



Foothill Transit

# Governing Board Meeting AGENDA

GOVERNING BOARD MEETING  
7:45 AM, JANUARY 25, 2019  
Foothill Transit Administrative Office  
2<sup>nd</sup> Floor Board Room  
100 South Vincent Avenue  
West Covina, CA 91790

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. FOCUS ON SAFETY
4. ROLL CALL
5. APPROVAL OF MINUTES FOR THE SPECIAL GOVERNING BOARD MEETING OF DECEMBER 14, 2018
6. APPROVAL OF AGENDA
7. PRESENTATIONS:
  - 7.1. Contractors' Employee Recognition
8. PUBLIC COMMENT
  - 8.1. Executive Director Response to Public Comment

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

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



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- 9. RECESS MEETING FOR SPECIAL ELECTION FOR CLUSTER 2 (AZUSA, BALDWIN PARK, COVINA, GLENDORA, IRWINDALE, WEST COVINA) TO ELECT EXECUTIVE BOARD MEMBER (SHOULD THE ELECTION OF AN EXECUTIVE BOARD ALTERNATE ALSO BE REQUIRED, THAT ELECTION WILL ALSO BE HELD)
- 10. RECONVENE MEETING AND ANNOUNCE THE SPECIAL ELECTION RESULTS FOR CLUSTER 2

11. ROSE BOWL SERVICE UPDATE

*Recommended Action: Receive and file the Rose Bowl Service Update.*

12. 2019 Foothill Transit Bus Roadeo Preview

*Recommended Action: Receive and file the preview of the 2019 Foothill Transit Bus Roadeo.*

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

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

Si necesita servicios de traducción, por favor póngase en contacto con la oficina del Director Ejecutivo en el (626) 931-7300, extensión 7204, al menos 48 horas antes de la reunión.

如果需要翻译服务，请至少于会议前48小时致电高级主任办公室：(626) 931-7300 分机 7204。

Nếu Quý vị có yêu cầu dịch vụ dịch thuật, xin vui lòng liên hệ với văn phòng Giám đốc Điều hành tại (626) 931-7300 số lẻ 7204, ít nhất 48 giờ trước khi cuộc họp.

Kung nangangailangan ka ng mga serbisyo sa pagsasalín, pakisuyong makipag-ugnayan sa opisina ng Executive Director sa (626) 931-7300 extension 7204, ng hindi bababa sa 48 oras bago ang pulong.

번역 서비스가 필요하시면 미팅 최소 48시간 이전에 임원 사무실로 (626-931-7300, 내선 번호 7204) 전화주시기 바랍니다.

翻訳サービスが必要な方は、会議の48時間前までに(626) 931-7300 内線 7204のエグゼクティブディレクター事務所にご連絡ください。

إن كنت بحاجة إلى خدمات ترجمة، برجاء الاتصال بالمدير التنفيذي للمكتب على رقم (626)931-7300 (الرقم الداخلي 7204) قبل الاجتماع بـ 48 ساعة على الأقل.

Եթե Ձեզ քարզմանչափան ծառայությունների են հարկավոր, հանդիպումից առնվազն 48 ժամ առաջ խնդրում ենք զանգահարել Գործադիր տնօրենի գրասենյակ՝ (626) 931-7300 լրացուցիչ՝ 7204 հեռախոսահամարով:

ប្រសិនបើលោកអ្នកស្នើសុំសេវាកម្មបកប្រែភាសា សូមទាក់ទងមកករិយាល័យនាយកប្រតិបត្តិ តាមលេខទូរស័ព្ទ៖ (626) 931-7300 លេខបញ្ជូនបន្ត 7204 ដែលមានរយៈពេលយ៉ាងតិច 48 ម៉ោង មុនពេលកិច្ចប្រជុំ។

در صورت نیاز به خدمات ترجمه، لطفاً حداقل 48 ساعت قبل از جلسه ملاقات با مدیر اجرایی دفتر به شماره (626)931-7300 داخلی 7204 تماس حاصل فرمایید.



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13. FREE RIDE COUPON PROGRAM CANCELLATION

*Recommended Action: Receive and file the Free Ride Coupon Program Cancellation.*

14. PROPOSED 2019 FEDERAL, STATE AND LOCAL LEGISLATIVE PROGRAMS

*Recommended Action: Receive and file the proposed 2019 Federal, State, and Local Legislative Programs as outlined in Attachments A, B, and C.*

15. FISCAL YEAR 2018-2019 SECOND QUARTER PERFORMANCE INDICATORS REPORT

*Recommended Action: Receive and file the FY2018-2019 Second Quarter Performance Indicators Report.*

16. COVINA TRANSIT CENTER AND PARK & RIDE UPDATE

*Recommended Action: Receive and file an update on the development of the Covina Transit Center and Park & Ride Project.*

17. FARE RESTRUCTURING IMPLEMENTATION UPDATE

*Recommended Action: Receive and file this update on the adopted fare restructuring scheduled for September 2019.*

18. EXECUTIVE DIRECTOR COMMENT

19. GOVERNING BOARD MEMBER COMMENT

20. ADJOURNMENT

**The next Meeting of the Governing  
Board is scheduled for  
Friday, March 29, 2019 at 7:45 a.m.**



**Foothill Transit**

**STATEMENT OF PROCEEDINGS FOR THE  
SPECIAL MEETING OF THE  
FOOTHILL TRANSIT GOVERNING BOARD**

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

**Friday, December 14, 2018  
7:45 a.m.**

**1. CALL TO ORDER**

The meeting was called to order by Chair Calaycay at 8:32 a.m.

**2. PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Member Allawos.

**3. FOCUS ON SAFETY**

Roberto Estrella, Safety Compliance Coordinator, presented a safety message on Holiday Safety.

**4. ROLL CALL**

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Corey Calaycay, Member Charlie Rosales, Member Robert Torres, Member Emmett Badar, Member Uriel Macias, Member Michael Allawos, Member Albert Ambriz, Member Roger Chandler, Member Richard Barakat, Member Tzeitel Paras-Caracci, Member Becky Shevlin, Member Margaret McAustin, Member Nanette Fish, Member Carol Herrera, Member Cory Moss, Member Hector Delgado, Member Sam Pedroza, Member Cynthia Sternquist

Absent: Member Nancy Tragarz, Member Ricardo Pacheco, Member Juventino Gomez, Member Valerie Munoz, Member Jimmy Lin

**5. APPROVAL OF AGENDA**

After discussion, by Common Consent, and there being no objection, the

Board approved the agenda as presented.

6. **PRESENTATIONS:**

6.1. Contractors' Employee Recognition

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

Joseph Herrera, Operator of the Month  
Luis Carlos Cuevas, Employee of the Month

Jeffrey Moore, Assistant General Manager, Keolis, introduced and recognized the following Pomona location Keolis operator and employee of the month:

Michael Garcia, Operator of the Month  
Joe Day, Employee of the Month

Chair Calaycay introduced LaShawn King Gillespie, Director of Customer Service and Operations to make a special presentation. Ms. Gillespie reported that on December 5, Foothill Transit held its Customer Service Challenge. Customer Service Representatives are presented with real life scenarios to highlight their skills and talent. The winner of the challenge will move on to participate in the national American Public Transportation Association Customer Service Challenge. Ms. Gillespie introduced Araceli Lopez, Transdev Transit Stores General Manager, who introduced the winner of the challenge, Catalina Berrios. Ms. Berrios joined the Transdev/Foothill Transit team in February 2017 as a part-time Customer Service Representative. She was promoted in August 2018 to full-time, and over last year, she has received three compliments.

After discussion, by Common Consent, and there being no objection, the Board recognized the operators and employees of the month and congratulated the winner of the Customer Service Challenge.

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

Approval of the minutes for the Special Governing Board Meeting of October 5, 2018.

Motion by Member Badar, second by Member Rosales, the minutes for the

Special Meeting of October 5, 2018 were approved. Motion carried 18-0.

**8. PUBLIC COMMENT**

A customer addressed the Governing Board regarding leaving his backpack on a Foothill Transit bus and he wanted to know what he needed to do to retrieve the backpack.

Cruz Baca reported that she lost the election in November. She stated it was an honor to serve on the Foothill Transit Governing Board.

**8.1. Executive Director Response to Public Comment**

Doran J. Barnes, Executive Director, asked LaShawn King Gillespie, Director of Customer Service and Operations to assist in retrieving the backpack.

**9. MOBILITY ON DEMAND FTA SANDBOX PILOT**

Recommendation: Receive and file a report on the Mobility on Demand FTA Sandbox Pilot.

Joseph Raquel, Director of Planning, made an introduction.

Mr. Raquel reported on the LA Metro led Mobility on Demand Pilot project. He reviewed first and last mile options, such as the automobile, public transit, active transit, taxis, and transportation network companies (TNC). Foothill Transit is a partner in a multi-agency, FTA one year pilot study led by LA Metro's Office of Extraordinary Innovation. Mr. Raquel introduced Joshua Schank, Chief Innovation Officer from LA Metro who provided an update.

Mr. Schank reported on the pilot's goals, such as testing new methods to get customers to and from stations, open mobility benefits provided by TNCs to larger group of users, and create a replicable business model. Rides will be shared, affordable, and accessible. The pilot is expected to launch in January 2019 and will be a 12 month pilot with an option to extend. The stations chosen to participate are the El Monte, North Hollywood, and Artesia stations.

Received and filed.

10. **CLUSTER 2 SPECIAL ELECTION NOTIFICATION**

Recommendation: Receive notification of Cluster 2 Special Election to be held on January 25, 2019.

Christina Lopez, Board Secretary, presented this item.

Ms. Lopez provided notification of a Special Election for Cluster 2 scheduled to take place at the January 25, 2019 Governing Board Meeting. The vacancy for the Executive Board Member seat was created when former Governing Board Member Corey Warshaw did not run for reelection for the West Covina City Council in November 2018. Ms. Lopez stated that the election of the Executive Board Member might also require an election of an Executive Board Alternate, if necessary that election will also be held at the January 25, 2019 meeting. Cluster 2 consists of the cities of Azusa, Baldwin Park, Covina, Glendora, Irwindale, and West Covina.

Notification was provided related to the Special Election that will take place on January 25, 2019.

11. **EXECUTIVE AND GOVERNING BOARD MEETING SCHEDULE FOR 2019**

Recommendation: Receive and file an update on the Executive and Governing Board Meeting Schedule for 2019.

Christina Lopez, Board Secretary, presented this item.

Ms. Lopez reported that at November 2, 2018 Executive Board Meeting, the Executive Board adopted the 2019 Executive and Governing Board Meeting Schedule. She reported that in an effort to engage the Governing Board that a total of six Governing Board Meetings had been scheduled for 2019. The meetings will take place in the months of January, March, August, October, December, and the Annual Meeting will take place in May. All the meetings are scheduled to begin at 7:45 a.m. and will take place at the Foothill Transit Administrative Offices. If the schedule needs to be modified, proper notification will be provided and any changes will be posted.

Received and filed.

12. **DUARTE TRANSIT SERVICE UPDATE**

Recommendation: Receive and file a report on the Duarte Transit Service Update.

Joseph Raquel, Director of Planning, presented this item.

Mr. Raquel provided an update on the Duarte Transit Service transition. Foothill Transit and the City of Duarte entered into an agreement where Foothill Transit will operate Duarte's two transit lines, the Green and the Blue Lines. The bus lines will be operated with electric buses. The combined synergies created the duartEbus Powered by Foothill Transit.

The bus lines will be renamed to better fit into the Foothill Transit portfolio. The Blue Line will become Line 860 and the Green Line will become Line 861. Coach Operators are currently performing test runs on the route with an electric bus. There is a marketing and outreach campaign planned to educate new customers. The service is scheduled to launch on February 10, 2019, but since the service does not run on Sundays, the actual service will launch on February 11, 2019.

Received and filed.

13. **BUS STOP ENHANCEMENT PROGRAM (BSEP) UPDATE**

Recommendation: Receive and file the Bus Stop Enhancement Program (BSEP) Update.

Henry Lopez, Transit Planner, presented this item.

Mr. Lopez reported that the Bus Stop Enhancement Program was created to financially assist member cities in the enhancement of existing bus stops. Member cities and the county are able to apply for grants that are worth up to \$40,000. The application period opened in May 2018 and closed in October 2018. A total of 11 member cities applied for a total request of \$405,000 approximately. Award letters will be sent in December 2018 and Memorandum of Understandings (MOU) will be drafted in January 2019.

Received and filed.

14. **BUDGET UPDATE - CNG FUEL PRICES**

Recommended Action: Provide guidance to staff for management of FY18-19 budget and volatility of CNG fuel prices. Actions may include any or all of the following:

Continue to closely watch CNG fuel prices and report to the Executive Board



each month regarding status of FY18-19 budget;

Prepare a budget amendment for consideration by the Governing Board after the third quarter of FY18-19 if the overall budget is exceeding the Board approved appropriation;

Consider fuel price “hedging” for the FY19-20 budget as a means to ensure “budget certainty.”

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

Ms. Caldwell provided a budget update on CNG fuel prices. She reported that 343 Foothill Transit buses are powered by CNG fuel. The natural gas is purchased from Southern California Gas Company, through natural gas lines fed into the operations and maintenance facilities, where it is compressed and dispensed into the buses through fueling pumps. This activity is managed for Foothill Transit by Clean Energy. They buy the gas and maintain the fueling equipment. Foothill Transit reimburses Clean Energy on a monthly basis.

For the last five years, CNG fuel costs have come in under budget. The total fuel cost for FY2018-2019 is \$6,012,908, which is 9 percent more than last year’s actuals. The fiscal year started as expected in July, and then fuel costs dramatically increased in August. When Foothill Transit staff contacted Clean Energy to research the sudden change in monthly fuel prices, Clean Energy cited the intrastate pipeline and Aliso Canyon storage field constraints had impacted Southern California. Other regional transit agencies were experiencing similar price increases. The fuel expense of \$336,000 was more than planned in the adopted budget, but overall the FY2018-2019 budget was under budget for the first quarter.

Staff will continue to closely watch CNG fuel prices and report to the Executive Board each month regarding status of FY2018-2019 budget. If needed, staff will prepare a budget amendment for consideration by the Governing Board after the third quarter of FY2018-2019 if the overall budget is exceeding the Board approved appropriation. The Governing Board may want to consider fuel price “hedging” for the FY19-20 budget as a means to ensure “budget certainty.”

Received and filed.



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

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

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

Ms. Gillespie reported that four goals have been established as one way Foothill Transit can measure its achievement toward the mission. The goals are to operate a safe transit system, providing outstanding customer service, operating an effective transit system, and operating an efficient transit system. To measure the fulfillment of the goals, seven Key Performance Indicators (KPI) have been established. The KPIs are also used as a framework to identify trends and opportunities for service improvements. KPIs are compared to those recorded by agencies across the country through several reporting mechanisms as well as a national transit database suppository. While all the information is valuable, there are varying standards on how data is collected and the definitions and applications of the measurement tools are not always consistent across the agencies. This provides challenges to accurately measure how Foothill Transit is performing, compared to other agencies.

In early 2018, Foothill Transit became a member of the American Bus Benchmarking Group (ABBG). This group was established in 2011 by four public transit agencies who were experiencing the challenges of gathering applicable data. The group is now at 22 members, who meet the criteria set by ABBG, to create a diverse group of transit agencies. ABBG is administrated by the Railway and Transport Center at Imperior College in London, England, which also administers the international benchmarking group. Foothill Transit looks forward to presenting the impact of the ABBG report on the Foothill Transit KPIs.

Foothill Transit's Membership in the American Bus Benchmarking Group (ABBG) Overview presentation was received and filed.

16. **EXECUTIVE DIRECTOR COMMENT**

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

Mr. Barnes reported the following:

- The missing backpack reported by the customer during Public Comment has been found.
- A study session on Foothill Transit's Electric Bus Program will be held on Tuesday, December 18, 2018.
- Foothill Transit participated in the Spark of Love event at the Walmart in Glendora. Thirteen electric buses were on display. He thanked the Marketing, and Maintenance and Vehicle Technology team for their efforts.
- Wished the Governing Board a Happy Holiday Season.

17. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Governing Board.

- Chair Calaycay announced that Foothill Transit was celebrating its 30<sup>th</sup> Anniversary. A video was played that highlighted Foothill Transit's 30 years as an agency.
- Vice Chair Herrera stated that in celebration of Foothill Transit's 30<sup>th</sup> Anniversary, a commemorative pen has been distributed to each Governing Board Member at their table.
- Member Badar stated that Foothill Transit does not receive much Public Comment at its meetings, but he appreciated that the customer came to address his concern regarding his lost backpack. Doran Barnes, Executive Director reported that the backpack had been found.
- Member Paras-Carraci stated that it is an honor to serve on the Governing Board and she is blessed and humbled to have been reelected for her fifth term to the Duarte City Council. She also introduced Councilmember Joselyn Nunez who was appointed as the Foothill Transit Governing Board Alternate for the City of Duarte.

18. **ADJOURNMENT**

Adjournment for the December 14, 2018 Foothill Transit Special Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned at 10:01 a.m.



January 25, 2019

To: Governing Board

Subject: **Rose Bowl Service Update**

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### **Recommendation**

Receive and file the Rose Bowl Service Update.

### **Background**

Foothill Transit has provided shuttle service between the Parsons Building parking lot and the Rose Bowl in Pasadena transporting UCLA fans, Tournament of the Roses game-goers as well as other patrons to and from events for a number of years.

The 2018 season opened up on May 19 with Foothill Transit providing shuttle services for over 11,000 fans to the Taylor Swift concert. That was followed by the Barcelona vs. Tottenham soccer match, the Ed Sheeran concert, and the UCLA home opener on September 1, 2018. This season, Foothill Transit provided services to six UCLA home games, three concerts, one soccer match, and closed out the season with the Tournament of Roses game on January 1, 2019, bringing the total of customers transported to 136,214.

As with all of our service, it is important to market this service to improve the chances of its success and build awareness around our brand. Among the ways we encourage customers and non-riders to take our service to Rose Bowl events are through digital media, traditional marketing platforms such as interior bus cards, and newsletters.

Foothill Transit operates the Rose Bowl shuttle service through an exception to the Federal Transit Administration's (FTA) Charter Regulations that allows a transit agency to provide charter service if it issues a notice to all charter providers registered on the FTA website and no charter provider responds.

Rose Bowl transportation provides Foothill Transit with an opportunity to interact with customers who may not use public transit regularly, and expose them to our services. The feedback on the service from customers has been very positive. Many comment on the cleanliness, comfort, and appearance of our coaches as well as on how convenient, organized, and efficient the operation is.



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Rose Bowl Service Update  
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The success of the Rose Bowl service can be attributed to the hard work of the dozens of coach operators, Transdev's and Keolis' administrative teams, and members of Foothill Transit's administrative team who help to make the operation of services successful.

We look forward to the 2019 season and continuing to partner with the Rose Bowl to provide excellent service.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tanya M. Pina".

Tanya M. Pina  
Operations Contract Manager

A handwritten signature in blue ink, appearing to read "Doran J. Barnes".

Doran J. Barnes  
Executive Director



January 25, 2019

To: Governing Board

Subject: **2019 Foothill Transit Bus Roadeo Preview**

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### **Recommendation**

Receive and file the preview of the 2019 Foothill Transit Bus Roadeo.

### **Background**

Foothill Transit will host its 24<sup>th</sup> annual Bus Roadeo competition on Saturday, March 2, 2019. This year's theme is Western. The event will take place at our Arcadia Operations and Maintenance Facility where operators and maintenance teams from both the Pomona and Arcadia facilities will face off to determine which operator and maintenance team will represent Foothill Transit in Louisville, Kentucky for the American Public Transportation Association (APTA) International Bus Roadeo competition, where the best of the best throughout the country will compete.

Those who have attended in the past know how much fun this event can be as we watch our operators navigate through an obstacle course and see our maintenance teams showcase their mechanical skills. While fun for the spectators, the competition requires participants to maintain sharp focus on safe operation whether behind the wheel or in the maintenance area. The day will begin with a continental breakfast for our judges and volunteers followed by a course walk-through, briefing for all judges and the start of the competition. A tasty lunch will be served after the competition with our awards ceremony immediately following.

We are very excited about this year's roadeo and know that it would not be a success without the participation and assistance from our staff, contractors and volunteers. Foothill Transit took First Place in the Maintenance competition last year, and we look forward to another strong showing at this year's International Bus Roadeo.

Sincerely,

Tanya M. Pina  
Operations Contract Manager

Doran J. Barnes  
Executive Director



January 25, 2019

To: Governing Board

Subject: **Free Ride Coupon Program Cancellation**

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### **Recommendation**

Receive and file the Free Ride Coupon Program Cancellation.

### **Background**

Foothill Transit's Free Ride Coupon Program has a nearly 20-year history at the agency and has evolved from an employer-focused ridership incentive program into the region-wide social services benefit that it is today.

Requests by local agencies and police departments increased noticeably in 2018, prompting a detailed staff review of the program, its history, its purpose, costs, and regional impact.

The Executive Board was presented with the details of the program and its more recent changes at its August 2018 meeting. After a review of the program's history going back to 1997, its transition from mag-stripe fare media to serial numbered coupon, eligibility requirements, usage statistics and approximate costs, comparison with other regional provider programs, community benefits, and changes in the region, staff was directed to work with a board appointed Ad-Hoc Committee to review the Free Ride Coupon Program in depth, weigh the options available, and make a recommendation to the Executive Board regarding the future of the program.

Several possible courses of action were considered by the committee if the Free Ride Coupon Program were to be continued.

- Adopt no changes to the program - This approach kept the potential community benefits intact and allowed room for continued expansion, avoiding potential discrimination and maximizing the program's initial intent - to assist with broadening access to public transportation to get community residents to local services.

The negative impacts to the agency, and potentially to the surrounding communities, were multi-faceted, as costs would exponentially increase along with safety concerns as the populations increasingly served by the program could have a potentially negative impact on safety and



security. Tangentially, this could make transit use less attractive to a wider public and impact ridership. Keeping the program as-is was determined to be not in the best interests of the agency or the communities it serves.

- Adopt limits to the program – This presented several obstacles. While charging a fee for coupons would address the revenue loss, it would not alleviate safety concerns. Limiting distribution and downsizing the current list of participating organizations to only one or a few types of social service agencies created a set of complicated situations where the agency would be directly and indirectly discriminating against specific populations of people under protected status in the State of California.

In addition, limiting the scope of the program and/or creating a revenue stream from it created another logistical resource barrier in that managing these changes – collecting revenue and managing a more detailed application and distribution process – would require additional staff resources that would significantly increase the overall costs to the agency.

### **Outcomes**

Neither keeping the program intact nor making changes to it were deemed viable for the agency. Free ride coupons should still exist as a customer service tool in lieu of refunds, but given current shifts in the region, the expansion of the program in a relatively short time, the risks and costs to the agency, the lack of an equivalent program at any of the other regional transit providers, and the agency's prime commitment to safety, it was recommended that the Free Ride Coupon Program, as a community service, be terminated, coinciding with the end of the fiscal year, thus allowing for the completion of the school year.

The Executive Board approved the recommendation at the October 2018 Executive Board Meeting. Since that meeting, SB 1151 -- An act to amend, repeal, and add Section 1262.5 of the Health and Safety Code, relating to public health, authored by Senator Ed Hernandez, was approved. SB 1151 revises the state health code to require hospitals to document that they have offered their homeless patients "transportation after discharge, if that destination is within a maximum travel time of 30 minutes or a maximum travel distance of 30 miles of the hospital. This requirement shall not be





construed to prevent a hospital from offering transportation to a more distant destination.”

SB 1151 went into effect on January 1, 2019. We have already received a request from a local hospital to increase their free ride coupon allocation, referencing SB 1151 as the reason for the request.

Communication to current participants regarding cancellation of the program is slated to occur following this presentation. Participant feedback is expected, and could include outreach to Foothill Transit Governing Board membership by current and prospective program participants.

Sincerely,

A handwritten signature in blue ink, appearing to read 'FF', with a long horizontal flourish extending to the right.

Felicia Friesema  
Director of Marketing and Communications

A handwritten signature in blue ink, appearing to read 'DJB', with a large loop at the top and a horizontal flourish at the bottom.

Doran J. Barnes  
Executive Director



January 25, 2019

To: Governing Board

Subject: **Proposed 2019 Federal, State, and Local Legislative Programs**

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### **Recommendation**

Receive and file the proposed 2019 Federal, State, and Local Legislative Programs as outlined in **Attachments A, B, and C**.

### **Analysis**

The 2019 Federal Legislative Program will help guide staff recommendations and actions on federal proposals during the upcoming year. Foothill Transit's proposed federal legislative program is provided in **Attachment A**. This program continues our efforts to strengthen our relationships with our representatives in Washington, D.C. as well as our relationships with their staff members and the staff of the various committees and regulatory agencies that could have an impact on Foothill Transit. Our goals are to build support for Foothill Transit and its programs and to secure funding for our capital program.

Below is a history of our efforts since 2003:

In 2003, the Foothill Transit Executive Board approved a TEA-21 Six-Year Reauthorization request for \$39 million and an FY 2004 Federal Appropriations request for \$6.5 million for our Transit Oriented Neighborhood Program (TONP). Foothill Transit received a FY 2004 Appropriations earmark of \$2.5 million.

In 2004, Foothill Transit again requested the \$6.5 million that was part of our TEA-21 Six-Year Reauthorization request of \$39 million and included the \$4 million from the FY 2004 request we did not receive. Foothill Transit received a FY 2005 Appropriations discretionary grant of \$200,000.

In 2005, Foothill Transit requested \$10 million, of which \$6.5 million was part of our TEA-21 Six-Year Reauthorization request of \$39 million and \$3.5 million not included in the FY 2005 and FY 2006 earmarks that were requested. Foothill Transit received a FY 2006 Appropriations earmark of \$3.3 million and a SAFETEA-LU discretionary grant of \$7.9 million for the six-year reauthorization period.



Governing Board Meeting - 01/25/19  
Proposed 2019 Federal, State, and Local Legislative  
Programs  
Page 2

In 2006, Foothill Transit requested \$10 million. Unfortunately, the 109<sup>th</sup> Congress failed to complete work on the appropriations bill and the new 110<sup>th</sup> Congress decided not to include earmarks in their budget and passed the responsibility for distribution to the Federal Transit Administration (FTA). We submitted an application to the FTA, but received no funding.

In 2007, Foothill Transit requested \$10 million and received a FY 2008 earmark of \$500,000. This amount is in addition to the approximately \$2.1 million received in SAFETEA-LU funding.

In 2008, Foothill Transit shifted its federal request proposal to the funding of compressed natural gas (CNG) replacement buses. We requested \$5 million and received a FY 2009 earmark of \$1.18 million. This amount is in addition to the approximately \$2.1 million in SAFETEA-LU funding.

In 2009, a decision was made to not pursue a FY 2010 Section 5309 discretionary funding appropriation because we had been awarded over \$20 million in American Recovery & Reinvestment Act (ARRA) funds that were targeted for a number of important capital projects over the ensuing years. Our congressional delegation staff expressed appreciation for our willingness to pass on a funding request in order for other agencies who may not have received ARRA funding to receive this annual appropriations funding as well as being good stewards of federal taxpayers' dollars.

In 2010, Foothill Transit requested \$5 million in FY 2011 Section 5309 discretionary funding for replacement buses that would be used to assist us in converting the remainder of our fleet to CNG as well as other alternative fuels including electric battery power. Unfortunately, the 111<sup>th</sup> Congress did not pass the FY 2011 Transportation, Housing and Urban Development (HUD) Bill and instead passed a Continuing Resolution (CR) to fund all federal government programs through March 4, 2011. With the new Republican majority in the House of Representatives, the final version of the FY 2011 Transportation and HUD Bill by the 112<sup>th</sup> Congress did not include federal discretionary funding.

In 2011, the Board recommended that Foothill Transit not pursue a FY 2012 Section 5309 discretionary funding appropriation due to our solid capital budget position which was a result of prior appropriations and authorizations funding awards, approximately \$20 million in ARRA funding and over \$10 million awarded to us under the Transit Investments for Greenhouse Gas and



Energy Reduction (TIGGER) Grant Program for our Ecoliner all-electric bus program.

Since 2012, the Board has recommended that Foothill Transit not pursue a Fiscal Year Section 5309 funding appropriation due to the moratorium Congress has put on federal discretionary funding and our continuing strong capital budget position.

This year, similar to the situation since 2012, pursuing a FY 2019 Section 5309 discretionary appropriation is not recommended due to the moratorium Congress has put on federal discretionary earmarks.

Our federal efforts will continue to be supported by Jan Powell, currently of the firm Powell Consulting DC. Jan acts as our advocate in Washington, D.C. when Board members or staff cannot be there to directly represent Foothill Transit. She will be leaving the firm of Baker, Donelson, Bearman, Caldwell & Berkowitz to start her new firm effective February 1, 2019.

The 2019 State and Local Legislative Programs will help guide staff recommendations and actions on state and local proposals during the upcoming year. Each year a legislative program is prepared for adoption by the Foothill Transit Executive Board. The program will serve as a guide for pursuing Foothill Transit's legislative proposals and strategies and is meant to be flexible in order to give the administrative team the leeway to pursue unanticipated legislative opportunities that may present themselves during the course of the year, such as advocating for legislation that is consistent with **Attachments B and C**.

On a monthly basis, staff will continue to prepare a state legislative update that will ask the Board to approve staff recommendations on individual bills and policies that affect Foothill Transit's interests. The same will be done for federal and local issues as the need arises.



**Budget Impact**

The federal advocate contract is funded under the Public Affairs line item of the Foothill Transit budget. Foothill Transit's budget provides funding for Board Members and staff to meet with elected officials and their staff in Washington, D.C. and in Sacramento. Adoption of this plan will require the continuation of these efforts along with their associated costs.

Sincerely,

Handwritten signature of David Reyno in blue ink.

David Reyno  
Director of Government Relations

Handwritten signature of Doran J. Barnes in blue ink.

Doran J. Barnes  
Executive Director

Attachments

## ***Proposed 2019 Federal Legislative Program***

### ***Goal #1:***

Ensure that federal policy decisions are beneficial to Foothill Transit's operations or funding.

#### ***Proposed Action Items:***

1. **Federal Advocacy:** Meet with Foothill Transit's House and Senate representatives and/or their staff throughout the year to advocate for ongoing federal funding for our nation's transportation projects, key transportation related legislation and thank them for their hard work for Foothill Transit in past appropriations bills, authorization bills, and legislation.
  - Advocate for a new Surface Transportation Authorization Bill considering the FAST Act will sunset in 2020; an increase in funding for federal transportation programs and the Highway Trust Fund (HTF) so that the Fund remains solvent and will fully support transit programs; a robust infrastructure funding plan that ensures that this initiative provides new federal funding to public transit projects in addition to new financing options; reinstatement of federal Section 5309 discretionary spending earmarks for transportation projects; a permanent extension of the alternate fuels excise tax credit and extending the credit to include electricity as an eligible alternative transportation fuel; retain equal federal income tax treatment for employer-provided transit passes, vanpool benefits and parking spaces; increased funding of the overall federal transit research and demonstration programs including the Transit Cooperative Research Program (TCRP) managed by the Transportation Research Board (TRB) and the Southern California Regional Transit Training Consortium (SCR TTC) on its FY2020 legislative efforts to obtain federal funds to streamline bus maintenance training for alternative fuel buses.
  - Oppose efforts to dismantle or reduce the role of the Federal Transit Administration (FTA) and proposals to transfer authority over federal highways and transit programs to the states commonly known as "devolution".
2. **American Public Transportation Association (APTA):** Maintain active participation of staff in APTA activities, including Strategic Planning, Human Resources, Legislative, Marketing, Finance, and Sustainability committees. Work to make sure APTA's positions reflect those of Foothill Transit.
3. **Support Legislation and Regulations:** In general, Foothill Transit will support federal legislation or rules that:
  - Enhance Foothill Transit's ability to deliver effective and efficient transportation service;
  - Increase transit funding;
  - Encourage transit-oriented development throughout the United States.

***Proposed 2019 Federal Legislative Program***

4. **Oppose Legislation and Regulations:** In general, Foothill Transit will oppose federal legislation or rules that:
- Inhibit Foothill Transit's ability to deliver effective and efficient transportation services;
  - Divert current funding or ignore the need for increased transit funding.

***Goal #2:***

Maintain a strong presence with Foothill Transit's federal legislative delegation and their staff.

***Proposed Action Items:***

1. Board Members, Executive Director, and Director of Government Relations will meet with federal representatives and/or key staff on a regular basis to maintain strong relations with long term delegation members and staff and develop relations with new delegation members and staff and discuss issues of concern to Foothill Transit both locally and in Washington D.C. Staff will continue to extend invitations to elected officials to familiarize them with Foothill Transit capital projects and tour our facilities.
2. Foothill Transit representatives will attend the APTA Annual Legislative Conference and participate in APTA Legislative Committee and subcommittee meetings to ensure Foothill Transit's interests are represented at the federal level.

## ***Proposed 2019 State Legislative Program***

### ***Goal #1:***

Ensure that state policy decisions are beneficial to Foothill Transit's operations or funding.

#### ***Proposed Action Items:***

1. **Monthly updates:** Provide monthly updates to the Executive Board on significant legislation and initiatives.
2. **State Advocacy:** Advocate for the maximum amount of funding under the California State Budget, Public Transportation Account (PTA), Transit Development Act (TDA), State Transit Assistance (STA), SB 1, and Cap and Trade revenue allocated to transit through the Low-Carbon Transit Operations Program (LCTOP); work with the California Air Resources Board (CARB) to implement their Advanced Clean Transit (ACT) regulation that maintains a reasonable transit agency financial and service framework for state Zero Emission Bus (ZEB) requirements; seek legislative and/or regulatory solutions to reducing the cost of electricity procured by transit agencies; seek legislation and/or regulatory action that would make the 10 Freeway carpool lanes 3 person minimum between the 605 Freeway and the San Bernardino County Line during peak congestion periods; and obtain clarification on prior state legislation exempting transit buses from requiring passengers to wear seat belts, and from any liability that may occur when not wearing seat belts.
3. **California Transit Association (CTA):** Maintain active participation of staff in CTA activities, including Executive and Legislative committees. Work to make sure CTA's positions reflect those of Foothill Transit's.
4. **Support Legislation and Regulations:** In general, Foothill Transit will support state legislation or rules that:
  - Enhance Foothill Transit's ability to deliver effective and efficient transportation services;
  - Increase transit funding;
  - Increase state funding for welfare-to-work transportation programs;
  - Encourage transit-oriented development in California;
  - Provide relief from excessive taxes.
5. **Oppose Legislation and Regulations:** In general, Foothill Transit will oppose state legislation or rules that:
  - Inhibit Foothill Transit's ability to deliver effective and efficient transportation services;
  - Divert current funding or ignore the need for increased transit funding.



***Proposed 2019 State Legislative Program***

***Goal #2:***

Establish a strong presence with Foothill Transit's state legislative delegation and their staff.

***Proposed Action Items:***

1. The Director of Government Relations will contact local representatives and/or key staff on a regular basis to continue positive relations and discuss issues of concern to Foothill Transit both locally and in Sacramento. Staff will continue to extend invitations to elected officials to familiarize them with Foothill Transit capital projects and tour our facilities.
2. Local representatives and their staff will continue to receive Foothill Transit publications as well as invitations to Foothill Transit events.
3. Foothill Transit representatives will participate in the CTA Legislative and Annual Conferences, Southern California Association of Governments (SCAG) Annual Conference, and other key organization events and conferences to promote relations with elected officials at the leadership and transportation committee levels.
4. Staff will continue to attend legislative functions in the Los Angeles area, such as the various Legislative Power Lunches, San Gabriel Valley Public Affairs Network luncheons, San Gabriel Valley Economic Partnership Legislative Reception, and similar events.

***Proposed 2019 Local Legislative Program***

***Goal #1:***

Ensure that policy decisions made by regional planning and programming entities are beneficial to Foothill Transit.

***Proposed Action Items:***

1. **Local Advocacy:** Formally support or oppose Metro, SGVCOG, and SCAG positions on issues that affect Foothill Transit and the other municipal operators. Ensure Foothill Transit receives maximum funding from local sales tax measures Proposition A, Proposition C, Measure R, and Measure M. Work through the Bus Operations Subcommittee and LACMOA to craft solutions to potential areas of concern.
2. **Local Legislative Committees:** Attend various local legislative committee meetings (i.e., San Gabriel Valley Economic Partnership, Chambers of Commerce, San Gabriel Valley Public Affairs Network, San Gabriel Valley Council of Governments, etc.).

***Goal #2:***

Maintain strong relationships with elected officials and staff in member cities as well as with staff and General Managers of other municipal operators.

***Proposed Action Items:***

1. Regularly participate in meetings of the SGVCOG, SGVEP, Metro, SCAG, Local Chambers of Commerce, Los Angeles County General Managers, and Los Angeles County Municipal Operators Association (LACMOA).
2. Monitor service area city council meetings and local newspapers to ensure that fixed route transportation needs are being met.
3. Treat local officials as “constituents” and respond in a timely manner to their concerns about Foothill Transit’s policies and service.
4. Ensure that Foothill Transit publications are distributed to the offices of all local officials and city managers in order to provide updates on current events at Foothill Transit.
5. Distribute Executive Director’s weekly report to all Governing Board members and other interested individuals via e-mail and/or fax.



January 25, 2019

To: Executive Board

Subject: **Fiscal Year 2018-2019 Second Quarter Performance Indicators Report**

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### **Recommendation**

Receive and file the FY2018-2019 Second Quarter Performance Indicators Report.

### **Analysis**

This report provides an analysis of Foothill Transit's performance indicators for the Second Quarter of Fiscal Year 2018-2019. Foothill Transit monitors a number of factors in evaluating the service provided to the public. There are key performance indicators that record the bus system safety, courtesy, and reliability standards, along with industry-standard measurements, which are monitored to assess transit operations.

In the Second Quarter, Foothill Transit achieved four out of eight key performance indicator goals. The performance indicator targets met for the quarter are: Complaints per 100,000 Boardings, Boardings per Vehicle Service Hour, 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 by the farebox in the Second Quarter was 3,156,251 - which is two percent lower than during the same period last fiscal year.
- **Fare Revenue** - Total fare revenue in the Second Quarter was \$4.30 million. The average fare was \$1.36 per boarding.
- **Operating Expenses** - Operating expenses incurred this quarter totaled \$24.5 million, resulting in an average cost per service hour of \$112.92.
- **Accidents** - The system averaged 0.93 preventable accidents per 100,000 miles in the Second Quarter.



- **Customer Complaints** - Foothill Transit received 14.9 complaints per 100,000 boardings in the Second Quarter. This is 43 percent lower than last fiscal year.
- **Schedule Adherence** - During the Second Quarter, Foothill Transit buses achieved 75.1 percent on-time performance (OTP).

### Analysis

In order to accomplish its mission, Foothill Transit has 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 fareboxes on buses, the SMARTBus CAD/AVL system, reports from the operations contractors, and financial performance data.

### 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**

In the Second Quarter of FY2018-2019, there were 3,156,251 boardings on Foothill Transit buses. When compared with the same time during the previous fiscal year, ridership decreased by two percent. Foothill Transit continues to participate in various efforts to identify causes and develop solutions to the local, regional, and national trends of declining ridership. In particular, the fixed route transit operators in L.A. County are currently developing a Ridership Growth Action Plan (RGAP) - a plan that identifies innovative solutions to increase transit ridership retaining current customers, reclaiming past customers, and recruiting new customers.



As a result of the fare change which went into effect in late October 2017, total fare revenue in the Second Quarter increased by slightly more than two percent when compared to the same period last year.

### ***Vehicle Service Hours and Operating Expenditure***

Foothill Transit operated 216,721 service hours in the second quarter of FY18-19, which is essentially equal to service levels provided during the same period last fiscal year.

In the Second Quarter, Foothill Transit incurred \$24.5 million in operating expenses, which is six percent higher compared to the previous fiscal year. Variance between the Second Quarter of FY17-18 and the Second Quarter of FY18-19 expenses is due in part to contract cost escalators built into the Arcadia and Pomona operations and maintenance contracts. Another factor that is contributing to higher average cost per vehicle service hour is the higher than budgeted cost of natural gas that is being experienced in the area as a result of intrastate pipeline and Aliso Canyon storage field constraints. The price of CNG fuel has fluctuated dramatically from a fairly steady cost of \$0.35 per therm last fiscal year to between \$0.61 and \$0.95 per therm each month this fiscal year. Fuel prices and their impact on the adopted Foothill Transit are being closely monitored and the Board will be kept apprised of budget impacts over the coming months.

### **Goal 1: Operate a Safe Transit System**

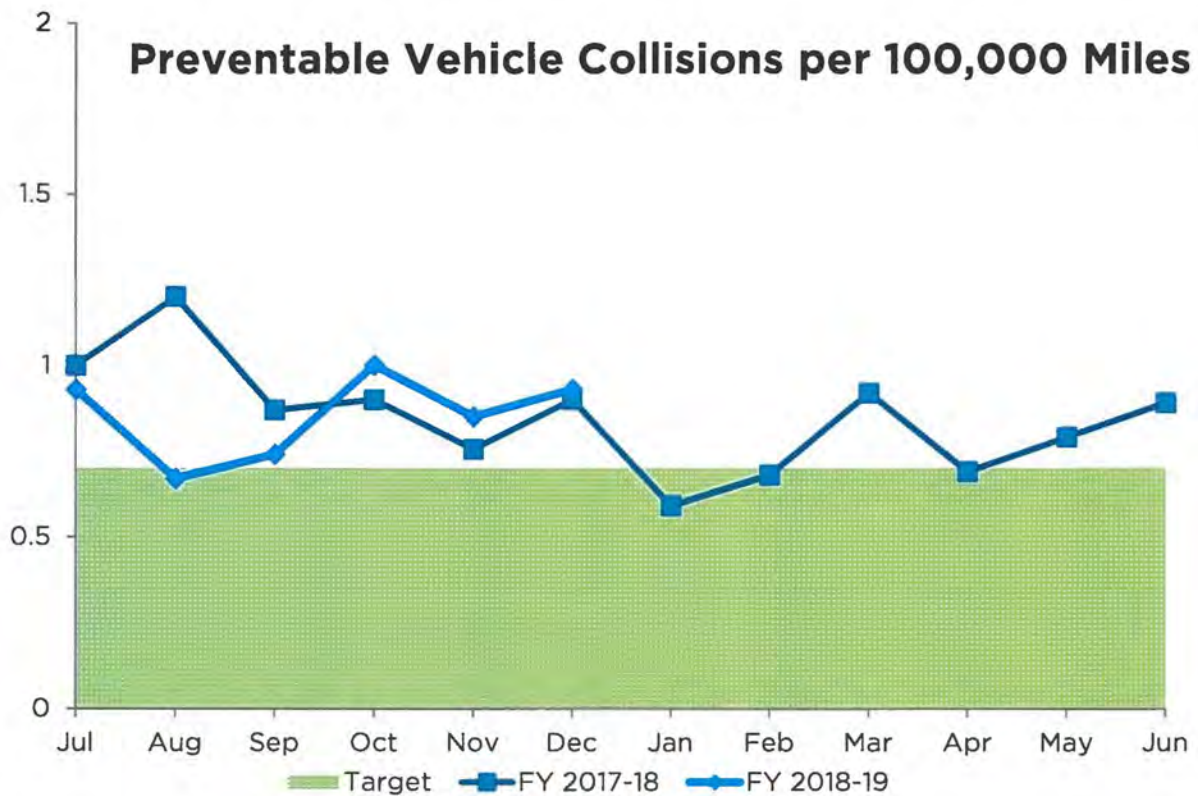
Foothill Transit's primary goal is to operate a safe transit system. Foothill Transit monitors system safety by tracking the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

### ***Preventable Accidents per 100,000 Miles***

In FY2018-2019, Foothill Transit has adopted the standard of 0.70 or fewer preventable accidents per 100,000 mile. There were 0.93 preventable accidents per 100,000 miles in the Second Quarter, which is a nine percent increase compared to the same period last fiscal year. Preventable accidents in the Second Quarter resulted primarily from coaches making contact with fixed objects and sideswipes, primarily as a result 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 go over 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 action plans and implementation.



**Goal 2: Provide Outstanding Customer Service**

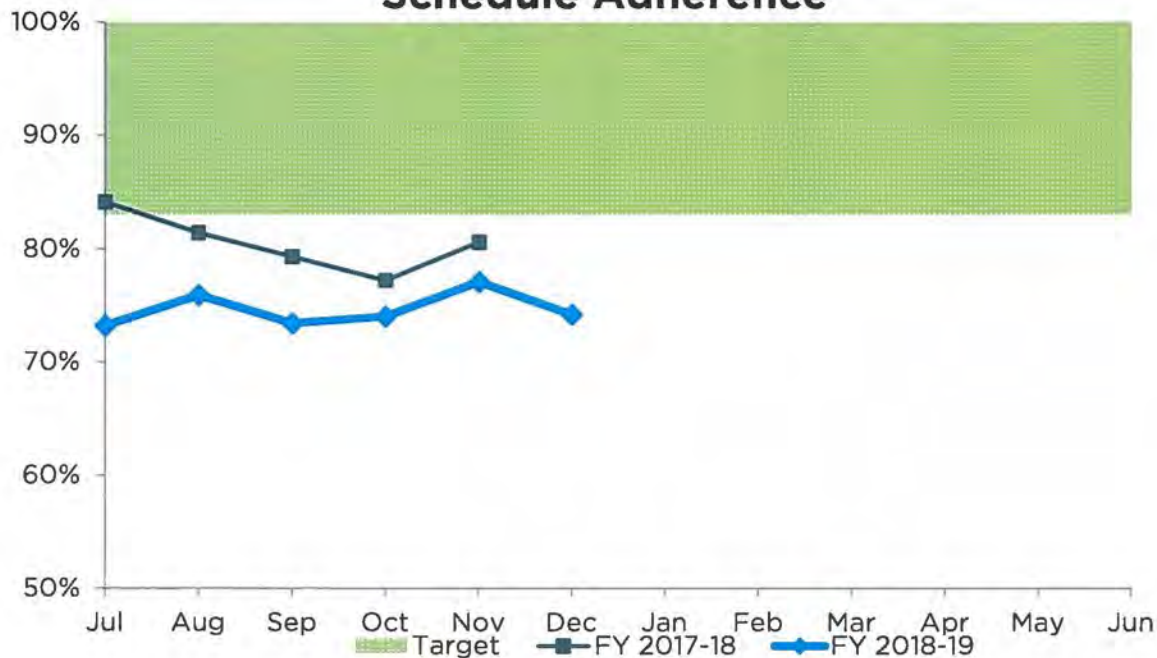
Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, and complaints per 100,000 boardings for customers calling the customer service line.



**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 departed the timepoint no more than five minutes late and not early. Foothill Transit has adopted a goal of 83 percent or higher OTP for this fiscal year. During the Second Quarter, Foothill Transit buses achieved 75.1 percent OTP. Of the service that was not on time, 20.9 percent of trips departed from timepoints more than five minutes after the scheduled departure time, and four percent of trips departed ahead of the scheduled departure time. OTP data obtained after each service change is used to determine where time needs to be added or subtracted from the published schedule in subsequent service changes. Note that OTP data was unavailable for the Second Quarter of FY17-18 while decommissioning of our former CAD/AVL system was underway starting in December 2017 as the new CAD/AVL system was being installed and implemented.

**Schedule Adherence**

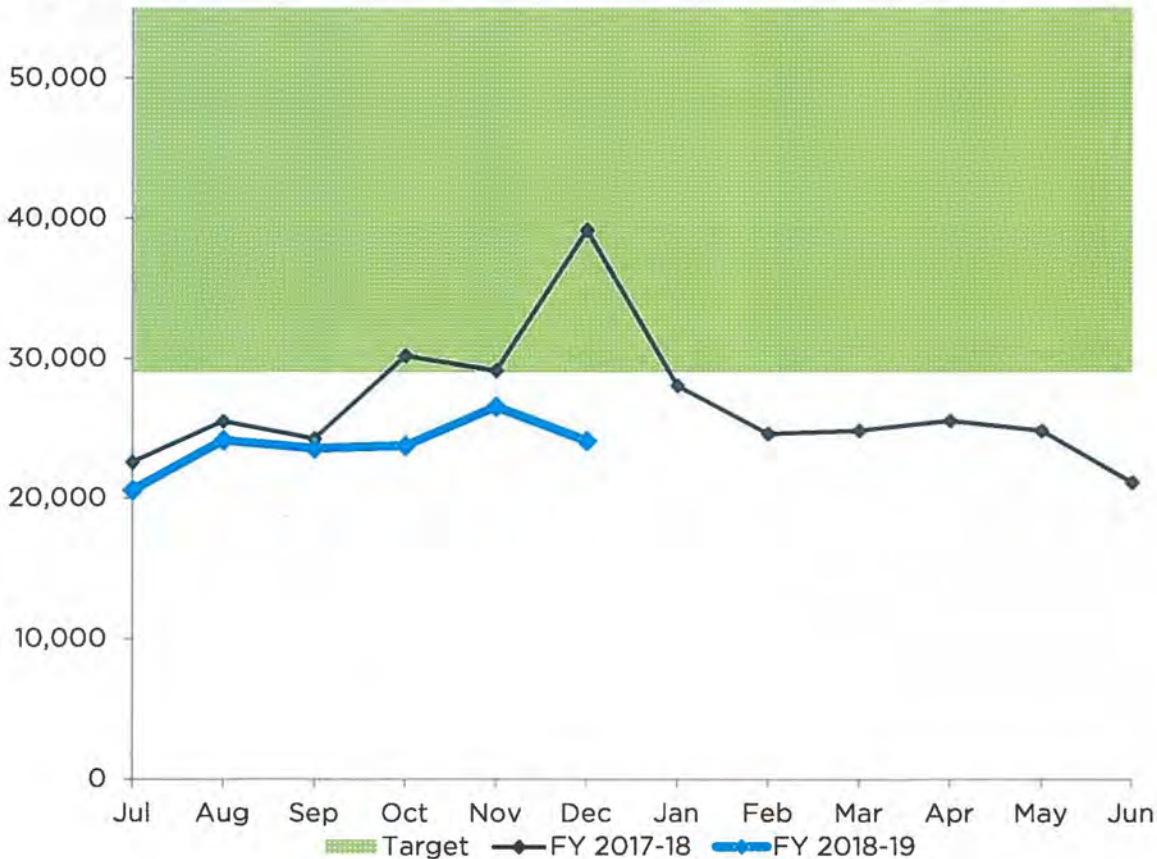




**Average Miles between Service Interruptions**

Average miles between service interruptions is a maintenance performance indicator that measures the miles between mechanical roadcalls of a vehicle used during revenue service resulting in a service delay of more than five minutes. In the Second Quarter, Foothill Transit averaged 24,728 miles between service interruptions as reported by the operations contractors. Foothill Transit did not meet the maintenance reliability goal of at least 29,000 miles between service interruptions and the metric is 23 percent lower compared to the same period last fiscal year. The Fiscal Year 2018/19 target was set under the assumption that the oldest CNG buses in the fleet would be retired and replaced by new buses. That activity was delayed and those oldest, more problematic buses are being replaced by new buses that are currently being delivered.

**Average Miles between Mechanical Service Interruptions**



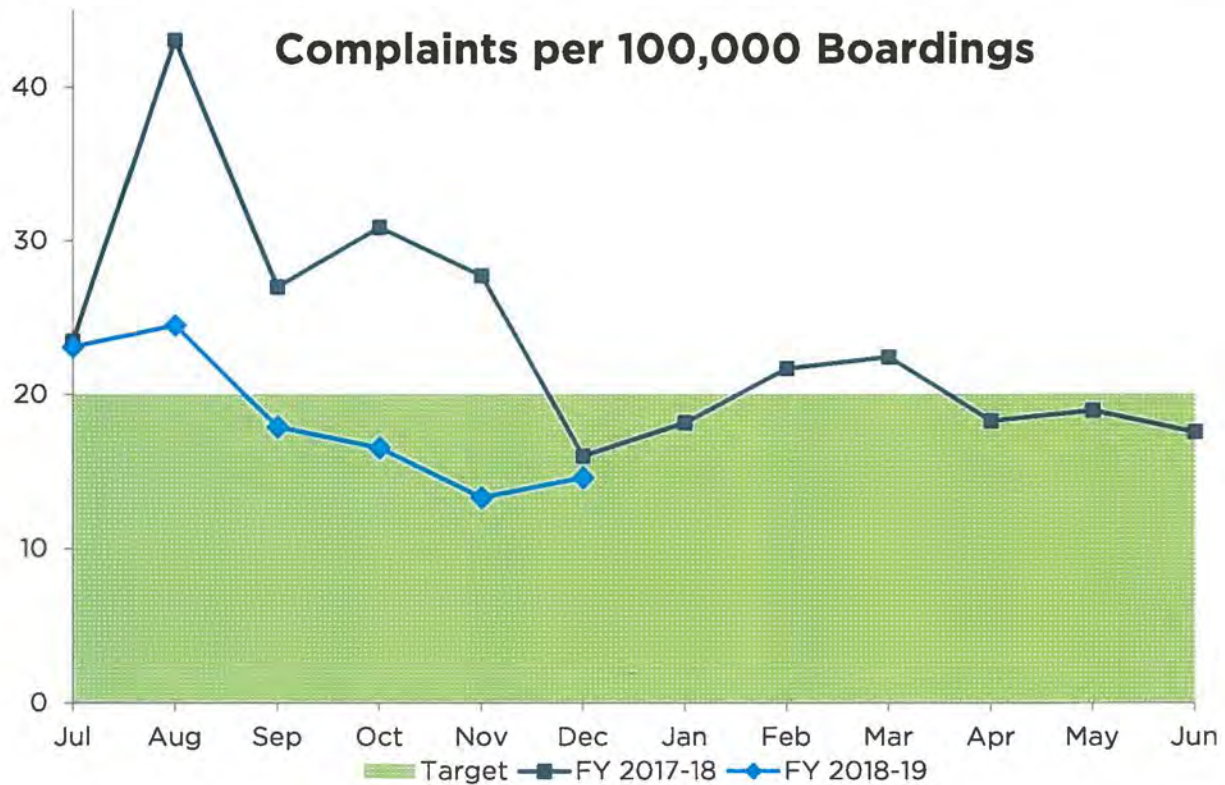




**Complaints per 100,000 Boardings**

Customer complaints are counts of incidents where a customer reports dissatisfaction with the service. All customer complaints received by Foothill Transit are subject to an investigative process, which ensures all customers receive a response and allows Foothill Transit to determine if a complaint is valid. Investigations include contacting the customer and reviewing the SMARTBus system, dispatch logs, on-board videos, and/or verbal communication with the coach operator.

In the Second Quarter, Foothill Transit received 14.9 complaints per 100,000 boardings, which represents a 43 percent decrease compared to the previous fiscal year.





**Goal 3: Operate an Effective Transit System**

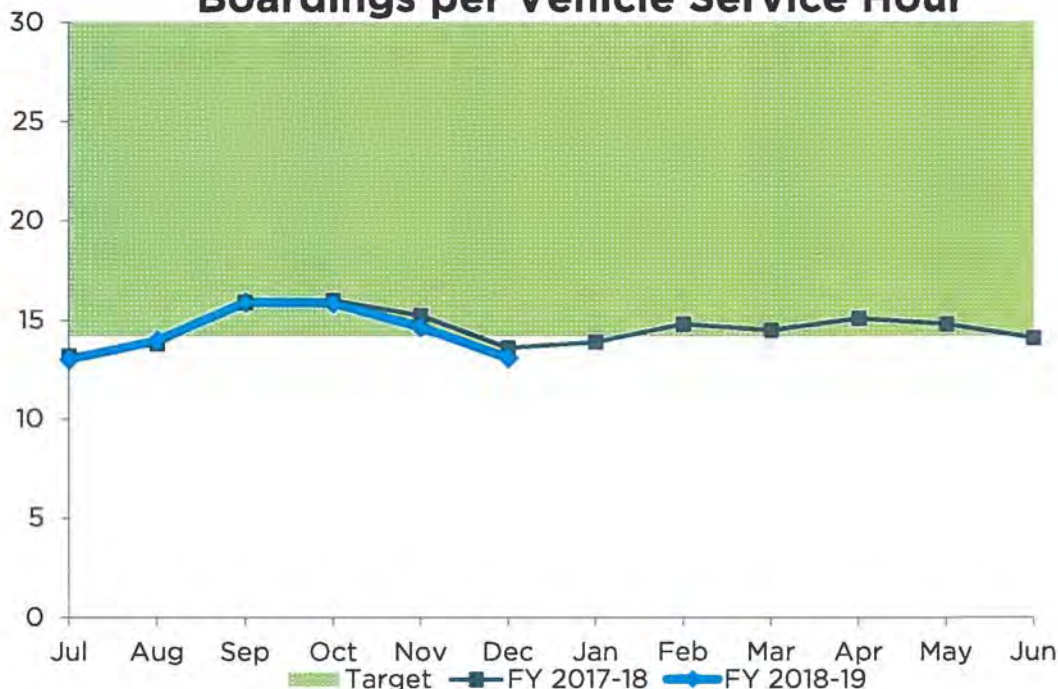
Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

**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 Second Quarter, there were 14.56 boardings per vehicle service hour, which does not meet the performance target of 14.19 or more boardings per service hour. This is a two percent decline compared to the same period the previous year. This variance is due to the decrease in ridership discussed earlier.

Foothill Transit continues to encourage increased ridership by targeting specific demographics of customers through the Class Pass program and marketing towards schools, religious groups, and senior citizens. Improved data analysis allows Foothill Transit staff to better understand travel demand throughout the service area, therefore assisting them in better planning routes and schedules.

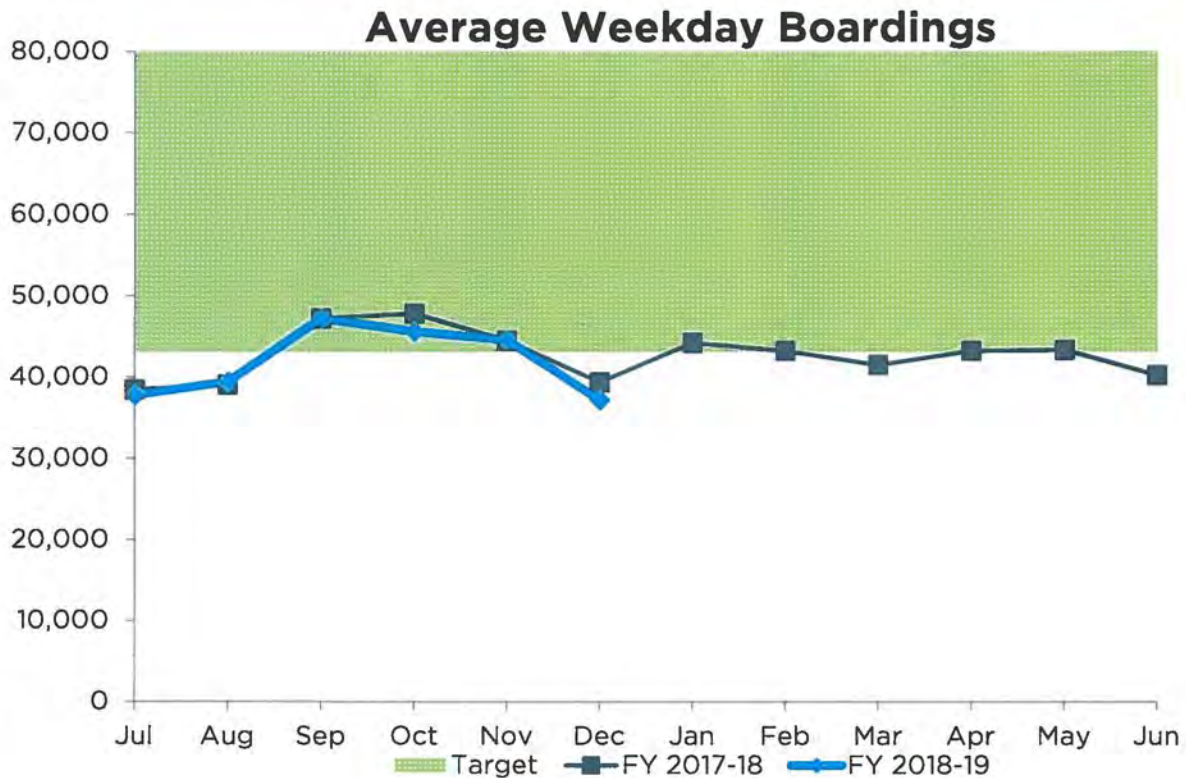
**Boardings per Vehicle Service Hour**





**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. The FY2018-2019 performance target for this metric is to achieve at least 43,000 average weekday boardings. There were 42,584 average weekday boardings during the Second Quarter, which is a two percent decrease from the same period the previous year and does not meet the target. This decrease mirrors the overall drop in boardings for the Quarter.





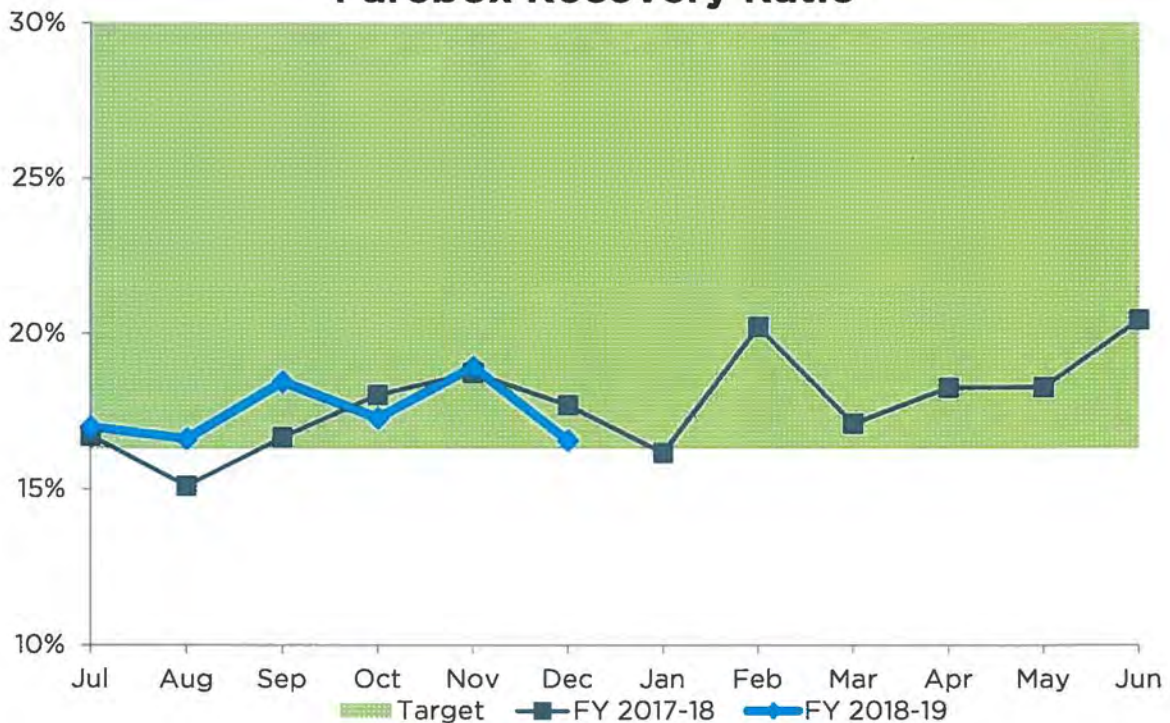
**Goal 4: Operate an Efficient Transit System**

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 Second Quarter, the Farebox Recovery Ratio was 17.57 percent, which meets the target of 16.30 percent.

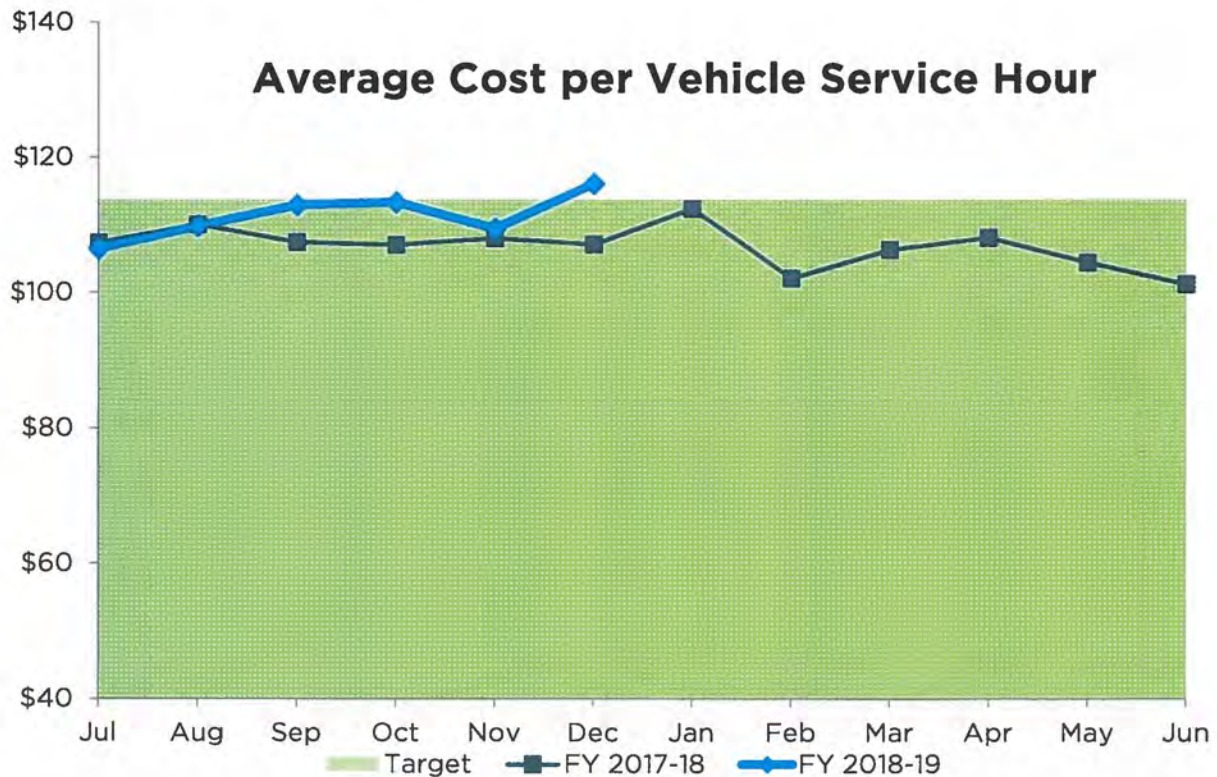
**Farebox Recovery Ratio**





**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. Foothill Transit's average cost per vehicle service hour in the Second Quarter was \$112.92, which meets the fiscal year target of less than \$113.68, and is five percent higher than the previous fiscal year. This variance is due to the increase in operating expenses associated with cost escalators on the Arcadia and Pomona operations and maintenance contracts, and the higher cost of natural gas that we have been experiencing this fiscal year.



Sincerely,

LaShawn King Gillespie  
Director of Customer Service & Operations

Doran J. Barnes  
Executive Director

**Foothill Transit**  
**Second Quarter Key Performance Indicators**  
FY 2018-2019

Goal	Performance Indicator	Second Quarter FY18-19	Met Target?	Second Quarter FY17-18	% Improvement Over Same Quarter Last Year	FY18-19 YTD	Met Target?	FY17-18 YTD	% Improvement YTD	Performance Target
<b>Overall System Performance</b>	Total Boardings	<b>3,156,251</b>	-	3,224,986	(2%)	<b>6,227,068</b>	-	6,318,062	(1%)	
	Vehicle Service Hours	<b>216,721</b>	-	216,529	0%	<b>431,930</b>	-	432,660	(0%)	
	Total Fare Revenue	<b>\$4,299,011</b>	-	\$4,220,085	2%	<b>\$8,390,572</b>	-	\$7,993,918	5%	
	Total Operating Expense	<b>\$24,471,083</b>	-	\$23,244,604	(5%)	<b>\$48,069,527</b>	-	\$46,646,350	(3%)	
<b>Safety</b>	Preventable Vehicle Collisions per 100,000 Miles	<b>0.93</b>	<b>No</b>	0.85	(9%)	<b>0.85</b>	<b>No</b>	0.94	9%	≤ 0.70
<b>Customer Service</b>	Schedule Adherence	<b>75.1%</b>	<b>No</b>			<b>75.6%</b>	<b>No</b>			≥ 83%
	Miles Between Mechanical Service Interruptions	<b>24,728</b>	<b>No</b>	32,247	(23%)	<b>23,665</b>	<b>No</b>	27,603	(14%)	≥ 29,000
	Complaints per 100,000 Boardings	<b>14.9</b>	<b>Yes</b>	25.9	43%	<b>18.3</b>	<b>Yes</b>	28.3	35%	≤ 20.00
<b>Effectiveness</b>	Boardings per Vehicle Service Hour	<b>14.56</b>	<b>Yes</b>	14.89	(2%)	<b>14.42</b>	<b>Yes</b>	14.60	(1%)	≥ 14.19
	Average Weekday Boardings	<b>42,584</b>	<b>No</b>	43,496	(2%)	<b>41,900</b>	<b>No</b>	42,463	(1%)	≥ 43,000
<b>Efficiency</b>	Farebox Recovery Ratio	<b>17.57%</b>	<b>Yes</b>	18.16%	(3%)	<b>17.46%</b>	<b>Yes</b>	17.14%	2%	≥ 16.30%
	Average Cost per Vehicle Service Hour	<b>\$112.92</b>	<b>Yes</b>	\$107.35	(5%)	<b>\$111.29</b>	<b>Yes</b>	\$107.81	(3%)	≤ \$113.68

## Foothill Transit Second Quarter Operations Report

FY 2018-2019

Goal	Performance Indicator	Second Quarter FY18-19	Second Quarter FY17-18	% Improvement Over Same Quarter Last Year	FY18-19 YTD	FY17-18 YTD	% Improvement YTD
<b>Operations</b>	Average fare per boarding	<b>\$1.36</b>	\$1.31	4.1%	\$1.35	\$1.27	6.5%
	Average cost per boarding	<b>\$7.75</b>	\$7.21	(8%)	\$7.72	\$7.38	5%
	Average subsidy per boarding	<b>\$6.39</b>	\$5.90	(8%)	\$6.37	\$6.12	4%
	Total vehicle miles	<b>4,302,590</b>	4,353,367	(1%)	8,542,943	8,639,859	(1%)
	Vehicle service miles	<b>3,112,782</b>	3,108,518	0%	6,204,094	6,218,327	(0%)
	Total vehicle hours	<b>273,546</b>	287,409	(5%)	543,897	554,340	(2%)
	In-service speed (mph)	<b>14.36</b>	14.36	0%	14.36	14.37	(0%)
	Boardings per vehicle service mile	<b>1.01</b>	1.04	(2%)	1.00	0.94	7%



January 25, 2019

To: Governing Board

Subject: **Covina Transit Center and Park & Ride Update**

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### **Recommendation**

Receive and file an update on the development of the Covina Transit Center and Park & Ride Project.

### **Analysis**

In January 2016, the City of Covina, private developer MLC Holdings, and Foothill Transit began the process of developing a transit-oriented mixed-use development project. The project, also referred to as the Covina Forward Project, is comprised of a residential community, transit center, and city event and/or business innovation center. The transit center component will consist of a parking structure, bus bays, commercial space, and provisions for an electric bus charging station.

In April 2017, the National Environmental Policy Act (NEPA) Categorical Exclusion approval was received by the Federal Transit Administration (FTA). On May 10, 2017, after conducting an Administrative Appraisal Review for the site acquisition of the transit parcel, FTA concurred with the appraisal and review appraisal for a partial acquisition of the subject property. The transit parcel is approximately 3.07 acres of the overall 10.66 acres of the larger Covina Forward project.

In September 2017, the Executive Board authorized the Executive Director to negotiate final terms and conditions and execute the Purchase and Sale Agreement with MLC Holdings/Meritage Homes regarding the real estate acquisition for the transit parcel. The property acquisition was completed on December 8, 2017 with closing of escrow on that date.

In January 2018, Klorman Construction, Foothill Transit design-build contractor submitted design plans for permitting to the City of Covina and other jurisdictions. Final approval was received in November 2018 and construction commenced on December 10, 2018.

The Project team is currently working with Foothill Transit's ad-hoc Real Estate Committee to discuss lease terms and lease rates for a potential tenant who is interested in leasing the commercial space at the transit center. Once





a tenant is identified, the design team will begin developing the design for the interior space. The design for the exterior shell and foundation has been approved with some slight modifications for a single use tenant of the 4,330 SF commercial space.

As the project continues to move forward, below are the major milestones in order to complete construction:

	Task	Projected completion date
1	Foundation excavation for the parking structure	January 2019
2	Pour slab on grade for parking structure	February 2019
3	Foundation excavation for commercial building	February 2019
4	2 <sup>nd</sup> level deck complete	March 2019
5	3 <sup>rd</sup> level deck complete	April 2019
6	3 <sup>rd</sup> level vertical complete	May 2019
7	Bus shelters complete	July 2019
8	Exterior and interior finishes complete	September 2019
9	Site work and landscaping complete	October 2019
10	Construction complete and final inspections	November 2019
11	Receive Certificate of Occupancy	January 2020

**Financial Impact**

Foothill Transit’s approved Fiscal Year 2018-2019 Business Plan and Budget includes funding for the Covina Park & Ride and Transit Center Project under capital project #138.

Sincerely,

  
Sharlane R. Bailey  
Director of Facilities

  
Doran J. Barnes  
Executive Director



January 25, 2019

To: Governing Board

Subject: **Fare Restructuring Implementation Update**

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### **Recommendation**

Receive and file this update on the adopted fare restructuring scheduled for September 2019.

### **Analysis**

In May 2017, the Governing Board adopted a two-phase fare restructuring. The first phase was implemented in October 2017; the second phase is scheduled for implementation in September 2019.

The goals of the fare restructuring were identified as the following:

- Increase ridership while maintaining or increasing fare revenue
- Develop an overall fare policy
- Simplify fares
- Reduce cash fares
- Achieve fare equity
- Align fares regionally
- Develop Board fare policies

The first phase of the fare restructuring has proven to be beneficial to Foothill Transit. Overall, fare revenue has increased 6.93 percent in the past year, in spite of declining ridership during the same time period. As part of the fare restructuring, Foothill Transit offered an incentive for customers to migrate to a TAP card instead of paying the fare with cash. Although we distributed approximately 12,000 free TAP cards during FY18, our cash receipts continue to represent 45.61 percent of total fares.

Another change included the ability to purchase a day pass on board the bus along with the elimination of intra-agency transfers. Both of these changes contributed to increased fare revenues.

### Adopted Fare Structure Features

Below is a chart showing the adopted fare changes:



**Adopted Fare Structure (Current and Future)**



Foothill Transit

**CASH FARES**

FARE TYPE	Current Fares		September 2019	
	CASH	TAP	CASH	TAP
<b>LOCAL</b>				
Adult	\$1.50	\$1.25	\$1.75	\$1.50
Senior/Persons with Disabilities/Medicare	\$0.75	\$0.50	\$0.75	\$0.50
Student	\$1.50	\$1.25	\$1.75	\$1.50
<b>SILVER STREAK</b>				
Adult	\$2.75	\$2.50	\$3.00	\$2.75
Senior/Persons with Disabilities/Medicare	\$1.25	\$1.15	\$1.50	\$1.25
Student	\$2.75	\$2.50	\$3.00	\$2.75
<b>COMMUTER EXPRESS</b>				
Adult				
Senior/Persons with Disabilities/Medicare	\$5.00	\$5.00	\$5.50	\$5.50
Student				

**PASSES**

FARE TYPE	Current Fares		September 2019	
	1-DAY	31-DAY	1-DAY	31-DAY
<b>LOCAL</b>				
Adult	\$5.00	\$50.00	\$6.00	\$60.00
Senior/Persons with Disabilities/Medicare	\$2.50	\$25.00	\$3.00	\$30.00
Student	\$5.00	\$36.00	\$6.00	\$40.00
<b>SILVER STREAK</b>				
Adult	\$5.00	\$105.00	\$6.00	\$110.00
Senior/Persons with Disabilities/Medicare	\$2.50	\$52.00	\$3.00	\$55.00
Student	\$5.00	\$75.00	\$6.00	\$85.00
<b>COMMUTER EXPRESS</b>				
Adult				
Senior/Persons with Disabilities/Medicare	N/A	\$170.00	N/A	\$180.00
Student				



### Phase 2 Fare Structure Features

*TAP Incentives* - The price of the single ride fare will increase by \$0.25 from \$1.50 to \$1.75. Phase 2 of the fare restructuring will continue to include a price incentive for TAP card users. Customers who use a TAP card will receive a \$0.25 discount on single ride fares (\$1.50). The TAP card simplifies complicated fare policies allowing the farebox to compute the appropriate fare to be deducted. An increase in TAP card usage decreases cash transactions on-board, which in turn reduces cash collection risks and decreases dwell time. Increased bus speeds are a factor in improving ridership and increasing system efficiency. Additionally, the single ride fare will now be in alignment with LA Metro's single ride fare.

*Day Pass* - The price of the day pass will increase by \$1.00 to \$6.00. The day pass has been instrumental in easing the transition away from intra-agency transfers within Foothill Transit. The day pass is valid on local and Silver Streak service and is priced at four times the single-ride TAP fare. Allowing day pass use on the Silver Streak encourages the customer to travel to and from a Silver Streak stop using our local service, reducing the need to seek an alternative mode of transportation to complete the first and last mile trip.

*Simplification* - Single ride fares will be rounded up to the nearest quarter and passes will be rounded to the nearest \$5.00. Rounding single ride fares to the nearest quarter simplifies the cash paying process and reduces the number of coins inserted in the farebox, reducing maintenance costs and dwell time.

*Pass Prices*- All pass prices will increase by \$10.00 for full fare products and \$5.00 for senior/disabled passes.

### Public Information Campaign

Foothill Transit will complete a multi-faceted campaign designed to ensure our customers are well informed of the upcoming change.

Staff will develop Transit Store display signs, brochures, interior bus cards, bus stop signs, and will inform customers through our monthly Footnotes newsletter. Information will be made available in three languages, wherever possible. In addition, the team will also develop information for use across our digital properties, which include our website and social media channels.

We will also conduct a series of workshop style meetings hosted at bus stops throughout the service area in the months leading up to the restructuring date. Additional attention will be placed on our new customers using the




duartEBus to ensure that they are well informed of the second phase of the fare restructuring.

**Financial Impact**

According to the forecast model, Phase 2 of the fare restructuring will yield a three percent reduction in ridership as a result of price elasticity and fare revenue is expected to increase by ten percent. The growth then compounds over the life of the forecast.

Initial decline in ridership is expected with price changes due to the natural behaviors of price sensitive customers. Over time, the long-term trend of ridership stabilization will recuperate ridership and revenue back to improved levels.

Sincerely,

  
Michelle Lopes Caldwell  
Director of Finance & Treasurer

  
Doran J. Barnes  
Executive Director