



**VICTOR VALLEY TRANSIT AUTHORITY
REGULAR MEETING OF
THE BOARD OF DIRECTORS
July 17, 2023, 9:30 A.M.**

**Victor Valley Transit Authority
17150 Smoke Tree Street
Hesperia, CA 92345**

Victor Valley Transit Authority Board of Directors

Liz Becerra, Chair, City of Victorville
James Noble, Vice-Chair, City of Barstow
Larry Bird, Director, City of City of Hesperia
Paul Cook, Director, County of San Bernardino
Dawn Rowe, Director, County of San Bernardino
Joy Jeannette, Director, City of Adelanto
Curt Emick, Director, Town of Apple Valley

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 x102, (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 is available and posted: Friday, July 7, 2023.

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 the Public Hearing and Regular Meeting of The Board of Directors Conducted June 20, 2023.***
Recommendation: Move for approval.
Presented by: None.

Pg. 17 ***Item #2: Warrants, May 2023.***
Recommendation: Move for approval.
Presented by: None.

REPORTS

Pg. 23 ***Item #3: Management Reports for Hesperia and Barstow Divisions – Verbal Report from Chief Executive Officer.***
Recommendation: Information item only.
Presented by: Nancie Goff, CEO.

ACTION ITEMS

Pg. 33 ***Item #4: Adopt Resolution 23-04 Destruction of Victor Valley Transit Authority Records.***
Recommendation: Adopt Resolution 23-04 Destruction of Victor Valley Transit Authority records.
Presented by: Maged Azer, CFO.

POSSIBLE CONFLICT OF INTEREST NOTICE

Note agenda item 5 contractors, subcontractors and agent, which may require member abstentions due to conflict of interest and financial interests. Board Member abstentions shall be stated under this item for recordation on the appropriate item.

- Pg. 45 **Item #5: VVTA RFP 2023-11 San Bernardino Region Vanpool Providers Award.**
Recommendation: Award Contracts to Airport Van Rental and Enterprise Holdings.
Presented by: Sandye Martinez, Procurement Specialist.
- Pg. 49 **Item #6: Update Late Cancellation and No-Show Policy.**
Recommendation: Approve updated Late Cancellation and No-Show Policy as presented.
Presented by: Brandon Johnson, Programs Coordinator-Operations.

BOARD OF DIRECTORS COMMENTS

DATE OF NEXT MEETING

Monday, August 21, 2023, at 9:30 AM
At Barstow City Council Chambers
220 East Mountain View Street
Barstow, CA 92311

ADJOURNMENT

Victor Valley Transit Acronym List

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

Victor Valley Transit Acronym List

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LTF	Local Transportation Fund
MaaS	Mobility-as-a-Service
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
NOFO	Notice of Funding Opportunity
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
RTAP	Rural Technical Assistance Program
RTIP	Regional Transportation Improvement Program
RTP	Regional Transportation Plan
RTPA	Regional Transportation Planning Agencies
SaaS	Software as a Service
SBCTA	San Bernardino County Transportation Authority (formerly SANBAG)
SCAG	Southern California Association of Governments
SGIP	Self-Generation Incentive Program
SOV	Single-Occupant Vehicle
S RTP	Short Range Transit Plan
STAF	State Transit Assistance Funds
STIP	State Transportation Improvement Program
STP	Surface Transportation Program
TAC	Technical Advisory Committee
TAM	Transit Asset Management
TCM	Transportation Control Measure
TDA	Transportation Development Act
TEA	Transportation Enhancement Activities
TEAM	Transportation Electronic Award and Management
TNC	Transportation Network Company
TOCP	Transit Operating and Capital Plan
TrAMS	Transit Award and Management System
TREP	Transportation Reimbursement Escort Program
TRIP	Transportation Reimbursement Incentive Program
TSP	Transit Signal Priority
TSSSDRA	Transit System Safety, Security and Disaster Response Account
ULEV	Ultra Low Emission Vehicle
UZAs	Urbanized Areas
VOMS	Vehicles Operated in Maximum Service
ZEB	Zero Emission Bus
ZEV	Zero Emission Vehicle

Victor Valley Transit Authority Meeting Procedures

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

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

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

VICTOR VALLEY TRANSIT AUTHORITY

MISSION STATEMENT

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

Quality

To increase ridership and community support by exceeding expectations.

Efficiency

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

Responsiveness

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

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**AGENDA ITEM
ONE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

**Minutes from the Public Hearing and Regular Meeting of the Board of Directors
Conducted on June 20, 2023.**

SUMMARY STATEMENT

Following are copies of the minutes from the Public Hearing and Regular Meeting of the Board of Directors conducted on June 20, 2023.

RECOMMENDED ACTION

Move for approval.

PRESENTED BY	FISCAL IMPACT	MEETING DATE	ITEM NUMBER
Debi Albin, Clerk of the Board	N/A	July 17, 2023	1

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

**June 20, 2023
MINUTES**

CALL TO ORDER

The Regular Meeting of the Board of Directors of the Victor Valley Transit Authority was called to order at 9:31 a.m. by Chair Becerra.

ROLL CALL

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

Staff Members Present:

Debi Albin, VVTA	Dustin Strandberg, VVTA
Nancie Goff, VVTA	Barbara Miller, VVTA
Maged Azer, VVTA	Christine Plasting, VVTA
Marie Downing, VVTA	Brandon Johnson, VVTA
Juan Robinson, City of Victorville	Sandy Martinez, VVTA
Jonathan McDowell, Keolis	Chris Ackerman, VVTA
Dana Fleming, VVTA	Ashely Palmer, VVTA
Megan Christian, VVTA	Sylvia Harris, VVTA
Jeff Guidry, Keolis	Julie Ryan, Town of Apple Valley
Craig Barnes, VVTA	Bryan Torres Ayala, VVTA
Brandon Johnson, VVTA	

PLEDGE OF ALLEGIANCE

Director Emick led the audience in the pledge of allegiance.

ANNOUNCEMENTS

Ms. Goff said that the grants department would like to remind the jurisdictions that they need to submit and eligible projects for Article 3 funds; these requests are due this Friday, June 23, 2023, to Megan Christian, Grants Analyst for VVTA. Ms. Cable did send some suggestions out a few weeks ago. Alternate-Director Villareal inquired if bus stop benches can be covered by Article 3, Ms. Goff shared it is mostly for path of travel, but seating can be accommodated if the ridership warrants it. Lastly, Ms. Goff shared that the total amount available per jurisdiction is \$144,000.

Additionally, Ms. Goff shared that VVTA will be providing shuttle service for the Firecracker event in Barstow. The Barstow routes will be modified to get the riders to

the event and a special shuttle will run between the college and the sports park.

On July 18, 2023, VVTA and the San Bernardino County Sheriff's Department will hold a joint media event/ribbon cutting at 10:00 am at the Victor Valley Transportation Center. SBCSD Sheriff Shannon Dicus will be present. This event will be open to the public. Ms. Goff thanked Mr. Ackerman from VVTA and Ms. Stacy Parks from the SBCSD for their leadership in bringing this event together.

Ms. Goff shared that the upgrade of the board room webcam project is complete. As mentioned before, three (3) new camera views were added, one (1) 80-inch screen and to accommodate these upgrades there was reprogramming of the panel and changes to the electrical, adding ability to live stream Board meetings via YouTube or Facebook. Lastly, the microphone at each dais seat have been replaced with those that are mobile to make speaking easier.

PUBLIC COMMENTS

None.

CONSENT CALENDAR

1. **Minutes from the Regular Meeting of the Board of Directors Conducted on May 15, 2023.**
Recommendation: Move for approval.
Presented by: None.
2. **Warrants, April 2023.**
Recommendation: Move for approval.
Presented by: None.

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

REPORTS

3. **Management Reports for Hesperia and Barstow Divisions – Verbal Report from Executive Director.**
Recommendation: Information item only.

Ms. Goff explained that there are issues with the ridership numbers and staff is in the process of correcting these errors. This does not affect ADA ridership as that service uses different software; ADA is showing an increase of 11% year over year.

ACTION ITEMS

4. **Presentation of the Fiscal Year 2023-24 Final Draft Annual Operating and Capital Budget.**

Recommendation: 1) Receive and consider public testimony regarding the Federally Funded Program of Projects and the FY 2023-24 Annual Operating and Capital Budget and either approve as published, or direct staff to provide more information to be brought back for further consideration. 2) Adopt Resolution 23-03.

Presented by: Maged Azer, CFO.

Mr. Azer stated that there were no changes from the draft budget presented at the May Board meeting. Additionally, Mr. Azer prepared a shorter version as highlights for the board.

Open Public Hearing:	9:52 am
Hear Testimony:	None.
Close Public Hearing:	9:53 am

There were no public comments submitted to VVTA during the thirty-day (30) comment period.

A MOTION WAS MADE BY Director Emick to approve the recommended action. Seconded by Alternate-Director Villareal. The motion passed unanimously with a roll call vote.

5. **Award RFP 2023-01 Comprehensive Operations Analysis (COA) to Transportation Management & Design, INC. (TMD), Carlsbad, CA.**

Recommendation: 1) Authorize VVTA to contract with Transportation Management & Design, Inc. (TMD), Carlsbad, CA. 2) Delegate authority to the CEO to execute the contract with TMD and to negotiate a Final Best and Final Offer.

Presented by: Christine Plasting, Procurement Manager.

Ms. Plasting explained this award is a sole source award as TMD was the only one who submitted a bid. She added that AECOM is the firm that has performed VVTA's COA's over the past several years; however, this time they are a subcontractor and therefore could not submit a separate bid.

A MOTION WAS MADE BY Director Jeannette to approve the recommended action. Seconded by Director Emick. The motion passed unanimously.

6. **VVTA RFP 2023-10 Computer Network Support Award to Sonic Systems IT, Victorville, CA.**

Recommendation: Award contract to Sonic Systems IT, Victorville, CA, and delegate authority for executing the contract to the Chief Executive Officer.

Presented by: Sandye Martinez, Procurement Specialist.

Ms. Martinez stated that VVTA has used Sonic Systems for years and have been please with their service; this is a new five (5) year contract with option years available.

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

7. **Amend VVTA Procurement Policies.**

Recommendation: Approve amendments to VVTA Procurement Policies: 1000, 1040, 2000, 2010, 4000, 5000, 6000, and 7000.

Presented by: Christine Plasting, Procurement Manager.

Ms. Plasting said that this update is for a few minor adjustments such as changing Executive Director to Chief Executive Officer and well as implementing a ban on certain Chinese made computer chips as required.

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

BOARD COMMENTS

Director Jeannette wished to thank VVTA for providing bags for the City food drive. Additionally, there is a fundraiser for the Adelanto Kicks Café where they will be selling fireworks.

Director Emick wished to congratulate all who were involved in the opening of the Green Tree Extension; it saves so much time! He also shared that Spring Valley Lake will be having their fireworks show on June 24, 2023, at the lake. Lastly, Director Emick shared that the fireworks show is back at Brewster Park and will emceed by none other than VVTA's own Mr. Ackerman. Alternate-Director Villareal shared that the Kiwanis Club in Barstow is also having a fundraiser on August 4, 2023.

DATE OF NEXT MEETING

The next Board meeting will be on Monday, July 17, 2023, at 9:30 am at Victor Valley Transit Authority, 17150 Smoke Tree Street, Hesperia, CA 92345

ADJOURNMENT

The meeting was adjourned at 10:00 am.

APPROVED: _____
Liz Becerra, Chair

ATTEST: _____
Debi Albin, Clerk of the Board

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**AGENDA ITEM
TWO**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Payrolls and Warrants for May 2023.

SUMMARY STATEMENT

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

Agency's Gross Payroll for Administrative Employees

<u>Payroll Date</u>	<u>Amount</u>	<u>Register#</u>
05/05/2023	\$92,484.67	PR350-05-23
05/19/2023	\$91,565.81	PR351-05-23
Total Payroll	\$ 184,050.48	

Agency's Register of Warrants

<u>Register Date</u>	<u>Amount</u>	<u>Check #</u>	<u>Register #</u>
05/04/2023	\$2,081,449.28	14599-14632	AP04460AAAGNY
05/10/2023	\$59,636.12	14633-14654	AP04467AAAGOF
05/18/2023	\$229,921.92	14655-14676	AP04484AAAGOW
05/25/2023	\$252,462.14	14677-14713	AP04495AAAGPH
	\$2,623,469.46		

RECOMMENDED ACTION

Approve VVTA's expenditures for May 2023.

PRESENTED BY	FISCAL IMPACT	MEETING DATE	ITEM NUMBER
Maged Azer CFO	\$ 2,807,519.94	July 17, 2023	2

**Bank Register Report
Victor Valley Transit Authority**

May-23

Check Number	Date	Payee Name	Amount
14599	05/04/2023	VOID	\$0.00
14600	05/04/2023	VOID	\$0.00
14601	05/04/2023	American Express	\$14,199.30
14602	05/04/2023	Bonnie Baker Senior Center	\$4,296.63
14603	05/04/2023	BROADLUX	\$6,090.41
14604	05/04/2023	Charter Communications	\$212.57
14605	05/04/2023	Charter Communications	\$269.98
14606	05/04/2023	Clean Energy	\$8,417.49
14607	05/04/2023	Cougar Mountain Software	\$7,277.77
14608	05/04/2023	Southern California Edison	\$8,491.34
14609	05/04/2023	El Dorado Broadcasters LLC	\$9,000.00
14610	05/04/2023	Foothill AIDS Project	\$1,743.00
14611	05/04/2023	FRONTIER-OFFICE LINES	\$58.05
14612	05/04/2023	Frontier	\$158.66
14613	05/04/2023	Golden State Water Company	\$1,046.52
14614	05/04/2023	City Of Hesperia Water District	\$3,625.56
14615	05/04/2023	El Chicano - Inland Empire Community Newspapers	\$352.00
14616	05/04/2023	Labor Finders	\$4,002.56
14617	05/04/2023	Principal Life Insurance Company	\$2,330.12
14618	05/04/2023	Protected Pest Control. Inc	\$125.00
14619	05/04/2023	Ring Central, Inc.	\$5,318.47
14620	05/04/2023	SOUTHWEST GAS CORPORATION	\$3,523.83
14621	05/04/2023	Southwest Gas	\$329.18
14622	05/04/2023	Spectrum	\$820.00
14623	05/04/2023	Syncromatics Corporation	\$426.30
14624	05/04/2023	Triton Global Services, Inc.	\$2,105.13
14625	05/04/2023	Trona Community Senior Center	\$2,297.06
14626	05/04/2023	VOID	\$0.00
14627	05/04/2023	VOID	\$0.00
14628	05/04/2023	VOID	\$0.00
14629	05/04/2023	US BANK	\$6,190.18
14630	05/04/2023	Verizon-Security Phones	\$9,504.52
14631	05/04/2023	Verizon Connect Fleet USA LLC	\$1,121.51
14632	05/04/2023	Southern California Edison	\$7,779.90
EFT044580001	05/08/2023	Keolis Transit Services, LLC	\$1,520,167.09
EFT044590001	05/08/2023	Keolis Transit Services, LLC	\$450,169.15
14633	05/10/2023	Abundant Living Family Church HD	\$2,584.00
14634	05/10/2023	ADARide.com	\$3,515.50
14635	05/10/2023	BROADLUX	\$513.03
14636	05/10/2023	CAPP Uniform Services, Inc.	\$286.77
14637	05/10/2023	CDW Government Inc	\$8,225.32
14638	05/10/2023	Charter Communications	\$1,149.00
14639	05/10/2023	Clean Energy	\$9,392.41
14640	05/10/2023	Cryostar US West	\$12,329.00
14641	05/10/2023	Southern California Edison	\$1,138.28
14642	05/10/2023	HI-Desert Communications	\$1,308.00
14643	05/10/2023	Labor Finders	\$524.00
14644	05/10/2023	Lincoln Financial Group	\$1,522.10
14645	05/10/2023	Needles Chamber Of Commerce	\$100.00
14646	05/10/2023	Special District Risk Management	\$350.48
14647	05/10/2023	SONIC SYSTEMS Inc.	\$785.95
14648	05/10/2023	Southwest Gas Corporation	\$1,387.43
14649	05/10/2023	Southwest Gas Corporation	\$3,026.26
14650	05/10/2023	Southwest Gas Corporation	\$773.21
14651	05/10/2023	State Compensation Insurance Fund	\$1,227.83
14652	05/10/2023	Syncromatics Corporation	\$1,927.98
14653	05/10/2023	Triton Global Services, Inc.	\$7,139.57
14654	05/10/2023	Greater High Desert Chamber Of Commerce	\$430.00
14655	05/18/2023	Allied Universal Security Services	\$4,404.82

14656	05/18/2023	Beck Oil	\$6,977.49
14657	05/18/2023	Lawrence Bird	\$200.00
14658	05/18/2023	Spectrum Business-Sec	\$319.98
14659	05/18/2023	UTILITY BILLING	\$418.23
14660	05/18/2023	City Of Victorville - Utility Bill	\$1,279.32
14661	05/18/2023	DIGI VUE Advertising	\$354.00
14662	05/18/2023	Southern California Edison-CNG	\$13,221.40
14663	05/18/2023	HI DESERT ALARM	\$196.20
14664	05/18/2023	El Chicano - Inland Empire Community Newspapers	\$192.00
14665	05/18/2023	Labor Finders	\$844.16
14666	05/18/2023	Loomis	\$768.58
14667	05/18/2023	Kimberly Mesen	\$200.00
14668	05/18/2023	James Noble	\$200.00
14669	05/18/2023	Ring Central, Inc.	\$2,793.12
14670	05/18/2023	San Bernardino County	\$1,035.00
14671	05/18/2023	SONIC SYSTEMS Inc	\$6,888.64
14672	05/18/2023	Southwest Gas Corporation - CNG	\$181,936.09
14673	05/18/2023	Juan Meer DbA TransitPro, LLC	\$4,985.37
14674	05/18/2023	Transtrack Systems, Inc.	\$1,800.00
14675	05/18/2023	Rose Elaine Villareal	\$200.00
14676	05/18/2023	Charter Communications	\$707.52
EFT044910002	05/22/2023	Curt Emick	\$200.00
EFT044910003	05/22/2023	Elizabeth Becerra	\$200.00
EFT044910001	05/23/2023	Joy Jeannette	\$200.00
14677	05/25/2023	AECOM	\$9,701.88
14678	05/25/2023	AMAZON	\$0.00
14679	05/25/2023	AMAZON	\$2,059.50
14680	05/25/2023	VOID	\$0.00
14681	05/25/2023	VOID	\$0.00
14682	05/25/2023	American Express	\$12,329.29
14683	05/25/2023	AVR Vanpool	\$2,963.00
14684	05/25/2023	Charter Communications	\$175.58
14685	05/25/2023	Charter Communications	\$212.57
14686	05/25/2023	Clean Energy	\$5,250.12
14687	05/25/2023	Diamond Environmental Services LP	\$1,653.42
14688	05/25/2023	DIGI VUE Advertising	\$1,288.77
14689	05/25/2023	Southern California Edison	\$71.93
14690	05/25/2023	EDM Technology, Inc.	\$4,250.00
14691	05/25/2023	Commute With Enterprise	\$106,289.00
14692	05/25/2023	Golden State Water Company	\$1,046.53
14693	05/25/2023	Konica Minolta Business Solutions	\$748.07
14694	05/25/2023	Labor Finders	\$2,947.36
14695	05/25/2023	Lincoln Financial Group	\$1,325.42
14696	05/25/2023	McMurray Stern	\$3,017.00
14697	05/25/2023	Protected Pest Control, Inc	\$125.00
14698	05/25/2023	Source Graphics	\$1,995.80
14699	05/25/2023	SOUTHWEST GAS CORPORATION	\$1,250.91
14700	05/25/2023	Southwest Gas BAT - CNG	\$58,249.21
14701	05/25/2023	Syncromatics Corporation	\$421.90
14702	05/25/2023	Timberline Tree Works	\$3,200.00
14703	05/25/2023	Transit Consulting Strategies	\$2,788.75
14704	05/25/2023	Transtrack Systems, Inc.	\$8,337.50
14705	05/25/2023	Triton Global Services, Inc.	\$1,746.03
14706	05/25/2023	VOID	\$0.00
14707	05/25/2023	VOID	\$0.00
14708	05/25/2023	VOID	\$0.00
14709	05/25/2023	VOID	\$0.00
14710	05/25/2023	VOID	\$0.00
14711	05/25/2023	VOID	\$0.00
14712	05/25/2023	VOID	\$0.00
14713	05/25/2023	US BANK	\$18,417.60
TOTAL			\$2,623,469.46

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**AGENDA ITEM
THREE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Management reports.

SUMMARY STATEMENT

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

- Keolis invoice for May 2023.
- Monthly Performance Statistics Systemwide Summary.
- Monthly Ridership Report.
- Monthly ADA Denial Report.
- Monthly Road Call Report.
- Keolis On Time Performance Report.

RECOMMENDED ACTION

Information items only.

PRESENTED BY	FISCAL IMPACT	MEETING DATE	ITEM NUMBER
Nancie Goff, CEO	N/A	July 17, 2023	3



INVOICE NO. 0060206-IN

Keolis Transit Services

17150 Smoke Tree St.
Hesperia Calif. 92345

BILL TO

Victor Valley Transit Authority
17150 Smoke Tree St.
Hesperia, CA 92345

DATE 6/7/2023

CONTRACT NAME:
Victor Valley Transit

Attention: Mrs. Nancie Goff
Chief Executive Officer

MONTH May 2023

BILLING PERIOD 05/01/2023 - 05/31/2023

	Budgeted Revenue hours	Actual Revenue hours	Variance in Missed Service	Budgeted Expense	Actual Expense	Variance (+ or -)	Budgeted Expense Year-to-date	Actual Expense Year-to-date	Variance (+ or -) Year-to-date
County	1,897.88	1,883.19	(14.69)	\$169,101.11	\$167,792.23	(\$1,308.88)	\$1,828,812.01	\$1,819,426.52	(\$9,385.49)
Barstow-Fixed Route	1,860.22	1,858.32	(1.90)	\$165,745.60	\$165,576.31	(\$169.29)	\$1,816,983.73	\$1,666,840.70	(\$150,143.03)
Barstow-County	773.48	771.38	(2.10)	\$68,917.07	\$68,729.96	(\$187.11)	\$752,312.79	\$750,591.29	(\$1,721.50)
Barstow-DAR	454.00	321.70		\$43,425.10	\$30,770.61	(\$12,654.50)	\$475,878.26	\$352,841.03	(\$123,037.23)
SUBTOTALS	4,985.58	4,834.59	(18.69)	\$447,188.88	\$432,869.10	-\$14,319.77	\$4,873,986.79	\$4,589,699.54	-\$284,287.25

TOTAL INVOICE

\$432,869.10

Please REMIT TO:
Keolis Transit Services, LLC
53 State Street, 11th Floor
Boston, MA 02109



INVOICE NO. 0060205-IN

Keolis Transit Services

17150 Smoke Tree St.
Hesperia Calif. 92345

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

Attention: Mrs. Nancie Goff
Chief Executive Officer

DATE 6/7/2023

CONTRACT NAME:
Victor Valley Transit

MONTH May 2023 **BILLING PERIOD** 05/01/2023 - 05/31/2023

	Budgeted Revenue hours	Actual Revenue hours	Variance in Missed Service	Budgeted Expense	Actual Expense	Variance (+ or -)	Budgeted Expense Year-to-date	Actual Expense Year-to-date	Variance (+ or -) Year-to-date
ADA ParaTransit	3,233.00	2,791.50		\$309,236.45	\$267,006.98	(\$42,229.48)	\$3,388,798.27	\$2,527,822.05	(\$860,976.22)
Subscription	1,172.00	1,128.75		\$112,101.80	\$107,964.94	(\$4,136.86)	\$1,228,478.68	\$1,040,291.00	(\$188,187.68)
Microlink	910.17	462.15		\$87,057.76	\$44,204.65	(\$42,853.11)	\$666,627.03	\$226,498.17	(\$440,128.86)
Regional Fixed Rt	10,808.36	10,731.55	(76.81)	\$963,024.88	\$956,181.11	(\$6,843.77)	\$10,716,741.78	\$10,637,539.90	(\$79,201.88)
Route 15	723.70	723.70	-	\$64,481.67	\$64,481.67	\$0.00	\$703,980.30	\$700,095.74	(\$3,884.56)
Fort Irwin	505.12	503.44	(1.68)	\$51,936.44	\$51,763.70	(\$172.74)	\$543,407.20	\$539,560.68	(\$3,846.52)
SUBTOTALS	17,352.35	16,341.09	(78.49)	\$1,587,838.99	\$1,491,603.04	-\$96,235.96	\$17,248,033.26	\$15,671,807.54	-\$1,576,225.72

TOTAL INVOICE \$1,491,603.04

Please REMIT TO:
Keolis Transit Services, LLC
53 State Street, 11th Floor
Boston, MA 02109



FY 2023 -- Monthly Performance Statistics by Mode
Systemwide Summary
All Routes

Performance Statistics for May

Mode	Passengers	Revenue Hours	Operating Costs	Passenger Revenue	Passengers Per Rev. Hour	Operating Cost Per Passenger	Operating Cost Per Rev. Hour	Passenger Revenue Per Passenger	Passenger Revenue Per Rev. Hour	Farebox Recovery Ratio
Bus (Motorbus)	65,578	15,951.1	\$1,852,100	\$81,107	4.1	\$28.24	\$116.11	\$1.24	\$5.08	4.38%
Commuter Bus	3,032	526.4	\$72,547	\$40,515	5.8	\$23.93	\$137.82	\$13.36	\$76.97	55.85%
Demand Response	11,342	4,460.7	\$513,305	\$31,199	2.5	\$45.26	\$115.07	\$2.75	\$6.99	6.08%
System Total	79,952	20,938.2	\$2,437,952	\$152,821	3.8	\$30.49	\$116.44	\$1.91	\$7.30	6.27%



Monthly Ridership Report

May, FY 2023

Bus (Motorbus), Commuter Bus, Demand Response Only

Total (All Day Types)

Mode	Passengers		Passengers Per Revenue Hour		Farebox Recovery Ratio	
	Prior Year	Current Year	Prior Year	Current Year	Prior Year	Current Year
Bus (Motorbus)	47,573	65,578	4.2	4.1	5.01%	4.38%
Commuter Bus	2,541	3,032	5.1	5.7	57.96%	55.85%
Demand Response	9,289	11,342	2.4	2.5	5.21%	6.08%
System Total	59,403	79,952	3.8	3.8	6.60%	6.27%

29

ADA Dispatch Denial Report For the Month of May 2023

Date	Reservationist Name	Passenger Name	Time Requested	Reason for Denial	Alternate Ride Provided
All Rides Negotiated					

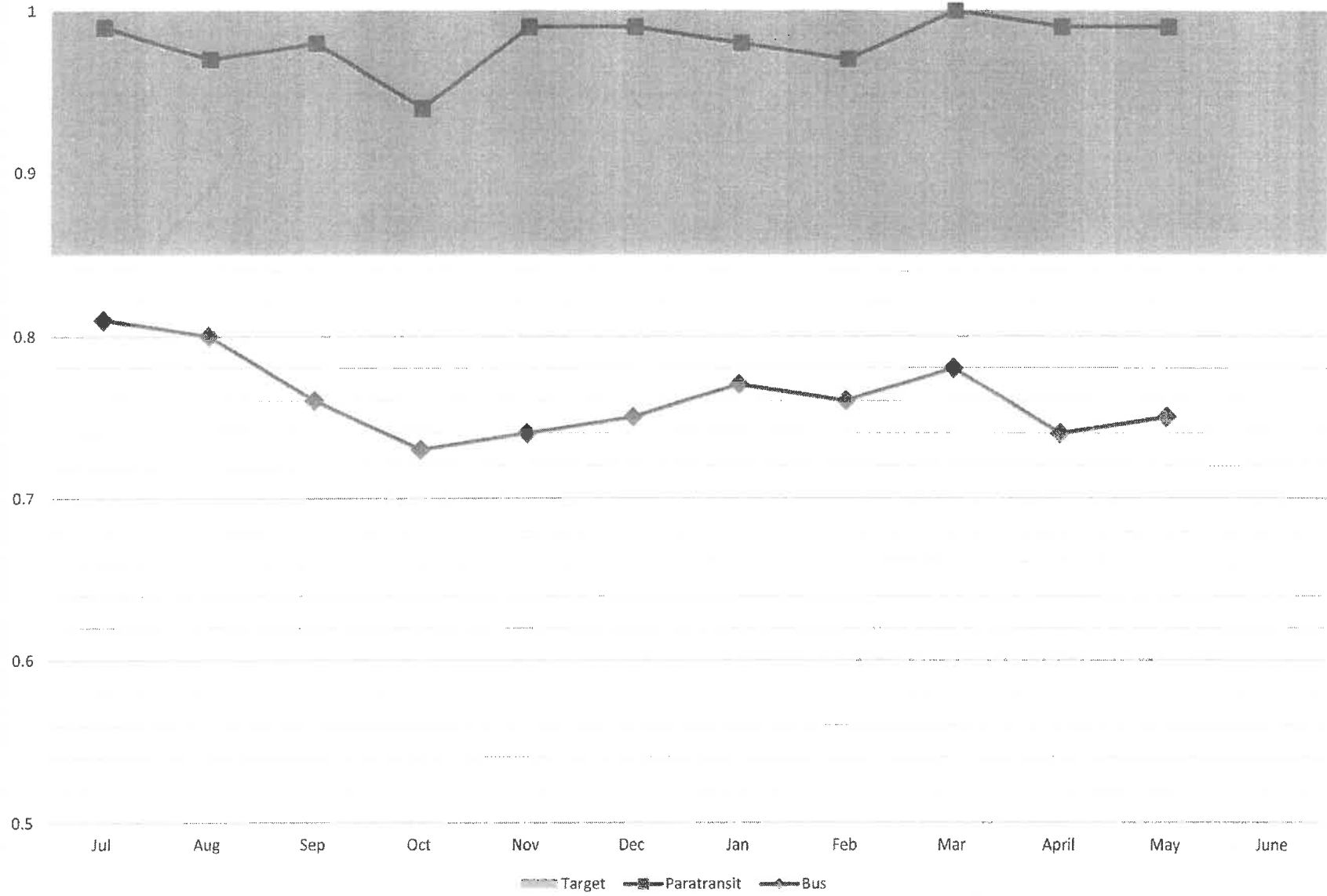
MAY
Major and Non-Major
Miles Between Road Calls

Total Miles	2022	2023
Demand Response	58,393	65,322
Commuter Bus	19,402	20,390
Motor Bus	196,449	285,550
Total Miles	274,244	371,262

Total Road Calls	2022	2023
Demand Response	5	4
Commuter Bus	5	1
Motor Bus	25	23
Total Road Calls	35	28

Miles Between Road Calls	2022	2023
Demand Response	11,679	16,331
Commuter Bus	3,880	20,390
Motor Bus	7,858	12,415
Total System	23,417	49,136

FY 23 System Wide Schedule Adherence



**AGENDA ITEM
FOUR**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Adopt Resolution 23-04 Destruction of Victor Valley Transit Authority Records.

SUMMARY

Records Management's primary concern is the efficient, effective and economical management of information. In February 2006, the Secretary of State published the "Local Government Records Management Guidelines" to provide substantial guidance to State and local agencies to develop policies and procedures for their agencies regarding official records retention and destruction. VVTA has developed its policy based on these guidelines.

On September 21, 2015 VVTA adopted its Records Retention Policy 1.027.15. In accordance with sections 8.0 and 9.0 of that policy, which allows for destruction of documents.

Resolution 23-04 is being presented to the VVTA Board of Directors in order to allow for the destruction of VVTA records that have exceeded their retention period. This Resolution is also in accordance with the FTA requirements. Furthermore, most of these documents have been scanned into VVTA's Laserfiche system so they are preserved indefinitely.

RECOMMENDED ACTION

Adopt Resolution 23-04 Destruction of Victor Valley Transit Authority records.

PRESENTED BY	FISCAL IMPACT	MEETING DATE	ITEM NUMBER
Maged Azer, Chief Financial Officer	None	July 17, 2023	4

RESOLUTION NO. 23-04

A RESOLUTION OF THE VICTOR VALLEY TRANSIT AUTHORITY BOARD OF DIRECTORS, SAN BERNARDINO COUNTY, CALIFORNIA, AUTHORIZING THE DESTRUCTION OF VICTOR VALLEY TRANSIT AUTHORITY RECORDS LISTED ON APPENDIX "A".

WHEREAS, California Government Code Section 26202 provides for the destruction of records that are no longer required, with the approval of the legislative body by resolution and written consent to the Agency's Attorney; and

WHEREAS the records listed on Appendix "A" have been determined to no longer be required by the Victor Valley Transit Authority.

NOW THEREFORE, BE IT RESOLVED, that the Executive Director is hereby authorized to destroy the records listed on Appendix "A".

PASSED, APPROVED and ADOPTED this 17th day of July 2023.

Elizabeth Becerra, VVTA Board Chair

APPROVED AS TO FORM:

Adam Ebright, VVTA Legal Counsel

Attest: Debi Albin, Clerk of the Board

I, DEBI ALBIN, Clerk of the Board of the Victor Valley Transit Authority DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution 21-04 which was duly adopted at a meeting held on the 17th day of July 2023, by the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

Debi Albin, Clerk of the Board

APPENDIX "A"
LIST OF WVTA RECORDS TO BE DESTROYED
July 17, 2023

YEARS TO BE DESTROYED

ALL DEPARTMENTS

Correspondence Files	FY 2019 & prior
Departmental Copies of Budgets	FY 2019 & prior
Departmental Copies of Accounts Payable Records	FY 2019 & prior
Departmental Copies of Accounts Receivable Records	FY 2019 & prior
Desk Calendars & Diaries	FY 2019 & prior
Telephone Message Books or Slips	FY 2019 & prior
Department Monthly Reports	FY 2019 & prior

RISK MANAGEMENT

Claims - (Resolved for more than five years)	Closed prior to 06/30/2018
Insurance Policies (if no open claims)	Permanent

PROCUREMENT

Completed Contracts (if grant is closed and audited with no activity since FY 2006)	FY 2018 & prior
Formal Procurements Documents (other than resulting contracts)	FY 2018 & prior
Purchase Orders and Related Documentation	FY 2018 & prior

FINANCE/Grants Admin

Accounts Payable Records	FY 2019 & prior
Accounts Receivable Records	FY 2019 & prior
Annual Budgets (work papers, reports, summaries)	FY 2019 & prior
Balance Sheets	FY 2019 & prior
Banking Records	FY 2019 & prior
Capital Property Records (Inventory)	FY 2019 & prior
External Audits	FY 2019 & prior
Financial Reports and Statements	FY 2019 & prior
FTA & TDA Grant Records (where grants are closed and audited for 3 years)	FY 2019 & prior
NTD Reporting Records	FY 2019 & prior
General Accounting Records	FY 2019 & prior
Payroll Records	FY 2019 & prior
Tax Returns & Reports	FY 2019 & prior

HUMAN RESOURCES

Applications for Employment & Related Documents	CY 2020 & prior
Employee Accident/Incident Reports & Related Documents (Resolved for over five years)	CY 2017 & prior
Employees Personnel Files (Terminated)	CY 2017 & prior

CY = Calendar Year FY = Fiscal Year

Note: (All documents connected to an ongoing or active investigation, audit, or legal action are excluded)

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**DISCLOSURE
POTENTIAL
CONFLICTS OF
INTEREST ISSUES**

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VICTOR VALLEY TRANSIT AUTHORITY

representing the communities of Apple Valley, Adelanto, Hesperia,
Victorville and San Bernardino County

Conflict of Interest Form

Purpose: This form is provided to assist members of the VVTA Board of Directors in meeting requirements of Government Code Section 84308 and 87100 in documenting conflict of interest as related to VVTA Board/Committee agenda items.

Instructions: Under certain circumstances, VVTA Board of Directors may be required to disclose and disqualify themselves from participating in, influencing, or voting on an agenda item due to personal income, real property interests, investments, business positions, or receipt of campaign contributions. If applicable, Board members must personally state the following information, for entry into the public record, prior to consideration of the involved agenda item(s) and turn in the completed form to the Clerk of the Board prior to leaving the meeting.

I. Board Member Information

Board Member Name	City/County Name	Meeting Date

II. Campaign Contributions

1. I have a disqualifying campaign of over \$250 from _____

(Name of Company and/or individual)

and therefore I am abstaining from participation on Agenda Item _____ Subject: _____

2. I have a disqualifying campaign of over \$250 from _____

(Name of Company and/or individual)

and therefore I am abstaining from participation on Agenda item _____ Subject: _____

3. I have a disqualifying campaign of over \$250 from _____

(Name of Company and/or individual)

and therefore I am abstaining from participation on Agenda item _____ Subject: _____

4. I have a disqualifying campaign of over \$250 from _____

(Name of Company and/or individual)

and therefore I am abstaining from participation on Agenda item _____ Subject: _____

III. Financial Interest

1. I have a financial interest of _____,
from/in _____

(State income, real property interest, or business position)

(Identify company or property location)

and therefore I am abstaining from participation on Agenda Item _____ Subject: _____

2. I have a financial interest of _____,
from/in _____

(State income, real property interest, or business position)

(Identify company or property location)

and therefore I am abstaining from participation on Agenda Item _____ Subject: _____

IV. Signature

Board Member Signature: _____

Date: _____

Please remember you must state the information into the public record prior to consideration of the involved agenda item(s) and turn in the complete form to the Recording Secretary prior to leaving the meeting.



VICTOR VALLEY TRANSIT AUTHORITY

representing the communities of Apple Valley, Adelanto, Hesperia,
Victorville and San Bernardino County

MEMORANDUM

Date: July 17, 2023

To: Victor Valley Transit Board of Directors

From: Victor Valley Transit Executive Director

Subject: Disclosure(s) regarding recommendations for action by the VVTA Board of Directors.

Staff hereby provides the Victor Valley Transit Board of Directors with a listing of principals and subcontractors associated with action items on the agenda for the Board July 17, 2023 meeting.

Agenda Item No.	Contract No.	Principals and Agents	Subcontractors
5	RFP 2023-11 Regional Vanpool Providers Award	Thomas Klinger Enterprise Rideshare 333 City Blvd W, Suite 101 Orange, CA 92868	N/A
5	RFP 2023-11 Regional Vanpool Providers Award	Leigh-Anne Kitch Airport Van Rental (AVR) 12911 Cerise Avenue Hawthorne, CA 90250	N/A

The foregoing information has no financial impact on the Agency and is provided relative to potential conflicts of interests, which may precipitate member abstentions under California Government Code 84308.

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**AGENDA ITEM
FIVE**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

VVTA RFP 2023-11 San Bernardino Region Vanpool Providers Award.

SUMMARY STATEMENT

On February 21, 2023, the VVTA Board of Directors approved the release of the RFP 2023-11 San Bernardino Region Vanpool Providers.

VVTA RFP 2023-11 was released and posted to the VVTA website bids page and PublicSurplus.com on March 01, 2023. The Notice Inviting Proposals was also forwarded to vendors who had previously shown interest in participating in this solicitation. Advertisements were published in local newspapers of general circulation, as well as in Transit publications commonly used by the industry.

The final Addendum was posted on April 11, 2023, which answered all the questions posed prior to the deadline. Proposals were due on May 4, 2023, and three (3) proposals were received but only two (2) were deemed responsive.

On Tuesday, June 12, 2023, the evaluation committee met to discuss the proposals deemed responsive, gather scores, and determine a recommendation for award. The final scores are tabulated, with a maximum possible score of 140 points:

Airport Van Rental, Los Angeles, CA	125 points
Enterprise Holdings, Orange, CA	124 points

The recommendation is to award contracts to both Providers. This will encourage competition among the Providers which in turn should drive down costs for Vanpool participants.

The Fiscal Impact calculation is an estimate based on a 3-year contract using the last fiscal year's cost with room for growth.

It should be noted; the inclusion of the Vanpool program has had the effect of increasing VVTA's FTA 5307 apportionment by more than \$3 million annually. This is due to the significant increase in passenger miles which are included in the apportionment calculation.

Funding for this project is 100% LTF funds.

RECOMMENDED ACTION

Award Contracts to Airport Van Rental and Enterprise Holdings.

PRESENTED BY	FISCAL IMPACT	MEETING DATE	ITEM NUMBER
Sandy Martinez Procurement Specialist	Estimate \$3,500,000	July 17, 2023	5

RFP 2023-11 VANPOOL PROVIDER
FINAL SCORE TABULATION

Technical Evaluation:

Evaluation Criteria	Weight Factor	Company	E1	E2	E3	E4	Total
1	25.00						
		C-1	4.00	5.00	5.00	4.00	22.50
		C-2	5.00	5.00	5.00	5.00	25.00
Comments:							
2	30.00						
		C-1	4.00	4.00	4.00	4.50	24.75
		C-2	5.00	5.00	4.00	4.00	27.00
Comments:							
3	35.00						
		C-1	5.00	5.00	4.00	4.50	32.38
		C-2	4.00	4.00	4.00	4.50	28.88
Comments:							
TOTAL		C-1	78.00	84.00	78.00	78.00	79.50
Max = 90		C-2	84.00	84.00	78.00	81.00	81.75

Cost Evaluation			
25.00	Sec 1 Score	Sec 2 Score	Cost Score
AVR VANPOOL	12.50	12.50	25.00
ENTERPRISE	11.27	11.31	22.58

	Technical	Cost Score (25)	DBE (5)	Reference Score (20)	Total Score
AVR VANPOOL	79.50	25.00	0.00	20.0000	125
ENTERPRISE	81.75	22.58	0.00	20.0000	124

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**AGENDA ITEM
SIX**

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VICTOR VALLEY TRANSIT AUTHORITY

AGENDA MATTER

Update Late Cancellation and No-Show Policy.

SUMMARY

The last update to this policy was on July 21, 2014. Staff felt that it was prudent to revise the policy to more closely align with our passenger's needs and be more consistent with our current software capability.

The current policy has proven to be onerous for staff to follow as well as introducing barriers for clients should they need to begin an appeals process.

The updated policy would introduce objective metrics for VVTA staff to follow to determine whether a client is out of compliance with the policy.

Additionally, it will remove barriers for clients to engage in the appeals process and should reduce the number of "no-shows".

RECOMMENDED ACTION

Approve updated Late Cancellation and No-Show Policy as presented.

PRESENTED BY	FISCAL IMPACT	MEETING DATE	ITEM NUMBER
Brandon Johnson, Program Coordinator - Operations	None	July 17, 2023	6

Late Cancellation and No Show Policy

Organizations Affected:

Victor Valley Transit Authority Joint Powers

Effective Date: 7/17/2023

Revised Date: 7/17/2023

Approved by:

Nancie Goff, Chief Executive Officer

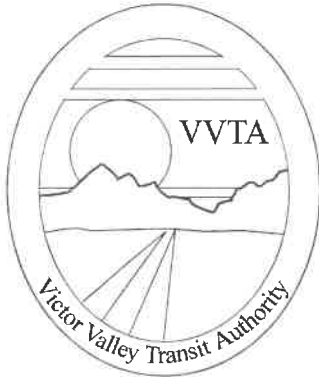
As Authorized by the

Board of Directors on: July 17, 2023

Attest:

Debi Albin, Clerk of the Board

POLICY / PROCEDURE NO. 1.025.02



VFTA Direct Access “LATE CANCELLATION” And “NO SHOW” POLICY

“Late Cancellations” and “No Shows” make trip scheduling difficult for other clients. For this reason, VFTA Direct Access has established the following policy.

No-Shows

All cancellations must be phoned into VFTA at least one (1) hour before the scheduled pick up for a trip. For after-hours cancellations, please call 760-244-4000 and press 1 to leave a message.

All “No Shows” that apply to the policy are part of a (90) day period. All “No Shows” outside of this ninety (90) day period do not count towards the total number of “No Shows”. Should a client accrue additional “No Shows” during the 90-day period, subsequent suspensions will occur. A second suspension would be (14) days and a third or more suspension being for a period of 30 days.

Each time a client fails to cancel a scheduled appointment at least one (1) hour in advance, his/her record will be credited with a “No Show/Late Cancellation” and they will be notified by mail. If a client calls in to cancel less than thirty (30) minutes before a scheduled trip or does not call in at all, a “No Show” will be added to his/her record.

A “No Show” will also be added to a client’s record when the following situations occur:

1. Failing to show up for a scheduled trip or not being ready to go at the scheduled pick-up time within five minutes after the bus arrives. In the event of a “No Show”, the driver will leave a special “No Show” Notice for the client.
2. Choosing not to ride after the bus arrives at the scheduled pick-up time.

Client Notification

A “No Show” letter will be provided to the client when they have reached the criteria of

either 15 total “No Shows” or 15% of their total trips being “No Shows”, whichever is reached first. This letter will provide the client with an explanation of the policy and grant the client a thirty (30) day grace period from the date of the letter. This grace period is to ensure the client has ample time to receive the letter as well as make any necessary changes on their end. Only those “No Shows” that are within the client’s control will be counted as a “No Show” under this policy. “No Shows” as a result of circumstances outside the client’s control (e.g. service interruption, appointment running late, or a doctor canceling an appointment last minute) will not be counted as a “No Show”. If the client has another “No Show” put onto their record after the thirty (30) day grace period, the client will then be issued a letter of suspension for seven (7) days with the first date of suspension to begin twenty-one (21) days after the date of the letter. Should a client continue to receive “No Shows” during the 90-day period, subsequent suspensions will occur. A second suspension will be for fourteen (14) days and a third, or more, suspension will be thirty (30) days. Any further suspension will also be 30 days.

If the client has another “No Show” put onto their record after the thirty (30) day grace period, the client will then be issued a letter of suspension for seven (7) days with the first date of suspension to begin twenty-one (21) days after the date of the letter. Should a client continue to receive “No Shows” on their record, the process begins again with the subsequent suspensions being for fourteen (14) and thirty (30) days, respectively. Any further suspension will continue to be 30 days.¹

All “No Shows” that apply to the above policy are part of a ninety (90) day period.

“No Show” Appeals Process

A Direct Access client who has been notified of a “No Show” or suspension of service and disagrees with the assessment may appeal the penalty. The appeal process, including contact information, is included in mailed letters notifying of a “No Show” and/or suspension of service. Once the appeal process begins, a supervisor will investigate the claims of the client before providing a response to the client within seven (7) days. If a suspension or “No Show” is removed from a client’s record, a letter of excusal will be issued within seven (7) days as proof of claim.

Suspension of Ridership Privileges

The Direct Access client will be notified three (3) weeks before the beginning of a ridership suspension. The client then has the opportunity to appeal any suspension. Appeals of suspensions must be in writing or a recorded phone conversation and received by VVTA within thirty (30) days of the date of notification of suspension. An appeal may be initiated by the client, or by a surrogate on behalf of the client. Riding privileges will continue uninterrupted while the client appeals a notification of suspension.

Clients wishing to appeal a suspension should make such appeal in writing, email, or phone call to the VVTA Director of Operations. All circumstances believed to be

¹ FTA Circular 4710.1, Section 9.12.4.

pertinent to the case should be included. The Director of Operations will review the appeal and within ten (10) days render a determination. If the Director of Operations does not respond to a client's appeal within ten (10) days, the most recent "No Show" or "Late Cancellation" will be removed from the client's record.

Clients may appeal to the Director of Operations regarding a suspension of riding privileges to a review panel consisting of various neutral VVTA staff not affiliated with the Direct Access Department. The appeal must be submitted within thirty (30) days of receipt of the letter from the Director of Operations. The panel will have ten (10) days to respond to the client's request for an appeal review in writing. If the panel does not respond to a client's request for an appeal review within ten (10) days, the most recent "No Show" or "Late Cancellation" will be removed from the client's record.