



**VICTOR VALLEY TRANSIT AUTHORITY
REGULAR MEETING OF
THE BOARD OF DIRECTORS
November 16, 2020, 9:30 A.M.**

Join Zoom Meeting

<https://us02web.zoom.us/j/83245289132?pwd=WVNQcm15YnowT0lhZndQbkxFc1d4dz09>

Meeting ID: 832 4528 9132
Passcode: 603031

Victor Valley Transit Authority Board of Directors

Curt Emick, Chair, Town of Apple Valley
Joy Jeannette, Vice-Chair, City of Adelanto
Larry Bird, Director, City of City of Hesperia
Robert Lovingood, Director, County of San Bernardino
Dawn Rowe, Director, County of San Bernardino
Gloria Garcia, Director, City of Victorville
James Noble, City of Barstow

MISSION STATEMENT

Our mission is to serve the community with excellent public transportation services in terms of quality, efficiency, and responsiveness.

AGENDA

There will be no physical location for this meeting. Members of the public wishing to participate via teleconference, can do so by dialing the following number: 1 669-900-6833, Meeting ID: 832 4528 9132, passcode 603031. If you wish to make public comment, please send an email to publiccomments@vvtta.org by Friday November 13, 2020 at 5:00 p.m. Written comments will be read into the record. Please silence/mute your device during the meeting. Any member of the public requiring a reasonable accommodation to participate in this meeting in light of this announcement shall contact the Clerk of the Board no later than Wednesday, November 11, 2020 at 5:00 p.m. The Clerk's telephone number is 760-948-3262 x112. This agenda available and posted: Friday, November 6, 2020.

CALL TO ORDER

ROLL CALL

PLEDGE OF ALLEGIANCE

ANNOUNCEMENTS

PUBLIC COMMENTS

This is the time the Board will hear public comments regarding items not on the agenda or the consent calendar. Individuals who wish to speak to the Board regarding agenda items or during public comments should fill out a comment card and submit it to the Clerk of the Board. Each speaker is allowed three (3) minutes to present their comments. The Board will not remark on public comments; however, each comment will be taken into consideration by VVTA.

CONSENT CALENDAR

Consent Calendar items shall be adopted by a single vote unless removed for discussion by Board member request.

- Pg. 9 ***Item #1: Minutes from Regular Meeting of The Board of Directors Conducted on October 19, 2020.***
Recommendation: Move for approval.
Presented by: None.
- Pg. 17 ***Item #2: Warrants, September, 2020.***
Recommendation: Move for approval.
Presented by: None.
- Pg. 23 ***Item #3: Calendar of Meetings 2021.***
Recommendation: Move for Approval.
Presented by: None.

REPORTS

- Pg. 27 ***Item #4: Meeting Notes from The Technical Advisory Committee Meeting Conducted on November 4, 2020.***
Recommendation: Information item only.
Presented by: None.
- Pg. 33 ***Item #5: Management Reports for Hesperia and Barstow Divisions – Verbal Report from Executive Director.***
Recommendation: Information item only.
Presented by: Kevin Kane, Executive Director.

ACTION ITEMS

- Pg. 43 ***Item #6: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Project and Project Funding for Upgrading Vanpool Software.***
Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to include project and project funding for upgrading vanpool software.
Presented by: Nancie Goff, Deputy Executive Director.
- Pg. 47 ***Item #7: Award VVTA RFP 2021-04 iVanpool.org Update.***
Recommendation: Award RFP 2021-04 to TripSpark Technologies, Cedar Rapids, IA, not to exceed 207,007.00.
Presented by: Christine Plasting, Procurement Manager.
- Pg. 79 ***Item #8: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Regional Replacement Buses Class H (2).***
Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Regional Replacement Buses Class H (2).
Presented by: Nancie Goff, Deputy Executive Director.
- Pg. 83 ***Item #9: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Paratransit Buses (2).***
Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Paratransit Buses (2).
Presented by: Nancie Goff, Deputy Executive Director.
- Pg. 87 ***Item #10: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Vans for Big River.***
Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Vans for Big River.
Presented by: Nancie Goff, Deputy Executive Director.
- Pg. 91 ***Item #11: VVTA Agency Safety Plan (ASP).***
Recommendation: Approve VVTA policy 1-001-20 formalizing Agency Safety Plan (ASP).
Presented by: Simon Herrera, Director of Operations.

Pg. 125

Item #12: Closed Session.

BOARD BUSINESS

Closed Session.

Government Code 54956.9(d) Pending and Threatened Litigation –
One Case.

BOARD OF DIRECTORS COMMENTS

DATE OF NEXT MEETING

Tuesday, January 19, 2021 at 9:30 AM
Victor Valley Transit Authority
17150 Smoke Tree Street
Hesperia, CA 92345

ADJOURNMENT

Victor Valley Transit Acronym List

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| | |
|------------|--|
| ADA | Americans with Disabilities Act |
| APTA | American Public Transit Association |
| AQMP | Air Quality Management Plan |
| BAFO | Best and Final Offer |
| BEB | Battery Electric Bus |
| BOE | Board of Equalization |
| CALCOG | California Association of Councils of Governments |
| CALTRANS | California Department of Transportation |
| CARB | California Air Resources Board |
| CEQA | California Environmental Quality Act |
| CHP | California Highway Patrol |
| CIP | Capital Improvement Program |
| CMAQ | Congestion Mitigation and Air Quality |
| CMP | Congestion Management Program |
| CNG | Compressed Natural Gas |
| COG | Council of Governments |
| CSAC | California State Association of Counties |
| CTC | California Transportation Commission |
| CTC | County Transportation Commission |
| CTP | Comprehensive Transportation Plan |
| CTSA | Consolidated Transportation Services Agency |
| CTSGP-CTAF | California Transit Security Grant Program-California Transit Assistance Fund |
| DAC | Disadvantaged Communities |
| DBE | Disadvantaged Business Enterprise |
| DBELO | Disadvantaged Business Enterprise Liaison Officer |
| DOD | Department of Defense |
| DOT | Department of Transportation |
| E&H | Elderly and Handicapped |
| EEM | Environmental Enhancement and Mitigation |
| EIR | Environmental Impact Report |
| EIS | Environmental Impact Statement |
| EPA | United States Environmental Protection Agency |
| ETC | Employee Transportation Coordinator |
| FAST | Fixing America's Surface Transportation ACT |
| FCEB | Fuel Cell Electric Bus |
| FEIS | Final Environmental Impact Statements |
| FHWA | Federal Highway Administration |
| FTA | Federal Transit Administration |
| GIMS | Geographic Information Mapping Systems |
| GIS | Geographic Information Systems |
| GPS | Global Positioning System |
| HOV | High-Occupancy Vehicle |
| HVIP | Hybrid and Zero-Emission Truck and Bus Voucher Incentive Program. |
| IAS-FFA | Independent Auditors Statement for Federal Funding Allocation |
| ITS | Intelligent Transportation Systems |
| JPA | Joint Powers Authority |
| LACMTA | Los Angeles County Metropolitan Transportation Authority |
| LAP | Language Assistance Plan |
| LCFS | Low Carbon Fuel Standard |
| LCTOP | Low Carbon Transit Operations Program |
| LD | Liquidated Damages |
| LEED | Leadership in Energy and Environmental Design |

Victor Valley Transit Acronym List

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| | |
|---------|--|
| LEP | Limited English Proficiency |
| LTF | Local Transportation Fund |
| MAP-21 | Moving Ahead for Progress in the 21 st Century |
| MBTA | Morongo Basin Transit Authority |
| MDAQMD | Mojave Desert Air Quality Management District |
| MDT | Mobile Display Terminal |
| MOU | Memorandum of Understanding |
| MPO | Metropolitan Planning Organization |
| MTP | Metropolitan Transportation Planning |
| MTBP | Mass Transit Benefit Program |
| NEPA | National Environmental Policy Act of 1969 |
| NTD | National Transit Database |
| OCTA | Orange County Transportation Authority |
| OWP | Overall Work Program |
| PASTACC | Public and Specialized Transportation Advisory and Coordinating Council |
| PCA | Personal Care Attendant |
| PTMISEA | Public Transportation Modernization Improvement and Service Enhancement Account. |
| POP | Program of Projects |
| RCTC | Riverside County Transportation Commission |
| RDA | Redevelopment Agency |
| RTAC | Regional Transportation Agencies' Coalition |
| RTAP | Rural Technical Assistance Program |
| RTIP | Regional Transportation Improvement Program |
| RTP | Regional Transportation Plan |
| RTPA | Regional Transportation Planning Agencies |
| SBCTA | San Bernardino County Transportation Authority (formerly SANBAG) |
| SCAG | Southern California Association of Governments |
| SOV | Single-Occupant Vehicle |
| SRTP | Short Range Transit Plan |
| STAF | State Transit Assistance Funds |
| STIP | State Transportation Improvement Program |
| STP | Surface Transportation Program |
| TAC | Technical Advisory Committee |
| TAM | Transit Asset Management |
| TCM | Transportation Control Measure |
| TDA | Transportation Development Act |
| TEA | Transportation Enhancement Activities |
| TEAM | Transportation Electronic Award and Management |
| TNC | Transportation Network Company |
| TOCP | Transit Operating and Capital Plan |
| TrAMS | Transit Award and Management System |
| TREP | Transportation Reimbursement Escort Program |
| TRIP | Transportation Reimbursement Incentive Program |
| TSSSDRA | Transit System Safety, Security and Disaster Response Account |
| TSM | Transportation Systems Management |
| ULEV | Ultra Low Emission Vehicle |
| UZAs | Urbanized Areas |
| VOMS | Vehicles Operated in Maximum Service |
| ZEB | Zero Emission Bus |
| ZEV | Zero Emission Vehicle |

Victor Valley Transit Authority Meeting Procedures

The Ralph M. Brown Act is the state law which guarantees the public's right to attend and participate in meetings of local legislative bodies. These rules have been adopted by the Victor Valley Transit Authority (VVTa) Board of Directors in accordance with the Brown Act, Government Code 54950 et seq., and shall apply at all meetings of the (VVTa) Board of Directors.

1. **Agendas** - All agendas are posted at the VVTa Administrative offices, and the Victorville, Hesperia, Barstow and Apple Valley city/town halls at least 72 hours in advance of the meeting. Staff reports related to agenda items may be reviewed at the VVTa Administrative offices located at 17150 Smoke Tree Street, Hesperia, CA 92345.
2. **Agenda Actions** - Items listed on both the "Consent Calendar" and "Action/Discussion Items" contain suggested actions. The Board of Directors will generally consider items in the order listed on the agenda. However items may be considered in any order. New agenda items can be added and action taken by two-thirds vote of the Board of Directors.
3. **Closed Session Agenda Items** - Consideration of closed session items exclude members of the public. These items include issues related to personnel, ending litigation, labor negotiations and real estate negotiations. Prior to each closed session, the Chair will announce the subject matter of the closed session. If action is taken in closed session, the Chair may report the action to the public at the conclusion of the closed session.
4. **Public Testimony on an Item** - Members of the public are afforded an opportunity to comment on any listed item. Individuals wishing to address the Board of Directors should complete a "Request to Speak" form. A form must be completed for each item an individual wishes to speak on. When recognized by the Chair, speakers should be prepared to step forward and announce their name and address for the record. In the interest of facilitating the business of the Board, speakers are limited to three (3) minutes on each item. Additionally, a twelve (12) minute limitation is established for the total amount of time any one individual may address the Board at any one meeting. The Chair or a majority of the Board may establish a different time limit as appropriate, and parties to agenda items shall not be subject to the time limitations. If there is a Consent Calendar, it is considered a single item; thus the three (3) minute rule applies. Consent Calendar items can be pulled at Board member request and will be brought up individually at the specified time in the agenda allowing further public comment on those items.
5. **Public Comment** - At the beginning of the agenda an opportunity is also provided for members of the public to speak on any subject within VVTa's authority. Matters raised under "Public Comment" may not be acted upon at that meeting. The time limits established in Rule #4 still apply.
6. **Disruptive Conduct** - If any meeting of the Board is willfully disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting impossible, the Chair may recess the meeting or order the person, group or groups of persons willfully disrupting the meeting to leave the meeting or to be removed from the meeting. Disruptive conduct includes addressing the Board without first being recognized, not addressing the subject before the Board, repetitiously addressing the same subject, failing to relinquish the podium when requested to do so, or otherwise preventing the Board from conducting its meeting in an orderly manner.

Please be aware that a NO SMOKING policy has been established for VVTa meetings. Your cooperation is appreciated!

VICTOR VALLEY TRANSIT AUTHORITY

MISSION STATEMENT

**Our mission is to serve the
community with excellent
public transportation
services in terms of quality,
efficiency, and
responsiveness.**

Quality

To increase ridership and community support by exceeding expectations.

Efficiency

To maintain an efficient operation that represents a highly-valued service.

Responsiveness

To provide services and facilities which are responsive to the needs of the community.

**AGENDA ITEM
ONE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Minutes from the Regular Meeting of the Board of Directors Conducted on October 19, 2020.

SUMMARY STATEMENT

Following are copies of the minutes from the regular meeting of the Board of Directors conducted on October 19, 2020.

RECOMMENDED ACTION

Move for approval.

PRESENTED BY
Debi Lorrach,
Clerk of the Board

FISCAL IMPACT

N/A

MEETING DATE

November 16, 2020

ITEM NUMBER

1

**VICTOR VALLEY TRANSIT
PUBLIC HEARING AND REGULAR MEETING OF THE
BOARD OF DIRECTORS**

**October 19, 2020
MINUTES**

CALL TO ORDER

The Public Hearing and Regular Meeting of the Board of Directors of the Victor Valley Transit Authority was called to order at 9:33 a.m. by Chair Curt Emick.

ROLL CALL

Board Members Present: Chair Curt Emick
Vice-Chair Joy Jeannette
Director Larry Bird
Director Gloria Garcia
Director James Noble
Director Robert Lovingood
Alternate-Director Elaine Villareal

Staff Members Present:

| | |
|------------------------------|------------------------------------|
| Kevin Kane, VVTA (via phone) | Jonathan McDowell, Next |
| Maged Azer, VVTA | Barbara Miller, VVTA |
| Debi Lorrach, VVTA | Ron Zirges, VVTA |
| Nancie Goff, VVTA | Cynthia O'Neill, County Counsel |
| Chris Ackerman, VVTA | John Tubbs, County Counsel |
| Simon Herrera, VVTA | Christine Ortega, Next |
| Nancy Strickert, SBCTA | Dennis Brooks, AMMA |
| Chase Williams, VVTA | Marie Downing, VVTA |
| Don Holland, Co. of SB | Dough Mathews, City of Victorville |
| Jerry Perez, VVTA | Nate Dowd, VVTA |

PLEDGE OF ALLEGIANCE

Director Lovingood led the audience in the pledge of allegiance.

ANNOUNCEMENTS

None.

PUBLIC COMMENTS

Speaker: Terri Martini, Adelanto, CA 92301
Ms. Martini wished to compliment the ADA Paratransit drivers as well as the Fixed Route drivers for doing a great job during the pandemic. She stated that the drivers are all friendly and very helpful.

Speaker: Rick Symmes, Adelanto, CA 92301

Mr. Symmes stated that there was an incident on the bus where the driver was not able to get his wheelchair locked down. He also stated that on his way to the Board Meeting this morning the driver refused to let him off the bus, refusing to lower the ramp. Mr. Symmes said that some other drivers only deploy the ramp halfway. Mr. Symmes feels that the drivers have no respect; also, notices on the bus windows block Mr. Symmes view from determining his location while on the bus.

Speaker: Blanca Gomez, Victorville, CA

Ms. Gomez reiterated the concerns shared by Mr. Symmes, adding that she is an advocate for the members of her community.

CONSENT CALENDAR

1. **Minutes from the Regular Meeting of The Board of Directors Conducted on September 21, 2020.**
Recommendation: Move for approval.
Presented by: None.
2. **Warrants, August 2020.**
Recommendation: Move for approval.
Presented by: None.

A MOTION WAS MADE BY Director Garcia to approve the Consent Calendar, Seconded by Vice-Chair Jeannette. The motion passed with Director Lovingood abstaining from the minutes.

REPORTS

3. **Meeting Notes from the Technical Advisory Committee Meeting Conducted on October 7, 2020.**
Recommendation: Information item only.
Presented by: None.
4. **Management Reports for Hesperia and Barstow Divisions – Verbal Report from Executive Director.**
Recommendation: Information item only.

Ms. Goff briefly shared that VVTA's new contractor for Operations and Maintenance transitioned over on October 1, 2020 at it was a very smooth change over.

ACTION/DISCUSSION ITEMS

5. **Unmet Needs Public Hearing for Fiscal Year 2020/2021.**

Recommendation: Receive input and testimony from the public.

Presented by: Nancy Strickert, SBCTA

9:50 am: Open Public Hearing: Unmet Needs Public Hearing for Fiscal Year 2020/2021.

Speaker: Terri Martini, Adelanto, CA 92301

Ms. Martini stated that benches and shelters are needed at the Shilo Medical Clinic at 12384 Palmdale; there are quite a few passengers and no place to sit. She also said that benches are needed at the Wal-Mart on Highway 395. Lastly, Ms. Martini mentioned that many of the streets in Adelanto need to be repaired.

Speaker: Verity McLean, Victorville, CA 92393

Ms. McLean feels that the logistics for the ADA Paratransit buses can be greatly improved. She stated that many times passengers are left on the bus much longer than they need to be. Ms. McLean also shared that the seats of the bus sometimes stain her clothing. There are also times when passengers are left in their own excrement. In conclusion, Ms. McLean would like to see more VVTA management riding the buses.

Speaker: Rick Symmes, Adelanto, CA 92301

Many of the drivers taking a break smoke too close to the bus, Mr. Symmes stated, causing the fumes to enter the bus; drivers should know to keep 50 yards from the bus to smoke. Additionally, Mr. Symmes requested that driver be re-trained how to deploy wheelchair lifts and ramps and where they should do so properly.

Speaker: Blanca Gomez, Victorville, CA

Ms. Gomez expressed her dismay that these meetings even have to occur for staff to know what needs passenger feel should be improved.

10:08 am: Close Public Hearing: Unmet Needs Public Hearing for Fiscal Year 2020/2021.

6. **Free Ride Day for Election Day, November 3, 2020.**

Recommendation: Approve Free Ride Day for Election Day, November 3, 2020.

Presented by: Simon Herrera, Director of Operations.

A MOTION WAS MADE BY Director Lovingood to approve the recommended item, Seconded by Director Garcia. The motion passed unanimously.

7. **Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Adjust the Budget for Battery Electric Buses (5).**

Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to include the additional \$900,000 in VW Mitigation Trust Funds for the five Battery Electric Bus Purchase.

Presented by: Nancie Goff, Deputy Executive Director.

Ms. Goff shared that the funding for this project has been a long journey, with two (2) prior FTA competitive grant applications being denied. The grants department then applied for another cycle of LCTOP and Volkswagen funds and after almost one (1) year, the Volkswagen funds were awarded. Ms. Goff added that these buses will take eighteen (18) months to build.

A MOTION WAS MADE BY Vice-Chair Jeannette to approve the recommended item, Seconded by Director Garcia. The motion passed unanimously.

8. **Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Adjust the Budget for Bus Purchases/Driver Protection Barriers.**

Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to re-allocate the STA funds to the purchase of buses with driver protection barriers installed.

Presented by: Nancie Goff, Deputy Executive Director.

A MOTION WAS MADE BY Director Lovingood to approve the recommended item, Seconded by Director Garcia. The motion passed unanimously.

9. **Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim.**

Recommendation: Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to allocate \$3.8 million of CARES Act funds to support FY 20-21 estimated costs.

Presented by: Maged Azer, Finance Director.

Mr. Azer reminded the Board that at the August 17, 2020 Board meeting, the Board approved the Operations and Maintenance Contract to be award to Keolis with a not-to-exceed amount of \$134,552,385. After completing the best and final offer negotiations, VVTA was able to reduce the amount of the contract approximately \$6.6 million. This item is a one-time allocation of CARES Act funds to cover turnover expenses, software, office machines and computer equipment, as well as an increase in cost per revenue hour.

Director Garcia stated she was pleased to see this responsible use of the CARES Act funding.

A MOTION WAS MADE BY Vice-Chair Jeannette to approve the recommended item, Seconded by Director Garcia. The motion passed unanimously.

10. **Closed Session.**

BOARD BUSINESS

Closed Session.

Personnel Exception - Government Code Section 54957(b)

Open Closed Session: 10:16 am

Chair Emick announced that there is no reportable action from the closed session.

Close Closed Session: 10:37 am

PRESS CLIPS/CORRESPONDENCE

BOARD OF DIRECTORS COMMENTS

Vice-Chair Jeannette thanked VVTA for assisting with the food give away and announced that the next food drive is scheduled for October 30, 2020 at 8:00 am on Rancho Road – Adelanto Stadium.

DATE OF NEXT MEETING

The next scheduled Board meeting will be on Monday, November 16, 2020 at Barstow City Council Chambers, 220 East Mountain View Street, Barstow, CA 92311.

ADJOURNMENT

The meeting was adjourned at 10:38 am.

APPROVED: _____
Curt Emick, Chair

ATTEST: _____
Debi Lorrach, Clerk of the Board

**AGENDA ITEM
TWO**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Payrolls and Warrants for September 2020.

SUMMARY STATEMENT

The following registers of Payrolls and Warrants have been audited as required By Section 37202 and 37208 of the Government code, and said documents are accurate and correct.

Agency's Gross Payroll for Administrative Employees

| <u>Payroll Date</u> | <u>Amount</u> | <u>Register#</u> |
|-------------------------|---------------------|------------------|
| 09/11/2020 | \$74,279.77 | PR-274-09-20 |
| 09/25/2020 | \$74,193.60 | PR-275-09-20 |
| | | |
| Total Payroll | \$148,473.37 | |

Agency's Register of Warrants

| <u>Register Date</u> | <u>Amount</u> | <u>Check #</u> | <u>Register #</u> |
|--------------------------|-----------------------|-----------------|-------------------|
| 09/02/2020 | \$ 20,328.11 | 11661- 11673 | AP03075AAAEMR |
| 09/10/2020 | \$ 110,198.46 | 11674- 11698 | AP03078AAAEMU |
| 09/17/2020 | \$ 129,299.17 | 11699- 11718 | AP03082AAAEMY |
| 09/24/2020 | \$1,129,033.61 | 11719- 11731 | AP03099AAAENQ |
| | | | |
| | \$1,388,859.34 | | |

RECOMMENDED ACTION

Approve VVTA's expenditures for September, 2020.

PRESENTED BY
Maged Azer
Finance Director

FISCAL IMPACT
\$1,537,332.71

MEETING DATE
November 16, 2020

ITEM NUMBER
2

Bank Register Report
Victor Valley Transit Authority
 Sep-20

| Check Number | Date | Payee Name | Amount |
|--------------|------------|------------------------------------|-------------|
| 11661 | 09/02/2020 | SPECTRUM | \$955.13 |
| 11662 | 09/02/2020 | Daily Press | \$762.63 |
| 11663 | 09/02/2020 | Diamond Environmental Services LP | \$315.42 |
| 11664 | 09/02/2020 | EIDIM Group Inc | \$1,282.08 |
| 11665 | 09/02/2020 | Frontier | \$107.04 |
| 11666 | 09/02/2020 | City Of Hesperia Water District | \$3,619.21 |
| 11667 | 09/02/2020 | HI-Desert Communications | \$1,308.00 |
| 11668 | 09/02/2020 | High Desert Laser Graphics | \$24.78 |
| 11669 | 09/02/2020 | Marlin Software, LLC | \$332.79 |
| 11670 | 09/02/2020 | Type-Set-Go | \$1,707.86 |
| 11671 | 09/02/2020 | Verizon-Security Phones | \$7,088.69 |
| 11672 | 09/02/2020 | Verizon | \$1,824.48 |
| 11673 | 09/02/2020 | V V College Dist. Foundation | \$1,000.00 |
| 11674 | 09/10/2020 | AMERICAN NEWS | \$947.75 |
| 11675 | 09/10/2020 | A-TECH TRANSMISSION | \$2,834.40 |
| 11676 | 09/10/2020 | BURRTEC WASTE INDUSTRIES | \$683.20 |
| 11677 | 09/10/2020 | Clean Energy | \$12,530.10 |
| 11678 | 09/10/2020 | Southern California Edison-CNG | \$4,713.08 |
| 11679 | 09/10/2020 | Southern California Edison | \$6,393.96 |
| 11680 | 09/10/2020 | HI DESERT ALARM | \$180.00 |
| 11681 | 09/10/2020 | Loomis | \$485.61 |
| 11682 | 09/10/2020 | Medrano's Asphalt Paving CO Inc | \$1,800.00 |
| 11683 | 09/10/2020 | Special District Risk Management | \$31,172.22 |
| 11684 | 09/10/2020 | Southwest Gas Corporation | \$725.22 |
| 11685 | 09/10/2020 | SOUTHWEST GAS CORPORATION | \$11.00 |
| 11686 | 09/10/2020 | Southwest Gas Corporation | \$21.37 |
| 11687 | 09/10/2020 | Southwest Gas Corporation | \$59.40 |
| 11688 | 09/10/2020 | TransiTalent.com | \$115.00 |
| 11689 | 09/10/2020 | VOID | \$0.00 |
| 11690 | 09/10/2020 | VOID | \$0.00 |
| 11691 | 09/10/2020 | VOID | \$0.00 |
| 11692 | 09/10/2020 | VOID | \$0.00 |
| 11693 | 09/10/2020 | VOID | \$0.00 |
| 11694 | 09/10/2020 | VOID | \$0.00 |
| 11695 | 09/10/2020 | VOID | \$0.00 |
| 11696 | 09/10/2020 | VOID | \$0.00 |
| 11697 | 09/10/2020 | US BANK | \$32,546.15 |
| 11698 | 09/10/2020 | Vehicle Technical Consultants Inc | \$14,980.00 |
| 11699 | 09/17/2020 | ADARide.com | \$3,595.00 |
| 11700 | 09/17/2020 | All American Janitorial Services | \$1,650.00 |
| 11701 | 09/17/2020 | Allied Universal Security Services | \$5,210.56 |
| 11702 | 09/17/2020 | AMERICAN NEWS | \$835.59 |
| 11703 | 09/17/2020 | American Guard Services INC | \$27,081.23 |
| 11704 | 09/17/2020 | Apple Valley Chamber Of Commerce | \$325.00 |
| 11705 | 09/17/2020 | Beck Oil | \$8,288.24 |
| 11706 | 09/17/2020 | SPECTRUM | \$1,075.00 |

| | | | |
|---------------|------------|------------------------------------|-----------------------|
| 11707 | 09/17/2020 | Spectrum Business-Sec | \$104.97 |
| 11708 | 09/17/2020 | CSI Fullmer | \$25,016.17 |
| 11709 | 09/17/2020 | Daily Press | \$1,209.11 |
| 11710 | 09/17/2020 | Federal Express Corp. | \$3.17 |
| 11711 | 09/17/2020 | G&M Automotive Center | \$63.06 |
| 11712 | 09/17/2020 | Inland Empire Community Newspapers | \$260.00 |
| 11713 | 09/17/2020 | Labor Finders | \$3,862.24 |
| 11714 | 09/17/2020 | San Bernardino County | \$2,733.55 |
| 11715 | 09/17/2020 | Special District Risk Management | \$389.20 |
| 11716 | 09/17/2020 | Southwest Gas Corporation - CNG | \$45,075.76 |
| 11717 | 09/17/2020 | State Compensation Insurance Fund | \$1,481.32 |
| 11718 | 09/17/2020 | VIP Restrooms | \$1,040.00 |
| 11719 | 09/24/2020 | AECOM | \$1,201.72 |
| 11720 | 09/24/2020 | AVR Vanpool | \$2,000.00 |
| 11721 | 09/24/2020 | Lawrence Bird | \$125.00 |
| 11722 | 09/24/2020 | Bonnie Baker Senior Center | \$555.97 |
| 11723 | 09/24/2020 | SPECTRUM | \$318.97 |
| 11724 | 09/24/2020 | Southern California Edison | \$1,090.28 |
| 11725 | 09/24/2020 | Gloria L. Garcia | \$125.00 |
| 11726 | 09/24/2020 | Inland Empire Community Newspapers | \$260.00 |
| 11727 | 09/24/2020 | Loomis | \$461.59 |
| 11728 | 09/24/2020 | James Noble | \$125.00 |
| 11729 | 09/24/2020 | Pinon Hills Chamber Of Commerce | \$75.43 |
| 11730 | 09/24/2020 | Trona Community Senior Center | \$1,220.48 |
| 11731 | 09/24/2020 | VerizonBAT | \$1,000.66 |
| EFT030910001 | 09/24/2020 | National Express Transit Corp | \$1,092,124.32 |
| EFT030920001 | 09/25/2020 | BP Energy Company | \$28,224.19 |
| EFT030980001 | 09/28/2020 | Curt Emick | \$125.00 |
| Totals | | | \$1,388,859.35 |

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**AGENDA ITEM
THREE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

VVTA Board of Directors Calendar of Meetings for 2021.

SUMMARY STATEMENT

Every year the third Monday in January and February fall on holidays (Martin Luther King Jr. Day and Presidents Day respectively). In the past, meetings have been scheduled for the third Tuesday of the month for both January and February meetings. Otherwise all meetings are scheduled for the third Monday of the month. Meeting times (9:30 am) and the locations (Victor Valley Transit Authority and Barstow Council Chambers) are unchanged.

RECOMMENDED ACTION

Move for approval.

PRESENTED BY
Debi Lorrach,
Clerk of the Board

FISCAL IMPACT

N/A

MEETING DATE

November 16, 2020

ITEM NUMBER

3

**VICTOR VALLEY TRANSIT AUTHORITY
BOARD OF DIRECTORS
CALENDAR OF MEETINGS 2021**

Tuesday, January 19st, 9:30 a.m.
(Monday, 18th Martin Luther King Jr. Day)

Tuesday, February 16th, 9:30 a.m.
(Monday, 15th Presidents Day)
To be held at Barstow City Council Chambers.

Monday, March 15th, 9:30 a.m.

Monday, April 19th, 9:30 a.m.

Monday, May 17th, 9:30 a.m.
To be held at Barstow City Council Chambers.

Monday, June 21st 9:30 a.m.

Monday, July 19th, 9:30 a.m.

Monday, August 16th, 9:30 a.m.
To be held at Barstow City Council Chambers.

Monday, September 20th, 9:30 a.m.

Monday, October 18th, 9:30 a.m.

Monday, November 15th, 9:30 a.m.
To be held at Barstow City Council Chambers.

Monday, December 20th, 9:30 a.m.

All meetings are the third Monday of the month except January and February due to holidays.

**AGENDA ITEM
FOUR**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Meeting Notes from The Technical Advisory Committee Meeting Conducted on November 4, 2020.

SUMMARY STATEMENT

Meeting Notes from the Technical Advisory Committee meeting conducted on November 4, 2020.

RECOMMENDED ACTION

Information item only.

PRESENTED BY
Debi Lorrach,
Clerk of the Board

FISCAL IMPACT

N/A

MEETING DATE

November 16, 2020

ITEM NUMBER

4

**VICTOR VALLEY TRANSIT AUTHORITY
TECHNICAL ADVISORY COMMITTEE**

**November 4, 2020
MEETING NOTES**

The meeting of the Technical Advisory Committee (TAC) of Victor Valley Transit Authority was opened at 3:04 p.m. via Zoom at Victor Valley Transit Authority, Conference room, 17150 Smoke Tree Street, Hesperia, CA.

ROLL CALL

TAC Members

| | | |
|-----------------------|------------------------------|---------------------------------|
| Present: | Tina Souza, City of Hesperia | Ro Ratliff, City of Victorville |
| | Amanda Meere, Co. of SB | |
| Staff Present: | Kevin Kane, VVTA | Nancie Goff, VVTA |
| | Maged Azer, VVTA | Barbara Miller, VVTA |
| | Debi Lorrach, VVTA | Simon Herrera, VVTA |
| | Ron Zirges, VVTA | Craig Barnes, VVTA |
| | Christine Plasting, VVTA | Jerry Perez, VVTA |
| | Chris Ackerman, VVTA | Marie Downing, VVTA |
| | Sylvia Harris, VVTA | Chase Williams, VVTA |

1. Public Comment.
None.

2. Review Draft Board Agenda.

Ms. Goff said that this is a long agenda due to the fact that VVTA was able to sell LCFS credits for a total of \$271,600, which generated budget amendments to complete projects.

a. Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include a Project for Upgrading Vanpool Software.

Ms. Goff explain that the Vanpool NTD data is included in the FTA formula funds allocation. These formula funds in turn support all of VVTA's services. With this item, staff is recommending the Board add the project and project funding to the FY21 budget.

b. Award iVanpool Software Contract.

An RFP for this software was released in September, Ms. Plasting said, and VVTA received six (6) proposals. After the evaluation committee met, it was decided to offer the contract to TripSpark, the company that scored the highest. This item's fiscal impact is a not-to-exceed amount that may come in lower after negotiations.

c. Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Add Funding to the Purchase of Regional buses replacement Class H (2).

With the recent sale of LCFS credits, Ms. Goff explained, staff is maximizing the use of these funds, as well as FTA capital formula funds, to support capital projects that have been determined to be short funded.

- d. Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Add Funding to the Purchase of Paratransit Buses (2).

As with the above item, Ms. Goff said that this item is also being funded by LCFS credits.

- e. Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Add Funding to the Purchase of Vans for Big River.

Ms. Goff stated that VVTA staff has visited the Bonnie Baker Community Center in Big River and consensus is that they are in need of another van like the last one VVTA provided for them.

- f. VVTA Agency Safety Plan.

Mr. Herrera shared that the FTA has published a new rule requiring all transit agencies to have an Agency Safety Plan. This item is presenting this compliant plan to the Board.

- g. Calendar of Meetings

Ms. Lorrain reminded TAC that the Board meetings in January and February are the third Tuesday of the month due to holidays.

- 3. Bus stop shelters/benches/lighting.

None.

- 4. SBCTA Update.

None.

- 5. Other Business:

Ms. Goff shared that VVTA's TAC and Board meetings are usually dark in December; VVTA will notify TAC and Board regarding any cancelled/dark meetings.

- 6. Adjournment. 3:15 pm

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**AGENDA ITEM
FIVE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Management reports.

SUMMARY STATEMENT

The attached Performance Reports are presented to the Board of Directors to provide an overview of the transit system's costs and performance.

- "Next" invoice for September.
- Monthly Performance Statistics Systemwide Summary.
- Monthly Ridership Report.
- Monthly ADA Denial Report.
- Monthly Road Call Report.
- "Next" On Time Performance Report FY 2021.

RECOMMENDED ACTION

Information items only.

PRESENTED BY
Kevin Kane,
Executive Director

FISCAL IMPACT
N/A

MEETING DATE
November 16, 2020

ITEM NUMBER
5

National Express Transit17150 Smoke Tree St.
Hesperia Calif. 92345

INVOICE NO.

093020REVENUE

BILL TO Victor Valley Transit Authority
17150 Smoke Tree St.
Hesperia, Calif 92345

DATE

10/2/2020

CONTRACT NAME:
Victor Valley TransitAttention: Mr. Kevin Kane
Executive Director

MONTH

September

BILLING PERIOD 09/01/20 to 09/30/20

| | Budgeted Revenue hours | Actual Revenue hours | Budgeted Expense | Actual Expense | Variance (+ or -) | Budgeted Expense Year-to-date | Actual Expense Year-to-date | Variance (+ or -) Year-to-date |
|---------------------|---------------------------|-------------------------|-----------------------|-----------------------|----------------------|-------------------------------------|-----------------------------------|--------------------------------------|
| ADA ParaTransit | 3,272.00 | 1,906.97 | \$240,917.36 | \$140,410.20 | (\$100,507.16) | \$722,752.08 | \$449,098.82 | (\$273,653.26) |
| Subscription | 1,133.00 | 273.94 | \$83,422.79 | \$20,170.20 | (\$63,252.59) | \$250,268.37 | \$26,190.19 | (\$224,078.18) |
| Regional Fixed Rt | 10,865.79 | 9,364.00 | \$764,299.67 | \$658,663.76 | (\$105,635.91) | \$2,366,324.83 | \$1,894,048.70 | (\$472,276.13) |
| County | 1,743.02 | 1,632.54 | \$122,604.03 | \$114,832.86 | (\$7,771.16) | \$379,760.74 | \$342,382.06 | (\$37,378.68) |
| Rte. 200 | 40.00 | - | \$2,813.60 | \$0.00 | (\$2,813.60) | \$9,144.20 | \$0.00 | (\$9,144.20) |
| B.V. Link/Lifeline | 611.68 | 586.43 | \$43,025.57 | \$41,249.49 | (\$1,776.09) | \$132,593.71 | \$126,977.77 | (\$5,615.94) |
| Fort Irwin | 474.60 | 474.00 | \$37,441.19 | \$37,393.86 | (\$47.33) | \$119,486.79 | \$115,810.52 | (\$3,676.27) |
| Barstow-Fixed Route | 1,812.89 | 1,488.00 | \$127,518.68 | \$104,665.92 | (\$22,852.76) | \$295,076.30 | \$295,076.30 | \$0.00 |
| Barstow-County | 745.29 | 589.00 | \$52,423.70 | \$41,430.26 | (\$10,993.44) | \$114,372.84 | \$114,372.84 | \$0.00 |
| Barstow-DAR | 454.00 | 164.92 | \$33,428.02 | \$12,143.06 | (\$21,284.96) | \$40,253.52 | \$40,253.52 | \$0.00 |
| SUBTOTALS | 21,152.27 | 16,479.80 | \$1,507,894.61 | \$1,170,959.61 | -\$336,935.00 | \$4,430,033.38 | \$3,404,210.72 | -\$1,025,822.66 |

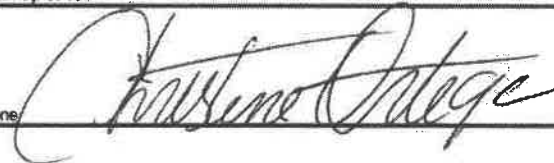
* County routes include 21,22,23, and 25

TOTAL INVOICE INCLUDING VARIANCE**\$1,170,959.61**

Please REMIT TO:

National Express Transit Corp.
62807 Collections Center Dr
CHICAGO, IL 60693

Manager's Signature and Business Phone





FY 2021 -- Monthly Performance Statistics by Mode
Systemwide Summary
All Routes

Performance Statistics for September

| Mode | Passengers | Revenue Hours | Operating Costs | Passenger Revenue | Passengers Per Rev. Hour | Operating Cost Per Passenger | Operating Cost Per Rev. Hour | Passenger Revenue Per Passenger | Passenger Revenue Per Rev. Hour | Farebox Recovery Ratio |
|---------------------|-------------------|--------------------------|----------------------------|------------------------------|---|---|---|--|--|---------------------------------------|
| Bus (Motorbus) | 47,134 | 13,650.7 | \$1,443,443 | \$51,600 | 3.5 | \$30.62 | \$105.74 | \$1.09 | \$3.78 | 3.57% |
| Commuter Bus | 2,516 | 474.4 | \$60,771 | \$31,178 | 5.3 | \$24.15 | \$128.11 | \$12.39 | \$65.73 | 51.30% |
| Demand Response | 4,717 | 2,649.8 | \$270,531 | \$13,440 | 1.8 | \$57.35 | \$102.10 | \$2.85 | \$5.07 | 4.97% |
| System Total | 54,367 | 16,774.8 | \$1,774,744 | \$96,218 | 3.2 | \$32.64 | \$105.80 | \$1.77 | \$5.74 | 5.42% |



Monthly Ridership Report

September, FY 2021

Bus (Motorbus), Commuter Bus, Demand Response Only

Total (All Day Types)

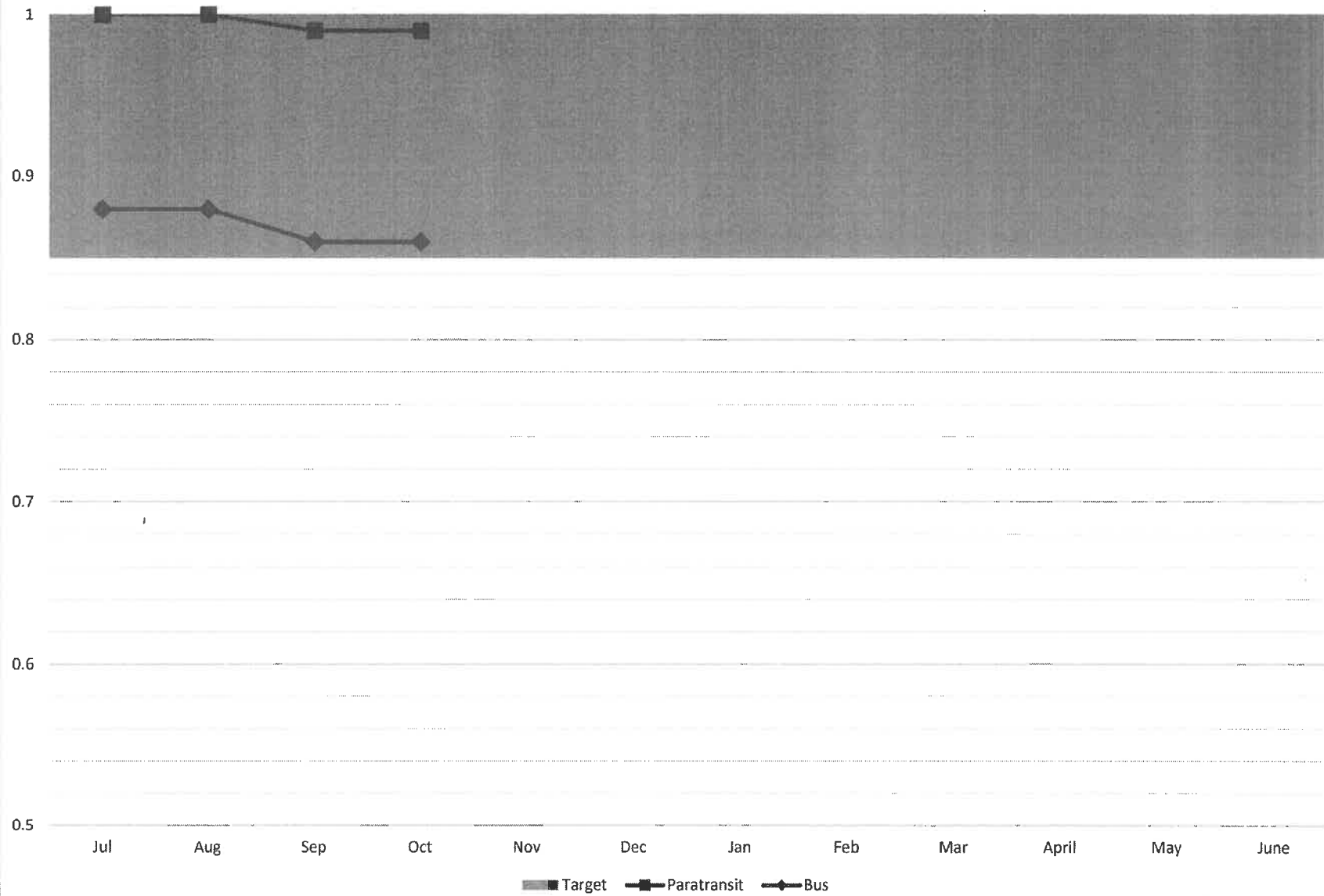
| Mode | Passengers | | Passengers Per Revenue Hour | | Farebox Recovery Ratio | |
|---------------------|----------------|---------------|-----------------------------|--------------|------------------------|--------------|
| | Prior Year | Current Year | Prior Year | Current Year | Prior Year | Current Year |
| Bus (Motorbus) | 136,463 | 47,134 | 8.8 | 3.4 | 11.70% | 3.57% |
| Commuter Bus | 2,725 | 2,516 | 6.0 | 5.3 | 61.34% | 51.30% |
| Demand Response | 15,448 | 4,717 | 3.0 | 1.7 | 9.94% | 4.97% |
| System Total | 154,636 | 54,367 | 7.4 | 3.2 | 12.59% | 5.42% |

[illegible][illegible]

September 2020
Major and Non-Major
Miles between road calls - VVTA and Barstow

| | Total Miles | Road Calls | Miles Between Road Calls |
|---------------------|----------------|------------|-----------------------------|
| Demand Response | 35,089 | 9 | 3,899 |
| Commuter Bus | 18,535 | 1 | 18,535 |
| Motor Bus | 238,884 | 140 | 1,706 |
| Total System | 292,508 | 150 | 1,950 |

FY 21 System Wide Schedule Adherence



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**AGENDA ITEM
SIX**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Project and Project Funding for Upgrading Vanpool Software.

SUMMARY STATEMENT

The proprietary software iVanpool has been in use since VVTA launched the Vanpool program in 2012. Staff had previously researched upgrading and updating the proprietary software and found the cost to be equal to, or more than, the cost of the original proprietary software program. Additionally, the vendor that supports and maintains iVanpool has informed VVTA that they will discontinue supporting proprietary software systems including iVanpool. The vendor has agreed to support the system through January 2021 and assist with the transfer of assets and data to a new vendor. The timing for this change is beneficial to VVTA, considering the success and tremendous growth of VVTA's Vanpool program. According to APTA, VVTA still remain the 17th largest vanpool program in the entire nation. Staff looks at this as an opportunity to onboard a more robust vanpool support system, one that will provide more consistent data management and will support a better interface with NTD reporting requirements.

Staff released an RFP 2021-04 iVanpool.org Update seeking to contract with a software firm to implement, maintain and update VVTA's iVanpool.org Web-based application, database and reporting system for the Vanpool program. The capital project funding only includes the base cost of the software system and any pending negotiated options. The support and maintenance in years 2 and 3 will be part of the annual operating budget and is comparable to the current support and maintenance costs for iVanpool.

RECOMMENDED ACTION

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to include project and project funding for upgrading vanpool software.

| PRESENTED BY | FISCAL IMPACT | MEETING DATE | ITEM NUMBER |
|---|---------------------------|---------------------|--------------------|
| Nancie Goff, Deputy Executive Director | LCFS Credits \$150,400 | November 16, 2020 | 6 |

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**AGENDA ITEM
SEVEN**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Award VVTA RFP 2021-04 iVanpool.org Update.

SUMMARY STATEMENT

On May 31, 2020, the contract with Civic Connect to update and maintain VVTA's Vanpool program – iVanpool.org – expired. VVTA staff created a contract amendment to contract 2012-03 to extend the contract, however, were notified by Civic Connect that they will no longer be providing this service.

On September 28, 2020, VVTA released RFP 2021-04. The last day for questions was on Friday, October 16, 2020, and Addendum No.1 was issued on October 22, 2020.

The deadline for proposals was on Thursday, October 29, 2020 at 3:00 PM (PDT) and 6 proposals were received. An evaluation committee was created to review the responses and determine the highest scored proposal. The Evaluation Committee convened on November 3, 2020. The final scores tabulated, of a maximum possible score of 100 points:

| | |
|---|-------|
| CelWell Services, Alpharetta, GA | 62.96 |
| GruupMeet, Inc., Dallas, TX | 41.36 |
| Media Beef, Inc., Riverside, CA | 71.67 |
| Planteria Media, Santa Rosa, CA | 60.24 |
| RideShark Corporation, Ottawa, ON, Canada | 74.31 |
| TripSpark Technologies, Cedar Rapids, IA | 91.97 |

The recommendation is to award the Contract to TripSpark Technologies, Cedar Rapids, IA, for three (3) years, not to exceed \$207,007.00 pending BAFO negotiation. Funds for this Project will be paid for by LCFS Credits.

RECOMMENDED ACTION

Award RFP 2021-04 to TripSpark Technologies, Cedar Rapids, IA, not to exceed 207,007.00.

| PRESENTED BY | FISCAL IMPACT | MEETING DATE | ITEM NUMBER |
|---|--|-------------------|-------------|
| Christine Plasting Procurement Manager | Not to Exceed \$207,007.00 Pending BAFO Negotiation | November 16, 2020 | 7 |

VVTA RFP 2021-04 iVANPOOL UPDATE

ATTACHMENT A – SCOPE OF WORK

Statement of Purpose and Need

The Victor Valley Transit Authority (VVTA) is seeking to contract with a software firm (referred to throughout as Consultant) to implement or develop a Web-Based Application, Database and Reporting System (referred to throughout as Program or System) for the VVTA Vanpool Program. Activities may include development, migration of existing data, testing and implementation, and post-implementation activities such as ongoing maintenance and program enhancements during the contract term. The contract term will be for three years with two one-year options.

The online web-based System will serve as a one-stop vanpool application, database, seat finder, and reporting System for vanpool applicants and participants, participant's employer, VVTA staff, and vanpool Leasing Vendors.

A. PROPOSAL DEFINITIONS

1. **“Alternate Vanpool Administrator”** – Shall mean a vanpool passenger that has been designated by the Leaseholder who may have System reporting and vanpool schedule and roster updating responsibilities. Will have to sign a Participation Agreement and create a System username and password to access these System functionalities.
2. **“Consultant”** – Shall mean the firm awarded a contract under this RFP.
3. **“Employer Rideshare Coordinator/Employee Transportation Coordinator (ETC)”** – Shall mean an employer representative who promotes rideshare and vanpool services at the employer location. At times, Employer and ETC are used interchangeably.
4. **“Leasing Vendor”** – Shall mean the vendor(s) procured by VVTA to provide the leased vanpool vehicles and related vanpool management and administrative services.
5. **“Participation Agreement”** – Shall mean the agreement which one of several users (Leaseholder, Primary Driver and/or an Alternate Vanpool Administrator) must sign online (through a digital signature) to agree to the terms and conditions of the Vanpool Program.
6. **“Program” or “System”** - Shall mean the Web-Based Application, Database and Reporting System procured under this RFP.
7. **“Primary Driver”** – Shall mean the person identified in the vanpool lease that is approved by the Leasing Vendor to perform most of the driving.
8. **“Proposer”** – Shall mean a firm or team submitting a Proposal to this RFP.
9. **“VVTA Staff”** – Shall mean the VVTA staff who manages the VVTA Vanpool Program on a day-to-day basis. VVTA Staff will be considered the System Administrator; at times Administrator and VVTA Staff are used interchangeably.
10. **“TransTrack”** – Shall mean a third party software provider (<http://www.transtrack.net/>) whose software shall accept data from the System and be used primarily for generating National Transit Database reports.
11. **“Leaseholder”** – Shall mean the applicant who has, or will have, a vanpool vehicle lease agreement with a VVTA-approved vanpool Leasing Vendor and will be a user of the System upon VVTA approval into the Vanpool Program.

VVTA RFP 2021-04 iVANPOOL UPDATE

ATTACHMENT A – SCOPE OF WORK

B. BACKGROUND

VVTA's jurisdiction is located in Southern California and includes the Victor Valley and North Desert within the County of San Bernardino. VVTA's large geographic service area contains a residential base that often travels long distances from their home to their work site. As a result, vanpools have been formed to provide a cost-effective alternative to driving alone to work.

VVTA provides a monthly subsidy to reduce the cost of the vanpool lease as an incentive to encourage vanpool formation. VVTA requires detailed data collection and reporting to comply with the Federal Transit Administration's (FTA) requirements for the National Transit Database (NTD), which in turn will result in federal funds generated to VVTA. VVTA has or will have solicited and awarded contracts to one or more Leasing Vendors to lease vans to qualified vanpool participants.

The workload for implementing a Vanpool Program includes enrolling vanpools, reviewing and approving the applications, receiving and disseminating monthly reports, monitoring and tracking the vanpools, working with and monitoring data from the Leasing Vendors, providing information to the public about available vanpools and empty seats, as well as reporting monthly and annual data into the NTD. The goal of VVTA's Vanpool Program, is to collect, track and monitor this data through a web-based System that can reduce the need for additional staff support, improve efficiencies and reduce errors in tracking and reporting data into the NTD.

For NTD terminology and a glossary of current FTA and NTD terminology, refer to this link: <https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>.

C. PROJECT GOALS

VVTA seeks a Consultant to propose or develop a robust web-based System that gathers data from users (Participants), employers, Leasing Vendors and VVTA and places all data into one database. The information gathered in the database will be organized so that once entered, it can be easily accessed, managed, updated and indexed without requiring additional entry of the same information. VVTA envisions the proposed System will encompass the goals noted below.

1. Provides a user-friendly presentation, web-based System that is simple to navigate, administer and maintain, and accommodates users with varying skill levels.
2. Presents a website that is easy for the vanpool participants to navigate, and to quickly input vanpool trip data on a daily, weekly or monthly basis.
3. Uses software with the ability to easily interface with and communicate to users via e-mail, text messages and social media platforms.
4. There is System-wide search ability.
5. Data gathered and reports generated can be reported based on the vanpools' urbanized area (UZA) through which the vanpool travels, and comply with monthly and annual NTD

VVTA RFP 2021-04 iVANPOOL UPDATE

ATTACHMENT A – SCOPE OF WORK

reporting requirements. The most current NTD manual can be found at this link:

<https://www.transit.dot.gov/ntd/manuals>.

6. Data gathered should be automatically “uploaded” into the TransTrack System, on a monthly or as needed basis for NTD reporting purposes.
7. Able to generate a variety of reports, per the user groups defined under “User Groups” in Section I.D below.
8. Tracks individual vanpool characteristics (such as van routes, empty seats and van capacity) so that the data/information can be uploaded into third party website(s) for promotional purposes.
9. A System, that is password protected, holds data safely and securely, and utilizes a federal- and State of California compliant electronic signature for vanpool participants during the application and reporting process (further requirements are detailed in Section II.D.4).
10. Is a cost-effective solution that eliminates the need for hard copy documentation and reduces the need for VVTA administrative labor.

D. USER GROUPS

It is VVTA’s intent that each user group will have different user rights, with varying levels of access and System security. The user groups include:

1. **VVTA Staff** – review and approve vanpool applications and changes in Leaseholders, generate reports, review Leasing Vendors’ reports/data, update/change data as needed, generate NTD reports and “upload” to TransTrack. This user group will have access to all data and information contained in the System and will have permission to edit data in the System.
2. **Vanpool Leaseholders** – this may be an individual who signs a lease with the Leasing Vendor or may be an employer representative who signs a lease with a Leasing Vendor for vanpool(s) that primarily serve their employees. In addition to qualifying and applying to the Program, these individuals will submit monthly reports and trip data, as well as updating the System on changes to the vanpool route, schedule and participants.
3. **Employer Rideshare Coordinators/Employee Transportation Coordinators (ETC)** – this is the employer representative who would have access to their employees’ vanpools, participant information, routing and some data generated from the vanpool’s reporting data.
4. **Leasing Vendor(s)** – these Vendor(s) submit data into the System, including, but not limited to, the vanpool’s vehicle specifications and vehicle number, as well as a PDF of each vanpool lease, monthly invoices/reports, annual reports and periodic changes to the vanpool, including Leaseholder and assigned vehicles. Leasing Vendor(s) will also have the ability to search the System for information/reports pertinent to their vanpool leases.
5. **TransTrack** – the System shall, upon initiation by VVTA staff, have the capability to output a data file to TransTrack, which would be a one-way upload from the System into the third party TransTrack website (upload). It will be in TransTrack that the data will be

VVTA RFP 2021-04 IVANPOOL UPDATE

ATTACHMENT A – SCOPE OF WORK

compiled in such a way so that VVTA will prepare data for input to the NTD System. Refer to Section II.D.1 and 2 for details on the data that will be uploaded from the System to TransTrack.

6. **VVTA and/or Third Party Websites** – the System shall allow a one-way upload from the System into VVTA and/or third party websites, to publicize vanpool routes and empty seats for vanpools in service. For requirements of information to be uploaded, refer to Section II.D.1.f and g.
7. **Consultant** (who designs the System, as a result of this RFP) – for development, maintenance, troubleshooting and assistance.

I. Product Overview

A. GENERAL REQUIREMENTS

The Proposer shall address all of these requirements in its Proposal, including, but not limited to:

1. **Capacity.** The web-based System shall accommodate up to 500 VVTA vanpools with the ability to accommodate future growth.
2. **Speed and Data Archiving Approach.** The System shall have sufficient bandwidth and fast load times to handle a minimum of 300 users simultaneously. Given the amount of data provided during application submittals, updates to the applications, as well as ongoing monthly reporting, the data contained in the System is tremendous and will only increase over time. So as not to diminish System speed and page loading responsiveness, Proposers will address their method to archive data and permit VVTA to easily retrieve data as needed.
3. **Language.** The System should have the capability to be presented at a minimum in English and Spanish.
4. **Multiple Users** (as identified under Section I.D User Groups above). Users will access the System via the web, which will require different user rights, at varying levels of access and security. This requires a specific report module that at the time a user makes a change to the System, the change must be reviewed by VVTA staff for completeness and accuracy prior to accepting the updated information.
5. **Web Design Standards.** The System shall be designed using the latest web design standards including responsive design and screen resolutions and will support all leading desktop operating systems (Windows, Mac) and mobile operating systems (iOS, Android). Given that standards constantly change, the System shall contain a responsive web design and architecture that evolves with changing standards.
6. **User Friendly Design.** The System including the Mobile Phone Applications must be "user friendly" and have a consistent theme throughout the website, including the various forms and reports, based on VVTA's approved Vanpool Program's branding and logo. The various menus, tabs and navigation should be displayed in a concise, neat and organized fashion so that the user can easily pull up the information that they are interested in without spending too much time searching for information. There shall also be help functions and/or tool tips built into the website.

VVTA RFP 2021-04 iVANPOOL UPDATE ATTACHMENT A – SCOPE OF WORK

7. **System Generated Features.** The System will generate qualification numbers, and upon application approval, a Vanpool ID, usernames, passwords, and other features to assist in workflow and allow VVTA staff and users to safely maintain their data. Since all workflow will be done via the web, there will be online digital signatures and features to ensure that the user is aware of this feature.
8. **Logic Checks.** Based on a user ID and assigned vanpool number, the System will provide logic checks when new data is entered and flag conflicts with prior data or within the System. For example, should there be a home or employer address change that is outside of the VVTA Vanpool Program service area, the System should have a notification component approved by VVTA.
9. **Reporting.** The System must also allow for customized/ad-hoc reports based on specific information contained in the database, such as vanpool, passenger, service provider, etc., as well as over a period of time (such as week, month, months or year).
10. **Export/Printing.** All reports generated will be presented in such a manner so that they are optimized for printing and exportable in Comma Separated Value (CSV) format. Other features (for example, the application, the Participation Agreement and website terms and conditions) will also be presented in a printer-friendly format.
11. **Mapping.** The System must contain a graphical/mapping interface viewable as part of the seat finder functionality for interested parties, as well as during the application process and once a vanpool has been verified/approved. Users should have the ability to view the vanpool route, specific pick up/drop off locations of passengers, beginning, stops and end times, miles travelled, and other helpful visual displays to communicate the characteristics of the vanpool. Proposer shall identify the mapping base and state the reason why the mapping base is proposed over others.
12. **Migration of Existing Data.** Existing System data from iVanpool will be made available in a Microsoft Excel spreadsheets and CSV format and Consultant will migrate the data into the System as required (such as program area zip codes, subarea codes).
13. **Communication Methods.** Proposal shall offer a variety of communication methods to keep users up-to-date, including, but not limited to, e-mail notifications to selected Leaseholders (such as those who have yet to submit their monthly report) as well as “canned” e-mail notifications sent out to all current vanpool Leaseholders at certain times of the month.
14. **Hosting.** Proposer shall propose hosting options. VVTA’s preference is a hosting strategy that is external to VVTA (cloud-based, the Proposer or third party); however, VVTA is open to alternatives as long as there is a minimum guarantee of 99.9% up-time and the System has industry-recognized security standards in place and meets the requirements contained within this RFP. Proposer shall address procedures and protocols during server down time (both planned and unplanned), including VVTA staff and user notification, issue tracking, resolution and documentation, responsive time, technical support availability and communications for weekday and after business hours support. Proposer shall specify a server monitoring software with reporting capabilities. VVTA expects the Consultant to notify VVTA staff of any scheduled maintenance to the server that may cause the System to go down at least ten (10) business days in advance of the scheduled

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down time and repeated daily up to the date of shut-down. Scheduled maintenance should be scheduled before 8:00 a.m. and after 5:00 p.m. Monday through Friday or anytime on weekends.

15. **Partners.** The Consultant must be available to work with current and future VVTA third party vendors and systems in the development and implementation of this System.
16. **Proprietary Software and Code.** If the selected Consultants' proposal includes building new software, the System will be owned solely by VVTA, and the source code should be placed into a software escrow account that is validated and managed by a neutral third party (or propose an alternative), which allows for the transfer of the source code used to a third party in the event that the Consultant is unable to continue to provide contracted services. Should Proposers propose an existing proprietary software product, they must detail in their proposal the requirements for VVTA to license the software over the term of the contract as well as the option years. A complete list of any third-party software licenses used in system development will be included as part of code delivery. Deposits in the escrow account will be made upon initial System delivery, subsequent updates (no more than quarterly), and upon contract termination.
17. **Software Updates/Upgrades.** For proposals including proprietary software, Consultant will provide updates to software source code necessary for the ongoing operation of the System as originally contracted. Updates will address, but are not limited to, software bugs or errors noted by VVTA or other users of proprietary software, and upgrades in browsers, database platforms, display resolution and/or multi-device display. Updates will be delivered by Consultant as part of on-going support and maintenance services under the contract. For proposals including an open source approach, Consultant will provide updates to software source code necessary for the ongoing operation of the System as originally contracted. Updates will address software bugs or errors noted by VVTA and its users, and address upgrades in browsers, database platforms, display resolution and/or multi-device display. Updates will be delivered by Consultant as part of on-going support and maintenance services under the contract.

B. SYSTEM AND PLATFORM REQUIREMENTS

1. **Platform/Approach.** All Proposers, regardless of development approach, must identify and detail in their proposed software solution how the software will meet the requirements defined in the Scope of Work and complete the Requirements, Features and Functions Matrix (EXHIBIT A). If the proposed software solution cannot meet a specific requirement or Proposer has an alternative, identify why and the alternative.
2. **System Specifications.** Proposers must identify how their proposed System will meet the following specifications:
 - a. Proposed System shall use current industry-standard versions of the proposed software platform/language which are no more than one major revision from the latest version.

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- b. No third-party add-on libraries that require royalties/fees should be used for System. Any exception to this requirement must be specifically detailed in the Proposal.
 - c. All reports can be exported in a Microsoft Excel and PDF format.
 - d. Adequate comments are included in the source code.
 - e. Project should be completed without any need to use development environments under Apple iOS or Google Android operating systems.
 - f. System shall have responsive web-design to auto-detect screen size depending on the device (computer, tablet or smart phone) and render controls (text boxes, drop-down lists, buttons, etc.) accordingly.
 - g. HTML rendered to the client will be HTML5 compliant.
3. **System Security.** Proposer shall identify how they intend to monitor the System and how/when security detail reports are provided. Proposer's security measures must clearly address the prevention of data breaches. Proposal must include description of specific System design elements to deliver the highest level of data security. User/participant home address, phone and other personal contact information will be contained in the System database and ensuring that this data will not be breached is critical. Proposer shall also address how access to confidential/private user information will be restricted to specific administrative roles that can be immediately disabled if/when necessary.

C. GENERAL FUNCTIONS & FEATURES

A detailed list of requirements, features and functions is included as Exhibit A.

- 1. **Hosting Services.** Consultant shall provide all required servers, security certificates, server Internet infrastructure, and ongoing infrastructure management necessary to support the provided System. This shall include but not be limited to all database server, web server, email server or service, operating systems and other supporting software, and firewalls. Consultant shall provide all data backup services on a backup interval of at least every two hours, and database restorations as required. Consultant shall create all required registrations necessary to locate the domain name on Consultant's servers.
- 2. **Email Services.** Provided software must be capable of generating emails, and must be able to integrate with Microsoft 365, on an as needed basis and on a regularly scheduled basis, to groups of Leaseholders, Primary Drivers, Alternative Vanpool Administrators, vanpool participants, Leasing Vendor staff, as well as to ETC's where the administrative staff has control over the selections. Email communications must be branded for VVTA's Vanpool Program, utilizing artwork and colors provided/approved by VVTA, and support automated email opt-out at VVTA's discretion. Software must be able to track email opens and email "bounces," and provide an automated means of identifying and resolving invalid email addresses.
- 3. **Vanpool Route Management.** A registered vanpool route must be able to include any number of pickup and drop off points and allow the following:

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- a. Each point must be able to be geocoded by matching to the text of the address, and VVTA staff must have the ability to adjust the point location visually on a map.
 - b. VVTA staff must have the ability to pick from the list of VVTA-designated Park and Ride locations when defining vanpool pick up and drop off points.
 - c. Software must support separately mapped outbound and inbound routes so as to accurately track distances for NTD reporting.
 - d. Software must provide the ability to automatically generate routes between vanpool stops, and the ability to visually adjust routes on a map.
 - e. Vanpool route feature must include the ability to have vanpool routes provided by more than one Leasing Vendor.
4. **Vanpool Search, Seat Finder and Wait List Features.** Provided software must include a wait list feature, whereby a person in the public can locate a vanpool route that would fit their commute, determine if there are any empty seats in that vanpool, and to add their name and contact information to a wait list for that route. If a route is not found, there should be a notification requesting the public person contact VVTA staff for further assistance. Upon notification, VVTA staff should have the ability to create a “trial route” through the back-end of the System so members of the public can join a waitlist for this trial route. Upon adding their name to the wait list, the vanpool Leaseholder and VVTA staff will be immediately notified by email. The Proposer should propose a notification system for when a wait list candidate becomes a member of a vanpool, which includes how a wait list candidate is removed from other vanpool wait lists and by whom. To perform these search functions, it is the intent that these features can be searched and information provided without the public user creating a username or password.
5. **Vanpool Roster Management.**
 - a. Software must provide the ability to manage the list of registered vanpool participants, and to identify participants by role (Leaseholder, Primary Driver, VVTA Staff, passenger). Each type of rider must be associated with the individual’s pick up and drop off point so as to provide for accurate passenger mileage tracking. Each rider’s route mileage for their inbound trip must be separately tracked from the outbound mileage, if different, due to differences in inbound vs. outbound vanpool routes.
 - b. Vanpool rosters must be able to be visualized on a map with an overlay of the vanpool route and stops. VVTA staff must have the ability to add and remove people from vanpool rosters. Vanpool Leaseholders must have the ability to see the roster (in text and on a map) and be able to edit, remove or add riders as well as change permissions for primary drivers and Alternate Vanpool Administrators.
6. **Vehicle Inventory.** Software must provide the means to create reports and maintain an inventory of vehicles available for vanpool service. Inventory must include specifics on the make, model and year of vehicles in the vanpool fleet, as well as odometer readings at the beginning and ending of each fiscal year, as well as all other fields required for NTD reporting as defined in Section II.C.7 and 8 below.

7. NTD Data Collection.

- a. Provided software will include the ability for vanpool Leaseholders and Alternate Vanpool Administrators to record monthly trips and vehicle usage, by person by inbound trip and by outbound trip. This data is necessary to support NTD

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reporting.

- b. VVTA staff shall have the ability to access and edit all monthly vanpool reports. VVTA staff shall also have the ability to grant logins, as desired, to ETC's and/or vanpool Leasing Vendors to create, access and edit monthly reports for all vanpools associated with their logins.
- c. Software will provide a feature to identify vanpool participants that have not yet submitted their monthly report by a designated submittal deadline and remind them via email. VVTA staff will have the ability to schedule when the email reminder is to be transmitted, both before the submittal date and after the submittal deadline has passed. Vanpool monthly reports must be validated to ensure data integrity.
- d. Once a Vanpool Leaseholder submits a report, it should not be possible for that person to alter the data, but they should be able to review it and review past reports contained in the System. VVTA staff must have the ability to edit reports that have been submitted, as well as reject reports that have been submitted for further edits by the participants.

8. NTD Reporting.

- a. System shall be able to generate reports of NTD statistics needed to populate the Service and Assets reports, including but not limited to VOMS, VAMS, days operated, vehicle revenue hours/minutes, vehicle miles travelled, passenger trips, and passenger miles travelled. Reports must be available for all days, weekdays only, Saturdays only, and Sundays/Holidays only. Sufficient revenue vehicle inventory data must be provided to populate the NTD Revenue Vehicle Inventory Assets report. Date ranges for reports must be available for at least the prior four years, and it must be possible to select any range of months. NTD reports must be available for all data, or just monthly report data that has been submitted and finalized.
- b. Software must provide the ability to categorize all data gathered by Census Bureau urbanized area (UZA). NTD reports must be available for the entire service area, as well as available for service in multiple groups of UZAs. Software must utilize data collection and reporting methodology compliant with the NTD or methodology previously accepted in an NTD audit.
- c. Software shall be able to generate NTD Annual Report, which summarizes the information and data required for year-end NTD report.

9. NTD Data Validation.

- a. Software must provide a means of cross-checking between monthly vanpool reports for issues such as overlapping vehicle assignments (when a Leasing Vendor has assigned the same vehicle to multiple vanpool IDs within the same monthly period) and missing data.
- b. Additionally, a report showing the monthly reporting status for all active vanpool routes must be provided, showing for each vanpool whether the monthly report has been started and whether it has been completed (and when).

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10. **Additional Reporting.** Software must provide reports that summarize and detail the following:

- a. Vanpool passenger trips inbound and outbound (showing by Vanpool ID summary of unlinked passenger trips for each monthly reporting period)
- b. Vehicle Listing (showing by Vanpool ID, each Leasing Vendor Vehicle Number)
- c. Vehicle Usage Report (summary by Vanpool ID and Leasing Vendor Vehicle Number van miles for a specific period)
- d. Vehicle Assignment Report (showing the vanpool route assignments for all vehicles as of a particular date)
- e. Vanpool Rosters (showing by Vanpool ID the name of each passenger, employer and emails)
- f. Vanpool Route Listing (summary by Vanpool ID of each origin and destination)
- g. Vanpool Roster Changes (identifying when each person was added or removed from any vanpool roster)
- h. Wait List Index (identifying all persons waiting to join vanpool routes)
- i. Employer worksites and vanpools assigned to each employer worksite (work location listing)
- j. Employer Transportation Coordinator listing (summary of all employers identified in current applications and the designated ETC or leaseholder supervisor)
- k. Energy usage such as Miles Per Gallon (MPG) and Kilowatt hours (reporting tool that calculates MPG)
- l. Emission Reductions (calculates amount of emission reductions)

D. VVTA VANPOOL APPLICATIONS, FORMS AND REPORTS

1. **General Reporting Features.** Reporting features will be flexible and easy for VVTA and users to amend, update and manipulate. Reports shall include, but not be limited to:

- a. **Monthly Leasing Vendor Report** – this summarizes all of the qualified vanpools by Leasing Vendor, by participant name and vanpool ID, monthly lease amount and monthly subsidy, so as to use as a check and balance for monthly invoices from Leasing Vendors. It will also include any other activity by vanpool, such as vanpools terminated, added, applied for and so on.
- b. **Vanpool Change Report** – identifies a history of changes to a particular vanpool, such as history of route changes, roster changes and occupancy history.
- c. **Quality Assurance Reports** – including, but not limited to, identifying names of participants with similar names, origins and destinations (to ensure no double dipping), and reports that identify vanpools with less than a specified occupancy, such as a less than initially 70% and thereafter 50% occupancy.
- d. **Public Reports** – that would be provided to the VVTA Board or other interested parties, on an as needed basis, that summarize by defined period: total vanpool subsidies paid for the period, vanpools added/deleted/in operation, vanpools and

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subsidy payments by Leasing Vendor, total number of passenger miles traveled, and other statistics.

- e. **Monthly, quarterly and annual reports** – required for NTD reporting and are “uploaded” from the System into TransTrack. The data is to be “uploaded” into the TransTrack System, in a CSV format, and includes the fields identified in Section II.D.2 below.
 - f. **Upload of information to Third Party Websites** – the System shall allow a one-way upload from the System into VVTA and/or third-party websites, to publicize vanpool routes and empty seats for vanpools in service. Information to be uploaded will include, but not be limited to, by Vanpool ID: leaseholder name and contact information, leaseholder employer, leasing vendor, van size, current passengers (including driver), number of empty seats, operating days/schedule/times and all home-end pick up and work drop off locations.
 - g. **General Transit Feed Specifications (GTFS)** – Provides vanpool route scheduling information into the GTFS feeds.
2. **Participant (Leaseholder) Reporting.** The monthly reporting shall provide sufficient detail, so that VVTA can gather all data to be NTD compliant with the daily, weekly and monthly inputs. The data fields which are required to be “uploaded” with TransTrack for each day the vanpool is in operation include but may not be limited to:
- a. VVTA Vanpool ID, Leaseholder last name, leasing vendor vehicle number, and leasing vendor
 - b. By type of day Weekday (Monday through Friday) vs. Saturday vs. Sunday/Holiday, the date for each day of travel by vanpool, with the summary data of the vanpool that includes van miles, passenger miles, unlinked passenger trips, and vehicle revenue hours
 - c. Cost summary that includes the other unreimbursed vanpool expenses (as outlined in Exhibit A, Section IV.B.2), fuel cost, the vanpool’s monthly lease and VVTA monthly subsidy
 - d. Calculation to estimate gallons of fuel consumed for the period
 - e. Odometer readings for the prior month end, and the current month period end, calculating the total miles travelled during the month period
 - f. Total number of vanpools operated in maximum service (VOMS) during the month period
 - g. At the close of the reporting period, the archived information needs to be accessible and accurate.
3. **Leasing Vendor Reporting - Annual Vehicle Inventory / End of Year Mileage.**
- Reported for the VVTA fiscal year, which is July 1st through June 30th of the following Year. Inputs will come from the System, and in general include, but may not be limited to:
- a. Leasing Vendor Vehicle ID Number
 - b. Total Vehicles by Subfleet

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- c. Active Vehicles by Subfleet
- d. Vehicle Type
- e. License Plate #
- f. VIN #
- g. Manufacturer Name
- h. Model
- i. Manufacture Year
- j. Fuel Type
- k. Vehicle Length (in feet)
- l. Seated Capacity
- m. Standing Capacity
- n. Vehicle Ownership Type
- o. Funding Source that purchased the vehicles (Funding Type)
- p. Americans with Disabilities Act (ADA) Accessibility
- q. In-Service Date
- r. Last Service Date
- s. In-Service odometer reading
- t. Last odometer reading during the fiscal year (FY) period and resulting FY service Miles
- u. Useful Life (in years)
- v. Life to Date Miles as of June 30th of the current year.

4. Digital Signatures.

- a. Software must provide Leaseholder/Primary Driver/Alternate Vanpool Administrator ability to provide a secure, online signature for signing the "Participation Agreement" and ensure that the level of security used to identify the signer of a document is sufficient for the transaction being conducted. Software will require the signer of the Participation Agreement to proceed through user verification, which includes creation of a unique username and password that is confirmed via Leaseholder email. Signature will be 'drawn' by Leaseholder using their computer's mouse or control pad's cursor, captured digitally, stored in a database, and then included in any required output (i.e., reports, pages, etc.).
- b. Proposer shall identify how the proposed software will comply with current California and Federal codes, which may include but not be limited to:
 - i. California State codes, which include but may not be limited to the California Government Code Section 16.5 (<http://www.sos.ca.gov/administration/regulations/current-regulations/technology/digital-signatures/government-code-16-5>), and
 - ii. California Secretary of State Regulations Title 2, CCR Sections 22000 through 22005 (<http://www.sos.ca.gov/administration/regulations/current-regulations/technology/digital-signatures/>).

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5. **Commuter Data Management.** System software must provide a means to detect and resolve duplicate Leaseholder applications and registrations, and Primary Driver and Alternate Vanpool Administrator registrations. System software must provide the means to detect inactive user registrations after a period to be specified such as three months of no activity, and send notices inquiring if they want to remain in the database. For those that do not respond, software must provide a means to notify VVTA staff so that VVTA may contact the user and take action to archive or purge such user registrations.
6. **Training Services.** Consultant will provide training services for VVTA staff and others designated by VVTA as needed for the duration of the contract at VVTA offices in Hesperia, CA, or by webinar if deemed appropriate by VVTA. Training services will be sufficient to ensure general autonomous software administration at the conclusion of the training sessions. An online User/Controls Manual will be developed to assist in providing an ongoing reference manual for System training and will be updated as System features change or new System features/enhancements are introduced.
7. **Software Support.** Consultant shall supply software support services during business hours of 8:00 AM to 5:00 PM Pacific Time, with emergency off-hours support 24/7, for the duration of the contract. Software support services will include provision of software updates and new features as they become available, and assistance to VVTA staff in the use of the software as requested. Consultant shall make software support services available by phone and webinar. If software issues (bugs, etc.) or System unavailability issues are identified and reported, Consultant shall record the request and begin resolution within two business hours. Consultant will keep VVTA staff apprised of progress throughout the issue resolution process.
8. **Data Ownership.** Consultant shall claim no ownership of the database contents accumulated through the use of the provided software and defer all ownership rights of the data to VVTA. All vanpool data stored in the System shall be capable of being output in .csv format at any time, in the event VVTA should have need to transfer the data to another program or application. Should the software not be owned by VVTA, all data should be exported in a .csv format upon contract termination and delivered to VVTA on a flash or external hard drive.

E. USER INTERFACE AND ADA WEBSITE ACCESSIBILITY

1. **Usability and ADA Website Accessibility.** Proposer shall ensure that the website and mobile website are fully compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 d) and the usability/accessibility design guidelines of the Web Accessibility Initiative (WAI) in support of myriad users, including those accessing online content using assistive technologies. Consultant shall design and use best coding practices that support improved usability and broaden website access to stakeholders requiring assistive technologies. Users with impaired vision, no vision, hearing-impairments, and/or cognitive impairments shall be accommodated by evaluating all publicly facing visual cues and functional elements. Website must employ graphic design

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practices and coding design and coding practices that support improved usability by myriad users and broaden website access to stakeholders requiring assistive technologies. Users will have visual cues and functional elements to ensure navigation of the System can be easily managed by users with varying computer experience and cognitive ability.

2. **Aesthetic Style & Branding.** Website must be branded for VVTA Vanpool Program, with branding (logo art, color palette, font choices) provided/approved by VVTA. VVTA shall provide the website domain name.
3. **Responsive Design.** Website must employ responsive design so as to appropriately adapt to small and large display devices, such as smart phones, desktop and laptop computers, and tablet devices. As a result of this requirement, a mobile application to place on the Google/Android/Apple “Apps” stores is not required.

F. INSTALLATION & SETUP

Consultant will install and setup software on a hosting provider approved by VVTA after contract award. A setup document detailing web and database server setup shall be provided to VVTA.

II. PROJECT DELIVERABLES

The following deliverables coincide with the Tasks outlined in the RFP Section II.A.3 Technical Direction. Proposals shall include an acknowledgement of these deliverables and compliance with the deliverable schedule. Should the Proposer be unable to meet the following deliverables schedule, provide an explanation as to why and the proposed alternative:

1. **Project Management:**
 - a. On-going project management, weekly status reports and summary of conference calls with VVTA staff during development and implementation
 - b. Monthly status reports during maintenance
 - c. As needed updates, conference calls and reports
2. **Project Planning and Approach** (provide within 30 days after Notice to Proceed):
 - a. Project implementation and management plan
 - b. Work plan
 - c. Resource matrix
3. **System Development, Test Plan and Implementation** (varying delivery deadlines):
 - a. Deliverables within 45 calendar days after Notice to Proceed:
 - i. Database Glossary
 - ii. System Design
 - iii. ADA compliance memorandum.
 - b. Deliverables within 90 calendar days after Notice to Proceed:
 - i. Beta version of the website and mobile site
 - ii. Final System Test Plan
 - c. Deliverables within 180 calendar days after Notice to Proceed:
 - i. Completion of System testing
 - ii. Final product upon acceptance of final testing

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4. **Post-Implementation Services and Maintenance** (provide within 120 calendar days after Notice to Proceed):
 - a. Training and User Guide
 - b. Disaster Recovery Plan
 - c. Daily Backup Plan
 - d. Redundancy Plan
 - e. Maintenance Plan

III. ADDITIONAL FEATURES/REPORTS

Throughout the term of the contract, VVTA may require additional features and reports not specifically outlined in this Scope of Work. Should VVTA request features and reports not specifically outlined in this Scope of Work, VVTA may do so by requesting a quote from Consultant via email communication. Proposers should follow the instructions in Attachment B Cost Proposal Form and provide hourly rates for the positions provided in their proposal.

IV. EXHIBITS

EXHIBIT A: REQUIREMENTS, FEATURES AND FUNCTIONS

I. General

- A. **Multiuser Roles and Permissions:** Support for pre-defined roles (Leasing Vendors, VVTA Staff, Leaseholders, Primary Drivers, Alternate Vanpool Administrators, and Employer)
- B. **Email Account Verification:** Upon “enrolling” the System will send the user a confirmation email, upon which the user must click on a link within that confirmation email to validate the account. The email must be unique to each user and the same email cannot be used for multiple users or for passengers.
- C. **Custom Dashboard and Navigation Menu:**
 1. Custom dashboard for each role in I.D.
 2. Navigation links will include, but not be limited to these pages/tabs:
 - i. home,
 - ii. application (Leaseholder only),
 - iii. vanpools (VVTA Staff and Leasing Vendor only)
 - iv. invoicing (VVTA Staff and Leasing Vendor only),
 - v. reports,
 - vi. profile,
 - vii. help, and
 - viii. controls (VVTA Staff only).
- D. **Help Menu:** Tool tips for every field/question on the website, for all Users/Roles. A “?” that is near the field that when hovered over, help instructions appear.
- E. **User Manual:** In a printable PDF format with specific instructions for each role and an emphasis on backend control instructions and processes.

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II. Public Website / Content Management

- A. Content Management System (CMS) Templates:** CMS ability for a minimum of eight custom pages with rich text editor, file/image upload, and text input fields, to include:
1. Home/Dashboard,
 2. Program Introduction/About the Program,
 3. What's New?
 4. Resources (e.g., Program Guidelines, Frequently Asked Questions, Guaranteed Ride Home, etc.),
 5. Join a Vanpool (see Section II.D below)
 6. Contact Us, and
 7. Others, TBD.
- B. Contact Data Form:**
1. Data entry form with fields for first and last name, email, and comments.
 2. System will generate an email to designated contact(s) based on inquiry type.
- C. Display:** All online pages must be responsive and viewable on multiple devices, browsers, and operating systems.
- D. Search Functionality/Join a Vanpool:**
1. This feature is for commuters interested in joining a vanpool.
 2. User enters origin and destination zip code.
 3. A list of vanpools that falls within those parameters appears. When selected a map appears of the vanpool route, along with the vanpool specifics (origin and destination cross streets, schedule information, if there are any empty seats, and Leaseholder contact information).
 4. If the vanpool has 100% occupancy, the System notes that the vanpool is full.
 5. User has the option to sign up on a wait list for a specific vanpool (must provide full name and contact information, as well as identify VVTA Vanpool ID number), with information that can be viewed, researched and VVTA Staff or System to contact user if available seat.
 6. If vanpool search does not result in any matching or nearby routes, user will receive notification to contact VVTA staff, who would have the capability to create a "trial route" for members of the public to add their name to a currently non-existent vanpool.
 7. On the home page, make it clear that if someone is interested in joining an existing vanpool, they must go to the "Join a vanpool"/ seat finder tool described above.
 8. To perform these search functions, it is the intent that these features can be searched and information provided without the user creating a username or password.

III. Leaseholder Qualification and Application Process - all information entered into this module and, upon VVTA application approval, feeds into the Leaseholder reporting module.

A. Qualification Form:

1. Create pre-qualification data entry form with minimal information so user is informed immediately if he/she qualifies for the VVTA Vanpool Program. All of the questions below are required to determine if the user qualifies for the program and can proceed with an application. All questions are required except for the email address (vii):
 - i. Starting (home end) zip code (XXXXXX format),
 - ii. Work-end zip code (XXXXXX format),
 - iii. Average round trip mileage (whole numbers only in a XXX format),
 - iv. Van capacity (dropdown menu from 7 to 15),
 - v. Number of passengers including driver (dropdown menu from 5 to 15),

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- vi. Do you have a current lease with a VVTA-approved Leasing Vendor, if so, please identify? (drop down menu with the approved Leasing Vendors, or No),
 - vii. Email address (field with email format),
 - viii. How were you referred to this website and the VVTA Vanpool Program?” Select all that apply (VVTA to provide options/responses with one “Other” open ended response option).
2. Third party mapping application for the user to calculate mileage in III.A.1.iii.

B. Leaseholder Qualification:

- 1. Qualified Leaseholder validation based on System-defined constants, which include:
 - i. Daily round trip must be at least 30 miles or more (based on response in III.A.1.iii),
 - ii. Average vanpool occupancy must be 70% or greater to start (based on the response to III.A.1.v / III.A.1.iv, rounded up to whole numbers),
 - iii. One or both of the zip codes, either origination or destination, must be within the VVTA Vanpool Program jurisdiction (origination or destination) (based on the response to III.A.1.i and ii – VVTA to provide an Excel list of eligible zip codes),
 - iv. Should the response to III.A.1.vi be “No” the applicant may proceed – qualification is not contingent on the User having an existing lease with a VVTA-approved Leasing Vendor, and
 - v. Ability to easily change these qualification parameters should program guidelines change.
- 2. The backend of the system will maintain a zip code management database, which will become the basis for determining if an applicant qualifies.

C. Qualification Question/Answer Tracking:

- 1. Based on user selection of how he/she was directed to the website, create report summarizing effectiveness of outreach strategies; method of direction is VVTA Staff-managed to add new outreach strategies from available ‘campaigns’ to user referral method.
- 2. System generates a popup screen to inform the user if he/she does not qualify, and why (based on System-defined content). Should an email be submitted with the qualification, System will also generate an email to the user and to VVTA Staff.
- 3. VVTA Staff report is available of non-qualified vanpools, with reason.

D. Username and Password:

- 1. Those that qualify will be directed to a form that requires them to enter additional information for a username and password. Security of information meets State of California online security tests.
- 2. System generates an email to the user, to verify their email before they can proceed with their application.
- 3. Also available are the website terms and conditions to read, review and/or print and save.
- 4. Upon username/password confirmation, System generates a unique ID number that user and Administrator can use to track application process.
- 5. Should qualified applicant leave this screen, they will have to qualify again to get to this point.

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ATTACHMENT A – SCOPE OF WORK

E. Contact Information: For those that qualify and successfully create a username and password, they will be directed to a data entry form that requires additional contact information:

1. They will confirm or change their name and email that was in the qualification application.
2. Enter best contact phone number during business hours and home address.
3. Employer name using a dynamically-generated drop down menu of known employers provided by VVTA and physical address.
 - i. Leaseholder submittal of new employer, automatically flagged for approval/inclusion in employer listing.
 - ii. VVTA Staff/Administrator editing/approval: If employer name is not listed, allow Leaseholder to enter new employer that will automatically be flagged for Vanpool Program Administrator approval/inclusion in employer listing.
4. Employer rideshare coordinator or supervisor name, his/her email and phone

F. Vanpool Details Data Capture:

1. This is a four-part data entry form with data validation. Detailed vanpool information must be captured by System and feeds into the vanpool's reporting module. Each step may be partially filled out, but all four sections must be completed before the application can be submitted to VVTA for approval.
 - i. Schedule: Operating days the vanpool is typically in operation.
 - a. User selects either a fixed weekly schedule OR a variable/flexible two-week schedule (such as a 9/80).
 - b. Depending on selection, there will be fields in an hour and minute time format (with am or pm) for vanpool departure and arrival times to work and then again from work to home.
 - c. System will provide error checking if times are inconsistent (for example, departure is at 8:00 a.m. and arrival is at 7:00 a.m.).
 - d. Provide a field for a comment section on schedule variances.
 - ii. Locations:
 - a. User confirms the average roundtrip mileage that was entered in the qualification application.
 - b. User enters all geo-locations for all vanpool pickup and drop-off locations (name and physical address for each location) based on third party mapping.
 - c. Ability to provide a nickname for each location.
 - d. Ability to move locations up and down in order, after entered.

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ATTACHMENT A – SCOPE OF WORK

e. Ability to “add” unlimited locations.

iii. Participants (Leaseholder and all passengers):

- a. User will confirm the maximum van capacity that was entered in the qualification application and if the applicant (Leaseholder) is an active commuter in the vanpool. If so, Leaseholders’ information will appear as the first rider/passenger in the vanpool.
- b. Enter all vanpool passenger information (first and last name, email, best contact phone, employer name and pickup and drop off locations) and identify if any of those passengers will serve as a User Role of a Primary Driver and/or the Alternate Vanpool Administrator. If a Primary Driver is not selected, an error message is identified to the user.
- c. System should display a warning for invalid email addresses entered and track bounce backs for incorrect/unknown email addresses.
- d. Ability to add passengers up to the vehicle seating limit, and an immediate System notification on the page if the vanpool does not meet the 70% minimum occupancy requirement upon application approval and 50% thereafter.
- e. Upon completion, show a map of the overall route, with icons showing pickup locations by order and icons showing drop off locations in order.

iv. Lease Information:

- a. Identify the Leasing Vendor (drop down menu with VVTA- approved vendors)
 - b. Enter the date the vanpool lease has been signed (calendar format)
 - c. Upon entering, the System generates an auto email to Leasing Vendor instructing them that an applicant has identified them as the Vendor, and they now may go into their Dashboard to submit their required information.
2. If at any time the user does not have the required information, the user may click on "Save" and exit the System - and can return at any time to update and complete this application.
 3. The user may go back to any section at any time.
 4. Prior to submittal, the user will have an opportunity to review the application

G. Participation Agreement (PA):

1. Leaseholder is required to review and electronically sign an online PA, prior to VVTA Staff approval.
2. When applicant identifies in Section III.F.1.iii.b the roles of Primary Driver and/or Alternate Vanpool Administrator, the System will send those individuals an email requiring them to sign in for username and password creation, and directing them to sign a PA.
3. Requires user to check boxes confirming he/she has read that particular section. PA

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cannot be submitted unless all boxes have been checked.

4. Review/submit PA with digital signature and ability to print PA showing signature and date and time stamp. Digital signature system complies with State of California Code of Regulations requirements.
5. The Administrator's dashboard displays PA signatory status – identifies by vanpool the various roles, individuals' names and the status of signing a PA (executed or pending).

H. Application Review/Edit and Submittal:

1. Save application for repeat visitation/review by user.
2. User able to review a summary screen of application, which shows application errors and when minimum qualifications are not met (such as 70% occupancy, minimum round trip miles, etc.). Application must allow user to review and submit full vanpool application to System Administrators for approval.
3. User has the ability at any time to go back into the application sections and make changes to vanpool data.
4. Upon submittal, System sends an email to Administrator and status of the application changes on Administrator Dashboard.
5. After submittal, changes require VVTA Staff approval.

I. VVTA Staff review and approval

1. Summary screen with information for Administrator to enter for approval.
2. System will pre-populate a subsidy based on 50% of the lease price not-to- exceed amount, currently \$500; however, Administrator can manually change the subsidy amount.
3. Administrator confirmation of pre-defined UZA assignment (System assigned, but Administrator can override and change).
4. Administrator selection of pre-defined employer code (System assigned, but Administrator can override and change).
5. A field for Administrator notes/comments.
6. System-generated start date that is the first of the following month with Admin override.
7. Button for approve/not approve which allows a comment.
8. Upon approval, System generates an email to applicant and Leasing Vendor notifying of the start date, subsidy amount and next steps.
9. Upon approval, System generates a Vanpool ID number, to be determined by VVTA, that will include a sequential number and other information. This is a unique number that is specific to this vanpool route; should the leaseholder or passengers change, but the vanpool route remains the same, the Vanpool ID stays with the vanpool.

J. Applicant Notification

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1. Allows Administrator to run report for pending applications and changes to approved applications not submitted for Administrator review and approval prior to month-end reporting.
2. Automated notification to applicants with un-submitted data after System- defined period.

IV. Participant Reporting

A. Responsive Display - Reporting must support multi-device and operating system display and data entry.

B. Vanpool Log: a three-part log process that includes these sections:

1. Participant Attendance:
 - i. Based on schedule in application, pre-populate typical vanpool commuting days by the specific month.
 - ii. Based on participant list, prepopulate passenger names and role.
 - iii. Instructions will inform the user that the passenger list and route must be updated prior to completing the monthly log.
 - iv. A “Button” will allow the user to go back to the application section to perform an update of information as needed.
 - v. Track passenger traveled to/from work by commuting day (week-by- week view display).
 - vi. Buttons that will allow the user to go to the previous week or the next week.
 - vii. Auto-populate the monthly report/log for that specific monthly period, by day of the week and date.
 - viii. Auto-populate one-way miles to work and from work; user managed. This field can be changed by the user if there is a variance for that day.
 - ix. Auto-populate one-way minutes of travel to/from work; user managed. This field can be changed by the user if there is a variance for that day
2. Vanpool Unreimbursed Expenses: Expense data entry by pre-defined categories, with a field to allow the user to input the expense for each:
 - i. Vanpool Fuel and Gasoline Costs - Error notification if fuel expenses are greater than \$1,000
 - ii. Van Cleaning/Car Wash Costs
 - iii. Vanpool Fluids/Oil Costs
 - iv. Toll Fees While Commuting to and from Work
 - v. Parking Fees

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- vi. Other Unreimbursed Expenses - Error notification should this type of expense category be greater than a fixed dollar amount (such as \$200.00)
 - vii. Ending Vehicle Odometer for this month. Calculate ending month van miles (based on odometer readings from prior month's ending odometer reading and current month's ending odometer reading). Create a flag if the number is less than the sum of prior ending odometer reading PLUS the reported monthly van miles.
3. Review and submit
- i. Summary table of information compiled from log, to work and from work, to include: total passengers, time in minutes, distance, days commuting, average passengers each day, average miles each day, # of seats in van (from application) and calculated monthly occupancy, and unreimbursed expenses.
 - ii. Summary table of all unreimbursed vanpool expenses.
 - iii. Summary display with option to go back and edit prior to submittal.
 - iv. User confirmation before final submittal.
4. Upon submittal, user cannot make changes.
5. User ability to review and print past and current log, based on a date range
6. Automated email sent to VVTA Staff of logs submitted with 15 or fewer days.

V. Administration

A. Multiuser Controlled System Access - Permission-based access to features and functions.

B. Administrative Support Functions:

- 1. Dashboard Home:
 - i. New/Pending Applications
 - ii. Pending Terminations
 - iii. Vanpools Pending Updates
 - iv. Active Vanpools
- 2. Vanpools
- 3. Vendor Invoicing
- 4. Reports
- 5. User Profiles
- 6. Help
- 7. System Access/Controls

C. New/Pending Vanpool Applications: a sortable 5-column table display of pending vanpool applications:

- 1. Provide tool tips and "action" icons
- 2. Summary distinguishes status of individual items (e.g., Leasing Vendor selected, executed Participation Agreements, etc.)
- 3. 1st column allows user to expand selection, Vanpool ID and First and Last Name, Last Updated, Status and Actions. "Viewing 1 of X".

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4. When details are expanded, organized by Vanpool Application, Vendor Application (will note if a Leasing Vendor has been selected), will note if PAs have been executed and name of user and role and ability to edit certain actions.
 5. Ability to sort and filter table.
 6. Ability to search by application tracking ID.
 7. Leasing Vendor summary information/section that provides user their detailed information.
 8. Ability to fully edit all data associated with individual vanpool as captured by Leaseholder – upon selecting “edit” taken to summary page of vanpool application with ability to edit each section.
- D. Vanpools Pending Update:** Sortable 5-column table display of approved vanpools that are in the process of updating and require Admin review/approval;
1. With tool tips and ‘action’ icons.
 2. Link to details page with distinguishable status of individual items (e.g., Leasing Vendor selected, executed Participation Agreements, etc.)
 3. Ability to sort and filter table.
 4. Administrator edit and approve
 5. System generates an email to User and Leasing Vendor upon approval.
- E. Active Vanpools:** a sortable 5-column table display of active vanpools:
1. With tool tips and ‘action’ icons.
 2. Full edit ability of all data associated with individual vanpool as captured by Leaseholder qualification and application process outlined above.
 3. Administrators can immediately change data without an approval process.
 4. Upon vanpool termination, confirm/ revise final subsidy payment (including pro-rated amounts).
 - i. Terminations can occur on any day and the subsidy amount may be prorated instead of calculating the full amount.
 - ii. Need an override on final subsidy, along with date of termination (last date vanpool was in operation).
 5. Ability to undo a termination, to retain information and continue the vanpool subsidy and reporting without interruption.
 6. Ability to transfer vendor leasing agent information (change in Leaseholder) while retaining historical information particular to date of operation for previous vendor.
 7. Search filters and text search, to search vanpools by Leaseholder first and/or last name, any part of a Vanpool ID, Vendor ID, employer, etc.

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8. Ability to sort and filter table.

F. Invoicing

1. Provide a table showing by Leasing Vendor, the monthly period and when the monthly invoice was submitted.
2. Ability to sort and filter table.
3. View and ability to edit all Leasing Vendor invoicing sections: Contract Information, Vanpool Summary, Budget and Balance, File Upload and Review and Submit.
4. Download invoices and other related reports/documents.

VI. Administrative Reporting

A. Participant Monthly Log:

1. Table format of current month's logs, by Vanpool ID, first/last name of leaseholder and date of log submittal.
2. Ability to sort, filter, and search logs with various filters, by Vanpool ID, leaseholder name, period, etc.
3. Ability to edit, approve and or reject individual monthly logs.
4. If rejected, System sends an email to Leaseholder and Alternate Vanpool Administrator notifying them of the rejection.

B. Leasing Vendor Invoicing:

1. Table format of monthly Leasing Vendor invoices, by vendor, reporting period and date of invoice submittal or if overdue.
2. Ability to sort, filter, and search invoices with various filters, by vendor, period, etc.
3. Views: Summary, Budget and Balance.
4. File Upload requirement that invoice be in, at a minimum, an Excel format.

C. General Report Features:

1. Search filters for customized reporting, selecting which data fields to include in the report based on a data range and text search.
2. Data export in PDF, Excel and CSV format.
3. Automated System date/time stamp on all reports.
4. Data anomalies 'flagged' and defined by Administrator.

D. Other "Pre-Defined" Reports: "Canned" reports with pre-selected fields, that can be generated based on date range or other criteria.

1. Vanpool Monthly Fuel Costs and Energy Consumption – a report that is for a pre-defined period, by each Leasing Vendor.

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2. Vanpool Monthly Tracking (by date range, leasing vendor, all) – report that includes the following fields: Vanpool ID, first/last name, Leasing Vendor, origin zip code, destination zip code, days reported, van size, van occupancy (%), total passengers, total time travelled (hours), total miles travelled, total passenger miles, subsidy amount.
3. Vanpool Program Tracking (by Leasing Vendor) – report that includes the following fields: Vanpool ID, first/last name, employer, origin zip code, destination zip, date lease signed, # in vanpool, van size, van occupancy (%), Leasing Vendor, daily round trip miles, vanpool start date, lease cost, monthly subsidy, subsidy start date, date vanpool application was submitted, date of Participation Agreement, date of Primary Driver Participation Agreement, date Leasing Vendor information was submitted, date application approved, origin subarea, destination subarea.
4. Vehicle Inventory (can generate by leasing vendor) – report that includes the following fields: Vanpool ID, first/last name, Leasing Vendor, vehicle type, van seating type, seating capacity, ADA features (yes or no), starting odometer, latest odometer, monthly lease amount, monthly subsidy, subsidy start date, vanpool start date, termination date.
5. Vanpool Participant Report – a report that includes the following fields: Vanpool ID, Leaseholder first/last name, and first/last name and email addresses of all passengers and status (approved, pending, terminated).
6. Vanpool Terminated Contracts – a report that includes the following fields: Vanpool ID, termination date, last update, trip origin zip code, destination zip code, each passenger first/last name, their role and email.
7. Vanpool UZA report – a report that includes the following fields: Vanpool ID, origin subarea, origin UZA, destination subarea, destination UZA, assigned UZA, employer, van mileage, number/% of participating vanpools assigned to UZA or rural.
8. Miles Per Gallon (MPG) tool – a reporting tool that calculates MPG. Create configurable monthly System constant to determine month's average fuel cost, then System calculates average MPG and adds it into monthly report.
9. Year End NTD Reports – broken out by Average Weekday, Saturday and Sunday and Totals including: Year To Date (YTD) costs by Leasing Vendor (by month and total), passenger fares, Revenue Miles, Passenger Miles, Hours, major mechanical failures, other failures, major incidents, minor incidents, energy usage (gallons fuel and kilowatt hours), spares, vehicles operated in maximum service. (VOMS), passengers, subsidy, days operated.
10. Emissions Reductions - Monthly and year end emission reductions based on activity.
11. General Transit Feed Specifications - A plan/report to provide vanpool route scheduling information into the GFTS feeds "scrubbed" by developers and providers of transit information.

VII. Administrative Controls, Settings, Training:

A. User Accounts

1. Manage all data (add/edit/delete).
2. Assign user roles.

B. Zip Code/UZA Management

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1. Manage zip codes and identify if a zip code is in the qualifying VVTA service area. Each zip code will also have a UZA assigned to it; if no UZA, will be coded as “Rural”.
2. A field in the vanpool approval screen will contain a code for and prepopulate the UZA based on the zip codes. Admin will have the option to override this UZA assignment.

C. Other

1. Change application deadline or eliminate deadline. For example, if the System is created that all applications are due on the 20th of the month, this feature would allow the Administrator to change that deadline to the 15th of the month or eliminate the deadline entirely.
2. Update training manual in rich-text HTML editor with versioning control. Training manual must have version control where pending changes can be published.
3. Manage Participation Agreement in rich-text HTML editor with versioning control.

D. Manage Website Terms and Conditions in a rich-text HTML editor with versioning control.

System History Log: Track System changes by date (user accounts changes, zip code changes, auto email changes).

VIII. Automated Emails

A. Email Templates

1. HTML format management
2. Runtime replacement of key information using editor functions (e.g., full name, user email, login URL, etc.)
3. Broadcast emails to user subsets. Create filters to send automated email reminders to vanpool subsets versus all vanpools.
4. Auto-generated emails (at a minimum):
 - i. New User Welcome
 - ii. Forgot Password
 - iii. New Leaseholder
 - iv. Primary Driver – requesting PA
 - v. Alternate Vanpool Administrator – requesting PA
 - vi. Leaseholder Application Receipt Confirmation
 - vii. Leasing Vendor Application Notification
 - viii. Administrator New Vanpool Application Notification
 - ix. Approval - sent to Leaseholder, Administrator and Leasing Vendor
 - x. Rejection – sent to Leaseholder, Administrator and Leasing Vendor
 - xi. Leaseholder/Alternative Vanpool Administrator Logging reminder NO. 1
 - xii. Leaseholder/Alternative Vanpool Administrator Logging reminder NO. 2
 - xiii. Leaseholder/Alternative Vanpool Administrator Logging reminder NO. 3
 - xiv. Leasing Vendor reminder of invoice due
 - xv. Enrollment Welcome (login credentials) with username and password
 - xvi. Leaseholder Notification of Leasing Vendor Changes to Vehicle or Lease

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- xvii. Vanpool termination to Leaseholder
- xviii. Vanpool termination to Leasing Vendor

IX. Leasing Vendor Access/Dashboard

A. Leasing Vendor Home

1. Similar to Administrator dashboard, populated for Leasing Vendor. Shows status of new vanpools, pending updates, and all Leasing Vendor vanpools
2. All required Leasing Vendors fields will have the ability for Leasing Vendors to edit/update each field
3. Sections Leasing Vendor enters data for each vanpool application:
 - i. Leasing Vendor Information – prepopulated based on login of Leasing Vendor staff (name, contact info, email).
 - ii. Leaseholder Information (prepopulated, but comment section if conflicted with their information from Leaseholder)
 - iii. Vanpool Details: prepopulated VVTA Vanpool qualification #, date of van possession, starting odometer upon possession and monthly lease amount (before subsidy).
 - iv. Vehicle Details: Leasing Vendor Vehicle Number, vehicle make, model and year, van seating type, seating capacity, ADA features, if any, and maximum monthly miles the vanpool lease is based upon.
 - v. Executed Lease (upload of a PDF) – upload button to upload a PDF of the lease, ability to add/delete files.
4. Tracking of all vehicle/leaseholder data entry and changes.
5. Last vehicle recorded in the month ties to that month's report.
6. Table display format with van history, showing most recent van/leaseholder information at the top.
7. All data submitted flows into the vanpool leaseholder's reporting/log module.
8. Ability to review/edit prior to submittal to VVTA Staff.

B. Leasing Vendor Reports (same criteria/format as Admin, except where noted):

1. Vanpool Summary
2. Leasing Vendor Budget and Balance
3. Marketing Activities During the Period
4. Maintenance and Incident Reporting
5. File Uploads
6. Vehicle Inventory Report
7. Monthly Leasing Vendor Report, to include these data fields: Vanpool ID, Vendor assigned Vehicle #, Leaseholder first and last name, lease amount, subsidy amount,

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subsidy start and termination dates, date most recent monthly report submitted (red if past due), ending odometer, total days commuting and occupancy percentage.

X. User Self-Management

A. System shall capture and time stamp the following information for every user account

1. Data entry for user contact information:
 - i. Name (First Name, Last Name)
 - ii. Email, Phone
 - iii. Home Address, State, Zip Code
2. User password reset.

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**AGENDA ITEM
EIGHT**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Regional Replacement Buses Class H (2).

SUMMARY STATEMENT

Staff received a recent quote from the new CalACT/MBTA Joint Procurement RFP and found that the original estimated budget for these buses are underfunded. The cost increase is mainly due to cost inflation as compared to the prior contract and the installation of GFI fare boxes and the new Driver Protective Barriers.

The recommended funding plan for this short fall is to use available Federal Sect. 5339 Bus and Bus Facilities Capital funds and local match from the recent sale of LCSF credits. This action will have no impact on Local Transportation Funds (LTF).

| Regional Replacement Buses Class H (2) | Section 5339 | LTF | LCSF Credits | Project Cost |
|--|--------------|-----------|--------------|--------------|
| Original Estimated Budget | \$922,540 | \$162,801 | | \$1,085,341 |
| Budget Amendment | \$198,000 | | \$35,000 | \$233,000 |
| Revised Total Project Cost | \$1,120,540 | \$162,801 | \$35,000 | \$1,318,341 |

RECOMMENDED ACTION

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Regional Replacement Buses Class H (2).

| PRESENTED BY | FISCAL IMPACT | MEETING DATE | ITEM NUMBER |
|--|--|-------------------|-------------|
| Nancie Goff, Deputy Executive Director | Sect. 5339 \$198,000 & LCFS Credits \$35,000 | November 16, 2020 | 8 |

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**AGENDA ITEM
NINE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Paratransit Buses (2).

SUMMARY STATEMENT

Last year Caltrans notified VVTA it was awarded a Sect. 5310 competitive grant for the purchase of two Paratransit buses in the amount of \$208,400. While the Standard Agreement from Caltrans is still pending, it should be available soon and VVTA can then place an order for these buses. The Caltrans award is for a basic paratransit vehicle only. VVTA continues to purchase its paratransit buses from a Joint Procurement CalACT/MBTA vehicle contract.

VVTA orders new vehicles with essential add-ons such as security camera systems, the VVTA paint scheme and graphics, and specific fueling interlock to prevent the engine from running while being fueled etc. Incorporating these items into the purchase at the time of the order is common practice and cost effective. However, these necessary items are above and beyond the base grant award from Caltrans.

Consequently, staff recommends using available LCFS Credits to supplement the base cost of the Caltrans award so that these items can be incorporated into the order at the time of the purchase and prior to the bus build. This action will have no impact on Local Transportation Funds (LTF).

RECOMMENDED ACTION

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Paratransit Buses (2).

| PRESENTED BY | FISCAL IMPACT | MEETING DATE | ITEM NUMBER |
|---|--------------------------|-------------------|-------------|
| Nancie Goff, Deputy Executive Director | LCFS Credits \$60,000 | November 16, 2020 | 9 |

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Vans for Big River.

SUMMARY STATEMENT

Included in the FY 2017-18 budget was a project to purchase two vehicles for Big River's Bonnie Baker Senior Transportation Program for \$67,762. One accessible vehicle was purchased in February of 2018 for \$45,955, leaving a project balance of \$21,807. At this time, Big River still has only this one vehicle purchased in 2018. This limits the trips they can provide to the citizens of this remote community.

In discussing their needs with CTSA management, it was determined that at this time they need another van accessible for wheelchairs. The cost of another wheelchair accessible van is more than the balance left in the budget. Staff recommends supplementing the original budget with LCFS Credits from a recent sale to allow for the purchase of another accessible Braun Entervan. This action will have no impact on Local Transportation Funds (LTF).

RECOMMENDED ACTION

Amend the VVTA Fiscal Year 2020-21 Budget, Short Range Transit Plan, and TDA Claim to Include Funding for the Purchase of Vans for Big River.

| PRESENTED BY | FISCAL IMPACT | MEETING DATE | ITEM NUMBER |
|---|--------------------------|---------------------|--------------------|
| Nancie Goff, Deputy Executive Director | LCFS Credits \$26,200 | November 16, 2020 | 10 |

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**AGENDA ITEM
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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

VVTA Agency Safety Plan (ASP).

SUMMARY STATEMENT

On July 19, 2018, FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). Additionally, the plan must include safety performance targets.

These Transit agencies also must certify they have a safety plan in place, and that it meets the requirements of the rule. The deadline is December 31, 2020. The plan must be updated annually and approved by the Agency's Board of Directors.

In response to this requirement, staff has prepared a policy in accordance with FTA guidelines and with consensus of the new operations contractor. This policy addresses VVTA's processes and procedures to implement, maintain, and continuously improve VVTA's performance to ensure the safety of VVTA's customers, employees, and the riding public.

Approval of this policy will satisfy the requirements of the Federal Transit Administration (FTA) 49 CFR Part 673, which is due December 31, 2020.

RECOMMENDED ACTION

Approve VVTA policy 1-001-20 formalizing Agency Safety Plan (ASP).

| PRESENTED BY | FISCAL IMPACT | MEETING DATE | ITEM NUMBER |
|--|---------------|-------------------|-------------|
| Simon Herrera, Director of Operations | N/A | November 16, 2020 | 11 |

VICTOR VALLEY TRANSIT



Organizations Affected:

Victor Valley Transit Authority Joint Powers

Effective Date: November 16, 2020

Revised Date: November 16, 2020

Approved by:

Kevin Kane, Executive Director

As Authorized by the

Board of Directors on: November 16, 2020

Attest:

Debi Lorrh, Clerk of the Board

POLICY / PROCEDURE NO. 1.001.20

Public Transportation Agency Safety Plan for Bus Transit Agency Safety Plan (ASP)



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Transit Agency Information

| | | | |
|--|---|--|--|
| Transit Agency Name | Victor Valley Transit Authority | | |
| Transit Agency Address | 17150 Smoke Tree Street, Hesperia, CA. 92345 | | |
| Name and Title of Accountable Executive | Kevin Kane, Executive Director | | |
| Name of Chief Safety Officer or SMS Executive | Sue Crane, Safety Manager Keolis Transit America, Contractor | | |
| Mode(s) of Service Covered by This Plan | Contracted - Fixed Route Bus; Paratransit, Commuter | List All FTA Funding Types (e.g., 5307, 5310, 5311) | 5307, 5311, 5310, 5339, 5309 |
| Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service) | Fixed Route Bus, Commuter; Paratransit | | |
| Does the agency provide transit services on behalf of another transit agency or entity? | Yes | No <input checked="" type="checkbox"/> | Description of Arrangement(s) N.A. |
| Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided | N.A. | | |

Plan Development, Approval, and Updates

| | | |
|--|--|--------------------------|
| Name of Person Who Drafted This Plan | Simon Herrera, Director of Operations, Victor Valley Transit | |
| Signature by the Accountable Executive | Signature of Accountable Executive | Date of Signature |
| | Kevin Kane | 4/1/2020 |
| Approval by the Board of Directors or an Equivalent Authority | Board of Director's | Date of Approval |
| | Curt Emick, Chair, Town of Apple Valley | November 16, 2020 |
| | Joy Jeannette, Vice-Chair, City of Adelanto | |
| | Larry Bird, Director, City of Hesperia | |
| | Robert Lovingood, Director, County of San Bernardino | |
| | Dawn Rowe, Director, County of San Bernardino | |
| | Gloria Garcia, Director, City of Victorville | |
| James Noble, Director City of Barstow | | |
| Relevant Documentation (title and location) | | |
| A copy of the Board of Directors Resolution #XX-XXX, approving the Agency Safety Plan, is maintained on file by the Clerk of the Board and Chief Safety Officer, Victor Valley Transit Authority. Plan certified by: Curt Emick, Chair, Town of Apple Valley -11-16-2020 Joy Jeannette, Vice-Chair, City of Adelanto -11-16-2020 Larry Bird, Director, City of City of Hesperia -11-16-2020 Robert Lovingood, Director, County of San Bernardino -11-16-2020 Dawn Rowe, Director, County of San Bernardino -11-16-2020 Gloria Garcia, Director, City of Victorville -11-16-2020 James Noble, City of Barstow -11-16-2020 | | |

Version Number and Updates

Record the complete history of successive versions of this plan.

| Version Number | Section/Pages Affected | Reason for Change | Date Issued |
|----------------|------------------------|-------------------|-------------|
| 1 | | New Document | 11/16/2020 |
| | | | |
| | | | |

Annual Review and Update of the Public Transportation Agency Safety Plan

Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.

This plan will be jointly reviewed and updated by the Director of Operations and Safety Manager by July 1st of each year. The Accountable Executive will examine and approve any changes, signing the new ASP, then forward it to the Board of Directors for review and approval.

Safety Performance Targets

Safety Performance Targets

Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

Targets below are based on the evaluation of the previous 1 years of VVTA's safety performance data.

| Mode of Transit Service | Fatalities (total) | Fatalities (per 100 thousand VRM) | Injuries (total) | Injuries (per 100 thousand VRM) | Safety Events (total) | Safety Events (per 100 thousand VRM) | System Reliability (VRM / failures) |
|--|--------------------|-----------------------------------|------------------|---------------------------------|-----------------------|--------------------------------------|-------------------------------------|
| Fixed Route Bus | 0 | 0 | 5 | 0.2 | 7 | 0.28 | 9,500 |
| ADA / Paratransit | 0 | 0 | 1 | 0.1 | 1 | 0.1 | 68,456 |
| Commuter | | | | | | | |
| Total Mile & Hour Event Frequency goals - 2020 | 0 | 0 | | 4 | | 18.06 | |

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

VVTA's Accountable Executive shares our Agency Safety Plan, including safety performance targets, with the San Bernardino County Transportation Authority (MPO) in our service area each year after its formal adoption by the VVTA's Board of Directors. VVTA's Accountable Executive also provides a copy of our formally adopted plan to the San Bernardino County Transportation Authority. VVTA personnel is available to coordinate with San Bernardino County Transportation Authority safety performance targets upon request. VVTA's Accountable Executive reviews goals monthly and will review it yearly to establish new goals for improvement if necessary.

| Targets Transmitted to the State | State Entity Name | Date Targets Transmitted |
|---|--|---------------------------------|
| | San Bernardino County Transportation Authority | 11/23/2020 |
| | N/A | |

Safety Management Policy

Safety Management Policy Statement

Include the written statement of safety management policy, incorporating safety objectives.

Safety is a core value at VVTA, and managing safety is a core business function. We will develop, implement, maintain, and continuously improve processes to ensure the safety of our customers, employees, and the public. VVTA is committed to the following safety objectives:

- Communicating the purpose and benefits of the Safety Management System (SMS) to all staff, managers, supervisors, and employees. This communication will specifically define the duties and responsibilities of each employee throughout the organization and all employees will receive appropriate information and SMS training.
- Providing a culture of open reporting of all safety concerns, ensuring that no action will be taken against any employee who discloses a safety concern through VVTA's reporting program, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence or a deliberate or willful disregard of regulations or procedures.
- Providing appropriate management involvement and the necessary resources to establish an effective reporting system that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.

- Identifying hazardous and unsafe work conditions and analyzing data from the employee reporting system. After thoroughly analyzing the provided data, the transit operations division will develop processes and procedures to mitigate safety risks to an acceptable level.
- Establishing safety performance targets that are realistic, measurable, and **data driven**. Continually improving our safety performance through management processes that ensure appropriate safety management action is taken and is effective.

KEOLIS SAFETY POLICY

SAFETY ASSURANCE IS A KEY ISSUE AND FUNDAMENTAL VALUE FOR THE KEOLIS GROUP AND ITS NETWORK OF SUBSIDIARIES

Keolis is committed to promoting the development of passenger's transport services and the mobility of people with the concept of Total Safety and the ultimate visions of ZERO HARM, regarding customers, employees, partners, subcontractors, the general public, and the environment.

Employees must give due consideration to their health and safety and that of their colleagues, customers, visitors, and anybody else in the workplace.

The policy of Keolis is structured around 10 key themes, which include:

1. Providing **STRATEGIC DIRECTION, GOVERNANCE, and SAFETY LEADERSHIP**, Fostering a **CULTURE** of excellence, and exemplary working practices, particularly in the area of continuous improvement.
2. Clearly defining the **ORGANIZATION, ROLES, and ACCOUNTABILITIES** within the Company and with its stakeholders.
3. Identifying hazards **PROACTIVELY** and **REDUCING RISKS** in compliance with regulations, standards, codes of practice and approved working methods.
4. Applying **RULES and PROCEDURES** which are systematically managed through a document control system for our services and operational activities and those of our subcontractors, partners, and visitors.
5. Designing and maintaining arrangements for **EMERGENCY and BUSINESS CONTINUITY PLANS** regularly.
6. Developing and maintaining skills and knowledge through **TRAINING, BRIEFING, and COMMUNICATION**; paying due consideration to promote awareness of safety issues among passengers and the general public.
7. Ensuring the safety of all **ASSETS** managed by Keolis or under Keolis' responsibility.
8. Conducting the necessary investigations into **ACCIDENTS, INCIDENTS, or PRECURSORS** to facilitate the remedial action and to develop the **RETURN ON EXPERIENCE** capturing the conclusions for application in the business units.
9. Maintaining measurable, quantitative, and qualitative **TARGETS and OBJECTIVES**

including a suite of leading and lagging PERFORMANCE INDICATORS.
10. Ensuring the conformity and effectiveness of continuous REVIEW of safety performance through regular VERIFICATION actions and AUDITS.

With the support of Keolis Group, Keolis Transit America incorporates this policy within its area of operation, in strict accordance with the relevant regulations and minimum standards defined by the Group.

The Senior Management team has the ultimate responsibility to ensure the safety of people, assets, and activities they manage. No employee is expected to work in an unsafe manner and line managers will guarantee their support to any employee who justifiably refuses to work if it is not safe to do so. Line managers fully support free and open communication, and all employees are expected to report any potentially unsafe situation without delay.

Kevin Kane

Kevin Kane, Victor Valley Transit Authority, Executive Director and Accountable Executive

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.

The Safety Manager, who leads VVTA's SMS activities, introduced our staff to SMS principles on October 1, 2020, at an All-Staff Meeting. VVTA's Safety Management Policy Statement also was distributed to each employee in the form of a handout during this all-staff meeting. VVTA also posts copies of the Statement on bulletin boards at headquarters and in the operations and maintenance break areas of the operating division. VVTA also has incorporated review and distribution of the Safety Management Policy Statement into new hire training and all-staff annual refresher training.

Authorities, Accountabilities, and Responsibilities

Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's SMS.

| | |
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| <p>Accountable Executive</p> | <p>The Executive Director serves as VVTA's Accountable Executive with the following authorities, accountabilities, and responsibilities under this plan:</p> <ul style="list-style-type: none"> • Controls and directs human and capital resources needed to develop and maintain the ASP and SMS; • Designates an adequately trained Chief Safety Officer who is a direct report; • Ensures that VVTA's SMS is effectively implemented; • Ensures action is taken to address substandard performance |
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|--|---|
| | <p>in VVTA's SMS;</p> <ul style="list-style-type: none"> • Assumes ultimate responsibility for carrying out VVTA's ASP and SMS; and • Maintains responsibility for carrying out the agency's Transit Asset Management Plan. |
| Chief Safety Officer or SMS Executive | <p>The Accountable Executive designates the Contractors Safety Manager as VVTA's Chief Safety Officer. The Chief Safety Officer has the following authorities, accountabilities, and responsibilities under this plan:</p> <ul style="list-style-type: none"> • Develops VVTA's ASP and SMS policies and procedures; • Ensures and oversees day-to-day implementation and operation of VVTA's SMS; • Manages VVTA's Employee Safety Reporting Program (IR.), • Chairs the VVTA Safety Committee and: <ul style="list-style-type: none"> ○ Coordinates the activities of the committee, ○ Establishes and maintains VVTA's Safety Risk Register and Safety Event Log to monitor and analyze trends in hazards, occurrences, incidents, and accidents, and ○ Maintains and distributes minutes of committee meetings. • Advises the Accountable Executive on SMS progress and status; • Identifies substandard performance in VVTA's SMS and develops action plans for approval by the Accountable Executive; • Ensures VVTA policies are consistent with VVTA's safety objectives; and • Provides SRM expertise and support for other VVTA |

| | |
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| | <p>personnel in conducting and overseeing Safety Assurance activities.</p> |
| <p>Agency Leadership and Executive Management</p> | <p>Agency leadership and executive management also have authorities and responsibilities for day-to-day SMS implementation and operation of VVTA's SMS under this plan. VVTA Agency Leadership and Executive Management include:</p> <ul style="list-style-type: none"> • Deputy Director, • Director of Operations, • Director of Maintenance and Facilities, • Director of Finance, • Procurement Manager, • Contractor's General Manager, • Contractor's Operations Manager's, • Contractor's Training Manager, • Contractor's Maintenance Manager, and • Senior Supervisor's and Supervisors. <p>VVTA Leadership and Executive Management personnel have the following authorities, accountabilities, and responsibilities:</p> <ul style="list-style-type: none"> • Participate as Members of VVTA's Safety Committee (Senior Supervisors and Supervisors will be rotated through the Safety Committee on a one-year term and other positions are permanent members); • Complete training on SMS and VVTA's ASP elements; • Oversee day-to-day operations of the SMS in their departments; • Modify policies in their departments consistent with implementation of the SMS, as necessary; and • Provide subject matter expertise to support implementation of the SMS as requested by the Accountable Executive or the Chief Safety Officer, including SRM activities, investigation of safety events, development of safety risk mitigations, and |

| | |
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| | monitoring of mitigation effectiveness. |
| Key Staff | <p>VVTA uses the Safety Committee, as well as the monthly Drivers' Meeting and quarterly All-Staff Meetings, to support its SMS and safety programs:</p> <ul style="list-style-type: none"> • Safety Committee: Any safety hazards reported will be jointly evaluated by the Safety Committee and the Chief Safety Officer during the bi-monthly meeting. The Safety Committee members include the Chief Safety Officer, Executive Director, Director of Operations, an Operations Manager, a representative from dispatch, a representative from fixed-route, a representative from paratransit, and a representative of VVTA's Risk Management who meet bi-monthly to review issues and make recommendations to improve safety. • Drivers' Meetings: A permanent agenda item in all monthly drivers' meetings is dedicated to safety. Safety issues are discussed and documented. • Quarterly All-Staff Meetings: Hazard reports and mitigations will be shared, safety topics will be brought up for open discussion, further feedback solicited, and hazard self-reporting further encouraged. Information discussed in these meetings will be documented. |
| <p>Employee Safety Reporting Program</p> <p><i>Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and, therefore, are excluded from protection).</i></p> | |
| <p>VVTA's IR, encourages employees who identify safety concerns in their day-to-day duties to report them to senior management in good faith without fear of retribution. There are many ways employees can report safety conditions:</p> <ul style="list-style-type: none"> • Report conditions directly to the dispatcher, who will add them to the daily Operations Log; • Report conditions anonymously via a locked comment box in the driver area; • Report conditions using your name or anonymously to Safety@vta.org; and | |

- Report conditions directly to any Supervisor, Manager, or Director.

Examples of information typically reported include:

- Safety concerns in the operating environment (for example, county or city road conditions or the condition of facilities or vehicles);
- Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection or pre-trip software not operating);
- Events that senior managers might not otherwise know about (for example, unsafe passenger behavior); and
- Information about why a safety event occurred (for example, VOIP communication challenges).

The Operations Managers daily review the dispatch Daily TransTrack Log checks the comment box and dedicated email address, and documents identified safety conditions that are turned in to the dispatchers daily. The Operation Manager and Chief Safety Officer, supported by the Safety Committee, as necessary, will review and address each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through VVTA's SRM process and that reported deficiencies and non-compliance with rules or procedures are managed through VVTA's Safety Assurance process.

VVTA's Chief Safety Officer discusses actions taken to address reported safety conditions during the quarterly All-Staff Meetings. Additionally, if the reporting employee provided his or her name during the reporting process, the Chief Safety Officer or Operations Manager's follows up directly with the employee when VVTA determines whether to take action and after any mitigations are implemented.

VVTA encourages participation in the safety reporting program by protecting employees that report safety conditions in good faith (see Keolis Transit America Employee Handbook] for more information). However, VVTA may take disciplinary action if the report involves:

- Willful participation in illegal activity, such as assault or theft;
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk; or
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

Each employee is responsible for:

- Making safety a part of their job
- Recognizing the need for maximum safety efforts
- Demonstrating behaviors that proactively prevent accidents and injuries
- Genuinely cooperating with all aspects of our safety process
- Continuously exercising caution while performing work duties
- Actively protecting himself or herself, fellow employees, and passengers
- Taking no unnecessary chances that could result in an accident or injury
- Using all safeguards and safety equipment provided
- Complying with all rules, regulations, processes, and practices
- Detecting and reporting unsafe conditions, practices, and behavior
- Offering suggestions to improve safety performance and working conditions
- Attending all scheduled safety meetings and safety training
- Practicing good housekeeping with a high standard of cleanliness
- Immediately reporting any accident, incident or injury to supervisors or managers

Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Safety Risk Management Process

VVTA uses the SRM process as a primary method to ensure the safety of our operations, passengers, employees, vehicles, and facilities. It is a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to VVTA's leadership. VVTA's SRM process allows us to carefully examine what could cause harm and determine whether we have taken enough precautions to minimize the harm, or if further mitigations are necessary.

VVTA's Chief Safety Officer leads VVTA's SRM process, working with VVTA's Safety Committee to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk.

The results of VVTA's SRM process are documented in our Safety Risk Register and referenced materials.

VVTA's SRM process applies to all elements of our system including our operations and maintenance, facilities and vehicles, and personnel recruitment, training, and supervision. In carrying out the SRM process, VVTA uses the following terms:

- **Event** – Any accident, incident, or occurrence.
- **Hazard** – Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure belonging to VVTA; or damage to the environment.
- **Risk** – Composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk Mitigation** – Method(s) to eliminate or reduce the effects of hazards.
- **Consequence** – An effect of a hazard involving injury, illness, death, or damage to VVTA property or the environment.

Safety Hazard Identification

The safety hazard identification process offers VVTA the ability to identify hazards and potential consequences in the operation and maintenance of our system. Hazards can be identified through a variety of sources, including:

- Employee safety reporting;
- Review of vehicle camera footage;
- Review of monthly performance data and safety performance targets;
- Observations from supervisors;
- Maintenance reports;
- Comments from customers, passengers, and third parties, including VVTA's transit insurance pool and vendors;
- Safety Committee, Drivers', and All-Staff Meetings;
- Results of audits and inspections of vehicles and facilities;
- Results of training assessments;

- Investigations into safety events, incidents, and occurrences, and
- FTA and other oversight authorities (mandatory information source).

When a safety concern is observed by VVTA's management or supervisory personnel, whatever the source, it is reported to VVTA's Chief Safety Officer. Procedures for reporting hazards to VVTA's Chief Safety Officer are reviewed during All-Staff Meetings and in the Safety Committee. VVTA's Chief Safety Officer also receives employee reports from the IR, customer comments related to safety, and the dispatch daily Operations Log. VVTA's Chief Safety Officer reviews these sources for hazards and documents them in VVTA's Safety Risk Register.

VVTA's Chief Safety Officer also may enter hazards into the Safety Risk Register based on their review of VVTA's operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities, as well as the National Transportation Safety Board.

VVTA's Chief Safety Officer may conduct further analysis of hazards and consequences entered into the Safety Risk Register to collect information and identify additional consequences, and to inform which hazards should be prioritized for safety risk assessment. In following up on identified hazards, VVTA's Chief Safety Officer may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard;
- Conduct a walkthrough of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary;
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard;
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.);
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard;
- Review any past reported hazards of a similar nature; and
- Evaluate tasks and/or processes associated with the reported hazard.

VVTA's Chief Safety Officer will then prepare an agenda to discuss identified hazards and consequences with the Safety Committee during bi-monthly meetings. This agenda may

include additional background on the hazards and consequences, such as the results of trend analysis, vehicle camera footage, vendor documentation, reports and observations, or information supplied by FTA or other oversight authorities.

Any identified hazard that poses a real and immediate threat to life, property, or the environment must immediately be brought to the attention of the Accountable Executive and addressed through the SRM process (with or without the full Safety Committee) for safety risk assessment and mitigation. This means that the Chief Safety Officer believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment which would constitute a violation of Environmental Protection Agency or Any State environmental protection standards. Otherwise, the Safety Committee will prioritize hazards for further SRM activity.

Safety Risk Assessment

VVTA assesses safety risk associated with identified safety hazards using its safety risk assessment process. This includes an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

The Chief Safety Officer and Safety Committee assess prioritized hazards using VVTA's Safety Risk Matrix. This matrix expresses assessed risk as a combination of one severity category and one likelihood level, also referred to as a hazard rating. For example, a risk may be assessed as "1A" or the combination of a Catastrophic severity category and a Frequent probability level.

This matrix also categorizes combined risks into levels: High, Medium, or Low based on the likelihood of occurrence and severity of the outcome. For purposes of accepting risk:

- "High" hazard ratings will be considered unacceptable and require action from VVTA to mitigate the safety risk,
- "Medium" hazard ratings will be considered undesirable and require VVTA's Safety Committee to make a decision regarding their acceptability, and
- "Low" hazard ratings may be accepted by the Chief Safety Officer without additional review.

Using a categorization of High, Medium or Low allows for hazards to be prioritized for mitigation based on their associated safety risk.

The Chief Safety Officer schedules safety risk assessment activities on the Safety Committee agenda and prepares a Safety Risk Assessment Package. This package is distributed at least one week in advance of the Safety Committee meeting. During the meeting, the Chief Safety

Officer reviews the hazard and its consequence(s) and reviews available information distributed in the Safety Risk Assessment Package on severity and likelihood. The Chief Safety Officer may request support from members of the Safety Committee in obtaining additional information to support the safety risk assessment.

Once the adequate information has been obtained, the Chief Safety Officer will facilitate completion of relevant sections of the Safety Risk Register, using the VVTA Safety Risk Assessment Matrix, with the Safety Committee. The Chief Safety Officer will document the Safety Committee's safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk Register. The Safety Committee agendas, Safety Risk Assessment Packages, additional information collection, and completed Safety Risk Register sections will be maintained on file by the Chief Safety Officer for a period of three years from the date of generation.

Safety Risk Mitigation

VVTA's Accountable Executive and Chief Safety Officer review current methods of safety risk mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on recommendations from the Safety Committee. VVTA can reduce safety risk by reducing the likelihood and/or severity of potential consequences of hazards.

Prioritization of safety risk mitigations is based on the results of safety risk assessments. VVTA's Chief Safety Officer tracks and updates safety risk mitigation information in the Safety Risk Register and makes the Register available to the Safety Committee during bi-monthly meetings, and to VVTA's Directors upon request.

In the Safety Risk Register, VVTA's Chief Safety Officer will also document any specific measures or activities, such as reviews, observations or audits, that will be conducted to monitor the effectiveness of mitigations once implemented.

Cooperative Effort

Only through a cooperative effort can we improve and preserve our safety record. Cooperation in all safety matters is imperative between supervisor and employee, and between fellow workers. Cooperation of all employees at all levels contributes to safe working conditions and accident-free performance.

Facilities and Working Conditions

Keolis Transit America will provide a safe working environment for employees. Keolis Transit America will provide facilities, equipment, and safeguards in keeping with the highest standards. We will take all reasonable steps to maintain safe, healthful, clean, and well-ordered working conditions.

Keolis Transit America will use adequate protective and corrective equipment to eliminate or minimize accident and health hazards. Keolis Transit America will provide physical, mechanical, and personal safeguards in keeping with the highest standards. Keolis Transit America will provide necessary personal protective equipment and instructions for its use and care. Employees are held accountable for properly using and maintaining safety equipment provided. Safety equipment must not be misused, abused, tampered with, or damaged.

Compliance

Keolis Transit America will comply with laws and regulations for safety, health, accident, and injury prevention and working conditions. Keolis Transit America will enforce policies and rules for safety and conduct and require that all employees observe them as a condition of employment. Employees must fully comply with their jobs' safety standards and follow proper safety principles.

Measurement

Each employee and each company cost center are measured and held accountable for safety performance. The efficiency of any operation can be measured directly by its ability to control unnecessary loss.

Each manager and supervisor are responsible for:

- Ensuring we perform all operations with the utmost regard for safety
- Leadership of our safety process, and for its effectiveness and improvement
- Setting a proper safety example and raising safety awareness
- Developing proper behaviors demonstrating safety and fostering a safety culture
- Screening applicants with safety as the primary basis for selection
- Training all employees in proper safety practices and work methods
- Ensuring safety committees and safety meetings are effective
- Providing necessary safeguards to ensure the safest conditions
- Conducting a program of safety hazard recognition and correction
- Ensuring we properly inspect and repair facilities and equipment
- Investigating each accident to determine contributing factors(s), determine prevention opportunities, promptly reporting each accident, incident, and injury to the corporate Risk Management department

HAZARD IDENTIFICATION ANALYSIS AND RESOLUTION

Hazard identification is achieved through several platforms collectively. Safety audits and Facility inspections are conducted. Daily driver performance metrics and accident/injury KPI's contribute to hazard identification data points. Regular vehicle inspections by governing agencies and internal review identify potential for hazards, and lead to mitigation plans.

Speed in Company Yard

To prevent accidents, the speed limit in all company yards is 5mph/8kph.

High Visibility Vests

High visibility vests must be worn while in the parking lot on company property.

Vehicle Segregation Plan ensures regulatory compliance and hazard reduction by identifying and correcting unsafe conditions through inspections of your facility and service area.

Identify:

- Slip, Trip, and Fall hazards in the lot
- Vehicle/pedestrian hazards
- Vehicle parking areas
- Correct walking paths
- Vehicle paths
- Bay door entrances/exits

Yard Safety Requirements

If yard hazards are identified (such as uneven surfaces, potholes, posts, light posts, fences, curbs, cords, etc.) they must be addressed and remedied as soon as possible. If a hazard cannot be removed it must be painted for visibility. Cords must be coiled when not in use. Outdoor employee break and/or approved smoking areas must be physically segregated and protected from vehicle traffic.

Maintenance Shop Safety

For all questions relating to Maintenance Shop Safety, including the Powerless Vehicle Policy, please refer to the Maintenance Safety Handbook.

Facility Inspection

Periodic safety inspections of all locations are a vital part of our overall safety compliance program. The purpose of these inspections is to ensure the safest work environment possible for employees, and other persons visiting our facility. We do this by identifying unsafe conditions and physical hazards prior to the occurrence of a loss and remove the unsafe condition or physical hazard from the workplace.

Safety Assurance

Through our Safety Assurance process, VVTA:

- Evaluates our compliance with operations and maintenance procedures to determine whether our existing rules and procedures are enough to control our safety risk,
- Assesses the effectiveness of safety risk mitigations to make sure the mitigations are appropriate and are implemented as intended,
- Investigates safety events to identify causal factors, and
- Analyzes information from safety reporting, including data about safety failures, defects, or conditions.

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

VVTA has many processes in place to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits,
- Informal inspections,
- Regular review of on-board camera footage to assess drivers and specific incidents,
- Safety surveys,
- Incident Report,
- Investigation of safety occurrences,
- Safety review prior to the launch or modification of any facet of service,
- Daily data gathering and monitoring of data relating to the delivery of service, and
- Regular vehicle inspections and preventative maintenance.

Results from the above processes are compared against recent performance trends quarterly and annually by the Chief Safety Officer to determine where corrective action needs to be taken. The Chief Safety Officer enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Safety Committee.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

VVTA monitors safety risk mitigations to determine if they have been implemented, and are effective, appropriate and working as intended. The Chief Safety Officer maintains a list of safety risk mitigations in the Safety Risk Register. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.

The Chief Safety Officer establishes one or more mechanisms for monitoring safety risk mitigations as part of the mitigation implementation process and assigns monitoring activities to the appropriate Director, Manager or Supervisor. These monitoring mechanisms may include tracking a specific metric on daily, weekly, or monthly logs or reports, conducting job performance observations, or other activities. The Chief Safety Officer will endeavor to make use of existing VVTA processes and activities before assigning new information collection activities.

VVTA's Chief Safety Officer and Safety Committee review the performance of individual safety risk mitigations during bimonthly Safety Committee meetings, based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the Safety Committee will propose a course of action to modify the mitigation or take other action to manage the safety risk. The Chief Safety Officer will approve or modify this proposed course of action and oversee its execution.

VVTA's Chief Safety Officer and Safety Committee also monitor VVTA's operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, and occurrence investigations,
- Monitoring employee safety reporting,
- Reviewing results of internal safety audits and inspections, and
- Analyzing operational and safety data to identify emerging safety concerns.

The Chief Safety Officer works with the Safety Committee and Accountable Executive to carry out and document all monitoring activities.

Describe activities to conduct investigations of safety events to identify causal factors.

VVTA maintains documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the events (Keolis Transit America Safety Incident Investigation Policy for specific procedures on conducting safety investigations). These procedures also reflect all traffic safety reporting and investigation requirements established by the State's Department of Motor Vehicles.

The Chief Safety Officer maintains all documentation of VVTA's investigation policies, processes, forms, checklists, activities, and results. As detailed in VVTA's procedures, an investigation report is prepared and sent to the Accident/Incident Review Board for integration into their analysis of the event.

VVTA's Accident/Incident Review Board consists of seven members that represent management, the union, operations, and maintenance. The Chief Safety Officer chairs the board. VVTA's Accident/Incident Review Board determines whether:

- The accident was preventable or non-preventable;
- Personnel require discipline or retraining;
- The causal factor(s) indicate that a safety hazard contributed to or was present during the event; and
- The accident appears to involve underlying organizational causal factors beyond just individual employee behavior.

Describe activities to monitor information reported through internal safety reporting programs.

The Chief Safety Officer and Safety Committee routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer and Safety Committee ensure that the concerns are investigated or analyzed through VVTA's Safety Risk Management process.

The Chief Safety Officer and Safety Committee also review internal and external reviews, including audits and assessments, with findings concerning VVTA's safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

SAFETY TESTS AND INSPECTIONS

Keolis Transit America maintains strict standards on their vehicle safety tests and inspections. All tests and inspections comply with regulatory oversight, manufacturer recommended preventative maintenance schedules, and industry best practices which are often more strict than regulatory or OEM standards.

Driver Pre-Trip inspections are also completed by the vehicle operators to mitigate potential risk and identify items needing review by a technician before placing a vehicle into service. Inspections are also completed at the end of the shift to identify any potential defects or safety risks for remediation by technicians prior to the vehicle being placed back in service.

INTERNAL REVIEWS

Keolis Transit America is subject to internal reviews of their system compliance on a-annual basis. Findings result in corrective action plans and may warrant additional internal reviews specific to particular segments of the safety system, or an escalated cadence of the entire program.

Findings are communicated throughout the organizational structure to include the CEO to Transit and corrective action calls are conducted weekly until full correction or remediation is satisfied.

EXTERNAL REVIEWS

All requests for review by external governing agencies are responded to with complete cooperation. Local management is responsible for facilitating the review. Additional support will be provided as needed throughout the corporate structure.

COLLECT AND MAINTAIN DATA

All accident, injury and driver performance metrics are collected, maintained and communicated electronically. Driver Qualification Files and Driver performance data are collected through several telematics systems then shared with the locations directly from these programs or through summary reports.

All accident and injury data are collected by a TPA, and then summarized and shared with the locations and corporate support.

Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

VVTA's comprehensive safety training program applies to all VVTA employees directly responsible for safety, including:

- Bus Vehicle Operators,
- Dispatchers, Reservationist, Schedulers,
- Maintenance Technicians, Service Writers, Utility Employees,
- Managers, Supervisors, Admin,

- Agency Leadership and Executive Management,
- Chief Safety Officer, and
- Accountable Executive.

VVTA dedicates resources to conduct a comprehensive safety training program, as well as training on SMS roles and responsibilities. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS.

Basic training requirements for VVTA employees, including frequencies and monthly refresher training, are documented in the VVTA's Safety Training Matrix and the VVTA Employee Handbook.

Operations safety-related skill training includes the following:

- New-hire bus vehicle operator classroom and hands-on skill training,
- Bus vehicle operator refresher training,
- Bus vehicle operator retraining (recertification or return to work),
- Classroom and on-the-job training for dispatchers, reservationist, schedulers,
- Classroom and on-the-job training for operations supervisors and managers, and
- Accident investigation training for operations supervisors and managers.

Vehicle maintenance safety-related skill training includes the following:

- Ongoing vehicle maintenance technician skill training,
- Ongoing skill training for vehicle maintenance supervisors,
- Accident investigation training for vehicle maintenance supervisors,
- Ongoing hazardous material training for vehicle maintenance technicians and supervisors, and
- Training provided by vendors.

Keolis Transit America Operator Training Program to include the following topics:

| | |
|---|--|
| Keolis Transit America History/DOH, Contract Overview, Handbook | Preventing Driver Distractions |
| Introduction to Professional Driving | Following Distance |
| Federal Regulations | Intersections |
| Hazards Communication | Railroad Crossings |
| Creating a Drug & Alcohol-Free Workplace | Pedestrian Awareness |
| Preventing Harassment | Preventing Backing Accidents |
| Bloodborne Pathogens | Merging, Lane Changing & Passing |
| Fatigue Management - DOH | Special Driving Conditions |
| Wellness | Introduction to ADA & Sensitivity |
| Whistleblower | ADA, Lifts, Ramps & Securement |
| Safety Best Practices (Safety Basics) | Professionalism/Customer Service/De-Escalation Techniques |
| Slips, Trips, Falls | Lift Operations |
| Introduction to The Bus | 10 Commandments & Securement Systems |
| Pre-trip Inspections | Map Reading |
| Pre-Trip and Post-Trip Inspections | Conflict/Aggression Management |
| Pre-Trip and Post-Trip Inspections | Accident & Emergency Procedures |
| Mirror Adjustments & Reference Points | NTI - Warning Signs |
| Mirrors and Reference Points | Passenger & Package Check |
| Mirrors and Reference Points | Route Familiarization (Map & Route Sheet Review/Dry Run) |
| LLLC Defensive Driving | Cadet ride along with passengers/Fare Box & Customer Mgmt. |
| Pre-Trip and Post-Trip Inspections | Cadet driving with passengers (Cadetted Checklist) |
| Closed Course & Maneuvering Standards Evaluation | KEOLIS TRANSIT AMERICA Classroom Evaluation |

Keolis Transit America New Technician Training Requirements

- MITS Overview
- Maintenance Safety Handbook
- Maintenance Safety Handbook Quiz
- Maintenance Policy Handbook
- EAM Training
- PMX+ Training Documentation Review
- PMX+ Hands-on Training and Certification

- Local vehicle familiarization and equipment training
- Maintenance Procedure Training

EMERGENCY DRILLS AND SIMULATIONS

Emergency drills and simulations are conducted in accordance with regulatory and contractual requirements. Additional drills and simulations may also be conducted during monthly safety meetings, or as risks are identified during internal audits, risk assessments, and facility inspections.

VVTA's Accountable Executive and Agency Leadership and Executive Management team must complete FTA's SMS Awareness online training and an executive session on safety management sponsored by VVTA's transit insurance pool.

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

VVTA's Chief Safety Officer and Training Manager coordinate VVTA's safety communication activities in the SMS. VVTA's activities focus on the three categories of communication activity established in Part 673:

- **Communicating safety and safety performance information throughout the agency:** VVTA communicates information on safety and safety performance in its quarterly newsletter and during quarterly All-Staff Meetings. VVTA also has a permanent agenda item in all monthly Drivers' Meetings dedicated to safety. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact VVTA's service or safety performance, and updates regarding SMS implementation. VVTA also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, VVTA's Training Manager posts safety bulletins and flyers on the bulletin boards located in all bus operator and maintenance technician break rooms advertising safety messages and promoting awareness of safety issues.
- **Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency:** As part of new-hire training, VVTA distributes safety policies and procedures, included in the VVTA Employee Handbook, to all employees. VVTA provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators and vehicle technicians. For newly emerging issues or safety events at the agency, VVTA's Chief Safety Officer issues bulletins or messages to employees which are reinforced by supervisors in one-on-one or group discussions with employees.

- **Informing employees of safety actions taken in response to reports submitted through an IR:** VVTA provides targeted communications to inform employees of safety actions taken in response to reports submitted through the IR, including handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

Reporting

Every accident must immediately be reported to CSC dispatch by radio, telephone.

PARTICIPATION ON SAFETY COMMITTEES AND BOARDS

The Safety Committee is composed of members to include the Safety and Training Supervisor, the Operations or Maintenance Supervisor, and driver employees. A mechanic and/or bus assistant may be on the committee as an additional member(s). All employees are eligible to serve on the Safety Committee.

Members meet throughout the year and may meet to review accidents or injuries. An agenda will be prepared in advance of each meeting.

MAINTAIN SYSTEM SAFETY PROGRAM PLAN

Periodical review of safety processes, policies and systems are conducted as an ongoing activity. As accident and injury investigations, facility inspections or risk assessments identify new risks, the local and national Safety SOP's will be amended and incorporated into the overarching Safety Management System. Training will be provided aligned with the changes. Reviews will be completed by the locations management team to ensure updates are accurate and accounted for, and standards are aligned with location behaviors.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the ASP that are not included elsewhere in this ASP.

VVTA will maintain documentation related to the implementation of its SMS; the programs, policies and procedures used to carry out this Agency Safety Plan; and the results from its SMS processes and activities for three years after creation. They will be available to the Federal Transit Administration or other Federal or oversight entity upon request.

Definitions of Terms Used in the Safety Plan

VVTA incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.
- **Equivalent Authority** means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302(14).
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time required by the Federal Transit Administration (FTA).
- **Public Transportation Agency Safety Plan** means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees' safety.
- **Safety Management System (SMS)** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety Management System (SMS) Executive** means a Chief Safety Officer or an equivalent.
- **Safety performance target** means a Performance Target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was

received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages,

nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

- **Small public transportation provider** means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.
- **State** means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.
- **State of good repair** means the condition in which a capital asset can operate at a full level of performance.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

- **Commonly Used Acronyms**

| Acronym | Word or Phrase |
|----------------|---|
| ADA | American's with Disabilities Act of 1990 |
| CAP | Corrective Action Plan |
| CEO | Chief Executive Officer |
| CT | County Transit |
| DOT | Department of Transportation |
| IR, | Incident Report |
| FOF | Field Observation and Feedback |
| FTA | Federal Transit Administration |
| MPO | Metropolitan Planning Organization |
| PTASP | Public Transportation Agency Safety Plan |
| SA | Safety Assurance |
| SMP | Safety Management Policy |
| SMS | Safety Management System |
| SOP | Standard Operating Procedure |
| SRM | Safety Risk Management |
| USC | United States Code |

**AGENDA ITEM
TWELVE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Closed Session.

SUMMARY STATEMENT

BOARD BUSINESS

Closed Session.

Government Code 54956.9(d) Pending and Threatened Litigation – One Case.

RECOMMENDED ACTION

PRESENTED BY
John Tubbs, III,
County Counsel

FISCAL IMPACT

N/A

MEETING DATE

November 16, 2020

ITEM NUMBER

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