



Foothill Transit

GOVERNING BOARD MEETING

West Covina, CA
Friday, October 29, 2021



Foothill Transit

Governing Board Meeting AGENDA

GOVERNING BOARD MEETING - TELECONFERENCE

7:45 AM, OCTOBER 29, 2021

Foothill Transit Administrative Office

2nd Floor Board Room

100 South Vincent Avenue

West Covina, CA 91790

FOOTHILL TRANSIT IS TAKING ALL PRECAUTIONS POSSIBLE TO PREVENT THE SPREAD OF COVID-19. FOR THE HEALTH AND SAFETY OF ALL GOVERNING BOARD MEMBERS, FOOTHILL TRANSIT STAFF, AND THE PUBLIC, PARTICIPATION IN THE MEETING WILL BE DONE REMOTELY VIA TELECONFERENCE USING THE FOLLOWING ZOOM MEETING LINK: <https://foothilltransit.zoom.us/j/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 JUDY CHU
6. PRESENTATION OF NGV AMERICA ACHIEVEMENT AWARD
7. APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF OCTOBER 1, 2021
8. 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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9. 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 OCTOBER 28, 2021.

9.1. Chief Executive Officer Response to Public Comment

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

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

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

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

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

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

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

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

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

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

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

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

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



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10. SUMMER SALE UPDATE

Recommended Action: Receive and file the Summer Sale Update.

11. Foothill Transit Fare Simplification

Recommended Action: Authorize the Chief Executive Officer to seek public comment and conduct a public hearing regarding proposed changes to Foothill Transit's fare structure.

12. LIFE OF PROJECT BUDGET AMENDMENT - 13 FUEL CELL BUSES

Recommended Action: Approve a \$15.6 million amendment to the existing life of project budget, project #212, Hydrogen Fuel Cell Bus Replacement and Fueling infrastructure for the purchase of up to 13 additional hydrogen fuel cell buses.

13. OCTOBER 2021 LEGISLATIVE SUMMARY

Recommended Action: Receive and file the October 2021 Legislative Update.

14. LA METRO LOW INCOME FARE IS EASY (LIFE) PROGRAM

Recommended Action: Receive and file the report on LA Metro LIFE program update.

15. SAFETY AND SECURITY UPDATE

Recommended Action: Receive and file an update on Foothill Transit's Safety and Security programs.

16. COVID-19 TRANSIT OPERATIONS UPDATE

Recommended Action: Receive and file an update on Foothill Transit operations during the COVID-19 pandemic.

17. 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.

18. CHIEF EXECUTIVE OFFICER COMMENT



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19. GOVERNING BOARD MEMBER COMMENT

20. ADJOURNMENT

**The next meeting of the Governing Board
is scheduled for
Friday, December 17, 2021 at 7:45 a.m.**



Foothill Transit

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

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

**Friday, October 1, 2021
7:45 a.m.**

1. CALL TO ORDER

The meeting was called to order by Chair Sternquist at 7:46 a.m.

2. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Chair Sternquist.

3. ROLL CALL

Roll call was taken by Christina Lopez, Board Secretary.

Present: Member Corey Calaycay, Member Rick Crosby, Member Victor Preciado, Member Emmett Badar, Member Linda Freedman, Member Edward Alvarez, Member Daniel Damian, Member Jorge Marquez, Member Gary Boyer, Member Albert Ambriz, Member Dario Castellanos, Member Roger Chandler, Member Richard Barakat, Member Tzeitel Paras-Caracci, Member Becky Shevlin, Member Felicia Williams, Member Fernando Vizcarra, Member Steve Tye, Member Jessica Ancona, Member Cory Moss, Member Hector Delgado, Member Sam Pedroza, Member Jimmy Lin, Member Cynthia Sternquist

Absent: Member Valerie Munoz

4. CONFIRMATION OF AGENDA BY CHAIR AND CHIEF EXECUTIVE OFFICER

Chair Sternquist stated she had no changes to the agenda. Doran Barnes, Chief Executive Officer, announced that Congresswoman Judy Chu would be unable to attend the meeting. He stated that she would be invited to a future meeting.

After discussion, by Common Consent, the Chair and Chief Executive Officer

confirmed the agenda as revised.

5. **REMARKS BY CONGRESSWOMAN JUDY CHU (INVITED)**

Congresswoman Chu was unable to attend the meeting.

6. **ACCESS SERVICES OVERVIEW**

Doran Barnes, Chief Executive Officer, introduced Andre Colaiace, Executive Director, Access Services. Mr. Colaiace provided an overview of the paratransit services Access Services provides to Los Angeles County. He also presented a history of the agency, governance, and its response to COVID-19.

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

Approval of the minutes for the Governing Board Meeting of August 27, 2021.

Motion by Member Chandler, second by Member Shevlin, the minutes for the Regular Meeting of August 27, 2021 were approved. Motion carried 23-0. Member Damian abstention.

8. **INTRODUCTION OF Foothill Transit Business Partners**

Laura Hendricks, Chief Executive Officer, Transdev U.S. introduced Thierry Mallet, Global Chairman and Chief Executive Officer Transdev. Mr. Mallet reported on his recent visit to the Arcadia/Irwindale facility and thanked Foothill Transit for their collaboration in response to COVID-19, and in ensuring the safety of Transdev employees and customers of Foothill Transit.

9. **GENERAL PUBLIC COMMENT**

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

9.1. Chief Executive Officer Response to Public Comment

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

10. **SEPTEMBER 2021 LEGISLATIVE UPDATE**

Recommendation: Receive and file the September 2021 Legislative Update.

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

Ms. Powell reported on the end of the federal fiscal year on October 1, and the potential for a continuing resolution or government shutdown. She also reported on annual appropriations, the local impact of a government shutdown, and transportation reauthorization.

Ms. Igawa reported that the first year of the FY 2021-22 state legislative session ended on September 10, 2021. The state budget included \$2.7 billion in funding for zero emission vehicles and infrastructure. Also included were many statutory relief measures for transit agencies.

There was no Public Comment on this presentation. The Governing Board received and filed this presentation.

11. **COVID-19 TRANSIT OPERATIONS UPDATE**

Recommendation: Receive and file an update on Foothill Transit operations during the COVID-19 pandemic.

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

Ms. Gillespie provided an update on recent activities related to COVID-19 and the impacts on staffing at the contractors. She reported on the operational challenges and the lack of available staff to deliver service that was established in January 2021. It is estimated that Foothill Transit is missing two to three percent of weekly trips. Labor shortages are being reported by numerous transit agencies throughout the country. Foothill Transit staff is working closely with the contractors to monitor, analyze and work to mitigate the loss in service. Each contractor has implemented incentive programs, and a robust recruitment and retention programs.

She also provided an overview of customer communications, COVID-19 vaccine education at the contractors, and ridership and service levels.

Lupe Carranza, ATU 1756, reported that the membership is being overworked and being forced to take on additional assignments. The

Governing Board received and filed this presentation.

12. **MT. SAN ANTONIO COLLEGE TRANSIT CENTER PROJECT UPDATE**

Recommendation: Receive and file the report on Mount San Antonio College (Mt. SAC) Transit Center Project Update.

Sharlane Bailey, Director of Facilities, presented this item.

Ms. Bailey provided an overview of the project. The transit center will consist of ten bus bays with five canopy shelters. She highlighted the next major milestones and reported that the substantial completion of the transit center is anticipated in December 2022. Launch of the transit center and pedestrian bridge that is being built by Mt. SAC is anticipated in February 2023.

There was no Public Comment on this presentation. The Governing Board received and filed this presentation.

13. **FUEL CELL BUS AND INFRASTRUCTURE PROCUREMENT**

Recommendation: Receive and file the Fuel Cell Bus and Infrastructure Procurement update.

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

Mr. Cordero reported that fuel cell buses have ranges similar to CNG buses. Foothill Transit has received \$7.5 million in grants to specifically fund the transition of Line 486 to a zero emission route with 20 fuel cell buses. He reviewed the procurement schedule for the fuel cell buses, fueling infrastructure, and maintenance facility upgrades. The scheduled completion of the project is scheduled for October 2022. The project budget is \$33 million.

There was no Public Comment on this presentation. The Governing Board received and filed this presentation.

14. **FISCAL YEAR 2021 YEAR-END BUDGET UPDATE**

Recommendation: Receive and file the year-end budget update for the fiscal year ending June 30, 2021.

Jorge Quintana, Finance Budget and Grants Analyst, presented this item.

Mr. Quintana reviewed the year-end budget results and how they compared to the overall budget. Foothill Transit ended the fiscal year within the approved budget, despite approximately \$1.4 million in COVID-19 related expenses. Foothill Transit ended the fiscal year \$4.9 million under the approved budget. The Purchased Transportation account experienced the greatest savings with fuel as the next highest.

The COVID-19 pandemic continued to impact Foothill Transit, the region has experienced lower ridership resulting in lower fare revenues as well as lower sales tax revenues. Foothill Transit collected \$4.0 million in fare revenues since resuming fare collection in October. Foothill Transit has drawn down all \$33 million of CARES Act funding.

There was no Public Comment on this presentation. The Governing Board received and filed this presentation.

15. **CONTINUED GENERAL PUBLIC COMMENT**

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

16. **CHIEF EXECUTIVE OFFICER COMMENT**

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

Mr. Barnes reported the following:

- Work on the Foothill Transit Forward project is moving forward. Updates will be provided to the Governing Board in the near future.
- The Summer Sale has ended and a report will be presented at the next meeting. The results were positive and staff is looking at concepts for future sales.
- The double deck bus was in service for ten hours.
- At future meetings, the Governing Board will receive presentations on fare simplification and potentially expanding the fuel cell program.

17. **BOARD MEMBER COMMENT**

Comments by Members of the Foothill Transit Governing Board.

- Member Lin asked for any developments on Metro's fareless initiative. Mr. Barnes stated that Metro has advanced Phase 1, which includes K-



12 schools and community colleges. At the Foothill Transit Executive Board Meeting the board will consider participating in the K-12 program.

18. **ADJOURNMENT**

Doran Barnes, Chief Executive Officer announced losses to the greater Foothill Transit family. Azusa Councilmember and Foothill Transit Governing Board Member Uriel Macias, Cameron Blaine Fish the son of former Governing Board Member Nan Fish, and Transdev Coach Operator Mulyadi Judoprawiro.

Adjournment for the October 1, 2021 Foothill Transit Governing Board Meeting.

There being no further business, the Foothill Transit Governing Board meeting adjourned in the memory of Uriel E. Macias, Cameron Blaine Fish, and Mulyadi Judoprawiro at 9:19 a.m.



October 29, 2021

To: Governing Board

Subject: **Summer Sale Update**

Recommendation

Receive and file the Summer Sale Update.

Background

In April 2021 staff received approval for the launch of a new tool for cultivating positive customer sentiment and ridership recruitment – the Summer Sale. This sale was launched in response to low ridership on all types of service due to the COVID-19 pandemic.

By way of review, Foothill Transit’s average weekday ridership was 39,400 prior to the pandemic. Although ridership had been slowly improving, ridership in the most recent months remained approximately 44 percent below the pre-pandemic boardings. Prior to the pandemic, annual fare revenues totaled approximately \$16 million. Fare revenues collected in the first three quarters of FY2021 total \$2.19 million. This is approximately 12 percent of pre-pandemic fare revenues.

Foothill Transit Summer Sale temporarily cut all pass prices in half for three months, providing temporary financial relief to customers who have been adversely impacted financially by the pandemic.

All customers with a TAP card or TAP App are eligible to take advantage of the Summer Sale. Additionally, Foothill Transit also made 1,000 TAP cards available to customers at no charge so they can take advantage of the program. The modified fare table is shown below:

31-Day Pass	Current	New
Local		
Adult	\$60.00	\$30.00
Student	\$40.00	\$20.00
Senior/Persons with Disabilities/Medicare	\$30.00	\$15.00
Silver Streak		
Adult	\$110.00	\$55.00
Student	\$85.00	\$42.50
Senior/Persons with Disabilities/Medicare	\$55.00	\$27.50
Express		
All Rider Class	\$180.00	\$90.00
1-Day Pass - Valid on Local and Silver Streak services		
Adult	\$6.00	\$3.00
Senior/Persons with Disabilities/Medicare	\$3.00	\$1.50



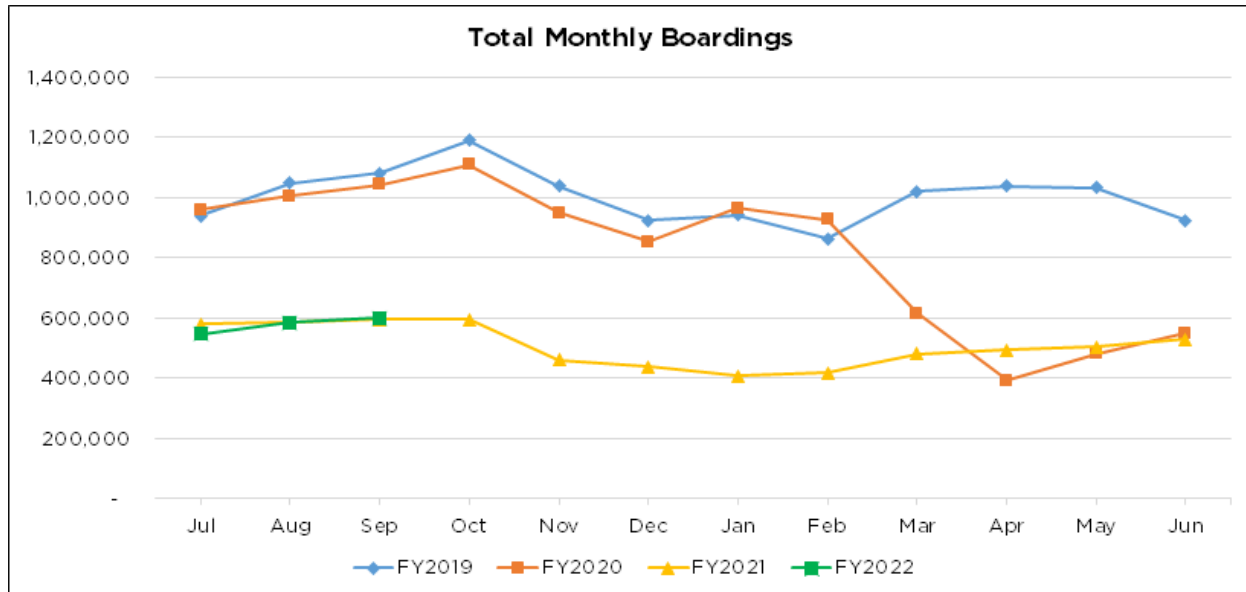
While data is still being collected and analyzed, it is apparent that the Summer Sale achieved its key goal. Customer sentiment around the sale has been excellent and has been self-magnifying as customers shared the information more widely, across all three languages (English, Spanish, and Chinese). Pass sales figures from both the Transit Stores and the TAPLA app show a marked increase in purchases not only over previous non-sale months, but also in comparison to pre-pandemic numbers. While it is difficult to directly correlate ridership and sales, ridership does continue to move in a positive direction as well and will remain closely watched.

Pass Product	May 2021	June 2021	July 2021	August 2021	September 2021
Local 31-Day Pass	272	251	615	706	999
Silver Streak 31-Day Pass	12	12	79	106	229
Commuter Express 31-Day Pass	45	49	229	195	719
1-Day Pass	806	946	2157	3449	3837
Senior Disabled Local 31-Day	184	219	347	385	472
Senior Disabled Silver Streak 31-Day	12	20	46	32	66
Senior Disabled 1-Day	72	77	167	246	243

The Summer Sale began on July 1 and ended on September 30. As noted in the table above, pass sales exceeded previous months significantly. It should also be noted that pass sales in June did not reduce in anticipation of a July 1 price change. In addition, this sales data is from the Transit Stores and pass sales achieved through the TAPLA app. While sales at both the Transit Stores and the TAPLA app performed well, conversion to the mobile app is high, doubling pass sales in all categories.

Ridership

As noted in other ridership reports, overall ridership has been slowly growing as the region moves towards post-pandemic operations. From May through June, ridership has trended upward at a rate of about 2 percent. Tracking and analyzing ridership data continues.



Current trends indicate that while ridership hasn't rebounded to the extent hoped, it has remained steady. Confidence remained steady during the late summer pandemic surge and major employers in the region - SCE, The Gas Company, and JPL by example - are planning total or partial office re-openings in the coming months. A survey of downtown LA ridership indicates that many previous M-F commuters are now commuting to work two or three days a week. We continue to look for new ways to motivate public transit use, including the proposed introduction of a trip-based pass and the simplification of the fare table.

Budget Impact

Because of low ridership, fare revenue has decreased significantly. Fortunately, funding has been available from the federal relief programs to offset fare losses. We will be tracking pass sales closely in the coming months to examine how the sale has affected overall revenue for the year.

Sincerely,

Felicia Friesema
Director of Marketing and Communications

Doran J. Barnes
Chief Executive Officer



October 29, 2021

To: Governing Board

Subject: **Foothill Transit Fare Structure Simplification**

Recommendation

Authorize the Chief Executive Officer to seek public comment and conduct a public hearing regarding proposed changes to Foothill Transit's fare structure.

Analysis

At the July 2021 Executive Board meeting, the Board directed staff to further study and to provide alternative options for the Silver Streak fare structure. The Silver Streak fare structure is complex and out of alignment with similar regional services.

Following this direction, staff has reviewed and analyzed the Silver Streak fare structure as well as Foothill Transit's overall fare structure pricing, policies, and product offerings. The overall existing fare structure is complex and varies from other regional operators, most notably Metro. With the goal of simplification, staff recommends the proposed changes which are listed below:

Consolidation of Silver Streak fare structure to Local

Foothill Transit operates three different levels of fares - Local, Silver Streak, and Commuter Express. Only one line operates under the Silver Streak fare structure, and it has different base fares, upcharges, zone requirements, and pass products. The current Silver Streak fare structure complicates the overall structure and causes confusion among operators and customers. To simplify the fare structure, the proposed change includes adding 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 fares to regional pricing

Eliminate TAP discounts on single ride fares

In 2017, Foothill Transit first introduced a \$0.25 discount on the base fare when the fare is paid with TAP stored value. The incentive was 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 where we saw a 53 percent increase in TAP usage, but in recent months, the TAP conversion rate has diminished. A single ride fare of \$1.75 for Local Service is comparable to LA Metro's fare on both their bus and rail service.

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

Metro's Fareless System Initiative (FSI) will provide students in participating school districts and community colleges with free rides for the duration of the pilot, currently proposed for October 1, 2021 through June 30, 2023. Under the current rules of the FSI, not all schools will be eligible to participate, and the rate of participation by school districts and community colleges is still unknown. Community colleges with existing agreements, such as the Class Pass schools are not eligible to participate in the FSI. Foothill Transit Class Pass students will continue to ride for no charge on our Local and Silver Streak service. For those students enrolled in non-FSI participating schools, they would be eligible to pay a lower fare than the regular adult fare under the proposed change. The proposed change will provide a \$0.75 discount to eligible students with a fare of \$1.00 per ride. The change in student single ride fare would also change the pricing of the student day pass product from \$6.00 to \$3.00. A single-ride fare of \$1.00 would match LA Metro's student single-ride fare.

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

Under this proposal, a TAP discount on single rides would no longer be available, however an incentive for customers to use a TAP card to pay the fare would be to allow those 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 transitioned to a remote work arrangement that allows them to continue to work from home to a far greater extent than prior to the pandemic. This remote work arrangement or a hybrid work schedule will likely continue into the



future even as we work through and emerge from the pandemic. 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 customers unlimited rides on Foothill Transit's service for a period of 31 days from the time the pass is activated onboard a bus. 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 the Employee Transportation Coordinators (ETC) we have surveyed mentioned that a hybrid of on-site and remote work arrangement would likely be the new norm.

In this proposal, staff is proposing a new 10-ride fare product. 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 taken off. The 10-ride pass will have no expiration so customers will not be time restricted to use the remaining rides. A 10-ride pass product will be available for both the Local and Commuter service where the Local Adult 10-ride pass is priced at \$14.00, and the 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.



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	\$6	\$3	\$3
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 (Same pricing for all riders)				Commuter Express (Same pricing for all riders)			
Single-Ride	\$5.50			Single-Ride	\$5.50		
31-Day Pass	\$180			31-Day Pass	\$180		
				10-Ride (NEW)	\$44		

Staff will hold a public hearing to incorporate public input before presenting a finalized modification to the fares. The public hearing results will be summarized with potential impacts and presented to the Board for consideration before adoption.

Schedule for Implementation

Activities	Dates
Executive Board Meeting	October 1, 2021
Governing Board Meeting	October 29, 2021
Public Comment Period	October 29, 2021 - November 19, 2021
Public Hearing	November 17, 2021
Special Executive Board Meeting (Tentative)	December 10, 2021



Governing Board Meeting - Adoption **December 17, 2021**

Implementation Activities - Marketing, farebox programming, software testing, operator training, notifications. **December 17, 2021 - April 30, 2022**

Fare Change Anticipated Go-Live **May 1, 2022**

Budget Impact

The proposed change is projected to have a slight negative impact on our originally budgeted fare revenue. The re-classification of the Silver Streak service to the Local fare structure will negatively impact fare revenue mainly due to the pricing reduction from a \$3.00 fare to a \$1.75 fare. Some of the reduction in revenue on the Silver Streak service will be mitigated with the assumption of an increase in ridership. This assumption is based on a fare elasticity of minus three percent. The elimination of the TAP discount for single-ride fare improves revenue, however the unlimited transfer within two hours would have the opposite effect. The conversion rate from 31-day passes to 10-ride passes for Commuter Express customers is assumed to be 80 percent (based on the number of pass usage less have 40 rides within 31 days). This will have a negative impact on revenue.

Based on all assumptions, the revised projected fare revenue will be three percent lower than the budgeted figure of \$3.2 million. Some of the assumptions include price sensitivity, payment type migration, transfer rate, and anticipated implementation date. The revised fare revenue budget for FY 22 for the proposed change is \$3.11 million.

Sincerely,

John Xie
Revenue Manager

Doran J. Barnes
Chief Executive Officer



October 29, 2021

To: Governing Board

Subject: **Life of Project Budget Amendment - 13 Fuel Cell Buses**

Recommendation

Approve a \$15.6 million amendment to the existing life of project budget, project #212, Hydrogen Fuel Cell Bus Replacement and Fueling infrastructure for the purchase of up to 13 additional hydrogen fuel cell buses.

Analysis

At the July 31, 2021, Executive Board Meeting, the Executive Board was updated on Foothill Transit's Electric Bus Program. Staff provided the Board with an overview of the current condition of the buses and the challenges we have faced during our operation of the fleet for the last seven years.

The 13 early model battery electric buses have experienced a number of build quality, reliability, and parts availability issues. For the past five years the reliability and fit-and-finish quality of these early model buses have degraded over time to a point where they are no longer fit for reliable daily service provision. As these buses are operated on Line 291, service reliability and on-time performance were impacted resulting in low customer satisfaction.

The Board directed staff to seek the early retirement of the initial fleet of fast-charge battery electric buses after securing approval from the Federal Transit Administration (FTA). Staff is working to obtain FTA approval for this action.

As these buses are retired, they will need to be replaced by other zero emissions buses to ensure that the intent of the FTA grant that funded the battery electric buses on Line 291 can be satisfied. We currently have an order of 20 fuel cell buses in production with New Flyer as part of our Fuel Cell Bus Program, and adding 13 more buses to that order would enable Foothill Transit to meet that requirement. The 13 replacement buses will reinstate reliable zero emission bus service on Line 291 with an adequate spare ratio to accommodate necessary preventive maintenance.

Please note that the Executive Board reviewed this item at their October 1, 2021 meeting and recommended a life of project budget adjustment to allow for the early retirement of our first generation battery-electric buses. At the time the Executive Board considered this item, staff recommended replacing



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10 of the 13 early generation buses. Staff is revising this initial recommendation so that all 13 of the original buses can be replaced. That increases the life of project for the original recommendation of \$12 million to \$15.6 million.

Budget Impact

This action will increase the total life of project budget for project #212 to \$48.6 million. This action will have no impact on the current year budget. The funding for the additional buses will be a combination of federal, state and local funds and will be available in the FY2023 budget.

Sincerely,

Roland M. Cordero
Director of Maintenance & Vehicle Technology

Doran J. Barnes
Chief Executive Officer

Michelle Lopes Caldwell
Director of Finance and Treasurer



October 29, 2021

To: Governing Board

Subject: **October 2021 Legislative Update**

Recommendation

Receive and file the October 2021 Legislative Update.

Federal Issues:

Hours before funding was set to expire at the start of the new federal fiscal year on October 1, 2021, the House and Senate approved a stopgap continuing resolution, or short-term government funding bill that will keep federal agencies open through December 3, 2021. Congress must continue to work on the annual appropriations bills to meet the December deadline.

On October 12, 2021, days before the October 18, 2021 debt limit deadline, Congress approved a bill to raise the U.S. debt limit from \$28.4 trillion to \$28.8 trillion, averting what would have been a first-ever national default. However, debt ceiling extensions and suspensions do not authorize new government spending, and only allows the Treasury Department to pay for appropriated funds that Congress has already approved. This debt limit extension is expected to allow the government to cover its expenses through December 3, 2021.

Surface Transportation Extension Act of 2021 (H.R. 5434)

The surface transportation authorization bill, or Fixing America's Surface Transportation (FAST) Act, expired at the end of the federal fiscal year on September 30, 2021, resulting from the lack of an agreement in Congress over the \$1.2 trillion Bipartisan Infrastructure Framework (BIF) legislation. After a day-long shutdown of the U.S. Department of Transportation, Congress passed the Surface Transportation Extension Act of 2021, H.R. 5434, which acts as a 30-day extension of the FAST Act.

Bipartisan Infrastructure Framework (Infrastructure Investment and Jobs Act, H.R. 3684) and the Build Back Better Budget Reconciliation

The passage of the \$1.2 trillion BIF legislation, or H.R. 3684, the Infrastructure Investment and Jobs Act (IIJA), is linked to the passage of the controversial \$3.5 trillion budget reconciliation bill, often referred to as the Build Back Better (BBB) Act. Progressive members of Congress threaten to hinder the passage of BIF unless the BBB budget reconciliation bill includes their funding



priorities, while centrist members demand cutting programs and making monetary concessions in the reconciliation bill. The Democratic Caucus may need to trim its \$3.5 trillion BBB proposal in order to win enough votes to pass the budget reconciliation bill. At the time this report was written, the path to get a final vote on either package has remained uncertain, as Congress continues to resolve differences on the linked BIF and BBB bills in addition to the newly set December 3 deadlines for avoiding a partial government shutdown and going into national default.

State Issues:

In Sacramento, the last day for the Governor to sign or veto bills passed by the Legislature was on October 10, 2021. On October 8, 2021, Governor Newsom signed AB 917 (Bloom), which the Foothill Transit Executive Board adopted a support position on earlier this year in April. This bill authorizes public transit operators to use readily available camera technology on transit vehicles for the purposes of discouraging illegal parking and enforcing parking violations that occur in transit-only lanes and at transit stops until January 1, 2027.

The Senate and Assembly began their interim recess on September 10, 2021, and will reconvene on January 3, 2022 to begin the second year of the 2021-22 Regular Legislative Session. It is expected that negotiations on supplemental transportation infrastructure investments between the Newsom Administration and State Legislature will re-commence then.

Sincerely,

Yoko J. Igawa
Director of Government Relations

Doran J. Barnes
Chief Executive Officer



October 29, 2021

To: Governing Board

Subject: **LA Metro Low Income Fare is Easy (LIFE) Program**

Recommendation

Receive and file the report on LA Metro LIFE program update.

Background

The LIFE Program was approved by LA Metro Board of Directors in 2017 and Foothill Transit subsequently joined in May 2019 as the program began to launch. The LIFE Program merged and increased subsidies on programs, such as the Rider Relief Transportation Program (RRTP), Immediate Needs Transportation Program (INTP), and the Support for Homeless Re-Entry (SHORE) program. Foothill Transit has been a partner of the programs where the customer can redeem coupons at our Transit Store for a discount on a Foothill Transit's 31-day Local pass.

Participants apply to the LA Metro LIFE program. Upon approval, the participant's information is recorded by the TAP office and their LIFE affiliation is automatically reflected in their online TAP account. The TAP card that is associated with the account that is in the LIFE program can take advantage of the discount at any TAP third-party vendor locations, as well as online. The discount is automatically available to the participant, and they will have the option to choose to apply the discount to eligible fare products (listed in Attachment A).

At the Foothill Transit Store, LIFE participants are able to use their discount towards a Foothill Transit 31-Day Local pass or purchase a LIFE 20-ride pass. A 4-ride LIFE pass is also available for participants through social service agencies. For example, the customer presents their TAP card which includes a \$24.00 LIFE discount and requests to purchase a Foothill Transit Local 31-day pass for \$60.00. The TAP card automatically applies the discount and the customer pays the difference of \$36.00. Metro reimburses Foothill Transit each month for the total value of all discounts applied.

When a customer rides on Foothill Transit with a LIFE 20 ride-based TAP product, Foothill Transit will be reimbursed for each single ride at a rate of \$1.14. A more detailed reimbursement table is available in Attachment B.



LIFE eligibility and enrollment will continue to be administered by LA Metro. Foothill Transit will have limited involvement with eligibility determination and enrollment, thus requiring minimal Foothill Transit staff hours. As required with any changes to the fare structure, LA Metro conducted an equity and environmental justice analysis on the LIFE program on behalf of Los Angeles County. The result of the analysis shows no disparate impact and no disproportionate burden by the program.

With the approval of Phase One of the FSI, the LA Metro Board also included several motions to strengthen the existing LIFE program. It is possible that Phase Two of the FSI may be built upon the foundation of the existing LIFE Program with the LIFE Program responsible for administering the FSI for low-income participants. LA Metro staff is expected to bring back to their Board an update on the LIFE Program changes in January 2022.

Sincerely,

John Xie
Revenue Manager

Doran J. Barnes
Chief Executive Officer

Attachments

Attachment A

List of Approved LIFE Passes and Rider Classes for Foothill Transit

31-DAY PASS (LOCAL)	
RIDER CLASS	Foothill Transit Fare
Regular	\$ 60.00
College/Vocational	\$ 40.00
Student K-12	\$ 40.00
Senior	\$ 30.00
Disabled/Medicare	\$ 30.00

EZ TRANSIT (BASE)	
RIDER CLASS	Foothill Transit Fare
Regular	\$ 110.00
Senior/Disabled/Medicare	\$ 42.00

20-RIDE PRODUCT (BASED ON SINGLE RIDE)	
RIDER CLASS	Foothill Transit Fare
Regular	\$ 1.50
College/Vocational	\$ 1.50
Student K-12	\$ 1.50
Senior	\$ 0.50
Disabled/Medicare	\$ 0.50

4-RIDE PRODUCT (BASED ON SINGLE RIDE)	
RIDER CLASS	Foothill Transit Fare
Regular	\$ 1.50

Attachment B

LOW INCOME FARE IS EASY (LIFE) REIMBURSEMENT SCHEDULE

Foothill Transit

31-DAY PASS (LOCAL)				
Foothill Transit will be reimbursed for passes purchased by LIFE patrons based on following schedules				
Rider Class	Foothill Transit Fare	Commission Rate	LIFE Reimbursement Rate to Foothill Transit	LIFE Patron Fare
Regular	\$ 60.00	Standard commission rate applies based on the full pass value	\$ 24.00	\$ 36.00
College/Vocational	\$ 40.00	Standard commission rate applies based on the full pass value	\$ 13.00	\$ 27.00
Student K-12	\$ 40.00	Standard commission rate applies based on the full pass value	\$ 10.00	\$ 30.00
Senior	\$ 30.00	Standard commission rate applies based on the full pass value	\$ 8.00	\$ 22.00
Disabled/Medicare	\$ 30.00	Standard commission rate applies based on the full pass value	\$ 8.00	\$ 22.00

EZ TRANSIT (BASE)				
Foothill Transit will be reimbursed for EZ TRANSIT (BASE) purchased by LIFE patrons based on following schedules				
Rider Class	Base Fare	Commission Rate	LIFE Reimbursement Rate to Foothill Transit	LIFE Patron Fare
Regular	\$ 110.00	Standard commission rate applies based on the full pass value	\$ 24.00	\$ 86.00
Senior/Disabled/Medicare	\$ 42.00	Standard commission rate applies based on the full pass value	\$ 8.00	\$ 34.00

20-RIDE PRODUCT (BASED ON SINGLE RIDE)				
Foothill Transit will be reimbursed for each ride taken by LIFE patron based on following schedule				
Rider Class	Base Fare	Reimbursements based on the lower of the cash fare or the amount below	LIFE Reimbursement Amount to Foothill Transit (Maximum)	
Regular	\$ 1.50	\$ 1.14	\$ 1.14	
College/Vocational	\$ 1.50	\$ 1.14	\$ 1.14	
Student K-12	\$ 1.50	\$ 1.14	\$ 1.14	
Senior	\$ 0.50	\$ 0.38	\$ 0.38	
Disabled/Medicare	\$ 0.50	\$ 0.38	\$ 0.38	

4-RIDE PRODUCT (BASED ON SINGLE RIDE)				
Foothill Transit will be reimbursed for each ride taken by LIFE patron based on following schedule				
Rider Class	Base Fare	Reimbursements based on the lower of the cash fare or the amount below	LIFE Reimbursement Amount to Foothill Transit (Maximum)	
Regular	\$ 1.50	\$ 1.14	\$ 1.14	



October 29, 2021

To: Governing Board

Subject: **Safety and Security Update**

Recommendation

Receive and file an update on Foothill Transit's Safety and Security programs.

Analysis

Foothill Transit's mission is to be the premier public transit provider committed to safety, courtesy, quality, responsiveness, efficiency, and innovation. In addition, listed first among our organizational values is accountability which includes a strong focus on both safety and security.

Foothill Transit's organizational focus on safety and security programs involves partnerships with numerous stakeholders included but not limited to transit operations contractors, customer service and facilities maintenance contractors, and local, state, and federal law enforcement agencies. This report will provide a summary on the following:

- The Los Angeles County Sheriff's Department Supplemental Law contract
- Security contracts and Security-Hardening Update
- Ongoing Vulnerability Assessments
- Public Transportation Agency Safety Plan and Emergency Preparedness

Los Angeles County Sheriff's Department Supplemental Law Contract

At the May 28, 2021 Governing Board meeting, authorization was given to enter into a five-year agreement with the Los Angeles County Sheriff's Department for Supplemental Law Enforcement Services to be performed on an as-needed basis at a cost of up to \$200,000 per year. The agreement allows Foothill Transit specific hours of law enforcement services per year to address any security or crime-related concerns that may arise during the next five fiscal years. Many of the issues transit staff address on a daily basis are related to homelessness. On a typical day, bus operators and staff observe trespassing, abandoned property, alcohol/narcotics usage, and unruly passengers to name a few. We continue to proactively address these issues through smart and collaborative efforts with not only the supplemental law enforcement services of LASD, but also with a broader law enforcement reach



throughout the entire region. This is particularly important considering Foothill Transit's footprint in the unincorporated areas as well as the 22 incorporated cities it serves.

In the ongoing effort to safeguard all customers, bus operators, and all associated members of the community who utilize the Foothill Transit bus system, staff requested the Los Angeles County Sheriff's Department (LASD) Riding Teams (BRT) to increase its visibility on our system. This started in June 2021 congruent with the Los Angeles County Department of Public Health re-opening as well as anticipated issues associated with the federal transit mask mandate that remains in effect today. As a reminder, BRT deputies board bus lines identified as having chronic violations with the primary goal of providing a visible deterrent for those inclined to victimize bus operators or riders, or vandalize Foothill Transit equipment. The deployment strategy for the BRT's are to assign geographic responsibility based on feedback and intelligence from staff, contractors, and law enforcement. The teams remain flexible, capable of being reassigned to newly identified crime trends or spontaneous events affecting Foothill Transit bus service. Strategies and adjustments to deployments are made based on identifiable crime trends and/or patterns. Bus operator assaults and end of line locations have been identified as top concerns and resources are deployed to provide a high visibility presence and assist bus operators with end of line off-loading. It is common that end of line location(s) tend to be problematic due to riders failing to alight. Other resources deployed for crime prevention throughout the bus system are extra-patrols from individual law enforcement agencies other than LASD, Homeless Outreach Proactive Engagement, Foothill Air Support Team (FAST) and other industry best practices.

Utilizing the above levels of engagement with the LASD Transit Bureau and all law enforcement, Foothill Transit remains dedicated to providing its riders, contractors, and cities we serve with the highest level of law enforcement services. The safety of all people is of great importance and will remain at the forefront of our daily mission. We will continue to strive toward making FT the safest transit system in the country.

Security Contracts and Security-Hardening Update

At the October 1, 2021 Executive Board meeting, authorization was given for Request for Proposal (RFP) No. 22-023 to provide ongoing security services at the Downtown Los Angeles (DTLA) layover, administrative office building,



and the El Monte Transit Store. The security services at these sites are currently being provided by three separate providers. Although all three locations offer unique challenges, contracting with a single entity is an efficient and transparent approach to providing security services that meet Foothill Transit's goals. The intent of this RFP is to secure the services of a qualified vendor to provide highly trained personnel and technological solutions offering a greater return on investment. By appropriately leveraging technology, Foothill Transit's security needs can be more effectively and efficiently met. As staff completes physical vulnerability assessments at all Foothill Transit sites, we will be able to leverage the services of the security services contractor to provide for a cohesive and coordinated protection plan, rather than separate stand-alone resources.

The Security-hardening project at the Arcadia yard is in the architectural review stage and staff is preparing the plans for permitting approval. This project involves enhancements at the employee overflow parking lot and improvements will include fencing, vehicle and pedestrian access controls, and additional security cameras.

Vulnerability Assessments

The Department of Homeland Security (DHS) is comprised of 22 different agencies including but not limited to the Transportation Security Agency (TSA), Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE), Federal Emergency Management Association (FEMA), and the Cyber Infrastructure Security Agency (CISA). Foothill Transit maintains constant communication with some of these agencies in the form of weekly check-in's, site visits, webinars, in-person training, suspicious activity reporting, and de-briefing of critical incidents. The Foothill Transit Safety and Security team recently requested vulnerability assessments from both TSA and CISA. These assessments involved review of policies and procedures from both Foothill Transit and its contractors. A general summary will be provided due to the Sensitive Security Information (SSI) laws that prohibit the release of specific information.

The TSA uses a BASE assessment tool focused on key safety and security areas. Foothill Transit participated in this BASE in 2009, 2014, and currently in 2021. Along a similar path, the TSA Surface Transportation Security Training Rule require owner/operators of railroads, public transportation, and passenger railroads to provide TSA approved security training to employee's contractors, and managers performing security-sensitive functions. Refer to



Federal Regulation 49 CFR 1570 for details. The training is required every three years and is firmly based in understanding transit vulnerabilities and preparing, observing, assessing, and responding to:

- Terrorism and Domestic Violent Extremism (DVE)
- Chemical, Biological, Radiological, and Nuclear Explosive (CBRNE)
- Suspicious Behavior and Packages
- Active Shooter and Edged Weapons
- Cyber Security and Security Sensitive Information (SSI)
- Vehicle Ramming

The Foothill Transit Safety and Security team are actively engaged with TSA on both its BASE assessment and Surface Transportation Security Training Rule.

The Cyber Infrastructure Security Agency (CISA) offers vulnerability assessments to certain segments of what FEMA identifies as critical infrastructure. The transportation industry is included in the sixteen industries and the Foothill Transit Team recently requested assessments for both CYBER and INFRASTRUCTURE and we are in the process of receiving the feedback to be used in conjunction with the other assessments. Both the TSA and CISA assessments are completed at no cost.

Finally, during the month of October and through the APTA Bus Safety Management Audit Program, the Foothill Safety and Security team will continue to learn how to implement the Safety Management Systems for continual overall improvement. This program is aligned with Safety Management Systems, and the requirements from the FTA State Safety Oversight (49 U.S.C. Part 674) and Public Transportation Agency Safety Plan (49 U.S.C. Part 673 Rules). The audit program criteria has been updated to reflect coverage of the most cutting edge and advanced safety issues in the Public Transportation industry.

Public Transportation Agency Safety Plan and Emergency Preparedness

On July 19, 2019, the Federal Transportation Administration (FTA) mandated that all public transit agencies that receive federal funding create, approve, and implement their own Public Transportation Agency Safety Plan (PTASP) no later than July 20, 2020. The regulation stipulates that agencies who operate more than 100 buses during revenue hours have an approved PTASP.



Foothill Transit’s PTASP was adopted by the Executive Board at its meeting on January 31, 2020.

The regulation calls for agencies to prioritize areas of primary safety focus in order to ensure improvement in these areas. The basic requirements are that each agency track and manage rate of fatalities, injuries, safety events and major mechanical failures. While the FTA does not dictate other performance areas or targets, it encourages each agency to look at other areas of improvement and develop key performance indicators to support the development of a more robust PTASP. Therefore, the number and rate of Operator Assaults is a new performance indicator where the number and frequency of assaults within the system are being measured by staff. Additionally, the effectiveness of protocols implemented to prevent assaults is being examined as previously outlined in this report. Based on these results new policy could be put in place in order to ensure the safety and security of our customers and operators.

The table below provides a history of the number and frequency of reported operator assaults in prior years as well as the number and frequency of operators assaults this year. Methods to encourage thorough and accurate reporting of these situations is ongoing and it is anticipated that this will reflect in identifying additional measures to reduce the number of occurrences.

		FY2020 Actual	FY2021 Actual	FY2022 July - Sep
Operator Assaults	Number	12	15	8
	Operator Assaults per 100,000 passenger boardings	0.12	0.25	0.46



The installation operator barriers have been included in the specifications for all new buses procured. Retrofitting coaches with operator barriers is complete. In addition to providing contractors' coach operators with another layer of safety from physical assaults, the barriers offer additional protection with physical distancing and provides a physical barrier between the operators and customers. The barriers allow the operators to safely continue to provide outstanding customer service while complying with all current COVID-19 safety guidelines.

Foothill Transit's PTASP is a living document with targets that are monitored on an ongoing basis to ensure we keep a proactive focus on safety and achieve improved performance. It is updated annually to ensure that it continues to prioritize and address the safety issues impacting the organization. Updates on the organization's safety performance will be provided to the board throughout the year.

Emergency Preparedness

The Federal Emergency Management Association's (FEMA) preparedness goal is having a secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk. Within the framework of this goal are 5 Mission Areas of prevention, protection, mitigation, response, and recovery. Foothill Transit operates in 1 of the 16 identified critical infrastructures and within the last 6 months, staff submitted a grant application seeking funding for key core capabilities identified by FEMA.

The Transit Security Grant Program (TSGP) application was not approved; however, staff continues to work toward practical application of best practices within the budgetary framework. Specifically, staff is ensuring all Foothill Transit staff receive emergency management training in compliance with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). We have also collaborated with both the California Highway Patrol and West Covina Police Department in Active Shooter Response training.

In the event of natural, manmade, or war-caused emergencies which result in conditions of disaster of extreme peril to life, property and resources, all Foothill Transit employees are subject to disaster service activities as assigned to them by their supervisors (CA Government Code 3100), The



safety and security team are committed to providing pertinent training on how to respond to hazards that pose the greatest risk to Foothill Transit.

Summary

The COVID-19 global pandemic has fundamentally reshaped the safety and security mindset of Foothill Transit. Maintaining a higher level of attention to public health while maintaining safe access to our communities' work centers, hospitals, and other vital services is essential. The Foothill Transit team is focused on training and preparing so we can be proactive at identifying threats to all our stakeholders. We understand the nuances involved in working with multiple layers of local, state, and federal agencies and remain committed to building relationships, especially within the law enforcement community. Fiscal Year 2022 continues to be a year of change and uncertainty. Maintaining flexibility as new information becomes available will be crucial in allowing us to meet the safety and security goals in order to collectively respond in a way that delivers the best program of service that keeps our buses, infrastructure, transit centers, data, and people safe.

Sincerely,

John Curley
Chief of Safety and Security

Doran J. Barnes
Chief Executive Officer



October 29, 2021

To: Governing Board

Subject: **COVID-19 Transit Operations Update**

Recommendation

Receive and file an update on Foothill Transit operations during the COVID-19 pandemic.

Analysis

The Governing Board has been updated on Foothill Transit operations in response to the COVID-19 pandemic at several meetings since Governor Gavin Newsom proclaimed a State of Emergency in March 2020. Each update provided an overview of the actions taken at Foothill Transit in response to the pandemic and the national, state, and local orders to control the spread of the virus. This report will provide the most recent activities and impacts.

Ridership and Service Levels:

Average weekday ridership for the month of September was 23,486, which is approximately 60 percent of the ridership levels in the months prior to the Safer-At-Home Executive Order issued in March 2020. During this same period, ridership on the local lines was approximately 64 percent and ridership on the Commuter Express lines was 26 percent of the ridership experienced prior to COVID-19.

For October 1 – 15, average weekday boardings decreased slightly compared to the prior month in September. Average weekday boardings during October 1 – 15 equated to 23,053, which is approximately 59 percent of the boardings prior to COVID-19. As the month of October progresses, we will continue to closely monitor the ridership trends.

Service Suspensions:

Beginning on January 11, 2021 all Commuter Express Lines (490, 493, 495, 498, 499, and 699) began running at reduced service levels to provide a more reliable level of service to Foothill Transit customers while both operations and maintenance contractors began experiencing higher numbers of call-offs by employees due to COVID-19. These new schedules resulted in approximately 20-minute trip frequencies on each commuter route during the morning and evening commutes. Working with both operations and



maintenance contractors, these modified schedules resulted in a 35 percent reduction in Express service. It was anticipated that service level adjustments would allow for significant improvement in service reliability as it allowed for more standby operators to be available to provide coverage for trips that would otherwise have been missed due to operator call-offs that occurred that particular day.

Operational Challenges:

Since the pandemic began, the teams from each of the operating divisions and the administrative team have been monitoring staffing levels. Over the past several weeks, additional challenges in having an adequate number of operations and maintenance staff available to deliver the service has occurred. Both contractors have experienced a high number of call-offs or absences due to COVID-19 related issues. Recruiting operators has also been a challenge. This trend is being reported by transit agencies across the country.

Due to these staffing challenges approximately two to five percent of the total trips scheduled are being missed, directly impacting customers. The teams continue to recognize the impact that even a single trip has on Foothill Transit customers and are working to develop appropriate communications to customers

The operations teams are working around the clock to anticipate, and when possible minimize, staffing challenges by using standby operators and by incentivizing operators who would normally not be scheduled to work or who are on vacation to work overtime to meet the service need. When possible, dispatchers are exploring opportunities to extend the trips for those operators who are already in the field to cover a trip and that could potentially be missed. Other qualified staff are also requested to provide coverage, when possible.

Both Keolis and Transdev have emphasized their campaigns for operator retention and recruitment including incentives for referrals and training.

Service Modifications

In an effort to provide a higher level of service reliability, staff has been working with the Keolis and Transdev teams to project the level of service that can be delivered within the currently available staffing levels. Because of the schedule adjustments, the Fall schedule change was postponed from October 24, 2021 to November 14, 2021.



By strategically removing specific trips from certain routes, service levels were adjusted to meet the current operating staffing levels, while still maintaining uniform frequency throughout the day.

The baseline schedule is the schedule that can consistently be staffed by our contractors and that can be consistently delivered with a high degree of certainty. A secondary level of service is also being developed that can be published in real time to customers if our contractors' staffing levels on a particular day are adequate to provide that enhanced level of service. The adjusted routes are the Silver Streak, Lines 291, 486, 853 and 854.

The chart below gives a summary of the changes. The digitally published baseline schedule will take effect on Sunday November 14, 2021.

Route	Day Type	# of Trips Before	# of Trips After	# of Trips Reduced
Silver Streak	Weekday	170	132	38
Silver Streak	Saturday	82	74	8
Silver Streak	Sunday	82	74	8
Line 291	Weekday	115	107	8
Line 486	Weekday	134	107	27
Line 853	Weekday	9	8	1
Line 854	Weekday	6	3	3

The trips were prioritized based on time of day and historical ridership. This is a dynamic situation, as staffing levels improve, the baseline schedules will be reevaluated and adjusted.

Sincerely,

LaShawn King Gillespie
Director of Customer Service and Operations

Joseph Raquel
Director of Planning

Doran J. Barnes
Chief Executive Officer