



Executive Board Meeting AGENDA

Foothill Transit

EXECUTIVE BOARD MEETING
8:00 AM, December 14, 2012
Foothill Transit Administrative Office
2nd Floor Board Room
100 South Vincent Avenue
West Covina, CA 91790

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL: MEMBERS HERRERA, LANTZ, MCAUSTIN, TESSITOR, WALLACH
4. APPROVAL OF MINUTES FOR THE REGULAR MEETING OF OCTOBER 26, 2012
5. PRESENTATIONS:
 - 5.1. Contractors' Employee Recognition
 - 5.2. New & Promoted Staff
6. 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. Presentation shall not exceed three minutes in length. Action may be taken on any item identified on the agenda. Persons wishing to comment should submit a "Request to Speak" form to the Secretary. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

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) 967-3147 extension 7204, at least 48 hours prior to the meeting.

Limited English Proficiency (LEP) persons, if you require translation services, please contact the Executive Director's office at (626) 967-3147 extension 7204, at least 48 hours prior to the meeting.

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.



8:00 AM, December 14, 2012
2nd Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790
Page 2

CONSENT CALENDAR: Items 7 through 10 are consent items which may be received and filed and/or approved by the board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

7. OCTOBER FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommended Action: Receive and file the Financial Statements and Investment Summary for Fiscal Year 2013.

8. OCTOBER PERFORMANCE INDICATORS REPORT

Recommended Action: Receive and file the October 2012 Performance Indicators Report.

9. CONTRACT AWARD – COMPUTER NETWORK BACKUP UPGRADE

Recommended Action: Authorize the Executive Director to negotiate final contract terms and conditions and execute a contract in the amount of One Hundred Fifty Four Thousand Four Hundred Thirty Eight Dollars and Eighty Two Cents (\$154,438.82) with Trace3 to implement the EMC Avamar network backup system.

10. SOLE-SOURCE CONTRACT AWARD – SMARTBUS SYSTEM SUPPORT AND MAINTENANCE

Recommended Action: Authorize the Executive Director to negotiate final contract terms and conditions and execute a three-year agreement in the base amount of \$828,995.36 with ACS Transport Solutions, Inc. (ACS) for Software Support and Maintenance of Foothill Transit's SMARTBus System.

REGULAR AGENDA:

11. Foothill Transit LIVERY REVISION

Recommended Action: To authorize the Executive Director to move forward with new conceptual designs for a proposed updated Foothill Transit bus livery to be presented at the February Board Retreat for review and discussion.

12. CONTRACT AWARD – TRANSIT BUSES

Recommended Action: Authorize the Executive Director to negotiate final contract terms and conditions and award a contract to North American Bus Industries (NABI) for the purchase of thirty 42-foot low-floor CNG-fueled buses. The contract will include an option to purchase and under FTA statues the options must be exercised within 5 years of contract execution. The base contract cost for the initial 30-bus order is \$16,602,546.35.



8:00 AM, December 14, 2012
2nd Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790
Page 3

13. REQUEST TO ISSUE INVITATION FOR BIDS (IFB) NO. 13-020 – PUENTE HILLS TRANSIT STORE REMODEL

Recommended Action: Authorize the Executive Director to Issue IFB No. 13-020 for the remodel of the Puente Hills Transit Store.

14. BOARD PAYROLL PROCESS

Recommended Action: Direct the Executive to: A. Implement a process whereby Foothill Transit Executive Board members and Alternates are paid and reported to the Internal Revenue Service (IRS) as Foothill Transit employees; or B. Implement a process whereby Foothill Transit Executive Board members, Executive Board Alternates and all other Governing Board members including Governing Board Alternates are paid and reported to the IRS as Foothill Transit employees; or C. Maintain the current payment process whereby Governing Board members, Executive Board members and Alternates are paid as outside contractors.

15. Foothill TRANSIT SERVICE STATUS

Recommended Action: Receive and file a status update on Foothill Transit's on-street service.

16. CUSTOMER COMMENT PROCESS

Recommended Action: Receive and file the customer comment process report.

17. EXECUTIVE DIRECTOR COMMENT

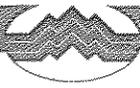
18. BOARD MEMBER COMMENT

19. CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS
(Government Code § 54956.8)

Property Address/Location: Diamond Bar Park-N-Ride Lot 100-101 N. Diamond Bar Blvd., Diamond Bar. Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill, Darold D. Pieper, Kevin McDonald
Negotiating Parties: Michael Miles, District 7 Director - Caltrans
Under Negotiation: Price and Terms

20. CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS
(Government Code § 54956.8)

Property Address/Location: 600 S. Brea Canyon Rd. City of Industry APN: 908
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill, Darold D. Pieper, Kevin McDonald



8:00 AM, December 14, 2012
2nd Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790
Page 4

Negotiating Parties: John D. Ballas, Director of Public Works, City of Industry
Under Negotiation: Price and Terms

21. **CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS**
(Government Code § 54956.8)

Property Address/Location: Northerly 126 ± feet x 383 ± feet of APN: 8608-027-900
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill, Darold D. Pieper, Kevin McDonald
Negotiating Parties: James Makshanoff, Azusa City Manager & Tito Haes, Public Works Director
Under Negotiation: Price and Terms

22. **CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS**
(Government Code § 54956.8)

Property Address/Location: APN: 8474007035
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill, Darold D. Pieper, Kevin McDonald
Negotiating Parties: Andrew Pasmant, West Covina City Manager

23. **ADJOURNMENT**

**The Next Regular Meeting of the Foothill Transit
Executive Board is scheduled for
Friday, January 18, 2013 at 8:00 a.m.**



**STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE
FOOTHILL TRANSIT EXECUTIVE BOARD
FOOTHILL TRANSIT ADMINISTRATIVE OFFICE
2ND FLOOR BOARD ROOM
100 SOUTH VINCENT AVENUE
WEST COVINA, CALIFORNIA 91790**

Friday, October 26, 2012

8:00 AM

CALL TO ORDER

1. Call to order. (12-4987)

The meeting was called to order by Chair Pat Wallach at 8:11 a.m.

PLEDGE

2. Pledge of Allegiance. (12-4988)

The Pledge of Allegiance was led by Treasurer Paula Lantz.

ROLL CALL

3. Roll call. (12-4989)

**Roll call was taken by Ms. Martha Arana, Staff, Board of Supervisors
Executive Office, Commission Services Division.**

Present: Chair Pat Wallach, Member Peggy A. Delach, Member Carol
Herrera, Treasurer Paula Lantz and Member Margaret McAustin

I. ADMINISTRATIVE MATTERS

4. Approval of the minutes for the Regular Meeting of September 28, 2012.
(12-4990)

**On motion of Member Margaret McAustin, seconded by Treasurer Paula
Lantz, this item was approved by the following vote:**

DRAFT

Ayes: 4 - Chair Pat Wallach, Member Carol Herrera, Treasurer Paula Lantz and Member Margaret McAustin

Abstentions: 1 - Member Peggy A. Delach

Attachments: [SUPPORTING DOCUMENT](#)

5. **II. PRESENTATIONS**

5.1 Contractors' Employee Recognition (12-4992)

Peter Greenberg, General Manager, Arcadia Operations & Maintenance Facility, introduced and recognized the following Arcadia location First Transit Operator and Employee of the Month:

- **Christian Thomas, Operator of the Month (October 2012)**
- **Daniel Gonzales, Employee of the Month (October 2012)**

Jim Marshall, General Manager, First Transit, introduced and recognized the following Pomona location First Transit Operator of the Month:

- **Robert Ramirez, Operator of the Month (October 2012)**

Doran Barnes, Executive Director, Foothill Transit, introduced and recognized the following Veolia Transportation Employee of the Quarter:

- **Trina Padilla, Quality Assurance Inspector, Employee of the Quarter (3rd Quarter)**

Chair Wallach, thanked Mr. Greenberg, Mr. Marshall and Mr. Barnes for their presentation.

After discussion, by common consent and there being no objection, this item was received and filed.

III. PUBLIC COMMENT

6. Public Comment. (12-4993)

Ms. Laurie Eubanks addressed the Foothill Transit Executive Board on Item Nos. 8 and 20 concurrently.

Doran Barnes, Executive Director, acknowledged Anna Hernandez, the new Regional Director of Human Resources (Southern California Region),

Veolia Transportation Inc. who was present at the meeting.

IV. CONSENT CALENDAR

7. SEPTEMBER FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommendation: Receive and file the Financial Statements and Investment Summary for Fiscal Year 2012. (12-4991)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

8. AUGUST PERFORMANCE INDICATORS REPORT

Recommendation: Receive and file the August 2012 Performance Indicators Report. (12-5006)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

9. 2012 LEGISLATIVE SUMMARY

Recommendation: Receive and file the October 2012 Legislative Summary. There are no recommended positions on bills this month. (12-5007)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

10. RESOLUTION ADOPTING BOARD MEETING SCHEDULE FOR 2013

Recommendation: Adopt Resolution No. 2012-001 Board Meeting Schedule for 2013. (12-5008)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was adopted.

Attachments: [SUPPORTING DOCUMENT](#)

11. FISCAL YEAR 2013 BUS STOP ENHANCEMENT PROGRAM

Recommendation: Approve the FY 2013 Bus Stop Enhancement Program; and Authorize the Executive Director to issue requests for applications and provide grants for BSEP projects submitted by member cities and Los Angeles County which meet the established criteria up to \$40,000 each city. (12-5009)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

12. REQUEST TO ISSUE RFP - COMPREHENSIVE OPERATIONAL ANALYSIS

Recommendation: Authorize the Executive Director to issue a Request for Proposals to procure services for a Comprehensive Operational Analysis of the agency's service. (12-5010)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

13. REQUEST TO ISSUE IFB - POMONA OPERATIONS AND MAINTENANCE FACILITY DRIVEWAY REPLACEMENT

Recommendation: Authorize the Executive Director to issue Invitation for Bids (IFB) 13-006 for the Pomona Operations and Maintenance Facility Driveway Replacement. (12-5011)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

14. CONTRACT AMENDMENT - SECURITY ENHANCEMENTS PROJECT

Recommendation: Authorize the Executive Director to issue Contract Amendment No. 4 in the amount of ten thousand dollars (\$10,000) to Agreement No. 11-017 with URS for Architectural and Engineering services for the Security Enhancement project at the Arcadia and Pomona Operations and Maintenance Facility and the West Covina Administration Building. (12-5012)

Jamie Becerra, Director of Safety and Security, presented this item. Roland Cordero, Director of Facilities, and Jamie Becerra responded to questions posed by the Executive Board.

Treasurer Lantz stated she is concerned with the number of amendments for this project and the additional cost incurred on the contract.

After discussion, on motion of Treasurer Paula Lantz, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

15. REQUEST TO ISSUE RFP - TRANSIT STORE SECURITY SERVICES

Recommendation: Authorize the Executive Director to issue Request for Proposals (RFP) No. 13-016 to provide security services at Foothill Transit's El Monte Transit Store. (12-5013)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

16. CONTRACT AWARD - VEHICLE WHEEL LIFT

Recommendation: Authorize the Executive Director to enter into a contract with Southwest Lift & Equipment in the amount of One Hundred Seventy Eight Thousand Nine Hundred Sixty One Dollars and Eighteen cents (\$178,961.18) for the purchase of six (6) Stertil-Koni portable lifts. (12-5014)

On motion of Member Carol Herrera, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

17. CONTRACT AMENDMENT - ADMINISTRATIVE BUILDING JANITORIAL SERVICES

Revised Recommendation: Authorize the Executive Director to execute Contract Amendment No. 3 to Agreement No. 10-017 for Administrative Building Janitorial Services in the amount of ~~Thirty-Three Thousand One Hundred Eighty Seven Dollars and Twenty Cents (\$33,187.20)~~ **Forty-Seven Thousand Two Hundred Ninety Two Dollars and Twenty Cents (\$47,292.20)**, for a period of one year beginning December 1, 2012 through November 30, 2013, **and amend the contract to include Janitorial Services for the El Monte Store beginning November 1, 2012 through November 30, 2013.** (12-5015)

Roland Cordero, Director of Facilities, presented this item and reported that due to the recent opening of the El Monte Transit Store, it is recommended that professional cleaning of the El Monte Store be added to Contract Amendment No. 3 to Contract No. 10-017 with PBM Facility Management Building Services. The monthly cost to add those services to the contract amendment is One Thousand Eighty Five Dollars (\$1,085) per month.

After discussion, on motion of Treasurer Paula Lantz, seconded by Member Peggy A. Delach, unanimously carried, this item was approved as revised.

Attachments: [SUPPORTING DOCUMENT](#)

V. DISCUSSION ITEMS (REGULAR AGENDA)

18. PROPOSED FOOTHILL TRANSIT PROCURMENT POLICIES AND PROCEDURES MANUAL REVISIONS

Recommendation: Approve and adopt a revision to Foothill Transit's Procurement Policies and Procedures to address task orders under "on-call" contracts. (12-5016)

By Common Consent this item was taken off calendar.

Attachments: [SUPPORTING DOCUMENT](#)

19. CONTRACT ADJUSTMENT - MANAGEMENT SERVICES CONTRACT

Recommendation: Consider the elimination of one staff position provided by Veolia Transportation with a corresponding reduction in fees, and, if approved, authorize the Chair to execute a corresponding amendment to the Management Services Agreement. (12-5017)

Darold Pieper, General Counsel, reported Ken Westbrook, President and Chief Operating Officer of Veolia Transportation has proposed the elimination of one staff position currently provided as part of the management services agreement between Foothill Transit and Veolia Transportation. The deletion of this position will result in a decrease of Sixty One Thousand Nine Hundred Sixty Dollars (\$61,960) in the Fiscal Year 2012-13 budget and thereafter a decrease of Ninety Two Thousand Nine Hundred Forty Dollars (\$92,940) in Foothill Transit's annual budget.

After discussion, on motion of Member Margaret McAsutin, seconded by Member Peggy A. Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

20. PERFORMANCE INDICATORS QUARTERLY REPORT

Recommendation: Receive and file the Performance Indicators Quarterly Report. (12-5018)

Joe Raquel, Director of Planning, presented this item and reported the following:

Year-to-date Foothill Transit met five of nine key performances indicators. The indicators met for the quarter were:

- **Average Hold Time**
- **Average Miles Between Service Interruptions**
- **Average Weekday Boardings**
- **Average Cost per Vehicle Service Hours**
- **Fare Box**

The Boarding per Vehicle Service Hours missed the target by 1%.

Foothill Transit will continue to work to meet the target on the following indicators:

- **Preventable Accidents per 100,000 miles**
- **Complaints per 100,000 Boardings**
- **Improve Schedule Adherence**

Member McAustin, expressed concern with the Schedule Adherence on Line 690 (Pasadena). She stated that customer complaints for Line 690 (Pasadena) have increased significantly. Member McAustin stated emphasis should be made on improving delivery of service on this line.

After discussion, on motion of Member Peggy A. Delach, seconded by Treasurer Paula Lantz, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

21. TRANSIT STORE QUARTERLY REPORT

Recommendation: Receive and file the Transit Store Quarterly Report. (12-5019)

Araceli Lopez, Transit Store Operations Manager presented this item and responded to questions posed by Members of the Executive Board as follows:

- **The El Monte Store is not yet fully functional; staff is doing the best with available resources.**
- **Currently all transactions are being conducted with cash and checks only.**
- **It is anticipated that telecommunication lines and internet access will be available within the next week or so improving functionality at the store.**

Doran Barnes added that Foothill Transit is happy to be partnering with Metro, and appreciates the space provided to Foothill. The installation of telecommunications lines is underway; furniture has been delivered to the store.

After discussion, on motion of Member Peggy A. Delach, seconded by Member Carol Herrera, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

VI. EXECUTIVE DIRECTOR COMMENT

22. Comments by Mr. Doran Barnes, Executive Director, Foothill Transit Executive Board. (12-4994)

Mr. Barnes reported the following:

- **A report will be forthcoming at the next Executive Board Meeting on the progress made and on a Memorandum of Understanding (MOU) between Foothill Transit and Mt. San Antonio College for the Ridership Pilot Program.**
- **Foothill Transit will explore the feasibility of Ridership Programs at other college campuses. Staff has been allocated time to work on this endeavor resulting from the interest expressed by various member of the Governing Board at the last meeting held.**

- **The next meeting of the Foothill Transit Executive Board is scheduled for Friday December 14, 2012; no meeting is scheduled for November 2012.**

Mr. Barnes thanked Vice Chair Doug Tessitor and Member Carol Herrera for attending the American Public Transportation Association (APTA) Annual Meeting held in Seattle, WA.

After discussion, by common consent and there being no objection, this item was received and filed.

VII. BOARD MEMBER COMMENT

- 23. Comments by Members of the Foothill Transit Executive Board. (12-4997)**

Member Herrera stated that she is confident that Foothill Transit will continue to deliver the premier transportation service it is known for, and is certain that issues brought forward today will be worked out.

Member Delach, stated she loves the new Foothill Transit Buses.

After discussion, by common consent and there being no objection, this item was received and filed.

VIII. NOTICES OF CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS (Government Code § 54956.8)

- 24. Property Address/Location: Diamond Bar Park-N-Ride Lot 100-101
N. Diamond Bar Blvd., Diamond Bar.
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill,
Darold D. Pieper, Kevin McDonald
Negotiating Parties: Michael Miles, District 7 Director - Caltrans
Under Negotiation: Price and Terms (12-5020)**

By common consent and there being no objection, this item was taken off calendar.

- 25. Property Address/Location: 600 S. Brea Canyon Rd. City of Industry APN: 908
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill,
Darold D. Pieper, Kevin McDonald
Negotiating Parties: John D. Ballas, Director of Public Works, City of
Industry
Under Negotiation: Price and Terms (12-5021)**

By common consent and there being no objection, this item was taken off calendar.

-
26. Property Address/Location: Northerly 126 ± feet x 383 ± feet of APN: 8608-027-900
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill, Darold D. Pieper, Kevin McDonald
Negotiating Parties: James Makshanoff, Azusa City Manager & Tito Haes, Public Works Director
Under Negotiation: Price and Terms (12-5023)

By common consent and there being no objection, this item was taken off calendar.

27. Property Address/Location: APN: 8474007035
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J. Gill, Darold D. Pieper, Kevin McDonald
Negotiating Parties: Andrew Pasmant, West Covina City Manager (12-5024)

By common consent and there being no objection, this item was taken off calendar.

IX. ADJOURNMENT

28. Adjournment for the October 26, 2012, Foothill Transit Executive Board Meeting. (12-5000)

There being no further business, the Foothill Transit Executive Board meeting was adjourned at 9:47 a.m.

December 14, 2012

To: Executive Board

Subject: **October Financial Statements and Investment Summary**

Recommendation

Receive and file the Financial Statements and Investment Summary for Fiscal Year 2013.

Analysis

The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition for the fourth month of the fiscal year ending June 30, 2013.

Foothill Transit's cash position of \$64.8 million is \$7.2 million more than the previous month. This increase of cash is the net change between the uses of cash and sources of cash. Uses of cash include an increase in accounts receivable of \$950,000. Sources of cash include a decrease in due from other governments of \$4.2 million, an increase in accounts payable of \$3.5 million and \$500,000 of excess operating grants.

October 2012 fare revenues were \$1.62 million, which is 5.26 percent more than the monthly budgeted amount and \$226,400 more than the previous month. This is a continuation of the trend established in the prior fiscal year. Fare revenues fluctuate slightly from one month to the next, however the fluctuations do not indicate increasing or decreasing revenues, but a relatively flat revenue stream. While the economy is beginning to show signs of improvement (sales tax revenues are increasing), unemployment remains constant at approximately eight percent.

Operating costs through October were \$20.7 million, which is \$2.5 million less than the budget. These costs are \$20,700 or 1.00 percent more than for the same period one year earlier. Foothill Transit had sufficient funds to meet all of its obligations.

Balance Sheet Analysis (Attachment A):

Assets

The balance sheet as of October 31, 2012 shows total assets at \$225.4 million. This total consists primarily of \$150.4 million in fixed assets and \$64.8 million in cash and investments. The cash and investments balance includes \$10.0 million invested in the Local Agency Investment Fund (LAIF); \$15.3 million in non-interest bearing accounts held with Bank of the West; \$25.4 million in an interest bearing account with Bank of the West; \$5.0 million with Chase; \$4.0 million with Bank of the West and \$2.9 million with Wells Fargo invested in FDIC insured Certificates of Deposits earning interest through

Executive Board Meeting – 12/14/12
October Financial Statements and Investment Summary
Page 2

the Certificate of Deposits Account Registry Service (CDARS) program; and \$2.0 million in US Treasury Bills.

Investments (Attachment B)

Our current investments are held in financial instruments pursuant to Foothill Transit's investment policy. Funds held with Bank of the West in non-interest earning accounts qualify for FDIC insurance, eliminating the risk of loss. The LAIF investment, the CDARS investments, the deposits with Chase and US Treasury Bills earn interest and are held for future capital and operating funding requirements. These accounts earn interest; however at a very low rate. The LAIF interest rate as of October 2012 was 0.340 percent; slightly less than the previous month's rate of 0.348 percent. The most recent change in the prime interest rate was effective December 16, 2008 reducing it to 3.25 percent. While the prime has not changed in almost four years, LAIF interest rates have continued a downward trend until reaching current levels and then with small variations up and down.

Liabilities

The accounts payable balance is \$6.2 million. \$3.6 million of this amount represents the amounts due and payable to the contractors for October services. The amounts payable include fuel costs of \$683,256; Monrovia Dial-A-Ride service of \$55,000 and \$150,430 due Metro.

Operating Revenue and Expense Analysis (Attachment C):

Fare Revenue

October 2012 fare revenues were \$1.62 million was 5.26 percent more than the monthly budgeted amount and \$226,400 more than the previous month. The October revenue is \$42,400 or 2.81 percent more than the prior year monthly average.

While October revenues are slightly more than the prior month revenues and slightly more than the prior year monthly average, the October revenues are 3.0 percent more than the amount budgeted. Revenues are tracking very close to prior year amounts indicating stable ridership and an economy that is neither improving nor weakening. This may be the case even though recent indicators have indicated everything but a stable economy.

State and Local Funding Subsidies of \$17.2 million (consisting of Transportation Development Act funds, Proposition A and C grants, and other income) were approximately 0.82 percent more than planned for in the budget. Foothill Transit has sufficient funds to meet all of its obligations.

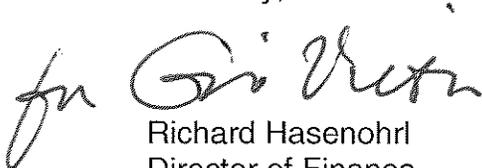
Expenses

Year-to-date operating expenses through October 2012 were \$20.7 million, compared with the budget of \$23.2 million. This difference of approximately \$2.5 million resulted in a 10.82 percent favorable variance. The majority of this favorable variance is the result of \$366,000 in lower than budgeted service costs and fuel cost savings of \$1.2 million with the balance spread over several departments and not attributable to any one account. It should be noted that the October 2012 year-to-date expenses of \$20.7 million are \$20,769 more than the prior fiscal year.

Farebox Recovery Ratio

The October year-to-date farebox recovery ratio was 28.91 percent; 2.15 percent more than the performance target of 26.76 percent. The farebox recovery ratio was derived by dividing the total fare revenue less the prior year EZ pass revenue, netting \$5,988,950, by the total operating expense figure of \$20,717,846. This ratio has increased 0.28 percent from the September 2012 figure of 28.63 percent.

Sincerely,


Richard Hasenohr
Director of Finance


Doran J. Barnes
Executive Director

Attachments

Foothill Transit
Balance Sheet
As of October 31, 2012

Assets

Current Assets:

Cash	\$ 40,745,089
Investments	24,056,698
Due from government agencies	7,068,545
Other receivables	3,017,698
Other assets	<u>121,251</u>
Total Current Assets	75,009,281
Property & Equipment (net of depreciation)	<u>150,420,701</u>
Total Assets	<u><u>\$ 225,429,982</u></u>

Liabilities and Equity

Current Liabilities:

Accounts payable and accrued liabilities	\$ 6,233,300
Current portion of long term debt	0
Deferred Revenue	<u>42,416,574</u>
Total Liabilities	<u>48,649,874</u>

Equity

Fund Balance:	<u>176,780,108</u>
Total Equity	<u>176,780,108</u>
Total Liabilities and Equity	<u><u>\$ 225,429,982</u></u>

Summary of Cash and
Investment Account
For October 31, 2012

Cash:	Interest Rate	Term	Principal Amount/Book Value	Market Value
Bank of the West-Reg. Checking	N/A	Demand Deposit	7,938,824	7,938,824
Petty Cash	N/A	N/A	400	400
Revolving Fund - Transit Stores	N/A	N/A	1,500	1,500
Bank of the West-Excise Tax	N/A	Demand Deposit	7,374,259	7,374,259
Bank of the West-Money Market	0.100%	Demand Deposit	7,001,544	7,001,544
Bank of the West-Money Market	0.050%	Demand Deposit	0	0
Bank of the West-Money Market	0.250%	Demand Deposit	12,536,261	12,536,261
Bank of the West-CTAF ³ Fund	0.100%	Demand Deposit	982,577	982,577
Bank of the West-Money Market	0.250%	Demand Deposit	4,909,723	4,909,723
Subtotal Cash on Hand			<u>40,745,089</u>	<u>40,745,089</u>
 Unrestricted Investments:				
Chase Business Saving	0.200%	Demand Deposit	5,042,203	5,042,203
Bank of the West-CDARS	Var	Cert. of Deposit	4,000,000	4,000,000
Wells Fargo-CDARS	Var	Cert. of Deposit	2,988,000	2,988,000
Treasury Bills			1,998,787	1,998,787
LAIF Investment	0.381%	Demand Deposit	10,027,708	10,027,708
Subtotal Unrestricted Investments			<u>24,056,698</u>	<u>24,056,698</u>
Total Cash and Investments			<u><u>64,801,787</u></u>	<u><u>64,801,787</u></u>

Notes:

- 1) The investments listed above are in compliance with Foothill Transit's Investment Policy dated July 22, 2004.
- 2) Foothill Transit has the ability to meet its expenditure requirements for the next six months.
- 3) California Transit Assistance Funds

Foothill Transit
Statement of Revenue and Expense
For Month Ended October 31, 2012

	Actual Oct -12	Budget Oct -12	Variance Favorable (Unfavorable)	Actual Oct - 11
Operating Revenue				
Farebox	\$3,685,646	\$4,180,000	(11.83%)	\$3,752,693
Pass Sales	1,061,581	948,167	11.96%	1,068,213
TAP Cash Purse	728,407	507,400	43.56%	656,684
MetroLink & Access Service	127,197	9,467	1243.63%	17,407
EZ Transit Pass	736,039	504,833	45.80%	792,238
Total Operating Revenue	6,338,870	6,149,867	3.07%	6,287,236
Non-Operating Revenue				
Transportation Development Act (TDA)	5,813,748	5,751,533	1.08%	5,811,184
STA	1,353,352	1,353,367	(0.00%)	1,098,552
Prop A 40% Discretionary	4,342,090	4,342,100	(0.00%)	4,471,406
Prop A 40% BSCP	1,398,560	1,574,167	(11.16%)	1,265,596
Prop C BSIP	281,475	281,467	0.00%	275,578
Prop C Base Restructuring	604,579	604,567	0.00%	591,912
Prop C Transit Service Expansion	100,748	100,733	0.02%	98,637
Prop A & C Interest				
Transit Security-Operating	236,198	237,167	(0.41%)	205,888
Measure R Operating	2,628,770	2,360,833	11.35%	2,926,448
Excise Tax Credit				
FTA Sec 5307 Operating				734,633
FTA Sec 5307 ARRA				
CMAQ				
Gain on Sale of Fixed Assets				
Auxiliary Revenue	487,287	500,000	(2.54%)	487,080
Total Non-Operating Revenue	17,246,807	17,105,934	0.82%	17,966,914
Total Revenue	23,585,677	23,255,801	1.42%	24,254,150
Available Capital Funding				
Capital Grants	2,998,263			1,812,696
Other				
Total Revenue and Capital Funding	26,583,940	23,255,801		26,066,846
OPERATING EXPENSES				
Operations	17,610,927	19,236,167	8.45%	17,320,944
Marketing and Communications	436,083	599,300	27.23%	477,726
Information Technology	387,714	535,300	27.57%	620,193
Administration	533,954	643,133	16.98%	548,485
Procurement	139,074	288,933	51.87%	142,810
Sales and Service	589,961	615,733	4.19%	581,609
Finance	430,004	434,400	1.01%	421,660
Safety and Security	190,573	315,300	39.56%	216,607
Planning	174,514	317,067	44.96%	159,805
Building Management	225,044	245,467	8.32%	207,239
Total Operating Expenses	20,717,846	23,230,800	10.82%	20,697,077
Capital and Other Expenses				
Capital	3,014,592		N/A	1,853,816
Interest			N/A	
Dial-A-Ride	178,433		N/A	243,349
Special Services	64,917		N/A	33,421
Other Misc. expense	450		N/A	(19,818)
Total Capital and Other Expenditures	3,258,392		N/A	2,110,768
Increase (Decrease) of Revenues Over Expenditures	\$ 2,607,702			\$ 3,259,001

December 14, 2012

To: Executive Board

Subject: **October Performance Indicators Report**

Recommendation

Receive and file the October 2012 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data. For the month of October, seven of nine performance indicator targets were met.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for October 2012 was 1,337,289. This is a 13 percent increase compared to October 2011 ridership.
- **Fare Revenue** – Total fare revenue for October 2012 was \$1,618,402, resulting in an average fare of \$1.21 per boarding. This is an improvement of 4.16 percent over October 2011 revenue levels.
- **Operating Expenses** – Total operating expenses for October 2012 were \$5,454,052 resulting in an average cost per service hour of \$87.61.
- **Accidents** – There were five preventable accidents in October 2012, producing an average of 0.44 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 12.19 complaints per 100,000 boardings for October. This is a five percent improvement from the October 2011 figures.
- **Schedule Adherence** – In October, 69.5 percent of all trips surveyed were on-time. This is a reduction of 17.76 percent when compared to October 2011. It is important to note that on-time performance is now reported using SMARTBus data., Last fiscal year on-time performance was reported using manually collected data.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Foothill Transit achieved seven of nine key performance indicator targets. This represents an improvement over September when five of nine performance targets were met. The performance targets not achieved in October are Complaints per 100,000 Boardings and Schedule Adherence. The number of complaints decreased from 13.48 in September to 12.19 in October. Schedule adherence remained the same as the prior month at 69.5 percent. Several initiatives are underway to improve on-time performance. Among these is the stationing of Foothill Transit Quality Assurance Inspectors in the dispatch area at both operating facilities to assist in the monitoring and immediate response to daily operational challenges. In addition, the repairs that were not completed by the prior contractor at our Arcadia location and that were resulting in fleet availability issues during the morning peak hours have now all been completed. The month of October also saw a 20 percent increase in ridership compared to September which can be attributed to a spike in gas prices and the launch of the Silver2Silver program.

Year to date, six of nine key performance indicator targets were met - one more than in September. The indicators not achieved were Complaints per 100,000 Boardings, Schedule Adherence and Preventable Accidents per 100,000 miles. As with the monthly figure, year-to-date Schedule Adherence did not change and held at 71.9 percent. Complaints are trending downward. The year-to-date figure fell from 16.62 in September to 15.39 in October. The year-to-date preventable accident number for the month of October was 0.67 per 100,000 miles which represents a decrease compared to last month's year-to-date figure of 0.75, representing movement in the right direction. The target for this indicator is 0.60 accidents per 100,000 miles.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in October 2012 were 1,337,289. This reflects an increase of 13.60 percent when compared to October 2011 figures and a 20 percent increase compared to the prior month. The increase in ridership can be attributed to a spike in gas prices in September and October. The AAA Fuel Gauge report indicated that the highest single day gas price average at \$4.71 for a gallon of regular unleaded fuel in Los Angeles area was on October 9, 2012, while the average gas price for the month was \$4.06 a gallon.

Another key contributor to the increase in ridership is the Silver2Silver program which launched on October 14, 2012. The program allows riders to use their Metro passes on the Foothill Transit's Silver Streak and Foothill Transit passes on Metro's Silver Line between El Monte Station and downtown Los Angeles. Ridership on the Silver Streak in October increased by 20 percent compared to September's ridership figure.

Year-to-date fare revenues reflect a 6.62 percent increase above the FY 2011 totals. Revenues in October 2012 were \$1,618,402 million, representing a 4.16 percent increase over October 2011.

Total expenditures for the month were \$5.45 million, which is an increase of 6.02 percent over October 2011 expenditures, while year-to-date expenditures are approximately equal to previous year-to-date expenditures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In October 2012 there were five preventable accidents, producing an average of 0.44 preventable accidents per 100,000 miles for the month. This is one more preventable accident than in October 2011. Year-to-date accidents are averaging 0.67 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and

Schedule Adherence.

Complaints per 100,000 Boardings

In October a total of 12.19 complaints per 100,000 boardings were recorded. This is a decrease of five percent from October 2011. Of the 175 complaints received during the month, 101 were related to schedule adherence. There were also 40 complaints related to operator courtesy, 11 related to safety, and 10 related to fares. The agency also received 22 compliments for the month.

Attachment D provides a summary of Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In October 2012 the agency achieved an average of 69.5 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a decrease of 17.76 percent from October 2011 figures. As mentioned earlier, this is the first year that SMART*Bus* system data is being used to monitor and report on-time performance. The SMART*Bus* system reports systemwide timepoints whereas the manual data used through prior fiscal years only reported a two percent sample of the system. This systemwide data is being used by the Quality Assurance team and by the operations contractor to make day-to-day operational changes and long-term schedule adjustments.

This key performance indicator is the focus of all functional area teams and Foothill Transit's operations contractor and its improvement is a very high priority.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 43 seconds during October 2012 is below the performance target of 45 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In October, Foothill Transit averaged 18,068 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 20,972 which is 39.74 percent lower than the previous fiscal year. It is important to note that new categorization procedures have been

implemented which will provide better data, and may increase the number of reported service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 21.5 boardings per vehicle service hour in October 2012. This represents an increase of almost three percent from the October 2011 figure. The 62,255 service hours operated during the month is 10.29 percent higher than the same period in the previous fiscal year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In October 2012, the agency averaged 61,239 boardings per weekday. This figure reflects a significant increase of 34.24 percent from October 2011 average weekday boardings. This corresponds to the increase in total overall ridership for the month. Year-to-date average weekday boardings are 13.61 percent higher than those in the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in October 2012 was \$87.61. This is an improvement of almost four percent from the October 2011 figure. While the year-to-date cost per hour figure of \$88.85 is also four percent over the previous fiscal year, it is still below the performance target of \$99.22.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

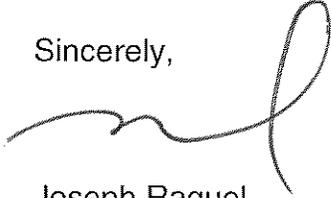
Farebox Recovery Ratio

The October 2012 farebox recovery ratio was 29.67 percent. This is a 1.74 percent decrease from the October 2011 figure. For the fiscal year, farebox recovery ratio is currently tracking at 29.46 percent and represents an improvement of 2.54 percent over

the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning



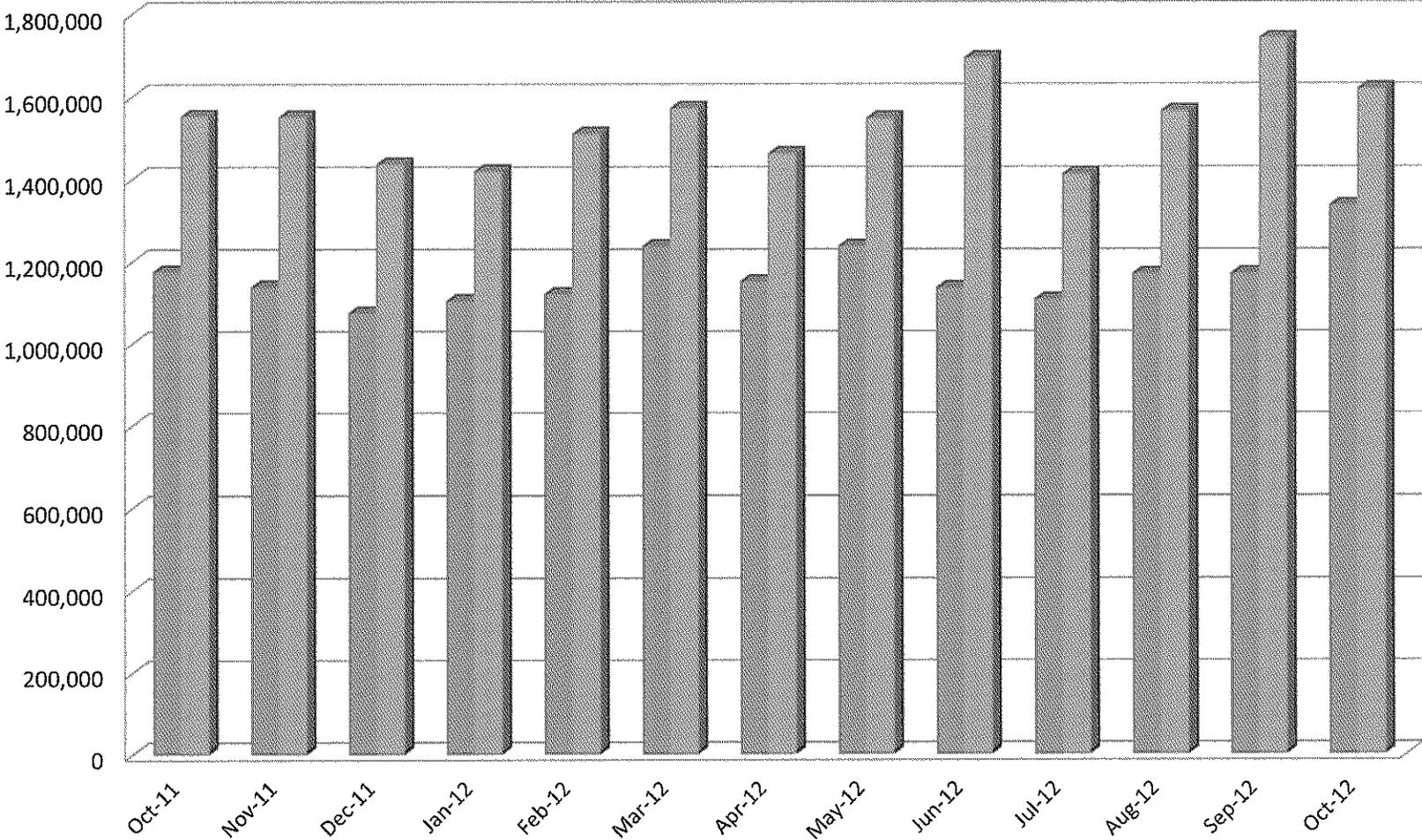
Doran J. Barnes
Executive Director

Attachments

Attachment A: Key Indicators Report
October-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,337,289	N/A	1,177,187	13.60%	N/A	4,790,053	N/A	4,702,135	1.87%
	Vehicle Service Hours		62,255	N/A	56,447	10.29%	N/A	239,565	N/A	224,459	6.73%
	Total Fare Revenue	B	\$1,618,402	N/A	\$1,553,731	4.16%	N/A	\$6,338,869	N/A	\$5,945,236	6.62%
	Total Operating Expense		\$5,454,052	N/A	\$5,144,525	6.02%	N/A	\$20,717,846	N/A	\$20,697,077	-0.10%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.44	X	0.37	18.72%	0.60	0.67		0.46	-31.14%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	12.19		12.83	5.00%	10.5	15.39		10.76	-42.99%
	Schedule Adherence	E	69.5%		84.5%	-17.76%	90%	71.9%		86.6%	-16.95%
	Average Hold Time	F	0:43	X	0:43	0.00%	0:45	0:43	X	0:37	-17.57%
	Average Miles Between Service Interruptions	G	18,068	X	24,864	-27.33%	15,000	20,972	X	34,806	-39.74%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	21.5	X	20.9	2.87%	20.1	20.3	X	20.9	-2.87%
	Average Weekday Boardings	I	61,239	X	45,620	34.24%	46,000	52,511	X	46,219	13.61%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$87.61	X	\$91.14	3.87%	\$99.22	\$88.85	X	\$92.21	3.64%
	Farebox Recovery Ratio	K	29.67%	X	30.20%	-1.74%	26.76%	29.46%	X	28.73%	2.54%

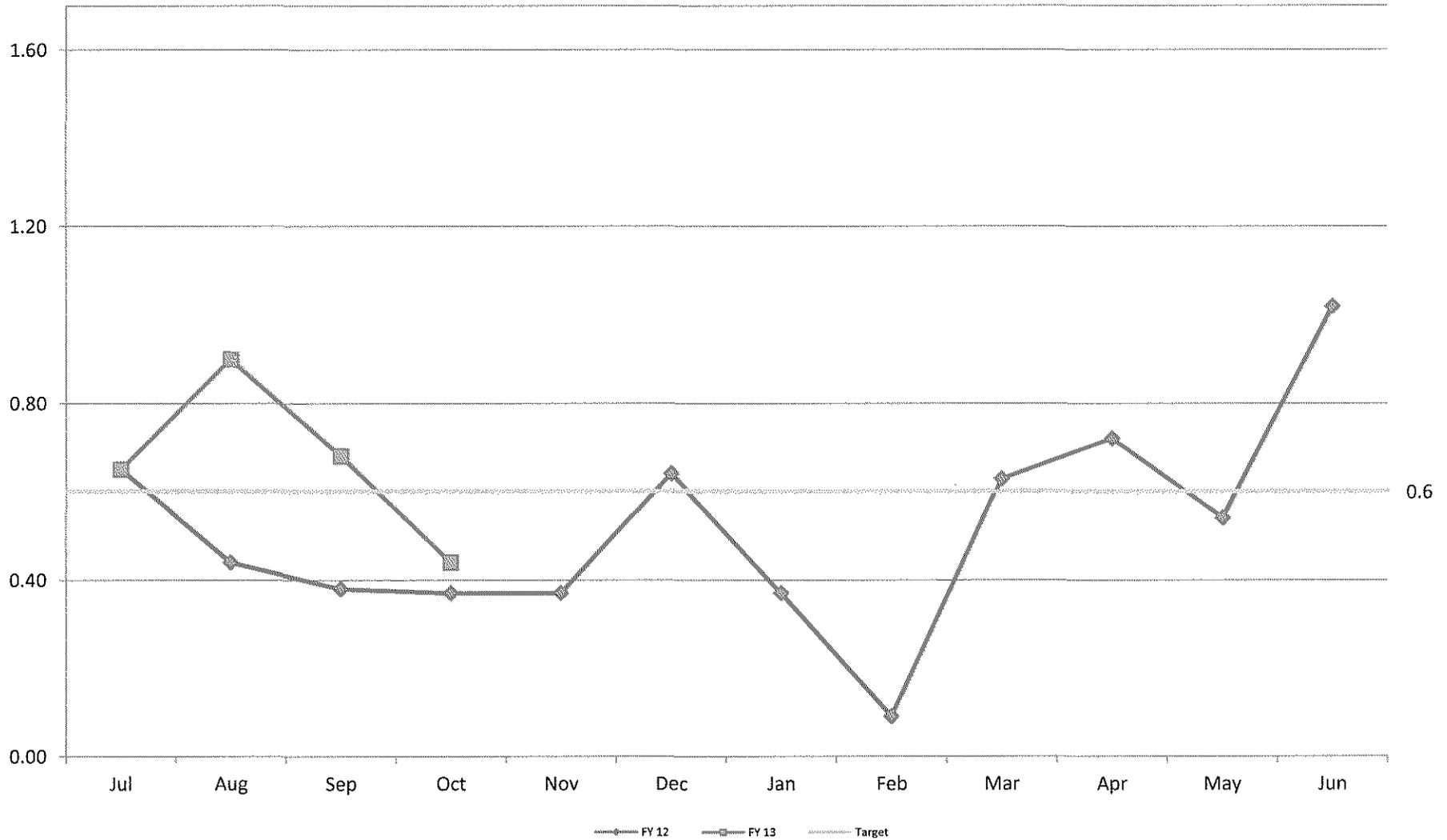
Attachment B: Total Boardings vs. Total Revenues



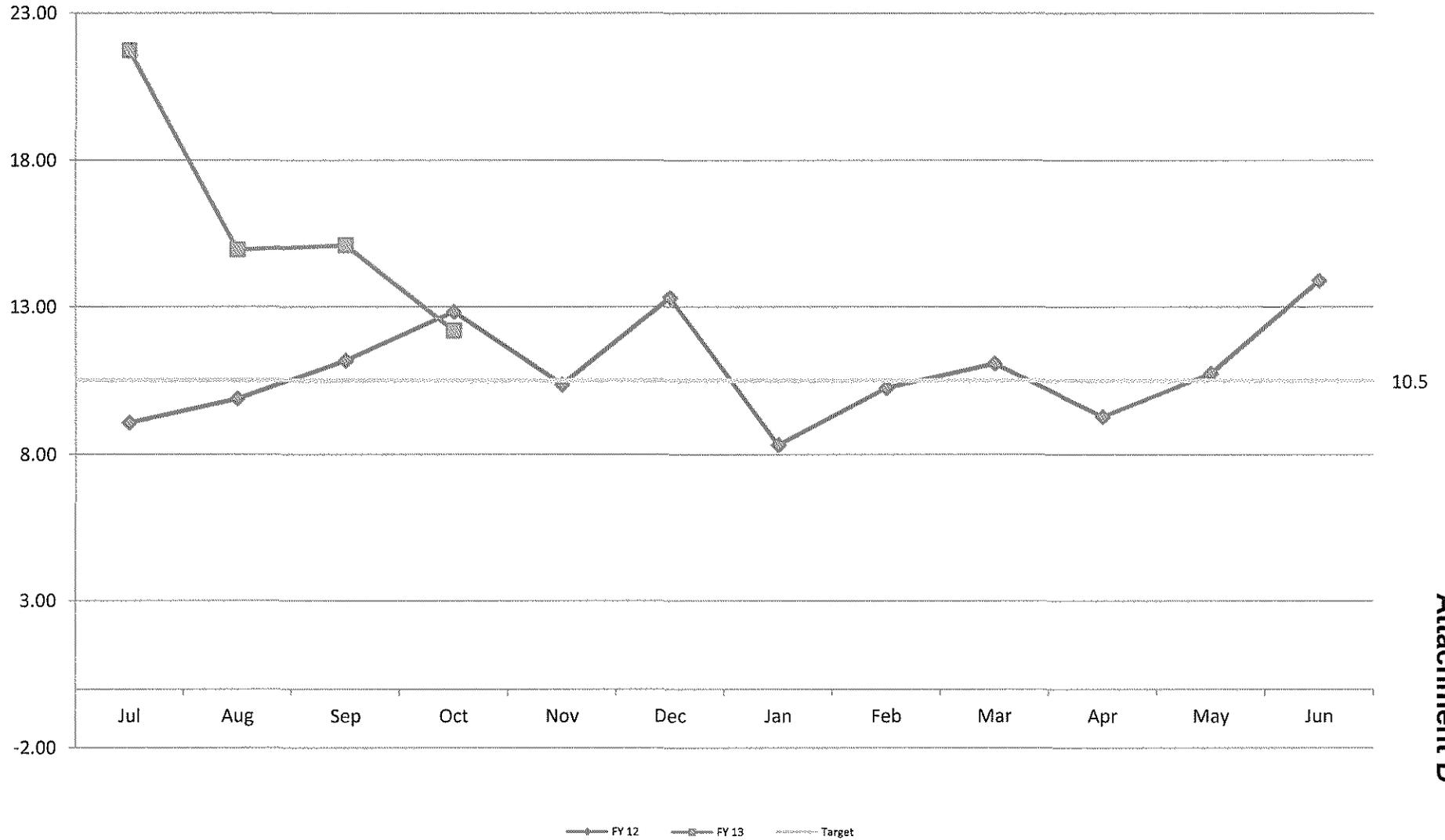
	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
Boardings	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135	1,152,487	1,238,863	1,136,981	1,108,908	1,171,679	1,172,177	1,337,289
Revenues	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799	\$1,463,875	\$1,548,657	\$1,695,542	\$1,413,122	\$1,565,433	\$1,741,912	\$1,618,402

Attachment B

Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)

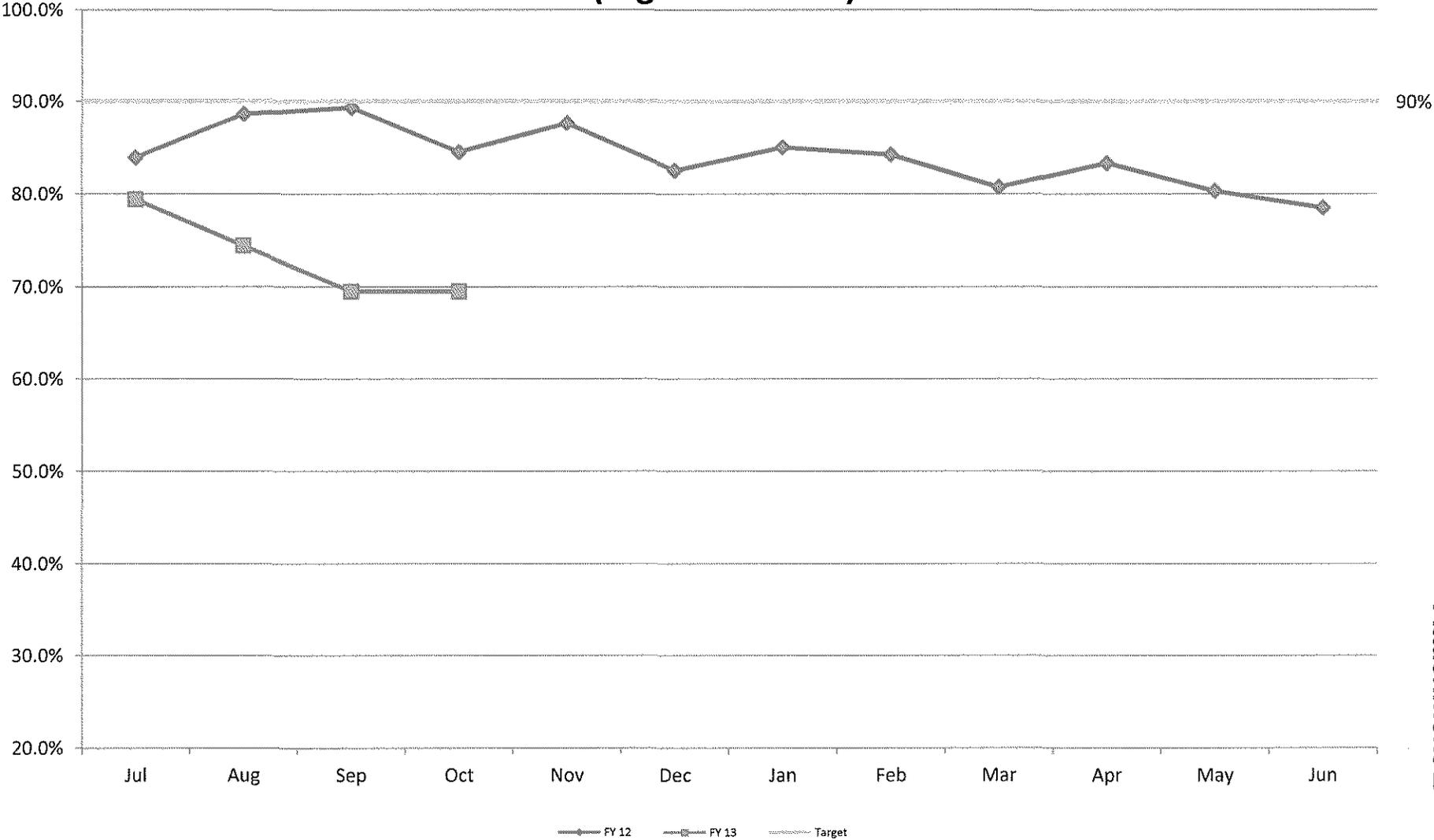


Attachment D: Complaints per 100,000 Boardings (Lower is Better)

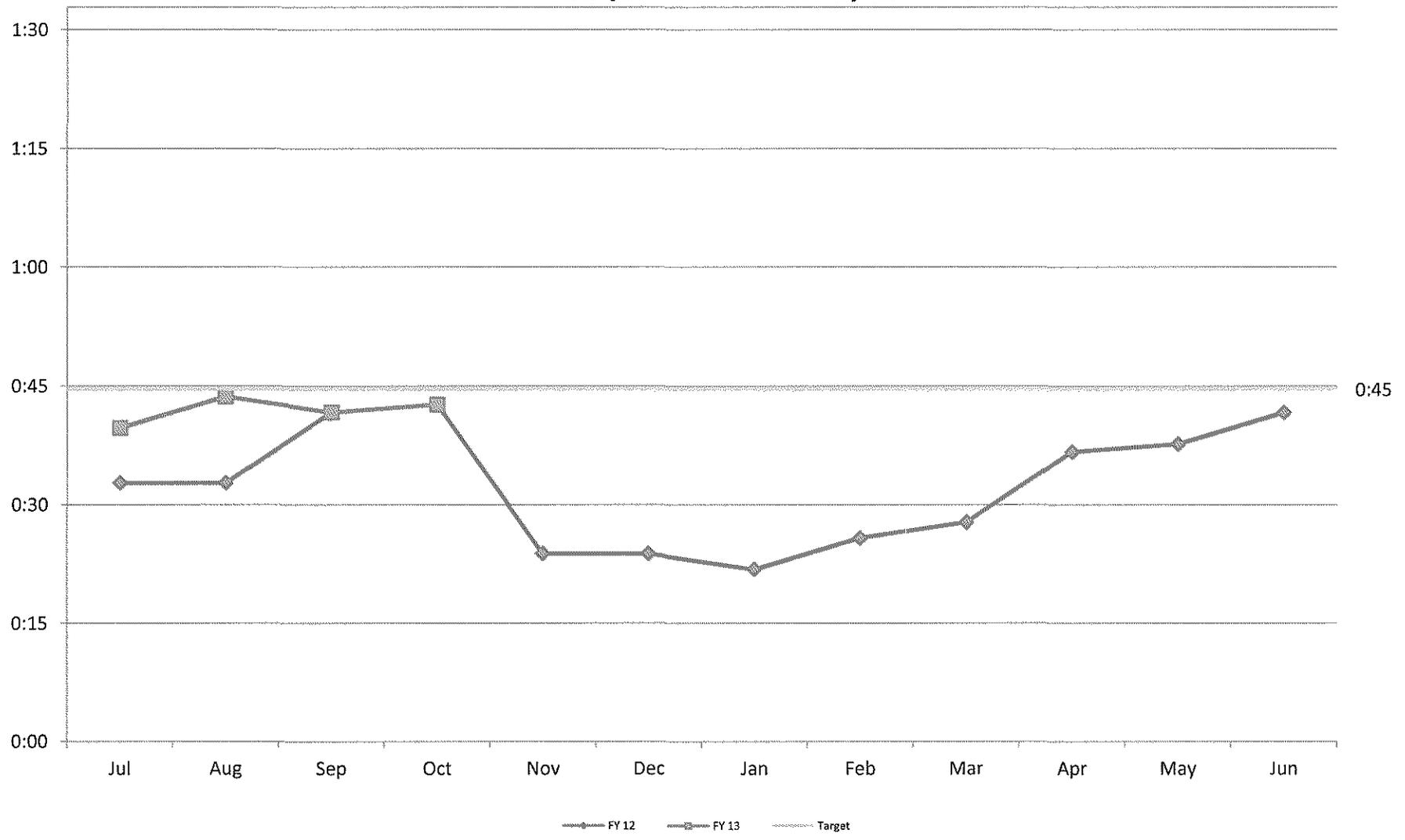


Attachment D

Attachment E: Schedule Adherence (Higher is Better)

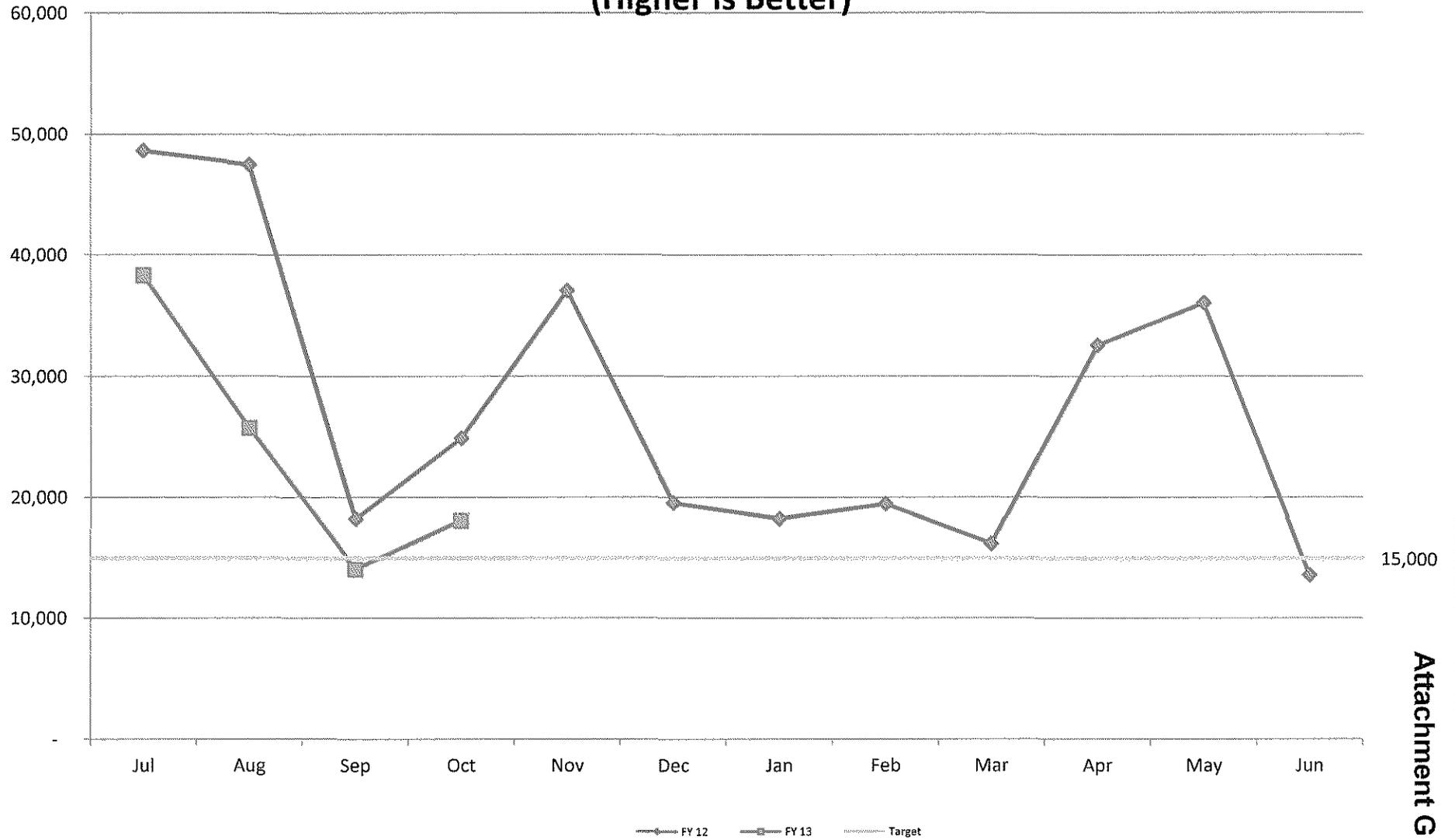


Attachment F: Average Hold Time (Lower is Better)

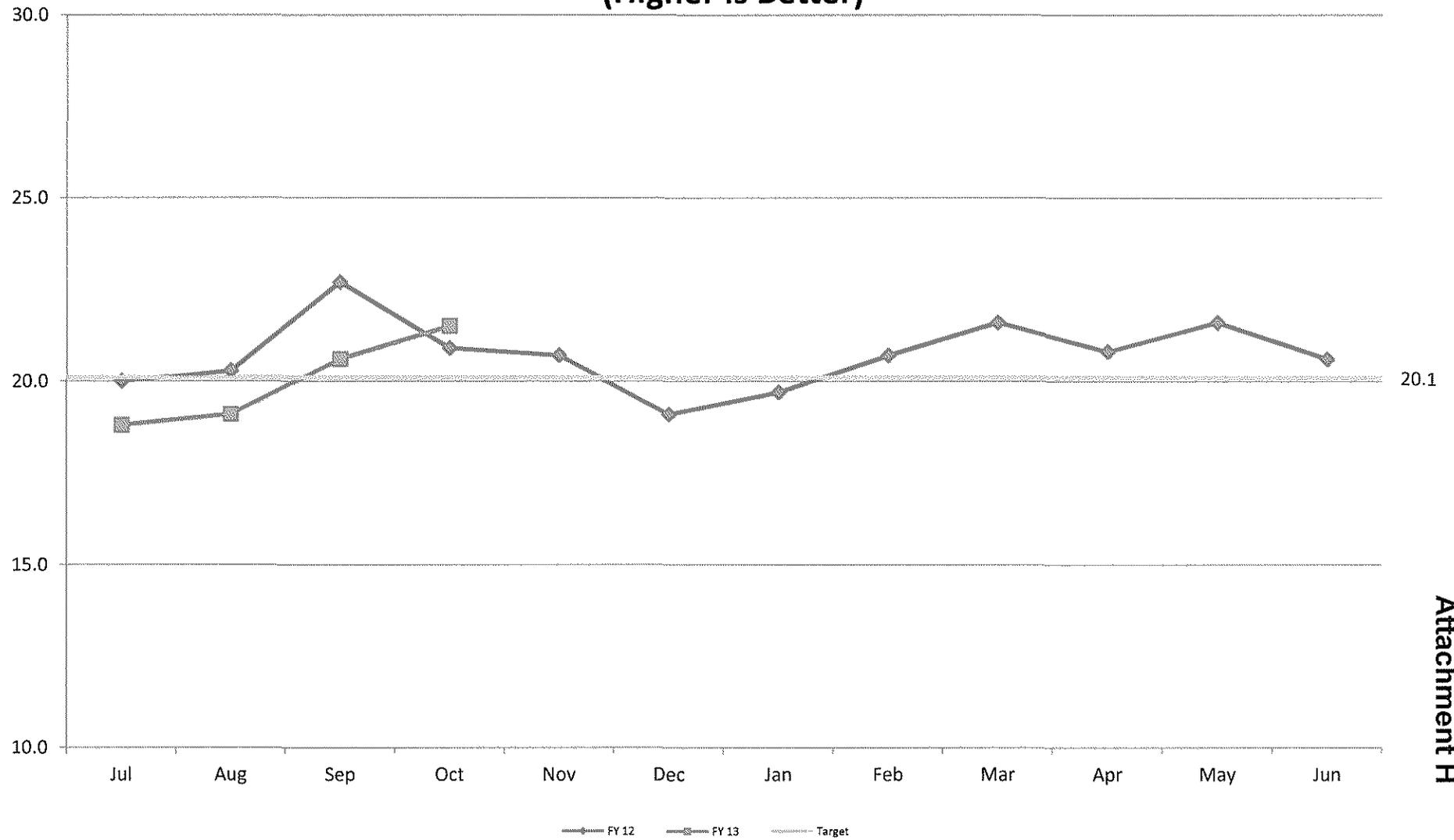


Attachment F

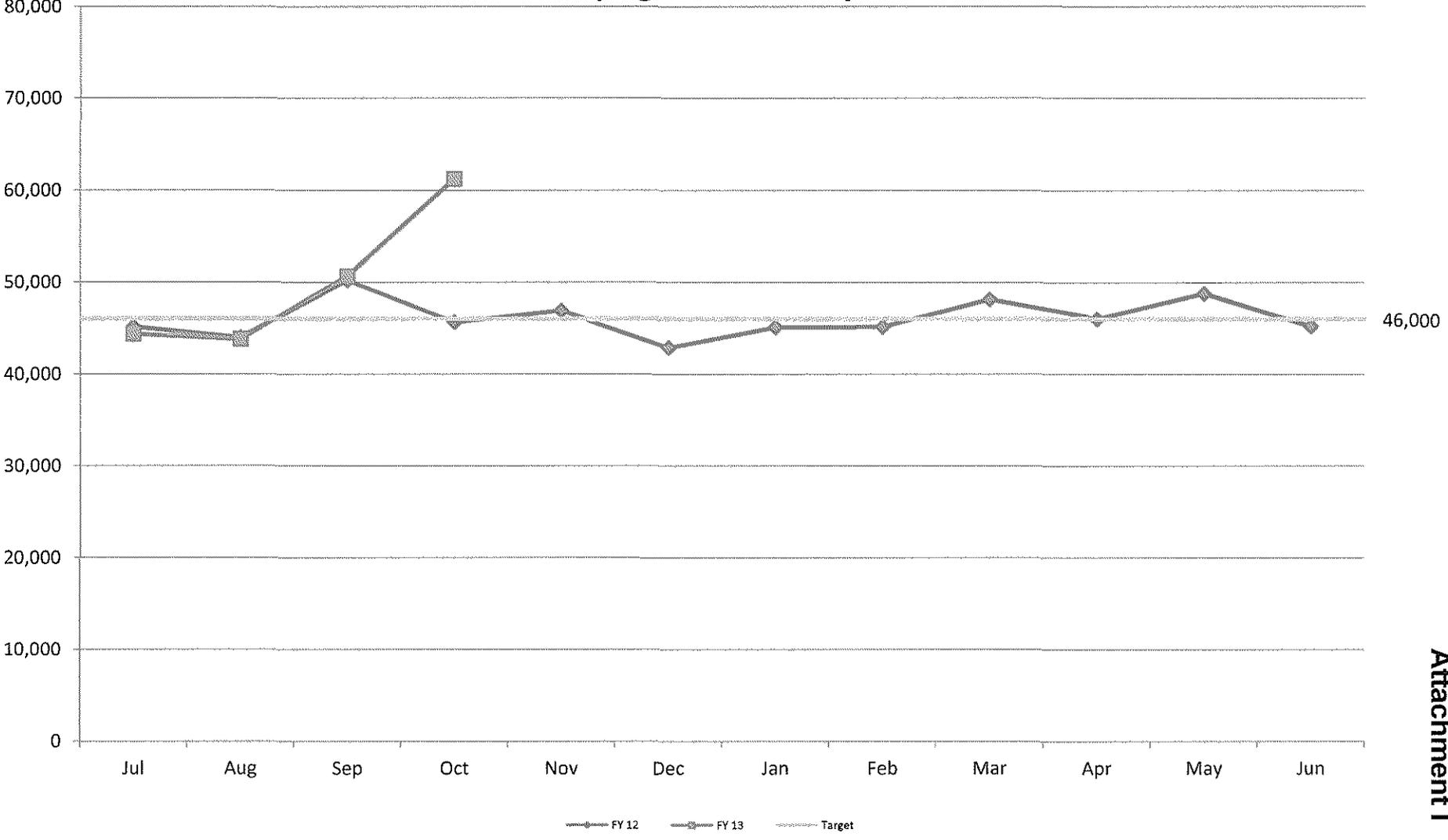
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



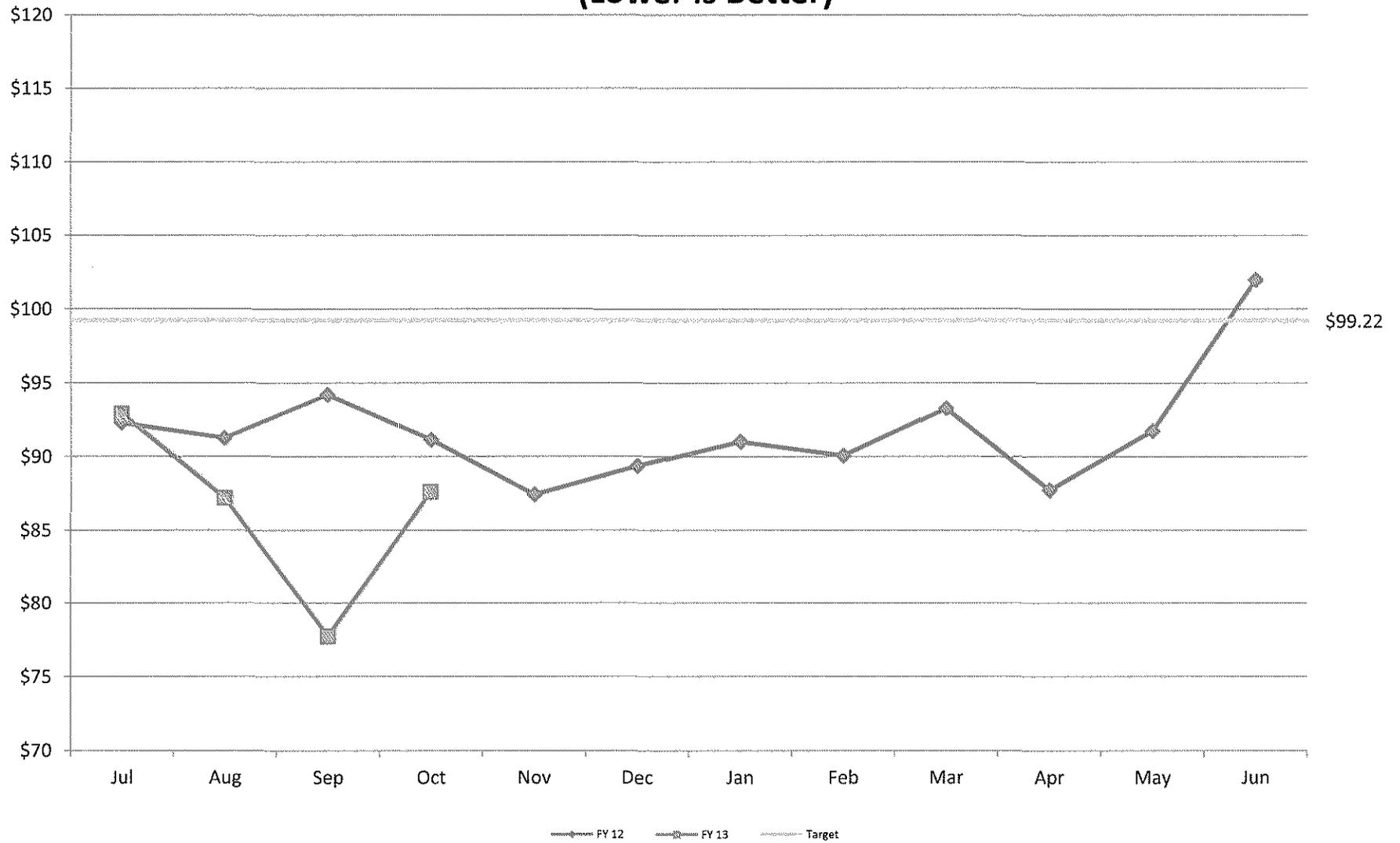
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



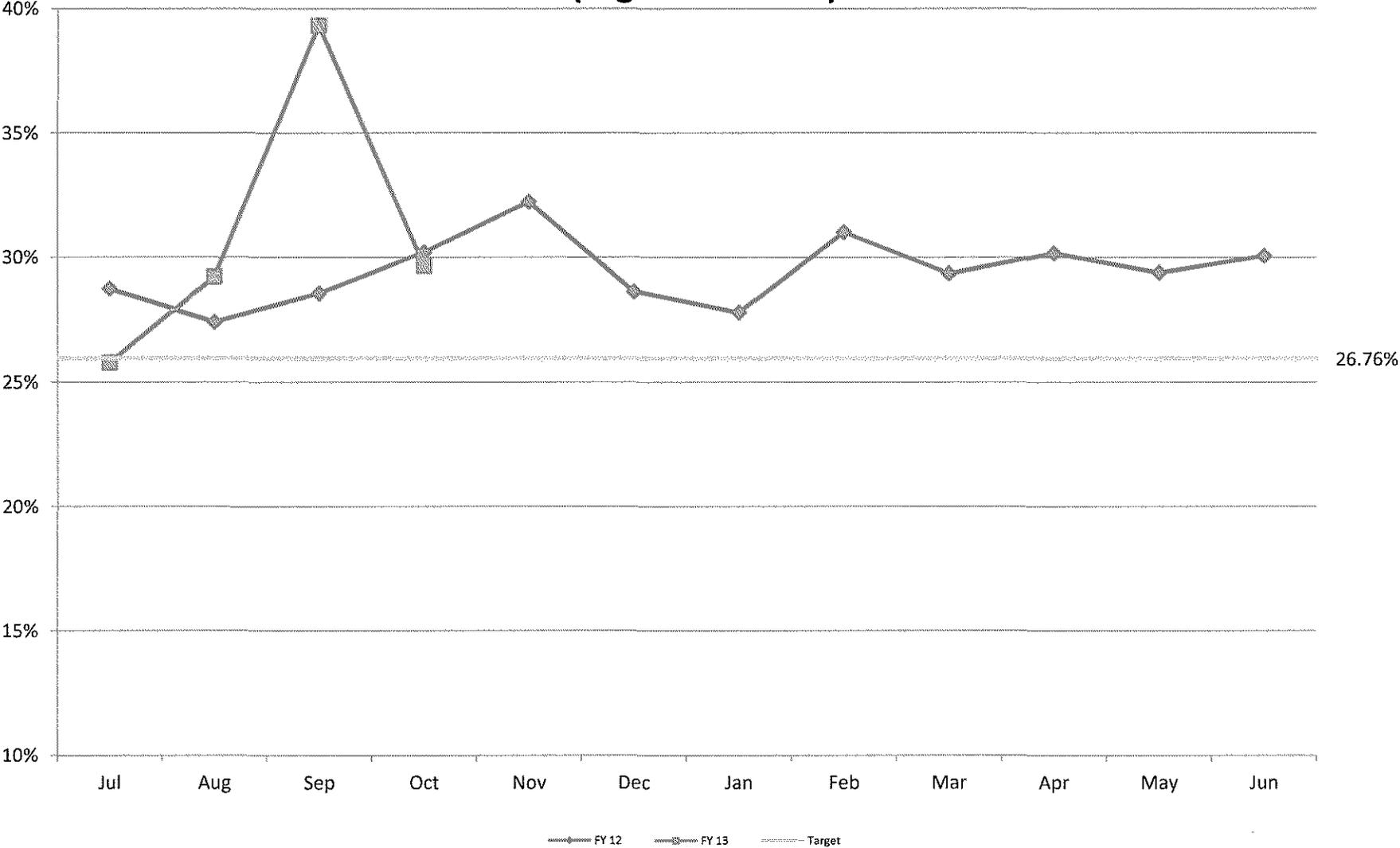
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)

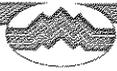


Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
October-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.21	\$1.32	-8.32%	\$1.32	\$1.32	X	\$1.27	4.20%
Average Cost per Boarding	\$4.08	\$4.37	6.67%	\$4.93	\$4.33	X	\$4.40	1.70%
Average Subsidy per Boarding	\$2.87	\$3.05	5.96%	\$3.61	\$3.00	X	\$3.14	4.40%
Total Vehicle Miles	1,138,284	1,093,996	4.05%	N/A	4,341,298	N/A	4,360,263	-0.43%
Vehicle Service Miles	877,903	836,182	4.99%	N/A	3,371,758	N/A	3,324,739	1.41%
Total Vehicle Hours	15	66,277	-99.98%	N/A	284,826	N/A	263,774	7.98%
In-Service Speed	14.1	14.8	-4.59%	N/A	14.1	N/A	14.8	-4.90%
Boardings per Vehicle Service Mile	1.52	1.41	8.03%	N/A	1.42	N/A	1.41	0.75%



December 14, 2012

To: Executive Board

Subject: **Contract Award - Computer Network Backup Upgrade**

Recommendation

Authorize the Executive Director to negotiate final contract terms and conditions and execute a contract in the amount of One Hundred Fifty Four Thousand Four Hundred Thirty Eight Dollars and Eighty Two Cents (\$154,438.82) with Trace3 to implement the EMC Avamar network backup system.

Analysis

Foothill Transit's existing backup equipment is approaching its fifth year and is operating intermittently due to hardware failures. The tape backup is no longer working for the past year and is obsolete. Attempts to subjugate the backups are unsuccessful with the current infrastructure and appliances due to incompatible agents or software. To bring the Information Technology Disaster Recovery Plan back into compliance with best practices, a redesign and upgrade is recommended to tie the current infrastructure of virtual and physical server into a single management console of ease of recovery and backup which is crucial with the newer technologies.

Foothill Transit currently runs Symantec Backup Exec, version 12 running on a physical server to back up the physical servers to a backup storage device called Quantum. The Virtual servers are using NetApp Snap Manager to maintain the virtual server backs to our primary storage device called NetApp Storage Drives. Both devices are difficult to configure and randomly fail due to updates or some anomaly in the system. Both backup have failed to restore a server when the server has failed.

Foothill Transit needs to incorporate its entire multi-vendor backup into a single vendor, single software solution that is 100 percent compatible with all of it current virtual and physical servers. The solution will allow for quick and efficient restore of any server to keep Foothill Transit running with minimal downtimes. The new plan will have the option in the future to replicate the backup and recovery off-site to complete the best practice on Disaster Recovery plan.

EMC(Square) has a product called Avamar that provides the latest and newest technology in backup and recovery software combined with an independent hardware solution that will provide the simplest, most effective solution.

The Avamar product will be procured using a Western States Contracting Alliance (WSCA) contract. The WSCA was formed in October 1993 by the state purchasing directors from fifteen National Association of State Procurement Officials' western



states. The primary purpose of creating WSCA was to establish the means by which participating states could join together in cooperative multi-state contracting. This approach has helped states achieve cost-effective and efficient acquisition of quality products and services. Cooperative purchases are developed by member states. A "lead-state" model is used in undertaking cooperative multi-state contracts. Cooperative purchasing benefits states as well as cities, counties, public schools and institutions of higher education. This method of procurement is allowed under Foothill Transit's Procurement Policies and has been used in the past to procure heavy-duty lifts for both maintenance facilities.

The backup of all physical and virtual servers will be housed in a single location isolated and separate from our production services will provide a higher reliability. One step recovery will make management of the servers quick and easy. Reliability in their hardware is provided by RAID and RAIN technologies patented by EMC. The system has De-duplication technology and growth so as Foothill Transit grows the system can be extended to 124 TB of storage. Foothill Transit current backup storage requirements are approximately 5-6 TB of storage.

Budget Impact

The cost of the network backup system upgrade has been budgeted in the FY 2013 Information Technology capital budget.

Sincerely,

Donald Luey
Director of Information Technology

Doran J. Barnes
Executive Director



December 14, 2012

To: Executive Board

Subject: **Sole-Source Contract Award – SMARTBus System Support and Maintenance**

Recommendation

Authorize the Executive Director to negotiate final contract terms and conditions and execute a three-year agreement in the base amount of \$828,995.36 with ACS Transport Solutions, Inc. (ACS) for Software Support and Maintenance of Foothill Transit’s SMARTBus System.

Analysis

Foothill Transit’s SMARTBus system, procured from Orbital (predecessor contractor to ACS) 2002 and implemented in 2007, is a computerized system of on-board equipment and other equipment housed at Foothill Transit’s Arcadia and Pomona operating facilities as well as the agency’s West Covina administrative offices that tracks, measures, and reports on bus information. This information is used to monitor and control on-street service and display bus arrival times to customers.

The SMARTBus system has become an integral part of the monitoring and management of Foothill Transit’s day-to-day operations. It currently provides data to the TransTrack business intelligence system, the Regional Integration of Intelligent Transportation Systems (RIITS), and will provide the source data for the upcoming implementation of Foothill Transit’s NextBus real time passenger information system.

On November 23, 2012 the latest update of the ACS system, which is fully compatible with Foothill Transit’s virtual computer server environment, was installed as scheduled. ACS provided continued support and maintenance of the prior version of the software until the new version was installed through an informal agreement with Foothill Transit. The informal agreement had a termination date of October 30, 2012. To assure full software support of the Foothill Transit SMARTBus system, Foothill Transit will need to enter into a new formal agreement with ACS. The agreement will have a base term of thirty two months at a cost of \$828,995.36 as set forth below with two available option years.

Remainder of FY 2013	\$194,897.36
FY 2014	\$308,558.00
FY 2015	\$325,580.00
FY 2016	\$343,453.00 (Option Year 1)
FY 2017	\$362,220.00 (Option Year 2)



Executive Board Meeting – 12/14/12
Sole-Source Contract Award – SMARTBus System Support and
Maintenance
Page 2

ACS is the only provider of support and maintenance of its software system. As such, this contract award represents a sole-source procurement.

Budget Impact

The cost of the ACS Software Support and Maintenance contract is included in the FY 2013 Information Technology operating budget and will be included in future budgets.

Sincerely,

Donald Luey
Director of Information Technology

Doran J. Barnes
Executive Director



December 14, 2012

To: Executive Board

Subject: **Foothill Transit Livery Revision**

Recommendation

To authorize the Executive Director to move forward with new conceptual designs for a proposed updated Foothill Transit bus livery to be presented at the February Board Retreat for review and discussion.

Analysis

Foothill Transit's bus livery – the external paint and decal scheme – was designed and implemented when the agency was founded in 1988. The original livery was kept to a simplified striping with bright white base paint and centered logo. This provided Foothill Transit buses with a clean look that was very easy to maintain. The Foothill Transit livery hasn't changed much in 25 years but paint and decal technology has, allowing for more visually striking livery designs that are easier to repair and update.

The upcoming purchase of 64 buses, the launch of the 25th anniversary campaign and the update of Foothill Transit's branding provide an advantageous opening to explore a more innovative livery design that enhances visibility and appeal. Decal and paint technology has made significant leaps in the past 25 years, making previously expensive applications more affordable both in installation and maintenance.

Budget Impact

The conceptual design process, which would be completed by Pulsar Advertising, would cost approximately \$27,000. The dollars for this project are available in the FY 2013 budget. Should a final livery design change be approved, staff would present a new contract amendment to the Executive Board to cover final design adjustments and materials costs for fleet conversion to the new livery.

Sincerely,

Felicia E. Friesema
Director of Marketing and Communications

Doran J. Barnes
Executive Director



December 14, 2012

To: Executive Board

Subject: **Contract Award – Transit Buses**

Recommendation

Authorize the Executive Director to negotiate final contract terms and conditions and award a contract to North American Bus Industries (NABI) for the purchase of thirty 42-foot low-floor CNG-fueled buses. The contract will include an option to purchase and under FTA statutes the options must be exercised within 5 years of contract execution. The base contract cost for the initial 30-bus order is \$16,602,546.35.

Analysis

The Federal Transit Administration (FTA) stipulates that buses purchased with federal funds must remain in service for 12 years or 500,000 miles, whichever comes first. Foothill Transit currently has nine buses that have reached that threshold and an additional 55 that will be eligible for retirement within the next two years. These 64 buses include the last of the diesel fueled buses in the Foothill Transit fleet, most of which have accumulated an average of 650,000 miles per bus. The 30 new NABI CNG buses will be replacements for the aging fleet of coaches. They will be a low-floor design, with a seating capacity for 38 passengers configurable for commuter or local service. Delivery of the base order of 30 buses is expected by December 2013.

Foothill Transit issued Request for Proposals (RFP) No. 12-040 on September 13, 2012 soliciting proposals from qualified firms to manufacture and deliver a minimum of thirty (30) CNG buses. The RFP was advertised in Transit Talent (a U.S. public transportation trade website), two local newspapers, and on the Foothill Transit website, and RFP packages were sent to all major transit bus manufacturers. A pre-proposal teleconference conference was held on September 20, 2012 where vendors were able to ask questions regarding the RFP. Six bus manufactures were represented in the pre-proposal teleconference.

On November 1, 2012, proposals were received in response to the RFP from NABI, Gillig LLC and New Flyer of America Inc. Each firm's Prequalification submittals were evaluated by a Prequalification Evaluation team comprised of one of Foothill Transit's management contract staff and Foothill Transit's Special Legal Counsel.

Subsequently, the technical evaluation committee, consisting of four of Foothill Transit's management contract staff, two representatives from First Transit's maintenance team and one outside representative, reviewed the technical proposal. Each technical proposal was evaluated based on the following criteria and weighting:



Technical Qualifications (100 points of Total Score)

- Bus Performance
- Bus Structure
- Advanced Design
- Technical Deviations
- Proposed Quality Assurance Program
- Maintainability
- Lifecycle Costs
- Safety Provisions

Proposers Qualifications (50 points of Total Score)

- Manufacturing Process
- Organizational Qualifications of the Proposer
- Proposer's facilities
- Past Performance
- Technical Support
- Project Management Plan

Cost proposal (30 points of Total Score) was scored as follows:

$$\text{Proposer's Price Score} = \frac{\text{Lowest Price}}{\text{Proposer's Price}} * 30 \text{ Points}$$

Delivery Schedule (20 points of Total Score)

Three interviews were conducted, allowing each proposer to clarify and expand on their written proposal and respond to questions from the evaluation team. Official invitations to submit Best and Final Offers were then sent to the proposers. After the evaluation committee reviewed and scored the Best and Final Offers, NABI's proposal was ranked highest with an overall score of 182.72 out of a possible 200 points. A summary of the final scores is provided below.

Evaluation Factors	Maximum Score	Proposer Name		
		Gillig	NABI	New Flyer
1. Technical	100	84.50	92.00	88.00
2. Qualifications	50	44.67	45.25	45.67
3. Delivery Schedule	20	17.73	18.93	17.87
Total Technical Score		146.90	156.18	151.54
4. Proposed Price	30	28.55	26.54	30
Total Overall Score	200	175.45	182.72	181.54

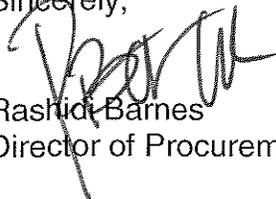
There are currently 171 NABI coaches in the Foothill Transit revenue fleet and the buses have performed well since the NABI's were first introduced to Foothill Transit in 2005. NABI's proposal included the most responsive production timeline and the procurement of these coaches will allow seamless incorporation into the fleet in the area of spare parts inventory requirements. In addition, the coaches most recently procured from NABI have received very positive comments from our customers.

Current NABI customers include Dallas Area Rapid Transit, New Jersey Transit and Los Angeles Metropolitan Authority.

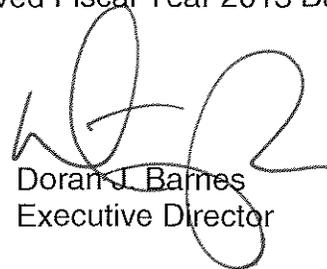
Budget Impact

The cost of 30 NABI 42-foot buses is \$16,602,546.35. This is based on a per-bus price of \$553,418.21, and includes delivery, manuals and training. State of California Use Tax in the amount of \$1,439,899.13 will be paid separately by Foothill Transit. Funding for these buses is included in Foothill Transit's approved Fiscal Year 2013 Budget.

Sincerely,



Rashid Barnes
 Director of Procurement



Doran J. Barnes
 Executive Director



December 14, 2012

To: Executive Board

Subject: **Request to Issue Invitation for Bids (IFB) No. 13-020 – Puente Hills Transit Store Remodel**

Recommendation

Authorize the Executive Director to Issue IFB No. 13-020 for the remodel of the Puente Hills Transit *Store*.

Analysis

On September 1999, the Puente Hills Mall Transit *Store* was relocated to space 571 on the first level, south wing of the Puente Hills Mall. Over the last 13 years the store has served over two million customers for bus pass purchases and providing bus schedule information. Since 1999, the store design, furniture and carpeting has never been upgraded or refurbished. With 13 years of normal wear and tear, the Store is due for a remodel and upgrade to give the store a clean and modern look and offer customers a more inviting environment.

Some elements of the new Transit *Store* design plan calls for:

- o Reconfiguring the work stations with new cubicles
- o Addition of a manager's office
- o New office furniture
- o New overhead cabinetry for added storage space
- o New and reconfigured customer counter
- o New paint and color scheme
- o New tile flooring
- o New automated sliding front door for added customer queuing space

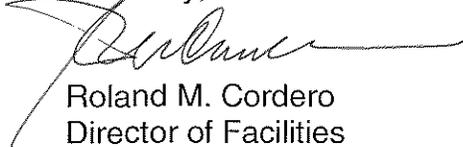
The Architect's estimated cost for remodel is \$170,000.

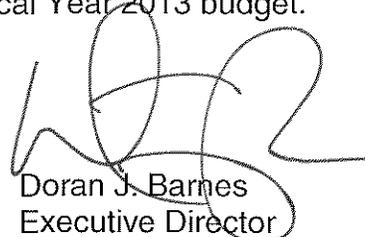
A temporary Transit *Store* location during the remodel is currently being investigated with mall management.

Budget Impact

Funding is included in Foothill Transit's approved Fiscal Year 2013 budget.

Sincerely,


Roland M. Cordero
Director of Facilities


Doran J. Barnes
Executive Director

December 14, 2012

To: Executive Board

Subject: **Board Payroll Process**

Recommendation

Direct the Executive Director to:

- A. Implement a process whereby Foothill Transit Executive Board members and Alternates are paid and reported to the Internal Revenue Service (IRS) as Foothill Transit employees; or
- B. Implement a process whereby Foothill Transit Executive Board members, Executive Board Alternates and all other Governing Board members including Governing Board Alternates are paid and reported to the IRS as Foothill Transit employees; or
- C. Maintain the current payment process whereby Governing Board members, Executive Board members and Alternates are paid as outside contractors.

Analysis

At the September 28, 2012 Executive Board meeting, the Board considered a change to the processing of payments to Board Members for their participation at required meeting as employees of the agency. The Executive Board directed that a request be made for a clarification/determination from the IRS using Form SS-8 (Determination of Worker Status for Purposes of Federal Employment Taxes and Income Tax Withholdings). Because of the differences between the method of selection of the Executive Board members and Alternates versus those of the remaining Governing Board members, on October 5, 2012 two forms were completed and sent to the IRS. The forms were subsequently received by the IRS on October 10, 2012. The Executive Board also directed that an update be provided at the December Executive Board meeting.

The IRS has not provided a response to our request (Form SS-8) for a determination on the worker status of Foothill Transit's board members; however information was recently received indicating IRS Code section 3401 (c) may be applicable to determining their worker status. Section 3401 (c) states: the term "employee" includes an officer, employee, or elected official of the United States, a state, or any political subdivision thereof, or the District of Columbia, or any agency or instrumentality of any one or more of the forgoing. This would appear to indicate the Executive Board members and their Alternates are employees by virtue of being elected and the remaining Governing Board members may not be employees because they were appointed, not elected. Since a response from the IRS to Form SS-8 has not been received, it is likely a response will not arrive before a decision has to be made by the Executive Board as to their worker status to process a payroll before the end of the current calendar year.

A payroll account has been established with ADP to ensure a payroll process is in place should the Executive Board determine that they, along with the Executive Board Alternates and/or Governing Board members, are employees and should be paid as such. It should be noted that once the Governing Board, Executive Board and/or alternates are paid as employees the decision cannot be reversed.

The costs to process a payroll include approximately \$100 per payroll for the outside processor with additional costs for employer Social Security, State Unemployment Insurance and State Disability Insurance. These costs will vary based on the total dollar amount of payroll. A monthly payment procedure utilizing direct deposit is proposed as this will assure the most economical and timely payroll processing and eliminate possible lost payroll checks.

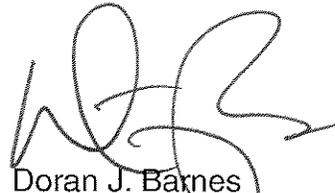
Budget Impact

The services of an outside payroll processor are estimated at approximately \$100 per payroll. Other additional costs will vary based on the total dollar amount of payroll and are estimated at approximately \$200 per payroll.

Sincerely,



Richard Hasenohr
Director of Finance



Doran J. Barnes
Executive Director



December 14, 2012

To: Executive Board

Subject: **Foothill Transit Service Status**

Recommendation

Receive and file a status update on Foothill Transit's on-street service.

Analysis

At its October 26, 2012 meeting, the Executive Board directed that an update be provided on Foothill Transit service quality, particularly as it relates to on-time performance.

As of July 1, 2012 Foothill Transit's on-time performance is now tracked and reported using the agency's *SMARTBus* system (SBS). The system collects and reports data from every revenue vehicle in service throughout the day. In the past, on-time performance was monitored and reported manually using approximately 6,000 in-person observations collected monthly at randomly selected locations throughout the service area. The SBS collects data at every timepoint for every trip throughout the day, providing approximately 285,000 pieces of on-time performance data each month.

Several issues that have an impact on on-time performance have been identified and are being addressed. Among these are:

- Late departures of coaches from the operating facilities
- Coach operator meal and rest period requirements
- Inconsistent traffic patterns affecting consistent daily running time
- Short and long-term detours

In recent months occurrences of late departures from Foothill Transit's operating facilities have been caused by unavailable or deficient vehicles. Make-ready work for the most recently procured coaches and the final remaining fleet turnover repairs that were not completed by the prior contractor are now complete, and service interruptions as a result of fleet availability are no longer occurring. Each operating location is currently provided a spare ratio of just less than 20 percent to ensure that sufficient vehicles are available in the event of a coach breakdown and to facilitate regularly scheduled preventive maintenance.

Schedule adherence has been impacted when a bus experiences a delay along the route on its way to a layover/recovery location or as a coach operator is returning to the operating facility for a meal or rest break. In these instances, the coach operator is required to take her or his full meal or rest break before returning to work. The current

agreement with First Transit for operation of transit service at the Arcadia location makes it a violation for the contractor to schedule coach operator meal or rest breaks in the middle of a trip as had had been a regular practice in the prior contract. Previously, these mid-trip reliefs had been the cause of chronic service delays on Foothill Transit's longer lines. Under the new contract, in a small percentage of instances, coach operators are consistently arriving late to the end of a trip which then causes them to depart late on the return trip. The Planning team is currently working with First Transit on strategies to address this issue.

One of the biggest challenges to effective service delivery is the ever changing traffic patterns that affect the proper spacing of trips. Customers are significantly impacted when coaches begin traveling back-to-back with unacceptably long intervals until a third coach/trip arrives. To address this, members of the Quality Assurance team have been stationed in the dispatch offices of both operating facilities at various times throughout the day to assist the dispatchers with the proper spacing of trips along a route. The Quality Assurance Inspectors have been advised to immediately inform the General Manager at each location when these instances occur so that front-line personnel can take immediate action to get service back on schedule.

As a result of these actions, preliminary SBS on-time performance data appears to have resulted in an improvement of 2.6 percent in November over October's on-time performance figure.

Several road improvement/construction projects throughout Foothill Transit's service area are ongoing and these impact service to varying levels systemwide. Long term detours that are known at the time of the development of the Bus Book are built into the schedules. Unfortunately, when there are detours that occur subsequent to the publication of the Bus Book, schedule changes that incorporate these detours cannot be made because of the difficulty of disseminating this revised schedule information to customers who already have a Bus Book. Real-time bus arrival technology is currently being implemented and will be available to customers in the next two months that will help to advise customers when these unanticipated detours or road construction issues occur. Schedule adjustments have been incorporated into the upcoming service change to address known detours and other traffic issues.

A separate issue that negatively impacts the reporting of on-time performance is related to the way in which data is collected. Currently the SBS system counts early arrivals at drop-off only locations as an on-time performance violation. These occur for example when a coach on a commuter line transporting customers to work downtown arrives at and departs from a timepoint ahead of schedule. While our commuter customers consider this to be a benefit, the system counts this occurrence as an on-time performance violation. Early departures at timepoints where customers expect to be picked up according to the published schedule should be and are valid on-time



performance violations. Xerox, the manufacturer of the SBS, is working on a means to extract early arrivals at drop-off locations from the reporting of on-time performance. When completed, on-time performance reports on commuter lines will show marked improvement.

Cross-functional teams consisting of members of the administrative team and members of both operations contract staff have been formed and will continue to track and address schedule adherence issues and improve on-time performance.

Budget Impact

This is a status update item only. There is no budget impact.

Sincerely,

Kevin McDonald
Deputy Executive Director

Doran J. Barnes
Executive Director



December 14, 2012

To: Executive Board

Subject: **Customer Comment Process**

Recommendation

Receive and file the customer comment process report.

Analysis

Foothill Transit's customer comment management process underwent a transition in October 2011. Prior to October 2011 customers had been directed to call a dedicated phone line which was staffed during regular office hours between 8AM and 5PM Monday – Friday. In an effort to streamline our customer comment process, in the October 2011 edition of the Bus Book, customers were directed to call the 1-800 RIDE INFO (743-3463) line to comment on the system in addition to using that number to obtain routing and scheduling information. This longer span of hours affords customers significantly more opportunity to contact us than before. With the implementation of this change, customers can now reach a Customer Service Representative (CSR) between 7AM – 9PM Monday – Friday, 10AM – 8PM on Saturday, and 11AM – 6PM on Sunday. Customers may also send us a comment via email at comment@foothilltransit.org, via mail at 100 S. Vincent Avenue, Suite 200 West Covina, CA 91790 and/or via fax at 626.967.4608.

At one time the incoming lines to the Arcadia and Pomona operations facilities gave instructions to callers on how to contact the dispatch office and some customers would on occasion contact dispatchers directly with questions or complaints. This practice is discouraged and those instructions have been removed from the incoming lines to the operating facilities, however, to allow the dispatchers' to focus on their primary responsibility of focusing on in-route service and communicating with coach operators to ensure the safe provision of service. Under the past practice, comments to the dispatch office could not be systematically recorded in the customer comment system and were therefore not consistently followed up on to ensure satisfactory resolution.

When customers call the 1-800 RIDE INFO (743-3463) line, a CSR will gather the essential information needed to open a comment in the TransTrack system. In order for a comment to be effectively investigated and followed up on, the customer is asked to provide the following information:

- First name (Last name optional)
- Contact information such as phone number, address or email
- Route and/or coach number
- Date and time of incident



- Direction of travel of the bus
- Location of incident
- Description of the incident

The CSR taking the call then inputs the comment into the TransTrack system and provides the customer with a comment reference number. Comments entered into the system are categorized on a daily basis by the Operations Assistant who then sends the comment to the appropriate department or operating location for investigation and resolution. The response time allowed for a comment is based on the nature of the comment. Safety comments must be responded to within three business days. Non-safety related comments must be responded to within five business days.

Once the department or operating location completes the investigation and contacts the customer with a response to their concern, the response is entered into the system and the comment is marked completed and closed out. The Operations Assistant reviews responses to ensure the comment was resolved satisfactorily. If not, the comment is reclassified and reopened for further investigation.

Sincerely,

Araceli López
Transit Store Operations Manager

Doran J. Barnes
Executive Director