

**POMONA VALLEY TRANSPORTATION AUTHORITY
REGULAR BOARD MEETING**

**Wednesday, November 5th, 2025
5:00 P.M.**

**CITY OF LAVERNE
CITY HALL- COUNCIL CHAMBERS
3660 "D" STREET
LA VERNE, CA 91750**

<u>ATT. NO.</u>	<u>SUGGESTED DISPOSITION</u>
----------------------------	---

- | | | |
|----|---|--------------------------|
| 1. | Call to Order | |
| 2. | Oral - members of the public may address the Board on items of interest during this time
*Public Comment Time Limit 3 minutes, 1 comment per person | |
| 3. | Consent Calendar
A. Minutes(September 10th, 2025)
B. Financial Statements
C. Check Register | Action
3A
3B
3C |
| 4. | Operations Report (Erika Jacquez Sr. Program Manager) | Information |
| 5. | Section 5310 Public Hearing (Nicole Carranza) | Action |
| 6. | Section 5310 Application Resolution (Nicole Carranza) | Action |
| 7. | Feasibility Study Award (Nicole Carranza) | Action |
| 8. | New Business | |
| 9. | Adjourn to next meeting
February 11, 2025 | |

POMONA VALLEY TRANSPORTATION AUTHORITY

WEDNESDAY, September 10, 2025

REGULAR BOARD OF DIRECTORS MEETING MINUTES

Present:

Claremont

Corey Calaycay, Mayor
Kristin Mikula, Community Services Manager

La Verne

JR Ranells, Assistant City Manager
Rick Crosby, Councilmember
Danny Wei, Public Works

Pomona

Nora Garcia, Councilmember
Shandy Dittman, Public Works

San Dimas

Emmett Badar, Mayor
Travis Sais, Assistant City Manager

PVTA

Nicole Carranza, CEO
Vanessa Nalbandian, Admin Manager
Susan Dominguez, Travel Trainer
Diana Mendez, Mobility Manager

Guest

Vincent C Ewing, PVTA Legal Counsel
Martin Gombert,
Lora Sanchez, Transdev
Rachel Estrada, Transdev
WC Pihl, Transdev
Zach Deukmajian, Transdev

1. **Call to Order**

Board Chair Rick Crosby called the meeting to order at 5:02 PM.

2. **Public Comment Time Limit 3 minutes, 1 comment per person**

No members of the public were present

3. **Consent Calendar**

A. Minutes(June 4, 2025)	3A
B. Financial Statements	3B
C. Check Registry	3C
D. Administrative Report	3D
E. FY24 Completed Internal Financial Audit	3E
F. CalPers 457 Deferred Compensation Plan Adoption	3F

Action: The Board unanimously approved the consent calendar on a **MOTION** by Emmett Badar, **SECONDED** by Corey Calaycay.

4. **Operations Report/Software Integration Update**

Nicole Carranza Presenting:

Following the recent service changes, overall ridership has declined by approximately 50% compared to July of last year, as anticipated. The main reduction occurred within the Get About service. However, our other on-demand programs like Ready Now, Claremont Dial-a-Ride, and San Dimas Dial-a-Cab, have seen significant increases, indicating that passengers are successfully shifting to these alternatives. Customer feedback has been largely positive, with minimal complaints. The few issues received were primarily related to the reduction of subscription trips (recurring rides such as regular senior center or dialysis visits), a change implemented toward the end of the last fiscal year. Early communication about these adjustments helped riders find alternative transportation options in advance, resulting in smooth operations and very few disruptions. Overall, the transition has been successful, and we're pleased that riders are adapting well to the service changes.

Diana Mendez:

Our main focus during this period was communicating upcoming service changes. Mailers were distributed to all active riders, which generated many inquiries but ultimately helped ensure riders understood the adjustments. Despite the service reductions, we saw positive engagement, registrations in August nearly doubled compared to July. Participation in the Uber Pilot Program also grew significantly, with nearly twice as many new users registering compared to the previous month. We continue to assist riders who visit our office seeking alternative transportation options, especially to destinations outside our service area such as Kaiser Baldwin Park and Downtown Los Angeles. On August 19, we successfully transitioned to the Spare software platform. Erica, Susan, and I worked on-site with Transdev and Spare representatives to monitor and support the rollout. The transition went smoothly, with only minor issues, such as a temporary tablet connectivity problem, that were quickly resolved. Riders have responded positively to the new system, appreciating features like real-time trip notifications and vehicle tracking. Looking ahead, we will complete the transition of the Uber Pilot Program to the Spare platform by the end of September. Training materials and communications for this change are underway. Overall, complaints have remained minimal, and riders have shown enthusiasm and adaptability toward the new technology and service improvements.

5. **On Year Transdev Contract Extension for FY27**

Nicole Carranza Presenting:

We recently finalized our current fiscal year contract with Transdev. The proposed renewal for the next fiscal year includes a standard 3% CPI increase, bringing the total contract amount to approximately \$3.9 million. Given current market conditions, PVTa strongly recommends proceeding with the renewal rather than going out to bid. As noted, maintaining our current agreement is comparable to holding a "fixed mortgage rate"—offering stability amid uncertain economic factors. Additionally, the feasibility study planned for this year will help identify strategies to reduce operational costs in preparation for the next contract cycle, projected for FY28. Depending on market developments, we may reassess the bidding timeline if conditions change.

Action: The Board unanimously approved the one-year extension agreement with Transdev Services, Inc. on a **MOTION** by Emmett Badar, **SECONDED** by Corey Calaycay.

6. FTA Drug and Alcohol Requirements and Use of TNCs (Uber)

Nicole Carranza presenting

As a subrecipient of federal funding, Section 5310, the City of Claremont is subject to FTA drug and alcohol compliance audits. During the recent audit, one finding was issued regarding the use of Uber for Claremont service. To provide context, Uber was introduced as an emergency measure when our previous cab contractor abruptly ceased operations with only one month's notice. We received prior informal guidance from FTA representatives indicating that other agencies were using similar approaches, but the issue arises because Uber drivers are not part of the federally required drug testing pool. They operate under a "taxicab exemption," which the FTA is currently reviewing and revising. Under the FTA's most recent guidance, agencies may continue using Uber only if they also offer a drug-tested transportation option, either through a subcontractor or supplemental provider. Our finding specifies that while services like Get About and Claremont Dial-a-Ride use Transdev as the primary contractor, Uber cannot serve as the sole overflow option unless another drug-tested provider (such as U.Serve or a similar company) is available as an alternative. Moving forward, PVRTA will need to identify and engage an additional FTA-compliant subcontractor to supplement Uber service and ensure full regulatory compliance.

WC Phil (Transdev):

Transdev operates nationwide and regularly partners with FTA-compliant transportation network companies (TNCs) that meet federal drug testing and background check requirements. These subcontractors fully align with ADA mandates and operate under similar standards as Transdev drivers. In several regions, such as San Francisco and Oakland, Transdev functions as a broker, coordinating services among multiple third-party providers. A similar model could be implemented locally, Transdev would continue to provide the majority of service, while one or two additional compliant subcontractors (alongside Uber) would serve as alternative options for riders. The Spare software platform supports this multi-provider structure, as successfully demonstrated in large-scale deployments like Dallas, Texas. Potential subcontractors under consideration include UServe, Onward, Big Star, and several others within the region. Transdev, in coordination with SAC and Laura, is currently vetting candidates to identify the most cost-effective and compliant provider to fulfill this requirement.

7. Feasibility Study Draft RFP

Nicole Carranza presenting

As PVRTA prepares to go out to bid for FY28, we are conducting a feasibility study to evaluate our current service model and explore alternatives that align with budget realities and rising costs. The study examines current operations, including the shared dial-a-ride service and large vehicle usage, which represent the largest fixed infrastructure and overhead costs. It also considers more flexible service models, such as on-demand microtransit, while ensuring accommodations for riders who need wheelchair access or other specialized services. In addition, the study reviews our MOU and JPA agreements to ensure they accurately reflect PVRTA's current operations and governance, with legal counsel finalizing any necessary updates. The analysis also looks at potential cost-saving measures, including vehicle parking alternatives, contracting out maintenance, and reducing unnecessary infrastructure or services. The overall goal is to identify a model that is efficient, sustainable, and adaptable, allowing PVRTA to continue providing high-quality service while managing costs effectively. To ensure a thorough evaluation, the feasibility study budget for this year has been set at \$120,000.

Action: The Board unanimously approved the Feasibility Study Draft RFP on a **MOTION** by Emmett Badar, **SECONDED** by Corey Calaycay.

8. New Business

No new business

9. Adjournment at 5:38 PM to the next regular meeting

Wednesday, November 5, 2025



November 5, 2025

**AGENDA
ITEM #3B**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Vanessa Nalbandian, Administrative Manager

Subject: Financial Statement - FY26 Quarter 1

Attached is a copy of PVRTA's financial statements for the first quarter of FY26. As of now, there has been no major financial activity to report during this reporting period. The profit and loss statement displays revenues and expenses for FY26 Qtr 1 (July-Sept).

GET ABOUT

Pomona Valley Transportation Authority

July 1-September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
Income	
40100 Passenger Fares	19,078.50
Total for Income	\$19,078.50
Cost of Goods Sold	
51100 Purchased Transportation (Contract-Cab)	\$65.85
51200 Incentives	1,840.00
51210 Ready Now 5310	29,907.39
51220 Ready Now 5317	56,096.72
51500 Contract Van	767,509.89
Total for 51100 Purchased Transportation (Contract-Cab)	\$855,419.85
Total for Cost of Goods Sold	\$855,419.85
Gross Profit	-\$836,341.35
Expenses	
51110 Administrative Expenses	168,175.71
51610 Printing	2,530.76
Total for Expenses	\$170,706.47
Net Operating Income	-\$1,007,047.82
Other Income	
45200 Local Cities Prop A Subsidy	
45201 Prop A Subsidy- Claremont	83,109.75
45202 Prop A Subsidy- La Verne	113,115.25
45203 Prop A Subsidy- Pomona	508,865.00
45204 Prop A Subsidy- San Dimas	62,313.25
Total for 45200 Local Cities Prop A Subsidy	\$767,403.25
Total for Other Income	\$767,403.25
Other Expenses	
Net Other Income	\$767,403.25
Net Income	-\$239,644.57

CLAREMONT

Pomona Valley Transportation Authority

July 1-September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
Income	
40100 Passenger Fares	17,977.00
Total for Income	\$17,977.00
Cost of Goods Sold	
51100 Purchased Transportation (Contract-Cab)	\$147,071.71
51205 Penalties- Cab	-750.00
51510 Group Service- Van	2,304.20
Total for 51100 Purchased Transportation (Contract-Cab)	\$148,625.91
Total for Cost of Goods Sold	\$148,625.91
Gross Profit	-\$130,648.91
Expenses	
50110 Administrative Manager (Andrew/Vanessa)	7,360.98
51110 Administrative Expenses	39,025.58
51600 Travel & Conference	583.75
51610 Printing	2,221.35
Total for Expenses	\$49,191.66
Net Operating Income	-\$179,840.57
Other Income	
45200 Local Cities Prop A Subsidy	
45201 Prop A Subsidy- Claremont	160,485.75
Total for 45200 Local Cities Prop A Subsidy	\$160,485.75
Total for Other Income	\$160,485.75
Other Expenses	
Net Other Income	\$160,485.75
Net Income	-\$19,354.82

POMONA

Pomona Valley Transportation Authority

July 1-September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
Income	
40100 Passenger Fares	347.00
Total for Income	\$347.00
Cost of Goods Sold	
51100 Purchased Transportation (Contract-Cab)	
51206 Penalties- Van	-250.00
51510 Group Service- Van	11,557.81
Total for 51100 Purchased Transportation (Contract-Cab)	\$11,307.81
Total for Cost of Goods Sold	\$11,307.81
Gross Profit	-\$10,960.81
Expenses	
51110 Administrative Expenses	2,525.22
Total for Expenses	\$2,525.22
Net Operating Income	-\$13,486.03
Other Income	
45200 Local Cities Prop A Subsidy	
45203 Prop A Subsidy- Pomona	22,185.00
Total for 45200 Local Cities Prop A Subsidy	\$22,185.00
Total for Other Income	\$22,185.00
Other Expenses	
Net Other Income	\$22,185.00
Net Income	\$8,698.97

SAN DIMAS

Pomona Valley Transportation Authority

July 1-September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
Income	
40100 Passenger Fares	6,325.75
Total for Income	\$6,325.75
Cost of Goods Sold	
51100 Purchased Transportation (Contract-Cab)	50,546.80
Total for Cost of Goods Sold	\$50,546.80
Gross Profit	-\$44,221.05
Expenses	
51110 Administrative Expenses	14,894.31
51610 Printing	2,221.35
Total for Expenses	\$17,115.66
Net Operating Income	-\$61,336.71
Other Income	
45200 Local Cities Prop A Subsidy	
45204 Prop A Subsidy- San Dimas	48,676.25
Total for 45200 Local Cities Prop A Subsidy	\$48,676.25
Total for Other Income	\$48,676.25
Other Expenses	
Net Other Income	\$48,676.25
Net Income	-\$12,660.46

PVTA ADMIN

Pomona Valley Transportation Authority

July 1-September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
Income	
Cost of Goods Sold	
Gross Profit	
Expenses	
50100 Administrator (Nicole)	\$22,153.27
50105 Comp Absences Vacation Administrator (Nicole)	3,587.06
50106 Comp Absences Sick Administrator (Nicole)	2,979.88
Total for 50100 Administrator (Nicole)	\$28,720.21
50110 Administrative Manager (Andrew/Vanessa)	\$11,042.95
50115 Comp Absences Vacation Admin Manager (Andrew/Vanessa)	2,385.04
50116 Comp Absences Sick Admin Manager (Andrew/Vanessa)	0.00
Total for 50110 Administrative Manager (Andrew/Vanessa)	\$13,427.99
50120 Program Manager (Erika)	\$18,856.74
50125 Comp Absences Vacation Program Manager (Erika)	1,311.52
50126 Comp Absences Program Manager Sick (Erika)	1,873.60
Total for 50120 Program Manager (Erika)	\$22,041.86
50130 Senior Analyst (Diana)	\$16,251.49
50135 Comp Absences Vacation Senior Analyst (Diana)	1,812.32
50136 Comp Absences Sick Senior Analyst (Diana)	0.00
Total for 50130 Senior Analyst (Diana)	\$18,063.81
50140 Travel Trainer (Sara/Susan)	\$13,609.85
50145 Comp Absences Vacation Travel Trainer (Sara/Susan)	2,501.52
50146 Comp Absences Sick Travel Trainer (Sara/Susan)	273.04
Total for 50140 Travel Trainer (Sara/Susan)	\$16,384.41
50200 Health Insurance	21,913.99
50220 PERS	69,444.96
50230 FICA	1,417.87
50240 State Disability Insurance (SDI)	1,173.40
50245 50245 State Unemployment Tax (SUI)	0.00
51120 Professional Services	\$5,566.12
51124 Accounting Services	10,517.00
51560 Legal Services	1,470.00
Total for 51120 Professional Services	\$17,553.12
51130 Rent & Utilities	13,288.51
51150 Postage	418.26
51580 Equip Rent & Maintenance	516.62
51600 Travel & Conference	15.00
51620 Telephone	3,107.73
51630 Publicity & Advertising	4,403.13

PVTA ADMIN

Pomona Valley Transportation Authority

July 1-September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
51640 Insurance	31,961.00
51650 Software	884.81
51690 Bank Services and Fees	1,120.51
51700 ADP	1,013.74
Total for Expenses	\$266,870.93
Net Operating Income	-\$266,870.93
Other Income	
45100 Interest Income	358.79
45300 New Freedom 5310	19,421.60
45400 Admin Service Revenue	224,620.82
45910 Telephone revenue	3,000.00
Total for Other Income	\$247,401.21
Other Expenses	
Net Other Income	\$247,401.21
Net Income	-\$19,469.72



November 5, 2025

**AGENDA
ITEM #3C**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Vanessa Nalbandian, Administrative Manager
Subject: **Check Register – FY26 Quarter 1**

Attached is a copy of PVRTA's check register for FY26 Quarter 1. 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. Due to ongoing attempts to collect outstanding invoices, this month's register is not divided by program, but rather listed completely.

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:

- ☐ Account – General Ledger account number for the PVRTA checking accounts.
- ☐ Transaction ID – Internal recorded payment number
- ☐ Date – Date payment was written or processed
- ☐ Transaction Type - Payment method
- ☐ Num – Check Number
- ☐ Name – the payee of the payment; vendor name
- ☐ 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.

Check Detail Report

Pomona Valley Transportation Authority

July 1-September 30, 2025

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	CLEARED	AMOUNT
Cash - Checking- BoA						
2659						
07/07/2025	Bill Payment (Check)	ACH	Google		Reconciled	-169.68
07/07/2025	Bill Payment (Check)	ACH	Google			-169.68
2657						
07/15/2025	Check	SVCCHRG		Service Charge	Reconciled	-141.27
07/15/2025	Check	SVCCHRG				141.27
2755						
08/15/2025	Check	SVCCHRG		Service Charge	Reconciled	-138.66
08/15/2025	Check	SVCCHRG				138.66
2757						
08/22/2025	Bill Payment (Check)	ACH	READY REFRESH BY NESTLE		Reconciled	-50.96
08/22/2025	Bill Payment (Check)	ACH	READY REFRESH BY NESTLE			-50.96
2758						
08/22/2025	Bill Payment (Check)	ACH	Google		Reconciled	-168.00
08/22/2025	Bill Payment (Check)	ACH	Google			-168.00
2874						
09/02/2025	Bill Payment (Check)	14039	READY REFRESH BY NESTLE		Reconciled	-45.97
09/02/2025	Bill Payment (Check)	14039	READY REFRESH BY NESTLE			-45.97
2875						
09/05/2025	Bill Payment (Check)	14038	Google		Reconciled	-168.00
09/05/2025	Bill Payment (Check)	14038	Google			-168.00
Cash - Checking BMO						
2447						
07/01/2025	Bill Payment (Check)	14367	Everon		Reconciled	-27.25
07/01/2025	Bill Payment (Check)	14367	Everon			-27.25
2459						
07/01/2025	Bill Payment (Check)	14368	CALIFORNIA JPIA		Reconciled	-31,961.00
07/01/2025	Bill Payment (Check)	14368	CALIFORNIA JPIA			-31,961.00

Check Detail Report

Pomona Valley Transportation Authority

July 1-September 30, 2025

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	CLEARED	AMOUNT
2626						
07/14/2025	Bill Payment (Check)	14377	LSL		Reconciled	-50,000.00
07/14/2025	Bill Payment (Check)	14377	LSL			-50,000.00
2627						
07/14/2025	Bill Payment (Check)	14378	Vincent C. Ewing		Reconciled	-1,610.00
07/14/2025	Bill Payment (Check)	14378	Vincent C. Ewing			-1,610.00
2673						
07/14/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.		Reconciled	-131.06
07/14/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.			-131.06
2675						
07/14/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.		Reconciled	-904.85
07/14/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.			-904.85
2630						
07/18/2025	Bill Payment (Check)	14380	CALIFORNIA DIGITAL SYSTEM		Reconciled	-15.00
07/18/2025	Bill Payment (Check)	14380	CALIFORNIA DIGITAL SYSTEM			-15.00
2697						
07/18/2025	Bill Payment (Check)	ACH	ADP		Reconciled	-144.82
07/18/2025	Bill Payment (Check)	ACH	ADP			-144.82
2690						
07/21/2025	Bill Payment (Check)	ACH	BMO Credit Card	June 2025 Credit Card Payment	Reconciled	-1,856.11
07/21/2025	Bill Payment (Check)	ACH	BMO Credit Card			-1,856.11
2693						
07/22/2025	Expense		BMO		Reconciled	-167.42
07/22/2025	Expense		BMO	Acct analysis service charge - BMO July Statement - Reconciliation		167.42
2603						
07/23/2025	Bill Payment (Check)	14372	Transdev		Reconciled	-509,313.04
07/23/2025	Bill Payment (Check)	14372	Transdev			-509,313.04
2604						
07/23/2025	Bill Payment (Check)	14373	Transdev		Reconciled	-412,915.70
07/23/2025	Bill Payment (Check)	14373	Transdev			-412,915.70
2605						
07/23/2025	Bill Payment (Check)	14374	Transdev		Reconciled	-392,290.94
07/23/2025	Bill Payment (Check)	14374	Transdev			-392,290.94
2664						
07/25/2025	Bill Payment (Check)	ACH	CalPERS- vendor		Reconciled	-1,467.00
07/25/2025	Bill Payment (Check)	ACH	CalPERS- vendor			-1,467.00
2665						
07/25/2025	Bill Payment (Check)	ACH	CalPERS- vendor		Reconciled	-59,163.00
07/25/2025	Bill Payment (Check)	ACH	CalPERS- vendor			-59,163.00
2711						
07/28/2025	Bill Payment (Check)	14384	Susan Dominguez		Reconciled	-15.00
07/28/2025	Bill Payment (Check)	14384	Susan Dominguez			-15.00
2707						
07/31/2025	Bill Payment (Check)	14385	Susan Dominguez		Reconciled	-9.43
07/31/2025	Bill Payment (Check)	14385	Susan Dominguez			-9.43
2709						
07/31/2025	Bill Payment (Check)	14386	LANGUAGE LINE SERVICES		Reconciled	-656.15
07/31/2025	Bill Payment (Check)	14386	LANGUAGE LINE SERVICES			-656.15
2715						
07/31/2025	Bill Payment (Check)	14387	LSL		Reconciled	-1,729.00
07/31/2025	Bill Payment (Check)	14387	LSL			-1,729.00
2721						
07/31/2025	Bill Payment (Check)	14390	CALIFORNIA DIGITAL SYSTEM		Reconciled	-368.21
07/31/2025	Bill Payment (Check)	14390	CALIFORNIA DIGITAL SYSTEM			-368.21

Check Detail Report

Pomona Valley Transportation Authority

July 1-September 30, 2025

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	CLEARED	AMOUNT
2713						
08/01/2025	Bill Payment (Check)	14388	CLAREMONT CHAMBER OF COMMERCE		Reconciled	-325.00
08/01/2025	Bill Payment (Check)	14388	CLAREMONT CHAMBER OF COMMERCE			-325.00
2761						
08/01/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA		Reconciled	-5,453.50
08/01/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA			-5,453.50
2762						
08/01/2025	Bill Payment (Check)	ACH	2120 FOOTHILL PROPERTIES		Reconciled	-4,043.90
08/01/2025	Bill Payment (Check)	ACH	2120 FOOTHILL PROPERTIES			-4,043.90
2772						
08/01/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.		Reconciled	-904.85
08/01/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.			-904.85
2988						
08/01/2025	Bill Payment (Check)	ACH	BMO Credit Card		Reconciled	-258.75
08/01/2025	Bill Payment (Check)	ACH	BMO Credit Card			-258.75
2717						
08/03/2025	Bill Payment (Check)	14389	Everon		Reconciled	-27.25
08/03/2025	Bill Payment (Check)	14389	Everon			-27.25
2763						
08/05/2025	Bill Payment (Check)	ACH	PUBLIC STORAGE		Reconciled	-349.00
08/05/2025	Bill Payment (Check)	ACH	PUBLIC STORAGE			-349.00
2765						
08/08/2025	Bill Payment (Check)	ACH	ADP		Reconciled	-144.82
08/08/2025	Bill Payment (Check)	ACH	ADP			-144.82
2770						
08/12/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.		Reconciled	-131.06
08/12/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.			-131.06
2727						
08/20/2025	Bill Payment (Check)	14391	Mobility Advancement Group		Reconciled	-9,625.00
08/20/2025	Bill Payment (Check)	14391	Mobility Advancement Group			-9,625.00
2768						
08/21/2025	Bill Payment (Check)	ACH	BMO Credit Card		Reconciled	-123.87
08/21/2025	Bill Payment (Check)	ACH	BMO Credit Card			-123.87
2760						
08/22/2025	Expense		BMO		Reconciled	-352.38
08/22/2025	Expense		BMO	Acct Analysis Service Charge - BMO August - Reconciliation		352.38
2774						
08/22/2025	Bill Payment (Check)	ACH	ADP		Reconciled	-144.82
08/22/2025	Bill Payment (Check)	ACH	ADP			-144.82
2776						
08/22/2025	Bill Payment (Check)	14392	CABCONNECT, INC.		Reconciled	-2,400.00
08/22/2025	Bill Payment (Check)	14392	CABCONNECT, INC.			-2,400.00
2777						
08/22/2025	Bill Payment (Check)	14393	CABCONNECT, INC.		Reconciled	-200.00
08/22/2025	Bill Payment (Check)	14393	CABCONNECT, INC.			-200.00
2778						
08/22/2025	Bill Payment (Check)	14394	Transdev		Reconciled	-328,172.53
08/22/2025	Bill Payment (Check)	14394	Transdev			-328,172.53
2730						
08/26/2025	Bill Payment (Check)	ACH	CalPERS- vendor		Reconciled	-350.00
08/26/2025	Bill Payment (Check)	ACH	CalPERS- vendor			-350.00
2803						
08/31/2025	Bill Payment (Check)	14398	LANGUAGE LINE SERVICES		Uncleared	-46.97
08/31/2025	Bill Payment (Check)	14398	LANGUAGE LINE SERVICES			-46.97

Check Detail Report

Pomona Valley Transportation Authority

July 1-September 30, 2025

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	CLEARED	AMOUNT
2805						
08/31/2025	Bill Payment (Check)	14399	LSL		Uncleared	-5,420.50
08/31/2025	Bill Payment (Check)	14399	LSL			-5,420.50
2807						
08/31/2025	Bill Payment (Check)	14400	Transdev		Uncleared	-255,811.65
08/31/2025	Bill Payment (Check)	14400	Transdev			-255,811.65
2809						
08/31/2025	Bill Payment (Check)	14401	Transdev		Uncleared	-575.00
08/31/2025	Bill Payment (Check)	14401	Transdev			-575.00
2811						
08/31/2025	Bill Payment (Check)	14402	Transdev		Uncleared	-2,933.87
08/31/2025	Bill Payment (Check)	14402	Transdev			-2,933.87
2813						
08/31/2025	Bill Payment (Check)	14403	Transdev		Uncleared	-14,704.41
08/31/2025	Bill Payment (Check)	14403	Transdev			-14,704.41
2815						
08/31/2025	Bill Payment (Check)	14404	Transdev		Uncleared	-9,193.22
08/31/2025	Bill Payment (Check)	14404	Transdev			-9,193.22
2817						
08/31/2025	Bill Payment (Check)	14405	Transdev		Uncleared	-13,524.70
08/31/2025	Bill Payment (Check)	14405	Transdev			-13,524.70
2819						
08/31/2025	Bill Payment (Check)	14406	Transdev		Uncleared	-39,807.56
08/31/2025	Bill Payment (Check)	14406	Transdev			-39,807.56
2783						
09/01/2025	Bill Payment (Check)	14395	Vincent C. Ewing		Reconciled	-770.00
09/01/2025	Bill Payment (Check)	14395	Vincent C. Ewing			-770.00
2786						
09/01/2025	Bill Payment (Check)	14396	TOUCH TEL MOBILE		Reconciled	-800.00
09/01/2025	Bill Payment (Check)	14396	TOUCH TEL MOBILE			-800.00
2861						
09/02/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA		Reconciled	-630.73
09/02/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA			-630.73
2862						
09/02/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA		Reconciled	-4,192.04
09/02/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA			-4,192.04
2863						
09/02/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA		Reconciled	-630.73
09/02/2025	Bill Payment (Check)	ACH	BLUE SHIELD OF CALIFORNIA			-630.73
2911						
09/03/2025	Bill Payment (Check)	ACH	PUBLIC STORAGE		Reconciled	-349.00
09/03/2025	Bill Payment (Check)	ACH	PUBLIC STORAGE			-349.00
2914						
09/03/2025	Bill Payment (Check)	ACH	2120 FOOTHILL PROPERTIES		Reconciled	-4,043.90
09/03/2025	Bill Payment (Check)	ACH	2120 FOOTHILL PROPERTIES			-4,043.90
2784						
09/04/2025	Bill Payment (Check)	14397	CABCONNECT, INC.		Reconciled	-400.00
09/04/2025	Bill Payment (Check)	14397	CABCONNECT, INC.			-400.00
2927						
09/05/2025	Bill Payment (Check)	ACH	ADP		Reconciled	-144.82
09/05/2025	Bill Payment (Check)	ACH	ADP			-144.82
2918						
09/12/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.		Reconciled	-131.06
09/12/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.			-131.06

Check Detail Report

Pomona Valley Transportation Authority

July 1-September 30, 2025

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	CLEARED	AMOUNT
2921						
09/12/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.		Reconciled	-904.85
09/12/2025	Bill Payment (Check)	ACH	GO TO COMMUNICATIONS, INC.			-904.85
2923						
09/16/2025	Bill Payment (Check)	ACH	PITNEY BOWES GLOBAL FINANCIAL SVCS.		Reconciled	-95.58
09/16/2025	Bill Payment (Check)	ACH	PITNEY BOWES GLOBAL FINANCIAL SVCS.			-95.58
2838						
09/18/2025	Bill Payment (Check)	14407	Courier Printing, Inc.		Uncleared	-2,030.25
09/18/2025	Bill Payment (Check)	14407	Courier Printing, Inc.			-2,030.25
2840						
09/18/2025	Bill Payment (Check)	14408	Courier Printing, Inc.		Uncleared	-2,030.25
09/18/2025	Bill Payment (Check)	14408	Courier Printing, Inc.			-2,030.25
2842						
09/18/2025	Bill Payment (Check)	14409	Courier Printing, Inc.		Uncleared	-2,030.26
09/18/2025	Bill Payment (Check)	14409	Courier Printing, Inc.			-2,030.26
2934						
09/18/2025	Bill Payment (Check)	14413	Courier Printing, Inc.		Uncleared	-309.40
09/18/2025	Bill Payment (Check)	14413	Courier Printing, Inc.			-309.40
2844						
09/19/2025	Bill Payment (Check)	14410	WORKPLACE LANGUAGES		Uncleared	-191.10
09/19/2025	Bill Payment (Check)	14410	WORKPLACE LANGUAGES			-191.10
2846						
09/19/2025	Bill Payment (Check)	14411	WORKPLACE LANGUAGES		Uncleared	-191.10
09/19/2025	Bill Payment (Check)	14411	WORKPLACE LANGUAGES			-191.10
2848						
09/19/2025	Bill Payment (Check)	14412	WORKPLACE LANGUAGES		Uncleared	-191.10
09/19/2025	Bill Payment (Check)	14412	WORKPLACE LANGUAGES			-191.10
2928						
09/19/2025	Bill Payment (Check)	ACH	ADP		Reconciled	-144.82
09/19/2025	Bill Payment (Check)	ACH	ADP			-144.82
2915						
09/22/2025	Bill Payment (Check)	ACH	BMO Credit Card		Reconciled	-4,248.78
09/22/2025	Bill Payment (Check)	ACH	BMO Credit Card			-4,248.78
2924						
09/22/2025	Bill Payment (Check)	ACH	READY REFRESH BY NESTLE		Reconciled	-36.48
09/22/2025	Bill Payment (Check)	ACH	READY REFRESH BY NESTLE			-36.48
3030						
09/22/2025	Check	SVCCHRG		Service Charge	Reconciled	-314.78
09/22/2025	Check	SVCCHRG				314.78
2936						
09/30/2025	Bill Payment (Check)	14414	LSL		Uncleared	-3,367.50
09/30/2025	Bill Payment (Check)	14414	LSL			-3,367.50
2978						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-260,558.46
09/30/2025	Bill Payment (Check)	To print	Transdev			-260,558.46
2979						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-690.00
09/30/2025	Bill Payment (Check)	To print	Transdev			-690.00
2980						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-1,071.35
09/30/2025	Bill Payment (Check)	To print	Transdev			-1,071.35
2981						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-1,166.65
09/30/2025	Bill Payment (Check)	To print	Transdev			-1,166.65

Check Detail Report

Pomona Valley Transportation Authority

July 1-September 30, 2025

DATE	TRANSACTION TYPE	NUM	NAME	MEMO/DESCRIPTION	CLEARED	AMOUNT
2982						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-17,180.52
09/30/2025	Bill Payment (Check)	To print	Transdev			-17,180.52
2983						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-7,063.49
09/30/2025	Bill Payment (Check)	To print	Transdev			-7,063.49
2984						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-19,363.67
09/30/2025	Bill Payment (Check)	To print	Transdev			-19,363.67
2985						
09/30/2025	Bill Payment (Check)	To print	Transdev		Uncleared	-51,598.04
09/30/2025	Bill Payment (Check)	To print	Transdev			-51,598.04

November 5, 2025

**AGENDA
ITEM # 4**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Erika Jacquez, Senior Program Manager

Subject: Operations Report

During the first quarter of Fiscal Year 2026, all transportation programs operated smoothly and continued to provide essential mobility services to seniors and individuals with disabilities across the service area. Service demand remained steady and performance remained strong, with high on-time reliability and consistent ridership levels across programs.

GET ABOUT (TRANSDEV)-

The Get About program continues to serve as the foundation of our transportation network, providing vital mobility to riders who rely on door-to-door assistance. Ridership remained steady this quarter, and on-time performance exceeded industry standards. Transdev has continued to monitor daily requests to ensure the program continues to perform within budget expectations and to meet the needs of the community.

Passengers	9,205
Revenue Hours	3,656
OTP	95%
Wheelchair Users	1,437
No Show	5%

READY NOW-

The Ready Now same-day service continues to be an important option for riders who require unscheduled trips or cannot plan their trips a day in advance. Riders continued to rely on this program for urgent transportation needs, and performance remained strong throughout the quarter with high on-time rates and stable usage. While clients are still using Transdev for Ready Now Trips the Uber program has seen an increase since the changes in July.

Ready Now Transdev

Passengers	744
Revenue Hours	279.53
OTP	98%
Wheelchair Users	117

Ready Now Uber

Passengers	1818
Revenue Hours	340.62
OTP	100%

CLAREMONT DIAL A RIDE-

The Claremont Dial-A-Ride program has experienced significant growth this quarter, reflecting strong adoption and community awareness. Not only have we seen continued increases in senior ridership, but there has also been a substantial rise in general public use. This surge is primarily attributed to local colleges actively promoting the service to their student populations, resulting in higher trip volumes and greater utilization across a broader demographic. While overall ridership trends are positive, group service activity was lower this quarter as group programming pauses in the summer and school schedules resumed in September, impacting the ridership.

Claremont DAR Transdev

Passengers	1302
Wheelchair Users	1147
Revenue Hours	337.32
OTP	99%

Claremont DAR Uber

Passengers	6487
Revenue Hours	699.26
OTP	100%

Claremont Group

Passengers	355
Revenue Hours	11
OTP	96%

POMONA GROUP

The Pomona Group program continues to be utilized steadily while remaining within budget. All trip requests are reviewed and approved individually to ensure ongoing cost control and program oversight. During this quarter, Chino Valley used the service for one trip, the City of Pomona completed seven trips, and the Youth and Family Center utilized the program for four trips. This measured and monitored approach allows us to support community group travel needs while maintaining fiscal responsibility.

Passengers	427
Revenue Hours	54
OTP	98%

SAN DIMAS DIAL A CAB

The San Dimas Dial-a-Cab program experienced steady ridership through the quarter and continues to provide dependable service to local residents. On-time performance remained strong.

San Dimas DAC Transdev

Passengers	376
Wheelchair Users	124
Revenue Hours	111.95
OTP	98%

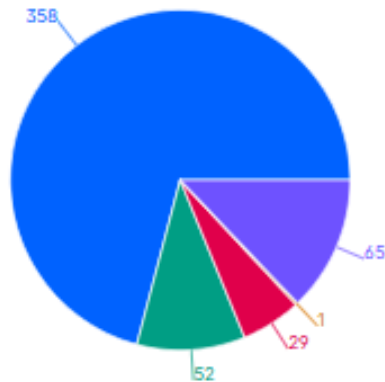
San Dimas DAC Uber

Passengers	1839
Revenue Hours	279.10
OTP	100%

GET ABOUT- Transdev
MONTHLY OPERATING DATA
Fiscal Year 2026

	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>YTD TOTALS</i>
Passengers	3,227	3,131	2,847	9,205
Trips	2,829	2,842	2,665	8,336
Wheelchair Users	530	497	410	1,437
Pass'r per Hour	2.85	2.54	2.21	2.53
Total Hours	1,572.64	1,511.99	2,241.19	5,326
Total Miles	19,397.80	17,888.80	22,841.45	60,128
Revenue Hours	1,133.57	1,234.33	1,288.24	3,656
Revenue Miles	13,661.00	14,498.70	13,366.32	41,526
On-Time %	94.00%	96.00%	95.09%	95%
No-Shows %	6.20%	5.10%	4.64%	5%
Cost per Pass'r	\$74.81	\$81.89	\$91.76	\$82.82
Cost per Hour	\$212.96	\$207.71	\$202.79	\$207.82
Cost per Mile	\$17.67	\$17.68	\$19.55	\$18.30
Fare Revenue	-\$2,437.50	-\$2,488.00	-\$2,189.50	\$7,115.00
Penalties	\$0.00	\$0.00	\$0.00	0
Fuel Reimbursement	-\$2,272.26	-\$2,715.87	-\$1,162.29	\$6,150.00
Driver Incentive	\$575.00	\$575.00	\$690.00	\$1,840.00
Total Cost	\$243,837.28	\$258,874.65	\$263,437.96	\$766,149.89
Total Invoiced	\$241,399.78	\$256,386.65	\$261,248.46	\$759,034.89

Ridership by city



2025-01-01, pomona 2025-01-01, laVerne 2025-01-01, sanDimas 2025-01-01, outside 2025-01-01, claremont

READY NOW- TRANSDEV
MONTHLY OPERATING DATA
FISCAL YEAR 2026

	Jul	Aug	Sep	YTD TOTAL
Passengers	276.00	255.00	213.00	744.00
Trips	232.00	216.00	197.00	645.00
Wheelchair Users	43.00	51.00	23.00	117.00
Pass'r per Hour	2.79	2.91	2.29	2.66
Total Hours	137	102	93	332
Total Miles	1,665.20	1,253.71	916.63	3,835.54
Revenue Hours	99.08	87.52	92.93	279.53
Revenue Miles	1,178.40	1,033.48	916.63	3,128.51
On-Time %	99.00%	100.00%	94.96%	98%
No-Shows %	8.50%	4.00%	1.80%	5%
Cost per Pass'r	\$65.43	\$60.63	\$69.86	\$65.31
Cost per Hour	\$182.27	\$176.64	\$160.11	\$173.01
Cost per Mile	\$15.33	\$14.96	\$16.23	\$15.51
Fare Revenue	-\$718.00	-\$546.50	-\$393.00	\$1,657.50
Total Cost	\$18,059.41	\$15,459.67	\$14,879.18	\$48,398.26

READY NOW- UBER
MONTHLY OPERATING DATA
FISCAL YEAR 2026

	Jul	Aug	Sep	YTD TOTAL
Passengers	604	550	664	1818
Trips	600	549	664	1813
Pass'r per Hour	5.18	5.83	5.12	16.13
Total Hours	116.58	94.34	129.7	340.62
Total Miles	2,852.56	1,979.15	2,903.81	7,735.52
Revenue Hours	116.58	94.34	129.7	340.62
Revenue Miles	2,852.56	1,979.15	2,903.81	7,735.52
On-Time %	100	100	100	100
No-Shows %	0	0	0	0
Cost per Pass'r	\$14.94	\$13.23	\$17.39	\$15.19
Cost per Hour	\$77.41	\$77.15	\$89.04	\$81.20
Cost per Mile	\$3.16	\$3.68	\$3.98	\$3.61
Total Cost	\$9,024.12	\$7,278.24	\$11,547.98	\$27,850.34

CLAREMONT DIAL A RIDE- TRANSDEV**MONTHLY OPERATING DATA****FISCAL YEAR 2026**

	Jul	Aug	Sep	YTD TOTALS
Passengers	493	400	409	1302
Trips	421	339	387	1147
Wheelchair Users	58	55	48	161
Pass'r per Hour	4.5	4.09	3.15	11.74
Revenue Hours	109.56	97.88	129.88	337.32
Revenue Miles	1,274.90	1,135.02	1,050.49	3,460.41
On-Time %	99.00%	100.00%	98.00%	99.00%
No-Shows %	5.20%	7.40%	4.00%	5.53%
Cost per Pass'r	\$42.62	\$43.03	\$49.78	\$45.14
Cost per Hour	\$191.80	\$175.84	\$156.76	\$174.80
Cost per Mile	\$16.48	\$15.16	\$19.38	\$17.01
Fare Revenue	-\$321.00	-\$329.50	-\$247.50	\$898.00
Total Cost	\$21,335.12	\$17,541.04	\$20,607.50	\$59,483.66
Total Invoiced	\$21,014.12	\$17,211.54	\$20,360.00	\$58,585.66

CLAREMONT DIAL A RIDE-UBER
MONTHLY OPERATING DATA
FISCAL YEAR 2026

	Jul	Aug	Sep	YTD TOTALS
Passengers	1,783	2,137	2,567	6,487
Trips	1,782	2,137	2,567	6,486
Pass'r per Hour	9.34	9.4	9.13	27.87
Revenue Hours	190.95	227.30	281.01	699.26
Revenue Miles	3,486.60	4,182.62	5,123.32	12,792.54
On-Time %	100.00%	100.00%	100.00%	100.00%
No-Shows %	0.00%	0.00%	0.00%	0.00%
Cost per Pass'r	\$10.23	\$10.57	\$12.17	\$10.99
Cost per Hour	\$95.56	\$99.41	\$111.16	\$102.04
Cost per Mile	\$5.23	\$5.40	\$6.10	\$5.58
Total Cost	\$18,247.99	\$22,596.02	\$31,238.04	\$72,082.05

CLAREMONT GROUP- Transdev
MONTHLY OPERATING DATA
Fiscal Year 2026

	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>YTD TOTALS</i>
Passengers	22	0	333	355
Trips	4	0	39	43
Wheelchair Users	0	0	0	0
Pass'r per Hour	9.78		37.29	23.54
Revenue Hours	2.25	0.00	8.93	11
Revenue Miles	25.30	0.00	47.97	73
On-Time %	100.00%		91.00%	96%
No-Shows %	0.00%		1.00%	1%
Cost per Pass'r	\$21.81		\$3.22	\$12.52
Cost per Hour	\$213.27		\$119.97	\$166.62
Cost per Mile	\$18.97		\$22.33	\$20.65
Fare Revenue	-\$3.00	\$0.00	\$0.00	\$7,115.00
Penalties	\$0.00	\$0.00	-\$750.00	\$750.00
Fuel Reimbursement	-\$4.51	\$0.00	-\$8.06	\$6,150.00
Total Cost	\$482.85	\$0.00	\$1,071.35	\$1,554.20
Total Invoiced	\$479.85	\$0.00	\$1,071.35	\$1,551.20

POMONA GROUP- Transdev
MONTHLY OPERATING DATA
Fiscal Year 2026

	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>YTD TOTALS</i>
Passengers	256	69	102	427
Trips	17	4	12	33
Wheelchair Users	0	0	0	0
Pass'r per Hour	7.37	4.92	17.83	10.04
Revenue Hours	34.75	14.02	5.72	54
Revenue Miles	402.70	160.00	56.15	619
On-Time %	94.00%	100.00%	100.00%	98%
No-Shows %	0.00%	0.00%	0.00%	0%
Cost per Pass'r	\$28.15	\$42.52	\$11.44	\$27.37
Cost per Hour	\$207.40	\$209.26	\$203.96	\$206.87
Cost per Mile	\$17.90	\$18.34	\$20.78	\$19.01
Penalties	-\$250.00	\$0.00	\$0.00	\$250.00
Fuel Reimbursement	\$69.66	\$30.85	\$5.15	\$105.66
Total Cost	\$7,207.29	\$2,933.87	\$1,166.65	\$11,307.81
Total Invoiced	\$7,207.29	\$2,933.87	\$1,166.65	\$11,307.81

SAN DIMAS DIAL A CAB- TRANSDEV**MONTHLY OPERATING DATA****FISCAL YEAR 2026**

	Jul	Aug	Sep	YTD TOTALS
Passengers	111	136	129	376
Trips	79	82	106	267
Wheelchair Users	12	49	63	124
Pass'r per Hour	3.95	3.38	2.95	10.28
Revenue Hours	28.09	40.18	43.68	111.95
Revenue Miles	299.90	411.72	416.44	1,128.06
On-Time %	97.00%	100.00%	98.00%	98.33%
No-Shows %	7.10%	6.70%	10.86%	8.22%
Cost per Pass'r	\$45.05	\$46.08	\$50.80	\$47.31
Cost per Hour	\$178.02	\$155.96	\$150.03	\$161.34
Cost per Mile	\$16.67	\$14.33	\$15.74	\$15.58
Fare Revenue	-\$100.50	-\$132.75	-\$122.50	\$355.75
Total Cost	\$5,000.71	\$6,266.43	\$6,553.34	\$17,820.48
Total Invoiced	\$4,900.21	\$6,133.68	\$6,430.84	\$17,464.73

SAN DIMAS DIAL A CAB-UBER
MONTHLY OPERATING DATA
FISCAL YEAR 2026

	Jul	Aug	Sep	YTD TOTALS
Passengers	601	608	630	1,839
Trips	599	608	630	1,837
Pass'r per Hour	7.12	6.57	6.17	19.86
Revenue Hours	84.38	92.60	102.12	279.10
Revenue Miles	1,947.13	2,058.57	2,232.76	6,238.46
On-Time %	100.00%	100.00%	100.00%	100.00%
No-Shows %	0.00%	0.00%	0.00%	0.00%
Cost per Pass'r	\$12.94	\$14.10	\$17.06	\$14.70
Cost per Hour	\$92.17	\$92.56	\$105.27	\$96.67
Cost per Mile	\$3.99	\$4.16	\$4.81	\$4.32
Total Cost	\$7,776.91	\$8,570.73	\$10,749.68	\$27,097.32

November 5, 2025

AGENDA
ITEM #5

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Nicole Carranza, CEO

Subject: Section 5310 Grant Public Hearing - Certification Regarding Availability of Non-Profit Agencies to Provide Transportation Services

Recommended Action:

1. That the Board approve a Resolution No. 26-02 certifying that there are no non-profit agencies readily available to provide the services in the proposed area of Pomona Valley Transportation Authority.

Background

As a requirement of the Section 5310 Grant program, it is required for interested applicants to hold a public hearing to consider certifying that there are no non-profit corporations readily available in the cities of Claremont, La Verne, Pomona and San Dimas to provide transportation services described above throughout the four cities of Claremont, La Verne, Pomona and San Dimas. The public hearing is available for public comment and accept testimony from any interested parties.

Discussion

The goal of the Section 5310 Program provides operating and capital assistance for transit projects to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available when public transit is insufficient, inappropriate, or unavailable. PVTA has historically applied for this grant in past cycles and is planning to apply for operations assistance for the Get About and Ready Now programs in the upcoming funding cycle.

Staff is required to hold a public hearing prior to applying for grant funds to certify that there are no non-profit corporations readily available in the cities of Claremont, La Verne, Pomona, and Sand Dimas.

Recommended Action:

That the Board approve a resolution certifying that there are no non-profit corporations readily available to provide these services in the cities of Claremont, La Verne, San Dimas, and Pomona.

Attachments

- A. Resolution No. 26-02

PUBLIC NOTICE

Pomona Valley Transportation Authority

NOTICE IS HEREBY GIVEN THAT Pomona Valley Transportation Authority (PVTA) is applying for funding through the FTA Section 5310 program for operating assistance.

As a requirement of the program, the PVTA Board of Directors will hold a PUBLIC HEARING to consider certifying that there are no non-profit corporations readily available in the cities of Claremont, La Verne, Pomona and San Dimas to provide transportation services described above throughout the four cities of Claremont, La Verne, Pomona and San Dimas.

The public hearing will be held on November 5, 2025 at 5:00 p.m. in the La Verne City Hall Chambers, 3660 D Street, La Verne, California at which all persons are invited to appear and be heard, location subject to change For further information regarding the matter, contact Nicole Carranza, CEO at (909) 596-7664 or by email at nicole@pvtrans.org.

You may also submit written testimony to Pomona Valley Transportation Authority, 2120 Foothill Blvd. Ste. #116, La Verne, CA 91750 or by email to nicole@pvtrans.org. Testimony must be received by November 5, 2025.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in the meeting, please contact Pomona Valley Transportation Authority at (909) 596-7664. Notification of three (3) working days prior to the meeting or the time when special services are needed will assist the PVTA staff in assuring that reasonable arrangements can be made to provide access to the meeting. If you are in need of translation services, please contact PVTA staff at (909) 596-7664 at least three working days prior to the meeting.

Nicole Carranza
CEO
October 7, 2025

**POMONA VALLEY TRANSPORTATION AUTHORITY
RESOLUTION NO. 26-02**

**A RESOLUTION OF THE POMONA VALLEY TRANSPORTATION AUTHORITY
CERTIFYING THAT THERE ARE NO NON-PROFIT AGENCIES READILY
AVAILABLE TO PROVIDE SERVICES PROPOSED IN POMONA VALLEY
TRANSPORTATION AUTHORITY'S FTA SECTION 5310 GRANT APPLICATION.**

The Pomona Valley Transportation Authority, a Joint Powers Authority Agency, does **RESOLVE** as follows:

Section 1. The Pomona Valley Transportation Authority plans to submit a grant application to the Los Angeles County Metropolitan Transportation Authority for Federal Transit Administration Section 5310 funds to provide mobility management/travel training services and operations assistance for the purpose of providing transportation to the elderly and disabled persons in the cities of Claremont, La Verne, Pomona, and San Dimas.

Section 2. Pursuant to the results of notifications made and the results of the public hearing by Pomona Valley Transportation Authority on November 5, 2025, the Pomona Valley Transportation Authority certifies that there are no non-profit agencies readily available in the service area to provide the services described in the Pomona Valley Transportation Authority's Federal Transit Administration Section 5310 applications.

Section 3. The CEO is herewith authorized to submit the above described certification to the Los Angeles County Metropolitan Transportation Authority.

Section 4. The Board Chair of the Authority shall sign this resolution and the CEO shall attest and certify to the passage and adoption thereof.

PASSED AND ADOPTED by the Pomona Valley Transportation Authority of the Los Angeles County, State of California, at a regular meeting of its Board of Directors held on the 5th of November, 2025.

Rick Crosby, Board Chair

ATTEST:

Nicole Carranza, CEO

November 5, 2025

**AGENDA
ITEM #6**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Vanessa Nalbandian, Administrative Manager

Subject: Resolution Authorizing the PVTA CEO To Sign and Submit All FTA Section 5310 Grant Applications and All Required Certifications

Recommended Action:

1. That the Board approve a Resolution No. 26-03 which authorizes the PVTA CEO to submit all applications regarding FTA Section 5310 and sign any and all required certifications and assurances related to the applications.

Background

The Los Angeles Metropolitan Transportation Authority (LA Metro) is the designated recipient of Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities funds for the LA County area. LA Metro is responsible for allocating these funds to eligible projects and programs, preparing and submitting grant applications to the Federal Transit Administration (FTA) on behalf of all subrecipients awarded the grant. PVTA has historically applied for these grant funds in the past and currently has active Section 5310 grant funds.

Discussion

The goal of the Section 5310 Program provides operating and capital assistance for transit projects to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available when public transit is insufficient, inappropriate, or unavailable.

Staff will be submitting two applications for:

1. Capital assistance for travel training personnel (\$300,000).
2. Operations assistance for the Ready Now program (\$500,000).

The total maximum award per agency is \$800,000. There is a 10% local match for Capital funding and a 25% local match for Operations funding. PVRTA is able to provide the local match through all the Prop A local return contributions and BOS regional funding.

Travel Training Personnel

Applying for Section 5310 grant funds allows PVRTA to hire and continue hiring travel training personnel which assists with all travel training tasks, such as assistance to riders and trip planning. Travel trainers help users with awareness, knowledge, safety, and skills of public and alternative transportation options available to them, a necessity for a vulnerable population of seniors and persons with disabilities.

Ready Now Program

These grant funds will help sustain and offset costs of the Ready Now program which is Get About's supplemental premium service, a same-day on-demand transportation service. These grant funds allow us to continue operating the program. However, these grant funds are not meant to fully sustain the Get About program relieving the cities of their contribution responsibilities. These grant funds, if awarded, are meant to assist and possibly restore lost revenue hours and service to the public.

Recommended Action

Staff is recommending that The Board approve a resolution authorizing the CEO to apply and sign and submit all FTA Section 5310 Grant applications and all required certifications and assurances.

Attachments

A. Resolution No.26-03

**POMONA VALLEY TRANSPORTATION AUTHORITY
RESOLUTION NO. 26-03**

A RESOLUTION AUTHORIZING THE FEDERAL FUNDING UNDER FTA SECTION 5310 (49 U.S.C. SECTION 5310) WITHIN THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY.

WHEREAS, the U.S. Department of Transportation is authorized to make grants to states through the Federal Transit Administration to support capital projects for non-urbanized public transportation systems under Section 5310 of the Federal Transit Act (FTA C 9070.1G); and

WHEREAS, the Los Angeles County Metropolitan Transportation Authority (LACMTA) has been designated by the Governor of the State of California to administer Section 5310 grants for transportation in Los Angeles County; and

WHEREAS, Pomona Valley Transportation Authority desires to apply for said financial assistance to permit operation of transportation services for elderly and disabled persons in the cities of Claremont, La Verne, Pomona, and San Dimas; and

WHEREAS, Pomona Valley Transportation Authority has, to the maximum extent feasible, coordinated with other transportation providers and users in the region (including social service agencies).

NOW, THEREFORE, BE IT RESOLVED AND ORDERED, that the Pomona Valley Transportation Authority and Board Members does hereby authorize the Chief Executive Officer (CEO), to file and execute applications on behalf of Pomona Valley Transportation Authority with Los Angeles County Metropolitan Transportation Authority (LACMTA) and Federal Transit Administration (FTA) to aid in the financing of transportation projects and programs pursuant to Section 5310 of the Federal Transit Act (FTA C 9070.1G), as amended.

That the CEO is authorized to execute and file all general certifications and assurances, contracts or agreements, or any other documents required by the LACMTA.

That the CEO is authorized to provide additional information as the LACMTA may require in connection with the application for the Section 5310 grant.

That the CEO is authorized to submit and approve requests for reimbursement of funds from the LACMTA for the Section 5310 grant.

PASSED AND ADOPTED by the Pomona Valley Transportation Authority of the Los Angeles County, State of California, at a regular meeting of its Board of Directors held on the 5th of November, 2025.

Rick Crosby, Board Chair

ATTEST:

Nicole Carranza, CEO

November 5, 2025

**AGENDA
ITEM #7**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Nicole Carranza, CEO

Subject: **Transit Feasibility Study Contract Award**

Recommended Action

1. That the Board approve a contract services agreement with Agape Mobility for a total of \$113,701.000, not to exceed the adopted budgeted amount of \$120,000.

Background

At the September 10th Board Meeting, a solicitation for proposals for a transit feasibility study was approved for an amount not to exceed \$120,000.00. The study will analyze the current service structure, evaluate alternative delivery models, and provide data-driven recommendations to ensure long-term financial sustainability, service quality, and equity across all member cities.

Discussion

Staff received four proposals from Agape Mobility, Flexlynqs, Kimley-Horn, and Nelson\Nygaard. All four proposals came in under the approved budgeted amount. After careful evaluation from staff, PVRTA has awarded the contract to Agape Mobility as their proposal aligned the most with PVRTA's goal and vision for the project and had the most experience with paratransit systems. In addition, Agape Mobility has extensive history and experience working with neighboring agencies such as LA Metro, Orange County Transportation Authority (OCTA), OmniTrans, Riverside Transportation Authority (RTA), and Access Services. Their work for these agencies were similar to the project goals of PVRTA. The total contract award will be for \$113,701.00, within the approved budget.

Attachments

- A. Agape Mobility Bid and Cost Proposal

October 15, 2025

Ms. Nicole Carranza
CEO
Pomona Valley Transportation Authority (PVRTA)
2120 Foothill Blvd, Suite 116
La Verne, CA 91750

RE: Traditional Dial-a-Ride / On-Demand Service Feasibility Study

Dear Ms. Carranza:

agapé *Mobility* is pleased to present our team's expertise and qualifications to the Pomona Valley Transportation Authority (PVRTA) for its consideration. We clearly understand PVRTA is seeking consulting services to evaluate existing dial-a-ride and door-to-door demand services to its city partners in Claremont, La Verne, Pomona, and San Dimas. We understand these services primarily serve seniors, individuals with disabilities, and the general public. We also understand PVRTA has retained a single full service dedicated contractor to manage these services, and they have created a non-dedicated provider network utilizing taxi services and transportation network companies (Uber).

For this important project, agapé *Mobility* has strategically partnered with Benesch. Together, we bring a team of experienced subject matter experts focused on helping municipalities navigate the complexities of expanding transit and mobility services to meet their diverse community needs. Our collective expertise spans public transportation planning, operations analysis, optimizing transit operations, service modeling, implementing innovative transit solutions, building transportation provider networks, and improving services in budget constrained environments. Our objective is aimed at making mobility services more efficient, accessible to all, and vibrant. Our qualifications and experience provide more details of our broad skillset and understanding of the unique challenges in the Southern California transit environment.

Our transit and mobility consulting practice is selective in projects and RFP opportunities. The PVRTA feasibility study objectives provide a blend of service requirements that fits well with our expertise, consultancy, and highly qualified team. In addition, we have a deep understanding of the Southern California market and the communities served by PVRTA. We have watched PVRTA service needs grow extensively over the past 10 years and have personally witnessed the rapid change in transit funding changes. We are excited to help modernize PVRTA services for the communities PVRTA serves. We believe reliable and efficient transportation is a major economic driver and social equalizer in all communities and we can visualize and model how to enhance transit services to best fit your needs.

We have assembled a diverse team that has direct experience in assessing existing and identifying potential transportation services and programs for a variety of communities. We are quite knowledgeable with the required tasks defined in PVRTA's SOW. We are adept at conducting comprehensive service analysis that provide the following:

- Analyzing past performance and existing ridership data and weaving in census and socio-economic data analysis to identify cost-effectiveness of current service structure. We have the ability to overlay existing transportation services that ultimately identify "pockets" of unmet

transportation needs and transportation workforce populations to provide the basis for targeted service, recommended service changes, and route restructuring.

- Evaluation of alternative service models that include weaving together brokerage services in a single dedicated operator model using non-dedicated transportation service providers including taxis, TNCs, adaptive TNC's and other on-demand based service providers
- Developing operations and defining business rules for operating mobility management and brokered transportation service models with hybrid of in-house and outsourced service models.
- Identifying and recommending possible operational and funding scenarios that address identified service gaps, deficiencies, and limitations within the community. This work includes suggestions on coordinating services to increase capacity, enabling programs to serve multiple clientele groups with focus on reducing rider friction, improving social equity, removing duplication and leveraging and optimizing vehicle fleets to reduce the cost per ride, and improving the quality-of-service delivery.
- Making recommendations for “right-sizing” service to match ridership demand and presenting cost savings. This includes conducting in-depth analysis of PVTa services and comingling demand-based services such as paratransit, dial-a-ride, group rides, and specialized transportation using both dedicated and non-dedicated fleets.
- Performing fare analyses to determine revenue for existing services and future forward fare modeling that addresses rising costs, service changes, growth, and ridership changes.
- Providing implementation plans that facilitate start-up operations, policies, and taking service from concept to deployment. This includes transition plans and funding.

agape's proposal is valid for 180 days. Upon receiving an award, our team is prepared to start immediately and/or after being provided with a notice to proceed. We understand the study should be concluded in the June 2026 timeframe and our key personnel have the capacity to meet this objective. We acknowledge amendment #1 and agree to the insurance provisions cited in the RFP. The person responsible for receiving clarification questions and/or executing an agreement on behalf of the team is:

Mr. Derek M. Fretheim, Founder & Principal
agape Mobility, Inc.
1920 SE 25th Way
Battle Ground, WA 98604
Ph: 949-275-6365; E-mail: derek@agapemobility.com

Thank you in advance for your consideration.

Regards,



Derek M. Fretheim
Founder & Principal



Technical Proposal

Traditional Dial-a-Ride / On-Demand
Service Feasibility Study RFP



SUBMITTED BY:

IN ASSOCIATION WITH:

agápē Mobility



Table of Contents

Item	Pages
1. Cover Letter	1-2
2. Firm Profiles	5-10
3. Experience & Project References	11-21
4. Proposed Personnel	22-24
Staff Resumes	25-34
Org Chart	34
5. Work Plan and Scope of Services	35-44

Appendices

- Pricing – Separate Attachment
- Sample Funding Resource Analysis for Waupaca County
- Sample Survey Questions – City of Brownsville/BMetro
- Sample Public Flyer (English & Spanish) – City of Brownsville/BMetro
- Decatur MOD Analysis
- Votran Alternative Comparisons Model

A. Firm Profile

Since 2007, agape Mobility has been dedicated to supporting an **Innovative. Practical. Service.** approach to improving transit services, enabling agencies to optimize services and provide a more efficient approach to managing ridership growth. This includes leveraging technologies that improve rider experience and increase ridership within a dedicated and non-dedicated brokered transportation service structure. We have been pioneering service delivery focused on delivering demand-based services, leveraging transportation provider networks which include TNCs, taxis, 3rd party providers and dedicated contractors. Our balanced service approach focuses on service quality and budget.

agape Mobility was originally organized as acire, Inc. in 2007. In 2023, to better represent the organization's mission and consulting services, acire changed its name to agape Mobility. This change included the relocation of its principal base of business from Irvine, California to Battle Ground, Washington. agape Mobility is organized as an S-Corporation incorporated in Washington State. Mr. Derek Fretheim is the principal and founder. The company is a collection of independent companies and subject matter expert consultants who collaborate collectively on improving transit service delivery utilizing both dedicated and non-dedicated service providers in a mobility manager and broker framework. There are two locations we operate from:

1. Field Office: 686 N. Calle Rolph, Palm Springs, CA 92262
2. Corporate: 1920 SE 25th Way, Battle Ground, WA 98604

At agape Mobility, we provide a vast array of services including feasibility studies, setting up brokered transportation models, transportation finance and funding, microtransit planning, innovation guidance, technology architecture, and ongoing project management. We provide strategic planning and strategy guidance to transportation companies, cities, municipalities, private mobility operators and other clients who are engaged in the "people" moving business. We specialize in helping our clients navigate the rapidly evolving mobility landscape and identifying opportunities to improve efficiency, reduce costs, and enhance the rider experience. agape Mobility offers deep industry and technical knowledge, along with a passion for making a positive impact through our work. Since 2007, we have consulted with transit agencies looking to transform their service offerings by altering existing core fixed-route services, implementing microtransit, or other commingled demand response services. Our concentration is on building mobility-for-all strategies that weave together service structures that meet community needs and align with funding earmarks. These include fixed routes, paratransit/DAR, MOD, micromobility, and building service models to balance both dedicated and non-dedicated transportation service partners.

At a high level, we focus our efforts on improving mobility within communities. Our service portfolio includes:

- Building brokered service models
- Mobility-on-Demand (MOD) Network Development
- Public and Community Outreach
- Paratransit Planning and Analysis
- Microtransit Design, Planning and Start-up Assistance
- Strategic Planning and Guidance
- Performance Monitoring and KPI development
- Technology Assessments (on-demand, CAD/AVL, dispatch, MaaS, micromobility)

- Technology Design and Architecture
- RFP and SOW Development
- Fare Policy and Analysis
- Project Management
- Grant Writing and Infrastructure Funding
- Contract Negotiations

Regional Knowledge

For over 35 years, agapé Mobility's founder has provided a variety of consulting services to many transit agencies, cities, and service providers in Southern California. Aside from supporting a variety of regional clients, Mr. Fretheim served as Chair of Metro's Air Quality & TDM subcommittee and was a member of Metro's Technical Advisory Committee (TAC) from 1994 – 2000. He also co-wrote the funding guidelines and evaluation criteria for LA Metro's Call for Projects. The following provides a partial summary of notable projects.

Client	Project Details	More Info Included
Los Angeles County Metropolitan Transportation Authority, Metro	Customer Technology Investment Strategy Study; Vanpool Funding Strategy; Vanpool Marketing Strategy; NTD Reporting Portal; Driver Bidding Portal; Information Kiosks	
Orange County Transportation Authority (OCTA)	OC Flex microtransit – Operations Startup; Technology Selection and Transition; Vanpool Marketing Strategy	✓
OmniTrans	OmniRide – Operations Startup; Technology Selection and Startup; Service Expansion and EV Funding Application preparation – awarded \$1.2 million	✓
Riverside Transportation Authority	Microtransit Operations Startup; Technology Selection; Fare Collection Strategy	
City of Los Angeles – LADOT (City of Long Beach)	Mobility Hub Application (JARC/FTA) – awarded \$8.4 million	
Victor Valley Transportation Authority	Digital Transformation Strategy	
Access Services – LA County Region 5	Access Services Operations Start-up; Technology Section; Technology Transition Strategy	
City of San Gabriel	Paratransit / DAR / MOD Commingling Strategy; Service Design; Technology Startup	
SELAC – now Gateway Cities Council of Governments	JPA Organizational Support; Transportation Committee Staff Liaison	
Long Beach Transit	Digital Transformation Strategy; Customer Self-Service Portal	
Montebello Transit	Funding Application to MSRC for new employer-based transit service – awarded \$750,000	
Cities of Glendale, Burbank and Pasadena	Funding Application for LA Metro for Commute Manager Services (Call-for-Projects) – awarded \$340,000	

FASTLink DTLA	FlexLA Microtransit Application (Express Lanes) – awarded \$750,000; FlexLA Service Design; Start-up Operations; Technology Selection; Secured \$3.8 million private equity Daimler Mobility Services	
ButterFLi	Access for All funding application; Technology Guidance – awarded three years \$8.3 million	
Association of Southern California Transportation Management Associations	TDM Management Services - Call for Projects application – awarded \$2.3 million	

Teaming Approach

agape Mobility approaches the teaming and staff selection for each proposal based on the unique project needs, including the expertise and experience needed for the work, as well as the stakeholder and decision-making environment. agape Mobility’s approach in building our team includes professional staff that:

- Demonstrate a record of success and longevity in the industry, and are recognized as experts in their respective subject matter areas;
- Have previously worked with us effectively in the course of our industry-leading practice;
- Complement and extend agape’s own strengths, providing PVTA with a complete portfolio of expertise and experience upon which to draw; and
- Brings direct experience and understanding of the mobility issues, goals and objectives, and outcomes cited by PVTA.

For this project, agape Mobility is partnering with Benesch. agape Mobility and Benesch have previously partnered with other transit planning and feasibility projects. agape Mobility will be the prime consultant leading the day-to-day management of the contract, serving as the primary point of contact for PVTA determining team resources for tasks, and monitoring the overall project deliverables and team’s performance. Our proposed team brings together highly experienced staff with the necessary qualifications to successfully address the requirements outlined in the RFP. Moreover, the majority of the team brings a long history of shaping mobility and transit services to meet funding constraints as outlined in PVTA’s scope. That foundation and experience will contribute to a technically sound and good working relationship for this feasibility study.

Benesch

Serving a broad range of markets, Benesch, a full-service engineering firm based in Chicago, has played a role in shaping our nation’s infrastructure, mobility, and local communities for decades. Benesch is client-focused, dedicated to providing responsive service and recruiting the absolute best talent to deliver project success. With over 1,100 employees—including a team of over twenty dedicated transit planners, as well as engineers, landscape architects, scientists, construction managers, surveyors, and planners—in 49 locations across 20 states, Benesch is united in our commitment to quality professional services. For three decades, the Benesch Transit Solutions practice has continued to evolve. Our primary goal is always to develop practical, implementable mobility solutions for transit operators and public agencies responsible for transit services, operational assessments, and special transit studies.

We understand that transit agency staff generally have their hands full with the day-to-day duties of getting services out on the street. Benesch’s Transit Solutions practice began in 1995 to help agencies

deal with myriad requirements and issues that are critical to successfully provide service but are difficult to adequately address with limited staff who wear many hats.

Throughout the evolution of our practice, our primary goal has been to develop practical, implementable solutions for transit operators and public agencies responsible for transit plans with operational assessments and special transit studies. Achieving this goal has been facilitated through the experience and knowledge of our dedicated Transit Solutions staff, which include individuals who have worked for transit agencies, departments of transportation, metropolitan planning organizations and transportation research institutions. As a result, Benesch is capable of and committed to providing our clients with solutions that are specific to the community and contribute to a successful transit system both today and in the future. In addition to those detailed above, Benesch offers planning and analysis support in:

- Service Planning, Design and Scheduling
- Multi-Modal Transit Corridor Studies
- Transit Data Collection and Analysis
- Service and Financial Modeling
- Performance Monitoring
- Paratransit Planning and Analysis
- Premium Transit Feasibility Planning
- Microtransit Service Design
- Microtransit Procurement Support
- Microtransit Deployment Support
- Application of Technology to Transit
- Fare Policy and Title VI Analysis
- Federal Funding, Grants, Compliance
- SaaS Design and Procurement
- Transit Cost Allocation Modeling
- Commuter Assistance Programs
- National Transit Database
- Title VI Reporting
- Transit Technical Assistance
- Holistic Integrated Service Design
- Operating Rules and Policy Analysis
- Value Planning & Cost Benefit Analysis
- Community Outreach and Engagement
- Virtual Rooms and Social Media
- Organizational Strategy Plans

Benesch will lead or support consulting services efforts to examine existing DAR and paratransit services to redefine the network to be more efficient, productive and cost-effective through the integration of a mobility-for-all microtransit service concept. Our expertise and experience in designing and integrating service redesigned and optimized transit networks is demonstrated across the country in successful operations that are attracting new riders, delivering more trips at a reduced cost per trip and increasing access to mobility, especially for underserved areas and connecting to major employment centers. Operating examples include: *MetroNow!* in Cincinnati (OH), Breeze on-Demand in Sarasota (FL), Round Rock Rides (TX), VoRide in Volusia County (FL), FLEX in Suburban Detroit (MI), Decatur Moves (IL), Go Glades on-Demand in Palm Beach (FL), and the City of Durham (NC).

Benesch is organized as a C Corporation and headquartered in Chicago, IL and has 49 offices located in 20 states, including CA.

Years in Practice

- agapé Mobility (formerly Acire), established in 2007 – 18 years
- Benesch, established in 1946 – 79 years; transit practice started in 1995 – 30 years

Team Organizational Structure

Agape Mobility will serve as Prime Contractor for this project with Benesch supporting transit planning, data analysis, and modeling. Benesch is a subcontractor to agape Mobility. Below is the organizational structure.



Experience Working as a Team

agape Mobility and Benesch recently worked together and completed a microtransit feasibility study for City of Brownsville – BTrans Service. This engagement included bundling TNC services, provided service restructuring to better align services with community needs and outlined transition recommendations in a phased approach in both a constrained and unconstrained environment. In addition, agape Staff positioned Benesch to support a Mobility-on-Demand service change in Volusia County (Votran) by creating a bench contract contained within a single dedicated contractor model with RATP Dev. In this approach, Votran can engage directly with Benesch to perform analysis of paratransit, mobility-on-demand and TNC services on an as needed basis.

What Sets Us Apart

As a certified Small Business Enterprise (SBE), it is important to us that our plans result in a positive contribution to all communities, regardless of age, race, or class. To accomplish this, we understand existing and future markets, examine travel patterns and trip usage, evaluate service effectiveness and operational efficiency, and engage productively with staff and community stakeholders to understand community mobility needs. **Because nearly every agape Mobility project ends up in daily operation, we are committed to ensuring our recommendations work as expected and enhance mobility for everyone.**

Project Understanding

The transit industry is rapidly changing. Covid, transportation network companies, technology-enabled services, driver shortages, funding shortfalls, increasing costs and a myriad of other challenges are requiring agencies to do more with less. We understand this and have been consulting for peer agencies who share these challenges like PVTA. We classify PVTA's Feasibility Study's Purpose and Goals as **Building a Mobility on Demand network** which consists of service options using technology to match the best service based on rider need, network availability, and considerations of service quality and operating costs. Operationally and in the MOD service model, PVTA negotiates rates with a variety of service providers – TNCs, taxis, WAV providers, etc. – who then provide services based on a set of PVTA and member city business requirements and desired service outcomes. PVTA then determines whether it or a single contractor will broker and manage the network. We can say with certainty, MOD is not new AND does work when the service, operations, policies, and operating rules are holistically developed and reflected in the service deployment, including the SaaS/scheduling functions. We've helped develop MOD Networks and can bring our experience, insights, and best practices to create a MOD service structure to achieve the service purpose and objectives of PVTA.

Next Generation Service Model Experience

The agape Mobility team has extensive experience and knowledge in all facets of transit operations assessment and planning, as well as specific expertise completing operational models and service evaluations for transit agencies of varying sizes. We bring a particular focus on developing visions and

strategies for agencies that seek to improve local mobility options and identify potential opportunities for improving their services.

“Our transit staff have been involved in and successfully completed MOD service analyses, financial model recommendations, feasibility studies, network optimization plans, and service redesign studies, for communities and transit agencies throughout the U.S.”

Depending on the financial climate within each transit agency, the outcomes of these efforts have generally included increased ridership, more efficient service, reduced costs, and/or doing more with existing/fewer resources. We have developed contractor-managed and brokered service models under constrained and unconstrained funding scenarios. Our experience means that we fully understand the different purposes, processes, and outcomes needed for blending services that are essential to seniors and persons with disabilities. This knowledge is valuable and allows us to design system or development plans that successfully define a long-term vision for transit and phased implementation alternatives to accomplish system growth and vision goals.

Brokered and Contractor Service Modeling

Collectively, the agapé Mobility team have worked with a variety of transit clients across the U.S. on alternative service models with varying focuses and using a wide variety of titles — mobility-on-demand, transit strategic plans, transit development plans, transit network feasibility studies, etc. For each, our goals are the same:

- Review the context of the local environment, either in relation to existing services and/or to plan for potential future service.
- Identify latent mobility needs of the community.
- Recommend and prioritize alternative strategies and business models to meet the needs.
- Compile a logical plan for a specified timeframe to guide implementation of phased service improvements within some identified level of existing resources, or with potential new revenue streams to supplement new/enhanced service.
- Identify service within the constrained and unconstrained funding climates taking into account multiple jurisdictions and funding sources.
- Set a future-forward service framework that ensures the diverse community needs considers those that are transit dependent, relying solely on public transit to access jobs, health services, food sources and other essential services, and have physical or cognitive disabilities that require specialized transportation.

Although the general process steps are similar, each feasibility study we have completed is unique because of the vast differences in the local operating environment, latent mobility needs, financial position, growth trends, and political atmosphere within each community. Hence, with the breadth and depth of these prior experiences, regardless of study title or focus, we have a great deal of expertise in service planning, cost modeling, building transportation networks, contracted service models, regulatory compliance, collaborative decision making, SaaS applications and the related work required to deploy and maintain successful mobility services.

B. Team Experience

As industry leaders in transit planning and MOD strategy development, the agape Mobility team specializes in the type of data analysis, network and service evaluation, and implementation support needed for this feasibility study. Our direct experience in building transportation networks under mobility management and brokerage MOD models is unparalleled. Our market-based planning approach, coupled with real-world operational expertise, enables our team to help transit systems optimize their service without adding costs, building a foundation for sustainable long-term success and rider satisfaction.

“In the last quarter-century alone, the agape Mobility team has completed more than 100 transit service planning efforts throughout the U.S. In addition, we have secured or help secure over \$350 million in funding for a variety of transit projects and community initiatives.”

Notable among our clients’ experiences is a consistent pattern of sustainable ridership growth driven by our rigorous data-driven analytical approach, application of industry best practices, innovative, and collaborative stakeholder engagement. A few examples of systems that experienced positive results from our efforts are provided in our project experience profile. These projects are indicated by a check mark in the Relevant Project Experience Table. Each project summary includes the project dates of performance, a brief summary description of the services performed, the total project cost, the percentage of work that agape Mobility was responsible for, the client reference, and contact information. We’ve also included Benesch, our partner’s relevant project experience beginning on page 18 of this proposal.

Regional Team Funding Experience

agape Mobility understands LA Metro’s local transit funding programs – Measure R, Measure A, Propositions A and C. We are also familiar with other local sources including the following:

TDA Article 4, State Transit Assistance and SB 1	These programs provide much-needed operating and capital funding for 17 municipal transit operators throughout LA County.	
Clean Fuel Bus Capital Facilities and Rolling Stock Fund	The Measure R ordinance also provides a lump sum allocation of \$150.0 million over the life of the ordinance for clean fuel and bus facilities. This fund is allocated to the authority and LA County Municipal Operators at \$10 million every even year.	
Local Return Funding	Over \$800 million is estimated to be awarded in FY26 to all LA County jurisdictions from the local sales tax measures to support local transportation within their jurisdictional boundaries.	
Measure R 20% Bus Operations	Measure R, approved by voters in November 2008, allocates 20% of the	

	revenues for bus service operations, maintenance, and expansion	
Prop C (MOSIP)	The program is intended to provide bus service improvements to the transit-dependent in Los Angeles County by reducing overcrowding and expanding services.	

Comprehensive Operational Analysis and Microtransit Design Plan BMetro, Brownsville Texas



Background

agape Mobility is part of the Benesch consulting team awarded a contract from the City of Brownsville, Texas to provide transit planning and analysis of the city managed BMetro Transit services. BMetro is the public transit system serving Brownsville, Texas. It's the largest transit system in Cameron County and the Rio Grande Valley, providing fixed-route local bus service and ADA paratransit service. To aid in modernizing the transit system, Brownsville retained agape and Benesch to assess, analyze, and study community transit needs, including implementing a microtransit service, evaluating commingled paratransit operations and introducing TNC (Uber) services through a county funded pilot program.

Scope

B-Metro has specific interest in “right sizing” services, reducing operational cost of its fixed route service, and interest in enhancing fixed routes by implementing on-demand microtransit. The Brownsville community is seeing hyper-growth with investments such as StarBase, the Port, expansion conversion of farmland to residential and commercial property. As part of the study plan and strategy, agape Mobility developed a public engagement plan and conducted community outreach. This effort included conducting rider intercept surveys, attending public events and interviewing community stakeholders. Agape also provided analysis of the fixed route service, recommended microtransit service models and zones, provided functional requirements for SaaS technology platform, and identified technology service providers.

Key Issues

- Improve the network with modified services tailored towards riders needs
- Define plausible microtransit zones as a layered service replacing fixed route
- Improve the network design and recommend MOD services
- Enhance rider experience through the use of technology
- Improve transfer capabilities using a hub / spoke design
- Layer TNC service to connect county services within the BMetro service area

Dates of Service

10/2024 – July 2025 – Extension through December 2025

Project Cost

\$300,000

Client Reference

Gennie Garcia
Deputy Director
BMetro
755 International Blvd.
Brownsville, TX 78520
P: 965.541.4881
E: Gennie.garcia@brownsvilletx.gov
<https://www.brownsvilletx.gov/2422/Metro>



Mobility-on-Demand Study, TNC Services, Microtransit Plan, Technology Selection BayWay Transit, Panama City, FL



Background

Bay County's Public Transportation System was created in 1983 to provide residents and visitors with transportation services in and around the Bay County Community. As the demand for public transportation increased, the original service area was expanded to encompass other areas of the county including the City of Callaway, City of Lynn Haven, City of Mexico Beach, City of Panama City, City of Panama City Beach, City of Parker, City of Springfield, and the unincorporated areas of Bay County.

Due to high economic growth, increased demand and a high peak tourism period, transit service wasn't keeping up with ridership demand and economic trends. Rather than restructure fixed route service, BayWay sought to implement a variety of flexible demand-based services which included a subsidized TNC service using Uber a new microtransit and commingle paratransit services. BayWay's vision was to operate the TNC, microtransit / flex service, and paratransit services using a single common technology platform. The object was to balance the new services within multiple funding programs include 5311.

Scope

The agapé team provided guidance with three different service types with multiple zones. This work included service planning, ridership analysis, developing the performance requirements and shaping the operations. An independent on-demand microtransit strategic plan was developed. This included developing the service strategy, all facets of microtransit start-up including, but not limited to: operations planning; developing business and functional requirements for the technology; SaaS provider technology assessment, evaluation, and recommendations; scope of work creation; schedule development; project management; and SaaS platform configuration assistance.

Key Issues

- Improve mobility with modified flex service tailored towards riders needs
- Define plausible microtransit zones as a layered service in-lieu of fixed route service
- Improve the network design and recommend MOD services
- Develop a common technology platform for Flex, TNC and On Demand services
- Improve transfer capabilities using a flexible dedicated and non-dedicated vehicles

Technology

Spare

Dates of Service

03/2022 – 08/2023

Project Cost

\$450,000

Client Reference

Mr. Lamar Hobbs
Transit Administrator
BayWay Transit
920 Wilson Ave
Panama City, FL 32401
P: 850.248.8161
E: lhobbs@baycountyfl.gov
<https://www.baywaytransit.org/>



Operations and Transition Implementation Plan Orange County Transportation Authority, Orange, CA



Background

OC Flex is an on-demand, curb-to-curb shared service using compact, fuel-efficient shuttles (ADA accessible Ford Transit vans) that seat a maximum of seven passengers. OC Flex provides curb-to-curb service operating in two zones in Orange County – including parts of Aliso Viejo, Laguna Hills and Mission Viejo – seven days a week. Inside each OC Flex zone, riders can take unlimited rides to work, play or fun for \$4.50 per day with the OC Flex mobile app or \$5 per day if paying with cash onboard.

The service was primarily funded with a grant from the Mobile Source Air Pollution Reduction Review Committee (MSRC), which supports projects that take cars off the road and reduce air pollution.

Scope

In September 2020, OCTA awarded the OCTA Paratransit contract to First Transit. At that time, the OC Flex service was contracted to Keolis using VIA's technology. On October 15, 2020, OCTA asked First Transit to operate the service and replace the technology. OCTA required the new operations and technology be fully in place by January 1, 2021 (a 75-day transition period).

Mr. Fretheim provided service planning and project oversight. This included conducting operational analysis, recommending service improvements, creating a transition plan, and selection of the new technology. Derek created a scope of work, standard operating procedures, a training plan, performance criteria, conducted technology and functional assessments, and contract negotiations.

Given the compressed and aggressive schedule over a holiday period, the project was at a high-risk in meeting the cut over time frame. The new tech stack was in place on December 15th and the new operations started January 1st.

Key Issues

- Cut over / transition operations
- Requirements Gathering
- Statement of Work creation
- Technology Assessment
- SaaS procurement requirements
- Technology transition assistance
- User Acceptance Testing
- Integrate with paratransit
- Training – driver, dispatch, call center
- Contract negotiations

Technology

From VIA to RideCo

Dates of Service

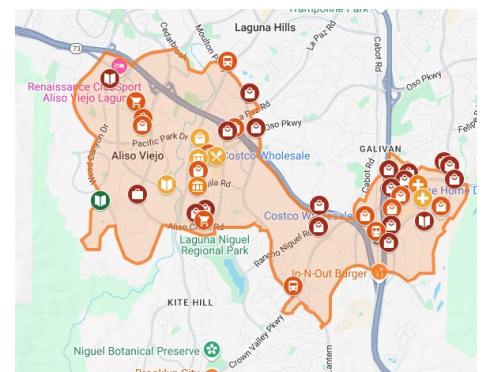
10/2020 - 6/2021

Project Cost

Operations: \$1.3 million
Technology: \$300,000

Client Reference

Ms. Melissa Mungia
Section Manager
Orange County Transportation Authority
E. Melissa.mungia@octa.net
<https://www.octa.net/getting-around/bus/oc-flex/what-is-oc-flex/>



Mobility-on-Demand Service Planning & Technology Implementation Pinellas Suncoast Transit Authority (PSTA), Pinellas County, FL



Background

In June 2020, First Transit was awarded the operations contract from PSTA to operate paratransit services. The operations contract included overseeing the technology transition from two different SaaS platforms – GOIN’ which was used to manage MOD services, and TransWare, which was used to manage paratransit operations. PSTA’s goal was to operate all MOD services, microtransit, paratransit, taxi and TNC services in a single technology stack. This proved challenging to implement due to the diverse nature of paratransit operations and the selected technology was purpose-built for microtransit services. The requirements included integration of two taxi services, Uber, Uzurv and one other transportation provider. PSTA’s ambition to use a single technology stack was bleeding edge and, an industry first initiative.

Scope

Given the technology and complex integration requirements, First Transit operations staff sought technical assistance. As Senior Director of Innovation, Mr. Fretheim provided service planning and technology assessment of the present and future paratransit platform. This included conducting operational analysis to determine pre and post-technology performance, creating a technology transition plan, and auditing KPI and other performance measurements. Derek created standard operating procedures, a training plan, defined performance criteria, conducted technology and functional assessments, and facilitated technology discussions to resolve optimization issues, reporting anomalies, routing issues, increased in deadhead mileage and other reduced performance issues. It was discovered that the new software had algorithm issues which increased deadhead mileage by over 55%. In addition, the optimization engine was not properly multiloading thereby reducing optimization by 25%. Working directly with PSTA and Spare, Derek and his team were able to pinpoint software algorithm issues and solutions.

Key Issues

- Cut over / transition operations
- Requirements Gathering
- Statement of Work creation
- Technology Assessment
- Technology transition assistance
- User Acceptance Testing
- Integration of paratransit, TNC, taxi, and UZURV
- Training – driver, dispatch, call center

Technologies

From GOIN’ to Spare
TransWare to Spare

Dates of Service

10/2021 - 6/2023

Project Cost

Operations: \$10.3 million
Technology: \$300,000

Client Reference

Thomas Tibbets – General Manager
Paratransit Operations
P.
E.thomas.tibbets@transdev.com

Thomas Ennis – Assistant General
Manager, Paratransit Operations
P.
E.thomas.ennis@transdev.com



Microtransit Start-up Assistance, Service Expansion, Funding Application Omnitrans, San Bernardino, CA



Background

OmniRide is reservation-based, on-demand, shared transit service providing local service in Chino/Chino Hills, Bloomington and Upland initially launched in September 2020. OmniRide vehicles can safely accommodate passengers with disabilities and those riding with mobility devices. The Ford vans have front bike racks and wheelchair lifts. The Chrysler vans are hybrids. All vehicles used for the service were purchased as new equipment.

Scope

In August 2019, Mr. Fretheim was tasked with conducting user testing for the soon to be launched OmniRide service. As part of the testing, Derek identified several gaps in the SaaS provided test scripts. After conducting a series of UAT tests, he identified over 30 missing gaps that led to 14 different bugs/issues. Derek worked with the technology provider to quickly solve the bugs prior to the service launch. Shortly after the launch of the Chino and Chino Hills microtransit service, OmniTrans asked for assistance in preparing a grant application seeking funding for expanded service. Derek assisted in drafting a funding application submitted to the State of California Low Carbon Transit Operations Program (LCTOP). Under this program, service expansion could occur provided the vehicles were all electric or electric hybrid.

Mr. Fretheim assisted in helping define the new service area, identifying possible vehicles, analyzing range requirements for vehicle service hours, and assisting in preparing the grant application. Upon submission, Omnitrans was successful in securing \$1.3 million in funding to start a new microtransit zone / service in Bloomington.

Key Issues

- Limited UAT testing
- Identified bugs/issues upon testing
- Improve the network design and recommend MOD services
- Gather requirements for expanded services and new zones
- Service Expansion recommendations
- Grant preparation
- New Service Implementation

Technology: RideCo

Dates of Service

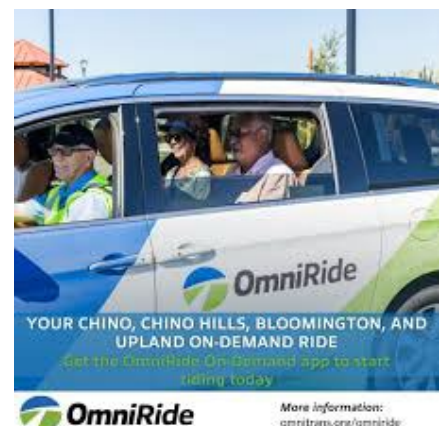
03/2020 – 07/2023

Project Cost

\$1.3 million

Client Reference

Mr. Yves Tang
Manager, Technology Services
Transdev (First Transit)
P. 206-396-0958
E.yves.tang@transdev.com



Mobility-on-Demand Service Development Southwest Ohio Regional Transit Authority, Cincinnati, OH



Background

The purpose of this study was to identify and recommend areas within Hamilton County for the development and deployment of mobility-on-demand (MOD) services. Six MOD service zones were defined based on an analysis of mobility need, trip generators and existing Metro transit services. The MOD services defined provide curb-to-curb on-demand service within zones and include first and last mile connections to the fixed network. The services were also designed to serve Access paratransit customers who elect to ride MOD rather than the complementary paratransit service. The service provides a shared-ride mobility-for-all solution. The services were designed to be fully compliant with all relevant provisions of the Americans with Disabilities Act of 1990 (ADA).

Scope

Benesch coordinated with SORTA to identify key service design and delivery goals and objectives to define MOD service zones and develop MOD service operational concepts. These goals and objectives were focused on increasing access to mobility both locally and regionally to improve individual and community wellbeing. The goals and objectives focused on: Connecting people and places; Driving economic growth; and Improving quality of life for individuals and communities. The MOD service zones selection process included consideration of mobility needs, key trip generators, roadway network, land use, transit service network and the application of spatial optimization modeling to refine the service zone boundaries by examining the distribution and concentration of mobility need at the Census block level.

The SORTA Board approved the MOD service May 2022 for service to operate seven days a week, with annual ridership estimated at 280,000 trips for the initial zones, require 19-26 peak and 10 off-peak vehicles, and have an annual net operating cost of \$2.0-\$3.1 million. The services provider was selected and the first two zones began early 2023 and currently carry over 5000 riders per month in each zone. These zones were expanded, and additional zones commenced service in 2025.

Key Issues

- Identify mobility needs and gaps
- Define MOD service zones
- Define MOD concept of operations
- Define technology requirements
- Define MOD operating requirements
- Create connections to paratransit and fixed route services
- Develop ridership projections
- Define operating costs

Dates of Service

12/2021 – 06/2022

Client Reference

Khaled Shammout, Chief Strategic Planning, Development, and Innovation Officer
SORTA/Metro
525 Vine St., Suite 500
Cincinnati, OH 45202
P: 513-621-9450
E: kshammout@go-metro.com



Paratransit Improvement Services,
City of Durham, NC



Background

Benesch completed a study for the City of Durham to enhance its paratransit services by evaluating current operations and performance. The study aimed to improve inclusive and equitable service quality, reliability, cost-effectiveness and appeal for ACCESS customers. It integrated a new microtransit service concept for public and ADA passengers through an app-based brokerage model, which allocates trip requests to GoDurham ACCESS or third-party trip providers on rider needs and trip specifics

This effort included:

- Assessing directly operated and brokered (UZURV) services to identify improvements through an expanded broker model.
- Developing a strategy and deployment plan for a third-party brokerage model pilot with Spare Labs.
- Developing travel training and mobility orientation strategies, materials and programs for customers to be able to use alternative service options.
- Recommending enhanced resources for GoDurham operators, call center staff and related media to effect improved communications with customers.
- Evaluating the GoDurham ACCESS taxi voucher programs with a decision to shift into a broker model.

Benesch continued to support the City through an additional assignment which involved the development of technical specifications to procure the Mobility Broker SaaS platform and operations contractor to deploy and operate the new multi-provider, multi-modal service concept. The SaaS vendor and contractor were selected in April 2025. The mobility broker service model commenced successful operations in September 2025.

Key Issues

- Improve on-time performance
- Expand trip booking options
- Provide customer service scheduling flexibility
- Gather requirements for expanded services and new zones
- Service Expansion recommendations
- Evaluate customer service technology solutions

Dates of Service

08/2023 – ongoing

Project Cost

\$114,398

Client Reference

Mr. Brian Fahey
Strategic Performance & Compliance
Manager
101 City Hall Plaza
Durham, NC 27701
P. 919-560-1200
E. brian.fahey@durhamenc.gov



Mobility Optimization Study

Sarasota County Transit (now Breeze Transit), Sarasota, FL



Background

Sarasota County Area Transit (rebranded to Breeze Transit in 2022) conducted a focused Mobility Optimization study to best position mobility services within the county as it emerged from COVID-19 related restrictions. The goals of the study were to position mobility services to be more effective, productive, responsive and cost-effective. The study evaluated existing and historical service performance, analyzed markets for mobility needs, and assessed operational performance to identify latent demand, service gaps, and opportunities to improve service delivery performance. The study involved a hybrid in-person and virtual public outreach and engagement process that utilized innovative interactive online mapping tools to allow the public and decision-makers to explore and understand mobility needs and services and compare these to the recommended optimized mobility network.

Scope: The optimized network eliminated unproductive fixed route services, primarily those operating in areas with a low density of demand and very low levels of productivity. The remaining routes were improved through streamlining route alignments, eliminating large loops, making services more direct to reduce travel time, identifying and improving service connections at a series of mobility hubs, and developing shared-ride, point-to-point, mobility-on-demand (MOD) solutions. MOD services were developed for four areas of the county; in some cases the MOD service replaced poor performing fixed routes and in other cases the MOD service was designed as an overlay to streamlined fixed-route service. The optimization study included detailed operations planning for the improved fixed-route network, using savings to increase frequency in high demand corridors. Efforts included detailed operations planning of the MOD services for each of the four MOD zones, and all scheduling, run cutting, and bid support for the implementation of these services. The optimized fixed routes and new MOD service launched June 2021. By July 2022, MOD ridership exceeded 30,000 trips per month, including ADA trips, at a significantly reduced average cost per trip. The service changes expanded access to mobility, increased ridership (40% are persons over age 65), and reduced net operating costs.

Key Issues

- Restructuring transit networks
- Improving network and route connectivity
- Increasing service connectivity at major trip generators
- Designing services for SaaS and MaaS applications
- Benefits of Mobility-on-Demand to complement fixed route

Dates of Service

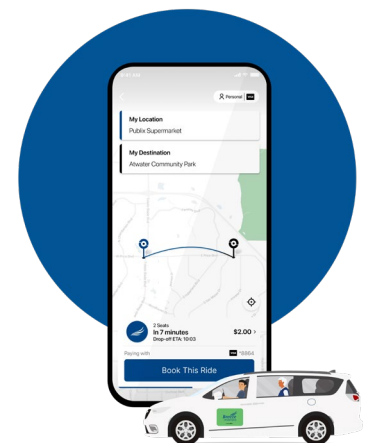
06/2020 – 6/2021

Project Cost

\$222,887

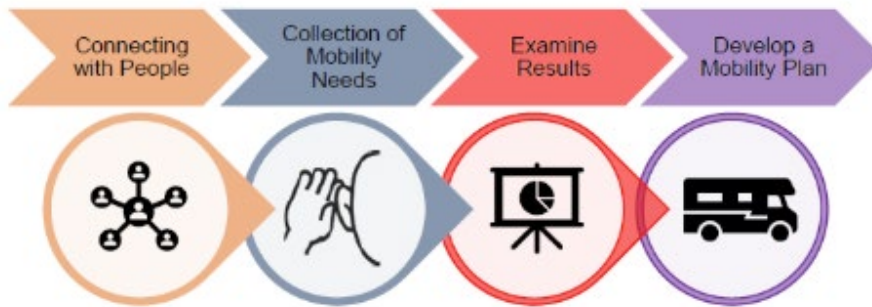
Client Reference

Jane Grogg, Director Sarasota County Area Transit 5303 Pinkney Ave.
Sarasota, FL 34233
P: 941-861-5507
E: jgrogg@scgov.net



Uptown Mobility Study

Uptown Consortium, Inc., Cincinnati, OH



Background

Benesch, in collaboration with AECOM and C Robinson Associates, led the development of a high-level strategic plan for improving mobility in the vibrant and rapidly growing Uptown area of Cincinnati. The resulting Uptown Mobility Roadmap is a strategic mobility plan that addresses the specific mobility needs of residents, anchor institutions, businesses, and visitors in Uptown Cincinnati. Uptown includes the neighborhoods of Avondale, Clifton, Corryville, CUF, and Mt. Auburn. Uptown Cincinnati is home to over 59,000 residents, 25,000 households, 90,400 jobs, 1,100 businesses, 45,000 students, and major institutions including the University of Cincinnati, UC Health, the Cincinnati Zoo and Botanical Garden, TriHealth, and Cincinnati Children's Hospital Medical Center. Uptown is home to leading regional and national educational, health care, medical research, cultural, and technological resources. Uptown has added over \$2.4 billion in projects since 2004, increasing economic development and improving the community.

Scope

The study was initiated through a collaborative effort by Uptown Consortium, Inc. (UCI), and the Southwest Ohio Regional Transit Authority (SORTA), the agency responsible for the provision of Metro and Access services. The roadmap identifies mobility concepts including service types, service modifications, connectivity, and markets to be served. The roadmap includes a framework for how services could be delivered and coordinated to simplify and enhance access to mobility and provide a clearer and easier to understand mobility framework in greater Uptown. This objective was critical given the patchwork of public, institutional, and private mobility services and providers operating in the community.

Key Issues

- Connecting residents to key social and essential services
- Engage the Community through diverse communication channels
- Manage numerous stakeholders and partners
- Improve mobility services
- Define a variety of MOD services and funding models
- Provide a roadmap for cost efficient transit hubs connectivity, MOD services and existing transit services.

Dates of Service

2021 – 2023

Client Reference

Khaled Shammout, Chief Strategic Planning, Development, and Innovation Officer
SORTA/Metro
525 Vine St., Suite 500
Cincinnati, OH 45202
P: 513-621-9450
E: kshammout@go-metro.com



C. Proposed Personnel

Team Member Profiles

Below are the individual profiles for the agapé Mobility team. We provide detailed resumes in the appendices.

Derek Fretheim, Principal and Founder, agapé Mobility

Mr. Fretheim's career spans over three and a half decades creating mobility solutions, expanding transit services, building customer engagement strategies, developing technologies, platforms, services and sustainable initiatives. He has demonstrated success in bridging service gaps and creating new services that increase ridership while improving operational efficiency. Mr. Fretheim is proficient at forming and fostering public-private partnerships and obtaining funding at the federal, state and local level. As a seasoned principal, he has managed more than 400 projects totaling over \$200 million. His expertise includes project management, strategic plan development, funding strategy, building transportation networks, digital and technology transformation, and building customer-centric transit services.

Derek is recognized as an innovator and pioneer in bridging mobility service gaps and creating technology-enabled services targeted at improving rider experience and vehicle utilization. He has experience in reshaping transit services and creating new demand-based services. Most recently, Derek developed a brokered transportation model expanding mobility options by developing a brokered network using a blend of over 75 dedicated and non-dedicated service providers for a state-wide service paratransit, microtransit and non-emergency medical transportation (NEMT) State of Illinois contract. The network consisted of regional transportation providers, taxis, and TNC's working within a common technology platform.

Born in Long Beach, Derek is a native to Southern California and has been involved with setting transit policies at the federal, state and local level. Derek has spent time serving on Los Angeles Metro's Technical Advisory Committee (TAC), serving as Chair of the TDM Air Quality Subcommittee for seven years and participated in the Bus Operators Subcommittee for four years. He helped organize transportation management organizations across the state, developed a private public partnership to design and build Mobility Hubs in Long Beach, Los Angeles, and Hollywood, and secured over \$350 million in funding for a variety of transit and mobility projects across the Los Angeles region.

Derek will serve as Principal and Project Manager. He will help develop and support the public engagement plan, participate in public outreach, conduct service analysis, and provide service change and financial recommendations. In addition, Derek will review data outcomes, performance metrics and analysis, and identify contracting models which PVTA and its city partners can consider. Having been on both sides of the contract or purchase transportation aisle, he understands PVTA's business needs in building a long-term sustainable financial model that identifies cost scaling and efficiency, while balancing the growing need of riders within a set of core policies and diverse city priorities. Having helped establish the Gateway Cities Counsel of Governments, he understands the complexities in keeping JPA city members aligned and pleased. In addition to this work, he will provide a technological overview of on-demand technologies (Spare) and elements that should be part of standard operating procedures (SOPs) and other business requirements. Derek has a deep understanding of Spare's technology, having implemented nearly 20 different services using Spare's platform.

Stephen Kuban, Senior Associate, agape Mobility

Stephen Kuban is a transit network design and technology leader specializing in change management, paratransit software implementation, and stakeholder engagement. He has led major initiatives across North America's largest transit agencies. A 2025 Mass Transit 40 Under 40 honoree, he is recognized for aligning innovative projects with organizational requirements and driving successful technology adoption.

Stephen's work combines strategic planning with hands-on change management execution, empowering the staff of resource-constrained agencies to deliver measurable results. Kuban boasts a decade of experience in on-demand transit software, leading development and implementation for today's leading paratransit and microtransit platforms. At RideCo Inc. (6 years), as Director of Solutions Consulting, he spearheaded key projects including North America's first microtransit (2015-16, Operations Manager), Los Angeles Metro's Metro Micro (2018-20, Principal Planner), Guelph Transit's dynamic paratransit (2019, Lead Solutions Architect), and Via Metropolitan's "Via Link" (2018, Change Management Lead). He then spent 3 years at The Routing Company as Head of Partner Growth, notably leading the NYC Transit Adept Replacement Sales Cycle (2022-25), where TRC placed second. A recognized paratransit leader, Stephen serves on the TRB Standing Committee on Mobility of Older Persons and Individuals with Disabilities (AQC13) (2025-28) and frequently speaks at industry events.

Stephen and Derek have been working together since 2020. Stephen brings a unique skillset to the project having managed a data science team focused on conducting service analysis to develop commingled and MOD services. He is adept at building service simulations, configuring paratransit and on-demand platforms, and aligning services to meet ADA and FTA compliance. Most recently, Stephen led the solution design to overhaul New York City Transit's access-a-ride and paratransit technology. In doing so, he diagnosed operational challenges and architected a solution that completely modified a set of services over an 18-month period. Stephen has advised a number of transit agencies engaged in transitioning paratransit, DAR, MOD and demand-based services into a single or common platform.

Marlo Doll, Administrative Support, agape Mobility

Marlo has over 30 years' experience encompassing all facets of project management support ranging from project orchestration, engagement management, relationship management, automating business operations & business process optimization, product management, program management, PMO oversight, application development management, business systems analysis and customer relations/support. She has over 20 years of management in application development discipline and seasoned practical applications of process design, optimization and methodologies. Marlo is a certified PM. Marlo will provide administrative support, analyze survey results, and provide general project support as needed.

The Benesch Team**Randall Farwell, Senior Transit Specialist, Benesch**

Randy has 38 years' experience in transportation and transit planning, operations and management, including BRT, bus, commuter rail, light rail, Flex, human service and mobility-on-demand (MOD) services. He develops transit service, system redesign, TDPs, COAs, corridor studies, NEPA, FTA project development, documentation, and the application of technology to real-time transit services. He served as Director of Planning at the Central Florida Regional Transportation Authority (LYNX) and Planning Manager at the Potomac & Rappahannock Transportation Commission. He was also instrumental in the start-up of the Virginia Railway Express commuter rail (1992) and developed OmniLink Flex, the first technology-based Flex service (1994). Randall has pioneered applications of technology to transit

scheduling, planning, and on-demand operations. The Community Transportation Association of America named Randall one of 15 Innovators in Transportation in 2015. Randy designed over a dozen on-demand services, and more that are pending service launch. Randy will oversee all aspects of system analysis, research, financial analysis, service recommendations, and MOD Network design review.

Taylor Cox, Transit Planning Manager, Benesch

Taylor is a highly experienced planner specializing in transit, transportation, ADA, and mobility-on-demand (MOD). His key skills include transit and transportation planning, MOD planning, bus and rail service and operations planning, transit needs assessments, ADA transition plans, Section 4(f)/6(f) and joint land use. He has experience working on all facets of transit and transportation planning, including route network modeling, MOD network design, short-range and long-range planning, and public outreach. He also has experience using ArcGIS software and is trained in using AutoCad, CommunityVIZ, On The Map, TBEST, Remix, SketchUp, Replica and is trained in the FTA STOPS model. Taylor will coordinate the analysis phases, produce reports and findings, recommendations, and oversee core planning / study tasks related to the project. Taylor led key aspects in the design and deployment of over six on-demand services and several other services currently in design.

Logan Patterson, Transit Planner, Benesch

Logan has a background in environmental science, geographic information systems (GIS), and urban and regional planning with a focus in community development, providing expertise in data analysis, visualization, and presentation on a wide variety of projects at Benesch. Mr. Patterson has experience and expertise in various facets of planning such as transit operations, TNC network integration, community development and complete streets, and public finance projects, among other transportation-related projects. Logan is responsible for service analysis and modeling of four on-demand services and several other services currently in design.

Kayla Huetten, ACIP, Microtransit Specialist, Benesch

Kayla is a transit planner with five years of experience in transit development and master planning, transit feasibility studies, and bus stop accessibility and connectivity studies, with roles including socioeconomic data and trends analysis, transit system performance evaluation, public involvement, situation appraisal, and transit technology research. She most recently served as a planner on the Polk TPO/Citrus Connection TDP Major Update and has worked on numerous transit development plans throughout Florida. Kayla specializes in microtransit and MOD network development. Kayla was instrumental in developing complex geospatial analyses and modeling required to develop the successful **MetroNow!** services operating in Cincinnati.

Mr. Fretheim has over three and a half decades experience building services, technologies, platforms, and sustainable initiatives within the transit and mobility services industry; bridging gaps specifically to enhance customer experience while improving operational efficiency. Skilled at managing projects with the ability to identify and build strategic goals and developing plans that deliver targeted outcomes. Proficient at building and fostering public-private partnerships, building transportation networks, conducting transportation feasibility studies and conducting transit needs assessment. Derek has proven ability to deliver results, forecasting and identifying market trends and needs analysis. He has hands on experience with start-up operations creating technology strategies, business plans, SOP's, customer service plans, customer engagement strategies, marketing plans, outreach and social media plans, developing ROI and KPI's, building technology roadmaps and architecture, and related strategies.

County of Waupaca, Wisconsin - Transportation Study

Principal-in-Charge: The study's core objective was to engage the public, coordinate with stakeholders, analyze transportation supply and demand data, and identify gaps and barriers of existing services and programs. agapé Mobility identified several service scenarios to sustain, improve, and/or develop new services and programs, with a hybrid on-demand microtransit service selected as the recommended ideal transportation service or program. The feasibility study recommended service(s) by outlining a plan and timeline for implementation, distinguishing characteristics of the proposed service, provided a preliminary operating budget, identified sponsoring public agency(ies) and committed source(s) of sustained local match, and addressing measures to be taken to avoid duplicating service or adversely impacting existing transit services within the study area. In addition, Derek identified cost sharing methods and recommended technologies needed to better coordinate existing services and sharing data.

BayWay – Mobility-on-Demand Study & Microtransit Plan, BayWay Transit, Panama City, FL

Project Manager: Mr. Fretheim provided guidance with three different service types with multiple zones. This work included service planning, ridership analysis, developing the performance requirements and shaping the operations. An independent on-demand microtransit strategic plan was developed. This included developing the service strategy, all facets of microtransit start-up including, but not limited to: operations planning; developing business and functional requirements for the technology; SaaS provider technology assessment, evaluation, and recommendations; scope of work creation; schedule development; project management; and SaaS platform configuration assistance. Lastly, BayWay wanted to leverage UBER for overflow and non-dedicated services specifically to manage long distance trips and those outside peak travel. Derek helped define the business rules and eligibility "opt-in" process for BayWay.

First Transit - Office of Innovation, Cincinnati, OH

Project Manager: As Senior Director of Innovation, Derek developed business requirements for fare collection services aimed at fare collection as a service to First Transit's 300 customers. The focus was to build a standard technology rich blanket fare collection purchasing contract process to rapidly deploy new fare collection technology and services within a client location. Strategy focused on establishing bench contracts with a variety of providers which included: cash to digital, backoffice, acquirer services, fare boxes, open-loop payment layer, mobile application, card issuance, and fare validators. Conducted technology assessments approving vendors, negotiated contracts, and managed vendor MSAs. In addition, Derek was conducted a number of transit service feasibility analysis, created broker transportation networks for two state NEMT broker contracts and conducted microtransit feasibility analysis including setting up operations and complete start-up operations.



Education

California State University, Fullerton (CSUF) – History, emphasis Chinese Culture, Pacific Rim Studies, minor – Political Science

Certifications

Transportation Demand Management, Certificate, UCLA – *Transportation Studies*

Transportation Demand Management & Mobility, Certificate, CSUF

Years of Experience: 36

Flex LA – Microtransit Service Design, Planning and Operations Start-up, Los Angeles, CA

Principal-in-Charge: Derek led the effort to design the service from inception to operations. This included service design and planning, staffing plan, driver recruitment, operations planning and start-up, gathering requirements, technology assessment, and all other facets for service start-up. In addition to start-up operations, agape staff developed the operations plan, secured the contract transportation service provider, developed standard operating procedures, defined KPI's and other performance measures, and oversaw marketing of the service. Derek helped develop the marketing plan and coordinated marketing activities which included community outreach, social media engagement, and the bus stop, bus bench and other street furniture advertisement placement. The marketing highlight was a video featuring Los Angeles Mayor Eric Garcetti. Mr. Fretheim also secured a \$3.8 million investment from Daimler Mobility Services and Mercedes Benz, Vans Division.

GoMicro – Zone-based Microtransit, Riverside Transit Authority, Riverside, CA

Project Manager: Derek served as Project Manager for First Transit RTA's newly funded microtransit service, GoMicro. As part of the new microtransit service, RTA wanted riders to be able to utilize existing apps the agency had promoted. Those apps included Transit App and Token Transit. RTA had limited understanding of the complexity to achieving their desired user experience. Derek developed business and functional requirements, defined integration priorities and stages, conducted contract negotiations with three SaaS providers, and developed a detailed scope of work for the start-up and on-going service. Derek also defined the integration requirements and developed a series of use cases to help illustrate the fully test the integration results.

OC Flex – Zone-based first/last mile microtransit start-up service, OCTA, Orange, CA

Project Manager: OC Flex service was contracted to Keolis using VIA's technology. On October 15, 2020, OCTA asked First Transit to operate the service and replace the technology. OCTA required the new operations and technology be fully in place by January 1, 2021 (a 75-day transition period). Mr. Fretheim provided service planning and project oversight. This included conducting operational analysis, recommending service improvements, creating a transition plan, and selection of the new technology. Derek created a scope of work, standard operating procedures, a training plan, performance criteria, conducted technology and functional assessments, and contract negotiations. Given the compressed and aggressive schedule over a holiday period, the project was at a high-risk in meeting the cut over time frame. The new tech stack was in place on December 15th and the new operations started January 1st.

OminRide – Microtransit Route Replacement, Omnitrans, San Bernardino, CA

Project Manager: Omnitrans created a microtransit strategy to replace underperforming fixed-route operations in the City of Chino Hills. The objective was to improve connectivity to retail, jobs, a community college and fixed-route service. Derek worked with RTA to help launch the service. He created user acceptance testing plans, quality assurance and quality control plans, developed user guides for dispatchers, and drivers and end-users. The Chino pilot service was successful in meeting community needs and agency cost controls. In 2020, Omnitrans started another microtransit service in Bloomington. Upon its successful launch, Derek assisted the agency in submitting a grant application to implement a third service in Upland, using clean fueled vehicles. Derek provided support for the start-up of all three zone-based route replacement services.

Stephen Kuban

Senior Associate

Stephen Kuban is a transit technology leader specializing in change management, paratransit software implementation, and stakeholder engagement. He has led major initiatives across North America's largest transit agencies. A 2025 Mass Transit 40 Under 40 honoree, he is recognized for aligning innovative projects with organizational requirements and driving successful technology adoption. Kuban boasts a decade of experience in on-demand transit software, leading development and implementation for today's leading paratransit and microtransit platforms. At RideCo Inc. (6 years), as Director of Solutions Consulting, he's spearheaded a number of key projects which include mobility-on-demand, multi-agency services and developing business requirements for brokered transportation networks.

New York City Transit, Paratransit Technology Strategy Planning, New York, NY

Solutions Strategist: Led solution design on behalf of The Routing Company (TRC) for a generational overhaul of NYCT's Access-A-Ride paratransit technology. Diagnosed operational challenges and architected a tailored technology and change management solution for thousands of users. Developed a staged implementation plan over an 18-month timeline in response to the NYCT RFP, in accordance with stakeholder discovery across the region. Built consensus across stakeholder groups and developed the process recommendations that led to a successful procurement decision and a multi-year partnership awarded in 2025.

Capital District Transportation Authority – MOD Planning, Albany, NY

Paratransit Advisor & MOD Planner: Served as lead planner for a multi-faceted service innovation initiative aimed at integrating paratransit, microtransit, and fixed route. Built consensus across CDTA's paratransit, operations, and planning departments by developing a comprehensive service plan and simulation analysis. Designed the innovative model for commingling paratransit and microtransit services and developed the complete service plan for the January 2024 FLEX+ rail-to-downtown shuttle launch.

Waco Transit System – Microtransit Commingling Pilot, Waco, TX

Planning Lead: Led the design and strategic planning for a pilot program to launch microtransit service and ultimately commingle with paratransit services. Designed the service parameters for three distinct microtransit zones and developed the strategic framework for the six-month pilot. Supported the development of the full-service RFP, leading to the system-wide implementation of a unified software platform.

LA Metro – “Metro Micro” Service Design, Los Angeles,

Planning Lead: Served as a Principal Planner for the design and launch of Metro's on-demand microtransit service, Metro Micro, one of the nation's largest microtransit programs with over 100 vehicles in seven zones. Advised Metro staff on service design, operational best practices, and change management. Performed thorough simulation analysis of incumbent performance to ensure the service design met local needs.

Western Washtenaw Area Value Express (WAVE) – Technology Transition, Chelsea, MI

Planning Lead: Served as the lead strategist for a technology upgrade from legacy dial-a-ride software to on-demand microtransit software. Facilitated stakeholder discussions to define the pilot's service parameters and budget, identifying key hurdles and mitigation strategies, providing WAVE with a comprehensive plan for a successful pilot that has been subsequently renewed for five years.



Education

Bachelor of Mathematics, Statistics & Computer Science, University of Waterloo, 2015 (Summa Cum Laude)

Skills

- Change Management & Organizational Adoption
- Paratransit Software Implementation
- Configuration of RideCo and Pingo platforms
- Stakeholder & Community Provider Engagement
- ADA & FTA Compliance Alignment
- Project Management & Cross-Functional Coordination
- Service Planning & Performance Metrics for Demand-Responsive Transit
- Technology Adoption & Training Program Design
- Strategic Growth Consulting for Transit Technology Firms

Years of Experience: 10

Vacaville City Bus – Technology Transition and Start-up, Vacaville, CA

Principal Strategist: Supported Vacaville's transition from a legacy software system by building a data-driven business case that quantified the operational impact of the current system's failures. Successfully secured leadership buy-in for the software upgrade, resulting in a 15% improvement in system-wide on-time performance and a significant increase in client satisfaction.

CyRide – On Demand Planning, Ames, IA

Lead Planner: Served as Lead Service Planner analyzing the Route 5 corridor and development of the same-day paratransit pilot in partnership with Heart of Iowa Regional Transit Authority (HIRTA). Developed the complete business case to transition the underperforming fixed-route service into a dynamic microtransit zone. The final plan provided CyRide with the data-driven justification and operational framework needed to proceed with the service modernization.

Calgary Transit – Emergency Service Planning, Calgary, Alberta, Canada

Lead Planner: Acted as lead emergency service planner in response to the COVID-19 pandemic. Developed the operational plan to rapidly convert 10 fixed routes into a large, on-demand microtransit zone. This strategic intervention was critical in allowing Calgary Transit to maintain essential mobility and ridership for essential workers.

Reseau de transport metropolitain (Exo) – Microtransit Feasibility Study, Montreal, Canada

Lead Planner: Led a comprehensive feasibility study to assess the potential for on-demand microtransit services in the Montreal metropolitan region. The study involved analyzing demographic and travel pattern data and developing detailed service and financial models, which served as a key strategic document for Exo's long-range service planning.

Hampton Roads Transit – Microtransit Feasibility Study, Hamton, VA

Principal Planner: Served as the principal analyst for a microtransit feasibility study. The objective was to determine the viability of on-demand services in eight (8) potential pilot zones, and surface recommendations for the two key pilot zones. The study provided HRT's leadership with the critical data needed to make an informed decision on integrating microtransit into their service portfolio, which they subsequently launched and have since expanded in Newport News and Virginia Beach.

• Randy Farwell

Project Manager

Mr. Farwell has 38 years of experience in transportation and transit planning, operations and management, including BRT, bus, commuter rail, light rail, Flex, human service and mobility-on-demand (MOD) services. He develops transit service, system redesign, TDPs, COAs, corridor studies, NEPA and FTA documentation and the application of technology to real-time transit services. He served as Director of Planning at the Central Florida Regional Transportation Authority (LYNX) and Planning Manager at the Potomac & Rappahannock Transportation Commission. He was also instrumental in the start-up of the Virginia Railway Express commuter rail (1992) and developed OmniLink Flex, the first technology-based Flex service (1994). Randy pioneered applications of technology to transit scheduling, planning, on-demand operations. Additionally, he has led the design of over 20 microtransit services, 10 of which are in service. The Community Transportation Association of America named Randy one of 15 Innovators in Transportation in 2015.

City of Round Rock - Mobility-on-Demand (MOD) Service Design - Round Rock, TX

Project Manager: Benesch was engaged by the City of Round Rock to define and develop a mobility on demand (MOD) service. The study involved assessing existing transit and paratransit services, defining concept of operations for on-demand service and assessing the feasibility of implementing MOD service. The study developed strategies for changes to the fixed route network, developed an MOD service concept and operating requirements and resulted in the City procuring a vendor to operate its new MOD services. The City launched Round Rock Rides in June 2023.

Midland/Odessa Urban Transit District - Comprehensive Operations Analysis - Midland, TX

Project Manager: This project involved the strategic redesign of the transit networks in the neighboring cities of Midland and Odessa in Texas. The effort evaluated existing services and service area conditions, as well as included public outreach. The analyses resulted in the development of three alternative concepts that led to the preparation of a phasing and financial plan that recommended modified networks in each city including operating plans for MOD services to expand coverage and support the improved fixed network.

City of Decatur - Comprehensive Operational Analysis - Decatur, IL

Project Manager: Benesch was selected by the city to conduct the first comprehensive operations analysis (COA) in over 25 years. The focus was on identifying improvements in productivity and efficiency in transit operations and leverage developments in technology to provide more cost-effective, accessible and attractive network of mobility services. The new service plan refocuses fixed route on key corridors at higher frequencies and includes three MOD zones to expand access to mobility. Benesch created the GTFS files for the City and is supporting efforts to procure a microtransit vendor.

The Breeze - Route Network Optimization/MOD Design - Sarasota County, FL

Project Manager: This project included the redesign and optimization of The Breeze's (formerly SCAT) fixed route network. The team identified and designed mobility on demand (MOD) service areas and services to serve ADA and general public demand in areas with low density of demand and poor fixed route performance. Service schedules and run cuts also were prepared. A TaaS provider was selected and the redesigned transit network and new MOD services were launched June 2022. Since, ridership exceeds 30,000 per month and transit operating costs were significantly reduced.



Education

Master of Urban & Regional Planning, Virginia Tech

BS in Urban Studies, Texas Christian University

Years of Experience: 38

• Randy Farwell (Cont.)

Project Manager

City of Durham - Paratransit Improvement Study - Durham, NC

Senior Technical Advisor: Randy has led efforts to examine operating and technical requirements to create a cloud-based multiple provider brokerage model to support microtransit serving both ADA and general public riders mobility needs. Working with the City, Benesch examined paratransit services, performance and defined strategies to improve service quality, reliability, cost-effectiveness and attractiveness for their customers.

Jaunt Microtransit Design - Charlottesville, VA

Project Manager: Randy is leading the design and development of a series of microtransit operations for existing ADA and rural service operations. The service concept includes comingled ADA and general public mobility and integration with fixed route services. The project identified requirements for app-based mobility, developing operating and capital costs and a service deployment plan.

Gainesville Regional Transit System (RTS) - Transit Development Plan Major Update - Alachua County, FL

Project Manager: This TDP update was the first major strategic transit/mobility planning effort since RTS became part of City's new Mobility Department. Key initiatives include expansion of microtransit service, development of strategies to enhance transit throughput along major corridors, redesign of network in response to creation of an auto-free zone on the University of Florida campus and development of a series of general public mobility-on-demand zones to function as an overlay of the fixed route network and address need for improved mobility and growing paratransit demand.

Southwest Ohio Regional Transit Authority (SORTA) - Mobility-on-Demand (MOD) Service Development - Hamilton County, OH

Project Manager: This project developed and designed mobility-on-demand (MOD) services and service zones to be operated in conjunction with a refined Metro fixed route network and Access paratransit services. The mobility-for-all solution includes an app-based shared-ride service within six MOD zones connecting people to key activity centers and mobility hubs to support a significantly enhanced and expanded transit network. The service plan was approved unanimously. The first two MetroNow! microtransit zones commenced service in May 2023 and each averages over 5,000 riders per month.

Palm Tran - Go Glades Mobility on Demand SaaS Technical Requirements - West Palm Beach, FL

Project Manager: This project included refining point-to-point mobility-on-demand service for a cloud-based Software as a Service (SaaS) platform and addressing key issues related to operating model (in-house vs. purchased), fare policy and integration with fixed route and paratransit services. Technical requirements were prepared to acquire the SaaS platform and address key issues related to operating model (in-house vs. purchased), fare policy and integration with fixed-route and paratransit services. The procurement of a SaaS platform was successful. This effort served as a follow-on to the Go Glades Flex and MOD service development launched December 2018 and April 2020, respectively. As of August 2022, Go Glades ridership exceeded 8,800 riders per month including reducing traditional ADA paratransit trips by half.

• Taylor Cox

Deputy Project Manager

Mr. Cox is a highly experienced transit operations project planner specializing in transportation, transit, microtransit, and ADA. His key skills include micromobility feasibility studies, bus and rail service and operations planning, transit needs assessments, ADA transition plans, Section 4(f)/6(f) and joint land use. Taylor has experience working on all facets of transit and transportation planning, including route network modeling, short-range and long-range planning and public outreach. He also has experience using ArcGIS software and is trained in using AutoCad, CommunityVIZ, On The Map, TBEST, Remix, SketchUp and Replica.

City of Round Rock - Mobility-on-Demand (MOD) Service Design - Round Rock, TX

Project Planner: Benesch was engaged by the City of Round Rock to define and develop a mobility on demand (MOD) service. The study involved assessing existing transit and paratransit services, defining concept of operations for on-demand service and assessing the feasibility of implementing MOD service. The study developed strategies for changes to the fixed route network, developed an MOD service concept and operating requirements and resulted in the City procuring a vendor to operate its new MOD services. The City launched Round Rock Rides in June 2023.

Midland/Odessa Urban Transit District - Comprehensive Operations Analysis - Midland, TX

Project Planner: This project involved the strategic redesign of the transit networks in the neighboring cities of Midland and Odessa in Texas. The effort evaluated existing services and service area conditions, as well as included public outreach. The analyses resulted in the development of three alternative concepts that led to the preparation of a phasing and financial plan that recommended modified networks in each city including operating plans for MOD services to expand coverage and support the improved fixed network.

The Breeze - Route Network Optimization/MOD Design - Sarasota County, FL

Project Planner: This project included the redesign and optimization of The Breeze's (formerly SCAT) fixed route network. The team identified and designed mobility on demand (MOD) service areas and services to serve ADA and general public demand in areas with low density of demand and poor fixed route performance. Service schedules and run cuts also were prepared. A TaaS provider was selected and the redesigned transit network and new MOD services were launched June 2022. Since, ridership exceeds 30,000 per month and transit operating costs were significantly reduced.

City of Decatur - Comprehensive Operational Analysis - Decatur, IL

Project Planner: Benesch was selected by the city to conduct the first comprehensive operations analysis (COA) in over 25 years. The focus was on identifying improvements in productivity and efficiency in transit operations and leverage developments in technology to provide more cost-effective, accessible and attractive network of mobility services. The new service plan refocuses fixed route on key corridors at higher frequencies and includes three MOD zones to expand access to mobility. Benesch created the GTFS files for the City and is supporting efforts to procure a microtransit vendor.

Southwest Ohio Regional Transit Authority (SORTA) - Mobility-on-Demand (MOD) Service Development - Hamilton County, OH

Deputy Project Manager: This project developed and designed mobility-on-demand (MOD) services and service zones to be operated in conjunction with a refined Metro fixed route network and Access paratransit services. The mobility-for-all solution includes an app-based shared-ride service within six MOD zones connecting people to key activity centers and mobility hubs to support a significantly enhanced and expanded transit network. The service plan was approved unanimously. The first two MetroNow! microtransit zones commenced service in May 2023 and each averages over 5,000 riders per month.



Education

Master of Regional and Community Planning, Kansas State University

Years of Experience: 11

• Logan Patterson, AICP

Planner/GIS Analyst

Mr. Patterson is a Planner working towards a GIS graduate certificate. He has experience supporting a variety of transit operations and planning studies, including transit development plans, comprehensive operations analyses and microtransit feasibility studies. He is proficient in ESRI GIS software, holds FEMA Emergency Management Certifications: IS-230.D, IS-100.C, IS-120 and has gained surveying knowledge through previous field work.

City of Round Rock - Mobility-on-Demand (MOD) Service Design - Round Rock, TX

Market Analysis Lead: Benesch was engaged by the City of Round Rock to define and develop a mobility on demand (MOD) service. The study involved assessing existing transit and paratransit services, defining concept of operations for on-demand service and assessing the feasibility of implementing MOD service. The study developed strategies for changes to the fixed route network, developed an MOD service concept and operating requirements and resulted in the City procuring a vendor to operate its new MOD services. The City launched Round Rock Rides in June 2023.

City of Decatur - Comprehensive Operational Analysis - Decatur, IL

Planner: Benesch was selected by the city to conduct the first comprehensive operations analysis (COA) in over 25 years. The focus was on identifying improvements in productivity and efficiency in transit operations and leverage developments in technology to provide more cost-effective, accessible and attractive network of mobility services. The new service plan refocuses fixed route on key corridors at higher frequencies and includes three MOD zones to expand access to mobility. Benesch created the GTFS files for the City and is supporting efforts to procure a microtransit vendor.

Jaunt Microtransit On-Demand Mobility Design - Charlottesville, VA

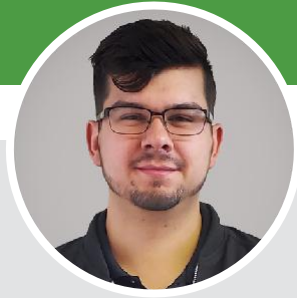
Planner: Ms. Kling's role includes assisting with the development of a microtransit operation from an existing ADA and rural services operation. It also includes developing an operating model that incorporates a comingled ADA and general public mobility and integration with nearby fixed route services. Benesch's work identifies the functional requirements for app-based mobility and developing operating and capital costs and a service deployment plan.

TBARTA - Regional Rapid Transit PD&E Study - Tampa, Florida

Planning Intern: This project includes fulfillment of procedural requirements to fully satisfy NEPA and meet all Federal and State rules and regulations to seek entrance of project into FTA CIG program. Benesch responsibilities include estimation of total project and operating & maintenance costs, potential sources of funds, commitments needed to advance to implementation and construction, refinement of project conceptual design, consideration of concurrent studies, Tampa Bay Next interstate modernization projects and opportunities for Transit-Oriented Development.

Southwest Ohio Regional Transit Authority (SORTA) - Mobility-on-Demand (MOD) Service Development - Hamilton County, OH

Peer Analysis Writer: This project developed and designed mobility-on-demand (MOD) services and service zones to be operated in conjunction with a refined Metro fixed route network and Access paratransit services. The mobility-for-all solution includes an app-based shared-ride service within six MOD zones connecting people to key activity centers and mobility hubs to support a significantly enhanced and expanded transit network. The service plan was approved unanimously. The first two MetroNow! microtransit zones commenced service in May 2023 and each averages over 5,000 riders per month.



Education

Master of Urban and Regional Planning, University of South Florida

BS, Environmental Science and Policy, Florida State University

Years of Experience: 4

• Kayla Huetten, AICP

Planner

Ms. Huetten is an transit planner with five years of experience in transit development and master planning, transit feasibility studies, and bus stop accessibility and connectivity studies, with roles including socioeconomic data and trends analysis, transit system performance evaluation, public involvement, situation appraisal, and transit technology research. She most recently served as a planner on the Polk TPO/Citrus Connection TDP Major Update and has worked on numerous transit development plans throughout Florida.

City of Round Rock - Mobility-on-Demand (MOD) Service Design - Round Rock, TX

Planner: Benesch was engaged by the City of Round Rock to define and develop a mobility-on-demand (MOD) service. The study involved assessing existing transit and paratransit services, defining concept of operations for on-demand service and assessing the feasibility of implementing MOD service. The study developed strategies for changes to the fixed-route network, developed an MOD service concept and operating requirements and resulted in the City procuring a vendor to operate its new MOD services starting in early 2023.

SORTA - MOD Service Development - Cincinnati, OH

Planner: This project developed and designed mobility-on-demand (MOD) services and service zones to be operated in conjunction with a refined Metro fixed-route network and Access paratransit services. The mobility-for-all solution includes an app-based shared-ride service within six MOD zones connecting people to key activity centers and mobility hubs to support a significantly enhanced and expanded transit network. The service plan was approved and the first MOD services will be operational by 2023.

Go Glades - Mobility on Demand Service Delivery Evaluation Palm Tran - West Palm Beach, FL

Planner: Design new general public Mobility-on-Demand (MOD) service for Palm Tran Connection (agency's paratransit operation) to complement ADA door-to-door service with incentives to shift ADA customers to Go Glades MOD. Service designed to transition to full point-to-point MOD service (no routes, real-time requests) following procurement of new SaaS scheduling platform. With COVID, the MOD service was initiated in April 2020 and has operated successfully since. SaaS platform deployment due Fall 2020 at which time Palm Tran will begin assessing potential to expand service concept to other parts of the service area specifically to address local mobility and first/last-mile connectivity in hard-to-access areas, and provide a more nimble and cost-effective way to serve choice riders and growing paratransit demand.

Volusia County Transit (Votran) - Transit Development Plan and Comprehensive Operations Analysis - Volusia County, FL

Planner: This project included a major update of Votran's 10-year TDP and involved significant public outreach, including an on-board survey; consideration of alternative service platforms to ensure the vision reflects the mobility needs of community; and provision of an implementable plan to show County leaders and stakeholders the importance of investment in public transportation services and transit infrastructure, which is vital to the overall growth and health of Volusia County. The project included a concurrent operational analysis of Votran's fixed-route network to help improve operating efficiencies and effectiveness in the short-term.



Education

MS, Urban and Regional Planning,
University of South Florida

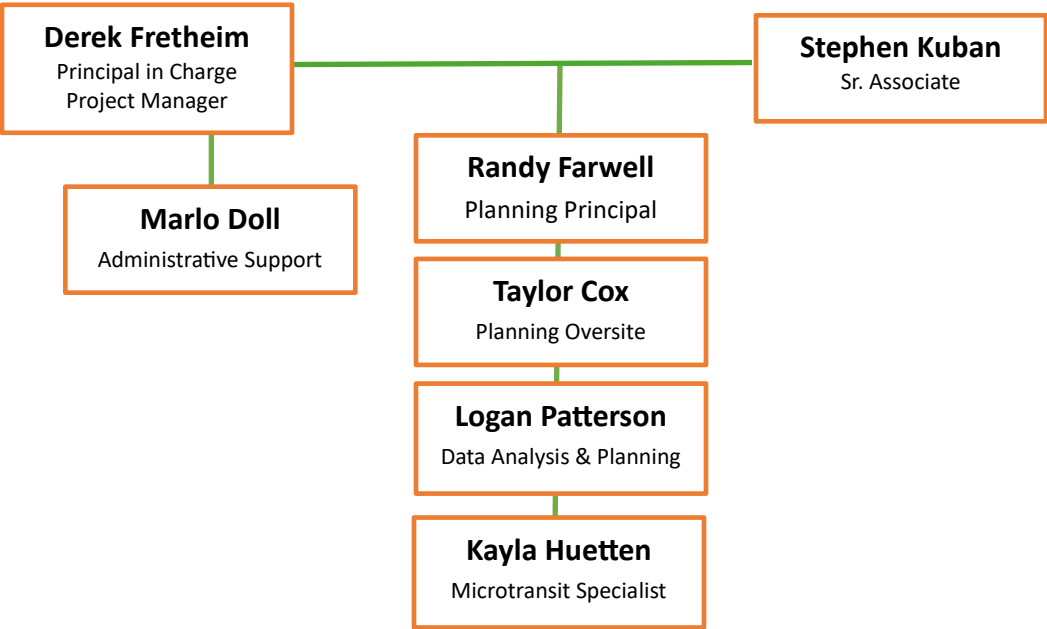
BS, Sustainability and the Built
Environment, Minor in Innovation,
University of Florida

Years of Experience: 6

Education

American Institute Certified
Planner: 34678

Team Organizational Structure



D. Work Plan

At agapé Mobility, we clearly recognize the ambition for the Pomona Valley Transportation Authority (PVRTA) is to reimagine its service network through the impact of growing costs, balancing funding constraints and meeting community needs. Our in-depth understanding of this project is based on current industry trends. Much of our recent work has been focused on assisting agencies, like PVRTA, manage the complexities attributed to rising costs within a funding constrained environment. This is forcing PVRTA to review and assess alternative service delivery models which rely on brokered services and use of transportation network companies (TNCs) or WAV providers. We understand PVRTA and its City members are seeking recommendations regarding these alternative models but also is seeking advice on how proposed MOD Network models can improve service quality, expand options to riders, and establish cost controls all within a prescriptive set of FTA rules and regulations. We also understand the complexity in keeping member cities satisfied with the level of services its citizens receive within an equity framework.

Our planned approach is to provide PVRTA with a set of actionable service models that provide sound financial stability within a funding constrained regulated environment. We understand that PVRTA is seeking alternatives that include a single dedicated contractor with optional sub-contracted providers that include TNCs, taxi companies and/or WAV providers. We understand PVRTA is seeking guidance on how to best build and develop a MOD network and the role it should play in managing this network. We also understand the basis for this form of evaluation stems from significantly increased operational and staff costs. We have experience with building hybrid models for brokerage and mobility management. We also know that these models rely heavily on coordination and collaboration with all service providers and stakeholders. Through our direct experience in building networks we know what often “looks good on paper” doesn’t always forge into a strong set of services. That’s because brokerage models are highly dependent on each entity maintaining equal service quality. Should one provider service level erode the entire network suffers. Therefore, selecting the right providers is critical in sustaining service quality. We understand this delicate balance and know how to navigate its complexity.

Project Administration

Development of Project Work Plan

Our methodology for identifying and recommending alternative operating models employs a comprehensive, phased approach designed to meticulously analyze, plan, and provide a set of actionable strategies PVRTA can implement to enhance its services. Our approach provides a blend of creative community engagement strategies to help design a hybrid model that includes a mix of service providers working in a collaborative flexible framework.

We understand project success begins with a well thought out work plan. During the first two weeks of the project, we plan to draft a detailed project plan for PVRTA to review and approve. Our work plan will include a timeline, deliverable schedule, and cite any dependencies connected to tasks. We typically use Microsoft Project to develop schedules. Included in the work plan is understanding key milestone events such as the planned project meetings, community meetings, operators’ workshop and other engagement activities. Part of our process is developing an action-based approval process that aligns with PVRTA’s review process. Typically, when clear decision making isn’t in place, projects become delayed and could impact critical milestones. With PVRTA wanting the Final Report to be completed by June 2026, decisions will need to be timely. Our plan is to identify those critical milestones where decisions and/or PVRTA approvals are necessary and ensure we are managing and updating the schedule.

Strong communication and project administration are important to project success. As such, agapé Mobility has developed a project support plan that includes a layered management approach. Mr. Fretheim will serve as Principal Project Manager for the entire project. Mr. Stephen Kuban will provide analysis support and also provide project management support and assist Derek. They will be supported by Ms. Marlo Doll. Marlo will handle all project administration. Mr. Randall Farwell will serve as Principal Lead overseeing all the operational analysis work. This blended approach ensures the project remains on track and remains within the deliverable objective.

Our standard project process is to document each and every meeting, whether they be weekly, biweekly or monthly. Given the timeline, we are prepared to meet regularly during the first few weeks – biweekly is preferred then monthly status meetings thereafter. We believe good project management needs to create strong lines of communication and understand critical decision making is completed quickly. Included in our reporting we will provide a progress report, review the schedule citing percentage completed for each task, review upcoming tasks, community surveying and other upcoming milestones. Draft documents will be provided to PVRTA stakeholders and timelines will be given for feedback.

We understand the importance of managing good and effective communication at all levels during the project is important. This includes ensuring PVRTA staff and officials fully understand project status, state of analysis work, elements that impact service changes, and recommendations. In some cases, such as brokered network models, PVRTA City members may not fully understand the service approach being recommended. We believe it is important to provide materials that are clear in substance and ensure understanding in each milestone area is in place. We do this through transparent processes, allowing for sufficient feedback loops, by listening, and providing sufficient opportunity for all stakeholders and the community to ask questions. To aid in understanding service design changes, we have included a briefing session for PVRTA Member cities, identified elected officials, project steering committee, and key stakeholders. As part of this process, we anticipate PVRTA and project management staff will collaborate with schedule, needed approvals, community engagement and other key tasks. We believe our role should be staff supportive in nature where we collaborate on processes, adapt as necessary and remain flexible. Again, the key to success is through open communication, and we are committed to providing effective communication at all levels.

As with all projects, we will create a password protected digital workplace for project participants to access folders, files and documents. We will use SharePoint for the project document repository. We understand PVRTA's IT Manager or city members may want detailed information on our security practices and can provide additional information as necessary. We also acknowledge that all work products created for the study is the PVRTA's property and we will provide PVRTA with all documents in digital format by whatever method at the conclusion of the project.

Project Kick-Off Meeting and Project Updates

The feasibility study will begin with a project kick-off meeting comprised of staff from PVRTA and the consulting team. The project kick-off meeting will accomplish the following:

- Clarify project catalysts, goals, objectives, priorities, and work products
- Identify core team members who will participate in bi-weekly / monthly meetings
- Discuss opportunities to obtain available data, including GIS files and relevant previous documents
- Gain insights to funding, grant initiatives, existing plans and funded services including PVRTA Governance, Member City agreements, funding and other critical documents.

- Identify key stakeholders and the proposed public engagement approach. We are specifically interested in understanding the City of Claremont and other city member expectations.
- Set expectations on the proposed schedule, deliverables, and milestones, and
- Plan immediate next steps, upcoming meetings, and study next steps

To quickly gain momentum, during this same visit, members of the consulting team will spend time on PVRTA services, visiting key stops and transfer locations, talking with staff from city members, and learning more about the overall set of services. If available, we invite PVRTA to join us in the fieldwork to help provide context with our observations and answer operational and/or demographic questions. We hope to use this time to observe service structure, areas with strong and weak ridership, emerging markets and development, transfer and connection procedures, coordination activities with regional providers, and the general rider environment. We are specifically interested in learning more about PVRTA member city relationships and coordination activities.

After the initial kick-off meeting, we propose holding bi-weekly or monthly telephone/video conference meetings with PVRTA's designated project manager, adding other participants as needed depending on the topics of discussion. For example, we will want data managers to provide details on requested trip data. To the degree it's possible, we would like to work with PVRTA and Transdev to review Spare's platform configurations to better understand tools used to support current services, functional elements in the Spare configuration, collecting ridership data, and ways Transdev monitors on-time performance.

The purpose of the monthly project meetings will be to review recent deliverables, upcoming tasks, and any data needs, questions, or concerns. We will also provide a written monthly progress report covering major items completed during the previous month as well as any proposed scheduling changes.

Task 1 – Current Service Assessment

agapé Mobility's approach to this task involves examining PVRTA's service characteristics, local operations and operating performance from which to evaluate the potential to modify services. We will review fleet, staffing, operational costs, staffing costs, and ridership trends. We assume PVRTA has agreement with Transdev to share operational data and insights. Since our team is very familiar with Spare's technology, we will review the current configuration, reviewing specific add-ons included in the base platform and how the Spare optimization engine is configured. We will specifically document features which aren't enabled but could be leveraged to support the MOD broker models.

The objective of our service and platform review is to determine areas to improve service design, access to mobility for transit dependent communities, right-sizing service delivery based on density of demand and identifying means to blend general public, ADA paratransit/DAR and TNC services within a commingled services using a brokerage model. We plan to focus our analysis on achieving a more cost-effective service strategy that can serve and attract more riders. Our experience designing and deploying optimized MOD and transit solutions has resulted in significant improvements for riders, for the communities, and for the transit agencies.

We will review performance metrics and PVRTA's tools used to measure on time performance, calculation of deadhead mileage, optimization of the fleet and capacity and vehicle utilization, ridership pooling and overall customer satisfaction. We have deep experience auditing performance metrics at many operations including those that have Spare as the primary platform. For instance, agapé Mobility staff performed an eight-month audit of Spare's technology used to manage Pinellas County Transportation

Authority's (PSTA) mobility on-demand (MOD) service. This service utilized Spare's technology platform to manage paratransit, TNC, microtransit, and third-party provider network consisting of WAV provider Uzurv, Uber and taxi services. From this audit, we were able to identify root cause issues with Spare's routing algorithms and scheduling schema which reduced on-time performance by 20% (from 95% to 75%) and dropped passenger per vehicle hour from 2.2 to 1.5. This audit also saw a substantial drop in multi-loading and substantial increase in deadhead mileage. Through our evaluation and recommendations, operations were able to improve performance to near original performance levels.

Paratransit Service Evaluation

As conscious transit practitioners, we understand the specialized transportation needs of paratransit, DAR riders and older adults. We also understand service challenges and federal regulations that impact paratransit operations and service delivery. Our analysis of current paratransit services will take a similar approach to what is described above with a few exceptions. We will seek paratransit rider origin / destination data from PVRTA. For ridership data, we prefer it align in the same time period – last five years' worth of data so that we have a true ridership comparison. We understand PVRTA may need to pull previous years data from Ecolane or other data repository and are able to work with PVRTA, Transdev or Ecolane to secure data. Ideally, we would prefer ridership data to include GIS coordinates. We would like to see a summary of the eligibility process and data security practices to ensure PVRTA adheres to Title VI requirements.

Given population diversity in PVRTA member cities, we will also review aging in place demographics by reviewing population and identify existing and future ridership metrics. Our plan is to create a map overlay identifying paratransit/specialized transportation coverage to PVRTA services and include existing and future population indicators with future development. We plan to do the same for City of Claremont services so that we can better understand service demand, areas to improve group rides, pooling and other service performance.

The examination of the paratransit and other service analysis will be conducted to determine opportunities to reduce service costs through an emphasis on commingled riders, ride pooling and/or TNC network. Key operational performance measures to be examined include:

- Time on board
- Ridership
- Average trip length and duration
- Response time from ride request (for real-time operations)
- Productivity (boardings/vehicle revenue hour)
- Cost-effectiveness (operating cost/passenger boarding)
- Revenue hours
- Pooling, multiloading and group ride approach
- Operating costs (total and cost/revenue hour)
- Vehicles operated in maximum service
- Special equipment needs (lifts)
- Platform configuration

Understanding the efficacy of the existing paratransit, DAR and group ride services let us determine the potential for improved cost effectiveness of service focused on ADA-eligible customers through a new brokered service model. Our expertise and experience in developing and deploying successful brokered networks, commingled solutions that are ADA compliant and generate better and more cost-effective

mobility services has allowed us to be efficient and precise in designing brokered and managed networks.

Community Surveying

Public, stakeholder, and internal engagement are integral to any well-informed comprehensive operations analysis and transit planning. Our team prides itself in our ability to effectively engage with a range of diverse stakeholders, including current riders, future potential riders, community leaders, and transit frontline staff. This ability is based on our backgrounds as transit professionals, transit users, and experience using successful community engagement strategies. agapé Mobility will develop community survey plan that details how we will involve the public in the analysis process through community surveying methods, ensuring diverse community members have ample opportunities to provide input and help provide their thoughts on PVRTA services. We will blend together a variety of data capture methods, which include public announcements, social media, and digital platforms. agapé Mobility will present the community survey plan to PVRTA for review and approval.

Ridership Surveys

Gaining input from riders is the best way to understand whether current service and service levels meet their transportation needs. For this reason, we plan to implement a public survey plan specific to PVRTA services, Claremont DAR and Group services separately. Below are our planned strategies.

- **Online Surveying** – we will create a paper survey(s) focused on a set of questions to help better understand current rider sentiment. While the focus will be on existing riders, we will also seek general public feedback seeking their viewpoint on public transit services, familiarity and use of TNCs, and other transportation sentiments. Our plan is to work with PVRTA and member city staff to construct surveys based on area of specific member city interests. We understand the City of Claremont may want a survey specific to their service and community and are prepared to develop customized surveys for each member city.[Note: these can be coordinated/facilitated through the virtual room].
- **Paper Surveys** – for those who may not have ready access to digital devices, we will mirror the online surveys in paper format. We plan to work with PVRTA to determine best methods and past experiences in survey distribution in addition to seeking member city support for aiding in promoting the surveys.
- **Online Virtual Room** – to aid in gaining as much community input as possible, we will host a virtual room. We have found hosting a web asset that contains details about the feasibility study, maps, links to plans, alternate survey collection and other project details enhance the community engagement and data collection process. We provide you with examples of virtual rooms in place for active studies:
 - Lee County LRTP: <https://storage.net-fs.com/hosting/7441809/26/>
 - Gainesville: <https://storage.net-fs.com/hosting/7441809/17/>
 - METRA: <https://storage.net-fs.com/hosting/7441809/28/>
- **Documentation** – We plan to utilize QR-code technology to help with data collection. A study project QR-code on materials helps inform the community and riders about the study, ways to provide input and aids in the overall participation process. Therefore, materials, handouts, flyers and other materials will include the study QR-code. To the degree it is feasible, we will also provide on-board print materials on-board buses to promote the study and QR-code. During this task review, we will discuss any outbound cold calling requirements and/or objectives

The multilingual surveys will be administered online and via printed paper for people who don't have easy access to computers. The online surveys will allow for the use of skip-logic to customize questions for riders and non-riders; and for DAR, Paratransit and TNC riders. QR codes will be created for both surveys and placed in strategic locations.

The survey will be designed to capture:

- Demographic data
- Travel patterns and behaviors
- Service satisfaction and service perceptions
- Key improvements and priorities
- Interest and acceptance with TNCs, taxi, and/or other ride providers

Deliverables

- Project Schedule and Final Work Plan
- Draft and final versions of surveys in English and Spanish
- Summary of each meeting, agenda minutes, attendance, topics discussed and operator feedback
- Charts, tables and graphics of survey results

Task 2 – Alternative Service Model Analysis

More often we are finding that, given the greater emphasis on providing mobility services, rather than transit services, and with rapid improvement in SaaS capabilities, we are working with our client agencies and SaaS vendors to develop mobility broker service models to meet general public, ADA, and program-based mobility services across a range of providers and jurisdictions. The reasons are simple, the SaaS broker model can be structured to serve multiple customer types, service type, and trip types all through a coordinated and optimized algorithmic structure and framework. However, we recognize that not all communities and agencies need or would benefit from a mobility broker model.

Our approach is to examine the service market (the distribution and density of mobility needs), existing services and service performance, identify mobility gaps (areas and groups that have need but are not being served, or not well served), and we assess, using evidence based data (ridership, operations, revenue hours, productivity, complaints, costs) what is and is not working well. We then review our findings with the agency and develop a series of strategies to improve performance and mitigate unwanted conditions. We do this by examining the operating model, the distribution of origin and destination trip-pairs by hour of the day, performance metrics, service and fare policies, and existing operating rules. We will define and structure a set of alternative service models using a value planning framework that focuses on service purpose and key objectives to determine at a concept level the relative costs and benefits.

This modeling will provide sufficient estimates of costs and benefits for each operating concept developed for PVRTA to be able to determine which concepts to drop and which to explore in greater detail. We will work with PVRTA to better understand your objectives and develop a more detailed model of operations, costs, and outcomes to better achieve the desired operating concept(s) and objectives. We will then review with PVRTA the second-round alternatives, the analyses, findings, and the relative performance of each compared to your objectives. At this point, we will work with PVRTA to identify the

best choice alternative. We will then complete the detailed service model development and operational analysis for PVRTA to adopt as your recommended concept.

Deliverables

- Alternative Model Scenarios

Task 3 – Financial Modeling

We will correlate mobility need indicators with the existing service network and performance indicators. PVRTA and/or Claremont services should complement the transportation network by providing localized mobility and by connecting to an efficient and effective rider network. The design of each service and/or zone will allow for better service coverage and ensure rider needs are addressed. We understand that PVRTA's objective is to create a better functioning and more attractive mobility network for current riders and potential new riders by overlaying and integrating a network of PVRTA services that are connected to the regional fixed network, key popular activity centers and/or series of mobility hubs or transfer points. We understand PVRTA is seeking financial models for the alternative service models being recommended.

Based on recent experience, MOD service delivery types most likely to apply include the curb-to-curb service model and the dynamic Flex service model. Both provide localized mobility within the defined service zone. They also operate in conjunction with the fixed route network by serving trips that go beyond the service zone, or trips that can be made within the zone with a connection to/from fixed route. As defined in Task One, we intend to evaluate member city service agreements, PVRTA performance objectives, existing service design and ridership, and the City of Claremont services. This assessment will help inform and shape alternative service models for PVRTA's consideration. The financial modeling will provide a cost analysis of each potential model. We will include start-up costs, operating and administration costs, define ridership benefits and include a five-year COLA projection using baseline inflation and economic factors. Our modeling will compare estimated cost per passenger for each scenario and identify cost sharing frameworks that align with PVRTA's JPA structure.

Our Financial model work takes into account identifying potential funding sources PVRTA could leverage. We understand that there are a variety of funding sources which included FTA formula funding, local funds and competitive grants. We understand the critical need in securing sustained funding for services. Most recently, we helped the County of Waupaca, Wisconsin design a new shared-ride program. This work included identifying regional, state and federal funding sources for start-up operations. Our work included a funding matrix defining each funding source, application cycles, local match requirements, funding levels, and other requirements. This matrix supported building out a five-year funding strategy for the County with the first year securing \$1.7 million in FTA 5311 funds for FY 2025-2026 operating years, and another \$500,000 in 5307 funding for FY 2026-27 to acquire new vehicles.

agapé Mobility will develop a funding source matrix which identifies funding sources PVRTA could leverage or consider for each alternative service model.

Deliverables

- Prepare cost analysis of each potential model that may include start-up, operating, and administrative costs – include a 5-year COLA projection based on inflation.
- Compare projected cost per passenger for each scenario or recommendation.
- Identify potential funding sources and cost-sharing frameworks for PVRTA JPA structure.

Task 4 – Governance and Partnership Options

This task will focus on governance structure and potential impact on both JPA and member City agreements. Our first step is to review JPA governance documents, member city agreements, funding agreements, and other guiding documents from which PVRTA operates within. We will identify requirements so that we can measure impact of the recommendations being provided. By example, there may be stronger reporting requirements from a member city that requires stricter guidelines with service delivery, reporting or some other agreement. We plan to catalogue each requirement so that we can cross index requirements to the recommendations being provided. We also plan to create a governance requirements matrix citing member City, FTA and other funder requirements.

We will create a funding matrix in Task three and will cross reference city agreements with current funding sources. Part of our work will include seeking information from LA Metro, FTA and other current/potential funding sources to review and identify any known changes to allocations. The current administration has signaled they desire changes to Federal transit and clean vehicle policies. There are specific unknowns on how these policy changes will impact funding. Therefore, we will provide a high-level assessment of Federal programs and note possible impacts to Federal funding. We will also do the same for State and Local funding sources so that PVRTA and its member cities have a better understanding of any potential impacts to services.

From the service model perspective, we will identify whether recommended services meet existing PVRTA governance and city member agreements. If there is a specific gap, we will identify and suggest agreement amendments or policy amendments to the JPA governance structure. Our intent is to minimize any amended changes and work within the existing governance and agreement structure, but there may be specific additions or changes needed based on the model PVRTA selects.

In addition to reviewing potential impact to governance structure, we will identify programmatic funding requirements to all funding sources. This will include compliance and reporting requirements, driver certifications and training, and other adherence to requirements/regulations per funding source. We will specifically identify Title VI and other specific public policy requirements.

Deliverables

- Review of PVRTA's JPA governance structure and member city agreements.
- Identify and define required FTA compliance obligations and optional service types which align with regulations but provide the best flexibility for PVRTA to consider.
- Create a matrix of services which includes elements that address CDL, NTD reporting, certifications (drug and alcohol testing), training, etc. Driver and operations.
- Rider impacts for elements such as Title VI, equity, fare collection, unbanked/underbanked populations.
- Alignment of recommended service models compared to city agreements. Cite required amendments to agreements should changes be necessary.

Task 5 – Final Report – Recommended Service Model & Transition Plan

Once we have a firm understanding of the range and scale of the MOD-related needs in the community, we will start identifying and developing a menu of improvement alternatives that will help bridge the gap between those identified needs and the currently-available services in the PVRTA service area and region. The goal for developing these alternatives will be to best meet the desired long-term vision of

PVTA's MOD services, which may range from simple growth of the existing network and services offered, to consideration of adding new and innovative service delivery concepts to, perhaps, even a complete re-visioning of all current services. This will include implementation of a variety of demand-based services, flat rate per trip alternatives and identifying the overall financial impact by changing the current single contractor model to a hybrid mobility broker / manager service.

We will also identify commingling riders on services, optimizing trips and the cost implications or savings to operating a commingled service model. Lastly, with the industry-wide driver shortage and the trend that driver shortages will continue in the next 10 years, we will identify pure broker models and transportation as a service (TaaS) using dedicated and non-dedicated fleets, including utilizing transportation network companies (TNCs), taxi's, WAV services, TaaS, and other service providers.

Possible alternatives that may be considered could include the following:

- Operating characteristics changes (e.g., frequency, span of service, holidays, etc.)
- New microtransit/circulator/MOD service introduction with TNC overlay
- Group ride and Older Adult programs opt-in service
- Specific capital/facility improvements including fleet reduction and facility sharing
- Enhanced TNC coordination with flat fee per ride service models
- Transportation as a Service

After identifying and prioritizing an appropriate range of alternatives to meet the identified public transportation improvement needs, a corresponding series of specific recommendations will be prepared with logical phasing over a 5-year period and accommodation for Short-Term (within 1–3 years) and Mid-Term (within 3-4years), both citing implementation stages. This phasing process will be completed for the full-service plan so that all potential recommendations will have an associated phasing to it. The following are the two key implementation stages for phasing:

Short-Term Service Recommendations (1-3 years)

It is envisioned that this initial stage will include enhancements for existing services (e.g., frequency-of-service adjustments, day/span-of-service adjustments, modified routing, etc.), new services (e.g., flex-service, additional MOD programs, microtransit, etc.), necessary capital/infrastructure improvements, and other recommended items that are higher priority, easier to implement, and/or lower-cost or cost-neutral in nature to facilitate implementation in the immediate future. They will take into consideration time needed for any agreement or JPA governance change that may be required. Ideally, the current framework will provide for flexible in service change, but we won't fully know this until we review agreements and identify service models.

Our work will provide estimated farebox revenue based on rider projections. Given the potential influx of federal assistance under the current administration, we will provide suggested public policies that PVTA should monitor closely. Most notable is roll-back of funding and financing for alternate fueled vehicle procurement and infrastructure projects. While the State of California has reiterated its commitment to alternative fuels, the current administration has already begun to 'defund' state grants and other programs. The uncertainty about federal policy change will require PVTA and member cities to monitor legislative activities in Washington D.C. and LA Metro.

Mid-Term Service Recommendations (4-5 years)

In addition to the short-term improvements, it is anticipated that some recommendations will be developed that either are not as immediate in terms of priority or need or are sufficiently extensive enough to require some level of additional planning and time to implement. For example, if the need for a more robust MOD service scheme is identified during the need identification process, a proposed service connecting these areas may require more time for development, start-up, and/or funding identification. It could also include agreement and/or JPA governance changes which may take time to negotiate and/or gain member city support. The new MOD service design will require planning and scheduling activities as well as development of supporting infrastructure approach (e.g., bus stops use, park-and-ride lots, transfer facilities, curb or door-to-door service changes, etc.), potential acquisition of additional vehicles, driver training, and marketing, among other activities. As a result, such mid-term improvements are expected to be accommodated over the next 4-5 years of the implementation timeframe.

Task 5 Deliverables

- **Develop Short-Term Service Recommendations (1–3 Years)**

Identify high-priority, low-cost enhancements that can be implemented quickly, such as brokerage pilot, service options with use of non-dedicated service frequency adjustments, minor schedule changes, operational changes, and supporting infrastructure upgrades.

- Evaluate Innovative Service Delivery Models. Assess options such as MOD, commingled paratransit services, and brokered delivery models using TNCs, taxis, and dedicated/non-dedicated fleets to improve flexibility and address driver shortages. Recommend purchased transportation – single contractor model versus hybrid internal mobility manager and single contractor model.

- **Develop Mid-Term Service Strategies (4–5 Years)**

Recommend service changes or new routes that require additional planning, funding, and infrastructure, including fixed route enhancements, facility development, vehicle acquisition, and operational planning.

- **Prepare a Phased Implementation and Funding Plan**

Deliver a 5-year roadmap that prioritizes recommendations by timeframe, outlines operational and capital needs, estimates costs and fare revenues, and identifies relevant funding and policy considerations.

- Identify agreement and/or JPA governance modifications to support the planned MOD service change.
- Identify required agreements with network transportation providers. This includes but is not limited to:
 - Operating Agreement
 - Performance and KPI elements including liquidated damages and incentives
 - Data privacy and data sharing agreements that address Business Associate Agreement (BAA), HIPPA and California Consumer Protection Act (CCPA) requirements
 - Eligibility Management and Digitization

Appendices



Technical Proposal

Pomona Valley Transportation
Authority

Feasibility Study Project



Funding Analysis

SUBMITTED BY:

IN ASSOCIATION WITH:

agápē Mobility

 **benesch**

Funding Programs Operations and Capital

Operations Funding

Section	Program Name	Eligible Services	Eligible Recipient	Match Requirements
5310	Enhanced Mobility of Seniors and Individuals with Disabilities Formula Program	Acquisition of transportation services under a contract or volunteer driver programs to meet transportation needs of the elderly and persons with disabilities	Direct: Wisconsin DHS Subrecipient: private non-profits, local govts, transit agencies	50% USDOT/ 50% Non-USDOT, could be private sector contributions, local or state allocations, or other federal agencies – see https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-04/ccam-federal-fund-braiding-guide-june-2020.pdf
5311	Rural Area Formula Program	Direct or contracted operating activities. Limited to nonurbanized areas.	Direct: WisDOT and selected MPO's Subrecipient: private non-profits, local govts, transit agencies	General Public: 50% USDOT/ 50% Non-USDOT – both local intercity fixed route and local demand response services ADA Paratransit: 80% USDOT/ 20% Non-USDOT

Capital Funding

Section	Program Name	Eligible Services	Eligible Recipient	Match Requirements
5303, 5304	Metropolitan, Statewide, and Non-Metropolitan Transportation Planning Programs	Developing transportation plans and programs	Direct: WisDOT and Metropolitan Planning Organizations	80% Federal / 20% Non-federal

5307	Urbanized Area Formula Program	Planning, engineering, and design of transit projects and technical studies; capital investments in bus and bus related activities;	Direct: Designated FTA funding recipients	80% Federal / 20% Non-federal
5310	Enhanced Mobility of Seniors and Individuals with Disabilities	Procurement of buses and vans, wheelchair lifts, transit technology systems	Direct: WisDOT and selected MPO's Subrecipient: private non-profits, local govts, transit agencies	80% USDOT/ 20% Non-USDOT
5311	Rural Areas Formula Program	Replacement, rehabilitation, procurement of buses and related equipment and construction of bus-related facilities. 5339(c) provides funding for low/no-emissions vehicle and equipment procurement.	Direct: Designated FTA funding recipients & WisDOT Subrecipient: private non-profits, local govts, transit agencies	80% USDOT/ 20% Non-USDOT – see https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-04/ccam-federal-fund-braiding-guide-june-2020.pdf

State Contacts

Below are state contacts for FTA funding cited above.

Funding	Name	Phone	Email
5307	Kevin Lange	608-266-2365	Kevin.lange@dot.wi.gov
5310	Lori Jacobson	608-266-1128	Lori.Jacobson@dot.wi.gov
5310	Eric Anderson	608-267-1845	Eric.Anderson@dot.wi.gov
5311	Kevin Lange	608-266-2365	Kevin.Lange@dot.wi.gov
RTAP	Julie Schafer	855-299-1460	jschafer@wisconsinrtap.com

FTA Sections 5303/5304 Metropolitan, Statewide and Non-Metropolitan Transportation Planning

The Planning Program (Sections 5303/5304) provides funding for the development of transportation long-range plans and short-range programs, the design and evaluation of public transportation projects, and technical studies related to public transportation. Planning and programming documents are developed through a continuous, comprehensive, and cooperative process between states and local officials to meet current needs and prepare for future challenges.

Eligible recipients are States and Metropolitan Planning Organizations (MPOs). Funds are first allocated by formula to States, which then allocate the funding to MPOs by a formula based on population, individual planning needs, and minimum distribution. The federal share is 80% of the cost of projects funded under the program. In Wisconsin, the state generally provides 10% of the non-federal match, with the remaining 10% coming from local sources.

Section 5303 funds support transportation planning in urbanized (metropolitan) areas. WISDOT provides Section 5303 planning funds to MPOs to carry out transportation system planning activities that comply with the established USDOT planning factors.

Section 5304 funds support transportation planning statewide. WisDOT uses these funds to develop the statewide Long-Range Transportation Plan (LRTP), as well as the Statewide Strategic Transportation Plan (SSTP) required by the Wisconsin State Legislature.

Additionally, for the rural areas of Wisconsin, WisDOT provides a portion of its Section 5304 statewide transit planning apportionment to regional commissions for transportation/transit planning based on their rural area population as a percentage of the total rural area population of Wisconsin. WisDOT uses a funding formula to allocate these funds to Wisconsin's regional commissions. For Waupaca County, the ECRCP is the sub-recipient for the Section 5304 funds. WISDOT generally provides one-half of the 20% non-federal share (i.e., 10%).

FTA Section 5307 Urbanized Area Formula Program

This program provides funding to urbanized areas for public transit capital, planning, and job access and reverse commute projects, as well as operating assistance in certain circumstances. Funding is apportioned based on legislative formulas. For small, urbanized areas (50,000 to 199,999 in population), the formula is based on population and population density. There are 24 systems currently operating in Wisconsin providing bus and shared-ride taxi services within

urbanized areas of that size. These systems also receive funding through the State Urban Mass Transit Operating Assistance program. Approximately one-half of total annual operating expenses for Wisconsin transit systems are reimbursed through state and federal grants.

For large, urbanized areas (populations of 200,000 and more), the formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density. For small, urbanized areas in Wisconsin, the designated (direct) recipient of funding is WisDOT, which then apportions funding based on local needs and arrangements, in coordination with MPOs. For large, urbanized areas, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive FTA funds.

The federal share for planning and capital assistance projects is generally 80% of the net project cost. Eligible purposes are planning, engineering design, and capital investments in bus, fixed guideway systems and related equipment and facilities. All preventive maintenance and some Americans with Disabilities Act (ADA) complementary paratransit service are considered capital costs. There are some exceptions to the 80% federal share for capital projects. For example, a 90% federal share is allowed for the cost of vehicle-related equipment to comply with ADA and may also be 90% for projects or portions of projects related to bicycles.

In small, urbanized areas, operating assistance is an eligible expense. The federal share is limited to 50% of the net project cost. In Wisconsin, the remaining 50% of the net project cost must come from local sources. In large, urbanized areas, operating assistance is generally not an eligible expense, with limited exceptions for transit systems operating less than 100 buses.

Section 5307 also includes a provision called the Small Transit Intensive Cities (STIC) program. Under the formula for STIC, funds are apportioned to small, urbanized areas that meet or exceed the average level of service for all large, urbanized areas in one or more of six performance categories. WisDOT awards Section 5307 grant amounts via the annual Public Transit Assistance Program (PTAP). This program's application is made available online in WisDOT's [BlackCat® Grant Management System](#) each fall (*Note, WisDOT is in the process of converting from BlackCat to a different program application platform*).

FTA Section 5310 Enhanced Mobility of Senior and Individuals with Disabilities

Section 5310 provides formula funding to expand mobility options and to meet special transportation needs for seniors and individuals with disabilities beyond traditional public transportation services and ADA paratransit services. Grant assistance is available to private non-profit corporations, private companies, or public agencies to provide safe, efficient and coordinated transportation services for elderly individuals and individuals with disabilities for whom public transportation is otherwise unavailable, insufficient, or inappropriate. 5310 allows for the procurement of accessible vans and buses, communication equipment, computer hardware and software, and Intelligent Transportation System (ITS) equipment for eligible applicants. [Federal law](#) requires that the project selection process be in compliance with a "locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes,

provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

Based on Census data, the formula funds are apportioned to each State based on the number of older adults and individuals with disabilities and allocated by area:

- Large UZAs: 60%
- Small UZAs: 20%
- Rural: 20%
- States can transfer small urban or rural allocations to large UZA's but not the other way around.

In Wisconsin, Wisconsin Department of Transportation (WisDOT), in cooperation with Southeastern WI Regional Planning Commission (RPC), East Central WI RPC, and Green Bay Metropolitan Planning Organization (MPO), and Madison Area MPO is pleased to administer the Enhanced Mobility for Seniors and Individuals with Disabilities grant program (5310 Grant Program). This program is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. §5310 (CFDA 20.521) and is administered as an annual competitive application process.

Beginning in 2015, WisDOT transitioned to a web-based management program, BlackCat® Grant Management System. If you are a past or present sub-recipient of s.5310 and do not have access to BlackCat®, please contact the Specialized Transit Program Managers at Specialized.Transit@dot.wi.gov.

FTA Section 5311 Formula Grants for Rural Areas

This program provides capital, planning, and operating assistance to support public transportation in rural areas with populations below 50,000. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

FTA apportions funds to states using the formula below:

- 83.15% of funds apportioned based on land area and population in rural areas;
- 16.85% of funds apportioned based on land area, revenue-vehicle miles, and low-income individuals in rural areas. The federal share is:
- 80% for capital projects,
- 80% for ADA complementary paratransit service, using up to 10% of a recipient's apportionment (20% under certain conditions), and
- 50% for operating assistance.

Currently, 49 systems across the state receive federal funds to operate bus or shared-ride taxi systems providing public transportation for rural residents. Annual funding amounts per system are equalized via formula statewide, combining grants from the Federal Formula Grant Program for Rural Areas, State Urban Mass Transit Operating Assistance Program as well as Federal Formula programs for Urban Areas. Approximately one-half of total annual operating expenses for Wisconsin transit systems are reimbursed through state and federal grants.

WisDOT awards Section 5311 formula grant funds via the annual Public Transit Assistance Program (PTAP). This program's application is made available online in WisDOT's BlackCat® Grant Management System each fall.

FTA Section 5339 (a-c) Bus and Bus Facilities Grants

The Grants for Buses and Bus Facilities Program makes federal funding available to states and designated recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities.

The federal share for this program is 80%, with some exceptions. Clean Air Act (CAA) and Americans with Disabilities Act (ADA) eligible vehicles are eligible for an 85% federal share and CAA and ADA eligible cost directly related to vehicle equipment or facilities are eligible for a 90% federal share. In Georgia, the remaining non-federal match is required from local sources (i.e., no state match is provided).

Section 5339(a) provides funding through formula allocations. Eligible Recipients include designated recipients that operate fixed-route bus service or that allocate funding to fixed-route bus operators; and State or local governmental entities that operate fixed-route bus service that are eligible to receive direct grants under Sections 5307 and 5311. Funds are intended to supplement urban and rural formula grant programs (5307 and 5311, respectively). Funds for subrecipients of WisDOT are allocated based on the request of the subrecipients, demonstration of need, and the availability of funds.

The program also includes two discretionary components for which FTA issues solicitations for proposals when funds are available:

- Section 5339(b) is a bus and bus facilities competitive program based on asset age and condition;
- Section 5339(c) is a low or no emissions bus and bus facility competitive program focused on deployment of the cleanest and most energy efficient transit buses not yet widely deployed in transit fleets.

Eligible applicants for both 5339(b) and 5339(c) include direct recipients of FTA grants under the Section 5307 Urbanized Area Formula program and States. Proposals for projects in rural (non-urbanized) areas must be submitted as part of a consolidated State proposal.

For Section 5339(b), FTA is required to “consider the age and condition of buses, bus fleets, related equipment, and bus-related facilities” in selecting projects for funding. Accordingly, FTA prioritizes projects that demonstrate how they will address significant repair and maintenance needs, improve the safety of transit systems, deploy connective projects that include advanced technologies to connect bus systems with other networks, and support the creation of ladders of opportunity.

The Section 5339(c) “Low No” Program provides funding through a competitive process to States and transit agencies to purchase or lease low or no emission transit buses and related equipment, or to lease, construct, or rehabilitate facilities to support low or no emission transit buses. The

program provides funding to support the wider deployment of advanced propulsion technologies within the nation's transit fleet. No emission examples include electric, hydrogen, or fuel cell vehicles. Low emission examples include CNG and hybrid vehicles. Because of the program's emphasis on clean fuels, the higher federal shares of 85% for vehicles and 90% for vehicle equipment and facilities apply.

Local Funding Sources

Local funds will be necessary to demonstrate commitment to the project and provide the local match share of the federal capital grants and the operating costs not covered by the passenger farebox revenue and federal operating assistance. Some of these funds may originate with funding from federal agencies outside the US Department of Transportation. Several different mechanisms can be used to raise local funding for transit services. While general fund appropriations, property taxes or sales taxes are the most common sources to fund transit systems, the possibilities are virtually endless. Below is a summary of some of the more common local transit funding sources.

General Fund Appropriations

The additional costs of the public transit service are often covered by reallocating funds within local general funds. Historically, the use of the general funds for transit service reduces the long-term reliability of transit funding, especially when down economies result in fewer available funds.

Property Taxes

Property tax revenues are common sources for funding transit operations and capital investments. Local governments in the County could elect to increase property taxes and dedicate the additional revenue to public transit services.

Special Purpose Local Option Sales Taxes (SPLOST)

Wisconsin allows special purpose districts to impose certain taxes, including sales and use taxes, in addition to the state and county sales and use taxes:

- Local exposition center district: Can impose a room tax, food and beverage sales tax, and car rental tax
- Local professional baseball park district: Can impose a 0.1% sales and use tax
- Local professional football stadium district: Can impose a 0.5% sales and use tax
- Premier resort area: Can impose a 0.5% sales tax on sales by tourism-related retailers

In addition to these special purpose districts, counties can impose a local sales and use tax of up to 0.5% on the purchase price of taxable retail sales. The state sales and use tax is 5%.

Here are some other tax examples in Wisconsin that may be considered in Waupaca:

- City of Milwaukee sales and use tax: 2%
- Basic room tax: 3% (this is transit occupancy tax or TOT)
- Additional room tax: 7% in the City of Milwaukee only
- Food and beverage tax: 0.5%
- Rental car tax: 3%

The Wisconsin Department of Revenue (DOR) retains 1.75% of the county sales and use taxes to cover administrative costs. Retailers are also allowed to retain 0.5% of the taxes collected for administrative costs.

Other Local Taxes

Other potential sources of local taxes that could be used for transit include:

- A dedicated tax or fee on the sale or registration of vehicles
- Several fuel tax options (above and beyond the current federal, state, and local taxes) on motor fuels purchased in Bulloch County
- Occupational taxes
- Selective taxes applied to specific items such as tobacco, alcohol, and tourism related activities such as hotels or rental cars.

Advertising Revenues

While usually a very small component of operating costs, most transit agencies do gain some revenue from advertising. Transit systems now sell the rights for companies to advertise on buses, benches, shelters, transfer facilities, kiosks, schedules, transfers, passes, system maps, mobile apps, etc. The transit system can realize cash revenue, or be compensated in trade (e.g., getting “free” advertising on radio stations that are advertising on the bus).

Non-DOT Federal Funds as Local Match

Recent federal transportation authorizations have allowed applicants to use non-DOT federal funds as local match, creating the possibility of local communities implementing transit projects with more than 80% federal funding. Use of non-DOT federal funds as local match is now possible under the following FTA programs:

- Section 5307 (Urbanized Area Formula Program),
- Section 5310 (Enhance Mobility for Seniors and Individuals with Disabilities), and
- Section 5311 (Formula Grants for Rural Areas).

The federal Coordinating Council on Access and Mobility (CCAM) has produced a [braiding guide](#) showing which federal funding sources can be used to match USDOT grants. In recent years, U.S. Department of Health and Human Services, U.S Department of Labor, and U.S Department of Housing and Urban Development are some agencies whose funds have been used as local match. One example is Older Americans Act (OAA) Title IIIB Supportive Services Funds. OAA IIIB funds, at the discretion of the local Area Agency on Aging, can be used to subsidize rides to senior center nutrition programs, adult day healthcare, and weekly group shopping for older adults living in age-restricted settings. WisDOT supports jurisdictions who blend programs and funding into cohesive community transportation service offerings.

Other available funding programs include:

- Medicaid Non-Emergency Medical Transportation (NEMT)
- Medicare Advantage as well as HMO-/MCO & Workmen’s Compensation NEMT
- Title IIIB of the Older Americans Act, used as the Waupaca ADRC does for non-Medicaid NEMT. Also, could be used for senior center nutrition programs, adult day healthcare, group shopping, or field trips.

- As performed here by WCCAR, Employment-related and job-training (whether local EDA, DoL, TMA, Dept Ed, or Employer)

Wisconsin State DOT – Specialized Transportation Assistance Program - Statute 85.21

The County Elderly and Disabled Transportation Assistance, authorized by Wisconsin Statute 85.21, provides state financial aid to all Wisconsin counties. This grant program operates on an annual, calendar-year basis. It is administered by the Transit Section of the Wisconsin Department of Transportation (“Department”). For 2024, 85.21 aid totals \$15,977,800. This amount has been allocated among all counties according to the protocol described in Trans 1.02, Wis. Admin. Code.

The allocation amount for Waupaca County in 2024 is \$156,898 which requires a local match of \$31,379.60. More details about WISDOT’s Specialized Transportation Assistance Program funding can be found in the funding section.

Per Section 85.21, Wis. Stats., and Trans 1.02, Wis. Admin. Code, the most recent relevant census and statistical data and projections from the U.S. Census Bureau are used to determine county allocations. Calculations leading to the allocation table are based on two types of U.S. Census Bureau data:

- 1) senior (age 65 and older) population estimates, and
- 2) population estimates for individuals with disabilities aged 64 or younger.

Generally, each county is allocated a share of the annual state 85.21 appropriation proportionate to its share of the total statewide population of seniors and individuals with disabilities. However, these amounts are adjusted to ensure that each county receives not less than 0.5 percent of the total annual program appropriation.

Each county must provide, at a minimum, a local cash match equal to 20 percent of its state aid allocation. The county cash match cannot be comprised of “in-kind” services, passenger copayments, or state and federal categorical aids (i.e., aids provided for a defined purpose such as education). A county may contribute more than the required minimum local match. Local match used for another program may not be claimed as match for the 85.21 program. Income from contracts (i.e.-Managed Care Organizations-MCO’s) to provide human service transportation may be used to reduce the net project costs.

Program Eligibility Requirements and Service Limitations

Specialized transportation services using 85.21 aid must serve seniors and individuals with disabilities. State statute permits counties to transport the general public via 85.21- funded service on a “space available” basis. If a county chooses to transport persons who are neither a senior nor disabled, it must ensure that seniors and individuals with disabilities are not displaced or denied service as a result. Space may be made available to the public on a specialized service vehicle when, for instance:

- the vehicle is not scheduled for senior or disabled transportation use;
- the vehicle has remaining seating capacity after a minimum advance reservation time has passed;
- for fixed schedule service, space is available at the time a public rider wishes to board;
- the public rider is a family member accompanying a senior or disabled rider.

For administrative purposes, a senior is defined as any individual age 65 or older. However, for the purpose of operating its specialized transportation program, a county may set the senior age threshold as low as 55.

A person with disabilities is an individual who, because of any temporary or permanent physical or mental condition or institutional residence, is unable, without special facilities or special planning or design, to use available transportation facilities and services as effectively as persons who are not so affected.

Counties may not limit services to persons with disabilities based on any age requirements, though they may require a responsible adult to accompany a disabled child during transport. The Department will not approve applications from counties that deny transportation service to disabled individuals. A group of projects, some or each of which serve different groups, may receive 85.21 aid if the projects collectively provide service for all seniors and individuals with disabilities residing in the county.

Counties must ensure all services funded with 85.21 aids are accessible or that service provided to persons with disabilities is equivalent to that provided to non-disabled individuals. Specialized transportation projects should be accessible to persons who cannot walk or board a vehicle, or who do so with difficulty. Counties that do not offer equivalent accessible service may have their county allocation payment held until they demonstrate such service is available.

Eligible Projects

Counties may use 85.21 allocated aid to:

- directly provide transportation service, including operation and dispatching of vehicles, maintenance, and administration of service;
- assist in funding or purchasing transportation service from any public or private provider;
- coordinate transportation services;
- perform or purchase in-service transportation training;
- purchase equipment such as human services vehicles, wheelchair lifts and ramps, and two-way radio communications systems;
- directly subsidize passengers for use of transportation services including reduced fare programs. Programs of this sort permit seniors and individuals with disabilities to use existing transportation services such as public transit, taxis, or SMV carriers at a reduced fare. Typically, the passenger pays part of the fare while the sponsoring county pays the other part of the fare through a ticket or coupon the passenger gives to the driver;
- reimburse seniors and individuals with disabilities for use of their personal means of transportation, when prior approval has been given by the county based on qualification standards established by the county;
- undertake planning or management studies of coordinated, county-wide, or multi-county specialized transportation services. These studies must be designed to help counties plan for or adopt new or revised transportation systems or services which promise to provide improved specialized transportation service throughout one or more counties. Such studies could include service inventories, needs estimates, service evaluations, and the design and implementation of new or different service types (including the organizational and administrative aspects of service or centralized dispatch).

Service Priorities

State law permits – but does not require – counties to prioritize travel for medical, nutrition, and work-related activities. These activities are defined as follows:

- **“Medical activities”** means the procurement of medical or medically-prescribed services or products. It also means participation in medical or medically-prescribed activities. Training, maintenance and supervision, and education programs do not fall within this definition.
- **“Nutritional activities”** means the consumption, purchase or receipt of food.
- **“Work-related activities”** means performing work, either voluntarily or for compensation, to produce goods or services. Trips for training or education do not fit this definition. A trip’s purpose is established by the primary reason a person makes a trip.

Transportation Services Coordination

Under the federal Bipartisan Infrastructure Law (BIL), federal grant programs supporting transportation of seniors and individuals with disabilities, require projects be derived from a “locally-developed, coordinated public transit-human services transportation plan” as a condition of funding.

The Department believes projects funded with 85.21 aids should be held to the same standard, and consequently requires counties to demonstrate how project(s) meet a goal/strategy outlined in the most recent coordinated transportation plan. Additionally, the Department requires that:

- 85.21 program administrators participate in the ongoing development and review of these local coordination plans; and
- Transportation coordination be addressed in public hearings held as part of the 85.21 grant application development process.

If a proposed 85.21-funded project does not meet a strategy in the coordination plan, the plan should be amended to include it, or the project should be replaced with one that is consistent with the plan.

Passenger Revenue Policy

Counties must either require specialized transportation service users to make a copayment or provide users with an opportunity to make a voluntary contribution. Counties must establish the copayment amount, if required, or recommend a voluntary contribution amount. Counties may waive copayments in cases of an emergency when the user is indigent or when the user is not competent to make a payment.

When copayments are required, counties have discretion over how they are collected. Regardless of the collection method, counties must account for and report all copayment revenues received. Examples of acceptable copayment collection policies include:

- Volunteer drivers collect and keep copayments and then the county reimburses the drivers for their travel expenses less the copayments collected.
- Volunteer drivers collect copayments, turn them over to the organization sponsoring the service, and are then reimbursed for the full amount of their travel expenses.

Non-cash forms of exchange may be used for copayments, provided they represent an obligation by someone to pay the required copayment. Examples of noncash forms of exchange are tickets, coupons, travel vouchers, tokens, punch cards, passes, and ID cards coupled with a provider-maintained billing account.

Counties may wish to permit non-cash forms of exchange for passenger convenience. Some passengers may prefer to buy a multi-ride book of tickets or a pass, for example, instead of paying cash whenever a copayment is required.

Non-cash forms of exchange also are appropriate when a county has another source of financial aid for passenger fare assistance, which would cover part, or all of the copayment charged to a passenger. Typically, in such cases, a passenger would present a ticket or coupon to the driver as evidence that their ride is being subsidized. The passenger would then pay a reduced copayment, or nothing, and the transportation provider would later redeem the tickets or coupons for the unpaid copayments amount.

1. Two requirements apply for counties using 85.21 aid in a passenger fare assistance program:
subsidizes the users of that same service with 85.21 aid.
2. When 85.21 aid is administered as part of a passenger fare assistance program, the aid may not pay the entire fee charged to a user (unless the fee has been waived).

Financial Management Guidelines

Period for Using Funds

Chapter 85.21 aid allocated for 2024 (and associated county match) may be spent or obligated only for allowable net operating or equipment expenses incurred between January 1, 2024, and December 31, 2024. *Policy Note: Generally, operating expenses are incurred when a service is performed and equipment expenses are incurred when purchase orders are executed. Revenue from a given service is earned when the service is provided.*

State 85.21 aid which has not been expended for 2024 expenses must be returned to the Department unless the aid is to be held by the county in trust. If a county is unable to spend its 85.21 within the calendar year, they should contact the 85.21 Program Manager for guidance and to develop a plan to spend the funds.

Financial Management Standards and Audits

County financial management standards and record-keeping practices must be adequate to:

- identify the amounts and dates of all project expenses and must be supported with valid receipts, invoices or other records;
- prevent the charging of ineligible expenses to the 85.21 grant;
- identify the county matching share for audit purposes;
- identify passenger revenue earned from 85.21 services;
- allocate project expenses to the appropriate sponsoring program (if more than one program financially sponsors or subsidizes a project) and prevent doublecharging of expenses to different programs; and

- prevent the “carry-over” of a balance of 85.21 which has not been expended during the year or retained in trust as allowed by 85.21(3)(c), Wis. Stats.

Counties are subject to program and project audits by the Department at any time. The Department may withhold future 85.21 aid until the county demonstrates that it has satisfactorily resolved any audit deficiencies found.

Treatment of Passenger Revenue

Passenger revenue earned during 2024 should be deducted from expenses incurred during 2024 to determine net expenses eligible for reimbursement from state aid and local match. Passenger revenue includes both voluntary contributions and required copayments or fares. Counties must account for all passenger revenues, including revenues retained by subcontractors, in their project budgets.

Third Party Contracts

Counties must have an executed contract, agreement, purchase order, or legal equivalent to use 85.21 aids to purchase service from or make a grant to a third party. Additionally, transportation service contracts with a total annual expense of \$10,000 or more must be obtained through a competitive public procurement process and such contracts must be competitively rebid at least once every five years.

The following situations are exempt from the third-party contract requirement:

- Expense reimbursement arrangements for volunteer drivers.
- Grants or service purchases costing \$100 or less per occurrence (known costs for service purchases cannot be broken down into quarterly or monthly installments of \$100 or less to avoid the requirement for third party agreements).

Counties choosing to provide funding to, or purchase service from, third parties retain the responsibility for complying with all 85.21 program requirements. Consequently, the Department recommends that all contracts extend the same requirements to the third party and include clauses addressing the following:

- Length or term of contract
- Description of services to be performed
- Required use of passenger revenue to offset transportation expenses
- Cost standards
- Return of 85.21 aid spent on unallowable expenses
- Contract maximum
- Method of payment
- Reporting requirements
- Recordkeeping requirements
- Right of WisDOT or county personnel to conduct audit

No contract between a county and a third party will release the county from its contractual obligations to the Department under this program.

Reporting

Counties must keep accurate records for the transportation services that receive 85.21 aid. The Department requires counties to complete quarterly ridership reports and annual financial reports that provide a more detailed cost accounting.

If contracted services are used to provide services under this section, the provider must be able to provide the information as prescribed by WisDOT. Any contractor must submit the reports to the counties for review before the county submits the report to WisDOT.

Quarterly Reporting by Project

- January 1 – March 31; due April 30
- April 1 – June 30; due July 31
- July 1 – September 31; due October 31
- October 1 – December 31; due January 31

Annual Financial Report

- January 1 thru December 31; due March 31

Public Engagement Requirements

Counties must offer their local aging unit opportunity to comment on their annual 85.21 application or participate in its preparation. If the aging unit and/or its representatives are members of a county's transportation coordinating committee (TCC) or equivalent, the committee's review of the application satisfies this requirement. If a county's TCC does not include members of its s. 51.42 and s. 51.437 board(s) of directors, then the application must be presented to the 51.42/51.437 board(s) for review.

Public Notices and Hearings

Counties are required to hold a public hearing prior to application submission. The hearing is to inform interested parties of the county's plan for spending 85.21 funds and to receive their comments. The hearing does not need to be held separately from other hearings; it may, for example, be combined with hearings on a county's aging plan. If such a combined hearing is held, the county must be sure that its public hearing notice identifies the 85.21 application as a subject of the hearing. The public hearing is subject to the following specific requirements:

- The public hearing must be held at least 14 days prior to application submittal and evidence of the meeting must be included as part of the 85.21 application.
- Notice of the hearing must be published at least 10 days prior to the hearing in the official county newspaper or other newspaper likely to be read by people in the county. If a local newspaper is not a viable option, reasonable digital alternatives are acceptable. The hearing notice must summarize the 2024 85.21 projects and budget.
- Copies of a preliminary draft application must be available for public review. The published hearing notice must indicate where copies of the draft are available. The preliminary draft need not be a complete application, but it should address all substantive elements of the specialized transit services funded under 85.21.
- The hearing should be scheduled at a time and in an accessible location that will encourage attendance. The notice must include an offer of transportation to the hearing for seniors and individuals with disabilities.

- The hearing must include a review of the effective coordination plan as it relates to the proposed projects including a discussion of needs and service gaps, and relevant available services including route and hours of operation.

Source: <https://wisconsin.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/8521-guide.pdf>

Federal Grant Programs

The Bipartisan Infrastructure Law, as enacted in the Infrastructure Investment and Jobs Act, was signed into law by President Biden in November 2021 and is the largest federal investment in public transportation in the nation's history. The legislation reauthorizes surface transportation programs for FY 2022-2026 and provides advance appropriations for certain programs. The Bipartisan Infrastructure Law authorizes up to \$108 billion to support federal public transportation programs, including \$91 billion in guaranteed funding. Below is a summary of available grant programs.

Title	Description	Grant Type
Accelerating Innovative Mobility	Accelerating Innovative Mobility (AIM) will highlight FTA's commitment to support and advance innovation in the transit industry.	Competitive
Areas of Persistent Poverty Program	This program provides competitive funding for planning studies or financial plans to improve transit services in areas experiencing long-term economic distress.	Competitive
Community Project Funding/Congressionally Directed Spending	Community Project Funding (CPF) is Congressionally directed spending. All projects were specifically allocated funding in the FY22 Consolidated Appropriations Act and are for the projects listed in the Joint Explanatory Statement (JES).	Competitive
Enhancing Mobility Innovation	FTA's Enhancing Mobility Innovation program advances a vision of mobility for all – safe, reliable, equitable, and accessible services that support complete trips for all travelers. The program promotes technology projects that center the passenger experience and encourage people to get on board, such as integrated fare payment systems and user-friendly software for demand-response public transportation.	Competitive
Helping Obtain Prosperity for Everyone Program	In keeping with the U.S. Department of Transportation's focus on addressing the deteriorating conditions and disproportionately high fatality rates on our rural transportation infrastructure, FTA's Helping Obtain Prosperity for Everyone	Competitive

	(HOPE) Program supports projects that will address the transportation challenges faced by areas of persistent poverty.	
Human Resources & Training - 5314 (b)	Provides for grants or contracts for human resource and workforce development programs as they apply to public transportation activities.	Competitive
Innovative Coordinated Access and Mobility Grants	This program provides competitive funding to support innovative capital projects for the transportation disadvantaged that will improve the coordination of transportation services and non-emergency medical transportation services.	Competitive
Integrated Mobility Innovation	FTA's Integrated Mobility Innovation (IMI) Program funds projects that demonstrate innovative and effective practices, partnerships and technologies to enhance public transportation effectiveness, increase efficiency, expand quality, promote safety and improve the traveler experience.	Competitive
Low or No Emission Grant Program - 5339(c)	Provides funding through a competitive process to states and transit agencies to purchase or lease low or no emission transit buses and related equipment, or to lease, construct, or rehabilitate facilities to support low or no emission transit buses. The program provides funding to support the wider deployment of advanced propulsion technologies within the nation's transit fleet.	Competitive
Mobility, Access & Transportation Insecurity: Creating Links to Opportunity Research and Demonstration Program	Funds a research and demonstration effort to improve people's access to affordable transportation, especially in areas that currently lack efficient and convenient transit options and measure the effect of reducing transportation insecurity through improved mobility access on people and their communities.	Competitive
Public Transportation Innovation - 5312	Provides funding to develop innovative products and services assisting transit agencies in better meeting the needs of their customers.	Competitive

Source: <https://www.transit.dot.gov/grants?page=0>



Technical Proposal

Pomona Valley Transportation
Authority

Feasibility Study Project



Survey Examples

SUBMITTED BY:

IN ASSOCIATION WITH:

agápē *Mobility*

 **benesch**

Appendix A

BMetro Stakeholder Questionnaire

- (1) Are you currently aware of the City of Brownsville transit service (BMetro)?
- (2) Is there a need for additional transit or mobility service in Brownsville?
- (3) What type of transit/mobility services would you like to see more of in the Brownsville area? (More Frequent Fixed-Route, Express Bus, Circulator, Mobility on Demand, Increased Weekend Service, Late Evening Service)
- (4) Are you willing to pay additional local taxes for enhanced and/or expanded mobility services? Note: Public transportation is a public service and does not cover its costs through user fares. What types of local funding sources should be used to continue or increase transit service in the future? (For example, private partnerships, advertising revenues, fare increases, ad valorem tax, sales tax, gas tax)
- (5) What are reasonable passenger fares for transit service? The current cash fares on fixed route bus service are:

a.	General Fare:	\$2.00
b.	Reduced General Fare:	\$1.00
c.	Individuals w/ Disabilities:	\$0.00
d.	College Students:	\$0.00
e.	Day Pass:	\$3.00
f.	Reduced Day Pass:	\$1.50
g.	Weekly Pass:	\$20.00
h.	Reduced Weekly Pass:	\$10.00
i.	30-Day Pass:	\$60.00
j.	Reduced 30-Day Pass:	\$30.00
- (6) Changing conditions within the community can affect the existing transit market, as well as offering new opportunities to serve potential customers. Are there any specific trends that you think will affect public transportation needs over the next 10-years? (For example, socioeconomic, transportation, land use, urban design patterns, policy, funding, technological and/or other changes.)
- (7) What additional steps should be taken to increase the use of public transit and other alternative mobility options in the Brownsville area?
- (8) Are more regional transportation options needed to connect Brownsville with surrounding areas (such as South Padre, Boca Chica, San Benito, etc.)?
- (9) Where do you see BMetro in ten years? Role, function, size, mission?
- (10) Do you believe BMetro has been effective at marketing transit service options?
- (11) Do you use BMetro? Why? Why not?



Brownsville Microtransit & Operational Analysis Study

The City of Brownsville's Multimodal Transportation Department recently conducted a study to enhance existing bus routes, introduce new fixed-route service, and add microtransit. Visit our project website to learn more!



Brownsville Microtransit & Operational Analysis Study

The City of Brownsville's Multimodal Transportation Department recently conducted a study to enhance existing bus routes, introduce new fixed-route service, and add microtransit. Visit our project website to learn more!





Estudio de Microtransporte y Análisis Operativo de Brownsville

El Departamento de Transporte Multimodal de la Ciudad de Brownsville ha realizado recientemente un estudio para mejorar las rutas de autobús existentes, introducir nuevos servicios de ruta fija y agregar opciones de microtransporte. ¡Visite nuestro sitio web del proyecto para obtener más información!



Estudio de Microtransporte y Análisis Operativo de Brownsville

El Departamento de Transporte Multimodal de la Ciudad de Brownsville ha realizado recientemente un estudio para mejorar las rutas de autobús existentes, introducir nuevos servicios de ruta fija y agregar opciones de microtransporte. ¡Visite nuestro sitio web del proyecto para obtener más información!





Technical Proposal

Pomona Valley Transportation
Authority

Feasibility Study Project



MOD Analysis

SUBMITTED BY:

IN ASSOCIATION WITH:

agápē Mobility

 **benesch**

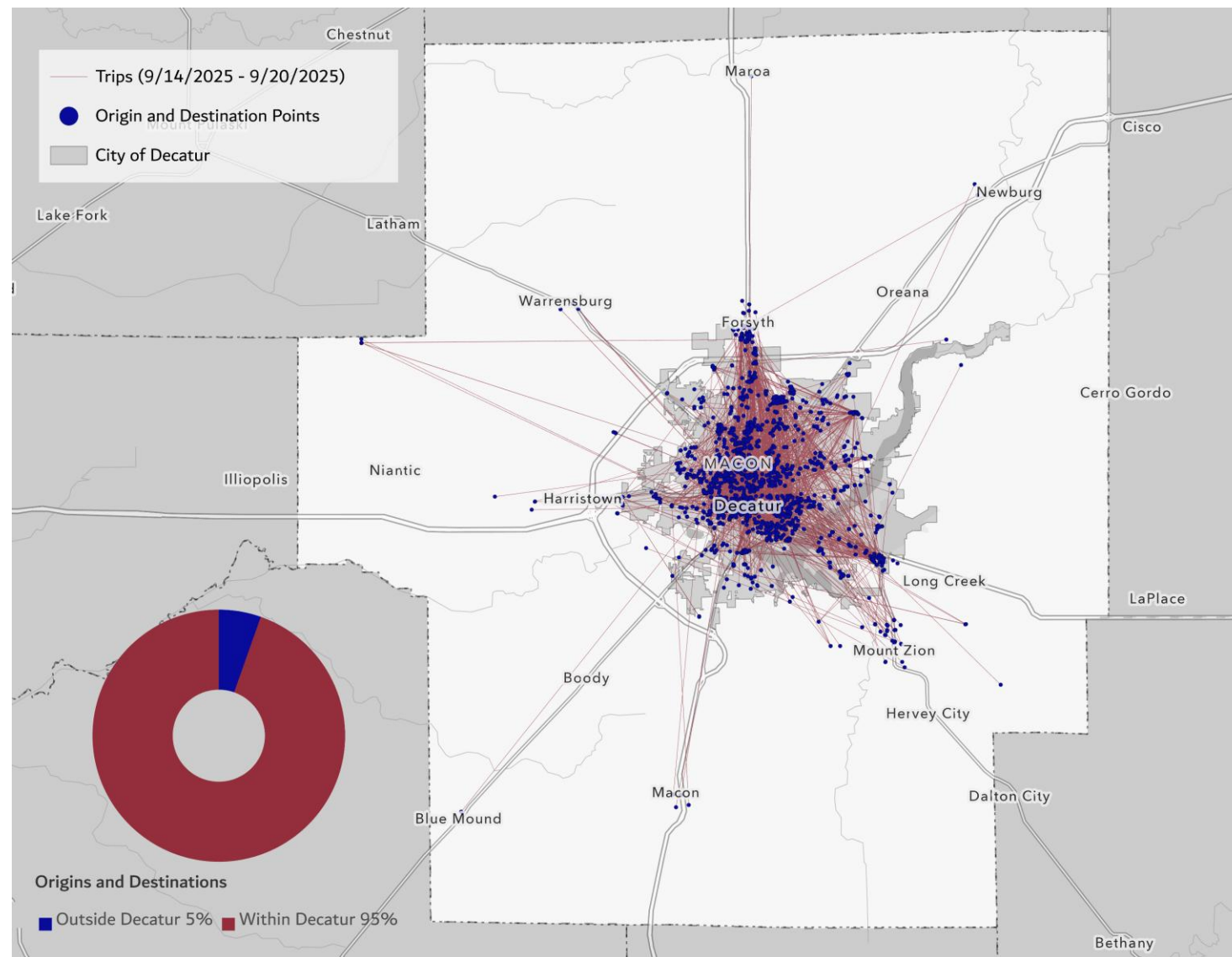
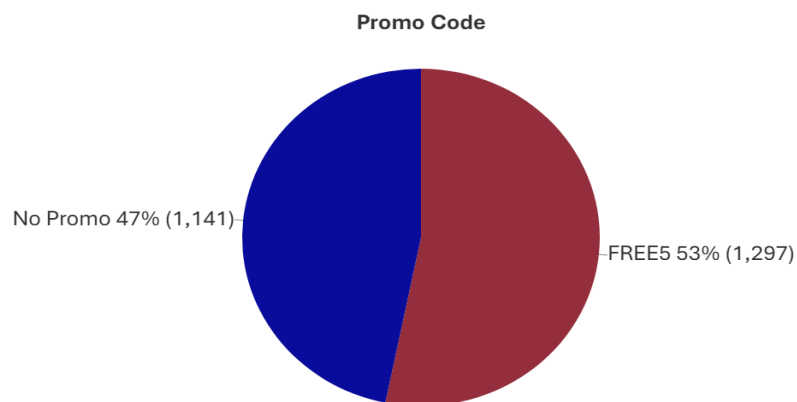


Decatur Moves Microtransit Trip Data Analysis

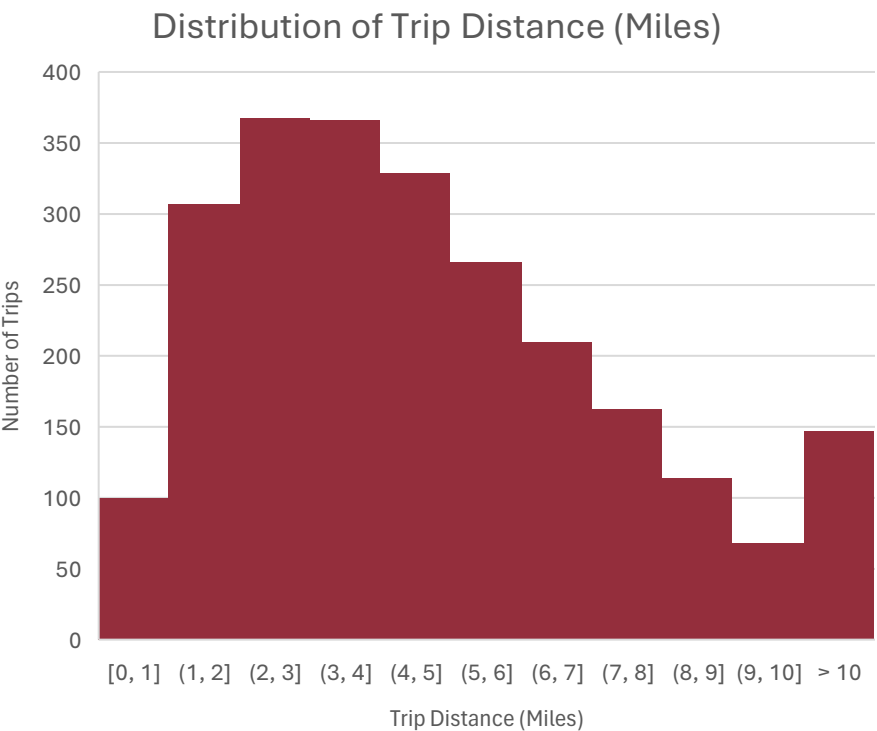
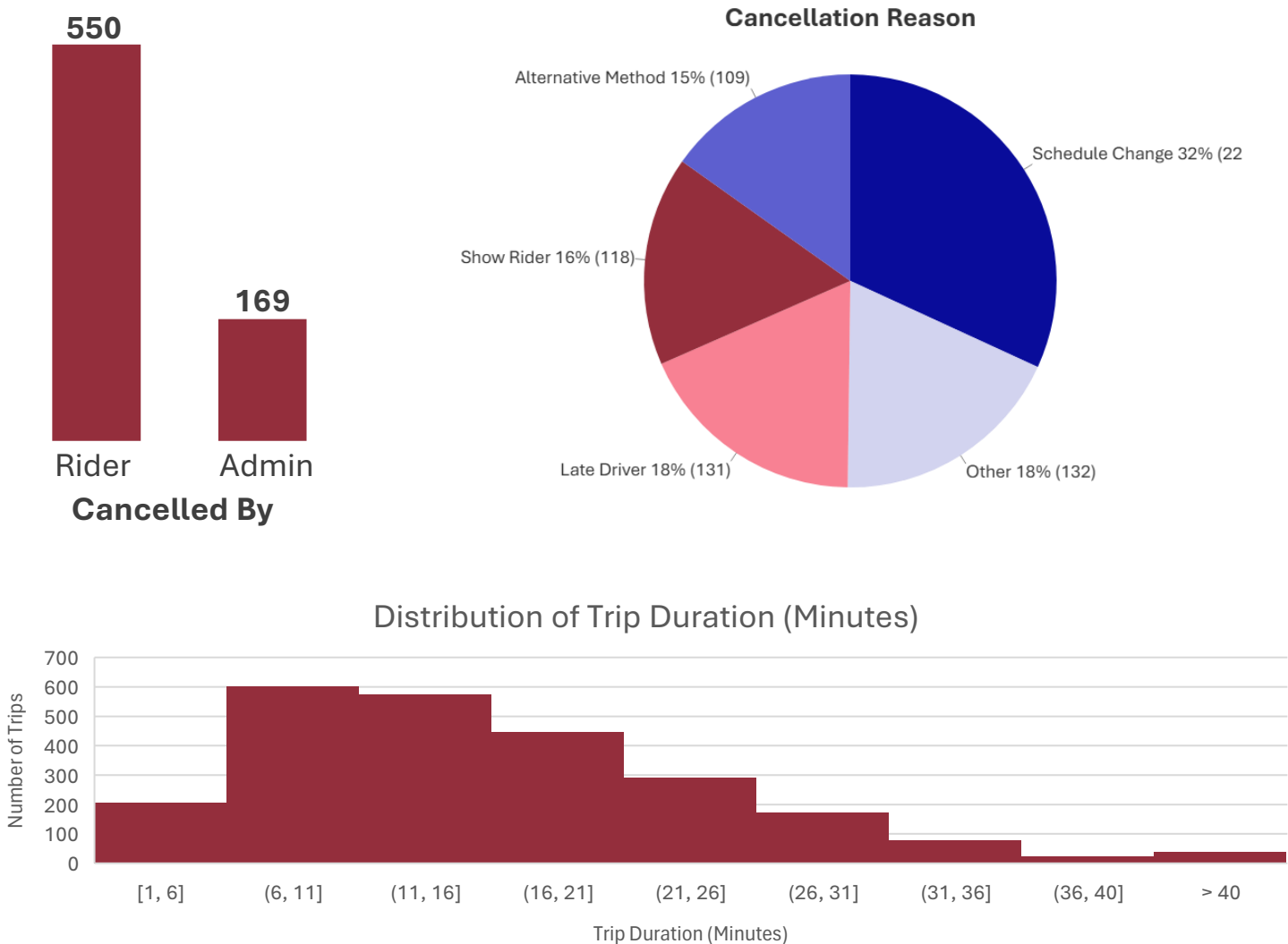
9/14/2025 - 9/20/2025

Overview

- 3,157 origin-destination trip pairs
- 2,438 trips completed
- 719 canceled
- 782 unique riders



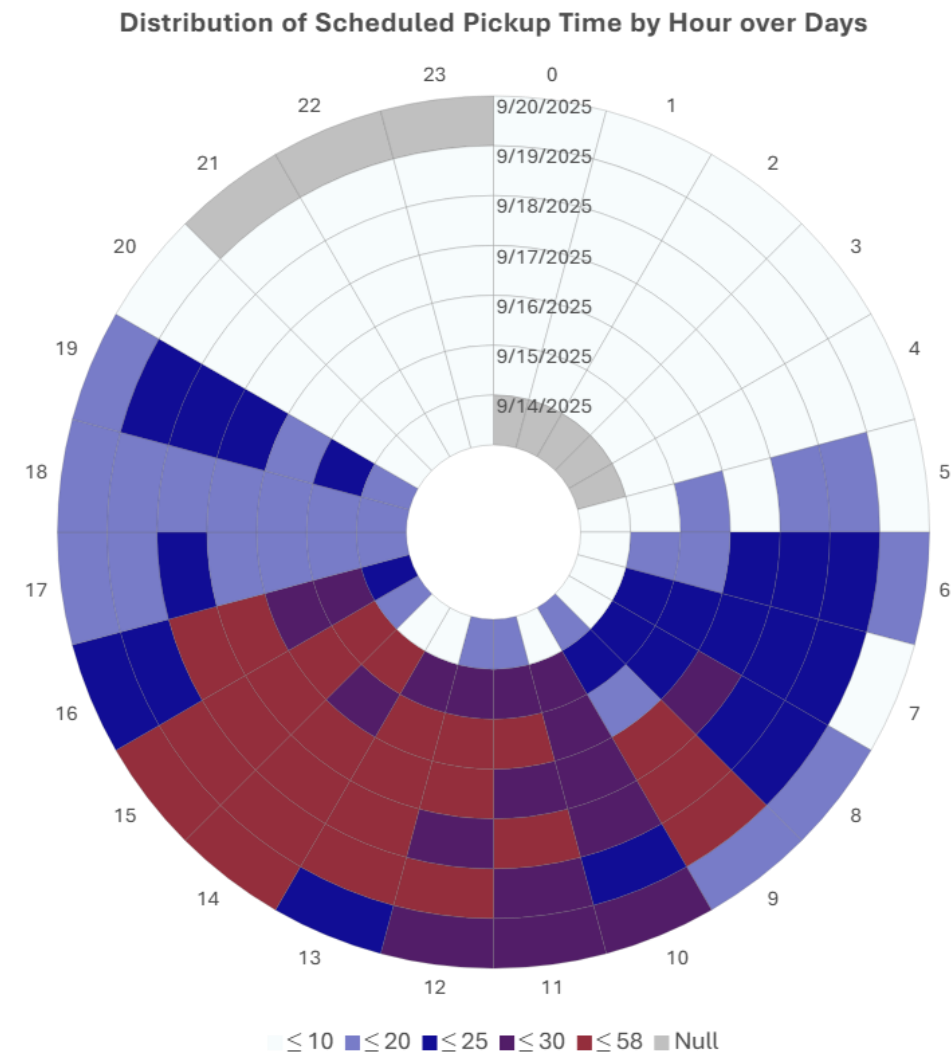
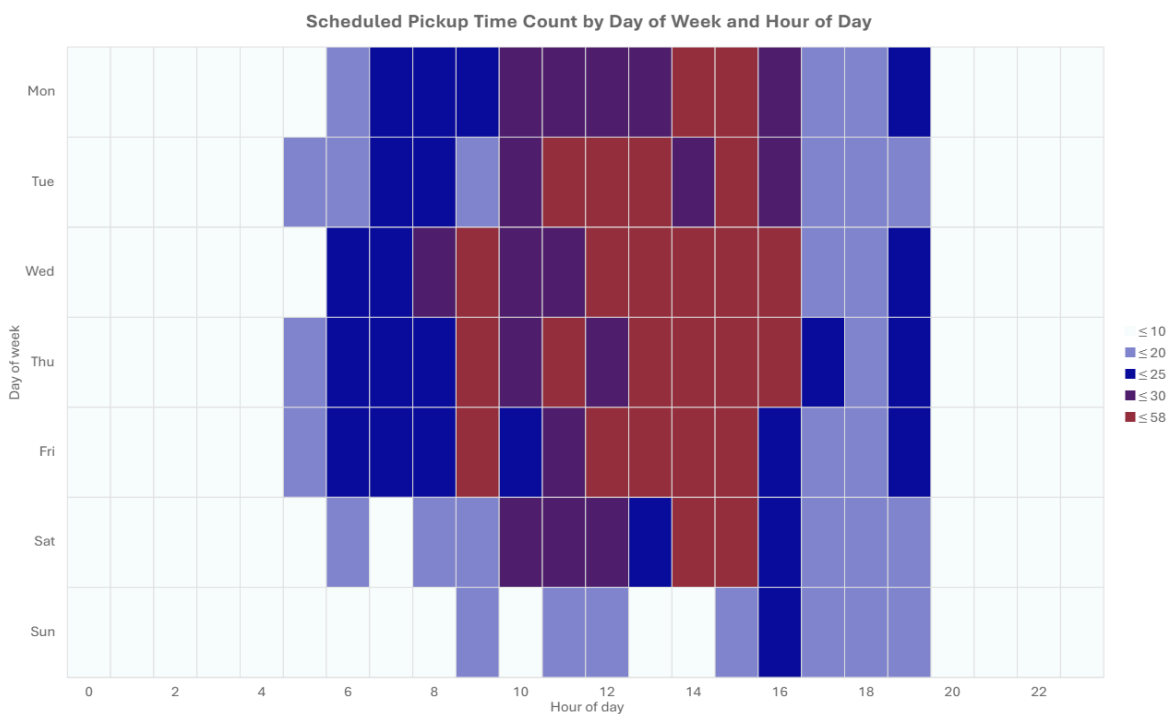
Other Trip Characteristics



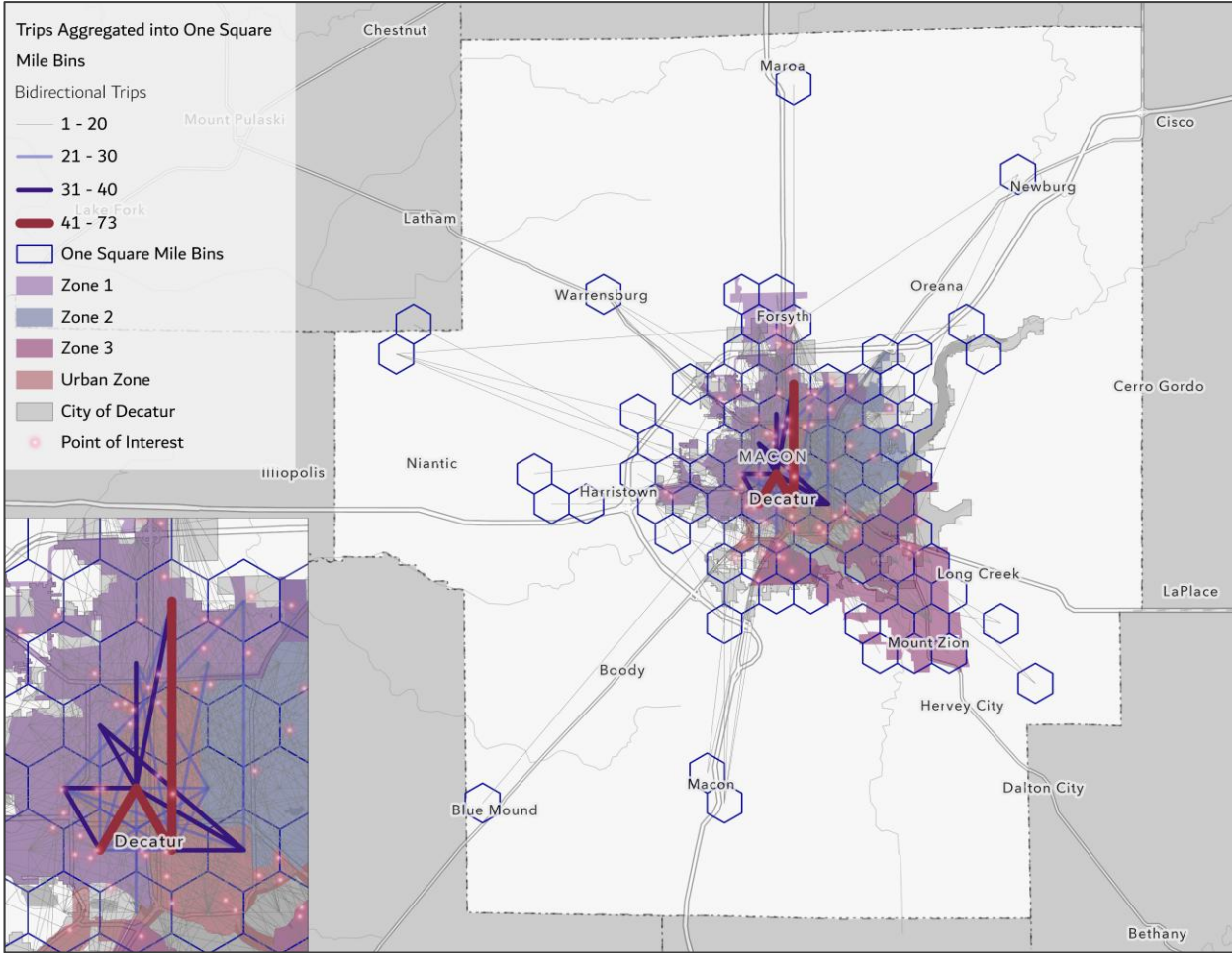
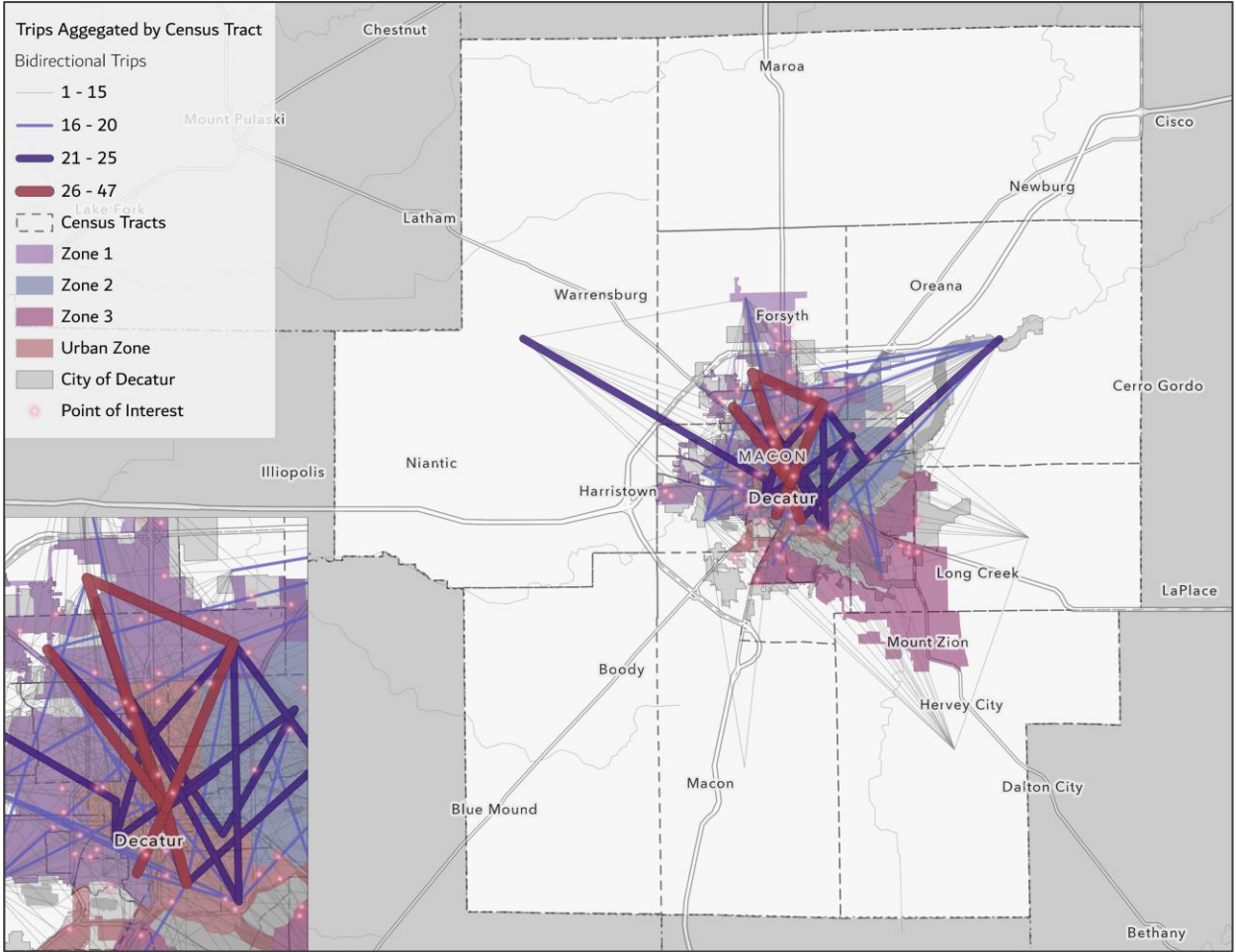
- | Trip Duration (Minutes) | Trip Distance (Miles) |
|-------------------------|-----------------------|
| • Mean – 15.7 | • Mean – 4.81 |
| • Median – 13.98 | • Median – 4.26 |
| • Maximum – 66.45 | • Maximum – 26.46 |

Time

- Most trips occurred between 9 am and 4 pm daily



Origin-Destination Flow Overview

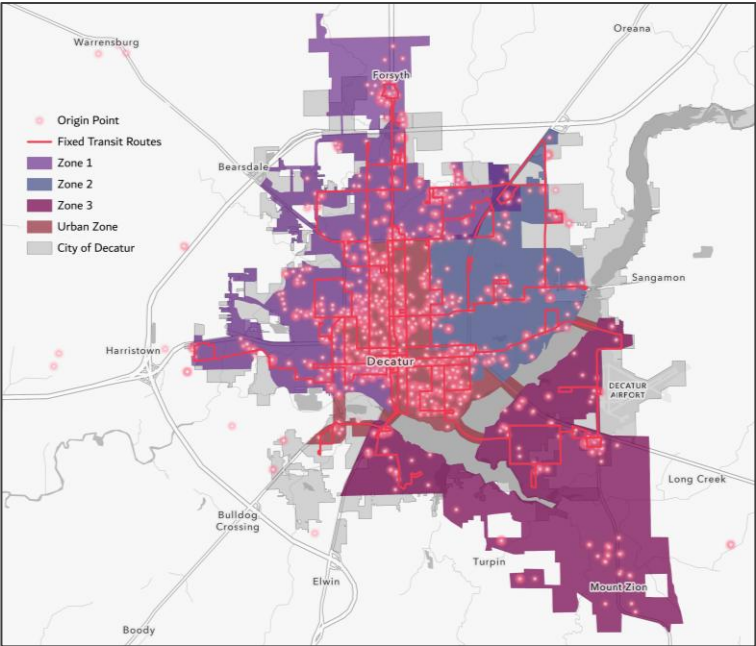


*Aggregated values include all trip data, cancelled and complete

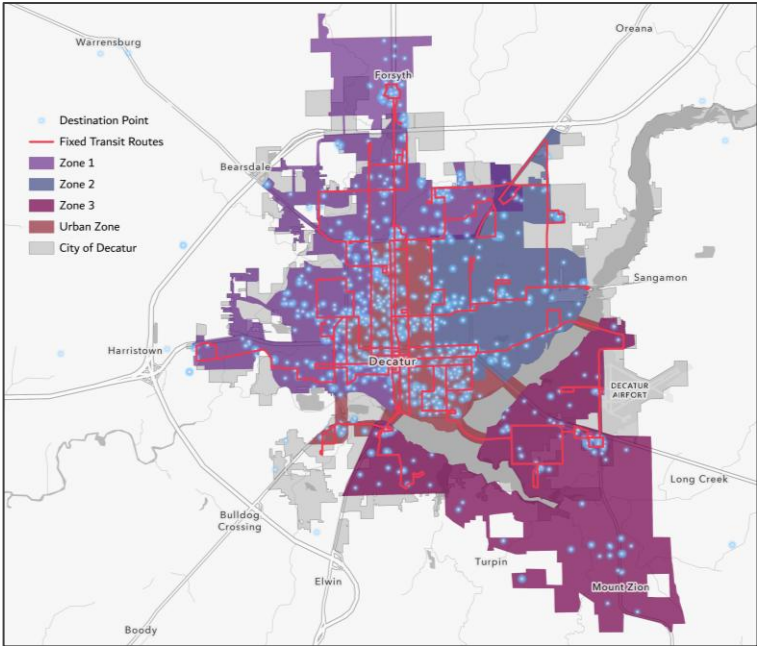
Trips

- Table illustrates flows between zones
- 87% of completed trips had O-D pair within 0.25 miles of fixed route network

Origin Points

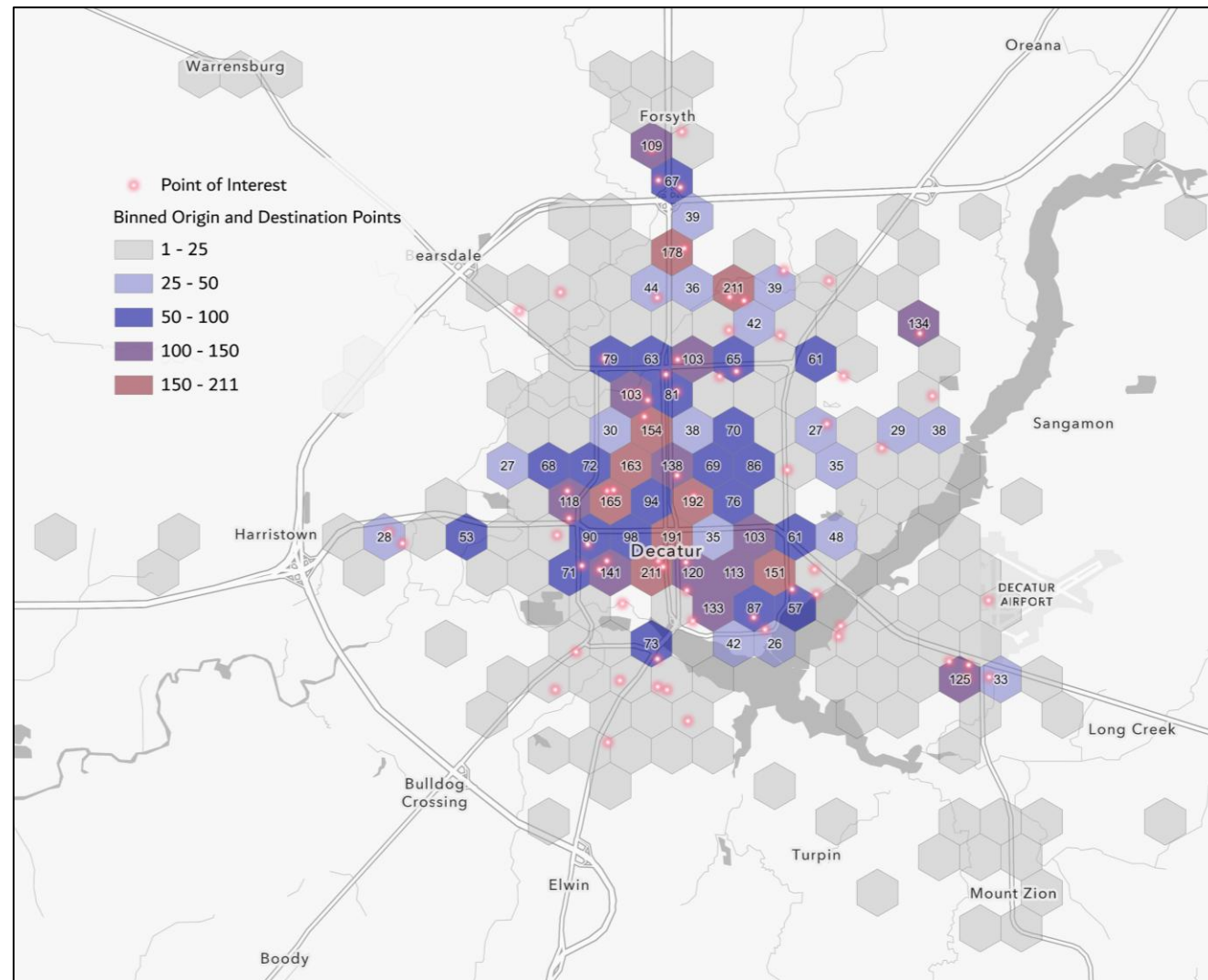
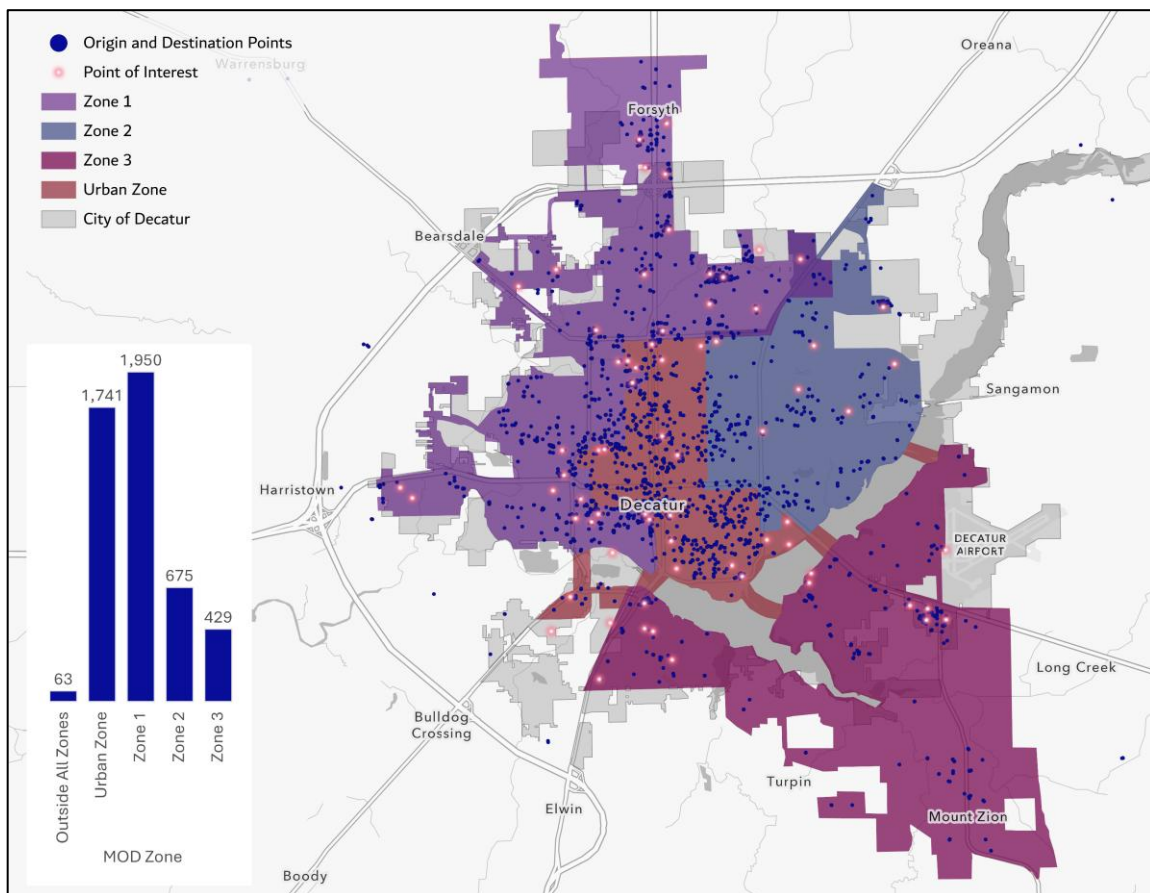


Destination Points



		Number of Trips	Percent of Trips
Origin	Zone 1	1,000	41%
Destination	Zone 1	388	16%
	Zone 2	151	6%
	Zone 3	81	3%
	Urban Zone	369	15%
	Outside Zones	11	0%
Origin	Zone 2	321	13%
Destination	Zone 1	118	5%
	Zone 2	54	2%
	Zone 3	29	1%
	Urban Zone	116	5%
	Outside Zones	4	0%
Origin	Zone 3	194	8%
Destination	Zone 1	61	3%
	Zone 2	18	1%
	Zone 3	35	1%
	Urban Zone	77	3%
	Outside Zones	3	0%
Origin	Urban Zone	875	36%
Destination	Zone 1	364	15%
	Zone 2	129	5%
	Zone 3	87	4%
	Urban Zone	283	12%
	Outside Zones	12	0%
Origin	Outside Zones	48	2%
Destination	Zone 1	19	1%
	Zone 2	2	0%
	Zone 3	3	0%
	Urban Zone	21	1%
	Outside Zones	3	0%

Origin & Destination Points





Technical Proposal

Pomona Valley Transportation
Authority

Feasibility Study Project



Alternative Comparison Model

SUBMITTED BY:

IN ASSOCIATION WITH:

agápē *Mobility*

 **benesch**

VoTran On-demand Service Expansion: Alternative Comparisons Model

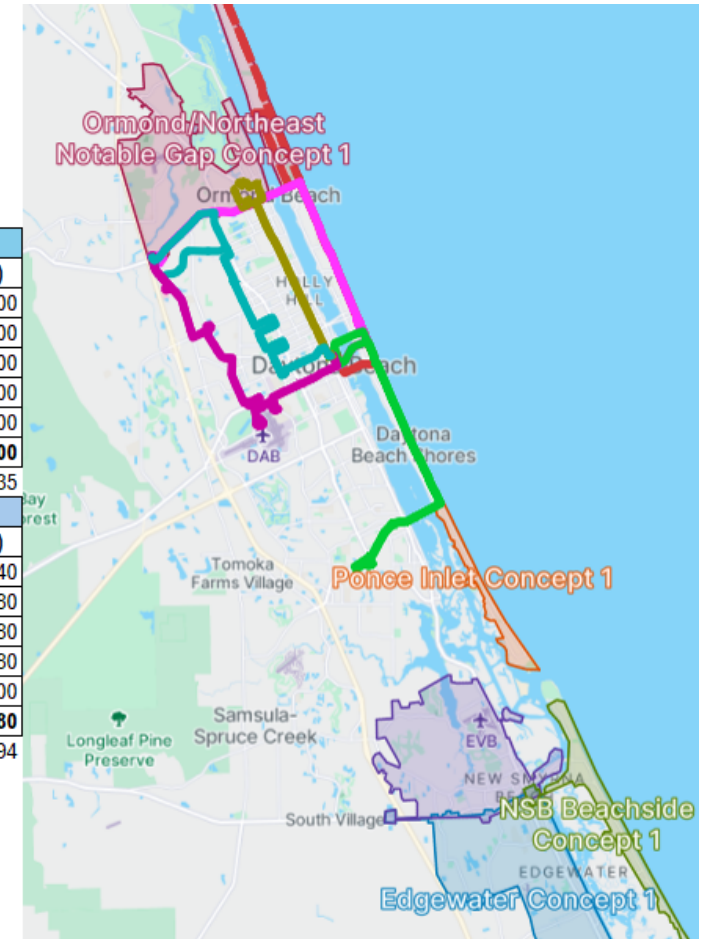
Assumed Factors
Wkdy-Sat Span 0600 to 2000
Sunday Span 0700 to 1800
30 Minute Target Wait Time
Ridership: Low - High

Span Daily Hrs
14 Wdy-Sat
11 Sun
25 Avg MPH

Operating Cost Range
Low Cost \$60
High Cost \$70

Microtransit Operational Summary (Low Demand)										
Zone	Sqaure Miles	Annual Hours	Annual Miles	VOMS	Off-Pk V	Weekly Ridership	Annual Ridership	Trips/Hr	Cost (Low)	Cost (High)
Edgewater Concept	29.4	14,820	370,500	3	1	399	20,748	1.4	\$889,200	\$1,037,400
NSB Mainland Concept	15.0	4,940	123,500	1	1	184	9,568	1.9	\$296,400	\$345,800
NSB Beachside Concept	4.3	4,940	123,500	1	1	139	7,228	1.5	\$296,400	\$345,800
Ponce Inlet Concept	2.0	4,940	123,500	1	1	31	1,612	0.3	\$296,400	\$345,800
North Ormond/NE Concept	16.8	9,880	247,000	2	1	283	14,716	1.5	\$592,800	\$691,600
Combined Totals	67.5	39,520	988,000	8	5	1,036	53,872	1.4	\$2,371,200	\$2,766,400
Avg. Cost/Trip Range:									\$44.02	\$51.35

Microtransit Operational Summary (High Demand)										
Zone	Square Miles	Annual Hours	Est. Miles/Yr	VOMS	Off-Pk V	Weekly Ridership	Annual Ridership	Trips/Hr	Cost (Low)	Cost (High)
Edgewater Concept	29.4	17,342	433,550	4	2	604	31,420	1.8	\$1,040,520	\$1,213,940
NSB Mainland Concept	15.0	8,034	200,850	2	1	276	14,340	1.8	\$482,040	\$562,380
NSB Beachside Concept	4.3	4,654	116,350	1	1	230	11,950	2.6	\$279,240	\$325,780
Ponce Inlet Concept	2.0	4,654	116,350	1	1	46	2,406	0.5	\$279,240	\$325,780
North Ormond/Northeast Concept	16.8	12,690	317,250	3	2	402	20,880	1.6	\$761,400	\$888,300
Combined Totals	67.5	47,374	1,184,350	11	6	1,558	80,996	1.7	\$2,842,440	\$3,316,180
Avg. Cost/Trip Range:									\$35.09	\$40.94



Brownsville Phased Network Improvements Summary

FIGURE 53: VOMS COMPARISON

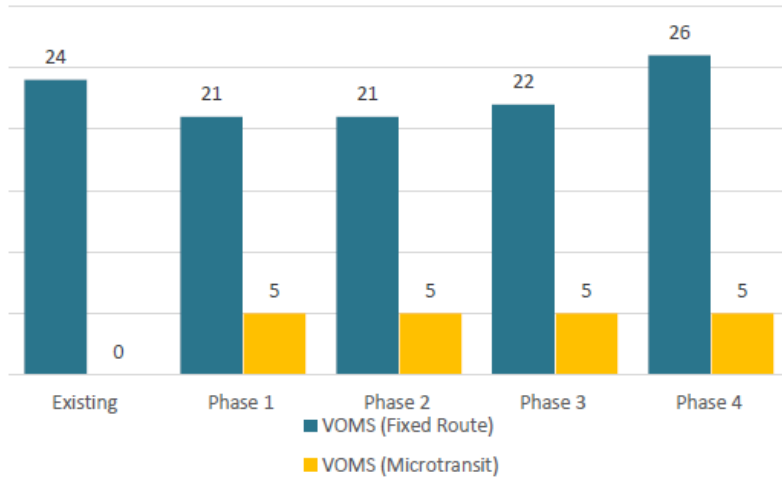


FIGURE 54: ANNUAL REVENUE HOUR COMPARISON

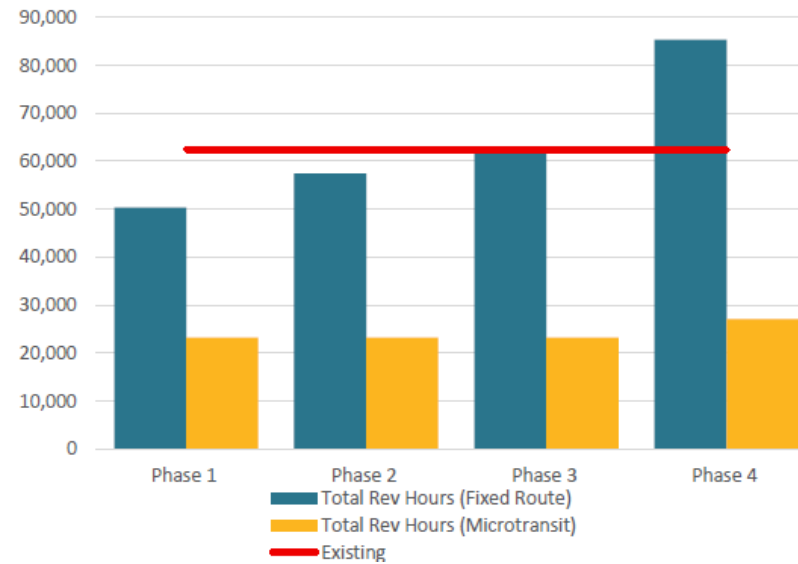
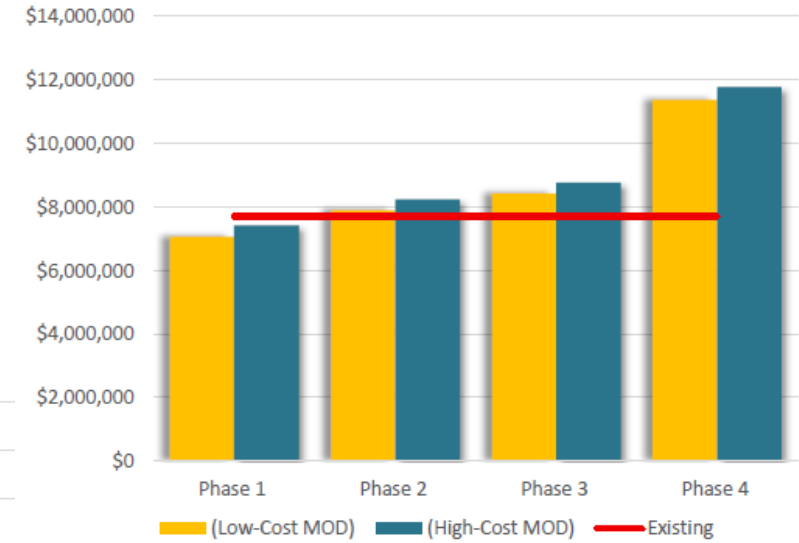


FIGURE 55: TOTAL OPERATIONAL COST SUMMARY



TASK

PERSONNEL BREAKDOWN BY HOURS

Project Meetings / Administration										
Enter Job Title:		Snr Advisor	PM	Planner	Data An	Sr Prin-DF	SK_Sr			Total for Task 0
1	Pre-Study Meetings (2) with PVTA Staff	4	4			4	4			16
2	Draft/Final Project Work Plan	2	2			10	6			20
3	Monthly Project Meetings (assumes 8 meetings)	8	8			8	8			32
										0
										0
Subtotal of Hours		14	14	0	0	22	18		0	68
	Rate per Hour	\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			
	Subtotal per Task	\$3,654.00	\$2,436.00	\$0.00	\$0.00	\$3,300.00	\$1,890.00		\$0.00	\$11,280.00

TASK 1: Current Service Assessment										
Enter Job Title:		Snr Advisor	PM	Planner	Data An	Sr Prin-DF	SK-Sr			Total for Task 1
1	Data Analysis	2	4	10		4	4			24
2	Operational and Performance Analysis	4	6	16		6	20			52
3	Technology analysis	4				6	6			16
										0
										0
Subtotal of Hours		10	10	26	0	16	30	0	0	92
	Rate per Hour	\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			
	Subtotal per Task	\$2,610.00	\$1,740.00	\$3,120.00	\$0.00	\$2,400.00	\$3,150.00	\$0.00	\$0.00	\$13,020.00

TASK 1A: Rider Surveying										
Enter Job Title:		Sr. Advisor	PM	Planner	Data An	Sr Prin-DF	SK-Sr			Total for Task 1A
1	Preparation of surveys (English and Spanish)	1	1	2	4	4	8			20
2	Distribution and Marketing Plan	0	2	0	2	4	2			10
3	Distribution and collection of surveys/Virtual Room	1	2	8	8	16	0			35
4	Analysis, tabulation of report of survey results	4	8	16	16	16	16			76
										0
										0
Subtotal of Hours		6	13	26	30	40	26			141
	Rate per Hour	\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			

	<i>Subtotal per Task</i>	\$1,566.00	\$2,262.00	\$3,120.00	\$3,240.00	\$6,000.00	\$2,730.00	\$0.00	\$0.00	\$18,918.00
--	--------------------------	------------	------------	------------	------------	------------	------------	--------	--------	-------------

TASK 2: Alternative Service Model Analysis										
Enter Job Title:		Snr Advisor	PM	Planner	Data An	Sr Prin-DF	SK-Sr			Total for Task 2
1	Data Review, Mobility Gap Analysis	4	4	8	16	6	10			48
2	Model Development and Summaries	8	8	12	16	8	12			64
										0
										0
										0
<i>Subtotal of Hours</i>		12	12	20	32	14	22	0	0	112
<i>Rate per Hour</i>		\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			
<i>Subtotal per Task</i>		\$3,132.00	\$2,088.00	\$2,400.00	\$3,456.00	\$2,100.00	\$2,310.00	\$0.00	\$0.00	\$15,486.00

TASK 3: Financial Modeling										
Enter Job Title:		Snr Advisor	PM	Planner	Data An	Sr Prin-DF	SK-Sr			Total for Task 3
1	Cost Analysis Modeling	4	2	8		8	10			32
2	Cost per passenger formula	4	8	10		6	12			40
3	Funding Source Matrix	4	4			10	8			26
										0
										0
<i>Subtotal of Hours</i>		12	14	18	0	24	30	0	0	98
<i>Rate per Hour</i>		\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			
<i>Subtotal per Task</i>		\$3,132.00	\$2,436.00	\$2,160.00	\$0.00	\$3,600.00	\$3,150.00	\$0.00	\$0.00	\$14,478.00

TASK4: Governance and Partnership Options										
Enter Job Title:		Sr. Advisor	PM	Planner	Data An	Sr Prin-DF	SK-Sr			Total for Task 4
1	Review JPA and Member Agreements	6	0			12	10			28
2	Regulation Requirements Matrix	4	4			14	8			30
3	Policy Change Recommendations	4	4			10	8			26
4	Regional Operator Coordinating Strategies	6				6	10			22
										0
<i>Subtotal of Hours</i>		20	8	0	0	42	36	0	0	106
<i>Rate per Hour</i>		\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			
<i>Subtotal per Task</i>		\$5,220.00	\$1,392.00	\$0.00	\$0.00	\$6,300.00	\$3,780.00	\$0.00	\$0.00	\$16,692.00

TASK 5: Final Report - Recommended Service Model & Transition Plan										
Enter Job Title:		Sr. Advisor	PM	Planner	Data An	Sr Prin-DF	SK-Sr			Total for Task 5
1	Define Preferred Service Model	2	2			10	10			24
2	Transition Plan	4	2	4		16	16			42
3	Interim Report	4	4	4	2	10	8			32
4	Final Report	4	4		2	6	4			20
5	Final Presentation	2			2	2	2			8
Subtotal of Hours		16	12	8	6	44	40	0	0	126
	Rate per Hour	\$261.00	\$174.00	\$120.00	\$108.00	\$150.00	\$105.00			
	Subtotal per Task	\$4,176.00	\$2,088.00	\$960.00	\$648.00	\$6,600.00	\$4,200.00	\$0.00	\$0.00	\$18,672.00

Travel Costs (Description Required)										
1	Benesch: Airfare for 2 persons (2 trips for 2 persons or 1 3-day trip for 2 persons?)									\$1,100.00
2	Benesch: Lodging for 2 persons for 3 nights									\$1,800.00
3	Benesch: Per diem for 2 persons for 3 days									\$480.00
4	Benesch: Car rental for 3 days									\$225.00
5										
6										
7										
								Sub Total Travel Cost	\$3,605.00	

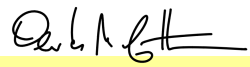
Other Costs (Description Required)										
1	Printing									\$800.00
2	Virtual Room Hosting									\$0.00
3	Digital Survey Hosting									\$250.00
4	Literature (QR code flyers)									\$500.00
5										
6										
7										
								Sub Total Other Costs	\$1,550.00	

*proposal shall be valid for 120 days from proposal due date

Derek M. Fretheim

	HOURS	COST
Sub Total for TASK 1	301.00	\$43,218.00
Sub Total for TASK 2	112.00	\$15,486.00

AUTHORIZED OFFICIAL PRINT NAME



AUTHORIZED OFFICIAL SIGNATURE

Principal and Founder

TITLE

15-Oct-25

DATE

Sub Total for TASK 3	98.00	\$14,478.00
Sub Total for TASK 4	106.00	\$16,692.00
Sub Total for TASK 5	126.00	\$18,672.00
Labor	743.00	\$108,546.00
TRAVEL COSTS		\$3,605.00
OTHER COSTS		\$1,550.00
TOTAL BASE CONTRACT COST		\$113,701.00