

BOARD AGENDA

Wednesday, July 23, 2014

CITY OF ARROYO GRANDE, CITY COUNCIL CHAMBERS

215 E. Branch Street. Arroyo Grande, California

1:30 p.m. to 3:00 p.m.

(Ending time is approximate)

Chairperson: Jim Guthrie
Vice-Chairperson: Shelly Higginbotham

Director: Caren Ray
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 SCT 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 SCT 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 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 Administrator's Report (Receive)
- A-2 Strategic Business Plan (Receive)

B. ACTION AGENDA

- B-1 Children under 44" Ride Free policy (Accept)

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 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 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 Draft SCT Minutes of April 23, 2014 (Approve)

C-2 Charter Policy (Approve)

C-3 APCD Grant Agreement Amendment for SCT Bus #208 (Approve)

C-4 Title VI and LEP Plan update (Approve)

D. DIRECTORS' COMMENTS

E. EXECUTIVE COMMITTEE MEMBERS' COMMENTS

ADJOURNMENT

Next South County Transit Board meeting: **October 22, 2014**

SOUTH COUNTY TRANSIT

July 23, 2014

STAFF REPORT

AGENDA ITEM: A-1

TOPIC: Administrator's Report

PRESENTED BY: Geoff Straw

STAFF RECOMMENDATION: Information

BACKGROUND/DISCUSSION:

Operations:

The countywide Youth Ride Free program began on June 15th and will operate through August 15th. This reduced period has avoided the lost student passenger fare revenue that was experienced during previous summers. While there have been some hiccups that relatively large groups have had on SCT operations, staff worked with the YMCA to largely resolve these incidences. One of the solutions has been to require those in excess of ten kids and two adults pay the fare.

A wheelchair-accessible minivan has been ordered for staff use, and should be delivered in next 90 days. This will allow us to salvage RTA cutaways #25 & #53 (old diesel-powered minibuses), while still being able to provide accessible service to persons who need special assistance or who have missed a bus connection. RTA listed bus #25 on eBay to meet its public auction requirements for salvaging equipment. Bus #53 and #208 are next on the SCT slate for auction.

Maintenance:

The three new 2013 Gillig low-floor buses have proven to be reliable, and the fleet-wide cost per mile is lower than in recent years. SCT expects to take delivery of a fourth low-floor bus in March 2015.

Staff has set a \$3,000 threshold target for major repairs on the older 2003 buses; if a large repair (i.e., engine or transmission rebuild) is necessary, staff will suggest to the Board that the bus be salvaged. Based on a survey of other transit agencies in the CalTIP pool, the average selling price for a running transit bus is \$3,500, while a non-running bus typically sells for a price between \$500 and \$2,000.

RTA maintenance staff cut out the rusted rain gutters on the SCT operations building in May to prevent full failure of the soffit/gutters when it rains next. This will protect employees when walking under the eaves.

RTA awarded a contract to Ron Turley Associates for a computerized vehicle maintenance system. Staff will be able to provide more robust cost/mile data in the coming year.

RTA – on behalf of SCT – successfully completed its annual CHP Terminal Inspection in June. It should be noted that, with the North County Transit Consolidation implemented on June 1st, the combined RTA, SCT and Paso Express fleet is large enough that the CHP now inspects the maximum proportion of buses/files permitted under State law.

Finance and Administration:

RTA staff has begun recording the hours that senior staff works on SCT issues in our (relatively) new ADP computerized payroll system. Over the next year, RTA will evaluate the proportional time that staff works on the transit programs we administer for SCT, SLO County and Paso Robles.

The logo subcommittee met on June 18 to brainstorm and discuss ideas. The subcommittee is comprised of Board members Guthrie and Nicolls, and staff from RTA and SCT and design consultant Neomi Vembu to help lead the discussion. We discussed both the name of the agency and design principles. Three preliminary logos were developed, and we will suggest that we reconvene soon to keep the process moving along.

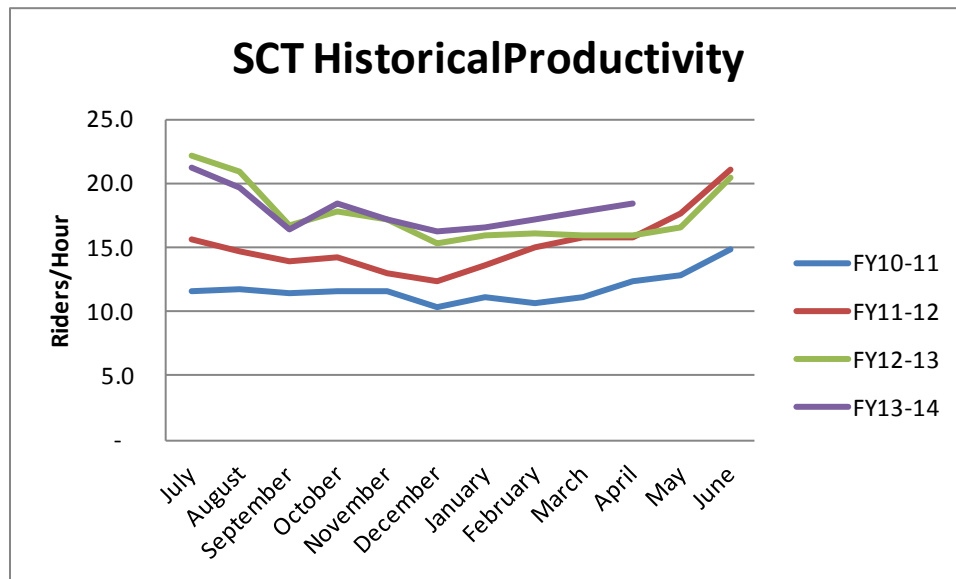
July 2013 through May 2014 preliminary financial data is included in the tables on the ensuing pages. As depicted, year-to-date operating expenses currently booked to SCT totaled 78.8% of the annual budget, yet as of May 31st we completed 91.7% of the year. All three of the largest cost line-items are below budget, as follows:

- 1. Salaries/Benefits: 83.6%
- 2. SCT Bus Fuel: 80.3%
- 3. Maintenance: 52.9%

The remaining line-items are substantially within budgeted costs.

As depicted in the graphs and tables on the ensuing pages, year-over-year ridership growth in the first eleven months of FY13-14 has slowed slightly in comparison to previous year. In total, SCT provided 219,440 passenger-trips on regular year-round routes. During the same period last year, ridership totaled 211,832 – equating to year-to-date increase of 3.6% in comparison to double-digit growth in recent years. Current year-to-date productivity (passenger boardings per hour of service, a good measure of efficiency) totaled 18.3 in FY13-14 in comparison to 17.4 in FY12-13 – a 5.2% increase. The year-to-date public subsidy per passenger-trip (a good measure of cost effectiveness) has declined from \$3.10 in FY12-13 to \$2.93 in FY13-14, and the overall farebox recovery ratio has increased from 16.4% in FY12-13 to 16.8% in FY13-14.

Productivity of the core SCT services (Routes 21, 22, 23 and 24) is above previous years, even after the February 1st consolidation of Routes 22 and 23 into Route 23. See the graph below for details.



The ridership graphs on the ensuing pages for the four core SCT routes demonstrate strong results, although recent fiscal year increases are slowing.

Marketing & Service Planning:

At the April 2014 meeting, Board member Guthrie asked about service gaps in the current service plan, and whether a “new look” should be considered. The 2011 South County Area Transit Short Range Transit Plan (SRTP) notes the following gaps in service (see pages 90-93):

- *The area of Grover Beach north of Newport Avenue, between North 4th Street on the west and Alder Street on the east, focused on Atlantic City Avenue.*
- *The northeast area of Arroyo Grande, focused on James Way.*
- *The southern area of Arroyo Grande along Valley Road.*
- *The Pier Avenue area of Oceano.*

In particular, the neighborhood north of Grand Avenue along Atlantic City Drive is not well served by transit, yet this area has a high concentration of mobility-limited and low income persons, and a moderate number of households without a car available.

Staff believes that these service gaps still exist today. The SRTP reviewed areas with high potential transit demand (activity centers, high-propensity use markets, etc.), beginning on page 5. In short, there are not large areas of high-transit use potential that are not within 0.25

mile from an existing transit route. However, low frequency of service, out-of-direction travel and lack of late evening service is a deterrent to attracting/retaining new riders.

RTA began the interview process for a new Marketing and Community Relations Manager on July 15. Board President Guthrie served on interview panel, and second interviews are scheduled for the week of July 21st.

Summary of Driver’s Forums

Staff conducted an SCT Driver’s Forum on June 11th at the SCT operating facility. Members of the management team included SCT Supervisor Coleen Kubel, Operations Manager Phil Moores, Maintenance Manager David Roessler, Grants Manager Omar McPherson and me. A variety of topics were discussed, including passenger conduct/suspensions, potential layout changes (mirrors, sun visors, etc.) to new buses, and potential for SCT to operate school bus services. No Bus Operators requested that any unresolved issues from the Driver Forum be brought before the SCT Board.

Subsequent to the Driver’s Forum, several Bus Operators approached management about implementation of the new wage scale the SCT Board adopted on April 23rd. We are continuing those discussions and will work within the budget to resolve the issue.

STAFF RECOMMENDATION:

Accept this as an information item.

**SOUTH COUNTY TRANSIT
2013-14 Budget vs. Actual (unaudited)**

	FY 13/14 Adopted	January 2014	February 2014	March 2014	April 2014	May 2014	Year to Date	Percent Year to Date
Use of Resources								
<u>Administrative Expenditures</u>								
Insurance								
Liability & Physical Damage	\$ 36,575	\$ 2,501	\$ 2,501	\$ 2,501	\$ 2,499	\$ 2,499	\$ 28,549	78.05%
Workers Compensation	27,245	2,806	2,806	2,806	2,806	2,806	30,871	113.31%
Property Insurance	640	-	-	-	-	-	638	99.72%
Rent	23,360	1,955	1,955	1,955	1,955	1,955	21,505	92.06%
Utilities	7,250	880	455	450	597	834	7,031	96.98%
Radio Expense	2,300	206	103	103	103	103	872	37.91%
Legal Services	500	-	-	-	-	-	-	0.00%
Payroll Processing	3,750	528	251	249	261	266	3,216	85.77%
Administration	63,500	5,292	5,292	5,292	5,292	5,292	58,208	91.67%
Finance	14,000	1,167	1,167	1,167	1,167	1,167	12,833	91.67%
Office Expense/Miscellaneous	6,250	128	99	480	550	54	6,013	96.20%
Audit	3,130	-	-	-	-	-	2,780	88.81%
Marketing/Community Relations/Printing	16,000	-	1,714	1,417	3,613	-	8,494	53.09%
Uniforms/Laundry/Physicals/Ads	5,750	1,026	2,436	512	817	238	6,556	114.01%
<u>Operating Expenditures</u>								
Salaries/Benefits	\$ 428,539	\$ 30,417	\$ 31,508	\$ 32,240	\$ 30,578	\$ 30,208	\$ 358,147	83.57%
Maintenance	128,450	3,559	9,129	5,385	6,988	5,210	67,957	52.91%
Dispatch	18,500	1,542	1,542	1,542	1,542	1,542	16,958	91.67%
Sign Maintenance	3,000	-	-	-	-	-	-	0.00%
SCT Bus Fuel	210,104	12,421	12,799	13,464	15,066	15,150	168,706	80.30%
Contingency	15,000	-	-	-	-	-	-	0.00%
9 Total Operating Expenditures	\$ 1,013,844	\$ 64,425	\$ 73,756	\$ 69,562	\$ 73,834	\$ 67,323	\$ 799,335	78.84%
<u>Capital Service</u>								
Support Vehicle	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Computer Upgrade	\$ -	-	-	735	-	-	735	#DIV/0!
Vehicles (Three Buses)	1,275,000	-	-	-	-	3,694	1,256,549	98.55%
Facility Improvements	7,000	-	-	-	-	-	8,300	118.57%
Large Vehicle Repairs	25,000	-	-	-	-	-	-	0.00%
Total Capital Service	\$ 1,357,000	\$ -	\$ -	\$ 735	\$ -	\$ 3,694	\$ 1,265,584	93.26%
Increase Capital Reserves	\$ 81,415	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
10 Total Use of Resources	\$ 2,452,259	\$ 64,425	\$ 73,756	\$ 70,298	\$ 73,834	\$ 71,016	\$ 2,064,919	84.20%

**SOUTH COUNTY TRANSIT
OPERATING STATEMENT BY ROUTE - WEEKDAY AND TROLLEY
YEAR TO DATE THRU MAY 2014**

	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	AVILA BEACH TROLLEY
REVENUES:							
FARES	33,960	10,956	18,367	29,851	11,021	104,156	3,969
TOTAL ROUTE REVENUES	33,960	10,956	18,367	29,851	11,021	104,156	3,969
EXPENDITURES:							
ADMINISTRATION	19,436	4,984	13,075	19,521	1,261	58,277	3,475
MARKETING	1,655	149	1,446	1,677	113	5,040	1,752
OPERATIONS/CONTINGENCY	112,607	27,972	76,859	113,150	7,194	337,782	18,595
FUEL	35,856	12,254	28,957	38,329	2,808	118,204	9,565
INSURANCE	12,736	4,213	10,445	13,593	1,008	41,995	3,541
TOTAL EXPENDITURES	182,291	49,572	130,781	186,270	12,384	561,298	36,927
FAREBOX RATIO	18.63%	22.10%	14.04%	16.03%	88.99%	18.56%	10.75%
RIDERSHIP	60,284	15,814	35,943	54,225	11,231	177,497	7,819
SERVICE MILES	41,595.47	13,608.00	34,279.20	44,369.93	3,288.60	137,141.20	11,970.00
SERVICE HOURS	2,939.03	744.72	1,987.68	2,952.42	186.18	8,810.03	575.40
RIDERS PER MILE	1.45	1.16	1.05	1.22	3.42	1.29	0.65
RIDERS PER HOUR	20.51	21.23	18.08	18.37	60.32	20.15	13.59
COST PER PASSENGER	3.02	3.13	3.64	3.44	1.10	3.16	4.72
SUBSIDY PER PASSENGER	2.46	2.44	3.13	2.88	0.12	2.58	4.22

**SOUTH COUNTY TRANSIT
OPERATING STATEMENT BY ROUTE - WEEKEND, TROLLEY, AND TOTAL
YEAR TO DATE THRU MAY 2014**

	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	TOTAL SCT ONLY SERVICE	TOTAL SCT AND AVILA SERVICE
REVENUES:											
FARES	5,573	3,823	2,009	1,471	2,566	1,921	5,128	3,532	26,023	130,179	134,148
TOTAL ROUTE REVENUES	5,573	3,823	2,009	1,471	2,566	1,921	5,128	3,532	26,023	130,179	134,148
EXPENDITURES:											
ADMINISTRATION	3,716	3,539	956	928	2,498	2,377	3,733	3,552	21,299	79,576	83,051
MARKETING	303	265	37	23	257	241	307	269	1,702	6,742	8,494
OPERATIONS/CONTINGENCY	21,597	20,142	5,418	5,091	14,670	13,797	21,706	20,228	122,649	460,432	479,026
FUEL	6,560	5,987	2,358	2,203	5,380	4,983	6,990	6,393	40,854	159,057	168,622
INSURANCE	2,323	2,140	810	762	1,932	1,802	2,471	2,282	14,522	56,517	60,058
TOTAL EXPENDITURES	34,500	32,073	9,579	9,007	24,737	23,200	35,207	32,723	201,025	762,323	799,251
FAREBOX RATIO	16.15%	11.92%	20.98%	16.34%	10.37%	8.28%	14.57%	10.79%	12.95%	17.08%	16.78%
RIDERSHIP	8,994	6,357	2,561	1,857	4,768	3,608	8,124	5,673	41,942	219,439	227,258
SERVICE MILES	7,590.75	6,997.52	2,604.00	2,464.00	6,348.00	5,913.60	8,069.43	7,456.53	47,443.83	184,585.03	196,555.03
SERVICE HOURS	563.65	525.37	142.60	135.04	380.78	356.18	566.35	527.47	3,197.44	12,007.47	12,582.87
RIDERS PER MILE	1.18	0.91	0.98	0.75	0.75	0.61	1.01	0.76	0.88	1.19	1.16
RIDERS PER HOUR	15.96	12.10	17.96	13.75	12.52	10.13	14.34	10.76	13.12	18.28	18.06
COST PER PASSENGER	3.84	5.05	3.74	4.85	5.19	6.43	4.33	5.77	4.79	3.47	3.52
SUBSIDY PER PASSENGER	3.22	4.44	2.96	4.06	4.65	5.90	3.70	5.15	4.17	2.88	2.93

SOUTH COUNTY TRANSIT
July 23, 2014
STAFF REPORT

AGENDA ITEM: A-2

TOPIC: Strategic Business Plan

PRESENTED BY: Geoff Straw

STAFF RECOMMENDATION: Direct Executive Committee to Review and Recommend

BACKGROUND/DISCUSSION:

Attached is the SCT 2015-2017 Strategic Business Plan. This guiding document was developed by building upon the goals and objectives in the 2011 Short Range Transit Plan. However, no Mission Statement or Vision Statement has been formally adopted by SCT in either the SRTP or as the result of a separate effort. As such, staff has developed draft language that the Board could consider.

The Strategic Business Plan should be used in conjunction with the Short Range Transit Plan to help guide the agency's decisions. Staff will be using the goals and objectives to move the organization forward and updates will be provided at SCT Board Meetings. For measurement purposes, the Short Range Transit Plan sets the base of what SCT believes it can achieve and the Strategic Business Plan sets the goal of what SCT strives to achieve.

Staff recommendation: Receive the draft 2015-2017 Strategic Business Plan as presented, and direct the Executive Committee to review and recommend final draft Plan at the October SCT Board meeting.

SOUTH COUNTY TRANSIT 2015—2017 STRATEGIC BUSINESS PLAN

The major components of the South County Transit 2015-2017 Strategic Business Plan are the Vision, Vision Elements, Mission of the Organization, and Strategies in achieving the Mission. The following pages provide the framework for a detailed SCT Strategic Business Plan.

Vision Statement

The SCT of the future will help meet residents' and visitor's diverse transportation needs in the Five Cities Area.

RTA's is:

The RTA of the future is an integral part of the "SLO lifestyle." From the vineyards in North County, to the secluded beach towns on the North Coast, to multi-faceted community in the South County, residents and visitors use public transportation rather than relying on their cars.

Mission Statement

South County Transit is committed to providing safe, friendly, and reliable service to the citizens of and visitors to the Five Cities Area.

Vision Elements

- Continue successful partnerships with jurisdictions, county, other public agencies, businesses and schools.
- Provide excellent, reliable, sustainable seamless service that is effective in getting residents and visitors where they want to travel.
- Secure reliable funding.
- Implement an Intelligent Transportation Systems (ITS) program to improve service quality and provide efficiencies.
- Develop a well-executed image-building campaign with a single face for public transportation.

Strategic Direction

- Stabilize and grow funding.
- Continue to improve service quality: On-time performance, scheduling and routing, customer amenities on our vehicles and at our bus stops, operating procedures.
- Consolidate and streamline operations to improve efficiency and effectiveness of public transportation throughout the county.
- Include public transportation as part of the lifestyle evolution needed to confront climate change.

- Reduce private automobile Vehicle Miles Traveled (VMT).
- Improve SCT's farebox recovery ratio to avoid Transportation Development Act (TDA) penalties.
- Embrace technological improvements that will positively impact efficiency and quality of service.

Goals

1. Provide market-driven service that meets the needs of the communities that we serve but that will also attract discretionary riders.
2. Provide transportation services that are safe, reliable, economical and accessible in an efficient manner with innovative management practices and technological advancements.
3. Lead and participate in the analysis of the integration of transit operations throughout the county to ensure that customers are provided seamless transit alternatives and services that attract discretionary riders from every community that SCT serves.
4. Promote the value of SCT and public transportation to the quality of life in the Five Cities Area and the environmental rewards of utilizing public transportation and the reduction of vehicle miles traveled.

Objectives

- 1.1 Link population centers and major traffic generators within the region.
- 1.2 Coordinate service with all public transportation operators and services.

- 2.1 Provide safe public transportation.
- 2.2 Provide reliable public transportation.
- 2.3 Provide efficient public transportation.
- 2.4 Provide comfortable intercity transportation.

- 3.1 Achieve a highly rated level of customer satisfaction.
- 3.3 Provide service that is supported by market demand.
- 3.3 Manage service in a cost-effective manner.
- 3.4 Deploy technology effectively and efficiently.

- 4.1 Provide accountability and transparency.
- 4.2 Increase use and support of public transportation in South County.
- 4.3 Implement an annual marketing plan.
- 4.4 Use public funding efficiently in meeting public transportation needs of communities that SCT serves.
- 4.5 Educate community and business leaders and the public on the value of SCT services.

Current and Projected Business Conditions and Opportunities

Current and projected economic conditions have and will continue to impact SCT. We are still recovering from what most economists define as the worst economic recession since the Great Depression. The state and local unemployment rate surpassed 10% for a number of quarters and we are just now experiencing an improved job market. The housing market took a significant hit as did overall consumer spending, although both have recovered to almost pre-recession levels in 2014. TDA revenues are also recovering, which has resulted in increased net revenues for jurisdictions for transit and non-transit uses. Prop 1B bond sales are also recently recovering so that long-planned capital projects can again be implemented. The State budget calls for Cap and Trade funds to be available for transit needs beginning in the next year, although the method for distribution has not yet been finalized.

However, on the Federal side, we are facing another expiring transportation authorization bill in September 2014. Furthermore, discretionary funds that have previously been used to replace buses and to fund operations in San Luis Obispo County have dried up and there is not a replacement funding source being seriously discussed. In short, SCT's ability to rely upon large infusions of capital and discretionary operating funds in the future is uncertain at best.

The 2010 US Census resulted in the area being designated as an urbanized area. The Arroyo Grande – Grover Beach Urbanized Area brings new Federal Transit Administration formula funding to the region, along with additional operating and administrative requirements – including the need to achieve a 20% farebox recovery ratio. This will be a struggle for SCT, since the agency has never achieved the level of fares necessary to ensure compliance in the future.

Overall Business Direction for FY15

- We will work to achieve this by continuing to focus on cost effectiveness and living with our resources, and by undertaking efforts to grow operating and capital revenues.
- Seek and implement innovative opportunities to improve service for our customers within current resources.
- Be a leader among transit systems in developing and implementing environmentally friendly transit service and sustainable business practices.
- Plan and prepare for the future growth of the system, while being mindful of farebox recovery ratio realities.

2015—2017 Strategic Business Plan Objectives

Goal

Increase ridership through improved system design and maintenance.

Objectives

- 1 Continue to analyze data from the SCT Route Performance Standards to evaluate service efficiencies and effectiveness.
- 2 Complete community survey to address current and potential customer needs.
- 3 Improve customer communications and information about SCT services.
- 4 Continue to explore alternative transit modes for underperforming and rural needs.
- 5 Achieve SCT Key Performance Indicators (KPIs) to improve existing service (On Time Performance, Customer Comments, Service Delivery, Accident Rate, etc.).

Goal

Expand the development and use of our KPIs to enhance system performance, employee performance, and improve service quality to our customers.

Objectives

- 1 New KPIs will include the following Standards Categories: Service Quality and Efficiency, Resources and Revenue, Safety, Human Resources, Fleet and Facilities, Leadership.
- 2 With policy guidance from the SCT Board, the Administrator with input from throughout the organization shall set the standards as detailed in this document. These will be provided to everyone in the organization and reported on quarterly.

South County Transit Standards of Excellence: Service Quality and Efficiency

Summary: We will deliver dependable, customer focused and efficient transit services to the communities that we serve. Further, we will look for opportunities to deploy innovative new service within the resources available.

Standard 1: Passengers per vehicle service hour will be 15 or greater.

Measurement: Objective.

- Administrator will review monthly and report quarterly.

Standard 2: Service delivery rate shall be 99% or greater.

Measurement: Objective.

- Administrator will report biannually.

Standard 3: System wide On-time Performance shall be 95% or greater. "On-time" is defined as no later than five minutes from any timepoint in the published schedule.

Measurement: Objective.

- Administrator will report quarterly.

Standard 5: SCT will make consistent efforts to explore new service and service delivery options as well as work with regional efficiencies in the delivery of transportation to the jurisdictions

Measurement: Subjective.

- Administrator will report annually.

South County Transit Standards of Excellence: Revenue and Resources

We will live within our means. While providing excellent service to our customers and communities, we will do so within the financial resources available to us. The financial health of the organization will not be compromised and we will work to deliver good value for the taxpayers' investment in SCT.

Standard 1: The annual operating budget will be based upon projected revenue and the total operating cost will not exceed the budget adopted by the Board.

Measurement: Objective.

- Administrator will review monthly and report quarterly.

Standard 2: Farebox Recovery Ratio shall be greater than 20%.

Measurement: Objective.

- Administrator will review monthly and report quarterly.

Standard 3: No significant financial audit findings.

Measurement: Objective.

- Administrator will report any negative audit findings.

Standard 4: Ensure that all capital procurements provide good value to our customers and our employees.

Measurement: Subjective.

- Evaluated through community evaluation survey, feedback from communities and review of the annual capital program by staff and the Board.

South County Transit Standards of Excellence: Safety

We recognize the tremendous importance of safety in the operation of SCT service to our customers and communities. Therefore the safety of our customers and employees will be an organizational priority and we will be proactive in promoting system safety.

Standard 1: Rate of preventable vehicle collisions will not exceed 1.0 per 100,000 miles.

Measurement: Objective.

- Administrator will review monthly and report annually.

Standard 2: Address all safety hazards identified by the SCT Supervisor and reported to the joint RTA/SCT Safety Resource Committee.

Measurement: Objective.

- List shall be compiled with action items and timelines by the Administrator.

Standard 3: Preventable workers compensation lost-time claims will not exceed 4 annually, and preventable medical-only claims will not exceed 5 annually.

Measurement: Objective.

- All work comp claims shall be duly investigated and reported by Finance and Administration.

Standard 4: Customer and Community perception of system safety will be at least 90%.

Measurement: Objective.

- As measured by biannual community survey.

Standard 5: Total risk management costs shall not exceed 8.5% of total operating costs.

Measurement: Objective.

- Reported by Finance and Administration in financials and YTD budget reports monthly.

Standard 6: The number of bus trips with passenger standees will not exceed 10% of the daily bus trips on that route.

Measurement: Objective.

- Reviewed quarterly by the SCT Supervisor, and reported by Administrator biannually.

South County Transit Standards of Excellence: Human Resources

Our employees are the foundation of the organization. We will support our employees in achieving excellence through training and development, teamwork, and continuous efforts at effective communication while treating each with integrity and dignity

Standard 1: Recruit, promote and retain highly qualified employees to achieve our service standards.

Measurement: Subjective.

- Annual assessment by Administrator and Department Heads.

Standard 2: Provide continuous development of organizational skills through ongoing training and development programs that result in personal and professional growth.

Measurement: Objective.

- Training needs will be reviewed annually as part of the budget process.

Standard 3: Enable our employees to achieve excellence in serving our customers by building teamwork and understanding effective communication within the organization.

Measurement: Subjective.

Standard 4: Employees will be evaluated annually in a fair and equitable way to judge performance and be provided a developmental plan for the next fiscal year.

Measurement: Objective.

- Employee merit evaluations will be provided to each employee annually with the evaluation grading measurement of attainment of department objectives developed during the budget process and achievement of SCT's Standards and SCT's KPIs.

South County Transit Standard of Excellence: Fleet and Facility

We will operate and maintain a modern and clean fleet and facilities that will be pleasing to our customers and a source of pride for our employees and our communities.

Standard 1: Replace all revenue vehicles no more than 40% beyond the FTA-defined useful life standard in terms of years or miles.

Measurement: Objective.

- Will be reported by the Administrator.

Standard 2: Road calls will not exceed 5 per 100,000 miles of vehicle service miles.

Measurement: Objective.

- Administrator will report biannually.

Standard 3: Maintain a clean, attractive fleet. Maintain our facilities so that they are safe and appealing to customers and employees.

Measurement: Subjective.

- As measured by employee and customer feedback.

Standard 4: Achieve an 80% favorable rating of bus stop appearance by customers and the communities that we serve.

Measurement: Objective.

- As measured in the annual Community Evaluation conducted by Marketing.

Standard 5: Achieve all federal, state-mandated maintenance practices, as well as vendor recommended maintenance schedules for our fleet and facilities.

Measurement: Objective.

- No negative FTA or TDA audit findings.
- Preventative maintenance schedules for all equipment shall be done on a timely basis (3,000 mile intervals or as mandated by equipment OEM vendor).

South County Transit Standards of Excellence: Leadership

We will strive to be one of the nation's leading small transit operators. We will work to maintain collaborative relationships within the industry, our community, with our stakeholders and develop future leaders from within our organization.

Standard 1: Maintain cooperative relationships with federal, state and local funding agencies.

Measurement: Subjective.

- Will be reviewed by staff and SCT Board.

Standard 2: Develop partnerships with stakeholders, community leaders and decision makers keeping them well informed of the integral role of SCT and contributions to the communities that we serve.

Measurement: Subjective.

- To be evaluated and monitored by SCT Board.

Standard 3: Promote effective internal communications and promote the values of the organization.

Measure: Subjective.

- To be evaluated by the Administrator.

Standard 4: Provide effective leadership for public transportation within the County.

Measurement: Subjective.

- To be evaluated by the Administrator and SCT Board.

SOUTH COUNTY TRANSIT
July 23, 2014
STAFF REPORT

AGENDA ITEM: B-1

TOPIC: Child Fares (Under 44” Free)

PRESENTED BY: Geoff Straw

STAFF RECOMMENDATION: Approve

BACKGROUND/DISCUSSION:

RTA has proposed that all transit agencies in the County adopt a uniform fare policy for children. This will make it simple for families traveling with children to understand their responsibility regard fares throughout the entire county. In essence, children 44” and under can ride for free, with a fare-paying adult. RTA and Paso Express adopted this policy in March 2014, and SLO Transit will consider it in the coming months. Staff is requesting that SCT also consider adopting this revision to the SCT fare policy.

Staff recommendation: Approve policy as presented.

RIDE GUIDE



**SAVE MONEY.
BUY A PASS.**

Regional Day Pass*	\$5 Purchase on-board or at outlets
RTA 31-Day Pass	\$44 Regular/\$22 Discount
Regional 31-Day Pass	\$64 Regular/\$32 Discount
Stored Value Card	\$15 Value
7-Day Pass	\$14
SCT 20-Ride Pass	\$20 Regular/\$8 Discount
SCT 31-Day Pass	\$30 Regular/\$15 Discount

PASS & FARE INFORMATION

*Only the Regional Day Pass is available on the bus. Other passes must be purchased at pass outlets listed on the other side of this brochure.

**Regional fixed-route services include:

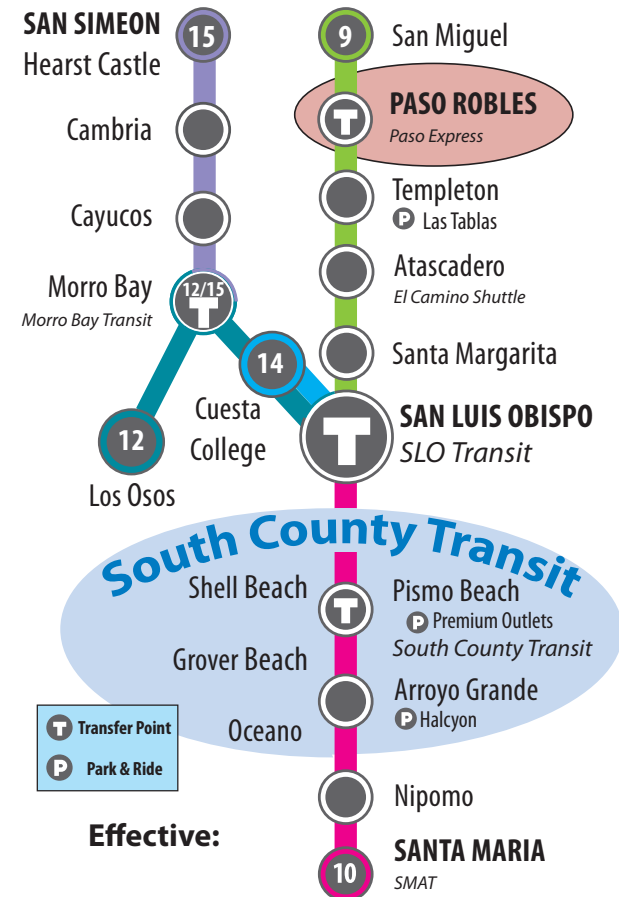
RTA, SLO Transit, South County Transit (SCT), Paso Express, and Morro Bay Transit.

- 1. REGIONAL DAY PASS:** Unlimited rides on all regional fixed-routes** for one calendar day
- 2. RTA 31-DAY PASS:** 31 consecutive days of unlimited rides on RTA fixed-routes only, starting first day of use
- 3. REGIONAL 31-DAY PASS:** 31 consecutive days of unlimited rides on all regional fixed-routes**, starting the first day of use
- 4. STORED VALUE CARDS** are accepted on all RTA, SCT, and Paso Express fixed-routes, and they do not expire. Funds remain on Stored Value Cards until they are used up, and the cards can be reloaded.
- 5. 7-DAY PASSES:** 7 consecutive days of unlimited rides on RTA & SCT fixed-routes.
- 6. SCT 20-RIDE PASS:** 20 one-way rides on any SCT fixed-route.
- 7. SCT 31-DAY PASS:** 31 consecutive days of unlimited rides on all SCT fixed-route service (not RTA), starting the first day of use.

REGULAR CASH FARES: One-way cash fares range from \$1.50 to \$3.00. For exact trip pricing, please see cash fare tables based on trip origins and destinations on schedules. **Please carry exact fare; no change is given.**

DISCOUNTS: All 31-day passes, cash fares, and SCT 20-ride passes are half the regular price on fixed-routes for: Seniors (65-79), Disabled, Medicare Card Holders & Students (K-12, RTA only). Seniors 80+ ride free with VIP Pass. VIP Passes allow unlimited free rides for seniors 80+ years of age on all regional fixed-routes**. Riders must obtain VIP Pass with photo ID. Call 781-4472 for more information.

ADA ELIGIBLE PASSENGERS: Riders who present their Certificate of Eligibility or ADA Paratransit Service ID card may ride all RTA, SCT, and Paso Express fixed-routes free. Care attendants and companions pay fare.



541-2228 slorta.org

SERVICE DAYS

RTA SERVICE DAYS: Monday through Sunday, except holidays

Holidays with no service: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Holidays with reduced service (Sunday schedule): Christmas Eve, New Year's Eve, the day after Thanksgiving, the Day after Christmas, the Day after New Year's Day

SOUTH COUNTY TRANSIT (SCT) SERVICE DAYS: Monday through Sunday except holidays

Holidays with no service: New Years Day, Thanksgiving Day, and Christmas Day.

Holidays with reduced service (Sunday Schedule): Memorial Day, Independence Day & Labor Day.

PASO EXPRESS SERVICE DAYS: Monday through Saturday except holidays; **No Paso Express service on Sundays**

Holidays with no service: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Holidays with reduced service (limited service): Christmas Eve, New Year's Eve, the day after Thanksgiving, the Day after Christmas, the Day after New Year's Day

BICYCLES

Bike racks are on all buses and are available on a first come, first served basis. Bicycles may be boarded at any established bus stop. We are not responsible for lost, damaged, or stolen bicycles. Oversize, gas-powered, and electric bikes are not allowed. No bike may be transported in the bike racks with excessive luggage still attached; lightweight bags may remain on bikes in racks. Please let the driver know you will get your bike from the rack when exiting the bus.

MOBILITY DEVICE PASSENGERS

All buses are equipped with mobility device lifts or ramps to accommodate passengers who need or want boarding assistance. Policy requires bus operators to secure scooters and wheelchairs and their passengers using safety straps and seatbelts. Pre-marking of securement locations on mobility devices and new tether straps are offered; please see the "Tether Straps for Mobility Devices" brochure for more information. Scooter and wheelchair passengers who refuse a seatbelt do so at their own risk.

CHILDREN

Children 44" and under ride free with paying adult.

READING THE SCHEDULE & CATCHING THE BUS

All timed-stops listed in timetables are earliest departure times. Because earliest departure times are listed, buses run either on-time or slightly late. If your stop is a time-stop (listed in the timetable), please be at the bus stop 5 minutes before the listed departure time. If your stop is not a timed-stop (not listed in the timetable), please be at the bus stop 5 minutes before the departure time of the timed-stop before your stop.

REQUESTING THE NEXT BUS

To alert the driver that you want to get off at the next bus stop, pull the yellow cord.

RULES FOR A SAFE RIDE (additional info at slorta.org)

To ensure a safe and pleasant ride for all RTA bus riders, please observe the following rules:

- No smoking of any kind in vehicles or at bus stops
- No eating or drinking on the bus, except from spill-proof containers
- Do not willfully disturb other riders
- No loud music or cell phone conversations on the bus
- No standing in the stepwells or in front of the white/yellow lines
- No animals, except for qualified service animals and small pets in carriers that fit on the rider's lap
- Carry-on items (including folded strollers) must be held or secured to protect other passengers in case of a sudden stop and must not block the aisles or exits.
- Babies must be held by an adult
- Front seats are reserved for seniors and passengers with disabilities
- Shirts and shoes must be worn in all vehicles
- Board buses at established, marked bus stops

FIXED ROUTE TELEPHONE NUMBERS (805)

RTA, SCT, Paso Express, Avila Trolley	541-2228
SLO Transit	541-2877
SMAT	928-5624
Morro Bay Transit	772-2744

DIAL-A-RIDE TELEPHONE NUMBERS (805)

RTA Runabout	541-2544
Paso Robles Dial-a-Ride	541-2228
Atascadero Dial-a-Ride	466-7433
Morro Bay Call-a-Ride	928-5624

For personalized trip planning assistance call Rideshare at (805) 781-1385

RTA Administration: (805) 781-4472

PURCHASE RTA PASSES AT THESE LOCATIONS

- Purchase passes at all Rabobank branches in San Luis Obispo County.
- RTA Main Office, 179 Cross Street, SLO
- SLO City Gov't Cntr, 976 Osos Street at Public Works
- Cuesta College & Cal Poly Cashier's Offices
- Atascadero City Hall, 6907 El Camino Real
- Paso Robles Transit Center (limited hours)
- Arroyo Grande City Hall, 300 E. Branch St.
- Pismo Beach Chamber of Commerce, 581 Dolliver St.
- Grover Beach City Hall, 154 S. 8th St.
- Arroyo Grande H.S. - SCT passes only
- Allan Hancock Bookstore, 800 S. College
- UPS Store, 221 Town Center West, Santa Maria



Rabobank

**Purchase your 31-Day Pass online
rideshare.org - regular priced passes only**

All information is subject to change at any time.
See slorta.org for current information.

Find directions to and from anywhere in the county with the online bus trip planner powered by Google Transit at slorta.org

DRAFT
SOUTH COUNTY TRANSIT
MINUTES OF April 23, 2014 BOARD MEETING
City of Arroyo Grande City Council Chambers
C-1

Directors Present:	Jim Guthrie, Chairperson Deb Garcia Bill Nicolls Caren Ray	City Council Member, Arroyo Grande City of Pismo Beach (<i>non-voting member</i>) City Council Member, Grover Beach County Supervisor, District 4
Directors Absent:	Shelly Higginbotham, Vice Chair	Mayor, Pismo Beach
Staff Present:	Geoff Straw Coleen Kubel Terry Berkeley Phil Moores Tania Arnold Anna Mafort-Lacy Tim McNulty	Administrator SCT Lead Operations Supervisor SCT Operations Supervisor Manager, Operations RTA CFO and Director of Administration RTA Administrative Assistant County Counsel

CALL TO ORDER AND ROLL CALL: Chairperson Jim Guthrie called the meeting to order at 1:35 p.m. Roll call was taken; a quorum was present.

PUBLIC COMMENT: Chairperson Guthrie asked for public comment on non-agenda items.

Chairperson Guthrie closed public comment.

CLOSED SESSION CONFERENCE WITH MANAGEMENT REPRESENTATIVES (Gov. Code Section 54957.6)

Conference with Labor Negotiator Geoff Straw, its management representative, concerning pay rates and benefits for its unrepresented bus operators, utility workers and road supervisors.

SCT went into *Closed Session* at 1:36 p.m. and returned to *Open Session* at 2:04 p.m.

Open Session: Mr. Tim McNulty, Legal Counsel, reported that the Board met in closed session, no reportable action was taken.

A. INFORMATION AGENDA:

A-1 Administrator's Report: Mr. Geoff Straw began by announcing South County Transit (SCT) combined Routes 22 and 23 in February and reports have been favorable. Efficiency and on-time performance has

improved. Employees have been experiencing behavioral problems with some passengers at Ramona Gardens Park. A SCT Supervisor was attacked in early March. Grover Beach Police Department was helpful in bringing the situation under control. The community forum conducted on April 8 was beneficial in better understanding the vagrancy problem.

The new vehicles are helping to meet peak bus service hours. We will develop a procedure to formally retire at least one of the older buses before the new vehicle comes in March 2015, due to the peak spare ratio funding limitations. All four of the older buses are 2003 Gilligs with at least 500,000 miles. They are at the end of their useful life.

SLO County instructed staff to repair the rain gutters and dry rot damage around the windows on the facility. Staff contends this sort of work is beyond the normal maintenance and should be considered capital improvement repairs. Staff is also working with APCD to retire the hybrid bus number 208. We will likely need to ratify an amended contract, swapping Bus 208 for one of the new low-floor vehicles.

Mr. Straw addressed questions from the previous meeting about administrative and financial costs incurred by RTA staff for SCT support. The administration charge for FY13-14 is \$63,500, equaling about 1,000 hours of administrative staff time. However, the new time reporting service, ADP, allows staff to report time spent on various activities, and staff that support these services spend 5-15% of their time per pay period doing so for SCT. This equates to 1,350 hours totaling \$81,850. The finance charge is \$14,000 or about 250 hours. The proposed budget for FY14-15 includes \$78,760 for these services.

We are now 2/3 through the fiscal year with year-to-date expenses totaling 58.06%. The top three costs are wages, fuel and maintenance. All three were below budget.

SCT ridership enjoyed double-digit growth in recent years. However, this trend has slowed to two percent over last year. Productivity increased slightly this year while the public subsidy per passenger-trip dropped. The overall farebox recovery ratio increased from 15.49% last year to 16.27% this year. This is the highest it has been in several years. Pages A-1-5 and A-1-6 provide great information about ridership.

Mr. Straw announced the departure of **Ms. Aimee Wyatt** and thanked her for all of her contributions at RTA.

The current marketing budget assumes \$16,000, which includes such items as printing schedules, advertising, etc. Given Aimee's departure, it is unlikely that SCT will fully expend its annual marketing budget.

The most recent Driver's forum took place on March 11. Some of the topics discussed included wages and benefits, the Code of Conduct policy and possible misuse of disability passes and fares by some passengers. We also discussed possibly designating a fourth full-time bus operator position. Two future agenda items will be a charter policy—similar to that of RTA—and a procurement policy.

Mr. Straw concluded his report.

Director Bill Nicolls said about 100 people attended the public meeting at Ramona Park. There were so many people attending that they spent about 80% of the time listening to complaints when the intent was to solicit and propose solutions. However, they will have a follow up meeting because it was beneficial.

Mr. Bob Perrault said what is happening at Ramona Garden Park is a community-wide problem with a complicated solution. You have homeless encampments surrounding the city. There are enabling services—some, like The People’s Kitchen—actually occur at the park. Some businesses along Grand Avenue support selling alcohol. The police department is doing all they can and will come back with some recommended solutions. The city wants to assist the community in coming up with solutions to vagrancy impacts. It’s a global issue.

Chairperson Guthrie closed Board and public comment.

A-2 Strategies to Improve Farebox Recovery Ratio: **Mr. Straw** discussed strategies to improve the farebox recovery ratio. The Five Cities region was designated as an urbanized area following the last census. Although this allows more access to potential funding, the State now requires SCT to achieve a 20% farebox recovery ratio from the previous 10% FRR. This means that fares should cover 20% of the operating costs of the service. We have been successful at getting 14% to 17%. If we do nothing, there will be a financial penalty of as high as \$75,130 for FY18-19 if we do nothing. There is no silver bullet for this problem. It will be very difficult for SCT to meet this minimum requirement.

Mr. Straw identified six revenue opportunities: Increasing advertising revenue, increasing fare revenue, increasing cash fares, increase pass prices, increasing ridership or eliminating all fare-free programs. Although these efforts will help, they will not be enough to bring up the FRR above the minimum requirement.

Director Nicolls asked how much advertising revenue RTA receives. He wondered how much an SCT bus could earn in ad revenue. **Mr. Straw** said there are many factors, including the market area and length of the campaign. He said RTA raised \$60,000 and had about 60% utilization.

Mr. Straw reviewed the cost-saving opportunities, including reducing administrative costs by consolidating with RTA and realizing a blended farebox ratio. Another option is to implement service cuts. If all of these cost-saving approaches are implemented, it would improve the FRR by about 1.3%. If we do nothing, the penalty would be approximately \$75,130 in FY18-19. Staff recommendations accepting this report and giving direction to bring brand a five-year farebox improvement program through phases.

Mr. Straw concluded his report.

Chairperson Guthrie closed Board and public comment.

Director Nicolls clarified that if we implement all of these changes, SCT will still fall short of the 20% FRR. **Mr. Straw** said this is correct, based upon our projections. If the two agencies were to consolidate both RTA and SCT Boards must approve it.

Director Guthrie observed that all local jurisdictions are spending general fund money on roads. They could swap out the money and pay the penalty through this fund. We've never really done a systematic look at the service destinations we have. What are the opportunities for us to identify the destinations and populations that need the service so we can do this the right way as it relates to ridership needs? If we could break this system down and start over, what would we build? Perhaps we should produce a broader RFP than we have in the past by bringing in schools and employees for input when creating a new service plan.

Mr. Straw suggested that staff bring back to the next meeting the previous short-range transit plan, look at how the consultants addressed these questions and their recommendations of how to build the service from scratch. This way we can look at what we've done in the past. I don't believe we will get much change here because of the physical and demographic barriers that prevent the service from being as efficient as we would like. We will have to look at different aspects of the service to see how things can be improved.

B. ACTION AGENDA

B-1 SCT Hourly Employee Pay Scale & Other Benefits: **Mr. Straw** presented Exhibits 1-4, which are the four recommendations brought to the Board for discussion. First, increase the SCT bus operator wages. He reviewed current and suggested wages for next fiscal year. The numbers listed for FY15-16 are for advisory purposes only. We are looking at a gross average increase of 4.5%. SCT has three full time and 16 part time bus operators.

Exhibit 2 formalizes utility worker and road supervisor wages. We propose adopting a wage scale for both positions. The gross impact will be \$4,440. The net increase is \$1,100 to the budget.

Personal Time Off (PTO) is offered to full time employees at 1.85 hours per pay period, equaling about six days per year. Under Exhibit 3, we propose increasing this to 3.25 hours per pay period. This equals less than \$1,900 total financial impact to the budget.

Exhibit 4 addresses term life insurance of \$50,000 to full time employees. They currently do not have this benefit.

In short, we want to bring wages and benefits more in line with what other agencies offer. Staff recommendation is to adopt the new wage and benefits schedule for bus operators, utility workers and road supervisors found in Exhibits 1 through 4.

Mr. Straw concluded his report.

Chairperson Guthrie opened Board and public comment.

Chairperson Guthrie closed Board and public comment.

Director Ray moved to approve the Item B-1. **Director Nicolls** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

B-2 FY14-15 Budget: Ms. Tania Arnold began on page B-2-1 and reviewed the Operating and Capital budgets. The operating budget is proposed at \$1,066,270 and the capital budget at \$658,050. The budget assumes the same levels of fixed route revenue service hours and miles as the current year. Page A-1-6 highlights the farebox recovery ratio specific to SCT. Expenses and FRR associated with the Avila Trolley is separate from SCT and the responsibility of the County.

Staff budgeted fuel prices at a slightly lower cost per gallon. Diesel-powered buses that are newer than 2009 require an additive, diesel exhaust fluid (DEF), in order to meet California emissions requirements. DEF costs about \$.50 per gallon more than diesel fuel and is used at about 5% ratio DEF to diesel. This is included in the fuel line-item, which is proposed at \$4,100 higher for the coming fiscal year.

For revenue, the budget assumes \$416,900 in Federal Transit Assistance (FTA) funds for operating purposes. County-wide Local Transit Funds (LTF) is up about 10%. We included some increases but not the entire amount. State Transit Assistance (STA) funds are down slightly, about \$800 for FY14/15.

Staff is recommending that the SCT Board assume a 5% increase in annual fare revenues as part of the budget adoption. This will help SCT achieve the 20% farebox recovery ratio requirement by the FY17-18 determination year. Staff will present a revised fare program in the coming months that would be implemented over the next four years. We want to implement the first fare increase in February 2015.

As part of the expenditures, SCT currently employs three full-time bus operators and 16 part-time drivers, as well as one part-time utility worker and one full-time salaried supervisor. The current budget assumes a reasonable wage increase for hourly SCT employees. However, items approved on Agenda B-1 are not included in these tables. Depending upon what the Board approves today, we will be sending out a revised LTF request to each of the cities finance directors.

The warranties for three 2013 buses will expire this summer. The net effect is that staff projected FY14-15 maintenance costs to decrease by nearly \$5,000 over the current year. There is a minimal increase in the RTA support line-item for administration and finance for Cost of Living Adjustments (COLA).

In the capital budget, we are assuming the purchase of one replacement bus. This project and the ITS project for all new vehicles are being funded with FTA 5307 funds. LTF funds will cover the 20% local match. We are also looking at purchasing two staff support vehicles and implementing a bus stop improvement program. These projects will be funded with FTA 5307 and 5339.

Page B-2-5 outlined the proposed operating and capital budgets for FY 14-15. Item 5 on this page, Local Transportation Funds, was off by just over \$1,000. I will include this adjustment when I send out the information to City Finance Directors. There is no significant difference from the FY 13-14 and FY 14-15 capital numbers.

Items to note on page B-2-6 are worker's compensation, which is hard to gauge and we will continue to watch; and health insurance premiums that are up about 10%.

Page B-2-7 shows the Capital needs projections, including Transit Center improvements forecast to begin FY16-17. Page B-2-8 addresses expenditures by route.

Ms. Arnold concluded her report.

Chairperson Guthrie opened Board and public comment.

Mr. Straw reiterated that although the Capital budget is forecasted for five years, staff only asks the Board to adopt the budget for FY14-15. The other four years are informational and will be rolling each year.

Chairperson Guthrie closed Board and public comment.

Director Ray moved to approve Agenda Item B-2, the Budget for Fiscal Year 2014-15. **Director Nicholls** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

B-3 Summer Youth Ride Free Program: **Mr. Straw** briefly reviewed and provided background for the Summer Youth Ride Free Program, which will run from June 15 through August 15. He discussed the benefits of the program, including 84,000 rides throughout the county in 2013. This was a 31% increase over the previous year. SCT carried just over 20,000 last year.

Disadvantages include overcrowding on some routes, particularly when the YMCA and other youth groups use the service. However, YMCA said they do not expect to be making as many rides this year.

Staff recommends continuing the program this year.

Chairperson Guthrie opened Board and public comment.

Chairperson Guthrie closed Board and public comment.

Director Nicolls moved to approve Agenda B-3, the Summer Youth Ride Free Program. **Director Ray** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

B-4 Reserve Funds Policy: **Mr. Straw** presented the revised Reserve Fund Policy, which includes Cash Flow Reserve and the Capital Projects Reserve. The Cash Flow Reserve is already done in practice. This will formalize the process. Capital Reserve Fund is based on 20% of the five-year annual average capital projects cost and represents the typical local match required for FTA funded capital projects. In order to minimize the financial impact of establishing this new formal Capital Projects Reserve fund, staff will present a three-year plan to attain the amount as part of the FY14-15 budget.

Chairperson Guthrie opened Board and public comment.

Chairperson Guthrie closed Board and public comment.

Director Nicolls moved to approve Agenda B-4, Reserve Funds Policy. **Director Ray** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

B-5 Commission a New SCT Logo: Staff submitted an FTA 5339 grant proposal to replace old, faded bus stop signs throughout the SCT service area that are not ADA compliant. As part of this grant proposal, a new SCT logo would be developed and incorporated on the new signs, as well as on schedules and other marketing collateral. Sample logos have a wave theme. Staff would contract services with a graphic artist not to exceed \$2,500, which can be paid for through the FY13-14 marketing budget. We will bring designs back to the Board for final approval.

Staff recommends the Board accept the concept of a beach-themed logo, which will be refined using a professional graphic artist. We also request approval to create a subcommittee that will provide input on the logo.

Chairperson Guthrie opened Board and public comment.

Chairperson Guthrie appointed **Director Nicolls** to serve on the subcommittee.

Chairperson Guthrie closed Board and public comment.

Director Nicolls moved to approve Agenda B-5, create a new SCT logo. **Director Ray** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

B-6 TDA Triennial Performance Audit: **Mr. Straw** said the Triennial Performance Audit is required to continue receiving TDA funds under the California Public Utilities Code. The performance audit was administered by SLOCOG and conducted by Nelson/Nygaard Consulting Associates and is required every three years. The audit included Fiscal Years 2010-2013.

There were six key recommendations that came out of this report. Staff agrees with four of the six recommendations: Adopt Key Performance Indicators; update and implement RTA/SCT marketing plan and improve local participation; review time RTA administrative and financial staff devotes to SCT service; and review SCT fare structure and fare policies. Staff is looking for Board direction to partially agree to items three and four in the recommendations.

Number 3: Create a stand-alone website for SCT. Staff agrees with this recommendation, but would like to push back the timeline due to the departure of RTA Marketing Manager, Aimee Wyatt.

Number 4: Revisit the JPA Agreement between member agencies. Staff agrees the JPA should be updated, but does not agree that the Avila Beach trolley service should be addressed in SCT's TDA Triennial performance audit report. This trolley is funded by SLO County. Staff believes funding and institutional decisions about the Trolley service should be included in the RTA Triennial Performance Audit report.

Staff recommends the Board review and accept the SCT TDA Triennial Performance Audit report.

Chairperson Guthrie opened Board and public comment.

Chairperson Guthrie noted the County Supervisor rotates on the Board and currently serves the population proportionally—about 25% county and 75% city residents. Currently Supervisor Ray serves on the SCT Board and covers Oceano but not Avila. Conversely, Avila was covered but not Oceano when Supervisor Hill served on the Board. He expressed concern that the Board will have a disproportionate representation of the area population if a second County Supervisor is added. **Mr. Straw** said we should look at the JPA again due to funding and other issues. The additional representation component can be considered later.

Chairperson Guthrie closed Board and public comment.

Director Ray moved to accept the Agenda Item B-6, TDA Triennials Performance Audit. **Director Nicolls** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

C. CONSENT AGENDA:

Chairperson Guthrie opened Board and public comment on any items listed on Consent.

Director Nicolls moved to approve the Consent Agenda. **Director Ray** seconded and the motion carried on a roll call vote with **Director Higginbotham** absent.

D. DIRECTORS' COMMENTS: None

E. EXECUTIVE COMMITTEE MEMBERS' COMMENTS: None

F. ADJOURNMENT: The meeting was adjourned at 3:35 p.m.

Respectfully submitted, Anna Mafort-Lacy, Administrative Assistant

SOUTH COUNTY TRANSIT

July 23, 2014

STAFF REPORT

AGENDA ITEM: C-2

TOPIC: SCT Charter Services Policy and Procedures

ACTION: Review and Approve

PRESENTED BY: Geoff Straw
Administrator

STAFF RECOMMENDATION: Approve Charter Service Policy and Procedures document

BACKGROUND/DISCUSSION:

On January 14, 2008, the Federal Transit Administration published the *Charter Service; Final Rule* (Final Rule) document in the Federal Register, which became effective on April 30, 2008. The purpose of the Final Rule is to protect private charter operators from unauthorized competition from recipients of Federal financial assistance under Federal Transit Laws. SCT staff developed the attached proposed charter services policy and procedures to comply with the Final Rule, and to direct actions that staff must take to ensure compliance.

SCT is proposing to operate charter services based on two types of exceptions that are permitted under the Final Rule, as follows:

1. Government officials on official government business – Up to 80 hours of charter service annually can be provided. An example would be transporting the Planning Commission to a site as part of a field visit/review.
2. Regionally-significant services in the public interest – Unlike the government officials exception presented above, these types of services require waivers from the FTA Administrator.

Under the exception presented under number two above, the SCT Board would annually consider those events that are regionally significant and in the public's interest, and then SCT staff would petition the FTA Administrator for each individual event. Any requests received outside the annual consideration process would be presented at the next scheduled SCT Board meeting. SCT staff would reach out to private charter operators in the region to determine if any partnering opportunities exist, and provide that information as part of the petition process.

Staff recommendation: Approve the SCT Charter Policy as presented.

SOUTH COUNTY TRANSIT POLICIES & PROCEDURES FOR CHARTER SERVICES

July 2014

ARTICLE I, PURPOSE

The purpose of this document is to establish the South County Transit (SCT) policy and procedures governing the operation of charter bus service incidental to normal public transit services. Specifically, the purpose of this policy is to implement 49 U.S.C. 5323(d), which protects private charter operators from unauthorized competition from recipients of Federal financial assistance under Federal Transit Laws.

ARTICLE II, BACKGROUND

The SCT is the local fixed route public transit service provider in the Five Cities Area, which includes the cities of Arroyo Grande, Grover Beach, Pismo Beach and portions of unincorporated San Luis Obispo County. SCT is a qualified Federal Transit Administration sub-grantee, and works closely with the San Luis Obispo Regional Transit Authority and the San Luis Obispo Council of Governments to plan for Federally-funded public transit services in the region. SCT's role as a public agency is to treat all citizens, groups, and political jurisdictions equally. Consequently, pricing of all charter services must be determined on a uniform basis. Additionally, SCT must certify compliance with Federal charter service regulations as part of its annual Certifications and Assurances to the FTA.

SCT is governed by its four-member Board of Directors, comprised of representatives from the cities of Arroyo Grande, Grover Beach, Pismo Beach and the county of San Luis Obispo. The Board is charged with budget-making and policy development responsibilities.

ARTICLE III, DEFINITIONS

1. "Federal Transit Laws" means 49 U.S.C. 5301 et seq., and includes 23 U.S.C. 103(e)(4), 142(a), and 142(c), when used to provide assistance to public transit agencies for purchasing buses and vans.
2. "Charter service" means:
 - a. Transportation provided by an FTA grantee at the request of a third party for the exclusive use of a bus or van for a negotiated price. The following features may be characteristic of charter service:
 - i. A third party pays the transit provider a negotiated price for the group;
 - ii. Any fares charged to individual members of the group are retained by a third party;

- iii. The service is not part of the public transit provider's regularly scheduled service, or is offered for a limited period of time; or
 - iv. A third party determines the origin and destination of the trip as well as scheduling; or
 - b. Transportation provided by an FTA grantee to the public for events or functions that occur on an irregular basis or for a limited duration and:
 - i. A premium fare is charged that is greater than the usual or customary fixed route fare; or
 - ii. The service is paid for in whole or in part by a third party.
- 3. "Charter service hours" means total hours operated by buses or vans while in charter service including:
 - a. Hours operated while carrying passengers for hire, plus
 - b. Associated deadhead hours.
- 4. "Charter service miles" means total miles operated by buses or vans while in charter service including:
 - a. Miles operated while carrying passengers for hire, plus
 - b. Associated deadhead miles.
- 5. "Exclusive" means service that a reasonable person would conclude is intended to exclude members of the public.
- 6. "FTA Administrator" means the Administrator of the Federal Transit Administration or his or her designee.
- 7. "Registered charter provider" means a private charter operator that has registered on FTA's charter registration Web site to provide charter service in the SCT service area.
- 8. "Registration list" means the current list of registered charter providers and qualified human service organizations maintained on FTA's charter registration Web site.

ARTICLE IV, EXCEPTIONS

The purpose of this subpart is to identify the limited exceptions under which SCT may provide community-based charter services. Although the FTA identifies a total of six possible exceptions, SCT will only consider two exceptions that are applicable to its operating environment:

1. Government officials on official government business:
 - a. SCT may provide charter service to government officials (Federal, State, and local) for official government business, which can include non-transit related purposes, if SCT:
 - i. Provides the service in its geographic service area;
 - ii. Does not generate revenue from the charter service, except as required by law; and
 - iii. After providing such service, records the following:
 1. The government organization's name, address, phone number, and email address;
 2. The date and time of service;
 3. The number of passengers (specifically noting the number of government officials on the trip);
 4. The origin, destination, and trip length (miles and hours);
 5. The fee collected, if any; and
 6. The vehicle number for the vehicle(s) used to provide the service.
 - b. An FTA grantee that provides charter service under this section shall be limited annually to 80 charter service hours for providing trips to government officials for official government business.
2. Petitions to the FTA Administrator:
 - a. SCT may petition the FTA Administrator for an exception to the charter service regulations to provide charter service directly to a customer for:
 - i. Events of a regional or national significance; and
 - ii. Unique and time sensitive events (i.e., funerals of local, regional or national significance) that are in the public's interest.

- b. The petition to the FTA Administrator shall include the following information:
 - i. The date and description of the event;
 - ii. The type of service requested and the type of equipment;
 - iii. The anticipated number of charter service hours needed for the event;
 - iv. The anticipated number of vehicles and duration of the event; and
 - 1. For an event of regional or national significance, the SCT's petition shall include a description of how registered charter providers were consulted, how registered charter providers will be utilized in providing the charter service, a certification that the grantee has exhausted all of the vehicles of the registered charter providers in its geographic service area, and submit the petition at least 90 days before the first day of the event described in section (b)(i) above.
 - 2. For unique and time sensitive events, the petition shall describe why the event is unique or time sensitive and how providing the charter service would be in the public's interest.
- c. Upon receipt of SCT's petition that meets the requirements set forth in paragraph (b) of this section, the FTA Administrator shall review the materials and issue a written decision denying or granting the request in whole or part. In making this decision, the FTA Administrator may seek such additional information as the FTA Administrator deems necessary. The FTA Administrator's decision shall be filed in the "Petitions to the Administrator" docket, number FTA-2007-002 at <http://www.regulations.gov> and sent to SCT via email.
- d. Any exception granted by the FTA Administrator under this section shall be effective only for the event identified in paragraph (b)(i) of this section.
- e. SCT shall send its petition to the FTA Administrator by email to ombudsman.charterservice@dot.gov.
- f. SCT shall retain a copy of the FTA Administrator's approval for a period of at least three years and shall include it in SCT's quarterly report posted on the charter registration Web site.

ARTICLE V, POLICIES AND PROCEDURES

- 1. Reporting requirements for all exceptions:
 - a. Whenever SCT provides charter service in accordance with one or more of the exceptions contained in the "Exceptions" section above, SCT shall maintain the required notice and records in an electronic format for a period of at least three years from the date of the service or lease.

- b. After providing the charter service, SCT shall record:
 - i. The chartering group's name, address, phone number, and email address;
 - ii. The date and time of service;
 - iii. The number of passengers;
 - iv. The origin, destination, and trip length (miles and hours);
 - v. The fee collected, if any; and
 - vi. The vehicle number for the vehicle used to provide the service.
 - c. In addition to the requirements identified in paragraph (a) of this section, the records required under this subpart shall include a clear statement identifying which exception SCT relied upon when it provided the charter service.
 - d. SCT shall submit a summary of charter services on the FTA charter registration Web site within 30 days after the end of each calendar quarter (i.e., January 30th, April 30th, July 30th, and October 30th).
2. How SCT will respond to requests for charter service:
- a. Upon receiving a request for charter service, SCT may:
 - i. Decline to provide the service; or
 - ii. Provide the service under an exception presented in the "Exceptions" section above.
 - b. If SCT is interested in providing charter service under either the "Government officials on official government business" section or the "Petitions to the Administrator" section contained in the "Exceptions" paragraph above, then SCT staff will present details of the proposed service(s) at the next Board Executive Committee meeting to seek a recommendation to consider the item at a subsequent full Board of Directors meeting. Upon Board resolution, SCT may:
 - i. Provide the service if it qualifies under the "Government officials on official government business" exception.
 - ii. Petition the FTA Administrator if the proposed service qualifies under the special event exception.

It is anticipated that an annual calendar of proposed charters that qualify as events of a regional significance will be presented to the SCT Board of Directors for consideration, and that the SCT Administrator will subsequently submit the petitions.

ARTICLE VI, OPERATIONAL REQUIREMENTS

1. Geographical Charter Service Area: SCT will offer incidental charter services with an origin within 0.75 miles of existing public fixed route service in the Five Cities Area and/or any planned fixed routes that are expressly identified SCT's adopted annual budget; the trip destination must be within 10 miles of an existing fixed route.
2. Charter Vehicle Capacity: Each vehicle's passenger capacity is limited to its number of seats, including authorized wheelchair positions. Baggage or other property must be carried onto the vehicle by the passenger, and will be limited as to the quantity, weight, and/or size that can be safely transported. Any article that creates, in the opinion of the bus operator or other SCT supervisor, a hazardous condition or that is likely to damage the vehicle will not be transported.
3. Safety Concerns on Charter Service Operations: In the interest of safety, SCT reserves the right to refuse to operate charter service when environmental conditions dictate, including inaccessible destination sites, inclement weather, etc. Wherever practical, SCT will cooperate with the requesting party in revising the route in order to successfully provide the charter service.
4. Charter Service Schedule: SCT endeavors to maintain a mutually-agreed upon schedule but cannot guarantee arrival or departure times due to accidents, breakdowns, road conditions, inclement weather, and/or other circumstances beyond its control. SCT assigns qualified bus operators that have been instructed to drive at speed limits prescribed by law or that are required to operate safely. SCT shall not be held responsible for personal property that is left on its vehicles.
5. Charter Employee / Bus Assignments: SCT reserves the right to assign employees to a specific job, and to substitute or replace employees without notice. Wherever possible, requests for specific bus operators will be honored.
6. Charter Vehicle Breakdowns: Vehicles furnished by SCT are inspected by maintenance staff before being put into charter service to ensure safe operation. Should mechanical failure require the replacement of a vehicle originally assigned, the replacement vehicle may be of a different type; every effort will be made to provide a similar vehicle. The requesting party will not be charged for time delays or additional miles traveled specifically related to replacing the faulty vehicle, or for any other delays that were the direct fault of SCT.
7. Dealing with Objectionable Passengers on Charter Services: SCT reserves the right to refuse to transport a person:
 - a. Under the influence of alcohol or drugs, and/or
 - b. Whose conduct is such, or likely to become such, as to make him/her objectionable to other persons.

Persons who conduct themselves in an objectionable manner will be reported to law enforcement officials.

8. **Limited Availability of Charter Services in Peak Periods:** For the purpose of this Policy and Procedures, peak periods are defined as Monday through Friday from 7:00 AM to 7:00 PM. SCT reserves the right to operate limited charter bus service, where appropriate, during peak periods where regularly scheduled services will not be adversely affected.
9. **Charter Vehicle Service Hours and Miles:** The requesting party will be charged according to the vehicle service hours and miles operated; a minimum of two vehicle service hours will be charged for each chartered vehicle. The following definitions will be used:
 - a. A vehicle service hour is defined as that incremental amount of time (expressed in quarters of an hour) that each chartered vehicle is in service, from the time that the vehicle departs from the dispatched point on its way to the party's requested location until the time it returns to the SCT garage or point where the vehicle engages in another service. Vehicle service hours include idle time and deadhead time, as well as vehicle safety check-out time (30 minutes) and check-in time (15 minutes).
 - b. A vehicle service mile is defined as the incremental miles traveled that each chartered vehicle is in service, from the vehicle departure point at the dispatched point on its way to the party's requested location until the miles accumulated in reaching the SCT garage or point where the vehicle engages in another service.

All charter vehicle service hours and miles will be deducted from the "useful life" of each vehicle used as defined by the FTA.

10. **Charter Rates:** Rates will be determined annually as part of the SCT budget-making process or as amended by the SCT Board.
11. **Damage to Vehicles on Charter Services:** All expenses related to repairing damage to vehicles resulting from acts of the contracting party or its users shall be charged to the contracting party, and will be payable upon presentation of invoice (or retention of deposit, as appropriate). Damage repairs completed by SCT staff will be billed at \$75.00 per hour, in addition to any parts and associated materials. Repairs completed by outside vendors will be charged at the full invoice cost, plus 5 percent for overhead charges. If the vehicle is rendered inoperable, the chartering party will be charged \$100.00 per day that the vehicle is not available for regular SCT service. Finally, damage includes the cleaning of biohazard waste material (i.e., vomit or urine), which will be charged at a rate of \$100 per incident.
12. **Payments for Charter Service:** All customers booking charter service with SCT must pay-in-full for service on a cash basis. Payment in full must be made within 30 calendar days from the receipt of the invoice. A deposit may also be required.
13. **Cancellations of Charter Service:** Any party seeking to cancel scheduled charter services must do so at least 48 hours prior to the scheduled charter start time. If not canceled

according to this requirement, the party will be charged 25 percent of the original estimated costs for the service or two vehicle service hours per bus requested (whichever is less).

SOUTH COUNTY TRANSIT

July 23, 2014

STAFF REPORT

AGENDA ITEM: C-3

TOPIC: **APCD Grant Agreement Amendment for SCT Bus #208**

ACTION: **Review and Approve**

PRESENTED BY: **Geoff Straw
Administrator**

STAFF RECOMMENDATION: **Approve the amendment to switch SCT Bus #1308 for SCT Bus #208**

BACKGROUND/DISCUSSION:

On April 18, 2007, the South County Area Transit Board of Directors amended its FY2006-07 budget to accept \$50,000 in Conoco-Phillips Grant Funds from the San Luis Obispo County Air Pollution Control District to convert bus #208 (a 1994 Gillig Phantom diesel-powered bus) to a gasoline-electric hybrid drivetrain. This retrofit project was completed in 2007 by Complete Coach Works using a hybrid package provided by ISE Corporation. The bus entered revenue service on March 30, 2007.

However, it quickly became apparent that this experimental technology was not reliable. RTA, acting on SCT's behalf, worked closely with Complete Coach Works and area warranty providers to attempt to keep the bus operational. The vehicle was eventually removed from revenue service in late 2012, following the bankruptcy of ISE Corporation in 2010 and the ensuing loss of technical support.

Staff worked with APCD to amend the agreement, and we arrived at a solution whereby bus #208 would be replaced by bus #1308, a 2013 Gillig Corporation low-floor bus. It should be noted that the 2013 bus produces lower emissions than the hybrid bus it replaced. The attached amendment essentially "starts the clock" again, and would require SCT to operate the replacement bus for 18 years.

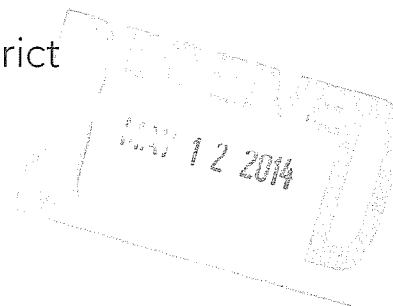
It should be noted that RTA was also a signatory on the original 2006 agreement, and the RTA Board is scheduled to consider this same amendment at its July 9 meeting.

RECOMMENDATION

Authorize the Administrator to execute the attached grant agreement amendment, with any non-consequential revisions that might be required following APCD Board action.



Air Pollution Control District
San Luis Obispo County



May 8, 2014

Geoff Straw
San Luis Obispo Regional Transit Authority
179 Cross Street, Suite A
San Luis Obispo, CA 93401

Subject: Grant Agreement Amendment for Emission Reduction Grant Project ID: COP-06-01

Dear Mr. Straw,

Our attorney has signed the Grant Agreement Amendment for the Emission Reduction Grant Project as identified in your grant application. I am sending you the Grant Agreement Amendment for your review and signature. Please contact Melissa Guise at 805-781-4667 if you have any questions.

After you have signed the amendment, please return the original to the APCD (attn: Melissa Guise) within 10 days of receipt. The Grant Agreement Amendment is effective after the Air Pollution Control Officer reviews and signs it, at which time the APCD will contact you and send you a copy of the final signed amendment.

Sincerely,

A handwritten signature in black ink that reads 'Alyssa Roslan'. The signature is fluid and cursive.

Alyssa Roslan
Administrative Assistant

ARR/mag

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C-3-2

AMENDMENT TO GRANT AGREEMENT

between

The San Luis Obispo County Air Pollution Control District

and

San Luis Obispo Regional Transit Authority on behalf of South County Area Transit

This Amendment is made and entered into this _____ day of _____, 2014, by and between the SAN LUIS OBISPO COUNTY AIR POLLUTION CONTROL DISTRICT, an air pollution control district formed pursuant to the laws of the State of California (APCD) and San Luis Obispo Regional Transit Authority (Contractor).

WITNESSETH

WHEREAS, the parties have previously entered into an emission reduction Grant Agreement on January 16, 2006 to repower one diesel-powered transit coaches with one gasoline-hybrid electric drive; and,

WHEREAS, Contractor was awarded fifty thousand dollars and was paid said amount for equipment purchase and,

WHEREAS, Contractor has requested permission to retire the gasoline-hybrid purchased as part of the original agreement and replace it with a newer low emission piece of equipment and,

WHEREAS, the parties desire to amend said Grant Agreement as specified in this Amendment to the Grant Agreement; and,

NOW, THEREFORE, based on their mutual promises, covenants, and conditions, the parties hereby agree to amend the original Grant Agreement as follows:

PARAGRAPH 15, NOTICES, shall be deleted and replace with the following text:

CONTRACTOR

Geoff Straw
Executive Director
San Luis Obispo Regional Transit Authority
179 Cross St., Suite A
San Luis Obispo, CA 93401

APCD

Larry Allen
APCO
SLO Air Pollution Control District
3433 Roberto Court
San Luis Obispo, CA 93401

EXHIBIT A, STATEMENT OF GRANT OBLIGATIONS, The following sections of Exhibit A will be revised as indicated below all other sections of Exhibit A will remain as per the original agreement:

EXHIBIT A

STATEMENT OF GRANT OBLIGATIONS

General

The SLO APCD promotes voluntary diesel engine emission reduction programs reduce public exposure to ozone precursors and a toxic air contaminant. On May 31, 2006, APCD's Board directed APCD to implement an incentive program designed to reduce emissions from heavy duty diesel vessel engines using \$475,000 from the ConocoPhillips mitigation fund. The APCD solicited qualifying grant proposals for the combined funds. APCD staff evaluated all grant proposals using established evaluation criteria; the Contractor has proposed a project that meets the eligibility criteria of the APCD and that has been approved by the APCD for funding.

Project Description

This project involves the replacement/repower of one gas-hybrid electric drive transit coach with a clean diesel transit coach. The following **baseline (old)** engine/equipment technology will be permanently removed from service as a result of this project:

1. 2006 Tier 3 310 hp gasoline Ford/ISE Triton V10 hybrid electric; NOx Emission Factor 1g/mi; PM Emission Factor 0g/mi, 40,000 miles of usage per year.

The following **new** engine/equipment technology will be placed into service as a result of this project. The performance requirements, emission certifications and usage over the life of this Agreement for the new replacement engine/equipment technology shall be as follows:

1. 2013 Gillig 35-foot, low-floor transit bus, VIN #15GGB271XD1182298; with a 2013 Cummins ISL9-280 HP engine, serial number 73574717, Engine Family DCEXH0540LAT

The funding award for this project has been paid in full.

STATEMENT OF WORK AND PROJECT TIMELINE

Task 3: APCD pre-inspection of old engine: If not accomplished during the contracting phase, Contractor shall schedule an APCD pre-inspection before the functioning old engine(s) is (are) removed from service.

Task 4: Installation and post-inspection of new engine(s):

- Contractor will take delivery and have the new engine(s) installed by an agent that is authorized by the manufacturer and the APCD. If the Contractor selects an agent which is not on the APCD's list of authorized installers, then the Contractor shall provide the APCD with written authorization from the manufacturer for that agent to perform the installation;
- Contractor shall schedule the post-installation inspection with the APCD.

Task 5: Disposal of original engine(s): The requirement of this task is to ensure that old bus and engine block is never put back into service. Contractor shall dispose of the replaced engine(s) by making it (them) permanently inoperable and selling the block(s) as scrap metal. Acceptable destruction methods include:

- ½ inch holes drilled through two cylinder walls; or
- A hole in the block that is at least 3 inches in diameter.

Contractor may remove and retain ownership of any parts from the replaced engine(s), provided that the engine block(s) is (are) disposed as just described.

Within thirty (30) days of removing the original engine(s), Contractor shall submit to the APCD a completed Engine Disposal Certificate(s) (Exhibit C1) for each engine along with a receipt from a scrap metal agent that demonstrates that it has (they have) been received and scrapped. Photographic documentation of the destroyed engine(s) is also required and shall be provided by the Contractor unless the APCD is available to inspect the destroyed engine(s).

The APCD reserves the right to verify the destruction of the engine(s). If Contractor fails to ensure proper disposal of the original engine(s) as described above, then Contractor shall forfeit the project's funding award.

Task 7: Usage and Maintenance Logs: A usage and maintenance log for the new engine(s) shall be maintained by Contractor and made available to APCD staff upon request.

Task 8: Annual Usage Reports: By January 30th of each year after the engine(s) is (are) installed through the term of this Agreement or any amendments to it, Contractor shall provide the APCD with Calendar Year Annual Usage Reports as outlined in Exhibit B using the report form in Exhibit B-1a. Attach copies of the pertinent engine Usage and Maintenance Logs for validation.

Task 9: Annual Insurance Certificates: Annually through the term of this Agreement or its amendments, after the engine(s) is (are) installed, Contractor shall send the APCD updated insurance certificates that list the APCD as additionally insured with respect to the policies listed in Paragraph 13 of this Agreement.

Term of Agreement

For the purposes of this Agreement, the term of the Agreement is defined herein to be five years from the date of this amended Agreement. If the total usage of the engine(s) over the term of this Agreement demonstrate(s) underperformance with regards to the Project Description usage stated above, then the APCD shall:

1. Use its discretion to amend the Agreement in order for the project(s) to meet the Agreement's performance requirements; or
2. Require the Contractor repay the APCD the portion of the grant amount that is computed using the equation in Paragraph 4.

In all other respects, the remaining terms and conditions of the original Grant Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the day and year first hereinabove written.

CONTRACTOR

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY

Geoff Straw, Executive Director

Tax I. D. Number

Approved as to legal form:

Timothy McNulty, SLORTA Counsel

APCD

SAN LUIS OBISPO COUNTY APCD

Larry R. Allen, Air Pollution Control Officer

Approved as to legal form:



Raymond A. Biering, APCD Counsel

Exhibit B1-a, Usage Report: The following section of Exhibit B will be revised as indicated below. All other sections of Exhibit B will remain as per the original agreement.



**Annual Engine Usage Report (__ of 5)
(Agreement#: COP-06-01)**

INSTRUCTIONS: Complete this Annual Engine Usage Report every year for five year(s) after the APCD completes this project's post inspection. The report shall be sent to the APCD within 2 weeks of the post inspection anniversary date. **Failure to provide complete information in a timely manner may lead to an immediate engine inspection and audit.**

<p>SECTION 1. GRANTEE INFORMATION</p> <p>Geoff Straw SLORTA 179 Cross Street, Suite A San Luis Obispo, CA 93401 805-781-1171 Date Due:</p>	<p>SECTION 2. NEW ENGINE INFORMATION: Please verify the information below and provide any missing information:</p> <p>1. Location of Engine:</p> <p>2. Model Year, Make and Model of Engine:</p> <p>3. Engine Serial #:</p> <p>4. Power Rating:</p>																
<p>SECTION 3. ANNUAL USAGE INFORMATION: Please provide the following engine usage information annually based on the anniversary date of the post inspection/installation date:</p> <p>1. Complete the following usage table:</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="width:20%;"></td> <td style="width:20%; text-align: center;">DATE</td> <td style="width:20%; text-align: center;">ODOMETER READING</td> <td style="width:40%;"></td> </tr> <tr> <td style="text-align: center;">REPORT PERIOD BEGIN</td> <td></td> <td></td> <td style="border: 1px solid black; padding: 5px;">If available, TOTAL GALLONS of fuel used during period</td> </tr> <tr> <td style="text-align: center;">REPORT PERIOD END</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3" style="text-align: center;">TOTAL ENGINE USAGE WITHIN THIS PERIOD</td> <td style="text-align: center; border: 1px solid black;">MILES</td> </tr> </table> <p>2. Percentage of operation within California over the reporting period: _____</p> <p>3. If the total usage shown in #1 above is more than 30 percent above or below 40000 (per the Grant Agreement), please describe the conditions (such as weather, permits, major maintenance, etc.) that significantly impacted project usage:</p> <p>_____</p> <p>_____</p> <p>4. Has the bus functioned effectively over this period? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, please attach description of issue(s) & steps taken to resolve issue(s).</p> <p>Signature _____ Date _____</p> <p>Mail to: APCD, 3433 Roberto Court San Luis Obispo, CA 93401</p> <p>Fax to: (805) 781-1002 Questions: (805) 781-5912</p>			DATE	ODOMETER READING		REPORT PERIOD BEGIN			If available, TOTAL GALLONS of fuel used during period	REPORT PERIOD END				TOTAL ENGINE USAGE WITHIN THIS PERIOD			MILES
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APCD USE ONLY																	
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<input type="checkbox"/>	Usage within 30%																
<input type="checkbox"/>	APCD Database Updated																

Exhibit C1, ENGINE DISPOSAL REPORT, Exhibit C-1 will be revised as indicated below:

**Exhibit C1: Certificate of Engine Scrap Disposal
(Agreement #: COP-06-01)**

GRANTEE INFORMATION	
Name	
Street Address	
City/State/Zip	Phone

ENGINE INFORMATION
Engine Make, Model and the Engine Block's Serial Number(s)
Date of Removal from Service

METHOD FOR ENGINE REMOVAL FROM SERVICE
Describe how the engine was rendered unusable.

COMPANY INFORMATION	
Name of Scrap Metal Recycler	
Street Address	
City/State/Zip	Phone

Signature _____ Date _____

- Contractor shall dispose of each replaced engine by making it permanently inoperable using one of the methods listed in Exhibit A of this Grant Agreement, selling the block as scrap metal and submitting to the APCD a receipt from the scrap metal agent;
- Photographic documentation of the destroyed engine(s) is required and shall be provided by the Contractor unless the APCD is available to inspect the destroyed engine(s);
- Above documentation shall be submitted to APCD within 30 days engine being removed from service;
- The APCD reserves the right to verify the destruction of the engine(s).

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SOUTH COUNTY TRANSIT
July 23, 2014
STAFF REPORT

AGENDA ITEM: C-4

TOPIC: Title VI Programs/Plans

PRESENTED BY: Geoff Straw

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

BACKGROUND/DISCUSSION:

As part of the 2010 Census, the Arroyo Grande-Grove Beach Urbanized Area was established. As such the area is now eligible to receive Federal Transit Administration (FTA) Section 5307 formula funds. SCT is now required to develop and approve certain plans to be in compliance with federal rules/regulations in order to receive these funds. The Title VI 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 SCT) 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 FTA Circular 4702.1.A. As part of the Title VI Plan, RTA/SCT are also required to prepare and adopt a Limited English Proficiency Plan. The Title VI Plan, and its Limited English Proficiency element, presented herein is essentially the same as the one adopted by the RTA Board.

SOUTH COUNTY TRANSIT

TITLE VI PLAN

ADAPTED: JULY 23, 2014

JULY 23, 2014– JULY 31, 2016

Contact Information:

Tania Arnold
Chief Financial Officer & Director of Administration
Office: 805.781.4397
tarnold@slorta.org

South County Transit, administered by the San Luis Obispo Regional Transit Authority, is a Joint Powers Agency serving residents and visitors of Arroyo Grande, Grover Beach, Pismo Beach, Shell Beach and Oceano

TITLE VI PLAN

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 Transit (SCT) 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 the San Luis Obispo Regional Transit Authority, which administers SCT, in its administration and management of Title VI-related activities.

**Title VI Coordinator Contact information:
RTA 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 SCT facility and on their revenue vehicles (See Appendix G). The name of the Title VI coordinator is available on the RTA website, at www.slorta.org . Additional information relating to nondiscrimination obligation can be obtained from the RTA Title VI Coordinator.

Title VI information shall be disseminated to SCT employees annually via the Employee Education form (see Appendix A) in payroll envelopes. This form reminds employees of the SCT'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 SCT'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 SCT 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 SCT 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 SCT 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: SCT 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 SCT will be directly addressed by SCT. SCT shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, SCT 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?

SCT 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 SCT, 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

SCT has developed a Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to SCT 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 SCT's determined the extent of obligation to provide LEP services, SCT has undertook 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 SCT service area who maybe served or likely to encounter an SCT program, activity, or service; 2) the frequency with which LEP individuals come in contact with an SCT service; 3) the nature and importance of the program, activity or service provided by the SCT to the LEP population; and 4) the resources available to SCT 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:

SCT 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, SCT 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. SCT from time to time will provide on-board survey hand-outs to customers for their feedback about a variety of issues.

SCT 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

SCT has had no active investigations, lawsuits or complaints alleging discrimination on the basis of race, color or national origin.

IX. Subrecipients Monitoring

Primary recipients shall ensure subrecipients are complying with Title VI. Subrecipient Title VI program shall be submitted every three years in line with the primary recipients program. Subrecipients will also submit annual complaint logs to primary recipient which will be kept in an electronic storage device for further review by FTA as necessary.

X. Board Demographics

All SCT Board of Directors members are all elected officials. Therefore, this does not apply.

XI. Equity Analysis For Building Site

An equity analysis is not required because SCT has not built a operating and maintenance facility. The pre-existing site that SCT leases includes minor Tenant Improvement changes that were completed without any federal funds. Therefore, this does not apply.

XII. Resolution Approving Title Vi Plan

A copy of this resolution can be found in Appendix H of this Plan.

XIII. Service Standards

Vehicle Load Standards

SCT uses a standard of 1.5 times the number of seats as the maximum vehicle load on a peak trip. The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 48 passengers for low-floor 35-foot buses, and 52 passengers for standard 35-foot high-floor buses. The exact maximum passenger capacity may be affected by specific manufacturer's recommendations which may be different for certain vehicle types.

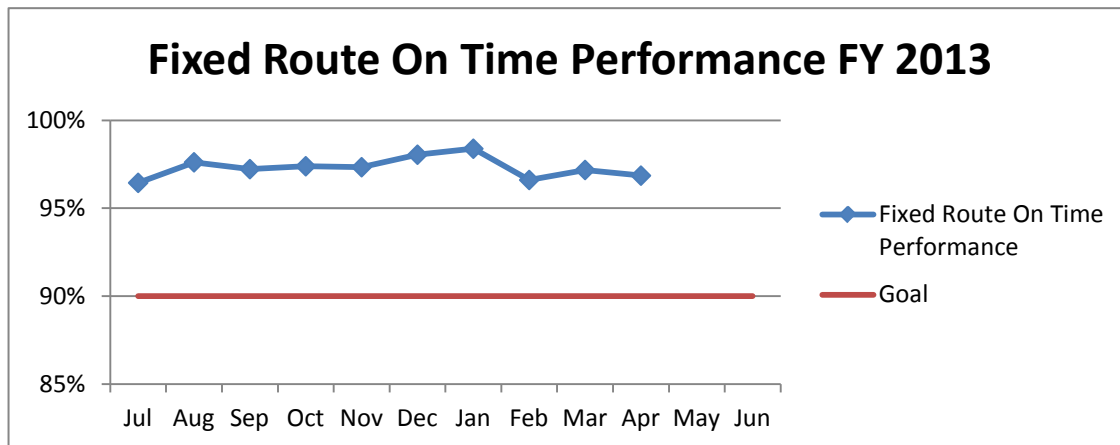
Vehicle Headway Standards

SCT provides fixed route service every 60 minutes from early morning to late in the evening on weekdays. On weekends, service operates two fewer trips per day on Saturdays and three fewer trips per day on Sundays.

Scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

On-Time Performance Standards

Fixed route service is considered on-time if at no point the bus is six or more minutes late in comparison to the published schedule. The goal is 90% or greater. As presented below, SCT has far surpassed the goal during each month of FY13-14



SCT continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

Service Availability Standards

SCT will try to distribute transit service so that 100% of all fixed route services are within a 3/4 mile walk of bus stops and transfer points.

XIII. Service Policies

Vehicle Assignment Policy

All SCT buses are heavy-duty 35-foot buses and are operated on city streets, therefore buses are assigned equally on each route. Therefore, this does not apply.

All buses are also equipped with air conditioning and some of the newer vehicles have automated bus stop announcement systems.

Transit Amenities Policy

Installation of transit amenities along bus routes are based on the number of passenger boardings at bus stops along each route.

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 Transit (SCT) 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 RTA CFO/Director of Administration, who serves as the Title VI Coordinator.

In all dealings with citizens, SCT uses courtesy titles (i.e., Mr., Mrs., Ms., or Miss) to address each citizen 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 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.B.

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) _____(work)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

- _____ Race
- _____ Color
- _____ National Origin
- _____ 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:

Have you previously filed a Title VI complaint with this agency?

Yes No

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____

State Agency _____

State Court _____

Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

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

Your signature

Date

Print your name

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 South County 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
RTA 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 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
RTA 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 Transit (SCT) 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.

SCT 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 SCT, 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
RTA 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 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.B. **If you feel you are being denied participation in or being denied benefits of the transit services provided by South County 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

**APPENDIX H
SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY**

RESOLUTION NO. 14-_____

RESOLUTION ADOPTING A TITLE VI POLICY STATEMENT AND PLAN

WHEREAS, South County Transit (SCT) was formed to provide public transportation to all of the citizens and visitors of the southern portion of San Luis Obispo County; and

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance; and

WHEREAS, SCT commits to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any SCT program or activity regardless of the funding source; and

WHEREAS, San Luis Obispo Regional Transit Authority (RTA) serves as the administrative agent for the transit services operated by the City of Paso Robles, the City of Atascadero and South County Transit receives Federal transportation funding;

WHEREAS, SCT receives Federal funding from other agencies that also have Title VI requirements.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of South County Transit approves the proposed Title VI Policy Statement and Plan in order to meet Title VI and attendant federal requirements. The Chief Financial Officer/Director of Administration, in her capacity, will serve as the Title VI Coordinator and is authorized to revise and update the plan as necessary.

Upon motion of Director _____, seconded by Director _____, and on the following roll call, to wit:

AYES:

NOES:

ABSENT:

ABSTAINING:

The foregoing resolution is hereby passed and adopted by South County Transit of San Luis Obispo County, State of California, at a regular meeting of said Board of Directors held on the 23th day of July 2014.

Jim Guthrie
President of the SCT Board

ATTEST:

Geoff Straw
SCT Administrator

APPROVED AS TO FORM AND LEGAL EFFECT:

By: _____
Timothy McNulty
SCT Counsel

Dated: _____
(Original signature in BLUE ink)

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

SOUTH COUNTY TRANSIT

Adopted 7-23-2014

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address South County 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 4702.1B dated October 1, 2012, which states 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

SCT 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 SCT. 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, SCT 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 SCT program, activity or service.
2. The frequency with which LEP persons comes in contact with SCT programs, activities or services.
3. The nature and importance of programs, activities or services provided by SCT to the LEP population.
4. The resources available to SCT to provide LEP assistance.

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

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 SCT program, activity or service.

SCT staff reviewed the 2008-2012 America Community Survey Report for the Arroyo Grande Census County Division (CCD), which includes the entire service area of SCT, and determined that 13,873 persons in the Arroyo Grande CCD (18.9 % of the population) speak a language other than English. Of this number, 5,440 persons (7.4% of the population) 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, 4,245 speak Spanish, 773 speak Asian and Pacific Island languages, and 422 speak other Indo-European languages.

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

SCT 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 SCT to the LEP population.

The largest proportion of LEP individuals in the SCT service area speaks Spanish, at 78%. Three areas of concentrated LEP individuals have been identified in San Luis Obispo County, with one, Nipomo, located in the Arroyo Grande CCD. Census data for Nipomo identifies 25.3% of persons over five years of age who speak a language other than English at home.

Services provided by SCT 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, or DAR) and Complimentary ADA Paratransit (Runabout) system which serves primarily disabled persons and senior citizens.

4. The resources available to SCT to provide LEP assistance.

SCT 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 SCT 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, SCT developed its LEP Plan as outlined in the following section.

Limited English Proficiency (LEP) Plan Outline

How SCT 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 SCT 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 SCT meetings. This will assist SCT 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 SCT'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 SCT staff responds to LEP persons, whether in person, by telephone or in writing.

1. SCT will provide Hispanic Education and Outreach Programs which will continue to provide vital information to LEP groups on SCT programs and services.
2. Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on SCT programs and services.
3. 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.
4. 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.
5. Provide Language Identification Flashcards onboard the SCT fleet, in Road Supervisor vehicles and at transit systems administrative offices.
6. Post the SCT Title VI Policy and LEP Plan on the agency website, www.slorta.org.

7. Provide group travel training to LEP persons with the assistance of bilingual staff.
8. Include language "Spanish a plus" on bus driver recruitment flyers and onboard recruitment posters.
9. 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 SCT staff:

1. Information on the SCT 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

SCT 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 SCT service area. Updates will include the following:

1. The number of documented LEP person contacts encountered annually.
2. How the needs of LEP persons have been addressed.
3. Determination of the current LEP population in the service area.
4. Determination as to whether the need for translation services has changed.
5. Determine whether local language assistance programs have been effective and sufficient to meet the need.
6. Determine whether SCT's financial resources are sufficient to fund language assistance resources needed.
7. Determine whether SCT has fully complied with the goals of this LEP Plan.

8. Determine whether complaints have been received concerning SCT's failure to meet the needs of LEP individuals.

Dissemination of the SCT LEP Plan

A link to the SCT LEP Plan and the Title VI Procedures is included on the SCT website at www.slorta.org.

Any person or agency with internet access will be able to access and download the SCT 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 SCT will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the Title VI Coordinator, via the contacts listed below:

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 (Title VI Coordinator)