payment	95631	MRC Smart Technology Solutions	546.36	901087
08/29/24	Payment	95632	ODP Business Solutions, LLC	833.17	901090
08/29/24	Payment	95633	Paragon Partners Consultants, Inc.	1,387.50	901092
08/29/24	Payment	95634	Pulsar Advertising	6,637.50	901094
08/29/24	Payment	95635	Qualified Mobile, Inc.	339.08	901096
08/29/24	Payment	95636	San Gabriel Valley PAN	750.00	901098
08/29/24	Payment	95637	Stantec Architecture	3,839.00	901100
08/29/24	Payment	95638	Thomas J. Koontz	5,890.70	901106
08/29/24	Payment	95639	Verizon Wireless	90.04	901108
08/29/24	Payment	95640	Donald Luey	4,384.87	901110
08/29/24	Payment	95641	Thomas J. Koontz	1,399.56	901113
08/29/24	Payment	W001554	Frontier ZBA	2,069.57	901511
08/29/24	Payment	E101481	Clean Energy	190,647.86	901520
08/29/24	Payment	E101482	Transdev Services, Inc.	173,483.16	901522
08/29/24	Payment	E101483	Clean Energy	90,302.53	901524
08/29/24	Payment	E101484	Clean Energy	107,844.43	901526
08/29/24	Payment	E101485	Clean Energy	282,971.14	901528
08/29/24	Payment	E101486	Clean Energy	60,342.66	901530
08/29/24	Payment	E101487	Clean Energy	160,172.76	901532
			General Checking	**13,505,724.08**	

September 27, 2024

To: Executive Board

Subject: **September 2024 Procurement Monthly Report**

Recommendation

Receive and file the Procurement Monthly Report for September 2024.

Awarded Procurements:

Since the previous month's Executive Board meeting on August 30, 2024, there have been three awards of agreements over $100,000.00 but below the Executive Board's approval threshold of $250,000.00.

- Granite Telecommunications LLC was awarded Contract No. 24-096 for renewal of software-defined wide area network (SD-WAN) data and voice over IP services. The Independent Cost Estimate for these services was $135,000. The contract is a sole source award in the amount of $141,129.91.
- TransTrack Systems Inc. was awarded Contract No. 24-093 for the renewal of licenses, maintenance, and professional programming services for a business intelligence system. The Independent Cost Estimate for a three-year term was $154,088. The contract is a sole source award in the amount of $156,407.
- Thomas J. Koontz DBA Kandid Graphics was awarded Contract No. 24-071 for printing of interior bus cards. The Independent Cost Estimate for this solicitation was $90,000. The contract amount is $102,352 and was awarded to one of three respondents to the solicitation.

Upcoming Procurements:

Since the previous month's Executive Board meeting, the Procurement Department has initiated two procurements over $100,000.00 but below the Executive Board's approval threshold of $250,000.00.

- Request for Quotation 25-032 for a scheduling software consultant, who specializes in Giro Hastus. The Independent Cost Estimate for three years of services is $111,272. The solicitation was issued in late August with award planned for October.

- Request for Quotation 25-018 for coach operator performance and Transit Store customer service audits. The Independent Cost Estimate for three years of services is $140,000. The solicitation will be issued this September with anticipated award end of October.

Sincerely,

Christopher Pieper
Director of Procurement

Doran J. Barnes
Chief Executive Officer

September 27, 2024

To: Executive Board

Subject: **Mt. San Antonio College Ballot Measure V**

Recommendation

Adopt a SUPPORT position on November 2024 Ballot Measure V.

Analysis

A SUPPORT position on November 2024 Ballot Measure V (Mt. San Antonio Community College District Safety, Repair, Career Training, Affordable Education Measure) is recommended. If passed, this general obligation bond measure on the November 5, 2024 ballot would authorize Mt. San Antonio College (SAC) to issue and sell bonds of up to $750 million in aggregate principal amount, at interest rates not to exceed legal limits, and to provide financing for school facilities, subject to accountability requirements.

Bond proceeds will specifically be expended on the modernization, renovation, expansion, acquisition, construction/reconstruction, rehabilitation, and/or replacement of school facilities, including the furnishing and equipping of current and future school facility sites and properties. Accountability requirements of this measure includes the establishment of an independent citizens' oversight committee, performance and finance audits, and the adherence to government code accountability requirements. This measure will only appear on the ballots of voters registered to vote within the Mt. SAC District, which includes the Cities of Baldwin Park, Covina, Diamond Bar, Industry, Irwindale, La Puente, La Verne, San Dimas, Pomona, Walnut, and West Covina; and the unincorporated communities of Avocado Heights, Bassett, Charter Oak, Hacienda Heights, and Rowland Heights.

Foothill Transit plays a critical role in the region's accessibility to higher education, with Lines 190, 194, 289, 480, and 486 serving the Mt. SAC Transit Center. Currently, all registered Mt. SAC students with a GoPass have access to unlimited free rides on Foothill Transit and other participating transit agencies, which further promotes ridership across Foothill Transit's service area. Collectively, Mt. SAC students comprise approximately 5 percent of

Foothill Transit's entire ridership. Supporting Measure V would therefore increase and enhance the learning and workforce development opportunities, encouraging more students to enroll at the college, thereby boosting Foothill Transit ridership further. For the reasons stated above, a SUPPORT position on Measure V is recommended.

Sincerely,

Yoko J. Igawa
Director of Government Relations

Doran J. Barnes
Chief Executive Officer

September 27, 2024

To: Executive Board

Subject: **Transportation Fund Exchange – City of San Dimas**

Recommendation

Authorize the Chief Executive Officer to enter into an agreement with the City of San Dimas to exchange Foothill Transit general use funds for Proposition A Transportation Local Return funds and to negotiate final terms and conditions.

Analysis

The City of San Dimas has $4,000,000 of uncommitted Proposition A Transportation Local Return funds, which may be made available to Foothill Transit to assist in providing transit services. In exchange, Foothill Transit will provide the City of San Dimas with $3,400,000 of available general use funds. Proposition A Transportation Local Return funds may only be used for transportation-related expenditures.

The final details of the exchange will be negotiated with the City of San Dimas and approved by their City Council. Once approved, the exchange will take place a) within 30 days of execution of the assignment agreement, and b) approval of the exchange by the Los Angeles County Metropolitan Transportation Authority (LACMTA).

The San Dimas City Manager has indicated that the fund exchange will support initiatives that improve connections to both bus and rail transit services, potentially including future multimodal pathways for pedestrians and cyclists. In addition, the more flexible funding provided via the exchange provides flexibility to the City for future development opportunities. Attached is a letter (Attachment A) from City Manager Chris Constantin with additional details regarding the City's plans.

Please note that for most exchanges, Foothill Transit provides $0.75 for each $1.00 received. This exchange would be at a higher rate of $0.85 for each $1.00. The higher rate is recommended as the City is planning to invest these funds in making transit and transportation improvements.

Budget Impact

Foothill Transit will benefit from this exchange by receiving a net gain of $600,000 more than our contribution. The City of San Dimas will benefit from this exchange by receiving funds that provide more flexibility to meet the city's expenditure needs. Foothill Transit will program the funds into eligible transit operating and capital expenses.

Sincerely,

Joyce Rooney
Director of Finance

Doran J. Barnes
Chief Executive Officer

City Council
Emmett Badar, Mayor
Eric Nakano, Mayor Pro Tem – District 2
Rachel Bratakos - District 3
Ryan A. Vienna, - District 4
Eric Weber - District 1

City Manager
Chris Constantin

Assistant City Manager
Brad McKinney

City Attorney
Jeff Malawy

Director of Administrative Services
Michael O'Brien

Director of Community Development
Luis Torrico

Director of Parks and Recreation
Scott Wasserman

Director of Public Works
Shari Garwick

September 19, 2024

Foothill Transit
100 South Vincent Avenue, Suite 200
West Covina, CA 91790

Dear Doran Barnes,

I am writing to request that Foothill Transit consider authorizing the acceptance of $4 million in San Dimas Proposition A Local Return funds in exchange for $3.4 million in unrestricted funding. This exchange is crucial for the City to support initiatives that enhance public land and improve connections to both bus and rail transit services, potentially including future multimodal pathways for pedestrians and cyclists. Given the three-year expiration of Proposition A funds, timely consideration of this request is imperative. If approved, we will be bringing a formal action to our City Council authorizing the transfer of funds.

The City of San Dimas previously sold a downtown parking lot to the Foothill Gold Line Extension Construction Authority for use as a transit parking facility supporting the A Line station. This transaction provided a cost-effective solution, avoiding significantly higher costs for alternative parking locations. As part of this agreement, the Gold Line will transfer a right-of-way adjacent to this parking lot and three parcels currently held by the San Dimas Successor Agency. These parcels present an opportunity for public projects that could benefit the downtown area and enhance access to nearby transit services.

Our intent is to purchase these three parcels from the Successor Agency and integrate them with the Gold Line right-of-way. This integration could facilitate various public uses that align with transit objectives while also providing flexibility for the City to consider different project options. The properties have environmental constraints, and public ownership appears to be the most viable path forward to address these issues.

Securing the necessary funding for the acquisition of these parcels is critical at this stage. The unrestricted funding would provide the City with the flexibility to undertake improvements, potentially including environmental remediation, that support both community needs and transit accessibility. This could encompass increased public parking, enhanced connectivity between bus and rail services, and the development of community spaces that leverage existing transit assets.

The City is finalizing its Downtown Specific Plan, which designates these key properties for public use. While we continue to explore the best approaches to maximize the benefits of this area, unrestricted funding is essential to keep our options open and to consider projects that would be mutually beneficial to San Dimas residents and Foothill Transit.

We appreciate your consideration of this request. Please feel free to contact me if you require additional information or have any questions.

With sincere appreciation,



Chris Constantin
City Manager

September 27, 2024

To: Executive Board

Subject: **Resolution for the California State of Good Repair Program**

Recommendation

Adopt the following resolution:

> Resolution No. 2024-09: Authorization for the Execution of the Certifications and Assurances for the California State of Good Repair Program (Attachment A).

Analysis

The Road Repair and Accountability Act of 2017, Senate Bill (SB) 1 (Chapter 5, Statutes of 2017), signed by the Governor on April 28, 2017, includes a program that will provide additional revenues for transit infrastructure repair and service improvements. This investment in public transit will be referred to as the State of Good Repair program. These funds are to be made available for eligible transit maintenance, rehabilitation, and capital projects.

SB 1 emphasizes the importance of accountability and transparency in the delivery of California's transportation programs. Therefore, in order to be eligible for State of Good Repair funding, potential agencies must comply with various reporting requirements. The State of Good Repair Guidelines will describe the general policies and procedures in carrying out the reporting requirements and other statutory objectives of the Road Repair and Accountability Act of 2017.

With the Board's authorization, Foothill Transit will request funds to support the state of good repair of Foothill Transit's fleet and facilities. The proposed project for SB1 State of Good Repair funds will fund the repair and rehabilitation of Foothill Transit's fleet.

Attachment A is the proposed resolution for authorization for the execution of the State of Good Repair Certifications and Assurances required to receive the grant funding.

Budget Impact

This resolution will enable Foothill Transit to submit an allocation request of $1,536,463 to fund the repair and rehabilitation of Foothill Transit's fleet under project #0167.

Sincerely,

Jorge Quintana
Budget and Grants Manager

Doran J. Barnes
Chief Executive Officer

Joyce Rooney
Director of Finance

Attachment A

RESOLUTION #2024-09

APPROVING THE PROJECT LIST FOR FY 2024-2025 FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM

WHEREAS, Senate Bill 1 (SB1), the Road Repair and Accountability Act 2017, establishing the State of Good Repair (SGR) program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

WHEREAS, the Los Angeles County Metropolitan Transportation Authority is an eligible project sponsor and may receive and distribute State Transit Assistance – State of Good Repair funds to Foothill Transit for eligible transit capital projects;

WHEREAS, the Los Angeles County Metropolitan Transportation Authority distributing SGR funds to Foothill Transit under its regional jurisdiction; and

WHEREAS, the Los Angeles County Metropolitan Transportation Authority concurs with and approves the attached project list for the State of Good Repair Program funds; and

NOW, THEREFORE, BE IT RESOLVED, that the Executive Board of Foothill Transit hereby approves the SB1 State of Good Repair Project List for FY 2024-2025; and

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of Foothill Transit that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all SGR funded transit capital projects.

NOW, THEREFORE, BE IT RESOLVED, that the Director of Finance is hereby authorized to submit a request for Scheduled Allocation of the SB1 State of Good Repair funds and to execute the related grant applications, forms and agreements.

[Continued on page 2.]

Adoption. PASSED AND ADOPTED at a Regular Meeting of the Executive Board held on September 27, 2024, by the following vote:

AYES:

NOES:

ABSTAIN:

_____

CORY MOSS, CHAIR

APPROVED AS TO FORM:

DAROLD PIEPER, GENERAL COUNSEL

By:_____

ATTEST:

CHRISTINA LOPEZ, BOARD SECRETARY

By:_____

September 27, 2024

To: Executive Board

Subject: **Title VI Analysis Update for Pomona Transit Store**

Recommendation

Receive and file the Title VI analysis update report for the closure of Pomona Transit Store (PTS).

Introduction

This Title VI analysis update report for the closure of PTS provides additional data and information regarding the ongoing mitigation measures that Foothill Transit is currently working on to further support Foothill Transit customers who previously used the Pomona Transit Store and the overall Pomona community. This update report will re-state the justifications for the closure of PTS, the current resources available for PTS customers, and the agency's upcoming projects and efforts towards improving multilingual phone communications and expanding fare media access in Pomona.

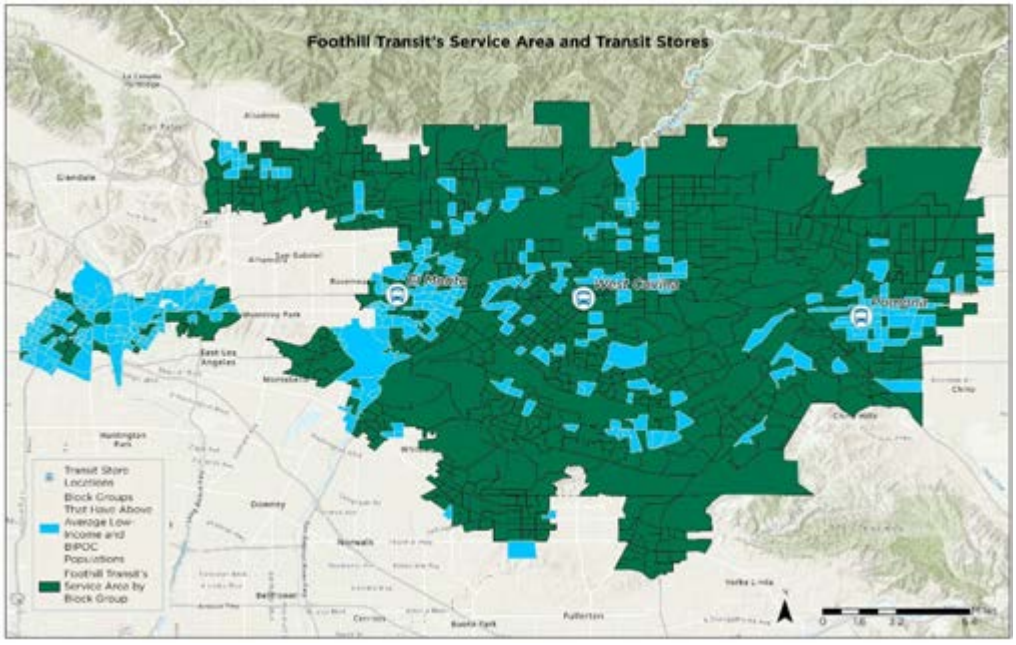
Analysis

A Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on populations who identify as Black, Indigenous, People of Color (BIPOC) and/or on populations with low-incomes.

Foothill Transit's Transit Stores and the 1-800 Hotline Number

With the closure of PTS, Foothill Transit now operates two Transit Stores within its service area (see Figure 1). Foothill Transit customers can visit any of the two Transit Stores to buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments. Printed signage inside the Transit Stores provide customers information on upcoming public meetings, customer rights, and other essential Foothill Transit information.

Figure 1
Foothill Transit's Transit Stores (Including the closed PTS)



Foothill Transit also maintains a 1-800 hotline number, which customers can utilize to speak with a Transit Store Customer Service Representative (CSR) to ask questions, plan a trip, get schedule information, or file complaints and compliments. CSRs have access to a third-party interpretation service that allows them to communicate to Foothill Transit's customers in almost every language.

Pomona Transit Store

PTS was located in the eastern portion of the agency's service area (see Figure 1), within the city of Pomona. Customers who traveled to PTS utilized the following Foothill Transit Lines: 195, 286, 291, 292, 480, 482, 486, and Silver Streak.

PTS Presented its Challenges

PTS was a unique Transit Store. Unlike the West Covina Transit Store, which is owned, operated, and provided security by Foothill Transit, PTS's store space was owned, maintained, and administered by the city of Pomona. Foothill Transit began operations in the PTS store space in March 1999 and since October 2008; Foothill Transit had operated within the store space without a lease. Foothill Transit did not have any authority to change or alter the store space without the city's consent. This proved to be a challenge for the agency and PTS's CSRs as safety and security concerns within the PTS store space had become more of a concern.

Transition to Mobile App Sales

While PTS and the rest of Foothill Transit's Transit Stores were originally created to be spaces where customers could purchase fare and seek any Foothill Transit information, the rise of the internet, web-based services, and online activity changed Foothill Transit's practices and its customers' behaviors.

Over the years, Foothill Transit has been able to digitize their customer information to their website and communicate agency information on other digital platforms. In addition, Foothill Transit has made significant improvements to its fare technology. Foothill Transit customers currently have access to real time information online, online trip planning, onboard TAP stored value and Foothill Transit Day Pass payment options, and TAP TO GO applications to purchase fare product online and onboard the buses. The rise of digital technologies and new fare payment methods increased Foothill Transit's online sales and decreased foot traffic at the Transit Stores, including at PTS.

In January 2023, Foothill Transit hosted its annual Strategic Planning Workshop in which the Foothill Transit Executive Board discussed the agency's financial forecast and capital projects. The Board was presented a detailed report on all of Foothill Transit's Transit Stores, summarizing each stores' product sales, walk-in traffic, and call volume (please see Table 1 and Table 2). The report detailed a 160 percent increase in mobile app sales from FY2021 to FY2023 and a 47 percent decrease in walk-in traffic from FY2019 to FY2023 at PTS.

Table 1
FY2019-FY2023 Sales

Sales by Store	FY2019	FY2020	FY2021	FY2022	FY2023
El Monte	$972,100	$662,356	$103,911	$255,172	$367,003
Pomona	$1,032,924	$740,280	$25,848	$261,425	$263,858
West Covina	$561,009	$423,083	$111,915	$254,584	$221,715
Online	$443,922	$337,208	$76,878	$137,271	$226,835
Mobile App	[redacted]		$22,511	$118,315	$307,541

Table 2
FY2019-FY2023 Walk-In by Store

Walk-in by Store	FY2019	FY2020	FY2021	FY2022	FY2023	
El Monte	50,468	36,674	10,230	20,415	26,524	-47%
Pomona	41,860	29,824	828	15,982	21,979	-47%
West Covina	17,866	13,447	5,398	8,269	9,161	-49%

Justifications for Closure

Foothill Transit closed PTS due to the agency's continued challenges with restructuring the store and providing the security measures necessary to ensure a safe and secure workplace for PTS CSRs who work for extended periods of time (typically 8-hour shifts) at the location. The store's space lacked physical barriers between CSRs and the visiting public, which did not make a significant difference for transitioning customers nor customers who were using it as a transfer location to other Foothill Transit routes or as a connection to other agencies, but lessened security for PTS CSRs who stayed at PTS for long periods. In addition, the drastic increase in mobile app sales within the past three fiscal years and PTS's decreasing walk-in traffic strongly indicated that customers were no longer utilizing the store to buy fare media or obtain transit information as often as they were in the past. For these reasons, Foothill Transit closed PTS; however, the agency continues to support its customers through its two other Transit Stores and through its other customer service improvements.

The following Title VI Analysis will reexamine the disparate impacts caused by the closure of PTS and summarize the mitigation measures used to offset the negative harms to PTS customers and the Pomona community.

Title VI Analysis

Methodology

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning stages to determine whether these changes have a discriminatory impact or disproportionate burden on BIPOC and/or low-income populations. This report provides a demographic analysis, comparing PTS' BIPOC and low-income populations before and after the closure of the

store to the BIPOC and low-income populations of Foothill Transit's service area.

Foothill Transit staff utilized the 2020 Decennial Census Redistricting Data and the 2016-2020 American Community Survey 5-Year Estimates at the block group level to determine the impacts that the closure of PTS might have on populations who identify as BIPOC and/or on populations with low-incomes within the ¼-mile and 1-mile radius of the store.

It is important to note that Foothill Transit defines low-income to be a household that earns 30 percent or less of the median household income in its service area. The average median household income in Foothill Transit's service area is $81,154; therefore, the low-income threshold is $24,346.20. Because the census reports household income in increments, Foothill Transit considers any household with an income less than $25,000 as "low-income."

PTS Closure Results

Quarter-mile radius analysis

Figure 2
BIPOC Populations (0.25 Mile from PTS)

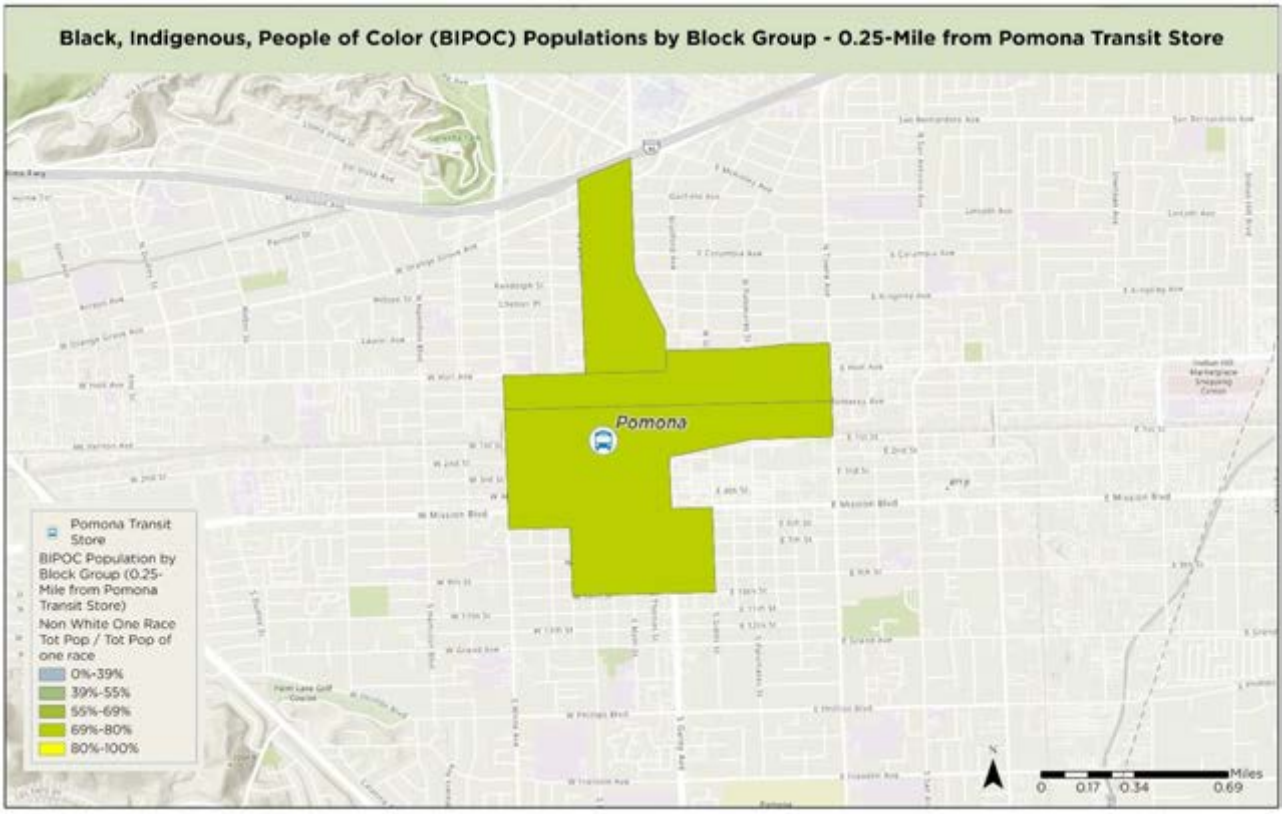


Figure 3
Low-Income Populations (0.25 Mile from PTS)

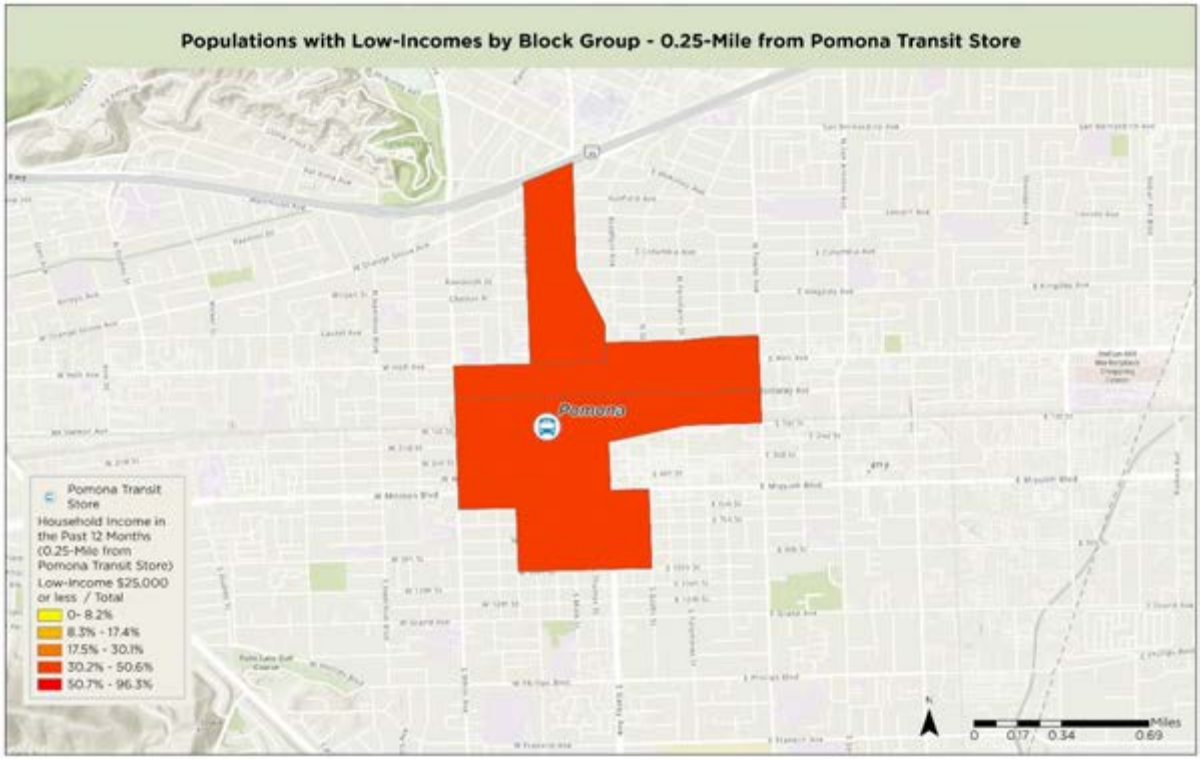


Table 1
Closure of PTS vs Overall Service Area: Quarter-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
¼-mile radius of PTS	3,967	74.97%	17.85%	36.86%	19.43%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1/4-mile radius around PTS and the overall service area, the quarter-mile radius analysis results demonstrate impacts greater than 15 percent for both BIPOC populations and for low-income populations. The

closure of PTS had a disparate impact on BIPOC populations and disproportionate burden on low-income populations.

One-mile-radius analysis

Figure 4

BIPOC Populations (1-Mile from PTS)

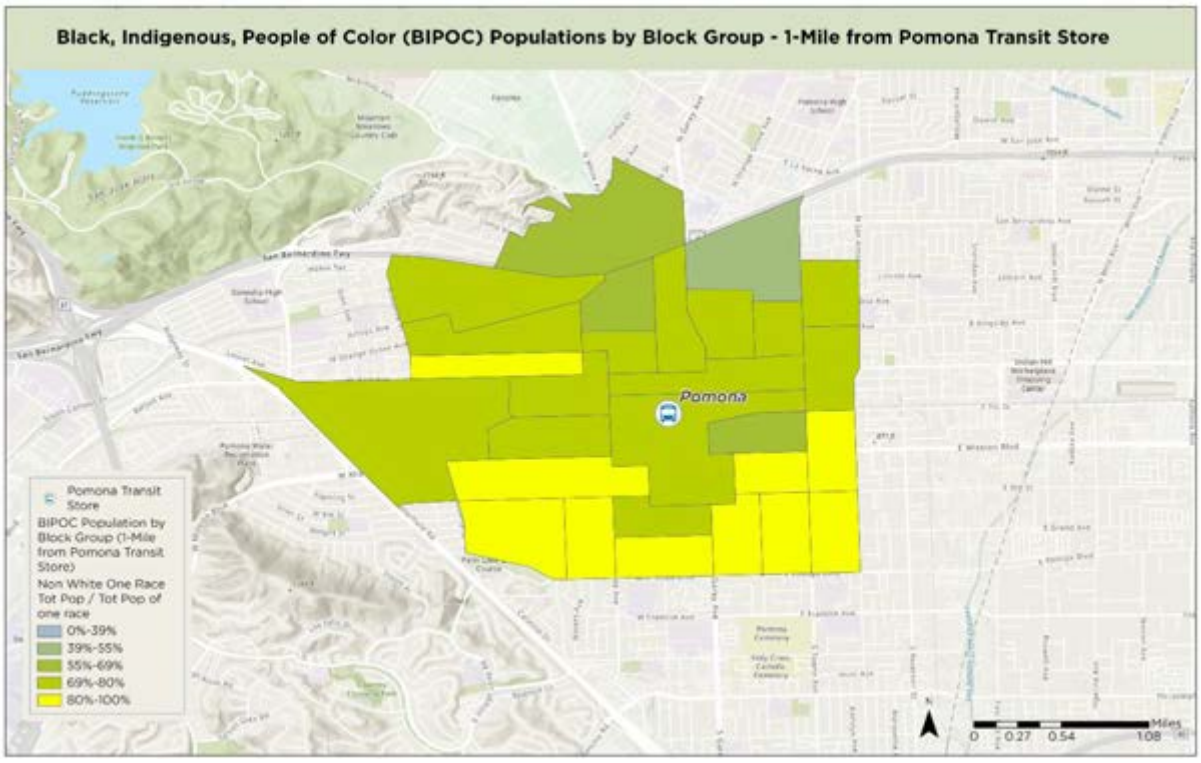


Figure 5
Low-Income Populations (1-Mile from PTS)

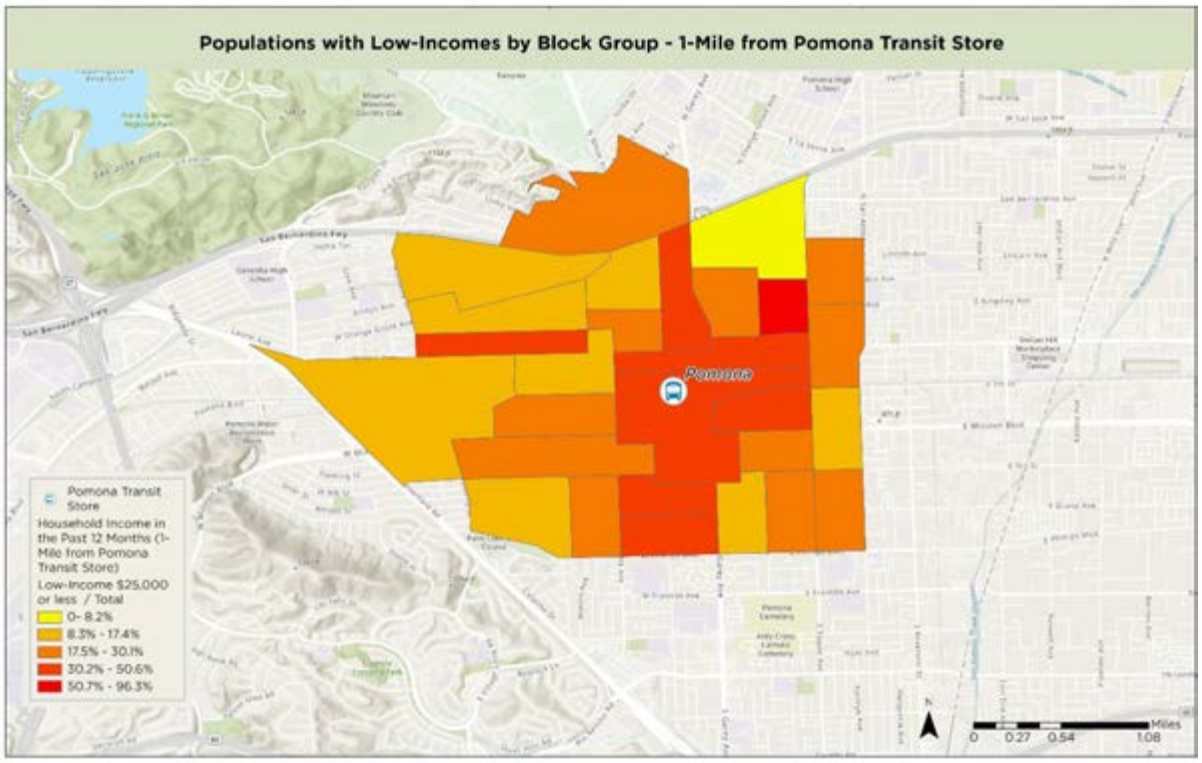


Table 2
Closure of PTS vs Overall Service Area: One-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
1-mile radius of PTS	39,166	76.25%	19.13%	23.19%	5.76%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1-mile radius around PTS and the overall service area, the one-mile radius analysis results demonstrate impacts greater than 15 percent for BIPOC populations but less than 15 percent for low-income populations. The closure of the PTS had a disparate impact on BIPOC populations only.

Mitigating, Minimizing and/or Offsetting Disparate Impact and Disproportionate Burden of PTS Closure

A Title VI analysis report is a FTA Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes had a disparate impact or disproportionate burden on BIPOC and/or low-income populations.

The closure of PTS had a "disparate impact" as defined by FTA on BIPOC populations based on the quarter-mile and one-mile analysis results. The closure of PTS also had a "disparate impact" as defined by FTA on low-income populations based on the quarter-mile analysis results.

In order to minimize and offset the disparate impacts caused by the closure of PTS, Foothill Transit implemented the following mitigation measure:

1. *Added Additional Weekend Hours of Operation to West Covina Transit Store*

Foothill Transit acknowledges that not all customers are familiar with online technologies. Therefore, customers can receive in-person customer service at the West Covina and El Monte Transit Stores. Since the West Covina Transit Store is in the center of Foothill Transit's service area and is closest to PTS, additional weekend hours of operation were added to the store to accommodate possible PTS serving customers. Table 3 summarizes the additional operational hours for the West Covina Transit Store.

Table 3
West Covina Transit Store Hours

	Before PTS Closure	**After PTS Closure**
Weekday Hours	8:30 a.m.- 7:00 p.m.	8:30 a.m.- 7:00 p.m.
Weekend Hours	10:00 a.m.-2:00 p.m. First and Last Saturday of the Month Closed on Sundays	10:00 a.m.-4:00 p.m. Every Saturday Closed on Sundays

To mitigate the closure of PTS, Foothill Transit's West Covina Transit Store began operating every Saturday, adding two more days of service operations each month for the store. The Store's Saturday hours were extended by two hours, allowing for more in-person customer interactions.

In addition, Foothill Transit is currently working on the following three projects to further support PTS customers:

1. *Add Additional TAP Vendors around PTS*

As mentioned, Foothill Transit understands that not all of its customers feel comfortable with online technologies. Foothill Transit is committed to ensuring that PTS customers have the option to obtain their fare media in-person in addition to online. Currently, in the City of Pomona and its neighboring city, the City of Claremont, there are 18 TAP vendor locations where PTS customers can load TAP stored value, Class Pass, or Foothill Transit passes. Table 4 provides a summary of all the TAP vendor locations in the Cities of Pomona and Claremont.

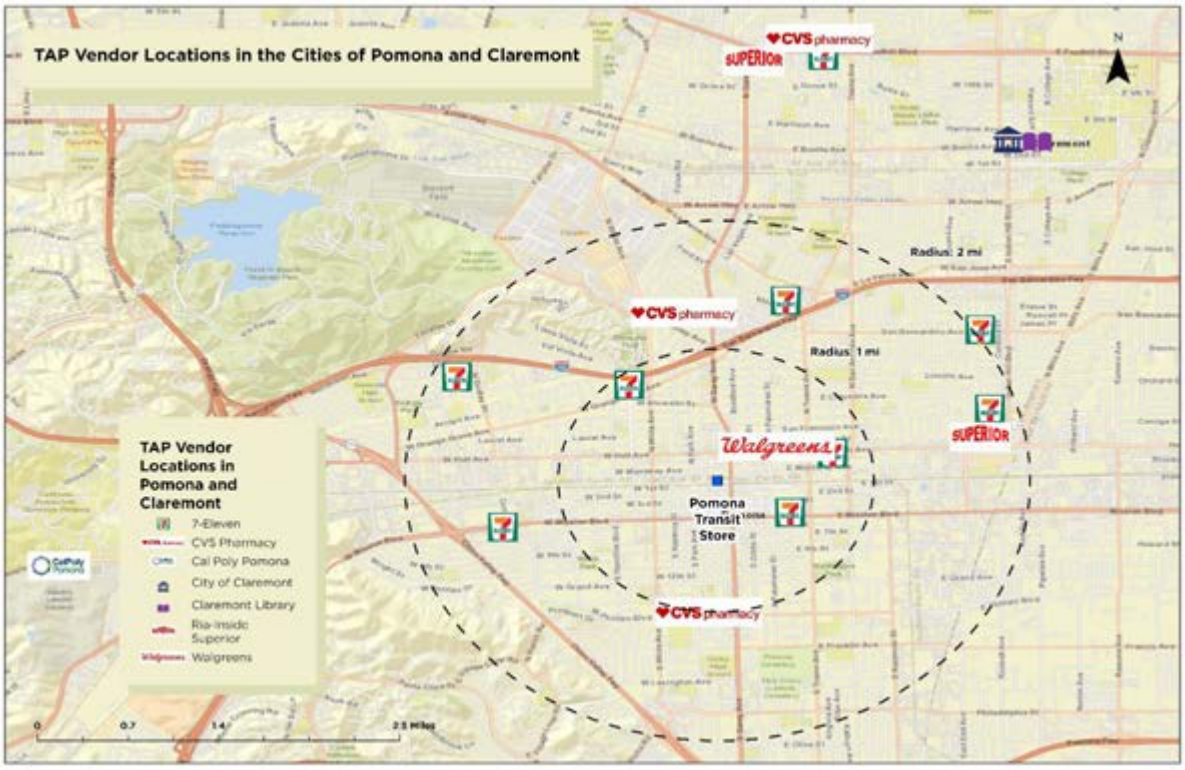
Table 4
TAP Vendors in the Cities of Pomona and Claremont

Vendor	Address	Fare Media Available
Ria-Inside Superior	3180 N. Garey Ave. Pomona, CA 91767	Foothill Transit Passes, TAP Stored Value
Ria-Inside Superior	1575 East Holt Ave., Pomona, CA 91767	Foothill Transit Passes, TAP Stored Value
Cal Poly Pomona	3801 W Temple Ave, Pomona, CA 91768	Class Pass, TAP Stored Value
7-Eleven	1546 West Mission Boulevard, Pomona, CA, 91766	TAP Stored Value
7-Eleven	803 East Mission Boulevard, Pomona, CA, 91766	TAP Stored Value
7-Eleven	1707 Indian Hill Boulevard, Pomona, CA, 91767	TAP Stored Value
7-Eleven	2055 North Towne Avenue, Pomona, CA, 91767	TAP Stored Value
7-Eleven	808 Indian Hill Boulevard, Pomona, CA, 91767	TAP Stored Value
7-Eleven	730 East Foothill Boulevard, Pomona, CA, 91767	TAP Stored Value
7-Eleven	738 East Holt Avenue, Pomona, CA, 91767	TAP Stored Value
7-Eleven	1550 Murchison Avenue, Pomona, CA, 91768	TAP Stored Value
7-Eleven	1212 North White Avenue, Pomona, CA, 91768	TAP Stored Value
CVS Pharmacy	1485 South Garey Avenue, Pomona, CA, 91766	TAP Stored Value

CVS Pharmacy	775 East Foothill Boulevard, Pomona, CA, 91767	TAP Stored Value
CVS Pharmacy	150 West Willow Street, Pomona, CA, 91768	TAP Stored Value
Walgreens	495 East Holt Ave., Pomona, CA 91767	TAP Stored Value
Claremont Library	208 N. Harvard Ave. Claremont, CA 91711	Foothill Transit Passes, TAP Stored Value
City of Claremont	207 Harvard Avenue N. Claremont, CA 91711	Foothill Transit Passes, TAP Stored Value

Currently, four out of the 18 TAP vendors in the cities of Pomona and Claremont sell Foothill Transit Passes in addition to stored value. These four locations: two Superior Grocery Markets, Claremont Library, and the City of Claremont City Hall are located more a mile away from PTS (please see Figure 6).

Figure 6
TAP Vendor Locations in the Cities of Pomona and Claremont



Foothill Transit is currently working on collaborating with local vendors and city institutions to expand the TAP vendor network near PTS. Currently, Foothill Transit is networking with the Pomona City Hall, Cardenas Markets,

UPS, and Mi Mercadito. As of now, the Pomona Library has expressed interests in becoming a TAP vendor. If the collaboration is successful, the Pomona Library could become the 19th TAP Vendor in the area, located approximately less than half a mile from PTS.

2. *Improve Foothill Transit's Customer Service Phone Line*

The closure of PTS did not decrease the number of CSRs available via telephone. Staffing levels remained consistent after the closer of the PTS closure and are monitored to maintain the level of service established by the agency. All PTS CSRs were relocated to one of the two remaining Transit Stores that were enhanced to support the additional call center function. PTS customers are still able to call Foothill Transit's 1-800 customer service phone line to receive any Foothill Transit-related information they may need. CSRs still have access to a third-party interpreting service to be able to communicate with customers in almost any language.

Since Foothill Transit acknowledges that the closure of PTS might increase the number of customer service calls per month, the agency is currently working on improving its existing customer service phone line. The Foothill Transit Team is working collaboratively between departments to make the customer service phone line greeter multilingual. The existing greeter provides information in English and provides a selection for Spanish. This project aims to add three more languages to the greeter: Mandarin, Cantonese, and Vietnamese to better attend to Limited English Proficiency customers within the service area.

3. *Create a Printed Materials Request Form*

In the following months, Foothill Transit also plans to improve its customer service by developing a printed materials request form to allow customers to request printed materials such as schedules and forms so that they can receive these printed materials by mail. The agency acknowledges that the closure of PTS will cause customers to lose access to printed information that they could typically obtain at the Transit Store. Foothill Transit will continue to provide its customers printed information whenever needed; therefore, this service improvement will help all PTS customers as well as customers throughout the service area.

With the implementation of these four mitigation measures, Foothill Transit plans to not only offset any disparate impacts caused by the PTS closure but also further improve its customer service and relations with Foothill Transit customers.

Budget Impact

The projected annual cost savings associated with the closure of PTS is scheduled to be approximately be $40,000.

Sincerely,

Lourdes Álvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer

September 27, 2024

To: Executive Board

Subject: **Public Transportation Agency Safety Plan Update – Third Revision**

Recommendation

Adopt Foothill Transit's Public Transportation Agency Safety Plan (PTASP).

Analysis

Foothill Transit's mission is to be the premier public transit provider committed to safety, courtesy, quality, responsiveness, efficiency, and innovation. Listed first among Foothill Transit's organizational values is Accountability that drives a strong focus on safety.

In keeping with Foothill Transit's organizational focus on safety, we have developed a robust safety and security program in partnership with our two transit Contractors. As the Security and Emergency Preparedness Plan drives "security" posture the Public Transportation Safety Plan drives "safety". Our business model demands the Contractors be responsible for the safety and security of the passengers and Facilities and Equipment provided by Foothill Transit for the Contractor's use. Furthermore, the Contractors must work cooperatively with Foothill Transit staff, other Contractors, and local, state, and federal representatives in developing and implementing security procedures (Sec. 20 (a) Contractor language). Therefore, the "necessity for compatibility with equipment and services already in use" is firmly based on the contractual agreement of "working cooperatively" in the interest of employee, Contractor, and passenger safety.

On July 19, 2019, the Federal Transportation Administration (FTA) mandated all public transit agencies that receive federal funding create, approve, and implement their own Public Transportation Agency Safety Plan (PTASP) no later than July 20, 2020. As a result, the Executive Board adopted Foothill Transit's PTASP on January 31, 2020.

In the summer of 2021, staff accompanied our partners from APTA for a robust internal audit where they interviewed, examined, and inspected key personnel and policies. Implementing the Safety Management Systems (SMS) for continual overall improvement was the goal of the audit and the program

was aligned with Safety Management Systems as well as the requirements from the FTA State Safety Oversight (49 U.S.C. Part 674) and Public Transportation Agency Safety Plan (49 U.S.C. Part 673 Rules). The criteria for the audit contained the most cutting edge and advanced safety issues in the Public Transportation industry. The last APTA audit prior to this one was in August 2017.

On December 17, 2021, the APTA auditors provided a high-level overview of the audit to the Governing Board and staff used the findings for future planning and maintaining a contemporary and practical PTASP.

On June 24, 2022, the Executive Board adopted the second revision to Foothill Transit's PTASP with the significant change of Foothill Transits' formal tracking of bus operator assaults.

Although this PTASP (Attachment A) will be the third formal revision, staff reviews the PTASP monthly and provides updates on the organization's safety performance to the Board throughout the year. Staff anticipates the next plan update will occur at the beginning of FY26 in order to align the PTASP timeline with that of the Foothill Transit Business Plan.

The purpose of the National Public Transportation Plan is to guide the national effort to manage safety risk. The April 2024 National Plan addresses new requirements from the Bipartisan Infrastructure Law enacted as the Infrastructure Investment and Jobs Act to further safety in transit.

The FTA encourages agencies to develop key performance indicators to support a more robust PTASP and Foothill Transit utilizes best practices identified in Safety Management Systems commonly referred to as SMS. Additionally, Foothill Transit's involvement with the American Bus Benchmarking Group (ABBG) highlights the value it places on data and key performance indicator tracking and accountability.

Although the FTA does not always require changes in performance areas and targets, we do. Change starts with accountability at the top: agency-wide safety reporting, constant hazard investigation, comprehensive monitoring, and a process for balanced decision-making, all core tenets in SMS to ensure we have timely information on safety risks. As previously mentioned, the number and frequency of coach operator assaults was added to Foothill Transit's PTASP in 2022 and in this 3rd Revision, the FTA requires it, however the definition has changed.

The new definition amended to the PTASP will be consistent with 49 U.S.C. 5302 – Assault on Transit Worker:

A circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of an individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.

The table below shows historical performance in each of the areas required by the FTA along with the category and performance metric on Bus Operator Assaults now called Transit Worker Assaults for alignment with the FTA.

		FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Target
Fatalities	Number	0	0	0	0
	Rate per 100,000 Revenue Miles	0	0	0	0
Preventable Collisions	Rate per 100,000 Total Miles	0.57	0.94	1.06	< 0.90
Injuries	Number	7	5	8	< 6
	Rate per 100,000 passenger boardings	0.04	0.03	0.05	< 0.05
Safety Events	Number	1	6	4	< 15
	Rate per 100,000 Revenue Miles	0	0.03	0.02	< 0.09
System Reliability					
	Major Mechanical Failures per 100,000 Miles	6.86	5.1	2.73	> 30,000
Transit Worker Assaults	Number	16	21	28	0
	Assaults per 100,000 passenger boardings	0.1	0.13	0.17	0

Fatalities – There have been zero fatalities on Foothill Transit service during FY 2024. To ensure continued emphasis on achieving this performance target, our Contractors focus heavily on the safety of our customers and the public. The training provided to all operators highlights the need and tactics to be safe while operating all Foothill Transit vehicles.

Preventable Collisions – In FY 2024, there were 170 preventable collisions resulting in a key performance indicator ratio of 1.06 per 100,000 miles. Our Contractors have taken steps to ensure we continue to achieve low numbers of preventable collisions. Individual training for operators who were involved in collisions in addition to regular safety meetings occur frequently. In addition, Contractor radio dispatchers issue safety messages of the day for all operators to remind them of defensive driving techniques and help prevent these collisions.

Injuries – In FY 2024, eight injuries required medical transportation. Foothill Transit's Contractors review the incidents that could have resulted in an injury and have updated their training plans to include actions that the operator could have taken to reduce the likelihood of such injuries in the future.

Safety Events - Another important indicator is Safety Events. In FY 2024, we experienced five Safety Events. These have occurred during the provision of 15,967,564 miles of Revenue Service, producing a rate of 0.03 Safety Events per 100,000 Revenue Miles, which is similar to FY2023. Safety Events is a reflection of our Contractors' focus on safety. Retraining efforts are in place to mitigate the most common type of events and additional training continues for those operators who continue to have incidents.

System Reliability - The metric used to measure the safety aspect of system reliability is Major Mechanical Failures. In FY 2024, Foothill Transit had 437 Major Mechanical Failures. Foothill Transit's average of approximately 32,500 miles between Major Mechanical Failures was higher than our proposed target of 25,000 miles, a significant improvement attributed to improved maintenance and delivery of a newer fleet.

Assaults on Transit Workers – As mentioned previously, the FTA now requires each agency to look at this key performance indicator as the national internal safety risk measures have identified assaults on transit workers as a key safety concern. Furthermore, the FTA now requires de-escalation training by agencies to frontline transit workers. Fortunately, Foothill Transit recognized this early in 2023 and proactively implemented a robust de-escalation program by collaborating with LASD and the Contractors. The goal is to provide this training to ALL front-line workers by July 2025. In FY 2024, we had 28 Transit Worker assaults on our system and (2) repeat offenders contributed to at least (5) of the (28). To discourage assaults we have implemented the following plans with our Contractors and law enforcement partners:

- Los Angeles County Sheriff – Bus Riding Teams
- 24-Hour Debriefing of Assaults
- Video Surveillance Technology
- Training
- Be on the Look-Out (BOLO) bulletins
- Code of Conduct
- Foothill Transit Watch
- Driver Barriers
- GARDA Security Guards – Layered approach with LASD
- Debrief ALL crimes onboard buses
- LASD formalized de-escalation training
- 5-D Approach to Assaults – Document, Debrief, Desire Prosecution, Deputies onboard Bus, De-mystification of Los Angeles County criminal justice system
- Table-Top exercise and Security Emergency Preparedness Planning & Meetings
- Repeat Offender – Workplace Violence Superior Court Order Banning Passengers
- Use of automatic voice announcement system to communicate security and law enforcement presence
- Auditing/inspecting to ensure contractors follow established protocols of quoting fare ONE TIME
- Improving on Foothill Transit Watch and SEE SOMETHING - SAY SOMETHING
- Exploring various technologies for potential future options

Budget Impact

Staff identified the fiscal impact adopted in the FY2025 Business Plan and Budget; therefore is no budget impact.

Sincerely,

John Curley
Chief of Safety and Security

Doran J. Barnes
Chief Executive Officer

Attachment A – 3rd Revision PTASP

Attachment A

Foothill Transit

Public Transportation Agency Safety Plan

September 27, 2024

Foothill Transit Public Transportation Agency Safety Plan

FY2025 Revision (September 2024)

1. Transit Agency Information

Foothill Transit, 100 S Vincent Ave, Suite 200 West Covina, Ca 91790

Accountable Executive: LaShawn King Gillespie, Deputy Executive Director

Chief Safety Officer: John Curley, Chief of Safety and Security

Mode of Service Covered by This Plan: Bus

List All FTA Funding Types:

Federal Urban Area Formula Program (Section 5307)
Federal Buses and Bus Facilities and Low-or No-Emission Program (Section 5339)
Federal State of Good Repair Program (Section 5337)
Federal Congestion Mitigation and Air Quality (CMAQ)
Federal Covid Relief Funds (CARES, CRRSA, ARP)
Federal Excise Tax Refunds (Non-FTA but federal)

Foothill Transit contracts its Operations, Maintenance, and Customer Service to Transdev Services Incorporated and Keolis Transit Services LLC.

Foothill Transit does NOT provide transit services for another transit agency.

This 3rd revision Foothill Transit PTASP will be submitted to Southern California Council of Governments (SCAG).

2. Plan Development, Approval, and Updates

This plan has been drafted by Foothill Transit and addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan (673.11 (a)(4)).

Signature

_____ _____

Accountable Executive DATE

Approved by the Foothill Transit Executive Board on Regular Agenda: **September 27, 2024.**

Version Number and Updates *Record the complete history of successive versions of this plan.*			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	Original Plan	Original Plan	Jan 2020
2	1st Revision	Updated Goals/Plan	Jan 2022
3	2nd Revision	Align with FY 22 END/POST FTA Review	June 24, 2022
4	3rd Revision	Updated Goals/Plan	September 2024

This third revision to Foothill Transit's PTASP was prepared for the Executive Board on September 27, 2024. Although this will be the third formal revision, staff routinely reviews the PTASP and updates the board throughout the year.

Foothill Transit staff routinely analyzes safety performance to:

1. Determine if new Safety Performance targets should be established;
2. Determine whether increased Safety Promotion related to safety events is necessary; and
3. Ensure that the agency's Safety Assurance mechanisms are mitigating the current and most frequent safety events.

3. Safety Performance Targets

Preventable Collisions per 100,000 Vehicle Miles	<0.90
Fatalities	0
Fatalities per 100,000 Revenue Miles	0
Injuries	<6
Injuries per 100,000 Revenue Miles	<0.05
Safety Events	<15
Safety Events per 100,000 Revenue Miles	<0.09
Mean Distance between Major Mechanical Failures	>30,000
Operator Assaults	0

New Performance Target; All other(s) remained unchanged

These performance targets are available to both the state and county during the planning and coordinating process.

Targets for submittal to State of California	October 2024
Targets for submittal to Los Angeles County Planning	October 2024

4. Safety Management Policy

Policy Statement

Safety is Foothill Transit's number one priority. We educate, encourage, and endorse a strong culture of safety at all levels of the organization, valuing the responsibility entrusted in us by the communities that we serve. Foothill Transit is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all of our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting and exceeding established standards. We maintain an active Safety Management System (SMS) that encourages the open sharing of information on all safety issues throughout our organization.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with our Chief Executive Officer.

Foothill Transit's commitment is to:

- Support the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, contractors, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;

- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards;
- Ensure that sufficient skilled and trained human resources are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- Continually improve our safety performance through management processes that ensure that appropriate, effective safety management action is taken; and
- Ensure that externally supplied systems and services to support our operations meet our safety performance standards.

Safety Management Policy Communication

Foothill Transit communicates safety policy through various channels to direct staff, contract management, and contracted staff. The agency uses safety boards that are located in the operator lounges, throughout the maintenance facility, at Transit Stores, and throughout the administrative offices. Safety related information is available for all staff and contractor personnel to see. Foothill Transit also works together with all contractors to ensure that Foothill Transit's targets, goals, and expectations, like the Code of Conduct, are achievable in the performance of its service.

Authorities, Accountabilities, and Responsibilities

The Accountable Executive has the ultimate responsibility for carrying out the Agency Safety Plan (49 U.S.C. 5329(d)). The Accountable Executive is also responsible for the development and implementation of the agency's Safety Management System (SMS). This makes the accountable executive responsible for ensuring that the agency's SMS is effective and actionable to address substandard performance. The Accountable Executive meets the requirements in 673.5 and is ultimately responsible for carrying out the Transit Asset Management (TAM) Plan and controlling or directing the human and capital resources needed to develop both the ASP and TAM Plan(s).

The Chief Safety Officer is responsible for the day-to-day implementation of the Safety Management System. They are responsible for reporting any substandard performance of the SMS directly to the accountable executive. The CSO is an adequately trained individual who has the responsibility for safety and who also meets the requirements in 673.5. The CSO holds a direct

line of reporting to the Accountable Executive and has the following authorities, accountabilities, and responsibilities under this plan:

- Leads the development and update of FT's ASP
- Develops FT's SMS policies and procedures
- Monitors day-to-day implementation and operation of FT's SMS
- Establishes and maintains FT's safety data information management and reporting systems
- Co-chairs the SMS Committee and Management of Change Committee (known as VITAL FACTORS and SAFETY MEETING (changed to SMS Meeting in April 2022)
- Coordinates the activities of VITAL FACTORS with other members
- Develops agendas and sets topics for discussion
- Maintains documentation and decisions made by committees
- Manages monthly and quarterly report on FT's progress in meeting the safety objectives specified in the SMP statement
- Develops and distributes reports that monitor and analyze trends in hazards and safety events
- Develops and issues Safety Reporting Bulletins and manages FT's mandatory and voluntary safety reporting programs
- Provides information and analysis on reports made through the mandatory reporting program and voluntary employee safety reporting program (ESRP)
- Ensures personnel who have submitted voluntary reports are notified of the receipt of the report and are informed about the disposition of the report
- Develops and issues FT's annual safety performance targets (in coordination with the Accountable Executive)
- Identifies deficiencies and substandard performance in FT's SMS, notifies the Accountable Executive, and works with the Accountable Executive to develop action plans to address the identified deficiencies
- Advises the Accountable Executive on SMS progress and status
- Supports FT departments in managing safety risk by providing Safety Risk Management (SRM) expertise and Safety Assurance activities.

Agency Leadership contributes to the implementation of the SMS by enforcing and reporting substandard performance that occur in each individual operating facility. Each Foothill Transit operations and maintenance facility has its own safety team that is responsible for implementing and

monitoring the progress of their SMS responsibilities. Functional areas across the administrative team are shared in safety responsibilities.

- Customer Service and Operations
    - Provide contractor oversight particularly in the areas of operations and safety
    - Manage emergency preparedness
- Planning
    - Evaluate safety implications of all proposed system modifications prior to implementation, including but not limited to implementing new routes and modifying current routes
    - Conduct bus stop safety checks and work with local jurisdictions to address any safety concerns
- Maintenance and Vehicle Technology
    - Manage and ensure state of good repair of all revenue vehicles
    - Provide vehicle mechanical quality oversight
    - Regularly update bus specifications to ensure the Foothill Transit fleet meets and exceeds safety requirement for bus safety design
    - Ensure ALL (electric, CNG, and hydrogen fuel cell) bus safety (infrastructure, training)
    - Conduct monthly maintenance and appearance inspections of revenue and non-revenue vehicles
- Facilities
    - Manage and ensure state of good repair of all buildings and equipment
    - Provide oversight of all Foothill Transit physical assets
    - Conduct monthly audits of Operations and Maintenance yards
- Finance and HR
    - Ensure Foothill Transit's new hire onboarding includes appropriate orientation to Foothill Transit's SMS and PTASP
- Information Technology
    - Provide security for all network and electronic communications assets
- Marketing and Communications

    - Manage effective internal and external safety communication
- Procurement
    - Ensure scopes of work and technical specifications include appropriate safety considerations
- Operations and Maintenance Contractors
    - Contractor responsibilities outlined in current Operations and Maintenance contracts
- Transit Stores and Facilities Maintenance Contractor
    - Contractor responsibilities for operation of the retail outlets and call centers and facility maintenance outlined in current contract

Objectives

To achieve the safety mission, Foothill Transit has established the following objectives for itself and its operations and maintenance contractors:

- Perform annual audits of operations and maintenance contractors to ensure compliance with SMS
- Identify and resolve hazards through an established employee reporting system
- Conduct emergency drills at administration building, Transit Stores, and operations and maintenance facilities
- Establish and monitor Preventable Collision benchmark
- Establish and monitor Injury benchmarks
- Establish and monitor Fatality benchmarks
- Establish and monitor Safety Event benchmarks
- Establish and monitor System Reliability benchmark
- Meet and exceed safety requirements in design specifications, engineering, facility construction, equipment and systems installation and testing, and in operations and maintenance
- Evaluate safety implications of all proposed transit system modifications (routes, bus stops, facilities, etc.) prior to implementation

Safety Committees

Foothill Transit established four Safety committees as a tool for developing and promoting a safe, healthy, and secure environment for Foothill Transit employees, customers, and stakeholders. The safety committees include staff members from each respective division and are involved in the annual review, update, and approval process of the PTASP. Members of our contractors

safety committees hold a one-year term, with any vacancies filled prior to the next scheduled meeting. The Safety committees are as follows:

- Vital Factors Meeting
- Foothill Transit Monthly Safety Meeting (SMS)
- Arcadia Safety Committee Meeting
- Pomona Safety Committee Meeting

The Vital Factors Meeting consist of the executive management team and evaluate and support the activities of the Foothill Transit Safety Meeting (SMS). The Arcadia and Pomona Safety Committee Meetings are made up of members from the following divisions and are fully supported by employee labor unions:

a. Vital Factors Meeting

- Chief Executive Officer (Chair)
- Deputy Chief Executive Officer
- Chief of Safety and Security
-
- Director of Marketing & Communications
- Director of Maintenance & Vehicle Technology
- Director of Customer Service & Operations
- Director of Capital Projects & Facilities
- Director of Finance
- Director of Planning & IT
- Human Resources Manager
- Safety Compliance Coordinator

b. Foothill Transit Monthly Safety Meeting (SMS)

- One (1) Safety Compliance Coordinator
- One (1) Chief of Safety & Security
- One (1) Director of Customer Service & Operations
- One (1) Director of Maintenance & Vehicle Technology
- One (1) General Manager (Arcadia)
- One (1) Director of Safety (Arcadia)
- One (1) Safety Manager (Arcadia)
- One (1) Maintenance Manager (Arcadia)
- One (1) General Manager (Pomona)
- One (1) Safety Manager (Pomona)

- One (1) Maintenance Manager (Pomona)

c. Arcadia Safety Committee

- One (1) Safety and Training Coordinator (Chair)
- One (1) Transit Operator Manager
- Two (2) Bus Operators
- One (1) Transit Operations Supervisor
- One (1) Fleet Services Employee

d. Pomona Safety Committee

- One (1) Safety and Training Coordinator (Chair)
- One (1) Transit Operator Manager
- Two (2) Bus Operators
- One (1) Transit Operations Supervisor
- One (1) Fleet Services Employee

Drug and Alcohol Abuse Program

Foothill Transit maintains a drug abuse and alcohol misuse program in compliance with federal and state regulations. The Drug and Alcohol Policy is designed to achieve and maintain a safe and productive workplace that is drug and alcohol free. This policy applies to those employees that fulfill safety sensitive positions within Foothill Transit. The Drug and Alcohol Policy has established guidelines to provide an alcohol and drug-free work environment. Activities that the department conducts to ensure an alcohol and drug-free work environment include:

- Education and training of all safety sensitive employees upon hiring. Additional materials and periodic retraining and training on federal regulation training on the dangerous effects of alcohol or controlled substances and the consequences for violating the policy.

- Safety sensitive employees and those in the hiring process for these positions are subject to pre-employment testing.

Both Foothill Transit contractors are required to maintain an internal Drug and Alcohol policy that follows all federal and state requirements. Each contractor is responsible for maintaining records and ensuring that all required testing is done in accordance with federal guidelines.

Foothill Transit is responsible for conducting audits of all records to ensure proper documentation of each test performed. The Safety Compliance Coordinator conducts quarterly audits of records, yearly audits of the collection facilities and one full audit at least once a year. All audits are documented, and kept in a secure file on the Foothill Transit server.

Employee Safety Reporting Program

Foothill Transit has employee safety reporting program that uses technology, in person meetings, incident feedback, and comment boxes. All employees and contractor personnel are encouraged to use the comment boxes and rewarded if the comment is valid and it produces positive results. Operators also have the opportunity to submit a report at the end of their shift. Other direct and contractor staff may submit reports at any time. This allows management to address any risks that are occurring outside of the facility. Employees will be free from retaliation and discipline for submitting comments or feedback related to safety/security.

The Federal Transit Administration (FTA) requires transit agencies to implement an Employee Safety Reporting Program (ESRP) system, per FTA Public Transit Agency Safety Plan (PTASP) regulation 49 C.F.R. Part 673. Transit agencies must implement an ESRP that allows ALL employees and contractors to report safety conditions to senior management. As a result, Foothill Transit contracts with ELERTS ESRP communication platform that allows staff and contractors to report safety hazards. Foothill Transit also conducts outreach designed to encourage members of the community to report suspicious activity and that outlines what they should look for and how they should report it (e.g., website, public service announcements). Staff developed and ESRP Policy designed to help the Safety and Security team engage directly with employees and contractors, and through direct contact, make better decisions and respond faster. Through smartphone technology, transit riders will also be able to send reports with photos. Use of this technology plays a vital role in the way we do business. We encourage supervisors and Foothill Transit facility teams to use our ELERTS application to report any risk that they observe in the field or in the building/facilities. This allows Foothill Transit to get real-time information of risks that are present within our system and gives us the opportunity to prioritize the risk depending on the level of damage that it could cause.

Public Health

The Public Health Emergency brought forward by the Covid-19 pandemic required Foothill Transit make significant changes to our operating environment. The safety of our employees, customers, and stakeholders is our

top priority. Foothill Transit continues to follow the recommended guidelines established by Federal, State, & Local Health Departments. Our employee's safety remains our top priority, thus the Occupational Safety and Health Administration (OSHA) regulations also continue to be followed. The Foothill Transit executive team implemented a Covid-19 Prevention Program. Foothill Transit created Standard Operating Procedures to lead and guide employees to work and interact with the public safely. Foothill Transit applied the following safety precautions:

- Foothill Transit has installed permeant Bus Operator barriers in all service vehicles.

- Procedures that require all employees, visitors, and vendors to undergo a health and safety checks continue to be in place.

- Sanitation stations at designated entry and exit points remain in place around the Facility.

- A Covid Response Team (CRT) has been implemented by the Foothill Transit. Procedures to effectively deal with exposed/positive employees and Covid-19 testing are supported by the CRT. This included procedures to handle workplace exposures and provide guidance for employees to return to work. Foothill Transit also collaborated with the City of Covina and Albertsons in 2021 where over 4,000 vaccinations were administered at a Foothill Transit owned property.

- Personal Protective Equipment (PPE) for all employees and customers continue to be provided.

- In Support of the local public health guidelines, Foothill Transit requires all employees and customers to wear a mask while riding transit vehicles. All employees are required to wear a mask on transit property.

- Hand sanitizer dispensers on all our buses and around the transit facility have become permanent.

- Procedures and programs to enhanced facility and transit vehicle cleaning remain active.

- Our social distance training room to carryout small group training remains active. Large group training sessions continue to be held outdoors.

- Foothill Transit continues to meet with other regional transportation providers to discuss safety best practices on a quarterly basis.

5. Safety Risk Management

Hazards are an inevitable part of transit operations and sources of hazard information include safety reporting, formal and informal observations of operations, scheduled and unannounced inspections, internal safety investigations, accident reports, and committee reviews.

Employees at the administration building and operations and maintenance facilities are trained on how to report hazards or risks they identify or incidents and close calls. This reporting is highly encouraged across the organization. All personnel, whether directly employed or employed by a contractor, are provided with various channels of reporting hazards and close calls. Reporting is encouraged using any channel an individual is most comfortable using. This includes verbally to supervisor or management staff, written by way of an incident report, or electronically using email or company portal.

If a contractor employee reports a hazard/incident, the safety manager at the contractor facility will document the hazard/incident on the designated Risk and Hazard Matrix and analyze, then communicate to the Safety and Planning staff at Foothill Transit. Foothill Transit does not own bus stops, bus stop shelters, or bus amenities located along city or county right of way. Foothill Transit does own the bus stop poles and bus stop signs; staff at Foothill Transit coordinate with the facility technicians to provide service to bus stops on a rotating basis.

Risk Reduction Program

Foothill Transit has introduced a risk reduction program that expands the methods on how we identify and mitigate potential hazards in our operating environment. The overall program is part of our Safety Risk Management efforts, which aims to improve system wide safety through a combination of the following actions:

- Identifying potential hazards: Foothill Transit recognizes that the first step in a risk reduction program is to identify the potential hazards that our employees may face while carrying out their job duties. Foothill Transit has an active Employee Safety Reporting Program, and we will be expanding our hazard reporting methods to include the use of technology. The Foothill Transit Watch Application will help streamline the reporting process by simplifying the data collection/input process and lead to improving system wide communication. The Foothill Transit Watch Application is also available for public use. This will allows

customers to send Foothill Transit messages regarding safety issues or hazards that may currently be present in the system.

- Developing policies and procedures: Once potential hazards and their consequences are identified, Foothill Transit will develop policies and procedures to mitigate these risks. For example, Foothill Transit may establish rules for safe driving practices; establish protocols for responding to accidents or other incidents, and implement emerging practices for regular maintenance and inspections of vehicles.
- Employee Training: Training is an essential part of any risk reduction program. Foothill Transit will continue to monitor the training that is provided to all new hires. It is the responsibility of both of our contractors to remain complaint with all training requirements per FTA guidelines.
- Monitor and evaluate: The effectiveness of a risk reduction program is regularly monitored and evaluated. Foothill Transit will continue to monitor safety performance data, which include accident/ incident rates, conducting regular safety audits, and soliciting feedback from both contractors. Any areas for improvement will be addressed during the monthly SMS meeting and both contractors will implement any changes.

The following are Risk Reduction Action Items completed by Foothill Transit:

- Installation of Protective Barriers- This significant safety enhancement restricts unwanted entry of individuals and objects into a Bus Operators workstation. The protective barriers reduce the likelihood of assaults, injuries, and illness. Extensive training was delivered agency wide to help reduce the probability of pedestrian involved accidents.
- Performance Data Sharing- Accident and Incident data is shared during safety meetings to help reduce our safety event preventability rates. Foothill Transit employees review detail data of our top trending events, by locations, and by route(s). The information is shared with our contractors on a monthly basis and it is discussed during our monthly SMS meetings.
- There are several measures that Foothill Transit is working on to reduce the risk of vehicular and pedestrian accidents involving buses, particularly those related to visibility impairments for the Bus Operators. Some of these measures include:

- Specifying visibility requirements in future bus procurements, such as requiring a certain field of vision. The CSO is currently working with the Director of Maintenance & Vehicle Technology to ensure future procurements limit driver visibility and with retrofitting existing equipment.
- Both contractors will continue to implement training programs for bus operators on the importance of visibility and how to effectively use available visibility aids, such as mirrors.

The Safety Compliance Coordinator at Foothill Transit will identify and manage safety risks using the Risk and Hazard Matrix. Foothill Transit uses the Department of Defense, Standard Practice, and System Safety MIL-STD-882E as a reference (see Appendix A).

6. Safety Assurance

The Foothill Transit Safety Assurance (SA) program monitors our operations and maintenance procedures to ensure they are sufficient and that employees are complying with the procedure. Foothill Transit strives to meet its safety objectives and safety performance targets through active system monitoring of, Standard Operating Procedures (SOP), safety reporting, routine workplace observations, inspections, audits, and other activities designed to support safety oversight and performance monitoring, measurements, and coordination. To comply with the federal rulemaking (673.27(b)(1), the CSO works with frontline management to carry out regular audits and inspections to ensure safety goals and objectives are achieved through the Contractors. The audits/inspections focus on the following areas:

Rule's compliance checks, which may identify:

- Non-compliance with safety policies and procedures
- Challenges in complying with policies and procedures
- Emerging practices

Safety Performance Monitoring and Measurement

a. Foothill Transit currently tracks safety performance through the measure of Preventable Collisions per 100,000 Miles. This performance measure compares the number of preventable collisions that occur in a given time period (e.g., a month) to the total number of bus miles operated during the same time-period.

A Preventable Collision is defined as a vehicle collision that is recorded involving a bus that has been judged to have been preventable as determined by the agency and that occurred on the road (i.e. outside of agency

garages/depots or parking areas). Per the National Safety Council definition, a collision is preventable when "the driver in question failed to exercise every reasonable precaution to prevent the accident." This should include any preventable vehicle collision, whether the bus is in or out of revenue service, and even if there is no need for special maintenance or repair afterwards. Preventable collisions that occur off-street at transit centers or bus stations are included here.

Calculation:

$$\text{Preventable Collisions per 100,000 Miles} = 100{,}000 \times \frac{\text{Number of Preventable Vehicle Collisions}}{\text{Total miles operated}}$$

FY 2025 Target: 0.90 Preventable Collisions per 100,000 Miles

b. Foothill Transit will track and manage Total Injuries and Injuries/100,000 Revenue Miles. This performance measure compares the number of preventable injuries that occur in a given time period to the total number of bus revenue miles operated during the same time-period.

The FTA definition of an Injury is one that requires immediate medical attention away from the scene for one or more persons, except in the case of Other Safety Occurrences Not Otherwise Classified (OSONOC).

Calculation:

$$\text{Injuries per 100,000 Revenue Miles} = 100{,}000 \times \frac{\text{Number of Passenger Injuries}}{\text{Total Revenue Miles operated}}$$

FY 2025 Target: <6 Total Injuries, and <0.05 Injuries per 100,000 Revenue Miles

Foothill Transit will track and manage the number of Fatalities and the number of Fatalities per 100,000 Revenue Miles. This performance measure compares the number of fatalities that occur in a given time period to the total number of bus revenue miles operated during the same time period.

The FTA definition of a Fatality is a fatality that occurs within 30 days of a Reportable Safety Event.

Calculation:

$$\text{Fatalities per 100,000 Revenue Miles} = 100{,}000 \times \frac{\text{Number of Fatalities}}{\text{Total Revenue Miles operated}}$$

FY 2025 Target: 0 Fatalities, and 0 Fatalities per 100,000 Revenue Miles

c. Foothill Transit will track and manage an additional key performance indicator, Reportable Safety Events and Reportable Safety Events/100k Revenue Miles. This performance measure compares the number of

Reportable Safety Events that occur in a given time period to the total number of bus revenue miles operated during the same time period.

The FTA definition of a Reportable Safety Event is a Safety Event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a maintenance facility (or rail yard), during a transit related maintenance activity, or involving a transit revenue vehicle. Excluded from this reporting requirement are: events that occur off transit property where affected persons, vehicles, or objects come to rest on transit property after the event, OSHA events in administrative buildings, deaths that are as a result of illness or other natural causes, other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on transit-controlled property, collisions that occur while traveling to or from a transit-related maintenance facility, collisions involving a supervisor car, or other transit service vehicle operating on public roads.

Calculation:

$$\text{Reportable Safety Events per 100,000 Revenue Miles} = 100{,}000 \times \frac{\text{Number of Reportable Events}}{\text{Total Revenue Miles operated}}$$

FY 2025 Target: <15 Reportable Safety Events and <0.09 Safety Events per 100,000 miles.

Foothill Transit also tracks and manages the Average Fleet Miles between Major Mechanical Failures. This performance measure compares the number of Major Mechanical Failures that occur in a given time period to the total number of bus revenue miles operated during the same time period.

The FTA definition of a Major Mechanical Failure is a failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

Calculation:

$$\text{Mean Distance between Major Mechanical Failures} = \frac{\text{Revenue Miles operated}}{\text{Number of Major Mechanical Failures}}$$

FY 2025 Target: >30,000 miles between Major Mechanical Failures.

d. Foothill Transit tracks bus operator assaults through the measure of Bus Operator Assaults per 100,000 passenger boardings (PB). This performance measure compares the number of assaults that occur in a given time period (e.g., a month) to the total number of boardings during the same time period.

The definition added to the PTASP on its first revision:

Operator Assaults - An operator Assault is defined by FTA as any action taken by an individual that threatens the safety of the operator, and sometimes, the safety of other passengers, motorists, or pedestrians.

Under California Penal Code Section 240: "An assault is an unlawful attempt, coupled with a present ability, to commit a violent injury on the person of another." An assault is a misdemeanor under this section.

As staff continues with the practical application of the third revision of the PTASP, we will use a balanced approach in the interpretation of both the FTA and California Penal Code related to Operator Assaults while focusing on the new definition of Transit Worker Assaults.

The following are specific areas toward the mitigation of bus operator assaults:

Mitigation efforts on bus operator assaults are taking place in the form of increased LASD bus riding teams, 24-hour de-briefing meetings when assaults occur, marketing efforts related to the mask mandate, video surveillance/monitoring, driver barriers, and de-escalation training. Foothill Transit has been successful in obtaining Workplace Violence Restraining Order(s) against repeat offenders, enforcing an approved Code of Conduct, and using the Los Angeles County Sheriff's Department Transit Bureau to teach a 4-hour de-escalation training to Contractors and staff.

Calculation:

$$\text{Operator A per } 100{,}000 \text{ PB} = 100{,}000 \times \frac{\text{Number of Preventable Operator Assaults}}{\text{Total passenger boardings}}$$

Proposed FY 2025 Target: 0 Assaults/100,000 Boardings

Bus Yard Safety

Operations, Maintenance, and Contractor administration services at the bus yard are designed to protect employees and visitors from risk of injury, Foothill Transit requires its contractors to comply with local, state, and federal requirements including, but not limited to Job Hazard Analysis, Personal Protective Equipment, Hazard Communication, Emergency Action Plans, Blood borne Pathogens, Lockout/Tag out, and record keeping. Foothill Transit has provided the contractors with a Facility Maintenance Manual, and contractors are required to maintain the facility to Foothill Transit's standards

as outlined in the Operations and Maintenance Contract. Foothill Transit staff conduct monthly audits to assess the safety of the bus yard.

Foothill Transit requires its contractors to provide a Bus Yard Safety Standard Operating Procedure for all vendors that conduct work on-site the Operations and Maintenance facility. At a minimum, it must address:

- Job Hazard Analysis
- Personal Protective Equipment Program
- Lockout/Tag out

The Facility Maintenance Manual describes activities to monitor operations and to identify any safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended.

Accident Investigation and Communication

Operations Contractors are required to conduct accident investigations on all accidents, injuries, illnesses, and near misses. Supervisors who conduct accident investigations must have adequate accident investigation training. Accident investigation kits and materials provided by the contractors are for preventability of accidents investigated and communicated to staff by contractor. Additional information is included in the referenced contractor policies.

General Reporting/Investigation Practices

All person(s) operating a bus are required to report any injury or accident, regardless of severity, immediately after its occurrence. Enforcement and discipline is determined by the contractor, and post-accident training is also conducted by the contractor.

Management of Change

Change may introduce new hazards and safety risk into operations. Therefore, the department will establish criteria to define when a change must be evaluated through the safety risk management process. If a proposed or identified change meets or triggers those criteria, the department will use Safety Risk Management to review existing mitigations to determine if they are sufficient or if new mitigations are necessary. These changes include, but are not limited to:

- Service changes.
- Bus stop placement.
- New equipment; and
- Changes in operational procedures.

No operations should take place in the changed environment until:

- The change is evaluated to determine if it will impact safety
- If it might then safety risk evaluation must be completed.

Route Implementation

Route creation and modification are conducted by the planning staff in conjunction with staff in the Operations Department. Once a route is identified, a dry run is conducted to assess the safety and operability of the route. To ensure the safety and operability of the route, various stakeholders participate in the dry run including representatives of the Planning Department, Safety and Operations staff members at the contractor level, and the Safety Compliance Coordinator at the administration level.

Foothill Transit uses several methods to develop and carry out plans that will address current safety issues. On a monthly basis, all safety personnel meet to discuss current safety performance, risks that have been identified by the contractors, and ways that these risks can be mitigated. Since Foothill Transit uses two operations, customer service and maintenance contractors, and a facility maintenance contractor, it is important that team members across the organization are all on the same page when it comes to the safety of the system.

7. Safety Promotion

Competencies and Training

In order to implement an effective two-way feedback loop, front line staff and management are provided regular training. SMS training is provided to coach operators specifically for safety reporting competencies. They are provided training during their onboarding on what to report and how to report it. Management staff are provided training on how to analyze the safety data, turning it into safety intelligence for senior management decision-making for the allocation of safety management resources.

Foothill Transit's Safety Management System is designed to be a living document, which will continually identify, evaluate, and mitigate safety risks consistent with Foothill Transit's safety objectives and performance targets. From the Accountable Executive to the frontline operators, five questions will be asked on a continual basis to ensure continuous assessment of the SMS:

1. What are our most serious safety concerns?
2. How do we know this?
3. What are we doing about it?

4. Is what we are doing working?
5. How do we know what we are doing is working?

Operator Training

Training and education of coach operators is provided by contractor staff. Training includes Diagnostic Evaluation, Classroom Training, Closed Course Training, Full ODP Training Program, Satisfactory Evaluation, and Classroom Hours. A minimum of 40 hours of Classroom Training and 80 hours of Behind the Wheel Training must be completed. Additional information is included in the referenced contractor policies.

Keolis and Transdev requires coach operators and other key staff to attend monthly safety meetings.

Instructor Qualifications

Training instructors must meet all federal, state, and local employment requirements and be approved by the respective contractor's management team. Qualifications are outlined in the referenced contractor policies.

Safety Communication

As outlined in the Hazard Identification and Analysis section, frontline staff are encouraged to communicate safety issues and are provided with various channels to communicate to management. Safety communication is designed to be a two-way feedback loop in order to establish a positive safety culture.

The CSO will be responsible for implementing the three categories of communication activity as established in 49 CFR Part 673 (Part 673):

- **Communicating safety and safety performance information throughout the agency:** Foothill Transit will share and communicate information related to safety and safety performance in its monthly safety meetings, contractor safety meetings, and executive leadership meetings. The CSO will work with both contractors to develop meeting agendas that include the most recent SMS information, safety performance data, to share acquired knowledge on recent preventable accidents/incidents, employee hazard reporting program resolutions, and upcoming events that will impact our service area. The departments safety meetings give employees a platform to voice their concerns and provides the CSO with the opportunity to record potential hazards on the safety risk register. The CSO uses the smart bus system to send safety related messages, posts safety bulletins, and flyers throughout the department campus. The interactive screen in the

Drivers' room will be used to post safety related content and emails will be sent to all employees to promote and create awareness of safety concerns.

- Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency: The CSO will coordinate with both contractors to ensure that all employees receive training on the safety policies and procedures that apply to their job classification. Employees will be given all relevant handouts, and handbooks during new-employee training. All department employees are required to be knowledgeable of all policies and procedures that pertain to their job duties. Training and discussions will be held during employee safety meetings as needed if any emerging issues arise from existing practices. Any revisions to Foothill Transit safety policies or procedures will be reviewed by the CSO and Safety Committees before moving forward for final approval by the Accountable Executive. Any changes or concerns will also be an agenda item in the quarterly safety meetings, and tailgate meetings. Every reasonable effort will be made to gain subject matter expert input before any revisions are made. The CSO will work with both contractors to issue email, smart bus messaging, bulletins, and operator room interactive screen messages to communicate any changes.

Definitions of Terms Used in Safety Plan

Foothill Transit incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Assault on Transit Worker** is a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to

endanger the safety of an individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker (49 U.S.C. 5302).

- **Chief Safety Officer - The CSO/SMS Executive** has the authority and responsibility for day-to-day implementation and operation of the agency's SMS.
- **Event** means any Accident, Incident, or Occurrence.
- Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- I**ncident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- I**nvestigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.

- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost

effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

APPENDIX A – RISK MATRIX

Sample Safety Risk Matrix and Likelihood and Severity Tables

Likelihood of Occurrence of the Consequence		
Qualitative Definition	*Meaning*	*Value*
Frequent	Likely to Occur Frequently ($>10^{-1}$)	A
Probable	Likely to Occur Several Times ($<10^{-1}$ but $>10^{-3}$)	B
Occasional	Likely to Occur Sometime ($<10^{-3}$ but $>10^{-6}$)	C
Remote	Very Unlikely to Occur ($<10^{-6}$ but $>10^{-8}$)	D
Improbable	Almost inconceivable that the event will occur ($<10^{-8}$)	E

Severity of the Consequence		
Definition Category	*Meaning*	*Value*
Catastrophic	Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact or monetary loss equal to or exceeding $10M.	1
Critical	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding $1M but less than $10M.	2
Marginal	Could result in one or more of the following: injury or occupational illness resulting in one or more lost work day(s), reversible moderate environmental impact, or monetary loss equal to or exceeding $100K but less than $1M.	3
Negligible	Could result in one or more of the following: injury or occupational illness not resulting in a lost work day, minimal environmental impact, or monetary loss less than $100K.	4

Risk Assessment Matrix				
Likelihood	*Severity*			
	1 (Catastrophic)	**2 (Critical)**	**3 (Marginal)**	**4 (Negligible)**
A (Frequent)	1A	2A	3A	4A
B (Probable)	1B	2B	3B	4B
C (Occasional)	1C	2C	3C	4C
D (Remote)	1D	2D	3D	4D
E (Improbable)	1E	2E	3E	4E

Risk Assessment Matrix Color Code	
"olerability" based on identified severity and likelihoo	
	Unacceptable under the existing circumstances.
	Acceptable based upon mitigations.
	Acceptable with senior management approval.

****END****

September 27, 2024

To: Executive Board

Subject: **Authorization to Purchase 12 Additional Battery Electric Double-Deck Buses**

Recommendation

In lieu of the previous purchase of 12 Battery Electric Double Deck buses, authorize the Chief Executive Officer to purchase a total of 24 Electric Double-Deck buses under Contract No. 24-055 with Alexander Dennis for the total amount of Forty-Five Million Four Hundred Twenty-One Thousand Five Hundred Fifty-Four ($45,421,554), exclusive of California sales and use tax.

Analysis

At the January 26, 2024 Executive Board Meeting, the Board authorized the Chief Executive Officer to purchase 12 battery electric double deck buses. Since that time, Foothill Transit's Fiscal Year 2025 Business Plan and Budget under the life of project #0243 has increased to $48M, allowing the agency to purchase 12 additional buses.

During the pre-production meeting with Alexander Dennis, changes were made to the bus design to incorporate a second stairwell, new body design, installation of CAD/AVL system and Zonar pre and post trip inspection system to name a few. With these changes, the total price for 24 battery electric double deck is $45,421,554.

Budget Impact

Funding for the buses is included in a Board approved life of project budget under capital project #0243. Funding will be a combination of federal and state funds, and programmed in the approved Fiscal Year 2025 budget.

Sincerely,

Roland M. Cordero
Director of Maintenance and Vehicle Technology

Doran J. Barnes
Chief Executive Director

Joyce Rooney
Director of Finance and Treasurer

Christopher Pieper
Director of Procurement

September 27, 2024

To: Executive Board

Subject: **duartEbus Service Agreement No. 18-007 – Option Exercise**

Recommendation

Authorize the Chief Executive Officer to enter into the second of two three-year options on our Agreement No. 18-007 with the City of Duarte to operate the duartEbus service.

Analysis

In a special partnership with the city of Duarte, Foothill Transit began operation of two fixed route transit lines in the City on April 1, 2019. The lines, numbered Lines 860 and 861, are primarily operated using three 35-foot Proterra E2 extended-range, battery-electric buses (BEBs). These two lines had previously been operated directly by the city for a number of years using diesel fueled buses that by then had reached the end of their useful life.

The duartEbus service is provided through a Memorandum of Understanding (MOU) between Duarte and Foothill Transit. Foothill Transit's transit services provider, Transdev operates and maintains the buses and invoices Foothill Transit for the service that is provided according to the terms of our Agreement No. 23-001-024 with them. Foothill Transit invoices the City of Duarte each month for the amount invoiced by Transdev, with the City retaining the fares collected on the duartE Line 860.

Since the implementation of the service, changes to the service have been identified to meet the needs of the community. In November 2023, the two routes, originally operated were consolidated into a single route 861. This was supplemented with an extension to Foothill Transit's Line 272 service to Mountain Vista Plaza, a transfer point and destination within the City. This adjustment also contributed to the removal of stops where ridership was low and improving the speed to the destinations for riders. As of June 31, 2024, Line 861 had 26,341 customer boardings for FY 2024.

The first three-year option of the MOU with the City expires on October 31, 2024. The second of the three-year options that can be exercised by mutual agreement of the City and Foothill Transit. The City of Duarte wishes to exercise the second three-year option to have Foothill Transit continue to operate service on Line 861 through October 31, 2027, and it is the Foothill

Transit staff recommendation that the Executive Board authorize the CEO to exercise the second three-year option to extend, continuing our innovative partnership with the City of Duarte.

Budget Impact

The City of Duarte reimburses Foothill Transit for the cost of service operation as invoiced by Transdev, our transit service provider.

Sincerely,

LaShawn King Gillespie
Deputy Chief Executive Officer

Doran J. Barnes
Chief Executive Officer

September 27, 2024

To: Executive Board

Subject: **Authorization to Issue Request for Proposals for Temporary Mobile Refueler**

Recommendation

Authorize the Chief Executive Officer to issue Request for Proposals (RFP) No. 25-022 for a temporary mobile refueler at the Arcadia/Irwindale Operations and Maintenance Facility.

Analysis

On September 3, 2024, with the Board's approval, Foothill Transit issued RFP 25-001 for design build services for the Arcadia/Irwindale hydrogen fueling infrastructure. The procurement for design build services is a two-step process requiring a Request for Qualifications (RFQ) to establish a pool of vendors qualified to submit responses to the Request for Proposal (RFP). The RFP process involves several procedures and takes several months in determining the successful proposer. The contract award to the successful proposer will occur toward the end of April 2025. With the estimated 14 to 18 months of construction, completion of the hydrogen infrastructure and fueling station is slated during third quarter of 2026.

The 19 New Flyer fuel cell buses will be delivered starting in November 2025 through January 2026, during construction of the hydrogen infrastructure. Upon delivery of each bus, Foothill Transit will perform several acceptance test procedures, which will require the buses to have fuel. Once the buses pass the acceptance testing, they will be available for service. In order to fuel the delivered buses, Foothill Transit will need a temporary mobile refueler.

The temporary mobile refueler will stay for approximately six months, once the hydrogen infrastructure is complete and fully commissioned. If the refueler is operational without any system failures within the six-month period, the temporary mobile refueler will be returned to the supplier.

Budget Impact

Funding for the temporary mobile refueler is included in Foothill Transit's FY 2025 Business Plan under capital project No. 0242 Hydrogen Fuel Cell Fueling Infrastructure.

Sincerely,

Roland M. Cordero
Director of Maintenance & Vehicle Technology

Doran J. Barnes
Chief Executive Officer

Chris Pieper
Director of Procurement

Joyce Rooney
Director of Finance and Treasurer

September 27, 2024

To: Executive Board

Subject: **Authorization to Award Sole Source Contract for Bus Router Replacement**

Recommendation

Authorize the Chief Executive Officer to enter into a sole source agreement with Avail Technologies, Inc. in the amount of $2,327,180 for the replacement and support of the Cradle Point Routers on the Foothill Transit fleet.

Analysis

In 2015, Foothill Transit entered into contract with Avail Technologies to replace its aging SMARTB*us* Computer Aided Dispatch and Automatic Vehicle Location (CAD/AVL) System.

The Avail system utilizes global positioning satellite (GPS) to monitor the performance of our services and is used to dynamically correct operational issues in real time as well as store historical data for future service improvements. The system offers a business intelligence suite that staff and contractors use to make data-driven decisions. Further, the system provides voice and data communication-utilizing Voice over Internet Protocol (VoIP) to streamline and strengthen communication between bus operators and dispatchers.

The project implementation was complex, consisting of design and installation of a complete turn-key CAD/AVL system. This included hardware and software installation of on-board vehicle equipment, back-office dispatch equipment and user interfacing software, which was integrated with other Foothill Transit products. The project life cycle has included installation, testing, training, system, implementation, product support and warranty.

The mobile routers are one of the key components of the system. They transmit data between the buses and the Avail system. They also provide GPS information to other components of the bus such as the cameras and farebox. The routers, Cradle Point IBR 1100, have reached end of life and will no longer be supported by the manufacturer. Therefore, the routers need to be replaced.

Foothill Transit is recommending the purchase of Cradle Point 1900 mobile

routers. They are the latest model available from the manufacturer. In addition to continuity of support from the manufacturer, the latest routers support the 5G cellular network, which will transmit data faster than our current models.

Staff is recommending a sole-source award for the purchase, configuration, and installation of the new routers to Avail Technologies. If approved, this router replacement project will be done as part of another project, which is moving the servers from on-site to cloud hosting. Since the routers are a major component of the Avail CAD/AVL system, awarding to another vendor may result in increased need for engineering, unacceptable delays or substantial duplication costs to both projects. This will also ensure continuity of operations since buses will only need to be pulled out of service once and configured once. Avail Technologies will be responsible for the warranty and support of the new routers.

Budget Impact

The $2,327,180 cost of the project has been programmed in the Fiscal Year 2025 Capital Budget.

Sincerely,

Joseph Raquel
Director of Planning and I.T.

Doran J. Barnes
Chief Executive Officer

September 27, 2024

To: Executive Board

Subject: **Puente Hills Mall Transit Center Update**

Recommendation

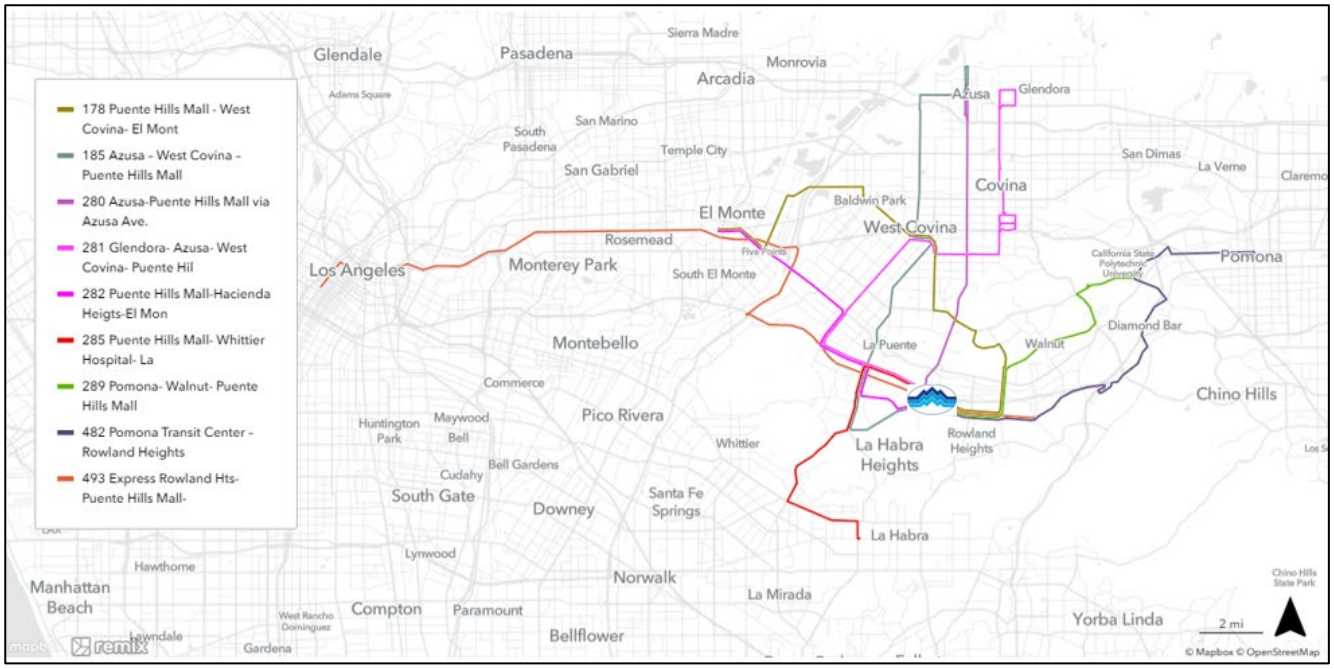
Receive and file the Puente Hills Mall Transit Center Update.

Analysis

The Puente Hills Mall Transit Center (PHMTC) is located at the Puente Hills Mall in the City of Industry. Nine lines, eight local routes and one commuter express line, serve it. PHMTC is one of Foothill Transit's main transfer hubs and the third busiest stop in the system.



Here is a map showing routes serving the Puente Hills Mall Transit Center



Ridership by Stop for FY 2023-2024

Ridership By Stop FY 2023- 2024	
Stop	Ridership
El Monte Station	554,202
Pomona Transit Center	386,915
Puente Hills Mall	207,116
Montclair Transit Center	179,208
West Covina/ California	176,516
Azusa Intermodal	153,727
Union Station	94,956
Mt. SAC Transit Center	86,981
Temple/ South Campus	72,782
Eastland Center	71,319

Foothill Transit leases the location from the mall, paying $5,000 a month, which includes the stop and space for the buses to layover. The lease ended on August 31, 2024.

Foothill Transit received notification that the mall was sold to RCB Equities in August. The new owners reached out to Foothill Transit indicating their desire to extend the lease for another year at the same rate of $5,000 a month. The new owners also indicated the desire to keep Foothill Transit at the location including the possibility of a new transit center.

Budget Impact

The lease for the Puente Hills Mall Transit Center is programmed in the Fiscal Year 2025 Operations Budget.

Sincerely,

Joseph Raquel
Director of Planning and I.T.

Doran J. Barnes
Chief Executive Officer

September 27, 2024

To: Executive Board

Subject: **Title VI Analysis Update for Pomona Transit Store**

Recommendation

Receive and file the Title VI analysis update report for the closure of Pomona Transit Store (PTS).

Introduction

This Title VI analysis update report for the closure of PTS provides additional data and information regarding the ongoing mitigation measures that Foothill Transit is currently working on to further support Foothill Transit customers who previously used the Pomona Transit Store and the overall Pomona community. This update report will re-state the justifications for the closure of PTS, the current resources available for PTS customers, and the agency's upcoming projects and efforts towards improving multilingual phone communications and expanding fare media access in Pomona.

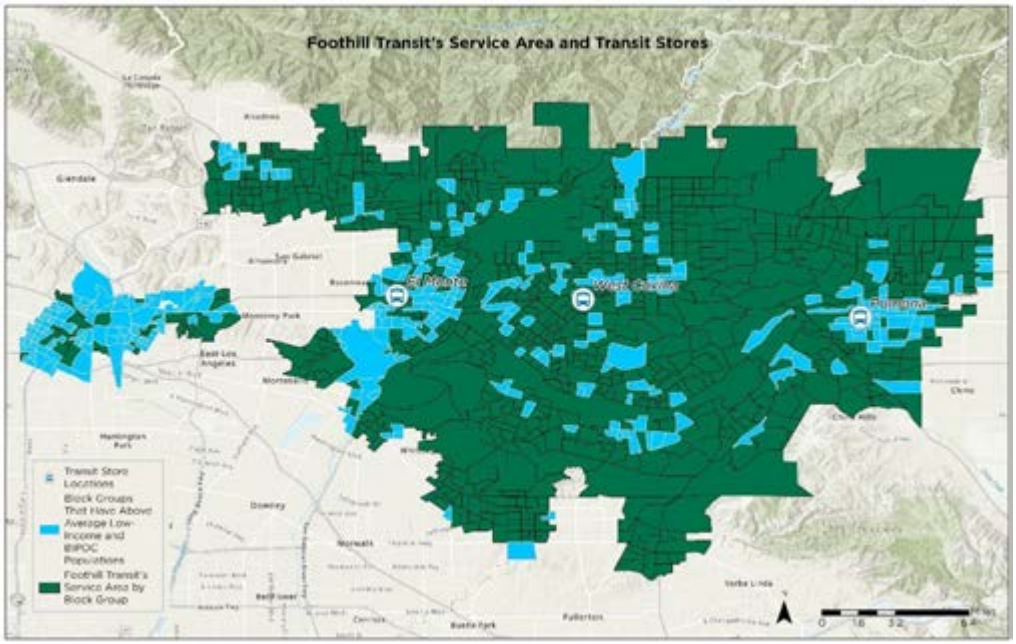
Analysis

A Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on populations who identify as Black, Indigenous, People of Color (BIPOC) and/or on populations with low-incomes.

Foothill Transit's Transit Stores and the 1-800 Hotline Number

With the closure of PTS, Foothill Transit now operates two Transit Stores within its service area (see Figure 1). Foothill Transit customers can visit any of the two Transit Stores to buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments. Printed signage inside the Transit Stores provide customers information on upcoming public meetings, customer rights, and other essential Foothill Transit information.

Figure 1
Foothill Transit's Transit Stores (Including the closed PTS)



Foothill Transit also maintains a 1-800 hotline number, which customers can utilize to speak with a Transit Store Customer Service Representative (CSR) to ask questions, plan a trip, get schedule information, or file complaints and compliments. CSRs have access to a third-party interpretation service that allows them to communicate to Foothill Transit's customers in almost every language.

Pomona Transit Store

PTS was located in the eastern portion of the agency's service area (see Figure 1), within the city of Pomona. Customers who traveled to PTS utilized the following Foothill Transit Lines: 195, 286, 291, 292, 480, 482, 486, and Silver Streak.

PTS Presented its Challenges

PTS was a unique Transit Store. Unlike the West Covina Transit Store, which is owned, operated, and provided security by Foothill Transit, PTS's store space was owned, maintained, and administered by the city of Pomona. Foothill Transit began operations in the PTS store space in March 1999 and since October 2008; Foothill Transit had operated within the store space without a lease. Foothill Transit did not have any authority to change or alter the store space without the city's consent. This proved to be a challenge for the agency and PTS's CSRs as safety and security concerns within the PTS store space had become more of a concern.

Transition to Mobile App Sales

While PTS and the rest of Foothill Transit's Transit Stores were originally created to be spaces where customers could purchase fare and seek any Foothill Transit information, the rise of the internet, web-based services, and online activity changed Foothill Transit's practices and its customers' behaviors.

Over the years, Foothill Transit has been able to digitize their customer information to their website and communicate agency information on other digital platforms. In addition, Foothill Transit has made significant improvements to its fare technology. Foothill Transit customers currently have access to real time information online, online trip planning, onboard TAP stored value and Foothill Transit Day Pass payment options, and TAP TO GO applications to purchase fare product online and onboard the buses. The rise of digital technologies and new fare payment methods increased Foothill Transit's online sales and decreased foot traffic at the Transit Stores, including at PTS.

In January 2023, Foothill Transit hosted its annual Strategic Planning Workshop in which the Foothill Transit Executive Board discussed the agency's financial forecast and capital projects. The Board was presented a detailed report on all of Foothill Transit's Transit Stores, summarizing each stores' product sales, walk-in traffic, and call volume (please see Table 1 and Table 2). The report detailed a 160 percent increase in mobile app sales from FY2021 to FY2023 and a 47 percent decrease in walk-in traffic from FY2019 to FY2023 at PTS.

Table 1
FY2019-FY2023 Sales

Sales by Store	FY2019	FY2020	FY2021	FY2022	FY2023
El Monte	$972,100	$662,356	$103,911	$255,172	$367,003
Pomona	$1,032,924	$740,280	$25,848	$261,425	$263,858
West Covina	$561,009	$423,083	$111,915	$254,584	$221,715
Online	$443,922	$337,208	$76,878	$137,271	$226,835
Mobile App	[redacted]		$22,511	$118,315	$307,541

Table 2
FY2019-FY2023 Walk-In by Store

Walk-in by Store	FY2019	FY2020	FY2021	FY2022	FY2023	
El Monte	50,468	36,674	10,230	20,415	26,524	-47%
Pomona	41,860	29,824	828	15,982	21,979	-47%
West Covina	17,866	13,447	5,398	8,269	9,161	-49%

Justifications for Closure

Foothill Transit closed PTS due to the agency's continued challenges with restructuring the store and providing the security measures necessary to ensure a safe and secure workplace for PTS CSRs who work for extended periods of time (typically 8-hour shifts) at the location. The store's space lacked physical barriers between CSRs and the visiting public, which did not make a significant difference for transitioning customers nor customers who were using it as a transfer location to other Foothill Transit routes or as a connection to other agencies, but lessened security for PTS CSRs who stayed at PTS for long periods. In addition, the drastic increase in mobile app sales within the past three fiscal years and PTS's decreasing walk-in traffic strongly indicated that customers were no longer utilizing the store to buy fare media or obtain transit information as often as they were in the past. For these reasons, Foothill Transit closed PTS; however, the agency continues to support its customers through its two other Transit Stores and through its other customer service improvements.

The following Title VI Analysis will reexamine the disparate impacts caused by the closure of PTS and summarize the mitigation measures used to offset the negative harms to PTS customers and the Pomona community.

Title VI Analysis

Methodology

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning stages to determine whether these changes have a discriminatory impact or disproportionate burden on BIPOC and/or low-income populations. This report provides a demographic analysis, comparing PTS' BIPOC and low-income populations before and after the closure of the

store to the BIPOC and low-income populations of Foothill Transit's service area.

Foothill Transit staff utilized the 2020 Decennial Census Redistricting Data and the 2016-2020 American Community Survey 5-Year Estimates at the block group level to determine the impacts that the closure of PTS might have on populations who identify as BIPOC and/or on populations with low-incomes within the ¼-mile and 1-mile radius of the store.

It is important to note that Foothill Transit defines low-income to be a household that earns 30 percent or less of the median household income in its service area. The average median household income in Foothill Transit's service area is $81,154; therefore, the low-income threshold is $24,346.20. Because the census reports household income in increments, Foothill Transit considers any household with an income less than $25,000 as "low-income."

PTS Closure Results

Quarter-mile radius analysis

Figure 2
BIPOC Populations (0.25 Mile from PTS)

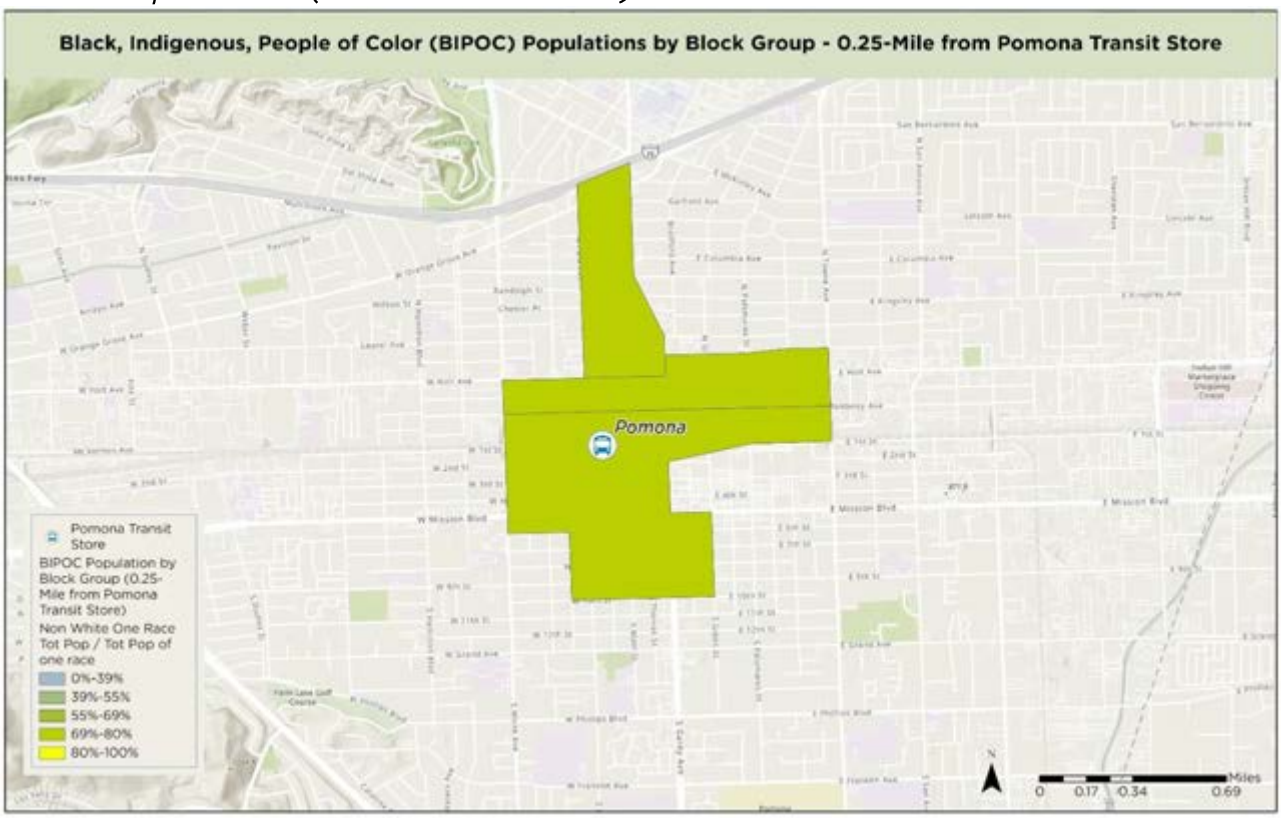


Figure 3
Low-Income Populations (0.25 Mile from PTS)

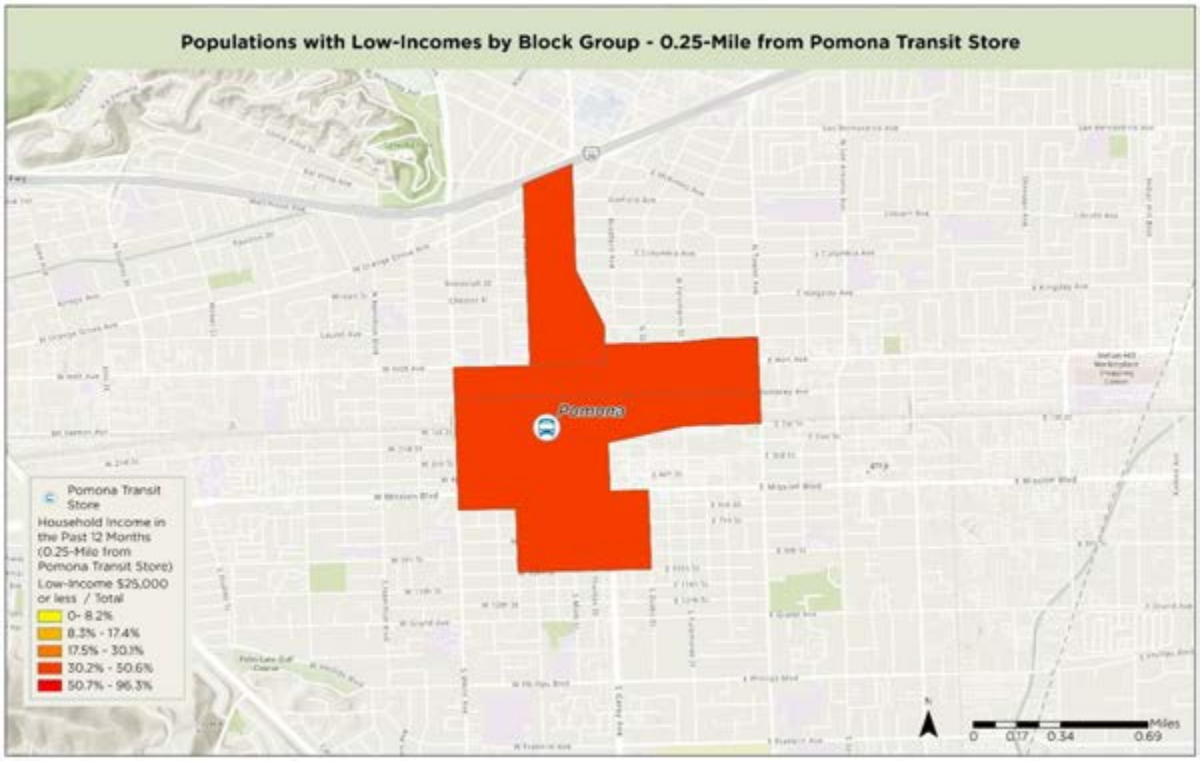


Table 1
Closure of PTS vs Overall Service Area: Quarter-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
¼-mile radius of PTS	3,967	74.97%	17.85%	36.86%	19.43%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1/4-mile radius around PTS and the overall service area, the quarter-mile radius analysis results demonstrate impacts greater than 15 percent for both BIPOC populations and for low-income populations. The

closure of PTS had a disparate impact on BIPOC populations and disproportionate burden on low-income populations.

One-mile-radius analysis

Figure 4

BIPOC Populations (1-Mile from PTS)

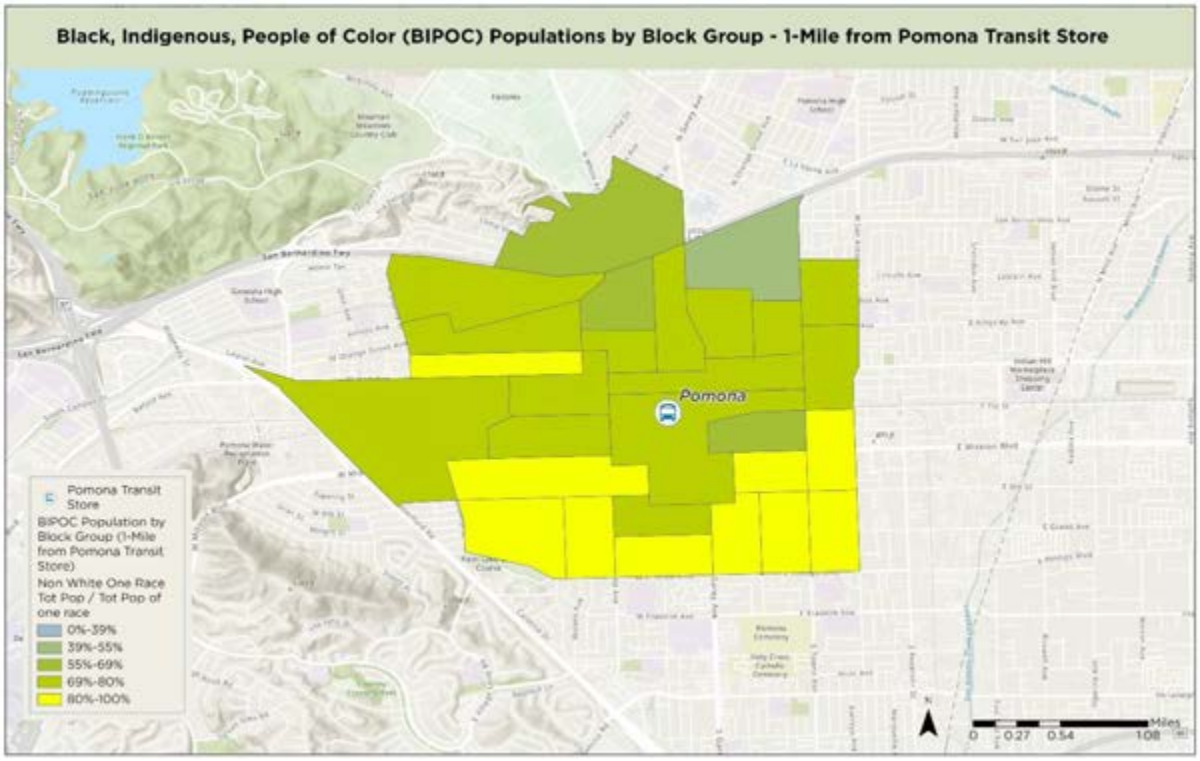


Figure 5
Low-Income Populations (1-Mile from PTS)

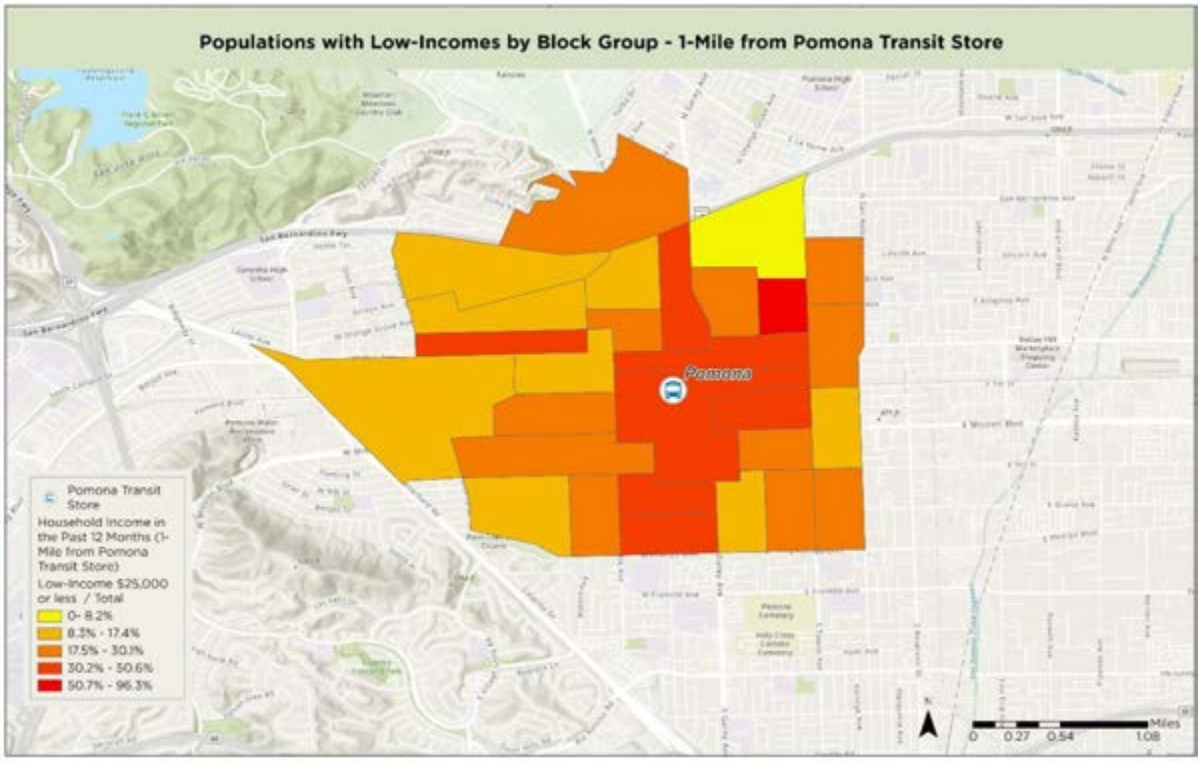


Table 2
Closure of PTS vs Overall Service Area: One-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
1-mile radius of PTS	39,166	76.25%	19.13%	23.19%	5.76%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1-mile radius around PTS and the overall service area, the one-mile radius analysis results demonstrate impacts greater than 15 percent for BIPOC populations but less than 15 percent for low-income populations. The closure of the PTS had a disparate impact on BIPOC populations only.

Mitigating, Minimizing and/or Offsetting Disparate Impact and Disproportionate Burden of PTS Closure

A Title VI analysis report is a FTA Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes had a disparate impact or disproportionate burden on BIPOC and/or low-income populations.

The closure of PTS had a "disparate impact" as defined by FTA on BIPOC populations based on the quarter-mile and one-mile analysis results. The closure of PTS also had a "disparate impact" as defined by FTA on low-income populations based on the quarter-mile analysis results.

In order to minimize and offset the disparate impacts caused by the closure of PTS, Foothill Transit implemented the following mitigation measure:

1. *Added Additional Weekend Hours of Operation to West Covina Transit Store*

Foothill Transit acknowledges that not all customers are familiar with online technologies. Therefore, customers can receive in-person customer service at the West Covina and El Monte Transit Stores. Since the West Covina Transit Store is in the center of Foothill Transit's service area and is closest to PTS, additional weekend hours of operation were added to the store to accommodate possible PTS serving customers. Table 3 summarizes the additional operational hours for the West Covina Transit Store.

Table 3
West Covina Transit Store Hours

	Before PTS Closure	**After PTS Closure**
Weekday Hours	8:30 a.m.- 7:00 p.m.	8:30 a.m.- 7:00 p.m.
Weekend Hours	10:00 a.m.-2:00 p.m. First and Last Saturday of the Month Closed on Sundays	10:00 a.m.-4:00 p.m. Every Saturday Closed on Sundays

To mitigate the closure of PTS, Foothill Transit's West Covina Transit Store began operating every Saturday, adding two more days of service operations each month for the store. The Store's Saturday hours were extended by two hours, allowing for more in-person customer interactions.

In addition, Foothill Transit is currently working on the following three projects to further support PTS customers:

1. *Add Additional TAP Vendors around PTS*

As mentioned, Foothill Transit understands that not all of its customers feel comfortable with online technologies. Foothill Transit is committed to ensuring that PTS customers have the option to obtain their fare media in-person in addition to online. Currently, in the City of Pomona and its neighboring city, the City of Claremont, there are 18 TAP vendor locations where PTS customers can load TAP stored value, Class Pass, or Foothill Transit passes. Table 4 provides a summary of all the TAP vendor locations in the Cities of Pomona and Claremont.

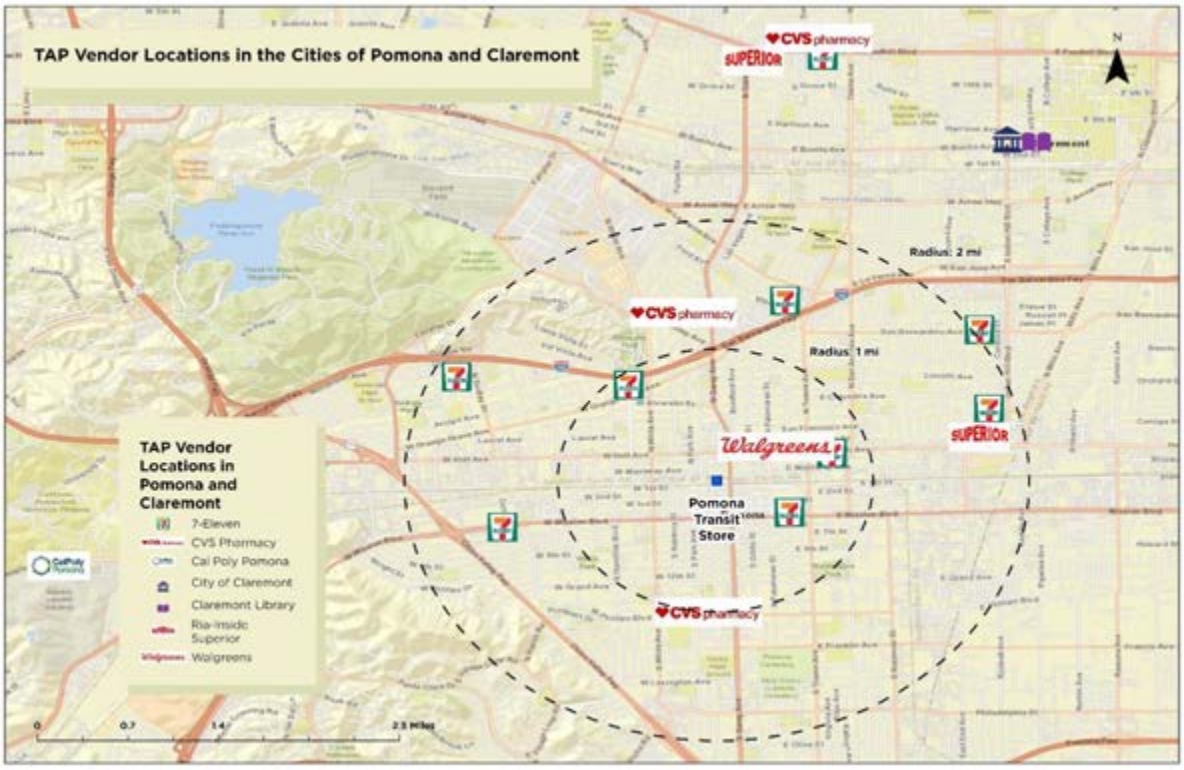
Table 4
TAP Vendors in the Cities of Pomona and Claremont

Vendor	Address	Fare Media Available
Ria-Inside Superior	3180 N. Garey Ave. Pomona, CA 91767	Foothill Transit Passes, TAP Stored Value
Ria-Inside Superior	1575 East Holt Ave., Pomona, CA 91767	Foothill Transit Passes, TAP Stored Value
Cal Poly Pomona	3801 W Temple Ave, Pomona, CA 91768	Class Pass, TAP Stored Value
7-Eleven	1546 West Mission Boulevard, Pomona, CA, 91766	TAP Stored Value
7-Eleven	803 East Mission Boulevard, Pomona, CA, 91766	TAP Stored Value
7-Eleven	1707 Indian Hill Boulevard, Pomona, CA, 91767	TAP Stored Value
7-Eleven	2055 North Towne Avenue, Pomona, CA, 91767	TAP Stored Value
7-Eleven	808 Indian Hill Boulevard, Pomona, CA, 91767	TAP Stored Value
7-Eleven	730 East Foothill Boulevard, Pomona, CA, 91767	TAP Stored Value
7-Eleven	738 East Holt Avenue, Pomona, CA, 91767	TAP Stored Value
7-Eleven	1550 Murchison Avenue, Pomona, CA, 91768	TAP Stored Value
7-Eleven	1212 North White Avenue, Pomona, CA, 91768	TAP Stored Value
CVS Pharmacy	1485 South Garey Avenue, Pomona, CA, 91766	TAP Stored Value

CVS Pharmacy	775 East Foothill Boulevard, Pomona, CA, 91767	TAP Stored Value
CVS Pharmacy	150 West Willow Street, Pomona, CA, 91768	TAP Stored Value
Walgreens	495 East Holt Ave., Pomona, CA 91767	TAP Stored Value
Claremont Library	208 N. Harvard Ave. Claremont, CA 91711	Foothill Transit Passes, TAP Stored Value
City of Claremont	207 Harvard Avenue N. Claremont, CA 91711	Foothill Transit Passes, TAP Stored Value

Currently, four out of the 18 TAP vendors in the cities of Pomona and Claremont sell Foothill Transit Passes in addition to stored value. These four locations: two Superior Grocery Markets, Claremont Library, and the City of Claremont City Hall are located more a mile away from PTS (please see Figure 6).

Figure 6
TAP Vendor Locations in the Cities of Pomona and Claremont



Foothill Transit is currently working on collaborating with local vendors and city institutions to expand the TAP vendor network near PTS. Currently, Foothill Transit is networking with the Pomona City Hall, Cardenas Markets,

UPS, and Mi Mercadito. As of now, the Pomona Library has expressed interests in becoming a TAP vendor. If the collaboration is successful, the Pomona Library could become the 19th TAP Vendor in the area, located approximately less than half a mile from PTS.

2. *Improve Foothill Transit's Customer Service Phone Line*

The closure of PTS did not decrease the number of CSRs available via telephone. Staffing levels remained consistent after the closer of the PTS closure and are monitored to maintain the level of service established by the agency. All PTS CSRs were relocated to one of the two remaining Transit Stores that were enhanced to support the additional call center function. PTS customers are still able to call Foothill Transit's 1-800 customer service phone line to receive any Foothill Transit-related information they may need. CSRs still have access to a third-party interpreting service to be able to communicate with customers in almost any language.

Since Foothill Transit acknowledges that the closure of PTS might increase the number of customer service calls per month, the agency is currently working on improving its existing customer service phone line. The Foothill Transit Team is working collaboratively between departments to make the customer service phone line greeter multilingual. The existing greeter provides information in English and provides a selection for Spanish. This project aims to add three more languages to the greeter: Mandarin, Cantonese, and Vietnamese to better attend to Limited English Proficiency customers within the service area.

3. *Create a Printed Materials Request Form*

In the following months, Foothill Transit also plans to improve its customer service by developing a printed materials request form to allow customers to request printed materials such as schedules and forms so that they can receive these printed materials by mail. The agency acknowledges that the closure of PTS will cause customers to lose access to printed information that they could typically obtain at the Transit Store. Foothill Transit will continue to provide its customers printed information whenever needed; therefore, this service improvement will help all PTS customers as well as customers throughout the service area.

With the implementation of these four mitigation measures, Foothill Transit plans to not only offset any disparate impacts caused by the PTS closure but also further improve its customer service and relations with Foothill Transit customers.

Budget Impact

The projected annual cost savings associated with the closure of PTS is scheduled to be approximately be $40,000.

Sincerely,

Lourdes Álvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer

APPENDIX H

September 29, 2023

REVISED

To: Executive Board

Subject: **Title VI Analysis for Puente Hills Mall Transit Store**

Recommendation

Receive and file the Title VI analysis report for the closure of the Puente Hills Mall Transit Store (PHMTS).

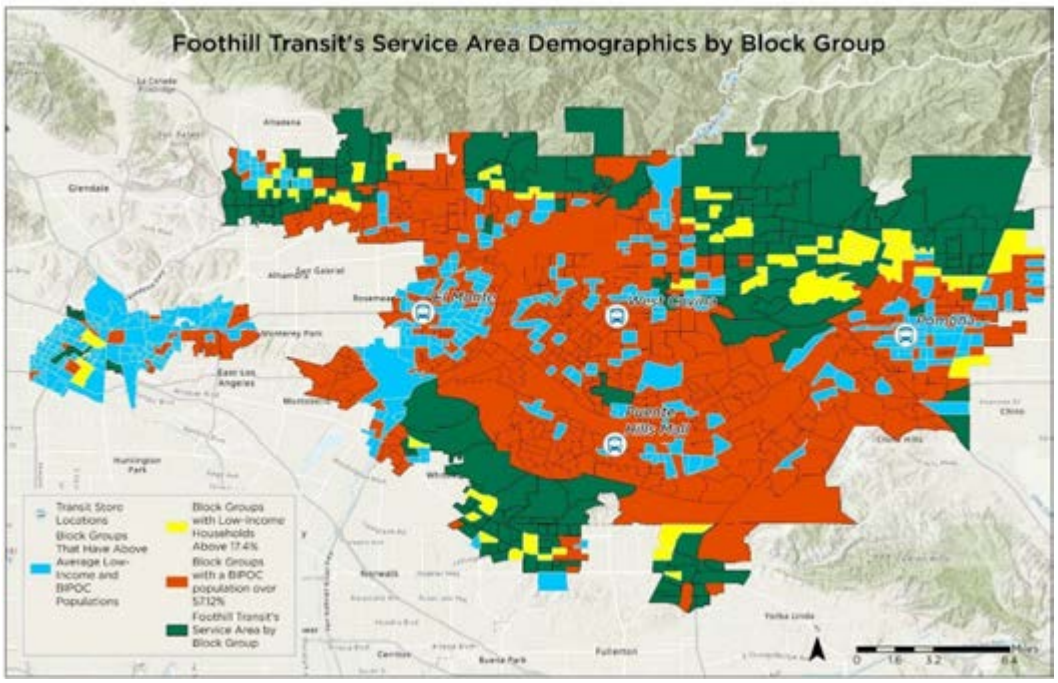
Analysis

This Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on populations who identify as Black, Indigenous, People of Color (BIPOC) and/or on populations with low-incomes.

Foothill Transit's Transit Stores and the 1-800 Hotline Number

Foothill Transit currently operates four Transit Stores within its service area (see Figure 1). Foothill Transit customers can visit any of the four Transit Stores to buy monthly passes, ask questions about Foothill Transit, plan a trip, get schedule information, or file complaints and compliments. Printed signage inside the Transit Stores provide customers information on upcoming public meetings, customer rights, and other essential Foothill Transit information.

Figure 1
Foothill Transit's Transit Stores



Foothill Transit also maintains a 1-800 hotline number, which customers can utilize to speak with a Transit Store Customer Service Representative (CSR) to ask questions, plan a trip, get schedule information, or file complaints and compliments. CSR's have access to a third-party interpretation service that allows them to communicate to Foothill Transit's customers in almost every language.

Store Location

PHMTS is one of the four Foothill Transit's Transit Stores located in the city of Industry. The store opened in October 1998 and currently customers who wish to travel to PHMTS can utilize the following Foothill Transit Lines: 178, 185, 280, 281, 282, 285, 289, 482, and 493.

In February 2022, Foothill Transit hosted its annual Strategic Planning Workshop in which the Foothill Transit Executive Board discussed its financial forecast and capital projects. The Board was presented a detailed report on all of Foothill Transit's Transit Stores, summarizing each stores' product sales, walk-in traffic, and call volume.

In January 2023, the Foothill Transit Executive Board was given another annual update on the Transit Stores at its annual Strategic Planning Workshop. Since the Puente Hills Mall contract was due to expire in August 2023, the Board discussed the feasibility of continuing its operations and the financial impact that would have on the agency. PHMTS's sales, walk-in traffic, and call volume were examined.

After taking into consideration the 160% increase of mobile app sales, seeing a significant transition of in-person sales to online sales, and analyzing the 59% decrease in walk-in traffic at PHMTS, Foothill Transit made the decision to close the store (please see Table 1 and Table 2).

Table 1

FY2019-FY2023 Sales

Sales by Store	FY2019	FY2020	FY2021	FY2022	FY2023
El Monte	$972,100	$662,356	$103,911	$255,172	$367,003
Pomona	$1,032,924	$740,280	$25,848	$261,425	$263,858
Puente Hills	$1,108,244	$816,499	$179,994	$333,717	$382,899
West Covina	$561,009	$423,083	$111,915	$254,584	$221,715
Online	$443,922	$337,208	$76,878	$137,271	$226,835
Mobile App			$22,511	$118,315	$307,541
Total Sales:	$4,118,199	$2,979,426	$521,056	$1,360,484	$1,769,849

Table 2

FY2019-FY2023 Walk-In by Store

Walk-in by Store	FY2019	FY2020	FY2021	FY2022	FY2023	
El Monte	50,468	36,674	10,230	20,415	26,524	*-47%*
Pomona	41,860	29,824	828	15,982	21,979	*-47%*
Puente Hills Mall	57,770	40,867	13,426	23,008	23,876	*-59%*
West Covina	17,866	13,447	5,398	8,269	9,161	*-49%*
Total:	167,964	120,812	29,882	67,674	81,540	*-51%*

Foothill Transit's Transit Stores were created to be spaces where customers could purchase fare and seek any Foothill Transit information. With the rise of the internet, web-based services, and online activity, Foothill Transit has been able to increase their customer information online and in addition improve its fare technology. Foothill Transit customers currently have access to real time information online, online trip planning, onboard payment options, and TAP

TO GO apps to purchase fare product online and onboard the buses. Foothill Transit acknowledges that not all customers are familiar with online technologies, therefore; the closure of PHMTS will not decrease the number of CSRs available via telephone. Customers will still be able to call Foothill Transit's 1-800 Number to speak to someone regarding Foothill Transit. PHMTS customers may also visit any of the other three remaining Transit Stores for help in-person.

Title VI Analysis

Methodology

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning stages to determine whether these changes have a discriminatory impact or disproportionate burden on BIPOC and/or low-income populations. This report provides a demographic analysis, comparing PHMTS' BIPOC and low-income populations before and after the closure of the store to the BIPOC and low-income populations of Foothill Transit's service area.

Foothill Transit staff utilized the 2020 Decennial Census Redistricting Data and the 2016-2020 American Community Survey 5-Year Estimates at the block group level to determine the impacts that the closure of PHMTS might have on populations who identify as BIPOC and/or on populations with low-incomes within the ¼-mile and 1-mile radius of the store.

It is important to note that Foothill Transit defines low-income to be a household that earns 30 percent or less of the median household income in its service area. The average median household income in Foothill Transit's service area is $81, 154; therefore, the low-income threshold is $24,346.20. Because the census reports household income in increments, Foothill Transit considers any household with an income less than $25,000 as "low-income."

PHMTS Closure Results

Quarter-mile radius analysis

Figure 2
BIPOC Populations (0.25 Mile from PHMTS)

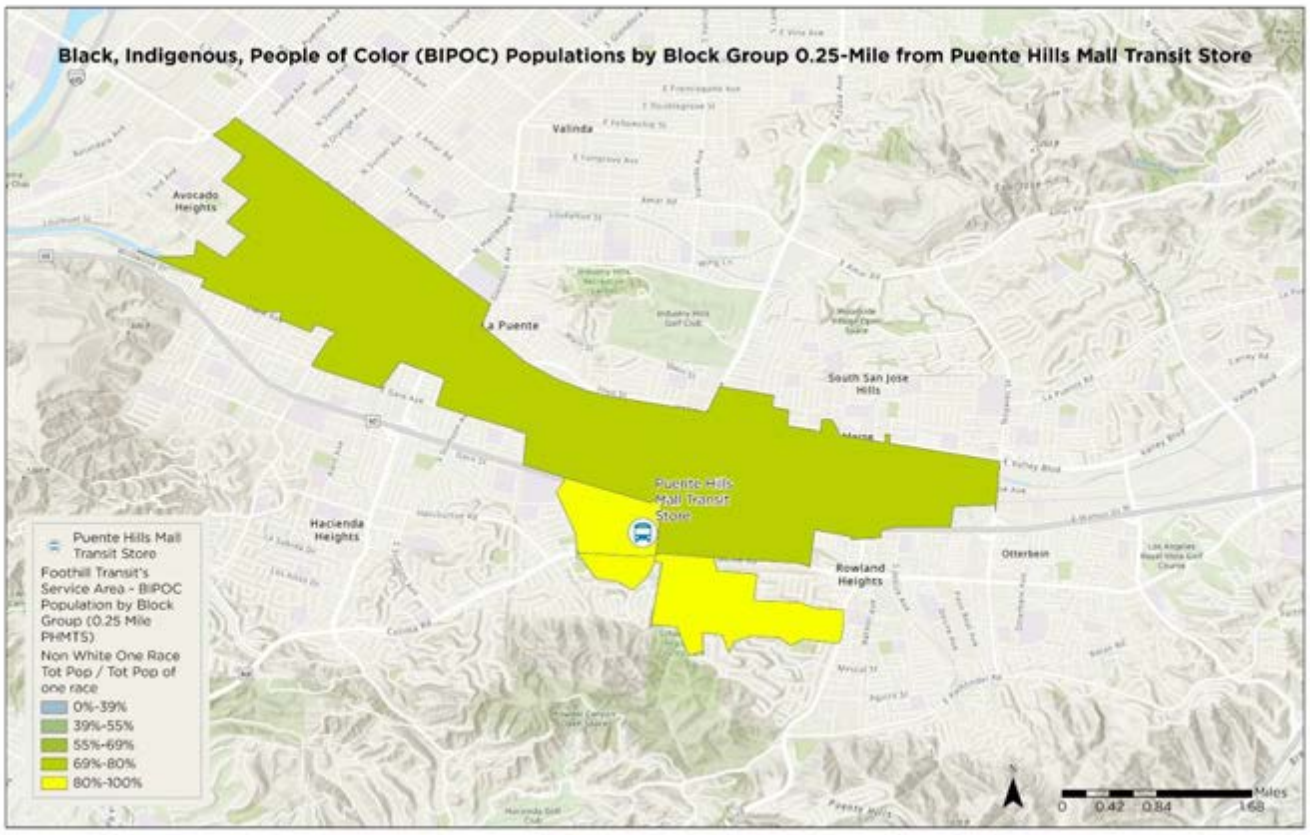


Figure 3
Low-Income Populations (0.25 Mile from PHMTS)

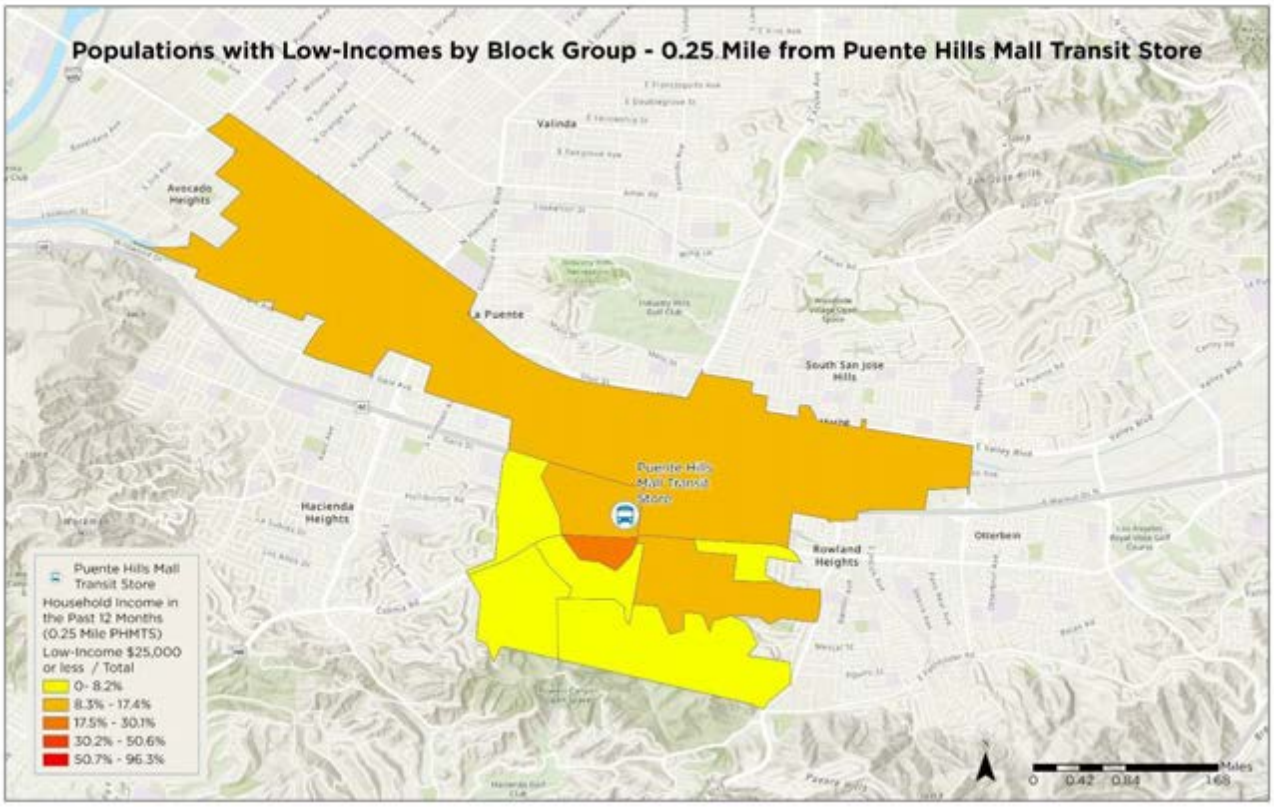


Table 1
Closure of PHMTS vs Overall Service Area: Quarter-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
¼-mile radius of PHMTS	7,061	76.38%	19.26%	18.47%	1.04%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1/4-mile radius around PHMTS and the overall service area, the quarter-mile radius analysis results demonstrate impacts greater than 15

percent for BIPOC populations but less than 15 percent for low-income populations. The cancellation and elimination of PHMTS would have a disparate impact only on BIPOC populations.

One-mile-radius analysis

Figure 4
BIPOC Populations (1-Mile from PHMTS)

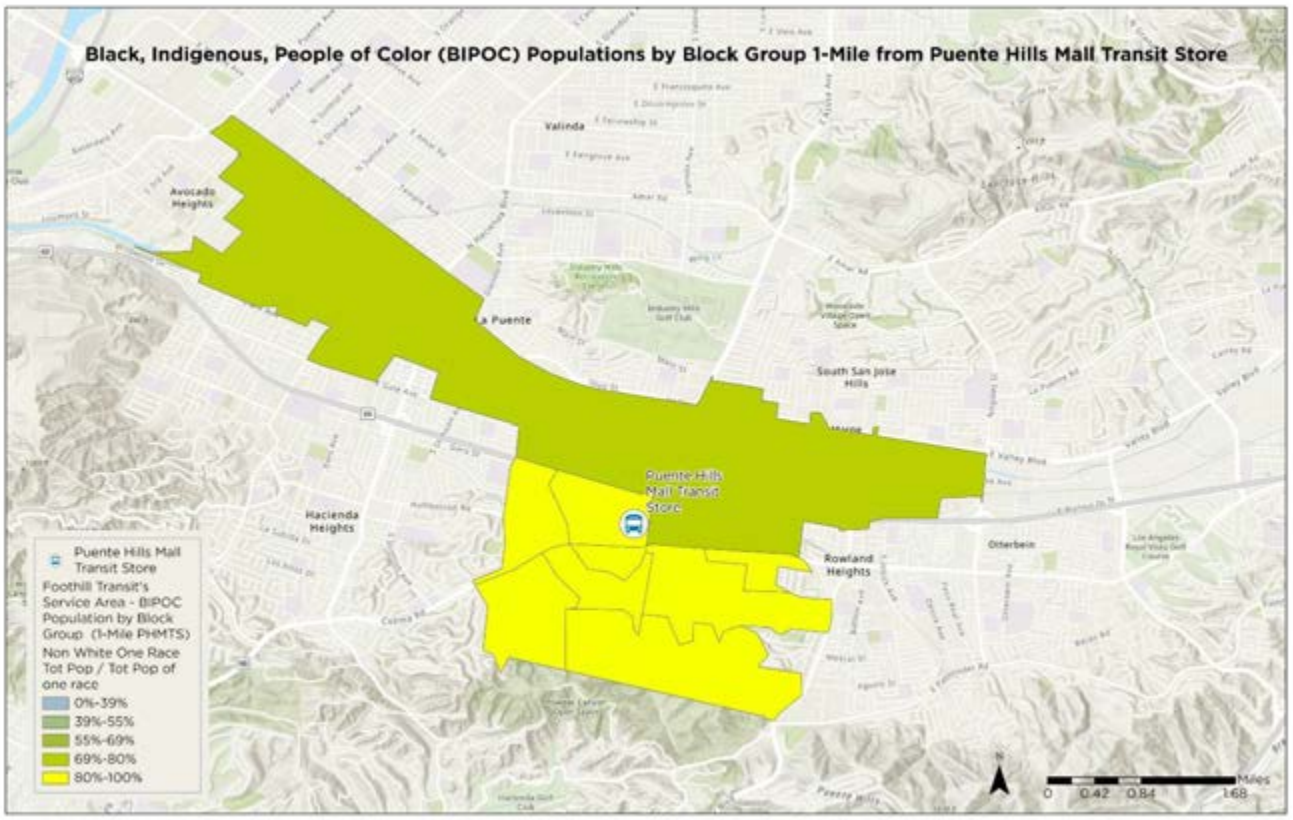


Figure 5
Low-Income Populations (1-Mile from PHMTS)

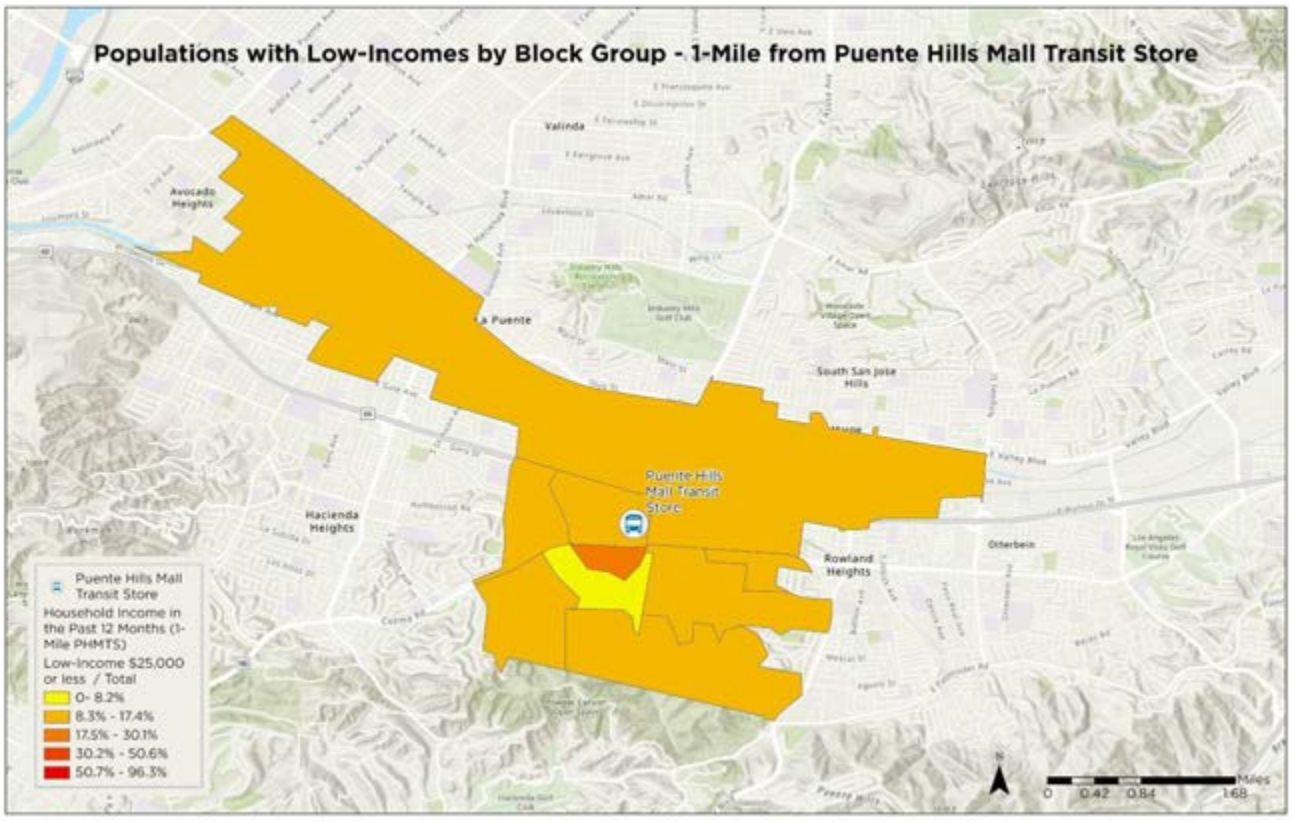


Table 2
Closure of PHMTS vs Overall Service Area: One-mile-radius Buffer Analysis

	Population	BIPOC proportion of population	Difference from overall service area	Low-income proportion of population	Difference from overall service area
1-mile radius of PHMTS	14,007	85.42%	28.03%	13.53%	-3.9%
Overall Service Area	1,862,086	57.12%		17.43%	

When comparing the BIPOC and low-income proportion of populations between the 1-mile radius around PHMTS and the overall service area, the one-mile radius analysis results demonstrate impacts greater than 15 percent for BIPOC populations but less than 15 percent for low-income populations.

The closure of the PHMTS would have a disparate impact only on BIPOC populations.

Mitigating, Minimizing and/or Offset Disproportionate Impact Measures

This Title VI analysis report is a FTA Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes to determine whether these changes have a disparate impact or disproportionate burden on BIPOC and/or low-income populations.

The closure of PHMTS will have a "disparate impact" as defined by FTA on BIPOC populations based on the quarter-mile and one-mile analysis results.

In order to address the disparate impacts of the closure of PHMTS, Foothill Transit will add additional weekday hours of operation to both the West Covina and El Monte Transit Stores. In addition, the West Covina Transit Store will provide more weekend service on Saturdays and Sundays. PHMTS customers will still be able to call the 1-800 number to receive any Foothill Transit-related information they may need. CSRs will still have access to a third-party interpreting service to be able to communicate with customers in almost any language. These mitigations will allow Foothill Transit to continue serving its PHMTS customers and will fulfill a customer need communicated during Foothill Transit's Public Participation Plan outreach.

Budget Impact

The projected annual cost savings associated with the closure of PHMTS would be $122,632.

Sincerely,

Lourdes Álvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer

APPENDIX I



Foothill Transit

EXECUTIVE BOARD MEETING

West Covina, CA
Friday, October 25, 2024

Foothill Transit

Foothill Transit MISSION

To be the premier public transit provider committed to:

SAFETY

COURTESY

QUALITY

RESPONSIVENESS

EFFICIENCY

INNOVATION



Foothill Transit VALUES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

اگر به خدمات ترجمه نیاز دارید، لطفاً دست‌کم 48 ساعت قبل از شروع جلسه با دفتر مدیر عامل به شماره تلفن (626) 931-7300 داخلی 7204 تماس بگیرید

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

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

عام على الأقل 48 ساعة قبل (7204 الداخلي) (626) 931-7300 فضلك مقر يرجى الاتصال بالمدير التنفيذي لشؤون الموظفين على الرقم

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

သင်သည် ဘာသာပြန် ဝန်ဆောင်မှုများကို လိုအပ်ပါက အစည်းအဝေးမစတင်မီ အနည်းဆုံး 48 နာရီအလို၌ အလုပ်အမှုဆောင်အရာရှိချုပ်ရုံး၊ ဖုန်းနံပါတ် (626) 931-7300 လိုင်းခွဲ 7204 သို့ ဆက်သွယ်ပေးပါ။

如果您需要翻譯服務，請至少在會議開始前 48 小時撥打(626) 931-7300 轉 7204，聯繫首席執行官辦公室。

اگر ضرورت به خدمات ترجمانی دارید، لطفاً حداقل 48 ساعت قبل از برگزاری جلسه، با دفتر مدیر عامل ذریعهٔ نمبر (626) 931-7300 و نمبر داخلی 7204 به تماس شوید.

در صورت نیاز به خدمات ترجمه، لطفا حداقل 48 ساعت
قبل از جلسه از طریق شماره 7300-931 (626) داخلی
7204 با دفتر مدیر عامل تماس بگیرید.

Inā pono e loaʻa iā ʻoe kekahi kōkua ʻunuhi ʻōlelo ʻē, ʻoluʻolu e kaʻaʻike aku me ka Pouhana ma (626) 931-7300 ma ka laina 7204, e kelepona au hoʻi ma kahi o 48 mau hola ma mua o ka hui pū ʻana aku me lākou.

अगर आपको अनुवाद सेवाओं की आवश्यकता है, तो कृपया बैठक से कम से कम 48 घंटे पहले, मुख्य कार्यपालक अधिकारी के कार्यालय का संपर्क (626) 931-7300 एक्सटेंशन 7204 नंबर पर करें।

No kasapulam ti serbisio ti panagipatarus, maidawat nga kontakem ti opisina ti Chief Executive Officer iti (626) 931-7300 extension 7204, di kumurang a 48 nga oras sakbay ti miting

နမ့်လိဉ်ဘဉ် တၢ်တိစၢၤမၤစၢၤတဖဉ်လၢ တၢ်ကတိၤကျိာ်ထံအဂီၢ်နှဉ်, ဝံသးစူၤဆဲးကျၢဘဉ် ပၢဆှၢအံးကွၢ်မူဒါခိဉ် အဝဲၤဒး ဖဲ (626) 931-7300 လီတဲစိနိဉ်ဂံၢ်ဒှ 7204, အစှၤကတၢၢ် 48 နဉ်ရံဉ် တချုးတၢ်ထံဉ်လိာ်အိဉ်ဖြိဉ်သကိးနှဉ်တကွၢ်.

ຖ້າທ່ານຕ້ອງການບໍລິການແປພາສາ, ຕິດຕໍ່ຫ້ອງການຫົວໜ້າຜູ້ບໍລິຫານທີ່ເບີ (626) 931-7300 ຕໍ່ຫາ 7204 ຢ່າງ ໜ້ອຍ 48 ຊົ່ວໂມງກ່ອນການປະຊຸມ.

如果您需要翻译服务，请至少在会议
开始前 48 小时拨打(626) 931-7300 转
7204，联系首席执行官办公室。

Afai ete manaomia ni auaunaga faaliliu, faamolemole faafesoota'i le ofisa o le Pule Sili i le (626) 931-7300 extension 7204, a itiiti mai i le 48 itula a'o le'i faia le fono.

Tercüme hizmetine ihtiyacınız varsa, lütfen toplantıdan en az 48 saat önce (626) 931-7300 dahili 7204 numaralı telefondan İcra Kurulu Başkanının ofisiyle irtibata geçin.

Agar siz tarjima xizmatlariga ehtiyoj sezsangiz, uchrashuvdan kamida 48 soat oldin (626) 931-7300 raqamining 7204 kengaytmasi orqali Markaziy Boshqaruv Ofisiga murojaat qiling.

Foothill Transit

Executive Board Meeting AGENDA

EXECUTIVE BOARD MEETING
8:00 AM, OCTOBER 25, 2024
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

1. CALL TO ORDER

2. ROLL CALL: MEMBERS ALVAREZ, CALAYCAY, MOSS, SHEVLIN, STERNQUIST

3. CONFIRMATIONS OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER

4. PRESENTATIONS

   4.1. Introduction of Foothill Transit Business Partners

   4.2. Contractors' Employee Recognition

5. PUBLIC COMMENT

Public Comment: Any individual may request to address the Executive Board at this time. Public comments are allowed only during the Public Comment portion of the agenda. Speakers may speak only once for up to 3 minutes total time during which they may address both on- and off- agenda items. If there are any public hearings scheduled, individuals will be given an additional opportunity to comment under said items. Speakers are not permitted to yield their time to another speaker. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting by calling (626) 931-7300 extension 7204, emailing board.secretary@foothilltransit.org, or at the agency's offices located at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Documents, including PowerPoint handouts, distributed to Board Members by staff or Board Members at the meeting will simultaneously be made available to the public upon request.

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

CONSENT CALENDAR: Items 6 through 11 are consent items which may be received and filed and/or approved by the board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

6. APPROVAL OF MINUTES FOR THE REGULAR MEETING OF SEPTEMBER 27, 2024

7. OCTOBER 2024 PROCUREMENT MONTHLY REPORT

Recommended Action: Receive and file the Procurement Monthly Report for October 2024.

8. OCTOBER 2024 LEGISLATIVE UPDATE

Recommended Action: Receive and file the October 2024 Legislative Update.

9. RESOLUTION ADOPTING EXECUTIVE BOARD AND GOVERNING BOARD MEETING SCHEDULE FOR 2025

Recommended Action: Adopt Resolution No. 2024-10, the Executive and Governing Board Meeting Schedule for 2025.

10. AUTHORIZATION TO ISSUE INVITATION FOR BIDS FOR FLEET AUDITS AND INSPECTIONS

Recommended Action: Authorize the Chief Executive Officer to issue Invitation for Bids (IFB) No. 25-053 for a contractor to perform quarterly fleet audits, turnover fleet audits, and in-plant fleet inspections.

11. TITLE VI ANALYSIS FOR LINE 492

Recommended Action: Receive and file the Title VI analysis report for Line 492 pilot.

REGULAR AGENDA:

12. ALLIANCE FOR RENEWABLE CLEAN HYDROGEN ENERGY SYSTEMS (ARCHES) SUBRECIPIENT AWARD AGREEMENT REPORT

Recommended Action: Receive and file Alliance for Renewable Clean Hydrogen Energy Systems (ARCHES) Subrecipient Award Agreement Report.

13. LOS ANGELES COUNTY SHERIFF'S DEPARTMENT CONTRACT AMENDMENT FOR SUPPLEMENTAL LAW ENFORCEMENT SERVICES

Recommended Action: Authorize the Chief Executive Officer to execute a First Amendment to the existing five-year Agreement with the Los Angeles County Sheriff's Department for Supplemental Law Enforcement Services.

14. FISCAL YEAR 2025 FIRST QUARTER KEY PERFORMANCE INDICTORS

Recommended Action: Receive and file the Fiscal Year 2025 First Quarter Key Performance Indicators Report.

15. CHIEF EXECUTIVE OFFICER COMMENT

16. BOARD MEMBER COMMENT

17. ADJOURNMENT

The next Regular Meeting of the Executive Board
is scheduled for
Friday, December 13, 2024, at 8:30 a.m.

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

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

Friday, September 27, 2024
8:00 a.m.

DRAFT

1. **CALL TO ORDER**

The meeting was called to order by Chair Moss at 8:11 a.m.

2. **PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Chair Moss.

3. **ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Gary Boyer, Member Corey Calaycay, Member Cynthia Sternquist, Chair Cory Moss

Vice Chair Becky Shevlin temporarily absent.

Vice Chair Shevlin joined the meeting at 8:12 a.m.

4. **CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER**

After discussion, by Common Consent, the Chair and Chief Executive Officer confirmed the agenda as presented.

5. **PRESENTATIONS**

5.1. Introduction of Foothill Transit Business Partners

There were no presentations by Foothill Transit business partners.

5.2. Contractors' Employee Recognition

Jeffrey Moore, Assistant General Manager, introduced the Pomona location Keolis employees of the month.

Lorena Serrano – Employee of the Month
Rosa Molina – Operator of the Month

Shawn Chavira, General Manager, introduced the Arcadia location Transdev employees of the month.

Dina Reab – Employee of the Month
Vivian Morales – Operator of the Month

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

6. **PUBLIC COMMENT**

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

CONSENT CALENDAR

The Executive Board took action on a single motion on items 7–13.

7. **APPROVAL OF MINUTES FOR THE REGULAR MEETING OF AUGUST 30, 2024**

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

8. **AUGUST 2024 FINANCIAL STATEMENTS AND INVESTMENT SUMMARY**

Recommendation: Receive and file the Financial Statements and Investment Summary year-to-date report through August 31, 2024. The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition as of August 31, 2024, for the fiscal year (FY) ending June 30, 2025.

The Executive Board received and filed the August 2024 Financial Statements and Investment Summary.

9. **SEPTEMBER 2024 PROCUREMENT MONTHLY REPORT**

Recommendation: Receive and file the Procurement Monthly Report for September 2024.

The Executive Board received and filed the September 2024 Procurement Monthly Report.

10. **MT. SAN ANTONIO COLLEGE BALLOT MEASURE V**

Recommendation: Adopt a SUPPORT position on November 2024 Ballot Measure V.

Motion by Vice Chair Shevlin, second by Member Sternquist, to adopt. Motion carried 4-0. Member Calaycay abstained.

11. **TRANSPORTATION FUND EXCHANGE – CITY OF SAN DIMAS**

Recommendation: Authorize the Chief Executive Officer to enter into an agreement with the City of San Dimas to exchange Foothill Transit general use funds for Proposition A Transportation Local Return funds and to negotiate final terms and conditions.

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

12. **RESOLUTION FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM**

Recommendation: Adopt the following resolution: Resolution No. 2024-09: Authorization for the Execution of the Certifications and Assurances for the California State of Good Repair Program (Attachment A).

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

13. **TITLE VI ANALYSIS UPDATE FOR POMONA TRANSIT STORE**

Recommendation: Receive and file the Title VI analysis update report for the closure of Pomona Transit Store (PTS).

The Executive Board received and filed the Title VI Analysis Update for Pomona Transit Store.

REGULAR AGENDA

14. PUBLIC TRANSPORTATION AGENCY SAFETY PLAN UPDATE – THIRD REVISION

Recommendation: Adopt Foothill Transit's Public Transportation Agency Safety Plan (PTASP).

John Curley, Chief of Safety and Security, presented this item.

Mr. Curley presented an overview and reviewed proposed revisions to Foothill Transit's formal tacking of bus operator assaults. He also reviewed the safety performance categories, which include fatalities, preventable collisions, injuries, safety events, system reliability, and transit worker assaults.

Staff responded to questions and comments from the Executive Board regarding recent incidents, and the Metro bus hijacking.

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

15. AUTHORIZATION TO PURCHASE 12 ADDITIONAL BATTERY ELECTRIC DOUBLE-DECK BUSES

Recommendation: In lieu of the previous purchase of 12 Battery Electric Double Deck buses, authorize the Chief Executive Officer to purchase a total of 24 Electric Double-Deck buses under Contract No. 24-055 with Alexander Dennis for the total amount of Forty-Five Million Four Hundred Twenty-One Thousand Five Hundred Fifty-Four ($45,421,554), exclusive of California sales and use tax.

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

Mr. Cordero reported that the Fiscal Year 2025 Life of Project budget for the zero emissions double-deck buses has increased to $48 million. This would allow for the purchase of 12 additional buses, bringing the grand total to 24 zero emissions double-deck buses. The new buses will be operated on the Silver Streak route.

Staff responded to questions regarding the buses longevity, warranty, and bike racks.

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

16. **DUARTEBUS SERVICE AGREEMENT NO. 18-007 – OPTION EXERCISE**

Recommendation: Authorize the Chief Executive Officer to enter into the second of two three-year options on our Agreement No. 18-007 with the City of Duarte to operate the duartEbus service.

Joe Raquel, Director of Planning, presented this item.

Mr. Raquel reported that Foothill Transit assumed operations of the city's fixed route bus service six years ago. The first three-year option of the Memorandum of Understanding with the city expires on October 31, 2024. At Duarte's last council meeting the council approved exercising the second three-year option to have Foothill Transit to continue to operate the service through October 31. 2027.

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

17. **AUTHORIZATION TO ISSUE REQUEST FOR PROPOSALS FOR TEMPORARY MOBILE REFUELER**

Recommendation: Authorize the Chief Executive Officer to issue Request for Proposals (RFP) No. 25-022 for a temporary mobile refueler at the Arcadia/Irwindale Operations and Maintenance Facility.

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

Mr. Cordero reported that construction of the hydrogen infrastructure at the Arcadia/Irwindale facility is scheduled for completion in the third quarter of 2026. Delivery of the 19 fuel cell buses is scheduled to begin in November 2025. The temporary mobile refueler is needed in order to do acceptance testing of the buses and the mobile refueler will stay for six months, once the hydrogen infrastructure is complete in case of any system failures.

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

18. **AUTHORIZATION TO AWARD SOLE SOURCE CONTRACT FOR BUS ROUTER REPLACEMENT**

Recommendation: Authorize the Chief Executive Officer to enter into a sole

source agreement with Avail Technologies, Inc. in the amount of $2,327,180 for the replacement and support of the Cradle Point Routers on the Foothill Transit fleet.

Joe Raquel, Director of Planning, presented this item.

Mr. Raquel reported that the mobile routers are one of the key components of the computer aided dispatch and automatic vehicle location (CAD/AVL) system. They transmit data between buses and the Avail system. The current routers on the buses were installed over ten years ago. The new routers support the 5G cellular network, which will transmit data faster.

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

19. **PUENTE HILLS MALL TRANSIT CENTER UPDATE**

Recommendation: Receive and file the Puente Hills Mall Transit Center Update.

Joe Raquel, Director of Planning, presented this item.

Mr. Raquel provided an update on the Puente Hills Mall Transit Center. The mall was sold to RCB Equities in August 2024. The new mall owners have reached out to Foothill Transit indicating their desire to extend the lease for another year at the same rate of $5,000 per month.

The Executive Board received and filed the Puente Hills Mall Transit Center Update.

20. **CHIEF EXECUTIVE OFFICER COMMENT**

Comments by Mr. Doran J. Barnes, Chief Executive Officer, Foothill Transit.

Mr. Barnes reported the following:

- Rose Bowl shuttle services have begun for UCLA football games.
- Clean Air Day is October 2, and Foothill Transit will be offering free rides.
- A celebration of Congresswoman Grace Napolitano is scheduled on November 7, 2024.
- A presentation on the ARCHES Program will be presented at the next board meeting.

- The APTA TRANSform Conference is taking place September 29 through October 2. Chair Moss and Member Sternquist will be participating.
- Mr. Barnes will be participating in the Transit Research Board meeting and the California Joint Powers Insurance Authority – Risk Management Forum.
- The December 13, 2024, Executive Board Meeting start time may be adjusted.
- A draft of the 2025 Meeting Schedule will be sent to the Executive Board for feedback.

21. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Executive Board.

- Member Shevlin stated she is thankful for Foothill Transit's de-escalation training. She expressed that mental health issues need to be addressed.

22. **ADJOURNMENT**

Adjournment for the September 27, 2024, Foothill Transit Executive Board Meeting.

There being no further business, the Foothill Transit Executive Board meeting adjourned at 9:33 a.m.

October 25, 2024

To: Executive Board

Subject: **October 2024 Procurement Monthly Report**

Recommendation

Receive and file the Procurement Monthly Report for October 2024.

Awarded Procurements:

Since the previous month's Executive Board meeting on September 27, 2024, there have been no awards of agreements over $100,000.00 but below the Executive Board's approval threshold of $250,000.00.

Upcoming Procurements:

Since the previous month's Executive Board meeting, the Procurement Department has not initiated any procurements over $100,000.00 but below the Executive Board's approval threshold of $250,000.00.
Sincerely,

Christopher Pieper
Director of Procurement

Doran J. Barnes
Chief Executive Officer

October 25, 2024

To: Executive Board

Subject: **October 2024 Legislative Update**

Recommendation

Receive and file the October 2024 Legislative Update.

Analysis

Federal Update:

Congress returned to the Hill on September 9 after the August Recess, and on September 25, managed to reach a bipartisan agreement to pass H.R. 9747, the Continuing Appropriations and Extensions Act, 2025, with a 78-18 vote in the Senate and a 341-82 vote in the House. This continuing resolution (CR) prevented a government shutdown that would have otherwise occurred if the FY 2025 appropriations bills were not enacted when the federal fiscal year for 2025 began on October 1, 2024. The CR provides continuing FY 2025 appropriations for federal agencies, provides additional funding for the U.S. Secret Service, and extends various expiring programs and authorities through December 20, 2024. Upon the passage of the CR, Congress adjourned until after the elections, and will resume on November 12, 2024. Congress will must then negotiate another CR or pass the FY 2025 appropriations bills in order to prevent a shutdown by the new December 20, 2024 deadline.

Despite the bipartisan agreement to extend FY 2024-level funding in the current CR, the House and Senate FY 2025 Transportation, Housing and Urban Development, and Related Agencies (THUD) Appropriations bill markups made in July were vastly different, and remain to be negotiated between the two houses when Congress returns in November. Final deliberations must also take place in order to determine which earmarks will be selected for inclusion in the FY 2025 Budget. Foothill Transit's community project funding requests for $3 million, advanced by Congresswoman Linda Sánchez, and $850,000, advanced by Congresswoman Judy Chu are among what both chambers are reconciling for inclusion in the final FY 2025 Appropriations Bill.

State Update:

In Sacramento, the Legislature adjourned on September 30 after coming back on August 31 from its final recess of the 2023-24 Regular Legislative Session. Governor Newsom had until September 30 to sign or veto bills that were passed by the Legislature before September 1. Among the bills signed into law by the Governor were SB 1418 (Hydrogen-fueling stations: expedited review) and SB 1420 (Hydrogen production facilities: certification and environmental review), which the Foothill Transit Executive Board took support positions on at its August 30 and June 28 meetings, respectively. Both bills broadly support the advancement of the hydrogen fuel industry in California as Foothill Transit continues to expand its hydrogen fuel cell bus fleet and fueling infrastructure.

A state legislative update provided by our state advocate, Steve Wallauch is also attached to this report.

November 5, 2024 General Election

In addition to the statewide ballot measures and presidential and congressional races to be voted upon in the upcoming November 5, 2024 General Election, various local city council elections will also appear on the ballot. The cities that are part of Foothill Transit's joint powers authority that will appear on the ballot are the Cities of: Arcadia (City Councilmember - 4th District), Azusa (City Councilmember - 2nd, 4th and 5th Districts), Baldwin Park (City Councilmember – three seats), Claremont (City Councilmember - 1st and 5th Districts), Duarte (City Councilmember - 2nd, 3rd, and 7th Districts), El Monte (Mayor; City Councilmember - 1st, 4th, and 5th Districts), Glendora (City Councilmember - 3rd District), Irwindale (City Councilmember – three seats), Pomona (City Councilmember – 4th and 6th Districts), South El Monte (Mayor; City Councilmember – two seats), Walnut (City Councilmember – three seats), and West Covina (City Councilmember – 1st and 3rd Districts).

Sincerely,

Yoko J. Igawa
Director of Government Relations

Doran J. Barnes
Chief Executive Officer

Attachment

PLATINUM | ADVISORS

October 15, 2024

TO: Foothill Transit Executive Board
Doran Barnes, Chief Executive Officer

FR: Steve Wallauch
Platinum Advisors

RE: State Legislative Update

Sign/Veto: The Governor completed actions on all the measures sent to his desk the day before the September 30th deadline. This year the legislature sent a record number of bills to the Governor, with 1,206 bills approved by the legislature this year alone. Of these bills the Governor vetoed 189, or 16%, which is consistent with prior veto rates. While the Governor signed several artificial intelligence bills, he vetoed the most far-reaching proposal, SB 1047 (Wiener), which would have required safeguards to be placed on the use of artificial intelligence models. Other high-profile measures vetoed included legislation related to housing assistance to undocumented immigrants, a reparations bill on eminent domain, and measures on pharmaceutical regulations. Considering the state's fiscal situation, most bills were vetoed based on cost impacts.

With the completion of the Governor's actions and the end of the Special Session on Fuel Prices, the legislature has adjourned until December 2nd when they will return for a brief session to swear-in new and re-elected members and organize both houses. The legislature will likely reconvene on January 2nd to begin the 2025-2026 session.

Fiscal Outlook: The Department of Finances monthly revenue bulletins continue to illustrate a stable fiscal outlook. The month of August receipts were $710 million, or 5.5 percent, above the Budget Act forecast for August. Strength in August was driven by sales tax and personal income tax which exceeded the forecast by $435 million and $332 million, respectively. For the fiscal year to date revenue exceeds projections by $1.7 billion, or about 7.5% above the forecast. Initial reports on September revenues are also strong, with personal income tax receipts so far being $1.8 billion, or 20%, above the forecast for the month.

- Personal income tax cash receipts were $332 million, or 4.1 percent, above forecast in August and $2.1 billion above forecast cumulatively since April.
- Corporation tax cash receipts were $1 million, or 0.4 percent, below forecast in August as strength in estimated payments and other payments were offset by lower pass-through entity elective tax (PTET) payments and higher refunds.

Corporation tax receipts remain $1.9 billion above forecast cumulatively since April.

- Preliminary sales and use tax receipts were $435 million, or 12.1 percent, above forecast in August. This strength in August is primarily related to the timing of collections as higher-than-expected cash receipts shifted from July to August.

Special Session: After holding two informational hearings, the Assembly Committee on Petroleum & Gasoline Supply advanced two bills to the Assembly Floor for consideration. At the hearing, lawmakers rejected a third bill, proposed by the Assembly's top Republican, to exempt gasoline from the state's cap-and-trade program, which GOP legislators argued would have immediately cut the price of gas and saved drivers' money.

The main bill approved, ABXX 1 (Hart & Aguiar Curry), was proposed by Newsom in the final days of the legislative session. This bill would require oil refineries to maintain a supply of gas using existing storage. It would direct the California Energy Commission to produce specific regulations. The goal is to have larger reserves in case refiners go offline for maintenance, whether planned or unplanned. In recent years, such maintenance has led to sharp price hikes at the pump. Market regulators say the price spikes have cost California drivers up to $2 billion and directly profit oil companies. Two Democrats on the 19-member committee abstained from voting on the measure and said they want stronger assurances from state regulators that the proposals will bring down the cost of gasoline in California.

The second bill approved was ABXX 9, authored by the committee chair, Assemblymember Petrie-Norris. ABXX 9 urges the Air Board to proceed with the rule making process to allow the sale of E15, which is gasoline with 15% ethanol content as opposed to current gasoline formula that contains 10% ethanol. California is the only state that does not allow the sales of E15, which has been proven to be a cleaner fuel, but also a cheaper fuel, by about 20 cents per gallon.

Both ABXX 1 and ABXX 9 were approved by the Assembly and sent to the Senate for consideration. Although ABXX 9 was unanimously approved by the Assembly, Senate leadership decided not to hear the bill, but pledged to work on this issue in the next session. The primary bill, ABXX 1, was heard in the Senate and an agreement was reached with the Governor's office on amendments. As amended the Senate approved ABXX 1 last week and the Assembly concurred in the amendments this week. Governor Newsom signed ABXX 1 into law a few hours after the Assembly vote.

LEGISLATION

Complete Streets: Senator Wiener was successful once again in moving legislation forward to place in statute requirements that Caltrans must address complete streets needs in its transportation programing. While previous efforts were vetoed, this time the Governor signed SB 960 into law.

While Caltrans has adopted similar policies, Senator Wiener, and an extensive list of supporters believe Caltrans has failed to fully implement those policies. SB 960 requires inclusion of bicycle, pedestrian, and transit priority facilities in the Transportation Asset Management Plan, the State Highway System Management Plan, and the plain language performance report of the State Highway Operation and Protection Program (SHOPP). While the amendments provide some flexibility to Caltrans to phase in these requirements, the overall intent of the bill remains in place.

Warehouse Setback Legislation: AB 98 (Juan Carrillo), one of the session's most controversial measures, was signed into law. The bill mandates a 300-foot setback between new warehouses and sensitive areas, such as homes, schools, and hospitals, in an effort to reduce air pollution from truck traffic. It also requires large warehouses to implement energy-efficient measures like cool roofing, solar power, and electric vehicle infrastructure.

While environmental advocates see the bill as a step toward addressing the negative health impacts of warehouse operations, industry groups warned it could stifle economic development. On the other side, environmental justice advocates criticized the bill's setbacks as insufficient.

Hydrogen Production Streamlining: In another step toward clean energy, Senator Anna Caballero's **SB 1420** was signed into law. This bill would streamline the permitting process for hydrogen production projects that align with state and federal clean energy goals. SB 1420 focuses on expediting projects that avoid fossil fuel inputs and benefit from state or federal funding, including through the Biden Administration's Bipartisan Infrastructure Law. With the award of $1.2 billion in federal funds for renewable hydrogen initiatives, this legislation is a key step toward advancing the state's hydrogen economy.

One element removed from SB 1420 was language to clarify the definition of clean hydrogen. This was a change supported by CARB but opposed by environmental groups who believe electrolytic hydrogen powered solely by solar or wind energy should be the only type of hydrogen that qualifies as a clean transportation fuel source. This is an effort that will be revisited next year.

LEGISLATION

	Subject	Status
AB 1904 (Ward D) Transit buses: yield right-of-way sign.	AB 1904 was approved by the Senate Transportation Committee and is now pending on the Senate Floor. Existing law allows Santa Clara VTA and Santa Cruz Metropolitan Transit District to equip buses	**Signed Into Law Chapter 555, Statutes of 2024**

	Subject	Status
	with a “yield right-of-way” sign to inform motorists when the bus re-entering a traffic lane. This bill would expand the above authorization to allow any transit operators to equip its bus with yield right-of-way signs. Under AB 1904 these signs could be an illuminated sign or a static decal.	
AB 2043 (Boerner D) Medi-Cal: nonmedical and nonemergency medical transportation	AB 2043 was held on the Senate Appropriations Committee’s Suspense File and will not be moving forward this year. AB 2043 direct the State Department of Health Care Service to do the following: • Ensure the fiscal burden of providing nonemergency Medi-Cal trips is not unfairly placed on public paratransit providers. • Direct Medi-Cal managed care plans to reimburse public paratransit providers at the state’s fee for service rates. • Engage with public paratransit providers to understand the unique challenges the paratransit providers face, and by June 1, 2026, provide updated guidance that ensures the fiscal burden is not placed on public paratransit providers.	Senate Appr. Held on Suspense Dead
AB 2719 (Wilson D) Vehicles: commercial vehicle inspections.	AB 2719 would create an alternative safety inspection process for public transit vehicles to ensure their safety and maintains the transit agency's ability to provide reliable, on-time transit service. AB 2719 is sponsored by NVTA and SolTrans. The purpose of this bill is to create an alternative inspection process that will exempt public transit buses from being required to stop at any roadside inspection station.	Assembly Appropriations Held on Suspense File Dead
AB 2824 (McCarty D) Battery; Public Transportation Provider	AB 2824 would expand the application of existing provisions for battery of a bus operator to also include an agent, employee, or contractor to a public transit operator. The existing penalty for battery includes a fine of up to $10,000, or up to one year in county jail, or both. The bill would also	Assembly Public Safety Dead

	Subject	Status
	include imprisonment in state prison for up to 16 months, or 2 years, or 3 years. AB 2824 will not move forward this year. The author and the sponsors could not reach an agreement on adding provisions to the bill that would allow transit operators to issue prohibition orders.	
AB 3214 (Fong, Mike D) Public transit: advertising.	AB 3214 would require the state to prioritize purchasing advertising space offered by public transit operators for public awareness campaigns.	Assembly Transportation Dead
SB 960 (Wiener D) Transportation : planning: transit priority projects: multimodal.	SB 960 would place in statute the requirement for Caltrans to include "complete street" improvements to all transportation projects. The bill was amended on July 3rd to reflect suggested changes by Caltrans. While the amendments provide some flexibility to Caltrans, the overall intent of the bill remains in place. Caltrans suggesting amendments bodes well for SB 960 being signed into law. This bill also requires inclusion of bicycle, pedestrian, and transit priority facilities in the Transportation Asset Management Plan, the State Highway System Management Plan, and the plain language performance report of the State Highway Operation and Protection Program (SHOPP). This bill requires any project in the SHOPP to include bicycle, pedestrian, and transit priority projects unless a specified exception applies.	**Signed Into Law Chapter 630, Statutes of 2024**
SB 961 (Wiener D) Vehicles: safety equipment.	SB 961 would require starting with the 2030 model year that certain passenger vehicles, motortrucks, and buses manufactured or sold in the state to be equipped with a passive intelligent speed assistance system. Governor Newsom stated, "*While I appreciate the intent to improve traffic safety, this bill presents several challenges. Federal law, as implemented by the National Highway Traffic Safety Administration (NHTSA), already regulates vehicle safety standards,*	**Vetoed**

	Subject	Status
	and adding California-specific requirements would create a patchwork of regulations that undermines this longstanding federal framework. NHTSA is also actively evaluating intelligent speed assistance systems, and imposing state-level mandates at this time risks disrupting these ongoing federal assessments." SB 961 was amended to exempt motor trucks with a weight rating over 8,500 pounds that are already subject to federal rules, and passenger vehicles that are not equipped with GPS or front facing camera. *However, the bill was not amended to exempt public transit buses.*	
SB 1420 (Caballero D) Hydrogen.	As amended, SB 1420 would add hydrogen production facilities and onsite storage and processing facilities to the types of facilities that existing law makes eligible for centralized permitting and expedited review under the California Environmental Quality Act (CEQA). While an agreement could not be reached on clarifying the definition of clean hydrogen, it is a topic of growing interest and will likely be addressed in legislation next year.	**Signed Into Law** **Chapter 606, Statutes of 2024**
SB 1418 (Archuleta D) Hydrogen-fueling stations: expedited review.	SB 1418 would require cities and counties to create an expedited, streamlined permitting process for hydrogen-fueling stations at a properly zoned location, or at an existing gas station.	**Signed Into Law** **Chapter 607, Statutes of 2024**

October 25, 2024

To: Executive Board

Subject: **Resolution Adopting Executive Board and Governing Board Meeting Schedule for 2025**

Recommendation

Adopt Resolution No. 2024-10, the Executive and Governing Board Meeting Schedule for 2025.

Analysis

The schedule of Executive Board and Governing Board meetings are shown on the attached meeting schedule (Attachment A). Foothill Transit's Joint Powers Agreement (JPA) requires that meetings be fixed by resolution (Attachment B).

Upon adoption, the resolution and meeting schedule will be filed with the JPA member cities and Los Angeles County.

Due to business issues that may arise, it may be necessary to modify the meeting schedule. Notification will be provided in a timely manner of any possible date or time changes and proper notifications will be posted.

Sincerely,

Christina Lopez
Board Secretary

Doran J. Barnes
Chief Executive Officer

Attachments

Foothill Transit

Attachment A

DRAFT 2025 Executive Board & Governing Board Meetings Schedule

January 2025	Friday, January 31 at 8:00 a.m. – Governing Board Meeting Friday, January 31 at 8:00 a.m. – Executive Board Meeting
February 2025	Friday, February 28 at 8:00 a.m. – 3:00 p.m. – Strategic Planning Workshop, Kellogg House (Cal Poly Pomona)
March 2025	Friday, March 28 @ 8:00 a.m. – Governing Board Meeting Friday, March 28 @ 8:00 a.m. – Executive Board Meeting
April 2025	Friday, April 25 at 8:00 a.m. – Executive Board Meeting
May 2025	Friday, May 30 at 8:00 a.m. – Annual Governing Board Meeting Friday, May 30 at 8:00 a.m. – Executive Board Meeting
June 2025	Friday, June 27 at 8:00 a.m. – Executive Board Meeting
July 2025	No meetings scheduled in July
August 2025	Friday, August 29 at 8:00 a.m. – Governing Board Meeting Friday, August 29 at 8:00 a.m. – Executive Board Meeting
September 2025	Friday, September 26 at 8:00 a.m. – Executive Board Meeting
October 2025	Friday, October 24 at 8:00 a.m. – Governing Board Meeting Friday, October 24 at 8:00 a.m. – Executive Board Meeting
November 2025	No meetings scheduled in November
December 2025	Friday, December 12 at 8:30 a.m. – Executive Board Meeting

Adopted:

Attachment B

RESOLUTION NO. 2024-10

A RESOLUTION OF THE EXECUTIVE BOARD OF FOOTHILL TRANSIT ADOPTING THE 2025 MEETING SCHEDULE

The Executive Board of Foothill Transit does resolve as follows:

1. Findings. The Executive Board hereby finds and declares the following:

A. The Joint Exercise of Powers Agreement governing Foothill Transit requires that the dates of the regular meetings of the Governing Board and Executive Board fixed by resolution.

B. It is most convenient and useful to the agency and its members to fix the dates of the regular meetings and of other significant meetings through the adoption of an annual schedule.

2. Action.

A. The Executive Board adopts the 2025 Executive Board and Governing Board Meeting Schedule attached as Attachment A.

3. Adoption. PASSED AND ADOPTED at a Regular Meeting of the Executive Board held on October 25, 2024, by the following vote:

AYES:

NOES:

ABSTAIN:

_____
CORY MOSS, CHAIR

APPROVED AS TO FORM:
DAROLD PIEPER, GENERAL COUNSEL

By:_____

ATTEST:
CHRISTINA LOPEZ, BOARD SECRETARY

By:_____

October 25, 2024

To: Executive Board

Subject: **Authorization to Issue Invitation for Bids for Fleet Audits and Inspections**

Recommendation

Authorize the Chief Executive Officer to issue Invitation for Bids (IFB) No. 25-053 for a contractor to perform quarterly fleet audits, turnover fleet audits, and in-plant fleet inspections.

Analysis

Maintenance of Foothill Transit's fleet of 357 buses operated from the Pomona and Arcadia/Irwindale Operations and Maintenance facilities are conducted by service contractors as part of the Operations and Maintenance service contracts. Keolis maintains 147 buses at the Pomona Operations and Maintenance facility (Pomona) consisting of 33 fuel cell buses and 114 compressed natural gas buses. Transdev maintains 210 buses at the Arcadia/Irwindale Operations and Maintenance facility (Arcadia) consisting of 19 battery electric buses and 191 compressed natural gas buses.

Quarterly Fleet Audits

In ensuring the fleet is properly maintained, the contractor will conduct periodic partial fleet maintenance audits. These audits will be conducted at least two times per calendar year and a maximum of four times per calendar year. The contractor will inspect approximately thirty vehicles at each facility randomly selected by Foothill Transit.

The contractor will perform a physical inspection of each randomly selected vehicle to verify that its cosmetic appearance meets Foothill Transit's standards. The contractor will also inspect the mechanical conditions of each vehicle to determine if each vehicle meets or exceeds Foothill Transit standards.

Turnover Fleet Audits

The contractor will be requested to conduct a full fleet maintenance audit of the total fleet assigned to a specific Operations and Maintenance facility during service contract and/or contractor change. The contractor will perform

an inspection of each vehicle assigned to the facility being audited to certify that the current cosmetic appearance, cleanliness, safety, and mechanical conditions of each vehicle meets or exceeds Foothill Transit standards.

In-Plant Inspections

The Federal Transit Administrations requires that any grantee that purchases revenue service rolling stock with a contract amount that exceeds $100,000 is required to conduct a Buy America pre-award and post-award audit contained in 49 CFR part 663. Included in that requirement is to have an on-site resident inspector to monitor the production process to verify compliance with final assembly requirements identified in the Buy-America pre-award audit. It is the agency's discretion to engage a transit agency staff or a contract inspector or a combination of both to act as resident inspectors. The resident inspector must be at the manufacturing site throughout the period of manufacturing and prepare a report with accurate records of all vehicle manufacturing activities.

The typical inspections performed by the resident inspector on each bus are:

- Water test
- Road test
- Interior inspection
- Hoist/undercarriage
- Exterior
- Electrical
- Wheelchair ramp

Budget Impact

Funding for the quarterly fleet audits and turnover inspection are included in the Maintenance and Vehicle Technology department's operating budget while the resident inspector is funded under capital project no. 0229 in the approved Fiscal Year 2025 Business Plan and Budget.

Sincerely,

Roland M. Cordero
Director of Maintenance and Vehicle Technology

Doran J. Barnes
Chief Executive Director

Joyce Rooney
Director of Finance

Christopher Pieper
Director of Procurement

October 25, 2024

To: Executive Board

Subject: **Title VI Analysis for Line 492 Pilot**

Recommendation

Receive and file the Title VI analysis report for Line 492 pilot.

Summary

This Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes in their planning or pilot phases to determine whether these changes will produce a disparate impact or disproportionate burden on Black, Indigenous, and other People of Color (BIPOC)[1] or on low-income populations within their service area.

The Line 492 pilot approved by the Executive Board in March 2024, increased Line 492's frequency for the April 2024 service change from 30 minutes to 20 minutes all day on weekdays. The increase in frequency resulted in over a 25 percent change in service hours; therefore, this change is considered a major service change according to Foothill Transit's major service change policy.

The results of the Title VI analysis of the Line 492 pilot is that the increased frequency to Line 492 caused no disparate impact nor disproportionate burden to BIPOC or low-income populations.

Line 492

Line 492 is a Foothill Transit local line that travels between the Cites of El Monte, Covina, Montclair, and Claremont during peak and non-peak hours on weekdays and weekends.

For the April 2024 service change, the frequency of Line 492's weekday service was increased from thirty minutes to twenty minutes to incorporate Line 492 into Foothill Transit's Frequent Transit Network. Foothill Transit's Frequent Transit Network is comprised of lines that travel on key corridors in the service area at twenty minutes or better frequency.

[1] BIPOC populations include, but are not limited to Black, African, Hispanic, Latino/a, Asian, South Asian, Native American, American Indian, Indigenous, and multi-racial individuals.

Since the implementation of the increased of frequency, Line 492 has seen an eighteen percent increase in ridership when compared to the same period last year (see Table 1).

Table 1

Line 492's Weekday Ridership

Before Change			**After Change**			**Percentage Change**
Month	Ridership		Month	Ridership		
Apr-23	39,800		Apr-24	49,509		24%
May-23	42,639		May-24	51,193		20%
Jun-23	42,461		Jun-24	46,094		9%
Jul-23	40,257		Jul-24	48,853		21%
Aug-23	44,442		Aug-24	52,439		18%
Sept-23	43,243		Sept-24	51,539		19%
Total	**252,842**		**Total**	**299,627**		**19%**

The Line 492 pilot has increased weekday ridership for Line 492. Although the ridership results of the Line 492 pilot prove to be successful, Foothill Transit staff will abide to its major service change policy and conduct public outreach and a public hearing to gather the opinions and comments from the public. In addition, Foothill Transit staff will examine whether the increase in frequency for Line 492 has a disparate impact or disproportionate burden on BIPOC or on low-income populations within Foothill Transit's service area through the following Title VI analysis.

Title VI Analysis

Introduction

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning and pilot stages to determine whether these changes produce a disparate impact or disproportionate burden on BIPOC or on low-income populations within their service area. The Line 492 pilot approved by the Executive Board in March 2024 increased Line 492's frequency from 30 minutes to 20 minutes all day on weekdays. The increase in frequency resulted in over a 25 percent change in service hours; therefore, this change is considered a major service change according to Foothill Transit's major service change policy. The following Title VI analysis report will analyze whether the increased frequency to Line 492 produces a disparate impact or disproportionate burden on BIPOC or on low-income populations within Foothill Transit's service area.

Methodology

Foothill Transit staff utilized the 2018-2022 American Community Survey 5-Year Estimates data at the block group level to determine the impacts that the increased frequency of Line 492 might have on populations who identify as BIPOC and/or on populations with low-incomes. This report provides a demographic analysis, comparing Line 492's BIPOC and low-income populations within the ¼-mile and 1-mile radius of the line in comparison to Foothill Transit's service area's BIPOC and low-income populations. In addition, this report analyzes Foothill Transit's existing Frequent Transit Network and examines the BIPOC and low-income cities that benefit from the increase of frequency added to Line 492.

BIPOC and Low-Income Definitions

BIPOC populations include, but are not limited to Black, African, Hispanic, Latino/a, Asian, South Asian, Native American, American Indian, Indigenous, and multi-racial individuals. According to the 2018-2022 American Community Survey B03002 Hispanic or Latino Origin by Race table, 83% of Foothill Transit's service area identifies as BIPOC.

Foothill Transit considers low-income to be a household that earns 30 percent or less of the median household income in its service area. According to the 2018-2022 American Community Survey S1901 Income in the Past 12 Months table, the average median household income in Foothill Transit's service area is $87,684; therefore, the low-income threshold is $26,305.20. Because the U.S. Census reports household income in $5,000 increments, Foothill Transit considers any household with an income less than $30,000 as low-income.

Demographic Analysis

Quarter-mile radius analysis

Figures 1 and 2 below visually depict the BIPOC and low-income populations that are a quarter-mile from Line 492. Table 2 -Line 492 vs Overall Service Area: Quarter-mile radius analysis summarizes the proportion of BIPOC and low-income populations' quarter-mile from Line 492 versus Foothill Transit's overall service area.

The population quarter-mile from Line 492 represents nine percent of the overall service area. Line 492's population is diverse. Table 2 below demonstrates that the proportion of Line 492's BIPOC population is only five percent less than Foothill Transit's overall service area and the low-income population is 2 percent less than Foothill Transit's overall service area.

Figure 1

BIPOC Populations (0.25-mile from Line 492)

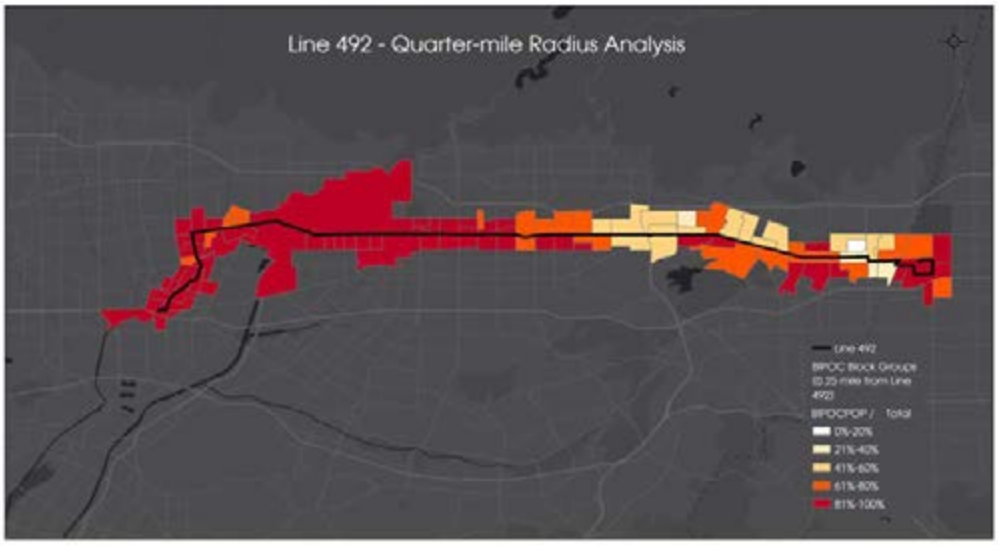


Figure 2

Low-Income Populations (0.25-mile from Line 492)

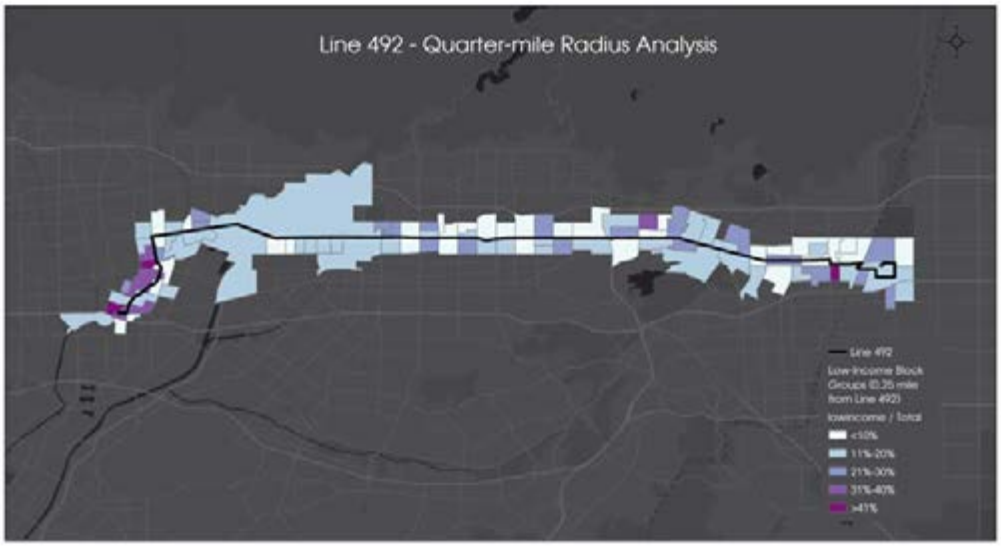


Table 2

Line 492 vs Overall Service Area: Quarter-mile radius analysis

	Population	BIPOC proportion of population	Difference from overall service area	Number of Households	Proportion of Low-Income Households	Difference from overall service area
¼-mile radius of Line 492	168,526	78%	-5%	54,176	16%	-2%
Overall Service Area	1,850,463	83%		590,939	18%	

One-mile radius analysis

Figures 3 and 4 below visually depict the BIPOC and low-income populations that are one-mile from Line 492. Table 3 -Line 492 vs Overall Service Area: One-mile radius analysis summarizes the proportion of BIPOC and low-income populations one-mile from Line 492 versus Foothill Transit's overall service area.

The population one-mile from Line 492 represents twenty-two percent of the overall service area. Table 2 below demonstrates that the proportion of Line 492's BIPOC population is only two percent less than Foothill Transit's overall service area and the low-income population is two percent less than Foothill Transit's overall service area.

Figure 3

BIPOC Populations (1-mile from Line 492)

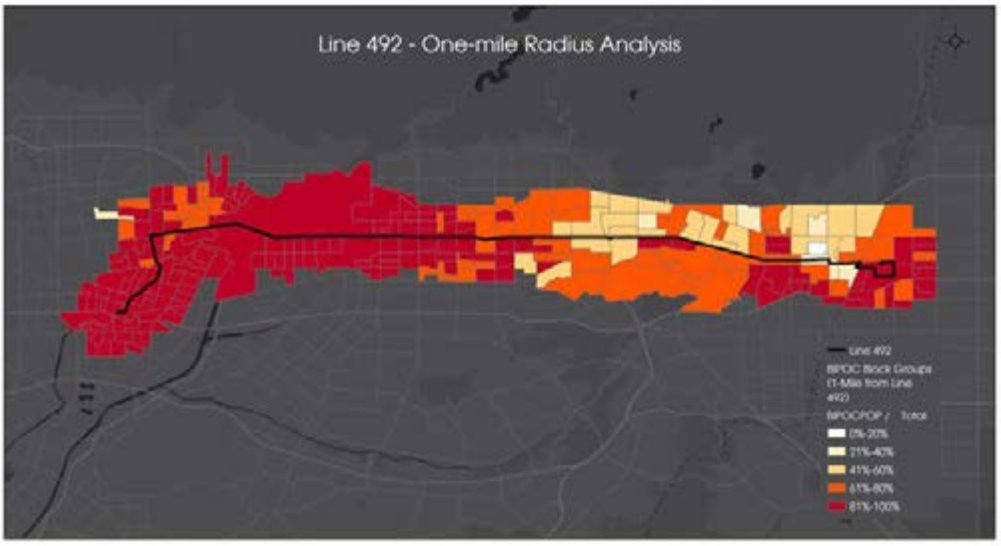


Figure 4

Low-Income Populations (1-mile from Line 492)

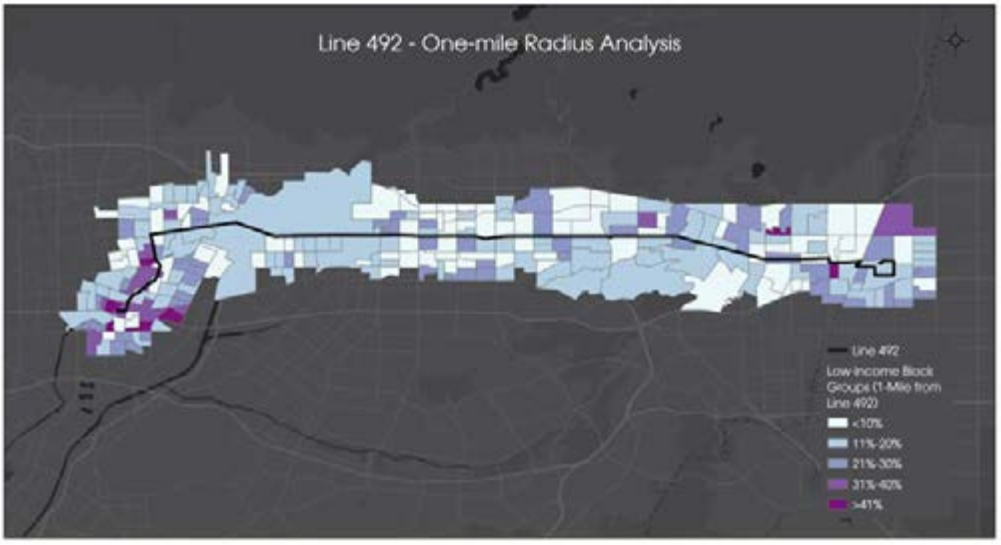


Table 3

Line 492 vs Overall Service Area: One-mile radius analysis

	Population	BIPOC proportion of population	Difference from overall service area	Number of Households	Proportion of Low-Income Households	Difference from overall service area
1-mile radius of Line 492	399,268	81%	-2%	122,369	16%	-2%
Overall Service Area	1,850,463	83%		590,939	18%	

Demographic Analysis Results

Based on the 15% threshold set forth by the agency's disparate impact and disproportionate burden policy, Foothill Transit found that the increased frequency added to Line 492 has 1) no disparate impact on BIPOC populations, and 2) no disproportionate burden on low-income populations.

Existing Frequent Transit Network Analysis

Foothill Transit's existing Frequent Transit Network is comprised of eight lines that travel on key corridors in the service area at twenty minutes or better frequency. All eight lines serve different portions of Foothill Transit's service area. Figures 5 and 6 below visually depict Foothill Transit's existing Frequent Transit Network to Foothill Transit's BIPOC and low-income population block groups.

Figure 5
Frequent Transit Network and BIPOC Block Groups

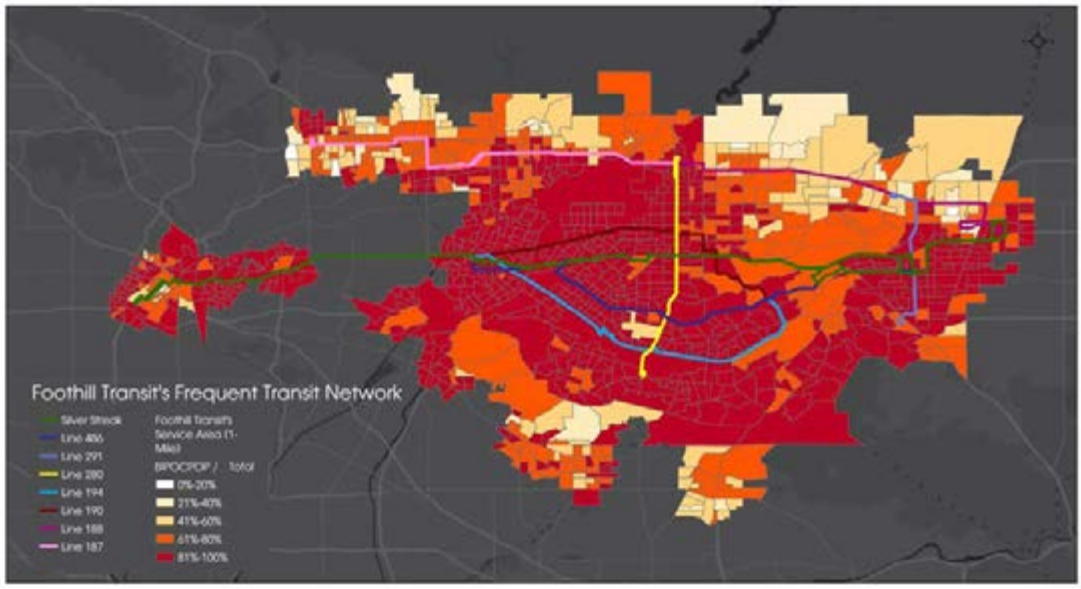
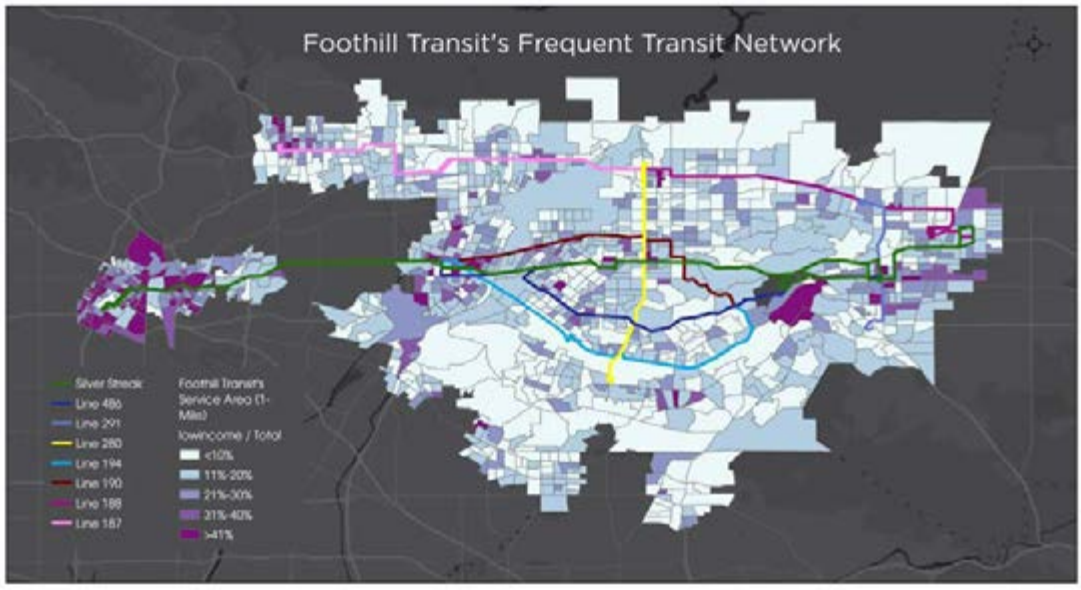


Figure 6
Frequent Transit Network and Low-Income Block Groups



The addition of Line 492 to Foothill Transit's existing Frequent Transit Network would provide frequent service east to west in the northern portion of Foothill Transit's service area. Figures 7 and 8 visually depict Foothill Transit's existing Frequent Transit Network with the addition of Line 492.

Figure 7
Frequent Transit Network and Line 492

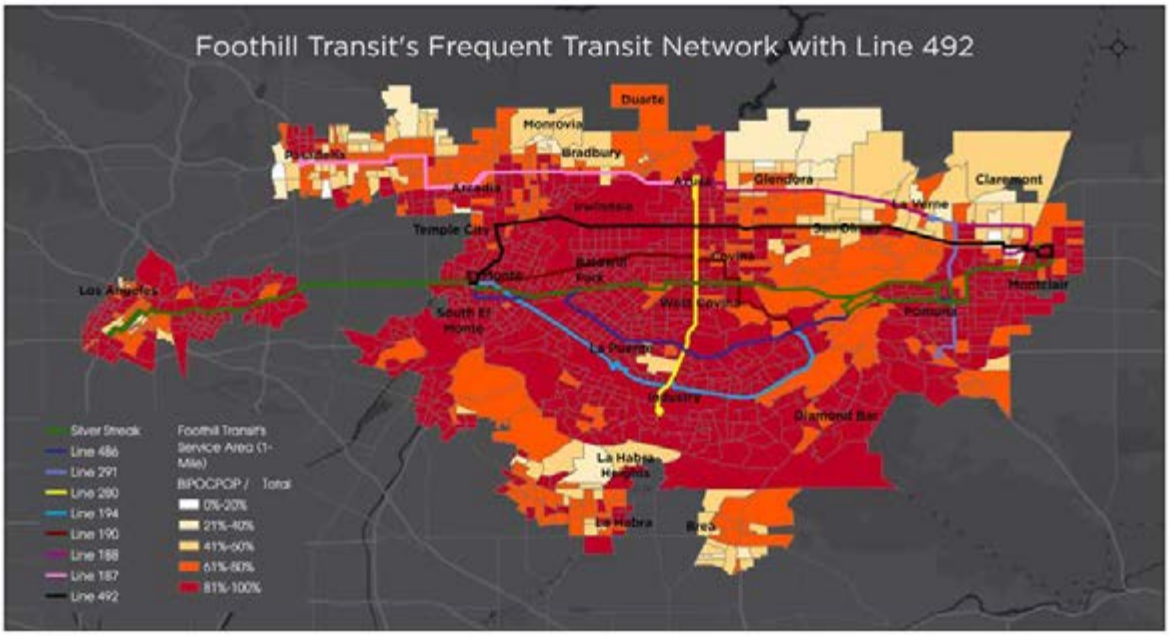
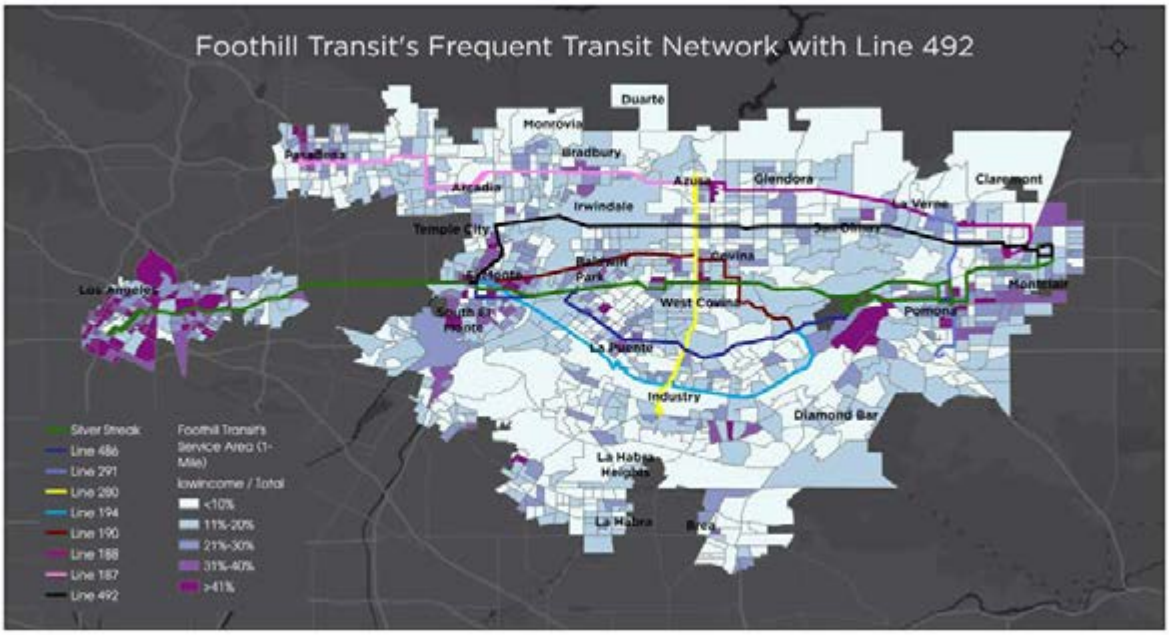


Figure 8
Frequent Transit Network and Line 492



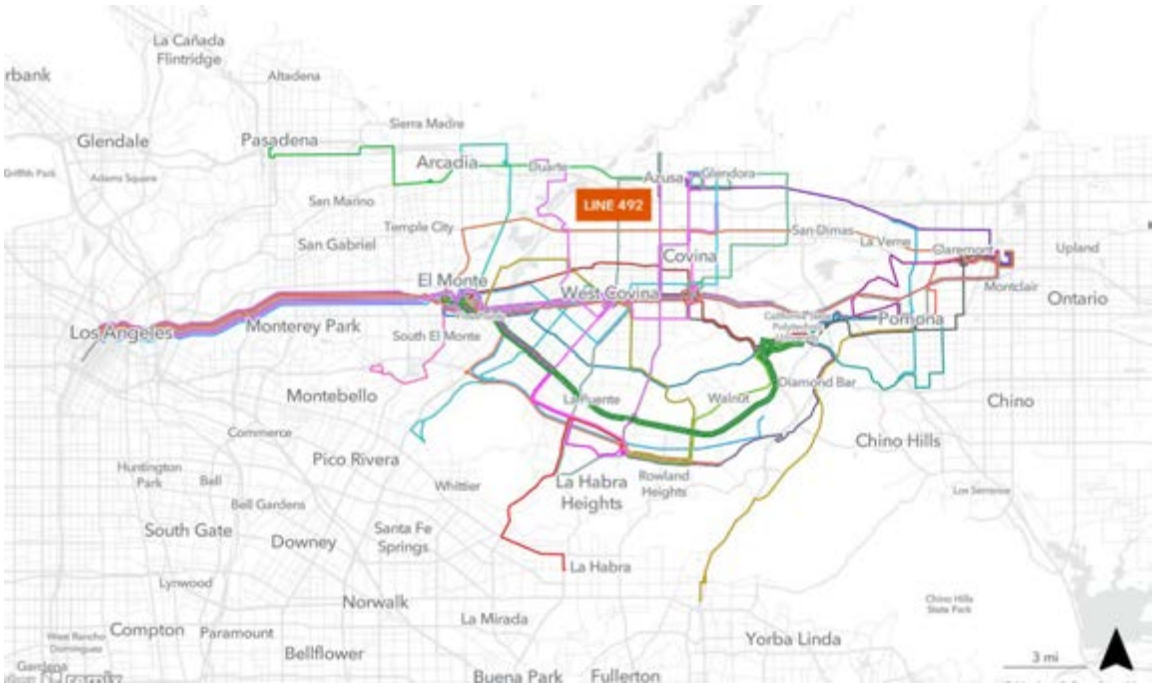
Foothill Transit's highest BIPOC populations are located throughout the service area mostly concentrated in the cities of El Monte, Baldwin Park,

Pomona, West Covina, Irwindale, La Puente, and Diamond Bar. The addition of Line 492 to Foothill Transit's existing Frequent Transit Network would provide high frequency service to the high BIPOC cities of El Monte and Irwindale.

Foothill Transit's highest low-income populations are located in pockets throughout the service area. The cities of El Monte and Pomona have the highest proportions of low–income populations in the service area. The addition of Line 492 to Foothill Transit's existing Frequent Transit Network would provide high frequency service to the low-income city of El Monte.

In addition, adding Line 492 to the existing Frequent Transit Network would support more frequent service in an east to west corridor that is only supported by Line 492. Figure 9 depicts Line 492 in orange. While Foothill Transit had the opportunity to benefit other lines with increased frequency, other portions of the service area traveling east to west either are already being serviced by an existing Frequent Transit Network line or have multiple local lines traveling through the area.

Figure 9
Foothill Transit's Service



Conclusion

The Line 492 pilot offers additional service for the populations in El Monte, Irwindale, San Dimas and Claremont. The increased frequency added to Line 492 provides service to the BIPOC cities of El Monte and Irwindale and the low-income city of El Monte. According to the demographic analysis conducted at the quarter-mile and one-mile radius of Line 492, the BIPOC and low-income populations surrounding Line 492 reflect the make up the overall service area; it is Foothill Transit's general consensus that this additional frequency added to Line 492 will not cause a disparate impact or disproportionate burden on BIPOC or low-income populations.

Sincerely,

Lourdes Alvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer

October 25, 2024

To: Executive Board

Subject: **Alliance for Renewable Clean Hydrogen Energy Systems (ARCHES) Subrecipient Award Agreement Report**

Recommendation

Receive and file Alliance for Renewable Clean Hydrogen Energy Systems (ARCHES) Subrecipient Award Agreement Report.

Analysis

The Alliance for Renewable Clean Energy Systems (ARCHES) is a State of California public-private partnership serves as the applicant and organizer for a statewide Hydrogen Gas (H2) hub. California is slated to be one of the regional H2 hubs established to create a network of H2 producers, consumers, and infrastructure to deliver clean H2 at a reduce cost and to support the technology demonstrations.

In October 2023, ARCHES and the United Sates Department of Energy (DOE) completed an agreement establishing $12.6 billion to build a clean renewable H2 hub in California. Included in the ARCHES project is the goal to deploy 1,000 fuel cell electric buses across 13 California transit agencies during the next 5-8 years. This project also includes renewable hydrogen production, upgrade to hydrogen fuel cell powered equipment at Ports of Long Beach, Los Angeles and Oakland, and deploying 5,000 fuel cell electric trucks.

Foothill Transit is one of the agencies selected to receive funding under this agreement and was awarded a grant of up to $62 million to support the continuation of the agency's hydrogen fuel cell program. This agreement would provide $300,000 per hydrogen fuel cell electric buses (190 buses) purchased through 2031; $4 million toward the infrastructure construction at the Arcadia/Irwindale Operations and Maintenance Facility, $1 Million for upgrades to H2 infrastructure at the Pomona Operations and Maintenance Facility.

Foothill Transit Staff has been working with the Center for Transportation and Environment (CTE) who is spearheading the bus initiative as well as outside legal counsel to review the requirements, terms and conditions of the award detailed on the more than 127 page draft agreements and to plan for

compliance to those requirements. The final subrecipient agreement was released last week for additional review, affirmation and signatures.

The agreement outlines compliance requirement of both the Department of Energy and the Federal Transit Administration. The agreement is presented in four sections:

- DOE Standards Terms and Conditions,
- DOE Award: Specific Terms and Conditions
- ARCHES Terms and Conditions
- Attachments

Within these sections are 106 Sections that provide guidance on the requirements in several areas including:

- development of plans (project management, staffing, cybersecurity, maintenance, cost, etc.)
- procurement requirements
- required reviews and approval of plans (progress, modification, cost, etc.)
- required audits;
- information and site access;
- data management needs
- administrative/procurement reviews
- performance management requirements
- insurance requirements
- intellectual property provisions
- reporting checklists/requirements

The project team will continue to work with CTE and legal counsel on reviewing the final subrecipient agreement, confirming compliance with the requirements as well as developing systems and processes to facilitate compliance.

Sincerely,

LaShawn King Gillespie
Deputy Chief Executive Officer

Doran J. Barnes
Chief Executive Officer

October 25, 2024

To: Executive Board

Subject: **Los Angeles County Sheriff's Department Contract Amendment for Supplemental Law Enforcement Services**

Recommendation

Authorize the Chief Executive Officer to execute a First Amendment to the existing five-year Agreement with the Los Angeles County Sheriff's Department for Supplemental Law Enforcement Services.

Analysis

Foothill Transit desires to continue Supplemental Law Enforcement Services with the Los Angeles County Sheriff's Department (LASD). The current five-year Agreement between Foothill Transit and LASD is set to expire on June 30, 2026.

The current contract only provides for "as needed" uniformed law enforcement services. This means that Foothill Transit does not contract for any specific number of deputies nor are we guaranteed any specific level of service. The First Amendment will amend the scope of services to add "full-time" uniformed law enforcement services in addition to "as needed" services. This commits Foothill Transit to a minimum specific level of services for FTE's, and it guarantees us the availability of those services. It does not commit us to providing 24/7 coverage.

The duties requested of LASD include but are not limited to, conducting investigations of vandalism, routine transit patrol, mitigation of fare evasion, and any other general law enforcement activities related to public transportation within the confines of the County and neighboring counties related to the Foothill Transit service territory.

The amendment will allow Foothill Transit specific hours of law enforcement services to address any security or crime-related concerns that may arise. On a typical day, bus operators and staff observe trespassing, abandoned property, alcohol/narcotics usage, and unruly passengers to name a few.

In preparation for the agenda report, staff presented the benefits of this proposed amendment at the February 2024 strategic planning workshop with the Executive Board. Once direction was provided staff worked with the Los Angeles County Sheriff's Department and communicated proposed changes with staff and contractors at the June 2024 Security and Emergency Preparedness Planning meeting.

Budget Impact

Funding for Amendment Number One of the LASD supplemental law enforcement services contract is included in the approved FY 2025 Business Plan – Safety and Security budget program. The estimated total annual cost is $1,850,939.20.

Sincerely,

John Curley
Chief of Safety and Security

Doran J. Barnes
Chief Executive Officer

October 25, 2024

To: Executive Board

Subject: **Fiscal Year 2025 First Quarter Key Performance Indicators Report**

Recommendation

Receive and file the Fiscal Year 2025 First Quarter Key Performance Indicators Report.

Analysis

This report provides an analysis of Foothill Transit's performance indicators for the First Quarter of Fiscal Year 2025 (FY2025). Foothill Transit monitors a number of factors in evaluating the service provided to the public. These are key performance indicators that record the bus system safety, courtesy, and reliability standards, along with industry-standard measurements that are monitored to assess transit operations.

Through the First Quarter, Foothill Transit achieved six out of eight key performance indicator goals. The performance indicator targets met include, Preventable Vehicle Collisions on Road per 100,000 Miles, Schedule Adherence, Miles between Technical Roadcalls, Customer Complaints per 100,000 Boardings, Farebox Recovery Ratio, and Average Cost per Vehicle Service Hour.

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

- ***Boardings*** **–** Total boardings recorded through the First Quarter was 2,474,157 – which is 15 percent higher than the same period last fiscal year.
- ***Fare Revenue*** **–** Total fare revenue through the First Quarter was $2,446,850. The average fare was $0.99 per boarding.
- ***Operating Expenses*** **–** Operating expenses incurred through the Third Quarter totaled $37.3 million, resulting in an average cost per service hour of $174.13.
- ***Collisions*** **–** The system averaged 0.90 preventable vehicle collisions on road per 100,000 miles through the First Quarter.

- ***Customer Complaints*** **–** Foothill Transit received an average of 24.9 complaints per 100,000 boardings through the First Quarter. This is a 47 percent improvement compared to same period last fiscal year.
- ***Schedule Adherence*** **–** On-time performance averaged 80.8 percent through the First Quarter, which is a four percent improvement compared to same period last fiscal year.

Analysis

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

Goal 1: Operate a safe transit system.

Goal 2: Provide outstanding customer service.

Goal 3: Operate an effective transit system.

Goal 4: Operate an efficient transit system.

These goals provide a framework for performance indicators to quantify and measure how well Foothill Transit is performing. Performance indicators are derived from data collected from a variety of sources including the farebox, automatic passenger counters (APCs) on buses, the SMART*Bus* system, reports from the operations contractors, and financial performance data.

Foothill Transit is a member of the American Bus Benchmarking Group also known as "ABBG", which is comprised of 24 transit agencies located in various states. The purpose of ABBG is to collaborate with other transit agencies to identify best practices and to use fixed-route data to see how we measure amongst our peers. Several performance indicator graphs in this report include the latest ABBG average to demonstrate how we are performing compared to the group.

Overall System Performance

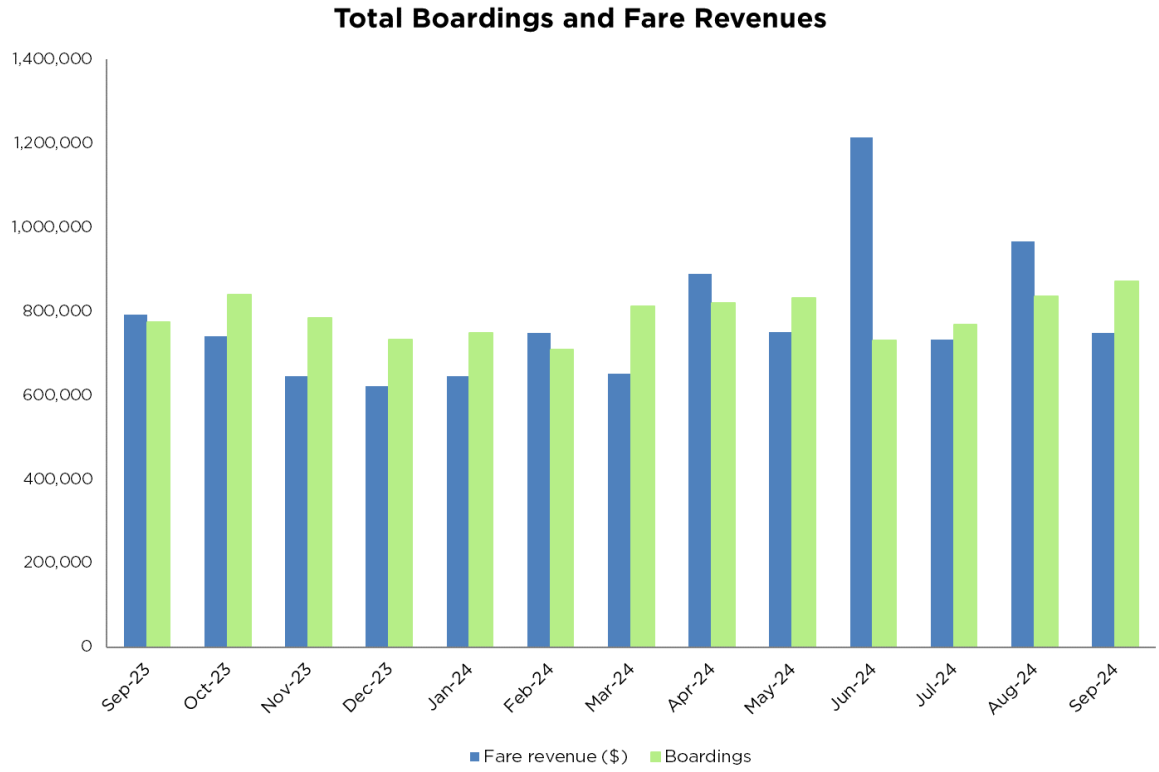
Foothill Transit's overall system performance is based on several key indicators. These include total ridership, fare revenues, vehicle service hours, and total operating expenses.

Total Boardings and Total Fare Revenues

Through the First Quarter in FY2025, Foothill Transit buses had 2,474,157 total boardings. When compared to the same time during the previous fiscal year, ridership increased by 15 percent. Foothill Transit continues to explore

opportunities to increase ridership and implement new initiatives that relate to ridership.

Total fare revenue recorded in the First Quarter was $2,446,850. This is 10 percent higher compared to the same period last fiscal year.



Vehicle Service Hours and Operating Expenditure

Foothill Transit operated 182,159 service hours through the First Quarter. This represents a six percent increase compared to the same period last fiscal year.

Foothill Transit incurred $37.3 million in operating expenses, which is 18 percent higher than the same period last fiscal year.

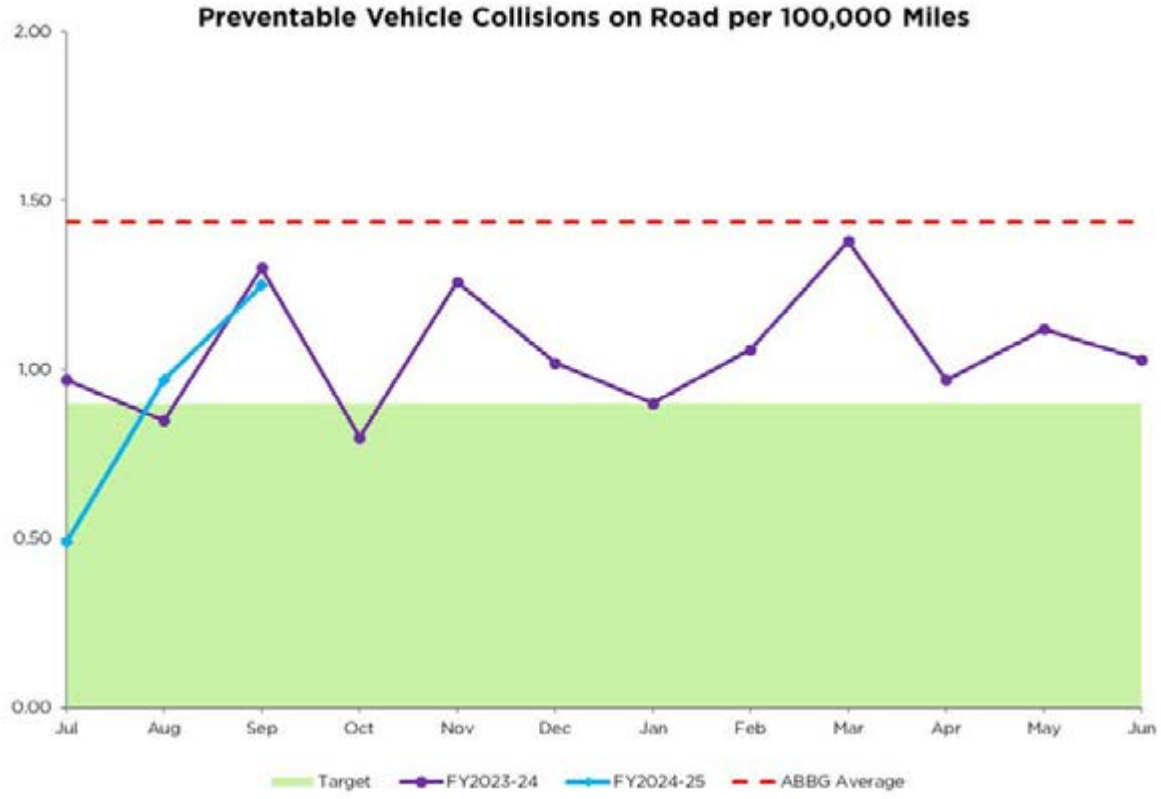
Goal 1: Operate a Safe Transit System

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

Preventable Vehicle Collisions per 100,000 Miles

In the First Quarter, Foothill Transit met the adopted performance standard of 0.90 or fewer preventable vehicle collisions on road per 100,000 miles with exactly 0.90 preventable vehicle collisions on road per 100,000 miles. The preventable vehicle collisions on road resulted primarily from coaches making contact with fixed objects, partially because of the reduced lane widths on arterial roadways and on freeways.

Keolis' and Transdev's safety committees, which are comprised of operators and administrative staff members, meet on a monthly basis to review collision trends, hazardous locations, facility improvements, and other safety related matters. The General Managers, Safety Managers, Trainers, and Operations staff are actively involved in the development of safety action plans and implementation. These plans include operator safe driver training, which focuses on topics such as following distance and driver awareness. In addition, monthly safety blitzes are conducted which address high-risk driving patterns in real-time.

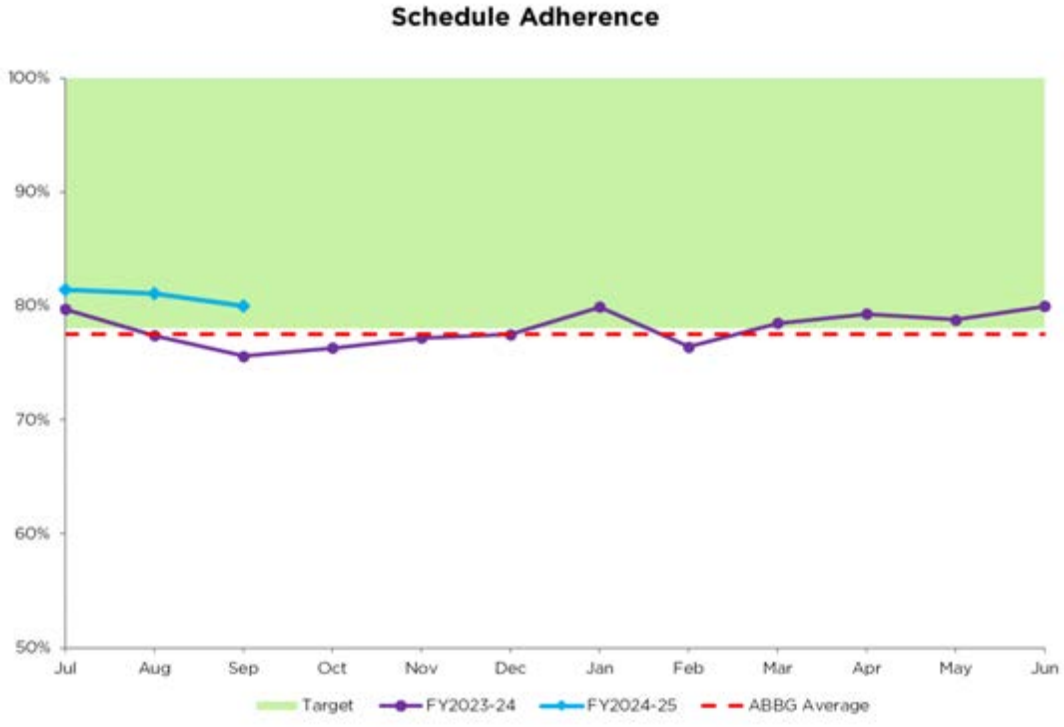


Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between technical roadcalls, and complaints per 100,000 boardings.

Schedule Adherence

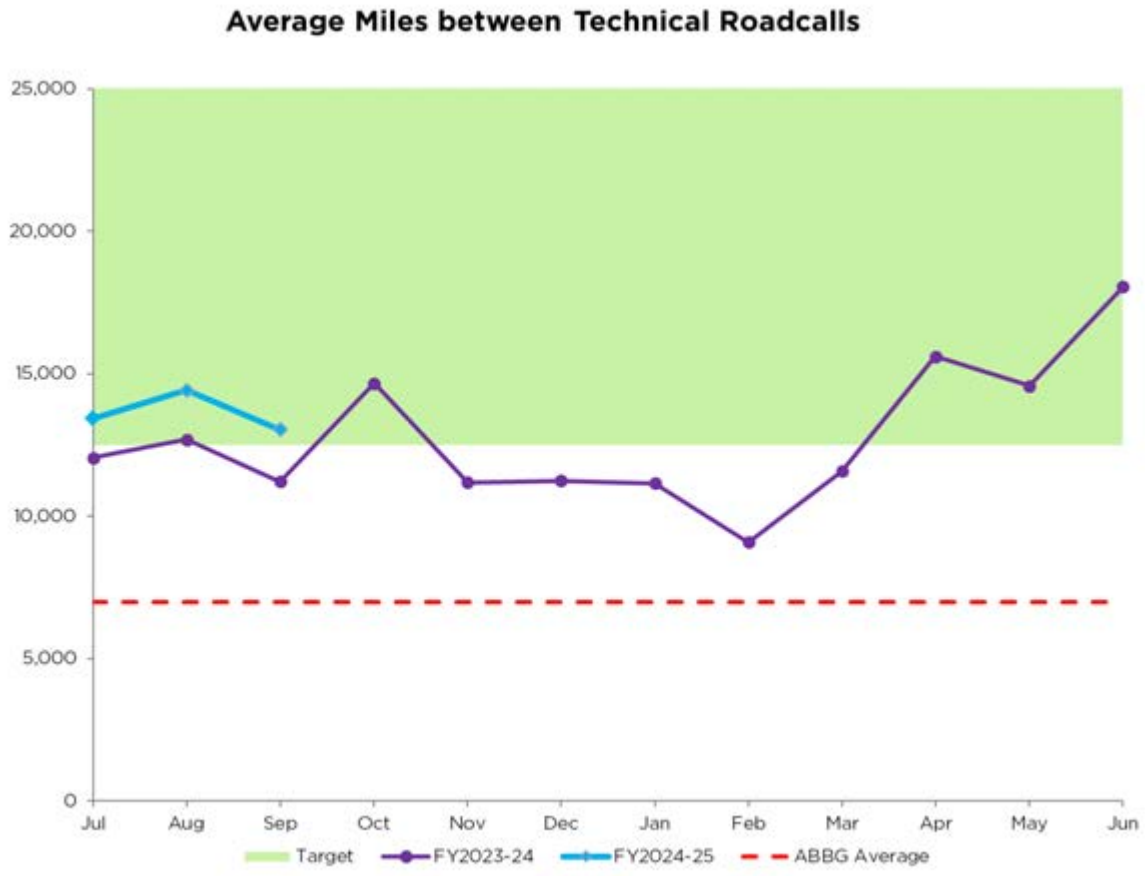
Foothill Transit measures its schedule adherence using the industry standard metric of on-time performance (OTP). OTP is calculated by evaluating a vehicle's adherence to time points in the planned schedule. A trip is considered on time if it did not depart early and if it departed the time point before the five-minute late threshold. Foothill Transit adopted a goal of 78 percent or higher OTP for this fiscal year. Through the First Quarter, the OTP goal was met at 80.8 percent; this represents a four percent increase compared to same period last fiscal year. Quality Assurance staff continue to monitor the SMART*Bus* system in real-time and work with both operations and maintenance contractors to ensure that the bus service runs in accordance with the schedule. With the OTP data readily available from the SMART*Bus* system, we can effectively monitor low performing routes and work with both contractors to identify areas of improvement. This includes evaluating GPS positioning of each time point to reflect the bus arrivals and departures accurately.



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Average Miles between Technical Roadcalls

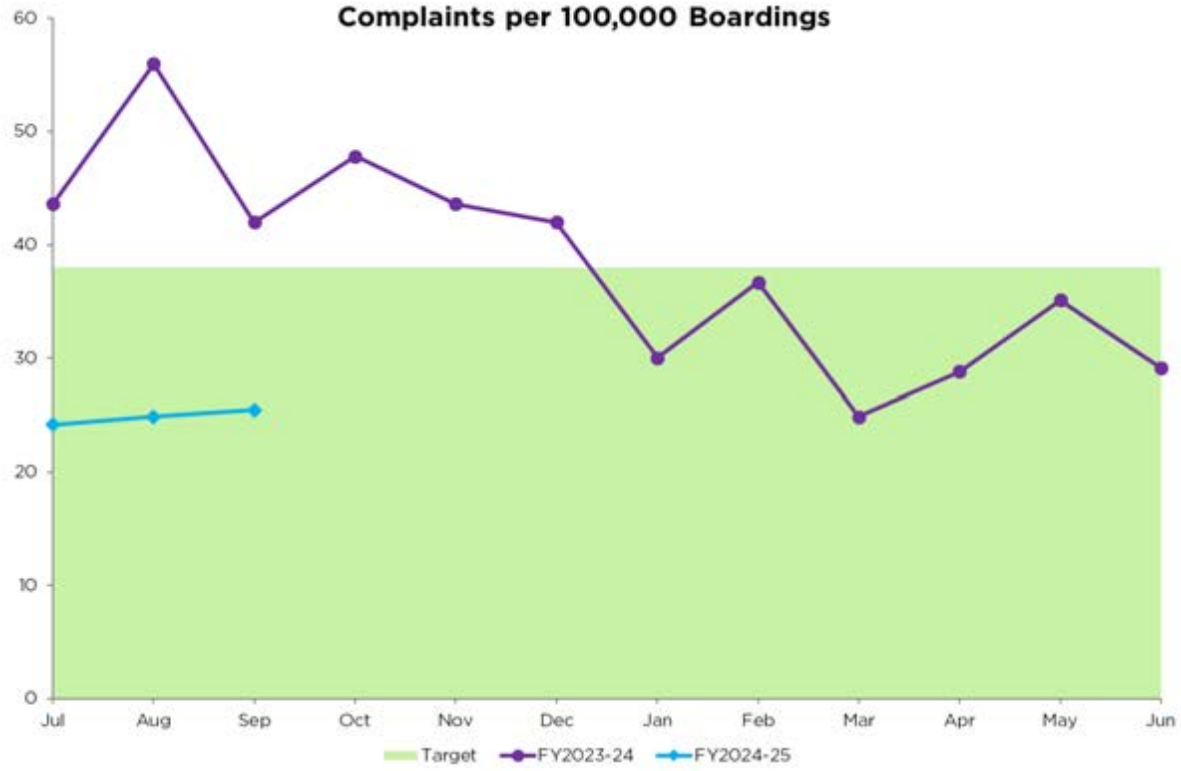
Average miles between technical roadcalls is a maintenance performance indicator. This adopted measure tracks any mechanical breakdown that occurs, whether a bus is in revenue service or not. Foothill Transit averaged 13,618 miles between technical roadcalls in the First Quarter, meeting the maintenance reliability goal of at least 12,500 miles between technical roadcalls. This represents a 14 percent improvement compared to the same period last fiscal year. Maintenance data is analyzed frequently to identify trends related to roadcall types and specific bus series, in efforts to establish appropriate action plans to minimize mechanical issues. The top technical roadcalls experienced during the First Quarter were coolant leaks and engine related issues. Transdev and Keolis teams have implemented various strategies to mitigate roadcalls, issuing campaigns and proactively inspecting buses more frequently such as investigating for leaks during the fueling process. In addition, contractors have been able to reduce the turnaround time for an engine repower service from 3 to 4 months to 3 to 4 weeks by switching to a new vendor, allowing buses to be back in service more timely.



Complaints per 100,000 Boardings

Customer complaints are counts of incidents where a customer reports dissatisfaction with the service. All customer complaints received by Foothill Transit are subject to a thorough investigative process and allows Foothill Transit to determine if a complaint is valid. Investigations include contacting the customer and reviewing the SMART*Bus* system, dispatch logs, on-board videos, and/or verbal communication with the coach operator.

In the First Quarter, Foothill Transit met the performance target of 38 or less complaints per 100,000 boardings with 24.9 complaints per 100,000 boardings. This represents a 47 percent improvement compared to same period last fiscal year. The majority of complaints received during the First Quarter were related to schedule adherence, however, schedule adherence complaints did decrease by 45 percent compared to the same period last fiscal year. Keolis' and Transdev's customer service committees continue to implement various strategies to mitigate customer complaints which include de-escalation training, on-board evaluations, and operator incentive programs. Our transit service contractors continue to monitor the complaint trends and explore new initiatives to enhance the customer experience.



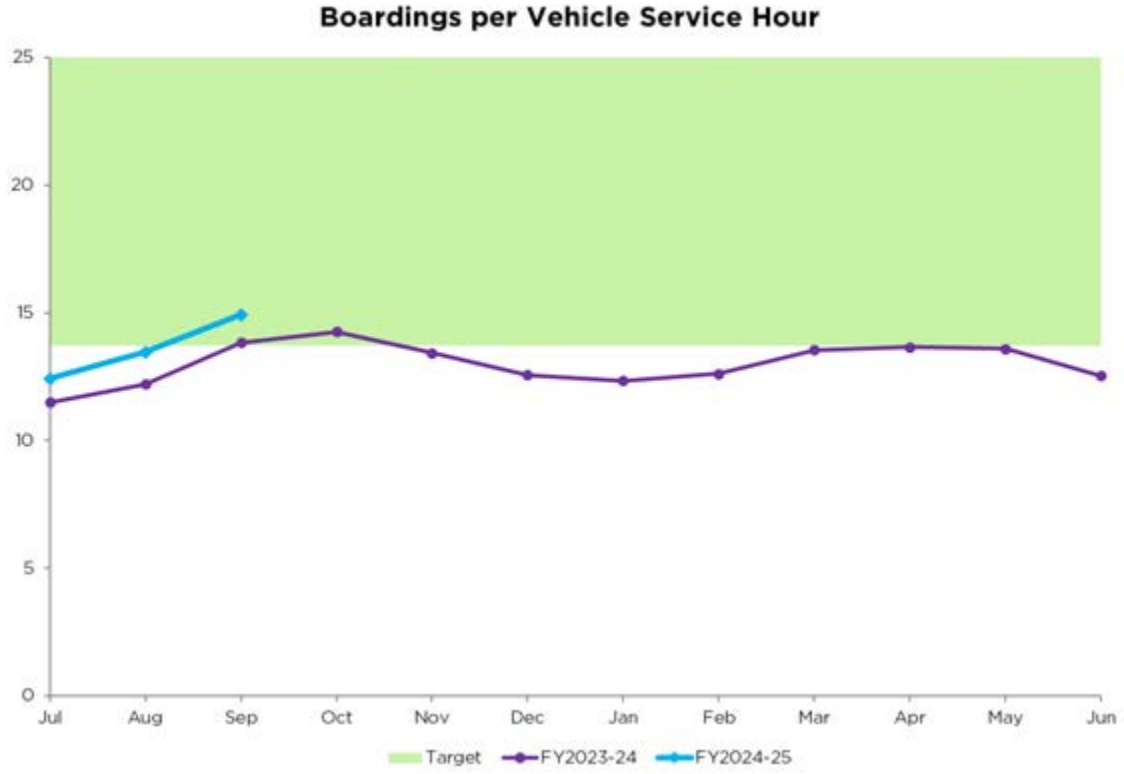
Goal 3: Operate an Effective Transit System

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

Boardings per Vehicle Service Hour

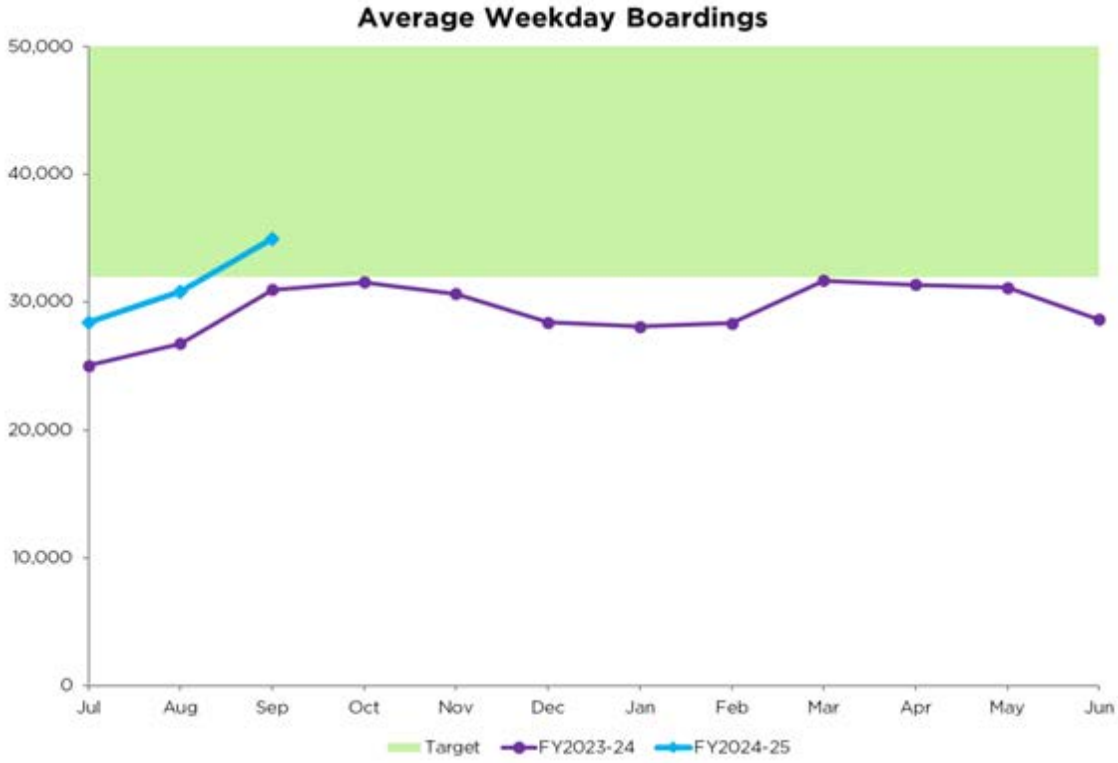
Boardings per vehicle service hour is the total number of boardings divided by the total number of service hours in a given period. In the First Quarter, there was 13.58 boardings per vehicle service hour, nearly missing the performance target of 13.71 or more boardings per service hour. This is nine percent higher compared to the same period last fiscal year.

Foothill Transit continues to encourage increased ridership by targeting specific demographics of customers through the Class Pass program and marketing at various schools and community events. Improved data analysis allows Foothill Transit staff to better understand travel demand throughout the service area, therefore assisting them with planning routes and schedules. In addition, the recent Foothill Transit Forward study focused on creating a more effective, efficient, equitable, and sustainable transit system that will get people where they need to go in the shortest time possible.



Average Weekday Boardings

The number of average weekday boardings is calculated by dividing the total number of weekday boardings by the number of days with weekday service in a given period. During the First Quarter, Foothill Transit missed the performance target of at least 31,964 average weekday boardings with an average of 31,262 weekday boardings. This represents a 14 percent increase compared to the same period fiscal year and approximately 80 percent of the ridership experienced prior to the COVID-19 pandemic.

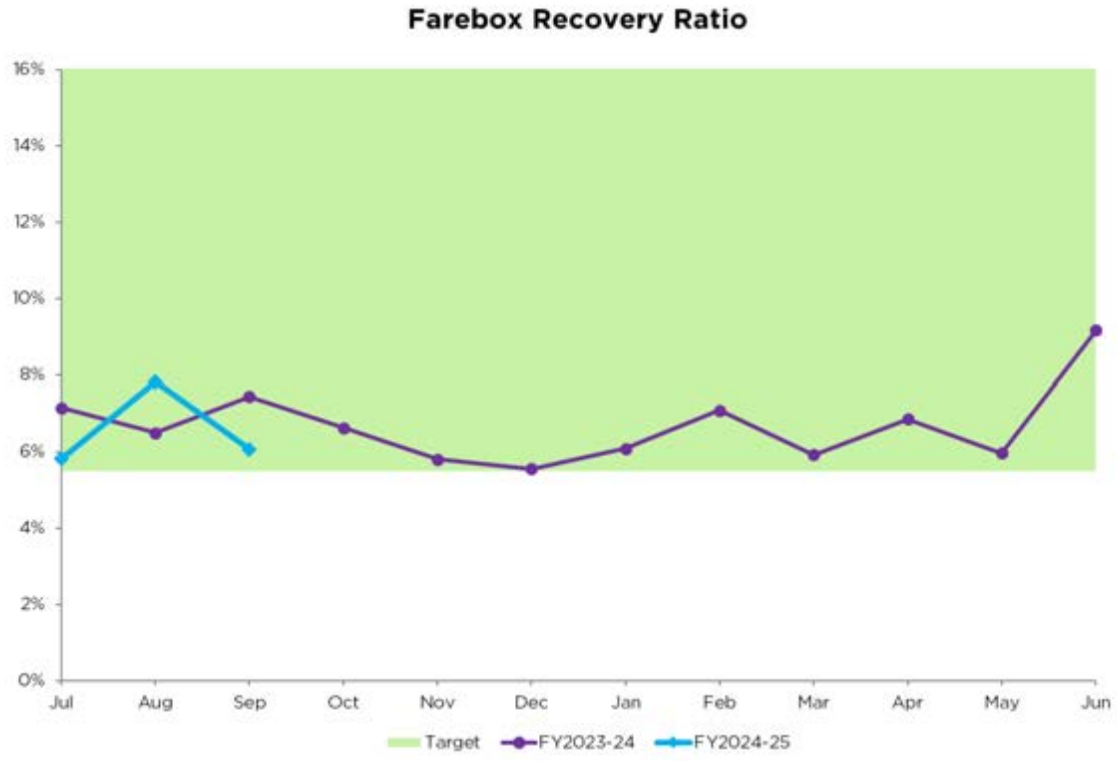


Goal 4: Operate an Efficient Transit System

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

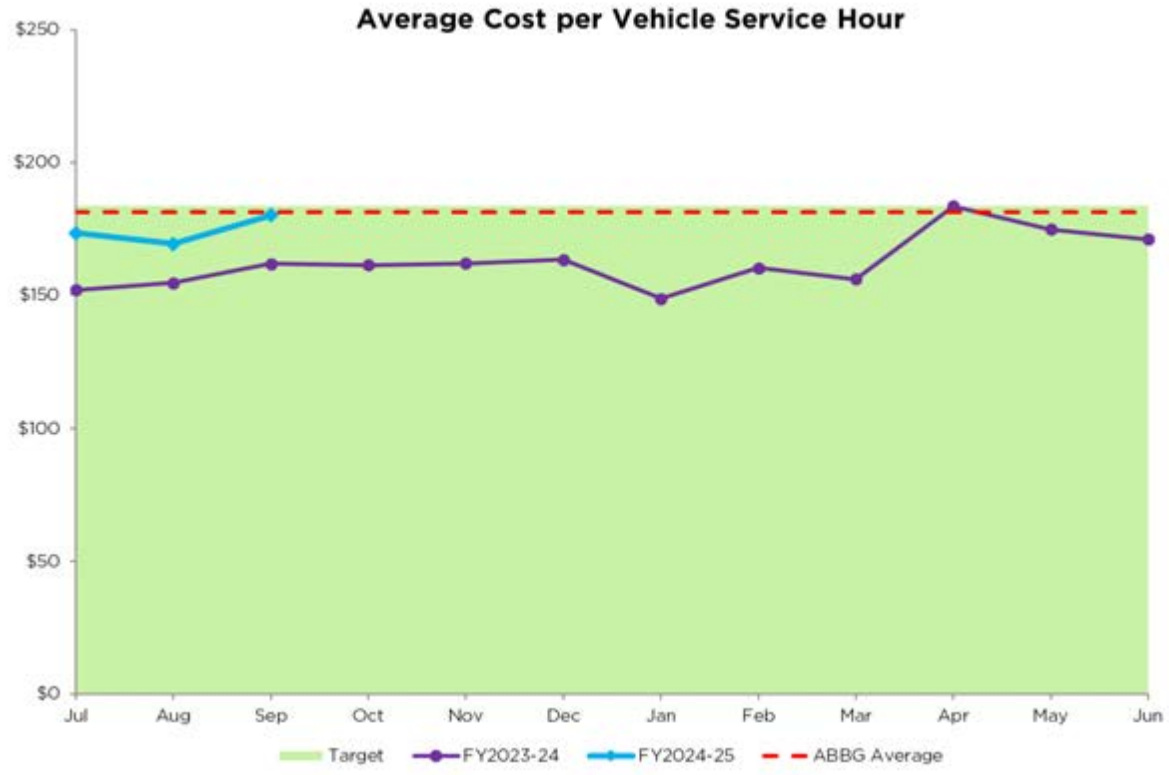
Farebox Recovery Ratio

Farebox recovery ratio is a measure of the proportion of operating costs recovered by passenger fares. The farebox recovery ratio is calculated by dividing total fare revenue by total operating expense. In the First Quarter, the farebox recovery ratio was 6.56 percent, which meets the target of 5.5 percent. This represents a seven percent decrease compared to same period last fiscal year.



Average Cost per Vehicle Service Hour

Average cost per vehicle service hour is an industry standard utilized to measure the cost efficiency of transit service. It is derived by dividing operating expenses by vehicle service hours. In the First Quarter, Foothill Transit did meet the average cost per vehicle service hour target of less than $183.55, with $174.13. This represents a 12 percent increase compared to the same period last fiscal year.



Sincerely,

Paulina Ruiz
System Performance
and Improvement Manager

Doran J. Barnes
Chief Executive Officer

Foothill Transit
First Quarter Key Performance Indicators
FY 2024-2025

Goal	Performance Indicator	First Quarter FY24-25	Met Target?	First Quarter FY23-24	% Improvement Over Same Quarter Last Year	FY24-25 YTD	Met Target?	FY23-24 YTD	% Improvement YTD	Performance Target
Overall System Performance	Total Boardings	**2,474,157**	**-**	2,157,155	15%	**2,474,157**	**-**	2,157,155	15%	
	Vehicle Service Hours	**182,159**	**-**	172,536	6%	**182,159**	**-**	172,536	6%	
	Total Fare Revenue	**$2,446,850**	**-**	$2,226,115	10%	**$2,446,850**	**-**	$2,226,115	10%	
	Total Operating Expense	**$37,316,028**	**-**	$31,676,762	(18%)	**$37,316,028**	**-**	$31,676,762	(18%)	
Safety	Preventable Vehicle Collisions per 100,000 Miles	**0.90**	**Yes**	1.03	13%	**0.90**	**Yes**	1.03	13%	≤ 0.90
Customer Service	Schedule Adherence	**80.8%**	**Yes**	77.6%	4%	**80.8%**	**Yes**	77.6%	4%	≥ 78%
	Miles Between Technical Roadcalls	**13,618**	**Yes**	11,937	14%	**13,618**	**Yes**	11,937	14%	≥ 12,500
	Complaints per 100,000 Boardings	**24.9**	**Yes**	47.2	47%	**24.9**	**Yes**	47.2	47%	≤ 38.00
Effectiveness	Boardings per Vehicle Service Hour	**13.58**	**No**	12.50	9%	**13.58**	**No**	12.50	9%	≥ 13.71
	Average Weekday Boardings	**31,262**	**No**	27,528	14%	**31,262**	**No**	27,528	14%	≥ 31,964
Efficiency	Farebox Recovery Ratio	**6.56%**	**Yes**	7.03%	(7%)	**6.56%**	**Yes**	7.03%	(7%)	≥ 5.50%
	Average Cost per Vehicle Service Hour	**$174.13**	**Yes**	$156.06	(12%)	**$174.13**	**Yes**	$156.06	(12%)	≤ $183.55

October 25, 2024

To: Executive Board

Subject: **Title VI Analysis for Line 492 Pilot**

Recommendation

Receive and file the Title VI analysis report for Line 492 pilot.

Summary

This Title VI analysis report is a Federal Transit Administration (FTA) Title VI Circular 4702.1B requirement. FTA requires agencies to evaluate major service and fare changes in their planning or pilot phases to determine whether these changes will produce a disparate impact or disproportionate burden on Black, Indigenous, and other People of Color (BIPOC)[1] or on low-income populations within their service area.

The Line 492 pilot approved by the Executive Board in March 2024, increased Line 492's frequency for the April 2024 service change from 30 minutes to 20 minutes all day on weekdays. The increase in frequency resulted in over a 25 percent change in service hours; therefore, this change is considered a major service change according to Foothill Transit's major service change policy.

The results of the Title VI analysis of the Line 492 pilot is that the increased frequency to Line 492 caused no disparate impact nor disproportionate burden to BIPOC or low-income populations.

Line 492

Line 492 is a Foothill Transit local line that travels between the Cites of El Monte, Covina, Montclair, and Claremont during peak and non-peak hours on weekdays and weekends.

For the April 2024 service change, the frequency of Line 492's weekday service was increased from thirty minutes to twenty minutes to incorporate Line 492 into Foothill Transit's Frequent Transit Network. Foothill Transit's Frequent Transit Network is comprised of lines that travel on key corridors in the service area at twenty minutes or better frequency.

[1] BIPOC populations include, but are not limited to Black, African, Hispanic, Latino/a, Asian, South Asian, Native American, American Indian, Indigenous, and multi-racial individuals.

Since the implementation of the increased of frequency, Line 492 has seen an eighteen percent increase in ridership when compared to the same period last year (see Table 1).

Table 1

Line 492's Weekday Ridership

Before Change			**After Change**			**Percentage Change**
Month	Ridership		Month	Ridership		
Apr-23	39,800		Apr-24	49,509		24%
May-23	42,639		May-24	51,193		20%
Jun-23	42,461		Jun-24	46,094		9%
Jul-23	40,257		Jul-24	48,853		21%
Aug-23	44,442		Aug-24	52,439		18%
Sept-23	43,243		Sept-24	51,539		19%
Total	**252,842**		**Total**	**299,627**		**19%**

The Line 492 pilot has increased weekday ridership for Line 492. Although the ridership results of the Line 492 pilot prove to be successful, Foothill Transit staff will abide to its major service change policy and conduct public outreach and a public hearing to gather the opinions and comments from the public. In addition, Foothill Transit staff will examine whether the increase in frequency for Line 492 has a disparate impact or disproportionate burden on BIPOC or on low-income populations within Foothill Transit's service area through the following Title VI analysis.

Title VI Analysis

Introduction

This Title VI analysis report is in accordance with the FTA's Title VI Circular 4702.1B, which states that agencies shall evaluate major service and fare changes at the planning and pilot stages to determine whether these changes produce a disparate impact or disproportionate burden on BIPOC or on low-income populations within their service area. The Line 492 pilot approved by the Executive Board in March 2024 increased Line 492's frequency from 30 minutes to 20 minutes all day on weekdays. The increase in frequency resulted in over a 25 percent change in service hours; therefore, this change is considered a major service change according to Foothill Transit's major service change policy. The following Title VI analysis report will analyze whether the increased frequency to Line 492 produces a disparate impact or disproportionate burden on BIPOC or on low-income populations within Foothill Transit's service area.

Methodology

Foothill Transit staff utilized the 2018-2022 American Community Survey 5-Year Estimates data at the block group level to determine the impacts that the increased frequency of Line 492 might have on populations who identify as BIPOC and/or on populations with low-incomes. This report provides a demographic analysis, comparing Line 492's BIPOC and low-income populations within the ¼-mile and 1-mile radius of the line in comparison to Foothill Transit's service area's BIPOC and low-income populations. In addition, this report analyzes Foothill Transit's existing Frequent Transit Network and examines the BIPOC and low-income cities that benefit from the increase of frequency added to Line 492.

BIPOC and Low-Income Definitions

BIPOC populations include, but are not limited to Black, African, Hispanic, Latino/a, Asian, South Asian, Native American, American Indian, Indigenous, and multi-racial individuals. According to the 2018-2022 American Community Survey B03002 Hispanic or Latino Origin by Race table, 83% of Foothill Transit's service area identifies as BIPOC.

Foothill Transit considers low-income to be a household that earns 30 percent or less of the median household income in its service area. According to the 2018-2022 American Community Survey S1901 Income in the Past 12 Months table, the average median household income in Foothill Transit's service area is $87,684; therefore, the low-income threshold is $26,305.20. Because the U.S. Census reports household income in $5,000 increments, Foothill Transit considers any household with an income less than $30,000 as low-income.

Demographic Analysis

Quarter-mile radius analysis

Figures 1 and 2 below visually depict the BIPOC and low-income populations that are a quarter-mile from Line 492. Table 2 -Line 492 vs Overall Service Area: Quarter-mile radius analysis summarizes the proportion of BIPOC and low-income populations' quarter-mile from Line 492 versus Foothill Transit's overall service area.

The population quarter-mile from Line 492 represents nine percent of the overall service area. Line 492's population is diverse. Table 2 below demonstrates that the proportion of Line 492's BIPOC population is only five percent less than Foothill Transit's overall service area and the low-income population is 2 percent less than Foothill Transit's overall service area.

Figure 1

BIPOC Populations (0.25-mile from Line 492)

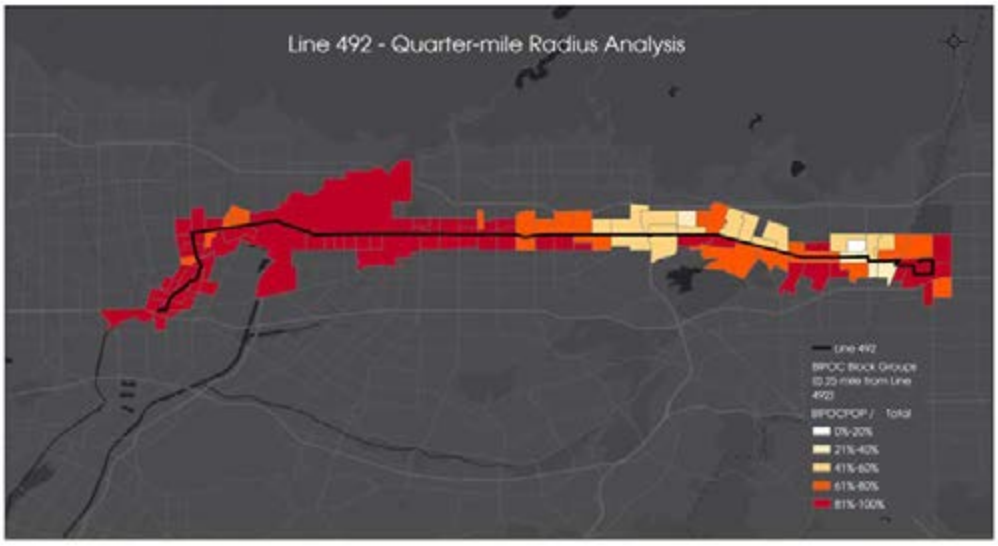


Figure 2

Low-Income Populations (0.25-mile from Line 492)

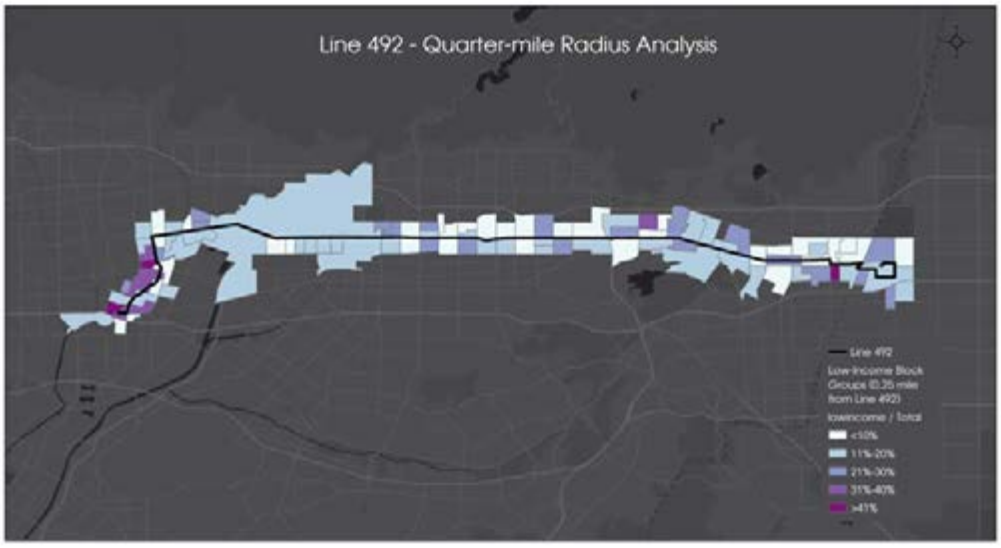


Table 2

Line 492 vs Overall Service Area: Quarter-mile radius analysis

	Population	BIPOC proportion of population	Difference from overall service area	Number of Households	Proportion of Low-Income Households	Difference from overall service area
¼-mile radius of Line 492	168,526	78%	-5%	54,176	16%	-2%
Overall Service Area	1,850,463	83%		590,939	18%	

One-mile radius analysis

Figures 3 and 4 below visually depict the BIPOC and low-income populations that are one-mile from Line 492. Table 3 -Line 492 vs Overall Service Area: One-mile radius analysis summarizes the proportion of BIPOC and low-income populations one-mile from Line 492 versus Foothill Transit's overall service area.

The population one-mile from Line 492 represents twenty-two percent of the overall service area. Table 2 below demonstrates that the proportion of Line 492's BIPOC population is only two percent less than Foothill Transit's overall service area and the low-income population is two percent less than Foothill Transit's overall service area.

Figure 3

BIPOC Populations (1-mile from Line 492)

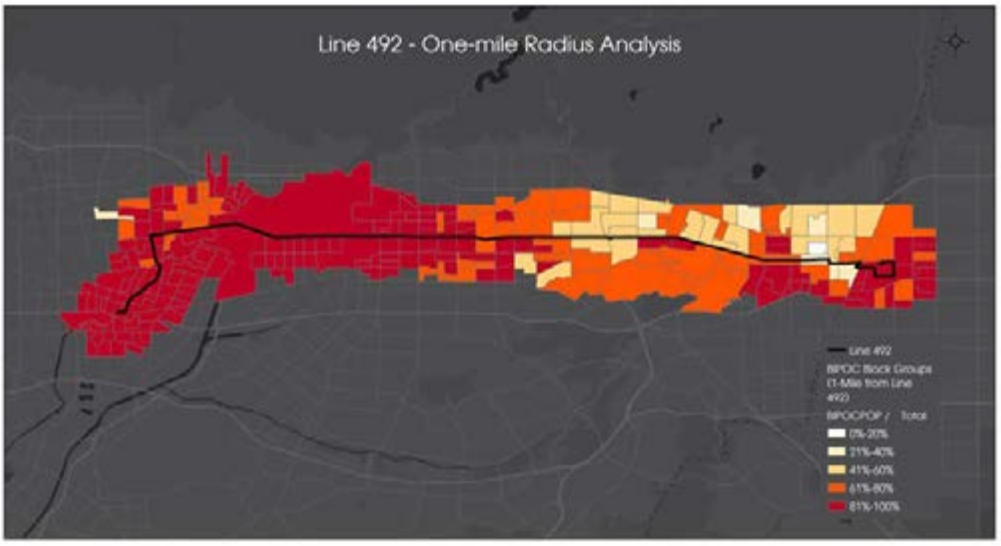


Figure 4

Low-Income Populations (1-mile from Line 492)

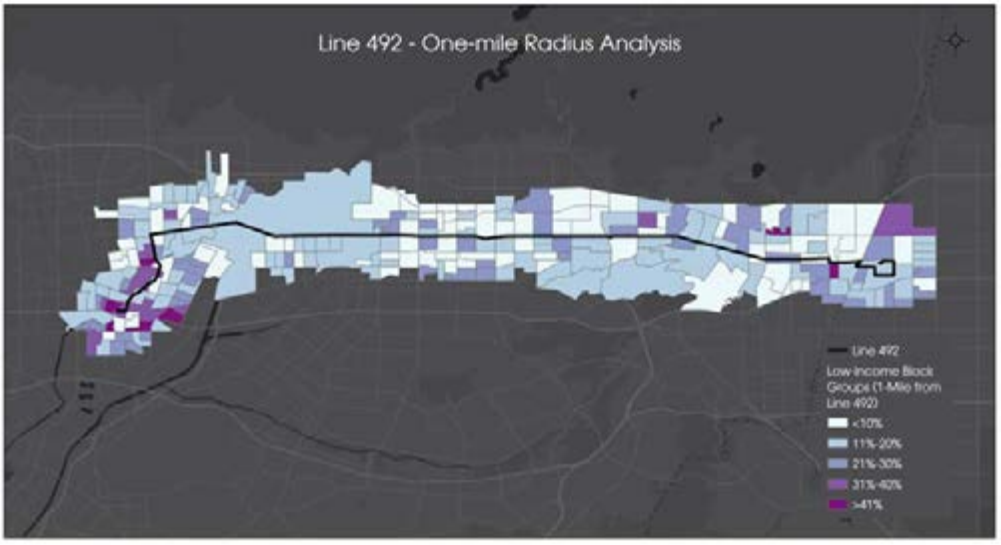


Table 3

Line 492 vs Overall Service Area: One-mile radius analysis

	Population	BIPOC proportion of population	Difference from overall service area	Number of Households	Proportion of Low-Income Households	Difference from overall service area
1-mile radius of Line 492	399,268	81%	-2%	122,369	16%	-2%
Overall Service Area	1,850,463	83%		590,939	18%	

Demographic Analysis Results

Based on the 15% threshold set forth by the agency's disparate impact and disproportionate burden policy, Foothill Transit found that the increased frequency added to Line 492 has 1) no disparate impact on BIPOC populations, and 2) no disproportionate burden on low-income populations.

Existing Frequent Transit Network Analysis

Foothill Transit's existing Frequent Transit Network is comprised of eight lines that travel on key corridors in the service area at twenty minutes or better frequency. All eight lines serve different portions of Foothill Transit's service area. Figures 5 and 6 below visually depict Foothill Transit's existing Frequent Transit Network to Foothill Transit's BIPOC and low-income population block groups.

Figure 5
Frequent Transit Network and BIPOC Block Groups

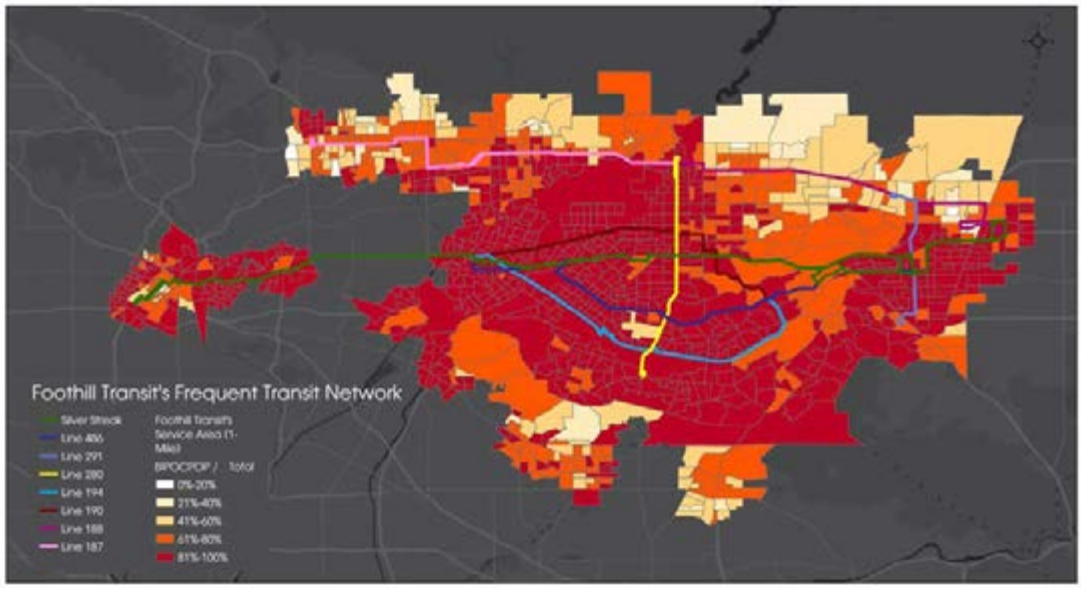
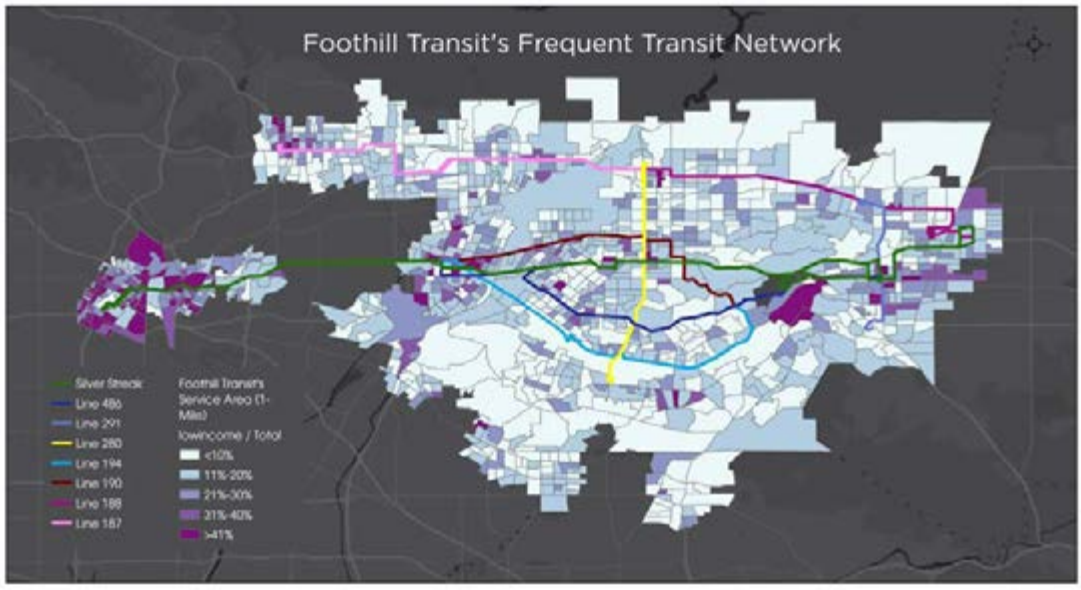


Figure 6
Frequent Transit Network and Low-Income Block Groups



The addition of Line 492 to Foothill Transit's existing Frequent Transit Network would provide frequent service east to west in the northern portion of Foothill Transit's service area. Figures 7 and 8 visually depict Foothill Transit's existing Frequent Transit Network with the addition of Line 492.

Figure 7
Frequent Transit Network and Line 492

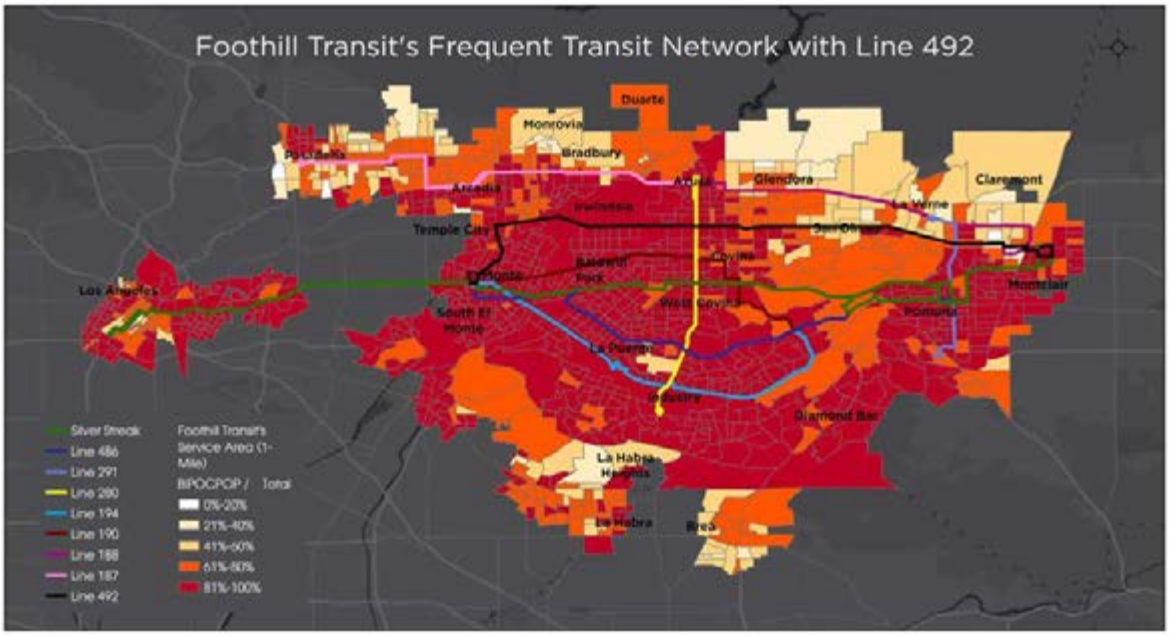
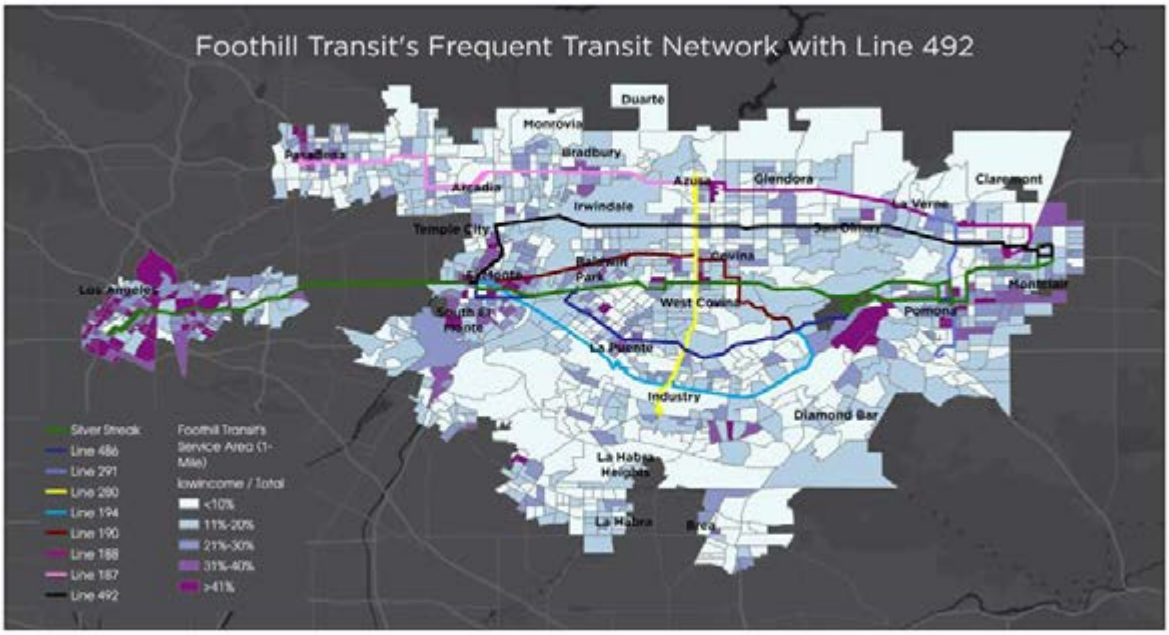


Figure 8
Frequent Transit Network and Line 492



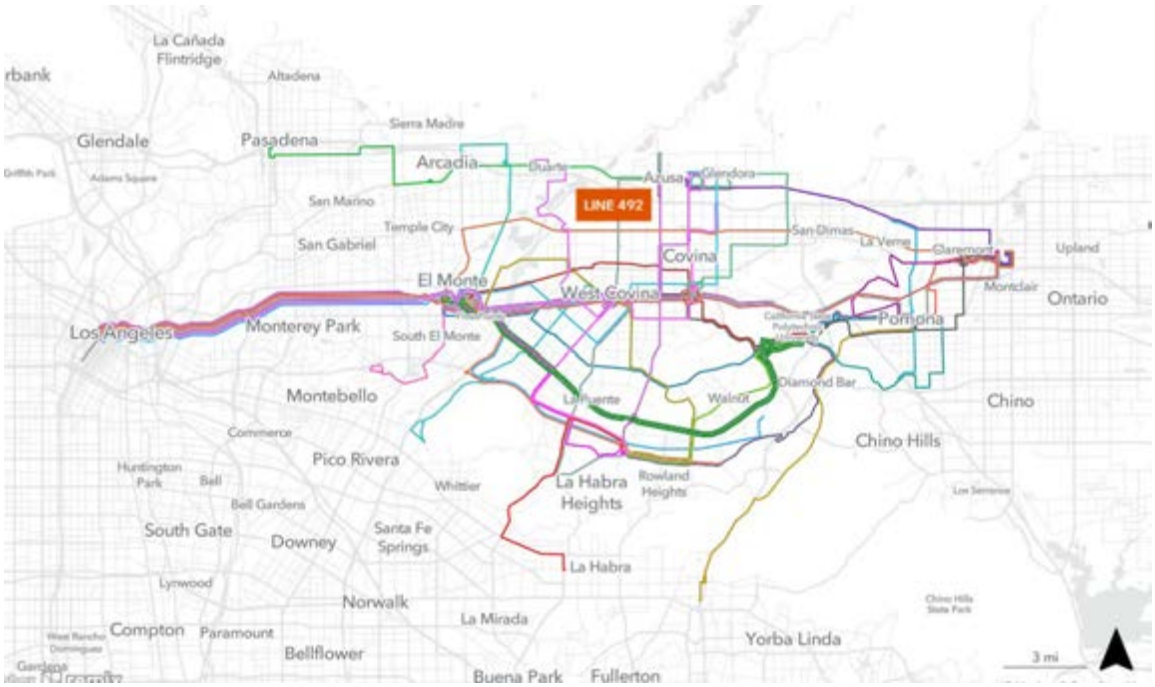
Foothill Transit's highest BIPOC populations are located throughout the service area mostly concentrated in the cities of El Monte, Baldwin Park,

Pomona, West Covina, Irwindale, La Puente, and Diamond Bar. The addition of Line 492 to Foothill Transit's existing Frequent Transit Network would provide high frequency service to the high BIPOC cities of El Monte and Irwindale.

Foothill Transit's highest low-income populations are located in pockets throughout the service area. The cities of El Monte and Pomona have the highest proportions of low–income populations in the service area. The addition of Line 492 to Foothill Transit's existing Frequent Transit Network would provide high frequency service to the low-income city of El Monte.

In addition, adding Line 492 to the existing Frequent Transit Network would support more frequent service in an east to west corridor that is only supported by Line 492. Figure 9 depicts Line 492 in orange. While Foothill Transit had the opportunity to benefit other lines with increased frequency, other portions of the service area traveling east to west either are already being serviced by an existing Frequent Transit Network line or have multiple local lines traveling through the area.

Figure 9
Foothill Transit's Service



Conclusion

The Line 492 pilot offers additional service for the populations in El Monte, Irwindale, San Dimas and Claremont. The increased frequency added to Line 492 provides service to the BIPOC cities of El Monte and Irwindale and the low-income city of El Monte. According to the demographic analysis conducted at the quarter-mile and one-mile radius of Line 492, the BIPOC and low-income populations surrounding Line 492 reflect the make up the overall service area; it is Foothill Transit's general consensus that this additional frequency added to Line 492 will not cause a disparate impact or disproportionate burden on BIPOC or low-income populations.

Sincerely,

Lourdes Alvarez
Transit Planner

Doran J. Barnes
Chief Executive Officer

APPENDIX J

MONITORING REPORT



EFFECTIVE February 2026

Foothill Transit's Title VI Monitoring Program Review

Below are the triennial Title VI Monitoring Program review results that ensure service delivery is consistent between Black, Indigenous, People of Color (BIPOC) and non-BIPOC lines. The review was conducted in spring of 2026 in preparation to submit the final Title VI report to the FTA in October 2026. Issues 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 line during peak and off-peak times. Ridership numbers were gathered from our buses' automatic passenger counter (APC). Peak travel times are defined in Table 1.

Table 1. Peak Travel Times

Type of Peak	Timeframe
A.M. Peak	7:00 A.M. – 9:59 A.M.
P.M. Peak	3:00 P.M. - 5:59 P.M.
Off-Peak	6:00 P.M. – 5:59 A.M. / 10:00 A.M. – 2:59 P.M.

Maximum load factors represent the maximum achievable capacity and are calculated by dividing the average weekday boardings per trip by the vehicle's seated (35 passengers) and standing capacity (10 passengers). Foothill Transit's load factor standards are listed in Table 2. A capacity analysis with each line's load factor is provided in Table 3. All data was gathered from October 1, 2025, to October 31, 2025. This period was utilized because it reflects a typical ridership month without any ridership falls due to school schedule changes or major holidays.

Table 2. Load Factor by Service Type

Category	Peak load factor (not to exceed)
Local	1.25
Express	1.0

Table 3. Capacity Analysis – October 1, 2025, to October 31, 2025

Line	BIPOC Line?	Weekday Load Factor			Load Factor Standard Local: 1.25 Express: 1.0	Exceeds Standard?	
		Peak Period		Off-Peak		Peak Period	Off-Peak
178	Yes	AM	0.94	0.59	1.25	No	No
		PM	1.17			No	
185	Yes	AM	0.82	0.36	1.25	No	No
		PM	0.83			No	
187	No	AM	1.03	0.51	1.25	No	No
		PM	1.06			No	
188	No	AM	0.57	0.25	1.25	No	No

		PM	0.49			No	
190	Yes	AM	0.84	0.49	1.25	No	No
		PM	0.77			No	
194	Yes	AM	0.76	0.44	1.25	No	No
		PM	0.67			No	
195	Yes	AM	0.36	0.25	1.25	No	No
		PM	0.29			No	
197	Yes	AM	0.26	0.25	1.25	No	No
		PM	0.15			No	
269	Yes	AM	0.17	0.08	1.25	No	No
		PM	0.16			No	
270	Yes	AM	0.85	0.24	1.25	No	No
		PM	0.58			No	
272	Yes	AM	0.40	0.18	1.25	No	No
		PM	0.25			No	
274	Yes	AM	0.41	0.22	1.25	No	No
		PM	0.36			No	
280	Yes	AM	0.84	0.35	1.25	No	No
		PM	0.78			No	
281	Yes	AM	0.82	0.45	1.25	No	No
		PM	0.74			No	
282	Yes	AM	0.38	0.27	1.25	No	No
		PM	0.33			No	
284	No	AM	0.36	0.16	1.25	No	No
		PM	0.32			No	
285	Yes	AM	0.33	0.26	1.25	No	No
		PM	0.29			No	
286	Yes	AM	0.45	0.29	1.25	No	No
		PM	0.34			No	
289	Yes	AM	0.39	0.37	1.25	No	No
		PM	0.27			No	
291	Yes	AM	0.46	0.46	1.25	No	No
		PM	0.35			No	
292	Yes	AM	0.20	0.17	1.25	No	No
		PM	0.09			No	
295	No	AM	0.09	0.06	1.25	No	No
		PM	0.06			No	
480	Yes	AM	1.00	0.54	1.25	No	No
		PM	1.13			No	
482	Yes	AM	0.50	0.37	1.25	No	No
		PM	0.44			No	
486	Yes	AM	0.79	0.68	1.25	No	No
		PM	0.57			No	

488	Yes	AM	0.66	0.72	1.25	No	No
		PM	0.58			No	
490	No	AM	0.13	0.27	1.0	No	No
		PM	0.14			No	
492	Yes	AM	0.80	0.63	1.25	No	No
		PM	0.67			No	
493	Yes	AM	0.29	0.20	1.0	No	No
		PM	0.30			No	
495	Yes	AM	0.23	0.41	1.0	No	No
		PM	0.26			No	
498	Yes	AM	0.21	0.20	1.0	No	No
		PM	0.27			No	
499	Yes	AM	0.16	0.26	1.0	No	No
		PM	0.19			No	
699	Yes	AM	0.27	0.39	1.0	No	No
		PM	0.26			No	
707	Yes	AM	1.07	0.56	1.25	No	No
		PM	0.99			No	
853	No	AM	0.51	0.30	1.25	No	No
		PM	0.01			No	
861	Yes	AM	0.46	0.17	1.25	No	No
		PM	0.41			No	
Average BIPOC Line			0.54	0.36			
Average Non-BIPOC Line			0.45	0.26			

No line exceeds the maximum load factor standard. The Planning team will continue monitoring the APC ridership numbers and assess the feasibility of adding additional trips when necessary.

Vehicle Headway

Vehicle headways were analyzed by line during peak and off-peak times according to the standards outlined in the previous section in Table 1. Data was collected from October 2025. This period was utilized because it reflects a typical ridership month without any ridership falls due to school schedule changes or major holidays. The results of the vehicle headway analysis are shown in Table 4.

Table 4. Headway Analysis – October 2025 Schedule

Line	BIPOC Line?	Actual Headway (Minutes)		Minimum Headway Standard (Minutes)		Meets Standard?	
		Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak

178	Yes	30	30	30	60	Yes	Yes
185	Yes	30	60	30	60	Yes	Yes
187	No	15	30	30	60	Yes	Yes
188	No	20	30	30	60	Yes	Yes
190	Yes	20	30	30	60	Yes	Yes
194	Yes	15	30	30	60	Yes	Yes
195	Yes	60	60	30	60	No	Yes
197	Yes	30	60	30	60	Yes	Yes
269	Yes	30	60	30	60	Yes	Yes
270	Yes	30	60	30	60	Yes	Yes
272	Yes	30	60	30	60	Yes	Yes
274	Yes	60	60	30	60	No	Yes
280	Yes	15	20	30	60	Yes	Yes
281	Yes	30	30	30	60	Yes	Yes
282	Yes	30	60	30	60	Yes	Yes
284	No	60	60	30	60	No	Yes
285	Yes	60	60	30	60	No	Yes
286	Yes	60	60	30	60	No	Yes
289	Yes	60	60	30	60	No	Yes
291	Yes	15	20	30	60	Yes	Yes
292	Yes	30	30	30	60	Yes	N/A
295	No	20	20	30	60	Yes	Yes
480	Yes	20	30	30	60	Yes	Yes
482	Yes	30	30	30	60	Yes	Yes
486	Yes	15	30	30	60	Yes	Yes
488	Yes	30	60	30	60	Yes	Yes
490	No	20	N/A	20	N/A	Yes	N/A
492	Yes	20	30	30	60	Yes	Yes
493	Yes	20	N/A	20	N/A	Yes	N/A
495	Yes	20	N/A	20	N/A	Yes	N/A
498	Yes	20	N/A	20	N/A	Yes	N/A
499	Yes	20	N/A	20	N/A	Yes	N/A
699	Yes	20	N/A	20	N/A	Yes	N/A
707	Yes	15	30	20	60	Yes	Yes
853	No	30	N/A	30	60	Yes	N/A
861	Yes	60	60	60	60	Yes	Yes
Average BIPOC Line		30.8	44.8				
Average Non-BIPOC Line		27.5	35.0				

The majority of Foothill Transit service meets the minimum headway standards during peak and off-peak service periods. Lines 195, 274, 284, 285, 286, and 289 do not meet the peak minimum headway standard; however, they currently do not have the ridership to support additional service.

On-Time Performance

On-time performance was analyzed by line during weekday service; overall on-time performance of BIPOC lines versus non-BIPOC lines was also compared. On-time performance is tracked electronically via the SmartBus AVL system. Data was collected from October 1, 2025, to October 31, 2025. This period was utilized because it reflects a typical ridership month without any ridership falls due to school schedule changes or major holidays. The on-time performance analysis results are shown in Table 5.

Table 5. On-Time Performance Analysis – October 1, 2025, to October 31, 2025

Line	BIPOC Line?	Actual On-Time Performance	Meets System-wide Standard?
178	Yes	85.1%	Yes
185	Yes	77.3%	No
187	No	77.0%	No
188	No	84.8%	Yes
190	Yes	84.8%	Yes
194	Yes	88.1%	Yes
195	Yes	80.8%	Yes
197	Yes	87.6%	Yes
269	Yes	85.3%	Yes
270	Yes	91.3%	Yes
272	Yes	86.9%	Yes
274	Yes	82.0%	Yes
280	Yes	87.5%	Yes
281	Yes	83.1%	Yes
282	Yes	78.3%	No
284	No	78.6%	No
285	Yes	81.6%	Yes
286	Yes	84.9%	Yes
289	Yes	78.4%	No
291	Yes	78.1%	No
292	Yes	91.2%	Yes
295	No	94.0%	Yes
480	Yes	76.6%	No
482	Yes	83.2%	Yes
486	Yes	78.3%	No
488	Yes	74.5%	No

490	No	76.9%	No
492	Yes	83.7%	Yes
493	Yes	88.1%	Yes
495	Yes	74.3%	No
498	Yes	88.3%	Yes
499	Yes	71.8%	No
699	Yes	67.2%	No
707	Yes	70.9%	No
853	No	83.9%	Yes
861	Yes	85.7%	Yes
System-wide Standard	79.0%		
Average BIPOC Line	81.8%		
Average Non-BIPOC Line	82.5%		

Twenty-two lines exceeded the system-wide standard. Fourteen lines did not exceed the system-wide standard. Sixty-three percent of the BIPOC lines exceeded the system-wide standard. Fifty percent of the non-BIPOC lines exceeded the system-wide standard.

Improving schedule adherence, especially for those lines that failed to meet the system-wide standard, will be a focal point of efforts during the next review period. The schedules continue to be works-in-progress, and external factors sometimes 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 impossible to formally evaluate vehicle assignments by line. 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 BIPOC lines run out of each yard. Vehicle assignments are set in the following cases:

1. The 60-foot articulated buses and double-deck buses are used for Foothill Transit Silver Streak.
2. The battery electric coaches are assigned to Lines 280, 860, and 861, which have the infrastructure to support the fast-charging capabilities required of these lines.
3. The hydrogen fuel cell coaches are assigned to Lines 291 and 486.

The vehicle assignment results are shown in Tables 6-8.

Table 6. Age of Bus Fleet Analysis – Both Yards

Yard	No. of BIPOC Lines Served	Average Age of Buses	Exceeds System-wide Average?
Arcadia Yard	15	9.44	No
Pomona Yard	16	10.71	Yes
60-Foot Articulated Buses*	1	6.00	No
Double Deck Buses	1	6.00	No
Electric Buses	2	9.00	No
Hydrogen Fuel Cell Buses	2	4.00	No
Average System-wide		9.96	

Table 7. Bus Fleet Analysis – Arcadia Yard

Arcadia					
Series	Year	Make	Model	Total Number of Buses	Years in Service
1700	2009	NABI	42 FT	5	17
1800	2010	NABI	42 FT	12	16
1900	2011	NABI	42FT	3	15
2100	2013	NABI	42FT	22	13
2400	2016	NEW FLYER	XCELSIOR	30	11

2500	2016	NEW FLYER	XCELSIOR	30	10
2600	2017	PROTERRA	Catalyst E2	14	9
2700	2018	EL DORADO	AXESS	34	8
2700	2020	EL DORADO	AXESS	11	6
2700	2021	EL DORADO	AXESS	18	5
2800	2018	PROTERRA	E2 CATALYST 35FT	3	8
2800	2021	EL DORADO	AXESS 35FT	2	5
2900	2020	NEW FLYER	XN60	24	6
3000	2021	ALEXANDER DENNIS	ENVIRO 500 EV	2	6
				Fleet Average Age	9.44

Table 8. Bus Fleet Analysis – Pomona Yard

Pomona					
Series	Year	Make	Model	Total Number of Buses	Years in Service
1700	2009	NABI	42 FT	2	17
1900	2011	NABI	42 FT	11	14
2100	2013	NABI	42 FT	42	13
2200	2014	NABI	42 FT	29	12
2300	2014	NABI	42 FT	30	12
3100	2022	NEW FLYER	XHE-40	33	4
				Fleet Average Age	10.71

The new buses are distributed to the yards based on the age and mileage of the 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, not based on their location.

Other service standards to be analyzed system-wide:

Service Availability

Service availability was analyzed by comparing the BIPOC population percentage ¼ mile of Foothill Transit bus stops to the percent of the non-BIPOC population within the same buffer. These percentages were then compared with

BIPOC and non-BIPOC percentages of the overall service area. The census blocks groups 1 mile from Foothill Transit bus stops define Foothill Transit's service area. BIPOC population percentages were obtained using the 2019-2023 American Community Survey 5-Year Estimates B03002 Hispanic or Latino Origin by Race table. The results of the service availability analysis are provided in Table 9.

Table 9. BIPOC Population Analysis: Quarter-mile Buffer

Population	Within 1/4 Mile	Service Area
BIPOC	84%	83%
Non-BIPOC	16%	17%

Foothill Transit's service area has a high BIPOC population; the analysis shows that the BIPOC population within ¼ mile of Foothill Transit bus stops is slightly higher than the overall service area.

Transit Amenities

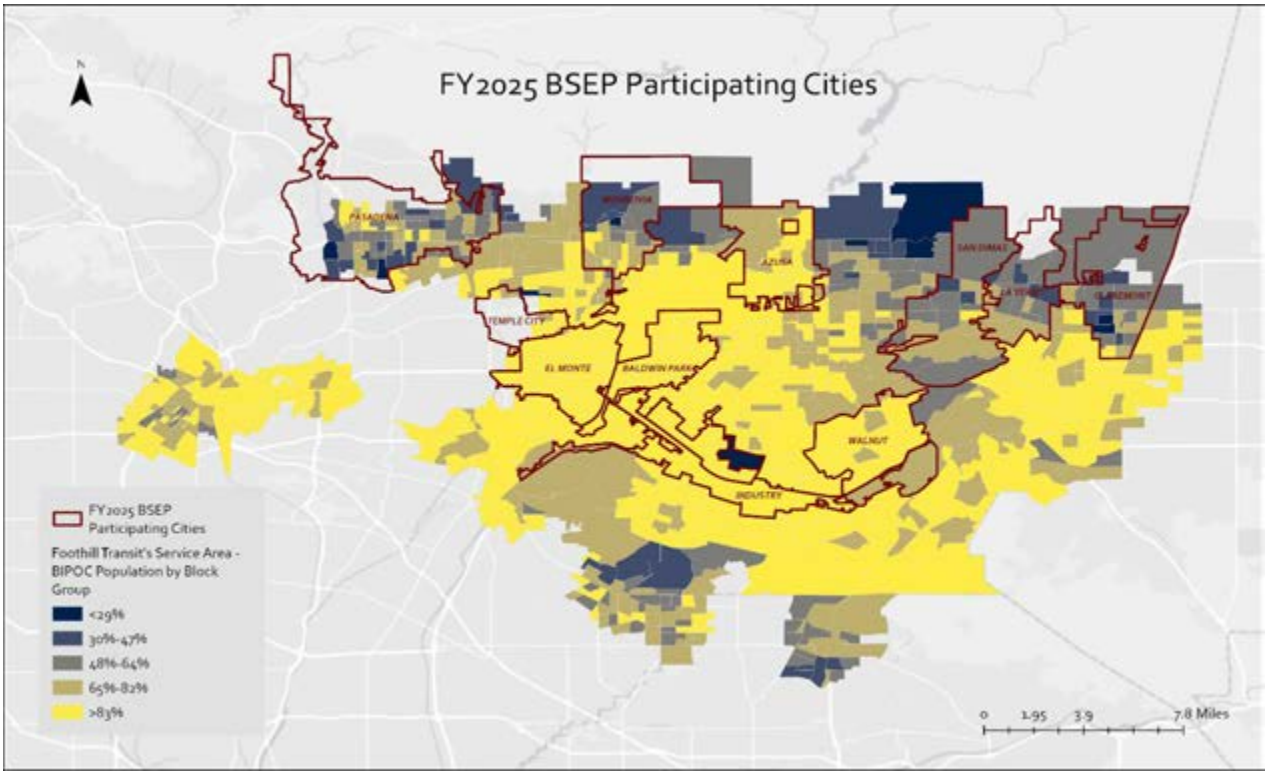
Foothill Transit does not install or maintain bus stop amenities such as shelters, benches, or trash receptacles. Instead, these facilities are the responsibility of local jurisdictions—including individual cities, the county, or the state—which manage bus stops in coordination with Foothill Transit.

Foothill Transit supports these entities by providing ridership and route data to help identify high-traffic bus stops that may benefit from improvements. In addition, Foothill Transit administers the Bus Stop Enhancement Program (BSEP), which provides grant funding, when available, to support bus stop improvement projects.

Through BSEP, eligible entities may apply for funding for specific bus stop enhancements. Applications and project plans are reviewed by Foothill Transit. Local jurisdictions may receive up to $40,000 in funding for bus stop improvement projects, and all cities within the service area are encouraged to apply.

Information about the program and available funding was presented to the Executive Board in March 2025. The Board includes representatives from Foothill Transit's JPA member cities. Following the presentation, individual letters were also emailed to each city manager, encouraging participation in the program.

To help ensure the equitable distribution of grant funding, an overlay map was developed showing the locations of cities that received BSEP grants relative to BIPOC populations within the service area. As illustrated in the map below, BSEP grant recipients are distributed throughout Foothill Transit's service area. The distribution of grants includes cities in both higher and lower BIPOC population areas, indicating that funding has been allocated across a range of communities.



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

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

A. Vehicle Load – No line exceeds the maximum load factor standard by local and express service type.
B. Vehicle Headway – Most of Foothill Transit service meets the minimum headway standards; however, Foothill Transit will review the feasibility of adding service for those lines that do not meet the minimum standard. Lines 195, 274, 284, 285, 286, and community-specific lines and currently do not have the ridership to support additional service.
C. On-Time Performance – Fourteen lines did not meet the system-wide standard of 79 percent. Where possible, further adjustments will be made to the line schedules that do not meet the overall system average. The 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 BIPOC population within ¼ mile of a Foothill Transit bus stop is higher than the service area population.
E. Vehicle Assignment – The average age of the revenue fleet is 9.96 years. The Pomona fleet's average age is 10.71 years, and the Arcadia Irwindale fleet's average age is 9.44 years. The eldest buses are the 42-foot Nabi buses operated by Arcadia Yard and Pomona Yard. The 60-foot articulated buses

and double-deck buses are used for Foothill Transit Silver Streak. The battery electric buses are assigned to Lines 280, 860, and 861, which have the infrastructure to support the fast-charging capabilities required of these lines, and the hydrogen fuel cell coaches are assigned to Lines 291 and 486.

F. Distribution of transit amenities –BSEP participating cities are located in both high and moderate BIPOC areas of the service area. Cities are selected not solely on their proposed bus stop locations but also on multiple criteria such as safety, current service level, ridership, locational proximity to major activity points, cost-effectiveness, and other improvement plus amenities.

G. Major Service Changes –Since submitting the 2023 Title VI Program, Foothill Transit has made several major service changes. Equity Analyses were prepared for all of these changes.

APPENDIX K

Title VI Procedure for Posting

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, including the denial of meaningful access for limited English proficient (LEP) persons as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI"). National origin refers to the particular nation in which a person is born, where the person's parents or ancestors were born, or the language the person speaks. It is Foothill Transit's policy that that all people, regardless of race, color, national origin or language abilities, will have equal access to its services.

If you believe you have been subjected to discrimination under Title VI, you may file a Title VI Complaint Form with Foothill Transit attn: Customer Comments at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. To request more information on Foothill Transit's Title VI Program, please call 800-743-3463 or email titlevi@foothilltransit.org.

Any person who believes s/he/they 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 or by calling 800-743-3463 or by emailing titlevi@foothilltransit.org to file a complaint. The form may be found online in various languages or at any of Foothill Transit's Stores or Foothill Transit's Administrative Office in West Covina. The form may be mailed to Foothill Transit attn: Customer Comments at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790 or submitted to Foothill's Administrative office or Transit Stores or emailed to titlevi@foothilltransit.org.

The Complainant may also submit a complaint directly to the Federal Transit Administration:

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 eight 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 his/her 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.

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 or by calling 800-743-3463 to file a complaint. The form may be found on Foothill Transit's Website on the Your Rights Page or in the Document 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:

- West Covina Transit Store and Administrative Offices
  - 100 S. Vincent Avenue 2nd Floor, West Covina, CA 91790
- El Monte Station
  - 3501 Santa Anita Avenue El Monte, CA 91731

The Complainant may also submit a complaint directly to the Federal Transit Administration:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

APPENDIX L

Title VI Complaint Internal Resolution Procedure

Foothill Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) persons as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI"). National origin refers to the nation in which a person is born, where the person's parents or ancestors were born, or the language the person speaks. Foothill Transit's policy is that all people, regardless of race, color, national origin, or language abilities, will have equal access to its services.

Foothill Transit receives comments or complaints through the following avenues: phone calls to 1-800-743-3463, emails to comment@foothilltransit.org, emails to titlevi@foothilltransit.org, or mail/personal visit to Foothill Transit's administrative offices or any of its two Transit Stores. Once comments or complaints are received, they are entered into Foothill Transit's Customer Comment Tracking System (CCTS). Comments or complaints are then categorized according to the type of comment or complaint (schedule adherence, courtesy, Title VI, etc.) by the Operations Assistant. Each comment or complaint, depending on its category, is forwarded to the appropriate personnel to be investigated and addressed.

Any comment or complaint alleging discrimination based on race, color, or national origin is logged in the CCTS under a specific Title VI category. If a complainant specifically requests to file a Title VI comment or complaint or requests a Title VI complaint form, the comment or complaint will be entered into the CCTS as Title VI and routed accordingly.

Types of Title VI Comments

Title VI comments come in two general categories, Service Level or Policy/Planning Level:

- Service level: allegations of discrimination by a driver or other service professional—i.e.; bus driver passed me because of my race; bus driver gave me different treatment because of my skin color.
- Policy/Planning level: allegations of discrimination via policy—i.e.: certain areas are underserved due to the heavy BIPOC population; service is cut due to heavy BIPOC population.

How Title VI Comments are routed and addressed

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 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 Foothill Transit Contract will be forwarded to the appropriate manager. All complaints will be copied to the Planning Department for reporting purposes.

Policy/Planning level

Comments alleging discrimination via policy will be forwarded to the Planning Department to be addressed.

Foothill Transit's policy is to investigate, address, and close a comment/complaint within eight business days of receiving the feedback.

APPENDIX M

Foothill Transit

Record of Executive Board Action

October 28, 2026

At the Executive Board Meeting of October 23, 2026, the Executive Board took the following action:

2026 TITLE VI PROGRAM

Recommendation: Adopt the 2026 Title VI Program

Motion by Member Calaycay, second by Member Moss, 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 October 23, 2026, the Executive Board approved the 2026 Title VI Program.

Christina Lopez
Board Secretary

100 S. Vincent Ave., Suite 200 • West Covina, CA 91790 **W** foothilltransit.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**