



Foothill Transit

GOVERNING BOARD MEETING

West Covina, CA
Friday, January 28, 2022



Foothill Transit

Governing Board Meeting AGENDA

GOVERNING BOARD MEETING - TELECONFERENCE

7:45 AM, JANUARY 28, 2022

Foothill Transit Administrative Office

2nd Floor Board Room

100 South Vincent Avenue

West Covina, CA 91790

FOOTHILL TRANSIT IS TAKING ALL PRECAUTIONS POSSIBLE TO PREVENT THE SPREAD OF COVID-19. FOR THE HEALTH AND SAFETY OF ALL GOVERNING BOARD MEMBERS, FOOTHILL TRANSIT STAFF, AND THE PUBLIC, PARTICIPATION IN THE MEETING WILL BE DONE REMOTELY VIA TELECONFERENCE USING THE FOLLOWING ZOOM MEETING LINK: <https://foothilltransit.zoom.us/j/89854716476>. ALTERNATIVELY, TO PARTICIPATE VIA PHONE, DIAL (669) 900-6833 AND ENTER MEETING ID: 898-5471-6476.

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL
4. CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER
5. REMARKS BY CONGRESSWOMAN NORMA TORRES
6. APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF DECEMBER 17, 2021
7. INTRODUCTION OF FOOTHILL TRANSIT BUSINESS PARTNERS

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

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



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8. GENERAL PUBLIC COMMENT

Public Comment: Members of the public shall have the right to address the Board on any item of interest which is within the jurisdiction of the Board before or during the Board’s consideration of the item. Presentations shall not exceed two minutes in length. The Board will take public comment under this agenda item for a maximum of 30 minutes. Public Comment will resume later in the meeting if there are members of the public who did not get an opportunity to speak because of the 30-minute limit.

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

IF PARTICIPATING VIA ZOOM, CLICK ON “RAISE HAND” TO INDICATE YOU WOULD LIKE TO SPEAK. IF PARTICIPATING VIA PHONE CALL, SUBMIT A REQUEST TO BOARD.SECRETARY@FOOTHILLTRANSIT.ORG BY CLOSE OF BUSINESS ON JANUARY 27, 2022

8.1. Chief Executive Officer Response to Public Comment

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

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

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

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

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

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

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

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

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

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

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

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

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



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9. Foothill Transit Fare Structure Simplification

Recommended Action: Adopt the proposed changes to Foothill Transit's fare structure.

10. American Bus Benchmarking Group Customer Satisfaction Survey

Recommended Action: Receive and file an overview of Foothill Transit's results from the American Bus Benchmarking Group (ABBG) Fixed Route Customer Satisfaction Survey (CSS).

11. COVID-19 Transit Operations Update

Recommended Action: Receive and file an update on the continuing impacts of COVID-19 on Foothill Transit's operations.

12. January 2022 Legislative Summary

Recommended Action: Receive and file the January 2022 Legislative Update.

13. Continued General Public Comment

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

14. Chief Executive Officer Comment

15. Governing Board Member Comment

16. Adjournment

**The next meeting of the Governing Board
is scheduled for
Friday, March 25, 2022 at 7:45 a.m.**



Foothill Transit

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

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

**Friday, December 17, 2021
7:45 a.m.**

1. CALL TO ORDER

The meeting was called to order by Chair Sternquist at 7:51 a.m.

Chair Sternquist welcomed Councilmember H. Manuel Ortiz the newly appointed Governing Board Member for the City of Irwindale.

2. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Governing Board Member Vizcarra.

3. ROLL CALL

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Corey Calaycay, Member Victor Preciado, Member Emmett Badar, Member Linda Freedman, Member Edward Alvarez, Member Daniel Damian, Member Gary Boyer, Member Albert Ambriz, Member Paul Cheng, Member Richard Barakat, Member Tzeitel Paras-Caracci, Member Becky Shevlin, Member Felicia Williams, Member Fernando Vizcarra, Member Steve Tye, Member Cory Moss, Member Valerie Munoz, Member Hector Delgado, Member Sam Pedroza, Member Jimmy Lin, Member Cynthia Sternquist

Absent: Member Rick Crosby, Member John King, Member Dario Castellnos, Member Jessica Ancona

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. REMARKS BY CONGRESSWOMAN GRACE NAPOLITANO

Member Shevlin introduced Congresswoman Napolitano and thanked her for attending. Congresswoman Napolitano reported on the infrastructure bills and how they will help the local region. She also reported that she is proud to be the lead in the congressional support letter sent to the Federal Transit Administrator for Foothill Transit's grant application for 24 zero emission buses under the Bus and Bus Facilities Program. She thanked Foothill Transit for the invitation to allow her to report to the Governing Board.

6. REVIEW & APPROVAL OF THE MINUTES

Approval of the minutes for the Governing Board Meeting of October 29, 2021.

Motion by Member Shevlin, second by Vice Chair Calaycay, the minutes for the Regular Meeting of October 29, 2021 were approved. Motion carried 20-0. Member Ortiz abstain.

7. INTRODUCTION OF FOOTHILL TRANSIT BUSINESS PARTNERS

Brian Otchis, Transdev General Manager - Arcadia Irwindale facility, addressed the Governing Board. Mr. Otchis thanked Doran Barnes, CEO and Roland Cordero, Director of Maintenance and Vehicle Technology for their participation in Transdev's Living Lab event and he also thanked Foothill Transit for allowing a recent visit by Transdev shareholders from Europe who visited the Arcadia Irwindale facility to learn more about Foothill Transit. He also reported that the Arcadia Irwindale facility and the Transit Stores staff are 78 percent fully vaccinated.

8. GENERAL PUBLIC COMMENT

Lorrence Bradford, ATU 1756 President, addressed the Governing Board. He stated that he is aware that Foothill Transit will be issuing a request for proposals for services out of the Arcadia Irwindale facility and he hopes that Foothill Transit takes into consideration the members of ATU 1756.

Marc Perla, Keolis Western Division Vice President of U.S. Bus Operations, stated that Keolis is honored to be a partner with Foothill Transit.

Susan Sweat, Transdev Chief Operating Officer, thanked the Governing Board for allowing Brian Otchis to provide an update and thanked the Governing Board for their partnership.

Lupe Carranza, ATU 1756 Financial Recording Officer, restated Mr. Bradford's comments. He thanked the Governing Board for their service.

8.1. Chief Executive Officer Response to Public Comment

There was no response to Public Comment by the Chief Executive Officer.

REGULAR AGENDA

9. **PROPOSED SERVICE CHANGES AND CANCELLATIONS**

Recommendation: 1. Authorize the Chief Executive Officer to seek public input and conduct a public hearing regarding the cancellation of Line 690. 2. Authorize the Chief Executive Officer to seek public input and conduct a public hearing regarding the cancellation of the route variant for Line 292.

Lourdes Álvarez, Transit Planner, presented this item.

Ms. Álvarez reported on Line 690's decrease in ridership, which began with the start of Metro's Gold Line Foothill Extension in 2016. Line 690 is currently not operational and she reported that no comments regarding the resumption of service has been received.

She reported that Line 292 operates between the cities of Pomona and Claremont. Line 292 contains a two-trip variant that travels on Baseline Road, one trip is in the morning and one trip is in the afternoon. Cancellation of the two-trip variant is being proposed due to the extreme low ridership.

The cancellation of Line 690 and the two-trip variant on Line 292 will result in \$451,124 in annual savings, which will be reinvested in other routes with high needs. Public outreach and a Public Hearing will need to be held for both cancellations.

There was no Public Comment on this presentation. Staff responded to questions by Member Lin and Member Barakat.

Motion by Vice Chair Calaycay, second by member Shevlin, to approve. Motion carried 21-0.

10. **PUBLIC TRANSPORTATION AGENCY SAFETY PLAN UPDATE**

Recommendation: Receive and file an update on Foothill Transit's Public

Transportation Agency Safety Plan (PTASP).

John Curley, Chief of Safety and Security, presented this item.

Mr. Curley presented a historical overview of the Public Transportation Agency Safety Plan (PTASP). He introduced members of the American Public Transportation Association audit team, Brian Alberts, Senior Director of Safety and Advisory Services, APTA; Brian Dwyer, Bus Safety Audit Leader; and John Sheehan, Bus Safety Audit Leader.

The audit team interviewed key personnel and inspected and examined policies. They reported on bus operator training, bus and facility maintenance, bus maintenance, safety, customer service, IT/cybersecurity, security and pandemic response. The results of the audit will be used for future planning in order to maintain a contemporary and practical PTASP.

Mr. Curley reviewed the FY 2022 Safety Performance Targets, which includes the new metric of Operator Assaults. The goal for the new metric is zero Operator Assaults for FY 2022. Things being done to mitigate assaults include working with the Los Angeles County Sheriff bus riding teams, debriefing bus operator assaults, mask mandate communication, video surveillance technology, training, and a proposed code of conduct and exclusion policy in 2022.

Lupe Carranza, ATU 1756, thanked Foothill Transit for bringing onboard John Curley. Lorrence Bradford, ATU 1756, stated that Mr. Curley was a great addition to Foothill Transit and that the ATU would like to join the conversations on safety. Mr. Curley responded to questions from Member Pedroza.

The Governing Board received and filed this presentation.

11. **DECEMBER 2021 LEGISLATIVE SUMMARY**

Recommendation: Receive and file the December 2021 Legislative Update.

Yoko Igawa, Director of Government Relations and Jan Powell, Foothill Transit Advocate, presented this item.

Ms. Powell provided a federal legislative update on infrastructure funding, annual appropriations bills, and the debt limit. She reported that the \$1.2 trillion Bipartisan Infrastructure Framework (BIF) legislation was enacted by Congress and signed by the President on November 15. This includes \$40

billion in new funding for transit and \$5.25 billion for zero emission buses. In November, Foothill Transit submitted a grant application requesting \$7.9 million for the zero emission double deck bus program, and Foothill Transit received local and congressional support letters for the grant application.

Ms. Igawa provided a state legislative update and reported that the state legislative is currently in recess and will reconvene its FY 2021-22 Legislative Session on January 3, 2022. It is expected that negotiations on supplemental transportation infrastructure investments between the Newsom Administration and State Legislature will re-commence then.

There was no Public Comment on this presentation.

The Governing Board received and filed this presentation.

12. **FISCAL YEAR 2020-2021 ANNUAL COMPREHENSIVE FINANCIAL AUDIT**

Recommendation: Receive and file the Fiscal Year 2020-2021 financial and compliance audit results. The Annual Comprehensive Financial Report (ACFR) including the auditor's opinions, has been provided for you as a separate attachment.

Michelle Lopes Caldwell, Director of Finance and Treasurer, made an introduction.

Ms. Caldwell reported that the audit results are presented annually to the Governing Board. She introduced Brad Schelle, CPA and Partner, Crowe LLP, who presented the audit results.

Mr. Schelle reported on the engagement objectives, audit timeline, and audit results. He also presented an overview of the required communications. Mr. Schelle reported that Crowe LLP found no deficiencies for any of the audits. This includes no recommendations or adjustments to Foothill Transit's financial statements for Fiscal Year 2021.

He noted that one deficiency was found during the financial audit. They noted an input error on the worksheet that is used to calculate depreciation. The error was corrected and the financial data was revised. An additional review step in the data entry process was implemented to ensure that the error does not happen again in the future.

There was no Public Comment on this presentation.

The Governing Board received and filed this presentation.

13. **CONTINUED GENERAL PUBLIC COMMENT**

Public comment was not reopened as the Public Comment period was concluded earlier in the agenda (Item 8).

14. **CHIEF EXECUTIVE OFFICER COMMENT**

Comments by Mr. Doran J. Barnes, Chief Executive Officer, Foothill Transit.

Mr. Barnes reported the following:

- Foothill Transit will be providing shuttle service to the 2022 Rose Bowl game.
- Announced the passing of Proterra Co-founder and Executive Director Ryan Popple and Arcadia Councilmember and Foothill Transit Governing Board Member Roger Chandler.

15. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Governing Board.

- Member Tye wished everyone a Merry Christmas and his wish for everyone is a COVID-less 2022.
- Member Paras-Caracci wished everyone a Happy Holidays and announced that Cesar Garcia was appointed to the Duarte City Council.

16. **ADJOURNMENT**

Adjournment for the December 17, 2021 Foothill Transit Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned in the memory of Arcadia Councilmember and Foothill Transit Governing Board Member Roger Chandler a 9:26 a.m.



January 28, 2022

To: Governing Board

Subject: **Foothill Transit Fare Structure Simplification**

Recommendations

Adopt the proposed changes to Foothill Transit's fare structure.

Analysis

At the October 29, 2021, Governing Board meeting, the Board authorized staff to seek public input regarding the proposed fare structure simplification. The goal of the fare change proposal is to achieve a fare structure that is simple, competitive, adaptive, and equitable. The proposal simplifies many aspects of our fare structure while addressing several equity concerns of our existing fare structure. Below are the features of the proposed changes:

Consolidation of Silver Streak fare structure to Local

Foothill Transit currently operates three levels of service, Local, Silver Streak, and Commuter Express, each with its own set of fares. Only one line operates under the Silver Streak fare structure, and it has different base fares, upcharges, zone requirements, and pass products. The Silver Streak fare structure complicates the overall structure and causes confusion among operators and customers. To simplify the fare structure, the proposed change is to add the Silver Streak service under the local fare structure while maintaining the Silver 2 Silver pass sharing agreement with LA Metro on the I-10 corridor between El Monte Station and downtown LA.

Match single ride and single day fares to regional pricing

Eliminate TAP discounts on single ride fares

In 2017, Foothill Transit introduced a \$0.25 discount on the base fare when the fare is paid with TAP stored value. The incentive was intended to encourage cash paying customers to use a TAP card to pay for the fare which helps improve boarding time and operational efficiencies. The discount was initially effective resulting in a 53 percent increase in TAP usage, but in recent months, the TAP conversion rate has diminished. Eliminating the TAP discount and charging \$1.75 for a single ride fare is consistent with LA Metro's fare on their bus and rail service.

Reduce Student base fares from \$1.75 to \$1.00



The Fareless Service Initiative (FSI) will provide students in participating school districts and community colleges with free rides for the duration of the pilot. The levels of participation of school districts and community colleges is still unknown. Under the current rules of the FSI, if the student attends a school that doesn't participate in the FSI program, the student will not be eligible to ride without paying a fare. Under the Foothill Transit proposed fare change, students may pay for a lower fare than the regular adult fare. The proposed change will provide a \$0.75 discount to all students at \$1.00 per ride. At \$1.00 single ride fare, this is similar to LA Metro's student single-ride fare.

Re-price Adult and Student Day-Pass

The pricing multiple for the day pass is four times the single-ride fare, the proposed change would adjust the price of the adult day pass to \$7.00 from \$6.00. This pricing is consistent with LA Metro's day pass price. Additionally, by reducing the student single-ride fare to \$1.00, the price for the student day pass would be \$4.00. With this price adjustment, the pricing of the day pass is consistent with the other rider classes.

Free internal transfers for two hours for base fare paid with a TAP card

Under this proposal, using a TAP card to pay the fare would allow customers unlimited free transfers throughout the system within two hours. The day pass will still be available for customers who use our system throughout the day. Interagency transfers will still be available for customers transferring to other partnering transit providers. This change in transfer policy is similar to LA Metro's intra-agency transfer policy.

Introduction of a 10-ride pass for Local and Express service

Because of the pandemic, many office workers have adopted a hybrid work schedule that allows them to continue to work from home one or more days each week. This remote work arrangement will likely continue into the future even as businesses and offices return to normal operations. As a result, travel patterns as we know it will be significantly different, and our existing period-based pass may no longer be suitable for our customers.

Our 31-day pass allows customer unlimited rides on Foothill Transit's service for a period of 31 days from the first time the pass is used. Our



current 31-day pass is priced at a 40-ride multiple, which means in order for the customer to break even the customer will need to take 40 rides within 31 days. This typically requires customers to take at least one round trip per weekday to break even. Many of our surveyed Employee Transportation Coordinators (ETC) mentioned that a hybrid of on-site and remote work culture would likely be a new norm.

In this proposal, staff is proposing a new 10-ride fare product that will be ride-based. The 10-ride pass will provide a discount at a fare multiple of eight rides. Each time the customer uses the 10-ride pass one ride credit will be deducted until they reach 10 total rides. The 10-ride pass will have no expiration, so customers will not be time restricted to use all the remaining rides. A 10-ride pass product will be available for both the Local and Commuter Express service; the local adult 10-ride pass will be priced at \$14.00 and Commuter Express 10-ride pass will be priced at \$44.00. Discounts on the Local service 10-ride pass will be available to other rider classes.

The new 10-ride pass will only be available on a TAP card or virtualized TAP card on a mobile phone. The 10-ride pass will be available for purchase through one of four ways; at our Transit Stores, online, TAP mobile app, or at any participating TAP vendor. To maximize customer transition to the new 10-ride pass, staff will be offering up to 1,000 free TAP cards to customers during the first month of the new fare structure.



Current vs Proposed Fare Structure Table

Current				Proposed			
Local				Local			
	Adult	Senior/ Disabled	Student		Adult	Senior/ Disabled	Student
Single-Ride (Cash)	\$1.75	\$0.75	\$1.75	Single-Ride (Cash/TAP)	\$1.75	\$0.75	\$1.00
Single-Ride (TAP)	\$1.50	\$0.50	\$1.50	Day Pass	\$7	\$3	\$4
Day Pass	\$6	\$3	\$6	31-Day Pass	\$60	\$30	\$40
31-Day Pass	\$60	\$30	\$40	10-Ride (NEW)	\$14	\$6	\$8
Silver Streak				Silver Streak			
	Adult	Senior/ Disabled	Student	Consolidated to Local fare structure			
Single-Ride (Cash)	\$3.00	\$1.50	\$3.00				
Single-Ride (TAP)	\$2.75	\$1.25	\$2.75				
Day Pass	\$6	\$3	\$6				
31-Day Pass	\$110	\$55	\$85				
Commuter Express <i>(Same pricing for all riders)</i>				Commuter Express <i>(Same pricing for all riders)</i>			
Single-Ride	\$5.50			Single-Ride	\$5.50		
31-Day Pass	\$180			31-Day Pass	\$180		
				10-Ride (NEW)	\$44		

Schedule for Implementation

Activities	Dates
Executive Board Meeting - COMPLETED	October 1, 2021
Governing Board Meeting - COMPLETED	October 29, 2021
Public Comment Period - COMPLETED	October 30, 2021 – November 19, 2021
Public Hearing - COMPLETED	December 1, 2021
Executive Board Recommendation - COMPLETED	December 17, 2021
Governing Board Final Action	January 28, 2022
Implementation Activities – Marketing, farebox programming, software testing, operator training, notifications.	January 28, 2022 – April 1, 2022
Fare Change Go-Live	May 1, 2022



Public Meetings and Results of Public Comments

The formal comment period began on October 31, 2021 and concluded on December 1, 2021. To encourage public comments, Foothill Transit staff conducted two virtual public workshops on two separate days in both the afternoon and in the evening. A public hearing was held virtually on December 1, 2021, at 5:30 PM to maximize public participation. Throughout the public comment period, we received a total of ten comments through social media and email. Five of the ten comments received were in favor of the change especially the introduction of the new 10-ride pass. We also received support from the public to reclassify the Silver Streak service fare structure to the Local fare structure. Customers were provided various methods to submit comments regarding this proposal, which includes phone, email, mail, and various social media platforms. Upon reviewing the submitted comments, staff is not proposing adjustments to the original proposal, however staff will be reviewing fare pricing on the Commuter Express service and the impacts of the Fareless Service Initiative at a future date. Below is a summary table of the public comments we received on this proposal.

In Favor	5
Not in Favor	1
Recommendation	4

Total Comments: 10

Title VI Analysis

In order to comply with the federal Civil Rights Act of 1964, Foothill Transit is required to conduct a Fare Equity Analysis on the proposed fare changes to ensure that there will be no disparate adverse impact on minorities and disproportionate burden on low-income customers. A Fare Equity Analysis will be presented to the Board for approval prior to implementation.

Budget Impact

The FY 2022 fare revenue budget is \$3.2 million and fiscal year-to-date (July 1, 2021 to November 30, 2021) revenue is \$3 million, far exceeding our original anticipated revenue projections. Foothill Transit’s ridership and fare revenue are slowly but consistently increasing. Based on the consistent growth we have seen in previous months, staff is estimating fare revenue for FY 2022 would be \$7,764,000 without adopting the proposal, and \$7,673,000 with adopting the proposed changes.



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The proposed fare structure is estimated to decrease fare revenue by \$91,000 or 1.2 percent in FY 2022 with an implementation date of May 1, 2022. The proposal is expected to slightly increase ridership by 0.2 percent due to lowered fares and added fare products. The features contained in this proposal neutralizes revenue impacts while serving the goal of simplification and equity.

Sincerely,

John Xie
Revenue Manager

Doran J. Barnes
Chief Executive Officer



January 28, 2022

To: Governing Board

Subject: **American Bus Benchmarking Group Customer Satisfaction Survey**

Recommendation

Receive and file an overview of Foothill Transit's results from the American Bus Benchmarking Group (ABBG) Fixed Route Customer Satisfaction Survey (CSS).

Analysis

Foothill Transit is a member of the American Bus Benchmarking Group also known as "ABBG", which is comprised of 23 agency members whom are located in various states. The purpose of the American Bus Benchmarking Group is to collaborate with other agencies to identify best practices and to use fixed route data to see how our performance compares among our peers.

Every year during the spring, the ABBG staff conducts a Customer Satisfaction Survey (CSS), this past 2021 CSS took place during April 12, 2021 to May 9, 2021. Essentially, agencies disseminate the link to the survey, while the ABBG staff performs a thorough analysis of the results. Customer satisfaction and meeting customers' expectations is an important indication of an organization's success and sustainability. The results would help to form national benchmarks and best practices.

The benchmarking objective of the ABBG CSS is not to directly compare survey results between the various organizations due to the differences in agency size, location, cultural bias, and approach of survey data collection, but instead to understand relative performance in meeting agencies' own customers' expectations and to improve those areas in which agencies relatively underperform (and are important to passengers). Overall, the CSS is designed to provide agencies with an additional customer satisfaction dataset, which can be used to validate and/or complement our own customer satisfaction research.

The CSS includes a series of questions that touch on various quality areas, overall satisfaction, likeliness to recommend the service, service quality priorities, and demographic questions. The most recent CSS included a set of additional questions about COVID-19 factors and frequency of use in regards



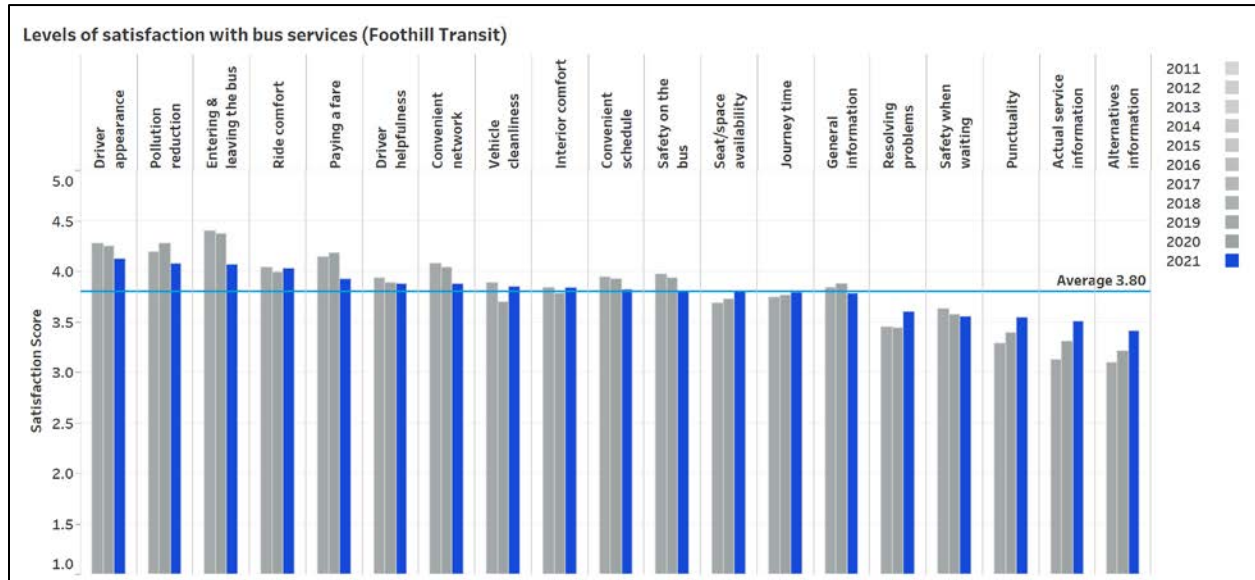
to the impact of the pandemic. Foothill Transit provided and promoted the survey on various online platforms including the company website, social media (Facebook, Twitter, and Instagram), and e-mail. The survey was available in three languages (English, Spanish, and Chinese). Foothill Transit received a total of 831 survey responses, however, a total of 13 percent of the responses were removed as the data was cleansed in order to ensure data comparability across members. The total responses represent an increase of 44 percent from the previous year's survey.

A few statistics from the survey respondents' demographics include:

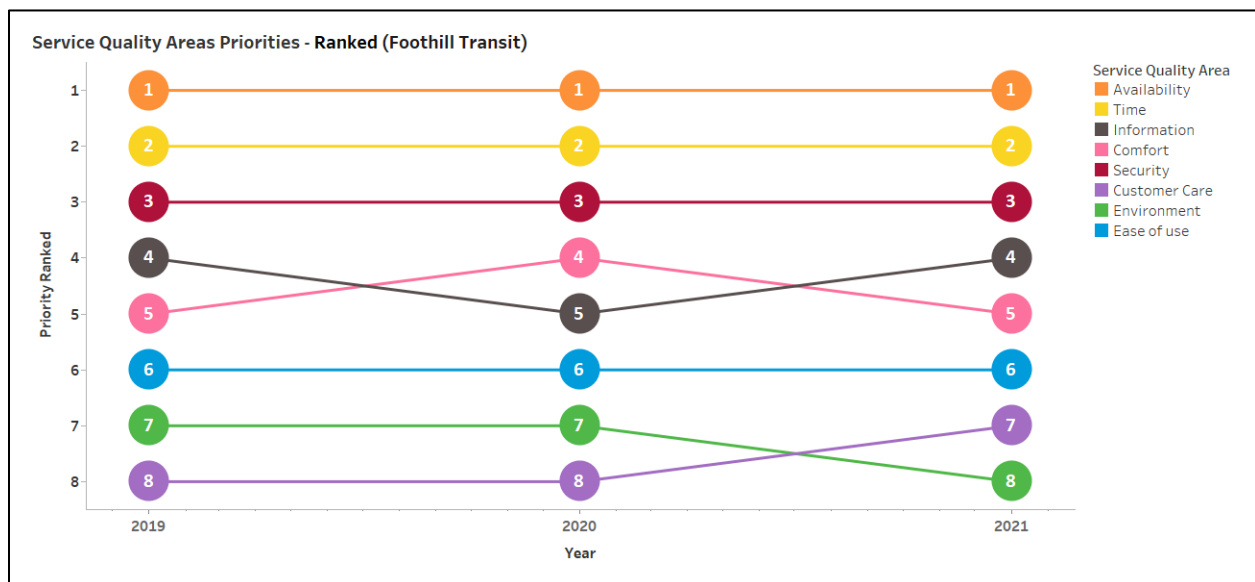
- 30% of respondents are in the age range of 50 to 65
- 54% of respondents are Female
- 54% of respondents indicated that their trip purpose is for work
- 36% of respondents indicated that they use the service very often

The survey included a question where respondents were asked, "How satisfied are you overall with the bus services in the city?" based on a scale of 1 (very dissatisfied) – 5 (very satisfied). The overall satisfaction score for the 2021 CSS equated to 3.94, which is a slight decrease from the 2020 CSS, which was 3.97.

The data gathered from the CSS also provides the capability to easily see the trends of the levels of satisfaction with Foothill Transit, which focused on 19 areas such as driver appearance, vehicle cleanliness, safety on the bus, resolving problems, punctuality, and convenience of schedule just to name a few (see corresponding chart below). For example, similar to the 1-5 satisfaction scale mentioned above, punctuality has consistently improved in the last three years that we began participating in the ABBG CSS, with a satisfaction score of 3.54 for the 2021 CSS. While the convenient network attribute which included the question, "The bus routes are conveniently located for me" satisfaction score has been consistently decreasing since 2019, with a satisfaction score of 3.87 for the 2021 CSS.



In addition, the results of the CSS concluded that Foothill Transit’s top three service quality areas from highest priority to lowest priority are Availability, Time, and Security. These have been the same top three ranked service quality areas for the past three years (see corresponding chart below).





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ABBG CSS Survey

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Assessing key satisfaction areas and understanding how customer satisfaction priorities and trends have evolved is very important in how we plan for the future. Essentially, the detailed information retrieved from the surveys will allow our agency to identify and develop actionable plans to target those underperforming areas.

Sincerely,

Hendy Satya
Marketing & Communications Manager

Doran J. Barnes
Chief Executive Officer

Paulina Ruiz
Transportation Business Intelligence Analyst



January 28, 2022

To: Governing Board

Subject: **COVID-19 Operations Update**

Recommendation

Receive and file an update on the continuing impacts of COVID-19 on Foothill Transit's operations.

Analysis

The COVID-19 pandemic continues to have significant impacts on Foothill Transit's daily operations. When the national state of emergency was initially declared and the California Stay-at-Home Order was issued in early 2020, Foothill Transit developed and implemented service level options that took into consideration the anticipated impacts on workforce availability. We also implemented a number of strategies to best protect Foothill Transit's contracted staff and direct employees, our customers, and the community at large. Over the past several months, staff has provided the Board with regular COVID-19 Operations Updates.

In late 2021, as we began to anticipate some nominal return to normalcy with the rollout of the vaccines and lowered case rates in the community and among our contractors' workforce, the Omicron variant began to make its way through the community. Along with the emergence of the new variant came updated regulations from the Los Angeles County Department of Public Health (LACDPH) and California's Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA.

Operational Challenges:

Over the past four weeks, our transit operations and customer service contractors have experienced a significantly increased rate of COVID case infections and related workplace absences. Current reports indicate that COVID-19 related absences for January will be the highest the agency has experienced since the pandemic began. These absences have impacted all functions including operations, maintenance, dispatch, road supervision, customer service and administration. This has further strained our ability to deliver service. The increased infection rates and workforce impacts are being experienced across the country and in virtually every industry.



In order to improve service reliability, on November 14, 2021 we adjusted our published levels to better align them with our contractors' daily workforce availability. However, with the increase of workplace absences due to the Omicron variant has put an even greater strain on delivering service. The operations teams at both Keolis and Transdev work to anticipate staffing availability and plan for service interruptions when possible, and we continue to provide real-time updates to customers when a trip is expected to be missed. The schedule adjustment has resulted in greater reliability in the delivery of published service, however, there are occasions when a published trip cannot be delivered due to manpower shortages.

Currently, approximately two to five percent of the more than 13,000 total weekly trips scheduled are missed due to staffing shortages. Guidelines for identifying trips to maintain service reliability and to attempt to minimize significant impacts on customers have been established. These include maintaining the last trip of the day on each line, avoiding missing consecutive trips on a line, and redistributing staff from higher frequency lines. We continue to provide real-time updates to customers when a trip is expected to be missed.

The increased number of COVID-19 infections and exposures in January has also had an impact on Foothill Transit Store and call center staff. This has resulted in short-term closures of certain stores due to a lack of available staffing and to facilitate the enhanced cleanings after a reported positive case. The decentralized call center has remained fully operational and key to providing Foothill Transit customers with general information, information specific to the missed service, and to receive and log customer comments.

The operations and customer service contractors continue to face the overall staffing shortages that are reported throughout the transit industry and are being experienced in various industries. Keolis and Transdev maintain robust campaigns for staff recruitment and retention

COVID 19 Vaccine and Testing

Our contractors are working diligently to continue to improve vaccination rates among their staff, understanding the positive impact that the vaccines are exhibiting on reducing the severity of illness for those who have been vaccinated. More than 75 percent of Foothill Transit team members have been fully vaccinated. For reference, the current vaccination rate in L.A. County 68 percent.



The executive and management teams at Keolis and Transdev continue to evaluate and monitor COVID-19 vaccine trends in the U.S. and throughout their world-wide markets as well as local trends. This has informed their vaccine and testing policies for their employees to support the health and safety of their workforce and the Foothill Transit customers. The impact vaccine and testing requirements on staffing availability continues to be reviewed.

Ridership and Service Levels:

Average weekday ridership for the month of November was 21,762, which is approximately 56 percent of the ridership levels in the months prior to the Safer-At-Home Executive Order issued in March 2020. During this same time period, ridership on the local lines was approximately 59 percent and ridership on the Commuter Express lines was 23 percent of the ridership experienced prior to COVID-19.

Ridership levels continue to be evaluated frequently. For December, a month where ridership is historically low, average weekday boardings were 18,420, which is 47 percent of the boardings prior to COVID-19. Analyzing the average weekday boardings for November and December represents a 15 percent decrease compared to the prior month. This decrease can be attributed to the increase in COVID-19 positive cases in the region and students' holiday break from school.

Sincerely,

LaShawn King Gillespie
Director of Customer Service and Operations

Doran J. Barnes
Chief Executive Officer



January 28, 2022

To: Governing Board

Subject: **January 2022 Legislative Update**

Recommendation

Receive and file the January 2022 Legislative Update.

Federal Update:

On December 20, we hosted Congresswoman Judy Chu on a tour of our double-deck electric bus, zero-emissions fleet, charging infrastructure, and maintenance and operations activities at the Arcadia Irwindale Facility. All aspects of this tour showcased the kinds of local infrastructure investments that the Bipartisan Infrastructure Law will support. This law, enacted as the \$1.2 trillion Infrastructure Investment and Jobs Act, is the new law (P.L. 117-58) passed by Congress and signed by President Biden on November 15 that dramatically increases funding for zero-emissions buses and bus facility programs through the reauthorization of federal surface transportation programs at higher levels. On January 7, the FTA held a webinar to detail how it will be implementing the Bipartisan Infrastructure Law, and the four key public transportation priorities – safety, modernization, climate, and equity – that the legislation will advance during the five-year authorization period. This increased funding is critical to accommodating our zero-emissions requirements, and we look forward to seeking Bipartisan Infrastructure Law funding as they become available in the coming months.

The second session of the 117th Congress convened on January 3, and Congressional Democrats will try to pass President Biden’s budget reconciliation bill in the coming weeks. Traditionally, the State of the Union Address (SOTU) is delivered by the President to Congress near the beginning of each calendar year on the current condition of the nation, typically inclusive of reports on the nation’s budget and the President’s priorities and legislative proposals. President Biden has accepted House Speaker Nancy Pelosi’s invitation to give his first SOTU on March 1, which is a month later than is typical, and will be the latest scheduled SOTU since 1934 when Congress shifted to convening its sessions to January. The March date was set as Congress, the White House, and the nation experienced a winter spike in COVID-19 infections, and to avoid televised coverage conflicts with the Winter Olympic Games in February. Accordingly, the release of the fiscal 2023



federal budget is likely delayed until March. While the Budget Act requires the budget to be submitted by the first Monday in February each year, one of the modern uses of the SOTU is to preview substantive proposals to be released in the budget.

Budget Reconciliation Bill - Build Back Better Act

The budget reconciliation bill, also known as the Build Back Better Act, moved on to the Senate after the House passed the \$2.2 trillion spending bill on November 19 along near-party lines. However, in an evenly-split Senate, the legislation was not able to move forward when Senator Joe Manchin (D-WV) announced in late December his opposition to the bill. This bill was intended to provide funding over the next decade to address climate change, expand healthcare, and provide a stronger federal safety net for low-income workers and families. On January 19, President Biden conceded in a news conference that the Build Back Better Act may need to be scaled back and broken into “chunks” so that components of his priorities may still be passed separately.

Debt Limit

In order to avert a national default, Congress voted on December 15 to raise the federal borrowing limit by \$2.5 trillion to about \$31.4 trillion. This debt increase is expected to allow the federal government to cover its expenses into 2023, through the 2022 November midterm elections that will determine control of Congress.

Redistricting

The 2020 California Citizens Redistricting Commission finalized the final redistricted maps in December 2021 based on the 2020 Census results. As a result, the congressional districts of Foothill Transit’s U.S. House of Representatives delegation have mostly shifted district numbers, with a few cities transferring into other districts already represented by other members of our congressional delegation. Most notably, Congresswoman Young Kim’s district will no longer represent any Los Angeles County cities, and the Cities of Diamond Bar and Walnut will be represented by Congresswoman Linda Sanchez’s 38th District. Rep. Sanchez’s seat will now also include the City of Industry and parts of Pomona. Congresswoman Grace Napolitano’s district gained the Cities of Bradbury, and South El Monte, which were previously within Congresswomen Judy Chu and Linda Sanchez’s districts, respectively. As Rep. Kim was our only Republican representative of our delegation, Foothill Transit shifts from having bipartisan representation to being represented by seats that are expected to remain within the Democratic Caucus. Our congressional delegation in order of the number of cities



represented within Foothill Transit’s joint powers authority, are: Reps. Grace Napolitano (15 cities; 31st District), Judy Chu (6 cities; 28th District), Linda Sanchez (4 cities; 38th District), Norma Torres (1 city; 35th District), and Adam Schiff (1 city; 30th District). Detailed results of redistricted congressional districts are included in the attached tables.

State Update:

The State Legislature reconvened on January 3, 2022 to begin the second year of the 2021-22 Regular Legislative Session. On January 10, Governor Newsom released his budget proposal of \$286 billion for Fiscal Year 2022-23, representing a 9.1 percent increase over the prior year’s total budget, and an anticipated budget surplus of \$45.7 billion. At a press conference on January 13 at a rail station, Governor Newsom highlighted his proposed budget’s investments in transportation and infrastructure. This includes a proposed \$9.1 billion in funding climate-friendly, clean transit projects, \$2.3 billion for ports and goods movement, and a \$10 billion package to transition to zero-emissions vehicles that will invest in cars, clean trucks, and buses.

When the Legislature convened on January 3, State Assembly Speaker Anthony Rendon announced his appointment of Assembly member Chris Holden as Chair of the State Assembly Committee on Appropriations. With Senator Anthony Portantino having been reappointed by State Senate Pro Tem Toni Atkins as the Chair of the State Senate Appropriations Committee last month on December 14, Assemblymember Holden’s appointment effectively positioned legislators from San Gabriel Valley to lead both the Senate and Assembly Appropriations Committees, which gives oversight over all legislative proposals that have an expenditure. With the start of the new year, we have begun to meet virtually with every office of our state legislative delegation to update them of our priorities and to request support in advance of our anticipated 2022 grant application for the Transit and Intercity Rail Program.

On February 15, a special election will be held to fill the vacancy created in the 49th Assembly District resulting from Ed Chau’s resignation following his judicial appointment. Governor Newsom appointed the former assemblymember to serve as a Los Angeles County Superior Court judge on November 29. The Cities of Arcadia, El Monte, Temple City, and parts of South El Monte are currently represented in the 49th District. However, starting with the June 2022 primary elections, the entire City of South El Monte will be represented by Assemblymember Lisa Calderon’s district.



Redistricting

As a result of the redistricted maps finalized in December 2021 by the 2020 California Citizens Redistricting Commission, cities in Foothill Transit’s joint powers authority will shift from being represented by four senators to three, and from six assemblymembers to five. In the Senate, Foothill Transit’s delegation will no longer include Senators Connie Leyva and Josh Newman. Effective in November 2022 after the general elections, the 20th Senate District, currently represented by Senator Leyva, will no longer include any Foothill Transit cities. Senator Newman, who represents the 29th Senate District, will be redistricted out of a seat, as his district will be split into the 30th, 34th, and 37th Districts. After the November 2022 elections, the Cities of Diamond Bar, Industry, Walnut, and West Covina will be represented in the 30th District, where Senator Sydney Kamlager’s residence has been redistricted out of and into the 28th District. In order of the number of Foothill Transit cities represented, our new State Senate delegation will be represented by the 22nd District (12 cities; Sen. Rubio), 25th District (6 cities; Sen. Portantino), and 30th District (5 cities; senator to fill office following 2022 elections).

In the Assembly, the district represented by Assemblymember Phil Chen, who was the only Republican among Foothill Transit’s state delegation, will no longer represent any Foothill Transit cities. Those cities will now be shifted into the 48th (Asm. Blanca Rubio) and 56th (Asm. Calderon)’s districts. In order of Foothill Transit cities represented, our new State Assembly delegation will be represented by the 48th (8 cities; Asm. Rubio), 41st (7 cities; Asm. Holden), 56th (6 cities; Asm. Calderon), 48th (3 cities; vacant), and 53rd (1 city; Asm. Freddie Rodriguez) districts.

Further details on the changes resulting from redistricting are outlined in the attached tables.

County Update:

As a result of the new supervisorial district boundaries finalized in December by the Los Angeles County Citizens Redistricting Commission, Foothill Transit cities will no longer be represented by the Fourth District, held by Supervisor Janice Hahn. The new boundary map was adopted on December 15, and went into effect immediately. The First District, represented by Supervisor Hilda Solis, gained the Cities of Covina and portions of La Verne, (previously in the Fifth District represented by Supervisor Kathryn Barger) and Diamond Bar (previously in the Fourth District represented by Supervisor Hahn). The Fifth



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District represented by Supervisor Barger gained the City of Claremont, which was previously within the First District represented by Supervisor Solis. Supervisor Solis now represents 13 Foothill Transit cities, while Supervisor Barger represents 10. Both supervisors have portions of the City of La Verne. Further details of the results of redistricting are available in the attached tables.

In 2021, we virtually met with transportation staff for each supervisor on a regular basis, and will resume our quarterly meetings with Supervisors Barger and Solis' staff beginning in February.

Sincerely,

Yoko J. Igawa
Director of Government Relations

Doran J. Barnes
Chief Executive Officer

US HOUSE OF REPRESENTATIVES

<u>Congressional District # (current)</u>	<u>Current Member</u>	<u>Congressional District # (new)</u>	<u>New Cities/Notes</u>	<u>Total # of FT Cities after Redistricting</u>
27	Judy Chu	28	Arcadia, Claremont, Temple City, Glendora [†] , Monrovia [†] , Pasadena [†] (- 1 FT city: Bradbury)	6 *represents Bradbury through Jan. 2023
28	Adam Schiff	30	Pasadena [†] (same)	1
32	Grace Napolitano	31	Azusa, Baldwin Park, Bradbury, Covina, Duarte, El Monte, Glendora [†] , Industry [†] , Irwindale, La Puente, La Verne, Monrovia [†] , San Dimas, South El Monte, West Covina (+2 FT cities: Bradbury, South El Monte)	15 *effective for June (primary) and Nov (general) 2022 elections
35	Norma Torres	35 (same)	Pomona [†] (same)	1
38	Linda Sanchez	38 (same)	Diamond Bar, Pomona [†] , Industry [†] , Walnut Also includes non-FT service areas: Whittier, Montebello, Norwalk (+4 FT cities: Diamond Bar, Pomona [†] , Industry [†] , Walnut) (-1 FT city: South El Monte)	4 *effective for June (primary) and Nov (general) 2022 elections; *represents South El Monte through Jan. 2023
39	Young Kim	40	NO LONGER REPRESENTS FT CITIES (-2 FT cities: Diamond Bar, Walnut) (no longer includes unincorporated areas: Hacienda Heights, Rowland Heights)	0 *represents current cities through Jan. 2023

[†] representation of a portion of the city

Source: https://www.wedrawthelinesca.org/final_maps

CA STATE SENATE

<u>CA Senate District #</u>	<u>Current Member</u>	<u>CA Senate District # (new)</u>	<u>New Cities/Notes</u>	<u>Effective Date</u>	<u>Total # of FT Cities after Redistricting</u>
20	Connie Leyva	20 (same)	NO LONGER REPRESENTS FT CITIES (-1 FT city: Pomona)	2022	0 *represents Pomona through Nov. 2022
22	Susan Rubio	22 (same)	Azusa, Baldwin Park, Bradbury, Covina, Duarte, El Monte, Irwindale, La Verne, Pomona, San Dimas, South El Monte, West Covina† (+5 FT cities: Bradbury, Duarte, Pomona, San Dimas, La Verne.) (-4 FT cities: Arcadia, Industry, La Puente, Temple City)	2022	12 *effective for June (primary) and Nov (general) 2022 elections
25	Anthony Portantino	25 (same)	Arcadia, Claremont, Glendora, Monrovia, Pasadena, Temple City (+2 FT cities: Arcadia, Temple City) (-4 FT cities: Bradbury, Duarte, La Verne, San Dimas)	2022; 2024 *Voters in Arcadia and Temple City who were previously represented by even-numbered SD 22, will be deferred from voting in 2022, and will vote in odd-numbered SD 25 starting in 2024. However, the Office of Sen. Portantino will unofficially begin to include services to the two cities in Nov. 2022. As Sen. Portantino was elected to represent Bradbury, Duarte, La Verne, and San Dimas through 2024, the office will also continue providing services to those cities as they transition to being represented by SD 22 after Nov. 2022.	6 *effective for June (primary) and Nov (general) 2024 elections. *Note: Sen. Portantino terms out in 2024.
29	Josh Newman	30, 34, 37	none (-4 FT cities into SD 30: Diamond Bar, Industry, Walnut, West Covina) *see new SD 30 details below	2022 *In June (primary election) and Nov. (general election) 2022, voters in Diamond Bar, Industry, Walnut, and West Covina will vote in their new, even-numbered district, SD 30.	0 *after Nov. 2022
30	Sydney Kamlager		Diamond Bar, Industry, La Puente, Walnut, West Covina† Also includes non-FT service areas: Whittier, Montebello, Norwalk (+5 FT cities: Diamond Bar, Industry, La Puente, Walnut, West Covina†)	2022 *Sen. Kamlager's residence shifts to SD 28. She was elected in 2021 to replace Holly Mitchell who previously held the role prior to becoming LA County Supervisor	5 *effective for June (primary) and Nov (general) 2022 elections

† representation of a portion of the city

Source: https://www.wedrawthelinesca.org/final_maps

CA STATE ASSEMBLY

<u>CA Assembly District #</u>	<u>Current Member</u>	<u>CA Assembly District # (new)</u>	<u>New Cities/Notes</u>	<u>Total # of FT Cities after Redistricting</u>
41	Chris Holden	41 (same)	Bradbury, Claremont, Duarte [†] , La Verne, Monrovia [†] , Pasadena, San Dimas (+2 FT cities: Bradbury, Duarte [†])	7 *effective for June (primary) and Nov (general) 2022 elections
48	Blanca Rubio	48 (same)	Azusa, Baldwin Park, Covina, Duarte [†] , Glendora, Irwindale, Monrovia [†] , West Covina (-3 FT cities: Bradbury, Industry, El Monte)	8 *effective for June (primary) and Nov (general) 2022 elections
49	Vacant *special election set for Feb. 2022 following vacancy left by Ed Chau's judicial appointment	49 (same)	Arcadia, El Monte [†] , Temple City (-1 FT city: South El Monte)	3 *effective for June (primary) and Nov (general) 2024 elections. *Note: Sen. Portantino terms out in 2024.
52	Freddie Rodriguez	53	Pomona (same)	1 *effective for June (primary) and Nov (general) 2022 elections
55	Phil Chen	59	none (-4 FT cities: Diamond Bar, Industry, Walnut, West Covina)	0 *effective for June (primary) and Nov (general) 2022 elections
57	Lisa Calderon	56	Diamond Bar, El Monte [†] , Industry, La Puente, South El Monte, Walnut Also includes non-FT service areas: Whittier, Hacienda Heights (+3 FT cities: Diamond Bar, El Monte [†] , Walnut)	6 *effective for June (primary) and Nov (general) 2022 elections

[†] representation of a portion of the city

Source: https://www.wedrawthelinesca.org/final_maps_

COUNTY OF LOS ANGELES

<u>County Supervisory District #</u>	<u>Current Member</u>	<u>New Cities/Notes</u>	<u>Total # of FT Cities after Redistricting</u>
1	Hilda Solis	Azusa, Baldwin Park, Covina, Industry, Irwindale, Diamond Bar, El Monte, La Puente, La Verne†, Pomona, South El Monte, Walnut, West Covina (+3 FT cities: Covina, Diamond Bar, La Verne†) (-1 FT city: Claremont)	13 *effective immediately
4	Janice Hahn	Diamond Bar (-1 FT city: Diamond Bar)	0 *effective immediately
5	Kathryn Barger	Arcadia, Bradbury, Claremont, Duarte, Glendora, La Verne†, Monrovia, Pasadena, San Dimas, Temple City (+1 FT city: Claremont) (-1 FT city: Covina)	10 *effective immediately

† representation of a portion of the city

Source: <https://lacounty.gov/redistricting/>