



179 Cross Street, Suite A  
San Luis Obispo, CA. 93401  
Phone: (805)781-4472 Fax: (805)781-1291

## **BOARD AGENDA**

**Wednesday, April 24, 2013**  
**CITY OF ARROYO GRANDE, CITY COUNCIL CHAMBERS**  
**215 E. Branch Street. Arroyo Grande, California**  
**1:30 – 3:00 P.M.**  
**(Ending time is approximate)**

Chairperson: Jim Guthrie  
Director: Shelly Higginbotham

Vice Chairperson: Paul Teixeira  
Director: Bill Nicolls

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 SCAT offices at 781-1338. Please note that 48 hours advance notice will be necessary to honor a request.

**NOTE:** Arroyo Grande City Offices are served hourly by SCAT Route 24.  
Please call 541-2228 for more information.

### **CALL TO ORDER AND ROLL CALL**

**PUBLIC COMMENTS:** This portion of the agenda is reserved for any members of the public to directly address the South County Area Transit Board on any items not on the agenda and within the jurisdiction of the Board. Comments are limited to three minutes per speaker. The Board 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.

#### **A. INFORMATION AGENDA**

A-1 Executive Director's Report (Receive)

#### **B. ACTION AGENDA**

B-1 Fiscal Year 2014 Operating and Capital Budget (Adopt)

- C. CONSENT AGENDA: (Roll Call Vote)** the following items are considered routine and non-controversial by staff and will be approved by one motion if no member of the South County Area Transit Board 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 South County Area Transit Board members, without the removal of the item from the Consent Agenda. Staff recommendations for each item are noted following the item.

C-1 SCAT Minutes of January 16, 2013 (Approve by Roll Call Vote)

C-2 Summer Youth Ride Free Program

C-3 Title VI plan including LEP Plan (Approve)

C-4 Bus Procurement (Approve)

**D. DIRECTORS' COMMENTS**

**E. EXECUTIVE COMMITTEE MEMBERS' COMMENTS**

**ADJOURNMENT**

Next South County Area Transit Board meeting July 24, 2013

## **SOUTH COUNTY AREA TRANSIT**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM:** A-1

**TOPIC:** Executive Director's Report

**PRESENTED BY:** Geoff Straw

**STAFF RECOMMENDATION:** Information

#### **BACKGROUND/DISCUSSION:**

##### **Operations:**

At the January 16 Board meeting, Director Higginbotham inquired about the lease terms for the South County Area Transit facility. In particular, the Board questioned the automatic annual rent cost escalator identified in the lease and the respective lessor/lessee responsibilities for repairs. In short, the lease identifies an annual 9% increase (currently net \$2,000 in FY12-13), and South County Area Transit is responsible for any site repairs. It should be noted that South County Area Transit paid \$2,340 for emergency pothole repairs (shown under "Contingency" in the attached Budget vs. Actual report) in the bus circulation area, and the proposed FY13-14 budget identifies \$7,000 for further asphalt repairs and full site sealing. Based on discussions with potential vendors, the sealing project should be completed every two years to ensure water does not enter the sub-base below the asphalt.

The second reading of the proposed Passenger Code of Conduct policy is included as Item B-3 on the agenda. This final draft document includes suggested changes to the original draft document presented at the January 2013 Board meeting, and the same document (with RTA identified instead of South County Area Transit throughout the document) was adopted by the RTA Board at its March 6, 2013, meeting.

##### **Marketing:**

Since the January 2013 South County Area Transit Board meeting, staff produced and distributed a slightly revised map/schedule. In addition, staff worked on plans for the Summer Youth Ride Free (see Item C-2) and Beach Trolley programs. Finally, we continue to sell advertising space on RTA and South County Area Transit buses.

##### **Finance and Administration:**

Staff worked closely with operations, maintenance and administration employees to develop a financially constrained Fiscal Year 2013-24 operating and capital budget, which is included as Item B-1 on the agenda.

South County Area Transit hired three new part-time/casual Bus Operator trainees since the January 2013 Board meeting. These trainees – Cindy, Mike and Kate – are currently

completing cadetting/training and should be ready for revenue service in the coming weeks. Please join me in welcoming these new Bus Operators to the South County Area Transit team.

Preliminary July 2012 through February 2013 financials are included in the attached pages. As shown, year-to-date operating expenses totaled 55.7% of the annual budget, yet we completed 66.67% of the year. As discussed at the January 2013 Board meeting, maintenance and fuel costs have not been completely booked to the South County Area Transit budget, since South County Area Transit has been forced to use RTA buses because South County Area Transit bus 208 is inoperable. Staff will be presenting a proposed and equitable method of charging South County Area Transit for use of RTA buses when long-term repairs are necessary on South County Area Transit buses (see Item B-2 on the agenda). If the \$53,137 identified in Item B-2 is added to the \$573,334 presented in the financials, the total is \$626,471 or 60.9% of the annual budget.

Fixed route ridership continues to remain strong with 162,594 passenger boardings through February 2013 in comparison to 139,796 in 2011-12, representing a year-over-year increase of 16.3%. It should be noted that the 2012-13 figure includes the ridership boost experienced on both the Beach Trolley and Summer Youth Ride Free programs. In addition, the change from three South County Area Transit routes in 2011 to four in 2012 also contributed to the greater number of passenger boardings due to the increased number of transfers. Year-to-date productivity (boardings/hours, which is good measure of service efficiency) totals 17.8 in FY12-13 in comparison to 14.1 in FY11-12 – an increase of 26.2%. Most importantly, the public subsidy per passenger boarding (a good measure of cost effectiveness) has declined from \$3.68 in 2011-12 to \$2.99 in 2012-13. Most impressive, the Route 25 service boasts an 85.13% farebox recovery ratio and a subsidy per passenger trip of only \$0.16. Overall, the South County Area Transit system has achieved a year to date farebox recovery ratio of 15.31% – which is getting us closer to our newly-required 20% standard. Last year at this time, South County Area Transit only achieved a 13.89% farebox recovery ratio.

**STAFF RECOMMENDATION:**

Accept this as an information item.

**SOUTH COUNTY AREA TRANSIT  
2012-13 Budget vs. Actual (unaudited)**

	<b>FY 12/13 Adopted</b>	<b>December 2012</b>	<b>January 2013</b>	<b>February 2013</b>	<b>Year to Date</b>	<b>Percent Year to Date</b>
<b>Use of Resources</b>						
<u>Administrative Expenditures</u>						
Insurance	\$ 49,895	\$ 4,523	\$ 4,314	\$ 4,314	\$ 35,570	71.29%
Rent	21,600	1,785	1,785	1,785	14,280	66.11%
Utilities	6,000	607	595	429	4,610	76.84%
Radio Expense	2,300	-	-	-	-	0.00%
Legal Services	500	-	-	-	-	0.00%
Payroll Processing	3,750	241	617	249	2,340	62.41%
Administration	63,500	5,292	5,292	5,292	42,333	66.67%
Finance	14,000	1,167	1,167	1,167	9,333	66.67%
Office Expense/Miscellaneous	6,250	1,295	269	108	2,261	36.17%
Audit	3,000	-	-	-	2,770	92.33%
Marketing/Community Relations/Printing	15,730	-	1,728	864	7,270	46.22%
Uniforms/Laundry/Physicals/Ads	5,500	2,243	463	359	4,423	80.41%
<u>Operating Expenditures</u>						
Salaries/Benefits	\$ 426,250	\$ 31,193	\$ 45,396	\$ 33,697	\$ 268,819	63.07%
Maintenance	164,385	9,545	7,151	7,463	50,275	30.58%
Dispatch	18,500	1,542	1,542	1,542	12,333	66.67%
Sign Maintenance	3,000	-	-	-	-	0.00%
SCAT Bus Fuel	210,104	13,202	13,719	12,759	114,376	54.44%
Contingency	15,000	-	-	2,340	2,340	15.60%
9 Total Operating Expenditures	\$ 1,029,264	\$ 72,634	\$ 84,037	\$ 72,366	\$ 573,334	55.70%
<u>Capital Service</u>						
Computer Upgrade	\$ 1,000	213			\$ 852	85.19%
Vehicles (Three Buses)	1,275,000	-			-	0.00%
Driver Seats and Large Vehicle Repairs	25,000	6,552			6,552	26.21%
Total Capital Service	\$ 1,301,000	\$ 6,765	\$ -	\$ -	\$ 7,403	0.57%
Increase Capital Reserves	\$ 21,380	\$ -	\$ -	\$ -	\$ -	\$ -
10 Total Use of Resources	\$ 2,351,644	\$ 79,399	\$ 84,037	\$ 72,366	\$ 580,737	24.69%

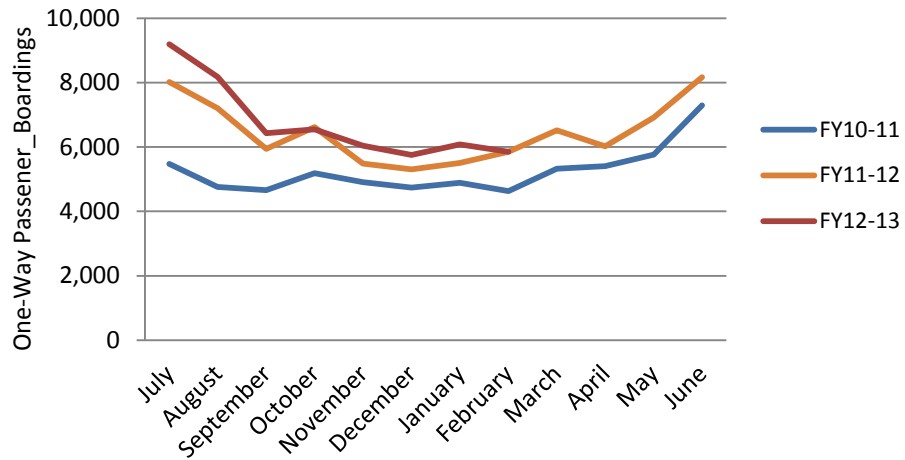
**SOUTH COUNTY AREA TRANSIT  
OPERATING STATEMENT BY ROUTE - WEEKDAY  
YEAR TO DATE THRU FEBRUARY 2013**

	RT 21 PISMO & SHELL BEACH	RT 22 OCEANO & GRAND AVENUE	RT 23 A.G. VILLAGE, A.G. H.S. & GRANDE AVE	RT 24 GROVER B. A.G. VILLAGE, PISMO & A.G.	RT 25 ROUTE 23 TRIPPER	TOTAL WEEKDAY SERVICE
<b>REVENUES:</b>						
FARES	22,839	10,594	8,222	19,631	7,199	68,484
<b>TOTAL ROUTE REVENUES</b>	<b>22,839</b>	<b>10,594</b>	<b>8,222</b>	<b>19,631</b>	<b>7,199</b>	<b>68,484</b>
<b>EXPENDITURES:</b>						
ADMINISTRATION	14,899	5,739	7,743	14,864	898	44,143
MARKETING	1,790	690	931	1,786	142	5,338
OPERATIONS/CONTINGENCY	85,993	33,122	44,692	85,792	5,152	254,751
FUEL	24,616	12,697	15,056	26,969	1,710	81,048
INSURANCE	7,815	4,032	4,781	8,562	555	25,745
<b>TOTAL EXPENDITURES</b>	<b>135,113</b>	<b>56,280</b>	<b>73,202</b>	<b>137,974</b>	<b>8,456</b>	<b>411,025</b>
<b>FAREBOX RATIO</b>	<b>16.90%</b>	<b>18.82%</b>	<b>11.23%</b>	<b>14.23%</b>	<b>85.13%</b>	<b>16.66%</b>
<b>RIDERSHIP</b>	<b>44,006</b>	<b>16,403</b>	<b>21,355</b>	<b>38,635</b>	<b>8,071</b>	<b>128,470</b>
<b>SERVICE MILES</b>	<b>30,028.80</b>	<b>15,491.00</b>	<b>18,367.90</b>	<b>32,899.20</b>	<b>2,112.60</b>	<b>98,899.50</b>
<b>SERVICE HOURS</b>	<b>2,201.03</b>	<b>847.78</b>	<b>1,143.92</b>	<b>2,195.90</b>	<b>130.42</b>	<b>6,519.05</b>
<b>RIDERS PER MILE</b>	<b>1.47</b>	<b>1.06</b>	<b>1.16</b>	<b>1.17</b>	<b>3.82</b>	<b>1.30</b>
<b>RIDERS PER HOUR</b>	<b>19.99</b>	<b>19.35</b>	<b>18.67</b>	<b>17.59</b>	<b>61.88</b>	<b>19.71</b>
<b>COST PER PASSENGER</b>	<b>3.07</b>	<b>3.43</b>	<b>3.43</b>	<b>3.57</b>	<b>1.05</b>	<b>3.20</b>
<b>SUBSIDY PER PASSENGER</b>	<b>2.55</b>	<b>2.79</b>	<b>3.04</b>	<b>3.06</b>	<b>0.16</b>	<b>2.67</b>

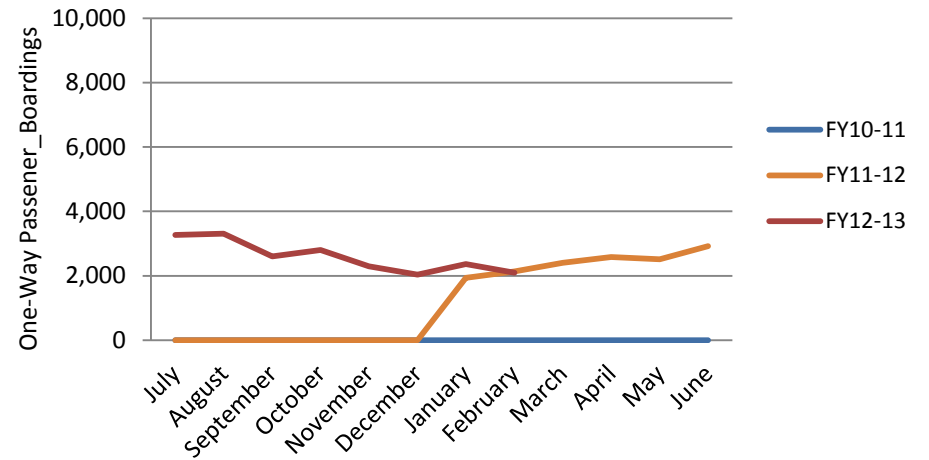
**SOUTH COUNTY AREA TRANSIT  
OPERATING STATEMENT BY ROUTE - WEEKEND, TROLLEY, AND TOTAL  
YEAR TO DATE THRU FEBRUARY 2013**

	RT 21 - SAT PISMO & SHELL BEACH	RT 21 - SUN PISMO & SHELL BEACH	RT 22 - SAT OCEANO & GRAND AVENUE	RT 22 - SUN OCEANO & GRAND AVENUE	RT 23 - SAT A.G. VILLAGE, A.G. H.S. & GRANDE AVE	RT 23 - SUN A.G. VILLAGE, A.G. H.S. & GRANDE AVE	RT 24 - SAT GROVER B. A.G. VILLAGE, PISMO & A.G.	RT 24 - SUN GROVER B. A.G. VILLAGE, PISMO & A.G.	TOTAL WEEKEND SERVICE	AVILA BEACH TROLLEY	TOTAL SCAT SERVICE
<b>REVENUES:</b>											
FARES	3,586	2,807	1,802	1,541	1,025	771	3,297	2,434	17,263	2,021	87,768
<b>TOTAL ROUTE REVENUES</b>	<b>3,586</b>	<b>2,807</b>	<b>1,802</b>	<b>1,541</b>	<b>1,025</b>	<b>771</b>	<b>3,297</b>	<b>2,434</b>	<b>17,263</b>	<b>2,021</b>	<b>87,768</b>
<b>EXPENDITURES:</b>											
ADMINISTRATION	2,807	2,650	1,064	976	1,434	1,345	2,752	2,580	15,608	1,626	61,378
MARKETING	357	337	131	120	176	162	339	310	1,932	-	7,270
OPERATIONS/CONTINGENCY	16,166	15,285	6,119	5,616	8,251	7,750	15,837	14,872	89,896	10,090	354,737
FUEL	4,161	3,888	2,337	2,142	2,771	2,610	4,559	4,260	26,728	6,600	114,376
INSURANCE	1,329	1,242	746	684	885	834	1,456	1,361	8,537	1,289	35,570
<b>TOTAL EXPENDITURES</b>	<b>24,821</b>	<b>23,402</b>	<b>10,397</b>	<b>9,538</b>	<b>13,517</b>	<b>12,700</b>	<b>24,943</b>	<b>23,383</b>	<b>142,701</b>	<b>19,605</b>	<b>573,331</b>
<b>FAREBOX RATIO</b>	<b>14.45%</b>	<b>12.00%</b>	<b>17.33%</b>	<b>16.16%</b>	<b>7.58%</b>	<b>6.07%</b>	<b>13.22%</b>	<b>10.41%</b>	<b>12.10%</b>	<b>10.31%</b>	<b>15.31%</b>
<b>RIDERSHIP</b>	<b>5,652</b>	<b>4,409</b>	<b>2,406</b>	<b>1,960</b>	<b>2,469</b>	<b>1,983</b>	<b>5,395</b>	<b>3,921</b>	<b>28,195</b>	<b>5,929</b>	<b>162,594</b>
<b>SERVICE MILES</b>	<b>5,086.40</b>	<b>4,760.00</b>	<b>2,856.00</b>	<b>2,618.00</b>	<b>3,386.40</b>	<b>3,195.50</b>	<b>5,572.60</b>	<b>5,215.00</b>	<b>32,689.90</b>	<b>5,224.40</b>	<b>136,813.80</b>
<b>SERVICE HOURS</b>	<b>414.06</b>	<b>393.48</b>	<b>156.40</b>	<b>143.48</b>	<b>210.80</b>	<b>198.80</b>	<b>404.60</b>	<b>381.50</b>	<b>2,303.12</b>	<b>291.05</b>	<b>9,113.22</b>
<b>RIDERS PER MILE</b>	<b>1.11</b>	<b>0.93</b>	<b>0.84</b>	<b>0.75</b>	<b>0.73</b>	<b>0.62</b>	<b>0.97</b>	<b>0.75</b>	<b>0.86</b>	<b>1.13</b>	<b>1.19</b>
<b>RIDERS PER HOUR</b>	<b>13.65</b>	<b>11.21</b>	<b>15.38</b>	<b>13.66</b>	<b>11.71</b>	<b>9.97</b>	<b>13.33</b>	<b>10.28</b>	<b>12.24</b>	<b>20.37</b>	<b>17.84</b>
<b>COST PER PASSENGER</b>	<b>4.39</b>	<b>5.31</b>	<b>4.32</b>	<b>4.87</b>	<b>5.47</b>	<b>6.40</b>	<b>4.62</b>	<b>5.96</b>	<b>5.06</b>	<b>3.31</b>	<b>3.53</b>
<b>SUBSIDY PER PASSENGER</b>	<b>3.76</b>	<b>4.67</b>	<b>3.57</b>	<b>4.08</b>	<b>5.06</b>	<b>6.02</b>	<b>4.01</b>	<b>5.34</b>	<b>4.45</b>	<b>2.97</b>	<b>2.99</b>

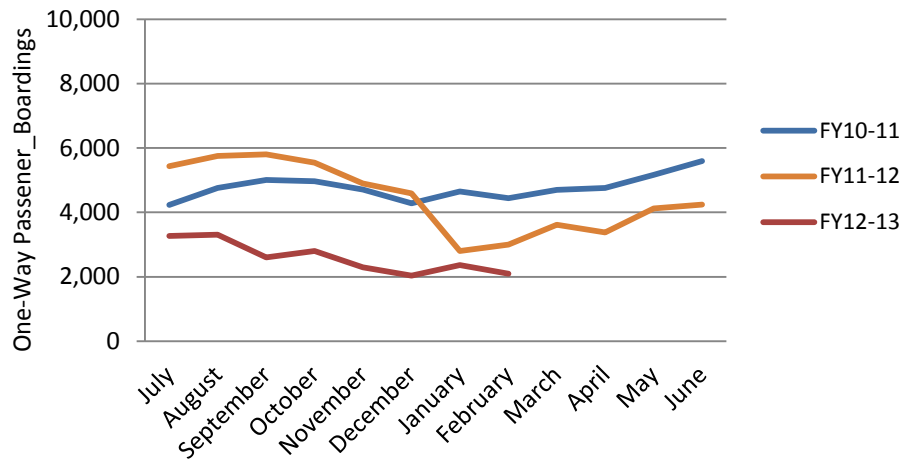
### Route 21 Ridership By Month



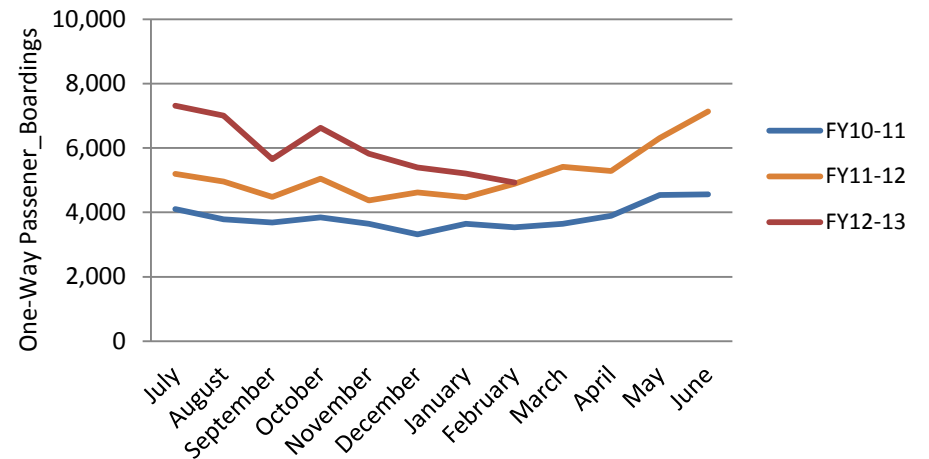
### Route 22 Ridership By Month



### Route 23 Ridership By Month



### Route 24 Ridership By Month





## **SOUTH COUNTY AREA TRANSIT**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM:** B-1

**TOPIC:** Fiscal Year 2013-14 Operating and Capital Budget

**ACTION:** Adopt

**PRESENTED BY:** Geoff Straw

**EXECUTIVE COMMITTEE  
RECOMMENDATION:** Adopt FY13-14 Budget as Proposed

### **BACKGROUND**

We are pleased to present the proposed South County Area Transit Fiscal Year 2013-14 Operating and Capital Budget. The operating budget is proposed at \$1,033,844 and the capital budget at \$1,357,000. The budget is balanced. There are several significant assumptions being made based upon the latest information that we have obtained from SLOCOG regarding the Local Transportation Fund (LTF) and the State Transit Assistance (STA) program.

The South County Area Transit FY13-14 budget assumes the same levels of fixed route revenue service hours and miles that were budgeted in FY12-13, including continued Avila Trolley service. Staff will continue to evaluate service modifications during the year to improve efficiencies, and any such change will be brought back to the South County Area Transit Board for your consideration.

In summary, staff has done a tremendous job of holding the line on expenses in spite of the aging South County Area Transit fleet and increasing ridership. The delivery of three new Gillig low-floor buses in July and August 2013 will help abate increasing vehicle maintenance costs, although we expect the remaining 2003 Gillig Phantom buses to require additional maintenance resources to operate in a safe and reliable manner. The major challenge during the next few years will be increasing the South County Area Transit farebox recovery ratio to 20 percent, which is now required due to the recent urbanized area designation in the Arroyo Grande – Grover Beach Urbanized Area as a result of the 2010 Census.

Finally, due to the unrest in North Africa and the Middle East, fuel prices have continued to swing wildly over the past two years. Similar to FY12-13, staff budgeted fuel at a relatively high per gallon cost, but we may need to adjust it if fuel prices rise significantly during the fiscal year. Due to our limited infrastructure, we are unable to purchase fuel in bulk to realize economies of scale.

## **Revenue**

There is good news on two revenue fronts as our revenue outlook has improved overall from this current fiscal year, despite a projected decline in one funding source and elimination of another funding source typically used to fund South County Area Transit services. Below is a summary of those impacts.

As mentioned above, South County Area Transit operates in the newly-designated Arroyo Grande – Grover Beach urbanized area. This means that South County Area Transit service is now eligible for Federal Transit Administration Section 5307 reimbursement funds for Federal Fiscal Year 2012-13 (October 1, 2012, through September 30, 2013). In total, the FY13-14 budget assumes that \$400,000 of FTA funds will be used for operating purposes, which will reduce the need for LTF from the South County Area Transit jurisdictions. It should be noted that South County Area Transit is no longer eligible for Rural Transit Funding due to the urbanized area designation; in FY12-13, South County Area Transit was awarded \$70,000 in RTF funding for vehicle preventive maintenance.

LTF funds are derived from the statewide ¼ percent sales tax, while STA is derived from the sales tax on diesel fuel. Countywide LTF is projected by SLOCOG to be roughly 28% higher in FY13-14 in comparison to FY12-13. However, STA funding is estimated to be down roughly \$550,000 countywide, or roughly \$48,000 lower for South County Area Transit. The net effect is that the need for LTF from the jurisdictions in FY13-14 is down roughly \$300,400 in comparison to FY12-13.

Based on recent increases in ridership on South County Area Transit buses over the past year, the budget assumes a slight increase in total fare revenues (to be conservative, the increase has been assumed to be relatively small). At the current time, there is no South County Area Transit-specific fare increase proposed for FY13-14.

## **Expenditures**

We will continue to work with all of the stakeholders in Avila and Pismo Beach to evaluate the potential of improving Beach Trolley service in the two communities. We are proposing to continue the four days per week service during the peak months, so we will be able to compare results this summer against last summer.

As mentioned above, South County Area Transit will take delivery of three replacement Gillig low-floor buses in July and August 2013. Since the buses will be under warranty for a portion of the fiscal year and the number of miles operated by remaining older buses will decrease, FY13-14 maintenance costs are projected to decline by almost \$16,000 in comparison to FY12-13. The “partial vacation” from vehicle maintenance costs will, however, expire over time and the Board should expect these costs to increase slightly in FY14-15.

Due to changes in the marketplace over the past year, workers compensation costs, as well as vehicle and liability insurance costs, are expected to increase by almost \$14,000 in total (roughly 28%) in FY13-14 in comparison to the previous fiscal year. This is no

fault of the South County Area Transit staff, as their safety record is exemplary and the drivers demonstrate a keen interest in operating safely.

There are no assumed increases to the RTA support line-items under Administration and Finance. It should be noted that the increased need for FTA grant oversight in the Arroyo Grande – Grover Beach urbanized area will be funded with FTA funds, which will avoid the negative impact that fully charging these costs to South County Area Transit would have on its farebox recovery ratio. Staff will monitor the time and resources dedicated to South County Area Transit services to ensure that the oversight costs are equitably shared in the region.

### **Capital Budget**

The purchase of three replacement buses mentioned above has been carried over from FY12-13 to FY13-14. This \$1,275,000 project is being funded fully with Proposition 1B funds, and no LTF funds were required for this procurement.

South County Area Transit currently uses a “retired” Runabout minibus to shuttle drivers between the operating base and the Ramona Gardens transit center, and occasionally for other staff-related errands. This vehicle is well beyond its economically useful life and requires a relatively high amount of resources for maintenance and operation. As such, we are programming \$40,000 in FTA funds (not including the 20% local match) to purchase a new wheelchair-accessible minivan. It should be noted that South County Area Transit supervisors occasionally use either the staff car or minibus to transport passengers that have missed a bus connection, so operating a wheelchair-accessible minivan can better serve the community, including those riders using a mobility device. Staff also included an increase to capital reserves of \$58,915, which would bring net capital reserves (after purchasing the vehicle mentioned above) at the end of FY13-14 to \$162,514.

### **Budget Notes**

Staff has segregated the revised budget document into sections, so that each section can be explained in relation to the total budget. The paragraph numbers below relate to the boxed numbers in the first column of the budget page (Attachment B-1-5).

1. ESTIMATED FUND BALANCE – This amount includes carryover funds and general reserves. This amount represents the fund balance available according to the June 30, 2012 audited results, plus projected revenues for the fiscal year ending June 30, 2013, less projected expenses for the fiscal year ending June 30, 2013. The resulting amount is the projected fund balance, which will be available on July 1, 2014.
2. REQUIRED RESERVES – In FY07, the South County Area Transit Board approved a new reserve policy, in accordance with TDA requirements, that maintains an operating reserve equivalent to one quarter of net annual operating expenses. Equipment replacement reserves are funds that have been generated through budget savings in FY11-12 and FY12-13. A policy for addressing this reserve account moving forward will be brought to the board in the coming months.

3. FUND BALANCE AVAILABLE – This is the fund balance or reserves used in the current year budget to fund operating and capital expenditures.
4. TOTAL NON-LTF FUNDS – This section details all the sources of operating revenue by type, except Local Transportation Funds. Included are fares, and federal, state and local sources.
5. LOCAL TRANSPORTATION FUNDS – This is the total amount of Local Transportation Funds (LTF) required to balance the budget. A population-based formula is used to distribute the amount among the four South County Area Transit JPA members. This formula applies to all South County Area Transit services. It is not tied to any one route or any one type of service.
6. TOTAL OPERATING REVENUES – This is the total of TDA and Non-TDA funds, excluding reserves.
7. TOTAL NON-OPERATING RESOURCES – This is the total of Capital Funds, Interest Revenue and other contributions.
8. TOTAL RESOURCES – This is the total of all funding sources, including reserves. It equals the Total Use of Resources proposed in the budget.
9. TOTAL OPERATING EXPENDITURES – This is the total of operating expenditures as detailed in the budget.
10. TOTAL USE OF RESOURCES – This is the total of all funding uses and equals the amount of funding sources.

**Staff Recommendation**

Adopt the Fiscal Year 2013-14 Budget as presented by staff.

## SOUTH COUNTY AREA TRANSIT 2013-2014 Proposed Budget

		FY 11/12 Actual	FY 12/13 Adopted	FY 13/14 Proposed	Net Increase (Decrease)
<b>Funding Sources</b>					
	Beginning Fund Balance	\$ 351,065	\$ 318,980	\$ <b>380,750</b>	\$ 61,771
1	Estimated Fund Balance	\$ 351,065	\$ 318,980	\$ <b>380,750</b>	\$ 61,771
2	Less Required Reserves:				
	TDA Required Operating Reserve	\$ 219,977	\$ 207,941	\$ <b>208,586</b>	\$ 645
	Equipment Replacement Reserve	8,716	82,219	<b>103,599</b>	21,380
	Total Reserves	\$ 228,693	\$ 290,160	\$ <b>312,185</b>	\$ 22,025
3	Fund Balance Available (Required)	\$ 122,372	\$ 28,819	\$ <b>68,565</b>	\$ 39,746
<u>Operating Revenues</u>					
	Fares	\$ 137,512	\$ 120,000	\$ <b>122,000</b>	\$ 2,000
	STA	107,177	112,936	<b>100,705</b>	(12,231)
	RTF - Preventative Maintenance	70,000	70,000	-	(70,000)
	Federal Transit Adm (FTA) 5307 Operating	-	-	<b>400,000</b>	400,000
	SLO County Avila Trolley	57,307	66,100	<b>66,100</b>	-
	Advertising and other income	5,722	-	-	-
4	Total Non-TDA Funds	\$ 377,718	\$ 369,036	\$ <b>688,805</b>	\$ 319,769
5	Local Transportation Funds	\$ 639,423	\$ 677,788	\$ <b>376,388</b>	\$ (301,400)
	Arroyo Grande	243,254	258,237	<b>143,404</b>	(114,833)
	Grover Beach	185,500	196,559	<b>109,153</b>	(87,406)
	Pismo Beach	107,936	114,546	<b>63,610</b>	(50,937)
	SLO County	102,733	108,446	<b>60,222</b>	(48,224)
6	Total Operating Revenues	\$ 1,017,141	\$ 1,046,824	\$ <b>1,065,193</b>	\$ 18,369
<u>Non-Operating Resources</u>					
	Interest	\$ 1,534	\$ 1,000	\$ <b>1,000</b>	\$ -
	Prop 1B - Vehicle Replacement	-	1,275,000	<b>1,275,000</b>	-
	Federal Transit Adm (FTA) 5307 Capital	-	-	-	-
	Federal Transit Adm (FTA) 5339 Capital	-	-	<b>40,000</b>	40,000
7	Total Non-Operating Resources	\$ 1,534	\$ 1,276,000	\$ <b>1,316,000</b>	\$ 40,000
8	<b>Total Resources</b>	<b>\$ 1,141,047</b>	<b>\$ 2,351,644</b>	<b>\$ 2,449,759</b>	<b>\$ 98,115</b>

## SOUTH COUNTY AREA TRANSIT 2013-2014 Proposed Budget

	FY 11/12 Actual	FY 12/13 Adopted	FY 13/14 Proposed	Net Increase (Decrease)
<b>Use of Resources</b>				
<u>Administrative Expenditures</u>				
Insurance	\$ 37,541	\$ 49,895	\$ <b>63,820</b>	\$ 13,925
Rent	21,232	21,600	<b>24,000</b>	2,400
Utilities	6,481	6,000	<b>7,250</b>	1,250
Radio Expense	680	2,300	<b>2,300</b>	-
Legal Services	600	500	<b>500</b>	-
Payroll Processing	3,473	3,750	<b>3,750</b>	-
Administration	63,500	63,500	<b>63,500</b>	-
Finance	14,000	14,000	<b>14,000</b>	-
Office Expense/Miscellaneous	3,491	6,250	<b>6,250</b>	-
Audit	3,850	3,000	<b>3,130</b>	130
Marketing/Community Relations/Printing	14,685	15,730	<b>16,000</b>	270
Uniforms/Laundry/Physicals/Ads	2,024	5,500	<b>5,750</b>	250
<u>Operating Expenditures</u>				
Salaries/Benefits	\$ 426,598	\$ 426,250	\$ <b>428,539</b>	\$ 2,290
Maintenance	91,531	164,385	<b>148,450</b>	(15,935)
Dispatch	20,000	18,500	<b>18,500</b>	-
Sign Maintenance	1,242	3,000	<b>3,000</b>	-
SCAT Bus Fuel	191,914	210,104	<b>210,104</b>	-
Contingency	-	15,000	<b>15,000</b>	-
<b>9</b> Total Operating Expenditures	\$ 902,842	\$ 1,029,264	\$ <b>1,033,844</b>	\$ 4,580
<u>Capital Service</u>				
Support Vehicle	\$ -	\$ -	\$ <b>50,000</b>	\$ 50,000
Computer Upgrade	-	1,000	-	(1,000)
Vehicles (Three Buses)	-	1,275,000	<b>1,275,000</b>	-
Facility Improvements	5,298	-	<b>7,000</b>	7,000
Large Vehicle Repairs	30,513	25,000	<b>25,000</b>	-
Total Capital Service	\$ 35,811	\$ 1,301,000	\$ <b>1,357,000</b>	\$ 56,000
Increase Capital Reserves	\$ -	\$ 21,380	\$ <b>58,915</b>	\$ 37,535
<b>10</b> Total Use of Resources	\$ <b>938,653</b>	\$ <b>2,351,644</b>	\$ <b>2,449,759</b>	\$ 98,115

**SOUTH COUNTY AREA TRANSIT  
2013-2014 Proposed Budget  
By Route**

	<b>Route 21</b>	<b>Route 22</b>	<b>Route 23</b>	<b>Route 24</b>	<b>Route 25</b>	<b>Avila Trolley</b>
<u>Administrative Expenditures</u>						
Insurance	\$ 18,420	\$ 9,684	\$ 11,525	\$ 20,181	\$ 721	\$ 3,289
Rent	7,455	3,099	4,043	7,574	364	1,465
Utilities	2,252	936	1,221	2,288	110	443
Radio Expense	714	297	387	726	35	140
Legal Services	155	65	84	158	8	31
Payroll Processing	1,165	484	632	1,183	57	229
Administration	19,725	8,199	10,696	20,039	964	3,876
Finance	4,349	1,808	2,358	4,418	212	855
Office Expense/Miscellaneous	1,941	807	1,053	1,972	95	382
Audit	972	404	527	988	48	191
Marketing/Community Relations/Printing	4,970	2,066	2,695	5,049	243	977
Uniforms/Laundry/Physicals/Ads	1,786	742	969	1,815	87	351
<u>Operating Expenditures</u>						
Salaries/Benefits	\$ 136,349	\$ 52,012	\$ 70,406	\$ 135,145	\$ 7,073	\$ 27,556
Maintenance	47,232	18,017	24,389	46,815	2,450	9,545
Dispatch	5,886	2,245	3,039	5,834	305	1,190
Sign Maintenance	955	364	493	946	50	193
SCAT Bus Fuel	60,640	31,883	37,941	66,439	2,374	10,828
Contingency	4,773	1,821	2,464	4,730	248	965
<b>9</b> Total Operating Expenditures	\$ 319,740	\$ 134,933	\$ 174,923	\$ 326,300	\$ 15,444	\$ 62,504
<u>Capital Service</u>						
Support Vehicle	\$ 17,002	\$ 6,486	\$ 8,779	\$ 16,852	\$ 882	\$ -
Vehicles (Three Buses)	433,545	165,382	223,867	429,716	22,490	-
Facility Transition/Improvements	2,380	908	1,229	2,359	123	-
Large Vehicle Repairs	8,501	3,243	4,390	8,426	441	-
Total Capital Service	\$ 461,428	\$ 176,018	\$ 238,265	\$ 457,353	\$ 23,936	\$ -
Increase Capital Reserves	\$ 18,301	\$ 7,607	\$ 9,924	\$ 18,592	\$ 894	\$ 3,596
<b>10</b> Total Use of Resources	<b>\$ 799,468</b>	<b>\$ 318,558</b>	<b>\$ 423,113</b>	<b>\$ 802,245</b>	<b>\$ 40,274</b>	<b>\$ 66,100</b>

## **SOUTH COUNTY AREA TRANSIT**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM: B-2**

**TOPIC: South County Area Transit Use of RTA Vehicles –  
July 2012 to February 2013**

**ACTION: Review and Approve**

**PRESENTED BY: Geoff Straw, Executive Director**

### **EXECUTIVE COMMITTEE RECOMMENDATION:**

#### **BACKGROUND:**

As noted in the Executive Director's report during the January 16, 2013 South County Area Transit Board meeting, at various times during the year vehicle(s) have been borrowed from RTA for South County Area Transit service needs. This is being done due to vehicle shortages related to the hybrid bus being unusable, as well as for training needs and when South County Area Transit buses are in the shop for repairs/maintenance.

Staff reviewed the Daily Vehicle Inspection reports completed by South County Area Transit staff for RTA vehicles for the period July 1, 2012 to February 28, 2013. During that time 31,257 miles were operated on RTA vehicles in the provision of South County Area Transit service.

To determine a cost per mile, various cost factors were evaluated, including fuel, parts, maintenance staff time, and insurance. As was noted at the January meeting, RTA is not looking to recover any depreciation costs. Based on the evaluation, the cost per mile is \$1.70, which would result in a charge of \$53,136.90 through February 2013. It should be noted that RTA vehicles continue to be used at South County Area Transit and likely will be until the new vehicles arrive in August 2013.

#### **Staff Recommendation**

Approve the transfer of \$53,136.90 in maintenance costs from RTA to SCAT for the use of RTA buses from July 1, 2012, through February 28, 2013. In addition, approve per mile rate for using RTA vehicles of \$1.70 through the end of August 2013.



## **SOUTH COUNTY AREA TRANSIT**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM:** B-3

**TOPIC:** Passenger Code of Conduct

**PRESENTED BY:** Geoff Straw

**STAFF RECOMMENDATION:** Adopt Passenger Code of Conduct Policy

**BACKGROUND/DISCUSSION:** As presented at the January 16, 2013 SCAT Board meeting, SCAT does not currently have a written policy to address behavioral problems that occur on transit property. When behavior is especially egregious on SCAT property, our Dispatchers enlist the assistance of law enforcement officials. This recommended policy will address behavior that might not quite rise to the level of criminal activity yet the unwanted behavior directly impacts our employees and in some cases might dissuade riders from choosing public transportation as a viable travel alternative.

This policy document is largely based on the one adopted by City of San Luis Obispo for its transit system in June 2000. Not only is the SLO Transit conduct policy a great document, but using it as a basis for our own policy will provide consistency in terms of expectations for passengers across the region. The final policy document was refined after consulting with our employees, other transit providers in the region, the RTAC at its January 16 meeting, and SCAT Legal Counsel.

The final SCAT Passenger Code of Conduct policy incorporates input received. Any additional language is highlighted/underlined, while any suggested deletions are ~~highlighted/struck through~~. In general, input was focused on elevating fifth or greater minor infractions and third or greater major infractions directly to the highest disciplinary action (instead of starting over). In addition, staff recommends identifying that SCAT will seek a court restraining order for criminal behavior that could potentially impact Bus Operators or other SCAT staff members.

#### **Staff Recommendation**

Adopt the Passenger Code of Conduct policy as presented.

# **SOUTH COUNTY AREA TRANSIT PASSENGER CODE OF CONDUCT POLICY**

## **ARTICLE I, PURPOSE**

Behavior on transit property is governed by California Penal Code 640 and other statutes. The purpose of this document is to establish the South County Area Transit (SCAT) policy and procedures governing passenger conduct on SCAT property and associated limitations on access to SCAT property as a result of infractions of acceptable conduct as described herein.

## **ARTICLE II, BACKGROUND**

SCAT is the fixed route public transit service provider in the Five Cities area. The San Luis Obispo Regional Transit Authority, on behalf of SCAT, is a qualified Federal Transit Administration grantee, and works closely with the San Luis Obispo Council of Governments to plan for Federally-funded public transit services in the region. SCAT's and RTA's role as public agencies is to treat all citizens, groups, and political jurisdictions equally.

Proper passenger behavior on SCAT property is essential for providing quality service to the members of our community and for ensuring safety for all transit patrons and SCAT employees. Establishing a passenger code of conduct and an associated disciplinary process is a necessary component to maintain the existing high levels of service for all transit patrons.

SCAT is governed by its four-member Board of Directors, comprised of the San Luis Obispo County District 4 Supervisor and elected officials from Arroyo Grande, Grover Beach and Pismo Beach. The Board is charged with budget-making and policy development responsibilities.

## **ARTICLE III, DEFINITIONS**

1. "SCAT property" means the transit vehicles, and bus stops and other passenger public transportation system facilities owned, leased or operated by SCAT. A facility or vehicle of a "Public transportation system" is defined by Section 99211 of the Public Utilities Code.
2. "SCAT employee" means all duly authorized SCAT staff members, including drivers, supervisors, managers and contracted employees.

## **ARTICLE IV, SUSPENDABLE BEHAVIOR**

Table 1 lists activities and descriptions of behaviors that are either expressly prohibited or allowed on SCAT property. Unless otherwise deemed a "Major Infraction" below, suspendable behavior will be considered a "Minor Infraction."

Table 1 – SCAT Passenger Code of Conduct

Type of Conduct	Transit Vehicles	Passenger Facilities
(1) Displaying or offering for sale, selling, or distributing goods or services.	Prohibited, except by written agreement	Prohibited, except by written agreement
(2) Distributing literature.	Prohibited	Prohibited
(3) Posting or affixing leaflets or signs to transit property.	Prohibited	Prohibited
(4) Performing instrumental/vocal music.	Prohibited	Allowed
(5) Transporting animals.	Prohibited, except in a secure container, or a service animal <b>as defined in 49 CFR Section 37.3</b>	Prohibited, except in a secure container, or a service animal as defined in 49 CFR Section 37.3
(6) Skateboarding, roller skating, bicycle riding, or rollerblading in a system facility, vehicle, or parking structure <sup>1</sup> .	Prohibited	Prohibited
(7) Drinking non-alcoholic beverages or eating.	Prohibited, except drinking from a container with an attached lid designed to prevent spillage when held upside down	Allowed
(8) Drinking alcoholic beverage or possessing an open container of same. ( <b>MAJOR INFRACTION</b> )	Prohibited	Prohibited
(9) Willfully blocking the free movement of another person in or on SCAT property, including placing objects that block aisles, stairways or seats <sup>2</sup> .	Prohibited, except at driver's discretion if space allows; strollers must be folded prior to boarding	N/A
(10) Loitering or storing personal property <sup>3</sup> .	Prohibited	Prohibited

<sup>1</sup> This paragraph does not apply to an activity that is necessary for utilization of the transit facility by a bicyclist, including, but not limited to, an activity that is necessary for parking a bicycle or transporting a bicycle aboard a transit vehicle, if that activity is conducted with the permission of SCAT in a manner that does not interfere with the safety of the bicyclist or other patrons of the transit facility.

<sup>2</sup> This paragraph shall not be interpreted to affect any lawful activities permitted or first amendment rights protected under the laws of this state or applicable federal law, including, but not limited to, laws related to collective bargaining, labor relations, or labor disputes.

<sup>3</sup> Loitering is defined as riding the same bus in excess of one continuous trip or remaining on SCAT property for more than two successive hours.

<b>Type of Conduct</b>	<b>Transit Vehicles</b>	<b>Passenger Facilities</b>
(11) Extending anything out windows or doors of moving bus.	Prohibited	N/A
(12) Hanging off or swinging from bars or stanchions (except when standing-only conditions apply).	Prohibited	Prohibited
(13) Smoking.	Prohibited	Prohibited
(14) Littering.	Prohibited	Prohibited
(15) Using sound-producing equipment (use of headphones is permissible if others cannot hear the output).	Prohibited	Prohibited
(16) Spitting, urinating or defecating <sup>4</sup> ; or creating unsanitary conditions through presence of blood, urine, feces, vomit, or other bodily fluids. <b>(MAJOR INFRACTION)</b>	Prohibited	Prohibited
(17) Carrying an explosive or acid, flammable liquid, or toxic or hazardous material in or on SCAT property. <b>(MAJOR INFRACTION)</b>	Prohibited	Prohibited
(18) Interfering with the provision of transportation services (i.e., failure to properly board or alight, blocking progress of a transit vehicle, disturbing the driver, etc.).	Prohibited	Prohibited
(19) Willfully disturbing others in or on SCAT property by engaging in boisterous or unruly behavior.	Prohibited	Prohibited
(20) Defacing, destroying or otherwise vandalizing transit property or any sign, notices or advertisements thereon. <b>(MAJOR INFRACTION)</b>	Prohibited	Prohibited
(21) Throwing objects at <del>transit</del> <b>SCAT</b> property or at persons in or on transit property. <b>(MAJOR INFRACTION)</b>	Prohibited	Prohibited
(22) Failure to pay the appropriate fare or present a valid pass, <b>willfully</b> presenting an invalid pass or transfer, or failure to surrender an invalid pass if demanded by an authorized SCAT employee. <b>(MAJOR INFRACTION)</b>	Prohibited	Prohibited

<sup>4</sup> This paragraph shall not apply to a person who cannot comply with this paragraph as a result of a disability, age, or a medical condition.

Type of Conduct	Transit Vehicles	Passenger Facilities
(23) Misrepresenting oneself as eligible for special or reduced fares or transfers <sup>5</sup> . ( <b>MAJOR INFRACTION</b> )	Prohibited	Prohibited
(24) Failure to follow lawful direction from an SCAT employee.	Prohibited	Prohibited
(25) Bringing onto SCAT property odors which unreasonably disturb others or interfere with their use of the SCAT system, whether such odors arise from one's person, clothes, articles, accompanying animal or any other source.	Prohibited	Prohibited

## ARTICLE V, CONSEQUENCES OF VIOLATING CODE OF CONDUCT

In addition to the types of suspendable behavior described above, criminal conduct, including but not limited to, assault, disorderly conduct, and illegal drug use, are prohibited on all SCAT property. If any criminal conduct is observed, SCAT will contact the appropriate law enforcement department within the jurisdiction in which the offense has occurred.

In addition to civil and criminal penalties, violators of the SCAT Code of Conduct policies and/or any other applicable laws may be subject to immediate denial of SCAT service and possible suspension of SCAT service in the future as described in Table 2 below. **Additionally, SCAT reserves the right to seek an immediate restraining order against accused violators deemed by the SCAT Executive Director to pose a legitimate threat to the safety or welfare of SCAT staff or riders.**

Immediate **denial** **suspension** of SCAT service may be effected by a law enforcement officer or any **authorized** SCAT employee. Failure to comply with denial of service or suspension of service shall be grounds for criminal trespass prosecution. For initial minor infractions, patrons of SCAT service who have been denied **or removed from** service **or suspended** must petition (either verbally or in writing) to the SCAT Operations Manager in order to resume transit service privileges. **The SCAT Operations Manager will respond in writing (using US Postal Service Certified Mail) within five business days with details on the date riding privileges will be reinstated.**

For repeat or major offenders, the SCAT Operations Manager shall issue a written notice stating the cause and duration of the suspension and the process for requesting review. Suspension shall be in effect upon issuance of the notice and shall remain in effect during any review process.

<sup>5</sup> In the event that an eligible discount **ticket user** **fare rider** is not in possession of acceptable proof at the time of request, any suspension of service shall be **held** **postponed** for a period of 72 hours to allow the user to produce acceptable proof to the SCAT Operations Manager. If the proof is provided, the suspension shall be voided. If the proof is not produced within that time period, the suspension will be enforced.

Within ten business days after issuance of a service suspension notice, the offender may deliver to the SCAT Operations Manager a written request for review of the suspension and an opportunity to present reasons for reconsideration of the suspension. Within ten business days after receiving a request for review, the SCAT Executive Director shall set a telephonic or in-person hearing to review the SCAT Operations Manager's decision with the **accused offender**. The hearing shall be held within ten business days following the request for a hearing. The SCAT Executive Director then shall decide to affirm or reverse the suspension within ten days following the public hearing. The SCAT Executive Director's decision shall be final.

Table 2 – Disciplinary Actions

<b>Type</b>	<b>Disciplinary Action</b>	<b>Disciplinary Review Process to Return Service Privileges</b>
(1) 1st Infraction (Minor)	Immediate denial of service	Petition SCAT Operations Manager
(2) 2nd Infraction (Minor)	Same as (1), plus: suspension of service privileges for a period not to exceed seven days	Petition SCAT Operations Manager
(3) 3rd Infraction (Minor) or 1st Infraction (Major)	Same as (1), plus: suspension of service privileges for no less than seven days and no longer than 30 days	<b>Public</b> Hearing by SCAT Executive Director after disciplinary process
(4) 4 <sup>th</sup> <b>or greater</b> Infraction (Minor), <del>or</del> 2nd <b>or greater</b> Infraction (Major), <b>or criminal behavior</b>	Same as (1), plus: suspension of service privileges for 180 calendar days	<b>Public</b> Hearing by Executive Director after disciplinary process

**SOUTH COUNTY AREA TRANSIT  
MINUTES OF JANUARY 16, 2013 BOARD MEETING  
ARROYO GRANDE CITY COUNCIL CHAMBERS  
C-1**

Directors Present:	Jim Guthrie, Chairperson	City Council Member, Arroyo Grande
	Shelly Higginbotham	Mayor, Pismo Beach
	Bill Nicolls	City Council Member, Grover Beach
	Paul Teixeira, Vice Chairperson	County Supervisor, District 4
Directors Absent:	None	
Staff Present:	Gayla Chapman	Administrative Services Director, Grover Beach
	Kevin Rice	City Manager, Pismo Beach
	Geoff Straw	Executive Director
	Coleen Kubel	SCAT Lead Operations Supervisor
	Terry Berkeley	SCAT Operations Supervisor
	Phil Moores	RTA Operations Manager
	Tania Arnold	Chief Financial Officer, Director of Administration

**CALL TO ORDER AND ROLL CALL:** Chairperson Jim Guthrie called the meeting to order at 3:30 p.m. Roll call was taken; a quorum was present.

**PUBLIC COMMENT:** Director Guthrie asked for public comment on non-agenda items. There were none.

**BOARD ADMINISTRATIVE ITEMS:**

**ELECTION OF OFFICERS:**

**Vice Chairperson Paul Teixeira** made a motion to nominate Chairperson Guthrie for another term as Chairperson. **Director Shelly Higginbotham** seconded the motion and the motion carried on a roll call vote.

**Director Higginbotham** made a motion to nominate Vice Chairperson Teixeira for another term as Vice Chairperson. **Chairperson Guthrie** seconded the motion and the motion carried on a roll call vote.

**INFORMATION AGENDA:**

**A-1 Executive Directors Report:** Mr. Geoff Straw updated the Board on staff's effort in working with Arroyo Grande and SLO County staff to develop an alternative method to wash South County Area Transit buses. The Arroyo Grande Planning Commission accepted our proposal, and staff implemented all Conditional Use Permit requirements, allowing on-site bus washing to begin in mid-December. Thank you to the Board for allowing staff to make that change.

Staff also would like to thank the City of Arroyo Grande for relocating the bus stop outside of City Hall. Moving the stop back has improved service to the riders and is appreciated by drivers, making the stop safer for all.

**Mr. Straw** provided an update on the Courtesy Stop program. South County Area Transit currently has a program in place that drivers would like to maintain. Drivers call into the on-duty supervisor and they give the permission to provide the courtesy stop; it is logged for tracking purposes. It is working well and staff is working to make sure that riders know this is something that is available to them.

**Mr. Straw** asked **South County Area Transit Supervisor Coleen Kubel** to provide additional information related to the safety awards that were presented at the holiday party. **Ms. Kubel** announced that this year's safety awards were handled a bit differently, as they were awarded to the five drivers with the longest period without preventable accidents. The drivers pride themselves on having an excellent safety record.

**Ms. Kubel** presented the five drivers with the longest history without preventable accidents, they were: Eddy Van Buschbach, nine years; William James, over eight and a half years; Randy Price, seven years total; Sylvia Medina, seven years; and Kelly Sola, six years. The Board applauded their efforts and thanked them for the many miles of safe driving.

**Mr. Straw** mentioned information will be discussed later in the agenda related to Rideshare Month and Fare Free Tuesdays provided during the month of October. In regards to marketing efforts, staff is continuing to plan for summer services, the Beach trolley and Summer Youth Ride Free, as well as selling advertising space.

**Mr. Straw** continued his report updating the Board on Finance and Administration matters. Two new part time drivers have been hired since the last meeting. One is being tested on Friday and the other should be ready in about three weeks. Staff is excited that RTA will receive a pilot bus from the manufacturer in April, and the rest of the six RTA and three SCAT vehicles will arrive in late July to early August. All of these buses should be in revenue service by the end of August. Financials look good through the month of November. **Mr. Straw** noted, however, that a few of the line items are misleading. Specifically, when South County Area Transit has borrowed a bus from RTA there has not been a way to charge back those operating costs. Staff is currently working on a policy on how to make the process equitable for everyone; it will likely be on a per mile basis for parts, maintenance, insurance and fuel. RTA is not looking to recover any depreciation costs on the loaned vehicle.

**Mr. Straw** provided the current ridership numbers, and reminded the Board that campaigns such as Youth Ride Free and Rideshare month have resulted in higher figures in comparison to the previous year. The Route 25 in the morning has been an excellent addition, helping to boost the farebox recovery ratio. Overall, riders per hour is very strong with significant improvement over the prior year. The farebox recovery ratio is higher than this time last year but staff continues to look for ways to improve and reach the 20% requirement.

**Director Bill Nicolls** asked for clarification regarding page A-1-4 and A-1-5, specifically why each weekend day is listed. **Mr. Straw** stated that staff feels it is important to look at efficiencies for each weekend day separately from the weekday figures.

**Chairperson Guthrie** asked for additional clarification on page A-1-9. Shouldn't pass count plus bill count equal total ridership? **Mr. Straw** stated that no it may not. Staff will review the report and the subsequent pages (not included in the Agenda) and provide definitions and clarifications on what makes up those numbers.

**Director Higginbotham** wanted to know what the time deadline is for reaching the 20% threshold. **Mr. Straw** confirmed that it is five years in total.

**Chairperson Guthrie** asked for the number of free rides in the summer versus in the past, and how much of the year to date ridership increase was due to the Summer Youth Ride Free program. **Mr. Straw** stated the



information was previously reported but staff was unable to provide an apples to apples comparison because in the past not all youth purchased the Summer Break pass; some paid cash or used other types of fare media. It appears that half of the year to date increase is due to the Summer Youth Ride Free promotion.

**Vice Chairperson Teixeira** wanted to thank staff for inviting him to join in the holiday party.

**A-2 Passenger Code of Conduct:** **Mr. Straw** discussed the proposed Passenger Code of Conduct. State law permits drivers to deny service to someone who violates laws, but it does not have a mechanism to deal with “frequent flyers.” Having a policy would allow for the denial of services for a longer period of time. Staff worked with other transit agencies to see what they were using and found the policy that the City of San Luis Obispo put in place in June 2000 is very comprehensive. Following SLO Transit’s lead will allow for consistency in the expectations of riders between transit systems in the region. The hope is to discuss the policy at this meeting and bring it back for adoption at the April meeting.

**Mr. Straw** discussed some of the information discussed in the policy and noted Table 2 on page A-2-6 that lists the disciplinary actions, based on major or minor infractions. There is an appeals process that will be handled at the staff level.

**Director Higginbotham** noted that the draft policy was provided to the drivers for input, which is appreciated.

**Mr. Straw** stated that input from South County Area Transit drivers, RTA drivers, and the Union for RTA drivers have had the opportunity to provide input.

**Mr. Kevin Rice** asked for confirmation that after the second major infraction the suspension of service privileges for 180 calendar days per the information on page A-2-6. If that is the case, the policy may not be harsh enough.

**Mr. Straw** confirmed that is correct, but staff would also be looking at criminal prosecution. **Mr. Phil Moores** added that many of the individuals who would violate this policy tend to be under a great deal of duress personally and they usually need help. This policy gives staff a tool to reach out to the individuals who care for that rider and get them the assistance they need. The sanctions would usually not be imposed unless the person’s behavior has become a problem.

**Chairperson Guthrie** asked for clarification on how these individuals would be identified. **Mr. Straw** stated that it can be a problem because they can be denied by one driver and just wait for the next bus. The camera system that will be on the new buses will allow staff to pull information to help drivers identify these individuals.

**Director Teixeira** would like service facilities to be included in the policy. **Mr. Straw** stated that maybe operations and other transit facilities should be added. And he is not sure if existing state law includes an operating facility, but since passes are sold there it should be included.

**Chairperson Guthrie** appreciates the uniformity between the agencies on this policy. A little hesitation related to adding a statement to any law broken. **Mr. Straw** stated the issue of any law broken should be focused on its impact on transit operations, and he will work with Counsel on crafting appropriate language.

**A-3 Analysis of October Rideshare Month & Fare Free Tuesdays:** Mr. Straw provided an update to the Board regarding the five fare-free Tuesdays in October. There were some significant ridership increases and it is difficult to pin down the exact impact from year to year. The slightly lower average cash per passenger has minimal impact. Staff feels that it did have a significant impact on being able to capture new riders. Overall, it was a very good program and staff recommends participating again next year.

**Director Teixeira** asked if something can be made to put on the farebox to avoid having passengers pay. **Mr. Straw** stated that they were covered. It doesn't address those who bought a 31 day pass in October, but that is still a greater benefit for the riders.

**B. ACTION AGENDA: B-1 Fiscal year 2013-2014 South County Area Transit Budget Assumptions** Mr. Straw began his report by stating that at this point the 2013-2014 budget is looking good, especially with the new urbanized Federal funds coming in, with efforts to maximize those funds and reduce the need for local funds. Staff will keep an eye on the farebox recovery ratio requirement, which is higher with the addition of the Federal funds.

**Mr. Straw** reviewed the objectives, including maintaining service levels. Staff is concerned about adding a new type of service and being able to maintain the farebox ratio. Until staff is comfortable with how the funds are going to work, no new service is being proposed. Increasing reserves is a goal, and based on a conservative budget any remaining unused funds are placed into general reserves the following year. During the next fiscal year the prior reserve policy will be reviewed and brought back to the Board. Staff will continue to work with the San Luis Obispo Council of Governments efficiencies committees.

**Mr. Straw** discussed revenue assumptions. No fare increase is being proposed at this time. STA funding may be lower than the current year budget numbers based on preliminary information recently shared by SLOCOG. Federal funds for operations are being maximized at approximately \$400,000. TDA funding will go down due to the use of these new Federal funds.

**Mr. Straw** provided an overview of the expense assumptions. Service levels will remain the same, including the Avila Beach Trolley. Fuel consumption is still being budgeted at \$4.25 and the new buses will be slightly more fuel efficient. However, to be conservative, staff will budget fuel costs based on current year consumption. Insurance premiums will be up approximately 10%. Health insurance premiums have a lot of unknowns for the coming year due to health care reform. Staff is working with our broker to get some better information on where this may land and will bring it back for a budget adjustment during the fiscal year if needed. Facility lease will increase by 9.5%. Staff time to manage the FTA grant will not impact the farebox ratio.

**Mr. Straw** discussed the capital programming and as part of the FTA 5339 funds staff suggests \$40,000 for a wheelchair accessible low floor minivan. Additionally, staff has identified \$14,400 for bus stop improvements.

**Mr. Straw** reviewed the budget calendar and key dates.

**Mr. Straw** concluded his report.

**Director Higginbotham** mentioned that the lease increase is rather significant and would like to know if that is standard practice and what the remaining time on the lease looked like. Would like additional information on the terms of the lease. **Mr. Straw** noted that would be provided. **Director Higginbotham** also inquired if the South County Area Transit drivers were also a part of the Teamsters. **Mr. Straw** confirmed that they are not a part of the Teamsters.

**Vice Chairperson Teixeira** asked where staff felt diesel fuel would land and if \$4.25/gallon was a reliable number. **Mr. Straw** stated that as the budget is developed staff will review what large transit agencies are doing with fuel futures to try and determine where prices may go. It is consistent with what has occurred during the 2012-2013 fiscal year.

**Chairperson Guthrie** inquired why fuel is so low on the current year. **Mr. Straw** stated that a portion of that is because RTA is paying for that; when an RTA bus is being used by South County Area Transit, that is not currently being charged back. This has occurred because SCAT buses have required major repairs and have been down for a significant amount of time, and bus 208 can only occasionally be used for peak-period Route 25 service.

**Chairperson Guthrie** asked about the Avila Beach Trolley and if they will be asked to fund up the higher farebox now required. **Mr. Straw** stated that will be reviewed.

**Vice Chairperson Teixeira** wondered if additional service would be provided when that Amgen bicycle race came into Avila. **Mr. Straw** said yes, the RTA Board agreed to petition the FTA for the ability to run charter service for that event. The challenge is peak service will also be operated at that time. Mr. Phil Moores is on the steering committee for that event.

**Chairperson Guthrie** inquired why the insurance line item is increasing with so many safe drivers. **Ms. Tania Arnold** stated that two years prior to 2013 the miles reported to our insurance carrier in order to base our premiums were reported in error. Since then, they have retroactively charged back those premiums, which is leading to an increase in annual premiums.

**Chairperson Guthrie** had a final question related to the administration charges related to the federal funds and wanted to know why the amount for the South County is the same as the North County when the South County has already integrated with RTA and as a region provide a single service. **Mr. Straw** stated that the cost is actually higher than the \$39,000. The first few years will require the greatest additional costs to calculate passenger miles until the automatic system can be validated. Additional information will be discussed with the Executive Committee. **Ms. Arnold** noted that many new policies and procedures will need to be adopted by the South County Area Transit Board to meet FTA requirements, with the first round starting at the April Board meeting. **Mr. Straw** confirmed that some of the costs are just related to start up and there will be some efficiencies over time.

**Vice Chairperson Teixeira** made a motion to approve the budget assumptions and budget calendar as presented. **Director Higginbotham** seconded the motion and the motion carried on a roll call vote.

**C. CONSENT AGENDA:** Consent agenda items were approved upon a motion by **Director Higginbotham** and seconded by **Director Nicolls**. The motion carried on a roll call vote.

**D. DIRECTORS' COMMENTS:** Chairperson Guthrie acknowledged that this is Mr. Kevin Rice's last meeting and thanked him for his service, wishing him all the best in retirement. The Board and staff applauded his efforts.

**Mr. Rice** thanked Mr. Straw and staff for their efforts to run such a wonderful organization.

**Director Higginbotham** wanted to thank Ms. Kubel and her staff for the invitation to the holiday party. It was a wonderful event.

**Director Nicolls** asked about alternative meeting dates. Discussion ensued related to the date and time of the meeting with no final decision being made.

**E. EXECUTIVE COMMITTEE MEMBERS' COMMENTS:** None

**F. ADJOURNMENT:** The meeting was adjourned at 4:36 pm.

Respectfully submitted,  
Tania Arnold, Chief Financial Officer, Director of Administration

## **SOUTH COUNTY AREA TRANSIT**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM:** C-2

**TOPIC:** Summer Youth Ride Free Program

**PRESENTED BY:** Aimee Wyatt

**STAFF RECOMMENDATION:** Review and Adopt Staff Recommendation

**BACKGROUND/DISCUSSION:** Direction is needed from the Board to continue South County Area Transit's participation in the countywide Summer Youth Ride Free program for a second year, and to begin marketing the program early in the spring.

Benefits of extending free rides to K-12 youth would be the following:

- a. Increased ridership
- b. Easy to communicate
- c. Gets youth to try taking transit and instills an ethic of using transit in the future
- d. Increase access to get kids places (and reduce parent taxiing)
- e. Opportunities for free press

Disadvantages include:

- a. Possible revenue loss – this is expected to be minor
- b. Increased loads on some trips that are already busy (unlike most RTA routes, South County Area Transit has busy summer ridership during peak tourist season)
- c. Loss of revenue from the Summer Break Pass program that paid for advertising the passes

The free ride period would be at most from Memorial Day (Monday May 27, 2013) to Labor Day (Monday, September 2, 2013).

### **Staff Recommendation**

Continue this popular program for a second year and track the response to the program by measuring:

- a. Ridership (easily quantifiable using a special farebox key that drivers enter)
- b. Free press generated by the program
- c. Customer feedback from youth taking advantage of the program (face-to-face interviews, SMS texting, etc.).

## **SOUTH COUNTY AREA TRANSIT (SCAT)**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM:** C-3

**TOPIC:** Title VI Programs/Plans

**PRESENTED BY:** Geoff Straw

**STAFF RECOMMENDATION:** Approve Plan and allow the Regional Transit Authority on behalf of SCAT to submit plans to the Federal Transit Administration (FTA) to meet their requirements

**RTAC RECOMMENDATION:**

#### **BACKGROUND/DISCUSSION:**

As part of the 2010 Census the south county Five Cities Area became Urbanize and as such is now eligible to receive FTA Section 5307 formula funds. Therefore, SCAT is now required to develop and approve certain plans to be in compliance to receive these funds. The plan below is one of such plans:

#### **Title VI Plan**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. The RTA on behalf of SCAT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1.A. As part of the Title VI plan the agency is also required to prepare a Limited English Proficiency Plan.

# **South County Area Transit Title VI Plan**

**Agency Name: South County Area Transit**  
**Date Adopted: April 24, 2013**

## **I. Plan Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

South County Area Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

This plan was developed to guide San Luis Obispo Regional Transit Authority on behalf of South County Area Transit in its administration and management of Title VI-related activities.

**Title VI Coordinator Contact information:**  
**Chief Financial Officer & Director of Administration**  
**San Luis Obispo Regional Transit Authority**  
**179 Cross Street, Suite A**  
**San Luis Obispo, California 93401**

## **II. Title VI Information Dissemination**

Title VI information posters shall be prominently and publicly displayed in the South County Area Transit facility and on their revenue vehicles (See Appendix G). The name of the Title VI coordinator is available on the San Luis Obispo Regional Transit Authority website, at [www.slorta.org](http://www.slorta.org). Additional information relating to nondiscrimination obligation can be obtained from the San Luis Obispo Regional Transit Authority Title VI Coordinator.

Title VI information shall be disseminated to South County Area Transit employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the South County Area Transit's policy statement, and of their Title VI responsibilities in their daily work and duties. During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the South County Area Transit's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

### **III. Subcontracts and Vendors**

All subcontractors and vendors who receive payments from the South County Area Transit where funding originates from any federal assistance are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of the contract.

### **IV. Record Keeping:**

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the South County Area Transit Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

### **V. Title VI Complaint Procedures**

#### **How to file a Title VI Complaint?**

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with the South County Area Transit at the following address:

**Title VI Coordinator  
Chief Financial Officer & Director of Administration  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, California 93401**

NOTE: The South County Area Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 30 days from the alleged date of discrimination.



**What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the South County Area Transit will be directly addressed by South County Area Transit. South County Area Transit shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the South County Area Transit shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within thirty (30) days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

**How will the complainant be notified of the outcome of the complaint?**

The South County Area Transit will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the South County Area Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

**Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590**

**VI. Limited English Proficiency (LEP) Plan**

South County Area Transit (SCAT) has developed a Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to SCAT services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English. This plan has detail procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates. In developing the plan SCAT's determined the extent of obligation to provide LEP services, SCAT has undertaken the U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the SCAT service area who maybe served or likely to encounter an SCAT program, activity, or service; 2) the frequency with which LEP individuals come in contact with an SCAT service; 3) the nature and importance of the program, activity or service provided by the SCAT to the LEP population; and 4) the resources available to SCAT and overall costs to provide LEP assistance.

## **VII. Community Outreach**

As an agency receiving federal financial assistance, we have made the following community outreach efforts:

South County Area Transit holds public meetings quarterly. At these meetings the public is welcome to attend and share in discussion with a variety of Community Outreach discussions. Additionally, South County Area Transit works with the other transit agencies in the service area and other stakeholder organizations to review and discuss the planning and have involvement in the decision making process. South County Area Transit from time to time will provide on-board survey hand-outs to customers for their feedback about a variety of issues.

South County Area Transit submits to the California Department of Transportation and Federal Transit Administration annually an application for funding. The application requests funding for both capital and operating assistance. Part of the annual application is a public notice, which includes a 30-day public comment period.

## **VIII. Active Investigation, Lawsuit or Complaint**

The South County Area Transit has had no active investigations, lawsuits or complaints alleging discrimination on the basis of race, color or national origin.

## **Appendix A      Employee Annual Education Form**

### **Title VI Policy**

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of South County Area Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Director, Finance & Administration who is the Title VI Coordinator.

In all dealings with citizens, use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

## **Appendix B      Acknowledgement of Receipt of Title VI Plan**

I hereby acknowledge the receipt of South County Area Transit's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

---

Your signature

---

Print your name

---

Date

## Appendix C      TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Provide address here

Please print clearly:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_(home) \_\_\_\_\_(cell) \_\_\_\_\_(message)

Person discriminated against: \_\_\_\_\_

Address of person discriminated against: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Please indicate why you believe the discrimination occurred:

\_\_\_\_\_ race or color  
\_\_\_\_\_ national origin  
\_\_\_\_\_ income  
\_\_\_\_\_ other

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it: \_\_\_\_\_

---

---

---

---

---

---

---

---

Please list any and all witnesses' names and phone numbers:

---

---

---

---

---

---

---

---

What type of corrective action would you like to see taken?

---

---

---

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

**Title VI Coordinator  
Chief Financial Officer & Director of Administration  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, California 93401**

---

Your signature

---

Print your name

---

Date

## **APPENDIX D      Sample Letter Acknowledging Receipt of Complaint**

Today's Date

Ms. Jo Doe  
1234 Main St.  
San Luis Obispo, California 93401

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the South County Area Transit alleging \_\_\_\_\_.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning \_\_\_\_\_, or write to me at this address.

Sincerely,

**Title VI Coordinator  
Chief Financial Officer & Director of Administration  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, California 93401**

## **APPENDIX E      Sample Letter Notifying Complainant that the Complaint Is Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
San Luis Obispo, California 93401

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_ (date) against South County Area Transit alleging Title VI violation has been investigated.  
(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. *(If a hearing is requested, the following sentence may be appropriate.)* You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

**Title VI Coordinator  
Chief Financial Officer & Director of Administration  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, California 93401**



## **APPENDIX F      Sample Letter Notifying Complainant that the Complaint Is Not Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
San Luis Obispo, California 93401

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against South County Area Transit alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

South County Area Transit has analyzed the materials and facts pertaining to your case for evidence of the agency's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from South County Area Transit, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

**Title VI Coordinator  
Chief Financial Officer & Director of Administration  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, California 93401**

## **APPENDIX G      Samples of Narrative to be included in Posters to be Displayed in Revenue Vehicles and Facilities**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

South County Area Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. **If you feel you are being denied participation in or being denied benefits of the transit services provided by South County Area Transit , or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may contact our office at:**

**Title VI Coordinator  
Chief Financial Officer & Director of Administration  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, California 93401**

For more information, visit our website at [www.slorta.org](http://www.slorta.org)

# **LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

## **SOUTH COUNTY AREA TRANSIT(SCAT)**

**Adopted 4-24-2013**

### **Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address South County Area Transit's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1A dated May 13, 2007, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

### **Plan Summary**

SCAT has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by SCAT. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and Have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, SCAT undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SCAT program, activity or service.
2. The frequency with which LEP persons comes in contact with SCAT programs, activities or services.
3. The nature and importance of programs, activities or services provided by SCAT to the LEP population.
4. The resources available to SCAT and overall costs to provide LEP assistance.

A summary of the results of the SCAT four-factor analysis is in the following section.

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

### Four-Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SCAT program, activity or service.

SCAT staff reviewed the 2006-2010 America Community Survey Report and determined that 42,264 persons in San Luis Obispo County [16.7 % of the population] speak a language other than English. Of this number, 16,646 persons [6.6%] have limited English proficiency; that is, they speak English “not well” or “not at all.”

In San Luis Obispo County, of those persons with limited English proficiency, 13,917 speak Spanish, 1,897 speak Asian and Pacific Island languages, and 832 speak other Indo-European languages.

2. The frequency with which LEP persons come in contact with SCAT programs, activities or services.

SCAT assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators for requests for interpreters and translated documents. To date, the most frequent contact between LEP persons is with dispatchers. Translated documents have included postings on the buses, relating to fares and transit rules written in Spanish. All schedules and ride guides are also written in Spanish .

3. The nature and importance of programs, activities or services provided by SCAT to the LEP population.

The largest proportion of LEP individuals in the SCAT service area speaks Spanish. Three concentrated areas have been identified in San Luis Obispo County. The City of Paso Robles and City of Atascadero has 17% of adult speakers who speak English less than very well. The City of San Luis Obispo has 13.9% of adult speakers who speak English less than very well. And the City of Nipomo has 19.8% of adult speakers who speak English less than very well. Services provided by SCAT that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the demand-response (Dial-A-Ride) system which serves primarily senior and disabled persons.

4. The resources available to SCAT and overall costs to provide LEP assistance.

SCAT assessed its available resources that could be used for providing LEP assistance, including determining how much a professional interpreter and translation service would cost on an as needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that SCAT could partner with for outreach and translation efforts. The amount of staff and vehicle operating training that might be needed was also considered. Based on the four-factor analysis, SCAT developed its LEP Plan as outlined in the following section.

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

### Limited English Proficiency (LEP) Plan Outline

How SCAT staff may identify a LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive at SCAT sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at SCAT meetings. This will assist SCAT in identifying language assistance needs for future events and meetings.
4. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to SCAT 's management for follow-up.
5. Vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers, and service development planners, will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.

### Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which SCAT staff responds to LEP persons, whether in person, by telephone or in writing.

- SCAT will provide Hispanic Education and Outreach Programs which will continue to provide vital information to LEP groups on SCAT programs and services;
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on SCAT programs and services;
- Provide a bilingual Community Outreach Coordinator at community events, public hearings and Board of Director meetings. Placement of statements in notices and publications that interpreter services are available for these meetings, with 48 hours advance notice per Brown Act;
- Survey bus drivers and other front-line staff, like dispatchers, dial-a-ride schedulers, and service development planners, annually on their experience concerning any contacts with LEP persons during the previous year;

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

- Provide Language Identification Flashcards onboard the SCAT fleet, in Road Supervisor vehicles and at transit systems administrative offices;
- Post the SCAT Title VI Policy and LEP Plan on the agency website, [www.slorta.org](http://www.slorta.org);
- Provide group travel training to LEP persons with the assistance of bilingual staff;
- Include language “Spanish a plus” on bus driver recruitment flyers and onboard recruitment posters;
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers. A list of volunteers will need to be developed.

#### Staff Training

The following training will be provided to SCAT staff:

1. Information on the SCAT Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

#### Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters may be available as needed.

#### Monitoring and Updating the LEP Plan

SCAT will update the LEP as required by U.S. DOT. At minimum, the plan will be reviewed and updated when data from the 2010 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the SCAT service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether SCAT’s financial resources are sufficient to fund language assistance resources needed

## **LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

- Determine whether SCAT has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning SCAT's failure to meet the needs of LEP individuals

#### Dissemination of the SCAT LEP Plan

A link to the SCAT LEP Plan and the Title VI Procedures is included on the SCAT website at [www.slorta.org](http://www.slorta.org).

Any person or agency with internet access will be able to access and download the plan from the RTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which SCAT will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the San Luis Obispo Regional Transit Authority, Title VI Coordinator:

South County Area Transit &  
San Luis Obispo Regional Transit Authority  
179 Cross Street, Suite A  
San Luis Obispo, CA 93401  
Phone: 805-781-4833  
Fax: 805-781-1291  
Email: [tarnold@slorta.org](mailto:tarnold@slorta.org) (Title VI Coordinator)

## **SOUTH COUNTY AREA TRANSIT**

**April 24, 2013**

### **STAFF REPORT**

**AGENDA ITEM:** C-4

**TOPIC:** Vehicle Procurement

**PRESENTED BY:** Geoff Straw

**STAFF RECOMMENDATION:** Authorize Executive Director to procure one thirty-five foot low floor bus at a cost not to exceed \$425,000

#### **BACKGROUND/DISCUSSION:**

As part of the 2010 Census the south county Five Cities Area became Urbanize and as such is now eligible to receive FTA Section 5307 formula funds. This vehicle will be funded with \$340,000 in FTA 5307 and \$85,000 in TDA Funds as local match to these funds.

Staff has evaluated thirty-five foot low-floor vehicles available in the marketplace, and has identified several available options for buses manufactured by the Gillig Corporation. These piggyback options are currently available through contracts already executed by other transit agencies, and the procurement documents include all of the FTA-required clauses. This bus have upgrade packages that match the items included in our current procurement with the Gillig Corporation for three buses that will be delivered beginning in August 2013. These items include digital on-board surveillance systems, multiplex wiring systems, GFI fareboxes, and electronic LED front, side and rear destination signs – all of which will be useful to our customers, as well as to our operations and maintenance team. Staff anticipates a minimum of fifteen (15) months lead time for delivery, once an order is placed.

#### **Staff Recommendation**

In order to expedite the purchasing process, staff requests the Board's concurrence to authorize the Executive Director to issue a Purchase Order to vendor for the procurement of one thirty-five foot low floor bus at a price not to exceed \$425,000 which is budgeted for the procurement.