

# Foothill Transit Executive Board

## MINUTES

The Regular meeting of the Foothill Transit Executive Board was held Friday, October 26, 2007, at the Foothill Transit Board Room, 2<sup>nd</sup> Floor, 100 South Vincent Avenue, West Covina.

President Paula Lantz, called the meeting to order at 8:03 a.m. The following members were present, constituting a quorum of the Executive Board:

Paula Lantz, President  
Peggy Delach, Vice President  
Michael De La Torre  
John Fasana  
Lola Storing

Staff and Guests present:

Doran Barnes, Executive Director  
Kevin McDonald, Deputy Executive Director  
Ed Gill, Legal Counsel  
Lee Millen, Deputy Secretary  
Bob Arthur, Director of Special Projects  
Rahul Kumar, Director of Planning  
LaShawn Gillespie, Director of Procurement  
Araceli Lopez, Transit Store Operations Manager  
Mike Griffus, Veolia Chief Operating Officer  
Wayne Fritz, General Manager  
Peter Greenberg, General Manager  
Francisco Navarro, Watry Design, Inc.

### Pledge of Allegiance

President Lantz led those present in the Pledge of Allegiance, and welcomed and recognized Councilmember Calaycay, City of Claremont.

### **APPROVAL OF MINUTES FOR THE REGULAR MEETING OF SEPTEMBER 28, 2007**

The regular meeting minutes of September 28, 2007 were approved as submitted.

Motion: Vice President Delach, seconded by Member Fasana  
Vote: Unanimously carried

## **PUBLIC COMMENT**

Mike Griffus, Veolia Chief Operating Officer, addressed the Executive Board. Mr. Griffus introduced Kendra Bonnett and Linda Som. Mr. Griffus commended the Executive Board and Foothill Transit Services management and staff for their respective professional public transit service efforts. Additionally, he reported that Linda Somilleda, Director of Marketing and Communications, is in Paris, France to visit transit sites and study their operations, and that Veolia's most recent acquisition is Professional Transit Management.

## **PRESENTATIONS:**

### **Contractors' Employee Awards**

Wayne Fritz, General Manager, introduced and recognized the following September awardees: Veronica Sanchez, Employee of the Month; and Amilcar Sandoval, Operator of the Month, Arcadia First Transit.

Peter Greenberg, General Manager, introduced and recognized the following September awardees: Sylvia Trujillo, Operator of the Month, Pomona First Transit.

Doran Barnes, Executive Director, introduced the Veolia location Employee of the Quarter, Lois Quirk, Transit Technology Manager.

The Executive Board commended all awardees.

## **CONSENT CALENDAR:**

The Executive Board adopted the Consent Calendar Agenda Items 7 – 12.

Motion: Vice President Delach, seconded by Member De La Torre  
Vote: Unanimously carried

## **REGULAR AGENDA:**

### **WEST COVINA PARK AND RIDE**

Bob Arthur, Director of Special Projects, introduced Francisco Navarro, Watry Design Inc. Mr. Navarro provided a power point presentation on the final plans and specifications for the new six-level concrete parking structure design; a first draft will be completed on December 1, 2007 and will be finalized on May 2008.

The south-lot is reconfigured with a new location for the ATM and can accommodate 77 vehicles for parking, and the north-lot can now accommodate additional parking for 640 vehicles. The parking structure is in compliance with all ordinance requirements set

forth by the City of West Covina.

Following discussion on aesthetics, Doran Barnes, Executive Director, noted that every effort will be made to blend-in the parking structure design with the broader city design and the Lakes project.

In response to Member Fasana, Mr. Barnes and Ed Gill, Legal Counsel, reported that the undeveloped restaurant pad previously identified would require more environmental studies and would complicate the FTA approval process. Additionally, it could delay a September 30, 2008 deadline for submittal of Foothill Transit's \$6 million federal grant funding request.

The Executive Board received and filed this status report on the West Covina Park and Ride project (copy on file).

Motion: President Lantz, seconded by Vice President Delach  
Vote: Unanimously carried

### **PERFORMANCE INDICATORS REPORT – SEPTEMBER 2007**

Rahul Kumar, Director of Planning, reported that total fare revenues for September 2007 are 19 percent lower than the September 2006 spike, when customers were required to purchase and use the newly increased Foothill Transit 31-Day Passes. Year-to-date revenue for FY08 is below FY07 levels. This may be attributable to there being only 19 weekdays in the month, and a number of area schools have moved to an August start date, which would account for August's higher than normal fare revenues and September's lower than normal revenue. The Governing Board has authorized staff to hold public meetings to garner feedback on a proposed fare increase. If approved in its current form, the proposed fare increase will result in \$2.7 million of additional annual revenue.

Mr. Kumar briefly reviewed how Foothill Transit's performance indicators relate to achieving its four primary goals:

- Goal #1 – Operate a Safe Transit System:  
Using the adopted standard of 0.85 preventable accidents per 100,000 miles, September- 07 was above target at 1.00, representing 12 accidents for the month. While this is higher than the FY 08 target, it remains below the target for the year-to-date and lower than FY 07;
- Goal #2 – Provide Outstanding Customer Service:  
**A)** An average of 14.29 complaints per 100,000 boardings was recorded in September, above the fiscal year target of 7.5 complaints per 100,000 boardings. Of the 175 complaints received during the month, 104 were related to schedule adherence on a number of lines. There were also 40 complaints related to operator courtesy, 25 related to safety, and six related to fares.

**B)** Foothill Transit has adopted a goal of 80 percent for Schedule Adherence for this fiscal year. As stated above, in September 2007, the agency achieved an average of 80 percent on-time performance on all lines.

**C)** September 2007 is the third month for which Foothill Transit's new phone

system was up and running at all six Transit Stores as well as in the administrative offices. This new system is far more advanced than its predecessor as it records data on every call and tabulates average hold time automatically. The reporting feature is being fine-tuned and the figure for Average Hold Time of 44 seconds in September represents the average amount of time a customer had to wait before their call was answered by a customer service representative.

**D)** In September 2007, Foothill Transit averaged 32,275 miles between mechanical roadcalls, which is above the fiscal year target of 15,000 miles.

- Goal #3 – Operate an Effective Transit System:

**A)** The agency averaged 19.3 boardings per vehicle service hour in September 2007. This is below the fiscal year performance target of 20.5 and below the September 2006 figure. Overall ridership has been trending upward for the past few months compared to the preceding three months. However, with the slight revenue hour increase associated with the implementation of the Silver Streak, boardings per service hour are somewhat lower than projected in the Fiscal Year 2008 Business Plan.

**B)** In September 2007, the agency averaged 51,814 boardings per weekday, which is above the fiscal year target of 49,000 boardings per weekday. The agency is also just below the target for the fiscal year-to-date.

- Goal #4 – Operate an Efficient Transit System:

**A)** *Average Cost per Vehicle Service Hour* for September-07 was \$79.15, below the fiscal year performance target of \$93.52. Costs are in line with the fiscal year budget-to-date;

**B)** *Farebox Recovery Ratio* was 24.77 percent in September 2007; which is just below the fiscal year performance target of 24.95 percent.

In response to Member Fasana, Mr. Kumar reported that increased complaints are a result of transition issues, Orange County traffic on Beach Blvd., and overcrowding on Silver Streak lines #285 and #187; these are being addressed.

The Executive Board received and filed the September 2007 Performance Indicators Report (copy on file).

Motion: Member Storing, seconded by Member De La Torre  
Vote: Unanimously carried

### **TRANSIT STORE QUARTERLY REPORT – JULY – SEPTEMBER 2007**

Araceli Lopez, Transit Store Operations Manager, reported that when the Foothill

Transit administrative office was moved in June, the Transit Store phone systems were connected to the main server for the first time. In compiling the Transit Store Quarterly Report it was discovered that the data being collected was unreliable. Telenet, the system vendor, is currently working to validate the accuracy of the statistics that the Mitel Contact Center Management system is capturing. The phone activity report will be made available once this problem is resolved.

The pass sales total was \$1,358,684 during the first quarter of FY 08, compared to \$1,406,468, for the same period in FY 07. A graphic representation of the three-month sales figures for each store, including the Online Sales and Passes-in-the-Mail program was presented (copy on file). Total walk-in-traffic recorded for all Stores this quarter was 46,492, compared to 67,287 last year, a decrease of approximately 30 percent. A contributing factor may be the increase of approximately 500,000 hits a month on the Foothill Transit website over the same period last year.

Additionally, the Transit Access Program (TAP), also known as the *Regional Universal Fare System*, was launched on September 25<sup>th</sup>; through November 15<sup>th</sup> all customers will be able to purchase any product and load it onto their TAP card.

The Executive Board received and filed the Transit Store Quarterly Report – July through September 2007 (copy on file).

Motion: Member Fasana, seconded by Vice President Delach  
Vote: Unanimously carried

### **REQUEST FOR PROPOSALS – STATE ADVOCACY SERVICES (RFP NO. 08-018)**

LaShawn Gillespie, Director of Procurement, reported that Foothill Transit does not currently use the services of an advocacy firm in Sacramento to represent its interests on state political and legislative issues. The Director of Government Relations and Executive Director have been successful in handling California legislative issues for the past five years, so the need for a state advocate was unnecessary.

The political landscape in the state has changed in 2007. The need for legislation dealing with the Utility Users' tax, High Occupancy Vehicle (HOV) Lane on the Interstate 10 Freeway, Safety Officers' ability to cite customers for fare evasion on our Silver Streak service and obtaining our portion of guaranteed State Transit Assistance (STA) and other state funding sources has become urgent. The use of a state advocacy firm that is on the scene in Sacramento full time will be critical to our success on these issues in 2008. The provider of these services will also be expected to ensure that state legislators and administrators are aware of Foothill Transit's services and the needs of the organization to provide these services.

This expense would be covered under the public affairs line item of the Foothill Transit FY 2008 Business Plan.

The Executive Board authorized the Executive Director to issue Request for Proposals (RFP) No. 08-018 to obtain state advocacy services for Foothill Transit.

Motion: Member Fasana, seconded by Member De La Torre  
Vote: Unanimously carried

### **DISCONTINUATION OF METROCARD SALES**

Staff requested that this item be removed from the agenda.

### **CONTRACT AMENDMENT – CLEAN ENERGY**

Kevin McDonald, Deputy Executive Director, reported that in November 2001 and December 2004, Foothill Transit entered into agreements with Clean Energy to construct and operate CNG fueling stations at Foothill Transit's maintenance and operations facilities in Pomona and Arcadia, respectively. One component of both agreements is a per-gge charge for CNG fuel dispensed at each station. This charge incorporates costs for the fuel commodity as well as a fee for maintenance and operation of the compression station and all utilities.

In 2006, in an effort to grow the natural gas vehicle industry, the Federal government passed legislation to provide a \$0.50 per-gge Volumetric Excise Tax Credit to the seller on CNG fuel.

The first element of the proposed arrangement provides the equivalent of a refund of \$943,817 to Foothill Transit. This represents the savings that would have been realized by the agency had the proposed amendment been in place on October 1, 2006, the date that the legislation took effect.

Clean Energy proposes to increase the per-gge O&M charge on CNG fuel in Arcadia retroactive to October 1, 2006, while simultaneously applying a credit to fuel used at both Foothill Transit CNG facilities, also retroactive to October 1, 2006. The net result through September 2007 is a credit of \$943,817 to Foothill Transit that Clean Energy proposes to distribute to the agency by way of a discount on the maintenance charge at the Pomona facility. This discount will be in place until the equivalent of \$943,817 is fully credited to Foothill Transit. At the current rate of fuel usage, this is anticipated to occur in September 2009.

One final aspect of this proposed amendment is the exercise of the option for Clean Energy to operate and maintain Foothill Transit's CNG station in Arcadia. The ten-year base term of that agreement expires on June 30, 2015. Clean Energy's offer to apply a \$0.25 per-gge credit to Foothill Transit is conditioned on Foothill Transit exercising the available five-year option on Agreement No. 05-006.

The net result of approval of these amendments is a reduction of approximately \$82,610

in monthly CNG fuel costs through the life of the legislation. As CNG fuel usage increases, particularly at Foothill Transit's Arcadia facility, the dollar value of that tax credit would also increase. The discounted maintenance charge at Pomona would result in an additional \$39,326 in monthly cost reduction through September 2009. The overall impact would be an annual operating cost savings of \$1,463,232 to the agency.

In response to President Lantz, Ed Gill. Legal Counsel, advised that both contract and lease agreements include a termination-for-convenience clause. Mr. McDonald added that Clean Energy has been an excellent business partner.

Chad Lindholm, Regional Manager, Clean Energy, reported that Clean Energy continues to incur lobbying expenses as of 2001 when their pursuit for tax credits began; sharing this credit on a 50-50 scale is a fair revenue profit.

In response to Member Fasana, Mr. Barnes will add this issue to the federal advocacy team's efforts.

Following discussion, the Executive Board deferred approval of this agenda item to December 14, 2007.

Motion: Member Fasana, seconded by Vice President Delach  
Vote: Unanimously carried

### **EXECUTIVE DIRECTOR COMMENT**

Doran Barnes reported that public outreach is ongoing, two public meetings have been conducted regarding the proposed fare increases, and feedback through e-mail is currently being processed. The proposed recommended fare increases will be presented at the Executive Board's Special meeting scheduled for November 8, 2007, and to the Governing Board for approval on November 15, 2007. Mr. Barnes also reported that he was recently re-elected Chair of the State Access Services Board for an additional two-year term. Also, the California's Transit Association Board of Directors' annual fall-conference will be held in Anaheim on November 12-14, 2007.

### **BOARD MEMBER COMMENT**

There was none.

### **CLOSED SESSION: CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION Initiation of litigation pursuant to Government Code Section 54956.9 (c): Two Cases**

The Executive Board recessed to Closed Session at 8:55 a.m.

The Executive Board reconvened at 9:15 a.m.

Ed Gill, Legal Counsel, reported that the Executive Board met in Closed Session and advised that no reportable actions were taken.

**ADJOURNMENT**

There being no further business, the Executive Board adjourned at 9:19 a.m.