

**POMONA VALLEY TRANSPORTATION AUTHORITY
REGULAR BOARD MEETING**

**WEDNESDAY JUNE 14, 2023
5:00 P.M.**

**CITY OF LAVERNE
3660 "D" STREET
LA VERNE, CA 91750**

	<u>ATT. NO.</u>	<u>SUGGESTED DISPOSITION</u>
1. Call to Order		
2. Consent Calendar		Action
A. Minutes (April)	2A	
B. Administrator's Report	2B	
C. Financial Report (March)	2C	
D. Check Register (April & May)	2D	
3. Operations Report - March	3	Information
4. Proposed Budget FY 24	4	Action
5. ZEB Roll Out Plan for CARB	5	Action
6. Bank Resolution	6	Action
7. Title VI	7	Information
8. Election of Officers Chair, Vice-Chair, Treasurer CJPIA Representative Appoint Board Secretary		Action
9. Oral - members of the public may address the Board on items of interest during this time		
Adjourn to next regular meeting September 13, 2023		Action

**AGENDA
ITEM #2A**

POMONA VALLEY TRANSPORTATION AUTHORITY

WEDNESDAY, April 12, 2023

REGULAR BOARD OF DIRECTORS MEETING MINUTES

Present:

Claremont

Corey Calaycay, Councilmember
Kristin Mikula, Community Services

La Verne

Rick Crosby, Mayor Pro Tem
JR Ranells, Assist. City Manager

Pomona

Nora Garcia, Councilmember
Shandy Dittman, Public Works

San Dimas

Brad Mckinney, Assistant City Manager

PVTA

Nicole Carranza, Sr Program Manager
Erika Jacquez, Mobility Manager
Diana Mendez, Mobility Manager
Dalal Haddad, Administrative Manager

First Transit

Mark Elias, Regional Vice President
Lora Sanchez, General Manager
Rachel Estrada, Safety and Operations Manager

Network

Freddie Mohammadi, Project Manager

Foothill Transit

Doran Barnes, CEO

1. **Call to Order**

The meeting was called to order at 5:01 p.m. by Corey Calaycay. Everyone rose and recited the pledge of allegiance.

2. **Consent Calendar**

- A. Minutes (February)
- B. Financial Report (January)
- C. Check Register (Feb-Mar)
- D. Resolution No. 23-03 - LAIF

Action: It was **MOVED** by Corey Claycay, **SECONDED** by Rick Crosby Board unanimously **VOTED** to approve the consent calendar as presented.

3. **Administrator's Report**

Nicole Carranza Presenting

An update of PVRTA staff: Nicole Carranza CEO, Erika Jacquez Senior Program Manager, Dalal Haddad Office Manager, Diana Mendez Mobility Manager. Dalal Haddad is planning to retire at the end of the fiscal year. LSL consultants have been brought on to streamline and consolidate our accounting software and provide a contingency plan for PVRTA. There is a current job opening that is in the interview process. The budget is awaiting final revenue and confirmation on the subregional funds that PVRTA receives. There is not a big change expected and it will be ready for approval for the June Board Meeting. A service design analysis RFP (request for proposal) will be out for bid in May and which is expected to be awarded on June 22, 2023. This will help structure the contract bid PVRTA will put on in June of 2026.

4. **January Operations Report**

Erika Jacquez presenting

Get about saw an overall ridership increase of 22%. The Get About cab side saw an increase of 35% while Get About van increased 30%. On time performance has been a main focus, January had an on time performance (OTP) of 92.6%. With the previous month being 88%. Mobility Managers have been active with outreach in the cities of Claremont and Pomona with La Verne and San Dimas being scheduled in the near future.

5. **Transdev Transition - Mark Elias**

Mark Elias is the regional vice president for First Transit (recently acquired by Transdev). He is providing support to the region which includes PVRTA. All business will continue under the First Transit entity until further notice. Transdev will provide more resources to our current First Transit contract.

6. **FY 2022 Survey**

Diana Mendez Presenting

PVTA conducted its first digital survey in the fall of 2022. This was designed to move participants away from the paper and phone surveys of the past. A firm (Great Blue Research) was brought on to help consolidate the existing client data. The survey went out digitally via text and email. On top of this, PVTA Mobility Managers did cold call some frequent riders to assist them in finishing the survey over the phone. Of all the calls and messages that went out 140 survey responses were received. In the end 105 responses were digital and 35 were over the phone. The response was overwhelmingly positive with a few suggestions on how to improve the customer experience.

7. **Oral - Members of the public may address the board**

No members of the public addressed the board

8. **Adjourn to the next regular meeting**

Wednesday, June 14, 2023



A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

June 2nd, 2023

**AGENDA
ITEM 2B**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Nicole Carranza, PVTA CEO

Subject: Administrator's Report- June 2023

A. Board Meeting Schedule for FY 2024

PVTA's board meetings are scheduled as needed to facilitate the Authority's planning, budgetary and decision-making process. There are normally five to six meetings annually. Regular meetings are held on the second Wednesday of the month at La Verne City Hall. Below is the tentative board meeting schedule for FY 2024. The June meeting will be the last meeting of the year with the budget adoption for FY 2024 and the elections of new Board officers for FY 2024.

FY 2023

- ***June 14, 2023-Adopt FY 2024 Budget, Election of Officers***

FY 2024

- ***September 13, 2023***
- ***December 13, 2023***
- ***February 14, 2024***
- ***April 10, 2024***
- ***June 12, 2024***

B. Staff Transition Update

The current office manager Dalal is scheduled to retire on June 30th 2023. Her primary role in the office is bookkeeper/office manager. We are currently working with a bookkeeping contractor, LSL that has been streamlining our process and updating our accounting software. LSL will also create a training manual for continuity. Once this process is complete, we will have a better understanding of our remaining needs in the office. This will allow us to better frame the new Program Manager position.

Since our current Mobility manager has been promoted, we are down to (1) mobility manager. We will continue to operate with one Mobility manager [Diana Mendez](#) until we feel the need to hire additional support. In the meanwhile, we have held interviews to fill the new Travel Trainer position. With the help of the city of Claremont staff who sat on our panel we have selected a candidate who will have a tentative start date of October. The Travel Trainer will also assist with some Mobility manager duties when needed.

PVTA Office Positions as of July 1st:

CEO - Nicole Carranza

Sr. Program Manager - [Erika Jacquez](#)

Mobility Manager - [Diana Mendez](#)

Travel Trainer - Employee start Date tentatively October

C. Work Program Update for the end of FY23

- **Finalize FY24 Budget** - Present proposed FY 2024 with finalized revenue estimates.
- **ZEB** - Present ZEB Roll out plan for ICT Carb requirement to the Board for Approval.
- **Title VI** - Request Board approval of the Title VI document.
- **Resolution to migrate PVTA to a new Bank.** - Since before the pandemic PVTA has encountered many issues with our current Bank which is Bank of America. After consulting with our 4 cities and Foothill Transit we have decided to migrate to Bank of the West. Bank of the west has a local branch representation for government accounts. Foothill Transit and the city of La Verne both utilize the bank and have given good recommendations.
- **Service Design Analysis** - PVTA currently has a request for proposal out for a Service Design analysis for both PVTA and the City of Claremont. Proposals are due June 29th, and the goal is to have a consultant selected by July 17th.



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June 14, 2023

**AGENDA
ITEM #2C**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Dalal Haddad, Administrative Manager
Subject: **Financial Report for March 2023**

Get About

The financial report for the first nine months of the year is attached. We have not received the 2nd Qtr. subregional or CRRSAA funds, but these sources are predetermined. Overall revenue is projected to end the year in line with the adopted budget. Fares are in line with the budget so far and interest is running well ahead of the budget due to interest rate increases. FTA operations revenues are projected to be lower than our budgeted levels due to lower than expected Ready Now ridership. In terms of expenditures, Get About overall costs are about \$397,000 below the prorated budget. Cab costs are \$150,000 under the budget while the dedicated vehicle portion is running about \$240,000 below the prorated budget. We expect contractor costs to increase throughout the year as ridership continues to rise. Consultant costs will increase as the ZEB study and Service Design Review move forward, we will still be within budget.

Claremont Dial-a-Ride

Claremont DAR's costs through March are \$185,000 below budgeted levels. We can expect Claremont costs to remain under the projected budget.

San Dimas Dial-a-Cab

Expenses for San Dimas Dial-a-Cab are about \$137,000 below the prorated budget.

Pomona Group

Pomona Group costs are running about \$44,500 below the prorated budget.

PVTA Administration

PVTA costs are \$40,000 below the prorated budget.

**2022-2023
GET ABOUT**

	Approved Budget <u>2022-23</u>	Current Month <u>Mar-23</u>	YTD 7/1/2022 <u>3/31/2023</u>	Prorated Budget
<u>Revenues</u>				
Fares	95,000	4,824	54,996	71,250
Subregional Incentive	800,000	0	178,807	600,000
Interest	25,000	39	32,147	18,750
Reserves	0	0	0	0
FTA Operations Revenue	130,000	0	43,043	97,500
CRRSAA	<u>840,000</u>	<u>0</u>	<u>210,820</u>	<u>630,000</u>
Total Fares & Other Revenue	1,890,000	4,863	519,813	1,417,500
Prop. A				
Claremont	287,385	0	215,539	215,539
La Verne	318,780	0	239,085	239,085
Pomona	1,603,560	0	1,202,670	1,202,670
San Dimas	<u>205,275</u>	<u>0</u>	<u>153,957</u>	<u>153,956</u>
Total Local Return	2,415,000	0	1,811,251	1,811,250
Total Revenue	4,305,000	4,863	2,331,064	3,228,750
<u>Expenditures</u>				
<u>Administration</u>				
PVTA Administration	667,000	103,419	507,108	500,250
Consultants & Marketing	<u>75,000</u>	<u>0</u>	<u>0</u>	<u>56,250</u>
Total Administration	742,000	103,419	507,108	556,500
<u>Operations</u>				
Van Operation	2,433,000	195,256	1,581,192	1,824,750
Cab Operation	<u>1,130,000</u>	<u>73,997</u>	<u>694,171</u>	<u>847,500</u>
Total Operation Expense	3,563,000	269,253	2,275,363	2,672,250
Total Get About Expense	4,305,000	372,672	2,782,471	3,228,750

**CLAREMONT
DIAL-A-RIDE**

	Approved Budget <u>2022-23</u>	Current Month <u>Mar-23</u>	YTD 7/1/2022 <u>3/31/2023</u>	Prorated Budget
<u>Revenue</u>				
Fares	30,000	99	4,014	22,500
Regional Funds	216,000	0	79,000	162,000
Proposition A	60,000	0	15,000	45,000
FTA 5307	<u>224,000</u>	<u>0</u>	<u>106,000</u>	<u>168,000</u>
Total Revenue	530,000	99	204,014	397,500

Expenditures

PVTA Administration	65,000	7,073	29,908	48,750
Cab Operations	235,000	15,850	128,477	176,250
Van Services	150,000	6,855	38,195	112,500
Marketing & Consulting	<u>80,000</u>	<u>2,071</u>	<u>15,738</u>	<u>60,000</u>
Total Expenditures	530,000	31,849	212,318	397,500

**SAN DIMAS
DIAL-A-CAB**

	Approved Budget <u>2022-23</u>	Current Month <u>Mar-23</u>	YTD 7/1/2022 <u>3/31/2023</u>	Prorated Budget
<u>Revenue</u>				
Fares	25,000	961	7,105	18,750
Proposition A	197,000	0	98,500	147,750
Subregional Incentive	65,000	0	2,159	48,750
CRRSAA	<u>66,000</u>	<u>0</u>	<u>17,827</u>	<u>49,500</u>
Total Revenue	353,000	961	125,591	264,750

Expenditures

Administration	73,000	7,291	32,097	54,750
Cab Operations	280,000	12,126	95,683	210,000
Marketing	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Expenditures	353,000	19,417	127,780	264,750

POMONA GROUP

	Approved Budget <u>2022-23</u>	Current Month <u>Mar-23</u>	YTD 7/1/2022 <u>3/31/2023</u>	Prorated Budget
<u>REVENUE</u>				
Fares	2,000	28	74	1,500
Prop. A	45,500	0	22,750	34,125
Subregional Incentive Funds	9,500	0	267	7,125
CRRSAA	<u>14,000</u>	<u>0</u>	<u>2,203</u>	<u>10,500</u>
Total Revenues	71,000	28	25,294	53,250
<u>EXPENDITURES</u>				
Administration	8,000	34	421	6,000
Contract Cost	63,000	680	8,269	47,250
Marketing	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Expenditures	71,000	714	8,690	53,250

PVRTA ADMINISTRATION

	Approved Budget <u>2022-23</u>	Current Month <u>Mar-23</u>	YTD 7/1/2022 <u>3/31/2023</u>	Prorated Budget
<u>Revenue</u>				
Administration Charges	<u>813,000</u>	<u>117,817</u>	<u>569,534</u>	<u>609,750</u>
Total Revenue	813,000	117,817	569,534	609,750
<u>Expenditures</u>				
Salaries & Benefits				
Administrator	135,000	70,371	155,280	101,250
Program Manager	100,000	10,363	72,778	75,000
Administrative Manager	73,000	8,597	55,219	54,750
Benefits	<u>200,000</u>	<u>8,358</u>	<u>110,876</u>	<u>150,000</u>
Total Salaries & Benefits	508,000	97,689	394,153	381,000
Other Expenditures				
Audit	23,000	1,900	31,100	17,250
Legal	3,000	0	116	2,250
Telephone	9,000	824	7,143	6,750
Supplies/ADP	10,000	839	6,562	7,500
Insurance	20,000	0	0	15,000
Travel & Conference	10,000	382	4,976	7,500
Rent & Utilities	55,000	6,816	41,094	41,250
Equipment Rent & Maintenance	4,000	164	1,285	3,000
Miscellaneous & Moving Exp.	<u>1,000</u>	<u>154</u>	<u>1,336</u>	<u>750</u>
Total Other Expenditures	135,000	11,079	93,612	101,250
Consultants & Marketing	<u>150,000</u>	<u>6,413</u>	<u>60,991</u>	<u>112,500</u>
Total Consultant & Marketing	150,000	6,413	60,991	112,500
<u>Mobility Manager</u>				
Wages	140,000	14,328	107,573	105,000
Benefits	37,000	2,146	22,288	27,750
Rent/Supplies/Start-up	<u>5,000</u>	<u>0</u>	<u>0</u>	<u>3,750</u>
Mobility Manager Total	182,000	16,473	129,861	136,500
Total Admin. & Marketing	975,000	131,654	678,617	731,250
(Less FTA 5310 Mobility Manager)	<u>(162,000)</u>	<u>(13,838)</u>	<u>(109,083)</u>	<u>(121,500)</u>
	813,000	117,817	569,534	609,750



Pomona Valley
Transportation
Authority

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June 14, 2023

**AGENDA
ITEM #2D**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Dalal Haddad, Administrative Manager

Subject: Check Register – April and May

Attached is a copy of PVRTA's check register for April and May. This report lists every check written by PVRTA for the period indicated. Each service has a separate General Ledger and Accounts Payable, therefore a separate check register. The name of the service is at the top of the page, beginning with our general fund "Pomona Valley Transportation", Claremont Dial-a-Ride, Get About Transportation, San Dimas Dial-a-Cab, Pomona Group and Mobility Manager.

General Administration costs like office rent, office supplies, and telephone are paid through the Pomona Valley Transportation fund, and then allocated to each service by journal entry.

The columns on the Check Register Report are:

- Check #
- Bank Account – "101" is the General Ledger account number for the PVRTA checking account.
- Date – the check was written
- Type – Computer generated check
- Vendor – an abbreviation of the vendor's name
- Vendor Name – the payee of the check
- Net Amount – the amount the check was written for; if more than one check was written for a vendor there will be a vendor subtotal also listed. Status – "Outstanding" means the check has not been reconciled (all checks are manually reconciled, so this computer-generated report will always list the checks as "Outstanding")

Date: 6/13/23
Time:12:26PM

POMONA VALLEY TRANSPORTATION
Accounts Payable Check Register Report

Page: 1

Date: 4/01/23 - 5/31/23

Void Checks/Outstanding Checks
Computer Checks

Check #	Bank Account	Date	Type	Vendor	Vendor Name	Net Amount	Status
000013795	101	4/11/2023	Computer	CABCONNEC	CABCONNECT, INC.	200.00	Outstand
000013796	101	4/11/2023	Computer	CALACT	CALACT	115.00	Outstand
000013797	101	4/11/2023	Computer	JIVE	GO TO COMMUNICATIONS, INC.	856.77	Outstand
000013798	101	4/11/2023	Computer	LSL	LSL CPAs	5,617.50	Outstand
000013799	101	4/11/2023	Computer	SAM	SAM SCHWARTZ ENGINEERING	6,654.04	Outstand
000013800	101	4/12/2023	Computer	2120	2120 FOOTHILL PROPERTIES	3,559.70	Outstand
000013801	101	4/12/2023	Computer	FOUAD	FOUAD HADDAD	494.70	Outstand
000013802	101	4/12/2023	Computer	MEDICARE	CMS MEDICARE INSURANCE	494.70	Outstand
000013803	101	4/12/2023	Computer	PRINCIPAL	PRINCIPAL LIFE INSURANCE COMPAN'	222.69	Outstand
000013804	101	4/12/2023	Computer	PUBLIC	PUBLIC STORAGE	120.00	Outstand
000013820	101	4/24/2023	Computer	BLUES CA	BLUE SHIELD OF CALIFORNIA	2,117.85	Outstand
000013821	101	4/24/2023	Computer	BOA	BUSINESS CARD	1,430.99	Outstand
000013822	101	4/24/2023	Computer	C DIGITAL	CALIFORNIA DIGITAL SYSTEMS	141.17	Outstand
000013823	101	4/24/2023	Computer	CHAMBER	CHAMBER MARKETING PARTNERS	1,095.00	Outstand
000013824	101	4/24/2023	Computer	FRONTIER	FRONTIER COMMUNICATIONS	173.88	Outstand
000013826	101	4/24/2023	Computer	NICOLE	NICOLE CARRANZA	971.74	Outstand
000013827	101	5/08/2023	Computer	2120	2120 FOOTHILL PROPERTIES	6,815.91	Outstand
000013828	101	5/08/2023	Computer	CABCONNEC	CABCONNECT, INC.	200.00	Outstand
000013829	101	5/08/2023	Computer	IMRAN	IMRAN HAMID	213.75	Outstand
000013830	101	5/08/2023	Computer	JIVE	GO TO COMMUNICATIONS, INC.	798.96	Outstand
000013831	101	5/08/2023	Computer	NICOLE	NICOLE CARRANZA	140.00	Outstand
000013832	101	5/08/2023	Computer	SAM	SAM SCHWARTZ ENGINEERING	5,828.21	Outstand
000013833	101	5/08/2023	Computer	TRILL	TRILLIUM	4,700.00	Outstand
000013849	101	5/22/2023	Computer	2120	2120 FOOTHILL PROPERTIES	3,659.80	Outstand
000013850	101	5/22/2023	Computer	BLUES CA	BLUE SHIELD OF CALIFORNIA	2,117.85	Outstand
000013851	101	5/22/2023	Computer	C DIGITAL	CALIFORNIA DIGITAL SYSTEMS	124.16	Outstand
000013852	101	5/22/2023	Computer	CJPIA	CALIFORNIA JPIA	28,417.00	Outstand
000013853	101	5/22/2023	Computer	ERIKA	ERIKA JACQUEZ	438.63	Outstand
000013854	101	5/22/2023	Computer	FRONTIER	FRONTIER COMMUNICATIONS	174.70	Outstand
000013855	101	5/22/2023	Computer	NICOLE	NICOLE CARRANZA	338.63	Outstand
000013856	101	5/22/2023	Computer	PETTYC	NICOLE CARRANZA	173.25	Outstand
000013857	101	5/22/2023	Computer	PRINCIPAL	PRINCIPAL LIFE INSURANCE COMPAN'	222.69	Outstand
000013858	101	5/22/2023	Computer	PUBLIC	PUBLIC STORAGE	249.00	Outstand
000013859	101	5/22/2023	Computer	READY	READY REFRESH BY NESTLE	54.96	Outstand
000013860	101	5/22/2023	Computer	TRANS	TRANSTRACK SYSTEMS, INC.	3,120.00	Outstand
000013861	101	5/22/2023	Computer	TRANSIT	TRANSIT TALENT	125.00	Outstand

Report Totals: 82,178.23

Date: 6/13/23
Time:12:28PM

CLAREMONT DIAL-A-RIDE
Accounts Payable Check Register Report
Date: 4/01/23 - 5/31/23

Page: 1

Void Checks/Outstanding Checks
Computer Checks

Check #	Bank Account	Date	Type	Vendor	Vendor Name	Net Amount	Status
000013804	101	4/12/2023	Computer			0.00	VoidMask
000013805	101	4/12/2023	Computer	FIRST	FIRST TRANSIT, INC	18,018.10	Outstand
000013806	101	4/12/2023	Computer	SAM	SAM SCHWARTZ ENGINEERING DPC	2,851.73	Outstand
000013834	101	5/08/2023	Computer	FIRST	FIRST TRANSIT, INC	22,182.54	Outstand
000013835	101	5/08/2023	Computer	SAM	SAM SCHWARTZ ENGINEERING DPC	2,497.81	Outstand

Report Totals: 45,550.18

Date: 6/13/23
Time:12:30PM

GET ABOUT TRANSPORTATION
Accounts Payable Check Register Report
Date: 4/01/23 - 5/31/23

Page: 1

Void Checks/Outstanding Checks
Computer Checks

Check #	Bank Account	Date	Type	Vendor	Vendor Name	Net Amount	Status
000013806	101	4/12/2023	Computer			0.00	VoidMask
000013807	101	4/12/2023	Computer AGING	AGING NEXT		750.00	Outstand
000013808	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		2,127.50	Outstand
000013809	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		32,411.95	Outstand
000013810	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		18,787.22	Outstand
000013811	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		174,798.63	Outstand
000013812	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		805.00	Outstand
000013813	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		10,151.30	Outstand
000013814	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		462.00	Outstand
000013815	101	4/12/2023	Computer FIRST	FIRST TRANSIT, INC		4,943.00	Outstand
000013816	101	4/12/2023	Computer TOUCH TEL	TOUCH TEL MOBILE		800.00	Outstand
000013836	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		1,725.00	Outstand
000013837	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		3,191.25	Outstand
000013838	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		35,131.20	Outstand
000013839	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		20,073.63	Outstand
000013840	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		185,462.49	Outstand
000013841	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		805.00	Outstand
000013842	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		1,288.00	Outstand
000013843	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		10,250.93	Outstand
000013844	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		419.00	Outstand
000013845	101	5/08/2023	Computer FIRST	FIRST TRANSIT, INC		5,283.10	Outstand
000013846	101	5/08/2023	Computer TOUCH TEL	TOUCH TEL MOBILE		800.00	Outstand
000013862	101	5/22/2023	Computer FIRST	FIRST TRANSIT, INC		185,462.49	Outstand

Report Totals: 695,928.69

Date: 6/13/23
Time:12:32PM

SAN DIMAS DIAL A CAB
Accounts Payable Check Register Report
Date: 4/01/23 - 5/31/23

Page: 1

Void Checks/Outstanding Checks
Computer Checks

Check #	Bank Account	Date	Type	Vendor	Vendor Name	Net Amount	Status
000013817	101	4/12/2023	Computer	FIRST	FIRST TRANSIT, INC.	9,683.95	Outstand
000013847	101	5/08/2023	Computer	FIRST	FIRST TRANSIT, INC.	11,165.63	Outstand

Report Totals: 20,849.58

Date: 6/13/23
Time:12:34PM

POMONA GROUP SVC
Accounts Payable Check Register Report
Date: 4/01/23 - 5/31/23

Page: 1

Void Checks/Outstanding Checks
Computer Checks

Check #	Bank Account	Date	Type	Vendor	Vendor Name	Net Amount	Status
000013818	101	4/12/2023	Computer	FIRST	FIRST TRANSIT, INC	916.31	Outstand
000013848	101	5/08/2023	Computer	FIRST	FIRST TRANSIT, INC	652.10	Outstand

Report Totals: 1,568.41

Date: 6/13/23
Time: 12:35PM

MOBILITY MANAGER
Accounts Payable Check Register Report
Date: 4/01/23 - 5/31/23

Page: 1

Void Checks/Outstanding Checks
Computer Checks

[illegible]



A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

June 2, 2023

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Erika Jacquez, Senior Program Manager

Subject: Operations Report March FY 2023

Service Overview

Total ridership on Get About services increased by 24% YTD compared to YTD FY22. In March the van service saw an increase of 40% compared to FY22. Get About Cab saw an increase of 19% compared to FY22. Ridership trends are starting to balance out. One step over the line has had the biggest growth since the pandemic and in March we only saw an increase of 12% YTD compared to the same time in FY22. PVRTA has been working with both contractors to improve the service. OTP has been a key focus for staff in March Get About's overall OTP was 91.8% which is above the standard. Contractors are actively hiring and training new drivers to make sure we can maintain that standard.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership in March FY23 YTD was 24% higher than the same period in FY22. Patronage by riders in mobility devices is 10% higher than same time last year.

❖ **Cost**

- Total costs for Get About are running 18% higher than last year. The cost per passenger was 5% lower than FY22.

❖ **On Time Performance**

- Get About's overall on time was 91.8%, meeting the standard of 90%. No-Shows were 5%, above our goal of less than 3%.

❖ **Complaints**

- Zero complaints were received in March.

Van Service

❖ Ridership

- Van service ridership in March FY23 YTD was 41% higher than the same time in FY22. Wheelchair ridership is down by 7% compared to this same time last year.

❖ Cost

- Total costs for the van service are 17% higher and costs per passenger decreased by 17% compared to the same period in FY22.

❖ Service Quality

- Zero complaints were received. No-Shows were at 5%, not meeting the standard of less than 3%.

❖ On Time Performance

- On time was 93.6%, meeting the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in March is 19% higher compared to YTD FY22. Wheelchair ridership is 19% higher compared to YTD FY22.

❖ Cost

- Total costs are 25% higher than last year, cost per passenger is up by 6%.

❖ Service Quality

- There were zero Get About cab complaints received.

❖ On time performance

- On-time performance was 88%, not meeting the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 11% higher than YTD FY22.

❖ Cost

- Total Costs are up by 25% compared to YTD FY22, cost per passenger increased by 12%.

❖ Service Quality

- Zero complaints were received in March.

❖ On Time Performance

- OTP was 86.8%, not meeting our standard of 92%.

Ready Now

❖ Ridership

- Ridership in March YTD FY23 is 42% lower than last year.

❖ **Cost**

- The cost per passenger was \$17.11, Ready Now's total cost is 39% lower than YTD FY22.

➤ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- On time performance was 90.3% meeting our standard of 90%. No-shows were 8%, this is above our standard of below 3%.

Ridership by City

Pomona's ridership YTD share increased by 2% compared to FY22. La Verne's YTD share decreased by 8%. Claremont's Get About ridership YTD share increased by 13%. San Dimas share of Get About rides compared to FY 22 has decreased by 16%.

<u>Get About Ridership</u>				
July- March				
	<u>FY 2022</u>		<u>FY2023</u>	
<u>Claremont</u>	4,216	9.1%	5,892	10.3%
<u>La Verne</u>	6,114	13.2%	6,910	12.1%
<u>Pomona</u>	31,308	67.5%	39,572	69.1%
<u>San Dimas</u>	4,728	10.2%	4,913	8.6%
<u>Total</u>	46,366	100%	57,287	100%

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in March YTD FY23 was 10% higher than FY22.

❖ **Cost**

- Overall Claremont costs are 1% higher than last year. Cab costs are less than 1% higher than FY22. Group costs are 23% higher than last year.

❖ **Service Quality**

- Zero complaints were received for Claremont Dial-a-Ride.

❖ **On Time Performance**

- OTP for the cab was 90%, not meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership was 30% lower than last year.

❖ **Service Quality**

- Zero complaints were received in March.

❖ **On Time Performance**

- On time performance was 88%, No-Shows were at 7%.

Pomona Group Service

❖ Ridership

- Pomona had 42 passengers in the month of March.

❖ Service Quality

- Zero complaints were received in March.

❖ On Time Performance

- On time performance was 100%, No-Shows were at 0%.

Mobility Manager Update

Mobility Managers registered 84 people in the month of March, 67 in April, and 78 in May. Between March and May there were about 100 customers that chose the PVRTA Transit store as their preferred location to purchase their transit fares. This is an average of how many customers visit the Transit Store on a regular basis. In these three months PVRTA received 4 complaints. All complaints have been investigated, closed out and the concerned rider has been contacted with the findings.

Between the months of March-May they mobility manager has been able to table at every city. Between community events and just tables at the senior centers/ community centers the Mobility manager was able to attend 11 events. We continue to reach out to different facilities to schedule future presentations/ tabling.

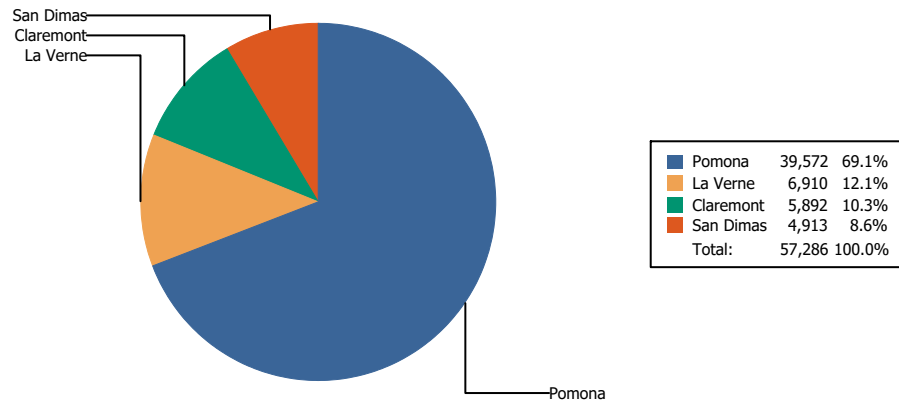
Travel Trainer Update

In March PVRTA performed 2nd interviews and offered the Travel Trainer position to Sara Castillo. Sara is expected to officially start in mid October. The senior program manager and mobility manager will begin the work on creating a schedule for future presentations and workshops with each city and partnering agencies.

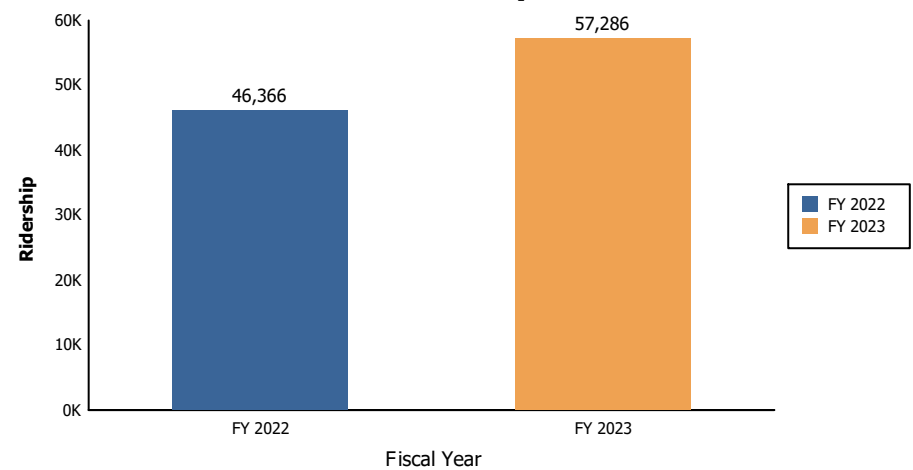
Get About

Ridership By City

FY 2023 Jul - Mar

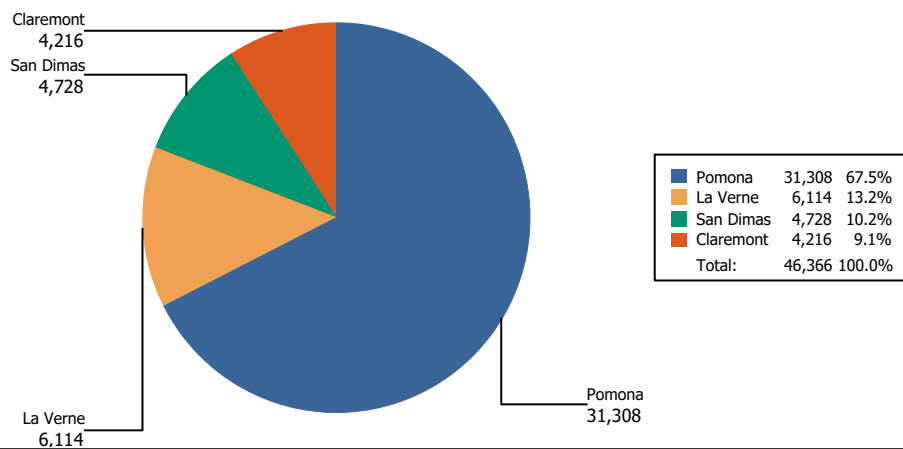


Ridership

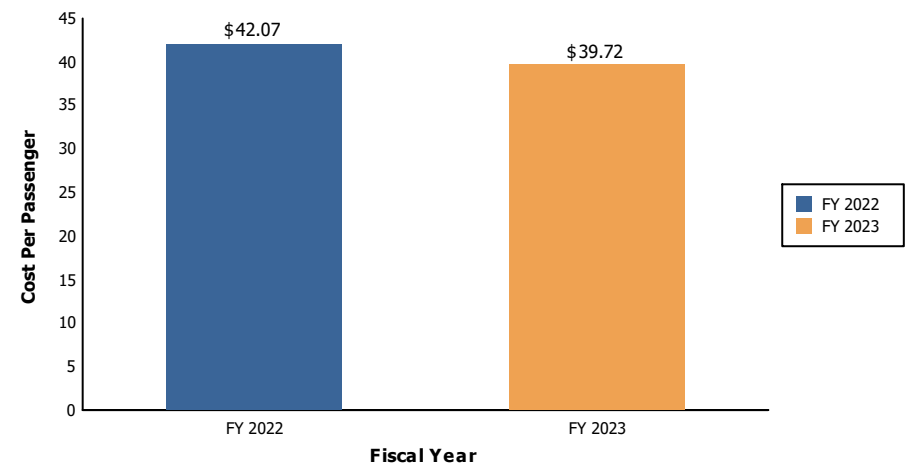


Ridership By City

FY 2022 - Jul - Mar

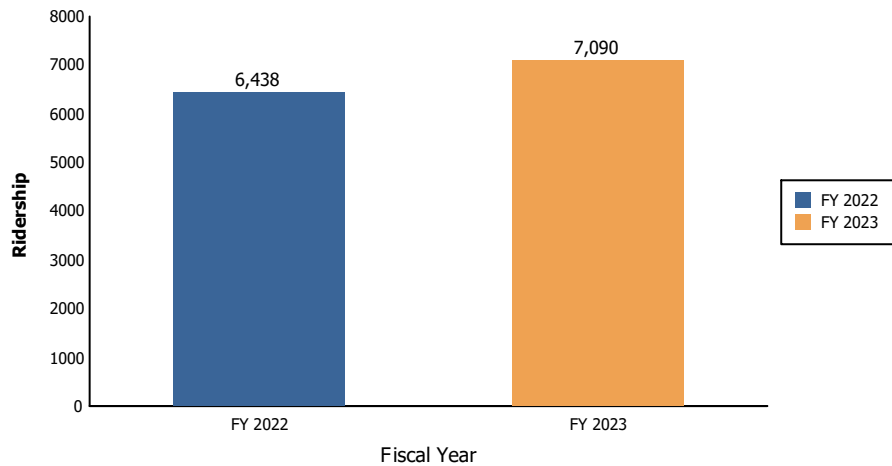


Cost Per Passenger

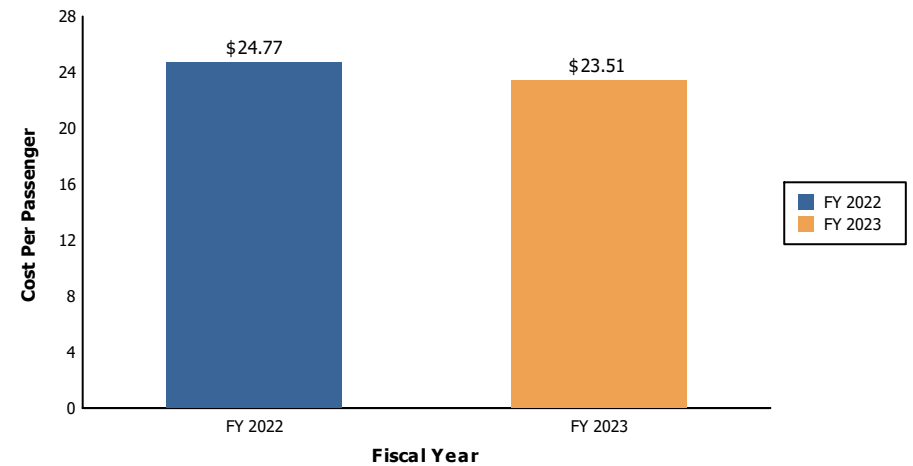


Claremont

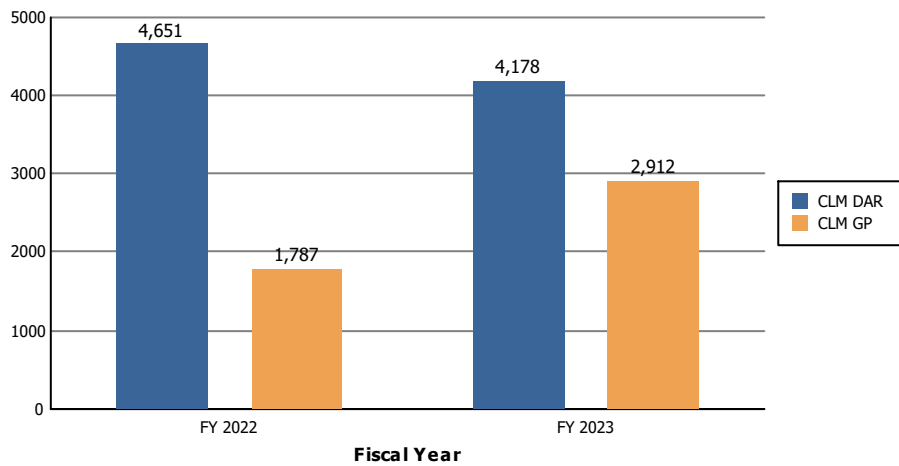
Ridership



Cost Per Passenger

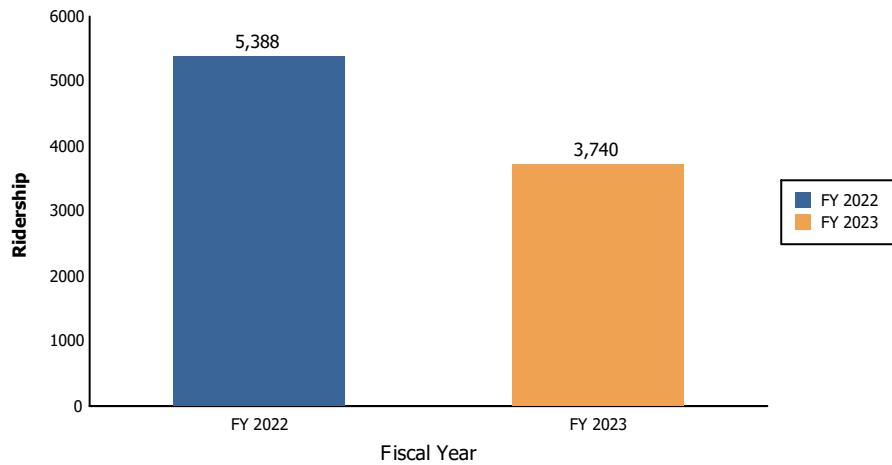


Ridership By Service & Year

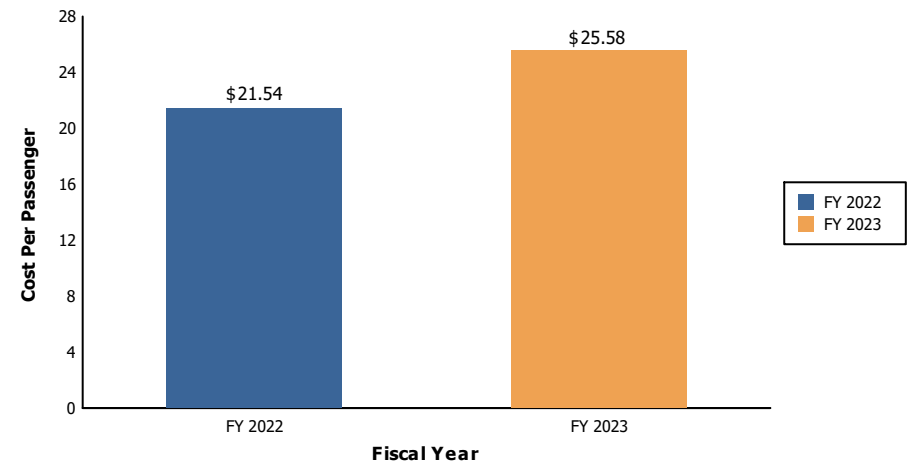


San Dimas

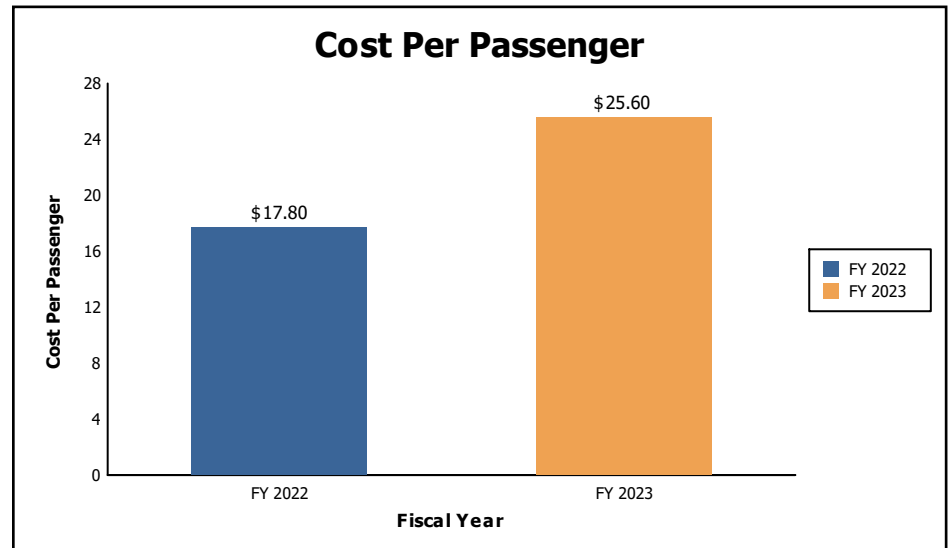
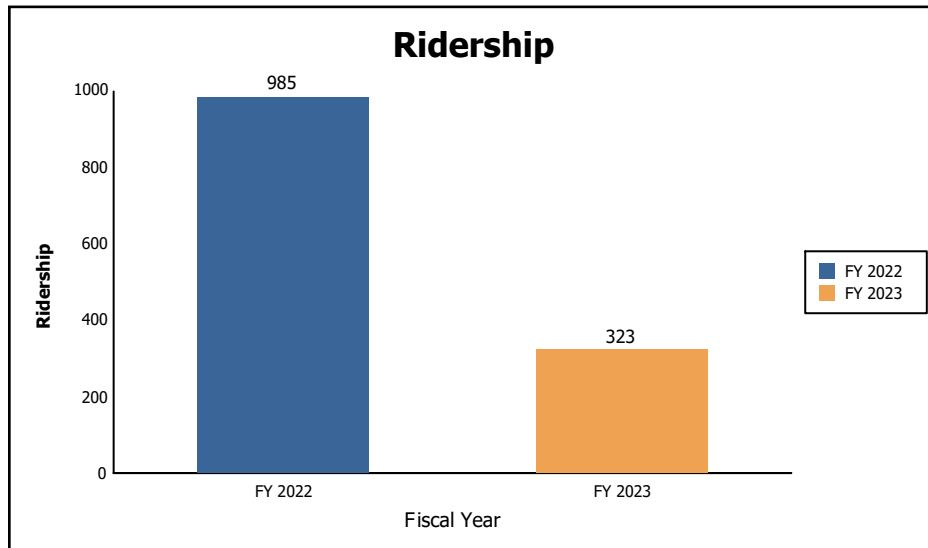
Ridership



Cost Per Passenger



Pomona



2023 Monthly Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	437	445	453	507	396	458	477	440	565	494		
Wheelchair Users	16	13	12	17	17	26	19	20	29	24		
Pass'r per Hour	4.91	5.01	12.90	3.22	2.94	3.34	2.92	3.17	3.56	3.22		
Total Hours	89	89	35	230	206	203	234	187	220	214		
Total Miles	723	708	309	1,871	1,357	1,452	1,766	1,338	1,804	1,716		
Revenue Hours	89	89	35	157	135	137	163	139	159	153		
Revenue Miles	719	706	308	812	524	660	752	669	862	853		
On-Time %	87.09%	86.81%	87.68%	81.35%	87.79%	90.07%	92.21%	90.75%	89.70%	92.79%		
No-Show %	6.82%	6.51%	5.82%	6.11%	3.17%	6.72%	4.98%	3.71%	5.36%	4.07%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints		0	1					1				
Cost per Pass'r	\$34.13	\$29.48	\$31.28	\$26.24	\$32.83	\$34.01	\$30.88	\$31.38	\$28.05	\$0.00		
Cost per Hour	\$167.48	\$147.57	\$403.60	\$84.55	\$96.59	\$113.59	\$90.25	\$99.57	\$99.75	\$0.00		
Cost per Miles	\$20.74	\$18.58	\$45.95	\$16.39	\$24.83	\$23.62	\$19.60	\$20.64	\$18.40	\$0.00		
Fare Revenue	\$494	\$472	\$519	\$3,544	\$425	\$470	\$508	\$457	\$584	\$0		
Total Cost	\$14,914	\$13,121	\$14,171	\$13,305	\$13,001	\$15,577	\$14,732	\$13,807	\$15,850	\$0		

2023 Year To Date Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	437	882	1,335	1,842	2,238	2,696	3,173	3,613	4,178	4,672		
Wheelchair Users	16	29	41	58	75	101	120	140	169	193		
Pass'r per Hour	4.91	4.96	6.27	4.97	4.43	4.20	3.94	3.83	3.79	3.72		
Total Hours	89	178	214	444	650	853	1,087	1,274	1,493	1,707		
Total Miles	723	1,430	1,739	3,610	4,968	6,420	8,185	9,524	11,327	13,043		
Revenue Hours	89	178	213	370	505	642	805	944	1,103	1,256		
Revenue Miles	719	1,425	1,734	2,545	3,069	3,729	4,480	5,149	6,011	6,864		
On-Time %	87.09%	86.95%	87.19%	85.61%	85.98%	86.66%	87.50%	87.90%	88.14%	88.64%		
No-Show %	6.82%	6.66%	6.38%	6.30%	5.76%	5.93%	5.78%	5.54%	5.51%	5.36%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints		0	1	1	1	1	1	2	2	2		
Cost per Pass'r	\$34.13	\$31.79	\$31.61	\$30.14	\$30.61	\$31.19	\$31.14	\$31.17	\$30.75	\$27.50		
Cost per Hour	\$167.48	\$157.53	\$198.08	\$149.85	\$135.66	\$130.94	\$122.70	\$119.30	\$116.48	\$102.26		
Cost per Miles	\$20.74	\$19.67	\$24.34	\$21.81	\$22.32	\$22.55	\$22.06	\$21.87	\$21.38	\$18.72		
Fare Revenue	\$494	\$966	\$1,485	\$5,029	\$5,453	\$5,923	\$6,431	\$6,888	\$7,472	\$7,472		
Total Cost	\$14,914	\$28,035	\$42,205	\$55,510	\$68,511	\$84,089	\$98,820	\$112,627	\$128,477	\$128,477		

2023 Monthly Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	24	29	133	1,238	187	146	166	358	631	512		
Wheelchair Users	0	0	0	0	0	0	0	0	6	4		
Pass'r per Hour	7.92	7.86	14.88	122.57	30.86	19.16	17.93	33.27	38.45	35.88		
Total Hours	4	5	12	14	8	10	12	15	22	19		
Total Miles	28	47	99	64	49	75	82	77	175	92		
Revenue Hours	3	4	9	10	6	8	9	11	16	14		
Revenue Miles	21	33	67	44	34	56	62	56	127	66		
On-Time %	100.00%	87.50%	95.45%	88.00%	86.95%	100.00%	100.00%	100.00%	95.91%	100.00%		
No-Show %	0.00%	3.33%	1.48%	0.08%	0.53%	1.35%	0.00%	0.55%	0.31%	0.00%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints												
Cost per Pass'r	\$31.63	\$53.05	\$15.21	\$11.05	\$13.68	\$22.63	\$17.00	\$13.01	\$10.86	\$0.00		
Cost per Hour	\$250.50	\$416.95	\$226.29	\$1,354.20	\$422.15	\$433.67	\$304.83	\$432.75	\$417.71	\$0.00		
Cost per Miles	\$36.14	\$46.76	\$30.06	\$313.70	\$74.58	\$59.22	\$45.60	\$83.75	\$53.97	\$0.00		
Fare Revenue	\$14	\$23	\$29	\$268	\$180	\$213	\$15	\$158	\$791	\$0		
Total Cost	\$759	\$1,539	\$2,023	\$13,677	\$2,558	\$3,305	\$2,823	\$4,656	\$6,855	\$0		

2023 Year To Date Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	24	53	186	1,424	1,611	1,757	1,923	2,281	2,912	3,424		
Wheelchair Users	0	0	0	0	0	0	0	0	6	10		
Pass'r per Hour	7.92	7.89	11.88	55.28	50.63	44.55	39.49	38.36	38.38	37.99		
Total Hours	4	9	21	35	43	53	65	80	102	121		
Total Miles	28	75	174	239	288	362	444	521	697	788		
Revenue Hours	3	7	16	26	32	39	49	59	76	90		
Revenue Miles	21	54	121	165	199	255	317	372	499	566		
On-Time %	100.00%	93.75%	94.73%	92.06%	90.69%	92.59%	94.07%	95.23%	95.39%	96.12%		
No-Show %	0.00%	1.85%	1.58%	0.28%	0.30%	0.39%	0.36%	0.39%	0.37%	0.32%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints												
Cost per Pass'r	\$31.63	\$43.35	\$23.23	\$12.64	\$12.76	\$13.58	\$13.88	\$13.74	\$13.12	\$11.15		
Cost per Hour	\$250.50	\$341.90	\$275.90	\$698.68	\$646.02	\$604.99	\$547.92	\$527.08	\$503.42	\$423.73		
Cost per Miles	\$36.14	\$42.63	\$35.65	\$109.21	\$103.25	\$93.61	\$84.23	\$84.16	\$76.48	\$67.53		
Fare Revenue	\$14	\$37	\$66	\$334	\$514	\$727	\$742	\$900	\$1,691	\$1,691		
Total Cost	\$759	\$2,298	\$4,321	\$17,998	\$20,556	\$23,861	\$26,684	\$31,340	\$38,195	\$38,195		

2023 Monthly Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	2,707	2,833	2,708	2,648	2,337	2,296	2,109	2,107	2,274	2,360		
Wheelchair Users	484	565	502	532	455	485	412	405	380	412		
Pass'r per Hour	3.44	3.31	5.35	2.30	2.28	2.29	2.27	2.26	2.32	2.43		
Total Hours	790	857	509	1,539	1,360	1,372	1,223	1,204	1,238	1,248		
Total Miles	11,462	12,922	9,111	21,706	18,841	19,754	16,605	17,052	18,066	18,570		
Revenue Hours	788	856	506	1,152	1,025	1,004	927	931	978	971		
Revenue Miles	11,434	12,906	9,073	12,731	11,481	11,148	10,718	10,723	11,403	11,804		
On-Time %	76.30%	74.62%	77.35%	77.18%	79.52%	81.39%	87.30%	88.28%	87.90%	87.37%		
No-Show %	7.32%	6.28%	5.80%	5.19%	4.96%	5.59%	4.52%	5.85%	5.52%	4.49%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	1	0	0	1		1	0	1	0			
Cost per Pass'r	\$30.23	\$29.66	\$30.92	\$30.73	\$31.40	\$32.12	\$34.39	\$33.00	\$32.54	\$0.00		
Cost per Hour	\$103.87	\$98.21	\$165.54	\$70.64	\$71.57	\$73.45	\$78.21	\$74.68	\$75.64	\$0.00		
Cost per Miles	\$7.16	\$6.51	\$9.23	\$6.39	\$6.39	\$6.62	\$6.77	\$6.48	\$6.49	\$0.00		
Fare Revenue	\$3,003	\$3,051	\$3,054	\$3,374	\$2,673	\$2,790	\$2,458	\$2,780	\$2,840	\$0		
Total Cost	\$81,826	\$84,026	\$83,734	\$81,377	\$73,392	\$73,753	\$72,530	\$69,535	\$73,997	\$0		

2023 Year To Date Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	2,707	5,540	8,248	10,896	13,233	15,529	17,638	19,745	22,019	24,379		
Wheelchair Users	484	1,049	1,551	2,083	2,538	3,023	3,435	3,840	4,220	4,632		
Pass'r per Hour	3.44	3.37	3.84	3.30	3.06	2.91	2.82	2.75	2.70	2.67		
Total Hours	790	1,646	2,155	3,694	5,055	6,427	7,649	8,853	10,091	11,339		
Total Miles	11,462	24,385	33,495	55,202	74,042	93,796	110,400	127,452	145,518	164,088		
Revenue Hours	788	1,643	2,149	3,301	4,327	5,331	6,258	7,189	8,167	9,138		
Revenue Miles	11,434	24,340	33,413	46,144	57,625	68,772	79,490	90,212	101,615	113,419		
On-Time %	76.30%	75.44%	76.06%	76.34%	76.91%	77.58%	78.74%	79.77%	80.61%	81.26%		
No-Show %	7.32%	6.79%	6.47%	6.16%	5.95%	5.90%	5.73%	5.75%	5.72%	5.61%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	1	1	1	2	2	3	3	4	4	4		
Cost per Pass'r	\$30.23	\$29.94	\$30.26	\$30.37	\$30.56	\$30.79	\$31.22	\$31.41	\$31.53	\$28.47		
Cost per Hour	\$103.87	\$100.93	\$116.13	\$100.26	\$93.46	\$89.69	\$87.99	\$86.27	\$84.99	\$75.96		
Cost per Miles	\$7.16	\$6.81	\$7.47	\$7.17	\$7.02	\$6.95	\$6.93	\$6.87	\$6.83	\$6.12		
Fare Revenue	\$3,003	\$6,054	\$9,108	\$12,482	\$15,155	\$17,944	\$20,402	\$23,182	\$26,021	\$26,021		
Total Cost	\$81,826	\$165,852	\$249,586	\$330,963	\$404,355	\$478,108	\$550,638	\$620,173	\$694,171	\$694,171		

2023 Monthly Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	2,737	3,321	3,531	4,408	3,989	3,727	4,182	4,316	5,056	4,407		
Wheelchair Users	415	561	480	485	559	527	549	622	725	627		
Pass'r per Hour	3.35	3.18	3.15	3.20	3.16	3.08	3.13	3.20	3.19	3.31		
Total Hours	1,099	1,414	1,525	1,858	1,697	1,626	1,843	1,833	2,141	1,760		
Total Miles	14,149	17,101	18,985	23,091	20,156	19,678	22,085	21,569	25,959	21,363		
Revenue Hours	818	1,046	1,121	1,378	1,263	1,208	1,335	1,349	1,585	1,331		
Revenue Miles	10,387	12,375	13,628	16,674	14,510	14,060	15,603	15,492	18,587	15,657		
On-Time %	84.15%	71.49%	74.91%	85.62%	91.73%	90.33%	95.28%	93.91%	93.61%	95.39%		
No-Show %	5.94%	5.51%	5.05%	4.27%	5.27%	4.99%	4.82%	4.49%	5.05%	4.91%		
# Road Calls	0	1	1	1	0	0	0	2	0	0		
# Complaints	0	1						0		0		
Cost per Pass'r	\$55.80	\$49.88	\$48.20	\$41.80	\$45.80	\$45.93	\$42.80	\$41.76	\$38.62	\$0.00		
Cost per Hour	\$186.76	\$158.41	\$151.81	\$133.68	\$144.65	\$141.68	\$134.03	\$133.62	\$123.21	\$0.00		
Cost per Miles	\$14.70	\$13.39	\$12.49	\$11.05	\$12.59	\$12.17	\$11.47	\$11.63	\$10.51	\$0.00		
Fare Revenue	\$4,651	\$4,354	\$5,357	\$6,135	\$1,613	\$6,516	\$3,031	\$1,849	\$9,761	\$0		
Total Cost	\$152,728	\$165,662	\$170,207	\$184,236	\$182,704	\$171,176	\$178,989	\$180,233	\$195,256	\$0		

2023 Year To Date Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	2,737	6,058	9,589	13,997	17,986	21,713	25,895	30,211	35,267	39,674		
Wheelchair Users	415	976	1,456	1,941	2,500	3,027	3,576	4,198	4,923	5,550		
Pass'r per Hour	3.35	3.25	3.21	3.21	3.20	3.18	3.17	3.17	3.18	3.19		
Total Hours	1,099	2,513	4,038	5,896	7,593	9,219	11,062	12,895	15,036	16,796		
Total Miles	14,149	31,250	50,234	73,325	93,481	113,158	135,243	156,812	182,771	204,134		
Revenue Hours	818	1,864	2,985	4,363	5,626	6,834	8,170	9,518	11,103	12,434		
Revenue Miles	10,387	22,762	36,390	53,064	67,574	81,634	97,238	112,729	131,316	146,973		
On-Time %	84.15%	77.22%	76.36%	79.31%	82.09%	83.53%	85.46%	86.68%	87.68%	88.54%		
No-Show %	5.94%	5.71%	5.47%	5.09%	5.13%	5.11%	5.06%	4.98%	4.99%	4.98%		
# Road Calls	0	1	2	3	3	3	3	5	5	5		
# Complaints	0	1	1	1	1	1	1	1	1	1		
Cost per Pass'r	\$55.80	\$52.56	\$50.95	\$48.07	\$47.57	\$47.29	\$46.56	\$45.88	\$44.83	\$39.85		
Cost per Hour	\$186.76	\$170.85	\$163.70	\$154.22	\$152.07	\$150.23	\$147.58	\$145.61	\$142.41	\$127.17		
Cost per Miles	\$14.70	\$13.99	\$13.43	\$12.68	\$12.66	\$12.58	\$12.40	\$12.29	\$12.04	\$10.76		
Fare Revenue	\$4,651	\$9,005	\$14,361	\$20,496	\$22,109	\$28,625	\$31,656	\$33,506	\$43,267	\$43,267		
Total Cost	\$152,728	\$318,391	\$488,597	\$672,833	\$855,538	\$1,026,714	\$1,205,703	\$1,385,936	\$1,581,192	\$1,581,192		

2023 Monthly Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	97	36			16	34	26	72	42			
Wheelchair Users	0	0			0	0	0	0	0			
Pass'r per Hour	19.60	30.51			25.40	22.67	10.44	43.37	49.41			
Total Hours	7	2			1	2	3	2	1			
Total Miles	108	14			6	17	16	20	14			
Revenue Hours	5	1			1	2	2	2	1			
Revenue Miles	81	8			4	13	12	13	11			
On-Time %	92.85%	100.00%			100.00%	100.00%	100.00%	100.00%	100.00%			
No-Show %	1.02%	0.00%			0.00%	0.00%	0.00%	0.00%	2.32%			
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints												
Cost per Pass'r	\$42.60	\$20.73			\$18.22	\$31.27	\$16.90	\$12.73	\$16.19			
Cost per Hour	\$834.78	\$632.56			\$462.60	\$708.77	\$176.43	\$551.99	\$800.12			
Cost per Miles	\$50.76	\$93.30			\$71.08	\$84.38	\$36.31	\$70.49	\$62.39			
Fare Revenue	\$0	\$0			\$56	\$0	\$0	\$19	\$28			
Total Cost	\$4,132	\$746			\$291	\$1,063	\$439	\$916	\$680			

2023 Year To Date Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	97	133			149	183	209	281	323			
Wheelchair Users	0	0			0	0	0	0	0			
Pass'r per Hour	19.60	21.70			22.04	22.15	19.44	22.64	24.36			
Total Hours	7	8			9	11	14	17	18			
Total Miles	108	123			129	146	161	182	196			
Revenue Hours	5	6			7	8	11	12	13			
Revenue Miles	81	89			94	106	118	131	142			
On-Time %	92.85%	94.44%			95.00%	95.45%	96.15%	96.87%	97.14%			
No-Show %	1.02%	0.74%			0.66%	0.54%	0.47%	0.35%	0.61%			
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints												
Cost per Pass'r	\$42.60	\$36.68			\$34.70	\$34.06	\$31.93	\$27.01	\$25.60			
Cost per Hour	\$834.78	\$795.86			\$764.80	\$754.62	\$620.70	\$611.51	\$623.60			
Cost per Miles	\$50.76	\$54.57			\$55.29	\$58.75	\$56.45	\$57.84	\$58.19			
Fare Revenue	\$0	\$0			\$56	\$56	\$56	\$74	\$102			
Total Cost	\$4,132	\$4,879			\$5,170	\$6,233	\$6,672	\$7,589	\$8,269			

2023 Monthly Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	429	436	417	496	358	379	329	393	503	462		
Wheelchair Users	34	28	50	68	24	39	24	43	66	79		
Pass'r per Hour	4.00	4.17	9.18	2.44	3.02	2.16	2.62	2.16	2.78	2.42		
Total Hours	107	105	46	308	164	257	183	259	246	276		
Total Miles	1,118	1,183	634	2,896	1,895	2,252	1,820	2,337	2,423	2,432		
Revenue Hours	107	104	45	203	119	175	125	182	181	191		
Revenue Miles	1,118	1,181	634	1,261	1,080	1,011	964	1,159	1,356	1,207		
On-Time %	78.09%	78.69%	79.40%	84.50%	78.11%	90.16%	89.54%	92.57%	87.74%	92.39%		
No-Show %	7.93%	11.02%	6.71%	5.70%	6.28%	7.10%	7.58%	8.17%	7.70%	8.15%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints			0									
Cost per Pass'r	\$24.74	\$25.16	\$25.10	\$23.23	\$26.09	\$27.56	\$29.52	\$26.68	\$24.11	\$0.00		
Cost per Hour	\$99.00	\$105.01	\$230.36	\$56.70	\$78.77	\$59.66	\$77.41	\$57.64	\$67.11	\$0.00		
Cost per Miles	\$9.50	\$9.29	\$16.50	\$9.14	\$8.65	\$10.34	\$10.07	\$9.05	\$8.95	\$0.00		
Fare Revenue	\$1,019	\$1,089	\$1,014	\$1,155	\$961	\$980	\$849	\$997	\$1,221	\$0		
Total Cost	\$10,615	\$10,968	\$10,465	\$11,524	\$9,341	\$10,446	\$9,711	\$10,486	\$12,126	\$0		

2023 Year To Date Operating Data

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	429	865	1,282	1,778	2,136	2,515	2,844	3,237	3,740	4,202		
Wheelchair Users	34	62	112	180	204	243	267	310	376	455		
Pass'r per Hour	4.00	4.09	4.99	3.86	3.69	3.34	3.23	3.05	3.01	2.93		
Total Hours	107	212	258	566	730	987	1,170	1,429	1,675	1,951		
Total Miles	1,118	2,301	2,936	5,831	7,726	9,978	11,798	14,135	16,557	18,989		
Revenue Hours	107	212	257	460	579	754	879	1,061	1,242	1,433		
Revenue Miles	1,118	2,298	2,932	4,193	5,272	6,283	7,247	8,406	9,762	10,969		
On-Time %	78.09%	78.39%	78.71%	80.27%	79.90%	81.51%	82.47%	83.76%	84.30%	85.21%		
No-Show %	7.93%	9.51%	8.62%	7.82%	7.57%	7.50%	7.51%	7.59%	7.60%	7.66%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints			0	0	0	0	0	0	0	0		
Cost per Pass'r	\$24.74	\$24.95	\$25.00	\$24.51	\$24.77	\$25.19	\$25.69	\$25.81	\$25.58	\$22.77		
Cost per Hour	\$99.00	\$101.97	\$124.65	\$94.65	\$91.40	\$84.03	\$83.08	\$78.72	\$77.03	\$66.78		
Cost per Miles	\$9.50	\$9.39	\$10.93	\$10.39	\$10.04	\$10.08	\$10.08	\$9.94	\$9.80	\$8.72		
Fare Revenue	\$1,019	\$2,108	\$3,122	\$4,276	\$5,237	\$6,217	\$7,066	\$8,063	\$9,284	\$9,284		
Total Cost	\$10,615	\$21,583	\$32,048	\$43,573	\$52,914	\$63,360	\$73,071	\$83,557	\$95,683	\$95,683		



PVTA Monthly Board Report

Mar FY 2023 - Get About
Admin Accounts Included

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	6,023	7,330	46,366	57,286	23.55%
Pass'r per Hour	2.5	2.9	2.4	3.0	22.52%
Wheelchair Users	1,073	1,105	8,292	9,143	10.26%
Quality					
On-Time %	78.8%	91.8%	81.6%	85.0%	4.14%
No-Show %	5.05%	5.19%	4.93%	5.27%	6.89%
# Complaints	6	0	14	5	(64.28%)
Cost					
Cost per Pass'r	\$57.52	\$50.84	\$51.05	\$48.57	(4.86%)
Total Cost	\$346,435	\$372,672	\$2,367,140	\$2,782,470	17.54%



PVTA Monthly Board Report

Mar FY 2023 - GA Van
Admin Accounts Excluded

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	2,917	5,056	25,097	35,267	40.52%
Pass'r per Hour	3.1	3.2	3.0	3.2	6.55%
Wheelchair Users	548	725	4,614	4,923	6.69%
Quality					
On-Time %	78.1%	93.6%	81.9%	87.7%	7.09%
No-Show %	5.01%	5.05%	4.94%	4.99%	1.01%
# Complaints	1		2	1	(50.00%)
Cost					
Cost per Pass'r	\$50.76	\$38.62	\$54.07	\$44.83	(17.08%)
Total Cost	\$148,081	\$195,256	\$1,357,026	\$1,581,192	16.51%



PVTA Monthly Board Report

Mar FY 2023 - GA Cab
Admin Accounts Excluded

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	2,206	1,552	13,195	15,650	18.60%
Pass'r per Hour	2.2	2.3	2.0	2.8	42.33%
Wheelchair Users	398	255	2,479	2,945	18.79%
Quality					
On-Time %	77.3%	87.6%	78.8%	79.8%	1.29%
No-Show %	4.83%	4.78%	4.60%	5.56%	20.86%
# Complaints			1	0	
Cost					
Cost per Pass'r	\$29.67	\$36.28	\$32.54	\$34.39	5.66%
Total Cost	\$65,453	\$56,302	\$429,430	\$538,157	25.31%



PVTA Monthly Board Report

Mar FY 2023 - GA One
Admin Accounts Excluded

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	418	335	3,154	3,515	11.44%
Pass'r per Hour	1.7	1.9	1.7	2.2	26.96%
Wheelchair Users	46	85	358	797	122.62%
Quality					
On-Time %	76.0%	86.8%	74.5%	76.3%	2.45%
No-Show %	3.46%	4.82%	3.69%	4.37%	18.42%
# Complaints	4	0	10	4	(60.00%)
Cost					
Cost per Pass'r	\$29.02	\$33.06	\$27.53	\$30.89	12.21%
Total Cost	\$12,132	\$11,074	\$86,829	\$108,584	25.05%



PVTA Monthly Board Report

Mar FY 2023 - GA Ready
Admin Accounts Excluded

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	482	387	4,920	2,854	(41.99%)
Pass'r per Hour	2.7	3.0	2.3	2.9	28.49%
Wheelchair Users	81	40	841	478	(43.16%)
Quality					
On-Time %	93.2%	90.3%	92.7%	90.7%	(2.22%)
No-Show %	7.66%	8.94%	6.57%	8.20%	24.80%
# Complaints	1		1		
Cost					
Cost per Pass'r	\$16.10	\$17.11	\$15.76	\$16.62	5.42%
Total Cost	\$7,760	\$6,622	\$77,558	\$47,430	(38.84%)



PVTA Monthly Board Report

Mar FY 2023 - Claremont
Admin Accounts Included

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	882	1,196	6,438	7,090	10.12%
Pass'r per Hour	4.5	6.8	3.4	6.0	74.60%
Wheelchair Users	31	35	215	175	(18.60%)
Quality					
On-Time %	90.7%	90.3%	92.7%	88.5%	(4.49%)
No-Show %	6.26%	2.76%	5.44%	3.47%	(36.21%)
# Complaints	2		5	2	(60.00%)
Cost					
Cost per Pass'r	\$35.33	\$24.90	\$31.18	\$28.47	(8.70%)
Total Cost	\$31,158	\$29,778	\$200,759	\$201,845	0.54%



PVTA Monthly Board Report

Mar FY 2023 - CLM DAR
Admin Accounts Excluded

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	534	565	4,651	4,178	(10.16%)
Pass'r per Hour	3.0	3.6	2.6	3.8	45.96%
Wheelchair Users	31	29	215	169	(21.39%)
Quality					
On-Time %	90.4%	89.7%	92.2%	88.1%	(4.42%)
No-Show %	9.64%	5.36%	7.29%	5.51%	(24.41%)
# Complaints	2		5	2	(60.00%)
Cost					
Cost per Pass'r	\$28.53	\$28.05	\$27.61	\$30.75	11.36%
Total Cost	\$15,238	\$15,850	\$128,426	\$128,477	0.04%



PVTA Monthly Board Report

Mar FY 2023 - CLM GP
Admin Accounts Excluded

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	348	631	1,787	2,912	62.95%
Pass'r per Hour	22.8	38.5	23.3	38.4	64.97%
Wheelchair Users	0	6	0	6	
Quality					
On-Time %	93.8%	95.9%	98.9%	95.4%	(3.51%)
No-Show %	0.57%	0.31%	0.27%	0.37%	37.03%
# Complaints					
Cost					
Cost per Pass'r	\$19.27	\$10.86	\$17.36	\$13.12	(24.46%)
Total Cost	\$6,704	\$6,855	\$31,030	\$38,195	23.09%



PVTA Monthly Board Report

Mar FY 2023 - San Dimas
Admin Accounts Included

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	608	503	5,388	3,740	(30.58%)
Pass'r per Hour	2.4	2.8	2.2	3.0	34.96%
Wheelchair Users	91	66	485	376	(22.47%)
Quality					
On-Time %	81.7%	87.7%	87.3%	84.3%	(3.48%)
No-Show %	4.85%	7.70%	4.55%	7.60%	67.03%
# Complaints	1		4	0	
Cost					
Cost per Pass'r	\$40.18	\$38.60	\$30.87	\$34.17	10.66%
Total Cost	\$24,430	\$19,417	\$166,337	\$127,780	(23.18%)



PVTA Monthly Board Report

Mar FY 2023 - Pomona
Admin Accounts Included

	FY 2022 Mar	FY 2023 Mar	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	14	42	985	323	(67.20%)
Pass'r per Hour	8.3	49.4	26.1	24.4	(6.71%)
Wheelchair Users	0	0	0	0	
Quality					
On-Time %	100.0%	100.0%	92.4%	97.1%	5.14%
No-Show %	0.00%	2.32%	0.00%	0.61%	
# Complaints					
Cost					
Cost per Pass'r	\$48.83	\$17.01	\$18.67	\$26.90	44.13%
Total Cost	\$684	\$714	\$18,387	\$8,690	(52.73%)



A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

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June 14,2023

**AGENDA
ITEM #4**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Nicole Carranza, CEO

Subject: **FY 2024 Proposed Budget**

Recommended Action: Adopt Proposed FY 2024 Budget

A. Overview

The proposed FY 2024 budget is attached for Board review and approval. The proposed budget has only minor changes from the preliminary budget presented at the February meeting. This budget shows positive changes with an increase in subregional funding. The increase in subregional has allowed us to lower the cost of the city local return contribution for Get About by 5% for each city. PVRTA also adjusted the service level by increasing the cost by 2% this brings the contractor cost from \$4,250,000 on the preliminary budget to the proposed amount of \$4,350,000.

B. Budget Highlights

Revenue

- The proposed budget includes a 45% increase in subregional Incentive funding compared to the preliminary budget.
- Interest revenue has increased by \$50,000 from \$25,000 in FY 2023 to potentially \$80,000 in FY 2024
- The cost to the cities is lowered by 5% compared to the preliminary budget due to
- a higher than expected subregional incentive fund revenue.
- This budget reflects a significant drop in revenue with the sunset of approximately \$900,000 in COVID relief funds made available in FY23.
- **Reserves** - The budget programs \$480,000 in reserves from prior year operating savings to moderate the city contribution to Get About.

Expenses

- **Contract Costs** - FY 24 continues to reflect higher contract expenses due to the contract wage increase as well as increase in fuel.
- **Service Levels** - FY 24 Service levels are increasing at a slower rate, saving us from a spike in service level cost. We are estimating FY 24 to be at 80% of pre pandemic service levels.
- The Claremont, San Dimas and Pomona Group services are also projecting reduced spending levels.
- **Capital Contribution** - The preliminary budget programs \$200,000 in capital contributions in the coming year. Capital contributions were suspended from FY 2021 through FY2023 instead PVRTA used savings from operating reductions to continue fund the capital program as we are projecting large increases to the cost of vehicles in the future. PVRTA has transferred \$1 million from savings to the capital replacement fund over the last two years.
- **PVRTA Staff Reorganization** - The budget includes the retirement of two long time PVRTA staff. Based on an initial analysis of the staffing needs this budget eliminates the Administrative Manager position and replaces it with a second Program Manager. This staffing plan may be modified later this year as personnel needs become clearer. This budget includes the addition of the Travel Trainer position. The new Travel Trainer will be aiding our new and potential riders to assist them in using our services effectively and introducing the new mobile app that we will be deploying in the coming months. The Travel Trainer position is made possible through an FTA 5310 grant which will cover 100% of the position's cost for three years.

C. Organization of the Budget Packet

The budget packet is divided into seven segments:

1. Estimate of Local Return Contributions by City
2. Overall Summary of Revenue & Expenditures
3. PVRTA Administration
4. Get About Budget
5. Claremont Dial-a-Ride
6. San Dimas Dial-a-Cab
7. Pomona Group Service

For the purposes of comparison, we are showing the FY 2022 and FY 2023 budget figures alongside the Proposed FY2024 budget amounts.

D. Projected Service Levels and Expenditures

Currently, Get About is operating at about 65% of normal capacity. The FY 2024 budget projects service returning to about 80% of pre-pandemic levels due to slower than anticipated growth in demand.

The service levels for FY 2021 and FY 2022, the projections for FY 2023 and the FY 2024 budget estimates are shown below:

<u>Get About Annual Service Levels</u>				
Program	FY2021	FY2022	FY2023(project)	FY2024(budget)
GA VAN				
Riders	24,381	34,379	46,500	62,500
Rev hrs.	7,522	11,310	15,000	21,000
Ops Cost	\$1,604,319	\$1,822,139	\$2,125,000	\$2,475,000
GA CAB Total				
Riders	21,825	29,463	36,000	37,000
Ops Cost	\$546,752	\$546,752	\$1,020,000	\$1,130,000

E. Get About Revenues

We are projecting a decrease in revenues from outside sources in FY 2024. We will not be receiving any funds from the stimulus programs. The FY 2023 budget included \$840,000 in these revenues. The subregional incentives revenue of \$800,000 is higher than the \$550,000 that was projected in the preliminary budget. The proposed budget also proposes to use \$480,000 in general reserves to cushion the impact of these revenue losses on the cities.

A. City Get About Shares

Get About contributions are based on a three-year rolling average. A proposed estimated calculation of the FY 2024 shares is shown below:

PROJECTED FY 2024 CITY SHARES				
	<u>CL</u>	<u>LV</u>	<u>PO</u>	<u>SD</u>
FY 2020	12.9%	12.5%	66.5%	8.1%
FY 2022	9.2%	13.1%	67.4%	10.3%
FY 2023 est.	<u>11.3%</u>	<u>12.0%</u>	<u>67.0%</u>	<u>9.8%</u>
FY 24 Share	11.1%	12.5%	67.0%	9.4%

*Estimated

Last year we decided to not include the FY2021 data since we did not consider it to be a typical year. So far in FY 2022, ridership data is more in line with typical ridership patterns. The trend of increasing ridership shares for Pomona and San Dimas continued in FY 2022 and FY 2023, however less pronounced than in FY 2021.

E. City Get About Contributions

The proposed budget projects an increase in city contributions to Get About of \$375,000 this is \$150,000 less the preliminary budget. Our cost estimates assume service increasing to about 80% of historic levels. However, after closely analyzing the rate of service growth we have moderated our service level estimates with the goal of reducing cost growth. The FY 2024 budget programs \$480,000 from general reserves to reduce the increase in city contributions. The proposed budget recommends contributions of \$200,000 to the capital fund which is used primarily to replace fleet vehicles.

San Dimas and Pomona see the largest percentage increases due to changes in each city's share of Get About ridership. Below is a summary of city contributions to Get About operations from FY 2022 through FY 2024. To provide some context regarding the historic contribution levels we have included the data from FY 2020 as well.

Summary of City Contributions to Get About Operations **FY20, FY22-FY24**

	<u>FY2020</u>	<u>FY2022</u>	<u>FY 2023</u>	<u>FY 2024</u>	<u>FY23-24 +/-</u>
Claremont	\$300,120	\$224,910	\$287,385	\$309,690	+\$22,305
La Verne	\$393,600	\$249,900	\$318,780	\$348,750	+\$29,970
Pomona	\$1,594,080	\$1,169,175	\$1,603,560	\$1,869,300	+\$265,740
San Dimas	<u>\$172,200</u>	<u>\$141,015</u>	<u>\$205,275</u>	<u>\$262,260</u>	<u>+\$56,985</u>
Total	\$2,460,000	\$1,785,000	\$2,415,000	\$2,790,000	+375,000

Claremont Dial-a-Ride

The budget projects Claremont Dial-a-Ride costs considerably lower than the FY 2023 budget while allowing for growth beyond current ridership levels. The budget also provides the capacity for the city to initiate pilot programs to address changing needs created by the impact of the pandemic. We used the FY24 proposed Formula Allocation Program revenues to finalize the proposed budget for Claremont DAR.

San Dimas Dial-a-Cab

The San Dimas preliminary budget projects ridership growing from current levels. However, we expect costs to remain well below the FY 2023 budgeted amounts. from its current levels close to the ridership we had projected in FY 2022.

Pomona Group

Pomona Group service currently represents a modest cost in the city's overall transit program. Based on group activity in the first months of FY 2023 and conversations with Pomona staff, we are budgeting for an increased service level in FY 2024. Costs are expected to remain within the budgeted levels of the past several years.



GET ABOUT FY 2024

Proposed Budget Overview



PVTA Budget Principles

- *PVTA Charges to Member Cities are Based on Actual Costs*
- *A City's Share of Get About Contributions is Based on the Number of Rides Taken by Residents of the City (Three Year Average)*
- *Outside Revenue Sources are Deducted from Total Service Costs*
- *The Net Amount is the Member City Contribution Amount*
- *Any Budgeted Get About Funds Not Expended are Held in Reserve*
- *Any Unexpended Funds for Individual City Programs are Returned to that City at the End of the Year (Pomona Group, San Dimas DAC, Claremont DAR)*

FY 2024 Proposed Budget Major Features

Operating Budget \$5.1 million

Revenue

- End of Covid Relief funding resulting in a \$840,000 reduction in revenue.
- 45 % Higher subregional revenue proposed then what was projected in preliminary budget. This allowed us to decrease the city contributions, although city contributions are still higher than prior years.
- City Contributions to Get About Increase by \$375,000 from FY 2023. A \$330,000 (13%) increase compared to FY 2020 (The last budget prior to the pandemic)
- \$480,000 programed in reserves to lower the city contributions

FY 2024 Proposed Budget Major Features

PROJECTED FY 2024 CITY SHARES

	CL	LV	PO	SD
FY 2020	12.9%	12.5%	66.5%	8.1%
FY 2022	9.2%	13.1%	67.4%	10.3%
FY 2023	<u>11.3%</u>	<u>12.0%</u>	<u>67.0%</u>	<u>9.8%</u>
FY 24 Share	11.1%	12.5%	67.0%	9.4%

FY 2024 GET ABOUT CITY CONTRIBUTIONS

		Preliminary Budget	Proposed Budget
Claremont	11.1%	\$326,340	\$309,690
La Verne	12.5%	\$367,500	\$348,750
Pomona	67.0%	\$1,969,800	\$1,869,300
San Dimas	<u>9.4%</u>	<u>\$276,360</u>	<u>\$262,260</u>
Total	100.0%	\$2,940,000	\$2,790,000

FY 2024 Proposed Budget Major Features

Expenses

- **Contract Costs** - FY 24 continues to reflect higher contract expenses due to the contract wage increase as well as increase in fuel.
- **Service Levels** - FY 24 Service levels are increasing at a slower rate, saving us from a spike in service level cost. We are estimating FY 24 to be at 80% of pre pandemic service levels. This includes reduced spending levels for individual city programs for Pomona, San Dimas and Claremont.
- **Reserves** - The budget programs \$480,000 in reserves from prior year operating savings to moderate the city contribution to Get About.
- **Capital Contribution** - The preliminary budget programs \$200,000 in capital contributions in the coming year.
- **Savings of \$630,000** – The savings is programmed in the budget and is due to:
 - ✓ Staff Changes
 - ✓ Slower service level increase then projected.



PVTA Reserve Funds

General Reserves & Capital and Technology Funds

Capital and Technology Fund

- *FY 2024 Budget Recommends City Contributions of \$200,000*
- *Reserves Held for Fleet Replacement and Technology Purchases*
- *Balance as of June 30, 2022-\$1,973,000*
- *FY 2023 Budget Transferred \$700,000 in Reserves to Capital Fund*
- *Updated Balance \$2,673,000*
- *Claremont Supplies 8 Vehicles to PVTA in Lieu of Contribution*

General Reserves

- ***Board Policy – A Reserve of 30% of Get About Annual Operating Budget***
 - *\$480,000 in Projected Savings in FY 2023*
 - *\$480,000 in Reserves Programmed in FY 2024 Budget*

June, 14, 2023

**AGENDA
ITEM #5**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Nicole Carranza, PVTA CEO

Subject: **Authorize Joint PVTA/Claremont Rollout Plan**

Recommended Action: *1) Authorize CARB ICT regulation joint rollout plan with Claremont DAR to develop a joint ZEB rollout plan.*

Innovative Clean Transit Regulation

The Innovative Clean Transit (ICT) regulation requires all transit operators in California to transition to an all zero emission fleet by 2040. While the required transition will have many positive impacts, complying with the ICT presents a significant challenge for operators like PVTA.

1. *PVTA does not own a facility making developing an appropriate infrastructure to support a zero emission fleet exceedingly difficult.*
2. *PVTA as a local operator does not have access to most federal transit funding sources, particularly FTA 5307 funding which many operators depend on for capital acquisitions.*
3. *PVTA's fleet currently consists of primarily cutaway vehicles. Development of zero emission vehicles of this size and type has lagged behind the development in full size buses.*

ICT Rollout Plan Requirements

The ICT requires operators to submit a rollout plan outlining how they will accomplish the transition to zero emissions by 2040. Small operators like PVTA need to submit a board approved plan to the California Air Resources Board (CARB) by June 30, 2023. The plan can be modified at any time. Modified plans are not required to be resubmitted to CARB. Rollout plans need to include the following elements:

- A. **Transit Agency Information**-Items, such as, service area, fleet size, operators included in the group if you are submitting a joint plan.
- B. **Rollout Plan General Information**

- C. **Technology Portfolio**-Identify the types of zero emission bus technology the operators plan to deploy. (e.g., battery electric or fuel cell)
- D. **Bus Fleet Composition and Future Bus Purchases**-Operators need to provide a listing of their current fleet and a replacement schedule. Our current replacement schedule is attached to this report.
- E. **Facilities and Infrastructure Modifications**-This would include a facilities and construction timeline.
- F. **Providing Service in Disadvantaged Communities**-Outline plans to deploy zero emission buses in disadvantaged communities.
- G. **Workforce Training Plans**
- H. **Potential Funding Sources**-The agency needs to identify all potential funding sources that the agency expects to use acquiring zero emission technologies in terms of vehicles and infrastructure.

The rollout plan has extensive requirements and will require a significant expenditure of funds and staff resources. It is an opportunity for PVRTA to identify decisions that must be made and create a roadmap for our transition to zero emissions.

Joint Rollout Plan Development

PVRTA and Claremont DAR are separate operators with different funding streams. This means that both PVRTA and Claremont must submit rollout plans. Claremont as a Federal Transit Administration (FTA) direct recipient will eventually need to provide a similar plan to the FTA. The ICT allows agencies to submit joint plans. Funding has been set aside in both the PVRTA and Claremont DAR FY 2023 budgets to retain the consultant Sam Schwartz to develop the joint rollout plan.

Given the extent of coordination between the two agencies, PVRTA staff in consultation with Sam Schwartz believe the joint plan would be the most effective approach. PVRTA and Claremont have separate vehicle fleets, but they share fleet resources. Claremont provides cutaways to Get About and PVRTA provides accessible minivans to the Claremont DAR. Their operations are part of a single contract and currently operate out of the same transportation yard.

Joint Plan Start-up and Scale-up Challenges (Rollout plan Section I Summary)

The rollout plan provides a preliminary immediate solution to the requirement made by the CARB ICT regulation to transition to zero emission vehicles. The plan also provides an overview of current hurdles and long-term goals in Section I.

Siting Future Transit Yard

Due to the density of land development in and around PVRTA and the City of Claremont's combined service area, there is concern about being able to find and finance a transit yard that will support their future power capacity and space requirements. Discussions with representatives from adjacent cities have revealed that there is little city-owned land for transit yard development and that the acquisition of private land may be the most suitable option.

Resiliency Considerations

PVRTA and the City of Claremont are already considering how a transition to Battery Electric Buses (BEB) will make their service more vulnerable during power outage events at the transit yard. With a fully electric fleet, in the event of a power outage, it may mean that it would be increasingly difficult to provide services for those who depend on it. In addition, in recent years, there have also been an increasing number of power shut-offs due to wildfire risk from high winds during the dry season and excess energy usage during heat waves. If these trends continue into the future, as expected, this will only exacerbate the need for the PVRTA and City of Claremont to have a strategy to charge buses during power outages.

Cost and Funding Considerations

While BEBs have a higher purchase price than CNG or gasoline-powered vehicles, maintenance and fuel costs tend to be lower. However, due to the nascent nature of the technology, lower maintenance and fuel costs may not materialize as expected, which could create budget constraints. PVRTA also faces more immediate challenges related to vehicle acquisition due to the higher price tag of BEBs and limited funding for capital expenditure.

Technological Maturity and Uncertainty

Cutaway BEBs are relatively newly available on the market, and their market may not be entirely mature in terms of product development. Their performance is also somewhat unproven. This may be mitigated with contract warranties and a planned higher spare ratio or a contingency fleet. Performance issues, however, could potentially lead to challenges in providing

needed service. PVRTA and the City of Claremont are also anticipating how zero-emission fuel preferences may change over time and is considering whether BEBs will be most suitable for the agency over the long-term or if, for example, hydrogen fuel cell technologies – a less mature technology today – will be the preferred fuel type in the future.

Personnel Training

Proper and thorough training of maintenance personnel and BEB drivers will be critical to ensuring vehicle longevity and maximization of battery capacity. With proper technique drivers can maximize the benefits of regenerative braking on BEBs to maximize vehicle range. This training will be the responsibility of PVRTA's contracted operator.

Next Steps

PVRTA and Claremont will continue refining their zero emissions plans in greater detail following the completion of this Rollout Plan. The following activities are anticipated as next steps:

- Develop more detailed plans for facility charger deployments, equipment specifications, electrical capacity, and space needs. This will include interim infrastructure for the current depot location as well as long-term infrastructure for the future depot location.
- Detailed analysis of costs expected over the transition period, including utility costs for charging power/energy.
- On-site demonstration of potential ZEVs.
- Prepare for the next contractor procurement cycle.

Battery Electric Bus Rollout Plan



Prepared For:



Prepared By:

**Sam
Schwartz**



Section A: Transit Agency Information

Introduction to Services Provided by Pomona Valley Transportation Authority and the City of Claremont

For over 40 years, Pomona Valley Transportation Authority (PVRTA) and the City of Claremont have made it their mission to provide safe, reliable, and affordable transportation to the cities of Claremont, La Verne, Pomona, and San Dimas. Across these four cities, PVRTA has a service area of approximately 61 square miles and a service area population of approximately 253,000 people. PVRTA has developed a nuanced and creative mix of services, evolving to address the mobility needs of these residents and to maximize available funding. The current suite of programs include a regional reservation-based, shared-ride service, called Get About; two premium Get About services; the individualized demand response services called Claremont Dial-a-Ride and San Dimas Dial-a-Cab; and its group service program in Claremont and Pomona.

Each of the seven services is highlighted in more detail below:

- **Pomona Group Service** accepts advanced reservations and regularly scheduled trip requests from groups of six or more people. Passengers can travel anywhere within the City of Pomona boundary.
- **Claremont Group Service** accepts advanced reservations and regularly scheduled trip requests from groups of six or more people. Passengers can travel anywhere within the City of Claremont boundary.
- **Get About** is a shared ride, advance reservation service for people over 60 years old or persons with disabilities of any age. Riders may be picked up at any address in Claremont, La Verne, Pomona, or San Dimas and transported within those cities or to some defined locations within Glendora and Covina, to Mt. San Antonio College in Walnut or to selected destinations in Montclair. The service is available between 6am and 7:30pm on weekdays, 8:30am to 5pm on Saturdays, and 7:30am to 5pm on Sundays.
- **Get About Ready Now** is a premium service for people over 60 years old or persons with disabilities of any age who need a same day ride for travel anywhere within the Get About service area. The service is available between 6am and 7:30pm on weekdays, 8:30am to 5pm on Saturdays, and 7:30am to 5pm on Sundays.
- **Get About One-Step Over the Line** is a premium, advance reservation service for people over 60 years old or persons with disabilities of any age who need rides to specific destinations in San Bernardino County, largely to medical facilities. The service is available between 6am and 7:30pm on weekdays, 8:30am to 5pm on Saturdays, and 7:30am to 5pm on Sundays.
- **Claremont Dial-a-Ride** is a shared ride cab service available to persons of all ages within the City of Claremont, with some service to some adjacent areas for persons picked-up

within Claremont. The service is available from 6am to 10pm on weekdays and from 6am to 6pm on weekends.

- **San Dimas Dial-a-Cab** is a shared ride cab service available to persons of all ages traveling within the Dial-a-Cab service area which is generally the City of San Dimas and the City of La Verne with some adjacent areas to the south of Foothill Blvd. and north of the San Bernardino Freeway (I-10) and east to Grand Avenue in Covina. The service is available 24 hours a day, every day of the year.

The above services are provided utilizing a fleet of 37 vehicles shared by PVRTA and the City of Claremont. Within this fleet, there are currently 26 cutaways and 11 other vehicles.

Agency Information

Pomona Valley Transportation Authority (PVRTA)
2120 Foothill Boulevard, Suite 116
La Verne, California 91750

City of Claremont
207 Harvard Avenue
Claremont, CA 91711

Air District: South Coast Air Quality Management District

Air Basin: South Coast in EPA Region 9

Contact Information

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Nicole@pvtrans.org

Kristin Mikula
Community Services Manager
City of Claremont
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Joint Group: Pomona Valley Transit Authority is part of a Joint Group with the City of Claremont.

Section B: Rollout Plan General Information

In accordance with the Innovation Clean Transit (ICT) Regulation, PVTA and the City of Claremont have a goal to fully transition to battery-electric buses (BEB) ahead of the 2040 deadline. They anticipate beginning to utilize zero-emission technology in 2026 and be fully transitioned to 100% BEBs by 2037. This transition to BEBs will not entail early retirement of any PVTA or City of Claremont vehicles. To avoid early retirement of any vehicles, the agencies have developed a detailed fleet replacement schedule to track expected vehicle lifespans, introducing BEBs slowly through pilot phases and then more aggressively between 2032 and 2037 as vehicles reach retirement.

This plan was prepared by agency staff and Sam Schwartz Engineering, D.P.C. (also referred to as SSE.) A copy of the board approved resolution was approved on MM/DD/YY is attached in Appendix A.

For any additional information regarding the Rollout Plan, please contact:

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Section C: Technology Portfolio

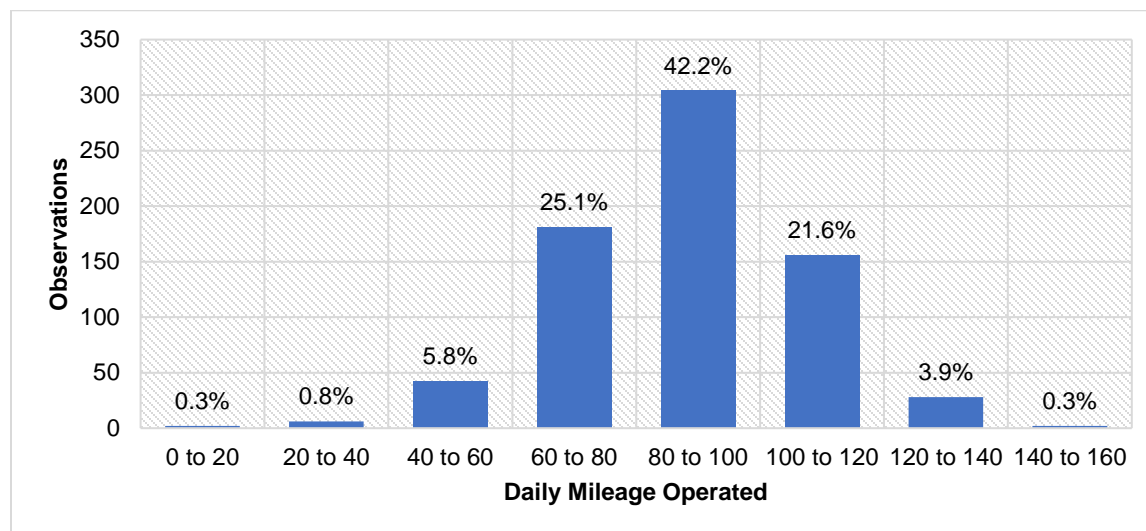
PVTA and the City of Claremont are considering BEBs for their transition to a zero-emission fleet. Through 2040, the agencies will jointly purchase a total of 27 cutaway vehicles, 10 of which will be non-electric and 17 of which will be electric. (Note that the transition period is longer than the lifetime of these vehicles, so some vehicles are replaced multiple times over the transition period. In total, the City of Claremont will be purchasing four non-electric cutaways and nine electric cutaways, while PVTA will be purchasing the remaining six non-electric cutaways and eight electric cutaways.) The agencies plan to begin piloting electric cutaway vehicles, making their first BEB purchase in 2024. It is assumed there will be an approximate two-year period between when the BEB purchases are made and when they go into service due to supply chain delays and testing. As the technology matures and as supplies increase, the agencies will monitor production delays and adjust the purchase plan accordingly. The agencies will make their last non-electric cutaway vehicle purchase in 2027, two years before 100% of vehicle purchases must be BEB.

In the near-term (by 2024), the agencies plan to install one electric vehicle charger at the Claremont City Yard, located at 1616 Monte Vista Avenue. The charger type is yet to be determined. Also, in the near-term (by 2026), PVTA will be installing chargers with an integrated battery to charge buses and vans overnight and/or during midday periods at the current contractor's transit yard. The integrated battery in this type of charger will charge over the course of several hours using relatively low levels of power that are readily available; it can then discharge its energy to electric vehicles at a higher rate. Because this approach avoids the need for electrical capacity upgrades, installing these chargers will be faster and less costly. Requiring few utility upgrades, they also will be easier to relocate, if needed. The main downside to this approach is higher charger equipment costs. These near-term chargers will provide a stopgap solution, given that the current contractor's facility does not have sufficient space or electrical capacity to support an all-electric fleet.

Over the long-term (before 2033), PVTA's contract operator should deploy chargers at a future transit yard that has a power capacity that meets PVTA and the City of Claremont's long-term needs. Several potential charger configurations were studied to meet the charging requirements of the planned fleet. This analysis followed the following steps:

- First each vehicle's energy requirements were estimated by combining two elements:
 - The estimated energy consumption rates of PVTA's preferred vehicles
 - Data describing the actual mileage that PVTA vehicles have operated historically, shown in **Figure 1: Vehicle Operating Mileage Data** below. SSE estimated needs when distances are at the 85th percentile (i.e., towards the upper end of the distances observed), specifically 106 miles.

Figure 1: Vehicle Operating Mileage Data (October 2022 – December 2022)



- SSE estimated charging times to obtain the needed energy based on various charger power level options, factoring in the fact that vehicles accept less power than chargers provide (depending on battery SOC).
- Finally, SSE compared charging times with vehicle schedules to ensure that charging can be reliably and efficiently completed during available time while vehicles are at the transit yard. PVTA operator schedules show that vehicles typically spend about 15.5 hours at the garage overnight. However, to be conservative, the analysis reduces the available time for charging to 12 hours. (The reduction could accommodate late arrivals, vehicle servicing, and pre-trip activities.)

This analysis found that the following scenarios would be capable of meeting the needs of the 18 PVTA vehicles operated in maximum service. (Note that these scenarios only consider the needs of vehicles operating daily service, but in practice it may be useful to also provide charger cabinets and dispensers to support spare buses and provide resiliency for charger outages. SSE estimates that 12 dispensers at a modest power level may be suited for this purpose.) Each scenario includes the worst-case power draw that could occur associated with the chargers; these values can be used in combination with estimates of other facility power draws to determine appropriate facility electrical capacity to meet operational needs.

- **Using 25-30 kW charger cabinets:** 16 charger cabinets and 18 total dispensers (one or two per cabinet) yielding a worst-case power draw of about 530 kW.
- **Using 50 kW charger cabinets:** 7 charger cabinets with 18 total dispensers (two or three per cabinet) yielding a worst-case power draw of about 380 kW.
- **Using 75-80 kW charger cabinets:** 5 charger cabinets with 18 total dispensers (three or four per cabinet) yielding a worst-case power draw of about 440 kW.

Section D: Current Bus Fleet Composition and Future Bus Purchases

Current Fleet

The agencies currently have a total of 26 cutaways, one large van, and 10 minivans. The large vans and minivans are not required for inclusion in the rollout plan but are described here for context. The agencies are planning to reduce their combined fleet size and composition to approximately 11 cutaways, 11 large vans, and 8 minivans starting in 2026. All 26 of the current cutaways are fueled by gasoline. As reflected in **Table 1: Individual Bus Information of Current Bus Fleet** cutaways were purchased at four separate times with model years ranging from 2013 through 2019.

Table 1: Individual Bus Information of Current Fleet

Number of Buses	Engine Model Year	Bus Model Year	Fuel Type	Bus Type	Owner
6	2013	2013	Gasoline	Cutaway	PVTA
6	2016	2016	Gasoline	Cutaway	PVTA
4	2016	2016	Gasoline	Cutaway	Claremont
4	2017	2018	Gasoline	Cutaway	Claremont
6	2019	2019	Gasoline	Cutaway	PVTA

Future Fleet

The ICT regulation states that from 2026 through 2028, 25% of new bus¹ purchases made by small transit agencies must be zero-emission buses (ZEB). **Table 2: Zero-Emission Bus Purchase Requirement** below shows how many ZEB purchases a small transit agency must make based on the total annual bus purchases each year. In 2029, 100% of new bus purchases must be zero-emission. According to CARB personnel, if an agency purchases a ZEB in a year prior to the regulation being active or in a year where annual purchases do *not* require a ZEB purchase, the agency may apply the earlier ZEB purchase to the year that triggered a ZEB requirement.

¹ Buses regulated under the ICT regulation include buses owned, leased, or operated with a gross vehicle weight rating (GVWR) greater than 14,000 pounds.

Table 2: Zero-Emission Bus Purchase Requirement

Total Annual Buses Purchased Each Year Between 2026 and 2028	ZEB Purchase Requirement Based on Total Bus Purchases
One (1) vehicle purchased	0
Two (2) vehicles purchased	0
Three (3) vehicles purchased	1
Four (4) vehicles purchased	1
Five (5) vehicles purchased	1

As shown in **Table 3: Future Bus Purchases** a total of 17 BEB cutaways will be purchased from 2024 through 2038 to support a full transition to BEB. (Note that some of these vehicles would replace other electric cutaways later in the transition; the future fleet is planned to include 11 electric cutaways.) The first purchase of a BEB will occur in 2024, allowing the agencies to pilot the technology for a few years before a full transition to BEB is required. In 2026, as shown in Table 2, there will be a purchase of five gasoline-powered cutaways which will require a BEB purchase. This BEB purchase will be made one year earlier in 2025 to allow for adequate time between purchase and the date the vehicle is scheduled to begin service.

Table 3: Future Bus Purchases (By Purchase Date)

Procurement + Delivery Timeline (Year)	Total Number of Buses to Purchase	Battery Electric Buses (BEBs)				Conventional Buses			
		Number of BEB Purchases	Percentage of Annual BEB Purchases	BEB Type(s)	BEB Fuel Type(s)	Number of Conv. Bus Purchases	Percentage of Annual Conv. Bus Purchases	Types of Conv. Buses ²	Fuel Type(s) of Conv. Buses
2024-26	1	1	100%	Cutaway	Electricity	0	0%	N/A	N/A
2025-27	5	1	20%	Cutaway	Electricity	4	80%	Cutaway	Gasoline
2026-28	5	0	0%	N/A	N/A	5	100%	Cutaway	Gasoline
2027-29	1	0	0%	N/A	N/A	1	100%	Cutaway	Gasoline
2031-33	4	4	100%	Cutaway	Electricity	0	0%	N/A	N/A
2032-34	6	6	100%	Cutaway	Electricity	0	0%	N/A	N/A
2033-35	1	1	100%	Cutaway	Electricity	0	0%	N/A	N/A
2038-40	4	4	100%	Cutaway	Electricity	0	0%	N/A	N/A

Note: Cutaway vehicle procurements should occur 2 years in advance of delivery. Blue columns pertain to zero emission cutaway purchases and grey columns pertain to gasoline cutaway purchases.

² A conventional bus is a transit vehicle powered by a non-renewable power source.

Currently, Endera's B4 buses are being considered as BEB replacements for existing cutaways in the fleet due to their layout, capacity, and manufacture location (Figure 2). Endera's B4 cutaways are approximately 24 feet long with a maximum capacity of up to 20 passengers. The Endera vehicle is similar in length to City of Claremont and PVTA's current fleet (24 feet) and slightly larger in passenger capacity (18 passengers). The Endera B4 vehicle has a battery capacity of 150 kWh and an advertised battery consumption rate of 1.0 kWh/mi. The manufacturer advertises up to an estimated 150-mile range and the estimated cost is \$245,000. The agencies' gasoline-powered cutaways typically cost between \$80,000 and \$120,000, depending on whether they are low-floor. While 150 miles would be sufficient to complete PVTA's observed vehicle assignments, there is typically a considerable gap between advertised range and real-world range due to factors such as topography, driver behavior, weather, and not using the entire capacity of the battery. SSE expects that the Endera B4 is likely able to complete 42% to 74% of PVTA vehicle assignments, varying according to the vehicle's age and other factors.

Figure 2: Endera Vehicle



To determine the compatibility of the available battery size of the Endera B4, SSE estimated the vehicle's range in real-world conditions. **Table 4: Estimated Battery Consumption Rates** summarizes these estimates for the Endera B4, including performance when the vehicle is new and when its battery has degraded. These calculations incorporate the following assumptions:

- The energy consumption rate is increased 12.5% to reflect real-world performance due to driving habits, terrain, weather, air conditioning usage, etc.
- Battery capacity is reduced 25% to reflect the normally used battery state of charge (SOC) range. Vehicles generally are not able to begin service at a 100% SOC or to run all the way down to 0% SOC. The 25% reduction could reflect a vehicle beginning service at 95% SOC and maintaining a 20% reserve charge to prevent breakdowns.

- To estimate performance as a vehicle ages, it was assumed the battery of a cutaway vehicle will degrade 15% by the end of life. This is a typical estimate of degradation given the limited industry experience operating electric cutaways.

Table 4: Estimated Battery Consumption Rates for Endera Model B4 Cutaway Vehicles

	Estimated Range in Miles (adjusted battery consumption rate of 1.13 kWh/mi)
New vehicle: Capacity reduced 25% to reflect normally used SOC	100 miles
Degraded vehicle: Capacity reduced 25% for normally used SOC and 15% for degradation	85 miles

Observed daily mileage was then assessed in relation to the estimated range at the start and end of the vehicle's life to assess the overall compatibility. With this mileage range, it is estimated that the Endera B4 will be capable of completing 74% of trips at the beginning of its life and 42% of trips at the end of its life. Due to the demand response nature of the agencies' services, they are well positioned to adjust duty cycles based on remaining battery capacity. In practice, this might mean sending a driver back to the garage in the middle of their shift to swap their vehicle with one that is fully charged. Over time, the agencies will also continue to evaluate how passenger capacities and mileage needs change in the post-pandemic travel environment to determine if a different vehicle model may better suit their evolving needs. In the future, for example, the agencies may shift towards more vans and fewer cutaways if passenger counts remain low.

Neither agency currently has plans to convert any conventional buses to zero-emission buses at any point during the BEB transition process, as shown in **Table 5: Schedule of Converting Conventional Buses to Zero-Emission Buses**, a required table for the rollout plan. All battery electric buses will be purchased new, and all existing conventional buses will be retired once they have reached the end of their useful life.

Table 5: Schedule of Converting Conventional Buses to Zero-Emission Buses

Timeline (Year)	Number of Buses	Bus Type(s)	Removed Propulsion System	New Propulsion System
N/A	N/A	N/A	N/A	N/A

Section E: Facilities and Infrastructure Modifications

Bus operations and maintenance is currently contracted out to Transdev, a passenger transportation services company. Transdev and other similar contractors have experience with maintaining battery electric buses for agencies similar in scale and circumstance to PVRTA and the City of Claremont. Therefore, the agencies plan to continue contracting maintenance and operations of its services to a third-party vendor for the foreseeable future.

PVRTA and the City of Claremont's transit fleet currently operates primarily out of a transit facility that houses their cutaway vehicles and large vans. The facility is currently located at 1027 Brooks St. Ontario, CA 91762, as shown in **Table 6: Facilities Information and Construction Timeline**. (Note that a separate facility is used by a contractor to operate minivans, but these are not the focus of this plan.) Under the current operations contract, the main transit yard is leased by Transdev. This facility has a power capacity of 250 kW. With the fleet purchase plan listed above, it is anticipated that the existing transit yard will be able to meet PVRTA and the City of Claremont's needs through approximately 2033 if traditional chargers are used.

In near-term, the agencies will charge one BEB pilot vehicle at the City of Claremont's City Yard. At the Brooks Street transit yard, it is recommended that the agencies install chargers with integrated batteries. These chargers allow vehicles to charge quickly (at up to 150 kW, for about 0.5 to 1.7 hrs) from the charger's internal battery pack that charges slowly (drawing up to 27 kW over the course of about 7-8 hrs) using the existing power supply, thus avoiding the need for costly utility upgrades. SSE estimates that this type of charger with a 160 kW integrated battery can meet the needs of one electric cutaway or two electric vans or Promasters. Note the recommended deployment of these chargers at the Brooks Street facility is contingent upon PVRTA securing the necessary funding on a timeline that allows the first chargers to be installed before 2026.

As BEBs are introduced, however, due to electrical capacity and space constraints that arise when adding charging and electrical infrastructure to the current site, the agencies anticipate the need for an alternative location that is better equipped to support their transition over the long-term. Using traditional chargers, the available capacity at the current facility would be exceeded in 2034 (assuming that PVRTA receives permission from the site owner to use this capacity). In their next operating contract, the agencies will include facility requirements as well as language specifying when service will need to be transitioned to a more appropriate property for electric bus operations of an entirely BEB fleet. The consultant team is working with the agencies to develop facility requirements for their future yard based on fleet size, energy needs, and space requirements. Determining an appropriate location for a long-term transit yard will, therefore, be at the discretion of their next contractor. The contractor will select a location that has the power capacity to support the full BEB transition over the long-term. Currently, PVRTA is scheduled to begin a new operating contract in Fiscal Year 2026 (July 2025 – June 2026), at which point,

PVTA is scheduled to be operating one cutaway out of the Brooks Street transit yard. Through the 10-year contract, PVTA will have purchased all BEB vehicles to fully transition the large vehicle fleet to BEBs.

Table 6: Facilities Information and Construction Timeline

Division/ Facility Name	Address	Main Function(s)	Type(s) of Infrastructur e	Service Capacity	Needs Upgrade? (Yes/No)	Estimated Construction Timeline
Transit Yard	1027 Brooks St. Ontario, CA 91762	Storage, charging, and maintenance facility for entire cutaway fleet	Charger with Integrated Battery	Capacity to charge four ZEB with traditional chargers	Yes	2026
Future Transit Yard	Location Unknown	Storage, charging, and maintenance of entire battery electric cutaway fleet	To be determined	Capacity to charge 30 ZEV with traditional chargers	Yes	2033 or sooner

Section F: Providing Service in Disadvantaged Communities

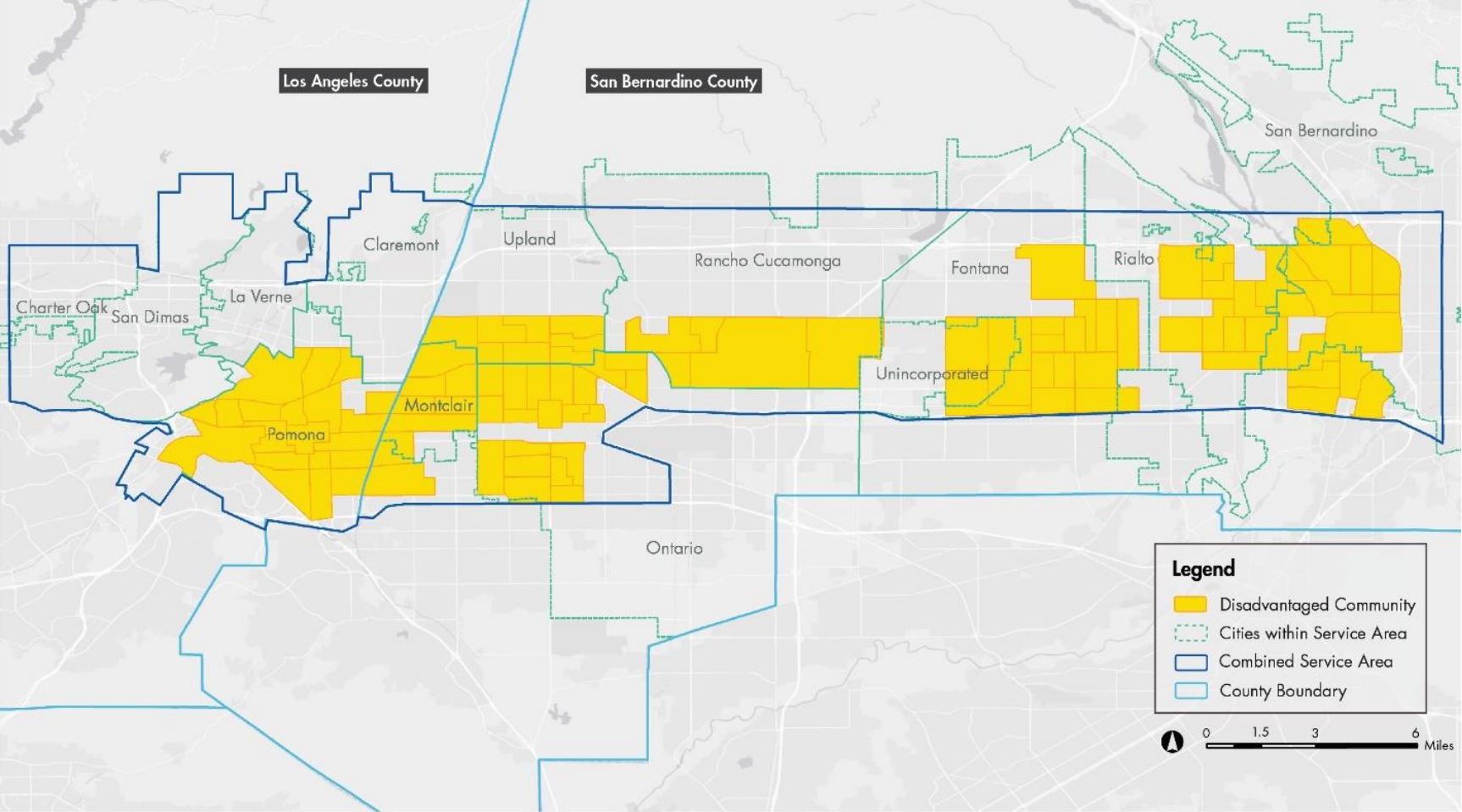
According to the California Environmental Protection Agency (CalEPA), SB535 defines disadvantaged communities as one of the four designated categories below (May 2022):

1. Census tracts receiving the highest 25 percent of overall scores in CalEnviroScreen 4.0 (1,984 tracts).
2. Census tracts lacking overall scores in CalEnviroScreen 4.0 due to data gaps but receiving the highest 5 percent of CalEnviroScreen 4.0 cumulative pollution burden scores (19 tracts).
3. Census tracts identified in the 2017 DAC designation as disadvantaged, regardless of their scores in CalEnviroScreen 4.0 (307 tracts).
4. Lands under the control of federally recognized Tribes.

CalEnviroScreen 4.0 is a tool that identifies communities that are most vulnerable to pollution by using environmental, health, and socioeconomic data to produce a score for every census tract within the state of California.

According to the CalEPA Disadvantaged Communities (DACs) data included in the latest CalEnviroScreen, there are 104 DACs within the PVTa and the City of Claremont's combined service area. Additionally, there are a total of 122 DACs wherein a portion of the DAC is within the service area. **Figure 3: Disadvantaged Communities in PVTa's Service Area** shows a map of all DAC residing completely within the service area. With a significant portion of the service area being disadvantaged communities, PVTa and the City of Claremont's transition to BEB will contribute meaningfully to improving air quality and livability in the region.

Figure 3: Disadvantaged Communities in PVTA's Service Area



Section G: Workforce Training

Workforce training will be the responsibility of Transdev, the contracted bus service provider for both operations and maintenance. Transdev has experience with operating and maintaining battery electric buses for agencies similar in scale and circumstance to PVTA. The agencies will, therefore, not be directly responsible for conducting workforce trainings for bus operators or maintenance and repair staff, but they could incur cost of trainings indirectly through their contractor.

Section H: Potential Funding Sources

Priority Funding Sources

Federal

5707 Urbanized Area Formula Funds

5307 Urbanized Area Formula Grant funds are administered by the Federal Transit Authority (FTA). Resources are made available to assist urbanized areas for transit capital and operating assistance and for transportation-related planning work. Eligible activities include planning, engineering, design, and evaluation of transit projects, capital investments in vehicles, and any preventative maintenance costs.³ The City of Claremont is a recipient of FTA 5307 funds.

Low or No Emission (Low-No) Grant Program

The Low or No Emission (Low-No) competitive Federal Transit Authority (FTA) grant program supports funding to state and local governments for the purchase or lease of zero-emission and low-emission transit buses. Eligible projects include: (1) purchasing or leasing low- or no-emission buses; (2) acquiring low- or no-emission buses with a leased power source; (3) constructing or leasing facilities and related equipment (including intelligent technology and software) for low- or no-emission buses; (4) constructing new public transportation facilities to accommodate low- or no-emission buses; and/or (5) rehabilitating or improving existing public transportation facilities to accommodate low- or no-emission buses.⁴ With the Infrastructure Investment and Jobs Act (IIJA), the Low-No grant program will receive approximately \$1.1 billion each year through Fiscal Year (FY) 2026.⁵

Grants for Buses and Bus Facilities Program

The Grants for Buses and Bus Facilities Program is administered by the FTA to replace, rehabilitate, and purchase buses and related equipment to construct bus facilities. Previous project selections include \$8.8 million in funding to support Riverside Transit Agency's construction hydrogen fueling stations and training of its maintenance personnel. The IIJA will provide nearly \$500 million each year through FY 2026 to support this program.⁶

³ <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>

⁴ USDOT FTA. Source URL: <https://www.transit.dot.gov/lowno>

⁵ USDOT FTA. Source URL: <https://www.transit.dot.gov/notices-funding/low-or-no-emission-and-grants-buses-and-bus-facilities-competitive-programs-fy2023>

⁶ USDOT FTA. Source URL: <https://www.transportation.gov/rural/grant-toolkit/grants-buses-and-bus-facilities-competitive-program>

Transit and Intercity Rail Capital Program (TIRCP)

Administered by the California State Transportation Agency (CalSTA), the Transit and Intercity Rail Capital Program (TIRCP) was created to provide grants from the Greenhouse Gas Reduction Fund (GGRF) to help fund capital improvements to modernize California's intercity rail, bus, ferry, and rail transit systems. The program is focused on the following policy objectives: (1) reduce emissions of greenhouse gases; (2) expand and improve transit service to increased ridership; (3) integrate the rail service of the state's various rail operations, including integration with the high-speed rail system; and (4) improve transit safety. Over five funding rounds, the agency has awarded over \$6.6 billion in funding to over 100 projects throughout the state.

California Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP)

The Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP) supports the deployment of zero-emission and near-zero-emission technologies by facilitating point-of-purchase price reductions. The program is administered by CALSTART behalf of California Air Resources Board (CARB). Funds are available for voucher request on a first-come, first-served basis, and as of April 2023, HVIP remained open to all vehicle types, with approximately \$46 million available in the transit funding category.⁷ Eligible activities include using funds to support the purchase of zero-emission trucks or buses and charging or fueling infrastructure.

Low Carbon Fuel Standard (LCFS)

The Low Carbon Fuel Standard (LCFS) program is administered by CARB to help mitigate greenhouse gas emissions. The program focuses on reducing GHG emissions and other toxic air pollutants by improving vehicle technology and supports reducing fuel consumptions while promoting transportation mobility options.

Transformative Climate Communities (TCC) Grant

Funded by California's Cap-and-Trade Program, the competitive Transformative Climate Communities (TCC) grant program empowers communities most impacted by pollution to envision and choose pathways to reduce emissions and local air pollution. Since 2018, the California Strategic Growth Council (SGC) has awarded over \$326 million in TCC grants to 30 disadvantaged communities in California through over 120 unique projects.⁸

⁷ California HVIP. Source URL: <https://californiahvip.org/funding/>

⁸ California Strategic Growth Council. Source URL: <https://sgc.ca.gov/programs/tcc/resources/>

Regional

Charge Ready Transport Program

The Charge Ready Transport Program is funded regionally by Southern California Edison (SCE), a major utility in the region. Over the next five years, SCE is supporting the installation and infrastructure to support at least 8,490 industrial vehicles. For transit agencies, the program provides rebates to support the purchase and installation of charging infrastructure. Nearby to PVRTA, Foothill Transit recently signed an agreement with SCE to install electric charging stations to power 14 zero-emission buses. To qualify, agencies must lease, purchase, or convert two medium- or heavy-duty vehicles to zero-emission. Chargers must be SCE-approved and remain in operation for a minimum of 10 years. Agencies must also provide data related to the charging equipment for a minimum of five years. While applicants to this program are currently being put on a waitlist, the consultant team recommends PVRTA complete the application process to be added to the waitlist.

Second Priority Funding Sources

Federal

Targeted Airshed Grants Program

The Targeted Airshed Grants program, administered by the US Environmental Protection Agency (EPA), assists local, state, and tribal air pollution control agencies with developing plans and conducting projects to reduce air pollution in non-attainment areas that EPA determines are the top five most polluted areas for ozone and PM 2.5 National Ambient Air Quality Standards. The program has approximately \$61 million available in FY 2022. Eligible activities include replacing vehicles, engines, or transit equipment as well as other projects that achieve qualifiable emission reductions. The California Air Resources Board in Nevada County also received approximately \$2.4 million in 2020 to replace public transit buses with zero emission buses.

Congestion Mitigation and Air Quality Grant (CMAQ)

Administered by the FTA, the Congestion Mitigation and Air Quality Grant (CMAQ) provides funds to state and local agencies for transportation projects that meet or exceed the Clean Air Act objectives. Funds must be used to reduce congestion, lead to emissions reduction, or improve air quality in non-attainment zones. Funds are controlled and administered by Southern California Association of Governments. PVRTA and the City of Claremont's service areas are in non-attainment areas and, therefore, would likely be eligible for funding. Eligible activities include capital investment, operating assistance, planning, and project development activities.⁹

⁹ SCAG. Source URL: https://scag.ca.gov/sites/main/files/file-attachments/d2021-ftip_ta_sec08.pdf

Low Carbon Transit Program (LCTOP)

The Low Carbon Transit Program (LCTOP) was created to support operating and capital assistance for transit agencies to reduce greenhouse gas emissions and enhance mobility. This program gives priority to serving disadvantaged communities. Eligible projects selected by LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, improve mobility, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions.¹⁰

AB2766 Air Quality Improvement Funds

AB2766 Air Quality Improvement Funds should be utilized on projects that directly or indirectly reduce motor vehicle emissions. Agencies may use funds to replace conventionally fueled vehicles and fueling infrastructure. Expenditures that cover the full cost of electricity for up to three years after initial operation are also eligible program expenses. Funds may also be used for educating and training personnel on operations, mechanics, or safety of alternative fuel vehicles or the study of alternative fuels. Chargers must be made available to the public, and ongoing maintenance of zero emission vehicles are ineligible activities.¹¹ Cities receive a per capita allocation of vehicle license fees collected by the South Coast Air Quality Management District (AQMD).

Low Carbon Transportation Investments and Air Quality Improvement Program

The Low Carbon Transportation Investments and the Air Quality Improvement Program provide mobile source incentives to reduce greenhouse gas, criteria pollutant, and toxic air contaminant emissions through the deployment of advanced technology and clean transportation in the light-duty and heavy-duty sectors.¹² The consultant team recommends engaging with CARB or South Coast AQMD to check on current funding availability and eligibility.

Clean Mobility Options Voucher Pilot Program (CMO)

The Clean Mobility Options Voucher Pilot Program (CMO) is administered by CALSTART and funded by California Climate Investments. This voucher-based program provides funding for zero emission mobility programs that serve California's historically disadvantaged communities. Eligible activities include zero emission vehicle costs, infrastructure planning activities, outreach,

¹⁰ Low Carbon Transit Program (LCTOP). Source URL: <https://dot.ca.gov/programs/rail-and-mass-transportation/low-carbon-transit-operations-program-lctop>

¹¹ South Coast AQMD. Source URL: <http://www.aqmd.gov/docs/default-source/transportation/ab2766-motor-vehicle-subvention-fund-program/ab2766-resource-guide.pdf>

¹² Low Carbon Transportation Investments and Air Quality Improvement Program. Source URL: <https://ww2.arb.ca.gov/our-work/programs/low-carbon-transportation-investments-and-air-quality-improvement-program>

and operations. The consultant team recommends engaging with CARB or South Coast AQMD to check on current funding availability and eligibility.

Sustainable Communities Grant

The California Department of Transportation (Caltrans) makes \$29.5 million available through the Sustainable Communities Grant to encourage local and regional planning decisions that support state goals, implements Regional Transportation Plans, and ultimately seeks to achieve the State's greenhouse gas reduction targets.¹³ This grant is part of the Sustainable Transportation Planning Grant Program. The consultant team recommends PVTa contact their Caltrans representative to determine eligibility.

Regional

Mobile Sources Reduction Committee (MSRC) Grants

Overseen by the South Coast AQMD, the Mobile Sources Reduction Committee (MSRC) Grant program has invested more than \$400 million in clean transportation initiatives that seek to reduce air pollution from motor vehicles throughout the South Coast Region. While there are currently no open grant solicitations, the consultant team recommends engaging South Coast AQMD to understand when additional funds may become available.

Carl Moyer Program

The Carl Moyer Program offers grant funding for cleaner engines, equipment, and other sources of air pollution reduction.¹⁴ The program should not be utilized to purchase equipment to remain in compliance with regulation; instead, competitive grants are used to purchase cleaner-than-required equipment, engines, and vehicles.¹⁵ Over \$60 million is available annually through this program.

¹³ Caltrans. Source URL: <https://dot.ca.gov/programs/transportation-planning/division-of-transportation-planning/regional-and-community-planning/sustainable-transportation-planning-grants>

¹⁴ California Air Resources Board. Source URL: <https://ww2.arb.ca.gov/our-work/programs/carl-moyer-memorial-air-quality-standards-attainment-program>

¹⁵ Carl Moyer Program Guidelines. Source URL: https://ww2.arb.ca.gov/sites/default/files/2020-06/2017_cmpgl.pdf

Section I: Start-up and Scale-up Challenges

Siting Future Transit Yard

Due to the density of land development in and around PVRTA and the City of Claremont's combined service area, there is concern about being able to find and finance a transit yard that will support their future power capacity and space requirements. Discussions with representatives from adjacent cities have revealed that there is little city-owned land for transit yard development and that the acquisition of private land may be the most suitable option. At this time, it is recommended that the agencies obtain access to the future transit yard via their contractor, who would be responsible for owning or leasing an appropriate site.

Resiliency Considerations

PVRTA and the City of Claremont are already considering how a transition to BEBs will make their service more vulnerable during power outage events at the transit yard. With a fully electric fleet, in the event of a power outage, it may mean that it would be increasingly difficult to provide services for those who depend on it. In addition, in recent years, there have also been an increasing number of power shut-offs due to wildfire risk from high winds during the dry season and excess energy usage during heat waves. If these trends continue into the future, as expected, this will only exacerbate the need for the PVRTA and City of Claremont to have a strategy to charge buses during power outages. The agencies are considering how chargers with integrated batteries may provide added resiliency. If an outage occurs when the charger's integrated battery is full or partially charged, it will provide a short-term power supply to vehicles. PVRTA and the City of Claremont could also consider requiring their contract operator to install on-site solar photovoltaic panels to generate on-site power as well as additional battery solutions for energy storage.

Cost and Funding Considerations

While BEBs have a higher purchase price than CNG or gasoline-powered vehicles, maintenance and fuel costs tend to be lower. However, due to the nascent nature of the technology, lower maintenance and fuel costs may not materialize as expected, which could create budget constraints. PVRTA also faces more immediate challenges related to vehicle acquisition due to the higher price tag of BEBs and limited funding for capital expenditure.

Technological Maturity and Uncertainty

Cutaway BEBs are relatively newly available on the market, and their market may not be entirely mature in terms of product development. Their performance is also somewhat unproven. This may be mitigated with contract warranties and a planned higher spare ratio or a contingency

fleet. Performance issues, however, could potentially lead to challenges in providing needed service. PVRTA and the City of Claremont are also anticipating how zero-emission fuel preferences may change over time and is considering whether BEBs will be most suitable for the agency over the long-term or if, for example, hydrogen fuel cell technologies – a less mature technology today – will be the preferred fuel type in the future.

Personnel Training

Proper and thorough training of maintenance personnel and BEB drivers will be critical to ensuring vehicle longevity and maximization of battery capacity. With proper technique drivers can maximize the benefits of regenerative braking on BEBs to maximize vehicle range. This training will be the responsibility of PVRTA's contracted operator.

Next Steps

PVRTA and Claremont will continue refining their zero emissions plans in greater detail following the completion of this Rollout Plan. The following activities are anticipated as next steps:

- Develop more detailed plans for facility charger deployments, equipment specifications, electrical capacity, and space needs. This will include interim infrastructure for the current depot location as well as long-term infrastructure for the future depot location.
- Detailed analysis of costs expected over the transition period, including utility costs for charging power/energy.
- On-site demonstration of potential ZEVs.
- Prepare for next contractor procurement cycle.



A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

June 14, 2023

**AGENDA
ITEM #6**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Senior Program Manager
Subject: **Changing Accounts from Bank of America to Bank of the West**

Recommended Action:

Approve resolution 23-04, allowing PVRTA to switch all accounts (checking and credit card) from Bank of America to Bank of the West (BMO).

Background

PVRTA has had multiple issues with Bank of America in the last year. From our checking and credit card account being established incorrectly to continuous check fraud. PVRTA would like to transfer all banking needs to Bank of the West (BMO). This would include 2 checking accounts and one credit card. PVRTA makes use of a two signature check signing procedure. One signer is a PVRTA staff member who is familiar with our expenditure plans and the second signer is a staff member of a member city to provide oversight. The following parties will be added as authorized signers to the new checking accounts; Nicole Carranza, Erika Jacquez, Steven Valdivia, and James Ranells (JR).



A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

June 14, 2023

**AGENDA
ITEM #7**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Senior Program Manager
Subject: **Approval of Updated Title VI Program**

Recommended Action:

Adopt new resolution No. 23-05 authorizing the mandatory triennial update of the Title VI Compliance Plan for Pomona Valley Transportation Authority.

Background

As a recipient of federal and local funds PVTa must comply with civil rights Title VI requirements. PVTa Title VI Policies are required to be updated every (3) years. With the oversight of Metro, PVTa will submit the updates and signed Board resolutions to Metro as proof that all recommended updates and changes are approved. Attached is the updated Title VI Program for PVTa, below is a list of the following updates.

1. Updated the number of LEP individuals with current Census Bureau data. PVTa will continue to translate vital documents in Spanish and Chinese.

POMONA VALLEY TRANSPORTATION AUTHORITY		
AMERICAN COMMUNITY SURVEY		
Ability to speak English	Population	%
TOTAL POPULATION	248,099	
LANGUAGE OTHER THAN ENGLISH	84,296	46.79%
LEP SPANISH	32,222	12.2%
LEP ASIAN/PACIFIC ISLAND	10,465	4.2%



TITLE VI PROGRAM

Updated: June 2023
Approved by Pomona Valley Transportation Authority
Board of Directors:
June 14, 2023

Nicole Carranza, PVTA CEO
Pomona Valley Transportation Authority
2120 Foothill Blvd. #116
La Verne, CA
909-596-7664
WWW.PVTRANS.ORG

INTRODUCTION

This document was prepared by *Pomona Valley Transportation Authority* to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients"

Table of Contents

Title VI Notices to the Public	Pg. 5
List of Locations Where Title VI Notice Is Posted	Pg. 8
Title VI Complaint Procedures & Forms	Pg. 9
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	Pg. 21
Public Participation Plan	Pg. 22
Summary of Outreach Efforts Made Over the Last Three Years	Pg. 27
Language Assistance Plan	Pg. 29
Safe Harbor Provision	Pg. 33
Table Depicting the Membership of Non-Elected Committees And Councils	Pg. 47
Title VI Equity Analysis	Pg. 48
Board of Directors Approval of Title VI Program	Pg. 49

Introduction

This document was prepared by Pomona Valley Transportation Authority and approved by its Board of Directors to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U. S. Department of Transportation's FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

Overview of PVRTA's Service Area and Services

The Pomona Valley is located approximately 30 miles east of Los Angeles. Pomona Valley Transportation Authority (PVRTA) is a Joint Powers Authority serving the cities of Claremont, La Verne, Pomona and San Dimas with a service population of 249,000.

PVRTA is the community transit provider for the Pomona Valley. Its primary service, Get About, is an elderly and disabled demand response service. Get About operates throughout the four cities. Get About operates 6:00 a.m. to 7:30 p.m. weekdays, 8:30 a.m. to 5:00 p.m. Saturdays and 7:30 a.m. to 5:00 p.m. Sundays. Get About carries approximately 64,000 passengers annually.

PVRTA also operates three other demand response services on behalf of member cities, the Claremont Dial-a-Ride, Pomona Group Service and San Dimas Dial-a-Cab. In FY 2022 PVRTA operated approximated 445,614 miles and carried 80,000 passengers.

PVRTA provides all its transit services via private contractors. PVRTA has one service contract. The main contractor is for the dedicated vehicle services and they have a sub-contractor for demand response services (cab). PVRTA has a fleet of 26 cut-a-way vehicles and 6 accessible minivans. PVRTA offices are located at 2120 Foothill Blvd, Ste. 116, La Verne, CA 91750.

Pomona Valley Transportation Authority

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

Pomona Valley Transportation Authority

- Pomona Valley Transportation Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Pomona Valley Transportation Authority.
- For more information on Pomona Valley Transportation Authority civil rights program, and the procedures to file a complaint contact 909-596-7664, or visit our administrative office at 2120 Foothill Blvd. #116, La Verne, CA

For more information, visit www.pvtrans.org

- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights,
Attention: Title VI Program Coordinator, East Building, 5th Floor-
TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 909-596-7664
- Si la información es necesaria en otro idioma hable al 909-596-7664
- 如果信息是需要另一种语言接触909-596-7664
- Nếu thông tin là cần thiết trong một ngôn ngữ khác tiếp xúc 909-596-7664

**Pomona Valley Transportation Authority
Title VI Notice to the Public
(Spanish)**

**Notificar al público de los derechos bajo el título VI
Pomona Valley Transportation Authority**

- Pomona Valley Transportation Authority opera sus programas y servicios sin respecto a raza, color y origen nacional con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con Pomona Valley Transportation Authority
- Para obtener más información sobre el programa derechos civiles capaz de industrias y el procedimientos para presentar una queja, llame al (909) 596-7664, o visite nuestra oficina administrativa en 2120 Foothill Blvd. Ste. 116, La Verne, CA. Para más información, visite www.pvtrans.org
- Un demandante puede presentar una queja directamente con el Federal Transit Administration por archivar una queja con la Office of Civil Rights,
Attention: Title VI Program Coordinator, East Building, 5th Floor TCR,
1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 909-596-7664
- Si la información es necesaria en otro idioma hable al 909-596-7664
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- Nếu thông tin là cần thiết trong một ngôn ngữ khác tiếp xúc 909-596-7664

Pomona Valley Transportation Authority
Title VI Notice to the Public
(Chinese)
关于第 VI 条规定的公告

第 VI 条规定下应享权利公告

普慕纳谷运输署

• 普慕纳谷运输署 (Pomona Valley Transportation Authority) 按照《民权法》(Civil Rights Act) 第 VI 条之规定进行项目和服务运作，不得歧视任何种族、肤色和民族血统。

任何人如若认为遭到任何违反第 VI 条规定的非法歧视的侵害，均可向普慕纳谷运输署投诉。

• 有关普慕纳谷运输署公民权利项目及投诉程序的详细信息，请联系 909-596-7664，或前往我们的管理办公室，地址为：2120 Foothill Blvd. #116, La Verne, CA

有关更多信息，请访问 www.pytrans.org

• 可以直接向联邦公共交通运输局 (Federal Transit Administration) 投诉，将投诉信按以下地址发送至民权办公室 (Office of Civil Rights) 即可：
收件人：Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

• If information is needed in another language, contact 909-596-7664
Si la información es necesaria en otro idioma comuníquese al 909-596-7664
如果需要以其他语言提供的信息，请致电 909-596-7664
Nếu thông tin là cần thiết trong một ngôn ngữ khác tiếp xúc 909-596-7664

Pomona Valley Transportation Authority
Title VI Notice to the Public
(Vietnamese)
Thông Báo về Khoản VI

Thông Báo về Các Quyền Theo Khoản VI

Cơ Quan Quản Lý Giao Thông Pomona Valley

- Cơ Quan Quản Lý Giao Thông Pomona Valley điều hành các chương trình và dịch vụ của mình không phân biệt chủng tộc, màu da, và nguồn gốc quốc gia, tuân thủ Khoản VI của Đạo Luật Dân Quyền.

Bất kỳ ai cho rằng mình đã bị
phân biệt đối xử phi pháp theo Khoản VI có thể nộp đơn khiếu nại
cho Cơ Quan Quản Lý Giao Thông Pomona Valley.

- Để biết thêm thông tin về chương trình dân quyền của Cơ Quan Quản Lý Giao Thông Pomona Valley, và các thủ tục nộp đơn khiếu nại, hãy liên hệ số 909-596-7664, hoặc đến văn phòng hành chính của chúng tôi tại địa chỉ 2120 Foothill Blvd. #116, La Verne, CA

Để biết thêm thông tin, hãy truy cập www.pvtrans.org

- Người khiếu nại có thể trực tiếp nộp đơn khiếu nại cho
Cơ Quan Quản Lý Giao Thông Liên Bang bằng cách nộp khiếu nại cho
Office of Civil Rights,

Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE, Washington, DC 20590

- Nếu quý vị cần thông tin bằng một ngôn ngữ khác, hãy liên hệ số 909-596-7664
Si la información es necesaria en otro idioma comuníquese al 909-596-7664

如果信息是需要另一种语言接触909-596-7664

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, hãy liên hệ số 909-596-7664

List of Locations Where Title VI Notice Is Posted

Pomona Valley Transportation Authority notice to the public is currently posted at the following locations:

Location Name	Address	City
PVTA Offices	2120 Foothill Blvd., #116	La Verne
Revenue Service Vehicles (Including 5310 vehicles)		
Service Brochures		
Website	www.PVtrans.org	

The Title VI notice and program information is also provided on our website at www.PVTrans.org/Title VI

Title VI Complaint Procedures

As a recipient of federal dollars, Pomona Valley Transportation Authority is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Pomona Valley Transportation Authority has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. The Complaint Procedures and Complaint Form are posted on our website at www.PVTrans.Org/TitleVI.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Pomona Valley Transportation Authority may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Pomona Valley Transportation Authority investigates complaints received no more than 180 days after the alleged incident. Pomona Valley Transportation Authority will only process complaints that are complete.

Within 10 business days of receiving the complaint, PVTa Title VI Administrator Nicole Carranza will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. Pomona Valley Transportation Authority has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, Pomona Valley Transportation Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days Pomona Valley Transportation Authority can administratively close the case.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to appeal to the Pomona Valley Transportation Authority Board of Directors or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to a separation of functions (i.e. a decision by a person not involved in with initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Pomona Valley Transportation Authority Title VI Complaint Form

COMPLAINT FORM

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone (Optional):	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
12. Date of alleged discrimination: (mm/dd/yyyy)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets of paper		

**Pomona Valley Transportation Authority
Title VI Complaint Form, Page 2**

COMPLAINT FORM

Section IV:		
14. Have you previously filed a Title VI complaint with Pomona Valley Transportation Authority?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [] YES* [] NO If yes, check all that apply: [] Federal Agency _____ [] State Agency _____ [] Federal Court _____ [] Local Agency _____ [] State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
Section VI:		
Name of Transit Agency complaint is against:		
Contact Person:		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:
Nicole Carranza, Title VI Coordinator
Pomona Valley Transportation Authority 2120 Foothill Blvd. #116 La Verne, CA 91750

Procedimientos de quejas del Título VI

Como beneficiario de los fondos federales, se exige que Pomona Valley Transportation Authority cumpla con el Título VI de la Ley de Derechos Civiles de 1964 y garantice que los servicios y beneficios se proporcionen de manera no discriminatoria. Pomona Valley Transportation Authority establece un Procedimiento de quejas del Título VI, que describe un proceso para la disposición local de las quejas del Título VI y es coherente con las pautas que se encuentran en la Circular 4702.1B de la Administración Federal de Tránsito, con fecha del 1 de octubre de 2012. Los Procedimientos de quejas y el Formulario de quejas están publicados en nuestro sitio web: www.PVTrans.Org/TitleVI.

Cualquier persona que considere que Pomona Valley Transportation Authority la ha discriminado por su raza, color o nacionalidad puede presentar una queja del Título VI al completar y enviar el Formulario de quejas del Título VI del organismo. Pomona Valley Transportation Authority investiga las quejas recibidas no más de 180 días después de haber ocurrido el presunto incidente. Pomona Valley Transportation Authority solo procesará las quejas que estén completas.

Dentro de los 10 días hábiles de haber recibido la queja, el administrador del Título VI de PVTA, Nicole Carranza, la revisará a fin de determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de acuse de recibo que le informará si nuestra oficina investigará la queja. Pomona Valley Transportation Authority tiene 30 días para investigar la queja. El demandante será notificado por escrito de la causa a cualquier ampliación prevista de la norma de 30 días.

Si fuera necesaria más información para resolver el caso, Pomona Valley Transportation Authority puede comunicarse con el demandante. El demandante tiene 10 días hábiles a partir de la fecha de la carta para enviar la información solicitada al investigador asignado para el caso. Si el demandante no se pone en contacto con el investigador o este no recibe la información adicional dentro de los 10 días hábiles, Pomona Valley Transportation Authority puede cerrar el caso desde el punto de vista administrativo.

Un caso también se puede cerrar desde el punto de vista administrativo si el demandante ya no desea continuar con su caso. Una vez que el investigador haya revisado la queja, enviará una de dos cartas al demandante: una carta de cierre o una carta de conclusión (*letter of finding*, LOF). Una carta de cierre resume las acusaciones, y establece que no hubo violación del Título VI y que el caso se cerrará. Una LOF resume las acusaciones y las entrevistas en lo que respecta al presunto incidente, y explica si se tomará alguna medida disciplinaria, si el miembro del personal recibirá capacitación adicional o si se llevará a cabo alguna otra acción. Si el demandante desea apelar la decisión, tiene 30 días a partir de la fecha de la carta de cierre o LOF para apelar a la junta directiva de Pomona Valley Transportation Authority o su representante. El demandante tiene derecho a revisar la negación, presentar información y argumentos adicionales, y a una división de funciones (es decir, una decisión de una persona que no esté involucrada en la decisión inicial de la negación de la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y los motivos de esta.

Una persona también puede presentar una queja directamente ante la Administración Federal de Tránsito, en la Oficina de Derechos Civiles de la Administración Federal de Tránsito, 1200 New Jersey Avenue SE, Washington, DC 20590.

Formulario de quejas del Título VI de Pomona Valley Transportation Authority

FORMULARIO DE QUEJAS

Sección I: Escriba de manera legible		
1. Nombre:		
2. Dirección:		
3. Teléfono:	3.a. Teléfono secundario (Opcional):	
4. Dirección de correo electrónico:		
5. ¿Requisitos de formato accesible?	<input type="checkbox"/> Letra grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otros
Sección II:		
6. ¿Está presentando esta queja en su propio nombre?	SÍ*	NO
*Si respondió "SÍ" a la pregunta n.º 6, diríjase a la Sección III.		
7. Si respondió "No" a la pregunta n.º 6, ¿cuál es el nombre de la persona para la que está presentando esta queja? Nombre:		
8. ¿Cuál es su relación con esta persona?:		
9. Explique por qué ha presentado una queja para un tercero:		
10. Confirme que ha obtenido el permiso de la parte demandante para presentar una queja en su nombre.	SÍ	NO
Sección III:		
11. Considero que la discriminación que experimenté se debió a mi (marque todas las opciones que correspondan): <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Nacionalidad </div>		
12. Fecha de la presunta discriminación: (dd/mm/aaaa)		
13. Explique con la mayor claridad posible qué sucedió y por qué considera que fue discriminado. Describa a todas las personas involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo discriminaron (si conoce esta información), así como el nombre y la información de contacto de cualquier testigo. Si necesita más espacio, adjunte hojas de papel adicionales.		

**Formulario de quejas del Título VI de
Pomona Valley Transportation Authority, página 2
FORMULARIO DE QUEJAS**

Sección IV:		
14. ¿Ha presentado anteriormente una queja del Título VI ante Pomona Valley Transportation Authority?	SÍ	NO
Sección V:		
15. ¿Ha presentado esta queja ante cualquier otro organismo federal, estatal o local, o ante cualquier tribunal federal o estatal? [] SÍ* [] NO Si la respuesta es "Sí", marque todas las opciones que correspondan: [] Organismo federal _____ [] Organismo estatal _____ [] Tribunal federal _____ [] Organismo local _____ [] Tribunal estatal _____		
16. Si respondió "Sí" a la pregunta n.º 15, proporcione información sobre una persona de contacto en el organismo/tribunal en el que presentó la queja.		
Nombre:		
Cargo:		
Organismo:		
Dirección:		
Teléfono:		Correo electrónico:
Sección VI:		
Nombre del organismo de tránsito en el que se presentó la queja:		
Persona de contacto:		
Teléfono:		

Puede adjuntar cualquier material escrito u otra información que considere pertinente para su queja.

La firma y la fecha son obligatorias a continuación para completar el formulario:

Firma _____ Fecha _____

Presente este formulario personalmente o envíelo por correo a la siguiente dirección:
Nicole Carranza, coordinador del Título VI
Pomona Valley Transportation Authority 2120 Foothill Blvd. #116 La Verne, CA 91750

Title VI Complaint Procedures & Complaint Form (Chinese)

第 VI 条规定投诉程序

作为联邦资金的接收方，普慕纳谷运输署 (Pomona Valley Transportation Authority) 需要遵守 1964 年《民权法案》(Civil Rights Act) 的第 VI 条规定，并确保在无歧视的基础之上提供服务和福利。普慕纳谷运输署已经实施了第 VI 条规定投诉程序，其中列出了在本地对有关第 VI 条规定的投诉进行处理的流程，并与 2012 年 10 月 1 日颁布的联邦公共交通管理局 (Federal Transit Administration) 4702.1B 号通告中制定的指导方针一致。我们的网站上发布了投诉程序和投诉表格，网址为 www.PVTrans.Org/TiltVI。

任何人如果认为自己因种族、肤色或民族血统而受到普慕纳谷运输署的歧视，可以填写并提交该机构的第 VI 条规定投诉表，以依据第 VI 条规定进行投诉。普慕纳谷运输署将在收到对所指控事件的投诉后 180 天内对投诉开展调查。慕纳谷运输署将仅处理完整投诉。

在收到投诉后的 10 个工作日内，普慕纳谷运输署负责第 VI 条规定的管理员 Nicole Carranza 将对投诉进行审核，以确定我们的办公室是否具有管辖权。投诉人将收到一封确认函，通知她/他我们的办公室是否会对投诉开展调查。普慕纳谷运输署有 30 天时间来调查投诉。如果计划按“30 天规则”延长期限，将以书面形式通知投诉人延期原因。

如果需要更多信息才能解决案件，普慕纳谷运输署可能会与投诉人联系。自收到函件起，投诉人有 10 个工作日内时间将所请求的信息发送给被指定处理该案件的调查人员。如果在 10 个工作日内，投诉人未与调查人员联系，或者调查人员没有收到更多信息，则普慕纳谷运输署可以通过行政方式结案。

如果投诉人不再希望追究其案件，则也可以通过行政方式结案。在调查人员审核投诉后，她/他将向投诉人发出以下两封函件之一：结案函或结果函 (LOF)。结案函将对指控进行总结，声明不存在违反第 VI 条规定的行为，并由此结案。LOF 将对指控和与指控事件相关的面谈情况进行总结，并解释是否会对职工实施纪律处分、进行额外培训或采取其他措施。如果投诉人希望对该裁决提出上诉，则她/他在收到结案函或 LOF 后，有 30 天时间向普慕纳谷运输署董事会或其指定人员提出上诉。投诉人具有以下权力：对否定性裁决进行审核；呈交更多信息和论据；以及提出职能分离（即要求由与否定资格的初步裁决无关的其他人员作出裁决）。投诉人有权接收有关上诉裁决及其理由的书面通知。

个人还可以直接向联邦公共交通管理局提交投诉，地址为：FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

普慕纳谷运输署第 VI 条规定投诉表格 投诉表格

第 I 部分：请清晰书写		
1. 姓名：		
2. 地址：		
3. 电话：	3.a. 备用电话（选填）：	
4. 电子邮件地址：		
5. 对于可访问的格式是否有要求？	<input type="checkbox"/> 大字体	<input type="checkbox"/> 录音磁带
	<input type="checkbox"/> TDD	<input type="checkbox"/> 其他
第 II 部分：		
6. 您是否代表自己提交本投诉？	是*	否
*如果您对第 6 项回答“是”，请转到第 III 部分。		
7. 如果您对第 6 项回答“否”，您为其提交本投诉的人员的姓名是什么？姓名：		
8. 您与此人是什么关系：		
9. 请解释您为何代表第三方提交本投诉：		
10. 请确认您已获得指控方的许可，可以代表其提交投诉。	是	否
第 III 部分：		
11. 我认为我遭遇的歧视是基于以下原因（请选中所有适用选项）：		
<input type="checkbox"/> 种族	<input type="checkbox"/> 肤色	<input type="checkbox"/> 民族血统
12. 所指控的歧视行为的发生日期：（ 年/ 月/ 日）		
13. 请尽可能清晰地说明发生了什么情况，以及为什么您认为自己受到了歧视。描述所有涉事人员。包括歧视您的人员的姓名和联系信息（如果已知），以及任何证人的姓名和联系信息。如果需要更多空间，请附上额外的纸张		

普慕纳谷运输署
第 VI 条规定投诉表格，第 2 页

投诉表格

第 IV 部分：		
14. 您以前是否曾向普慕纳谷运输署提交过有关第 VI 条规定的投诉？	是	否
第 V 部分：		
15. 您是否曾向任何其他联邦、州或本地机构，或向任何联邦或州法院提交过本投诉？ [] 是* [] 否 如果回答为“是”，请选中所有适用选项： [] 联邦机构 _____ [] 州机构 _____ [] 联邦法院 _____ [] 本地机构 _____ [] 州法院 _____		
16. 如果您对第 15 项的回答为“是”，请提供有关接受所提交投诉的机构/法院的联系人信息。		
姓名：		
职务：		
机构：		
地址：		
电话： 电子邮件：		
第 VI 部分：		
投诉所针对的运输署的名称：		
联系人：		
电话：		

您可以附上您认为与自己的投诉相关的任何书面材料或其他信息。

您需要在下面注明签名和日期方可完成本表格：

签名 _____ 日期 _____

请亲自提交此表格，或将此表格邮寄到下面的地址：

Nicole Carranza, Title VI Coordinator

Pomona Valley Transportation Authority 2120 Foothill Blvd. #116 La Verne, CA 91750

Title VI Complaint Procedures & Complaint Form (Vietnamese) Thủ Tục Khiếu Nại Theo Khoản VI

Là đơn vị nhận tài trợ liên bang, Cơ Quan Quản Lý Giao Thông Pomona Valley phải tuân thủ Khoản VI của Đạo Luật Dân Quyền năm 1964 và đảm bảo không phân biệt đối xử trong cung cấp các dịch vụ và phúc lợi. Cơ Quan Quản Lý Giao Thông Pomona Valley có áp dụng Thủ Tục Giải Quyết Khiếu Nại Khoản VI, thủ tục này mô tả quy trình giải quyết cục bộ đối với khiếu nại Khoản VI và phù hợp với các quy định được tìm thấy trong Thông Tư 4702.1B của Cơ Quan Quản Lý Giao Thông Liên Bang, ngày 1 tháng 10, 2012. Thủ Tục Giải Quyết Khiếu Nại và Mẫu Đơn Khiếu Nại được đăng trên trang web của chúng tôi tại www.PVTrans.Org/TiltVI.

Bất kỳ ai cho rằng mình đã bị Cơ Quan Quản Lý Giao Thông Pomona Valley phân biệt đối xử dựa trên chủng tộc, màu da, hoặc nguồn gốc quốc gia có thể nộp đơn khiếu nại Khoản VI bằng cách điền và nộp Mẫu Đơn Khiếu Nại Khoản VI của cơ quan. Cơ Quan Quản Lý Giao Thông Pomona Valley sẽ điều tra các khiếu nại nhận được không quá 180 ngày sau khi xảy ra sự việc bị cáo buộc. Cơ Quan Quản Lý Giao Thông Pomona Valley sẽ chỉ giải quyết những đơn khiếu nại hoàn chỉnh.

Trong vòng 10 ngày làm việc sau khi nhận được khiếu nại, Quản Trị Viên Khoản VI của PVTVA, Nicole Carranza sẽ xem xét khiếu nại để xác định xem văn phòng của chúng tôi có thẩm quyền hay không. Người khiếu nại sẽ nhận được thư xác nhận thông báo liệu đơn khiếu nại sẽ được văn phòng của chúng tôi điều tra hay không. Cơ Quan Quản Lý Giao Thông Pomona Valley có 30 ngày để điều tra khiếu nại. Người khiếu nại sẽ được thông báo bằng văn bản về lý do gia hạn ngoài kế hoạch đối với quy định 30 ngày.

Nếu cần thêm thông tin để giải quyết hồ sơ, Cơ Quan Quản Lý Giao Thông Pomona Valley có thể liên lạc với người khiếu nại. Người khiếu nại có 10 ngày làm việc kể từ ngày nhận được thư để gửi thông tin được yêu cầu cho điều tra viên được giao phụ trách hồ sơ. Nếu người khiếu nại không liên lạc với điều tra viên hoặc điều tra viên không nhận được thông tin bổ sung trong vòng 10 ngày làm việc, Cơ Quan Quản Lý Giao Thông Pomona Valley có thể khép hồ sơ về mặt hành chính.

Hồ sơ cũng có thể được khép lại về mặt hành chính nếu người khiếu nại không còn muốn theo đuổi vụ việc nữa. Sau khi điều tra viên xem xét khiếu nại, điều tra viên sẽ gửi một trong hai thư cho người khiếu nại: thư khép hồ sơ hoặc thư thông báo phát hiện (LOF). Thư khép hồ sơ sẽ tóm tắt những cáo buộc và cho biết không có sự vi phạm Khoản VI và hồ sơ sẽ bị khép lại. Một LOF sẽ tóm tắt các cáo buộc và những nội dung thẩm vấn về sự việc bị cáo buộc, và giải thích liệu sẽ có bất kỳ biện pháp khắc phục, đào tạo bổ sung cho nhân viên, hay biện pháp khác hay không. Nếu người khiếu nại muốn kháng nghị quyết định, người khiếu nại có 30 ngày sau ngày nhận thư khép hồ sơ hoặc LOF để kháng nghị lên Hội Đồng Quản Trị của Cơ Quan Quản Lý Giao Thông Pomona Valley hoặc người được chỉ định của hội đồng quản trị. Người khiếu nại có quyền xem quyết định từ chối, trình bày thông tin và lý lẽ bổ sung, và quyền yêu cầu phân tách chức năng (có nghĩa là quyết định của một người không tham gia quyết định từ chối điều kiện nhận dịch vụ ban đầu). Người khiếu nại có quyền nhận được thông báo bằng văn bản về quyết định đối với kháng nghị và lý do đưa ra quyết định.

Một người cũng có thể trực tiếp nộp khiếu nại cho Cơ Quan Quản Lý Giao Thông Liên Bang, tại địa chỉ FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

Mẫu Đơn Khiếu Nại Khoản VI của Cơ Quan Quản Lý Giao Thông Pomona Valley

ĐƠN KHIẾU NẠI

Phần I: Vui lòng viết rõ			
1. Tên:			
2. Địa chỉ:			
3. Điện thoại:		3.a. Số Điện Thoại Phụ (Không Bắt Buộc):	
4. Địa Chỉ Email:			
5. Có Yêu Cầu về Định Dạng Dễ Tiếp Cận Hay Không?	<input type="checkbox"/> Chữ In Lớn	<input type="checkbox"/> Bảng Tiếng	
	<input type="checkbox"/> TDD	<input type="checkbox"/> Khác	
Phần II:			
6. Quý vị nộp đơn khiếu nại này thay mặt chính mình?		CÓ*	KHÔNG
*Nếu quý vị trả lời “có” cho câu hỏi #6, hãy đến Phần III.			
7. Nếu quý vị trả lời “không” cho câu hỏi #6, vui lòng cho biết tên của người mà quý vị nộp đơn khiếu nại giúp họ? Tên:			
8. Vui lòng cho biết quan hệ của quý vị với người này:			
9. Vui lòng giải thích tại sao quý vị nộp đơn cho một bên thứ ba:			
10. Vui lòng xác nhận rằng quý vị đã được bên khiếu nại cho phép nộp đơn thay mặt họ.		CÓ	KHÔNG
Phần III:			
11. Tôi tin rằng tôi đã bị phân biệt đối xử dựa trên (chọn tất cả các trường hợp phù hợp):			
<input type="checkbox"/> Chủng tộc Nguồn Gốc Quốc Gia		<input type="checkbox"/> Màu da	<input type="checkbox"/>
12. Ngày xảy ra sự phân biệt đối xử bị cáo buộc: (tháng/ngày/năm)			
13. Giải thích càng rõ càng tốt về sự việc đã xảy ra và tại sao quý vị cho rằng quý vị đã bị phân biệt đối xử. Mô tả tất cả những người liên quan. Bao gồm tên và thông tin liên lạc của (những) người đã phân biệt đối xử đối với quý vị (nếu biết), cũng như tên và thông tin liên lạc của bất kỳ nhân chứng nào. Nếu cần thêm chỗ viết, hãy đính kèm các tờ giấy bổ sung			

Cơ Quan Quản Lý Giao Thông Pomona Valley
Đơn Khiếu Nại Theo Khoản VI, Trang 2

ĐƠN KHIẾU NẠI

Phần IV:		
14. Trước đây quý vị có từng nộp đơn khiếu nại Khoản VI cho Cơ Quan Quản Lý Giao Thông Pomona Valley hay không?	CÓ	KHÔNG
Phần V:		
15. Quý vị có từng nộp đơn khiếu nại cho bất kỳ cơ quan nào của Liên Bang, Tiểu Bang hay địa phương, hoặc cho bất kỳ tòa án nào của Liên Bang hay Tiểu Bang hay không? [] CÓ* [] KHÔNG Nếu có, hãy chọn tất cả các trường hợp phù hợp: [] Cơ Quan Liên Bang _____ [] Cơ Quan Tiểu Bang _____ [] Tòa Án Liên Bang _____ [] Cơ Quan Địa Phương _____ [] Tòa Án Tiểu Bang _____		
16. Nếu quý vị trả lời “có” cho câu hỏi #15, hãy cung cấp thông tin về một người liên lạc tại cơ quan/tòa án nơi nộp khiếu nại.		
Tên:		
Chức danh:		
Cơ quan:		
Địa chỉ:		
Điện thoại:		Email:
Phần VI:		
Tên của Cơ Quan Giao Thông bị khiếu nại:		
Người Liên Lạc:		
Điện thoại:		

Quý vị có thể đính kèm bất kỳ tài liệu văn bản hoặc thông tin nào khác mà quý vị cho rằng liên quan đến khiếu nại của mình.

Bắt buộc ký tên và ghi ngày tháng để hoàn tất mẫu đơn:

Chữ ký _____ Ngày _____
Vui lòng trực tiếp nộp đơn này hoặc gửi mẫu đơn này qua đường bưu điện đến địa chỉ bên dưới:
Nicole Carranza, Title VI Coordinator
Pomona Valley Transportation Authority 2120 Foothill Blvd. #116 La Verne, CA 91750

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Since the approval of this report, Pomona Valley Transportation Authority has not been involved in any transportation-related Title VI investigations, lawsuits or complaints.

Pomona Valley Transportation Authority List of Investigations, Lawsuits and Complaints

Type of Process	Date	Summary (including basis of complaint)	Status	Action(s) Taken
Investigations				
1. None				
2.				
Lawsuits				
1. None				
2.				
Complaints				
1. None				
2.				



TITLE VI PROGRAM

Public Participation Plan

Developed: June 2023

Approved by Pomona Valley Transportation Authority

Board of Directors:

June 14, 2023

Nicole Carranza, PVTA CEO

Pomona Valley Transportation Authority

2120 Foothill Blvd. #116

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Table of Contents

Public Participation Plan	22
Summary of Outreach Efforts Made Since 2020	27

1. Introduction

Purposes of This Plan

As part of its Title VI Program, Pomona Valley Transportation Authority (PVRTA) is bolstering its public participation processes. PVRTA is also enhancing its strategies for engaging minority and Limited English Proficient individuals. This plan provides guidelines for involving the public in PVRTA planning efforts to ensure that all groups are represented, and their needs considered.

PVRTA is committed to ensuring it serves the Pomona Valley fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through conversation and collaborating with riders, prospective riders, and the larger surrounding community, PVRTA will be able to assess the quality of its service, measure potential impacts to the community from PVRTA initiatives or proposed initiatives, and ensure that it is providing valuable services to the residents and visitors of the Pomona Valley.

2. Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any PVRTA project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. The following outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

Examples of Events or Service Changes that will require a public participation plan are:

- Changes to fares, service area or revenue hours
- Short and Long Range Transportation Plan, Comprehensive Operational

Analysis

- Studies to implement new services; facilities or yard construction projects

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for outreach to ensure that all riders and potential riders in the Pomona Valley have equal access and opportunity to participate in transportation planning and decision-making. These also provide strategies for soliciting input and engaging various communities.

Any notices will be posted at least two weeks prior to the public event.

- Notices may be posted at PVRTA headquarters, on buses and at key community centers with whom PVRTA has relationship.
- Information about public participation opportunities will also be posted on PVRTA's website at least two weeks prior to the event.
- Comments will be accepted via the PVRTA website, at public outreach events, via email, by mail, and by phone to ensure that all populations have the opportunity to participate.

Outreach Methods to Engage Minority and Limited English Proficient Populations

- Spanish and Chinese language notices will be developed and posted with English notices.
- Notices in Spanish & Chinese will be provided on vehicles serving areas with concentrations of LEP individuals in those language groups.
- Event information on PVRTA's website will be posted in English, Spanish and Chinese as appropriate and necessary.
- PVRTA will distribute event information to community groups and agencies that work with LEP populations, if such contacts exist.
- PVRTA staff as is possible will provide interpretation or translation at any

public meetings or workshop. When it is appropriate or necessary, PVRTA will ensure non-English language interpretation in additional languages is available.

Currently, Spanish and Chinese are the only quantifiable populations within PVRTA's service area that are limited English proficient. PVRTA will continue assessing the language needs of citizens in its service area through its Language Assistance Plan. At such time, as another group with limited English proficiency reaches significant mass, PVRTA will review this plan and its strategies to engaging with non-English speaking populations.

Some larger projects will require a specific public participation plan that will be developed in the planning stages of the project. This plan will outline specific outreach activities, goals and objectives of the public involvement, as well as specific techniques to be used for outreach activities. The project-based public participation plan will also identify any populations requiring special outreach to ensure they have access to information and the opportunity to make comments regardless of race, religion, age, income, color, national origin, or disability.

The public participation process for these projects will be augmented with specific outreach activities appropriate for the particular projects, such as, additional public workshops, focus groups and surveys. Where more than one public workshop or forum will be held, and as funding allows, one workshop will be held in the morning and a second in the evening to accommodate varying schedules. As is possible, public participation events will be held at central locations close to a bus stop in an ADA accessible room. These projects may also require the development such as fact sheets, newsletters, a project webpage, and additional media releases.

Outreach methods to engage minority and limited English proficient

populations

- PVRTA will continue cultivating relationships with community agencies that serves LEP populations.
- As they are identified, notices will be sent to Spanish and Chinese language magazines, newspapers, and/or radio stations.
- Public outreach events may include attending already existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities in order to invite participation from LEP populations who may not attend PVRTA hosted public events.
- PVRTA will ensure that non-English language interpretation will be available at any public meeting or workshop as is appropriate and necessary

Summary of Outreach Efforts Made Over the Last Three Years

PVRTA's Administrator, Senior Program Manager and Mobility Managers participates in these recurring events:

- **Presentations to Senior Centers/Community Centers/ Senior Living-** Due to covid PVRTA's outreach over the last three years was very limited. During the lock down Mobility Managers were in constant contact with local senior centers, senior living facilities and other community partners. Mobility Managers were able to schedule 5 different online presentations. Once all guidelines and restrictions were lifted Mobility Managers started going out to the community. Mobility Manager have been able to attend 42 different presentations or tabling in the last 3 years. Presentations were made to five senior centers, 1 senior living facilities and 2 community centers in 4 different cities. The

presentations cover Get About services and specialized local programs operated by PVRTA on behalf of member cities, our two New Freedom projects, One Step Over Line and Ready Now. As a portion of each presentation there was an opportunity to ask questions and provide feedback to PVRTA staff about service issues and needs. Presentations are always available in English and Spanish depending on the needs of the community. Informational materials, such as, brochures were provided in both languages as well.

- **Claremont Village Venture**-PVRTA participates annually at Claremont Village Venture, a street fair that normally draws over 15,000 people. In 2020 the fair was canceled and in 2021 it was much smaller than previous years. In 2022 PVRTA saw an increase in participants. Mobility Managers were able to provide resources to over 200 participants in both English and Spanish.
- **Claremont & San Dimas Earth Day**- Due to covid most community events were canceled during this period. In 2022 & 2023 San Dimas, Pomona, Claremont and La Verne participated in the Heart of the Foothills. PVRTA staff was able to table at 2 different locations and provide resources to participants.
- **Senior Health Fairs and Other Special Events**-PVRTA staff participated in the senior health fairs and the local covid and flu shot fairs to provide crucial information during the lockdown.
- **Home Deliveries & Food pick up**-During the lockdown PVRTA partnered with local agencies, cities and nonprofits to help deliver essentials to seniors and people with disabilities. PVRTA was able to assist in delivering bags that were filled with many essentials. In these bags PVRTA would place flyers in both English and Spanish letting the community know we were still available in case of any transportation needs. During this same time most senior centers (lunch centers) were closed. PVRTA was able to partner with these centers and transport seniors one by one to be able to pick up free lunches for the week.

- **Rider and Community Surveys**--During the last three years PVTA conducted 2 rider surveys. Participants were able to request other languages as needed. PVTA only needed to perform surveys in both English and Spanish.



TITLE VI PROGRAM

Language Assistance Plan

Developed: June 2023

Approved by Pomona Valley Transportation Authority

Board of Directors:

June 14, 2023

Nicole Carranza, PVTA CEO

Pomona Valley Transportation Authority

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Table of Contents

Introduction	31
Overview of PVTA's Service Area and Services	32
Language Assistance Goals	32
Safe Harbor Provision	33
Results of the Four Factor Analysis	34
Factor 1	34

Factor 2	35
Factor 3	36
Factor 4	37
Implementation Plan	39
Timeline/Major Milestones	39
Language Service Provision	43
PVRTA Website	45
Outreach	45
Monitoring, Evaluating and Updating the LAP	45
Staff Training	46

1. Introduction

This language Assistance Plan was developed during the process of preparing PVRTA's Title VI Program to ensure that PVRTA services are accessible to limited English Proficient (LEP) individuals. Title VI of the 1964 Civil Right Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Right Act prohibits federally-funded agencies from discriminating against individuals based on race, color, and national origin and includes meaningful access to LEP customers.
- President's Executive Order 13166, "improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000): Instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

PVRTA's Title VI Program was prepared in the Winter of 2017 in accordance with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

PVRTA's Title VI Program Administrator is:

Nicole Carranza, CEO

PVRTA

2120 Foothill Blvd, Ste. 116

La Verne, CA 91750

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More information about PVRTA's Title VI Program is available at:

www.pvtrans.org/titleVI

2. Overview of PVRTA's Service Area and Services

The Pomona Valley is located approximately 30 miles east of Los Angeles. PVRTA is a Joint Powers Authority serving the cities of Claremont, La Verne, Pomona and San Dimas with a service population of 249,000

PVRTA is the community transit provider for the Pomona Valley. Its primary service, Get About, is an elderly and disabled demand response service. Get About operates throughout the four cities. Get About operates 6:00 a.m. to 7:30 p.m. weekdays, 8:30 a.m. to 5:00 p.m. Saturdays and 7:30 a.m. to 5:00 p.m. Sundays. Get About carries approximately 64,000 passengers annually.

PVRTA also operates three other demand response services on behalf of member cities, the Claremont Dial-a-Ride, Pomona Group Service and San Dimas Dial-a-Cab. In FY 2022 PVRTA operated approximately 445,000 miles and carried 80,000 passengers.

PVRTA provides all its transit services via private contractors. PVRTA has one service contract. The primary contract is for dedicated vehicle services and they subcontract out for demand response services (cab). PVRTA has a fleet of 26 cut-a-way vehicles and 6 accessible minivans. Fleet operations are supplemented by use of a cab provider. PVRTA offices are located at 2120 Foothill Blvd, Ste. 116, La Verne, CA 91750.

3. Language Assistance Goals

PVRTA's goal is to provide meaningful access for LEP customers to PVRTA's services, information and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

Safe Harbor Provision

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

Based on our analysis of census data there are two language groups whose representation exceeds the levels stipulated in the DOJ's Safe Harbor Provision. These language groups are Spanish and Asian/Pacific Island. After further research PVRTA has found Chinese to be the other highest language used. Accordingly, PVRTA will provide written translations of its vital documents into the aforementioned languages. Translations of the Title VI notice. Translation of non-vital documents, if needed, will be provided orally or in written form depending on the frequency of the need for these translations.

4. Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

PVTA used available census data to determine the geographic boundaries of its service area and identify LEP populations within that area. PVTA utilized the Census Bureau American Community Survey Table S1601. Based on our analysis we found two language groups with populations of LEP individuals greater than the Safe Harbor Provision level of over 5% or 1000 individuals (whichever is less).

<u>Language</u>	<u># of LEP Individuals</u>
Spanish	32,222
Asian and Pacific Island	10,465

Spanish and Asian and Pacific Island languages have the largest population of LEP individuals in PVTA's service area. To identify the languages under Asian and Pacific Island PVTA staff used the definitions that the Census Bureau provides. With that we were able to survey PVTA staff and contracted employees to see the frequency of contact with the languages. In total 12 drivers, 6 dispatchers, and 2 mobility managers were surveyed and it was concluded that Spanish was the most used language other than english. Drivers did state that they have come in contact with Chinese and Vietnamese clients but not as frequent. In the past PVTA had already concluded that the Chinese language was used in the region so brochures and other vital documents had already been translated. PVTA will not immediately translate vital documents into Vietnamese, it will continue to monitor proportions of LEP individuals among these groups.

The results of the analysis are shown below in Table 4-1.

Pomona Valley American Community Survey		
Ability to speak English	Population	%
Total Population	248,099	100%
Language Other than English	84,296	46.79%
LEP Spanish	32,222	12.2%
LEP Asian/Pacific Island	10,465	4.2%

Factor 2: The frequency with which LEP persons come into contact with the program.

PVTA conducted a rider survey in July 2022 where it asked riders the language that was used at home. Out of 105 responses 94% stated that english was the language spoken, 4% stated Spanish was the language used and 2% stated other languages. PVTA also used a staff survey to gauge the frequency of contact with its services by LEP persons. The survey included 12 drivers and 6 call takers/dispatchers, 2 mobility managers. The results are summarized below:

1. All (12) drivers, (6) call takers/dispatchers, (2) mobility managers came in contact with LEP individuals.
2. All (12) drivers and all call takers/dispatchers indicated they had contact with LEP individuals several times a day.

3. All dispatchers and 7 drivers indicated contact with LEP individuals that were non-Spanish speaking. All dispatchers stated the other LEP language they were able to identify was Chinese.

Based on the information from the staff survey, Spanish speaking individuals are accessing PVRTA's services daily. Other LEP individuals are accessing the PVRTA services far less often. Based on information derived from the development of the Title VI plan, PVRTA will continue outreach using Spanish and Chinese language information and materials. PVRTA will continue to monitor contact with LEP individuals who speak other languages.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives

PVRTA's transportation services provide our riders with access to many vital resources. These include medical appointments, therapy, shopping, and employment as well as centers of social activities like senior centers.

Results of LEP Outreach Activity (as it relates to importance of services)

The importance of PVRTA services is illustrated by the results of a survey of 105 Get About riders conducted in July 2022.

2022 Get About Rider Survey

- 48% - Have used Get About for medical appointments
- 28% - Have used Get About for shopping
- 82% - Indicate they have incomes below \$30,000 annually
- 56% - Make use of a wheelchair or Mobility Device
- 69% - Do not own a car

Based on this information it is clear that PVRTA serves many transit dependent individuals for whom its services are the primary transportation resource. For this reason PVRTA is committed to translating vital documents relating to its

services. Vital documents are those that demonstrate how to use PVRTA services, how to access services and additional information, and information about PVRTA's Title VI program.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

In PVRTA's Public Participation Plan, we laid out the types of outreach activities that will be undertaken for various public events. A large portion of outreach will be accomplished through cultivating relationships with key contacts within the LEP populations. PVRTA will keep this network of contacts informed of activities, services, and events. PVRTA works with them to connect with the LEP populations. Use of this network will be a key element in PVRTA's outreach strategy and will have little or no associated costs.

We provide the Get About and Claremont DAR brochures in Spanish. Promotional materials and announcements for these services are provided in Spanish in communities with high concentrations of LEP individuals. We utilize bilingual personnel in positions coming into frequent contact with LEP individuals. Currently, Thirteen (13) of our Twenty Five (25) drivers and twelve (12) of our Seventeen (17) dispatchers are fluent in both English and Spanish. Out of our driver One (1) speak Tagalog, One (1) speaks Vietnamese, and One (1) speaks Chinese.

Table 4-2, below, identifies several potential outreach strategies that may be utilized as is appropriate and their associated cost

Pomona Valley Transportation Authority

Title VI Program

TITLE VI PROGRAM FOUR FACTOR ANALYSIS: FACTOR 4

Translation of Written Documents		Interpretation & Translation Services		Advertisements & Outreach	
Specific elements	Unit Costs (range)	Specific elements	Unit Costs	Specific elements	Unit Costs
<i>Vital Documents:</i>		Workplace Languages	Varies	Availability of language assistance poster development and printing	TBD
Title VI Notice to the Public		Simultaneous interpreter for level two public events	TBD	LEP-language radio spots (optional)	TBD
Complaint Form	\$100-\$200	Workplace Languages		Adverts in LEP-language publications (optional)	
Complaint Procedures	\$100-\$200	Workplace Languages			
Rider Guide	\$100-\$200	Workplace Languages			
ADA Application	\$100-\$200				
Signage advertising PVTA's language assistance program	\$100-\$200				
System Map	N/A				
Individual route schedules where practical	N/A				
<i>Ad-hoc Documents:</i>					
Fliers/advertisements for public events	\$100-\$200	Workplace Languages			
<i>Website</i>	Translation through google				

5. Implementation Plan

Timeline/ Major Milestones

Table 5-1 below lists the major activities associated with this Plan and assigns each an anticipated date to be started or completed. Activities that have been labeled with the “NOW” category are those that have already been completed or are currently in progress.

Table 5-1

Task 1: Identifying LEP Individuals Who Need Language Assistance

ITEM		NOW	Next Year Beginning 7/1
1.1	Assess the LEP population in PVRTA’s service area <ul style="list-style-type: none"> Four Factor Framework Analysis Outreach to community groups serving LEP persons Interview/survey PVRTA staff and contractor personnel about previous experience with LEP individuals 	X	
1.1	Identify areas within the service district and routes serving areas with high concentrations of LEP individuals.	X	

Task 2: Language Assistance Measures Developing Assistance Procedures

ITEM		NOW	Next Year Beginning 7/1
2.1	Develop a list of language assistance products and methods and how PVRTA can access these.	X	
2.2	Develop procedures for customer service staff regarding: <ul style="list-style-type: none"> how to respond to LEP callers how to respond to correspondence from LEPs how to respond to LEPs in person how to document LEP needs how to respond to civil rights complaints. 	X	
2.3	Develop procedures for vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP individual.	X	

Table 5-1, Continued

Task 2: Language Assistance Measures
Translating documents

ITEM		NOW	Next Year Beginning 7/1
2.4	Develop a process for determining: <ul style="list-style-type: none"> • If a particular document needs to be translated into which languages it should be translated. 	X	
2.5	Translate vital documents, including: <ul style="list-style-type: none"> • PVTa brochures • Polices • Service changes • Title VI Civil Rights Notice, Complaint Form and Procedures • Get About Application 	X	

Task 2: Language Assistance Measures
Live Interpretation or Translation

ITEM		NOW	Next Year Beginning 7/1
2.6	Develop a list of language assistance products and methods and how PVTa can access these.	X	
2.7	Establish competency standards for interpreters and translators; including: <p>PVTa will determine the interpreter or translator's competency in English and the other language;</p> <p>PVTa will train the interpreter in specialized terms;</p> <p>PVTa will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting;</p> <p>PVTa will ask the interpreter to attest that s/he does not have a conflict of interest on the issues that they would be providing interpretation services.</p>	X	
2.8	Develop a PVTa policy that states that all interpretation and written translation must be performed by approved vendors/individuals whose competency has been established.	X	

Table 5-1, Continued

Task 3: Training Staff

ITEM		NOW	Next Year Beginning 7/1
3.1	Identify which PVRTA staff and contractor personnel are likely to come into contact with LEP individuals	X	
3.2	Develop procedure/schedule for LEP training for identified PVRTA staff and contractor personnel, for new-hires, and continued training	X	
3.3	Develop curriculum for and train frontline, customer service, and staff likely to interact (operators, etc.) with LEPs in language assistance procedures identified in 2.1 and 2.2 and 2.3	X	

Task 4: Providing Notice to LEP Persons

ITEM		NOW	Next Year Beginning 7/1
4.1	Inventory the existing public service announcements and community outreach PVRTA currently performs.	X	
4.2	<p>Incorporate notice of the availability of language assistance into existing outreach methods</p> <p>Develop language regarding language assistance in multiple languages for posters/signage/notices</p> <p>Develop non-English outreach materials: Place foreign-language ads in publications serving second language populations to share current significant, service-related announcements</p> <p>Place a notice of right to language assistance, at no cost, on important outreach documents and on PVRTA's website.</p>		X
4.3	Create sign in multiple languages informing LEP clients about available language services and post	X	

4.4	Undertake targeted community outreach to LEP populations. <ul style="list-style-type: none"> Continue developing relationships with community leaders & LEP populations identified during Four Factor Analysis Develop policy for when (what type of service changes/announcements) to conduct targeted community meetings for LEP populations 	X	
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Task 5: Monitor and Update the Language Assistance Plan

ITEM		NOW	Next Year Beginning 7/1
5.1	Assign Day-to-day administration of LEP program, ensuring compliance and correct implementation.	X	
5.2	Develop a process for receiving feedback on language assistance measures Add a question to any surveys to assess respondents' English proficiency and primary spoken language. On-going dialogue with groups serving LEP populations Review demographic changes reported by Census data	X	
5.3	Conduct internal monitoring regarding language assistance measures Routinely survey/interview PVTA staff about interaction with LEPs and their ability to successfully interact	X	
5.4	Make changes to the language assistance plan based on feedback received	X	
5.5	Consider new language assistance needs when expanding service Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies		X

Responsibility for Implementing the Language Assistance Plan

The Title VI Program Administrator will be responsible for overseeing the implementation of this plan and assigning tasks as appropriate.

PVTA's Title VI Program Administrator is:

Nicole Carranza, CEO

PVTA

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La Verne, CA 91750

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Language Service Provision

Interpretation Services

1. PVTA has in place a contract with Language Line Personal Interpreter to provide simultaneous interpretation for callers and for customers in service with whom staff can't communicate.
2. When a customer directly calls the Language Line phone number, Language Line will connect with PVTA and translate the callers and PVTA's conversation.
3. When a customer calls PVTA directly and with whom a staff member can't communicate, staff will connect with Language Line to translate. This step will be followed for customers at PVTA's headquarters and other service centers. If there isn't a staff member available who can translate, Language Line services will be used.
4. Simultaneous interpretation at public events will be determined on a case-

by-case basis by examining several factors, such as:

- the type and size of event;
- the availability of a PVTA staff member to interpret;
- the availability of a staff member of a host organization to interpret, etc.

For small outreach events, proactive outreach, smaller travel training and transit awareness events, bilingual staff members will assist with translation where appropriate and feasible. For large outreach events, where it is appropriate and necessary to do so, PVTA will hire an interpreter through a local or regional service.

Translation of Vital Documents

1. Based on the results of the four factor analysis, the following vital documents have already been translated into Spanish and Chinese the LEP languages within PVTA's service area, in accordance with the timeline established in the previous pages:

Vital Documents - Stage 1

- 1) Title VI Program
 - Title VI Notice to the Public
 - Complaint Form
 - Complaint Procedures
- 2) PVTA Rider Information
 - Brochure
- 3) Get About Application

Vital Documents - Stage 2

1. Signage advertising PVTA's language assistance program, particularly Language Line number and translated information on its website.

2. Going forward, the extent of PVRTA's ability and obligation to translate written documents will be determined on a case-by-case basis, by looking at all elements presented in the Four Factor Analysis.

PVRTA's Website

1. All translated vital documents are posted on PVRTA's website on their respective pages.
2. PVRTA has been using google translate for the website. As of now it has worked properly for our needs. PVRTA will continue monitoring this and always look at other possible solutions if necessary.

Outreach

1. To ensure that LEP individuals are aware of PVRTA's language assistance measures PVRTA will develop simple signage that advertise
 - PVRTA's Language Line number offering free-of-charge interpretation services
 - Information is available in other languages on the website.
2. Language assistance signage is posted at the following locations:
 - PVRTA offices
 - PVRTA vehicles
 - Community centers and/or popular destinations identified during the Four Factor Analysis and ongoing outreach
3. PVRTA outreach staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of PVRTA's language assistance services.

6. Monitoring, Evaluating, and Updating the LAP

1. A thorough review of this Language Assistance Plan will be undertaken every three years concurrent with updating and submitting the PVRTA Title VI Program. At that time, the LEP population will be reassessed, to ensure all significant LEP languages are included in PVRTA's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:
2. PVRTA will regularly assess the effectiveness of how PVRTA communicates with LEP individuals by:
 - Including questions about language assistance and information needs on any community surveys
 - Conversations with Key contacts that work with LEPs
 - Ad-hoc outreach with LEP groups
3. PVRTA will track its language assistance efforts, including:
 - Reporting front-line staff's interactions with LEP
 - Language Line reports

7. Staff Training

PVRTA's Title VI Program Administrator has developed training guidelines for PVRTA and contractor personnel with training being conducted until all pertinent staff has received. This training will include the following:

- How to respond to LEP callers
- How to respond to correspondence from LEPs
- How to respond to LEPs in person
- How to document LEP needs
- How to respond to civil rights complaints

Training occurs every three years when the Title VI program is updated and whenever a new person is hired.

Membership of Non-Elected Committees and Councils

Pomona Valley Transportation Authority does not have a non-elected transit related advisory council at this time.

Title VI Equity Analysis

Pomona Valley Transportation Authority did not use any federal funds for the construction of a facility; therefore, we did not conduct a Title VI Equity Analysis.

Board of Directors Approval of Pomona Valley Transportation

**POMONA VALLEY TRANSPORTATION AUTHORITY BOARD OF
DIRECTORS AUTHORIZING THE TITLE VI COMPLIANCE PLAN
FOR THE AGENCY.
Resolution No. 23-05**

WHEREAS, Pomona Valley Transportation Authority desires to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients,"

WHEREAS, the Board of Directors wishes to authorize approval of the compliance plan developed by staff to comply with necessary provisions of the Civil Rights Act,

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of Pomona Valley Transportation Authority as follows:

1. The Administrator is authorized to implement the components of the plan in order to meet Federal requirements.
2. The Administrator is authorized to implement policies that may be necessary to comply with subsequent revisions or interpretations to the Civil Rights Act.

PASSED AND ADOPTED by the Board of Directors of Pomona Valley Transportation Authority, State of California, on this 14th day of June, 2023.

Chair of the Board