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, 202.

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.
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
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<tr>
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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>APTA</td>
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<td>AQMP</td>
<td>Air Quality Management Plan</td>
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<td>BAFO</td>
<td>Best and Final Offer</td>
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<td>BEB</td>
<td>Battery Electric Bus</td>
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<td>LEED</td>
<td>Leadership in Energy and Environmental Design</td>
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Victor Valley Transit Acronym List
Page 2 of 2

LEP Limited English Proficiency
LTF Local Transportation Fund
MAP-21 Moving Ahead for Progress in the 21st 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
STA 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, pending 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!

Policy # 1.025.01
VICTOR VALLEY TRANSIT AUTHORITY

MISSION STATEMENT

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

Quality
To increase ridership and community support by exceeding expectations.

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

Responsiveness
To provide services and facilities which are responsive to the needs of the community.
AGENDA ITEM ONE
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.

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<th>ITEM NUMBER</th>
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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
Maged Azer, VVTA
Debi Lorrah, VVTA
John Tubbs, County Counsel
Simon Herrera, VVTA
Nancie Goff, VVTA
Ro Ratliff, City of Victorville
Chase Williams, VVTA
Erika Mazza, Keolis
Nancy Strickert, SBCTA
Julie Ryan, Town of Apple Valley

Jenele Davidson, City of Victorville
Barbara Miller, VVTA
Cynthia O’Neill, County Counsel
Sue Crane, Keolis
Christine Plasting, VVYA
Dustin Strandberg, VVTA
Christine Ortega, Keolis
Marie Downing, VVTA
Jonathan McDowell, Keolis
Craig Barnes, VVTA

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.

   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

   Recommendation: Information item only.
   Presented by: None.

   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 Lorrah, Clerk of the Board
AGENDA ITEM
TWO
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

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<td>02/26/2021</td>
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Total Payroll $151,984.14

Agency’s Register of Warrants

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$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
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AGENDA ITEM
THREE
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.

<table>
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<tr>
<th>PRESENTED BY</th>
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<th>MEETING DATE</th>
<th>ITEM NUMBER</th>
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<td>Debi Lorrah, Clerk of the Board</td>
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<td>April 19, 2021</td>
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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 Lorrah, VVTA  Christine Plasting, VVTA
                Chris Ackerman, VVTA  Marie Downing, VVTA
                Nancy Strickert, SBCTA  Ron Zirges, VVTA

1. Public Comment.
None.


   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.

   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
AGENDA ITEM
FOUR
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 Road Call Report.

RECOMMENDED ACTION

Information items only.

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<tr>
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<td>Actual Revenue hours</td>
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* County routes include 21, 22, 23, and 26

TOTAL INVOICE INCLUDING VARIANCE: $1,611,312.00
## Performance Statistics for February

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<th>Operating Costs</th>
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<th>Operating Cost Per Passenger Rev. Hour</th>
<th>Passenger Revenue Per Rev. Hour</th>
<th>Passenger Revenue Recovery Ratio</th>
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## Monthly Ridership Report

**February, FY 2021**

**Bus (Motorbus), Commuter Bus, Demand Response Only**

### Total (All Day Types)

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<td>Bus (Motorbus)</td>
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<td><strong>System Total</strong></td>
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### ADA Dispatch Denial Report
For the Month of February 2021

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<th>Reason for Denial</th>
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<td>ALL RIDES NEGOTIATED</td>
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February 2021
Major and Non-Major
Miles between road calls - VVTA and Barstow

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<td>Motor Bus</td>
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<td>Total System</td>
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AGENDA ITEM
FIVE
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.

<table>
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<tr>
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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.

CONNECT

VICTOR VALLEY TRANSIT AUTHORITY
ADDRESS: 17150 Smoke Tree Street, Hesperia, CA 92345
PHONE: 760-995-3592
WEB: VVTA.org
FACEBOOK: OfficialVVTA
TWITTER: @VVTransit
INSTAGRAM: VVTransit
Linked IN: in/VVTA.
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.
NOTIFICAR AL PÚBLICO
Los Derechos Bajo El Título 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 agravado 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 Titule 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:

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>ADDRESS</th>
<th>CITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>VVTA Barstow Reception Lobby</td>
<td>2641 W. Main Street</td>
<td>Barstow, CA</td>
</tr>
<tr>
<td>VVTA Hesperia Reception Lobby</td>
<td>17150 Smoke Tree Street</td>
<td>Hesperia, CA</td>
</tr>
<tr>
<td>VVTA Customer Service Lobby</td>
<td>17151 Smoke Tree Street</td>
<td>Hesperia, CA</td>
</tr>
<tr>
<td>VVTA Executive Meeting Room</td>
<td>17152 Smoke Tree Street</td>
<td>Hesperia, CA</td>
</tr>
<tr>
<td>VVTA Board of Directors Room</td>
<td>17153 Smoke Tree Street</td>
<td>Hesperia, CA</td>
</tr>
<tr>
<td>VVTA Public Transit Vehicels</td>
<td>17154 Smoke Tree Street</td>
<td>Hesperia, CA</td>
</tr>
</tbody>
</table>
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 aplicarán 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 Other

TDD

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):

[] Race [] Color [] 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?

[] Yes [] No

If yes, check all that apply:

[] Federal Agency: ____________________________
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:**

<table>
<thead>
<tr>
<th>Requisitos de formato</th>
<th>Letra Grande</th>
<th>TDD</th>
<th>Cinta de Audio</th>
<th>Otro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accesibles?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## SECCIÓN B:

¿Está usted presentando esta queja en su propio nombre?  
*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:

## SECCIÓN C:

Creo que la discriminación que experimenté fue basada en (marque todo lo que corresponda):

- [ ] Raza
- [ ] Color
- [ ] 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?  

<table>
<thead>
<tr>
<th>Sí</th>
<th>No</th>
</tr>
</thead>
</table>

## SECCIÓN E

¿Ha presentado anteriormente una queja del Título VI con esta agencia?  

- [ ] Sí  
- [ ] No  

En caso afirmativo, marque todas las que correspondan:
| [ ] Agencia Federal: | [ ] Agencia Estatal: |
| [ ] Tribunal Federal: | [ ] Agencia Local: |
| [ ] Tribunal Estatal: |

Sirvanse 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
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

<table>
<thead>
<tr>
<th>VEHICLE TYPE</th>
<th>SERVICE TYPE</th>
<th>CAPACITY</th>
<th>MAX LOAD FACTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>SEATED</td>
<td>STANDING</td>
</tr>
<tr>
<td>40' bus</td>
<td>Local Service</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>35' High Floor</td>
<td>Local Service</td>
<td>38</td>
<td>15</td>
</tr>
<tr>
<td>40' NABI Single Door</td>
<td>Commuter</td>
<td>35</td>
<td>0</td>
</tr>
<tr>
<td>45' MCI</td>
<td>Commuter</td>
<td>53</td>
<td>0</td>
</tr>
<tr>
<td>40' El Dorado Single Door</td>
<td>Intercity</td>
<td>45</td>
<td>0</td>
</tr>
<tr>
<td>35' Low Floor</td>
<td>Local Service</td>
<td>31</td>
<td>15</td>
</tr>
<tr>
<td>32' Low Floor</td>
<td>Local Service</td>
<td>27</td>
<td>11</td>
</tr>
<tr>
<td>33' Cutaway</td>
<td>Local Service</td>
<td>30</td>
<td>15</td>
</tr>
</tbody>
</table>

- **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.

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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.

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<tr>
<th>QUANTITY</th>
<th>YEAR</th>
<th>MANUFACTURER / MODEL</th>
<th>SEATS / WHEEL CHAIRS</th>
<th>SERVICE TYPE</th>
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<th>SEATS / WHEEL CHAIRS</th>
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</table>
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.

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<th>AFRICAN AMERICAN</th>
<th>ASIAN</th>
<th>CAUCASIAN</th>
<th>LATINO</th>
<th>NATIVE AMERICAN</th>
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<td>84%</td>
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</table>
Pending Board approval
Sub-Recipient Monitoring Program

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

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<thead>
<tr>
<th>JURISDICTION</th>
<th>TOTAL</th>
<th>LEP TOTAL</th>
<th>LEP %</th>
<th>SPANISH LEP TOTAL</th>
<th>SPANISH LEP %</th>
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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.

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**ADELANTO, CA**

**VVTA.ORG**
### English Learner Students by Language by Grade

**3667587 Adelanto Elementary**

**2019-20**

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**APPLE VALLEY, CA**

### English Learner Students by Language by Grade

**3875077 Apple Valley Unified**

**2019-20**

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**BARSTOW, CA**

### England Learner Students by Language by Grade

**VVTA.org**

**VVTA Title VI Program**

**PAGE | 35**
### English Learner Students by Language by Grade

#### 3657861 Barstow Unified

#### 2016-20

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### Hesperia, CA

#### English Learner Students by Language by Grade

#### 3675044 Hesperia Unified

#### 2016-20

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### Victorville, CA

#### VVTA.org

#### VVTA Title VI Program

#### P A G E | 36
### English Learner Students by Language by Grade

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#### English Learner Students by Language by Grade

#### 3667934 Victor Valley Union High

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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.

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**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.

VVTARA regularly conducts bilingual passenger surveys, including two September 2016 surveys in English and Spanish for the VVTARA Comprehensive Operational Analysis (COA) Short Range Transit Plan (SRTTP). 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 VVTARA riders, identifying the perception of VVTARA customers about the bus service provided, identifying the types of improvements customers would prefer to see, and identifying the factors that influence passengers' use of the bus. Besides these stated purposes, the COA survey was used to understand transfer patterns of VVTARA 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, VVTARA 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. VVTARA also collects anecdotal information directly from LEP individuals and their groups through the VVTARA Marketing and Mobility Management efforts, which helps meet the needs of LEP individuals.

Encuesta y Comentarios de Pasajeros Victor Valley Transit

1. ¿Puede recibir esta encuesta en español? (Puede recibir esta encuesta en español?)
2. ¿Puede recibir esta encuesta en español? (Puede recibir esta encuesta en español?)
3. ¿Qué idioma hablamos? (Qué idioma hablamos?)
4. ¿Qué idioma hablamos? (Qué idioma hablamos?)
5. ¿Cómo se siente el lugar que identificó en la pregunta #1? (Cómo se siente el lugar que identificó en la pregunta #1)
6. ¿Cómo se siente el lugar que identificó en la pregunta #1? (Cómo se siente el lugar que identificó en la pregunta #1)
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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 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 capital 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.
PURPOSE OF PUBLIC PARTICIPATION 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
VICTOR VALLEY TRANSIT

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 to community partners 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.
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<th>Date</th>
<th>Activity</th>
<th>Participants</th>
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<td>Friday, September 23</td>
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<td>Sunday, September 25</td>
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<td>Tuesday, September 27</td>
<td>Victor Valley College Main Bus Stop Jacaranda Avenue, north of Francesca Road 18422 Bear Valley Road Victorville, CA 92395 (12:00PM - 3:00PM)</td>
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<tr>
<td></td>
<td>Bus Stop near Hesperia Post Office 17240 Olive Street Hesperia, CA 92345 (12:00PM - 3:00PM)</td>
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<td></td>
<td>Bus Stop at Mall of Victor Valley 1440 Bear Valley Road Victorville, CA 92391 (12:00PM - 3:00PM)</td>
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<td>Wednesday, September 28</td>
<td>Bus Stop near Stater Bros Supermarket 14168 US Highway 395 Adelanto, CA 92301 (12:00PM - 3:00PM)</td>
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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.


"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.

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
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.

Reason for Using Public Transit

- The vast majority of riders (89%) are transit dependent, unchanged from 2012.
- Just 8% are choice riders, down 3 points from 2012.
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.
## FY 2020 Systemwide Monthly Performance Statistics Summary, YTD July 1, 2019 to June 30, 2020

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<th>Operating Costs</th>
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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.
APPENDIX G

Language Identification Card

I don’t care if the U.S. Census Bureau is, is, someone here, now, who speaks Spanish, English or just helps.

Esťelar (Spanish)

Del Gueto para la Oficina de Censos de los EE.UU. De la oficina o gente que habla inglés en la oficina, también.

Pueblo: 1

U.S. Census Bureau

Map: 1

Información: 1

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<tbody>
<tr>
<td>7/2/2020</td>
<td>0001-1355</td>
<td>Yes</td>
<td>Driver Disrespectful</td>
<td>Resident at 16116 Rancheita Rd, Apple Valley, due to the bus stop being right in front of her property, pas is causing her fear, they walk into her property, they release themselves by the trash. Bus stop 20195</td>
<td>Jonathan McDowell (08/13/2021 10:09:38) This is actually the wrong bus. The correct bus is 206 and we will be reversing the video. The Pass did let us know that the bill she was using had been washed in the laundry which caused the DVR to question its authenticity.</td>
<td>Shelly Cable (09/22/2021 12:46:40) Called late on the advisor. Shelly Cable (09/22/2021 12:46:41) Called left on the advisor. Shelly Cable (09/24/2021 13:55:57) Let caller know the AOM staff schedulers were spoken to and caller said thank you.</td>
<td>Non-Charge</td>
</tr>
<tr>
<td>7/7/2020</td>
<td>0001-1361</td>
<td>Yes</td>
<td>Failure to Pick-up</td>
<td>ADA Pass. Jeanette Johnson states that on Sunday the 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 bus, but Ms. Johnson stated driver was at the wrong stater Bros, when she contacts dispatch (Cindy) Candice(7) asking her a hard time and she feels that purposely driver was sent to pick up later than scheduled time.</td>
<td>Shelly Cable (07/20/2020 18:15:18) Called voice mail not set up yet. Shelly Cable (07/20/2020 18:23:54) Let caller know that the ADA staff schedulers were spoken to and caller said thank you.</td>
<td></td>
<td>Chargeable</td>
</tr>
<tr>
<td>7/2/2020</td>
<td>0001-1356</td>
<td>Yes</td>
<td>Vehicle Condition</td>
<td>Pass states route #54 one of the new buses AC not working</td>
<td>Jonathan McDowell (09/12/2021 09:50:45) Shop is looking into the issue, a hole was found in the AC line, was repaired and should be improving. The heater is not stuck on.</td>
<td>Shelly Cable (07/20/2020 18:06:14) Still waiting on update this is now valid. Shelly Cable (07/22/2020 10:37:26) PER SGN 2020 was on this route Shelly Cable (07/21/2020 12:18:50) Called left on the advisor. Shelly Cable (07/27/2020 12:44:01) No issues reported on 2020. Shelly Cable (07/24/2020 13:48:05) Let caller know that the issue has been addressed caller said thank you.</td>
<td>Non-Charge</td>
</tr>
<tr>
<td>7/7/2020</td>
<td>0001-1357</td>
<td>Yes</td>
<td>Driver - Unsafe Operating</td>
<td>Driver of vehicle called to complained that our bus failed to stop at the stop sign at Tuca Loma and Neeley, turning South onto Navajo crossing the caller to alarm her brakes and nearly crashing into the bus</td>
<td>Yvonnna Broom (09/13/2021 15:18:39) Video was pulled for bus 441 at the 1600 North Drive Jeremy announced I did not see operating for the road conditions. Systematic says no stats for it when I look it up.</td>
<td>Shelly Cable (07/12/2020 10:31:01) This would have been bus 320 S. Dominic per SGN for the date per the caller. Shelly Cable (07/06/2020 14:01:05) Bus was on an update. This is now valid. Shelly Cable (07/21/2020 14:12:07) Called no answer. Shelly Cable (07/22/2020 14:18:56) Caller, phone wanted me to inter a note no answering service. Shelly Cable (07/20/2020 14:49:37) Let caller know that the driver was spoken to. I also let the caller know that the GPS the driver did not call see thank you for calling back.</td>
<td>Chargeable</td>
</tr>
<tr>
<td>7/2/2020</td>
<td>0001-1358</td>
<td>Yes</td>
<td>Vehicle Condition</td>
<td>VM - caller wanted to complain that when she was exiting the freeway at Rte Rd, the bus was blocking the intersection.</td>
<td>Jonathan McDowell (09/14/2021 11:16:06) I have spoken to the driver and I am aware of how to operate the heating and A/C controls on the MCI buses. The driver does believe this complaint is accurate.</td>
<td>Shelly Cable (07/20/2020 16:19:50) Let caller know the driver was spoken to and caller said thank you.</td>
<td>Non-Charge</td>
</tr>
<tr>
<td>7/21/2020</td>
<td>0001-1363</td>
<td>Yes</td>
<td>Driver Disrespectful</td>
<td>Pass is requesting for more information on drivers to be posted, at original bus stops there needs to be more information where to wait for bus when there is a driver, pass states on Friday 7/4 or 7/10 on 7th and H there was a road closure due to 12800 working but there was no information on bus driver, finally they contact dispatch and were told to wait to 7th and thirteenth, pass states it was long walk. Pass 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.</td>
<td>Yvonnna Broom (09/11/2021 15:24:57) Bus 81AB Video Available after viewing video of ride performed by the operator, it was found that the operator did not approach the pass inappropriately. The operator stated that this pass expects to be picked up at the event time reported and explained the policy to her regarding early and late pickups.</td>
<td>Shelly Cable (07/26/2020 19:12:54) Let caller know that when VVTA receives notice on route work that it is sent to a group for download and download and it is posted on our website. I also let the caller know there are times when VVTA is not contacted when the driver call it in a super will go to the location and talk to the contractor.</td>
<td>Non-Charge</td>
</tr>
<tr>
<td>7/3/2/2020</td>
<td>0001-1360</td>
<td>Yes</td>
<td>Driver - Unsafe Operating</td>
<td>Pass states driver on route 150 does not allow all pass to board the bus at wait for departure time, she only allows pass that she likes.</td>
<td>Jonathan McDowell (08/13/2021 12:01:53) 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 passenger in the car file a complaint regarding the Supervisor’s driving?</td>
<td>Shelly Cable (07/28/2020 08:51:54) STILL waiting on update, this is now valid. 4 days Shelly Cable (07/22/2020 16:47:42) 5 days still no update. Shelly Cable (07/13/2020 14:14:10) I let the caller know that the driver get there a little early so we can start the bus with the air on to get the hot air out of the bus before leading the passengers. Caller then said on the 14th he forgot his hat on the bus, I rode the line and found no hat was taken in.</td>
<td>Non-Charge</td>
</tr>
<tr>
<td>7/24/2020</td>
<td>0001-1359</td>
<td>Yes</td>
<td>Driver Disrespectful</td>
<td>Pass states at the time of boarding route 6 by the Food for Less she had her groceries in her walker and was told by driver that she would have to take her grocery bag off her walker and put them on the seats. Pass states other drivers have different rules.</td>
<td>Jonathan McDowell (09/13/2021 11:29:27) The video has been watched and we are awaiting viewing. Jonathan McDowell (09/13/2021 11:35:55) I viewed the video with S. Calix and did view the driver pull over the bus to talk to 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 bias and addressing all passengers and not singling one out over everyone else. Driver was rude but she should have addressed everyone in violation of the mask policy.</td>
<td>Shelly Cable (09/20/2020 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 ACM and caller said thank you.</td>
<td>Chargeable</td>
</tr>
</tbody>
</table>
20200721 0001-1862  Yes  Dispatch – Disruptive

Michael has contacted us before regarding one of the new buses (2019) has no AC. Jonathan McDowell [07/12/2021 07:52:54] I tried to listen to the recording of this call, and I will speak to the dispatcher. Jonathan McDowell [02/13/2021 17:04:15] I would like to have a phone number to be able to track down what was done. I was not able to track down the call so I can listen to the recording. Jonathan McDowell [03/06/2021 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 the ADA staff that was present when this allegedly happened and everyone confirmed that no one was made to ride the bus and Sarah ignored the passenger or have a conversation with anyone else.

20200721 0003-1365  Yes  Driver – Disruptive

PAX states he was waiting for route #62, but driver did not allow him to board the bus because he had a bag of ice for the swimming. Driver left back position. Jonathan McDowell [07/12/2021 07:53:12] I will speak to the driver and look at the videos. Jonathan McDowell [07/12/2021 12:57:24] I couldn't find anything related to this on the video. The driver didn't record this incident happening.

20200721 0001-1864  Yes  Driver – Disruptive

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 I.D., and he had his expired I.D. on him, and driver refused to let him board the bus and he told to walk call. caller states drivers have no compassion for seniors, and they are very disrespectful. Turashika Brown [07/25/2021 09:00:15] Operator: Urban Albritton Supervisor reviewed the videos and found that there was a construction zone on Virginia Way. However, the mentioned stop was not affected by this construction. I am not certain of the reason the operator chose not to 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.

20200721 0001-1596  Yes  Driver – Unsafe Operating

Bus stop at Chicoarena and Yucca, there are many vehicles at this location and the new drivers are not making a stop at this location. Jonathan McDowell [07/12/2021 10:41:32] VTTA Issue.

20200720 0001-1867  Yes  Bus Stop Issues

PAX states route #40 is not standing down at any stop (Lake Evans and Thunderbird) and this makes driver arrive early to interest and service stop. I was there at 7:20 to service the designated bus stop. Turashika Brown [07/12/2021 15:41:36] We have been monitoring this area and found that the operators are not pulling into the parking lot on Williams. They are serving the designated bus stop.

20200724 0001-1373  Yes  Passenger to Passenger

He, the 25 bus has over 20 minutes late he says 1:18 & we are just now getting on the freeway. The bus is very crowded. A couple puts NOT WEARING MASKS AT ALL, NO SOCIAL DISTANCE ON THIS BUS AND I AM VERY CONCERNED FOR MY OWN WELL BEING. Jonathan McDowell [02/12/2021 13:13:37] These situations are addressed with all employees at the safety meetings and we will address at the next safety meeting with techniques on dealing with those issues.

20200724 0001-1372  Yes  Passenger to Passenger

PAX states #64 by the Target stop did not allow pact to board, pact kicked on the door for driver to open and driver did gesture and left did not open doors. Jonathan McDowell [07/12/2021 13:10:01] The videos has been pulled and put into Drop box. PAX thanks was using racist language and terms when addressing the other passengers.

20200728 0001-1389  Yes  Failure to Pick-Up

PAX states there is gentrifiers that boards route #51 @ 7th & I-206 and does not wear his mask properly and driver is not addressing it. Jonathan McDowell [07/12/2021 13:08:46] I need the PAX name to investigate the deviation please. Jonathan McDowell [08/12/2021 09:11:53] I will be speaking to the route supervisor Michael and will update tomorrow.

20200729 0001-1371  Yes  Fare Box Issues

Caller states bus driver on bus 6232 travelling east on Hwy 18 was not wearing his mask properly, he has his mask on, not covering his nose. Driver white male. Jonathan McDowell [07/12/2021 13:07:26] We are looking into this issue. It would help to know if this was an MTAC issue but what box number? Jonathan McDowell [03/02/2021 15:52:40] I am sorry that we are not the one to call first but I think it is related to the drivers on their paperwork.

20200730 0001-1374  Yes  Miscellaneous

message came in through info: Why is bus #30 want to wait 10 min later. Because I keep missing my only bus. I can’t keep being late to work because of you gum. They already told me that I’ll lose to losing my job if 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 Hemet and work in Apple Valley. Turashika Brown [07/20/2021 14:55:11] Complainant extended to the operator: Thank you.

20200731 0001-1370  Yes  Miscellaneous

Shelly Cable [07/12/2021 15:55:27] This bus was on route 54 on this day for the rid out log. Shelly Cable [07/20/2021 18:28:28] Waiting for update. Shelly Cable [07/12/2021 12:56:50] sorry on the 15th this bus ran not the red line. It was on route on the 30th, checked with shop Nick and nothing has been noted until the other day. Shelly Cable [07/12/2021 12:51:54] Bus Q52 was on the route by SYA. Shelly Cable [07/20/2021 12:59:07] Called left mech. Shelly Cable [07/21/2021 09:24:12] Per shop bus not the AC belt brake and has been fixed. Shelly Cable [07/21/2021 13:38:55] Let caller know that the issue has been addressed caller said thank you.

20200719 0001-1593  Yes  Miscellaneous

Shelly Cable [07/12/2021 14:50:39] According to SYA only to boxes were on that route that day. 61104 Shelly Cable [07/20/2021 12:11:20] Called for more info and caller phone said unable to complete this call. Shelly Cable [07/19/2021 13:11:05] Call center phone is out of service.

20200719 0001-1592  Yes  Miscellaneous


20200719 0001-1591  Yes  Miscellaneous

Shelly Cable [07/27/2021 07:19:12] A new A-Frame has been placed again due to the other one missing, replaced on 7-24-20.

20200720 0001-1590  Yes  Miscellaneous

Shelly Cable [07/20/2021 15:06:05] Ext #7 2am and was hung up on. Shelly Cable [07/28/2020 06:59:35] Called left mech. Shelly Cable [07/20/2021 12:52:19] call back not found. found a phone num and left mech. per shop this box was checked. Shelly Cable [07/14/2021 13:39:99] Let caller know per shop this was checked and no issue was not the AC the caller said thank you.

20200720 0001-1589  Yes  Miscellaneous

Shelly Cable [07/20/2021 15:46:24] was the driver spoken to about the passenger load. Driver did confirm that the box was half full.
08/01/2020 0001-1377 Yes Driver - Unsafe Operating Caller is requesting if bus stop in Spring Valley Lake can be moved, she claims due to two stop being right in front of her business. She always people hanging out there and there was an incident where a guy waiting for the bus started hitting the window to get his dog to go away, because they wouldn’t let her come in and use the restroom.

address to the business 12170 Spring Valley Parkway, Victorville, CA.

Jonathan McDavid [07/20/2020, 12:43:17]: Supervisor Irwin Johnson was traveling (downstem) on Prowler Rd and there was an older model pickup truck that was following him rather closely. On Prowler Road there is a significant dip at the cross street Prowler Rd, by the little league fields. All of our vehicles slow down to approximately 5-7 MPH when going over this dip. When Irwin slowed down, so he didn’t hit the dip too fast, the truck pulled up with him. When this happened, the driver of the truck activated what sounded like a police car siren. Irwin pulled over to investigate any there may have been an emergency vehicle approaching behind them and the truck pulled up ever with him. The driver of the truck stopped and then turned around and went up the window of the supervisor car screaming “who the F**k do you think you are” and “what is your F**king name” 2 times while leaning in towards Irwin. Irwin politely told him his name and gave him the work phone number. The driver was asking for Irwin. Irwin also asked him to please not get in his face and to be quiet since that due to COVID and just for the fact that the supervisor felt threatened at this point. Irwin then pulled away and headed to the AUPD and made the truck follow him then continued yelling and shouting at Irwin. The driver at the AUPD was also witnessed the portion of this that happened at the AUPD.

Shelly Calde [08/11/2020, 13:20:51]: let caller know that it has been moved. caller said thank you so much.

Non-Charge

08/01/2020 0001-1375 Yes Driver - Unsafe Operating PAC status driver on route #23 bus due to Laureles Valley Rd at 9:50am not wearing a mask, coughing and sneezing poorly. Described driver female. [P]9:50

Tammi Brown [07/26/2021, 11:00:51]: Operator Myra Jones Bus 600. 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 educate passengers on proper seating before moving her vehicle.

Shelly Calde [08/12/2021, 11:55:04]: left mess. Shelly Calde [08/12/2020, 15:43:00]: let caller know that Operation is needeed mess in all the driver’s called said thank you.

Non-Charge

08/01/2020 0001-1379 Yes Driver - Unsafe Operating Caller's stated bus traveling north on Mariposa, ran red light at 7:56 and Mariposa intersection has # 624 @ 11:30-11:50pm.

Jonathan McDavid [07/17/2021, 10:42:29]: Broke staff issue.

Jonathan McDavid [07/01/2021, 10:02:26]: will view the video to determine what happened

Shelly Calde [08/13/2020, 12:09:54]: called and hung up on before answered. Shelly Calde [08/13/2020, 13:00:43]: caller called back and let him know that the driver was spoken to and said caler said thank you for calling him back.

Chargable

08/01/2020 0001-1385 Yes Failure to Pick-Up Name: Charter Grays Grove Phone Number: (760) 461-7790 Passenger's Address: 14402 5th St, Hemet, CA 92545 Date of incident: August 4, 2020 Time: (2 incidents) 1st @ 6PM 8:31 am 3rd @ 2nd @ approx. 10:15 am Complaint: Caller states every day buses coming from Cave, boarding westbound on Ash St, are driving over the speed limit. Callers has expressed his concern for the safety of the children, seeing as there is a daycare down the street.

Jonathan McDavid [07/17/2021, 10:19:22]: Maintenance Manager is handling this issue.

Shelly Calde [08/13/2020, 16:53:12]: 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 constant and clean the bus at their layover. Caller said thank you.

Non-Charge

08/01/2020 0001-1390 Yes Vehicle Condition PAC status on Monday night route route 15 San Bernardino's Victoria arriving @8:00pm. Drives were arguing about who would take them to Barstow, you were told to get off the bus that a stop, would come in a van to take them to Barstow, there was a van in a smaller when stop arrived, he was a small unable to take them to Barstow, again leaving them stranded at time 15-20 min you has to order a bus for all 3 vans, pass requesting refund the order cost and the bus fare

Jonathan McDavid [07/01/2021, 12:38:12]: We can control where our passengers go when they are not on our vehicles, but we can ask the passengers to please respect other's property.

Jonathan McDavid [07/17/2021, 10:42:13]: Maintenance Manager is handling this issue.

Shelly Calde [08/13/2020, 16:51:38]: I am verifying more into seeing that some passengers were transported and others were not! Shelly Calde [09/02/2020, 09:42:27]: This was a Monday caller didn't book it all the right, per the VVTB I let the bus to Barstow is at (4:48)4:44 due to running Saturday service. I let caller know that due to covid VVTB has been running Sabryntne service and the last bus going to Barstow would have been 4:44 and the time they would have arrived on-time there still wouldn't have been a bus to Barstow. Caller was having phone issues and the call was ended

Non-Charge

08/01/2020 0001-1397 Yes Pandemic Concerns Caller states VVTB Van parked on Virginia Way in front of Food 4 Less in Barstow just throw a banana peel out in the window.

Vne # 5005 (1) @ 21:05pm AAF driver claim that drivers going up and down to Virginia have should pull over on the turn when there are more than six cars behind them by law they should pull over on the road this is the third time that he has called regarding this issue.

Jonathan McDavid [12/19/2020, 20:45:14]: Bus 817, DVR. Harry Mahar— I spoke to the DVRVR and the Screener and both confirmed there were no symptoms when DVRVR reported to work. DVRVR did say there was a few with a strong perfume/spray that caused him to cough and sneeze but none due to being sick.

Jonathan McDavid [07/26/2020, 08:33:43]: Bus 625, DVR. Hector Huerta—I am calling police and will update when it received, Jonathan McDavid [06/08/2021, 13:35:26]: video and the DVRVR did not run the red light. The light was green when he processed through the intersection.

Shelly Calde [08/14/2020, 14:10:56]: left mass. Shelly Calde [06/15/2020, 10:29:22]: caller’s phone is not available

Non-Charge

08/01/2020 0001-1399 Yes Driver - Unsafe Operating View @ 7:50PM (1) @ 7:55PM AAF driver claim that drivers going up and down to Victoria should pull over in the turn when there are more than six cars behind them by law they should pull over on the road this is the third time that he has called regarding this issue.

Jonathan McDavid [12/24/2020, 08:36:15]: Bus 2021 was only on the route 219 for the last trip of the night that started from the at 6PM hour. This was not on the 219. Bus 619 was on the 219 and this was deemed to be a completely different style bus. Can you check and see if this data is correct so I can investigate further?

Shelly Calde [08/13/2020, 08:25:57]: no call back right.

Non-Charge

08/01/2020 0001-1400 Yes Route Design AAF Pac concerned about the long period of time she has to spend on the bus. 30' am on a bus ride is too long specially for pac on wheelchair.

Jonathan McDavid [12/24/2020, 08:36:46]: Unmet Needs

Shelly Calde [08/14/2020, 14:10:56]: left mass. Shelly Calde [06/15/2020, 10:29:22]: caller’s phone is not available

Non-Charge

08/01/2020 0001-1401 Yes Driver - Unsafe Operating PAC states that there is AA heavy set, other pac that boards route # 2 at the Barstow library and he does not wear his mask properly, driver is aware of pac distinct on the bus and not wearing mask properly and does not enforce the rules.

Jonathan McDavid [12/24/2020, 08:36:15]: Bus 2021 was only on the route 219 for the last trip of the night that started from the at 6PM hour. This was not on the 219. Bus 619 was on the 219 and this was deemed to be a completely different style bus. Can you check and see if this data is correct so I can investigate further?

Non-Charge

08/01/2020 0001-1402 Yes Vehicle Condition Bus passengers waiting for # 219 at Barstow and drivers said that a Pac with poor luggage and dirty clothes had boarded the bus and caused the bus to smell like urine. There was urine on the floor or any of the seats just a bad odor.

Jonathan McDavid [12/24/2020, 08:36:15]: Bus 2021 was only on the route 219 for the last trip of the night that started from the at 6PM hour. This was not on the 219. Bus 619 was on the 219 and this was deemed to be a completely different style bus. Can you check and see if this data is correct so I can investigate further?

Non-Charge
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Driver</th>
<th>Description</th>
<th>Action</th>
<th>Outcome</th>
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<tbody>
<tr>
<td>9/22/2020</td>
<td>0001-</td>
<td>Customer Service</td>
<td>Pass called repeatedly to get back to the location</td>
<td>Call is now valid.</td>
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<td></td>
<td>1420</td>
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<td></td>
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<tr>
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<td></td>
<td>1413</td>
<td>Disescort</td>
<td></td>
<td>Call is now valid.</td>
<td></td>
</tr>
<tr>
<td>10/02/2020</td>
<td>0001-</td>
<td>Driver -</td>
<td>Pass called repeatedly to get back to the location</td>
<td>Call is now valid.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1413</td>
<td>Unsafe Operating</td>
<td></td>
<td>Call is now valid.</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- VVTA.org
- VVTA TITLE VI Program
- PAGE 70
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. 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 it is always overflowing and trash everywhere.


Shelly Cable [1910/2020 11:00:20] Non-Charge

10/1/2020 0001-1417 Yes Miscellaneous帕 called regarding route 425 was breaking down again. It happens 2 days in row Wednesday & Thursday rest of the time no work.

Jonathan McDowell [1916/2020 12:53:51] 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 [1910/2020 11:00:20] Non-Charge

10/1/2020 0001-1418 Yes Vehicle Condition Caller states bus driver pulled out of Bear Valley stop and forgot to signal to turn onto Bear Valley. She called to report.

Jonathan McDowell [1916/2020 11:39:13] The bus was cleared on 11/12/2020, the same day the local matter was first reported. If the seat was fought against the back wall, it was a fresh mess.

Shelly Cable [1910/2020 11:00:20] Non-Charge

10/8/2020 0001-1420 Yes Service - Time (First) ADA passenger and wheelchair user at 1:30PM had a returned pick-up time at 3:35PM. She delayed due to not being able to get picked up. Driver picked her up at 5:45p.m., she was very unhappy with the service.

Jonathan McDowell [1916/2020 11:39:09] On this date, 10/20/2020, the route 53 is due to leave at 12:40PM and left on time at 12:40PM. The route 52 was due to leave the VV Mall at 1:30PM and departed at 1:34PM. It arrived at location 10 minutes late. This route 52 did move the VV Mall at 12:59PM as reported. Since Herrera [11/16/2020 12:17:12] I knocked into this complaint, I attached our Syntactech QTP guard for this date and location. This complaint is not valid, 5/6.

Shelly Cable [1910/2020 11:00:20] Non-Charge

10/8/2020 0001-1418 Yes Service - Time (Now) Fax called in to complain that the driver was extremely rude, removing her mail box, and refusing to let her on the bus.

Jonathan McDowell [11/16/2020 12:20:33] The passenger had a 16:00 pickup and failed to a reassignment at 16:13, the reassignment let the passenger know that the bus was running late, and the passenger cancelled the ride at 16:55. The bus would have arrived at 17:06 nor was she told that was the case.


10/9/2020 0001-1419 Yes Bus Stop Issues passenger was waiting for bus on Sunday before Peach stop > Ave. driver stopped and started to argue with passenger bus was not a stop, passenger she has been using this bus stop for over a year and that other drivers do stop there, passenger states drivers make rude and inappropriate, passenger did not trust bus/had complaint.

Jonathan McDowell [11/16/2020 12:27:42] Unfortunately, we do not have any current passengers who are not allowed on the vehicles. This temporary bus stop location has already been moved numerous times to try to accommodate the public’s concern.

Shelly Cable [1910/2020 11:00:20] Non-Charge

10/12/2020 0001-1424 Yes Bus Stop Issues Caller states she received a call from one of our operators on route 68 at about 13:00 on 10/12/2020 stating that one of our drivers had several negligence behaviors towards one of our disabled passengers. Driver failed to assist passenger with his wheelchair and launching lift for passenger to disembark the bus. Caller states passenger contacted her and she would like to make a complaint.

Jonathan McDowell [11/16/2020 11:26:09] The 77 Mission and Mission location is the end of the line for the Route 32. The bus is west there until the proper time to pull up and the waiting is the turning. This location has been this way for years.

Shelly Cable [1910/2020 11:00:20] Non-Charge

10/12/2020 0001-1425 Yes Service - Time (Now) Pass states where he boarded route 69, she was seated on the seat and errno knew when they were not seated well to proceed to lower the seat and get in as she did. Driver told him to wear mask properly, he feeds driver has an issue with him, when boarding bus, he was still giving bus trouble with his bus.

Jonathan McDowell [11/16/2020 09:36:42] Bus 835, Driver Susan Tran: Bus arrived 5 minutes behind schedule at H. Irwin, Driver told her by making sure passengers are given a chance to board the bus in Victorville at the Park n Ride.

Shelly Cable [1910/2020 11:00:20] 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. I am disabled. I have been the 22 and 28 to connect to each other. I often do this, because the 25 is often running late. And I often travel between Victorville and Barstow. But the connections aren’t always good. Because the 29 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 09:24:46] Driver is Bricio Dingoris. She is an ADA driver helping out fixed route. I will find out what happened.

Shelly Cable [1910/2020 11:00:20] Non-Charge

10/16/2020 0001-1423 Yes Service - Time (Stop) today I was behind bus 52 traveling south Armenia 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 the bus and get fixed. I think if he was going to get off and around in some place, he should have pulled in the parking lot instead of leaving the bus with emergency lights on so we don’t have to wait.

Jonathan McDowell [11/16/2020 08:59:44] Driver is Jatson H中存在的. The driver was delayed by morning traffic in the Cajon Pass. The driver did stop at 10:42 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 [1910/2020 11:30:04] K-Mail sent. Fines this location is a bus stop. The driver was spoken to and was very professional. Per the fine you gave us and the GPS on the bus it did stop at this location for 1 minute.

Non-Charge
10/18/2020 0001-1427 Yes Driver - Discourteous Spring Valley Lake resident Arletta Benton states that temporary bus stop at Spring Valley Pkwy is creating too much traffic and trash cans are overflowing and there is trash every Cristina Navarro [11/09/2020 09:39:44] For dispatch there was not a break down at that time
Non-Change

10/18/2020 0001-1421 Yes Pandemic Concerns pas states female Hispanic driver at the target stop, would not allow pas to board bus, she kept the door close. She missed the Oak Hills loop, and she left a package behind, when pas get off on the San Jacinto College stop, driver told pas in a rude manner next time that you get off here I'm going to change your country fans. pas states her mom has a county pass and she has a college ID driver not paying attention.
Cristina Navarro [11/09/2020 09:39:44] For dispatch there was not a break down at that time
Shelly Cable [10/27/2020 07:51:12] Due to no follow up this is now valid.
Shelly Cable [10/20/2020 11:34:44] The driver did pen this location at 5:56 PM a few minutes late. Left pass. Shelly Cable [12/23/2020 10:49:04] Caller said this location he got off the stop and had missed the bus, but he had been on the bus since and now knows the times to be at the stop.
Changeable

10/18/2020 0001-1427 Yes Passenger to Passenger PAS states he was waiting for route #70 at Bear Valley and 120th but did not show up, he contacted dispatch and they told him that bus had already been there, pas states he was at stop from 5:25:00 to 5:30:00 and bus did not come his dispatch was not willing to help, pas had to walk home
Cristina Navarro [11/09/2020 07:59:05] I viewed the camera for the information 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 sidewalk to feed a seat and he removed his mask a female passenger witnesses that and informed Susan Tracy 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 [11/08/2020 08:37:07] I spoke to Susan Tracy the 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 07:52:22] Due to no follow up this is now valid. Shelly Cable [10/20/2020 11:34:44] The driver did pen this location at 5:56 PM a few minutes late. Left pass. Shelly Cable [12/23/2020 10:49:04] Caller said that this driver was spoken to and all drivers have been spoken to about the no mask no ride. Caller said thank you.
Changeable

10/19/2020 0001-1428 Yes Vehicle Condition PAS called stating that she boarded the bus on Friant Rd and Central stoke at 6:00 bus #3030 driver was not wearing her mask properly and allow passengers to board the bus without a mask. pas concerns, she also states that people were not practicing social distancing.
Cristina Navarro [11/03/2020 04:24:33] I will have John Poules do the report. Cristina Navarro [11/03/2020 04:54:44] Operator John Poules did break down on the 31 southbound at around 8:30 am and operator did explain to all passengers that a mechanic and a bus exchanges was in route operator also claims that a male Hispanic asked operator John Poules for a water bottle operator did not have a water bottle to offer him. That's when another passenger offered the Hispanic man a water bottle the same passenger agreed with John regarding missing his connection in San Bernardino after operator received 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 is not out and I will pull the camera to verify that bus # 3030. Cristina Navarro [11/04/2020 08:03:27] 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 Poules to please do not he agreed but states that he did not see the passenger drinking beer operator was seen walking back forth and in and out of the bus when it was not waiting for a bus exchange.
Cristina Navarro [11/03/2020 07:08:39] Per Supervisor the operator was Mr. John Johnson I will have him do the report Cristina Navarro [11/03/2020 08:30:30] Per Supervisor Mr. Johnson it was him I will question operator Soniwe Wilhey will see her Cristina Navarro [11/09/2020 06:10:14] Operator Soniwe Wilhey no longer employed here.
Shelly Cable [10/26/2020 10:57:42] This was either the route 23 or the route 43. The 23 drivers were Reyna Hortega. Shelly Cable [10/26/2020 11:08:17] The 43 drivers were Ruben Solano. Pull the camera please. Shelly Cable [12/11/2020 10:57:49] Left pass.
Non-Change

10/20/2020 0001-1434 Yes Driver - Unclear Operating callers state she is traveling on an omniride (cross street) Oven and 2 lanes are at bus stop when one of the lanes pulled away from bus stop driver went into callers lane using her to gear off the road and also damaged her tire and lites.
Cristina Navarro [11/09/2020 09:21:03] Per supervisor the operator was Mr. John Johnson I will have him do the report.
Shelly Cable [10/27/2020 07:52:50] Due to no follow up this is now valid. Shelly Cable [12/20/2020 12:35:05] Caller said it hadn't been on the bus due to begging money.
Changeable

10/21/2020 0001-1430 Yes Failure to Pick-Up PAS called stating route 15 at Fontana arrived late, upon arrival into driver still gets off the bus to unroute. PAS arrival late to 7th & Moreno 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 [12/20/2020 12:35:05] Caller said it hadn't been on the bus due to begging money.
Changeable
VICTOR VALLEY TRANSIT

10/23/2020 0 0001-1431 Yes Dispatch Fort Irwin taxi 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 or he will be removed but removes it again right away.

Cristina Navarro [11/02/2020 08:29:51] Per Sean Saca's passenger Ronnie Moore calls 90 percent of the time but calls less than 30 minutes which is considered a no-show, a has done this basis claims that when we do arrive to pick him up the passenger gets picked up by a personal vehicle and does not call dispatch for canceling. His rider passenger is allowed to take passes if needed.

Shelly Cabe [11/17/2020 08:13:39] Due to no follow up this is now valid.

Shelly Cabe [12/07/2020 12:37:21] Informed caller that the driver has been spoken to as well as the Operations Director talking to this passenger.

10/23/2020 0 0001-1433 Yes Driver - Unsafe Operating NICX- Peter Denny Schenck boards at VVTX @ 5:50 a.m. on Fort Irwin bus wearing a mask, and does not wear a mask, our approach him as well as the driver to put on the mask and he is not following rules, she states that this passenger COCOS8900 is not of the place and all are concerned for their health. This passenger is in the middle east. Peter is responding attention to this matter as she is concern for her health.

Cristina Navarro [10/20/2020 10:38:25] Will request R3 from operator after Holiday Christmas Navarro [11/02/2020 12:28:25] Per operator R3 check holiday claims that there was a NCO/illegal behavior that caused her out and followed him from the college to the Los Ranch shopping center. Before going to Los Ranch the NCO was inside the bus then passed her up into the Air Force there for operator claims that the driver did not allow the Air Force to board the bus and will call the bus for R3 to verify this is accurate.

Shelly Cabe [11/10/2020 01:29:20] Operator also has a statement from her passenger stating the other vehicle did not allow the operator and the operator did not allow the Air Force to board the bus.

10/23/2020 0 0001-1432 Yes Service - Time (Deviations) Mr. Moore is concern regarding temporary bus at Spring Valley Park Way.

I am the Dean of Students at Esquivel Charter School. We had to field two criminal complaints against your passengers and would like to address our concerns with a VVTX representative.

Cristina Navarro [10/23/2020 09:25:51] I will request an ADA representative per ADA representative called to say that she was very 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 Cabe [12/28/2020 11:06:47] I did not call and but did call that when you call for an earlier pick up it is a ride availability, caller said she the driver 9:30 a.m. and said that the service wants this by day, driver thinks they should be able to pick her up within 30 min.

10/23/2020 0 0001-1435 Yes Driver - Unsafe Operating ADA - Dorothy Maffitt states she had a pickup app go off Mojave hearing at 9:30 a.m. and was sched to drive her with app at 10:43 and she called for an early pick up (her original pick-up time from Mojave hearing was 12:15) she states it took her 2 hrs to get home.

Cristina Navarro [10/20/2020 09:39:58] After gathering information I noticed there was a bus exchange at around 9:20 bus 008 R4a spoke to operator to circulate the route 4/10 I will also call the agent.

Cristina Navarro [10/02/2020 09:04:03] I will pull the whole case of Cristina Navarro [01/10/2020 11:55:01] Per both operator Ruben Solorio and Regina Hernandez say they do not recall this incident, I did view the camera for 008 from 2010-1033 operator did not pick anyone up at Ontario and central at the 10:00 hour he did pick 1 male passenger on central to close to Valley Rd. I did not see any vehicle turning off the road I will pull the camera for 606 Celia Serrano [11/09/2020 09:26:23] I did see 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. nameless near Ontario Rd and Bear Valley Rd, the 25 operators did not pick up at the location mentioned above.


10/28/2020 0 0001-1436 Yes Passenger to Passenger Caller traveling on Bear Valley less Rush rate called to report an accident on the bus, driver called to report that doing that could cause an accident.

Cristina Navarro [10/27/2020 09:04:43] Operator is Sean Gooper route 103 I will request R3 Cristina Navarro [10/28/2020 09:48:43] Per Operator Sean Gooper he does not allow passengers to board the bus without a seat we have strict rules for all operators and passenger that require to wear masks at all times.

Shelly Cabe [11/23/2020 14:12:13] did not call and caller said that when you call for an earlier pick up it is ride availability, caller said she the driver 9:30 a.m. and said that the service wants this by day, driver thinks they should be able to pick her up within 30 min.

10/28/2020 0 0001-1437 Yes Bus Stop Issues ADA - Ronnie Moore states that he has been told by a passenger who is suspended from VVTX due to not wearing a mask and does not wear a mask. She states that it is not correct many times drives more than 2 hours late and has a bus for another alternative to get to his destination, also claims when heýchos to not keep waiting for, he does call dispatch to let them know he can’t keep waiting, states he is not able to get to the services.

Cristina Navarro [10/27/2020 09:12:03] waiting for route 101 (6:01) driver passed them by, they mention that this is the only time that this happens, and they have been told to wait for the next bus. I contact dispatch and Bernardino called the driver and confirmed that driver did not stop and was not able to turn around as he had already left the bus.


10/29/2020 0 0001-1438 Yes Pandemic Concerns Several passengers at Fort Irwin @ 9th & D St - home waiting for route 101 (6:01) driver passed them by, they mention that this is the only time that this happens, and they have been told to wait for the next bus. I contact dispatch and Bernardino called the driver and confirmed that driver did not stop and was not able to turn around as he had already left the bus.

Cristina Navarro [10/27/2020 09:12:03] waiting for route 101 (6:01) driver passed them by, they mention that this is the only time that this happens, and they have been told to wait for the next bus. I contact dispatch and Bernardino called the driver and confirmed that driver did not stop and was not able to turn around as he had already left the bus.


10/31/2020 0 0001-1439 Yes Service - Time (Deviations) Caller states on L12 he boarded route 12 Rainbow-Fan Bernards @ 8 a.m as its way bus brakes down, bus driver does not share any information on what the solution is and they wait for over an hour, pass start getting thirsty and a pas has ice cream and starts yelling water and boer driver doesn’t even care that this is happening, driver mention that he knows something was wrong with the bus since he was leaving San Bernardino.


Shelly Cabe [11/21/2020 11:11:19] let caller know the driver was spoken to called and said that they were happy.

Shelly Cabe [12/11/2020 09:48:18] this is now valid.

Shelly Cabe [12/07/2020 12:37:21] Informed caller that the driver has been spoken to as well as the Operations Director talking to this passenger.

Shelly Cabe [11/17/2020 08:13:39] Due to no follow up this is now valid.

Shelly Cabe [12/07/2020 12:37:21] Informed caller that the driver has been spoken to as well as the Operations Director talking to this passenger.
<table>
<thead>
<tr>
<th>Date</th>
<th>Code</th>
<th>Type</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>11/8/2020</td>
<td>0001</td>
<td>Pandemic</td>
<td>Callers state this morning same pax, man in a wheelchair fell over the</td>
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<td></td>
<td>1441</td>
<td>Concerns</td>
<td>place. Why is he being allowed to ride to bus?</td>
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<tr>
<td>11/8/2020</td>
<td>0001</td>
<td>Failure</td>
<td>Per caller, this is #15 VVT bus has broken down this morning, and the</td>
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<td></td>
<td>1442</td>
<td>to Pick-Up</td>
<td>pax were not wearing a mask, pax states she had not been in the bus</td>
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<td></td>
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<td>since Feb 2020. Mayor called dispatch, told her they will be able to</td>
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<td>pick her up at 1:30 PM. Because the driver was waiting for another driver,</td>
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<td>Latvia states she could not walk 1/2 mile to get picked up. Her pick up</td>
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<td>was at 16:00.</td>
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<tr>
<td>11/9/2020</td>
<td>0001</td>
<td>Driver</td>
<td>Callers state on route #20 older driver was on board, seat was broken</td>
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<tr>
<td></td>
<td>1440</td>
<td>Discourting</td>
<td>and passenger was walking on the seat. Why is it being allowed to ride?</td>
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<tr>
<td>11/9/2020</td>
<td>0001</td>
<td>Route</td>
<td>Callers states this morning same pax, man in a wheelchair fell over the</td>
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<tr>
<td></td>
<td>1446</td>
<td>Design</td>
<td>place. Why is he being allowed to ride to bus?</td>
</tr>
<tr>
<td>11/9/2020</td>
<td>0001</td>
<td>Driver</td>
<td>Callers state on route #40 bus driver got hit by a car, and asked for the</td>
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<td></td>
<td>1443</td>
<td>Discourting</td>
<td>the driver to change her driving style. Requested a change for full face</td>
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<td>and she told the driver she showed your M and driver told her that she</td>
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<td>will drive and do the best she can.</td>
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<tr>
<td>11/9/2020</td>
<td>0001</td>
<td>Miscellaneous</td>
<td>Callers state in an behalf of another person, stating they had not</td>
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<td></td>
<td>1445</td>
<td></td>
<td>retrieved their stuff. Callers state they were not able to recover</td>
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<td></td>
<td></td>
<td></td>
<td>their stuff.</td>
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<tr>
<td>11/12/2020</td>
<td>0001</td>
<td>Driver</td>
<td>Callers stated with concern regarding bus stop at Mission and</td>
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<tr>
<td></td>
<td>1450</td>
<td>Discourting</td>
<td>Logan. The transit office is not in the right location of the bus stop.</td>
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<td>The bus is not picking up the passengers in a timely manner. The</td>
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<td>resident is concerned about this situation.</td>
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<tr>
<td>11/12/2020</td>
<td>0001</td>
<td>Service—Time</td>
<td>Resident called with concern regarding bus stop at Mission and Logan. The</td>
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<tr>
<td></td>
<td>1447</td>
<td>(Slow)</td>
<td>transit office is not in the right location of the bus stop.</td>
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<td>The bus is not picking up the passengers in a timely manner. The resident</td>
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<td></td>
<td>is concerned about this situation.</td>
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<tr>
<td>11/12/2020</td>
<td>0001</td>
<td>Driver</td>
<td>Caller states he was involved on the sidewalk on route #423. He was</td>
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<tr>
<td></td>
<td>1455</td>
<td>Discourting</td>
<td>injured in the fall. The bus was not in the right location of the</td>
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<td></td>
<td></td>
<td></td>
<td>bus stop. He was taken to the hospital.</td>
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13/13/2020 0001-1433 Yes Driver
Discontinuities Callier's state he was on route fill boarded @ Peralta & Main 1UFO states female driver was so rude and disrespectful yelling at all the pas.

13/14/2020 0001-1452 Yes Letter Condition Callier states that route 2 > Whitegoldbus is holding a line of 30+ cars. Driver should know to pull over and allow traffic to get by.

13/24/2020 0001-1451 Yes Driver - Unsafe Operating Callier states that on 12/12 he boarded route 135 bus 630 @ 7th & Lorene and there was a traffic jam, he states driven David Forre's was on route.

13/16/2020 0001-1454 Yes Service - Time (Days) refer to complaint #1378

13/18/2020 0001-1458 Yes Bus Stop Incident Callier traveling 150 north exit from exit 180 on 12/18 @ 10:30pm states VVTAX bus in front on boards 20K and left hit his windshield causing chip.
He states there were no meds reps on bus.

12/18/2020 0001-1456 Yes Miscellaneous FAST states waiting for the 8.00am bus Link in Barricade @ Victorialhe driver arrives and tells pas they are going to have to wait because he is going to smoke, pas request to be let in the bus a next a he has back problems and driver proceeded to tell him, no that because that would require me to push a lot of buttons and collect fare and that I wouldn’t be able to smoke, and I don’t want to tell you in the bus. I don’t want to pass across the street to look for a supervisor, FAST asked to feel threatened by driver when driver came up to pas like if he was going to push him off the bus, the driver told pas "why don’t you grow a brain" I know how to deal with people like you, you are just a dummy", per pas there was no reason why driver should be talking to me that way. Driver kept telling all the pas that because of each person they were going to be late, he stops at the doorway and would not let pas board the bus. Finally, manager Jason showed up and took pas to Victorialhe.

11/22/2020 0001-1457 Yes Miscellaneous FAST states the bus shelter at Happy Trails by the Target the light is not working.

11/28/2020 0001-1459 Yes Driver Discontinuities Multiple pas called this morning re regard to driver on route 11. I San Bernardino taking on of the 7th & Lorene @ 7:50 am then stopping at the Clerc K. The operator spent over 25 minutes in the restroom and getting them late (7:50) to the San Bernardino Transit Center and due to this they missed their connection. FAST states this driver does not prioritize time, every time this driver is on this route, they are late.

11/20/2020 0001-1460 Yes Miscellaneous Callier states he was on route fill boarded @ Peralta & Main 1UFO states female driver was so rude and disrespectful yelling at all the pas. Christina Navarro [10/14/2020 04:26:32h] Shelly and I viewed this camera; operator was spoken to on how to diffuse the situations. I'm Colowed acknowledge that she should have handled it better and will in the future. Cristina Navarro [10/14/2020 04:26:32h] Due to just now hearing the credentials log in these complaints are answered late.

Cristina Navarro [12/19/2020 12:00:47h] We do apologize for the inconvenience you've had, we have had a break down on Wednesday 9-30-2020 also on Thursday 9-30-2020 buses have been worked on since then hopefully it doesn’t happen again.

Cristina Navarro [11/13/2020 11:54:46h] Incident reports were given to operator working on request Cristina Navarro [12/01/2020 08:41:52h] Operator Kindrith Ham's claim that she does not recall this incident may have to view the cameras.

Shelly Callie [12/23/2020 12:30:14h] Called up and called to caller and let him know I will be monitoring this location, Caller said thank you very much. Shelly Callie [01/24/2021 08:56:04h] left memo.


Shelly Callie [11/21/2020 12:02:11h] MADE SHOP 2 @ our BUSES HAVE HUD FLAPS. Shelly Callie [01/04/2021 09:55:04h] left memo to say that all new buses have had HUD flaps and put the number, date, no rail fans have had to be replaced, Caller said he did it have it fixed and the cost was $75.00. Caller would like to be turned over to the safety dept.

Shelly Callie [12/23/2020 12:30:14h] Called up and called to caller and let him know I will be monitoring this location, Caller said thank you very much. Shelly Callie [12/21/2020 12:17:22h]


Spoke to caller on 12-10-20 in the pm and 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 he said he didn’t call in but went on a beat (driving he has been advised to contact the Federal Transit Administration Title VI program) Shelly Callie [12/04/2020 10:26:22h] Per the zoom meeting the Operation Director Steven Herrera, Administration Assistant Sylvia Harris, Operations Manager Jonathan McDowell and Contract Compliance Manager Shelly Callie where all logged into this meeting and the caller Doug Slaught did not log in.

Tymisha Brown [10/02/2020 07:34:08h] Driver Lillian Aldrich has been coached on this issue and also on providing excellent customer service to all pas. Players were informed about passengers with mobility devices and where they can sit.

Christine Navarro [09/28/2020 07:15:46h] Operator Curtis Wilson was in bus 532 and his appearance at meek and Arleta is 8:11 and 8:15 heading to the end I’ll have Operator Curtis Wilson off bus. Christine Navarro [10/09/2020 08:18:27h] Per operator fit he stated he was early and pulled 5 miles after the departure time as he was departing a young female pallid for him operator Curtis Wilson informed her that she was 3 min late. Per SymBrandma system operator pulled at 542 am

Shelly Callie [01/06/2021 09:59:06h] no call back from the Town has been contacted and batteries have been ordered by VVTAX

Shelly Callie [12/06/2020 10:40:15h] I been at 7th and Lorene and this driver arrives into every Monday, today she arrived at 7:03 but deixt off 8:00 due to 7:25 due to pil being called about an unowed passerenge. 11- 30-20- 5:15 late for 44 down 11-23-20-7:00 pulled at 7:32

Non-charge

Non-charge

Non-charge

Non-charge

Non-charge

Chargeable
Caller stated that when she came home her car had been hit, the headlights smashed, and her wheel turned the wrong way. Neighbor told her she hit her car.

Christina Navarro [09/26/2020 01:25:38] I do recall someone asking if we the last of pm 15 going to Bartow, we informed them that we are going to Bartow. Goodnight and have a safe trip.

Kevin Gillis [07/08/2020 00:48:17] @NatalisNavarro can you pass that request on to the operator please? One stop transit operator 97500-47a29 sessions.
12/31/2022
0001-1480
Yes
Miscellaneous
Caller states Hispanic driver on bus #526 going towards 7th & Lennar ran the red light at 4th 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 passengers carrier carries a large daily with capabilities and it is unsafe to transport due to being too large of a daily.
Tyrantsha Brown [09/16/2020 08:09:31] The operator Jennifer Davis. She was convicted on this issue and ensures it will not happen again.
Shelly Calizo [01/14/2021 03:49:15] Waiting on update. Shelly Calder [01/21/2021 14:02:45] Waiting on update. Shelly Calder [01/22/2021 10:12:34] This is now valid. Shelly Calizo [01/21/2021 21:07:35] let caller know the camera was pulled and the driver was spoken to caller said thank you.

3/4/2021
0001-1478
Yes
Miscellaneous
Pass on bus 005 route 52 (4/21 @ E 10th) states driver was speeding and fell in danger for her safety, she also states due to driver speeding almost caused a pass to fall, as well as about hitting the cross at the Amargosa stop, she also states driver stated the reason why she was speeding “because she took a 12 minute break at 7th & Lennar and she did not want to wait 45-60” pass identified driver with red hair and glasses.
Jonathan McDownell [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 policy 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 Calizo [01/24/2021 09:46:37] Waiting on update. Shelly Calder [01/21/2021 12:52:45] Shelly has called 2 times and left msg, no return calls from caller. Shelly Calder [01/21/2021 12:30:18] On January 5, 2021, we received a voice message from Mrs. Trujillo expressing her anger and frustration during her ride on Route 52, stating that around 4:00 pm heading to the Victor Valley Mall, the driver was driving erratically and almost crashed. On January 5, 2021, 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 andcombative 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 ask Mrs. Trujillo’s complaint 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. Domick for unknown reasons.

1/6/2021
0001-1472
Yes
Miscellaneous
Caller states driver on route #33 ran 2 red lights by the stop at the Western & El Monte and 375 almost hitting another driver.
Jonathan McDownell [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 policy 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 Calizo [01/11/2021 06:47:32] Thank you for taking the time and caring about our passengers.
Shelly Calizo [01/24/2021 05:45:58] Waiting on update. Shelly Calder [01/21/2021 18:21:17] I spoke to S. Crane and she let her know that VVTA did approve this, and she will add this to the safety meeting. Called and let caller know RAs been approved. Caller said thank-you.

1/6/2021
0001-1476
Yes
Miscellaneous
Caller states driver Daniel #509/999 bus route #33 1/6/21 @ 3:15 pm helped a passenger with a bag that was having a hard time remembering where he lived, driver made sure he got home safe. He walked him and made sure that he was the correct house.

1/6/2021
0001-1475
Yes
Miscellaneous
Call states driver was giving a hand time when boarding bus, from VVM > Whitewater pass was wearing a face shield and driver was telling her to pay a mask on, she was the only pass on board she told driver she will do it all the way in the back. If it makes you feel better, but this stated in acceptable, on her way back from Pahrump > VVM a different driver stated yelling at her and telling to put on a mask, pass is requesting to educate driver on face covering that is allowed, there is no need to get yelled at while boarding the bus.
Jonathan McDownell [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 policy 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 Calizo [01/11/2021 06:47:32] Thank you for taking the time and caring about our passengers.
Shelly Calizo [01/24/2021 05:45:58] Waiting on update. Shelly Calder [01/21/2021 18:21:17] I spoke to S. Crane and she let her know that VVTA did approve this, and she will add this to the safety meeting. Called and let caller know RAs been approved. Caller said thank-you.

1/7/2021
0001-1477
Yes
Driver - Discriminatory
Caller states driver traveling on 7th st. As she was approaching intersection of 7th and Green Trees light turned red and driver speed up and ran the red light. Caller states it could have been a bad accident, but it 6:09 @ 13:35

1/8/2021
0001-1478
Yes
Driver - Untimely Opening
Caller states driver on VVTA vehicle traveling on 5 Ave. I have Lic # 1372959 was speeding and passed caller on the center divider. Caller states it was an unsafe move. Identified driver as a female.
Shelly Calizo [01/14/2021 10:34:46] Waiting on update. Shelly Calder [01/22/2021 11:24:43] Left message for Gabi to check the license plate number again. Shelly Calizo [01/06/2021 10:28:45] Left message for Gabi to check the license plate number. Shelly Calizo [01/29/2021 12:35:38] Waiting for update. Shelly Calizo [01/06/2021 10:49:45] Left message for caller. Shelly Calizo [02/01/2021 10:35:44] A good log was made for these reasons and Dispatch hasn’t been asked sending them out with the drivers. I let caller know that a log has been made and caller said thank you.
second time — caller states bus driver on route 68 on 12/2/21 1:10 was speeding and almost hit a car. caller states this driver was the same driver from best we were on route 52 on 1/4/21 caller states driver is very unprofessional and is putting all the passengers in danger. caller states bus was traveling on 99th st stopped for pedestrian to cross street. caller would like to commend female driver (kimbryb harri). caller stating that one of our bus drivers hit her car and did not stop. she has very little information on route 6, no bus. the location is not accurate, she is not familiar with the area. she states she was traveling on reese higgens on 12/13/21 at around 6:45 p.m. she was in the front of bus i moving motion when bus was merging back 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 is pretty damaged)

Christine Navarro [08/26/2020 09:46:12] referred back to VVTA


Non-Charge

Christine Navarro [09/06/2020 19:44:01] did speak to this operator to let her know that this is going in the on the route and caller said that the hopes change can be made before September.

Shelly Cable [02/26/2021 11:43:48] no call back until

Non-Charge

Caller states bus driver on route 63 at 6:00 in the morning only to be a random person, taking off before pass seat down almost causing her to fall and when pass requested the stop to get off the bus driver did not stop. caller did not hear. caller states bus driver is not dropping her off at another stop further from where she wanted to get off. caller states is a rude driver

Christine Navarro [09/06/2020 19:44:01] did speak to this operator to let her know that this is going in the on the route and caller said that the hopes change can be made before September.

Shelly Cable [02/26/2021 11:43:48] no call back until

Non-Charge

Caller states bus driver on route 53 bus # 709 in the VVTA is being rude to an elderly person, taking off before pass seat down almost causing her to fall and when pass requested the stop to get off the bus driver did not stop. caller states bus driver is not dropping her off at another stop further from where she wanted to get off. caller states is a rude driver

Christine Navarro [09/06/2020 19:44:01] did speak to this operator to let her know that this is going in the on the route and caller said that the hopes change can be made before September.

Shelly Cable [02/26/2021 11:43:48] no call back until

Non-Charge

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Caller states bus driver on route 63 at 6:00 in the morning only to be a random person, taking off before pass seat down almost causing her to fall and when pass requested the stop to get off the bus driver did not stop. caller states bus driver is not dropping her off at another stop further from where she wanted to get off. caller states is a rude driver

Christine Navarro [09/06/2020 19:44:01] did speak to this operator to let her know that this is going in the on the route and caller said that the hopes change can be made before September.

Shelly Cable [02/26/2021 11:43:48] no call back until

Non-Charge

1/23/2021 001-1488 Yes Driver - Usual Operating

Caller states bus driver on route 67 and route 52 on 12/21/20 6:38 bus left the station at 11:30am. other passengers who were seated were asked to get off the bus. bus driver did not explain why or ask for their cooperation. she stated that the bus driver had no idea why he was doing this. she stated that the bus driver was a woman and was very rude and unprofessional.

Christine Navarro [01/19/2020 06:04:36] will speak to operator and explain. Christine Navarro [01/19/2020 07:09:26] pulled and viewed. the camera did not show a female passenger pulling the cord before news mt. i couldn't hear the step request which go off the female passenger exit the bus at st. Mary's and did not mention anything to the operator regarding her not stopping at her destination stop. Christina Navarro [09/02/2020 10:23:50] no response.

Non-Charge

Shelly Cable [01/19/2021 11:05:47] found the date of the incident to the 24 February of the date was the 23. Shelly Cable [03/01/2021 07:51:00] viewed camera and driver also i was able to see that she saw wasn't the same person from the camera.

Non-Charge

Shelly Cable [01/26/2021 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 part on the bus.

Changeable
1/26/2021 0001-1495 Yes Vehicle Condition caller states that boarding route 68 at VVTA he asked the driver if he could grab his lunch that he had forgotten at the stop, he went to get his lunch and when he turned around the driver had departed leaving his luggage behind.

Christina Navarro [08/12/2010 12:31:48] We are making sure that our buses are thoroughly clean and sanitized daily we have less washers that clean and wash our buses daily.


Chargable

1/26/2021 0001-1497 Yes Driver Overconcerns NTC passenger - Note States that the restrooms on the buses have no toilet paper, no wipes. He has mentioned 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 [08/13/2010 12:17:02] The operator (driver) inquired if a passenger in the superintend would be explained to them that the buses were out of service in 2000 and the last 15 min at the 1000 hour superintend Bryan arrived and was able to take a passenger to Aliso Viejo only and not to service no one informed the passengers that we would take them to Barlow. We haven’t been using the 2000 hour from 7:00 and the bus to Barlow since the 2003 pandemic. Christina Navarro [08/28/2020 04:18:24] did speak to operator, Dispatch come, supervisor Bryan Haynes they both explained to me that there was a mobility that the 15 and needed to go to Aliso Viejo no other passengers were transported to Barlow and the passengers can be reconnected. Jonathan McDowell [08/26/2014 24:10:40] Although the bus broke down, there was not another bus heading to Barlow so even if the bus made it to Victoria he on time, they still would not have been a connecting route to Barlow. Due to the break down, the passengers going to Aliso Viejo did wants their connecting bus, so they were transported. The Barlow passengers were not transported.

Shelly Cable [03/07/2021 12:51:04] an email was sent in to make this point, the ticket is addressing this. no call back re for this part.

Chargable

1/27/2021 0001-1493 Yes Driver - Unfair Operating Caller states driver keeps accelerating before there is able to take a seat, today 12/25/11 @ 10:20 driver boarded the bus @ 1229 Central St > Stevenson and the driver is from Barlow. Caller states nothing has changed since the last time they submitted a complaint #4564. Some young driver AA, long hair.

Christina Navarro [08/05/2020 09:05:22] will request IR from operator Brian Powell and from the same date Christina Navarro [20/03/2020 20:38:28] AOM Jonathan McN. and I viewed the camera, and we did notice that the operator go through 78 and McClure Ave at the time the caller stated both Jonathan and I couldn’t see the light, but we did notice that the intersection was, and we did not notice the person crossing the intersection as he was turning.

Shelly Cable [02/02/2021 07:20:57] Waiting on answer. Shelly Cable [03/02/2021 08:49:05] waiting on Keats answer. Shelly Cable [02/04/2021 08:08:40] due to no response this is now valid. Shelly Cable [02/08/2021 12:20:15] caller said sense I spoke to him it has been pretty good.

Chargable

2/2/2021 0001-1490 Yes Driver - Unfair Operating Driver of vehicle stated that the supervisor vehicle stopped with no warning, again or anything right in the middle of Fullerton and got out for a minute, then went to the next stop. Provided 2/2/2021 while waiting to board route 66 he noticed that there was a pan with a wheelchair, so he requested driver to lower the ramp. para Teresa did not appreciated the young man trying to enter the car and stated he is not unappreciated.

Christina Navarro [06/01/2019 15:10:08] refer back to VVTA.

Shelly Cable [02/17/2021 09:23:54] viewed camera with Operating Director and his assistant and the female passenger was very disrespectful to 2 male passengers, left message for caller. Shelly Cable [02/17/2021 12:36:17] let caller know that camera was viewed and VVTA is working on this issue. Caller said this is an ongoing issue with this part.

Non-Charge

2/6/2021 0001-1496 Yes Bus Stop Issues pas states driver AC is a kind and respectful driver. he states AC is a good driver and always willing to help.

Christina Navarro [08/04/2019 08:49:49] Camera was mailed and will still be in Stevenson’s box. Shelly Cable [02/17/2021 09:23:54] viewed camera with Operating Director and his assistant and the female passenger was very disrespectful to 2 male passengers, left message for caller. Shelly Cable [02/17/2021 12:36:17] let caller know that camera was viewed and VVTA is working on this issue. Caller said this is an ongoing issue with this part.

Non-Charge

2/10/2021 0001-1495 Yes Pandemic Concerns Pas states he called to make a reservation for a destination pick up, first he states he was given a hard time because it was less than 2 hrs, while he was required to schedule a same day donation, pas states he tried calling so many times and it kept sending him to voice mail, when finally get an operator he was told they will contact driver and he will be picked up after the Silver Lake Market stop, but did not arrive, passed connected dispatch and was told driver was late, pas waited and he centered dispatch once again and state that dispatcher was rude and not willing to help him.

Christina Navarro [08/05/2020 12:39:42] On the date mentioned above the operator called in that there was traffic on the 10 Northbound before termination. In regard to the crowded issue and passenger not wearing mask all operators are aware that our passengers have to practice safety regarding mask procedures who operator did not call in that she was full passengers load. I then spoke with the operator and request an IR. Christina Navarro [08/05/2020 12:39:39] I did speak to the operator she confirmed that: the bus was half full.

Shelly Cable [02/25/2021 11:05:17] still not updating on an update. Shelly Cable [02/25/2020 09:41:51] this is new valid due to no update from passengers. Shelly Cable [02/03/2020 11:32:22] Voice mail not set up yet. Shelly Cable [03/03/2020 16:00:44] caller said I had the wrong phone.

Non-Charge

2/11/2021 0001-1498 Yes Service - Time [Slow] Caller states she has talked to Barlow regarding this issue, box stop on west William St. driver is pulling in to the parking lot at 4:10am and all day, the customer 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 and, caller states it cl CPUing.

Christina Navarro [09/08/2020 12:58:13] talked to operator Michelle Rose she explained that on that day she had two mobility and she did not make connections at the college also because her padder is designed to take a bus out when she starts her shift the sign on time does not allow her to get the hospital post on time. Michelle Finley and Jonathan McDowell are working on new padders to prevent this from happening.

Shelly Cable [02/12/2021 11:06:30] For 391 AM and PM route are still using the route the way correct. Shelly Cable [02/12/2021 12:50:17] left me. Shelly Cable [02/14/2021 19:07:35] left me. Next time I go to Barlow in the AM, I check on the NTC routes in 2 of the locations 1 being William and have never seen this happen.

Non-Charge

2/13/2021 0001-1499 Yes Other Obstruction Caller states he posted a request for public record information on VVTAs Facebook page, he states his request was denied, his comments were deleted, he was then blocked from VVTA’s Facebook.

Christina Navarro [01/31/2021 13:06:44] will request IR from Pomona Johnson Christina Navarro [08/02/2020 08:30:26] did speak to the supervisor who drove the 43 route that day and he does not recall that incident, his response her also mentioned the importance on testing for passengers anywhere near or around his bus to avoid any incidents/ accidents. Christina Navarro [08/26/2020 09:16:56] pulled the camera but unfortunately, I was unable to view anything for that date I will request an IR from operator Patricia Gote. Christina Navarro [08/26/2020 09:16:56] Par operator IR she stated she was on lunch at the time that the passenger approaches the bus.
2/14/2021 001-1500 Yes Pandemic Concerns Caller states VFTA operator vehicle traveling on Hospaeria Rd near Valley Rd driving recklessly and following too close. Caller provided location and dispatch was notified.

2/18/2021 001-1503 Yes Driver - Uncert Operating AOA Denise White- Caller states AOA dispatcher was on route and while she was trying to advise her she called and dispatch was having a full-on conversation with another dispatcher, when dispatcher came back to the phone and said she was going to help him move traffic which was a serious issue, dispatcher disconnected call with pass. He also stated he requested driver to turn off heater and driver didn't turn it off.

2/20/2021 001-1501 Yes Miscellaneous Caller states during route 92 was being routed bus stop was located on Vtg Way & Western Way, driver dropped him off by the food less driver informed pass due to road construction he was unable to drop him off by the bus stop. Pass stated he went by the bus stop and there was no construction.

2/26/2021 001-1504 Yes Bus Stop Issues Pass states when boarding route 81 on 1/26 at 12:00pm driver started yelling at her about wearing the mask, pass states she was wearing a mask, but it kept falling off her nose, driver kept insisting her about the mask, once in route pass states driver pulled over by the weight station and threatened pass to get off the bus. pass states she kept her mask on the whole time, she identified driver AAA.

3/1/2021 001-1503 Yes Route Design Caller states VFTA supervisor vehicle #203 was able to stop the bus on 7th St & LaRue & Moye @15:30 in driving out and on traffic conditions, tailgating. Call states there was no pass in the car.

3/3/2021 001-1507 Yes Vehicle Condition NCT pass - bus #213 driver has heater and AC on both at the same time. It gets hot but it's a very uncomfortable ride.

3/5/2021 001-1503 Yes Failure to Pick-Up Caller states driver on route 81 was driving dangerously and above speed limit in wet weather conditions. Caller states driver made it from City Hall to Yuma in 30 minutes.

3/11/2021 001-1500 Yes Driver Disrespect행위 Caller's states driver on route 55 arrived at the STI transit center pulled out at 7:17 hearing her behind, as she was running and calling on the driver to wait for her to get off. Driver was aware of pass, as driver yelled out window, "I can't see you.

3/11/2021 001-1509 Yes Service Complaint - Misc. The past 6 weeks I have been riding on bus 813 to find PnPk. 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.

3/12/2021 001-1511 Yes Vehicle Condition AOA pass - Nina states when she boarded the bus and paid out her fare $2.50 as she was taking her seat, she was approached by the driver stating that she had purchased her a ticket and questioning woman or not she would be able to take her fare for $1.50, pass feels driver could have approached her differently.


Chargable

Non-Charge

Chargable

Non-Charge

Chargable

Chargable

Chargable

Non-Charge

Non-Charge

Referral Buck
0003-1429 Yes Dispatch - Disclosure Ms. McLain spoke at unrest needs; Ms. McLain stated that she often has to wait on the ADA bus to let her off at home on 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 seat in their own entrances. Ms. McLain communicated with Supervisor Lieutenant's office and feels she has some idea on improving the routes and legislate for ADA.

Christina Navarro [07/16/2000 13:35:05] spoke to reservation also dispatch I'm waiting for the operator to complete this complaint Christina Navarro [07/20/2000 13:04:49] For 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 Slater Bros near Apple Valley Rd. Not Rancho Dr. Per Jonathan Thompson I new reservation at the time due to short staff. I understood that Mrs. Johnson wanted the Slater Bros near Rancho Rd. Not Apple Valley Rd. As the Operator Martin Damsen was driving. Mrs. Johnson informed the operator that he passed up her destination on the operator turned around and dropped her off at the Slater Bros on Apple Valley Rd. Operator Martin Failed to informed 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 ticket and Mrs. Johnson was not there's when Mrs. Johnson called and spoke to Cecelia and stated her where her bus was located. Cecelia informed her that her bus was there that she could track the bus not realizing that it was the wrong one, so they both realized that was the wrong one; they immediately sent the same operator back to pick her up. Cecelia also informed that she did not give the passenger a hand time and that there was some confusion and the only thing she did was to help Mrs. Johnson.

Shelly Cable [10/27/2000 06:15:34] The longest trip duration was 62 mins. For 3 year, her average trip duration is 24 mins. Shelly Cable [10/27/2000 16:08:38] I spoke to this caller and she wants her rides to be like IA 35 units.

0003-1446 Yes Drive Discriminatory Callers' status route 53 took off from 7th and Lawrence @ 7:45am and arrived at San Bernardino transit center @ 8:40am she states the driver stopped at the Cielo for the Cal State and 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 late for work. ADA passenger - Johanna Williams states she suffers from anxiety not had a drive, very sensitive to being approached and she states ADA driver is not suppose to be approaching her about same day appointments and being late for pick-up, she is requesting driver not to approach her, she states the builder the rules and she behaves on the bus there is no need for driver to talk to her.

Christina Navarro [07/16/2000 16:38:52] I will request it from operator Jennifer Lee Christina Navarro [07/23/2000 18:16:27] I spoke to 2 pm Foothill operators they both informed that they do not allow passengers on the bus used its cool enough to enter that's 5 mins before those drivers sign on at the base.

Trudy Brown [10/17/2000 06:01:22] At 12:41 Operator Myra Jones was called from Michael Powell. When they arrived at the front 4 less stop a stop with bags on the bag her woman was boarding Myra called dispatch to see about boarding with the bags on the week. She informed that she has paid the ticket the bag in the seat next to her. Video was clipped and put in drop box.

Shelly Cable [11/02/2000 14:09:56] let me know. Shelly Cable [11/23/2000 15:33:37] caller said every time this driver does this 7pm in 15 she gets to 7th and Lawrence on 57, on the days she has driven this route this driver has arrived 7 15 mins late for month of November, she stressed on Mondays.

0003-1506 Yes Driver Discriminatory Pass states she has witness drunk-px boarding the bus route 46 & 68 by the Whitman in Henderson. She also notified that they bring alcoholic beverages on board. She states that those routes have now female drivers and, and they don't know how to approach the situation.

Christina Navarro [07/16/2000 06:16:09] Operator Robert Louna was travelling on Bear Valley Rd. heading westbound 2 lights before Arrangue 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 5 or cars exiting the freeway which meant there was clearance for other vehicles to go thru as he was at the intersection waiting for traffic to clear. Christina Navarro [10/23/2000 20:03:44] Thank you

Trudy Brown [10/17/2000 06:01:22] At 12:41 Operator Myra Jones was called from Michael Powell. When they arrived at the front 4 less stop a stop with bags on the bag her woman was boarding Myra called dispatch to see about boarding with the bags on the week. She informed that she has paid the ticket the bag in the seat next to her. Video was clipped and put in drop box.


0003-1497 Yes Miscellaneous Pass states she has witness drunk-px boarding the bus route 46 & 68 by the Whitman in Henderson. She also notified that they bring alcoholic beverages on board. She states that those routes have now female drivers, and they don't know how to approach the situation.

Christina Navarro [07/16/2000 06:16:09] Operator Robert Louna was travelling on Bear Valley Rd. heading westbound 2 lights before Arrangue 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 5 or cars exiting the freeway which meant there was clearance for other vehicles to go thru as he was at the intersection waiting for traffic to clear. Christina Navarro [10/23/2020 20:03:44] Thank you

Trudy Brown [10/17/2000 06:01:22] At 12:41 Operator Myra Jones was called from Michael Powell. When they arrived at the front 4 less stop a stop with bags on the bag her woman was boarding Myra called dispatch to see about boarding with the bags on the week. She informed that she has paid the ticket the bag in the seat next to her. Video was clipped and put in drop box.

Shelly Cable [10/23/2000 20:13:57] caller said every time this driver does this 7pm in 15 she gets to 7th and Lawrence on 57, on the days she has driven this route this driver has arrived 7 15 mins late for month of November, she stressed on Mondays.

0003-1494 Yes Driver - Unsafe Operating Daily Morales (Fort Irwin) Callers states she has been receiving feedback from NCT passengers that bus readers are not wearing properly, and their relationship is not being recorded.

Christina Navarro [07/19/2000 12:42:22] will have operator or Christina Navarro [07/14/2000 12:06:48] update operator on the 42 was David Ferres and Samantha Domicik Christina Navarro [07/14/2000 09:05:09] for operator Samantha Domicik and Sync operator did stop on Tuca Loma rd and Navajo rd to go southbound via pull zones to get better information Christina Navarro [07/19/2020 07:48:08] Good Morning I viewed the camera this morning and realized that the passengers did make a complete stop, looked both directions and continued in route. I also noticed that the operator passed the pedestrian walk time when a dark colored SUV was heading southbound on Navajo rd. Operator was approaching the stop.


0003-1483 Yes Vehicle Condition Caller has a suggestion regarding the last but coming out of Barstow Vonsitlue bus leaving at 5pm from Barstow makes it impossible for gas to get to 58 being that the last bus going to 58 has already left by the time they arrive to YC.

Christina Navarro [07/13/2000 12:55:05] Route 54 had bus number 2020 on Monday July 6 2000 at 20:20 there is no information on transntrack regarding this bus running no AC I have a lot of operators name that I can call if passengers mentioned anything on that date regarding the AC Christina Navarro [07/13/2000 12:55:05] I spoke to Victor Gonzales and he informed me that a passenger did mention it to him that the ac was not working when the operator took the route Victor Gonzales noticed that the windscreen where opened and once he closed the window the air recirculating I will speak to the previous operator before him and asked if he had any problems or is there any windows where left open which is operator Jorge Hernandez

Shelly Cable [07/24/2000 14:20:27] tell caller know that this will be placed in the commuter needs and will be reviewed, caller and thank you for calling him with an update.

0003-1461 Yes Bus Stop Issues Pass states every time she boards route 25, it 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.


Shelly Cable [01/04/2001 06:42:30] was at this location 1 of the times called was very rude and calling him at the driver. Shelly Cable [09/04/2002 06:48:03] Jonathan was called and pos was able to be transported to 08 onjonathan. Shelly Cable [01/04/2001 10:05:06] left mess. Non-Change
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.

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<th>ITEM NUMBER</th>
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<td>Marie Downing</td>
<td>Alternative Fuel Credits $1,250,127</td>
<td>April 19, 2021</td>
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CLOSED SESSION
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AGENDA MATTER

Closed Session.

SUMMARY STATEMENT

BOARD BUSINESS
Closed Session.
Personnel Exception - Government Code 54957 (b).

RECOMMENDED ACTION

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<tr>
<td>John Tubbs, III,</td>
<td>N/A</td>
<td>April 19, 2021</td>
<td>7</td>
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<td>County Counsel</td>
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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,

[Signature]

Aline Frantzen  
President & CEO  
Keolis Transit America