

Approved  
Meeting Minutes from July 9, 2008  
Approved at 11-12-08 meeting

**CITY OF SAN LUIS OBISPO  
MASS TRANSPORTATION COMMITTEE MEETING  
995 PALM ST.  
WEDNESDAY, JULY 9, 2008**

**CALL TO ORDER:**

Chairperson Susan Rains called the meeting to order at 2:35 p.m.

**ROLL CALL**

Present: Susan Rains, Tracey Amundson, Margaret Crockett, and Denise Martinez

Absent: Stanley Yucikas, D. Gregg Doyle, Christine Batteate, and Kathy Howard

Vacant: Alternate

Staff: John Webster

**ANNOUNCEMENTS**

Mr. Webster announced that Christine Batteate had resigned her position due to relocation issues.

Mr. Webster introduced Cassie Harrison, Interim First Transit Resident Manager.

**PUBLIC COMMENTS**

There were no public comments.

**A. CONSENT ITEMS**

**A-1 Approval of May 14, 2008 Regular Meeting Minutes**

Ms. Crockett moved to approve the slate of minutes as presented.

Ms. Martinez seconded the motion.

The motion passed unanimously.

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## **B. DISCUSSION ITEMS**

There were no discussion items.

## **C. ACTION ITEMS**

### **C-1. TDA Performance Audit Report Presentation**

Belinda Johnson, Majic Consulting representative, stated her firm had been retained by SLOCOG for audit purposes re SLO Transit and SLORTA; however this presentation would only cover SLO Transit. She further noted the audit is required every three years. She defined the following categories of her audit review:

- Compliance: tracks efficiency and effectiveness of agency within state regulations
- Prior audit recommendations: inventory status and implementation of said recommendations
- Performing measures and trends: how efficient and effective is the operation
- Functional review: personnel issues, training, dispatchers, managers
- Recommendations

COMPLIANCE WITH TDA: This was all good; no recommendations.

PRIOR AUDIT RECOMMENDATIONS: There were seven recommendations from prior audit and she reported the status as follows:

Partially implemented recommendations –

- Track and present performance indicators and measures: a streamlined report would be more informative with efficiency
- Track and present operating standards: operating standards were not documented well enough and needed to be presented to MTC already
- Ensure accuracy in reporting: still found some errors, e.g. employee headcount, and felt there needed to be better check-back between financial dept. and Transit Manager

Fully implemented recommendations –

- Confirm on-time performance: satisfactory
- Fiscal audits comparisons: satisfactory

Recommendations not implemented –

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- There should be some form of operations agreement between SLO Transit and RTA, e.g. working on reports for shared stops, route overlaps, etc.
- Track effectiveness of marketing: there was no feedback or report measuring the effectiveness of marketing efforts and keeping the integrity of the program, e.g. is the plan achieving the objectives?

PERFORMANCE MEASURES: discussed ridership increase in 07/08; operating cost per hour re service efficiency; operating cost per passenger re cost effectiveness; passenger per vehicle service hour, and fare box recovery ratio.

FUNCTIONAL REVIEW: Discussed

- General management and organization – turnover managed well
- Service planning – undergoing new SRTP
- Scheduling/dispatch/operations – within industry standards
- Personnel management and training – within industry standards
- Marketing and public information – needs better tracking
- General and financial administration – within industry standards
- Maintenance program well serviced

OVERVIEW OF ACCOMPLISHMENTS

- Ridership growth was good
- Service restructure was good
- Fare adjustments
- New pass structure
- Evening service
- New Cal Poly agreement

Ms. Johnson summarized by stating, “The agency has shown marked improvement over the three year period.”

She recapped the following status of the recommendations:

Rec. #1: Document oversight of Contractor Performance

Rec. #2: Monitor and report key performance data, as the MTC and Council need to fully understand these measures.

Rec. #3: Improve coordination and connections with RTA with a possible interagency agreement for performance and efficiency between agencies.

Rec. #4: Ensure data accuracy and consistency in State Controller’s report and make sure final data is double-checked.

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Rec. #5: Segregate fuel costs as separate line items in reports

Rec. #6: Update and evaluate strategic marketing plan – special groups should be integrated into the plan, e.g. Cal Poly students. Evaluation of effectiveness should be tracked on a two-year cycle.

Rec. #7: Enhance SLO Transit's web presence, as the web information was not organized or accessible for riders and there should be better coordination with all transportation agencies as presented on the site

Mr. Webster agreed to bring back input of the recommendations.

The MTC accepted the audit report as presented.

## **C-2. Review and Approve MTC Schedule FY 09**

Ms. Amundson moved to accept the meeting schedule as presented by staff.

Ms. Martinez seconded the motion.

The motion passed unanimously.

## **D. INFORMATION ITEMS**

### **D-1 Transit Manager's Report**

Mr. Webster recapped several points in the report, including:

- Efficiency and details of graphics and reports; noted Cal Poly was out very early in December, which lowered ridership figures
- Six buses were on order
- Prado Adult Center received new tokens which had been purchased
- Still working on the purchase pool, with a bid out for clean diesel vehicles
- New trolley should arrive late August
- Year-to-date performance indicators re contractor incentives, penalties, and performance measures; staff wanted to create a true FY quarter report on performance indicators for future use.
- Transit grants were waiting for approval for implementation of 5307 grand funding
- Federal 5317 grant would be a two-year grant of \$25,000.00, directed towards ridership development
- SRTP lagged a bit in progress due to review/workloads; draft should be available in September for MTC review

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- Bus Stop Improvement Project was completed and included more shelters, signage, and amenities funded from leftover budget
- Interim Resident Manager was working well within agencies
- SLORTA signed the recently negotiated contract (100% cost pass through) and wanted to hire new manager
- Ridership reached 1,000,000 riders for the FY2008

Mr. Webster reported that First Transit's Kim Blakeman was recovering well from his illness.

## **D-2 Operating and Performance Reports**

### **E. MEMBER COMMENTS**

- Why is a bus running the Trolley route instead of the Trolley? The bus was being used, due to the look and condition of the Trolley, but the Trolley has been put back into service.
- RTA buses are becoming over crowded due to big increase in Ridership. Are we looking forward to make sure we have room on our buses come fall when Cal-Poly is back in session? We are looking to check Ridership come fall with a back up bus to be in the area to use as back up if riders are left behind.
- Will we be expanding the evening hours to the weekend? Due to funding it doesn't look like it will be possible.

The meeting adjourned at 4:08 p.m. to the next regular meeting on Wednesday, September 10, 2008 at 2:30 p.m. in the Council Hearing Room.

Respectfully submitted,

Lisa Woske, Recording Secretary