AGENDA

REGIONAL TRANSPORTATION ADVISORY COMMITTEE

Wednesday, January 16, 2013
10:00 am – 11:30 am
San Luis Obispo Regional Transit Authority
179 Cross Street, Ste. A
San Luis Obispo, CA

Individuals wishing accessibility accommodations at this meeting under the Americans with Disabilities Act (ADA) may request such accommodations to aid hearing, visual, or mobility impairment by contacting the RTA offices at 781-4833. Please note that 48 hours advance notice will be necessary to honor a request.

1. **CALL MEETING TO ORDER,** ROLL CALL

2. **PUBLIC COMMENTS**: This portion of the agenda is set aside for any members of the public to directly address the Regional Transportation Advisory Committee on any items not on the agenda and within the jurisdiction of the Committee. Comments are limited to three minutes per speaker. The Committee will listen to all communication, but in compliance with the Brown Act, will not take any action on items that are not on the agenda.

3. **ELECTION OF OFFICERS:** Elect new RTAC Chair & Vice Chair

A. **ACTION AGENDA ITEMS:**

        A-1   Stipend for Board and RTAC Members (Approve)
        A-2   Runabout recertification project (Approve)

B. **INFORMATION AGENDA ITEMS:**

        B-1   Manager's Report (Receive)

        B-2   Member Comments/ Reports from Jurisdictions (Receive)

C.   CONSENT AGENDA ITEMS:

The following items are considered routine and non-controversial by staff and will be approved by one motion if no member of the RTAC or public wishes an   item be removed. If discussion is desired by anyone, the item will be removed   from the consent agenda and will be considered separately. Questions of clarification may be made by RTAC members, without the removal of the item from the Consent Agenda. Staff recommendations for each item are noted following the item.

        C-1   RTAC Minutes of Oct. 17, 2012 (Approve)

D.   ADJOURNMENT

Next Meeting: April 17, 2013 at 10:00 AM

SAN LUIS OBISPO REGIONAL TRANSPORTATION ADVISORY COMMITTEE
January 16, 2013
RTAC STAFF REPORT

AGENDA ITEM: **A-1**

TOPIC: **Stipend for RTA Board & RTAC Members**

PRESENTED BY: **Geoff Straw**

STAFF RECOMMENDATION: **Support**

BACKGROUND/DISCUSSION:

On April 7, 2007, the SLOCOG Board adopted a stipend program for its Board members who are city delegates attending SLOCOG meetings. County Board of Supervisor members were not included in the program, since they are already paid a salary as part of their elected position and their offices are located at the primary SLOCOG Board meeting venue. Under SLOCOG's stipend program, each city delegate is paid $100 for attendance at each SLOCOG Board meeting and an additional $50 is paid to each city delegate for each Executive Committee meeting attended. Those rates were developed following a review of 32 planning agencies in the state. The stipend amounts ranged from no stipend per meeting, to reimbursement for mileage traveled, and as high as $150 per meeting. Many agencies also cap the number of meetings per year and/or identify a maximum annual stipend.

Staff understands that RTA Board members devote a lot of time studying issues presented to each member, and that the members incur ancillary costs that might not be reimbursed by their respective jurisdiction – particularly those members that must travel many miles to attend our meetings in San Luis Obispo. As such, staff is recommending that the RTA Board consider implementing a stipend policy that mirrors the SLOCOG stipend policy. In those cases where a joint RTA-SLOCOG Board meeting is conducted, RTA and SLOCOG would equally share in the stipend cost.

In addition, staff welcomes input from all community members on the services we provide. To encourage Board members and RTAC members to ride RTA services, staff is also proposing that all Board members, as well as RTAC members in good standing[1], be provided unlimited access on RTA fixed-route services. Staff would seek continual feedback about RTA services from RTA Board members and RTAC members that ride our buses.

It should be noted that the stipend would be processed through RTA's payroll system, and that the stipend would count as taxable income for each participating member. It

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[1] As indicated in the RTAC By-Laws, RTA staff will notify the appointing agency within 30 days in the event of three consecutive absences by its representative. If an RTAC member misses three consecutive RTAC meetings, their unlimited access privileges would be revoked.

should also be noted that the price of RTA Regional Passes is currently below the $240 per month amount identified as a Section 132(f)(2)(A) Qualified Transportation Fringe Benefit. As such, this benefit can be provided without an impact to each participating Board and RTAC member's income.

SAN LUIS OBISPO COUNCIL OF GOVERNMENTS

STAFF REPORT

MEETING DATE:	**April 4, 2007**
SUBJECT:	**SLOCOG Meeting Stipend**

SUMMARY

At the December SLOCOG Board meeting a discussion ensued regarding the potential for a stipend for the Board members who are city delegates attending SLOCOG meetings (Supervisors are paid a salary). The Board directed staff to return with information from other similar agencies regarding their respective practices relative to stipends.

The attached Table shows the results of our survey of other regional agencies in the state regarding their stipend policies. The information is for the Board to consider in their deliberation of the issue.

RECOMMENDATION

Support providing a STIPEND of $100 per SLOCOG Board meeting and an additional $50 per Executive Committee meeting.

Staff: Review, discuss and provide direction for the budget and SLOCOG policy.

DISCUSSION

See attached Table regarding various approaches taken by other Regional Transportation Planning Agencies, Councils of Governments, etc

Agency	Stipend status
Amador County Transportation Commision - (ACTC)	$100/mtg
Association of Bay Area Governments - (ABAG)	$100/mtg by Board.
Association of Monterey Bay Area Governments - (AMBAG)	$50 mtg/- 10 mtg/yr - max $500
San Benito County Council of Governments - (SBCOG)	$100/mtg - 12 mtgs + special mtgs. No cap
Santa Cruz County Regional Transportation Commision - (SCCRTC)	$50/mtg;$50/committee mtg cap 100/mo
Transportation Agency for Monterey County - (TAMC)	none mileage reimb upon req only
Butte County Association of Governments - (BCAG)	none
Calaveras Council of Governments - (CCAG)	$50/mtg - 10 mtgs a year
Contra Costa Transportation Authority - (CCTA)	$100/mtg- (max $400/mo)
El Dorado County Transportation Commision - (EDCTC)	none
Council of Fresno County Governments - (Fresno COG)	$75/mtg-cog $25/mtg-rural transit
Humholdt County Association of Governments - (HCAC)	none
Kem Council of Governments - (KCOG)	$25/mtg (max 2/mo)
Kings County Association of Governments - (KCAG)	none
Madera County Transportation Commision - (MCTC)	none
Mendocino Council of Governments -(MCOG)	none
Merced County Association of Governments - (MCAC)	none
Orange County Transportation Authority - (OCTA)	$100/mtg; 22 bd mtg/yr max $500/mo-if 2 mtgs/day
Placer County Transportation Planning Agency -(PCTPA)	$100/mtg (average 10/yr) with mileage reimb not to supervisors
Riverside County Transportation Commision - (RCTC)	$100 mtg- cap $400/mo 12 mtg/yr
Sacramento Area Council of Governments - (SACOG)	$100/mtg (2 mtg a mo)-mileage if not reimb by jurisdiction
San Bernardino Associated Governments - (SANBAG)	$100/mtg-12 mtg/mo $100/mtg-can't get more than 1 reimb per day max $400/mo
San Diego Association of Governments - (SANDAG)	$150/mtg- 2 mtg/mo and 100/mtg com mtgs 2/mo chair - $500/mo; 2 vice chairs - $250/mo cap 6 mtg/mo
San Joaquin Council of Governments - (SJCOG)	none
San Luis Obispo Council of Governments - (SLOCOG)	none
Santa Barbara County Association of Governments - (SBCAG)	$100/mtg & special mtgs 12 reg mtgs/yr
Shasta County Regional Transportation Planning Agency - (SCRTPA)	uses a plan.com (5 members) 75/mtg-mileage reimb to & from meetings no cap
Southern California Association of Governments (SCAG)	$120-mo-+ mileage reimb (Caltran rate) cap 6 mtg/mo $70/mo task force mtgs-(cannot receive both reimb in one day)
Stanislaus Council of Governments - (StanCOG0	none
Tulare County Association of Governments - (TCAG)	none
Ventura County Transportation Commision - (VCTC)	$100/mtg cap 200/mo
Western Riverside Council of Governments - (WRCOG)	Exec Com (18 members) only mtg paid $150/mo - 10 months
IRS ruling: stipends processed thru payroll (taxed)	

SAN LUIS OBISPO REGIONAL TRANSPORTATION ADVISORY COMMITTEE
January 16, 2013
RTAC STAFF REPORT

AGENDA ITEM: **A-2**

TOPIC: **ADA Recertification & other Potential**
                                              Runabout Cost-Saving Measures

PRESENTED BY: **Geoff Straw**

STAFF RECOMMENDATION: **Support**

BACKGROUND/DISCUSSION:

Executive Summary

Demand for Runabout services is increasing and may soon outstrip the budgeted resources. The ADA law is clear that a pattern of trip denials is unacceptable, and the FTA has taken action against transit agencies that have experienced only a small number of denials. So it is incumbent that RTA staff meet the demand for Runabout services in the county in a cost-effective and efficient manner. Staff is proposing to recertify current Runabout ADA eligible riders over a three-year period, and to implement the following in an attempt to control costs:

1. Fully Implement the No-Show Policy
2. Fund Fare-Free Fixed Route Service for Runabout Registrants
3. Formally Eliminate General Public Runabout Service

Staff will continue to monitor Runabout service levels and expenses to determine if a budget amendment might ultimately be needed

Current Runabout Challenges

As background, the Americans with Disabilities Act (ADA) of 1990 provides protection for people with disabilities in a number of areas, such as employment, public accommodations and transportation. The transportation elements of the law directed transit agencies to make their fixed route service fully accessible, while requiring these agencies to also provide complementary paratransit service to individuals who are unable to use accessible fixed route service. Specifically, complementary paratransit service must be provided within ¾ miles of fixed routes during the same days and hours. In addition, the ADA is clear that a pattern of trips denials is unacceptable, and the FTA has taken action against transit agencies that have experienced only a small number of denials. The ADA permits trip schedulers to negotiate travel times one hour on either side of the requested time, and our staff does a good job of accommodating requests within these parameters.

Ridership on Runabout has increased steadily. As depicted in the graph below, monthly Runabout ridership over the past five-plus years trends relatively closely by month, with the months of March and October tending to be the highest each fiscal year. Two record monthly ridership totals were recorded on Runabout in October 2012, followed by August 2012, March 2010 and May 2012 (three of the four highest months were in the past 12 months).
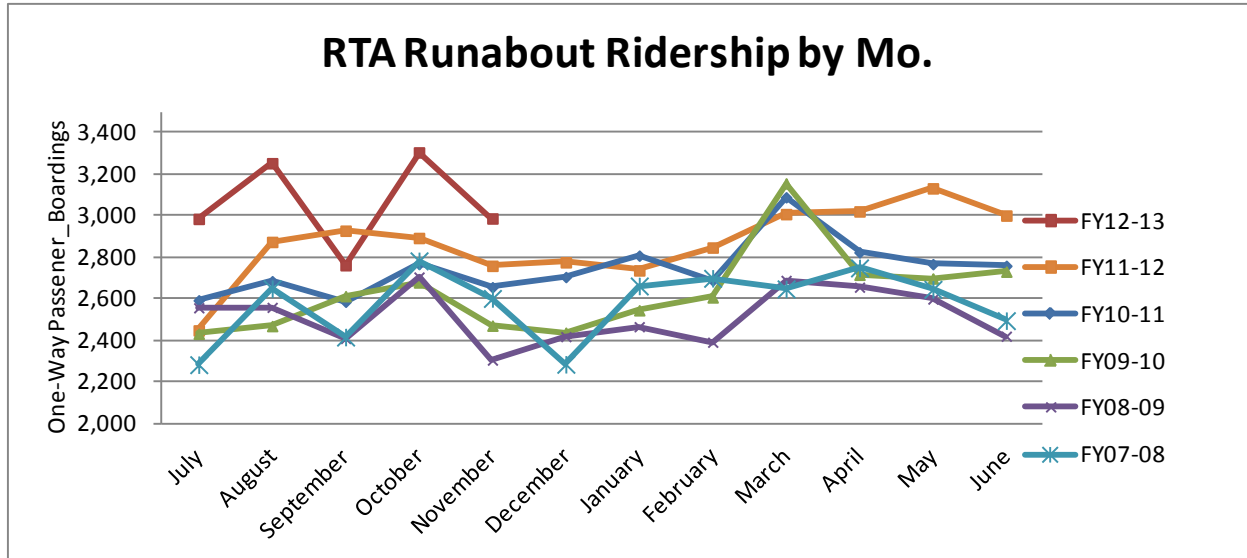
Year over year Runabout ridership and other operating information from FY07-08 to present is depicted in the table below. As shown, ridership on Runabout has increased almost every year, although it declined slightly from FY07-08 to FY08-09. As also shown, annual service hours have increased year over year to meet burgeoning demand, with a significant increase between FY10-11 and FY11-12. Based on discussions with Runabout schedulers, productivity has declined slightly in the past few years as the number of long Runabout trips throughout the county has increased. There are no indications that these trends will change in the near future, and this will have an adverse impact on financial resources. It should be noted that the Runabout service is deemed "at capacity" right now, and RTA has experienced significant overtime by Runabout drivers to meet this increasing demand.

Runabout Service Parameters					
Year	Runabout Ridership	Change from Prev. Yr.	Annual Service Hours	Change from Prev. Yr.	Productivity
FY07-08	30,917	N/A	15,644	N/A	2.0
FY08-09	30,174	-2.4%	18,467	18.0%	1.6
FY09-10	31,554	4.6%	19,833	7.4%	1.6
FY10-11	32,929	4.4%	21,128	6.5%	1.6
FY11-12	34,424	4.5%	23,790	12.6%	1.4

RTA's current FY12-13 budget identifies a total of $2,351,598 for Runabout services, although increasing ridership trends suggest that amount may be insufficient; staff is monitoring those costs to determine if a budget amendment might be required. There are not a lot simple solutions that can significantly reduce this demand in the future, although there are some alternatives that we could implement to try to rein in demand, as described below.

Recommended Future Measures

Recertify Runabout Eligibility

At its October 17 meeting, RTAC supported the concept of recertifying eligible Runabout riders to ensure that the service is provided to those that meet the eligibility requirements. This recertification effort will require significant staff time and coordination, and a preferred method used in the transit industry is to recertify one-third of registrants each year over three years to not overwhelm staffing resources. It is our intent to use existing staff members to complete the recertification process, and RTA will address how the staffing requirements will impact the budget during the FY13-14 budget-making process.

The RTA Runabout ADA Paratransit Application, as well as a Frequently Asked Questions brochure, is attached at the end of this document. As indicated, the five-page application focuses on functional abilities as it relates to the ***inability*** of the applicant to use fixed route services to meet all of his or her travel needs. This is not an exclusively self-determination process, since we require a doctor or case worker to complete the application. It should be noted that the ADA permits conditional certification based upon physical barriers or other environmental conditions (i.e., inclement weather) that prevent the person from using fixed route services. Conditional eligibility permits transit agencies to determine on a trip-by-trip basis if a complementary ADA paratransit trip should be provided. However, in practice there are not any transit agencies – even very large ones – that have been fully successful in implementing conditional eligibility, since it typically requires specialized medical and vocational training for eligibility staff and schedulers that is beyond the resources available in our region. As such, RTA either grants full eligibility or denies it based on the application.

Similar to the majority of transit agencies in the United States, eligibility determinations are made by RTA clerical staff whose primary experience is in the transit field rather than the disability or health care professions. The primary staff person making these eligibility determinations has received training through a variety of means, including focused training classes, continual review of state of the practice reports, and through peer networking. However, given the substantial fiscal and social implications associated with false positive certifications, training eligibility certifiers to conduct accurate eligibility certifications becomes a significant issue. Nonetheless, staff is confident that we have developed a very cost-effective and defensible eligibility determination process, and that staff is doing a great job in this arena.

Fully-Implement the No-Show Policy

Staff is currently implementing a no-show policy that includes suspension of service in an attempt to reduce the frequency of riders that book trips but fail to show up for the ride. Passenger no-shows reduce efficiencies and potentially deny service to persons who otherwise might have preferred that time to travel. We have worked closely with our computerized dispatching software vendor in the past several months to enable us to effectively manage the policy, although we have struggled to meet our project milestones due to delays caused by the vendor. Nonetheless, it is anticipated that the no-show policy program will be fully implemented by the end of FY12-13.

Fund Fare-Free Fixed Route Service for Runabout Registrants

Another option to reduce demand is to provide reduced or free fixed-route fares to encourage fixed-route travel by ADA paratransit registrants. As mentioned above, RTA either grants full eligibility or denies it, with the realization that some riders might be capable of using fixed route services for one or both legs of their roundtrip. With the understanding that the per passenger cost on Runabout is roughly twelve times that of the per passenger cost on fixed route services, RTA and SCAT implemented a program whereby persons showing an ADA eligibility card can board fixed routes buses for free. In order to further relieve the burgeoning demand for Runabout services, we are proposing that the other fixed route transit operators in the county do the same. Under this scenario, RTA would provide as compensation the Average Passenger Fare[1] multiplied by the number of ADA eligible passenger boardings; this would be reconciled on a monthly or possibly quarterly basis. The recent incorporation of GFI fareboxes by RTA and SCAT can simplify this process, since SLO Transit already has GFI fareboxes. However, we would have to devise a method to account for local fixed route use on the Paso Express, Morro Bay fixed route, and Atascadero El Camino Shuttle services.

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[1] "Average Passenger Fare" is defined as the total fixed route passenger fares reported in the transit operator's previous State Controller Report divided by the number of passengers.

Formally Eliminate General Public Runabout Service

Although RTA marketing materials continue to state that Runabout service is provided on a space-available basis, in reality RTA has not been able to accommodate a general public request in many months due to a lack of capacity to carry general public riders. As such, staff recommends that we formally eliminate this language from all marketing materials. Even though this will not technically result in any cost savings, it might clear up some confusion and/or expectations of service by would-be general public riders.

Other Potential Future Measures

1. *Implement a subsidized taxicab program* – this has been implemented in a number of areas throughout the United States, with varying degrees of success. In some cases, local taxicab licensing jurisdictions have required taxicab companies to utilize accessible minivans in a portion of their fleet. In others, the transit agency acts as a broker and attempts to schedule ambulatory riders in traditional taxicabs. Some of the challenges are getting the taxicab companies to comply with FTA-required drug and alcohol testing programs, as well as resistance by transit unions to replace work that might have been provided by covered employees.

2. *Implement a travel training program* – this type of program provides one-on-one outreach to ADA eligible riders to encourage them to use fixed route when conditions permit. There has been varied success of this type of program, although there are firms that specialize in providing this service on a consulting or train-the-trainer basis.

3. *Eliminate or reduce subscription trips* – RTA currently permits riders who have regular trips (i.e., a job with regular hours throughout the week) to schedule on-going trips on a subscription basis. These types of trips can be efficiently scheduled when grouping with other riders is possible. Subscription service is permitted under the ADA, but it is not required. Reducing or eliminating the subscription program will make the service less desirable for riders, since they will have to call to schedule trips on a more frequent basis and they might choose another travel option (if available/possible).

4. *Reduce the booking window* – our current policy permits riders to schedule trips up to seven days in advance, although the ADA only requires next-day scheduling. It should be noted that schedulers can typically more effectively group trips when a longer booking window is provided, so the productivity of a next-day scheduling scenario tends to be relatively lower in comparison. Next-day scheduling might also require additional Runabout scheduler resources in comparison to a seven-day booking system, since the requests tend to come in right before the scheduling window closes (5:00 PM the day previous to service).

5. *Call-backs for next-day rides* – another option is to take requests until 5:00 PM, then the schedulers would group the trips for the next service day; the schedulers would then be forced to call each rider back to tell him or her exactly when they are scheduled to ride the next day – taking into account the one-hour scheduling window permitted under the ADA. This tends to result in very efficient grouped trips for each driver, although there tends to be a very low satisfaction rate by riders, since they do not know the details of their trip until the night before they ride. It also results in challenges for riders whose return leg of their roundtrip cannot be scheduled exactly (i.e., a doctor appointment that might go longer than expected).

6. *Work toward trip-swapping with Ride-On* – since both RTA and Ride-On recently implemented RouteMatch computerized dispatching systems, there is a possibility of viewing each others' trip manifests electronically. Under this scenario, if one agency has unscheduled or difficult-to-schedule trips on a particular day, we could see if the other agency could group it with an already scheduled trip. We have begun discussions and will continue to work with RouteMatch to determine if this coordination is possible and what sorts of resource commitments are feasible.

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY
ADA PARATRANSIT
RUNABOUT APPLICATION

INSTRUCTIONS FOR APPLICANT

⇨ Complete Pages 1 - 4 with YOUR information. Be sure to sign Page 4.
⇨ Take all 5 pages of your application to a medical professional/doctor/case worker familiar with your disability. Have them read your answers on Page 1 – 4 and then fill out Page 5.
⇨ When the medical professional/doctor/case worker has complete Page 5, they will return your application to you.
⇨ When your application is completed (Pages 1, 2, 3, 4 and 5) send the original BY MAIL to RTA at:

179 Cross Street, Suite A
San Luis Obispo, CA 93401

⇨ <u>Only original copies will be processed.</u> Copies/faxes will be returned to you and will not be processed.
⇨ You will be notified of RTA's decision within 21 days of receipt of your complete application.
⇨ If you have questions, please call RTA at **(805) 781-4833**.

PART 1: YOUR CONTACT INFORMATION

Name: _____
           Last   **First**   **M.I.**

Address: _____

City: _____ **State:** _____ **ZIP:** _____

Mailing Address (if different): _____

City: _____ **State:** _____ **ZIP:** _____

Phone (Home): _____ **(Work):** _____

Email: _____ **Date of Birth:** _____

Emergency Contact Person: _____

Phone (Home): _____ **(Work):** _____

Relationship to Applicant: _____

OFFICE USE ONLY

Application Revised August 2010

Complete Application Received   Date _____   Form Reviewed   Date _____

Eligibility Approved   YES ____   NO ____   Exp. _____   Entered in System   Date _____

Does your disability prevent you from using the fixed route bus service by yourself?

☐ Yes ☐ No

What is the name of the disability or condition(s) that <u>prevent(s)</u> you from using the regular (fixed route) bus?

_____

_____

Please explain <u>*how*</u> your disability or condition prevents you from using the fixed route bus?

_____

_____

_____

Do you use a service animal?

☐ Yes ☐ No

If YES, what type of service animal is it and what task was the animal trained to perform?

_____

_____

Do you use any of the following mobility aids (check all that apply)?

☐ **Manual Wheelchair** ☐ **Cane** ☐ **Powered Scooter**

☐ **Powered Wheelchair** ☐ **Walker** ☐ **Portable Oxygen**

☐ **Other, Please explain:** _____

_____

Will you travel with a Personal Care Attendant?

☐ **No, Never** ☐ **Yes, Always**

☐ **Sometimes**

Explain:

_____

_____

Be sure to answer <u>all</u> questions on this page completely.

What is the closest bus stop to your home? (Please give an intersection)

_____

Can you get to the bus stop nearest to your home by yourself?

☐ Yes ☐ No

If no, why not? _____

_____

Can you walk ¾ of a mile or more by yourself? Or can you propel yourself ¾ of a mile by yourself in a wheelchair if you use a wheelchair?

☐ Yes ☐ No

If no, please explain: _____

_____

Do you have a visual impairment that prevents you from seeing/recognizing your bus and/or destination?

☐ Yes ☐ No

If yes, please describe your visual impairment:_____

_____

Can you understand and follow directions to get to your destination?

☐ Yes ☐ No

If no, please explain: _____

_____

Are you able to board a bus equipped with a wheelchair lift or that has the capability of lowering the front steps?

☐ Yes ☐ No

If no, please explain: _____

_____

A–2–9

I understand that the purpose of this application is to determine if I am eligible for RTA's Runabout paratransit services and that RTA staff may need to talk to me later to get more information. Additionally, I understand that eligibility for ADA paratransit certification is based only on my functional abilities as they relate to accessing and riding the fixed route bus services; I understand that disability and/or age do NOT automatically make me eligible for paratransit certification.

By signing this application, I certify that I have been truthful in answering this form and that the information provided is correct to the best of my knowledge. I understand that falsification of this information could result in a loss of ADA certification.

_____   _____
Signature   **Date**

PART 5: APPLICANT AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION

I authorize the following professional to release to RTA information about my disability and health condition and its effect on my ability to travel on RTA buses. I understand that RTA staff may need to contact my medical professional later to get more information.

All medical information, which you or your healthcare professional provide, will be kept confidential to the extent permitted under the law except that information may be shared with other professionals or agencies involved in the determination of your eligibility.

_____   _____
Signature   **Date**

PART 6: TO BE COMPLETED ONLY IF ANOTHER PERSON HELPED THE APPLICANT IN THE COMPLETION OF THIS FORM.

Name of person giving assistance: _____

Address: _____

City: _____ **State:** _____ **ZIP:** _____

Phone (Home): _____ **(Work):** _____

Relationship to Applicant: _____

A-2-10

INSTRUCTIONS FOR THE MEDICAL PROFESIONAL

The Applicant, _____ (write the applicant's name), has indicated that you can provide information regarding his/her health condition and its impact on his/her ability to utilize the fixed route transit system. Federal law requires that all transit entities operating a public fixed route transit system must provide a comparable paratransit service to persons who cannot utilize available fixed route services due to disability. The information you provide will allow RTA to appropriately evaluate this application.

When you have completed this page, return the ORIGINAL copy to the Applicant. They will submit this application to the Regional Transit Authority. No copies, faxes, or incomplete applications will be processed.

        Thank you for your cooperation.

The following questions must be answered in order for the application to be processed.

Question #1   Have you treated the Applicant?
        ☐ **Yes**   ☐ **No**

Question #2   Are you familiar with the Applicant's functional abilities?
        ☐ **Yes**   ☐ **No**

Question #3   Is the Applicant functionally prevented from riding on the normal fixed-route bus service because of a disability or health condition?
        ☐ **Yes**   ☐ **No**

If the answer to Question #3 is YES, please complete the following:

State the Applicant's disability/health condition (all that apply):

_____

_____

The expected duration of the Applicant's disability/condition is: _____

The Applicant's health condition prevents them from (check all that apply):
_____ Navigating the system (knowing when/where to board/disembark)
_____ Riding in a vehicle that is not lift equipped
_____ Travelling independently to and from bus stops.

Name/Title: _____

Office Address: _____

City: _____ **State:** _____ **ZIP:** _____

Office Telephone Number: _____

License/Certification Number: _____

_____   _____
        Signature   **Date**

A-2-11

Frequently Asked Questions

What is ADA complementary paratransit?

The Americans with Disabilities Act (ADA) is a Federal Law that requires public transit agencies that provide fixed-route service to provide "complementary (equivalent) paratransit" services to people with disabilities who cannot use the fixed-route bus because of a disability. ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route, at the same hours and days, for no more than twice the regular fixed route fare.

What is Runabout?

Runabout is the name of the ADA Paratransit Service for San Luis Obispo County. Runabout is an "origin to destination" service, meaning that Runabout will take riders directly from their starting location to their destination and back, if required. Riders will be given a "window" of time during which they must be ready to be picked up. A Runabout vehicle may arrive anytime during that "window". Runabout drivers will assist passengers in getting on and off the bus; however they are not permitted to cross the threshold of any personal residence.

How do I schedule my rides?

Riders may make reservations up to seven (7) days in advance (recommended), but no later than 5:00 PM the day before their planned trip. To make a reservation, please call Runabout Dispatch at (805) 541-2544 between the hours of 8:00 AM and 5:00 PM, seven days a week.

How much does Runabout cost?

The cost of a trip on Runabout is twice the cost of the same trip if it were taken on the fixed-route system. For specific trip pricing, please call 541-2544. For your convenience, Punch Passes, good for thirty dollars ($30) worth of rides, can be purchased and used on Runabout.

Can I have an attendant or companion?

Runabout clients are allowed to have one (1) free personal care attendant (PCA). A PCA can be anyone that assists the rider; however PCA's cannot be in a wheelchair. Anyone traveling as a companion without providing needed assistance to the client must pay the full fare. Additionally, if there is a second PCA, that person is also required to pay a full fare. If you will be travelling with a PCA, be sure to tell the dispatcher that this will be the case. Children six years old and younger are allowed to ride for free with a paying adult.

Who can ride Runabout?

The ADA requires that paratransit rides be provided to all eligible riders if requested within seven (7) days prior to their requested trip (up to 5:00 PM the previous day). Anyone can ride Runabout; it is available to the General Public. However only riders who meet the criteria specified by the ADA and have been certified as eligible will have a guaranteed ride.
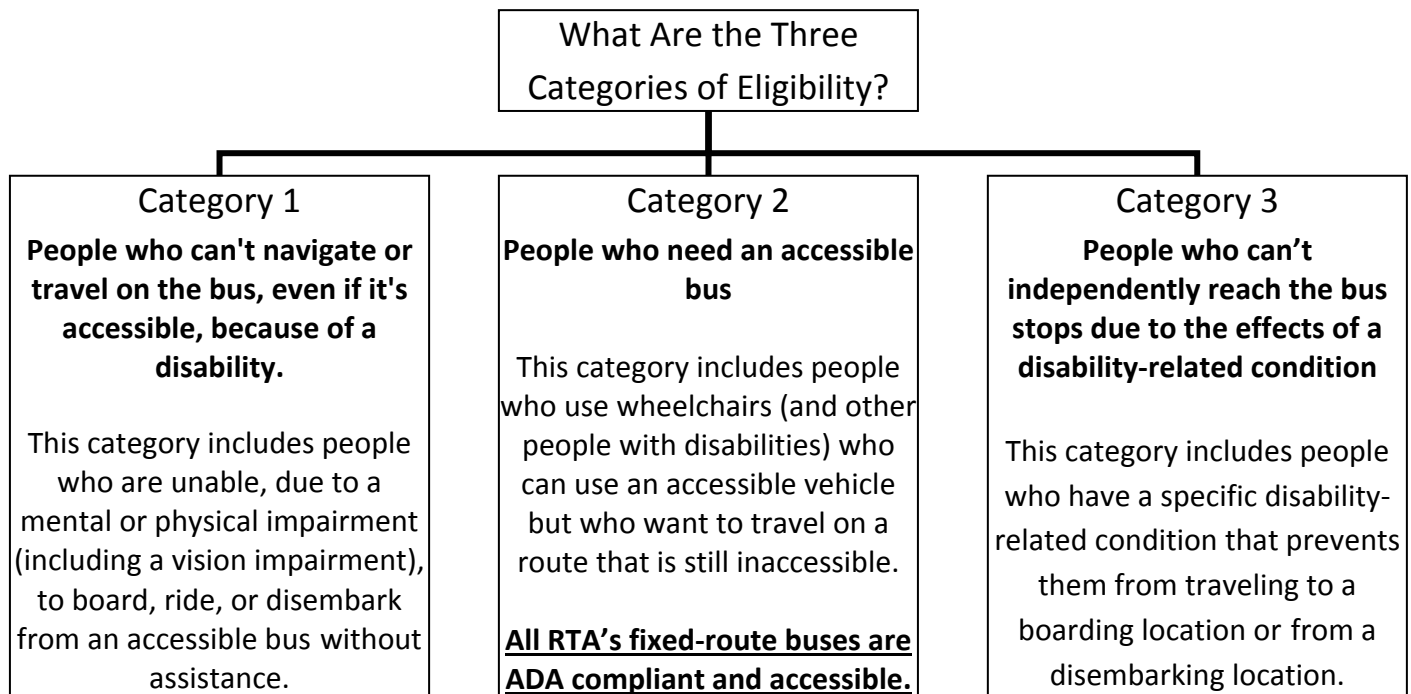
Frequently Asked Questions

Who is eligible for ADA certification?

The ADA law mandates that paratransit be made available to those persons whose disability PREVENTS them from using accessible fixed-route bus services.

- **This does not include people who find it uncomfortable, inconvenient or somewhat difficult to get to or from fixed route bus services.**
- **Persons do not qualify for ADA certification automatically because they have a disability or due to age.**
- **ADA certification is based on a person's functional (physical or cognitive) limitations in riding or reaching the fixed-route system. There are three specific categories of eligibility used in determining a person's functional limitations.**

What Are the Three Categories of Eligibility?		
Category 1 **People who can't navigate or travel on the bus, even if it's accessible, because of a disability.** This category includes people who are unable, due to a mental or physical impairment (including a vision impairment), to board, ride, or disembark from an accessible bus without assistance.	**Category 2** **People who need an accessible bus** This category includes people who use wheelchairs (and other people with disabilities) who can use an accessible vehicle but who want to travel on a route that is still inaccessible. **All RTA's fixed-route buses are ADA compliant and accessible.**	**Category 3** **People who can't independently reach the bus stops due to the effects of a disability-related condition** This category includes people who have a specific disability-related condition that prevents them from traveling to a boarding location or from a disembarking location.

How Do I Get Certified?

Applications can be found on our website www.slorta.org or by calling (805) 781-4833 to have one mailed.

Fill out the Runabout Application (the first four pages are applicant information to be filled out by the applicant or a representative. The fifth page is to be filled out by a medical professional or case worker familiar with the applicant and their condition). Completed original applications must be submitted by mail to the RTA office (179 Cross Street, Suite A, San Luis Obispo, CA 93401). RTA will review and process the application, and the applicant will be notified of a decision within twenty-one (21) days of RTA's receipt of the application.

If you have any remaining questions about ADA paratransit, Runabout, or the application process, please call RTA administration at: (805) 781-4833

SAN LUIS OBISPO REGIONAL TRANSPORTATION ADVISORY COMMITTEE
January 16, 2013
RTAC STAFF REPORT

AGENDA ITEM: B-1

TOPIC: **Executive Director's RTAC Report**

PRESENTED BY: **Geoff Straw**

STAFF RECOMMENDATION: **Information**

BACKGROUND/DISCUSSION:

Operations:
In FY11-12, the RTA Board adopted its 2012-2014 Strategic Business Plan. Under the "Service Quality and Efficiency" section, five standards were adopted, as follows:

1. Fixed Route passengers per revenue vehicle service hour will be 21 or greater.
2. Service delivery rate shall be 99% or greater.
3. System wide on-time performance shall be 90% or greater.
4. Runabout on-time performance shall be 90% or greater.
5. RTA will make efforts to explore new service and service delivery options.

RTA staff presented a report to the Board on January 9 depicting results. In short, RTA exceeded all performance measures from July 2012 through November 2102. As part of the annual report, staff will discuss whether or not the goals are realistic (i.e., were the standards set too low?) and will present that discussion to the RTAC at its October 2013 meeting.

RTA/SCAT Vehicle Procurement Update
RTA has contracted with the Gillig Corporation to purchase seven 40-foot low-floor buses, as well as three 35-foot low-floor buses for SCAT. Staff conducted a pre-build conference at the Gillig facility in Hayward in October. A "pilot" bus will be delivered in April that will permit us to ensure the performance measures included in the contract were met, and the ensuing nine buses will be delivered in July-August.

As mentioned at the October RTAC meeting, RTA was successful in attaining $2.28 million in FTA State of Good Repair funding to purchase six replacement full-size buses, as well as $300,000 in FTA Section 5311f funds to purchase one full-size replacement bus. Staff is still finalizing a budget plan for this procurement, and has begun negotiations to contract with the Gillig Corporation for these buses. The budget plan will be presented as part of the FY13-14 budget.

Finance and Administration:
The SCAT service area has been designated as a federally-recognized Urbanized Area (UZA), known as the Arroyo Grande-Grover Beach UZA. Staff worked with local officials in the Five Cities area and SLOCOG to finalize the Program of Projects and Federally-required documents that will permit the flow of new FTA funds to the region.

Staff continues to investigate how pension reform and the Affordable Care Act will affect our business. We have participated in a number of webinars, and have researched data provided by CalPERS and other sources. Staff will provide a summary to the RTA Board at its March 2013 meeting.

We have formally begun the internal budget-making process for FY13-14, and we have set an internal January 11 deadline for departmental programmatic change requests and capital project requests. For this round of budgeting, RTA will be developing a two-year operating budget (first year financially constrained; second year for planning purposes), while also incorporating a rolling five-year capital plan. We plan to bring the budget assumptions to the RTA Board at the March 2013 meeting, and the final draft budget to RTAC on April 17. It is our hope that the RTA Board will formally adopt the FY13-14 budget at its May 1, 2013 meeting.

Staff is developing a proposal to provide the same stipend program that SLOCOG provides to its city jurisdiction members ($100 per Board meeting and $50 per Executive Committee meeting). In addition, staff is proposing to provide RTA passes to RTA Board members and to RTAC members as compensation for serving on behalf of RTA. In those cases where joint RTA and SLOCOG meetings are conducted, RTA and SLOCOG would jointly share the stipend cost. The final proposal will be provided during the FY13-14 budget-making process for possible implementation on July 1, 2013.

Preliminary year-to-date November 2012 financials were included in the January 9 Board packet. Overall operating expenses totaled 38.4% of the annual budget, yet we completed 41.7% of the year. Staff continues to closely monitor fuel expenses, which have experienced significant swings in per-gallon prices over the past few months, but have stabilized somewhat in recent weeks. We are also closely watching vehicle maintenance costs – both those incurred in-house (47.8%) and those charged by our vendors (50.7%) for specialized maintenance – to ensure we will remain within budget during the fiscal year. It should be noted that RTA currently leases tires for its core fleet of Gillig fixed route buses only; tires are purchased for the remainder of the non-Gillig fleet. We are exploring the option of moving to a fleet-wide purchase program as part of the procurement of new buses as we believe there are long-term cost-savings that could be realized. We will report how that option impacts our budget both long-term and short-term in the coming months.

Fixed route ridership continues to remain strong with 318,022 passenger boardings through November 2012 in comparison to 287,746 in the previous year, representing a year-over-year increase of 10.5%. Runabout ridership continues to increase, although the very high increases seen in recent months appear to have abated to some degree.

Year-to-date FY12-13 Runabout ridership totaled 15,292, compared to 13,902 during the same period in FY11-12. That represents a 10.0% increase. The graphs below depict ridership trends by month for Route 9, Route 10, other RTA fixed routes, and Runabout over the past three fiscal years.
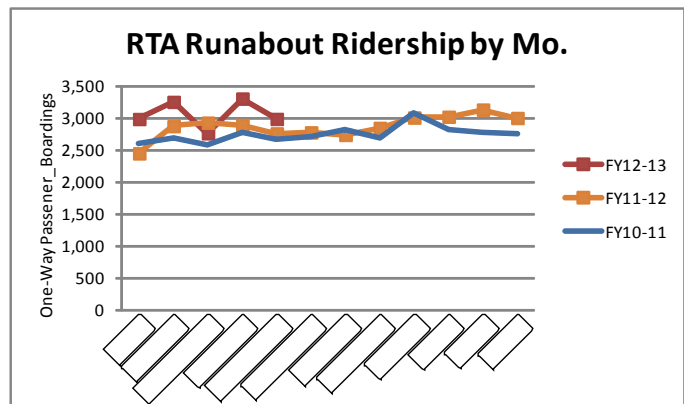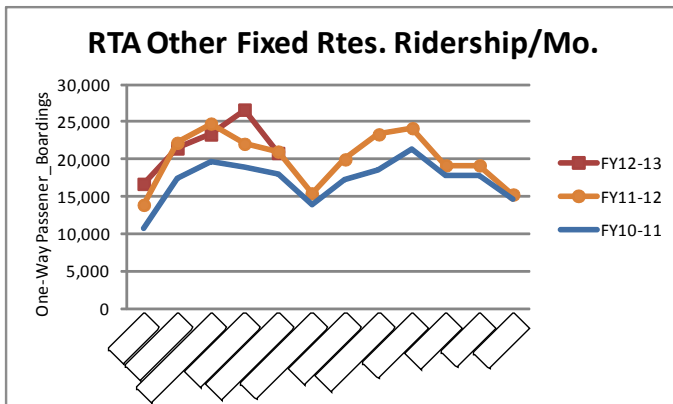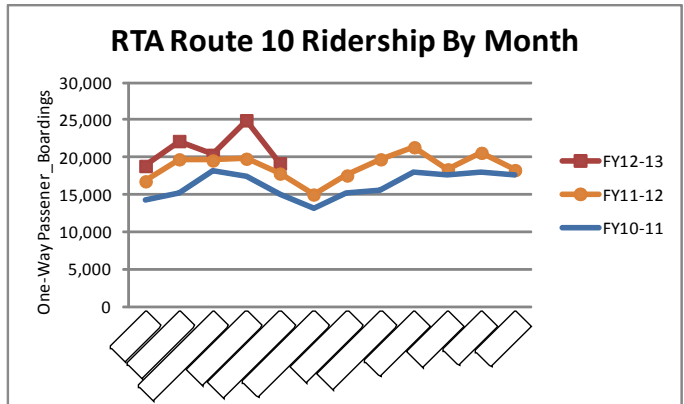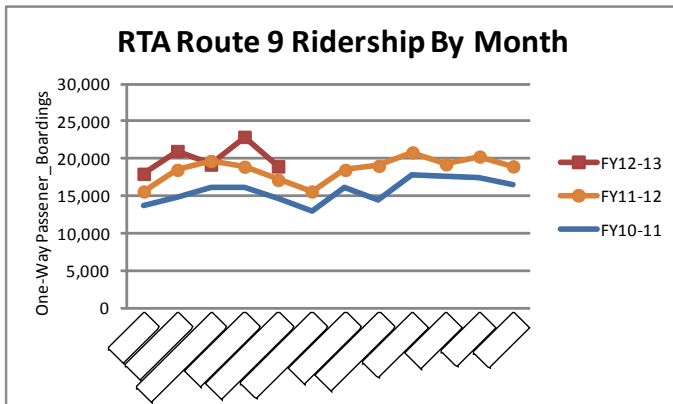
The Americans with Disabilities Act permits transit agencies to occasionally require its complementary ADA paratransit riders to recertify in order to ensure continued eligibility. Staff received support from RTAC at its October 17 meeting to move forward with recertification on a rolling three-year period (one-third of eligible riders will be recertified annually). This is included as an action item at the January 16 RTAC meeting.

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY
REGIONAL TRANSPORTATION ADVISORY COMMITTEE
October 17, 2012
MINUTES

C-1

Members Present:	Janeen Burlingame- Chair *(arrived late)*	Morro Bay Transit
	John Webster Sr. –Vice Chair	SLO Transit
	Phil Moores	SCAT
	Eric Greening	Fixed Route Representative
	Valerie Humphrey	Atascadero Transit
	Michael Seden – Hansen	City of Paso Robles
	Susan Rains	Cal Poly
Members Absent:	John Diodati	County of San Luis Obispo
	Open	Runabout/DAR Representative
	Anthony Gutierrez	Cuesta College
Staff Present:	Geoff Straw	RTA
	Aimee Wyatt	RTA
	Anna Mafort	RTA
	Doug Moody	RTA Intern
Guest:	Eliane Wilson	SLOCOG
	Todd Katz	Alternate—Fixed Route Rep.
	Stephanie Hicks	Rideshare
	Ronald De Carli	SLOCOG
	Pete Rodgers	SLOCOG

1. Call Meeting to Order, Roll Call:
   Mr. John Webster called the meeting to order at 11:36 a.m. Roll call was taken; a quorum was present.

2. Public Comments:
   Mr. Pete Rodgers, San Luis Obispo Council of Governments, requested the committee quickly introduce themselves. He also introduced **Ms. Stephanie Hicks**, the new Rideshare Program Manager.

A.   Action Items

   A1. Amend RTA Joint Powers Agreement:
   Mr. Geoff Straw briefly discussed reasons why staff feels the JPA needs to be amended, which includes cleaning up some language, allowing city members to appoint alternates, and allowing RTA to incur debt. He spent some time explaining the clause allowing cities to select alternate members on page B-1-3, Section 5. Next he pointed to page B-1-6, Section 1, Article 7, which allows RTA to incur debt.

He addressed the process required to amend the governing document.

Mr. Webster motioned to accept the JPA amendment. **Mr. Eric Greening** seconded and the motion carried on a voice vote.

B.   Information Agenda Items

B1. Executive Director's Report (Receive)

Mr. Straw said service changes were implemented on August 19. Staff intends to do service changes or tweaks twice a year, when Cuesta lets out for the summer and begins the fall session. These will coincide with driver bids. Seven new bus operators recently finished a training class and are now out in service.

Staff contracted with the Gillig Corporation to purchase seven (7) 40-foot low floor buses for RTA and three (3) for South County Area Transit (SCAT). Further, RTA was awarded State of Good Repair funds to purchase six (6) full-size replacement vehicles, as well as $300,000 in Federal Transit Administration (FTA) Section 5311f funds to purchase one additional vehicle.

The SCAT service area has been designated as the Arroyo Grande—Grover Beach Urbanized Area (UZA). Staff is working with local officials to develop a Program of Projects (POP), which may include one additional replacement bus.

Year-end Fiscal Year 2011-12 financials will be presented at the November 7 Board meeting. RTA came in under budget for operations expenses and over budget for revenue. It was a good year. Fixed route ridership increased by 16.6% over last year. Runabout increased by 17%.

The Runabout service is very expensive to operate—a subsidy of approximately $60 per passenger ride. **Mr. Straw** briefly described the ADA paratransit service. He said there is increasing demand for Runabout, with staff seeing an increase of 600 service hours over last year.

Mr. Straw concluded his report.

Mr. Greening said the service changes of August 19 were overwhelmingly positive. However, he asked if the Saturday Route 15 schedule was a flaw or misprint, with a posted departure time of 8:02 a.m. that does not connect with the other routes. **Ms. Aimee Wyatt** said it is a misprint. The first departure is actually at 9:02 a.m. and connects with Route 12.

Mr. Greening asked how many people using Runabout could use the fixed route and how can we incentivize them to do so. He suggested this may be an example of the cost

of eliminating bus stops. **Mr. Straw** agreed and said that is something staff will be looking at more closely.

Mr. Webster asked if the new buses will be clean diesel. **Mr. Straw** said yes. **Mr. Webster** asked how the new UZA would impact the three cities in South County. **Mr. Straw** said they are looking at replacing a portion of locally-programmed TDA funds with federal funds, using them to increase transit service or to repair streets and roads. The challenge is that the state requirements for the fare box recovery ratio will now increase to a minimum of 20%. He announced SLOCOG approved $10,000 to begin planning a new express service along Price Canyon Road and Route 227. He suggested possibly using Job Access Reverse Commute (JARC) money to help fund this service. **Mr. Webster** inquired if SLO Transit provided free rides to ADA Paratransit passengers on their fixed routes would help reduce to cost to operate Runabout. **Mr. Straw** and **Mr. Rodgers** discussed the criteria established for applicants of the ADA Paratransit service and the recertification process. **Mr. Straw** said one of the issues staff will assess is how to most effectively undertake the recertification process.

B2. Evaluation of Summer Youth Ride Free program (Receive)
Mr. Straw used the ridership for the summer months of 2011 as a baseline and compared it to those same months in 2012. Ridership was up 109% over the previous summer. When looking just at youth ridership, staff saw close to 400% increase. He cautioned the tracking process was different between the two years, as 2011 had the summer break bus pass and not all youth riders purchased that pass; some youth undoubtedly paid the regular cash fare. He discussed the impact to the farebox recovery ratio. He noted the Department of Social Services and other agencies purchase passes in large quantities at the beginning of the fiscal year (July). That said, the farebox dropped about 10%. The cost per passenger trip is about $0.72. SCAT saw a loss of less than $0.10 per passenger trip. **Mr. Straw** reviewed some of the negatives, but believes overall this was a successful program. Staff recommends continuing the program next year.

Mr. Webster agreed overall this was a successful program in terms of numbers. He said the problem was sometimes multiple agencies such as the YMCA utilized the service and SLO Transit would have capacity issues. He suggested perhaps agencies would be exempt from this service. **Mr. Phil Moores** inquired if drivers had a problem distinguishing the age of the minor. **Mr. Webster** said they did not. .

Mr. Greening observed this promotion favors one group over others, but maybe in the long term, young people will understand the value of public transportation. Nationwide, driving is down among the 18-24 year old demographic—partly due to the economy and partly due to a cultural shift.

Mr. Straw suggested the jurisdictions check in with their respective city council or legislative bodies and determine what performance standards we would like to set and if this is something we want to continue next year. He would like to revisit this program at the January meeting to begin planning for the next summer. He asked **Mr. Michael Seden-Hansen** if Paso Robles would consider participating next year. **Mr. Seden-Hansen** said one of the concerns Paso Express had was that youth groups might overwhelm capacity. He said procedures have been put in place to address these concerns going forward. **Mr. Rodgers** suggested youth groups be required to make reservations on the Summer Beach Shuttle and other systems next summer.

B3. Summer North Coast Beach Shuttle planning (Receive)

Mr. Straw said the SLOCOG recommendation was to institute a new program next year for a summer program from the North County to the North Coast—Paso Robles and Atascadero to Morro Bay and Cayucos using Highway 41. **Mr. Rodgers** said $50,000 has been programmed for this service. **Ms. Wyatt** said the shuttle will operate five days per week, three roundtrips each day, so the discussion now is what days this should include. It takes about 30 minutes to travel from Atascadero to the beach along highway 41.The next step is to explore where people and kids want to go. **Ms. Wyatt** suggested including this service with the youth ride free promotion. The fare schedule is still under discussion.

Mr. Greening advocated including weekend service. He was happy to see this service coming to the fruition. He pointed out that Morro Bay Park is not the beach and Cayucos is going to be a critical destination because that is the beach. He suggested having the service go directly to Cayucos. He noted other people may want to sight-see and visit Morro Bay restaurants. **Ms. Wyatt** said staff was leaning toward providing service from Wednesday through Sunday.

Mr. Rodgers suggested establishing a stakeholders committee in the next couple of weeks to develop the service plan. There are a lot of issues to be considered.

B4. Evaluation of Bus Operator training costs, wages & retention (Receive)

Mr. Straw briefly reviewed the finding of this report. He quantified the cost to recruit, hire, train and retain bus operators. Currently there are 38 full-time and between 15-20 part-time bus operators on staff. He said the annual cost per full-time bus operator for benefits and workers compensation is $7,300. The average base rate is $14.29 per hour. When factoring in benefits, the fully-loaded rate is about $19.92 per hour. He reviewed reasons why bus operators separated in the last year. The average tenure of those bus operators who separated employment is 64 weeks—while overall tenure of remaining bus operators about 3.5 years. He briefly discussed procedures that will be implemented going forward—such as the Bus Operator Selection Survey (BOSS) program that staff

believes will help recruit optimal candidates. He talked about the corporate culture and efforts to ensure open communication with all bus operators.

Mr. Straw said raising wages by $1.00 per hour would cost RTA an additional $175,000 per year. Two dollars per hour would cost an additional $322,000 per year. We would not be able to do this without finding additional funding or cutting service. Staff is looking at the figures discussed above as benchmarks against which we could measure future performance, with a goal of reducing training classes to 1-2 per year. The current collective bargaining agreement with the drivers expires in January 2014. Contract negotiations will begin in January 2013.

Mr. Greening said he appreciated the analysis, even if the findings were not what he was hoping to see. He suggested that even if the base wage stays lower than drivers deserve, the rate at which it increases is bumped up may increase retention.

B5. Recertification of Runabout riders (Receive)
Mr. Straw said staff will roll out a plan at a future meeting.

B6. Ticket Vending Machine project development (Receive)
Staff is looking at possibly phasing in the project. **Mr. Straw** said it is an important service for customers—particularly with the credit card payment option. **Mr. Webster** suggested the city working with RTA on implementing this machine.

B7. Member Comments/Reports from Jurisdictions (Receive)
Ms. Wyatt reminded everyone about Transit Tuesdays. **Mr. Greening** observed faster boardings on these days.

C.   CONSENT AGENDA ITEMS:

C-1 RTAC Minutes of 04-18-12 (approve)
Mr. Greening

Mr. Webster moved to approve the minutes and **Mr. Moores** seconded. The motion carried with a voice vote.

D.   ADJOURNMENT:

Ms. Burlingame adjourned the meeting at 12:59 p.m.

Next RTAC Meeting: January 16, 2013

Respectfully Submitted:

Anna Mafort-Lacy
Administrative Assistant
San Luis Obispo Regional Transit Authority