



Regular Meeting of the Board of Directors

Tuesday, March 23, 2021

10:00 a.m.

Antelope Valley Transit Authority Community Room
42210 6th Street West, Lancaster, California
www.avta.com

AGENDA

For record keeping purposes, and if staff may need to contact you, we request that a speaker card, located at the Community Room entrance, be completed and deposited with the AVTA Clerk of the Board. This will then become public information. Please note that you do not have to complete this form or state your name to speak. A three-minute time limit will be imposed on all speakers other than staff members.

In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please contact the Clerk of the Board at (661) 729-2206 at least 72 hours prior to the scheduled Board of Directors meeting. All accommodation requests will be handled swiftly and resolving all doubts in favor of access.

Translation services for Limited English Proficiency (LEP) persons are also available by contacting the Clerk of the Board at least 72 hours prior to the meeting.

Please turn off, or set to vibrate, cell phones, pagers, and other electronic devices for the duration of this meeting.

CALL TO ORDER

PLEDGE OF ALLEGIANCE

ROLL CALL:

Chairman Marvin Crist, Vice Chair Dianne Knippel, Director Steve Hofbauer, Director Michelle Flanagan, Director Richard Loa, Director Raj Malhi

APPROVAL OF AGENDA

PUBLIC BUSINESS – AGENDIZED AND NON-AGENDIZED ITEMS:

If you would like to address the Board on any agendized or non-agendized items, you may present your comments at this time. Please complete a speaker card (available as you enter the Community Room) and provide it to the Clerk of the Board. Speaking clearly, state and spell your name for the record. **State law generally prohibits the Board of Directors from taking action on or discussing non-agenda items; therefore, your matter will be referred to the Authority’s Executive Director/CEO for follow-up.** Each speaker is limited to three (3) minutes.

SPECIAL REPORTS, PRESENTATIONS, AND REQUESTS FOR DIRECTION (SRP): During this portion of the meeting, staff will present information not normally covered under regular meeting items. This information may include, but is not limited to budget presentations, staff conference presentations, or information from outside sources that relates to the transit industry. **Staff will seek direction as is necessary from the Board with regard to the following item(s).**

SRP 1 LEGISLATIVE REPORT FOR FEBRUARY – JUDY VACCARO-FRY

SRP 2 OPERATIONS KEY PERFORMANCE INDICATORS (KPI) REPORT – MARTIN TOMPKINS

SRP 3 MAINTENANCE KPI REPORT – CECIL FOUST

SRP 4 ON-REQUEST MICROTRANSIT SERVICE SURVEY RESULTS – JAMES ROYAL

SRP 5 TRANSDEV UPDATE – CUSTOMER SERVICE IMPROVEMENT PLAN/PASSENGER PASS-UPS – TRACY CRAGHEAD

CONSENT CALENDAR (CC): Items 1 through 3 are consent items that may be received and filed and/or approved by the Board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

CC 1 BOARD OF DIRECTORS MEETING MINUTES OF FEBRUARY 23, 2021 – KAREN DARR

Recommended Action: Approve the Board of Directors Regular Meeting Minutes of February 23, 2021.

CC 2 FINANCIAL REPORT FOR FEBRUARY 2021 – JUDY VACCARO-FRY

Recommended Action: Receive and file the Financial Report for February 2021.

- CC 3 RATIFY AUTHORIZATION FOR THE EXECUTIVE DIRECTOR/CEO TO EXECUTE CONTRACT #2021-66 FOR THE ACQUISITION OF THE LAND AND STRIP MALL LOCATED AT 40235 170TH ST. E., LANCASTER, CA 93591 – MACY NESHATI

Recommended Action: Ratify authorization for the Executive Director/CEO to execute Contract #2021-66 for the acquisition of the land and strip mall located at 40235 170th St. E., Lancaster, CA 93591 for an amount not to exceed \$520,000.

NEW BUSINESS (NB):

- NB 1 CONTRACT #2021-50 TO VINSA, INC., FOR INSURANCE BROKER OF RECORD – LYLE BLOCK

Recommended Action: Authorize the Executive Director/CEO to execute Contract #2021-50 for the Insurance Broker of Record to Vinsa, Inc. dba Insurance Associates, Lancaster, CA.

- NB 2 AMENDMENT NO. 2 TO CONTRACT #2016-31 WITH BYD COACH & MOTORS, INC., FOR THE PURCHASE OF FOUR (4) K11M 60-FOOT BATTERY-ELECTRIC BUSES – MACY NESHATI

Recommended Action: Authorize the Executive Director/CEO to execute Amendment No. 2 to Contract #2016-31 with BYD Coach & Motors, Inc. (BYD), for the purchase of four (4) K11M 60-foot battery-electric buses for an amount not to exceed \$4,240,000, plus applicable sales tax.

CLOSED SESSION (CS):

PRESENTATION BY LEGAL COUNSEL OF ITEM(S) TO BE DISCUSSED IN CLOSED SESSION:

- CS 1 Conference with Legal Counsel – Pursuant to Government Code Section 54956.9(d)(2)
Significant exposure to litigation (two potential cases)
- CS 2 Conference with Legal Counsel – Pursuant to Government Code Section 54956.9(d)(4)
Consideration of whether to initiate litigation (one potential case)

RECESS TO CLOSED SESSION

RECONVENE TO PUBLIC SESSION

REPORT BY LEGAL COUNSEL OF ACTION TAKEN IN CLOSED SESSION

REPORTS AND ANNOUNCEMENTS (RA):

RA 1 REPORT BY THE EXECUTIVE DIRECTOR/CEO

MISCELLANEOUS BUSINESS – NON-AGENDA BOARD OF DIRECTORS ITEMS:

During this portion of the meeting, Board Members may address non-agenda items by briefly responding to statements made or questions posed by the public, asking a question for clarification, making a brief announcement, or making a brief report on their own activities. **State law generally prohibits the AVTA Board of Directors from taking action on or discussing items not on the agenda.** Matters will be referred to the Executive Director/CEO for follow-up.

ADJOURNMENT:

Adjourn to the Regular Meeting of the Board of Directors on April 27, 2021 at 10:00 a.m. in the Antelope Valley Transit Authority Community Room, 42210 6th Street West, Lancaster, CA.

The agenda was posted by 6:00 p.m. on March 18, 2021 at the entrance to the Antelope Valley Transit Authority, 42210 6th Street West, Lancaster, CA 93534.

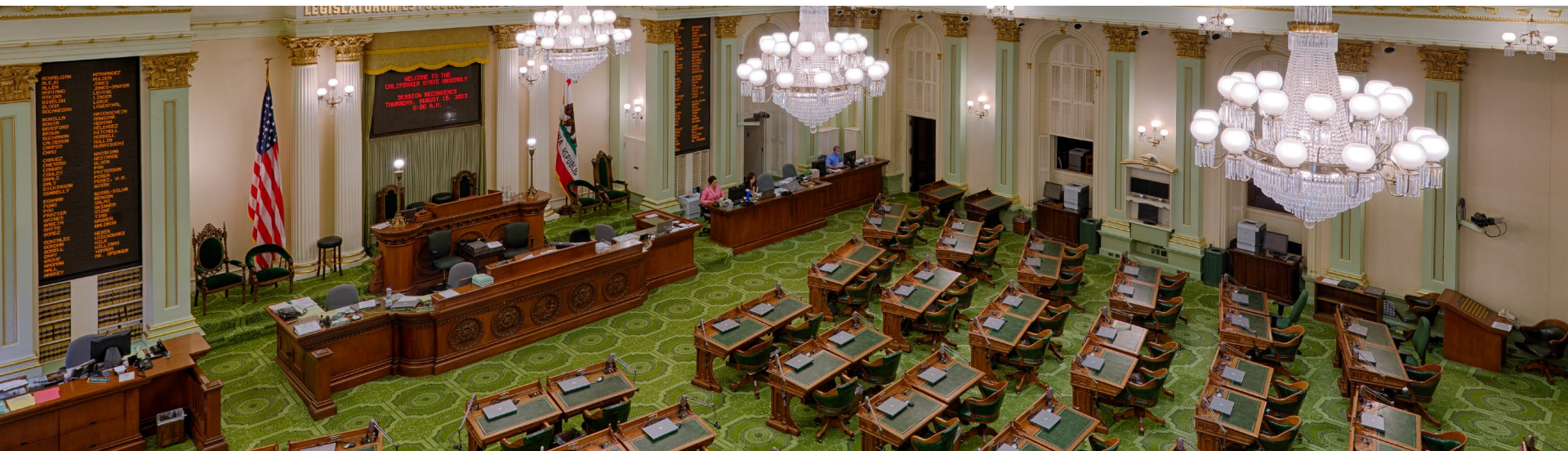
Copies of the staff reports and attachments or other written documentation relating to each proposed item of business on the agenda presented for discussion by the Board of Directors are on file in the Office of the Executive Director/CEO. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the AVTA to the Board of Directors less than 72 hours prior to that meeting are on file in the Office of the Executive Director/CEO. These documents are available for public inspection during regular business hours at the Customer Service window of the AVTA at 42210 6th Street West, Lancaster or by contacting the Clerk of the Board at (661) 729-2206.

Legislative Update

Presentation to AVTA Board of Directors
March 23, 2021



STATE



2021 Legislative Bills

February 19 marked the deadline for state legislators to introduce new legislation in 2021. In total, state legislators have introduced more than 2500 bills; 161 transit related; watching 21.

AB 1069 – Lackey

Zero Emission Passenger
Vehicles – Under represented
Communities

AB 1447 – Cooley

The Rural California
Infrastructure Act

SB 339 – Weiner

Vehicles: Road Usage
Charge Pilot Program

SB 372 – Leyva

Medium & Heavy Duty Fleet
Purchasing Assistance
Program



Heavy Duty Vehicle Incentive Fund

HVIP is anticipated to open to new voucher requests in spring 2021

When HVIP re-opens, purchase orders may not be dated more than 90 days prior to the date of the corresponding voucher request for public government entities.

* * * * *

Public Transit Modifier = +15%
Reserved for transit buses purchased by a city or county government; a transportation district / transit district; or a public agency.



BYD Motors
BYD K7M 30' All-Electric Transit Bus

180 kWh, 196 kWh	Incentive Amount
Zero Emission	\$85,000
30 - 39 ft	Type New
Class 7	



BYD Motors
BYD K11M 60' Articulated All-Electric Transit Bus

578 kWh 652 kWh	Incentive Amount
Zero Emission	\$120,000
> 40 ft	Type New
Class 8	

COVID-19 Vaccine Priority

On March 11th the California Department of Public Health (CDPH) issued updated state guidance to prioritize vaccinations for transit workers statewide.



Eligibility went into effect on March 15th

The state expects to have enough supplies to vaccinate most Californians by summer 2021.



FEDERAL



FY21 FTA Direct Appropriations

5307 Urbanized Formula **\$8,742,313**
 5337 State of Good Repair **\$1,089,535**
 5339 Bus & Bus Facilities **\$ 614,741**

	5307	5337	5339
FY20 Direct	\$ 8,710,893	\$ 1,106,862	\$ 657,491
FY21 Direct	\$ 8,742,313	\$ 1,089,535	\$ 614,741
	\$ 31,420	\$ (17,327)	\$ (42,750)

FY21 v FY20 =
(\$28,657)

CRRSSA Update – LACMTA = \$3,332,843



American Rescue Plan Act H.R. 1319

TRANSPORTATION DEPARTMENT

	CARES	CRRS	ARP	Total
	<u>Act</u>	<u>Act</u>	<u>Act</u>	<u>Aid</u>
Transit Infrastructure Grants	25,000.0	14,000.0	30,461.4	69,461.4
Urbanized Area (§5307/§5337)	22,764.6	13,271.3	26,086.6	62,122.5
Elderly/Disabled (§5310)	0.0	50.0	50.0	100.0
Rural Areas (§5311)	2,235.4	678.7	317.2	3,231.3
Capital Investments (§5309)	0.0	0.0	1,675.0	1,675.0
Bus partners (§5311(f))	0.0	0.0	100.0	100.0
Planning	0.0	0.0	25.0	25.0
Discretionary aid	0.0	0.0	2,207.6	2,207.6

AVTA Direct Appropriation = \$1,665,574



Community Funded Projects

Formerly known as Earmarks

Each representative can submit up to 10 requests

Amounts from \$500,000 - \$1,500,000

All projects funded cannot exceed 1% of total appropriations

Banned following the 2010 elections

Will allow members of Congress to engage on critical infrastructure projects that are consistent with state and local infrastructure plans.



Questions?



Thank you



SRP 2

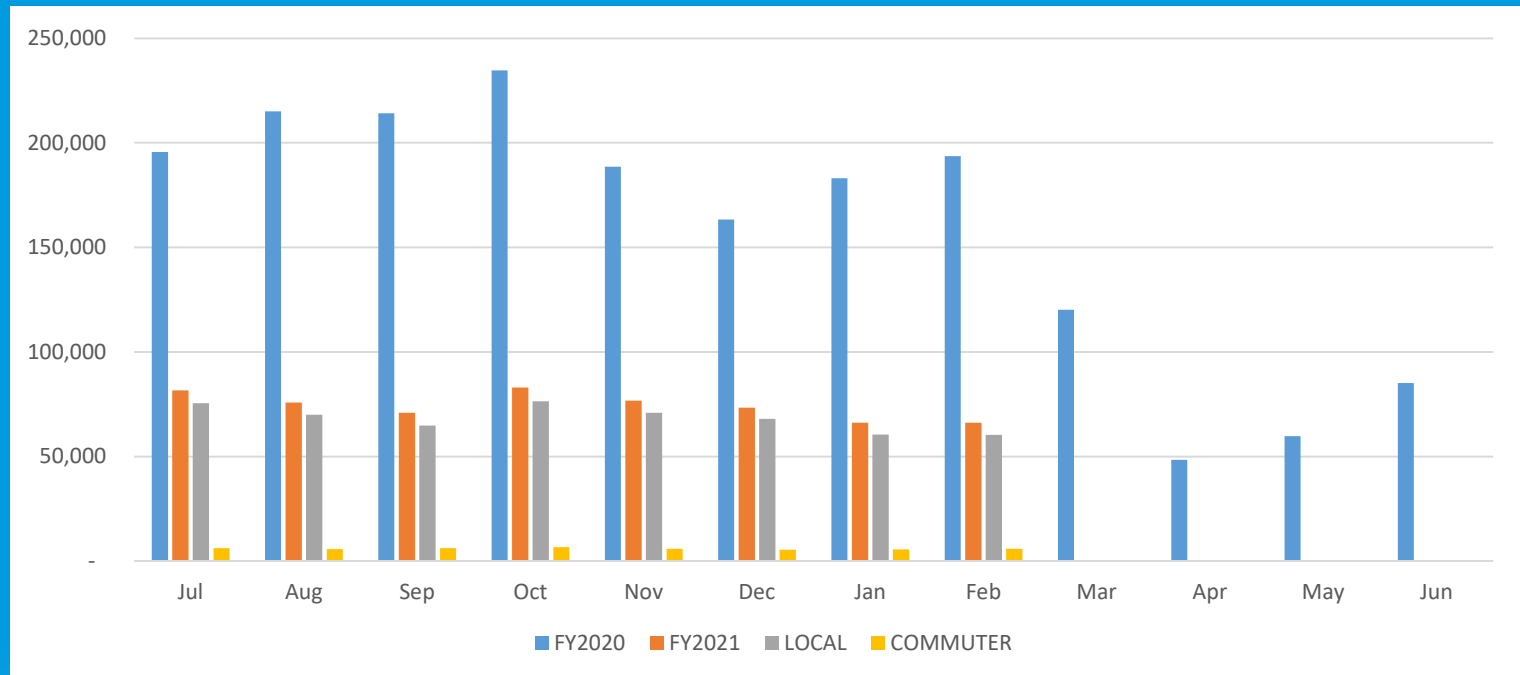
FY 2021 Monthly Operations Key Performance Indicators

Presentation to the Board of Directors
March 23, 2021

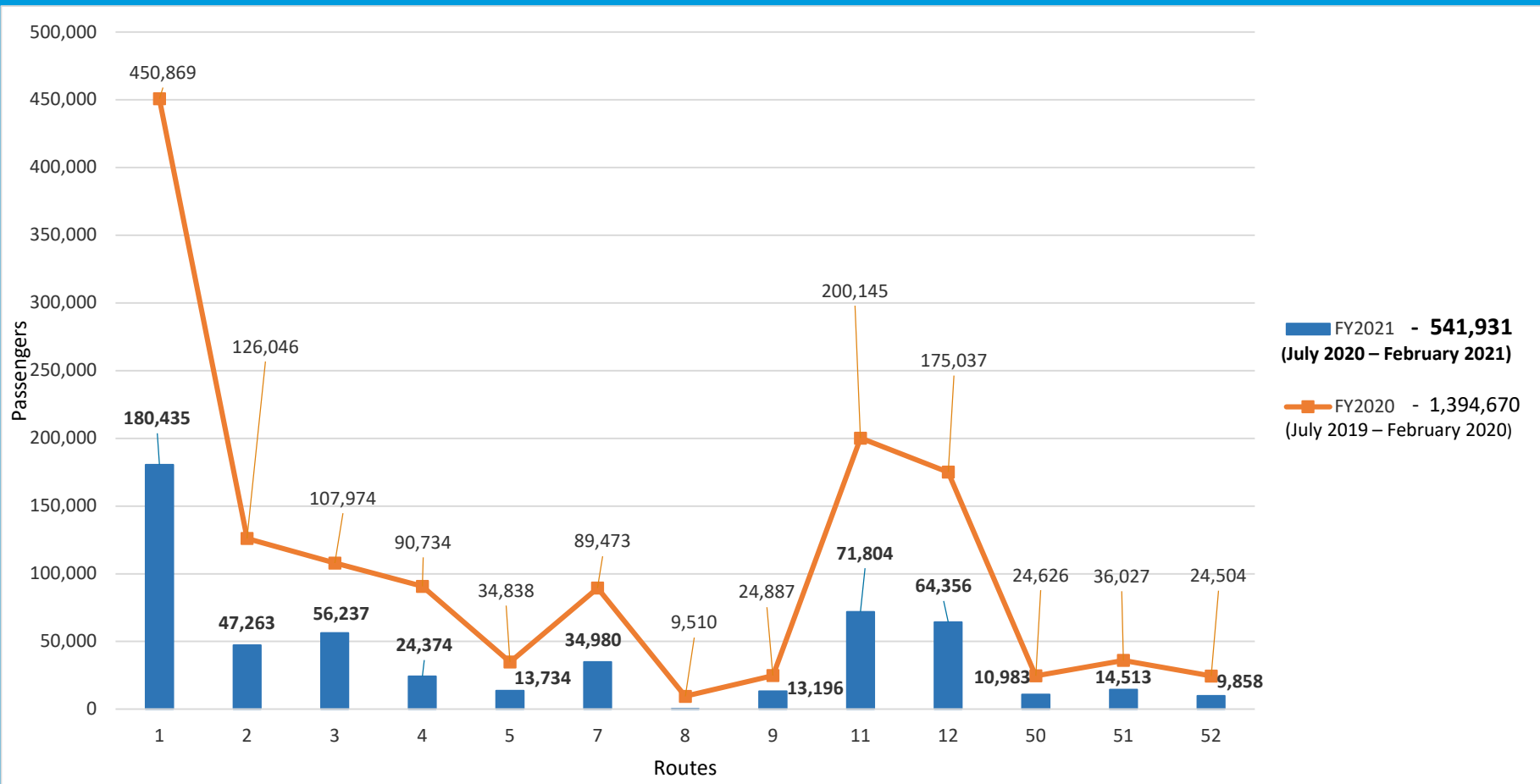


MONTHLY BOARDING ACTIVITY

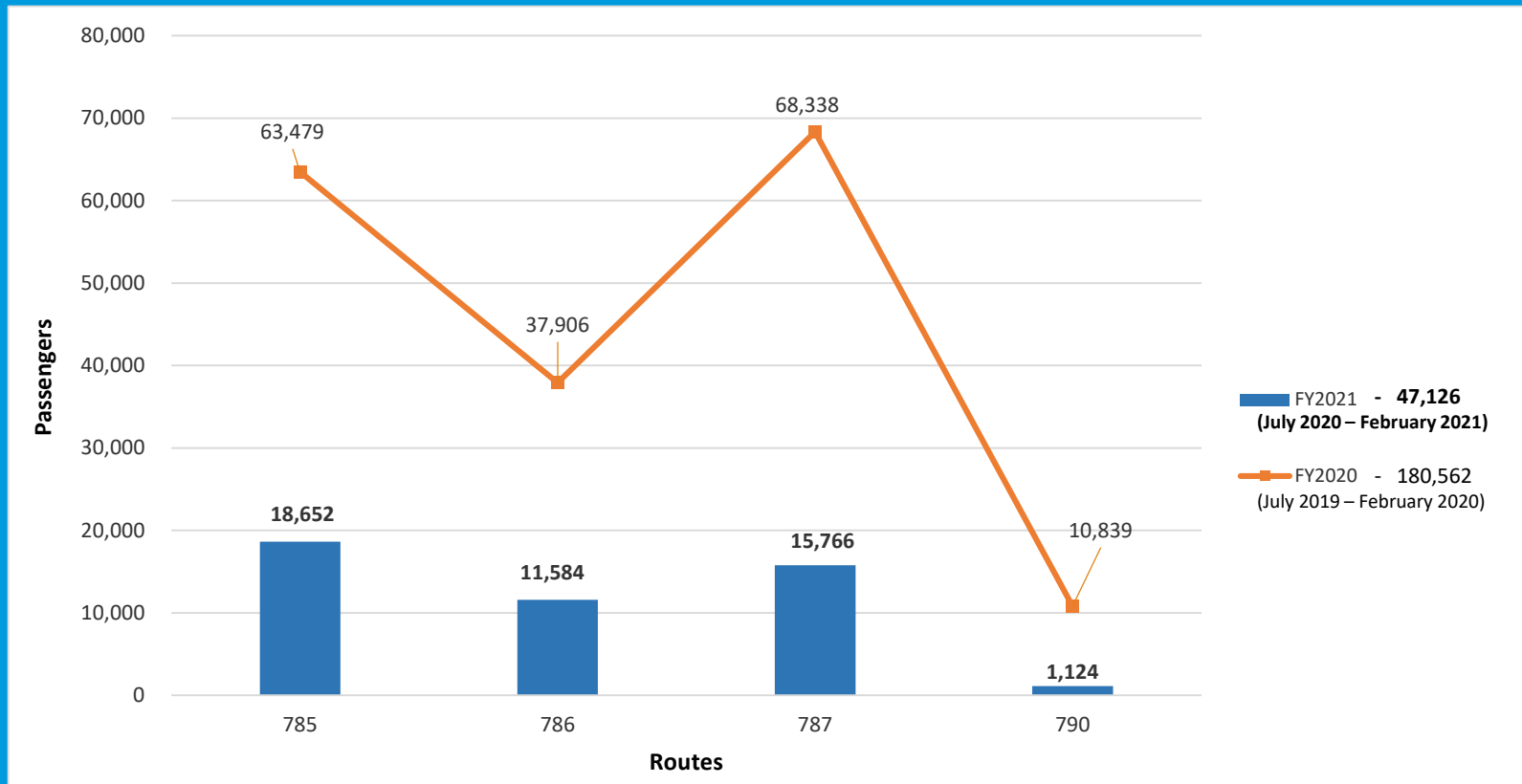
	February FY 2021	January FY 2021
System	66,189	66,133
Local	60,315	60,499
Commuter	5,874	5,634



ANNUAL RIDERSHIP LOCAL ROUTES

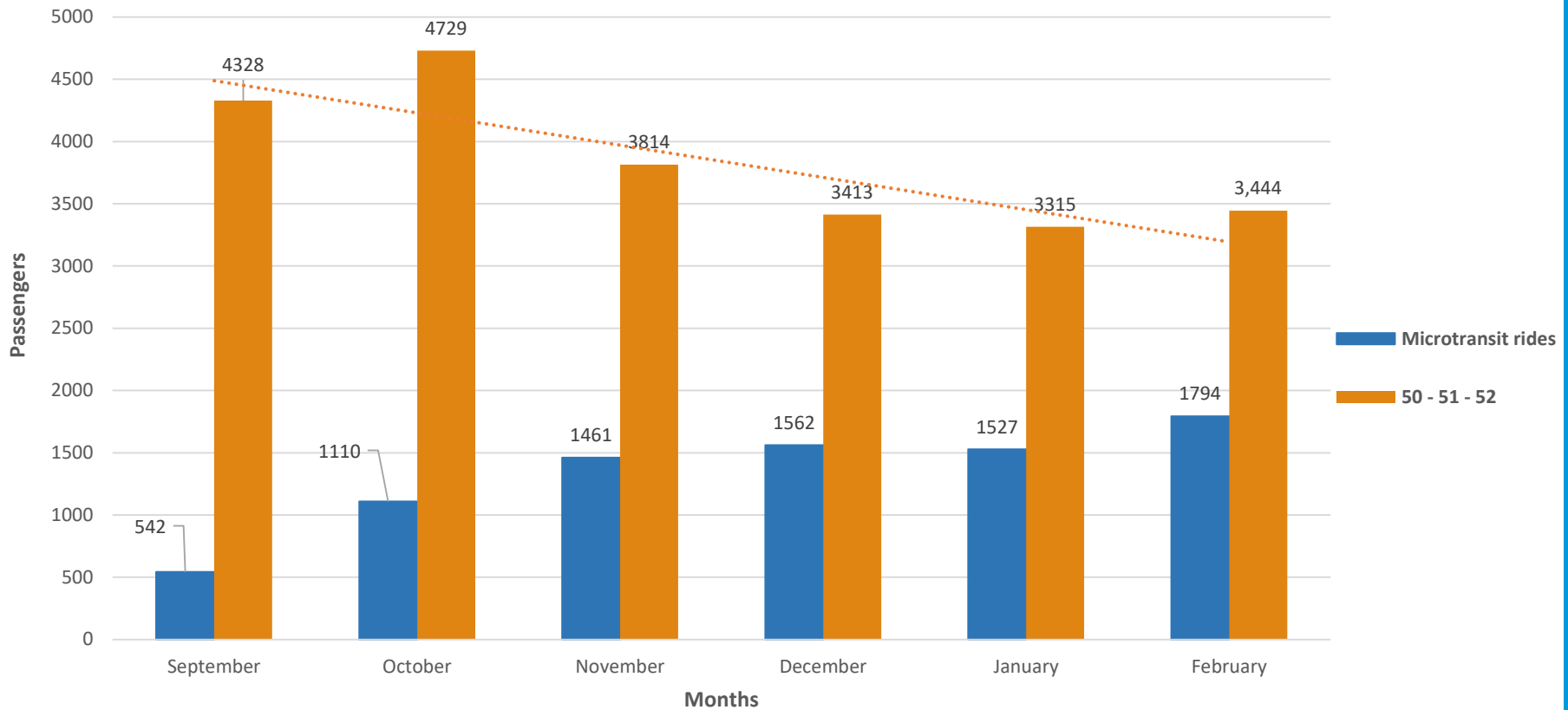


ANNUAL RIDERSHIP COMMUTER ROUTES



MICROTRANSIT RIDERSHIP ACTIVITY PILOT PROGRAM

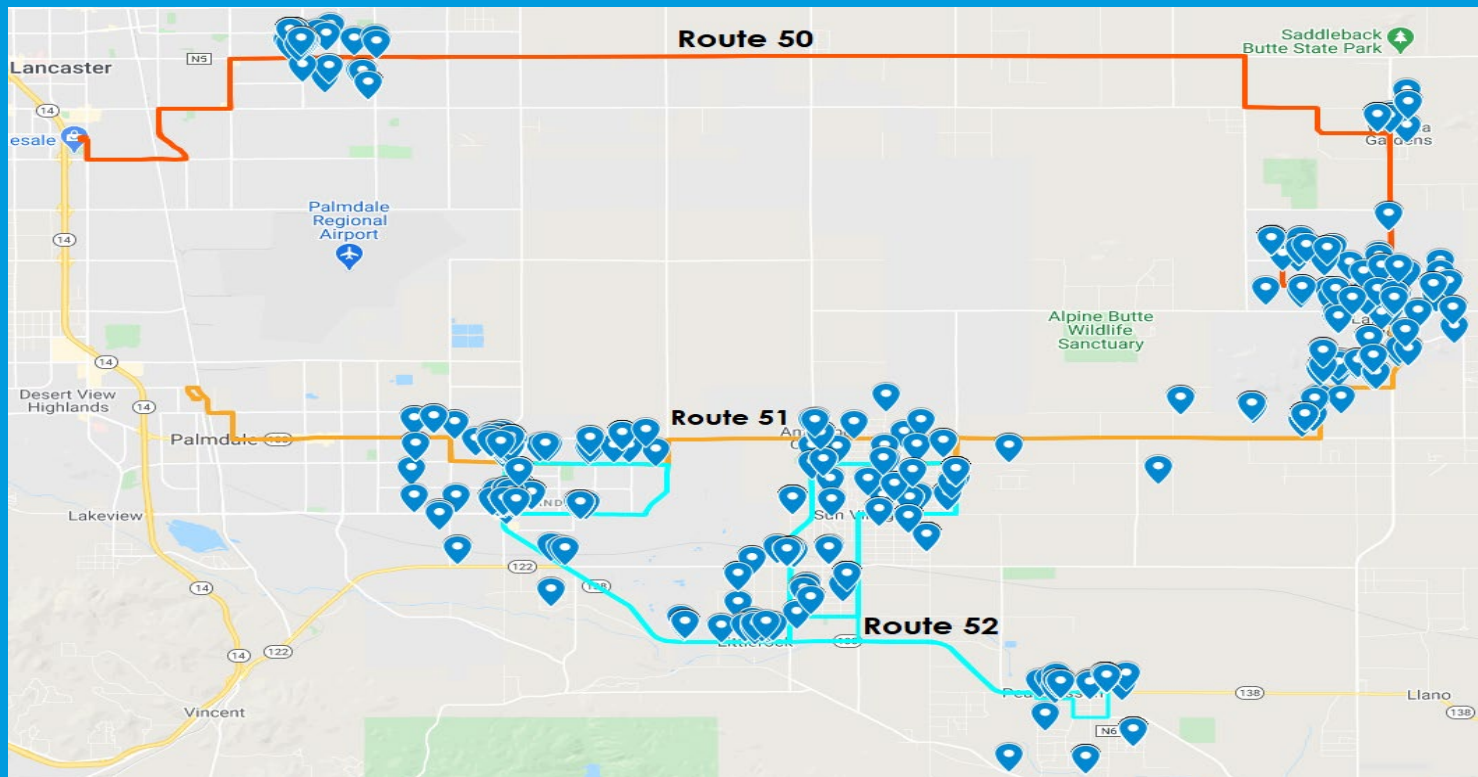
Microtransit vs Routes 50, 51 & 52



MICROTRANSIT SERVICE AREA RIDERSHIP ACTIVITY PILOT PROGRAM

On-Request Microtransit Ride Service Passenger Pick Up Location Requests Breakdown

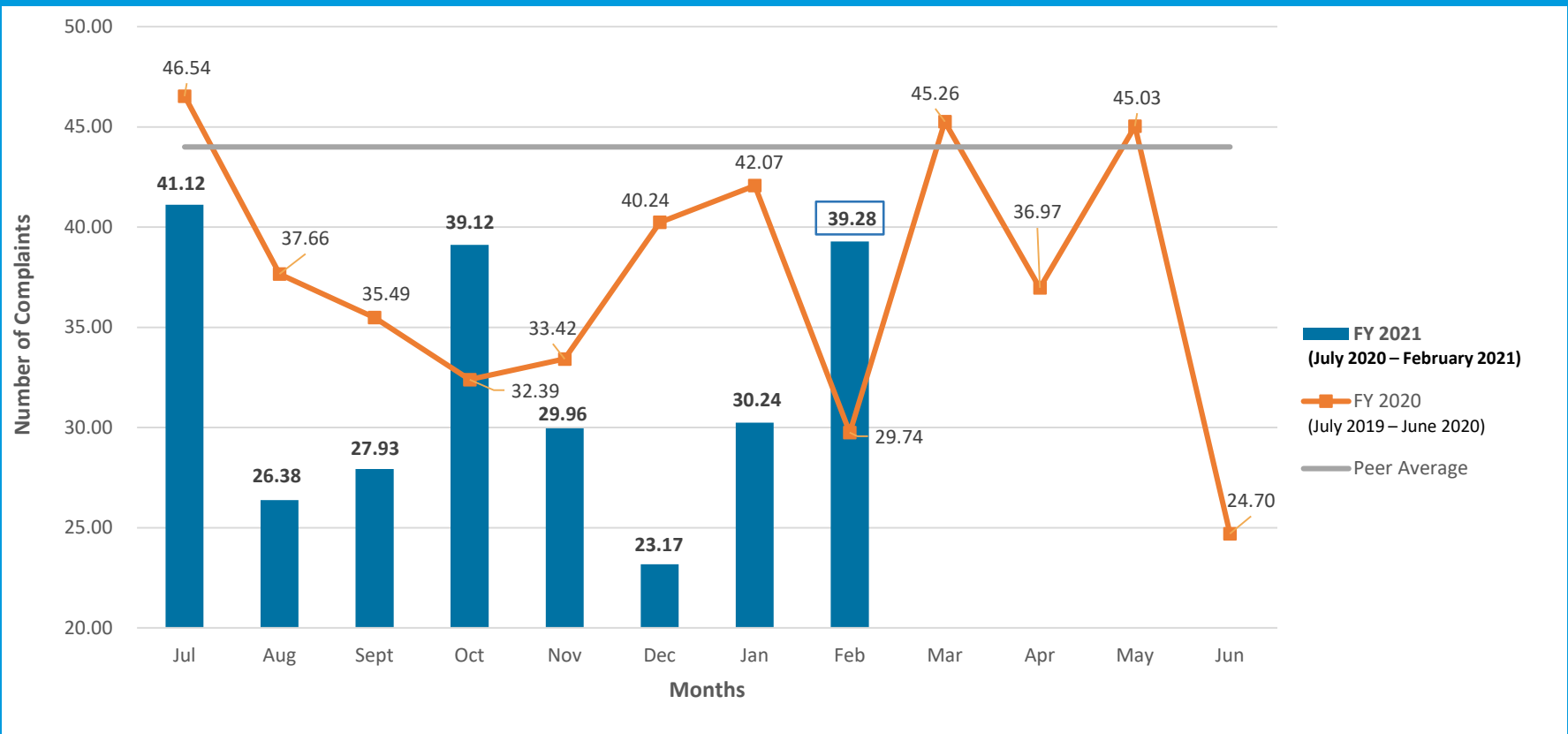
	50 Route Count	51 Route Count	52 Route Count	Total
Count	1372	1712	2567	5651
Percent	24.28%	30.30%	45.43%	100.00%



COMPLAINTS/100,000 BOARDINGS

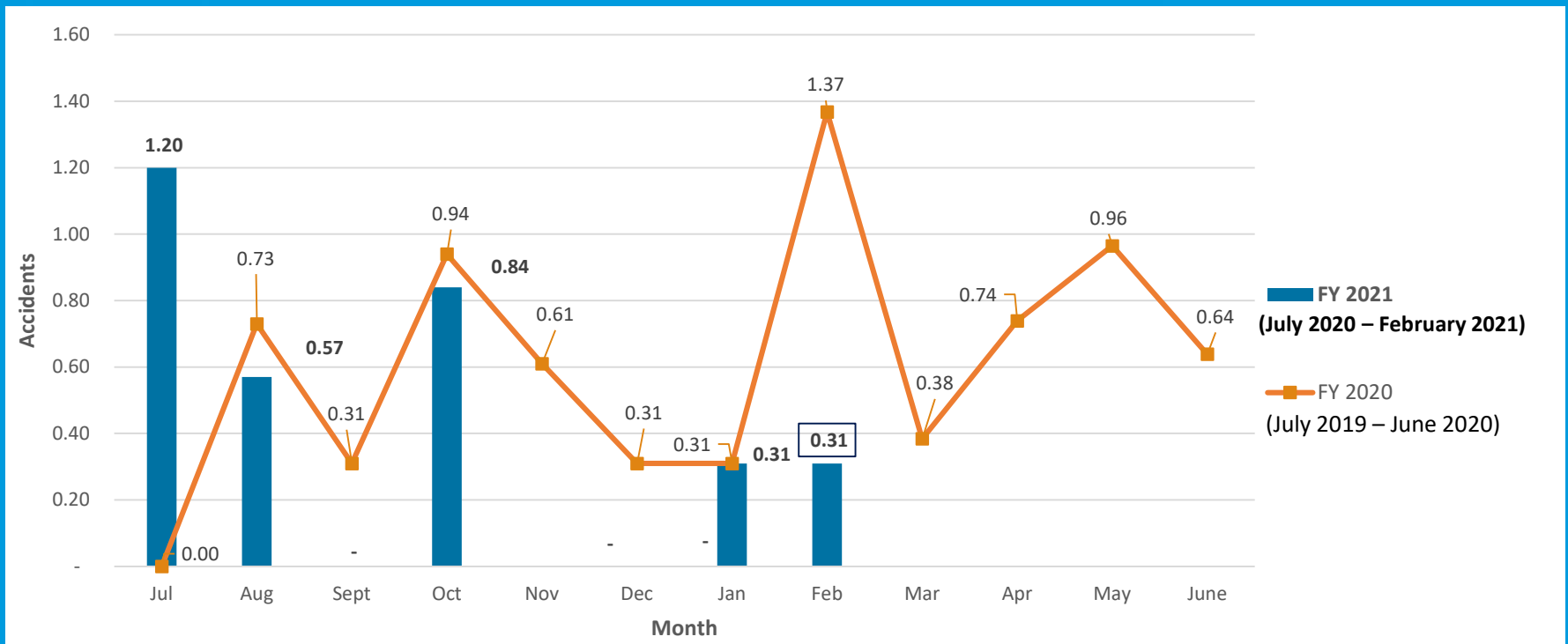
FEBRUARY - SYSTEM WIDE AVERAGE: 40.89

PEER AVERAGE: 44.00



PREVENTABLE ACCIDENTS/100,000 MILES

FEBRUARY - SYSTEM WIDE AVERAGE: 0.31



KEY PERFORMANCE INDICATORS

	February FY 2021	January FY 2021	February FY 2020
Boarding Activity	66,189	66,133	191,650
Complaints / 100,000 Boardings	39.28	30.24	29.74
Preventable Accidents / 100,000 Miles	0.31	0.31	1.37

Thank you!

Questions?



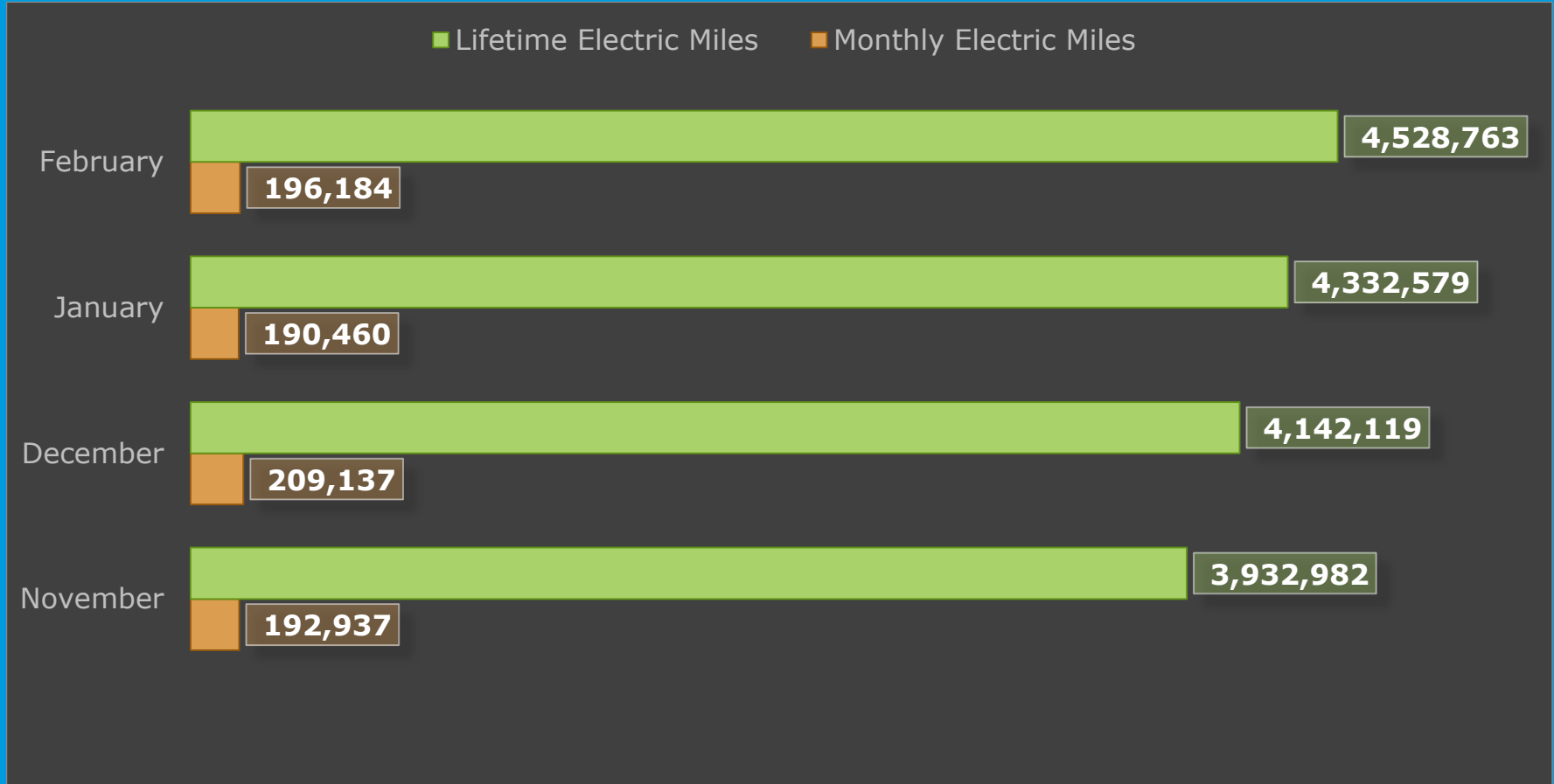
FY 2021 Monthly Maintenance Key Performance Indicators

Presentation to the Board of Directors

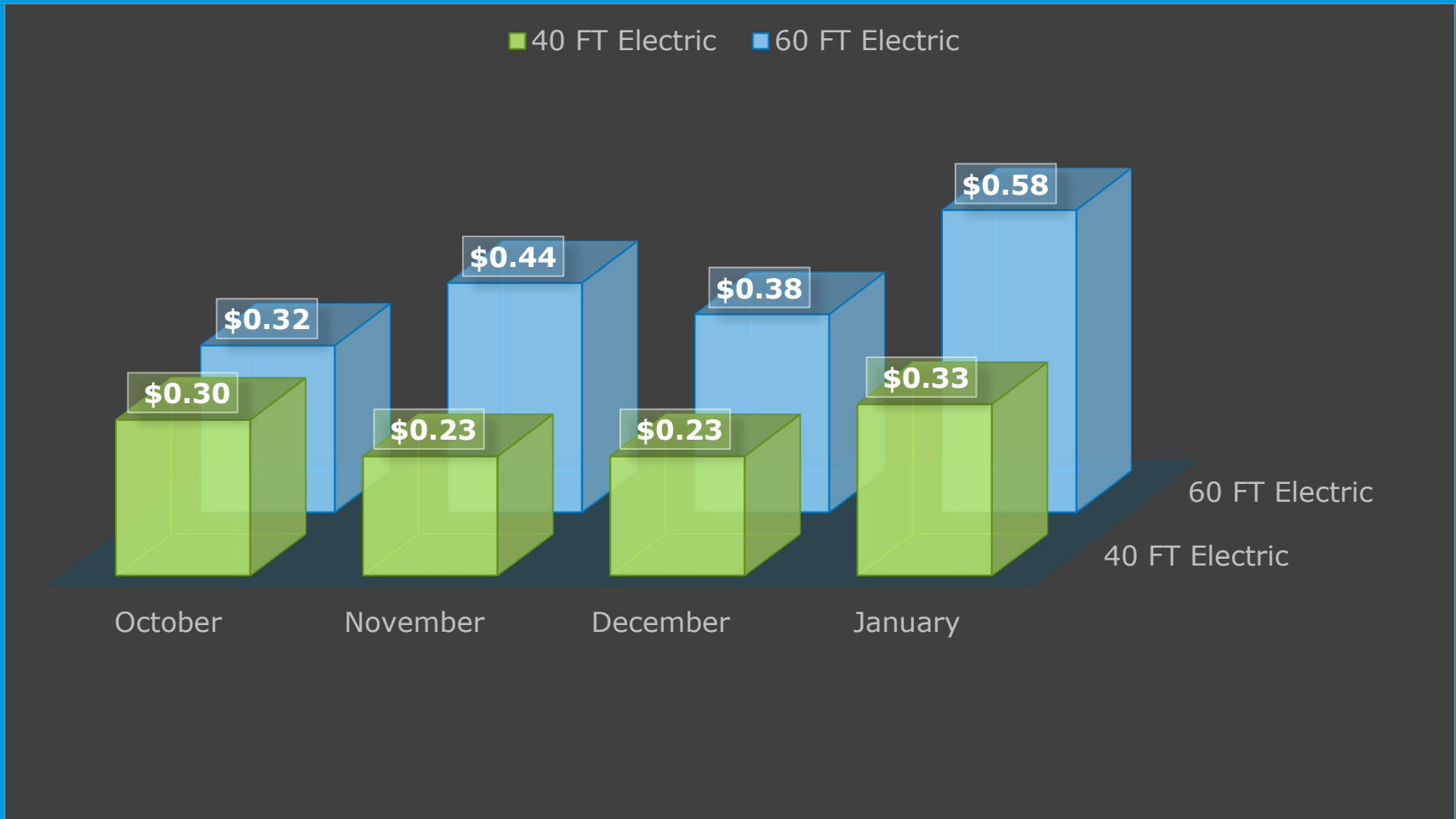
March 23, 2021



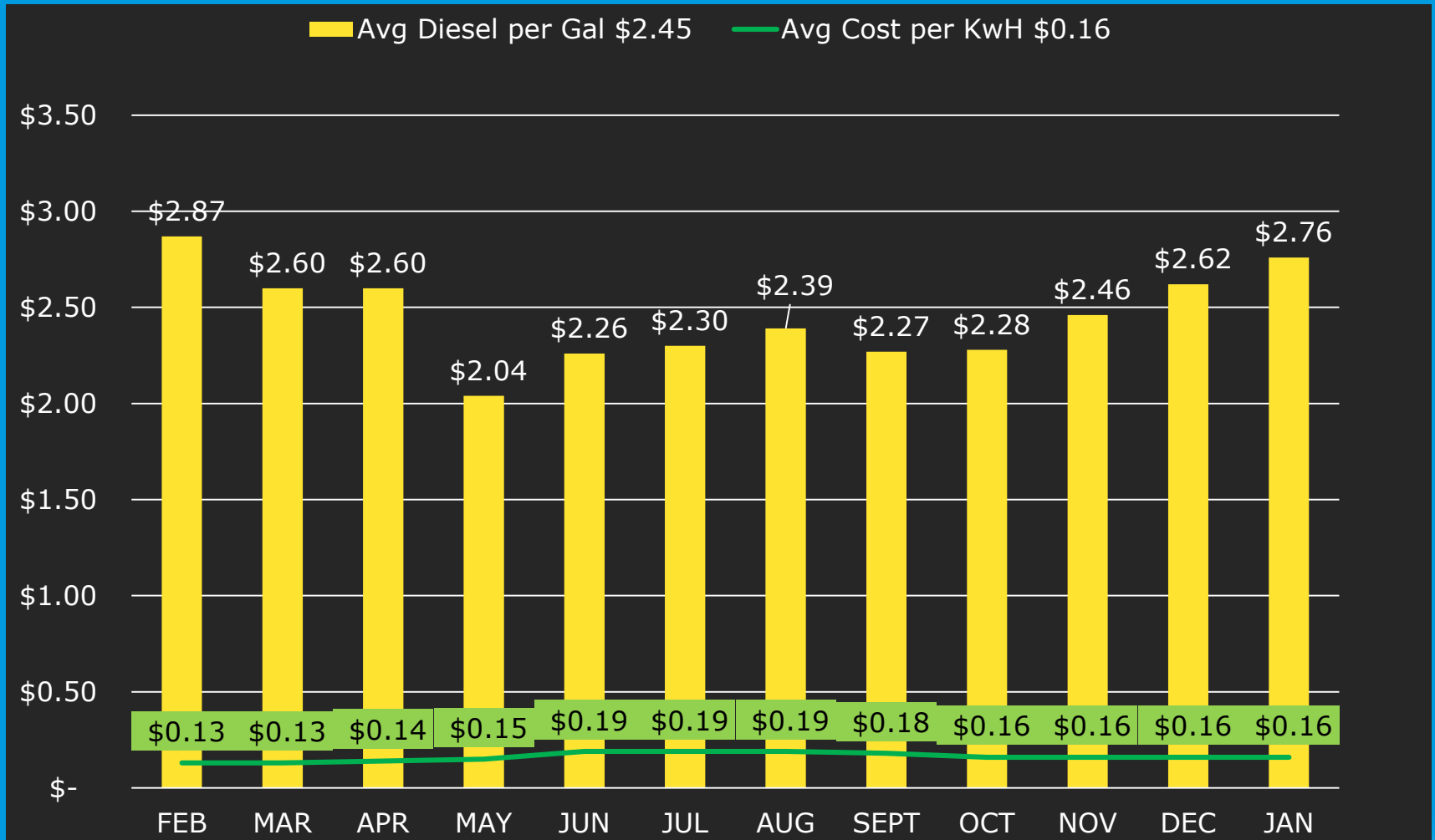
ELECTRIC MILES TRAVELED



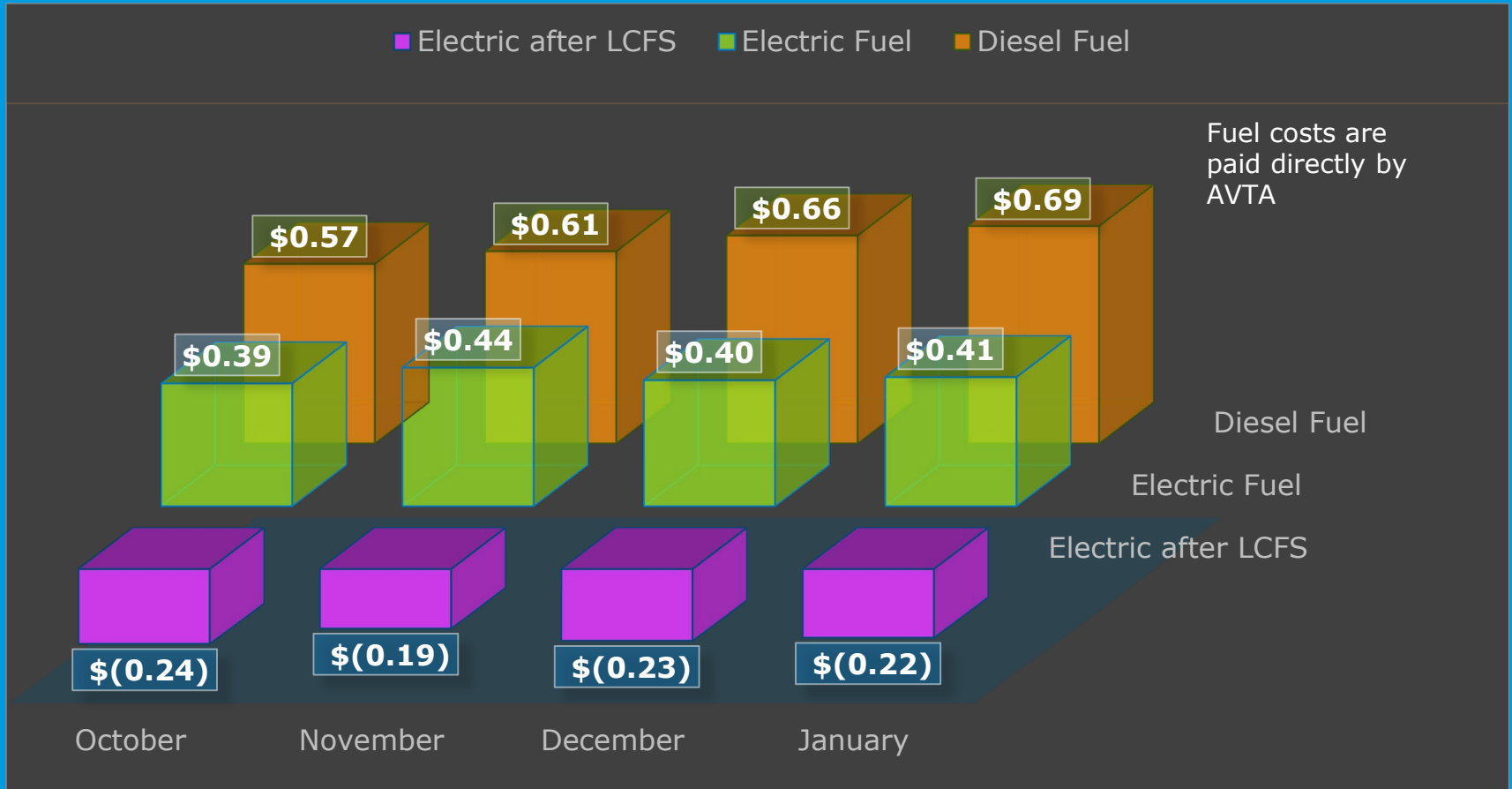
MAINTENANCE COST PER MILE BY FLEET



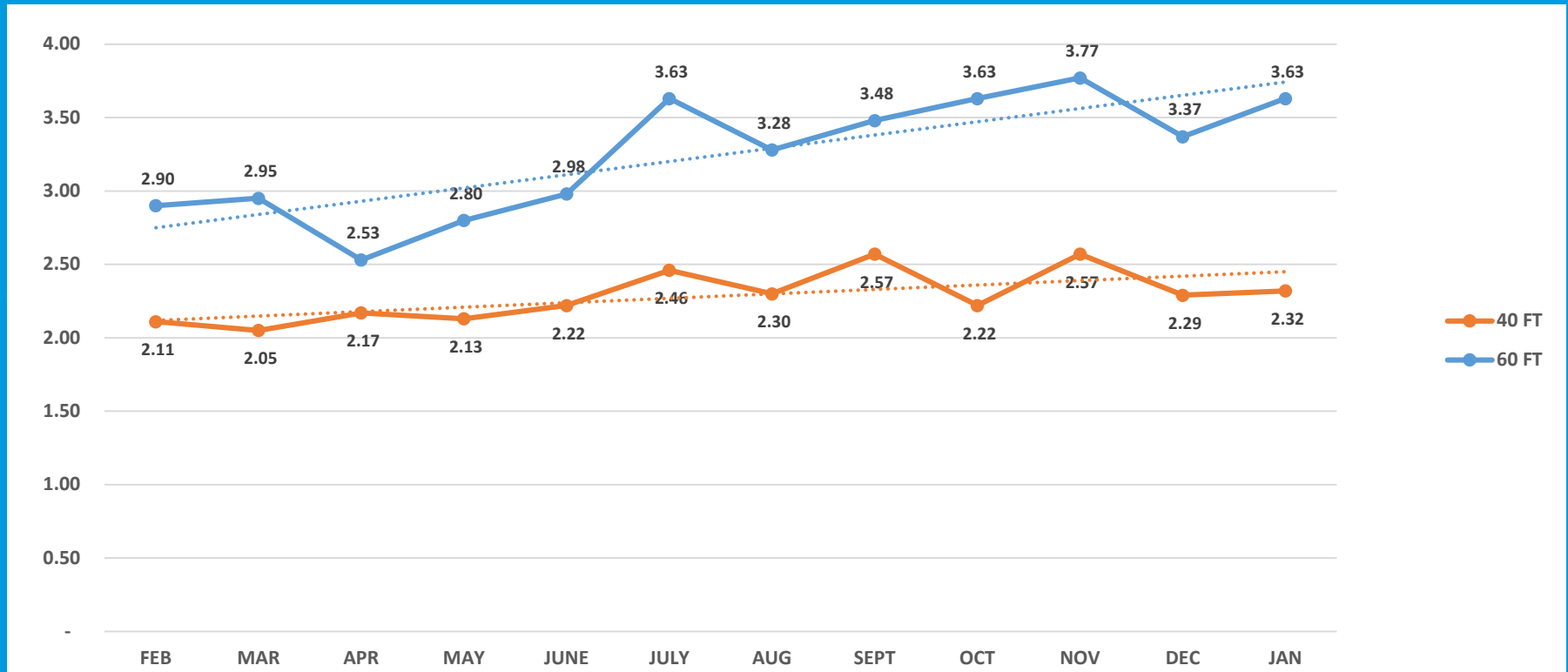
FUEL/ENERGY COST PRIOR 12 MONTHS



PROPULSION FUEL COST PER MILE w/LOW CARBON FUEL STANDARD (LCFS) OFFSET

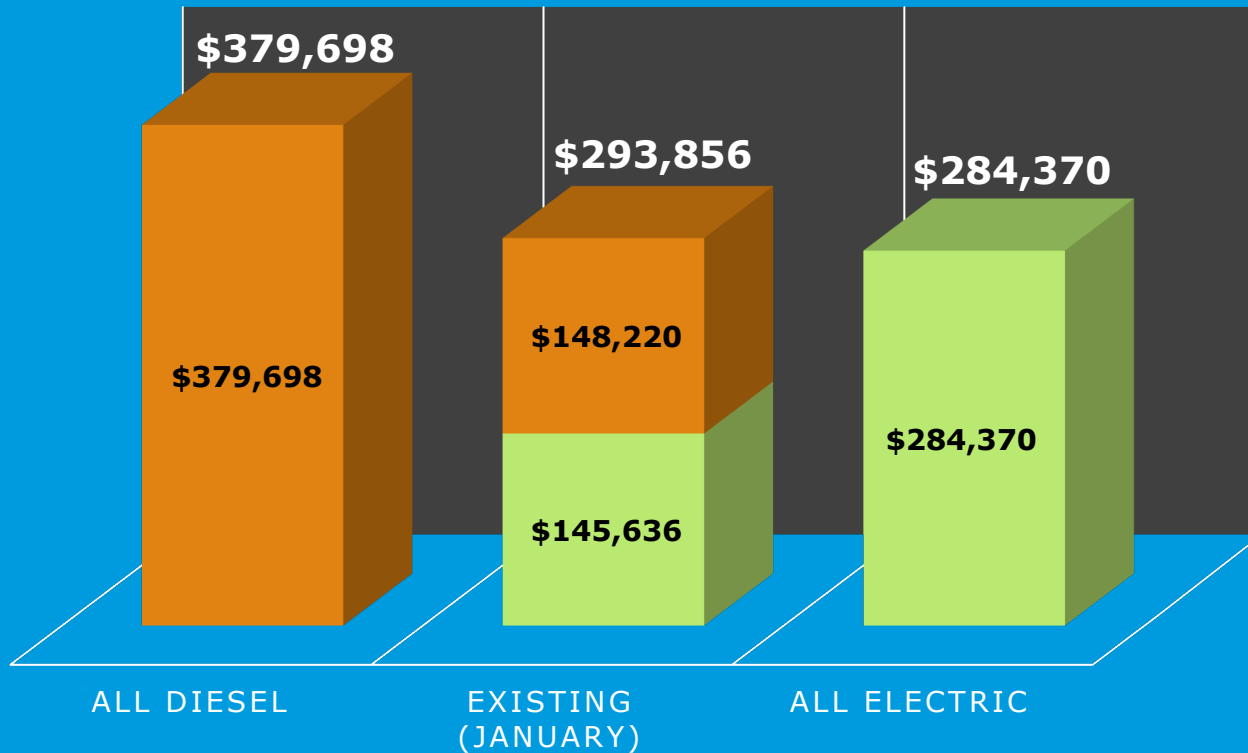


AVERAGE FUEL CONSUMPTION PER MILE (KWPM)



TOTAL FUEL & MAINTENANCE COST ASSUMPTIONS

■ Electric ■ Diesel



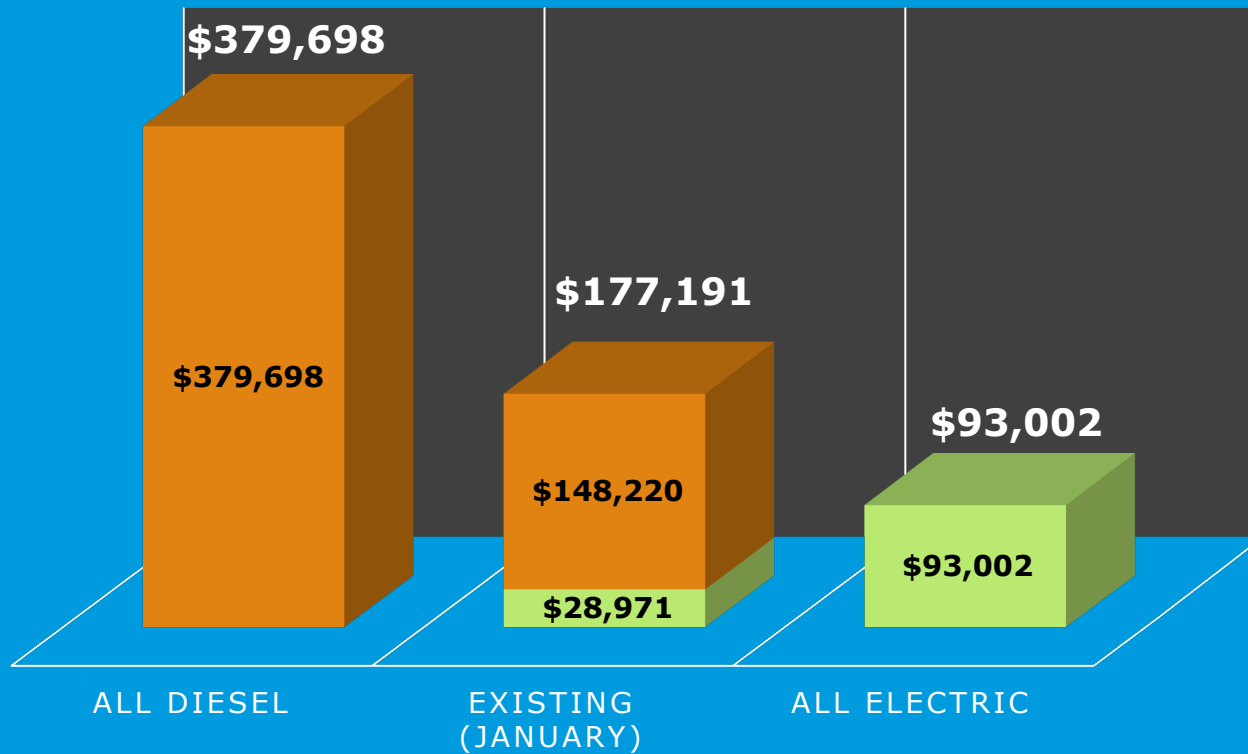
January Fuel and Maintenance Savings \$85,842

Projected Savings \$95,328

AVTA Fuel Only \$46,295

TOTAL FUEL & MAINTENANCE COST ASSUMPTIONS W/LCFS

■ Electric ■ Diesel



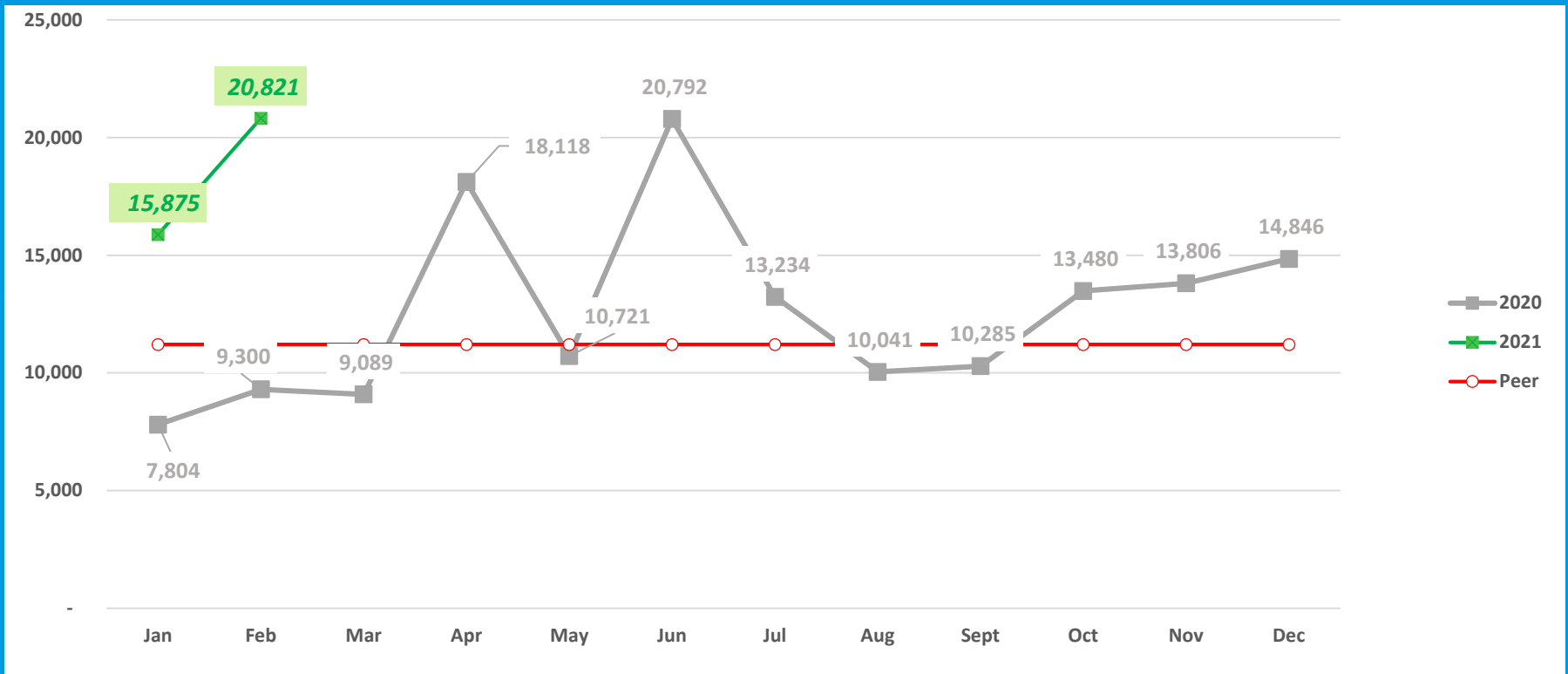
January Total Fuel and Maintenance Savings
\$202,507

AVTA Fuel Savings plus LCFS
\$162,960

AVERAGE MILES BETWEEN SERVICE INTERRUPTIONS

Peer Average: 11,206

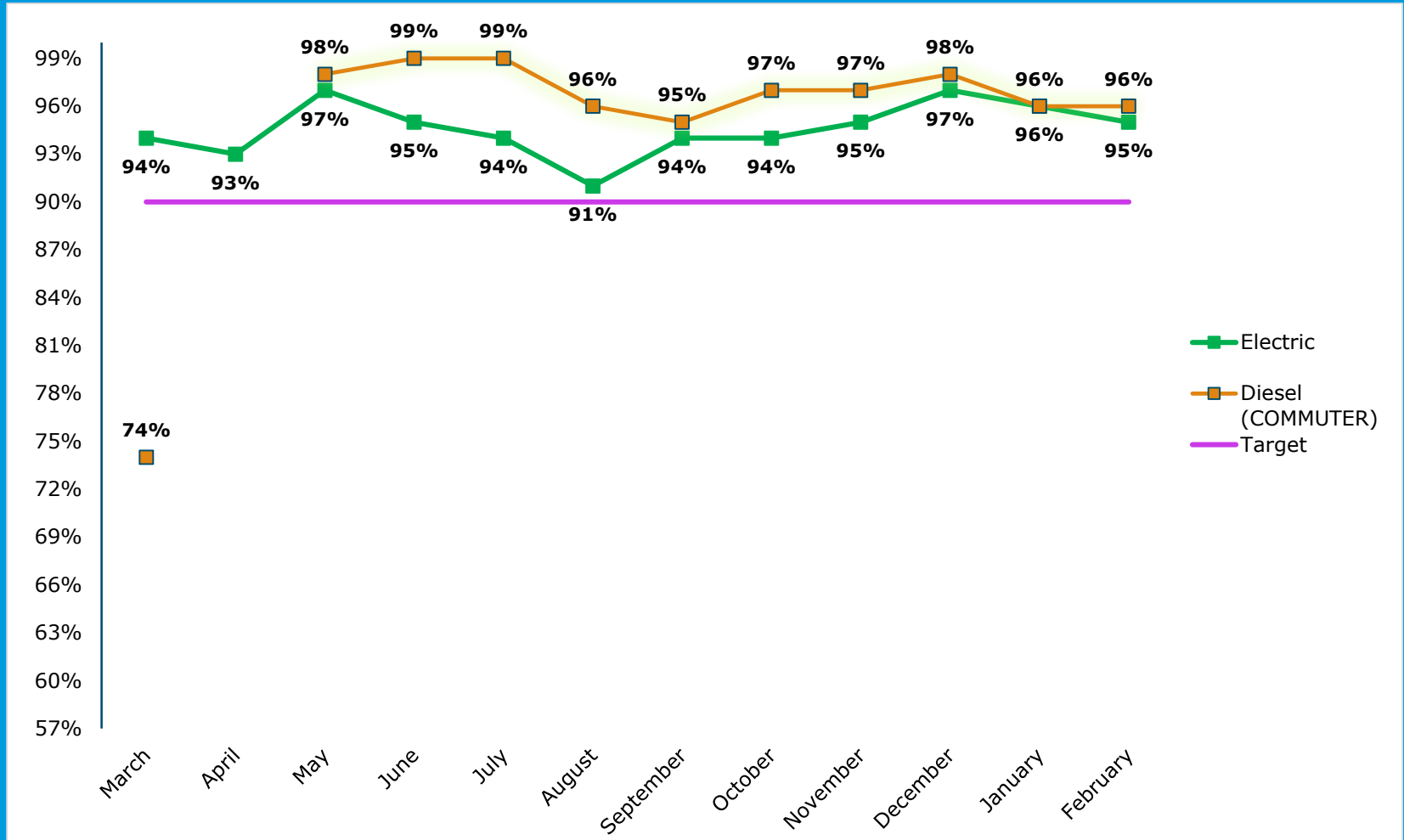
Target: 15,500



FLEET AVAILABILITY

Peer Average: 77%

Target 90%



Discussion/Questions?



OVERVIEW: On-Request Microtransit Rider Surveys

Presentation to the Board of Directors

March 23, 2021



Surveying On-Request Riders

- Jan. 2021 - Email survey of 188 riders in our On-Request system – (12.2% response rate)
- Feb. and Mar. 2021 - Ongoing handout surveys of riders (results based on 456 responses)
- +18% of respondents left additional comments
 - Many of these were compliments of their favorite drivers
 - Many others were simply thanking AVTA for the On-Request Service
- There are currently 402 unique users in our On-Request system

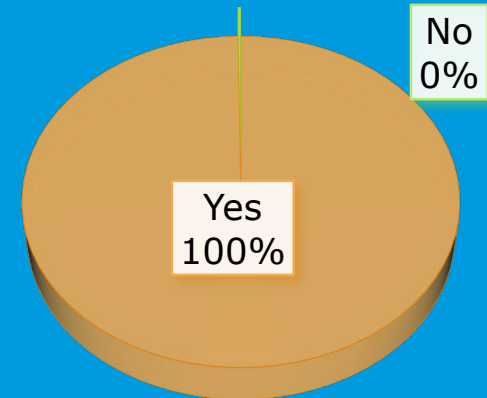
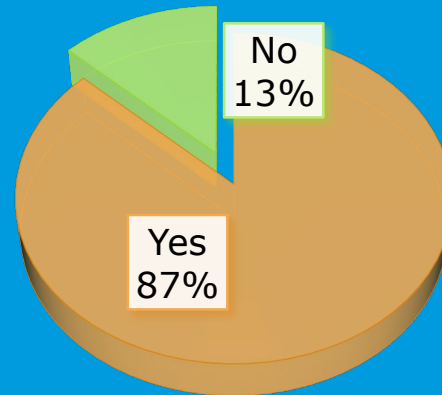


How does the service compare to our fixed route service?

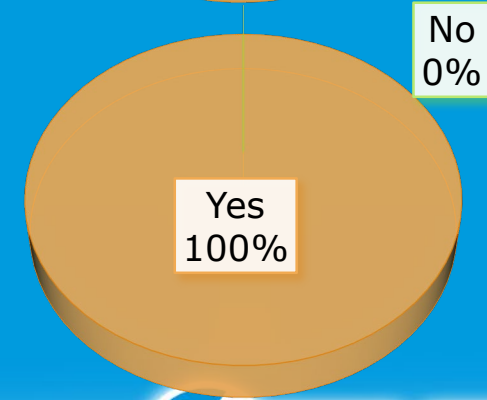
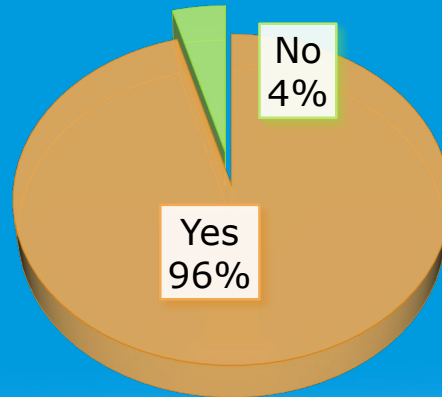
JANUARY EMAIL SURVEY

ONGOING HANDOUT SURVEY

QUICKER?



MORE PLEASANT?

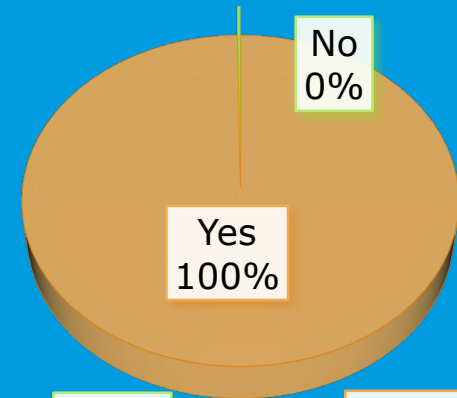
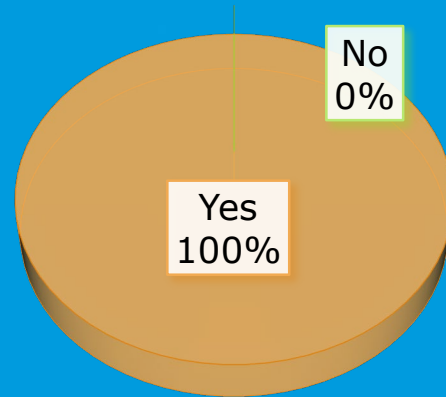


Will you use this service again? Will you recommend?

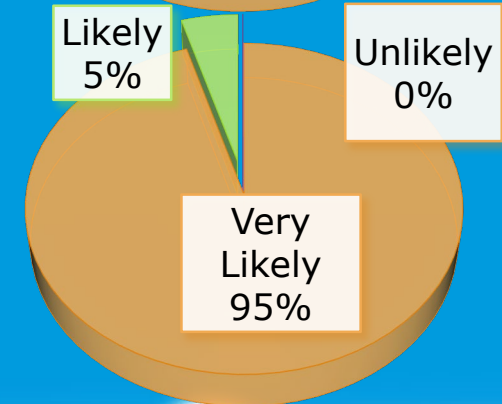
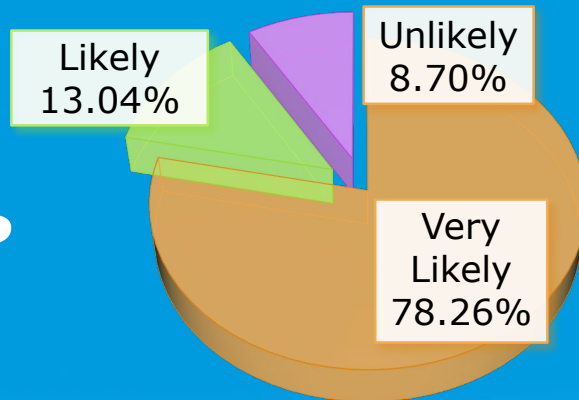
JANUARY EMAIL SURVEY

ONGOING HANDOUT SURVEY

USE AGAIN?

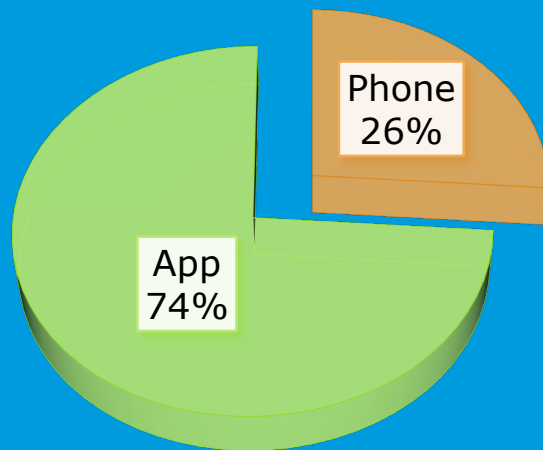


**RECOMMEND
TO A FRIEND?**

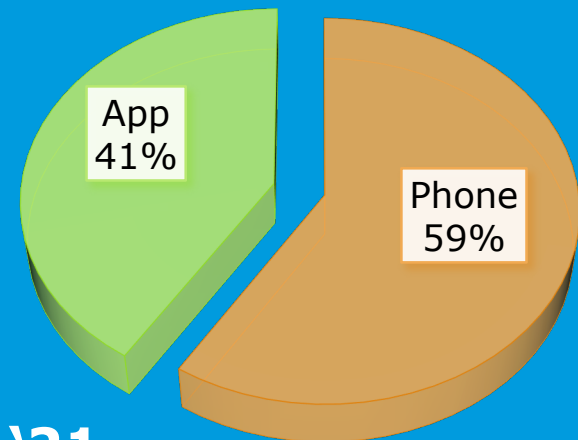


How are our riders ordering service?

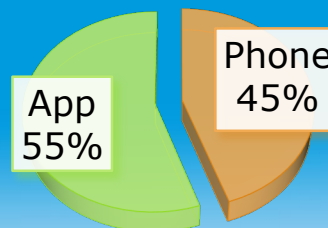
JANUARY EMAIL SURVEY



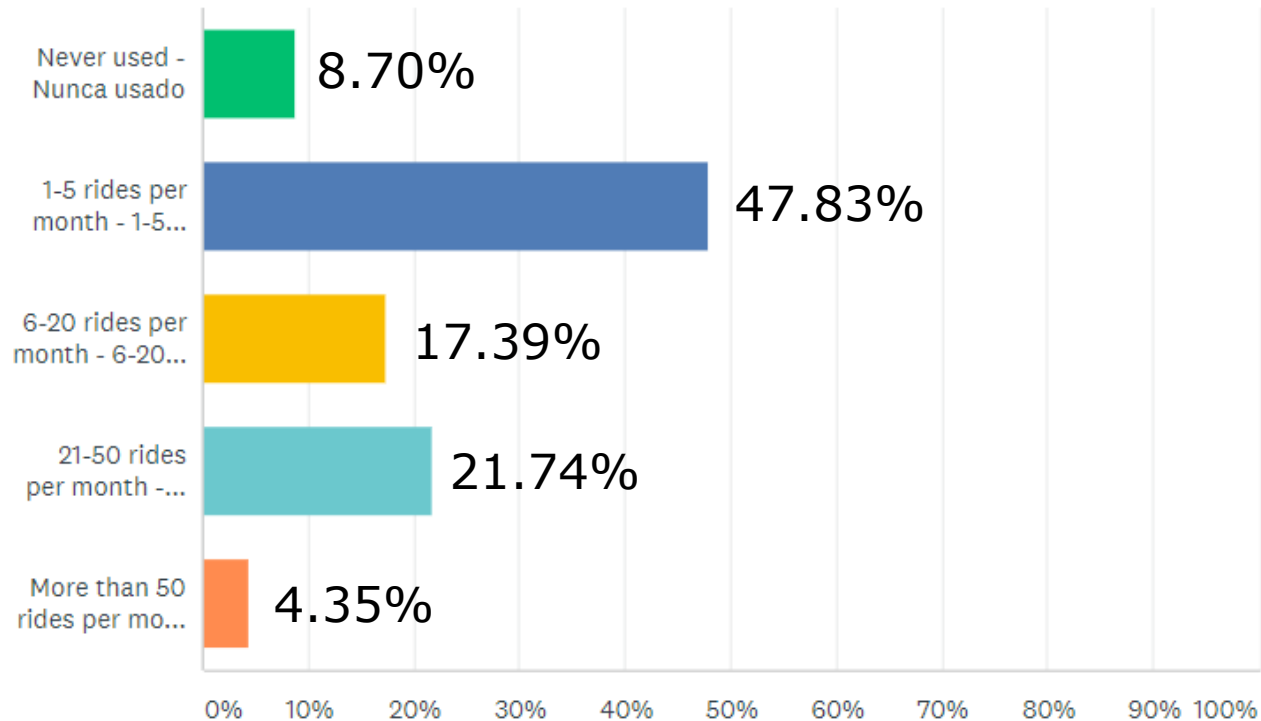
ONGOING HANDOUT SURVEY



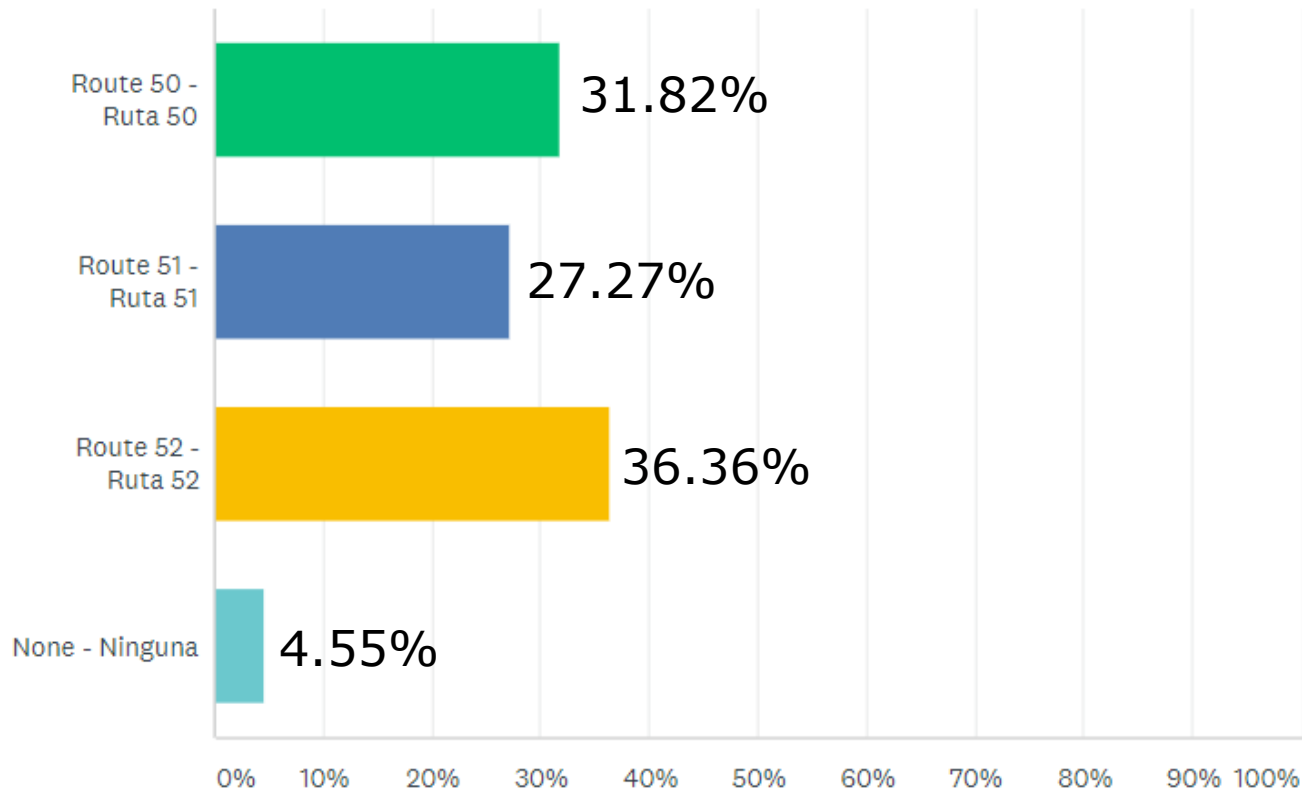
FEB. '21

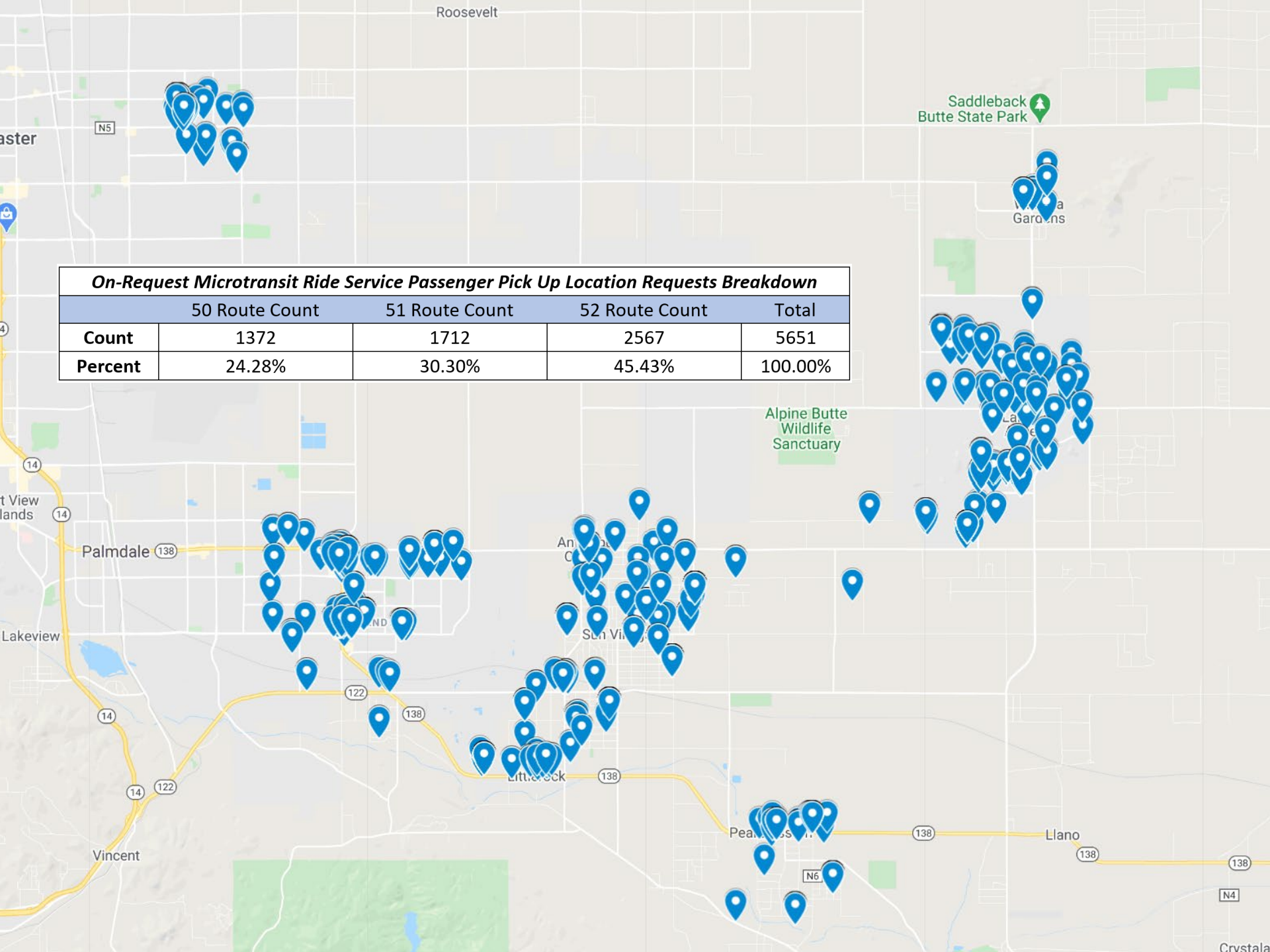


How often did you ride Routes 50, 51, & 52 before On-Request?



Which of the current fixed routes did you use?





On-Request Microtransit Ride Service Passenger Pick Up Location Requests Breakdown				
	50 Route Count	51 Route Count	52 Route Count	Total
Count	1372	1712	2567	5651
Percent	24.28%	30.30%	45.43%	100.00%

aster

Saddleback Butte State Park

Gardens

Alpine Butte Wildlife Sanctuary

Palmdale

Antelope

Sun Valley

Little Rock

Peavine

Llano

Vincent

Crystal

Riders' Comments

- "It is very good and I hope it stays in operation. I am very happy and thank you." - Antonio R.
- "Great drivers service- pick up, drop off. Nice phone reservation specialist" - Joe Carlin Robert
- "Love this service. I use it at least twice day. The 52 bus line is so limited and the bus stop is 3/4 mile from my house. Love the app, the vans, and drivers. Great job! Thanks." -Amber Egli
- "Excellent" - Raniyalt Milligan
- "Great!" - Jessica Clark
- "Very nice and polite." - Brianna Garcia
- "Really convenient and amazing service." - Maria C.
- "This service has been invaluable I always recommend! Your drivers have ALL been awesome." - Katherine Hoyt
- "I Love Micro-Transit the driver are very nice, professional and on time."
- "I really like the on-request Microtransit ride service, it take me where I need to be and I didn't have to wait excessive time on the bus. Will definitely be recommending to family and friends."
- "I think it's a great service, the drivers are very friendly and always on time."
- "Later service would be better. After 9pm-so on. Great Drivers."
- "I love this service & I hope you keep it."
- "The Best"
- "Everyone so respectful & kind."
- "Enjoyable, expedant, safe."



Riders' Comments

- "So grateful for this service! The bus schedule is so limited that without this service I Don't know what I would do thanks!"
- "This service helps me so much."
- "Good service. Thank you. Good for people to stop driving."
- "Very good service, I hope they extend it longer. It would be fabulous, the drivers are all very friendly. Do not prolong the pickup time for the client."
- "Love shopping with this bus."
- "I have always had pleasant experience in my rides on the shuttle service and appreciate the service for being created for our area."
- "I am thankful for Microtransit ride service. It cuts down on travel time tremendously. It is a blessing! Thank you for providing this service. I really appreciate it. By the way, I call 661.945.9445 to schedule a ride."
- "Allow a wider range of drop off locations. like city park."
- "It was more convenient for me and my daughter and the hours the bus runs as well."
- "Wish it was valley wide."
- "Thank you for such great hospitality."
- "Drivers always very polite and excellent drivers, comfortable experience."
- "Elijah is amazing. He drives very safe and slow. He is very sweet and gives good customer service. Good employee." -Cynthia Mischka
- "I LOVE AVTA BUS"



Riders' Comments

- "Thank you very much for this service" - Rebecca
- "Love the service"
- "Please ask your drivers not to keep pumping the gas pedal. Dispatch does not seem to know the Valley area."
- "Love the service"
- "My driver was nice. Microtransit is the best!"
- "This service is very good and I enjoy it."
- "Christy is the best driver for me and my groceries. Thank you." -C.J.
- "So awesome! Love customer service"
- "I personally like riding the On-Request Microtransit Ride Service because it allows me to make it to college on time and I don't have to wait long hours waiting on the bus. And the staff of On-Request are very nice and friendly. I respect that. Will definitely be riding on these again. Thank you."
- "Great service and awesome drivers! I use you guys almost everyday to get to work. I don't know what I'd do without you. Thank you so much! xoxo"
- "We really need and enjoy this service. Thank you for your hard work. Driver was professional, courteous, and prompt! Don't know what we would do without you."
- "The drivers are very friendly, service, excellent service." -Joshua Eifer
- "Great customer service"
- "Very good service" -T.A.



Riders' Comments

- "I appreciate that 6 minute window you guys allow for the drivers to stay longer and wait for me because it allows me to make sure I am ready. The drivers are always friendly and I respect that because positivity goes a long way. Thank you."
- "Very kind service! Love it!"
- "The drivers are friendly, and I would like to extend the transport further." -Virginia Guevara
- "The drivers are always nice and friendly, polite"
- "Ms. Deborah thinks you're great!"
- "I appreciate the seat belts that are in the Microtransit vehicles. Thank you"
- "All the drivers are very friendly and professional, and the drivers take care of their passengers." Joshua Eifer
- "I'm so excited about microtransit. I can't wait for the day you guys begin more westerly trips. I will still be your #1 customer."
- "This service is a perfect win/win solution. I love it, and workers."
- "Jamila, she is a great driver, with great customer service. I feel safe with her." -Cynthia Mischka
- "Thank you for your hospitality!"
- "Me and my kids love to ride with you guys"
- "Great service! Great drivers!"
- "Very friendly service, I will ride again."



Riders' Comments

- I have had rides cancelled for no reason. These rides were not cancelled by me. When this happened, no one ever contacted me. So, on 4 occasions I was just waiting for a ride that was not coming. The worst part is when I call dispatch and they supposedly have NO IDEA what happened. So I guess these rides were cancelled by a ghost. That would be the only explanation.
- Once AVTA improves the pilot program to reflect shorter wait times and more efficient service then it'll be my pleasure to recommend AVTA's on-demand program.
- I wish it went as far as the county building if not to park as I still wait for bus on Ave J & 30th , though are couple more options.
- I think a good addition would be showing a person if other people will be picked up in the same vehicle before they book the ride. Obviously not exact locations but general stops that will be made of other passengers and a way for the driver to let the rider know that. The other day I was supposed to get picked up from 8:10-8:40 to go to work at 9 and I got picked up and the driver was picking up another passenger in the opposite direction from where I was going, had I know that before hand I could have better utilized my time. It just makes sense to keep rides going in the same direction and not opposite because I ended up being late. Just a thought for consideration.

Discussion/Questions?





An Opportunity AVTA Can't Pass-up
***Bus Operator & Manager
Customer Service Training***

Project Kick-off Meeting

Date: March 9, 2021

Consultant/Facilitators: Teri Fisher, Insight Strategies CEO
+ Carita Ducre, Managing Partner

Presentation to the Board of Directors
March 23, 2021

INSIGHT
STRATEGIES, INC.



Welcome and Introduction

Customer Service: Actions Taken and Underway

Communication

- Signs in lounge and on every door reminding operators of no pass-up's
- Safety message over radio and at sign on hourly
- Aggressive employee discipline policy implemented

Employee Engagement

- Driver appreciation day on March 18
- Employee recognition wall being updated and maintained starting week of March 8
- Meeting with Union to discuss workforce concerns week of March 22
- Employee survey: results and action plans to be created week of March 22

Customer Service Training

- Customer service training starting week of March 22 with outside vendor *Insight Strategies*
- Incentive program development following training

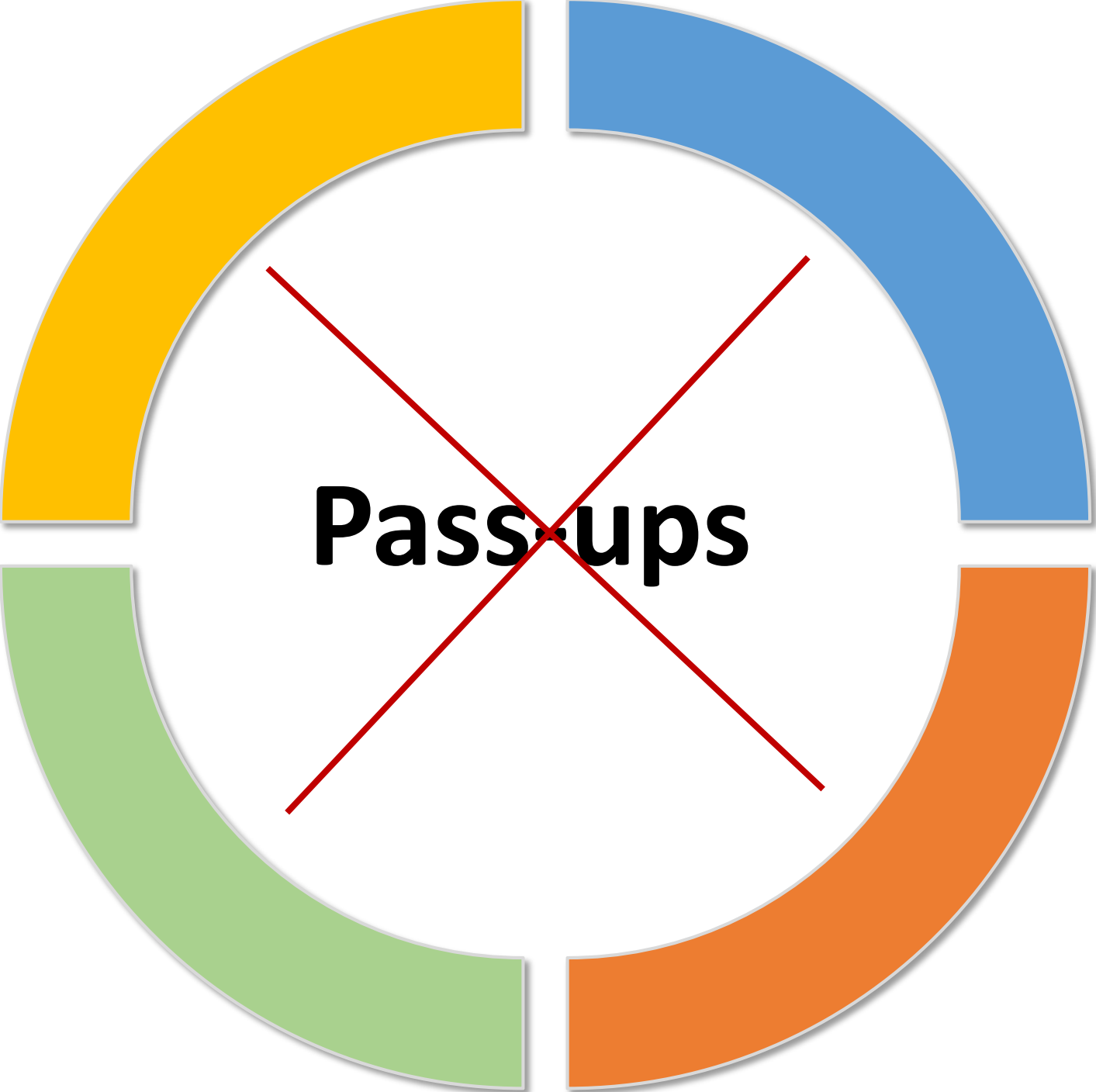
Driver Shortage

- Outside BTWs brought in week of March 15
- Reaching out to employees on leave beginning week of March 15

**Purpose:
Kick-off
Meeting for
Training
Component of
Zero Pass-ups**



Transdev's Comprehensive Plan for Zero Pass-ups



About Insight Strategies, Inc.



INSIGHT
STRATEGIES, INC.



Insight's Organizational Health & High- Performance Framework



Meet the Team



Teri



Catie



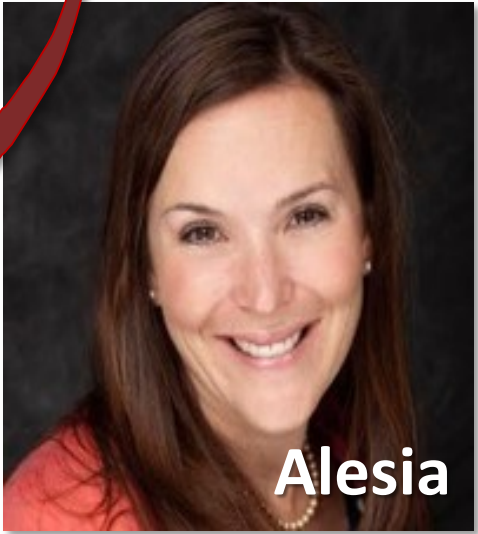
Steve



Janea



Joseph



Alesia



Ken



Liz



Maha



Cherise



Claire



Patti



Kevin



Carita

Insight's Transit/Transportation Clients



Insight's Transit-Specific Vision Statement:
To be the "go-to" trusted partner in transit and transportation for strategic and leadership impact—from the boardroom to the breakroom.

Meeting Objectives



- . Understand AVTA perspectives
- . Discuss and agree upon desired results
- . Discuss overall process and timeline
- . Discuss Insights' Role/Transdev's Role/AVTA's Role
- . Logistics
- . Q&A
- . Recommended next steps

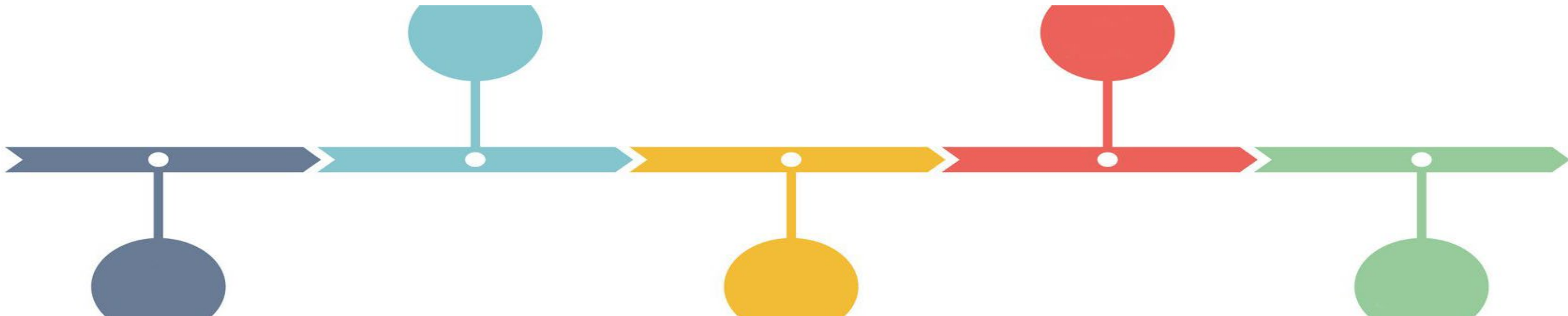
Discussion

- Understand AVTA Perspectives
- Discuss and agree upon desired results



Process and Timeline

- Meet with the Union—share the plan and process
- Communicate to Transdev employees—Verbal and Written
- Assessment—why, who, what, when, how
 - Insight conducts 1:1 interviews (AVTA CEO & COO, Transdev Management)
 - Insight Reviews Employee Survey data
 - Insight conducts Focus groups to include Bus Operators, Operations Support Team



Process and Timeline: Training Content and Approach

- Share and discuss key takeaways from the training
- Finalize training materials and approach with input from AVTA and Transdev
- Discuss what Transdev can commit to doing culturally, incentivizing, and rewarding?

Process and Timeline: Conduct the Training

Preliminary Training Objectives and Key Components



Process and Timeline: Conduct the Training

Preliminary Training Objectives and Key Components



- Understand expectations from the top
- Share the data
 - Share interview and FG data—what we heard from you
 - Share pass up data—big picture and trend lines. Impacts
- Explain Customer service principles
- Self-awareness
 - Behavior change—what’s required
 - Mindset—accountability versus victim. Taking ownership
- Skill Building
- Commitment Statements
 - Explain Transdev’s commitment
 - Solicit Bus Operator personal commitment to zero pass ups
- Ceremony and certificate

Straight From the CEO... Metro's Expectation of YOU!

To the Customer, YOU are Metro!

Metro provides essential service to people who need us to get to their jobs, school, or other important appointments. This, really, is why the MTA exists and why it hired you and me.

These customers-- and Los Angeles-- need us to be successful. They need to get to their destinations. Getting them there is our job.

As we all know, sometimes customers can be very difficult and challenging to deal with. Ask anyone in retail sales and they will all tell you the same thing: handling customers is sometimes often very difficult and very frustrating.

Still, that is our job. It is our job and it is necessary that we succeed at that job. Although tough, this can be done.

To be honest with you, being friendly and courteous is not only necessary, it's also just plain smart. It can help you avoid confrontations, make your work day easier, and might even help improve the quality of your work life.

Don't take my word on this: Try it out. Experiment. Try being friendly and courteous and see how it works. Try it out!

I think you'll see the difference in how folks respond. Say, "Hello!" or "Good morning!" to all boarding riders and see how they respond. Let me know what happens, please.

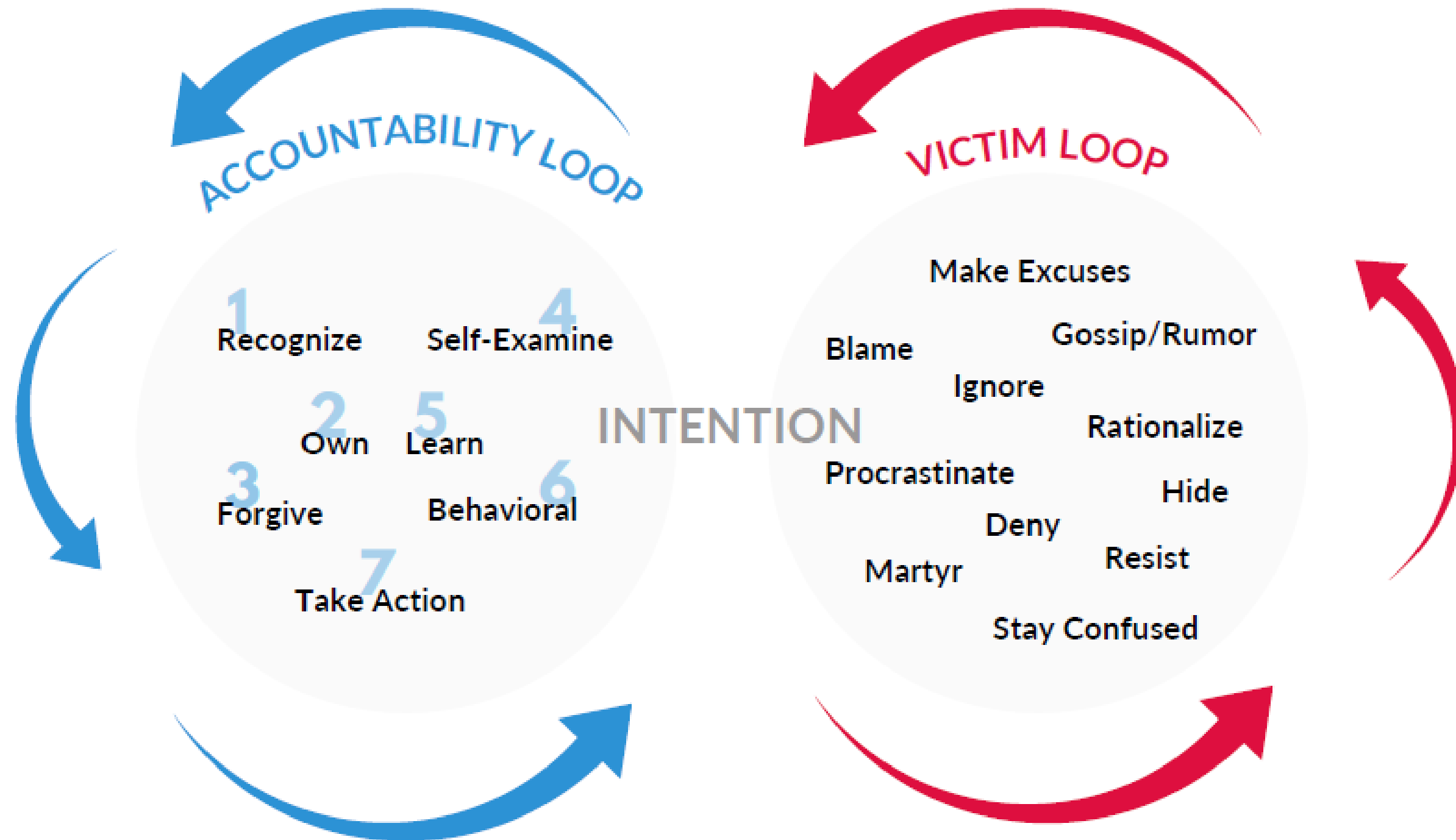
Plus, it keeps you employed!

Art Leahy

Insight's Behavior Change Model



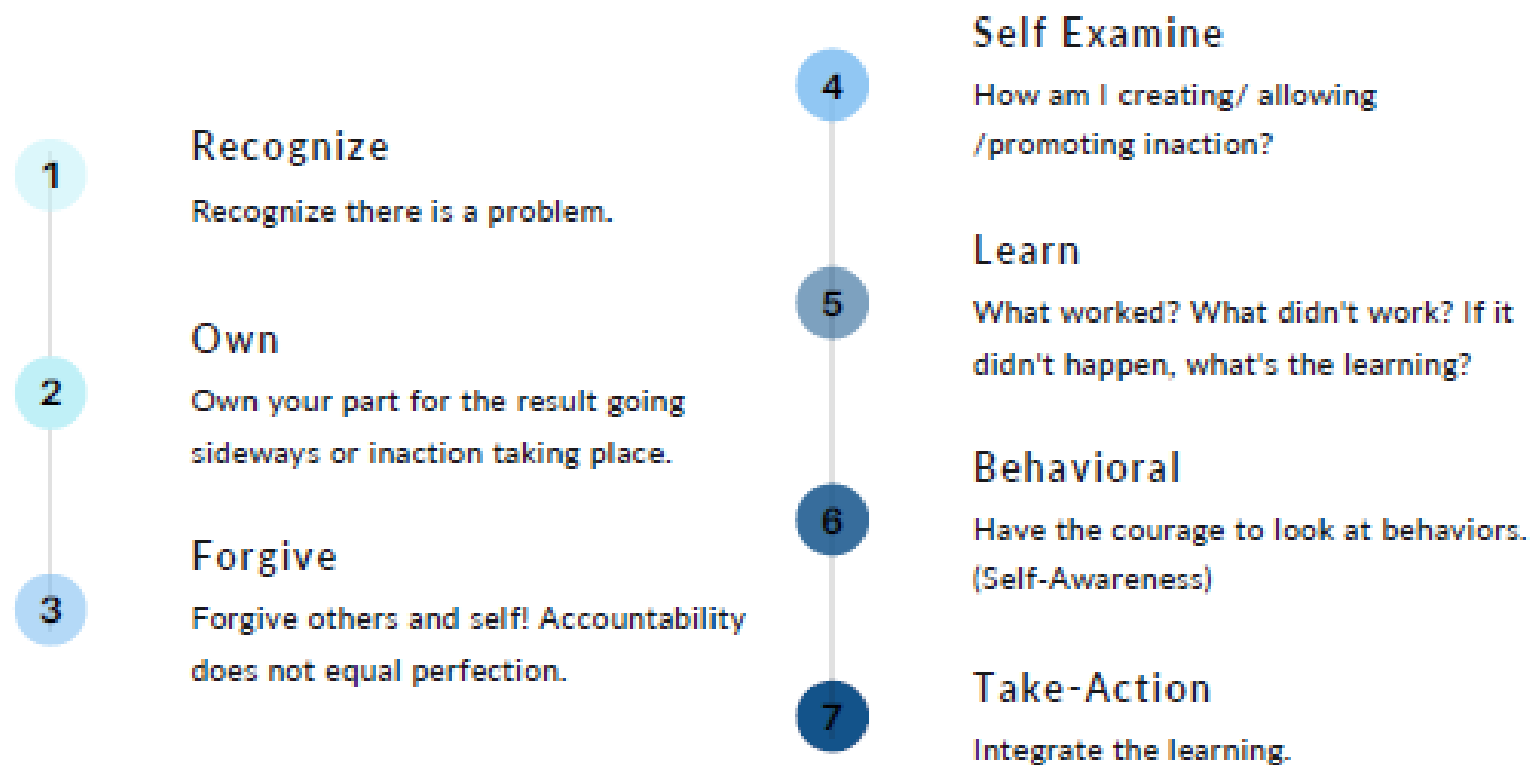
Insight's Victim/Accountability Loop



Insight's Victim/Accountability Loop

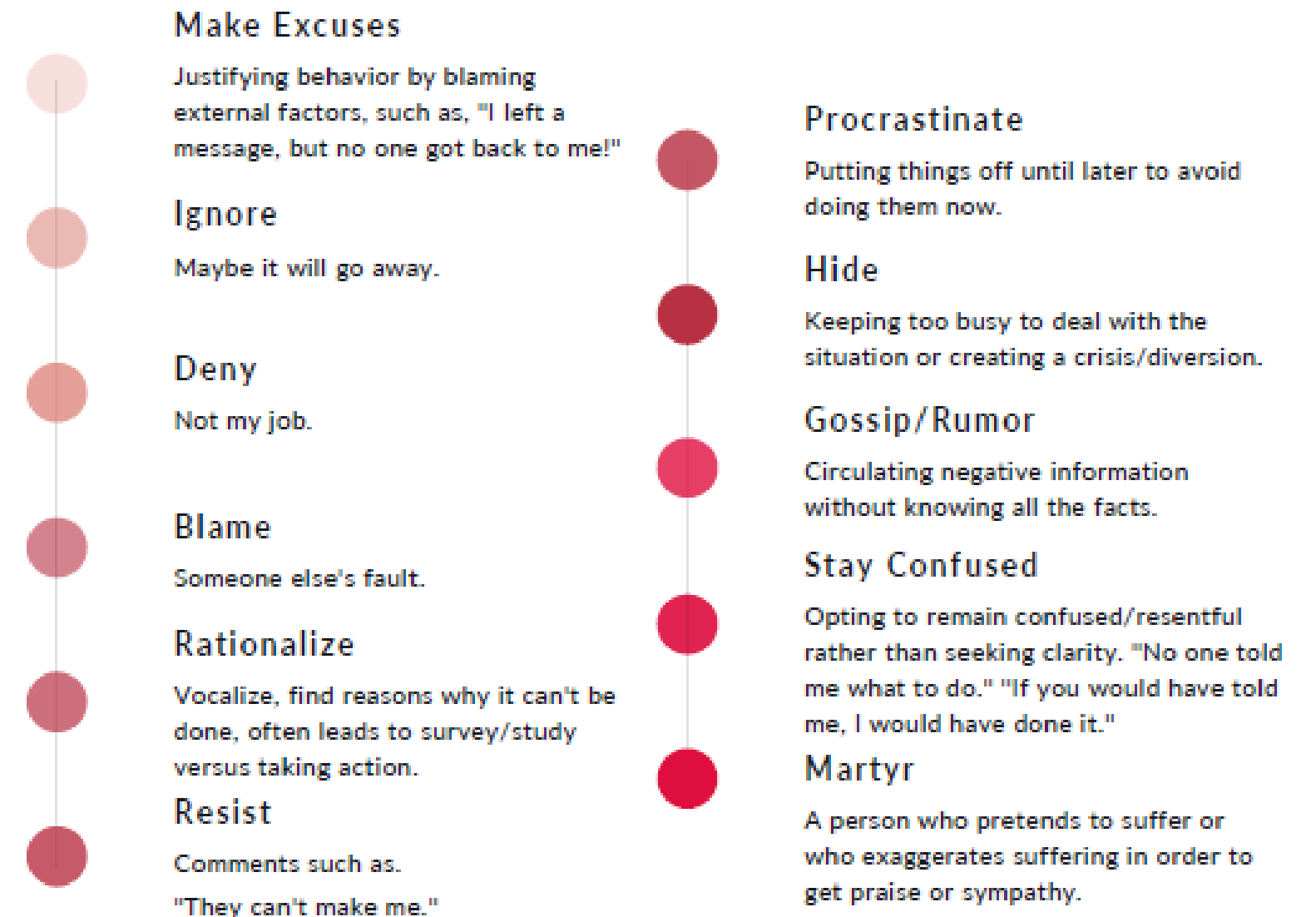
ACCOUNTABILITY LOOP

If the outcome is not as expected, go to the "Accountability Loop" for guidance. Remember, it's not a "witch hunt." Find out where things broke down along the process. If you allow for honest self-evaluation you could find out for example, that the person who supposedly "dropped the ball," was scared or lacked the skill to pull it off without coaching or guidance.



VICTIM LOOP

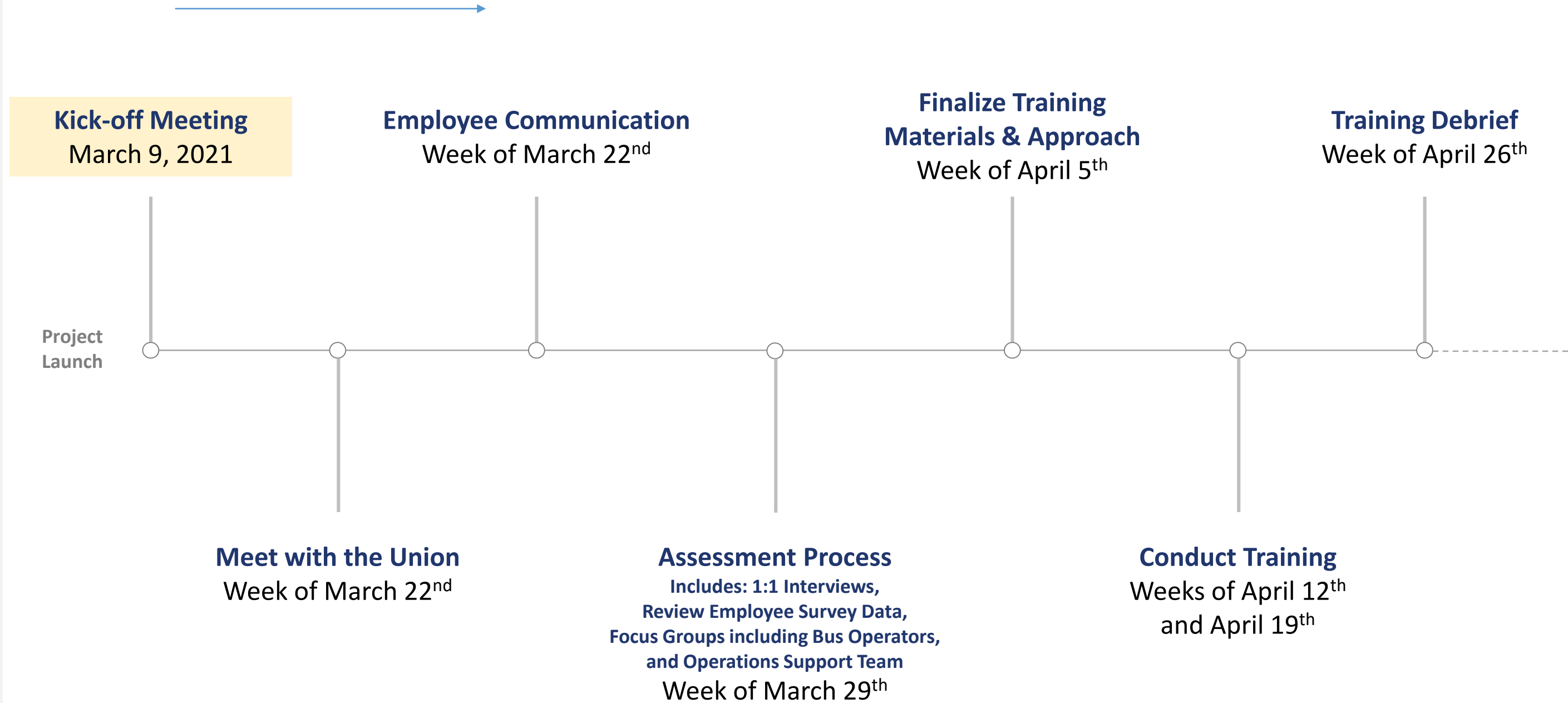
As human beings we all function in both loops. But...how much time do you spend in the "victim loop"? The key is to be aware that you are in "victim" mode and then make a conscious choice to be in it. Allow the "victim" voice to be heard, then shift into the "accountability loop."



Insight's Role, Transdev's Role, & AVTA's Role

Logistics

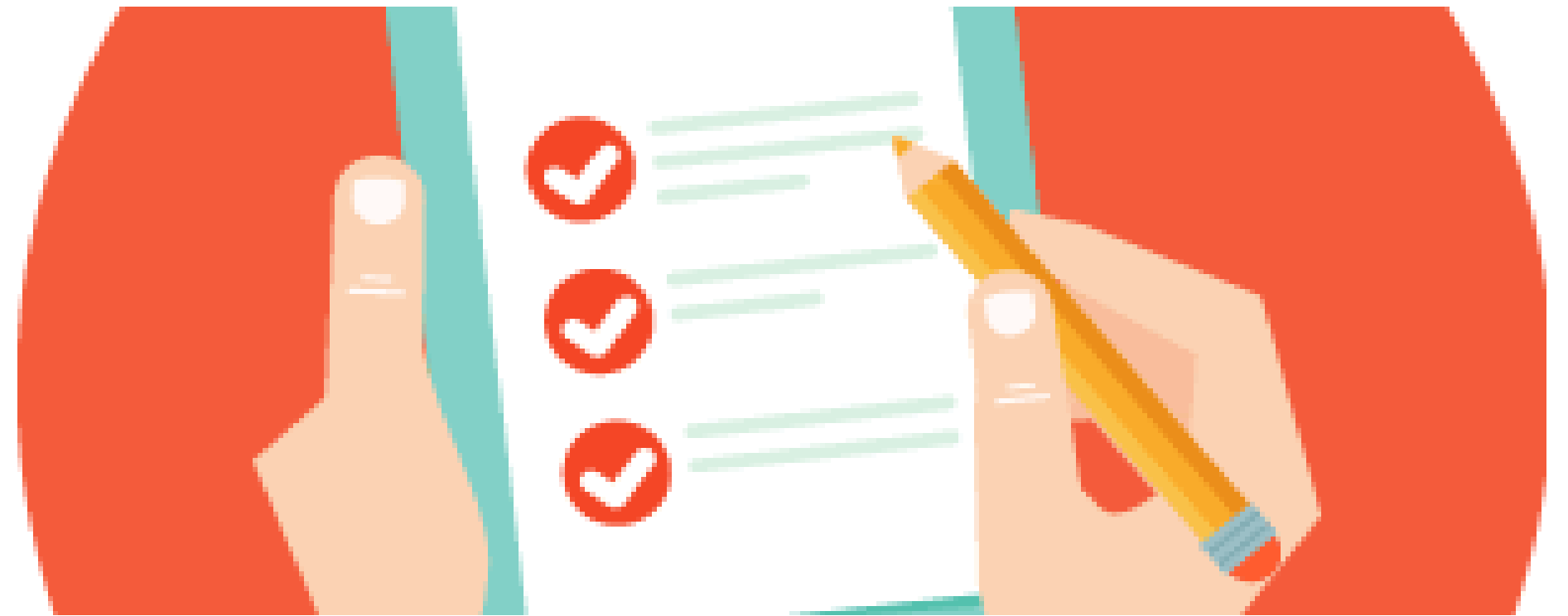
Timing of the Assessment and Training





Next Steps

what's
next?



Thank you!

INSIGHT
STRATEGIES, INC.

You can find me at:

Teri Fisher, CEO & Managing Partner

O: 310-783-9263 | M: 310-594-9592

E: tfisher@insightstrategies.com



Regular Meeting of the Board of Directors

ONLINE ZOOM MEETING PER GOVERNOR'S ORDER N-29-20

Tuesday, February 23, 2021

10:00 a.m.

Antelope Valley Transit Authority Community Room
42210 6th Street West, Lancaster, California
www.avta.com

UNOFFICIAL MINUTES

CALL TO ORDER:

Chairman Crist called the meeting to order at 10:02 a.m.

ROLL CALL:

Present

Chairman Marvin Crist, Vice Chair Dianne Knippel, Director Steve Hofbauer, Director Michelle Flanagan, Director Richard Loa, Director Raj Malhi

APPROVAL OF AGENDA:

Executive Director/CEO Macy Neshati stated that Lee Kemp, Regional Vice President of Sales for Motor Coach Industries, Inc. (MCI), will present an update regarding the battery-electric commuter coaches during the Report by the Executive Director/CEO portion of the agenda.

Motion: Approve the agenda as amended.

Moved by Vice Chair Knippel, seconded by Director Malhi

Vote: Motion carried (6-0-0-0)

Ayes: Chairman Crist, Vice Chair Knippel, Directors Hofbauer, Flanagan, Loa, Malhi

Nays: None

Abstain: None

Absent: None

PUBLIC BUSINESS – AGENDIZED AND NON-AGENDIZED ITEMS:

Customer Satisfaction Manager Carlos Lopez sent an email on February 23, 2021 from Raymond Johnson to the Clerk of the Board Karen Darr. Mr. Johnson expressed concerns regarding the buses stopping at every stop.

SPECIAL REPORTS, PRESENTATIONS, AND REQUESTS FOR DIRECTION (SRP):

SRP 1 LEGISLATIVE REPORT FOR JANUARY

Chief Financial Officer Judy Vaccaro-Fry presented information regarding California's one-time \$600 Golden State stimulus payment, recent State and federal appointments and confirmations, greenhouse gas legislation, potential funding resulting from the 2020 Census data, federal mandate requiring that the current federal vehicle fleet be replaced with American-made electric vehicles, an additional stimulus apportionment for AVTA, LA Metro's Traffic Reduction Study and grant opportunities. The Board discussed letters of support to accompany submitted grants proposals.

SRP 2 MAINTENANCE KPI REPORT

Maintenance Compliance Manager Cecil Foust presented the report.

SRP 3 OPERATIONS KEY PERFORMANCE INDICATORS (KPI) REPORT

Chief Operating Officer Martin Tompkins presented the report. The Board discussed if there is a procedure for an operator to notify dispatch when a passenger at a stop appears unresponsive.

SRP 4 TRANSDEV CUSTOMER SERVICE IMPROVEMENT PLAN/PASSENGER PASS-UPS

Francois Regembal, Transdev's Chief Quality and Safety Officer for the North American Region, presented the report. The Board expressed their disappointment with Transdev's ineffective handling of passenger pass-ups. Discussion ensued regarding improving communication between Transdev's management, dispatch and the operators (one-on-one meetings), the Stop at all Stops and Cellular Phone Use policies, possible operator distractions and disciplinary actions implemented to correct behavior as detailed below.

Transdev's Customer Service Policy states: During a rolling twelve (12) month period, Transdev coaches and counsels bus operators when bona fide customer complaints are identified. The reasons for counseling may include inappropriate behavior, operator attitude (tone of voice, words used in communication, for example), and operator driving behavior, adherence

to the rules, ADA Compliance, and passed up passengers. Any operator incurring a complaint from a customer regarding a passenger pass up and/or discourteous behavior, the operator will be subject to the following:

First Incident: Discipline up to a three (3) days suspension without pay

Second Incident: Operator may be removed from service with subsequent termination of employment.

Chairman Crist asked Mr. Regembal and Transdev's General Manager Rene Alvarez whether AVTA should adopt Transdev's second incident Termination policy by ending Transdev's contract for management's ineffective handling of the passenger pass-up issue. Mr. Regembal replied they will not spare any efforts or resources to correct this issue. Mr. Alvarez added the operators sign an acknowledgement confirming they understand the "Stop at all Stops" policy and will provide an update at the March 23, 2021 Board meeting.

CONSENT CALENDAR (CC):

CC 1 BOARD OF DIRECTORS MEETING MINUTES OF JANUARY 26, 2021

Approve the Board of Directors Regular Meeting Minutes of January 26, 2021.

CC 2 FINANCIAL REPORT FOR JANUARY 2021

Receive and file the Financial Report, including Quarterly Treasurer, Capital Reserve, and Farebox Recovery information, for January 2021.

CC 3 GRANT STATUS REPORT

Receive and file the Grant Status Report.

CC 4 AMENDMENT NO. 2 TO CONTRACT #2019-64 WITH BROWN ARMSTRONG ACCOUNTANCY CORPORATION FOR CPA FINANCIAL AUDITING SERVICES

Authorize the Executive Director/CEO to execute Amendment No. 2 to Contract #2019-64 with Brown Armstrong Accountancy Corporation, Bakersfield, CA for CPA financial auditing services for a one-year period not to exceed \$53,000 with two one-year optional renewal periods remaining.

CC 5 RESOLUTION NO. 2021-001, AUTHORIZING THE EXECUTIVE DIRECTOR/CEO TO EXECUTE ALL REQUIRED DOCUMENTS OF THE FEDERAL TRANSIT ADMINISTRATION (FTA) AS REQUIRED BY THE DEPARTMENT OF TRANSPORTATION’S (DOT) PROGRAM FOR FISCAL YEAR 2020/2021 (FY 2021)

Adopt Resolution No. 2021-001, a Resolution authorizing the Executive Director/CEO to execute all required documents of the FTA as required by the DOT’s Program for FY 2021.

CC 6 AMEND THE AGENCY’S CLASSIFICATION AND SALARY SCHEDULE

Approve amending the Agency’s Classification and Salary Schedule to add the following positions: Electric Fleet Supervisor and Security Officer.

Motion: Approve the Consent Calendar.

Moved by Vice Chair Knippel, seconded by Director Loa

Ms. Darr conducted a roll call vote and stated the motion carried unanimously.

Vote: Motion carried (6-0-0-0)

Ayes: Chairman Crist, Vice Chair Knippel, Directors Hofbauer, Flanagan, Loa, Malhi

Nays: None

Abstain: None

Absent: None

NEW BUSINESS (NB):

NB 1 PORTABLE UVC LIGHT SANITIZING MACHINES

Ms. Vaccaro-Fry presented the staff report. A video from KTLA “*Rich on Tech*” was shown explaining the technology. The Board discussed leasing versus purchasing the machines, the machine’s sanitizing effectiveness, warranty, cost of replacement bulbs and partnering with the cities of Lancaster and Palmdale for possible reimbursement from the Federal Emergency Management Agency (FEMA).

Motion: Authorize the Executive Director to negotiate with both cities to procure up to four units through the cities within this week for an amount not to exceed \$100,000. If that fails, authorize the Executive Director to procure up to four units directly from R-Zero for an amount not to exceed \$100,000.

Moved by Chairman Crist, seconded by Director Malhi

Ms. Darr conducted a roll call vote and stated the motion carried unanimously.

Vote: Motion carried (6-0-0-0)

Ayes: Chairman Crist, Vice Chair Knippel, Directors Hofbauer, Flanagan, Loa, Malhi

Nays: None

Abstain: None

Absent: None

NB 2 CONTRACT #99999-001-SPD0000138-0002 TO BYD THROUGH THE STATE OF GEORGIA, FOR SIX (6) 30-FOOT BATTERY ELECTRIC BUSES

Mr. Neshati presented the staff report.

Motion: Authorize the Executive Director/CEO to execute Contract #99999-001-SPD0000138-0002 with the State of Georgia to purchase six (6) 30-foot battery electric buses for an amount not to exceed \$3,271,860 inclusive of applicable sales tax.

Moved by Director Flanagan, seconded by Vice Chair Knippel

Ms. Darr conducted a roll call vote and stated the motion carried unanimously.

Vote: Motion carried (6-0-0-0)

Ayes: Chairman Crist, Vice Chair Knippel, Directors Hofbauer, Flanagan, Loa, Malhi

Nays: None

Abstain: None

Absent: None

NB 3 REVISED PERSONNEL RULES AND REGULATIONS MANUAL

Ms. Vaccaro-Fry presented the staff report. The Board briefly discussed the proposed revisions.

Motion: Adopt Resolution No. 2021-002, a Resolution updating the Sick and Vacation Policy portion of the Authority's Personnel Rules and Regulations Manual.

Moved by Vice Chair Knippel, seconded by Director Malhi

Ms. Darr conducted a roll call vote and stated the motion carried unanimously.

Vote: Motion carried (6-0-0-0)
Ayes: Chairman Crist, Vice Chair Knippel, Directors Hofbauer, Flanagan, Loa, Malhi
Nays: None
Abstain: None
Absent: None

NB 4 CONTRACT #2021-41 TO GCAP SERVICES, INC. FOR ON-GOING LABOR COMPLIANCE PROGRAM SERVICES

Procurement and Contracts Officer Lyle Block presented the staff report.

Motion Authorize the Executive Director/CEO to execute Contract #2021-41 with GCAP Services, Inc. of Costa Mesa, CA for on-going labor compliance program services for a five-year term not to exceed an amount of \$150,000, per year of service.

Moved by Vice Chair Knippel, seconded by Director Malhi

Ms. Darr conducted a roll call vote and stated the motion carried unanimously.

Vote: Motion carried (6-0-0-0)
Ayes: Chairman Crist, Vice Chair Knippel, Directors Hofbauer, Flanagan, Loa, Malhi
Nays: None
Abstain: None
Absent: None

REPORTS AND ANNOUNCEMENTS (RA):

RA 1 Mr. Neshati introduced Mr. Kemp to provide a brief update regarding the production status and features of the Model D45 CRTe LE battery-electric commuter coach. The Board awarded a contract to MCI for the procurement of 24 battery-electric commuter coaches at the May 26, 2020 meeting. Mr. Neshati invited the Board Members to tour a similar commuter coach after the meeting.

MISCELLANEOUS BUSINESS – NON-AGENDA BOARD OF DIRECTORS ITEMS:

There were no miscellaneous business – non-agenda items presented.

ADJOURNMENT:

Chairman Crist adjourned the meeting at 11:41 a.m. to the Regular Meeting of the Board of Directors on March 23, 2021 at 10:00 a.m.

PASSED, APPROVED, and ADOPTED this 23rd day of MARCH 2021

Marvin Crist, Chairman of the Board

ATTEST:

Karen S. Darr, Clerk of the Board

Audio recordings of the Board of Directors Meetings are maintained in accordance with state law and AVTA's Records Retention Policy. Please contact the Clerk of the Board at (661) 729-2206 to arrange to review a recording.



DATE: March 23, 2021

TO: BOARD OF DIRECTORS

SUBJECT: Financial Report for February 2021

RECOMMENDATION

That the Board of Directors receive and file the Financial Report for February 2021.

FISCAL IMPACT

	February
PAYROLL	\$328,559
CASH DISBURSEMENTS	\$3,440,234

BACKGROUND

To comply with the provisions required by Sections 37202, 37208 and 6505.5 of the Government Code, the Director of Finance and Administration in conjunction with the Controller, provides a monthly payroll total and cash disbursements. The Executive Director/CEO and Treasurer certify the availability of funds.

I, Macy Neshati, Executive Director/CEO of AVTA, declare that the above information is accurate.

Prepared by:

Submitted by:

Judy Vaccaro-Fry
Chief Financial Officer

Macy Neshati
Executive Director/CEO



DATE: March 23, 2021

TO: BOARD OF DIRECTORS

SUBJECT: Ratify Authorization for the Executive Director/CEO to Execute Contract #2021-66 for the Acquisition of Land and Strip Mall Located at 40235 170th St. E., Lancaster, CA 93591

RECOMMENDATION

That the Board of Directors ratify authorization for the Executive Director/CEO to execute Contract #2021-66 for the acquisition of the land and strip mall located at 40235 170th St. E., Lancaster, CA 93591 for an amount not to exceed \$520,000.

FISCAL IMPACT

Total purchase price of \$520,000 will be covered 100% with Authority reserve revenues.

BACKGROUND

On March 5, 2021, the Executive Committee of the Board of Directors provided the Executive Director/CEO authorization to execute Contract #2021-46 to acquire property at 40235 170th St. E., Lancaster, CA 93591, for a charging site and operators' break room for the eastern portion of AVTA's service area.

Prepared and Submitted by:

Macy Neshati
Executive Director/CEO



DATE: March 23, 2021

TO: BOARD OF DIRECTORS

SUBJECT: Contract #2021-50 to Vinsa, Inc., for Insurance Broker of Record

RECOMMENDATION

That the Board of Directors authorize the Executive Director/CEO to execute Contract #2021-50 for the Insurance Broker of Record to Vinsa, Inc. dba Insurance Associates, Lancaster, CA.

FISCAL IMPACT

Sufficient funds will be included in the FY 2021/22 Business Plan to pay for required insurance policies. At the May Board meeting of each year, staff will submit for Board approval the proposed costs and placement of AVTA's workers' compensation, property and casualty coverages.

BACKGROUND

In accordance with AVTA's Procurement Policy, staff released a Request for Proposals (RFP), sought proposals from experienced, responsible, capable and professional insurance brokerage firms to provide risk-management related insurance services for the marketing and placement of the Authority's workers' compensation, property and casualty coverages. The selected brokerage firm will provide professional consulting services for insurance issues and questions that may arise each year. The contract is for a two year (2) time period. The contract may be renewed for an additional three (3) one (1) year optional renewals, if specification criteria are met each year after review by the Executive Director/CEO. The contract with optional renewals shall not exceed a five-year period.

AVTA released a Request for Proposals (RFP) on January 26, 2021. The solicitation documents were posted to AVTA's website and advertisements were placed in the *Antelope Valley Press* and *Our Weekly Lancaster* newsletter. Prior to issuance of the RFP, the Board and Transit Advisory Committee members were notified and asked to submit any recommendations for potential vendors. The local Chambers of Commerce were also notified via their respective newsletters and email lists; 100 firms were notified via email with RFP instructions for downloading. Sixteen firms

registered and downloaded the RFP. Staff held an optional pre-proposal conference on February 9, 2021, with five firms attending. One (1) addendum was issued on February 10, 2021.

The RFP opened on February 25, 2021. Of the 16 firms that received the RFP, three (3) responses were received. A review committee evaluated and ranked the three (3) proposals on the following criteria: proposer's solution (30%), project budget (20%), similar projects (20%), proposer's information (15%), and personnel (15%). One hundred possible total points for each evaluator were available.

The firm and respective combined evaluation scores are listed in the table below.

Firm	Location	Total Score (300 Max)
INSURICA CA Insurance Services, Inc.	Palmdale, CA	256
McGriff Insurance Services, Inc.	San Diego, CA	248
Vinsa, Inc. dba Insurance Associates	Lancaster, CA	294

Vinsa, Inc. dba Insurance Associates' proposal earned the highest combined score from the evaluation committee. Evaluators found their experience with transit agencies gave them a clear insight into our needs and requirements. Staff is confident they will do an excellent job.

Prepared by:

Submitted by:

Lyle A. Block, CPPB
Procurement and Contracts Officer

Macy Neshati
Executive Director/CEO



DATE: March 23, 2021

TO: BOARD OF DIRECTORS

SUBJECT: Amendment No. 2 to Contract #2016-31 with BYD Coach & Motors, Inc., for the Purchase of Four (4) K11M 60-Foot Battery-Electric Buses

RECOMMENDATION

That the Board of Directors authorize the Executive Director/CEO to execute Amendment No. 2 to Contract #2016-31 with BYD Coach & Motors, Inc. (BYD), for the purchase of four (4) K11M 60-foot battery-electric buses for an amount not to exceed \$4,240,000, plus applicable sales tax.

FISCAL IMPACT

Sufficient funds have been awarded in multiple grants for a total of ten (10) 60-foot buses and are included in the FY 2021 Budget.

BACKGROUND

In January 2016, the Board of Directors adopted a goal to procure and operate a 100% battery-electric fleet. Since that time, staff has been committed to pursuing all funding opportunities to acquire battery-electric buses. The next step is the alignment of vehicles to ridership and adding expansion vehicles to support our new On-Request Microtransit Ride Service. These 60-foot buses will help provide capacity on our most crowded routes and free up the buses currently on those routes to help right size capacity on other routes as ridership starts to recover.

In 2016, the Board awarded Contract #2016-31 to BYD for the purchase of up to 85 battery-electric buses of varying sizes. These four (4) 60-foot buses represent the final open quantity left on this contract.

Amendment No. 2 to Contract #2016-31 with BYD Coach & Motors, Inc., for the
Purchase of Four (4) K11M 60-Foot Battery-Electric Buses
March 23, 2021
Page 2

With the outcome of the current ban on future purchases of buses manufactured by a Chinese-owned company still unresolved, AVTA is taking advantage of the opportunity to buy brand new buses already manufactured and available for immediate delivery and offered to us at 2016 pricing saving the agency approximately \$400,000.00 over current pricing available through the state of Georgia contract.

Adding these right sized vehicles to the Authority's existing battery-electric fleet provides the best overall solution for AVTA.

Prepared by:

Submitted by:

Lyle A. Block, CPPB
Procurement and Contracts Officer

Macy Neshati
Executive Director/CEO