



**VICTOR VALLEY TRANSIT AUTHORITY
REGULAR MEETING OF
THE BOARD OF DIRECTORS
April 19, 2021 9:30 A.M.**

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
Paul Cook, Director, County of San Bernardino
Dawn Rowe, Director, County of San Bernardino
Liz Becerra, 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

The Board of Directors meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or services are needed in order to participate in the public meeting, requests should be made through the Clerk of the Board at least three (3) business days prior to the Board meeting. The Clerk's telephone number is 760-948-3262 x112, (voice) or for Telephone Device for the Deaf (TDD) service, begin by calling 711 and provide the VVTa phone number and the office is located at 17150 Smoke Tree Street, Hesperia, CA. This agenda available and posted: Friday, April 9, 2021.

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 March 15, 2021.***
Recommendation: Move for approval.
Presented by: None.

Pg. 17 ***Item #2: Warrants, February 2021.***
Recommendation: Move for approval.
Presented by: None.

REPORTS

Pg. 23 ***Item #3: Meeting Notes from The Technical Advisory Committee Meeting Conducted on April 7, 2021.***
Recommendation: Information item only.
Presented by: None.

Pg. 29 ***Item #4: 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. 39 ***Item #5: Approve VVTA's Draft FY 2022-2024 Title VI Program and initiate 30-Day Public Comment Period.***
Recommendation: Approve VVTA's Draft FY 2022-2024 Title VI Program and initiate the 30-Day Public Comment Period.
Presented by: Christine Plasting, DBELO

Pg. 123 ***Item #6: Amend the VVTA Fiscal Year 2020-21 to Fund Capital Projects with Alternative Fuel Excise Tax Credits as Presented.***
Recommendation: Amend the VVTA Fiscal Year 2020-21 to Fund Capital Projects with Alternative Fuel Excise Tax Credits as Presented.
Presented by: Marie Downing, Grants Analyst.

Pg. 127

Item #7: Closed Session.

BOARD BUSINESS

Closed Session.

Government Code 54957(b) Personnel Exception.

BOARD OF DIRECTORS COMMENTS

DATE OF NEXT MEETING

Monday, May 17, 2021 at 9:30 AM
Barstow City Council Chambers
220 East Mountain View Street
Barstow, CA 92311

ADJOURNMENT

Victor Valley Transit Acronym List

Page 1 of 2

| | |
|------------|--|
| 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.

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**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 March 15, 2021.

SUMMARY STATEMENT

Following are copies of the minutes from the regular meeting of the Board of Directors conducted on March 15, 2021.

RECOMMENDED ACTION

Move for approval.

PRESENTED BY
Debi Lorrach,
Clerk of the Board

FISCAL IMPACT

N/A

MEETING DATE

April 19, 2021

ITEM NUMBER

1

**VICTOR VALLEY TRANSIT
REGULAR MEETING OF THE
BOARD OF DIRECTORS**

Via Zoom

**March 15, 2021
MINUTES**

CALL TO ORDER

The Regular Meeting of the Board of Directors of the Victor Valley Transit Authority was called to order at 9:30 a.m. by Chair Curt Emick.

ROLL CALL

Board Members Present: Chair Curt Emick
Vice-Chair Joy Jeannette
Director Larry Bird
Director Liz Becerra
Director James Noble
Alternate-Director Kim Mesen
Alternate-Director Elaine Villareal

Staff Members Present:

| | |
|----------------------------------|--------------------------------------|
| Kevin Kane, VVTA | Jenele Davidson, City of Victorville |
| Maged Azer, VVTA | Barbara Miller, VVTA |
| Debi Lorrah, VVTA | Cynthia O'Neill, County Counsel |
| John Tubbs, County Counsel | Sue Crane, Keolis |
| Simon Herrera, VVTA | Christine Plasting, VVYA |
| Nancie Goff, VVTA | Dustin Strandberg, VVTA |
| Ro Ratliff, City of Victorville | Christine Ortega, Keolis |
| Chase Williams, VVTA | Marie Downing, VVTA |
| Erika Mazza, Keolis | Jonathan McDowell, Keolis |
| Nancy Strickert, SBCTA | Craig Barnes, VVTA |
| Julie Ryan, Town of Apple Valley | |

PLEDGE OF ALLEGIANCE

Director Bird led the audience in the pledge of allegiance.

ANNOUNCEMENTS

Mr. Kane said that, at the Chair's discretion, the Board meeting scheduled for April 19, 2021 will be held in person with limited public attendance and social distancing.

As of today, March 15th, transit workers are eligible to receive their COVID-19 vaccine, Mr. Kane shared. Additionally, Mr. Kane announced that VVTA has started a Vaccine Express route that will take passengers with appointments for their vaccine to one (1) of two (2) different locations to receive their shot and then are transported home again.

Mr. Herrera shared a news clip from NBC news that aired supporting the Vaccine Express. Chair Emick asked how many people were taking advantage of this service; Mr. Kane responded that not as many as VVTA would like, but the word is getting out to the public.

PUBLIC COMMENTS

None.

CONSENT CALENDAR

1. **Minutes from the Regular Meeting of The Board of Directors Conducted on February 16, 2021.**
Recommendation: Move for approval.
Presented by: None.
2. **Warrants, January, 2021.**
Recommendation: Move for approval.
Presented by: None.

A MOTION WAS MADE BY Vice-Chair Jeannette to approve the Consent Calendar, Seconded by Director Noble. The motion passed unanimously.

REPORTS

3. **Meeting Notes from the Technical Advisory Committee Meeting Conducted on March 3, 2021.**
Recommendation: Information item only.
Presented by: None.
4. **Management Reports for Hesperia and Barstow Divisions – Verbal Report from Executive Director.**
Recommendation: Information item only.

Mr. Kane shared that it was one year ago that the COVID-19 pandemic began; VVTA immediately started rear door boarding and social distancing, as well as halting fare collection and providing clear shower curtains as a stop gap to help protect the drivers. VVTA feels that their efforts have been a great success.

Lastly, Mr. Kane briefly discussed the ridership numbers and the impact of COVID-19 on the farebox ratio.

ACTION/DISCUSSION ITEMS

5. **VVTA Annual Financial Audit Report for Fiscal Year Ending June 30, 2020
Completed by EideBailly CPAs & Business Advisors.**

Recommendation: Receive and File.

Presented by: Maged Azer, Director of Finance.

Mr. Azer shared that the field audit was completed in October, with the final product being delayed several times due to COVID-19. VVTA is proud to report that the agency is in strong financial shape with no misstatements or findings and is 100% in compliance.

6. **VVTA Annual NTD Audit Report for Fiscal Year Ending June 30, 2020
Completed by Eide Bailly CPAs & Business Advisors.**

Recommendation: Receive and File.

Presented by: Nancie Goff, Deputy Executive Director.

Ms. Goff said that this NTD audit has been characterized by special guidance and relief from certain requirements due to the pandemic. For example, FTA published a special guide just for NTD reporting. There was specific guidance for reporting CARES Act funding along with extraordinary and special expenses. Also, FTA issued statutory relief from certain requirements such as waiving the trip sampling used to calculate the passenger miles traveled. Instead of the mandatory year sampling (2020), VVTA was able to use the prior year's (2019) numbers to estimate the passenger miles traveled. This method is used in the non-mandatory years, she said.

7. **FY20-21 Mid-Year Budget Review.**

Recommendation: Receive and File.

Presented by: Maged Azer, Director of Finance.

Mr. Azer shared that this is the mid-year budget review, July 2020 through December 2020. In reviewing the Operating Revenue portion of the summary page, Mr. Azer pointed out that the decrease is directly related to the COVID-19 pandemic; schools are closed and almost 50% of VVTA ridership is students. Additionally, Mr. Azer mentioned that there has been a significant increase in CNG fuel sales.

Expenses are estimated to be 5% under budget at year end, with a total overall decrease of less than 8%. VVTA remains in healthy financial shape. Mr. Azer said.

Director Noble asked if VVTA is anticipating any changes by year end; Mr. Azer said that with the County moving into a new tier and expectations of reopening schools, yes there is a possibility the year end numbers could change and anything significant will be reported to the Board.

Public Comment: Blanca Gomez

Ms. Gomez stated she would "like clarification that the FY20-21 budget actual is \$29 million, and other inquiry Ms. Gomez asked is the \$1.6 million the surplus of the

revenue that are called contributory mainly because of what is called students fare access that is due to the closures? Ms. Gomez appreciates this is part of the record.”

8. Ratify Award of VVTA RFP 2020-06 to RMS Construction Barstow CNG Station Upgrade.

Recommendation: Ratify award RFP 2020-06 to RMS Construction, Signal Hill, CA, not to exceed \$1,200,000.

Presented by: Christine Plasting, Procurement Manager.

Ms. Plasting explained the history of this project, from the original release of the RFP in February of 2020 to the final evaluation committee's recommendation in November of 2020. Delays occurred due to COVID-19. Additionally, Ms. Plasting added that this project will allow redundancy at the Barstow CNG and LNG station. VVTA has seen an increase in use at the station and system failures at the station have started to appear. The Notice to Proceed was given to the contractor on February 11, 2021, due to the emergency nature of the project.

Public Comment: Blanca Gomez

Ms. Gomez asked if there is any impact to the Budget. Mr. Kane said no, there is not.

A MOTION WAS MADE BY Director Noble to approve the recommended action, Seconded by Alternate-Director Mesen. The motion passed unanimously.

9. Authorize the Filing of Grant Applications through the Low Carbon Transit Operations Program (LCTOP) for the 2020-21 Fiscal Year Allocations.

Recommendation: Adopt Resolution 21-01 authorizing the filing of Low Carbon Transit Operations Program (LCTOP) allocation requests, authorized agent forms, and certification and assurances.

Presented by: Nancie Goff, Deputy Executive Director.

Ms. Goff explained that the first project included is the same as prior years; the fare subsidy that offers free passes to non-profits. The second project is LCTOP support for new and expanded service for up to five (5) years, Ms. Goff shared. This is the fifth and final year for LCTOP funding for the Barstow new and expanded service. For FY23, other funds will be used to support the service.

Lastly, Ms. Goff explained, as VVTA continues to move forward with capital planning to convert the fleet to zero emission buses, Fuel Cell Electric Buses (FCEB) will be an important part of the plan to meeting the 2040 mandate. Battery electric buses (BEB) cannot operate on many of VVTA's routes as the range is not long enough. Therefore, FCEB will be included the capital plan as they are able to run on longer routes. VVTA will roll over funds from this year and can add up to three (3) additional years to complete the funding for this purchase. With the acquisition of the adjacent property north of VVTA's current facility, a hydrogen fueling station could be accommodated to meet the CARB mandate. Lastly, Ms. Goff added that the Board will see these projects programmed in the next fiscal year (FY21-22) draft budget.

A MOTION WAS MADE BY Alternate-Director Villareal to approve the recommended action, Seconded by Director Noble. The motion passed unanimously.

10. **Closed Session.**

BOARD BUSINESS

Closed Session.

Government Code 54957(b) Personnel Exception.

Open Closed Session: 10:12 am

There were no actionable items to report.

Close Closed Session 11:16 am

PRESS CLIPS/CORRESPONDENCE

BOARD OF DIRECTORS COMMENTS

Alternate-Director Villareal congratulated VVTA for being on top of the zero emission mandates.

Vice-Chair Jeannette shared that there is COVID-19 testing Monday through Friday, 9:00 am to 5:00 pm at the Adelanto Stadium.

DATE OF NEXT MEETING

The next scheduled Board meeting will be on Monday, April 19, 2021 at Victor Valley Transit Authority, 17150 Smoke Tree Street, Hesperia, CA 92345, in person.

ADJOURNMENT

The meeting was adjourned at 11:17 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 February 2021.

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</u> <u>Date</u> | <u>Amount</u> | <u>Register#</u> |
|-------------------------------|---------------------|------------------|
| 02/12/2021 | \$74,279.77 | PR-285-02-21 |
| 02/26/2021 | \$77,704.37 | PR-286-02-21 |
| | | |
| Total Payroll | \$151,984.14 | |

Agency's Register of Warrants

| <u>Register</u> <u>Date</u> | <u>Amount</u> | <u>Check #</u> | <u>Register #</u> |
|--------------------------------|------------------------|----------------|-------------------|
| 2/04/2021 | \$ 1,909,312.40 | 12074-12088 | AP03247AAAETH |
| 2/11/2021 | \$ 139,103.51 | 12089-12114 | AP03253AAAETN |
| 2/18/2021 | \$ 175,679.64 | 12115-12130 | AP03259AAAETT |
| 2/26/2021 | \$ 24,060.83 | 12131-12146 | AP03282AAAEUQ |
| | | | |
| | \$ 2,248,156.38 | | |

RECOMMENDED ACTION

Approve VVTA's expenditures for February 2021.

| | | | |
|---|--|---|-----------------------------|
| PRESENTED BY Maged Azer Finance Director | FISCAL IMPACT \$2,400,140.52 | MEETING DATE April 19, 2021 | ITEM NUMBER 2 |
|---|--|---|-----------------------------|

Bank Register Report
Victor Valley Transit Authority
Feb-21

| CheckNumber | Date | Payee Name | Amount |
|--------------|------------|---|----------------|
| EFT032430001 | 02/03/2021 | Curt Emick | \$125.00 |
| 12074 | 02/04/2021 | Allied Universal Security Services | \$4,513.70 |
| 12075 | 02/04/2021 | SPECTRUM | \$962.11 |
| 12076 | 02/04/2021 | Diamond Environmental Services LP | \$566.54 |
| 12077 | 02/04/2021 | HI-Desert Communications | \$1,308.00 |
| 12078 | 02/04/2021 | EI Chicano - Inland Empire Community Newspapers | \$252.00 |
| 12079 | 02/04/2021 | Labor Finders | \$7,322.60 |
| 12080 | 02/04/2021 | PETCAM Engineering Inc | \$2,850.00 |
| 12081 | 02/04/2021 | VOID | \$0.00 |
| 12082 | 02/04/2021 | VOID | \$0.00 |
| 12083 | 02/04/2021 | VOID | \$0.00 |
| 12084 | 02/04/2021 | VOID | \$0.00 |
| 12085 | 02/04/2021 | US BANK | \$8,702.00 |
| 12086 | 02/04/2021 | Verizon-Security Phones | \$5,893.89 |
| 12087 | 02/04/2021 | SONIC SYSTEMS IT | \$4,440.04 |
| 12088 | 02/04/2021 | SPECTRUM | \$820.00 |
| EFT032450001 | 02/04/2021 | National Express Transit Corp | \$120,000.00 |
| EFT032370001 | 02/05/2021 | Keolis Transit Services, LLC | \$1,751,556.52 |
| 12089 | 02/11/2021 | ADArIde.com | \$1,516.00 |
| 12090 | 02/11/2021 | AMERICAN NEWS | \$808.67 |
| 12091 | 02/11/2021 | Elizabeth Becerra | \$125.00 |
| 12092 | 02/11/2021 | Beck Oil | \$489.36 |
| 12093 | 02/11/2021 | SPECTRUM | \$1,075.00 |
| 12094 | 02/11/2021 | Daily Press | \$796.24 |
| 12095 | 02/11/2021 | Diamond Environmental Services LP | \$1,290.67 |
| 12096 | 02/11/2021 | Southern California Edison | \$13,552.79 |
| 12097 | 02/11/2021 | Frontier | \$115.45 |
| 12098 | 02/11/2021 | G&M Automotive Center | \$818.61 |
| 12099 | 02/11/2021 | HI DESERT ALARM | \$180.00 |
| 12100 | 02/11/2021 | High Desert Lock & Safe | \$29.95 |
| 12101 | 02/11/2021 | Konica Minolta Business Solutions | \$607.02 |
| 12102 | 02/11/2021 | Labor Finders | \$6,847.84 |
| 12103 | 02/11/2021 | Loomis | \$904.76 |
| 12104 | 02/11/2021 | The Marlin Company | \$332.79 |
| 12105 | 02/11/2021 | National Auto Fleet Group | \$87,966.66 |
| 12106 | 02/11/2021 | Southwest Gas Corporation | \$1,041.80 |
| 12107 | 02/11/2021 | Southwest Gas Corporation | \$3,231.47 |
| 12108 | 02/11/2021 | Southwest Gas Corporation | \$1,037.60 |
| 12109 | 02/11/2021 | State Compensation Insurance Fund | \$1,050.08 |
| 12110 | 02/11/2021 | Transtrack Systems, Inc. | \$1,025.00 |
| 12111 | 02/11/2021 | Type-Set-Go | \$1,228.82 |
| 12112 | 02/11/2021 | Verizon | \$1,856.79 |
| 12113 | 02/11/2021 | Woodruff, Spradlin & Smart | \$450.00 |
| 12114 | 02/11/2021 | Clean Energy | \$10,725.14 |
| 12115 | 02/18/2021 | Abundant Living Family Church HD | \$1,366.00 |
| 12116 | 02/18/2021 | Beck Oil | \$8,681.74 |
| 12117 | 02/18/2021 | Bonnie Baker Senior Center | \$1,064.08 |
| 12118 | 02/18/2021 | Spectrum Business-Sec | \$104.97 |
| 12119 | 02/18/2021 | Center For Transportation & The Environment | \$5,000.00 |
| 12120 | 02/18/2021 | Diamond Environmental Services LP | \$50.57 |
| 12121 | 02/18/2021 | Southern California Edison-CNG | \$7,073.65 |
| 12122 | 02/18/2021 | Foothill AIDS Project | \$1,351.00 |
| 12123 | 02/18/2021 | Labor Finders | \$7,495.82 |
| 12124 | 02/18/2021 | Marrs Services, Inc | \$30,000.00 |
| 12125 | 02/18/2021 | San Bernardino County | \$2,300.00 |
| 12126 | 02/18/2021 | Special District Risk Management | \$401.47 |
| 12127 | 02/18/2021 | Shred Your Docs | \$72.80 |
| 12128 | 02/18/2021 | Southwest Gas Corporation - CNG | \$50,623.02 |
| 12129 | 02/18/2021 | TripSpark - Trapeze Software Group Inc. | \$58,844.00 |
| 12130 | 02/18/2021 | West Coast Lights & Sirens, Inc. | \$1,250.52 |
| 12131 | 02/26/2021 | AVR Vanpool | \$2,500.00 |
| 12132 | 02/26/2021 | SPECTRUM | \$152.20 |
| 12133 | 02/26/2021 | Federal Express Corp. | \$113.52 |

| | | | |
|-------|------------|--|----------------|
| 12134 | 02/26/2021 | High Desert Laser Graphics | \$35.56 |
| 12135 | 02/26/2021 | Trona Community Senior Center | \$771.34 |
| 12136 | 02/26/2021 | Elizabeth Becerra | \$125.00 |
| 12137 | 02/26/2021 | Lawrence Bird | \$125.00 |
| 12138 | 02/26/2021 | Joy Jeannette | \$125.00 |
| 12139 | 02/26/2021 | Labor Finders | \$7,139.24 |
| 12140 | 02/26/2021 | James Noble | \$125.00 |
| 12141 | 02/26/2021 | Burrtec Waste Industries Inc | \$683.20 |
| 12142 | 02/26/2021 | Clean Energy | \$7,909.53 |
| 12143 | 02/26/2021 | Costco | \$120.00 |
| 12144 | 02/26/2021 | National Institute Of Governmental Purchasing, Inc | \$190.00 |
| 12145 | 02/26/2021 | Valley Tree Care | \$2,900.00 |
| 12146 | 02/26/2021 | Lincoln Financial Group | \$1,046.24 |
| TOTAL | | | \$2,248,156.38 |

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**AGENDA ITEM
THREE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Meeting Notes from The Technical Advisory Committee Meeting Conducted on April 7, 2021.

SUMMARY STATEMENT

Meeting Notes from the Technical Advisory Committee meeting conducted on April 7, 2021.

RECOMMENDED ACTION

Information item only.

PRESENTED BY
Debi Lorrach,
Clerk of the Board

FISCAL IMPACT

N/A

MEETING DATE

April 19, 2021

ITEM NUMBER

3

**VICTOR VALLEY TRANSIT AUTHORITY
TECHNICAL ADVISORY COMMITTEE**

**April 7, 2021
MEETING NOTES**

The meeting of the Technical Advisory Committee (TAC) of Victor Valley Transit Authority was opened at 3:05 p.m. via Zoom at Victor Valley Transit Authority, Conference room, 17150 Smoke Tree Street, Hesperia, CA.

ROLL CALL

TAC Members

Present: Ro Ratliff, City of Victorville Julie Ryan, Town of AV
Kim Mesen, Co. of SB

Staff Present: Kevin Kane, VVTA Nancie Goff, VVTA
Bryan Torres Ayala, VVTA Barbara Miller, VVTA
Debi Lorrach, VVTA Christine Plasting, VVTA
Chris Ackerman, VVTA Marie Downing, VVTA
Nancy Strickert, SBCTA Ron Zirges, VVTA

1. Public Comment.
None.

2. Review Draft Board Agenda.

a. Title VI Draft.

Ms. Plasting explained that an updated Title VI must be sent to FTA every three (3) years. VVTA has made a few changes; Ms. Strickert offered that AMMA take a look at the draft as well.

b. Budget Amendment CNG credits.

Ms. Goff said that the APC's (automatic passenger counters) and GFI security projects are work that needs to be expedited. While facility funds have been used as needed, it has been a long time since any new funds have been added to these projects. Ms. Goff also explained that these types of funds are important as it allows for the typical adjustments to capital projects in the middle of the fiscal year without the need for LTF to fill the gap.

Ms. Mesen asked if the passenger count samples differ much from the APC's; Mr. Kane explained that a sample is just one time sample and the APC's are constantly counting passenger boarding and alighting, so the APC's will offer a much more accurate count.

3. Bus stop shelters/benches/lighting.

Mr. Matthews from the City of Victorville spoke with Mr. Kane regarding the staff member that cleans the City's shelters; there is not enough LTF to continue to pay the staff wages. Mr. Kane responded that VVTA will see what funding is available to keep this service.

Ms. Ratliff stated that some of the trash cans were missing from their last order. Ms. Lorrah stated she will have staff get in touch with her.

Ms. Ryan said that she would like an update as to what was delivered to Public Works for the Town.

4. SBCTA Update.

Ms. Strickert announced that the Article 3 Call for Projects will be going to PASTACC Board in May and released in June. She added that solar lights and installation is now allowed to be added into the projects. Ms. Goff informed TAC that VVTA will be able to provide the match for any Article 3 projects submitted and approved. Ms. Strickert said that the unmet needs will go to the June SBCTA Board and VVTA Board with no recommended findings.

5. Other Business:

CSUSB (California State University at San Bernardino): Mr. Kane explained that prior to the COVID pandemic, CSUSB and VVTA were in discussions to provide more and/or adjusted service to the campus. VVTA has picked up the conversation again and is proposing a plan for more trips to the campus, along with reviewing additional service directly from Victorville to CSUSB.

Mr. Kane updated TAC on the progress of the two (2) new transfer hubs in Hesperia and Victorville. The property just North of the Hesperia facility has been purchased and VVTA's consultants at AECOM are currently working on plans, including a new hydrogen fueling station. Mr. Zirges shared that 60-70% of VVTA's routes are over 300 miles and the battery electric buses (BEB) do not have the range for that distance; future purchases will be hydrogen fuel cell buses.

Additionally, Mr. Kane shared that VVTA had a very positive conversation with Greyhound, and it appears that a new agreement with them will start on 7/1/21, when VVTA moves to this location.

VVTA's express route, Vaccine Express, has not produced the response that VVTA was hoping for, Mr. Kane said. VVTA has introduced outbound calling so that more of the community is aware of this service. Additionally, Mr. Kane shared that Heritage Medical Group's vaccine location is being added to the Vaccine Express.

Ms. Ratliff shared that she was recently promoted and will be now adding environmental programs to her job duties. Ms. Ratliff thanked VVTA for all the staff's hard work and dedication during this pandemic.

Ms. Mesen said that the high-speed train that has been in the works is once again pushed back.

6. Adjournment. 3:33 pm

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**AGENDA ITEM
FOUR**

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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.

- Keolis invoice for February.
- Monthly Performance Statistics Systemwide Summary.
- Monthly Ridership Report.
- Monthly ADA Denial Report.
- Monthly Road Call Report.
- Keolis On Time Performance Report FY 2021.

RECOMMENDED ACTION

Information items only.

PRESENTED BY
Kevin Kane,
Executive Director

FISCAL IMPACT

N/A

MEETING DATE

April 19, 2021

ITEM NUMBER

4



INVOICE NO. 0060087-IN

Keolis Transit Services17150 Smoke Tree St.
Hesperia Calif. 92345BILL TO Victor Valley Transit Authority
17150 Smoke Tree St.
Hesperia, CA 92345

DATE 3/4/2021

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

MONTH

February

BILLING PERIOD 02/01/21 to 02/28/21

| | Budgeted Revenue hours | Actual Revenue hours | Variance in Missed Service | Budgeted Expense | Actual Expense | Variance (+ or -) | Budgeted Expense Year-to-date | Actual Expense Year-to-date | Variance (+ or -) Year-to-date |
|---------------------|---------------------------|-------------------------|-------------------------------|---------------------|-------------------|------------------------|-------------------------------------|-----------------------------------|--|
| ADA ParaTransit | 3,233.00 | 2,159.02 | | \$326,242.03 | \$217,866.71 | (\$108,375.32) | \$1,635,327.64 | \$1,163,222.87 | (\$472,104.77) |
| Subscription | 1,172.00 | 147.88 | | \$118,266.52 | \$14,922.57 | (\$103,343.95) | \$657,397.11 | \$40,046.14 | (\$617,350.97) |
| Regional Fixed Rt | 10,337.84 | 10,322.33 | (15.51) | \$902,493.43 | \$901,139.41 | (\$1,354.02) | \$4,728,866.40 | \$4,721,897.24 | (\$6,969.16) |
| County | 1,678.80 | 1,677.25 | (1.55) | \$146,559.24 | \$146,423.93 | (\$135.32) | \$770,852.02 | \$769,363.55 | (\$1,488.47) |
| Vaccine Express | 109.25 | 109.25 | - | \$11,024.42 | \$11,024.42 | \$0.00 | \$11,024.42 | \$11,024.42 | \$0.00 |
| B.V. Link/Lifeline | 565.28 | 564.50 | (0.78) | \$49,348.94 | \$49,280.85 | (\$68.09) | \$258,490.06 | \$257,088.91 | (\$1,401.15) |
| Fort Irwin | 452.00 | 450.00 | (2.00) | \$41,873.28 | \$41,688.00 | (\$185.28) | \$217,741.06 | \$216,812.81 | (\$928.25) |
| Barstow-Fixed Route | 1,743.48 | 1,743.48 | - | \$152,205.80 | \$152,205.80 | \$0.00 | \$796,409.96 | \$795,960.37 | (\$449.59) |
| Barstow-County | 716.28 | 714.00 | (2.28) | \$62,531.24 | \$62,332.20 | (\$199.04) | \$326,631.20 | \$326,086.45 | (\$544.75) |
| Barstow-DAR | 454.00 | 142.98 | | \$45,813.14 | \$14,428.11 | (\$31,385.03) | \$229,065.70 | \$79,983.28 | (\$149,082.42) |
| SUBTOTALS | 20,461.93 | 18,030.69 | | \$1,856,358.05 | \$1,611,312.00 | -\$245,046.06 | \$9,631,805.57 | \$8,381,486.04 | -\$1,250,319.53 |

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

TOTAL INVOICE INCLUDING VARIANCE

\$1,611,312.00

Please REMIT TO:
Keolis Transit Services, LLC
470 Atlantic Avenue, 5th Floor
Boston, MA 02210

Manager's Signature and Business Phone

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

Performance Statistics for February

| 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) | 41,488 | 15,017.3 | \$1,793,715 | \$78,668 | 2.8 | \$43.23 | \$119.44 | \$1.90 | \$5.24 | 4.39% |
| Commuter Bus | 2,212 | 450.2 | \$63,357 | \$30,366 | 4.9 | \$28.64 | \$140.72 | \$13.73 | \$67.45 | 47.93% |
| Demand Response | 4,287 | 2,648.0 | \$350,156 | \$24,430 | 1.6 | \$81.68 | \$132.23 | \$5.70 | \$9.23 | 6.98% |
| System Total | 47,987 | 18,115.6 | \$2,207,229 | \$133,464 | 2.6 | \$46.00 | \$121.84 | \$2.78 | \$7.37 | 6.05% |

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) | 134,803 | 41,488 | 8.6 | 2.7 | 8.07% | 4.39% |
| Commuter Bus | 2,888 | 2,212 | 6.4 | 4.9 | 59.56% | 47.93% |
| Demand Response | 15,110 | 4,287 | 2.8 | 1.6 | 9.91% | 6.98% |
| System Total | 152,801 | 47,987 | 7.1 | 2.6 | 9.88% | 6.05% |

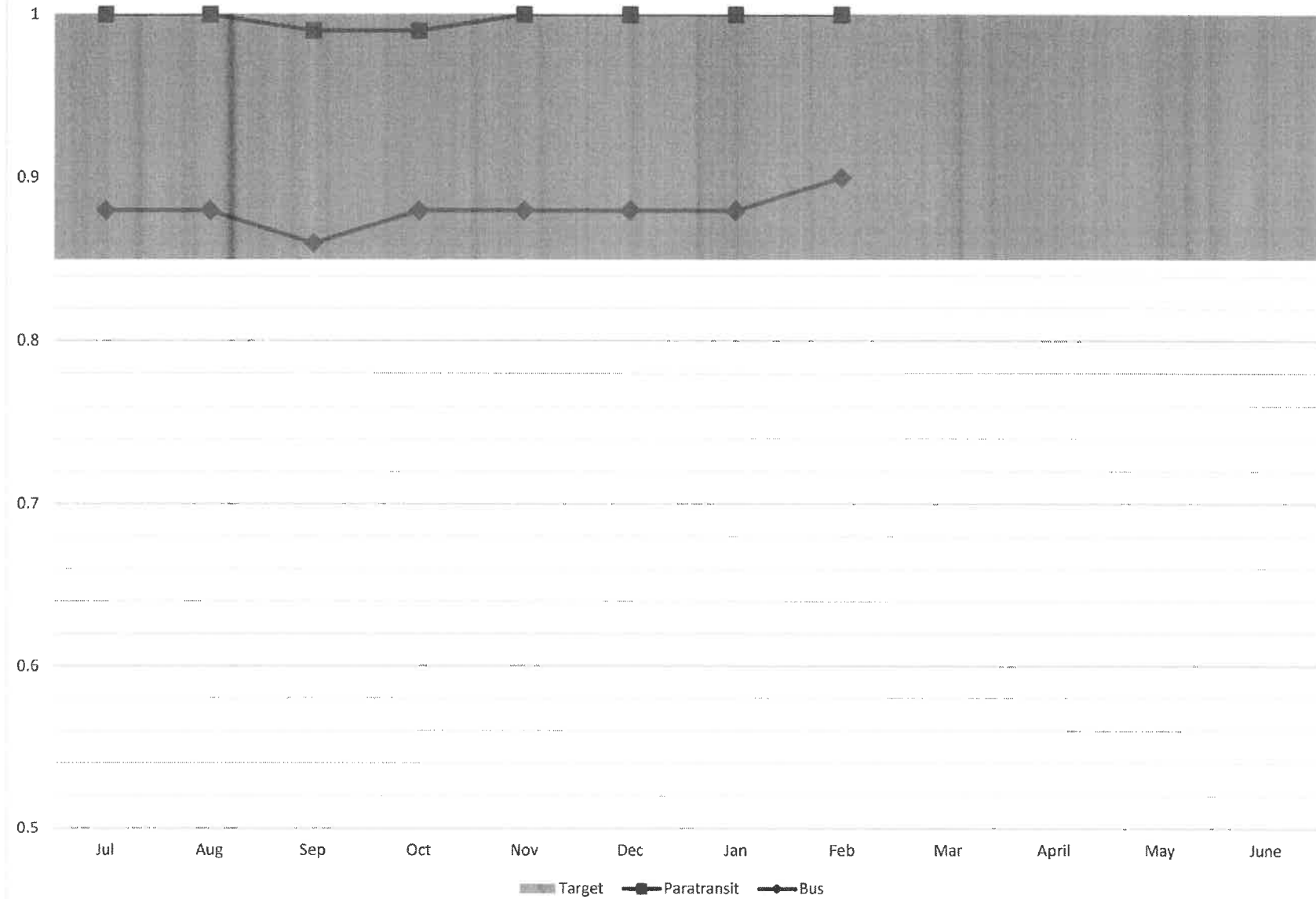
For the Month of February 2021

[illegible]

February 2021
Major and Non-Major
Miles between road calls - VVTA and Barstow

| | Total Miles | Road Calls | Miles Between Road Calls |
|---------------------|----------------|------------|-----------------------------|
| Demand Response | 35,380 | 3 | 11,793 |
| Commuter Bus | 17,615 | 1 | 17,615 |
| Motor Bus | 258,351 | 36 | 7,176 |
| Total System | 311,346 | 40 | 7,784 |

FY 21 System Wide Schedule Adherence



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**AGENDA ITEM
FIVE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Approve VVTA's Draft FY 2022-2024 Title VI Program and initiate 30-Day Public Comment Period.

SUMMARY STATEMENT

As part of VVTA's compliance with FTA regulations and requirements, every three (3) years the Authority must submit an updated Title VI Civil Rights Program to remain compliant along with VVTA's Americans with Disabilities Act Statement. Staff will include a minute action with its submission to the FTA Region IX Office in San Francisco. The following is a brief description of the program.

The Title VI Program is intended to:

- a) Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- b) Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- c) Promote the full and fair participation of all affected populations in transportation decision making;
- d) Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- e) Ensure meaningful access to programs and activities by persons with limited English proficiency.

RECOMMENDED ACTION

Approve VVTA's Draft FY 2022-2024 Title VI Program and initiate the 30-Day Public Comment Period.

PRESENTED BY
Christine Plasting
DBELO

FISCAL IMPACT

None

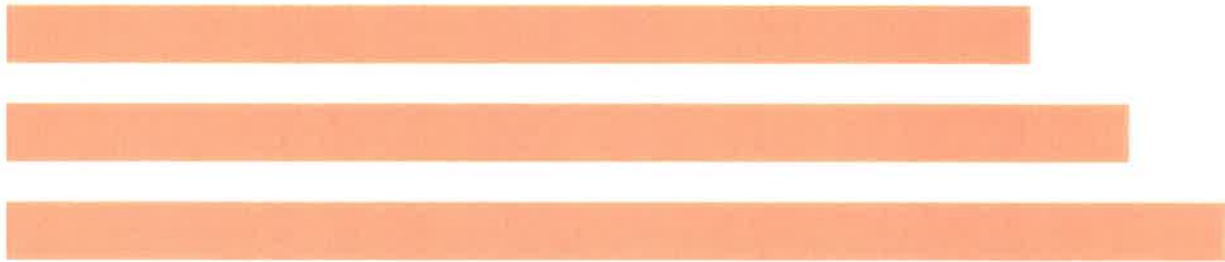
MEETING DATE

April 19, 2021

ITEM NUMBER

5

VICTOR VALLEY TRANSIT



TITLE VI PROGRAM FY 2021 - 2023

Title VI Coordinator: Sandye Martinez
Phone: (760) 995-3563
Recipient #: 5538

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INTRODUCTION

This document was prepared by VVTA Civil Rights Department and approved by the VVTA Board of Directors to comply with Title VI of the Civil Rights Act of 1964 and those provisions detailed in U.S. Department of Transportation's (DOT) Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirement and Guidelines for the Federal Transit Administration Recipients."

ABOUT

In addition to being a public transit agency, VVTA also operates a nonprofit division designated as a Consolidated Transportation Services Agency (CTSA). As such, VVTA provides many services to California's High Desert including regular fixed route bus, ADA paratransit, vanpool service, a travel reimbursement program (TRIP) and several partnerships with area nonprofits. VVTA's service area spans nearly 1,000 square miles, featuring service to Adelanto, Apple Valley, Barstow, Hesperia, Needles, Victorville and unincorporated San Bernardino County, including Daggett, Helendale, Hinkley, Lucerne Valley, Newberry Springs, Oak Hills, Oro Grande, Phelan, Pinon Hills, and Wrightwood. Commuter service to Fort Irwin National Training Center (NTC) and connecting service from the High Desert to the Inland Empire is also provided. Additional information and service alerts are available at VVTA.org and [Twitter.com/VVTransit](https://twitter.com/VVTransit).

CONNECT

VICTOR VALLEY TRANSIT AUTHORITY

ADDRESS: 17150 Smoke Tree Street, Hesperia, CA 92345

PHONE: 760-995-3592

WEB: VVTA.org

FACEBOOK: [OfficialVVTA](https://www.facebook.com/OfficialVVTA)

TWITTER: [@VVTransit](https://twitter.com/VVTransit)

INSTAGRAM: [VVTransit](https://www.instagram.com/VVTransit)

Linked IN: [in/VVTA](https://www.linkedin.com/company/VVTA).

VICTOR VALLEY TRANSIT



PUBLIC NOTICE

Rights Under Title VI

Victor Valley Transit Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with VVTA.

For more information on VVTA's civil rights program and the procedures to file a complaint, contact VVTA Title VI Officer at (760) 995-3563, or at 17150 Smoke Tree Street, Hesperia, CA 92345.

For more information, visit VVTA.org. A complainant may file a complaint directly with the Federal Transit Administration by filing through the Civil Rights Division Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590. If information is needed in another language, contact (760) 995-3592.

VICTOR VALLEY TRANSIT



NOTIFICAR AL PUBLICO

Los Derechos Bajo El Titulo VI

Victor Valley Transit Authority opera sus programas y servicios sin tener en cuenta raza, color y nacionalidad con arreglo al título VI de la Civil Ley de derechos. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con VVTA.

Para obtener más información sobre el programa derechos civiles capaz de industrias y los procedimientos para presentar una queja, llame VVTA Titulo VI Coordinador al (760) 995-3563, o en 17150 Smoke Tree Street, Hesperia, CA 92345.

Para más información, visite VVTA.org. Un demandante puede presentar una queja directamente con la Administración Federal De Transito (Federal Transit Administration) por medio de la División de Derechos Civiles (Civil Rights Division), Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Si necesita información en otro idioma, contacte al (760) 995-3592.

TITLE VI PUBLIC NOTICE POSTED LOCATIONS

The VVTA Title VI Program Public Notice is available at VVTA.org and posted at the locations listed below:

| LOCATION | ADDRESS | CITY |
|-------------------------------|-------------------------|--------------|
| VVTA Barstow Reception Lobby | 2641 W. Main Street | Barstow, CA |
| VVTA Hesperia Reception Lobby | 17150 Smoke Tree Street | Hesperia, CA |
| VVTA Customer Service Lobby | 17151 Smoke Tree Street | Hesperia, CA |
| VVTA Executive Meeting Room | 17152 Smoke Tree Street | Hesperia, CA |
| VVTA Board of Directors Room | 17153 Smoke Tree Street | Hesperia, CA |
| VVTA Public Transit Vehicles | 17154 Smoke Tree Street | Hesperia, CA |

TITLE VI COMPLAINT PROCEDURES ENGLISH

As a recipient of federal money, VVTA is required to comply with Title VI of the Civil Rights Act of 1964 and ensure services and benefits are provided without discrimination to race, color, and national origin. The VVTA Title VI Complaint Procedure outlines a process for Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. These VVTA Title VI Complaint Procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by VVTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is strictly prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and a transit analyst may be utilized for resolution, at any stage of the process. The transit analyst will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

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

Within 30 business days of receiving the complaint, VVTA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. VVTA has 90 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 90-day rule.

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

A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.

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

PROCEDIMIENTOS DE QUEJAS TÍTULO VI

Como beneficiario de fondos federales, Victor Valley Transit Authority (VVTA) está obligado a cumplir con el Título VI del Acta de Derechos Civiles de 1964 y garantizar que los servicios y los beneficios se proporcionan sin discriminación de raza, color y origen nacional. El Procedimiento de Queja VVTA Título VI resumen un proceso de quejas del Título VI y es coherente con las directrices que se encuentran en la Administración Federal de Tránsito Circular 4702.1B, de fecha 1 de octubre de 2012. Estos Procedimientos de Quejas VVTA Título VI aplicará a todas las quejas presentadas en virtud del Título VI del Ley de Derechos Civiles de 1964, relativa a cualquier programa o actividad administrada por VVTA o sus subreceptores, consultores, y / o contratistas. La intimidación o represalias de cualquier tipo está estrictamente prohibido por la ley.

Estos procedimientos no niegan el derecho de las demandantes a presentar quejas formales con otras agencias estatales o federales, o de buscar un abogado privado para las quejas que alegan discriminación. Estos procedimientos son parte de un proceso administrativo que no provee para los remedios que los daños punitivos o remuneración compensatoria por los demandantes. Se hará todo lo posible para obtener pronta resolución de las quejas en el nivel más bajo posible. La opción de la reunión de mediación informal (s) entre las partes afectadas y un analista de tránsito podrá ser utilizado para la resolución, en cualquier etapa del proceso. El analista de tránsito hará todo lo posible para seguir una resolución a la queja. Entrevistas iniciales con el demandante y el demandado va a solicitar información sobre las oportunidades de ayuda y de liquidación solicitado específicamente.

Cualquier persona que cree que él o ella ha sido víctima de discriminación en base a raza, color, u origen nacional por VVTA puede presentar una queja del Título VI puede completar y enviar el Formulario de Quejas del Título VI de la agencia. VVTA investiga las quejas recibidas no más de 180 días después del supuesto incidente. VVTA sólo procesará las quejas que se han completado.

Dentro de los 10 días hábiles de haber recibido la queja, VVTA la revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de reconocimiento a él / ella informar si la denuncia será investigada por nuestra oficina. VVTA tiene 30 días para investigar la denuncia. El denunciante será notificado por escrito de la causa a cualquier extensión prevista a la norma de los 30 días.

Si se necesita más información para resolver el caso, puede ponerse en contacto con VVTA el denunciante. El demandante tiene 10 días hábiles a partir de la fecha de la carta a enviar la información solicitada para el investigador asignado al caso. Si el investigador no está en contacto con el reclamante o no recibe la información adicional dentro de los 10 días hábiles VVTA puede cerrar administrativamente el caso.

Un caso puede ser administrativamente cerrado también si el demandante ya no desea seguir su caso. Después de que el investigador revisa la queja, él / ella va a emitir una de las dos cartas al denunciante: una carta de cierre o una Carta de Descubrimiento. Una carta cierre resume las acusaciones y afirma que no había una violación del Título VI y que el caso se cerrará. Un Carta de Descubrimiento resume las acusaciones y las entrevistas sobre el supuesto incidente, y explica si alguna acción disciplinaria, la formación adicional del miembro del personal, u otra acción ocurrirá. Si el demandante desea apelar la decisión, él / ella tiene 10 días hábiles después de la fecha de la carta o la Carta de Descubrimiento para hacerlo.

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

CIVIL RIGHTS COMPLAINT FORM

| | | | | |
|---|-------------|--|----------------------|----|
| Section A: | | | | |
| Name: | | | | |
| Address: | | | | |
| Phone (Home): | | | Phone (Mobile/Work): | |
| E-Mail Address: | | | | |
| Accessible Format Requirements? | Large Print | | Audio Tape | |
| | TDD | | Other | |
| Section B: | | | | |
| Are you filing this complaint on your own behalf? | | | Yes* | No |
| *If you answered "yes" to this question, go to Section III. | | | | |
| If not, please supply the name and relationship of the person for whom you are filing the complaint: | | | | |
| Please explain why you have filed for a third party: | | | | |
| | | | | |
| Please confirm you have obtained permission from the aggrieved party, if you are filing on behalf of a third party. | | | Yes | No |
| Section C: | | | | |
| I believe the discrimination I experienced was based on (check all that apply): | | | | |
| <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin | | | | |
| Date of Alleged Discrimination (Month, Day, Year): _____ | | | | |
| Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. | | | | |
| | | | | |
| | | | | |
| Section D | | | | |
| Have you previously filed a Title VI complaint with this agency? | | | Yes | No |
| Section C | | | | |
| Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? | | | | |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | |
| If yes, check all that apply: | | | | |
| <input type="checkbox"/> Federal Agency: _____ | | | | |

VICTOR VALLEY TRANSIT

| | |
|--|---|
| <input type="checkbox"/> Federal Court _____ | <input type="checkbox"/> State Agency _____ |
| <input type="checkbox"/> State Court _____ | <input type="checkbox"/> Local Agency _____ |
| Please provide information about a contact person at the agency/court where the complaint was filed. | |
| Name: | |
| Title: | |
| Agency: | |
| Address: | |
| Telephone: | |
| Section E | |
| Name of agency complaint is against: | |
| Contact person: | |
| Title: | |
| Telephone number: | |

You may attach any written materials or other information you consider relevant to your complaint. Your signature and date required below.

SIGNATURE: _____ DATE: _____

Please submit this form and any supporting documents via mail or in person to the address below:

Victor Valley Transit Authority

ATTN: Title VI Coordinator
17150 Smoke Tree Street
Hesperia, CA 92345

Federal Transit Administration

Civil Rights Division
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

DERECHOS CIVILES FORMA QUEJA

| | | | | |
|--|--------------|--|---------------------------|----|
| SECCIÓN A: | | | | |
| Nombre: | | | | |
| Dirección/Ciudad/ Código Postal: | | | | |
| Teléfono (Casa): | | | Teléfono (Móvil/Trabajo): | |
| E-Mail Address: | | | | |
| Requisitos de formato Accesibles? | Letra Grande | | Cinta de Audio | |
| | TDD | | Otro | |
| SECCIÓN B: | | | | |
| ¿Está usted presentando esta queja en su propio nombre? | | | Sí* | No |
| *Si usted contestó "sí" a esta pregunta, pase a la Sección D | | | | |
| Si no es así, por favor proporcione el nombre y la relación de la persona para la cual usted está presentando la queja: | | | | |
| Por favor, explique por qué usted ha presentado para un tercero: | | | | |
| | | | | |
| Confirma que has obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero. | | | Sí | No |
| SECCIÓN C: | | | | |
| Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda): | | | | |
| <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional | | | | |
| Fecha de la discriminación alegada (Mes, Día, Año): _____ | | | | |
| Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Describir todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres y la información de los testigos en contacto. Si se necesita más espacio, por favor use el reverso de este formulario. | | | | |
| _____ _____ | | | | |
| SECCIÓN D | | | | |
| ¿Ha presentado anteriormente una queja del Título VI con esta agencia? | | | Sí | No |
| SECCIÓN E | | | | |
| ¿Ha presentado anteriormente una queja del Título VI con esta agencia? | | | | |
| <input type="checkbox"/> Sí <input type="checkbox"/> No | | | | |
| En caso afirmativo, marque todas las que correspondan: | | | | |

| | |
|---|---|
| <input type="checkbox"/> Agencia Federal: | |
| <input type="checkbox"/> Tribunal Federal: | <input type="checkbox"/> Agencia Estatal: |
| <input type="checkbox"/> Tribunal Estatal: | <input type="checkbox"/> Agencia Local: |
| Sírvanse proporcionar información acerca de una persona de contacto en la agencia / tribunal donde se presentó la denuncia. | |
| Nombre: | |
| Título: | |
| Agencia: | |
| Dirección/Ciudad/ Código Postal: | |
| Teléfono: | |
| SECCIÓN F | |
| Nombre de la agencia de queja es contra: | |
| Persona de Contacto: | |
| Título: | |
| Número Telefónico: | |

FIRMA: _____ FECHA: _____

Por favor, envíe este formulario y los documentos de apoyo a través del correo o en persona a la dirección abajo:

Victor Valley Transit Authority
ATTN: Title VI Coordinator
17150 Smoke Tree Street
Hesperia, CA 92345

Federal Transit Administration
Civil Rights Division
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

TITLE VI REPORTING & PRACTICES

ANNUAL TITLE VI CERTIFICATION AND ASSURANCE: VVTA submits an annual Title VI Certification and Assurance as part of its annual FTA Certification and Assurance submission.

TITLE VI COMPLAINT PROCEDURES: To comply with 49 CFR Section 21.9(b), VVTA has developed and maintains procedures for investigating and tracking Title VI complaints. Procedures for filing a complaint are available to members of the public upon request.

RECORD TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS: To comply with 49 CFR Section 21.9(b), VVTA maintains a list of active investigations conducted by entities other than FTA. These include any lawsuits, or complaints naming VVTA, which allege discrimination based on race, color, gender, or national origin. This list includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the VVTA in response to the investigation, lawsuit, or complaint.

PROVIDE MEANINGFUL ACCESS TO LEP PERSONS: VVTA has taken responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities for individuals who are Limited English Proficient (LEP). Spanish schedules are printed, and the public is informed that VVTA will provide schedules and assistance in a requested language, at no cost.

NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI: To comply with 49 CFR Section 21.9(d), VVTA provides information to the public regarding its Title VI obligations. VVTA informs the public of the protections against discrimination afforded to the public by Title VI. VVTA disseminates this information to the public through its website, transit vehicles, and public places.

REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST: VVTA understands that at the discretion of FTA, information other than that required by this circular may be requested, in writing, to investigate complaints of discrimination or to resolve concerns about possible Title VI noncompliance.

VVTA PROCEDURE TO PREPARE AND SUBMIT A TITLE VI PROGRAM: VVTA acknowledges that FTA requires recipients to report certain general information to determine compliance with Title VI. The collection and reporting of this program constitute the VVTA Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), VVTA documents its compliance by submitting a Title VI Program to FTA's Region IX civil rights officer once every three years.

VVTA CONDUCTS ANALYSES OF IT'S CONSTRUCTION PROJECTS: To integrate the environmental analyses considerations expressed in the DOT Order on Environmental Justice, VVTA integrates an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation for construction projects. When VVTA prepares documentation for a categorical exclusion (CE), it meets this requirement by completing and submitting FTA's standard CE checklist, which includes a section on community disruption and environmental justice. The VVTA environmental assessment (EA) or environmental impact statement (EIS) integrates the following components into these documents:

- A description of the low-income and minority population within the study area affected by the project (if any), and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process).
- A discussion of all the adverse effects of the project, during and after construction, which would affect the identified minority and low-income population.
- A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement of transit service, mobility, or accessibility.

- A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.
- A discussion of the remaining effects, if any, and why further mitigation is not proposed.
- For projects VVTA construction projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. If VVTA determines there is no basis for such a comparison the agency describes why that is so.

VVTA PROMOTES INCLUSIVE PUBLIC PARTICIPATION: To integrate, into community outreach activities, considerations expressed in the DOT Order on Environmental Justice, and the DOT LEP Guidance, VVTA seeks out and considers the viewpoints of minority, low-income, and LEP populations while conducting public outreach and involvement activities. VVTA's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. These may include:

- Coordinating with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Using locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities.
- Using different meeting sizes, formats, or varying the type and number of news media used to announce public participation opportunities, so that communications are tailored to the specific community or population.
- Implementing DOT's policy guidance concerning recipients' responsibilities to LEP persons to overcome barriers to public participation.

TITLE VI INVESTIGATIONS, COMPLAINTS & LAWSUITS

In compliance with 49 CR Section 21.9(b), VVTA maintains records of investigation, complaints, and lawsuits. The record includes date of incident, a summary of the allegation, the status of the complaint and the action taken. As of June 1, 2021, there were no active transit-related investigations, complaints or lawsuits naming the VVTA, which allege discrimination on the basis of race, color, or national origin.

Investigations

There were no investigations against VVTA pertaining to Title VI violations during the reporting period.

Complaints

Customers most commonly come into contact with bus operators. Therefore, the majority complaints involve the interaction between customer and bus operator. Incidents are submitted into Transtrack. After submission, contractor supervisor has 72 hours to review, investigate and respond to complaint. The contractor's response is then reviewed by VVTA's Contract Compliance Administrator. VVTA's Contract Compliance Administrator the contacts passenger with the results of the investigation. If the passenger is unreachable, a 2nd attempt is made. After a 2nd failed attempt to be reached complaint is closed.

A list of complaints from July 1, 2020 to March 3, 2021 is included in this section.

Lawsuits

There are no lawsuits against VVTA pertaining to Title VI violations during the reporting period. Please see Appendix H.

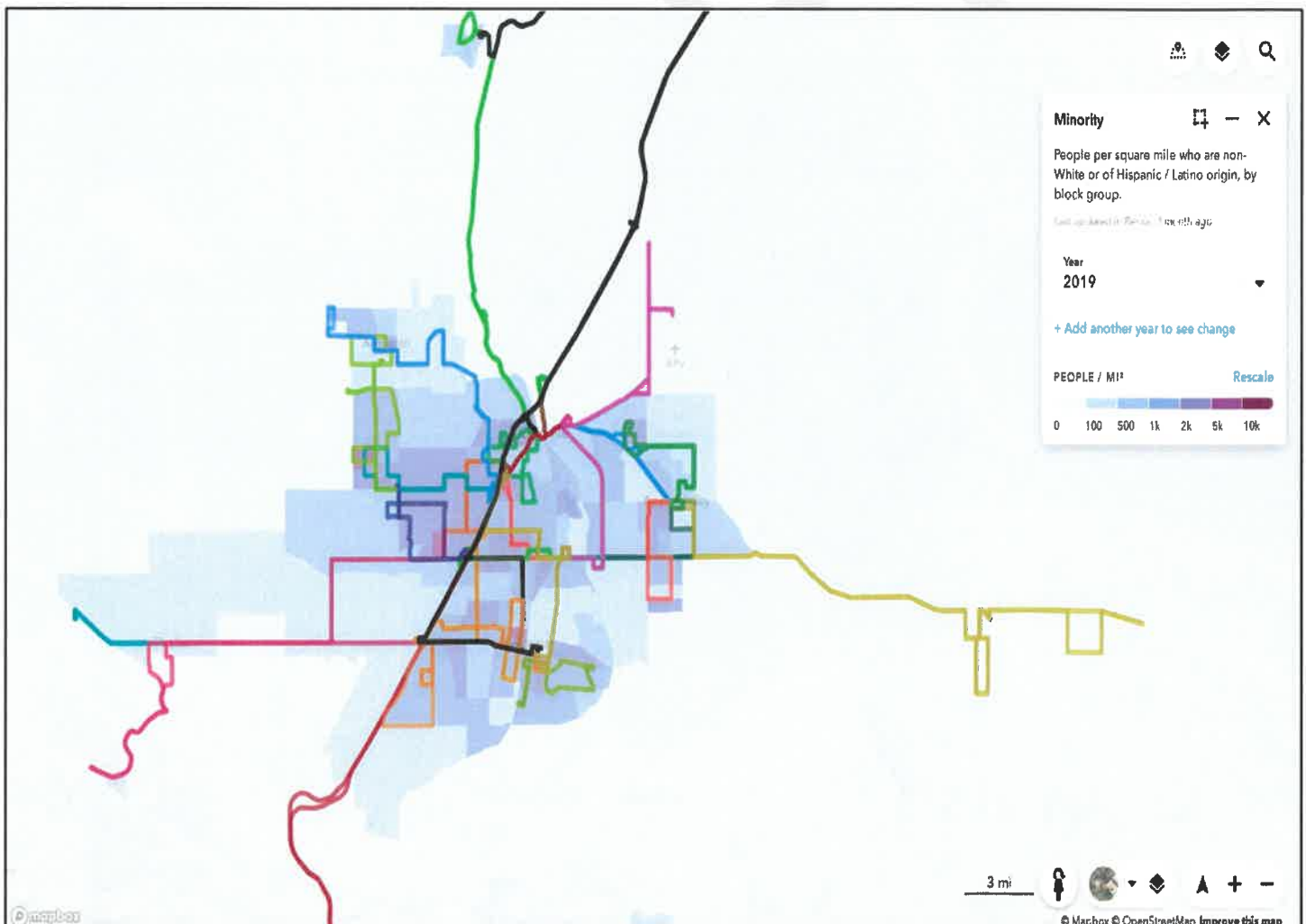
TITLE VI REPORTING & PRACTICES FOR LARGE URBAN AREA

VVTA COLLECTS DEMOGRAPHIC DATA: To comply with 49 CFR Section 21.9(b), VVTA collects and analyzes racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance. VVTA studies a base map of the agency's service area that includes major streets and highways, fixed transit facilities and major activity centers or transit trip generators such as retail centers, high employment areas, schools, and hospitals. In addition, VVTA tracks the total number and percentage of low-income people as compared to its bus route alignments. Since VVTA ridership is primarily comprised of the transit dependent and since VVTA develops its service around such clusters within its service area, VVTA monitors changes in demographics to assure it is providing service to the neediest segments of the area.

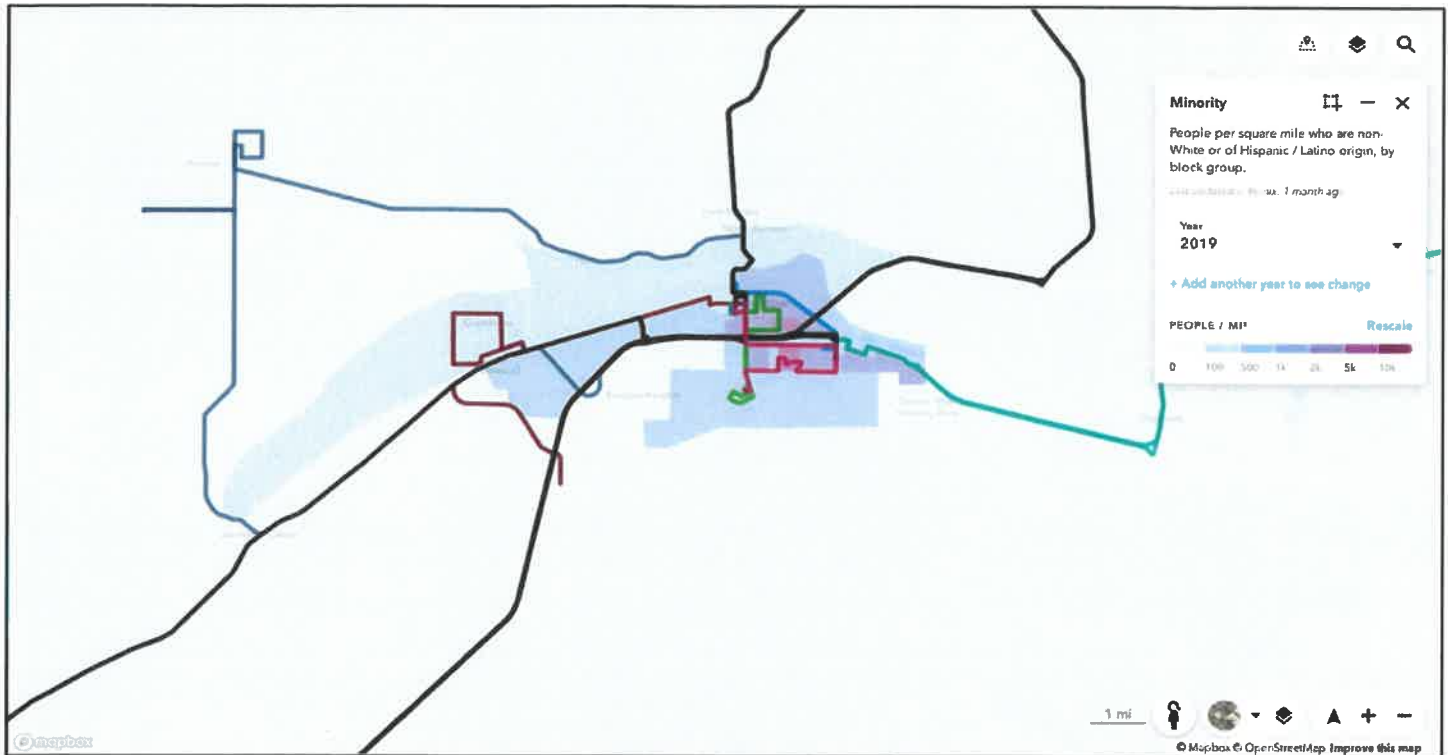
MAP 1: VVTA SERVICE AREA

Census Tracts; transit routes; transit centers/facilities; transit amenities (bus stops/bus shelters); major activity centers; Minority populations (at census tract or block group level)

Hesperia Service Area

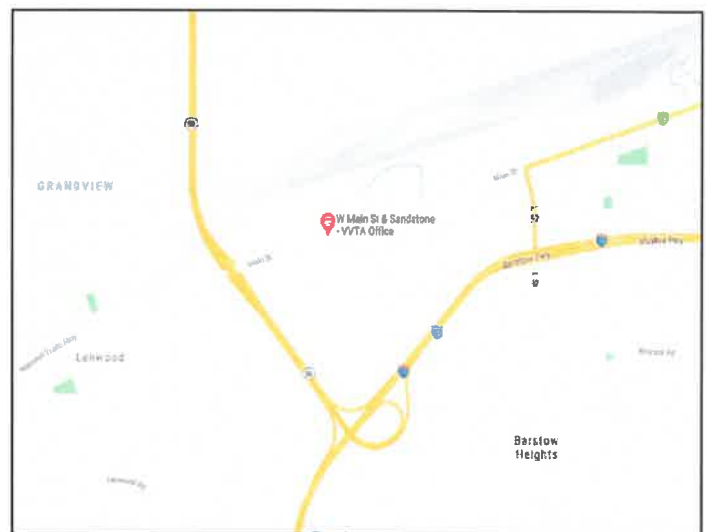


Barstow Service Area



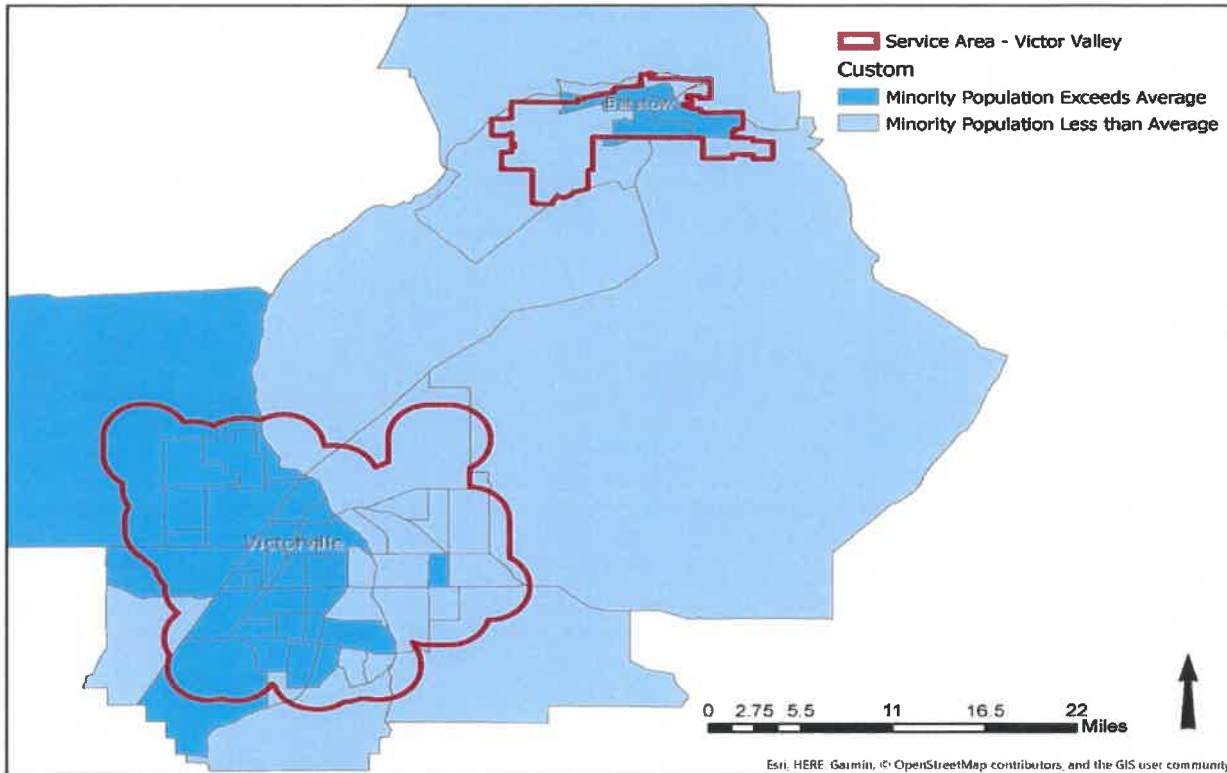
MAP 2: VVTA SERVICE AREA TRANSIT FACILITIES

VVTA recently completed a new operations and maintenance facility on Main Street in Barstow to operate on Barstow routes. The facility houses contractor staff and provides space for maintenance and storage for VVTA fleet. This replaces the previous facility on State Street with a new modern energy efficient facility adjacent to the current fueling site.



MAP 3: VVTA SERVICE AREA MINORITY POPULATION

Census tracts, blocks, or block groups where the total minority population residing in these areas exceeds the average percentage of minority population for the service area as a whole.



MAP 4: VVTA SERVICE AREA LOW-INCOME POPULATION

Within the VVTA Service Area, the percentage of low-income population does not meet or exceed the threshold reported by federal sources, there is no map available.

SYSTEM-WIDE SERVICE POLICIES

To comply with 49 CFR Section 21.5(b)(2) and 49 CFR Section 21.5(b)(7), Appendix C to 49 CFR part 21, VVTA has enacted system-wide service procedures necessary to guard against service design and operational policies that have disparate impacts. System-wide procedures differ from service standards in that they are not necessary based on a quantitative threshold.

VVTA PERFORMS THE FOLLOWING:

- **VEHICLE LOAD:** VVTA studies the ratio of passengers per vehicle, specifically the ratio of passengers to the number of seats on a vehicle during a vehicle's maximum load point. When VVTA observes that the vehicle load on certain routes is consistently exceeding its service standard, VVTA makes plans to

- add additional vehicles as budget permits. A summary of maximum load factor ratio standards is as follows:
 - **Local Service Type Vehicles**
 - 40-foot vehicles have a 1.5 maximum load factor ratio.
 - 35-foot-low floor vehicles have a 1.5 maximum load factor ratio.
 - 35-foot-high floor vehicles have a 1.4 maximum load factor ratio.
 - 33-foot cutaway vehicles have a 1.5 maximum load factor ratio.
 - 32-foot-low floor cutaway vehicles have a 1.4 maximum load factor ratio.
 - **Inter-City Service Type Vehicles**
 - 40-foot single door vehicles have a 1.0 maximum load factor ratio.
 - **Commuter Service Type Vehicles**
 - 45-foot commuter vehicles have a 1.0 maximum load factor ratio.

LOAD FACTOR STANDARD

| VEHICLE TYPE | SERVICE TYPE | CAPACITY | | | MAX LOAD FACTOR |
|---------------------------|---------------|----------|----------|-------|-----------------|
| | | SEATED | STANDING | TOTAL | |
| 40' bus | Local Service | 40 | 20 | 60 | 1.5 |
| 35' High Floor | Local Service | 38 | 15 | 53 | 1.4 |
| 40' NABI Single Door | Commuter | 35 | 0 | 35 | 1.0 |
| 45' MCI | Commuter | 53 | 0 | 53 | 1.0 |
| 40' El Dorado Single Door | Intercity | 45 | 0 | 45 | 1.0 |
| 35' Low Floor | Local Service | 31 | 15 | 46 | 1.5 |
| 32' Low Floor | Local Service | 27 | 11 | 38 | 1.4 |
| 33' Cutaway | Local Service | 30 | 15 | 45 | 1.5 |

- **VEHICLE HEADWAY:** VVTA studies the time interval between two vehicles traveling in the same direction on the same route. VVTA studies Load Factors on its busiest routes. VVTA, increases service frequency on routes and at times that standing loads are recurrent and as budget permits.
- **ON-TIME PERFORMANCE:** VVTA has an on-time performance standard of 0 minutes early and 5 minutes late on fixed routes. The on-time criteria for complementary paratransit are up to 10 minutes before and 30 minutes after a confirmed reservation. VVTA has an on time standard of 90% for all services.
- **DISTRIBUTION OF TRANSIT AMENITIES:** VVTA transit amenities are solely determined, installed, and maintained by the separate jurisdictions which comprise the VVTA Joint Powers Authority. VVTA makes recommendations to the jurisdictions based on boarding's, alighting's, overall route ridership, and demographics.
- **SERVICE AVAILABILITY:** VVTA has a standard to distribute service so that 80% of all residents in the service area are within one-fourth of a mile of bus service. VVTA uses deviated fixed route in those area with the lowest population density. VVTA has a guideline for bus stop spacing. In urbanized areas, bus stops should be no closer than 0.15 miles and no further than 0.25 miles. In non-urbanized (or rural) areas, bus stops should be no closer than 0.50 miles. Non-urbanized areas offer flag down bus stop service and include Daggett, Helendale, Hinkley, Lucerne Valley, Newberry Springs, Oak Hills, Oro Grande, Phelan, Pinon Hills, and Wrightwood.

TITLE VI PROGRAM SPECIFICS The Victor Valley Transit Authority service area has historically been below the required 200,000 population threshold for program-specific reporting. Please note that the 2020 Census is not yet available therefore 2010 Census information was used for documentation. In the 2000 Census, the population for the VVTA Urbanized Area (UZA) was 200,436, exceeding the threshold by 436. In the 2010 Census, the population for the VVTA UZA was 328,454, exceeding the threshold by 128,454. Though, currently, VVTA has 47 fixed route vehicles in operation during peak service, which does not exceed the threshold of 50 or more vehicles in operation during peak service. Therefore, according to FTA C 4702.1B, IV1-2, the Requirements of Chapter III and set-system wide standards and policies are all that apply to VVTA.

The most recent 2010 US Census population for the VVTA service area, including distribution by ethnic origin. According to the 2010 Census data for approximately 41% of the total population can be classified within 6 minority groups. The largest minority group in the VVTA service area are in the “some other race” category (20%). African American make up only 11% of the population and a separate 2010 census chart identifies fully 43% of the population being of Hispanic or Latino descent.

VVTA periodically reviews socioeconomic and ethnic population distribution in its service area as compared with existing service routes and corridors to evaluate any potential disparate impact on minority communities. A series of maps is included. These maps still affirm VVTA routes serve predominately the neediest socioeconomic and minority population areas.

Comparative analysis tends to indicate a high level of transit service exists in areas with predominately minority populations and suggests minority population centers tend to generate substantial ridership. Additionally, VVTA conducts a Comprehensive Operational Analysis (COA) periodically and maintains revenue and ridership statistics by route on a monthly, quarterly, and annual basis. With the 2010 installation of automatic passenger counters (APCs) on all VVTA fixed route buses VVTA can now analyze boarding's and alighting's down to the stop level.

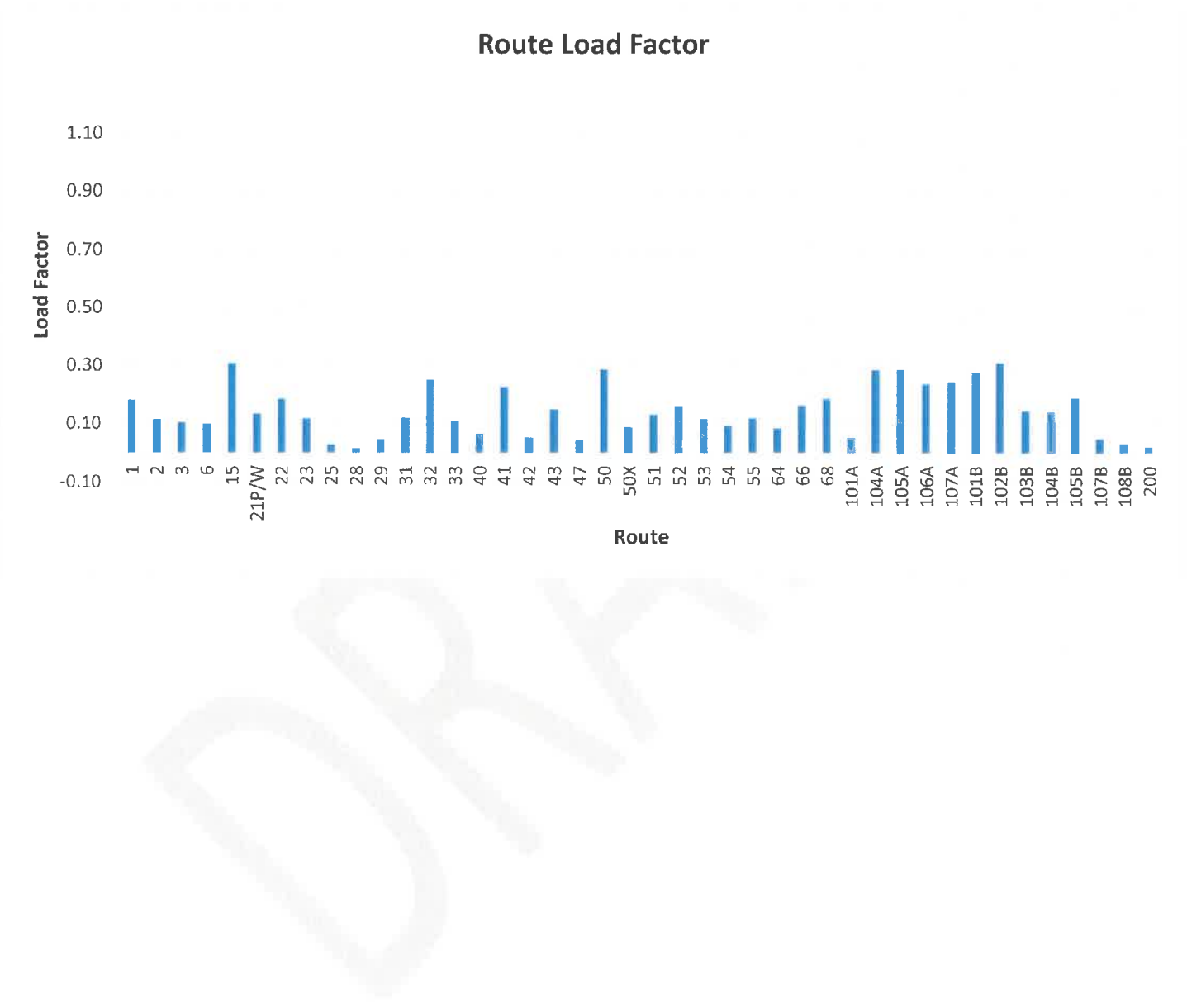
Load Factor Studies conducted on July 1, 2019 – March 31, 2020 (see tables below) identifies that there were no trips where there were loads exceed capacity. In analyzing these data VVTA has decided no changes are required at this time. Nevertheless, VVTA retains a consultant to study VVTA services and provide a more in-depth analysis for the Environmental Justice Evaluation. This study will also include a Fare & Equity Analysis.

TITLE VI EQUITY ANALYSIS

VVTA has conducted a fare and service equity analyses across the review period. Each equity analysis revealed VVTA had no disparate impact or disproportionate burden findings. Complete copies of all fare and service equity analyses conducted by VVTA during the review period are included within the 2020 Load Factor Study.

| Load Factor | Route | Load Factor | Route | Load Factor | Route | Load Factor | Route | Load Factor | Route | Load Factor |
|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|-------|-------------|
| 0.18 | 23 | 0.12 | 40 | 0.07 | 51 | 0.13 | 68 | 0.19 | 102B | 0.31 |
| 0.12 | 25 | 0.03 | 41 | 0.23 | 52 | 0.16 | 101A | 0.05 | 103B | 0.15 |
| 0.11 | 28 | 0.02 | 42 | 0.05 | 53 | 0.12 | 104A | 0.29 | 104B | 0.14 |
| 0.10 | 29 | 0.05 | 43 | 0.15 | 54 | 0.09 | 105A | 0.29 | 105B | 0.19 |
| 0.31 | 31 | 0.12 | 47 | 0.04 | 55 | 0.12 | 106A | 0.24 | 107B | 0.05 |
| 0.14 | 32 | 0.25 | 50 | 0.29 | 64 | 0.09 | 107A | 0.24 | 108B | 0.03 |
| 0.19 | 33 | 0.11 | 50X | 0.09 | 66 | 0.16 | 101B | 0.28 | 200 | 0.02 |

LOAD FACTOR ANALYSIS



MONITORING PROCEDURES

FLEET EQUIPMENT & ASSIGNMENT

Listed below is the breakdown of the transit vehicles within the VVTA fleet. The list does not include vehicles used for administrative and supervisory purposes.

| FIXED ROUTE VEHICLES | | | | | |
|----------------------|-------|---------------------------------------|----------------------|--------------|-------|
| QUANTITY | YEAR | MANUFACTURER / MODEL | SEATS / WHEEL CHAIRS | SERVICE TYPE | TITLE |
| 1 | 2001 | NABI / 40LFW | 38/2 | Fixed Route | VVTA |
| 1 | 2002 | NABI / 40LFW | 38/2 | Fixed Route | VVTA |
| 1 | 2007 | EL DORADO / AEROLITE | 28/2 | Fixed Route | VVTA |
| 7 | 2008 | NABI / 40LFW-40 | 38/2 | Fixed Route | VVTA |
| 1 | 2009 | GLAVAL/TITAN | 20/2 | Fixed Route | VVTA |
| 5 | 2010 | NANI / 40LFW | 38/2 | Fixed Route | VVTA |
| 2 | 2011 | GLAVAL/TITAN | 24/2 | Fixed Route | VVTA |
| 3 | 2011 | GOSHEN / G-FORCE | 34/2 | Fixed Route | VVTA |
| 2 | 2012 | GLAVAL ENTOURAGE | 28/2 | Fixed Route | VVTA |
| 5 | 2013 | EL DORADO AEROLITE 320 | 33 | Fixed Route | VVTA |
| 9 | 2014 | EL DORADO AXESS | 33/2 | Fixed Route | VVTA |
| 1 | 2015 | EL DORADO AEROLITE 320 | 33 | Fixed Route | VVTA |
| 1 | 2015 | EL DORADO AXESS | 33/2 | Fixed Route | VVTA |
| 5 | 2015 | MCI /D4500 | 57 | Fixed Route | VVTA |
| 2 | 2016 | EL DORADO AEROLITE 240 CB | 25 | Fixed Route | VVTA |
| 2 | 2016 | EL DORADO AEROLITE 240 CB SUP DR | 25 | Fixed Route | VVTA |
| 3 | 2016 | EL DORADO AXESS | 43/2 | Fixed Route | VVTA |
| 2 | 2016 | EL DORADO XHF | 38/2 | Fixed Route | VVTA |
| 4 | 2018 | EL DORADO AXESS | 35/2 | Fixed Route | VVTA |
| 12 | 2018 | EL DORADO AXESS | 43/2 | Fixed Route | VVTA |
| 7 | 2019 | NEW FLYER - XE ELECTRIC URBAN TRANSIT | 40/2 | Fixed Route | VVTA |
| 76 | TOTAL | | | | |

| PARATRANSIT VEHICLES | | | | | |
|----------------------|-------|-------------------------------|----------------------|--------------|----------|
| QUANTITY | YEAR | MANUFACTURER / MODEL | SEATS / WHEEL CHAIRS | SERVICE TYPE | TITLE |
| 1 | 2008 | FORD E 450 STARCRAFT | 12/2 WC | ADA | VVTA |
| 3 | 2008 | STARCRAFT E450 / STARLITE | 12/2 WC | ADA | VVTA |
| 1 | 2008 | STARCRAFT MB/ALLSTAR | 16/5 WC | ADA | VVTA |
| 6 | 2010 | ARBOC/SPIRIT OF MOBIL | 13/2 WC | ADA | VVTA |
| 3 | 2010 | DODGE CARAVAN | 5/1 WC | ADA | VVTA |
| 1 | 2010 | STARCRAFT E450 / STARLITE | 16/5 WC | ADA | VVTA |
| 8 | 2011 | EL DORADO AEROTECH 240 | 12/2 WC | ADA | CALTRANS |
| 2 | 2015 | EL DORADO AEROTECH 240 | 16/2 WC | ADA | VVTA |
| 4 | 2016 | EL DORADO AEROTECH 240 | 20 | ADA | VVTA |
| 5 | 2016 | EL DORADO AEROTECH 240 SUP MB | 20 | ADA | VVTA |
| 9 | 2017 | EL DORADO AEROTECH 240 | 16/5 | ADA | VVTA |
| 4 | 2019 | EL DORADO AEROTECH 240/14 | 14/2 | ADA | VVTA |
| 12 | 2019 | EL DORADO AEROTECH 240/16 | 16/2 | ADA | CALTRANS |
| 59 | TOTAL | | | | |

FREQUENCY OF SERVICE

The information below provides a summary of frequency of service by route for VVTA fixed route service. All VVTA routes have significant portions of service in low socioeconomic and minority residential areas as well as along major thoroughfares providing access to major attractors and destinations. Only the six county routes have significantly fewer trips per day. Victor Valley County routes, which include Route 21P/21W, 22, 23, and 25 operate every two hours. Barstow County routes, which include Route 28 and 29 are every three hours. Routes 21P and 21W offer hourly service along the base route between Victor Valley Mall and Phelan. Route 21P then Continues to Phelan and Route 21W continues to Wrightwood each route every 2 hours.

Route 21P, provides 13 weekly trips per day. Routes 21W, 14 weekday trips per day. Route 22 is 14 weekday trips per day, 23 offers 16 weekday trips per day. Route 25 provides 8 weekday trips per day. Route 28 and 29, 10 weekday trips per day each. All county routes offer flag service and offer deviation.

LEVELS OF SERVICE

VVTA maintains service, ridership, and route performance data and compiles it in monthly, quarterly, and annual reports. These data for fiscal year ending June 30, 2018 are included in Appendix D.

A ridership standard of 12.68 riders per hour has been established for all non-rural VVTA routes. VVTA operates in an environment where most of its riders are transit dependent. As a result, the VVTA route structure is specifically designed to meet the transportation needs of lower socioeconomic and minority groups from their residential clusters with as much direct routing as possible and with only minimal transfer connections where needed in order to facilitate transportation to major destinations including schools, medical services, shopping centers, social service agencies, and major employment centers.

Evaluation of VVTA routes and data suggest that the fixed route system serves the minority community well. Fixed Route service provides significant access in the sections of the VVTA service area with substantial low socioeconomic and minority populations. VVTA continues to evaluate available service and demographic information to insure and maintain quality service for all High Desert citizens.

NON-ELECTED COMMITTEE MEMBERS

The VVTA Board of Directors is comprised of elected council members from each of the VVTA member jurisdictions and a County Supervisor. VVTA Board members are appointed to the VVTA Board by their fellow council members in each jurisdiction. The San Bernardino County First & Third District Supervisor also holds a seat on the Board. The VVTA Technical Advisory Committee (TAC) serves as advisors to the Board. Non-elected TAC members are selected by the individual jurisdictions as well as SBTCA and serve based on knowledge and experience in the field of transit. Each VVTA board member works closely with his / her TAC member. The VVTA Board and TAC are comprised of a racially diverse representation of the jurisdictions they serve.

| AFRICAN AMERICAN | ASIAN | CAUCASIAN | LATION | NATIVE AMERICAN |
|------------------|-------|-----------|--------|-----------------|
| 3% | 0% | 84% | 3% | 0% |

BOARD OF DIRECTORS TITLE VI APPROVAL

Pending Board approval

DRAFT

Sub-Recipient Monitoring Program

VVTA does not pass-through funding to any sub-recipient agency.

DRAFT

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

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BACKGROUND SUMMARY

Victor Valley Transit Authority (VVTa) understands individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or “LEP.” In using the source: 2019 American Community Surveys VVTa recognizes that nationwide the number of persons reporting that they do not speak English at all, or do not speak English well, grew by 80 percent from 1990 to 2013. Among limited English speakers within the VVTa service area, which includes Adelanto, Apple Valley, Barstow, Hesperia, and Victorville, Spanish is the language most frequently spoken.

Furthermore, VVTa understands public transit is a key means of achieving mobility for many LEP persons. According to the 2000 Census, more than 11 percent of LEP persons within the United States aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4 percent of English speakers. Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transportation at higher rates than native-born adults; however, transit use among recent arrivals decreases with length of residence in the United States. Many immigrants desire to switch from transit to automobile use because personal vehicles are a symbol of assimilation and cars can provide greater mobility or access to economic and social opportunities that are beyond a transit system’s service area. As VVTa seeks to increase “choice riders,” it may be easier to retain riders who have past, positive impressions of the system than to attract those persons who have never or rarely used transit.

VVTa hopes its efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will engender riders to continue using the system after they are proficient in English and/or have more transportation options. VVTa’s community outreach will be designed to identify appropriate language assistance measures that can assist the agency in identifying the transportation needs of LEP individuals and ensures that an agency’s transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations.

The Victor Valley Transit Authority (VVTa) supports the goals of the DOT LEP Guidance to provide meaningful access to its services by LEP persons.

FACTOR 1: APPLYING THE FOUR-FACTOR FRAMEWORK

Number & Proportion of LEP Persons Served or Encountered in Eligible Service Population

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

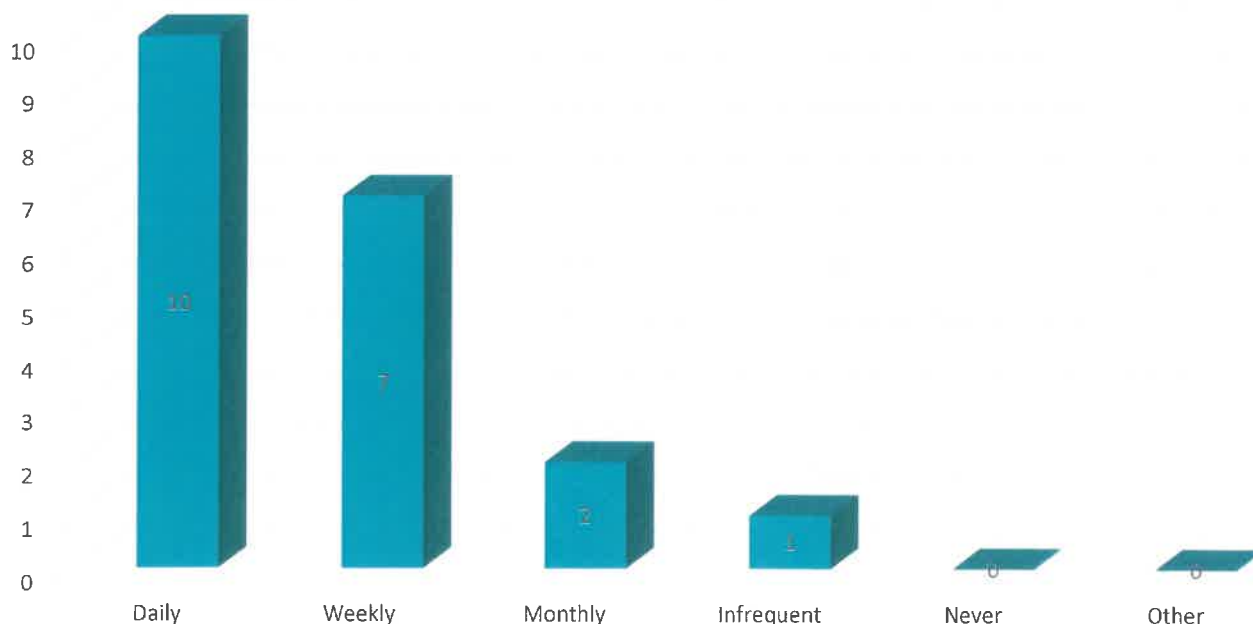
VVTA conducted an anecdotal staff survey that received 20 respondents. The survey questions were provided anonymously from respondents who included customer service representative, drivers, and route supervisors. As a result, taking into context the Census Bureau 2019: American Community Survey 5-Year Estimates for language of the VVTA service area, VVTA has concluded that contact with LEP individuals ranges between one and five percent.

As a result, VVTA has concluded that contact with actual LEP individuals is approximately 1% lower than for those who speak another language at home. So, while it appears there is a significant population of Spanish or Spanish Creole speakers, the number that are LEP is minute.

In this last year, how frequently did you come into contact with LEP persons?

Of the 20 respondents, 50 percent interacted with LEP persons daily, 35 percent interacted weekly, 10 percent interacted at least once per month, and 5 percent interacted infrequently.

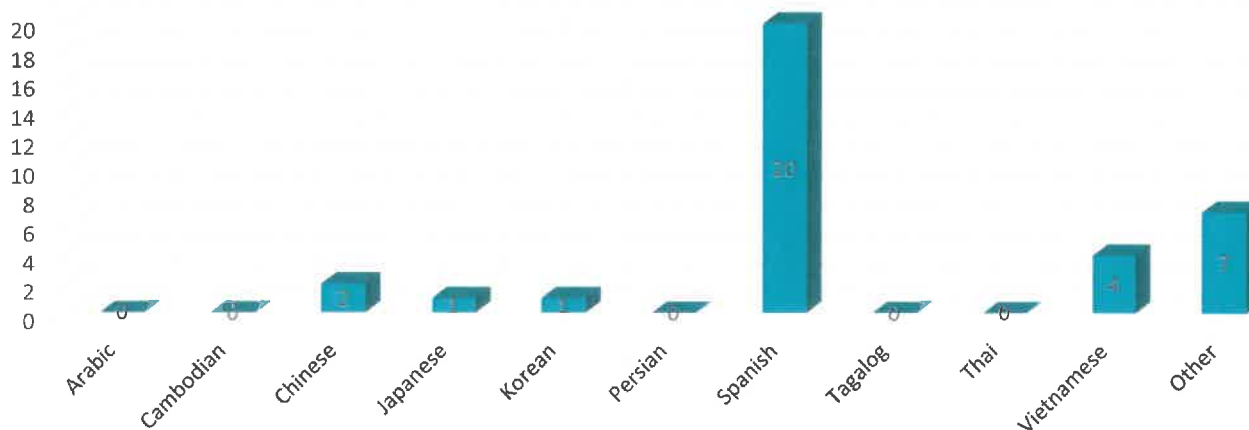
Question 1: How Frequent Are LEP Contacts?



If you were able to identify it, what languages do the LEP individuals you come into contact with speak (check all that apply)?

Of those LEP person interactions, 57 percent were Spanish, 20 percent were other, 11 percent were Vietnamese, 6 percent were Chinese, and 3 percent were Japanese and Korean.

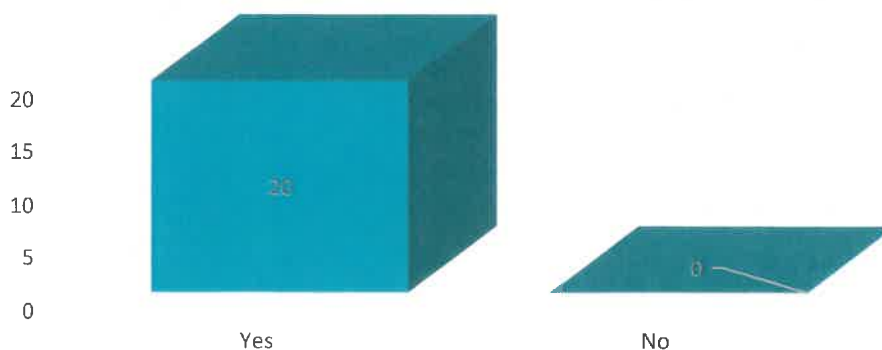
Question 2: Which Language?



Were you able to successfully communicate with individuals who are limited English proficient? If YES, how were you able to communicate?

Of those LEP person interactions, staff members successfully communicated for 95 percent of the interactions. Success was attributed to being multilingual, familiarity with the language, referring the LEP person to a multilingual staff member or passenger, utilizing Google Translate, communicating slowly, and communicating via gestures.

Able to Successfully Communicate with LEP Individuals?



What kinds of information were these LEP individuals seeking? What kinds of questions did they most frequently ask? (Please provide any topics or frequently asked questions)

The types of information LEP individuals were sought included route and fare information, arrival and departure times, bus pass sales and information, which routes serve their destination or specific location, the required connections for a trip, other services offered and ADA questions. Drivers were able to show passenger departure and destination mapping information vis mobile phones. The locations commonly referenced were motels, shopping mall, colleges, social security offices and welfare offices.

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

VVTA accessed the US Bureau of Census and LEP. Gov to help identify LEP populations.

Task 1, Step 2A: Identify geographic boundaries of area VVTA serves.

For VVTA's service area, the cities of Adelanto, Barstow, Apple Valley, Hesperia, Victorville and the San Bernardino County areas of Lucerne Valley, Oak Hills, Phelan, Pinon Hills, Silver Lakes, and Wrightwood serve as appropriate boundaries.

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

VVTA utilized U.S. Census Bureau 2019: American Community Survey 5-Year Estimates. The combined population for these five regions is 349,175, of which 36,508 are LEP individuals, which account for 10.5% of the population.

| JURISDICTION | POPULATION | | | | |
|--------------|------------|--------|--------|-------------|--------|
| | TOTAL | LEP | LEP | SPANISH LEP | |
| | | TOTAL | % | TOTAL | % |
| | 349,175 | 36,508 | 10.46% | 31,639 | 9.06% |
| ADELANTO | 33,660 | 5,313 | 15.78% | 5,155 | 15.31% |
| APPLE VALLEY | 73,464 | 3,942 | 5.37% | 3,013 | 4.10% |
| BARSTOW | 23,899 | 1,466 | 6.13% | 1,180 | 4.94% |
| HESPERIA | 95,753 | 10,301 | 10.76% | 9,444 | 9.86% |
| VICTORVILLE | 122,399 | 15,486 | 12.65% | 12,847 | 10.50% |

VICTOR VALLEY TRANSIT

ADELANTO, CA

| Subject | Total | | Percent | | Adelanto city, California | | | | | | | |
|-------------------------------------|----------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Percent of specified language speakers | | | | | | | |
| | | | | | Speak English only or speak English "very well" | | Percent speak English only or speak English "very well" | | Speak English less than "very well" | | Percent speak English less than "very well" | |
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Population 3 years and over | 35,743 | ±313 | 1% | 1% | 25,433 | ±721 | 82.1% | ±2.9 | 5,310 | ±161 | 17.9% | ±2.1 |
| Speak only English | 15,847 | ±1,098 | 91.3% | ±3.4 | 1% | 1% | 91.3% | ±3.4 | 1% | 1% | 91.3% | ±3.4 |
| Speak a language other than English | 19,896 | ±1,105 | 48.7% | ±3.4 | 9,586 | ±692 | 84.3% | ±3.9 | 5,310 | ±161 | 35.7% | ±3.9 |
| SPEAK A LANGUAGE OTHER THAN ENGLISH | | | | | | | | | | | | |
| Spanish | 14,251 | ±1,095 | 46.7% | ±3.4 | 5,106 | ±629 | 64.1% | ±3.7 | 5,159 | ±651 | 35.9% | ±3.7 |
| 5 to 17 years old | 4,003 | ±331 | 11.7% | ±1.7 | 3,400 | ±334 | 85.3% | ±6.0 | 603 | ±290 | 14.8% | ±6.0 |
| 18 to 64 years old | 9,510 | ±816 | 30.9% | ±3.6 | 5,600 | ±802 | 58.9% | ±4.8 | 3,904 | ±567 | 41.1% | ±4.8 |
| 65 years old and over | 781 | ±279 | 2.3% | ±0.5 | 135 | ±80 | 18.1% | ±8.8 | 646 | ±240 | 83.9% | ±8.8 |
| Other Indo-European languages | 108 | ±124 | 0.4% | ±0.4 | 88 | ±94 | 81.5% | ±16.0 | 20 | ±34 | 18.5% | ±16.0 |
| 5 to 17 years old | 0 | ±26 | 0.0% | ±0.1 | 0 | ±20 | 0.0% | ±4.4 | 0 | ±26 | 0.0% | ±4.4 |
| 18 to 64 years old | 47 | ±88 | 0.3% | ±0.3 | 47 | ±88 | 100.0% | ±39.1 | 0 | ±20 | 0.0% | ±39.1 |
| 65 years old and over | 40 | ±51 | 0.1% | ±0.1 | 20 | ±43 | 50.0% | ±50.0 | 20 | ±43 | 50.0% | ±50.0 |
| Asian and Pacific Island languages | 381 | ±182 | 1.2% | ±0.5 | 278 | ±134 | 71.9% | ±15.4 | 103 | ±89 | 28.1% | ±15.4 |
| 5 to 17 years old | 67 | ±84 | 0.3% | ±0.3 | 67 | ±84 | 100.0% | ±37.8 | 0 | ±20 | 0.0% | ±37.8 |
| 18 to 64 years old | 215 | ±100 | 0.7% | ±0.3 | 142 | ±84 | 67.6% | ±16.4 | 73 | ±59 | 32.4% | ±16.4 |
| 65 years old and over | 107 | ±117 | 0.3% | ±0.4 | 67 | ±100 | 62.6% | ±47.0 | 40 | ±43 | 37.4% | ±47.0 |
| Other languages | 91 | ±72 | 0.3% | ±0.2 | 71 | ±34 | 41.3% | ±20.0 | 20 | ±39 | 58.8% | ±20.0 |
| 5 to 17 years old | 0 | ±20 | 0.0% | ±0.1 | 0 | ±20 | 0.0% | ±4.4 | 0 | ±20 | 0.0% | ±4.4 |
| 18 to 64 years old | 31 | ±34 | 0.1% | ±0.1 | 21 | ±34 | 100.0% | ±67.0 | 10 | ±20 | 60.0% | ±67.0 |
| 65 years old and over | 30 | ±39 | 0.1% | ±0.1 | 0 | ±20 | 0.0% | ±50.0 | 30 | ±39 | 100.0% | ±50.0 |
| CITIZENS 18 YEARS AND OVER | | | | | | | | | | | | |
| All citizens 18 years old and over | 18,091 | ±794 | 1% | 1% | 16,180 | ±794 | 89.3% | ±2.1 | 1,905 | ±410 | 10.7% | ±2.1 |
| Speak only English | 15,994 | ±814 | 88.3% | ±3.8 | 1% | 1% | 88.3% | ±3.8 | 1% | 1% | 88.3% | ±3.8 |
| Speak a language other than English | 2,137 | ±708 | 11.7% | ±3.8 | 1,780 | ±602 | 73.3% | ±4.0 | 1,905 | ±410 | 26.7% | ±4.0 |
| Spanish | 1,734 | ±734 | 17.3% | ±3.7 | 1,380 | ±580 | 73.0% | ±4.7 | 1,831 | ±401 | 27.0% | ±4.7 |
| Other languages | 140 | ±80 | 1.4% | ±1.1 | 200 | ±120 | 78.5% | ±18.0 | 74 | ±74 | 21.5% | ±18.0 |

APPLE VALLEY, CA

| Subject | Total | | Percent | | Apple Valley town, California | | | | | | | |
|-------------------------------------|----------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Percent of specified language speakers | | | | | | | |
| | | | | | Speak English only or speak English "very well" | | Percent speak English only or speak English "very well" | | Speak English less than "very well" | | Percent speak English less than "very well" | |
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Population 3 years and over | 66,949 | ±770 | 1% | 1% | 63,087 | ±874 | 94.3% | ±1.0 | 3,862 | ±702 | 5.7% | ±1.0 |
| Speak only English | 58,965 | ±1,540 | 88.0% | ±2.3 | 1% | 1% | 88.0% | ±2.3 | 1% | 1% | 88.0% | ±2.3 |
| Speak a language other than English | 7,984 | ±1,308 | 12.0% | ±2.3 | 5,022 | ±1,337 | 62.9% | ±4.8 | 2,962 | ±708 | 37.1% | ±4.8 |
| SPEAK A LANGUAGE OTHER THAN ENGLISH | | | | | | | | | | | | |
| Spanish | 10,705 | ±1,402 | 16.0% | ±2.3 | 7,860 | ±1,373 | 71.9% | ±4.8 | 2,845 | ±794 | 28.1% | ±4.8 |
| 5 to 17 years old | 3,330 | ±394 | 3.3% | ±0.9 | 2,377 | ±394 | 70.8% | ±8.8 | 953 | ±343 | 29.2% | ±8.8 |
| 18 to 64 years old | 7,100 | ±861 | 10.6% | ±1.4 | 4,441 | ±811 | 62.4% | ±8.8 | 2,659 | ±329 | 37.6% | ±8.8 |
| 65 years old and over | 3,499 | ±304 | 1.9% | ±0.3 | 2,188 | ±223 | 62.3% | ±11.0 | 1,311 | ±229 | 42.7% | ±11.0 |
| Other Indo-European languages | 672 | ±208 | 1.0% | ±0.4 | 514 | ±181 | 76.3% | ±11.0 | 158 | ±112 | 23.7% | ±11.0 |
| 5 to 17 years old | 64 | ±56 | 0.1% | ±0.3 | 64 | ±56 | 100.0% | ±38.0 | 0 | ±20 | 0.0% | ±38.0 |
| 18 to 64 years old | 344 | ±166 | 0.5% | ±0.2 | 247 | ±124 | 71.8% | ±17.0 | 97 | ±87 | 28.2% | ±17.0 |
| 65 years old and over | 384 | ±113 | 0.4% | ±0.2 | 203 | ±84 | 52.9% | ±16.6 | 181 | ±80 | 47.1% | ±16.6 |
| Asian and Pacific Island languages | 1,173 | ±179 | 1.8% | ±0.4 | 840 | ±207 | 71.3% | ±13.0 | 333 | ±145 | 28.7% | ±13.0 |
| 5 to 17 years old | 36 | ±71 | 0.1% | ±0.1 | 36 | ±71 | 100.0% | ±38.0 | 0 | ±20 | 0.0% | ±38.0 |
| 18 to 64 years old | 529 | ±280 | 0.9% | ±0.4 | 301 | ±184 | 56.9% | ±13.0 | 228 | ±135 | 43.1% | ±13.0 |
| 65 years old and over | 488 | ±209 | 0.7% | ±0.4 | 280 | ±103 | 57.4% | ±20.0 | 208 | ±103 | 42.6% | ±20.0 |
| Other languages | 415 | ±255 | 0.8% | ±0.4 | 220 | ±151 | 41.0% | ±25.0 | 195 | ±205 | 47.0% | ±25.0 |
| 5 to 17 years old | 114 | ±126 | 0.3% | ±0.2 | 114 | ±126 | 100.0% | ±25.0 | 0 | ±20 | 0.0% | ±25.0 |
| 18 to 64 years old | 381 | ±210 | 0.4% | ±0.1 | 37 | ±41 | 13.1% | ±10.0 | 344 | ±89 | 86.9% | ±10.0 |
| 65 years old and over | 19 | ±29 | 0.0% | ±0.1 | 19 | ±29 | 100.0% | ±70.0 | 0 | ±20 | 0.0% | ±70.0 |
| CITIZENS 18 YEARS AND OVER | | | | | | | | | | | | |
| All citizens 18 years old and over | 49,203 | ±894 | 1% | 1% | 47,174 | ±1,080 | 95.8% | ±1.0 | 2,029 | ±420 | 4.2% | ±1.0 |
| Speak only English | 41,911 | ±1,340 | 83.8% | ±1.0 | 1% | 1% | 83.8% | ±1.0 | 1% | 1% | 83.8% | ±1.0 |
| Speak a language other than English | 8,002 | ±809 | 16.2% | ±1.0 | 5,912 | ±730 | 73.9% | ±4.0 | 2,090 | ±420 | 26.1% | ±4.0 |
| Spanish | 6,334 | ±789 | 12.8% | ±1.0 | 5,002 | ±730 | 79.1% | ±4.1 | 1,332 | ±337 | 20.9% | ±4.1 |
| Other languages | 1,678 | ±87 | 3.4% | ±0.8 | 910 | ±478 | 54.3% | ±11.0 | 768 | ±271 | 45.7% | ±11.0 |

BARSTOW, CA

| Subject | Total | | Percent | | Barstow city, California | | | | | | | |
|-------------------------------------|----------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Percent of specified language speakers | | | | | | | |
| | | | | | Speak English only or speak English "very well" | | Percent speak English only or speak English "very well" | | Speak English less than "very well" | | Percent speak English less than "very well" | |
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Population 3 years and over | 21,114 | ±414 | 1% | 1% | 20,081 | ±520 | 95.1% | ±1.1 | 1,033 | ±211 | 4.9% | ±1.1 |
| Speak only English | 19,302 | ±877 | 72.3% | ±3.2 | 1% | 1% | 72.3% | ±3.2 | 1% | 1% | 72.3% | ±3.2 |
| Speak a language other than English | 2,012 | ±544 | 27.7% | ±3.2 | 1,480 | ±672 | 73.8% | ±5.0 | 532 | ±237 | 26.2% | ±5.0 |
| SPEAK A LANGUAGE OTHER THAN ENGLISH | | | | | | | | | | | | |
| Spanish | 1,516 | ±763 | 24.5% | ±1.3 | 1,086 | ±680 | 71.6% | ±5.6 | 430 | ±214 | 28.4% | ±5.6 |
| 5 to 17 years old | 1,045 | ±134 | 7.3% | ±0.8 | 711 | ±177 | 67.6% | ±11.0 | 334 | ±145 | 32.4% | ±11.0 |
| 18 to 64 years old | 9,001 | ±118 | 11.3% | ±1.3 | 5,118 | ±440 | 56.8% | ±9.4 | 3,883 | ±240 | 43.2% | ±9.4 |
| 65 years old and over | 67 | ±136 | 0.1% | ±0.3 | 41 | ±104 | 61.5% | ±17.0 | 26 | ±104 | 40.0% | ±17.0 |
| Other Indo-European languages | 191 | ±112 | 0.3% | ±0.3 | 104 | ±80 | 54.4% | ±17.0 | 87 | ±81 | 45.6% | ±17.0 |
| 5 to 17 years old | 30 | ±90 | 0.1% | ±0.1 | 20 | ±27 | 66.7% | ±10.0 | 10 | ±27 | 33.3% | ±10.0 |
| 18 to 64 years old | 221 | ±82 | 0.3% | ±0.1 | 125 | ±51 | 56.6% | ±10.0 | 96 | ±51 | 43.4% | ±10.0 |
| 65 years old and over | 40 | ±40 | 0.1% | ±0.1 | 20 | ±41 | 50.0% | ±50.0 | 20 | ±41 | 50.0% | ±50.0 |
| Asian and Pacific Island languages | 30 | ±131 | 0.1% | ±0.1 | 218 | ±100 | 72.6% | ±15.0 | 179 | ±77 | 60.3% | ±15.0 |
| 5 to 17 years old | 10 | ±10 | 0.0% | ±0.1 | 10 | ±10 | 100.0% | ±37.0 | 0 | ±20 | 0.0% | ±37.0 |
| 18 to 64 years old | 281 | ±120 | 1.3% | ±0.3 | 174 | ±81 | 61.9% | ±10.0 | 107 | ±81 | 38.1% | ±10.0 |
| 65 years old and over | 304 | ±57 | 0.3% | ±0.1 | 84 | ±13 | 27.6% | ±5.0 | 220 | ±54 | 72.4% | ±5.0 |
| Other languages | 141 | ±109 | 0.3% | ±0.3 | 125 | ±99 | 88.0% | ±10.0 | 16 | ±34 | 11.0% | ±10.0 |
| 5 to 17 years old | 0 | ±23 | 0.0% | ±0.1 | 0 | ±23 | 0.0% | ±4.4 | 0 | ±23 | 0.0% | ±4.4 |
| 18 to 64 years old | 110 | ±110 | 0.6% | ±0.3 | 110 | ±91 | 100.0% | ±22.0 | 0 | ±34 | 0.0% | ±22.0 |
| 65 years old and over | 10 | ±10 | 0.0% | ±0.1 | 0 | ±10 | 0.0% | ±50.0 | 10 | ±10 | 100.0% | ±50.0 |
| CITIZENS 18 YEARS AND OVER | | | | | | | | | | | | |
| All citizens 18 years old and over | 15,101 | ±579 | 1% | 1% | 14,421 | ±567 | 95.5% | ±1.1 | 680 | ±204 | 4.5% | ±1.1 |
| Speak only English | 13,783 | ±671 | 78.0% | ±1.9 | 1% | 1% | 78.0% | ±1.9 | 1% | 1% | 78.0% | ±1.9 |
| Speak a language other than English | 1,418 | ±443 | 22.0% | ±1.9 | 1,040 | ±404 | 73.3% | ±4.0 | 378 | ±190 | 26.7% | ±4.0 |
| Spanish | 1,101 | ±413 | 18.1% | ±1.7 | 773 | ±400 | 69.8% | ±4.0 | 328 | ±171 | 29.2% | ±4.0 |
| Other languages | 317 | ±179 | 3.9% | ±1.3 | 267 | ±179 | 84.0% | ±14.0 | 50 | ±81 | 15.0% | ±14.0 |

VICTOR VALLEY TRANSIT

HESPERIA, CA

| Subject | Total | | Percent | | Hesperia City, California | | | | | | | |
|-------------------------------------|----------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Percent of specified language speakers | | | | | | | |
| | | | | | Speak English only or speak English "very well" | | Percent speak English only or speak English "very well" | | Speak English less than "very well" | | Percent speak English less than "very well" | |
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Population 3 years and over | 84,903 | | 100 | | 79,000 | | 88.2% | | 15,903 | | 11.8% | |
| Speak only English | 37,715 | | 44.4% | | 37,715 | | 47.7% | | 15,903 | | 19.3% | |
| Speak a language other than English | 47,188 | | 55.6% | | 41,285 | | 52.3% | | 15,903 | | 19.3% | |
| SPEAK A LANGUAGE OTHER THAN ENGLISH | 47,188 | | 55.6% | | 41,285 | | 52.3% | | 15,903 | | 19.3% | |
| Spanish | 27,447 | | 32.3% | | 18,808 | | 23.7% | | 9,639 | | 11.8% | |
| 5 to 17 years old | 5,980 | | 7.0% | | 5,459 | | 6.8% | | 521 | | 0.6% | |
| 18 to 64 years old | 19,054 | | 22.9% | | 11,343 | | 14.3% | | 7,711 | | 9.5% | |
| 65 years old and over | 2,463 | | 2.9% | | 860 | | 1.1% | | 1,603 | | 2.0% | |
| Other Indo-European languages | 249 | | 0.3% | | 375 | | 0.5% | | 124 | | 0.1% | |
| 5 to 17 years old | 80 | | 0.1% | | 57 | | 0.1% | | 23 | | 0.0% | |
| 18 to 64 years old | 414 | | 0.5% | | 288 | | 0.4% | | 126 | | 0.2% | |
| 65 years old and over | 31 | | 0.0% | | 35 | | 0.0% | | 0 | | 0.0% | |
| Asian and Pacific Island languages | 961 | | 1.1% | | 893 | | 1.1% | | 68 | | 0.1% | |
| 5 to 17 years old | 89 | | 0.1% | | 85 | | 0.1% | | 4 | | 0.0% | |
| 18 to 64 years old | 673 | | 0.8% | | 619 | | 0.8% | | 54 | | 0.1% | |
| 65 years old and over | 121 | | 0.1% | | 29 | | 0.0% | | 92 | | 0.1% | |
| Other languages | 349 | | 0.4% | | 147 | | 0.2% | | 202 | | 0.3% | |
| 5 to 17 years old | 10 | | 0.0% | | 10 | | 0.0% | | 0 | | 0.0% | |
| 18 to 64 years old | 328 | | 0.4% | | 130 | | 0.2% | | 198 | | 0.3% | |
| 65 years old and over | 11 | | 0.0% | | 7 | | 0.0% | | 4 | | 0.0% | |
| CITIZENS 18 YEARS AND OVER | | | | | | | | | | | | |
| All citizens 18 years old and over | 57,132 | | 68.1% | | 52,370 | | 63.7% | | 4,762 | | 5.7% | |
| Speak only English | 41,901 | | 50.6% | | 37,715 | | 45.7% | | 14,186 | | 17.5% | |
| Speak a language other than English | 15,231 | | 18.5% | | 14,655 | | 18.0% | | 4,576 | | 5.7% | |
| Spanish | 14,576 | | 17.8% | | 13,808 | | 16.8% | | 4,576 | | 5.7% | |
| Other languages | 655 | | 0.8% | | 847 | | 1.0% | | 0 | | 0.0% | |

LUCERNE VALLEY, CA

| Subject | Total | | Percent | | Lucerne Valley CDP, California | | | | | | | |
|-------------------------------------|----------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Percent of specified language speakers | | | | | | | |
| | | | | | Speak English only or speak English "very well" | | Percent speak English only or speak English "very well" | | Speak English less than "very well" | | Percent speak English less than "very well" | |
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Population 3 years and over | 9,301 | | 100 | | 8,301 | | 88.2% | | 1,000 | | 10.8% | |
| Speak only English | 4,589 | | 49.3% | | 4,589 | | 55.3% | | 1,000 | | 12.0% | |
| Speak a language other than English | 4,712 | | 50.7% | | 3,712 | | 44.7% | | 1,000 | | 12.0% | |
| SPEAK A LANGUAGE OTHER THAN ENGLISH | 4,712 | | 50.7% | | 3,712 | | 44.7% | | 1,000 | | 12.0% | |
| Spanish | 1,000 | | 10.8% | | 843 | | 10.1% | | 157 | | 1.7% | |
| 5 to 17 years old | 301 | | 3.2% | | 251 | | 3.0% | | 50 | | 0.5% | |
| 18 to 64 years old | 1,410 | | 15.2% | | 1,192 | | 14.4% | | 218 | | 2.4% | |
| 65 years old and over | 1,901 | | 20.5% | | 1,269 | | 15.3% | | 632 | | 6.8% | |
| Other Indo-European languages | 31 | | 0.3% | | 21 | | 0.3% | | 10 | | 0.1% | |
| 5 to 17 years old | 7 | | 0.1% | | 5 | | 0.1% | | 2 | | 0.0% | |
| 18 to 64 years old | 24 | | 0.3% | | 17 | | 0.2% | | 7 | | 0.1% | |
| 65 years old and over | 0 | | 0.0% | | 0 | | 0.0% | | 0 | | 0.0% | |
| Asian and Pacific Island languages | 1,584 | | 17.0% | | 1,219 | | 14.6% | | 365 | | 4.0% | |
| 5 to 17 years old | 0 | | 0.0% | | 0 | | 0.0% | | 0 | | 0.0% | |
| 18 to 64 years old | 87 | | 0.9% | | 72 | | 0.9% | | 15 | | 0.2% | |
| 65 years old and over | 80 | | 0.9% | | 67 | | 0.8% | | 13 | | 0.1% | |
| Other languages | 14 | | 0.2% | | 10 | | 0.1% | | 4 | | 0.0% | |
| 5 to 17 years old | 0 | | 0.0% | | 0 | | 0.0% | | 0 | | 0.0% | |
| 18 to 64 years old | 7 | | 0.1% | | 5 | | 0.1% | | 2 | | 0.0% | |
| 65 years old and over | 7 | | 0.1% | | 5 | | 0.1% | | 2 | | 0.0% | |
| CITIZENS 18 YEARS AND OVER | | | | | | | | | | | | |
| All citizens 18 years old and over | 8,411 | | 100 | | 7,411 | | 88.1% | | 1,000 | | 11.9% | |
| Speak only English | 6,937 | | 82.5% | | 6,937 | | 83.9% | | 1,000 | | 12.0% | |
| Speak a language other than English | 1,474 | | 17.5% | | 1,474 | | 17.5% | | 1,000 | | 12.0% | |
| Spanish | 1,000 | | 11.9% | | 843 | | 10.0% | | 157 | | 1.9% | |
| Other languages | 474 | | 5.6% | | 631 | | 7.5% | | 0 | | 0.0% | |

VICTORVILLE, CA

| Subject | Total | | Percent | | Victorville City, California | | | | | | | |
|-------------------------------------|----------|-----------------|----------|-----------------|---|-----------------|---|-----------------|-------------------------------------|-----------------|---|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Percent of specified language speakers | | | | | | | |
| | | | | | Speak English only or speak English "very well" | | Percent speak English only or speak English "very well" | | Speak English less than "very well" | | Percent speak English less than "very well" | |
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Population 3 years and over | 131,000 | | 100 | | 95,933 | | 73.2% | | 35,067 | | 26.8% | |
| Speak only English | 88,404 | | 67.5% | | 88,404 | | 83.8% | | 15,663 | | 11.9% | |
| Speak a language other than English | 42,596 | | 32.5% | | 7,529 | | 5.7% | | 35,067 | | 26.8% | |
| SPEAK A LANGUAGE OTHER THAN ENGLISH | 42,596 | | 32.5% | | 7,529 | | 5.7% | | 35,067 | | 26.8% | |
| Spanish | 37,107 | | 28.3% | | 28,300 | | 21.2% | | 9,797 | | 7.5% | |
| 5 to 17 years old | 9,000 | | 6.9% | | 6,900 | | 5.2% | | 2,100 | | 1.6% | |
| 18 to 64 years old | 25,100 | | 19.1% | | 15,400 | | 11.7% | | 9,700 | | 7.4% | |
| 65 years old and over | 3,496 | | 2.7% | | 1,400 | | 1.1% | | 2,096 | | 1.6% | |
| Other Indo-European languages | 1,110 | | 0.8% | | 810 | | 0.6% | | 300 | | 0.2% | |
| 5 to 17 years old | 200 | | 0.2% | | 100 | | 0.1% | | 100 | | 0.1% | |
| 18 to 64 years old | 610 | | 0.5% | | 410 | | 0.3% | | 200 | | 0.2% | |
| 65 years old and over | 300 | | 0.2% | | 300 | | 0.2% | | 0 | | 0.0% | |
| Asian and Pacific Island languages | 3,440 | | 2.6% | | 2,540 | | 1.9% | | 900 | | 0.7% | |
| 5 to 17 years old | 100 | | 0.1% | | 100 | | 0.1% | | 0 | | 0.0% | |
| 18 to 64 years old | 2,340 | | 1.8% | | 1,440 | | 1.1% | | 900 | | 0.7% | |
| 65 years old and over | 1,000 | | 0.8% | | 600 | | 0.4% | | 400 | | 0.3% | |
| Other languages | 1,040 | | 0.8% | | 840 | | 0.6% | | 200 | | 0.2% | |
| 5 to 17 years old | 100 | | 0.1% | | 100 | | 0.1% | | 0 | | 0.0% | |
| 18 to 64 years old | 840 | | 0.6% | | 640 | | 0.5% | | 200 | | 0.2% | |
| 65 years old and over | 100 | | 0.1% | | 100 | | 0.1% | | 0 | | 0.0% | |
| CITIZENS 18 YEARS AND OVER | | | | | | | | | | | | |
| All citizens 18 years old and over | 98,404 | | 100 | | 69,404 | | 70.5% | | 29,000 | | 29.5% | |
| Speak only English | 69,404 | | 70.5% | | 69,404 | | 70.5% | | 29,000 | | 29.5% | |
| Speak a language other than English | 29,000 | | 29.5% | | 29,000 | | 29.5% | | 29,000 | | 29.5% | |
| Spanish | 28,000 | | 28.5% | | 28,000 | | 28.5% | | 28,000 | | 28.5% | |
| Other languages | 1,000 | | 1.0% | | 1,000 | | 1.0% | | 0 | | 0.0% | |

Task 1, Step 2C: Analyze the data VVTA has collected.

According to US Census data specific to the VVTA service area, the only language population group of those who speak English less than “very well” is the Spanish language population group, which comprises 9.06% of the total population. This data is consistent with U.S. Census data. VVTA adheres to the provisions established in Executive Order 13166, which require services to be provided for persons with Limited English Proficiency (LEP). VVTA is compliant with the “Safe Harbor” provision identified in the FTA C4702.1B Chapter III 9.c. for recipients regarding translation of written materials for LEP population. VVTA and its operations contractor, Keolis, employs multiple employees who can translate and interpret Spanish. Additionally, one employee is also fluent in Tagalog and Bicol. These individuals contribute to the translation of key documents, which includes pertinent service alerts, public notices, and media releases.

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

There is a concentration of LEP Hispanics in the area in Old Town Victorville, which is bordered by D Street on the north, Hesperia Road on the east, I-15 to the west and Forest Avenue to the South. The only other concentration is in the area of Main Street and 3rd street in Hesperia.

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

According to California Department of Education Data Reporting Office data recorded for the 2019 – 2020 school year, of all English Learner Students tabulated from the school districts, which includes Adelanto, Apple Valley, Barstow, Hesperia, and Victorville, the total LEP population accounted 10.46% of the population. Of the total LEP population, Spanish ELS students accounted for nearly 90% of ELS student population, as noted in the “Percentage of LEP Population” column. These figures are consistent with U.S. Census Bureau data as well as anecdotal data.

| JURISDICTION | POPULATION | | | | | |
|--------------|------------|--------|------------|-------------|---------------------|-----------------|
| | TOTAL | LEP | LEP | SPANISH LEP | | |
| | | TOTAL | PERCENTAGE | TOTAL | % of LEP POPULATION | % of POPULATION |
| | 349,175 | 36,508 | 10.46% | 31,639 | 86.66% | 9.06% |
| ADELANTO | 33,660 | 5,313 | 15.78% | 5,155 | 97.03% | 15.31% |
| APPLE VALLEY | 73,464 | 3,942 | 5.37% | 3,013 | 76.43% | 4.10% |
| BARSTOW | 23,899 | 1,466 | 6.13% | 1,180 | 80.49% | 4.94% |
| HESPERIA | 95,753 | 10,301 | 10.76% | 9,444 | 91.68% | 9.86% |
| VICTORVILLE | 122,399 | 15,486 | 12.65% | 12,847 | 82.96% | 10.50% |

English Learner Students by Language by Grade

3667587 Adelanto Elementary

2019-20

Subgroup: All Students, Gender: All

| Language Code | Language Name | Kindergarten | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Grade 7 | Grade 8 | Grade 9 | Grade 10 | Grade 11 | Grade 12 | Ungraded | Total | Percent of Total |
|---------------|--------------------------------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|-------|------------------|
| 01 | Spanish | 166 | 129 | 116 | 134 | 109 | 126 | 126 | 98 | 89 | 4 | 4 | 1 | 2 | 0 | 1,104 | 97.96% |
| 02 | Vietnamese | 1 | 3 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0.53% |
| 34 | Tongan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 0.27% |
| 28 | Punjabi | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0.27% |
| 30 | Samoan | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0.27% |
| 05 | Filipino (Pilipino or Tagalog) | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0.18% |
| 22 | Hindi | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.09% |
| 07 | Mandarin (Putonghua) | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.09% |
| 99 | Other non-English languages | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.09% |
| 40 | Pashto | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.09% |
| 11 | Arabic | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.09% |
| 45 | Rumanian | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.09% |

APPLE VALLEY, CA

English Learner Students by Language by Grade

3675077 Apple Valley Unified

2019-20

Subgroup: All Students, Gender: All

| Language Code | Language Name | Kindergarten | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Grade 7 | Grade 8 | Grade 9 | Grade 10 | Grade 11 | Grade 12 | Ungraded | Total | Percent of Total |
|---------------|--------------------------------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|-------|------------------|
| 01 | Spanish | 98 | 107 | 102 | 113 | 105 | 95 | 100 | 97 | 110 | 89 | 82 | 73 | 55 | 0 | 1,230 | 91.11% |
| 11 | Arabic | 1 | 2 | 3 | 5 | 3 | 6 | 4 | 5 | 0 | 1 | 5 | 1 | 1 | 0 | 39 | 2.89% |
| 07 | Mandarin (Putonghua) | 1 | 2 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 1 | 2 | 6 | 0 | 12 | 0.89% |
| 09 | Kmer (Cambodian) | 1 | 1 | 2 | 2 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 10 | 0.74% |
| 03 | Cantonese | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 4 | 0 | 0 | 0 | 0 | 8 | 0.59% |
| 05 | Filipino (Pilipino or Tagalog) | 0 | 0 | 2 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 8 | 0.59% |
| 02 | Vietnamese | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 8 | 0.59% |
| 99 | Other non-English languages | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 7 | 0.52% |
| 28 | Punjabi | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 | 0.37% |
| 04 | Korean | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 5 | 0 | 0 | 1 | 0 | 4 | 0.30% |
| 22 | Hindi | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.15% |
| 26 | Indonesian | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0.15% |
| 29 | Russian | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0.15% |
| 58 | Albanian | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.15% |
| 13 | Burmese | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0.15% |
| 12 | Armenian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0.07% |
| 42 | Assyrian | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |
| 17 | French | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0.07% |
| 18 | German | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |
| 16 | Farsi (Persian) | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |
| 08 | Portuguese | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |
| 08 | Japanese | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |
| 10 | Lao | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |
| 62 | Telugu | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.07% |

BARSTOW, CA

VICTOR VALLEY TRANSIT

English Learner Students by Language by Grade

3667611 Barstow Unified

2019-20

Subgroup All Students, Gender All

| Language Code | Language Name | Kindergarten | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Grade 7 | Grade 8 | Grade 9 | Grade 10 | Grade 11 | Grade 12 | Ungraded | Total | Percent of Total |
|---------------|--------------------------------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|-------|------------------|
| 01 | Spanish | 39 | 52 | 42 | 48 | 33 | 60 | 54 | 47 | 57 | 39 | 53 | 32 | 32 | 0 | 588 | 94.89% |
| 30 | Samoa | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 5 | 0.97% |
| 40 | Pashto | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.81% |
| 05 | Filipino (Pilipino or Tagalog) | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 0.81% |
| 11 | Arabic | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0.64% |
| 03 | Cantonese | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.32% |
| 18 | German | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 0.32% |
| 07 | Mandarin (Putonghua) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0.32% |
| 99 | Other non-English languages | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.16% |
| 62 | Telugu | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.16% |
| 43 | Gujarati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.16% |
| 08 | Khmer (Cambodian) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0.16% |
| 10 | Lao | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.16% |
| 66 | Amaric | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.16% |
| 61 | Bengali | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.16% |

HESPERIA, CA

English Learner Students by Language by Grade

3675044 Hesperia Unified

2019-20

Subgroup All Students, Gender All

| Language Code | Language Name | Kindergarten | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Grade 7 | Grade 8 | Grade 9 | Grade 10 | Grade 11 | Grade 12 | Ungraded | Total | Percent of Total |
|---------------|--------------------------------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|-------|------------------|
| 01 | Spanish | 390 | 399 | 373 | 350 | 421 | 381 | 350 | 349 | 360 | 372 | 328 | 307 | 255 | 0 | 4,555 | 98.75% |
| 02 | Vietnamese | 3 | 3 | 6 | 2 | 3 | 3 | 5 | 0 | 2 | 0 | 2 | 2 | 2 | 0 | 34 | 0.72% |
| 26 | Punjabi | 3 | 1 | 0 | 3 | 2 | 2 | 5 | 4 | 3 | 1 | 1 | 1 | 2 | 0 | 28 | 0.59% |
| 05 | Filipino (Pilipino or Tagalog) | 2 | 1 | 2 | 1 | 2 | 1 | 1 | 0 | 3 | 1 | 0 | 2 | 0 | 0 | 16 | 0.34% |
| 11 | Arabic | 1 | 0 | 1 | 0 | 1 | 2 | 0 | 2 | 1 | 1 | 2 | 0 | 1 | 0 | 13 | 0.28% |
| 99 | Other non-English languages | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 4 | 1 | 1 | 1 | 0 | 0 | 0 | 10 | 0.21% |
| 30 | Samoa | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 6 | 0.13% |
| 06 | Portuguese | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 2 | 0 | 5 | 0.11% |
| 09 | Khmer (Cambodian) | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 5 | 0.11% |
| 10 | Lao | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 0.08% |
| 22 | Thai | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 4 | 0.08% |
| 35 | Urdu | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0.06% |
| 07 | Mandarin (Putonghua) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 0.06% |
| 60 | Somali | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0.06% |
| 45 | Rumanian | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0.06% |
| 29 | Russian | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 0.06% |
| 04 | Korean | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0.04% |
| 12 | Armenian | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.04% |
| 17 | French | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0.04% |
| 18 | German | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.02% |
| 23 | Hmong | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.02% |
| 25 | Nocano | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.02% |
| 27 | Italian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.02% |
| 16 | Farsi (Persian) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.02% |
| 36 | Ukrainian | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.02% |
| 70 | Swedish | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.02% |

VICTORVILLE, CA

English Learner Students by Language by Grade

3667918 Victor Elementary

2019-20

Subgroup: All Students, Gender: All

| Language Code | Language Name | Kindergarten | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Grade 7 | Grade 8 | Grade 9 | Grade 10 | Grade 11 | Grade 12 | Ungraded | Total | Percent of Total |
|---------------|--------------------------------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|-------|------------------|
| 01 | Spanish | 363 | 262 | 293 | 266 | 246 | 301 | 273 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,985 | 92.65% |
| 11 | Arabic | 6 | 7 | 11 | 9 | 9 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 56 | 2.71% |
| 05 | Filipino (Filipino or Tagalog) | 2 | 5 | 1 | 3 | 2 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 0.79% |
| 07 | Mandarin (Putonghua) | 1 | 4 | 3 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 0.61% |
| 02 | Vietnamese | 1 | 2 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0.42% |
| 26 | Punjabi | 1 | 1 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0.33% |
| 93 | Cantonese | 2 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0.28% |
| 35 | Urdu | 1 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0.28% |
| 12 | Armenian | 0 | 1 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.23% |
| 34 | Tongan | 0 | 1 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.23% |
| 09 | Khmer (Cambodian) | 1 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.23% |
| 22 | Hindi | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0.19% |
| 16 | Parsi (Persian) | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0.14% |
| 29 | Russian | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0.14% |
| 30 | Samoa | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0.14% |
| 99 | Other non-English languages | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.09% |
| 19 | Greek | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.09% |
| 43 | Gujarati | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.05% |
| 26 | Indonesian | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.05% |
| 61 | Bengali | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.05% |
| 04 | Korean | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.05% |
| 72 | Uzbek | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.05% |

English Learner Students by Language by Grade

3667934 Victor Valley Union High

2019-20

Subgroup: All Students, Gender: All

| Language Code | Language Name | Kindergarten | Grade 1 | Grade 2 | Grade 3 | Grade 4 | Grade 5 | Grade 6 | Grade 7 | Grade 8 | Grade 9 | Grade 10 | Grade 11 | Grade 12 | Ungraded | Total | Percent of Total |
|---------------|--------------------------------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|-------|------------------|
| 01 | Spanish | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 206 | 199 | 258 | 206 | 188 | 201 | 0 | 1,260 | 95.24% |
| 11 | Arabic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 1 | 9 | 2 | 6 | 4 | 0 | 28 | 2.12% |
| 05 | Filipino (Filipino or Tagalog) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 1 | 1 | 0 | 7 | 0.53% |
| 02 | Vietnamese | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 5 | 0.38% |
| 35 | Urdu | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 0.23% |
| 99 | Other non-English languages | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 3 | 0.23% |
| 30 | Samoa | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 0.15% |
| 34 | Tongan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0.15% |
| 22 | Hindi | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0.15% |
| 09 | Khmer (Cambodian) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0.15% |
| 07 | Mandarin (Putonghua) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 0.15% |
| 26 | Indonesian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.08% |
| 19 | Greek | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.08% |
| 12 | Armenian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0.08% |
| 61 | Bengali | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0.08% |
| 88 | Amharic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.08% |
| 08 | Portuguese | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.08% |
| 29 | Russian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0.08% |

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

Task 1, Step 4A: Identify community organizations.

VVTA has identified and continually monitors organizations that work directly with LEP individuals.

Task 1, Step 4B: Contact relevant community organizations.

Through the active efforts of the VVTA Mobility Management program, VVTA maintains monthly contact with relevant community organizations that work directly with LEP populations within the VVTA service area. VVTA Mobility Management engages these organizations and directly engages these LEP populations through presentations and community forums, which are translated into Spanish.

Task 1, Step 4C: Obtain information

VVTA is an active partner with organizations that directly serve underrepresented minority communities that include LEP persons. These organizations, which includes schools and nonprofits, directly engage individuals from minority communities and proactively represents as well as advocates for them in transportation planning and decision making. Through the VVTA Mobility Management department and the development of its nonprofit transit brokerage program, VVTA is uniquely situated to understand, to ascertain, and adapt to the evolving needs of the underserved and LEP populations through these partnerships, which include: Victor Valley Community Services Council (minorities/seniors/disabled), St. Mary's Medical Center, Abundant Living Church, Foothill Aids Project (minorities/disabled). Other examples include:

- Foothill Aids Project
- Women of Noble Character
- Barstow Dignity Station
- Benjamin E Jones Community Resource Center
- Another Level for Women
- New Hope Village
- The Gate Church of the High Desert
- Rolling Start
- Family Assistance Program
- Mirus Secondary School
- Barstow Senior Center
- High Desert Homeless Shelter
- Moses House Ministries
- Victor Valley Community Services Council
- Adelanto Senior Center
- St. Mary's Medical Center
- Church for the Whosoever
- Desert Communities United Way
- ESP/CalWORKs – Victorville
- ESP/CalWORKs
- Department of Aging and Adult Services
- Public and Specialized Transportation Advisory and Coordination Council (PASTACC),
- Senior Centers (for all service areas)
- Homelessness Provider Network
- Family Preparedness Fairs
- Health Centers (for all service areas)
- Family Resource Centers
- Desert/Mountain Special Education Local Plan Area (SELPA)

FACTOR 2: FREQUENCY LEP INDIVIDUALS ENGAGE VVTA PROGRAMS, ACTIVITIES, AND SERVICES

Task 2, Step 1: Review the relevant programs, activities, and services VVTA provides.

The VVTA website and VVTA schedules are both available in English and Spanish. VVTA also provides Car Cards on the buses, which are often translated to Spanish; recordings on the buses are often made in both languages, VVTA employs bi-lingual customer service and dispatchers so even if the bus operator cannot translate a translation is available. If a request is made for other languages VVTA will use the services of a commercial telephone translation service. If requested VVTA will do the same for all its public meetings. VVTA's website is also available in multiple languages with Google translate. VVTA attends the High Desert Hispanic Chamber of Commerce's monthly meeting as often as possible and meets with Victor Valley College and area high schools.

Cambios de Servicio 1 de Junio de 2020

REGRESANDO AL SERVICIO

REGLAS PARA SEGUIR

- Colección de tarifas**
- Entrada por la puerta principal**
- Salida por la puerta trasera**
- No Mascara, No Servicio**
- Asientos no disponibles**

VICTOR VALLEY TRANSIT

El Servicio de Autobus continuara en horario del Domingo

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

VVTA actively monitors news, events, and social media platforms applicable to the Spanish population within its service area. Additionally, through working relationships with community partners, such as those referenced above, VVTA actively reviews community service organization publications and directly engages LEP populations through community forums throughout the year, where VVTA staff actively presents its services to and receives feedback from the Spanish population group, an example of which is are those Spanish-speaking forums regularly produced by Community Health Action Network, which VVTA takes part in.

Task 2, Step 3: Consult directly with LEP persons.

VVTA regularly conducts bilingual passenger surveys, including two September 2016 surveys in English and Spanish for the VVTA Comprehensive Operational Analysis (COA) Short Range Transit Plan (SRTP). This included an onboard survey for fixed route passengers and a telephone survey of ADA Direct Access passengers. These surveys served several purposes, which include providing a profile of current VVTA riders, identifying the perception VVTA customers have about the bus service provided, identifying the types of improvements customers would prefer to see, and identifying the factors that influence passenger's use of the bus. Besides these stated purposes, the COA survey was used to understand transfer patterns of VVTA passengers. These surveys, which were each conducted in English and Spanish and are included below, satisfied Federal reporting requirements under Title VI of the Civil Rights Act of 1964.

Additionally, VVTA staff and management maintains an organizational culture, which proactively engages LEP individuals on buses, at bus stops, and transfer locations, informing these individuals of the types of language assistance the agency provides. VVTA also collects anecdotal information directly from LEP individuals and their groups through the VVTA Marketing and Mobility Management efforts, which helps meet the needs of LEP individuals.

Victor Valley Transit Rider Feedback Survey

Complete this survey and be entered in a drawing to receive \$100 or one of TEN Monthly Passes!

Please tell us about the ONE-WAY trip you are making right now, such as from your work location to your home location, to help us to improve bus service in Victor Valley.

1. Which VVTA bus route are you on right now?

2. Did you TRANSFER FROM another route(s) to this route on this one-way trip? If yes, which one(s):

3. Will you TRANSFER from this route TO another route(s) on this one-way trip? If yes, which one(s):

4. Where did you just come from? (mark ONLY ONE)

5. Where is the place you identified in Question #4 located? (Begin trip of your trip, such as home, not the bus stop)

6. Where are you going now? (Final destination of your trip) (mark ONLY ONE)

7. Where is the place you identified in Question #6 located? (Your final destination, such as work, not the bus stop)

8. How do you typically get to and from the bus stop? (mark ONE or MORE)

9. Please rate VVTA bus service on:

10. How often do you ride VVTA buses? (mark ONLY ONE)

11. How long have you been riding VVTA buses? (mark ONLY ONE)

12. Why do you use public transit? (mark ONLY ONE)

13. How old are you?

14. Gender:

15. Are you a...?

16. Are you...?

17. Are you Hispanic, Latino or of Spanish origin?

18. Which of the following do you most identify with?

19. Is a language other than English spoken at home?

20. What is your total annual household income? (before taxes)

Name: _____

Phone #: () - - - - -

Encuesta y Comentarios de Pasajeros Victor Valley Transit

Complete esta encuesta para entrar en un sorteo para la oportunidad de recibir \$100 o uno de DIEZ Pases Mensuales

Por favor díganos de su viaje DE UNO a la casa que toma a la hora.

por ejemplo, desde el lugar de su trabajo a su hogar, para más detalles, o mejorar el servicio del autobús en Victor Valley.

1. ¿En cuál ruta de VVTA está ahora?

2. ¿Usted se TRANSFERIRÓ DE otra ruta a esta ruta en este viaje? si, cual(es):

3. ¿Usted se va a TRANSFERIR de esta ruta(s) A otra ruta(s) en este viaje? si, cual(es):

4. ¿De dónde viene (antes de subir al autobús)? (marque SOLO UNO)

5. ¿Dónde se ubica el lugar que identificó en la pregunta #4? (El principio de su viaje, no la parada del autobús)

6. ¿A dónde va ahora? (Destino final, como trabajo, o la parada del autobús) (marque SOLO UNO)

7. ¿Dónde se ubica el lugar que identificó en la pregunta #6? (Destino final, como trabajo, no la parada del autobús)

8. Por lo general, ¿cómo llega a la parada del autobús? (marque UNO o MÁS)

9. Por favor de CALIFIQUE al servicio de autobuses de VVTA EN:

10. ¿Qué tan seguido usa los autobuses de VVTA? (marque SOLO UNO)

11. ¿Cuánto tiempo tiene usando los autobuses de VVTA? (marque SOLO UNO)

12. ¿Por qué usa transporte público?

13. ¿Cuántos años tiene Usted?

14. Género:

15. ¿Usted es...?

16. ¿Usted está...?

17. ¿Usted es Hispano, Latino o de origen español?

18. ¿Con cuál de las siguientes se identifica?

19. ¿Se habla otro idioma además de inglés en su casa?

20. ¿Cuáles son los ingresos totales de su hogar? (antes de impuestos)

Nombre: _____

Número de Teléfono: () - - - - -

FACTOR 3: THE IMPORTANCE OF LEP PERSONS TO YOUR PROGRAM, ACTIVITIES, AND SERVICES

Task 3, Step 1: Identify VVTA's most critical services.

VVTA understands its services are used for life-sustaining activities, such as transportation to and from work, non-emergency medical appointments, social service appointments, and grocery shopping, as well as life-enriching activities, which include school, recreation, and social events and also as a connector service to other transportation services. VVTA provides "lifeline" service from Barstow, CA; into Victorville; and into the San Bernardino Valley providing the indigent and those in poor health transportation to Arrowhead Regional Medical Center; Kaiser Permanente Hospital; Loma Linda Medical Center; the Loma Linda Veterans Hospital, and various government and social services. There is a strong need for LEP populations to use these services, to expect good communication on how to make connections, and to respond to emergency situations. Additionally, VVTA improves the economic growth and enriches the life of its community through its service to students, which form over 28% of its ridership.

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

Through the VVTA Mobility Management Department and staff interactions with passengers and advocates, VVTA understands its services are critical to all passengers, including LEP passengers. VVTA complies with all federal and state regulations before making fare or services changes. Additionally, VVTA considers Title VI target populations in its outreach and marketing efforts.

FACTOR 4: THE RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS

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

VVTA does not have a planning department. Customer relations is essentially one person selling passes, taking complaints, while handling other clerical and filing duties. VVTA also does not have a community outreach office that may be able to determine the costs associated with translating documents, contracting with language interpreters, producing pictographs, installing multilingual technology, and other language assistance. VVTA produces materials in English and Spanish. VVTA use if requested commercial telephone translations vendors and will track any requests from LEP populations other than Spanish.

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

As stated in Task 4, Step 1: Other than Spanish, VVTA has determined that information does not need to be translated into additional languages. However, additional oral or written language services will be provided on request, and that existing language assistance would to be made available on a more widespread basis if requested. Still, VVTA plans to create a list of specific measures to periodically analyze data points, local newspapers, community newsletters, information culled from bus drivers, ADA reservationists, dispatchers, and customer service representatives to determine what is needed to continue to provide meaningful access to its transit services.

Task 4, Step 3: Analyze your budget.

It is not practicable, for VVTA to assign a percentage of the agency's capitol and/or operating budget to additional language assistance expenses as the agency already includes other languages (Spanish) in many of its marketing pieces and the schedules on the website. VVTA commits to using a substantial portion of its marketing budget for bilingual printed schedules, car cards, riders' alerts, and on-board announcements. Furthermore, VVTA continues to disseminate information on how to access translation services from VVTA and for its Board meetings.

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

VVTA looks to access language assistance products that have been developed and paid for by local, regional, or state government agencies and will also continue to use and hire more bilingual staff to provide language assistance at a minimal increase in cost. VVTA also considers telephonic and video conferencing interpretation services, translating vital documents posted on Web sites, and pooling resources and standardizing documents to reduce translation costs.

DEVELOPING AN IMPLEMENTATION PLAN FOR LANGUAGE ASSISTANCE

Task 1: Identifying LEP Individuals Who Need Language

Beyond the Spanish speaking LEP population VVTA attempts to identify additional interfaces which may not necessarily come from the larger LEP populations in the area. VVTA will use the "I speak" card, included in Appendix G and track interfaces and if any significant pools are identified VVTA will translate messages into those languages.

Task 2: Language Assistance Measures

For in person communication, where verbal communication is not working but there is an internet connection, staff uses Google translate. Smart phone applications are downloaded for languages such as Spanish. A bus operator will ask for others on-board to volunteer to translate if he or she is unable to communicate. Customer service has bilingual (Spanish) employees on duty during key operational hours. If this is not possible, the employee will transfer the person to a translation service. While it is the responsibility of the operations contractor to have this option in place, VVTA maintains an account and regularly uses the services from Rise Interpreting, 6887 Magnolia Avenue, Riverside, CA 92506, (951) 565-4422, info@riseinterpreting.com.

For commercial translators VVTA will insure:

- The agency will ask the interpreter or translator to demonstrate that he or she can communicate or translate information accurately in both English and the other language.
- The agency will train the interpreter or translator in specialized terms and concepts associated with the agency's policies and activities.
- The agency will instruct the interpreter or translator that he or she should not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translator.
- The agency will ask the interpreter or translator to attest that he or she does not have a conflict of interest on the issues that they would be providing interpretation services.

TASK 3: Training Staff

Task 3, Step 1: Identify agency staff that are likely to come into contact with LEP persons as well as management staff.

VVTA targets training to the staff, including drivers and customer service who may have frequent contact with LEP persons. Management included.

Task 3, Step 2: Identify existing VVTA staff training opportunities.

Portions of this plan will be included in the orientation for new employees. Existing employees, especially managers and those who work with the public will periodically take part in re-training or new training sessions to keep up to date on their responsibilities as related to LEP persons. These shall occur at least yearly at a planned Safety Meeting.

Task 3, Step 3: Design and implement LEP training for VVTA staff.

VVTA and its operations contract, Keolis, shall use a standard presentation concerning recipients' responsibilities to persons with limited English proficiency.

This training includes:

- A summary of the VVTA / Keolis's responsibilities under the DOT LEP Guidance.
- A short summary of the agency's language assistance plan.
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population; and
- A description of the agency's cultural sensitivity procedures and practices.

TASK 4: PROVIDING NOTICE TO LEP PERSONS

VVTA uses an automated telephone voice mail and menu system, which is available in English and Spanish. The system provides real-time bus routing and scheduling information as well as information about available language assistance services and how to receive them.

- VVTA posts signs in such a manner that LEP persons can learn how to access those language services at initial points of contact and that it is a free service.
- VVTA places this information in Spanish in brochures, booklets, website, and in outreach and recruitment information.

Task 4, Step 1: Inventory existing public service announcements & community outreach VVTA performs. Samples in Appendix F

VVTA uses:

- Signs and handouts available in vehicles.
- Announcements in vehicles.
- VVTA website and social media.
- Customer service phone lines and text messaging service.
- Newspaper, radio, and television advertisements.

Task 4, Step 2: Incorporate notice of the availability of language assistance into existing outreach methods

VVTA documents in English will include a notice of documents availability in other languages.

Task 4, Step 3: Conduct targeted community outreach to LEP populations.

VVTA will outreach to agencies that serve LEP (usually Spanish) populations and will attend community meetings and events to inform people of the agency's service in general and that language assistance is available. Notification will also be distributed the High Desert Hispanic Chamber for use in their English classes for speakers of other languages.

TASK 5: MONITORING & UPDATING THE LEP PLAN

VVTA will evaluate and update the LEP Plan by:

- Tracking LEP populations encountered to determine if new translations are needed and in what area of service.
- Increasing contact with language groups.
- Determining if existing assistance is meeting the needs of LEP persons.
- Consider new LEP assistance with major service changes.
- Developing clear goals and objectives for staff and management; and
- Committing a sufficient portion of the marketing budget to LEP services and publications.

PUBLIC PARTICIPATION PLAN

PURPOSE OF PUBLIC PARTICIAPTION PLAN

The purpose of the Public Participation Plan is to assure and improve access to VVTA's decision-making process for low income, minority and Limited English Proficient (LEP) populations. VVTA is a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, should seek and consider viewpoints of minority, low income and LEP populations in the course of conducting public outreach and involvement activities." (FTA Circular 4702.1A) Additionally, VVTA as the funding recipient will offer "early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at VVTA.

VVTA may modify its public participation methods over time based on feedback from the low income, minority and LEP populations, including customer- and community-based organizations. The Plan is a living document that may be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

GOALS

VVTA seeks to provide meaningful opportunities for the public to assist staff in identifying social, economic, and environmental impacts of proposed transportation decisions. This includes input from low income, minority, and limited English proficient populations.

Specific goals and outcomes include:

- **Quality Input and Participation:** Comments received by VVTA are useful, relevant, and constructive, contributing to better plans, projects, strategies and decisions.
 - **Consistent Commitment:** VVTA communicates regularly, develops trust with communities and builds community capacity to provide public input.
 - **Diversity:** Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with Limited English Proficiency.
 - **Accessibility:** Effort is made to ensure that opportunities to participate are accessible physically, geographically, temporally, linguistically, and culturally.
 - **Relevance:** Issues are framed in such a way that the significance and potential effect is understood by participants.
 - **Participant Satisfaction:** People who take the time to participate should feel it is worth the effort to join the discussion and provide feedback.
- Clarity in Potential for Influence:** The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.

PRINCIPLES

VVTA's Public Participation Plan is aimed at assuring and improving access to VVTA's decision-making by the whole population of the High Desert, with emphasis on minority and Limited English Proficient (LEP) populations. VVTA looked into the preferred methods by minority and LEP populations for being engaged in

VVTA's decision-making process. Though their differences were minimal, some different preferences among populations did emerge.

Effective public participation should be based on the following principles:

- **Flexible:** The engagement process should accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusive:** VVTA should proactively reach out and engage low income, minority and LEP populations from the VVTA service area so these groups will have an opportunity to participate.
- **Respectful:** All feedback received should be given careful and respectful consideration.
- **Tailored:** VVTA's public participation methods should be tailored to match local and cultural preferences as much as possible.
- **Proactive and Timely:** Participation methods should allow for early involvement and be ongoing and proactive, so participants can influence decisions.
- **Clear, Focused and Understandable:** Participation methods should have a clear purpose and use for the input and should be described in language that is easy to understand.
- **Trustworthy:** Information provided should be accurate and trustworthy.
- **Responsive:** VVTA should strive to respond and incorporate appropriate public comments into transportation decisions.
- **Transparent in Impact:** VVTA should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.
- **Authentic & Meaningful:** VVTA should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

OUTREACH PLAN

LEVELS OF SERVICE

Through consultation with minority and the Limited English Proficiency populations, VVTA informal surveys identified that the preferences of these groups are similar to those of the general public – including how they receive information about changes to VVTA services, when they prefer to attend VVTA meetings, and the best locations for those VVTA meetings. Any minor differences are best mitigated by assuring that public participation includes an array of alternatives that appeal to all groups. For example, information on service changes should be shared with the public through promotional placards on-board the bus, and by digital means via email and social media; meetings should be held not only in the mornings but also early afternoons, late afternoons, and early evenings; meetings should be held at locations in Hesperia as well as regional locations such rural branch libraries. A strategy for specific participation with these groups includes the following guidelines:

Minority

- VVTA riders who are Minorities are best reached with information on VVTA's website and on-board newsletters.
- Meeting times in the mid- to late-afternoon are preferred by minority riders.
- Minority riders prefer meeting while using the system at key transfer points or while on buses.

Limited English Proficiency

- VVTA riders with Limited English Proficiency are best reached with information via on-bus newsletters and VVTA's website.
- Meeting times in the mid to late afternoon are acceptable for LEP riders.
- LEP riders do not appear to have a meeting location preference.

DIRECT COMMUNICATIONS

The Public Participation Plan identifies a variety of methods for disseminating information to the public. While aimed at the general public, they are important tools in reaching minority and LEP populations, which identified these tools as the chosen means of receiving relevant information. These communication methods are typically offered in English and Spanish. All methods are available for translation or interpretation upon request. These may include:

- **On-Board Audio Announcements:** VVTA's Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on VVTA buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on route or on regularly timed intervals.
- **Ads on Buses & Bus Shelters:** Overhead car card advertisements can be posted inside VVTA's buses.
- **Posters at Key VVTA Locations:** VVTA Headquarters Customer Service Window.

- **Emails to Partners:** These electronic communications can be sent directly community partner organizations through the VVTA email marketing service. Similar to mailers, these can include letters to key staff members at these locations, as well as promotional posters and announcements for them to distribute.
- **Messages through VVTA Phone App (customers):** These electronic communications are distributed through the VVTA smartphone app through Synchronatics. Customers can sign up on through the VVTA text messaging service or the VVTA website to receive alerts and news from VVTA on routes of interest to them. They can select to receive emails about individual routes, media releases, et cetera. VVTA staff has the flexibility to target email communications to subgroups of VVTA ridership, such as those on a particular route. VVTA staff can also elect to send messages to all VVTA customers.
- **Media Releases:** Media releases are aimed at generating news coverage of VVTA events, changes, meetings, et cetera. They are distributed electronically via VVTA's media email list, as well as posted on the News and Media page of VVTA's website.
- **Community Newsletters:** VVTA has several partners in the community that publish newsletters, including several member governments. VVTA can provide articles to these partners for publication in their newsletters.
- **Partner Websites:** Like community newsletters, VVTA's many community partners maintain websites that are frequented by the public. VVTA can provide information to these partners to be included on their websites.
- **Community Calendars:** One feature that is common to many of VVTA's partners' websites is a calendar. VVTA can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- **Public Notices:** These are published in the daily newspaper of record, Victor Valley Daily Press, and are also posted on VVTA's website.
- **VVTA Website:** VVTA's website, VVTA.org, is one of the primary sources of information for VVTA riders. Several tools are available within the site to communicate changes in service as well as to notify the public of opportunities to participate in VVTA's decision-making process. These include "news items" that appear as short summaries on the home page and, when selected, can lead to longer news items, including meeting schedules and links to route maps, surveys, et cetera.
- **VVTA Facebook Page:** VVTA's Facebook page is used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in VVTA's decision making process.
- **VVTA Instagram Page:** VVTA's Instagram page is used by staff to interact with riders through image-based marketing to share information regarding service changes and opportunities for the public.

- **VVTA Linked Page:** VVTA's Facebook page is used by staff to interact with community partners and industry professionals on the latest news and information from VVTA.
- **VVTA Twitter feed** – VVTA's Twitter account allows staff to share newsworthy items with riders, including service changes and opportunities for the public to participate in VVTA's decision-making process.
- **VVTA YouTube Page:** VVTA's YouTube page, allows for video to share information on VVTA both internally and externally.
- **VVTA TikTok Page:** A newer venture in social media for VVTA, we this platform allows the Agency the opportunity to reach out to a younger demographic.

METHODS OF INVOLVING THE PUBLIC

Similarly, the Public Participation Plan includes a menu of available methods for involving public participation in VVTA's decision-making process. Again, these are important means of engaging minority and LEP populations as well as the general public. These may include:

- **Public Hearings** – A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a VVTA official. A public hearing is NOT a question-and-answer format.
- **Opportunity for Public Comment** – An Opportunity for Public Comment is a solicitation for public input on a specific subject over a specified duration of time. VVTA may offer these by advertising them as it would a Public Hearing.
- **Surveys** – Surveys are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed, but are not as conducive to broader, more open-ended discussions.
- **Public Comment Cards** – Public Comment cards open-ended questionnaires that can be distributed in printed form as well as in digital form. Comments from these cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- **General Comments** – VVTA is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Comments can be shared with VVTA by phone at (760) 948-3030, by email at Info@VVTA.org, or by regular mail at 17150 Smoke Tree Street, Hesperia, CA 92345.

OUTREACH EFFORTS

OUTREACH

VVTA's outreach to LEP and minority populations for its long-range planning and major service changes include the following activities: VVTA schedules at least one public meeting during third and/or fourth quarter annually to collect public input on regional transit needs in each of the primary service area locations: Adelanto, Barstow, Apple Valley, Hesperia, Victorville, Phelan, Lucerne Valley, Helendale, and Wrightwood.

Additionally, VVTA Marketing and Mobility Management departments engage LEP and minority populations through efforts San Bernardino County Municipal Advisory Council (MAC) meetings for all areas through the VVTA service area, Public and Specialized Transportation Advisory and Coordination Council (PASTACC), High Desert Hispanic Chamber of Commerce, Interagency Council on Homelessness, local and regional senior centers, Homelessness Provider Network, Veterans of Foreign War posts, San Bernardino Senior Affairs Commission, San Bernardino County Department of Aging and Adult Services, Family Preparedness Fairs, local Health Centers,, Family Resource Centers, Desert/Mountain Special Education Local Plan Area (SELPA), Inland Empire and High Desert Resource Network, High Desert Hispanic Chamber of Commerce Cinco de Mayo Festival, Victor Valley College school and public events, and San Bernardino County West Valley Homeless Partnership Network.

Such public meetings and engagement opportunities are accessible via public transit and serve to collect public feedback and recommendations in drafting the long-range planning document.

TRANSLATION & INTERPRETIVE SERVICES

VVTA's program for providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and LEP populations. These translation and interpretive services are provided per request to members of the public, according to their needs. These needs are served through fluent staff and contractors that are on call for this purpose. Spanish and American Sign Language are most common.

PARTNERS

VVTA utilizes a network of community partners to reach minority and LEP populations. These partnerships are a valuable resource, helping VVTA to identify and best serve the evolving needs of its LEP populations. The benefits of this strategy include:

- VVTA can "amplify" its messages by routing them through partners' communication networks, thereby reaching more of the minority and LEP populations. These messages include:
 - Relating valuable information, and
 - Providing opportunities to participate in VVTA's decision-making process.
- VVTA can consult with these partners' staff and clients on:
 - Transportation needs, and
 - Solutions to perceived and/or real issues.

Community Partners

- Foothill Aids Project
- Women of Noble Character
- Barstow Dignity Station
- Benjamin E Jones Community Resource Center
- Another Level for Women
- New Hope Village
- The Gate Church of the High Desert
- Rolling Start
- Family Assistance Program
- Mirus Secondary School
- Barstow Senior Center
- High Desert Homeless Shelter
- Moses House Ministries
- Victor Valley Community Services Council
- Adelanto Senior Center
- Desert Communities United Way
- ESP/CalWORKs – Victorville
- ESP/CalWORKs
- Department of Aging and Adult Services
- Public and Specialized Transportation Advisory and Coordination Council (PASTACC),
- Senior Centers (for all service areas)
- Homelessness Provider Network
- Family Preparedness Fairs
- Health Centers (for all service areas)
- Family Resource Centers
- Desert/Mountain Special Education Local Plan Area (SELPA)
- Victor Valley College
- St. Mary's Medical Center
- Church for the Whosoever

PUBLIC PARTICIPATION

To integrate, into community outreach activities, considerations expressed in the DOT Order on Environmental Justice, and the DOT LEP Guidance, VVTA seeks out and considers the viewpoints of minority, low-income, and LEP populations while conducting public outreach and involvement activities. VVTA's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. These may include:

- Coordinating with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Using locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities.
- Using different meeting sizes, formats, or varying the type and number of news media used to announce public participation opportunities, so that communications are tailored to the specific community or population.
- Implementing DOT's policy guidance concerning recipients' responsibilities to LEP persons to overcome barriers to public participation.

Public outreach was conducted for the COA/SRTP to gather participant information on preliminary service alternatives and route modifications for routes most frequented and asked for feedback. The table below represents the number of attendees at each of the public outreach events.

VICTOR VALLEY TRANSIT

| Date | Activity | Participants |
|---------------------------------|---|--------------|
| Frida, September 23 | Hesperia Maintenance Facility 17150 Smoke Tree Street (11:00am - 12:00PM, 2:30PM - 4:00PM; 4:30PM - 6:00PM) | 82 |
| Sunday, September 25 | Barstow Maintenance Facility 1612 State Street Barstow, CA 92311 (4:30PM - 6:PM) | 24 |
| Monday, Septmeber 26 | Victorville Transfer Point at Costco 14555 Valley Center Drive Vcitorville, CA 92395 (12:00PM - 3:00PM) | 98 |
| Tuesday, Septemebr 27 | Victor Valley College Main Bus Stop Jacaranda Avenue, north of Francesca Road 18422 Bear Valley Road Victorville, CA 92395 (12:00PM - 3:00PM) | 56 |
| | Bus Stop near Hesperia Post Office 17240 Olive Street Hesperia, CA 92345 (12:00PM - 3:00PM) | 14 |
| | Bus Stop at Mall of Victor Valley 1440 Bear Valley Road Victorville, CA 92391 (12:00PM - 3:00PM) | 49 |
| Wednesday, Septemeber 28 | Bus Stop near Stater Bros Supermarket 14168 US Highway 395 Adelanto, CA 92301 (12:00PM - 3:00PM) | 29 |
| | Bus Stop near Apple Valley Post Office 22099 US Highway 18 Apple Valley, CA 92307 (12:00PM - - 3:00PM) | 40 |
| | Barstow Library Bus Stop 304 E Buena Vista Street Barstow, CA 92311 (12:00PM - 3:00PM) | 24 |
| Total | | 416 |

APPENDIX A

Appropriate Resources for VVTA & Keolis to Access

“Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice.” This video, which is available on DVD and as a streaming video link on <http://www.lep.gov/>, explains the language access requirements of Title VI and Executive Order 13166 through vignettes that expose the problems resulting from the absence of language assistance. The video goes on to show how these same situations could have been handled more appropriately if the service provider took reasonable steps to provide meaningful access.

“Providing Language Access for Persons with Limited English Proficiency,” a PowerPoint presentation produced by the FTA Office of Civil Rights and available at http://www.fta.dot.gov/civilrights/title6/civil_rights_5102.html.

“How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision-making,” available at <http://www.fhwa.dot.gov/hep/lowlim>. This report documents “best practices” in identifying and engaging low-literacy and LEP populations in transportation decision-making. These “best practices” were collected during telephone interviews with individuals in 30 States.

“Basic Spanish for Transit Employees” this flip guide was produced by the Roaring Fork Transit Authority and the Colorado Mountain College. It includes requests and commands that vehicle operators use every day in English and in Spanish and written phonetically in English. Copies of this guide can be obtained by calling 970-945-8691.

“Guidelines for Developing Traffic Safety Educational Materials for Spanish-Speaking Audiences,” a manual developed by the Education in Traffic Safety project, Education Development Center, Inc., with funding from the National Highway Traffic Safety Administration. The manual is organized into three sections: research and planning, creating materials, and dissemination and evaluation. Available at <http://www.nhtsa.dot.gov/people/injury/airbags/TESM/index.htm>.

APPENDIX B

Description of All Pending Applications

As of July 17, 2018, there are no federally assisted grant programs pending approval, other than FTA grant programs, by the Victor Valley Transit Authority. The person or persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Kevin Kane
Executive Director
VVTA

July 17, 2018

Date

APPENDIX C

FTA Civil Rights Assurance

The Victor Valley Transit Authority hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The Victor Valley Transit Authority will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR part 21.9.
3. The Victor Valley Transit Authority will make it known to the public that those persons or person alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.



Kevin Kane
Executive Director
VVTA

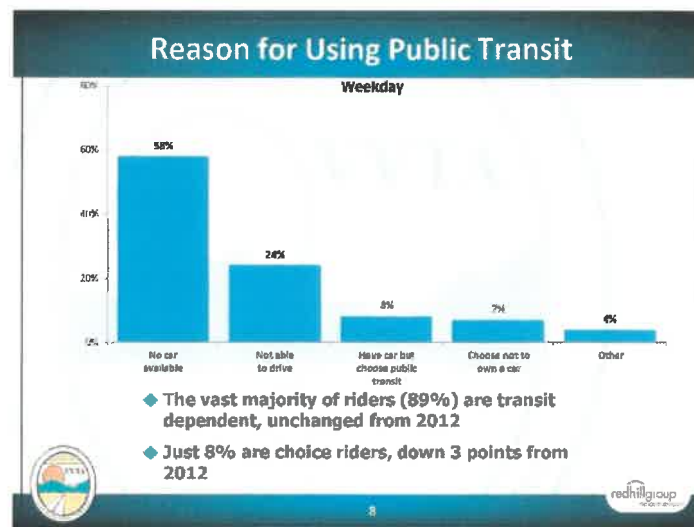
July 17, 2018
Date

APPENDIX D

The following information is derived from the most recent VVTA Ridership Study, which was conducted May 24, 2016. Due to Covid-19 a Ridership Study was not conducted in 2020 as was intended.

Automobile Availability

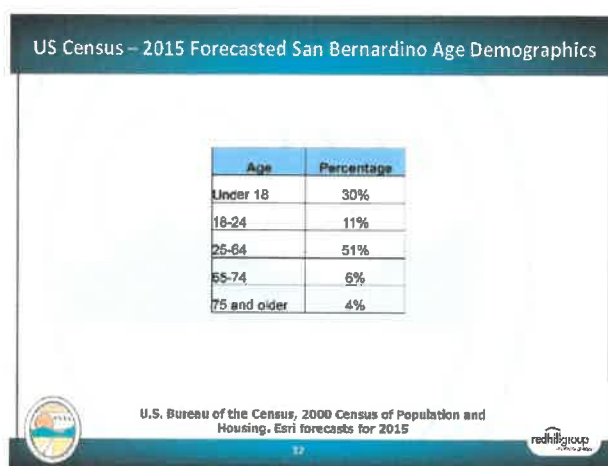
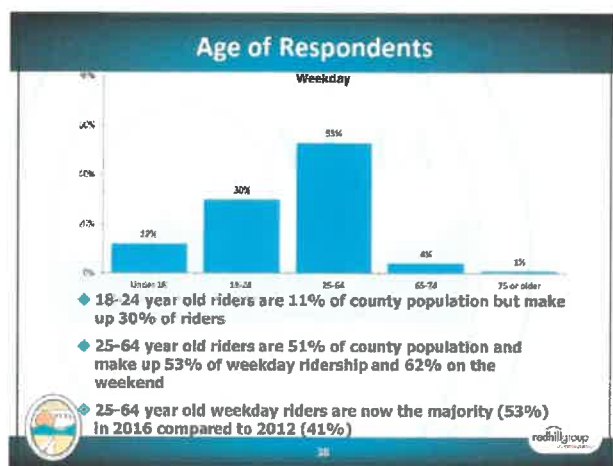
Most riders, 89%, are transit dependent, which is unchanged from a 2012 survey. Choice riders account for eight percent of ridership, which is down three percent from a 2012 survey.



RIDER CHARACTERISTICS

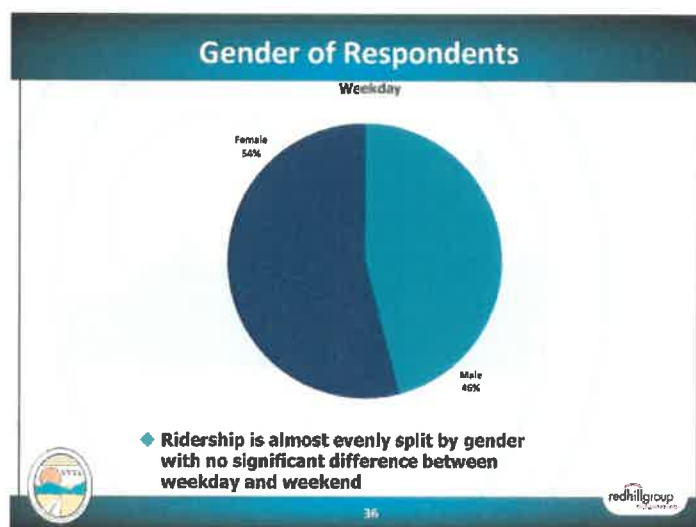
Age

The largest age-based rider group are those within the 25-64-year-old age group, which account for 51 percent of the county population and 53% of weekday ridership and 62% of weekend ridership. The 18-24-year-old rider group accounts for only 11 percent of county population but account for 30 percent of VVTA ridership. The 25-64-year-old weekday rider group is now the majority (53%) in 2016 compared to 2012 (41%).



Gender

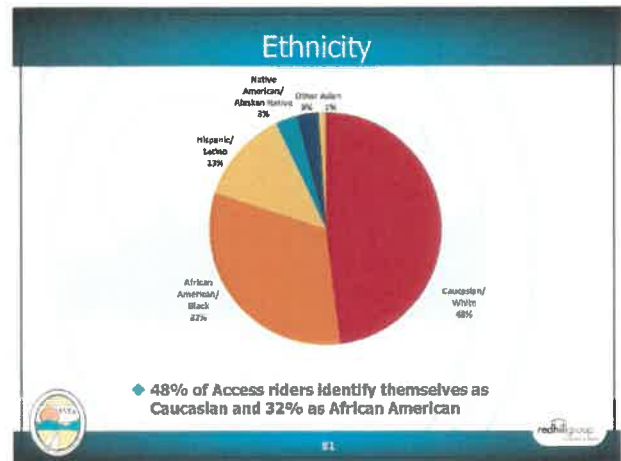
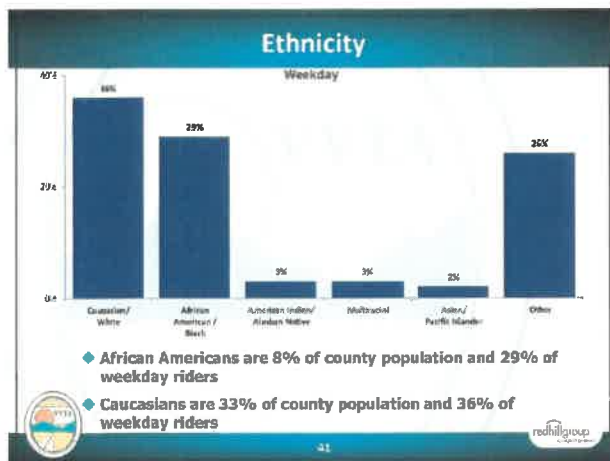
VVTA Ridership is almost evenly split by gender, which is a historical trend. Female ridership is 54 percent, while male ridership is 46 percent. There is no significant difference between weekday and weekend ridership between the genders.



Ethnicity

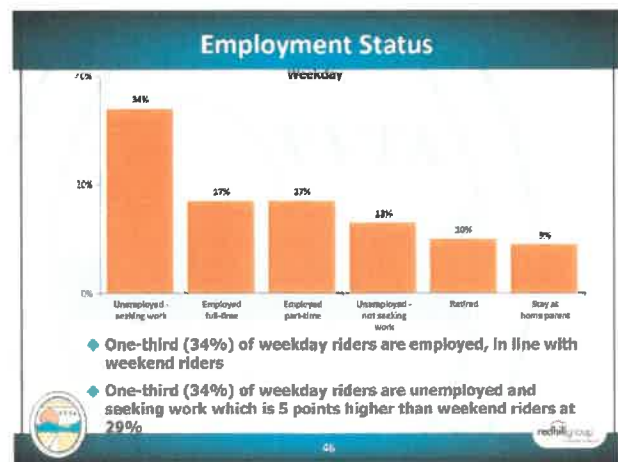
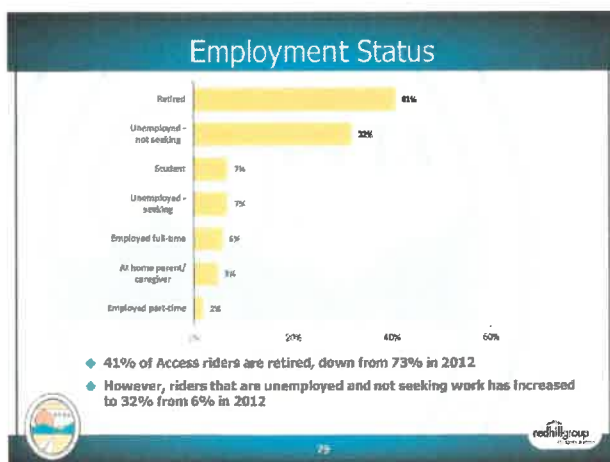
According to US Census Bureau 2010 Data for San Bernardino County, Hispanics account for 49%, Caucasian 33%, African American/Black 8%, Asian/Pacific Islander 6%, Native American 0.4%, and other ethnicities 2% of the population.

While African Americans account for 8% of the county population, they account for 29% of VVTA weekday ridership. Caucasians account for 33% of county population and 36% of VVTA weekday ridership. For VVTA Direct Access ADA Paratransit service, 48% of riders identify themselves as Caucasian and 32% as African American.



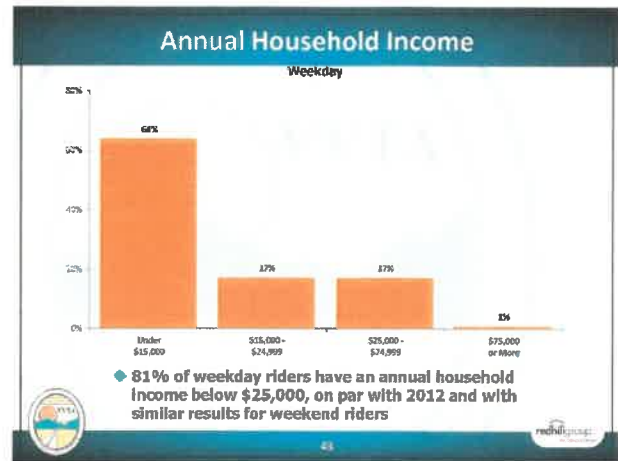
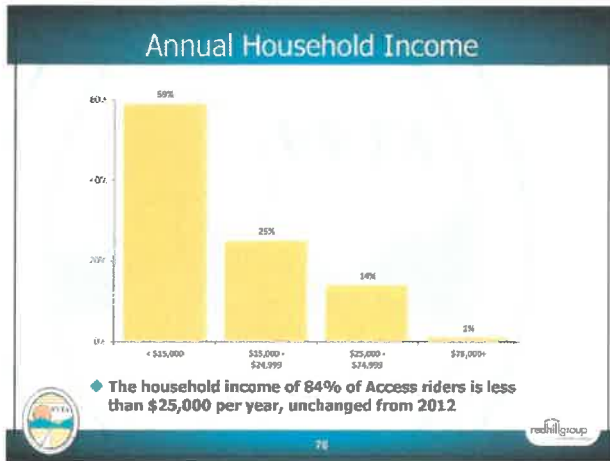
Employment Status

Full-time employees account for 27% of ridership on the VVTA system. Those unemployed who are looking for jobs account for a near-equal 26.1% of ridership. Additionally, a high percentage of riders, 21.0%, are part-time employees. Very few retired people (6.2%) were surveyed. For VVTA Direct Access ADA Paratransit service, 41% of riders are retired, which is down from 73% in 2012. However, VVTA Direct Access riders that are unemployed and not seeking work has increased to 32% from 6% in 2012.



Income

The majority 81% of weekday riders have an annual household income below \$25,000, which is on par with the 2012 survey. The majority 84% of VVTA Direct Access ADA Paratransit service household income is less than \$25,000 per year, which is unchanged from 2012.



VICTOR VALLEY TRANSIT

FY 2020 Systemwide Monthly Performance Statistics Summary YTD July 1, 2019 to June 30, 2020

| Level Item | 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 |
|--------------------|------------|---------------|-----------------|-------------------|--------------------------|------------------------------|------------------------------|---------------------------------|---------------------------------|------------------------|
| Reporting Route #: | | | | | | | | | | |
| 1 | 68,283 | 4,105.0 | \$371,365 | \$34,924 | 16.6 | \$5.44 | \$90.47 | \$0.51 | \$8.51 | 9.40% |
| 2 | 41,863 | 4,124.5 | \$375,224 | \$21,906 | 10.2 | \$8.96 | \$90.98 | \$0.52 | \$5.31 | 5.84% |
| 3 | 40,065 | 8,192.0 | \$766,314 | \$20,258 | 4.9 | \$19.13 | \$93.54 | \$0.51 | \$2.47 | 2.64% |
| 6 | 35,683 | 4,122.7 | \$380,484 | \$18,564 | 8.7 | \$10.66 | \$92.29 | \$0.52 | \$4.50 | 4.88% |
| 15 | 66,343 | 7,313.6 | \$826,322 | \$203,586 | 9.1 | \$12.46 | \$112.98 | \$3.07 | \$27.84 | 24.64% |
| 21 | 17,631 | 9,105.9 | \$883,348 | \$68,978 | 1.9 | \$50.10 | \$97.01 | \$3.91 | \$7.58 | 7.81% |
| 22 | 15,820 | 4,247.3 | \$417,208 | \$63,655 | 3.7 | \$26.37 | \$98.23 | \$4.02 | \$14.99 | 15.26% |
| 23 | 19,042 | 4,743.0 | \$469,233 | \$72,215 | 4.0 | \$24.64 | \$98.93 | \$3.79 | \$15.23 | 15.39% |
| 25 | 2,793 | 1,321.4 | \$127,397 | \$10,464 | 2.1 | \$45.61 | \$96.41 | \$3.75 | \$7.92 | 8.21% |
| 28 | 2,168 | 4,180.8 | \$405,373 | \$7,406 | 0.5 | \$186.98 | \$96.96 | \$3.42 | \$1.77 | 1.83% |
| 29 | 4,808 | 4,132.6 | \$404,247 | \$16,436 | 1.2 | \$84.08 | \$97.82 | \$3.42 | \$3.98 | 4.07% |
| 31 | 69,489 | 6,053.9 | \$621,996 | \$89,361 | 11.5 | \$8.95 | \$102.74 | \$1.29 | \$14.76 | 14.37% |
| 32 | 90,036 | 9,153.0 | \$970,054 | \$116,810 | 9.8 | \$10.77 | \$105.98 | \$1.30 | \$12.76 | 12.04% |
| 33 | 30,254 | 3,945.6 | \$417,014 | \$39,806 | 7.7 | \$13.78 | \$105.69 | \$1.32 | \$10.09 | 9.55% |
| 40 | 17,912 | 3,914.4 | \$389,722 | \$23,599 | 4.6 | \$21.76 | \$99.56 | \$1.32 | \$6.03 | 6.06% |
| 41 | 133,185 | 12,298.2 | \$1,206,695 | \$172,249 | 10.8 | \$9.06 | \$98.12 | \$1.29 | \$14.01 | 14.27% |
| 42 | 18,911 | 9,122.0 | \$978,570 | \$24,384 | 2.1 | \$51.75 | \$107.28 | \$1.29 | \$2.67 | 2.49% |
| 43 | 74,971 | 5,652.8 | \$591,473 | \$97,437 | 13.3 | \$7.89 | \$104.63 | \$1.30 | \$17.24 | 16.47% |
| 47 | 11,396 | 3,909.1 | \$380,864 | \$15,140 | 2.9 | \$33.42 | \$97.43 | \$1.33 | \$3.87 | 3.98% |
| 50 | 101,021 | 9,124.8 | \$927,427 | \$131,524 | 11.1 | \$9.18 | \$101.64 | \$1.30 | \$14.41 | 14.18% |
| 50X | 12,823 | 967.6 | \$90,445 | \$17,789 | 13.3 | \$7.05 | \$93.47 | \$1.39 | \$18.39 | 19.67% |
| 51 | 48,714 | 4,574.4 | \$456,634 | \$62,601 | 10.7 | \$9.37 | \$99.82 | \$1.29 | \$13.69 | 13.71% |
| 52 | 90,840 | 10,262.2 | \$1,008,526 | \$118,426 | 8.9 | \$11.10 | \$98.28 | \$1.30 | \$11.54 | 11.74% |
| 53 | 64,900 | 7,604.1 | \$740,272 | \$86,081 | 8.5 | \$11.41 | \$97.35 | \$1.33 | \$11.32 | 11.63% |

VICTOR VALLEY TRANSIT

| Level Item | Passengers | Revenue Hours | Operating Costs | Passenger Revenue | Per Rev. Hour | Operating Cost Per Passenger | Operating Cost Per Rev. Hour | Passenger Revenue Per Passenger | Passenger Revenue Per Rev. Hour | Farebox Recovery Ratio |
|------------|------------|---------------|-----------------|-------------------|---------------|------------------------------|------------------------------|---------------------------------|---------------------------------|------------------------|
| 54 | 24,739 | 3,877.3 | \$385,237 | \$32,608 | 6.4 | \$15.57 | \$99.36 | \$1.32 | \$8.41 | 8.46% |
| 55 | 42,208 | 4,590.3 | \$467,655 | \$54,955 | 9.2 | \$11.08 | \$101.88 | \$1.30 | \$11.97 | 11.75% |
| 64 | 29,554 | 8,978.4 | \$909,414 | \$39,559 | 3.3 | \$30.77 | \$101.29 | \$1.34 | \$4.41 | 4.35% |
| 66 | 20,776 | 3,892.2 | \$378,606 | \$27,875 | 5.3 | \$18.22 | \$97.27 | \$1.34 | \$7.16 | 7.36% |
| 68 | 65,526 | 9,131.3 | \$953,512 | \$86,345 | 7.2 | \$14.55 | \$104.42 | \$1.32 | \$9.46 | 9.06% |
| 101A | 450 | 318.7 | \$37,483 | \$5,771 | 1.4 | \$83.29 | \$117.62 | \$12.82 | \$18.11 | 15.40% |
| 101B | 3,949 | 369.6 | \$50,217 | \$48,836 | 10.7 | \$12.72 | \$135.87 | \$12.37 | \$132.13 | 97.25% |
| 102B | 4,422 | 570.9 | \$71,476 | \$55,747 | 7.8 | \$16.16 | \$125.20 | \$12.61 | \$97.65 | 78.00% |
| 103B | 2,079 | 563.2 | \$70,647 | \$25,933 | 3.7 | \$33.98 | \$125.44 | \$12.47 | \$46.05 | 36.71% |
| 104A | 4,083 | 555.9 | \$70,151 | \$51,551 | 7.3 | \$17.18 | \$126.19 | \$12.63 | \$92.73 | 73.49% |
| 104B | 1,348 | 364.0 | \$46,268 | \$17,163 | 3.7 | \$34.32 | \$127.10 | \$12.73 | \$47.15 | 37.09% |
| 105A | 4,066 | 487.7 | \$62,887 | \$50,452 | 8.3 | \$15.47 | \$128.96 | \$12.41 | \$103.46 | 80.23% |
| 105B | 1,791 | 498.1 | \$60,098 | \$22,009 | 3.6 | \$33.56 | \$120.65 | \$12.29 | \$44.18 | 36.62% |
| 106A | 3,379 | 363.5 | \$49,072 | \$42,795 | 9.3 | \$14.52 | \$134.99 | \$12.66 | \$117.72 | 87.21% |
| 107A | 3,474 | 558.1 | \$70,391 | \$43,390 | 6.2 | \$20.26 | \$126.13 | \$12.49 | \$77.75 | 61.64% |
| 107B | 727 | 553.1 | \$69,367 | \$9,009 | 1.3 | \$95.42 | \$125.42 | \$12.39 | \$16.29 | 12.99% |
| 108B | 466 | 551.9 | \$69,773 | \$5,656 | 0.8 | \$149.73 | \$126.42 | \$12.14 | \$10.25 | 8.11% |
| 200 | 219 | 360.0 | \$7,643 | \$817 | 0.6 | \$34.90 | \$21.23 | \$3.73 | \$2.27 | 10.69% |
| ADA | 89,545 | 35,823.6 | \$3,589,040 | \$291,584 | 2.5 | \$40.08 | \$100.19 | \$3.26 | \$8.14 | 8.12% |
| DR - BAT | 10,465 | 3,253.7 | \$352,446 | \$29,301 | 3.2 | \$33.68 | \$108.32 | \$2.80 | \$9.01 | 8.31% |
| Non-Profit | | 1,590.0 | \$185,977 | \$12 | | | \$116.97 | | \$0.01 | 0.01% |
| Specials | 14 | | | \$34 | | | | \$2.42 | | |
| SUB | 47,142 | 11,193.5 | \$1,067,619 | \$143,990 | 4.2 | \$22.65 | \$95.38 | \$3.05 | \$12.86 | 13.49% |
| VP - Enter | 306,281 | 60,146.7 | \$1,225,546 | | 5.1 | \$4.00 | \$20.38 | | | |
| VP - VPSI | 226,030 | 42,476.1 | \$850,696 | | 5.3 | \$3.76 | \$20.03 | | | |

VICTOR VALLEY TRANSIT

| Level Item | 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 |
|---------------------------|------------------|------------------|---------------------|--------------------|--------------------------|------------------------------|------------------------------|---------------------------------|---------------------------------|------------------------|
| Program: | | | | | | | | | | |
| Barstow City Fixed Routes | 185,894 | 20,544.1 | \$1,893,386 | \$95,652 | 9.1 | \$10.19 | \$92.16 | \$0.51 | \$4.66 | 5.05% |
| Barstow County Routes | 6,976 | 8,313.4 | \$809,620 | \$23,841 | 0.8 | \$116.06 | \$97.39 | \$3.42 | \$2.87 | 2.94% |
| Barstow Demand Response | 10,479 | 3,253.7 | \$352,446 | \$29,335 | 3.2 | \$33.63 | \$108.32 | \$2.80 | \$9.02 | 8.32% |
| Community Transit | 136,687 | 48,607.1 | \$4,842,636 | \$435,586 | 2.8 | \$35.43 | \$99.63 | \$3.19 | \$8.96 | 8.99% |
| Commuter Bus | 30,234 | 5,754.7 | \$727,831 | \$378,311 | 5.3 | \$24.07 | \$126.48 | \$12.51 | \$65.74 | 51.98% |
| County Routes | 55,286 | 19,417.6 | \$1,897,186 | \$215,311 | 2.9 | \$34.32 | \$97.70 | \$3.89 | \$11.09 | 11.35% |
| Intercity | 66,562 | 7,673.6 | \$833,965 | \$204,402 | 8.7 | \$12.53 | \$108.68 | \$3.07 | \$26.64 | 24.51% |
| Regional Routes | 947,255 | 117,051.5 | \$11,874,117 | \$1,236,550 | 8.1 | \$12.54 | \$101.44 | \$1.31 | \$10.56 | 10.41% |
| Van Pools | 532,311 | 102,622.8 | \$2,076,242 | | 5.2 | \$3.90 | \$20.23 | | | |
| Mode: | | | | | | | | | | |
| Bus (Motorbus) | 1,261,973 | 173,000.1 | \$17,308,275 | \$1,775,757 | 7.3 | \$13.72 | \$100.05 | \$1.41 | \$10.26 | 10.26% |
| Commuter Bus | 30,234 | 5,754.7 | \$727,831 | \$378,311 | 5.3 | \$24.07 | \$126.48 | \$12.51 | \$65.74 | 51.98% |
| Demand Response | 147,166 | 51,860.8 | \$5,195,082 | \$464,921 | 2.8 | \$35.30 | \$100.17 | \$3.16 | \$8.96 | 8.95% |
| Vanpool | 532,311 | 102,622.8 | \$2,076,242 | | 5.2 | \$3.90 | \$20.23 | | | |
| System Total: | 1,971,684 | 333,238.4 | \$25,307,430 | \$2,618,988 | 5.9 | \$12.84 | \$75.94 | \$1.33 | \$7.86 | 10.35% |

APPENDIX E

CIVIL RIGHTS INFORMATION

Basic Requirement

VVTA ensures that no person in the United States shall on the grounds of race, color, creed, national origin, sex, or age be excluded from participating in, be denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or in part through financial assistance under the Federal Transit Act, as amended. The provisions of this section apply to service delivery, employment, and business opportunities and are considered to be in addition to, and not in lieu of, the provision of Title VI of the Civil Rights Act of 1964.

Description

VVTA has designated the Procurement Specialist Civil Rights Coordinator as the staff person responsible for Title VI and Equal Employment Opportunity (EEO) on a collateral basis, this position reports to the Executive Director.

VVTA submitted a Title VI program assurance which was approved by FTA. VVTA reviews census data and routes to ensure that service is provided fairly and equitably. The level and quality of service is monitored semi-annually during route analyses and passenger surveys.

VVTA submitted an EEO program assurance to FTA which was approved by the VVTA Board. VVTA's contractor Keolis maintains an up-to-date workforce utilization data by race, sex, job category, and department. Each time a change in personnel occurs, their Human Resources Coordinator updates the list. Responses to advertised positions are monitored and tabulated in an effort to determine the effectiveness of the hiring initiatives.

Disadvantaged Business Enterprise (DBE)

The Disadvantaged Business Enterprise (DBE) officer for VVTA is the Procurement Manger. VVTA has an FTA-approved race neutral DBE program.


Equal Employment Opportunity (EEO)

VVTA maintains an effective complaint system for handling EEO, Americans with Disabilities Act, Title VI, DBE, and other discrimination complaints. All civil rights complaints from passengers are documented and investigated immediately by supervisory personnel. Complaints from employees are handled in accordance with the VVTA problem resolution policies contained in the employee handbook. The policies state that all complaint processing and completion must occur in a timely manner, and within a specified period of time. Employees have 30 days to submit a written complaint and VVTA has 30 days to resolve the complaint. VVTA is in compliance with the basic requirements for Civil Rights.

[illegible]

VVTA.ORG | VVTA TITLE VI PROGRAM | PAGE | 64

APPENDIX G

|  Census 2020 Language Identification Card | |
|---|-----------|
| I work for the U.S. Census Bureau. Is someone here now who speaks English and can help us? (If not, someone may contact you who speaks _____.) | |
| Español (Spanish) | |
| Trabajo para la Oficina del Censo de los EE. UU. ¿Se encuentra alguien que hable inglés y pueda ayudarnos? Si no, alguien que habla español podría comunicarse con usted. | |
| 普通话 (Mandarin Chinese) 我是美国人口普查局的工作人员。请找一位现在会说英语的人可以帮助我们。 (如果没有，请联系会说汉语的人)联系我们。 (Cantonese Only) 如果没人，可能有人会说广东话或客家话。 | |
| Tiếng Việt (Vietnamese) Tôi làm việc cho Cục Thống Kê Dân Số Hoa Kỳ. Hiện có ai ở đây biết nói tiếng Anh và có thể giúp quý vị và tôi không? Nếu không, một nhân viên nói tiếng Việt có thể sẽ liên lạc với quý vị. | |
| 한국어 (Korean) 저는 미국 연구조사국에서 일하고 있습니다. 여기 계산 도 중에서 영어를 말할 수 있어서 지프를 도와드릴 수 있는 분이 계신지도 모르지만 한국어를 하시는 분이 연락을 드릴 수도 있습니다. | |
| Русский (Russian) Я работаю в Бюро переписи населения США. Присутствует здесь кто-нибудь, кто говорит по-английски и мог бы помочь нам? Если нет, то тогда возможно с вами свяжется наш сотрудник, говорящий по-русски. | |
| العربية (Arabic) أنا أعمل مكتب الإحصاء الأمريكي. هل يوجد شخص هنا يتكلم الإنجليزية و يمكنه أن يساعدنا؟ (إذا لم يكن، فقد يتم الاتصال بشخص يتكلم اللغة العربية). | |
| Tagalog (Tagalog) Magtatrabaho ako para sa Kawanihan ng Senso ng U.S. Mayroon ba rito ngayong nagsasalita ng Ingles at nagtatalunay sa amin? Kung wala, mangaring magkumusta sa Inyong mga kasalanan ng Tagalog. | |
| Polski (Polish) Jestem pracownikiem Urzędu Spisów Ludności USA. Czy w tej chwili jest tu ktoś, kto mówi po angielsku i może nam pomóc? Jeżeli nie, może skontaktować się z Państwem ktoś, kto mówi po polsku. | |
| Français (French) Je travaille pour le Bureau de recensement des États-Unis. Y a-t-il quelqu'un ici qui parle anglais et qui pourrait nous aider? Sinon, quelqu'un qui parle français pourrait vous contacter. | |
| Kreyòl Ayisyen (Haitian Creole) Mwen travay pou Biwo Resansman Etazini. Eskay gen yon moun la ki pale anglè ki ka ede nou? Si pa genyen, yon moun isit la ki pale kreyòl ka rele ou. | |
| Português (Portuguese) Trabalho para a Agência do Censo dos EUA. Há alguém aqui agora, que fale inglês e que possa nos ajudar? Caso não haja, uma pessoa que fale português poderá entrar em contato com você. | |
| 日本語 (Japanese) 私はアメリカ合衆国国勢調査局の係員です。こちらには英語を理解できる調査にご協力いただける方がいますか、はい、そうでない場合は、日本語を話す係員があなたに連絡をすることがあります。 | |
| D-ID | IDB 16 30 |
| Nederlands (Dutch) Ik werk voor het Centusbureau van de VS. Is er hier iemand die Engels spreekt en ons kan helpen? Zo niet, dan kan iemand contact met u opnemen die Nederlands spreekt. | |
| فارسی (Persian) من برای اداره سرشماری ایالات متحده کار می‌کنم. آیا اکنون اینجا کسی هست که به من انگلیسی حرف بزند و بتواند مرا راهنمایی کند یا با شما تماس بگیرد؟ اگر نیست، در این صورت احتمال دارد فرد دیگری که فارسی را بهتر از من بلد است با شما تماس بگیرد. | |
| Deutsch (German) Ich arbeite für die US-amerikanische Statistikbehörde. Kann ich mit jemandem sprechen, der Englisch spricht und der uns helfen kann? Wenn nicht, kann jemand, der Deutsch spricht, Kontakt mit Ihnen aufnehmen. | |
| Ελληνικά (Greek) Εργάζομαι στο Γραφείο Απογραφής Πληθυσμού των ΗΠΑ. Είναι κανείς εδώ που μιλάει τη γλώσσα μου; Εάν όχι, μπορεί κάποιος να επικοινωνήσει μαζί σας στα Ελληνικά. | |
| ગુજરાતી (Gujarati) હું અમેરિકન ગણતરી બ્યૂરોમાં કાર્ય કરું છું. શું તમામ ભાષાઓમાંથી કોઈ એકની સહાયતા આપી શકે છે? જો નહીં, તો કોઈ અન્ય ભાષાના વ્યક્તિ સાથે સંપર્ક કરવા માટે હું તમને મદદ કરીશ. | |
| עברית (Hebrew) אני עובד עבור משרד המפקד והסטטיסטיקה של ארצות הברית. האם יש מישהו כאן שמתקשר ביידיש או אנגלית ויכול לעזור לי? אם לא, ייתכן שמישהו יוכל לייעץ לי על איך ליצור קשר עם מישהו שמתקשר בעברית. | |
| हिंदी (Hindi) मैं कृपया, जनगणना ब्यूरो के लिए काम करता हूँ। क्या वहाँ किसी हिंदी से भी अंग्रेजी सीखता है और हमारी मदद कर सकता है? अगर नहीं है, कोई अन्य व्यक्ति हमारे को हिंदी में बात करेगा है। | |
| Hmong (Hmong) Kuv ua haiv hmwn rau Tab Chawv Asmeskaq. Koom Hauv Suav Rej Keem. Pias muaj leej twag tam sim rau kuv hauk lus Askov hnab puas pab tau peb? Yog tus muaj, miav neeg hauk lus Hmoob puas hu rau koj. | |
| Magyar (Hungarian) Az Egyesült Államok Népszámlálási Hivatallal dolgozom. Van-e kedvelő valaki, aki beszél angolul és segíthet tudni most nekünk? Ha nincs, akkor lehet, hogy egy magyarul beszélő munkatársunk fel fogja venni Önnel a kapcsolatot. | |
| Igbo (Igbo) Ana na-arụrụ ndị Ngalaba Gọmentị U.S. na-anwa maka Onyonyogu ndị mmadụ oru. E nwere onye na ebe a ugbo, o bu onye na-asụ Igbo nwere ile inyere anyị aka? O bụnyị nà à nwughị, otu onye na-asụ Igbo nwerekwa ila ikpooruru gị. | |
| Ilotano (Ilocano) Agatatrabahako para ito U.S. Census Bureau. Adda kada diyo ita ti sasinnoman a makapagaso iti Ingles ken makatutulong kadakami? No awan, adda maysa a mangkonata kadakayo a makapagaso iti Ilokano. | |

Page 8

[illegible]

VICTOR VALLEY TRANSIT

Concise / Široki (serbian 47)

Ja radim za Americki biro za popis stanovnistva. Da li ovde ima neko ko govori engleski i moze da nam pomogne? Ali nema, postoji mogucnost da se Vama kontaktira osoba koja govori srpskim jezik.

Ja radim za Američki biro za popis stanovništva. Da li ovdje ima nekoga ko govori engleski i može da nam pomogne? Ako nema, postoji mogućnost da sa Vama kontaktira osoba koja govori srpski jezik.

சென்னை, 25 செப்டம்பர் 2015

මේ එක්සත් ජනපද සංගණක කාර්යාංශයේ අවධි කරමි. මෙහි විවිධ ඉංග්‍රීසි බස කථා කරන කෙනෙක්ව අපට දැව් කළ හැකිද? එසේ නොමැති නම් සිංහල බස කථා කරන කෙනෙක් මෙහිව සම්බන්ධ කරගත හැක.

Slovenčina (Slovak 49)

Pracujem pre Úrad pre sčítanie obyvateľstva USA. Je tu teraz niekto, kto hovorí po anglicky a môže nám pomôcť? Ak nie, možno Vás bude kontaktovať niekto, kto hovorí po slovensky.

Spermatid (sperm) 30'

Waxaan u shaqeeyaa Xafiska Tirakoobka Mareykanka. Hadda ma joogaa qof ku hadla af ingiris oo na caawin kara? Haddi uusan joogin, waxaa laga raabaa inuu idin la soo xiriiro qof ku hadla af Soomaali.

Kisvárdai (tombok 53)

Ninafanya kazi na Shirika la Sensa ya Marekani. Je, kuna mtu hapa ambaye anazungumza Kiingereza na anaweza katusaidia? Ikiwa haina, mtu anaweza kuwasiliana naye anayezungumza Kiswahili.

சுயிம் (மார்ச் 22)

நான் அமெரிக்க மக்கள்தொகைக் கணக்கெடுப்பு பணியாகத்தில் வேலை செய்கிறேன். இங்கே இப்போது யாராவது ஆங்கிலம் பேசுபவர் இருக்கிறாரா? மேலும் அவர்கள் நமக்கு உதவி செய்ய முடியுமா? இல்லையென்றால் யாராவது தமிழ் பேசும் ஒருவர் உங்களைக் தொடர்புபடுத்துவானாம்.

[illegible]

నేను యు.ఎస్. జూరూ గణన బ్యూరో కోసం పని చేస్తున్నాను. నాకు సహాయం చెయ్యడానికి ఆంగ్లంలో మాట్లాడేవాడు ఎవరైనా వ్యక్తుల శాస్త్రం ఉన్నారా? లేకపోతే, తెలుగు మాట్లాడే వాడు మీరున్నారా ఉన్నారా.

1999, 2001]

งานทางให้กับสำนักงานตำรวจในสหรัฐฯ ตอนปีที่ปีใครที่พูดภาษาอังกฤษได้และสามารถช่วยงานแปลได้หรือไม่ หากไม่มี อาจมีคนที่พูดภาษาไทยได้ติดต่อกับคนในกองหลัง

7-7C5 (Continued)

የፍፍትና ሰቲካስ ቆፅራ ህዝቢ ሲሮ እየ ዘሰርሱ፡ እባዚ ሕዝ ቋንቋ እንግሊዝ ዝፈለጉን ክሉ፡ግዘና ዝኸለልን ሰባ እኩይን ተዘየለ ካሉ እንግርፍ ዝፈሰጉ ከዘርበዮም ይኸለል እዩ።

Türkçe (Turkish 26)

A.B.D. Nüfus Sayımı Bürosu'ndayım. Burada İngilizce konuşan ve bize yardımcı olabilecek biris- var mı? Yoksa, Türkçe konuşan biri sizle irtibata geçebilir.

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Me ne U.S. Nnipakan Asoer a woye nniipakan ne nhwehwemu adwuma na eye adwuma. Obi a aka Brofo kasa a jbetumi aboa yen wa ha seesei anaa? Se otiara nni ha saa a, yebema obi a aka Twi ne mo abrakasa.

Указатель 58

Я представляю Бюро перепису населення США. Поряд із Вами є будь-яка особа, що розмовляє англійською мовою та зможе нам допомогти? Якщо ні, можливо, до Вас звернеться наш представник, що розмовляє українською мовою.

62nd (1995) year

میں امریکی مردم شناری بیورو کے لئے کام کرتا ہوں۔ کہا ابھی یہاں کوئی ایسا شخص ہے جو انگریزی بول سکتا ہو اور ہزاری مدد کر سکتا ہو؟ اگر ہیں۔ تو کوئی شخص آپ سے رابطہ کرے گا جو اردو میں ثابت کرے گا۔

1977, 1978, 1979, 1980, 1981, 1982, 1983, 1984, 1985, 1986, 1987, 1988, 1989, 1990, 1991, 1992, 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 26

אין ארבעטס פאר דעם בערוס ביזא פון די פאראייניקטע שטאטן, איז ערשטער איצט דא אין דער היים וואס רעדט ענגליש און קען איהר העלפן אויך נישט. דעם ערשטער וואס רעדט יידיש איז אפטוי קאנאדאנישן.

Yorubá (Yoruba)

Mo nàà lli-ssè l'kànyàn lli Amèrikà sšè. Njè enikan wà nìbì yìi n'èsisinì t'ò nso Edè Gèèsi t'ò s; lè ràn wá l'owò? Bì b'ènkò, enikan lè kàn s'ò t'ò nso Edè Yorùbá.

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Figure 5

APPENDIX H

| Date of Incident | Report # | Passenger ? | Complaint Type | Customer Comment | Supervisor Response | Response to Customer | Status |
|------------------|-----------|-------------|----------------------------|---|---|--|------------|
| 7/1/2020 | 0001-1355 | Yes | Driver Discourteous | Resident at 21411 Rancherias Rd, Apple Valley, due to the bus stop being right in front of her property, pax are destroying her fence, they walk into her property, they relieve themselves by the trees. Bus stop 20191 | Jonathan McDowell [03/15/2021 10:29:18] This is actually the wrong bus listed. The correct bus is 206 and we will be viewing the video. The PAX did let us know that the bill she was using had been washed in the laundry which caused the DRVR to question its authenticity. | Shelly Cable [07/20/2020 17:56:46] Called left mess. Shelly Cable [07/23/2020 15:15:15] called left mess. Shelly Cable [07/24/2020 12:54:37] Spoke to caller and Craig and put in a call to the TOAV. Shelly Cable [07/24/2020 13:35:22] The TOAV called and will look at his schedule next week and will get back to me. called caller and let her know, she said thank you. | Non-Charge |
| 7/5/2020 | 0001-1361 | Yes | Failure to Pick-Up | ADA PAX- Jeanette Johnson states that on Sunday she booked a ride to be taken to and picked up from Stater Bros on Apple Valley and Bear valley rd. when time for her to be picked up she received a call stating driver was waiting for, but Ms. Johnson stated driver was at the wrong stater Bros. when she contacts dispatch (Candy? Candice?) was giving her a hard time and she feels that purposely driver was sent to picker up later than scheduled time. | | Shelly Cable [07/20/2020 18:15:18] Called voice mail not set up yet. Shelly Cable [07/20/2020 18:22:54] I let caller know that the ADA staff scheduler were spoken to and caller said thank you. | Chargeable |
| 7/6/2020 | 0001-1356 | Yes | Vehicle Condition | PAX states Route #54 one of the new buses AC not working | Jonathan McDowell [03/12/2021 09:18:45] Shop is looking into this issue, a hole was found in the A/C lines, was repaired and should be improving. The heater is not stuck on. | Shelly Cable [07/20/2020 18:00:14] Still waiting on update this is now valid. Shelly Cable [07/22/2020 10:27:26] per SYN 2020 was on this route Shelly Cable [07/23/2020 12:38:52] Called left mess. Shelly Cable [07/23/2020 12:44:02] no issues reported on 2020. Shelly Cable [07/24/2020 13:38:09] I let caller know that the issue has been addressed caller said thank you. | Non-Charge |
| 7/7/2020 | 0001-1357 | Yes | Driver -- Unsafe Operating | Driver of vehicle called to complain that our bus failed to stop at the stop sign at Yucca Loma and Navajo, turning South onto Navajo causing the caller to slam on her brakes and nearly crashing into the bus | Tyrunisha Brown [03/13/2021 15:58:35] Video was pulled for bus 643 at the 1600-hour Driver Jeremy Johnson I did not see speeding for the road conditions. Syncromatics says no data for rt when I look it up. | Shelly Cable [07/13/2020 15:31:02] This would have been bus 302 S. Dominick per SYN for the date per the caller. Shelly Cable [07/20/2020 18:01:05] Still waiting on an update. This is now valid. Shelly Cable [07/23/2020 14:12:02] Called no answer. Shelly Cable [07/23/2020 14:16:16] caller's phone wanted me to enter a code no answering service. Shelly Cable [07/24/2020 14:49:37] I let caller know that the driver was spoken to. I also let the caller know that per the GPS the driver did stop. caller said thank you for calling her back. | Chargeable |
| 7/10/2020 | 0001-1358 | Yes | Vehicle Condition | VM - caller wanted to complain that when she was exiting the freeway at BV Rd. the bus was blocking the intersection | Jonathan McDowell [03/11/2021 11:16:06] I have spoken to the driver and he is aware of how to operate the heating and A/C controls on the MCI buses. The driver does not believe this complaint is accurate. | Shelly Cable [07/20/2020 16:59:39] I let caller know the driver was spoken to and caller said thank you. | Non-Charge |
| 7/10/2020 | 0001-1363 | Yes | Driver Discourteous | PAX is requesting for more information on detours to be posted, at original bus stops there needs to be more information where to wait for bus when there is a detour. pax states on Friday (7/4 or 7/10) on 7th and B there was a road closure due to Edison working but there was no information on bus detour, finally they contact dispatch and were told to walk to 7th and Westlake, pax states it was long walk. PAX states she was told by driver that he was not informed or aware of detour. driver seemed frustrated and did not know what to do. | Tyrunisha Brown [03/11/2021 11:24:57] Bus 8188 Video Available After viewing video of rides performed by the operator, it was found that the operator did not approach the pax inappropriately. The operator stated that this pax expects to be picked up at the exact time requested and explained the policy to her regarding early and late pickups. | Shelly Cable [07/20/2020 19:12:54] I let caller know that when VVTA receives notices on road work that it is sent to a group for detours and temp stops, and it is posted on our website. I also let her know there are times when VVTA is not contacted and when the drivers call it in a super will go to the location and talk to the contractor. | Non-Charge |
| 7/13/2020 | 0001-1360 | Yes | Driver -- Unsafe Operating | PAX states driver on route 102 does not allow all pax to board the bus as they wait for departure time, she only allows pax that she likes. | Jonathan McDowell [03/11/2021 11:11:12] I spoke to the Supervisor and he is stating that this is not true. He takes extra precautions, especially with passengers in the car. Did the passengers in the car file a complaint regarding the Supervisor's driving? | Shelly Cable [07/20/2020 18:01:54] Still waiting on update, this is now valid. 4 days Shelly Cable [07/21/2020 14:47:41] 5 days still no update. Shelly Cable [07/23/2020 14:34:10] I let the caller know that the drivers get there a little early so that can start the bus with the air on to get the hot air out of the bus before loading the passengers. Caller then said on the 14th he forgot his hat on the bus, I ck'ed lost and found no hat was turned in. | Non-Charge |
| 7/14/2020 | 0001-1359 | Yes | Driver Discourteous | PAX states at the time of boarding route # 2 by the Food for Less she had her grocery bags on her walker and was told by driver that she would have to take her grocery bags off her walker and put them on the seats. PAX states other drivers have different rules. | Jonathan McDowell [03/11/2021 11:09:27] The video has been saved and is awaiting viewing. Jonathan McDowell [03/12/2021 09:13:55] I viewed the video with S. Cable and did view the driver pull over the bus to tell the passenger to wear her mask properly, although there were others also not wearing their masks properly. I have spoken to the driver about being fair and addressing all passengers and not singling one out over everyone else. Driver was not rude but should have addressed everyone in violation of the mask policy. | Shelly Cable [07/20/2020 17:34:55] Caller said this is the only driver that gives her a hard time every-time she is the driver. I let caller know that I will talk to the AGM and caller said thank you. | Chargeable |

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| 7/15/2020 | 0001-1362 | Yes | Dispatch -- Discourteous | Michael has contact us before regarding one of the new buses (2019) has no AC | Jonathan McDowell [02/22/2021 07:52:56] I would like to listen to the recording of this call, and I will speak to the Dispatcher. Jonathan McDowell [02/25/2021 17:04:59] I would need a phone number to be able to track down what workstation answered the call so that I can listen to the recording. Jonathan McDowell [03/02/2021 14:29:15] I attempted to listen to the recording of the phone call with Simon and Shelly and could not locate the call. I have spoken to all the ADA staff that was present when this allegedly happened and everyone confirmed that no one was rude to this passenger nor did Sarah ignore the passenger or have a conversation with anyone else. | Shelly Cable [07/17/2020 10:51:27] This bus was on route 54 on this day per the roll out log. Shelly Cable [07/20/2020 18:28:26] Waiting for update. Shelly Cable [07/21/2020 12:16:03] sorry on the 15th this bus isn't on the roll out log. It was on route on the 18th. checked with shop Nick and nothing had been noted until the other day. Shelly Cable [07/22/2020 10:01:33] Bus 635 was on the route per SYN. Shelly Cable [07/23/2020 12:39:07] Called left mess. Shelly Cable [07/23/2020 12:42:12] Per shop bus not the AC belt broke and has been fixed. Shelly Cable [07/24/2020 13:38:39] I let caller know that the issue has been addressed caller said thank you. | Non-Charge |
| 7/17/2020 | 0001-1365 | Yes | Driver Discourteous | PAX states he was waiting for route #32, bus driver did not allow him to board the bus because he had a bag of ice that was leaking. Driver left pax behind. | Jonathan McDowell [02/22/2021 07:52:12] I will speak to the driver and look at the video. Jonathan McDowell [03/02/2021 12:57:24] I couldn't find anything related to this on video. The driver doesn't recall this incident happening. | Shelly Cable [07/21/2020 14:53:09] According to SYN only to buses were on that route that day. 611/604 Shelly Cable [07/22/2020 11:17:02] Called for more info and caller phone said unable to complete this call. Shelly Cable [07/23/2020 12:11:10] Caller's phone is out of service. | Non-Charge |
| 7/17/2020 | 0001-1364 | Yes | Driver Discourteous | caller states driver on route 6 caller was trying to board and he states it's pretty obvious he is a senior, but he lost his ID, and he had his expired ID on him, and driver refuse to let him board the bus and he had to walk. caller states drivers have no compassion for seniors, and they are very disrespectful | Tyrunisha Brown [02/25/2021 09:00:15] Operator: Lillian Albritton Supervisor viewed the video and found that there was construction on Virginia Wy, however, the mentioned stop was not affected by this construction. I am not certain of the reason the operator chose to not let this passenger off at the requested stop. Operator is off today and will be spoken to. I will attach incident reports once received. Thank you | Shelly Cable [07/21/2020 11:48:32] no call back no# | Non-Charge |
| 7/20/2020 | 0001-1366 | Yes | Driver -- Unsafe Operating | pax has contact VVTA several times regarding route 54, stating that this bus has no AC | Jonathan McDowell [02/17/2021 10:42:01] I am investigating this issue. Jonathan McDowell [02/25/2021 17:07:40] The license plate listed is for relief car 922. There is not sufficient data on who was driving the car to be able to talk to the operator. I am implementing a new relief vehicle key check out system that will help in the future to keep track of who is driving at a specific time. | Shelly Cable [07/23/2020 12:39:19] Called left mess. Shelly Cable [07/23/2020 12:40:31] Per shop Nick this bus was fixed on 7-21-20m Shelly Cable [07/23/2020 12:52:19] no call back no #. found a phone no# and left mess. per shop this bus was checked. Shelly Cable [07/24/2020 13:39:39] I let caller know per shop this was checked and no issue was found with the AC caller said ok thank you, | Non-Charge |
| 7/23/2020 | 0001-1368 | Yes | Miscellaneous | Bus stop at Choicenna and Yucca, there is no sign and some of the new drivers are not making a stop at this location | Jonathan McDowell [02/17/2021 10:41:32] VVTA Issue | Shelly Cable [07/27/2020 07:59:12] A new A-Frame has been placed again due to the other one missing. replaced on 7-24-20. | Non-Charge |
| 7/23/2020 | 0001-1367 | Yes | Bus Stop Issues | PAX states route # 40 is not standing down at time point (Dale Evans and Thunderbird) and this makes driver arrive early to Rimrock and Serrano stop, yesterday he was there at 2:19 per schedule driver should be at Dale Evans and Thunder bird at 2:19. | Tyrunisha Brown [02/17/2021 12:30:05] We have been monitoring this area and found that the operators are not pulling into the parking lot on Williams. They are servicing the designated bus stop. | Shelly Cable [07/27/2020 15:46:04] Called 2 time and was hung up on. Shelly Cable [07/28/2020 06:59:29] Spoke to caller last night and let him know that this was investigated, and the driver was spoken to and we will continue to monitor this route and the issue is being addressed. | Chargeable |
| 7/24/2020 | 0001-1375 | Yes | Passenger to Passenger | Hi, the 15 bus was over 20 minutes late. It is now 3:38 & we are just now getting on the freeway. The bus is VERY CROWDED. A COUPLE FOLKS NOT WEARING MASK AT ALL. NO SOCIAL DISTANCE ON THIS BUS AND I AM VERY CONCERNED FOR MY OWN WELL BEING | Jonathan McDowell [02/12/2021 13:11:37] These situations are addressed with all employees at the safety meetings and will be addressed at the next safety meeting with techniques on dealing with these issues. | Shelly Cable [08/13/2020 16:06:54] Emailed On this day the driver did call the dispatcher and inform they that there was a lot of traffic. The driver was spoken to about the passenger load. Driver did confirm that the bus was half full. | Non-Charge |
| 7/24/2020 | 0001-1373 | Yes | Passenger to Passenger | PAX states rt 64 by the Target stop did not allowed pax to board, pax knocked on the door for driver to open and driver did gesture and left did not open doors. | Jonathan McDowell [02/12/2021 13:10:00] The video has been pulled and put into Drop box. PAX Theresa was using racist language and terms when addressing the other passengers. | Shelly Cable [08/11/2020 11:11:33] left mess. Shelly Cable [08/13/2020 15:49:30] left mess. Shelly Cable [08/14/2020 15:51:48] Wrong info was put into this complaint the correct info is now in the complaint route 64. Shelly Cable [08/17/2020 08:14:35] Email was sent to Michael Jonathan Christine and Simon on 8-14-20 Complaint no# 1373 had incorrect info logged, it is now fixed, can you please have this complaint investigated again. Shelly Cable [08/17/2020 08:17:44] Email was sent to Michael Jonathan Christine and Simon regarding the new and correct info was logged and is now correct. I did ask for this to be revisited. Shelly Cable [08/18/2020 14:15:03] Waiting for updated info. Shelly Cable [08/21/2020 15:46:23] Was the driver spoken to! Shelly Cable [09/02/2020 09:57:08] Left mess. Driver has a 30 lunch currently and location per Jonathan.Shelly Cable [09/03/2020 12:18:45] left mess. | Non-Charge |
| 7/28/2020 | 0001-1369 | Yes | Failure to Pick-Up | PAX states there is gentleman that boards route #51 @m 7th & Lorene and does not wear his mask properly and driver is not enforcing it | Jonathan McDowell [02/12/2021 13:08:46] I need the PAX name to investigate the deviation please. Jonathan McDowell [02/18/2021 09:11:33] I will be speaking to fixed route supervisor Michael and will update tomorrow. Jonathan McDowell [03/02/2021 12:54:29] I could not find out any inform action regarding what took place with this passenger's deviation. I do know the employee's name would not be correct that is listed here. Tanika Johnson is an ADA driver, she would not have scheduled the deviation. | Shelly Cable [08/11/2020 11:06:52] Caller's phone is out of service. | Non-Charge |
| 7/29/2020 | 0001-1372 | Yes | Fare Box Issues | Caller states bus driver on bus 622 traveling east on Hwy 18 was not wearing his mask properly, he had his mask on, not covering his nose. Driver white male | Jonathan McDowell [02/12/2021 13:07:26] We are looking into this issue; it would help to know if this an MCI bus and what bus number? Jonathan McDowell [02/22/2021 15:14:02] I am not sure what readers the caller is referring to, but all ridership is recorded manually by the drivers on their paperwork. | Shelly Cable [08/11/2020 11:10:16] no call back no#. | Chargeable |
| 7/30/2020 | 0001-1374 | Yes | Miscellaneous | message came in through info: Why is Bus 50 want to leave 10 mins later? Because I keep missing my other bus. I can't keep being late to work because of you guys. They already told me that I'm close to losing my job if I keep being late to work. I already have a lawyer lined up to put you guys on the spot if you keep doing this. I live in Hesperia and I work in Apple Valley. | Tyrunisha Brown [02/04/2021 14:55:51] Compliment extended to the operator. Thank you | Shelly Cable [08/13/2020 15:56:09] Email sent: We do apologize for the inconvenience, the issue with that route has been addressed. The driver was spoken to and if you have any more problems be sure to let us know. Thank you and have a nice day. | Chargeable |

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| 8/3/2020 | 0001-1377 | Yes | Driver -- Unsafe Operating | <p>Caller is requesting if bus stop in Spring Valley Lake can be moved, she states due to bus stop being right in front of her business there are always people hanging out there and there was an incident where a pax waiting for the bus started hitting the window to her building, because they wouldn't let her come in and use the restroom.</p> <p>address to the business 12170 Spring Valley Parkway, Victorville CA.</p> | Jonathan McDowell [02/03/2021 12:41:17] Supervisor Irwin Johnson was travelling Eastbound on Powhatan Rd and there was an older model pickup truck that was following him rather closely. On Powhatan Rd. there is a significant dip at the cross-street Pawnee Rd. by the little league fields. All of our vehicles slow down to approx. 5-7 MPH when going over this dip. When Irwin slowed down, so he didn't hit the dip too fast, the truck nearly hit him. When this happened, the driver of the truck activated what sounded like a police car siren. Irwin pulled over thinking there may have been an emergency vehicle approaching from behind the truck and the truck pulled over with him. The driver of the truck jumped out of his truck, went up to the window of the supervisor car screaming "who the f*ck do you think you are" and "what is your f*cking name" 6 times while leaning in towards Irwin. Irwin politely told him his first name and gave him the work phone number like the driver was asking for. Irwin also asked him to please not get in his face screaming like that due to COVID and just for the fact that the supervisor felt threatened at this point. Irwin then pulled away headed to the AVPO and the male in the truck then followed him there and continued yelling and screaming at Irwin. The drivers at the AVPO also witnessed the portion of this that happened at the AVPO. | Shelly Cable [08/11/2020 11:20:51] I let caller know that it has been moved. caller said thank you so much. | Non-Charge |
| 8/4/2020 | 0001-1376 | Yes | Driver -- Unsafe Operating | PAX states driver on route #23 bus #636 > Lucerne Valley @ 9:50am not wearing a mask, coughing and chewing gum. PAX described driver female Hispanic. | Tyrinisha Brown [02/05/2021 11:00:19] Operator Myra Jones Bus 640 After viewing the video I found that the passenger got on board and just as the passenger grabbed the handrail and began to sit, the operator moved the bus. Operator was spoken to and she will make sure passengers are completely seated before moving her vehicle. | Shelly Cable [08/11/2020 11:15:04] left mess. Shelly Cable [08/12/2020 15:41:03] I let caller know that Operation is sending mess. to all the driver's callers said thank you. | Non-Charge |
| 8/4/2020 | 0001-1379 | Yes | Driver -- Unsafe Operating | Callers' states bus traveling north on Mariposa, ran red light on 7th and Mariposa intersection bus # 624 @ 11:50-11:55am. | Jonathan McDowell [02/17/2021 10:43:29] Brokerage issue | Shelly Cable [08/11/2020 12:09:56] called and hung up on before he answered. Shelly Cable [08/11/2020 13:02:43] Caller called back, and I let him know that the driver was spoken to and caller said thank you for calling him back. | Chargeable |
| 8/4/2020 | 0001-1378 | Yes | Failure to Pick-Up | <p>Name: Charles Groves Phone Number: (760) 442-7990 Passenger's Address: 16402 Ash St. Hesperia, CA 92345</p> <p>Date of Incident: August 4, 2020</p> <p>Time: (2 Incidents) 1st @ b/w. 8:30 am - 9 am & 2nd @ approx. 10:15 am</p> <p>Complaint: Caller states every day buses coming from C Ave. heading westbound on Ash St. are driving over the speed limit. Caller has expressed his concerns for the safety of the neighborhood children, seeing as there is a child day care in the area.</p> | Jonathan McDowell [02/01/2021 10:20:26] I will view the video to determine what happened. | Shelly Cable [08/11/2020 12:04:48] left mess. Shelly Cable [08/12/2020 15:39:22] I let caller know that operations to talking to the drivers. caller said thank you for calling him back. per SYN the drivers are going up to 32 mph. | Chargeable |
| 8/10/2020 | 0001-1381 | Yes | Miscellaneous | caller states that of his tenants was expose to bed bugs in one of our buses #32 > 7th & Lorene. He is just informing us of the issue. | Jonathan McDowell [02/01/2021 12:38:12] We can't control where our passengers go when they are not on our vehicles, but we can ask the passengers to please respect other's property. | Shelly Cable [08/13/2020 16:33:52] I let the caller know the buses get cleaned every night along with buses getting detailed. I also let caller know that the driver also has disinfectant and clean the bus at their layovers. Caller said thank you. | Non-Charge |
| 8/10/2020 | 0001-1380 | Yes | Vehicle Condition | PAX states on Monday night route 15 San Bernardino > Victorville arriving @ around 8:00pm. Drivers were arguing about who would take them to Barstow. pax were told to get off the bus that a sup. would come in a van to take them to Barstow, there was a pax in a scooter when sup arrived, he was in a small unable to take them to Barstow, again leaving them stranded at time is late pax has to order an uber for all 3 pax. pax requesting refund the uber cost and the bus fare | Jonathan McDowell [02/17/2021 10:42:31] Maintenance Manager is handling this issue. | Shelly Cable [08/18/2020 14:14:18] Waiting for more info seeing that some pax's were transported and others were not! Shelly Cable [09/02/2020 08:48:27] This was a Monday caller didn't look at the sch. right, per the VVTA sch the last bus to Barstow is at (4:44)16:44 due to running Saturday service. I let caller know that due to covid VVTA has been running Saturday service and the last bus going to Barstow would have been 4:44 and the time they would have arrived if on-time there still wouldn't have been a bus to Barstow. Caller was having phone issues and the call was ended. | Non-Charge |
| 9/2/2020 | 0001-1397 | Yes | Pandemic Concerns | <p>Caller states VVTA Van parked on Virginia Way in front of Food 4 Less in Barstow just threw a banana peel out her window.</p> <p>Van # 10095 (S) @ 2:35pm AAF driver</p> | Jonathan McDowell [12/30/2020 06:43:04] Bus 817, DRVR Harry Kunath—I spoke to the DRVR and the Screener and both confirmed there were no symptoms when DRVR reported to work. DRVR did say there was a PAX with a strong perfume/cologne that caused him to cough and sneeze but not due to being sick. | Shelly Cable [09/14/2020 14:10:53] no call back no#. | Chargeable |
| 9/11/2020 | 0001-1399 | Yes | Driver -- Unsafe Operating | caller claims that drivers going up and down to Wrightwood should pull over on the turn out when there are more than six cars behind them, by law they should pull over he states this is the third time that he has called regarding this issue. | Jonathan McDowell [12/24/2020 08:33:43] Bus 625, DRVR Hector Huizar—I am pulling video and will update when viewed. Jonathan McDowell [01/26/2021 11:31:24] I viewed video and the DRVR did not run the red light. The light was green when he proceeded through the intersection. | Shelly Cable [09/14/2020 14:10:16] left mess. Shelly Cable [09/15/2020 10:26:22] Caller's phone is not available | Non-Charge |
| 9/15/2020 | 0001-1400 | Yes | Route Design | ADA pax- concerned about the long period of time she has to spend on the bus, 1 1/2 - hours on a bus ride is too long specially for pax on wheelchairs. | Jonathan McDowell [12/24/2020 08:34:06] Unmet Needs | Shelly Cable [09/25/2020 12:55:44] I tried to explain the way the system works Caller fills we should be more like LA and wants to come to the board meeting to address this. Callers fill we should be able to drop off with in 15 min due to the clients needing to go to doctors etc. | Non-Charge |
| 9/15/2020 | 0001-1401 | Yes | Driver -- Unsafe Operating | pax states they are getting sick PAX states that there is AA heavy set, older pax that boards route # 2 at the Barstow library and he does not wear his mask properly, driver is aware of pax drinking on the bus and not wearing mask properly and does not enforce the rules. | Jonathan McDowell [12/24/2020 08:38:19] Bus 2021 was only on the route 21P for the last trip of the night that started that at the 6PM hour. This bus was not on the 21W. Bus 637 was on the 21W on this date all day and that is a completely different style bus. Can you check and see if the date is correct so I can investigate further? | Shelly Cable [09/23/2020 08:28:57] no call back no#. | Non-Charge |
| 9/17/2020 | 0001-1404 | Yes | Vehicle Condition | pax states he was waiting for rt # 21P at Bear valley and Jade > Phelan and bus driver did not stop, he waived down the driver and was left stranded. | Jonathan McDowell [12/24/2020 09:07:54] I spoke to the DRVR Cherita Denton and she informed me that a PAX with poor hygiene and dirty clothes had boarded the bus and caused the bus to smell like urine. There was no urine on the floor or any of the seats just a bad odor. | Shelly Cable [09/21/2020 08:24:22] Pull the camera please. Shelly Cable [10/14/2020 10:07:59] Called no answer. Shelly Cable [10/14/2020 10:19:18] 2nd request was due to video not saved! Shelly Cable [10/20/2020 12:13:55] called no answer. | Non-Charge |

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| 9/17/2020 | 0001-1403 | Yes | Driver Discourteous | NTC pax states that there is pax that boards the 5:15 am on D street every morning and he does not wear a mask. pax approached the driver with this issue and it seems driver was unaware of situation. pax states today pax sat all the way in the back near her pax described pax in question as an AA male. She also states that there is clear sign on the door NO MASK, NO RIDE and this pax is not following the rules. | Jonathan McDowell [12/24/2020 08:57:45] This complaint states Route 55 with a location of Jess Ranch?? The 55 does not go anywhere near Jess Ranch. Is this information correct? The Route 55 was at 7th/Lorene at 15:00. | Shelly Cable [09/23/2020 08:31:36] No call back noff. Driver have been spoken to. | Non-Charge |
| 9/17/2020 | 0001-1402 | Yes | Failure to Pick-Up | Callers' states VVTA vehicle traveling on Nisqually road ran the red light at Nisqually and Hesperia rd.>traveling 65 mph left turn on green tree no signal. caller states male driver. unable to provide with lic. plate | Jonathan McDowell [12/24/2020 09:04:53] I will view the video to see what happened. The Driver does not remember passing anyone up. | Shelly Cable [09/25/2020 13:14:13] no call back noff no car noff | Non-Charge |
| 9/21/2020 | 0001-1405 | Yes | Customer Service | Pax called requested a refund due to misinformation from driver of Route 31. Pax is new to the area, boarded Rt 31 needing to get to route 52. Rt 31 was 25 minutes late, causing pax to miss her connection to the 52. | Jonathan McDowell [12/24/2020 09:02:57] Brokerage Passenger. | | Non-Charge |
| 9/21/2020 | 0001-1410 | Yes | Driver -- Unsafe Operating | Callers states he called dispatch requesting information on route #15 and was given wrong information, causing him to arrive late to his destination. | | Shelly Cable [10/07/2020 10:19:38] I let caller know that dispatcher has been informed of where to get the correct info. caller did ask a free pass and I did let him know that due to it being posted on the website and VVTA sch. we don't give passes, caller said ok. | Chargeable |
| 9/23/2020 | 0001-1406 | Yes | Driver Discourteous | pax arriving at San Bernardino Transit center @ 8:13am states bus has left early, Departure time should be 8:18am | Jonathan McDowell [12/24/2020 09:00:22] The DRVR is Theresa McAvinue, and this passenger has been giving her problems. I spoke to this DRVR and she stated that this passenger cusses her out and threatens her on multiple occasions. I will look at video to see their interactions. Jonathan McDowell [12/24/2020 09:01:08] Is there at specific date that this passenger claims she was harassed? Jonathan McDowell [01/05/2021 13:32:25] Video was pulled for a known incident and the passenger was very aggressive and disrespectful to the DRVR. | Shelly Cable [10/06/2020 07:21:37] No call back noff. This did happen. | Chargeable |
| 9/23/2020 | 0001-1407 | Yes | Driver -- Unsafe Operating | PAX states route 50 at HPO should be departing at 16:05 and because the driver was too busy talking to another driver bus departed at 16:45 making pax late for his connection at the VVC (route 43) he will be late to work and have to wait for another hour for next bus. AAF driver. | Jonathan McDowell [11/30/2020 11:39:52] There was nothing reported to me in regard to anything like this. I am investigating further. Jonathan McDowell [12/01/2020 12:16:49] I investigated further and found the following information. Bus 625, Route 55, Driver Kim Kidd---Driver was making a right turn onto St. Andrews from Molino and the bus made contact with the front/driver side of a car parked along the curb. Driver did not hear nor did the driver know she had hit the car due to the darkness of the street. This information has been sent to Sue Crane to handle the claim. | Shelly Cable [10/06/2020 07:23:36] Due to no update from the correct driver this is now valid. Shelly Cable [10/08/2020 11:25:03] Caller said nobody by that name uses this phone. | Chargeable |
| 9/24/2020 | 0001-1409 | Yes | Service -- Time (Slow) | pax states she was at bus stop on Bear Valley in front of Food 4 Less waiting for route #53 @10 am > VVM and she states when driver notice it was her, she dedded not to stop. pax continues to imply that driver does not like her, and she left her behind purposely. | Jonathan McDowell [11/30/2020 14:11:14] Bus 818, Driver Janet Holiday---Driver stopped at Circle K in San Bernardino for a 10-100 and was there for 11 minutes, not 25 minutes. We are preparing to do a new route bid and we will see about having this driver move to a different route to avoid these issues. | | Under Investigation |
| 9/25/2020 | 0001-1411 | Yes | Miscellaneous | Callers states driver was aware of pax approaching bus to board and driver departed. driver stopped ahead due to incoming traffic into a driveway, and he open the doors and pax boarded bus driver told pax you are 3 minutes late. pax states this is a time point and drivers should wait for departure schedule time. | Jonathan McDowell [11/30/2020 11:42:22] Unfortunately, we are not responsible for damage caused by rocks or other debris on the roadway. | Shelly Cable [10/06/2020 07:09:05] This is now valid due to no update with the correct driver. Shelly Cable [10/08/2020 11:23:21] left mess. still no update from driver. Shelly Cable [10/14/2020 10:05:54] left mess. | Chargeable |
| 9/25/2020 | 0001-1408 | Yes | Bus Stop Issues | ADA pax- Janette Johnson states driver Sharon was not wearing a mask when arrived to pick her up [10:15-10:35] she also mentions driver boarded her on to the lift without her wheelchair powered off, and when she dropped her off, she does not strap her when lowering the lift | Jonathan McDowell [11/30/2020 11:42:40] Refer to VVTA. | Shelly Cable [09/28/2020 11:41:55] Pull the camera Please. Shelly Cable [10/07/2020 10:24:57] I spoke to Diana and Chris hasn't contacted her sense viewing the camera and this driver no longer works for the company. Shelly Cable [10/08/2020 10:59:46] I let caller know this driver no longer works for the company, caller said thank you for calling her back. | Chargeable |
| 9/29/2020 | 0001-1413 | Yes | Driver Discourteous | ADA pax Phillipa Taylor would like to thank the ADA drivers for being so kind and caring she states that recently she had surgery and drivers have been more than helpful in assisting her. she does not have the drivers name, but she would like to thank all of them | Tyrunisha Brown [11/25/2020 09:59:13] This passenger contacted Barstow dispatch and asked for a supervisor. Jason Baumann was dispatched and states that when he arrived the operator and PAX were arguing back and forth. The PAX claimed that the operator made him, and other PAX wait outside while he finished a cigarette. PAX stated that he is disabled, and it was cold outside. The operator refused to transport this PAX so in efforts to diffuse the situation, supervisor Jason instructed the driver to pull from city hall and the PAX was transported to 8 7th and Lorene. Incident referred to Jon McDowell for further investigation. | Shelly Cable [10/06/2020 06:31:46] Thank you drivers' route 104 and 124 for caring about our passengers. | Non-Charge |
| 9/29/2020 | 0001-1412 | Yes | Miscellaneous | pax boarding route #1 at Walmart with a walker states driver does not allow him to seat in the front and is requesting for pax to go seat on the back. pax states he is unable to do so due to him having his walker. he does not understand why he can use the front seat offer to disable pax | Jonathan McDowell [11/30/2020 11:43:31] Can you please forward this passenger's information to Sue Crane? | Shelly Cable [10/07/2020 09:51:55] Left message. Shelly Cable [10/08/2020 11:04:52] Left message. | Chargeable |
| 9/30/2020 | 0001-1415 | Yes | Driver -- Unsafe Operating | So, the first 15 BV Link on 9-30-2020 is 45 minutes late leaving 7th and Lorene and NO SUPERVISOR BOTHERED TO COME OUT AND EXPLAIN THE | Jonathan McDowell [11/30/2020 13:59:33] I am working on a solution to this problem. All drivers have been told about the speed limit in this area. There is no speed limit sign in the area therefore the speed limit is 25 MPH. | Shelly Cable [10/07/2020 10:10:40] Brian Email sent: VVTA does apologize for the inconvenience. This operator departed late from the yard due to bus issues, the Supervisor did call dispatch to inform them that she was leaving late in case passengers called, the operator pulled | Chargeable |

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| | | | | PROBLEM. There are 10 people still here waiting. Unacceptable | | late due to a bus issue in the yard and then it had more issues after it departed the yard and shop had to assist. | |
| 9/30/2020 | 0001-1414 | Yes | Driver Discourteous | Caller states that driver was relieving himself across from temporary bus stop on Bear Valley and Spring Valley Pwy. caller states driver was up against the fence with both hands relieving himself. She also states that there is a paper trash can that was provided by VVTA and drivers empty their trash there and is always overflowing and trash everywhere. | Jonathan McDowell [11/30/2020 13:58:25] The route 68 does not travel to Peach & Main. Did this happen on the route 66? I am investigating. | Shelly Cable [10/06/2020 06:43:58] nothing answered regarding the driver relieving himself, this is now valid. Shelly Cable [10/13/2020 09:43:19] Left mess. Shelly Cable [10/13/2020 13:30:57] I let caller know that all the male drivers were spoken to and caller said thank you. Caller did say that the temp trashcan is missing now all the trash is blowing into Spring Valley lake. | Non-Charge |
| 10/1/2020 | 0001-1417 | Yes | Miscellaneous | PAX called regarding route #15 bus breaking down again, it happens 2 days in row Wednesday & Thursday making her late for work. | Jonathan McDowell [11/16/2020 12:12:51] This would be the route 21W, not the 2. On Highway 2, the driver determines what is safe for the bus and the passengers because the driver is responsible for the bus and the passengers. I will remind the drivers that if it is safe to do so, they should pull over and let the traffic go around the bus if there is a safe location to pull over. | Shelly Cable [10/13/2020 09:45:52] This is now valid due to no answer from Keolis Shelly Cable [10/14/2020 12:59:49] left mess. Shelly Cable [10/20/2020 13:23:46] Called left mess. | Non-Charge |
| 10/1/2020 | 0001-1416 | Yes | Vehicle Condition | caller states bus driver pulled out of Bear Valley stop > collage without signal pushing caller to merge onto oncoming traffic | Jonathan McDowell [11/30/2020 11:45:02] The bus was cleaned on 11/11/2020, the same day the fecal matter was first reported. If the seat was soiled again the next day, it was a fresh mess. | Shelly Cable [10/13/2020 09:45:33] This is now valid due to no answer from Keolis Shelly Cable [10/26/2020 11:01:01] no call back noif. | Chargeable |
| 10/6/2020 | 0001-1420 | Yes | Service -- Time (Fast) | ADA pax- Denette McLaurin on 10/6 she had a pick up app at 130 drivers showed up at 2:45, she had a returned pick-up app at 3:15 she had to cancelled due to how late she got picked up. Driver picked her up until 5:40, she is very unhappy with the service. | Jonathan McDowell [11/16/2020 11:59:09] On this date, 11/11/2020, the route 52 is due to leave at 12:40PM and left on time at 12:40PM. The next route 52 was due to leave the VV Mall at 1:10PM and departed at 1:14PM, 4 minutes later than scheduled. The route 52 did not leave the VV Mall at 12:59PM as reported. Simon Herrera [11/16/2020 12:17:11] I also looked into this complaint; I attached our Syncromatics OTP log for this date and location. This complaint is not valid. SAH | Shelly Cable [10/15/2020 13:22:24] I let caller know that the wrong pax's was transferred and that it is being dealt with caller said thank you | Chargeable |
| 10/6/2020 | 0001-1418 | Yes | Service -- Time (Slow) | Pax called in to complain that the driver was extremely rude, removing her mask, and refusing to sell a day pass. | Jonathan McDowell [11/16/2020 12:10:38] The passenger had a 16:00 pickup and talked to a reservationist at 16:13, the reservationist let the passenger know that the bus was running late, and the passenger cancelled the ride at 16:15. The bus would not have arrived at 17:30 nor was she told that was the case. | Shelly Cable [10/13/2020 11:29:20] This is now valid due to no answer from Keolis. Shelly Cable [10/14/2020 12:09:21] left message, per the camera driver was rude. Shelly Cable [10/15/2020 12:19:18] Caller's phone is out of service. | Chargeable |
| 10/9/2020 | 0001-1419 | Yes | Bus Stop Issues | pax states she was waiting for bus on Danbury before Peach stop > I Ave. driver stop and started to argue with pax telling pax that that was not a bus stop. pax states she has been using this bus stop for over a year and that other drivers so stop here. pax states driver was rude and argumentative. pax did not board thus bus/ | Jonathan McDowell [11/16/2020 11:27:42] Unfortunately, we do not have any control over the passengers when they are not aboard our vehicles. This temporary bus stop location has already been moved numerous times to try to accommodate the public's concerns. | | Non-Charge |
| 10/12/2020 | 0001-1424 | Yes | Bus Stop Issues | Caller states she received a call from one of our pax on route #68 at about 15:00 on 10/12/2020 stating that one of our drivers had several negligence behaviors towards one of our disable pax. Driver failed to assist pax with releasing his wheelchair and launching lift for pax to disembark the bus. Caller states pax contacted her and she would like to file a complaint. | Jonathan McDowell [11/16/2020 11:26:03] The El Mirage and Muskrat location is the end of the line for the Route 32. The buses wait there until the proper time to pull and yes, the vehicles stay running. This location has been this way for years. | Shelly Cable [10/26/2020 11:04:25] A meeting to set up talk about this complaint. | Chargeable |
| 10/13/2020 | 0001-1426 | Yes | Service -- Time (Slow) | Pax states when he boarded route #50, she notices most of the pax were not wearing mask properly, when Kiel took a seat he proceeded to lower his mask and as soon as he did, driver told him to wear mask properly, he feels driver has an issue with him, when boarding bus, he was also giving pax trouble with his bus pass. | Jonathan McDowell [11/16/2020 09:26:42] Bus #15, Driver Susan Tracy--Bus arrived 5 minutes behind schedule at Ft. Irwin. Driver is doing her job by making sure passengers are given a chance to board the bus in Victorville at the Park N Ride. | Shelly Cable [10/27/2020 07:51:42] Due to no follow up this is now valid. Shelly Cable [10/29/2020 10:31:54] I let caller know the driver was spoken to caller said thank you. | Non-Charge |
| 10/14/2020 | 0001-1425 | Yes | Driver Discourteous | I would like to know. Are there any plans to improve the connections between the 22 and 28 in Helendale? I have taken the 22 and 28 to connect to each other. I often do this, because the 15 is often running late. And I often travel between Victorville and Barstow. But the connections aren't always good. Because the 28 does not operate often enough. And I think if there were better improvements between these two lines. It might get a few more people to ride. And that's if and when the Covid-19 has gotten better, of course. | Jonathan McDowell [11/16/2020 09:02:46] Driver is Nicole Dimperio. She is an ADA driver helping out fixed route. I will find out what happened. | Shelly Cable [10/20/2020 12:10:32] Emailed sent on 10-20-20 Jerry did Speak to the Route Planner and per the planner the route 22 and 28 doesn't have any upcoming changes. | Non-Charge |
| 10/15/2020 | 0001-1423 | Yes | Service -- Time (Slow) | today I was behind bus 52 traveling south Amargosa and bus driver stopped, and we are waiting thinking it was a pickup/drop off only for the driver to get out and run to Jack and the box to get food. I think if he was going to get off and go in some place, he should have pulled in the parking lot instead of leaving the bus with emergency lights on in a very busy | Jonathan McDowell [11/16/2020 08:59:44] Driver is Janet Holliday. The driver was delayed by morning traffic in the Cajon Pass. The driver did stop at Circle K for 9 minutes due to a bathroom emergency, not 30 minutes. I will speak to the driver about doing her best to stay on time. | Shelly Cable [10/26/2020 11:30:24] E-Mail sent Mrs. Flores This location is a bus stop. The driver was spoken to and video was viewed, Per the time you gave us and the GPS on the bus it did show the driver did stop at this location for 1 min. | Non-Charge |

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| | | | | street. I believe it was between 11:30am-12pm on 10/15/20. | | | |
| 10/15/2020 | 0001-1422 | Yes | Driver Discourteous | Spring Valley Lake Resident Ronda Barton states that temporary bus stop at Spring Valley Prk Wy is creating too much traffic and trash cans are overflowing and there is trash every | Cristina Navarro [11/08/2020 06:28:33] I will have operator Theresa Smith do F76 Incident report and I will pull the camera to 604 Cristina Navarro [11/09/2020 09:40:22] I spoke to operator and viewed the camera per operator the passenger deposit 75 cents without proper identification and only showed the operator a VVTA business card operator informed her that she has to pay full fare also claims that the passenger cursed the operator and walked away, the video that I saw only shows a African American female trying to pay with a expired pass when the operator informed her that it was expired passenger paid her fare no profanity or argument, operator was seen using her phone when the bus was not in motion. | Shelly Cable [10/26/2020 12:15:20] left mess. Shelly Cable [10/27/2020 12:47:53] Caller's main concern is the buses blocking the lane and the trash and is not happy due to paying a lot of money to live there. Shelly Cable [10/28/2020 12:57:13] I let caller know that the bus is moving onto Huerta and off of SVPK way caller said thank you so much. | Non-Charge |
| 10/15/2020 | 0001-1421 | Yes | Pandemic Concerns | pax states female Hispanic driver at the target stop, would not allow pax to board bus, she kept the door close. She missed the Oak Hills loop, and she left a pax behind. when pax got off the at the San Joaquin College stop, driver told pax in a rude manner next time that you get off here I'm going to charge you county fare. pax states her mon has a county pass and she has her collage ID, driver is not paying attention. | Cristina Navarro [11/09/2020 09:33:49] Per dispatch there was not a break down at that time | Shelly Cable [10/26/2020 11:34:46] no call back no#. | Chargeable |
| 10/18/2020 | 0001-1427 | Yes | Passenger to Passenger | PAX states he was waiting for route #53 at Bear Valley and 11th bus did not show up, he contacted dispatch and they told him that bus had already been there. pax states he was at stop from 5:25pm-6:20pm and bus did not come by. dispatch was not willing to help, pax had to walk home | Cristina Navarro [11/03/2020 11:56:01] I will pull the camera Cristina Navarro [11/03/2020 12:20:02] I will have operator do incident report and I will view the camera Cristina Navarro [11/04/2020 07:59:33] I viewed the camera for the date mentioned above and I did see a male passenger boarding the bus with a mask after he greeted the operator he continued to walk to the walkway to find a seat and he removed his mask a female passenger witnesses that and I informed Susan Tracy to please speak to the passenger privately and remind the passenger that the mask must stay on at all times while riding the bus Susan Tracy acknowledge that I will get an update when I see Susan Tracy. Cristina Navarro [11/09/2020 09:33:07] I spoke to Susan Tracy's operator passenger that was mentioned above has not been riding the bus but when she does, she will communicate it to him. | Shelly Cable [10/27/2020 07:52:13] Due to no follow up this is now valid. Shelly Cable [10/29/2020 10:23:34] The driver did pass this location at 5:56 PM a few min late. Left mess. Shelly Cable [11/23/2020 15:49:04] Caller said at the time he got to the stop he had missed the bus, but he had been on the bus sense and now knows the times to be at the stop. | Chargeable |
| 10/19/2020 | 0001-1428 | Yes | Vehicle Condition | PAX called stating that she boarded the bus on Thunderbird and Central (route 40 bus #2018) driver was not wearing her mask properly and allow passengers to board the bus without a mask. pax is concern, she also states that people were not practicing social distancing. | Cristina Navarro [11/03/2020 04:24:13] I will have John Poulos do IR Cristina Navarro [11/03/2020 06:56:44] Operator John Poulos did break down on the 15 Southbound at around 9:30 am and operator did explain to all passengers that a mechanic and or a bus exchange was in route operator also claims that a male Hispanic asked operator John Poulos for a water bottle operator did not have a water bottle to offer him. that's when another passenger offered the Hispanic male a water bottles the same passenger argued with John regarding missing his connection in San Bernardino after operator received his bus exchange at approximately an hour later. Operator claims that he did not see anyone drinking beer on the bus and that he periodically monitors the bus in and out I will pull the camera to verify that bus # 818. Cristina Navarro [11/04/2020 08:02:17] After viewing the camera I did see a male passenger buying drinks on the bus it did look like a beer can I informed John Poulos to please do IR he agreed but states that he did not see the passenger drinking beer operator was seen walking back and forth in and out of the bus when it was waiting for a bus exchange. | Shelly Cable [10/27/2020 07:52:23] Due to no follow up this is now valid. Shelly Cable [12/11/2020 12:14:38] I let caller know that this driver was spoken to and all drivers have been spoken to about the no mask no ride. Caller said thank you. | Chargeable |
| 10/20/2020 | 0001-1434 | Yes | Driver -- Unsafe Operating | callers state she is traveling on central (cross street) Ottawa and 2 buses are at bus stop when one of the buses pulled away from bus stop, driver went into caller's lane causing her to gear off the road, and also damaged her tire and rim. | Cristina Navarro [11/03/2020 07:00:23] Per Sychromatics the operator was Irwin Johnson I will have him do IR Cristina Navarro [11/04/2020 08:03:50] Per Supervisor Irwin Johnson It was not him I will question operator Symone Wiley when I see her Cristina Navarro [11/09/2020 09:30:14] Operator Symone Wiley no longer employed here | Shelly Cable [10/26/2020 10:57:42] This was ether the route 23 or the rt 43. The 23 drivers were Regina Harding. Shelly Cable [10/26/2020 11:03:17] The 43 drivers were Ruben Solorio. Pull the cameras please. Shelly Cable [12/11/2020 10:57:49] left mess | Non-Charge |
| 10/21/2020 | 0001-1430 | Yes | Failure to Pick-Up | PAX called stating route 15 at Fontana arrived late, upon arriving late driver still gets off the bus to smoke. PAX arrived late to 7th & Lorene missing an earlier connection with route 31. | | Shelly Cable [10/27/2020 07:52:50] Due to no follow up this is now valid. Shelly Cable [12/07/2020 12:35:03] Caller said he hadn't been on the bus due to having surgery. | Chargeable |

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| 10/22/2020 | 0001-1431 | Yes | Dispatch | Fort Irwin pax called to complain that a person named Nate gets on the bus to Fort Irwin every day without a mask on. Driver has told him to put one on and he complies but removes it again right away. | Cristina Navarro [11/03/2020 08:29:51] Per Diana Baca's passenger Ronnie Moore calls 90 Percent of the time but calls less than 30 minutes which is consider a no show, also Diana Baca claims that when we do arrive to pick him up the passenger gets picked up by a personal vehicle and does not call dispatch to cancel his rides passenger is allowed to take fixes rt if needed | Shelly Cable [10/27/2020 08:12:36] Due to no follow up this is now valid. Shelly Cable [12/07/2020 12:37:28] I informed caller that the driver has been spoken to as well as the Operation Director talking to this passenger. | Chargeable |
| 10/23/2020 | 0001-1433 | Yes | Driver -- Unsafe Operating | NTC Pax- Helen Simmons boards at VVTA @ 5:15am > Fort Irwin states there is an AA male pax that boards at D St. @ 5:30 am and does not wear a mask. pax approach him as well as the driver to put on the mask and he is not following rules, she states that this pax COUGHS all over the place and all pax are concern for their health. this pax sit in the middle seats, Helen is requesting attention to this matter as she is concern for her health. | Cristina Navarro [10/28/2020 10:41:20] Will request IR from operator Janet Holiday Cristina Navarro [11/03/2020 12:08:25] Per operator IR Janet Holiday claims that there was a Nissan Altima behind her that cussed her out and followed her from the college to the Jess Ranch shopping center, before turning to Jess Ranch the Nissan was behind the bus then passed her up pulled into the Aldi store waited for operator and then pulled right behind her again after that the Nissan turn into the Jess Ranch parking lot, operator claims that that the driver of the Nissan Altima was upset because the operator was driving slow I will pull the camera for 605 to verify this is accurate Cristina Navarro [11/09/2020 09:29:29] Operator also has a statement from her passenger stating the other vehicle did yelled at the operator and cussed her out | Shelly Cable [11/23/2020 13:55:37] Called and caller said that he hasn't been on the bus for a couple of weeks. Caller did say that he gets on with a mask but when he gets to the back of the bus, he takes it off. per the complaint the driver was female not male. | Chargeable |
| 10/23/2020 | 0001-1432 | Yes | Service -- Time (Slow) | Mr. Moore is concern regarding temporary bus at Spring Valley Park Way. I am the Dean of Students at Excelsior Charter School. we had to filed two criminal complaints against your patrons and I would like to address our concerns with a VVTA representative. | Cristina Navarro [10/28/2020 05:56:00] I will request Ir Cristina Navarro [10/28/2020 09:03:51] Per ADA reservationist passenger called to say that she was ready early but during that time there was no one available to transport her or pick her up any earlier than her original pick-up time. | Shelly Cable [10/28/2020 13:00:47] Email sent. Mr. Moore, We went and checked the proposed location on westbound Huerta St just west of Spring Valley Pkwy. The temporary stop will be relocated to Huerta by the field between Spring Valley and the driveway. The new location will start on Monday. | Non-Charge |
| 10/27/2020 | 0001-1435 | Yes | Driver -- Unsafe Operating | ADA- Dorothy Moffitt states she had a pickup app to go Mojave hearing at 9:30 and was done with her app at 10:45 and she called for an early pick up (her original pick-up time form Mojave hearing was 12:15) she states it took her 2 hrs. to get home. | Cristina Navarro [10/27/2020 09:55:58] After gathering information I noticed there was a bus exchange at around 19:20 bus 608 I will speak to operator Carlos Santilla route 4301 I will also pull the camera. Cristina Navarro [10/28/2020 09:04:58] I will pull the camera F85Cristina Navarro [11/03/2020 11:55:01] Per both operator Ruben Solorio and Regina Harding they do not recall this incident, I did view the camera for 608 from 1900-1915 operator did not pick anyone up on Ottawa and central at the 1900 hour he did pick 1 male passenger on central close to Bear Valley rd. I did not see any vehicle swerving off the road I will pull the camera for 636. Cristina Navarro [11/09/2020 09:26:23] I did view the video for the date mentioned above Ruben Solorio picked up a passenger on the date mentioned above on Central close to Bear Valley rd. nowhere near Ottawa rd. and Bear Valley rd. the 23 operators did not pick up at the location mentioned above | Shelly Cable [11/23/2020 14:12:12] I did let caller know that when you call for an earlier pick up it is ride availability, caller said she the driver that picked her up said that the service wasn't busy that day, caller thinks they should be able to pick her up within 30 min. | Non-Charge |
| 10/28/2020 | 0001-1436 | Yes | Passenger to Passenger | Caller traveling on Bear Valley-Jess Ranch cuts caller and proceeds to brake check him. caller states it very unsafe, and drivers should know that doing that could cause an accident. | Cristina Navarro [10/27/2020 09:56:46] Operator is Sean Gaspari route 107a I will request IR Cristina Navarro [10/28/2020 09:48:43] Per Operator Sean Gaspari he does not allow passengers to board the bus without a mask we have strict rules for all operators and passenger that require to wear masks at all times | Shelly Cable [11/23/2020 16:01:30] no call back no# | Non-Charge |
| 10/28/2020 | 0001-1437 | Yes | Bus Stop Issues | ADA- Ronnie Moore states that he has been told that he is suspended from ADA due to too many NO SHOWS he states that it is not correct many times drives arrive more than 2 hours late and he has to look for another alternative to get to his destination, he also claims when he chooses to not keep waiting for driver, he does call dispatch to let them know he can't keep waiting, he states he cannot afford not to have the service. | | Shelly Cable [12/11/2020 11:08:21] Callers phone not taking calls. | Non-Charge |
| 10/29/2020 | 0001-1438 | Yes | Pandemic Concerns | Several passengers at Fort Irwin @ 5th & D St > Barstow waiting for route 101 (16:05) state driver passed them by, they mention that this is not the first time that this happens, and they have been told to wait for the next bus. I contact dispatch and Samantha contact the driver and confirmed that driver did not stop and was not able to turn round as she had exited the base. Next bus will arrive @ 17:00 | | Shelly Cable [12/11/2020 12:17:00] Waiting on answer from Keolis Shelly Cable [12/15/2020 05:48:38] this is now valid. | Referred Back |
| 10/31/2020 | 0001-1439 | Yes | Service -- Time (Slow) | Caller states female bus driver on bus # 636 Hwy 18 Rancherías could have cause and accident and put caller at danger in the intersection. Driver was caught at the light and block driver (caller) being able to go cause all the other traffic to go around him and possibly hitting his car. please see attached pictures provided by the caller | Cristina Navarro [10/22/2020 13:12:29] Waiting on Ir from operator Caroline Daniels bus 818 operator was schedule to arrive at 1440 operator arrived at 1503 Cristina Navarro [10/28/2020 09:57:41] Per operator IR she reported that she was late due to traffic also stated that she had to check her phone once she arrived at Fontana after doing so proceeded to continue in rt also stated that she arrived at 7th and Lorene 6 min late | Shelly Cable [11/23/2020 15:56:26] I let caller know this driver no longer works for the company, caller said thank you very much. | Chargeable |
| 11/2/2020 | 0001-1440 | Yes | Miscellaneous | Callers states on 11/2 he boarded route 15 Barstow-San Bernardino @ 8:am on its way bus brakes down, bus driver does not share any information on what the solution is and they wait for over an hour, pax start getting thirsty and a pax has an ice chest and starts selling water and beer driver doesn't even care that this is happening, driver mention that he knew something was wrong with the bus since he was leaving Barstow, | Cristina Navarro [10/22/2020 13:01:31] Refer back to ADA Cristina Navarro [10/23/2020 08:36:24] Refer back to VVTA | Shelly Cable [12/11/2020 11:11:06] I let caller know the driver was spoken to. caller said thank you. | Non-Charge |

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| | | | | finally relieve bus arrives an hour later and take off drivers starts to have issues with the lights on bus, pax approaches driver if he could make on time for him to board his next bus, being that he already missed his first connection, driver does care, per pax he feels we are just not well equipped or prepared for any situation, from what happen today he feels the situation was missed handle and for the driver he has no idea how to deal with pax or make them feel safe | | | |
| 11/3/2020 | 0001-1441 | Yes | Pandemic Concerns | NTC PASSENGER - Refence to complaint # 1433 caller states this morning same pax, not wearing a mask coughing all over the place. Why is he being allowed to ride to bus. | Cristina Navarro [10/22/2020 13:13:41] Waiting on Ir from operator Cristina Navarro [10/28/2020 10:36:25] Per Cynthia Jones Ir she stated that she dropped her mask on the asphalt pavement and claims that she did not want to wear it because it was dirty she also stated that she does not recall allowing any passengers board the bus without a mask and we no longer have the social distancing sign on the bus I also confirmed with Michael and we do suggest social distancing but not required | Shelly Cable [11/23/2020 14:34:52] spoke to caller 1 of 2 same complaint and this pax's hasn't been on the bus for a couple of weeks. | Non-Charge |
| 11/4/2020 | 0001-1442 | Yes | Failure to Pick-Up | PAX on route #15 VV>58 states bus broke down this morning and all the pax where no wearing mask, the driver took of his mask too, and when the mechanics came to fix the bus, they were not wearing a mask. pax states she missed her train due to the bus arriving late. | Cristina Navarro [10/22/2020 13:15:55] I will speak to Donnelle Evans because he was the one that spoke to the passenger Cristina Navarro [10/28/2020 08:49:22] Per Supervisor Donelle Evans the passenger stated that he walked away from the bus stop as the bus drove by | Shelly Cable [12/11/2020 11:12:17] left mess. Shelly Cable [12/11/2020 11:59:49] I let caller know all the drivers have been informed of the mask rules signs are posted on the front doors of the bus no mask no ride. Caller said thank you very much. per shop the bus 819 never had a road call and there isn't anything in TT ether. | Non-Charge |
| 11/5/2020 | 0001-1449 | Yes | Driver Discourteous | ADA pax - Laura Morron states on 11/5 she had a pickup app at 16:00 from Walmart and when she called dispatch, they told her they will be able to pick her up until 17:30 because the driver was waiting for another pax. Laura states she could not wait 1 1/2 to get picked up. her pick app was @ 16:00 | Cristina Navarro [10/22/2020 13:16:24] waiting on IR Cristina Navarro [10/28/2020 09:51:25] Per operator Victor Gonzales he does not recall this incident and for safety reasons he encourages all passengers to wear mask | Shelly Cable [12/11/2020 12:05:21] I let caller know that when they are done early, ADA has to have ride availability and, on this day, they didn't have anyone avail in the area to pick her up. caller fills that they should have been able to pick her up sooner. | Non-Charge |
| 11/5/2020 | 0001-1446 | Yes | Route Design | NTC PAX- states driver on this route 107 elderly driver at least 3-4 times a week pax boards at Bear valley & Amargosa > D St stop driver waits for passengers making them arrive late at Fort Irwin. should arrive at 7:20am, but time arrival is 7:30. pax states this has been affecting her job and she keeps getting cancelled because she is arriving late. | Cristina Navarro [10/22/2020 13:00:50] Refer back to VVTA | Shelly Cable [11/23/2020 14:42:31] No call back no#. | Non-Charge |
| 11/6/2020 | 0001-1443 | Yes | Driver Discourteous | Caller states she boarded #52 and she showed the driver her disable ID and asked for the reduce fare and driver proceeded to charger for full fare and she told the driver I showed you my ID and driver told her (I don't give a F--K and I don't have to do S--T) caller states there is no reason for driver to talk to her like that. | Cristina Navarro [10/22/2020 13:16:46] Waiting on Ir Cristina Navarro [10/23/2020 08:24:45] This incident happened over by the mall operator was retrained for 2 hours per management. | Shelly Cable [12/11/2020 11:38:38] The ADA cards look like a business card, but this is their card for the discount fare on fixed routes. I contacted ADA ride to have a card sent to me for training. I let caller know the steps we are taking, and she said thank you very much. | Chargeable |
| 11/9/2020 | 0001-1445 | Yes | Miscellaneous | Caller states driver on route # 40 bus stop Rimrock & Serrano (around 7:20am) was giving her son trouble by telling him that he had to pay regular fare even though pax had disable ID to show for, finally allowed him to board. on the way back from Walmart on Hwy 18 same driver, same pax with a shopping (basket with wheels) requesting ramp to board driver told him ramp was not working pax did not board and had to walk back home. | Cristina Navarro [10/19/2020 06:46:52] Operator Robert Luna in bus 618 was the operator he arrived at the Jack in the box bus stop at 12:01 and departed at 12:01 per Synchronomatics, I will request IR from the operator. Cristina Navarro [10/22/2020 08:38:27] Per operator IR he claims that he did not enter the Jack in the box restaurant, | Shelly Cable [11/23/2020 14:38:12] waiting for update with the driver. Shelly Cable [12/11/2020 12:15:44] Waiting for the update. | Unknown |
| 11/11/2020 | 0001-1450 | Yes | | Caller called in on behalf of another person, stating they felt they would retaliate against if they left their name. Pax was upset at missing a possible Chemo appointment because the bus left the mall at 12:59 pm instead of on time. Bus ran early. | Cristina Navarro [10/19/2020 10:58:08] I spoke to AGM Jonathan Mc. he confirmed that someone stole the trash cans we have not yet replaced them also regarding the traffic that is out of our control we can only wait until the college opens up again can refer this back to VVTA | Shelly Cable [11/23/2020 15:26:18] Simon looked into this and found it not valid. | Non-Charge |
| 11/12/2020 | 0001-1448 | Yes | Driver Discourteous | Concerned spring valley lake resident - bus stop on spring valley prkwy & Huertas by Lake View Leadership Academy he states that due to the recent placement of the bus stop pax have been going in the ally way adjacent to his backyard and he is concern about this situation, | Cristina Navarro [10/19/2020 10:51:55] Per operator Ir she stated that she went to use the restroom at the main and Cataba stop and there was no one that needed her bus also stated she didn't leave anyone behind she also stated that she was not aware of the High school loop on Cataba, and Ranchero I informed her that there was another school in oak hills that we service on the 25 rt operator is aware of that now also. operator claims that she was not rude to the passenger and apologized to her when the caller informed her that she has a county pass | Shelly Cable [12/07/2020 10:43:32] Caller's phone not taking calls at this time. Shelly Cable [12/11/2020 11:41:34] callers phone not taking calls. | Non-Charge |
| 11/12/2020 | 0001-1447 | Yes | Service -- Time (Slow) | Resident called with concern regarding bus stop at Muskrat and Kay before El Mirage. he states drivers are taking a break right in his back yard and they leave the bus on while taking a break and it is a nuisance. | Cristina Navarro [10/14/2020 09:56:31] Operator Rosario Beltran route 115 stated that she reported to dispatch that she was going to be late Mrs. Mc Laurin and the passenger after her, operator proceeded to follow her manifest accordingly per Beltran IR dispatch moved the wrong passenger to try to get operator back on time. I spoke to Diana Baca waiting on dispatcher IR. | Shelly Cable [12/07/2020 11:16:09] This caller calls every year regarding this same issue. I let caller know this location is a timepoint and the driver cannot pull before the correct time being .58 after the hour. | Non-Charge |
| 11/13/2020 | 0001-1455 | Yes | Driver Discourteous | Caller states he was involved on the accident on route #32 11/13/20 on 395 and Bartlett. He claims his bike was damaged and he was taken to the hospital. | Cristina Navarro [10/13/2020 12:32:09] Per operator IR the passenger was approximately 500 ft away from the bus stop operator does not state that she was being argumentative I also checked Synchronomatics for the date mentioned above and it does not show the operator making any stop on Danbury. I will be updated once I | Shelly Cable [12/11/2020 12:31:02] NEED. TO GIVE INFO TO S. CRANE Shelly Cable [12/15/2020 05:41:17] Gave paperwork to Jonathan to pass on to S. Crane | Under Investigation |

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| | | | | | <p>speaker to the operator to see if she in fact spoke to the caller.</p> | | |
| 11/13/2020 | 0001-1453 | Yes | Driver Discourteous | <p>Caller's state he was on route 68 boarded @ Peach & Main > HPO states Hispanic female driver was so rude and disrespectful yelling at all the pax.</p> | <p>Cristina Navarro [10/14/2020 04:26:33] Shelly and I viewed the camera; operator was spoken to on how to defuse the situation Joy Caldwell acknowledged that she should have handle it better and will in the future. Cristina Navarro [10/14/2020 04:28:40] Due to just now having the credentials to log in these complaints are answered late</p> | <p>Shelly Cable [12/11/2020 12:29:38] No call back no and the info given caller said female driver and it was a male driver.</p> | Non-Charge |
| 11/13/2020 | 0001-1452 | Yes | Vehicle Condition | <p>Caller states that route 2 > Wrightwood but is holding back a line of 10+ cars. Driver should know to pull over and allow traffic to get by.</p> | <p>Cristina Navarro [10/13/2020 12:01:47] We do apologize for the inconvenience yes; we did have a break down on Wednesday 9-30-2020 also on Thursday 10-1-2020 buses have been worked on since then hopefully it doesn't happen again.</p> | <p>Shelly Cable [11/23/2020 15:36:47] No call back no if driver have been informed.</p> | Non-Charge |
| 11/13/2020 | 0001-1451 | Yes | Driver -- Unsafe Operating | <p>Caller states that on 11/11 he boarded route 31 bus 630 at 7th & Lorene and there was fecal matter on seat, he states driver David Torres was on route.</p> <p>caller called again 11/13 states that on 11/12 he boarded route 31 bus 630 @ 7th & Lorene and was had not been clean, there was still fecal matter on the same seat.</p> | <p>Cristina Navarro [10/13/2020 11:53:48] Incident reports were given to operator waiting on response Cristina Navarro [10/22/2020 08:45:52] Operator Kimberly Harris's claims that she does not recall this incident may have to view the camera</p> | <p>Shelly Cable [01/04/2021 09:41:15] left mess. Shelly Cable [01/22/2021 10:40:03] left mess.</p> | Non-Charge |
| 11/16/2020 | 0001-1454 | Yes | Service -- Time (Slow) | <p>refer to complaint # 1378</p> <p>Resident Charles Grove- concerned about buses driving over the speed limit. He states he already contact he police department and nothing has been done he is ready to go to the city and have someone listen. He states this morning when he signed the driver to slow down, the driver honked, laughed and waved at him.</p> | <p>Christina Navarro [10/04/2020 10:43:23] When this operator departed late from the yard Supervisor called in to dispatch to informed them that she was leaving late in case passengers call operator Maryum Jenkins departed late due to a bus issue in the yard and then it had more issues after it departed the yard and shop had to assist.</p> | <p>Shelly Cable [11/23/2020 13:32:18] Called and spoke to caller and let him know I will be monitoring this location, Caller said thank you very much. Still no answer from Keolis. went to this location several times a day for a week and this was found to be true.</p> | Chargeable |
| 11/18/2020 | 0001-1458 | Yes | Bus Stop Issues | <p>Caller traveling 15 north by exit 165 on 11/18 @ 10:00am states VVTA bus in front on him picked up rock and hit his windshield causing chip.</p> <p>He states there were no mud flaps on bus.</p> | <p>Christina Navarro [10/04/2020 10:28:18] I will send out a message regarding this and further investigate this as regards to the trash bins supervisors are dumping the trash to avoid overflow Christina Navarro [10/06/2020 06:52:32] I did mentioned on my 1st input that I will gather more information the 3 male Hispanic at the college at 7:30 am where John Solorio Hector Huizar and Jesus Cisneros I will request IR Christina Navarro [10/07/2020 11:14:43] Operator John Solorio stated on her IR that it was not him he used the porta potty at 7th and Lorene and he had a passenger on the bus that can validate his statement I'm waiting on the other 2 operator for a response Christina Navarro [10/07/2020 12:12:41] Per Operator Hector Huizar IR operator states that it was not him that urinated anywhere in the area I'm waiting on Jesus Cisneros IR Christina Navarro [10/09/2020 07:53:44] Per operator Jesus Cisneros IR he stated that it was not him also stated that he does not cross the street. at the college area</p> | <p>Shelly Cable [12/11/2020 12:32:53] HAD SHOP CK AND OUR BUSES HAVE MUD FLAPS. Shelly Cable [01/04/2021 09:58:04] I let caller know that all of our buses have mud flaps and per the maint. dept. no mud flaps have had to be replaced, Caller said he did have it fixed and the cost was \$75.00. Caller would like this to be turned over to the safety dept</p> | Non-Charge |
| 11/18/2020 | 0001-1456 | Yes | Miscellaneous | <p>PAX states waiting for the 8:00am BV Link in Barstow > Victorville driver arrives and tells pax they are going to have to wait because he is going to smoke, pax Dough request to be let in the bus to take a seat he has back problems and driver proceeded to tell him, no because that would require me to push a lot of buttons and collect fare and then I wouldn't be able to smoke, and I don't have to let you in the bus if I don't want to. pax went across the street to look for a supervisor, PAX started to feel threatened by driver when driver came up to pax like if he was going to push him off the bus, the driver told pax " why don't you grow a brain" I know how to deal with people like you, you are just a clown", per pax there was no reason why driver should be talking to me that way. Driver kept telling all the pax that because of Dough everyone was going to be late, he stops at the doorway and would not let pax board the bus. Finally, manager Jason showed up and took pax to Victorville.</p> | <p>Christina Navarro [10/01/2020 06:59:24] Will Pass the information on to ada Operators.</p> | <p>Shelly Cable [12/04/2020 11:16:20] left mess. Shelly Cable [12/07/2020 10:42:04] left mess. Shelly Cable [12/11/2020 10:17:21] Spoke to caller on 12-10-20 in the pm and I let him know that the driver was spoken to and written up, caller wasn't happy with the outcome, so we set up a Zoom call for 7:30 on 12-11-20 I spoke to him and sent him the info for and he didn't call in but sent me a text (stating he has been advised to contact the Federal Transit Administration Title VI program) Shelly Cable [12/14/2020 08:26:36] Per the Zoom meeting the Operation Director Simon Herrera, Administration Assistant Sylvia Harris, Operations Manager Jonathan McDowell and Contract Compliance Manager Shelly Cable were all logged into this meeting and the caller Doug Siegfried did not log in.</p> | Chargeable |
| 11/19/2020 | 0001-1457 | Yes | Miscellaneous | <p>PAX states the bus shelter on Happy Trails by the Target the light is not working.</p> | <p>Tyrunisha Brown [10/02/2020 07:34:03] Driver Lillian Albrighton has been coached on this issue and also on providing excellent customer service to all Pax. Drivers were informed about passengers with mobility devices and where they can sit.</p> | <p>Shelly Cable [01/04/2021 05:59:06] no call back no if the Town has been contacted and batteries have been ordered by VVTA</p> | Non-Charge |
| 11/23/2020 | 0001-1459 | Yes | Driver Discourteous | <p>Multiple pax called this morning in regard to driver on route 15 > San Bernardino taking off from 7th & Lorene @ 7:15 am then stopping at the Circle K, spending over 25 minutes in the restroom and getting them late (8:30am) to the San Bernardino Transit Center and due to this they all missed their connection. PAX states this driver does not prioritize time, every time this driver is on this route, they are late.</p> | <p>Christina Navarro [09/28/2020 07:15:48] Operator Curtis Wilson was in bus 302 and his departure at hook and Ariette is 8:41 and 8:11 heading to the mall I will have operator Curtis Wilson do IR. Cristina Navarro [10/09/2020 07:18:37] Per operator IR he stated that he arrived 3 min early and pulled 3 min after the departure time as he was departing a young female yelled for him operator Curtis Wilson informed her that she was 3 min late. Per Synchromatics system operator pulled at 842 am</p> | <p>Shelly Cable [12/07/2020 10:40:10] I been at 7th and Lorene and this driver arrives late every Monday, today she arrived at 7:03 but didn't leave until 7:25 due to PD being called about an unruly passenger. 11-30-20 5 min late pull 14 down/11-23-20 7:06 pulled at 7:12</p> | Chargeable |

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| 11/24/2020 | 0001-1460 | Yes | Miscellaneous | Caller stated that when she came home her car had been hit, the headlight smashed, and her wheel turned the wrong way. Neighbor told her a bus hit her car. | Christina Navarro [09/28/2020 07:25:39] I do recall someone asking if we the last 8: of pm 15 going to Barstow, we informed him that we are going to Barstow Per dispatcher Cynthia Jones after thoroughly getting more information we were told that we do not go to Barstow at 8:00 pm Dispatcher Cynthia Jones is now aware that we do not go to Barstow. | Shelly Cable [12/07/2020 10:30:30] Called and left message. Shelly Cable [12/11/2020 12:01:05] printed and gave to Jonathan to give to S. Crane | Under Investigation |
| 11/28/2020 | 0001-1370 | Yes | Failure to Pick-Up | Gwen would like to compliment Mario; he is an excellent driver, and he is kind and very helpful. | Christina Navarro [09/28/2020 07:39:40] The passenger that was not picked up was Freddy Due to previous incident and still under investigation operator Kimberly Harris did not feel safe transporting Freddy's supervisor Chris Navarro did in fact go to pick up Freddy, but passenger was not there | Shelly Cable [07/30/2020 08:27:41] Thank you for doing a great job. | Non-Charge |
| 11/29/2020 | 0001-1371 | Yes | Driver -- Unsafe Operating | Caller states she was traveling on Bear Valley to turn left on to second street when bus # 632 cut her off. caller states driver did not even check if there was traffic coming her way. | Christina Navarro [09/28/2020 08:16:13] Waiting on a response from ADA Christina Navarro [10/04/2020 12:48:28] Operator Sharon Montana was the operator bus 206 I noticed that the operator did not use her mask when Loading the passenger also did not use the strap that's provided on the LIR, I will forward this to Diana Baca to coach the operator | Shelly Cable [08/11/2020 11:09:18] left mess. Shelly Cable [08/13/2020 15:48:05] left mess. | Chargeable |
| 12/2/2020 | 0001-1463 | Yes | Service -- Time (Slow) | ADA pax Robert Kaiser states there is a dispatcher that he is having trouble with every time he schedules an app, its always missed or late. he states that this is not the first time the appointments get schedule wrong. | Christina Navarro [09/25/2020 06:24:08] I will speak to operator Ruben Solorio Christina Navarro [09/28/2020 08:40:04] Update Debra Fowler is the correct operator Christina Navarro [10/09/2020 08:20:41] Per operator IR she stated that she did not depart 40 min late also per Synchronatics operator departed the HPO at 4:15 arrived 4:32 pm at the college | Shelly Cable [12/11/2020 12:56:35] This caller rides on the Brokerage and none of his rides per Jodie have been late. Caller said all his rides have been fine. | Non-Charge |
| 12/3/2020 | 0001-1464 | Yes | Service -- Time (Fast) | Pax called to complain that she was at the stop at Bellflower and Chamberlain and the bus driver waved at her and kept going. She was irritated at having to wait another hour. | Christina Navarro [09/24/2020 08:48:57] Operator did return to the transit center | Shelly Cable [01/14/2021 07:51:49] Waiting on video to be viewed. Shelly Cable [01/14/2021 10:43:42] left mess. Shelly Cable [01/26/2021 10:37:26] Waiting on update. Shelly Cable [01/26/2021 10:39:31] This is now valid. Shelly Cable [01/26/2021 12:43:55] I asked caller if she has had any other problems and she said no. caller said thank you for calling | Chargeable |
| 12/3/2020 | 0001-1462 | Yes | Failure to Transfer | Caller states bus # 650 ran a yellow light and bus # 619 ran a red light both buses traveling west bound on bear valley at the intersection industrial and bear valley @ 11:35 am | Christina Navarro [09/22/2020 12:13:00] I will request IR from operator Christina Navarro [09/22/2020 12:47:44] I spoke to operator Allison Petrowski and it was not her per Sychromatics it shows that it was Operator Rosina Flores. Christina Navarro [10/05/2020 06:36:30] Per Operator IR Rosina Flores she does not recall giving the caller misinformation | | Non-Charge |
| 12/4/2020 | 0001-1468 | Yes | Failure to Pick-Up | INFO MAIL - I wanted to find out how an additional bus route can be requested. I work for a company in Adelanto at 16177 Beaver Road, Adelanto CA. There are no bus lines that go out to that area. How can one request an additional bus line? Karen Gibbs (760) 867-6988 karen@jetroom.com | Christina Navarro [09/19/2020 14:21:38] I will speak to operator Patricia Gates. Christina Navarro [09/21/2020 09:13:06] I will pull the camera Christina Navarro [09/24/2020 04:03:29] Update I did pull the Camera I saw a male waving down operator on Bear Valley rd. Between Jade and topaz not at a bus stop Christina Navarro [10/09/2020 08:56:13] Per your 2nd request there was no footage available | Shelly Cable [01/04/2021 06:24:05] Sent email on 1-4-21 Karen Your request has been added to VVTA's unmet needs file. | Non-Charge |
| 12/4/2020 | 0001-1465 | Yes | Passenger to Passenger | Pax called and stated that when they got on the bus, the driver told him he was short 25 cents, he paid it and they walked to the back. A few minutes later the driver pulled over and told them to get off the bus because they were talking smack about him (the driver). When the caller was getting his bike off the rack, the driver out his hands on his friends and physically put him off the bus. | Christina Navarro [09/19/2020 14:18:18] I will remind all operators to remind all passengers to wear a mask. thanks to the caller | Shelly Cable [01/14/2021 07:58:26] S. Hernandez was driving the route 55 on this day in bus no# 630. Shelly Cable [01/14/2021 10:42:36] left mess for the correct info. Shelly Cable [01/19/2021 13:25:37] left mess for correct info to investigate this complaint. | Non-Charge |
| 12/8/2020 | 0001-1466 | Yes | Driver -- Unsafe Operating | Pax called stating the bus on route 31 > 7th & Lorene 9:30-10:00 am female driver, bus had an awful smell (urine) she mentioned it to the driver. | Christina Navarro [09/19/2020 14:08:27] Will Inform all relief operators to use caution when making turns be aware of stale green lights also watch posted speed limit | Shelly Cable [01/04/2021 10:06:23] Caller's phone is out of service. | Non-Charge |
| 12/11/2020 | 0001-1467 | Yes | Passenger to Passenger | Caller states driver on route 21W traveling on Phelan Rd & Eaby Rd he kept pressing brake and weaving in and out of traffic, car behind bus almost ran in to the back of the bus. caller states it seemed like something was wrong with driver. | Tyrumisha Brown [09/17/2020 06:59:39] All drivers have been spoken to about making sure all pax keep their mask on at all times while aboard the bus. Operators were also reminded that they need to also where their mask properly on and around the bus when loading pax. | Shelly Cable [12/15/2020 05:38:26] Pull the camera please. Shelly Cable [01/04/2021 07:02:50] no call back no and this driver wasn't on this route nor the bus at this time. | Non-Charge |
| 12/18/2020 | 0001-1469 | Yes | Service -- Time (Slow) | Caller states bus traveling west on Bear Valley Rd at Ridgecrest intersection ran the red, almost hitting car turning right onto Bear Valley from Ridgecrest caller states it almost caused her to hit the car in front of her. caller states this happened between 9:35-9:45am on 12/18 caller described driver as a male Hispanic wearing a hat. | Christina Navarro [09/19/2020 14:27:36] Per ADA Supervisor she believes the caller is Varieta Martin Mclean also informed me that she was picked up by Brokerage abundant Living and was only on the bus for 36 min. | Shelly Cable [01/04/2021 06:05:21] Waiting for update from the video. Shelly Cable [01/14/2021 10:44:26] waiting on update. Shelly Cable [01/22/2021 11:35:22] Waiting on update. Shelly Cable [01/26/2021 10:28:44] Waiting on update. Shelly Cable [01/26/2021 10:39:19] This is now valid. Shelly Cable [01/26/2021 15:29:50] I let caller know that the camera was pulled and viewed caller said thank you for calling her back. | Chargeable |
| 12/28/2020 | 0001-1471 | Yes | Service -- Time (Slow) | LIC. Plate # 1544553 caller states waiting for route 53 on Bear valley & 11th > VVM at 5:47pm. driver is approaching bus stop, pax waving arms and driver did not stop. pax states he had to walk home in the rain. | Christina Navarro [09/13/2020 05:25:01] I will notify all operators that when travelling in or out of Wrightwood to make room for 6 or more vehicles behind them per caller request | Shelly Cable [01/04/2021 06:09:56] Waiting on update from Video. Shelly Cable [01/14/2021 10:45:02] waiting on update. Shelly Cable [01/22/2021 11:27:36] Waiting on update. Shelly Cable [01/26/2021 10:28:30] Waiting on update. Shelly Cable [01/26/2021 10:39:06] This is now valid. Shelly Cable [01/26/2021 15:26:18] left mess. Shelly Cable [01/26/2021 15:31:47] I let caller know the driver was spoken too, caller said thank you. | Chargeable |
| 12/28/2020 | 0001-1470 | Yes | Driver Discourteous | Caller states driver on route #15 departing from San Bernardino> Victorville @ 8:18am male driver keeps coughing and sneezing, and she feels uncomfortable | Christina Navarro [09/08/2020 05:30:47] I will speak to operator Mersheilla Ross Christina Navarro [09/10/2020 04:53:44] Per operator Shellia Ross operator did call and was advised not to transport him when I spoke to the operator I informed her next time please stop and let the passenger know why we can't transport him per other operators that I spoke to the informed me that the | Shelly Cable [01/04/2021 10:12:59] I let caller know that the driver's get tested or screened every day and per the driver someone with strong cologne or perfume caused him to cough and sneeze, caller said thank you | Non-Charge |

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| | | | | | passenger carries a large Dolly with recyclables and it is unsafe to transport due to being too large of a dolly. | | |
| 12/31/2020 | 0001-1473 | Yes | Miscellaneous | Caller states Hispanic driver on bus #624 going towards 7th & Lorene ran the red light at park way when caller approach driver about running red light driver's answer to caller was "and what are you going to do about it, you are going to call my supervisor "caller states he told him you have a bus full of pax | Tyrunisha Brown [09/10/2020 09:23:31] This was operator Jasmine Davis. She was coached on this issue and ensures it will not happen again. | Shelly Cable [01/14/2021 10:46:19] Waiting on update. Shelly Cable [01/22/2021 11:34:52] Waiting on update. Shelly Cable [01/26/2021 10:27:56] Waiting on update. Shelly Cable [01/26/2021 10:38:35] This is now valid. Shelly Cable [01/26/2021 15:07:15] I let caller know the camera was pulled and the driver was spoken to caller said thank you. | Chargeable |
| 1/4/2021 | 0001-1474 | Yes | Miscellaneous | Pax on bus 609 route 52 (1/4/21 @ 6:09pm) states driver was speeding and felt in danger for her safety, she also states due to driver speeding almost caused a pax to fall, as well as almost hitting the curb at the Amargosa stop, she also states driver shared the reason why she was speeding " because she took a 12 minute break at 7th & Lorene and she did not want to wait at Elevado" pax identified driver with red hair and glasses. | Jonathan McDowell [09/03/2020 15:41:24] Spoke to caller with Shelly and we let him know that the drivers have been spoken to and per his pic's the doors are open for him to get on the bus, caller said well the drivers didn't say anything and they are hanging out. We told him just like we told you before the drivers are on their break, the doors are open, and he is welcome to get on the bus. | Shelly Cable [01/14/2021 10:46:37] Waiting on update. Shelly Cable [01/27/2021 12:54:35] Sylvia has called 2 times and left mess, no return calls from caller. Shelly Cable [02/11/2021 12:30:26] On January 4, 2021, we received a voice message from Mrs. Trujillo expressing her anger and frustration during her ride on Route 52, stating that around 6:00 pm heading to the Victor Valley Mall, the driver was driving erratically and almost crashed. On January 5, 2021, our Customer Service Representative returned Mrs. Trujillo's call to inform the passenger that her voice message had been received and to request additional information for proper investigation. Unfortunately, during this call, our representative could not acquire extra information from Mrs. Trujillo due to her abusive and combative interaction. Our representative kindly asked Mrs. Trujillo to minimize her offensive language, and after refusing multiple times, the call was discontinued by our representative. However, we did submit Mrs. Trujillo's complaints for investigation with the information provided by Mrs. Trujillo during her voice messages. On January 25, 2021, a meeting with the key staff was held to review the security footage for both incidents, and after several hours of review, we concluded that Mrs. Trujillo needed to confirm her original statements because we were unable to confirm her concerns or her presence on the bus. In summary, we were unable to corroborate Mrs. Trujillo's concerns and complaints, and it is also well documented that Mrs. Trujillo has an issue with Mrs. Domic for unknown reasons. | Non-Charge |
| 1/4/2021 | 0001-1472 | Yes | Miscellaneous | Caller states driver on bus route #33 ran 2 red lights by the stop at the Walmart on Palmdale and 395 almost hitting another driver. | Jonathan McDowell [09/03/2020 15:42:15] Spoke to caller with Shelly and we let him know that the drivers have been spoken to and per his pic's the doors are open for him to get on the bus, caller said well the drivers didn't say anything and they are hanging out. We told him just like we told you before the drivers are on their break, the doors are open, and he is welcome to get on the bus. | Shelly Cable [01/14/2021 10:45:48] Waiting on update. Shelly Cable [01/22/2021 11:34:21] Waiting on update. Shelly Cable 1/26/2021 10:28:14] Waiting on update. Shelly Cable [01/26/2021 10:38:52] This is now valid. Shelly Cable [01/29/2021 12:53:50] Waiting for update. Shelly Cable [02/01/2021 12:42:05] left mess. Shelly Cable [02/02/2021 09:45:45] left mess. | Chargeable |
| 1/6/2021 | 0001-1476 | Yes | Miscellaneous | Caller states driver Daniel # 109199 bus route #51 1/6/21 @ 8:15 pm helped a pax that was having a hard time remembering where he lived, driver made sure he got home safe. He walked him and made sure that was the correct house. | Jonathan McDowell [09/03/2020 15:42:48] Spoke to caller with Shelly and we let him know that the drivers have been spoken to and per his pic's the doors are open for him to get on the bus, caller said well the drivers didn't say anything and they are hanging out. We told him just like we told you before the drivers are on their break, the doors are open, and he is welcome to get on the bus. | Shelly Cable [01/11/2021 06:47:32] Thank you Daniel for taking the time and caring about our passengers. | Non-Charge |
| 1/6/2021 | 0001-1475 | Yes | Miscellaneous | Pax states driver was giving her a hard time when boarding bus, from VVM > Wrightwood pax was wearing a face shield and driver was telling her to put a mask on, she was the only pax on board she told driver I will sit all the way in the back if it makes you feel better, but this shield is acceptable, on her way back from Phelan > VVM a different driver stated yelling at her and telling to put on a mask, pax is requesting to educate driver on face covering that are allowed, there is no need to get yelled at while boarding the bus | Jonathan McDowell [09/03/2020 15:42:59] Spoke to caller with Shelly and we let him know that the drivers have been spoken to and per his pic's the doors are open for him to get on the bus, caller said well the drivers didn't say anything and they are hanging out. We told him just like we told you before the drivers are on their break, the doors are open, and he is welcome to get on the bus. | Shelly Cable [01/14/2021 10:46:58] Waiting on update. Shelly Cable [01/19/2021 13:17:21] I spoke to S. Crane and let her know that VVTA did approve this, and she will add this to the safety meeting. Called and let caller know it has been approved. Caller said thank you. | Chargeable |
| 1/7/2021 | 0001-1477 | Yes | Driver Discourteous | Caller states driver traveling on 7th St. as she was approaching intersection (7th and Green Tree) light turn red and driver speed up and ran the red light caller states it could have been a bad accident, but # 609 @ 15:55 | Christina Navarro [09/02/2020 10:22:01] Can I get more information please route number bus number if possible please Christina Navarro [09/08/2020 07:53:12] Operator was Kimberly Harris per her incident report she reported that Freddy was the one that bumped into her while making relief it happened outside of the bus at the Apple Valley Post office operator also mentioned that she had issues with Freddy in the past because Kimberly asked her to follow procedures passenger Freddy was being disrespectful and verbally abusive operator did reported this incident and the one in the past per Jonathan I will view the camera Christina Navarro [09/09/2020 08:05:49] Update I did view the camera for the 43 and the 23 but unfortunately the incident happened outside of the bus and I was not able to capture anything on those 2 videos I will try another camera Christina Navarro [09/15/2020 12:22:21] Update Operator Michelle Flowers is on Vacation I will speak to operator Candina and asked if she saw anything Christina Navarro [09/21/2020 09:23:05] Operator Candina LArose stated that Freddy Pax did intentionally bumped into Kimberly Harris also stated that Freddy cussed at her. Christina Navarro [09/22/2020 11:39:14] Operator Michelle did not witness the incident passenger Freddy only informed Michelle what happened | Shelly Cable [01/14/2021 10:47:31] Waiting on update. Shelly Cable [01/22/2021 11:02:48] Waiting on update. Shelly Cable [01/26/2021 10:26:11] Waiting on update. Shelly Cable [01/26/2021 10:38:15] This is now valid. Shelly Cable [01/26/2021 15:02:33] Called left mess. Shelly Cable [01/27/2021 10:25:48] left mess. Shelly Cable [01/27/2021 10:41:50] I let caller know the camera was pulled and viewed and the driver was spoken to, caller said thank you for calling her back, | Chargeable |
| 1/8/2021 | 0001-1478 | Yes | Driver -- Unsafe Operating | Caller states driver on VVTA vehicle traveling on E Ave > I Ave Lic # 1370789 was speeding and passed up caller on the center divider. Caller states it was an unsafe move. identified driver as a female. | Christina Navarro [08/27/2020 13:09:13] will start investigating Christina Navarro [09/09/2020 08:01:54] Per operator Derrick Duran IR he reported that he did not see the bus stop and he did accidentally drop the passenger off at the 7th and Mojave bus stop operator speed limit was at 36 mph top and the posted speed limit is 40 mph | Shelly Cable [01/14/2021 10:48:16] Waiting on update. Shelly Cable [01/22/2021 11:33:43] left message for Gabi to ck the license plate no# again. Shelly Cable [01/26/2021 10:24:45] Left message with Gabi for her to check the license plate no# again, Shelly Cable [01/26/2021 11:49:00] updated the license plate no# 1370788 Shelly Cable [01/29/2021 12:53:36] Waiting for update. Shelly Cable [02/02/2021 09:48:41] Left message for caller. Shelly Cable [02/02/2021 10:30:54] A excel log was made for these reasons and Dispatch hasn't been sending them out with the drivers. I let caller know that a log has been made and caller said thank you. | Chargeable |

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| 1/9/2021 | 0001-1479 | Yes | | second time - caller states bus driver on route 68 on 1/9/21 @ 1:10 was speeding and almost hit a car. caller states this driver was the same driver from last week on route 52 on 1/4/21 caller states driver is very unsafe and is putting all the passengers in danger | Christina Navarro [08/26/2020 09:46:12] Referred back to VVTA | Shelly Cable [01/14/2021 10:48:37] Waiting on update. Shelly Cable [01/22/2021 11:22:19] Waiting on update. Shelly Cable [01/27/2021 12:53:35] Sylvia has called 2 times and left messages. Shelly Cable [02/11/2021 12:30:50] In summary, we were unable to corroborate Mrs. Trujillo's concerns and complaints, and it is also well documented that Mrs. Trujillo has an issue with Mrs. Domick for unknown reasons. | Non-Charge |
| 1/12/2021 | 0001-1480 | Yes | Passenger to Passenger | Caller states bus traveling on 9th St. stopped for pedestrian to cross street. caller would like to commend female driver. (Kimberly Harris) | Christina Navarro [08/26/2020 09:47:26] All operators are aware of the mask policy will send out messages | Shelly Cable [01/14/2021 06:55:01] Thank you for doing a great job driver. No call back no. | Non-Charge |
| 1/13/2021 | 0001-1482 | Yes | Driver Discourteous | caller stating that one of our bus drivers hit her car and did not stop. She has very little information no route #, no bus #, the location is not accurate, she is not familiar with the area She states she was traveling on Roy Rogers on 1/13/2021 at around 4-4:15 pm she was right in front of bus in moving motion when bus was merging back in to lane from a bus stop and bus came in contact with her car damaging the right tail end of her car (she states her bumper it's pretty damaged) | Christina Navarro [08/27/2020 13:11:25] I do know that Operator John Solorio informed me that he did refuse service to a passenger who has a dolly with recyclables | Shelly Cable [01/19/2021 07:11:06] called on 1-17-21 at 12:44 for more info and mailbox is full. Shelly Cable [01/19/2021 10:45:07] mailbox is still full. called at 10:45. Shelly Cable [01/22/2021 11:01:33] VVTA hasn't heard back from this caller. | Non-Charge |
| 1/13/2021 | 0001-1481 | Yes | Bus Stop Issues | Caller states driver on route 6 is rude and he feels that she is doing this purposely when caller and his mother board the bus before they could sit down while putting money in the fare box, driver takes off in an accelerated manner causing caller to almost fall, caller states driver is AA female driver. | Christina Navarro [08/26/2020 09:48:11] Thank You | Shelly Cable [01/19/2021 10:43:54] Per SYN on the 11th and 12th at the 9am hour the driver was Jasmine Davis who fits the description per the caller. Caller could have had the wrong date all the 3pm's were male drivers. Shelly Cable [01/22/2021 11:37:04] Per Ty she is pulling the camera today 1-22-21. Shelly Cable [01/26/2021 13:17:45] I let caller know that the driver was spoken to and caller said thank you. | Non-Charge |
| 1/20/2021 | 0001-1485 | Yes | Driver Discourteous | Caller works for SB County Courthouse and the Barstow Courthouse will be hearing cases again soon and they are requesting an earlier bus to travel to Barstow on weekdays. | Tyrinisha Brown [08/24/2020 05:08:10] When the Driver arrived, he was there 8 min before making contact with the pax at which time he told her he could not wait anymore, and she would have to reschedule her ride. Tyrinisha Brown [08/26/2020 07:51:25] The video does not show Mario being rude to this pax. He explained calmly that he could not wait any longer than he already had, and she would have to call and reschedule. The pax was upset and walked away from the bus. | Shelly Cable [01/28/2021 12:39:41] Spoke to Simon this is logged in the unmet needs file. Called left mess. Shelly Cable [01/29/2021 12:51:48] Caller called after hours and I let her know this is going in the un-met needs file and caller said she hopes changes can be made before September. | Non-Charge |
| 1/21/2021 | 0001-1484 | Yes | Miscellaneous | Caller states bus driver on route 53 bus # 603 at the stop in VV by the Walmart is being rude to an elderly person, taking off before pax sat down almost causing her to fall and when pax requested the stop to get off the bus driver did not stop stating he did not heather. caller states bus driver is not dropping her off at another stop further from where she wanted to get off. caller states it a make driver | Christina Navarro [08/24/2020 07:27:26] I will inform the operator thank you | Shelly Cable [01/26/2021 14:43:48] no call back no# | Non-Charge |
| 1/23/2021 | 0001-1488 | Yes | Driver -- Unsafe Operating | Resident states that the temporary bus stop at Spring Valley Park Way and Huerta has created lots of concerns for him, people waiting for the bus tend to wonder around his back yard and feels it's becoming a nuisance. He states at nighttime he feels very uncomfortable and at times unsafe being that people are walking right through the alley way. He states on 1/23 @ 4:25 pax waiting for bus decided to defecate right before boarding the bus. | Christina Navarro [08/26/2020 09:44:31] I did speak to operator Shelly Campbell and she does not recall this incident I will pull the camera Christina Navarro [09/02/2020 10:23:10] Thank you | Shelly Cable [02/02/2021 09:50:05] Voice mail not set up yet. Shelly Cable [02/03/2021 08:58:21] Voice mail still not set up. Shelly Cable [02/09/2021 12:53:35] Voice mail still not set up. I did return his call. | Non-Charge |
| 1/23/2021 | 0001-1486 | Yes | | Caller states bus # 617 route # 50 Leaving VVC > Hesperia, bus stop on I Ave on Sunday @ 12:39pm. Gentleman running to catch the bus, waiting for driver to wait. he was approaching stop when driver departed leaving pax behind. | Christina Navarro [08/19/2020 04:06:34] Will speak to operator and request IR Christina Navarro [08/19/2020 07:09:20] I pulled and viewed the camera I did see a female passenger pulled the cord before Kiowa rd. I couldn't hear the stop request go off the female passenger exit the bus at St Mary's and did not mentioned anything to the operator regarding her not stopping at her destination stop. Christina Navarro [09/02/2020 10:23:50] no expiece | Shelly Cable [01/26/2021 10:05:47] Fixed the date of the incident to the 24 Sunday the date Interred was the 25. Shelly Cable [01/28/2021 07:51:03] Viewed camera with caller and she was able to see that what she saw wasn't the same per the camera. | Non-Charge |
| 1/26/2021 | 0001-1490 | Yes | Driver -- Unsafe Operating | PAX states Driver Michelle Proch (Brokerage Program) picked her up at 14:30 dropped her off in Hesperia @ 15:30 while she rode with this driver, she states driver took personal calls, argued over the phone, she even pulled on the side of the road to continue arguing, she was not paying attention to the road, she kept looking down at her phone. When approaching pax drop-off location pax suggested an alternate faster route because she wanted off the bus. pax felt driver was lost and paying attention to directions. driver argued with pax regarding her suggestions. pax states this is not the first time she encounters this type of behavior from this driver. driver also told pax if she did not like the way she was driving she could get off. | Christina Navarro [08/16/2020 11:08:54] I will speak to operator Dinorah Aguilar Christina Navarro [08/16/2020 13:17:15] Per operator Dinorah Aguilar IR she stated that a mobility passenger boarded the bus at the San Bernardino transit center and wanted to go to Barstow operator informed him that she only goes to Barstow operator Dinorah Aguilar also stated on her IR that she heard the operator tell his friend that he likes to sue and get people fired from their job. Dinorah Aguilar also stated the while on the 15 past Nisqually another vehicle was merging to her lane and operator slowed down to give them the right of way, but the other vehicle did not merge, operator had to break no contact with the other vehicle but they both where next to each other on the freeway. the passenger did inform the operator that he would call in on her I when arriving to 7th and Lorene I will pull the camera to investigate further. Christina Navarro [08/19/2020 04:12:49] I did pulled and viewed the camera operator noticed another vehicle merging into the lane, operator attempted to give the vehicle a chance to merge into the lane the other vehicle hesitated to merge when the other vehicle finally did operator Dinorah Aguilar was close to the van and had to break to avoid a rear end also I spoke to the operator and I did mentioned to her to look for other vehicle when approaching a merging lane to avoid any incidents and or collisions. | Shelly Cable [01/28/2021 12:36:18] Brandon spoke to the CEO and the driver was spoken to; Brandon is calling the caller back. This was confirmed by the other pax's on the bus. | Chargeable |

VICTOR VALLEY TRANSIT

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| 1/26/2021 | 0001-1489 | Yes | Vehicle Condition | caller states that boarding route 68 -> VVM he asked the driver if he could grab his hat that he had forgotten at the stop, he went to go get it and when he turned around the driver had departed leaving him behind. | Christina Navarro [08/13/2020 12:21:48] We are making sure that our buses are thoroughly clean and sanitized daily we have bus washers that clean and wash our buses daily | Shelly Cable [02/01/2021 07:20:29] Waiting on answer. Shelly Cable [02/04/2021 08:08:11] Waiting on update. This is now valid. Shelly Cable [02/12/2021 11:13:00] no call back no#. | Chargeable |
| 1/26/2021 | 0001-1487 | Yes | Driver Discourteous | NTC passenger - Nate States that the restrooms on the busses have no toilet paper, no wipes. He has mention this to the drivers as well. He did not provide a bus number, but he did mention it was the afternoon buses and he boards at the Burger King and the Hospital stop. | Christina Navarro [08/13/2020 12:17:01] Per operator Krystal Arroyo she informed the passengers that a supervisor will be explained to them that the buses were out of service in 2000 and the last 15 was at the 1600-hour supervisor Bryan arrived and was able to take a passenger to Adelanto only and not to Barstow no one informed the passengers that we would take them to Barstow. we haven't been servicing the 2000 hour from 7th and Lorene to Barstow since the covid 19 pandemic. Christina Navarro [08/19/2020 04:18:24] I did speak to operator, Dispatch Carrie, supervisor Bryan Haynes they both explained to me that there was a mobility that exit the 15 and needed to go to Adelanto no other passengers were transported to Barstow and the passengers were informed. Jonathan McDowell [08/26/2020 14:29:06] Although the bus broke down, there was not another bus heading to Barstow so even if the bus made it to Victorville on time, there still would not have been a connecting route to Barstow. Due to the break down, the passengers going to Adelanto did miss their connecting bus, so they were transported. The Barstow passengers were not transported. | Shelly Cable [01/27/2021 12:53:04] an email was sent to mark in the shop, and he is addressing this. no call back no# for this pax's | Chargeable |
| 1/27/2021 | 0001-1491 | Yes | Driver -- Unsafe Operating | Caller states driver keeps accelerating before they are able to take a seat, today 1/27/21 @ 1:30 mother boarded the bus @ 1229 Center St. -> Stater Brothers in Barstow. Caller states nothing has changed since the last time they submitted a complaint re# 1481. Same young driver AA, long braided hair. | Christina Navarro [08/05/2020 09:59:02] I will request IR from operator Bryan Powell and view the camera Christina Navarro [08/05/2020 10:28:02] AGM Jonathan MC. and I viewed the camera, and we did notice that the operator go through 7th and Mariposa at the time that the caller stated both Jonathan and I couldn't see the light, but we did notice that the intersection was clear, and operator did used his horn when going thru the intersection as he was trained. | Shelly Cable [02/01/2021 07:20:57] Waiting on answer. Shelly Cable [02/04/2021 08:06:19] waiting on Keolis answer. Shelly Cable [02/04/2021 08:08:46] due to no answer this is now valid. Shelly Cable [02/08/2021 12:36:23] Caller said sense I spoke to him it has been pretty good. | Chargeable |
| 2/2/2021 | 0001-1492 | Yes | Driver -- Unsafe Operating | Driver of vehicle stated that the supervisor vehicle stopped with no warning, signals or anything right in the middle of Powhattan and sat there for a minute, then went to the AVPO. Our driver and caller got into a verbal alternation, and the caller was very upset. | Christina Navarro [08/05/2020 09:27:53] AGM Jonathan McDowell I looked into this issue and saw on Syncromatics that bus 8185 on the Route 66 was in fact speeding in this area (27 MPH @ 8am trip) (34 MPH @ 9am trip). The driver is Theresa McAvinue. I also noticed that speed in this area (Ash-Mission) is consistently around 30-35 MPH on most trips. We will talk to all Route 66 drivers to put a stop to this and deal with this driver. | Shelly Cable [02/04/2021 13:14:41] left mess. Shelly Cable [02/08/2021 12:49:20] Caller's wife said he was working on his truck I gave her my no# Shelly Cable [02/11/2021 09:11:20] left mess. Shelly Cable [02/17/2021 09:24:14] spoke to caller with Jonathan on 2-16-21. Shelly Cable [02/18/2021 08:31:10] Spoke to customer on Tuesday, 2/16/21 for about 12 minutes on the phone. Caller said that the Supervisor lied on his written statement and informed us that we are conspiring with the Supervisor to cover this incident up. He informed us that we are all Trump supporters and lie about everything. Caller also said that he should have "handled the Supervisor in his own due to him being an ex-security guard and being 6'7" and 340 lbs. and the Supervisor should be fired. After almost 12 minutes and the caller using expletives, we ended the call. Caller then called and left a voice message on Simon's voicemail stating that Shelly and Jon should be fired for believing the Supervisor and then threatened to come down here to the yard to handle it himself. | Non-Charge |
| 2/3/2021 | 0001-1493 | Yes | Bus Stop Issues | pax states driver Aron is a kind and respectful driver. he states Aron is a good driver and always willing to help. | Christina Navarro [08/04/2020 11:10:08] refer back to VVTA | Shelly Cable [02/03/2021 09:12:03] Thank you for doing a great job with our passengers. Shelly Cable [02/04/2021 08:07:01] waiting on Keolis answer. | Non-Charge |
| 2/6/2021 | 0001-1496 | Yes | Pandemic Concerns | Pax states 2/6/2021 while waiting to board route #66 he notices that there was a pax on a wheelchair, so he requested driver to lower the ramp. pax Teresa did not appreciate the young man trying to assist her and stated calling everyone names. She got loud and disrespectful. | Christina Navarro [08/04/2020 11:17:43] Operator was informed to always have her face covering on at all times and daims that she did have her face mask on, all operators where informed to wear his / her mask | Shelly Cable [02/11/2021 08:29:19] Camera was pulled and will drop in Simon's drop box. Shelly Cable [02/17/2021 09:23:14] viewed camera with Operation Director and his assistant and the female passenger was very disrespected to 2 male passengers. left message for caller. Shelly Cable [02/17/2021 12:26:17] I let caller know that camera was viewed and VVTA is working on this issue. Caller said this is an ongoing issue with this pax's | Non-Charge |
| 2/10/2021 | 0001-1495 | Yes | Pandemic Concerns | Pax states he called to make a reservation for a deviation pick up, first he states he was given a hard time because it was less than 2 hrs., which is the time require to schedule a same day deviation, pax states he tried calling so many time and it kept sending him to voice mail, when finally got an operator he was told they will contact driver and he will be picked up after the Silver Lake Market stop, bus did not arrived, pax contacted dispatch and was told driver was late. pax waited and he contacted dispatch once gain and state that dispatcher was rude and not willing to help | Christina Navarro [08/01/2020 12:33:42] On the date mentioned above the operator called in that there was traffic on the 15 Northbound before Kentwood. in regard to the crowded issue and passengers not wearing mask all operators are aware that our passengers have to practice safety regarding mask procedures also operator did not call in that she was full passengers' load. I can speak to the operator and request an IR. Christina Navarro [08/01/2020 13:33:39] I did speak to the operator she confirmed that the bus was half full. | Shelly Cable [02/22/2021 11:00:17] still waiting on an update! Shelly Cable [03/01/2021 09:49:56] This is now valid due to no update from Keolis. Shelly Cable [03/03/2021 10:21:22] Voice mail not set up yet. Shelly Cable [03/10/2021 10:00:30] caller said I had the wrong phone no#. | Chargeable |
| 2/11/2021 | 0001-1498 | Yes | Service -- Time (Slow) | Caller states she has talked to Barstow regarding this issue, bus stop on east William St. drivers are pulling in into the parking lot and 4:30am and all day, she doesn't understand why they are using the parking lot and not the bus stop. by dropping off passengers in the parking lot it creates people to linger around there, and caller states its disturbing. | Christina Navarro [08/01/2020 12:58:13] I talked to operator Makina Ross she explained that on that day she had two mobility and she did not make connections at the college also because her paddy is designed to take a bus out when she starts her shift also the sign on time does not allow her to get to the Hesperia post office on time Mike Heslin and Jonathan McDowell are working on new paddles to prevent this from happening. | Shelly Cable [02/12/2021 11:06:36] Per SYN AM and PM route are doing the route the correct way. Shelly Cable [02/17/2021 12:50:17] left mess. Shelly Cable [02/18/2021 09:07:50] left another mess. Every time I go to Barstow in the AM, I check on the NTC routes in 2 of the locations 1 being Williams and have never seen this happen. | Non-Charge |
| 2/12/2021 | 0001-1499 | Yes | Driver Discourteous | Caller states he posted a request for public record information on VVTA's Facebook page. He states his request was denied, his comments were deleted, and he has been blocked form VVTA's Facebook. | Christina Navarro [08/01/2020 13:06:04] I will request IR from Irwin Johnson Christina Navarro [08/02/2020 10:02:24] I did speak to the supervisor who drove the 43 routes that day and he does not recall that incident, per his response he also mentioned the importance on looking for passengers anywhere near or around his bus to avoid any incidents/ accidents. Christina Navarro [08/19/2020 05:16:56] I pulled the camera but unfortunately, I was not able to view anything for that date I will request an IR from operator Patricia Gates. Christina Navarro [08/26/2020 09:45:44] Per operator IR she stated she was on lunch at the time that the passenger approaches the bus | Shelly Cable [02/17/2021 12:24:14] Chris did forward the Facebook comments from the caller, and I do have those in my complaint folder. | Non-Charge |

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|-----------|-----------|-----|----------------------------|---|--|---|---------------|
| 2/14/2021 | 0001-1500 | Yes | Pandemic Concerns | Caller states VVTA operator vehicle traveling on Hesperia Rd > Bear Valley Rd driving recklessly and following too close. caller provided Lic. plate # 1392501 | Christina Navarro [08/01/2020 13:09:38] I will speak to the operator and pull the camera Christina Navarro [08/02/2020 09:43:06] I did view the camera for the date mentioned above and noticed that the bus was changing lanes (2) operator did swerve slightly to the other lane but not all the way thru once the operator saw that the other vehicle did give the operator room she proceeded to change lane to make her left to 2nd avenue I will speak to the operator about this. Christina Navarro [08/02/2020 11:02:52] Sorry Correct response to this complaint is, operator apologized for not having his mask over nose and won't happen again | Shelly Cable [02/22/2021 11:00:28] still waiting on an update! Shelly Cable [03/02/2021 11:43:09] left mess. Shelly Cable [03/03/2021 10:52:33] left mess. | Chargeable |
| 2/18/2021 | 0001-1503 | Yes | Driver -- Unsafe Operating | ADA Denise White - Caller states ADA dispatcher was rude and while she was trying to schedule her pick up dispatcher was having a full-on conversation with another dispatcher, when dispatcher came back to the phone pax asked her are you going to help of keep talking to someone else, dispatcher disconnected call with pax. | Christina Navarro [08/02/2020 11:00:58] I did view the camera for the date mentioned above and noticed that the bus was changing lanes (2) operator did swerve slightly to the other lane but not all the way thru once the operator saw that the other vehicle did give the operator room, she proceeded to change lane to make her left to 2nd avenue I will speak to the operator about this. Christina Navarro [08/05/2020 09:11:12] Update operator will be pulled off route for retraining | Shelly Cable [02/22/2021 11:02:21] waiting on an update! Shelly Cable [03/01/2021 09:47:32] 760-810-1578 Shelly Cable [03/03/2021 11:09:23] left mess. Shelly Cable [03/10/2021 10:10:06] Simon Jonathan and I listen to the recording and didn't locate this call. I let caller know that this was investigated, and caller said thank you. | Non-Charge |
| 2/18/2021 | 0001-1502 | Yes | Miscellaneous | Matt states he requested a courtesy stand down from driver on route 68, he asks the driver to contact driver on #52. Driver did not request courtesy, pax also states he requested driver to turn off heater and driver did not turn it off. | Tyrunisha Brown [07/30/2020 07:20:56] Compliment extended to operator Mario Hampton. Thank you. | Shelly Cable [02/22/2021 11:01:04] waiting on an update! Shelly Cable [03/01/2021 09:48:23] This is now valid do to not being updated. Shelly Cable [03/03/2021 11:07:11] Per the caller the complaint was logged wrong he said he was on the rt 52 but there wasn't a AAF driving that route | Chargeable |
| 2/18/2021 | 0001-1501 | Yes | Passenger to Passenger | Customer states driver on route # 2 was being rude, passenger requested bus stop on Virginia Way & Western Whip, driver dropped him off by the Food 4 Less driver, informed the pax due to road construction she was unable to dropped him off by the bus stop. pax states he went by the bus stop and there was no construction. | Christina Navarro [08/01/2020 13:14:40] I spoke to operator Harry Kunath and he did confirm that any passenger that does not have a mask or do not wear it properly is not allowed to board the bus | Shelly Cable [02/22/2021 11:00:52] waiting on an update! Shelly Cable [02/25/2021 08:32:12] Per Ty the Super viewed the camera and there wasn't any construction in this area making this chargeable, Ty is waiting to view the camera. | Chargeable |
| 2/26/2021 | 0001-1504 | Yes | Bus Stop Issues | pax identified driver white female. PAX states when boarding route #15 on 2/26 @ 1:00pm driver started yelling at her about wearing the mask, pax states she was wearing a mask, but it kept falling off her nose. driver kept intimidating her about the mask, once in route pax states driver pull over by the weight station and threatened the pax to get her off the bus. pax states she kept her mask on the whole time, she identified driver MAA. | Christina Navarro [07/26/2020 06:02:32] all operators are aware of the new stop if for any reason we don't pick up there we send supervisor to pick up at the stop and or make them go back in regard to not being a stop there we can refer back to VVTA. | Shelly Cable [03/10/2021 08:48:21] this is now due to no answer from Keolis. Shelly Cable [03/10/2021 08:50:10] This is now valid. Shelly Cable [03/11/2021 11:51:55] Viewed camera with Jonathan waiting for him to answer this. Shelly Cable [03/12/2021 09:50:58] I let caller know that the cameras were view and the driver was spoken to caller said thank you very much. | Chargeable |
| 3/1/2021 | 0001-1505 | Yes | Route Design | Caller states VVTA supervisor vehicle #936 traveling (leaving) 7th & Lorene > Mojave @15:30 is driving in and out of traffic dangerously, tail gating. Caller states there are pax in the car. | Christina Navarro [07/26/2020 06:17:25] Per Sychromatics operator was 3 min early to thunderbird and Dale Evans I will speak with operator regarding this also have him write an IR Christina Navarro [07/27/2020 09:08:16] Update I did speak to Operator Derrick Duran he did acknowledge the time point and also said will not happen again | Shelly Cable [03/10/2021 08:48:08] this is now due to no answer from Keolis. Shelly Cable [03/10/2021 08:50:02] This is now valid. Shelly Cable [03/11/2021 11:50:40] Caller said she didn't expect a call back. I let her know that this driver was spoken o and call said thank you. | Chargeable |
| 3/3/2021 | 0001-1507 | Yes | Vehicle Condition | NTC pax - bus #813 driver has heater and AC on both at the same time. It gets too hot and it's a very uncomfortable ride. | Christina Navarro [07/21/2020 08:56:38] I spoke to mechanic Nick he informed me that bus 2019 is being worked on for the ac and a few other mechanical I Issues hopefully this won't happen again Christina Navarro [07/22/2020 10:00:12] Update 628 was not being worked on Christina Navarro [07/22/2020 10:06:51] there was no A/C issue reported on that day for bus 628 | Shelly Cable [03/10/2021 08:46:21] this is now valid Shelly Cable [03/10/2021 08:46:52] due to no answer from Keolis Shelly Cable [03/11/2021 11:45:21] no call back no# | Chargeable |
| 3/10/2021 | 0001-1508 | Yes | Failure to Pick-Up | Caller states driver on route #1 was driving dangerously and above speed limit in bad weather conditions. Caller states driver made it from City Hall to Yucca in 10 minutes. | Christina Navarro [07/20/2020 09:47:06] Will request IR from operator Kim Kidd Christina Navarro [07/21/2020 08:57:41] I spoke to Kim Kidd and she reported that it was not her I need more information on time and bus number please Christina Navarro [07/23/2020 05:02:34] Thank you | Shelly Cable [03/11/2021 11:02:14] Updated with driver name and bus no#. Per SYN 13 min driver was driving up to 39 mph. Shelly Cable [03/16/2021 10:05:49] Per Ty this bus is having GPS issues and has informed shop. today the fastest the driver was driving was 29 mph, and the no# he gave was to the police and fire dept. | Non-Charge |
| 3/11/2021 | 0001-1510 | Yes | Driver Discourteous | Callers' states driver on route 15 arriving at the SB transit station pulled out at 2:17 leaving her behind, as she was running and calling on the driver to wait for her. driver was aware of pax, as driver yelled out her window, I can't stop. | Tyrunisha Brown [07/21/2020 04:49:49] Driver was asked for an IR about this Incident. Driver Kimberly Olson said she was just following policy about pax having Valid ID. Told pax it would be full fare without the proper ID. | | Non-Charge |
| 3/11/2021 | 0001-1509 | Yes | Service Complaint -- Misc. | For the past 6 weeks I have been riding on bus 813 to and from Ft Irwin. The heater on the bus will not shut off!!!! It gets so hot that sweat drips off of us while riding. As the seasons change it will only get worse for the commuters and the driver. Please for the safety of all of us have maintenance take a thorough look so that the repairs can be made. | Christina Navarro [07/20/2020 10:00:57] The company was closed Saturday 7/4/2020 but there was a road closure that affected the 22 and the 41 sometime last week or 2 weeks ago, we were not aware of this in advanced, I also want to mention that once we received this information, we advised the operator of the detour I do apologize for the inconvenience. Christina Navarro [07/23/2020 05:02:58] Thank you | Shelly Cable [03/12/2021 09:52:09] no call back no# this issue has been addressed. | Chargeable |
| 3/12/2021 | 0001-1511 | Yes | Vehicle Condition | ADA pax - Nina states when she boarded the bus and paid her fare \$2.50 as she was taking her seat, she was approached by the driver stating that she had giving her a fake bill and questioning weather or not she would be able to take her home for \$1.50. pax feels driver could have approached her differently. | Christina Navarro [07/16/2020 13:15:02] Bus 2019 is not on route today and we have not received any issues with the AC Christina Navarro [07/23/2020 05:03:24] Thank you shelly | Shelly Cable [03/12/2021 09:53:38] updated with bus no# and driver's name. Shelly Cable [03/16/2021 10:56:43] The wrong camera was pulled, and the time was incorrect, all the correct info was given to Jonathan and he is having the correct camera pulled. | Referred Back |

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|-----------|-----|----------------------------|--|--|--|------------|
| 0001-1429 | Yes | Dispatch -- Discourteous | Ms. McLean spoke at unmet needs; Ms. McLean stated that she often has to wait on the ADA bus to be let off at home or her destination. She feels that people should not have to wait on the bus for hours at a time. She also stated that people are on the ADA sitting in their own excrement. Ms. McLean communicated with Supervisor Lovinggood's office and feels she has some idea on improving the routes and logistics for ADA. | Christina Navarro [07/16/2020 13:16:55] spoke to reservation also dispatch I'm waiting for the operator IR to complete this complaint Christina Navarro [07/20/2020 11:04:49] Per the information that I received from ADA dispatch reservation and operator I was told that Jeanette Johnson requested a pick up from her home to the Stater Bros near Apple Valley rd. not Navajo rd. Per Jonathan Thompson (New reservationist at the time due to short staff) he understood that Mrs. Johnson wanted the Stater Bros near Navajo rd. not Apple Valley rd., As the Operator Martin Duenas was driving, Mrs. Johnson informed the operator that he passed up her destination so the operator turned around and dropped her off at the stater bros on apple Valley rd. Operator Martin Failed to inform dispatch or look at his tablet for the correct drop of location. when it came for her return pick up operator Nicole D. went to the location that was on her tablet and Mrs. Johnson was not there that's when Mrs. Johnson called and spoke to Candice and asked her where her bus was located, Candice informed her that her bus was there that she could track the bus not realizing that it was the wrong Location once they both realized that it was the wrong store they immediately sent the same operator Nicole D to pick her up. Candice also mentioned that she did not give the passenger a hard time and that there was some confusion and the only thing she did on purpose was to help Mrs. Johnson | Shelly Cable [10/27/2020 08:15:34] The longest trip deration was 82 min. For 1 year, her average trip deration is 26 min. Shelly Cable [10/29/2020 08:33:19] I spoke to this caller and she wants her rides to be like LA every 15 min. | Non-Charge |
| 0001-1444 | Yes | Driver Discourteous | Callers' states route 15 took off from 7th and Lorene @ 7:15am and arrived at San Bernardino transit center @ 8:40am she states the driver stopped at the Circle K by the Cal State and was there for 30 minutes got off the bus to use the restroom, making caller late for work, caller state they are supposed to arrive at the transit center by 8:00 am and every time this driver is on route, she is always late. | Christina Navarro [07/16/2020 09:38:15] I will request IR from operator Jennifer Rios Christina Navarro [07/22/2020 10:16:27] I spoke to 2 pm Fort Irwin operators they both informed me that they do not allow passengers on the bus until its cool enough to enter and that's 5 min before those drivers sign on at the base | Shelly Cable [11/23/2020 14:36:56] left mess. Shelly Cable [11/23/2020 15:13:57] Caller said every time this driver does this 7am rt 15 she gets to 7th & Lorene on SYN, on the days she has driven this route this driver has arrived 7 to 13 min late for month of November, she drives on Mondays. | Chargeable |
| 0001-1506 | Yes | Driver Discourteous | ADA passenger - Johanna Williams states she suffers from anxiety and she had a stroke, very sensitive to being approached and she states AAM driver on her route is always approaching her about same day appointments and being late for pick-up, she is requesting for driver not to approach her, she states she follows the rules, and she behaves on the bus there is no need for driver to talk to her. | Tyrunisha Brown [07/17/2020 06:01:21] At 12:41 Operator Myra Jones was cadet tng Michael Powell. When they arrived at the food 4 less stop a pax with bags on her walker was boarding Myra called dispatch to see about boarding with the bags on the walker. She was informed to have the pax place the bags in the seat next to her. Video was clipped and put in drop box. | Shelly Cable [03/10/2021 08:47:51] this is now due to no answer from Keolis. Shelly Cable [03/10/2021 08:49:51] This is now valid. Shelly Cable [03/11/2021 11:47:13] left mess. Shelly Cable [03/12/2021 08:46:46] I let caller know that the camera was viewed, and the driver was spoken to, caller said thank you. | Chargeable |
| 0001-1497 | Yes | Miscellaneous | pax states she has witness drunk pax boarding the bus route 66 & 68 by the Walmart in Hesperia. she has also notice that they bring alcoholic beverages on board. She states that those routes have new female drivers, and they don't know how to approach the situation. | Christina Navarro [07/16/2020 09:16:06] Operator Robert Luna was traveling on Bear Valley rd. heading westbound 2 lights before Amargosa rd. as he crossed the Intersection off the freeway exit on a green light operator had to stop due to very heavy traffic the light was still green when he had to wait for the 2nd cycle to proceed I did notice approximately 7 cars exiting the freeway which means there was clearance for other vehicles to go thru as he was at the intersection waiting for traffic to clear. Christina Navarro [07/23/2020 05:03:44] Thank you | Shelly Cable [02/16/2021 11:23:02] no call back no#. | Non-Charge |
| 0001-1494 | Yes | Driver -- Unsafe Operating | Daisy Morales (Fort Irwin) Callers states she has been receiving feedback from NTC passengers that bus readers are not working properly, and their ridership is not being recorded. | Christina Navarro [07/13/2020 12:42:21] Will have operator do IR Christina Navarro [07/13/2020 12:56:39] Update operator on the 41 was David Torres and Samantha Dominick Christina Navarro [07/14/2020 09:16:05] Per operator Samantha Dominick IR and Sync operator did stop on Yucca Loma rd. and Navajo rd. to go southbound I can pull camera to get better information Christina Navarro [07/23/2020 07:43:08] Good Morning I viewed the camera this Morning and I noticed that the passenger did make a complete stop, looked both directions and continued in route I also noticed that the operator passed the pedestrian walk zone when a dark colored SUV was heading south bound on Navajo rd. operator was approaching her stop. | Shelly Cable [02/17/2021 12:27:46] This was updated on 2-16-21. Shelly Cable [02/22/2021 10:59:55] +G169 still waiting on an update! Shelly Cable [02/24/2021 12:11:02] no call back no# for more info. drivers do record info needs for the ridership. | Non-Charge |
| 0001-1483 | Yes | Vehicle Condition | Caller has a suggestion regarding the last bus coming out of Barstow > Victorville bus leaving at 5pm from Barstow makes it impossible for pax to get to SB being that the last bus going to SB has already left by the time they arrive to VV. He is suggesting some changes, maybe leave early from Barstow or leave a little later from VV. | Christina Navarro [07/13/2020 12:52:59] Route 54 had bus number 2020 on Monday July 6 2020 not 2019 there is no information on transtrack regarding bus 2020 having no AC I have a list of operators name that I can ask if passengers mentioned anything on that date regarding the ac Christina Navarro [07/13/2020 13:25:03] I spoke to Victor Gonzales and he informed me that a passenger did mentioned to him that the ac is not working when the operator took over the route Victor Gonzalez noticed that the windows where opened and once he closed the windows the av started working I will speak to the Previous operator before him and asked if he had any problems and or reason why the windows where left open which is operator Sergio Hernandez | Shelly Cable [01/26/2021 14:30:07] I let caller know that this will be placed in the unmet needs and will be reviewed, caller said thank you for calling him with an update. | Non-Charge |
| 0001-1461 | Yes | Bus Stop Issues | PAX states every time she boards route 15, she is being harassed by the driver, she states now she is afraid of boarding the bus. Female driver Hispanic w/glasses. she has called a couple of times. | Christina Navarro [07/13/2020 13:33:25] Per AGM referred back to VVTA | Shelly Cable [01/04/2021 06:42:30] I was at this location 1 of the times and this caller was very rude and cursing and yelling at the driver. Shelly Cable [01/04/2021 06:43:20] Jonathan was called and pax's was able to be transported to SB per Jonathan. Shelly Cable [01/04/2021 10:05:06] left mess. | Non-Charge |

**AGENDA ITEM
SIX**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Amend the VVTA Fiscal Year 2020-21 to Fund Capital Projects with Alternative Fuel Excise Tax Credits as Presented.

SUMMARY STATEMENT

Staff have recently received Alternative Fuel Excise Tax Credits (CNG Credits) in the amount of \$1,250,127. These funds are earned by VVTA at a rate of \$0.50 per gallon for VVTA's sale and use of Compressed Natural Gas (CNG). Since VVTA first began receiving alternative-fuel tax credits for CNG, the Board has approved their use for several capital projects. Staff is recommending that the Board set aside these Alternative Fuel Credits to support the following projects.

1) Replacement of Infodev APCs (Automated Passenger Counter) with IRIS APCs in 34 buses \$180,000. The current legacy Infodev APC's no longer count properly and are not supported by the current Intelligent Transportation Systems (ITS). During the COVID pandemic VVTA has limited the number of passengers per vehicle but have not been able to accurately validate the number of riders on many vehicles due to the incorrect readings from the current APCs. Also, this project to upgrade and replace older APC's will help VVTA monitor in real time and through reports, COVID practices such as social distancing on the buses.

2) Purchase replacement GFI tumblers, keys, and electronic latches \$40,000. As a security measure, due to different Operations and Maintenance contractors operating VVTA's service over the last few years. VVTA management believes it is prudent to change the locks on all the GFI fare box equipment.

3) Facility Maintenance and Repairs \$1,030,127 (The balance of the received CNG Credits). VVTA has obligations for extraordinary facility and maintenance expenses beyond routine maintenance and repairs for which the Operations and Maintenance contractor is responsible. In prior years, VVTA has set aside flexible funding such as CNG credits to ensure future funding for these types of unplanned expenditures. Not only is VVTA's Hesperia facility now 10 years old, VVTA has added the new facility in Barstow. New Transfer Points and a Hydrogen Fueling Station will be additional assets to maintain in the future. Staff recommends the balance of the funds be set aside for continued major repairs and maintenance of VVTA facilities.

RECOMMENDED ACTION

Amend the VVTA Fiscal Year 2020-21 to Fund Capital Projects with Alternative Fuel Excise Tax Credits as Presented.

PRESENTED BY
Marie Downing
Grants Analyst

FISCAL IMPACT
Alternative Fuel
Credits \$1,250,127

MEETING DATE

April 19, 2021

ITEM NUMBER

6

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CLOSED SESSION

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Closed Session.

SUMMARY STATEMENT

BOARD BUSINESS

Closed Session.

Personnel Exception - Government Code 54957 (b).

RECOMMENDED ACTION

PRESENTED BY

John Tubbs, III,
County Counsel

FISCAL IMPACT

N/A

MEETING DATE

April 19, 2021

ITEM NUMBER

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**CORRESPONDENCE
/PRESS CLIPS**

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April 5, 2021

Mr. Kevin Kane
Executive Director
Victor Valley Transit Authority (VVTA)
17150 Smoke Tree Street
Hesperia, CA 92345

Board of Directors
Victor Valley Transit Authority (VVTA)
17150 Smoke Tree Street
Hesperia, CA 92345

Dear Mr. Kane and the VVTA Board of Directors:

For six months now, Keolis has had the privilege of partnering with you to provide reliable, safe, on-time service to Victor Valley Transit Authority riders and increase mobility opportunities in the region. In ordinary times, delivering effective, efficient transit service would be a sufficient achievement.

In these extraordinary times, however, you have been called upon to serve your riders and workforce in ways that go beyond providing transit services. In particular, your leadership in assuring frontline transit workers are designated as Emergency Workers, therefore providing access to the public health resources necessary to combat COVID-19, has been critical.

I simply want to express my gratitude for the commitment to safety and dedication to your workforce and riders that you have demonstrated throughout our partnership. My team and I operate with a continuous improvement mindset and are always looking for ways to better serve our clients. So thank you, and if there is anything I can do make our partnership even more productive, please don't hesitate to reach out.

Sincerely,

Aline Frantzen
President & CEO
Keolis Transit America

