

PALOS VERDES PENINSULA TRANSIT AUTHORITY
AGENDA
Thursday – October 17, 2013
4:00 p.m.

CITY OF ROLLING HILLS ESTATES – Council Chambers
4045 Palos Verdes Drive North
Rolling Hills Estates, CA 90274

AGENDA DESCRIPTIONS

The Agenda descriptions are intended to give notice to members of the public of a general summary of items of business to be transacted or discussed. The list Action represents the Administrator's recommendation. The Board may take any action which it deems to be appropriate on the agenda and is not limited in any way by the notice of the recommended action.

This agenda, related staff reports, and any correspondence received as addenda are available at the Authority's office, 38 Crest Road West, Rolling Hills, CA 90274.

- I. ROLL CALL & WELCOME**
- II. PLEDGE OF ALLEGIANCE**
- III. CONFIRM POSTING OF THE AGENDA BY ROLLING HILLS ESTATES CITY CLERK**
- IV. CONSENT CALENDAR ITEMS (1-3)**

All matters listed under the Consent Calendar are considered to be routine and will be enacted by one vote. There will be no discussion of these items unless members of the Board request specific items to be removed from the Consent Calendar for separate action.

- 1. Minutes of the April 22, 2013 Board Workshop and July 25 2013 Board Meeting Page 4
- 2. Register of Standing demands and Previously Authorized demands under Resolution 94/95-01 and per attached listing: Page 9

	Checks	Amount
July	4976-4997	\$136,931.34
August	4998-5023	\$104,444.94
Sept.	5024-5043	\$108,523.95
TOTAL		\$349,900.23

If you need special assistance to participate in an Authority meeting under the Americans with Disabilities Act (ADA) or as a person with limited English proficiency (LEP) under Executive Order 13166, please contact the Secretary (310-544-7108) with request for reasonable accommodation at least forty-eight hours prior to the meeting.

RECOMMENDED ACTION: Approve Consent Calendar items

V. PUBLIC COMMENTS

At this time members of the public may address the Board regarding any items within the subject matter jurisdiction of the Board but no action may be taken on off-agenda items unless authorized by law.

VI. MONTHLY & REGULAR REPORTS

- A. Operations Report Page 16
 - 1. Review of ridership data for the period ending 09/30/13

RECOMMENDED ACTION: Receive and file report

- B. Finance Page 20
 - 1. Financial Statements as of September 30, 2013

RECOMMENDED ACTION: Receive and file statements.

VII. NEW BUSINESS

- A. Title VI Program Page 22

RECOMMENDED ACTION: Approve PVPTA Title VI Program

- B. Capital Improvement Program Page 47

RECOMMENDED ACTION: Approve Capital Improvement Program

- C. Dial-A-Ride Fare Increase Page 53

RECOMMENDED ACTION: Approve DAR fare increase

VIII. OLD BUSINESS

- A. Bus Advertising Program-Update Verbal

IX. ADMINISTRATOR ITEMS

- A. Succession Plan Page 54

X. CHAIR ITEMS AND MEMBER ITEMS

- A. METRO South Bay Governance Council Update
- B. PVPUSD Update

XI. ADJOURNMENT TO

Next Meetings: January 23, 2014

PALOS VERDES PENINSULA TRANSIT AUTHORITY

**BOARD MINUTES
Monday, April 22, 2013**

Palos Verdes Country Club
3301 Via Campesina
Palos Verdes Estates, CA 90274

Present:

Palos Verdes Estates: Jim Goodhart, Rosemary Humphrey
Rancho Palos Verdes: Susan Brooks
Rolling Hills Estates: John Addleman, Frank Zerunyan

Member Agencies Staff
Martin Gombert, PVPTA
Joe Mendoza, PVE
Nicole Jules, RPV

Other
Koral Shishido, BCWS

I. ROLL CALL AND WELCOME

At 3:15 p.m. Board Chairperson Addleman welcomed those present and opened the meeting.

IV. PUBLIC COMMENTS

None

V. NEW BUSINESS

None

a. Board of Directors Workshop

Administrator Gombert made the presentation, which generated numerous comments and questions from Board Members and guests. These are noted below.

- Member Brooks asked how many dial-a-ride customers were from Rancho Palos Verdes.
- Member Zerunyan made several comments the cost of dial-a-ride service, coordination with local hospitals, and several other items.
- Member Goodhart ask several questions regarding Metro's TAP card.
- Member Humphrey suggested that the NextBus system be brought to the attention of school administrators when its placed into service.
- After discussion about potential fixed route service changes, several members suggested notify member agencies and local citizens prior to the service change.
- There were considerable comments about bus advertising including potential revenue, getting a sample contract from other cities and have it reviewed by RHE's City Attorney.
- Member Brooks commented on marketing efforts and other items.

VI. ADMINISTRATOR ITEMS

None

VII. CHAIR AND MEMBER ITEMS

Chairperson Addleman discussed the potential Terranea Shuttle service with Board Members.

VII. ADJOURNMENT

The meeting was adjourned at 5:17 p.m.

PALOS VERDES PENINSULA TRANSIT AUTHORITY

**BOARD MINUTES
Thursday, July 25, 2013**

CITY OF ROLLING HILLS ESTATES – Council Chambers
4045 Palos Verdes Drive North
Rolling Hills Estates, CA 90274

Present:

Palos Verdes Estates: Rosemary Humphrey
Rancho Palos Verdes: Susan Brooks
Rolling Hills Estates: Frank Zerunyan

Member Agencies Staff
Martin Gombert, PVPTA
Alan Rigg, PVE
Greg Grammer, RHE

Other

Koral Shishido, BCWS

I. ROLL CALL AND WELCOME

At 5:00 p.m. Vice Chairperson Brooks welcomed those present and opened the meeting.

II. CONSENT CALENDAR

Member Humphrey moved approval of the Consent Calendar Items 1-2, seconded by Member Zerunyan and approved by unanimous vote.

III. PUBLIC COMMENTS

None

IV. MONTHLY AND REGULAR REPORTS

- A.1 Operations Report: Mr. Gombert presented the operations report for the period ending June 30, 2012. He noted that ridership had remained unchanged over the previous year. He reviewed the Nextbus project, CHP inspection, and new Ridgecrest Shuttle Route. He also read a thank you note from Mrs. Rosemary Claire regarding the transportation of Chinese exchange students.

Administrator Gombert said that Metro was requiring PV Transit to prepare a Title VI Civil Rights plan for submittal to Metro. There was discussion.

Member Humphrey moved to receive and file the report, seconded by Member Zerunyan and approved by unanimous vote.

- B.1 Financial Statements as of June 30, 2013: Mr. Gombert distributed financial Statements for the period ending June 30, 2013 and noted that the Authority was below budget for the fiscal year just ending. Gombert also reviewed dial-a-ride fare changes, public presentations to the City Councils, and a new fixed route rate which would become effective July 1st.

Member Humphrey moved to receive and file the report, seconded by Member Zerunyan and approved by unanimous vote.

- B.2. MGO Engagement Letter:

Member Humphrey moved to approve the staff recommendation, seconded by Member Zerunyan and approved by unanimous vote.

VI. NEW BUSINESS

- A. Bus Advertising Program

Administrator Gombert presented the staff report and noted that input had been received from the Chamber of Commerce, PVEF, and marketing experts.

There was considerable discussion on this item by Board Members. The Board directed Administrator Gombert to review several changes to the

Master Sales Agreement with the Authority's attorney and send the Board a copy of the revised Agreement. The Board authorized the Administrator to negotiate sales terms with interested businesses.

Member Humphrey moved to approve the staff recommendation, seconded by Member Zerunyan and approved by unanimous vote.

V. OLD BUSINESS

A. Service to Ridgecrest School

Member Humphrey reminded staff about students using the Green Route to travel to Crest & Crenshaw.

Member Humphrey moved to approve the staff recommendation, seconded by Member Zerunyan and approved by unanimous vote

B. Metro Call for Projects

Member Humphrey moved to approve the staff recommendation, seconded by Member Brooks and approved by unanimous vote.

IX. ADMINISTRATOR ITEMS

Administrator Gombert talked about the succession plan and said it would be presented at the October meeting. He also talked about a request for service to be operated between the Val Monte area and Silver Spur Elementary School.

X. CHAIR AND MEMBER ITEMS.

A. Metro South Bay Governance Council Update

None

B. PVPUSD Update

Administrator Gombert noted that Lydia Cano could not attend the meeting. He said he would distribute updated attendance reports with the Action Memo.

XI. ADJOURNMENT

The meeting was adjourned at 5:34 p.m.

12:47 PM
 10/11/13
 Cash Basis

**Palos Verdes Peninsula Transit Authority
 Checks Written for Month
 July 2013**

Date	Num	Name	Memo	Original Amount	Paid Amount
Jul 13					
7/16/2013	4976	Administrative Services Co-Op	June 2013	-13,902.92	-13,902.92
7/16/2013	4977	AT&T	Account No. 0206360576001	-111.67	-111.67
7/16/2013	4978	Clean Energy	CE 11466169 June 2013	-8,076.79	-8,076.79
7/16/2013	4979	County Sanitation Districts of LA County	July 2013	-6,475.00	-6,475.00
7/16/2013	4980	Darold D. Pieper	Invoice 20118	-125.00	-125.00
7/16/2013	4981	Mutual Liquid Gas & Equipment Co., Inc.	June 2013 Invoice 129626	-2,599.00	-2,599.00
7/16/2013	4982	Palos Verdes Peninsula Directory	Senior Transportation Services	-475.00	-475.00
7/16/2013	4983	Pitney Bowes - Purchase Power	Acct. 8000-9090-0212-1536	-600.00	-600.00
7/16/2013	4984	PitneyBowes Global Financial Services	Postage Machine	-204.92	-204.92
7/16/2013	4985	PVPUSD-Rent	July 2013	-50.00	-50.00
7/16/2013	4986	Transit Information Products	Invoice 10204	-245.25	-245.25
7/16/2013	4987	Transportation Concepts Inc.	Fixed Route Bus Service	-74,130.19	-74,130.19
7/16/2013	4988	Verizon California 310 544-7108	310 544-7108	-145.58	-145.58
7/16/2013	4989	Verizon California 310 544-7109	310 544-7109	-49.71	-49.71
7/16/2013	4990	Verizon Communications	Acct 1187744825	-149.99	-149.99
7/16/2013	4991	Wells Fargo	Acct 4484610002154188	-290.00	-290.00
7/16/2013	4992	White Wings Cleaning Service	Office Cleaning	-150.00	-150.00
7/16/2013	4993	Xerox	Copy Charges	-421.75	-421.75
7/31/2013	4994	Mobility Advancement Group	Administrative Services for July 2013	-17,400.92	-17,400.92
7/31/2013	4995	Mutual Liquid Gas & Equipment Co., Inc.	Invoice 133416/18839	-1,655.65	-1,655.65
7/31/2013	4996	Palos Verdes On the Net	Invoice 2013-67	-1,448.75	-1,448.75
7/26/2013	4997	County Sanitation Districts of LA County	Parking Lot Lease	-8,223.25	-8,223.25
Jul 13					-136,931.34

12:48 PM
 10/11/13
 Cash Basis

Palos Verdes Peninsula Transit Authority
Checks Written for Month
August 2013

Date	Num	Name	Memo	Original Amount	Paid Amount
Aug 13					
8/20/2013	4998	Administrative Services Co-Op	July 2013	-14,299.23	-14,299.23
8/20/2013	4999	Arrowhead Mountain Spring Water	Water	-23.96	-23.96
8/20/2013	5000	AT&T	Account No. 0206360576001	-142.36	-142.36
8/20/2013	5001	Clean Energy	CE 11483516 July 2013	-7,944.93	-7,944.93
8/20/2013	5002	Darold D. Pieper	Invoice 20122	-125.00	-125.00
8/20/2013	5003	Eric Baum	Refund	-85.00	-85.00
8/20/2013	5004	Gayle Albin-Bailey	Invoice 491 - June/July 2013	-375.00	-375.00
8/20/2013	5005	MFR Graphics	Invoice 23395	-626.40	-626.40
8/20/2013	5006	Mutual Liquid Gas & Equipment Co., Inc.	VOID: Invoice 133416 July 2013	0.00	0.00
8/20/2013	5007	Office Depot	Invoice 3763728	-278.79	-278.79
8/20/2013	5008	Pitney Bowes - Purchase Power	Acct. 8000-9090-0212-1536	-700.00	-700.00
8/20/2013	5009	PVPUSD-Rent	August 2013	-50.00	-50.00
8/20/2013	5010	Those Designers	Updates to flyers	-150.00	-150.00
8/20/2013	5011	Transportation Concepts Inc.	Fixed Roue Bus Service	-59,511.44	-59,511.44
8/20/2013	5012	Verizon California	118744825	-149.99	-149.99
8/20/2013	5013	Verizon California 310 544-7108	310 544-7108	-145.11	-145.11
8/20/2013	5014	Verizon California 310 544-7109	310 544-7109	-50.39	-50.39
8/20/2013	5015	Wells Fargo	Acct 4484610002154188	-59.90	-59.90
8/20/2013	5016	Western Graphix	Badge Machine	-287.76	-287.76
8/20/2013	5017	White Wings Cleaning Service	Invoice 5532	-75.00	-75.00
8/20/2013	5018	Xerox	Copy Charges	-355.17	-355.17
8/20/2013	5019	Yet Yee	Refund	-95.00	-95.00
8/27/2013	5020	The Artist's Studio	Advertising	-190.00	-190.00
8/27/2013	5021	Sir Speedy	Invoice 84797	-1,254.64	-1,254.64
8/27/2013	5022	White Wings Cleaning Service	Invoice 5532-Cleaning Services	-75.00	-75.00
8/31/2013	5023	Mobility Advancement Group	Administrative Services for August 2013	-17,394.87	-17,394.87
Aug 13					-104,444.94

12:48 PM
 10/11/13
 Cash Basis

**Palos Verdes Peninsula Transit Authority
 Checks Written for Month
 September 2013**

Date	Num	Name	Memo	Original Amount	Paid Amount
Sep 13					
9/19/2013	5024	Bo Labisi	Refund of Fall Bus Pass	-295.00	-295.00
9/19/2013	5025	Diane Jaspersen	Refund for 4 unused rides Taxi Card #088581	-20.00	-20.00
9/19/2013	5026	Maty Boone	DAR Taxi Card #623270 - Refund for 18 rides	-90.00	-90.00
9/19/2013	5027	Renee Sanacore	2013 Fall Bus Pass #2172	-77.00	-77.00
9/19/2013	5028	Administrative Services Co-Op	August 2013	-13,948.18	-13,948.18
9/19/2013	5029	AT&T	Account No. 0206360576001	-137.30	-137.30
9/19/2013	5030	Clean Energy	CE11494194 August 2013	-7,677.16	-7,677.16
9/19/2013	5031	County Sanitation Districts of LA County	September 2013	-6,669.25	-6,669.25
9/19/2013	5032	Mutual Liquid Gas & Equipment Co., Inc.	August 2013 Invoice 136791/#18839	-1,507.82	-1,507.82
9/19/2013	5033	PVPUSD	Office Cleaning	-1,793.56	-1,793.56
9/19/2013	5034	PVPUSD-Rent	September 2013	-50.00	-50.00
9/19/2013	5035	Transportation Concepts Inc.	Fixed Route Bus Service	-57,292.77	-57,292.77
9/19/2013	5036	Trillium Solutions	Invoice 1256	-600.00	-600.00
9/19/2013	5037	Verizon California	118744825	-149.99	-149.99
9/19/2013	5038	Verizon California 310 544-7108	310 544-7108	-136.82	-136.82
9/19/2013	5039	Verizon California 310 544-7109	310 544-7109	-45.01	-45.01
9/19/2013	5040	Wells Fargo	Acct 4484610002154188	-134.34	-134.34
9/19/2013	5041	Western Graphix	Badge Machine	-145.00	-145.00
9/19/2013	5042	Xerox	Copy Charges	-364.83	-364.83
9/30/2013	5043	Mobility Advancement Group	Administrative Services for September 2013	-17,389.92	-17,389.92
Sep 13					-108,523.95

MEMORANDUM

TO: AUTHORITY MEMBERS
FROM: Martin Gombert, Administrator
DATE: October 11, 2013
SUBJECT: Records Retention and Destruction Policy

INTRODUCTION

The Authority does not have a Records Retention and Destruction Policy, which has resulted in a large amount of documents being retained since the inception of the Authority in 1992.

The attached Records Retention and Destruction Policy was modified from Foothill Transit's policy and provides a policy Authority staff members can use to organize the agency's files.

This policy has been reviewed by the Authority's attorney.

RECOMMENDED ACTION

Approve Records Retention and Destruction Policy.



Records Retention and Destruction Policy

Effective October 17, 2013

Subject

Retention and destruction of Authority records

Purpose

The purpose of this policy is to provide guidelines to staff regarding the retention or disposal of Authority papers and documents ("records"); provide for the identification, maintenance, safeguarding and disposal of records in the normal course of business; ensure prompt and accurate retrieval of records; and ensure compliance with legal and regulatory requirements.

The Board of Directors authorizes the Administrator to interpret and implement this policy and to cause to be destroyed any and all records that meet the policy specifications.

Policy

1. Records and information management (RIM) is the systematic control of all records, regardless of media, from their creation or receipt, through their processing, distribution, organization, storage, and retrieval to their disposition. Information flows through the organization in the form of paper and electronic records such as word processing documents, spreadsheets, e-mail, graphical images, and voice or data transmissions.

2. This policy details the requirements and responsibilities to initiate a well-defined RIM program. The RIM program applies to those departments that require a long-term records retention, storage, and destruction program.

A. Ensure only essential records of continuing value are preserved. Records should be retained in the active office areas as long as they serve the immediate administrative, legal, or fiscal purpose for which they were created.

B. Establish safeguards against the illegal removal, loss, or destruction of records. Records will be disposed of in accordance with the approved records retention schedule.

C. Management of records is the responsibility of the owner, or creator, of the record. The department director or the Administrator's designated representative should contact the records manager to discuss initiating a records management program or reviewing an existing records management program to properly handle records from their creation through their destruction. Departments can be provided guidance on how records should be organized and stored to ensure timely and efficient retrieval.

D. The records retention schedule is the key tool for departments to use to manage their records effectively. Information is a valuable asset. However, if records that contain information cannot be retrieved efficiently or are retained beyond their legal, regulatory, or administrative retention period, they lose their value and may impose a liability to the organization.

3. Significant recurring activities initiated by the records manager include:

A. Annual inventory of the records: The records manager will annually inventory all records to confirm information in the records retention tracking system.

B. Annual review of the records retention schedule: The records manager will have the records retention schedule reviewed and validated annually for accuracy.

C. Annual files purge program: The records manager will advertise and initiate an annual files purge by all departments. The purpose is to have individuals review personal active file systems, as well as electronic document folders, and to purge documents that are no longer required.

General Guidelines

1. The Authority shall generally retain all documents in their original form for three years unless a shorter duration is specifically authorized by State or Federal regulation or a longer duration is specified in the retention schedule. The Administrator may authorize the destruction of any duplicate records, including duplicates less than two years old, if no longer needed.

2. Except where a longer retention period is required, after three years, the Authority, with the Administrator's approval, may destroy any original document.

3. Records that pertain to matters that will not be needed for future reference may be disposed of as soon as convenient. For example, preliminary drafts, notes and memoranda that have been retained for less than 60 days and are no longer needed should be disposed of immediately. All records that are kept for more than 60 days for use or reference by an employee, and that are otherwise exempt, must be treated as a public record.

4. The Authority shall retain original administrative, legal, fiscal and/or historical records with continued value (e.g. records for long-term transactions, pending litigation and/or special projects) until all matters pertaining to such records are completely resolved or the time of or appeal has expired.

5. Except where this policy provides that an original document shall be retained, the Authority may retain records electronically, on microfilm or other media meeting the following requirements:

A. The item must be scanned, photographed, or otherwise reproduced on film or any other medium which does not permit additions, deletions or changes to the original document in compliance with the minimum standards and/or guidelines as recommended by the American National Standards Institute of the Association for Information and Image Management for recording of permanent records or nonpermanent records, whichever applies.

B. The original must be accurately reproduced with all details.

C. The reproductions must be stored in conveniently accessible file, and provision must be made for preserving, examining and using the files.

For the purposes of this policy, every reproduction shall be deemed to be an original record, and a transcript, exemplification, or certified copy of any reproduction will be considered to be that of the original.

Litigation Holds and Other Special Situations

The Authority requires all employees to fully comply with its published records retention schedules and procedures as provided in this policy. All employees should note the following general exception to any stated destruction schedule: If you believe, or PVPTA's legal counsel informs you, that the Authority's records are relevant to current litigation, potential litigation (that is, a dispute that could result in litigation), government investigation, audit or other event, you must preserve and not delete, dispose, destroy or change those records, including e-mails, until PVPTA's legal counsel determines those records are no longer needed. This exception, usually referred to as a litigation hold or legal hold, replaces any previously or subsequently established destruction schedule for those records. If you believe this exception may apply, or have any question regarding whether it may possibly apply, please contact PVPTA's legal counsel.

MEMORANDUM

TO: AUTHORITY MEMBERS
FROM: Martin Gombert, Administrator
DATE: October 11, 2013
SUBJECT: Operations Report for the period ending September 30, 2013

PV TRANSIT

PV Transit ridership for the period ending September 30th totaled 27,948, a 1.26% increase over previous year's totals. Summer school ridership for 2013 was unchanged from 2012.

At the beginning of the year the Green Route was experience slight overcrowding in the afternoon. An additional supervisor was added to monitor service at Miraleste and an additional bus was added for afternoon service, which resulted in an elimination of overcrowding and several passenger complaints.

The new Ridgecrest Shuttle route is working well and has improved service for students travelling to Ridgecrest and Peninsula High School.

Nextbus equipment is currently being installed on PV Transit vehicles. An update on this project will be presented during the Board Meeting.

On October 11th a PV Transit vehicle was involved in a fixed object accident while traveling out-of-service to the fuel station. There were no passengers onboard and no injuries. There was damage to the vehicle, which is currently being repaired. This is the first accident in over a year and a half.

DIAL-A-RIDE

Dial-A-Ride ridership totaled 2,032 for the period ending September 30th, a 15% decrease over previous year's totals.

Copies of the ridership graphs for both fixed route and dial-a-ride service are attached.

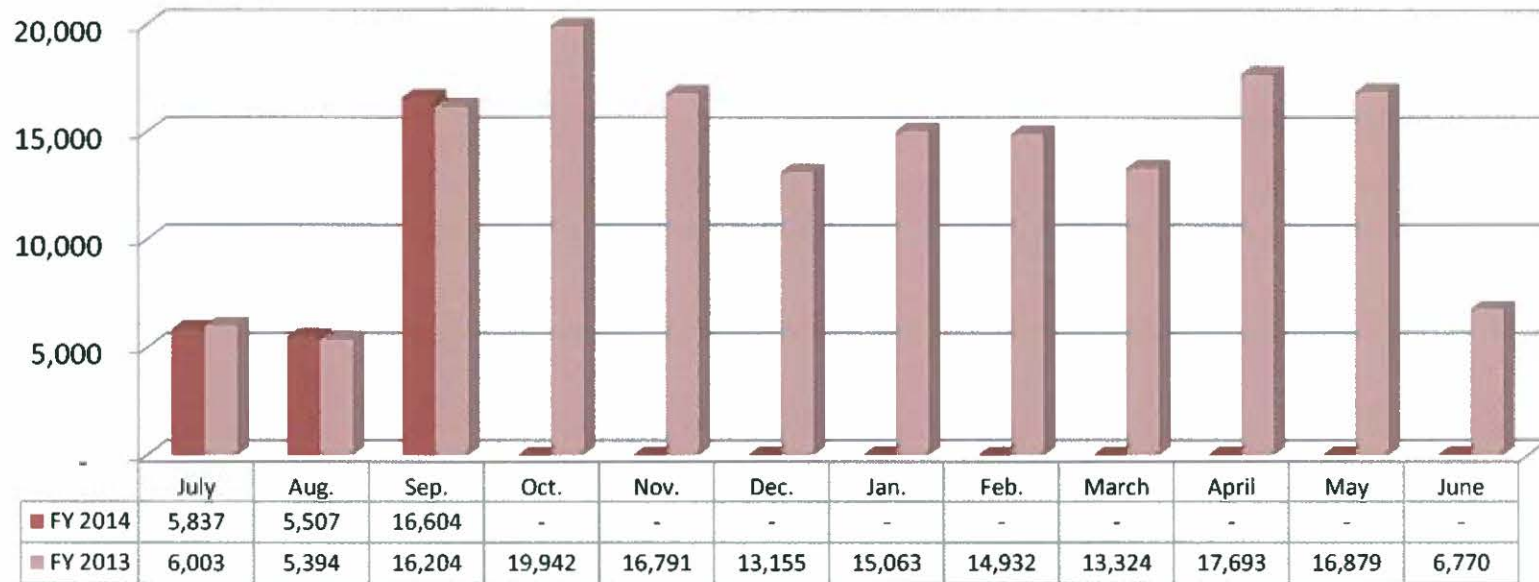
GONVERMENT RELATIONS

During the past three months staff has attended meeting of Metro's Local Transit Service Subcommittee (LTSS), Access Services Board Meetings, and Metro's Bus Operations Subcommittee (BOS), and Title VI meetings at Metro.

RECOMMENDATION

Receive and file report.

PV TRANSIT RIDERSHIP



Dial-A-Ride/Lift Ridership Palos Verdes Peninsula Transit Authority



MEMORANDUM

TO: AUTHORITY MEMBERS
FROM: Martin Gombert, Administrator
DATE: October 11, 2013
SUBJECT: Financial Statements for the period ending September 30, 2013

This report will be presented under separate cover prior to the Board Meeting.

MEMORANDUM

TO: AUTHORITY MEMBERS
FROM: Martin Gombert, Administrator
DATE: October 11, 2013
SUBJECT: PVPTA Title VI Program

INTRODUCTION

The PVPTA has received federal funding through Metro for ten (10) vehicles that were purchased in FY 2012-13. Federal regulations require that the PVPTA develop a Title VI Plan every three years and must receive Board approval for the following reports: (1) Title VI Report; (2) Public Participation Plan, and (3) Limited English Proficiency Plan.

BACKGROUND

Title VI is a Federal law that was enacted to ensure that government-funded services provide such services to communities in a non-discriminatory manner. Specifically, “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” (FTA C 4702.1B, II-1-2).

Following the guidance of FTA Circular 4702.1B (October, 2012) “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” PVPTA is required to develop a Title VI report before October 31, 2013. Also, per requirements set forth in FTA Circular 4702.1B, PVPTA must have Board approval for its Title VI documentation prior to the reports being submitted to Metro.

PVPTA’s Title VI documentation is separated into three distinctive categories, which together make up PVPTA’s Title VI required documents. Each of these separate reports is described below.

PVPTA’s Title VI Report

PVPTA’s Title VI Report demonstrates that PVPTA complies with the separate elements contained in FTA Circular 4702.1B.

- a) Approval of Agency Title VI Policies by PVPTA Board of Directors;

- b) Notification of Customers of Protection Under Title VI;
- c) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- d) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- e) Requirement to Record Minority Representation on Planning and Advisory Boards;
- f) Requirement to Monitor Subrecipients.

PVPTA's Title VI Report contains language to demonstrate that PVPTA is in compliance with Federal Title VI requirements.

PVPTA Services' Public Participation Plan

The purpose of PVPTA Services' Public Participation Plan is to (a) illustrate how PVPTA reaches out to its customers; (b) how PVPTA' public outreach methods serve to educate minority as well as non-minority communities about the services PVPTA offers to the public and (c) to develop recommendations going forward as to how PVPTA could improve its outreach activities in order to continue to ensure that information of PVPTA' agency services are available to all persons irrespective of race or gender throughout the agency's service area.

PVPTA Services' Limited English Proficiency Plan

PVPTA Services' Limited English Proficiency Plan recognizes that there are many existing and potential PVPTA customers who may not be proficient in English, but still need information about the services that PVPTA provides to customers. As per Federal guidance, PVPTA must conduct a "four-factor analysis" and perform analyses of the population PVPTA serves as well as the overall community in PVPTA service area.

The Limited English Proficiency Plan then presents features that PVPTA offers in order to effectively communicate with its customers and members of the public about the services that PVPTA provides. Finally, similar to the Public Participation Plan, the Limited English Proficiency Plan must contain language associated with future recommendations PVPTA will implement in order to continue to improve its efforts to reach out to those members of the public who have limited proficiency in English (spoken or written).

IMPACT ON BUDGET

None

RECOMMENDATION

Staff requests the Board approve PVPTA Services' Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan



Title VI
Program Update
Effective: October 17, 2013

Palos Verdes Peninsula Transit Authority
Title VI Program Update

TABLE of CONTENTS

I.	INTRODUCTION PVPTA's Commitment to Civil Rights	Page 3
II.	General Requirements <ul style="list-style-type: none">• Notice to the Public• Discrimination Complaint Procedures• The Procedure	Page 5
III.	PVPTA'S Public Participation Plan <ul style="list-style-type: none">• Key Principles• Early, continuous and Meaningful• Goals of the Public Participation Plan• Objectives of the Public Participation Plan• PVPTA's Public Participation Process	Page 7
IV.	Language Assistance Plan <ul style="list-style-type: none">• Improving Access for People with Limited English Proficiency	Page 12
V.	Outcomes <ul style="list-style-type: none">• New tools and alerting riders of language assistance	Page 18
VI.	Decision Making Bodies	Page 18
VII.	Service Standards and Policies <ul style="list-style-type: none">• Vehicle Load• Vehicle Headway• On-Time Performance• Service Availability-Access to the Bus• Vehicle Assignment Policy• Transit Amenity Policy• Monitoring Service Standards• Summary of Changes• Construction Equity Analysis	Page 19
VIII.	Program Specific Requirements	Page 22
IX.	Grants, Reviews and Certifications	Page 23

CONTACT

I. INTRODUCTION

PVPTA's Commitment to Civil Rights

This update of Palos Verdes Peninsula Transit Authority's (PVPTA) Title VI Program has been prepared to ensure that the level and quality of PVPTA's fixed route and demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to PVPTA's riders and other community members. Additionally, through this program, PVPTA has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that PVPTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of PVPTA's services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

"No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance."

—Civil Rights Act of 1964
Title VI Program | Effective March 31, 2013

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), PVPTA has an obligation to ensure that:

“Federal agencies are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them.”—Executive Order 13166

- The benefits of its bus services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in PVPTA’s service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community’s minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

PVPTA has engaged the public in the development of this program. The service standards detailed in this program, along with the public engagement process and the events triggering public outreach were all presented and discussed at a Board Meeting on October 17, 2013.

PVPTA’s Board of Directors was actively involved in the update of this program. The content of the program was approved and adopted by the Board at a meeting on October 17, 2013

This program contains all of the elements required of a transit provider operating in an urbanized area of 200,000 or more in population and operating less than fifty vehicles in peak service.

PVPTA’s Title VI Program is effective as of October 31, 2013. It has been prepared using data from the most recent (Year 2010) U.S. Census.

II. GENERAL REQUIREMENTS

Notice to the Public

To make PVPTA's riders aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, PVPTA has presented the following language, in both English and Spanish, on its website pvtransit@palosverdes.com, and in its bus schedules:

Your Civil Rights

The Palos Verdes Peninsula Transit Authority (PVPTA) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with PVPTA. For more information on PVPTA's civil rights program and the procedures to file a complaint, please contact 310-544-7108; email pvtransit@palosverdes.com or visit our administrative office at 38 Crest Road West, Rolling Hills, CA 90274. For more information about PVPTA programs and services, visit www.palosverdes.com/pvtransit. If information is needed in another language, please contact 310-544-7108

Discrimination Complaint Procedures

PVPTA has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by PVPTA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website palosverdes.com/pvtransit.

The Procedure

Civil rights complaints should be filed immediately. However, PVPTA will investigate complaints up to 180 days after the alleged incident. PVPTA will process complaints that are complete. Once the complaint is received, PVPTA will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by PVPTA.

PVPTA has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the PVPTA may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If PVPTA's investigator is not contacted by the complainant or does not receive the additional information within thirty days, PVPTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:
Federal Transit Administration

Office of Civil Rights
.201 Mission St #1650
San Francisco, CA 94105
Title VI Complaint Form

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

PVPTA maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming PVPTA that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by PVPTA in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are no complaints pending.

III. PVPTA'S PUBLIC PARTICIPATION PLAN

Key Principals

PVPTA's Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in PVPTA's service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence PVPTA's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- PVPTA will seek out and facilitate the involvement of those potentially affected.

Limited English Proficiency (LEP)

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Through an open public process, PVPTA has developed a public participation plan to encourage and guide public involvement efforts and enhance access to PVPTA's transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that PVPTA uses to reach its riders.

Early, Continuous and Meaningful

The steps outlined in the public participation plan offer early (in the planning process), continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at PVPTA. It is a guide for how PVPTA engages its diverse community. PVPTA may continue to improve its public participation methods over time based on feedback from all of its riders and community members including low-income, minority and LEP populations as well as customer and community-based organizations.

Goals of the Public Participation Plan

The overarching goals of PVPTA's PPP, which were presented for public review in October 2013 include:

- **Clarity in Potential for Influence** -The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.

- **Consistent Commitment** -PVPTA communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- **Diversity** -Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents from Limited English Proficiency
- **Accessibility** -Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- **Relevance** -Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction** -People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Partnerships** - PVPTA develops and maintains partnerships with communities through the methods described in its public participation plan.
- **Quality Input and Participation** -That comments received by PVPTA are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

Objectives of the Public Participation Plan

PVPTA's Public Participation Plan is based on the following principles:

- **Flexibility** -The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness** -PVPTA will proactively reach out to and engage low income, minority and LEP populations from the PVPTA service area.
- **Respect** - All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness** -Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable** -Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Honest and Transparent** -Information provided will be accurate, trustworthy and complete.
- **Responsiveness** -PVPTA will respond and incorporate appropriate public comments into transportation decisions.
- **Accessibility** - Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

PVPTA will use its public participation plan when considering fare changes, modifications to routes and schedules and other transit planning projects when:

- A fare increase or significant change in the method of fare payment is being considered;

- A new route is established;
- An existing route is proposed for elimination;
- Considering the total discontinuance of service on any line or group of lines on any given day when service is currently offered;
- Any system-wide change in service hours that exceeds (plus or minus) 10% of current total service hours;
- Routing on any given route or group of routes that affects more than 25% of the riders using the affected route(s); or
- Schedules are changed on any given route or group of routes that reduces the total number of one-way bus trips by more than 25% of the current number of bus trips.
- For minor schedule and service changes not rising to the level of those above, PVPTA will post service change notices on appropriate buses and stops sixty days in advance of the change date.

PVPTA's Public Participation Process

PVPTA's PPP includes many new mediums extending beyond the traditional approach which relied on legal notices and intermittent media coverage. While PVPTA maintains these elements to its outreach program along with traditional seat-drop flyers, PVPTA has availed itself of the communication methods more widely used by members of our community and riders.

While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision making process using a fare or service change as an example.

1. A service/fare change proposal is developed internally or as a result of public comment;
2. A Title VI review of the proposal is conducted;
3. If required, authorization from the PVPTA Board of Directors is sought to proceed to a public comment period;
4. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the PVPTA service area;
5. Bilingual (English and Spanish) public outreach materials and a program are developed;
6. Outreach In advance of public information sessions is released (using tool-box of mediums listed below);
7. An Email is transmitted to PVPTA community partners;
8. TV-33 interviews may be conducted (if available);
9. The public comment period ends;
10. A PVPTA Board of Directors summary package is presented detailing the outcome of the public participation process along with staff recommendations;
11. The final service/fare change date is set;
12. Outreach is conducted in advance of any service or fare change;

13. Bilingual system timetable and website updated in advance of the proposed change.

Selection of Meeting Locations

When determining locations and schedules for public meetings, PVPTA will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider radio, television, or newspaper ads as well as podcasts that serve LEP populations.
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

PVPTA Mediums (Bi-Lingual)

- Print – Newspapers and other periodicals
- Website – PVPTA has assembled a comprehensive website with automatic alerts
- Social Media to help engage community
- PVPTA has developed a monthly email which now reaches 280+ opt-in readers
- Video/YouTube – PVPTA has developed a How to Ride Video
- Seat Drops, On-board Flyers – PVPTA regularly uses seat drops and flyers to provide riders with details of service changes and schedules of public meetings and hearings.
- Direct Mail to Community Partners
- Public Information Sessions
- Public Hearings
- Legal Notices

Addressing Comments-The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes (mail, email, social media, public meetings and others), all comments are assembled into a single document for presentation the PVPTA Board of Directors for consideration.

Identification of Stakeholders-Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, PVPTA has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of PVPTA's community stakeholders can be obtained by contacting PVPTA.

Stakeholder List

Any community organization or person can be added to PVPTA's stakeholder list and receive regular communications regarding service changes by contacting the PVPTA administrative office at (310) 544-7108. Local organizations and businesses can also request that a speaker from PVPTA attend their regular meeting at the same number or through the PVPTA website palosverdes.com/pvtransit

IV. LANGUAGE ASSISTANCE PLAN

Improving Access for People with Limited English Proficiency

In order to ensure meaningful access to programs and activities, PVPTA uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps PVPTA to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by PVPTA;
2. The frequency with which LEP persons come into contact with PVPTA services and programs;
3. The nature and importance of PVPTA's services and programs in people's lives; and
4. The resources available to PVPTA for LEP outreach, as well as the costs associated with that outreach.

Analysis Using Four Factor Framework

The PVPTA has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

- I. **Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.**

Task 1, Step 1: Examine prior experiences with LEP individuals

Bus operators and customer service staff report infrequent interactions with LEP persons in the Palos Verdes Peninsula. The majority of interactions with LEP persons are request for information relating to the use of transit services, including route, schedule, fare, and transfers.

Task 1, Step 2: Become familiar with data from The U.S. Census

The U.S. Census 2005-2009 American Community Survey (ACS) describes languages spoken in Los Angeles County and number speaking each language as follows:

Language	Number of Speakers
English Only	3,974,879
Spanish	3,589,730
Chinese	314,413
Tagalog	208,697
Korean	172,778
Armenian	150,304
Vietnamese	73,597
Persian	73,350
Japanese	56,590
Russian	46,767
Arabic	38,239
French	35,905

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves

PVPTA's transit service operates almost exclusively in the Palos Verdes Peninsula. The bus routes serve Palos Verdes Estates, Rancho Palos Verdes, Rolling Hills Estates and small parts of San Pedro and Redondo Beach.

The City's service area is also illustrated in the map shown in the following section.

Task 1, Step 2B: Obtain Census data on the LEP population in your service area

Shown below is the ACS data on *Language Spoken at Home by ability to Speak English for the Population 5 Years and over*.

Language Spoke at Home- Population 5 years and over-Palos Verdes Peninsula	Estimate	Percent
English Only	41,858	69.35%
Language other than English	11,590	19.20%
Speaks English less than "very well"	6,907	11.44%
Chinese	3,540	5.87%
Speaks English less than "very well"	1,524	2.53%
Japanese	2,644	4.38%
Speaks English less than "very well"	1,638	2.71%
Korean	3,308	5.48%
Speaks English less than "very well"	1,790	2.97%
Other languages	3,768	6.24%
Speaks English less than "very well"	1,955	3.23%

Task 1, Step 2C: Analyze the data you have collected

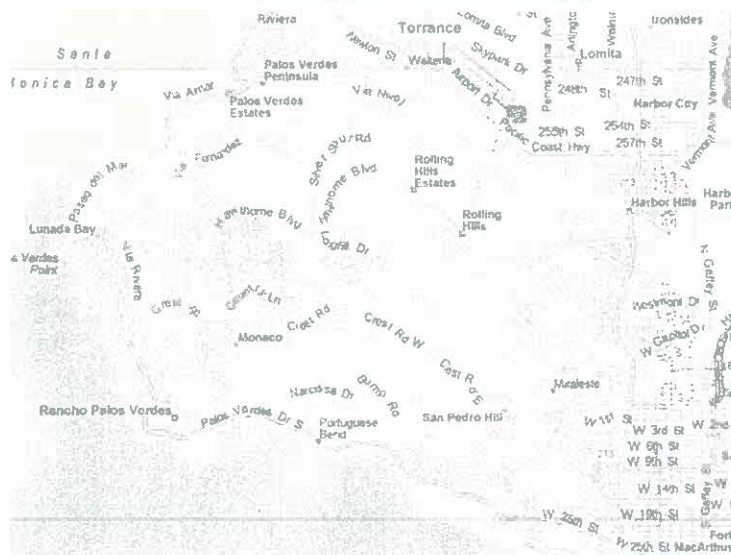
Limited English Proficiency is determined by adding those who speak English in all categories other than very well.

The Palos Verdes Peninsula's total population is 60,355. A total of 6,907 persons (11.44%) are identified with limited English proficiency. Of these persons 1,524 speak Chinese, 1,638 speak Japanese, and 1,790 speak Korean.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area

The large majority of Peninsula patrons with LEP speak Chinese, Japanese, and Korean and reside in all areas of the Peninsula as shown below.

PVPTA SERVICE AREA



Task 1, Step 3: Consult state and local sources of data

Data obtained from the Department of Labor supports the conclusion that Spanish speaking persons make up the majority of all persons not speaking English “very well” in Los Angeles County. LEP persons speaking Chinese, Korean, Persian and Tagalog are also well represented. While the data from the Department of Labor encompasses a much large area than PVPTA’s service area, the data is anecdotally useful.

Task 1, Step 4: Reach out to community organizations that serve LEP persons

LEP persons are served by many organizations in the Peninsula and surrounding communities, including various school districts, government agencies, churches, and other community organizations.

Task 1, Step 4A: Identify community organizations

The PVPTA is in contact with several community organizations that serve the LEP community.

Task 1, Step 4B: Contact relevant community organizations

PVPTA staff is in contact with the organizations listed in Step 4A as well as the Palos Verdes Peninsula Unified School District.

II. Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services

Task 2, Step 1: Review the relevant programs, activities, and services you provide

LEP individuals inquire about the programs and services that the PVPTA provides on an infrequent basis. Operational services include fixed-route and dial-a-ride service. LEP individuals come into contact with PVPTA staff by calling and emailing the administrative office and talking to bus drivers.

Task 2, Step 2: Review information obtained from community organizations

As part of a future transit study, PVPTA will conduct surveys on the frequency in which LEP individuals use transit service, and what modes of service or particular routes are used most frequently.

Task 2, Step 3: Consult directly with LEP persons

Almost all of the LEP persons that utilize PVPTA transit services speak Chinese, Japanese, and Korean. The PVPTA continually interacts with community groups and will identify any new LEP groups that speak languages other than Chinese, Japanese, and Korean and provide additional language assistance as necessary.

III. Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

Task 3, Step 1: Identify your agency's most critical services

PVPTA's most critical services include:

- Fixed Route transit service
- Dial-A-Ride Service

If English is a barrier to using these services then the consequences for the individuals are serious, including limited access to obtain health care, education, employment, and faith-based institutions. Critical information from PVPTA which can affect access includes:

- Route and Schedule information
- System rules and information about how to ride

- Public service announcements
- Safety and security announcements
- Complaint and commendation forms
- Web Pages
- Communication related to program changes
- Information about dial-a-ride service

Task 3, Step 2: Review input from community organizations and LEP persons

Based on input for LEP persons, the most critical services provided by Commerce are:

- Fixed Route transit service
- Dial-a-ride service

IV. Factor 4: The Resources Available to the Recipient and Costs

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

Several bus drivers and one administrative staff member speak Spanish. No PVPTA staff or contractors speak Chinese, Japanese, or Korean.

Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access

Two additional services were identified as part of the Four Factor Analysis:

- Create bi lingual information for dial-a-ride and fixed route service.
- Utilize Language Line translation service on an as-needed basis for customers that speak Chinese, Japanese, or Korean.

Task 4, Step 3: Analyze your budget

The cost associated with implementing further LEP measures are limited to staff time, translation fees, and printing costs.

Task 4, Step 4: Consider cost effective practices for providing language services

PVPTA collaborates with community organizations identified in Task 1 to provide cost effective practices to provide:

- Distribution channels for printed information
- Educational and outreach opportunities to help improve access for LEP persons.

V. OUTCOMES

New tools and alerting riders of language assistance

Based on the information presented in the Four Factor Analysis previously reviewed, the Authority will implement the following items to assist the LEP population in utilizing the PVPTA's services:

- Create bi lingual information for dial-a-ride and fixed route service as well as Title VI complaint forms.
- Utilize Language Line translation service on an as-needed basis for customers that speak Chinese, Japanese, or Korean.

VI. DECISION MAKING BODIES

Non-Elected Committees and Councils

At PVPTA, decisions regarding policy, service changes, fares, capital programming and facility locations are made by a municipally appointed Board of Directors. PVPTA's Board of Directors is composed of six Council Members representing three cities who are members of PVPTA.

Meetings of the PVPTA Board of Directors are always open to the public, held at the Rolling Hills Estates City Hall and other locations in the Peninsula.

Body	Caucasian	Latino	African American	Asian American	Native American
Board of Directors	6	0	0	0	0

VII. SERVICE STANDARDS AND POLICIES

PVPTA has developed a set of quantifiable service standards and policies. These service standards were updated in 2013 through a public participations process, approved by PVPTA's Board of Directors.

These service standards and policies include:

- Vehicle Load
- Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability
- Vehicle Assignment Policy
- Transit Amenity Policy

Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Maximum Load
Aerotech	24	6	30	1.25
MST II	30	8	38	1.25
Blue Bird-CSRE	44	11	55	1.25
Blue Bird	52	0	52	1.00

Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. PVPTA buses are scheduled with a variety of frequencies based generally on demand. Routes are schedule in 15 and 30 minute frequencies and hourly on Route 225-226.

PVPTA will also consider more frequent service where ridership levels warrant and funding levels permit and less frequent services where demand dictates.

On-Time Performance

Among the most important service standard for riders is on-time performance or adherence to published schedules.

- A vehicle is considered on time if it departs a scheduled time point no more than one minute early and no more than 5 minutes late.
- PVPTA's on-time performance objective is 90% or greater.

Service Availability – Access to the Bus

PVPTA currently provides transit service so that 80% of all residents of the Peninsula are within a 1,300 feet (1/4 mile) walk of bus service. Consideration is given to new markets as demand warrants and as resources become available.

Vehicle Assignment Policy

With several practical considerations, PVPTA assigns buses to service so that average age of the buses serving each route does not exceed the average age of the fleet. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route.

Larger buses (30' +) cannot be operated on the White, Blue, and Silver Routes due to turning radius issues at several locations.

Transit Amenity Policy

PVPTA has over 200 bus stops in the Peninsula area. Many of these bus stops were located 20-30 years ago. PVPTA works with the three cities in the Peninsula along with Metro to coordinate the installation, removal, and upgrades of bus stops in the service area.

Residents requesting changes to bus stops can make their request through the PVPTA's website or by e-mail at pvtransit@palosverdes.com

Bus benches and shelters are installed and maintained by member agencies.

Monitoring Service Standards

For the on-going monitoring and measurement of service standards and policies, PVPTA uses the following schedules and methods:

Service Standard/Policy	Sample Schedule	Methodology
Vehicle Load	All Routes Bi-Annually	Trip sheets
Vehicle Headways	Assessed annual as part of FY budgeting and service planning	Trip sheets and monthly operating reports.
On-Time Performance	Assessed Monthly	Nextbus system
Service Accessibility	Assessed annually as part of service planning	Planning Desk
Vehicle Assignment Policy	Ongoing	Review of monthly ridership data

Summary of Changes

There are been no changes in the PVPTA's fare structure in the past three years. There have been minor service changes in the past three years that have not triggered at Title VI determination.

Construction Equity Analysis

The PVPTA owns no facilities and has no plans to construct any new facilities.

VIII. PROGRAM SPECIFIC REQUIREMENTS

Title VI Monitoring

The results of the ongoing monitoring of service standards as defined in the PVPTA's 2013 program can be obtained by contacting PVPTA.

Sub recipient Compliance

During this report period, PVPTA did not engage with any sub recipients.

Equity Analysis for Facility

During the past three years, PVPTA has not constructed a vehicle storage, operations center or maintenance facility.

Demographic Service Profile

Because PVPTA operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.

IX. GRANTS, REVIEWS AND CERTIFICATIONS

Pending Applications for Financial Assistance

PVPTA has no pending applications for financial assistance for any federal agency.

Pending FTA Grants

None

Open FTA Grants

CA-90-Y294 (sub recipient to Metro)

Civil Rights Compliance Reviews in the Past 3 Years

Sub-recipient to Metro

Recent Annual Certifications and Assurances

PVPTA submits above document to Metro annually.

Previous Triennial Review Findings

Sub-recipient to Metro

CONTACT

For addition information on the Palos Verdes Peninsula Transit Authority Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Mr. Martin Gombert Administrator
PVPTA
P.O. Box 2656
Palos Verdes Peninsula, CA 90274

pvtransit@palosverdes.com

MEMORANDUM

TO: AUTHORITY MEMBERS

FROM: Martin Gombert, Administrator

DATE: October 11, 2013

SUBJECT: Capital Improvement Program

INTRODUCTION

In January 2013 the Authority applied to Metro's 2013 Call for Projects (Call) for the purchase of three mid-size transit vehicles. Staff learned in June that the Call for Projects application was not successful and the next opportunity to apply for capital funding will be the 2016 Call for Projects.

Staff is also proposing to purchase one (1) replacement vehicle from Creative Bus Sales to begin the replacement program for vehicles 1030-1032. These vehicles were purchased in 2003, are no longer manufactured, and are becoming more costly to maintain.

REPLACEMENT BUSES

It is recommended that the Authority purchase one replacement bus through the MBTA/CalACT Cooperative Bid (RFP #12-03). The Cooperative is the development of a **Local Government Purchasing Schedule** as defined in the Federal Transit Administration's (FTA) Circular 4220.1F Chapter V, Part 4.

A summary of vehicle specifications is shown below:

- Make and Model: XHF Standard Floor
- Thirty-two passenger capacity
- Wheelchair Lift with seating positions for two wheelchairs
- Powered by compressed-natural-gas (CNG)
- Electronic Destination Signs
- Bike Rack

Detailed vehicle specifications and drawings are attached.

Estimated delivery time is twelve months from date of order.

FINANCIAL IMPACT

Shown below is the estimated cost and funding source for the replacement vehicle purchase. A detailed quote for the proposed purchase is attached.

Purchase Price-Creative Bus Sales

Purchase Price	\$	396,280
Number		1
<u>Subtotal</u>	<u>\$</u>	<u>396,280</u>
Decals	\$	5,000
TOTAL	\$	401,280

Funding Source

Capital Reserve	\$	401,280
TOTAL	\$	401,280

There are adequate funds in the Authority's Capital Reserve account to fund the bus purchase.

RECOMMENDATION

Approve the Capital Improvement Program consisting of the purchase of one replacement bus from Creative Bus Sales (Quote Dated October 9, 2013) for a total cost not to exceed \$401,280.



Creative Bus Sales

Chino • Hayward • Sacramento • Elkhart • Las Vegas • Phoenix • Albuquerque • Dallas • Atlantic Beach • Jacksonville • Orlando

Proposal For: PVPTA

EIDorado National XHF 33' – CNG
(32) Passengers

PUBLIC AGENCY – MBTA/CalACT Cooperative Bid #12-03
October 9th, 2013

The Vehicle(s) To Be Provided In Accordance With Request For Proposals MBTA/CalACT RFP #12-03. The Following Changes Are Incorporated For The Vehicle(s) Provided to Palos Verdes Peninsula Transit Authority.

Price Calculation:

- XHF 33' – Front & Mid Door Body \$ 345,892.00
- 178" Wheelbase Inc.

Mechanical:

- Air Compressor – Engine Mounted Inc.
- Rear Engine "Run" Box Inc.
- Electronic Throttle Inc.
- Engine Belt Guard Inc.
- Air Dryer Inc.
- Air Brakes Inc.
- ABS Brake System Inc.
- Cummins ISL-G 250hp Engine – CNG Inc.
- Allison B300R 5-Speed w/Retarder Inc.
- Silicone Cooling Hoses – All Inc.
- w/Constant Torque Clamps Inc.
- Stainless Steel Radiator Tanks & Piping Inc.
- Stainless Steel Surge Tank Inc.
- Diagnostic Data Port in Rear Engine Compartment Inc.
- Exhaust Wrap Inc.
- Modine Electric Fans w/Radiator Inc.
- dKneeling Front Suspension System Inc.
- ENC Std. Diameter Exterior Kneeling Light Inc.
- Air Suspension Inc.
- Steering Column Tilt & Telescopic Inc.
- Wheels – Painted Steel Inc.
- Radial Tires Inc.
- Front / Rear Help Bumper Inc.
- Front / Rear Mud Flaps Inc.
- Front and Rear Tow Assembly Inc.

Electrical:

- High Idle Assembly Inc.
- Wiring Color Coded and Numbered Inc.

▪ Fluorescent Interior Lighting	Inc.
▪ Circuit Breaker Manual Reset	Inc.
▪ Batteries Dual 8D on Stainless Steel Slide-Tray	Inc.
▪ 24-Volt Electrical System	Inc.
▪ Delco 50DN 24 Volt Alternator	Inc.
▪ Back-Up Alarm	Inc.
▪ I/O Controls Multiplex System G3 – 24v	1,500.00
▪ Cummins Engine Protection w/Low Coolant Probe	Inc.
▪ Engine Hour Meter	Inc.
▪ Hubodometer	Inc.
▪ Day/Night Run Switch w/Push Button Start	Inc.
▪ Turn Signals – Side / Front / Rear	Inc.
▪ Armored Clearance Lighting	Inc.
▪ LED Exterior Lights	Inc.
▪ Rear High Mount Collision Avoidance Light	Inc.
▪ Daytime Running Lights	Inc.
▪ LED – Exterior Stepwell Light	Inc.

Body:

▪ Undercoated and Sealed Body	Inc.
▪ ACQ Plywood ¾" Marine Grade	Inc.
▪ Altro or RCA Rubber Flooring	Inc.
▪ Ziebart Undercoating Inside All Roll Cage Tubes	Inc.
▪ Ceiling Grabrails	Inc.
▪ Transpec Roof Hatch	Inc.
▪ Automotion Roller Blinds – <i>(Driver Front / Side)</i>	Inc.
▪ Intermittent Windshield Wiper Kit	Inc.
▪ Rear View Interior Mirror	Inc.
▪ Electric/Heated Exterior Mirrors	Inc.
▪ Remote Switch – Entry Door	Inc.
▪ Air Vapor Slide-Glide Entry Door	Inc.
▪ Deluxe Platinum Interior	Inc.

Safety and Ancillary Equipment:

▪ ADA Package – Ricon Fold-Over Ramp	Inc.
▪ Standee Line Yellow 3" x 38"	Inc.

Miscellaneous:

▪ Cummins ISL-G 250hp Engine – CNG	Inc.
▪ Center Rear Mud Flap	Inc.
▪ Recaro Ergo MCII Air Suspension Driver's Seat	Inc.
- w/Lap Restraint Belt	Inc.
- w/32 Ounce Black Fabric Cushions & Back	Inc.
▪ Q'Straint 8100 Deluxe Wheelchair Restraints (2)	Inc.
▪ Manuals / Training / Warranty	Inc.

Optional Equipment:

▪ 5-Position Door Control	Inc.
▪ 6" Round Mirror at Front Corner	25.00
▪ Farebox Rail and Pre-Wire	350.00



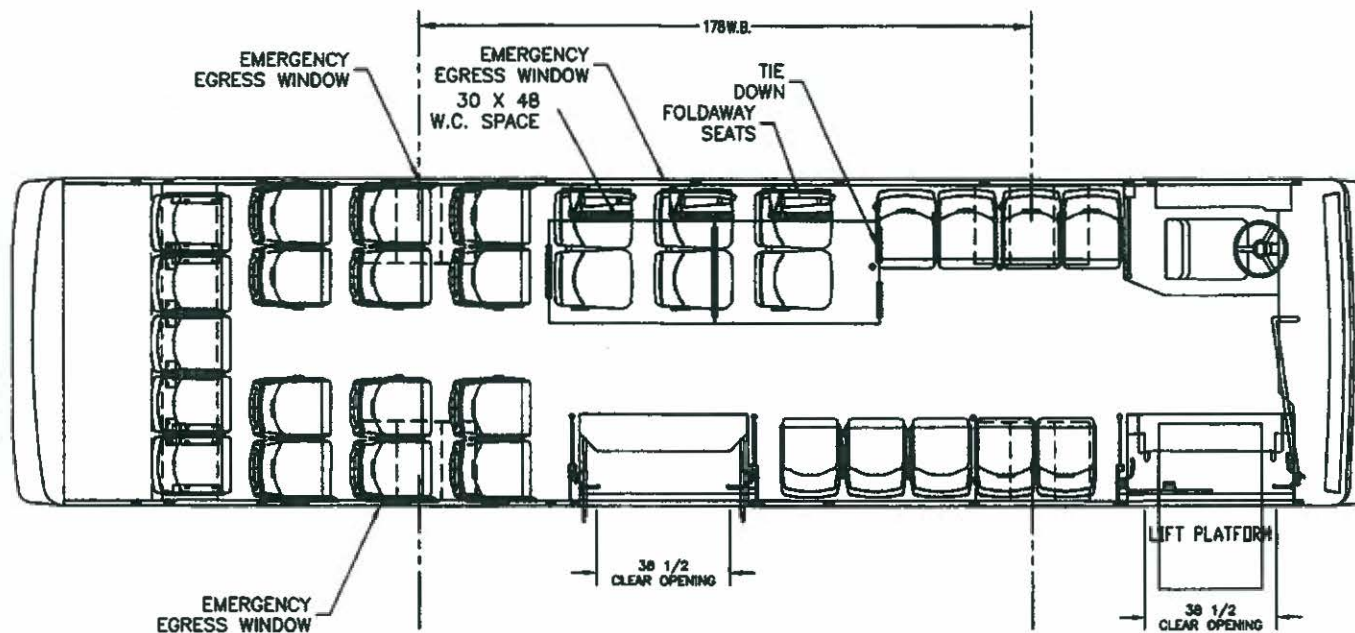
Creative Bus Sales

Chino • Hayward • Sacramento • Elkhart • Las Vegas • Phoenix • Albuquerque • Dallas • Atlantic Beach • Jacksonville • Orlando

▪ Tip/In Transom Windows	Inc.
▪ LED Interior Passenger Lighting	2,500.00
▪ Upgrade – To Twin Vision Electronic Signs – (Front/Side)	1,500.00
▪ "Stop Request" System – Touch Tape	995.00
▪ Freedman Mid-High Back Seats	Inc.
▪ Add PA System w/Boom Mike and Foot Switch <i>(Eight Speakers, Foot Switch to Operate Either PA or Two-Way)</i>	679.00 Inc.
▪ 2-Bike Rack w/Deploy Light – (Stainless Steel w/Bike Deploy Light)	1,600.00
▪ Spare Tire & Wheel	Inc.
▪ Automatic Traction Control	Inc.
▪ Driver's Coat Hook & Strap	Inc.
▪ ACQ Pressure Treated Sub-Floor Plywood	Inc.
▪ Heated and Remote Mirrors w/External Turn Signal	Inc.
▪ Interior Mirror	Inc.
▪ Thermo-King T-14 HVAC	Inc.
▪ Drivers Front HVAC	2,965.00
▪ Group 31 Batteries (4)	150.00
▪ Two-Way Radio Pre-Wire	Inc.
▪ AM/FM/CD/MP3 – 6 Speakers	300.00
▪ Drivers Fan	125.00
▪ Fire Detection/Suppression System (CNG)	1,500.00
Vehicle Price	\$ 345,892.00
Optional Equipment	14,189.00
Document Prep Fee	80.00
Vehicle Sub-Total	<u>\$ 360,161.00</u>
Sales Tax (\$ 341,161.00) x 9.00%	30,704.49
California Tire Fee x (7)	12.25
DMV Fees	- Exempt -
CalACT Procurement Fee	5,402.42
Total (Each)	\$ 396,280.16

Sincerely,

Don White - Contract & Transit Sales
(714) 309-0688 Cell - donw@creativebussales.com



CAPACITY: CONCEPTUAL PROPOSAL ONLY

26 PASSENGERS WITH 2 WHEELCHAIR POSITIONS
OR
32 PASSENGERS PLUS DRIVER
USING FREEDMAN CHISEATS WITH SEAT BELTS

THIS DRAWING IN DESIGN & DETAIL IS THE PROPERTY OF ELDERADO NATIONAL & MUST NOT BE USED EXCEPT IN CONNECTION WITH OUR WORK. ALL RIGHTS OF DESIGN OR INVENTION ARE RESERVED.

ITEM	PART OR Dwg. NO.	QTY.	SIZE	DESCRIPTION	SPEC.
DRAWN BY LOREN L		DATE 10/11/12		Eldorado National - California	
APPROVED		A THOR Company		8870 Galena Street Riverside, CA 92506 Phone (909) 501-9557	
ECN NO	REV	DATE	BY	TITLE FLOOR PLAN XHF 33	
NEXT ASSEMBLY				MODEL XHF	
SCALE 1=32		SIZE B		DWG NO. 93200534X	
ADDED FILE 93200534X		TOLERANCES UNLESS OTHERWISE SPECIFIED		SHEET 1 OF 1	
		FRACIONS DECIMALS 1/32 3/32 1/16 1/8 3/16 1/4 5/16 3/8 7/16 1/2 5/8 3/4 7/8		REV	

REVISE ONLY ON OLD SYSTEM

MEMORANDUM

TO: AUTHORITY MEMBERS
FROM: Martin Gombert, Administrator
DATE: October 11, 2013
SUBJECT: Dial-A-Ride Fare Increase

INTRODUCTION

The Palos Verdes Peninsula Transit Authority is proposing to increase dial-a-ride fares from \$5.00 per ride to \$6.00 per ride effective January 1, 2014. One ride is good for a one-way trip on the Peninsula. Two rides are required to travel one-way to medical facilities off the Peninsula in surrounding cities.

Staff made a presentation at the July 16th Rancho Palos Verdes City Council Meeting regarding the Authority's dial-a-ride service and proposed fare increase. Similar presentations were made at Palos Verdes Estates and Rolling Hills Estates City Council meetings.

A public hearing on the proposed fare increase was held at the Palos Verdes Library on September 24th at 5:30 p.m. There were no attendees at this public hearing.

Authority staff has spoken to numerous seniors, dial-a-ride users, and staff at the PV Senior Center and have received no negative comments on the proposed fare increase.

RECOMMENDATION

Approve a dial-a-ride fare of \$6.00 per ride effective January 1, 2014.

MEMORANDUM

TO: AUTHORITY MEMBERS

FROM: Martin Gombert, Administrator

DATE: October 9, 2013

SUBJECT: Succession Plan

INTRODUCTION

The Board has requested that the Administrator prepare a succession plan that would be implemented upon the Administrator becoming unable to continue in the position. The current transit administration contract with the Mobility Advancement Group (Mr. Martin Gombert, Administrator) expires in January 2016 and has a sixty day cancellation clause.

SUCCESSION PLAN

In the event of the Administrator not being able to continue in his duties for whatever reason, the Mobility Advancement Group would assign the transit administration contract with the Palos Verdes Peninsula Transit Authority (PVPTA) to Ms. Jill Kollman pending Board approval.

Ms. Kollman has assisted the Administrator on several projects over the past several years including attending Metro's Local Transit Service Subcommittee (LTSS) and serving as the Acting Administrator during Mr. Gombert's absence. Ms. Kollman has been a transit consultant for over 15 years and previously worked at the Orange County Transit District (OCTD). Ms. Kollman's resume is attached.

The attached Succession Plan contains a list of activities that would take place upon the replacement of the Transit Administrator. The Board would have the ability to continue to Transit Administrator contract with Ms. Kollman after reviewing her performance as Transit Administrator

RECOMMENDED ACTION

Receive and File

PVPTA Succession Plan

INTRODUCTION

This memo outlines PVPTA Succession Plan, which will be implemented upon a change in the Transit Administrator. The current contractor is the Mobility Advancement Group (Mr. Martin Gombert, Administrator) and this contract expires in January 2016.

1. Notification of Change in Administrators

The following officials and staff would be notified in writing immediately upon the change in Administrators:

- Board Chairman and Board Members.
- City Managers of Palos Verdes Estates, Rancho Palos Verdes, and Rolling Hills Estates and the Superintendent of the PVPUSD.
- Authority Counsel-Mr. Darold Pieper
- Los Angeles County Department of Public Works Staff
- Contractor staff (Transportation Concepts and Administrative Services Co-Op)
- Metro Staff (Local Return and NTD programs)
- Los Angeles County Supervisor, District 4 staff
- PV Transit office and support staff

2. Schedule Special Board Meeting

The Acting Administration, in conjunction with the Board Chairperson, would poll Board Members and special a Special Board meeting. The purpose of the Special Board Meeting would be to confirm the new Administrator, accept assignment of the transit administration contract on a temporary basis, and approve updated signature cards.

The Board of Directors could schedule a follow-up meeting to review the new Administrator's performance and consider extension of the transit administration contract.

3. Revised Signature Cards

The following signature cards would need to be updated with Board Approval:

- Bank Accounts (Wells Fargo)
- Local Agency Investment Fund (LAIF)

PVPTA Succession Plan

Note that Authority checks can be signed by Board Members until the new Administrator receives Board approval.

4. Support Staff

PV Transit office staffs are currently employees of the administrative contractor. The new Administrator will be responsible for placing these individuals on their company's payroll.

The Authority's bookkeeper is under contract directly to the Authority

The current CPA Firm (Brigante Cameron, Waters, and Strong) are under contract to the administrative contractor. The new Administrator will be responsible for placing the CPA firm under contract.

5. Receive Authority Equipment

The Acting Administrator would receive the following items from the Office Manager:

- Facility Keys
- Passwords for accounting software
- Passwords for Wells Fargo and LAIF accounts, after approval of #3 by the Board.

6. Review Status of Current reports and invoices

The Acting Administrator would confirm the status of the following reports and grant invoices and update as necessary.

- Metro Reports (Monthly MR-20, EZ Pass Invoice, Route 225 Invoice and Report, NTD trip samples)
- Metro Quarterly (Proposition A Incentive Fund invoice and report)
- Metro Annually (National Transit Database annual report)
- Los Angeles County Department of Public Works Annually (Invoice and report for unincorporated service area)
- State Controllers Report-Due annual in October.

The Acting Administrator will also meet with the Authority's bookkeeper and review the status of the Authority's Accounts Payable and Receives as well as monthly financial

PVPTA Succession Plan

reports. The Administrator will update the Board within 30 days on the status of financial reports and accounts receivables and payables.



Jill Kollmann & Associates

FIRM OVERVIEW

Ms. Kollmann has served the public transportation industry for nearly thirty years. Core competencies and key experience includes:

- ◆ Transportation services and operations planning including coordination of land development plans, transit facility development projects, multi-modal and intermodal connectivity plans, and ADA transportation service plans.
- ◆ Motorist Aid and Traveler Information systems and services planning, design, implementation and operations management.
- ◆ Fixed Route and Demand Response transit planning and operations management including planning, budgeting and procurement of supporting technologies to improve efficiency and information system for operators and customers.
- ◆ Development of Concept of Operations for comprehensive, region-wide, multi-agency effort to install technology to help manage freight movement around the Ports of Los Angeles and Long Beach.
- ◆ Development of Transportation Demand Management support programs such as Guaranteed Ride Home, and including a Field Operational Test of Real-Time Rideshare enabling technologies.

PROJECT DESCRIPTIONS

Orange County Transportation Authority Short Range Transit Plans

As the Service Planning manager, Ms. Kollmann had hands-on responsibilities for the annual development of several consecutive 5-year transit operations plans and budgets. Service plans were developed and implemented around five transit centers and all Metrolink stations as they came on line. Planning activities included working with the County and various cities that were constructing brand new communities, such as Rancho Santa Margarita, to coordinate land development plans and transit operations planning. This, combined with the advent and expansion of Metrolink services, also were the impetus for Ms. Kollmann to take the lead in the development of the agency's transformational Market Development program to provide intermodal connectivity, encourage transit use, improve local resident mobility, and support local employers participating in Transportation Demand Management programs. Planning processes also included the application of census and modeling data, local economic data and economic forecasts, and changes in funding and legislation.

Inland Empire (San Bernardino and Riverside Counties) 511 Traveler Information

Under contract to San Bernardino Associated Governments (SANBAG), Ms. Kollmann participated in the Los Angeles 511 planning process to coordinate Inland Empire needs. Subsequent to the two counties deciding to launch an Inland Empire focused system, Ms. Kollmann was responsible for coordinating the telcos and switching plan, participating in the development and review of call flows and scripting by Iteris, and coordinating the geo-coding and launch of transit data for all of the 9 smaller transit operators to be launched on Google Transit to support the trip planner element of the 511 program.

City of Ontario Personalized Public Transit Field Operational Test

Ontario, California was selected in 1994 by Caltrans Office of New Technology as a site to demonstrate Personalized Public Transportation as envisioned by Caltrans as California's Smart Traveler System Deployment. The project was designed to "push the envelope" of real-time traveler information, ride

reservation and ride matching technologies as they existed at that time, and to conduct a Field Operational Test of a system using a variety of vehicle options including private vehicles and existing courtesy shuttles. At the direction of the City of Ontario's Director of Planning, Ms. Kollmann's responsibilities as Deputy Project Manager included service design, rider market assessment, user acceptance of technology and real-time service capabilities, technology assessment, and development of System Requirements. She was also responsible for day-to-day management of subcontractors, including TRW, for the development of detailed system specifications for procurement, integration and testing of a system that would support real-time ride matching and navigation for users. Ms. Kollmann was also responsible for field testing prototypes of devices that have since then developed into off-the-shelf GPS-equipped cellular telephones which also support instant messaging and social networking as well as navigation.

Gateway Cities Technology Plan for Goods Movement

This project was designed to tie together several sub-projects designed to support the movement of freight originating in the Ports of Los Angeles and Long Beach. Ms. Kollmann authored the Concept of Operations document, designed to provide insight into the working day of truck drivers and dispatchers, and how their tasks are accomplished efficiently and effectively using a wide range of technologies which put information into trucks and on dispatchers' desktops. The Concept of Operations document is a non-technical piece which can be used to communicate project benefits and operational options, as well as provide a framework for developing user interfaces and institutional relationships.

Palos Verdes Peninsula Transportation Agency

Ms. Kollmann is on call to assist with market and demographic assessments as well as service planning tasks to support the operation of student-based fixed route transit service and senior-based demand response transportation.

REFERENCES

Ms. Michelle Kirkhoff
President, MK Consulting
(909) 534-9767
michelle@mkconsulting.me

Mr. Robert Yates
Multi Modal Services Director
951-787-7905
ryates@rctc.org

Christopher Hedden
Cambridge Systematics
555 12th St, Suite 1600
Oakland, CA 94607
(614) 419-9009
chedden@camsys.com