

PVTA INNOVATIVE TRANSPORTATION FORUM SEPTEMBER 16,2020 at 11am

Nicole:

Hello everyone, My name is Nicole Carranza and I am the Sr. Program Manager at Pomona Valley Transportation Authority. Thank you for joining our first virtual forum on Innovative Transportation for the Pomona Valley. The purpose of this forum is to introduce our plans for potential new services and technologies and to gather your feedback to guide us as we move forward. Before we get started I would like to introduce our mobility manager Diana Mendez who will give a brief overview of the services PVTA currently has to offer.

Diana:

Hello everyone I am Diana Mendez one of the mobility managers at PVTA. I will be going over all of our programs that we offer:

1. Get About
 - a. Get About regular service
 - b. Get About extended service
 - c. One Step Over the Line
 - d. Ready Now
2. Claremont Dial a Ride
 - a. Cab Service
 - b. Group Service
3. San Dimas Dial a Cab

Nicole:

PVTA is gearing up to incorporate new technologies and services that will allow us to meet the goals of our most recent service design analysis. The service design analysis compiled in late 2019 with input from our member cities, community members, passengers and stakeholder identified a phased action plan that includes:

1. Information and Customer-Facing Technologies
2. Zero Emission Bus implementation
3. Expansion Of Services

Informations And Customer-Facing Technologies

PVTA has recently launched a new scheduling software that will allow for the addition of technology improvements such as "Passenger Self Scheduling" and "Track My Trip" features.

Passenger Self Scheduling - Online or via Mobile App

- This new technology will increase the passengers options for scheduling a trip. Passengers will still be able to schedule a ride over the phone with an operator's assistance. The new technology will expand the option to allow for scheduling online, on any mobile device, smartphone or home computer.
- This app based technology is primarily familiar with private transit operators such a Uber and Lyft.
- Most recently this technology has been launched on public transportation services such as Access Paratransit and has been frequently used by a growing number of their passengers.

"Track my Trip" Feature

- Like Uber and Lyft the app based technology will also all for passengers to "Track a Trip"

Passengers can see where the vehicle is on a map in real-time and have a better sense of the vehicle's estimated time of arrival.

Zero Emission Buses (ZEB) Requirements

The California Air Resource Board (CARB) Innovative Clean Transit (ICT) regulation has a goal of transforming public transportation to full zero emissions by the year 2040. Public Transportation Agencies such as PVTA need to have a plan in place by 2023 and begin acquiring ZEB vehicles by 2026.

There are many phases we must go through before complete implementation of Zero Emission buses. For instance the ..

Planning and Funding phase

- Although the regulation does not require PVTA to begin to acquire ZEB vehicles until 2026 PVTA is required to begin to study the area of implementation and develop and complete and plan by 2023.
- PVTA has the exciting challenges of learning to operate Zero Emission vehicles as well as coordinating with the respective cities on the planning of charging infrastructure for the buses. This entails working with the community, stakeholders, and utility companies to ensure a well thought out plan that can be expanded upon in future years. Some preliminary ideas include:
 1. Charging stations that are available to the public during the day when PVTA is not using them.
 2. Providing an app that allows the public to see when chargers are available and where there is one nearest you.
- PVTA will be exploring a full range of funding opportunities for these projects. Throughout the process we will continue outreach to the public directly via online and phone surveys as well as virtual public forums such as this one (until Covid-19 restrictions are lifted)

Pilots

- PVTA also plans to Pilot the Zero Emission Bus options as they become available to ensure that the Zero Emission Technology is Safe, Reliable, cost effective and will not compromise the quality of daily service.

Expansion Of Services

Especially now while we are living during a Pandemic crisis it is important for PVTA to adapt to the new normal and explore and expand services to better meet the needs of our passengers.

PVTA currently offers a variety of services including same day service and advanced reservations and group shuttling, however there is always a time when re-evaluation is necessary.

Shopper Shuttle

- Our service design analysis has identified that there is a need for increased transportation for the low-income population. While there are bus lines available to connect to shops, grocery stores and medical facilities it may be discouraging to travel because of the challenges that arise with public transportation sometimes.
- To improve the passengers first last mile experience PVTA is proposing to be the missing link by providing options such as an improved shopper shuttle with the following features:

1. Adjustable pick up and drop off locations that will help connect you from the bus or the train to your final shopping destination. The pick up and drop off locations can be easily moved based on the passengers demand.
2. Reservation technology that will assist you with booking your trip online or on a mobile app and will assist with tracking your trip.

With that said this concludes our presentation on the future innovation path for the Pomona Valley Transportation Authority. We look forward to hosting more of these forums to gather more insight and keep the public informed of our latest plans.

At this time we will open the forum up for questions and turn it over to Erika Cardenas who will assist us with moderating the questions|